



Infinite Solutions to Your POS Needs



Credit Card Batch



Traverse City Office
845 Robinwood Court
Traverse City, MI 49686
231.941.9800 phone
231.941.4112 fax

Grand Rapids Office
3033 Orchard Vista Drive
Suite 104
Kentwood, MI 49546
616.281.2000 phone
616.974.1006 fax

For 24 hour 7 day a week support call: 1-866 FOR-IPOS

Audience

This manual is intended for beginning users, as well as intermediate and advanced users who might want to learn about new features.

Description

This guide introduces you to using RES 3000 Credit Card Batch and instructs on how to perform the following tasks:

- Create batches and transmit them to your bank.
- Edit batches.
- Run and read Credit reports.

Disclaimer

Although the best efforts are made to ensure that the information in this manual is complete and correct, Infinity POS makes no warranty of any kind with regard to this material, including but not limited to the implied warranties of marketability and fitness for a particular purpose. Information in this manual is subject to change without notice.


Infinity POS shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this manual.

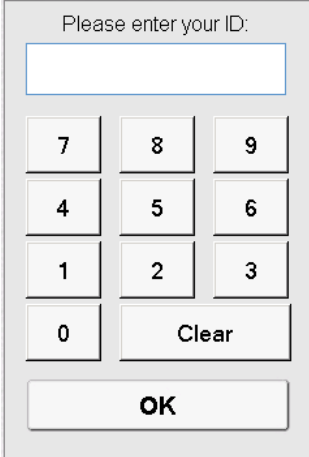
TABLE OF CONTENTS

AUDIENCE.....	1
DESCRIPTION.....	1
DISCLAIMER	2
TABLE OF CONTENTS	3
Credit Card Batch Module – Usage	4
To Open Credit Card Batch	4
Create Tab	6
To create a batch:	6
Reports Tab:	7
To run a Batch Detail Report:	7
Batch Transfer Status Report:	10
Batch Transfer Status Report:	10
To run a Batch Transfer Status Report:.....	10
Edit Tab	12
Batch Tab	13
Diagnostic Tab	14

Credit Card Batch Module – Usage

To Open Credit Card Batch

1. To open Credit Card Batch, select Start Menu | Programs | MICROS Applications | POS | Credit Card Batch from the desktop. The login screen will display.
2. You will be prompted to sign in. Type your identification number and then press  or hit enter on the keyboard.

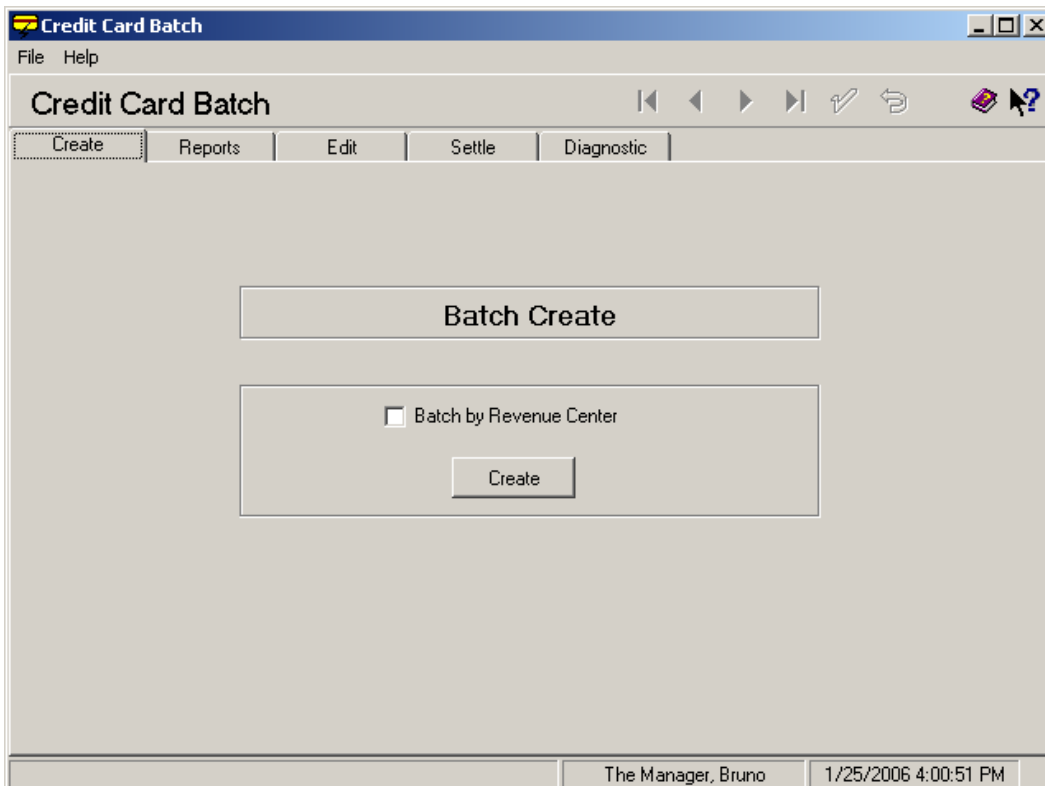


Please enter your ID:

