VIPay For RMS Manual

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User Guide



Requirements

REQUIREMENTS

The following prerequisites must be met prior to installing and running the application:

Supported Operating Systems

Windows 10 (64-bit)

Software

Microsoft Retail Management System (v2.0.0105 and above) Microsoft .NET Framework v4.5.1

SQL 2008 (Express)
SQL 2008 R2 (Express)
SQL 2012 (Express)*
SQL 2014 (Express)*

*Requires SQL Browser service to be running

Hardware

Ingenico Lane Series (3000, 5000, 7000), Ingenico ISC250, Verifone VX805 or Quest 3 tablet

Firewall Access

Please make sure your firewall allows access to the following:

Port: 9000

URL1: x1.mercurypay.com
URL2: b2.backuppay.com
Type: TCP

Other

ISP (Internet Service Provider)

Vantiv VIPay Account

Pre-Installation Check List

1) What operating system are you running on the POS client stations?

Confirm the operating system is supported. Refer to Requirements – Supported Operating System.

Steps to determine the operating system used:

- Click on the Windows Start Menu
- Choose Run
- Type “winver"

Press Ok

2) What version of Microsoft RMS are you running?

Confirm that RMS version meets the supported version.Refer to Requirements - Other. Steps to determine the RMS version:

Run Store Operations Administrator or Manager o Choose Help Choose About.

3) Do you have the SQL Database credentials available? You will need the following at the time of installation:

- SQL Server Computer Name SQL Database Name
- SQL Server Login ID
- SQL Server Password

4) What version of SQL Server are you running?
Confirm the SQL Server version meets supported version.Refer to Requirements– Software.

Steps to determine the version of SQL Server using a SQL script ran against the RMS database:

- Run Store Operations Administrator,
- Choose File
- Choose Connect
- Enter the SQL password and Press OK
- Choose Query and New

Enter the following SQL script in the query window and Press F5 SELECT @@VERSIONAS SQL_Version

5) Was SQL Server installed with the RMS Installation Disc or as a separate instance?

If installed separately, the SQL client components required for our integration to connect to the RMS SQL database may be missing.

If this is the case.Refer to Appendix II – SQL Configuration

6) Is the SQL Instance listening on Port 1433?

To check the SQL Server port. Refer to Appendix II – SQL Configuration

7) Is Microsoft.NET framework v3.5 installed on the POS client stations? If not, please download from:

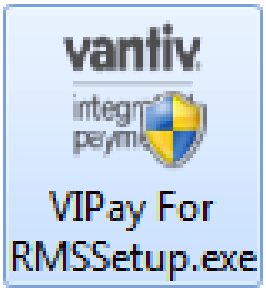
http://www.microsoft.com/downloads/details.aspx?FamilyId=333325FD-AE52-4E35-B531-508D977D32A6&displaylang=en

8) Are you running any other RMS Add-ins?

VIPay Installation

Step #1

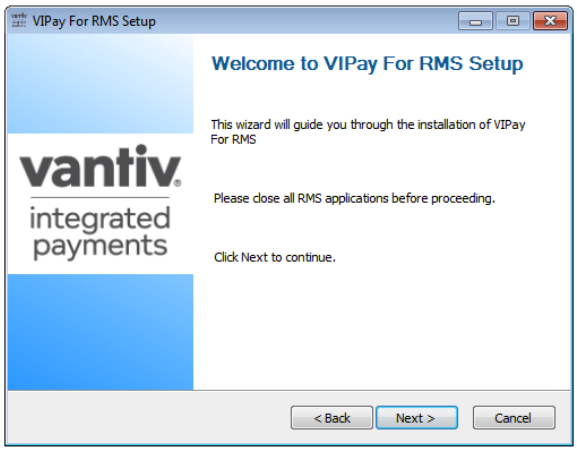
Locate and open the installation program. Double- click the icon to begin installation.



Step #2

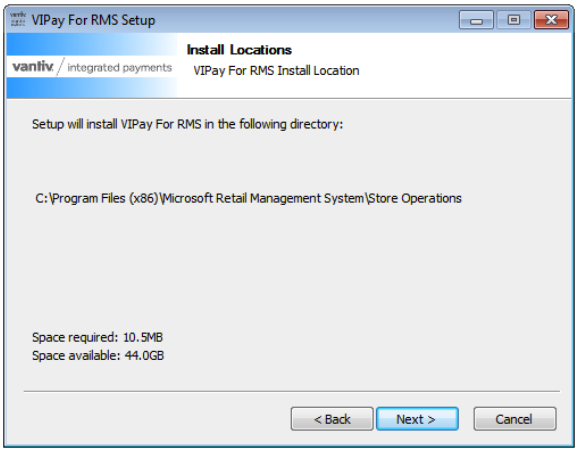
Please review the welcome screen and perform any recommended tasks.

Click Next to continue.



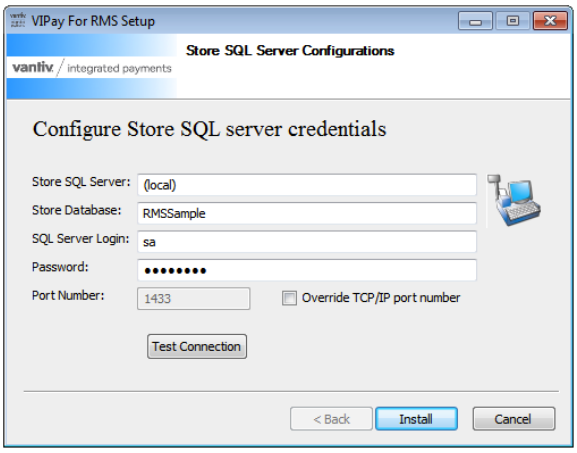
Step #3

Click Next to continue.



Step #4

Please enter your SQL server credentials. These are the same credentials you would use to connect to your RMS database. Then click Install.

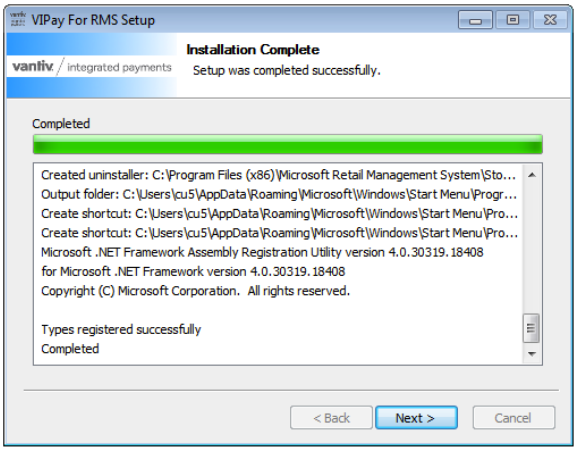


- **The SQL server address**
  Example: 192.168.0.100
  Example: (local)
  Example: 192.168.0.11/R2
- **Port Override**
  Check this if your SQL Server is setup to use a different port then the default port
- **Port Number**
  If Port Override is checked, enter the port number here
- **Username**
  The username used to log into the SQL Server
- **Password**
  The password for the username used to log into the SQL Server
- **Database**
  The name of the RMS database
- **Test Button**
  Push the Test button to confirm the database connection settings are correct

Step #5

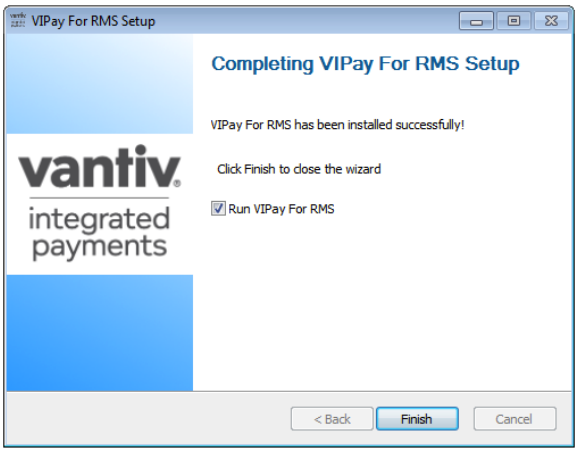
The installation is complete.

Click Next to continue.



Step #6

Click Finish to complete the installation process.


VIPay For RMS Setup
Completing VIPay For RMS Setup
VIPay For RMS has been installed successfully!
Click Finish to close the wizard
Run VIPay For RMS
vantiv
integrated payments
< Back
Finish
Cancel

NETePay Configuration

Pre-

Make sure you have installed the following 3 programs, and netepay software.

DSIClient250-386-Install20121029-W8.exe

dsiEMVUS-110-Install20170118-W8.exe

dsiPDCX-146-Install20170118-W8.exe

AND NETePay-MercuryHost506110001-Install20170112-W8

File location: \\192.168.10.240\NWT\NetEpay



Step #1

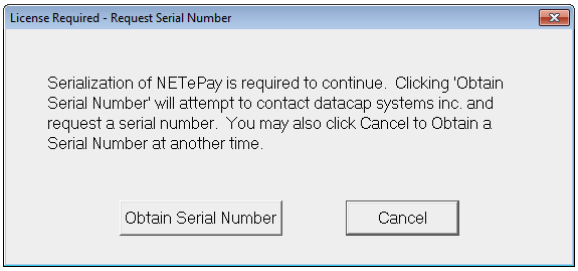
Locate the NETePay icon. Double- click the icon to begin configuration.

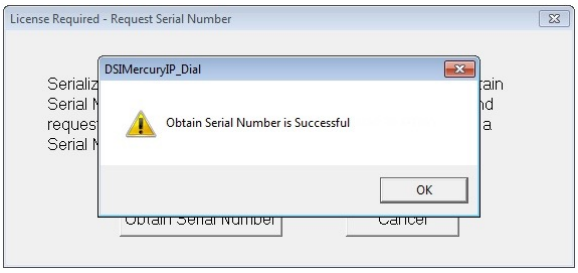
Step #2

The software requires that you obtain a serial number license.

Click Obtain Serial Number.

Click OK to continue.



