



Merchant User Manual

PAYMENT GATEWAY

Document Version 1304301

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Introduction

Visit us at: <http://www.epaymentamerica.com>

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Congratulations on the selection of the ePaymentAmerica Payment Gateway, the most advanced solution in the industry for processing credit cards, debit cards and check services. This software provides you with a fast, easy, reliable way to authorize credit card, ATM/debit card, and check transactions on your PC. This guide prepares you with the detailed information that you will need to use the payment processing application.

Your opinion is important to us. If you have any suggestions feel free to [email us](#).

Thank you for choosing ePayment America!

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Overview

By using the ePaymentAmerica Payment Gateway, the administrator users can manage their accounts with little more than a few keystrokes and mouse clicks. Through an intuitive graphical user interface, an administrator can set up new accounts and modify or delete existing ones. In turn, merchants can upload POS transactions from their terminals and capture images of signed sales drafts. As a result, merchants no longer have to hold copies of these transactions for retrieval requests. Instead, the images are housed on the web and available to the merchant by using a web browser. Additionally, merchants also have access to manage accounts at the user level within their merchant accounts*. This versatility thus not only supports a wide level of account management, but also reduces the need for administrator involvement in routine and simple adjustments to the merchant account.

In addition, the ePaymentAmerica Payment Gateway provides tools to customize logos and contact information, which locate on the ePaymentAmerica Payment Gateway web pages viewable to every user. In this way, while maintaining a professional business presentation, an administrator can conveniently provide merchants with vital contact information.

This documentation targets individuals who will monitor the ePaymentAmerica Payment Gateway system on a regular basis. Some knowledge of basic system administrative principles is a plus. For an administrator, although prior experience with system administration is not required, it will help facilitating the maintenance of the Payment Gateway.

* Managing user accounts is dependent on the merchant's assigned security permissions.

Ch 1: Beginning to Use ePaymentAmerica Payment Gateway

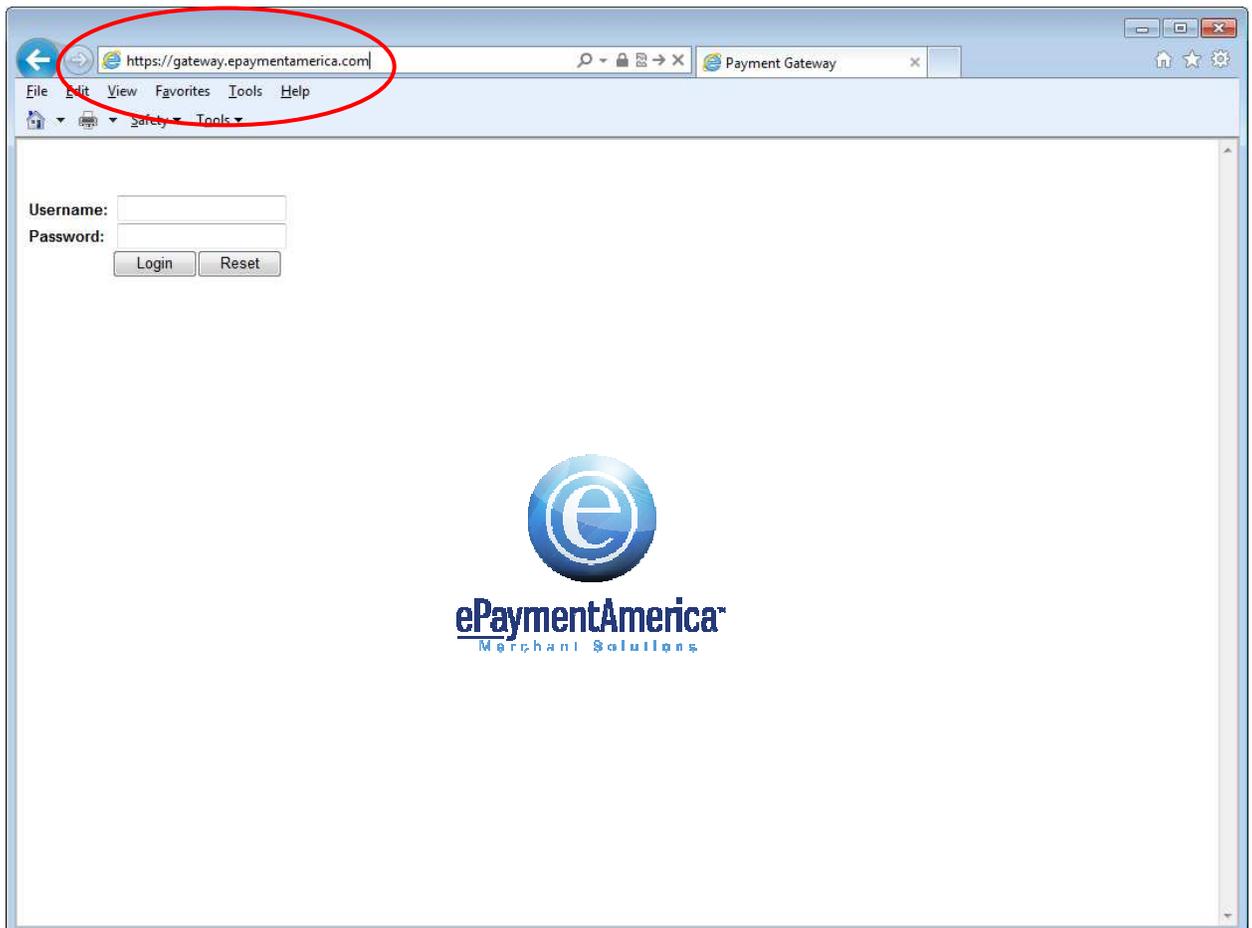
What to expect and what to do when beginning to use the ePaymentAmerica for payment processing.

In this introductory chapter, you will learn the basics on how to use the ePaymentAmerica Payment Gateway for payment processing. The topics covered include the ePaymentAmerica's logon process, graphical user interface (GUI), and user account management.

To begin using the ePaymentAmerica Payment Gateway, you must first logon to the system.

Logon as a Merchant

1. Open your internet browser;
2. Type the web address (URL) for the ePaymentAmerica login page in the **Address** field: <https://gateway.epaymentamerica.com>;

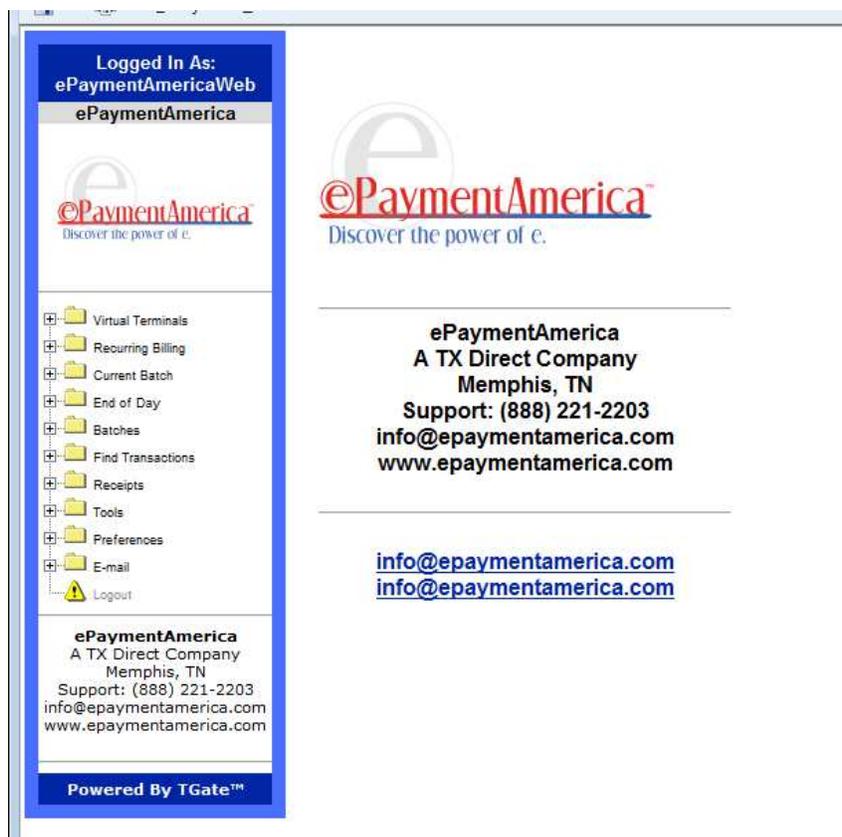


3. Input your username in the **Username** field;
4. Input your password in the **Password** field;
5. Click **Login** (the **Reset** button lets you re-enter your username and password).

Note: If this is your first time logging on to the Payment Gateway, you will see an **End User Licensing Agreement (EULA)**. To continue your login, read the agreement and click the “**I agree**” button.

After you logon to the system as a Merchant, a menu bar will appear on the screen (as shown below). It contains a list of options: **Virtual Terminals, Recurring Billing, Current Batch, End of Day, Closed Batches, Find Transactions, Manage Users, Tools, Preferences, Email, and Logout.**

The **Manage Users** feature is discussed in this chapter. All other features will be discussed in the following chapters.



Virtual Terminal

Credit – Process *Sale, PreAuth, or ForceAuth* transactions on credit card.

Debit – Process *Sale or Return* transactions on debit card.

Checks – Process *Sale, Verify (PreAuth), Void, Return, or ForceSale (PostAuth)* transactions on check.

Gift Cards – Process *Redeem, Reload, Refund, Activate, Deactivate, or Inquire* transactions on gift card (**Note:** A gift card must be activated to be used).

Recurring Billing

Add Customer – Add a new customer for recurring billing.

View Customer – Displays established recurring billing customers.

View Contracts – Displays established contracts for customers.

Billing Report – Displays transactions processed through recurring billing.

Current Batch

Summary – Displays a summary list on transactions in the current batch.

Credit/Debit/EBT/Checks – Displays the transaction details in the current batch.

Host Batch Info – Displays a batch summary form the processor host.

End of Day

Credit/Debit/EBT/Checks – Displays the current batch summary and allow you to submit the batch.

Closed Batches

Credit/Debit/EBT/Checks – Displays the transaction details of closed batch.

Find Transactions

Summary – Displays a summary list on all transactions categorized by the payment type.

Credit/Debit/EBT/Gift Cards/Check – Displays the transaction details, including receipt and/or check images if applied.

Manage Users

Add – Add a new user account.

Find/Edit – Find, edit or delete user account.

Preferences

Access Control – Grant or deny access to log into an account by verifying the IP address.

Custom Fields – Add data field to the Virtual Terminals pages. The field will be saved along with the transaction.

Device Setup – Set up input devices connected to your system.

Password – Change the user password.

Security – Set security for functions performed at the user level.

Email

Sales – Send email to the ePaymentAmerica Payment Gateway Sales Team.

Support – Send email to the ePaymentAmerica Payment Gateway Support Team.

Logout – Exit the ePaymentAmerica Payment Gateway.

Adding a New User

The **Manage Users** section is used to add, find, edit, or delete user accounts. The following examples describe two scenarios in which you would want to add a new user.

- **Your company must establish a user account for each terminal.** This account is set up specifically to upload transactions and sales draft/check images to the web.
- **Your company wants to establish a user account for an office manager.** This manager needs a user name and password fro access to retrieve images and view reports.

Adding a new user:

1. Click on the **Manage Users** folder;
2. Click on the **Add** link to add a new user and the following screen will appear:

User Information (* indicates required field)

<p>User Name: <input type="text"/></p> <p>*First Name: <input type="text"/></p> <p>*Phone Number: <input type="text"/></p> <p>Street Address 1: <input type="text"/></p> <p>City: <input type="text"/></p> <p>Province: <input type="text"/></p> <p>Country: <input type="text" value="Canada"/></p>		<p>*Security Level: <input type="text" value="1"/></p> <p>*Last Name: <input type="text"/></p> <p>*Email Address: <input type="text"/></p> <p>Street Address 2: <input type="text"/></p> <p>State: <input type="text" value="-----"/></p> <p>Postal Code: <input type="text"/></p> <p>Time Zone: <input type="text" value="Eastern"/></p>
<input type="button" value="Save User"/>		

- Without your specifying a user name in the **User Name** field, the ePaymentAmerica Payment Gateway will generate a user name for you;
 - The **First Name** and **Last Name** fields are where you will need to identify the terminal that will be uploading to this account or the entity that will be using this account;
 - The **Security Level** box should be defined correctly to give the user access to only what the user needs to complete his/her task (Also, see Setting Security in Chapter 6);
3. Enter the new user's information into the **User Information** form;
 4. Click on the **Save User** button (the **Reset** button allows you to return to the previously saved **User Information** state);

Finding and Editing Users

The **Find/Edit** function lets you manage the user account, such as, search a user account, modify the previously entered user information, delete an existing user, activate or deactivate a user account, etc.

