

Semi Integrated Credit Authorization for Microsoft Retail Management System using First Data

Credit / Debit

User Guide

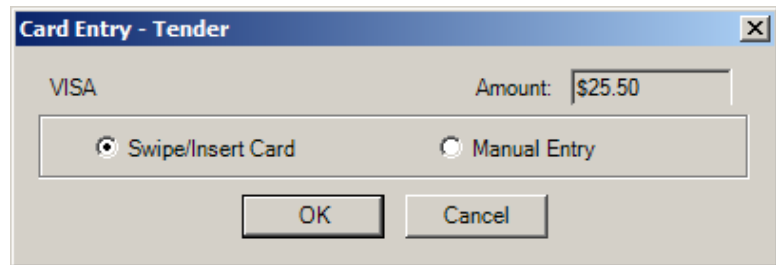


First Data[®]



Processing Sales - Single Payment

Ring in your items as usual. When you advance to the tender screen choose the payment type and press the + key or type in the amount if it is less than the entire amount due. You will see the “Card Entry – Tender” window along with the name of the payment type. Press ENTER or click OK.



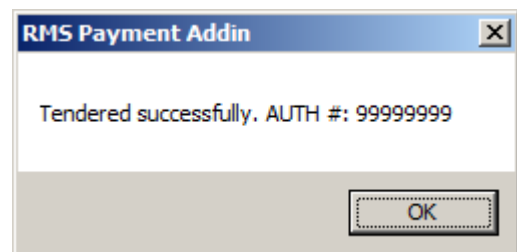
The PIN Pad will prompt with a similar message.



While processing at the PIN Pad, this screen will be displayed at the POS.



Perform the actions at the PIN Pad. When the transaction is complete, provided the transaction is approved, the POS will show the following message.



Provided the transaction is approved, the PIN Pad will show a message similar to the following.



The RMS Receipt will include the credit card or debit authorization information and/or any error messages that occurred.

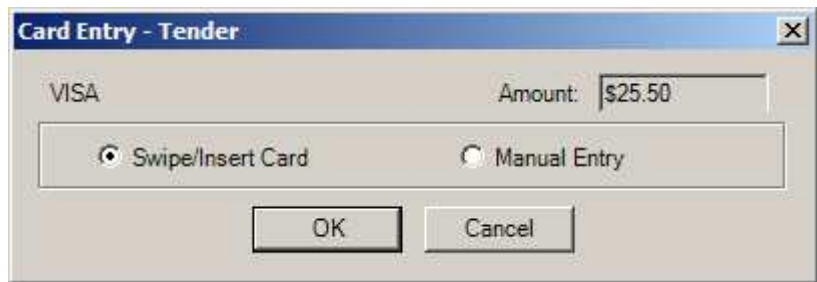
```
STORE NAME
ADDRESS

TID:                12345678
SEQ: 000123   CLK:00001
INV#:                R0001
-----
CARD *****1234
CREDIT/VISA                S
Yyyy/mm/dd      hh:mm:ss
-----
PURCHASE
TOTAL                $11.99
-----
AUTH:123456   B:00001
TRANSACTION
APPROVED - 00
      CUSTOMER COPY

THANK YOU
PLEASE COME AGAIN
```

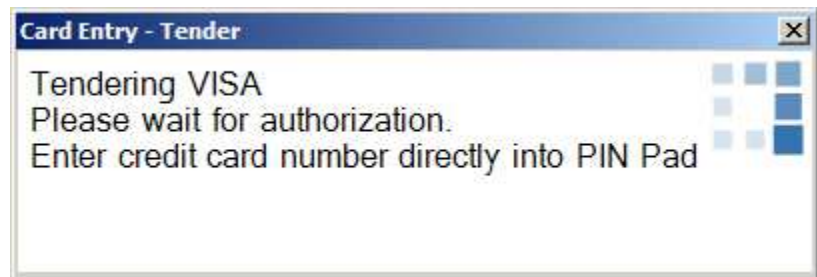
Processing Sales – Manual Entry

Ring in your items as usual. When you advance to the tender screen choose the payment type and press the + key or type in the amount if it is less than the entire amount due. You will see the “Card Entry – Tender” window along with the name of the payment type. Select Manual Entry then press OK.