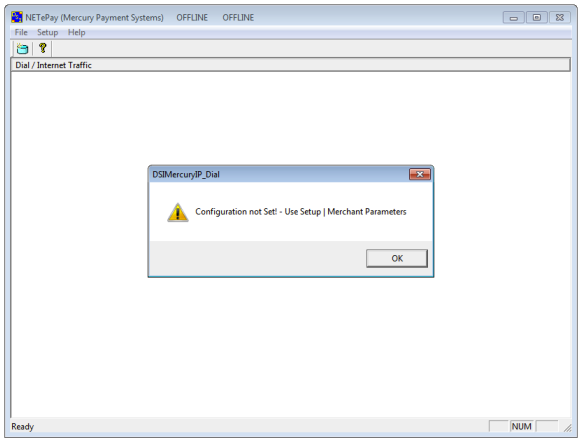


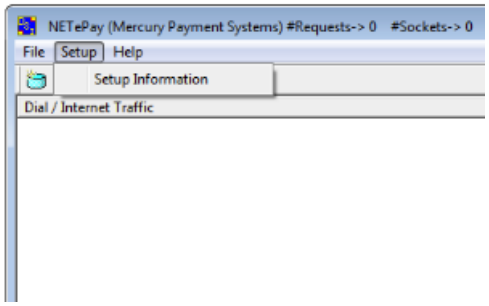
Step #3

Click OK on the warning prompt.

Go to the window menu bar and click on Setup.

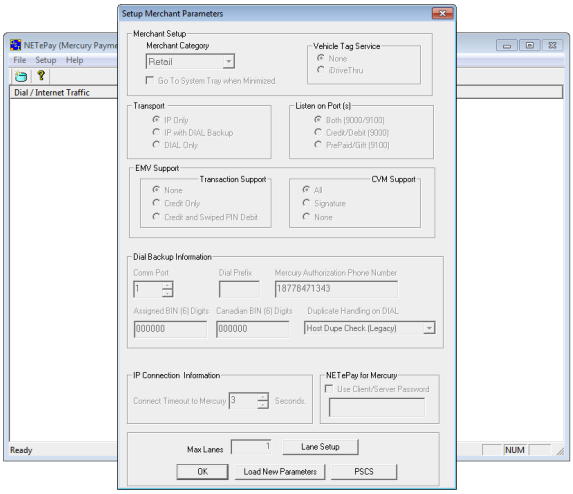
Then click on Setup Information.





Step #4

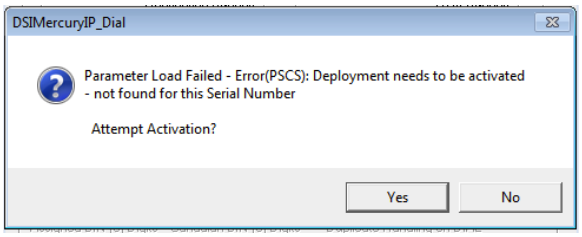
In the Setup Merchant Parameters window click on <u>Load New Parameters</u> button at the very bottom.



Step #5

You will be prompted to attempt activation.

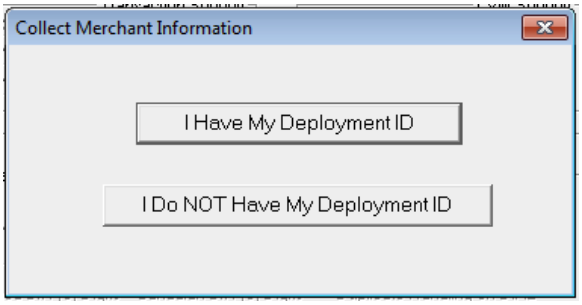
Click Yes.

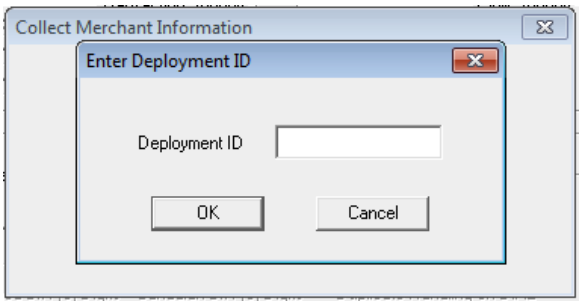


Step #6

Click on the I Have My Deployment ID button.

Enter your Deployment ID in the field and then click OK.

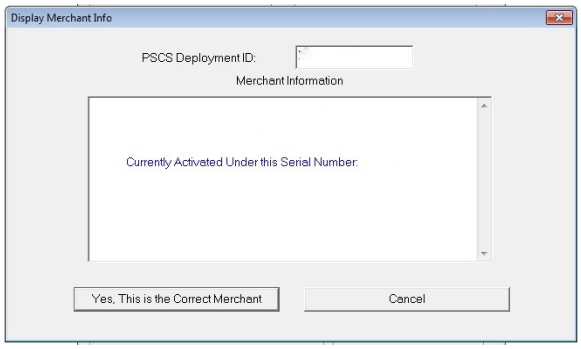




Step #7

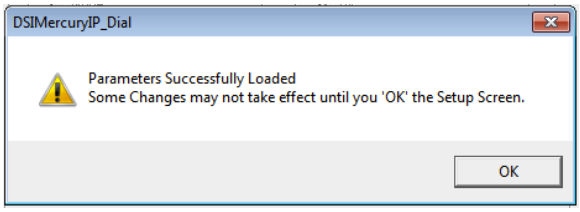
The Display Merchant Info window will now show you the Merchant Information assigned to the Deployment ID.

Click Yes, This is the Correct Merchant.



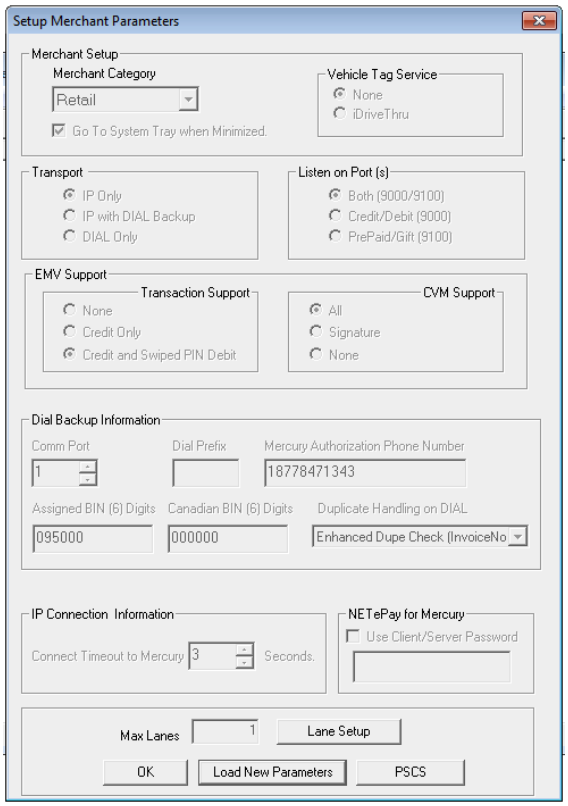
Step #8

At the Parameters Successfully Loaded prompt please click OK to continue.



Step #9

At the Setup Merchant Parameters window click OK.



Step #10

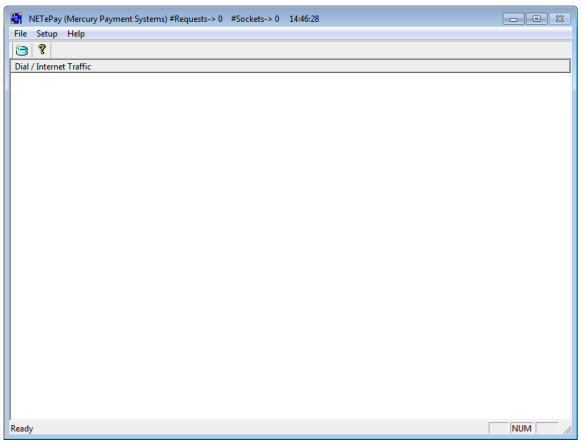
Minimize the NETePay window and it will continue to run in the back ground.

- Important: If you restart your computer you must make sure NETePay is running in the background before launching Microsoft RMS Point of Sale. It is possible to configure Windows to launch the application at start up by completing the following process:

    a. Click the Start button, click All Programs, right-click the Startup folder, and then click Open.
    b. Open the location that contains the item you want to create a shortcut to.

c. Right-click the item, and then click Create Shortcut. The new shortcut appears in the same location as the original item.
d. Drag the shortcut into the Startup folder.
e. The next time you start Windows, the program will run automatically.

- If you require additional assistance with launching NETePay at startup please contact your authorized Microsoft RMS partner.



VIPay Configuration

This section covers the different functions and features of the VIPay Configuration Management application.

Important: If you have not already configured NETePay please do so before attempting to configure the VIPay Configuration Management program.

Please reference: NETePay Configuration

Step #1

Locate the icon on your desktop labeled VIPay Configuration Management. Right click the icon and select Open to begin the configuration process.



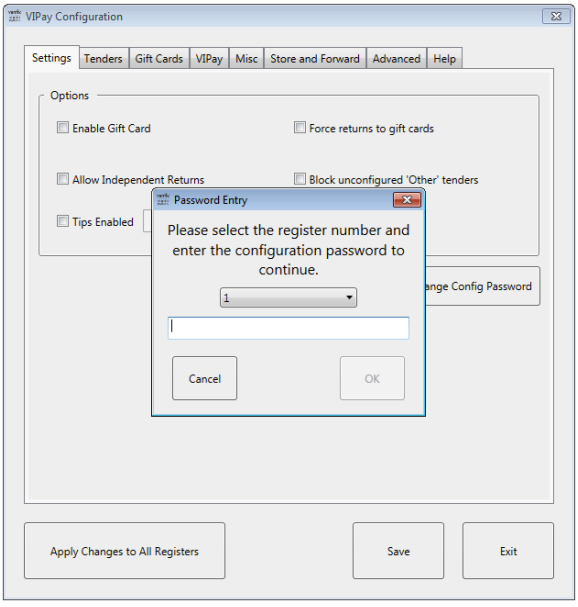
Step #2

You will be prompted to log into the VIPay software.

- The default Password is "VIPayP@5$!".

You are also required to select the register number this computer has been assigned in Microsoft RMS.

- Each register can have different settings configured independently of each other. These settings are saved in your store database.



Step #3

VIPay Configuration Mangement - Settings

Options:

- **Enable Gift Card -**

Check this option to enable the gift card tender processing. This option will also create the gift cards console button when selected or remove the custom button when deselected. Refer to Gift Card Console for more information.