1. Click on the **Manage Users** folder;
2. Click on the **Find/Edit** link and the following screen will open:

3. Fill out the field(s) that you know for your target user in the **Show Filters** form. Notice without entering any information in the filter form, it will return all user accounts;
4. Click **Find** (the **Reset** button lets you re-enter the information) and a list of users will appear (Notice the ▲ and ▼ arrows under each column name are for sorting the list):

User Name ▲ ▼	Last Name ▲ ▼	First Name ▲ ▼	Partner ID ▲ ▼	Status ▲ ▼	Email ▲ ▼	Creation Date ▲ ▼
Example (default)	Doe	John	100	ACTIVE	example@hypercom.com	3/1/2007 10:16:01 AM
Example User	User	Example	100	ACTIVE	example@hypercom.com	3/7/2007 11:10:42 AM

5. To send an email to the user, click the **Email** link. Your default mail application will pop up for you to email the user;
6. To view, edit or delete the user, click on the **User Name** link. The following figure will appear:

User Information		Edit User
<p>Username: Example Status: Active Email: example@hypercom.com</p> <p>Contact Info John Doe 123 Anytown Cityville, CA 12345 USA</p>	<p>User Options - Reset Password - Email Password - Log In as this User</p> <p>Security Level: 4 System Level: 1 User Type: Merchant</p>	

- To edit the user, click the **Edit User** link in the upper right corner of the section and a screen similar to the example below will open displaying the detail of the user information:

User Information (* indicates required field)		
User Name: <input type="text" value="Example"/>	*Security Level: <input type="text" value="4"/> ▼	*System Level: <input type="text" value="1"/> ▼
*First Name: <input type="text" value="John"/>	*Last Name: <input type="text" value="Doe"/>	
*Phone Number: <input type="text" value="555-555-5555"/>	*Email Address: <input type="text" value="example@hypercom.com"/>	
Street Address 1: <input type="text" value="123 Anytown"/>	Street Address 2: <input type="text"/>	
City: <input type="text" value="Cityville"/>	State: <input type="text" value="CA - California"/> ▼	
Province: <input type="text" value="CA"/>	Postal Code: <input type="text" value="12345"/>	
Country: <input type="text" value="United States"/> ▼	Time Zone: <input type="text" value="Pacific"/> ▼	

- Edit the fields as necessary and click **Save User** to save the changes (the **Reset** button allows you to return to the previously saved **User Information** form):

User Information		Edit User
Username: Example	User Options	
Status: Active	- Reset Password	
Email: example@hypercom.com	- Email Password	
	- Log In as this User	
Contact Info		
John Doe		
123 Anytown		
Cityville, CA 12345		
USA		
	Security Level: 4	
	System Level: 1	
	User Type: Merchant	

Email: example@hypercom.com – To send the user an email after your default mail application appears.

- [Reset Password](#) – To reset the user password. The ePaymentAmerica Payment Gateway will automatically generate a new user password.

- [Email Password](#) – To send the user his/her password, in the context of a pre-defined email template (See example figure below).

- [Log In as this User](#) – To log in as this user.

Ch 2: Creating Transactions with Virtual Terminals

How to use virtual terminals

Virtual Terminals allow you to process various transactions on credit card, debit card, check, and gift card. The transaction types include **Sale**, **PreAuth** (pre-authorization), **ForceAuth** (post-authorization), **Void**, **Return**, etc. This chapter describes how to process each type of transaction, grouped by the payment methods: Credit Card, Debit Card, Check, and Gift Card.

In general, when filling out the transaction forms (illustrated as screenshots in this chapter), be aware that the industry type of your merchant account, such as retail or e-Commerce, has different requirements on certain fields to be populated or not. For example, some payment processors do not require an address for a retail transaction, but require for an e-Commerce one. Consult your service provider if you are unsure of these requirements.

To process retail transactions, you will need various devices, such as card reader, PIN pad, and check reader. Refer to Setting up Input Devices in Chapter 6 for details.

Credit Card

The virtual terminal does not facilitate **Void** and **Return** transactions on credit card. Instead, they are provided through **Find Transactions**. This is to ensure a void or return transaction only to be made on an existing transaction, which further help reduce fraud.

Credit Card Sale

1. Click on the **Virtual Terminals** folder;
2. Click on the **Credit** link;
3. Click on the **Sale** tab (shown below):

The screenshot shows a form with tabs for Sale, PreAuth, Return, and ForceAuth. The Sale tab is active. Fields include Card Number, Expiration, Subtotal, Tax Amount, Tip Amount, Total Amount, Customer ID, Card Holder, Street, City, Postal/Zip Code, CV2, Invoice #, and PO #. There is a checkbox for Force Duplicate. A blue bar at the bottom of the form contains a checkbox for Repeat Sale (Installment), which is currently unchecked. Below the form are Process and Clear buttons.

4. Enter the credit card information into the **Credit Card Sale** form;
5. By checking the **Force Duplicate** box, you can process a duplicate transaction. A duplicate transaction is an attempted transaction identical to the one already made on the same day, with the same credit card number, expiration date, and total amount;
6. The **Repeat Sale** function is designed for a credit card payment with installments. If this transaction is a repeat sale, check the **Repeat Sale** box to expand the section (shown below). Otherwise, skip this step and go to Step 8:

The screenshot shows the expanded Repeat Sale (Installment) section. It has a blue header with a checked checkbox and the text "Repeat Sale (Installment)". Below the header is a paragraph of text: "Use this section if your customer is making installment payments. For example, if the purchase price was \$500 and you set your customer up with a three month installment option, you would enter the payment information above, input 1, 2 or 3 for Installment Number and 3 for Total Installments." Below this text are two input fields: "Installment Number:" and "Total Installments:".

7. Fill out the two fields in the **Repeat Sale** section for an installation payment;
8. Click **Process** (the **Clear** button lets you clear the form without processing the transaction):

Credit Card Sale Receipt

Print Receipt Map Address	
Date	5/8/2006
Time	3:16 PM PDT
Trans Type	Sale
Register	1
Subtotal	\$3.00
Account	*****6781
Exp Date	0809
Issuer	VISA
Name	Global Payments Inc
Invoice#	
PO#	
Sale Tax Amt	
Tip Amt	
Total Amt	\$3.00
Street	4 Corporate Sq
City	Atlanta
Zip	30329
Entry Method	Manual
Result	APPROVED
AuthCode	123456
Message	APPROVAL
PNRef	54244
CommercialCard	False
CVResult	
AVSResponse	No Match on Address (Street) or ZIP

9. Notice the two options in the figures above: Print Receipt and Map Address;
10. Click on **Print Receipt** to print the transaction receipt;
11. Click on **Map Address** to locate the address on a map.

Credit Card PreAuth

PreAuth is the process of authorizing and reserving the funds for the transaction – ensuring the card is valid, and the cardholder has sufficient open-to-buy funds to cover the purchase amount and reserving the funds for completion.

1. Click on the **Virtual Terminals** folder;
2. Click on the **Credit** link;
3. Click on the **PreAuth** tab (shown below):

Sale	PreAuth	Return	ForceAuth
Card Number: <input type="text"/>			
Expiration: <input type="text"/>			
Subtotal: <input type="text"/>			
Tax Amount: <input type="text"/>			
Tip Amount: <input type="text"/>			
Total Amount: <input type="text"/>			

Card Holder: <input type="text"/>			
Street: <input type="text"/>			
City: <input type="text"/>			
Postal/Zip Code: <input type="text"/>			
CV2: <input type="text"/>			
Invoice #: <input type="text"/>			
PO #: <input type="text"/>			
<input type="button" value="Process"/> <input type="button" value="Clear"/>			

4. Enter the credit card information into the form;
5. Click **Process** (the **Clear** button lets you clear the form without processing the transaction) and a receipt will appear:
6. Notice the two options at the receipt: Print Receipt and Map Address;
7. Click on **Print Receipt** to print the transaction receipt (example shown below):
8. Click on **Map Address** to locate the address on a map ;

Vital CC/DBT/EBT 2 Test Merchant
 123
 Redmond, WA 98052
 Date: 7/29/2004 Time: 11:14:28 AM [PDT]
 Trans Type: Authorization
 Transaction #: 10901
 Name:
 Account: *****1732
 Exp Date: 0509
 Card Type: MASTERCARD
 Entry: Manual
 AuthCode: VITAL8
 Result: Approved

Total Amt: \$0.00

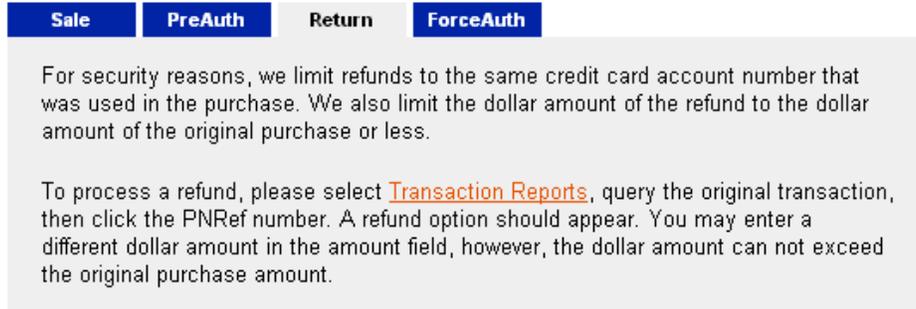
I Agree to Pay Above Total
 Amount According to Card
 Issuer Agreement (Merchant
 Agreement if Credit Voucher)

Signature X _____

Credit Card Return

A **Credit Card Return** is a return transaction in which a previous Credit Card Sale is to be returned / voided.

1. Click on the **Virtual Terminals** folder;
2. Click on the **Credit** link;
3. Click on the **Return** tab (shown below):



Sale PreAuth Return ForceAuth

For security reasons, we limit refunds to the same credit card account number that was used in the purchase. We also limit the dollar amount of the refund to the dollar amount of the original purchase or less.

To process a refund, please select [Transaction Reports](#), query the original transaction, then click the PNRRef number. A refund option should appear. You may enter a different dollar amount in the amount field, however, the dollar amount can not exceed the original purchase amount.

Note: This is the recommended way to process returns. Depending on the settings for your merchant account, you may get the following screen:



Sale PreAuth Return ForceAuth

Card Number:

Expiration:

Subtotal:

Total Amount:

Customer ID:

Card Holder:

Invoice #:

Force Duplicate

You may then process a return just as you would a sale. For more information about this setting, contact your administrator or reseller. Also, to void a transaction that has not yet been processed (i.e. the batch has not yet been settled), continue to Transaction Reports via step 4 below.

4. Read the information and click **Transaction Reports** (shown below):

Transaction Filters

Date Range:

Start Date: End Date:

Start Time: End Time:

May 2006

S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

May 2006

S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Auth Code:

Card Holder:

Card Number:

User:

Invoice Number:

Register:

Customer ID:

Trx Type:

Exclude Void:

Payment Type:

Status:

PNRef:

Total Amount:

Batch Num:

Note: The date is defaulted to today's date.

5. Enter the appropriate information. (No information needs to be entered onto this page, by clicking the **Submit** button, you will view all transactions today);
6. Click **Submit** and a list of transactions similar to the sample screen below will appear:

Ref #	Customer ID	Inv #	Date	Result	Payment Type	Account Type	Account #	Name	Type	Status	Approval Code
54234			5/8/2006 12:52:23 PM	APPROVED	VISA	VISA	*****6781	Global Payments Inc	Sale	APPROVAL	001007
54232			5/8/2006 12:49:52 PM	APPROVED	VISA	VISA	*****6781		Sale	APPROVAL	001006

7. A list of transactions will appear, click the transaction **Ref #** you wish to return:

Void transaction #54234?

8. Click **Yes, Void this Transaction.**

Response : OK
 Result : APPROVED
 AuthCode : 001007
 Message : APPROVAL
 PNRef : 54254
 CommercialCard : False

Credit Card ForceAuth

ForceAuth is a sale transaction for which a merchant received a voice authorization. A **ForceAuth** is done so that the previously authorized transaction can be settled and the merchant can receive funds.

1. Click on the **Virtual Terminals** folder;
2. Click on the **Credit** link;
3. Click on the **ForceAuth** tab (shown below):

Sale	PreAuth	Return	ForceAuth
Card Number: <input type="text"/>			
Expiration: <input type="text"/>			
Auth Code: <input type="text"/>			
Subtotal: <input type="text"/>			
Tax Amount: <input type="text"/>			
Tip Amount: <input type="text"/>			
Total Amount: <input type="text"/>			
<hr/>			
Customer ID: <input type="text"/>			
Card Holder: <input type="text"/>			
Street: <input type="text"/>			
City: <input type="text"/>			
Postal/Zip Code: <input type="text"/>			
CV2: <input type="text"/>			
Invoice #: <input type="text"/>			
PO #: <input type="text"/>			

4. Enter the customer's credit card information into the form;
5. Click **Process** (the **Clear** button lets you clear the form without processing the transaction) and a receipt similar to the one below will open:

Print Receipt	
Map Address	
Date	5/8/2006
Time	3:19 PM PDT
Trans Type	Auth
Register	1
Subtotal	\$2.00
Account	*****6781
Exp Date	0809
Issuer	VISA
Name	Global Payments Inc
Invoice#	
PO#	
Sale Tax Amt	
Tip Amt	
Total Amt	\$2.00
Street	4 Corporate Sq
City	Atlanta
Zip	30329
Entry Method	Manual
Result	APPROVED
AuthCode	123456
Message	APPROVAL
PNRef	54245
CommercialCard	False
CVResult	
AVSResponse	No Match on Address (Street) or ZIP

6. Notice the two options in the figures above: Print Receipt and Map Address;
7. Click on **Print Receipt** to print the transaction receipt;
8. Click on **Map Address** to locate the address on a map.

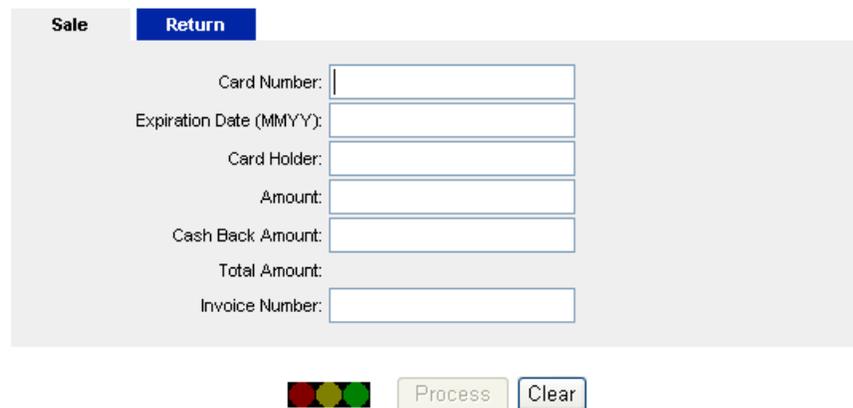
Debit Card

Virtual Terminals allow you to process **Sale** and **Return** (void) transactions on debit card. To process debit card transactions, you need to first connect both PIN (Personal Identification Number) pad and card reader with your computer. Refer to Setting up Input Devices in Chapter 6 for details.

