



# BE PAYMENT READY

## Merchant Resource Center

User Manual

v1.0.0 (Canada)

## About this documentation

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# 1 Introduction



## 1.1 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.

## 1.2 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 profiles 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* (page 2).
- If you intend to use the Merchant Resource Center as a non-administrator user, see *Non-administrator user: before you get started* (page 2).

### 1.2.1 Store administrator user: before you get started

1. Ensure that your hardware meets or exceeds the following requirements:  
**iPP320 PIN Pad connected via USB/serial cable**
  - Internet-accessible computer.
  - Web browser: Internet Explorer 8 or higher with cookies enabled.
  - Internet connection (high speed recommended).
2. 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).
3. Do one of the following:
  - If you have all the required elements, go to step 4.
  - If you do not have the required elements, please at **1-866-319-7450** or e-mail [onlinepayments@moneris.com](mailto:onlinepayments@moneris.com).
4. Determine your setup requirements:
  - If your store is not yet activated, proceed to *Activating your Merchant Resource Center store* (page 3).
  - If your store is already activated, proceed to *Ready to use the Merchant Resource Center?* (page 4).

### 1.2.2 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 4).

## 1.3 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](https://moneris.com/activate).
2. In the **Moneris Merchant ID** and **Moneris Store ID** fields, enter your Merchant ID and Store ID (refer to your Moneris Welcome e-mail for these IDs).
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 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 (see page 213).**

11. Go to *Ready to use the Merchant Resource Center?* (page 4).

## 1.4 Ready to use the Merchant Resource Center?

1. Do any of the following depending on your requirements:
  - If you need to set up a new iPP320 PIN Pad, proceed to page 13.
  - If you do not need to set up any POS hardware (e.g., iPP320 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 profile, 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, see page 5.
  - To perform financial transactions with debit/credit cards and cash, see page 49.
  - To perform financial transactions with gift/loyalty cards, including activating/deactivating cards, see page 126.
  - To set up/manage recurring transactions, see page 177.
  - To set up/manage Vault profiles, see page 184.
  - To generate financial transaction reports, see page 200.
  - To configure the settings/preferences for your own user profile, see page 211.
  - To use the Merchant Resource Center in a test environment, see page 274.
3. If you are acting as the store administrator, configure the appropriate store settings as desired (see page 224).

**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 233).



## 2 Merchant Resource Center basics

### 2.1 Logging into the Merchant Resource Center

Follow the steps below to log in/start a new session on the Merchant Resource Center.

1. Visit <https://www3.moneris.com/mpg/>.
2. Wait for the "Merchant Resource Center" login page (shown below) to display:

3. In the "Login" 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 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 (see page 213).**

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 10.
- If prompted to change your password, enter the new password, and click on the **Submit** button.

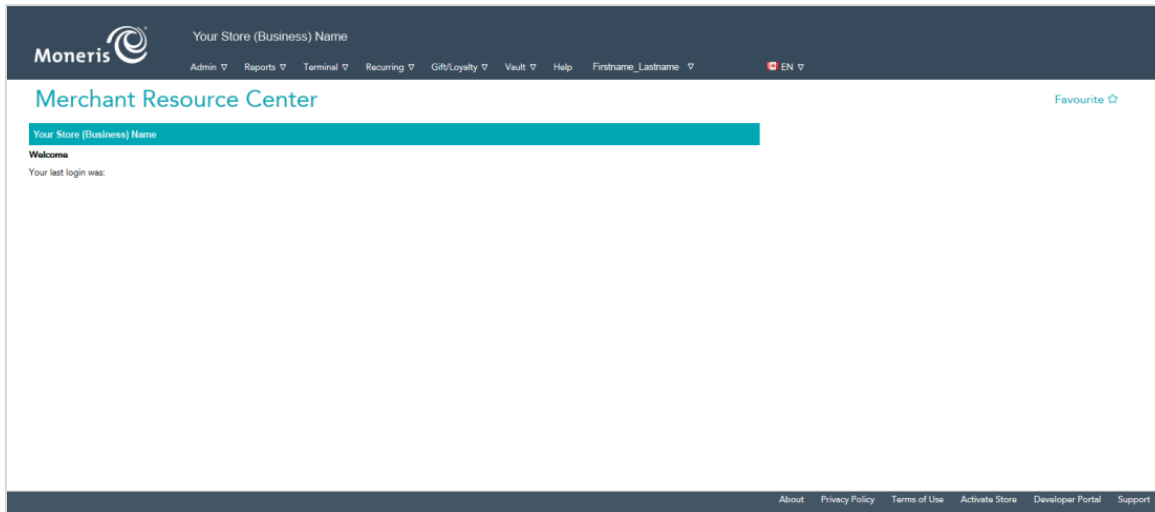
**Note:** The password (password fields are case sensitive) must include 7-16 characters; start with a letter; contain a number; and cannot be the same as the previous 4 passwords.

- 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 6), you have successfully logged in.

### 2.1.1 The Merchant Resource Center main page

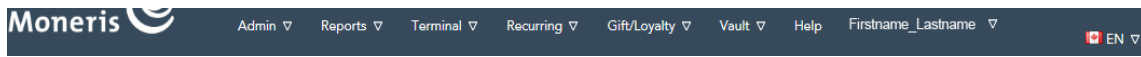
When you log in for the first time, the Merchant Resource Center main page (shown below) will display.

**Note:** *The main page will always display unless you change your default page (see page 215).*



### 2.1.2 The menu bar

Once you are logged into the Merchant Resource Center, you will see the menu bar (shown here) displayed near the top of the screen.

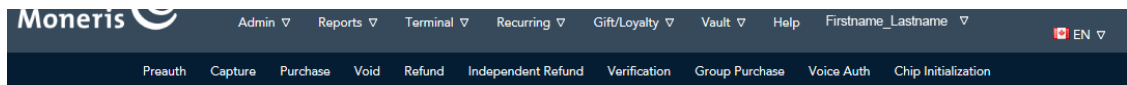


- The menu bar lists the features for which your store has been enabled (for a list of menu bar-accessible features, see page 8).

#### 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 here), 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.

### 2.1.3 Available store features

The table below lists the Merchant Resource Center features that accessible from the menu bar (see page 7).

**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 224).
Reports	Transaction and batch reports (see page 200).
Terminal	Virtual terminal (see page 49).
Recurring	Recurring billing (see page 177).
Gift/Loyalty	Moneris Gift/Loyalty (see page 126).
Vault	Vault (see page 184).
Help	Context-sensitive online help (see page 8).
Firstname_Lastname	Managing your own user profile (see page 212).

## 2.2 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.

## 2.3 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).

## 2.4 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 5), it means you have successfully logged out.

## 2.5 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](mailto:onlinepayments@moneris.com)).*

6. Click on the **Close Window** button.
7. Wait for the temporary password to be e-mailed 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.*

## 2.6 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 6), you have successfully logged in.

## 2.7 Switching between Canadian/U.S. Merchant Resource Center


Follow the steps below to switch between the Canadian Merchant Resource Center and U.S. Merchant Resource Center.

**Note:** *You may switch between the Merchant Resource Centers regardless of whether you are logged into one or both (to access a Merchant Resource Center store, you must always login using the credentials for your store).*


### To switch to the "Canada English" login page:

1. On the menu bar, click on the **Canada - English** icon.
2. Wait for the "Merchant Resource Center" page to display.
3. Confirm that the  icon is displayed on the menu bar.

### To switch to the Canada French login page:

1. On the menu bar, click on the **Canada - French** icon.
2. Wait for the "Centre de ressources aux commerçants" page to display.
3. Confirm that the  icon is displayed on the menu bar.

### To switch to the U.S. English login page:

1. On the menu bar, click on the **USA Website** icon.
2. Wait for the "Merchant Resource Center" page to display.
3. Confirm that the  icon is displayed on the menu bar..

## 2.8 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 an iPP320 PIN Pad or other supported POS device to capture the data).
  - If an iPP320 PIN Pad is connected (see page 13), ensure that the cardholder follows any prompts that are displayed.
4. Wait for the Merchant Resource Center to display an **"APPROVED"** or **"DECLINED"** response.
5. Print/e-mail a transaction receipt.



### 3 Moneris iPP320 PIN Pad




The Moneris iPP320 PIN Pad can be used to process card-present transactions from your Merchant Resource Center store.

- To set up an iPP320 PIN Pad to work with your Merchant Resource Center store, follow the setup steps beginning on page 15.



For names and descriptions of the labelled areas on the iPP320 PIN Pad, see page 14.

To see the labelled areas on the iPP320 PIN Pad, see page 13.

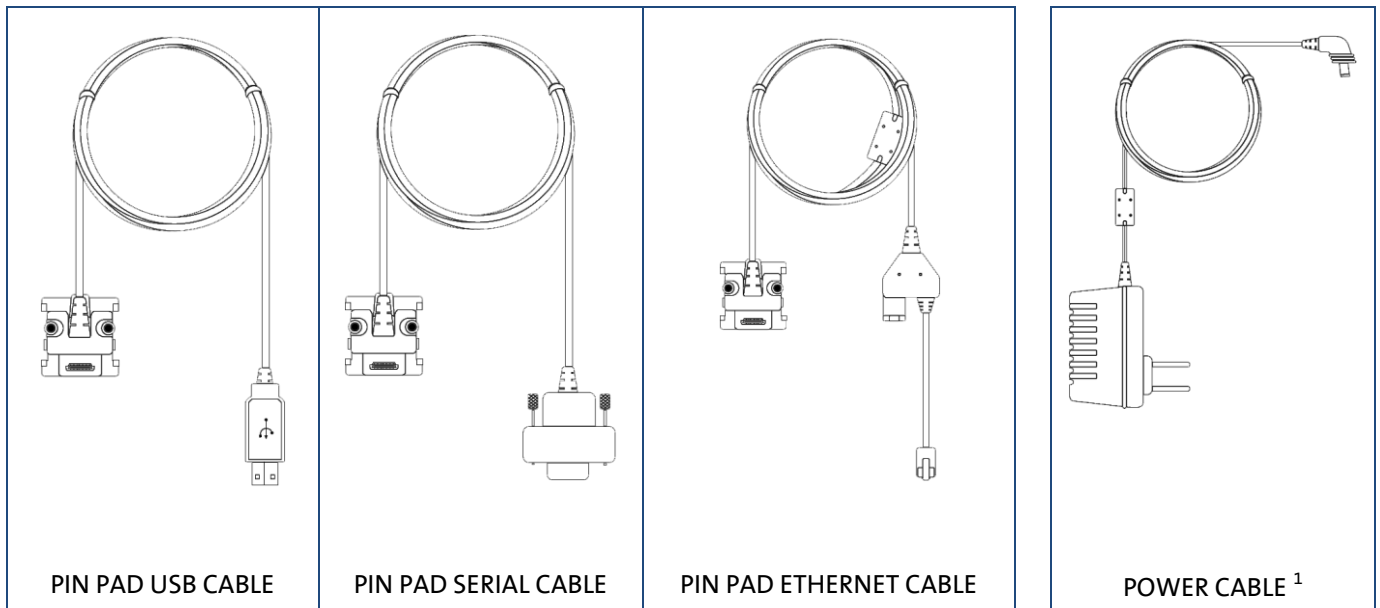
Label	Description
1	<b>Function keys (F1, F2, F3, and F4)</b> <ul style="list-style-type: none"> <li>Select the option displayed above the key.</li> </ul>
2	<b>Alpha-Numeric keys</b>
3	<b>Cancel key</b>  (red) <ul style="list-style-type: none"> <li>Clear message displayed on the iPP320 PIN Pad.</li> <li>Cancel transaction.</li> </ul>
4	<b>Correct key</b>  (yellow) <ul style="list-style-type: none"> <li>Clear data entered on the iPP320 PIN Pad.</li> </ul>
5	<b>OK / Enter key</b>  (green) <ul style="list-style-type: none"> <li>Submit data, or acknowledge a message on the iPP320 PIN Pad.</li> </ul>
6	<b>Chip Reader</b> (slot at the bottom of the iPP320 PIN Pad) <ul style="list-style-type: none"> <li>See page 46.</li> </ul>
7	<b>Contactless Reader Indicator</b> (green flashing light) <ul style="list-style-type: none"> <li>Four lights flash: The reader is capturing card data (see page 47).</li> <li>No lights flash: The reader is idle.</li> </ul>
8	<b>Display Screen/Contactless Reader</b> <ul style="list-style-type: none"> <li>"WELCOME/BONJOUR" screen displays when the iPP320 PIN Pad is idle.</li> </ul>
9	<b>Magnetic Stripe Reader</b> (slot along the side of iPP320 PIN Pad) <ul style="list-style-type: none"> <li>See page 46.</li> </ul>

## 3.1 Before you get started

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



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



<sup>1</sup> The power cable is included only with the PIN Pad serial cable or the PIN Pad Ethernet cable.

## 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<sup>2</sup> (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 serial cable:**
  - Computer/PC<sup>2</sup> (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 (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 [onlinepayments@moneris.com](mailto:onlinepayments@moneris.com).

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

- Go directly to *Configuring the optional settings* on page 35.

<sup>2</sup> Full admin permissions for your user account with the Java platform installed and enabled (free download available from [java.com](http://java.com)).

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 <i>Hardware setup: iPP320 PIN Pad using USB cable connection</i> (page 18).
Serial	Go to <i>Hardware setup: iPP320 PIN Pad using serial cable connection</i> (page 23).
Ethernet	Go to <i>Hardware setup: iPP320 PIN Pad using cloud pairing</i> (page 28).

## 3.2 Hardware setup: iPP320 PIN Pad using USB cable connection

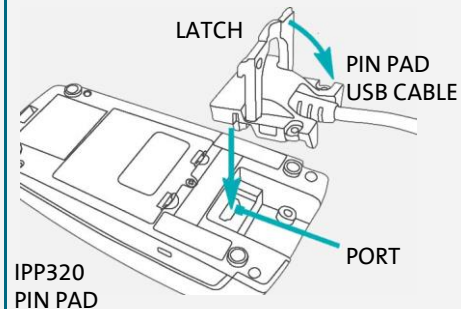
Follow these instructions to set up your iPP320 PIN Pad to use a USB connection to your computer.

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

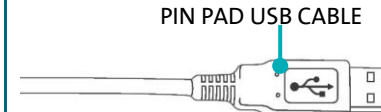
- Visit <https://github.com/moneris/>.
- When the "Moneris" page displays, locate the **IPP320-PIN Pad-USB-driver** link, and click on it.
- When the "Moneris/IPP320-PIN Pad-USB-driver" page displays, locate the **TeliumUSBJungoDriverforWindows-v280.zip** listing, and then save the zip file to your computer.
- Unzip the **TeliumUSBJungoDriverforWindows-v280.zip** file, and click on the bundled executable (.exe) file to begin the installation process.
- When the installation dialog boxes display, continue clicking the **Next** button as prompted, and then click on the **Install** button.
- 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

- Plug the PIN Pad USB cable into the empty port on the underside of the iPP320 PIN Pad.
- Fold the latch down and press to secure the cable connection to the iPP320 PIN Pad.