- **Force Returns to Gift Cards -**
  Check this option to restrict all returns to the Gift Card tender. Leaving this option unchecked will allow you to return funds to other tender types such as credit and debit, etc.
- **Allow Independent Returns -**

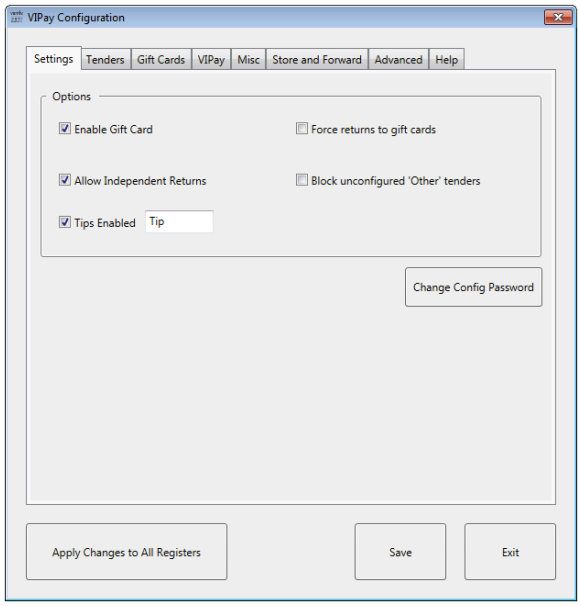
  Checking this option will allow cashiers to accept returns on both dependent and independent transactions.
- **Block unconfigured 'Other' Tenders -**

  Check this option to prevent tendering of unsupported tender types configured as 'Other' and where the tender type is not configured for use in the VIPay tender configuration.
- **Tips Enabled -**

  Applying tips to a transaction will require a few transaction details. This information is commonly found on the printed receipt or in the RMS journal logs. Enter the required information and select Process when complete. The VIPay add-on will then confirm the original transaction and add the additional tip amount.
- **Apply Changes to All Registers -**

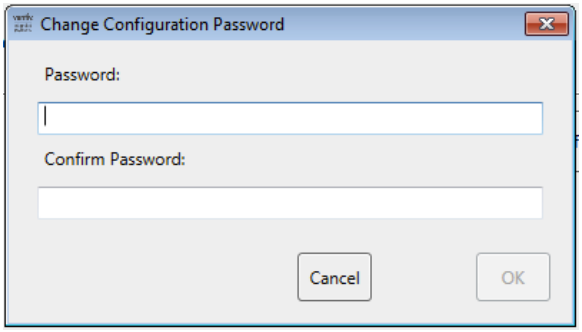
  Press this button in order to apply all VIPay configuration settings as they currently are set to each of the registers configured in your RMS Store Operations Database. All of the registers will have matching VIPay configuration settings at that point.

  Important - If you click the Apply Changes to All Registers button you will be given the choice of applying the same COM port number of the pin-pad to all registers. Or you can click No and the COM port number will be excluded from the settings shared among your registers. Check the Windows Device Manager to see what COM ports are assigned when you connect the pin-pads.



Change Config Password:

- As mentioned the default password is "VIPayP@5$!". You have the ability to change the password to your choosing. Once you click on the **Change Config Password** button you will be required to enter a new password and then confirm the new password in the second field. Then click **OK**.



Step #4

VIPay Configuration Mangement - Tenders

- ### Create Tender -

  Select Create Tender to add a new tender type. Enter the required information, select the appropriate tender type from the list of tender options.
- **Remove Tender -**

  Highlight the tender you wish to remove and use the remove tender option to delete the tender from the RMS database.

Tender Settings:

- **Not Configured -**
  Check the enabled option to disable the use of the selected tender with VIPay.
- **Credit/Debit -**

  Check the credit option to configure the selected tender as credit.

- **Gift -**

  Check the gift option to configure the selected tender as gift.
- **Food Stamp -**

  Check the food stamp option to configure the selected tender as food stamp.

  Before you use the Food Stamp tender in VIPay you must first enable the "Accept food stamps for this item" option for each corresponding food item in your RMS database.
- **Cash Benefit -**

  Check the cash benefit option to configure the selected tender as cash benefit.
- **Store Account -**

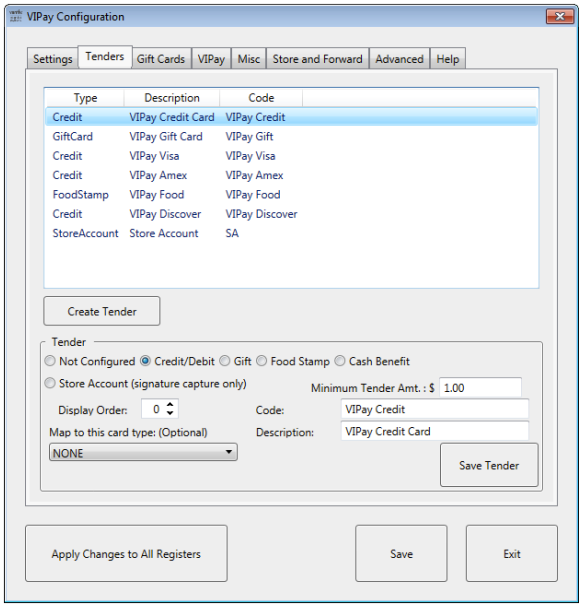
  Check the Store Account option to configure the selected tender as Store Account.
- **Display Order -**

  Set the display order of the selected tender so the cashiers will have easy access to those they use most often.
- **Code -**

  The tender code is a unique tender ID for each tender type created. The code may consist of no more than 17 alphanumeric characters and must be unique.
- **Description -**

  The tender description is a description of the tender type and will be displayed from the RMS tender window. The description may consist of no more than 25 alphanumeric characters.
- **Save Tender -**

  Selecting save tender will save the current tender configuration.



Important - If you edit a tender, you will need to close the register batch by performing a Z report to display tender changes. Refer to Store Operations Manager > Help > Contents > Search > Printing a Z report.

Important - If using accounting software, you may need to configure any new tender type with the accounting integration. Refer to Store Operations Manager > Help > Contents > Search >Assign GL Accounts option or Interfacing with accounting overview.

Important - In order for your existing RMS tenders to appear in this window they must be configured with a tender type of "Other" in RMS Store Operations Manager. Refer to Store Operations Manager > Help > Contents > Search > Tender Type.

- **Minimum Tender Amt -**
  Set the minimum dollar amount allowed before the Tender type can be used in a transaction. The default value is zero.

Map to this card type (Optional) -

- Some stores need to track which credit card types have been used by customers in the RMS reports. This function allows you to select a tender type above and then select the Card Type in the drop-down menu to associate that card type with the tender. This way if you require separate Visa, Discover, MasterCard or American Express tender types your RMS reports will properly reflect the credit cards your customers are using.
- **Note:** This functionality specifically works with Credit type tenders only.

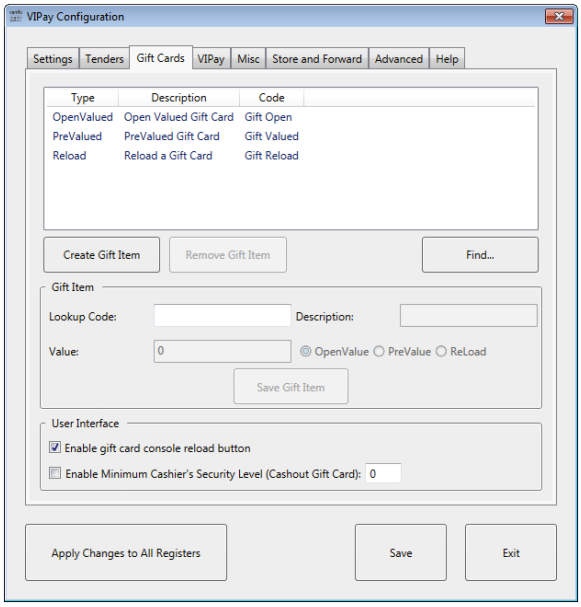
Step #5

VIPay Configuration Mangement - Gift Cards

- **Create Gift Item -**
  Select Create Gift Item to add a new item to the RMS database. Enter the required information and select the appropriate gift item type from the list of options.
- **Remove Gift Item -**
  Highlight the item to be removed. Once you have selected the

item, press the Remove Gift Item option to remove the item from the database and the item list.

- **Find... -**
  The Find option will retrieve the gift card item details. Enter the item lookup code of the gift card item into the Lookup Code field, press Find to add the item to the list.



Gift Item:

- **Lookup Code -**
  The item lookup code is a unique item ID often set to the manufacturing barcode to enable scanning of item during transaction. The code may consist of no more than 25 alphanumeric characters and must be unique.
- **Description -**

  The item description is a short description of the item created and is displayed when purchasing gift card item. The description may consist of no more than 30 alphanumeric characters.
- **Open Value -**

  Setting the item as open valued will configure the item to prompt for card value during purchase of item.
- **PreValue -**

  Setting the item to pre valued will configure the item to the value determined in the value field.
- **ReLoad -**

  Setting the item as reload will configure the item to allow adding value to a gift card. Cashier will receive prompt to enter value to be added.
- **Save Gift Item -**

  Select save item to save the current item configuration.

Important - If this software is deployed in an HQ environment, it is recommended to manage item changes from HQ and push the item changes to the store(s).

User Interface:

- **Enable Gift Card Console Reload Button -**
  When this box is checked you will be able to see the Reload button in the Gift Card console in RMS POS.
- **Enable Minimum Cashier's Security Level Cashout Gift Card -**

  Enter the security level number that cashier's must equal to or exceed in RMS before the Cash Out Gift Card function will appear in the Gift Card Console Window. Or if you do not want to limit the use of this function then remove the checkbox and it will be accessible by all RMS users.

