

nexi

Nexi Traditional POS Ingenico Desk 3200

Operating Instructions

September 2023



Instructions: Nexi Traditional POS Ingenico Desk 3200



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1. Keyboard



2. Purchase




1

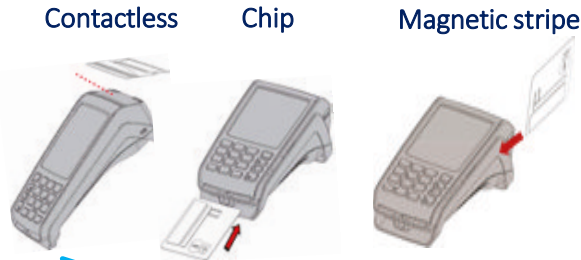
Enter Amount

Please enter the transaction amount and press the **green key**.

2

Card Reading

Tap the customer's card over the POS  or insert it into the card reader.



*If the customer wishes to pay using their **digital wallet**, ask them to bring their device closer to the POS for contactless acceptance.*

3

PIN

If the system requests it, hand the POS to the customer to enter their PIN. Then press the **green key**.

4

Completion & Receipt

Merchant and Customer receipts are automatically printed, after the approval of the transaction.

Press the **green key** only if you wish to speed up the printing of the customer receipt.

3. Purchase with Installments



Available upon request - Subject to approval


1

Enter Amount

Please enter the transaction amount and then press the **green key**.

2

Card Reading

Tap the customer's card over the POS  or insert it into the reader.

Contactless

Chip

Magnetic stripe



*If the customer wishes to pay using their **digital wallet**, ask them to bring their device closer to the POS for contactless acceptance.*

3

Installments

- **With Installments:** press the **green key**, enter the number of installments, and press the **green key**, again.
- **Without Installments :** Press the **red key** to proceed without installments.

4

PIN

If PIN is requested, hand the POS to the customer to enter their PIN and press the **green key**.

5

Completion & Receipt

Merchant and Customer receipts are automatically printed, after the approval of the transaction.

Press the **green key** only if you wish to speed up the printing of the customer receipt.

4. Purchase with Tip

 Available upon request - Subject to approval



1

Enter Amount

Please enter the transaction amount and then press the **green key**.


2

Tip

- **With Tip:** Enter the tip amount and then press the **green key**. The total transaction amount including the tip appears. Please press the **green key** again to approve the transaction.
- **Without Tip:** Press the **red key** to proceed without tip.

3

Card Reading

Tap the customer's card over the POS  or insert it into the card reader.

Contactless

Chip

Magnetic stripe



*If the customer wishes to pay using their **digital wallet**, ask them to bring their device closer to the POS for contactless acceptance.*

4

PIN

If PIN is requested, hand the POS to the customer to enter their PIN and press the **green key**.

5

Completion & Receipt

Merchant and Customer receipts are automatically printed, after the approval of the transaction.

Press the **green key** only if you wish to speed up the printing of the customer receipt.

5. Purchase using Dynamic Currency Conversion (DCC)



Available upon request - Subject to approval

1

Enter Amount

Please enter the transaction amount and then press the **green key**.

2

Card Reading

Tap the customer's card over the POS , or insert it into the reader.

Contactless

Chip

Magnetic stripe



*If the customer wishes to pay using their **digital wallet**, ask them to bring their device closer to the POS for contactless acceptance.*

3

DCC Menu

If the customer's card is in a currency other than €, please **hand the POS to the cardholder** so that they can select the currency of the transaction and press the **green key** in order to proceed to the Currency Selection screen.

4

Select Currency

The cardholder enters the number

- "1" to confirm the transaction amount using the card's currency
- or
- "2" in order to proceed with currency conversion to €

and confirms by pressing the **green key**.

Then a screen to hand the POS to the merchant appears. It is necessary to press the **green key in order** to proceed.

5

PIN

If PIN is requested, hand the POS to the customer to enter their PIN and press the **green key**.

6

Completion & Receipt

Merchant and Customer receipts are automatically printed, after the approval of the transaction.

Press the **green key** only if you wish to speed up the printing of the customer receipt.


6. MOTO Purchase (Mail Order Telephone Order)



Available upon request - Subject to approval

1

Menu

Press the  key, select «**Mail Order**» and press the **green key**.

2

Enter Amount

Please enter the transaction amount and press the **green key**.

3

Enter Card Details

Key-enter the following data:

- the customer's card number and press the **green key**.
- the card's expiration date (MM/YY) and press the **green key**.
- the 3digit CVV / CVC number and press the **green key**.

4

Approval & Receipt

Upon transaction approval, the merchant's receipt is printed automatically.

