



BE PAYMENT READY

Moneris[®] iCT250

Semi-Integrated Reference Guide





BE PAYMENT READY

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Setting up Your Terminal

In this section, we go over everything you need to know to set up your Moneris iCT250 for semi-integration.

Important: Read first

Follow the steps below to set up and configure the Moneris iCT250 terminal to work as a semi-integrated POS device with your electronic cash register (ECR).

1. Refer to *Before you get started* in the *Setting Up Your Terminal* section of the **Moneris iCT250 Reference Guide** included in your package, and follow the instructions to determine if you have the required components for setting up and configuring the terminal to communicate with the Moneris host.
2. Once you have determined that you have all the required components as outlined in the *Setting up Your Terminal* section of the **Moneris iCT250 Reference Guide**, follow the steps immediately below on this page.
3. Please note that Moneris provides the following communications cables:

Terminal-to-Moneris host cables	Terminal-to-ECR cables
<ul style="list-style-type: none">• Ethernet cable¹• dial cable	<ul style="list-style-type: none">• RS232 serial cable or• USB cable

¹This cable may also be used to connect the terminal to your ECR via Ethernet networking.

4. Proceed to *Cabling options for iCT250 semi-integration* on page 5 in this guide to determine which overview setup procedure you must follow.

Note: You must use the exact power adaptor and cables provided by Moneris to work with the Moneris iCT250 terminal. Failure to do so may affect the operability of or cause damage to the equipment.

Cabling options for iCT250 semi-integration

To determine which steps you must follow to set up your device to work in Semi-Integrated mode, refer to one option from the *Terminal-to-Moneris host cabling options* column, and then cross-reference it with one option from the *Terminal-to-ECR cabling options* row.

Example: To use **Ethernet with dial backup** cabling for terminal-to-Moneris host communication with **USB** cabling for terminal-to-ECR communication, you must follow the steps in box **ED3**.

Terminal-to-Moneris host cabling options	Terminal-to-ECR cabling options		
	Ethernet	RS232 serial	USB
Ethernet only	a. You must use static IP. E1 b. You will need <ul style="list-style-type: none"> ▪ Ethernet cables (Moneris provides one Ethernet cable.) c. Follow the setup steps on page 6.	a. You may use dynamic or static IP. E2 b. You will need: <ul style="list-style-type: none"> ▪ RS232 serial cable ▪ Ethernet cable c. Follow the setup steps on page 7.	a. You may use dynamic or static IP. E3 b. You will need: <ul style="list-style-type: none"> ▪ USB cable ▪ Ethernet cable c. Moneris provides the ECR USB driver. d. Follow the setup steps on page 8.
Ethernet with dial backup	a. You must use static IP. ED1 b. You will need: <ul style="list-style-type: none"> ▪ Ethernet cables (Moneris provides one Ethernet cable.) ▪ dial cable c. Follow the setup steps on page 6.	a. You may use dynamic or static IP. ED2 b. You will need: <ul style="list-style-type: none"> ▪ RS232 serial cable ▪ Ethernet cable ▪ dial cable c. Follow the setup steps on page 7.	a. You may use dynamic or static IP. ED3 b. You will need: <ul style="list-style-type: none"> ▪ USB cable ▪ Ethernet cable ▪ dial cable c. Moneris provides the ECR USB driver. d. Follow the setup steps on page 8.
Dial only	This configuration is not supported. D1	a. You will need: D2 <ul style="list-style-type: none"> ▪ RS232 serial cable ▪ dial cable b. Follow the setup steps on page 7.	a. You will need: D3 <ul style="list-style-type: none"> ▪ USB cable ▪ dial cable b. Moneris provides the ECR USB driver. c. Follow the setup steps on page 8.

Terminal-to-ECR cable: Ethernet

Terminal-to-host cable: Ethernet

Overview setup steps: E1 and ED1

1. Connect the terminal to your ECR via your Ethernet network.
 - Refer to the instructions provided with your ECR POS system.
2. Connect the terminal-to-Moneris host cables, set up the terminal hardware, and power on the terminal.
 - Refer to *Hardware setup* in the *Setting up Your Terminal* section of the **Moneris iCT250 Reference Guide**.
3. Enable Semi-Integrated mode on the terminal.
 - See page 12 in this semi-integration guide.
4. Configure the terminal-to-Moneris host static IP communication parameters on the terminal.
 - Refer to *Communications setup* in the *Setting up Your Terminal* section of the **Moneris iCT250 Reference Guide**.
5. Configure the terminal-to-ECR communications parameters (Ethernet) on the terminal.
 - See *Enable for Ethernet connection to ECR* on page 12 in this semi-integration guide.
6. Initialize and log the terminal onto the Moneris host.
 - Refer to *Initialization and logon* in the *Setting up Your Terminal* section of the **Moneris iCT250 Reference Guide**.
7. Enable optional features on the terminal as desired.
 - To enable cash transaction receipt printing from the terminal, see page 13 in this semi-integration guide.
 - For other optional features, refer to *Additional options* in the *Setting up Your Terminal* section of the **Moneris iCT250 Reference Guide**.
8. For information and instructions for using your semi-integrated terminal to perform:
 - debit/credit and cash transactions, see *Performing debit/credit and cash transactions in Semi-Integrated mode* on page 15 in this guide.
 - gift transactions, see *Performing gift transactions in Semi-Integrated mode* on page 25 in this guide.
 - loyalty transactions, see *Performing loyalty transactions in Semi-Integrated mode* on page 29 in this guide.
 - End-of-day steps, see *End-of-day process in Semi-Integrated mode* on page 36 in this guide.

Terminal-to-ECR cable: RS232 serial

Terminal-to-host cable: Ethernet or dial

Overview setup steps: E2, ED2, and D2

1. Connect the terminal-to-ECR cable (**RS232 serial**).
 - See page 9 in this semi-integration guide.
2. Connect the terminal-to-Moneris host cables, set up the terminal hardware, and power on the terminal.
 - Refer to *Hardware setup* in the *Setting up Your Terminal* section of the **Moneris iCT250 Reference Guide**.
3. Enable Semi-Integrated mode on the terminal.
 - See page 12 in this semi-integration guide.
4. Configure the terminal-to-Moneris host communications parameters (**dynamic IP** or **static IP** or **dial**) on the terminal.
 - Refer to *Communications setup* in the *Setting up Your Terminal* section of the **Moneris iCT250 Reference Guide**.
5. Configure the terminal-to-ECR communications parameters (**RS232**) on the terminal.
 - See *Enable for RS232 serial connection to ECR* on page 12 in this semi-integration guide.
6. Initialize and log the terminal onto the Moneris host.
 - Refer to *Initialization and logon* in the *Setting up Your Terminal* section of the **Moneris iCT250 Reference Guide**.
7. Enable optional features on the terminal as desired.
 - To enable cash transaction receipt printing from the terminal, see page 13 in this semi-integration guide.
 - For other optional features, refer to *Additional options* in the *Setting up Your Terminal* section of the **Moneris iCT250 Reference Guide**.
8. For information and instructions for using your semi-integrated terminal to perform:
 - **debit/credit and cash transactions**, see *Performing debit/credit and cash transactions in Semi-Integrated mode* on page 15 in this guide.
 - **gift transactions**, see *Performing gift transactions in Semi-Integrated mode* on page 25 in this guide.
 - **loyalty transactions**, see *Performing loyalty transactions in Semi-Integrated mode* on page 29 in this guide.
 - **End-of-day steps**, see *End-of-day process in Semi-Integrated mode* on page 36 in this guide.