If this is the first time your Internet browser attempting to access the debit page, you'll be prompted to download an installer from ePaymentAmerica Payment Gateway, which will enable you to access the serial device required for debit transactions.

Debit Card Sale

1. Click on the **Virtual Terminals** folder;
2. Click on the **Debit** link;
3. Click on the **Sale** tab (shown below):



The screenshot shows a web interface for processing a debit card sale. At the top, there are two tabs: 'Sale' (which is highlighted in blue) and 'Return'. Below the tabs, there is a form with the following fields: 'Card Number:' with a text input box; 'Expiration Date (MMYY):' with a text input box; 'Card Holder:' with a text input box; 'Amount:' with a text input box; 'Cash Back Amount:' with a text input box; 'Total Amount:' with a text input box; and 'Invoice Number:' with a text input box. At the bottom of the form, there is a status indicator consisting of three colored circles (red, yellow, green) and two buttons: 'Process' and 'Clear'.

4. Swipe the debit card through the card reader. The **Card Number** and **Expiration Date** fields will automatically populate after swiping the card ;
5. Enter the appropriate transaction information in the form;
6. Click **Process** (the **Clear** button lets you clear the form without processing the transaction);
7. The PIN pad connected to your computer will prompt for a PIN. Input the number and click the **Enter** key on your PIN pad and a receipt will appear similar to the example below:

[Print Receipt](#)

Date	4/27/2004
Time	11:41 AM PDT
Trans Type	Sale
Auth Amt	\$1.00
Total Amt	\$1.00
Account	*****0916
Exp Date	0905
Issuer	Debit
Name	John Doe
Invoice#	
Street	
Zip	
Entry Method	Swiped
Result	APPROVED
AuthCode	076982
Message	APPROVAL
PNRef	3506
CVResult	
AVSResponse	

Debit Card Return

1. Click on the **Virtual Terminals** folder;
2. Click on the **Debit** link;
3. Click on the **Return** tab (shown below):

Sale

Return

Card Number:

Expiration Date (MMYY):

Card Holder:

PNRef:

Amount:

Cash Back Amount:

Total Amount:

Invoice Number:



4. Swipe a debit card through the card reader. The **Card Number** and **Expiration Date** fields will be automatically populated after swiping the card;
5. Enter the PNRef number into the **PNRef** field. This number you obtain from your earlier processed debit card sale transaction, on which you are performing the return transaction;
6. Enter necessary transaction information into the form ;
7. Click **Process** (the **Clear** button lets you clear the form without processing the transaction);

- The PIN pad connected to your computer will prompt for a PIN. Input the number and click the **Enter** key on your PIN pad and a receipt will appear similar to the example below:

[Print Receipt](#)

Date	4/27/2004
Time	11:55 AM PDT
Trans Type	Credit
Auth Amt	\$2.00
Total Amt	\$2.00
Account	*****0916
Exp Date	0905
Issuer	Debit
Name	
Invoice#	
Street	
Zip	
Entry Method	Swiped
Result	APPROVED
AuthCode	076992
Message	APPROVAL
PNRef	3508
CVResult	
AVSResponse	

Check

Currently, ePaymentAmerica Payment Gateway supports multiple check processors in North America. Therefore, depending on your merchant processor setup, you will see one of the following user interfaces for your check processing:



This section describes **Sale**, **Verify** (Pre-Auth), **Void**, **ForceSale** (Post-Auth) and **Return** check transactions crossed on the two check processors.

Check Sale

- Click on the **Virtual Terminals** folder;
- Click on the **Checks** link;
- Click on the **Sale** tab (shown below):

Name as it appears on your check:

Check Number:

Pay To The Order Of: **Test Merchant**

Amount (US \$):

Bank Routing/Transit:

Account Number:

Bank Routing Code Bank Account Number

Show Additional Information?

Invoice Number: Phone Number:
 Social Security Number: Email:
 Date of Birth: Street Address:
 Drivers License Number: City:
 Account Type: State:
 Checking
 Check Type: Postal (Zip) Code:
 Personal

4. Enter the check information into the form;
5. Click **Process** (the **Clear** button lets you clear the form without processing the transaction) and a receipt will appear similar to the example below:

Date	7/30/2004
Time	9:12 AM PDT
Trans Type	Sale
Amount	\$1.00
Transit #	123456780
Account #	*****7890
Check #	1001
Name	John Doe
Invoice #	
Result	APPROVED
AuthCode	6XILC9
Message	Approved
PNRef	10908

Check Verify

Check verification is a process that screens checks and check writers against a “negative database” of “bad check writers”.

1. Click on the **Virtual Terminals** folder;
2. Click on the **Checks** link;
3. Click on the **Verify** tab (shown below):

Sale
Verify
Void
ForceSale

Name as it appears on your check:

Pay To The Order Of: **Test Merchant**

Bank Routing/Transit:

Check Number:

Amount (US \$):

Account Number:

⌘ 23456789 ⌘
⌘ 234567890123 ⌘

Bank Routing Code
Bank Account Number

Show Additional Information?

Invoice Number:

Social Security Number:

Date of Birth:

Drivers License Number:

Account Type:

Check Type:

Phone Number:

Email:

Street Address:

City:

State:

Postal (Zip) Code:

Process
Clear

4. Enter the check information into the form;
5. Click **Process** (the **Clear** button lets you clear the form without processing the transaction) and a receipt similar to the example below will appear:

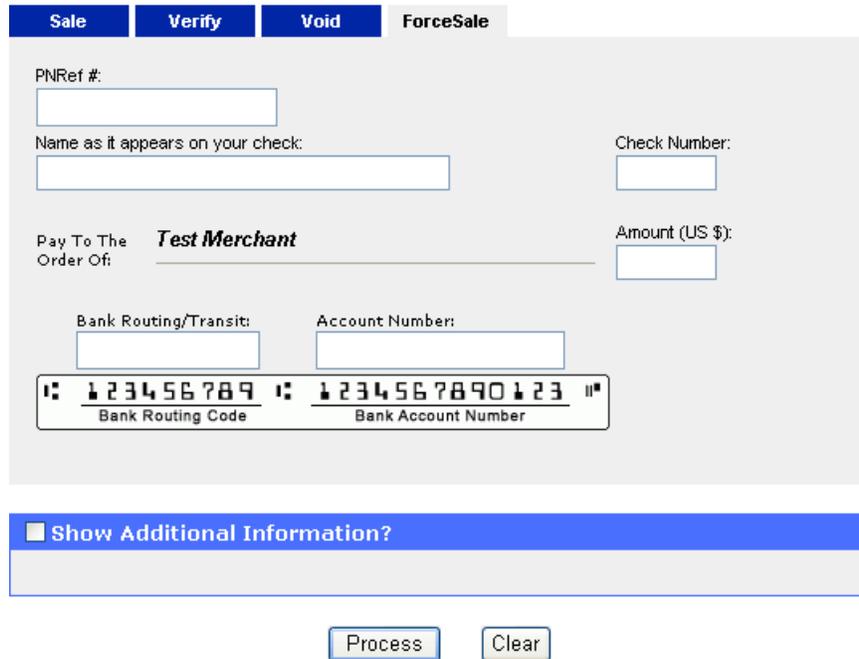
Date	7/30/2004
Time	1:28 PM PDT
Trans Type	Auth
Amount	\$1.00
Transit #	123456780
Account #	*****7890
Check #	1001
Name	John Doe
Invoice #	
Result	APPROVED
AuthCode	AUTH NUM 326-202
Message	APPROVAL
PNRef	10912

Check ForceSale

Check ForceSale is a process that completes a check transaction that already went through the check verification phase and proved to be a “good check”. Therefore, to b

make a check force sale, you will need to provide a reference obtained from the earlier check verification process.

1. Click on the **Virtual Terminals** folder;
2. Click on the **Checks** link;
3. Click on the **ForceSale** tab (shown below):



4. Enter the check information into the form;
5. Click **Process** (the **Clear** button lets you clear the form without processing the transaction) and a receipt similar to the example below will appear:

Your transaction results are below. [Click here](#) to process another transaction.

```

Amount : 1.00
Transit# : 123456780
Account# : *****7890
Check# : 1001
Name : John Doe
Invoice# :

Result : APPROVED
AuthCode : DEMO-5
Message : DEMO-5
PNRef : 9
    
```

Check Void

Voiding a transaction is the reversal of a current transaction that has been authorized but not settled. Settled transactions require processing of RETURN (a.k.a., REFUND, CREDIT) in order to be reversed.

1. Click on the **Virtual Terminals** folder;
2. Click on the **Checks** link:

- Click on the **Void** tab (shown below):

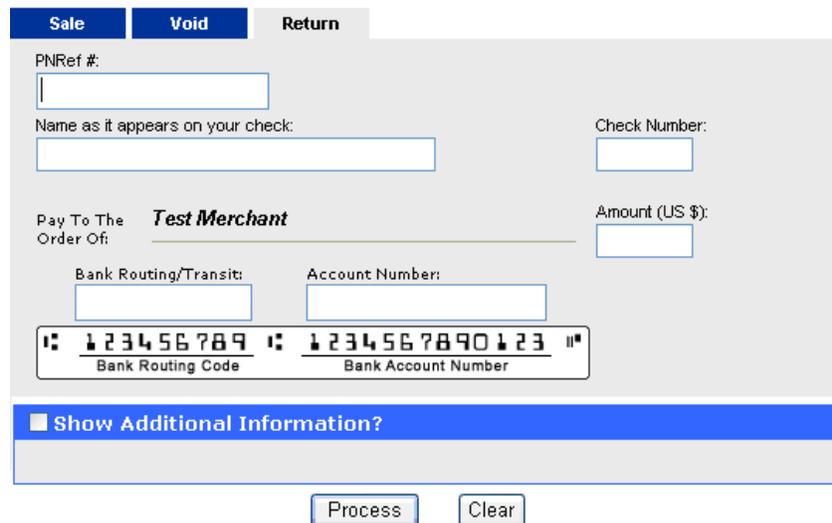


- In the **Original PNRref** field, enter the PNRref number you received from the corresponding check transaction on which you are performing this void;
- Click **Process** (the **Clear** button lets you clear the form without processing the transaction) and a receipt similar to the example below will appear:

Date	8/5/2004
Time	12:24 PM PDT
Trans Type	Void
Result	APPROVED
AuthCode	AUTH NUM 259-613
Message	APPROVAL
Original PNRref	7159
PNRref	7159

Check Return

- Click on the **Virtual Terminals** folder;
- Click on the **Checks** link;
- Click on the **Return** tab (shown below):



- Enter the check information into the form;
- Click **Process** (the **Clear** button lets you clear the form without processing the transaction) and a receipt similar to the example below will appear:

Amount : 100
 Transit# : 123456780
 Account# : *****7890
 Check# : 100
 Name : John Doe
 Invoice# :

Result : APPROVED
 AuthCode : EHJ2FW
 Message : APPROVAL
 PNRRef : 2200

Gift Card

Through **Virtual Terminals**, you can process **Redeem** (Sale), **Reload**, and **Refund** transactions on a gift card. You can also **Activate**, **Deactivate**, or **Inquire** a gift card.

Note: A gift card must be activated before use.

Gift Card Redeem

1. Click on the **Virtual Terminals** folder;
2. Click on the **Gift Cards** link;
3. Click on the **Redeem** tab (shown below):

4. Enter the gift card information;
5. Click **Process** (the **Clear** button lets you clear the form without processing the transaction) and a receipt similar to the example below will appear:

Print Receipt	
Date	4/23/2004
Time	2:35 PM PDT
Trans Type	Redeem
Account	*****0156
Exp Date	0509
Issuer	Gift/Loyalty
Total Amt	\$10.00
Entry Method	Manual
Result	APPROVED
AuthCode	
Message	GiftCardBalanceAmount: 10.00
PNRef	3235

Gift Card Reload

1. Click on the **Virtual Terminals** folder;
2. Click on the **Gift Cards** link;
3. Click on the **Reload** tab (shown below):

4. Enter the gift card information;
5. Click **Process** (the **Clear** button lets you clear the form without processing the transaction) and a receipt similar to the example below will appear:

[Print Receipt](#)

Date	4/27/2004
Time	1:31 PM PDT
Trans Type	Reload
Account	*****0156
Exp Date	1210
Issuer	Gift/Loyalty
Total Amt	\$10.00
Entry Method	Manual
Result	APPROVED
AuthCode	
Message	GiftCardBalanceAmount: 10.00
PNRef	3514

Gift Card Refund

1. Click on the **Virtual Terminals** folder;
2. Click on the **Gift Cards** Link;
3. Click on the **Refund** tab (shown below):

4. Enter the gift card information;

- Click **Process** (the **Clear** button lets you clear the form without processing the transaction) and a receipt similar to the example below will appear:

Print Receipt	
Date	4/27/2004
Time	1:26 PM PDT
Trans Type	Refund
Account	*****0156
Exp Date	1210
Issuer	Gift/Loyalty
Total Amt	\$10.00
Entry Method	Manual
Result	APPROVED
AuthCode	
Message	GiftCardBalanceAmount: 100.00
PNRef	3511

Gift Card Activate

- Click on the **Virtual Terminals** folder;
- Click on the **Gift Cards** Link;
- Click on the **Activate** tab (shown below):

Redeem	Reload	Refund	Activate	Deactivate	Inquire
---------------	---------------	---------------	-----------------	-------------------	----------------

Card Number:

Expiration Date (MMYY):

Amount:

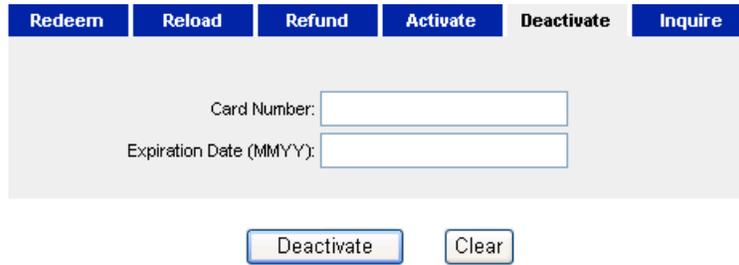
- Enter the gift card information;
- Click **Process** (the **Clear** button lets you clear the form without processing the transaction) and a receipt similar to the example below will appear:

