How do I activate my Merchant Resource Center store so that I can do live financial transactions?

Refer to the "Your Moneris Order is Ready" e-mail that you received when you signed up for a Moneris Gateway account. This e-mail contains your merchant ID and store ID. With this information, visit the store activation page at **moneris.com/activate**, and follow the prompts to activate your store.

How do I log into the Merchant Resource Center?

To do live transactions that affect cardholders and accounts in the production environment, go to the Merchant Resource Center login page at **https://www3.moneris.com/mpg/**, enter your store's production credentials (**Username**, **Store ID**, and **Password**), and click on the **Submit** button.

Note: *To do test transactions in the QA environment (all issuer responses are simulated), go to the QA login page at* **https://esqa.moneris.com/mpg/**, *enter the QA credentials for the test store that you want to log into, and click on the* **Submit** *button.*

Important! You cannot log into a QA store using your credentials for the production store or vice versa.

What if I forget my store's login password?

On the Merchant Resource Center login page, click the **Forgot Password?** link, and follow the prompts (you'll need your username and store ID) to receive a temporary password via e-mail. Once you receive the temporary password, log into your Merchant Resource Center store using your username, store ID, and the temporary password (you will be prompted to create a new password).

What if I forget my store ID and/or username?

Store administrator user

If you have full administrative permissions enabled for your Merchant Resource Center store user account, contact Moneris by e-mail (**onlinepayments@moneris.com**) or by phone (**1-866-319-7450**).

Regular (non-administrative) users

Contact your store administrator.

Where can I find my store's API Token?

Log into your Merchant Resource Center store, and click on **Admin** > **Store Settings** in the main menu. When the "Store Settings" page displays, your store's API token will be shown in the "API Token" area on the page.

How do I integrate my ecommerce solution with the Moneris Gateway?

Refer to Moneris' API documentation, available for download from the **Moneris Developer Portal**.

How do I configure Hosted Tokenization?

Refer to Moneris' API documentation, available for download from the **Moneris Developer Portal**.

How do I configure a Hosted Paypage to accept payments on my website?

Refer to Moneris' API documentation, available for download from the **Moneris Developer Portal**.

How do I do a Purchase?

To see a short video demo showing how to do a "keyed" Purchase, please view the **How to process a Purchase video**. You can access this video from the Merchant Resource Center login page and the Moneris Gateway support page (click on the **Merchant Resource Center How-to Videos** link).

Note: *For information about how to do a Purchase using other card entry methods (e.g., PIN Pad or Vault), refer to the* **Merchant Resource Center User Manual***, available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

How do I do a Preauthorization and Capture?

To see a short video demo showing how to do a "keyed" Preauthorization and Capture, please view the **How to process a Preauthorize and Capture a Payment video**. You can access this video from the Merchant Resource Center login page and the Moneris Gateway support page (click on the **Merchant Resource Center How-to Videos** link).

To view an enhanced data (level 2/3) Capture for different card types, please view the corresponding **How to Pre-Authorize and Capture a Payment with Enhanced Data** video for each of the supported card types: Visa, Mastercard, and Amex.

Note: For information about how to do a Preauthorization and Capture using other card entry methods (e.g., PIN Pad or Vault), refer to the **Merchant Resource Center User Manual**, *available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

How do I refund a transaction?

To see a short video demo showing how to do a "keyed" Refund, please view the **How to process a Refund video**. You can access this video from the Merchant Resource Center login page and the Moneris Gateway support page (click on the **Merchant Resource Center How-to Videos** link).

Note: For information about how to do a Refund using a PIN Pad, refer to the **Merchant Resource Center User Manual**, *available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

How do I void a transaction?

To see a short video demo showing how to void a transaction, please view the **How Void a Transaction video**. You can access this video from the Merchant Resource Center login page and the Moneris Gateway support page (click on the **Merchant Resource Center How-to Videos** link).

Note: For information about how to do a Void using a PIN Pad, refer to the **Merchant Resource Center User Manual**, *available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

How do I add a new profile or manage an existing one in the Vault?

