Moneris

Moneris
Merchant Resource Center

User manual

Revised May 30, 2025

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Getting started.

In this section we tell you everything you need to know to start using your Merchant Resource Center store account.

Introduction

Powered by the Moneris Gateway, the Moneris Merchant Resource Center™ is a Web-based point-of-sale (POS) solution that enables you to process financial transactions securely in real time and/or a batch environment. Through the Merchant Resource Center you can also monitor transactions, pull reports, and reconcile batches.

Before you get started

Before you can process financial transactions on the Merchant Resource Center, there are several steps that you need to follow, particularly if you intend to function as a store administrator (see below).

Administrator users versus non-administrator users

Administrators have special responsibilities and access to functions that should be available to regular users. For example, as an administrator, you would normally perform duties such as adding and deleting user accounts and configuring optional settings that affect all users logging into your Merchant Resource Center store.

— If you intend to use the Merchant Resource Center as an administrator, see Store administrator user: before you get started below.

— If you intend to use the Merchant Resource Center as a non-administrator user, see Non-administrator user: before you get started below.

Store administrator user: before you get started

1. If you are activating a Merchant Resource Center store, ensure that you have your Moneris Merchant ID and Store ID (refer to your Moneris Welcome e-mail for these IDs).

2. Do one of the following:

   ▪ If you have all the required elements, go to step 3.
   ▪ If you do not have the required elements, please at **1-866-319-7450,** or e-mail onlinepayments@moneris.com.

3. Determine your setup requirements:

   ▪ If your store is not yet activated, proceed to Activating your Merchant Resource Center store (page 8).
   ▪ If your store is already activated, proceed to Ready to use the Merchant Resource Center? (page 9).

Non-administrator user: before you get started

1. Obtain your login credentials (store ID and password) from your store administrator.

2. Go to Ready to use the Merchant Resource Center? (page 9).

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Activating your Merchant Resource Center store

Follow the steps below to activate your Merchant Resource Center store.

Note: If your store is already activated, go to step 11.

1. Visit moneris.com/activate.

2. In the **Moneris Merchant ID** and **Moneris Store ID** fields, enter your Merchant ID and Store ID.

   Note: 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.

3. Click on the **Next** button.

4. In the **First Name** and **Last Name** fields, enter your first name and last name.

5. In the **Username** and **Password/Password Confirm** fields, enter the username and password under which you want to log into your store.

   Note: The password must adhere to these restrictions (password fields are case sensitive): include 7-16 characters; start with a letter; and contain a number.

   You must change your password periodically. If your password expires, you will be prompted to create a new password.

6. Click on the **Next** button.

7. From each of the three **Question/Answer #** drop-down lists, select a question and enter an answer in the corresponding field.

   Note: Periodically you will be prompted to answer one of the questions when logging in.

8. In the **Email Address** field, enter your e-mail address.

   Note: Should you ever need to have your password reset, a temporary password will be sent to this address.

9. Click on the **Complete Activation** button.

10. When a "Congratulations!" page displays, it means your Merchant Resource Center store is activated.

    Important! Passwords should be kept confidential and not shared with anyone. Change your password immediately if you have any reason to believe that someone else has access to it or has tried to log into your account (see page 320).

11. Go to Ready to use the Merchant Resource Center? (page 9).

Ready to use the Merchant Resource Center?

1. Do any of the following depending on your requirements:

   - If you need to set up an e355 PIN Pad, go to <u>Moneris e355 PIN Pad: before you get started</u> on page 11.
   - If you need to set up a P400 PIN Pad, go to <u>Moneris P400 PIN Pad: before you get started</u> on page 47.
   - If you need to set up an iPP320 PIN Pad, go to <u>Moneris iPP320 PIN Pad: before you get started</u> on page 82.
   - If you do not need to set up any POS hardware (e.g., a PIN Pad), go to step 2.

2. Learn more about some of the Merchant Resource Center features by reading through the sections listed below:

   Note: *Some of the features referenced in this manual will not necessarily be visible or accessible on your own Merchant Resource Center store. The features that are visible/accessible to you during your login session are dependent on the setup of your merchant account, the permissions for which your store administrator has configured your user account, and the store settings as configured by your administrator.*

   - To log in/log out from the Merchant Resource Center and learn about some of the basic features, go to <u>Merchant Resource Center basics</u> on page 116.
   - To perform financial transactions with debit/credit cards and cash, go to <u>Virtual terminal</u> on page 121.
   - To perform financial transactions with gift/loyalty cards, including activating/deactivating cards, go to <u>Moneris Gift/Loyalty card programs</u> on page 221.
   - To set up/manage recurring transactions, go to <u>Recurring billing</u> on page 277.
   - To set up/manage Vault profiles, go to <u>Vault</u> on page 284.
   - To generate financial transaction reports, go to <u>Reports</u> on page 301.
   - To configure the settings/preferences for your own user account, go to <u>Managing your own user account</u> on page 319.
   - To use the Merchant Resource Center in a test environment, go to <u>Using the Merchant Resource Center store in a test environment</u> on page 455.

3. If you are acting as the store administrator, configure the appropriate store settings and manage other user accounts as desired (go to <u>Managing store settings/other user accounts</u> on page 331).

   - To configure digital wallets, go to <u>Digital wallets</u> (pages 351 to 361).
   - For ecommerce integration options (e.g., Moneris Checkout), see <u>Web integration options</u> (page 371).

   Important! As a security precaution, you should configure the auto-logout setting so that any user is automatically logged out after a specified period of inactivity (see page 339).

Setting up your e355 PIN pad.

In this section, we go over everything you need to know to set up your Moneris e355 PIN Pad.

![Moneris logo]

Moneris e355 PIN Pad: before you get started

The Moneris e355 PIN Pad can be used to process card-present transactions from your Merchant Resource Center store. Refer to one of the following sections per your requirements:

— To set up a new e355 PIN Pad to work with your Merchant Resource Center store for the first time, go to Confirming your e355 PIN Pad setup requirements on page 12.

— For information about how to use an e355 PIN Pad that is already set up (i.e., paired and initialized) and ready to process transactions, go to Ready to use the e355 PIN Pad? on page 23.

— For information about how to change the settings (e.g., Wi-Fi, language, etc.) on an e355 PIN Pad that has already been initialized, go to Ready to use the e355 PIN Pad? on page 23.

This table describes the labelled e355 PIN Pad image on the right.

Label	Description
1	**Charge indicator light** (right side of the e355 PIN Pad)
2	**Micro-USB port** (right side of the e355 PIN Pad) — Plug the USB charging cable here.
3	**Cancel key** (red) — Clear a displayed message, or cancel a transaction. — Power off the e355 PIN Pad (see page 25).
4	**Correct key** (yellow) — Clear data entered on the e355.
5	**OK/enter key** (green) — Submit data or acknowledge a message on the e355. — Power on the e355 (see page 25).
6	**Chip reader** (slot at the bottom of the e355) — Insert debit/credit chip cards into the slot (see page 40).
7	**Display screen/contactless reader** — To do contactless transactions, tap/wave debit/credit cards over the screen (see page 40).
8	**Magnetic Stripe Reader** (slot along the top of the e355) — Swipe debit/credit cards in the slot (see page 41).
9	**Contactless Reader Indicator** (lights up during transactions) — See page 40.
10	Alpha-numeric keys

![Moneris logo]

Confirming your e355 PIN Pad setup requirements

1. Please confirm that you received the following hardware from Moneris:

e355 PIN PAD	USB CHARGING CABLE
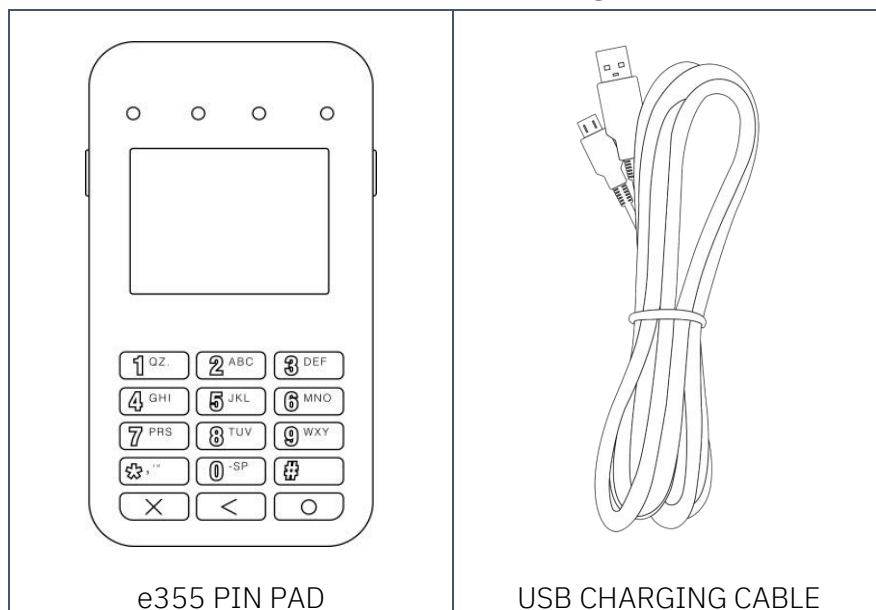
2. Ensure that you have the following elements:

   - Merchant Resource Center login credentials (username, store ID, and password).
   - Full admin permissions for your Merchant Resource Center user account.
   - Computer or mobile device (to access the Merchant Resource Center).
   - Powered USB port (required for charging the e355 PIN Pad).

     Note: If you want to access the Merchant Resource Center via computer/PC, you must use an up-to-date Web browser (any browser) with cookies enabled.

   - Hi-speed Internet access.
   - Access to a secure (non-public) Wi-Fi network that uses WPA2 encryption (for the e355 PIN Pad).

     Note: You must know the Wi-Fi network password and SSID (name).

     *Note: If your Wi-Fi network has firewall restrictions on IP traffic to the Internet, ensure the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the e355 PIN Pad to communicate with Moneris (**https://ipterm.moneris.com**).*

3. Do one of the following:

   - If you have all the required hardware and elements, go to <u>Hardware setup: e355 PIN Pad</u> on page 13.
   - If any of the above required hardware and/or elements are missing, contact us at **1-866-319-7450**, or email <u>onlinepayments@moneris.com</u>.

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Hardware setup: e355 PIN Pad

Follow these instructions to set up the e355 PIN Pad to pair with your Merchant Resource Center store via the Moneris Cloud.

1 **Power on the e355 PIN Pad**

a. Plug the small end of the USB charging cable into the micro-USB port located on the right side of the e355 PIN Pad.

MICRO-USB PORT

USB CHARGING CABLE
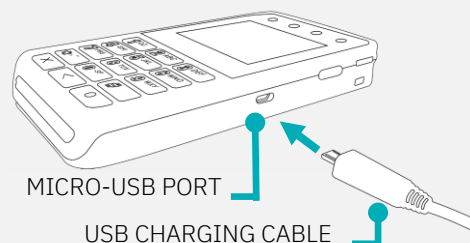
b. Plug the larger end of the USB charging cable into a powered USB port (e.g., on your computer).

USB CHARGING CABLE
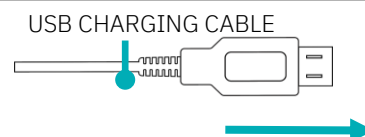
c. Wait while the e355 PIN Pad powers on.

d. When the "LANGUAGE/LANGUE" screen displays, go to step 2 (Configure the e355 PIN Pad to connect to the Moneris Cloud) on page 14.
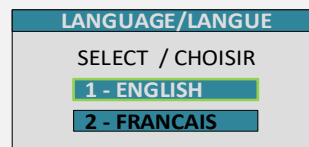
LANGUAGE/LANGUE
SELECT / CHOISIR
1 - ENGLISH
2 - FRANCAIS

2 Configure the e355 PIN Pad to connect to the Moneris Cloud

a. On the "LANGUAGE/LANGUE" screen, select a default display language for the e355 PIN Pad:

- To enable English as the default, press the **1** key (**ENGLISH**).

- To enable French as the default, press the **2** key (**FRANCAIS**).

LANGUAGE/LANGUE
SELECT / CHOISIR
1 - ENGLISH
2 - FRANCAIS

b. When the "TERMINAL SETUP" screen displays, press the **1** key (**Communication**).

TERMINAL SETUP
1 - Communication
2 - Information
3 - Reboot PED
4 - Factory Defaults
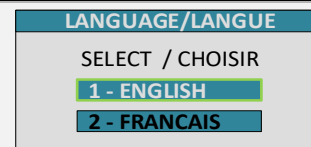
c. When the "COMMUNICATION" screen displays, press the **3** key (**Moneris Cloud**).
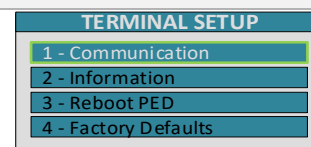
COMMUNICATION
SELECT
1 - PAYD Family
2 - POSPAD
3 - Moneris Cloud

d. When the "HOST ENV" screen displays, press the **1** key (**PRODUCTION**).
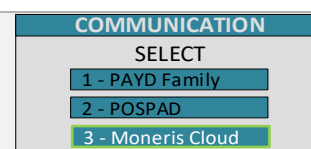
HOST ENV
SELECT
1 - PRODUCTION
2 - TEST
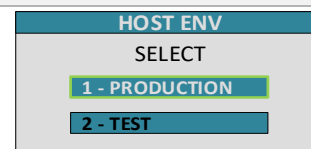
e. When the "WiFi" screen displays, determine how you want to make the e355 PIN Pad connect to the desired Wi-Fi network:

- To make the e355 PIN Pad scan for the Wi-Fi network SSID (name),
  go to step 3 (Scan for the desired network SSID) on page 15.

  Note: If the network is not broadcasting its SSID, you must manually key in all the network parameters yourself (see option below).

- To manually key in the Wi-Fi network SSID (name) yourself, go to step 4 (Manually enter all the Wi-Fi network parameters) on page 17.

WiFi
New   ▲▼   WiFi Scan

3 Scan for the desired network SSID

WiFi

a. On the "WiFi" screen, press the **3** key (**WiFi Scan**).

① New   ②▲▼④   WiFi Scan ③

WiFi Scan

b. When the "WiFi Scan" screen displays, wait while the e355 PIN Pad scans for available Wi-Fi networks.

Scanning for WiFi networks

WiFi Scan

[AA%] < Wi-Fi network SSID #1 >

[AA%] < Wi-Fi network SSID #2 >

[100%] < Your Wi-Fi network SSID >

②▲▼④
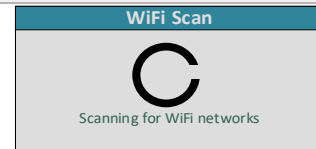
c. When a list of available network SSIDs displays, scroll to the network to which you want the e355 PIN Pad to connect (one or more networks may be listed), and press the green ⬤ key to select it.

*Note: To scroll up, press the **2** key; to scroll down, press the **5** key. If the desired Wi-Fi network is not listed, press the yellow ◀ key, and go back to step 3a of this procedure.*

< Your Wi-Fi network SSID >

SSID
< Your Wi-Fi Network SSID >
Protocol
   WPA2
Key Management
   AAAAAA
Pairwise cipher
   AAAAAA

②▲▼④   Add ③

d. When the screen showing details about the selected Wi-Fi network displays, press the **3** key (**Add**).

< Wi-Fi Password

✎+ Enter Password

No value entered

OK

e. When the "Wi-Fi Password" screen displays, key in the Wi-Fi network password, and press the green ⬤ key.

Note: The password is case sensitive. (For instructions about how to key in small/capital letters and special symbols, go to Keying in numbers, letters, and special characters: e355 PIN Pad on page 22.)

Configure Interface

In progress

f. When the "Configure Interface" screen displays, wait while the e355 PIN Pad applies the network settings.

Accepted

✓

Press OK to continue

OK

g. When the "Accepted" screen displays, press the green ⬤ key to continue.

.ıll   < Your Wi-Fi network SSID >   AA%

NO CONNECTION
TO THE CLOUD

h. When the "NO CONNECTION TO THE CLOUD" screen displays, wait while the e355 PIN Pad connects to the Moneris Cloud.

Note: It should take the e355 PIN Pad several seconds to progress to the next screen (see next).

i. When the "WELCOME/BONJOUR" screen displays, wait while the pairing token is generated (see next step).

< Your Wi-Fi network SSID >	AA%
WELCOME / BONJOUR	

j. When the "Pairing Token" screen displays (may take up to several seconds), pair the e355 PIN Pad with your Merchant Resource Center store (go to Pairing the e355 PIN Pad with your Merchant Resource Center store on page 19).

Note: *If you accidentally press a keypad button and the "WELCOME/BONJOUR" screen displays again, simply wait several seconds until the "Pairing Token" screen re-displays; then continue to the pairing procedure as instructed in this step.*

Pairing Token:
000000

`

4 Manually enter all the Wi-Fi network parameters

a.	On the "WiFi" screen, press the **1** key (**New**).	**WiFi** ① New ②▲▼③ WiFi Scan ③
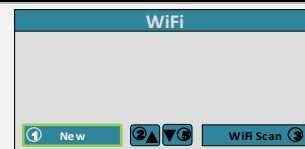
b. When the "View/Edit" screen displays, press the green ⬤ key (**SSID**).

View/Edit
SSID
Wi-Fi Password
②▲▼③ Save ③
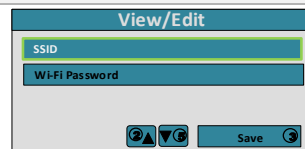
c. When the "SSID" screen displays, key in the SSID (name) of the Wi-Fi network to which you want the e355 PIN Pad to connect, and press the green ⬤ key (**OK**).

Note: The SSID is case sensitive. (For instructions about how to key in small/capital letters and special symbols, go to Keying in numbers, letters, and special characters: e355 PIN Pad on page 22.)

SSID
✎₊ SSID
No value entered
OK

d. When the "View/Edit" screen displays, scroll down to **Wi-Fi Password**, and press the green ⬤ key.

View/Edit
SSID
< Your Wi-Fi network SSID >
Wi-Fi Password
②▲▼③ Save

e. When the "Wi-Fi Password" screen displays, key in the Wi-Fi network password, and press the green ⬤ key.

Note: The password is case sensitive. (For instructions about how to key in small/capital letters and special symbols, go to Keying in numbers, letters, and special characters: e355 PIN Pad on page 22.)

Wi-Fi Password
✎₊ Enter Password
No value entered
OK

f. When the "View/Edit" screen displays, press the **3** key (**Save**).

View/Edit
SSID
< Your Wi-Fi network SSID >
Wi-Fi Password
②▲▼③ Save ③

g. When the "Configure Interface" screen displays, wait while the e355 PIN Pad applies the settings.

Configure Interface
⟳
In progress

h. When the "Accepted" screen displays, press the green ⬤ key.

Accepted
✓
Press OK to continue
OK

i. When the "NO CONNECTION TO THE CLOUD" screen displays, wait while the e355 PIN Pad connects to the Moneris Cloud.

Note: *It should take the e355 PIN Pad several seconds to progress to the next screen (see next step).*

< Your Wi-Fi network SSID > AA%
NO CONNECTION TO THE CLOUD

j. When the "WELCOME/BONJOUR" screen displays, wait while the pairing token is generated (see next step).

< Your Wi-Fi network SSID > AA%
WELCOME / BONJOUR

k. When the "Pairing Token" screen displays (may take up to several seconds), pair the e355 PIN Pad with your Merchant Resource Center store (go to Pairing the e355 PIN Pad with your Merchant Resource Center store on page 19).

Note: *If you accidentally press a keypad button and the "WELCOME/BONJOUR" screen displays again, simply wait several seconds until the "Pairing Token" screen re-displays; then continue to the pairing procedure as instructed in this step.*

Pairing Token: 000000

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Pairing the e355 PIN Pad with your Merchant Resource Center store

Now that you configured the e355 PIN Pad to connect to a Wi-Fi network and display the pairing token, follow the steps below to pair and initialize the e355 PIN Pad and make it ready to process transactions.

1 Log into your Merchant Resource Center store

a. Go to the Merchant Resource Center login page at https://www3.moneris.com/mpg/.

b. On the login page, enter your credentials in the login fields (**Username**, **Store ID**, and **Password**).

c. Click on the **Submit** button.

d. When you are logged in, go to step 2 (Pair and initialize the e355 PIN Pad) below.

2 Pair and initialize the e355 PIN Pad

a. On the Merchant Resource Center's menu bar, click on **Admin** > **Cloud Pairing**.

b. When the "Cloud Pairing" page displays, go to the "Pinpads" list and locate the terminal ID ("Device ID") of the e355 PIN Pad that you want to pair.

   Note: The terminal ID is an eight-digit number starting with "E1", which is also printed on a sticker affixed to the e355 PIN Pad.

c. Click on the **Pair** button corresponding to the terminal ID ("Device ID") of the e355 PIN Pad that you want to pair.

   Note: If your e355 PIN Pad's terminal ID ("Device ID") is not listed, contact Moneris.

d. When the "Pair device" area displays, enter the following information:

   - In the **Pairing Token** field, enter the token value that is displayed on the e355 PIN Pad screen.

   - In the **Name** field, enter the name identifier (e.g., "lane 1") that you want to assign to the e355 PIN Pad.

e. Click on the **Pair** button.

   Note: The "Processing: Device is initializing..." dialog box displays on the "Cloud Pairing" page during the pairing/initialization process.

f. When the e355 PIN Pad displays the "PLEASE WAIT" screen, wait while the e355 PIN Pad pairs and initializes.

> PLEASE WAIT

g. When the "Success: Device was successfully paired" dialog box displays on the "Cloud Pairing" page, click on the dialog's **Close** button.

   - If the "Error: null" dialog box displays, go to Merchant Resource Center error messages: e355 PIN Pad on page 44.

h. When the e355 PIN Pad displays the "WELCOME/BONJOUR" idle screen, go to the next step.

> < Your Wi-Fi network SSID >   AA%
>
> WELCOME / BONJOUR

i. On the "Cloud Pairing" page in the "Pinpads" area, confirm that the **Status** column of the newly paired e355 PIN Pad indicates the PIN Pad is a "Connected" device (the **Name**, **Serial**, **Last Pair Date**, and **Last Transaction** fields will also display data about the e355 PIN Pad).

*Note: The **Status** field will display "Connected" as long as the e355 PIN Pad can communicate with the Merchant Resource Center via the Moneris Cloud (e.g., if the paired e355 PIN Pad cannot communicate with the Merchant Resource Center because the Internet connection is broken, the **Status** field will indicate that the e355 PIN Pad is "Not Connected").*

j. Go to step 3 (Charge the e355 PIN Pad's battery to full capacity) on page 21.

3   Charge the e355 PIN Pad's battery to full capacity

a. Leave the USB charging cable plugged into the e355 PIN Pad and the external power source until the e355 PIN Pad's battery has reached optimum charge: at least 90%.

- If the USB charging cable is not connected to the e355 PIN Pad, please connect it now.

b. Note the following:

- It may take up to 3 hours to reach optimum charge depending on the battery's current charge status.

- The orange light above the micro-USB port blinks continuously while the battery is charging.

- The battery charge indicator displays in the top right corner of the "WELCOME/BONJOUR" screen.

- While the e355 PIN Pad is not in use, its backlight may dim and/or "Moneris BE PAYMENT READY" may display.

  Important! Use the USB charging cable provided to work with the e355 PIN Pad. Failure to do so may affect the operability of or cause damage to the e355 PIN Pad.

c. Once the battery reaches at least 90% charge, you may disconnect USB charging cable from the e355 PIN Pad.	.all ☐☐ < Your Wi-Fi network SSID > 90% ▌ **WELCOME / BONJOUR**
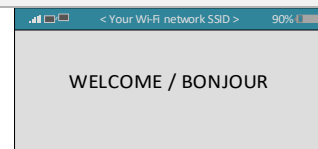
d. The e355 PIN Pad is now ready to be used to process transactions.

e. Go to <u>Ready to use the e355 PIN Pad?</u> on page 23.

Keying in numbers, letters, and special characters: e355 PIN Pad

Press the appropriate e355 PIN Pad keys to enter numbers, letters, and special symbols.

To key in the desired value in a data field:

1. Press the key that corresponds to the value that you want to enter (press the key repeatedly as necessary until the desired value is displayed in the field. Refer to the table below for the full list of corresponding values.)

2. Once a value is successfully entered, proceed to enter the next value.

   Note: *The SSID (network name) and password parameters are case sensitive (i.e., if your network SSID and password contain capital and small letters, you must enter capital and small letters in the data fields). To delete/correct the last entered value, press the yellow* **<** *key.*

Key	Enters this value
1	1, Q, Z, <period>, q, z
2	2, A, B, C, a, b, c
3	3, D, E, F, d, e, f
4	4, G, H, I, g, h, i
5	5, J, K, L, j, k, l
6	6, M, N, O, m, n, o
7	7, P, R, S, p, r, s
8	8, T, U, V, t, u, v
9	9, W, X, Y, w, x, y
0	0, *, #, <period>, -, <space>, +, <comma>, ', ", !, :, ;, @, =, &, /, \, %, $, (,), ^, _

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Ready to use the e355 PIN Pad?

Now that you have followed the preceding setup steps and successfully paired and initialized your e355 PIN Pad, you can now perform transactions with it.

1. Please review the following sections to learn about some e355 PIN Pad features and optional store settings:

   General guidelines and tips on how to use the e355 PIN Pad:

   - General guidelines, tips, and best practices: e355 PIN Pad (pages 24 to 25)

     - Status indicators on "WELCOME/BONJOUR" screen header: e355 PIN Pad (page 24)
     - (page 24)
     - Displaying Wi-Fi network status details: e355 PIN Pad (page 24)
     - Power management: e355 PIN Pad (page 25)
     - Card entry options: e355 PIN Pad (page 40)

   - How to perform debit/credit transactions with the e355 PIN Pad:

     - Purchase with debit/credit card (122)
     - Preauthorization with debit/credit card (140)
     - Void with debit/credit card (164)
     - Refund with debit/credit card (165)
     - Independent Refund with debit/credit card (168)

   Optional settings:

   - Changing the e355 PIN Pad's default display language (page 26)
   - Enabling/disabling tip prompting on the PIN Pad (page 344)
   - Setting Moneris Cloud-paired PIN Pad as default card entry device (page 323)
   - Setting a default Moneris Cloud-paired PIN Pad for your login session (page 324)

   Other Wi-Fi connection options

   - Editing the parameters of a stored Wi-Fi network profile: e355 PIN Pad (page 27)
   - Connecting the e355 PIN Pad to a different Wi-Fi network: creating new network profile (page 30)
   - Connecting the e355 PIN Pad to a different Wi-Fi network: reactivating a stored network profile (page 35)
   - Deleting a stored Wi-Fi network profile: e355 PIN Pad (page 36)

   Un-pairing / re-pairing options

   - Un-pairing the e355 PIN Pad from your store (page 38)
   - Re-pairing an initialized e355 PIN Pad (page 39)

General guidelines, tips, and best practices: e355 PIN Pad

Follow these basic guidelines when performing transactions with the e355 PIN Pad:

— Confirm the e355 PIN Pad is shown as a "connected" device on your store's **Admin** > **Cloud Pairing** page.

Note: The e355 PIN Pad device ID (terminal ID) is an eight-digit number starting with "E1", which is printed on a sticker affixed to the e355 PIN Pad.

— Stay within range of the Wi-Fi network to which you configured the e355 PIN Pad to connect.

— Do not use the e355 PIN Pad near strong sources of electromagnetic interference (see Sources of electromagnetic interference on page 45).

— To conserve battery charge, power off the e355 PIN Pad when it is not in use, or use the USB charging cable to connect the e355 PIN Pad to a powered USB port (e.g., on a computer).

Note: For power off/power on instructions, see Power management: e355 PIN Pad on page 25.

— Ensure the battery is charged to at least 25% capacity.

Status indicators on "WELCOME/BONJOUR" screen header: e355 PIN Pad

The e355 PIN Pad's communication and power indicators display in the header on the "WELCOME/BONJOUR" screen. If your e355 PIN Pad is paired and connecting to a Wi-Fi network, the header should look like the labelled image shown below:
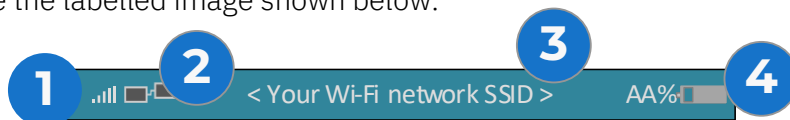
Note: This table describes the labelled screen header image shown above.

Label	Description
1	Wi-Fi signal strength indicator bars (up to five): indicates a Wi-Fi network connection is established.
2	Network connection icon: indicates a connection to the Moneris Cloud.
3	Wi-Fi SSID (name) of network to which the e355 PIN Pad is presently connected. Note: The network name and clock time (hh:mm) display alternately at brief intervals. For additional status information about the Wi-Fi network, see Displaying Wi-Fi network status details: e355 PIN Pad below.
4	Battery charge percentage and battery icon. (See also Charge indicator light: e355 on page 25).

Displaying Wi-Fi network status details: e355 PIN Pad

Follow the steps below to display Wi-Fi network status details (including IP address and mask address) when the e355 PIN Pad is configured to connect to a Wi-Fi network.

1. Ensure that the e355 PIN Pad is powered on ("WELCOME/BONJOUR" screen or "Moneris BE PAYMENT READY" screen should display).

2. Simultaneously press both the **4** key and the yellow ◄ key, and wait until the "WiFi" screen displays (see image on the right):

3. When you are finished, press the **3** key to return to the "WELCOME/BONJOUR" screen.
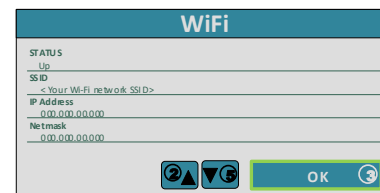
Power management: e355 PIN Pad

When the e355 PIN Pad is powered on but not in use, it will display the "Moneris BE PAYMENT READY" screen saver and/or go into power conservation mode regardless of whether it is connected to a power source. When the e355 PIN Pad is in power conservation mode, the screen backlight dims.

Note: If you do not intend to perform transactions for an extended period and the e355 PIN Pad is not connected to a power source, you can conserve battery charge by powering off the e355 PIN Pad (see Powering off the e355 PIN Pad below).

Powering off the e355 PIN Pad

1. Ensure the e355 PIN Pad is not connected to a power source (disconnect the USB charging cable if connected).

2. Press and hold down the red ▬✕▬ key until the e355 beeps and starts to shutdown/power off.

Powering on the e355 PIN Pad

 — With USB charging cable:
  Connect the USB charging cable to the e355 PIN Pad and a powered USB port (e.g., on a computer).
 — Without USB charging cable:
  Press and hold down the green ▬◯▬ key until the e355 PIN Pad starts to power on.

Charge indicator light: e355 PIN Pad

The charge indicator light is located near the micro-USB port on right side of e355 PIN Pad. The light changes colour depending on the charge status of the e355 PIN Pad as indicated in the table below.

Note: See also Status indicators on "WELCOME/BONJOUR" screen header: e355 PIN Pad on page 24.

Light colour		Description
Orange		Battery is charging (blinking light).
Green		Battery charge is moderate to high.
Yellow		Battery charge is moderate to low.
Red		Battery charge is critically low. Connect the e355 PIN Pad to power source.

Changing the e355 PIN Pad's default display language

Follow the steps below to change your e355 PIN Pad's default display language.

1 **Access the language configuration menu**

a. Start on the e355 PIN Pad's "WELCOME/BONJOUR" screen.

   Note: If a different screen is displayed and/or the screen is dim, press the red ⬛✕⬛ *key or the green* ⬛◯⬛ *key to return to the "WELCOME/BONJOUR" screen.*

b. Simultaneously press both the yellow ⬛<⬛ key and the **1** key.

c. When the "LANGUAGE/LANGUE" screen displays, select a default display language for the e355 PIN Pad:

   - To enable English as the default, press the **1** key (**ENGLISH**).

   - To enable French as the default, press the **2** key (**FRANCAIS**).

   > **LANGUAGE/LANGUE**
   > SELECT / CHOISIR
   > 1 - ENGLISH
   > 2 - FRANCAIS
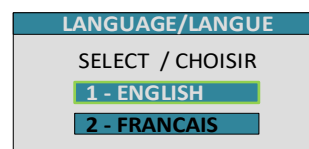
d. When the next screen displays in the selected language, the operation is complete.

e. Press the red ⬛✕⬛ key to return to the idle screen so that you can resume using the e355 PIN Pad to process transactions in the selected language.

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Other Wi-Fi connection options: e355 PIN Pad

Editing the parameters of a stored Wi-Fi network profile: e355 PIN Pad

If your paired e355 PIN Pad can no longer connect to a Wi-Fi network because one or more of the network parameters have changed (SSID and/or password), follow the steps below to edit the Wi-Fi network profile on the e355 PIN Pad so that it can re-connect to the network.

1 Access the Wi-Fi configuration functions

a. Start on the e355 PIN Pad's "WELCOME/BONJOUR" screen.

   Note: If a different screen is displayed and/or the screen is dim, press the red **×** *key or the green* **○** *key to return to the "WELCOME/BONJOUR" screen.*

b. Simultaneously press both the yellow **<** key and the **1** key.

c. When the "LANGUAGE/LANGUE" screen displays, select a default display language for the e355 PIN Pad:

   - To enable English as the default, press the **1** key (**ENGLISH**).

   - To enable French as the default, press the **2** key (**FRANCAIS**).

LANGUAGE/LANGUE
SELECT / CHOISIR
1 - ENGLISH
2 - FRANCAIS

d. When the "TERMINAL SETUP" screen displays, press the **1** key (**Communication**).

TERMINAL SETUP
1 - Communication
2 - Information
3 - Reboot PED
4 - Factory Defaults

e. When the "COMMUNICATION" screen displays, press the **3** key (**Moneris Cloud**).

COMMUNICATION
SELECT
1 - PAYD Family
2 - POSPAD
3 - Moneris Cloud

f. When the "HOST ENV" screen displays, press the **1** key (**PRODUCTION**).

HOST ENV
SELECT
1 - PRODUCTION
2 - TEST

g. When the "WiFi" screen displays, go to step 2 (Edit the Wi-Fi network profile parameters) on page 28.

WiFi
< Your Wi-Fi network SSID >
① New   ②▲▼⑥   WiFi Scan ③

2 **Edit the Wi-Fi network profile parameters**

a. On the "WiFi" screen, scroll down to the network profile that you want to edit, and press the green ⬭ key to select it.

WiFi
< Your Wi-Fi network SSID >
New   ▲▼   WiFi Scan

Note: To scroll up, press the 2 key; to scroll down, press the 5 key.

b. When the selected Wi-Fi network profile is open (the network SSID/name displays in the screen header), press the green ⬭ key (**View/Edit**).

< Your Wi-Fi network SSID >
View / Edit
Remove network
▲▼

c. When the "View/Edit" screen displays, press the green ⬭ key (**SSID**).

View/Edit
SSID
< Your Wi-Fi network SSID >
Wi-Fi Password
▲▼   Save
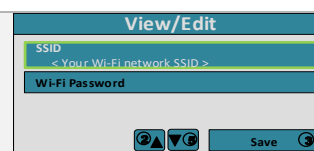
d. When the "SSID" screen displays, do one of the following:

- To edit the current SSID, press the yellow ◀ key until all the masked values are deleted, then key in the new SSID, and press the green ⬭ key.

<   SSID
✎ + SSID
****
OK

  Note: The SSID is case sensitive. (For instructions about how to key in small/capital letters and special symbols, go to Keying in numbers, letters, and special characters: e355 PIN Pad on page 22.)

- To continue without editing the current SSID, press the green ⬭ key.
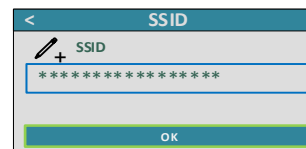
e. When the "View/Edit" screen displays, press the **5** key to scroll down to **Wi-Fi Password**, and press the green ⬭ key.

View/Edit
SSID
< Your Wi-Fi network SSID >
Wi-Fi Password
▲▼   Save
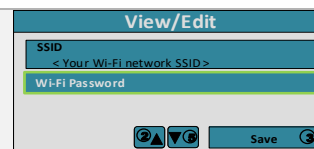
f. When the "Wi-Fi Password" screen displays, do one of the following:

- To edit the password, press the yellow ◀ key until all the masked values are deleted, then key in the new password, and press the green ⬭ key.

<   Wi-Fi Password
✎ + Enter Password
****
OK

  Note: The password is case sensitive. (For instructions about how to key in small/capital letters and special symbols, go Keying in numbers, letters, and special characters: e355 PIN Pad on page 22.)

- To continue without editing the current password, press the green ⬭ key.
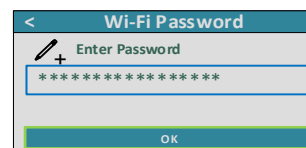
![Moneris logo]
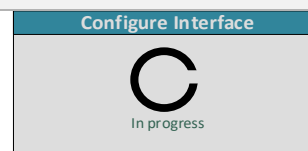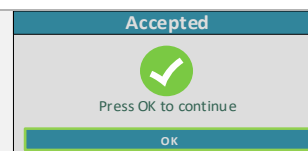
g.	When the "View/Edit" screen displays, press the **3** key (**Save**).	**View/Edit** < Your Wi-Fi network SSID > Active Wi-Fi Password ▲ ▼ Save
h.	When the "Configure Interface" screen displays, wait while the e355 PIN Pad applies the new network profile settings.	**Configure Interface** In progress
i.	When the "Accepted" screen displays, press the green ⬤ key to continue.	**Accepted** ✓ Press OK to continue OK
j.	When the screen that shows the selected Wi-Fi network's SSID (name) in the header displays, press the red ✕ key.	**< Your Wi-Fi network SSID >** View / Edit Remove network ▲ ▼
k.	When the "NO CONNECTION TO THE CLOUD" screen displays, wait while the e355 PIN Pad connects to the Moneris Cloud. *Note: It may take the e355 PIN Pad up to a minute to progress to the next screen (see next).*	< Your Wi-Fi network SSID > AA% NO CONNECTION TO THE CLOUD
l.	When the "WELCOME/BONJOUR" screen displays, confirm the status of the e355 PIN Pad (see <u>Status indicators on "WELCOME/BONJOUR" screen header: e355 PIN Pad</u> on page 24). *Note: If all the status indicators are positive, the operation is complete (the e355 PIN Pad is ready for use).*	< Your Wi-Fi network SSID > AA% WELCOME / BONJOUR

![Moneris logo]
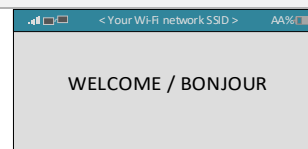
Connecting the e355 PIN Pad to a different Wi-Fi network: creating new network profile

If you want your paired e355 PIN Pad to connect to a Wi-Fi network to which you have not previously configured the e355 PIN Pad to connect, follow the steps below to create a new Wi-Fi network profile.

1 Access the Wi-Fi functions on the e355 PIN Pad

a. Start on the e355 PIN Pad's "WELCOME/BONJOUR" screen.

   Note: If a different screen is displayed and/or the screen is dim, press the red ![red key] *key or the green* ![green key] *key to return to the "WELCOME/BONJOUR" screen.*

b. Simultaneously press both the yellow ![yellow key] key and the **1** key.

c. When the "LANGUAGE/LANGUE" screen displays, select a default display language for the e355 PIN Pad:

   ▪ To enable English as the default, press the **1** key (**ENGLISH**).

   ▪ To enable French as the default, press the **2** key (**FRANCAIS**).

LANGUAGE/LANGUE
SELECT / CHOISIR
1 - ENGLISH
2 - FRANCAIS

d. When the "TERMINAL SETUP" screen displays, press the **1** key (**Communication**).

TERMINAL SETUP
1 - Communication
2 - Information
3 - Reboot PED
4 - Factory Defaults

e. When the "COMMUNICATION" screen displays, press the **3** key (**Moneris Cloud**).

COMMUNICATION
SELECT
1 - PAYD Family
2 - POSPAD
3 - Moneris Cloud

f. When the "HOST ENV" screen displays, press the **1** key (**PRODUCTION**).

HOST ENV
SELECT
1 - PRODUCTION
2 - TEST

g. When the "WiFi" screen displays, determine how you want to make the e355 PIN Pad connect to the desired Wi-Fi network:

   Note: One or more stored Wi-Fi network profiles may be listed on your screen.

   ▪ To make the e355 PIN Pad scan for the Wi-Fi network SSID, go to step 2 (Scan for the desired network SSID) on page 31.

      Note: If the network is not broadcasting its SSID, you must manually key in all the network parameters yourself (see option below).

   ▪ To manually key in the Wi-Fi network's SSID yourself, go to step 3 (Manually enter all the Wi-Fi network profile parameters) on page 33.

WiFi
< Your Wi-Fi network SSID >
New   WiFi Scan

2 Scan for the desired network SSID

a. On the "WiFi" screen, press the **3** key (**WiFi Scan**).

   Note: *One or more stored Wi-Fi network profiles may be listed on your screen.*

   > **WiFi**
   > < Your Wi-Fi network SSID >
   > ① New   ②▲▼⑤   WiFi Scan ③

b. When the "WiFi Scan" screen displays, wait while the e355 PIN Pad scans for available Wi-Fi networks.

   > **WiFi Scan**
   > ⟳
   > Scanning for WiFi networks

c. When a list of available network SSIDs displays, scroll to the network to which you want the e355 PIN Pad to connect (one ore more networks may be listed), and press the green ⬤ key to select it.

   Note: *To scroll up, press the **2** key; to scroll down, press the **5** key. If the desired Wi-Fi network is not listed, press the yellow ◀ key, and go back to step 2a of this procedure.*

   > **WiFi Scan**
   > [AA%] < Wi-Fi network SSID #1 >
   > [AA%] < Wi-Fi network SSID #2 >
   > [100%] < Your Wi-Fi network SSID >
   > ②▲▼⑤

d. When the screen showing details about the selected Wi-Fi network displays, press the **3** key (**Add**).

   > **< Your Wi-Fi network SSID >**
   > SSID
   > < Your Wi-Fi Network SSID >
   > Protocol
   > WPA2
   > Key Management
   > AAAAAA
   > Pairwise cipher
   > AAAAAA
   > ②▲▼⑤   Add ③

e. When the "Wi-Fi Password" screen displays, key in the Wi-Fi network password, and press the green ⬤ key.

   Note: *The password is case sensitive. (For instructions about how to key in small/capital letters and special symbols, go to Keying in numbers, letters, and special characters: e355 PIN Pad on page 22.)*

   > ◀ **Wi-Fi Password**
   > ✎+ Enter Password
   > No value entered
   > OK

f. When the "Configure Interface" screen displays, wait while the e355 PIN Pad applies the network settings.

   > **Configure Interface**
   > ⟳
   > In progress

g. When the "Accepted" screen displays, press the green ⬤ key to continue.

   > **Accepted**
   > ✓
   > Press OK to continue
   > OK

h. When the "NO CONNECTION TO THE CLOUD" screen displays, wait while the e355 PIN Pad connects to the Moneris Cloud.

.ıl	< Your Wi-Fi network SSID >	AA%▭
	NO CONNECTION TO THE CLOUD	

   Note: *It may take the e355 PIN Pad up to a minute to progress to the next screen (see next).*

i. When the "WELCOME/BONJOUR" screen displays, confirm the status of the e355 PIN Pad (see Status indicators on "WELCOME/BONJOUR" screen header: e355 PIN Pad on page 24).

.ıl □▭	< Your Wi-Fi network SSID >	AA%▭
	WELCOME / BONJOUR	

   Note: *If all the status indicators are positive, the operation is complete (the e355 PIN Pad is ready for use).*

3 **Manually enter all the Wi-Fi network profile parameters**

a. On the "WiFi" screen, press the **1** key (**New**).

    Note: One or more stored Wi-Fi network profiles may be listed on your screen.

> **WiFi**
> < Your Wi-Fi network SSID >
> New   WiFi Scan

b. When the "View/Edit" screen displays, press the green ⬤ key (**SSID**).

> **View/Edit**
> SSID
> Wi-Fi Password
> Save

c. When the "SSID" screen displays, key in the SSID (name) of the Wi-Fi network to which you want the e355 PIN Pad to connect, and press the green ⬤ key.

    Note: The SSID is case sensitive. (For instructions about how to key in small/capital letters and special symbols, go to Keying in numbers, letters, and special characters: e355 PIN Pad on page 22.)

> **SSID**
> SSID
> No value entered
> OK

d. When the "View/Edit" screen displays, scroll down to **Wi-Fi Password**, and press the green ⬤ key.

> **View/Edit**
> SSID
> < Your Wi-Fi network SSID >
> Wi-Fi Password
> Save

e. When the "Wi-Fi Password" screen displays, key in the Wi-Fi network password, and press the green ⬤ key.

    Note: The password is case sensitive. (For instructions about how to key in small/capital letters and special symbols, go to Keying in numbers, letters, and special characters: e355 PIN Pad on page 22.)

> **Wi-Fi Password**
> Enter Password
> No value entered
> OK

f. When the "View/Edit" screen displays, press the **3** key (**Save**).

> **View/Edit**
> SSID
> < Your Wi-Fi network SSID >
> Wi-Fi Password
> Save

g. When the "Configure Interface" screen displays, wait while the e355 PIN Pad applies the settings.

> **Configure Interface**
> In progress

h. When the "Accepted" screen displays, press the green ⬤ key to continue.

> **Accepted**
> Press OK to continue
> OK

---

i. When the "NO CONNECTION TO THE CLOUD" screen displays, wait while the e355 PIN Pad connects to the Moneris Cloud.

Note: *It may take the e355 PIN Pad up to a minute to progress to the next screen (see next).*

	< Your Wi-Fi network SSID >	AA%
	NO CONNECTION TO THE CLOUD	

j. When the "WELCOME/BONJOUR" screen displays, confirm the status of the e355 PIN Pad (see Status indicators on "WELCOME/BONJOUR" screen header: e355 PIN Pad on page 24).

Note: *If all the status indicators are positive, the operation is complete (the e355 PIN Pad is ready for use).*

	< Your Wi-Fi network SSID >	AA%
	WELCOME / BONJOUR	

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Connecting the e355 PIN Pad to a different Wi-Fi network: reactivating a stored network profile

If your e355 PIN Pad has two or more Wi-Fi network profiles stored in memory, follow the steps below to reactivate a profile and make the e355 PIN Pad re-connect to the desired Wi-Fi network.

Important! Before you attempt to perform this procedure, ensure the desired Wi-Fi network is functional and you are operating the e355 PIN Pad within the range of the network.

1 Reactivate a stored Wi-Fi network profile and connect

a. Start on the e355 PIN Pad's "WELCOME/BONJOUR" screen.

   Note: If a different screen is displayed and/or the screen is dim, press the red ✕ *key or the green* ⬤ *key to return to the "WELCOME/BONJOUR" screen.*

b. Simultaneously press both the yellow ◀ key and the **5** key.

c. When the "ECR CONNECTION" screen displays, press the **1** key (**WiFi**).
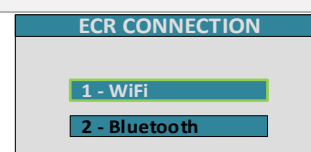
d. When the "Activate network" screen displays, scroll to the Wi-Fi network to which you want the e355 PIN Pad to reconnect, and press the green ⬤ key to select it.

   Note: To scroll up, press the 2 key; to scroll down, press the 5 key.

e. When the "Configure Interface" screen displays, wait while the e355 PIN Pad applies the new network profile settings.
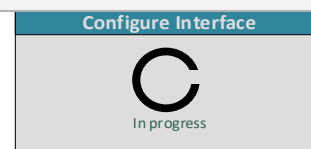
f. When the "NO CONNECTION TO THE CLOUD" screen displays, wait while the e355 PIN Pad connects to the Moneris Cloud.

   Note: It may take the e355 PIN Pad up to a minute to progress to the next screen (see next).

g. When the "WELCOME/BONJOUR" screen displays, confirm the status of the e355 PIN Pad (see Status indicators on "WELCOME/BONJOUR" screen header: e355 PIN Pad on page 24).

   Note: If all the status indicators are positive, the operation is complete (the e355 PIN Pad is ready for use).
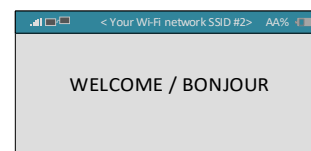
Deleting a stored Wi-Fi network profile: e355 PIN Pad

If you want to prevent your paired e355 PIN Pad from re-connecting to a Wi-Fi network, follow the steps below to delete the corresponding stored network profile from the e355 PIN Pad memory.

Important! Do not attempt to delete a network profile if it is presently set as the "active" profile and/or it is the only profile stored in the e355 PIN Pad memory. If there is more than one profile stored in memory, you must first configure one of them to be the "active" profile before proceeding to delete the undesired profile (for instructions on how to reactivate a stored profile go to Connecting the e355 PIN Pad to a different Wi-Fi network: reactivating a stored network profile on page 35). Otherwise, if there is presently only one active profile stored in memory, you must first create a new profile before proceeding to delete the undesired profile (for instructions on how to create a new profile, go to Connecting the e355 PIN Pad to a different Wi-Fi network: creating new network profile on page 30).
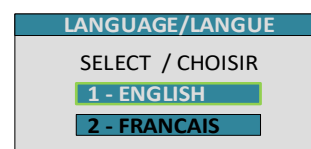
1   Access the Wi-Fi configuration functions

a. Start on the e355 PIN Pad's "WELCOME/BONJOUR" screen.

   Note: If a different screen is displayed and/or the screen is dim, press the red ![red key] *key or the green* ![green key] *key to return to the "WELCOME/BONJOUR" screen.*
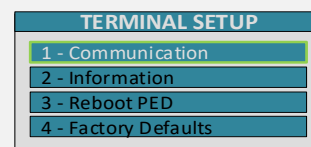
b. Simultaneously press both the yellow ![yellow key] key and the **1** key.

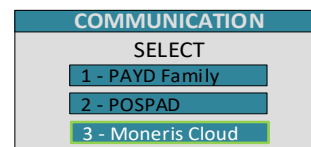c. When the "LANGUAGE/LANGUE" screen displays, select a default display language for the e355 PIN Pad:

   - To enable English as the default, press the **1** key (**ENGLISH**).

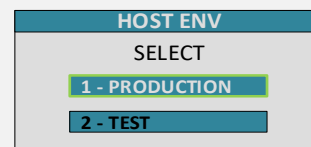   - To enable French as the default, press the **2** key (**FRANCAIS**).

LANGUAGE/LANGUE
SELECT / CHOISIR
1 - ENGLISH
2 - FRANCAIS

d. When the "TERMINAL SETUP" screen displays, press the **1** key (**Communication**).

TERMINAL SETUP
1 - Communication
2 - Information
3 - Reboot PED
4 - Factory Defaults

e. When the "COMMUNICATION" screen displays, press the **3** key (**Moneris Cloud**).

COMMUNICATION
SELECT
1 - PAYD Family
2 - POSPAD
3 - Moneris Cloud

f. When the "HOST ENV" screen displays, press the **1** key (**PRODUCTION**).

HOST ENV
SELECT
1 - PRODUCTION
2 - TEST

g. When the "WiFi" screen displays, go to step 2 (Delete the undesired Wi-Fi network profile) on page 37.

WiFi
< Your Wi-Fi network SSID #1 >
< Your Wi-Fi network SSID #2 >
New   WiFi Scan

2 Delete the undesired Wi-Fi network profile

WiFi

< Your Wi-Fi network SSID #1 >

< Your Wi-Fi network SSID #2 >

New   WiFi Scan
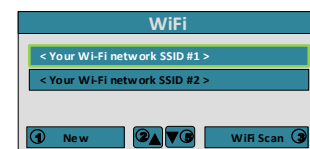
a. On the "WiFi" screen, scroll to the network profile that you want to delete, and press the green ⬤ key to select it.

*Note: To scroll up, press the **2** key; to scroll down, press the **5** key.*

< Your Wi-Fi network SSID #2 >

View / Edit
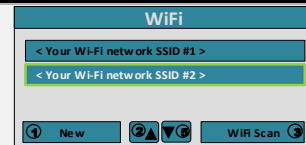
Remove network

b. When the selected Wi-Fi network profile is open (the network SSID/name displays in the screen header), scroll down to **Remove network**, and press the green ⬤ key.

*Note: To scroll down, press the **5** key.*

Removing

Removing network

c. When the "Removing" screen displays, wait while the e355 PIN Pad deletes the undesired network profile from memory.
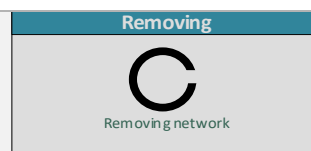
WiFi

< Your Wi-Fi network SSID #1 >

New   WiFi Scan

d. When the "WiFi" screen displays, press the red ✖ key.

< Your Wi-Fi network SSID #1 >   AA%

NO CONNECTION
TO THE CLOUD

e. When the "NO CONNECTION TO THE CLOUD" screen displays, wait while the e355 PIN Pad connects to the Moneris Cloud.

Note: It may take the e355 PIN Pad up to a minute to progress to the next screen (see next).

< Your Wi-Fi network SSID #1 >   AA%

WELCOME / BONJOUR

f. When the "WELCOME/BONJOUR" screen displays, confirm the status of the e355 PIN Pad (see Status indicators on "WELCOME/BONJOUR" screen header: e355 PIN Pad on page 24).

Note: If all the status indicators are positive, the operation is complete (the e355 PIN Pad is ready for use).
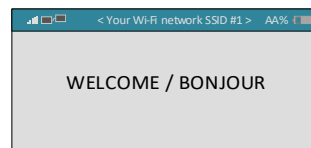
Un-pairing / re-pairing options: e355 PIN Pad

Un-pairing the e355 PIN Pad from your store

Follow the steps below if you want to un-pair an e355 PIN Pad from your store.

1   Un-pair the e355 PIN Pad

a. Ensure that the e355 PIN Pad that you want to un-pair is powered on connected to a Wi-Fi network (the Internet).

b. Log into your Merchant Resource Center store (see page 116).

c. On the menu bar, click on **Admin** > **Cloud Pairing**.

d. On the "Cloud Pairing" page, go to the "Pinpads" list and locate the terminal ID ("Device ID") of the e355 PIN Pad that you want to un-pair.

   Note: The terminal ID is an eight-digit number starting with "E1", which is also printed on a sticker affixed to the e355 PIN Pad.

e. Locate the corresponding **Status** field, and confirm that it indicates the e355 PIN Pad is "Connected".

f. Click on the corresponding **Unpair** button.

g. When the "Processing: Unpairing Terminal" dialog box displays on the "Cloud Pairing" page, wait.

h. When the "Cloud Pairing" page refreshes, refer to the "Pinpads" list and confirm that the newly un-paired e355 PIN Pad's **Name**, **Serial**, **Last Pair Date**, **Last Transaction** and **Status** fields are unfilled (blank).

i. When the e355 PIN Pad's "Pairing Token" screen displays, the operation is complete.

   Note: The token is displayed because the e355 PIN Pad is no longer paired and cannot be used to process transactions until it is paired with your store again. (For instructions on how to pair an initialized e355 PIN Pad, go to <u>Re-pairing an initialized e355 PIN Pad</u> on page 39).

Pairing Token:
000000

Re-pairing an initialized e355 PIN Pad

Follow the steps below to pair an e355 PIN Pad that has been previously paired with your store.

Note: *For instructions on how to pair a new e355 PIN Pad (i.e., a PIN Pad that has never been configured and paired), go to Moneris e355 PIN Pad: before you get started on page 11.*

1   Confirm that the e355 PIN Pad is connected to a Wi-Fi network

a. Power on the e355 PIN Pad.

Pairing Token:
000000

b. When the "Pairing Token" screen displays, press the red ✕ key.

c. When the "WELCOME/BONJOUR" screen displays, confirm the e355 PIN Pad's connection status (see Status indicators on "WELCOME/BONJOUR" screen header: e355 PIN Pad on page 24).

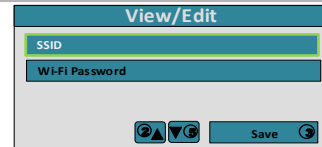   *Note:*   *If all status indicators are positive, the e355 PIN Pad is ready for use.*

- If the "UNABLE TO CONNECT TO WIFI NETWORK PRESS OK TO CONNECT" screen displays, see Troubleshooting: e355 PIN Pad on page 42.

    < Your Wi-Fi network SSID >   AA%

    WELCOME / BONJOUR

d. Wait for the "Pairing Token" screen to display again (may take up to several seconds), and then pair the e355 PIN Pad with your Merchant Resource Center store (go to Pairing the e355 PIN Pad with your Merchant Resource Center store on page 19).

    Pairing Token:
    000000

    Note: *If you accidentally press a keypad button and the "WELCOME/BONJOUR" screen displays again, simply wait several seconds until the "Pairing Token" screen re-displays; then continue to the pairing procedure as instructed in this step.*

Card entry options: e355 PIN Pad

Insert (chip cards): e355 PIN Pad

1. Wait for the e355 PIN Pad to display "INSERT/TAP/SWIPE" or "INSERT/SWIPE".

2. The cardholder inserts their card into the e355 PIN Pad's chip reader.

   Note: Unless the e355 PIN Pad prompts otherwise, the card should not be swiped even if it has a magnetic stripe.

3. The cardholder may be prompted to enter data, including a PIN.

4. The cardholder leaves the chip card inserted until "REMOVE CARD" displays on the e355 PIN Pad.

Wave/Tap (Contactless cards): e355 PIN Pad

1. Wait for the e355 PIN Pad to display "INSERT/TAP/SWIPE".

2. The cardholder taps/waves their contactless card[1] over the e355 PIN Pad's display screen:

   - The e355 PIN Pad's battery charge level must be at least 11% or the contactless reader will not read the card.
   - Only Purchases and Refunds can be performed as contactless transactions.
   - The cardholder will not be prompted for a PIN.
   - The transaction amount must be equal to or less than the card's maximum Contactless Dollar Value (see below).

3. The e355 PIN Pad beeps and four green lights flash when the contactless reader is reading the card data.

Maximum Contactless Dollar Value (CDV)

— To determine the maximum CDV for a card type, contact Moneris.

— If a card is tapped for an amount that exceeds its maximum CDV, the e355 PIN Pad will display "TAP NOT ACCEPTED".

Tips for proper card tap/wave

— The card must be within 0.5 in. (1.3 cm) of the e355 PIN Pad's display screen but it does not have to touch it.

— The card must be tapped or waved by itself. It should not be waved while in a wallet with other cards.

---

[1] In this manual, the term "contactless card" refers to a contactless-enabled card (supported brands include Visa®, Mastercard®, American Express®, Discover®, and *Interac*®) or other items such as a key fob, mobile tag, or mobile device (e.g., a smartphone, tablet, or smartwatch; the cardholder is responsible for any related software on their mobile device including downloading any required apps and loading their card information into their digital wallet).

Swipe (magnetic stripe cards): e355 PIN Pad

Note: *If the card has a chip, it must be inserted (see page 40).*

1. Wait for the e355 PIN Pad to display "INSERT/TAP/SWIPE" or "INSERT/SWIPE".

2. You or the cardholder swipes their card on the e355 PIN Pad's magnetic stripe reader.

   Note: *If the card is a credit card, you should swipe the card.*

   ▪ If the card is a debit card, the cardholder will be prompted to enter a PIN.

   Tip for proper card swipe:

   Hold the e355 PIN Pad with one hand, and swipe the card in the magnetic stripe reader with the other hand (this will prevent the e355 PIN Pad's internal contactless reader from inadvertently reading the card data as a contactless transaction).

Manual card entry: e355 PIN Pad

If all available card entry methods fail, you may manually enter the card number for credit cards and some chip debit cards.

1. Initiate the debit/credit transaction (e.g., **Terminal** > **Purchase**).

2. As the payment method, select **Debit/Credit - Cloud**.

3. Checkmark the **Enable manual card input** box.

Troubleshooting: e355 PIN Pad

e355 PIN Pad error messages

Error message	Solution

.ıll   < Your Wi-Fi network SSID >   AA%
 	
NO CONNECTION
TO THE CLOUD
	The e355 PIN Pad cannot connect to the Moneris Cloud.
	
	1. Confirm that your Internet service is available and your Wi-Fi network is connected to the Internet.
	
	   Note: If everything is working correctly, the header on your "WELCOME/BONJOUR" screen should look like the one shown in <u>Status indicators on "WELCOME/BONJOUR" screen header: e355 PIN Pad</u> (page 15).
	
	2. If the error persists, try connecting the e355 PIN Pad to a different Wi-Fi network (see <u>Other Wi-Fi connection options: e355 PIN Pad</u>, pages 27 to 36).
	
	   Note: If you need to perform a Purchase or Pre-Authorization right away, try capturing the card data using keyed entry (without a PIN Pad) or a dedicated magnetic stripe reader.
	
	3. If the error persists, please contact Moneris.

hh:mm AM/PM   AA%
 	
UNABLE TO CONNECT
TO WIFI NETWORK
PRESS OK
TO CONNECT
	The e355 PIN Pad cannot re-establish a connection to the Wi-Fi network.
	
	1. 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.
	
	2. Ensure you are operating the e355 PIN Pad within range of the Wi-Fi network to which it is configured to connect, and then press the green ⬤⬭ key.
	
	3. Confirm that the Wi-Fi network connection is re-established (see <u>Status indicators on "WELCOME/BONJOUR" screen header: e355 PIN Pad</u> on page 24).
	
	4. If the error persists, it may be because the Wi-Fi network's parameters (SSID and/or password) have changed and/or the Wi-Fi network is no longer functioning:
	
	   a. If you want the e355 PIN Pad to re-connect to a Wi-Fi network but one or more of the network parameters have changed, edit the corresponding Wi-Fi network profile stored in memory (go to <u>Editing the parameters of a stored Wi-Fi network profile: e355 PIN Pad</u> on page 27).
	
	   b. If you need to make the e355 PIN Pad connect to a different Wi-Fi network and it has never connected to that network before, create a new Wi-Fi network profile (go to <u>Connecting the e355 PIN Pad to a different Wi-Fi network: creating new network profile</u> on page 30).
	
	   c. If you need to make the e355 PIN Pad re-connect to a previous Wi-Fi network and the e355 PIN Pad presently has the network's profile

Error message	Solution
	stored in memory, reactivate the profile (go to <u>Connecting the e355 PIN Pad to a different Wi-Fi network: reactivating a stored network profile</u> on page 35).

Merchant Resource Center error messages: e355 PIN Pad

Error message	Solution
Error: null	The Merchant Resource Center cannot detect the e355 PIN Pad. 1. Click on the **Close** button to close the "Error: null" dialog box. 2. Try pairing/initializing again (repeat step 2 on page 19).

Sources of electromagnetic interference

Listed below are some common sources of electromagnetic interference that may impair the operability of the e355 PIN Pad:

- Motors and compressors
- Computer screens and televisions
- Radio transmitters and other wireless devices operating at 2.4GHz (e.g., Wi-Fi devices, wireless routers, cordless phone bases, etc.) - at least 2 m (6.5 feet) away
- Microwave ovens - at least 3 m (10 feet) away
- Anti-theft barriers, etc.
- Elevator shafts
- Cash registers
- Blenders and food processors
- Air conditioning units, ventilation fans
- Large, metal, horizontal or vertical surfaces (e.g., appliances, metallic blind or countertops, etc.)

Setting up your P400 PIN pad

In this section, we go over everything you need to know to set up your Moneris P400 PIN Pad.

Moneris P400 PIN Pad: before you get started

The Moneris P400 PIN Pad can be used to process card-present transactions from your Merchant Resource Center store. Refer to one of the following sections per your requirements:

— To set up a new P400 PIN Pad to work with your Merchant Resource Center store for the first time, go to Confirming your P400 PIN Pad's setup requirements on page 48.

— For information about how to use a P400 PIN Pad that is already set up (i.e., paired and initialized) and ready to process transactions, go to Ready to use the P400 PIN Pad? on page 60.

— For information about how to change the settings (e.g., Ethernet IP, language, etc.) on a P400 PIN Pad that has already been initialized, go to Ready to use the P400 PIN Pad? on page 60.

This table describes the labelled P400 PIN Pad image on the right.

Label	Description
1	**Alpha-numeric keys**
2	**Cancel key** [X] (red) — Clear message displayed on the P400 PIN Pad. — Cancel the transaction.
3	**Correct key** [<] (yellow) ▪ Clear data entered on the P400 PIN Pad.
4	**OK / Enter key** [O] (green) — Submit data or acknowledge a message on the P400 PIN Pad.
5	**Chip Reader** (slot at the bottom of the P400 PIN Pad) ▪ See page 77.
6	**Magnetic Stripe Reader** (slot along the side of the right side of the P400 PIN Pad) ▪ See page 77.
7	**Display Screen/Contactless Reader** — "Moneris" idle screen displays when the P400 PIN Pad is idle. — Four lights flash: The reader is capturing card data (see page 78).

Confirming your P400 PIN Pad's setup requirements

1. Please confirm that you received the following hardware from Moneris:

P400 PIN PAD |

PIN PAD DONGLE CABLE[2] |
|

ETHERNET CABLE |

POWER ADAPTOR CABLE |

2. Ensure that you have the following elements:

   - Merchant Resource Center login credentials (username, store ID, and password).
   - Full admin permissions for your Merchant Resource Center user account.
   - Computer or mobile device (to access the Merchant Resource Center).

     Note: If you want to access the Merchant Resource Center via computer/PC, you must use an up-to-date Web browser (any browser) with cookies enabled.

   - Wired hi-speed Internet access point (e.g., a router/switch/hub/internal wiring – whatever is applicable to the high-speed Internet service at your specific location), to which you will connect the P400 PIN Pad.

---

[2] This dongle cable is connected to the P400 PIN Pad prior to shipment.

Note: *If your LAN has firewall restrictions on IP traffic to the Internet, ensure that the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the P400 PIN Pad to communicate with Moneris (**https://ipterm.moneris.com**).*

3. Do one of the following:

   - If you have all the required hardware and elements, go to <u>Hardware setup: P400 PIN Pad</u> on page 50.

   - If any of the above required hardware and/or elements are missing, contact us at **1-866-319-7450**, or email <u>onlinepayments@moneris.com</u>.

Moneris

Hardware setup: P400 PIN Pad

Follow these instructions to set up the P400 PIN Pad to pair with your Merchant Resource Center store via the Moneris Cloud.

1 Connect the P400 PIN Pad to your Ethernet network

a. Plug the Ethernet cable into the PIN Pad dongle's Ethernet port, labelled as "**ETH**" on the dongle.

ETHERNET CABLE
ETHERNET PORT
DONGLE
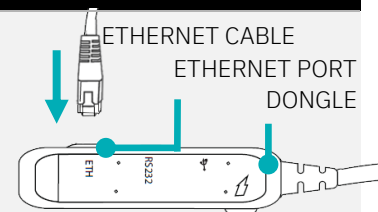
b. Plug the other end of the Ethernet cable into your wired hi-speed Internet access point (e.g., a router/switch/hub/internal wiring – whatever is applicable to the high-speed Internet service at your specific location).

   *Note: If your LAN has firewall restrictions on IP traffic to the Internet, ensure that the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the P400 PIN Pad to communicate with Moneris (**https://ipterm.moneris.com**).*

TO WIRED HI-SPEED INTERNET ACCESS POINT (e.g., a ROUTER)
ETHERNET CABLE
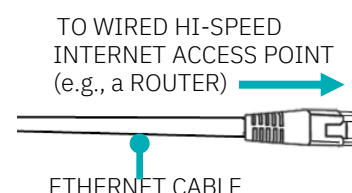
c. Plug the power adaptor cable connector into the PIN Pad dongle's power port, labelled as "⚡" (lightning bolt symbol) on the dongle.

DONGLE
POWER PORT
POWER ADAPTOR CABLE CONNECTOR
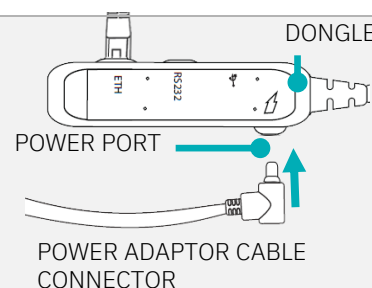
d. Plug the power adaptor cable into a working power outlet.

e. When the P400 PIN Pad starts to power on, go to the next step.

   Note: During its power on cycle, the P400 PIN Pad displays a series of authentication screens (this takes approximately 30 seconds).

POWER ADAPTOR CABLE
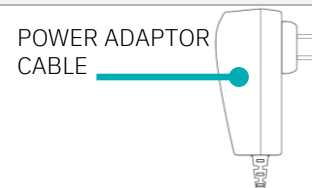
f. When the "Which language would you like to use?" screen displays, go to step 2 (Configure the P400 PIN Pad to connect to the Moneris Cloud) on page 51.
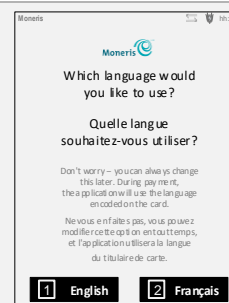
2 Configure the P400 PIN Pad to connect to the Moneris Cloud

a. On the "Which language would you like to use?" screen, select a default display language for the P400 PIN Pad:

  - To select English, tap **English**.
  - To select French, tap **Français**.
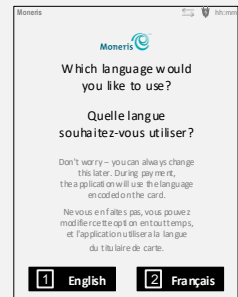
b. When the "Let's set up the communication settings" screen displays, go to the "Integration mode" parameter, and tap **Select integration mode**.

c. In the expanded "Integration Mode" drop-down, tap **Moneris Cloud**.
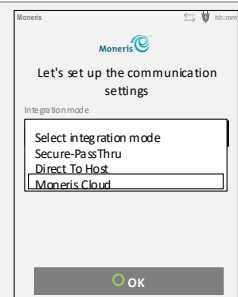
d. Go to the "Host Environment" parameter, and tap **Select host environment**.
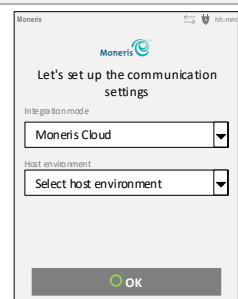
e. In the expanded "Host environment" drop-down, tap **Production**.
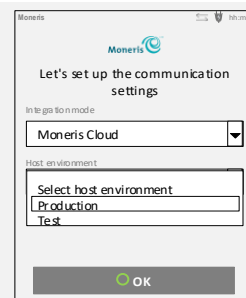
f. Go to the "ECR Connection" parameter, and tap **Select ECR connection**.
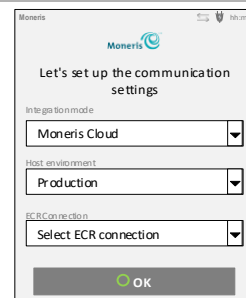
g. In the expanded "ECR Connection" drop-down, tap **LAN**.
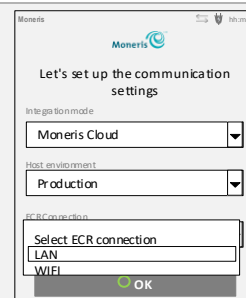
h. Determine whether the P400 PIN Pad should use dynamic IP or static IP to connect to the Moneris Cloud.

    Note: The P400 PIN Pad is set to use dynamic IP by default.

    ▪ To use dynamic IP, go to Using dynamic IP: P400 PIN Pad on page 53.

    ▪ To use static IP, go to Using static IP: P400 PIN Pad on page 54.
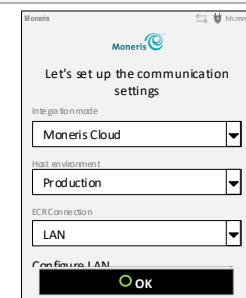
Using dynamic IP: P400 PIN Pad

Now that you have set up the P400 PIN Pad hardware and enabled the basic settings, follow the steps below to enable the P400 to use dynamic IP to connect to the Moneris Cloud.

1 **Enable the P400 PIN Pad to use dynamic IP**

a. On the "Let's set up the communication settings" screen, tap **OK**.

    Note: *Dynamic IP is enabled by default; therefore, you do not have to configure any dynamic IP parameters.*
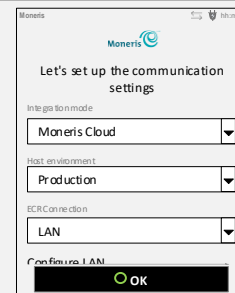
b. Wait for the "Pairing Token" screen to display (may take up to several seconds), and then pair the P400 PIN Pad with your Merchant Resource Center store (go to Pairing the P400 PIN Pad with your Merchant Resource Center store on page 58).

    Note: *If you accidentally press a keypad button and the "Moneris" idle screen displays, simply wait several seconds until the "Pairing Token" screen re-displays; then continue to the pairing procedure as instructed in this step.*

- If the "Pairing Token" screen does not display, go to Pairing token issues: P400 PIN Pad on page 80.

Using static IP: P400 PIN Pad

Now that you have set up the P400 PIN Pad hardware and enabled its basic settings, follow the steps below to configure the P400 to use static IP to connect to the Moneris Cloud.

1 **Configure the P400 PIN Pad to use static IP**

a. On the "Let's set up the communication settings" screen, scroll down to the bottom of the screen, and tap **Configure LAN**.

Note: To scroll down, press your finger on the on-screen "Moneris" logo and slide upwards.

b. When the "Let's set up the LAN settings" screen displays, go to the "IP Address Type" parameter, and tap **Dynamic IP**.

c. In the expanded "IP Address Type" drop-down, tap **Static IP**.

d. When some of the static IP parameters display (e.g., "IP Address" and "Subnet Mask"), press your finger on the on-screen "Moneris" logo, and slide upwards to display all five static IP parameters.

Note: The five static IP parameters are "IP Address", "Subnet Mask", "Gateway", "Primary DNS", and "Secondary DNS" (shown onscreen in the next step).

e. Tap the **Enter IP Address** field.

f. When the "Please enter IP address" pop-up displays, key in the IP address (identifies the P400 PIN Pad on your Ethernet network), and tap **OK**.

Note: To enter a decimal point, press the asterisk ⬛ *key. To delete characters, tap Delete.*

g. Tap the **Enter Subnet Mask** field.

Note: If you need to scroll down, press your finger on the top of the screen and slide upwards.

h. When the "Please enter subnet mask" pop-up displays, key in the subnet mask address, and tap **OK**.

Note: To enter a decimal point, press the asterisk ⬛ *key. To delete a displayed value, tap Delete.*

i. Tap the **Enter Gateway Address** field.

Note: If you need to scroll down, press your finger on the top of the screen and slide upwards.

j. When the "Please enter gateway address" pop-up displays, key in the default gateway address (e.g., the IP address of your router/switch/hub), and tap **OK**.

Note: To enter a decimal point, press the asterisk ⬛ *key. To delete a displayed value, tap* **Delete**.

k. Tap the **Enter DNS 1** field.

Note: If you need to scroll down, press your finger on the top of the screen and slide upwards.

l. When "Please enter DNS" pop-up displays, key in your primary domain name system (DNS) address, and tap **OK**.

Note: To enter a decimal point, press the asterisk ⬛ *key. To delete a displayed value, tap* **Delete**.

m. Tap the **Enter DNS 2** field.

Note: If you need to scroll down, press your finger on the top of the screen and slide upwards.

n. When the "Please enter DNS" pop-up displays, key your secondary domain name system (DNS) address, and tap **OK**.

Note: *To enter a decimal point, press the asterisk* ***,'"** *key. To delete a displayed value, tap* ***Delete***.

o. Now that you have configured the P400 PIN Pad's static IP parameters, go to the bottom of the screen, and tap **OK**.

p. When the "Let's set up the communication settings" screen displays, tap **OK**.

q. Wait for the "Pairing Token" screen to display (may take up to several seconds), and then pair the P400 PIN Pad with your Merchant Resource Center store (go to Pairing the P400 PIN Pad with your Merchant Resource Center store on page 58).

Note: *If you accidentally press a keypad button and the "Moneris" idle screen displays, simply wait several seconds until the "Pairing Token" screen re-displays; then continue to the pairing procedure as instructed in this step.*

- If the "Pairing Token" screen does not display, go to Pairing token issues: P400 PIN Pad on page 80.

Pairing the P400 PIN Pad with your Merchant Resource Center store

Now that you have configured the P400 PIN Pad for dynamic or static IP, follow the steps below to pair and initialize the P400 PIN Pad.

1 | **Log into your Merchant Resource Center store**

a. Go to the Merchant Resource Center login page at https://www3.moneris.com/mpg/.

b. On the login page, enter your credentials in the login fields (**Username**, **Store ID**, and **Password**).

c. Click on the **Submit** button.

d. When you are logged in, go to step 2 (Pair and initialize the P400 PIN Pad) below.

2 | **Pair and initialize the P400 PIN Pad**

a. On the Merchant Resource Center's menu bar, click on **Admin** > **Cloud Pairing**.

b. When the "Cloud Pairing" page displays, go to the "Pinpads" list and locate the terminal ID ("Device ID") of the P400 PIN Pad that you want to pair.

   Note: The terminal ID is an eight-digit number starting with "P1", which is also printed on a sticker affixed to the P400 PIN Pad.

c. Click on the Pair button corresponding to the terminal ID ("Device ID") of the P400 PIN Pad that you want to pair.

   Note: If your P400 PIN Pad's terminal ID ("Device ID") is not listed, contact Moneris.

d. When the "Pair device" area displays, enter the following information:

   ▪ In the **Pairing Token** field, enter the token value that is displayed on the P400 PIN Pad screen.

   ▪ In the **Name** field, enter the name identifier (e.g., "lane 1") that you want to assign to the P400 PIN Pad.

e. Click on the **Pair** button.

   Note: The "Processing: Device is initializing..." dialog box displays on the "Cloud Pairing" page during the pairing/initialization process.

f. When the P400 PIN Pad displays the "Processing transaction, please wait" screen, wait while the P400 PIN Pad pairs and initializes.
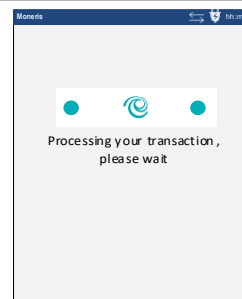
g. When the "Success: Device was successfully paired" dialog box displays on the "Cloud Pairing" page, click on the dialog's **Close** button.

   ▪ If the "Error: null" pop-up displays, go to Merchant Resource Center error messages: P400 PIN Pad on page 80.

h. When the P400 PIN Pad displays the "Moneris" idle screen, go to the next
step.
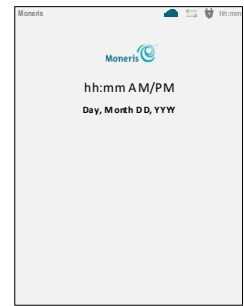
i. On the "Cloud Pairing" page in the "Pinpads" area, confirm that the **Status** column of the newly
paired P400 PIN Pad indicates the PIN Pad is a "Connected" device (the **Name**, **Serial**, **Last Pair Date**,
and **Last Transaction** fields will also display data about the P400 PIN Pad).

*Note: The **Status** field will display "Connected" as long as the P400 PIN Pad can communicate with
the Merchant Resource Center via the Moneris Cloud (e.g., if the paired P400 PIN Pad cannot
communicate with the Merchant Resource Center because the Internet connection is broken, the
Status field will indicate that the P400 PIN Pad is "Not Connected").*

j. The P400 PIN Pad is now ready to be used to process transactions.

k. Go to <u>Ready to use the P400 PIN Pad?</u> on page on page 60.

Moneris

Ready to use the P400 PIN Pad?

Now that you have followed the preceding setup steps and successfully paired and initialized your P400 PIN Pad, you may now perform transactions with it.

1. Please review the following sections to learn about some P400 PIN Pad features and optional settings:

   General guidelines and tips on how to use the P400 PIN Pad:

   - General guidelines, tips, and best practices: P400 PIN Pad (pages 61 to 62)

     - Status indicators on the screen header: P400 PIN Pad (page 61)
     - P400 PIN Pad communications diagnostic (page 62)
     - Card entry options: P400 PIN Pad (pages 77 to 78)

   - How to perform debit/credit transactions with the P400 PIN Pad:

     - Purchase with debit/credit card (page 122)
     - Preauthorization with debit/credit card (page 140)
     - Void with debit/credit card (page 164)
     - Refund with debit/credit card (page 165)
     - Independent Refund with debit/credit card (page 168)

   Optional settings:

   - Changing the P400 PIN Pad's default display language (page 63)
   - Enabling/disabling tip prompting on the PIN Pad (page 344)
   - Setting Moneris Cloud-paired PIN Pad as default card entry device (page 323)
   - Setting a default Moneris Cloud-paired PIN Pad for your login session (page 324)

   Other LAN connection options:

   - Moving a paired P400 PIN Pad from dynamic IP to static IP (page 64)
   - Editing one or more static IP parameters: P400 PIN Pad - using static IP (page 69)
   - Moving a paired P400 PIN Pad from static IP to dynamic IP (page 72)

   Pairing / un-pairing options

   - Un-pairing the P400 PIN Pad from your store (page 75)
   - Re-pairing an initialized P400 PIN Pad (page 76)

General guidelines, tips, and best practices: P400 PIN Pad

Follow these basic guidelines when performing transactions with the P400 PIN Pad:

— Confirm the P400 PIN Pad is shown as a "Connected" device on your store's **Admin** > **Cloud Pairing** page.

Note: The P400 PIN Pad device ID (terminal ID) is an eight-digit number starting with "P1", which is printed on a sticker affixed to the P400 PIN Pad.

— Confirm the status indicators on the P400 PIN Pad's screen header (see Status indicators on the screen header: P400 PIN Pad below).

Status indicators on the screen header: P400 PIN Pad

The P400 PIN Pad's communications and power status indicators display in the top right corner of the P400 PIN Pad screen header. Your P400 PIN Pad's header should resemble the labelled header image shown below:

Note: This table describes the labelled screen image above.

Label	Icon	Description
1	☁	Blue cloud (Moneris Cloud icon): Indicates the P400 PIN Pad is connected to the Moneris Cloud.
		Note: If the icon is coloured black, see P400 PIN Pad error icons on page 79.
2	⇆	*Grey bi-directional arrows (Ethernet icon): Indicates the P400 PIN Pad can detect an Ethernet connection.*
		Note: If the icon is coloured red, see P400 PIN Pad error icons on page 79.
3	🔌	Power (plug icon): Indicates the P400 PIN Pad is connected to an external power source.

P400 PIN Pad communications diagnostic

Follow the steps below to perform a communications diagnostic and display the P400 PIN Pad's current LAN parameters while the P400 PIN Pad is connected to your network.

Note: LAN parameters include "IP address", "MAC" address, "Boot Mode", "Gateway" address, "DNS 1" address, and "DNS 2" address.

1 Access the communications diagnostic screen

a. Start on the P400 PIN Pad's "Moneris" idle screen.