Only credit cards may be entered manually. Debit cards must be swiped, inserted or tapped.

POS screen will wait for entry from the PIN Pad.



PIN Pad will prompt with Swipe/Insert/Tap/Key. The credit card number may be entered directly on the PIN Pad. Enter the card number then press Enter (green button).

Enter the expiry date in MMY format then press Enter.



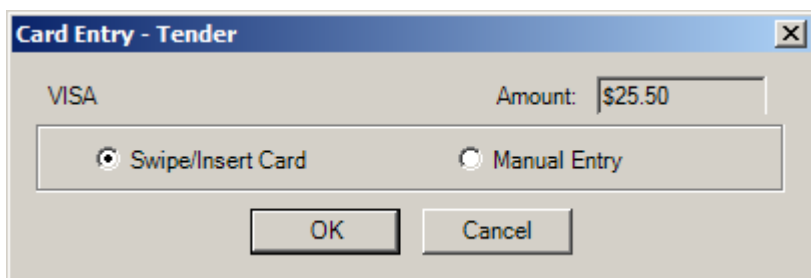
Transaction will be processed and results will be passed back for receipt printing.

Multi Payment (Split tender)

Ring in your items as usual. Enter the amount for each payment type on the tender screen. Optionally press the + key on the final payment type. You will see the “Card Entry – Tender” window along with the name of the payment type. Communicate to your customer which payment type is expected first. Press ENTER or click Enter.

Once the tender has been processed, you will be prompted for the next payment type. Repeat the steps as necessary.

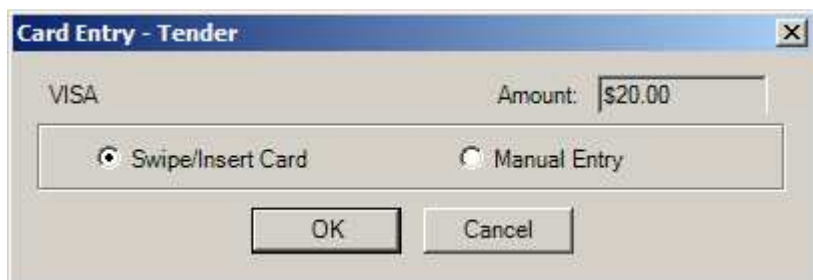
Important note: If any of the payments fail or are declined, any previously authorized payment types will be reversed.

A screenshot of a software dialog box titled "Card Entry - Tender". The dialog has a blue header bar with a close button (X) in the top right corner. Below the header, the word "VISA" is displayed on the left. To its right, the text "Amount:" is followed by a text input field containing "\$25.50". Below this, there are two radio button options: "Swipe/Insert Card" (which is selected) and "Manual Entry". At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

Transaction Returns

In RMS, select the transaction to return using the F11 Recall – Recall a Transaction for Return option.

Enter the amount for each tender type on the tender screen. Optionally press the + key on the final payment type. You will see the “Card Entry – Tender” window along with the name of the payment type. Communicate to your customer which payment type is expected first. Press ENTER or click OK

A screenshot of a software dialog box titled "Card Entry - Tender". The dialog has a blue header bar with a close button (X) in the top right corner. Below the header, the word "VISA" is displayed on the left. To its right, the text "Amount:" is followed by a text input field containing "\$20.00". Below this, there are two radio button options: "Swipe/Insert Card" (which is selected) and "Manual Entry". At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

The return will say “Returned successfully Auth #” but not actually give an authorization number.

Transaction Voids

In RMS, select the transaction to void using the recall - Void a Transaction option. This is the only way to void a credit/debit transaction. The transaction will be performed as a refund/return.