Terminal-to-ECR cable: USB

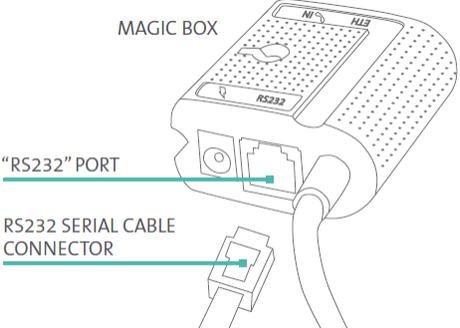
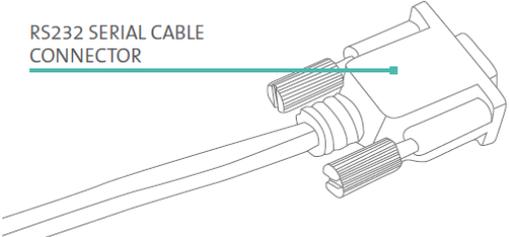
Terminal-to-host cable: Ethernet or dial

Overview setup steps: E3, ED3, and D3

1. Download and install the required USB driver to your ECR, and then connect the terminal to your ECR.
 - See page 10 in this semi-integration guide.
2. Connect the terminal-to-Moneris host cables, set up the terminal hardware, and power on the terminal.
 - Refer to *Hardware setup* in the *Setting up Your Terminal* section of the **Moneris iCT250 Reference Guide**.
3. Enable Semi-Integrated mode on the terminal.
 - See page 12 in this semi-integration guide.
4. Configure the terminal-to-Moneris host communications parameters (dynamic IP or static IP or dial) on the terminal.
 - Refer to *Communications setup* in the *Setting up Your Terminal* section of the **Moneris iCT250 Reference Guide**.
5. Configure the terminal-to-ECR communications parameters (USB) on the terminal.
 - See *Enable for USB connection to ECR* on page 13 in this semi-integration guide.
6. Initialize and log the terminal onto the Moneris host.
 - Refer to *Initialization and logon* in the *Setting up Your Terminal* section of the **Moneris iCT250 Reference Guide**.
7. Enable optional features on the terminal as desired.
 - To enable cash transaction receipt printing from the terminal, see page 13 in this semi-integration guide.
 - For other optional features, refer to *Additional options* in the *Setting up Your Terminal* section of the **Moneris iCT250 Reference Guide**.
8. For information and instructions for using your semi-integrated terminal to perform:
 - **debit/credit and cash transactions**, see *Performing debit/credit and cash transactions in Semi-Integrated mode* on page 15 in this guide.
 - **gift transactions**, see *Performing gift transactions in Semi-Integrated mode* on page 25 in this guide.
 - **loyalty transactions**, see *Performing loyalty transactions in Semi-Integrated mode* on page 29 in this guide.
 - **End-of-day steps**, see *End-of-day process in Semi-Integrated mode* on page 36 in this guide.

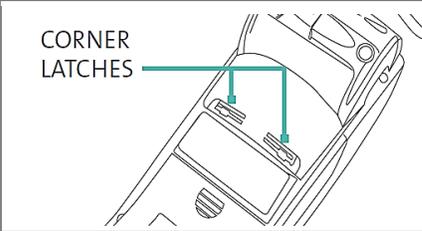
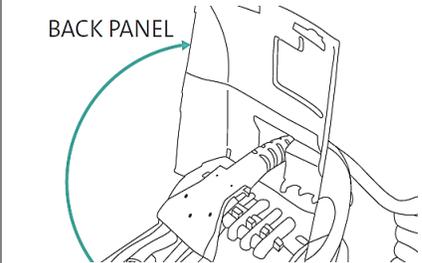
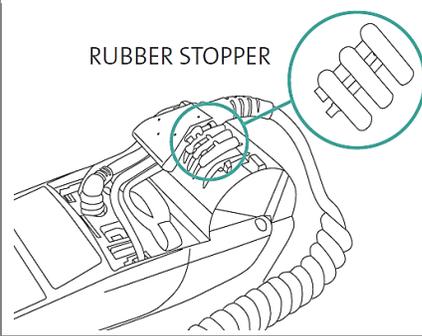
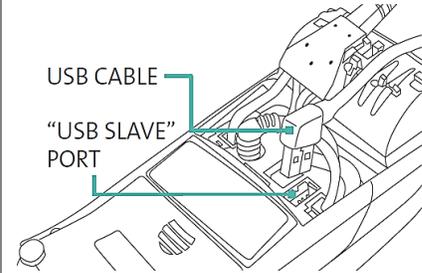
Setup and configuration for iCT250 semi-integration

Set up an RS232 serial connection

Set up an RS232 serial connection	
<p>a. Plug the RS232 serial cable's connector (small end) into the terminal's Magic Box port labelled "RS232".</p>	 <p>MAGIC BOX</p> <p>RS232</p> <p>"RS232" PORT</p> <p>RS232 SERIAL CABLE CONNECTOR</p>
<p>b. Plug the RS232 serial cable's connector (large end) into a serial port on your ECR.</p>	 <p>RS232 SERIAL CABLE CONNECTOR</p>
<p>c. Continue the overview setup procedure at step 2 (on page 7 in this guide).</p>	

Download/install the USB driver, and connect the terminal to your ECR

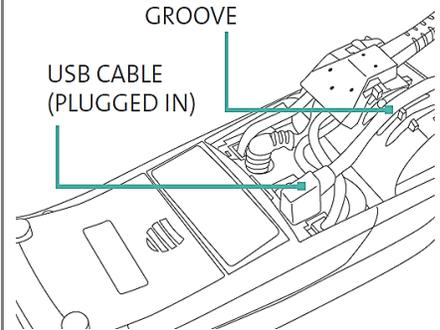
1. Visit: <https://esqa.moneris.com/connect/en/download/drivers>.
2. Download the "iCT250 USB Driver".
3. Install the driver on the ECR to which you will connect the terminal.
4. Once the iCT250 USB driver has been installed on your ECR, connect the terminal to the ECR by following the steps below:

Set up a USB connection	
<p>a. Turn the terminal over so that the back panel is facing you. Locate the two corner latches.</p>	
<p>b. Grip the latches simultaneously, and then pull back to raise the back panel.</p> <p>c. Detach the panel completely.</p>	
<p>d. If a three-pronged rubber stopper is attached, go to step e. If there is no stopper, go directly to step f.</p> <p>e. Grip the stopper, and pull back until it tears off completely (or use scissors to carefully snip it off).</p>	
<p>f. Plug the USB cable into the port labelled "USB SLAVE" in the terminal compartment.</p>	

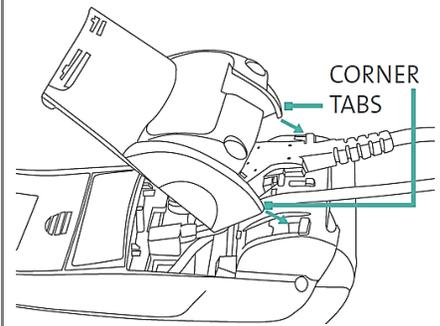
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Set up a USB connection (continued)

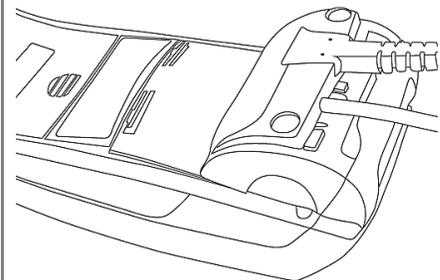
- g. Position the USB cable so that it sits securely in one of the three grooves at the top of the terminal.



