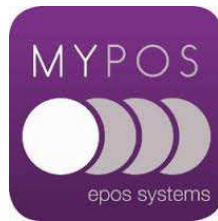


# Semi Integrated Credit Authorization for MyPOS and cardknox

Credit / Debit

User Guide

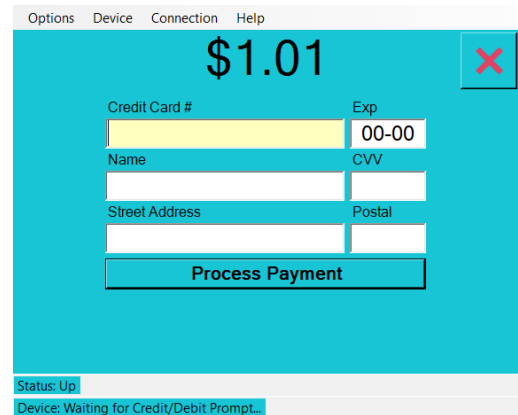


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## Processing Sales - Single Payment

Ring in your items as usual. Press Subtotal then Card Payment. You will be prompted with a screen similar to this.



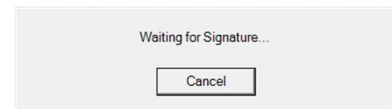
The screenshot shows a POS interface with a teal background. At the top, there are menu items: Options, Device, Connection, and Help. The total amount is displayed as \$1.01 in large white text. Below the total is a red 'X' icon. The form contains the following fields: Credit Card # (highlighted in yellow), Exp (00-00), Name, CVV, Street Address, and Postal. A large blue button labeled 'Process Payment' is at the bottom. At the very bottom of the screen, there are two status bars: 'Status: Up' and 'Device: Waiting for Credit/Debit Prompt...'.

The PIN Pad will request a response to select either Credit or Debit card type.

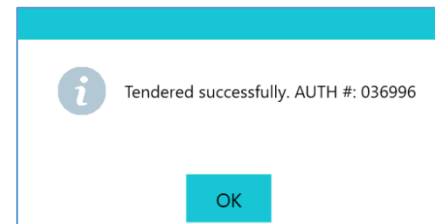
Press the appropriate button.



While processing at the PIN Pad, the Till screen will provide progress of the transaction.



Perform the actions at the PIN Pad. When the transaction is complete, provided the transaction is approved, the POS will show a message similar to this with the approval code.



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

```

Store Name Here
Store Address Here

CC Sale

Ref #:          000001
Batch #:        999
Date/Time:      mm/dd/yyyy
hh:mm:ss
Inv/Tkt #:      9999999999
Appr Code:      999999
CARDTYPE
XXXXXXXXXXXXXXXXX
Chip

Amount: $99.99

Approved

Mode: XXXX

CUSTOMER COPY

```

### Processing Sales - Multiple Payments

Ring in your items as usual. Press Subtotal and **before you press Card Payment**, type in the amount being applied to the first card payment. 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, and the customer has no alternate payment method, existing authorizations can be removed from the transaction by pressing the X beside the previous payments already processed.

### Processing Sales - Manual Entry

Ring in your items as usual. Press Subtotal and Card Payment. You will be prompted with the following screen.

Enter the card number on the Till screen, along with expiry date. The other information is optional.

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 and the transaction will continue as normal.

Options Device Connection Help

**\$25.50**

Credit Card # 4444444444444448 Exp 12-25

Name CVV

Street Address Postal

**Process Payment**

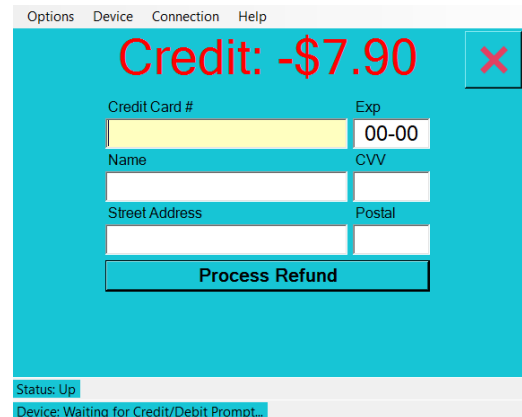
Status: Up  
Device: Waiting for Credit/Debit Prompt...