7	8	9
4	5	6
1	2	3
0	Clear	

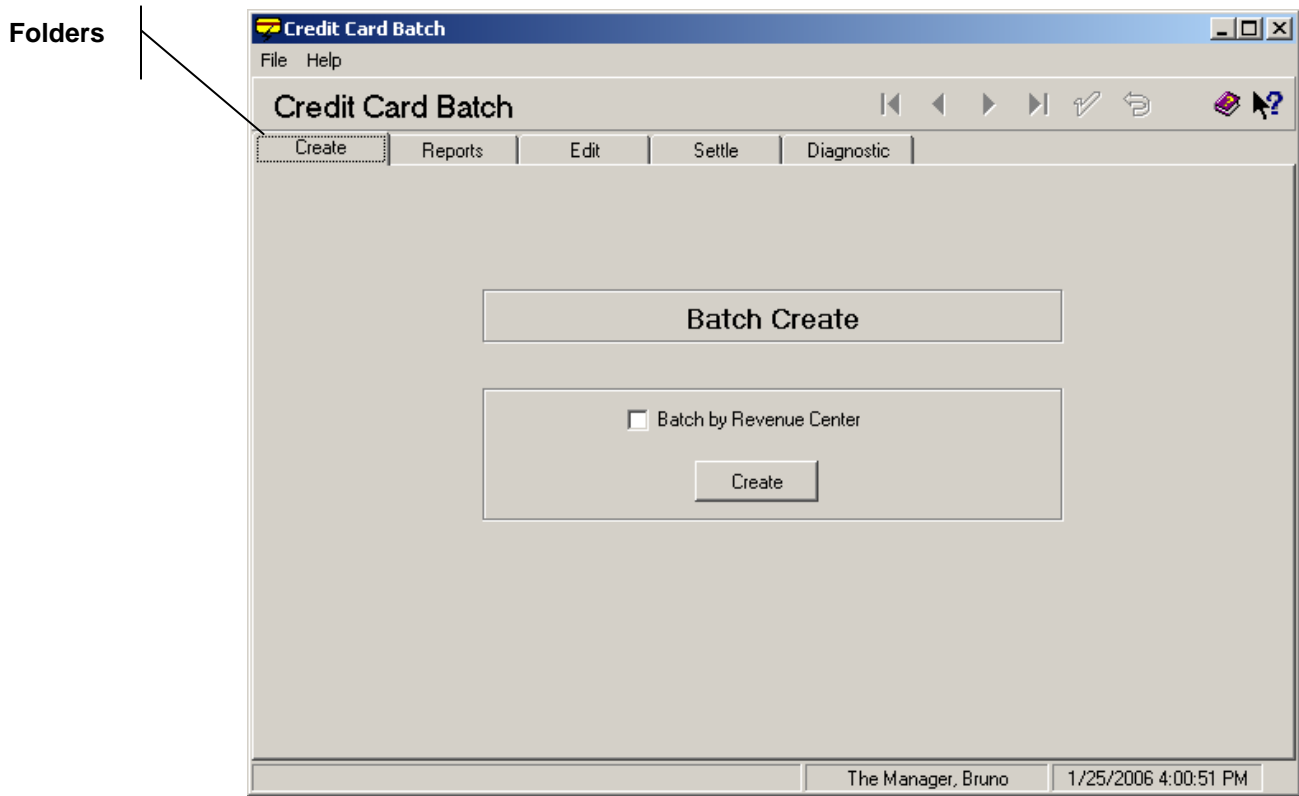
OK

3. The Credit Card Batch Screen will display.

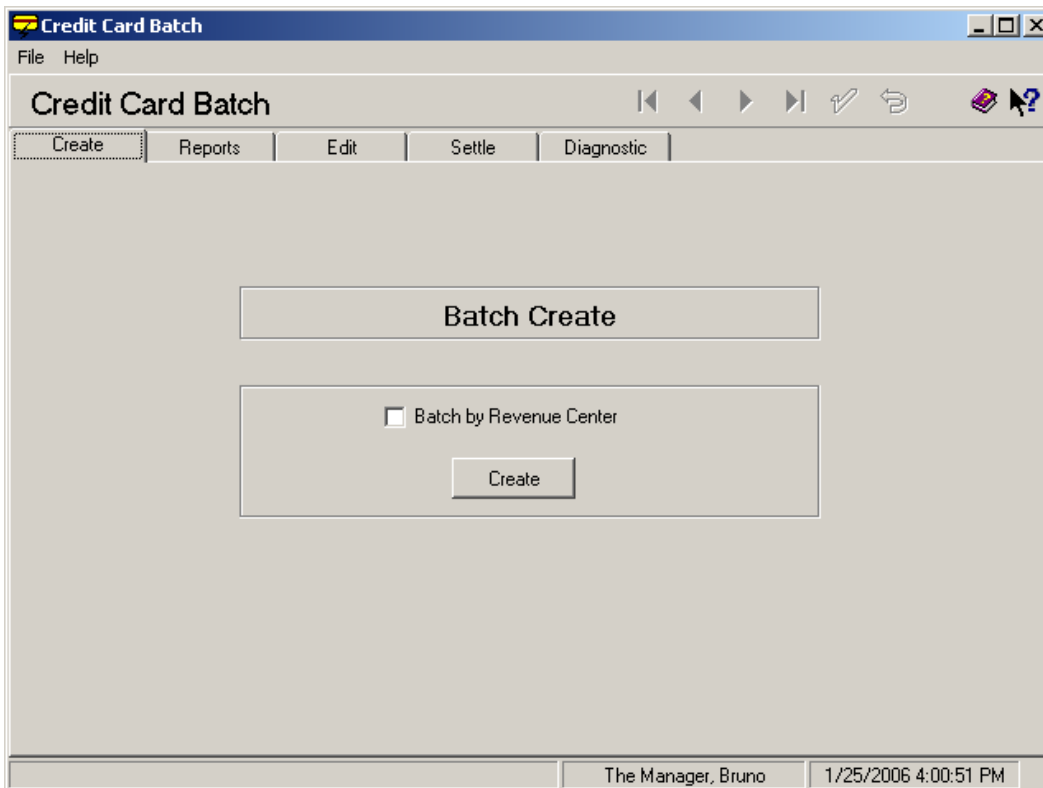


Credit Card Batch Module:

The Credit Card Batch module provides an easy method in which to reconcile and settle credit card transactions. It's