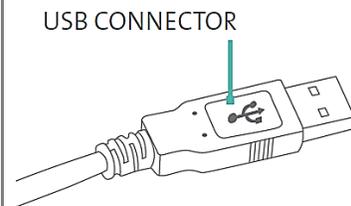
- h. Position the back panel so that its upper two corner tabs are slotted into the openings at the top of the terminal.



- i. Close the back panel until it snaps shut.
(The USB cable should be secured as it passes through one of the three openings between the closed panel and the terminal.)



- j. Plug the USB cable's connector into a USB port on your ECR.



- k. Continue the overview setup procedure at step 2 (on page 8 in this guide).

Enabling Semi-Integrated mode on the terminal

1. Your terminal should now be powered on, and the TERMINAL SETUP REQUIRED screen should be displayed.
2. Press the  key twice, key in **53**, and press the green  key.
3. Do one of the following:
 - To enable receipt printing from the terminal: Scroll down to **RCPTS AT TERM**, and press the green  key.
 - To enable receipt printing from the ECR: Scroll down to **RCPTS AT ECR**, and press the green  key.
4. Wait for the REINITIALIZATION REQUIRED screen to appear.
5. Do one of the following:
 - If you are connecting the terminal to your ECR over an Ethernet network: Continue the overview setup procedure at step 4 (on page 6 in this guide).
 - If you are connecting the terminal to your ECR using an RS232 serial cable: Continue the overview setup procedure at step 4 (on page 7 in this guide).
 - If you are connecting the terminal to your ECR using a USB cable: Continue the overview setup procedure at step 4 (on page 8 in this guide).

Configuring the terminal-to-ECR communication parameters

Enable for Ethernet connection to ECR

1. Press the  key twice, key in **52**, and press the green  key.
2. Scroll down to **ETHERNET**, and press the green  key.
3. When the TERMINAL SETUP menu appears, press the red  key twice.

Note: The terminal will automatically use the static IP values that you configured as instructed in the Setting Up Your Terminal section of the **Moneris iCT250 Reference Guide**.
4. Wait for the REINITIALIZATION REQUIRED screen to appear.
5. Continue the overview setup procedure at **step 6** (on page 6 in this guide).

Enable for RS232 serial connection to ECR

1. Press the  key twice, key in **52**, and press the green  key.
2. Press the green  key to select **RS232**.
3. Scroll to the appropriate baud rate value, and press the green  key.

Note: The default setting is 19200. If necessary, select the baud rate that is supported by your ECR hardware.
4. Wait for the REINITIALIZATION REQUIRED screen to appear.
5. Continue the overview setup procedure at **step 6** (on page 7 in this guide).

Enable for USB connection to ECR

1. Press the  key twice, key in **52**, and press the green  key.
2. Scroll up to **USB**, and press the green  key.
3. Scroll to the appropriate baud rate value, and press the green  key.

Note: The default setting is 19200. If necessary, select the baud rate that is supported by your ECR hardware.

4. Wait for the REINITIALIZATION REQUIRED screen to appear.
5. Continue the overview setup procedure at **step 6** (on page 8 in this guide).

Enabling cash transaction receipt printing from the terminal

1. Press the  key twice, key in **14**, and press the green  key.
2. Scroll up to **ECR CASH TRANS**, and press the green  key.
3. When ACCEPT CASH TRANS FROM ECR? appears, press the  key to select **YES**.
4. Press the red  key twice to return to the WELCOME/BONJOUR screen.



Using Your Terminal

In this section, we go over everything you need to know to use your Moneris iCT250 terminal in semi-integrated mode, including how to perform transactions and end-of-day processes.

Performing debit/credit and cash transactions in Semi-Integrated mode

Financial transactions: debit, credit, and cash

Transaction	debit/credit	cash
Purchase	see page 16 in this guide	see page 17 in this guide
Refund	see page 17 in this guide	see page 18 in this guide
Void	see page 19 in this guide	not supported
Balance Inquiry (for pre-paid credit cards)	see page 20 in this guide ¹	not supported
Pre-Authorization	see page 20 in this guide ¹	not supported
Advice (Pre-Auth Completion)	see page 21 in this guide ¹	not supported
Force Post	see page 22 in this guide ¹	not supported

¹ This is a credit card only transaction; debit cards are not supported.

Pre-paid credit cards

Pre-paid credit cards are issued by Visa, MasterCard, and other credit card companies. These cards are loaded with a pre-defined value and can be used to pay for all or part of a purchase.

Partially approved Purchase

A Partial Approval of a purchase transaction occurs when a cardholder pays for a purchase with a pre-paid credit card but the value on the pre-paid card is less than the purchase amount.

The amount on the pre-paid card is approved, i.e. part of the total purchase amount is approved. Prompts are displayed indicating how much of the purchase amount is still owed (e.g. AMOUNT DUE \$5.00). That amount can then be paid by another tender type, e.g. a credit or debit card.

Transaction reports

All reports must be printed from the terminal regardless of where receipts are printed. Refer to *Reports* in the *Using Your Terminal* section of the **Moneris iCT250 Reference Guide**. Cash transactions do not appear on terminal reports.

Admin functions

All admin functions must be started on the terminal regardless of where receipts are printed. Refer to *Admin functions* in the *Using Your Terminal* section of the **Moneris iCT250 Reference Guide**.

End-of-day processes

The close batch transaction must be started on the ECR regardless of where receipts are printed (see page 36 in this guide). Cash transactions are not included as part of the batch.

General guidelines during a debit/credit or cash transaction

Note: To cancel a transaction in progress, press the red  key on the terminal.

1. Before beginning a transaction, ensure that the WELCOME/BONJOUR screen is displayed on the terminal.
2. Determine the transaction to be processed (e.g., purchase or refund).
3. Start the transaction from your ECR, and send the transaction request.

Note: The transaction types, tender types, and data fields on your ECR may have different names than those used in this guide.

4. Continue the transaction on the terminal if prompted.
5. Process any transaction receipts that are printed.
6. If the Moneris Loyalty program is enabled on your terminal, you will be prompted to enter a loyalty card (on the terminal).

Purchase with debit/credit card

Debit or credit purchase of goods or services. When processing a partial approval purchase (see page 15 in this guide), use the pre-paid credit card(s) first, followed by another tender type such as a regular debit/credit card or cash.

1. Start the transaction from your ECR
 - a. Select the purchase transaction type.
 - b. Select the debit/credit tender type.
 - c. If required, enter the following data:
 - clerk ID
 - invoice number
 - d. Enter the transaction amount.
 - e. Send the transaction request.
2. Continue the transaction on your iCT250 terminal
 - a. Wait for one of the following prompts to appear, and then enter the required data on the terminal. (Refer to *Transactions* in the *Using Your Terminal* section of the **Moneris iCT250 Reference Guide**. If tip entry is enabled, follow the prompts in the table entitled *Merchant prompts: Purchase with tip entry enabled*. If tip entry is disabled, follow the prompts in the table entitled *Merchant prompts: Purchases/Pre-Auths/Refunds/Voids*):
 - ENTER CLERK ID
 - ENTER INVOICE NO
 - SWIPE CARD or SWIPE OR INSERT CARD or SWIPE/INSERT/TAP CARD
3. Process the transaction receipts
 - If your ECR is configured to print receipts, see page 23 in this semi-integration guide.

