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1 Getting Started

1.1 Introduction

e-Select plus™ 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.

By using the standard functionality of the virtual interface, the Merchant Resource Center, you can also monitor transactions, pull reports, and reconcile batches.

By subscribing to optional e-Select plus features, you also get access to additional Merchant Resource Center functionality that allows you to process card-present transactions, gift ACH transactions, and set up and manage recurring transactions.

- For a listing of available features, refer to the "Features" section.

1.2 What's New

- Multi-Store Login (Refer to the "Multi-Store Login" section.)
- Gift/Loyalty Card Transactions (Refer to the "Gift/Loyalty Programs" section.)
- Convenience Fees (Refer to the "Convenience Fees" section.)

1.3 How to Begin

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

1.3.1 Administrators versus Regular Users

Administrators have special responsibilities and access to functions that regular users should not have. As an administrator, you would normally perform duties such as manage other users’ accounts, add and delete users, configure aspects of the Merchant Resource center interface, and monitor usage activity.

- If you intend to function as an administrator, refer to "Steps for Administrators."
- If you intend to function as a regular user, refer to "Steps for Regular Users."
1.3.2 Steps for Administrators

1. Contact Moneris to create your account and enable your store.

2. **Activate your store**. (Refer to "Activating Your Store."

3. Ensure that you have all the **system requirements**. (Refer to "System Requirements."

4. Learn more about the available **features**. (Refer to the "Features" section.)
   - **To use Merchant Resource Center functionality in a Test environment**, refer to the "Using the Test Environment."

5. **Log into the Merchant Resource Center**. (Refer to the "Logging In" procedure.)

6. **Configure the Administrative settings for your store**. (Refer to the "Administrative Functions" section.)
   - **IMPORTANT!** As a security precaution, Moneris recommends that you first configure the Auto-Logout setting so that users are logged out after a specified period of inactivity.
   - *Refer to the "Auto-Logout Period" procedure.*
   
   - **To process transactions on an i3070 PINpad**, connect/configure the supplemental hardware. (Refer to the "Setting Up the i3070 PINpad: Basic Steps" procedure.)
   
   - **To process ACH transactions with a MagTek check imager**, connect the supplemental MagTek hardware. (Refer to the "Setting Up the MagTek Check Imager: Basic Steps" procedure.)

7. **Create users, and assign permissions as necessary**. (Refer to the "Adding a User" procedure.)

1.3.3 Steps for Regular Users

1. **Obtain Login credentials** from your administrator.

2. Learn more about the available **features**. (Refer to the "Features" section.)

3. **Log into the Merchant Resource Center**.
1.4 System Requirements

To access the Merchant Resource Center, you will require the following:

- Personal Computer
- Broadband (DSL or Cable) Internet access
  
  **Note:** You are responsible for Internet access fees and any costs incurred for the installation, cabling, and any other fees associated with the provision of Internet services.

- Login credentials
- Web browser that supports 128-bit encryption

- For ACH Transactions
  - MagTek Check Imager (Refer to "Hardware: MagTek Check Imager.")

- For transactions on PINpad:
  - i3070 PINpad (Refer to "Hardware: i3070 PINpad.")
  - Java Platform installed on personal computer (Free download available from www.java.com.)

- For transactions on magnetic stripe reader (MSR) device:
  - Separate MSR device (Refer to the device manufacturer for installation instructions.)

1.5 Activating Your Store

To activate your store, you will need to refer to the Activation letter that you received from Moneris.

In the letter you will find the Merchant ID and Store ID that you will use to fill in the fields online. Once you key in your merchant information, you will be prompted to create your temporary Login password for your store.

When you log in for the first time, you will be prompted to create a permanent Login password (which you can change at any time).

**To activate your store:**

1. Go to this link: https://esplus.moneris.com/usmpg/activate/
2. Key in the Store ID and Merchant ID.
   - **Merchant ID:** This is a 12 digit number beginning with "295"
   - **Store ID:** This is a 10 digit alphanumeric string beginning with "mon"
3. Click the **Activate** button.
4. Follow any on-screen prompts.
2 Merchant Resource Center Basics

2.1 Logging In

To initiate a Merchant Resource Center session, log in using your User name, Store ID, and Login password. (As an extra measure of security, you may subsequently be prompted for an answer to an authentication question.)

Note: If you are using the login account for the first time, you will be prompted to create answers to three authentication questions. One of these questions may be asked at random during subsequent logins.