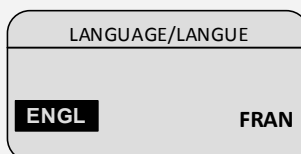
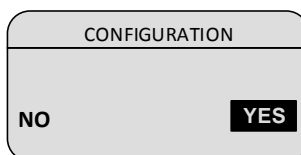
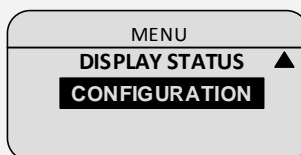
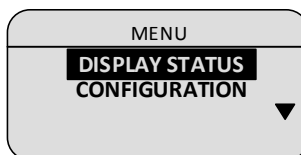
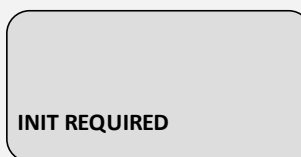
- Plug the PIN Pad USB cable connector into a USB port on your computer.
- Wait while the iPP320 PIN Pad powers on.
- When the "INIT REQUIRED" screen displays on the iPP320 PIN Pad, go to step 3 (*Access the iPP320 PIN Pad configuration menu*) on page 19.



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**.
- 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.
- d. Press the **F2** key to scroll to **CONFIGURATION**, and press the green  key.
- e. When the "CONFIGURATION" screen displays, press the **F4** key (**YES**).
- f. Press the green  key to continue.
- g. When the "LANGUAGE/LANGUE" screen displays, go to step 4 (*Configure the iPP320 PIN Pad for a USB cable connection*) on page 20.

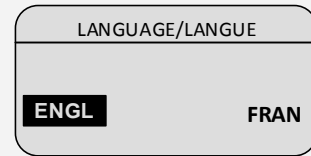



## 4

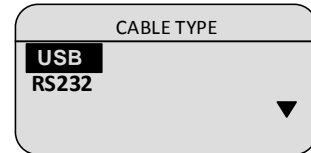
## Configure the iPP320 PIN Pad for a USB cable connection

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

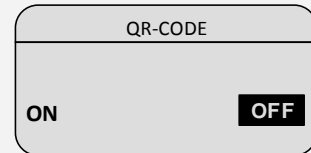
- To enable English as the default language, press the **F1** key (**ENGL**).
- For enable French as the default language, press the **F4** key (**FRAN**).



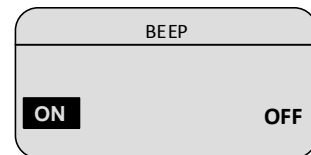
- b. When the "CABLE TYPE" menu displays, press the green  key (USB).




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

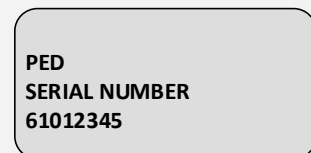


- d. When the "BEEP" screen displays, press the **F1** key (**ON**).

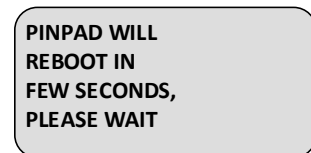


- e. When the "PED SERIAL NUMBER" screen displays, press the green  key to continue.

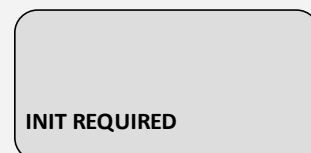
**Note:** The serial number is the iPP320 PIN Pad's terminal ID, which is an eight-digit number that starts with "61" (e.g., "61012345"). The terminal ID is also printed on a sticker affixed to the iPP320 PIN Pad.



- f. Wait while the iPP320 PIN Pad reboots.



- 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 21.





## 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 22.

## 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).
- 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 *Configuring the optional settings* on page 35.



PLEASE WAIT

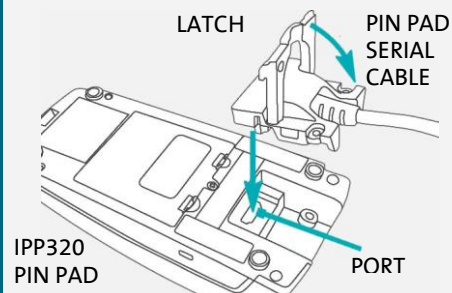
WELCOME/BONJOUR

### 3.3 Hardware setup: iPP320 PIN Pad using serial cable connection

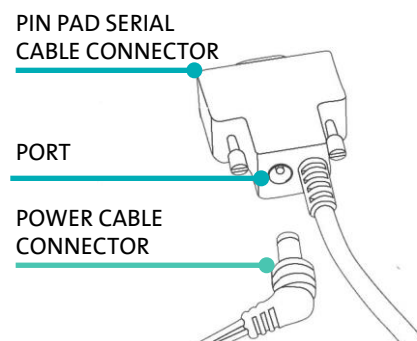
Follow these instructions to set up your iPP320 PIN Pad to use a serial connection to your computer.

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

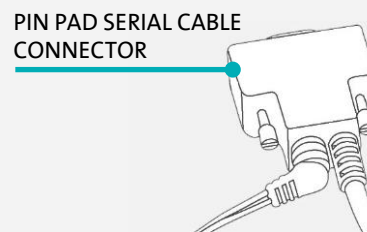
- a. Plug the PIN Pad serial cable into the empty port on the underside of the iPP320 PIN Pad.
- b. Fold the latch down and press to secure the cable connection.



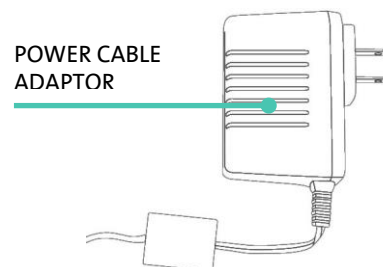
- c. Plug the power cable connector into the port at the back of the PIN Pad serial cable connector.



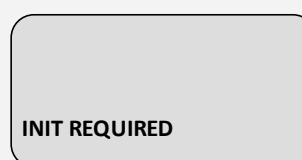
- d. Plug the PIN Pad serial cable connector into a serial port on your computer.





- e. Plug the power cable adaptor into a working power outlet.
- f. Wait while the iPP320 PIN Pad powers on.

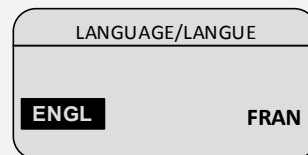
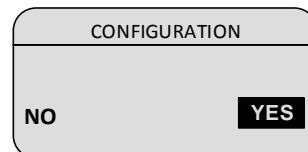
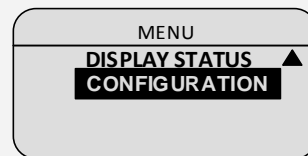
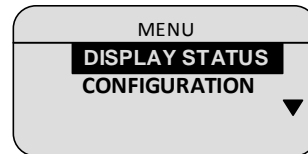


- g. When the "INIT REQUIRED" screen displays on the iPP320 PIN Pad, go to step 2 (*Access the iPP320 PIN Pad configuration menu*) on page 24.



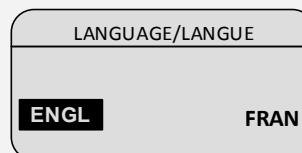
## 2 Access the iPP320 PIN Pad configuration menu


- a. Ensure that the "INIT REQUIRED" screen is displayed.
- b. Press the function keys in the following sequence: **F2**, **F1**, **F3**, and **F4**.
- 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.
- d. On the "MENU" screen, press the **F2** key to scroll to **CONFIGURATION**, and press the green  key.
- e. When the "CONFIGURATION" screen displays, press the **F4** key (**YES**).
- f. Press the green  key to continue.
- g. When the "LANGUAGE/LANGUE" screen displays, go to step 3 (*Configure the iPP320 PIN Pad for a serial cable connection*) on page 25.

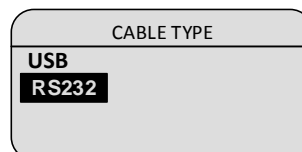


### 3 Configure the iPP320 PIN Pad for a serial cable connection

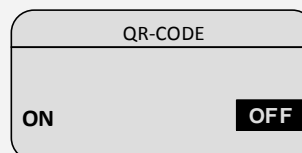
- a. When the "LANGUAGE/LANGUE" menu displays, select the iPP320 PIN Pad's default display language:
- To enable English as the default language, press the **F1** key (**ENGL**).
  - To enable French as the default language, press the **F4** key (**FRAN**).



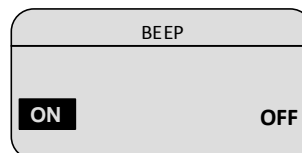
- b. When the "CABLE TYPE" menu displays, press the **F2** key to scroll down to **RS232**, and press the green  key.




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



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

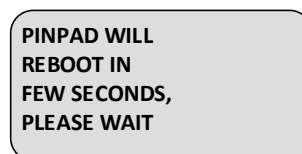


- e. When the "PED SERIAL NUMBER" screen displays, press the green  key to continue.

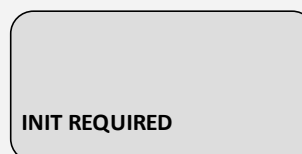
**Note:** The serial number is the iPP320 PIN Pad's terminal ID, which is an eight-digit number that starts with "61" (e.g., "61012345"). The terminal ID is also printed on a sticker affixed to the iPP320 PIN Pad.



- f. Wait while the iPP320 PIN Pad reboots.



- 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 26.



## 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

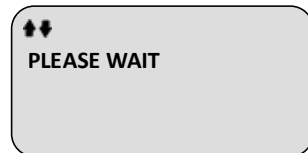
**Configure the Merchant Resource Center com port setting for your user account**

- 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 27.

## 6 Initialize the iPP320 PIN Pad

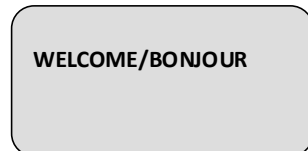
- a. Log into your Merchant Resource Center store (visit <https://www3.moneris.com/mpg>, enter your login credentials in the fields, and click on the **Submit** button).
- b. On the menu bar, click on **Terminal > Chip Initialization**.
- c. When "Establishing communication with pinpad" displays on the "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).



- 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 *Configuring the optional settings* on page 35.

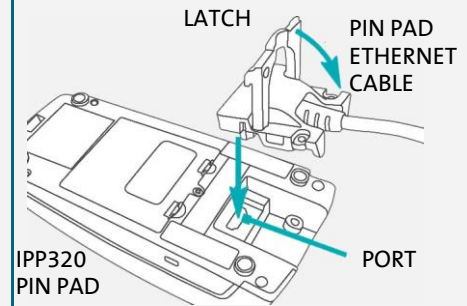


## 3.4 Hardware setup: iPP320 PIN Pad using cloud pairing

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

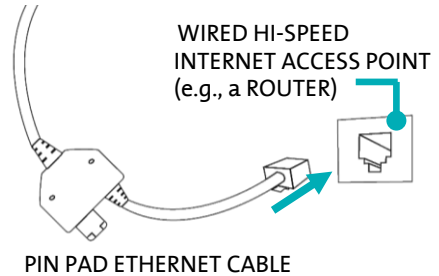
### 1 Connect the iPP320 PIN Pad to your Ethernet network

- Plug the PIN Pad Ethernet cable into the port on the underside of the iPP320 PIN Pad.
- Fold the latch down and press to secure the cable to the iPP320 PIN Pad.

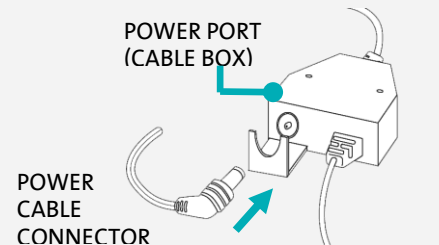


- Plug the other end of the PIN Pad Ethernet cable into your wired hi-speed Internet access point (e.g., a router/switch/hub/internal wiring – whatever is applicable to the high-speed Internet service at your specific location).

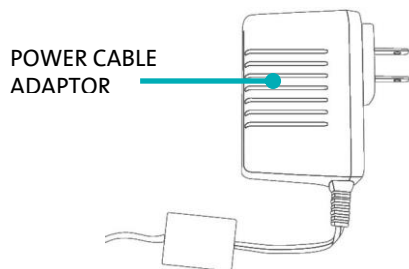
**Note:** If your LAN has firewall restrictions on IP traffic to the Internet, ensure that the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the iPP320 PIN Pad to communicate with Moneris (<https://ipterm.moneris.com>).



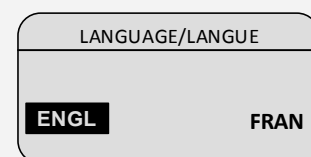
- Plug the power cable connector into the power port on the cable box.



- Plug the power cable adaptor into a working power outlet.
- When the iPP320 PIN Pad starts to power on, go to the next step



- When the "LANGUAGE/LANGUE" screen displays, go to step 2 (Configure the iPP320 PIN Pad for the cloud) on page 29.

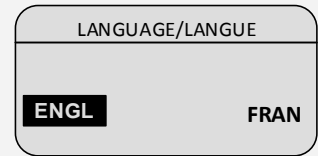




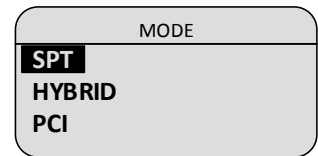
## 2 Configure the iPP320 PIN Pad for the cloud


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

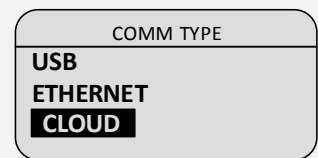
- To enable English, press the **F1** key (**ENGL**).
- To enable French, press the **F4** key (**FRAN**).



- b. When the "MODE" screen displays, press the green  key (**SPT**).

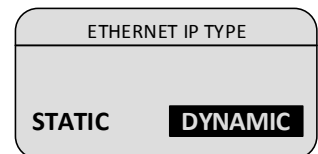


- c. When the "COMM TYPE" screen displays, press the **F2** key to scroll down to **CLOUD**, and press the green  key to select it.



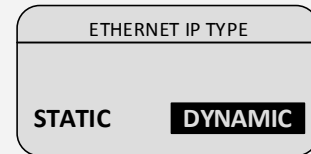
- d. When the "ETHERNET IP TYPE" screen displays, do one of the following:


- To enable dynamic IP, go to step 3 (*Configure the iPP320 PIN Pad for dynamic IP*) on page 30.
- To enable static IP, proceed step 4 (*Configure the iPP320 PIN Pad for static IP*) on page 31.