Print Receipt	
Date	4/26/2004
Time	2:38 PM PDT
Trans Type	Activate
Account	*****0156
Exp Date	1210
Issuer	Gift/Loyalty
Total Amt	\$2.00
Entry Method	Swiped
Result	APPROVED
AuthCode	
Message	GiftCardBalanceAmount: 10.00
PNRef	3453

Gift Card Deactivate

- Click on the **Virtual Terminals** folder;

2. Click on the **Gift Cards** Link;
3. Click on the **Deactivate** tab (shown below):



4. Enter the gift card information;
5. Click **Process** (the **Clear** button lets you clear the form without processing the transaction) and a receipt similar to the example below will appear:

Print Receipt	
Date	4/27/2004
Time	1:33 PM PDT
Trans Type	Deactivate
Account	*****0156
Exp Date	1210
Issuer	Gift/Loyalty
Entry Method	Manual
Result	APPROVED
AuthCode	
Message	GiftCardBalanceAmount: 10.00
PNRef	3516

Gift Card Inquire

1. Click on the **Virtual Terminals** folder;
2. Click on the **Gift Cards** Link;
3. Click on the **Inquire** tab (shown below):



4. Enter the gift card information;
5. Click **Process** (the **Clear** button lets you clear the form without processing the transaction) and a receipt similar to the example below will appear:

Print Receipt	
Date	4/27/2004
Time	1:32 PM PDT
Trans Type	Inquire
Account	*****0156
Exp Date	1210
Issuer	Gift/Loyalty
Entry Method	Manual
Result	APPROVED
AuthCode	
Message	GiftCardBalanceAmount: 10.00
PNRef	3515

Ch 3: Batches and Settlement

How to create and settle batches

In this chapter, we will discuss the ePaymentAmerica's batch and settlement features, mainly, **Current Batch**, **End of day**, and **Closed Batches**. These features are there for merchants with terminal-based payment processors. Terminal-based processor requires merchant to store the authorized transactions *locally* until the merchant captures and submits them for settlement. Remember that if you have payment options that are host-based, you will not see these features for those payment types.

A **batch** is a collection of transactions. Usually a merchant has one batch per day or per shift. **Batch** has two types: **open batch** and **closed batch**. An **open batch**, or **current batch**, is a batch that has not yet been settled. On the contrary, a **closed batch** is a batch that has already been settled. To submit/settle the transactions in the current batch, the **End of Day** function comes into place.

Current Batch

Current Batch consists of two parts, transaction summary and transaction details, which are grouped by the payment method. The summary provides an overview of transactions in the current batch. The transaction details enable you to further explore and perform more tasks on each transaction.

1. Click on the **Current Batch** folder;
2. Click on the **Summary** link and a list will appear similar to the example shown below:

Payment Type	Deposit Amt	Deposit Qty	Return Amt	Return Qty	Net Amt	Net Qty
AMEX	\$0.00	0	\$0.00	0	\$0.00	0
CARTBLANCH	\$0.00	0	\$0.00	0	\$0.00	0
DINERS	\$0.00	0	\$0.00	0	\$0.00	0
DISCOVER	\$0.00	0	\$0.00	0	\$0.00	0
JAL	\$0.00	0	\$0.00	0	\$0.00	0
JCB	\$0.00	0	\$0.00	0	\$0.00	0
MASTERCARD	\$1.00	1	\$0.00	0	\$1.00	1
VISA	\$2.00	1	\$0.00	0	\$2.00	1
DEBIT	\$0.00	0	\$0.00	0	\$0.00	0
ECHECK	\$0.00	0	\$0.00	0	\$0.00	0
EBT	\$0.00	0	\$0.00	0	\$0.00	0
Totals	\$3.00	2	\$0.00	0	\$3.00	2

Note: The current batch summary lists transactions by payment types, the total number and amount of both deposit and return transactions, and the net amount and quantity of all transactions.

- To view the credit card details, click on the **Credit** link. To view the debit care details, click on the **Debit** link. To view the EBT details, click on the **EBT** link and a list will appear similar to the example shown below:

Items per page: 10 Refresh (0 will fill everything on one page) Report Format: XML Download

Ref #	Inv #	Date	Result	Payment Type	Account Type	Account #	Name	Type	Status	Approval Code	Auth Amt	Capture Amt	User	Regist
1512		3/31/2004 2:36:10 PM	APPROVED	VISA	Visa	*****1111		Sale	APPROVAL VITAL7	VITAL7	\$1.00	\$1.00	vital2	1
1511		3/31/2004 1:23:08 PM	APPROVED	VISA	Visa	*****1111		Sale	APPROVAL VITAL5	VITAL5	\$1.00	\$1.00	vital2	1

- Click on the transaction's **Ref#** link to further display the detail of the transaction;
- Notice if you see beneath the link, it means a receipt with signatures is captured for this transaction. To view the receipt, click on the icon and a screen will appear similar to the example shown below:

[Print Receipt](#)

PNRef	23881
Date	8/26/2004
Time	10:23:53 AM [PDT]
Trans Type	Sale
Issuer	MASTERCARD
Account	*****5454
Exp Date	0509
Entry Method	Manual
Auth Amt	\$1.00
Total Amt	\$1.00
Street	123
Zip	12345
Result	Approved
AuthCode	VITAL7
Message	NO MATCH
AVS Response	N

Void transaction #23881?

Yes, Void this Transaction

Repeat a SALE transaction

Charge Amount: \$1.00 to account *****5454?

Yes, Charge Account

Note: You can perform two more tasks on this individual credit card transaction: **Void** and **Repeat Sale**. Because this transaction still sits in the current batch, unsettled, you can void it.

Batch Upload

Although available as inherited part of the system, ePaymentAmerica strongly advise against its use.

Acquiring Cardholder Data outside the realms of the Payment Gateway for later upload can/might put Merchant on PCI and Security exposures.

Closed Batches

Closed Batches contain transactions that are already settled. Similar to **Current Batch**, the batches are grouped by payment types: Credit, Debit, and EBT.

1. Click on the **Closed Batches** folder;
2. To view the credit card details, click on the **Credit** link. To view the debit card details, click on the **Debit** link. To view the EBT details, click on the **EBT** link and a screen will appear similar to the example shown below:

3. For date selection, refer to an identical figure in **Transaction Summary** in Chapter 4;
4. Click **Submit** and a screen will appear similar to the example shown below:

	Batch ID	Settle Time	Net Trx	Net Amt
Detail Summary	GB00561 ACCEPTED	8/26/2004 10:52:12 AM	2	\$2.00
Detail Summary	GB00559 ACCEPTED	8/26/2004 12:00:39 AM	1	(\$9.90)
Detail Summary	GB00558 ACCEPTED	8/25/2004 4:22:19 PM	16	\$457.88
Detail Summary	GB00554 ACCEPTED	8/24/2004 3:19:48 PM	1	\$1.00
Detail Summary	GB00551 ACCEPTED	8/24/2004 2:04:57 PM	18	\$92.00
Detail Summary	GB00550 ACCEPTED	8/24/2004 12:00:21 AM	1	\$1.00

1 2 3 4 5 6

- To view the batch summary, click on the **Summary** link and a screen will appear similar to the example shown below:

Batch Summary

Payment Type	Deposit Amount	Deposit Count	Return Amount	Return Count
AMEX	\$202.91	4	\$0.00	0
DISCOVER	\$1.00	1	\$0.00	0
MASTERCARD	\$1.00	1	\$0.00	0
VISA	\$339.54	9	(\$86.57)	1
TOTALS	\$544.45	15	(\$86.57)	1

Note: The summary displays the batch’s total number and amount of both deposit and return transactions, grouped by payment types.

- To view the batch details, click on the **Detail** link and a screen will appear similar to the example shown below:

Items per page: Refresh (0 will fill everything on one page) Report Format: XML Download

Ref #	Customer ID	Inv #	Date	Result	Payment Type	Account Type	Account #	Name	Type	Status	Approval Code	Auth Amt	Capture Amt	User	Register
3399			4/26/2004 9:27:36 AM	APPROVED	VISA	Visa	*****0247	VINCE VISA	Credit	APPROVAL		\$0.00	\$1.00	vital2	1
3398			4/26/2004 9:26:15 AM	APPROVED	VISA	VISA	*****0027		ForceCapture	APPROVAL	123456	\$0.00	\$1.00	vital2	

Note: The above figure is identical to the one in **Find Credit/Debit/EBT/Gift Transaction** in Chapter 4, in which it is described in detail.

- Click on the transaction’s **Ref #** link to view further details of the transaction (shown below):

[Print Receipt](#)

PNRef	3398
Date	4/26/2004
Time	9:26:15 AM [PDT]
Trans Type	ForceCapture
Issuer	VISA
Account	*****0027
Exp Date	0905
Entry Method	Manual
Total Amt	\$1.00
Result	Approved
AuthCode	123456
Message	APPROVAL

Refund

\$1.00
back to account *****0027?

Repeat a SALE transaction

Charge Amount: \$1.00 to account *****0027?

Note: You can perform two more tasks on this credit card transaction: **Refund** and **Repeat Sale**. Because this transaction is already settled, you cannot do void, but refund.

Settle Totals

Settle Totals is designed for merchants with credit card and/or debit card set up with **Concord EFS Network**. It enables you to view the total amount of both credit and debit

cards settlement by day. However, be aware that the settlement totals shown may differ from the actual total amount of transactions, due to some fees and surcharges involved by affiliated parties.

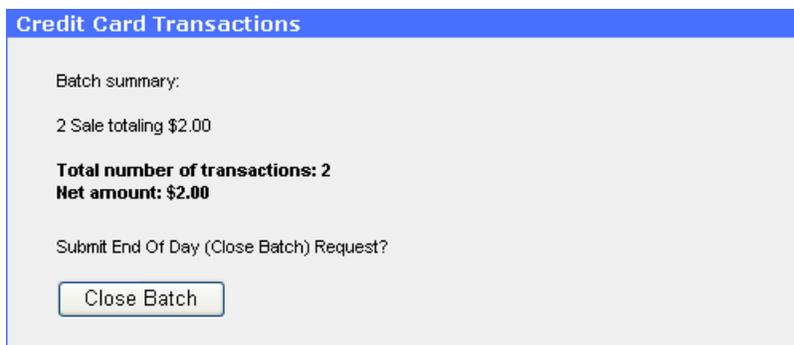
1. Click on the **Closed Batches** folder;
2. Click on the **Settle Totals** link;
3. Click on the **date** link.

Note: The settlement totals will be populated into **Debit Settle Totals** and **Credit Settle Totals** accordingly.

End of Day

The **End of Day** settlement is the process through which transactions with authorization codes are submitted to the payment processor for transfer of funds. This procedure is usually conducted at the end of the business day. After the settlement, the transactions in **Current Batch** are moved into **Closed Batches**.

1. Click on the **End of Day** folder;
2. To settle the credit card transactions, click on the **Credit** link;
3. To settle the debit card transactions, click on the **Debit** link;
4. To settle the EBT transactions, click on the **EBT** link:



Credit Card Transactions

Batch summary:

2 Sale totaling \$2.00

Total number of transactions: 2
Net amount: \$2.00

Submit End Of Day (Close Batch) Request?

5. Click **Close Batch** and a screen will appear similar to the example shown below:



Credit Card Transactions

Response : OK
AuthCode : GB00015 ACCEPTED
Message : ACCEPTED
Result : 0
Batch summary:

2 Sale totaling \$2.00

Total number of transactions: 2
Net amount: \$2.00

Ch 4: Find Transactions

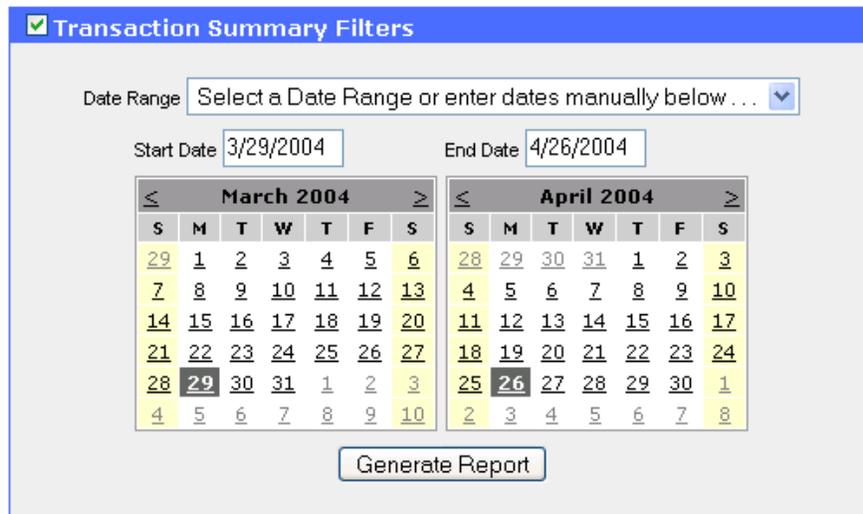
How to view transactions and receipts

Find Transactions displays transactions that are processed through ePaymentAmerica Payment Gateway. Inside the folder, transactions are grouped by payment types: credit, debit, gift, EBT and check. They can also be image-attached, such as check image and signature image. Furthermore, you can process post-auth, repeat sale, return/refund, and void through Find Transactions, basing on the transactions you can locate in Find Transactions.

Transaction Summary

The **Summary** inside **Find Transactions** provides an overview of all transactions processed within a chosen date range.

1. To view Transaction Summary, click on the **Find Transactions** folder;
2. Click on the **Summary** link:



The screenshot shows a dialog box titled "Transaction Summary Filters" with a checked checkbox. It contains a "Date Range" dropdown menu, "Start Date" and "End Date" input fields, two calendar grids for March and April 2004, and a "Generate Report" button.