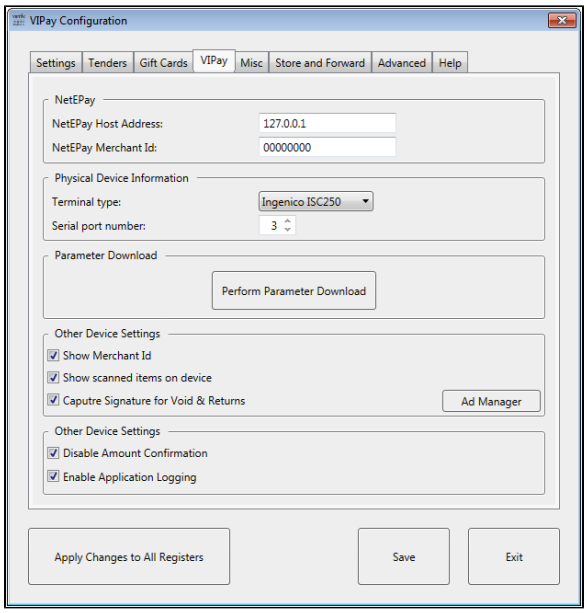
Important - If this software is deployed in an HQ environment, it is recommended to manage item changes from HQ and push the item changes to the store(s).

Step #6

VIPay Configuration Mangement - VIPay

NETePay:

- **NETePay Host Address -**
  Enter the network name or IP address of the computer hosting the NETePay service. In this example the register is also the server so a "loopback" IP address of 127.0.0.1 has been entered.
- **NETePay Merchant ID -**
  Enter the Merchant ID provided by your Vantiv account representative.



Physical Device Information:

- **Terminal Type -**
  Select the pin-pad device you are using from this drop-down menu. Currently the Verifone VX805, Ingenico ISC250 and Quest 3 tablet are supported.
- **Serial Port Number -**
  Enter the COM port number assigned to your pin-pad device by Windows.

Parameter Download:

Perform Parameter Download -

- Press this button in order to download the current parameters to your pin-pad device.

Important - This will need to be completed before you can process sales with VIPay in Microsoft RMS. This should only need to be done once per register/device.

Show Merchant ID:

- Check this box to ensure the Vanitiv Merchant ID appears on the customer receipt.

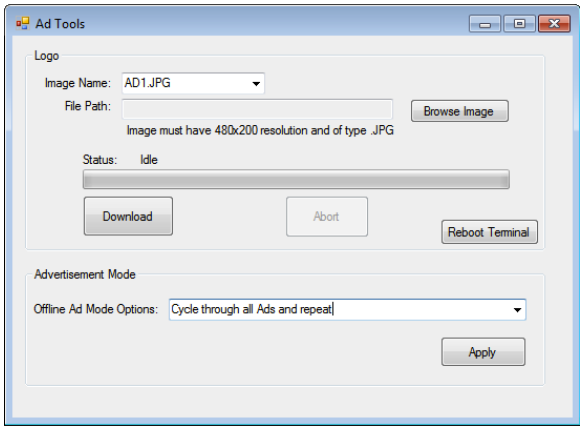
Other Device Settings:

- **Show Merchant ID:**
  When this option is enabled you will see the Vantiv Merchant ID on the journal and printed receipt.
- **Show Scanned Items on Device**:
  Select this option to show line items on the device as they are scanned into, modified or removed from RMS Point of Sale. **Im portant:** This option can only be selected when using Ingenico ISC250 pin-pad.
- **Capture Signature for Void & Returns:**
  When this option is enabled the customer will be prompted to sign for any Voids or Returns. **Important:** This option can only be selected when using Ingenico ISC250 pin-pad.

Logging:

- **Enable Application Logging:**
  Check this box to enable logging for the VIPay application. The log file generated will contain information about VIPay transactions that support staff might use for troubleshooting purposes. The log file generated is stored in the: \\Libraries\Documents folder. The file name is: VIPayForRMS.log.

Ad Manager:



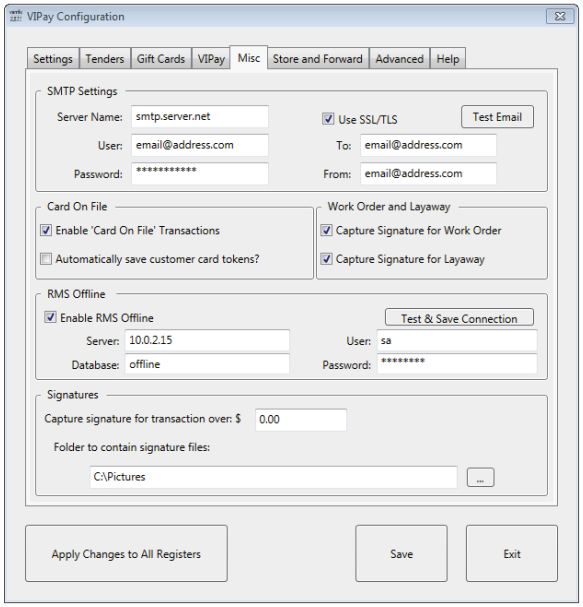
The **Ingenico ISC250** is capable of showing images on the LCD display when not being used during the transaction process. It can show up to 13 images and cycle through them for advertisement or information purposes.

- There are thirteen total picture slots available but all thirteen pictures will be shown even if you added less than thirteen. They are named AD1.JPG, AD2.JPG, AD3.JPG etc.
- There are demo pictures that will be shown unless you replace all thirteen with your own pictures.
- Images must be exactly 480X200 resolution.
- Images must be in the JPG file format.
- Each image must be downloaded to the Ingenico individually.
- After adding the pictures you must press the Reboot Terminal button to apply the changes.
- Ad Mode Options include

  a. Cycle through all ads and repeat
  b. Cycle through all ads once
  c. Show a single ad.
  d. Turn off ads.

Step #7

VIPay Configuration Mangement - MISC



SMTP Settings:

The simple mail transfer protocol (SMTP) is an internet standard for electronic mail transmission across internet protocol networks. Enter the SMTP server information to receive notification via e-mail when offline transactions fail to receive authorization.

Important - Contact your system administrator to determine the required settings.

- **Server Name -** Enter the SMTP server name of the server you will connect to.
- **Use SSL/TLS -** Check this option to enable SSL/TLS connectivity with the email server.
- **To -** Enter the email address you wish to have all messages sent to.
- **From -** Enter the email address you wish to display all messages received from.
- **Test SMTP Settings -** Use the test button to confirm connection with the SMTP server.

Important - Provides additional security and may be required with the email service provider.

Card on File:

- **Enable 'Card On File' Transactions -** Check this option to prompt the cashier to use the assigned payer token on file. A customer must be assigned during the transaction. The prompt takes place at the end of the tender process. The next time a transaction occurs while that same customer is assigned the VIPay software will ask you if the customer would like to use the credit card they already have on file.
- **Automatically Save Customer Tokens -** With this option enabled the VIPay software will automatically record the customer's credit card using 'Card On File'. A customer must be assigned during the transaction process for this to take place.

Work Order and Layaway:

- **Capture Signature for Work Order -**
  Enable this option to require the customer to sign using the pin-pad when tendering a Work Order transaction.
- **Capture Signature for Layaway -**
  Enable this option to require the customer to sign using the pin-pad when tendering a Layaway transaction.

Important - Work Order and Layaway signatures require a pin-pad capable of digital signatures such as the Ingenico ISC250.

Signatures:

- **Capture signatures for transactions over:** In this field you can specify a minimum dollar amount that a transaction total must reach before the customer is prompted for their signature.
- **Folder to contain signature files:** Press the "..." button to change the default directory of where VIPay stores the recorded customer signatures. You will be required to enter the complete file path of where you wish to store the files from that point on.

Important - Please see Receipts for further information about configuring the receipt templates in Store Operations Manager.

RMS Offline:

Not to be confused with Store and Forward, the RMS Offline function allows VIPay for RMS to continue to process transactions even if the store's SQL server is momentarily offline. RMS Offline and Store and Forward functionality can be used at the same time if necessary.

Important: This function requires that an offline database has already been created and configured within RMS Manager. The offline database must already be synced up with the online database.

To use the RMS Offline function simply check the Enable box and enter the following:

- **Server** (SQL)
- **Database** (Your offline database created earlier)
- **User** (SQL account user name)
- **Password** (SQL account password)

Important: These settings must match the settings found in the Offline tab of RMS Administrator.

Finally click Test and Save Connection button to complete the setup process. Process an additional Z-Report in RMS POS. The offline database will now have the required data to use VIPay for RMS in offline mode.

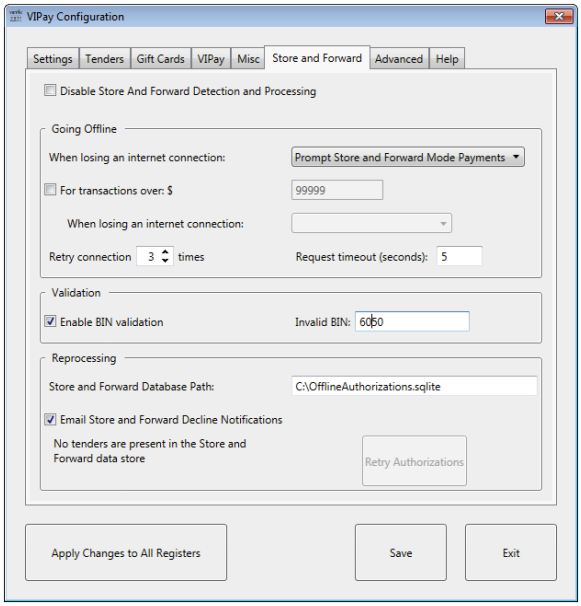
When RMS Offline has been used and RMS detects the register's connection to the store SQL server has been restored there will be a data sync between the online and offline databases. However, once a new online transaction is completed at that point VIPay for RMS transactions that occurred in offline mode will also sync.

Important: When RMS is offline, you can only void or return the transactions that are completed against the RMS offline database.

Important: When RMS is in offline mode, tips adjustment, card on file, gift functions through the custom buttons will not be available.

Step #8

VIPay Configuration Mangement - Store and Forward



Disable Store and Forward Detection and Processing - If you do not wish to use any of the Offline capabilities in VIPay then you can check this box to completely disable it.

Going Offline:

When Store and Forward is enabled each transaction will attempt to confirm connectivity to the merchant pay services. If connection is unsuccessful the software will request the cashier to swipe the credit card so the encrypted data can be stored on the computer. When the connection to the merchant pay services is restored then the stored transaction data will be processed following the very next successful online transaction.

Important - This feature is available to prevent loss of payment when performing transactions offline. The user is assuming full responsibility for failure to receive payment.