made up of several folders. Each folder displays fields and options that allow you to perform specific tasks.



Create Tab



In order to begin the settlement process, you must create a batch of all credit card payment transaction records.

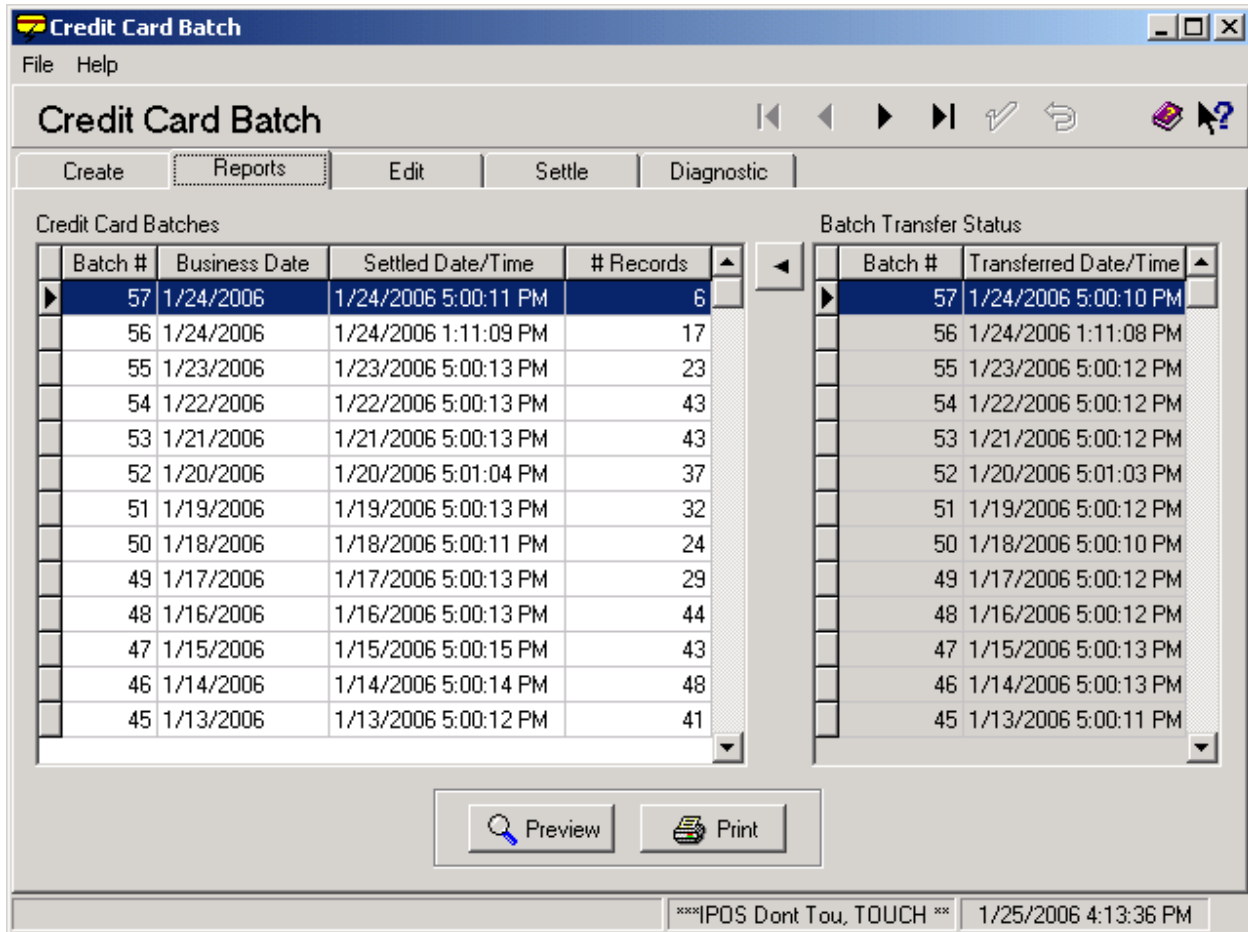
To create a batch:

1. Click the Create tab in the 3700 Credit Card module.
2. Specify whether to batch by revenue center.
3. Click the Create button.

During the create process; the system scans the database for credit card payments made through CA/EDC. Each payment record is then copied into the batch file.

The batch creation process can occur at anytime throughout the operation/business day. This provides the flexibility needed to accommodate those establishments that elect to batch at the end of each shift or for those who wish to batch by revenue center. It also accommodates the 24-hour operation.

Reports Tab:



Use the Reports tab in the 3700 Credit Card Batch application to run the Batch Detail Report and the Batch Transfer Status Report.

Batch Detail Report:

The Batch Detail Report gives you detailed information about each record in a settlement batch. It provides guest check, account, and tender details about each charge. You can use this report to balance your bank statement. It can be printed before or after a batch is transferred. It can be printed manually or as a part of autosequences.

To run a Batch Detail Report:

1. Click the Reports tab in the 3700 Credit Card Batch module.
2. Select the batch you want to view or print from the Credit Card Batches box.
3. Click the Preview button to view the report on the screen or click the Print button to send the report to the printer.

Credit Card Batch Detail

TOUCH POS Dont Tou

Batch Created on Wednesdays, Jan 25, 2006 - 17:00

Printed on Wednesdays, January 25, 2006 - 5:09 PM

Rec #	Account #	Exp Date	Chk #	Customer Name	Employee	Auth Code/Amount	Auth Date/Time	Flags	Chg Tip	Total
Batch # 58 - For Business Date: Wednesday, Jan 25, 2006 - Settlement Driver: VSST Merchant Name: VSST										
1 - Dining										
Visa										
1	XXXXXXXXXX2931	XX/XX	6689	WHEELER/HAROLD PEI	302 - Hoffman	705294	16.43 01/25/06 08:50	S	3.00	19.43
2	XXXXXXXXXX0239	XX/XX	6722		306 - Cartha	025394	11.08 01/25/06 08:50	S	0.00	11.08
3	XXXXXXXXXX0258	XX/XX	6742	GARDENER/ALINDSAY K	304 - Jense	043187	21.57 01/25/06 10:19	S	5.00	26.57
4	XXXXXXXXXX6398	XX/XX	6786	SZOT/YVONNE E	306 - Cartha	04580A	5.00 01/25/06 10:39	S		
5	XXXXXXXXXX0459	XX/XX	6805	POEL/ROGER J	304 - Jense	002455	4.19 01/25/06 11:48	S	0.80	4.99
6	XXXXXXXXXX9366	XX/XX	6806	GUTIERREZ/BENJAMIN	306 - Cartha	042212	0.80 01/25/06 11:52	S		
7	XXXXXXXXXX5696	XX/XX	6808	FISHER/KATHY	302 - Hoffman	025608	5.57 01/25/06 12:34	S	1.00	6.57
8	XXXXXXXXXX3622	XX/XX	6812	STONE/DENSE R	304 - Jense	188247	1.00 01/25/06 12:50	S		
9	XXXXXXXXXX9163	XX/XX	6820	ANDERSEN/JOEL	304 - Jense	020701	15.85 01/25/06 12:22	S	0.00	15.85
10	XXXXXXXXXX9732	XX/XX	6822	VANDERSYS/ROXANNE	304 - Jense	017883	17.38 01/25/06 12:37	S	3.00	20.38
11	XXXXXXXXXX7114	XX/XX	6847	NOLAN/GEOFFREY T	304 - Jense	215258	3.00 01/25/06 12:39	S		
12	XXXXXXXXXX4875	XX/XX	6858	HUZENGA/BARBARA JC	304 - Jense	315146	8.96 01/25/06 12:47	S	1.60	10.56
13	XXXXXXXXXX1081	XX/XX	6870	CROSS/LESLIE	304 - Jense	003280	1.60 01/25/06 13:00	S		
14	XXXXXXXXXX8852	XX/XX	6871	SYTSEMA/HEIDI J	306 - Cartha	421795	10.55 01/25/06 12:37	S	2.45	13.00
15	XXXXXXXXXX2486	XX/XX	6875	HOWES/CAROLYN K	302 - Hoffman	051314	2.45 01/25/06 12:50	S		
16	XXXXXXXXXX7435	XX/XX	6879	SMITH/ELEN M	308 - Gardner	31523C	6.84 01/25/06 13:15	S	6.84	38.00
17	XXXXXXXXXX9921	XX/XX	6884	CAREFELLE/TRACEY LE	304 - Jense	025393	6.84 01/25/06 13:22	S		
18	XXXXXXXXXX3543	XX/XX	6899	BUMSTEAD/ALISON L	302 - Hoffman	001270	17.49 01/25/06 13:40	S	3.00	20.49
19	XXXXXXXXXX1436	XX/XX	6908	BULLCONNIE L	308 - Gardner	415208	3.00 01/25/06 13:40	S		
							9.22 01/25/06 13:50	S	2.00	11.22
							2.00 01/25/06 13:51	S		
							10.49 01/25/06 13:40	S	2.51	13.00
							2.51 01/25/06 13:42	S		
							13.09 01/25/06 14:13	S	0.00	13.09
							5.51 01/25/06 14:04	S	1.00	6.51
							1.00 01/25/06 14:04	S		
							8.16 01/25/06 13:51	S	1.00	9.16
							1.00 01/25/06 13:51	S		
							23.53 01/25/06 14:32	S	5.00	28.53
							5.00 01/25/06 14:33	S		
							3.98 01/25/06 15:01	S	0.00	3.98
									Visa Total	19 38.40 275.44