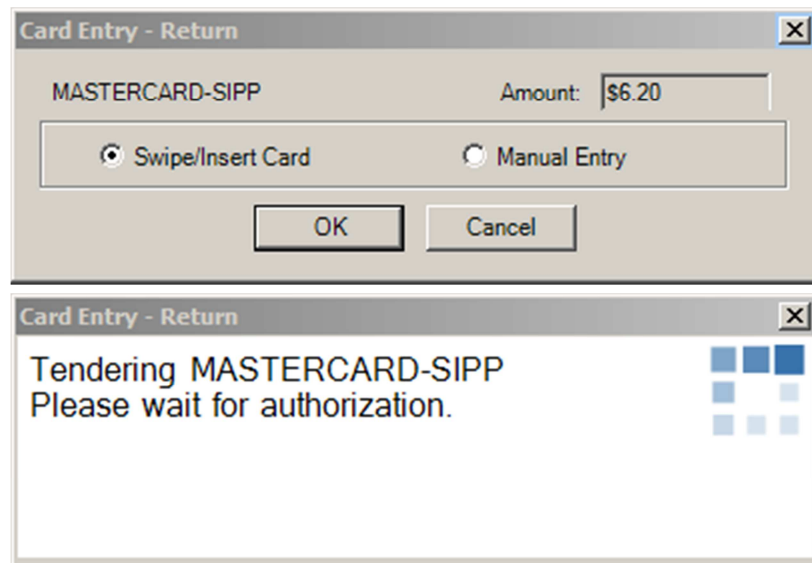
Please keep in mind that credit and debit voids must be done prior to closing the batch.

Select the transaction that needs to be voided. The tender screen should automatically populate the tender(s) that was originally used to pay for the transaction. If the tender amount is not populated, the tender type may not be set as 'Other' in the 'Tender type' field – all credit card, debit card and gift cards should be set as 'Other'.

Once the total has been entered in the tender screen, press Ok to proceed.

The Card Entry screen will be displayed.

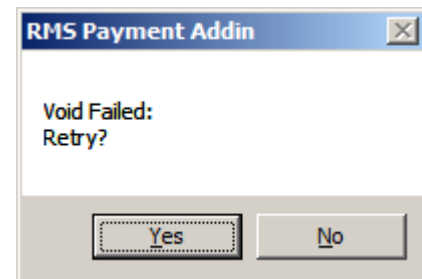
Press OK to continue.



The PIN Pad will prompt for the card to perform the refund to.

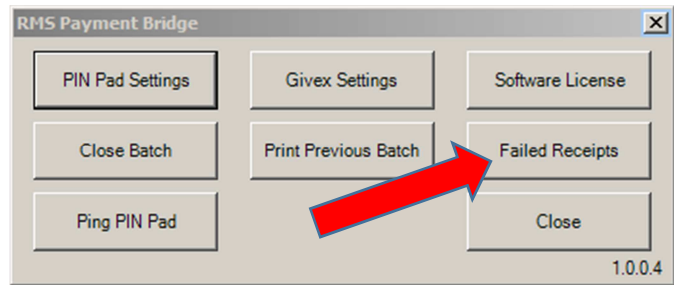
Transaction will be processed and results will be passed back for receipt printing.

If at any time the transaction is cancelled, this screen will be displayed. Select Yes to try again or No to cancel.



Failed Receipts

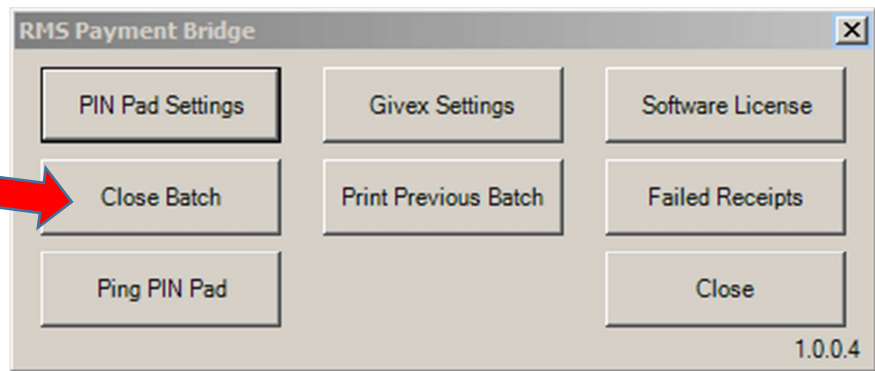
Failed receipts are created when a card payment fails and the RMS transaction is not completed due to a communication error or perhaps a declined credit card. Failed receipts print automatically. Press the 'Failed Receipts' to select a receipt to reprint. As failed receipts are not associated with a transaction number, you will need to locate a failed receipt based on the register number, time, payment method and amount.



