



INGENICO 5100 EASY USER GUIDE FOR RESTAURANT

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Cards are swiped with magnetic stripe **down** and to the **left**. They can be swiped either **top to bottom** or **bottom to top**.

Credit Card Purchase

Step	Terminal Prompt	Action
1.	Idle Prompt	Swipe card or for manual entry press F3, 1. Sale and 1. Credit.
2.	Enter Server ID	Enter Server ID number. Press green button. If new ID number press yes to add server ID number. Then press F1 for Yes or F3 for No.
3.	Enter Sale Amount	Enter the amount of the sale. Press green button.
4.	Tip (Optional)	Have customer enter tip at the time of transaction or can bypass by pressing the green button. When bypassed a tip line will print out on the receipt for the customer to write in tip amount. Follow Tip adjustment instruction on page 3.
5.	Second Receipt	Tear merchant copy. Acquire signature on merchant copy. Press the green button for customer copy.

Debit Card Purchase

Step	Terminal Prompt	Action
1.	Idle Prompt	Swipe Card Press F3.
2.	Merchant Menu	Press 1 for Sale.
3.	Sale Menu	Press 2. Debit
4.	Debit Transaction	Swipe Debit card.
5.	Enter Server ID	Enter Server ID number. Press green button. If new ID number press yes to add server ID number. Then press F1 for Yes or F3 for No.
6.	Enter Sale Amount	Enter the amount of the sale. Press green button.
7.	TIP NOT OPTIONAL	Have customer enter the tip amount. Tip must be entered at this time since tip cannot be added later on a debit transaction. If bypassed tip line WILL NOT print out on the receipt. Press green button.
8.	Enter PIN:	Have customer enter their PIN code. Press green button.
9.	Second Receipt	Tear merchant copy. Press green button for customer copy. No signature required.

Note: Debit card transaction cannot be voided. Debit cards that require a return must be returned as a credit card and require a signature. Merchant must inform their customer that they will not see their returned funds for approximately three to five business days.

Void Credit Card Sale

Step	Terminal Prompt	Action
1.	Idle Prompt	Press F3
2.	Main Menu	Press F1 once to scroll down. Press 6. Void.
3.	Search By	<ol style="list-style-type: none">1. All – Search for the transaction to void by looking at all transactions.2. Ref# - Find transaction to void by the reference # on receipt.3. Server# - Find transaction to void by servers transactions.4. Acct# - Find transaction by the credit card account number.5. Invoice # - Find the transaction to void by the Invoice # on receipt.
4.	Void	Select or press next (F3) to the transaction you wish to void.
5.	Select	Select the transaction by pressing (F2)
6.	Transaction	Void will then be captured. Acquire signature on merchant copy.

Return (Only Credit)

Step	Terminal Prompt	Action
1.	Idle Prompt	Press F3.
2.	Main Menu	Press 8. Return.
3.	Return Menu	Press 1. Credit. (Debit return does not work)
4.	Return/Slide Card	Swipe card or manual enter the card number.
5.	Expiration Date (Manual entry)	Enter card expiration date. (MMYY). Press green button.
6.	Enter Clerk ID	Enter Server ID. Press green button.
7.	Enter Return Amount	Enter in the amount to return to the customer.
8.	Receipt	Acquire signature on merchant copy.

Add Tips

Step	Terminal Prompt	Action
1.	Idle Prompt	Press F3.
2.	Main Menu	Press 2. Tip Adjust
3.	Search By	<ol style="list-style-type: none">1. All – Search for the transaction to tip adjust by looking at all transactions.2. Ref# - Find transaction to tip adjust by the reference # on receipt.3. Server# - Find transaction to tip adjust by servers transactions.4. Acct# - Find transaction by the credit card account number.5. Invoice # - Find the transaction to void by the Invoice # on receipt.
4.	Tip Adjust	Press F2 to Select the transaction to adjust for a tip.
5.	Enter Tip Amount	Enter the amount of the tip. Press the green button. Terminal will display "Captured" will appear on the screen when tip has been added successfully.

Reprint Receipt

Step	Terminal Prompt	Action
1.	Idle Prompt	Press F3.
2.	Main Menu	Press 5. Reports.
3.	Reports Menu	Press 1. Reprint
4.	Reprint Menu	Press either 1. Last Copy or 2. Search to find another transaction.
5.	Reprint Menu	Press either 1. Merchant Copy; 2. Cust. Copy; 3. Both.

Summary Report

Step	Terminal Prompt	Action
1.	Idle Prompt	Press F3.
2.	Main Menu	Press 5. Reports
3.	Report Menu	Press 3. Summary

Detail Report

Step	Terminal Prompt	Action
1.	Idle Prompt	Press F3.
2.	Main Menu	Press 5. Reports
3.	Report Menu	Press 2. Detail

Server Report

Step	Terminal Prompt	Action
1.	Idle Prompt	Press F3.
2.	Main Menu	Press 5. Reports
3.	Report Menu	4 = Server 5 = Unadj. Tip 6 = IRS Tip
4.	(next)	1 = All 2 = Single ➤ Server + OK ➤ Cash Tip + Ok

Close Current Batch

Step	Terminal Prompt	Action
1.	Idle Prompt	Press F3.
2.	Main Menu	Press 4. Settlement.
3.	Confirm Settlement	Press F1 for Yes.
4.	Batch	Batch summary report will print.
5.	Print Detail Report	Press F1 for Detail report. Press F3 to bypass detailed report.

Tech Support

MERCHANT ID# _____

First Data Tech Support (24hrs): **1 (800) 228-0210 Option 1**

Customer Service: **1 (866) 597-5721**

Authorization Center: **1 (800) 228-1122**

Security Questions: **1 (800) 588-7545 Option 2**

Alpine Payment Systems: **1 (877) 804-7286**

Ingenico Tech Support: **1 (888) 900-8221**