CC_001.RPT\MM\Multiple Merchants3.2.101

Page 1

Column	Description
Rec #	The record number assigned by the batch to this charge.
Account #	The credit card number associated with this charge.
Exp Date	The credit card's expiration date.
Chk #	The check number of the guest check to which this charge was posted.
Customer Name	The name of the person on the credit card account. This name only shows for cards that were entered with the magnetic card reader.
Employee	The employee number and last name of the check employee.
Auth Code/Amount	The alphanumeric authorization code received from the credit card processor, and the amount authorized.
Auth Date/Time	The date and time the authorization was done. Flags Special indicators M, A, S, O that tell if: <ul style="list-style-type: none"> the credit card number was entered manually (M) the credit authorization was entered manually (A) the charge has already been settled (S) the charge was omitted from the batch settlement, i.e., not settled (O).

Column	Description
Chg Tip	The amount of the charged tip.
Total	The total amount tendered to this credit card (including charged tip).
Secondary Authorization Information	
If the total amount is greater than the authorized amount, the system notes the difference (the secondary authorization amount) on the next line and provides the following information about that amount. This information is not assigned a new batch record number.	
Account #	The credit card number associated with this charge.
Exp Date	The credit card's expiration date.
Chk #	The check number of the guest check to which this charge was posted.
Customer Name	The name of the person on the credit card account. This name only shows for cards that were entered with the magnetic card reader.
Employee	The employee number and last name of the check employee. (This name can be different from the first authorization's check employee for example, if the check was transferred between authorizations.)
Auth Code	The alphanumeric authorization code received from the processor for the secondary amount. This code only appears if a secondary authorization was requested from the processor. Secondary amounts that fall within the system's programmed secondary floor limit or difference percentage do not require authorization from the processor and so will not have an auth code listed.
Amount	The secondary authorization amount (whether or not authorization was requested from the processor). This amount is the difference between the amount already authorized and the total amount of the charge (including charged tip).
Auth Date/Time	The date and time the authorization was done.

If the total amount of a charge is greater than the authorized amount, the system performs a secondary authorization. However, not all secondary authorizations are requested from the processor. The system first checks the secondary floor limit and secondary difference percentage that are programmed in Tender Media | Credit Auth. If the secondary amount is within the programmed limits, the system does an "internal" authorization (i.e., does not request authorization from the processor). If the secondary amount is outside the programmed limits, the system requests authorization from the processor. On this report, secondary authorization amounts that have an authorization code next to them were authorized by the processor. Secondary amounts that do not have a code listed were authorized internally.

Batch Transfer Status Report:

The Batch Transfer Status Report allows you to view the results of the transfer. A Batch Transfer Status Report can be generated regardless of whether or not the transfer session was successfully completed. Each report provides information about the number of records that were transferred or excluded from being transferred. It can be printed manually or as a part of autosequences

The screenshot shows the 'Credit Card Batch' software window. The 'Reports' tab is selected. The interface is divided into two main sections: 'Credit Card Batches' and 'Batch Transfer Status'. Both sections contain tables with columns for Batch #, Business Date, Settled Date/Time, and # Records. The 'Batch Transfer Status' table shows the transfer results for each batch.

