

Ingenico Desk 5000 Standalone User Guide

2023



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1. Main menu

Depending on the customer's requirements in terms of functionality, the menu can have several configurations.

In this full mode, the following operations are supported:

1. Sale – debit an amount from a card
2. Refund – credit money back to a card
3. Transaction Inquiry – retrieve an existing transaction to perform a reversal.
4. Print – Retrieve existing receipts for printing/reprinting





2. Sales and Refund

Once the operator has selected either the Sale or the Refund options, the screen will present an enter amount screen.

After selecting the desired operation and entering the amount, the operator will be presented with the option for the cardholder to capture the card number by Presenting card (Contactless), Insert (Chip&PIN) or Swipe (Magnetic Stripe).

Once the cardholder has completed the operation the system will go online for payment authorization and will print the receipts.

Depending on the card presented for payment, the terminal will prompt for Dynamic Currency Conversion (DCC) where the cardholder can select their preferred currency choice, and the transaction can be completed.





3. Transaction Inquiry

This option can be used to retrieve transactions to:





Reversing a Sale

Reverse of a Sale can only be done during the same financial business day/shift day after a shift has been closed only option is to do a Refund.

Reversing a Refund

Reverse of a refund only works during the same financial business day/shift day after a shift has been closed only option is to do a Sale.

To proceed with a Reversal, the operator would need to enter the Requester Number found on both the merchant and cardholder receipt.

Upon entering the Reference Number, the terminal PED will display the possible options depending on the original transaction.



4. Print

The print option allows the operator to print the Merchant, Cardholder or both Merchant & Cardholder card receipts from the last transaction processed with the terminal PED.

If the printer roll runs out, and a 'Printer Issue' screen is presented, the operator will have the option to reload the till roll and print once again the receipt.



5. Contact us



Need help?

If you have a technical issue or need support troubleshooting, please check the relevant portal for assistance.

Our Global Support Team will be glad to help.

Visit www.weareplanet.com/support

Disclaimer:

The procedures included in the document are only valid for brand new terminals. Terminals used beforehand may behave differently.