   Note: If another screen is displayed, press the red **X** *key until the "Moneris" idle screen displays.*

b. Press and hold down the yellow **<** key.

c. While holding down the yellow **<** key, press the **4** key once.
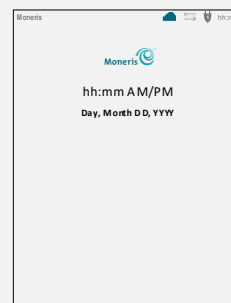
d. When the "Please wait..." screen displays, wait while the P400 PIN Pad performs a communications diagnostic.
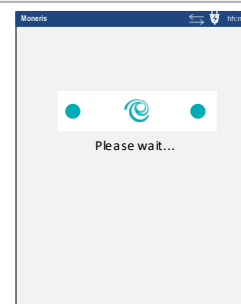
e. When the "COM Diagnostic" screen displays, you can review the P400 PIN Pad's current LAN parameters ("IP address", "MAC" address, "Boot Mode", "Gateway" address, "DNS 1" address, and "DNS 2" address) as displayed on the screen.

   Note: The "Moneris Hosts" addresses "IPG" and "RDS" must each show the "PASS" response.

f. When you are finished, tap the **OK** key to return to the "Moneris" idle screen.
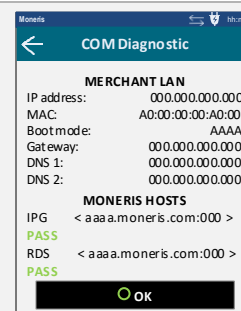
Changing the P400 PIN Pad's default display language
Follow the steps below to change your P400 PIN Pad's default display language.

1 Access the language configuration menu

a. Start on the P400 PIN Pad's "Moneris" idle screen.

  Note: *If another screen is displayed, press the red* **X** *key until the "Moneris" idle screen displays.*

b. Press and hold down the yellow **<** key.

c. While holding down the yellow **<** key, press the **1** key once.
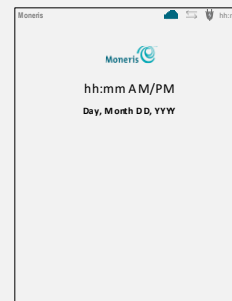
d. When the "Which language would you like to use?" screen displays, select a default display language for the P400 PIN Pad:

- To enable English as the default, tap **English**.

- To enable French as the default, tap **Français**.
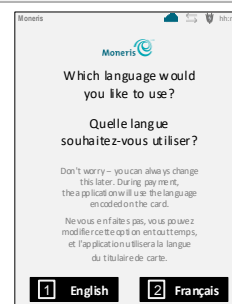
e. When the next screen displays in the selected language, the operation is complete.

f. Press the red **X** key to return to the idle screen so that you can resume using the P400 PIN Pad to process transactions in the selected language.

Moneris

Other LAN connection options: P400 PIN Pad

Moving a paired P400 PIN Pad from dynamic IP to static IP

If your paired/initialized P400 PIN Pad is presently configured to use dynamic IP to connect to the Moneris Cloud and you now want to configure the P400 PIN Pad to use static IP, follow the steps below.

Note: Ensure that your LAN is properly set up to support using static IP.

1   Access the P400 PIN Pad configuration menus

a. Start on the P400 PIN Pad's "Moneris" idle screen.

Note: If another screen is displayed, press the red **X** *key until the "Moneris" idle screen displays.*

b. Press and hold down the yellow **<** key.

c. While holding down the yellow **<** key, press the **1** key once.
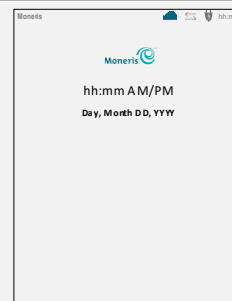
d. When the "Which language would you like to use?" screen displays, select a default display language for the P400 PIN Pad:

- To enable English as the default, tap **English**.
- To enable French as the default, tap **Français**.
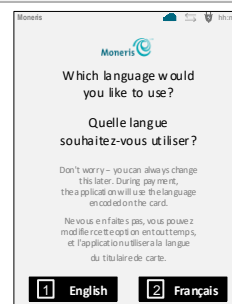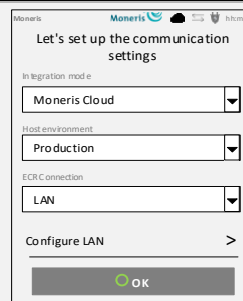
e. When the "Let's set up the communication settings" screen displays, go to step 2 (Enable static IP and configure the IP parameters) on page 65.

2   **Enable static IP and configure the IP parameters**

a. On the "Let's set up the communication settings" screen, scroll to the bottom of the screen, and tap **Configure LAN**.

Note: *To scroll down, press your finger on the on-screen "Moneris" logo and slide upwards.*

b. When the "Let's set up the LAN settings" screen displays, go to the "IP Address Type" parameter, and tap **Dynamic IP**.

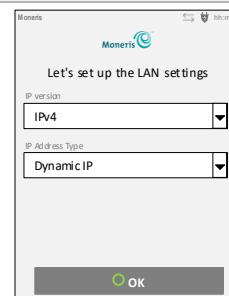c. In the expanded "IP Address Type" drop-down, tap **Static IP**.

d. When some of the static IP parameters display (e.g., "IP Address" and "Subnet Mask"), press your finger on the on-screen "Moneris" logo, and slide upwards to display all five static IP parameters.

Note: *The five static IP parameters are "IP Address", "Subnet Mask", "Gateway", "Primary DNS", and "Secondary DNS" (shown onscreen in the next step).*

e. Tap the **Enter IP Address** field.

f. When the "Please enter IP address" pop-up displays, key in the IP address (identifies the P400 PIN Pad on your Ethernet network), and tap **OK**.

Note: *To enter a decimal point, press the asterisk* 〔*** , ' "**〕 *key. To delete characters, tap* ***Delete***.
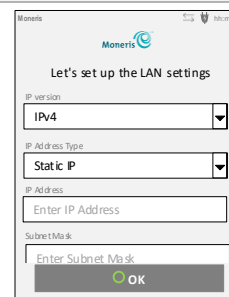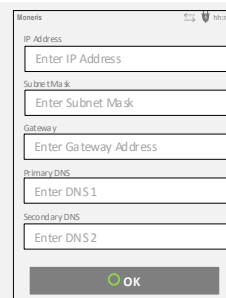
g. Tap the **Enter Subnet Mask** field.

Note: *If you need to scroll down, press your finger on the top of the screen and slide upwards.*

h. When the "Please enter subnet mask" pop-up displays, key in the subnet mask address, and tap **OK**.

Note: *To enter a decimal point, press the asterisk* 〔*** , ' "**〕 *key. To delete a displayed value, tap* ***Delete***.

i. Tap the **Enter Gateway Address** field.

Note: *If you need to scroll down, press your finger on the top of the screen and slide upwards.*

j. When the "Please enter gateway address" pop-up displays, key in the default gateway address (e.g., the IP address of your router/switch/hub), and tap **OK**.

Note: *To enter a decimal point, press the asterisk* ***,'"** *key. To delete a displayed value, tap **Delete**.*

k. Tap the **Enter DNS 1** field.

Note: *If you need to scroll down, press your finger on the top of the screen and slide upwards.*

l. When "Please enter DNS" pop-up displays, key in your primary domain name system (DNS) address, and tap **OK**.

Note: *To enter a decimal point, press the asterisk* ***,'"** *key. To delete a displayed value, tap **Delete**.*

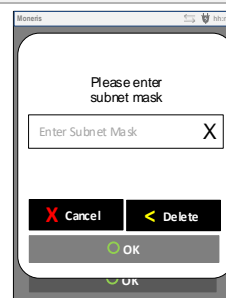m. Tap the **Enter DNS 2** field.

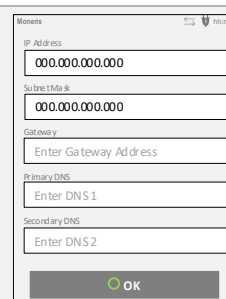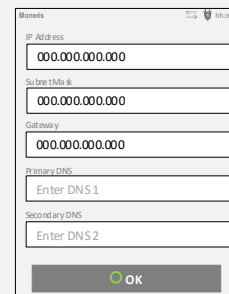*Note:* *If you need to scroll down, press your finger on the top of the screen and slide upwards.*

n. When the "Please enter DNS" pop-up displays, key your secondary domain name system (DNS) address, and tap **OK**.

Note: *To enter a decimal point, press the asterisk* *key. To delete a displayed value, tap* ***Delete.***

o. Now that you have configured the P400 PIN Pad's static IP parameters, go to the bottom of the screen, and tap **OK**.

p. When the "Let's set up the communication settings" screen displays, tap **OK**.

q. When the "Moneris" idle screen displays, the operation is complete.

r. Do the following to validate the new configuration:

   ▪ Perform a communications diagnostic to confirm that the P400 PIN Pad is properly configured to use static IP (see P400 PIN Pad communications diagnostic on page 62).

   ▪ Confirm that the P400 PIN Pad is successfully connecting to the Moneris Cloud, (see Status indicators on the screen header: P400 PIN Pad on page 61).

   ▪ Confirm that the P400 PIN Pad is shown as a "Connected" device on your store's **Admin** > **Cloud Pairing** page.
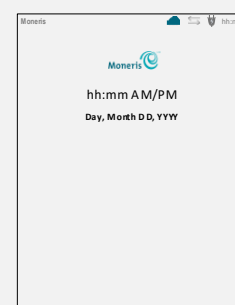
Editing one or more static IP parameters: P400 PIN Pad - using static IP

If your P400 PIN Pad (paired or un-paired) is currently configured to use static IP and you need to edit one or more of the P400 PIN Pad's static IP parameters, follow the steps below.

Note: Ensure that your LAN is properly set up to support using the new static IP configuration.

1   Access the P400 PIN Pad configuration menus

a. Start on the P400 PIN Pad's "Moneris" idle screen.

   Note: If another screen is displayed, press the red **X** *key until the "Moneris" idle screen displays.*

b. Press and hold down the yellow **<** key.

c. While holding down the yellow **<** key, press the **1** key once.
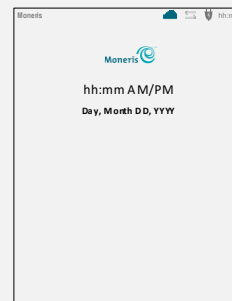
d. When the "Which language would you like to use?" screen displays, select a default display language for the P400 PIN Pad:

   ▪ To enable English as the default, tap **English**.

   ▪ To enable French as the default, tap **Français**.
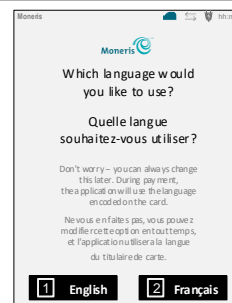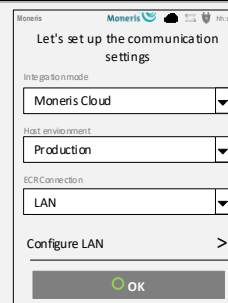
e. When the "Let's set up the communication settings" screen displays, go to step 2 (Edit one or more static IP parameters) on page 70.
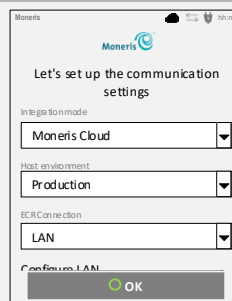
2 **Edit one or more static IP parameters**
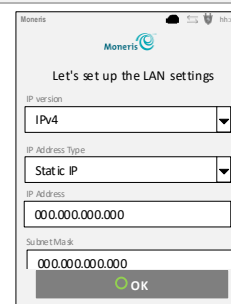
a. On the "Let's set up the communication settings" screen, scroll to the bottom of the screen, and tap **Configure LAN**.

Note: To scroll down, press your finger on the on-screen "Moneris" logo and slide upwards.
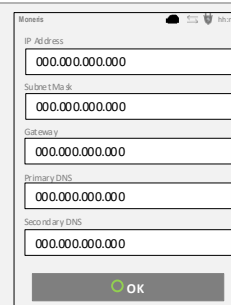
b. When the "Let's set up the LAN settings" screen displays, press your finger on the on-screen "Moneris" logo and slide upwards to display all five static IP parameters (shown in the next step).

Note: The five static IP parameters are "IP Address", "Subnet Mask", "Gateway", "Primary DNS", and "Secondary DNS" (shown onscreen in the next step).
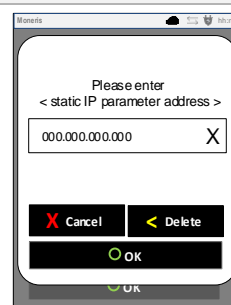
c. Locate the static IP parameter that you want to modify, and then tap the IP address currently entered in the field.
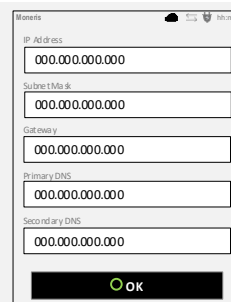
d. When the pop-up displays, tap **Delete** until the displayed IP address is deleted.

e. Key in the new IP address value, and tap **OK** to close the dialog box.

Note: To enter a decimal point, press the asterisk ⊡ *key.*

![Moneris logo]
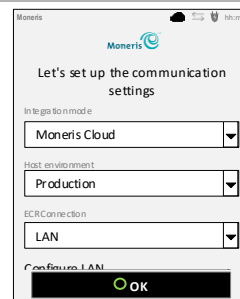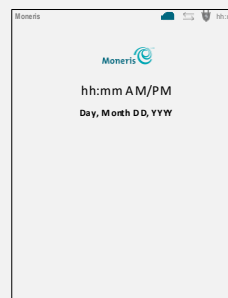
f. Repeat steps 2c to 2e of this procedure per your requirements.

Note: If you need to scroll down, press your finger on the top of the screen and slide upwards.

g. When you are finished, go to the bottom of the screen, and tap **OK**.

h. When the "Let's set up the communication settings" screen displays, tap **OK**.

i. Do one of the following:

- If the "Pairing Token" screen displays, proceed to pair the P400 PIN Pad with your store (go to Pairing the P400 PIN Pad with your Merchant Resource Center store on page 58).

- If the "Moneris" idle screen displays, the operation is complete. Do the following to validate the new configuration:

  - Perform a communications diagnostic to confirm that the P400 PIN Pad is properly configured to use static IP (see P400 PIN Pad communications diagnostic on page 62).

  - Confirm that the P400 PIN Pad is successfully connecting to the Moneris Cloud, (see Status indicators on the screen header: P400 PIN Pad on page 61).

  - Confirm that the P400 PIN Pad is shown as a "Connected" device on your store's **Admin** > **Cloud Pairing** page.

Moving a paired P400 PIN Pad from static IP to dynamic IP

If your paired/initialized P400 PIN Pad is presently configured to use static IP to connect to the Moneris Cloud and you now want to configure the P400 PIN Pad to use dynamic IP, follow the steps below.

Note: Ensure that your LAN is properly set up to support using dynamic IP.

1   **Access the P400 PIN Pad configuration menus**

a. Start on the P400 PIN Pad's "Moneris" idle screen.

Note: If another screen is displayed, press the red **X** *key until the "Moneris" idle screen displays.*

b. Press and hold down the yellow **<** key.

c. While holding down the yellow **<** key, press the **1** key once.
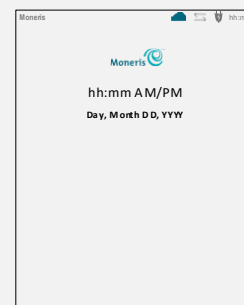
d. When the "Which language would you like to use?" screen displays, select a default display language for the P400 PIN Pad:

- To enable English as the default, tap **English**.

- To enable French as the default, tap **Français**.
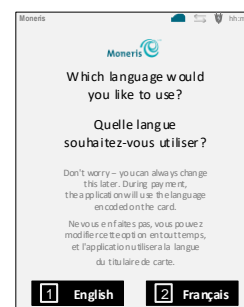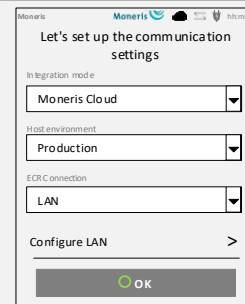
e. When the "Let's set up the communication settings" screen displays, go to step 2 (Enable dynamic IP) on page 73.
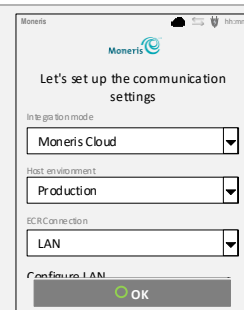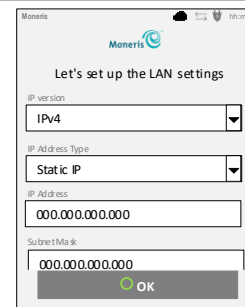
2 Enable dynamic IP

a. On the "Let's set up the communication settings" screen, scroll to the bottom of the screen, and tap **Configure LAN**.
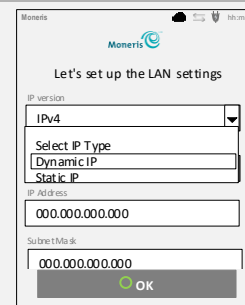
   Note: To scroll down, press your finger on the on-screen "Moneris" logo and slide upwards.
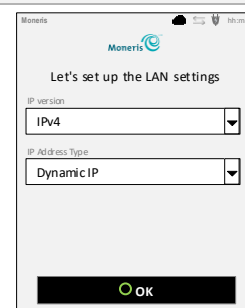
b. Go to the "IP Address Type" parameter, and tap **Static IP**.

c. In the expanded "IP Address Type" drop-down, tap **Dynamic IP**.

d. When "Dynamic IP" is selected as the IP address type, tap **OK**.

e. When the "Lets set up the communication settings" screen displays, tap **OK**.
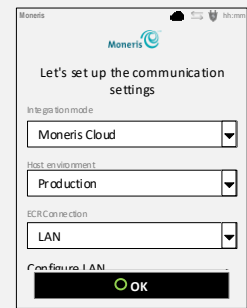
f. When the "Moneris" idle screen displays, the operation is complete.

g. Do the following to validate the new configuration:

   ▪ Perform a communications diagnostic to confirm that the P400 PIN Pad is properly configured to use dynamic IP (see <u>P400 PIN Pad communications diagnostic</u> on page 62).

   ▪ Confirm that the P400 PIN Pad is successfully connecting to the Moneris Cloud, (see <u>Status indicators on the screen header: P400 PIN Pad</u> on page 61).

   ▪ Confirm that the P400 PIN Pad is shown as a "Connected" device on your store's **Admin** > **Cloud Pairing** page.
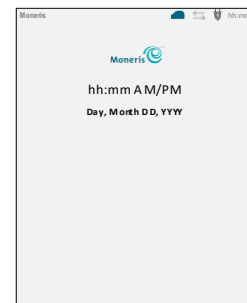
Un-pairing / re-pairing options: P400 PIN Pad

Un-pairing the P400 PIN Pad from your store

Follow the steps below if you want to un-pair a P400 PIN Pad from your store.

1 Un-pair the P400 PIN Pad

a. Ensure that the P400 PIN Pad that you want to un-pair is powered on connected to the Internet.

b. Log into your Merchant Resource Center store (see page 116).

c. On the menu bar, click on **Admin** > **Cloud Pairing**.

d. On the "Cloud Pairing" page, go to the "Pinpads" list and locate the terminal ID ("Device ID") of the P400 PIN Pad that you want to un-pair.

   Note: The terminal ID is an eight-digit number starting with "P1", which is also printed on a sticker affixed to the P400 PIN Pad.

e. Locate the corresponding **Status** field, and confirm that it indicates the P400 PIN Pad is "Connected".

f. Click on the corresponding **Unpair** button.

g. When the "Processing: Unpairing Terminal" dialog box displays on the "Cloud Pairing" page, wait.

h. When the "Cloud Pairing" page refreshes, refer to the "Pinpads" list and confirm that the newly un-paired P400 PIN Pad's **Name**, **Serial**, **Last Pair Date**, **Last Transaction** and **Status** fields are unfilled (blank).

i. When the P400 PIN Pad's "Pairing Token" screen displays, the operation is complete.

   Note: The token is displayed because the P400 PIN Pad is no longer paired and cannot be used to process transactions until it is paired with your store again. (For instructions on how to pair an initialized P400 PIN Pad, go to Re-pairing an initialized P400 PIN Pad *on page 76).*

Re-pairing an initialized P400 PIN Pad

Follow the steps below to pair a P400 PIN Pad that has previously been paired with your store.

Note: *For instructions on how to pair a new P400 PIN Pad (i.e., a P400 PIN Pad that has never been configured and paired), go to Confirming your P400 PIN Pad's setup requirements on page 48.*

1   **Display the pairing token**

a. Ensure that your Internet service is available, your network cables are connected, and your network devices are working.

b. Power on the P400 PIN Pad that you want to re-pair.

c. Wait for the "Pairing Token" screen to display (may take up to several seconds), and then pair the P400 PIN Pad with your Merchant Resource Center store (go to Pairing the P400 PIN Pad with your Merchant Resource Center store on page 58).

    Note: *If you accidentally press a keypad button and the "Moneris" idle screen displays, simply wait several seconds until the "Pairing Token" screen re-displays; then continue to the pairing procedure as instructed in this step.*

    ▪ If the "Pairing Token" screen does not display, go to Pairing token issues: P400 PIN Pad on page 80.

Card entry options: P400 PIN Pad

Insert (chip cards): P400 PIN Pad

1. Wait for the P400 PIN Pad to display "Ready to pay? Tap, insert or swipe" or "Ready to pay? Insert or swipe".

2. The cardholder inserts their card into the P400 PIN Pad's chip reader.

   Note: Unless the P400 PIN Pad prompts otherwise, the card should not be swiped even if it has a magnetic stripe.

3. The cardholder may be prompted to enter data, including a PIN.

4. The cardholder leaves the chip card inserted until "Remove card from the reader" displays on the P400 PIN Pad.

   Tip for proper card insertion:

   Hold the P400 PIN Pad with one hand, and insert the card in the chip reader with the other hand (this will prevent the P400 PIN Pad's contactless reader from inadvertently reading the card data as a contactless transaction.

Swipe (magnetic stripe cards): P400 PIN Pad

Note: If the card has a chip, it must be inserted (see above).

1. Wait for the P400 PIN Pad to display "Ready to pay? Insert or swipe".

2. You or the cardholder swipes their card on the P400 PIN Pad's magnetic stripe reader.

   Note: If the card is a credit card, you should swipe the card.

   ▪ If the card is a debit card, the cardholder will be prompted to enter a PIN.

   Tip for proper card swipe:

   Hold the P400 PIN Pad with one hand, and swipe the card in the magnetic stripe reader with the other hand (this will prevent the P400 PIN Pad's internal contactless reader from inadvertently reading the card data).

Wave/tap (contactless cards): P400 PIN Pad

1. Wait for the P400 PIN Pad to display "Ready to pay? Tap, insert or swipe" or "Ready to pay? Insert or swipe".

2. The cardholder taps/waves their contactless card* over the P400 PIN Pad's display screen:

    - Only Purchases, Preauthorizations, and Refunds can be performed as contactless transactions.
    - The cardholder will not be prompted for a PIN.
    - The transaction amount must be equal to or less than the card's maximum Contactless Dollar Value (see below).

3. The P400 PIN Pad beeps and four green lights flash when the contactless reader is reading the card data.

    * In this manual, the term "contactless card" refers to a contactless-enabled card (supported brands include Visa®, Mastercard®, American Express®, Discover®, and *Interac*®) or other items such as a key fob, mobile tag, or mobile device (e.g., a smartphone, tablet, or smartwatch; the cardholder is responsible for any related software on their mobile device including downloading any required apps and loading their card information into their digital wallet).

Maximum Contactless Dollar Value (CDV)

To determine the maximum CDV for a card type, contact Moneris.

— If a card is tapped for an amount that exceeds its maximum CDV, the P400 PIN Pad will display "Tap Not Accepted Please Retry".

Tips for proper card tap/wave

— The card must be within 0.5 in. (1.3 cm) of the P400 PIN Pad's display screen but does not have to touch it.

— The card must be tapped or waved by itself. It should not be waved while in a wallet with other cards.

Manual card entry: P400 PIN Pad

You may manually enter the card number for credit cards and some chip debit cards.

1. Initiate the debit/credit transaction (e.g., **Terminal** > **Purchase**).

2. As the payment method, select **Debit/Credit - Cloud**.

3. Checkmark the **Enable manual card input** box.

Troubleshooting: P400 PIN Pad

P400 PIN Pad error icons

Error icon	Solution
	(Black cloud): Indicates the P400 PIN Pad is not connected to the Moneris Cloud. 1. Ensure your Internet service is available, your network devices are working, and your network cables are properly connected. *Note: If your LAN has firewall restrictions on IP traffic to the Internet, ensure that the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the P400 PIN Pad to communicate with Moneris (**https://ipterm.moneris.com**).* *To display the P400 PIN Pad's current LAN parameters, perform a communications diagnostic (go to P400 PIN Pad communications diagnostic on page 62).* 2. If you are attempting to pair the P400 PIN Pad with your Merchant Resource Center store (i.e., the "Pairing Token" screen is displayed), proceed to pair the P400 PIN Pad with your store (go to Pairing the P400 PIN Pad with your Merchant Resource Center store on page 58).
	(Red bi-directional arrows with line crossed): Indicates the P400 PIN Pad is unable to detect an Ethernet connection. 1. Ensure the Ethernet cable is properly connected to the P400 PIN Pad dongle's "ETH" port and your network device (e.g., a router, switch, hub, etc.). 2. Ensure all your other network cables and devices are properly connected and working.
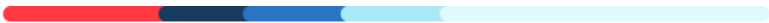
Pairing token issues: P400 PIN Pad

Issue	Solution
The "Pairing Token" screen does not display on the un-paired P400 PIN Pad.	The P400 PIN Pad is unable to connect to the Moneris Cloud to obtain a pairing token. 1. Ensure your Internet service is available, your network devices are working, and your network cables are properly connected. *Note:* *If your LAN has firewall restrictions on IP traffic to the Internet, ensure that the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the P400 PIN Pad to communicate with Moneris (**https://ipterm.moneris.com**).* *(To display the P400 PIN Pad's current LAN parameters, go to P400 PIN Pad communications diagnostic on page 62.)* ▪ If the "Pairing Token" screen is not displayed after several seconds, you may need to modify the P400 PIN Pad's current IP address configuration. These are the options: ▪ Moving a paired P400 PIN Pad from dynamic IP to static IP (see page 64). ▪ Editing one or more static IP parameters: P400 PIN Pad - using static IP (see page 69). ▪ Moving a paired P400 PIN Pad from static IP to dynamic IP (see page 72). 2. When the P400 PIN Pad displays its "Pairing Token" screen, proceed to pair the P400 PIN Pad with your store (go to Pairing the P400 PIN Pad with your Merchant Resource Center store on page 58).

Merchant Resource Center error messages: P400 PIN Pad

Error message	Solution
Error: null	The Merchant Resource Center cannot detect the P400 PIN Pad. 1. Click on the **Close** button to close the "Error: null" dialog box. 2. Try pairing/initializing again (repeat step 2 on page 58). 3. If the issue recurs, contact Moneris.

Setting up your iPP320 PIN pad

In this section, we go over everything you need to know to set up your Moneris iPP320 PIN Pad.

Moneris iPP320 PIN Pad: before you get started

The Moneris iPP320 PIN Pad can be used to process card-present transactions from your Merchant Resource Center store. Refer to one of the following sections per your requirements:

- — To set up a new iPP320 PIN Pad to work with your Merchant Resource Center store for the first time, go to <u>Confirming your iPP320 PIN Pad's setup requirements</u> on page 83.

- — For information about how to use an iPP320 PIN Pad that is already set up (i.e., initialized) and ready to process transactions, go to <u>Ready to use the iPP320 PIN Pad?</u> on page 102.

- — For information about how to change the settings (e.g., Ethernet IP, language, etc.) on an iPP320 PIN Pad that has already been initialized, go to <u>Ready to use the iPP320 PIN Pad?</u> on page 102.

This table describes the labelled iPP320 PIN Pad image on the right.

Label	Description
1	**Function keys** (**F1**, **F2**, **F3**, and **F4**) — Select the option displayed above the key.
2	**Alpha-numeric keys**
3	**Cancel key** (red) — Clear message displayed on the iPP320 PIN Pad. — Cancel transaction.
4	**Correct key** (yellow) ▪ Clear data entered on the iPP320 PIN Pad.
5	**OK / Enter key** (green) — Submit data, or acknowledge a message on the iPP320 PIN Pad.
6	**Chip Reader** (slot at the bottom of the iPP320 PIN Pad) ▪ See page 112.
7	**Contactless Reader Indicator** (green flashing light) — Four lights flash: The reader is capturing card data (see page 113). — No lights flash: The reader is idle.
8	**Display Screen/Contactless Reader** — "WELCOME/BONJOUR" screen displays when the iPP320 PIN Pad is idle.
9	**Magnetic Stripe Reader** (slot along the side of iPP320 PIN Pad) — See page 112.

Confirming your iPP320 PIN Pad's setup requirements

1. Please confirm that you received the following hardware from Moneris:

IPP320 PIN PAD
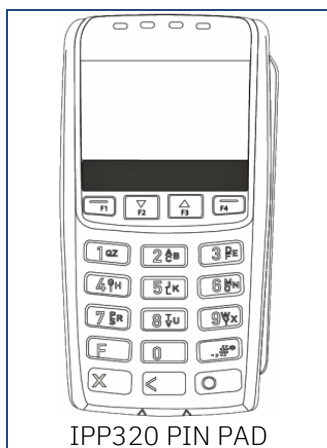
2. Please confirm that you received one of the following PIN Pad cables from Moneris:

| PIN PAD USB CABLE | PIN PAD SERIAL CABLE | PIN PAD ETHERNET CABLE | POWER ADAPTOR CABLE [3] |
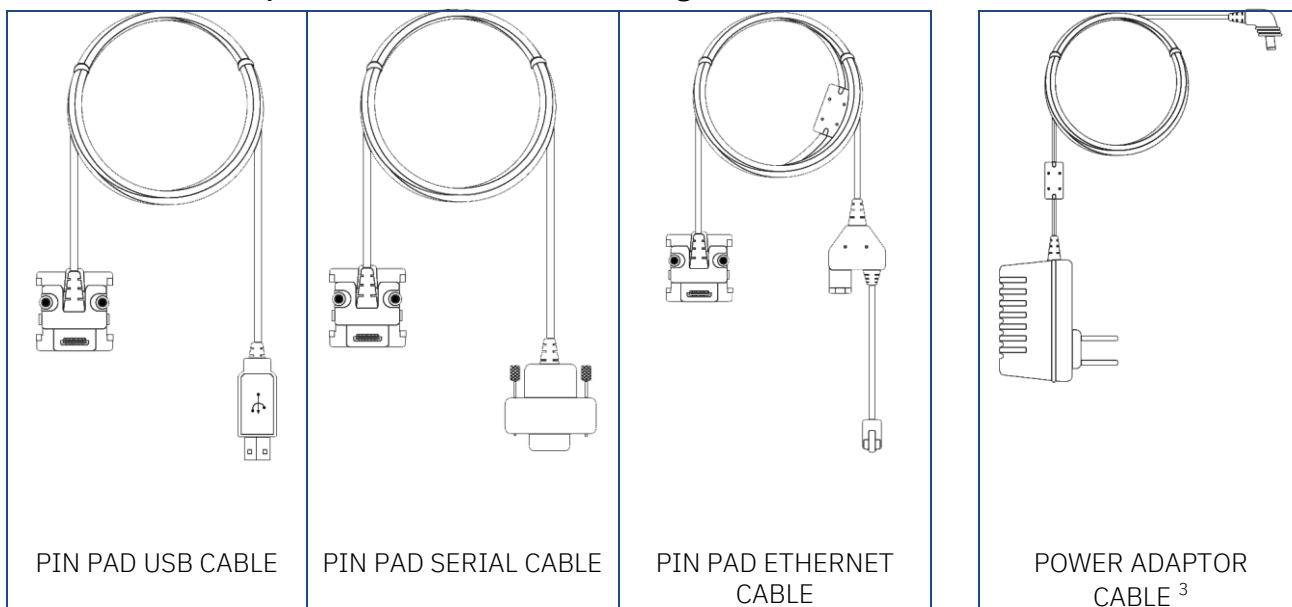
3. Ensure that you have the following elements:

- Merchant Resource Center login credentials (username, store ID, and password).
- Full admin permissions for your Merchant Resource Center user account.
- **If you received a PIN Pad USB cable:**
    - Computer/PC[4] (to access the Merchant Resource Center).

        Note: *A Web browser (Internet Explorer 8 or higher) with cookies enabled is required.*

    - Internet connection (high speed recommended).

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[3] The power adaptor cable is included only with the PIN Pad serial cable or the PIN Pad Ethernet cable.
[4] Full admin permissions for your user account with the Java platform installed and enabled (free download available from java.com).

![Moneris logo]

- **If you received a PIN Pad serial cable:**
  - Computer/PC[5] (to access the Merchant Resource Center).

    Note: A Web browser (Internet Explorer 8 or higher) with cookies enabled is required.

  - Internet connection (high speed recommended).

- **If you received a PIN Pad Ethernet cable (Moneris Cloud):**
  - Computer or mobile device (to access the Merchant Resource Center).

    Note: If you want to access the Merchant Resource Center via computer/PC, you must have an up-to-date Web browser (any browser) with cookies enabled.

  - Internet connection (high speed recommended).
  - Wired hi-speed Internet access point (e.g., a router/switch/hub/internal wiring – whatever is applicable to the high-speed Internet service at your specific location), to which you will connect the iPP320 PIN Pad.

    *Note: If your LAN has firewall restrictions on IP traffic to the Internet, ensure that the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the iPP320 PIN Pad to communicate with Moneris (**https://ipterm.moneris.com**).*

4. Do one of the following:

   Setting up a new iPP320 PIN Pad?

   - If you have all the required hardware and elements, go to step 5.
   - If any of the above required hardware and/or elements are missing, contact us at **1-866-319-7450**, or email <u>onlinepayments@moneris.com</u>.

   Changing the configuration settings on an iPP320 PIN Pad that is already installed and initialized at your location?

   - Go directly to <u>Ready to use the iPP320 PIN Pad?</u> on page 102.

5. Based on the PIN Pad cable type that you received, follow the applicable setup procedure as referenced in the table below:

PIN Pad cable type	Setup procedure:
USB	Go to <u>Hardware setup: iPP320 PIN Pad using USB cable connection</u> (page 85).
Serial	Go to <u>Hardware setup: iPP320 PIN Pad using serial cable connection</u> (page 90).
Ethernet	Go to <u>Hardware setup: iPP320 PIN Pad using Moneris Cloud pairing</u> (page 95).

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[5] Full admin permissions for your user account with the Java platform installed and enabled (free download available from <u>java.com</u>).

![Moneris logo]

Hardware setup: iPP320 PIN Pad using USB cable connection

Follow these instructions to set up your iPP320 PIN Pad to use a USB connection to your computer.

1 **Download and install the iPP320 PIN Pad USB driver**

a. Visit https://github.com/moneris/.

b. When the "Moneris" page displays, locate the IPP320-PIN Pad-USB-driver link, and click on it.

c. When the "Moneris/IPP320-PIN Pad-USB-driver" page displays, locate the TeliumUSBJungoDriverforWindows-v280.zip listing, and then save the zip file to your computer.

d. Unzip the TeliumUSBJungoDriverforWindows-v280.zip file, and click on the bundled executable (.exe) file to begin the installation process.

e. When the installation dialog boxes display, continue clicking the Next button as prompted, and then click on the Install button.

f. Once the driver is installed, go to step 2 (Connect the USB cable to the iPP320 PIN Pad and your computer) below.

2 **Connect the USB cable to the iPP320 PIN Pad and your computer**

a. Turn the iPP320 PIN Pad over so that the back panel is facing you.

b. Plug the PIN Pad USB cable into the empty port on the underside of the iPP320 PIN Pad.

c. Fold the latch down and press to secure the cable connection to the iPP320 PIN Pad.

IPP320 PIN PAD   LATCH   PIN PAD USB CABLE   PORT

d. Plug the PIN Pad USB cable connector into a USB port on your computer.
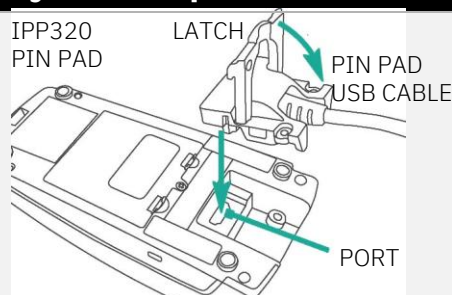
e. Wait while the iPP320 PIN Pad powers on.

PIN PAD USB CABLE CONNECTOR

f. When the "INIT REQUIRED" screen displays on the iPP320 PIN Pad, go to step 3 (Access the iPP320 PIN Pad configuration menu) on page 86.

INIT REQUIRED

3 Access the iPP320 PIN Pad configuration menu

a. Ensure that the "INIT REQUIRED" screen is displayed.

b. Press the function keys in the following sequence: **F2**, **F1**, **F3**, and **F4**.
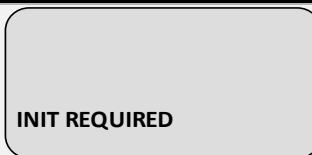
INIT REQUIRED

c. When the "MENU" screen displays, go to step 3d of this procedure.

- If the "INIT REQUIRED" screen displays, go back to step 3b of this procedure.
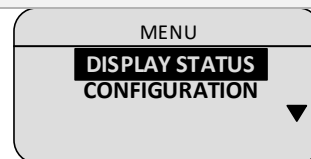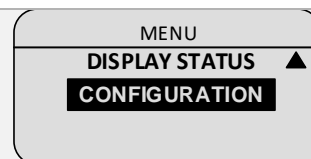
MENU
DISPLAY STATUS
CONFIGURATION ▼

d. Press the **F2** key to scroll to **CONFIGURATION**, and press the green key.

MENU
DISPLAY STATUS ▲
CONFIGURATION

e. When the "CONFIGURATION" screen displays, press the **F4** key (**YES**).

f. Press the green key to continue.

CONFIGURATION

NO   **YES**
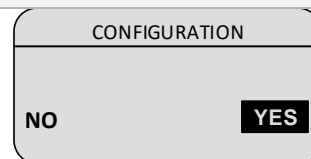
g. When the "LANGUAGE/LANGUE" screen displays, go to step 4 (<u>Configure the iPP320 PIN Pad for a USB cable connection</u>) on page 87.

LANGUAGE/LANGUE

ENGL   FRAN

Moneris
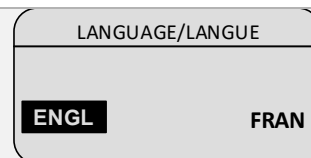
4   Configure the iPP320 PIN Pad for a USB cable connection

a. On the "LANGUAGE/LANGUE" screen, select the iPP320 PIN Pad's default display language:

- To enable English as the default language, press the **F1** key (**ENGL**).

- For enable French as the default language, press the **F4** key (**FRAN**).
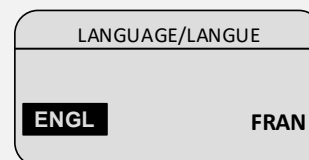
LANGUAGE/LANGUE

ENGL   FRAN

b. When the "CABLE TYPE" menu displays, press the green ⬤ key (**USB**).

CABLE TYPE

USB
RS232
▼

c. When the "QR-CODE" screen displays, press the **F4** key (**OFF**).

QR-CODE

ON   OFF

d. When the "BEEP" screen displays, press the **F1** key (**ON**).

BEEP

ON   OFF

e. When the "PED SERIAL NUMBER" screen displays, press the green ⬤ key to continue.

Note: The serial number is the iPP320 PIN Pad's terminal ID, which is an eight-digit number that starts with "61" (e.g., "61012345"). The terminal ID is also printed on a sticker affixed to the iPP320 PIN Pad.

PED
SERIAL NUMBER
61012345

f. Wait while the IPP320 PIN Pad reboots.

PINPAD WILL
REBOOT IN
FEW SECONDS,
PLEASE WAIT
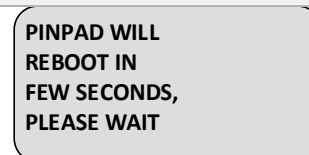
g. When the "INIT REQUIRED" screen displays, go to step 5 (Identify the com port the iPP320 PIN Pad is using when connected to your computer) on page 88.
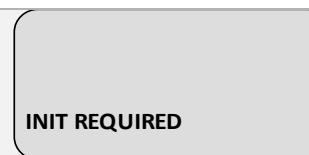
INIT REQUIRED

Moneris

5 **Identify the com port the iPP320 PIN Pad is using when connected to your computer**

a. Identify which com port the iPP320 PIN Pad is using while it is connected to your computer: This com port will be named "SAGEM TELIUM".

   Note: If you are unsure about how to identify the com ports used by peripheral devices connected to your computer, refer to the documentation for your computer's operating system.

b. Identify the "SAGEM TELIUM" com port number.

   Note: If you are unsure about how to identify com port numbers on your computer, refer to the documentation for your computer's operating system.

c. Go to step 6 (Configure the Merchant Resource Center com port setting for your user account) below.

6 **Configure the Merchant Resource Center com port setting for your user account**

a. Log into your Merchant Resource Center store (visit https://www3.moneris.com/mpg, enter your login credentials in the fields, and click on the **Submit** button).

b. On the menu bar, click on **Firstname_Lastname** > **Account Settings**.

c. When the "Account Settings" page displays, locate the "Pinpad COM Port" area.

d. In the **Pinpad COM Port** field, enter the com port (number) that the iPP320 PIN Pad is using while it is connected to your computer.

e. Click on the **Save COM port** button.

f. When the "success" message displays above the button, log out of the Merchant Resource Center, and close your browser.

g. Go to step 7 (Initialize the iPP320 PIN Pad) on page 89.

7 Initialize the iPP320 PIN Pad

a. Log into your Merchant Resource Center store (visit https://www3.moneris.com/mpg, enter your login credentials in the fields, and click on the **Submit** button).

b. On the menu bar, click on **Terminal** > **Chip Initialization**.

c. When "Establishing communication with pinpad" displays on the "Chip Initialization" page, go to the next step.

d. When "Downloading pinpad parameters from the host" displays on the "Chip Initialization" page, go to the next step.

   - If a Moneris "TerminalApplet" warning dialog box displays on your computer screen, select the option to always trust content from this publisher, and then allow the applet to run.

   - If a "security warning" dialog box displays on your computer screen prompting you for permission to allow the Moneris "TerminalApplet" to access a moneris.com Web site, select the option to always grant this access.

e. When the iPP320 PIN Pad displays "PLEASE WAIT", wait while the iPP320 PIN Pad initializes (this process may take up to several minutes to complete).

↑↓
PLEASE WAIT

f. When the Merchant Resource Center displays the "Initialization complete" response, go to the next step.

   - If the **Continue** button displays, click on it.

g. When the iPP320 PIN Pad displays the "WELCOME/BONJOUR" screen, it is ready to be used to process transactions:

WELCOME/BONJOUR

   - To configure supported optional settings, go to Ready to use the iPP320 PIN Pad? on page 102.

Hardware setup: iPP320 PIN Pad using serial cable connection

Follow these instructions to set up your iPP320 PIN Pad to use a serial connection to your computer.

1 Connect the serial cable to the iPP320 PIN Pad and your computer

a. Turn the iPP320 PIN Pad over so that the back panel is facing you.

b. Plug the PIN Pad serial cable into the empty port on the underside of the iPP320 PIN Pad.

c. Fold the latch down and press to secure the cable connection.

IPP320 PIN PAD
LATCH
PIN PAD SERIAL CABLE
PORT
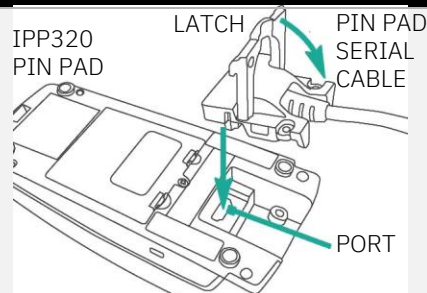
d. Plug the power adaptor cable connector into the port at the back of the PIN Pad serial cable connector.

PIN PAD SERIAL CABLE CONNECTOR
PORT
POWER ADAPTOR CABLE CONNECTOR
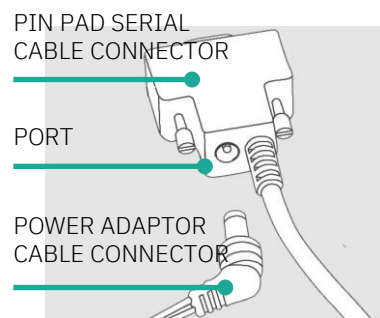
e. Plug the PIN Pad serial cable connector into a serial port on your computer.
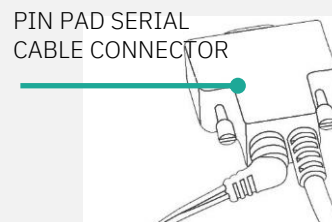
PIN PAD SERIAL CABLE CONNECTOR

f. Plug the power adaptor cable into a working power outlet.

g. Wait while the iPP320 PIN Pad powers on.

POWER ADAPTOR CABLE
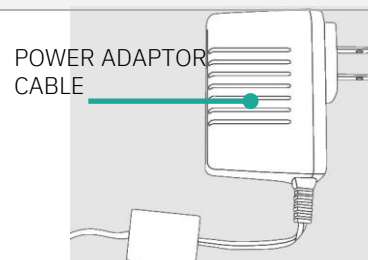
h. When the "INIT REQUIRED" screen displays on the iPP320 PIN Pad, go to step 2 (<u>Access the iPP320 PIN Pad configuration menu</u>) on page 91.

INIT REQUIRED
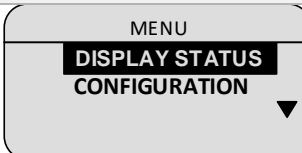
2 Access the iPP320 PIN Pad configuration menu

a. Ensure that the "INIT REQUIRED" screen is displayed.

b. Press the function keys in the following sequence: **F2**, **F1**, **F3**, and **F4**.
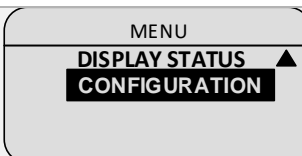
INIT REQUIRED

c. When the "MENU" screen (shown here) displays, go to step 2d of this procedure.

- If the "INIT REQUIRED" screen displays, go back to step 2b of this procedure.
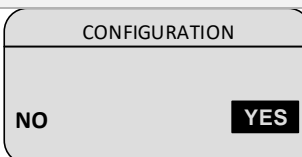
MENU
DISPLAY STATUS
CONFIGURATION
▼

d. On the "MENU" screen, press the **F2** key to scroll to **CONFIGURATION**, and press the green ⬤ key.
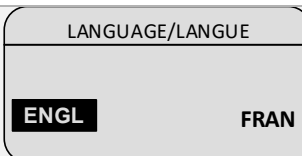
MENU
DISPLAY STATUS ▲
CONFIGURATION

e. When the "CONFIGURATION" screen displays, press the **F4** key (**YES**).

f. Press the green ⬤ key to continue.

CONFIGURATION

NO   **YES**

g. When the "LANGUAGE/LANGUE" screen displays, go to step 3 (Configure the iPP320 PIN Pad for a serial cable connection) on page 92.

LANGUAGE/LANGUE

ENGL   **FRAN**

Moneris

3 **Configure the iPP320 PIN Pad for a serial cable connection**

a. When the "LANGUAGE/LANGUE" menu displays, select the iPP320 PIN Pad's default display language:

- To enable English as the default language, press the **F1** key (**ENGL**).
- To enable French as the default language, press the **F4** key (**FRAN**).

LANGUAGE/LANGUE
ENGL   **FRAN**

b. When the "CABLE TYPE" menu displays, press the **F2** key to scroll down to **RS232**, and press the green ◯ key.

CABLE TYPE
USB
RS232

c. When the "QR-CODE" screen displays, press the **F4** key (**OFF**).

QR-CODE
ON   **OFF**

d. When the "BEEP" screen displays, press the **F1** key (**ON**).

BEEP
ON   **OFF**

e. When the "PED SERIAL NUMBER" screen displays, press the green ◯ key to continue.

Note: The serial number is the iPP320 PIN Pad's terminal ID, which is an eight-digit number that starts with "61" (e.g., "61012345"). The terminal ID is also printed on a sticker affixed to the iPP320 PIN Pad.

PED SERIAL NUMBER 61012345

f. Wait while the IPP320 PIN Pad reboots.

PINPAD WILL REBOOT IN FEW SECONDS, PLEASE WAIT

g. When the "INIT REQUIRED" screen displays, go to step 4 (Identify the com port the iPP320 PIN Pad is using when connected to your computer) on page 93.

INIT REQUIRED

4 **Identify the com port the iPP320 PIN Pad is using when connected to your computer**

a. Identify which com port the iPP320 PIN Pad is using while it is connected to your computer: This com port will be named "SAGEM TELIUM".

   Note: If you are unsure about how to identify the com ports used by peripheral devices connected to your computer, refer to the documentation for your computer's operating system.

b. Identify the "SAGEM TELIUM" com port number.

   Note: If you are unsure about how to identify com port numbers on your computer, refer to the documentation for your computer's operating system.

c. Go to step 5 (Configure the Merchant Resource Center com port setting for your user account) below.

5 **Configure the Merchant Resource Center com port setting for your user account**

a. Log into your Merchant Resource Center store (visit https://www3.moneris.com/mpg, enter your login credentials in the fields, and click on the **Submit** button).

b. On the menu bar, click on **Firstname_Lastname** > **Account Settings**.

c. When the "Account Settings" page displays, locate the "Pinpad COM Port" area.

d. In the **Pinpad COM Port** field, enter the com port (number) that the iPP320 PIN Pad is using while it is connected to your computer.

e. Click on the **Save COM port** button.

f. When the "success" message displays above the button, log out of the Merchant Resource Center, and close your browser.

g. Go to step 6 (Initialize the iPP320 PIN Pad) on page 94.

6 Initialize the iPP320 PIN Pad

a. Log into your Merchant Resource Center store (visit https://www3.moneris.com/mpg, enter your login credentials in the fields, and click on the **Submit** button).

b. On the menu bar, click on **Terminal** > **Chip Initialization**.

c. When "Establishing communication with pinpad" displays on the "Chip Initialization" page, go to the next step.

d. When "Downloading pinpad parameters from the host" displays on the "Chip Initialization" page, go to the next step:

   ▪ If a Moneris "TerminalApplet" warning dialog box displays on your computer screen, select the option to always trust content from this publisher, and then allow the applet to run.

   ▪ If a "security warning" dialog box displays on your computer screen prompting you for permission to allow the Moneris "TerminalApplet" to access a moneris.com Web site, select the option to always grant this access.

e. When the iPP320 PIN Pad displays "PLEASE WAIT", wait while the iPP320 PIN Pad initializes (this process may take up to several minutes to complete).

```
⬆⬇
PLEASE WAIT
```

f. When the Merchant Resource Center displays the "Initialization complete" response, go to the next step.

   ▪ If the **Continue** button displays, click on it.

g. When the iPP320 PIN Pad displays the "WELCOME/BONJOUR" screen, it is ready to be used to process transactions:

   ▪ To configure supported optional settings, go to Ready to use the iPP320 PIN Pad? on page 102.

```
WELCOME/BONJOUR
```

Hardware setup: iPP320 PIN Pad using Moneris Cloud pairing

Follow these instructions to set up your iPP320 PIN Pad to pair with your Merchant Resource Center store via the Moneris Cloud.

1 **Connect the iPP320 PIN Pad to your Ethernet network**

a. Turn the iPP320 PIN Pad over so that the back panel is facing you.

b. Plug the PIN Pad Ethernet cable into the port on the underside of the iPP320 PIN Pad.

c. Fold the latch down and press to secure the cable to the iPP320 PIN Pad.

IPP320 PIN PAD   LATCH   PIN PAD ETHERNET CABLE   PORT
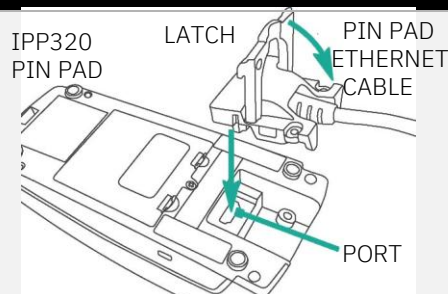
d. Plug the other end of the PIN Pad Ethernet cable into your wired hi-speed Internet access point (e.g., a router/switch/hub/internal wiring – whatever is applicable to the high-speed Internet service at your specific location).

*Note: If your LAN has firewall restrictions on IP traffic to the Internet, ensure that the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the iPP320 PIN Pad to communicate with Moneris (**https://ipterm.moneris.com**).*

WIRED HI-SPEED INTERNET ACCESS POINT (e.g., a ROUTER)

PIN PAD ETHERNET CABLE
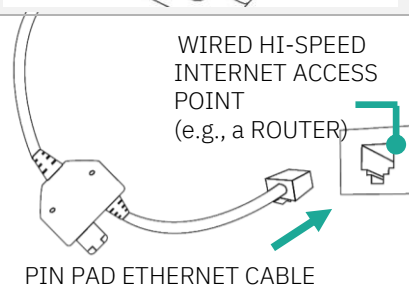
e. Plug the power adaptor cable connector into the power port on the cable box.
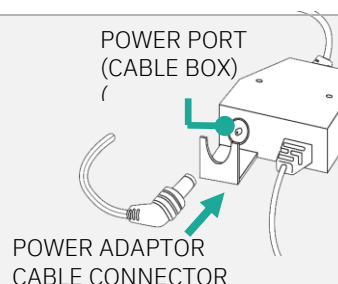
POWER PORT (CABLE BOX)

POWER ADAPTOR CABLE CONNECTOR

f. Plug the power adaptor cable into a working power outlet.

g. When the iPP320 PIN Pad starts to power on, go to the next step

POWER ADAPTOR CABLE

h. When the "LANGUAGE/LANGUE" screen displays, go to step 2 (Configure the iPP320 PIN Pad for the Moneris Cloud) on page 96.

LANGUAGE/LANGUE

ENGL   FRAN

2 Configure the iPP320 PIN Pad for the Moneris Cloud
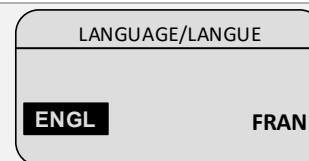
a. On the "LANGUAGE/LANGUE" screen, select a default display language for the iPP320 PIN Pad:

- To enable English, press the **F1** key (**ENGL**).
- To enable French, press the **F4** key (**FRAN**).

```
LANGUAGE/LANGUE


ENGL                    FRAN
```
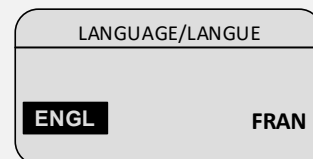
b. When the "MODE" screen displays, press the green ⬛ key (**SPT**).

```
MODE
SPT
HYBRID
PCI
```
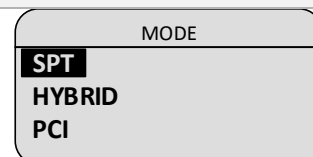
c. When the "COMM TYPE" screen displays, press the **F2** key to scroll down to **CLOUD**, and press the green ⬛ key to select it.

```
COMM TYPE
USB
ETHERNET
CLOUD
```
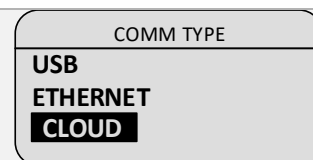
d. When the "ETHERNET IP TYPE" screen displays, do one of the following:

- To enable dynamic IP, go to step 3 (Configure the iPP320 PIN Pad for dynamic IP) on page 97.
- To enable static IP, proceed step 4 (Configure the iPP320 PIN Pad for static IP) on page 98.

```
ETHERNET IP TYPE


STATIC        DYNAMIC
```

Moneris

3 **Configure the iPP320 PIN Pad for dynamic IP**

a. On the "ETHERNET IP TYPE" screen, press the **F4** key (**DYNAMIC**).

> ETHERNET IP TYPE
>
> **STATIC**   **DYNAMIC**

b. When the "CLOUD SETUP" screen displays, press the green ⬛ key (**PRODUCTION**).

> CLOUD SETUP
>
> **PRODUCTION**
> **TEST**

c. When the next "CLOUD SETUP" screen displays, press the green ⬛ key (**PRODUCTION**).

> CLOUD SETUP
>
> **PRODUCTION**

d. When the "ENTER HOST CONNECTION TIMEOUT" screen displays, press the green ⬛ key to continue.

> **ENTER HOST CONNECTION TIMEOUT**
>   **20**

e. If the "TERMINAL ID" screen displays, press the green ⬛ key to continue.

> **TERMINAL ID**
> **61012345**

f. When the "PED SERIAL NUMBER" screen displays, note the displayed eight-digit serial number (starts with "61").

Note: The serial number is the iPP320 PIN Pad's terminal ID (e.g., "61012345"). You will be instructed to refer to the terminal ID during the upcoming setup steps. (The terminal ID is also printed on a sticker affixed to the iPP320 PIN Pad.)

> **PED**
> **SERIAL NUMBER**
> **61012345**

g. Press the green ⬛ key to continue.

Note: Once the iPP320 PIN Pad reboots, it will briefly display "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" followed by the "WELCOME/BONJOUR CC" screen.

h. When the "Pairing Token" screen displays, go to step 5 (Pair the iPP320 PIN Pad with your Merchant Resource Center store) on page 100.

- If the "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" screen displays continuously, see page 114 for troubleshooting.

> **Pairing Token:**
>
> **123456**

Moneris

4 Configure the iPP320 PIN Pad for static IP

a. On the "ETHERNET IP TYPE" screen, press the **F1** key (**STATIC**).	ETHERNET IP TYPE **STATIC** DYNAMIC
b. When the "ENTER TERMINAL IP ADDRESS" screen displays, key in the IP address (identifies the iPP320 PIN Pad on your Ethernet network), and press the green [key].	**ENTER TERMINAL IP ADDRESS**
c. When the "ENTER TERMINAL SUBNET MASK" screen displays, key in the subnet mask address, and press the green [key].	**ENTER TERMINAL SUBNET MASK**
d. When the "ENTER TERMINAL DEFAULT GATEWAY" screen displays, key in the default gateway address (e.g., the IP address of your router/switch/hub), and press the green [key].	**ENTER TERMINAL DEFAULT GATEWAY**
e. When the "CLOUD SETUP" screen displays, press the green [key] (**PRODUCTION**).	CLOUD SETUP **PRODUCTION** **TEST**
f. When the next "CLOUD SETUP" screen displays, press the green [key] (**PRODUCTION**)	CLOUD SETUP **PRODUCTION**
g. When the "ENTER PRIMARY DNS ADDRESS" screen displays, key in the primary DNS address, and press the green [key].	**ENTER PRIMARY DNS ADDRESS**
h. When the "ENTER SECONDARY DNS ADDRESS" screen displays, key in the secondary DNS address, and press the green [key].	**ENTER SECONDARY DNS ADDRESS**

i. When the "ENTER HOST CONNECT TIMEOUT" screen displays, press the green key to continue.

> **ENTER HOST CONNECT TIMEOUT**
> **20**

j. If the "TERMINAL ID" screen displays, press the green key to continue.

> **TERMINAL ID**
> **61012345**

k. When the "PED SERIAL NUMBER" screen displays, note the displayed eight-digit serial number (starts with "61").

Note: The serial number is the iPP320 PIN Pad's terminal ID (e.g., "61012345"). If you are pairing the iPP320 PIN Pad, you will be instructed to refer to the terminal ID during the upcoming setup steps. (The terminal ID is also printed on a sticker affixed to the iPP320 PIN Pad.)

> **PED SERIAL NUMBER**
> **61012345**

l. Press the green key to continue.

m. When the "TERMINAL WILL BE REBOOTED..." screen displays, wait while the iPP320 PIN Pad reboots.

Note: Once the iPP320 PIN Pad reboots, it will briefly display "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" followed by the "WELCOME/BONJOUR CC" screen.

> **TERMINAL WILL BE REBOOTED...**

n. When the "Pairing Token" screen displays, go to step 5 (Pair the iPP320 PIN Pad with your Merchant Resource Center store) on page 100.

- If the "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" screen displays continuously, see page 114 for troubleshooting.

> **Pairing Token:**
> **123456**

5 **Pair the iPP320 PIN Pad with your Merchant Resource Center store**

a. Log into your Merchant Resource Center store (visit https://www3.moneris.com/mpg, enter your login credentials in the fields, and click on the **Submit** button).

b. On the menu bar, click on **Admin** > **Cloud Pairing**.

c. When the "Cloud Pairing" page displays, go to the next step.

d. Ensure that the iPP230 PIN Pad that you want to pair is displaying its "Pairing Token" screen.

> **Pairing Token:**
>
> **123456**

e. On the "Cloud Pairing" page, go to the "Pinpads" list and locate the terminal ID ("Device ID") of the iPP320 PIN Pad that you want to pair.

   Note: The terminal ID is an eight-digit number starting with "61", which is also printed on a sticker affixed to the iPP320 PIN Pad.

f. Click on the **Pair** button that corresponds to the terminal ID ("Device ID") of the iPP320 PIN Pad that you want to pair.

   Note: If your iPP320 PIN Pad's terminal ID ("Device ID") is not listed, contact Moneris.

g. When the "Pair device" area displays, enter the following information:

   ▪ In the **Pairing Token** field, enter the token value that is displayed on the iPP320 PIN Pad screen.

   ▪ In the **Name** field, enter the name identifier (e.g., "lane 1") that you want to assign to the iPP320 PIN Pad.

h. Click on the **Pair** button.

   Note: The "Processing: Device is initializing..." dialog box displays on the "Cloud Pairing" page during the pairing/initialization process.

i. When the iPP320 PIN Pad displays the "PLEASE WAIT" screen, wait while the iPP320 PIN Pad pairs and initializes.

> ⇅
> **PLEASE WAIT**

j. When the "Success: Device was successfully paired" dialog box displays on the "Cloud Pairing" page, click on the **Close** button.

   ▪ If the "Error: null" dialog box displays, see Merchant Resource Center error messages: iPP320 PIN Pad on page 114 for troubleshooting.

k. When the iPP320 PIN Pad displays the "WELCOME/BONJOUR" screen with the indicator "CC" in the upper right corner of the screen, go to the next step.

   Note: "CC" indicates that the iPP320 PIN Pad has established a

> CC
> **WELCOME/BONJOUR**

connection to the Moneris Cloud.

l. On the "Cloud Pairing" page in the "Pinpads" area, confirm that the **Status** column of the newly paired iPP320 PIN Pad indicates the PIN Pad is a "Connected" device (the **Name**, **Serial**, **Last Pair Date**, and **Last Transaction** fields will also display data about the P400 PIN Pad).

*Note: The **Status** field will display "Connected" as long as the iPP320 PIN Pad can communicate with the Merchant Resource Center via the Moneris Cloud (e.g., if the paired iPP320 PIN Pad cannot communicate with the Merchant Resource Center because the Internet connection is broken, the **Status** field will indicate that the iPP320 PIN Pad is "Not Connected").*

m. The iPP320 PIN Pad is now ready to be used to process transactions.

n. Go to Ready to use the iPP320 PIN Pad? on page 102.

Ready to use the iPP320 PIN Pad?

1. Once you have initialized the iPP320 PIN Pad, you may enable or configure one or more of the following optional settings:

   iPP320 PIN Pad using connection type: USB/serial/Moneris Cloud

   - To enable tip prompting on the iPP320 PIN Pad, go to page 344.
   - To set the iPP320 PIN Pad as the default card entry device, go to page 323.

   iPP320 PIN Pad using connection type: USB/serial

   - To change an iPP320 PIN Pad's default display language, go to page 103.

   iPP320 PIN Pad using connection type: Moneris Cloud

   - To set an iPP320 PIN Pad to be the default PIN Pad during your login session (i.e., you have more than one Moneris Cloud-paired iPP320 PIN Pad), go to page 324.
   - To change an iPP320 PIN Pad's default display language, go to page 104.
   - To change an iPP320 PIN Pad's Ethernet IP configuration settings, go to page 105.
   - To un-pair an iPP320 PIN Pad, go to page 110.
   - To pair an initialized but subsequently un-paired iPP320 PIN Pad, go to page 111.

   How to perform debit/credit transactions with the iPP320 PIN Pad:

   - Card entry options: iPP320 PIN Pad (pages 77 to 78)
   - Purchase with debit/credit card (page 122)
   - Preauthorization with debit/credit card (page 140)
   - Void with debit/credit card (page 164)
   - Refund with debit/credit card (page 165)
   - Independent Refund with debit/credit card (page 168)

![Moneris logo]

Changing the iPP320 PIN Pad's default display language

Changing the iPP320 PIN Pad's default display language: USB/serial

Follow the steps below to change the default display language of an iPP320 PIN Pad that is connected to your computer via a USB cable or serial cable.

1 **Access the iPP320 PIN Pad's configuration menus**

a. On the "WELCOME/BONJOUR" screen, simultaneously press and hold down both the yellow ◁ key and the ⁕⌗⁕ key until the iPP320 PIN Pad starts to reboot.

| WELCOME/BONJOUR |

b. When the "POSPAD CANADA" screen displays, quickly press the red ✕ key, and then press the green ◯ key.

Note: *You have 10 seconds to complete this action, or the iPP320 PIN Pad will return to the "WELCOME/BONJOUR" screen.*

| POSPAD CANADA |
| C0000-61012345 |

c. When the "LANGUAGE/LANGUE" screen displays, go to step 1a.

- If the "WELCOME/BONJOUR" screen displays, go back to step 1a.

d. On the "LANGUAGE/LANGUE" screen, press the **F4** key (**FRAN**).

| LANGUAGE/LANGUE |
| ENGL   FRAN |

e. When the "TYPE/CABLE" screen displays, press the red ✕ key.

Note: "USB" or "RS232" may be highlighted depending on the connection type the iPP320 PIN Pad is currently configured to use.

| TYPE CABLE |
| USB |
| RS232   ▼ |

f. When the "LANGUE/LANGUAGE" screen displays, press the red ✕ key.

| LANGUE/LANGUAGE |
| ENGL   FRAN |

g. When the "BONJOUR/WELCOME" screen displays, the iPP320 PIN Pad is ready to be used to process transactions in French.

Note: *For instructions on how to perform transactions in French, refer to the French version of this user manual.*

| BONJOUR/WELCOME |

Moneris

Changing the iPP320 PIN Pad's default display language: Moneris Cloud

Follow the steps below to change the default display language of an iPP320 PIN Pad that is paired via the Moneris Cloud with your Merchant Resource Center store.

---

1   **Access the iPP320 PIN Pad's configuration menus**

a. On the "WELCOME/BONJOUR CC" screen, simultaneously press and hold down both the yellow ◁ key and the ⚹# key until the iPP320 PIN Pad starts to reboot.

> **WELCOME/BONJOUR** cc

b. When the version screen displays (e.g., "U-AAAA-6102345"), quickly press the red ✗ key, and then press the green ○ key.

> *Note:*   *You have 10 seconds to complete this action, or the iPP320 PIN Pad will return to the "WELCOME/BONJOUR" screen.*

> **U-AAAA-61012345**

c. When the "LANGUAGE/LANGUE" screen displays, go to step 1d.
- If the "WELCOME/BONJOUR" screen displays, go back to step 1a.

d. On the "LANGUAGE/LANGUE" screen, press the **F4** key (**FRAN**).

> LANGUAGE/LANGUE
>
> **ENGL**   **FRAN**

e. When the "MODE" screen displays, press the red ✗ key.

> MODE
> **SPT**
> **HYBRID**
> **PCI**

f. When the "LANGUE/LANGUAGE" screen displays, press the red ✗ key.

> LANGUE/LANGUAGE
>
> **ENGL**   **FRAN**

g. When the "BONJOUR/WELCOME CC" screen displays, the iPP320 PIN Pad is ready to be used to process transactions in French.

> *Note:*   *For instructions on how to perform transactions in French, refer to the French version of this user manual.*

> **BONJOUR/WELCOME** cc

Moneris

Changing the configuration settings of an initialized IPP320 PIN Pad: Moneris Cloud

Follow the steps below to change one or more Ethernet IP configuration settings (e.g., dynamic IP or static IP parameters) of an initialized iPP320 PIN Pad.

Note: The initialized iPP320 PIN Pad may or may not be currently paired via the Moneris Cloud with your Merchant Resource Center store.

1   Access the iPP320 PIN Pad's configuration menus

a. On the "WELCOME/BONJOUR CC" or the "Pairing Token" screen, simultaneously press and hold down both the yellow ◁ key and the #* key until the iPP320 PIN Pad starts to reboot.

> cc
> **WELCOME/BONJOUR**
>
> ---------------------------------
>
> **Pairing Token:**
>
> **123456**

b. When the version screen displays (e.g., "U-AAAA-6102345"), quickly press the red ✗ key, and then press the green ○ key.

   Note: You have 10 seconds to complete this action, or the iPP320 PIN Pad will return to the "Pairing Token" screen.

> **U-AAAA-61012345**

c. When the "LANGUAGE/LANGUE" screen displays, go to step 1d.

   - If the "WELCOME/BONJOUR" screen displays, go back to step 1a.

d. On the "LANGUAGE/LANGUE" screen, select a default display language for the iPP320 PIN Pad:

   - To enable English, press the **F1** key (**ENGL**).

   - To enable French, press the **F4** key (**FRAN**).

> LANGUAGE/LANGUE
>
> **ENGL**   **FRAN**

e. When the "MODE" screen displays, press the green ○ key (**SPT**).

> MODE
> **SPT**
> **HYBRID**
> **PCI**

f. When the "COMM TYPE" screen displays, press the green ○ key (**CLOUD**).

> COMM TYPE
> **USB**
> **ETHERNET**
> **CLOUD**

g. When the "ETHERNET IP TYPE" screen displays, do one of the following:

   - If the initialized iPP320 PIN Pad is not currently paired :

- To enable dynamic IP, go to step 3 (<u>Configure the iPP320 PIN Pad for dynamic IP</u>) on page 97.

- To enable static IP, proceed step 4 (<u>Configure the iPP320 PIN Pad for static IP</u>) on page 98.

- **If the initialized** iPP320 **PIN Pad is currently paired:**

  - To enable dynamic IP, go to step 2 (<u>Configure the iPP320 PIN Pad for dynamic IP</u>) on page 107.

  - To enable static IP, proceed step 3 (<u>Configure the iPP320 PIN Pad for static IP</u>) on page 108.

2 **Configure the iPP320 PIN Pad for dynamic IP**

a. On the "ETHERNET IP TYPE" screen, press the **F4** key (**DYNAMIC**).

> ETHERNET IP TYPE
>
> STATIC   DYNAMIC

b. When the "CLOUD SETUP" screen displays, press the green 🟢 key (**PRODUCTION**).

> CLOUD SETUP
> **PRODUCTION**
> TEST

c. When the next "CLOUD SETUP" screen displays, press the green 🟢 key (**PRODUCTION**).

> CLOUD SETUP
> **PRODUCTION**

d. When the "ENTER HOST CONNECTION TIMEOUT" screen displays, press the green 🟢 key to continue

> ENTER HOST
> CONNECTION TIMEOUT
>   20

e. When the "TERMINAL ID" screen displays, press the green 🟢 key to continue.

> TERMINAL ID
> 61012345

f. When the "PED SERIAL NUMBER" screen displays, note the displayed eight-digit serial number (starts with "61").

Note: The serial number is the iPP320 PIN Pad's terminal ID (e.g., "61012345"). You will be instructed to refer to the terminal ID during the upcoming setup steps. (The terminal ID is also printed on a sticker affixed to the iPP320 PIN Pad.)

> PED
> SERIAL NUMBER
> 61012345

g. Press the green 🟢 key to continue.

h. If the "TERMINAL WILL BE REBOOTED..." screen displays, wait while the iPP320 PIN Pad reboots.

Note: Once the iPP320 PIN Pad reboots, it will briefly display "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" followed by the "WELCOME/BONJOUR CC" screen.

> TERMINAL WILL BE
> REBOOTED...

i. When the "WELCOME/BONJOUR CC" screen displays, the iPP320 PIN Pad is ready to be used to process transactions.

> CC
> WELCOME/BONJOUR

Moneris

3 **Configure the iPP320 PIN Pad for static IP**

a.	On the "ETHERNET IP TYPE" screen, press the **F1** key (**STATIC**).	**ETHERNET IP TYPE** **STATIC** DYNAMIC
b.	When the "ENTER TERMINAL IP ADDRESS" screen displays, key in the IP address (identifies the iPP320 PIN Pad on your Ethernet network), and press the green ▢ key.	**ENTER TERMINAL IP ADDRESS**
c.	When the "ENTER TERMINAL SUBNET MASK" screen displays, key in the subnet mask address, and press the green ▢ key.	**ENTER TERMINAL SUBNET MASK**
d.	When the "ENTER TERMINAL DEFAULT GATEWAY" screen displays, key in the default gateway address (e.g., the IP address of your router/switch/hub), and press the green ▢ key.	**ENTER TERMINAL DEFAULT GATEWAY**
e.	When the "CLOUD SETUP" screen displays, press the green ▢ key (**PRODUCTION**).	CLOUD SETUP **PRODUCTION** **TEST**
f.	When the next "CLOUD SETUP" screen displays, press the green ▢ key (**PRODUCTION**).	CLOUD SETUP **PRODUCTION**
g.	When the "ENTER PRIMARY DNS ADDRESS" screen displays, key in the primary DNS address, and press the green ▢ key.	**ENTER PRIMARY DNS ADDRESS**
h.	When the "ENTER SECONDARY DNS ADDRESS" screen displays, key in the secondary DNS address, and press the green ▢ key.	**ENTER SECONDARY DNS ADDRESS**

i. When the "ENTER HOST CONNECT TIMEOUT" screen displays, press the green ⬤ key to continue.

> **ENTER HOST CONNECT TIMEOUT**
> **20**

j. When the "TERMINAL ID" screen displays, press the green ⬤ key to continue.

> **TERMINAL ID**
> **61012345**

k. When the "PED SERIAL NUMBER" screen displays, note the displayed eight-digit serial number (starts with "61").

Note: The serial number is the iPP320 PIN Pad's terminal ID (e.g., "61012345"). If you are pairing the iPP320 PIN Pad, you will be instructed to refer to the terminal ID during the upcoming setup steps. (The terminal ID is also printed on a sticker affixed to the iPP320 PIN Pad.)

> **PED**
> **SERIAL NUMBER**
> **61012345**

l. Press the green ⬤ key to continue.

m. If the "TERMINAL WILL BE REBOOTED..." screen displays, wait while the iPP320 PIN Pad reboots.

Note: Once the iPP320 PIN Pad reboots, it will briefly display "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" followed by the "WELCOME/BONJOUR CC" screen.

> **TERMINAL WILL BE REBOOTED...**

n. When the "WELCOME/BONJOUR" screen displays the iPP320 PIN Pad is ready to be used to process transactions.

> CC
> **WELCOME/BONJOUR**

Un-pairing / re-pairing options: iPP320 PIN Pad

Un-pairing an iPP320 PIN Pad: Moneris Cloud

Follow the steps below to un-pair an initialized iPP320 PIN Pad that is currently paired with your Merchant Resource Center store.

1 Identify and un-pair the iPP320 PIN Pad

a. Ensure that the iPP320 PIN Pad that you want to un-pair is connected to the Internet.

b. Log into your Merchant Resource Center store (see page 5).

c. On the menu bar, click on **Admin** > **Cloud Pairing**.

d. On the "Cloud Pairing" page, go to the "Pinpads" list and locate the terminal ID ("Device ID") of the iPP320 PIN Pad that you want to un-pair.

   Note: The terminal ID is an eight-digit number starting with "61", which is also printed on a sticker affixed to the iPP320 PIN Pad.

e. Locate the corresponding **Status** field, and confirm that it indicates the iPP320 PIN Pad is "Connected".

f. Click on the corresponding **Unpair** button.

g. When the "Processing: Unpairing Terminal" message displays on the "Cloud Pairing" page, wait.

h. When the "Cloud Pairing" page displays, go to the next step.

i. Refer to the "Pinpads" list on the "Cloud Pairing" page: Confirm that the newly un-paired iPP320 PIN Pad's **Name**, **Serial**, **Last Pair Date**, **Last Transaction** and **Status** fields are unfilled (blank).

j. When the iPP320 PIN Pad's "Pairing Token" screen displays, the operation is complete.

   Note: The token is displayed because the iPP320 PIN Pad is no longer paired. Once the iPP320 PIN Pad is un-paired, it cannot be used to process transactions until it is paired again (see page 111).

> **Pairing Token:**
>
> **123456**

Pairing an initialized iPP320 PIN Pad: Moneris Cloud

Follow the steps below to pair an iPP320 PIN Pad that has previously been paired and initialized via the Moneris Cloud with your Merchant Resource Center store and then subsequently un-paired.

1   **Confirm that the "Pairing Token" screen is displayed**

a. Power on the iPP320 PIN Pad, and ensure that it is properly connected to your Ethernet network.

b. Wait for the "Pairing Token" screen to display.

- If the "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" screen displays continuously, see page 114 for troubleshooting.

> **Pairing Token:**
>
> **123456**

c. Do one of the following:

- If you need to change the iPP320 PIN Pad's configuration settings (e.g., you want to change the Ethernet IP configuration and/or you want to change the display language), go to page 105.

- If you do not need to change any configuration settings, go to step 5 (Pair the iPP320 PIN Pad with your Merchant Resource Center store) on page 100.

Card entry options: iPP320 PIN Pad

Insert (chip cards): iPP320 PIN Pad

1. Wait for the iPP320 PIN Pad to display "SWIPE OR INSERT CARD" or "SWIPE, TAP OR INSERT CARD".

2. The cardholder inserts their card into the iPP320 PIN Pad's chip reader.

   Note: Unless the iPP320 PIN Pad prompts otherwise, the card should not be swiped even if it has a magnetic stripe.

3. The cardholder may be prompted to enter data, including a PIN.

4. The cardholder leaves the chip card inserted until "REMOVE CARD" displays on the iPP320 PIN Pad.

   Tip for proper card insertion:

   Hold the iPP320 PIN Pad with one hand, and insert the card in the chip reader with the other hand (this will prevent the iPP320 PIN Pad's contactless reader from inadvertently reading the card data as a contactless transaction.

Swipe (magnetic stripe cards): iPP320 PIN Pad

Note: If the card has a chip, it must be inserted (see above).

1. Wait for the iPP320 PIN Pad to display "SWIPE OR INSERT CARD" or "SWIPE, TAP OR INSERT CARD".

2. You or the cardholder swipes their card on the iPP320 PIN Pad's magnetic stripe reader.

   Note: If the card is a credit card, you should swipe the card.

   - If the card is a debit card, the cardholder will be prompted to enter a PIN.

   Tip for proper card swipe:

   Hold the iPP320 PIN Pad with one hand, and swipe the card in the magnetic stripe reader with the other hand (this will prevent the iPP320 PIN Pad's internal contactless reader from inadvertently reading the card data).

Wave/tap (contactless cards): iPP320 PIN Pad

1. Wait for the iPP320 PIN Pad to display "SWIPE, TAP OR INSERT CARD".

2. The cardholder taps/waves their contactless card* over the iPP320 PIN Pad's display screen:

   - Only Purchases and Refunds can be performed as contactless transactions.
   - The cardholder will not be prompted for a PIN.
   - The transaction amount must be equal to or less than the card's maximum Contactless Dollar Value (see below).

3. The iPP320 PIN Pad beeps and four green lights flash when the contactless reader is reading the card data.

   * In this manual, the term "contactless card" refers to a contactless-enabled card (supported brands include Visa®, Mastercard®, American Express®, Discover®, and *Interac*®) or other items such as a key fob, mobile tag, or mobile device (e.g., a smartphone, tablet, or smartwatch; the cardholder is responsible for any related software on their mobile device including downloading any required apps and loading their card information into their digital wallet).

Maximum Contactless Dollar Value (CDV)

To determine the maximum CDV for a card type, contact Moneris.

- Credit cards: If a credit card is tapped for an amount that exceeds its maximum CDV, the iPP320 PIN Pad will display "TAP FAILED PLEASE RETRY".
- Debit cards: If a debit card is tapped for an amount that exceeds its maximum CDV, the iPP320 PIN Pad will display "MUST INSERT CARD".

Tips for proper card tap/wave

- The card must be within 0.5 in. (1.3 cm) of the iPP320 PIN Pad's display screen but does not have to touch it.
- The card must be tapped or waved by itself. It should not be waved while in a wallet with other cards.

Manual card entry on the iPP320 PIN Pad

You may manually enter the card number for credit cards and some chip debit cards.

USB/serial connection
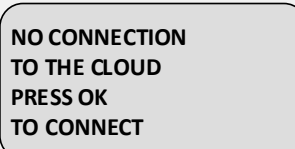
1. Initiate the debit/credit transaction (e.g., **Terminal** > **Purchase**).

2. As the payment method, select **Debit/Credit - Pinpad**.

3. Checkmark the **Enable manual card input** box.

Moneris Cloud paired

1. Initiate the debit/credit transaction (e.g., **Terminal** > **Purchase**).

2. As the payment method, select **Debit/Credit - Cloud**.

3. Checkmark the **Enable manual card input** box.

Troubleshooting: iPP320 PIN Pad

iPP320 PIN Pad error messages

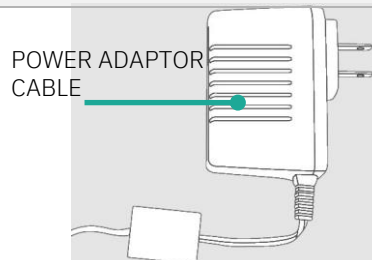| Error message	Solution
NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT	The iPP320 PIN Pad cannot establish a connection to Moneris. 1. Ensure that your Internet service is available and your Ethernet cables are properly connected. *Note: If your LAN has firewall restrictions on IP traffic to the Internet, ensure that the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the iPP320 PIN Pad to communicate with Moneris (**https://ipterm.moneris.com**).* 2. Press the green key to clear the error message. 3. When the iPP320 PIN Pad displays the "Pairing Token" screen, go to setup step 5 (*Pair the iPP320 PIN Pad with your Merchant Resource Center store*) on page 100. 4. If the error message displays again, simultaneously press and hold down both the yellow key and the key until the iPP320 PIN Pad starts to reboot. 5. When the iPP320 PIN Pad displays the "Pairing Token" screen, go to setup step 5 (Pair the iPP320 PIN Pad with your Merchant Resource Center store) on page 100.

Merchant Resource Center error messages: iPP320 PIN Pad

Error message	Solution
Error: null	The Merchant Resource Center cannot detect the iPP320 PIN Pad. 1. Click on the **Close** button to close the "Error: null" dialog box. 2. Retry the Moneris Cloud pairing steps on page 100 (begin at step 5b). 3. If the error continues to recur after you have made several attempts to pair, simultaneously press and hold down both the yellow key and the key until the iPP320 PIN Pad starts to reboot. 4. Retry the Moneris Cloud pairing steps on page 100 (begin at step 5b).