Batch #	Business Date	Settled Date/Time	# Records
58	1/25/2006	1/25/2006 5:00:13 PM	32
57	1/24/2006	1/24/2006 5:00:11 PM	6
56	1/24/2006	1/24/2006 1:11:09 PM	17
55	1/23/2006	1/23/2006 5:00:13 PM	23
54	1/22/2006	1/22/2006 5:00:13 PM	43
53	1/21/2006	1/21/2006 5:00:13 PM	43
52	1/20/2006	1/20/2006 5:01:04 PM	37
51	1/19/2006	1/19/2006 5:00:13 PM	32
50	1/18/2006	1/18/2006 5:00:11 PM	24
49	1/17/2006	1/17/2006 5:00:13 PM	29
48	1/16/2006	1/16/2006 5:00:13 PM	44
47	1/15/2006	1/15/2006 5:00:15 PM	43
46	1/14/2006	1/14/2006 5:00:14 PM	48

Batch #	Transferred Date/Time
58	1/25/2006 5:00:12 PM
57	1/24/2006 5:00:10 PM
56	1/24/2006 1:11:08 PM
55	1/23/2006 5:00:12 PM
54	1/22/2006 5:00:12 PM
53	1/21/2006 5:00:12 PM
52	1/20/2006 5:01:03 PM
51	1/19/2006 5:00:12 PM
50	1/18/2006 5:00:10 PM
49	1/17/2006 5:00:12 PM
48	1/16/2006 5:00:12 PM
47	1/15/2006 5:00:13 PM
46	1/14/2006 5:00:13 PM

At the bottom of the window, there are 'Preview' and 'Print' buttons. The status bar at the very bottom displays '****IPOS Dont Tou, TOUCH **' and the current date and time '1/25/2006 5:09:11 PM'.

To run a Batch Transfer Status Report:

1. Click the Reports tab in the 3700 Credit Card Batch module.
2. Select the batch you want to view or print from the Batch Transfer Status box.
3. Click the Preview button to view the report on the screen or click the Print button to send the report to the printer.

Credit Card Batch Transfer Status

Batch Created on Wednesday, Jan 25, 2006 - 17:00

TOUCH ** **IPOS Dont Tou
Printed on Wednesday, January 25, 2006 - 5:10 PM

Batch # 58 - For Business Date: Wednesday, Jan 25, 2006 - Settlement Driver: VSST Merchant Name: VSST

Batch Reference: 64

Attempt # 1 - 2006/01/25 17:00:12.10 Previous Settle Count - 0

Forward Count: 32 Forward Balance: 487.96

Column	Description
Batch Status Information	
This information does not use column headings. Instead, the information displays in up to 5 lines.	
Line 1	This line lists the following: <ul style="list-style-type: none"> The MICROS reference number assigned to this batch. The date the batch was transferred to the credit card processor. The credit card driver used to transfer the batch.
Line 2 (optional)	The reference number assigned by the credit card processor to this batch (up to 20 characters). If the processor does not include a reference number in its transmission, this line is left blank. Lines 3-5 Information indicating if records were settled successfully or if there were errors. Most messages that appear here are driver-specific.
Omitted Record Summary	
This information prints below the batch status information. It prints for each record that was rejected by the processor and not settled.	
Rec	The record number assigned by the batch to this charge.
Account #	The credit card number associated with this charge.
Exp Date	The credit card's expiration date.
Chk #	The check number of the guest check on which this charge appears.
Omitted Flag	A special flag indicating that this charge was omitted from the batch settlement (i.e., was not settled). A "U" means the user omitted the record before transmitting the batch; a "D" means the driver (processor) rejected the record after it was transmitted.
Omitted Description	A description of why this charge was not settled. If the Omitted Flag is "U", the message Omitted by a user before transfer displays. If the Omitted Flag is "D", the message is driver specific. Contact the credit card processor if you need to know what the message means
Chg Tip	The amount of the charged tip.
Total	The total amount tendered to this credit card (including charged tip).

Edit Tab

The screenshot shows the 'Credit Card Batch' application window with the 'Edit' tab selected. The interface includes a menu bar (File, Help), a toolbar with navigation icons, and a main workspace divided into several sections:

- Batch to Edit:** Contains a 'Type' section with radio buttons for 'non-Transferred' (selected) and 'Transferred'. Below it is a dropdown menu showing 'No Batches Exist'.
- Credit Card Records:** A table with columns: Rec #, Chk #, CC Account #, and # Aut... The table is currently empty.
- Auth Detail:** A section for entering transaction details, including fields for Auth #, Date/Time, Code, and Amount (0.00).
- Tender Type:** A dropdown menu set to 'editTenderType'.
- Summary:** Fields for Subtotal (0.00), Tip (0.00), Cash Back (0.00), and Total (0.00).
- Flags:** Checkboxes for 'Settled' and 'Omit Record'.

