Semi Integrated Chase Paymentech Payments Processing for MyPOS Connect

User's Guide

Contents

Processing Sales 3
Single Payment 3
Multiple Payments 4
Manual Entry 5
Returns 5
Paymentech Semi-Integrated Functions 6
Failed Receipts 6
Force Post 6
Close Batch 7
Stand-Alone Mode 8
Troubleshooting 9
General Troubleshooting 9
Error Messages 9
PIN Pad Communication Error 12
Continue Waiting 12
Cancel 12
Request Re-send of Payment Details 12
Enter Payment Detail Manually 13

Processing Sales

Single Payment

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

The PIN Pad will prompt with similar messages, and show when tendered successfully.

```
            Store Name Here
          Store Address Here

            Sale / Purchase

Clerk #: 000001
MID: 1234567890
TID: 123                REF: 00000001
Batch: 001
DATE                              TIME

APPR CODE:  123456
VISA                               Chip
************0001                 **/**

AMOUNT:                          $25.75

         00 - APPROVED - 000


    X_____________________________


   CARDHOLDER ACKNOWLEDGES RECEIPT
   OF GOODS AND/OR SERCICES IN THE
   AMOUNT OF THE TOTAL SHOWN ABOVE
```

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

Receipt Note:

The “Batch” on the receipt refers to the Chase Paymentech Payments batch.

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.

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.

The user can click the X beside the "Payment - Visa" line to void the payment.

You will be prompted with the following "Card Entry - Void" screen and will need to use the same card to reverse the transaction.

Manual Entry

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

Select Manual Entry then click OK or press the Enter key.

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 'Pass Terminal To Customer' to allow customer to enter card number.

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 MMYY format then press Enter.

After successfully entering card number and expiry date, PIN Pad will prompt to 'Pass Terminal To Merchant'.

A password may be required to accept the manually entered card number. If prompted with 'Enter Manager Password', the manager password must be keyed.

PIN Pad will prompt with 'Card Present'.

If card is present PIN Pad will prompt to warn that the card should be imprinted.

Press Enter (green button) when ready to continue.

Returns

Returns are processed exactly like sales.

Paymentech Semi-Integrated Functions

Failed Receipts

Press your Paymentech Functions button to reprint or purge failed receipts. Failed receipts are created when a card payment fails and the MyPOS 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 'View 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 Paymentech Functions button in POS and then click the “Force Post” button.

The cashier will be prompted to type in the "Force Post Amount" (this would be the transaction total).

The customer will be prompted to swipe, insert or tap their card and then be prompted to pass the terminal to the merchant. The cashier can then type in the authorization code received from the processor on the telephone. Carefully input this number into the PIN Pad.

These transactions will migrate to Paymentech Payment Systems when your internet connection is restored and you perform a batch close.

Close Batch

Click your "Paymentech Functions" button in POS.

Click your "Close Batch" button.

A password may be required to close your batch. If prompted with 'Enter Manager Password', the manager password must be keyed.

Press Yes to continue and follow the prompts to print your settlement reports.

If you are required to enter closing amounts in MyPOS, use the totals from your settlement report for your Debit and Credit card entries.

Settlement issues must be taken up with your processor.

Stand-Alone Mode

In the case where either a credit or debit transaction needs to be processed that is not linked to any MyPOS transaction or the connection between the PIN Pad and MyPOS cannot be made, stand-alone mode can be used.

To use stand-alone mode:

- Press the PIN Pad icon on the top right corner of the touchscreen on the PIN Pad
- Press 1 to answer Yes
- You will now see a screen full of icons for the various types of transactions you can do.
- Tap on the appropriate icon for the transaction that you wish to process
- Follow the prompts to complete the transaction

IMPORTANT!

When all stand-alone transaction are complete, return the PIN Pad to Semi-Integrated mode by pressing the PIN Pad icon on the top right of the touch screen

To verify that you have exited Stand Alone Mode, press the green Enter key – if the Main Menu is not displayed, you have exited Stand Alone Mode

Troubleshooting

General Troubleshooting

In the event of PIN Pad problems, these are some general troubleshooting steps to resolve issues.