7. Void (transaction cancellation)




Permitted only when a batch hasn't been settled yet.



1

Menu

Press the  key, select «Void» and press the **green key**.

2

Enter Amount

Please enter the transaction amount and then press the **green key**.

3

Enter RRN

Enter the **RRN** number (located at the bottom left of the receipt) and then press the **green key**.

Στοιχεία Εμπόρου
Επωνυμία
Διεύθυνση
Τηλέφωνο

nexi
Bonus MasterCard
MasterCard


510099****6001

ΓΕΥΜΑ-MEAL

ΠΟΣΟ/AMOUNT: 2,22 EUR

ΣΥΝΙΓΗ ΜΕΣΙΩ: 014/NEXI

ΚΑΡΤΑ/ΕΚΔ: 065121

MID: 0600036063

RRN: 012011

TID: 80011560

L01

AID: A0000000041010

ΕΥΧΑΡΙΣΤΟΥΜΕ-THANK YOU
ΑΝΤΙΓΡΑΦΟ ΕΜΠΟΡΟΥ

4

Card Reading

Insert the card of the initial transaction in the card reader of the POS.

5

Enter MID

If requested, please enter the Merchant Identification number (MID) and press the **green key**.

6

PIN

If PIN is requested, hand the POS to the customer to enter their PIN and press the **green key**.

7

Completion & Receipt

Merchant and Customer receipts are automatically printed, after the approval of the transaction.


Press the **green key** only if you wish to speed up the printing of the customer receipt.

8. Refund



1

Menu

Press the  key, select «**Refund**» and press the **green key**.


2

Enter Amount

Please enter the transaction amount and then press the **green key**.

3

Card Reading

Tap the card used in the initial transaction over the POS  or insert it into the card reader.

4

Installments

If installments are supported for your company, then the Installments Menu will follow.

5

Currency Selection

If the initial transaction was made with dynamic currency conversion (DCC) then the relevant menu appears, and the cardholder needs to select the currency of the refund transaction.

6

Enter MID

Enter the Merchant Identification number (MID) and press the **green key**.

7

PIN

If PIN is requested, hand the POS to the customer to enter their PIN and press the **green key**.

8


Completion & Receipt

Merchant and Customer receipts are automatically printed, after the approval of the transaction.

Press the **green key** only if you wish to speed up the printing of the customer receipt.


9. Pre-Authorization



 A temporary hold of an amount approved by the customer on their card.
This functionality is only available to hotels, travel agencies & car rental companies.

1

Menu

Press the 
Key, select
«**Pre-
Authorization**»
and press the
green key.

2

New Pre- Authorization

Select
«**New Pre-
Authorization**»
and press the
green key.

3

Enter Amount

Please enter the
transaction
amount and then
press the **green
key**.

4

Card reading

Insert the card into the
card reader.

5

PIN

Hand the POS to
the customer
to enter their
PIN.
Then press the
green key.

6

Completion & Receipt

Merchant and customer
receipts are printed,
containing the
transaction approval
number and the RRN
number.

10. Pre-Authorization Completion



Completes a pre-authorization transaction when the final purchase amount is known.

1

Menu

Press the **OK** key ,
select «**Pre-Authorization**»
and press the
green key.

2

Completion

Select
«**Completion**»
and press the
green key.

3

Enter Amount

Please enter the
transaction
amount and then
press the **green
key**.

4

Card Reading

Insert the card
into the reader.

5

RRN & Auth. Code

Enter the **RRN** number and
the **authorization code** of
the pre-authorization
transaction and then press
the **green key**.

nexi
Bonus MasterCard
MasterCard
)))
510099****#6001
ΓΕΥΜΑ-MEAL
ΠΟΣΟ/AMOUNT: 2.22 EUR
ΣΥΝΙΓΗ ΜΕΣΩ: 014(NEXI)
ΚΩΔ. ΕΓΚΡ.: 066121 MID: 0600036063
RRN: 012011 TID: 80011550
AID: A000000041010
ΕΥΧΑΡΙΣΤΟΥΜΕ-THANK YOU
ΑΝΤΙΓΡΑΦΟ ΕΜΠΟΡΟΥ
BONUS LOYALTY
19/09/2022 10:51 0019042290/03111821
ΟΙ ΚΑΡΤΕΣ ALPHA BANK
ΣΑΣ ΕΠΙΒΡΑΒΕΥΟΥΝ
ΓΙΑ ΟΛΕΣ ΤΙΣ ΑΓΟΡΕΣ ΣΑΣ
TRN: <1469025211>
PONTOI x4 <PTS>
100% ΕΠΙΠΛΕΟΝ ΠΟΝΤΟΙ +8
ΕΥΧΑΡΙΣΤΟΥΜΕ-THANK YOU
ΑΝΤΙΓΡΑΦΟ ΕΜΠΟΡΟΥ

6

Enter MID

If requested,
please enter
the Merchant
Identification
number (MID)
and press the
green key.