Using your Merchant Resource Center store.

In this section, we go over everything you need to know to use your Merchant Resource Center store. You can also view how-to videos online at moneris.com/mrcvideos.

![Moneris logo]
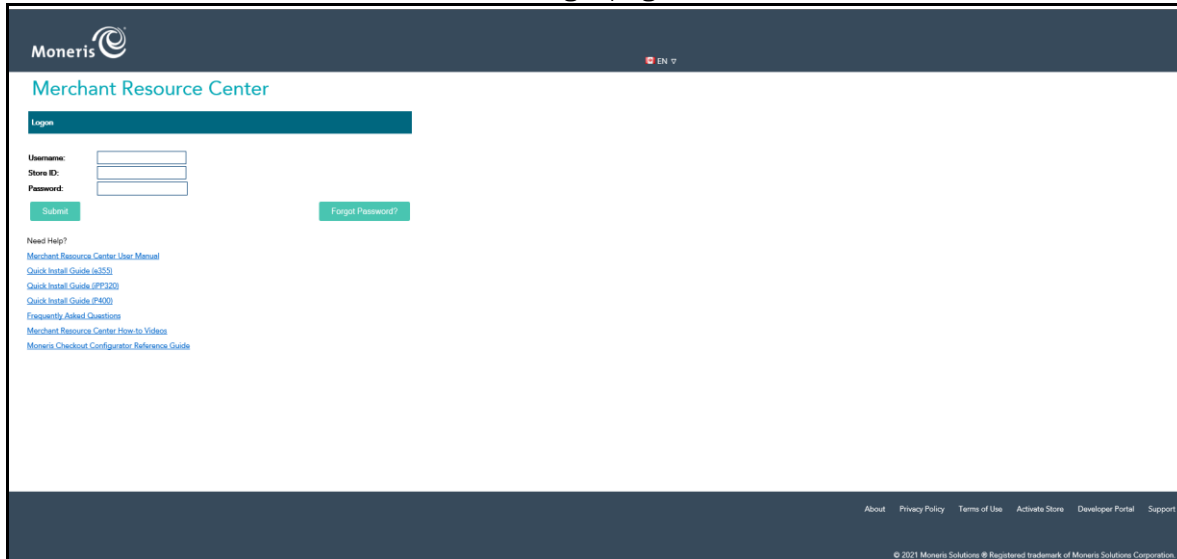
Merchant Resource Center basics

Logging into the Merchant Resource Center

Follow the steps below to log in/start a new session on the Merchant Resource Center.

Note: If your Merchant Resource Center store account is not yet activated, see Activating your Merchant Resource Center store (page 8).

1. Visit https://www3.moneris.com/mpg/.

2. Wait for the "Merchant Resource Center" login page (shown in the screenshot below) to display:

3. In the "Logon" area, enter your credentials in the fields (**Username**, **Store ID**, and **Password**).

   Note: You must have a valid user ID (username) and password to access the Merchant Resource Center.

   Important! Passwords should be kept confidential and not shared with anyone. Change your password immediately if you have any reason to believe that someone else has access to it or has tried to log into your account (see page 320).

4. Click on the **Submit** button.

   Note: You must change your password periodically. If your password expires, you will be prompted to create a new password.

   - If prompted to select/answer three security questions, see page 119.
   - If prompted to change your password, enter the new password, and click on the **Submit** button.

     Note: The password (password fields are case sensitive) must include 7-16 characters; start with a letter; contain a number; and cannot be the same as the previous 4 passwords.

   - If prompted to answer a security question, answer it, and click on the **Submit** button (or **Change Password** button).

5. When the "Merchant Resource Center" main page displays (see page 117), you have successfully logged in.

The Merchant Resource Center main page

When you log in for the first time, the Merchant Resource Center main page (shown in the screenshot below) will display.

Note: *The main page will always display unless you change your default page (see page 322).*
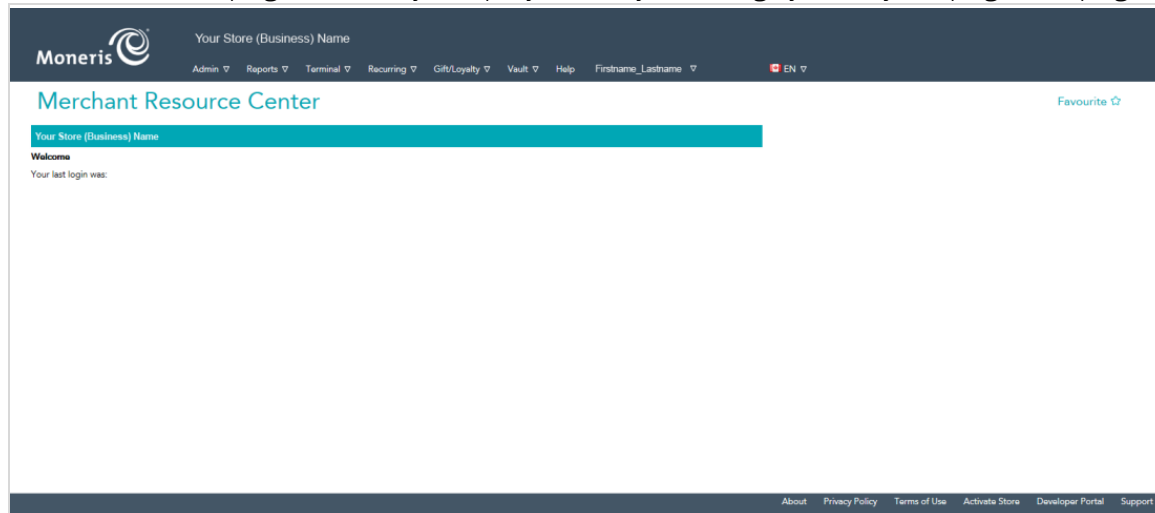
The menu bar

Once you are logged into the Merchant Resource Center, you will see the menu bar (shown in the screenshot below) displayed near the top of the screen.
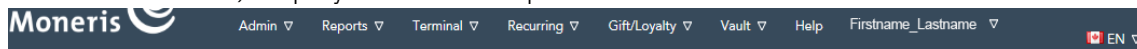
— The menu bar lists the features for which your store has been enabled (for a list of menu bar-accessible features, see page 118).

Using the menu bar

To access the functions/transactions associated with a menu-accessible feature, do the following:

1. Click on the feature that you want to use (e.g., to use the virtual terminal feature, click on **Terminal** on the menu bar).

2. Once the associated sub-menu bar displays (shown in the screenshot below), click on the function/transaction that you want to access (e.g., to do a debit/credit Purchase, click on **Purchase**).
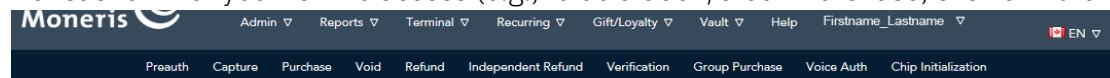
3. When the "Purchase" page is displayed, you may perform the transaction.

Available store features

The table below lists the Merchant Resource Center features that accessible from the menu bar (see page 117).

Note: Only the features for which your Merchant Resource Center store has been enabled will be accessible and/or visible.

Feature	Description
Admin	Administrative functions (see page 331).
Reports	Transaction and batch reports (see page 301).
Terminal	Virtual terminal (see page 121).
Recurring	Recurring billing (see page 277).
Gift/Loyalty	Moneris Gift/Loyalty (see page 221).
Vault	Vault (see page 284).
Help	Context-sensitive online help (see page 118).
Firstname_Lastname	Managing your own user account (see page 319).

Accessing context-sensitive help

Context-sensitive onscreen help may be accessed from any Merchant Resource Center page.

1. To access the help, click on **Help** on the menu bar.

Using the search fields

When entering data in a Merchant Resource Center search field, please note:

— Search fields are not case sensitive.

   Note: Password fields are case sensitive.

— You may enter just a portion of a name (e.g., if you enter "**mon**" or "**eris**" or "**Neri**," the system retrieves "Moneris" in all instances).

Logging out of the Merchant Resource Center

Follow the steps below to end your session and log out of the Merchant Resource Center.

1. On the menu bar, click on **Firstname_Lastname** > **Logout**.

2. When the Merchant Resource Center login page displays (see page 116), it means you have successfully logged out.

Need to reset your login password?

1. Start on the Merchant Resource Center login page (visit https://www3.moneris.com/mpg/).

2. Click on the **Forgot Password?** button.

3. On the "Password Reset" page, enter your credentials in the **Username** and **Store ID** fields.

4. Click on the **Submit** button.

5. Answer the security question (enter the answer in the field), and click on the **Submit** button.

   Note: If you cannot remember the answer to your security question, contact your store administrator and request that they reset your password. If you are the store administrator and you cannot remember your security question, contact onlinepayments@moneris.com).

6. Click on the **Close Window** button.

7. Wait for the temporary password to be emailed to you.

8. Log into the Merchant Resource Center (enter your username and the temporary password that was e-mailed to you).

   Note: You will be prompted to change the temporary password.

Configuring your security questions and answers

The questions and answers that you configure will be used to identify you in the event that you forget your password. (Periodically you may be prompted to answer a question when logging in.)

1. Select a question from each of the three **Security Question #** drop-down lists, and enter an answer in the corresponding **Security Answer** field.

   Note: Each question and answer must be between 6 and 90 characters long, and each question and answer must be different from the other questions/answers.

2. In the **Email Address** field, enter your e-mail address.

   Note: In the event that you need to have your login password reset, a temporary password will be sent to this address.

3. Click on the **Save Reset Password Data** button.

4. When the "Merchant Resource Center" main page displays (see page 117), you have successfully logged in.

Changing the display language during your login session

Follow the steps below to change the default language of the Merchant Resource Center for the duration of your login session.

Note: *To change the default language setting for your user account, see page 326.*

To change the Merchant Resource Center display language to English:

1. On the menu bar, click on the Canadian flag icon (FR) FR > **Canada - English**.

2. Wait for the "Merchant Resource Center" (English) page to display.

To change the Merchant Resource Center display language to French:

1. On the menu bar, click on the Canadian flag icon (EN) EN > **Canada - Français**.

2. Wait for the "Centre de ressources aux commerçants" (French) page to display.

General guidelines for performing transactions

A financial transaction involves the transfer of funds between a cardholder's account and your own business account.

1. Select the transaction to be processed (e.g., **Terminal** > **Purchase** or **Terminal** > **Refund**).

2. Select a payment method/card entry method.

3. Capture the card data (e.g., manually enter the data in Merchant Resource Center fields, or use a supported PIN Pad or other POS device to capture the data).

   - If a supported PIN Pad is used, ensure that the cardholder follows any prompts that are displayed on the PIN Pad.

4. Wait for the Merchant Resource Center to display an "**APPROVED**" or "**DECLINED**" response.

5. Print/e-mail a transaction receipt.

Virtual terminal

Using the virtual terminal feature, you may perform debit/credit transactions such as Purchases, Preauthorizations, and Refunds (for full listing of available transactions, refer to the table below).

Transaction type	card type /tender	See procedure on:
Purchase[6]	debit/credit	page 122
Purchase	cash	page 138
Group Purchase	debit[7]/credit	page 139
Preauthorization[8]	debit[9]/credit	page 140
Capture (Preauthorization)[10]	debit[11]/credit	page 158
Voice Authorization	debit[12]/credit	page 161
Void	debit/credit	page 164
Refund	debit/credit	page 165
Independent Refund	debit/credit	page 168
Card Verification	debit[13]/credit	page 180
Chip Initialization (USB/serial)[14]	debit/credit	page 185
Cloud Initialization[15]	debit/credit	page 186

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[6] To set up a recurring Purchase, see page 277.
[7] Applies only to some chip debit cards.
[8] For Reauthorization, see page 157.
[9] Applies only to some chip debit cards.
[10] For Reauthorization Capture, see page 160.
[11] Applies only to some chip debit cards.
[12] Applies only to some chip debit cards.
[13] Applies only to some chip debit cards.
[14] Initializes a PIN Pad (this is not a financial transaction).
[15] Initializes a PIN Pad (this is not a financial transaction).

Purchase with debit/credit card

Debit/credit card sale of goods and services. A Purchase verifies funds on the cardholder's card, removes the funds, and prepares the funds for deposit into your merchant account.

— For a listing of supported card entry methods including the associated procedures describing how to use them to perform this transaction, refer to the tables below:

e355 PIN Pad

Card entry device	Connection type	Card entry method	See procedure on:
e355 PIN Pad	Wi-Fi (Moneris Cloud)	insert/tap/swipe	page 123
e355 PIN Pad	Wi-Fi (Moneris Cloud)	manual entry (keyed)	page 124

iPP320 PIN Pad

Card entry device	Connection type	Card entry method	See procedure on:
iPP320 PIN Pad	USB/serial cable (PC)	insert/tap/swipe	page 125
iPP320 PIN Pad	USB/serial cable (PC)	manual entry (keyed)	page 126
iPP320 PIN Pad	Ethernet cable (Moneris Cloud)	insert/tap/swipe	page 127
iPP320 PIN Pad	Ethernet cable (Moneris Cloud)	manual entry (keyed)	page 128

P400 PIN Pad

Card entry device	Connection type	Card entry method	See procedure on:
P400 PIN Pad	Ethernet cable (Moneris Cloud)	insert/tap/swipe	page 129
P400 PIN Pad	Ethernet cable (Moneris Cloud)	manual entry (keyed)	page 130

Other

Card entry device	Connection type	Card entry method	See procedure on:
unencrypted magnetic stripe reader (MSR)	USB cable (PC)	swipe	page 131
virtual terminal (Vault profile)	-	-	page 132
virtual terminal (keyed)	-	manual entry (keyed)	page 134

Purchase with debit/credit card - e355 PIN Pad: Moneris Cloud

Follow the steps below to perform a debit/credit Purchase by capturing debit/credit card data (insert, tap, or swipe) with an e355 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet. (For more information about the e355 PIN Pad, see page 11.) A Purchase verifies funds on the cardholder's card, removes the funds, and prepares the funds for deposit into your merchant account.

1. On the menu bar, click on **Terminal** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Cloud** from the drop-down list.

4. In the "Payment Details" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. Ensure that the **Enable manual card input** box is unmarked.

   b. In the **Order ID** field, optionally enter an order ID.

   c. In the **Customer ID** field, optionally enter a customer ID.

   d. In the **Amount** field, enter the Purchase amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with cloud" displays on the "Purchase" page, wait.

   ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the e355 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on the pinpad" displays on the "Purchase" page, see page 201.

8. When the "APPROVED or "DECLINED" response displays on the "Purchase" page, the transaction is complete:

   ▪ If Moneris Loyalty is enabled and you want to award loyalty points, see page 231.
   ▪ If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Purchase with debit/credit card: e355 - manual card entry: Moneris Cloud

Follow the steps below to perform a credit Purchase by manually entering (keying) credit card data on an e355 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet. (For more information about the e355 PIN Pad, see page 11.) A Purchase verifies funds on the cardholder's card, removes the funds, and prepares the funds for deposit into your merchant account.

Note: *Some chip debit cards may be used for this transaction.*

1. On the menu bar, click on **Terminal** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Cloud** from the drop-down.

4. In the "Payment Details" area, do the following:

    Note: *For information about fields referred to in the steps below, see page 433.*

    a. Checkmark the **Enable manual card input** box.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, enter the Purchase amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with cloud" displays on the "Purchase" page, wait.

    ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the e355 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on pinpad" displays on the "Purchase" page, go to the next step.

    ▪ If "$0.00-OK?" displays on the e355 PIN Pad, see page 202.

8. When "ENTER CARD #" displays on the e355 PIN Pad, key in the card account number, and press the green ⬤ key.

9. When "EXPIRY DATE (MMYY)" displays on the e355 PIN Pad, key in the card expiry date (MMYY), and press the green ⬤ key.

10. When "PLEASE WAIT" displays on the e355 PIN Pad, wait.

11. When "APPROVED THANK YOU OBTAIN CARD" displays on the e355 PIN Pad, press the red ✖ key (return the card to the cardholder).

12. When the "APPROVED or "DECLINED" response displays on the "Purchase" page, the transaction is complete:

    ▪ If Moneris Loyalty is enabled and you want to award loyalty points, see page 231.
    ▪ If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Purchase with debit/credit card: iPP320 PIN Pad: USB/serial

Follow the steps below to perform a debit/credit Purchase by capturing debit/credit card data (insert, tap, or swipe) with an iPP320 PIN Pad that is connected to your computer via a USB/serial cable. (For more information about the iPP320 PIN Pad, see page 82.) A Purchase verifies funds on the cardholder's card, removes the funds, and prepares the funds for deposit into your merchant account.

1. On the menu bar, click on **Terminal** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Pinpad** from the drop-down list.

4. In the "Payment Details" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. Ensure that the **Enable manual card input** box is unmarked.

   b. In the **Order ID** field, optionally enter an order ID.

   c. In the **Customer ID** field, optionally enter a customer ID.

   d. In the **Amount** field, enter the Purchase amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with pinpad" displays on the "Purchase" page, wait.

7. When "Please follow prompts on the pinpad" displays on the "Purchase" page, see page 203.

8. When the "APPROVED or "DECLINED" response displays on the "Purchase" page, the transaction is complete:

   - If Moneris Loyalty is enabled and you want to award loyalty points, see page 231.
   - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Purchase with debit/credit card: iPP320 - manual card entry: USB/serial

Follow the steps below to perform a credit Purchase by manually entering (keying) credit card data on an iPP320 PIN Pad that is connected to your computer via a USB/serial cable. (For more information about the iPP320 PIN Pad, see page 82.) A Purchase verifies funds on the cardholder's card, removes the funds, and prepares the funds for deposit into your merchant account.

Note: Some chip debit cards may be used for this transaction.

1. On the menu bar, click on **Terminal** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Pinpad** from the drop-down.

4. In the "Payment Details" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. Checkmark the **Enable manual card input** box.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, enter the Purchase amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with pinpad" displays on the "Purchase" page, wait.

7. When "Please follow prompts on pinpad" displays on the "Purchase" page, go to the next step.

8. When "SWIPE, TAP OR INSERT CARD" or "SWIPE OR INSERT CARD" displays on the iPP320 PIN Pad, key in the card account number, and press the green ⬤ key.

9. When "EXPIRY DATE MMYY" displays on the iPP320 PIN Pad, key in the card expiry date (MMYY), and press the green ⬤ key.

    ▪ If "PURCHASE $0.00-OK?" displays on the iPP320 PIN Pad, see page 205.

10. When "PLEASE WAIT" displays on the iPP320 PIN Pad, wait.

11. When "APPROVED THANK YOU OBTAIN CARD" displays on the iPP320 PIN Pad, press the green ⬤ key (return the card to the cardholder).

12. When the "APPROVED or "DECLINED" response displays on the "Purchase" page, the transaction is complete:

    ▪ If Moneris Loyalty is enabled and you want to award loyalty points, see page 231.
    ▪ If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Purchase with debit/credit card - iPP320 PIN Pad: Moneris Cloud

Follow the steps below to perform a debit/credit Purchase by capturing debit/credit card data (insert, tap, or swipe) with an iPP320 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet. (For more information about the IPP320 PIN Pad, see page 82.) A Purchase verifies funds on the cardholder's card, removes the funds, and prepares the funds for deposit into your merchant account.

1. On the menu bar, click on **Terminal** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Cloud** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: *For information about fields referred to in the steps below, see page 433.*

    a. Ensure that the **Enable manual card input** box is unmarked.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, enter the Purchase amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with cloud" displays on the "Purchase" page, wait.

    ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the iPP320 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on the pinpad" displays on the "Purchase" page, see page 206.

8. When the "APPROVED or "DECLINED" response displays on the "Purchase" page, the transaction is complete:

    ▪ If Moneris Loyalty is enabled and you want to award loyalty points, see page 231.
    ▪ If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Purchase with debit/credit card: iPP320 - manual card entry: Moneris Cloud

Follow the steps below to perform a credit Purchase by manually entering (keying) credit card data on an iPP320 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet. (For more information about the iPP320 PIN Pad, see page 82.) A Purchase verifies funds on the cardholder's card, removes the funds, and prepares the funds for deposit into your merchant account.

Note: Some chip debit cards may be used for this transaction.

1. On the menu bar, click on **Terminal** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Cloud** from the drop-down.

4. In the "Payment Details" area, do the following:

     Note: For information about fields referred to in the steps below, see page 433.

     a. Checkmark the **Enable manual card input** box.

     b. In the **Order ID** field, optionally enter an order ID.

     c. In the **Customer ID** field, optionally enter a customer ID.

     d. In the **Amount** field, enter the Purchase amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with cloud" displays on the "Purchase" page, wait.

     ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the iPP320 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on pinpad" displays on the "Purchase" page, go to the next step.

     ▪ If "PURCHASE $0.00-OK?" displays on the iPP320 PIN Pad, see page 208.

8. When "ENTER CARD #" displays on the iPP320 PIN Pad, key in the card account number, and press the green key.

9. When "EXPIRY DATE MMYY" displays on the iPP320 PIN Pad, key in the card expiry date (MMYY), and press the green key.

10. When "PLEASE WAIT" displays on the iPP320 PIN Pad, wait.

11. When "APPROVED THANK YOU OBTAIN CARD" displays on the iPP320 PIN Pad, press the red key (return the card to the cardholder).

12. When the "APPROVED or "DECLINED" response displays on the "Purchase" page, the transaction is complete:

     ▪ If Moneris Loyalty is enabled and you want to award loyalty points, see page 231.
     ▪ If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Purchase with debit/credit card - P400 PIN Pad: Moneris Cloud

Follow the steps below to perform a debit/credit Purchase by capturing debit/credit card data (insert, tap, or swipe) with a P400 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet. (For information about the P400 PIN Pad, see page 47.) A Purchase verifies funds on the cardholder's card, removes the funds, and prepares the funds for deposit into your merchant account.

1. On the menu bar, click on **Terminal** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Cloud** from the drop-down list.

4. In the "Payment Details" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. Ensure that the **Enable manual card input** box is unmarked.

   b. In the **Order ID** field, optionally enter an order ID.

   c. In the **Customer ID** field, optionally enter a customer ID.

   d. In the **Amount** field, enter the Purchase amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with cloud" displays on the "Purchase" page, wait.

   ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the P400 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on the pinpad" displays on the "Purchase" page, see page 209.

8. When the "APPROVED or "DECLINED" response displays on the "Purchase" page, the transaction is complete:

   ▪ If Moneris Loyalty is enabled and you want to award loyalty points, see page 231.
   ▪ If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Purchase with debit/credit card: P400 - manual card entry: Moneris Cloud

Follow the steps below to perform a credit Purchase by manually entering (keying) credit card data on a P400 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet. (For more information about the P400 PIN Pad, see page 47). A Purchase verifies funds on the cardholder's card, removes the funds, and prepares the funds for deposit into your merchant account.

Note: Some chip debit cards may be used for this transaction.

1. On the menu bar, click on **Terminal** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Cloud** from the drop-down.

4. In the "Payment Details" area, do the following:

   Note: For information about fields referred to in the steps below, see page 433.

   a. Checkmark the **Enable manual card input** box.

   b. In the **Order ID** field, optionally enter an order ID.

   c. In the **Customer ID** field, optionally enter a customer ID.

   d. In the **Amount** field, enter the Purchase amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with cloud" displays on the "Purchase" page, wait.

   ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the P400 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on pinpad" displays on the "Purchase" page, go to the next step.

   ▪ If "Would you like to leave a tip?" displays on the P400 PIN Pad, see page 212.

8. When the "Please enter the card information" screen displays on the P400 PIN Pad, do the following:

   a. In the "ENTER CARD #" field on the P400 PIN Pad, key in the card account number, and tap **OK**.

   b. In the "EXPIRY DATE MMYY" field on the P400 PIN Pad, key in the card expiry date (MMYY), and tap **OK**.

   c. When "Processing your transaction, please wait" displays on the P400 PIN Pad, wait.

   d. When "Transaction Approved Thank you" displays on the P400 PIN Pad, tap **OK** (return the card to the cardholder).

9. When the "APPROVED or "DECLINED" response displays on the "Purchase" page, the transaction is complete:

   ▪ If Moneris Loyalty is enabled and you want to award loyalty points, see page 231.
   ▪ If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Purchase with debit/credit card: unencrypted MSR

Follow the steps below to perform a credit Purchase by using an unencrypted magnetic stripe reader to capture the credit card data. A Purchase verifies funds on the cardholder's card, removes the funds, and prepares the funds for deposit into your merchant account.

Note: *Some chip debit cards may be used for this transaction.*

1. On the menu bar, click on **Terminal** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Payment Method" area, select **Credit Card - MSR** from the drop-down list.

4. In the "Payment Details" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. In the **Statement Descriptor** field, enter a descriptor for the card statement.

      ▪ If the **Customer Code** field displays, optionally enter a customer code.
      ▪ If the **Invoice Number** field displays, optionally enter an invoice number.

   d. In the **Amount** field, enter the Purchase amount (#.##).

   e. In the **Card Verification Digits** field, enter the card verification digits.

5. Do the following as appropriate:

   ▪ If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name** (use also to enter PO box data), and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
   ▪ To add order details (shipping/billing and product details), see page 187.

6. Click on the **Swipe Card** button.

7. When "Please swipe credit card now" displays on the "Purchase" page, swipe the card on the unencrypted magnetic stripe reader.

   ▪ If the **Proceed with Level 2/3** button and the **Proceed with Purchase** button display on the "Purchase" page, see page 188.

8. When the "**APPROVED**" or "**DECLINED**" response displays on the "Purchase" page, the transaction is complete:

   ▪ If Moneris Loyalty is enabled and you want to award loyalty points, see page 231.
   ▪ If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Purchase with debit/credit card: Vault profile

Follow the steps below to perform a credit Purchase with credit card data stored in a Vault profile. A Purchase verifies funds on the cardholder's card, removes the funds, and prepares the funds for deposit into your merchant account.

Note: *Some chip debit cards may be used for this transaction.*

1. On the menu bar, click on **Terminal** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Payment Method" area, select **Vault Profile - Keyed Entry** from the drop-down list.

4. In the "Payment Details" area, do the following:

   a. In the **Data Key** field, enter the data key of the Vault profile from which you want to source the card data.

   b. Click on the **Verify Data Key** button.

   c. Confirm that the **Credit Card Number** and **Expiry Date** fields are populated with the correct card data.

   d. If the cardholder instructed you to initiate this transaction using their previously stored credit card data, and this transaction is not part of a series of fixed recurring payments, enter the credit card's verification digits in the **Card Verification Digits** field. Otherwise, you may leave this field unfilled.

5. In the "Payment Details" area, fill in the remaining fields:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. In the **Statement Descriptor** field, enter a descriptor for the card statement.

   d. In the **Amount** field, enter the Purchase amount (#.##).

   e. From the "ECI Indicator" drop-down list, select an ecommerce descriptor.

6. In the "Credentials on File Details (Storing/Stored Credit Cards)" area, go to the drop-down list, and select the credentials-on-file descriptor that corresponds to the scenario most applicable to your context:

Scenario	Descriptor
The cardholder, a previous customer instructed you to perform this transaction (not part of a series of scheduled recurring payments) for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault. • Example: A cardholder orders food online from you again, and you bill the amount to their stored credit card.	Z - Unscheduled Cardholder-initiated Transaction
You initiated this transaction (not as part of a series of scheduled recurring payments) according to the cardholder's pre-existing standing instruction that you continue to provide the agreed upon goods/services on an "as-needed" basis, and you already have their credit card data stored in the Moneris Vault. • Example: Whenever it snows 5 cm or more, you automatically dispatch a plow to clear a cardholder's driveway, and you bill	U - Unscheduled Merchant-initiated Transaction

Scenario	Descriptor
an amount to their stored credit card for each plowing.	
You initiated this transaction as part of a series of scheduled recurring payments, which you have been processing at fixed intervals per a pre-existing standing agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault. • Example: To maintain a cardholder's gym membership, you bill the same amount to their stored card monthly for one year.	R - Recurring Payment

7. Do the following as appropriate:

   ▪ If the "Address Verification" area displays, confirm that the **Street Number**, **Street Name**, and **Zip/Postal Code** fields are populated with the correct billing address data.
   ▪ To add order details (shipping/billing and product details), see page 187.

8. Click on the **Process Transaction** button.

9. When the "**APPROVED**" or "**DECLINED**" response displays on the "Purchase" page, the transaction is complete:

   ▪ If Moneris Loyalty is enabled and you want to award loyalty points, see page 231.
   ▪ If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Purchase with debit/credit card: keyed entry

Follow the steps below to perform a credit Purchase by manually entering (keying) credit card data in the Merchant Resource Center fields. A Purchase verifies funds on the cardholder's card, removes the funds, and prepares the funds for deposit into your merchant account.

Note: Some chip debit cards may be used for this transaction.

1. On the menu bar, click on **Terminal** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Payment Method" area, select **Credit Card - Keyed Entry** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. In the **Order ID** field, optionally enter an order ID.

    b. In the **Customer ID** field, optionally enter a customer ID.

    c. In the **Statement Descriptor** field, enter a descriptor for the card statement.

       ▪ If the **Customer Code** field displays, optionally enter a customer code.
       ▪ If the **Invoice Number** field displays, optionally enter an invoice number.

    d. In the **Amount** field, enter the Purchase amount (#.##).

    e. In the **Credit Card Number** field, enter the card account number.

    f. In the **Expiry Date** field, enter the card expiry date (MMYY).

    g. If you are using stored credit card credentials in the context of the **Z**, **2** scenario (see step 5), you may optionally enter the credit card's verification digits in the **Card Verification Digits** field.

    h. From the "ECI Indicator" drop-down list, select an ecommerce descriptor.

5. In the "Credentials on File Details (Storing/Stored Credit Cards)"area, do one of the following:

    ▪ If you are currently storing this credit card data in a Moneris/non-Moneris database, do steps 5a to 5c (start on page 135).
    ▪ If you are intending to store this credit card data in a Moneris/non-Moneris database for future use, do steps 5a to 5c (start on page 135).
    ▪ If have no intention to store this credit card data in a Moneris/non-Moneris database, leave the credentials-on-file fields unfilled (go directly to step 6 on page 137).

a. Go to the "Payment Indicator" drop-down list, and select the credentials-on-file descriptor that corresponds to the scenario most applicable to your context:

Scenario	Descriptor
The cardholder, a previous customer instructed you to perform this transaction (not part of a series of scheduled recurring payments) for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: A cardholder orders food online from you again, and you bill the amount to their stored credit card.	Z - Unscheduled Cardholder-initiated Transaction
The cardholder contacted you for the first time, instructing you to perform this transaction (not as part of a series of scheduled recurring payments), and it is your intention to store their credit card data in the Moneris Vault or a non-Moneris database. • Example: A cardholder orders food online from you for the first time, and you bill the amount to their credit card, which you will store for future use.	C- Unscheduled First Transaction
You initiated this transaction (not as part of a series of scheduled recurring payments) according to the cardholder's pre-existing standing instruction that you continue to provide the agreed upon goods/services on an "as-needed" basis, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: Whenever it snows 5 cm or more, you automatically dispatch a plow to clear a cardholder's driveway, and you bill an amount to their stored credit card for each plowing.	U - Unscheduled Merchant-initiated Transaction
You initiated this transaction as part of a series of scheduled recurring payments, which you have been processing at fixed intervals per a pre-existing standing agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: To maintain a cardholder's gym membership, you bill the same amount to their stored card monthly for one year.	R - Recurring Payment
The cardholder instructed you to initiate this transaction as the first in a series of scheduled recurring payments, which you will process at fixed intervals per an agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Vault or a non-Moneris database for future use. • Example: To start a new gym membership for a cardholder, you bill an amount to their stored card and will continue to do so monthly for one year.	R - Recurring Payment

b. Go to the "Payment Information" drop-down list, and select the credentials-on-file descriptor that corresponds to the scenario most applicable to your context:

Scenario	Descriptor
The cardholder, a previous customer, instructed you to perform this transaction (not part of a series of scheduled recurring payments) for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: A cardholder orders food online from you again, and you bill an amount to their stored credit card.	2 - Subsequent transaction
The cardholder contacted you for the first time, instructing you to perform this transaction (not part of a series of scheduled recurring payments), and it is your intention to store their credit card data in the Moneris Vault or a non-Moneris database. • Example: A cardholder orders food online from you for the first time, and you bill an amount to their credit card, which you will store for future use.	0 - First transaction
You initiated this transaction (not part of a series of scheduled recurring payments) according to the cardholder's pre-existing standing instruction that you continue to provide the agreed upon goods/services on an "as-needed" basis, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: Whenever it snows 5 cm or more, you automatically dispatch a plow to clear a cardholder's driveway, and you bill an amount to their stored credit card for each plowing.	2 - Subsequent transaction
You initiated this transaction as part of a series of scheduled of recurring payments, which you have been processing at fixed intervals per a pre-existing standing agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Vault or a non-Moneris database. • Example: To maintain a cardholder's gym membership, you bill the same amount to their stored card monthly for one year.	2 - Subsequent transaction
The cardholder instructed you to initiate this transaction as the first in a series of scheduled recurring payments, which you will process at fixed intervals per an agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: To start a new gym membership for a cardholder, you bill an amount to their stored card and will continue to do so monthly for one year.	0 - First transaction

c. Determine whether or not you need to enter an issuer ID:

If this credit card data is stored in a database, and you used the card data to process the predecessor transaction to this Purchase, and you selected "U" or "R" in step 5a and selected "2" in step 5b, do one of the following:

▪ If "credentials-on-file" fields were sent in the predecessor transaction:

Go to the **Issuer Id** field, and enter the "Issuer ID (Response)" value from the predecessor transaction (processed using the same card data).

Note: *You can locate the issuer ID response value by accessing the predecessor transaction's order history (see page 214).*

- If "credentials-on-file" fields were not sent in the predecessor transaction (e.g., the predecessor transaction was processed using card data that was stored prior the implementation of credentials-on-file fields in Moneris' ecommerce solutions):

  Leave the **Issuer Id** field unfilled.

  If this credit card data is stored in a database, and you used the card data to process the predecessor transaction to this Purchase, and you selected "Z" in step 5a and selected "2" in step 5b:

- Leave the **Issuer Id** field unfilled.

  If this is the first time you are using this credit card data to process a transaction and you intend to store the card data for future use (e.g., you selected "C" or "R" in step 5a and selected "0" in step 5b):

- Leave the **Issuer Id** field unfilled.[16]

  Note: You do not have to include the card verification digits in any subsequent transaction that you submit using this stored card data.

6. Do the following as appropriate:

- If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name** (use also to enter PO box data), and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
- To add order details (shipping/billing and product details), see page 187.

7. Click on the **Process Transaction** button.

- If the **Proceed with Level 2/3** button and **Proceed with Purchase** button display on the "Purchase" page, see page 188.

8. When the "**APPROVED**" or "**DECLINED**" response displays on the "Purchase" page, the transaction is complete:

- If Moneris Loyalty is enabled and you want to award loyalty points, see page 231.
- If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

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[16] Once you submit this transaction for processing and receive the "APPROVED" host response, note that it will contain a value called "Issuer ID (Response)". You can view this value by accessing the transaction's order history (see page 214). If you ever initiate a subsequent transaction using the same stored credit card data and you select the **U** or **R** descriptor (step 5a) with the **2** descriptor (step 5b), ensure that you copy-paste the "Issuer ID (Response)" value into the **Issuer Id** field of the new transaction.

Purchase with cash

Cash sale of goods and services. Follow the steps below to perform a cash Purchase by manually entering (keying) the transaction data in the Merchant Resource Center fields.

1. On the menu bar, click on **Terminal** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Payment Method" area, select **Cash** from the drop-down list.

4. In the "Payment Details" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. In the **Amount** field, enter the Purchase amount (#.##).

   d. In the **Amount Tendered** field, optionally enter the dollar amount tendered by the customer.

      Note: *The **Change Due** field will automatically display the dollar amount owed to the customer.*

5. Click on the **Complete** button.

6. When the "APPROVED" response displays on the "Purchase" page, the transaction is complete:

   - If Moneris Loyalty is enabled and you want to award loyalty points, see page 234.
   - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Group Purchase with debit/credit card

Follow the steps below to perform two or more credit Purchases simultaneously by manually entering (keying) credit card data in the Merchant Resource Center fields. Each Purchase verifies funds on the cardholder's card, removes the funds, and prepares the funds for deposit into your merchant account.

Note: *Some chip debit cards may be used for any transaction(s) in the group.*

1. On the menu bar, click on **Terminal** > **Group Purchase**.

2. Wait for the "Group Purchase" page to display.

3. Enter the payment details for the Purchase that you want to add to the group:

    Note: *For information about fields referred to in the steps below, see page 433.*

    a. In the **Order ID** field, optionally enter an order ID.

    b. In the **Customer ID** field, optionally enter a customer ID.

    c. In the **Amount** field, enter the Purchase amount (#.##).

    d. In the **Credit Card Number** field, enter the card account number.

    e. In the **Expiry Date** field, enter the card expiry date (MMYY).

    f. In the **Card Verification Digits** field, enter the card verification digits.

    g. From the **ECI** drop-down list, select an ecommerce descriptor.

    h. Click on the **Add Transaction to Group** button.

4. When the new transaction displays on the "Group Purchase" page, do one of the following:

    ▪ To add another Purchase to the group, repeat step 3.
    ▪ To continue without adding another Purchase to the group, go to step 5.

5. Click on the **Process Transactions** button.

6. When the group ticket number (e.g., "Group Ticket # : 12345678123456") displays on the page, click on the **View Results** button.

7. When the "Group Transaction Reports" page displays, refer to the "Transaction List" and confirm that each Purchase was "APPROVED" or "DECLINED".

8. Do the following:

    a. In the "Transaction List" area, click on the order ID (see "ORDER ID" column) of one of the Purchase transactions.

    b. When the transaction's "Order History" page displays, print/e-mail the transaction receipt (see page 213).

    c. Repeat step 8 for any remaining Purchase listed in the "Transaction List" area.

Preauthorization with debit/credit card

A Preauthorization verifies and locks funds on the cardholder's credit card. The funds are locked for a specified amount of time based on the card issuer.

Note: *Some chip debit cards may be used for this transaction.*

— For a listing of supported card entry methods including the associated procedures describing how to use them to perform this transaction, refer to the tables below:

e355 PIN Pad

Card entry device	Connection type	Card entry method	See procedure on:
e355 PIN Pad	Wi-Fi (Moneris Cloud)	insert/swipe	page 141
e355 PIN Pad	Wi-Fi (Moneris Cloud)	manual entry (keyed)	page 142

iPP320 PIN Pad

Card entry device	Connection type	Card entry method	See procedure on:
iPP320 PIN Pad	USB/serial cable (PC)	insert/swipe	page 143
iPP320 PIN Pad	USB/serial cable (PC)	manual entry (keyed)	page 144
iPP320 PIN Pad	Ethernet cable (Moneris Cloud)	insert/swipe	page 145
iPP320 PIN Pad	Ethernet cable (Moneris Cloud)	manual entry (keyed)	page 146

P400 PIN Pad

Card entry device	Connection type	Card entry method	See procedure on:
P400 PIN Pad	Ethernet cable (Moneris Cloud)	insert/tap/swipe	page 147
P400 PIN Pad	Ethernet cable (Moneris Cloud)	manual entry (keyed)	page 148

Other

Card entry device	Connection type	Card entry method	See procedure on:
unencrypted magnetic stripe reader (MSR)	USB cable (PC)	swipe	page 150
virtual terminal (Vault profile)	-	-	page 151
virtual terminal (keyed)	-	manual entry (keyed)	page 153

Preauthorization with debit/credit card: e355 PIN Pad: Moneris Cloud

Follow the steps below to perform a credit Preauthorization by capturing credit card data (insert or swipe) with an e355 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet. (For more information about the e355 PIN Pad, see page 11.) A Preauthorization verifies and locks funds on the cardholder's credit card. The funds are locked for a specified amount of time based on the card issuer.

Note: *Some chip debit cards may be used for this transaction.*

Important! To receive the funds for this Preauthorization transaction, you must complete it by performing a debit/credit Capture transaction at a later time (see page 158). If you need to cancel the Preauthorization and release the funds, perform a zero-dollar Capture (see page 158).

1. On the menu bar, click on **Terminal** > **Preauth**.

2. Wait for the "Preauth" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Cloud** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: *For information about fields referred to in the steps below, see page 433.*

    a. Ensure that the **Enable manual card input** box is unmarked.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, enter the Preauthorization amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with cloud" displays on the "Preauth" page, wait.

    ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the e355 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on pinpad" displays on the "Preauth" page, see page 201.

8. When the "APPROVED or "DECLINED" response displays on the "Preauth" page, the transaction is complete:

    ▪ If Moneris Loyalty is enabled and you want to allocate loyalty points, see page 236.
    ▪ If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see page 213).

Preauthorization with debit/credit card: e355 PIN Pad - manual entry: Moneris Cloud

Follow the steps below to perform a credit Preauthorization by manually entering (keying) the credit card data on an e355 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet. (For more information about the e355 PIN Pad, see page 11.) A Preauthorization verifies and locks funds on the cardholder's credit card. The funds are locked for a specified amount of time based on the card issuer.

Note: *Some chip debit cards may be used for this transaction.*

Important! To receive the funds for this Preauthorization transaction, you must complete it by performing a debit/credit Capture transaction at a later time (see page 158). If you need to cancel the Preauthorization and release the funds, perform a zero-dollar Capture (see page 158).

1. On the menu bar, click on **Terminal** > **Preauth**.

2. Wait for the "Preauth" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Cloud** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: *For information about fields referred to in the steps below, see page 433.*

    a. Checkmark the **Enable manual card input** box.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, enter the Preauthorization amount (#.##).

5. Click on the **Process Transaction** button.

    ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the e355 PIN Pad that you want to use for this transaction.

6. When "Establishing communication with cloud" displays on the "Preauth" page, wait.

7. When "Establishing communication with cloud" displays on the "Preauth" page, do the following:

    a. When "ENTER CARD #" displays on the e355 PIN Pad, key in the card account number, and press the green ▭ key.

    b. When "EXPIRY DATE (MMYY)" displays on the e355 PIN Pad, key in the card expiry date (MMYY), and press the green ▭ key.

    c. When "PLEASE WAIT" displays on the e355 PIN Pad, wait.

    d. When "APPROVED THANK YOU OBTAIN CARD" displays on the e355 PIN Pad, press the red ▭ key.

8. When the "APPROVED or "DECLINED" response displays on the "Preauth" page, the transaction is complete:

    ▪ If Moneris Loyalty is enabled and you want to allocate loyalty points, see page 236.
    ▪ If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see page 213).

Preauthorization with debit/credit card: iPP320 PIN Pad: USB/serial

Follow the steps below to perform a credit Preauthorization by capturing credit card data (insert or swipe) with an iPP320 PIN Pad that is connected to your computer via a USB/serial cable. (For more information about the iPP320 PIN Pad, see page 82.) A Preauthorization verifies and locks funds on the cardholder's credit card. The funds are locked for a specified amount of time based on the card issuer.

Note: *Some chip debit cards may be used for this transaction.*

Important! To receive the funds for this Preauthorization transaction, you must complete it by performing a debit/credit Capture transaction at a later time (see page 158). If you need to cancel the Preauthorization and release the funds, perform a zero-dollar Capture (see page 158).

1. On the menu bar, click on **Terminal** > **Preauth**.

2. Wait for the "Preauth" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Pinpad** from the drop-down list.

4. In the "Payment Details" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. Ensure that the **Enable manual card input** box is unmarked.

   b. In the **Order ID** field, optionally enter an order ID.

   c. In the **Customer ID** field, optionally enter a customer ID.

   d. In the **Amount** field, enter the Preauthorization amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with pinpad" displays on the "Preauth" page, wait.

7. When "Please follow prompts on pinpad" displays on the "Preauth" page, see page 203.

8. When the "APPROVED or "DECLINED" response displays on the "Preauth" page, the transaction is complete:

   ▪ If Moneris Loyalty is enabled and you want to allocate loyalty points, see page 236.
   ▪ If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see page 213).

Preauthorization with debit/credit card: iPP320 PIN Pad - manual card entry: USB/serial

Follow the steps below to perform a credit Preauthorization by manually entering (keying) the credit card data on an iPP320 PIN Pad that is connected to your computer via a USB/serial cable. (For more information about the iPP320 PIN Pad, see page 82.) A Preauthorization verifies and locks funds on the cardholder's credit card. The funds are locked for a specified amount of time based on the card issuer.

Note: Some chip debit cards may be used for this transaction.

Important! To receive the funds for this Preauthorization transaction, you must complete it by performing a debit/credit Capture transaction at a later time (see page 158). If you need to cancel the Preauthorization and release the funds, perform a zero-dollar Capture (see page 158).

1. On the menu bar, click on **Terminal** > **Preauth**.

2. Wait for the "Preauth" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Pinpad** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. Checkmark the **Enable manual card input** box.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, enter the Preauthorization amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with pinpad" displays on the "Preauth" page, wait.

7. When "Please follow prompts on pinpad" displays on the "Preauth" page, do the following:

    a. When "SWIPE OR INSERT CARD" displays on the iPP320 PIN Pad, key in the card account number, and press the green ⬜ key.

    b. When "EXPIRY DATE MMYY" displays on the iPP320 PIN Pad, key in the card expiry date (MMYY), and press the green ⬜ key.

    c. When "PLEASE WAIT" displays on the iPP320 PIN Pad, wait.

    d. When "APPROVED THANK YOU OBTAIN CARD" displays on the iPP320 PIN Pad, press the green ⬜ key.

8. When the "APPROVED or "DECLINED" response displays on the "Preauth" page, the transaction is complete:

    ▪ If Moneris Loyalty is enabled and you want to allocate loyalty points, see page 236.
    ▪ If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see page 213).

Preauthorization with debit/credit card: iPP320 PIN Pad: Moneris Cloud

Follow the steps below to perform a credit Preauthorization by capturing credit card data (insert or swipe) with an iPP320 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet. (For more information about the iPP320 PIN Pad, see page 82.) A Preauthorization verifies and locks funds on the cardholder's credit card. The funds are locked for a specified amount of time based on the card issuer.

Note: Some chip debit cards may be used for this transaction.

Important! To receive the funds for this Preauthorization transaction, you must complete it by performing a debit/credit Capture transaction at a later time (see page 158). If you need to cancel the Preauthorization and release the funds, perform a zero-dollar Capture (see page 158).

1. On the menu bar, click on **Terminal** > **Preauth**.

2. Wait for the "Preauth" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Cloud** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. Ensure that the **Enable manual card input** box is unmarked.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, enter the Preauthorization amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with cloud" displays on the "Preauth" page, wait.

    ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the iPP320 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on pinpad" displays on the "Preauth" page, see page 206.

8. When the "APPROVED or "DECLINED" response displays on the "Preauth" page, the transaction is complete:

    ▪ If Moneris Loyalty is enabled and you want to allocate loyalty points, see page 236.
    ▪ If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see page 213).

Preauthorization with debit/credit card: iPP320 PIN Pad - manual entry: Moneris Cloud

Follow the steps below to perform a credit Preauthorization by manually entering (keying) the credit card data on an iPP320 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet. (For more information about the iPP320 PIN Pad, see page 82.) A Preauthorization verifies and locks funds on the cardholder's credit card. The funds are locked for a specified amount of time based on the card issuer.

Note: *Some chip debit cards may be used for this transaction.*

Important! To receive the funds for this Preauthorization transaction, you must complete it by performing a debit/credit Capture transaction at a later time (see page 158). If you need to cancel the Preauthorization and release the funds, perform a zero-dollar Capture (see page 158).

1. On the menu bar, click on **Terminal** > **Preauth**.

2. Wait for the "Preauth" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Cloud** from the drop-down list.

4. In the "Payment Details" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. Checkmark the **Enable manual card input** box.

   b. In the **Order ID** field, optionally enter an order ID.

   c. In the **Customer ID** field, optionally enter a customer ID.

   d. In the **Amount** field, enter the Preauthorization amount (#.##).

5. Click on the **Process Transaction** button.

   ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the iPP320 PIN Pad that you want to use for this transaction.

6. When "Establishing communication with cloud" displays on the "Preauth" page, wait.

7. When "Establishing communication with cloud" displays on the "Preauth" page, do the following:

   a. When "ENTER CARD #" displays on the iPP320 PIN Pad, key in the card account number, and press the green key.

   b. When "EXPIRY DATE MMYY" displays on the iPP320 PIN Pad, key in the card expiry date (MMYY), and press the green key.

   c. When "PLEASE WAIT" displays on the iPP320 PIN Pad, wait.

   d. When "APPROVED THANK YOU OBTAIN CARD" displays on the iPP320 PIN Pad, press the red key.

8. When the "APPROVED or "DECLINED" response displays on the "Preauth" page, the transaction is complete:

   ▪ If Moneris Loyalty is enabled and you want to allocate loyalty points, see page 236.
   ▪ If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see page 213).

Preauthorization with debit/credit card: P400 PIN Pad: Moneris Cloud

Follow the steps below to perform a credit Preauthorization by capturing credit card data (insert or swipe) with a P400 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet. (For more information about the P400 PIN Pad, see page 47.) A Preauthorization verifies and locks funds on the cardholder's credit card. The funds are locked for a specified amount of time based on the card issuer.

Note: *Some chip debit cards may be used for this transaction.*

Important! To receive the funds for this Preauthorization transaction, you must complete it by performing a debit/credit Capture transaction at a later time (see page 158). If you need to cancel the Preauthorization and release the funds, perform a zero-dollar Capture (see page 158).

1. On the menu bar, click on **Terminal** > **Preauth**.

2. Wait for the "Preauth" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Cloud** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: *For information about fields referred to in the steps below, see page 433.*

    a. Ensure that the **Enable manual card input** box is unmarked.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, enter the Preauthorization amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with cloud" displays on the "Preauth" page, wait.

    ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the P400 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on pinpad" displays on the "Preauth" page, see page 209.

8. When the "APPROVED or "DECLINED" response displays on the "Preauth" page, the transaction is complete:

    ▪ If Moneris Loyalty is enabled and you want to allocate loyalty points, see page 236.
    ▪ If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see page 213).

Preauthorization with debit/credit card: P400 PIN Pad - manual entry: Moneris Cloud

Follow the steps below to perform a credit Preauthorization by manually entering (keying) the credit card data on a P400 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet. (For more information about the P400 PIN Pad, see page 47.) A Preauthorization verifies and locks funds on the cardholder's credit card. The funds are locked for a specified time based on the card issuer.

Note: Some chip debit cards may be used for this transaction.

Important! To receive the funds for this Preauthorization transaction, you must complete it by performing a debit/credit Capture transaction at a later time (see page 158). If you need to cancel the Preauthorization and release the funds, perform a zero-dollar Capture (see page 158).

1. On the menu bar, click on **Terminal** > **Preauth**.

2. Wait for the "Preauth" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Cloud** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. Checkmark the **Enable manual card input** box.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, enter the Preauthorization amount (#.##).

5. Click on the **Process Transaction** button.

    ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the P400 PIN Pad that you want to use for this transaction.

6. When "Establishing communication with cloud" displays on the "Preauth" page, wait.

    ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the P400 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on pinpad" displays on the "Preauth" page, go to the next step.

8. When the "Please enter the card information" screen displays on the P400 PIN Pad, do the following:

    a. In the "ENTER CARD #" field on the P400 PIN Pad, key in the card account number, and tap **OK**.

    b. In the "EXPIRY DATE MMYY" field on the P400 PIN Pad, key in the card expiry date (MMYY), and tap **OK**.

    c. When "Processing your transaction, please wait" displays on the P400 PIN Pad, wait.

    d. When "Transaction Approved Thank you" displays on the P400 PIN Pad, tap **OK** (return the card to the cardholder).

9. When the "APPROVED or "DECLINED" response displays on the "Preauth" page, the transaction is complete:

    ▪ If Moneris Loyalty is enabled and you want to allocate loyalty points, see page 236.

- If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see page 213).

Preauthorization with debit/credit card: unencrypted MSR

Follow the steps below to perform a credit Preauthorization by using an unencrypted magnetic stripe reader to capture credit card data. A Preauthorization verifies and locks funds on the cardholder's credit card. The funds are locked for a specified amount of time based on the card issuer.

Important! To receive the funds for this Preauthorization transaction, you must complete it by performing a debit/credit Capture transaction at a later time (see page 158). If you need to cancel the Preauthorization and release the funds, perform a zero-dollar Capture (see page 158).

Note: *Some chip debit cards may be used for this transaction. If your store is enabled for level 2/3 reporting (see page 451) and you swipe a purchasing card, you may be prompted to add level 2/3 details during the Capture.*

1. On the menu bar, click on **Terminal** > **Preauth**.

2. Wait for the "Preauth" page to display.

3. In the "Payment Method" area, select **Credit Card - MSR** from the drop-down list.

4. In the "Payment Details" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. In the **Statement Descriptor** field, enter a descriptor for the card statement.

      - If the **Customer Code** field displays, optionally enter a customer code.
      - If the **Invoice Number** field displays, optionally enter an invoice number.

   d. In the **Amount** field, enter the Preauthorization amount (#.##).

   e. In the **Card Verification Digits** field, enter the card verification digits.

5. Do the following as appropriate:

   - If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name** (use also to enter PO box data), and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
   - To add order details (shipping/billing and product details), see page 187.

6. Click on the **Swipe Card** button.

7. When "Please swipe credit card now" displays on the "Preauth" page, swipe the card on the unencrypted magnetic stripe reader.

8. When the "**APPROVED**" or "**DECLINED**" response displays on the "Preauth" page, the transaction is complete:

   - If Moneris Loyalty is enabled and you want to allocate loyalty points, see page 236.
   - If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see page 213).

Preauthorization with debit/credit card: Vault profile

Follow the steps below to perform a credit Preauthorization with credit card data stored in a Vault profile. A Preauthorization verifies and locks funds on the cardholder's credit card. The funds are locked for a specified amount of time based on the card issuer.

Important! To receive the funds for this Preauthorization transaction, you must complete it by performing a debit/credit Capture transaction at a later time (see page 158). If you need to cancel the Preauthorization and release the funds, perform a zero-dollar Capture (see page 158).

Note: *Some chip debit cards may be used for this transaction. If a purchasing card is registered to the Vault profile and your store is enabled for level 2/3 reporting (see page 451), you may be prompted to add level 2/3 details during the Capture.*

1. On the menu bar, click on **Terminal** > **Preauth**.

2. Wait for the "Preauth" page to display.

3. In the "Payment Method" area, select **Vault Profile - Keyed Entry** from the drop-down list.

4. In the "Payment Details" area, do the following:

    a. In the **Data Key** field, enter the data key of the Vault profile from which you want to source the card data.

    b. Click on the **Verify Data Key** button.

    c. Confirm that the **Credit Card Number** and **Expiry Date** fields are populated with the correct card data.

    d. If the cardholder instructed you to initiate this transaction using their previously stored credit card data, and this transaction is not part of a series of fixed recurring payments, enter the credit card's verification digits in the **Card Verification Digits** field. Otherwise, you may leave this field unfilled.

5. In the "Payment Details" area, fill in the remaining fields:

    Note: *For information about fields referred to in the steps below, see page 433.*

    a. In the **Order ID** field, optionally enter an order ID.

    b. In the **Customer ID** field, optionally enter a customer ID.

    c. In the **Statement Descriptor** field, enter a descriptor for the card statement.

    d. In the **Amount** field, enter the Preauthorization amount (#.##).

    e. From the "ECI Indicator" drop-down list, select an ecommerce descriptor.

6. In the "Credentials on File Details (Storing/Stored Credit Cards)" area, go to the "Payment Indicator" drop-down list, and select the credential-on-file descriptor that corresponds to the scenario most applicable to your context:

Scenario	Descriptor
The cardholder, a previous customer instructed you to perform this transaction (not part of a series of scheduled recurring payments) for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault. • Example: A cardholder orders food online from you again, and you bill the amount to their stored credit card.	Z - Unscheduled Cardholder-initiated Transaction

Scenario	Descriptor
You initiated this transaction (not as part of a series of scheduled recurring payments) according to the cardholder's pre-existing standing instruction that you continue to provide the agreed upon goods/services on an "as-needed" basis, and you already have their credit card data stored in the Moneris Vault. • Example: Whenever it snows 5 cm or more, you automatically dispatch a plow to clear a cardholder's driveway, and you bill an amount to their stored credit card for each plowing.	U - Unscheduled Merchant-initiated Transaction
You initiated this transaction as part of a series of scheduled recurring payments, which you have been processing at fixed intervals per a pre-existing standing agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault. • Example: To maintain a cardholder's gym membership, you bill the same amount to their stored card monthly for one year.	R - Recurring Payment

7. Do the following as appropriate:

   ▪ If the "Address Verification" area displays, confirm that the **Street Number**, **Street Name** (use also to enter PO box data), and **Zip/Postal Code** fields are populated with the correct address data.
   ▪ To add order details (shipping/billing and product details), see page 187.

8. Click on the **Process Transaction** button.

9. When the "**APPROVED**" or "**DECLINED**" response displays on the "Preauth" page, the transaction is complete:

   ▪ If Moneris Loyalty is enabled and you want to allocate loyalty points, see page 236.
   ▪ If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see page 213).

Preauthorization with debit/credit card: keyed entry

Follow the steps below to perform a credit Preauthorization by manually entering (keying) credit card data in the Merchant Resource Center fields. A Preauthorization verifies and locks funds on the cardholder's credit card. The funds are locked for a specified amount of time based on the card issuer.

Important! To receive the funds for this Preauthorization transaction, you must complete it by performing a debit/credit Capture transaction at a later time (see page 158). If you need to cancel the Preauthorization and release the funds, perform a zero-dollar Capture (see page 158).

Note: *Some chip debit cards may be used for this transaction. If your store is enabled for level 2/3 reporting (see page 451) and you enter a purchasing card, you may be prompted to add level 2/3 details during the Capture.*

1. On the menu bar, click on **Terminal** > **Preauth**.

2. Wait for the "Preauth" page to display.

3. In the "Payment Method" area, select **Credit Card - Keyed Entry** from the drop-down list.

4. In the "Payment Details" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. In the **Statement Descriptor** field, enter a descriptor for the card statement.

      - If the **Customer Code** field displays, optionally enter a customer code.
      - If the **Invoice Number** field displays, optionally enter an invoice number.

   d. In the **Amount** field, enter the Preauthorization amount (#.##).

   e. In the **Credit Card Number** field, enter the card account number.

   f. In the **Expiry Date** field, enter the card expiry date (MMYY).

   g. If you are using stored credit card credentials in the context of the **Z**, **2** scenario (see step 5), you may optionally enter the credit card's verification digits in the **Card Verification Digits** field.

   h. From the "ECI Indicator" drop-down list, select an ecommerce descriptor.

5. In the "Credentials on File Details (Storing/Stored Credit Cards)"area, do one of the following:

   - If you are currently storing this credit card data in a Moneris/non-Moneris database, do steps 5a to 5c (start on page 154).
   - If you are intending to store this credit card data in a Moneris/non-Moneris database for future use, do steps 5a to 5c (start on page 154).
   - If have no intention to store this credit card data in a Moneris/non-Moneris database, leave the credentials-on-file fields unfilled (go to step 6 on page 156).

a. Go to the "Payment Indicator" drop-down list, and select the credentials-on-file descriptor that corresponds to the scenario most applicable to your context:

Scenario	Descriptor
The cardholder, a previous customer instructed you to perform this transaction (not part of a series of scheduled recurring payments) for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: A cardholder orders food online from you again, and you bill the amount to their stored credit card.	Z - Unscheduled Cardholder-initiated Transaction
The cardholder contacted you for the first time, instructing you to perform this transaction (not as part of a series of scheduled recurring payments), and it is your intention to store their credit card data in the Moneris Vault or a non-Moneris database. • Example: A cardholder orders food online from you for the first time, and you bill the amount to their credit card, which you will store for future use.	C- Unscheduled First Transaction
You initiated this transaction (not as part of a series of scheduled recurring payments) according to the cardholder's pre-existing standing instruction that you continue to provide the agreed upon goods/services on an "as-needed" basis, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: Whenever it snows 5 cm or more, you automatically dispatch a plow to clear a cardholder's driveway, and you bill an amount to their stored credit card for each plowing.	U - Unscheduled Merchant-initiated Transaction
You initiated this transaction as part of a series of scheduled recurring payments, which you have been processing at fixed intervals per a pre-existing standing agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: To maintain a cardholder's gym membership, you bill the same amount to their stored card monthly for one year.	R - Recurring Payment
The cardholder instructed you to initiate this transaction as the first in a series of scheduled recurring payments, which you will process at fixed intervals per an agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Vault or a non-Moneris database for future use. • Example: To start a new gym membership for a cardholder, you bill an amount to their stored card and will continue to do so monthly for one year.	R - Recurring Payment

b. Go to the "Payment Information" drop-down list, and select the credentials-on-file descriptor that corresponds to the scenario most applicable to your context:

Scenario	Descriptor
The cardholder, a previous customer, instructed you to perform this transaction (not part of a series of scheduled recurring payments) for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: A cardholder orders food online from you again, and you bill an amount to their stored credit card.	2 - Subsequent transaction
The cardholder contacted you for the first time, instructing you to perform this transaction (not part of a series of scheduled recurring payments), and it is your intention to store their credit card data in the Moneris Vault or a non-Moneris database. • Example: A cardholder orders food online from you for the first time, and you bill an amount to their credit card, which you will store for future use.	0 - First transaction
You initiated this transaction (not part of a series of scheduled recurring payments) according to the cardholder's pre-existing standing instruction that you continue to provide the agreed upon goods/services on an "as-needed" basis, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: Whenever it snows 5 cm or more, you automatically dispatch a plow to clear a cardholder's driveway, and you bill an amount to their stored credit card for each plowing.	2 - Subsequent transaction
You initiated this transaction as part of a series of scheduled of recurring payments, which you have been processing at fixed intervals per a pre-existing standing agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Vault or a non-Moneris database. • Example: To maintain a cardholder's gym membership, you bill the same amount to their stored card monthly for one year.	2 - Subsequent transaction
The cardholder instructed you to initiate this transaction as the first in a series of scheduled recurring payments, which you will process at fixed intervals per an agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: To start a new gym membership for a cardholder, you bill an amount to their stored card and will continue to do so monthly for one year.	0 - First transaction

c. Determine whether or not you need to enter an issuer ID:

If this credit card data is stored in a database, and you used the card data to process the predecessor transaction to this Preauthorization, and you selected "U" or "R" in step 5a and selected "2" in step 5b, do one of the following:

▪ If "credentials-on-file" fields were sent in the predecessor transaction:
Go to the **Issuer Id** field, and enter the "Issuer ID (Response)" value from the predecessor transaction (processed using the same card data).

Note: *You can locate the issuer ID response value by accessing the predecessor transaction's order history (see page 214).*

- If "credentials-on-file" fields were not sent in the predecessor transaction (e.g., the predecessor transaction was processed using card data that was stored prior the implementation of credentials-on-file fields in Moneris' ecommerce solutions):

  Leave the **Issuer Id** field unfilled.[17]

If this credit card data is stored in a database, and you used the card data to process the predecessor transaction to this Preauthorization, and you selected "Z" in step 5a and selected "2" in step 5b:

- Leave the **Issuer Id** field unfilled.

If this is the first time you are using this credit card data to process a transaction and you intend to store the card data for future use (e.g., you selected "C" or "R" in step 5a and selected "0" in step 5b):

- Leave the **Issuer Id** field unfilled.[18]

  Note: *You do not have to include the card verification digits in any subsequent transaction that you submit using this stored card data.*

6. Do the following as appropriate:

   - If the "Address Verification" area displays, enter the billing address in the **Street Number**, **Street Name** (use also to enter PO box data), and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
   - To add order details (shipping/billing and product details), see page 187.

7. Click on the **Process Transaction** button.

8. When the "**APPROVED**" or "**DECLINED**" response displays on the "Preauth" page, the transaction is complete:

   - If Moneris Loyalty is enabled and you want to allocate loyalty points, see page 236.
   - If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, process the transaction receipt now (see page 213).

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[17] Once you submit this transaction for processing and receive the "APPROVED" host response, note that it will contain a value called "Issuer ID (Response)". You can view this value by accessing the transaction's order history (see page 214). If you ever initiate a subsequent transaction using the same stored credit card data and you select the **U** or **R** descriptor (step 5a) with the **2** descriptor (step 5b), ensure that you copy-paste the "Issuer ID (Response)" value into the **Issuer Id** field of the new transaction.

[18] Once you submit this transaction for processing and receive the "APPROVED" host response, note that it will contain a value called "Issuer ID (Response)". You can view this value by accessing the transaction's order history (see page 214). If you ever initiate a subsequent transaction using the same stored credit card data and you select the **U** or **R** descriptor (step 5a) with the **2** descriptor (step 5b), ensure that you copy-paste the "Issuer ID (Response)" value into the **Issuer Id** field of the new transaction.

Reauthorization with debit/credit card

Follow the steps below to re-authorize another hold on the unused funds of a debit/credit Preauthorization that has already been partially captured.

Important! To receive the funds for this transaction, you must perform a debit/credit Capture at a later time (see page 160).

Note: *If your store is enabled for level 2/3 reporting (see page 451) and the original Preauthorization was performed with a purchasing card, you may be prompted to add level 2/3 details during the Capture.*

1. Retrieve the original debit/credit Preauthorization that you want to reauthorize (see page 302).

2. When the Transaction report is generated, locate the original debit/credit Preauthorization that you want to reauthorize, and then click on its corresponding **Reauth** button.

3. Wait for the "Reauth" page to display, and then do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In the **Reauth Order Id** field, optionally enter a Reauth order ID.

   b. In the **Statement Descriptor** field, enter a descriptor for the card statement.

      ▪ If the **Customer Code** field displays, optionally enter a customer code.
      ▪ If the **Invoice Number** field displays, optionally enter an invoice number.

   c. In the **Amount** field, enter the Reauthorization amount (#.##).

4. Click on the **Process Transaction** button.

5. When the "**APPROVED**" or" **DECLINED**" response displays on the "Reauth" page, the transaction is complete.

6. Print/e-mail the debit/credit Reauthorization receipt now (see page 213).

   Note: *Moneris loyalty points cannot be allocated (awarded) for a Reauthorization transaction.*

Capturing a debit/credit Preauthorization

Follow the steps below to capture a debit/credit Preauthorization (see page 140) for a full or partial amount so that the authorized funds are transferred to your account at settlement. This procedure can also be used to cancel a Preauthorization.

Note: If you are capturing a Preauthorization that was originally performed on a PIN Pad (insert or swipe), ensure that this same PIN Pad is connected via a USB/serial cable to the computer from which you are performing the Capture, or ensure this same PIN Pad is connected to the Moneris Cloud and paired with your Merchant Resource store via the Internet.

1. On the menu bar, click on **Terminal** > **Capture**.

2. Wait for the "Capture/Preauth Completion" page to display.

3. In the **Order ID** field, enter the order ID of the original debit/credit Preauthorization that you want to capture.

    *Note: If you only have a partial order ID, mark the **begins with** or the **ends with** radio button.*

4. Click on the **Locate Transaction** button.

5. In the "Transaction List" area, locate the Preauthorization that you want to capture, and then click on its corresponding **Capture** button.

6. Wait for the "Transaction Details" area to display, and then do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. In the **Statement Descriptor** field, enter a descriptor for the card statement.

        - If the **Customer Code** field displays, optionally enter a customer code.
        - If the **Invoice Number** field displays, optionally enter an invoice number.

    b. In the **Amount** field, do one of the following:

        - To capture the Preauthorization, enter the amount (#.##) that you want to capture.

          Note: If the Preauthorization is captured for an amount that is less than the original Preauthorization amount, the un-captured amount will for a period of time remain available for a subsequent Reauthorization (see page 157).

        - To cancel the Preauthorization and release the funds, enter a zero-dollar amount (0.00).

    c. If the **Add Level 2/3 Details** button displays, do one of the following:

        - To add level 2/3 details to the Capture, see page 189.
        - To proceed without adding level 2/3 details to the capture, go to step 7.

7. Click on the **Process Transaction** button.

    - If "Establishing communication with pinpad" or "Establishing communication with cloud" displays on the "Capture" page, wait while the Merchant Resource Center communicates with the PIN Pad (you will not need to pass the PIN Pad back and forth to the cardholder).

8. When the "**APPROVED**" or "**DECLINED**" response displays on the "Capture" page, the transaction is complete:

    - If you allocated loyalty points for the original debit/credit Preauthorization and you now want to award the points, seepage 237.

- If did not award loyalty points for the original transaction, print/e-mail the debit/credit Capture receipt now (see page 213).

Capturing a debit/credit Reauthorization

Follow the steps below to capture a debit/credit Reauthorization (see page 157) so that the authorized funds are transferred to your account at settlement.

Note: If you are capturing a Reauthorization that was originally performed as a Preauthorization on a PIN Pad (insert or swipe), ensure that this same PIN Pad is connected via a USB/serial cable to the computer from which you are performing the Capture, or ensure this same PIN Pad is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet.

1. On the menu bar, click on **Terminal** > **Capture**.

2. Wait for the "Capture/Preauth Completion" page to display.

3. In the **Order ID** field, enter the order ID of the original debit/credit Reauthorization that you want to capture.

    *Note: If you only have a partial order ID, mark the **begins with** or the **ends with** radio button.*

4. Click on the **Locate Transaction** button.

5. In the "Transaction List" area, locate the Reauthorization that you want to capture, and then click on its corresponding **Capture** button.

6. Wait for the "Transaction Details" area to display, and then do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. In the **Statement Descriptor** field, enter a descriptor for the card statement.

        ▪ If the **Customer Code** field displays, optionally enter a customer code.
        ▪ If the **Invoice Number** field displays, optionally enter an invoice number.

    b. In the **Amount** field, do one of the following:

        ▪ To capture the Reauthorization, enter the amount (#.##) that you want to capture.

            Note: If the Reauthorization is captured for an amount that is less than the original Reauthorization amount, the un-captured amount will for a period of time remain available for a subsequent Reauthorization.

        ▪ To cancel the Reauthorization and release the funds, enter a zero-dollar amount (0.00).

    c. If the **Add Level 2/3 Details** button displays, do one of the following:

        ▪ To add level 2/3 details to the Capture, see page 193.
        ▪ To proceed without adding level 2/3 details to the Capture, go to step 7.

7. Click on the **Process Transaction** button.

    ▪ If "Establishing communication with pinpad" or "Establishing communication with cloud" displays on the "Capture" page, wait while the Merchant Resource Center communicates with the PIN Pad (you will not need to pass the PIN Pad back and forth to the cardholder).

8. When the "**APPROVED**"/"**DECLINED**" response displays on the "Capture" page, the transaction is complete.

9. Print/e-mail the debit/credit Capture receipt now (see page 213).

    Note: Moneris loyalty points cannot be awarded for the capture of a Reauthorization transaction.

Voice Authorization-Advice with debit/credit card

Credit card sale of goods and services using authorization code obtained from an IVR system.

Note: *The Voice Authorization-Advice transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Voice Authorization-Advice transactions from your store, please contact Moneris.*

Note: *Some chip debit cards may be used for this transaction. UnionPay cards cannot be used for this transaction.*

- — For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry device	Connection type	Card entry method	See procedure on:
unencrypted magnetic stripe reader (MSR)	USB cable (PC)	swipe	page 162
virtual terminal	-	manual entry (keyed)	page 163

Voice Authorization-Advice with debit/credit card: unencrypted MSR

Credit card sale of goods and services using authorization code obtained from an IVR system. Follow the steps below to perform a credit Voice Authorization-Advice using an unencrypted magnetic stripe reader to capture the credit card data.

Note: The Voice Authorization-Advice transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Voice Authorization-Advice transactions from your store, please contact Moneris.

Note: Some chip debit cards may be used for this transaction. UnionPay cards cannot be used for this transaction.

1. On the menu bar, click on **Terminal** > **Voice Auth**.

2. Wait for the "Voice Authorization/Advice" page to display.

3. In the "Payment Method" area, select **Credit Card - MSR** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. In the **Order ID** field, optionally enter an order ID.

    b. In the **Customer ID** field, optionally enter a customer ID.

    c. In the **Statement Descriptor** field, enter a descriptor for the card statement.

    d. In the **Auth Code** field, enter the authorization code that you obtained when you called to authorize this transaction.

    e. In the **Amount** field, enter the Voice Authorization/Advice transaction amount (#.##).

5. Click on the **Swipe Card** button.

6. When "Please swipe credit card now" displays on the "Authorization/Advice" page, swipe the card on the unencrypted magnetic stripe reader.

7. When the "**APPROVED**" or "**DECLINED**" response displays on the "Voice Authorization/Advice" page, the transaction is complete:

    ▪ If Moneris Loyalty is enabled and you want to award loyalty points, see page 233.
    ▪ If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the Voice Authorization-Advice receipt now (see page 213).

Voice Authorization-Advice with debit/credit card: keyed entry

Credit card sale of goods and services using authorization code obtained from an IVR system. Follow the steps below to perform a credit Voice Authorization-Advice by manually entering (keying) credit card data in the Merchant Resource Center fields.

Note: The Voice Authorization-Advice transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Voice Authorization-Advice transactions from your store, please contact Moneris.

Note: Some chip debit cards may be used for this transaction. UnionPay cards cannot be used for this transaction.

1. On the menu bar, click on **Terminal** > **Voice Auth**.

2. Wait for the "Voice Authorization/Advice" page to display.

3. In the "Payment Method" area, select **Credit Card - Keyed Entry** from the drop-down list.

4. In the "Payment Details" area, do the following:

   Note: For information about fields referred to in the steps below, see page 433.

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. In the **Statement Descriptor** field, enter a descriptor for the card statement.

   d. In the **Auth Code** field, enter the authorization code that you obtained when you called to authorize this transaction.

   e. In the **Amount** field, enter the Voice Authorization/Advice transaction amount (#.##).

   f. In the **Credit Card Number** field, enter the card account number.

   g. In the **Expiry Date** field, enter the card expiry date (MMYY).

   h. From the "ECI Indicator" drop-down list, select an ecommerce descriptor.

5. Click on the **Process Transaction** button.

6. When the "**APPROVED**" or "**DECLINED**" response displays on the "Voice Authorization/Advice" page, the transaction is complete:

   - If Moneris Loyalty is enabled and you want to award loyalty points, see page 233.
   - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the Voice Authorization-Advice receipt now (see page 213).

Void with debit/credit card

Follow the steps below to reverse (cancel) a Merchant Resource Center-referenced debit/credit card Purchase, Capture, or Voice Authorization-Advice in an open batch. The funds of the original transaction are fully restored to the cardholder's card. The Void transaction and the original transaction will not be referenced on the cardholder's statement.

Note: To reverse a Merchant Resource Center-referenced credit transaction in a closed batch, you must perform a credit Refund (see page 165). To reverse any debit/credit transaction that is unreferenced on the Merchant Resource Center, you must perform an Independent Refund (see page 168).

Note: If you are reversing a transaction that was originally performed on a PIN Pad (insert or swipe), you will be required to use the PIN Pad as the card entry device. Ensure that your PIN Pad is connected via a USB/serial cable to the computer from which you are performing the Void, or ensure that a PIN Pad is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet.

1. On the menu bar, click on **Terminal** > **Void**.

2. Wait for the "Void" page to display.

3. In the **Order ID** field, enter the order ID of the original transaction that you want to reverse.

   *Note: If you only have a partial order ID, mark the **begins with** or the **ends with** radio button.*

4. Click on the **Locate Transaction** button.

5. Wait for the "Void" page to display.

6. In the "Transaction List" area, click on the **Void** button beside the transaction that you want to reverse.

7. In the "Transaction Details" area, do the following:

   Note: For information about fields referred to in the steps below, see page 433.

   - If the **Customer Code** field displays, optionally enter a customer code.
   - If the **Invoice Number** field displays, optionally enter an invoice number.

8. Click on the **Process Transaction** button.

   - If "Establishing communication with pinpad" or "Establishing communication with cloud" displays on the "Void" page, wait until "Please follow prompts on pinpad" displays:

     Using e355 PIN Pad:

     - See page 201.

     Using iPP320 PIN Pad:

     - If the iPP320 PIN Pad is connected via USB/serial cable, see page 203.
     - If the iPP320 PIN Pad is paired via the Moneris Cloud, see page 206.

     Using P400 PIN Pad:

     - See page 209.

9. When the "**APPROVED**" or "**DECLINED**" response displays on the "Void" page, the transaction is complete:

   - If you want to remove any Moneris loyalty points awarded for the original transaction, see page 245.
   - If you did not award loyalty points for the original transaction, print/e-mail the Purchase-Correction (Void) receipt now (see page 213).

Refund with debit/credit card

Follow the steps below to fully or partially reverse (refund) a Merchant Resource Center-referenced credit card Purchase, Capture, or Voice Authorization-Advice in a closed batch. The funds are restored to the cardholder's card. The Refund and the original transaction will be referenced on the cardholder's statement.

Note: To reverse a Merchant Resource Center-referenced debit card transaction, you must do a Void (see page 164). If you cannot retrieve the transaction using the Void function, try doing a Refund by following the steps below. To reverse any debit/credit card transaction that is unreferenced on the Merchant Resource Center, you must do an Independent Refund (see page 168).

Note: If you are reversing a transaction that was originally performed on a PIN Pad (insert or swipe), you will be required to use the PIN Pad as the card entry device. Ensure that your PIN Pad is connected via a USB/serial cable to the computer from which you are performing the Refund, or ensure that a PIN Pad is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet.

1. On the menu bar, click on **Terminal** > **Refund**.

2. Wait for the "Refund" page to display.

3. In the **Order ID** field, enter the order ID of the original transaction that you want to reverse.

    *Note: If you only have a partial order ID, mark the **begins with** or the **ends with** radio button.*

4. Click on the **Locate Transaction** button.

5. Wait for the "Refund" page to display.

6. In the "Transaction List" area, click on the **Refund** button beside the transaction that you want to reverse.

7. In the "Transaction Details" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. In the **Amount** field, enter the amount to be refunded (#.##); otherwise, leave the displayed amount as is to refund the full amount of the original transaction.

        ▪ If the **Customer Code** field displays, optionally enter a customer code.
        ▪ If the **Invoice Number** field displays, optionally enter an invoice number.

    b. If the **Add Level 2/3 Details** button displays, do one of the following:

        ▪ To add level 2/3 details to the Refund, see page 197.
        ▪ To proceed without adding level 2/3 details to the Refund, go to step 8.

8. Click on the **Process Transaction** button.

    ▪ If "Establishing communication with pinpad" or "Establishing communication with cloud" displays on the "Refund" page, wait until "Please follow prompts on pinpad" displays:

        Using e355 PIN Pad:

        ▪ See page 201.

            *Note: If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the e355 PIN Pad that you want to use for this transaction.*

Using iPP320 PIN Pad:

- If the iPP320 PIN Pad is connected via USB/serial cable, see page 203.
- If the iPP320 PIN Pad is paired via the Moneris Cloud, see page 206.

*Note: If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the iPP320 PIN Pad that you want to use for this transaction.*

Using P400 PIN Pad:

- See page 209.

*Note: If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the P400 PIN Pad that you want to use for this transaction.*

9. When the "**APPROVED**" or "**DECLINED**" response displays on the "Refund" page, the transaction is complete:

- If you want to remove any Moneris loyalty points awarded for the original transaction, see page 249.
- If did not award loyalty points for the original transaction, print/e-mail the Refund receipt now (see page 213).

Moneris

Refund with cash

Follow the steps below to fully or partially reverse (refund) a cash transaction.   You will manually enter (key) all transaction data in the Merchant Resource Center fields.

1. On the menu bar, click on **Terminal** > **Refund**.

2. Wait for the "Refund" page to display.

3. In the **Order ID** field, enter the order ID of the original transaction that you want to reverse.

    Note: *If you only have a partial order ID, mark the* **begins with** *or the* **ends with** *radio button.*

4. Click on the **Locate Transaction** button.

5. Wait for the "Refund" page to display.

6. In the "Transaction List" area, click on the **Refund** button beside the transaction that you want to reverse.

7. In the **Amount** field, enter the amount to be refunded (#.##); otherwise, leave the displayed amount as is to refund the full amount of the original transaction.

8. Click on the **Process Transaction** button.

9. When the "**APPROVED**" response displays on the "Refund" page, the transaction is complete:

    ▪ If you want to remove any Moneris loyalty points awarded for the original transaction, see page 249.
    ▪ If did not award loyalty points for the original transaction, print/e-mail the Refund receipt now (see page 213).

Independent Refund with debit/credit card

Reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center.

Note: *The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.*

— For a listing of supported card entry methods including the associated procedures describing how to use them to perform this transaction, refer to the tables below:

e355 PIN Pad

Card entry device	Connection type	Card entry method	See procedure on:
e355 PIN Pad	Wi-Fi (Moneris Cloud)	tap/insert/swipe	page 169
e355 PIN Pad	Wi-Fi (Moneris Cloud)	manual entry (keyed)	page 170

iPP320 PIN Pad

Card entry device	Connection type	Card entry method	See procedure on:
iPP320 PIN Pad	USB/serial cable (PC)	insert/tap/swipe	page 171
iPP320 PIN Pad	USB/serial cable (PC)	manual entry (keyed)	page 172
iPP320 PIN Pad	Ethernet cable (Moneris Cloud)	insert/tap/swipe	page 173
iPP320 PIN Pad	Ethernet cable (Moneris Cloud)	manual entry (keyed)	page 174

P400 PIN Pad

Card entry device	Connection type	Card entry method	See procedure on:
P400 PIN Pad	Ethernet cable (Moneris Cloud)	insert/tap/swipe	page 175
P400 PIN Pad	Ethernet cable (Moneris Cloud)	manual entry (keyed)	page 176

Other

Card entry device	Connection type	Card entry method	See procedure on:
unencrypted magnetic stripe reader (MSR)	USB cable (PC)	swipe	page 177
virtual terminal (Vault profile)	-	-	page 178
virtual terminal (keyed)	-	manual entry (keyed)	page 179

Independent Refund with debit/credit card: e355 PIN Pad: Moneris Cloud

Follow the steps below to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center. You will capture the card data via insert, tap, or swipe on an e355 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet. (For more information about the e355 PIN Pad, see page 11.)

Note: The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.

1. On the menu bar, click on **Terminal** > **Independent Refund**.

2. Wait for the "Independent Refund" page to display.

3. In the "Payment Method" area, **Debit/Credit - Cloud** from the drop-down list.

4. In the "Payment Details" area, do the following:

   Note: For information about fields referred to in the steps below, see page 433.

   a. Ensure that the **Enable manual card input** box is unmarked.

   b. In the **Order ID** field, optionally enter an order ID.

   c. In the **Customer ID** field, optionally enter a customer ID.

   d. In the **Amount** field, enter the Independent Refund amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with cloud" displays on the "Independent Refund" page, wait.

   ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the e355 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on pinpad" displays on the "Independent Refund" page, see page 201.

8. When the "APPROVED or "DECLINED" response displays on the "Independent Refund" page, the transaction is complete.

9. Print/e-mail the Independent Refund receipt now (see page 213).

Independent Refund with debit/credit card: e355 PIN Pad - manual card entry: Moneris Cloud

Follow the steps below to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center. You will manually enter (key) the card data on an e355 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store. (For more information about the e355 PIN Pad, see page 11.)