Important - Tips adjustment not allowed for Store and Forward transactions.

When Losing a Connection - This will determine the behavior of the Store and Forward process once the loss of connection has been detected. The drown menu provides three different options:

- Prompt Store and Forward Mode Payments
- Accept Store and Forward Mode Payments
- Decline Store and Forward Mode Payments

For Transactions Over $ - This option gives you the ability to choose an Store and Forward function depending on the dollar amount selected. To enable this option you must click on the check box, determine the dollar amount and then select the desired behavior from the drop down menu.

For example lets say you wanted to use Store and Forward for most transactions but wanted to disable the option for purchases above $100.00. First you would need to select either Prompt For Store and Forward Mode Payments or Accept Store and Forward Mode Payments from the previous drop down menu at the top of the screen. Next you would need to check the box For Transactions Over: $. Then select the dollar amount in the field to the right. Finally, select Decline Store and Forward Mode Payments from the lower drop down menu.

Retry Count - Set the number of retries the application will attempt to access the payment server.

Validation:

While in Store and Forward mode you have the option to screen and disable certain cards by their BIN (card) number. For example: American Express or Gift/Loyalty cards. Enter the first digit(s) of a card number that you would like to prevent from being used while in Store and Forward mode.

- If you enter **6** into the Invalid BIN field then any card starting with **6** would be blocked.
- If you enter **6050** then any card starting with **6050** would be blocked, etc.

You can enter up to 20 digits in the Invalid BIN field.

Reprocessing:

Offline Database Path - The offline database will be installed to a default directory (C:\OfflineAuths.sqlite). This database may be relocated to an alternative directory location. If relocated, use the browse button to locate and reconfigure the database location.

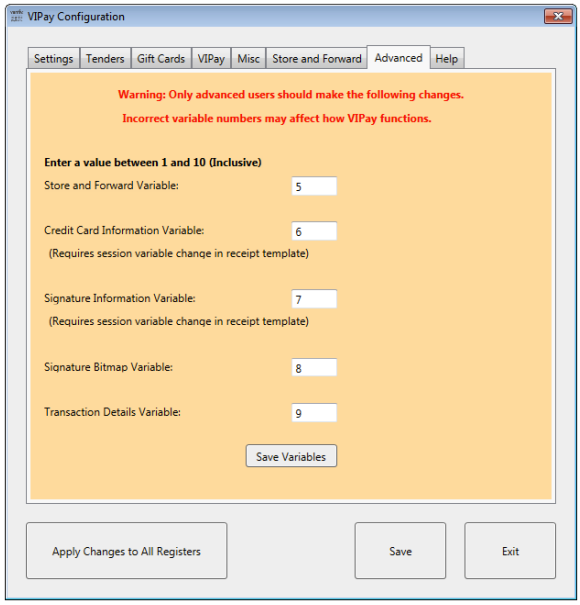
Important - No tenders are present in the offline data store.

Email Offline Decline Notifications - Checking this option allows you to receive notification via email when offline transactions fail to receive authorization. You can configure the e-mail settings under the MISC tab of the VIPay Configuration program.

Retry Authorization - Use the retry authorization option to manually sync the offline database with the payment gateway services and authorize any offline stored transactions.

Step #9

VIPay Configuration Mangement - Advanced



Important: Only advanced user should make changes to the session variables. Incorrect settings may affect how VIPay works.

Store and Forward Variable:

- Default Value: 5

Credit Card Information Variable:

- Default Value: 6

Important: Changing this value requires changes to the receipt template!

Signature Information Variable:

- Default Value: 7

Important: Changing this value requires changes to the receipt template!

Signature Bitmap Variable:

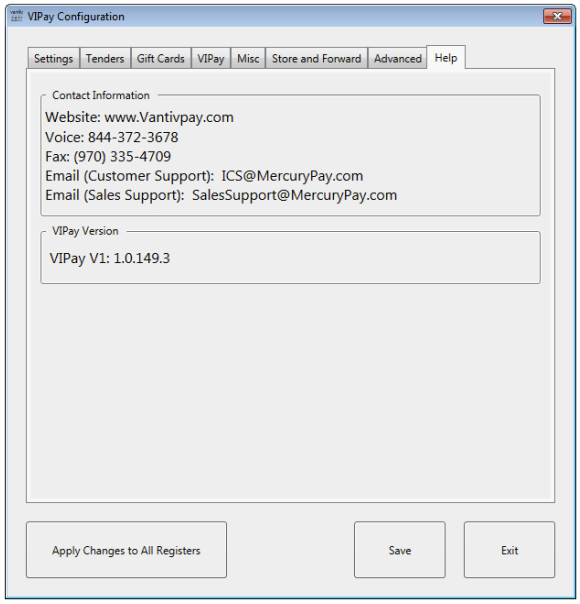
- Default Value: 8

Transaction Details Variable:

- Default Value: 9

Step #10

VIPay Configuration Mangement - Help



Contact Information -

- This section provides important information on how to contact Vantiv for any support or sales requests or problems.

VIPay Version -

- This section lists the current version of the VIPay software installed on your register.

Step #11

- Click the Save button to confirm and save your configuration in the VIPay Configuration Management software.

Process Transactions with VIPay

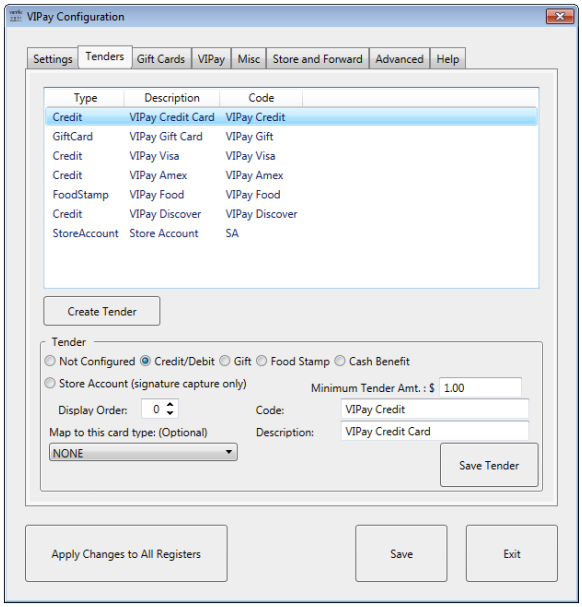
Step #1

Verify Tenders are configured in VIPay

VIPay is capable of processing five different tender types.

- Credit/Debit
- EBT (Electronic Benefit Transfer)
- Cash Benefit
- Gift Card
- Store Account

These tenders must be set up correctly and enabled in the VIPay Configuration Management utility before attempting to use them in Microsoft RMS Point of Sale. Please reference VIPay Configuration.

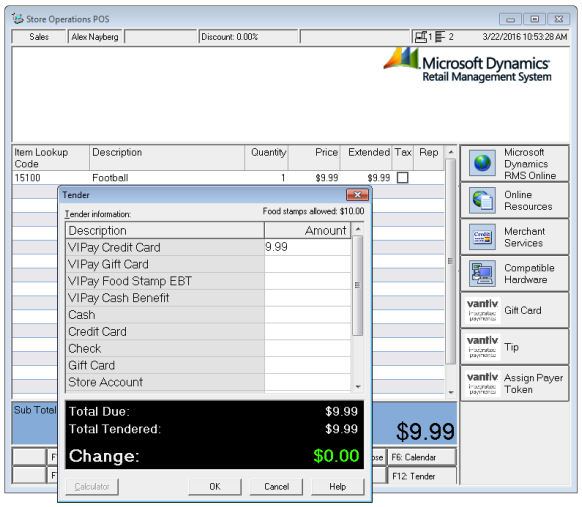


Step #2

Tender transaction in Microsoft RMS Point of Sale

Once you have rung up items for the sale you will press the Tender button at the bottom right side of Point of Sale window or press the F12 key on the register keyboard.

Enter the amount the customer wants to pay into the appropriate tender field and press the OK button in the Tender window or Enter on the keyboard.

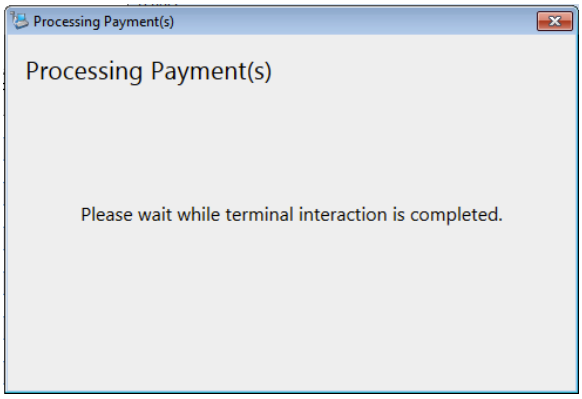


Step #3

Approve dollar amount

After pressing OK or Enter you will see a window appear on top of the Point of Sale transaction screen.

Important - While this screen appears you are not able to cancel the transaction from the RMS Point of Sale software. If you or the customer needs to interrupt or cancel the transaction then you must press the red Cancel button on the pin-pad to properly return to the normal tender screen.



At this point the pin-pad LCD screen will ask you to approve the dollar amount for the transaction. Press the green **OK** button to approve the amount or press the red **Cancel** button to decline the amount. Clicking the **Cancel** button twice will effectively stop the tender process and the RMS Point of Sale screen will ask if you would like to **Cancel/Roll Back** or **Retry**. **Cancel/Roll Back** will allow you to change the dollar amounts in the tender window or even cancel the sale altogether. **Retry** will use the same tender configuration and attempt it a second time.

If the customer is using a **Credit** or **Debit** card they will be prompted to choose Credit or Debit on the pin pad after approving the dollar amount.

Step #4

Swipe, Tap and Insert

- **Swipe**
  This method is used with Gift Cards, EBT, Cash Benefit Cards or Credit/Debit cards with magnetic data strips.
- **Tap**
  This method is used with Apple Pay, Android Pay or Samsung Pay phones that use NFC (near field communication) technology.
- **Insert**
  This method is used with Credit and Debit cards that contain EMV (chip and pin) technology. Rather than swiping a magnetic strip you insert the card into the pin-pad device so data on the EMV chip can be accessed. The customer may be required to enter a PIN number depending on the card issuing bank.