7

PIN

If the system
requests it, hand
the POS to the
customer
to enter their
PIN.
Then press the
green key.

8

Receipt

Receipt
Printing.


11. Close Batch



It is recommended to run daily, if transactions are made.

1

Menu

Press the  key, select «**Batch/Merchant**» and press the **green key**.

2

Send Batch

Select «**Sending Batch**» and then press the **green key**.

3

Select Receipt Type

Select «**Analytical**» or «**Brief**» and then press the **green key**.

4

Close Batch

The POS completes batch close.

5

Receipt

The selected Batch receipt (step 3) is printed.

12. Calendars



1

Menu

Press the key , select «**Batch/Merchant**» and press the **green key**.

2

Timetable

Select «**Calendars**» and press the **green key**.

3

Select Batch

Select :

- «**Current Batch**» if you wish to print the running batch and press the **green key**.
- «**Previous Batch**» if you wish to print the last Batch and then press the **green key**.

4

Select Receipt Type

Select «**Analytical**» or «**Brief**» and then press the **green key**.

5

Print

The selected Batch view (step 3) is printed.

13. Transaction Re-Print



 Available only for transactions included in the current Batch.

1

Menu

Select the left key .

On the Screen, appear the 3 last digits of **RRN** Code of the last transaction included in the current batch.

- If you want the last transaction to be printed, please press the **green key**.
- If you want to re-print any other transaction of the current (unclosed) batch:
 1. Press the **yellow key** in order to delete the number of the last transaction
 2. Enter the last 3 –digit of RRN code of the transaction you wish to reprint
 3. Press the **green key**.












2

Print

The selected transaction is printed.

Short Transaction Guide - Nexi Traditional POS Ingenico Desk 3200 [1/2]



TRANSACTION TYPE		TRANSACTION FLOW						
	PURCHASE	1 PRESS  , SELECT "PURCHASE" AND PRESS  .	2 ENTER THE AMOUNT AND PRESS  .	3 TAP THE CARD  OR INSERT IT IN THE POS CARD READER.	4 HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED AND PRESS  .	5 MERCHANT AND CUSTOMER RECEIPTS ARE AUTOMATICALLY PRINTED.		
	PURCHASE WITH INSTALLMENTS UPON AVAILABILITY	1 PRESS  , SELECT "PURCHASE" AND PRESS  .	2 ENTER THE AMOUNT AND PRESS  .	3 TAP THE CARD  OR INSERT IT IN THE POS CARD READER.	4 WITHOUT INSTALLMENTS: PRESS  . WITH INSTALLMENTS, PRESS  , ENTER THE NUMBER OF INSTALLMENTS AND THEN PRESS  .	5 HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS  .	6 MERCHANT AND CUSTOMER RECEIPTS ARE PRINTED AUTOMATICALLY.	
	PURCHASE WITH TIP UPON AVAILABILITY	1 PRESS  , SELECT "PURCHASE" AND PRESS  .	2 ENTER THE AMOUNT AND PRESS  .	3 WITHOUT TIP: PRESS  . WITH TIP: ENTER THE TIP AMOUNT, PRESS  , AND THEN  AGAIN TO CONFIRM THE FINAL AMOUNT WITH TIP.	4 TAP THE CARD  OR INSERT IT IN THE POS CARD READER.	5 HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS  .	6 MERCHANT AND CUSTOMER RECEIPTS ARE PRINTED AUTOMATICALLY.	
	VOID (CANCELLATION) ONLY FOR TRANSACTIONS IN THE CURRENT BATCH	1 PRESS  , SELECT "VOID" AND PRESS  .	2 ENTER THE AMOUNT AND PRESS  .	3 ENTER THE RRN NUMBER AND PRESS  .	4 INSERT THE CARD OF THE INITIAL TRANSACTION IN THE POS CARD READER.	5 ENTER YOUR MID NUMBER, IF REQUESTED, AND PRESS  .	6 HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS  .	7 MERCHANT AND CUSTOMER RECEIPTS ARE PRINTED AUTOMATICALLY.
	REFUND	1 PRESS  , SELECT "REFUND" AND PRESS  .	2 ENTER THE AMOUNT AND PRESS  .	3 INSERT THE CARD OF THE INITIAL TRANSACTION IN THE POS CARD READER.	IF INSTALLMENTS ARE SUPPORTED , THE RELEVANT MENU WILL FOLLOW. ALSO, DCC MENU WILL FOLLOW, IF THE INITIAL TRANSACTION WAS MADE IN NON-€ CURRENCY.	4 ENTER YOUR MID NUMBER, IF REQUESTED, AND PRESS  .	5 HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS  .	6 MERCHANT AND CUSTOMER RECEIPTS ARE PRINTED AUTOMATICALLY.
	CLOSE BATCH	1 PRESS  , SELECT "BATCH/ MERCHANT" AND PRESS  .	2 SELECT "SENDING BATCH" AND PRESS  .	3 SELECT "ANALYTICAL" OR "BRIEF" AND PRESS  .	4 BATCH CLOSES & THE FULL RECEIPT IS PRINTED (ANALYTICAL/ BRIEF) AS SELECTED IN THE PREVIOUS STEP.	IF THE RECEIPT IS NOT PRINTED, PLEASE FOLLOW THE "CALENDAR" INSTRUCTIONS		