To see a short video demo showing how to add a new Vault profile (e.g., tokenize a credit card for future transactions on the Merchant Resource Center), please view the **How to Set Up a Merchant in the Vault video**. You can access this video from the Merchant Resource Center login page and the Moneris Gateway support page (click on the **Merchant Resource Center How-to Videos** link).

*Note: For information about how to manage and use a Vault profile to do financial transactions, refer to the **Merchant Resource Center User Manual**, available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

How do I see which transactions I processed today?

In the Merchant Resource Center, click on **Reports** > **Transactions**, select your report criteria, and then click on the **Submit** button.

*Note: For information about how to generate other types of reports (e.g., batch, managed account updater, recurring, etc.), refer to the **Merchant Resource Center User Manual**, available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

Can I validate a customer's payment information before I perform a Purchase (or other financial transaction)?

Yes, you can. To validate a cardholder's account before you start a financial transaction, log into your Merchant Resource Center store, and perform a Card Verification (**Terminal** > **Verification**). You will need the cardholder's billing address information as it will be matched with the billing information on file with the customer's issuing bank. You can decide whether or not to perform the actual financial transaction (e.g., a Purchase) based on the response. For a list of all possible Address Verification responses, please visit the **Moneris Developer Portal**.

Note: The Card Verification transaction will not appear on a cardholder's statement.

What is the Address Verification Service (AVS)?

AVS is a common method for validating the cardholder's identity, often used for preventing transactions from fraudulent or stolen cards. When you use AVS, the customer's billing address is sent with the transaction so the issuing bank can validate whether the billing address matches what they have on file or not. There are many potential responses that can be sent by the issuer. For a list of all possible Address Verification responses, please visit the **Moneris Developer Portal**.

How do I send AVS data during a financial transaction that supports AVS?

When you perform a real-time, card-not-present financial transaction (e.g., Purchase with keyed entry), you have the option to enter the cardholder's billing address information prior to submitting the transaction for processing. Once the transaction is submitted, you will receive an AVS response from the issuing bank in the "APPROVED" or "DECLINED" response.

Why is billing information important to include in my transaction?

When you include a cardholder's billing address in a financial transaction that you submit for processing, it allows the Moneris Gateway to cross-reference that data with the address data on record for the card at the issuing bank. The issuing bank will generate a response indicating how closely the data match. With this information, you can better assess the legitimacy of the card/cardholder for present/future finance.

How do I set up my e355 PIN Pad?

If you are setting up your e355 PIN Pad for the first time, refer to the **Moneris e355 PIN Pad Merchant Resource Center Quick Install Guide**, available for download from the Merchant Resource Center login page and the Moneris Gateway support page. If you are re-pairing or reconfiguring an initialized e355 PIN Pad, refer to the *Merchant Resource Center User Manual*, available for download from the Merchant Resource Center login page and the Moneris Gateway support page.

Why does my e355 PIN Pad screen sometimes dim and/or display "Moneris BE PAYMENT READY"?

Your e355 PIN Pad is idle and attempting to conserve power. The e355 PIN Pad will become responsive once you submit a transaction and select your cloud-enabled PIN Pad as the card entry device.

Note: *For information about how to do transactions with an e355 PIN Pad, refer to the **Merchant Resource Center User Manual**, available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

Why does my e355 PIN Pad remain unresponsive during a transaction?

If you have more than one PIN Pad paired with your store and you are attempting to perform the first transaction during your login session, the Merchant Resource Center will prompt you to select which PIN Pad you want to use during the transaction. Ensure that you select the terminal ID of the e355 PIN Pad that you want to use for the transaction.   The e355 PIN Pad will become responsive once it receives commands from the Merchant Resource Center.

Note: *The e355 PIN Pad terminal ID is an 8-digit number starting with "E1"; it is printed on a label affixed to the underside of the e355 PIN Pad. For information about how to do transactions with a Moneris Cloud-paired e355 PIN Pad, refer to the* **Merchant Resource Center User Manual***, available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

How do I determine if my e355 PIN Pad is connecting to the Moneris Cloud?

Your e355 PIN Pad is connecting to the Moneris Cloud if you see the Wi-Fi signal strength icon ( ) and the network connect icon ( ) in the top left corner on the "WELCOME/BONJOUR" screen.