End of Day

Click your First Data button in POS.

Click your “Close Batch” button.



The settlement report will be printed on your receipt printer.

Settlement issues must be taken up with your processor.

Using Stand-Alone Mode

In the case where a credit or debit transaction needs to be processed that should not affect any transactions in RMS, stand-alone mode can be used. This can be useful if a transaction has been processed through the system, the PIN Pad has successfully processed the transaction but an error occurred in POS in that it did not receive the processed transaction information from the PIN Pad.

To use stand-alone mode:

- Press the [F2] then [F3] buttons quickly on the button on the PIN Pad
- Enter your Admin password then press the [Green] button
- Press [F1] – APP
- Press [F4] – TRAN
- Select the appropriate number for the transaction that you wish to process
- Follow the prompts to complete the transaction

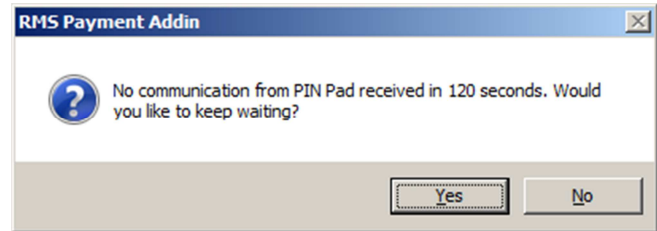
When all stand-alone transactions are complete, return the PIN Pad to Semi-Integrated mode by pressing [Red] button until the ADMIN password screen is displayed. You must enter your admin password to go back to semi-integrated mode.

Troubleshooting

Timeouts

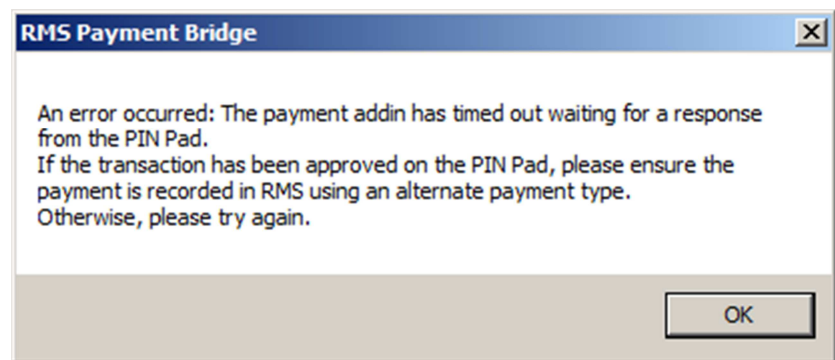
The RMS Payment Addin will wait (by default) for 120 seconds for a response from the PIN Pad. In the event of timeout error a message will be displayed.

Check for messages at the PIN Pad.



If the transaction has completed on the PIN Pad and the receipt has also been printed at the PIN Pad, the transaction must be completed at the POS as well in order to balance. In this case, the cashier should answer No to the keep waiting message.

This message will be displayed.



An alternate tender can be used to complete the transaction in POS if the transaction completed and printed at the PIN Pad.