## Returns

Returns are processed exactly like sales. Scan, select the products to return, or use the Receipts button to select a transaction to refund from. Select the Card payment button to continue

The display will change to the credit processing,

Follow the prompts on the PIN Pad to complete the transaction. If Manual Entry is enabled, the credit card #, expiry and other required information may be entered in the credit window, then press Process Refund to complete the transaction.



The screenshot shows a software interface for processing a credit. At the top, there are menu items: Options, Device, Connection, and Help. The main display area has a blue background and features the text "Credit: -\$7.90" in large red font. Below this is a form with several input fields: "Credit Card #" (highlighted in yellow), "Exp" (with "00-00" entered), "Name", "CVV", "Street Address", and "Postal". A "Process Refund" button is located at the bottom of the form. At the very bottom of the screen, there is a status bar with two indicators: "Status: Up" and "Device: Waiting for Credit/Debit Prompt..."

## Failed Receipts

Press your Cardknox button to reprint or purge failed receipts. Failed receipts are created when a card payment fails and the MyPOS Connect transaction is not completed due to a communication error or perhaps a declined credit card. Failed receipts print automatically at the time of the transaction, however, you can also reprint these receipts from this location as they will not appear in the MyPOS receipts.

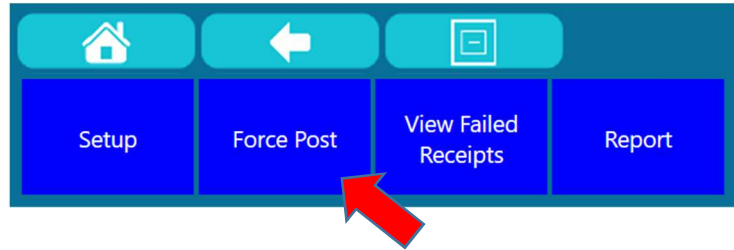


Press the 'Failed Receipts' button to select a receipt to reprint. As failed receipts are not associated with a transaction number, you will need to locate a failed receipt based on the register number, time, payment method and amount.

These receipts will print the reason the transaction failed.

## Force Post

Force post can be used in cases where all communication is down between the PIN Pad and the processor. In these cases, you would call your processor for authorization. First, click the Cardknox button in POS and then click the “Force Post” button.



**Force Post**

Force Post Amount:

Auth Code:

User will be prompted to type in the “Force Post Amount” (this would be the transaction total) along with the valid authorization code.

The user will be prompted to swipe, insert or tap their card. The cashier may type the card manually.

## End of Day

There is no batch settlement required as Cardknox automatically processes and settles the batch each day.

From the Cardknox button, a report of the current batch transactions may be printed.



A report will be generated to the display that can be printed.

Store Name		
Till#: 1		
From: yyyy-mm-dd hh:mm AM		
To: yyyy-mm-dd hh:mm PM		
BATCH TOTALS		
SALES		
Visa	12	\$123.45
Mastercard	11	\$254.67
Amex	3	\$33.27
Discover	7	\$92.34
Total	33	\$503.73
ADJUSTMENTS		
Visa	0	\$0.00
Mastercard	0	\$0.00
Amex	0	\$0.00
Discover	0	\$0.00
Total	0	\$0.00
TOTALS		
Visa	12	\$123.45
Mastercard	11	\$254.67
Amex	3	\$33.27
Discover	7	\$92.34
Total	33	\$503.73

## Troubleshooting

Downloads for the PIN Pad are only initiated when the Till requests communication with the PIN PAD. If a download is required, the download will start prior to a card process.

If a transaction is requested from the Till but a download starts, the download will complete then the transaction will start automatically.

**Please Note:** The first transaction with the PIN Pad will initiate a download. This download will take a few minutes to complete. This initial download will be longer than the standard downloads in the future as the PIN Pad is being completely setup.