The status bar at the bottom indicates the user is 'The Manager, Bruno' and the date/time is '1/25/2006 4:38:50 PM'.

Use the Edit option in the 3700 Credit Card Batch module to edit (fix) credit card records that may have been unsuccessfully settled. The Edit option allows you to do this so that another attempt may be made to transfer it to a credit card processor.

A few reasons why you might edit a credit card record include:

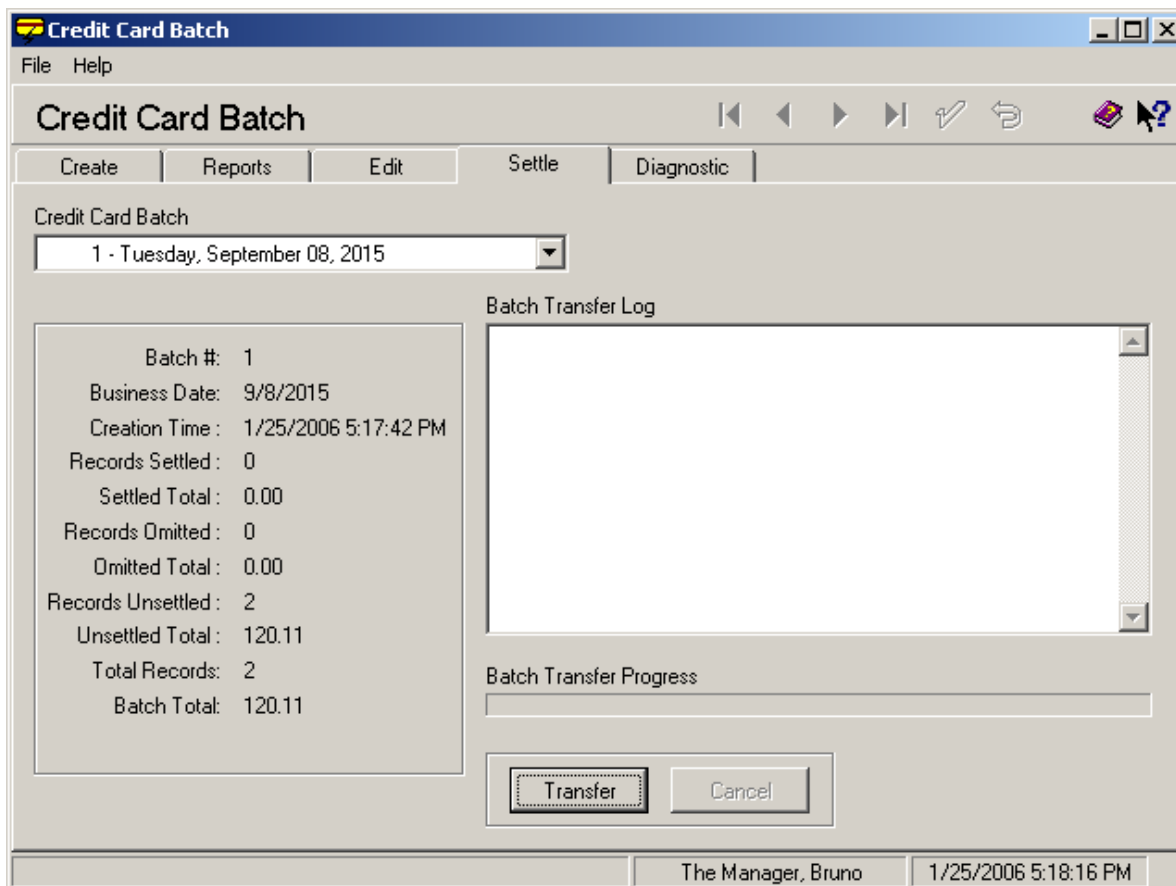
Rejected record

Usually, you will edit a credit card record if it was rejected by the CA/EDC driver during the settlement procedure. For example, a rejection might occur if a record is returned because of invalid draft data, such as incorrect credit card number, authorization code, or authorized payment amount.

Omitted record

You can exclude a credit card record from being transferred during the settlement procedure. Enabling the Omit Record Flag for a credit card record should always be considered as a last resort. You'll probably exclude a record because repeated attempts to transfer it have failed, and you cannot determine the cause of the rejection.

Batch Tab

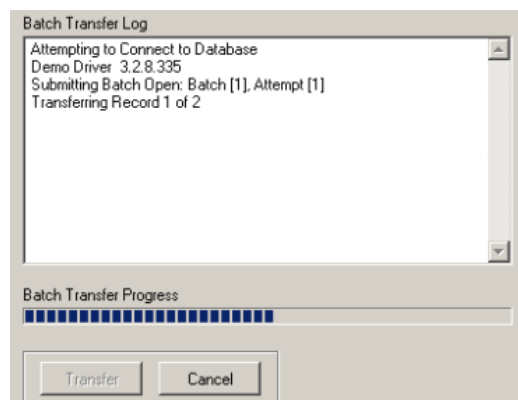


Use the Settle tab in the 3700 Credit Card Batch module to complete the last phase of the reconciliation and settlement process. Note that a batch must be created before it can be transferred to the credit card processor.