Date Range: Select a Date Range or enter dates manually below ...

Start Date: 3/29/2004 End Date: 4/26/2004

March 2004							April 2004						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
29	1	2	3	4	5	6	28	29	30	31	1	2	3
7	8	9	10	11	12	13	4	5	6	7	8	9	10
14	15	16	17	18	19	20	11	12	13	14	15	16	17
21	22	23	24	25	26	27	18	19	20	21	22	23	24
28	29	30	31	1	2	3	25	26	27	28	29	30	1
4	5	6	7	8	9	10	2	3	4	5	6	7	8

Generate Report

3. Select a pre-defined date range from the **Date Range** drop-down list. Or, modify **Start Date** and **End Date**. Or, use the “≤” or “≥” link in the **month** bar to switch the month, and click on any **date** link in the calendar for a particular date;
4. Click **Generate Report** and a screen will appear similar to the example shown below:

Transaction Summary: 3/29/2004 - 4/26/2004

Transaction Summary Filters

Credit Card Summary

Card Type	Sale Count	Sale Amount	Return Count	Return Amount	Total Amount
AMEX	0	\$0.00	1	\$20.00	(\$20.00)
MASTERCARD	1	\$1.00	0	\$0.00	\$1.00
VISA	2	\$2.00	0	\$0.00	\$2.00

Trans Type	Trans Count	Auth Amount	Capture Amount	Settle Count	Settle Amount
Authorization	6	\$62.91	\$0.00	0	\$0.00
Credit	1	(\$20.00)	(\$20.00)	1	\$20.00
ForceCapture	1	\$0.00	\$1.00	1	\$1.00
RepeatSale	1	\$3.00	\$3.00	1	\$3.00
Sale	3	\$3.00	\$3.00	3	\$3.00
Void	7	\$0.00	\$64.00	7	\$64.00

Check Summary

Trans Type	Trans Count	Amount	Settle Count	Settle Amount
Credit	4	(\$591.00)	4	(\$591.00)
Sale	3	\$4.00	3	\$4.00

Find Card Transactions

Card transactions include credit card, debit card, gift card, and EBT card transactions. Since they all have similar transaction fields, we will discuss one card type, credit card, in detail.

1. Click on the **Find Transactions** folder;
2. To view the credit card details, click on the **Credit** link. To view the debit card details, click on the **Debit** link. To view gift card transactions, click on the **Gift Cards** link. To view the EBT details, click on the **EBT** link:

Transaction Filters

Date Range

Start Date End Date

August 2004							August 2004						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
25	26	27	28	29	30	31	25	26	27	28	29	30	31
1	2	3	4	5	6	7	1	2	3	4	5	6	7
8	9	10	11	12	13	14	8	9	10	11	12	13	14
15	16	17	18	19	20	21	15	16	17	18	19	20	21
22	23	24	25	26	27	28	22	23	24	25	26	27	28
29	30	31	1	2	3	4	29	30	31	1	2	3	4

Auth Code <input type="text"/>	Trx Type <input type="text" value="All"/>
Card Holder <input type="text"/>	Exclude Void <input checked="" type="checkbox"/>
Card Number <input type="text"/>	Payment Type <input type="text" value="All"/>
User <input type="text"/>	Status <input type="text" value="Approved"/>
Invoice Number <input type="text"/>	PNRef <input type="text"/>
Register <input type="text"/>	Total Amount <input type="text"/>
Customer ID: <input type="text"/>	

- Refer to **Step 3**, date range selection, in **Transaction Summary** later in this chapter for specifying a date range.

Note: For the rest of the filter fields, you don't need to fill them all. Instead, just the ones you know, because the less information you provide, the more matches you will get. The following table illustrates 3 filter fields that each has a drop-down list.

- Choose a **Transaction Type** from the drop-down list;
- Choose an option to **Exclude Void** transactions or not (by default, this box is checked);
- Choose a card **Payment Type** from the drop-down list;
- Choose a **Status** from the drop-down list;
- After entering all necessary information, click on the **Submit** button (the **Reset** button clears the form) and a screen will appear similar to the example shown below:

Credit Transactions

[Filters](#)

Items per page: [Refresh](#) (0 will fill everything on one page)

Report Format: [Download](#)

Ref #	Customer ID	Inv #	Date	Result	Payment Type	Account Type	Account #	Name	Type	Status	Approval Code	Auth Amt	Capture Amt	User	Register
1577			4/5/2004 1:01:01 PM	DECLINED	VISA	VISA	*****0027		Sale	Transaction amount value	ERROR - EX	\$0.00	\$0.00	test merchant	
1575			4/5/2004 12:50:39 PM	DECLINED	AMEX	Amex	*****8431	John Doe	Sale	Missing Key (See ADDRESS)	ERROR - AD	\$10.00	\$10.00	test merchant	
1574			4/5/2004 12:49:22 PM	DECLINED	AMEX	Amex	*****8431	John Doe	ForceCapture	Transaction amount value	ERROR - AM	\$0.00	\$3.00	test merchant	
1573			4/5/2004 12:48:09 PM	APPROVED	AMEX	Amex	*****8431	John Doe	Authorization	APPROVAL	007946	\$2.00	\$0.00	test merchant	
1568			4/5/2004 11:25:03 AM	APPROVED	VISA	Visa	*****8291	John Doe	Sale	APPROVAL	007858	\$1.00	\$1.00	test merchant	
1564			4/5/2004 10:58:28 AM	APPROVED	AMEX	AMEX	*****8431	John Doe	ForceCapture	APPROVAL	Q4L629	\$0.00	\$1.00	test merchant	
1563			4/5/2004 10:57:43 AM	APPROVED	DINERS	DINERS	*****0016	Jane Doe	Authorization	APPROVAL	007801	\$1.00	\$0.00	test merchant	
1555			4/5/2004 8:17:29 AM	APPROVED	MASTERCARD	MASTERCARD	*****5454	John Doe	Authorization	APPROVAL	007571	\$5.00	\$0.00	test merchant	

1

The following gives you a quick overview of each column in the example screen above.

Ref # – A unique reference number that the system assigns to each transaction for an easy retrieval.

Customer ID – A unique number that the merchant assigns to identify a customer.

Inv # – The optional invoice number that is associated with the transaction.

Date – The date and time the transaction was processed.

Result – The response for the transaction (Examples are: Approved, Declined).

Payment Type – The transaction’s payment type (Examples are: Visa, MasterCard, Visa, Amex, etc).

Account Type – Same as Payment Type.

Card – The partially masked card number.

Name – The customer’s name.

Type – The transaction type (Examples are: Sale, Authorization, ForceCapture, Repeat Sale, and Credit).

Status – The status of the transaction. If a transaction is declined, usually an error message is displayed (Examples are: Approval, Missing Key (See ADDRESS)).

Approval Code – The approval or error code of the transaction.

Auth Amt – The dollar amount of an approval or authorization request.

Capture Amount – The transaction amount that is captured by the host.

User – The user name or terminal that processed the transaction.

Register – The register number on which the transaction is performed.

9. If you want to change the number of transactions listed per screen page, edit the **Items per page** box. By default, the screen shows 10 transactions per page. Entering *0* will display all transactions in one page. Click **Refresh**;
10. If you want to review the filter fields you have entered earlier for your receiving the current transaction list, click on the  sign to expand the filter list:

 **Filters**

Start Date: 4/5/2004

End Date: 4/5/2004

Auth Code:

Name On Card:

Account Num:

Username: test

Invoice Num:

Register:

Trx Type: All

Exclude Void: true

Payment Type: All

Status: Approved

PN Ref:

Total Amount:

11. If you want to download the transaction list in the XML format, select **XML** in the **Report Format** field, and click **Download** and a screen will appear similar to the example shown below:

```

- <RichDBDS>
- <TrxDetailCard>
  <TRX_HD_Key>1573</TRX_HD_Key>
  <Invoice_ID />
  <Date_DT>2004-04-05T12:48:09.8070000-07:00</Date_DT>
  <Merchant_Key>129</Merchant_Key>
  <User_Name_VC>test merchant</User_Name_VC>
  <Register_Number_CH />
  <Reseller_Key>100</Reseller_Key>
  <Payment_Type_ID>AMEX</Payment_Type_ID>
  <Trans_Type_ID>Authorization</Trans_Type_ID>
  <Processor_ID>InterceptD</Processor_ID>
  <TRX_Settle_Key>1274</TRX_Settle_Key>
  <Last_Update_DT>2004-04-05T12:48:10.6770000-07:00</Last_Update_DT>
  <TRX_Card_Key>1274</TRX_Card_Key>
  <Card_Info_Key>1285</Card_Info_Key>
  <Auth_Amt_MN>2.0000</Auth_Amt_MN>
  <Tip_Amt_MN>0</Tip_Amt_MN>
  <Total_Amt_MN>0</Total_Amt_MN>
  <Cash_Back_Amt_MN>0</Cash_Back_Amt_MN>
  <SureCharge_Amt_MN>0</SureCharge_Amt_MN>
  <Account_Type_CH>Amex</Account_Type_CH>
  <Result_CH>0</Result_CH>
  <Result_Txt_VC>APPROVAL</Result_Txt_VC>
  <Approval_Code_CH>007946</Approval_Code_CH>
  <Host_Ref_Num_CH>0382VQ8XWQLWKMV</Host_Ref_Num_CH>
  <AVS_Resp_CH>A</AVS_Resp_CH>
  <AVS_Resp_Txt_VC />
  <CV_Resp_CH />
  <CV_Resp_Txt_VC />
  <Host_Date_CH />
  <Host_Time_CH />
  <Acct_Num_CH>*****8431</Acct_Num_CH>
  <Exp_CH>0509</Exp_CH>
  <Type_CH>Amex</Type_CH>
  <Name_on_Card_VC>John Doe</Name_on_Card_VC>

```

12. Or you may choose a **Tab Delimited** format, and click **Download** and a screen will appear similar to the example shown below:

TRX_HD_Key	Invoice_ID	Seq_Num_CH	Date_DT	Merchant_Key	User_Name_VC	Register_Number_CH	Reseller_Key	Payment_Type
4/5/2004 11:25:03 AM	0 129	test merchant			100	VISA		InterceptD
0	0 DINERS	0 APPROVAL		007801	0382VQ285FM2TZ4	A		

13. To further explore the detail of a transaction, click on the transaction's **Ref#** link:

[Print Receipt](#)

Date 4/5/2004

Time 6:55 PM EDT

Trans Type Sale

Auth Amt \$1.00

Total Amt \$1.00

Account *****8431

Exp Date 0509

Issuer AMEX

Name John Doe

Invoice#

Street 123

Zip 12345

Entry Method Manual

Result APPROVED

AuthCode 008238

Message APPROVAL

PNRef 1586

CVResult

AVSResponse Address Match No Zip Match

Refund

\$1.00

back to account *****8431?

Yes, Refund Account

Repeat a SALE transaction

Charge Amount: \$1.00 to account *****8431?

Yes, Charge Account

Note: There are four kinds of task box you may see, **Void**, **Refund**, **Capture** and **Repeat Sale**, locating to the right of the card transaction detail. The following table shows a list of task box(s) matching transaction types:

Card Type	Transaction Type	Settlement	Task Box(es)
Credit Card	PreAuth	N/A	Cature, Repeat Sale
	Sale, Force Capture	Unsettled	Void, Repeat Sale
		Settled	Refund, Repeat Sale
	Credit	Unsettled	Void, Repeat Sale
		Settled	Repeat Sale
Gift Card	Void	Unsettled	Repeat Sale
		Settled	
	Sale	Unsettled	Void
		Settled	Refund

14. In the transaction list, if you see  (the image icon) beneath the transaction's Ref# link, which means a signature is captured for this transaction. Click on the image icon and a screen will appear similar to the example shown below:

Receipt for this transaction:

```
Date: 04/05/04
Time: 12:48:10

Tran Type: Authorisation
Clerk: test merchant
Invoice:
ACCT: XXXXXXXXXXXXXXX431
EXP: XX/XX
Issuer: Amex
CardHolder: John Doe
Entry Method: Manual
SYS REF: 1573
Sequence Number: 0382VQ8XWQLMKGHVSXCTG
Sip: 12345
Street: 123
Result: Approved
Response: 007946
AWS: Address Match No Sip Match

Amt: $2.00
Tax: $0.00
Tip: $0.00
Total: $2.00

I Agree to Pay Above Total Amount
According to Card Issuer Agreement
(Merchant Agreement/Credit Voucher)

ABC

Signature X.....
```

Find Check Transactions

The process of searching for a check transaction is identical to that for a card transaction, except that the searching filters are slightly different.

1. Click on the **Find Transactions** folder;
2. Click on the **Check** link (shown below):

Check Transaction Report Filters

Date Range:

Start Date: End Date:

April 2004

S	M	T	W	T	F	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

April 2004

S	M	T	W	T	F	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

Check Num:

Transit Num:

Check Acct Num:

User:

Invoice Number:

Register:

Trx Type:

Auth Code:

Status:

Name on Check:

PNRef:

Total Amount:

- For date selections, refer to Step 3 under **Transaction Summary** in later in the chapter.

Note: For the rest of the filter fields, you don't need to fill out all. Instead, just the ones you know, because the less information you provide, the more matches you will get. The following table illustrates 2 filter fields that each has a drop-down list.

- Choose a **Transaction Type** from the drop-down menu;
- Choose a **Status** from the drop-down menu;
- Click **Submit** (the **Reset** button clears the form) and a screen will appear similar to the example shown below:

Check Report + Filters

Items per page: (0 will fill everything on one page)

Report Format:

Ref #	Customer ID	Inv #	Date	Result	Payment Type	Account #	Transit #	Check #	Name	Type	Amt	User	Register
24348			9/2/2004 8:38:38 AM	APPROVED	ECHECK	*****7890	123456780	1	j d	Sale	\$1.00	vital2	
24223			8/31/2004 3:41:10 PM	APPROVED	ECHECK	*****7890	123456780	4877	John Doe	Sale	\$1.00	vital2	
24110			8/30/2004 10:36:13 AM	APPROVED	ECHECK	*****7890	123456780	1001		Sale	\$1.00	vital2	

- Please refer to Step 9 through Step 11 in **Find Card Transactions** in Chapter 4 for these three features.