Purchase with cash

Cash purchase of goods or services.

1. Start the transaction from your ECR
 - a. Select the purchase transaction type.
 - b. Select the cash tender type.
 - c. If required, enter the following data:
 - clerk ID
 - invoice number
 - d. Enter the transaction amount.
 - e. Send the transaction request.
2. Process the transaction receipts
 - If your ECR is configured to print receipts, see page 23 in this semi-integration guide.
 - If your terminal is configured to print receipts:
 - a. Wait for the terminal to print the Merchant copy.
 - b. Press the green  key to print the Cardholder copy.

Refund with debit/credit card

Credit a customer's account.

1. Start the transaction from your ECR
 - a. Select the refund transaction type.
 - b. Select the debit/credit tender type.
 - c. If required, enter the following data:
 - clerk ID
 - invoice number (found on the original debit/credit purchase receipt)
 - authorization number (found on the original debit/credit purchase receipt)
 - d. Enter the transaction amount.

Note: To refund a partially approved purchase, use the TOTAL PAID amount on the Partial Approval receipt.
 - e. Send the transaction request.
2. Continue the transaction on the iCT250 terminal
 - a. If SWIPE ADMIN CARD appears, swipe your POS Admin card.
 - b. Wait for one of the following prompts to appear, and then enter the required data on the terminal. (Refer to the prompts in the table entitled *Merchant prompts: Purchases/Pre-Auths/Refunds/Voids* located in the *Using Your Terminal* section of the **Moneris iCT250 Reference Guide**):

- ENTER CLERK ID
- ENTER INVOICE NO
- ENTER ORIGINAL AUTHORIZATION #
- SWIPE CARD or SWIPE OR INSERT CARD or SWIPE/INSERT/TAP CARD

3. Process the transaction receipts

- If your ECR is configured to print receipts, see page 23 in this semi-integration guide.

Refund with cash

Reverse a cash purchase of goods or services.

1. Start the transaction from your ECR

- a. Select the refund transaction type.
- b. Select the cash tender type.
- c. If required, enter the following data:
 - clerk ID
 - invoice number
- d. Enter the transaction amount.
- e. Send the transaction request.

2. Process the transaction receipts

- If your ECR is configured to print receipts, see page 23 in this semi-integration guide.
- If your terminal is configured to print receipts:
 - a. Wait for the Merchant copy receipt to print from the terminal.
 - b. Press the green  key to print the Cardholder copy receipt.

Void with debit/credit card

Void (correct) a debit/credit purchase or refund transaction.

Note: *The void must be processed in the same batch as the original transaction.*

1. Start the transaction from your ECR
 - a. Select the purchase-void or the refund-void transaction type.
 - b. Select the debit/credit tender type.
 - c. If required, enter the following data (found on the original debit/credit purchase or refund receipt):
 - clerk ID
 - invoice number
 - authorization number
 - d. Enter the transaction amount.

Note: *To void a partially approved purchase, use the TOTAL PAID amount on the Partial Approval receipt.*
 - e. Send the transaction request.
2. Continue the transaction on the iCT250 terminal
 - a. If SWIPE ADMIN CARD appears, swipe your POS Admin card.
 - b. Wait for one of the following prompts to appear, and then enter the required data on the terminal. (Refer to the prompts in the table entitled *Merchant prompts: Purchases/Pre-Auths/Refunds/Voids* located in the *Using Your Terminal* section of the **Moneris iCT250 Reference Guide**):
 - ENTER CLERK ID
 - ENTER INVOICE NO
 - ENTER ORIGINAL AUTHORIZATION #
 - SWIPE CARD or SWIPE OR INSERT CARD
3. Process the transaction receipts
 - If your ECR is configured to print receipts, see page 23 in this semi-integration guide.

Void with cash

- To void (correct) a cash purchase transaction, do a cash refund. See *Refund with cash* on page 18 in this semi-integration guide.
- To void (correct) a cash refund transaction, do a cash purchase. See *Purchase with cash* on page 17 in this semi-integration guide.

Balance Inquiry on pre-paid credit cards

1. Start the transaction from your ECR
 - a. Select the balance inquiry transaction type.
 - b. Select the debit/credit tender type.
 - c. Send the transaction request.
2. Continue the transaction on your iCT250 terminal
 - a. If SWIPE ADMIN CARD appears, swipe the POS Admin card.
 - b. When SWIPE CARD or SWIPE OR INSERT CARD or SWIPE/INSERT/TAP CARD appears, enter the pre-paid credit card on the terminal.
3. Process the transaction receipts

Note: *The Balance Inquiry receipt always prints on the terminal, regardless of your print configuration. Only the cardholder copy prints. Give the Balance Inquiry receipt to the customer.*

Pre-Authorization with credit card

Authorization if the final purchase amount is unknown (e.g. hotel or car rental).

1. Start the transaction from your ECR.
 - a. Select the pre-authorization transaction type.
 - b. Select the debit/credit tender type.
 - c. If required, enter the following data:
 - clerk ID
 - invoice number
 - d. Enter the transaction amount.
 - e. Send the transaction request.
2. Continue the transaction on the iCT250 terminal.
 - a. Wait for one of the following prompts to appear, and then **enter the required data** on the terminal. (Refer to the prompts in the table entitled *Merchant prompts: Purchases/Pre-Auths/Refunds/Voids* located in the *Using Your Terminal* section of the **Moneris iCT250 Reference Guide**):
 - ENTER CLERK ID
 - ENTER INVOICE NO
 - SWIPE CARD or SWIPE OR INSERT CARD
3. Process the transaction receipts.
 - If your ECR is configured to print receipts, see page 23 in this semi-integration guide.

Note: *When the final purchase amount is known, you must perform an advice for the final amount using the same card number (see page 21).*

Advice with credit card

Completes or cancels a credit pre-authorization.

Note: *The advice (pre-authorization completion) transaction must be processed through the same terminal as the original pre-authorization.*

1. Start the transaction from your ECR
 - a. Select the pre-authorization completion transaction type.
 - b. Select the debit/credit tender type.
 - c. Do one of the following:
 - **If Tip Reporting is enabled:** Enter the pre-authorization amount excluding the tip amount (if any) found on the original credit pre-auth receipt.
OR
 - **If Tip Reporting is not enabled:** Enter the sum of the pre-authorization amount plus the tip amount (if any) found on the original credit pre-auth receipt.
OR
 - **To cancel the credit pre-authorization:** Enter a \$0.00 amount.
 - d. If required, enter the following data:
 - clerk ID
 - invoice number (found on the original credit pre-auth receipt)
 - sequence number (found on the original credit pre-auth receipt)
 - e. Send the transaction request.
2. Continue the transaction on the iCT250 terminal
 - a. Wait for one of the following prompts to appear, and then enter the required data on the terminal. (Refer to the prompts in the table entitled Merchant prompts: Advices/Force Posts located in the Using Your Terminal section of the **Moneris iCT250 Reference Guide**):
 - FIND ORIGINAL TRANSACTION?
 - ENTER ORIGINAL SEQUENCE NUMBER
 - 1234567890123456 PRESS [OK]
 - ENTER TIP AMOUNT \$0.00
3. Process the transaction receipts
 - If your ECR is configured to print receipts, see page 23 in this semi-integration guide.