Note: *If your e355 PIN Pad screen is dim, press the green key to display the "WELCOME/BONJOUR" screen.*

Why did my e355 PIN Pad suddenly disconnect from my Wi-Fi network?

The e355 PIN Pad will experience connection difficulties if you use the PIN Pad outside the range of your Wi-Fi network and/or use the PIN Pad within range of strong electromagnetic interference and/or use the PIN Pad while the battery charge is too low. Ensure you always operate the PIN Pad within range of your Wi-Fi network and in an area of low electromagnetic interference. If the battery charge is too low (e.g., 10% or less), use the USB charging cable to connect the PIN Pad to a powered USB port (e.g., on a computer), and allow the battery to charge to at least 25% before you attempt to use the PIN Pad again.

Why does my e355 PIN Pad display "Pairing Token"?

Your e355 PIN Pad is not paired with your store. In the Merchant Resource Center, click on **Admin** > **Cloud Pairing**, and pair the e355 PIN Pad.

Note: *If you are setting up your e355 PIN Pad for the first time, refer to the **Moneris e355 PIN Pad Merchant Resource Center Quick Install Guide**, available for download from the Merchant Resource Center login page and the Moneris Gateway support page. If you are re-pairing an initialized e355 PIN Pad, refer to the **Merchant Resource Center User Manual**, available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

How do I set up my P400 PIN Pad?

If you are setting up your P400 PIN Pad for the first time, refer to the **Moneris P400 PIN Pad Merchant Resource Center Quick Install Guide**, available for download from the Merchant Resource Center login page and the Moneris Gateway support page. If you are re-pairing or reconfiguring an initialized P400 PIN Pad, refer to the *Merchant Resource Center User Manual*, available for download from the Merchant Resource Center login page and the Moneris Gateway support page.

Why is my P400 PIN Pad unresponsive during a transaction?

If you have more than one PIN Pad paired with your store and you are attempting to perform the first transaction during your login session, the Merchant Resource Center will prompt you to select which PIN Pad you want to use during the transaction. Ensure that you select the terminal ID of the P400 PIN Pad that you want to use.   The P400 PIN Pad will become responsive and display card entry prompts once it receives commands from the Merchant Resource Center.

Note: *The P400 PIN Pad terminal ID is an 8-digit number starting with "P1"; it is printed on a label affixed to the underside of the P400 PIN Pad. For information about how to do transactions with a P400 PIN Pad, refer to the **Merchant Resource Center User Manual**, available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

How do I determine if my P400 PIN Pad is connecting to the Moneris Cloud?

Your P400 PIN Pad is connecting to the Moneris Cloud if you see a blue Moneris Cloud icon ( ) in the top right corner on the P400 PIN Pad's "Moneris" idle screen.

If you see a black Moneris Cloud icon instead, the P400 PIN Pad may be paired with your store but is not connecting to the Internet. Confirm that your Ethernet cables are connected correctly; the Internet service is active and accessible; and there are no firewall restrictions blocking the P400 PIN Pad from connecting to the Internet. When the P400 PIN Pad displays blue cloud icon, log into your store, and retry the transaction.

Note: *For full setup instructions refer to the* **Merchant Resource Center User Manual**, *available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

Why does my P400 PIN Pad display "Pairing Token"?

Your P400 PIN Pad is not paired with your store. In the Merchant Resource Center, click on **Admin** > **Cloud Pairing**, and pair the P400 PIN Pad.

Note: *If you are setting up your P400 PIN Pad for the first time, refer to the* **Moneris P400 PIN Pad Merchant Resource Center Quick Install Guide**, *available for download from the Merchant Resource Center login page and the Moneris Gateway support page. If you are re-pairing an initialized P400 PIN Pad, refer to the* **Merchant Resource Center User Manual**, *available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

How do I set up my iPP320 PIN Pad?

If you are setting up your iPP320 PIN Pad for the first time, refer to the **Moneris iPP320 PIN Pad Merchant Resource Center Quick Install Guide**, available for download from the Merchant Resource Center login page and the Moneris Gateway support page. If you are re-pairing or reconfiguring an initialized iPP320 PIN Pad, refer to the *Merchant Resource Center User Manual*, available for download from the Merchant Resource Center login page and the Moneris Gateway support page.