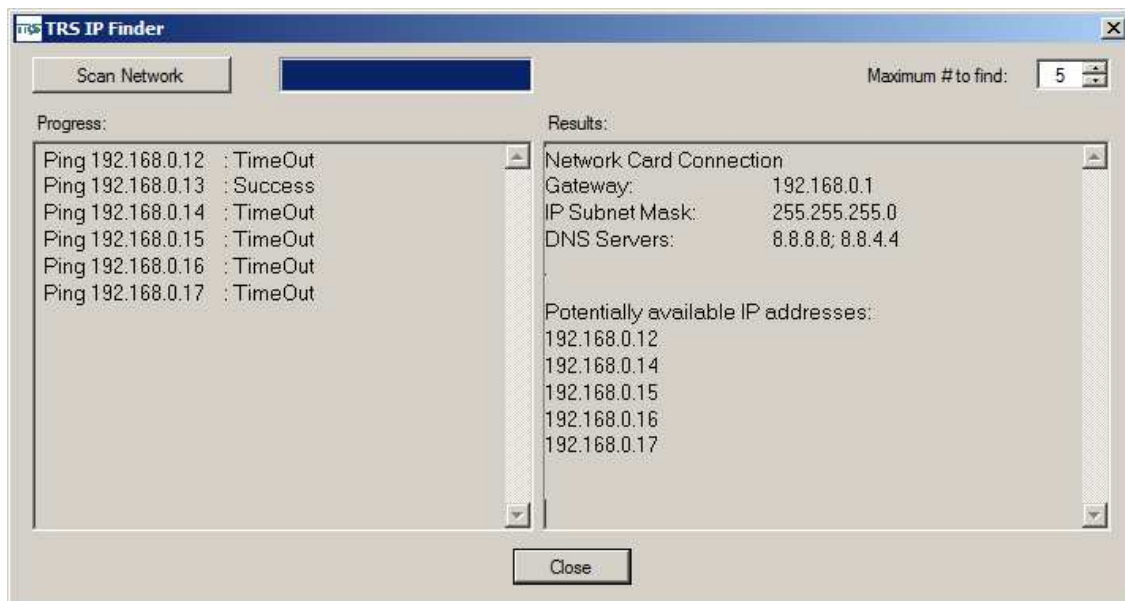
An alternate tender (possibly name Offline Credit Card) should be already created in the system.

TRS IP Finder

If you need to find an IP Address to use for your PIN Pad, a utility is installed with the software to find available IP Addresses on the local network.

The program can be found in the Windows Programs under “Tri-City Retail Systems”. The program is called “TRS IP Finder”.

Run this program and it will automatically search for available IP Addresses. It needs to be executed on a computer within the same local network that the PIN Pad needs to be part of.



By default, the program will list the first 5 (Maximum # to find) potentially available IP Addresses that could be used. The network gateway, subnet mask and DNS server information is also displayed.

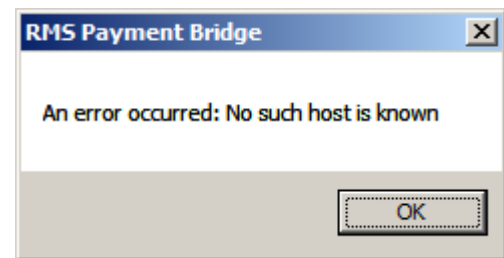
Error Messages

Error: An error occurred: No such host is known

Reason: Your computer is unable to locate your PIN Pad.

Action:

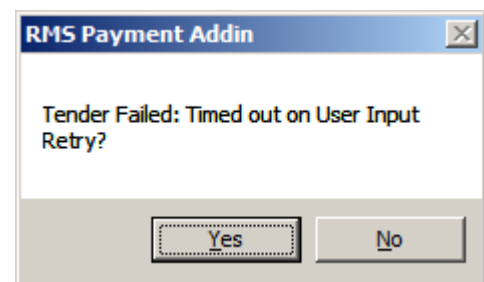
- Ensure that the PIN Pad's Ethernet cable is securely connected to the PIN Pad
- Ensure that the network icon on the PIN Pad is on
- Reboot the computer
- Power the PIN Pad off and then on again (unplug)
- Review the "Ingenico USB driver setup" (in this manual)
- Review the "PIN Pad Setup" (in this manual)



Error: Tender Failed: Timed out on User Input. Retry?

Reason: Waiting for customer input on PIN Pad.

Action: Press Enter or click Yes to try again,
Click No to exit.



Error: Tender Failed: Communication Error. Retry?

Reason: Unable to connect via the internet or dial up backup (if available).

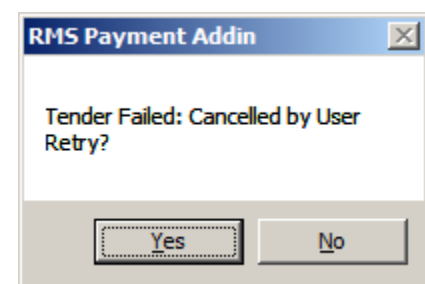
Action: Disconnect the power from the PIN Pad. Once power out is confirmed by looking at the PIN Pad display, repower and wait while terminal initializes.



