Verifone Payment Processing Plugin for MyPOS Connect

User's Guide

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Processing Sales

Single Payment

Ring in your products as usual. Click Subtotal to bring up the Payment Selection menu. Click the Card Payment button. This will bring up a window confirming the amount to tender, with the option to manually entry a card number (if card is not present). If this option is selected, the PIN Pad will prompt for the card information.

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

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

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

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

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.

Transaction Voids and Returns

Select the transaction that needs to be voided or returned from the Receipts button. The payment screen should automatically populate the payment type(s) that was originally used to pay for the transaction.

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

Press OK to continue.

Verifone Payment Plugin Functions

Failed Receipts

Press your Verifone 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 Connect 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.

Other Functions:

Verifone Report and Settle

- Prints a Daily Summary Report, then settles the current batch

Verifone Report

- Prints a Daily Summary Report

Verifone Cancel on Device

- If the PIN Pad is not responding, this command can be used to cancel whatever is currently happening on the PINPad.

Verifone Register Device

- Registers the PINPad for the PC by prompting for a PIN provided by the Plugin.

Verifone Unregister Device

- Unregisters the PINPad for current PC

Verifone Unregister All

- Unregisters the PINPad for all PC's it has been paired with

Verifone Test MAC

- Does a basic test to make sure the PC can communicate with the PIN Pad

Verifone Set Time

- Sets the time on the PINpad to match the PC's time

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.
- Verify that the IP Address, Gateway, and Subnet Mask on your PIN Pad match identically to what has been entered into MyPOS setup.
- 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