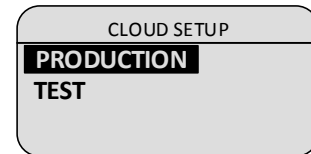



### 3 Configure the iPP320 PIN Pad for dynamic IP

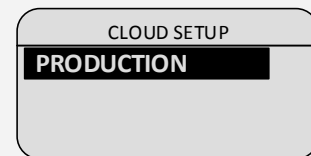
- a. On the "ETHERNET IP TYPE" screen, press the **F4** key (**DYNAMIC**).




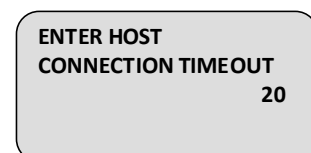
- b. When the "CLOUD SETUP" screen displays, press the green  key (**PRODUCTION**).




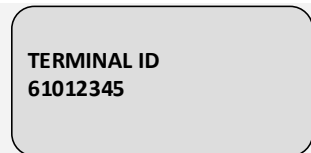
- c. When the next "CLOUD SETUP" screen displays, press the green  key (**PRODUCTION**).



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

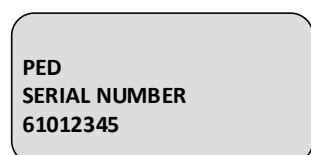


- e. If the "TERMINAL ID" screen displays, press the green  key to continue.



- 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.)

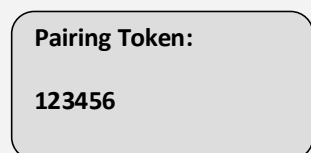


- g. Press the green  key to continue.

**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.

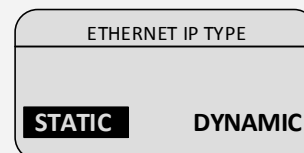
- h. When the "Pairing Token" screen displays, go to step 5 (Pair the iPP320 PIN Pad with your Merchant Resource Center store) on page 33.


- If the "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" screen displays continuously, see page 45 for troubleshooting.

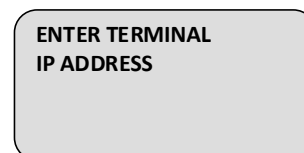



## 4 Configure the iPP320 PIN Pad for static IP

- a. On the "ETHERNET IP TYPE" screen, press the **F1** key (**STATIC**).




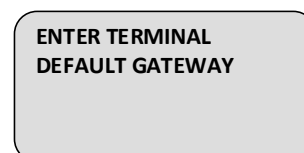
- b. When the "ENTER TERMINAL IP ADDRESS" screen displays, key in the IP address (identifies the iPP320 PIN Pad on your Ethernet network), and press the green  key.




- c. When the "ENTER TERMINAL SUBNET MASK" screen displays, key in the subnet mask address, and press the green  key.




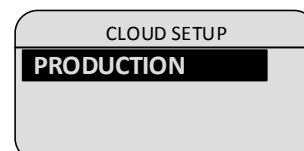
- d. When the "ENTER TERMINAL DEFAULT GATEWAY" screen displays, key in the default gateway address (e.g., the IP address of your router/switch/hub), and press the green  key.




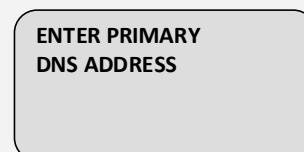
- e. When the "CLOUD SETUP" screen displays, press the green  key (**PRODUCTION**).




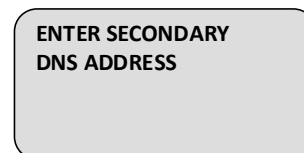
- f. When the next "CLOUD SETUP" screen displays, press the green  key (**PRODUCTION**)




- g. When the "ENTER PRIMARY DNS ADDRESS" screen displays, key in the primary DNS address, and press the green  key.




- h. When the "ENTER SECONDARY DNS ADDRESS" screen displays, key in the secondary DNS address, and press the green  key.



- 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 33.

- If the "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" screen displays continuously, see page 45 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 iPP320 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.
- 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.
- i. When the "Processing: Device is initializing..." message displays on the "Cloud Pairing" page, go to the next step.

- j. When the iPP320 PIN Pad displays the "PLEASE WAIT" screen, wait while the iPP320 PIN Pad pairs and initializes.

PLEASE WAIT

- k. When the "Success: Device was successfully paired" message displays on the "Cloud Pairing" page, click on the **Close** button.
  - If the "Error: null" message displays, see page 45 for troubleshooting.

- l. 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 cloud connection to Moneris.

WELCOME/BONJOUR<sup>CC</sup>

- m. On the "Cloud Pairing" page in the "Pinpads" area, confirm that the newly paired iPP320 PIN Pad's **Status** column shows it as "Connected" (the **Name**, **Serial**, **Last Pair Date**, and **Last Transaction** fields will also display data about the iPP320 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 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 show the iPP320 PIN Pad to be "Disconnected").

- n. The iPP320 PIN Pad is now ready to be used to process transactions:
- To configure supported optional settings, go to *Configuring the optional settings* on page 35.

## 3.5 Configuring the optional settings

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/cloud

- To enable tip prompting on the iPP320 PIN Pad, go to page 235.
- To set the iPP320 PIN Pad as the default card entry device, go to page 216.

### iPP320 PIN Pad using connection type: USB/serial

- To change an iPP320 PIN Pad's default display language, go to page 36.



### iPP320 PIN Pad using connection type: cloud

- To set an iPP320 PIN Pad to be the default PIN Pad during your login session (i.e., you have more than one cloud-paired iPP320 PIN Pad), go to page 217.
- To change an iPP320 PIN Pad's default display language, go to page 37.
- To change an iPP320 PIN Pad's Ethernet IP configuration settings, go to page 38.
- To un-pair an iPP320 PIN Pad, go to page 43.
- To pair an initialized but subsequently un-paired iPP320 PIN Pad, go to page 44.

### 3.5.1 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

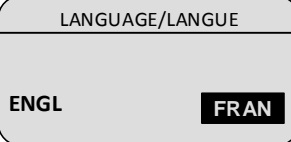
- b. When the "POSPAD CANADA" screen displays, quickly press the red  key, and then press the green  key.

**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.

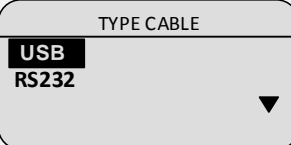


LANGUAGE/LANGUE  
ENGL FRAN


- d. On the "LANGUAGE/LANGUE" screen, press the **F4** key (FRAN).

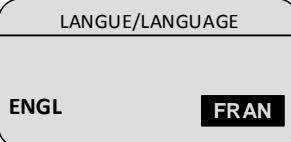
- e. When the "TYPE/CABLE" screen displays, press the red  key.

**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

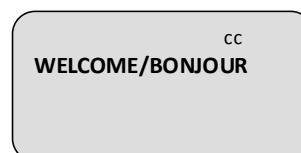




### 3.5.2 Changing the iPP320 PIN Pad's default display language: cloud

Follow the steps below to change the default display language of an iPP320 PIN Pad that is paired via the cloud with your Merchant Resource Center store.

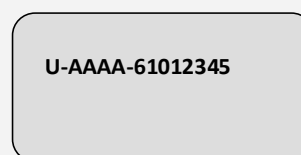
#### 1 Access the iPP320 PIN Pad's configuration menus

- 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.

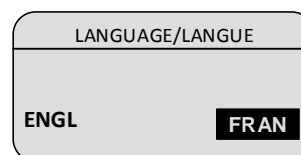


- b. When the version screen displays (e.g., "U-AAAA-6102345"), quickly press the red  key, and then press the green  key.


**Note:** You have 10 seconds to complete this action, or the iPP320 PIN Pad will return to the "WELCOME/BONJOUR" screen.

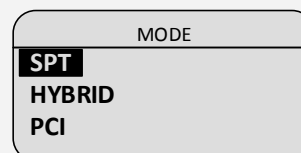


- c. When the "LANGUAGE/LANGUE" screen displays, go to step 1d.
- If the "WELCOME/BONJOUR" screen displays, go back to step 1a.

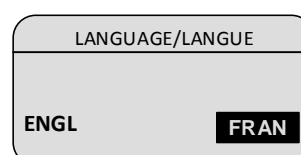


- d. On the "LANGUAGE/LANGUE" screen, press the F4 key (FRAN).

- e. When the "MODE" screen displays, press the red  key.

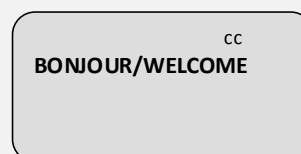


- f. When the "LANGUE/LANGUAGE" screen displays, press the red  key.



- 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





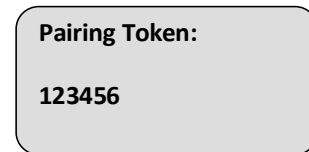
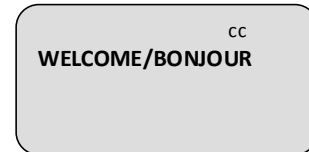
### 3.5.3 Changing the configuration settings of an initialized IPP320 PIN Pad: cloud



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 cloud with your Merchant Resource Center store.

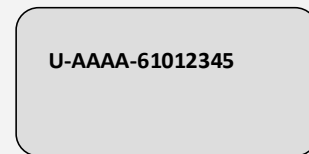
#### 1 Access the iPP320 PIN Pad's configuration menus

- a. When the "WELCOME/BONJOUR" or the "Pairing Token" screen displays, simultaneously press and hold down both the yellow  key and the  key until the iPP320 PIN Pad starts to reboot.

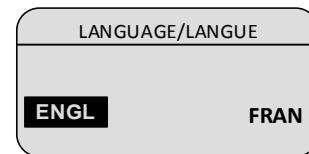



- b. When the version screen displays (e.g., "U-AAAA-6102345"), quickly press the red  key, and then press the green  key.

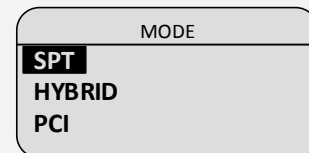
**Note:** You have 10 seconds to complete this action, or the iPP320 PIN Pad will return to the "Pairing Token" screen.




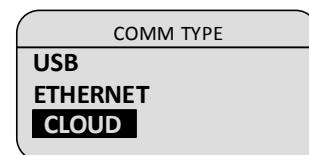
- c. When the "LANGUAGE/LANGUE" screen displays, go to step 1d.
- If the "WELCOME/BONJOUR" screen displays, go back to step 1a.
- d. On the "LANGUAGE/LANGUE" screen, select a default display language for the iPP320 PIN Pad:
- To enable English, press the F1 key (ENGL).
  - To enable French, press the F4 key (FRAN).



- e. When the "MODE" screen displays, press the green  key (SPT).



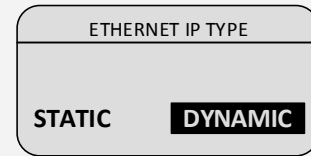
- f. When the "COMM TYPE" screen displays, press the green  key (CLOUD).




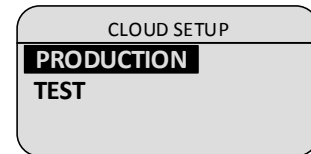
- g. When the "ETHERNET IP TYPE" screen displays, do one of the following:
- **If the initialized iPP320 PIN Pad is not currently paired :**  
To enable dynamic IP, go to step 3 (*Configure the iPP320 PIN Pad for dynamic IP*) on page 30.  
To enable static IP, proceed step 4 (*Configure the iPP320 PIN Pad for static IP*) on page 31.
  - **If the initialized iPP320 PIN Pad is currently paired:**  
To enable dynamic IP, go to step 2 (*Configure the iPP320 PIN Pad for dynamic IP*) on page 40.  
To enable static IP, proceed step 3 (*Configure the iPP320 PIN Pad for static IP*) on page 41.


## 2 Configure the iPP320 PIN Pad for dynamic IP

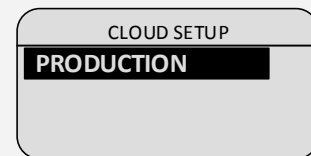
- a. On the "ETHERNET IP TYPE" screen, press the **F4** key (**DYNAMIC**).




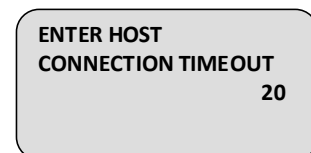
- b. When the "CLOUD SETUP" screen displays, press the green  key (**PRODUCTION**).




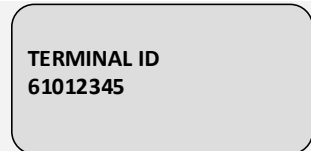
- c. When the next "CLOUD SETUP" screen displays, press the green  key (**PRODUCTION**).



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

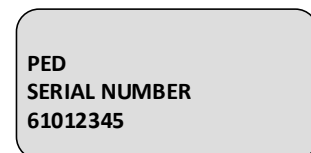


- e. When the "TERMINAL ID" screen displays, press the green  key to continue.



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

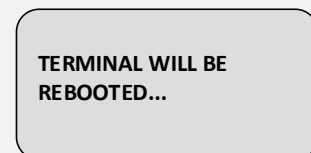
**Note:** The serial number is the iPP320 PIN Pad's terminal ID (e.g., "61012345"). You will be instructed to refer to the terminal ID during the upcoming setup steps. (The terminal ID is also printed on a sticker affixed to the iPP320 PIN Pad.)



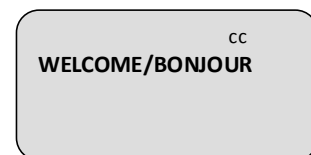
- g. Press the green  key to continue.

- 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.

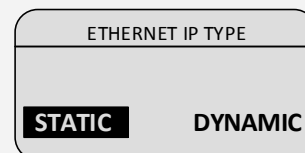



- i. When the "WELCOME/BONJOUR CC" screen displays, the iPP320 PIN Pad is ready to be used to process transactions.

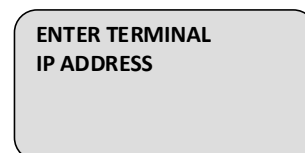



### 3 Configure the iPP320 PIN Pad for static IP

- a. On the "ETHERNET IP TYPE" screen, press the **F1** key (**STATIC**).




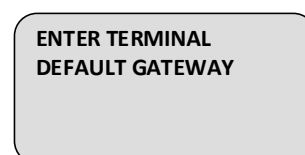
- b. When the "ENTER TERMINAL IP ADDRESS" screen displays, key in the IP address (identifies the iPP320 PIN Pad on your Ethernet network), and press the green  key.




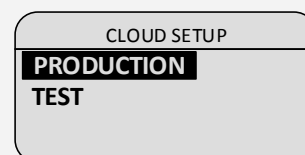
- c. When the "ENTER TERMINAL SUBNET MASK" screen displays, key in the subnet mask address, and press the green  key.




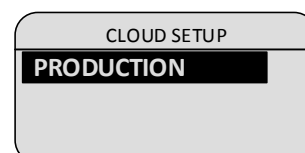
- d. When the "ENTER TERMINAL DEFAULT GATEWAY" screen displays, key in the default gateway address (e.g., the IP address of your router/switch/hub), and press the green  key.