Force Post with credit card

Completes a voice-authorized purchase.

1. Start the transaction from your ECR
 - a. Select the pre-authorization completion transaction type.
 - b. Select the debit/credit tender type.
 - c. If required, enter the following data (recorded on the paper sales draft imprint):
 - clerk ID
 - invoice number
 - authorization number
 - d. Do one of the following:
 - **If Tip Reporting is enabled:** Enter the voice-authorized purchase amount excluding a tip amount (if any) recorded on the paper sales draft imprint.
OR
 - **If Tip Reporting is not enabled:** Enter the sum of the voice-authorized purchase amount plus the tip amount (if any) recorded on the paper sales draft imprint.
 - e. Send the transaction request.
2. Continue the transaction from your iCT250 terminal
 - a. Wait for one of the following prompts to appear, and then **enter the required data** on the terminal. (Refer to the prompts in the table entitled *Merchant prompts: Advices/Force Posts* located in the *Using Your Terminal* section of the **Moneris iCT250 Reference Guide**):
 - FIND ORIGINAL TRANSACTION?
 - ENTER TIP AMOUNT \$0.00
 - ENTER ORIGINAL AUTHORIZATION #
 - ENTER CARD NUMBER
3. Process the transaction receipts
 - If your ECR is configured to print receipts, see page 23 in this semi-integration guide.

Debit, credit, and cash receipts

Depending on how you have configured your terminal, transaction receipts may be printed from your ECR or from the terminal.

Notes:

- *Receipts for Balance Inquiry always print on the terminal, regardless of your print configuration. Only the cardholder copy prints.*
- *If a transaction begins with a partial approval, all of the receipts will print on the terminal, including the receipts for any method of payment used to pay the balance due. Both the cardholder and merchant copies will print.*

If ECR is configured to print receipts: debit/credit and cash

Once a debit/credit financial transaction has been sent to the Moneris host for processing, an APPROVED response will be sent back from the Moneris host to the terminal, which will send the message to your ECR. One or more receipts may be printed from your ECR.

Note: *Cash transactions are not sent to the Moneris host for processing.*

1. Obtain the transaction receipts from your ECR.

Note: *For debit/credit transactions, the message APPROVED will appear on the iCT250 terminal display screen. For cash transactions, the terminal will continue to display the WELCOME/BONJOUR screen.*

2. The terminal will return to the WELCOME/BONJOUR screen.

Reprinting receipts from the ECR

Refer to your ECR POS documentation.

If terminal is configured to print receipts: debit/credit and cash

Once a debit/credit financial transaction has been sent to the Moneris host for processing, the Moneris host will send back an APPROVED response to the terminal, and then the terminal will print one or more transaction receipts.

Note: *Cash transactions are not sent to the Moneris host for processing; therefore, the APPROVED response will not display while the terminal is printing cash transaction receipts (only MERCHANT COPY and GIVE CUST COPY will display).*

Refer to *Receipts* in the *Using Your Terminal* section of the **Moneris iCT250 Reference Guide** for more information about printing receipts.

Reprinting receipts from the terminal

When the iCT250 terminal is configured to print receipts, you may obtain a reprint as follows:

Receipt	Tender type	For instructions, see:	Refer to procedure:
Merchant copy	debit/credit	<i>Using Your Terminal</i> section of the Moneris iCT250 Reference Guide	Reprint Merchant receipt
Merchant copy	cash	To reprint a merchant copy cash receipt, see your ECR POS documentation.	
Cardholder copy	debit/credit	<i>Using Your Terminal</i> section of the Moneris iCT250 Reference Guide	Reprint last Customer receipt or last report
Cardholder copy	cash	<i>Using Your Terminal</i> section of the Moneris iCT250 Reference Guide	Reprint last Customer receipt or last report

Performing gift transactions in Semi-Integrated mode

Gift transactions

Transaction	Initiate from:	For instructions, see:
Purchase	ECR	page 26 in this guide
Refund	ECR	page 27 in this guide
Void	ECR	page 27 in this guide
Activate/Load	iCT250 Terminal	Activating/Reloading a Gift card in the <i>Moneris iCT250 Gift Card Program Reference Guide</i>
Deactivate	iCT250 Terminal	Deactivating a Gift card in the <i>Moneris iCT250 Gift Card Program Reference Guide</i>
Card Inquiry	iCT250 Terminal	Looking up a Gift card balance (Card Inquiry) in the <i>Moneris iCT250 Gift Card Program Reference Guide</i>
Re-Initialization	iCT250 Terminal	Initializing the terminal in the <i>Moneris iCT250 Gift Card Program Reference Guide</i>

Gift transaction reports

All reports must be printed from the terminal regardless of where receipts are printed. Refer to the *Reporting* section in the ***Moneris iCT250 Gift Card Program Reference Guide***.

End-of-day processes for gift transactions

The close batch transaction must be started on the ECR regardless of where receipts are printed. See page 36 in this guide.

General guidelines during a gift transaction

Note: To cancel a transaction in progress, press the red  key on the terminal.

1. Before beginning a transaction, ensure that the WELCOME/BONJOUR screen is displayed on the iCT250 terminal.
2. Determine the transaction to be processed (e.g. purchase or refund).
3. Start the transaction from your ECR, and then send the transaction request.

Note: The transaction types, tender types, and data fields on your ECR may have different names than those used in this guide.

4. Continue the transaction on the terminal if prompted.
5. Process any transaction receipts that are printed.
6. If the Moneris Loyalty program is enabled on your terminal, you may be prompted to enter a loyalty card (on the terminal).

Purchase with gift card

Gift card purchase of goods or services.

1. Start the transaction from your ECR
 - a. Select the purchase transaction type.
 - b. Select the gift tender type.
 - c. If required, enter the following data:
 - clerk ID
 - invoice number
 - d. Enter the transaction amount.
 - e. Send the transaction request.
2. Continue the transaction on the iCT250 terminal
 - a. When SWIPE OR ENTER CARD appears, enter the gift card data on the terminal. (Continue in *Processing a Gift card Purchase* in the **Moneris iCT250 Gift Card Program Reference Guide**. Begin at the step instructing you to "Swipe the Gift card...").
3. Process the transaction receipts
 - If your ECR is configured to print receipts, see page 23 in this semi-integration guide.

Refund with gift card

Refund a gift card purchase transaction.

1. Start the transaction from your ECR.
 - a. Select the refund transaction type.
 - b. Select the gift tender type.
 - c. Enter the reference number (found on the gift purchase receipt).
 - d. If required, enter the following data:
 - clerk ID
 - invoice number
 - e. Enter the transaction amount.
 - f. Send the transaction request.
2. Continue the transaction on the iCT250 terminal.
 - a. When SWIPE ADMIN CARD appears, continue in *Processing a Refund* in the **Moneris iCT250 Gift Card Program Reference Guide**. Begin at the step instructing you to "Swipe your POS Admin card".
3. Process the transaction receipts.
 - If your ECR is configured to print receipts, see page 23 in this semi-integration guide.