- Ensure that your internet is up you have contact with “the outside world”. Try going to websites in a browser window.
- Ensure that all cables to the PIN Pad and the black adapter box are connected.
- Ensure your PIN Pad is in Semi-Integrated mode. Depending on the PIN Pad software version, the PIN Pad screen may say “Semi-Integrated” and/or have an icon that is a yellow circle/square with 3 dots.
- Verify that the IP Address, Gateway, and Subnet Mask on your PIN Pad match identically to what has been entered into MyPOS setup.
- Reboot the PIN Pad. Hold the “.,#*” key and the yellow “<” key until you see “Reboot In Progress” message on the screen, and then let go of the buttons.
- Disconnect the power from the PIN Pad. Once power off is confirmed by looking at the PIN Pad display, wait 15 seconds and then repower and wait while terminal initializes.
- Reboot your computer

If you are having intermittent issues, enable Advance Logging to help with troubleshooting

Error Messages

Message: An error occurred: No such host is known

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

Action: Check PIN Pad for network connection. Review PIN Pad settings and ensure settings in the PIN Pad matches the setup entered in MyPOS. Ensure PIN Pad is in Semi-Integrated mode.

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

Reason: Waiting for customer input on PIN Pad

Action: Press Enter or click OK to try again or click No to exit

Message: 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 off is confirmed by looking at the PIN Pad display, repower and wait while terminal initializes.

Message: Tender Failed: Cancelled by User. Retry?

Reason: Transaction was cancelled at the PIN Pad

Action: Press Yes then retry or cancel the transaction

Message: Tender Failed: DECLINED. Retry?

Reason: The processor declined the transaction

Action: Try another form of payment or cancel the transaction

Message: Tender Failed: CALL HELP DESK. Retry?

Reason: A problem with card was encountered by the processor.

Action: Call Merchant Services

Message: 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 off is confirmed by looking at the PIN Pad display, repower and wait while terminal initializes.

Message: 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.

Message: 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.

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

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

Action: Answer Yes to retry or cancel the transaction.

Message: An error occurred. No connection could be made because the target machine actively refused it at xxx.xxx.xxx.xx:xxx

Reason: you are pointing to an IP address that exists on a device other than your PIN Pad, or your network is denying the communication on that port.

Action: Try using a different port in the PIN Pad and MyPOS (e.g. change 555 to 288 in both places). Verify the IP address is correct in both the PIN Pad and MyPOS.

Message: An error occurred. A connection attempt failed because the connected party did not properly respond after a period of time or established connection failed because connected host has failed to respond xxx.xxx.xxx.xx:xxx

Reason: Either the PIN Pad is not connected to the network or the IP address in setup is not valid.

Action: Verify the IP address is correct in both the PIN Pad and MyPOS. Check all cables connecting the PIN Pad.

PIN Pad Communication Error

This message box will be displayed if a MyPOS has sent a transaction top the PIN Pad and the PIN Pad has not responded with in 10 seconds.

The PIN Pad sends an acknowledgement back to the computer every 5 seconds to let the software know that is still processing. If this acknowledgement has not been received within 10 seconds the communications from the PIN Pad has stopped

The transaction may have been processed at the PIN Pad and the PIN Pad cannot send the results back.

In this case, you have options to Continue waiting for the PIN Pad to send the results, cancel the transaction, Request the results be resent or to enter the successfully processed details manually.

Continue Waiting

- Continue to wait for communications from the PIN Pad. Try this first in case it was caused by a temporary internet issue.

Cancel

- **This should only be used if the transaction has not been processed at the PIN Pad**
- This option will cancel the card processing and return to the transaction screen awaiting payment

Request Re-send of Payment Details

- **This is used if communications have been restored to the PIN Pad AND the receipt has been processed and printed at the PIN Pad**
- A warning screen will be displayed to explain when (and only when) this option may be used and allows to user to continue with the request or return to the previous screen

- Pressing continue should only be performed if the PIN Pad is back at the Welcome screen after processing and printing the receipts from the transaction

- Continue will request the payment detail of the last processed transaction on the PIN Pad is to be sent to MyPOS Connect
- If details are returned, the current transaction information is posted appropriately (cancelled, timed out, authorized, etc.)

Enter Payment Detail Manually

- **This would be used if communications have not restored to the PIN Pad AND the receipt has been processed and printed at the PIN Pad**

The details from the printed receipt need to be used to enter the details so that the transaction can be completed in the till

Enter the details from the receipt that was printed on the PIN Pad

All four fields must be entered

When all four fields have been entered, you may press the Continue button to complete the transaction

Press Cancel to return to previous screen