To log in:

1. Go to this link: https://esplus.moneris.com/usmpg/.

2. Fill in these required fields:
   - Username
   - Store ID
   - Password: The field is case sensitive.

3. Click the Submit (or Login) button.
   - If a prompt to answer an Authentication question appears, key in your personalized answer, and click the Submit button.

4. Do the following depending on your circumstances:
   - If this is your first time logging in, go to step 5.
   - If the Merchant Resource Center opens, you may begin processing transactions immediately.
   - If a message appears indicating that your password has expired, you must key in a new one. (Continue at step 6.)

5. When the Account Information page opens:
   a. Select an Authentication question from each of the three Security Question drop-down lists, and then key into the corresponding Security Answer field the answer to each question.
   b. Re-key each of the three Security answers in the corresponding Confirm Answer field.
   c. Note the three questions along with the answers that you have provided for each.
      Note: You will be required at random intervals to answer one of these questions during subsequent Logins. You will also be required to answer a random Authentication question should you request a new password and log in with it.
   d. Key your e-mail address into the Email Address field.
      Note: This address will be used to issue a new password to you in the event that you request a new one because you have forgotten your current one.
   e. Click the Save Reset Password Data button.
      The page reloads.
6. Fill in the following fields (fields are case sensitive):

- **Old Password**
- **New Password:**
  
  **Note:** The password must adhere to this criteria:
  * must be 7-16 characters long
  * must start with a letter
  * must contain a number
  * cannot be the same as the previous 4 passwords

- **Confirm New Password**

7. Click the **Change Password** button.
   The page reloads.

8. Look for the "password has been successfully updated" message as confirmation that the new password has been created.

### 2.2 Logging Out

To terminate your Merchant Resource Center session, log out.

**IMPORTANT!** As a good security precaution, you should always log out if you intend to leave your computer for any period of time.

To log out:

1. Click on **LOGOUT** in the main menu bar.
   The Merchant Resource Center Login page opens. (You are logged out once this happens.)

### 2.3 Forgot Your Login Password?

If you forget your password, you can always have a temporary one sent to you via e-mail. When you next log in, you will be prompted to set up a new password.

To obtain your password:

1. Go to the Merchant Resource Center login page, and click the **Forgot Password** button.
   The Password Reset page opens.

2. Fill in the following required fields:
   - **Username**
   - **Store ID**

3. Click the **Submit** button.
   The Password Reset page opens.

4. Key in your **Security pass-phrase** in the **Answer** field, and then click the **Submit** button.
   Your password is reset to a temporary new one, and an e-mail containing the temporary password is issued to you within the next few minutes.
5. Open the e-mail, and record the new Login password.

6. Go to the Merchant Resource Center login page, and fill in the following fields (use the new Login password):
   - Username
   - Store ID
   - Password: The field is case sensitive.

7. Click the Submit button.
   The page reloads. You are prompted to change your password.

8. Fill in these required fields:
   **Note:** The fields are case sensitive. The password must adhere to this criteria:
   * must be 7-16 characters long
   * must start with a letter
   * must contain a number
   * cannot be the same as the previous 4 passwords
   - New Password
   - Confirm New Password

9. Click the Change Password button.
   The Merchant Resource Center opens. Your new Login settings are saved.
2.4 Menu Bars

The main menu bar and the sub-menu bar are your point of access to standard and optional Merchant Resource Center functionality. It is also possible to jump back and forth from the Canadian and US interfaces with a single click on a link.

2.4.1 Main Menu Bar

The top-level menu bar is referred to in this user guide as the "main menu bar" because it always displays whenever you log into the Merchant Resource Center. This bar will also display at the top of every page that you access.

Merchant Resource Center functions are grouped in the main menu bar under the umbrella component with which they are associated. Components appear as selectable items in the main menu bar as pictured below:

2.4.2 Sub-Menu Bar

Directly below the main menu bar is a secondary bar, referred to in this user guide as the "sub-menu bar."

Whenever you click on a selectable item in the main menu bar, the sub-menu bar populates with associated items.

In the example pictured below, TERMINAL is selected in the main menu bar, which results in the sub-menu bar populating with associated (financial transaction) items:
2.4.3 Switching between Canadian and US Merchant Resource Center Interfaces

This feature allows you to switch back and forth between the US and Canadian Merchant Resource Center interfaces. 