For additional information on processing sales with the Verifone VX805 pin-pad please visit:

http://www.verifone.com/media/1592585/vx805_ms_46324a_0912.pdf

For additional information on processing sales with the Ingenico ISC250 pin-pad please visit:

https://ingenico.us/smart-terminals/telium2/payment-terminals/isc-series/isc-touch-250.html

For additional information on processing sales with the Quest 3 tablet please visit:

https://www.touchdynamic.com/products/mobile-pos-tablets/quest-tablet-iii/

Important - The latest version of VIPay for RMS software has added **Debit EMV** functionality. Please contact your **Vantiv** representative to verify your account and pin-pad are configured for **Debit EMV** transactions.

Important - Customers paying with a **Quest 3** tablet can use **Debit** cards but they must be ran as **Credit** cards. **Debit EMV** cards can be used with the built in **MSR** (magnetic strip reader) instead of the **EMV** chip and pin method. **Food Stamp** cards are not compatible with the **Quest 3** tablet at this time.

Step #5

Manual Entry

Some cards are too old or damaged to swiped or inserted. In this case the pin-pad does allow for manual entry of card data.

In order to use manual entry you must press the red Cancel button on the pin-pad when you are asked to approve the dollar amount. The pin-pad screen will flash and then ask you to approve the amount a second time. Now press the green OK button.

At this point the pin-pad will ask you to enter the card number (account number).

Depending on the type of card and the issuing bank, you may be ask to enter additional information into the pin-pad:

- Expiration date
- CVV code (Security code)
- Account holder ZIP code
- If Chip Card (EMV) Yes or No

Important - The Quest 3 tablet does not support manual entry of card numbers at this time.

Step #6

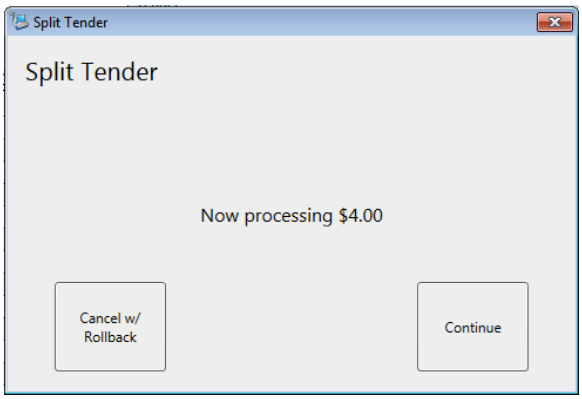
Split Tender

VIPay allows the customer to pay the balance of the sale using multiple cards to "split the tender".

For example if the customer has $5.00 remaining on their gift card balance but the item they want to purchase is $9.99. The customer could choose to pay the remaining balance of the purchase with a different card or tender type.



Once the tender fields have been filled out appropriately and you click the OK button or Enter on the keyboard then you will see a series of prompts on the monitor screen indicating which tender and card will be used in order.

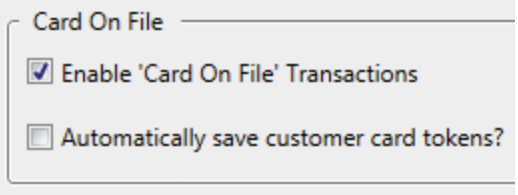


If the **Print Split Receipts** option is enabled in the VIPay Configuration Management application then VIPay will print out a separate receipt for each tender type used in the split tender transaction. This way if there were two customers who decided to share in the payment they would have their own receipts for optional signatures, tips or record keeping. Please reference: VIPay Configuration

Step #7

Card on File

VIPay provides the ability to save a customer's Credit/Debit card data for use in future transactions. The software can create an encrypted "Payer Token" to keep the card data on file in a secure state. The next time that specific customer is specified in RMS and the credit/debit tender is selected the cashier will be given the opportunity to utilize the previously saved card data. This might be useful in situations where the store takes web or phone orders. VIPay can save multiple cards per customer if required.



In order to utilize Card on File you must first enable it in the VIPay Configuration Management utility. Please reference: VIPay Configuration

After enabling Card on File you can bring up the Card on File console window by assigning a customer to POS and then click on the custom button labeled Assign Payer Token.



The Card on File console window gives you the ability to:

- New Card - Add a new Credit/Debit card
- Remove Card - Remove the saved Credit/Debit card
- Press Cancel
- Press OK

When adding a N**ew Card** to a customer's record the pin-pad will prompt you to: "Verify Card $0.00, OK?". Press OK to accept and then swipe card, insert or tap. If successful you will receive a prompt on the monitor screen saying "A card on file entry has been created for this customer". You should now find the recorded card data show up in the list.

To **Remove** Card a Card on File record you simply bring up the Card on File console for a specific customer, highlight the record and click Remove Card.

To complete a tender using Card on File data you must first select the customer record in Point of Sale. Tender out using the Credit/Debit tender and VIPay will alert you to the previously saved Card on File data for this customer. At this point you can select the specific Card on File record you wish to use for the sale and press OK. The payment process will complete just as if the customer had used the physical card.

Step #8

Returns and Voids



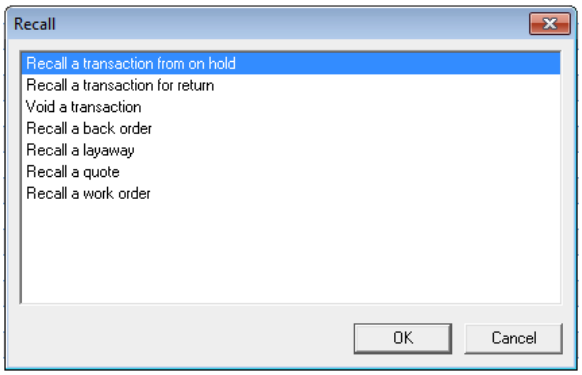
Returns and Voids with VIPay are very similar to standard Microsoft RMS return and void processes. In Point of Sale press Recall or F11 to

bring up the Recall window. Here you can select the Dependent Return or Void functions. You can also press CTRL+F4 on the register keyboard to enter "Return Mode" for Independent returns.



Dependent Return -

- A dependent return is performed when the cashier can recall the original transaction. This is often done when the customer has proof of purchase or the cashier can look up the transaction based on customer information, or time and date of purchase.



Independent Return -

- An independent return is performed when the cashier returns an item without record of the original transaction. This is often done when the customer does not have proof of purchase or the cashier cannot look up the transaction based on customer information, time and date of purchase or if the item was received as a gift.

Void -

- Performing a void will allow you to cancel a transaction that occurred earlier in the day. In order to return funds on a transaction from an earlier date you must complete a return instead of a void.

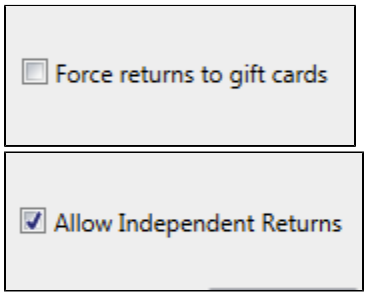
For additional information please refer to Store Operations Manager > Help > Contents > Search > Type ‘Processing Returns’ or 'Processing Voids'.

Important - VIPay provides the ability to enable Independent Returns. This option must be enabled in the VIPay Configuration Management utility. Please reference: VIPay Configuration.

Important - VIPay provides the ability to force all returns to be applied to gift cards if you choose to do so. This option must be enabled in the VIPay Configuration Management utility. Please reference: VIPay Configuration.

Important - Returns from a Gift Card purchase must be applied to a new gift card that has not yet been activated.

Important - If you require customers to sign for **Void** or **Returns** then the "Capture Signature for Void & Returns" must be enabled in VIPay Configuration.



Gift Cards

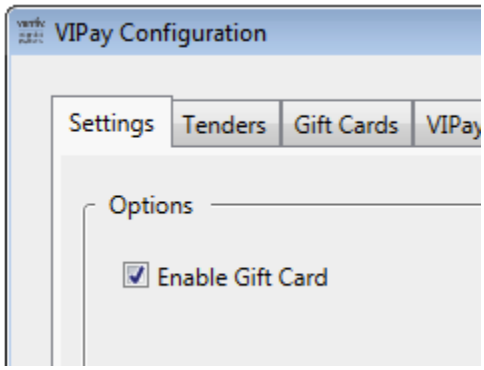
VIPay Gift Card Console Walkthrough:

Step #1

Enable Gift Card

The VIPay add-on for Microsoft RSM provides the ability to complete several gift card functions from within the Point of Sale software. To access the VIPay Gift Card Console you first need to enable Gift Cards in the VIPay Configuration Manager application.

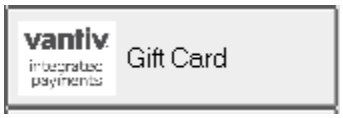
Important - Before you can utilize gift cards with VIPay you will need to have configured the Gift Card Items and Gift Card Tenders in the VIPay Configuration Management application. Please reference: VIPay Configuration



Step #2

Locate VIPay Custom Button

Once Gift Card functionality has been enabled in the VIPay Configuration Manager you can then launch Microsoft POS and locate the VIPay Gift Card custom button. This button is normally located on the right hand side of the transaction window. Clicking on this button will open the Gift Card Console.