Note: *The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.*

Note: *Some chip debit cards may be used for this transaction.*

1. On the menu bar, click on **Terminal** > **Independent Refund**.

2. Wait for the "Independent Refund" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Cloud** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: *For information about fields referred to in the steps below, see page 433.*

    a. Checkmark the **Enable manual card input** box.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, enter the Independent Refund amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with cloud" displays on the "Independent Refund" page, wait.

    - If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the e355 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on pinpad" displays on the "Independent Refund" page, do the following:

    a. When "ENTER CARD #" displays on the e355 PIN Pad, key in the card account number, and press the green ▭ key.

    b. When "EXPIRY DATE (MMYY)" displays on the e355 PIN Pad, key in the card expiry date (MMYY), and press the green ▭ key.

    c. When "PLEASE WAIT" displays on the e355 PIN Pad, wait.

    d. When "APPROVED THANK YOU OBTAIN CARD" displays on the e355 PIN Pad, press the red ▭ key (return the card to the cardholder).

8. When the "APPROVED or "DECLINED" response displays on the "Independent Refund" page, the transaction is complete.

9. Print/e-mail the Independent Refund receipt now (see page 213).

Independent Refund with debit/credit card: iPP320 PIN Pad: USB/serial

Follow the steps below to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center. You will use an iPP320 PIN Pad that is connected to your computer via a USB/serial cable to capture the card data via insert, tap, or swipe. (For more information about the iPP320 PIN Pad, see page 82.)

Note: The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.

1. On the menu bar, click on **Terminal** > **Independent Refund**.

2. Wait for the "Independent Refund" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Pinpad** from the drop-down list.

4. In the "Payment Details" area, do the following:

   Note: For information about fields referred to in the steps below, see page 433.

   a. Ensure that the **Enable manual card input** box is unmarked.

   b. In the **Order ID** field, optionally enter an order ID.

   c. In the **Customer ID** field, optionally enter a customer ID.

   d. In the **Amount** field, enter the Independent Refund amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with pinpad" displays on the "Independent Refund" page, wait.

7. When "Please follow prompts on pinpad" displays on the "Independent Refund" page, see page 203.

8. When the "APPROVED or "DECLINED" response displays on the "Independent Refund" page, the transaction is complete.

9. Print/e-mail the Independent Refund receipt now (see page 213).

Independent Refund with debit/credit card: iPP320 PIN Pad - manual card entry: USB/serial

Follow the steps below to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center. You will manually enter (key) the card data on an iPP320 PIN Pad that is connected to your computer via USB/serial cable. (For more information about the iPP320 PIN Pad, see page 82.)

Note: The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.

Note: Some chip debit cards may be used for this transaction.

1. On the menu bar, click on **Terminal** > **Independent Refund**.

2. Wait for the "Independent Refund" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Pinpad** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. Checkmark the **Enable manual card input** box.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, enter the Independent Refund amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with pinpad" displays on the "Independent Refund" page, wait.

7. When "Please follow prompts on pinpad" displays on the "Independent Refund" page, do the following:

    a. When "SWIPE, TAP OR   INSERT CARD" or "SWIPE OR INSERT CARD" displays on the iPP320 PIN Pad, key in the card account number, and press the green 🔘 key.

    b. When "EXPIRY DATE MMYY" displays on the iPP320 PIN Pad, key in the card expiry date (MMYY), and press the green 🔘 key.

    c. When "PLEASE WAIT" displays on the iPP320 PIN Pad, wait.

    d. When "APPROVED THANK YOU OBTAIN CARD" displays on the iPP320 PIN Pad, press the green 🔘 key (return the card to the cardholder).

8. When the "APPROVED or "DECLINED" response displays on the "Independent Refund" page, the transaction is complete.

9. Print/e-mail the Independent Refund receipt now (see page 213).

Independent Refund with debit/credit card: iPP320 PIN Pad: Moneris Cloud

Follow the steps below to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center. You will capture the card data via insert, tap, or swipe on an iPP320 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet. (For more information about the iPP320 PIN Pad, see page 82.)

Note: The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.

1. On the menu bar, click on **Terminal** > **Independent Refund**.

2. Wait for the "Independent Refund" page to display.

3. In the "Payment Method" area, **Debit/Credit - Cloud** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. Ensure that the **Enable manual card input** box is unmarked.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, enter the Independent Refund amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with cloud" displays on the "Independent Refund" page, wait.

    ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the iPP320 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on pinpad" displays on the "Independent Refund" page, see page 206.

8. When the "APPROVED or "DECLINED" response displays on the "Independent Refund" page, the transaction is complete.

9. Print/e-mail the Independent Refund receipt now (see page 213).

Independent Refund with debit/credit card: iPP320 PIN Pad - manual card entry: Moneris Cloud

Follow the steps below to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center. You will manually enter (key) the card data on an iPP320 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store. (For more information about the iPP320 PIN Pad, see page 82.)

Note: The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.

Note: Some chip debit cards may be used for this transaction.

1. On the menu bar, click on **Terminal** > **Independent Refund**.

2. Wait for the "Independent Refund" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Cloud** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. Checkmark the **Enable manual card input** box.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, enter the Independent Refund amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with cloud" displays on the "Independent Refund" page, wait.

    ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the iPP320 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on pinpad" displays on the "Independent Refund" page, do the following:

    a. When "ENTER CARD #" displays on the iPP320 PIN Pad, key in the card account number, and press the green key.

    b. When "EXPIRY DATE MMYY" displays on the iPP320 PIN Pad, key in the card expiry date (MMYY), and press the green key.

    c. When "PLEASE WAIT" displays on the iPP320 PIN Pad, wait.

    d. When "APPROVED THANK YOU OBTAIN CARD" displays on the iPP320 PIN Pad, press the red key (return the card to the cardholder).

8. When the "APPROVED or "DECLINED" response displays on the "Independent Refund" page, the transaction is complete.

9. Print/e-mail the Independent Refund receipt now (see page 213).

Independent Refund with debit/credit card: P400 PIN Pad: Moneris Cloud

Follow the steps below to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center. You will capture the card data via insert, tap, or swipe on a P400 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store via the Internet. (For more information about the P400 PIN Pad, see page 47.)

Note: The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.

1. On the menu bar, click on **Terminal** > **Independent Refund**.

2. Wait for the "Independent Refund" page to display.

3. In the "Payment Method" area, **Debit/Credit - Cloud** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. Ensure that the **Enable manual card input** box is unmarked.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, enter the Independent Refund amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with cloud" displays on the "Independent Refund" page, wait.

    ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the P400 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on pinpad" displays on the "Independent Refund" page, see page 209.

8. When the "APPROVED or "DECLINED" response displays on the "Independent Refund" page, the transaction is complete.

9. Print/e-mail the Independent Refund receipt now (see page 213).

Independent Refund with debit/credit card: P400 PIN Pad - manual card entry: Moneris Cloud

Follow the steps below to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center. You will manually enter (key) the card data on a P400 PIN Pad that is connected to the Moneris Cloud and paired with your Merchant Resource Center store. (For more information about the P400 PIN Pad, see page 47.)

Note: The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.

Note: Some chip debit cards may be used for this transaction.

1. On the menu bar, click on **Terminal** > **Independent Refund**.

2. Wait for the "Independent Refund" page to display.

3. In the "Payment Method" area, select **Debit/Credit - Cloud** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. Checkmark the **Enable manual card input** box.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, enter the Independent Refund amount (#.##).

5. Click on the **Process Transaction** button.

6. When "Establishing communication with cloud" displays on the "Independent Refund" page, wait.

    ▪ If "Choose Pinpad" displays, click on the **Select** button that corresponds to the terminal ID of the P400 PIN Pad that you want to use for this transaction.

7. When "Please follow prompts on pinpad" displays on the "Independent Refund" page, go to the next step.

8. When the "Please enter the card information" screen displays on the P400 PIN Pad, do the following:

    a. In the "ENTER CARD #" field on the P400 PIN Pad, key in the card account number, and tap **OK**.

    b. In the "EXPIRY DATE MMYY" field on the P400 PIN Pad, key in the card expiry date (MMYY), and tap **OK**.

    c. When "Processing your transaction, please wait" displays on the P400 PIN Pad, wait.

    d. When "Transaction Approved Thank You" displays on the P400 PIN Pad, tap **OK** (return the card to the cardholder).

9. When the "APPROVED or "DECLINED" response displays on the "Independent Refund" page, the transaction is complete.

10. Print/e-mail the Independent Refund receipt now (see page 213).

Independent Refund with debit/credit card: unencrypted MSR

Follow the steps below to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center. You will use an unencrypted magnetic stripe reader to capture the card data.

Note: The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.

Note: Some chip debit cards may be used for this transaction.

1. On the menu bar, click on **Terminal** > **Independent Refund**.

2. Wait for the "Independent Refund" page to display.

3. In the "Payment Method" area, select **Credit Card- MSR** from the drop-down list.

4. In the "Payment Details" area, do the following:

   Note: For information about fields referred to in the steps below, see page 433.

   a. In the Order ID field, optionally enter an order ID.

   b. In the Customer ID field, optionally enter a customer ID.

   c. In the Statement Descriptor field, enter a descriptor for the card statement.

   d. In the Amount field, enter the Independent Refund amount (#.##).

5. Click on the **Swipe Card** button.

6. When "Please swipe credit card now" displays on the "Independent Refund" page, swipe the card on the unencrypted magnetic stripe reader.

7. When the "**APPROVED**" or "**DECLINED**" response displays on the "Independent Refund" page, the transaction is complete.

8. Print/e-mail the Independent Refund receipt now (see page 213).

Independent Refund with debit/credit card: Vault profile

Follow the steps below use credit card data stored in a Vault profile to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center.

Note: The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.

Note: Some chip debit cards may be used for this transaction.

1. On the menu bar, click on **Terminal** > **Independent Refund**.

2. Wait for the "Independent Refund" page to display.

3. In the "Payment Method" area, select **Vault Profile - Keyed Entry** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. In the **Data Key** field, enter the data key of the Vault profile from which you want to source the card data.

    b. Click on the **Verify Data Key** button.

    c. Confirm that the **Credit Card Number** and **Expiry Date** fields are populated with the correct card data.

    d. In the **Card Verification Digits** field, enter the card verification digits.

5. In the "Payment Details" area, fill in the remaining fields:

    a. In the **Order ID** field, optionally enter an order ID.

    b. In the **Customer ID** field, optionally enter a customer ID.

    c. In the **Amount** field, enter the Independent Refund amount (#.##).

    d. In the **Statement Descriptor** field, enter a descriptor for the card statement.

6. Click on the **Process Transaction** button.

7. When the "**APPROVED**" or "**DECLINED**" response displays on the "Independent Refund" page, the transaction is complete.

8. Print/e-mail the Independent Refund receipt now (see page 213).

Independent Refund with debit/credit card: keyed entry

Follow the steps below to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center. You will manually enter (key) the card data in the Merchant Resource Center fields.

Note: *The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.*

Note: *Some chip debit cards may be used for this transaction.*

1. On the menu bar, click on **Terminal** > **Independent Refund**.

2. Wait for the "Independent Refund" page to display.

3. In the "Payment Method" area, select **Credit Card - Keyed Entry** from the drop-down list.

4. In the "Payment Details" area, do the following:

    a. In the **Statement Descriptor** field, enter a descriptor for the card statement.

    b. In the **Amount** field, enter the Independent Refund amount (#.##).

    c. In the **Credit Card Number** field, enter the card account number.

    d. In the **Expiry Date** field, enter the card expiry date (MMYY).

    e. In the **Card Verification Digits** field, enter the card verification digits.

    f. From the "ECI Indicator" drop-down list, select an ecommerce descriptor.

5. Click on the **Process Transaction** button.

6. When the "**APPROVED**" or "**DECLINED**" response displays on the "Independent Refund" page, the transaction is complete.

7. Print/e-mail the Independent Refund receipt now (see page 213).

Card Verification with debit/credit card

The Card Verification transaction verifies the credit card, the card expiry date, and any additional details such as CVV (CVD) and address verification data (e.g., you may want to verify that a credit card is valid before storing the card number on file for use in future payments such as recurring billing, registering the card in a Vault profile, etc.).

Important! The Card Verification transaction does not verify nor lock the available funds on a credit card.

Note: *Some chip debit cards may be used for this transaction. UnionPay cards cannot be used for this transaction.*

— For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry device	Connection type	Card entry method	See procedure on:
unencrypted magnetic stripe reader (MSR)	USB cable (PC)	swipe	page 181
virtual terminal	-	manual entry (keyed)	page 182

Card Verification with debit/credit card: unencrypted MSR

Follow the steps below to perform a Card Verification with a credit card by using an unencrypted magnetic stripe reader to capture the card data. The Card Verification transaction verifies the credit card, the card expiry date, and any additional details such as CVV (CVD) and address verification data (e.g., you may want to verify that a credit card is valid before storing the card number on file for use in future payments such as recurring billing, registering the card in a Vault profile, etc.).

Important! The Card Verification transaction does not verify nor lock the available funds on a credit card.

Note: Some chip debit cards may be used for this transaction. UnionPay cards cannot be used for this transaction.

1. On the menu bar, click on **Terminal** > **Verification**.

2. Wait for the "Card Verification" page to display.

3. In the "Payment Method" area, select **Credit Card - MSR** from the drop-down list.

4. In the "Payment Details" area, do the following:

   Note: For information about fields referred to in the steps below, see page 433.

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

5. If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name** (use also to enter PO box data), and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).

6. Click on the **Swipe Card** button.

7. When "Please swipe credit card now" displays on the "Card Verification" page, swipe the card on the unencrypted magnetic stripe reader.

8. When the "**APPROVED**" or "**DECLINED**" response displays on the "Card Verification" page, the transaction is complete.

9. Print/e-mail the Card Verification receipt (see page 213).

Card Verification with debit/credit card: keyed entry

Follow the steps below to perform a Card Verification with a credit card by manually entering (keying) the card data in the Merchant Resource Center fields. The Card Verification transaction verifies the credit card, the card expiry date, and any additional details such as CVV (CVD) and address verification data (e.g., you may want to verify that a credit card is valid before storing the card number on file for use in future payments such as recurring billing, registering the card in a Vault profile, etc.).

Important! The Card Verification transaction does not verify nor lock the available funds on a credit card.

Note: *Some chip debit cards may be used for this transaction. UnionPay cards cannot be used for this transaction.*

1. On the menu bar, click on **Terminal** > **Verification**.

2. Wait for the "Card Verification" page to display.

3. In the "Payment Method" area, select **Credit Card - Keyed Entry** from the drop-down list.

4. In the "Payment Details" area, do the following:

    Note: *For information about fields referred to in the steps below, see page 433.*

    a. In the **Order ID** field, optionally enter an order ID.

    b. In the **Customer ID** field, optionally enter a customer ID.

    c. In the **Credit Card Number** field, enter the card account number.

    d. In the **Expiry Date** field, enter the card expiry date (MMYY).

    e. If you are using stored credit card credentials in the context of the **Z, 2** scenario (see step 5), you may optionally enter the credit card's verification digits in the **Card Verification Digits** field.

    f. From the "ECI Indicator" drop-down list, select an ecommerce descriptor.

5. In the "Credentials on File Details (Storing/Stored Credit Cards)"area, do one of the following:

    ▪ If you are currently storing this credit card data in a Moneris/non-Moneris database, do steps 5a to 5c (start on page 183).
    ▪ If you are intending to store this credit card data in a Moneris/non-Moneris database for future use, do steps 5a to 5c (start on page 101).
    ▪ If have no intention to store this credit card data in a Moneris/non-Moneris database, leave the credentials-on-file fields unfilled (go directly to step 6 on page 184).

a. Go to the "Payment Indicator" drop-down list, and select the credentials-on-file descriptor that corresponds to the scenario most applicable to your context:

Scenario	Descriptor
The cardholder, a previous customer instructed you to perform this transaction (not part of a series of scheduled recurring payments) for the provision of goods/services, and you already have their credit card data stored in a non-Moneris database. • Example: A cardholder orders food online from you again, and you do a verification prior to billing the amount to their stored credit card.	Z - Unscheduled Cardholder-initiated Transaction
The cardholder contacted you for the first time, instructing you to perform this transaction (not as part of a series of scheduled recurring payments), and it is your intention to store their credit card data in a non-Moneris database. • Example: A cardholder orders food online from you for the first time, and you do a verification prior to billing the amount to their credit card, which you will store for future use.	C- Unscheduled First Transaction
The cardholder instructed you to initiate this transaction as the first in a series of scheduled recurring payments, which you will process at fixed intervals per an agreement with the cardholder for the provision of goods/services, and it is your intention to store their credit card data in a non-Moneris database. • Example: To start a new gym membership for a cardholder, you do a verification prior to billing an amount to their stored card and will continue to do so monthly for one year.	R - Recurring Payment

b. Go to the "Payment Information" drop-down list, and select the credentials-on-file descriptor that corresponds to the scenario most applicable to your context:

Scenario	Descriptor
The cardholder, a previous customer instructed you to perform this transaction (not part of a series of scheduled recurring payments) for the provision of goods/services, and you already have their credit card data stored in a non-Moneris database. • Example: A cardholder orders food online from you again, and you do a verification prior to billing the amount to their stored credit card.	2 - Subsequent transaction
The cardholder contacted you for the first time, instructing you to perform this transaction (not as part of a series of scheduled recurring payments), and it is your intention to store their credit card data in a non-Moneris database. • Example: A cardholder orders food online from you for the first time, and you do a verification prior to billing the amount to their credit card, which you will store for future use.	0 - First transaction
The cardholder instructed you to initiate this transaction as the first in a series of scheduled recurring payments, which you will process at fixed intervals per an agreement with the cardholder for the provision of goods/services, and it is your intention to store their credit card data in a non-Moneris database. • Example: To start a new gym membership for a cardholder, you do a verification prior to billing an amount to their stored card and will continue to do so monthly for one year.	0 - First transaction

c. Determine whether or not you need to enter an issuer ID:

If this credit card data is stored in a database, and you used the card data to process the predecessor transaction to this Card Verification, and you selected "U" or "R" in step 5a and selected "2" in step 5b, do one of the following:

- If "credentials-on-file" fields were sent in the predecessor transaction:

    Go to the **Issuer Id** field, and enter the "Issuer ID (Response)" value from the predecessor transaction (processed using the same card data).

    Note: You can locate the issuer ID response value by accessing the predecessor transaction's order history (see page 214).

- If "credentials-on-file" fields were not sent in the predecessor transaction (e.g., the predecessor transaction was processed using card data that was stored prior the implementation of credentials-on-file fields in Moneris' ecommerce solutions):
    Leave the **Issuer Id** field unfilled.[19]

If this credit card data is stored in a database, and you used the card data to process the predecessor transaction to this Card Verification, and you selected "Z" in step 5a and selected "2" in step 5b:

- Leave the **Issuer Id** field unfilled.

If this is the first time you are using this credit card data to process a transaction and you intend to store the card data for future use (e.g., you selected "C" or "R" in step 5a and selected "0" in step 5b):

- Leave the **Issuer Id** field unfilled.[20]

    Note: You do not have to include the card verification digits in any subsequent transaction that you submit using this stored card data.

6. If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name** (use also to enter PO box data), and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).

7. Click on the **Process Transaction** button.

8. When the "**APPROVED**" or "**DECLINED**" response displays on the "Card Verification" page, the transaction is complete.

9. Print/e-mail the Card Verification receipt (see page 213).

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[19] Once you submit this transaction for processing and receive the "APPROVED" host response, note that it will contain a value called "Issuer ID (Response)". You can view this value by accessing the transaction's order history (see page 214). If you ever initiate a subsequent Purchase/Preauthorization transaction using the same stored credit card data and you select the U or R descriptor (step 5a) with the 2 descriptor (step 5b), ensure that you copy-paste the "Issuer ID (Response)" value into the Issuer Id field of the new transaction.

[20] Once you submit this transaction for processing and receive the "APPROVED" host response, note that it will contain a value called "Issuer ID (Response)". You can view this value by accessing the transaction's order history (see page 214). If you ever initiate a subsequent Purchase/Preauthorization transaction using the same stored credit card data and you select the U or R descriptor (step 5a) with the 2 descriptor (step 5b), ensure that you copy-paste the "Issuer ID (Response)" value into the Issuer Id field of the new transaction.

Chip Initialization

Follow the steps below to initialize/re-initialize an iPP320 PIN Pad (see page 82) that is connected to your computer via USB/serial cable and registered to your Merchant Resource Center store.

1. Ensure that the iPP320 that you want to initialize/reinitialize is connected to your computer and the "WELCOME/BONJOUR" screen is displayed.

2. On the menu bar, click on **Terminal** > **Chip Initialization**.

3. When "Establishing communication with pinpad" displays on the "Chip Initialization" page, wait.

4. When "Downloading pinpad parameters from the host" displays on the "Chip Initialization" page, wait.

   Note: The iPP320 PIN Pad displays "PLEASE WAIT" during this process.

   ▪ If a Moneris "TerminalApplet" warning displays on your computer screen, select the option to always trust content from this publisher, and then allow the applet to run.
   ▪ If a "security warning" prompt displays on your computer screen prompting you for permission to allow the Moneris "TerminalApplet" to access a moneris.com Web site, select the option to always grant this access.

5. When the "Initialization Complete" response displays on the "Chip Initialization" page, the iPP320 PIN Pad is ready to be used to process transactions.

   ▪ If the **Continue** button displays, click on it.

6. The operation is complete.

Cloud Initialization

Follow the steps below to re-initialize a PIN Pad that is paired via the Moneris Cloud with your Merchant Resource Center store.

1. Ensure the PIN Pad that you want to re-initialize is connected to the Internet.

2. On the menu bar, click on **Terminal** > **Cloud Initialization**.

3. Wait for the "Cloud Init" page to display, and then do the following:

    a. Locate the terminal ID (or name) of the paired PIN Pad that you want to initialize/re-initialize.

    Note: *The terminal ID is an 8-digit number, which is printed on a sticker affixed to the PIN Pad. If you assigned the PIN Pad with a name when you paired the PIN Pad, you may also identify the PIN Pad by its name.*

    b. Click on the **Initialize** button that corresponds to the terminal ID (or name) of the PIN Pad that you want to initialize/re-initialize.

4. When "The pinpad is intializing. Please wait this may take a minute or two" displays on the "Cloud Init" page, wait while the PIN Pad initializes.

5. When the "Initialization Complete" response displays on the "Cloud Init" page, click on the **OK** button.

6. The operation is complete.

Optional procedures: debit/credit cards

Adding order details to a transaction

Follow the steps below to add order details to a transaction

Note: Order details are for receipt purposes only (the Merchant Resource Center will not perform calculations based on data sent in the order details fields). Only e-mail receipts can include order details. If you subsequently add level 2/3 details to an eligible follow-on Capture or Refund (see page 451), the Merchant Resource Center will discard any order details data submitted in the original transaction.

1. On the transaction page, click on the **Add Order Details** button.

2. Wait for the "Order Details" area to display on the transaction page.

3. In the "Billing Details" area, enter billing data in the fields (**First Name**, **Last Name**, **Company**, **Address**, **City**, **State/Prov**, **Postal Code**, **Country**, **Phone**, **Fax**, **Shipping Details**, **First Name**, **Last Name**, **Company**, **Address**, **City**, **State/Prov**, **Postal Code**, **Country**, **Phone**, and **Fax**).

4. Do one of the following:
   - If the shipping address is not the same as billing address, go to step 5.
   - If the shipping address is the same as billing address, checkmark the **Check if Shipping address is the same as Billing address** box, and go to step 6.

5. In the "Shipping Details" area, enter the customer shipping data in the fields (**First Name**, **Last Name**, **Company**, **Address**, **City**, **State/Prov**, **Postal Code**, **Country**, **Phone**, and **Fax**).

6. In the **Email Address** field, optionally enter the customer's e-mail address.

7. In the **Special Instructions** field, optionally enter supplementary details.

8. In the "Line Items - Click 'Add Item' to include item in order" area, create a line item listing for a specific product/service being shipped/rendered in the order:

   a. Enter the product details in the line item fields (**Product Code**, **Description**, **Quantity**, and **Amount**).

   b. Click on the **Add Item** button.

   c. When the product is listed in the "The items listed below will be included in the order details" area, do one of the following:
      - To add another line item, repeat steps 8a-c.
      - If you want to continue without adding additional line items, go to step 9.

9. In the "Taxes & Shipping" area, enter tax/shipping data in the fields (**Shipping/Freight**, **Tax 1**, and **Tax 2**).

10. Refer back to the financial transaction procedure.

When a purchasing (corporate) card is detected

When both the **Proceed with Level 2/3** button and **Proceed with Purchase** button display on the "Purchase" page, it means the Merchant Resource Center has detected that the card you entered is a purchasing (corporate) card.

1. You may add level 2/3 details to the transaction or bypass adding level 2/3 details:

   To add level 2/3 details:

   a. Click on the Proceed with Level 2/3 button.

   Note: *The transaction will be processed as a debit/credit Preauthorization.*

   b. When the "**APPROVED**" or "**DECLINED**" response displays on the "Preauth" page, the transaction is complete:

   Important!   To receive funds, you must perform a debit/credit Capture at a later time (see page 158). You will be prompted to add the level 2/3 details during the Capture.

   - If Moneris Loyalty is enabled and you want to allocate loyalty points, see page 236.
   - If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see page 213).

   To bypass adding level 2/3 details:

   a. Click on the **Proceed with** Purchase button.

   Note: *The transaction will be processed as a debit/credit Purchase.*

   b. When the "**APPROVED**" or "**DECLINED**" response displays on the "Purchase" page, the transaction is complete:

   - If Moneris Loyalty is enabled and you want to award loyalty points, see page 231.
   - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Adding level 2/3 details: capturing a debit/credit Preauthorization

When the "Transaction Details" of the debit/credit Preauthorization that you want to capture are displayed on the "Capture" page, follow the steps below to add level 2/3 tax details to the transaction.

Note: *For more information about the level 2/3 details feature, see page 451.*

1. Click on the **Add Level 2/3 Details** button.

2. When the **Destination Postal Code** field displays, do one of the following:

   - If you are shipping/rendering the order within Canada, enter the destination postal code (exclude spaces or hyphens).
   - If you are shipping/rendering the order internationally, leave the field blank so that no taxes are added to the Capture total.

3. Click on the **Continue** button.

4. Depending on the card type used to process the original Preauthorization, do one of the following:

   - If a Visa card was used, see page 190.
   - If a Mastercard was used, see page 191.
   - If an Amex card was used, see page 192.

Entering level 2/3 details: Visa cards (capturing a Preauthorization)

Follow the steps below to add Visa-specific level 2/3 details on the "Capture" page.

Note: *For more information about the fields referred to in the steps below, see page 452.*

1. In the "Addendum 1 Details" area, enter shipping data in the fields (**Buyer Name**, **Customer Ref. Identifier**, **Destination Country**, **Destination Postal Code**, **Freight Amount (inc taxes)**, **Duty Amount**, and **VAT Reference Num**).

   ▪ If the "Tax Details" area displays (Canadian postal codes only) and the order is tax exempt, mark the "Invoice Tax Exempt" **Yes** radio button; otherwise, mark the **No** radio button, and enter the tax amount in the **HST Amount** field (must be less than 30% of original amount).

2. In the "Line Items" area, create a line item listing for a specific product/service being shipped/rendered in the order:

   a. Enter the product details in the line item fields (**Commodity Code**, **Product Code**, **Description**, **Quantity**, **Unit Meas.**, and **Unit Cost**).

      ▪ If the "Tax Exempt for Line Item" **HST** box displays, checkmark it if the product is tax exempt.
      ▪ If there is a discount on the product unit cost, enter the discount amount in the **Discount on unit cost** field (#.##).

   b. Click on the **Add Line** button.

   c. When the product is listed in "Line Items included in order" area, do one of the following:

      ▪ To add another line item, repeat steps 2a-c.
      ▪ To continue without adding additional line items, go to step 3.

3. Click on the **Calculate Totals** button, and confirm that each line item total is correct.

   Note: *The **Amount** field ("Transaction Details" area) should now reflect the combined amount of all line item totals, including taxes and discounts applied against the order.*

4. Click on the **Process Transaction** button.

5. When the "**APPROVED**" or "**DECLINED**" response displays on the "Capture" page, the transaction is complete:

   ▪ If you allocated loyalty points for the original debit/credit Preauthorization and you want to award the points, see page 237.
   ▪ If did not award loyalty points for the original transaction, print/e-mail the Capture receipt now (see page 213).

Entering level 2/3 details: Mastercard cards (capturing a Preauthorization)

Follow the steps below to enter Mastercard-specific level 2/3 details on the "Capture" page.

Note: *For information about fields referred to in the steps below, see page 452.*

1. In the "Addendum 1 Details" area, enter shipping data in the fields (**Destination Country**, **Destination Postal Code**, **Freight Amount (inc taxes)**, **Duty Amount**, and **Supplemental Data**).

   ▪ If the "Tax Details" area displays(Canadian postal codes only) and the order is tax exempt, mark the "Invoice Tax Exempt" **Yes** radio button; otherwise, mark the **No** radio button, and enter the tax amount in the **HST Amount** field (must be less than 30% of original amount).

2. In the "Line Items" area, create a line item listing for a specific product/service being shipped/rendered in the order:

   a. Enter product details in the line item fields (**Product Code**, **Description**, **Quantity**, **Unit Meas.**, and **Unit Cost**).

      ▪ If the "Tax Exempt for Line Item" **HST** box displays, checkmark it if the product is tax exempt.
      ▪ If there is a discount on the product unit cost, enter the discount amount in the **Discount on unit cost** field (#.##).

   b. Click on the **Add Line** button.

   c. When the product is now listed in the "Line Items included in order" area, do one of the following:

      ▪ To add another line item, repeat steps 2a-c.
      ▪ To continue without adding additional line items, go to step 3.

3. Click on the **Calculate Totals** button, and confirm that each line item total is correct.

   Note: *The **Amount** field ("Transaction Details" area) should now reflect the combined amount of all line item totals, including taxes and discounts applied against the order.*

4. Click on the **Process Transaction** button.

5. When the "**APPROVED**" or "**DECLINED**" response displays on the "Capture" page, the transaction is complete:

   ▪ If you allocated loyalty points for the original debit/credit Preauthorization and you want to award the points, see page 237.
   ▪ If did not award loyalty points for the original transaction, print/e-mail the Capture receipt now (see page 213).

Entering level 2/3 details: Amex cards (capturing a Preauthorization)

Follow the steps below to enter Amex -specific level 2/3 details on the "Capture" page:

1. In the "Customer Details" area, enter customer data in the fields (**Customer Name**, **Street Address 1**, **Street Address 2**, **City**, **Province/State**, **Postal/Zip Code**, **Invoice Number**, **PO Number**, **Customer Reference ID**).

   ▪ If the "Tax Details" area displays (Canadian postal codes only) and the order is tax exempt, mark the "Invoice Tax Exempt" **Yes** radio button; otherwise, mark the **No** radio button.

2. In the "Line Items" area, create a line item listing for a specific product/service being shipped/rendered in the order:

   Note: *For information about fields referred to in the steps below, see page 452.*

   a. Select the product code type (e.g., **PART #**) from the drop-down list.

   b. Enter the product details in the other line item fields (**Description**, **Quantity**, **Unit Meas.**, and **Unit Cost**).

      ▪ If the "Tax Exempt for Line Item" **HST** box displays, checkmark it if the product is tax exempt.
      ▪ If there is a discount on the product unit cost, enter the discount amount in the **Discount on unit cost** field.

   c. Click on the **Add Line** button.

   d. When the product is listed in "Line Items included in order" area, do one of the following:

      ▪ To add another line item, repeat steps 2a-d.
      ▪ To continue without adding additional line items, go to step 3.

3. Click on the **Calculate Totals** button, and confirm that each line item total is correct.

   Note: *The **Amount** field ("Transaction Details" area) should now reflect the combined amount of all line item totals, including taxes and discounts applied against the order.*

4. Click on the **Process Transaction** button.

5. When the "**APPROVED**" or "**DECLINED**" response displays on the "Capture" page, the transaction is complete:

   ▪ If you allocated loyalty points for the original debit/credit Preauthorization and you want to award the points, see page 237.
   ▪ If did not award loyalty points for the original transaction, print/e-mail the Capture receipt now (see page 213).

Adding level 2/3 details: capturing a debit/credit Reauthorization

When the "Transaction Details" of a debit/credit Reauthorization are displayed on the "Capture" page, follow the steps below to add level 2/3 details to the Capture transaction.

Note: *For more information about the level 2/3 details feature, see page 451.*

1. Click on the **Add Level 2/3 Details** button.

2. When the **Destination Postal Code** field displays, do one of the following:

   - If you are shipping/rendering the order within Canada, enter the destination postal code (exclude spaces or hyphens).
   - If you are shipping/rendering the order internationally, leave the field blank so that no taxes are added to the Capture total.

3. Click on the **Continue** button.

4. Depending on the card type used to process the original Preauthorization, do one of the following:

   - If a Visa card was used, see page 194.
   - If a Mastercard was used, see page 195.
   - If an Amex card was used, see page 196.

Entering level 2/3 details: Visa cards (capturing a Reauthorization)

Follow the steps below to add Visa-specific level 2/3 details on the "Capture" page.

Note: *For more information about the fields referred to in the steps below, see page 452.*

1. In the "Addendum 1 Details" area, enter shipping data in the fields (**Buyer Name**, **Customer Ref. Identifier**, **Destination Country**, **Destination Postal Code**, **Freight Amount (inc taxes)**, **Duty Amount**, and **VAT Reference Num**).

    ▪ If the "Tax Details" area displays (Canadian postal codes only) and the order is tax exempt, mark the "Invoice Tax Exempt" **Yes** radio button; otherwise, mark the **No** radio button, and enter the tax amount in the **HST Amount** field (must be less than 30% of original amount).

2. In the "Line Items" area, create a line item listing for a specific product/service being shipped/rendered in the order:

    a. Enter the product details in the line item fields (**Commodity Code**, **Product Code**, **Description**, **Quantity**, **Unit Meas.**, and **Unit Cost**).

      ▪ If the "Tax Exempt for Line Item" **HST** box displays, checkmark it if the product is tax exempt.
      ▪ If there is a discount on the product unit cost, enter the discount amount in the **Discount on unit cost** field (#.##).

    b. Click on the **Add Line** button.

    c. When the product is listed in "Line Items included in order" area, do one of the following:

      ▪ To add another line item, repeat steps 2a-c.
      ▪ To continue without adding additional line items, go to step 3.

3. Click on the **Calculate Totals** button, and confirm that each line item total is correct.

    Note: *The **Amount** field ("Transaction Details" area) should now reflect the combined amount of all line item totals, including taxes and discounts applied against the order.*

4. Click on the **Process Transaction** button.

5. When the "**APPROVED**" or "**DECLINED**" response displays on the "Capture" page, the transaction is complete.

6. Print/e-mail the Capture receipt now (see page 213).

    Note: *Moneris Loyalty points cannot be awarded for the capture of a Reauthorization transaction.*

Entering level 2/3 details: Mastercard cards (capturing a Reauthorization)

Follow the steps below to enter Mastercard-specific level 2/3 details on the "Capture" page.

Note: *For information about fields referred to in the steps below, see page 452.*

1. In the "Addendum 1 Details" area, enter shipping data in the fields (**Destination Country**, **Destination Postal Code**, **Freight Amount (inc taxes)**, **Duty Amount**, and **Supplemental Data**).

   ▪ If the "Tax Details" area displays (Canadian postal codes only) and the order is tax exempt, mark the "Invoice Tax Exempt" **Yes** radio button; otherwise, mark the **No** radio button, and enter the tax amount in the **HST Amount** field (must be less than 30% of original amount).

2. In the "Line Items" area, create a line item listing for a specific product/service being shipped/rendered in the order:

   a. Enter the product details in the line item fields (**Product Code**, **Description**, **Quantity**, **Unit Meas.**, and **Unit Cost**).

      ▪ If the "Tax Exempt for Line Item" **HST** box displays, checkmark it if the product is tax exempt.
      ▪ If there is a discount on the product unit cost, enter the discount amount in the **Discount on unit cost** field (#.##).

   b. Click on the **Add Line** button.

   c. When the product is now listed in the "Line Items included in order" area, do one of the following:

      ▪ To add another line item, repeat steps 2a-c.
      ▪ To continue without adding additional line items, go to step 3.

3. Click on the **Calculate Totals** button, and confirm that each line item total is correct.

   Note: *The **Amount** field ("Transaction Details" area) should now reflect the combined amount of all line item totals, including taxes and discounts applied against the order.*

4. Click on the **Process Transaction** button.

5. When the "**APPROVED**" or "**DECLINED**" response displays on the "Capture" page, the transaction is complete.

6. Print/e-mail the Capture receipt now (see page 213).

   Note: *Moneris Loyalty points cannot be awarded for the capture of a Reauthorization transaction.*

Entering level 2/3 details: Amex cards (capturing a Reauthorization)

Follow the steps below to enter Amex card-specific level 2/3 details on the "Capture" page:

1. In the "Customer Details" area, enter customer data in the fields (**Customer Name**, **Street Address 1**, **Street Address 2**, **City**, **Province/State**, **Postal/Zip Code**, **Invoice Number**, **PO Number**, and **Customer Reference ID**).

   - If the "Tax Details" area displays (Canadian postal codes only) and the order is tax exempt, mark the "Invoice Tax Exempt" **Yes** radio button; otherwise, mark the **No** radio button.

2. In the "Line Items" area, create a line item listing for a specific product/service being shipped/rendered in the order:

   Note: *For information about fields referred to in the steps below, see page 452.*

   a. Select the product code type (e.g., **PART #**) from the drop-down list.

   b. Enter the product details in the other line item fields (**Description**, **Quantity**, **Unit Meas.**, and **Unit Cost**).

      - If the "Tax Exempt for Line Item" **HST** box displays, checkmark it if the product is tax exempt.
      - If there is a discount on the product unit cost, enter the discount amount in the **Discount on unit cost** field (#.##).

   c. Click on the **Add Line** button.

   d. When the product is listed in "Line Items included in order" area, do one of the following:

      - To add another line item, repeat steps 2a-d.
      - To continue without adding additional line items, go to step 3.

3. Click on the **Calculate Totals** button, and confirm that each line item total is correct.

   Note: *The **Amount** field ("Transaction Details" area) should now reflect the combined amount of all line item totals, including taxes and discounts applied against the order.*

4. When the "**APPROVED**" or "**DECLINED**" response displays on the "Capture" page, the transaction is complete.

5. Print/e-mail the Capture receipt now (see page 213).

   Note: *Moneris Loyalty points cannot be awarded for the capture of a Reauthorization transaction.*

Adding level 2/3 details: Refund

When the "Transaction Details" of the debit/credit transaction to be reversed (refunded) are displayed on the "Refund" page, follow the steps below to add level 2/3 details (product and taxes) to the Refund transaction.

Note: *For more information about the level 2/3 details feature, see page 451.*

1. Click on the **Add Level 2/3 Details** button.

2. When the **Destination Postal Code** field displays, do one of the following:

   - If you are refunding an order that was originally shipped/rendered within Canada, enter the original destination postal code (exclude spaces or hyphens).
   - If you are refunding an order that was originally shipped/rendered internationally, leave the field blank so that no taxes are added to the Refund total.

3. Click on the **Continue** button.

4. Depending on the card type used to process the original Capture, do one of the following:

   - If a Visa card was used, see page 198.
   - If a Mastercard was used, see page 199.
   - If an Amex card was used, see page 199.

Entering level 2/3 details: Visa cards (Refund)

Follow the steps below to add Visa-specific level 2/3 details on the "Refund" page.

Note: For more information about the fields referred to in the steps below, see page 452.

1. In the "Addendum 1 Details" area, enter the original order's shipping data in the fields (**Buyer Name**, **Customer Ref. Identifier**, **Destination Country**, **Destination Postal Code**, **Freight Amount (inc taxes)**, **Duty Amount**, and **VAT Reference Num**).

   ▪ If the "Tax Details" area displays (Canadian postal codes only) and the original order was tax exempt, mark the "Invoice Tax Exempt" **Yes** radio button; otherwise, mark the **No** radio button, and enter the original order's tax amount in the **HST Amount** field (must be less than 30% of original amount).

2. In the "Line Items" area, create a line item listing for a specific product/service being refunded from the original order:

   a. Enter the product details in the line item fields (**Commodity Code**, **Product Code**, **Description**, **Quantity**, **Unit Meas.**, and **Unit Cost**).

      ▪ If the "Tax Exempt for Line Item" **HST** box displays, checkmark it if the product was tax exempt in the original order.
      ▪ If there was a discount on the original order's product unit cost, enter the discount amount in the **Discount on unit cost** field (#.##).

   b. Click on the **Add Line** button.

   c. When the product is listed in "Line Items included in order" area, do one of the following:

      ▪ To add another line item, repeat steps 2a-c.
      ▪ To continue without adding additional line items, go to step 3.

3. Click on the **Calculate Totals** button, and confirm that each line item total is correct.

   *Note: The **Amount** field ("Transaction Details" area) should now reflect the combined amount of all line item totals, including taxes and discounts applied against the order.*

4. Click on the **Process Transaction** button.

5. When the "**APPROVED**" or "**DECLINED**" response displays on the "Refund" page, the transaction is complete:

   ▪ If you want to remove any Moneris loyalty points awarded for the original transaction, see page 249.
   ▪ If did not award loyalty points for the original transaction, print/e-mail the Refund receipt now (see page 213).

Entering level 2/3 details: Mastercard cards (Refund)

Follow the steps below to enter Mastercard-specific level 2/3 details on the "Refund" page.

Note: For information about fields referred to in the steps below, see page 452.

1. In the "Addendum 1 Details" area, enter the original order's shipping data in the fields (**Destination Country**, **Destination Postal Code**, **Freight Amount (inc taxes)**, **Duty Amount**, and **Supplemental Data**).

    ▪ If the "Tax Details" area displays (Canadian postal codes only) and the original order was tax exempt, mark the "Invoice Tax Exempt" **Yes** radio button; otherwise, mark the **No** radio button, and enter the original order's tax amount in the **HST Amount** field (must be less than 30% of original amount).

2. In the "Line Items" area, create a line item listing for a specific product/service being refunded from the original order:

    a. Enter the product details in the line item fields (**Product Code**, **Description**, **Quantity**, **Unit Meas.**, and **Unit Cost**).

        ▪ If the "Tax Exempt for Line Item" **HST** box displays, checkmark it if the product was tax exempt in the original order.
        ▪ If there was a discount on the original order's product unit cost, enter the discount amount in the **Discount on unit cost** field (#.##).

    b. Click on the **Add Line** button.

    c. When the product is now listed in the "Line Items included in order" area, do one of the following:

        ▪ To add another line item, repeat steps 2a-c.
        ▪ To continue without adding additional line items, go to step 3.

3. Click on the **Calculate Totals** button, and confirm that each line item total is correct.

    *Note: The **Amount** field ("Transaction Details" area) should now reflect the combined amount of all line item totals, including taxes and discounts applied against the order.*

4. Click on the **Process Transaction** button.

5. When the "**APPROVED**" or "**DECLINED**" response displays on the "Refund" page, the transaction is complete:

    ▪ If you want to remove any Moneris loyalty points awarded for the original transaction, see page 249.
    ▪ If did not award loyalty points for the original transaction, print/e-mail the Refund receipt now (see page 213).

Entering level 2/3 details: Amex cards (Refund)

Follow the steps below to enter Amex-specific level 2/3 details on the "Refund" page:

1. In the "Customer Details" area, enter customer data in the fields (**Customer Name**, **Street Address 1**, **Street Address 2**, **City**, **Province/State**, **Postal/Zip Code**, **Invoice Number**, **PO Number**, and **Customer Reference ID**).

- If the "Tax Details" area displays (Canadian postal codes only) and the order is tax exempt, mark the "Invoice Tax Exempt" **Yes** radio button; otherwise, mark the **No** radio button.

2. In the "Line Items" area, create a line item listing for a specific product/service being refunded from the original order:

   Note: *For information about fields referred to in the steps below, see page 452.*

   a. Select the product code type (e.g., **PART #**) from the drop-down list.

   b. Enter the product details in the other line item fields (**Description**, **Quantity**, **Unit Meas.**, and **Unit Cost**).

      - If the "Tax Exempt for Line Item" **HST** box displays, checkmark it if the product was tax exempt in the original order.
      - If there was a discount on the original order's product unit cost, enter the discount amount in the **Discount on unit cost** field (#.##).

   c. Click on the **Add Line** button.

   d. When the product is listed in "Line Items included in order" area, do one of the following:

      - To add another line item, repeat steps 2a-d.
      - To continue without adding additional line items, go to step 3.

3. Click on the **Calculate Totals** button, and confirm that each line item total is correct.

   Note: *The **Amount** field ("Transaction Details" area) should now reflect the combined amount of all line item totals, including taxes and discounts applied against the order.*

4. Click on the **Process Transaction** button.

5. When the "**APPROVED**" or "**DECLINED**" response displays on the "Refund" page, the transaction is complete:

   - If you want to remove any Moneris loyalty points awarded for the original transaction, see page 249.
   - If did not award loyalty points for the original transaction, print/e-mail the Refund receipt now (see page 213).

Cardholder prompts

Cardholder prompts: e355 PIN Pad (Moneris Cloud)

When "Please follow prompts on the pinpad" displays on the transaction page, do the following:

1. Hand the e355 PIN Pad to the cardholder.

2. The cardholder responds to any prompt that displays on the e355 PIN Pad:

   ▪ If "$0.00 - OK?" displays during a Purchase transaction, see page 202.

   Note: *Potential prompts (and the actions to take for each) are listed in order of appearance in the table below. Only some of the listed prompts will appear for any one transaction.*

Cardholder prompt	Cardholder action
INSERT / TAP / SWIPE or INSERT / SWIPE	Inserts, swipes, or taps their card on the e355 PIN Pad (for more information, see pages 40 to 41).
SELECT / CHOISER 1 - ENGLISH 2 - FRANCAIS	Selects the display language: ▪ To select English, presses the **1** key (**ENG**). ▪ To select French, presses the **2** key (**FRAN**).
SELECT / CHOISIR 1 - Application <A> 2 - Application <B>	Presses the number key that corresponds to the application that they want to use. (e.g., to use "Application A", they would press the **1** key).
<TRANSACTION NAME> $0.00-OK?	Presses the green ⬤ key to confirm the displayed amount.
I PRE-AUTHORIZE UP TO $#.##-OK?	Presses the green ⬤ key to confirm the displayed amount.
SELECT ACCOUNT 1 - CHEQUING 3 - SAVINGS	Selects a debit account: ▪ For chequing account, presses the **1** key (**CHEQUING**). ▪ For savings account, presses **3** key (**SAVINGS**).
ENTER PIN & OK	Keys in their personal identification number (PIN) and presses the green ⬤ key.
APPROVED THANK YOU REMOVE CARD	Removes their card from chip reader. *Note:* *The e355 PIN Pad beeps until the card is removed.*
APPROVED THANK YOU OBTAIN CARD	Retrieves their card.
WELCOME/BONJOUR	Returns the e355 PIN Pad to you (go to step 3).

3. Accept the iPP320 PIN Pad from the cardholder.

   ▪ If "WELCOME/BONJOUR" is not currently displayed on the e355 PIN Pad, press the red ✖ key until "WELCOME/BONJOUR" displays.

4. Refer back to the financial transaction procedure (continue at the step "When the "APPROVED" or "DECLINED" response displays...").

![Moneris logo]

Cardholder prompts: e355 PIN Pad - tip enabled (Moneris Cloud)

1. When "$0.00-OK?" displays on the e355 PIN Pad during a Purchase transaction, hand the PIN Pad to the cardholder.

2. The cardholder responds to any prompt that displays on the e355 PIN Pad:

   Note: Potential prompts (and the actions to take for each) are listed in order of appearance in the table below.

Cardholder prompt	Cardholder action
$0.00-OK?	Presses the green ▭ key to confirm the displayed amount.
SELECT TIP TYPE OR PRESS OK 1 - (S) 2 - (%)	Selects a tip type: ▪ To enter a dollar amount, presses the **1** key ($). ▪ To enter a percentage, presses the **2** key (%) ▪ To bypass entering a tip, presses the green ▭ key.
ENTER TIP AMOUNT $0.00	Keys in a tip amount (or nothing) and presses the green ▭ key.
ENTER TIP PERCENTAGE 0%	Keys in a tip percentage (or nothing) and presses the green ▭ key.

3. Do one of the following:

   ▪ If "INSERT / TAP / SWIPE" or "INSERT / SWIPE" displays, see page 201 (continue at step 2).
   ▪ If "ENTER CARD #" displays, the cardholder hands the e355 PIN Pad back to you (see page 124; continue at step 8).

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
Cardholder prompts: iPP320 PIN Pad (USB/serial)

When "Please follow prompts on the pinpad" displays on the transaction page, do the following:

1. Hand the iPP320 PIN Pad to the cardholder.
2. The cardholder responds to any prompt that displays on the iPP320 PIN Pad:

   Note: Potential prompts (and the actions to take for each) are listed in order of appearance in the table below. Only some of the listed prompts will appear for any one transaction.

Cardholder prompt	Cardholder action

SWIPE, TAP OR INSERT CARD
         or
SWIPE OR INSERT CARD
         or
SWIPE CARD
	Inserts, swipes, or taps their card on the iPP320 PIN Pad (for more information, see pages 112 to 113).

SELECT LANGUAGE ENGL FRAN	Selects the display language: ▪ To select English, presses **F1** (ENG). ▪ To select French, presses **F4** (FRAN).
SELECT <Application name> YES NO	Selects the card application: ▪ To select the displayed application, presses **F1** (YES). ▪ To view the next available application, presses **F4** (NO).
<Application name> -OK? YES NO	Presses **F1** (YES) to use the displayed application.
<TRANSACTION NAME> $0.00-OK?	Presses the green ▢ key to confirm the displayed amount.
I PRE-AUTHORIZE UP TO $0.00-OK?	Presses the green ▢ key to confirm the displayed amount.
TIP OPTIONS $ % NONE	Selects a tip type: ▪ To enter a dollar amount, presses **F1**($). ▪ To enter a percentage, presses **F2** (%) ▪ To bypass entering a tip, presses **F4** (NONE).
ENTER TIP AMOUNT $0.00	Keys in an amount, and presses the green ▢ key.
TIP PERCENTAGE %AA %BB OTHR	Selects a percentage type: ▪ To add a preset tip percentage, presses **F1** (AA%) or **F2** (BB%). ▪ To add a different precentage, presses **F4** (OTHR).
ENTER TIP %	Enters a tip percentage and presses the green ▢ key.
<TRANSACTION NAME> $0.00-OK?	Presses the green ▢ key to confirm the displayed transaction amount. *Note: If the cardholder wants to change the tip amount, they press the yellow ▢ key and re-enter the tip when prompted.*
SELECT ACCOUNT CHQ SAV	Selects a debit account: ▪ To select "chequing", presses **F1** (CHQ). ▪ To select "savings", presses **F4** (SAV).
ENTER PIN & OK	Keys in their personal identification number (PIN) and presses the green ▢ key.

Cardholder prompt	Cardholder action
PLEASE WAIT	Waits while the transaction is processed.
APPROVED THANK YOU REMOVE CARD	Removes their card from chip reader. *Note: The iPP320 PIN Pad beeps until the card is removed.*
APPROVED THANK YOU OBTAIN CARD	Retrieves their card.
WELCOME/BONJOUR	Returns the iPP320 PIN Pad to you (go to step 3).

3. Accept the iPP320 PIN Pad from the cardholder.

-   If "WELCOME/BONJOUR" is not currently displayed on the iPP320 PIN Pad, press the green key until "WELCOME/BONJOUR" displays.

4. Refer back to the financial transaction procedure (continue at the step "When the "APPROVED" or "DECLINED" response displays...").

Cardholder prompts: iPP320 PIN Pad - manual card entry (USB/serial)

When "PURCHASE $0.00-OK?" displays on the iPP320 PIN Pad, do the following:

1. Hand the iPP320 PIN Pad to the cardholder.

2. The cardholder responds to any prompt that displays on the iPP320 PIN Pad.

   Note: Potential prompts (and the actions to take for each) are listed in order of appearance in the table below. Only some of the listed prompts will display for any one transaction.

Cardholder prompt	Cardholder action
PURCHASE $0.00-OK?	Presses the green 🟢 key to confirm the displayed amount.
TIP OPTIONS $ % NONE	Selects a tip type: ▪ To enter a dollar amount, presses **F1**($). ▪ To enter a percentage, presses **F2** (%) ▪ To bypass entering a tip, presses **F4** (NONE).
ENTER TIP AMOUNT $0.00	Keys in an amount and presses the green 🟢 key.
TIP PERCENTAGE %AA %BB OTHR	Selects a percentage type: ▪ To add a preset tip percentage, presses **F1** (AA%) or **F2** (BB%). ▪ To add a different precentage, presses **F4** (OTHR).
ENTER TIP %	Enters a tip percentage and presses the green 🟢 key.
PURCHASE $0.00-OK?	Presses the green 🟢 key to confirm the displayed transaction amount. Note: *To enter a different tip type, presses the yellow ▤ key and reselects the tip type when prompted.*
PLEASE WAIT	Waits while the transaction is processed.
APPROVED THANK YOU OBTAIN CARD	Retrieves their card.
WELCOME/BONJOUR	Returns the iPP320 PIN Pad to you (go to step 3).

3. Accept the iPP320 from the cardholder.

   ▪ If "WELCOME/BONJOUR" is not currently displayed on the iPP320 PIN Pad, press the green 🟢 key until "WELCOME/BONJOUR" displays.

4. When the "APPROVED" or "DECLINED" response displays on the "Purchase" page, the transaction is complete:

   ▪ If Moneris Loyalty is enabled and you want to award loyalty points, see page 231.
   ▪ If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Cardholder prompts: iPP320 PIN Pad (Moneris Cloud)

When "Please follow prompts on the pinpad" displays on the transaction page, do the following:

1. Hand the iPP320 PIN Pad to the cardholder.
2. The cardholder responds to any prompt that displays on the iPP320 PIN Pad:

   ▪ If "PURCHASE-OK? $0.00" displays, see page 208.

   Note: Potential prompts (and the actions to take for each) are listed in order of appearance in the table below. Only some of the listed prompts will appear for any one transaction.

Cardholder prompt	Cardholder action
SWIPE, TAP OR INSERT CARD or SWIPE OR INSERT CARD or SWIPE CARD	Inserts, swipes, or taps their card on the iPP320 PIN Pad (for more information, see pages 112 to 113).
SELECT LANGUAGE ENGL FRAN	Selects the display language: ▪ To select English, presses **F1** (ENG). ▪ To select French, presses **F4** (FRAN).
SELECT \<Application name> YES NO	Selects the card application: ▪ To select the displayed application, presses **F1** (YES). ▪ To view the next available application, presses **F4** (NO).
\<Application name> -OK? YES NO	Presses **F1** (YES) to use the displayed application.
\<TRANSACTION NAME> $0.00-OK?	Presses the green ⬤ key to confirm the displayed amount.
I PRE-AUTHORIZE UP TO $0.00-OK?	Presses the green ⬤ key to confirm the displayed amount.
SELECT ACCOUNT CHQ SAV	Selects a debit account: ▪ To select "chequing", presses **F1** (CHQ). ▪ To select "savings", presses **F4** (SAV).
SELECT ACCOUNT CHQ SAV	Selects a debit account: ▪ To select "chequing", presses **F1** (CHQ). ▪ To select "savings", presses **F4** (SAV).
ENTER PIN & OK	Keys in their personal identification number (PIN) and presses the green ⬤ key.
PLEASE WAIT	Waits while the transaction is processed.
APPROVED THANK YOU REMOVE CARD	Removes their card from chip reader. **Note:** The iPP320 PIN Pad beeps until the card is removed.
APPROVED THANK YOU OBTAIN CARD	Retrieves their card.
WELCOME/BONJOUR	Returns the iPP320 PIN Pad to you (go to step 3).

3. Accept the iPP320 PIN Pad from the cardholder.

    ▪ If "WELCOME/BONJOUR" is not currently displayed on the iPP320 PIN Pad, press the red
       key until "WELCOME/BONJOUR" displays.

4. Refer back to the financial transaction procedure (continue at the step "When the "APPROVED" or
    "DECLINED" response displays...").

Cardholder prompts: iPP320 PIN Pad - tip enabled (Moneris Cloud)

1. When "PURCHASE $0.00-OK?" displays on the iPP320 PIN Pad, hand the PIN Pad to the cardholder.

2. The cardholder responds to any prompt that displays on the iPP320 PIN Pad:

Note: Potential prompts (and the actions to take for each) are listed in order of appearance in the table below.

Cardholder prompt	Cardholder action
PURCHASE $0.00-OK?	Presses the green ⬤ key to confirm the displayed amount.
SELECT TIP TYPE OR PRESS OK $ %	Selects a tip type: - To enter a dollar amount, presses **F1**($). - To enter a percentage, presses **F4** (%) - To bypass entering a tip, presses the green ⬤ key.
ENTER TIP AMOUNT $0.00	Keys in a tip amount (or nothing) and presses the green ⬤ key.
ENTER TIP PERCENTAGE (%) 00	Keys in a tip percentage (or nothing) and presses the green ⬤ key.
PURCHASE $0.00-OK?	Presses the green ⬤ key to confirm the displayed transaction amount. *Note: To enter a different tip type, presses the yellow ▭ key and reselects the tip type when prompted.*
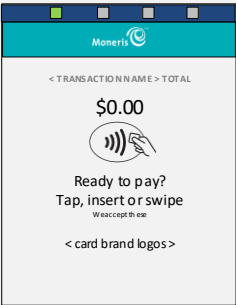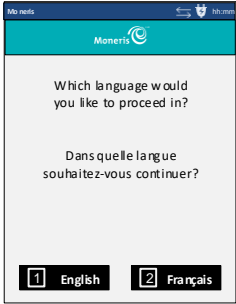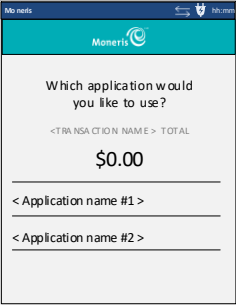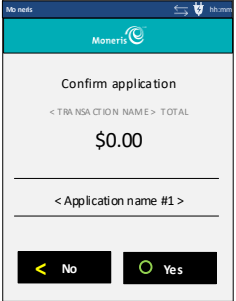
3. Do one of the following:

   - If "SWIPE, TAP OR INSERT CARD" or "SWIPE OR INSERT CARD" or "SWIPE CARD" displays, see page 206 (continue at step 2).
   - If "ENTER CARD #" displays, the cardholder hands the iPP320 PIN Pad back to you (see page 128; continue at step 8).

Cardholder prompts: P400 PIN Pad (Moneris Cloud)

When "Please follow prompts on the pinpad" displays on the transaction page, do the following:

1. Hand the P400 PIN Pad to the cardholder.

2. The cardholder responds to any prompt that displays on the P400 PIN Pad:

   ▪ If the "Would you like to leave a tip?" screen displays during a Purchase transaction, see page 202.

Note: Potential prompts (and the actions to take for each) are listed in order of appearance in the table below. Only some of the listed prompts will appear for any one transaction.

Cardholder prompt	Cardholder action
	Inserts, swipes, or taps their card on the P400 PIN Pad (for more information, see pages 77 to 78). *Note: This screen may display the variant card entry prompt "Ready to pay? Insert or swipe".*
	Selects the P400 PIN Pad display language to be used for the duration of the transaction: — To select English, taps **English**. — To select French, taps (**Français**).
	Taps the application that they want to use.
	Taps **Yes** to continue.

Cardholder prompt	Cardholder action
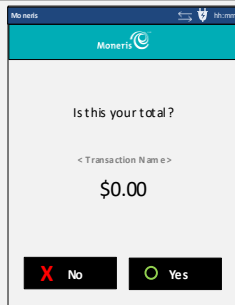
Taps **Yes** to confirm the displayed amount.
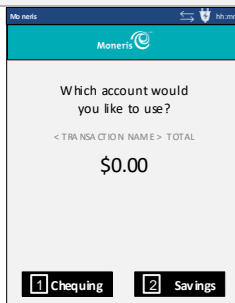
Selects a debit account:
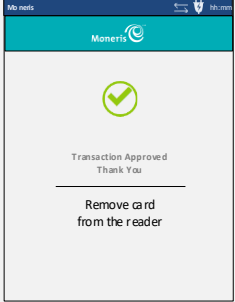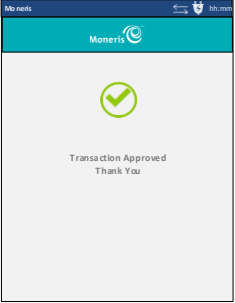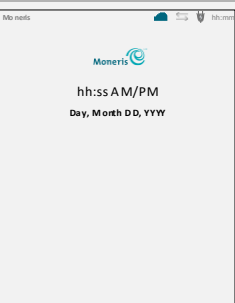
— For chequing account, taps **Chequing**.

— For savings account, taps **Savings**.
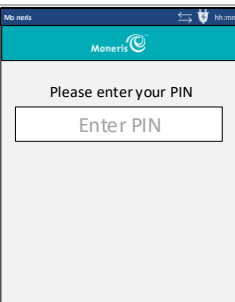
Keys in their personal identification number (PIN) and presses the green
[O] key.
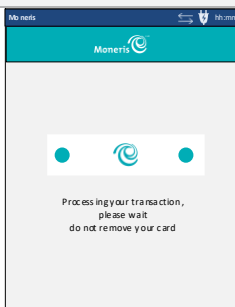
Waits while the transaction is processed.
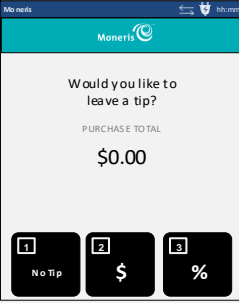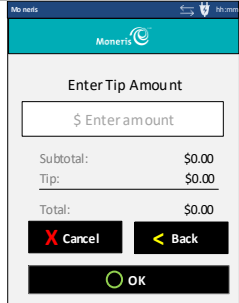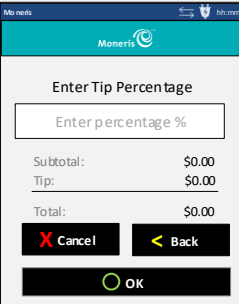
Cardholder prompt	Cardholder action
Transaction Approved Thank You — Remove card from the reader	Removes their card from chip reader. **Note:** The P400 PIN Pad beeps until the card is removed.
Transaction Approved Thank You	Retrieves their card.
hh:ss AM/PM Day, Month DD, YYYY	Returns the P400 PIN Pad to you (go to step 3).

3. Accept the P400 PIN Pad from the cardholder.

   ▪ If the "Moneris" idle screen is not currently displayed on the P400 PIN Pad, press the green ⊙ key until the "Moneris" idle screen displays.

4. Refer back to the financial transaction procedure (continue at the step "When the "APPROVED" or "DECLINED" response displays...").

Cardholder prompts: P400 PIN Pad - tip enabled (Moneris Cloud)

1. When the "Would you like to leave a tip?" screen displays on the P400 PIN Pad during a Purchase transaction, hand the P400 PIN Pad to the cardholder.

2. The cardholder responds to any prompt that displays on the P400 PIN Pad:

   Note: Potential prompts (and the actions to take for each) are listed in order of appearance in the table below.

Cardholder prompt	Cardholder action
	Selects a tip type: ▪ To enter a dollar amount, taps **%**. ▪ To enter a percentage, taps **$**. ▪ To bypass entering a tip, taps **No Tip**.
	Keys in a tip amount (or nothing) and taps **OK**. *Note: To enter a different tip type, taps **Back** and reselects the tip type when prompted.*
	Keys in a tip percentage (or nothing) and taps **OK**. *Note: To enter a different tip type, taps **Back** and reselects the tip type when prompted.*

3. Do one of the following:

   ▪ If the "Ready to pay? Tap, insert or swipe" or "Ready to pay? Insert or swipe" screen displays, see page 209 (continue at step 2).
   ▪ If the "Please enter the card information" screen displays, the cardholder hands the P400 PIN Pad back to you (see page 130; continue at step 8).

Printing/e-mailing a receipt

Once you submit a transaction and the Merchant Resource Center displays the host response "APPROVED" or "DECLINED" (or "APPROVED"/"DECLINED") indicating the transaction has been processed, follow the steps below to print and/or e-mail the transaction receipt.

Note: *If you ever want to view, print, or e-mail a receipt after you have closed the transaction page, access the transaction's "Order History" (see page 220).*

To print the transaction receipt:

1. In the "Action Items" area on the host response page, click on a **Print Receipt - #x#** (or **Receipt - #x#**) button.

2. When the print dialog box opens, select the printer from which you want to print the transaction receipt.

3. Click on the **Print** button.

4. The operation is complete. (To print another receipt, repeat steps 1-3.)

5. If the receipt includes any of these cardholder validation method (CVM) statements, take the appropriate action depending on the context:

CVM statement	Action required
"SIGNATURE Cardholder will pay issuer above amount pursuant to Cardholder Agreement"	Cardholder signature is required.
"NO SIGNATURE TRANSACTION"	No cardholder signature is required.
"VERIFIED BY PIN"	No cardholder signature is required.

To e-mail the transaction receipt:

1. In the "Action Items" area on the host response page, click on the **Send Email Receipt** (or **Email Receipt**) button.

2. When the e-mail window opens, do the following:

   a. In the **Email Address** field, enter the e-mail address to which you want to send the transaction receipt.

   b. Click on the **Send Receipt & Close** button.

3. The operation is complete. (To send another receipt, repeat steps 1-2.)

Order history

The Merchant Resource Center assigns an "Order History" page to every financial transaction for which the host response is "APPROVED" or "DECLINED". This "Order History" page displays detailed information (e.g., amount, date, time, etc.) about the transaction, including information about any follow-on transaction or associated transaction that has been performed subsequently (see Areas on the "Order History" page below).

— To access a transaction's "Order History" page, see page 220.

Areas on the "Order History" page

The "Order History" page may be divided into several areas depending on the transaction and payment type:

— Transaction type details (see page 215).
— Tip information details (see page 216).
— eFraud details (see page 217).
— Convenience fee details (see page 218).
— Action items details (see page 219).

Transaction type details: "Order History" page

The "Transaction type" area on a transaction's "Order History" page displays details about the transaction (refer to the table below for descriptions about data in specific fields).

Note: Installments enabled by Visa payment details (if applicable) can only be viewed in the Moneris Checkout transactions report (see footnote for "Visa Installments" line items on page 310).

— To access a transaction's "Order History" page, see page 220.

Field	Description
Amount	Transaction amount including any tip.
Approval Code	Authorization code.
Card Number	Card account number.
Card Type	Card brand (or "Cash").
Clerk	Username of the user who performed the transaction.
Convenience Fee	A supplementary fee levied as a dollar amount.
Convenience Fee Rate	A supplementary fee levied as a fixed rate (dollar amount) or variable rate (percentage value).
Crypt Type	Electronic commerce indicator.
Customer Code	User-entered value. Optional.
Customer ID	User-entered value. Optional.
Date/Time	Date/time of the transaction (Month DD YYYY HH:MM) .
Expiry Date	Card expiry date (MMYY).
Fast Funds Indicator	Indicates that a Real-Time Funds Push ("RTF Push") transaction was processed through your Gateway account, and funds were transferred to a cardholder account. *Note: If the indicator value is "True", it means the recipient account is a fast funds account that will receive the funds within 30 minutes of transaction approval. If the indicator value is "False", it means the recipient account is a conventional account that will receive the funds within two days of transaction approval.*
Foreign Currency Amount	The non-Canadian currency in which the transaction was processed.
FX Rate	Exchange rate at the time the transaction was processed in the foreign currency.
Invoice Number	User-entered value. Optional.
Issuer ID (Request)	Credentials-on-file value.
Issuer ID (Response)	Credentials-on-file value.
Message	Host response (e.g., "APPROVED" or "DECLINED").
Order ID	Unique Merchant Resource Center transaction identifier.
Payment Indicator	Credentials-on-file descriptor.
Payment Information	Credentials-on-file descriptor.
Response	Transaction response code.
Sequence Number	Moneris host identifier (e.g., If "610123450010690030" is the number, then "61012345" is the ID of the iPP320 PIN Pad used to capture the card data. If "E10123450010690030" is the number, then "E1012345" is the ID of the e355 PIN Pad used to capture the card data. If "P10123450010690030" is the number, then "P1012345" is the ID of the P400 PIN Pad used to capture the card data. If the number starts with "66", it means the card data were captured via keyed entry on the Merchant Resource Center).
Transaction Type	Transaction type (e.g., Purchase, Refund, Void, etc.).
Wallet Type	Digital wallet (see page 331) or Vault (see page 284) transaction identifier.

Tip information details: "Order History" page

The "Tip Information" area on a transaction's "Order History" page displays tip details about the transaction (refer to the table below for descriptions about data in specific fields).

— To access a transaction's "Order History" page, see page 220.

Field	Description
Pre-Tip Amount	Transaction amount excluding the tip.
Tip Amount	Tip amount.

eFraud details: "Order History" page

The "eFraud details" area on a transaction's "Order History" page displays validation responses to any anti-fraud data submitted in the transaction (refer to the table below for descriptions about data in specific fields).

— To access a transaction's "Order History" page, see page 220.

Field	Description
AVS Result	Indicates address verification service (AVS) validation result if verification is performed at the time the transaction is processed. The result indicates whether the street number, street name, or zip code data match the data that the issuer has on file (see page 453).
CVD Result	Indicates card verification digits (CVD) validation result if verification is performed at the time the transaction is processed. This result indicates whether the 3 or 4-digit CVD code (usually printed on the back of the card on the signature line) matches the code that the issuer has on file (see page 453).
CAVV Result	(3-D Secure) - Indicates the issuer's response regarding whether the CAVV value that you provide is fully authenticated and valid. The CAVV value may be indicative of the data (e.g., a password) entered by the cardholder during an ecommerce transaction. The authentication data are sent to the card issuer independent of the Merchant Resource Center.

Convenience fee information details: "Order History" page

The "Convenience Fee Information" area on a transaction's "Order History" page displays convenience fee details about the transaction (refer to the table below for descriptions about data in specific fields).

— To access a transaction's "Order History" page, see page 220.

Field	Description
Convenience Fee	A supplementary fee levied as a dollar amount.
Convenience Fee Rate	A supplementary fee levied as a fixed rate (dollar amount) or variable rate (percentage value).

Action items: "Order History" page

Buttons displaying in the "Action Items" area of a transaction's "Order History" page indicate potential follow-on transactions and/or access to other transaction details.

- — To initiate a follow-on transaction or access other transaction details (e.g., Refund, Reauth, or Void), click on the appropriate button (refer to the table below for descriptions about activities that are initiated when you click on a button).

- — To access a transaction's "Order History" page, see page 220.

Button	Description
Add Loyalty	Award loyalty points for a preceding gift/loyalty or cash transaction.
Associated	Display the "Order History" page listing a gift/loyalty transaction and one or more other transactions (e.g., debit/credit, gift/loyalty, or cash).
Capture	Initiate a debit/credit or loyalty Capture transaction.
Email Receipt	E-mail a transaction receipt.
Level 2/3 Details	Display level 2/3 transaction details (tax and product data) if they were submitted in the transaction.
Loyalty	Award, allocate, or remove loyalty points depending on the preceding (associated) debit/credit transaction.
Print Receipt - #x#	Print a transaction receipt.
Reauth	Initiate a debit/credit Reauthorization transaction.
Receipt - #x#	Print a transaction receipt.
Refund	Initiate a debit/credit Refund or gift Refund transaction.
Send Email Receipt	E-mail a transaction receipt.
Void	Initiate a Void transaction (debit/credit or gift/loyalty).

Accessing a transaction's "Order History" page

Follow the steps below to access a transaction's "Order History" page.

Note: *For more information about the "Order History" page, see page 214.*

1. Retrieve the transaction by generating the appropriate report (see page 301).

2. When the desired transaction is listed in the "Transactions List" area, click on the transaction's **Order ID** hyperlink.

3. When the transaction's "Order History" page displays, the operation is complete.

4. If you want to print/e-mail a transaction receipt, do the following:

    To print a transaction receipt:

    a. In the "Action Items" area, click on a **Print Receipt - #x#** button.

    b. When the print dialog box opens, select the printer from which you want to print the transaction receipt.

    c. Click on the **Print** button.

    d. The operation is complete. (To print another receipt, repeat steps a-c.)

    To e-mail the transaction receipt:

    a. In the "Action Items" area, click on the **Send Email Receipt** button.

    b. Wait for the e-mail window to open.

    c. In the **Email Address** field, enter the e-mail address to which you want to send the transaction receipt.

    d. Click on the **Send Receipt & Close** button.

    e. The operation is complete. (To send another receipt, repeat steps a-d.)

Moneris Gift/Loyalty card programs

The Moneris Gift/Loyalty program allows you to offer your customers card-based programs that are processed through the Merchant Resource Center.

Gift card program

The gift card program allows you to offer your customers stored-value gift cards for pre-defined dollar values as well as variable-value cards and rechargeable cards. This program is available for small businesses and can be customized for national chains.

— For full listing of gift card transactions that you can initiate directly from the Merchant Resource Center menu bar (see page 117), refer to the table below.

Transaction type	See procedure on:
Purchase	page 222
Void	page 225
Refund	page 226
Independent Refund	page 227
Coupon/Voucher Redemption	page 253
Activate card	page 256
Deactivate card	page 259
Balance Inquiry	page 262

Loyalty card program

Loyalty card program: allows you to reward customer loyalty by awarding points based on the dollar value of the purchases a cardholder makes. This program is available for small businesses and can be customized for national chains.

— For full listing of loyalty card transactions that you can process from the Merchant Resource Center, refer to the table below:

Transaction type	See procedure on:
Purchase	page 230
Preauthorization	page 236
Capture	page 237
Redemption (dollars)	page 238
Redemption (points)	page 241
Void	page 244
Refund	page 248
Coupon/Voucher Redemption	page 253
Activate card	page 256
Deactivate card	page 259
Balance Inquiry	page 262

Purchase with gift card

Gift card sale of goods and services.

- — For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry device	Connection type	Card entry method	See procedure on:
unencrypted magnetic stripe reader (MSR)	USB cable (PC)	swipe	page 223
virtual terminal	-	manual entry (keyed)	page 224

Purchase with gift card: unencrypted MSR

Follow the steps below to perform a Purchase with a gift card by using an unencrypted magnetic stripe reader to capture the card data.

1. On the menu bar, click on **Gift/Loyalty** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. From the "Transaction Type" drop-down list, select **Dollar Value Purchase/Redemption**.

4. In the **Total Amount** field, enter the Purchase amount (#.##).

5. In the **Customer ID** field, optionally enter a customer ID.

6. Click on the **Next** button.

7. In the "Payment Method" area, select **Gift Card - MSR** from the drop-down list.

8. In the "Gift Card Payment - Step 1" area, do the following:

    Note: *For information about fields referred to in the steps below, see page 433.*

    a. In **Order ID** field, optionally enter an order ID.

    b. In the **Customer ID** field, optionally enter a customer ID.

    c. Do one of the following:

    - To view the available funds/status of the gift card, see page 265.
    - To proceed with the gift Purchase, go to step d.

    d. Click on the **Swipe Gift Card** button.

9. When "Please swipe gift card now" displays on the "Purchase" page, swipe the gift card on the unencrypted magnetic stripe reader.

10. When the **CVC** field displays, enter the card verification code.

    - If any other data field displays, enter the required data (consult your manager if you are unsure about what to enter).

11. When the "APPROVED" or "DECLINED" response displays on the "Purchase" page, the transaction is complete:

    - If a "Balance Due: $#.##" is indicated, see page 274.
    - If a "Balance Due: $0.00" (zero dollars) is indicated, do one of the following:

        - If Moneris Loyalty is enabled and you want to award loyalty points, see page 235.
        - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Purchase with gift card: keyed entry

Follow the steps below to perform a Purchase with a gift card by manually entering (keying) the card data in the Merchant Resource Center fields.

1. On the menu bar, click on **Gift/Loyalty** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. From the "Transaction Type" drop-down list, select **Dollar Value Purchase/Redemption**.

4. In the **Total Amount** field, enter the Purchase amount (#.##).

5. In the **Customer ID** field, optionally enter a customer ID.

6. Click on the **Next** button.

7. In the "Payment Method" area, select **Gift Card - Keyed** from the drop-down list.

8. In the "Gift Card Payment - Step 1" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. In the **Gift Card Number** field, enter the gift card number.

   d. Do one of the following:

   - To view the available funds/status of the gift card, see page 265.
   - To continue with the gift Purchase, go to step 9.

9. Click on the **Next** button.

10. When the **CVC** field displays, enter the card verification code.

   - If any other data field displays, enter the required data (consult your manager if you are unsure about what to enter).

11. Click on the **Process** button.

12. When the "APPROVED" or "DECLINED" response displays on the "Purchase" page, the transaction is complete:

   - If a "Balance Due: $#.##" is indicated, see page 274.
   - If a "Balance Due: $0.00" (zero dollars) is indicated, do one of the following:

      - If Moneris Loyalty is enabled and you want to award loyalty points, see page 235.
      - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Void with gift card

Follow the steps below to reverse (void) an open-batch gift card Purchase that is referenced on the Merchant Resource Center (restores gift dollars to the card).

1. On the menu bar, click on **Gift/Loyalty** > **Void**.

2. Wait for the "Void" page to display.

3. In the **Order ID** field, enter the order ID of the original transaction that you want to reverse.

   *Note: If you only have a partial order ID, mark the **begins with** or the **ends with** radio button.*

4. Click on the **Locate Transaction** button.

5. Wait for the "Void" page to display.

6. In the "Transaction List" area, click on the **Void** button beside the transaction that you want to reverse.

7. When the "Transaction Details" area displays, click on the **Process** button.

8. When the "APPROVED" response displays, the transaction is complete.

9. Print/e-mail the transaction receipt now (see page 213).

   Note: If you awarded loyalty points for the original gift Purchase that you have just voided, do a loyalty Void now to remove the awarded points (see page 246).

Refund with gift card

Follow the steps below to reverse a closed-batch gift card transaction that is referenced on the Merchant Resource Center (restores gift dollars to the card).

1. On the menu bar, click on **Gift/Loyalty** > **Refund**.

2. Wait for the "Refund" page to display.

3. In the **Order ID** field, enter the order ID of the original transaction that you want to reverse.

    *Note: If you only have a partial order ID, mark the **begins with** or the **ends with** radio button.*

4. Click on the **Locate Transaction** button.

5. Wait for the "Refund" page to display.

6. In the "Transaction List" area, click on the **Refund** button beside the transaction that you want to reverse.

7. In the "Transaction Details" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. In the **CVC** field, enter the card verification code.

      ▪ If any other data field displays, enter the required data (consult your manager if you are unsure about what to enter).

8. Click on the **Process** button.

9. When the "APPROVED" response displays, the transaction is complete.

10. Print/e-mail the transaction receipt now (see page 213).

    Note: If you awarded loyalty points on the original gift Purchase that you have just refunded, do a loyalty Refund now to remove the awarded points (see page 251).

Independent Refund with gift card

Reverse (refund) a gift card transaction that is unreferenced on the Merchant Resource Center.

Note: *The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.*

— For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry device	Connection type	Card entry method	See procedure on:
unencrypted magnetic stripe reader (MSR)	USB cable (PC)	swipe	page 228
virtual terminal	-	manual entry (keyed)	page 229

Independent Refund with gift card: unencrypted MSR

Follow the steps below to reverse (refund) a gift card transaction that is unreferenced on the Merchant Resource Center. You will use an unencrypted magnetic stripe reader to capture the card data.

Note: *The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.*

1. On the menu bar, click on **Gift/Loyalty** > **Independent Refund**.

2. Wait for the "Independent Refund" page to display.

3. In the "Read Card" area, select **Mag Swipe Reader** from the drop-down list.

4. In the "Independent Refund Details - Step 1" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

5. Click on the **Swipe Card** button.

6. When "Please swipe card now" displays on the "Independent Refund" page, swipe the card on the unencrypted magnetic stripe reader.

7. When the "Payment Details - Step 2" area displays, do the following:

   a. In the **CVC** field, enter the card verification code.

   b. In the **Reference Number** field, enter the reference number of the original gift Purchase transaction that you want to reverse.

   c. In the **Refund Amount** field, enter the amount (#.##) of the original transaction that you want to reverse.

   - If any other data field displays, enter the required data (consult your manager if you are unsure about what to enter).

8. Click on the **Process** button.

9. When the "APPROVED" or "DECLINED" response displays, the transaction is complete.

10. Print/e-mail the transaction receipt now (see page 213).

Independent Refund with gift card: keyed entry

Follow the steps below to reverse (refund) a gift card transaction that is not referenced on the Merchant Resource Center. You will manually enter (key) the card data in the Merchant Resource Center fields.

Note: The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.

1. On the menu bar, click on **Gift/Loyalty** > **Independent Refund**.

2. Wait for the "Independent Refund" page to display.

3. In the "Read Card" area, select **Keyed Entry** from the drop-down list.

4. In the "Independent Refund Details - Step 1" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. In the **Order ID** field, optionally enter an order ID.

    b. In the **Customer ID** field, optionally enter a customer ID.

    c. In the **Card Number** field, enter the gift card number.

    d. Click on the **Next** button.

5. When the "Payment Details - Step 2" area displays, do the following:

    a. In the **CVC** field, enter the card verification code.

    b. In the **Reference Number** field, enter the reference number of the original gift Purchase transaction that you want to reverse.

    c. In the **Refund Amount** field, enter the amount (#.##) of the original transaction that you want to reverse.

    ▪ If any other data field displays, enter the required data (consult your manager if you are unsure about what to enter).

    d. Click on the **Process** button.

6. When the "APPROVED" or "DECLINED" response displays, the transaction is complete.

7. Print/e-mail the transaction receipt now (see page 213).

Loyalty Purchase: awarding loyalty points

You award loyalty points by performing a loyalty Purchase as a follow-on transaction to an associated debit/credit, gift, or cash Purchase or equivalent transaction.

— For a full listing of loyalty Purchase types and associated procedures, refer to the table below.

Loyalty Purchase as follow-on to:	See procedure on:
debit/credit Purchase	page 231
debit/credit Purchase - used for gift/loyalty card activation	page 232
debit/credit Voice-Authorization Advice	page 233
cash Purchase	page 234
gift Purchase	page 235
debit/credit Preauthorization	page 236
Capture	page 237
Redemption (dollars)	page 238
Redemption (points)	page 241
Void	page 244
Refund	page 248
Coupon/Voucher Redemption	page 253
Activate card	page 256
Deactivate card	page 259
Balance Inquiry	page 262

Loyalty Purchase: awarding loyalty points for associated debit/credit Purchase

When the "<mark>APPROVED</mark>" response displays on the "Purchase" page of a debit/credit Purchase that you have just processed (see page 122), follow the steps below to do a loyalty Purchase and award loyalty points.