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




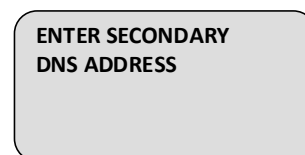
- f. When the next "CLOUD SETUP" screen displays, press the green  key (**PRODUCTION**)




- g. When the "ENTER PRIMARY DNS ADDRESS" screen displays, key in the primary DNS address, and press the green  key.




- h. When the "ENTER SECONDARY DNS ADDRESS" screen displays, key in the secondary DNS address, and press the green  key.



- 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

### 3.5.4 Un-pairing an iPP320 PIN Pad

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 44).

**Pairing Token:**

**123456**

## 3.6 Pairing an initialized iPP320 PIN Pad: cloud

Follow the steps below to pair an iPP320 PIN Pad that has previously been paired and initialized via the cloud with your Merchant Resource Center store and then subsequently un-paired.

**1**

### Confirm that the "Pairing Token" screen is displayed

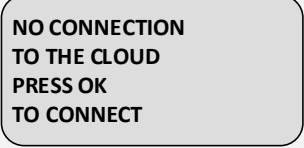



- a. Power on the iPP320 PIN Pad, and ensure that it is properly connected to your Ethernet network.
- b. Wait for the "Pairing Token" screen to display.
  - If the "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" screen displays continuously, see page 45 for troubleshooting.
- c. Do one of the following:
  - 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 38.
  - 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 33.

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





## 3.7 Troubleshooting

### 3.7.1 iPP320 PIN Pad error messages

Error message	Solution
	<p>The iPP320 PIN Pad cannot establish a connection to Moneris.</p> <ol style="list-style-type: none"> <li>Ensure that your Internet service is available and your Ethernet cables are properly connected.</li> </ol> <p><b>Note:</b> 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 (<a href="https://ipterm.moneris.com">https://ipterm.moneris.com</a>).</p> <ol style="list-style-type: none"> <li>Press the green  key to clear the error message.</li> <li>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 33.</li> <li>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.</li> <li>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 33.</li> </ol>

### 3.7.2 Merchant Resource Center error messages

Error message	Solution
<p>Error: null</p>	<p>The Merchant Resource Center cannot detect the iPP320 PIN Pad.</p> <ol style="list-style-type: none"> <li>Click on the <b>Close</b> button to close the error message.</li> <li>Retry the cloud pairing steps on page 33 (begin at step 5b).</li> <li>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.</li> <li>Retry the cloud pairing steps on page 33 (begin at step 5b).</li> </ol>

## 3.8 Card entry options

### 3.8.1 Insert (chip cards)

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).

### 3.8.2 Swipe (magnetic stripe cards)

**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).

### 3.8.3 Wave/tap: contactless cards

1. Wait for the iPP320 PIN Pad to display "SWIPE, TAP OR INSERT CARD".
2. The cardholder taps/waves their 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 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.

### 3.8.4 Manual card entry

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.
4. For detailed instructions, see page 52 (Purchase), page 63 (Preauthorization), and page 87 (Independent Refund).

#### 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.
4. For detailed instructions, see page 54 (Purchase), page 66 (Preauthorization), and page 89 (Independent Refund).

## 4 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 <sup>1</sup>	debit/credit	page 50
Purchase	cash	page 59
Group Purchase	debit <sup>2</sup> /credit	page 60
Preauthorization <sup>3</sup>	debit <sup>2</sup> /credit	page 61
Capture (Preauthorization) <sup>4</sup>	debit <sup>2</sup> /credit	page 74
Voice Authorization	debit <sup>2</sup> /credit	page 78
Void	debit/credit	page 81
Refund	debit/credit	page 82
Independent Refund	debit/credit	page 85
Card Verification	debit <sup>2</sup> /credit	page 93
Chip Initialization (USB/serial) <sup>5</sup>	debit/credit	page 96
Cloud Initialization <sup>5</sup>	debit/credit	page 97

<sup>1</sup> To set up a recurring Purchase, see page 177.

<sup>2</sup> Applies only to some chip debit cards.

<sup>3</sup> For Reauthorization, see page 73.

<sup>4</sup> For Reauthorization Capture, see page 76.

<sup>5</sup> Initializes the iPP320 PIN Pad (this is not a financial transaction).

## 4.1 Purchase with debit/credit card

Debit/credit 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 method	See procedure on:
iPP320 PIN Pad: USB/serial	page 51
iPP320 PIN Pad: USB/serial (manual)	page 52
iPP320 PIN Pad: cloud	page 53
iPP320 PIN Pad: cloud (manual)	page 54
unencrypted MSR	page 56
Vault profile	page 57
keyed entry	page 58

### 4.1.1 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 (see page 13).

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 259.

- 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 112.
  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 137.
    - 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 120).




### 4.1.2 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 (see page 13).

**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 259.

- 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 MMY" displays on the iPP320 PIN Pad, key in the card expiry date (MMY), and press the green  key.
    - If "PURCHASE \$0.00-OK?" displays on the iPP320 PIN Pad, see page 115.
  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 137.
    - 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 120).



### 4.1.3 Purchase with debit/credit card: iPP320 PIN Pad: 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 Internet and paired via the cloud with your Merchant Resource Center store (see page 13).

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 259.

- 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.
    - 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 "Purchase" page, wait.
  7. When "Please follow prompts on the pinpad" displays on the "Purchase" page, see page 117.
  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 137.
    - 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 120).




#### 4.1.4 Purchase with debit/credit card: iPP320 - manual card entry: 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 Internet and paired via the cloud with your Merchant Resource Center store (see page 13).

**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 259.

- 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.
    - 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 "Purchase" page, wait.
  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 119.
  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 MMY" 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 137.
- 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 120).

### 4.1.5 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.

**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 259.*

- 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.
    - 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 98.
5. Click on the **Swipe Card** button.
  6. 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 99.
  7. 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 137.
    - 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 120).

### 4.1.6 Purchase with debit/credit card: Vault profile

Follow the steps below to perform a credit Purchase by sourcing credit card data from a Vault profile.

**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. In the **Card Verification Digits** field, enter the card verification digits.
    - 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 "Payment Details" area, fill in the remaining fields:

**Note:** *For information about fields referred to in the steps below, see page 259.*

  - 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 e-commerce descriptor.
    - To add order details (shipping/billing and product details), see page 98.
6. Click on the **Process Transaction** button.
7. 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 137.
  - 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 120).

### 4.1.7 Purchase with debit/credit card: keyed entry

Follow the steps below to perform a credit Purchase by manually entering (keying) credit card data on an iPP320 PIN Pad.

**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 259.*

- 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. In the **Card Verification Digits** field, enter the card verification digits.
- h. From the "ECI Indicator" drop-down list, select an e-commerce descriptor.
  - 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 98.
5. 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 99.
6. 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 137.
  - 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 120).

## 4.2 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 259.*
  - 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 140.
  - 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 120).

## 4.3 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.

**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 259.*
  - 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 e-commerce 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 120).
  - c. Repeat step 8 for any remaining Purchase listed in the "Transaction List" area.



## 4.4 Preauthorization with debit/credit card

Preauthorizes an amount on a credit card.

**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 table below:

Card entry method	See procedure on:
iPP320 PIN Pad: USB/serial	page 62
iPP320 PIN Pad: USB/serial (manual)	page 63
iPP320 PIN Pad: cloud	page 65
iPP320 PIN Pad: cloud (manual)	page 66
unencrypted MSR	page 68
Vault profile	page 69
keyed entry	page 71

#### 4.4.1 Preauthorization with debit/credit card: iPP320 PIN Pad: USB/serial

Preauthorizes an amount on a credit card. 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 (see page 13).

**Note:** *Some chip debit cards may be used for this transaction.*

**Important!** To receive the funds for this transaction, you must perform a debit/credit Capture at a later time (see *Capturing a debit/credit Preauthorization* on page 74).

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 259.*

  - 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 112.
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 142.
  - 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 120).

#### 4.4.2 Preauthorization with debit/credit card: iPP320 PIN Pad - manual card entry : USB/serial




Preauthorizes an amount on a credit card. 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 (see page 13).

**Note:** *Some chip debit cards may be used for this transaction.*

**Important!** To receive the funds for this transaction, you must perform a debit/credit Capture at a later time (see page 74).

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 259.*

  - 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 MMY" 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 142.
- 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 120).

### 4.4.3 Preauthorization with debit/credit card: iPP320 PIN Pad: cloud

Preauthorizes an amount on a credit card. 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 Internet and paired via the cloud with your Merchant Resource Center store (see page 13).

**Note:** *Some chip debit cards may be used for this transaction.*

**Important!** To receive the funds for this transaction, you must perform a debit/credit Capture at a later time (see *Capturing a debit/credit Preauthorization* on page 74).

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 259.*

  - 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.
  - 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 "Please follow prompts on pinpad" displays on the "Preauth" page, see page 117.
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 142.
  - 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 120).

#### 4.4.4 Preauthorization with debit/credit card: iPP320 PIN Pad - manual entry: cloud




Preauthorizes an amount on a credit card. 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 Internet and paired via the cloud with your Merchant Resource Center store (see page 13).

**Note:** *Some chip debit cards may be used for this transaction.*

**Important!** To receive the funds for this transaction, you must perform a debit/credit Capture at a later time (see page 74).

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 259.*

- 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 MMY" 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 142.
  - 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 120).

#### 4.4.5 Preauthorization with debit/credit card: unencrypted MSR

Preauthorizes an amount on a credit card. Follow the steps below to perform a credit Preauthorization by using an unencrypted magnetic stripe reader to capture credit card data.

**Important!** To receive the funds for this transaction, you must perform a debit/credit Capture at a later time (see page 74).

**Note:** Some chip debit cards may be used for this transaction. If your store is enabled for level 2/3 reporting (see page 270) 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 259.

- 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.
    - 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 98.
5. Click on the **Swipe Card** button.
  6. When "Please swipe credit card now" displays on the "Preauth" page, swipe the card on the unencrypted magnetic stripe reader.
  7. 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 142.
    - 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 120).



#### 4.4.6 Preauthorization with debit/credit card: Vault profile

Preauthorizes an amount on a credit card. Follow the steps below to perform a credit Preauthorization by sourcing credit card data from a Vault profile.

**Important!** To receive the funds for this transaction, you must perform a debit/credit Capture at a later time (see page 74).

**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 270), 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. In the **Card Verification Digits** field, enter the card verification digits.
    - 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.
5. In the "Payment Details" area, fill in the remaining fields:
 

**Note:** For information about fields referred to in the steps below, see page 259.

  - 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 e-commerce descriptor.
    - To add order details (shipping/billing and product details), see page 98.
6. Click on the **Process Transaction** button.
7. 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 142.
- 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 120).

#### 4.4.7 Preauthorization with debit/credit card: keyed entry

Preauthorizes an amount on a credit card. Follow the steps below to perform a credit Preauthorization by manually entering (keying) credit card data in the Merchant Resource Center fields.

**Important!** To receive the funds for this transaction, you must perform a debit/credit Capture at a later time (see page 74).

**Note:** Some chip debit cards may be used for this transaction. If your store is enabled for level 2/3 reporting (see page 270) 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 259.

- 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. In the **Card Verification Digits** field, enter the card verification digits.
  - h. From the "ECI Indicator" drop-down list, select an e-commerce descriptor.
    - 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 98.
5. Click on the **Process Transaction** button.
  6. 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 142.
- If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, process the transaction receipt now (see page 120).

## 4.5 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 76).

**Note:** If your store is enabled for level 2/3 reporting (see page 270) 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 201).
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 259.

- 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 120).

**Note:** Moneris loyalty points cannot be allocated (awarded) for a Reauthorization transaction.

## 4.6 Capturing a debit/credit Preauthorization

Follow the steps below to capture a debit/credit Preauthorization (see page 61) so that the authorized funds are transferred to your account at settlement.

**Note:** *If you are capturing a Preauthorization that was originally performed on an iPP320 PIN Pad (insert or swipe), ensure that the same iPP320 PIN Pad is either connected via a USB/serial cable to the computer from which you are performing the Capture or is paired via the cloud and connected to 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 259.*

- 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 73).*

- 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 100.
- 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 iPP320 PIN Pad (you will not need to pass the iPP320 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, see page 143.
  - If did not award loyalty points for the original transaction, print/e-mail the debit/credit Capture receipt now (see page 120).

## 4.7 Capturing a debit/credit Reauthorization

Follow the steps below to capture a debit/credit Reauthorization (see page 73) 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 an iPP320 PIN Pad (insert or swipe), ensure that the same iPP320 PIN Pad is either connected via a USB/serial cable to the computer from which you are performing the Capture or is paired via the cloud and connected to 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 259.*

- 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 104.
  - 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 iPP320 PIN Pad (you will not need to pass the iPP320 PIN Pad back and forth to the cardholder).
8. When the "**APPROVED**" or "**DECLINED**" response displays on the "Capture" page, the transaction is complete.
  9. Print/e-mail the debit/credit Capture receipt now (see page 120).

**Note:** *Moneris loyalty points cannot be awarded for the capture of a Reauthorization transaction.*

## 4.8 Voice Authorization-Advice with debit/credit card

Credit card sale of goods and services using authorization code obtained from an IVR system.

**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 method	See procedure on:
unencrypted MSR	page 79
keyed entry	page 80

### 4.8.1 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:** *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 259.*

- 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 139.
    - 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 120).

## 4.8.2 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:** *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 259.*

- 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 e-commerce 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 139.
    - 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 120).

## 4.9 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.

**Note:** *To reverse a Merchant Resource Center-referenced credit transaction in a closed batch, you must perform a credit Refund (see page 82). To reverse any debit/credit transaction that is unreferenced on the Merchant Resource Center, you must perform an Independent Refund (see page 85).*

**Note:** *If you are reversing a transaction that was originally performed on an iPP320 PIN Pad (insert or swipe), ensure that the same iPP320 PIN Pad is either connected via a USB/serial cable to the computer from which you are performing the Void or is paired via the cloud and connected to 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 259.*

  - 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:
    - If the iPP320 PIN Pad is connected via USB/serial cable, see page 112.
    - If the iPP320 PIN Pad is paired via the cloud, see page 117.
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 151.
  - If you did not award loyalty points for the original transaction, print/e-mail the Purchase-Correction (Void) receipt now (see page 120).

## 4.10 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.

**Note:** To reverse a Merchant Resource Center-referenced debit card transaction, you must do a Void (see page 81). 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 85).

**Note:** If you are reversing a transaction that was originally performed on an iPP320 PIN Pad (insert or swipe), ensure that the same iPP320 PIN Pad is either connected via a USB/serial cable to the computer from which you are performing the Refund or is paired via the cloud and connected to 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 259.