The following gives you an overview of each column as shown in the example screen above.

Ref # – A unique reference number that the system assigns to each transaction for an easy retrieval.

Customer ID – A unique number that the merchant assigns to identify a customer.

Inv # – The optional invoice number that is associated with the transaction.

Date – The date and time the transaction was processed.

Result – The response for the transaction. Examples are: Approved, Declined

Payment Type – The transaction’s payment type (Examples are: ECHECK, VERIFY).

Account # – The last 4 digits of the checking account number.

Transit # – The financial institution’s transit (bank routing) number for the check.

Check # – The check number.

Name – The customer’s name shown on the check.

Type – The type of transaction processed. Examples are: Sale, Credit.

Amt – The dollar amount of the check transaction.

User – The user name or terminal that processed the transaction.

Register – The register number on which the transaction is performed.

8. To view the detail of a check transaction, click on its **Ref#** link:

PNRef	23911
Host Ref	0383BAQ68D4M9P1UX4M
Date	8/26/2004
Time	6:52:04 PM [EDT]
Customer ID	5
Trans Type	Sale
Name	a b
Amount	\$3.00
Transit #	123456780
Account #	*****7890
Result	Approved
Result Text	Approved

Refund

\$3.00

back to account *****7890?

Yes, Refund Account

Repeat a SALE transaction

Charge Amount: \$3.00 to account *****7890?

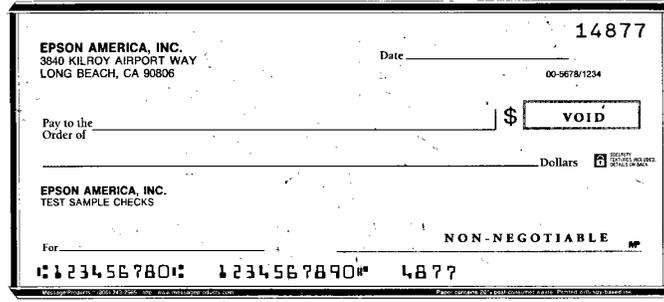
Yes, Charge Account

Note: There are three kinds of task box you may see, **Void**, **Refund**, and **Repeat Sale**, locating to the right of the check transaction detail. The following table shows task boxes matching types of check transactions:

Settlement	Transaction Type	Task Box(es)
Unsettled	Sale	Void, Repeat Sale
Settled	Sale	Refund, Repeat Sale
Unsettled	Credit	Void

Refer to the Void, Refund, and Repeat Sale section in this chapter.

9. In the transaction list, if you see  (the image icon) beneath the transaction’s Ref# link, which means a check image is captured for this transaction. Click on the image icon:



Void Transactions

Through **Find Transactions**, you can perform **void** on unsettled credit card, gift card and check transactions:

[Print Receipt](#)

Date	4/12/2004
Time	12:16 PM EDT
Trans Type	ForceCapture
Auth Amt	\$0.00
Total Amt	\$2.00
Account	*****8431
Exp Date	0509
Issuer	Amex
Name	John Doe
Invoice#	
Street	
Zip	
Entry Method	Manual
Result	APPROVED
AuthCode	007946
Message	APPROVAL
PNRef	2094
CVResult	
AVSResponse	Address Match No Zip Match

Void transaction #2094?

Repeat a SALE transaction

Charge Amount: to account
*****8431?

- To void a transaction, click **Yes, Void this Transaction** and a screen will appear similar to the example shown below:

Response : OK
 Result : APPROVED
 AuthCode : VITAL9
 Message : APPROVAL
 PNRef : 24351
 CommercialCard : False

Refund Transactions

Similar to void transactions, through **Find Transactions**, you can perform **refund** on the settled credit card, gift card and check transactions:

Print Receipt	
Date	3/24/2004
Time	3:01 PM PDT
Trans Type	Sale
Auth Amt	\$20.00
Total Amt	\$20.00
Account	*****8431
Exp Date	0509
Issuer	AMEX
Name	john doe
Invoice#	
Street	123
Zip	88888
Entry Method	Manual
Result	APPROVED
AuthCode	010188
Message	APPROVAL
PNRef	1282
CVResult	
AVSResponse	Address Match No Zip Match
String	afternoon
DOB	
number	0

Refund

\$20.00

back to account *****8431?

Repeat a SALE transaction

Charge Amount: \$20.00 to account *****8431?

1. To adjust the refund amount, edit the amount field (a valid refund amount is less than or equal to the original transaction amount);
2. Click on **Yes, Refund Account** and a screen will appear similar to the example shown below:

Refund

\$23.82

Response : OK
 Result : APPROVED
 Message : APPROVAL
 PNRef : 24764
 CommercialCard : False
[Click here to go to the Current Batch Report](#) to view this transaction.

Repeat Sale Transactions

Through **Find Transactions**, you can perform **repeat sale** on existing credit card and check transactions. For credit card repeat sale, you are actually processing a brand new sale transaction, which is slightly different from the **repeat sale** discussed in **Virtual Terminals**. Under **Virtual Terminals**, the repeat sale refers to a recurring or installment transaction. Through **Find Transactions**, theoretically, you can perform repeat sale on any existing **Sale, PreAuth, ForceCapture (PostAuth or ForceAuth)**, and **Return/Credit** credit card transaction.

To make a **repeat sale**, first find the target transaction through the steps described earlier in this chapter. Then click on the transaction's **Ref#** link. A **repeat sale** task box will appear (shown below):

Date	4/5/2004
Time	3:53 PM PDT
Trans Type	Authorization
Auth Amt	\$2.00
Total Amt	\$0.00
Account	*****5454
Exp Date	0509
Issuer	MASTERCARD
Name	John Doe
Invoice#	
Street	
Zip	
Entry Method	Manual
Result	APPROVED
AuthCode	008236
Message	APPROVAL
PNRef	1584
CVResult	
AVSResponse	Address Match No Zip Match

Capture

Amount: ?

Repeat a SALE transaction

Charge Amount: to account *****5454?

1. To change the amount of the repeat sale, edit the amount field;
2. Click on **Yes, Charge Account** and a screen will appear similar to the example shown below:

Repeat a SALE transaction

Charge Amount:

Response : OK
 Result : APPROVED
 AuthCode : VITAL8
 Message : APPROVAL VITAL8
 PNRef : 24762
 CommercialCard : False
 Click here to go to the [Current Batch Report](#) to view this transaction.

Capture PreAuth Transactions

The procedure of capturing a PreAuth credit card transaction is also called PostAuth. It is the completion of a PreAuth transaction. To do so, first locate the transaction through the steps described earlier in this chapter. Then click on the transaction's **Ref#** link. A **Capture** task box will appear to the right of the transaction detail:

[Print Receipt](#)

Date 4/5/2004
 Time 10:57 AM PDT
 Trans Type Authorization
 Auth Amt \$1.00
 Total Amt \$0.00
 Account *****0016
 Exp Date 0509
 Issuer DINERS
 Name Jane Doe
 Invoice#
 Street
 Zip
 Entry Method Manual
 Result APPROVED
 AuthCode 007801
 Message APPROVAL
 PNRef 1563
 CVResult
 AVSResponse Address Match No Zip Match

Capture
 Amount: \$1.00 ?

Repeat a SALE transaction
 Charge Amount: \$0.00 to account
 *****0016?

1. To change the capturing amount, edit the amount field;
2. Click **Yes, Capture Amount** and a screen similar to the example below will appear:

Capture
 Amount: \$1.00
 Response : OK
 Result : APPROVED
 AuthCode : VITAL7
 Message : APPROVAL
 PNRef : 24763
 CommercialCard : False
 Click here to go to the [Current Batch Report](#) to view this transaction.

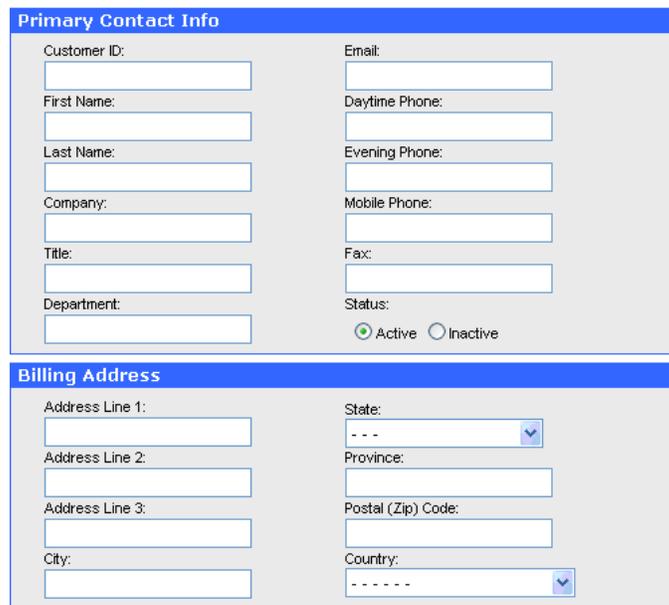
Ch 5: Recurring Billing

How to configure transactions for recurring billing

The **Recurring Billing** functions allow merchants to bill customers on a recurring basis. Each day, a batch process runs automatically and processes all the recurring transactions scheduled for that day. This chapter describes how to set up a customer’s recurring billing, including: add a recurring billing customer, add a payment method for the billing, and configure the recurring billing contract.

Add and Edit a Customer

1. Click on the **Recurring Billing** folder;
2. Click on **Add Customer** link and a screen will appear similar to the example shown below:



The image shows two stacked form sections. The top section is titled "Primary Contact Info" and contains the following fields: Customer ID, Email, First Name, Daytime Phone, Last Name, Evening Phone, Company, Mobile Phone, Title, Fax, Department, and Status (with radio buttons for Active and Inactive). The bottom section is titled "Billing Address" and contains: Address Line 1, Address Line 2, Address Line 3, City, State (dropdown), Province, Postal (Zip) Code, and Country (dropdown).

Note: In the new customer information form, the **Customer ID** field is for your own reference. Typically, you should make this field same as the customer identifier in your CRM (Customer Relationship Management) or billing system.

The required fields in the form are: **Customer ID**, plus one of these three fields: **First Name**, **Last Name**, or **Company**.

3. Enter all the information necessary to identify a customer for recurring billing; then click **Add Customer**:

Primary Contact		Edit Customer	
Customer ID: r1c1	Email: abr@ab.com		
Status: Active			
John Doe	(111) 123-1234 (Daytime Phone)		
ABC Inc.	(111) 456-4567 (Evening Phone)		
5TH Abc St.	123456 (Mobile Phone)		
Dallas, TX 12345			
USA			

Payment Info				Add Credit Card or ACH
Payment Type	Account Number	Exp Date	Charge Account	

Contracts				Add Contract
Contract ID	Status	Next Bill Date	Bill Amount	

Note: The recurring billing customer profile screen appears after you add a new recurring billing customer. It includes three sections: **Primary Contact**, **Payment Info**, and **Contracts**. Each section has a link in the header that allows you to edit or add information associated with that section.

You can also reach this screen by selecting **View Customers** in the **Recurring Billing** folder, which we will discuss later in this chapter.

4. To edit the customer primary contact information, click on the **Edit Customer** link in the **Primary Contract** section header;
5. The customer contact information form will appear. Edit the fields accordingly;
6. Click **Update Customer**. This will take you back to **Customer Profile Screen**.

Add and Edit a Payment Item

You can add two types of payment method for a recurring billing customer: Credit Card and ACH (E-Check).

1. From the recurring billing customer profile screen, click on the **Add Credit Card or ACH** link in the **Payment Info** section header:

Payment Item (* indicates required field)
*What type of Payment would you like to add?
<input type="radio"/> Credit Card <input type="radio"/> ACH

2. Select either **Credit Card** or **ACH** and a screen will appear similar to the examples shown below:

Payment Item (* indicates required field)

*What type of Payment would you like to add?
 Credit Card ACH

*Credit Card Type: Name on Card:

*Card Number (no spaces or dashes): Street Address (ex: 123 4th Street):

*Expiration Date (MMYY): Postal (Zip) Code:

Save Options

Would you like to charge this account right away or store it for later use only?
 Later Use Only Charge Now

Payment Item (* indicates required field)

*What type of Payment would you like to add?
 Credit Card ACH

*Name on Account: *State:

*Account Number: *Postal / Zip Code:

*Bank Routing/Transit Number: *What Type of Account is this?
 Business Personal

*Street Address: Driver's License Number:

*City: Social Security Number (ex: 555555555):

Save Options

Would you like to charge this account right away or store it for later use only?
 Later Use Only Charge Now

3. Fill out the credit card or ACH information;
4. You have two options to charge the customer on this payment item: either charge later or charge now. If you select **Later User Only**, click **Save Payment Info**. This will take you back to the recurring billing customer profile screen. If you select **Charge Now**, follow the following steps:

Save Options

Would you like to charge this account right away or store it for later use only?
 Later Use Only Charge Now

Amount:

5. Insert an amount in the **Amount** field;
6. Click **Charge & Save Payment Info** and a receipt will appear similar to the examples shown below:

PNRef	25086
Date	9/10/2004
Time	2:27:42 PM [PDT]
Customer ID	1
Trans Type	Sale
Name	a b
Issuer	MASTERCARD
Account	*****5454
Exp Date	0509
Entry Method	Manual
Auth Amt	\$2.00
Total Amt	\$2.00
Street	123
Zip	12345
Result	Approved
AuthCode	VITAL1
Message	NO MATCH
AVS Response	N

PNRef	28701
Host Ref	0383WP39Q7VG2QJWKRH
Date	9/13/2004
Time	3:16:29 PM [PDT]
Customer ID	1
Trans Type	Sale
Name	Jane Doe
Amount	\$1.00
Transit #	123456780
Account #	*****7890
Result	Approved
AuthCode	D5Z2CC
Result Text	Approved

- To go back to the recurring billing customer profile screen, click the **View Customer** link above the receipt and a screen will appear similar to the example shown below:

Payment Info		Add Credit Card or ACH		
	Payment Type	Account Number	Exp Date	Charge Account
edit	MASTERCARD	*****5454	0509	<input type="text"/> Charge
edit	ACH	*****9012	n/a	<input type="text"/> Charge

- To edit the payment item, click on **edit**:

Payment Item (* indicates required field)

*Credit Card Type: <input type="text" value="American Express"/>	Name on Card: <input type="text"/>
*Card Number (no spaces or dashes): <input type="text" value="*****8431"/>	Street Address (ex: 123 4th Street): <input type="text"/>
*Expiration Date (MMYY): <input type="text" value="0509"/>	Postal (Zip) Code: <input type="text"/>

Payment Item (* indicates required field)

*Name on Account: John Doe	*State: WA - Washington
*Account Number: *****7890	*Postal / Zip Code: 12345
*Bank Routing/Transit Number: 123456780	*What Type of Account is this? <input checked="" type="radio"/> Business <input type="radio"/> Personal
*Street Address: 123	Driver's License Number:
*City: New York	Social Security Number (ex 555555555):

[Update Payment Item](#)

9. Edit the payment information and click **Update Payment Item**. This will take you back to the recurring billing customer profile screen.