1. In the "Action Items" area, click on the **Loyalty** button.

2. Wait for the loyalty "Purchase" page to display.

3. In the "Read Loyalty Card" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

4. Capture the loyalty card data:

   To swipe the loyalty card on an unencrypted magnetic stripe reader:

   a. From the drop-down list, select **Mag Swipe Reader**.

   b. Click on the **Swipe Card** button.

   c. When "Please swipe loyalty card now" displays on the "Purchase" page, swipe the loyalty card on the unencrypted magnetic stripe reader.

   To manually enter the loyalty card:

   a. From the drop-down list, select **Keyed Entry**.

   b. In the **Loyalty Card Number** field, enter the loyalty card number.

   c. Click on the **Next** button.

   - If one or more amount fields display (e.g., **Benefit Amount** and/or **Pre-Tax Amount**), enter the appropriate amount (#.##) for which points should be awarded. Consult your manager if you are unsure about what to enter.
   - If any other data field displays (e.g., **Bonus Code**), enter the required data (e.g., you may be required to award bonus points). Consult your manager if you are unsure about what to enter.

5. Click on the **Process** button.

6. When the "APPROVED" response displays (in the "Loyalty Response" area on the "Purchase" page), the transaction is complete.

7. Print/e-mail the transaction receipt now (see page 213).

Loyalty Purchase: awarding loyalty points for associated debit/credit Purchase (gift/loyalty card Activation)

When the "APPROVED" response displays (in the "Payment Response" area) on the "Activate" page (see page 256), follow the steps below to do a loyalty Purchase and award loyalty points for the debit/credit Purchase that you processed to completed the gift card activation.

1. In the "Action Items" area, click on the **Loyalty** button.

2. Wait for the loyalty "Purchase" page to display.

3. In the "Read Loyalty Card" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

4. Capture the loyalty card data:

   To swipe the loyalty card on an unencrypted magnetic stripe reader:

   a. From the drop-down list, select **Mag Swipe Reader**.

   b. Click on the **Swipe Card** button.

   c. When "Please swipe loyalty card now" displays on the "Purchase" page, swipe the loyalty card on the unencrypted magnetic stripe reader.

   To manually enter the loyalty card:

   a. From the drop-down list, select **Keyed Entry** .

   b. In the **Loyalty Card Number** field, enter the loyalty card number.

   c. Click on the **Next** button.

   - If one or more amount fields display (e.g., **Benefit Amount** and/or **Pre-Tax Amount**), enter the appropriate amount (#.##) for which points should be awarded. Consult your manager if you are unsure about what to enter.
   - If any other data field displays (e.g., **Bonus Code**), enter the required data (e.g., you may be required to award bonus points). Consult your manager if you are unsure about what to enter.

5. Click on the **Process** button.

6. When the "APPROVED" response displays (in the "Loyalty Response" area on the "Purchase" page), the transaction is complete.

7. Print/e-mail the transaction receipt now (see page 213).

Loyalty Purchase: awarding loyalty points for associated debit/credit Voice Authorization-Advice

When the "APPROVED" response displays on the "Voice Authorization/Advice" page of a debit/credit Voice Authorization-Advice transaction that you have just processed (see page 161), follow the steps below to do a loyalty Purchase and award loyalty points.

1. In the "Action Items" area, click on the **Loyalty** button.

2. Wait for the loyalty "Purchase" page to display.

3. In the "Read Loyalty Card" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

4. Capture the loyalty card data:

   To swipe the loyalty card on an unencrypted magnetic stripe reader:

   a. From the drop-down list, select **Mag Swipe Reader**.

   b. Click on the **Swipe Card** button.

   c. When "Please swipe loyalty card now" displays on the "Purchase" page, swipe the loyalty card on the unencrypted magnetic stripe reader.

   To manually enter the loyalty card:

   a. From the drop-down list, select **Keyed Entry**.

   b. In the **Loyalty Card Number** field, enter the loyalty card number.

   c. Click on the **Next** button.

   - If one or more amount fields display (e.g., **Benefit Amount** and/or **Pre-Tax Amount**), enter the appropriate amount (#.##) for which points should be awarded. Consult your manager if you are unsure about what to enter.
   - If any other data field displays (e.g., **Bonus Code**), enter the required data (e.g., you may be required to award bonus points). Consult your manager if you are unsure about what to enter.

5. Click on the **Process** button.

6. When the "APPROVED" response displays (see the "Loyalty Response" area on the "Purchase" page), the transaction is complete.

7. Print/e-mail the transaction receipt now (see page 213).

Loyalty Purchase: awarding loyalty points for associated cash Purchase

When the "APPROVED" response displays on the "Purchase" page of a cash Purchase transaction that you have just processed (see page 138), follow the steps below to do a loyalty Purchase and award loyalty points.

1. In the "Action Items" area, click on the **Loyalty** button.

2. Wait for the loyalty "Purchase" page to display.

3. In the "Read Loyalty Card" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

4. Capture the loyalty card data:

   To swipe the loyalty card on an unencrypted magnetic stripe reader:

   a. From the drop-down list, select **Mag Swipe Reader**.

   b. Click on the **Swipe Card** button.

   c. When "Please swipe loyalty card now" displays on the "Purchase" page, swipe the loyalty card on the unencrypted magnetic stripe reader.

   To manually enter the loyalty card:

   a. From the drop-down list, select **Keyed Entry**.

   b. In the **Loyalty Card Number** field, enter the loyalty card number.

   c. Click on the **Next** button.

   - If one or more amount fields display (e.g., **Benefit Amount** and/or **Pre-Tax Amount**), enter the appropriate amount (#.##) for which points should be awarded. Consult your manager if you are unsure about what to enter.
   - If any other data field displays (e.g., **Bonus Code**), enter the required data (e.g., you may be required to award bonus points). Consult your manager if you are unsure about what to enter.

5. Click on the **Process** button.

6. When the "APPROVED" response displays (refer to the "Loyalty Response" area on the "Purchase" page), the transaction is complete.

7. Print/e-mail the transaction receipt now (see page 213).

Loyalty Purchase: awarding loyalty points for associated gift Purchase

When the "APPROVED" response displays on the "Purchase" page of a gift Purchase transaction that you have just processed, follow the steps below to do a loyalty Purchase and award loyalty points.

1. In the "Action Items" area, click on the **Add Loyalty** button.

2. Wait for the loyalty "Purchase" page to display.

3. In the "Read Loyalty Card" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

4. Capture the loyalty card data:

   To swipe the loyalty card on an unencrypted magnetic stripe reader:

   a. From the drop-down list, select **Mag Swipe Reader**.

   b. Click on the **Swipe Card** button.

   c. When "Please swipe loyalty card now" displays on the "Purchase" page, swipe the loyalty card on the unencrypted magnetic stripe reader.

   To manually enter the loyalty card:

   a. From the drop-down list, select **Keyed Entry**.

   b. In the **Loyalty Card Number** field, enter the loyalty card number.

   c. Click on the **Next** button.

      ▪ If one or more amount fields display (e.g., **Benefit Amount** and/or **Pre-Tax Amount**), enter the appropriate amount (#.##) for which points should be awarded. Consult your manager if you are unsure about what to enter.
      ▪ If any other data field displays (e.g., **Bonus Code**), enter the required data (e.g., you may be required to award bonus points). Consult your manager if you are unsure about what to enter.

5. Click on the **Process** button.

6. When the "APPROVED" response displays (refer to the "Loyalty Response" area on the "Purchase" page), the transaction is complete.

7. Print/e-mail the transaction receipt now (see page 213).

Loyalty Preauthorization: allocating points for associated debit/credit Preauthorization

When the "APPROVED" response displays on the "Preauth" page of a debit/credit Preauthorization transaction that you have just processed (see page 140), follow the steps below to do a loyalty Preauthorization and allocate loyalty points.

1. In the "Action Items" area, click on the **Loyalty** button.

2. Wait for the loyalty "Preauth" page to display.

3. In the "Read Loyalty Card" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

4. Capture the loyalty card data:

   To swipe the loyalty card on an unencrypted magnetic stripe reader:

   a. From the drop-down list, select **Mag Swipe Reader**.

   b. Click on the **Swipe Card** button.

   c. When "Please swipe loyalty card now" displays on the "Preauth" page, swipe the loyalty card on the unencrypted magnetic stripe reader.

   To manually enter the loyalty card:

   a. From the drop-down list, select **Keyed Entry**.

   b. In the **Loyalty Card Number** field, enter the loyalty card number.

   c. Click on the **Next** button.

   - If one or more amount fields display (e.g., **Benefit Amount** and/or **Pre-Tax Amount**), enter the appropriate amount (#.##) for which points should be allocated. Consult your manager if you are unsure about what to enter.
   - If any other data field displays (e.g., **Bonus Code**), enter the required data (e.g., you may be required to allocate bonus points). Consult your manager if you are unsure about what to enter.

5. Click on the **Process** button.

6. When the "APPROVED" response displays (refer to the "Loyalty Response" area on the "Preauth" page), the transaction is complete.

7. Print/e-mail the transaction receipt now (see page 213).

   Important! To award the allocated loyalty points, you must capture the debit credit Preauthorization and then capture the loyalty Preauthorization (see page 158).

Loyalty Capture: awarding loyalty points for associated debit/credit Capture

When the "APPROVED" response displays on the "Capture" page of a debit/credit Capture that you have just processed (see page 158), follow the steps below to award the loyalty points that were allocated for the original debit/credit Preauthorization.

1. In the "Action Items" area, click on the **Loyalty** button.

2. Wait for the loyalty "Capture" page to display.

   - If one or more amount fields display (e.g., **Benefit Amount** and/or **Pre-Tax Amount**), enter the appropriate amount (#.##) for which points should be awarded. Consult your manager if you are unsure about what to enter.
   - If any other data field displays (e.g., **Bonus Code**), enter the required data (e.g., you may be required to award bonus points). Consult your manager if you are unsure about what to enter.

3. Click on the **Process** button.

4. When the "APPROVED" response displays (refer to the "Loyalty Response" area on the "Capture" page), the transaction is complete.

5. Print/e-mail the transaction receipt now (see page 213).

Manual Redemption (dollars) with loyalty card

Redeem dollars from a loyalty card.

— For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry device	Connection type	Card entry method	See procedure on:
unencrypted magnetic stripe reader (MSR)	USB cable (PC)	swipe	page 239
virtual terminal	-	manual entry (keyed)	page 240

Manual Redemption (dollars) with loyalty card: unencrypted MSR

Follow the steps below to redeem dollars from a loyalty card by using an unencrypted magnetic stripe reader to capture the card data.

1. On the menu bar, click on **Gift/Loyalty** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Transaction Details" area, do the following:

   a. From the drop-down list, select **Dollar Value Purchase/Redemption**.

   b. In the **Total Amount** field, enter the number of dollars that you want to redeem from the loyalty card.

   c. In the **Customer ID** field, optionally enter a customer ID.

4. Click on the **Next** button.

5. In the "Payment Method" area, select **Loyalty Card - MSR** from the drop-down list.

6. In the "Loyalty Card Redemption - Step 1" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. Do one of the following:

      ▪ To view the available funds/status of the loyalty card, see page 266.
      ▪ To proceed with the Redemption, go to step d.

   d. Click on the **Swipe Loyalty Card** button.

7. When "Please swipe loyalty card now" displays on the "Purchase" page, swipe the loyalty card on the unencrypted magnetic stripe reader.

   ▪ If the "Payment Details - Step 2" -area fields display (e.g., **Bonus Code**), enter the required data (if you are unsure about what to enter, consult your manager), and click on the **Process** button.

8. Wait for the "APPROVED" or "DECLINED" response to display on the "Purchase" page:

   ▪ If a "Balance Due $#.##" response is indicated, see page 274.
   ▪ If a "Balance Due $0.00" (zero dollars) response is indicated, the transaction is compete (go to step 9).

9. Print/e-mail the transaction receipt now (see page 213).

Manual Redemption (dollars) with loyalty card: keyed entry

Follow the steps below to redeem dollars from a loyalty card by manually entering (keying) the card data in the Merchant Resource Center fields.

1. On the menu bar, click on **Gift/Loyalty** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Transaction Details" area, do the following:

    a. From the drop-down list, select **Dollar Value Purchase/Redemption**.

    b. In the **Total Amount** field, enter the number of dollars that you want to redeem from the loyalty card.

    c. In the **Customer ID** field, optionally enter a customer ID.

4. Click on the **Next** button.

5. In the "Payment Method" area, select **Loyalty Card - Keyed** from the drop-down list.

6. In the "Loyalty Card Redemption - Step 1" area, do the following:

    Note: For information about fields referred to in the steps below, see page 433.

    a. In **Order ID** field, optionally enter an order ID.

    b. In the **Customer ID** field, optionally enter a customer ID.

    c. Do one of the following:

       ▪ To view the available funds/status of the loyalty card, see page 266.
       ▪ To proceed with the Redemption, go to step d.

    d. In the **Loyalty Card Number** field, enter the loyalty card number.

7. Click on the **Next** button.

    ▪ If the "Payment Details - Step 2" -area fields display (e.g., **Bonus Code**), enter the required data (if you are unsure about what to enter, consult your manager), and click on the **Process** button.

8. Wait for the "APPROVED" or "DECLINED" response to display on the "Purchase" page:

    ▪ If a "Balance Due $#.##" response is indicated, see page 274.
    ▪ If a "Balance Due $0.00" (zero dollars) response is indicated, the transaction is compete (go to step 9).

9. Print/e-mail the transaction receipt now (see page 213).

Manual Redemption (points) with loyalty card

Redeem points from a loyalty card.

- — For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry device	Connection type	Card entry method	See procedure on:
unencrypted magnetic stripe reader (MSR)	USB cable (PC)	swipe	page 242
virtual terminal	-	manual entry (keyed)	page 243

Manual Redemption (points) with loyalty card: unencrypted MSR

Follow the steps below to redeem points from a loyalty card by using an unencrypted magnetic stripe reader to capture the card data.

1. On the menu bar, click on **Gift/Loyalty** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Transaction Details" area, do the following:

   a. From the drop-down list, select **Points Value Purchase/Redemption**.

   b. In the **Points to Redeem** field, enter the number of points that you want to redeem from the loyalty card.

   c. In the **Customer ID** field, optionally enter a customer ID.

4. Click on the **Next** button.

5. In the "Payment Method" area, select **Loyalty Card - MSR** from the drop-down list.

6. In the "Loyalty Card Redemption - Step 1" area, do the following:

   Note: For information about fields referred to in the steps below, see page 433.

   a. In **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. Do one of the following:

      ▪ To view the available funds/status of the loyalty card, see page 266.
      ▪ To proceed with the Redemption, go to step d.

   d. Click on the **Swipe Loyalty Card** button.

7. When "Please swipe loyalty card now" displays on the "Purchase" page, swipe the loyalty card on the unencrypted magnetic stripe reader.

   ▪ If the "Payment Details - Step 2" -area fields display (e.g., **Bonus Code**), enter the required data (if you are unsure about what to enter, consult your manager), and click on the **Process** button.

8. When the "APPROVED" or "DECLINED" response displays on the "Purchase" page, the transaction is complete, but note:

   ▪ If a "Balance Due #### pts" response is indicated, see page 275.
   ▪ If a "Balance Due 0 pts" (zero points) response is indicated, the transaction is complete (go to step 9).

9. Print/e-mail the transaction receipt now (see page 213).

Manual Redemption (points) with loyalty card: keyed entry

Follow the steps below to redeem points from a loyalty card by manually entering (keying) the card data in the Merchant Resource Center fields.

1. On the menu bar, click on **Gift/Loyalty** > **Purchase**.

2. Wait for the "Purchase" page to display.

3. In the "Transaction Details" area, do the following:

    a. From the drop-down list, select **Points Value Purchase/Redemption**.

    b. In the **Points to Redeem** field, enter the number of points that you want to redeem from the loyalty card.

    c. In the **Customer ID** field, optionally enter a customer ID.

4. Click on the **Next** button.

5. In the "Payment Method" area, select **Loyalty Card - Keyed** from the drop-down list.

6. In the "Loyalty Card Redemption - Step 1" area, do the following:

    Note: *For information about fields referred to in the steps below, see page 433.*

    a. In **Order ID** field, optionally enter an order ID.

    b. In the **Customer ID** field, optionally enter a customer ID.

    c. Do one of the following:

    - To view the available funds/status of the loyalty card, see page 266.
    - To proceed with the Redemption, go to step d.

    d. In the **Loyalty Card Number** field, enter the loyalty card number.

7. Click on the **Next** button.

    - If the "Payment Details - Step 2" -area fields display (e.g., **Bonus Code**), enter the required data (if you are unsure about what to enter, consult your manager), and click on the **Process** button.

8. Wait for the "APPROVED" or "DECLINED" response to display on the "Purchase" page:

    - If a "Balance Due #### pts" response is indicated, see page 275.
    - If a "Balance Due 0 pts" (zero points) response is indicated, the transaction is complete (go to step 9).

9. Print/e-mail the transaction receipt now (see page 213).

Loyalty Void

To reverse a loyalty transaction that originally awarded points for an associated transaction that has since been voided, do the following:

— To reverse a loyalty transaction for an associated debit/credit Void, see page 245.
— To reverse a loyalty transaction for an associated gift Void, see page 246.
— To reverse a loyalty transaction for an associated loyalty Redemption, see page 247.

Loyalty Void: removing loyalty points for associated debit/credit Void

When the "APPROVED" response displays on the "Void" page of a debit/credit transaction that you have just processed, follow the steps below to do a loyalty Void and remove the loyalty points awarded for the original Purchase, Capture, or Voice Authorization-Advice transaction.

1. In the "Action Items" area, click on the **Loyalty** button.

2. When the "APPROVED" response displays (see the "Loyalty Response" area on the "Void" page), the transaction is complete.

3. Print/e-mail the transaction receipts now (see page 213).

Loyalty Void: reversing an associated gift card Purchase

Follow the steps below to do a loyalty Void and remove the loyalty points awarded for the original gift card Purchase (see page 222).

1. On the menu bar, click on **Gift/Loyalty** > **Void**.

2. Wait for the "Void" page to display.

3. In the **Order ID** field, enter the order ID of the original loyalty Purchase transaction that you want to reverse.

   Note: *If you only have a partial order ID, mark the **begins with** or the **ends with** radio button.*

4. Click on the **Locate Transaction** button.

5. Wait for the "Void" page to display.

6. In the "Transaction List" area, click on the **Void** button beside the transaction that you want to reverse.

7. When the "Transaction Details" area displays, click on the **Process** button.

8. When the "Approved" or "Declined" response displays on the "Void" page, the transaction is complete.

9. Print/e-mail the transaction receipt now (see page 213).

Loyalty Void: reversing a loyalty Redemption

Follow the steps below to reverse (void) an open-batch loyalty card Redemption for dollars (see page 238) or reverse an open-batch loyalty card Redemption for points (see page 241) for the full amount of the original transaction (restores loyalty points/dollars to the card).

1. On the menu bar, click on **Gift/Loyalty** > **Void**.

2. Wait for the "Void" page to display.

3. In the **Order ID** field, enter the order ID of the original Redemption transaction that you want to reverse.

   Note: *If you only have a partial order ID, mark the* **begins with** *or the* **ends with** *radio button.*

4. Click on the **Locate Transaction** button.

5. Wait for the "Void" page to display.

6. In the "Transaction List" area, click on the **Void** button beside the transaction that you want to reverse.

7. When the "Transaction Details" area displays, click on the **Process** button.

8. When the "Approved" or "Declined" response displays on the "Void" page, the transaction is complete.

9. Print/e-mail the transaction receipt now (see page 213).

Loyalty Refund

To reverse a loyalty transaction that originally awarded points for an associated Purchase that has since been refunded, do the following:

- — To reverse a loyalty transaction for an associated debit/credit Refund, see page 249.
- — To reverse a loyalty transaction for an associated cash Refund, see page 250.
- — To reverse a loyalty transaction for an associated gift Refund, see page 251.
- — To reverse a loyalty transaction for an associated loyalty Redemption, see page 252.

Loyalty Refund: removing loyalty points for associated debit/credit Refund

When the "<mark>APPROVED</mark>" response displays on the "Refund" page of a debit/credit transaction that you just processed, follow the steps below to do a loyalty Refund and remove the loyalty points that were awarded for the original debit/credit Purchase, Capture, or Voice Authorization-Advice transaction.

Note: *Some loyalty card programs do not allow loyalty Refunds.*

1. In the "Action Items" area, click on the **Loyalty** button.

2. When the "APPROVED" or "DECLINED" response displays (see the "Loyalty Response" area on the "Refund" page), the transaction is complete.

3. Print/e-mail the transaction receipt now (see page 213).

Loyalty Refund: removing loyalty points for associated cash Refund

When the "APPROVED" response displays on the "Refund" page of a cash transaction that you just processed, follow the steps below to do a loyalty Refund and remove the loyalty points that were awarded for the original cash Purchase.

Note: *Some loyalty card programs do not allow loyalty Refunds.*

1. In the "Action Items" area, click on the **Loyalty** button.

2. When the "APPROVED" or "DECLINED" response displays (see the "Loyalty Response" area on the "Refund" page), the transaction is complete.

3. Print/e-mail the transaction receipt now (see page 213).

Loyalty Refund: removing loyalty points for associated gift Refund

Follow the steps below to do a loyalty Refund and remove points that were awarded for a gift card transaction (for which points were awarded) that you have since refunded (see page 226).

1. On the menu bar, click on **Gift/Loyalty** > **Refund**.

2. Wait for the "Refund" page to display.

3. In the **Order ID** field, enter the order ID of the original loyalty Purchase that you want to reverse.

   Note: *If you only have a partial order ID, mark the **begins with** or the **ends with** radio button.*

4. Click on the **Locate Transaction** button.

5. Wait for the "Refund" page to display.

6. In the "Transaction List" area, click on the **Refund** button beside the transaction that you want to reverse.

7. When the "Transaction Details" area displays, click on the **Process** button.

8. When the "Approved" or "Declined" response displays on the "Refund" page, the transaction is complete.

9. Print/e-mail the transaction receipt now (see page 213).

Loyalty Refund: reversing a loyalty Redemption

A loyalty Redemption transaction in a closed batch cannot be reversed (refunded) from the Merchant Resource Center.

Redeeming coupon/voucher with gift/loyalty card

Redeem a coupon/voucher.

— For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry device	Connection type	Card entry method	See procedure on:
unencrypted magnetic stripe reader (MSR)	USB cable (PC)	swipe	page 254
virtual terminal	-	manual entry (keyed)	page 255

Redeeming coupon/voucher with gift/loyalty card: MSR

Follow the steps below to redeem a coupon/voucher by using an unencrypted magnetic stripe reader to capture the card data.

Note: *No dollars or points will be used from the card as a result of this transaction (i.e., it will result in a zero-dollar Purchase/Redemption).*

1. On the menu bar, click on **Gift/Loyalty** > **Redeem**.

2. Wait for the "Redeem - Coupon / Voucher" page to display.

3. In the "Read Card" area, select **Mag Swipe Reader** from the drop-down list.

4. In the "Redeem Details - Step 1" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. Click on the **Swipe Gift Card** button.

   d. When "Please swipe card now" displays on the "Redeem - Coupon / Voucher" page, swipe the gift/loyalty card on the unencrypted magnetic stripe reader.

5. In the "Payment Details - Step 2" area, do the following:

   a. In the **Reference Number** field, enter the "REF NUM" from the gift/loyalty coupon/voucher receipt.

      - If the **CVC** field displays, enter the card verification code.
      - If any other data field displays, enter the required data (if you are unsure about what to enter, consult your manager).

   b. Click on the **Process** button.

6. When the "APPROVED" or "DECLINED" response displays on the "Redeem Coupon/Voucher" page, the transaction is complete.

7. Print/e-mail the transaction receipt now (see page 213).

Redeeming coupon/voucher with gift/loyalty card: keyed entry

Follow the steps below to redeem a coupon/voucher by manually entering (keying) the gift/loyalty card data in the Merchant Resource Center fields.

Note: *No dollars or points will be used from the card as a result of this transaction (i.e., it will result in a zero-dollar Purchase/Redemption).*

1. On the menu bar, click on **Gift/Loyalty** > **Redeem**.

2. Wait for the "Redeem - Coupon / Voucher" page to display.

3. In the "Read Card" area, select **Keyed** from the drop-down list.

4. In the "Redeem Details - Step 1" area, do the following:

    Note: *For information about fields referred to in the steps below, see page 433.*

    a. In **Order ID** field, optionally enter an order ID.

    b. In the **Customer ID** field, optionally enter a customer ID.

    c. In the **Gift Card Number** field, enter the gift/loyalty card number.

    d. Click on the **Next** button.

5. In the "Payment Details - Step 2" area, do the following:

    a. In the **Reference Number** field, enter the "REF NUM" from the gift/loyalty coupon/voucher receipt.

       ▪ If the **CVC** field displays, enter the card verification code.
       ▪ If any other data field displays, enter the required data (if you are unsure about what to enter, consult your manager).

    b. Click on the **Process** button.

6. When the "APPROVED" or "DECLINED" response displays on the "Redeem-Coupon/Voucher" page, the transaction is complete.

7. Print/e-mail the transaction receipt now (see page 213).

Activating and loading a gift/loyalty card

Activate and load a gift/loyalty card.

— For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry device	Connection type	Card entry method	See procedure on:
unencrypted magnetic stripe reader (MSR)	USB cable (PC)	swipe	page 257
virtual terminal	-	manual entry (keyed)	page 258

Activating and loading a gift/loyalty card: MSR

Follow the steps below to activate a gift/loyalty card by using an unencrypted magnetic stripe reader to capture the card data.

1. On the menu bar, click on **Gift/Loyalty** > **Activate**.

2. Wait for the "Activate" page to display.

3. In the "Read Card" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. From the "Card Input Method" drop-down list, select **Mag Swipe Reader**.

   b. In the **Order ID** field, optionally enter an order ID.

   c. In the **Customer ID** field, optionally enter a customer ID.

   d. Click on the **Swipe Card** button.

   e. When "Please swipe card now" displays on the "Activate" page, swipe the gift/loyalty card on the unencrypted magnetic stripe reader.

4. Do one of the following:

   - If the ""Activation Details - Step 2" area displays, go to step 5.
   - If the "APPROVED" response displays, go to step 6.

5. In the "Activation Details - Step 2" area, do the following:

   a. If the **CVC** field displays, enter the card verification code.

   b. If the **Activation Amount** field displays (e.g., variable amount gift cards), enter the amount that you want to load on the card.

      - If any other data field displays, enter the required data (if you are unsure about what to enter, consult your manager).

   c. Click on the **Process** button.

6. When the "APPROVED" response displays on the "Activate" page, click on the **Continue** button.

7. Select a payment method (refer to the appropriate procedure in the table below):

Payment method	card entry method	see procedure on:
debit/credit card	iPP320 PIN Pad: USB/serial	page 267
debit/credit card	unencrypted MSR	page 268
debit/credit card	keyed entry	page 269
cash	-	page 273

Activating and loading a gift/loyalty card: keyed entry

Follow the steps below to activate a gift/loyalty card by using an unencrypted magnetic stripe reader to capture the card data.

1. On the menu bar, click on **Gift/Loyalty** > **Activate**.

2. Wait for the "Activate" page to display.

3. In the "Read Card" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. From the "Card Input Method" drop-down list, select **Keyed Entry**.

   b. In the **Order ID** field, optionally enter an order ID.

   c. In the **Customer ID** field, optionally enter a customer ID.

   d. In the **Card Number** field, enter the gift/loyalty card number, and click on the **Next** button.

4. Do one of the following:
   - If the "Activation Details - Step 2" area displays, to go step 5.
   - If the "APPROVED" response displays, go to step 6.

5. In the "Activation Details - Step 2" area, do the following:

   a. If the **CVC** field displays, enter the card verification code.

   b. If the **Activation Amount** field displays (e.g., variable amount gift cards), enter the amount that you want to load on the card.

      - If any other data field displays, enter the required data (if you are unsure about what to enter, consult your manager).

   c. Click on the **Process** button.

6. When the "APPROVED" response displays on the "Activate" page, click on the **Continue** button.

7. Select a payment method, (refer to the appropriate procedure in the table below):

Payment method	card entry method	see procedure on:
debit/credit card	iPP320 PIN Pad: USB/serial	page 267
debit/credit card	unencrypted MSR	page 268
debit/credit card	keyed entry	page 269
cash	-	page 273

Deactivating a gift/loyalty card

Deactivate a gift/loyalty card.

— For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry device	Connection type	Card entry method	See procedure on:
unencrypted magnetic stripe reader (MSR)	USB cable (PC)	swipe	page 260
virtual terminal	-	manual entry (keyed)	page 261

Deactivating a gift/loyalty card: MSR

Follow the steps below to permanently deactivate a gift/loyalty card by using an unencrypted magnetic stripe reader to capture the card data.

1. On the menu bar, click on **Gift/Loyalty** > **Deactivate**.

2. Wait for the "Deactivate" page to display.

3. In the "Read Card" area, select **Mag Swipe Reader** from the drop-down list.

   Note: *For information about fields referred to in the steps below, see page 433.*

4. In the "Deactivation Details - Step 1" area, do the following:

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. Click on the **Swipe Card** button.

   d. When "Please swipe card now" displays on the "Deactivate" page, swipe the gift/loyalty card on the unencrypted magnetic stripe reader.

5. Do one of the following:

   ▪ If the "Payment Details - Step 2" area displays, go to step 6.
   ▪ If the "APPROVED" response displays, go to step 7.

6. In the "Payment Details - Step 2" area, do the following:

   a. If the **CVC** field displays, enter the card verification code.

   ▪ If any other data field displays, enter the required data (if you are unsure about what to enter, consult your manager).

7. When the "APPROVED" response displays on the "Deactivate" page, the transaction is complete (the card is deactivated).

8. Print/e-mail the transaction receipt now (see page 213).

Deactivating a gift/loyalty card: keyed entry

Follow the steps below to permanently deactivate a gift/loyalty card by manually entering (keying) the card data in the Merchant Resource Center fields.

1. On the menu bar, click on **Gift/Loyalty** > **Deactivate**.

2. Wait for the "Deactivate" page to display.

3. In the "Read Card" area, select **Keyed Entry** from the drop-down list.

   Note: For information about fields referred to in the steps below, see page 433.

4. In the "Deactivation Details - Step 1" area, do the following:

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. In the **Card Number** field, enter the gift/loyalty card number.

   d. Click on the **Next** button.

5. Do one of the following:
   - If the "Payment Details - Step 2" area displays, go to step 6.
   - If the "APPROVED" response displays, go to step 7.

6. In the " Payment Details - Step 2" area, do the following:

   a. If the **CVC** field displays, enter the card verification code.

      - If any other data field displays, enter the required data (if you are unsure about what to enter, consult your manager).

   b. Click on the **Process** button.

7. When the "APPROVED" response displays on the "Deactivate" page, the transaction is complete (the card is deactivated).

8. Print/e-mail the transaction receipt now (see page 213).

Balance Inquiry for gift/loyalty card: initiating from menu bar

Obtain the points balance and status for a gift/loyalty card.

— For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry device	Connection type	Card entry method	See procedure on:
unencrypted magnetic stripe reader (MSR)	USB cable (PC)	swipe	page 263
virtual terminal	-	manual entry (keyed)	page 264

Balance Inquiry for gift/loyalty card: MSR

Follow the steps below to obtain the status and dollar or points balance on a gift/loyalty card by using an unencrypted magnetic stripe reader to capture the card data.

1.   On the menu bar, click on **Gift/Loyalty** > **Balance Inquiry**.

2.   Wait for the "Balance Inquiry" page to display.

  Note: *For information about fields referred to in the steps below, see page 433.*

3.   In the "Read Card" area, do the following:

  a.   Select **Mag Swipe Reader** from the drop-down list.

  b.   Click on the **Swipe Card** button.

  c.   When "Please swipe card now" displays on the "Balance Inquiry" page, swipe the gift/loyalty card on the unencrypted magnetic stripe reader.

4.   Do one of the following:
  - If the "Card Details - Step 2" area displays, go to step 5.
  - In the "Inquiry Response"-area details display, go to step 6.

5.   In the "Card Details - Step 2" area, do the following:

  a.   In the **CVC** field, enter the card verification code.
    - If any other data field displays, enter the required data (if you are unsure about what to enter, consult your manager).

  b.   Click on the **Next** button.

6.   When the "Inquiry Response"-area details display on the "Balance Inquiry" page, the operation is complete.

Balance Inquiry for gift/loyalty card: keyed entry

Follow the steps below to obtain the status and dollar or points balance on a gift/loyalty card by manually entering (keying) the card data in the Merchant Resource Center fields.

1. On the menu bar, click on **Gift/Loyalty** > **Balance Inquiry**.

2. Wait for the "Balance Inquiry" page to display.

3. In the "Read Card" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. From the drop-down list, select **Keyed Entry**.

   b. In the **Card Number** field, enter the gift/loyalty card number.

   c. Click on the **Next** button.

4. Do one of the following:

   - If the "Card Details - Step 2" area displays, go to step 5.
   - If the "Inquiry Response"-area details display, go to step 6.

5. In the "Card Details - Step 2" area, do the following:

   a. In the **CVC** field, enter the card verification code.

      - If any other data field displays, enter the required data (if you are unsure about what to enter, consult your manager).

   b. Click on the **Next** button.

6. When the "Inquiry Response"-area details display on the "Balance Inquiry" page, the operation is complete.

Balance Inquiry for gift card: initiating during gift Purchase

Follow the steps below to perform view the dollar balance and status of a gift card while you are performing a gift Purchase transaction.

1. In the "Gift Card Payment - Step 1" area on the "Purchase" page, click on the **Gift Card Balance Inquiry** button.

2. When the "Balance Inquiry" page displays, capture the gift card data:

   To swipe the gift card on an unencrypted magnetic stripe reader:

   a. From the "Card Input" drop-down list, select **Mag Swipe Reader**.

   b. Click on the **Swipe Card** button.

   c. When "Please swipe card now" displays on the "Balance Inquiry" page, swipe the gift card on the unencrypted magnetic stripe reader.

   To manually enter the gift card:

   a. From the "Card Input" drop-down list, select **Keyed Entry**.

   b. In the **Card Number** field, enter the gift card number.

   c. Click on the **Next** button.

3. In the "Card Details - Step 2" area, do the following:

   a. In the **CVC** field, enter the card verification code.

   - If any other data field displays, enter the required data (consult your manager if you are unsure about what to enter).

   b. Click on the **Next** button.

4. When the "Inquiry Response"-area details display on the "Balance Inquiry" page, the operation is complete.

5. Click on **Close Window** at the top of the page, and refer back to the gift Purchase procedure.

Balance Inquiry for loyalty card: initiating during loyalty Redemption

Follow the steps below to view the points balance and status of a loyalty card while you are performing a manual loyalty Redemption transaction.

1. In the "Loyalty Card Payment - Step 1" area on the "Purchase" page, click on the **Loyalty Card Balance Inquiry** button.

2. When the "Balance Inquiry" page displays, capture the loyalty card data:

   To swipe the loyalty card on an unencrypted magnetic stripe reader:

   a. From the "Card Input" drop-down list, select **Mag Swipe Reader**.

   b. Click on the **Swipe Card** button.

   c. When "Please swipe card now" displays on the "Balance Inquiry" page, swipe the loyalty card on the unencrypted magnetic stripe reader.

   To manually enter the loyalty card:

   a. From the "Card Input" drop-down list, select **Keyed Entry**.

   b. In the **Card Number** field, enter the loyalty card number.

   c. Click on the **Next** button.

3. Do one of the following:

   - If the "Card Details - Step 2" area displays, enter the required data in any field that displays (consult your manager if you are unsure about what to enter), and click on the **Next** button.
   - If the "Inquiry Response"-area details display, go to step 4.

4. When the "Inquiry Response"-area details display on the "Balance Inquiry" page, the operation is complete.

5. Click on **Close Window** at the top of the page, and refer back to the loyalty Redemption procedure.

Optional procedures: gift/loyalty cards

Activating a gift/loyalty card - payment with debit/credit card: iPP320 PIN Pad: USB/serial

Follow the steps below to complete a gift card Activate transaction by paying the balance due with a debit/credit card.   You will use an iPP320 PIN Pad that is connected to your computer via USB/serial cable to capture the debit/credit card data. (For more information about the iPP320 PIN Pad, see page 82.)

1. In the "Payment Method" area on the "Activate" page, select **Debit/Credit - Pinpad** from the drop-down list.

2. In the "Payment Details" area, do the following:

    Note: *For information about fields referred to in the steps below, see page 433.*

    a. If the **Enable manual card input** box displays, ensure that it is unmarked.

    b. In the **Order ID** field, optionally enter an order ID.

    c. In the **Customer ID** field, optionally enter a customer ID.

    d. In the **Amount** field, confirm that the displayed dollar amount (#.##) is the amount that you want to load on the gift card (i.e., the Purchase amount).

        Note: *If no amount data is displayed in the field, enter the amount now.*

3. Click on the **Swipe Card** button.

4. When "Establishing communication with pinpad" displays on the "Activate" page, wait.

5. When "Please follow prompts on pinpad" displays on the "Activate" page, see page 203.

6. When the "APPROVED or "DECLINED" response displays on the "Activate" page, the transaction is complete:

    -   If Moneris Loyalty is enabled and you want to award loyalty points, see page 232.
    -   If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Activating a gift/loyalty card - payment with debit/credit card: MSR

Follow the steps below to complete a gift card Activate transaction by paying the balance due with a credit card.   You will use an unencrypted magnetic stripe reader to capture the credit card data.

Note: Some chip debit cards may be used for this transaction.

1. In the "Payment Method" area on the "Activate" page, select **Credit Card - MSR** from the drop-down list.

2. In the "Payment Details" area, do the following:

   Note: For information about fields referred to in the steps below, see page 433.

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. In the **Statement Descriptor** field, enter a descriptor for the card statement.

   d. In the **Amount** field, confirm that the displayed dollar amount (#.##) is the amount that you want to load on the gift card (i.e., the Purchase amount).

      Note: If no amount data is displayed in the field, enter the amount now.

   e. In the **Card Verification Digits** field, enter the card verification digits.

3. Do the following as appropriate:

   ▪ If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name** (use also to enter PO box data), and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
   ▪ To add order details (shipping/billing and product details), see page 187.

4. Click on the **Swipe Card** button.

5. When "Please swipe credit card now" displays on the "Activate" page, swipe the credit card on the unencrypted magnetic stripe reader.

6. When the "**APPROVED**" or **DECLINED**" response displays on the "Activate" page, the transaction is complete:

   ▪ If Moneris Loyalty is enabled and you want to award loyalty points, see page 232.
   ▪ If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Activating a gift/loyalty card - payment with debit/credit card: keyed entry

Follow the steps below to complete a gift card Activate transaction by paying the balance due with a credit card.   You will manually enter (key) the card in the Merchant Resource Center fields.

Note: Some chip debit cards may be used for this transaction.

1. In the "Payment Method" area on the "Activate" page, select **Credit Card - Keyed Entry** from the drop-down list.

2. In the "Payment Details" area, do the following:

   Note: For information about fields referred to in the steps below, see page 433.

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. In the **Statement Descriptor** field, enter a descriptor for the card statement.

   d. In the **Amount** field, confirm that the displayed dollar amount (#.##) is the amount that you want to load on the gift card (i.e., the Purchase amount).

      Note: If no amount data is displayed in the field, enter the amount now.

   e. In the **Credit Card Number** field, enter the card account number.

   f. In the **Expiry Date** field, enter the card expiry date (MMYY).

   g. If you are using stored credit card credentials in the context of the **Z**, **2** scenario (see step 3), you may optionally enter the credit card's verification digits in the **Card Verification Digits** field.

   h. From the "ECI Indicator" drop-down list, select an ecommerce descriptor.

3. In the "Credentials on File Details (Storing/Stored Credit Cards)"area, do one of the following:

   - If you are currently storing this credit card data in a Moneris/non-Moneris database, do steps 3a to 3c (start on page 270).
   - If you are intending to store this credit card data in a Moneris/non-Moneris database for future use, do steps 3a to 3c (start on page 270).
   - If have no intention to store this credit card data in a Moneris/non-Moneris database, leave the credentials-on-file fields unfilled (go directly to step 4 on page 272).

a. Go to the "Payment Indicator" drop-down list, and select the credentials-on-file descriptor that corresponds to the scenario most applicable to your context:

Scenario	Descriptor
The cardholder, a previous customer instructed you to perform this transaction (not part of a series of scheduled recurring payments) for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: A cardholder orders food online from you again, and you bill the amount to their stored credit card.	Z - Unscheduled Cardholder-initiated Transaction
The cardholder contacted you for the first time, instructing you to perform this transaction (not as part of a series of scheduled recurring payments), and it is your intention to store their credit card data in the Moneris Vault or a non-Moneris database. • Example: A cardholder orders food online from you for the first time, and you bill the amount to their credit card, which you will store for future use.	C- Unscheduled First Transaction
You initiated this transaction (not as part of a series of scheduled recurring payments) according to the cardholder's pre-existing standing instruction that you continue to provide the agreed upon goods/services on an "as-needed" basis, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: Whenever it snows 5 cm or more, you automatically dispatch a plow to clear a cardholder's driveway, and you bill an amount to their stored credit card for each plowing.	U - Unscheduled Merchant-initiated Transaction
You initiated this transaction as part of a series of scheduled recurring payments, which you have been processing at fixed intervals per a pre-existing standing agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: To maintain a cardholder's gym membership, you bill the same amount to their stored card monthly for one year.	R - Recurring Payment
The cardholder instructed you to initiate this transaction as the first in a series of scheduled recurring payments, which you will process at fixed intervals per an agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Vault or a non-Moneris database for future use. • Example: To start a new gym membership for a cardholder, you bill an amount to their stored card and will continue to do so monthly for one year.	R - Recurring Payment

b. Go to the "Payment Information" drop-down list, and select the credentials-on-file descriptor that corresponds to the scenario most applicable to your context:

Scenario	Descriptor
The cardholder, a previous customer, instructed you to perform this transaction (not part of a series of scheduled recurring payments) for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: A cardholder orders food online from you again, and you bill an amount to their stored credit card.	2 - Subsequent transaction
The cardholder contacted you for the first time, instructing you to perform this transaction (not part of a series of scheduled recurring payments), and it is your intention to store their credit card data in the Moneris Vault or a non-Moneris database. • Example: A cardholder orders food online from you for the first time, and you bill an amount to their credit card, which you will store for future use.	0 - First transaction
You initiated this transaction (not part of a series of scheduled recurring payments) according to the cardholder's pre-existing standing instruction that you continue to provide the agreed upon goods/services on an "as-needed" basis, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: Whenever it snows 5 cm or more, you automatically dispatch a plow to clear a cardholder's driveway, and you bill an amount to their stored credit card for each plowing.	2 - Subsequent transaction
You initiated this transaction as part of a series of scheduled of recurring payments, which you have been processing at fixed intervals per a pre-existing standing agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Vault or a non-Moneris database. • Example: To maintain a cardholder's gym membership, you bill the same amount to their stored card monthly for one year.	2 - Subsequent transaction
The cardholder instructed you to initiate this transaction as the first in a series of scheduled recurring payments, which you will process at fixed intervals per an agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault or a non-Moneris database. • Example: To start a new gym membership for a cardholder, you bill an amount to their stored card and will continue to do so monthly for one year.	0 - First transaction

c. Determine whether or not you need to enter an issuer ID:

If this credit card data is stored in a database, and you used the card data to process the predecessor transaction to this Purchase, and you selected "U" or "R" in step 3a and selected "2" in step 3b, do one of the following:

- If "credentials-on-file" fields were sent in the predecessor transaction:

  Go to the **Issuer Id** field, and enter the "Issuer ID (Response)" value from the predecessor transaction (processed using the same card data).

  Note: You can locate the issuer ID response value by accessing the predecessor transaction's order history (see page 214).

- If "credentials-on-file" fields were not sent in the predecessor transaction (e.g., the predecessor transaction was processed using card data that was stored prior the implementation of credentials-on-file fields in Moneris' ecommerce solutions):

  Leave the **Issuer Id** field unfilled.[21]

If this credit card data is stored in a database, and you used the card data to process the predecessor transaction to this Purchase, and you selected "Z" in step 3a and selected "2" in step 3b:

- Leave the **Issuer Id** field unfilled.

If this is the first time you are using this credit card data to process a transaction and you intend to store the card data for future use (e.g., you selected "C" or "R" in step 5a and selected "0" in step 3b):

- Leave the **Issuer Id** field unfilled.[22]

  Note: You do not have to include the card verification digits in any subsequent transaction that you submit using this stored card data

4. Do the following as appropriate:

- If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name** (use also to enter PO box data), and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
- To add order details (shipping/billing and product details), see page 187.

5. Click on the **Process Transaction** button.

6. When the "**APPROVED**" or **DECLINED**" response displays on the "Activate" page, the transaction is complete:

- If Moneris Loyalty is enabled and you want to award loyalty points, see page 232.
- If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

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[21] Once you submit this transaction for processing and receive the "APPROVED" host response, note that it will contain a value called "Issuer ID (Response)". You can view this value by accessing the transaction's order history (see page 214). If you ever initiate a subsequent transaction using the same stored credit card data and you select the U or R descriptor (step 3a) with the 2 descriptor (step 3b), ensure that you copy-paste the "Issuer ID (Response)" value into the **Issuer Id** field of the new transaction.

[22] Once you submit this transaction for processing and receive the "APPROVED" host response, note that it will contain a value called "Issuer ID (Response)". You can view this value by accessing the transaction's order history (see page 214). If you ever initiate a subsequent transaction using the same stored credit card data and you select the U or R descriptor (step 3a) with the 2 descriptor (step 3b), ensure that you copy-paste the "Issuer ID (Response)" value into the **Issuer Id** field of the new transaction.

Activating a gift/loyalty card - payment with cash

Follow the steps below to complete a gift card Activate transaction by paying the balance due with cash.

1. In the "Payment Method" area on the "Activate" page, select **Cash** from the drop-down list.

2. In the "Payment Details" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. In the **Amount** field, confirm that the displayed dollar amount (#.##) is the amount that you want to load on the gift card (i.e., the Purchase amount).

   Note: *If no amount data is displayed in the field, enter the amount now.*

   d. In the **Amount Tendered** field, optionally enter the dollar amount tendered by the customer.

   Note: *The **Change Due** field will automatically display the dollar amount owed to the customer.*

3. Click on the **Complete** button.

4. When the "APPROVED" response displays on the "Activate" page, the transaction is complete:

   - If Moneris Loyalty is enabled and you want to award loyalty points, see page 232.
   - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 213).

Balance due for gift dollars transaction

When a gift Purchase results in a "Balance Due $#.##" response (because there are insufficient dollars on the gift card to cover the gift Purchase amount), follow the steps below to select another payment type to cover the outstanding balance.

1. In the "Action Items" area on the response page, click on the **Continue** button.

2. Wait for the "Purchase" page to display.

3. Based on the payment method/card entry method that you want to use to pay the outstanding balance, refer to the appropriate Purchase procedure below:

Gift card

Card entry method	See Purchase procedure on:
unencrypted magnetic stripe reader (MSR)	page 223 (begin at step 7)
keyed entry	page 224 (begin at step 7)

Loyalty card (dollars redemption)

Card entry method	See Redemption procedure on:
unencrypted magnetic stripe reader (MSR)	page 239 (begin at step 5)
keyed entry	page 240 (begin at step 5)

Debit/credit card

Card entry method	See Purchase procedure on:
iPP320 PIN Pad: USB/serial (tap/insert/swipe)	page 125 (begin at step 3)
iPP320 PIN Pad: USB/serial (keyed)	page 126 (begin at step 3)
unencrypted MSR	page 131 (begin at step 3)
keyed entry	page 134 (begin at step 3)

Cash

- See page 138 (begin at step 3).

Balance due for loyalty dollars transaction

When a loyalty Redemption results in a "Balance Due $#.##" response (because there are insufficient dollars/points on the loyalty card to cover the loyalty Redemption amount), follow the steps below to select another payment type to cover the outstanding balance.

1. In the "Action Items" area on the response page, click on the **Continue** button.

2. Wait for the "Purchase" page to display.

3. Based on the payment method/card entry method that you want to use to pay the outstanding balance, refer to the appropriate Purchase procedure below:

Gift card

Card entry method	See Purchase procedure on:
unencrypted magnetic stripe reader (MSR)	page 223 (begin at step 7)
keyed entry	page 224 (begin at step 7)

Loyalty card (dollars redemption)

Card entry method	See Redemption procedure on:
unencrypted magnetic stripe reader (MSR)	page 239 (begin at step 5)
keyed entry	page 240 (begin at step 5)

Debit/credit card

Card entry method	See Purchase procedure on:
iPP320 PIN Pad: USB/serial (tap/insert/swipe)	page 125 (begin at step 3)
iPP320 PIN Pad: USB/serial (keyed entry)	page 126 (begin at step 3)
unencrypted magnetic stripe reader (MSR)	page 131 (begin at step 3)
keyed entry	page 134 (begin at step 3)

Cash

- See page 138 (begin at step 3).

Balance due for loyalty points Redemption

When a manual loyalty card Redemption results in a "Balance Due #### pts" response (i.e., because there are insufficient points on the loyalty card to cover the Redemption amount), follow the steps below to select another payment type to cover the outstanding balance.

1. In the "Action Items" area on the response page, click on the **Continue** button.

2. Wait for the "Purchase" page to display.

3. Based on the card entry method that you want to use to pay the outstanding balance, refer to the appropriate Redemption procedure below:

Loyalty card (points redemption)

Card entry method	See Redemption procedure on:
unencrypted magnetic stripe reader (MSR)	page 242 (begin at step 5)
keyed entry	page 243 (begin at step 5)

Recurring billing

If your Merchant Resource Center store is enabled for the recurring billing feature, you may initiate the automatic charging of customer credit cards (and some debit chip cards) at regular intervals, suspend payments, include one-time fees, and generate card expiration reports for transactions. You may also manage the setup of existing recurring transactions.

— To register/add a recurring transaction, see page 278.

— To manage (update or delete) a recurring transaction, see page 280.

— To generate a recurring transaction report, see page 282.

Registering/adding a recurring transaction: keyed entry

Follow the steps below to register a transaction (Purchase) that is set to recur automatically at a frequency that you define. You manually enter (key) the card data in the Merchant Resource Center fields.

Note: *Some debit chip cards may be used for this transaction.*

1. On the menu bar, click on **Recurring** > **Add Recurring Transaction**.

2. Wait for the "Add Recurring Transaction" page to display.

3. Do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. In the **Credit Card Number** field, enter the card account number.

   d. In the **Expiry Date** field, enter the card expiry date (MMYY).

   e. In the **Card Verification Digits** field, enter the card verification digits.

   f. From the "ECI Indicator" drop-down list, select an ecommerce descriptor.

4. If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name** (use also to enter PO box data), and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).

5. In the "Recurring Details" area, do the following:

   a. Mark a "Bill Now" radio button:

      - To start billing when the transaction is registered, mark the **YES** radio button, and enter the first billing amount in the **Bill Now Amount** field.
      - To start billing some time after the transaction is registered, mark the **NO** radio button.

   b. In the **Recurring Amount** field, enter the amount to be billed at the specified recur start time.

   c. From the **Start Date** drop-down list, select the date on which billing is to commence.

   d. In the **Recur Every** field, enter a number that defines the interval of a single billing to the card (billing does not include the "BILL NOW" amount if this option was selected in step a).

      Note: *If you enter 8 for example, billing will occur after eight undefined periods of time have elapsed. (You define the periods of time in step e.)*

   e. From the **Recur Every** drop-down list, select the time frame (e.g., day(s), month(s), year(s)) to define the interval of a single billing.

      Note: *If month(s) is selected for example, the card will be billed once every "X" number of months. ("X" is defined by what you entered in step d.)*

   f. In the **Number of Recurs** field, enter a number that defines how many times a card should be billed not including the "Bill Now" option.

      Note: *If you enter 5 for example, a single billing will occur five times at whatever interval you specified in steps d and e.*

g. Click on the **Add Customer Details** button, and enter data in the "Customer Details"-area fields (**First Name**, **Last Name**, **Company**, **Address**, **State/Prov**, **Zip Code**, **Country**, **Phone**, and **Fax**).

6. Click on the **Process Transaction** button.

7. When the "successfully registered" response displays on the "Add Recurring Transaction" page, the operation is complete.

8. While the "Add Recurring Transaction" page is displayed, do one of the following:

- Update the recurring transaction details now (see page 280; begin at step 8).
- Close the "Add Recurring Transaction" page, and update the recurring transaction details later (see page 280; begin at step 1).

Managing a recurring transaction

Follow the steps below to alter the characteristics of a recurring transaction.

1. On the menu bar, click on **Recurring** > **Manage Recurring**.

2. Wait for the "Manage Recurring Transactions" page to display.

3. You may narrow the search by using customer ID, order ID, last name, amount, managed account update status, and hold status ("other criteria"); and /or date:

    To narrow the search by "other criteria":

    a. In the "Other Criteria" area, checkmark the box beside any of the other criteria (**Customer ID**, **Last Name**, **Order ID**, **Amount** , **Managed Account Update Ignore Enabled**, and **Hold Status**) that you want to include in the report.

    b. Enter the required data in the field beside any box that you checkmarked in the previous step.

      ▪ If you checkmarked the **Hold Status** box, mark the **On Hold** or **Active** radio button.

    To narrow the search by date

    a. In the "Date" area, checkmark the **Date** box.

    b. Checkmark the box beside one or more of the following date criteria: **Create Date**, **Start Date**, **Next Recur Date**, and/or **End Date**.

    c. For each box that you checkmarked in the previous step, select a date (DD/MM/YYYY) from the corresponding **From** /**To** drop-down lists.

4. In the "Sort By" area, set your sort order preference for listing the results:

    a. From the **Sort Transactions by** drop-down list, select the order (**Create Date**, **Start Date**, **Next Recur Date**, etc.) in which you want the hits to be listed.

    b. From the **Rows per Page** drop-down list, select the maximum number of hits you want displayed on a single page.

5. To save your search criteria for the next time you generate the report, click on the **Save Settings** button; otherwise, go to the next step without changing anything.

    ▪ To view recurring transactions using cards that are about to expire, click on the **Get Expiring Cards** button.

6. Click on the **Submit Search** button (or **Perform Query** button).

7. When the "Transaction List" displays, click on the **Details** button of the recurring transaction that you want to alter.

8. When the "Order History" page displays, you may terminate the recurring transaction; update the recurring transaction's card data, address data, and customer details; and alter the recurrence frequency of the transaction:

    To terminate the recurring transaction:

    a. In the "Recurring Details" area, click on the **Terminate Payment** button.

    b. When the "update successful" response displays, the operation is complete.

    To update the card data of the recurring transaction:

    a. In the "Payment Details" area, edit the payment fields as desired.

Note: If you are using the Managed Account Updater service (see page 450) and want to discontinue having the service update this profile, select the **Disable automatic card updates for this profile** box (this option may already be selected depending on the response of the updater service).

*If you are using the managed account updater service, you may switch back and forth between using the older card data (Old Card Num) and the newly updated card data (New Card Num) by clicking on the **Revert** button. If the Updater service has changed the card data multiple times, you will only be able to revert the most recent update.*

b. Click on the **Update Card Data** button.

c. When the "update successful" response displays, the operation is complete.

To update the address data of the recurring transaction:

a. In the "Address Verification" area, edit the address fields as desired.

b. Click on the **Update Details** button.

c. When the "update successful" response displays, the operation is complete.

To update the customer data of the recurring transaction:

a. In the "Customer Data" area, edit the customer fields as desired.

b. Click on the **Update Customer Data** button.

c. When the "update successful" response displays, the operation is complete.

To update the frequency of the recurring transaction:

a. In the "Recurring Details" area, and do one of the following:

- To change the duration of a recurring billing, enter a different number in the **Recurs Remaining** field.
- To change the status of a recurring billing, mark a "Status" radio button. (If **Hold** is marked, the card will not be charged. If **Active** is marked, the recurring billing will continue.)

b. Click on the Update Recurring Details button.

c. When the "update successful" response displays, the operation is complete.

Recurring transactions report

Follow the steps below to generate a recurring transactions report for recurring transactions processed from your Merchant Resource Center store (directly or via API integration with Moneris Gateway) within the last 13 months. (To retrieve transactions older than 13 months, please access Merchant Direct.)

1. On the menu bar, click on **Recurring** > **Recurring Reports**.

2. Wait for the "Recurring Transaction Reports" page to display.

3. Select a general date range, or specify your own date/time range:

    To select a general transaction date range:

    a. In the "Date" area, mark the radio button under "Date".

    b. Select a date range from the adjacent drop-down list (**Today**, **Yesterday**, **This Week**, etc.).

    To specify your own transaction date/time range:

    a. Mark the radio button beside the **From** drop-down list, and then select your "from-this-date" values (hh:mm DD/MM/YYYY).

    b. Mark the radio button beside the **To** drop-down list, and then select your "to-this-date" values (hh:mm DD/MM/YYYY).

4. Optionally narrow the search by transaction response, card type, or "other criteria (card number, customer ID, order ID, amount, and batch number) as follows:

    To narrow the search by transaction response:

    a. Checkmark the Transaction Response box.

    b. In the "Transaction Response" area, checkmark the box beside any response type (Approved, Declined, and Incomplete) that you want to include in the report.

    To narrow the search by card type:

    a. Checkmark the **Card Type** box.

    b. In the "Card Type" area, checkmark the box beside any card type that you want to include in the report.

    To narrow the search by "other criteria":

    a. In the "Other Criteria" area, checkmark the box beside any of the other criteria (**Card Number, Amount, Customer ID, Order ID**, and **Batch Number**) that you want to include in the report.

    b. For any box that you checkmarked in the previous step, enter the required data in the corresponding field.

    ▪ If you enter partial data, mark the **begins with** or **ends with** radio button.

5. In the "Sort By" area, set your sort order preference for listing the results:

    a. From the "Sort Transactions by" drop-down list, select the order (**Date/Time** and **Order ID**) in which you want the hits to be listed.
    b. From the "Rows per Page" drop-down list, select the maximum number of hits you want displayed on a single page.

6. To save your search criteria for the next time you generate the report, click on the **Save Settings** button; otherwise, leave the search configuration as is, and go to the next step.

7. Click on the **Submit Search** button (or **Perform Query** button).

8. When the "Transaction List" and "Query Totals" display, you may view a specific transaction (e.g., a Purchase) or the view the details of a recurring transaction profile.

Note: *The "RECUR ORDER ID" links to the Order History of a specific financial transaction (e.g., a Purchase that occurred according to the recurring transaction profile setup). The "ORDER ID" links to the recurring transaction profile itself.*

Query totals are listed by card type and transaction type. At a minimum, the transaction list will always include details such as the transaction date ("DATE/TIME"), transaction type ("TXN TYPE"), order ID ("ORDER ID"), and recurring order ID ("RECUR ORDER ID"). For other details that you may include or exclude from this transaction list, see page 328.

- If the transaction list exceeds 100, click on the **Next Prochain 100 -->** button to view the remaining transactions retrieved in the query. To go back to the previous page, click on the **<-- Previous 100** button.
- To export the transaction list to a text file, see page 317.

Vault

With the Vault feature, you can securely store data, including tokens and customer information, create customer profiles for future transactions, and update customer profiles.

- — To register/add a new Vault profile, see page 285.

- — To manage an existing Vault profile, see page 288.

- — To view a Vault profile report, see page 298.

- — To set up a hosted Vault configuration, see page 300.

Registering/adding a Vault profile

Registering/adding a Vault profile allows you to store credit card data in a new profile and generate a unique data key, which can be used to retrieve the stored card data for use in future financial transactions.

— For the step-by-step instructions on how to use a supported card entry method to perform the registration, refer to the table below.

Card entry device	Connection type	Card entry method	See procedure on:
unencrypted magnetic stripe reader (MSR)	USB cable (PC)	swipe	page 286
virtual terminal	-	manual entry (keyed)	page 287

Registering/adding a Vault profile: unencrypted MSR

Follow the steps below to register a Vault profile by using an unencrypted magnetic stripe reader to capture the credit card data for the profile. Registering a Vault profile allows you to store credit card data in a new profile and generate a unique data key, which can be used to retrieve the stored card data for use in future financial transactions.

Note: *Some chip debit cards may be used for this transaction.*

1. On the menu bar, click on **Vault** > **Add Profile**.

2. Wait for the "Add Profile" page to display.

3. In the "Transaction Method" area, select **Credit Card - MSR** from the drop-down list.

   Note: *Card verification will be performed automatically. For information about fields referred to in the steps below, see page 433.*

4. In the "Profile Details" area, optionally enter profile details in the **Customer ID**, **Phone Number**, **Email Address** and **Special Instructions** fields.

5. If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name** (use also to enter PO box data), and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).

6. Click on the **Swipe Card to Register Profile** button.

7. When "Please swipe credit card now" displays on the "Add Profile" page, swipe the card on the unencrypted magnetic stripe reader.

8. When the "registration successful" response displays (the profile's alpha-numeric data key will also be displayed), the transaction is complete.

   Important! Securely and confidentially store the data key for future reference. You will need to refer to this data key when you want to perform financial transactions with this Vault profile (see pages 132, 151, and 178).

9. In the "Action Items" area on the "Add Profile" page, you may perform the following transactions using the newly created Vault profile:

   - Purchase (see page 292).
   - Preauthorization (see page 294).
   - Independent Refund (see page 296).
   - Add a recurring transaction (see page 297).

Registering/adding a Vault profile: keyed entry

Follow the steps to register/add a Vault profile by manually entering (keying in) card data in the Merchant Resource Center fields. Registering a Vault profile allows you to store credit card data in a new profile and generate a unique data key, which can be used to retrieve the stored card data for use in future financial transactions.

Note: *Some chip debit cards may be used for this transaction.*

1. On the menu bar, click on **Vault** > **Add Profile**.

2. Wait for the "Add Profile" page to display.

3. In the "Transaction Method" area, select **Credit Card - Keyed Entry** from the drop-down list.

   Note: *Card verification will be performed automatically.*

4. In the "Profile Details" area, optionally enter profile details in the **Customer ID**, **Phone Number**, **Email Address**, and **Special Instructions** fields.

5. In the "Payment Details" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In the **Credit Card Number** field, enter the card account number.

   b. In the **Expiry Date** field, enter the card expiry date (MMYY).

   c. In the **Card Verification Digits** field, enter the card verification digits.

   d. From the "ECI Indicator" drop-down list, select an ecommerce descriptor.

6. If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name** (use also to enter PO box data), and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).

7. Click on the **Register Profile** button.

8. When the "registration successful" response and the associated data key (an alpha-numeric string) are displayed on the "Add Profile" page, the transaction is complete.

   Important! Securely and confidentially store the data key for future reference. You will need to refer to this data key when you want to perform financial transactions with this Vault profile at a later time (see pages 132, 151, and 178).

9. While the "Add Profile" page is displayed, you may perform the following transactions using the newly created Vault profile:

   - Purchase (see page 292).
   - Preauthorization (see page 294).
   - Independent Refund (see page 296).
   - Add recurring transaction (see page 297).

Managing a Vault profile

Follow the steps below to retrieve a previously registered Vault profile so that you can alter its characteristics or delete it.

1. On the menu bar, click on **Vault** > **Manage Profiles**.

2. Wait for the "Manage Profiles" page to display.

3. Optionally narrow the search by create date, "other" criteria (see below), and/or card expiry date:

    Narrow the search by profile create date

    a. In the "Create Date" area, checkmark the **Create Date** box.

    b. Select a general date range from the drop-down list (e.g., **Today**, **Yesterday**, etc.), or select a specific time and date range (hh:mm DD/MM/YYYY) from the **From/To** drop-down lists.

    Narrow the search by other criteria

    a. Checkmark the box beside one or more of the following criteria: **Data Key**, **Customer ID**, **Email Address**, and/or **Managed Account Update Ignore**.

    b. For any box that you checkmarked in the previous step, enter the required data in the corresponding field.

    Narrow the search by card expiry date

    a. In the "Get Expiring Cards" area, checkmark the **Get Expiring Cards** box.

    b. From the **Expiring Within** drop-down list, select a general date range.

4. In the "Sort By" area, set your sort order preference for listing the results:

    a. From the "Sort Transactions by" drop-down list, select the order in which you want the hits to be listed (**Create Date**, **Data Key**, **Email Address**, etc.).

    b. From the "Rows per Page" drop-down list, select the maximum number of hits you want displayed on a single page.

    c. From the "Sort Order" drop-down list, select an ascending/descending order.

5. To save your search criteria for the next time you do the report, click on the **Save Settings** button; otherwise, go to the next step without changing anything.

6. Click on the **Submit Search** button (or **Perform Query** button).

7. Wait for the "Transaction List" to display, and then click on the **Details** button of the Vault profile that you want to view.

8. When the "Profile Details" page displays, you may alter the profile or initiate a financial transaction:

    Altering/viewing the Vault profile:

    - To update the Vault profile, see page 290.
    - To delete the Vault profile, see page 291.

    Initiating a financial transaction from the Vault profile:

    a. While the "Profile Details" page is displayed, you may initiate one or more of the following transactions using the Vault profile:

        - Purchase (see page 292).

- Preauthorization (see page 294).
- Independent Refund (see page 296).
- Add recurring transaction (see page 297).

Updating the Vault profile

Once you have retrieved a Vault profile (see page 288) and its "Profile Details" page is displayed, follow the steps below to update the profile.

1. Do one or more of the following:

    To update the profile contact details:

    a. In the "Profile Details" area, enter the new data as desired in the profile fields (**Customer ID**, **Email Address**, **Phone Number**, and **Special Instructions**).

    To update the payment details:

    a. In the "Payment Details" area, enter the new data as desired in payment fields (**Card Number** and **Expiry Date**), and select an ecommerce descriptor from the "ECI Indicator" drop-down list.

    To update the address verification details:

    a. In the "Address Verification" area, enter the address data as desired in the address fields (**Street Name**, **Street Number**, and **Zip/Postal Code**).

2. When you are finished entering the new data, click on the **Update Profile** button.

3. When the "update successful" response displays on the "Profile Details" page, the operation is complete.

Deleting the Vault profile

Once you have retrieved a Vault profile (see page 288) and its "Profile Details" page is displayed, follow the steps below to delete the profile.

Important! Once a profile is deleted, it cannot be re-opened.

1. Click on the **Delete Profile** button.

2. Wait for the "Confirm Profile Deletion - Step 1" details to display.

3. Click on the **Confirm** button.

4. When the "profile deleted" message displays on the "Profile Details" page, the operation is complete.

Vault Purchase with debit/credit card

Once a Vault profile is registered (see page 285) and the profile details are displayed, follow the steps below to use the Vault profile to perform a debit/credit Purchase. A Purchase verifies funds on the cardholder's card, removes the funds, and prepares the funds for deposit into your merchant account.

1. In the "Action Items" area, click on the **Purchase** button.

2. Wait for the "Vault Purchase" page to display.

3. In the "Payment Details" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. In the **Statement Descriptor** field, enter a descriptor for the card statement.

   d. In the **Amount** field, enter the Purchase amount (#.##).

   e. If the cardholder instructed you to initiate this transaction using their previously stored credit card data, and this transaction is not part of a series of fixed recurring payments, enter the credit card's verification digits in the **Card Verification Digits** field. Otherwise, you may leave this field unfilled.

   f. From the "ECI Indicator" drop-down list, select an ecommerce descriptor.

4. In the "Credentials on File Details (Storing/Stored Credit Cards)" area, go to the "Payment Indicator" drop-down list, and select the credentials-on-file descriptor that corresponds to the scenario most applicable to your context:

Scenario	Descriptor
The cardholder, a previous customer instructed you to perform this transaction (not part of a series of scheduled recurring payments) for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault. • Example: A cardholder orders food online from you again, and you bill the amount to their stored credit card.	Z - Unscheduled Cardholder-initiated Transaction
You initiated this transaction (not as part of a series of scheduled recurring payments) according to the cardholder's pre-existing standing instruction that you continue to provide the agreed upon goods/services on an "as-needed" basis, and you already have their credit card data stored in the Moneris Vault. • Example: Whenever it snows 5 cm or more, you automatically dispatch a plow to clear a cardholder's driveway, and you bill an amount to their stored credit card for each plowing.	U - Unscheduled Merchant-initiated Transaction
You initiated this transaction as part of a series of scheduled recurring payments, which you have been processing at fixed intervals per a pre-existing standing agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault. • Example: To maintain a cardholder's gym membership, you bill the same amount to their stored card monthly for one year.	R - Recurring Payment

5. Do the following as appropriate:

   ▪ If the "Address Verification" area displays, confirm that the **Street Number**, **Street Name**, and **Zip/Postal Code** fields are populated with the correct billing address data.
   ▪ To add order details (shipping/billing and product details), see page 187.

6. Click on the **Process Transaction** button.

   ▪ If the **Proceed with Level 2/3** button and the **Proceed with Purchase** button display on the "Purchase" page, see page 188.

7. When the "APPROVED" or DECLINED" response displays on the "Vault Purchase" page, the transaction is complete.

8. Print/e-mail the transaction receipt now (see page 213).

   Note: *Moneris loyalty points cannot be awarded for a Purchase that is initiated from the Vault "Profile Details" page.*

Vault Preauthorization with debit/credit card

Once a Vault profile is registered (see page 285) and the profile details are displayed, follow the steps below to use the Vault profile to perform a debit/credit Preauthorization. A Preauthorization verifies and locks funds on the cardholder's credit card. The funds are locked for a specified amount of time based on the card issuer.

Important! To receive the funds for this Preauthorization transaction, you must complete it by performing a debit/credit Capture transaction at a later time (see page 158). If you need to cancel the Preauthorization and release the funds, perform a zero-dollar Capture (see page 158).

Note: *If a purchasing card is registered to the Vault profile and your store is enabled for level 2/3 reporting (see page 451), you may be prompted to add level 2/3 details during the Capture.*

1. In the "Action Items" area, click on the **Preauthorization** button.

2. Wait for the "Vault Preauthorization" page to display.

3. In the "Payment Details" area, do the following:

   Note: *For information about fields referred to in the steps below, see page 433.*

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. In the **Statement Descriptor** field, enter a descriptor for the card statement.

   d. In the **Amount** field, enter the Preauthorization amount (#.##).

   e. If the cardholder instructed you to initiate this transaction using their previously stored credit card data, and this transaction is not part of a series of fixed recurring payments, enter the credit card's verification digits in the **Card Verification Digits** field. Otherwise, you may leave this field unfilled.

   f. From the "ECI Indicator" drop-down list, select an ecommerce descriptor.

4. In the "Credentials on File Details (Storing/Stored Credit Cards)" area, go to the "Payment Indicator" drop-down list, and select the credentials-on-file descriptor that corresponds to the scenario most applicable to your context:

Scenario	Descriptor
The cardholder, a previous customer instructed you to perform this transaction (not part of a series of scheduled recurring payments) for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault. • Example: A cardholder orders food online from you again, and you bill the amount to their stored credit card.	Z - Unscheduled Cardholder-initiated Transaction
You initiated this transaction (not as part of a series of scheduled recurring payments) according to the cardholder's pre-existing standing instruction that you continue to provide the agreed upon goods/services on an "as-needed" basis, and you already have their credit card data stored in the Moneris Vault. • Example: Whenever it snows 5 cm or more, you automatically dispatch a plow to clear a cardholder's driveway, and you bill an amount to their stored credit card for each plowing.	U - Unscheduled Merchant-initiated Transaction
You initiated this transaction as part of a series of scheduled recurring payments, which you have been processing at fixed intervals per a pre-existing standing agreement with the cardholder for the provision of goods/services, and you already have their credit card data stored in the Moneris Vault. • Example: To maintain a cardholder's gym membership, you bill the same amount to their stored card monthly for one year.	R - Recurring Payment

5. Do the following as appropriate:

- If the "Address Verification" area displays, confirm that the **Street Number**, **Street Name**, and **Zip/Postal Code** fields are populated with the correct billing address data.
- To add order details (shipping/billing and product details), see page 187.

6. Click on the **Process Transaction** button.

7. When the "APPROVED" or DECLINED" response displays on the "Vault Preauthorization" page, the transaction is complete.

8. Print/e-mail the transaction receipt now (see page 213).

Note: *Moneris loyalty points cannot be allocated for a Preauthorization that is initiated from the Vault "Profile Details" page.*

Vault Independent Refund with debit/credit card

Once a Vault profile is registered (see page 285) and the profile details are displayed, follow the steps below to use the Vault profile to perform a debit/credit Independent Refund (reverses a transaction that is not referenced on the Merchant Resource Center).

Note: *The Independent Refund transaction is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.*

1. In the "Action Items" area, click on the **Independent Refund** button.

2. Wait for the "Vault Independent Refund" page to display.

3. In the "Payment Details" area, fill in the remaining fields:

   a. In the **Order ID** field, optionally enter an order ID.

   b. In the **Customer ID** field, optionally enter a customer ID.

   c. In the **Statement Descriptor** field, enter a descriptor for the card statement.

   d. In the **Amount** field, enter the Independent Refund amount (#.##).

   e. In the **Card Verification Digits** field, enter the card verification digits.

4. Click on the **Process Transaction** button.

5. When the "APPROVED" or DECLINED" response displays on the "Vault Independent Refund" page, the transaction is complete.

6. Print/e-mail the transaction receipt now (see page 213).

Vault Add Recurring Transaction with debit/credit card

Once a Vault profile is registered (see page 285) and the profile details are displayed, follow the steps below to use the Vault profile to register a recurring (Purchase) transaction that is set to recur at regular intervals.

1. In the "Action Items" area, click on the **Add Recurring Transaction** button.

2. Wait for the "Vault Add Recurring Transaction" page to display.

3. In the "Payment Details" area, do the following:

    a. In **Order ID** field, optionally enter an order ID.

    b. In the **Customer ID** field, optionally enter a customer ID.

    c. In the **Card Verification Digits** field, enter the card verification digits.

    d. From the "ECI Indicator" drop-down list, select an ecommerce descriptor.

4. If the "Address Verification" area displays, confirm that the **Street Number**, **Street Name**, and **Zip/Postal Code** fields are populated with the correct billing address data.

5. In the "Recurring Details" area, do the following:

    a. Mark a "Bill Now" radio button:

        ▪ To start billing when the transaction is registered, mark the **YES** radio button, and enter the first billing amount in the **Bill Now Amount** field.
        ▪ To start billing some time after the transaction is registered, mark the **NO** radio button.

    b. In the **Recurring Amount** field, enter the amount to be billed at the specified recur start time.

    c. From the **Start Date** drop-down list, select the date on which billing is to commence.

    d. In the **Recur Every** field, enter a number that defines the interval of a single billing to the card (billing does not include the "BILL NOW" amount if this option was selected in step a).

    Note: *If you enter* **8** *for example, billing will occur after eight undefined periods of time have elapsed. (You define the periods of time in step e.)*

    e. From the "Recur Every" drop-down list, select the time frame (e.g., day(s), month(s), year(s)) to define the interval of a single billing.

    Note: *If* **month(s)** *is selected for example, the card will be billed once every "***X***" number of months. ("***X***" is defined by what you entered in step d.)*

    f. In the **Number of Recurs** field, enter a number that defines how many times a card should be billed not including the "Bill Now" option.

    Note: *If you enter* **5** *for example, a single billing will occur five times at whatever interval you specified in steps d and e.*

    g. In the "Customer Details" area, enter data in the customer details fields (**First Name**, **Last Name**, **Company**, **Address**, **City**, **State/Prov**, **Postal Code**, **Country**, **Phone**, and **Fax**).

6. Click on the **Process Transaction** button.

7. When the "successfully registered" response displays on the "Vault Add Recurring Transaction" page, the operation is complete.

Vault report

Follow the steps below to generate a report about Vault profiles used to process transactions from your Merchant Resource Center store (directly or via API integration with Moneris Gateway) within the last 13 months. (To retrieve transactions older than 13 months, please access Merchant Direct.)

1. On the menu bar, click on **Vault** > **Vault Reports**.

2. Wait for the "Vault Reports" page to display.

3. Select a date range to narrow the search for Vault-sourced transactions:

   To select a general transaction date range:

   a. In the "Date" area, mark the radio button under "Date".

   b. Select a general date range (**Today**, **Yesterday**, **This Week**, etc.) from the adjacent drop-down list.

   To specify your own transaction date/time range:

   a. Mark the radio button beside the **From** drop-down list, and then select your "from-this-date" values (hh:mm DD/MM/YYYY).

   b. Mark the radio button beside the **To** drop-down list, and then select your "to-this-date" values (hh:mm DD/MM/YYYY).

4. Optionally narrow the search by transaction type, transaction response, card type, or "other" criteria (see below) as follows:

   To narrow the search by transaction type

   a. Checkmark the **Transaction Type** box.

   b. In the "Transaction Type" area, checkmark the box beside any transaction type (**Purchase**, **Refund**, and **Ind. Refund**) that you want to include in the report.

   To narrow the search by transaction response:

   a. Checkmark the **Transaction Response** box.

   b. In the "Transaction Response" area, checkmark the box beside any transaction response type (Approved, Declined, and Incomplete) that you want to include in the report.

   To narrow the search by payment type:

   a. Checkmark the **Payment Type** box.

   b. In the "Payment Type" area, checkmark the box beside any card type that you want to include in the report.

   To narrow the search by "other criteria":

   a. In the "Other Criteria" area, checkmark the box beside any other criteria (**Card Number**, **Amount**, **Customer ID**, **Data Key**, **Order ID**, and **Batch Number**, **ECI**, and **Username**) that you want to include in the report.

   b. For any box that you checkmarked in the previous step, enter the required data in the corresponding field and/or make a selection from the corresponding drop-down list where applicable.

      - If you enter partial data, mark the **begins with** or **ends with** radio button.

5. In the "Sort By" area, set your sort order preference for listing the results:

a. From the "Sort Transactions by" drop-down list, select the order (**Date/Time**, **Order ID**, **Amount**, etc.) in which you want the hits to be listed.

b. From the "Rows per Page" drop-down list, select the maximum number of hits you want displayed on a single page.

c. From the "Sort Order" drop-down list, select an ascending/descending order.

6. Do one of the following:

Save the search criteria as the default, and generate the full report:

a. Click on the **Save Settings** button.

b. Click on the **Perform Query** button.

No change to default search criteria, and generate the full report:

a. Click on the **Submit Search** button.

7. When the "Transaction List" and "Query Totals" display, the operation is complete.

Note: Query totals are listed by card type and transaction type. At a minimum, the transaction list will always include details such as the transaction date ("DATE/TIME"), transaction type ("TXN TYPE"), order ID ("ORDER ID"), and data key ("DATA KEY"). For other details that you may include or exclude from this transaction list, see page 328.

▪ If the transaction list exceeds 100, click on the **Next Prochain 100 -->** button to view the remaining transactions retrieved in the query. To go back to the previous page, click on the **<-- Previous 100** button.

▪ To export the transaction list to a text file, see page 317.

Hosted Vault configuration

This feature allows for the integration of the Vault into an independent merchant Website or application. The collection of the secure credit card or bank account data is handled on a secure Moneris Hosted Page.

Each account may have up to five unique Hosted Vault Page configurations. Please note that these configurations do not equate to different stores: All profiles are added to the same store. Each configuration can have a differing appearance as well as handle responses in varying ways.

— For information about how to view or download detailed configuration instructions, visit the Moneris Developer Portal (see page 458).

Reports

You may generate/view detailed transaction and batch reports regarding all transactions processed from your Merchant Resource Center store (directly or via API integration with Moneris Gateway). The following reports may be generated from the Moneris Merchant Resource Center:

Debit/credit and cash

Report type	See procedure on:
Transactions (single)[23]	page 302
Grouped transactions	page 304
Managed account updater	page 313
Batches	page 315
Moneris Checkout	page 307

Gift/loyalty

Report type	See procedure on:
Transactions	page 305
Batches	page 315

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[23] For recurring transactions report, see page 282. For Vault transactions report, see page 298.

Transactions report: debit/credit cards and cash

Follow the steps below to generate a report about debit/credit and cash transactions processed from your Merchant Resource Center store (directly or via API integration with Moneris Gateway) within the last 13 months. (To retrieve transactions older than 13 months, please access Merchant Direct.)

1. On the menu bar, click on **Reports** > **Transactions**.

2. Wait for the "Transaction Reports" page to display.

3. Select a date range to narrow the search for transactions:

   To select a general transaction date range:

   a. In the "Date" area, mark the radio button under "Date".

   b. Select a general date range (**Today**, **Yesterday**, **This Week**, etc.) from the adjacent drop-down list.

   To specify your own transaction date/time range:

   a. Mark the radio button beside the **From** drop-down list, and then select your "from-this-date" values (hh:mm DD/MM/YYYY).

   b. Mark the radio button beside the **To** drop-down list, and then select your "to-this-date" values (hh:mm DD/MM/YYYY).

4. Optionally narrow the search by transaction type, transaction response, card type, or "other" criteria (see below) as follows:

   To narrow the search by transaction type:

   a. Checkmark the **Transaction Type** box.

   b. In the "Transaction Type" area, checkmark the box beside any transaction type (**Purchase**, **Refund**, **Void**, etc.) that you want to include in the report.

   *Note: Checkmarking the **Preauth/w pending capture** box will retrieve Preauthorizations that have not yet been captured.*

   To narrow the search by transaction response:

   a. Checkmark the **Transaction Response** box.

   b. In the "Transaction Response" area, checkmark the box beside any transaction response type (**Approved**, **Declined**, and **Incomplete**) that you want to include in the report.

   To narrow the search by card type:

   a. Checkmark the **Card Types** box.

   b. In the "Card Types" area, checkmark the box beside any card type that you want to include in the report.

   To narrow the search by "other criteria":

   a. In the "Other Criteria" area, checkmark the box beside any other criteria (**Card Number**, **Amount**, **Customer ID**, **Order ID**, **Customer Code**, **Invoice Number**, **Amount**, **Batch Number**, **Username**, **ECI**, and **Store ID**) that you want to include in the report.

   *Note: The **Store ID** option is available only when multi-store login is enabled (see page 363) and you have switched between linked stores at least once during your login session.*

b. For any box that you checkmarked in the previous step, enter the required data in the corresponding field and/or make a selection from the corresponding drop-down list where applicable.

- If you enter partial data, mark the **begins with** or **ends with** radio button.

5. In the "Sort By" area, set your sort order preference for listing the results:

a. From the "Sort Transactions by" drop-down list, select the order (**Date/Time**, **Order ID**, **Amount**, etc.) in which you want the hits to be listed.

b. From the "Rows per Page" drop-down list, select the maximum number of hits you want displayed on a single page.

c. From the "Sort Order" drop-down list, select an ascending/descending order.

6. Do one of the following:

Save the search criteria as the default, and generate the full report:

a. Click on the **Save Settings** button.

b. Click on the **Perform Query** button.

No change to default search criteria, and generate the full report:

a. Click on the **Submit Search** button.

Generate a totals report:

a. Click on the **Query Totals** button.