Void with gift card

Void (correct) a gift card transaction in an open batch.

1. Start the transaction from your ECR
 - a. Select the void transaction type.
 - b. Select the gift tender type.
 - c. Enter the reference number (found on the original gift receipt).
 - d. If required, enter the clerk ID
 - e. Send the transaction request.
2. Continue the transaction on the iCT250 terminal
 - a. When SWIPE ADMIN CARD appears, continue in *Voiding a Gift Card transaction* in the **Moneris iCT250 Gift Card Program Reference Guide**. Begin at the step instructing you to "Swipe your POS Admin card".
3. Process transaction receipts
 - If your ECR is configured to print receipts, see page 23 in this semi-integration guide.

Gift card receipts

Depending on how you have configured your terminal, transaction receipts may be printed from the terminal or from your ECR.

If terminal is configured to print gift card receipts

Once a gift card transaction has been sent to the Moneris host for processing, the Moneris host will send back an APPROVED response to the terminal, and then the terminal will print the transaction receipts.

Refer to the *Receipts* section in the **Moneris iCT250 Gift Card Program Reference Guide** for more information.

Reprinting gift card receipts from the terminal

Refer to the *Reprinting a receipt* section in the **Moneris iCT250 Gift Card Program Reference Guide** for instructions.

If ECR is configured to print gift card receipts

Once a gift card transaction has been sent to the Moneris host for processing, the Moneris host will send back an APPROVED response to the terminal, and then the terminal will send the message to your ECR. One or more receipts may be printed from your ECR.

1. Obtain the transaction receipts from your ECR.

Note: *The APPROVED message will appear on the iCT250 terminal display screen following the transaction.*

2. The terminal will return to the WELCOME/BONJOUR screen once receipts have been printed from your ECR.

Reprinting gift card receipts from the ECR

Refer to your ECR POS system documentation for instructions.

Performing loyalty transactions in Semi-Integrated mode

Loyalty transactions

Transaction	Initiate from:	For instructions, see:
Purchase	ECR	page 30 in this guide
Refund	ECR	page 31 in this guide
Void	ECR	page 32 in this guide
Pre-Authorization	ECR	page 32 in this guide
Advice (Pre-Auth Completion)	ECR	page 33 in this guide
Redemption (automatic)	ECR	page 33 in this guide
Redemption of points (manual)	ECR	page 33 in this guide
Redemption of dollars (manual)	ECR	page 34 in this guide
Activate/Load	iCT250 Terminal	Activating a Loyalty card in the <i>Moneris iCT250 Loyalty Programs Reference Guide</i>
Deactivate	iCT250 Terminal	Deactivating a Loyalty card in the <i>Moneris iCT250 Loyalty Programs Reference Guide</i>
Card Inquiry	iCT250 Terminal	Looking up a Loyalty card balance (Card Inquiry) in the <i>Moneris iCT250 Loyalty Programs Reference Guide</i>
Re-Initialization	iCT250 Terminal	Initializing the terminal in <i>Moneris iCT250 Loyalty Programs Reference Guide</i>

Loyalty transaction reports

All reports must be printed from the terminal regardless of where receipts are printed. Refer to the *Reporting* section in the *Moneris iCT250 Loyalty Programs Reference Guide*.

End-of-day processes for loyalty transactions

The close batch transaction must be started on the ECR regardless of where receipts are printed. See page 36 in this guide.

General guidelines during a loyalty transaction

Note: To cancel a transaction in progress, press the red  key on the terminal.

1. Before beginning a transaction, ensure that the WELCOME/BONJOUR screen is displayed on the iCT250 terminal.
2. Determine the transaction to be processed (e.g. Purchase or Refund).
3. Start the transaction from your ECR, and then send the transaction request.

Note: The transaction types, tender types, and data fields on your ECR may have different names than those used in this guide.

4. Continue the transaction on the terminal if prompted.
5. Process any transaction receipts that are printed.

Awarding points for a debit/credit card Purchase

Follow the steps below to award points to a loyalty card when the cardholder makes a debit/credit card purchase.

1. Follow the *Purchase with debit/credit card* steps on page 16 in this semi-integration guide.
2. If your ECR is configured to print receipts, see page 35 in this semi-integration guide once the loyalty transaction has been completed.

Awarding points for a cash Purchase

Follow the steps below to award points to a loyalty card when the cardholder makes a cash purchase.

1. Follow the Purchase with cash steps on page 17 in this semi-integration guide.
2. Start the loyalty transaction from your ECR
 - a. Select the purchase transaction type.
 - b. Select the loyalty tender type.
 - c. If required, enter the following data:
 - clerk ID
 - invoice number
 - d. Enter the transaction amount.
 - e. Send the transaction request.
3. Continue the transaction on the iCT250 terminal
 - a. When SWIPE OR ENTER CARD appears, enter the loyalty card data on the terminal. (Continue in the *Awarding points for a cash Purchase* procedure specific to your loyalty program in the **Moneris iCT250 Loyalty Programs Reference Guide**. Begin at the step instructing you to "Swipe the Loyalty card".)
4. Process the transaction receipts:

- If your ECR is configured to print receipts, see page 35 in this semi-integration guide once the transaction has been completed.

Processing a loyalty Refund on a debit/credit card Refund

Follow the steps below to remove points from a loyalty card when the cardholder receives a debit/credit refund on a transaction that awarded points.

1. Follow the *Refund with debit/credit card* steps on page 17 in this semi-integration guide.
2. If your ECR is configured to print receipts, see page 35 in this semi-integration guide once the loyalty transaction has been completed.

Removing loyalty points on a cash Refund

Follow the steps below to remove points from a loyalty card when the cardholder receives a cash Refund on a Purchase transaction that awarded points.

1. Follow the *Refund with cash* steps on page 18 in this semi-integration guide.
2. Start the loyalty transaction from your ECR.
 - a. Select the refund transaction type.
 - b. Select the loyalty tender type.
 - c. Enter the reference number (found on the original loyalty receipt).
 - d. If required, enter the following data:
 - clerk ID
 - invoice number
 - e. Enter the loyalty transaction amount.
 - f. Send the transaction request.
3. Continue the transaction on the iCT250 terminal
 - a. When SWIPE ADMIN CARD appears, continue in *Processing a cash Refund* procedure specific to your loyalty program in the **Moneris iCT250 Loyalty Programs Reference Guide**. Begin at the step instructing you to "Swipe your POS Admin card".
4. Process the transaction receipts
 - If your ECR is configured to print receipts, see page 35 in this semi-integration guide once the transaction has been completed.

Voiding a loyalty transaction

Follow the steps below to void (correct) a loyalty card transaction in the open batch.

Important: A void must be performed in the same batch and for the same amount as the original transaction. To reverse a loyalty card purchase transaction in a closed batch or for a partial amount, you must process a loyalty refund.

1. Start the transaction from your ECR
 - a. Select the void transaction type.
 - b. Select the loyalty tender type.
 - c. Enter the reference number (found on the original loyalty receipt).
 - d. If required, enter the following data:
 - clerk ID
 - invoice number
 - e. Send the transaction request.
2. Continue the transaction on the iCT250 terminal
 - a. When SWIPE ADMIN CARD appears, continue in the *Voiding a Loyalty transaction* procedure specific to your program in the ***Moneris iCT250 Loyalty Programs Reference Guide***. Begin at the step instructing you to "Swipe your POS Admin card").
3. Process the transaction receipts.
 - If your ECR is configured to print receipts, see page 35 in this semi-integration guide once the transaction has been completed.