Note: Once a payment term is properly populated, you will have the option to charge to the customer's payment account.:

Payment Info		Add Credit Card or ACH		
	Payment Type	Account Number	Exp Date	Charge Account
edit	MASTERCARD	*****5454	0509	<input type="text"/> Charge
edit	ACH	*****9012	n/a	<input type="text"/> Charge

10. To charge to an established payment item account, input an amount in the **Charge Amount** box, and click on the **Charge** link:

[Print Receipt](#)

Date	5/3/2004
Time	3:14 PM PDT
Trans Type	Sale
Account	*****5454
Exp Date	0509
Issuer	MASTERCARD
Name	customer one
Total Amt	\$10.00
Street	123
Zip	12345
Entry Method	Manual
Result	Approved
AuthCode	000908
Message	APPROVAL
PNRef	3641
AVSResponse	A

Add and Edit a Contract

A recurring billing contract contains billing information, such as when, how much, and how often to charge a customer. Prior to adding a contract, you need to have at least one payment item available for billing the customer.

1. Click on the **Add Contract** link in the header of the **Contracts** section inside the recurring billing customer profile screen and a screen will appear similar to the example shown below:

Contract Info (* indicates required field)

*Contract ID: <input type="text"/>	*Subtotal: <input type="text"/>
Contract Name: <input type="text"/>	Tax: <input type="text"/>
*Start Date: <input type="text"/>	Total (Read Only): <input type="text"/>
*End Date: <input type="text"/>	Status: <input checked="" type="radio"/> Active <input type="radio"/> Inactive

*Which Account should be Billed for this Contract?:
 [Add New Credit Card or ACH Info](#)

*Execute this Contract:

*If a transaction is ever declined on this contract, it can be reprocessed once per day. How many times would you like to reprocess this contract if it declines (0 = don't reprocess)?

*Would you like to receive a confirmation e-mail when a transaction is approved on this contract?
 Yes No

*Would you like to receive a confirmation e-mail when a transaction is declined on this contract?
 Yes No

The following describes each input fields in the Contracts Info form:

Contract ID – (Required) A unique number or word identifying the contract.

Contract Name – (Optional) The name of a contract. You can also use this field to specify a contract type, such as Gold, Silver, or Bronze.

Start Date – (Required) The first date the contract to be executed. Notice the start date cannot be on the same day that you enter the contract. This is because the ePaymentAmerica’s recurring batch process may have already run for the day.

End Date – (Optional) The date that the contract to be terminated. If the contract is ongoing, leave this field blank.

Subtotal – (Required) The amount before tax to be charged to the customer each time the contract gets executed.

Tax – (Optional) The tax amount for the payment.

Total – A Read Only field, which is automatically populated by adding *Subtotal* and *Tax*; This is the total amount that will be charged every time the contract gets executed.

Status – (Required) By default, a contract is set to *Active* when created. Once a contract or customer expires, the status will be automatically set to *Inactive*. A contract with *Inactive* status will not be executed.

Payment Item – (*Which Account should be Billed for this Contract*) (Required) Select a payment item for the contract to execute on.

Contract Frequency – (*Execute this Contract*) (Required) Select how often the contract gets executed.

Retry Processing Payment – (Required) If a contract is executed, but for some reason, the transaction is declined, this field will tell the ePaymentAmerica how many times to re-process the transaction. A contract will only be executed once per day. Any transactions that fail will not be attempted again until the following day. By selecting “0”, the contract will not execute again until the next scheduled charge date and will only charge the regular amount of the contract. In other words, when this field is set to “0”, and a transaction fails, the recurring billing system will not try to recover the funds that is failed to obtain previously.

Email Approval – (Required) Choose to receive a confirmation email every time the contract’s payment is approved.

Email Declined – (Required) Choose to receive a confirmation email every time the contract’s payment is declined.

Note: The following are two reminders when processing transactions through recurring billing:

- If a transaction is declined and you have selected “10” retries (the maximum amount of times you can retry) in the **Retry Processing Payment** field, the ePaymentAmerica Payment Gateway will keep trying to process the transaction until it is either approved or retried 10 times. This will not affect the next bill date. For example, you have a contract setup to charge \$15 to a credit card on the first day of every month; if on 5/1/2004 the transaction is declined, but it is finally approved on 5/6/2004, the next bill date will still be 6/1/2004.

- A contract can only have one transaction pending at any given time. For example, you have a contract set up to process daily. If the credit card gets declined today and you requested to have it retry several times, **the contract will not execute** at its regular time tomorrow. When the recurring billing system of ePaymentAmerica Payment Gateway runs tomorrow, it will see this contract is flagged as declined and will try to reprocess the declined transaction. Therefore, the new charge for tomorrow will not be queued. It is recommended that daily contracts have retries set to “0” and that you request to have a decline confirmation email sent. This way, you can take the necessary steps to resolve declined payments without missing any further payments.
2. Input the contract information into the **Contract Info** form;
 3. Click **Add Contract**. This will take you back to the recurring billing customer profile screen:

Contracts				Add Contract
Contract ID	Status	Next Bill Date	Bill Amount	
C1C1	Active	5/3/2004	\$5.00	Payment History
C1C2	Inactive	5/3/2004	\$1.00	Payment History

4. To edit a contract, click on its **Contract ID** link;
5. The **Contract Info** form will appear again for you to edit;
6. Click **Update Contract** afterwards. This will take you back to the recurring billing customer profile screen;
7. To view the payment history on this contract, click on the **Payment History** link and a screen will appear similar to the example shown below:

Billings Found: 4
 Displaying Results: 1 through 4

Ref # ▲ ▼	Contract ID ▲ ▼	Transaction Date ▲ ▼	Customer ▲ ▼	Payment Type ▲ ▼	Amount
3610	C1C1	5/3/2004 8:38:40 AM		ECHECK	\$5.00
3617	C1C1	5/3/2004 9:32:49 AM		ECHECK	\$5.00
3611	C1C1	5/3/2004 9:02:54 AM		ECHECK	\$5.00
3618	C1C1	5/3/2004 9:39:52 AM		ECHECK	\$5.00

View Customers

The **View Customers** link inside the **Recurring Billing** folder enables you to search for a customer under certain filters.

1. Click on the **Recurring Billing** folder;
2. Click on the **View Customers** link:



3. To display all customers, click **Find Customer(s)**;
 - a. To search by field, click on the drop-down arrow in the **Search By** box, and choose a field accordingly;
 - b. Input the search value in the **Search Value** text box;
 - c. To view customer based on their status, select the status option;
4. Click **Find Customer(s)** (the **Clear Filters** button lets you clear all the field contents you have entered) and a screen will appear similar to the example shown below:



Customers Found: 1
 Make Checked Customers: ----

<input type="checkbox"/>	Customer ID ▲ ▼	Company ▲ ▼	Last Name ▲ ▼	First Name ▲ ▼	Email ▲ ▼	Status ▲ ▼
<input type="checkbox"/>	r1c1	ABC Inc.	Doe	John	ab@ab.com	Active

5. To refine your search, check the **Show Filters** box to expand the filter section. Then edit the filter fields again;
 - a. To send an email to the customer, click on the customer’s email link;
 - b. To activate or inactivate a recurring billing customer account, check the customer and choose either **Active** or **Inactive** from the **Active/Inactive** drop-down list;
6. To view the customer information, click on the **Customer ID** link. This will take you to the recurring billing customers profile screen.

View Contracts

The **View Contracts** link enables you to search for a contract under certain filters.

1. Click on the **Recurring Billing** folder;
2. Click on the **View Contracts** link and a screen will appear similar to the example shown below:

3. If you want to view all active contracts, click **Find Contract(s)**;
 - a. To search for a specific contract, input the ID into the **Contract ID** field;
 - b. Or, click on the drop-down arrow to choose a date option for the **Next Bill Date** field, and enter the date either by clicking on the calendar link to select the date, or by entering a date manually in the **Date** box;
 - c. Or/And click on the drop-down arrow to choose an amount option for the **Total Amount** field, and enter an amount in the **Total Amount** field;
 - d. You may also narrow your search by the contract's payment method; click on one of the payment method radio buttons;
 - e. To search according to the contract's status, choose one option from the four status radio buttons;
4. Click on the **Find Contract(s)** button (the **Clear Filters** button lets you clear all the field contents you have entered as search criteria) and a screen will appear similar to the example shown below:

Contract ID ▲	Customer ID ▲	Payment Type ▲	Next Bill Date ▲	Amount ▲	
C1C2	1	Credit Card	5/3/2004	\$1.00	payment history
C1C1	1	ACH	5/3/2004	\$5.00	payment history

5. To refine your search, check the **Show Filters** box to expand the filter section. Then enter your search criteria:
 - a. To view the contract's owner, click on the **Customer ID** link. This will take you to the recurring billing customer profile screen;
 - b. To view the payment history on this contract, click on the **Payment History** link.
6. To view the detail of a contract, click on that contract's ID link. This will take you to the **Contract Info** form;

Billing Report

The **Billing Report** link enables you to view all the approved transactions inline with their corresponding contracts. In the report, transactions processed automatically through recurring billing will be listed. Other transactions made under **Recurring Billing** will not appear, including charging on either a payment item when it's newly created, or a payment item inside the **Payment Info** section. You can find those transactions through **Find Transactions** instead.

1. Click on the **Recurring Billing** folder;
2. Click on the **Billing Report** link and a screen will appear similar to the example shown below:

Note: The **Show Filters** section help you narrow down the transaction report for a specific recurring billing customer, amount, date range, or payment method.

3. To search for a specific contract, input the Contract ID into the **Contract ID** field:
 - a. And/Or click on the drop-down arrow to choose an amount option for the **Billed Amount** field, and enter an amount in the **Billed Amount** field;
 - b. And/Or choose a date range by clicking on the drop-down arrow, and select a pre-defined date range. Also you may manually enter the start date and end date for a date range;
 - c. You can also narrow down your search by the contract's payment method; click on one of the payment method radio buttons.
4. Click on the **Find Billing(s)** button (**Clear Filters** lets you clear all the field contents you have entered as search criteria) and a screen will appear similar to the example shown below. Notice the ▲ and ▼ buttons under each column name are for sorting the listed transactions:

Ref # ▲ ▼	Contract ID ▲ ▼	Transaction Date ▲ ▼	Customer ▲ ▼	Payment Type ▲ ▼	Amount
3610	C1C1B	5/3/2004 8:38:40 AM		ECHECK	\$5.00
3611	C1C1B	5/3/2004 9:02:54 AM		ECHECK	\$5.00
3617	C1C1B	5/3/2004 9:32:49 AM		ECHECK	\$5.00
3618	C1C1B	5/3/2004 9:39:52 AM		ECHECK	\$5.00

5. To view the contract for a particular transaction, click on it's **Contract ID** link;
6. To view the details of a transaction, click on the transaction's **Ref #** link.

Ch 6: Preferences and Merchant Support

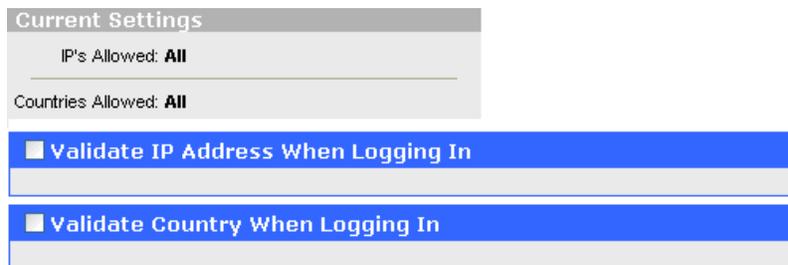
How to change personal settings and get additional support

This chapter discusses five main functions of **Preferences**: regulate access to a user account, set up input devices for the ePaymentAmerica Payment Gateway, change the user password, and modify security levels to grant a user specific access to certain functions. Furthermore, we include information on the remaining features in the menu bar: send emails to your payment solution service provider, and log out of ePaymentAmerica Payment Gateway.

User Access Control

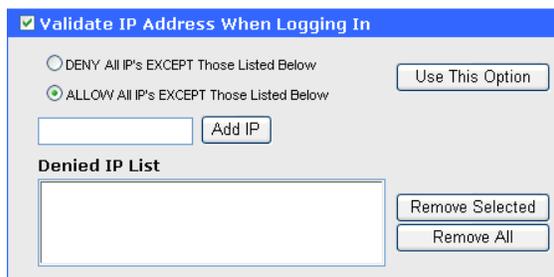
By verifying the requesting party’s IP (Internet Protocol) address and country, the **Access Control** preference grants or denies access to a merchant user account. All IP’s and all countries are allowed accesses by default.