7. When the "Transaction List" and/or the "Query Totals" displays, the operation is complete.

Note: Query totals are listed by card type and transaction type. At a minimum, the transaction list will always include details such as the transaction date ("DATE/TIME"), transaction type ("TXN TYPE"), order ID ("ORDER ID"), and follow-on transaction ("FOLLOW-ON"). For other details that you may include or exclude from this transaction list, see page 328.

- If the transaction list exceeds 100, click on the **Next 100 -->** button to view the remaining transactions retrieved in the query. To go back to the previous page, click on the **<-- Previous 100** button.
- To export the transaction list to a text file, see page 317.

Transactions report: grouped transactions

Follow the steps below to generate a report about debit/credit group transactions processed from your Merchant Resource Center store (directly or via API integration with Moneris Gateway) within the last 13 months. (To retrieve transactions older than 13 months, please access Merchant Direct.)

1. On the menu bar, click on **Reports** >**Group Transaction Reports**.

2. Wait for the "Group Transaction Reports" page to display.

3. Select a date range to narrow the search for grouped transactions:

    To select a general transaction date range:

    a. In the "Date" area, mark the radio button under "Date".

    b. Select a general date range (**Today**, **Yesterday**, **This Week**, etc.) from the adjacent drop-down list.

    To specify your own transaction date/time range:

    a. Mark the radio button beside the **From** drop-down list, and then select your "from-this-date" values (hh:mm DD/MM/YYYY).

    b. Mark the radio button beside the **To** drop-down list, and then select your "to-this-date" values (hh:mm DD/MM/YYYY).

4. Optionally narrow the search by username and/or ticket # as follows:

    a. In the "Other Criteria" area, checkmark the box beside any criteria (**Username** and **Ticket #**) that you want to include in the report.

    b. For any box that you checkmarked in the previous step, enter the required data in the corresponding field and/or make a selection from the corresponding drop-down list where applicable.

        - If you enter partial data, mark the **begins with** or **ends with** radio button.

5. To save your search criteria for the next time you do the report, click on the **Save Settings** button; otherwise, go to the next step without changing anything.

6. Click on the **Submit Search** button (or **Perform Query** button).

7. When the report displays, click on the **Details** button beside the grouped transactions about which you want to view more details (grouped transactions are listed by date/time, ticket number, and username).

8. When the "Transaction List" and "Query Totals" display, the operation is complete.

    Note: At a minimum, the transaction list will always include details such as the transaction date ("DATE/TIME"), transaction type ("TXN TYPE"), and order ID ("ORDER ID"). For other details that you may include or exclude from this transaction list, see page 328.

Transactions report: gift/loyalty cards

Follow the steps below to generate a report about gift/loyalty transactions that were processed from your Merchant Resource Center store (directly or via API integration with Moneris Gateway) within the last 13 months. (To retrieve transactions older than 13 months, please access Merchant Direct.)

1. On the menu bar, click on **Reports** > **Gift Transactions**.

2. Wait for the "Gift/Loyalty Transaction Reports" page to display.

3. Select a date range to narrow the search for gift/loyalty transactions:

   To select a general transaction date range:

   a. In the "Date" area, mark the radio button under "Date".

   b. Select a general date range (**Today**, **Yesterday**, **This Week**, etc.) from the adjacent drop-down list.

   To specify your own transaction date/time range:

   a. Mark the radio button beside the **From** drop-down list, and then select your "from-this-date" values (hh:mm DD/MM/YYYY).

   b. Mark the radio button beside the **To** drop-down list, and then select your "to-this-date" values (hh:mm DD/MM/YYYY).

4. Optionally narrow the search by transaction type, transaction response, or "other" criteria (see below) as follows:

   To narrow the search by transaction type:

   a. Checkmark the **Transaction Type** box.

   b. In the "Transaction Type" area, checkmark the box beside any transaction type (**Purchase**, **Refund**, **Void**, etc.) that you want to include in the report.

   To narrow the search by transaction response:

   a. Checkmark the Transaction Response box.

   b. In the "Transaction Response" area, checkmark the box beside any transaction response type (Approved, Declined, and Incomplete) that you want to include in the report.

   To narrow the search by other criteria:

   a. In the "Other Criteria" area, checkmark the box beside any of the "other" criteria (**Card Number**, **Customer ID**, **Order ID**, **Batch Number**, and **Username**) that you want to include in the report.

   b. For any box that you checkmarked in the previous step, enter the required data in the corresponding field and/or make a selection from the drop-down list where applicable.

      ▪ If you enter partial data, mark the **begins with** or **ends with** radio button.

5. In the "Sort By" area, set your sort order preference for listing the results:

   a. From the "Sort Transactions by" drop-down list, select the order in which you want the hits to be listed (**Date/Time**, **Order ID**, **Amount**, etc.).

   b. From the "Rows per Page" drop-down list, select the maximum number of hits you want displayed on a single page.

   c. From the "Sort Order" drop-down list, select an ascending/descending order.

6. Do one of the following:

Save the search criteria as the default, and generate the full report:

a. Click on the **Save Settings** button.

b. Click on the **Perform Query** button.

No change to default search criteria, and generate the full report:

a. Click on the **Submit Search** button.

Generate a totals report

a. Click on the **Query Totals** button.

7. When the "Transaction List" and "Query Totals" display, the operation is complete.

Note: *Query totals are listed by card type and transaction type. At a minimum, the transaction list will always include details such as the transaction date ("DATE/TIME"), transaction type ("TXN TYPE"), order ID ("ORDER ID"), and follow-on transaction ("FOLLOW-ON"). For other details that you may include or exclude from this transaction list, see page 328.*

- If the transaction list exceeds 100, click on the **Next 20 -->** button to view the remaining transactions retrieved in the query. To go back to the previous page, click on the **<-- Previous 20** button.
- To export the transaction list to a text file, see page 317.
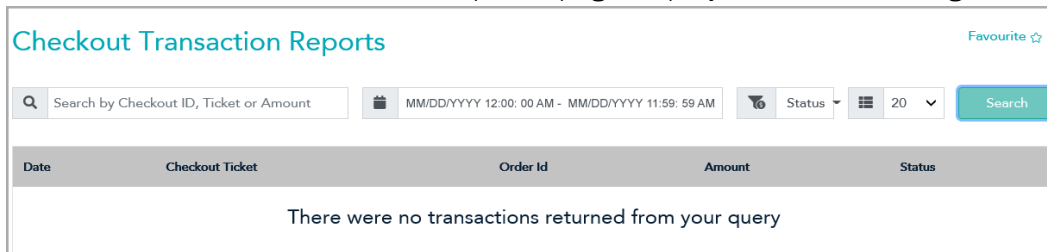
Checkout transactions report

The steps below describe how to generate a report about debit/credit transactions that were processed through your store's Moneris Checkout integration within the last 13 months. The report shows data such as transaction date, status (e.g., "approved", "declined", "blocked"), amount, order ID, and Checkout ticket ID.

The primary purpose of the Checkout transactions report is to provide a means for you to audit transactions processed via your Moneris Checkout integration and to track decisions or responses from the applicable fraud-prevention tools.

Note: *To retrieve transactions older than 13 months, please access Merchant Direct. For information about configuring supported fraud-prevention tools, see* Configuring the checkout's "Payment" settings *on page 406.*

1. On the menu bar, click on **Reports** > **Checkout Transactions**.

2. When the "Checkout Transaction Reports" page displays (shown below), go to the next step.

3. (Optional) Narrow the search scope by specifying a checkout ticket, checkout profile ID, or transaction amount restriction:

    a. In the search field (Q **Search by Checkout ID, Ticket or Amount**), enter a full or partial checkout profile ID or ticket number, or enter a transaction amount (#.## format).

4. Specify the transaction date and time parameters. You have three options:
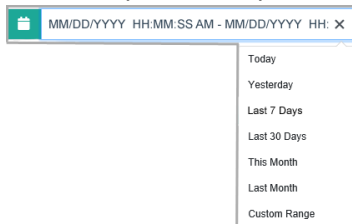
    To specify today's date (default):

    a. In the calendar field (📅 **MM/DD/YYYY 12:00:00 AM - MM/DD/YYYY 11:59:59 PM**), leave the current "to" and "from" dates-times unaltered, and go to the next step.

        Note: *The "to" and "from" dates shown in the calendar field should reflect today's date ("MM/DD/YYYY" format) with a time range from "12:00:00 AM" to "11:59:59 PM".*
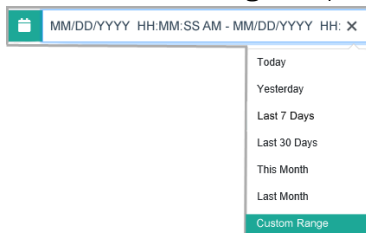
    To specify a predefined date range (e.g., today, yesterday, last 7 days, etc.):

    a. Click on the calendar field (📅 **MM/DD/YYYY 12:00:00 AM - MM/DD/YYYY 11:59:59 PM**).

    b. When the date range drop-down displays (shown on the right), click on the desired date range (**Today**, **Yesterday**, **Last 7 Days**, **Last 30 Days**, **This Month**, or **Last Month**).
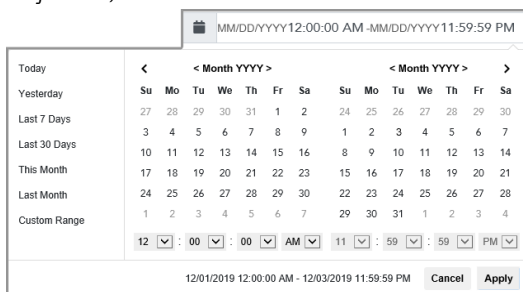
To specify a custom date and time range of your own:

a. Click on the calendar field (▥ MM/DD/YYYY 12:00:00 AM - MM/DD/YYYY 11:59:59 PM).

b. When the date range drop-down displays (shown below), click on **Custom Range**.
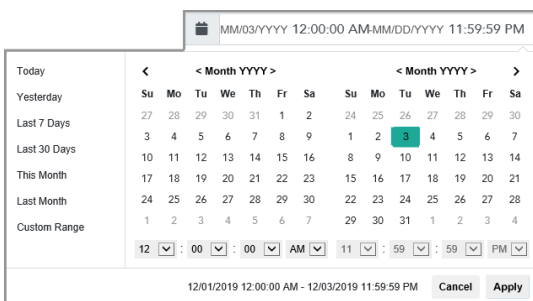
c. When the calendar displays (shown below), scroll to a desired month.

*Note: To scroll backward or forward to a different month, click on the back icon (<) or forward icon (>) at the top of the calendar. To cancel the custom search and reset the time values to the defaults, click on the **Cancel** button at the bottom of the calendar.*
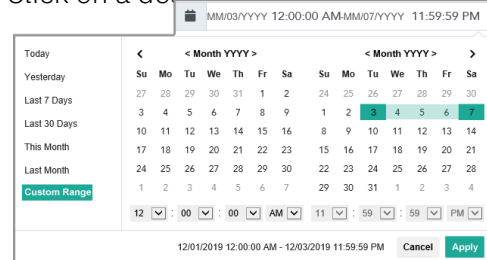
d. On the calendar, click on a desired "from" day until highlighted (in the example shown below, "3" is selected).

Note: To customize the "from" time, go to the time drop-down under the calendar month on the left side, and select a desired time (the default is "12:00:00 AM").

e. Click on a desired "to" day until highlighted (in the example shown below, "7" is selected).
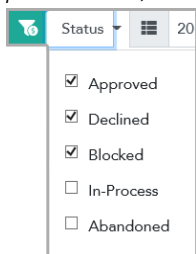
Note: *To customize the "to" time, go to the time drop-down under the calendar month on the right side, and select the desired time (the default is "11:59:59 PM").*

    f. When you are finished, click on the calendar's **Apply** button to save your settings.

5. Specify one or more transaction status parameters:

    a. Click on the status drop-down (**Status**) to display the status parameters (shown below), and then enable/disable one or more parameters as desired.

    Note: *To enable a status parameter, checkmark its corresponding box. To disable a status parameter, unmark its corresponding box. (See table below for status descriptions.)*
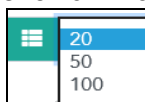
Status	Description
Approved	Transaction sent to Moneris host for processing and approved.
Declined	Transaction sent to Moneris host for processing and declined.
Blocked	Transaction not sent to Moneris host for processing due to failure to pass one or more fraud-prevention tools (AVS, CVV, 3-D Secure, and Moneris Kount).
In-process	Transaction in-flight for less than one hour.
Abandoned	Transaction timed out for at least one hour.

6. Optional: Set the maximum number of transaction records that you want to have listed on a single page in the report when it is generated (the default is 20 records per page):

To change the maximum record number per page:

    a. Click on the maximum record number drop-down (20) to display the options (shown below).

    b. Select the desired number (**20**, **50** or **100**).

7. When you are finished, click on the **Search** button to generate the report.

- To view the payment details of any transaction listed in the report, see <u>Moneris Checkout transaction payment details</u> on page 310.
- To view the transaction list in ascending/descending order according to date or amount, click on the **Date** or **Amount** report header respectively.

Moneris Checkout transaction payment details

Follow the steps below to view the specific payment details of a debit/credit transaction record retrieved in a Checkout transaction report (see <u>Checkout transactions report</u> on page 307). Payment details include transaction data such as approval code, card number (partial), and sequence number as well as fraud-check data from enabled fraud-prevention tools such as 3-D Secure, Moneris Kount, AVS, and CVV. Payment details also include itemized transaction event logs showing transit time through the Moneris Gateway.

Note: If you want to view the payment details for a gift transaction that was processed through a Moneris Checkout, you must generate a gift transactions report (see <u>Transactions report: gift/loyalty cards</u> on page 305).

1. Generate a <u>Checkout transactions report</u> (see page 307).

2. In the report, locate the transaction for which you want to view more details, and click on its **Checkout Ticket** hyperlink.

3. When the transaction's "Checkout Payment Details" page displays, it will show the following information:

   Note: For definitions of specific line items excluding "Visa Installments" details, see the <u>Order history</u> (page 214). For "Visa Installments" line item definitions, see the "Visa Installments" footnote below.

   "Transaction Details" line items

   - Order Id
   - Card
   - Wallet Type[24]
   - Approval Code
   - Message
   - Response Code
   - Sequence Number
   - ECI
   - Advice Code[25]
   - Customer ID
   - Convenience Fee Rate[26]
   - Convenience Fee[27]

   "Visa Installments" line items[28]

   - Monthly Payments
   - Number of Installments
   - APR
   - Total Amount
   - Plan Type
   - Plan Name

---

[24] Displayed only if a digital wallet was used for the transaction.
[25] Displayed only if the Advice Code field is received in the receipt response for Mastercard transactions.
[26] Displayed only if the Convenience Fee feature is enabled for your store.
[27] Displayed only if the Convenience Fee feature is enabled for your store.
[28] For "Visa Installment" line item definitions, see the descriptions in <u>Transaction confirmation details: browser version</u> (page 446) or <u>Transaction confirmation details: email version</u> (page 448).

"Fraud Check Details" line items

- CVD Result
- AVS Result
- 3DS Result[29]
- Kount Result[30]

"Transaction Event Details" line items

This area will display all events that occur within the lifecycle of a Moneris Checkout transaction based on your configuration. Event line items can include when the transaction was assessed by various fraud-prevention tools (e.g., 3-D Secure, Moneris Kount, AVS, etc.); transit time through junctures between the Website and Moneris; and other processes within Moneris Gateway.

4. If you want to reverse (void/refund) or capture this transaction directly from the Merchant Resource Center interface, do the following:

   a. Go to the "Transaction Details" banner on "Checkout Payment Details" page, and click on the **Void**, **Refund**, or **Capture** button (one of these buttons will display in the banner based on the current transaction status).

   b. Do one of the following:

      - To perform a Void, continue at step 7 on page 164 (Void with debit/credit card).
      - To perform a Refund, continue at step 7 on page 165 (Refund with debit/credit card).
      - To perform a Capture, continue at step 6 on page 158 (Capturing a debit/credit Preauthorization).

---

[29] Enrollment is required.
[30] Enrollment is required.

Transactions report: cash

See <u>Transactions report: debit/credit cards and cash</u> (page 302).

Managed account updater report

Follow the steps below to generate a report (up to the last 13 months) about registered Vault profiles and/or recurring transaction profiles for which card data have changed due to an update made through the managed account updater service (see page 450). (To retrieve transactions older than 13 months, please access Merchant Direct.)

1. On the menu bar, click on **Reports** > **Managed Account Updater**.

2. Wait for the "Managed Account Updater Reports" page to display.

3. Select a date range to narrow the managed account updater search:

    To select a general transaction date range:

    a. In the "Date" area, mark the radio button under "Date".

    b. Select a general date range (**Today**, **Yesterday**, **This Week**, etc.) from the adjacent drop-down list.

    To specify your own transaction date/time range:

    a. Mark the radio button beside the **From** drop-down list, and then select your "from-this-date" values (hh:mm DD/MM/YYYY).

    b. Mark the radio button beside the **To** drop-down list, and then select your "to-this-date" values (hh:mm DD/MM/YYYY).

4. Optionally narrow the search by account type and/or card type as follows:

    To narrow the search by account type:

    a. Checkmark the **Account Type** box.

    b. In the "Account Type" area, checkmark the box beside any account type (**Vault** or **Recur**) that you want to include in the report.

    To narrow the search by card type:

    a. Checkmark the **Card Types** box.

    b. In the "Card Types" area, checkmark the box beside any card type that you want to include in the report.

5. In the "Sort By" area, set your sort order preference for listing the results:

    a. From the Sort Transactions by drop-down list, select the order (**Date/Time** or **Order ID**/**Data Key**) in which you want the hits to be listed.

    b. From the "Rows per Page" drop-down list, select the maximum number of hits you want displayed on a single page.

    c. From the "Sort Order" drop-down list, select an ascending/descending order.

6. Click on the **Submit Search** button.

7. When the "Transaction List" and "Query Totals" display, the operation is complete.

8. Please note that managed account updater totals are shown at the top of the report. Totals are broken down into five categories:

- **CLOSED:** Indicates the card (account) number registered to a Vault profile or recurring transaction on your store has been closed/cancelled. The card should not be used to process transactions.
- **CONTACT:** Indicates the cardholder should be contacted for further details regarding the card (account) number registered to the Vault profile or recurring transaction on your store. The card should not be used to process transactions.
- **EXPIRY:** Indicates the card (account) number registered to a Vault profile or recurring transaction on your store has expired but has since been updated. The card can be used to process transactions.
- **UPDATE:** Indicates the card (account) number registered to a Vault profile or recurring transaction has been updated. This card can be used to process transactions.

Batches report: all card transactions

Follow the steps below to generate a report about all batches processed within the last 13 months from your Merchant Resource Center store (directly or via API integration with Moneris Gateway).

Note: *To retrieve transactions older than 13 months, please access Merchant Direct. Cash transactions are not included in totals.*

1. On the menu bar, click on **Reports** > **Batches**.

2. Wait for the "Batch Reports" page to display.

   - If the "Store ID" area displays, select the Merchant Resource Center store about which you want to generate the report.

     Note: This option is available only if multi-store login is enabled (See page 363).

3. Select a general date range, or specify your own date/time range:

   To select a general batch date range:

   a. In the "Date" area, mark the radio button under "Date".

   b. Select a general date range (**Current - Open Batches**, **Today**, **Yesterday**, etc.) from the adjacent drop-down list.

   To specify your own batch date/time range:

   a. Mark the radio button beside the **From** drop-down list, and then select your "from-this-date" values (hh:mm DD/MM/YYYY).

   b. Mark the radio button beside the **To** drop-down list, and then select your "to-this-date" values (hh:mm DD/MM/YYYY).

4. Optionally narrow the search as follows:

   To narrow the search by batch status:

   a. Checkmark the **batch status** box.

   b. In the "Batch Status" area, mark the radio button beside the status type (**In Balance** or **Out of Balance**) that you want to include in the report.

   To narrow the search by batch number:

   a. Checkmark the **Batch Number** box.

   b. In the "Batch Number" area (**Batch Number** field), enter the batch number that you want to include in the report.

   To narrow the search by batch status

   a. Checkmark the **Terminal ID** box.

   b. In the "Terminal ID" area, checkmark the box beside any terminal ID that you want to include in the report.

      Note: *If a terminal ID is greyed, it means that it has been deactivated.*

5. In the "Sort By" area, set your sort order preference for listing the results:

   a. From the "Sort Batches by" drop-down list, select the order (**Terminal ID**, **Date/Time**, or **Batch Status**) in which you want the hits to be listed.

6. To save your search criteria for the next time you do the report, click on the **Save Settings** button; otherwise, go to the next step without changing anything.

7. Click on the **Submit Search** button (or **Perform Query** button).

8. When the "Query Results" list displays, click on the **Details** button beside the batch about which you want to view more details.

9. When the "Transaction List" and "Query Totals" display on the "Batch Details" page, the operation is complete.

   Note: *Query totals are listed by card type and transaction type. At a minimum, the transaction list will always include details such as the transaction date ("DATE/TIME"), transaction type ("TXN TYPE"), and order ID ("ORDER ID"). For other details that you may include or exclude from this transaction list, see page 328.*

   ▪ If the transaction list exceeds 100, click on the **Next 100 -->** button to view the remaining transactions retrieved in the query. To go back to the previous page, click on the **<-- Previous 100** button.
   ▪ To export the transaction list to a text file, see page 317.

Exporting a report (transaction list) to a file

Follow the steps below to export a report's transaction list to a text file.

Note: *Some reports do not support this function.*

1. Generate a report (see page 301).

2. When the report results ("Transaction List") display, locate the **Export Transactions To File** button, and then click on it.

3. When the .txt file is generated, download and/or open the file.

   Note: *To configure which transaction list data are included in the file, see page 329.*

4. The operation is complete.

End-of-day procedure

To ensure that funds are deposited to your merchant account the next business day, follow the appropriate end-of-day procedure.

If your Merchant Resource Center store is set to manual batch close (see page 340):

Close your batch(es) before 11 PM Eastern Standard Time by following the steps below.

1. On the menu bar, click on **Reports** > **Batches**.

2. Wait for the "Batch Reports" page to display.

3. Close a batch:

    a. In the "Terminal ID" area, locate the batch that you want to close, and click on the corresponding **Close Batch** button.

    b. Wait for the "Batch Close" page to display.

    c. Confirm that the "Batch Close Successful" response displays in the "Batch Close Results" area.

    d. Click on the **Continue** button.

4. Repeat steps 3a-d for each of your remaining batches.

5. The operation is complete.

6. To determine if the batch/batches that you closed is/are in balance, generate a Batches report (see page 315).

    Note: If the report indicates an "Out of Balance" status for any batch, contact Moneris within 5 business days for assistance.

If your Merchant Resource Center store is set to automatic batch close (see page 340):

1. If Moneris Gift/Loyalty is enabled on your store, manually close the gift/loyalty batch between 10 PM and 11PM Eastern Standard Time (follow steps 1-6 above).

    Note: To determine which terminal ID represents your gift/loyalty batch, contact Moneris.

2. To determine if your closed batch/batch(es) are in balance, generate a Batches report (see page 315).

    Note: If the report indicates an "Out of Balance" status for any batch, contact Moneris within 5 business days for assistance.

Managing your own user account

From your Merchant Resource Center store, you may configure settings (listed below) that affect only your user account.

Note: *To configure settings that affect all other users and your Merchant Resource Center store, use the Admin functions (see page 331).*

User account information
- Login password (see page 320).
- Security questions/answers (see page 321).
- Registered e-mail address (see page 321).

Default page
- See page 322.

Transaction settings
- Default card entry method (see page 323).
- Default electronic commerce indicator (see page 325).
- Default display language (see page 326).
- Default PIN Pad com port number (see page 327).
- Default headers/fields to include your transaction report summaries (see page 328).
- Default headers/fields to include reports that you export to a CSV-format file (see page 329).

Login history
- See page 330

Moneris

Modifying your user account's login information

Modifying your login password

Follow the steps below to modify your user account's login password.

1. On the menu bar, click on **Firstname_Last Name** > **Account Information**.

2. Wait for the "Account Information" page to display.

3. In the "Change Password" area, do the following:

   a. In the **Old Password** field, enter your current password.

   b. In the **New Password** field, enter your new password.

   Note: *The new password must adhere to these restrictions (password fields are case sensitive): include 7-16 characters; start with a letter; contain a number; and cannot be the same as the previous 4 passwords.*

   c. In the **Confirm New Password** field, enter the same password as you did in the previous step.

   d. Click on the **Change Password** button.

   Note: *You must change your password periodically. If your password expires, you will be prompted to create a new password.*

   Important!   Passwords should be kept confidential and not shared with any one. Change your password immediately if you have any reason to believe that someone else has access to it or has tried to log into your account.

4. When the "success" message displays, the operation is complete.

Modifying your security questions/answers

Follow the steps below to modify one or more of your Security pass-phrase questions/answers. Periodically you will be prompted to answer one of these questions before being logged in.

1. On the menu bar, click on **Firstname_Lastname** > **Account Information**.

2. Wait for the "Account Information" page to display.

3. In the "Security Question and Answers" are a, optionally update one or more of your security questions/answers as follows:

    a. Select a question from a **Security Question #** drop-down list.

    b. In the corresponding **Security Answer #** and **Confirm Answer** fields, enter a new answer.

    c. Repeat steps 3a to b for any remaining question/answer that you want to modify.

4. When you are finished, click on the **Save Reset Password Data** button.

5. When the "success" message displays, the operation is complete.

Modifying your registered e-mail address

Follow the steps below to modify the e-mail address currently registered to your user account.

Note: *If you need to have your password reset, a temporary password will be sent to this e-mail address.*

1. On the menu bar, click on **Firstname_Lastname** > **Account Information**.

2. Wait for the "Account Information" page to display.

3. In the "Security Question and Answers" area, do the following:

    a. In the **Email address** field, enter the new e-mail address that you want to register for your user account.

4. When you are finished, click on the **Save Reset Password Data** button.

5. When the "success" message displays, the operation is complete.

Modifying your user account's default transaction settings

Setting your Merchant Resource Center default page

Follow the steps below to specify a Merchant Resource Center default page for your user account. Once the default page is set, it will display each time you log into the Merchant Resource Center.

Note: *If no default page is specified, the "Merchant Resource Center" main page will display each time you log in.*

1. Log into the Merchant Resource Center (see page 116).

2. Click on a Merchant Resource Center menu bar item, and wait for the corresponding page to display (e.g., if you click on **Terminal** > **Purchase**, the "Purchase" page will be displayed).

3. Once the desired Merchant Resource Center page is displayed, click on the Favourite ☆ icon (e.g., if the "Purchase" page is displayed, it will be set as your default page).

4. The operation is complete.

   Note: *The default page will display each time you log into the Merchant Resource Center.*

Setting your default card entry method

Follow the steps below to specify the default card entry method for your user account.

Note: You may alter the card entry method on a transaction-by-transaction basis.

1. On the menu bar, click on **Firstname_Lastname** > **Account Settings**.

2. Wait for the "Account Settings" page to display.

3. In the "Default Transaction Method" area, do the following:

    a. From the "Default Transaction Method" drop-down list, select a new default card entry method for your user account:

Card entry method	Description
Keyed	Manually capture card data by entering it directly in Merchant Resourced Center fields.
Mag swipe reader	Capture card data by swiping the card on an unencrypted magnetic stripe reader that is connected to your computer.
Pinpad	Capture the card data by inserting, tapping, swiping, or manually entering (keying) the card on an iPP320 PIN Pad that is connected to your computer (see page 82).
Cloud	Capture the card data by inserting, tapping, swiping, or manually entering (keying) the card on a PIN Pad that is paired via the Moneris Cloud with your Merchant Resource Center store (for e355 PIN Pad, see page 11; for P400 PIN Pad, see page 47; and for iPP320 PIN Pad, see page 82). *Note: To set a specific Moneris Cloud-paired PIN Pad as your default payment device, see page 324.*

    b. Click on the **Save Transaction Method** button.

4. When the "success" message displays above the button, the operation is complete.

Setting your default PIN Pad during your login session: Moneris Cloud

Follow the steps below to set a specific Moneris Cloud-paired PIN Pad to be your default card entry device for the duration of your login session (the PIN Pad that you select must be paired with your Merchant Resource Center store).

Note: *To specify that you want **Debit/Credit - Cloud** to be your default card entry device during applicable transactions, see page 323.*

1. On the menu bar, click on **Firstname_Lastname** > **Account Settings**.

2. Wait for the "Account Settings" page to display.

3. In the "Cloud Pinpad" area, do the following:

    a. From the "Cloud Pinpad" drop-down list, select the **<name> - <terminal ID>** of the Moneris Cloud-paired PIN Pad that you want to use by default for the duration of your login session.

    Note: *The terminal ID is also printed on a sticker affixed to the PIN Pad. The e355 PIN Pad terminal ID is an eight-digit number starting with "E1". The iPP320 PIN Pad terminal ID is an eight-digit number starting with "61". The P400 PIN Pad terminal ID is an eight-digit number starting with "P1".*

    b. Click on the **Set Cloud Pinpad** button.

4. When the "success" message displays above the button, the operation is complete.

Setting your default electronic commerce indicator

Follow the steps below to specify the default electronic commerce indicator for your user account.

Note: *You may alter the electronic commerce indicator on a transaction-by-transaction basis.*

1. On the menu bar, click on **Firstname_Lastname** > **Account Settings**.

2. Wait for the "Account Settings" page to display.

3. In the "Default Transaction ECI" area, do the following:

   a. From the "Default ECI" drop-down list, select a new default electronic commerce indicator for your user account (for list of indicators, see page 435).

   b. Click on the **Save Default ECI** button.

4. When the "success" message displays above the button, the operation is complete.

Setting your default display language

Follow the steps below to specify the default language for your user account. The Merchant Resource Center will default to the set language the next time you log in.

1. On the menu bar, click on **Firstname_Last Name** > **Account Settings**.

2. Wait for the "Account Settings" page to display.

3. In the "Default Language" area, do one of the following:

    - To select English as the default language, mark the **English** radio button
    - To select French as the default language, mark the **French** radio button.

4. Click on the **Save Default Language** button.

5. When the "success" message displays above the button, the operation is complete.

Setting your default PIN Pad com port number

Follow the steps below to specify the default com port number that the iPP320 PIN Pad is using while it is connected to the computer from which you are performing Merchant Resource Center financial transactions.

Note: *Before you attempt to perform PIN Pad transactions on another computer, you must first update this Merchant Resource Center com port setting and ensure it is still valid for your PIN Pad connection.*

1. On the menu bar, click on **Firstname_Lastname** > **Account Settings**.

2. Wait for the "Account Settings" page to display.

3. In the "PInpad COM Port" area, do the following:

   a. In the **Pinpad COM Port** field, enter the com port being used by the iPP320 PINpd while it is connected to your computer.

   b. Click on the **Save COM port** button.

4. When the "success" message displays above the button, log out of the Merchant Resource Center, close your browser, and then log back in.

5. The operation is complete.

Moneris

Setting the default headers/fields to include a report's transaction list

Follow the steps below to specify the headers/fields that you want to include in any applicable report (transaction list) generated from your Merchant Resource Center store.

1. On the menu bar, click on **Firstname_Lastname** > **Account Settings**.

2. Wait for the "Account Settings" page to display.

3. In the "Transaction Summary Fields" area, checkmark the box beside any field (bolded in the table below) that you want to include in an applicable report's transaction list.

   Note: *Each field has a corresponding header, which will display at the top of the transaction list if you checkmark the field. In the table below, a black dot (" •") indicates that the report supports the corresponding field/header. A hyphen ("-") indicates that the report does not support the corresponding field/header.*

   D/C = debit/credit transactions report (see page 302);
   Group = group transactions report (see page 304);
   G/L = gift/loyalty transactions report (see page 305);
   R = Recurring transactions report (see page 282);
   V = Vault transaction report (see page 298);
   B = Batches report (see page 315)

Field	Header	D/C	Group	G/L	R	V	B
Amount31	"AMOUNT"	•	•	•	•	•	•
Authorization Code32	"AUTH CODE"	•	•	-	•	•	•
AVS Result	"AVS"	•	-	-	•	•	•
Batch Number	"BATCH"	•	•	•	•	•	•
Card Number	"PAN"	•	•	•	•	•	•
Card Type	"CARD"	•	•	•	•	•	•
Customer Code	"CUST CODE"	•	-	-	-	-	-
Customer ID	"CUST ID"	•	•	-	•	•	•
CVD Result	"CVD"	•	•	-	•	•	•
ECI	"ECI"	•	•	•	•	•	•
Expiry date	"EXP"	•	•	-	•	•	•
Invoice Number	"INVOICE"	•	-	-	-	-	-
Response Code	"RESP CODE"	•	•	•	•	•	•
Result	"RESULT"	•	•	•	•	•	•
Username	"USERNAME"	•	-	-	•	-	•
CAVV Result	"CAVV"	•	-	-	•	-	-
Wallet Indicator	"WALLET"	•	-	-	•	-	•

4. Click on the **Save Transaction Summary Settings** button.

5. When the "success" message displays above the button, the operation is complete.

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[31] In the gift/loyalty report, the Amount field corresponds to two transaction list headers: "AMOUNT" and "POINTS".
[32] In the gift/loyalty report, the Authorization Code field corresponds to the transaction list header "REF NUM".

Setting the headers/fields to include in an exported report

Follow the steps below to specify the default fields and corresponding headers (if any) that you want to include in any Merchant Resource Center report (transaction list) that you export to a .txt file in CSV-format (see page 317).

1. On the menu bar, click on **Firstname_Lastname** > **Account Settings**.

2. Wait for the "Account Settings" page to display.

3. In the "Export to File Fields" area, checkmark the box beside any field (bolded below) that you want to include in an exportable report.

    Note: *The corresponding header for each field is enclosed in quotation marks ("").*

    Amount ("amount"); **Auth Code** ("auth_code"); **AVS Result** ("avs_result"); **Batch Number** ("batch_no"); **Card Number** ("first4last4"); **Card Type** ("card_type"); **Customer Code** ("customer_code"); **Customer ID** ("cust_id"), **CVD Result** ("cvd_result"); **Date / Time** ("transaction_date_time"); **ECI** ("eci"), **Expiry date** ("exp_date"); **Invoice Number** ("invoice_number"); **Issuer ID (Request)** ("issuer_id_request"); **Issuer ID (Response)** ("issuer_id_response"); **Order ID** ("order_no"); **Orig Transaction Number** ("orig_transaction_no"); **Reference Number** ("ecr_seq_no"); **Response Code** ("response_code"); **Result** ("result"), **Sequence** ("seq_no"); **Payment Indicator** ("payment_indicator"); **Payment Information** ("payment_information"); **Swiped** ("swiped"); **Terminal ID** ("ecr_no"); **Transaction Number** ("transaction_no"); **Transaction Type** ("transaction_name"); **Username** ("clerk"); **CAVV Result** ("cavv_result"); **Wallet Indicator** ("wallet_indicator")

    - If you want the exported report to include the field headers, checkmark the **Include Field Headers** box.

4. Click on the **Save Export to File Settings** button.

5. When the "success" message displays above the button, the operation is complete.

Viewing your login history

Follow the steps below to view the last ten successful and unsuccessful login attempts for your user account.

1. On the menu bar, click on **Firstname_Lastname** > **Login History**.

2. Wait for the "Login History" page to display.

3. The operation is complete.

Managing store settings/other user accounts

Use the Admin functions to manage your Merchant Resource Center store settings and manage other user accounts (e.g., assign user permissions, add/remove user accounts, and check audit logs). This section includes information about how to do the following:

User accounts

- Add a new user account (see page 332).
- Modify an existing user account:
    - First/last name (see page 333).
    - Password (see page 334).
    - Permissions (see page 335).
    - Admin access level (see page 336).
- Deactivate a user account (see page 337).

Notification

- Add/remove e-mail addresses from the notification list (see page 338).

Store settings

- Configure settings that affect the entire store such as batch close time, tip prompts, cash payments, PCI mode settings, receipt header, Recur Webhook, and Preauthorization auto-reversal (see pages 339 to 350).

Digital wallets

- Configure Apple Pay® (see page 351).
- Configure Google Pay™ (see page 358).
- Configure Mastercard MasterPass (see page 359).
- Configure Visa Checkout (see page 361).

Multi-store login

- See page 363.

Security

- View audit logs (see page 366).
- Restrict IP access (see page 369).

Web integration

- Configure Moneris Checkout (page 376).
- Configure DirectPost (page 372).
- Configure Hosted Paypage[33] (page 373).
- Configure Hosted Tokenization (page 374).

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[33] This solution is discontinued.

Adding a new user account

Follow the steps below to add a new user account to your Merchant Resource Center store.

1. On the menu bar, click on **Admin** > **Add User**.

2. Wait for the "Add User" page to display.

3. In the "User Information" area, do the following:

    a. In the **Last Name** and **First Name** fields, enter the new user's last and first names.

    b. In the **Username** field, enter the username under which the new user will log into your Merchant Resource Center store.

    c. In the **Temporary Password** and the **Confirm Temporary Password** fields, enter the new user's password.

    Note: *The new password must adhere to these restrictions (password fields are case sensitive): include 7-16 characters; start with a letter; contain a number; and cannot be the same as the previous 4 passwords. When the new user signs into the Merchant Resource Center for the first time, they will be prompted to change their password.*

4. Click on the **Save User** button.

5. Enable/disable permissions as desired:

    Note: *For a full listing of user permissions, see page 438.*

    To enable one or more user permissions:

    a. Checkmark the box beside any permission that you want to enable.

    Note: *To simultaneously checkmark all boxes, click on the **Select All** button.*

    To disable one or more user permissions:

    a. Unmark the box beside the permission that you want to disable.

    Note: *To simultaneously unmark all boxes, click on the **Deselect All** button.*

6. Click on the **Save Permissions** button.

7. Assign the level of administrative access the new user can assign to other users (for a full listing of admin access levels, see page 436).

8. Click on the **Save Level** button.

9. When the "success" message displays above the button, the operation is complete.

Modifying a user account

Modifying a user account's first name/last name data

Follow the steps below to change the first and last name information of an active user account on your Merchant Resource Center store.

1. On the menu bar, click on **Admin** > **Modify User**.

2. Wait for the "Modify User" page to display.

3. Retrieve the user account that you want to modify:

   To refine the search by last name:

   a. In the "Locate User" area, enter the name data in the **Last Name** and/or **Username** field.

   b. In the "Order By" area, select a sort order (mark the **Name** or **Username** radio button) for listing the results.

   To retrieve all user accounts:

   a. Go to step 4.

4. Click on the **Locate User** button.

5. Wait for the "Select User" list of profiles to display.

6. Click on the **Edit User** button beside the user account that you want to modify.

7. Wait for the user account to display.

8. In the "User Information" area, enter new data in the **Last Name** and/or **First Name** field.

9. Click on the **Update User** button.

10. When the "success" message displays above the button, the operation is complete.

Modifying a user account's password

Follow the steps below to change the password of a user account (active) on your Merchant Resource Center store.

Note: *To modify your own user account's password, see page 320.*

1. On the menu bar, click on **Admin** > **Modify User**.

2. Wait for the "Modify User" page to display.

3. Retrieve the user account that you want to modify:

   To refine the search by last name:

   a. In the "Locate User" area, enter the name data in the **Last Name** and/or **Username** field.

   b. In the "Order By" area, select a sort order (mark the **Name** or **Username** radio button) for listing the results.

   To retrieve all user accounts:

   a. Go to step 4.

4. Click on the **Locate User** button.

5. Wait for the "Select User" list of profiles to display.

6. Click on the **Edit User** button beside the user account that you want to modify.

7. Wait for the user account to display.

8. In the "Change Password" area, enter the new password data in the **New Password** and **Confirm Password** fields.

   Note: *The new password must adhere to these restrictions (password fields are case sensitive): include 7-16 characters; start with a letter; contain a number; and cannot be the same as the previous 4 passwords.*

9. Click on the **Update User** button.

10. When the "success" message displays above the button, the operation is complete.

   Note: *When the user next logs in, they must enter the new password.*

Modifying a user account's user permissions

Follow the steps below to change the user permissions of an active user account on your Merchant Resource Center store.

1. On the menu bar, click on **Admin** > **Modify User**.

2. Wait for the "Modify User" page to display.

3. Retrieve the user account that you want to modify:

    To refine the search by last name:

    a. In the "Locate User" area, enter the name data in the **Last Name** and/or **Username** field.

    b. In the "Order By" area, select a sort order (mark the **Name** or **Username** radio button) for listing the results.

    To retrieve all user accounts:

    a. Go to step 4.

4. Click on the **Locate User** button.

5. Wait for the "Select User" list of profiles to display.

6. Click on the **Edit User** button beside the user account that you want to modify.

7. Wait for the user account to display.

8. In the "Set Permissions" area, click on the **Set Permissions** button.

9. When the permissions display, enable/disable the permissions as desired:

    Note:` For a full listing of user permissions, see page 438.

    To enable one or more user permissions:

    a. Checkmark the box beside any permission that you want to enable.

    *Note: To simultaneously checkmark all boxes, click on the **Select All** button.*

    To disable one or more user permissions:

    a. Unmark the box beside the permission that you want to disable.

    *Note: To simultaneously unmark all boxes, click on the **Deselect All** button.*

10. Click on the **Update Permissions** button.

11. When the "success" message displays above the button, the operation is complete.

    Note: The updated settings take effect the next time the user logs into the store.

Modifying a user account's admin access level

Follow the steps below to change the level of administrative, transactional, and reporting access that a user can assign to another user on your Merchant Resource Center store.

1. On the menu bar, click on **Admin** > **Modify User**.

2. Wait for the "Modify User" page to display.

3. Retrieve the user account that you want to modify:

   To refine the search by last name:

   a. In the "Locate User" area, enter the name data in the **Last Name** and/or **Username** field.

   b. In the "Order By" area, select a sort order (mark the **Name** or **Username** radio button) for listing the results.

   To retrieve all user accounts:

   a. Go to step 4.

4. Click on the **Locate User** button.

5. Wait for the "Select User" list of profiles to display.

6. Click on the **Edit User** button beside the user account that you want to modify.

7. Wait for the user account to display.

8. In the "Admin Level" area, click on the **Set Level** button.

9. When the various access levels display, assign an administrative, transaction, and reports level (for a list of available levels, see page 436):

   To change an administrative level:

   a. In the "Administrative Level" area, mark the radio button beside the administrative level that you want to assign to this user.

   To change a transaction level:

   a. In the "Transaction Level" area, mark the radio button beside the transaction level that you want to assign to this user.

   To change a report level:

   a. In the "Report Level" area, mark the radio button beside the reports level that you want to assign to this user.

10. Click on the **Update Level** button.

11. When the "success" message displays above the button, the operation is complete.

   Note: *The updated settings take effect the next time the user logs into the store.*

Deactivating a user account

Follow the steps below to permanently deactivate a user account from your Merchant Resource Center store.

Note: Once a user account is deactivated, its login credentials can no longer be used to access your store. The historical data for the activities of the user account will continue to remain accessible even after the user account is deactivated.

1. Click on **Admin** > **Modify User**.

2. Wait for the "Modify User" page to display.

3. Retrieve the user account that you want to deactivate:

   To refine the search by last name:

   a. In the "Locate User" area, enter the name data in the **Last Name** and/or **Username** field.

   b. In the "Order By" area, select a sort order (mark the **Name** or **Username** radio button) for listing the results.

   To retrieve all user accounts:

   a. Go to step 4.

4. Click on the **Locate User** button.

5. Wait for the "Select User" list of profiles to display.

6. Click on the **Deactivate** button beside the user account that you want to deactivate.

7. When the "success" message displays above the button, the operation is complete.

   Note: A record of the deactivated user account will remain on the system; however, the text "inactive" will display beside the deactivated username.

Notification settings

Adding an e-mail address to the notification list

Follow the steps below to add an e-mail address to the Merchant Resource Center notification list.

1. On the menu bar, click on **Admin** > **Notification**.

2. Wait for the "Email Notification" page to display.

3. In the "Add Email" area, enter the e-mail address (**Email Address** field) to have added to the notification list.

4. Click on the **Add Email Address** button.

5. When the "success" message displays above the button, the operation is complete.

Removing an e-mail address from the notification list

Follow the steps below to unsubscribe an e-mail address from the Merchant Resource Center notification list.

1. On the menu bar, click on **Admin** > **Notification**.

2. Wait for the "Email Notification" page to display.

3. In the "Notification Emails" area, click on the **Remove** button beside the e-mail address that you want to remove from the notification list.

4. In the "Confirm Delete" area, click on the **Remove Email** button.

5. When the "success" message displays, the operation is complete.

Store settings

Automated logout

Follow the steps below to specify the number of minutes before an inactive session is automatically logged off from your Merchant Resource Center store.

1. On the menu bar, click on **Admin** > **Store Settings**.

2. Wait for the "Store Settings" page to display.

3. In the "Automated Logout" area, do the following:

   a. In the **Auto Logout Time** field, enter the number of minutes (minimum 10 min; maximum 720 min) .that must elapse before an inactive session is automatically logged out.

4. Click on the **Save Logout Period** button.

5. When the "success" message displays above the button, the operation is complete.

Batch close time

Follow the steps below to specify when you want your Merchant Resource Center store batch(es) to close and at what time.

Note: If your store is enabled for multi-currency pricing (MCP) or Moneris Real-Time Funds, Moneris automatically configures your store for daily system batch close. As a result, the "Batch Close Time" setting on your "Store Settings" page will be disabled (hidden) and inaccessible.

1. On the menu bar, click on **Admin** > **Store Settings**.

2. Wait for the "Store Settings" page to display.

3. In the "Batch Close Time" area, mark the radio button beside one of the following options to enable it:

Option	Description
Manually close batch via API or Merchant Resource Centre	The batch never closes unless you close it via an API or the Merchant Resource Center.
Automatically close between 10 and 11 pm (Eastern Time)	The batch closes automatically each day between 10 PM and 11 PM (Eastern Time).
Automatically close at : hh:mm:ss	The batch closes automatically on a daily basis at a time that you specify (Eastern Time). A time between 10-11 PM is not valid.

4. Click on the **Save Close Time** button.

5. When the "success" message displays above the button, the operation is complete.

Cash payments

Follow the steps below to enable/disable cash as a payment option (Purchases and Refunds only) on your Merchant Resource Center store.

1. On the menu bar, click on **Admin** > **Store Settings**.

2. Wait for the "Store Settings" page to display.

3. In the "Cash Settings" area, do one of the following:
   - To enable cash payments, checkmark the **Enable cash payments** box.
   - To disable cash payments, unmark the **Enable cash payments** box.

4. Click on the **Update Cash Settings** button.

5. When the "success" message displays above the button, the operation is complete.

PCI mode

Follow the steps below to enable/disable PCI mode on your Merchant Resource Center store. When PCI mode is enabled, users are prevented from manually entering (keying) debit/credit card data to perform financial transactions.

Note: *Even if PCI mode is enabled, it will still possible manually enter card data, but you must enable the user permission* **Enable Keyed in PCI mode** *for any user whom you want to have this ability (see page 335).*

1. On the menu bar, click on **Admin** > **Store Settings**.

2. Wait for the "Store Settings" page to display.

3. In the "Encrypted Reader Settings - PCI Mode" area, do one of the following:

   ▪ To enable PCI mode, checkmark the **Enable PCI Mode** box.

     Note: *If PCI mode is enabled, the Card Verification transaction and all Vault and Recurring functionality (if supported on your store) will be disabled.*

   ▪ To disable PCI mode, unmark the **Enable PCI Mode** box.

     Note: *If PCI mode is disabled, Card Verification (page 180), Vault (page 284), and Recurring (page 277) functionality will be enabled.*

4. Click on the **Update PCI Mode** button.

5. When the "success" message displays above the button, the operation is complete.

Receipt details

Follow the steps below to configure your business contact information (e.g., address, Web site URL, contact telephone number, refund policy, etc.) that you want to appear in receipts generated on your Merchant Resource Center store.

1. On the menu bar, click on **Admin** > **Store Settings**.

2. Wait for the "Store Settings" page to display.

3. In the "Receipt Details" area, enter any data in fields that you want to include in receipts (**Street Address 1**, **Street Address 2**, **City**, **Province**, **Postal Code**, **Website URL**, **Contact Tel #**, **Fax #**, and **Refund Policy**).

   Note: *If your refund policy is greater than 50 characters (**Refund Policy** field), you may enter a URL that links to the full refund policy.*

4. Click on the boxes beside any data element (listed below) that you want to include in receipts:

   - Include Line Item details.
   - Include Shipping details.
   - Include Billing details.
   - Include Customer ID.
   - Include extra details - **Client Email Address and Note**.

5. Click on the **Save Receipt Data** button.

6. When the "success" message displays above the button, the operation is complete.

Tip setting

Follow the steps below to enable/disable tip prompting on any PIN Pad that is allocated to your Merchant Resource Center store. When enabled, tip prompts display only during debit/credit Purchase transactions for which the PIN Pad is used as the card entry method.

1. On the menu bar, click on **Admin** > **Store Settings**.

2. Wait for the "Store Settings" page to display.

3. In the "Tip Settings" area, do one of the following:
   - To enable tip prompting, checkmark the **Enable tip on Pinpad** box.
   - To disable tip prompting, unmark the **Enable tip on Pinpad** box.

4. Click on the **Update Tip Settings** button.

5. When the "success" message displays above the button, the operation is complete.

Recur Webhook

Follow the steps below to configure your store/Gateway account to generate server-to-server posts of approved and declined host responses for recurring transactions performed on your store (via API or the Merchant Resource Center) and send the response posts to your server, located at a secure URL designated by you.

If you enable the Recur Webhook feature, within five minutes of its enablement Moneris will start posting the approved and declined host responses for recurring transactions that were processed in the current month and the previous two months. Subsequently, Moneris will send approved and declined host response posts only for recurring transactions that are processed each day thereafter.

1. On the menu bar, click on **Admin** > **Store Settings**.

2. Wait for the "Store Settings" page to display.

3. Go to the "Webhook Settings" area, and enable/disable the feature:

   To enable Recur Webhook:

   a. Checkmark the **Enable Recur Webhook** box.

   b. In the **Webhook URL** field, enter the response server URL address to which you want Moneris to send the host responses. The response url must be secure (HTTPS). Self-signed certificates are supported.

   Note: *If Moneris is unable to send host response posts to your designated server address, Moneris will retry to send the posts a maximum of three times on each day.*

   Important!   For additional details and instructions on how to integrate your ecommerce solution to support the Webhook feature, refer to the specifications in the Moneris Recurring Webhook API Document, available for download from the Moneris Developer Portal (see page 458).

   To disable Recur Webhook:

   a. Unmark the **Enable Recur Webhook** box.

4. Click on the **Save Webhook URL Settings** button.

5. When the "Webhook settings have been successfully updated" response displays above the button, the operation is complete.

Preauthorization auto-reversal

Configure your store to automatically complete for zero dollars any debit/credit Preauthorization that remains fully uncompleted (i.e., uncaptured) within a specified number of days.

If you enable Preauth Auto-Reversal, any debit/credit Preauthorization that is not captured after the set time period elapses will automatically be captured (completed) for zero dollars. Preauthorizations that are automatically captured will be logged in your store's transaction reports as zero-dollar Captures performed by username/clerk "auto_reversals".

Note: *The Preauth Auto-Reversal setting does not affect partially captured Preauthorization and Reauthorization transactions.*

1. On the menu bar, click on **Admin** > **Store Settings**.

2. Wait for the "Store Settings" page to display.

3. Go to the "Pre-Authorization Auto Reversal Settings" area, and enable/disable the feature:

   To enable Preauth Auto-Reversal:

   a. Checkmark the **Enable Preauth Auto Reversals** box.

   b. Click on the **Time Period** drop-down list, and select the number of days (1 to 28) that must elapse to trigger the auto-reversal of fully uncompleted debit/credit Preauthorizations.

      Note: *A day is defined as a 1440-minute period starting from the moment a Preauthorization transaction is processed and approved by Moneris. Any uncompleted Preauthorizations performed on your store prior to you enabling the auto-reversal feature will not be auto-completed.*

      Important! As a good practice, you should complete a Preauthorization/Reauthorization when the final transaction amount is known so that the authorized funds can be transferred to your account at settlement.

   To disable Preauth Auto-Reversal:

   a. Unmark the **Enable Preauth Auto Reversals** box.

4. Click on the **Save Auto-Reversals Settings** button.

5. When the "Auto reversal settings have been successfully updated" response displays above the button, the operation is complete.

API token: viewing/regenerating the token

The API Token is a store-specific string of alphanumeric characters. Moneris uses the API token to validate the identity of your online store when ecommerce transactions are being performed as part of an integrated Web solution. When you opt to send ecommerce transactions directly from your Website, the transaction requests originate from a Merchant Resource Center API.

Follow the steps below to view the current API token or to generate a new API token.

Important! You MUST NOT transmit this token in an e-mail or any other insecure communication medium. If you believe that your token has been compromised, you should generate another token.

1. On the menu bar, click on **Admin** > **Store Settings**.

2. Wait for the "Store Settings" page to display.

3. In the "API Token" area, the store's current API token should be displayed.

   If you need to regenerate the API token:

   Important! The old token cannot be re-activated/used once a new one is generated.

   b. Click on the **Re-generate API Token** button.

   c. Wait for the warning message to display.

   d. Click on the **Re-generate API Token** button again.

   e. Wait for the new API token to be generated.

   f. Have all users currently logged into your store log out.

   g. Ensure that your integrated Web solution is configured to support the new API token.

   h. The operation is complete (users may now log in again).

Asynchronous transaction response setting

Follow the steps below to configure the Asynchronous Transaction Response parameters to enable a server-to-server post of the terminal response data in XML format as a secondary method of obtaining the response data. The response data will be sent to the specified URL.

Note: *Response URLs must be secure (HTTPS) in the production environment. Self-signed certificates will work. HTTP addresses will not work.*

1. On the menu bar, click on **Admin** > **Store Settings**.

2. Wait for the "Store Settings" page to display.

3. In the "Asynchronous Transaction Response" area, do the following:

   a. Checkmark the Perform asynchronous data post box.

   b. In the **Async Response URL** field, enter the destination URL.

4. Click on the **Save Asynchronous Settings** button.

5. When the "success" message displays above the button, the operation is complete.

Multi-store login status

Follow the steps below to determine the status of your Merchant Resource Center store when it is configured to be part of a multi-store configuration (see page 363).

1. On the menu bar, click on **Admin** > **Store Settings**.

2. Wait for the "Store Settings" page to display.

3. In the "Multi Store" area, look for the following indicators:

Indicator	Description
Master Store	The store is a "master" store.
	The store is a "child" store.

4. The operation is complete.

Managed account updater setting

Follow the steps below to enable the Merchant Resource Center to automatically update stored credit card data using Visa and/or Mastercard updating services.

1. On the menu bar, click on **Admin** > **Store Settings**.

2. Wait for the "Store Settings" page to display.

3. In the "Managed Account Updater" area, do the following:

   Note: *If the Visa or Mastercard account updater service returns a "closed" or "contact" response for a registered card (account) number that you have used to set up a recurring transaction and/or a vault profile, the Merchant Resource Center will stop automatic card updates for the profile (see page 313).*

   a. Configure managed account updater setting for recurring transactions:

      - To enable the managed account updater for recurring transactions, checkmark the **Automatically update recurring transactions** box.
      - To disable the managed account updater for recurring transactions, unmark the **Automatically update recurring transactions** box.

   b. Configure the managed account updater setting for Vault profiles:

      - To enable the managed account updater for Vault profiles, checkmark the **Automatically update vault transactions** box.
      - To disable the managed account updater for Vault profiles, unmark the **Automatically update vault transactions** box.

4. Click on the **Save Account Updater Settings** button.

5. When the "success" message displays above the button, the operation is complete.

Digital wallets

Apple Pay configuration

Moneris provides several ways to integrate Apple Pay acceptance into your in-browser (Web) or mobile application (in-app) ecommerce solution. To begin, you need to perform an Apple Pay configuration by obtaining and registering/uploading the necessary certificate(s) that will allow Moneris to decrypt the Apple Pay payment token. You must perform the Apple Pay configuration from your Merchant Resource Center store using either the Simple Web Setup or Advanced Setup settings as instructed below.

Important! You must follow the steps below to complete an Apple Pay configuration in order for Moneris to perform the decryption from Apple. If you prefer to manage your own decryption, please visit the Moneris Developer Portal and refer to the appropriate Apple Pay integration resource specific to your needs (see page 458).

1. Log into your Merchant Resource Center store (see page 116).

   ▪ If you want to enable Apple Pay acceptance for a Moneris Checkout integration, refer to Enabling Apple Pay in the checkout (page 410).

2. On the menu bar, click on **Admin** > **Apple Pay**.

3. When the "Apple Pay Configuration" page displays, it will feature the "Apple Pay Simple Web Setup" bar containing the **Add Profile** button and/or the **Advanced Setup** button.

   Note: If your store is not enabled for Simple Web Setup you were likely identified as a non-profit or charitable organization when you set up your account with Moneris. Merchants identified as non-profit must register with Apple's charitable partner Benevity® before being permitted to use Simple Web Setup.

   ▪ *Non-profits are welcome to set up Apple Pay for their Website using Advanced Setup.*

   ▪ *To learn more about Benevity and register as a non-profit with Apple, visit https:// developer.apple.com/apple-pay/nonprofits/.*
   (Once registered, you can contact Moneris Support and request access to Simple Web Setup.)

4. The table below identifies the Apple Pay configuration procedures that are associated with each setup type. Please follow the procedure(s) as appropriate to your need:

Setup type	Description	Apple Pay configuration procedures	In-browser *	In-app
Simple Web Setup	Use this setup method if integrating Apple Pay acceptance into an in-browser/Web ecommerce solution.*	— To register a new Apple Pay domain/certificate, continue in Registering for Apple Pay using Simple Web Setup on page 352. — To deregister an existing Apple Pay domain/certificate, continue in Deregistering Apple Pay using Simple Web Setup on page 354.	Yes	No
Advanced Setup	Use this setup method if integrating Apple Pay acceptance into an in-app ecommerce solution (distributed via the Apple App Store℠); or if integrating Apple Pay into an in-browser/Web solution; or if managing your own certificates.	— To generate/upload an Apple Pay certificate, continue in Generating/uploading Apple Pay certificate using Advanced Setup on page 355. — To deregister an Apple Pay certificate, go to the Deregistering Apple Pay certificate using Advanced Setup on page 357.	Yes	Yes

* Applicable to Moneris Checkout

Registering for Apple Pay using Simple Web Setup

Follow the steps below to use Simple Web Setup to integrate Apple Pay acceptance into your in-browser/Web ecommerce solution.

Note: Please review the Apple Pay configuration procedure (page 351) to ensure that the Simple Web Setup steps below are applicable to your environment.

1. Log into your Merchant Resource Center store (see page 116).

    Note: Ensure that the "Store Settings" permission for your Merchant Resource Center user account is enabled (see page 335).

2. On the menu bar, click on **Admin** > **Apple Pay**.

3. When the "Apple Pay Configuration" page displays, go to the "Apple Pay Simple Web Setup" bar and click on the **Add Profile** button.

4. When the "Register for the Apple Pay Enablement Service" dialog box displays (shown below), read its terms of service.

5. In the **http//** field, enter the domain address that you want to register (include "www" in the address), and click on the **Next** button.

6. When the dialog box refreshes, click on its **Download** button.

    Important! This action will initiate the download of a file to your computer.

7. Ensure that you place the file in the location for your Website as specified in the dialog box (this will allow Apple to validate your domain), then click on the **Verify** button.

8. When the "Config successfully added for domain: < your domain >" response displays on the "Apple Pay Configuration" page, go to the next step.

9. Confirm that the "Create Date", "Domain Name", and "Merchant Identifier" data are listed for the newly issued Apple Pay certificate.

10. You have successfully followed the steps to enable Moneris to decrypt the Apple Pay payment token for your in-browser/Web ecommerce solution.

    Note: If your customers want to use Apple Pay to pay for goods/services on your ecommerce solution, they must use the Safari browser.

- If you are integrating Apple Pay acceptance for a Moneris Checkout integration, ensure that you enable Apple Pay in the Moneris Checkout profile that regulates the integration (see Enabling Apple Pay in the checkout on page 410).

Important! Although you have followed the steps to enable Moneris to decrypt the Apple Pay payment token, you must still refer to the appropriate Apple Pay integration guide for instructions on how to integrate Apple Pay into your in-browser/Web ecommerce solution. To view this guide, visit the Moneris Developer Portal (see page 458).

Deregistering Apple Pay using Simple Web Setup

If you want to deregister an Apple Pay domain/certificate that was registered using Simple Web Setup (see page 352) or through Moneris Checkout (see page 410), follow the steps below. Deregistering the domain/certificate will prevent Moneris from decrypting the Apple Pay payment token for your in-browser/Web ecommerce solution at its originally specified location.

1. Log into your Merchant Resource Center store (see page 116).

2. On the menu bar, click on **Admin** > **Apple Pay**.

3. When the "Apple Pay Configuration" page displays, confirm that your store supports Simple Web Setup before proceeding to the next step:

   - If the **Add Profile** button displays in the "Apple Pay Simple Web Setup" bar (it means your store supports Simple Web Setup), go to step 4.
   - If the **Add Profile** button is not displayed, you must use Advanced Setup to deregister your Apple Pay certificate (go to Deregistering Apple Pay certificate using Advanced Setup on page 357).

4. Locate the Apple Pay merchant identity certificate that you want to remove, and click its **Remove** button.

5. When the "Remove Apple Pay Simple Web Configuration" dialog box displays (shown below), click on its **Yes** button.

Remove Apple Pay Simple Web Configuration	×
Are you sure you wish to remove Apple Pay from the domain: **< your domain >** ?	
	No Yes
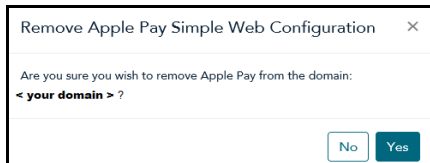
6. When the "Config successfully removed for domain: < your domain >" response displays on the "Apple Pay Configuration" page, the operation is complete.

   Note: *For additional Apple Pay configuration options, please review the Apple Pay configuration procedure (page 351).*

Generating/uploading Apple Pay certificate using Advanced Setup

If you are building an in-app Apple Pay experience, have your own developer relationship with Apple, or would prefer to manage your own certificate, follow the steps below to perform your Apple Pay configuration using Advanced Setup. Using Advanced Setup, you will generate and upload the necessary Apple Pay signed certificate that will allow Moneris to decrypt the Apple Pay payment token your in-app or in-browser/Web ecommerce solution needs to support Apple Pay payments.

Note: Please review the Apple Pay configuration procedure (page 351) to ensure that the Advanced Setup steps below are applicable to your environment. (Although Advanced Setup is required for in-app integrations and some non-profit businesses, you may have the option to use Simple Web Setup to integrate Apple Pay payments into an in-browser/Web solution.)

1. Visit the Apple Developer Portal (https://developer.apple.com/library/prerelease/content /ApplePay_Guide/Configuration.html) to obtain/register an Apple Pay merchant ID.

   Note: On the Apple site, refer the procedure for registering an Apple merchant ID.

2. Download a certificate signing request (CSR) from the Merchant Resource Center:

   a. Log into the Merchant Resource Center (see page 116).

      Note: Do not log out from the Merchant Resource Center until you have completed the configuration steps below. Ensure that the "Store Settings" permission for your Merchant Resource Center user account is enabled (see page 335).

   b. On the menu bar, click on **Admin** > **Apple Pay**.

   c. When the "Apple Pay Configuration" page displays, go to the "Apple Pay Simple Web Setup" bar and click on the **Advanced Setup** button. When the page refreshes, go to the next step.

   d. In the "Download CSR" area, enter your Apple Pay merchant ID in the **Apple Vendor ID** field.

   e. In the **Email** field, enter the e-mail address that you registered to your Apple Pay merchant ID.

   f. Click on the **Download CSR** button, and download the certificate signing request to your computer (i.e., the server that will host your ecommerce solution's domain).

   g. Refresh the "Apple Pay Configuration" page in your Web browser.

   h. In the "Apple Merchant Certificates" area, confirm that your "Vendor ID" (Apple merchant ID) and its corresponding "Certificate Date" are listed.

3. Go back to the Apple Developer Portal, and upload the certificate signing request that you downloaded to your computer in step 2.

   Note: On the Apple Developer Portal, refer to the procedure for configuring a certificate for your Apple merchant ID.

4. When the Apple Pay signed certificate is generated, download it to your computer.

5. Do one of the following:

   - If you are integrating Apple Pay payments into an in-browser/Web environment, go to step 6.
   - If you are integrating Apple Pay payments into an in-app solution, go directly to step 12.

6. Return to the Merchant Resource Center's "Apple Pay Configuration" page (**Admin** > **Apple Pay**), and click on the **Client Certificates** button beside the vendor ID (Apple merchant ID) for which you need to obtain a signed certificate.

7. When the "Download Client CSR"-area fields display, enter the required information:

   - In the **Email** field, enter the e-mail address that you registered to your Apple merchant ID.
   - In the **Domain** field, enter the Internet domain name that you registered to your Apple merchant ID.

8. Click on the **Download Client CSR** button, and download the Apple Pay client certificate to your computer.

9. Refresh the "Apple Pay Configuration" page in your Web browser.

10. Upload the Apple Pay client certificate to Apple Developer portal, and generate a signed certificate.

11. When the Apple Pay signed certificate is generated, download it from the Apple Developer Portal to your computer.

12. Upload the Apple Pay signed certificate from your computer to the Merchant Resource Center:

    a. Return to the Merchant Resource Center's "Apple Pay Configuration" page (**Admin** > **Apple Pay**).

    b. In the "Apple Merchant Certificates" area, locate the vendor ID (Apple merchant ID) for which you are configuring the signed certificate, and click on its **Upload Apple Signed Certificate** button.

    c. Locate the Apple Pay signed certificate that you downloaded to your computer in step 11, and upload it to the Merchant Resource Center.

    d. Once the certificate is uploaded, refer to the "Apple Merchant Certificates" area, and confirm that the "Certificate Date" and corresponding "Domain Name" for the signed certificate are now listed.

13. You have successfully followed the steps to enable Moneris to decrypt the Apple Pay payment token for your in-app and/or in-browser/Web ecommerce solution.

    Note: *If your customers want to use Apple Pay to pay for goods/services on your ecommerce solution, they must use the Safari browser.*

    - If you are integrating Apple Pay acceptance for a Moneris Checkout integration, ensure that you enable Apple Pay in the Moneris Checkout profile that regulates the integration (see Enabling Apple Pay in the checkout on page 410).

      Important! Although you have followed the steps to enable Moneris to decrypt the Apple Pay payment token, you must still refer to the appropriate integration guide for instructions on how to integrate Apple Pay into your solution. For Moneris integration guides, visit the Moneris Developer Portal (see page 458).

Deregistering Apple Pay certificate using Advanced Setup

If you want to deregister an Apple Pay certificate that was registered using Advanced Setup, follow the steps below. Deregistering the certificate will prevent Moneris from being able to decrypt the Apple Pay payment token for your in-app or in-browser/Web ecommerce solution.

Note: *For more on Advanced Setup, see Generating/uploading Apple Pay certificate using Advanced Setup on page 355).*

1. Log into your Merchant Resource Center store (see page 116).

2. On the menu bar, click on **Admin** > **Apple Pay**.

3. When the "Apple Pay Configuration" page displays, confirm that your store supports Advanced Setup before proceeding to the next step:

   ▪ If the **Advanced Setup** button displays in the "Apple Pay Simple Web Setup" bar (it means your store supports Advanced Setup), click on the button and wait for the page to refresh. Go to step 4.
   ▪ If the **Advanced Setup** button is not displayed, you must use Simple Web Setup to deregister your Apple Pay certificate (go to Registering for Apple Pay using Simple Web Setup on page 352).

4. In the "Apple Merchant Certificates" area, locate the Apple Pay certificate that you want to remove, and click on its **Remove** button.

5. When the "Apple Pay Configuration" page refreshes, confirm that the deregistered Apple Pay certificate is no longer listed.

   Note: *For additional Apple Pay configuration options, please review the Apple Pay configuration procedure (page 351).*

   .

Google Pay in-app configuration

If you want to use the Google Pay SDK and develop a solution that allows you to support Google Pay™ payments in an integrated environment, follow the steps below to obtain the public key that will allow Moneris to decrypt the Google Pay payment token.

1. On the menu bar, click on **Admin** > **Google Pay**.

2. When the "Google Pay Configuration" page displays, confirm that the "Google Pay Web key", an alpha numeric string (public key), is displayed on the page.

    Note: *This key will permanently display on the "Google Pay Configuration" page for your future reference.*

    Important! Although Moneris can decrypt the Google Pay payment token, you must still integrate Google Pay into your application. To do this, you must follow the steps in the appropriate Moneris integration guide (to obtain this guide, visit the Moneris Developer Portal (see page 458).

Mastercard MasterPass configuration

If your Merchant Resource Center store is set up in an integrated environment through Hosted Paypage or an API, follow the steps below to configure a Mastercard MasterPass profile for your store so that the Mastercard MasterPass payment solution ("digital" wallet) can be used by your customers to pay for goods and services from your store.

Note: Customers/cardholders must establish their digital wallet credentials directly through the card brands and are responsible for securing their wallet credentials in the same way they would secure their other payment information.

1. On the menu bar, click on **Admin** > **Mastercard MasterPass**.

2. Wait for the "MasterCard MasterPass Checkout Configuration" page to display.

3. In the **MasterPass Display Name** field, enter the name of the business that will support the Mastercard MasterPass payment solution (this field may be pre-filled with your Merchant Resource Center store's business name).

4. Enter the contact data about the person who will serve as the primary contact for the business that is supporting the Mastercard MasterPass payment solution:

    Note: Mastercard may verify these data for tracking purposes. These data will not be visible to the public.

    a. In the first **Address** field, enter the primary contact's mailing address street number and street name.

    b. In the second **Address** field, enter the primary contact's mailing address unit number or apartment number (or PO box number) if applicable.

    c. In the **City** field, enter the primary contact's mailing address city location.

    d. In the **Postal Code** field, enter the primary contact's mailing address postal code.

    e. In the **Phone** field, enter the primary contact's phone number (do not include an extension number).

    f. In the **Email** field, enter the primary contact's e-mail address.

5. Enter the following required Web addresses for the business that is supporting the Mastercard MasterPass payment solution:

    a. In the **Website** field, enter the business' home page Web address.

    b. In the **Production URL** field, enter the Web address at which the business will host the Mastercard MasterPass payment solution while operating in a live production environment.

    c. In the **Sandbox URL** field, enter the Web address at which the business will host the Mastercard MasterPass payment solution while operating in a QA test environment.

    d. In the **Logo URL** field, enter the Web address at which business' logo is hosted.

    e. In the "Integration Method" area, do one of the following:

        ▪ If you are integrating your payment solution via an API, mark the **API** radio button.
        ▪ If you are integrating your payment solution via Hosted Paypage, mark the **Hosted Paypage** radio button.

    f. In the **Callback URL** field, enter the Web address to which the Mastercard MasterPass data is to be sent.

Note: If you are integrating your payment solution via a Hosted Paypage, please note that the Moneris Gateway will manage the Mastercard MasterPass data transfer. If you are integrating your solution via an API, you must specify the Web address to which you want the Mastercard MasterPass token and any additional fields (e.g., billing/shipping) to be sent.

6. Read the terms and conditions, and checkmark the **By clicking "I agree"...** box.

7. Click on the **Save Profile** button.

8. Wait for the "success" response to display on the "MasterCard MasterPass Checkout Configuration" page.

9. Do one of the following:

Note: Ensure that the Merchant Resource Center "Store Settings" user permission is enabled for your user account (see page 335).

- If you will use the Mastercard MasterPass payment solution through a Hosted Paypage, configure your Hosted Paypage now.
- If you will use the Mastercard MasterPass paymente solution through an API, obtain the necessary integration guide from the Moneris Developer Portal (see page 458) and follow the steps to set up your API.

Visa Checkout configuration

If your Merchant Resource Center store is set up in an integrated environment through Hosted Paypage or an API, follow the steps below to configure a Visa Checkout profile for your store so that the Visa Checkout payment solution ("digital" wallet) can be used by your customers to pay for goods and services from your store.

Note: Customers/cardholders must establish their digital wallet credentials directly through the card brands and are responsible for securing their wallet credentials in the same way they would secure their other payment information.

1. On the menu bar, click on **Admin** > **Visa Checkout**.

2. Wait for the "Visa Checkout Configuration" page to display.

3. Enter the contact data about the person who will serve as the primary contact for the business that is supporting the Visa Checkout payment solution:

   Note: Visa may verify these data for tracking purposes. These data will not be visible to the public.

   a. In the **Contact First Name** field, enter the primary contact's first name.

   b. In the **Contact Last Name** field, enter the primary contact's last name.

   c. In the **Phone** field, enter the primary contact's phone number (do not include an extension number).

   d. In the **Email** field, enter the primary contact's e-mail address.

   e. In the **Website** field, enter the home page Web address of the business that will support the Visa Checkout payment solution.

   f. In the first **Address** field, enter the primary contact's mailing address street number and street name.

   g. In the second **Address** field, enter the primary contact's mailing address unit number or apartment number (or PO box number) if applicable.

   h. In the **City** field, enter the primary contact's mailing address city location.

   i. In the **Postal Code** field, enter the primary contact's mailing address postal code.

4. Enter the following information about the business that is supporting the Visa Checkout payment solution:

   a. In the **Checkout Display Name** field, enter the business' name (this field may be pre-filled with your Merchant Resource Center store's business name).

   b. In the **Logo URL** field, enter the Web address at which the business' logo is hosted.

   c. In the "Accepted Card Types" area, checkmark the box beside any card type that you want to be selectable when customers use the Visa Checkout payment solution to buy goods and services from your business.

   Note: If you checkmark a card type that is not enabled for your Moneris merchant account, the authorizing host will always reject any submitted transaction for which the ineligible card type has been selected via the Visa Checkout payment solution.

   d. In the "Visa Debit Accepted" area, do one of the following depending on your Moneris merchant account setup:

- If your merchant account is enabled to accept Visa Debit, mark the **True** radio button.
- If your merchant account is not enabled to accept Visa Debit, mark the **False** radio button.

e. In the "Collect Shipping Address" area, do the following:

- If you want Visa Checkout to always send the cardholder's preferred shipping address data to you via Hosted Paypage or API, checkmark the **True** box.
- If you do not want Visa Checkout to send the cardholder's preferred shipping address sent back to you via Hosted Paypage or API, checkmark the **False** box.

f. In the "Accepted Shipping Regions" area, do one of the following:

- If you want to restrict the region(s) to which the business can ship/render goods and services when cardholders use the Visa Checkout payment solution, checkmark the box beside any desired shipping region (e.g., **Canada**, **United States**, etc.).
- If you do not want to restrict the shipping region to which the business can ship/render goods and services when cardholders use the Visa Checkout payment solution, unmark all the shipping region boxes.

g. In the "Accepted Billing Regions" area, do one of the following:

- If you want to restrict the region(s) to which the business can bill for goods and services when cardholders use the Visa Checkout payment solution, checkmark the box beside any desired billing region (e.g., **Canada**, **United States**, etc.).
- If you do not want to restrict the billing region to which your business can bill for goods and services when cardholders use the Visa Checkout payment solution, unmark all the shipping region boxes.

5. Read the terms and conditions, and checkmark the **By clicking "I agree"...** box.

6. Click on the **Save Checkout Profile** button.

7. Wait for the "success" response to display on the "Visa Checkout Configuration" page.

8. Do one of the following:

Note: *Ensure that the Merchant Resource Center "Store Settings" user permission is enabled for your user account (see page 335).*

- If you will use the Visa Checkout payment solution through a Hosted Paypage, configure your Hosted Paypage now.
- If you will use the Visa Checkout payment solution through an API, obtain the necessary integration guide from the Moneris Developer Portal (see page 458) and follow the steps to set up your API.

Multi-store login configuration

If you have multiple Merchant Resource Center stores, the multi-store login feature allows you to link your stores together for easier access to reports and transaction processing across multiple stores at the same time without the need for you to log into each store separately using multiple login credentials.

— To link one store to another, see page 364.
— To remove a linked store from the group, see page 365.
— To switch between linked stores, see page 365.
— To determine the status of your store, see page 349.

Linking a child store to the master store

Follow the steps below to link one of your other Merchant Resource Center stores to the store that you are currently logged into.

Note: *The store that you will link in effect becomes a "child" store while the store through which you are setting up the multi-store configuration becomes the "master" store.*

1. Designate the "master" store by doing the following:

    a. Log into the store that you want to designate as the "master" store
    (see page 116).

    b. Enable the **Configure Multi Merchant** user permission for your user account (see page 335).

    c. Log out of the master store (see page 119).

2. Designate the "child" store by doing the following:

    a. Log into the store that you want to designate as the "child" store
    (see page 116).

    b. Enable the **Configure Multi Merchant** user permission for your user account (see page 335).

    c. Log out of this "child" store (see page 119).

3. Log back into your master store.

4. On the menu bar of your master store, click on **Admin** > **Multi Store**.

5. Wait for the "Multi Store Setup" page to display.

6. In the "Add Store" area, do the following:

    a. In the **Username**, **Store ID**, and **Password** fields, enter your login credentials for the child store that you want to link to the master store.

    b. Click on the **Authenticate Access** button.

    c. When the "Store has been successfully paired" response displays, the stores have been successfully linked (the child store ID will be displayed in the "Manage Stores" area.

7. The operation is complete (to link another child store, repeat steps 2 to 6).

Unlinking a child store from the master store

Follow the steps below to unlink a child store from a master store.

1. Log into the master store (for login steps, see page 116).

2. On the menu bar of your master store, click on **Admin** > **Multi Store**.

3. Wait for the "Multi Store Setup" page to display.

4. In the "Manage Stores" area, do the following:

    a. Locate the store that you want to unlink, and then checkmark the corresponding **Remove** box beside it.

    b. Click on the **Remove Stores** button.

    c. When the "success" response displays, the store has been unlinked (the child store ID will that you unlinked will no longer be displayed in the "Manage Stores" area).

5. The operation is complete.

    Note: *If there are no other stores linked to the main store, the multi-store bar will not display at the top of the page of the master store (see below).*

Switching from one linked store to another linked store through multi-store login

Follow the steps below to switch from one Merchant Resource Center store to another Merchant Resource Center store when both are linked through a multi-store login setup.

1. Log into the master store (for login steps, see page 116).

2. Above the menu bar, locate the drop-down list displaying the name of the store you are currently logged into as an active user (see example below):

3. From the drop-down list, select the store that you want to access, and click on the **GO** button.

4. When the linked store name is displayed above the menu bar, the operation is complete (i.e., you have now started a login session in the "child" store).

5. The operation is complete.

Audit logs

Access violations log: viewing

Follow the steps below to view a log of user attempts to access or perform functions for which they do not have sufficient permissions.

1. Click on **Admin** > **Audit Logs**.

2. Wait for the "Audit Logs" page to display.

3. In the "Access Violations" area, select the **From** /**To** dates (hh:mm /DD/MM/YYYY) from the drop-down lists.

   To narrow the scope of the log for a given date range:

   a. Checkmark the Username, Page Violation, and/or Violation Type box.

   b. For each box you checkmarked, select a line item from the corresponding drop-down list.

   To retrieve all access violations for a given date range:

   a. Go to step 4.

4. Click on the **Search for Access Violations** button.

5. When the "Access Violations" log displays, the operation is complete.

Admin changes log

Follow the steps below to view a log of user-made administrative changes.

1. Click on **Admin** > **Audit Logs**.

2. Wait for the "Audit Logs" page to display.

3. In the "Admin Changes" area, select the **From** /**To** dates (hh:mm /DD/MM/YYYY) from the drop-down lists.

    To narrow the scope of the log for a given date range:

    a. Checkmark the **Username** and/or **Change** box.

    b. For each box you checkmarked, select a line item from the corresponding drop-down list.

    To retrieve all admin changes for a given date range:

    a. Go to step 4.

4. Click on the **Search Admin Changes** button.

5. When the "Admin Changes" log displays, the operation is complete.

User changes log

Follow the steps below to view a log of changes made by one user affecting another user.

1. Click on **Admin** > **Audit Logs**.

2. Wait for the "Audit Logs" page to display.

3. In the "User Changes" area, select the **From** /**To** dates (hh:mm /DD/MM/YYYY) from the drop-down lists.

    To narrow the scope of the log for a given date range:

    a. Checkmark the **Username**, **Affected User**, and/or **Change** box.

    b. For each box you checkmarked, select a line item from the corresponding drop-down list.

    To retrieve all user-to-user changes for a given date range:

    a. Go to step 4.

4. Click on the **Search User Changes** button.

5. When the "User Changes" log displays, the operation is complete.

Login history

Follow the steps below to view a log showing five successful or failed logins for one or more users.

1. Click on **Admin** > **Audit Logs**.

2. Wait for the "Audit Logs" page to display.

3. In the "Login History" area, do one of the following:

    To narrow the scope of the log:

    a. Checkmark the **Username** and/or **Login Result** box.

    b. For each box that you checkmarked, select a line item from the corresponding drop-down list.

    To retrieve all login attempts:

    a. Go to step 4.

4. Click on the **Search Login History** button.

5. When the "Login History" log displays, the operation is complete.

IP access

Restricting store access to specific IP address(es)

Follow the steps below to restrict access to your Merchant Resource Center store to one or more specific IP addresses.

1. On the menu bar, click on **Admin** > **IP Access**.

2. Wait for the "IP Access" page to display.

3. In the "Resource Center IP Restriction" area, do the following:

   a. In the **Full or Partial IP** field, enter the IP Address (full or partial) that you want users to be restricted to using when accessing your Merchant Resource Center store.

   Note: To define a partial IP address, include the '.' (period) after a completed octet so as to limit access to that precise octet. For example: "192.16." will allow only IPs that start with "192.16"; however, "192.16" will allow "192.16", "192.160, 192.161", etc.

   b. From the **Bypass User** drop-down list, select a user account that you do not be subject to the IP address restriction.

   Important! This "Bypass user" will be the same for all listed IP Addresses. The bypass user exists in case your IP address changes. Should this happen, at least one user will still be able to access the Merchant Resource Center to update the IP address list.

4. Click on the **Save IP** button.

5. Confirm that the new IP address is listed under the "Allowed IP Addresses" area.

6. Do one of the following:

   ▪ To add another IP address to the list of addresses from which your store can be accessed, repeat step 3a and steps 4 to 5.
   ▪ If you do not want to add another IP address, go to step 7.

7. The operation is complete (all users except the bypass user will be restricted to accessing your Merchant Resource Center store from the specified IP address(es)).

Blocking an IP address when IP restrictions enforced

Follow the steps below to remove an IP address from the list of addresses from which your Merchant Resource Center store can be accessed.

1. On the menu bar, click on **Admin** > **IP Access**.

2. Wait for the "IP Access" page to display.

3. In the "Allowed IP Addresses" area, click on the **Remove** button beside the IP address that you want to remove from the "Allowed IP Addresses" list.

   Important! If no address is listed, users will not be restricted to accessing your Merchant Resource Center store from a particular IP address.