Short Transaction Guide - Nexi Traditional POS Ingenico Desk 3200 [2/2]



TRANSACTION TYPE		TRANSACTION FLOW															
	MOTO PURCHASE (Mail - Telephone Order) UPON AVAILABILITY	1	PRESS  , SELECT "MAIL ORDER" AND PRESS  .	2	ENTER THE AMOUNT AND PRESS  .	3	ENTER THE CARD NUMBER AND PRESS  .	4	ENTER THE CARD EXPIRATION DATE AND PRESS  .	5	ENTER THE 3DIGIT SECURITY NUMBER (CVV / CVC) AND PRESS  .	6	THE MERCHANT RECEIPT IS PRINTED AUTOMATICALLY.				
	DCC PURCHASE (Currency Conversion) UPON AVAILABILITY	1	PRESS  , SELECT "PURCHASE" AND PRESS  .	2	ENTER THE AMOUNT AND PRESS  .	3	TAP THE CARD  OR INSERT IT IN THE CARD READER.	4	HAND THE POS TO THE CUSTOMER TO SELECT CURRENCY AND PRESS  , IN ORDER TO PROCEED.	5	THE CUSTOMER PRESSES 1 TO USE THE CARD'S CURRENCY, OR 2 TO PAY IN EURO AND PRESSES  .	6	PRESS  TO CONFIRM THE RETURN OF THE POS TO THE MERCHANT.	7	HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS  .	8	MERCHANT AND CUSTOMER RECEIPTS ARE PRINTED AUTOMATICALLY.
	PRE-AUTHORIZATION UPON AVAILABILITY	1	PRESS  , SELECT "PRE-AUTHORIZATION" AND PRESS  .	2	SELECT "NEW PRE-AUTHORIZATION" AND PRESS  .	3	ENTER THE AMOUNT AND PRESS  .	4	INSERT THE CARD IN THE POS CARD READER.	5	HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS  .	6	THE RECEIPTS THAT INCLUDE THE RRN NUMBER AND THE AUTHORIZATION CODE ARE PRINTED AUTOMATICALLY.				
	PRE-AUTHORIZATION COMPLETION FOR PREAUTHORIZED TRANSACTIONS ONLY	1	PRESS  , SELECT "PRE-AUTHORIZATION" AND PRESS  .	2	SELECT "PRE-AUTHORIZATION COMPLETION" AND PRESS  .	3	ENTER THE AMOUNT AND PRESS  .	4	INSERT THE CARD IN THE POS CARD READER.	5	ENTER THE RRN NUMBER & THE AUTHORIZATION CODE OF THE PRE-AUTHORIZATION AND PRESS  .	6	ENTER YOUR MID NUMBER, IF REQUESTED, AND PRESS  .	7	HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS  .	8	MERCHANT AND CUSTOMER RECEIPTS ARE PRINTED AUTOMATICALLY.
	CALENDARS	1	PRESS  , SELECT "BATCH/ MERCHANT" AND PRESS  .	2	SELECT "CALENDARS" AND PRESS  .	3	SELECT "CURRENT BATCH" OR "PREVIOUS BATCH" AND PRESS  .	4	SELECT "ANALYTICAL" OR "BRIEF" AND PRESS  .	5	THE RECEIPT IS PRINTED (ANALYTICAL OR BRIEF) AS SELECTED IN THE PREVIOUS STEP.						
	TRANSACTION RE-PRINT ONLY CURENT BATCH TRANSACTIONS	1	PRESS THE LEFT KEY  .	2	WRITE THE 3 LAST DIGITS OF THE RRN NUMBER OF THE TRANSACTION TO BE RE-PRINTED AND PRESS  .	3	THE REQUESTED TRANSACTION IS REPRINTED .										



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