- 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 108.
    - 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:
  - If the iPP320 PIN Pad is connected via USB/serial cable, see page 112.
  - If the iPP320 PIN Pad is paired via the cloud, see page 117.
- 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 154.
  - If did not award loyalty points for the original transaction, print/e-mail the Refund receipt now (see page 120).

## 4.11 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 154.
  - If did not award loyalty points for the original transaction, print/e-mail the Refund receipt now (see page 120).



## 4.12 Independent Refund with debit/credit card

Reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center.

- 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 method	See procedure on:
iPP320 PIN Pad: USB/serial	page 86
iPP320 PIN Pad: USB/serial (manual)	page 87
iPP320 PIN Pad: cloud	page 88
iPP320 PIN Pad: cloud (manual)	page 89
unencrypted MSR	page 90
Vault profile	page 91
keyed entry	page 92

#### 4.12.1 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 (see page 13) to capture the card data via insert, tap, or swipe.

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 259.*
  - 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 112.
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 120).




### 4.12.2 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 (see page 13).

**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 259.

- 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.
    - a. When "EXPIRY DATE MMY" displays on the iPP320 PIN Pad, key in the card expiry date (MMYY), and press the green  key.
    - b. When "PLEASE WAIT" displays on the iPP320 PIN Pad, wait.
    - c. 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 120).

### 4.12.3 Independent Refund with debit/credit card: iPP320 PIN Pad: 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 use an iPP320 PIN Pad that is connected to the Internet and paired via the cloud with your Merchant Resource Center store (see page 13) to capture the card data via insert, tap, or swipe.

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 259.
  - 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.
  - 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 "Independent Refund" page, wait.
7. When "Please follow prompts on pinpad" displays on the "Independent Refund" page, see page 117.
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 120).




#### 4.12.4 Independent Refund with debit/credit card: iPP320 PIN Pad - manual card entry: 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 Internet and paired via the cloud with your Merchant Resource Center store (see page 13).

**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 259.

- 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.
    - 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 "Independent Refund" page, wait.
  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 MMY" 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 120).

#### 4.12.5 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:** *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 259.*

- 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 120).

### 4.12.6 Independent Refund with debit/credit card: Vault profile

Follow the steps below use credit card data sourced from a Vault profile to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center.

**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 259.*

- 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 120).

### 4.12.7 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.

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 e-commerce 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 120).



## 4.13 Card Verification with debit/credit card

Obtain card and address verification without charging the cardholder's credit card (e.g., you may want to verify that a credit card is valid before storing the card number on file for future payments (e.g., recurring billing, registering the card in a Vault profile, etc.).

**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 method	See procedure on:
unencrypted MSR	page 94
keyed entry	page 95

### 4.13.1 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.

**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 259.*

- a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
    - 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. Click on the **Swipe Card** button.
  6. When "Please swipe credit card now" displays on the "Card Verification" page, swipe the card on the unencrypted magnetic stripe reader.
  7. When the "**APPROVED**" or "**DECLINED**" response displays on the "Card Verification" page, the transaction is complete.
  8. Print/e-mail the Card Verification receipt (see page 120).

### 4.13.2 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.

**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 259.*

- 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. From the "ECI Indicator" drop-down list, select an e-commerce descriptor.
    - 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. Click on the **Process Transaction** button.
  6. When the "**APPROVED**" or "**DECLINED**" response displays on the "Card Verification" page, the transaction is complete.
  7. Print/e-mail the Card Verification receipt (see page 120).

## 4.14 Chip Initialization

Follow the steps below to initialize/re-initialize an iPP320 PIN Pad (see page 13) that is connected to your computer 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 PINpd is ready to be used to process transactions.
    - If the **Continue** button displays, click on it.
  6. The operation is complete.

## 4.15 Cloud Initialization

Follow the steps below to re-initialize an iPP320 PIN Pad that is paired via the cloud with your Merchant Resource Center store (see page 13).

1. Ensure the PIN Pad that you want to re-initialize is connected to the Internet and is displaying the "WELCOME/BONJOUR" screen with "CC" in the upper right corner.

**Note:** *If the iPP320 PIN Pad displays "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" continuously, press the green  key to return to the "WELCOME/BONJOUR" screen; then ensure that your Internet service is available and your Ethernet cables are properly connected; then simultaneously press and hold down both the yellow  key and the  key until the iPP320 starts to reboot. When the "WELCOME/BONJOUR" screen and "CC" are displayed, go to the next step.*

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 iPP320 PIN Pad that you want to initialize/re-initialize.

**Note:** *The terminal ID is an 8-digit number starting with "61" (e.g., 61012345), which is printed on a sticker affixed to the iPP320 PIN Pad. If you assigned the iPP320 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 iPP320 PIN Pad that you want to initialize/re-initialize.
4. When "The pinpad is initializing. Please wait this may take a minute or two" displays on the "Cloud Init" page, wait while the iPP320 PIN Pad initializes.

**Note:** *The iPP320 PIN Pad displays "PLEASE WAIT" during the initialization process.*

5. When the "Initialization Complete" response displays on the "Cloud Init" page, click on the **OK** button.
6. The operation is complete.

## 4.16 Optional procedures: debit/credit cards

### 4.16.1 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 270), 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.

### 4.16.2 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 74). 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 142.
- 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 120).

#### 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 137.
- 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 120).

### 4.16.3 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 270.

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 101.
  - If a Mastercard was used, see page 102.
  - If an Amex card was used, see page 103.



#### 4.16.3.1 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 271.

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 143.
  - If did not award loyalty points for the original transaction, print/e-mail the Capture receipt now (see page 120).

#### 4.16.3.2 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 271.

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 143.
  - If did not award loyalty points for the original transaction, print/e-mail the Capture receipt now (see page 120).

### 4.16.3.3 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 271.

- 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 143.
  - If did not award loyalty points for the original transaction, print/e-mail the Capture receipt now (see page 120).

#### 4.16.4 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 270.

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 105.
  - If a Mastercard was used, see page 106.
  - If an Amex card was used, see page 107.

#### 4.16.4.1 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 271.

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 120).

**Note:** Moneris Loyalty points cannot be awarded for the capture of a Reauthorization transaction.

**4.16.4.2 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 271.

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 120).

**Note:** Moneris Loyalty points cannot be awarded for the capture of a Reauthorization transaction.

#### 4.16.4.3 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 271.

- 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 120).

**Note:** Moneris Loyalty points cannot be awarded for the capture of a Reauthorization transaction.

### 4.16.5 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 270.

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 109.
  - If a Mastercard was used, see page 110.
  - If an Amex card was used, see page 111.



#### 4.16.5.1 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 271.

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 154.
  - If did not award loyalty points for the original transaction, print/e-mail the Refund receipt now (see page 120).

#### 4.16.5.2 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 271.

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 154.
  - If did not award loyalty points for the original transaction, print/e-mail the Refund receipt now (see page 120).

#### 4.16.5.3 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 271.

- 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 154.
  - If did not award loyalty points for the original transaction, print/e-mail the Refund receipt now (see page 120).

#### 4.16.6 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	Enters their card on the iPP320 PIN Pad (for options, see pages 46 to 47).
SELECT LANGUAGE  ENGL                  FRAN	Selects the display language: <ul style="list-style-type: none"> <li>▪ To select English, presses <b>F1</b> (ENG).</li> <li>▪ To select French, presses <b>F4</b> (FRAN).</li> </ul>
SELECT <Application name>  YES                  NO	Selects the card application: <ul style="list-style-type: none"> <li>▪ To select the displayed application, presses <b>F1</b> (YES).</li> <li>▪ To view the next available application, presses <b>F4</b> (NO).</li> </ul>
<Application name> -OK? YES                  NO	Presses <b>F1</b> (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.

This table continues on the next page.

Cardholder prompt	Cardholder action
<b>TIP OPTIONS</b> \$    %        NONE	Selects a tip type: <ul style="list-style-type: none"> <li>To enter a dollar amount, presses <b>F1</b>(\$).</li> <li>To enter a percentage, presses <b>F2</b> (%)</li> <li>To bypass entering a tip, presses <b>F4</b> (NONE).</li> </ul>
<b>ENTER TIP AMOUNT</b> \$0.00	Keys in an amount, and presses the green  key.
<b>TIP PERCENTAGE</b> %AA %BB        OTHR	Selects a percentage type: <ul style="list-style-type: none"> <li>To add a preset tip percentage, presses <b>F1</b> (AA%) or <b>F2</b> (BB%).</li> <li>To add a different percentage, presses <b>F4</b> (OTHR).</li> </ul>
<b>ENTER TIP</b> %	Enters a tip percentage, and presses the green  key.
<b>&lt;TRANSACTION NAME&gt;</b> <b>\$0.00-OK?</b>	Presses the green  key to confirm the displayed transaction amount.  <b>Note:</b> If the cardholder wants to change the tip amount, they press the yellow  key, and re-enter the tip when prompted.
<b>SELECT ACCOUNT</b> CHQ                SAV	Selects a debit account: <ul style="list-style-type: none"> <li>To select "chequing", presses <b>F1</b> (CHQ).</li> <li>To select "savings", presses <b>F4</b> (SAV).</li> </ul>
<b>ENTER PIN &amp; OK</b>	Keys in their Personal Identification Number (PIN) and presses the green  key.
<b>PLEASE WAIT</b>	Waits while the transaction is processed.ⓂⓂ
<b>APPROVED</b> <b>THANK YOU</b> <b>REMOVE CARD</b>	Removes their card from chip reader.  <b>Note:</b> The iPP320 PIN Pad beeps until the card is removed.ⓂⓂ
<b>APPROVED</b> <b>THANK YOU</b> <b>OBTAIN CARD</b>	Retrieves their card.
<b>WELCOME/BONJOUR</b>	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...").


### 4.16.7 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: <ul style="list-style-type: none"> <li>▪ To enter a dollar amount, presses <b>F1</b>(\$).</li> <li>▪ To enter a percentage, presses <b>F2</b> (%)</li> <li>▪ To bypass entering a tip, presses <b>F4</b> (NONE).</li> </ul>
ENTER TIP AMOUNT \$0.00	Keys in an amount, and presses the green  key.
TIP PERCENTAGE  %AA %BB   OTHR	Selects a percentage type: <ul style="list-style-type: none"> <li>▪ To add a preset tip percentage, presses <b>F1</b> (AA%) or <b>F2</b> (BB%).</li> <li>▪ To add a different percentage, presses <b>F4</b> (OTHR).</li> </ul>
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.  <b>Note:</b> If the cardholder wants to change the tip amount, they press the yellow  key, and re-enter the tip 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 137.
  - 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 120).





### 4.16.8 Cardholder prompts: iPP320 PIN Pad (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:

**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	Enters their card on the iPP320 PIN Pad (for options, see pages 46 to 47).
SELECT LANGUAGE  ENGL                  FRAN	Selects the display language: <ul style="list-style-type: none"> <li>▪ To select English, presses <b>F1</b> (ENG).</li> <li>▪ To select French, presses <b>F4</b> (FRAN).</li> </ul>
SELECT <Application name>  YES                  NO	Selects the card application: <ul style="list-style-type: none"> <li>▪ To select the displayed application, presses <b>F1</b> (YES).</li> <li>▪ To view the next available application, presses <b>F4</b> (NO).</li> </ul>
<Application name> -OK? YES                  NO	Presses <b>F1</b> (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.

This table continues on the next page.







Cardholder prompt	Cardholder action
<b>SELECT ACCOUNT</b>  <b>CHQ                      SAV</b>	Selects a debit account: <ul style="list-style-type: none"> <li>▪ To select "chequing", presses <b>F1</b> (CHQ).</li> <li>▪ To select "savings", presses <b>F4</b> (SAV).</li> </ul>
<b>ENTER PIN &amp; OK</b>	Keys in their Personal Identification Number (PIN) and presses the green  key.
<b>PLEASE WAIT</b>	Waits while the transaction is processed. 
<b>APPROVED</b> <b>THANK YOU</b> <b>REMOVE CARD</b>	Removes their card from chip reader.  <i><b>Note:</b> The iPP320 PIN Pad beeps until the card is removed.</i>
<b>APPROVED</b> <b>THANK YOU</b> <b>OBTAIN CARD</b>	Retrieves their card.
<b>WELCOME/BONJOUR</b>	Returns the iPP320 PIN Pad to you (go to step 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.
- Refer back to the financial transaction procedure (continue at the step "When the "APPROVED" or "DECLINED" response displays...").

### 4.16.9 Cardholder prompts: iPP320 PIN Pad - tip enabled (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  \$                      %	<p>Selects a tip type:</p> <ul style="list-style-type: none"> <li>▪ To enter a dollar amount, presses <b>F1(\$)</b>.</li> <li>▪ To enter a percentage, presses <b>F4 (%)</b></li> <li>▪ To bypass entering a tip, presses the green  key.</li> </ul>
ENTER TIP PERCENTAGE (%)  00	Keys in a tip percentage (or nothing) and presses the green  key.
ENTER TIP AMOUNT  \$0.00	Keys in a tip amount (or nothing), and presses the green  key.
PURCHASE \$0.00-OK?	<p>Presses the green  key to confirm the displayed transaction amount.</p> <p><b>Note:</b> If the cardholder wants to change the tip amount, they press the yellow  key, and re-enter the tip when prompted.</p>

3. Do one of the following:
  - If "SWIPE, TAP OR INSERT CARD" or "SWIPE OR INSERT CARD" or "SWIPE CARD" displays, see page 117 (continue at step 2).
  - If "ENTER CARD #" displays, the cardholder hands the iPP320 PIN Pad back to you (see page 54; continue at step 8).

## 5 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 125).*

### 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.)

## 6 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 125.

### 6.1 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 122).
- Tip information details (see page 123).
- eFraud details (see page 123).
- Action items details (see page 124).

### 6.1.1 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).

- To access a transaction's "Order History" page, see page 125.

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.
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).
Foreign Currency Amount	The non-CAD amount for which the transaction was processed.
Invoice Number	User-entered value. Optional.
Message	Host response (e.g., "APPROVED" or "DECLINED").
Order ID	Unique Merchant Resource Center transaction identifier.
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 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	Cloud wallet (see page 224) or Vault (see page 184) transaction identifier.

### 6.1.2 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 125.

Field	Description
Pre-Tip Amount	Transaction amount excluding the tip.
Tip Amount	Tip amount.

### 6.1.3 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 125.

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 273).
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.
CVV Result	(Verified by Visa) - 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 e-commerce transaction. The authentication data are sent to the card issuer independent of the Merchant Resource Center.

