

The

Grocery Outlet



Quality Foods for a **LOT** less.

TD INGENICO DESK 5000 USER GUIDE



INGENICO DESK 5000 MODEL

1. Command keys
 - Application key
 - Cancel
 - Correction
 - OK (or Enter)
2. Touchscreen
3. Paper chamber panel
4. Paper Feed key
5. Card readers
 - a) Insert chipped cards
 - b) Swipe cards
 - c) Tap cards



How to Process Sales & Returns

Reminder : All debit, credit, return & gift card transactions must be approved on the terminal before cashing out on the till.

How to process a Sale – Debit, Visa or Mastercard

1. Tap the *Sale* icon OR press 0
2. Enter the total dollar amount for the sale and press Enter.
3. Tap “*Credit or Debit*” or press 1
4. The customer has the option to tap, insert or swipe their card and will follow the prompts on the pinpad.

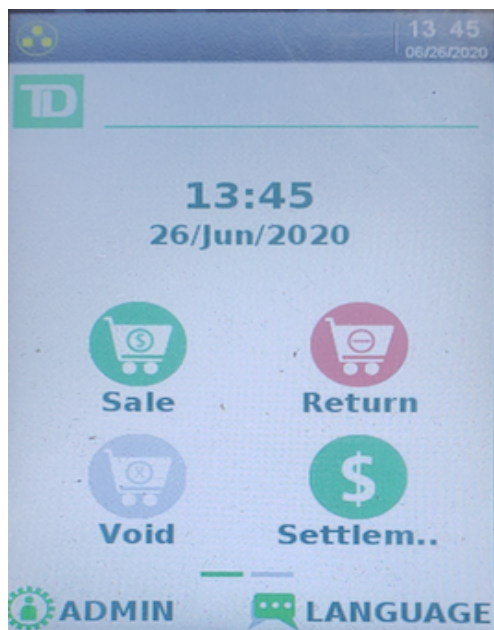
How to process a Sale – Gift Card

1. Tap the *Sale* icon OR press 0
2. Enter the total dollar amount for the sale and press Enter.
3. Tap “*Gift Card Redeem*” or press 2
4. The customer has to swipe their gift card and will follow the prompts on the pinpad.

you do not need to go through the Givex app for a gift card redeem.

How to process a Return

1. Tap *Return* or press 1
2. Enter the supervisor ID and password
3. Enter the total dollar amount for the return and press Enter.
4. The customer has the option to tap, insert or swipe their card and will follow the prompts on the pinpad.



Settlements & Batch Reports

Performing a Settlement At The End of The Day

A settlement report must be performed on each terminal in order to maintain accurate records and balance your accounts. *If the settlement isn't preformed, that day will carry over to the next business day and you will see a big difference in your daily report.*

This is important as it:

- Closes all open batches
- Prints selected reports
- Checks for and downloads available updates
- Starts a new business day on the terminal by opening a new batch

To print the settlement report:

1. Tap the Settlement icon.
2. Confirm that you want to close the business day (Yes or No).
3. Confirm that you want to print the settlement reports (Yes or No).
4. The terminal reboots.

Settlement Report Information

Use this option to enable the printing of the settlement report and control how much information is included. *All terminals are already set up to include the detailed transactions, use these instructions in case the settlement report changes.*

1. Tap the Admin icon → Setup Menu → Trans Options → Settlement → SettleRpt.
2. Select how much detail you wish to include on the settlement report (Off, Summary or Detail) and press OK.
 - Off disables the settlement report.
 - **Summary enables the settlement report and displays overall transaction totals.**
 - **Detail enables the settlement report and displays transaction details as well as totals.**

Business Day/ Batch Reports

Please note that although the Business Day and Batch Report allow you to see day totals, these functions DO NOT CLOSE THE BUSINESS DAY. A settlement must be performed at the end of the day to close the business day.

Business day reports

Press the OK key, then Reports and then select one of the following:

Detail - This report provides all transactions for the current business day.

- PRINT or DISPLAY your report.

Summary - This report provides all transactions by card type showing the grand total transaction amount and the number of transactions of that card type.

- PRINT or DISPLAY your report.

Batch Reports

These reports are for all transactions performed within a particular batch. It then prints a report showing transactions performed on the terminal since the last Settlement / Day Close.

1. Tap the Admin icon → Batch menu → View History.
2. Select Batch Totals
3. The batch totals are shown reflecting sale and return amounts separately.



Givex Gift Card User Guide

How to get to the Givex app

1. Press the application button to exit the TD Merchant app
2. Tap on the Givex icon and you will arrive at the main menu

Once you are at the Givex main menu you can perform these functions:

How to check a gift card balance

1. Tap on *Balance*
2. Swipe the gift card
3. Press *Process*

Please note that you do not need to enter a security code.

How to activate a gift card

1. Tap *Gift*
2. Tap *Activate*
3. Swipe the gift card
4. Enter the amount and press *Process*

Please note that you do not need to enter a security code.

How to perform a gift card redeem

1. Tap *Gift*
2. Tap *Redeem*
3. Enter the amount and press *Process*

To save time, please perform this function through "Sale" in the TD Merchant app.

How to print the end of day report for gift cards

1. Tap *Admin*
2. Tap *Cashout*
3. The gift card totals will print out.