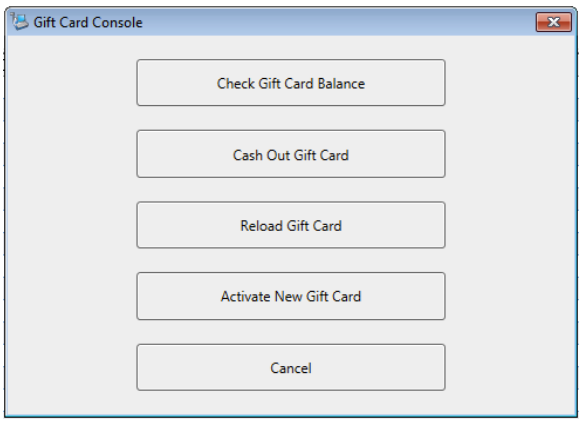


Step #3

VIPay Gift Card Console

The following options are available to you in the Gift Card Console:

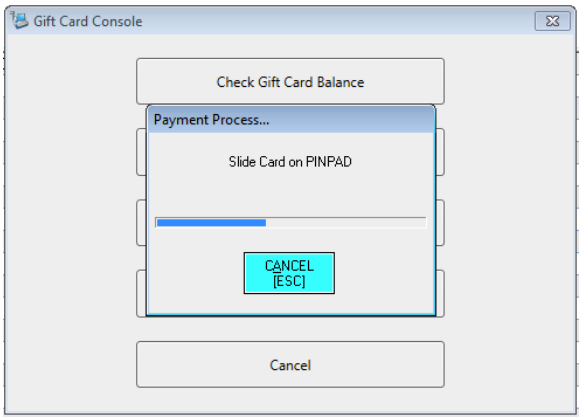
- Check Gift Card Balance
- Cash Out Gift Card
- Reload Gift Card
- Activate Gift Card
- Cancel



Step #4

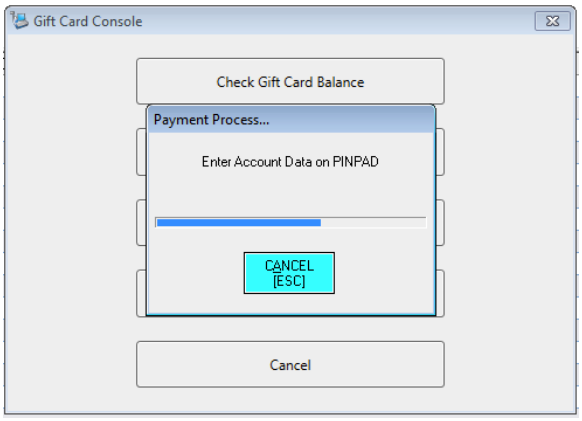
Using your gift cards

When you perform one of the gift card functions in the Gift Card Console you will be required to swipe a gift card or else use the manual entry functionality built into your pin-pad device.



If you require manual entry of a gift card you must first click cancel on the pin-pad when you are first asked to swipe the card. This action will prompt your pin-pad screen to ask you to manually type in the card number instead of typing.

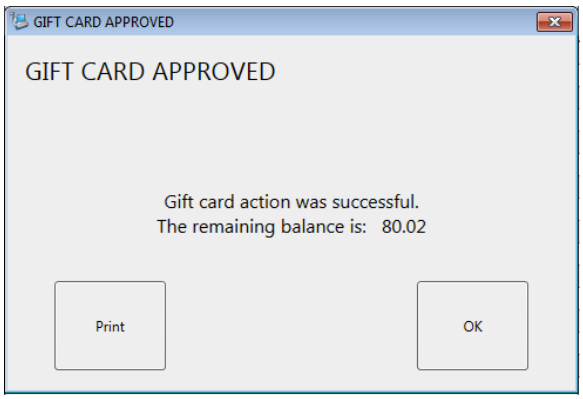
If you click the Cancel button a second time it will cancel both the swipe prompt and manual entry prompt. The register monitor screen will then indicate "Transaction Not Completed". You can then chose to Cancel /Rollback or Retry.



Step #5

Check Gift Card Balance

To check the balance of a gift card you first must click on the Check Gift Card Balance button in the Gift Card Console window. After choosing either to swipe or manually enter the card information you will receive a window with the current balance on the card. Next click OK.



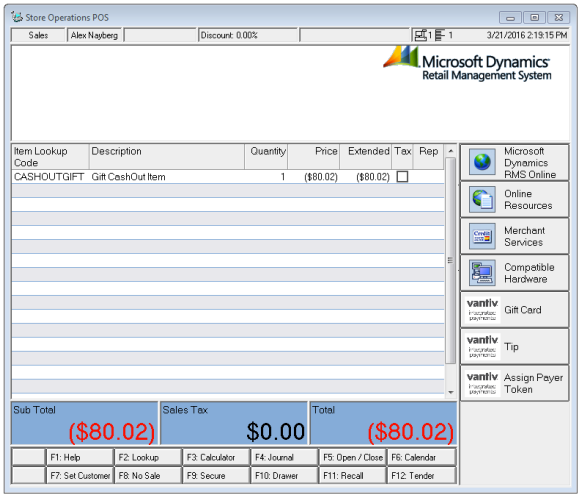
You also have the ability to print out a small receipt or "chit" for the customer that shows the last four digits of the card number and the current card balance. Once you have received the card balance click on the Print button to initiate the print process.

Important - The print functionality of the VIPay Gift Card Console requires an OPOS printer be configured on the register as well as in Microsoft RMS and finally the VIPay Configuration Management application. For further information on configuring OPOS printing with VIPay please reference: VIPay Configuration

Step #6

Cash Out Gift Card

To cash out a gift card and provide your customer with the remaining balance in dollar bills you must first click on the Cash Out Gift Card button in the Gift Card Console window.



Next you will be prompted to swipe the gift card or use manual entry so that Microsoft RMS Point of Sale can receive the current card balance information. A non-inventory item called "CASHOUTGIFT" will appear in the transaction screen and the price for return will match the gift card balance.

Finally when you click on the Tender button in Point of Sale to complete the transaction process you will be prompted to swipe the gift card (or use manual entry) one last time so the previous current balance will be removed from the gift card and give the cash to the customer.

Step #7

Reload Gift Card

To reload the balance on a gift card you must first click on the Reload Gift Card button in the Gift Card Console window. You will be prompted to enter the dollar amount the customer would like to add to the balance of the gift card. Once that dollar amount has been entered you can click on the Reload Value button.



The Microsoft RMS Point of Sale screen will now show a non-inventory line item in the transaction screen identical to the gift reload item specified previously in the VIPay Configuration Management application. The item in this case has been called "Gift Reload". The line item will have a price that matches the amount you just entered into the Reload Gift Card window. At this point you can continue to add additional items to the Point of Sale transaction screen or complete the tender process.

Step #8

Activate New Gift Card

To activate a new gift card you must first click on the Activate New Gift Card button Gift Card Console window. You will be prompted to enter the dollar amount the customer would like to add to the balance of the gift card. Once that dollar amount has been entered you can click on the Activate button.

The Microsoft RMS Point of Sale screen will now show a non-inventory line item in the transaction screen identical to the gift PreValue item specified previously in the VIPay Configuration Management application. The item in this case has been called "Gift Valued". The line item will

have a price that matches the amount you just entered into the Reload Gift Card window. At this point you can continue to add additional items to the Point of Sale transaction screen or complete the tender process.



Food Stamp/EBT Balance

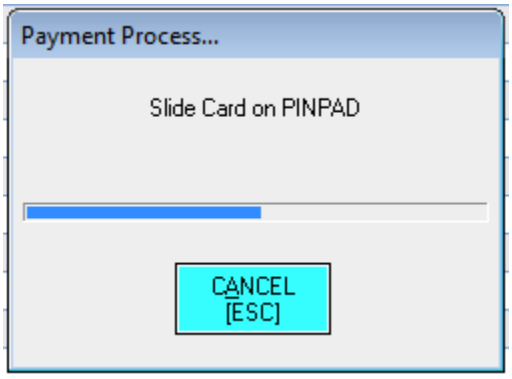
How to check VIPay Food Stamp/EBT Balance:

Customers can be provided the balance of their Food Stamp/EBT cards in several ways. The balance is shown on the printed receipt, on the POS screen at the end of the transaction and finally using the Food Stamp/EBT custom button.

If you create a Food Stamp tender within the VIPay Configuration software you will also find a Food Stamp/EBT custom button has been added to the RMS POS window.

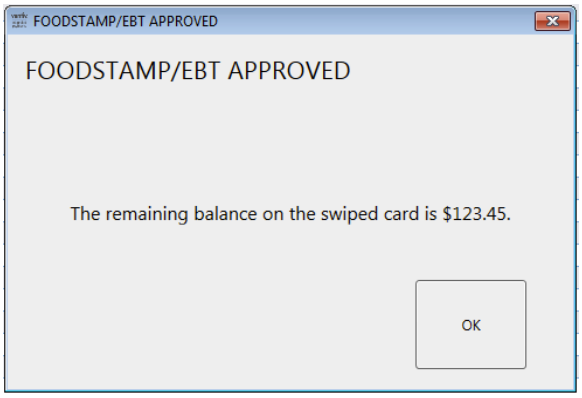


When you press the button you will be prompted to swipe or manually enter the Food Stamp/EBT card number along with the required PIN number.



Finally you will see a window indicating the remaining balance of the card.

Press OK to close the window and return to the RMS POS screen.

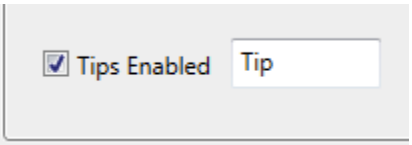


TIPS

Processing Tips with VIPay

Step #1

To access the VIPay TIPS functionality you first need to enable TIPS in the VIPay Configuration Manager application. Please reference: VIPay Configuration

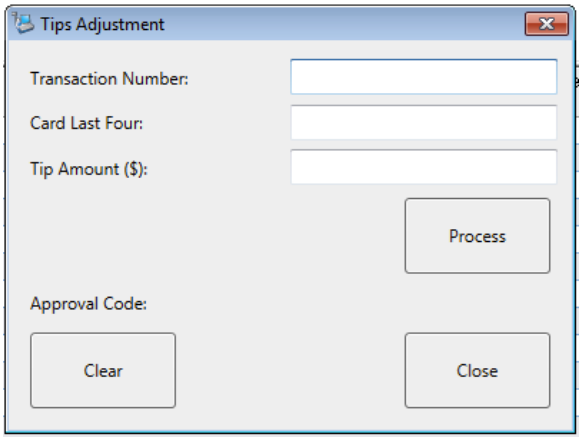


To use Tips functionality with VIPay you must click on the **Tip** custom button located on the right hand side of the Microsoft RMS Point of Sale screen. This will launch the Tips Adjustment console.