4. When the "Confirm Delete" list displays, click on the **Remove IP** button.

5. The operation is complete (the IP address that you deleted will no longer display).

Web integration options

To integrate your site with the Merchant Resource Center, you may choose from among several available Web integration options such as Moneris Checkout (see page 376), DirectPost (page 372), Hosted Paypage[34] (page 373), Hosted Tokenization (page 374), or one of the APIs. Determining which Web integration option to use is dependent on a number of factors such as:

— The skill/knowledge level of the developer responsible for completing the integration.

— The system requirements and/or limitations of the system being integrated.

— The importance to your business of the branding on the payment page and PCI-compliance responsibilities.

— For assistance in determining which integration method is right for you, contact onlinepayments@moneris.com.

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[34] This solution is discontinued.

## DirectPost configuration

DirectPost is one of the Web integration options (see page 371) available for integrating MOTO/ecommerce transaction processing with the Merchant Resource Center.

How DirectPost works

1. When a transaction is initiated, the transaction-specific data is sent to the Merchant Resource Center DirectPost via an HTTP POST.

2. The Merchant Resource Center processes the transaction and directs the cardholder and the response back to your merchant site so that a custom receipt can be created.

3. Transaction verification can be performed to ensure that what is being sent is a legitimate transaction.

If you opt use DirectPost integration

If you opt use DirectPost integration, you must complete a DirectPost configuration from the Merchant Resource Center.

— For information about how to view or download detailed DirectPost configuration instructions, visit the Moneris Developer Portal (see page 458).

Hosted Paypage configuration

We have discontinued the Hosted Payment Page solution, which we no longer support.

As an alternative, we recommend that you use our comprehensive online payment solution, Moneris Checkout. Through Moneris Checkout, you can securely accept and process customer transactions through your business' website. You can seamlessly integrate Moneris Checkout into your business website and customize the checkout forms to feature your brand's look and feel. We develop, host, and secure the checkout forms and host payment processing on our PCI-Compliant infrastructure.

— For more on Moneris Checkout and how to integrate it into your solution, see What is Moneris Checkout? (page 376) and How to get started (page 378).

Hosted tokenization

Hosted Tokenization is one of the Web integration options (see page 371) available for integrating MOTO/ecommerce transaction processing with the Merchant Resource Center. Hosted Tokenization offers a mechanism whereby a secure card number can only be entered on a secure Moneris-hosted site. All other non-secure transaction details are collected on your merchant site.

This option is ideal if you have your own API and do not wish to handle credit card numbers directly on your Website, but you would like the ability to fully customize the checkout Web page. At no time is the cardholder redirected from your merchant site.

Hosted Tokenization may be used in one of 2 scenarios:

- Processing a one-time financial transaction. OR

- Collecting the card data so that it may be stored within the Moneris Vault (see page 284).
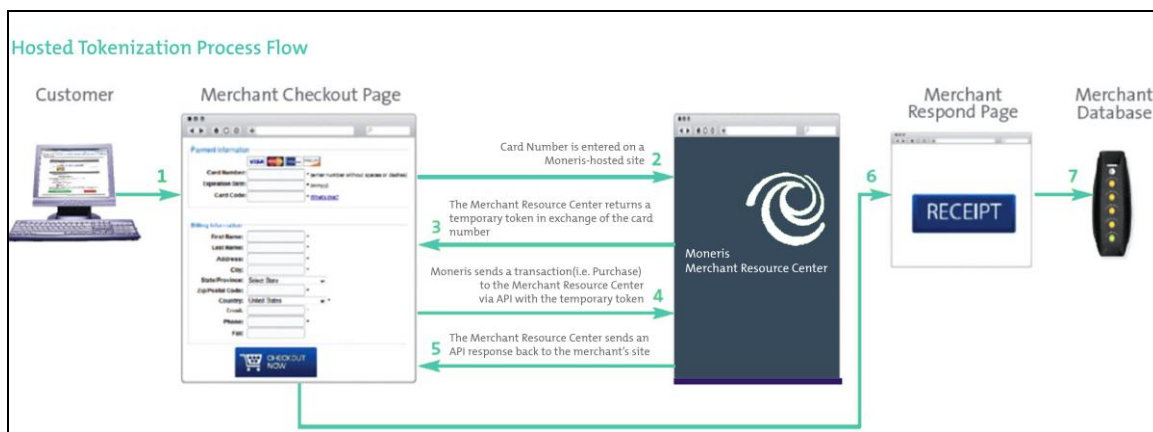
To set up your Hosted Pay Page Temporary Tokenization (HPPTT) page, do the following:

1. On the menu bar, click on **Admin** > **Hosted Tokenization**.

2. Wait for the "Hosted Card Tokenization" page to display.

3. In the **Source Domain** field, enter the domain address from which requests on your Website will be initiated.

4. Click on the **Create Profile** button.

5. When the "success" response displays, the operation is complete.

6. Visit the Moneris Developer Portal (see page 458), and download the integration specifications that will provide guidance on how to do development work on your Website

Using the Moneris Checkout configurator.

In this section, we describe everything you need to know to use the Moneris Checkout configurator to create a Moneris Checkout profile and configure the profile's parameter settings.

What is Moneris Checkout?

Moneris Checkout allows you to process transactions by integrating a Moneris-hosted checkout page into your ecommerce Website. Moneris Checkout uses server-to-server communications at the back end in conjunction with your own merchant server and identifies each transaction with a unique ticket number, without exposing the data in the Web browser.

Moneris Checkout supports a cohesive, modular pay page design with parameters that you can customize such as order summary, customer details, and payment details. Once you integrate Moneris Checkout into your solution, you can use the Merchant Resource Center's Moneris Checkout (MCO) configurator to configure your checkout parameters and manage anti-fraud tools such as Moneris Kount®, AVS, CVV, 3-D Secure. You can also set minimum/maximum purchase limits. Supported payment types include credit, debit, gift cards, Apple Pay, and Google Pay.

— To begin, please follow the <u>How to get started</u> steps (page 378).

What's new in the Moneris Checkout configurator

Feature	Release date	Notes
Product code details included in the order summary cart	May 15, 2025	See <u>Configuring the checkout's "Order summary (cart)" details</u> (page 389),
Recurring payments	May 15, 2025	See <u>Transaction confirmation details: browser version</u> (page 446).
Installments enabled by Visa payment details in transaction receipt/confirmation email and MCO reports	May 15, 2025	See <u>Transaction confirmation details: browser version</u> (page 446). and See <u>Transaction confirmation details: email version</u> on page 448).

How to get started

The steps below describe what you need to do to integrate Moneris Checkout into your ecommerce solution.

1 Review the specifications in the *Moneris Checkout Integration Guide*.

> *Note:* *This guide is available on the Moneris Developer Portal at https://developer.moneris.com.*

2 Log into your Merchant Resource Center store (see Logging into the Merchant Resource Center on page 116), but note:

- — Your user account must be enabled with full administrative access and user-level permissions so that you can perform the setup and configuration steps as directed below. (Contact your store administrator if you need to have these permissions enabled.)
- — If you want to use the card tokenization and card update features, Moneris Vault must be enabled on your store. (Contact us if you need to have Moneris Vault enabled on your store.)
- — If you want to use the multi-currency pricing feature, multi-currency pricing must be enabled on your store. (Contact us if you need to have this feature enabled on your store.)
- — If you want to apply a service levy (convenience fee) to transactions that are processed through your checkout, the Convenience Fee feature must be enabled on your store. This feature is supported only for eligible merchants. (Contact us if you need to have this feature enabled on your store.)

3 Create a Moneris Checkout profile (see Creating a Moneris Checkout profile on page 381).

> *Note:* *If you want to make configuration updates to an existing profile, skip this step.*

4 Configure your Moneris Checkout profile per your integration requirements (see List of Moneris Checkout configurator features/settings on page 379).

List of Moneris Checkout configurator features/settings

This section describes the features/settings that are supported by Moneris Checkout.

Important! Please ensure that you configure these features/settings per your ecommerce solution's integration requirements. You must develop your ecommerce solution per Moneris' integration specifications as outlined in How to get started (page 378).

3-D Secure

Fraud-prevention tool that uses smart authentication methods such as SMS, knowledge-based, or biometric verification in real-time. To configure this setting, see Configuring the checkout's "Payment" settings (page 406).

Alias/name

The customizable alias can make it easier for you to identify a specific checkout profile. To configure this setting, see Editing the checkout profile's alias (page 388).

Apple Pay

Digital wallet payment method for your checkout customers. To configure this setting, see Configuring the checkout's "Payment" settings (page 406).

Address verification (AVS)

Fraud-prevention tool that allows for verification of cardholder address details against card issuer records. To configure this setting, see Configuring the checkout's "Payment" settings (page 406).

Brand colours

Design element you use to customize the look and feel of your checkout. To configure this setting, see Configuring the checkout's "Branding & design" (page 418).

Business logo

Design element you use to customize the look and feel of your checkout. To configure this setting, see Configuring the checkout's "Branding & design" (page 418).

Button customization

Design element you use to customize the look and feel of your checkout. To configure this setting, see Configuring the checkout's "Branding & design" (page 418).

Card logos

Display for customers which card types are supported by your checkout. To configure this setting, see Configuring the checkout's "Payment" settings (page 406).

Checkout type

Set parameters for your checkout's payment forms. To configure this setting, see Configuring the "Checkout type" setting (page 387).

Confirmation page

Set the content in your checkout's order confirmation page, displayed when your checkout customer submits their order. To configure this setting, see Configuring the checkout's "Order confirmation" content (page 421).

Customer personal details

Set which personal details are to be captured when customers use your checkout. To configure this setting, see Configuring the checkout's "Customer details" (page 391).

CVV

Fraud-prevention tool that sends the 3- or 4-digit card validation values to the card issuer for authentication. To configure this setting, see Configuring the checkout's "Payment" settings (page 406).

Email communications

Set the contents in your checkout's confirmation email, and set the permissions that trigger the sending of confirmation email. To configure this setting, see Configuring the checkout's "Email communications" content (page 423).

Gift cards

Moneris Gift card payment method for your checkout customers. To configure this setting, see Configuring the checkout's "Payment" settings (page 406).

Google Pay

Digital wallet payment method for your checkout customers. To configure this setting, see Configuring the checkout's "Payment" settings (page 406).

Header/footer

Design element you can use to customize the look and feel of your checkout. To configure this setting, see Configuring the checkout's "Branding & design" (page 418).

Kount

Fraud-prevention tool that uses smart authentication methods such as SMS, knowledge-based, or biometric verification in real-time. To configure this setting, see Configuring the checkout's "Payment" settings (page 406).

Merchant email

Set the event(s) that must occur in your checkout to trigger the sending of a confirmation email to you. To configure this setting, Configuring the checkout's "Email communications" content (page 423).

Multi-currency pricing (MCP)

Allow customers to pay in the currency of their choice while you receive settlement and reporting in Canadian dollars. To configure this setting, see Configuring the checkout's "Multi-currency pricing" settings (page 396).

Order summary details

Set the content that your checkout customers see in their order cart. To configure this setting, see Configuring the checkout's "Order summary (cart)" details (page 389).

Shipping destinations

Set your checkout's shipping destination controls. To configure this setting, see Configuring the checkout's "Customer details" (page 391).

Transaction limits

Set your checkout's maximum and minimum transaction limits. To configure this setting, see Configuring the checkout's "Payment" settings (page 406).

Tokenize cards

Allow customers to register (tokenize) a debit/credit card through your checkout. To configure this setting, see Configuring the checkout's "Payment" settings (page 406).

Transaction type

Set the transaction type that your checkout will support. To configure this setting, see Configuring the checkout's "Payment" settings (page 406).

Vault update cards

Allow customers to update card data tokenized through your checkout. To configure this setting, see Configuring the checkout's "Payment" settings (page 406).

Visa installments

Allow customers to pay using an installment plan. To configure this setting, see Configuring the checkout's "Payment" settings (page 406).
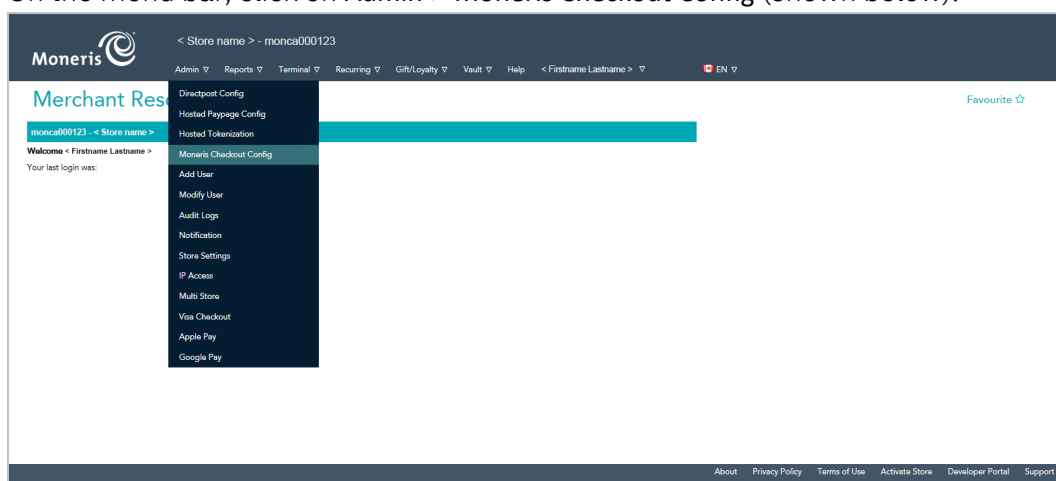
Creating a Moneris Checkout profile

This procedure describes how to create a Moneris Checkout profile. A Moneris Checkout profile defines the parameters and behaviour of a Moneris Checkout integration.
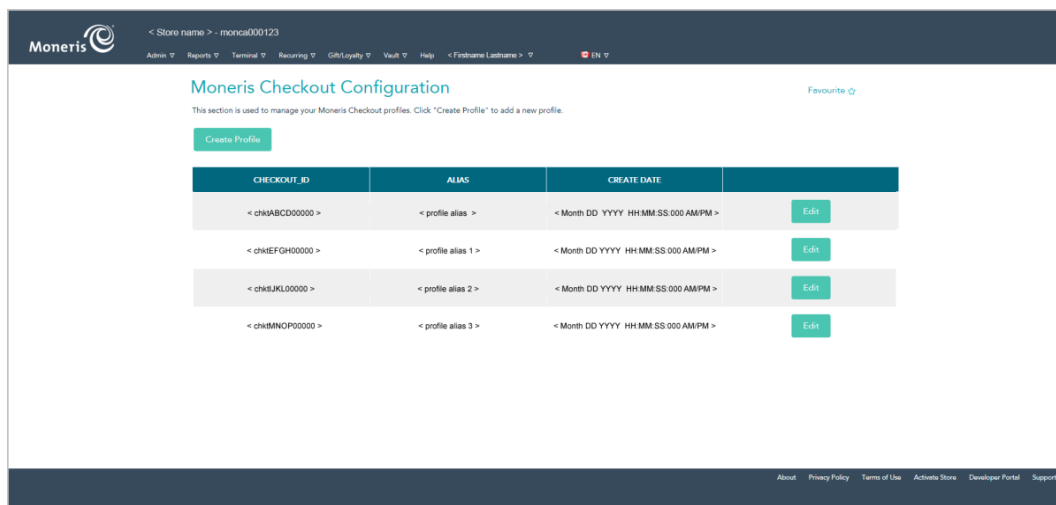
Note: The profile's unique checkout ID is used in the preload request to identify and regulate the Moneris Checkout integration in your ecommerce solution.

Important! To integrate Moneris Checkout into your ecommerce solution, you need to create and configure your Moneris Checkout profile in conjunction with developing your ecommerce solution according to Moneris' integration specifications as outlined in <u>How to get started</u> (page 378).

1. Log into your Merchant Resource Center store (see <u>Logging into the Merchant Resource Center</u> on page 116).

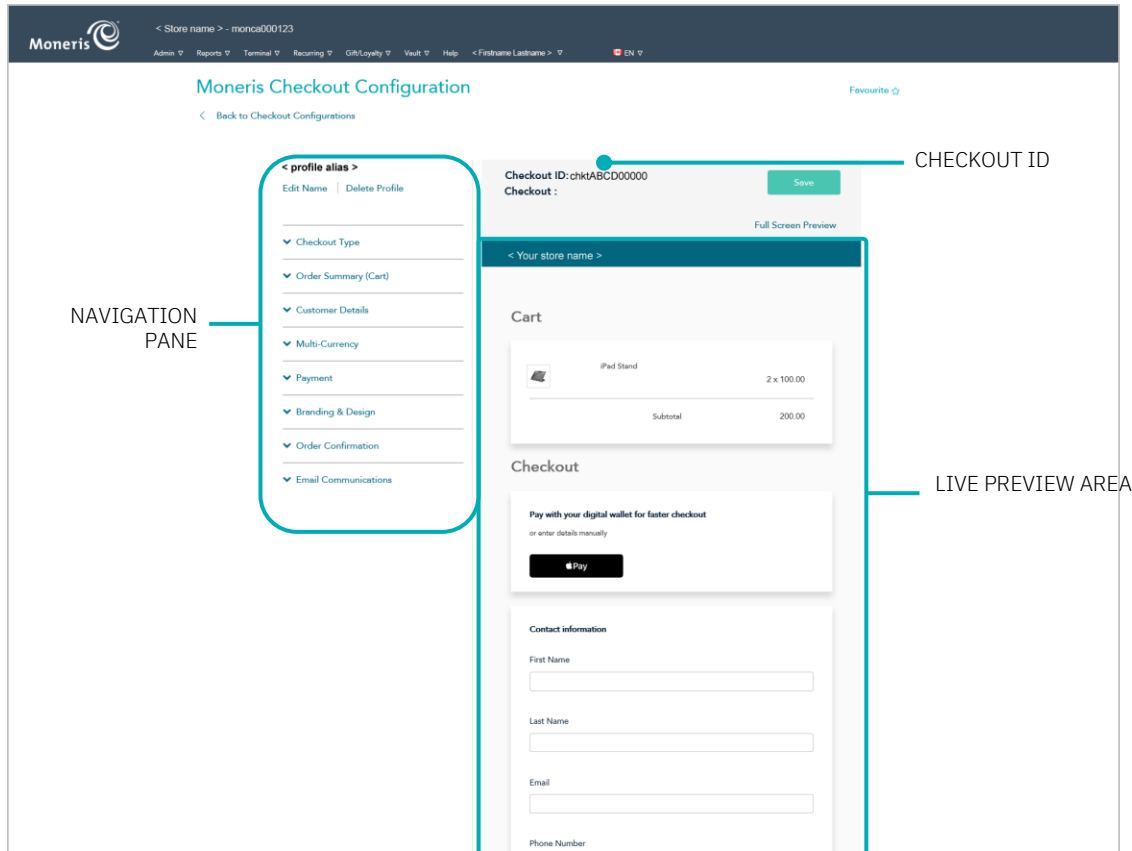2. On the menu bar, click on **Admin** > **Moneris Checkout Config** (shown below).

3. When the "Moneris Checkout Configuration" page displays (shown below), click on the **Create Profile** button.

4. When the "Saved" dialog displays (shown below), click on its **OK** button to close the dialog.

Saved	×
Successfully created a new temprorary profile.	
Confirm profile creation by clicking Save.	
	OK
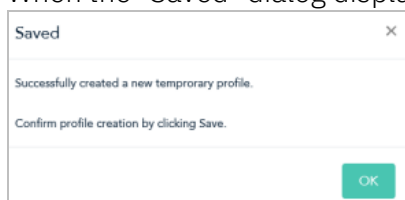
5. When the new profile displays in your MCO configurator (shown below), click on the **Save** button located above the live preview area.
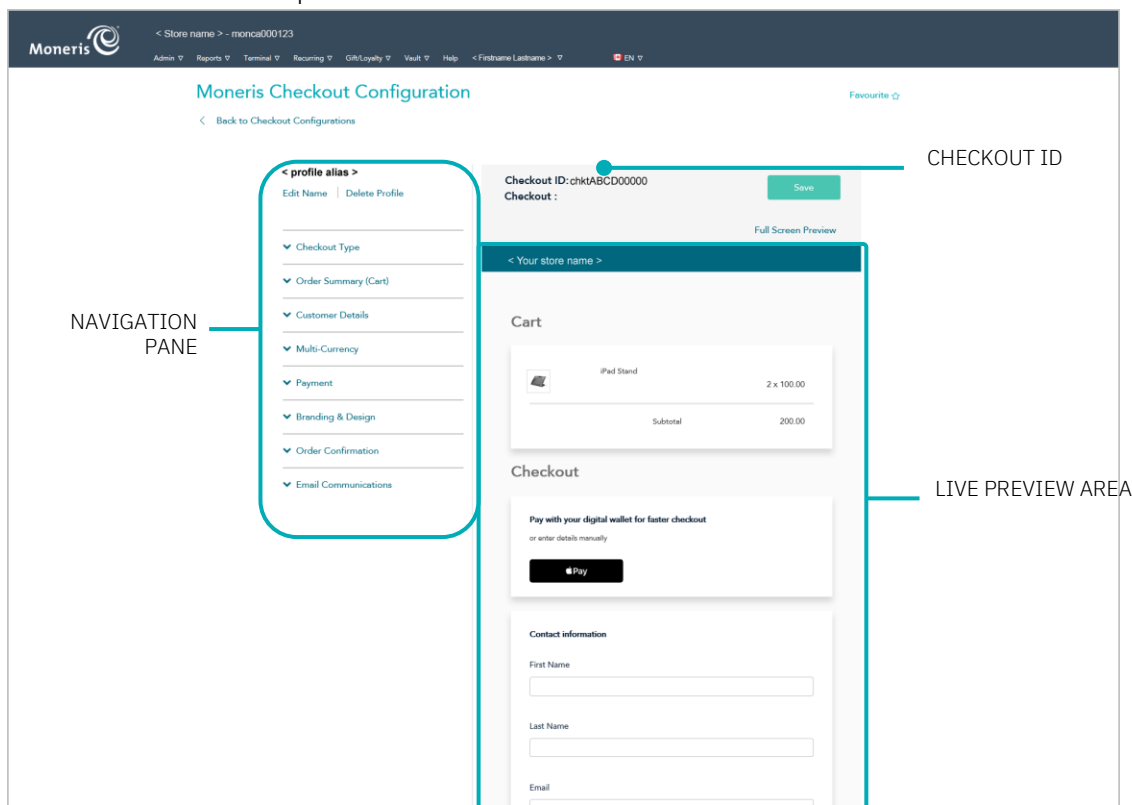
6. When the "Success" dialog displays (shown below), click on its **OK** button to close the dialog:
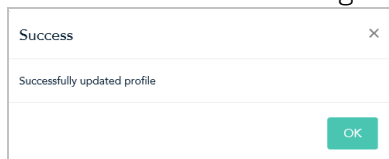
Success	×
Successfully updated profile	
	OK

- To preview a full-screen version of the checkout, see <u>Previewing the checkout</u> (page 385).
- To configure the profile settings, see <u>List of Moneris Checkout configurator features/settings</u> (page 379).
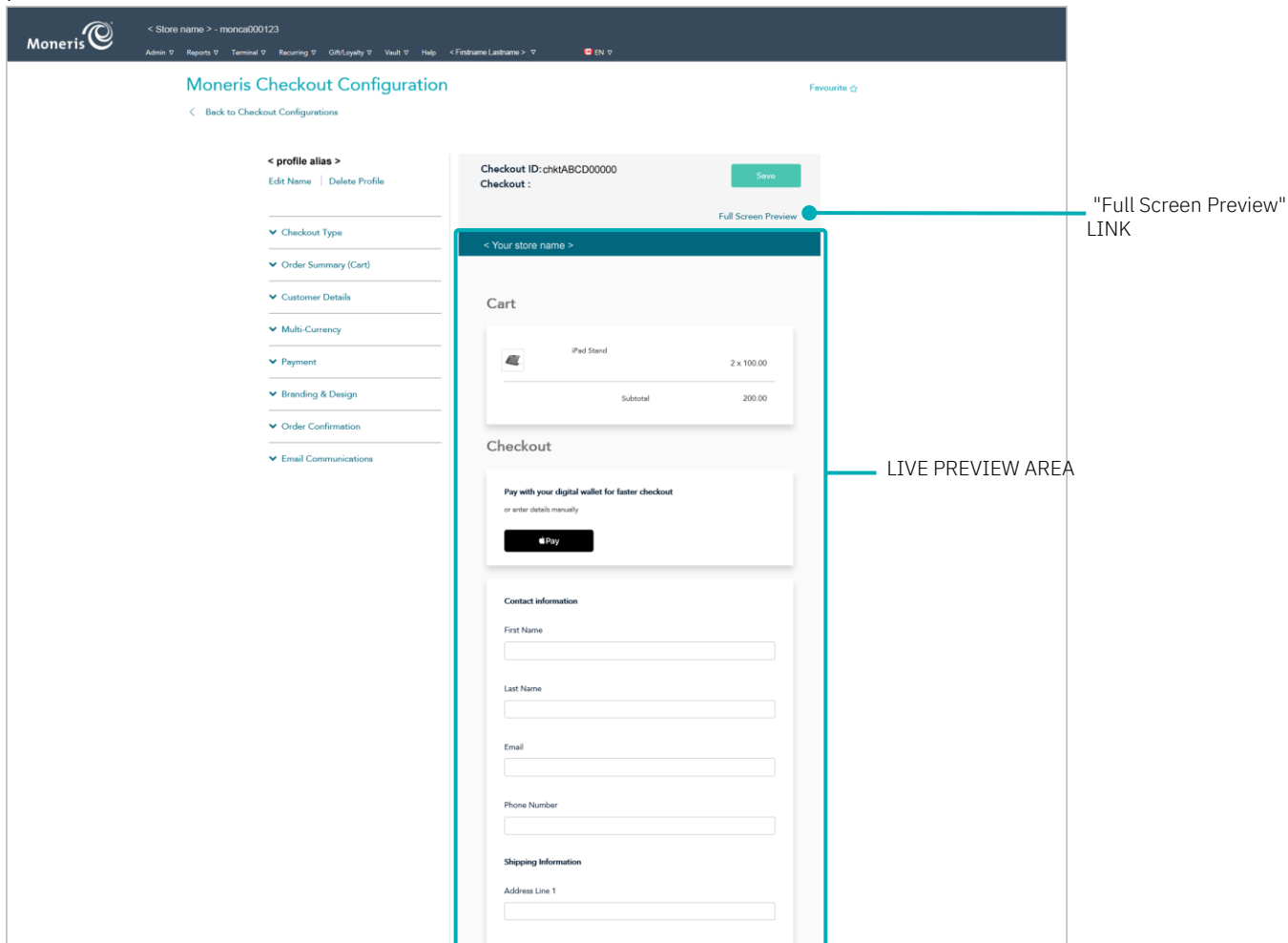- To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

Reopening a Moneris Checkout profile

The steps below describe how to reopen a Moneris Checkout profile and display it in your MCO configurator.

1. Log into your Merchant Resource Center store (see Logging into the Merchant Resource Center on page 116).

2. On the menu bar, click on **Admin** > **Moneris Checkout Config** (shown below).
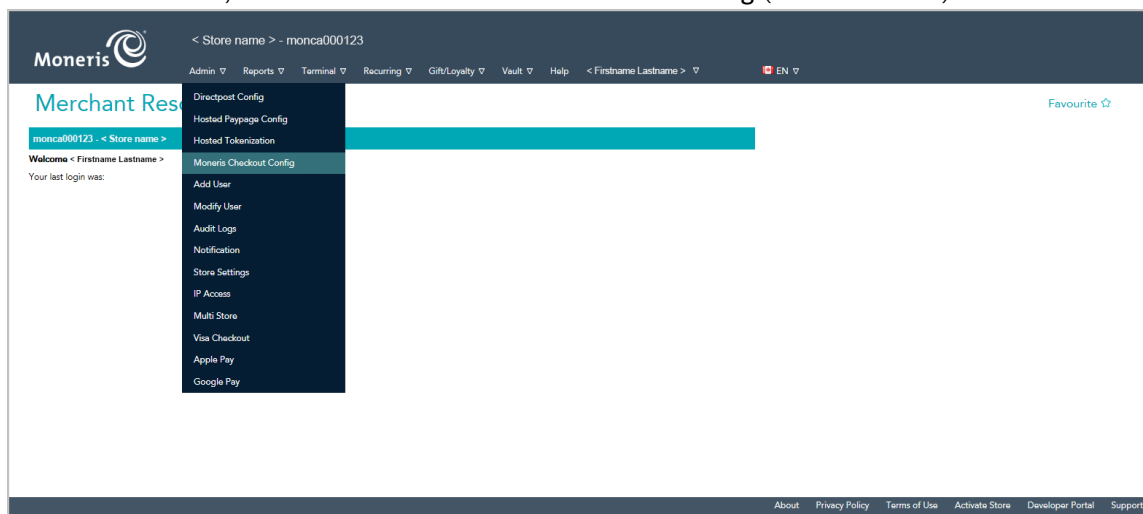
3. When the "Moneris Checkout Configuration" page displays a list of your existing profiles (see example below), locate the profile that you want to edit, and click on its **Edit** button.
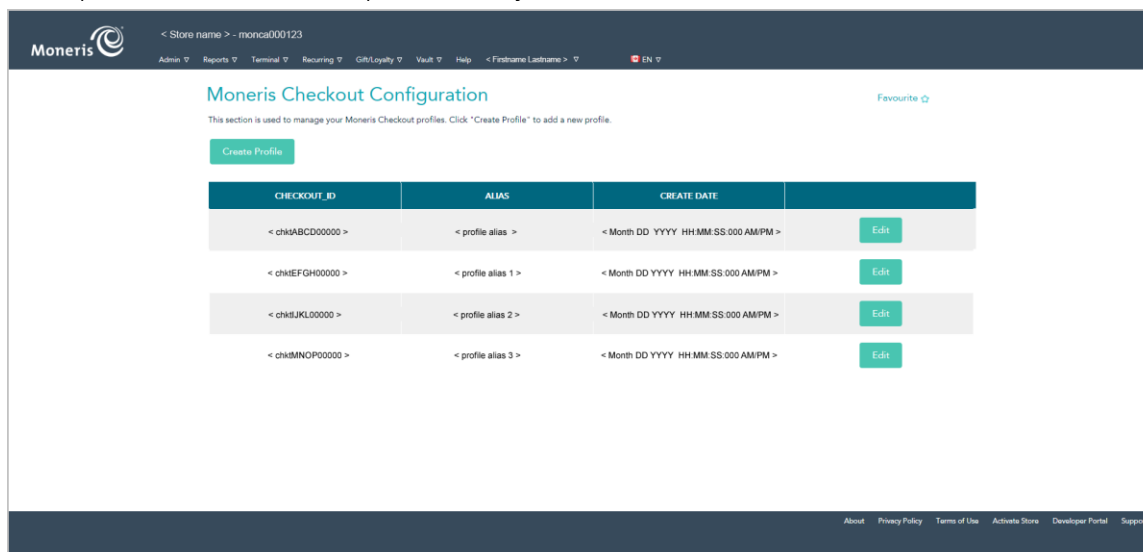
4. When the desired profile opens in your MCO configurator (shown below), configure the settings per your ecommerce solution's integration requirements:

Note: *The live preview area reflects the profile's current configuration.*

- To preview a full-screen version of the checkout, see Previewing the checkout (page 385).
- To configure the profile settings, see List of Moneris Checkout configurator features/settings (page 379).
- To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

Previewing the checkout

Follow the steps below to generate a full-screen preview of your MCO checkout. The preview is based on the checkout profile's current configuration.

1. Ensure the profile for the checkout that you want to preview is open on your screen.

   Note: *To reopen an existing profile, see* Reopening a Moneris Checkout profile *(page 383). To create a new profile, see* Creating a Moneris Checkout profile *(page 381).*
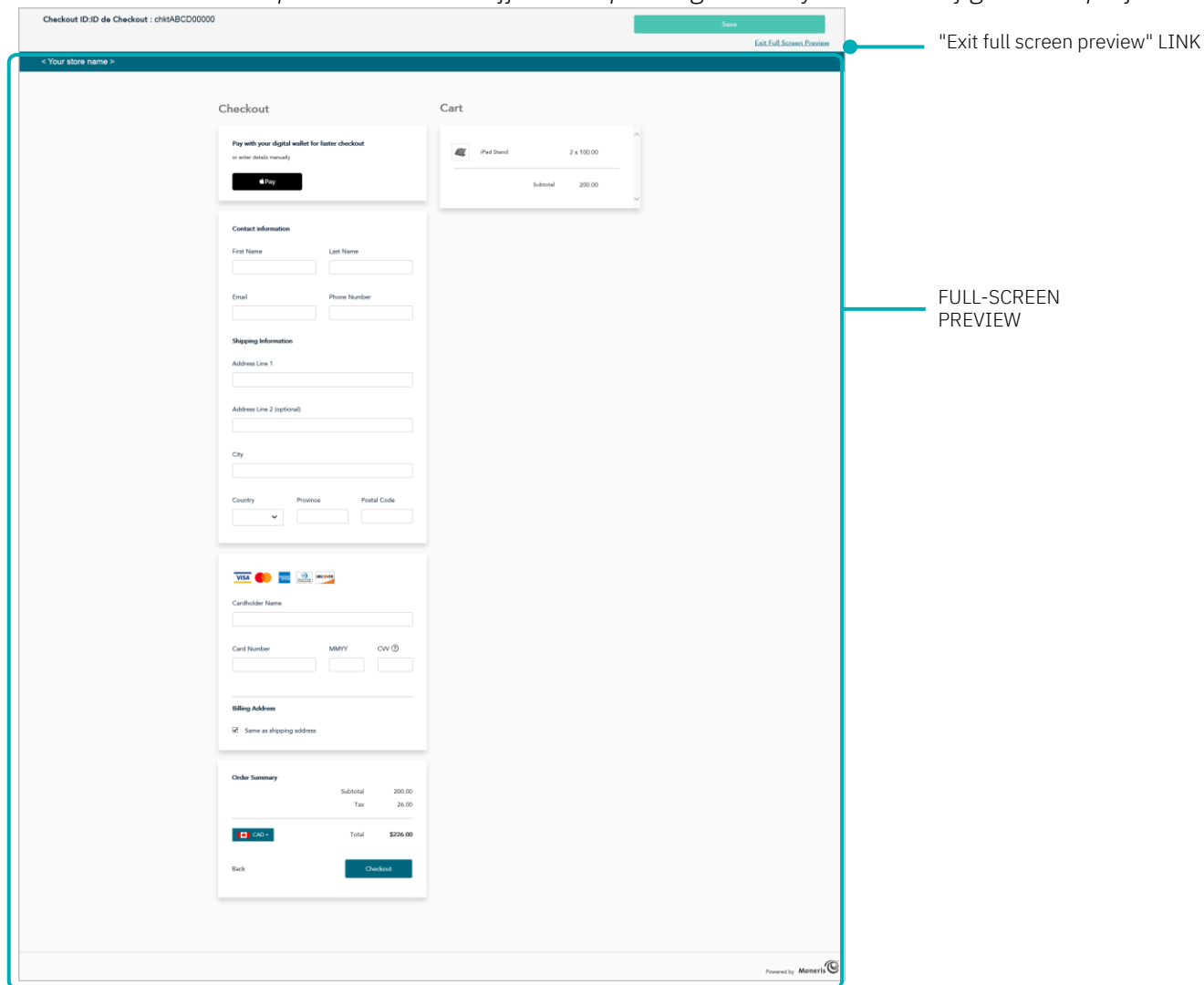
2. While the profile is open in your configurator, click on **Full Screen Preview** at the top of your live preview area (shown below).

3. Wait while the MCO configurator generates the checkout preview (shown below).

   Note: *Your checkout preview will look different depending on how you have configured the profile.*

"Exit full screen preview" LINK

FULL-SCREEN PREVIEW

4. When you are finished previewing the checkout, click on **Exit full screen preview** (shown above) to return to your MCO configurator screen.

   ▪ To configure profile settings, see <u>List of Moneris Checkout configurator features/settings</u> (page 379).

Configuring a Moneris Checkout profile

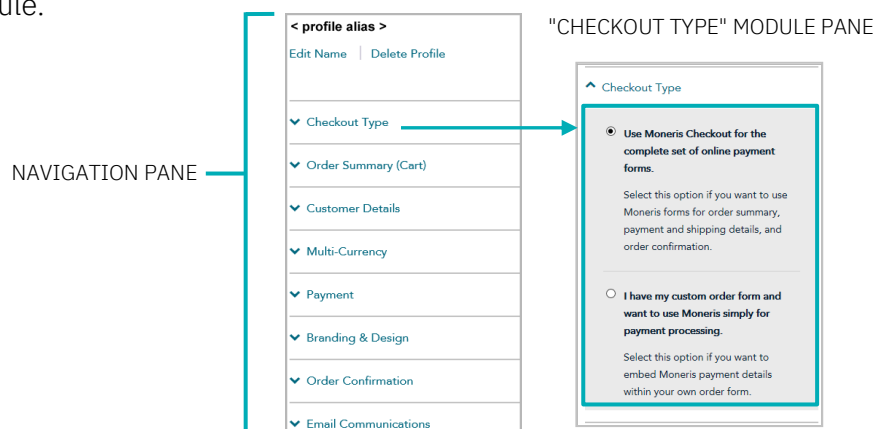## Configuring the "Checkout type" setting

Follow the steps below to configure the checkout to use Moneris for the complete set of online payment forms or to use Moneris only for payment processing.

Important! Please ensure that you configure this setting per your ecommerce solution's integration requirements. You must develop your ecommerce solution per Moneris' integration specifications as outlined in How to get started (page 378).

1. Ensure the checkout profile that you want to configure is open on your screen.

   Note: To reopen an existing profile, see Reopening a Moneris Checkout profile (page 383). To create a new profile, see Creating a Moneris Checkout profile (page 381).

2. On the MCO configurator navigation pane (shown below), click on **Checkout Type** to open the "Checkout Type" module.

3. Select the checkout type for your integration:

   ▪ To use Moneris for all order processes, select the **Use Moneris for the complete set of online payment forms** radio button.
   ▪ To use your own custom order form, select the **I have my custom order form and want to use Moneris simply for payment processing** radio button.

4. Save the profile's new configuration:

   Note: The live preview area automatically refreshes to reflect the profile's new configuration.

   a. Go to the top of your live checkout preview, and click on the **Save** button.

   b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

      ▪ To preview a full-screen version of the checkout, see Previewing the checkout (page 385).
      ▪ To configure other profile settings, see List of Moneris Checkout configurator features/settings (page 379).
      ▪ To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded). The live preview area reflects the profile's current configuration.

Editing the checkout profile's alias

Follow the steps below to edit the checkout profile's alias. If you configure a custom alias yourself, it can make it easier for you to identify a specific profile if you have more than one.
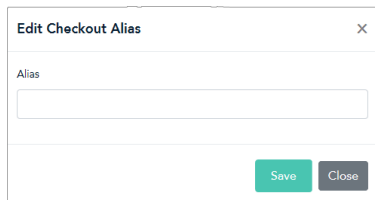
1. Ensure the checkout profile that you want to configure is open on your screen.

    Note: To reopen an existing profile, see Reopening a Moneris Checkout profile (page 383). To create a new profile, see Creating a Moneris Checkout profile (page 381).

2. On the MCO configurator navigation pane (shown below), click on **Edit Name**.

NAVIGATION PANE
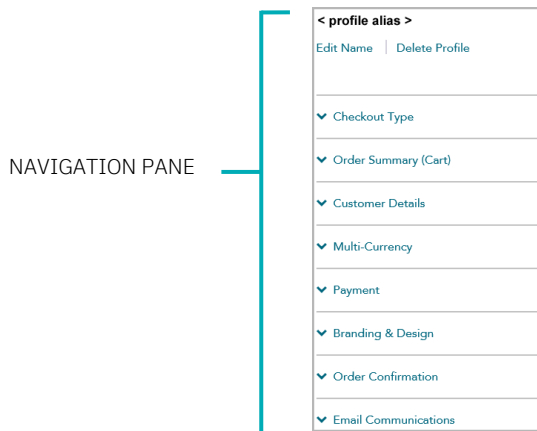
3. When the "Edit Checkout Alias" dialog displays (shown below), do the following:

    a. Enter the new alias in the **Alias** field.

    b. Click on the **Save** button to close the window.

4. Save the profile's new configuration:

    Note: The live preview area automatically refreshes to reflect the profile's new configuration.

    a. Go to the top of your live checkout preview, and click on the **Save** button.

    b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

    ▪ To preview a full-screen version of the checkout, see Previewing the checkout (page 385).
    ▪ To configure other profile settings, see List of Moneris Checkout configurator features/settings (page 379).
    ▪ To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

Configuring the checkout's "Order summary (cart)" details

Follow the steps below to configure the details to include in the checkout's order summary cart. Order summary details include product images, product codes, product descriptions, product names, product price, quantity, and subtotal.

Note: Order summary details settings are visible only if the profile is configured to use Moneris for the complete set of online payment forms (see Configuring the "Checkout type" setting on page 387).

Important! Please ensure that you configure these settings per your ecommerce solution's integration requirements. You must develop your ecommerce solution per Moneris' integration specifications as outlined in How to get started (page 378).

1. Ensure the checkout profile that you want to configure is open on your screen.

   Note: To reopen an existing profile, see Reopening a Moneris Checkout profile (page 383). To create a new profile, see Creating a Moneris Checkout profile (page 381).

2. On the MCO configurator navigation pane (shown below), click on **Order Summary (Cart)** to open the "Order Summary (Cart)" module.
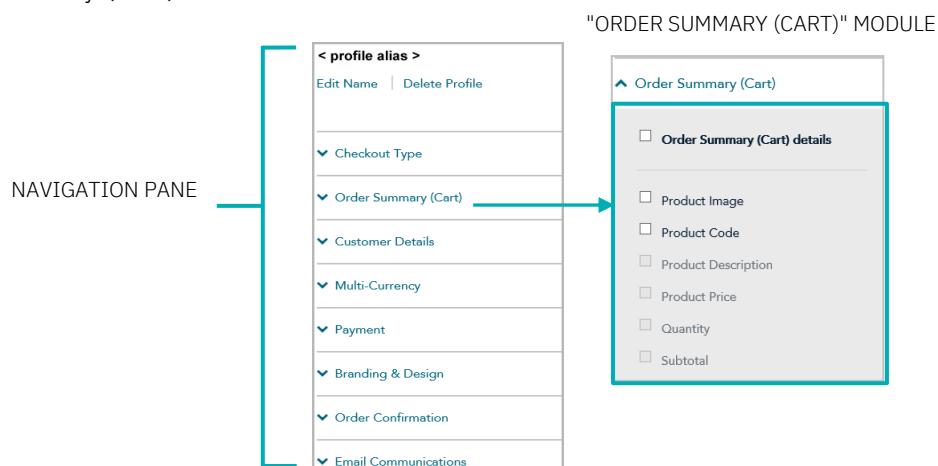
3. Enable/disable order summary details:

   To enable order summary details:

   a. Checkmark the **Order Summary (Cart) Details** box.

   Enable/disable each line item to include in the order summary. Line items include **Product Image**, **Product Code**, **Product Descriptions**[35], **Product Name**, **Product Price**, **Quantity**, and **Subtotal**.

   Note: To enable a line item, checkmark the box beside the desired line item. To disable a line item, unmark the box beside the undesired line item. (If a field/checkbox is locked, it means you cannot enable/disable it from the configurator.)

   To disable order summary details:

   a. Unmark the **Order Summary (Cart) Details** box.

---

[35] The product description will be truncated in the checkout's order summary (cart), but the checkout customer can view the product description in a tooltip (maximum of 200 characters).

4. Save the profile's new configuration:

Note: *The live preview area automatically refreshes to reflect the profile's new configuration.*

a. Go to the top of your live checkout preview, and click on the **Save** button.

b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

- To preview a full-screen version of the checkout, see <u>Previewing the checkout</u> (page 385).
- To configure other profile settings, see <u>List of Moneris Checkout configurator features/settings</u> (page 379).
- To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

Configuring the checkout's "Customer details"

Follow the steps below to configure the customer details to capture in the checkout. Customer details include first name, last name, phone, email, billing address, and shipping address.

Note: Customer details settings are visible only if the profile is configured to use Moneris for the complete set of online payment forms (see Configuring the "Checkout type" setting on page 387).

Important! Please ensure that you configure these settings per your ecommerce solution's integration requirements. You must develop your ecommerce solution per Moneris' integration specifications as outlined in How to get started (page 378).

1. Ensure the checkout profile that you want to configure is open on your screen.

   Note: To reopen an existing profile, see Reopening a Moneris Checkout profile (page 383). To create a new profile, see Creating a Moneris Checkout profile (page 381).

2. On the MCO navigation pane (shown below), click on **Customer Details** to open the "Customer Details" module (shown below).
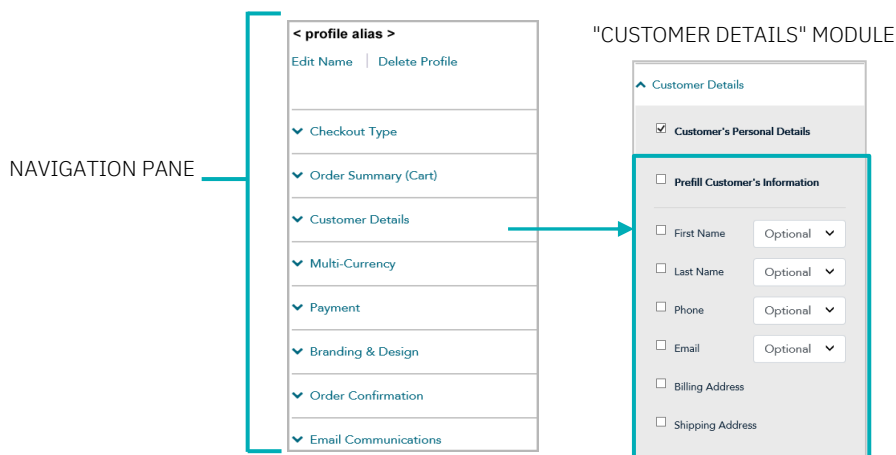
3. Configure which customer details to support in the checkout:

   To enable support for capturing customer details:

   a. Checkmark the **Customer's Personal Details** box.

   b. Enable/disable each line-item field (**First Name**, **Last Name**, **Phone**, **Email**, **Billing Address**, and **Shipping Address**) to include/exclude in customer details.

      Note: To enable a line-item field, checkmark the box beside the desired line item. To disable a line item, unmark the box beside the undesired line item.

   c. The customer phone number and email data must be submitted in the transaction: If you do not enable the **Phone** field and the **Email** field (step 3b), you must send the "phone" data and "email" data in your preload request.

   d. If you enabled "First Name", "Last Name", "Phone", and/or "Email", click on their corresponding drop-down, and select **Mandatory** or **Optional** data entry.

      Note: If you enabled the "Phone" field and "Email" field, you must enable mandatory data entry for each field.

e. If you want the fields that you enabled in step 3b to pre-fill with the corresponding customer data,[36] checkmark the **Prefill Customer's Information** box.

Note: Customers will have the ability to edit any customer details field in the checkout even if the field is pre-filled. Any field that you enabled in step 3b will pre-fill only if the data corresponding to that field are sent in the preload request. If you disabled a customer details field (step 3b), it will not display in the checkout even if the data corresponding to the field are sent in the preload request.

f. If you enabled the "Shipping address" fields in step 3b, optionally add/remove shipping controls:

- To add a shipping control, see <u>Adding shipping controls in the checkout</u> (page 393).
- To remove a shipping restriction, see <u>Removing shipping controls in the checkout</u> (page 395).

To disable support for capturing customer details:

a. Unmark the **Customer's Personal Details** box.

4. Save the profile's new configuration:

Note: The live preview area automatically refreshes to reflect the profile's new configuration.

a. Go to the top of your live checkout preview, and click on the **Save** button.

b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

- To preview a full-screen version of the checkout, see <u>Previewing the checkout</u> (page 385).
- To configure other profile settings, see <u>List of Moneris Checkout configurator features/settings</u> (page 379).
- To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

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[36] The data, which you previously captured, must be sent in the preload request.
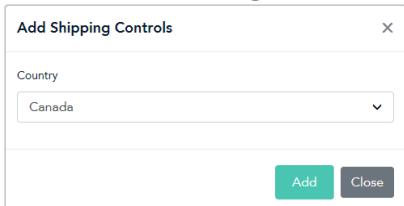
Adding shipping controls in the checkout

Follow the steps below to add one or more shipping controls to restrict the available shipping address(es) that customers will be permitted to select when entering their shipping details in the checkout.

1. Ensure the checkout profile that you want to configure is open on your screen and is enabled to support capturing customer personal details (see Configuring the checkout's "Customer details" on page 391).

2. Go to the "Customer Details" module (shown partially below), and checkmark the **Shipping Address** box.

"CUSTOMER DETAILS" MODULE

☑ Shipping Address

Shipping Countries
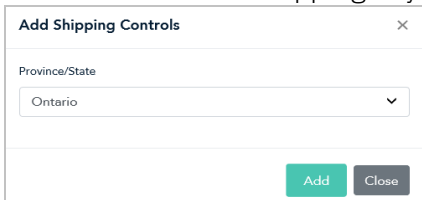Add Country

Shipping Provinces
Add Province/State
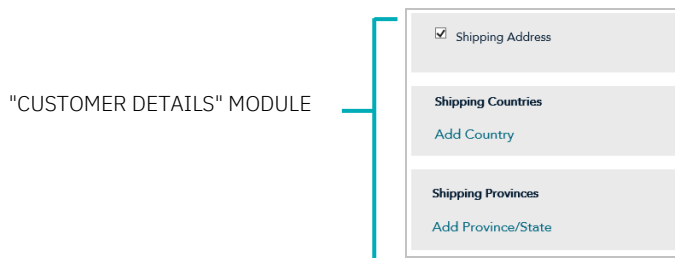
3. To add one or more country controls, do the following:

   a. In the "Shipping Countries" area, click on **Add Country**.

   b. When the "Add Shipping Controls" dialog displays (shown below), click on the "Country" drop-down list, and select the country (e.g., **Canada**, the **United States**, etc.) to which you want to restrict the shipping of your products.

   Add Shipping Controls ×

   Country

   Canada ⌄

   Add   Close

   c. After selecting the desired country, click on the **Add** button.

   d. Repeat steps 3b to 3c to add another country.

   e. When you are finished, click on the dialog's **Close** button.

4. To add one or more province/state controls, do the following:

   a. In the "Shipping Provinces" area, click on **Add Province/State**.

   b. When the "Add Shipping Controls" dialog displays (shown below), click on the "Province/State" drop-down list, and select the province/state (e.g., **Alberta**, **Ontario**, **Quebec**, etc.) to which you want to restrict the shipping of your products.

   Add Shipping Controls ×

   Province/State

   Ontario ⌄

   Add   Close

c. After selecting the desired province/state, click on the **Add** button.

d. Repeat steps 4b to 4c to add another province/state.

e. When you are finished, click on the dialog's **Close** button.

5. Save the profile's new configuration:

Note: *The live preview area automatically refreshes to reflect the profile's new configuration.*

a. Go to the top of your live checkout preview, and click on the **Save** button.

b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

- To preview a full-screen version of the checkout, see Previewing the checkout (page 385).
- To configure other profile settings, see List of Moneris Checkout configurator features/settings (page 379).
- To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

Removing shipping controls in the checkout

Follow the steps below to remove one or more shipping controls in the checkout.

1. Ensure the checkout profile that you want to configure is open on your screen and is enabled to support capturing customer personal details (see <u>Configuring the checkout's "Customer details"</u> on page 391).

2. Go to the "Customer Details" module, and do an of the following:

   ▪ In the "Shipping Countries" area, unmark the box beside the country that you want to remove.
   ▪ In the "Shipping Provinces" area, unmark the box beside the province/state that you want to remove.

3. Save the profile's new configuration:

   Note: *The live preview area automatically refreshes to reflect the profile's new configuration.*

   a. Go to the top of your live checkout preview, and click on the **Save** button.

   b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

      ▪ To preview a full-screen version of the checkout, see <u>Previewing the checkout</u> (page 385).
      ▪ To configure other profile settings, see <u>List of Moneris Checkout configurator features/settings</u> (page 379).
      ▪ To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

Configuring the checkout's "Multi-currency pricing" settings

Follow the steps below to configure multi-currency pricing (MCP) in the checkout. With multi-currency pricing, your checkout customers can opt to pay in the currency of their choice while you receive settlement and reporting in Canadian dollars.

Note: If you want to use MCP in your checkout, the MCP feature must be enabled on your store (contact us to enable this feature on your store).

The multi-currency settings described in this procedure are applicable only to the payment page through which you are integrating Moneris Checkout and are not applicable to your entire Website.

Important! Please ensure that you configure these settings per your ecommerce solution's integration requirements. You must develop your ecommerce solution per Moneris' integration specifications as outlined in How to get started (page 378).

1. Ensure the checkout profile that you want to configure is open on your screen.

   Note: To reopen an existing profile, see Reopening a Moneris Checkout profile (page 383). To create a new profile, see Creating a Moneris Checkout profile (page 381).

2. On the MCO configurator navigation pane (shown below), click on **Multi-Currency** to open the "Multi-currency" module (shown here).
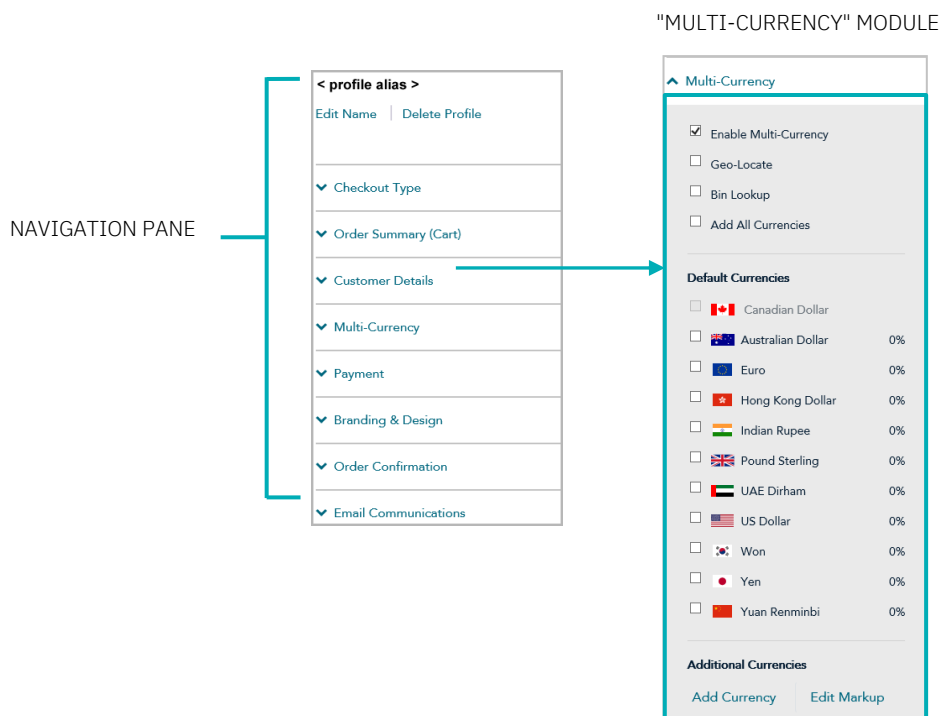
3. Enable/disable multi-currency pricing (MCP) in the checkout:

   To disable MCP:

   a. Unmark the **Enable Multi-Currency** box.

   b. Continue at step 4 (page 397).

To enable MCP:

a. Checkmark the **Enable multi-currency** box.

b. Enable/disable location-based multi-currency pricing (geo-location)[37] in the checkout:

- To enable geo-location, checkmark the **Geo-Locate** box.
- To disable geo-location, unmark the **Geo-Locate** box.

c. Enable/disable BIN lookup[38] in the checkout:

- To enable BIN lookup, checkmark the **BIN Lookup** box.
- To disable BIN lookup, unmark the **BIN Lookup** box.

d. Configure optional currency settings as desired:

- To enable/disable a specific default currency, see Enabling/disabling a default currency (page 398).

Editing the percentage markup(s):

- To edit one or more currencies, see Editing a currency's percentage markup (page 399).

Adding/removing supplemental currency listing(s):

- To add a specific currency, see Enabling a supplementary currency (page 401).
- To remove a specific currency, see Disabling/de-listing a supplementary currency (page 404).
- To add all supplemental currency listings simultaneously, see Enabling/listing all supplemental currencies simultaneously (page 403).
- To remove all supplemental currency listings simultaneously, see Disabling/de-listing all supplementary currencies simultaneously (page 405).

4. Save the profile's new configuration:

Note: *The live preview area automatically refreshes to reflect the profile's new configuration.*

a. Go to the top of your live checkout preview, and click on the **Save** button.

b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

- To preview a full-screen version of the checkout, see Previewing the checkout (page 385).
- To configure other profile settings, see List of Moneris Checkout configurator features/settings (page 379).
- To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

---

[37] Geo-location detects the IP address of customers using your checkout and displays product prices and transaction amounts in the currency corresponding to the country/location in which customers are using the checkout subject to the following restrictions: If a customer's IP address does not correspond with a currency that your checkout is configured to support, the checkout will display prices and transaction amounts in Canadian dollars (CAD).

[38] BIN Lookup is supported only for Visa and Mastercard. BIN lookup compares the customer billing currency (determined by card issuer) against the default currencies supported by your checkout (or, if geo-location is enabled, BIN lookup compares customer billing currency against the currency corresponding to the location in which the customer is using the checkout). If BIN lookup detects a discrepancy and the checkout supports more than one default currency, the checkout will prompt the customer to choose a preferred (supported) currency for the transaction. If the checkout supports only one default currency, the customer will not be prompted to choose a different currency.

Enabling/disabling a default currency

Follow the steps below to enable/disable a default currency in the checkout.

Note: Default currencies include Australian Dollar, Canadian Dollar, Euro, Hong Kong Dollar, Indian Rupee, Pound Sterling, UAE Dirham, US Dollar, Won, Yen, and Yuan Renminbi. If a currency listing is enabled, customers may opt to pay in that currency when using the checkout.

1. Ensure the checkout profile that you want to configure is open on your screen and multi-currency pricing is enabled in the checkout (see Configuring the checkout's "Multi-currency pricing" settings on page 396).

2. Go to the profile's "Multi-Currency" module (shown below), and confirm that the "Default Currencies" list is displayed. (If it is not displayed, unmark the **Add All Currencies** box.)

"MULTI-CURRENCY" MODULE
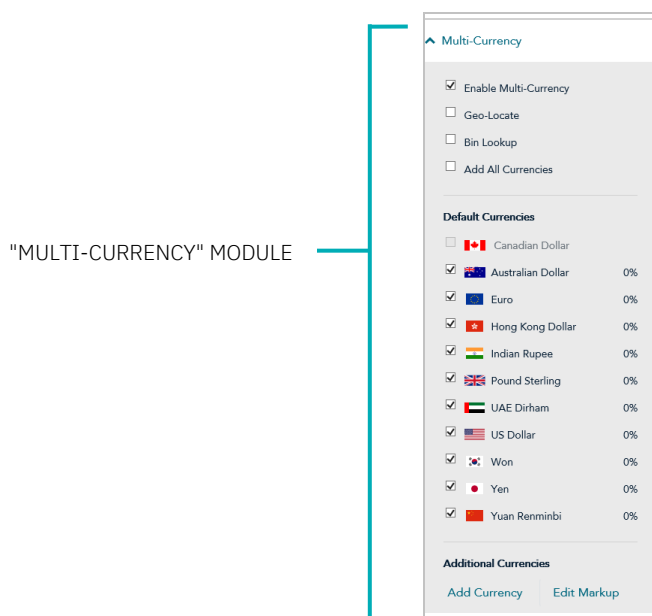
3. Enable/disable one or more default currencies as desired.

   Note: To enable a currency, checkmark the box beside it. To disable a currency, unmark the box beside the undesired currency. Support for pricing in Canadian dollars is mandatory (i.e., the "Canadian Dollar" listing is always enabled).

4. Save the profile's new configuration:

   Note: The live preview area automatically refreshes to reflect the profile's new configuration.

   a. Go to the top of your live checkout preview, and click on the **Save** button.

   b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

      - To preview a full-screen version of the checkout, see Previewing the checkout (page 385).
      - To configure other profile settings, see List of Moneris Checkout configurator features/settings (page 379).
      - To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded

![Moneris logo]

Editing a currency's percentage markup

Follow the steps below to edit a percentage markup for one or more listed checkout currencies.

1. Ensure the checkout profile that you want to configure is open on your screen and multi-currency pricing is enabled in the checkout (see <u>Configuring the checkout's "Multi-currency pricing" settings</u> on page 396).

2. Go to the profile's "Multi-Currency" module (shown below), and click on **Edit Markup**:

"MULTI-CURRENCY" MODULE: "Add All Currencies" disabled

"MULTI-CURRENCY" MODULE: "Add All Currencies" enabled
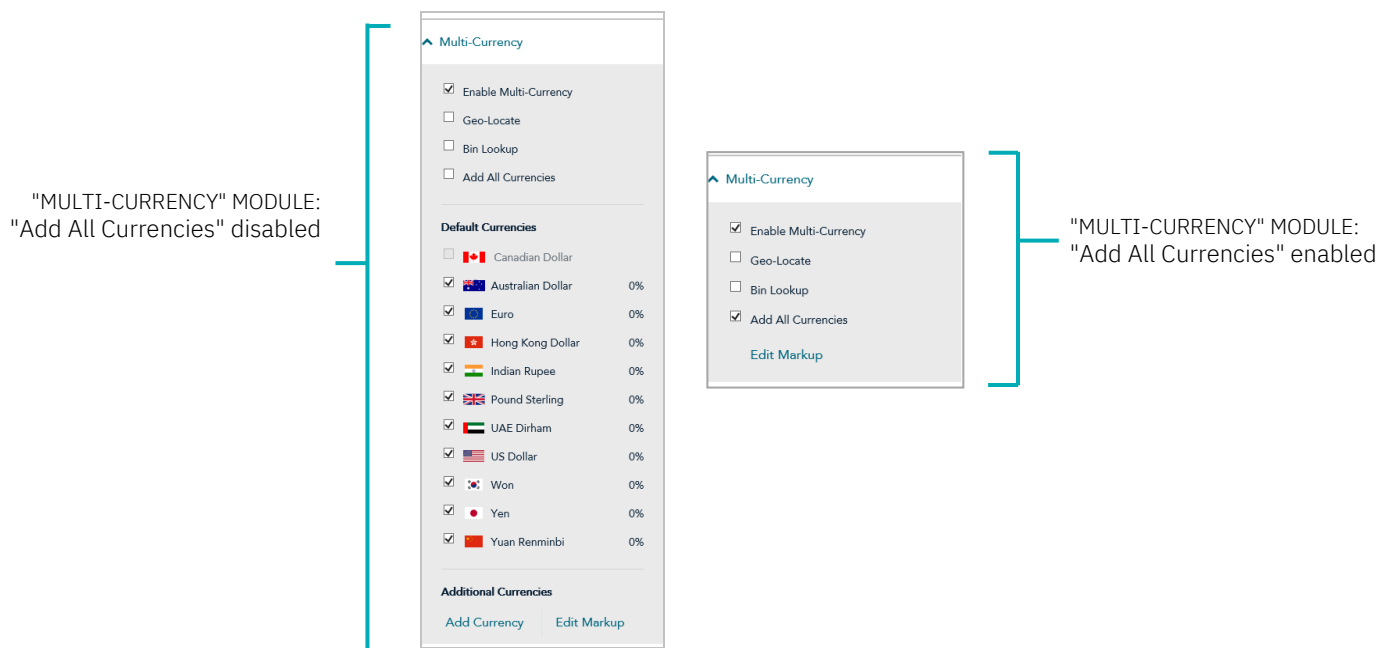
3. When the "Edit Currency Markup" window displays (shown below), do any of the following:

To edit the percentage markup of each currency independently:
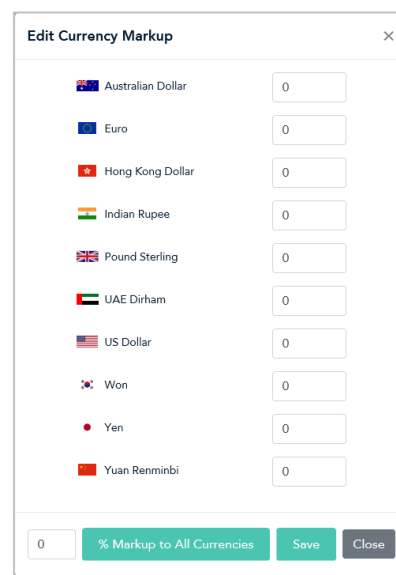
a. Locate the currency that you want to edit, and enter a numeric % value in the currency's corresponding markup field.

Note: Repeat for each currency that you want to edit.

b. Click on the **Save** button to close the window.

To edit the percentage markup of all currencies simultaneously:

a. In the **% Markup to All Currencies** field, enter a numeric % value.

b. Click on the **% Markup to All Currencies** button to apply the markup to all listed currencies.

c. Click on the **Save** button to close the window.

4. Save the profile's new configuration:

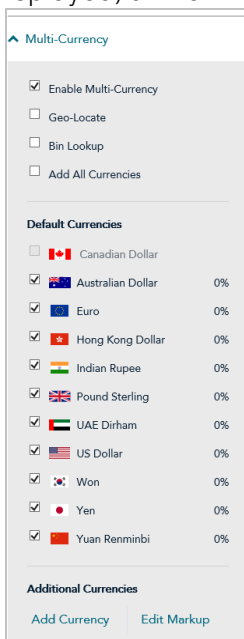*Note:* The live preview area automatically refreshes to reflect the profile's new configuration.

a. Go to the top of your live checkout preview, and click on the **Save** button.

b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

- To preview a full-screen version of the checkout, see <u>Previewing the checkout</u> (page 385).
- To configure other profile settings, see <u>List of Moneris Checkout configurator features/settings</u> (page 379).
- To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

Enabling a supplementary currency

Follow the steps below to add (enable) a supplemental currency in the checkout.

1. Ensure the checkout profile that you want to configure is open on your screen and multi-currency pricing is enabled in the checkout (see Configuring the checkout's "Multi-currency pricing" settings on page 396).

2. Go to the profile's "Multi-Currency" module (shown below), and confirm that the "Default Currencies" list is displayed. (If it is not displayed, unmark the **Add all currencies** box.)

"MULTI-CURRENCY" MODULE

3. Click on **Add Currency**.

4. When the "Add currency" dialog displays (shown here), do the following:
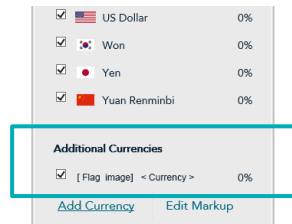
   a. Click on the "Currency" drop-down, and select the currency that you want to add.

   b. Click on the **Add** button.

   c. Repeat steps 4a to 4b for every currency that you want to add.

   d. When you are finished, click on the **Close** button.

   e. Confirm that the "Additional Currencies" list is updated with the newly added currencies (shown here).

5. Save the profile's new configuration:

   Note: *The live preview area automatically refreshes to reflect the profile's new configuration.*

a. Go to the top of your live checkout preview, and click on the **Save** button.

b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

- To preview a full-screen version of the checkout, see <u>Previewing the checkout</u> (page 385).
- To configure other profile settings, see <u>List of Moneris Checkout configurator features/settings</u> (page 379).
- To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

Enabling/listing all supplemental currencies simultaneously

Follow the steps below to enable and list all supplemental currencies in the checkout simultaneously.

1. Ensure the checkout profile that you want to configure is open on your screen and multi-currency pricing is enabled in the checkout (see Configuring the checkout's "Multi-currency pricing" settings on page 396).

2. Go to the profile's "Multi-Currency" module (shown below), and checkmark the **Add All Currencies** box.

3. Save the profile's new configuration:

   Note: *The live preview area automatically refreshes to reflect the profile's new configuration.*

   a. Go to the top of your live checkout preview, and click on the **Save** button.

   b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

   - To preview a full-screen version of the checkout, see Previewing the checkout (page 385).
   - To configure other profile settings, see List of Moneris Checkout configurator features/settings (page 379).
   - To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

Disabling/de-listing a supplementary currency

Follow the steps below to disable and de-list a supplemental currency in the checkout.

1. Ensure the checkout profile that you want to configure is open on your screen and multi-currency pricing is enabled in the checkout (see Configuring the checkout's "Multi-currency pricing" settings on page 396).

2. Go to the profile's "Multi-Currency" module (shown below), and confirm that the "Additional Currencies" list is displayed.

"MULTI-CURRENCY" MODULE

3. Go to the "Additional Currencies" list, and unmark the box beside any currency that you want to disable.

4. Save the profile's new configuration:

    Note: *The live preview area automatically refreshes to reflect the profile's new configuration.*
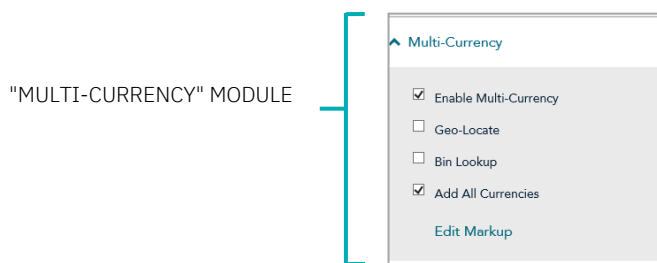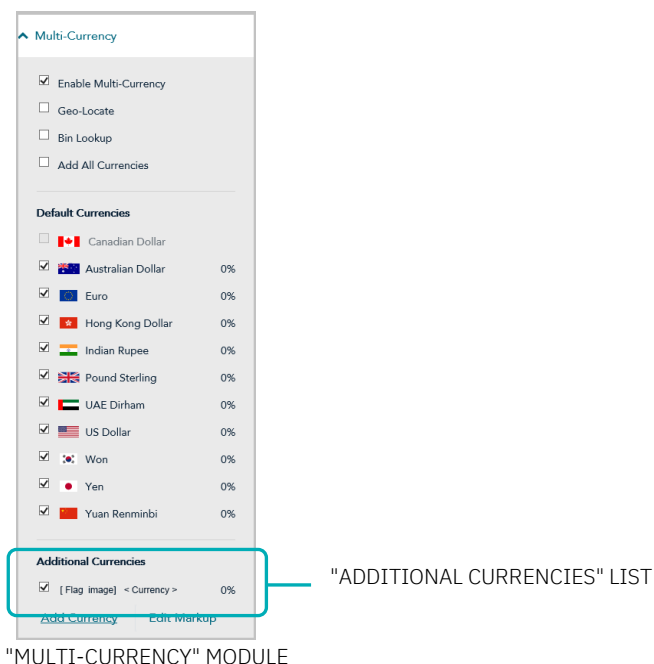
    a. Go to the top of your live checkout preview, and click on the **Save** button.

    b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

        ▪ To preview a full-screen version of the checkout, see Previewing the checkout (page 385).
        ▪ To configure other profile settings, see List of Moneris Checkout configurator features/settings (page 379).
        ▪ To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

Disabling/de-listing all supplementary currencies simultaneously

Follow the steps below to disable and de-list all supplemental currencies in the checkout simultaneously.

1. Ensure the checkout profile that you want to configure is open on your screen and multi-currency pricing is enabled in the checkout (see Configuring the checkout's "Multi-currency pricing" settings on page 396).

2. Go to the profile's "Multi-Currency" module (shown below), and unmark the **Add All Currencies** box.

3. If any currency is still listed under "Additional Currencies", you can disable/de-list it now (continue at step 3 in Disabling/de-listing a supplementary currency on page 404).

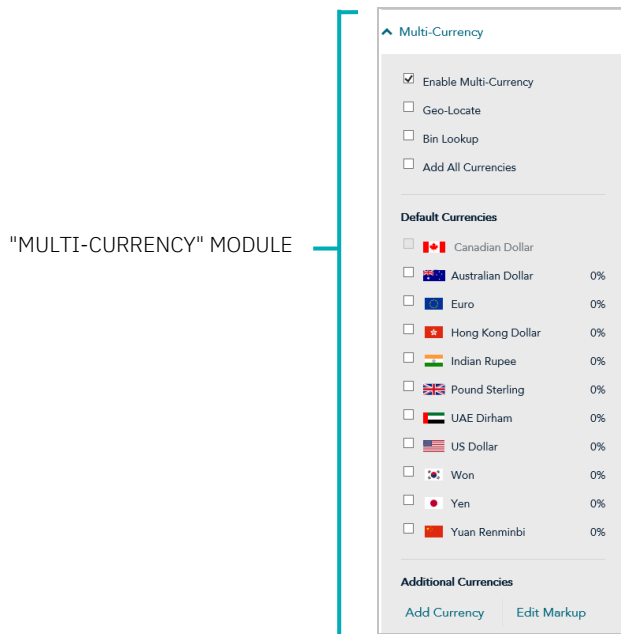4. Save the profile's new configuration:

   Note: *The live preview area automatically refreshes to reflect the profile's new configuration.*

   a. Go to the top of your live checkout preview, and click on the **Save** button.

   b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

   - To preview a full-screen version of the checkout, see Previewing the checkout (page 385).
   - To configure other profile settings, see List of Moneris Checkout configurator features/settings (page 379).
   - To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).
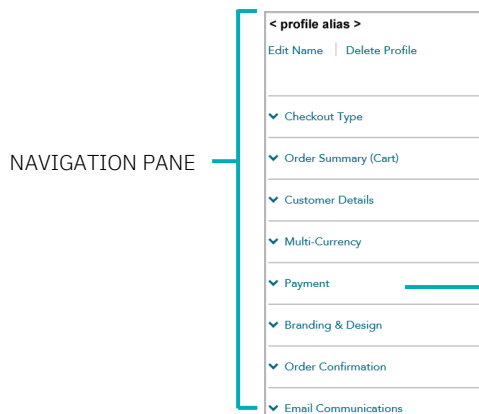
Configuring the checkout's "Payment" settings

Follow the steps below to configure the checkout's payment settings, including digital wallets, card logos, transaction type, payment security, gift cards, and transaction limits.

Important! Please ensure that you configure these settings per your ecommerce solution's integration requirements. You must develop your ecommerce solution per Moneris' integration specifications as outlined in How to get started (page 378).

1. Ensure the checkout profile that you want to configure is open on your screen.

   Note: To reopen an existing profile, see Reopening a Moneris Checkout profile (page 383). To create a new profile, see Creating a Moneris Checkout profile (page 381).

2. On the MCO configurator navigation pane (shown below), click on **Payment** to open the "Payment" module.

"PAYMENT" MODULE

NAVIGATION PANE

< profile alias >
Edit Name | Delete Profile

- Checkout Type
- Order Summary (Cart)
- Customer Details
- Multi-Currency
- Payment
- Branding & Design
- Order Confirmation
- Email Communications

Payment

Accepted Digital Wallets
- Apple Pay
  If you enable Apple Pay you acknowledge that you have read the Moneris Terms of Use and Apple Terms of Use and you agree to be bound by these terms.
- Google Pay
  If you enable Google Pay you agree to the Google Pay API Terms of Service

Card Logos
- Display Supported Cards

Card Details
- Cardholder Name
- Card Number
- Expiry Date
- CVV

Payment Security
- Auto Decision by Moneris

- AVS   Optional ▾
- ☑ CVV   Optional ▾
- 3D Secure
- Kount   Optional ▾

Kount Merchant ID

Kount API Key

Kount Website ID

Transaction Type
- ● Purchase
- ○ Preauthorization
- ○ Card Verification
- Tokenize Card
- Visa Installments

Gift Cards
- Accept Gift Cards
Max Number of Gift Cards

Transaction Limits ⓘ
- Transaction Min ($)
- Transaction Max ($)

Accepted digital wallets

3. To configure digital wallets, go to the "Accepted Digital Wallets" area in the module, and:

   For Apple Pay:

   - To enable Apple Pay, see Enabling Apple Pay in the checkout (page 410).
   - To disable Apple Pay, unmark the **Apple Pay** box.

   For Google Pay:

   - To enable Google Pay, see Enabling Google Pay in the checkout (page 416).
   - To disable Google Pay, unmark the **Google Pay** box.

Card logos

4. To enable card logos, go to the "Card Logos" area in the module, and checkmark **Display Card Logos** box.[39]

   Note: *To hide (disable) card logos, unmark the **Display Card Logos** box.*

Payment security

5. To configure fraud-prevention tools, go to the "Payment Security" area in the module, and:

   a. To enable Moneris to determine how transaction requests are handled in the checkout, checkmark the **Auto Decision by Moneris** box.[40] (To disable this feature, unmark the **Auto Decision by Moneris** box.)

   b. To enable one or more fraud-prevention tools including **AVS**, **Postal Code Only**, **CVD**, **3D Secure**, and **Kount,** checkmark the box beside the desired tool. [41] (To disable a tool, unmark the box beside the undesired tool.)

      - If you enable "3D Secure" authentication[42] for this MCO profile, you must ensure the customer contact fields and the billing address fields that you submit are populated with data as described below:

         - If the profile is configured to use Moneris' checkout forms (see Configuring the "Checkout type" setting on page 387), enable mandatory data entry in the customer details fields
           "First Name", "Last Name", "Email", "Phone", and "Billing Address" (see Configuring the checkout's "Customer details" on page 391).
         - If the profile is configured to use your own custom checkout forms (see Configuring the "Checkout type" setting on page 387), ensure that the contact fields ("first_name", "last_name", "email", and "phone") and the billing address fields ("address_1", "address_2", "city", "province", "country", and "postal_code") are populated with data in your preload requests.

   c. If you enabled "Auto decision by Moneris" (step 5a) and you enabled one or more fraud-prevention tools (step 5b), configure each tool to make its "pass" response mandatory or optional in transaction requests (for each tool, select **Mandatory** or **Optional** from its corresponding drop-down).[43]

   d. If you checkmarked the "Kount" fraud-prevention tool (step 5c), you must enter your Kount account details in the following Kount fields:[44]

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[39] Card details such as "Cardholder name", "Card number", "Card expiry date", and "CVD" cannot be enabled/disabled from the configurator.

[40] Decisions are based on AVS, CVD, 3-D Secure, and Moneris Kount response codes. Moneris auto-decision may/may not be configurable from your module and may be enabled/disabled by default depending on the fraud-prevention features for which your store is enabled.

[41] If "Postal Code Only" and "3D Secure" are both enabled, checkout customers will be prompted to enter their full billing address (if enabled) but only their postal code data will be sent for address verification. In all circumstances, if shipping address is enabled for the profile, checkout customers will be prompted to enter their full shipping address. (To enable/disable customer shipping and billing address fields, see Configuring the checkout's "Customer details" on page 391).

[42] For 3-D Secure integration specifications, refer to the *3D Secure 2.2 Integration Guide* (available at https://developer.moneris.com/Documentation/NA/E-Commerce%20Solutions/E-Fraud/3DSecure).

[43] For supported Moneris auto-decisioning rule permutations, refer to the table in Auto Decision by Moneris: rules and responses for Moneris Checkout (page 442). This table can help inform your configuration choices.

[44] The "Kount" tool is configurable if your store is enabled for Moneris Kount Enterprise.

- In the **Kount Merchant ID** field, enter your Kount merchant ID (if you need to obtain this ID, contact your authorized Kount representative).
- In the **Kount API key** field, enter your Kount API key (if you need to obtain this key, contact your authorized Kount representative).
- In the **Kount website ID** field, enter the ID of the Kount fraud-prevention program that you want to apply to your checkout (if you need to obtain this ID, contact your authorized Kount representative).

Transaction type

6. To set the transaction type, go to the "Transaction Type" area in the module, and:

   a. Select the radio button beside the desired transaction type (**Purchase**, **Preauthorization**, or **Card verification**).

   b. To enable Moneris to tokenize and store card data, checkmark the **Tokenize Card** box:[45]

   Note: *Enabling this feature will allow your checkout customers to register a debit/credit card for future transactions through the checkout. Returning customers can opt to use a previously registered card as their payment method.*

   c. To allow stored card data to be updated through the checkout, checkmark the **Vault Update Card** box[46]

   Note: *Enabling this feature will allow returning checkout customers to update debit/credit card data that they previously registered through the checkout.*

   d. To enable customers using an eligible card to pay for qualifying purchases over a defined period of time in fixed, equal installment payments, checkmark the **Visa Installments** box.[47]

Gift cards

7. To configure gift card acceptance in the checkout, go to the "Gift cards" area in the module, and:

   a. To enable gift card processing, checkmark the **Accept Gift Cards** box.[48]

   Note: *To disable gift card processing, unmark the **Accept Gift Cards** box.*

   b. To limit the number of gift cards that can be used to pay for any one transaction, enter a numeric value from 1 to 5 in the **Max Number of Gift Cards** field. Otherwise, to disable limits, leave the field unfilled.

Transaction limits

8. To set the transaction amount minimum and/or maximum that can be charged for any one order submitted through the checkout, go to the "Transaction Limits" area in the module, and:

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[45] If you want to use the card tokenization and Vault update card features, Moneris Vault must be enabled on your store. Contact us if you want Moneris Vault enabled on your store.

[46] This feature can be enabled only if you select "Card Verification" as the transaction type. See also the previous footnote.

[47] If you want to support Visa installments in the checkout, the Installments enabled by Visa feature must be enabled on your store (contact us to enable this feature on your store).

[48] If you want to accept gift cards, Moneris Gift must be enabled on your store. Contact us if you want Moneris Gift enabled on your store. Gift card transactions are always processed as a "Purchase" even if the checkout is configured to support Pre-authorizations.

a. To set a minimum, checkmark the box beside **Transaction Min ($)**, and enter a dollar amount (#.##) in the corresponding field.

b. To set a maximum, checkmark the box beside **Transaction Max ($)**, and enter a dollar amount (#.##) in the corresponding field.

Note: *To disable a limit, unmark the box beside the undesired limit type.*

9. Save the profile's new configuration:

Note: *The live preview area automatically refreshes to reflect the profile's new configuration.*

a. Go to the top of your live checkout preview, and click on the **Save** button.

b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

- To preview a full-screen version of the checkout, see <u>Previewing the checkout</u> (page 385).
- To configure other profile settings, see <u>List of Moneris Checkout configurator features/settings</u> (page 379).
- To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

Enabling Apple Pay in the checkout

To enable Apple Pay acceptance in your Moneris Checkout integration, [49] you need to complete an Apple Pay configuration by registering one or more domains to allow Moneris to decrypt the Apple Pay payment token:

- — If you have already registered the necessary domains/certificates, go to <u>Enabling Apple Pay: using currently registered domain(s)</u> on page 411.

- — If you need to register one or more domain(s), go to <u>Enabling Apple Pay: registering a new domain</u> (page 413).

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[49] Customers who want to use Apple Pay to pay for goods/services on your ecommerce solution must use the Safari browser. Please refer to the appropriate Apple Pay integration guide for instructions on how to integrate Apple Pay into your in-browser/Web ecommerce solution. To view this guide, visit the <u>Moneris Developer Portal</u>.

