YOUR GUIDE TO WELCOMING AMERICAN EXPRESS® CARDS ON INGENICO AXIUM MODEL TERMINALS

All you have to do is check your terminal is as ready as you are.

This guide will help you start welcoming new customers **as soon as possible.**

Ingenico (Axium Models)

If at any point you need extra assistance, give us a call on **0800 032 7216, select option 2** and we can guide you through the set-up process.

STEP 1: DOWNLOAD

- Select **SUPERVISOR MENU**. You will be requested to enter your supervisor code. Type in your supervisor code and then press the **GREEN TICK** followed by **CONFIRM**.
- Supervisor menu options will be displayed. Select **CONTACT GEMS**.
- On selecting 'Contact GEMS' from the supervisor menu, the terminal will make a call to the configuration system.
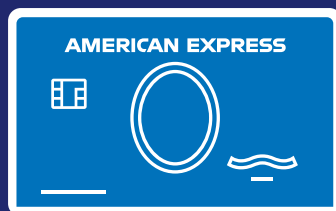
STEP 2: LOGON

- Select **SUPERVISOR MENU**. You will be requested to enter your supervisor code. Type in your Supervisor Code and then press the **GREEN TICK**, followed by **CONFIRM**.
- Supervisor menu options will be displayed. Select **LOGON TEST**.
- Select the relevant acquire from Select Amex aquirer for **LOGON**. Press "**CANCEL**" to return to the transaction selection screen.
- To initiate a logon select "**YES**".
- To return to the acquirer list select "**NO**".
- To return to the transaction select screen select "**CANCEL**".
- The terminal will connect to the acquiring host.
- The outcome of the transaction will be displayed.

STEP 3: TEST PAYMENT

- To complete a CNP transaction the terminal must be set with the correct service active.
- The service which the terminal is currently in, is shown on the top right of the display above the transaction options.
- To change the selected service, tap the 3 dot icon in the top right of the display.
- A select service option popup will appear tap "**SELECT SERVICE**".
- Service available to the terminal will be displayed.
- Tap the required service i.e. Customer Not Present.
- Select the option relevant for the transaction, based on how the Card details have been captured.
- Key in the transaction amount and select "**CONFIRM**".
- Key the long Card number into the Card number box. Amex dummy Card number = **37 999 999 999 999 4**
- Tap the Expiry Date box, then enter the Card expiry date.
- Tap on the security code box and enter the code from the back of the cardholder's Card, then select "**CONFIRM**".
- If there are number in the cardholder's address details select "**YES**". If "**NO**" is selected the transaction will continue from point 8.
- Enter the number from the cardholder's postcode and the numbers from the cardholder's address, select "**CONFIRM**".
- The terminal will contact the "Auth Host" for authorisation.
- The terminal will display the acquirer result. The merchant should press "**CONFIRM**" to accept the transaction or "**CANCEL**" to decline it.
- The terminal will print a merchant receipt. Tear off the merchant receipt and press "**OK**" if it is readable or press "**REPRINT**" to reprint the receipt.

This is your American Express Test Card

Card No - 37 999 999 999 999 4
Expiry Date - 12/calendar year*
Please keep these details safe.

AMERICAN EXPRESS

TEST TRANSACTION AMOUNTS:

Barclays (BARC)	**£850.01**
WorldPay/Cardsave/Handepay (SMS)	**£900.01**
LTSB/Cardnet/FDGL (LTSB)	**£955.01**
Clover/Payment Sense/Merchant Rentals (FDMS/HBOS)	**£470.01**
Allied Irish (AIB)	**£440.01**
Rapyd (Valitor/Chip&Pin)	**£325.01**
TakePayments	**£505.01**
Pax	**£200.01**

✓ **Your terminal is now set up and ready to accept American Express Cards.**

AMERICAN EXPRESS DON'T *do business* WITH IT ™

RECONCILIATION

1. Press the **MENU** button on the top left to display the Application Menu. Select '**TOTAL/REPORTS**'. Enter the '**SUPERVISOR CODE**' when prompted.

2. Tap the **END OF DAY BANKING** option on the screen.

3. Press '**YES**' to preform your '**END OF DAY BANKING**' or press '**NO**' to return to the '**IDLE SCREEN**'.

4. Press **ALL** to bank All Card schemes. Press **SELECT** to select Card scheme to be banked.

5. The terminal will contact each acquirer selected and print a short report.

If you have been unable to activate using our set-up guide, please contact your terminal provider for assistance.

If you experience non set-up related problems, view our **Common Errors and Issues guide.**