

# **Semi Integrated Credit Authorization for MyPOS Connect and Clover Flex**

Credit / Debit

User Guide



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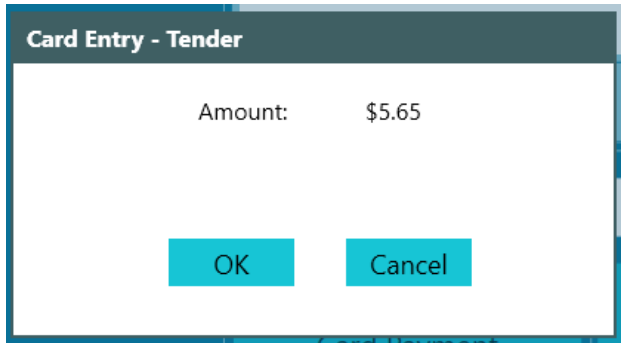
## Processing Sales - Single Payment

Ring in your items as usual.

Press Subtotal and Card Payment.

You will be prompted with the following screen.

Press OK to continue to the PIN Pad.



The PIN Pad will prompt with a similar message

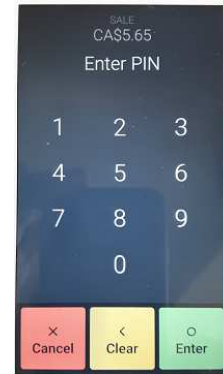
Perform the actions at the PIN Pad.



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



When inserting a chip card you will be prompted for a PIN.



When the transaction is complete, provided the transaction is approved, the Clover will show the following message.



The POS will show the following message



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




```
3/24/2020 4:35:48 PM
Transaction 000213

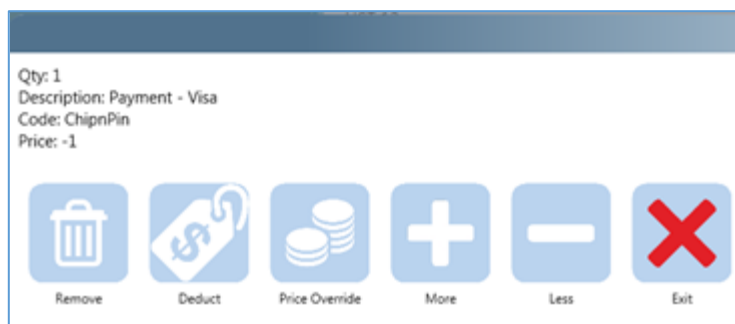
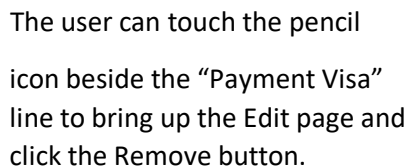
Total $19.99

Method: EMV CONTACTLESS
MC XXXXXXXXXXXXXXX4111
Ref #: 008400000307
Auth #: 768294
MID: 318339086999
authorizingNetworkName: MASTERCARD
applicationIdentifier: A0000000041010
cvmResult: NO_CVM_REQUIRED
applicationLabel: 4D617374657243617264
```

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, Type in the next payment amount and press Card Payment. Repeat the steps as necessary.

In the example below, the customer has paid \$1.00 on their Visa card. Next, assume that they attempt to put the remaining amount (\$6.74) on their Mastercard, but the transaction is declined and the customer has no other alternate form of payment.

	1 Merchandise		\$6.85
	HST 13		\$0.89
	Payment - Visa		(\$1.00)
Amount Due		Subtotal	Total
\$6.74		\$6.85	\$7.74



You will be prompted with the following “Card Entry - Void” screen . Press OK and the void will process

Card Entry - Void

will

Amount:

\$1.00

OK

Cancel

## Processing Sales - Manual Entry

If you have enabled Manual entry, one of the options on the Clover will be “Type Card”. Press “Type Card” and follow the prompts to enter the credit card number, the CVV, and the expiry date. The process will authorize as usual

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

If you have not enabled Manual entry, you will need to exit the Remote Pay application on the Clover by pressing the four corners of the screen. Ring your items into MyPOS Connect as usual. Press Subtotal.

## Returns

Returns are processed exactly like sales.

## Stand-Alone Mode

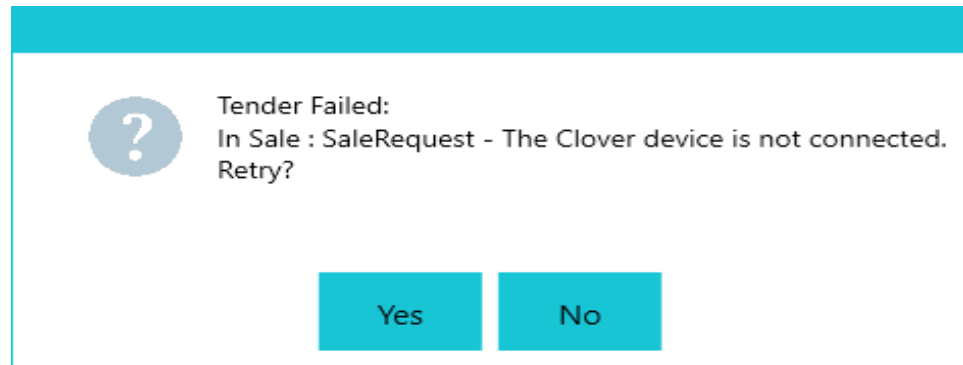
You will need to exit the Remote Pay application on the Clover by pressing the four corners of the screen.

Process the transaction on the clover using the SALE button

Restart the Network Pay application. You will then need to press the Clover Payment button in MyPOS Connect, and Connect to Clover Device to re-establish the connection

## Troubleshooting

### Communication Problems



This is a general error message when the PIN pad and MyPOS Connect cannot communicate. The various steps to check are:

- Make sure the Remote Pay app is loaded
- Check the address of the PIN Pad by restarting the Remote Pay app. This will display the device id, which can be checked against the device id stored in MyPOS Connect under Clover Payment → Setup
- Try re-linking the PIN Pad in MyPOS Connect by pressing Clover Payment → Connect to Clover Device
- Exit MyPOS Connect, then go back in