How do I determine if my new iPP320 PIN Pad is capable of connecting the Moneris Cloud?

Your iPP320 PIN Pad is capable of connecting to the Moneris Cloud if the iPP320 PIN Pad does one of the following when powered on:

- Displays "CC" in the upper right corner on the "WELCOME/BONJOUR" screen.

- Displays "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT".

- Displays the "Pairing Token" screen.

Why does my iPP320 PIN Pad continue to display "WELCOME/BONJOUR" during a transaction?

Using the Moneris Cloud?

If you have more than one PIN Pad paired with your store and you are attempting to perform the first transaction during your login session, the Merchant Resource Center will first prompt you to select which PIN Pad you want to use during the transaction. Ensure that you select the terminal ID of the iPP320 PIN Pad that you want to use. The iPP320 PIN Pad will become responsive and display card entry prompts once it receives commands from the Merchant Resource Center.

Note: The iPP320 PIN Pad terminal ID is an 8-digit number starting with "61"; it is printed on a label affixed to the underside of the iPP320 PIN Pad. For information about how to do transactions with a Moneris Cloud-paired iPP320 PIN Pad, refer to the Merchant Resource Center User Manual*, available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

Using USB/serial cable?

Ensure that the latest version of Java is installed on your computer. Ensure that the PIN Pad cable is connected to the iPP320 PIN Pad and your computer and the iPP320 PIN Pad is connected to the com port number that is currently configured for your user account. Log out from your store, close and reopen the browser, and then log back into your Merchant Resource Center store. Simultaneously press both the yellow ◁ key and the ⌗ key until the iPP320 PIN Pad starts to reboot. When the "WELCOME/BONJOUR" screen displays, retry the transaction.

Note: For full setup instructions, refer to the Merchant Resource Center User Manual*, available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

Why does my iPP320 PIN Pad display "Pairing Token"?

Your iPP320 PIN Pad is not paired with your store. In the Merchant Resource Center, click on **Admin** > **Cloud Pairing**, and pair the iPP320 PIN Pad.

Note: *If you are setting up your iPP320 PIN Pad for the first time, refer to the* **Moneris** **iPP320** *PIN Pad* **Merchant Resource Center Quick Install Guide***, available for download from the Merchant Resource Center login page and the Moneris Gateway support page. If you are re-pairing an initialized iPP320 PIN Pad, refer to the* **Merchant Resource Center User Manual***, available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

Why does my iPP320 PIN Pad display "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" instead of "WELCOME/BONJOUR?

If your iPP320 PIN Pad displays the "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" screen continuously, the iPP320 PIN Pad may be paired with your store but is not connecting to the Internet. Confirm that your Ethernet cables are connected correctly; the Internet service is active and accessible; and there are no firewall restrictions blocking the iPP320 PIN Pad from connecting to the Internet. When the iPP320 PIN Pad displays the "WELCOME/BONJOUR CC" screen, log into your store, and retry the transaction.

Note: *For full setup instructions refer to the* **Merchant Resource Center User Manual***, available for download from the Merchant Resource Center login page and the Moneris Gateway support page.*

Why is it important to ensure that my store's batch(es) close each day?

By default a newly activated Merchant Resource Center store is configured for automatic batch close to ensure timely processing of funds and settlement each day. However, you have the option to configure your store for manual batch close. To determine if your store is configured for automatic or manual batch close, log into your store, and go to **Admin** > **Store Settings**, and refer to the "Batch Close Time" setting.

Note: *When you enable manual batch close option for your store, it is still important that you manually close your batch(es) in a timely manner each day to avoid authorization expiration or delayed settlement fees. Settling a batch of expired authorizations could result in additional fees.*

Why didn't my store's batch(es) close?

Your MRC store may be configured for manual batch close instead of automatic batch close. To resolve the issue, log into your store and manually close each of your store batches (click on **Reports > Batches**). If a batch close error displays, contact Moneris by e-mail (**onlinepayments@moneris.com**) or by phone (**1-866-319-7450**).

Note: *To enable your MRC store for automatic batch close at a specific time each day, set a close time in **Admin** > **Store Settings**.*