### 6.1.4 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 125.

Button	Description
<b>Add Loyalty</b>	Award loyalty points for a preceding gift/loyalty or cash transaction.
<b>Associated</b>	Display the "Order History" page listing a gift/loyalty transaction and one or more other transactions (e.g., debit/credit, gift/loyalty, or cash).
<b>Capture</b>	Initiate a debit/credit or loyalty Capture transaction.
<b>Email Receipt</b>	E-mail a transaction receipt.
<b>Level 2/3 Details</b>	Display level 2/3 transaction details (tax and product data) if they were submitted in the transaction.
<b>Loyalty</b>	Award, allocate, or remove loyalty points depending on the preceding (associated) debit/credit transaction.
<b>Print Receipt - #x#</b>	Print a transaction receipt.
<b>Reauth</b>	Initiate a debit/credit Reauthorization transaction.
<b>Receipt - #x#</b>	Print a transaction receipt.
<b>Refund</b>	Initiate a debit/credit Refund or gift Refund transaction.
<b>Send Email Receipt</b>	E-mail a transaction receipt.
<b>Void</b>	Initiate a Void transaction (debit/credit or gift/loyalty).



## 6.2 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 121.

1. Retrieve the transaction by generating the appropriate report (see page 200).
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.)

## 7 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 7), refer to the table below.

Transaction type	See procedure on:
Purchase	page 128
Void	page 131
Refund	page 132
Independent Refund	page 133
Coupon/Voucher Redemption	page 156
Activate card	page 159
Deactivate card	page 162
Balance Inquiry	page 165

## 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 136
Preauthorization	page 142
Capture	page 143
Redemption (dollars)	page 144
Redemption (points)	page 147
Void	page 150
Refund	page 153
Coupon/Voucher Redemption	page 156
Activate card	page 159
Deactivate card	page 162
Balance Inquiry	page 165

## 7.1 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 method	See procedure on:
unencrypted MSR	page 129
keyed entry	page 130

### 7.1.1 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 259.*

  - 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 168.
    - 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 validation 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 174.
  - 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 141.
    - 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 120).

### 7.1.2 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 259.*
  - 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 168.
    - 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 validation 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 174.
  - 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 141.
    - 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 120).

## 7.2 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 120).

***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 151).*

## 7.3 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 259.*

- a. In the **CVC** field, enter the card validation 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 120).

**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 155).*



## 7.4 Independent Refund with gift card

Reverse (refund) a gift card transaction that is unreferenced on the Merchant Resource Center.

- 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 method	See procedure on:
unencrypted MSR	page 134
keyed entry	page 135

### 7.4.1 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.

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 259.*
  - 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 validation 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 120).

### 7.4.2 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.

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 259.*
  - 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 validation 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 120).

## 7.5 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 137
debit/credit Purchase - used for gift/loyalty card activation	page 138
debit/credit Voice-Authorization Advice	page 139
cash Purchase	page 140
gift Purchase	page 141
debit/credit Preauthorization	page 142
Capture	page 143
Redemption (dollars)	page 144
Redemption (points)	page 147
Void	page 150
Refund	page 153
Coupon/Voucher Redemption	page 156
Activate card	page 159
Deactivate card	page 162
Balance Inquiry	page 165

### 7.5.1 Loyalty Purchase: awarding loyalty points for associated debit/credit Purchase

When the "APPROVED" response displays on the "Purchase" page of a debit/credit Purchase that you have just processed (see page 50), 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 259.

- 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 120).

### 7.5.2 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 159), 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 259.

- 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 120).

### 7.5.3 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 78), 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 259.

- 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 120).

### 7.5.4 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 59), 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 259.

- 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 120).



### 7.5.5 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 259.

- 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 120).

### 7.5.6 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 61), 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 259.

- 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 120).

**Important!** To award the allocated loyalty points, you must capture the debit credit Preauthorization and then capture the loyalty Preauthorization (see page 74).

### 7.5.7 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 74), 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 120).

## 7.6 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 method	See procedure on:
unencrypted MSR	page 145
keyed entry	page 146

### 7.6.1 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 259.

  - 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 169.
    - 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 174.
  - If a "Balance Due \$0.00" (zero dollars) response is indicated, the transaction is complete (go to step 9).
9. Print/e-mail the transaction receipt now (see page 120).

## 7.6.2 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 259.

  - 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 169.
    - 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 174.
  - If a "Balance Due \$0.00" (zero dollars) response is indicated, the transaction is complete (go to step 9).
9. Print/e-mail the transaction receipt now (see page 120).

## 7.7 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 method	See procedure on:
unencrypted MSR	page 148
keyed entry	page 149

### 7.7.1 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 259.

- 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 169.
    - 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 175.
  - 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 120).



### 7.7.2 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 259.

  - 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 169.
    - 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 175.
  - 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 120).

## 7.8 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 151.
- To reverse a loyalty transaction for an associated gift Void, see page 151.
- To reverse a loyalty transaction for an associated loyalty Redemption, see page 152.

### 7.8.1 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 120).

### 7.8.2 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 128).

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 120).

### 7.8.3 Loyalty Void: reversing a loyalty Redemption

Follow the steps below to reverse (void) an open-batch loyalty card Redemption for dollars (see page 144) or reverse an open-batch loyalty card Redemption for points (see page 147) 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 120).

## 7.9 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 154.
- To reverse a loyalty transaction for an associated cash Refund, see page 154.
- To reverse a loyalty transaction for an associated gift Refund, see page 155.
- To reverse a loyalty transaction for an associated loyalty Redemption, see page 155.

### 7.9.1 Loyalty Refund: removing loyalty points for associated debit/credit Refund

When the "APPROVED" 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 120).

### 7.9.2 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 120).

### 7.9.3 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 132).

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 120).

### 7.9.4 Loyalty Refund: reversing a loyalty Redemption

A loyalty Redemption transaction in a closed batch cannot be reversed (refunded) from the Merchant Resource Center.

## 7.10 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 method	See procedure on:
unencrypted MSR	page 157
keyed entry	page 158



### 7.10.1 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 259.*

- 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 validation 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 120).

### 7.10.2 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 259.*

- 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 validation 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 120).

## 7.11 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 method	See procedure on:
unencrypted MSR	page 160
keyed entry	page 161

### 7.11.1 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 259.

  - 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 validation 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 170
debit/credit card	unencrypted MSR	page 171
debit/credit card	keyed entry	page 172
cash	-	page 173

### 7.11.2 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 259.

  - 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 validation 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 170
debit/credit card	unencrypted MSR	page 171
debit/credit card	keyed entry	page 172
cash	-	page 173

## 7.12 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 method	See procedure on:
unencrypted MSR	page 163
keyed entry	page 164

### 7.12.1 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 259.*
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 validation 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 120).

### 7.12.2 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 259.*
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 validation 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 120).



## 7.13 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 method	See procedure on:
unencrypted MSR	page 166
keyed entry	page 167

### 7.13.1 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 259.

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 validation 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.

### 7.13.2 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 259.*
  - 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 validation 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.

## 7.14 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 validation 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.

## 7.15 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.

## 7.16 Optional procedures: gift/loyalty cards

### 7.16.1 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 (see page 13) to capture the debit/credit card data (insert, tap, or swipe).

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 259.

- 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 112.
  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 138.
    - 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 120).

### 7.16.2 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 259.

- 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.
    - 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 98.
3. Click on the **Swipe Card** button.
  4. When "Please swipe credit card now" displays on the "Activate" page, swipe the credit card on the unencrypted magnetic stripe reader.
  5. 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 138.
    - 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 120).

### 7.16.3 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 259.

- 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. In the **Card Verification Digits** field, enter the card verification digits.
  - h. From the "ECI Indicator" drop-down list, select an e-commerce descriptor.
    - 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 98.
3. Click on the **Process Transaction** button.
  4. 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 138.
    - 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 120).



### 7.16.4 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 259.

- 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 138.
  - 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 120).

### 7.16.5 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 MSR	page 129 (begin at step 7)
keyed entry	page 130 (begin at step 7)

#### Loyalty card (dollars redemption)

Card entry method	See Redemption procedure on:
unencrypted MSR	page 145 (begin at step 5 )
keyed entry	page 146 (begin at step 5)

#### Debit/credit card

Card entry method	See Purchase procedure on:
iPP320 PIN Pad: USB/serial	page 51 (begin at step 3)
iPP320 PIN Pad: USB/serial (manual)	page 52 (begin at step 3)
unencrypted MSR	page 56 (begin at step 3)
keyed entry	page 58 (begin at step 3)

#### Cash

- See page 59 (begin at step 3).

### 7.16.6 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 MSR	page 129 (begin at step 7)
keyed entry	page 130 (begin at step 7)

#### Loyalty card (dollars redemption)

Card entry method	See Redemption procedure on:
unencrypted MSR	page 145 (begin at step 5 )
keyed entry	page 146 (begin at step 5)

#### Debit/credit card

Card entry method	See Purchase procedure on:
iPP320 PIN Pad: USB/serial	page 51 (begin at step 3)
iPP320 PIN Pad: USB/serial (manual)	page 52 (begin at step 3)
unencrypted MSR	page 56 (begin at step 3)
keyed entry	page 58 (begin at step 3)

#### Cash

- See page 59 (begin at step 3).

### 7.16.7 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 MSR	page 148 (begin at step 5)
keyed entry	page 149 (begin at step 5)

## 8 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 a recurring transaction, see page 178.
- To manage (update or delete) a recurring transaction, see page 180.
- To generate a recurring transaction report, see page 182.

## 8.1 Registering 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 259.*

- 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 e-commerce descriptor.
    - 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**).
4. 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.

**Note:** *If "NO" is selected but you want to obtain card verification results when the recurring transaction is registered, checkmark the **Perform card verification** box.*
    - 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**).

- 5. Click on the **Process Transaction** button.
- 6. When the "successfully registered" response displays on the "Add Recurring Transaction" page, the operation is complete.
- 7. While the "Add Recurring Transaction" page is displayed, do one of the following:
  - Update the recurring transaction details now (see page 180; begin at step 8).
  - Close the "Add Recurring Transaction" page, and update the recurring transaction details later (see page 180; begin at step 1).

## 8.2 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 269) 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.

## 8.3 Recurring transactions report

Follow the steps below to generate a recurring transactions report.

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.*

*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 220.*

- To export the transaction list to a text file, see page 210.

## 9 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 a new Vault profile, see page 185.
- To manage an existing Vault profile, see page 188.
- To view a Vault profile report, see page 197.
- To set up a hosted Vault configuration, see page 199.

## 9.1 Registering a Vault profile

Register a Vault profile.

- 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 method	See procedure on:
unencrypted MSR	page 186
keyed entry	page 187

### 9.1.1 Registering 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.

**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.
  - To obtain card verification results, checkmark the **Perform card verification** box.
4. In the "Profile Details" area, optionally enter profile details in the **Customer ID**, **Phone Number**, **Email Address** and **Special Instructions** fields.

**Note:** *For information about fields referred to in the steps below, see page 259.*

- 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. Click on the **Swipe Card to Register Profile** button.
  6. When "Please swipe credit card now" displays on the "Add Profile" page, swipe the card on the unencrypted magnetic stripe reader.
  7. 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 57, 69, and 91).

8. 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 192).
  - Preauthorization (see page 193).
  - Independent Refund (see page 194).
  - Add a recurring transaction (see page 195).

### 9.1.2 Registering a Vault profile: keyed entry

Follow the steps to register a Vault profile by manually entering (keying in) card data in the Merchant Resource Center fields.

**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.
  - To obtain card verification results, checkmark the **Perform card verification** box.

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 259.*

- 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. From the "ECI Indicator" drop-down list, select an e-commerce descriptor.
  - 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 **Register Profile** button.
7. 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 57, 69, and 91).

8. While the "Add Profile" page is displayed, you may perform the following transactions using the newly created Vault profile:
  - Purchase (see page 192).
  - Preauthorization (see page 193).
  - Independent Refund (see page 194).
  - Add recurring transaction (see page 195).

## 9.2 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 190.
- To delete the Vault profile, see page 191.

**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 192).
  - Preauthorization (see page 193).
  - Independent Refund (see page 194).
  - Add recurring transaction (see page 195).

### 9.2.1.1 Updating the Vault profile

Once you have retrieved a Vault profile (see page 188) 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 e-commerce 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.

### 9.2.1.2 Deleting the Vault profile

Once you have retrieved a Vault profile (see page 188) 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.

### 9.2.1.3 Vault Purchase with debit/credit card

Once a Vault profile is registered and the profile details are displayed, follow the steps below to use the Vault profile to perform a debit/credit Purchase.

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 259.

- 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. In the **Card Verification Digits** field, enter the card verification digits.
- f. From the "ECI Indicator" drop-down list, select an e-commerce descriptor.
  - 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 98.
4. Click on the **Process Transaction** button.
5. When the "APPROVED" or DECLINED" response displays on the "Vault Purchase" page, the transaction is complete.
6. Print/e-mail the transaction receipt now (see page 120).

**Note:** Moneris loyalty points cannot be awarded for a Purchase that is initiated from the Vault "Profile Details" page.

#### 9.2.1.4 Vault Preauthorization with debit/credit card

Once a Vault profile is registered and the profile details are displayed, follow the steps below to use the Vault profile to perform a debit/credit Preauthorization.

**Important!** To receive the funds for this transaction, you must perform a debit/credit Capture at a later time (see page 74).

**Note:** If a purchasing card is registered to the Vault profile and your store is enabled for level 2/3 reporting (see page 270), 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 259.

- 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. In the **Card Verification Digits** field, enter the card verification digits.
  - f. From the "ECI Indicator" drop-down list, select an e-commerce descriptor.
    - 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 98.
4. Click on the **Process Transaction** button.
  5. When the "APPROVED" or DECLINED" response displays on the "Vault Preauthorization" page, the transaction is complete.
  6. Print/e-mail the transaction receipt now (see page 120).

**Note:** Moneris loyalty points cannot be allocated for a Preauthorization that is initiated from the Vault "Profile Details" page.

### 9.2.1.5 Vault Independent Refund with debit/credit card

Once a Vault profile is registered 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).

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 120).

### 9.2.1.6 Vault Add Recurring Transaction with debit/credit card

Once a Vault profile is registered 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 e-commerce descriptor.
    - 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.
4. 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**).
5. Click on the **Process Transaction** button.
6. When the "successfully registered" response displays on the "Vault Add Recurring Transaction" page, the operation is complete.



## 9.3 Vault report

Follow the steps below to generate a report about Vault profiles used to process transactions from your Merchant Resource Center store within the last 18 months.

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 which 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.

**Note:** To retrieve Visa Debit card transactions, checkmark the **Visa** box.

**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:** *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 220.*

- To export the transaction list to a text file, see page 210.

## 9.4 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 Hosted Paypage configuration instructions, see page 276.

## 10 Reports

From your Merchant Resource Center store, you may generate/view detailed transaction and batch reports regarding all transactions processed from your store. The following reports may be generated from the Moneris Merchant Resource Center:

### Debit/credit and cash

Report type	See procedure on :
Transactions (single)*	page 201
Grouped transactions	page 203
Managed account updater	page 206
Batches	page 208

\* For recurring transactions report, see page 182.

\* For Vault profile-originated transactions report, see page 197.