Error: Tender Failed: Cancelled by User. Retry?

Reason: Transaction was cancelled at the PIN Pad.

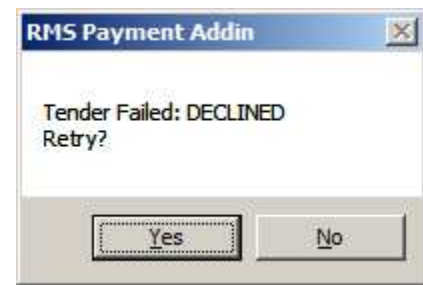
Action: Press Yes then retry or cancel the transaction.



Error: Tender Failed: DECLINED. Retry?

Reason: The processor declined the transaction.

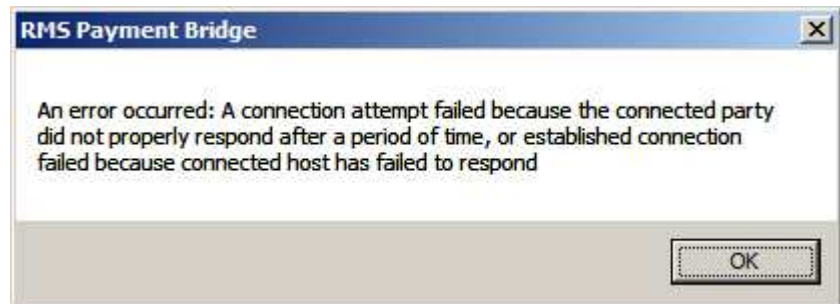
Action: Try another form of payment or cancel the transaction.



Error: Tender Failed: A connection attempt failed ...

Reason: The PIN Pad did not respond to the request.

Action: Check PIN Pad for power and network connection. Disconnect the power from the PIN Pad. Once power out is confirmed by looking at the PIN Pad display, repower and wait while terminal initializes.



Error: There was an error closing the batch:

Reason: The PIN Pad timed out waiting for response to close the batch or there was an error in communications.

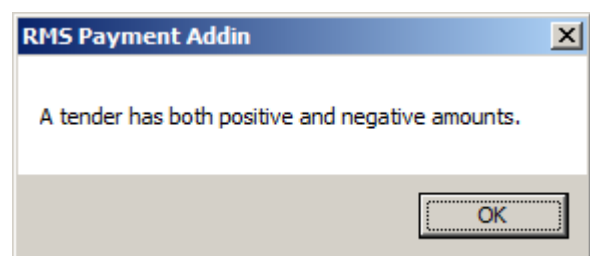
Action: Check PIN Pad for power and network connection. Ensure that you check for prompts on the PIN Pad when requesting the Close Batch.



Error: A tender has both positive and negative amounts

Reason: Each tender type in a transaction may only contain all positive or all negative values. If a single tender type contains a positive value and a change value, the transaction cannot proceed.

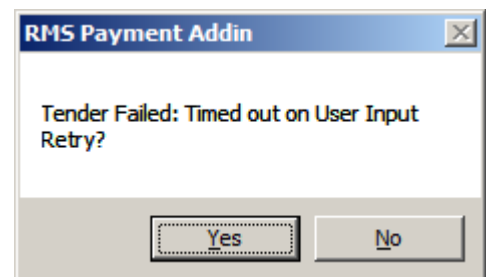
Action: Change the tender value then complete the transaction.



Error: Tender Failed: Timed out on User Input. Retry?

Reason: No input was performed at the PIN Pad prompts.

Action: Answer Yes then retry or cancel the transaction.



Error: There was an error: No communication from PIN Pad received in 90 seconds

Reason: PIN Pad is offline or not completed with a previous task.

If the PIN Pad has recently received an update, the Static IP Address may have changed during the download from your processor.

Action: Check PIN Pad for power and network connection. Disconnect the power from the PIN Pad. Once power out is confirmed by looking at the PIN Pad display, repower and wait while terminal initializes.

Check the PIN Pad static IP Address in the PIN Pad and in the PIN Pad configuration from the custom button in POS. Make sure that the IP Address information matches. If the static IP information has changed, the static IP must be assigned and your processor must be informed of the Static IP information.

