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

Refer to the "Useful Information" e-mail 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 process transactions, 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 for Developers: To process 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 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 process 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 (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., iPP320 PIN Pad or Vault), refer to the Merchant Resource Center User Manual, available for download from the Merchant Resource Center login page.

How do I process 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 (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 process a Preauthorization and Capture using other card entry methods (e.g., iPP320 PIN Pad or Vault), refer to the Merchant Resource Center User Manual, available for download from the Merchant Resource Center login page.

How do I refund a transaction?

To see a short video demo showing how to process a "keyed" Refund, please view the **How to process a Refund video**, which is available on the Merchant Resource Center login page.

Note: For information about how to process a Refund using an iPP320 PIN Pad, refer to the Merchant Resource Center User Manual, available for download from the Merchant Resource Center login 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 (click on the **Merchant Resource Center How-to Videos** link).

Note: For information about how to Void a transaction using an iPP320 PIN Pad, refer to the Merchant Resource Center User Manual, available for download from the Merchant Resource Center login 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 (click on the **Merchant Resource Center How-to Videos** link).

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

How do I see what transactions that I've 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.

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 financial transactions.

How do I set up my iPP320 PIN Pad?

For full setup instructions, refer to the Moneris iPP320 Merchant Resource Center Quick Install Guide. You can download this guide from the Merchant Resource Center login page (click on the iPP320 PIN Pad Setup Guide link).

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

Your iPP320 PIN Pad is capable of connecting to your MRC store via the 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.

Note: For full setup instructions, refer to the Moneris iPP320 Merchant Resource Center Quick Install Guide. You can download this guide from the Merchant Resource Center login page (click on the iPP320 PIN Pad Setup Guide link).

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

Using the Cloud?

If you have more than one iPP320 PIN Pad paired with your store, the Merchant Resource Center will prompt you to select which iPP320 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.

Note: The 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 process transactions with a Cloud-paired iPP320 PIN Pad, refer to the Merchant Resource Center User Manual, available for download from the Merchant Resource Center login 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 comport 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 Moneris iPP320 Merchant Resource Center Quick Install Guide. You can download this guide from the Merchant Resource Center login page (click on the iPP320 PIN Pad Setup Guide link).

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: For full setup instructions, refer to the Moneris iPP320 Merchant Resource Center Quick Install Guide. You can download this guide from the Merchant Resource Center login page (click on the iPP320 PIN Pad Setup Guide link).

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.

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

It is important to close your store's batch(es) each day to ensure timely processing of funds and settlement. By default a newly activated Merchant Resource Center store is configured for automatic batch close. 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**.