Step #2

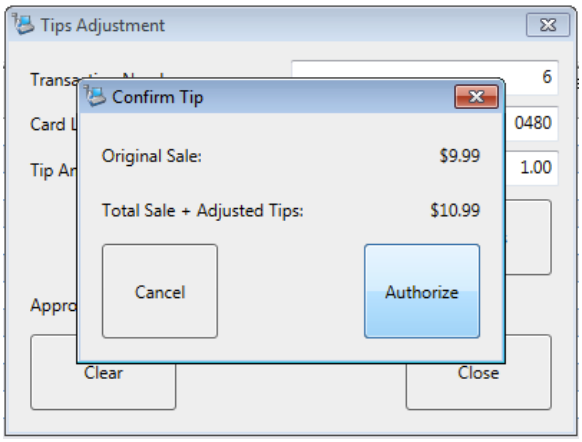
The following information is required in the Tips Adjustment console:



- **Transaction Number -**
  The RMS transaction number assigned during sale. This information is commonly found on the printed receipt or in the RMS journal logs.
- **Card Last Four Digits -**
  The last 4 digits of the card number used during sale. This information is commonly found on the printed receipt or in the RMS journal logs.
- **Tip Amount ($)**
  The dollar amount to be added to sale as a tip.

Step #3

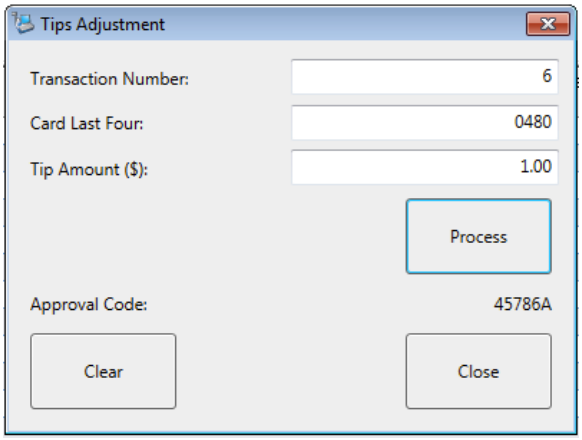
Once you have entered the required transaction information you can click on the Process button. A small prompt window will appear showing you the updated dollar total for the transaction after the tip is added. You will then be asked to Authorize or Cancel the Tip.



Step #4

Authorized:

If the Tip adjustment is successfully authorized then you will receive an authorization code below the Process button. At this point you can either click Clear so you can add a tip to a different transaction or else click Close to return to the RMS Point of Sale screen.



Invalid Transaction:

There are two main reasons you may receive this error.

- You are attempting to use a transaction number that does not exist in your database.
- You are attempting to add a tip to a Non-Credit transaction. It is not possible to add a tip to Debit, Gift Redemption or EBT or Cash Benefit transactions.

Receipts

Receipt Configuration

Receipt configuration in RMS is completed from Store Operations Manager. To change the receipt settings in RMS you must launch and log into Store Operations Manager. Next go to menu bar, click on Database, Registers, Receipt Formats. Highlight the receipt format you wish to modify and click Properties on the right hand side.

VIPay does install several custom receipt templates but does not enable them by default. Many Microsoft RMS customers already have custom receipts so it is important not to replace them automatically.

- Important - The receipt templates included are based on the default RMS receipt template. If you are using a customized receipt template, any customization will need to be merged.

There are four standard VIPay custom receipt templates for use with normal 40 Column receipt printers:

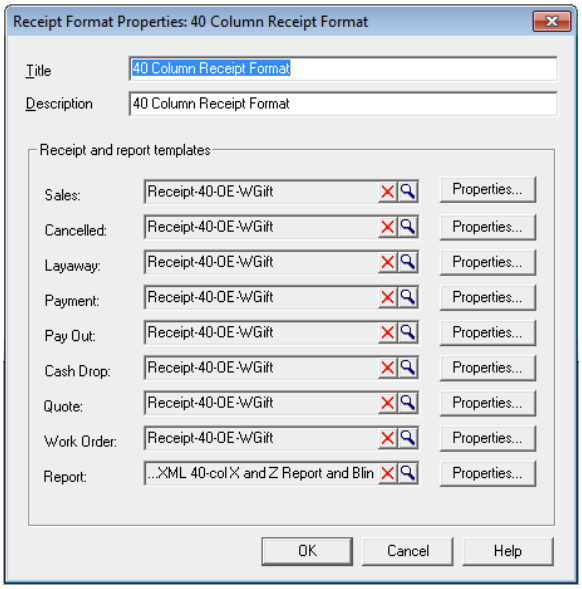
- **VIPay-RMS2.0.1xxx-SigCap-V1.xml**
  This template should be used with **newer** versions of Microsoft RMS that utilize gift receipt functionality and **do** use of signature capture pin-pads.
- **VIPay-RMS2.0.1xxx-V1.xml**
  This template should be used with **newer** versions of Microsoft RMS that utilize gift receipt functionality and **do not** use signature capture pin-pads.
- **VIPay-SigCap-V1.xml**
  This template should be used with **older** versions of Microsoft RMS that **do not** utilize gift receipt functionality but **do** use signature capture pin-pads.
- **VIPay-V1.xml**
  This template should be used with **older** versions of Microsoft RMS that **do not** utilize gift receipt functionality and **do not** use signature capture pin-pads.

If you would prefer to ONLY print out the Customer Copy receipts then you can use these two 40 Column receipt templates:

- **VIPay-RMS2.0.1xxx-SigCap-V1CustomerCopy.xml**
  This template should be used with **newer** versions of Microsoft RMS that utilize gift receipt functionality and **do** use of signature capture pin-pads.
- **VIPay-SigCap-V1CustomerCopy.xml**
  This template should be used with **older** versions of Microsoft RMS that do not utilize gift receipt functionality but **do** use signature capture pin-pads.

Lastly, there are four FullPage receipt templates for use with 8X11" desktop or network printers:

- **VIPayFullPage-RMS2.0.1xxx-SigCap-V1.xml**
  This template should be used with **newer** versions of Microsoft RMS that utilize gift receipt functionality and **do** use of signature capture pin-pads.
- **VIPayFullPage-RMS2.0.1xxx-V1.xml**
  This template should be used with **newer** versions of Microsoft RMS that utilize gift receipt functionality and **do not** use signature capture pin-pads.
- **VIPayFullPage-SigCap-V1.xml**
  This template should be used with **older** versions of Microsoft RMS that do not utilize gift receipt functionality but **do** use signature capture pin-pads.
- **VIPayFullPage-V1.xml**
  This template should be used with **older** versions of Microsoft RMS that do not utilize gift receipt functionality and **do not** use signature capture pin-pads.



If you wish to use any of these receipt templates then you must click on the magnifying glass to the right of the Sales field in the Receipt Format window. In the Open window you can browse until you locate the folder directory containing the template you wish to use. The default location for most Windows computers will be: C:\Program Files (x86)\Microsoft Retail Management System\Store Operations\ReceiptTemplates.

When using the Ingenico pin-pad for signature capture you must update the receipt template in Store Operations Manager with the current Signatures folder that was previously set in the VIPay Configuration Management software. To assign the Signatures path in the receipt template click:

- Receipt and Report templates section of the Receipt Format Properties window.
- Next click on the Properties button to the right side of the Sales field. This opens a Receipt Properties window.
- Scroll down until you see the field labeled: 'SignatureFolder'. Here you will need to enter the current path of where signatures are stored.
- Make sure this path matches the exact same path listed for the Signatures section of the MISC tab in the VIPay Configuration Management software.

- Important: For additional information on Receipt Formats please reference the Help section in Store Operations Manager or contact your authorized Microsoft RMS support partner for assistance.

Appendix

DATABASE CONNECTION TROUBLESHOOTING

Confirm you have a successful connection to the database from Store Operations Administrator>File>Connect and test connection.

- Important: It is important to perform this test from File > Connect vs File > Configuration, which uses a different connection method.

If connection fails and you are running SQL 2005 – 2008 on the server hosting the RMS database, install the SQL backward compatibility tools http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=16177

Microsoft SQL Server 2005 Backward Compatibility Components
The SQL Server Backward Compatibility package includes the latest versions of Data Transformation Services 2000 runtime (DTS), SQL Distributed Management Objects (SQL-DMO), Decision Support Objects (DSO), and SQL Virtual Device Interface (SQLVDI). These versions have been updated for compatibility with both SQL Server 2005 and SQL Server 2008 and include all fixes shipped through SQL Server 2000 SP4 and SQL Server 2005 SP2.

Audience(s): Customer, Partner, Developer

X86 Package (SQLServer2005_BC.msi) - 11273 KB X64 Package (SQLServer2005_BC.msi) - 18569 KB IA64 Package (SQLServer2005_BC.msi) - 23510 KB

Confirm the database settings entered match the database settings used in Store Operations Administrator.

If using the Servers PC name, try using the Servers IP address instead. The network may not be configured to convert the PC host name to the proper IP.

Try running a Telnet test from a PC on the network connecting to the server... Telnet [IP Address of server] [SQLport] (e.g. Telnet 192.168.1.111 1433).

If failed, confirm the server has the required port open to allow connection in the firewall.

- Important: Some operating systems do not have the telnet command enabled by default. If you are unable to complete this test, move on to the next or contact your system administrator for assistance. (search keywords - Enable Telnet)

In some cases the server may have multiple Instances of SQL installed. If this is the case, you will need to confirm which instance the RMS database resides on and add this information to the server name (e.g. Server\MSSQLEXPRESS or 192.168.1.111\MSSQLEXPRESS).

Confirm the SQL instance is configured to the default port 1433.

If not, enter the assigned port number in the port over ride field or add the port number to the end of the server field (e.g. server,1320).

In some cases it may be required to combine steps 6-7 (e.g. Server\MSSQLEXPRESS,1320)

OSQL Test

Run an OSQL connection test to ensure database connection via OSQL (enter information specific to clients environment determined from above steps). Expected Format:

1. OSQL
2. –Stcp: = Enter server details (this may include SQL Instance and port number)
3. –U = SQL user login credentials
4. –P = SQL password login credentials
5. –d = Database name

(e.g. OSQL –Stcp:192.168.1.1\SQLinstance,1433 –U sa –P password –d database)

Contact Information

https://www.vantiv.com/contact

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Vantiv Contact Center (Available: 24x7x365) - 866-622-2390

eCommerce Merchant Support - 800-548-5326

Merchant Activation Team (MAT) - 866-622-2907

Reset Deployment ID: Vantiv Tech Support @ 800-846-4472 x1862

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Email (Customer Support): ICS@MercuryPay.com

Email (Sales Support): SalesSupport@MercuryPay.com

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Vantiv Corporate Headquarters
8500 Governors Hill Drive
Symmes Township, OH 45249