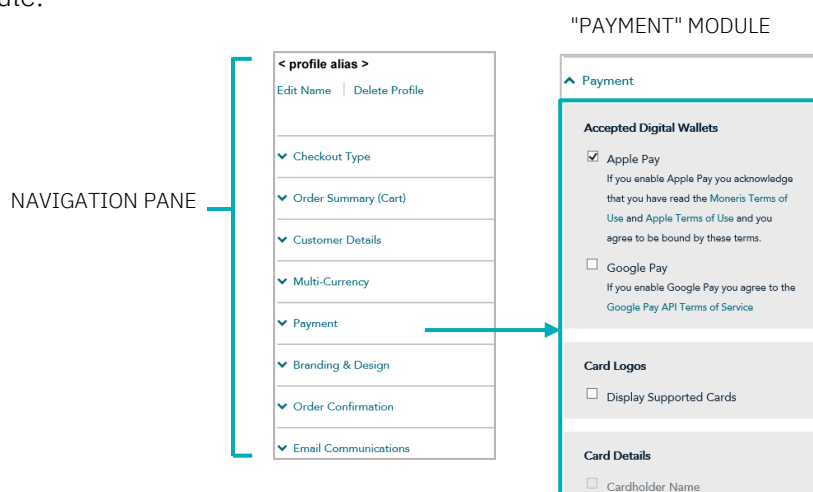**Enabling Apple Pay: using currently registered domain(s)**

The steps below describe how to enable Apple Pay in your Moneris Checkout integration using one or more of the domains that you have already registered through your Merchant Resource Center store.

Important! Please ensure that you configure this setting per your ecommerce solution's integration requirements. You must develop your ecommerce solution per Moneris' integration specifications as outlined in How to get started (page 378).

1. Ensure the checkout profile that you want to configure is open on your screen.

   Note: *To reopen an existing profile, see Reopening a Moneris Checkout profile (page 383). To create a new profile, see Creating a Moneris Checkout profile (page 381).*

2. On the MCO configurator navigation pane (shown below), click on **Payment** to open the "Payment" module.

3. Click on **Moneris Terms of Use,** and read the Moneris terms that display.

4. Click on **Apple Terms of Use,** and read the Apple terms that display.

5. Checkmark the **Apple Pay** box.

6. When the "Apple Pay Enablement" dialog displays (shown below), review its listing of your registered domain(s).
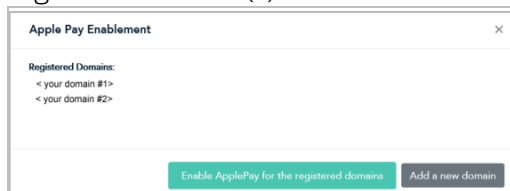
7. Click on the dialog's **Enable Apple Pay for the registered domains** button.

8. When the "Success" dialog displays, click on its **OK** button to close the dialog.

   Note: *Your live preview area refreshes to reflect your updated configuration settings.*

9. Save the profile's new configuration:

Note: *The live preview area automatically refreshes to reflect the profile's new configuration.*

a. Go to the top of your live checkout preview, and click on the **Save** button.

b. When the "Success" dialog displays, click on its **OK** button to close the dialog:[50]

- To preview a full-screen version of the checkout, see <u>Previewing the checkout</u> (page 385).
- To configure other profile settings, see <u>List of Moneris Checkout configurator features/settings</u> (page 379).
- To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

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[50] You have successfully followed the steps to enable Moneris to decrypt the Apple Pay payment token for your Moneris Checkout integration.
If you ever need to register a new domain or deregister a domain for this profile, use the Merchant Resource Center's Apple Pay Configuration
    feature (see <u>Apple Pay configuration</u> on page 351).

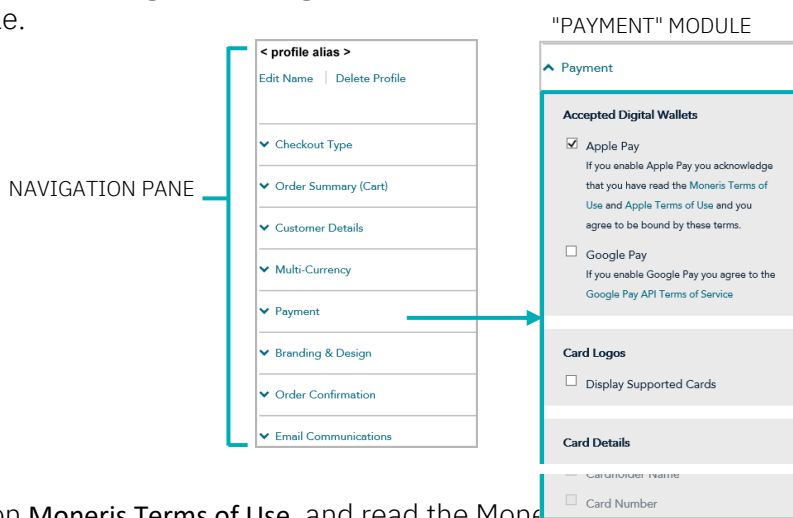**Enabling Apple Pay: registering a new domain**

The steps below describe how to enable Apple Pay acceptance in your Moneris Checkout integration using a new domain that you want to register now.

Important! Please ensure that you configure this setting per your ecommerce solution's integration requirements. You must develop your ecommerce solution per Moneris' integration specifications as outlined in How to get started (page 378).

1. Ensure the checkout profile that you want to configure is open on your screen.

    Note: To reopen an existing profile, see Reopening a Moneris Checkout profile (page 383). To create a new profile, see Creating a Moneris Checkout profile (page 381).

2. On the MCO configurator navigation pane (shown below), click on **Payment** to open the "Payment" module.

3. Click on **Moneris Terms of Use**, and read the Moneris terms that display.

4. Click on **Apple Terms of Use**, and read the Apple terms that display.

5. Checkmark the **Apple Pay** box.

6. When an "Apple Pay Enablement" dialog displays (shown below), click on its **Add a new domain** button.

    Note: If the dialog reads "Please register your domain with Apple first" (see image below on the left), it means this profile is not associated with a registered domain.

OR
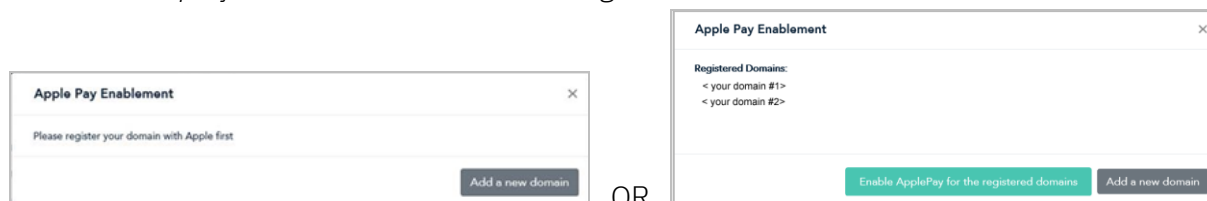
7. When the "Register for the Apple Pay Enablement Service" dialog displays (shown below), do the following:

   a. Read its terms of service.

   b. In the **http//** field, enter the domain address that you want to register (include "www" in the address), and click on the **Next** button.

   c. When the dialog refreshes, click on its **Download** button.

   Important! This action will initiate the download of a file to your computer.
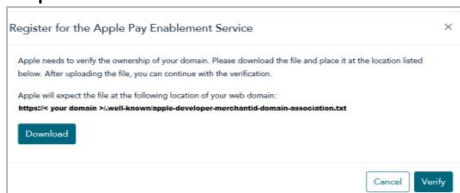
   d. Ensure that you place the file in the location for your Website as specified in the dialog (this will allow Apple to validate your domain), then click on the **Verify** button.

8. When the "Apple Pay Enablement" dialog displays (shown below), review its listing of your registered domain(s).

   Note: *The domain that you just registered will be listed in this dialog along with any of your other registered domain(s) if any.*
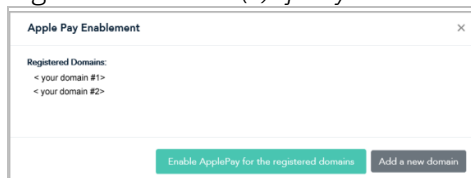
9. Do one of the following:

   - If you want to register another domain, repeat steps 6 to 8 of this procedure.
   - If you do not want to add another domain, go to step 10.

10. Click on the dialog's **Enable Apple Pay for the registered domains** button.

11. When the "Success" dialog displays, click on its **OK** button to close the dialog.

12. Save the profile's new configuration:

    Note: *The live preview area automatically refreshes to reflect the profile's new configuration.*

    a. Go to the top of your live checkout preview, and click on the **Save** button.

    b. When the "Success" dialog displays, click on its **OK** button to close the dialog:[51]

        ▪ To preview a full-screen version of the checkout, see <u>Previewing the checkout</u> (page 385).
        ▪ To configure other profile settings, see <u>List of Moneris Checkout configurator features/settings</u> (page 379).
        ▪ To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

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[51] You have successfully followed the steps to enable Moneris to decrypt the Apple Pay payment token for your Moneris Checkout integration. If you ever need to register a new domain or deregister a domain for this profile, use the Merchant Resource Center's Apple Pay Configuration feature (feature (see <u>Apple Pay configuration</u> on page 351).

Enabling Google Pay in the checkout

The steps below describe how to enable Google Pay acceptance in the checkout.

Important! Please ensure that you configure this setting per your ecommerce solution's integration requirements. You must develop your ecommerce solution per Moneris' integration specifications as outlined in How to get started (page 378).

1. Ensure the checkout profile that you want to configure is open on your screen.

   Note: To reopen an existing profile, see Reopening a Moneris Checkout profile (page 383). To create a new profile, see Creating a Moneris Checkout profile (page 381).

2. On the MCO configurator navigation pane (shown below), click on **Payment** to open the "Payment" module.
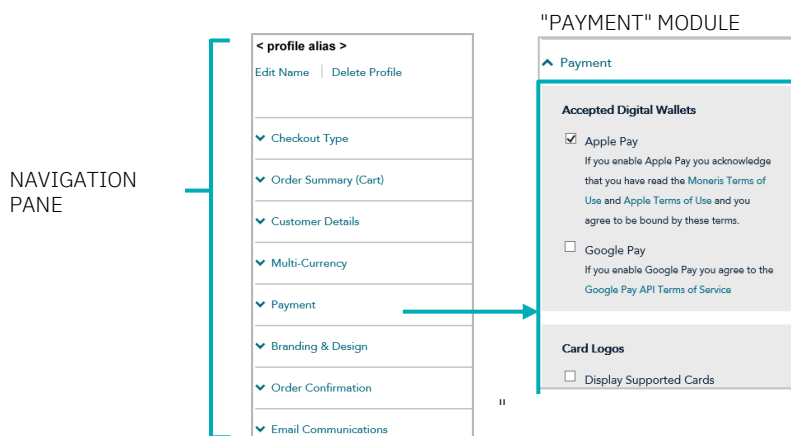
3. Click on **Google Pay API Terms of Service**, and read the terms that display.

4. Checkmark the **Google Pay** box.

   Note: When you enable Google Pay, the "Device Tokens Only" checkbox will also display (shown here).
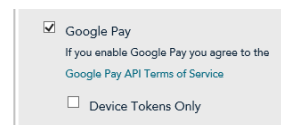
5. Configure the Google Pay acceptance authentication method for the checkout (see descriptions below):

   - To enable "Cryptogram_3DS" authentication only, checkmark the **Device Tokens Only** box.

     Note: If this option is enabled, the "Google Pay" payment option will display only for customers accessing the checkout from an Android device.

   - To enable "Cryptogram_3DS" and "FPAN" authentication, unmark the **Device Tokens Only** box.

Authentication method	Description
Cryptogram_3DS	This authentication method is associated with payment card data stored as an Android device token. Returned payment data includes a 3-D Secure (3DS) cryptogram generated on the Android device used to access the checkout.
FPAN	This authentication method is associated with payment cards stored on file with the checkout customer's Google account. Returned payment data includes personal account number (PAN) with the card expiration date. The "Google Pay" payment option will display for all customers accessing the checkout regardless of the device they are using to access it.

6. Save the profile's new configuration:

   Note: *The live preview area automatically refreshes to reflect the profile's new configuration.*

   a. Go to the top of your live checkout preview, and click on the **Save** button.

   b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

   - To preview a full-screen version of the checkout, see <u>Previewing the checkout</u> (page 385).
   - To configure other profile settings, see <u>List of Moneris Checkout configurator features/settings</u> (page 379).
   - To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).
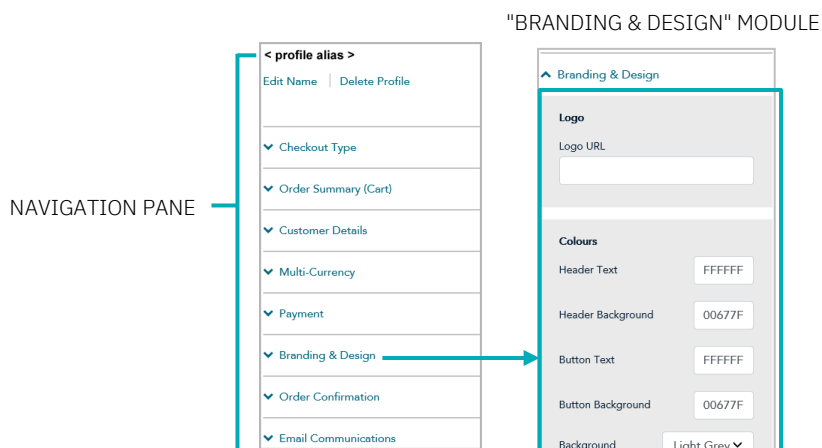
Configuring the checkout's "Branding & design"

Follow the steps below to configure the checkout's branding and design elements, including logo, colours, and customizations like payment window type, merchant name, headers, footers, and navigation button names.

Important! Please ensure that you configure these settings per your ecommerce solution's integration requirements. You must develop your ecommerce solution per Moneris' integration specifications as outlined in How to get started (page 378).

1. Ensure the checkout profile that you want to configure is open on your screen.

    Note: To reopen an existing profile, see Reopening a Moneris Checkout profile (page 383). To create a new profile, see Creating a Moneris Checkout profile (page 381).

2. On the MCO configurator navigation pane (shown below), click on **Branding & design** to open the "Branding & Design" module.

    "BRANDING & DESIGN" MODULE

    NAVIGATION PANE

3. Configure the checkout's branding & design elements as desired:

    Logo

    a. Go to the "Logo" area in the module, and enable/disable a logo:

    - To enable a logo, enter the logo image file address in the **URL** field.
    - To disable a logo, leave the **URL** field unfilled.

    Colours

    a. Go to the "Colours" area in the module, and do one or more of the following:

    - In the **Header text** field, enter HEX value corresponding to the colour in which you want to render the checkout header text.
    - In the **Header background** field, enter HEX values corresponding to the colour in which you want to checkout header background.
    - In the **Button Text** field, enter HEX value corresponding to the colour in which you want to render the checkout button text.
    - In the **Button Background** field, enter HEX values corresponding to the colour in which you want to render the button background.

- In the "Background" drop-down list, click on background colour (**Light grey** or **White**) in which to surround the checkout forms.

Customizations

a. Go to the "Customizations" area in the module, and set controls for the size of the checkout's payment form window:

- To enable Moneris to control the size of the payment form window, checkmark the **Enable fullscreen** box.

  Note: If this option is enabled, you may customize the checkout's payment form further by configuring additional options as instructed in step b of this procedure.

- To control the size of the payment form window yourself, unmark the **Enable fullscreen** box.

b. Enable/disable the payment form customization options (options are listed in the table below):[52]

- To enable a customization, checkmark the box beside the desired customization.
- To disable a customization, unmark the box beside the undesired customization.

Customization option	Description (when feature is enabled)
Header	Display a header banner at the top of the checkout.
Merchant Name in Header	Display your store name in the header banner at the top of the checkout.
Powered by Moneris footer	Display "Powered by Moneris" in the footer at the bottom of the checkout.
Card borders/Shadows	Display card border and shadow around any card logo displayed in the checkout.
Auto-format Card info	When the checkout customer enters their debit/credit card number in the "Card Number" field, the number automatically formats based on card type: The digits array in the appropriate sets with spaces inserted between the sets (e.g., a Visa or Mastercard number auto-formats as "1234 1234 1234 1234"; an Amex card number auto-formats as "123 123456 12345"). Once the complete card number is entered, the card brand logo displays beside the field. When the customer enters the expiry date digits in the "MMYY" field, a backslash "/" auto-inserts between the digits representing the month and year (e.g.,"01/12").

c. Click on the "Card Logo Size" drop-down list, and select the size (**Small Medium**, or **Large**) in which to render card brand logos in the checkout.

d. Click on the "Font" drop-down list, and select the font style (**Avenir**, **Arial Courier**, **New Helvetica**, or **Times New Roman**) in which to render the header text and the plain text on the checkout page.

e. Click on the "Font size" drop-down list, and select the font size (**Small**, **Medium**, or **Large**) in which to render the header text and the plain text on the checkout page.

f. Click on the "Process Text" drop-down list, and select a label (**Checkout**, **Buy**, **Purchase**, **Book**, **Subscribe**, **Donate**, **Process**, **Pay**, **Submit**, or **Place Your Order**) to apply to the button on which the checkout customers will click to submit their order.

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[52] If the "Enable fullscreen" customization option is disabled (unmarked), all other payment form customization options on your module will be disabled (locked) except for the "Card borders/Shadows" setting.

g. Click on the "Process Text Size" drop-down list, and select the font size (**Small**, **Medium**, or **Large**) in which to render the button label that you configured in the previous step.

h. Click on the "Cancel Text" drop-down list, and select the text (**Cancel**, **Back**, **Back to Store**, or **Continue Shopping**) of the hyperlink on which checkout customers will click if they want to stop the order process and return to your ecommerce site.

i. Click on the "Cancel Text Size" drop-down list, and select the font size (**Small**, **Medium**, or **Large**) in which to render the hyperlink text that you configured in the previous step.

4. Save the profile's new configuration:

Note: *The live preview area automatically refreshes to reflect the profile's new configuration.*

a. Go to the top of your live checkout preview, and click on the **Save** button.

b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

- To preview a full-screen version of the checkout, see <u>Previewing the checkout</u> (page 385).
- To configure other profile settings, see <u>List of Moneris Checkout configurator features/settings</u> (page 379).
- To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded)

Configuring the checkout's "Order confirmation" content

Follow the steps below to configure the checkout's order confirmation content, including order details such as order ID, customer information, shipping and billing address, payment details, and a customizable message.

Note: For an example of the order confirmation as it would be displayed to the customer by the checkout, see Transaction confirmation details: browser version (page 446).

Important! Please ensure that you configure these settings per your ecommerce solution's integration requirements. You must develop your ecommerce solution per Moneris' integration specifications as outlined in How to get started (page 378).

1. Ensure the checkout profile that you want to configure is open on your screen.

   Note: To reopen an existing profile, see Reopening a Moneris Checkout profile (page 383). To create a new profile, see Creating a Moneris Checkout profile (page 381).

2. On the MCO configurator navigation pane (shown below), click on **Order Confirmation** to open the "Order Confirmation" module.
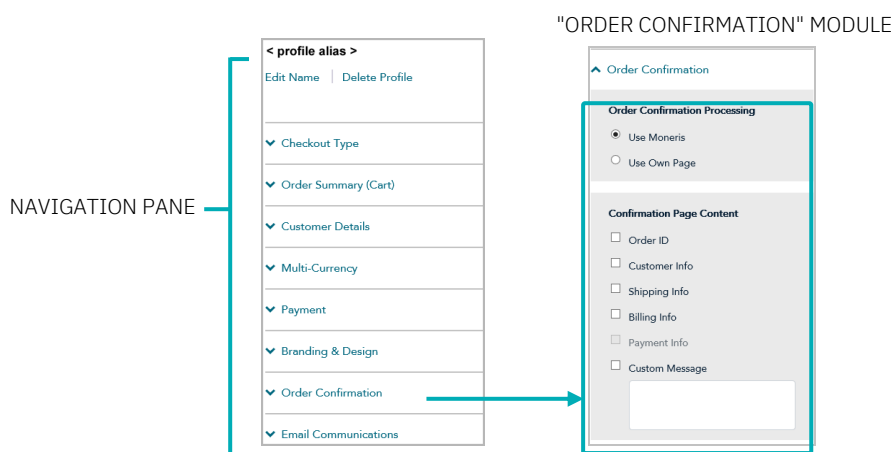
3. Configure who does the order confirmation processing:

   a. Go to the "Order Confirmation Processing" area in the module, and:

      ▪ To enable Moneris to perform the order confirmation processing, select the **Use Moneris** radio button.
      ▪ To enable your own system to perform the order confirmation processing, select the **Use Own Page** radio button.

4. To configure the checkout's confirmation page content:

   a. Go to the "Confirmation Page Content" area in the module, and enable/disable the line items **Order ID**, **Customer Info**, **Shipping Info**, **Billing Info**, **Payment Info**, and **Custom Message**.

   Note: To enable a field, checkmark the box beside the desired field. To disable a field, unmark the box beside the undesired field. If a field/checkbox is locked, it means you cannot enable/disable it from the module.

b. If you enabled the "Custom message" field, enter your message in the field.

5. Save the profile's new configuration:

   Note: *The live preview area automatically refreshes to reflect the profile's new configuration.*

   a. Go to the top of your live checkout preview, and click on the **Save** button.

   b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

   - To preview a full-screen version of the checkout, see <u>Previewing the checkout</u> (page 385).
   - To configure other profile settings, see <u>List of Moneris Checkout configurator features/settings</u> (page 379).
   - To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

Configuring the checkout's "Email communications" content

Follow the steps below to configure the checkout's confirmation email content (includes order, payment, customer, and shipping details), and set approved/declined permissions for sending auto-response emails to customers and any specified merchant recipients.

Note: *For an example of the confirmation email, see* *Transaction confirmation details: email version (page 448).*

Important! Please ensure that you configure these settings per your ecommerce solution's integration requirements. You must develop your ecommerce solution per Moneris' integration specifications as outlined in How to get started (page 378).

1. Ensure the checkout profile that you want to configure is open on your screen.

   Note: *To reopen an existing profile, see* *Reopening a Moneris Checkout profile (page 383). To create a new profile, see* *Creating a Moneris Checkout profile (page 381).*

2. On the MCO configurator navigation pane (shown below), click on **Email Communications** to open the "Email Communications" module.
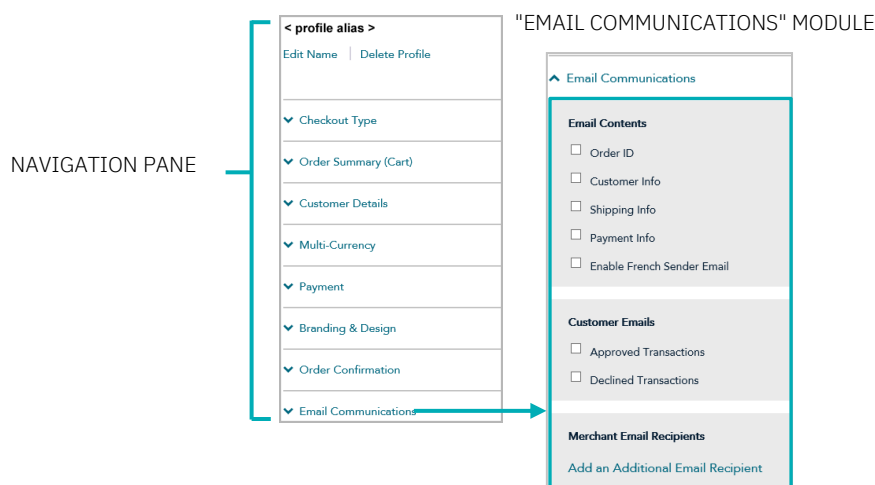
3. To configure confirmation email contents:

   a. Go to the "Email contents" area in the module, and enable/disable email content including **Order ID**, **Customer Info**, **Shipping Info**, and **Payment Info**.

   Note: *To enable any content, checkmark the box beside the desired content. To disable content, unmark the box beside the undesired content.*

4. To configure the email permission(s) that will cause a confirmation email to be sent to customers:

   a. Go to the "Customer emails" area in the module, and enable/disable the email permissions **Approved Transactions** and **Declined Transactions**.

   Note: *To enable a permission, checkmark the box beside the desired permission. To disable a permission, unmark the box beside the undesired permission.*

5. To configure one or more recipients to receive confirmation emails for approved/declined transactions that are processed through the checkout:

  - To add a new email recipient, see Adding a new merchant email recipient (page 425).
  - To remove an email recipient, see Removing a merchant email recipient (page 427).
  - To edit the details of an email recipient, see Editing a saved merchant email recipient (page 428).

6. If you enabled sending customer confirmation emails at step 4 (page 423) and/or you enabled sending merchant confirmation emails at step 5 (above), you can also choose to enable sending those confirmation emails from the French sender email address "recu@moneris.com" for any transaction that is processed through the checkout in French (the "language" validation field in the preload request would be set to "fn" for such a transaction):

  a. Go to the "Email contents" area in the "Email Communications" module (shown on page 423), and do one of the following:

    - To enable the French sender email option, checkmark the **Enable French Sender Email** box.

      Note: If the French sender email option is enabled, customer and merchant confirmation emails will continue to be sent from the English sender email address "receipt@moneris.com" for any transaction that is processed through the checkout in English (the "language" validation field in the preload request would be set to "en" for such a transaction).

    - To disable the French sender email option, unmark the **Enable French Sender Email** box.

      Note: If the French sender email option is disabled, all customer and merchant confirmation emails will be sent from the English sender email address "receipt@moneris.com" regardless of the language in which the transaction is processed through the checkout.

7. Save the profile's new configuration:

  Note: The live preview area automatically refreshes to reflect the profile's new configuration.

  a. Go to the top of your live checkout preview, and click on the **Save** button.

  b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

    - To preview a full-screen version of the checkout, see Previewing the checkout (page 385).
    - To configure other profile settings, see List of Moneris Checkout configurator features/settings (page 379).
    - To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).
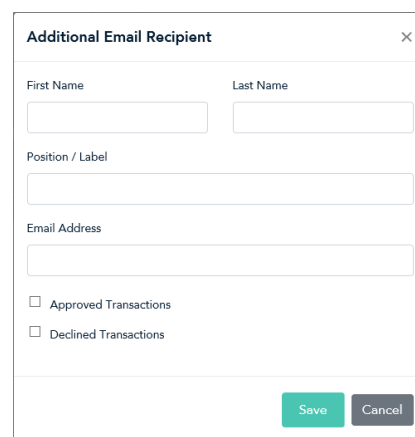
Adding a new merchant email recipient

Follow the steps below to set up a new recipient address to receive confirmation email (see Transaction confirmation details: email version on page 448) regarding every approved/declined transaction that is processed through the checkout.

1. Ensure the checkout profile that you want to configure is open on your screen and email content and permissions are set (see Configuring the checkout's "Email communications" content on page 423).

2. While the profile's "Email Communications" module (shown partially below) is open in your configurator, click on **Add an Additional Email Recipient**.
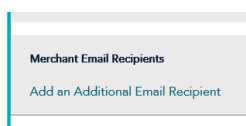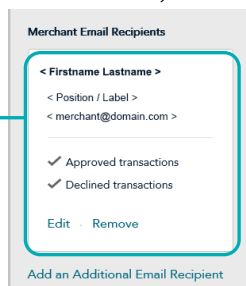

"EMAIL COMMUNICATION" MODULE

3. When the "Additional Email Recipient" window displays (shown here), do the following:

   a. In the **First Name** field, enter the recipient's given name.

   b. In the **Last Name** field, enter the recipient's surname.

   c. In the **Position/Label**, enter the recipient's position title.

   d. In the **Email Address** field, enter the recipient's email address to which you want customer confirmation emails to be sent.

   e. To enable the recipient to receive confirmation emails for transactions that are approved, checkmark the **Approved transactions** box.

   f. To enable the recipient to receive confirmation emails for transactions that are declined, checkmark the **Declined transactions** box.

   g. Click on the **Save** button to close the window.

   Note: *When the page refreshes, the added merchant address will be listed in the "Merchant Email Recipients" area in the module (shown below).*

"MERCHANT EMAIL RECIPIENTS" LIST

4. Save the profile's new configuration:

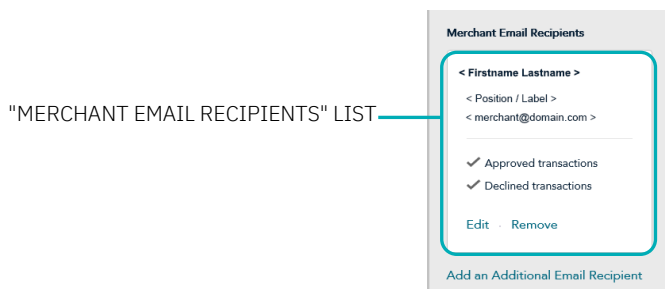   *Note:* *The live preview area automatically refreshes to reflect the profile's new configuration.*

a. Go to the top of your live checkout preview, and click on the **Save** button.

b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

  ▪ To preview a full-screen version of the checkout, see <u>Previewing the checkout</u> (page 385).
  ▪ To configure other profile settings, see <u>List of Moneris Checkout configurator</u> <u>features/settings</u> (page 379).
  ▪ To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

![Moneris logo]

Removing a merchant email recipient

Follow the steps below to remove a recipient from the checkout's merchant email recipient list thereby preventing them from receiving confirmation email (see <u>Transaction confirmation details: email version</u> on page 448) regarding approved/declined transactions that are processed through the checkout.

1. Ensure the checkout profile that you want to configure is open on your screen and the checkout's email content and permissions are set (see <u>Configuring the checkout's "Email communications" content</u> on page 423).

2. While the profile's "Email Communications" module is open in your configurator, do the following:

   a. Go the "Merchant Email Recipients" list, and locate the recipient that you want to remove.

   "MERCHANT EMAIL RECIPIENTS" LIST ——

   b. Click on the recipient's **Remove** link.

   Note: *When the page refreshes, the deleted recipient address will no longer be listed in the "Merchant Email Recipients" area. Repeat these steps to remove another recipient addresses as desired.*

3. Save the profile's new configuration:

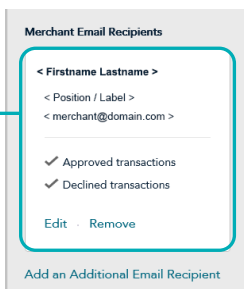   *Note:* *The live preview area automatically refreshes to reflect the profile's new configuration.*

   a. Go to the top of your live checkout preview, and click on the **Save** button.

   b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

   - To preview a full-screen version of the checkout, see <u>Previewing the checkout</u> (page 385).
   - To configure other profile settings, see <u>List of Moneris Checkout configurator features/settings</u> (page 379).
   - To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).
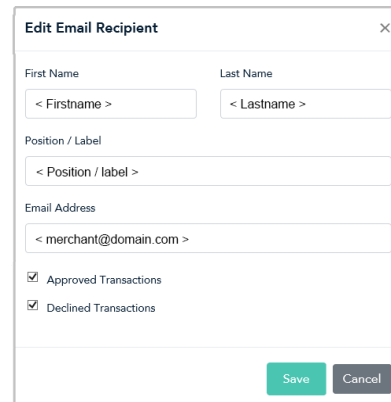
Editing a saved merchant email recipient

Follow the steps below to edit the details of a saved recipient address, which is configured to receive confirmation email (see Transaction confirmation details: email version on page 448) regarding every approved/declined transaction that is processed through the checkout.

1. Ensure the checkout profile that you want to configure is open on your screen and email content and permissions are set (see Configuring the checkout's "Email communications" content on page 423).

2. While the profile's "Email Communications" module is open in your configurator, and do the following:

   a. Go to the "Merchant Email Recipients" list (shown below), and locate the recipient you want to edit.

   "MERCHANT EMAIL RECIPIENTS" LIST

   b. Click on the recipient's **Edit** link.

3. When the "Edit Email Recipient" window displays (shown here), edit any of the fields/settings as desired:

   a. In the **First Name** field, enter the recipient's given name.

   b. In the **Last Name** field, enter the recipient's surname.

   c. In the **Position/Label**, enter the recipient's position title.

   d. In the **Email Address** field, enter the recipient's email address to which you want customer confirmation emails to be sent.

   e. To enable the recipient to receive confirmation emails for transactions that are approved, checkmark the **Approved Transactions** box.

   f. To enable the recipient to receive confirmation emails for transactions that are declined, checkmark the **Declined Transactions** box.

   g. Click on the **Save** button to close the window.

4. Save the profile's new configuration:

   Note: *The live preview area automatically refreshes to reflect the profile's new configuration.*

   a. Go to the top of your live checkout preview, and click on the **Save** button.

   b. When the "Success" dialog displays, click on its **OK** button to close the dialog:

   - To preview a full-screen version of the checkout, see Previewing the checkout (page 385).
   - To configure other profile settings, see List of Moneris Checkout configurator features/settings (page 379).

- To exit the MCO configurator, click on **Back to Checkout Configurations** (unsaved changes will be discarded).

![Moneris logo]

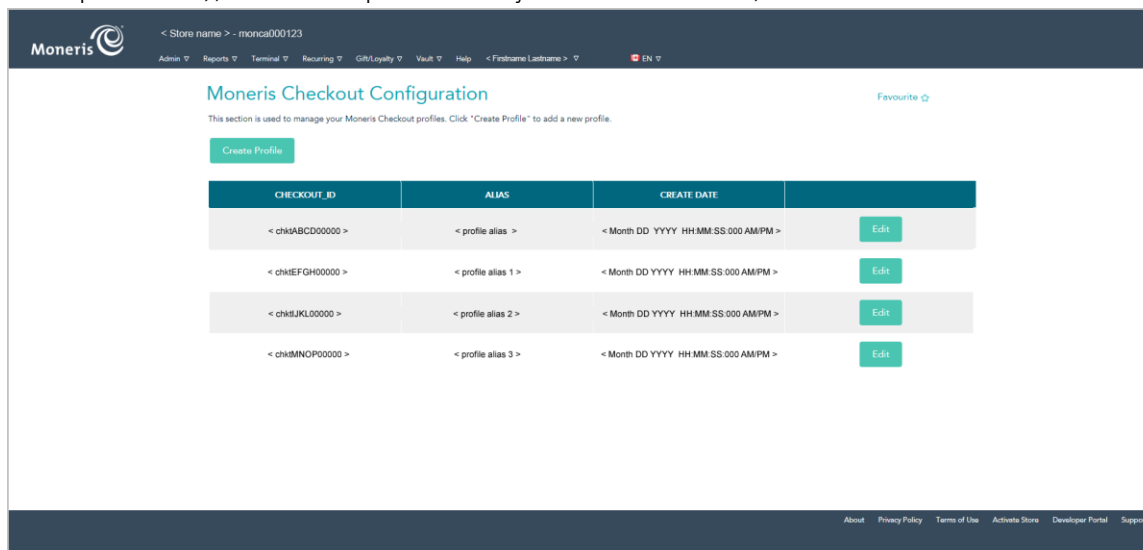# Deleting a Moneris Checkout profile

The steps below describe how to delete an existing Moneris Checkout profile.

Important! Please ensure that you perform this operation per your ecommerce solution's integration requirements. A profile's unique checkout ID is used in the preload request to identify your ecommerce solution's Moneris Checkout integration. You must develop your ecommerce solution per Moneris' integration specifications as outlined in <u>How to get started</u> (page 378).
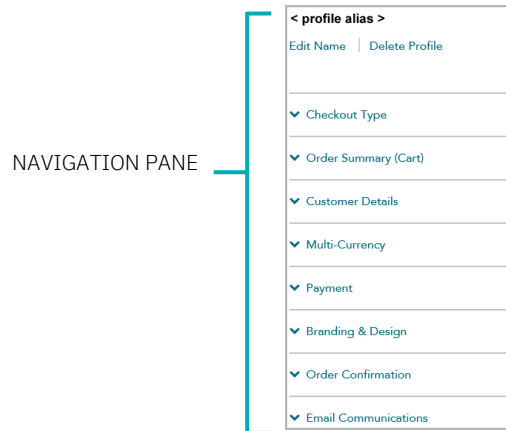
1. Log into your Merchant Resource Center store (see <u>Logging into the Merchant Resource Center</u> on page 116).

2. On the menu bar, click on **Admin** > **Moneris Checkout Config** (shown below).
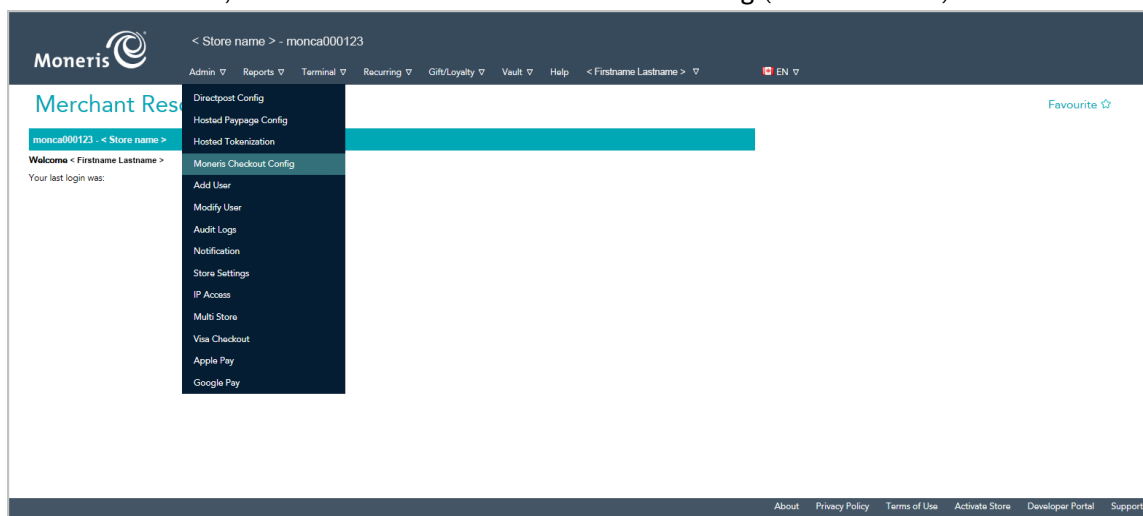
3. When the "Moneris Checkout Configuration" page displays a list of your existing profiles (see example below), locate the profile that you want to delete, and click on its **Edit** button.

4. When the desired profile opens, click on **Delete Profile** at the top of the navigation pane (shown below).

NAVIGATION PANE	**< profile alias >**
	Edit Name | Delete Profile
	∨ Checkout Type
	∨ Order Summary (Cart)
	∨ Customer Details
	∨ Multi-Currency
	∨ Payment
	∨ Branding & Design
	∨ Order Confirmation
	∨ Email Communications

5. When the "Moneris Checkout Configuration" page displays, confirm that the deleted profile is no longer listed.

6. For other Moneris Checkout options (e.g., to create a new profile or edit an existing one), see <u>How to get started</u> (page 378).

Appendix.

Payment/transaction fields

The table below (continues to page 434) lists common Merchant Resource Center payment/transaction fields that may be displayed on transaction pages. Descriptions of what data to enter in each field are also included.

Field	Enter this data:
Amount	The transaction amount. When specifying an amount, do not enter the dollar sign or any other special characters. The amount must include the full cent values (#.##).
Auth Code	Authorization/reference code as received from an IVR or equivalent terminal.
Card Number	For debit/credit transaction, see *Credit Card Number*. For gift transaction, see *Gift Card Number*. For loyalty transaction, see *Loyalty Card Number*.
Card Verification Code	3- or 4-digit security code printed on the back or front of the gift/loyalty card.
Card Verification Digits	3- or 4-digit security code printed on the back or front of the debit/credit card.
Credit Card Number	Primary/personal account number (PAN) printed on the front of the card being used for the transaction. *Note:* *Some chip debit card numbers may be entered instead of a credit card number.*
Customer Code	Transaction identifier (optional).
Customer ID	Transaction identifier (optional).
CVC	See *Card Verification Code*.
CVD	See *Card Verification Digits*.
CVV	Card verification value (see *Card Verification Digits*).
Data Key	A unique alpha-numeric string that is associated with each Vault profile.
ECI	See *Electronic Commerce Indicator*.
Electronic Commerce Indicator	Specify how the card number was obtained from the cardholder (for details, see page 435).
Expiry Date	The expiry date of the card which is being used for the transaction (MMYY). This date must correspond with the date found on the card itself.
Gift Card Number	The card account number printed on the front of a gift card.
Invoice Number	Transaction identifier (optional).
Loyalty Card Number	The card account number printed on the front of a loyalty card.
Order ID	The order ID is a unique identifier appended to every financial transaction. If you leave this field is left blank, the system will automatically generate the ID when the transaction is submitted for processing. If you enter your own ID, ensure that the ID you enter has never been used in the past. order IDs may be up to 50 characters long, may contain letters and numbers, and may also contain the following special characters: - : . @
Points to Redeem	Number of points that you want to redeem from a loyalty card.
Statement Descriptor	Describes the transaction (appears on the cardholder's credit card statement).

Field	Enter this data:
Street Name	The street name of the cardholder's mailing address. This name should be the same as that found on the cardholder statement for the card being used (see page 453).
Street Number	The street number of the cardholder's mailing address. This number should be the same as that found on the cardholder statement for the card being used (see page 453).
Zip/Postal Code	The zip/postal code of the cardholder's mailing address. This code should be the same as that found on the cardholder statement for the card being used (see page 453).

Electronic commerce indicator (ECI)

The ECI is a descriptor that specifies how a debit/credit card number was obtained from the cardholder for the debit/credit financial transaction. The table below lists the ECIs supported on the Merchant Resource Center.

ECI	Description
M - Manually Keyed Card Present	-
0 - Not an electronic commerce transaction	-
1 - Mail/Telephone Order - Single	Cardholder provides credit card details via phone or on paper. Authorizes the use of the card for one payment.
2 - Mail/Telephone Order - Recurring	Cardholder provides credit card details via phone or on paper. Authorizes the use of the card for multiple payments processed at predetermined intervals.
3 - Mail/Telephone Order - Instalment	Cardholder provides credit card details via phone or on paper. Authorizes the use of the card for a single payment of goods or services billed to the card in multiple segments over a period of time.
4 - Mail/Telephone Order	Unknown classification: Cardholder provides credit card details via phone or on paper. Transaction type is unknown at time of authorization – may be one time or multiple payments.
5 - Fully Authenticated - 3D Secure	Applicable to ecommerce transactions whereby the cardholder provides their card data over the Internet on a secure site and authenticates their identity via 3-D Secure.
6 - Authentication Attempted - 3D Secure	Applicable to ecommerce transactions whereby the cardholder provides their card data over the Internet on a secure site and attempts to authenticate their identity via 3-D Secure.
7 - SSL Transaction (Not Authenticated)	Applicable to ecommerce transactions whereby the cardholder provides their card data over the Internet on a secure site.

Moneris

Permissions

Admin access level

Admin-level access permissions are grouped into three main areas: administrative level, transaction level, and report level (refer to the respective tables below).

Important! A user possessing full admin-level permissions has complete control over other user accounts and your Merchant Resource Center store. Assign permissions to users based on business requirements. For information about payment card industry best security practices, refer to the Payment Card Industry (PCI) Security Standards Council's Web site at www.pcisecuritystandards.org/index.shtml.

Administrative level

The access levels listed* in the table below display in the "Administrative Level" area on the "Modify User" (or "Add User") page of the user account that you are modifying.

Access level	If the access level is marked:
All Administrative Access	Allows user to grant the ability to enable full administrative access.
Add/Modify User and Audit Logs	Allows user to grant the ability to add/modify user accounts and to view audit logs.
Add/Modify User	Allows user to grant the ability to add or modify user accounts.
Modify User Only	Allows user to grant the ability to modify user accounts.
None (User is unable to grant Admin access to others.)	User cannot grant administrative access.

Transaction level

The access levels listed* in the table below display in the "Transaction Level" area on the "Modify User" (or "Add User") page of the user account that you are modifying.

Access level	If access level marked:
All transactions, including Gift/Loyalty Activate, Gift Purchase, and Balance Inquiry.	User can grant the ability to perform all financial transactions.
All transactions except Void, Refund, and Independent Refund. (Also excludes Gift/Loyalty Deactivate, Void, Refund, and Independent Refund.)	User can grant the ability to perform all financial transactions except Voids, Refunds, Independent Refunds, and gift/loyalty deactivations.
None - User is unable to grant Transaction access to others.	User cannot grant transaction access.

Report level

The access levels listed in the table below display in the "Report Level" area on the "Modify User" (or "Add User") page of the user account that you are modifying.

Access level	If access level marked:
All reports, including Gift/Loyalty Transaction report.	User can grant the ability to view, generate all reports.
All reports, except the ability to close batches.	User can grant the ability to view, generate all reports (excluding the ability to close batches).
None - User is unable to grant Report access to others.	User cannot grant report access.

User permissions

User permissions are grouped into several main areas: administrative permissions (see below), transaction permissions (see page 439), report permissions (see page 440), gift/loyalty permissions (see page 440), and Vault permissions (see page 441).

Administrative permissions

The user permissions listed in the table below display in the "Administrative Permissions" area on the "Modify User" (or "Add User") page of the user account that you are modifying.

Permission	If permission checkmarked, then:
Add User	User can access the transaction page.
Alter Notification Addresses	User can access the transaction page.
Alter Batch	User can change the configuration.
Audit	User can access the transaction page.
Configure DirectPost	User can access the transaction page.
Configure Hosted Paypage	User can access the transaction page.
Configure Multi Merchant	User can access the transaction page.
Modify User	User can access the transaction page.
Save Changes *	User can execute any of the functions listed in this section. (If this box is unmarked, the user will be restricted to view-only access. Any attempt to alter the configuration settings by this user will be logged.)
Set IP Access	User can access the transaction page.
Store Settings	User can access the transaction page.
View API Token	User can access the transaction page.

Transaction permissions

The user permissions listed in the table below display in the "Transaction Permissions" area on the "Modify User" (or "Add User") page of the user account that you are modifying.

Permission	If permission checkmarked, then:
Add Recurring	User can access the transaction page.
Capture	User can access the transaction page.
Create Group	User can access the transaction page.
Enable Keyed in PCI mode	When PCI mode is enabled (see page 342), user can do keyed card entry in Merchant Resource Center fields.
Execute Transactions*	User can perform transactions. (If this box is unmarked, the user will only be able to access the transaction page, but they will not be able to process the transaction.)
Independent Refund	User can access the transaction page. *Note: Independent Refund functionality is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.*
Mandatory AVS	User must enter address verification data if transaction supports it.
Mandatory CVD	User must enter card verification digits if transaction supports it.
Preauth	User can access the transaction page (also applies to "Reauth" page).
Purchase	User can access the transaction page.
Refund	User can access the transaction page.
Retry Recurring	Retry a declined recurring transaction.
Statement Descriptor	User can submit statement descriptor data if transaction supports it.
Verification	User can access the transaction page.
Voice Auth	User can access the transaction page. *Note: Voice Authorization-Advice functionality is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Voice Authorization-Advice transactions from your store, please contact Moneris.*
Void	User can access the transaction page.

Report Permissions

The user permissions listed in the table below display in the "Report permissions" area on the "Modify User" (or "Add User") page of the user account that you are modifying.

Permission	If permission checkmarked, then:
Allow batch close	User can perform a manual Batch Close.
Allow view of all users ' transactions*	User can view all the transactions processed on the Merchant Resource Center. (If this box is unmarked, the user will be able to view only the transactions that they themselves performed.)
Alter Recurring Transactions	User can modify a recurring transaction.
Batches	User can access the transaction page. (The generated Batch report details will display all transactions regardless of the **Allow view of all users' transactions** permission.)
Execute Transactions/Batches:	User can perform follow-on transactions and process Batch Close transactions.
Grouped Transactions	User can access the transaction page.
Manage Recurring Transactions	User can access the transaction page.
Recurring Transaction Reports	User can access the transaction page.
Transactions	User can access the transaction page.

Gift/loyalty permissions

The user permissions listed in the table below display in the "Gift/Loyalty Permissions" area on the "Modify User" (or "Add User") page of the user account that you are modifying.

Permission	If permission checkmarked, then:
Execute Gift/Loyalty Transactions Reports*	User can perform gift/loyalty transactions and generate reports. (If this box is unmarked, the user will only be able to view the transaction and/or report page; they will not be able to perform the actual transaction/generate the report.)
Gift/Loyalty Activate	User can access the transaction page.
Gift/Loyalty Balance Inquiry	User can access the transaction page.
Gift/Loyalty Deactivate	User can access the transaction page.
Gift/Loyalty Independent Refund	User can access the transaction page. *Note:* *Independent Refund functionality is disabled by default but can be enabled (temporarily or for a longer period) for your Merchant Resource Center store upon request. If you want to perform Independent Refund transactions from your store, please contact Moneris.*
Gift/Loyalty Purchase	User can access the transaction page.
Loyalty Redemption	User can access the transaction page.
Gift/Loyalty Refund	User can access the transaction page.
Gift/Loyalty Transaction Report	User can access the transaction page.
Gift/Loyalty Void	User can access the transaction page.

Vault permissions

The user permissions listed in the table below display in the "Vault Permissions" area on the "Modify User" (or "Add User") page of the user account that you are modifying.

Permission	If permission checkmarked, then:
Add Profile	User can access the transaction page.
Delete Profile	User can perform this transaction.
Execute Vault Transactions/Reports	User can perform Vault transactions and generate reports. (If this box is unmarked, the user will only be able to view the transaction page, but they will not be able to perform the transaction.)
Manage Profiles	User can access the transaction page.
Vault Reports	User can access the transaction page.
Update Profile Details	User can perform this transaction.

Auto Decision by Moneris: rules and responses for Moneris Checkout

If you enabled the "Auto decision by Moneris" feature for the checkout as described in Configuring the checkout's "Payment" settings (page 406), please refer to the table below to inform your fraud-prevention tool configuration choices.

Note: *See also Auto Decision by Moneris: enabled - transaction flow diagram (page 444) and Auto Decision by Moneris: disabled - transaction flow diagram (page 445).*

AVS = address verification service | CVV = card verification value | CAVV = cardholder authentication verification value

Fraud-Prevention Tool	Enabled?	Pass Response Mandatory?	Deny Response Codes	Description of Deny Response Codes
AVS	Yes	Yes	C	Full address, including postal code, submitted but not verified due to incompatible formats.
		Yes	I	Address information not verified.
		Yes	N	No match, or no billing information supplied.
		Yes	R	Retry, system unable to process.
		No	N/A	AVS will be performed on address and postal code but no decision will be made by Moneris. *Note:* *You may opt to decision manually.*
	No	N/A	N/A	AVS not performed.
Postal Code Only	Yes	Yes	C	Postal code submitted but not verified due to incompatible formats.
		Yes	I	Postal code submitted but not verified.
		Yes	N	Postal code submitted. No match, or no billing information supplied.
		Yes	R	Retry, system unable to process.
		No	N/A	Postal code verification will be performed, but no decision will be made by Moneris. *Note:* *You may opt to decision manually.*
	No	N/A	N/A	AVS not performed.
CVV[53]	Always	Yes	N	No match.
			P	Not processed.
			S	CVV[54] should be on card but no CVV was presented.
			D	Invalid security code. *Note:* *American Express & JCB only.*
			Other	Invalid response code.
		No	N/A	CVV[55] will be performed but no decision will be made by Moneris. *Note:* *You may opt to decision manually.*
3D Secure	Yes	Always	0	CAVV could not be verified or CAVV data was not provided when expected.
			B	CAVV passed verification—attempted authentication, no liability shift.
	No	N/A	N/A	3-D Secure not performed.

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[53] May be referenced as "CVD" (card verification digits) on some reports and transaction pages.
[54] May be referenced as "CVD" (card verification digits) on some reports and transaction pages.
[55] May be referenced as "CVD" (card verification digits) on some reports and transaction pages.

Fraud-Prevention Tool	Enabled?	Pass Response Mandatory?	Deny Response Codes	Description of Deny Response Codes
Kount (Essential)	Always	Always	N/A	Moneris denies transaction requests based on the risk categories assigned to you upon your enrollment in the Moneris Kount Essential solution. *Note:* *This setting cannot be changed as it is required for participation in the Moneris Kount Essential solution.* *If Kount status code "A" (approve), "R" (review), or "E" (escalate) is accompanied by a Gateway response code that is less than "50", the transaction will be sent for authorization.* *However, Kount status code "D" (decline) or a Gateway response code that is equal to/greater than "50" will result in a declined transaction.*
Kount (Enterprise)	Yes	Yes	As per your rules	You determine rules and responses based on your risk portfolio. Moneris Checkout makes decisions based on an "Accept" or "Deny" notification from your rule configuration with Kount. *Note:* *If Kount status code "A" (approve), "R" (review), or "E" (escalate) is accompanied by a Gateway response code that is less than "50", the transaction will be sent for authorization. (You may subsequently use Kount's Admin Portal to manually review the authorized transaction.)* *However, Kount status code "D" (decline) or a Gateway response code that is equal to/greater than "50" will result in a declined transaction.*
		No	As per your rules	You determine rules and responses based on your risk portfolio. Moneris Checkout will not make a decision based on these responses but will return the response from Kount to inform your post-transaction risk management. *Note:* *All transactions will be sent for authorization, and Kount status code/response details will be included in every transaction's JSON receipt response. (You may manually review the Kount details for any transaction.)*
	No	N/A	N/A	Kount risk inquiry not performed.

Auto Decision by Moneris: enabled - transaction flow diagram

The diagram below depicts the transaction flow for a Purchase or Pre-authorization transaction as it is being processed through a Moneris Checkout integration for which the "Auto Decision by Moneris" payment security setting is turned on (see Configuring the checkout's "Payment" settings on page 406).
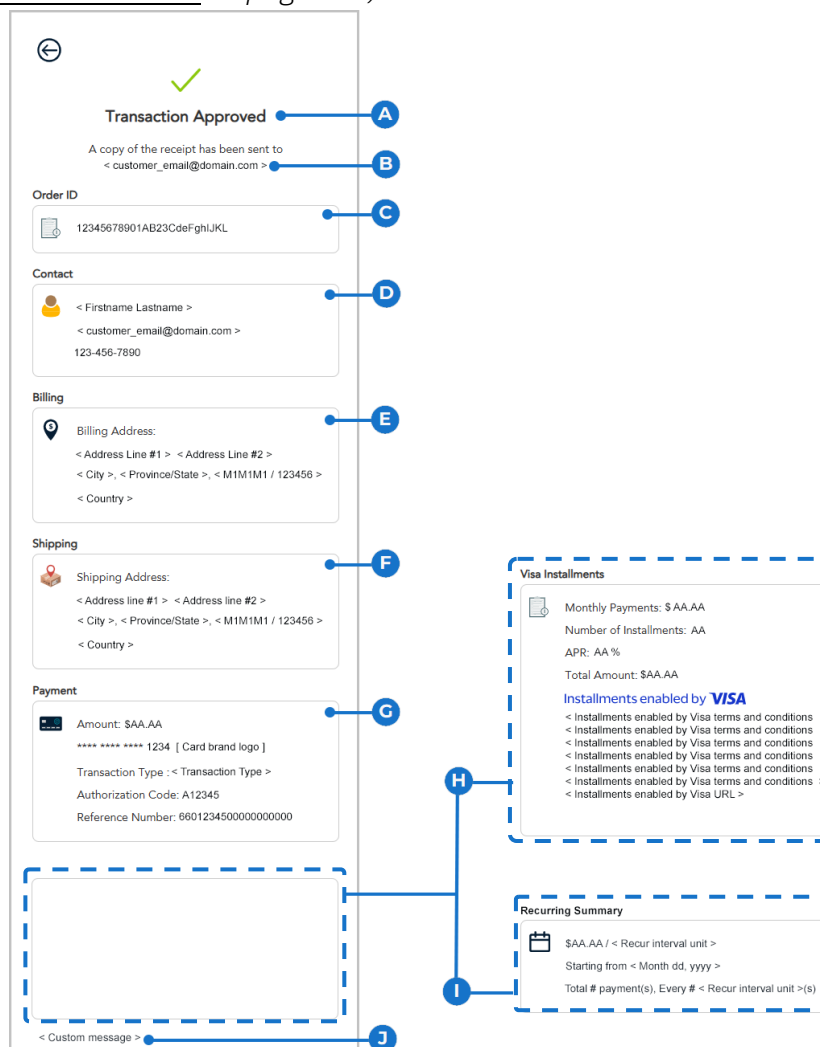
Note: For descriptions of "Auto Decision by Moneris" rules and responses, see Auto Decision by Moneris: rules and responses for Moneris Checkout (page 442).
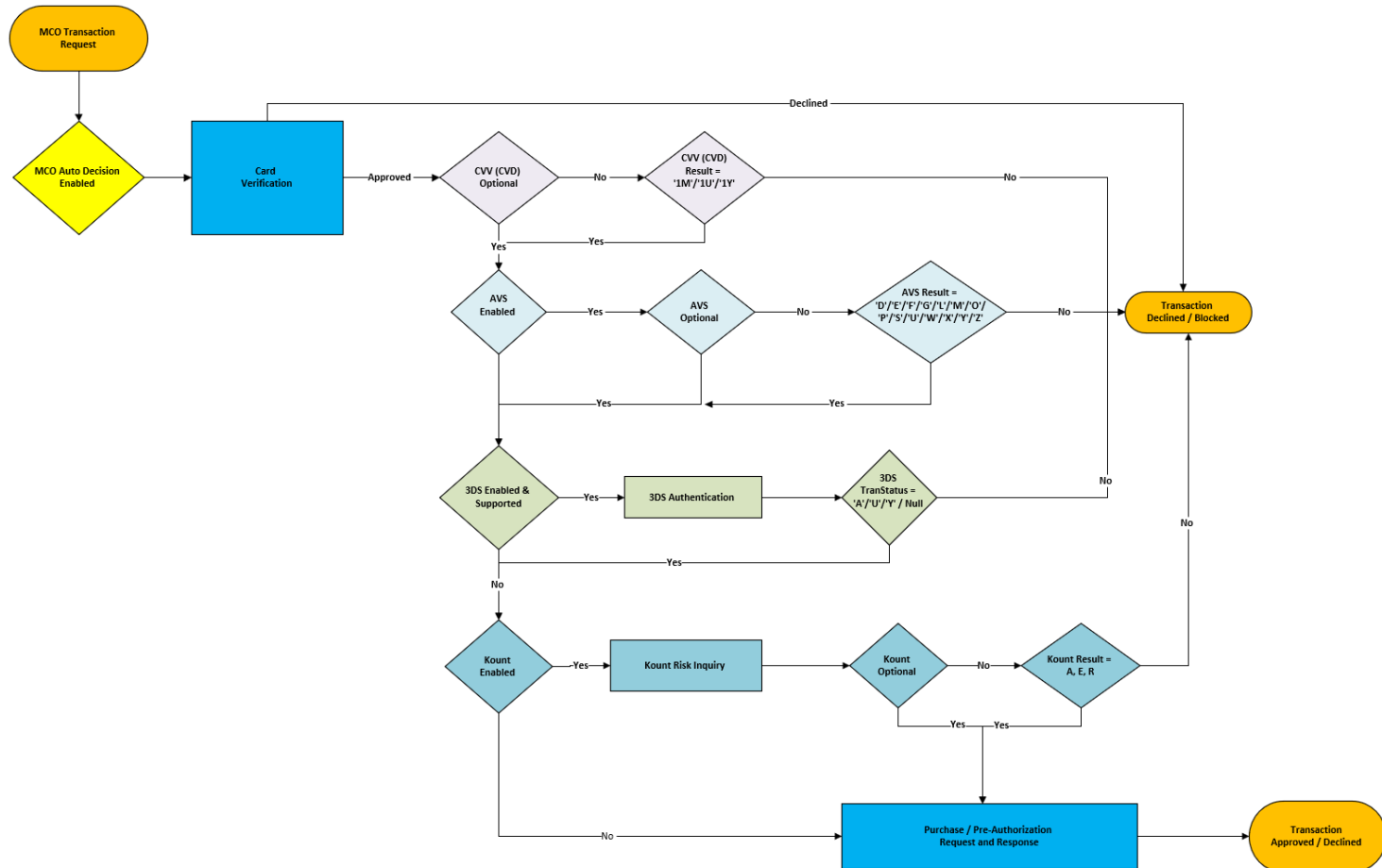
Auto Decision by Moneris: disabled - transaction flow diagram

The diagram below shows the transaction flow for a Purchase or Pre-authorization transaction as it is being processed through a Moneris Checkout integration for which the "Auto Decision by Moneris" payment security setting is turned off (see Configuring the checkout's "Payment" settings on page 406).

Note: *For descriptions of "Auto Decision by Moneris" rules and responses, see Auto Decision by Moneris: rules and responses for Moneris Checkout (page 442).*
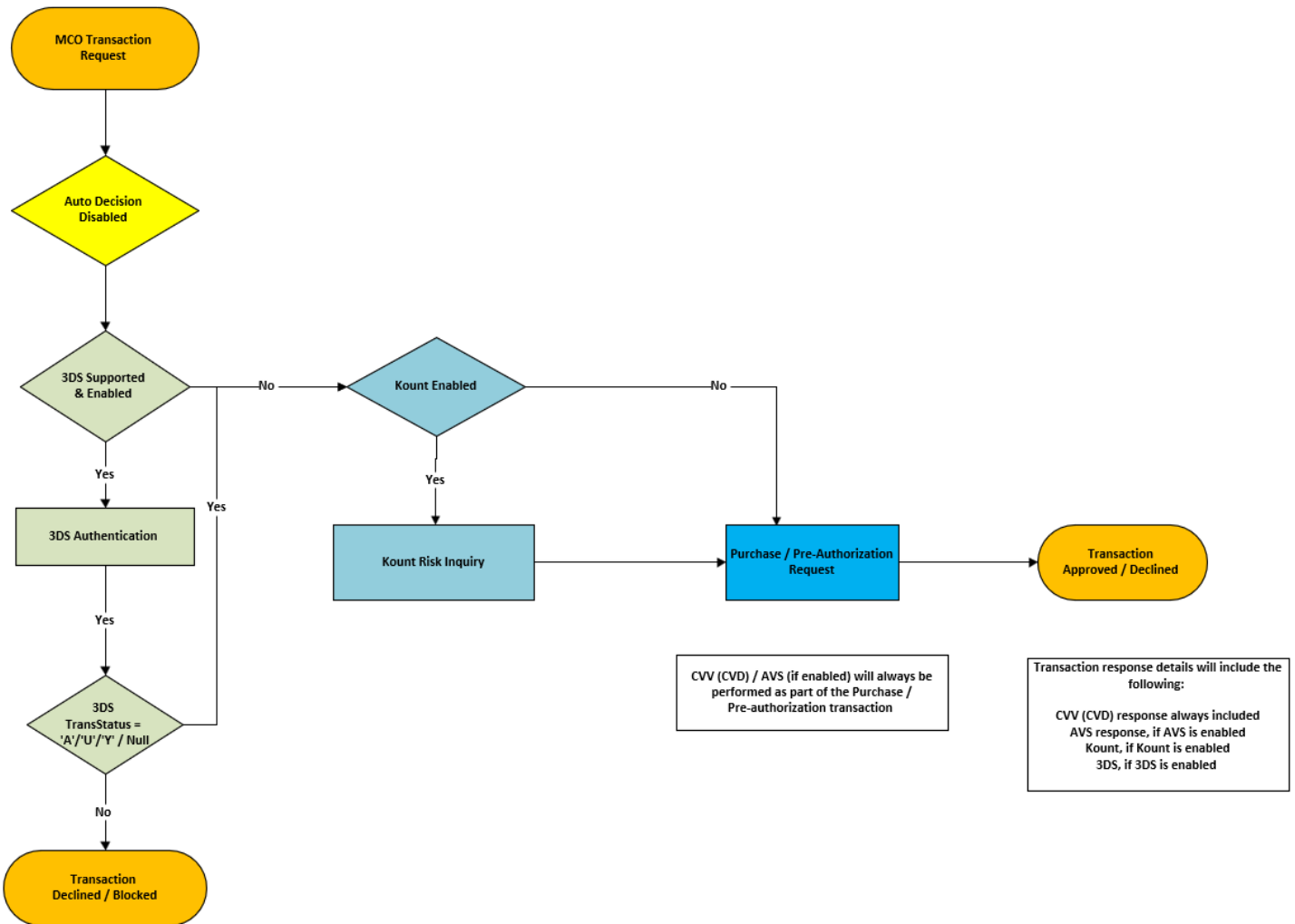
Transaction confirmation details: browser version

When a customer submits a transaction for processing through your Moneris Checkout integration, the transaction is sent to the Moneris host for processing. Once the transaction is approved or declined,[56] the checkout will refresh and display the transaction confirmation details (see example below).

Note: An email that contains the confirmation details will also be sent to the customer (see Transaction confirmation details: email version on page 448).

The table below describes the labelled receipt image shown above.

Label	Description
A	Transaction response ("Approved" or "Declined") from the Moneris host.
B	Customer email address to which the email version of the transaction receipt was sent once the transaction was approved or declined.
C	Order ID (a unique alpha-numeric identifier).

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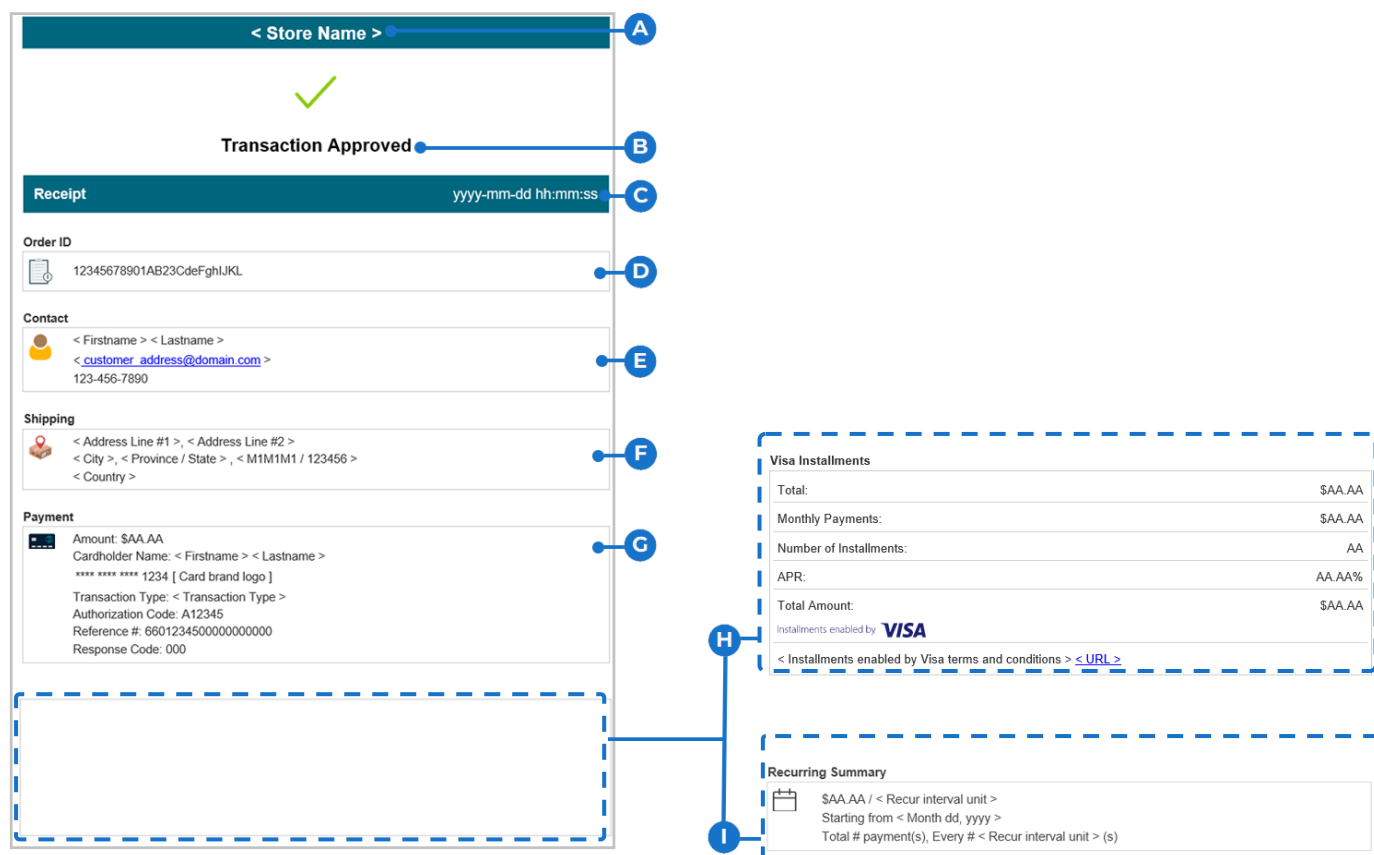
[56] If you enabled a recipient merchant email address for your checkout (see Configuring the checkout's "Email communications" content on page 423), you will also be sent the confirmation email for every approved and/or declined transaction that is processed through the checkout.

Label	Description
D	Customer contact details, which include first name, surname, email address, and/or phone number. (To include these details in the checkout confirmation page, see Configuring the checkout's "Order confirmation" content on page 421.)
E	Customer billing address details, which may include street address, city, province/state, postal code/zip code, and/or country details. (To include these details in the checkout confirmation page, see Configuring the checkout's "Order confirmation" content on page 421.)
F	Customer shipping details, which may include street address, city, province/state, postal code or zip code, and/or country details. (To include these details in the checkout confirmation page, see Configuring the checkout's "Order confirmation" content on page 421.)
G	Payment details, which includes transaction amount (may be in a foreign currency the customer/cardholder paid with a foreign currency), card number (masked except for the last four digits), transaction type, authorization code, and reference number. (The inclusion of payment details is mandatory.) *Note:* *The first 8 digits of the "66" reference number (e.g., "66012345") is the terminal ID of the virtual terminal through which the transaction was processed.*
H	Visa Installments details are included if Installments enabled by Visa is enabled in the checkout and the customer/cardholder opted to pay in installments. (The inclusion of Visa Installment details is mandatory.) Visa Installment details include: ▪ Monthly payments: The fixed installment amount (CAD) to be billed to the cardholder by the card issuer for the duration of the installment plan as selected by the cardholder during the transaction. The installment amount is calculated by taking the total transaction amount and dividing it into equal monthly payments. ▪ Number of installment payments: The number of payments to be billed to the cardholder per the installment plan they selected during the transaction. ▪ APR (annual percentage rate): The interest rate, expressed as a percentage, which can include any additional fees charged per the installment plan the cardholder selected during the transaction. ▪ Total Amount: The total amount (CAD) including any Installments enabled by Visa-related fees. *Note:* *If this is a consumer-funded installment plan, the issuer will charge the "Total Amount" to the cardholder over the number of installments in the installment plan.*
I	Recurring summary details are included if this transaction is part of a recurring series. Recurring details include recurring payment amount, recuring payment interval, recurring payment start date, total number of recurring payments, and number of recurring payment intervals. *Note:* *Recurring payment calls must be passed through your checkout's preload request (refer to the* **Moneris Checkout Integration Guide** *for coding details). Recurring payments cannot be enabled from the Moneris Checkout configurator.*
J	Customizable message. (To configure a custom message, see Configuring the checkout's "Order confirmation" content on page 421.)

![Moneris logo]

Transaction confirmation details: email version

When a customer submits a transaction for processing through your Moneris Checkout integration, the transaction is sent to the Moneris host for processing. Once the transaction is approved or declined, the checkout will refresh and display the transaction confirmation details to the customer (see Transaction confirmation details: browser version on page 446). An email containing the confirmation details will also be sent to the customer as shown below. [57]

Note: *The confirmation email will be sent from "email@moneris.com" or "recu@moneris.com" as determined by the configuration of your checkout profile's "email sender" setting (see Configuring the checkout's "Email communications" content on page 423).*

The table below describes the labelled email image shown above.

Label	Description
A	Transaction response ("Approved" or "Declined") from the Moneris host.
B	Name of the Moneris Gateway store that contains the profile of the checkout through which the transaction was processed.
C	Receipt date (yyyy-mm-dd) and time (hh:mm:ss)
D	Order ID (a unique alpha-numeric identifier).

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[57] If you enabled a recipient merchant email address for your checkout (see Configuring the checkout's "Email communications" content on page 423), you will also be sent the confirmation email for every approved and/or declined transaction that is processed through the checkout.

Label	Description
E	Customer contact details, which may include first name, surname, email address, and/or phone number. (To include these details in the confirmation email, see Configuring the checkout's "Email communications" content on page 423.)
F	Customer shipping address details, which may include street address, city, province/state, postal code/zip code, and/or country details. (To include these details in the confirmation email, see Configuring the checkout's "Email communications" content on page 423.)
G	Payment details, which includes transaction amount (may be in a foreign currency the customer/cardholder paid with a foreign currency), card number (masked except for the last four digits), transaction type, authorization code, and reference number. (The inclusion of payment details is mandatory.) *Note: The first 8 digits of the "66" reference number (e.g., "66012345") is the terminal ID of the virtual terminal through which the transaction was processed.*
H	Visa Installments details are included if Installments enabled by Visa is enabled in the checkout and the customer/cardholder opted to pay in installments. (The inclusion of Visa Installment details is mandatory.) Visa Installment details include: ▪ Monthly payments: The fixed installment amount (CAD) to be billed to the cardholder by the card issuer for the duration of the installment plan as selected by the cardholder during the transaction. The installment amount is calculated by taking the total transaction amount and dividing it into equal monthly payments. ▪ Number of installment payments: The number of payments to be billed to the cardholder per the installment plan they selected during the transaction. ▪ APR (annual percentage rate): The interest rate, expressed as a percentage, which can include any additional fees charged per the installment plan the cardholder selected during the transaction. ▪ Total Amount: The total amount (CAD) including any Installments enabled by Visa-related fees. *Note: If this is a consumer-funded installment plan, the issuer will charge the "Total Amount" to the cardholder over the number of installments in the installment plan.*
I	Recurring summary details are included if this transaction is part of a recurring series. Recurring details include recurring payment amount, recuring payment interval, recurring payment start date, total number of recurring payments, and number of recurring payment intervals. *Note: Recurring payment calls must be passed through your checkout's preload request (refer to the **Moneris Checkout Integration Guide** for coding details). Recurring payments cannot be enabled from the Moneris Checkout configurator.*

Managed account updater service

The managed account updater service allows you to maintain accuracy of your customers' data stored in Merchant Resource Center Vault and Recurring transactions with the Visa Account Updater (VAU) and the Mastercard Automatic Billing Updater (ABU).

VAU and ABU are mechanisms for updating cardholder account information electronically among participating card issuers, payment processors, and merchants who accept account-on-file transactions.

Note: Not all card issuers participate in the VAU and ABU programs, which may impact the availability of updated cardholder account information.

How does it work?

1. Participating card issuers submit cardholder account changes, such as card numbers and expiry dates, to the VAU and ABU databases.

2. As the merchant, you enrol in the Merchant Resource Center managed account update service.

3. When the service is enabled on your store, you must configure the setting to specify whether you want the service to work for Recurring transactions and/or Vault profiles (see page 350).

4. Periodically, your stored customer data are automatically submitted to VAU and ABU databases and then your store profiles are updated accordingly:

   Note: If the VAU or ABU database returns a response indicating "closed" or "contact" for a registered card (account) number that you have used to set up a Vault profile or Recurring transaction on your store, the Merchant Resource Center will stop automatic card updates for the Vault profile or Recurring transaction (if the automatic update options are enabled for your store as referenced in step 3).

   ▪ Recurring transactions - data submitted 5 days before the next billing date
   ▪ Vault profiles – all the stored customer profiles are submitted once a week.

5. You may use the managed account updater report to see which recurring and/or vault profiles have been updated (see page 313).

Level 2/3 reporting

If your store is enabled for the level 2/3 reporting feature, the Merchant Resource Center will give you the option to add "level 2/3" tax and product details to eligible transactions if a supported purchasing card is used to process those transactions. Level 2/3 details may be added only to Captures (see pages 158 and 160) and Refunds (see page 165).

If level 2/3 details are added to a transaction that has been successfully processed, you will be given the option to view the level 2/3 details from the transaction's "Order History" page (see page 214).

Note: If you enter a supported purchasing card when performing a debit/credit Purchase, the Merchant Resource Center will prompt you to choose whether or not you want to add level 2/3 details to the transaction. If you opt to add level 2/3 details, the Merchant Resource Center automatically transitions the Purchase into a Preauthorization transaction. You will have the opportunity to add level 2/3 details at the time you capture the Preauthorization.

If your store is not enabled for level 2/3 reporting, you may still accept purchasing cards for payment; however, the Merchant Resource Center will not give you the option to add level 2/3 details.

Differences between level 2 and level 3 details

Note: For information about common level 2/3 details fields, see page 452.

- Level 2 details - include a breakdown of sales tax data (e.g. GST, PST, HST, QST where applicable) customer ID, P.O. number, general ledger code or account number, brokerage fees, and duty amount.
- Level 3 details - include product description, unit/measurement, shipping information, product codes, and freight/delivery charges (similar to the level of detail found on invoices).

Level 2/3 details fields

The table below (continues to page 452) lists common level 2/3 details fields that may be displayed on the "Capture " page. Descriptions of what data to enter in each field are also included.

Field	Enter this data:
Buyer Name	Buyer/recipient name required by CRA for transactions greater than $150. 00.
Commodity Code	Line item commodity code. (If "Commodity Code" data is not sent, then "Product Code" data must be sent.)
Customer Ref. Identifier	16 character value which the customer may choose to provide at the point of sale (must be entered if provided by the customer). If "customer code" data was collected at time of the original preauthorization, this field will be prefilled by the customer code, but it does not need to be the same as the customer code.
Description	Line item description.
Destination Country	This field is prefilled if data is entered in the "Destination Postal Code" field; otherwise, select the country where goods will be delivered.
Destination Postal Code	The postal code where goods will be delivered (must be provided if shipping to an address within Canada). If shipping outside Canada please leave blank.
Duty Amount	Duty on total purchase amount. Mandatory for international sales if duty applies.
Freight Amount (inc taxes)	If shipping is not provided as a line item, it must be provided here (freight charges on total purchase) if applicable.
GST Amount	See *HST Amount*.
HST Amount	Must reflect the amount of national tax (GST or HST) appearing on the invoice.
Invoice Tax Exempt	If GST/HST (and PST/QST if applicable) can be exempted on the specific line item then this option needs to be selected. Otherwise, if not selected, the applicable national and federal taxes will be sent based on the destination postal code.
Product Code	Line item product code (if this field is not sent, then item "Commodity Code" must be sent). If the order has a "Freight/Shipping" line item, the "Product Code" data has to be "Freight/Shipping". If the order has a "Discount" line item, the "Product Code" data has to be "Discount".
PST Amount	Must reflect the amount of local tax (PST or QST) appearing on the invoice. If shipping to a province that only supports HST, this field will not appear as an option. If it appears, it is mandatory.
QST Amount	See *PST Amount*.
Quantity	Quantity of line item (must be a numeric value).
Unit Cost	Line item cost per unit. Must contain 2 decimal places.
Unit Meas.	Unit of measure.
VAT Reference Num	Unique value-added tax invoice reference number. Must be populated with the invoice number. Cannot be all spaces or all zeroes.

Address verification service (AVS)

The address verification service (AVS) is a fraud prevention feature that enables the card issuer to compare the street number, street name, and zip/postal code data that you entered during the transaction with the corresponding data that appears on the cardholder's statement.

— To use AVS, your store must be enabled for the e-Fraud protection feature.

How to know if your store is enabled for AVS:

If your store is enabled for this feature, an "Address Verification" area, including associated address fields, will display on several virtual terminal transaction pages (see page 121).
You must enter the street number, street name, and zip/postal code data in the appropriate fields.

Note: *It is strongly recommend that you include AVS details with all of your manually entered (keyed) transactions (MOTO/ecommerce). Doing so will ensure transactions are qualifying at the best possible interchange rate and will minimize costs to accept credit cards. If AVS is not present, the transaction may be assessed a higher interchange fee. AVS is not supported for UnionPay cards.*

— For a full list of possible AVS result codes, refer to the **CVD AVS Result Code** table on the Moneris Developer Portal (see page 458).

Card verification digits (CVD)

The card verification digits (CVD) value refers to the numbers appearing on the back of the credit card. This is a fraud prevention tool that enables you to verify data provided by the cardholder at transaction time. The CVD data is submitted along with the transaction to the issuing bank, which provides a response indicating whether the data are a match.

Note: *A CVD response will not be returned for UnionPay cards.*

— For a full list of possible CVD result codes refer to the **CVD AVS Result Code** table on the Moneris Developer Portal (see page 458).

Using the Merchant Resource Center store in a test environment

The Merchant Resource Center test environment is designed to replicate the production environment as closely as possible. The test environment is accessible 24 hours a day, 7 days a week. Follow the steps below to login into the Merchant Resource Center test environment.

Note: Moneris cannot guarantee 100% availability of the Test environment. Please be aware that other merchants are using the test environment; hence, you will likely see transactions and user IDs that you did not create. As a courtesy to others who are also testing Moneris asks that you work only with the transactions/users that you created.

1. Visit https://esqa.moneris.com/mpg/.

2. Wait for the "Merchant Resource Center" login page to display.

3. Enter the "demouser" credentials in the fields:

    a. In the **Username** field, enter **demouser**.

    b. In the **Store ID** field, enter the store ID that supports the feature that you want to use:

To test this feature	Field	Enter this data:
eFraud (AVS, CVD)	Store ID	store1
		store2
		store3
		store5
3-D Secure		moneris

    c. In the **Password** field, enter **Password**

4. Click on the **Submit** button.

5. The operation is complete.

Test card numbers

Use the following test card account numbers with any future expiry date:

Important! These cards are for the Test environment only. DO NOT use in the Production environment.

Card type	Card number
Amex	373599005095005
Diners	36462462742008
Discover	6011000992927602
JCB	3566007770015365
Mastercard	5454545454545454
Visa	4242424242424242
UnionPay	6250944000000771 Use Expiry date (MM/YY): 1249 and the card verification numbers/digits (CVN2): 371

Although the test environment is designed to replicate the production environment as closely as possible, one major difference is that test transactions are not sent to the production authorization network. This means issuer responses are simulated. In Addition, the requirement to emulate approval, decline, and error situations dictates the use of certain transaction variables to initiate various response and error situations.

The test environment approves and declines transactions based on the penny value of the amount field. For example, a transaction processed for $399.00 or $1.00 will be approved since the .00 penny value is set to "approve" in the test environment. Transactions in the test environment should not exceed $1000.00. (This limit does not exist in the production environment.)

— For a list of all current test environment responses for various penny values, download the appropriate documentation (i.e., the *Test Environment Penny Response* table as well as the **Test Environment e-Fraud Response** table).   For instructions on how to obtain this documentation, visit the Moneris Developer Portal (see page 458).

Merchant support.
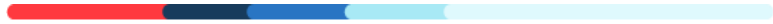
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  - download error codes and messages, integration guides, APIs, PIN Pad drivers, and ICC simulators
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