Allocating points for a Pre-Authorization

Follow the steps below to allocate points to a loyalty card when a credit card pre-authorization is performed for the cardholder.

Important: Points are not awarded to the card until the loyalty advice (pre-authorization completion) is processed (see page 33 in this guide).

1. Follow the *Pre-Authorization with credit card* steps on page 20 in this semi-integration guide.
2. If your ECR is configured to print receipts, see page 35 in this semi-integration guide once the loyalty transaction has been completed.

Awarding points during an Advice (Pre-Auth Completion)

Follow the steps below to award points that were allocated to a loyalty card during the pre-authorization.

Important: You must process this loyalty advice in order to award the points allocated during the loyalty pre-authorization.

1. Follow the *Advice with credit card* steps on page 21 in this semi-integration guide.
2. If your ECR is configured to print receipts, see page 35 in this semi-integration guide once the loyalty transaction has been completed.

Redeeming points automatically

If your loyalty program has been set up for Automatic Redemption, a reward coupon is printed from the terminal or your ECR (depending on your configuration) and points are automatically redeemed when a cardholder reaches the configured Reward Threshold Level. For more details about Automatic Redemption, refer to the ***Moneris iCT250 Loyalty Programs Reference Guide***.

Redeeming points manually

If your loyalty program has been set up for Manual Redemption, follow the steps below to manually redeem points at the cardholder's request.

1. Start the transaction from your ECR
 - a. Select the redemption transaction type.
 - b. Select the loyalty tender type.
 - c. If required, enter the following data:
 - clerk ID
 - invoice number
 - d. Send the transaction request.
2. Continue the transaction on the iCT250 terminal
 - a. When SWIPE OR ENTER CARD appears, enter the loyalty card data on the terminal. (Continue in the *Redeeming points manually* procedure specific to your loyalty program in the ***Moneris iCT250 Loyalty Programs Reference Guide***. Begin at the step instructing you to "Swipe the Loyalty card...".)
3. Process the transaction receipts
 - If your ECR is configured to print receipts, see page 35 in this semi-integration guide once the transaction has been completed.

Redeeming dollars manually

1. If your loyalty program has been set up for Manual Redemption, follow the steps below to manually redeem dollars at the cardholder's request.
 - a. Start the transaction from your ECR
 - b. Select the redemption transaction type.
 - c. Select the loyalty tender type.
 - d. If required, enter the following data:
 - clerk ID
 - invoice number
 - e. Enter the transaction amount.
 - f. Send the transaction request.
2. Continue the transaction on the iCT250 terminal
 - a. When SWIPE OR ENTER CARD appears, enter the loyalty card data on the terminal. (Continue in the *Redeeming dollars manually* procedure specific to your loyalty program in the **Moneris iCT250 Loyalty Programs Reference Guide**. Begin at the step instructing you to "Swipe the Loyalty card...".)
3. Process the transaction receipts
 - If your ECR is configured to print receipts, see page 35 in this semi-integration guide once the transaction has been completed.

Loyalty card receipts

Depending on how you have configured your terminal, transaction receipts may be printed from the terminal or from your ECR.

If terminal is configured to print loyalty card receipts

Once a loyalty card transaction has been sent to the Moneris host for processing, the Moneris host will send back an APPROVED response to the terminal, and then the terminal will print the transaction receipts.

Refer to the *Receipts* section in the **Moneris iCT250 Loyalty Programs Reference Guide** for more information.

Reprinting loyalty card receipts from the terminal

Refer to the *Reprinting a receipt* section in the **Moneris iCT250 Loyalty Programs Reference Guide** for instructions.

If ECR is configured to print loyalty card receipts

Once a loyalty card transaction has been sent to the Moneris host for processing, the Moneris host will send back an APPROVED response to the terminal, and then the terminal will send the message to your ECR. One or more receipts may be printed from your ECR.

1. Obtain the transaction receipts from your ECR.

Note: *The message APPROVED will appear on the iCT250 terminal display screen following the transaction.*

2. The terminal will return to the WELCOME/BONJOUR screen once receipts have been printed from your ECR.

Reprinting loyalty card receipts from the ECR

Refer to your ECR POS system documentation for instructions.

End-of-day process in Semi-Integrated mode

Your batch must be closed daily in order to have funds from your POS transactions deposited to your business account. The means by which your batch is closed depends on how your merchant account is configured:

- If your merchant account is configured for Merchant Close, see *Merchant close* below.
- If your merchant account is configured for System Close, see *System close* on page 39 in this guide.

Merchant close

You must process a Batch Close transaction in order to have the funds from your POS transactions deposited to your business account.

If you process debit/credit and gift/loyalty transactions, you may close your batches individually or together. Here's how:

- To close only the debit/credit batch, see *Merchant close: closing the debit/credit batch* below.
- To close only the gift/loyalty batch, see *Merchant close: closing the gift/loyalty batch* on page 37 in this guide.
- To close both the debit/credit batch and the gift/loyalty batch together, see *Merchant close: closing all the batches together* on page 38 in this guide.

Merchant close: closing the debit/credit batch

Step 1: Print a debit/credit Stored Transactions Report

Note: Cash transactions do not appear on reports.

1. Start the transaction on the iCT250 terminal:
 - a. Press the  key, select **REPORTS**, and then select **TRANS LIST**.
 - b. When SWIPE ADMIN CARD displays on the terminal, swipe your POS Admin card, or press the green  key to continue.
 - c. If ENTER CLERK ID displays on the terminal, key in a Clerk ID, and press the green  key to print totals for that Clerk ID; OR simply press the green  key to print totals for all Clerk IDs.
 - d. When PRINT DATE OR BATCH? displays on the terminal, press the  key (**BATCH**) to print the report by Batch.
 - e. Press the green  key to print the report for the current batch.
 - f. When PRINT TOTALS ONLY? displays on the terminal, press the  key (**YES**) to print only the terminal batch totals (including the Cashback total).
 - g. Wait while the terminal prints the report and returns to the WELCOME/BONJOUR screen.

Step 2: Process a debit/credit Close Batch transaction

1. Start the transaction from your ECR:
 - a. Select the close batch transaction type.

- b. Select the debit/credit close batch type.
 - If required, enter clerk ID data.
 - c. Send the transaction request.
2. Continue the transaction on the iCT250 terminal:

- If ENTER CLERK ID appears, key in your Clerk ID, and press the green  key.

The terminal prints the Batch Totals report from the Moneris host and returns to the WELCOME/BONJOUR screen.

Step 3: Confirmation

Confirm that the totals on the Stored Transactions report (printed in step 1) match the totals on the Batch Totals report (printed in step 2). If they do not match, call Moneris Customer Care toll-free at **1-866-319-7450** the next business day, for reconciliation assistance.