1. Click on the **Preferences** folder;
2. Click on the **Access Control** link and a screen will appear similar to the example shown below:



Note: Validating IP and validating country have identical steps to follow.

3. To validate IP/Country, check **Validate IP/Country Address When Logging In** and a screen will appear similar to the examples shown below:




Note: There are two options:

- **DENY ALL IPs/Countries EXCEPT Those Listed Below;**
- **ALLOW ALL IPs/Countries EXCEPT Those Listed Below.**

The default settings for both IP and country are **ALLOW**. Besides, for country, all unknown countries are set to deny.

Allow All IP's/Countries

1. To add one or more IP's/Countries to the **Denied IP/Country List**, for IP, type an IP address in the **Add IP** text box; for country, select a country from the country drop-down list, and then click **Add IP/Country**. The IP address or country will be automatically populated into **Denied IP/Country List**:

Denied IP List
123.123.12.1 123.123.12.2

Denied Country List
Canada

2. If you want to remove the IP/Country from the **Denied IP/Country List** one by one, click on the one you want to remove; then click the **Remove Selected** button. Or, you may click the **Remove All** button to clear all IPs/Countries shown in the **Denied IP/Country List**;
3. After you complete editing the settings for **ALLOW ALL IPs/Countries EXCEPT Those Listed Below**, you need to ensure this option will be in use:
 - a. If you see the **Use This Option** button as it is shown in, this means the **Deny All IPs/Countries EXCEPT Those Listed Below** option is currently in use, you need to click this button to switch to the **Allow** option. Notice the **Use This Option** button only appears when the checked option to its left is NOT currently in use. Therefore, when switching from one option to another, you must click on the **Use This Option** button for the change to take effect;
 - b. If the **Use This Option** button does not show up, that means the **ALLOW ALL IPs/Countries EXCEPT Those Listed Below** option is already in use.

Deny All IP's/Countries

1. Check the **DENY ALL IP's/Countries EXCEPT Those Listed Below** radio button (shown below):

Validate IP Address When Logging In

DENY All IP's EXCEPT Those Listed Below
 Use This Option

ALLOW All IP's EXCEPT Those Listed Below

Add IP

Allowed IP List

Remove Selected
Remove All

Validate Country When Logging In

DENY All Countries EXCEPT Those Listed Below
 Use This Option

ALLOW All Countries EXCEPT Those Listed Below

Deny All Unknown Countries

Add Country

Allowed Country List

Remove Selected
Remove All

2. To add one or more IPs/Countries to the **Allowed IP/Country List**, for IP, type an IP address in the **Add IP** text box; for country, select a country from the country drop-down list, and then click **Add IP/Country**. The IP address or country will be automatically populated into **Allowed IP/Country List**:

Allowed IP List

123.123.12.1
 123.123.12.2

Allowed Country List

Canada

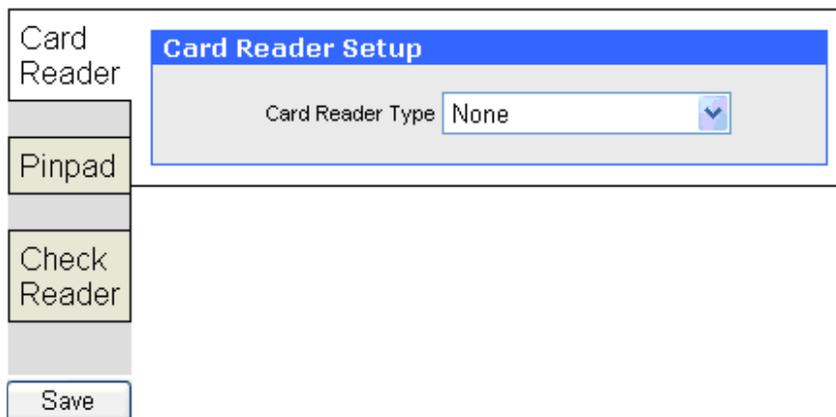
3. If you want to remove the IP/Country from the **Allowed IP/Country List** one by one, click on the one(s) you want to remove, and then click the **Remove Selected** button. Or, you can click the **Remove All** button to clear all IPs/countries shown in the **Allowed IP/Country List**;

4. After you complete editing the settings for **DENY ALL IPs/Countries EXCEPT Those Listed Below**, you need to ensure this option will be in use:
 - a. If you see the **Use This Option** button as it is shown in, this means the **Allow All IPs/Countries EXCEPT Those Listed Below** option is currently in use, you need to click this button to switch to the **Deny** option. Notice the **Use This Option** button only appears when the checked option to its left is NOT currently in use. Therefore, when switching from one option to another, you must click on the **Use This Option** button for the change to take effect;
 - b. If the **Use This Option** button does not show up, that means the **DENY ALL IPs/Countries EXCEPT Those Listed Below** option is already in use.

Setting up Input Devices

The **Device Setup** preference enables you to configure parameters specific to what type of input device you desire to use with the ePaymentAmerica Payment Gateway. The input devices configurable are card readers, PIN pads, and check readers. Once configured, they can be used when you make transactions under **Virtual Terminals**. For more information on what parameters you need, to set up a device properly, check your device manual or consult the device manufacturer.

1. Click on the **Preferences** folder;
2. Click on the **Device Setup** link:

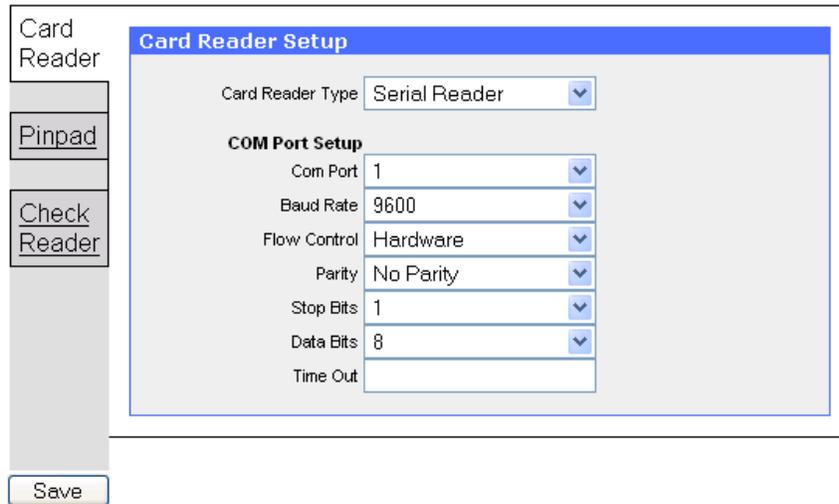


The screenshot shows a web interface for configuring input devices. On the left is a vertical sidebar with three main options: 'Card Reader', 'Pinpad', and 'Check Reader'. The 'Card Reader' option is highlighted in blue. To the right of the sidebar is a larger panel titled 'Card Reader Setup'. Inside this panel, there is a label 'Card Reader Type' followed by a dropdown menu that currently displays 'None'. At the bottom of the sidebar is a 'Save' button.

Setting up a Card Reader

The ePaymentAmerica's Virtual Terminal currently works with card reader devices such as serial card reader and keyboard wedge.

1. By default, the device setup screen first show the **Card Reader** setup. Select the type of card reader from the **Card Reader Type** drop-down list:



The following table shows each setup parameter and its valid values. It applies to all three types of input device:

Input Device Setup Parameter	Value
Com Port	1 - 30
Baud Rate	110, 300, 600, 1200, 2400, 4800, 14400, 19200, 28800, 38400, 56000, 57600, 115200, 128000, 256000
Flow Control	No Flow Control, Software, Hardware
Parity	No Parity, Odd, Even, Mark, Hardware
Stop Bits	1, 1.5, 2
Data Bits	5,6,7,8
Time Out	(Numeric time out value in second)

2. Editing the settings accordingly and click on the **Save** button to save your settings.

Setting up a PIN Pad

The ePaymentAmerica’s Virtual Terminal currently works with VeriFone 1000 PIN pad.

1. Click on the **Pinpad** link in the Initial Device Setup screen and a screen will appear similar to the example shown below:

2. Select a **Pinpad Type** from the drop-down list;
3. Choose either **Master Session** or **DUKPT** from the **Key Management** option;
4. Editing the settings accordingly and click on the **Save** button to save your settings (Refer to Input Device Setup Parameter):

Setting up a Check Reader

The ePaymentAmerica’s Virtual Terminal currently works with serial checker reader and check image reader such as Magtek MICR Imager.

1. Click on the **Check Reader** link in the Initial Device Setup screen:

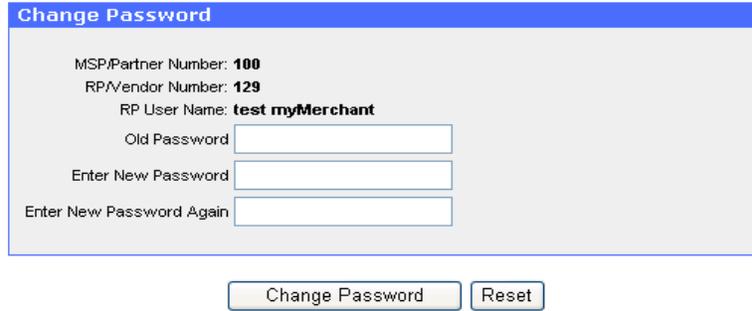
The screenshot shows a sidebar on the left with menu items: 'Card Reader' (highlighted), 'Pinpad', 'Check Reader', and a 'Save' button at the bottom. The main content area is titled 'Check Reader Setup' and contains a single dropdown menu labeled 'Check Reader Type' with the value 'None' selected.

2. Select a check reader type from the drop-down list;
3. Edit the settings accordingly and click the **Save** button to save your settings (Refer to Input Device Setup Parameter):

The screenshot shows the same sidebar as the previous image. The main content area is titled 'Check Reader Setup' and shows 'Check Reader Type' set to 'Serial Reader'. Below this is a section titled 'COM Port Setup' with several dropdown menus: 'Com Port' (1), 'Baud Rate' (9600), 'Flow Control' (No Flow Control), 'Parity' (No Parity), 'Stop Bits' (1), 'Data Bits' (8), and 'Time Out' (empty).

Changing User Password

1. Click on the **Preferences** folder;
2. Click on the **Password** link and a screen will appear similar to the example shown below:



Change Password

MSP/Partner Number: **100**
 RP/Vendor Number: **129**
 RP User Name: **test myMerchant**

Old Password

Enter New Password

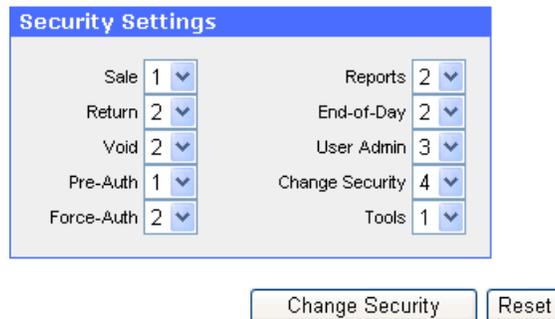
Enter New Password Again

3. Input the current password in the **Old Password** field;
4. Input your new password in the **New Password** field;
5. Confirm your new password by inputting it into the **Enter New Password Again** field;
6. Click on the **Change Password** button (the **Reset** button clears the contents in the fields).

Setting Security

The **Security** preference is to set security for functions performed at the merchant user level. The user security level is assigned when each new user account is created. A merchant user will be able to access each function if his/her security level is greater than or equal to the number defined in this preference.

1. Click on the **Preferences** folder;
2. Click on the **Security** link and a screen will appear similar to the example shown below:



Security Settings

Sale	1	▼	Reports	2	▼
Return	2	▼	End-of-Day	2	▼
Void	2	▼	User Admin	3	▼
Pre-Auth	1	▼	Change Security	4	▼
Force-Auth	2	▼	Tools	1	▼

3. Select a proper security level for each item;
4. Click **Change Security** (the **Reset** button allows you to return to the previously saved settings).

Note: The ePaymentAmerica currently has four levels of security settings: 1, 2, 3 and 4, with 4 being the highest security level and 1 the lowest. In the above figure, the numbers represent the minimum security level that a merchant user must have, in order to access

the corresponding features. For example, if "Void" is set to 2, then a merchant user with security level of 2, 3 or 4 can void a transaction, but a merchant user with security level of 1 cannot perform voiding transactions. The table below provides more details on each security item in the above figure:

Security Setting	Effected Functionality	
	<i>Folder</i>	<i>Functions</i>
Sale	Virtual Terminals	Credit – Sale Debit – Sale Checks – Sale Gift Cards – Redeem
	Find Transactions	Credit – Repeat Sale
	Current Batch (for terminal-based processor)	Credit – Repeat Sale
Return	Virtual Terminals	Debit – Return Checks – Return Gift Cards – Refund
	Find Transactions	Credit – Refund
Void	Virtual Terminals	Checks – Void
	Find Transactions	Credit – Void Gift Cards – Void
	Current Batch (for terminal-based processor)	Credit – Void
Pre-Auth	Virtual Terminals	Credit – PreAuth Checks – Verify
Force-Auth	Virtual Terminals	Credit – ForceAuth Checks – ForceSale
Reports	Find Transactions	
End-of-Day	End of Day (for terminal-based processor only)	
User Admin	Manage Users	
Change Security	Preferences -> Security	
Tools	N/A	

Sending Email to Merchant Support

The **Email** function provides contact links to merchant support from ePaymentAmerica. Clicking on the email link will lead you to send an email to either **Sales** or **Support** team of ePaymentAmerica.

1. Click on the **Email** folder;
2. To email the sales staff, click on the **Sales** link;
3. To email the support staff, click on the **Support** link;
4. After your default mail application appears, type you email and click on **Send** in you email software.

System Logout

The **Logout** link lets you logout of the system with the current user name.

1. Click on the **Logout** link.