### Gift/loyalty

Report type	See procedure on:
Transactions	page 204
Batches	page 208

### Batches:

Report type	See procedure on :
batches	page 208

## 10.1 Transactions report: debit/credit cards and cash

Follow the steps below to generate a report about debit/credit and cash transactions processed on your Merchant Resource Center store within the last 18 months.

1. On the menu bar, click on **Reports > Transactions**.
2. Wait for the "Transaction Reports" page to display.
3. Select a date range to which 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.

**Note:** To retrieve Visa Debit card transactions, checkmark the **Visa** box.

**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 247) 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:** *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 220.*

- To export the transaction list to a text file, see page 210.

## 10.2 Transactions report: grouped transactions

Follow the steps below to generate a report about debit/credit group transactions processed on your Merchant Resource Center store within the last 18 months.

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 which 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 220.

## 10.3 Transactions report: gift/loyalty cards

Follow the steps below to generate a report about gift/loyalty transactions processed on your Merchant Resource Center store within the last 18 months.

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 which 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:** *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 220.*

- To export the transaction list to a text file, see page 210.

## 10.4 Transactions report: cash

See *Transactions report: debit/credit cards and cash* (page 201).

## 10.5 Managed account updater report

Follow the steps below to generate a report 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 269).

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 which 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.
  - To export the transaction list to a text file, see page 210.
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.

## 10.6 Batches report: all card transactions

Follow the steps below to generate a report about all batches processed within the last 18 months from your Merchant Resource Center store.

**Note:** *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 247).*

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:** *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 220.*

- To export the transaction list to a text file, see page 210.

## 10.7 Exporting a report (transaction list) to a file

Follow the steps below to export a report's transaction list to a text file.

**Note:** *The transaction list will be generated in comma-separated-values (CSV) format.*

1. Generate a report (see page 200).
2. Once the report results ("Transaction List") are displayed, 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 222.*

4. The operation is complete.

# 11 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 233):**

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 208).

**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 233):**

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 208).

**Note:** *If the report indicates an "Out of Balance" status for any batch, contact Moneris within 5 business days for assistance.*

## 12 Managing your own user profile

From your Merchant Resource Center store, you may configure settings (listed below) that affect only user profile.

**Note:** *To configure settings that affect all other users and your Merchant Resource Center store, use the Admin functions (see page 224).*

### User profile information

- Login password (see page 213).
- Security questions/answers (see page 214 ).
- Registered e-mail address (see page 214).

### Default page

- See page 215.

### Transaction settings

- Default card entry method (see page 216).
- Default electronic commerce indicator (see page 218).
- Default display language (see page 218).
- Default PIN Pad com port number (see page 219).
- Default headers/fields to include your transaction report summaries (see page 220).
- Default headers/fields to include reports that you export to a CSV-format file (see page 222).

### Login history

- See page 223



## 12.1 Modifying your user profile's login information

### 12.1.1 Modifying your login password

Follow the steps below to modify your user profile'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.

### 12.1.2 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.

5. On the menu bar, click on **Firstname\_Lastname > Account Information**.
6. Wait for the "Account Information" page to display.
7. In the "Security Question and Answers" area, 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.
8. When you are finished, click on the **Save Reset Password Data** button.
9. When the "success" message displays, the operation is complete.

### 12.1.3 Modifying your registered e-mail address

Follow the steps below to modify the e-mail address currently registered to your user profile.

**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 profile.
4. When you are finished, click on the **Save Reset Password Data** button.
5. When the "success" message displays, the operation is complete.

## 12.2 Modifying your user profile's default transaction settings

### 12.2.1 Setting your Merchant Resource Center default page

Follow the steps below to specify a Merchant Resource Center default page for your user profile. 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 5).
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.*

### 12.2.2 Setting your default card entry method

Follow the steps below to specify the default card entry method for your user profile.

**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 profile:

Card entry method	Description
Keyed	Manually capture card data by entering it directly in Merchant Resource 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 13).
Cloud	<p>Capture the card data by inserting, tapping, swiping, or manually entering (keying) the card on an iPP320 PIN Pad that is paired via the cloud with your Merchant Resource Center (see page 13).</p> <p><b>Note:</b> To set a specific cloud-paired iPP320 PIN Pad as your default payment device, see page 217.</p>

- b. Click on the **Save Transaction Method** button.
4. When the "success" message displays above the button, the operation is complete.

### 12.2.3 Setting your default PIN Pad during your login session: iPP320 (cloud)

Follow the steps below to set a specific cloud-paired iPP320 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 216.

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 cloud-paired iPP320 PIN Pad that you want to use by default for the duration of your login session.
  - b. Click on the **Set Cloud Pinpad** button.
4. When the "success" message displays above the button, the operation is complete.

### 12.2.4 Setting your default electronic commerce indicator

Follow the steps below to specify the default electronic commerce indicator for your user profile.

**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 profile (for list of indicators, see page 261).
  - b. Click on the **Save Default ECI** button.
4. When the "success" message displays above the button, the operation is complete.

### 12.2.5 Setting your default display language

Follow the steps below to specify the default language for your user profile. The Merchant Resource Center will default to the set language the next time you log in.

**Note:** *Regardless of how you configure this setting, you may change the electronic commerce indicator at the time you are performing a financial transaction.*

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 Lanague" 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.

### 12.2.6 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.

### 12.2.7 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, 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 201);

Group = group transactions report (see page 203);

G/L = gift/loyalty transactions report (see page 204);

R = Recurring transactions report (see page 182);

V = Vault transaction report (see page 197);

B = Batches report (see page 208)

Field	Header	D/C	Group	G/L	R	V	B
<b>Amount</b> <sup>1</sup>	"AMOUNT"	•	•	•	•	•	•
<b>Authorization Code</b> <sup>2</sup>	"AUTH CODE"	•	•	-	•	•	•
<b>AVS Result</b>	"AVS"	•	-	-	•	•	•
<b>Batch Number</b>	"BATCH"	•	•	•	•	•	•
<b>Card Number</b>	"PAN"	•	•	•	•	•	•
<b>Card Type</b>	"CARD"	•	•	•	•	•	•
<b>Customer Code</b>	"CUST CODE"	•	-	-	-	-	-
<b>Customer ID</b>	"CUST ID"	•	•	-	•	•	•
<b>CVD Result</b>	"CVD"	•	•	-	•	•	•
<b>ECI</b>	"ECI"	•	•	•	•	•	•
<b>Expiry date</b>	"EXP"	•	•	-	•	•	•



Field	Header	D/C	Group	G/L	R	V	B
Invoice Number	"INVOICE"	•	-	-	-	-	-
Response Code	"RESP CODE"	•	•	•	•	•	•
Result	"RESULT"	•	•	•	•	•	•
Username	"USERNAME"	•	-	-	•	-	•
VBV/SecureCode Result	"VBV/SC"	•	-	-	•	-	-
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.

<sup>1</sup> In the gift/loyalty report, the **Amount** field corresponds to two transaction list headers: "AMOUNT" and "POINTS".

<sup>2</sup> In the gift/loyalty report, the **Authorization Code** field corresponds to the transaction list header "REF NUM".

### 12.2.8 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 210).

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"); **Order ID** ("order\_no"); **Orig Transaction Number** ("orig\_transaction\_no"); **Reference Number** ("ecr\_seq\_no"); **Response Code** ("response\_code"); **Result** ("result"); **Sequence** ("seq\_no"); **Swiped** ("swiped"); **Terminal ID** ("ecr\_no"); **Transaction Number** ("transaction\_no"); **Transaction Type** ("transaction\_name"); **Username** ("clerk"); **VBV/SecureCode 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.

## 12.3 Viewing your login history

Follow the steps below to view the last ten successful and unsuccessful login attempts for your user profile.

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.

## 13 Admin: managing store settings/other user profiles

Use the Admin functions to manage your Merchant Resource Center store settings and manage other user profiles (e.g., assign user permissions, add/remove user profiles, and check audit logs).

This section includes information about how to do the following:

### User profiles

- Add a new user profile (see page 226).
- Modify an existing user profile:
  - First/last name (see page 227).
  - Password (see page 228).
  - Permissions (see page 229).
  - Admin access level (see page 230).
- Deactivate a user profile (see page 231).

### Notification

- Add/remove e-mail addresses from the notification list (see page 232).

### Store settings

- Configure settings that affect the entire store such as batch close time, tip prompts, cash payments, PCI mode settings, and receipt header (see pages 233 to 238).

### Cloud wallets

- See pages 239 to 246.

### Multi-store login

- See page 247.

### Security

- View audit logs (see page 250).
- Restrict IP access (see page 253).

### Web integration

- Configure DirectPost (page 256).
- Configure Hosted Paypage (page 257).
- Configure Hosted Tokenization (page 258).

## 13.1 Adding a new user profile

Follow the steps below to add a new user profile 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 (for a full listing of user permissions, see page 264):

**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 262).
8. Click on the **Save Level** button.
9. When the "success" message displays above the button, the operation is complete.

## 13.2 Modifying a user profile

### 13.2.1 Modifying a user profile's first name/last name data

Follow the steps below to change the first and last name information of an active user profile 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 profile 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 profiles:**

- 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 profile that you want to modify.
  7. Wait for the user profile 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.

### 13.2.2 Modifying a user profile's password

Follow the steps below to change the password of a user profile (active) on your Merchant Resource Center store.

**Note:** To modify your own user profile's password, see page 213.

1. On the menu bar, click on **Admin > Modify User**.
2. Wait for the "Modify User" page to display.
3. Retrieve the user profile 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 profiles:**

- 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 profile that you want to modify.
  7. Wait for the user profile 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.



### 13.2.3 Modifying a user profile's user permissions

Follow the steps below to change the user permissions of an active user profile 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 profile 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 profiles:**

- 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 profile that you want to modify.
7. Wait for the user profile 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 (for a full listing of user permissions, see *User permissions* on page 264):

**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.

### 13.2.4 Modifying a user profile'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 profile 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 profiles:**

- 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 profile that you want to modify.
7. Wait for the user profile 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 262):

**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.

## 13.3 Deactivating a user profile

Follow the steps below to permanently deactivate a user profile from your Merchant Resource Center store.

**Note:** *Once a user profile is deactivated, its login credentials can no longer be used to access your store. The historical data for the activities of the user profile will continue to remain accessible even after the user profile is deactivated.*

1. Click on **Admin > Modify User**.
2. Wait for the "Modify User" page to display.
3. Retrieve the user profile 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 profiles:**

- 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 profile 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 profile will remain on the system; however, the text "inactive" will display beside the deactivated username.*

## 13.4 Notification settings

### 13.4.1 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.

### 13.4.2 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.

## 13.5 Store settings

### 13.5.1 Automated logout setting

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.

### 13.5.2 Batch close time setting

Follow the steps below to specify when you want your Merchant Resource Center store batch(es) to close and at what time.

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
<b>Manually close batch via API or Merchant Resource Centre</b>	The batch never closes unless you close it via an API or the Merchant Resource Center.
<b>Automatically close between 10 and 11 pm (Eastern Time)</b>	The batch closes automatically each day between 10 PM and 11 PM (Eastern Time).
<b>Automatically close at : hh:mm:ss</b>	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.

### 13.5.3 Cash payments setting

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.

### 13.5.4 PCI mode setting

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 229).*

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 93), Vault (page 184), and Recurring (page 177) 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.

### 13.5.5 Receipt details setting

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.

### 13.5.6 Tip setting: iPP320 PIN Pad

Follow the steps below to enable/disable tip prompting on any iPP320 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 iPP320 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.

### 13.5.7 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 e-commerce transactions are being performed as part of an integrated Web solution. When you opt to send e-commerce 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.**

- a. Click on the **Re-generate API Token** button.
- b. Wait for the warning message to display.
- c. Click on the **Re-generate API Token** button again.
- d. Wait for the new API token to be generated.
- e. Have all users currently logged into your store log out.
- f. Ensure that your integrated Web solution is configured to support the new API token.
- g. The operation is complete (users may now log in again).



### 13.5.8 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.

### 13.5.9 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 247 ).

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
<b>Master Store</b>	The store is a "master" store.
	The store is a "child" store.

4. The operation is complete.

### 13.5.10 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 206).*

- 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.

## 13.6 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 ("cloud" wallet) can be used by your customers to pay for goods and services from your store.

**Note:** *Customers/cardholders must establish their cloud 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 profile (see page 229).*

- 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 payment solution through an API, obtain the necessary integration guide from the Moneris Developer Portal (see page 276) and follow the steps to set up your API.

## 13.7 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 ("cloud" wallet) can be used by your customers to pay for goods and services from your store.

**Note:** *Customers/cardholders must establish their cloud 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 profile (see page 229).*

- 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 276) and follow the steps to set up your API.

## 13.8 Apple Pay in-app configuration

If you want to use the Moneris Apple Pay SDK and develop a solution that allows you to support Apple Pay payments in an integrated environment, follow the steps below to obtain and upload the necessary certificates that will allow Moneris to decrypt the Apple Pay payment token.

**Note:** *If you want to use the Apple API instead of the Moneris Apple Pay SDK, refer to the Apple Developer library and the Moneris payment API.*

1. Visit the Apple Developer Portal at [https://developer.apple.com/library/prerelease/content/ApplePay\\_Guide/Configuration.html](https://developer.apple.com/library/prerelease/content/ApplePay_Guide/Configuration.html), and obtain/register an Apple Pay merchant ID (on the site, refer the procedure for registering an Apple merchant ID).
2. Download a certificate signing request (CSR) file from the Merchant Resource Center:
  - a. Log into the Merchant Resource Center (see page 5).

**Note:** *Do not log out from the Merchant Resource Center until you have completed the configuration steps below.*
  - b. On the menu bar, click on **Admin > Apple Pay In-app Configuration**.
  - c. Wait for the "Apple Pay In-app Configuration" page to display.
  - d. In the "Download CSR" area, enter your Apple Pay merchant ID in the **Apple Merchant ID** field.
  - e. Click on the **Download** button.
  - f. When the CSR file is generated, download it to your computer.
3. Go back to the Apple Developer Portal at [https://developer.apple.com/library/prerelease/content/ApplePay\\_Guide/Configuration.html](https://developer.apple.com/library/prerelease/content/ApplePay_Guide/Configuration.html), and upload the CSR file that you just downloaded to your computer (on the site, refer to the procedure for configuring a certificate for your Apple merchant ID).
4. When the Apple Pay certificate file is generated, download it to your computer.
5. Upload the Apple Pay certificate to the Merchant Resource Center:
  - a. Return to the Merchant Resource Center's "Apple Pay In-app Configuration" page (**Admin > Apple Pay In-app Configuration**).
  - b. In the "Upload Apple Pay certificate" area, browse for and select the Apple Pay certificate file that you just downloaded to your computer.
  - c. When the Apple Pay certificate is displayed in the field, click on the **Upload** button.



- d. In the "Apple Merchant Certificates" area, confirm that a new "Vendor ID" and corresponding "Certificate Date" are listed (Moneris can now decrypt the Apple Pay payment token).