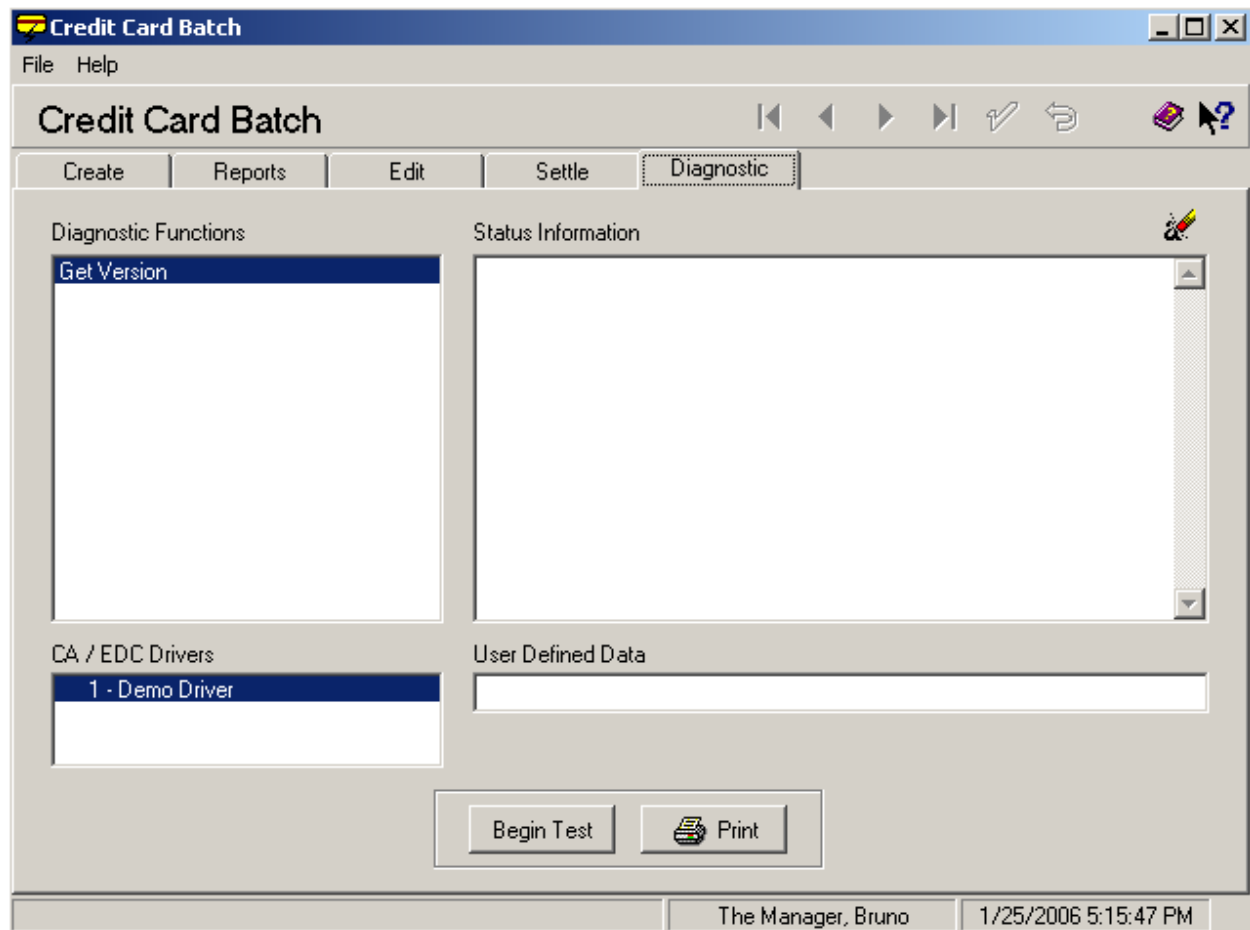
To transfer (settle) your batch(es):

1. Click the Settle tab in the 3700 Credit Card Batch module.
2. From the Credit Card Batch drop-box, select the batch(es) you want to transfer.
3. Click the Transfer button to begin the process.

During the transfer, various status messages will appear, informing you of the progress of the transfer.



Diagnostic Tab



Use the Diagnostic tab in the 3700 Credit Card Batch module to perform diagnostic functions which you may need if a problem occurs. Each CA/EDC driver supports different diagnostic functions. Typically, you can perform such diagnostic functions as:

- Requesting standard driver information
- Requesting CA/EDC driver version number
- Testing the authorization connections
- Testing the settlement connection