Merchant close: closing the gift/loyalty batch

Step 1: Print a gift/loyalty Stored Transactions Report

1. Start the transaction on the iCT250 terminal:
 - a. Press the  key, select **ERNEX**, select **REPORT FUNCS**, and then select **TRANS LIST**.
 - b. When SWIPE ADMIN CARD displays on the terminal, swipe your POS Admin card, or press the green  key to continue.
 - c. If ENTER CLERK ID displays on the terminal, key in a Clerk ID, and press the green  key to print totals for that Clerk ID; OR simply press the green  key to print totals for all Clerk IDs.
 - d. When PRINT DATE OR BATCH? displays on the terminal, press the  key (**BATCH**) to print the report by Batch.
 - e. Press the green  key to print the report for the current batch.
 - f. When PRINT TOTALS ONLY? displays on the terminal, press the  key (**YES**) to print only the gift/loyalty terminal batch totals.
 - g. Wait while the terminal prints the report and then returns to the WELCOME/BONJOUR screen.

Step 2: Process a gift/loyalty Close Batch transaction

1. Start the transaction from your ECR:
 - a. Select the close batch transaction type.
 - b. Select the gift/loyalty close batch type.
 - If required, enter clerk ID data.
 - c. Send the transaction request.
2. Continue the transaction on the iCT250 terminal:
 - If ENTER CLERK ID appears, key in your Clerk ID, and press the green  key.

The terminal prints the Batch Totals report from the Moneris host and returns to the WELCOME/BONJOUR screen.

Step 3: Confirmation

Confirm that the totals on the gift/loyalty Stored Transactions report (printed in step 1) match the totals on the gift/loyalty Batch Totals report (printed in step 2). If they do not match, call Moneris Customer Care toll-free at [1-866-319-7450](tel:1-866-319-7450) the next business day, for reconciliation assistance.

Merchant close: closing all the batches together

Step 1: Print a debit/credit Stored Transactions Report

- See *Print a debit/credit Stored Transactions Report* on page 36 in this guide.

Step 2: Print a gift/loyalty Stored Transactions Report

- See *Print a gift/loyalty Stored Transactions Report* on page 37 in this guide.

Step 3: Process a Close Batch (debit/credit and gift/loyalty) from your ECR

1. Start the transaction from your ECR:
 - a. Select the close batch transaction type.
 - b. Select the debit/credit-and-gift/loyalty close batch type.
 - If required, enter Clerk ID data.
 - c. Send the transaction request.
2. Continue the transaction on the iCT250 terminal:
 - If ENTER CLERK ID appears, key in your Clerk ID, and press the green  key.
 - a. When the terminal starts to print the debit/credit report and communicates with the Moneris host, go to step 0.
 - b. When the terminal finishes printing the debit/credit Batch Totals report, it will then print the gift/loyalty Batch Totals report.
 - c. Wait for the terminal to return to the WELCOME/BONJOUR screen.

Step 4: Confirmation

1. Confirm that the totals on the debit/credit Stored Transactions report (printed in step 1) match the totals on the debit/credit Batch Totals report (printed in step 3). If they do not match, call Moneris Customer Care toll-free at [1-866-319-7450](tel:1-866-319-7450) the next business day, for reconciliation assistance.
2. Confirm that the totals on the gift/loyalty Stored Transactions report (printed in step 2) match the totals on the gift/loyalty Batch Totals report (printed in step 3). If they do not match, call Moneris Customer Care toll-free at [1-866-319-7450](tel:1-866-319-7450) the next business day, for reconciliation assistance.

System close

If your merchant account is set up for System Close settlement, Moneris automatically closes your batch for you at the end of each day. You must verify transaction totals on a daily basis.

Note: *The gift/loyalty batch cannot be closed via System Close. You must still close this batch manually before 11:00 p.m. local time (see page 37 in this guide).*

Step 1: Print a debit/credit Stored Transactions Report

- See *Print a debit/credit Stored Transactions Report* on page 36 in this guide.

Step 2: Print a debit/credit Merchant Subtotals Report

Note: *The Merchant Subtotals report must be printed before 11:00 p.m. local time.*

- Refer to *Reports* in the **Moneris iCT250 Reference Guide**.

Step 3: Confirmation

Confirm that the totals on the debit/credit Stored Transactions report (printed in step 1) match the totals on the debit/credit Merchant Subtotals report (printed in step 2). If they do not match, call Moneris Customer Care toll-free at **1-866-319-7450**, within 30 days for reconciliation assistance.

Troubleshooting in Semi-Integrated mode

If an error message appears, first press the green  key or the red  key to clear the message then retry the transaction. If the error message reappears and is listed in the table below, follow the instructions in the table. If the problem is still not resolved, call Moneris Customer Care toll-free at [1-866-319-7450](tel:1-866-319-7450).

Error messages

Error message	Solution
CHECK ECR CONNECTION PRESS [OK]	<p>The terminal could not communicate with your ECR to transmit the Moneris host transaction response because the terminal-to-ECR connection is broken.</p> <ol style="list-style-type: none">1. Press the green  key.2. When RESPONSE WAS NOT SENT TO ECR PRESS [OK] appears, press the green  key.3. Reconnect the terminal-to-ECR cable. (If the terminal is connected to your ECR via an Ethernet network, ensure that your Ethernet is functioning correctly.)
ECR PRINTING FAILED RETRY CONTINUE	<p>The ECR was unable to print the transaction receipts in the allotted time. Do one of the following:</p> <ul style="list-style-type: none">▪ To retry printing the receipts from the ECR, press the  key (RETRY).▪ To print the receipts from the terminal, press the  key (CONTINUE).

Equipment issues

Problem	Solution
<p>Your ECR is down, but you still want to process transactions.</p>	<p>Enable Standalone mode on the terminal.</p> <ol style="list-style-type: none"> 1. Press the  key. 2. When SWITCH TO STANDALONE MODE? appears, press the  key (YES). 3. When the ENTER AMOUNT screen displays on the terminal, it means that it is ready to process transactions as a standalone device. 4. Once your ECR is functioning again, re-enable Semi-Integrated mode on the terminal (see solution below).
<p>You need to re-enable Semi-Integrated mode on the terminal.</p>	<p>Follow these steps to re-enable Semi-Integrated mode on your terminal:</p> <ol style="list-style-type: none"> 1. Press the  key. 2. When SWITCH TO SEMI-INTGR MODE? appears, press the  key (YES). 3. When the WELCOME/BONJOUR screen displays on the terminal, it means that it is ready to send/receive data from your ECR and process transactions as a semi-integrated device.
<p>ENTER AMOUNT displays on the terminal's READY screen.</p>	<p>Standalone mode is enabled on your terminal. If you wish to re-enable Semi-Integrated mode on the terminal and resume initiating transactions from your ECR, see the solution above.</p>



Merchant Support

At Moneris, help is always here for you 24/7.

If you need assistance with your payment processing solution, we're here to help, 24/7.

We're only one click away.

- Visit moneris.com/support to:
 - download **Moneris iCT250 Reference Guide**
 - consult the **Moneris iCT250 WebHelp** for detailed information on all of the options available on your terminal and how to enable them
- If you need help with the steps that are performed on the ECR, consult the documentation that was provided with your ECR
- Visit shop.moneris.com to purchase point-of-sale supplies and receipt paper
- Visit moneris.com/insights for business and payment news, trends, customer success stories, and quarterly reports & insights

Need us on-site? We'll be there.

One call and a knowledgeable technician can be on the way. Count on minimal disruptions to your business as our Field Services provide assistance with your payment terminals.

Can't find what you are looking for?

Call Moneris Customer Care (available 24/7) toll-free at **1-866-319-7450**. We'll be happy to help.

You can also send us a secure message 24/7 by logging in to Merchant Direct® at moneris.com/mymerchantdirect.



BE PAYMENT READY

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