**Important!** Although you have successfully followed the steps to enable Moneris to decrypt the Apple Pay payment token, you must still integrate Apple 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 276)).

**Note:** Ensure that the Merchant Resource Center "Store Settings" user permission is enabled for your user profile (see page 229).

## 13.9 Android Pay in-app configuration

If you want to use the Android SDK and develop a solution that allows you to support Android Pay payments in an integrated environment, follow the steps below to obtain the public key that will allow Moneris to decrypt the Android Pay payment token.

1. On the menu bar, click on **Admin > Android Pay - In-App**.
2. Wait for the "Android Pay - In-App Configuration" page to display.
3. Click on the **Enable Android Pay** button.
4. When the public key (an alpha-numeric string) displays, the operation is complete.

**Note:** *Once the public key is displayed, it will remain available to view for future reference.*

**Important!** Although you have successfully followed the steps to enable Moneris to decrypt the Android Pay payment token, you must still integrate Android 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 276)).

## 13.10 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 248.
- To remove a linked store from the group, see page 249.
- To switch between linked stores, see page 249.
- To determine the status of your store, see page 237.

### 13.10.1 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 5).
  - b. Enable the **Configure Multi Merchant** user permission for your user profile (see page 229).
  - c. Log out of the master store (see page 9).
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 5).
  - b. Enable the **Configure Multi Merchant** user permission for your user profile (see page 229).
  - c. Log out of this "child" store (see page 9).
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).

### 13.10.2 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 5).
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).*

### 13.10.3 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 5).
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.

## 13.11 Audit logs

### 13.11.1 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.

### 13.11.2 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.

### 13.11.3 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.

### 13.11.4 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.



## 13.12 IP access

### 13.12.1 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 profile 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)).

### 13.12.2 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).

## 13.13 Web integration options

To integrate your site with the Merchant Resource Center, you may choose from among several available Web integration options such as DirectPost (page 256), Hosted Paypage (page 257), Hosted Tokenization (page 258), 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](mailto:onlinepayments@moneris.com).

### 13.13.1 DirectPost configuration

DirectPost is one of the Web integration options (see page 255) available for integrating MOTO/e-commerce 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, see page 276.

### 13.13.2 Hosted Paypage configuration

Hosted Paypage is one of the Web integration options (see page 255) available for integrating MOTO/e-commerce transaction processing with the Merchant Resource Center.

#### How Hosted Paypage works

1. When a transaction is initiated, the non-secure transaction details are sent via an HTTP POST to the Merchant Resource Center, and the cardholder is redirected to a secure Moneris-hosted payment page.
2. On the hosted payment page, the cardholder enters their secure payment details (i.e. credit card or bank account data).
3. Upon receipt of this data, the Merchant Resource Center either generates a receipt on your behalf or directs the cardholder and response back to your merchant site so that a custom receipt can be created.
4. Transaction verification can be performed to ensure that the response is from a legitimate transaction.

#### If you opt to use Hosted Paypage integration

If you opt to use Hosted Paypage integration, you must complete a Hosted Paypage configuration from the Merchant Resource Center.

- For information about how to view or download detailed Hosted Paypage configuration instructions, see page 276.

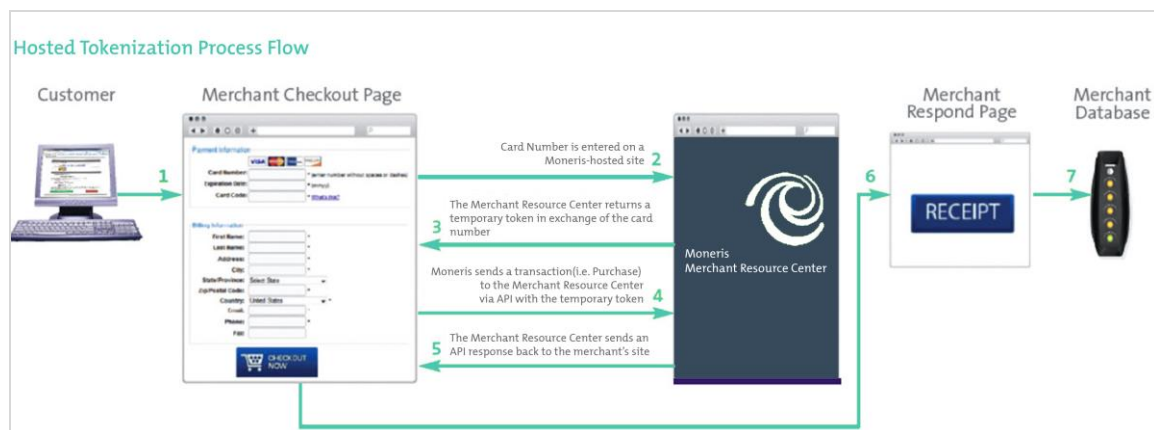
### 13.13.3 Hosted tokenization

Hosted Tokenization is one of the Web integration options (see page 255) available for integrating MOTO/e-commerce transaction processing with the Merchant Resource Center. Similar to the Hosted Paypage option (see page 257), 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. Hosted Tokenization offers the security of the Hosted Paypage while offering full control over the look and feel of the checkout 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 184).



To set up your Hosted Pay Page Temporary Tokenization (HPPTT) page, do the following:

5. On the menu bar, click on **Admin > Hosted Tokenization**.
6. Wait for the "Hosted Card Tokenization" page to display.
7. In the **Source Domain** field, enter the domain address from which requests on your Website will be initiated.
8. Click on the **Create Profile** button.
9. When the "success" response displays, the operation is complete.
10. Visit the Developer Portal (see page 276), and download the integration specifications that will provide guidance on how to do development work on your Website.

## 14 Appendix

### 14.1 Payment/transaction fields

The table below (continues to page 260) 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 <i>Credit Card Number</i> . For gift transaction, see <i>Gift Card Number</i> . For loyalty transaction, see <i>Loyalty Card Number</i> .
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. <b>Note:</b> 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 <i>Card Verification Code</i> .
CVD	See <i>Card Verification Digits</i> .
Data Key	A unique alpha-numeric string that is associated with each Vault profile.
ECI	See <i>Electronic Commerce Indicator</i> .

Field	Enter this data:
Electronic Commerce Indicator	Specify how the card number was obtained from the cardholder (for details, see page 261).
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).
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 273).
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 273).
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 273).



## 14.2 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
<b>M - Manually Keyed Card Present</b>	-
<b>0 - Not an electronic commerce transaction</b>	-
<b>1 - Mail/Telephone Order - Single</b>	Cardholder provides credit card details via phone or on paper. Authorizes the use of the card for one payment.
<b>2 - Mail/Telephone Order - Recurring</b>	Cardholder provides credit card details via phone or on paper. Authorizes the use of the card for multiple payments processed at predetermined intervals.
<b>3 - Mail/Telephone Order - Instalment</b>	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.
<b>4 - Mail/Telephone Order</b>	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.
<b>5 - Authenticated E-commerce Transaction (VBV/MCSC)</b>	Applicable to e-commerce transactions whereby the cardholder provides their card data over the Internet on a secure site and authenticates their identity via Verified by Visa/Mastercard SecureCode.
<b>6 - Non Authenticated E-commerce Transaction (VBV/MCSC)</b>	Applicable to e-commerce transactions whereby the cardholder provides their card data over the Internet on a secure site and attempts to authenticate their identity via Verified by Visa/Mastercard SecureCode.
<b>7 - SSL Transaction (Not Authenticated)</b>	Applicable to e-commerce transactions whereby the cardholder provides their card data over the Internet on a secure site.
<b>8 - Non-Secure Transaction - Web or E-mail based</b>	Applicable to e-commerce transactions whereby the cardholder provides their card data on an unsecured website or via e-mail.

## 14.3 Permissions

### 14.3.1 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 profiles 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](http://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 profile 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 profiles and to view audit logs.
Add/Modify User	Allows user to grant the ability to add or modify user profiles.
Modify User Only	Allows user to grant the ability to modify user profiles.
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 profile 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 profile 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.

### 14.3.2 User permissions

User permissions are grouped into several main areas: administrative permissions (see below), transaction permissions (see page 265), report permissions (see page 266), gift/loyalty permissions (see page 267), and Vault permissions (see page 268).

#### 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 profile 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 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 profile that you are modifying.

Permission	If permission checkmarked, then:
<b>Add Recurring</b>	User can access the transaction page.
<b>Capture</b>	User can access the transaction page.
<b>Create Group</b>	User can access the transaction page.
<b>Enable Keyed in PCI mode</b>	When PCI mode is enabled (see page 234), user can do keyed card entry in Merchant Resource Center fields.
<b>Execute Transactions*</b>	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.)
<b>Independent Refund</b>	User can access the transaction page.
<b>Mandatory AVS</b>	User must enter address verification data if transaction supports it.
<b>Mandatory CVD</b>	User must enter card verification digits if transaction supports it.
<b>Preauth</b>	User can access the transaction page (also applies to "Reauth" page).
<b>Purchase</b>	User can access the transaction page.
<b>Refund</b>	User can access the transaction page.
<b>Retry Recurring</b>	Retry a declined recurring transaction.
<b>Statement Descriptor</b>	User can submit statement descriptor data if transaction supports it.
<b>Verification</b>	User can access the transaction page.
<b>Voice Auth</b>	User can access the transaction page.
<b>Void</b>	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 profile that you are modifying.

Permission	If permission checkmarked, then:
<b>Allow batch close</b>	User can perform a manual Batch Close.
<b>Allow view of all users' transactions*</b>	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.)
<b>Alter Recurring Transactions</b>	User can modify a recurring transaction.
<b>Batches</b>	User can access the transaction page. (The generated Batch report details will display all transactions regardless of the <b>Allow view of all users' transactions</b> permission.)
<b>Execute Transactions/Batches:</b>	User can perform follow-on transactions and process Batch Close transactions.
<b>Grouped Transactions</b>	User can access the transaction page.
<b>Manage Recurring Transactions</b>	User can access the transaction page.
<b>Recurring Transaction Reports</b>	User can access the transaction page.
<b>Transactions</b>	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 profile that you are modifying.

Permission	If permission checkmarked, then:
<b>Execute Gift/Loyalty Transactions Reports*</b>	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.)
<b>Gift/Loyalty Activate</b>	User can access the transaction page.
<b>Gift/Loyalty Balance Inquiry</b>	User can access the transaction page.
<b>Gift/Loyalty Deactivate</b>	User can access the transaction page.
<b>Gift/Loyalty Independent Refund</b>	User can access the transaction page.
<b>Gift/Loyalty Purchase</b>	User can access the transaction page.
<b>Loyalty Redemption</b>	User can access the transaction page.
<b>Gift/Loyalty Refund</b>	User can access the transaction page.
<b>Gift/Loyalty Transaction Report</b>	User can access the transaction page.
<b>Gift/Loyalty Void</b>	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 profile 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.



## 14.4 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 238).
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 206).

## 14.5 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 74 and 76) and Refunds (see page 82).

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 121).

**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 271.*

- 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).

### 14.5.1 Level 2/3 details fields

The table below (continues to page 272) 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:
<b>Buyer Name</b>	Buyer/recipient name required by CRA for transactions greater than \$150. 00.
<b>Commodity Code</b>	Line item commodity code. (If "Commodity Code" data is not sent, then "Product Code" data must be sent.)
<b>Customer Ref. Identifier</b>	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.
<b>Description</b>	Line item description.
<b>Destination Country</b>	This field is prefilled if data is entered in the "Destination Postal Code" field; otherwise, select the country where goods will be delivered.
<b>Destination Postal Code</b>	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.
<b>Duty Amount</b>	Duty on total purchase amount. Mandatory for international sales if duty applies.
<b>Freight Amount (inc taxes)</b>	If shipping is not provided as a line item, it must be provided here (freight charges on total purchase) if applicable.
<b>GST Amount</b>	See <i>HST Amount</i> .
<b>HST Amount</b>	Must reflect the amount of national tax (GST or HST) appearing on the invoice.
<b>Invoice Tax Exempt</b>	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.

Field	Enter this data:
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 <i>PST Amount</i> .
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.

## 14.6 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 49).

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/e-commerce). 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 Developer Portal (see page 276).

## 14.7 Card Validation Digits (CVD)

The card validation digits (CVD) value refers to the numbers appearing on the back of the credit card. It is an optional fraud prevention tool that enables you to verify data provided by the cardholder at transaction time. This data is submitted along with the transaction to the issuing bank, which provides a response indicating whether the data is 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 Developer Portal (see page 276).

## 14.8 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:

To test this feature	Field	Enter this data:
	<b>Username</b>	demouser
eFraud (AVS , CVD)	<b>Store ID</b>	store1
		store2
		store3
		store5
VBV		moneris
	<b>Password</b>	abc1234

4. Click on the **Submit** button.
5. The operation is complete.

### 14.8.1 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	6510000000000182
JCB	3566007770015365
Mastercard	5454545454545454
Visa	4242424242424242
UnionPay	6250944000000773

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, see page 276.

## 14.9 Assistance and resources

Assistance	
<ul style="list-style-type: none"> <li>▪ Enabling store features (e.g., Recurring billing, gift/loyalty)</li> <li>▪ Creating merchant accounts</li> <li>▪ Enabling Independent Refunds (temporarily)</li> <li>▪ Adding card plans, pricing and other sales-related</li> </ul>	Call toll free: <b>1-866-319-7450</b> .
<ul style="list-style-type: none"> <li>▪ Technical issues</li> <li>▪ Training</li> </ul>	<p>For online assistance, e-mail: <a href="mailto:onlinepayments@moneris.com">onlinepayments@moneris.com</a></p> <p>OR</p> <p>For telephone assistance, call toll free: <b>1-866-319-7450</b>.</p>

Documentation	
<ul style="list-style-type: none"> <li>▪ Error Codes and Messages</li> <li>▪ Integration Guides</li> </ul>	<ol style="list-style-type: none"> <li>1. Go to the Merchant Resource Center login page (visit <a href="https://www3.moneris.com/mpg/">https://www3.moneris.com/mpg/</a>).</li> <li>2. Click on the <b>Developer Portal</b> link at the bottom of the page (you may be required to register for an account).</li> </ol>

Drivers and APIs	
<ul style="list-style-type: none"> <li>▪ APIs</li> <li>▪ PIN Pad drivers</li> <li>▪ ICC Simulators</li> </ul>	<ol style="list-style-type: none"> <li>1. Go to the Merchant Resource Center login page (visit <a href="https://www3.moneris.com/mpg/">https://www3.moneris.com/mpg/</a>).</li> <li>2. Click on the <b>Developer Portal</b> link at the bottom of the page (you may be required to register for an account).</li> </ol>



Other	
<ul style="list-style-type: none"><li>▪ Activating your store</li></ul>	<ol style="list-style-type: none"><li>1. Visit <a href="https://moneris.com/activate">moneris.com/activate</a>.</li><li>2. For instructions see page 3.</li></ol>