**Note:** You will be required to input your login credentials to log into any store to which you switch.

- To switch to the US Merchant Resource Center from the Canadian interface: Simply click on the Switch To link beside the American flag graphic located in the upper right corner of the window.
- To switch to the Canadian Merchant Resource Center from the US interface: Click on the Switch To link beside the Canadian flag graphic located in the upper right corner of the window.

**Note:** To switch to a store that is linked to your currently open store via the Multi-Store Login feature (i.e., without the need to input your login credentials), refer to the "Switching from One Store to Another Store" procedure. For more information about Multi-Store Login functionality, refer to the "Multi-Store Login" section.

2.5 Default Page

For added convenience, a page of your choosing can be set to automatically open whenever you log into the Merchant Resource Center.

**To set a default page:**

1. Click on the menu item that you wish to be your default page.
2. Click on **SET AS DEFAULT** in the green running header appearing near the top of the page.

Once you click the icon, the page is immediately set as the default page.

**Note:** There is no visible indication that the page has been set as the default; however, it will open whenever you next log into the Merchant Resource Center.

2.6 Accessing Screen Help

Context-sensitive on-screen help is available no matter what Merchant Resource Center page you are viewing.

To access the on-screen help resource, click on **HELP** in the lower left corner of the sub-menu bar:

2.7 About Search Fields

When keying data into a search field (e.g., when searching for a login name or user's proper name), please note:

- Fields are not case sensitive.
- You may key in just a portion of a name (e.g., if you key in "mon" or "eris" or "Neri," the system retrieves "Moneris" in all instances).
2.8 Transaction Guidelines

A financial transaction involves the transfer of funds between a cardholder's account and your own business account.

IMPORTANT! It is your responsibility (as the Merchant) to ensure that proper card processing procedures are followed at all times. Please refer to your merchant manuals and the terms & conditions of your Merchant Agreement for details. MasterCard and Visa Merchant Manuals are available for free download at http://www.moneris.com/en/Support/Downloads/MerchantManuals.aspx.

1. Select the transaction to be processed (e.g., Purchase or Refund).
2. Establish the means of payment (e.g., credit or debit).
3. Select a Card Entry (or Check Entry) method.
4. Enter the Card data (or check data) into the POS device (e.g., manually enter data into Merchant Resource Center fields, or capture the data via an attached PINpad or other device).
5. Follow the sequence of Merchant Resource Center screen pages as they open (and have the cardholder follow the PINpad prompts if a PINpad is attached). *

   * These variables affect the screen fields and PINpad prompts that you and your customers will see:
     - Merchant setup.
     - Transaction type (e.g., Purchase or Refund).
     - Card format/functionality (e.g., stripe).
     - Card Entry method at the POS (e.g., swipe or manually enter).
     - Payment means (i.e., credit or debit).
7. Ensure that your batches are closed daily. (Refer to "End-of-Day Procedures.")
3 Features

The components accessible to you are based on the e-Select plus features for which your store has been enabled. If necessary, contact Moneris Solutions for more information regarding activating, changing, or upgrading your store.

3.1 Standard Components

- Administrative Functions (Refer to the "Administrative Functions" section.)
- My Account (Refer to the "Managing Your Account" section.)
- Transaction and Batch Reports (Refer to the "Reports" section.)
- Virtual Terminal (Refer to the "Virtual Terminal" section.)

3.2 Optional Components

- Card-Present (Refer to the "Card-Present" section)
- Automated Clearing House (ACH) Transactions (Refer to the "ACH Transactions" section.)
- Convenience Fees (Refer to the "Convenience Fees" section.)
- Gift Transactions (Refer to "Gift Transactions" in the "Gift/Loyalty Programs" section.)
- Loyalty Transactions (Refer to "Loyalty Transactions" in the "Gift/Loyalty Programs" section.)
- Multi-Store Login (Refer to the "Multi-Store Login" section)
- Recurring Billing (Refer to the "Recurring Billing" section.)
- The Vault (Refer to "The Vault" section.)
- Enhanced Fraud Protection (Refer to the "E-Fraud Protection" section.)
4 Card-Present

If your store is enabled for the Card-Present feature, you can use an attached i3070 PINpad to capture Card data at the POS, where the cardholder is present for a transaction. A separate magnetic stripe reader device may also be used to capture the Card data.

1. Contact Moneris Solutions to enable your store for the Card-Present feature.
   - PINpad: Obtain an i3070 PINpad from Moneris, and connect/configure the PINpad to work with your computer.
   - Magnetic Stripe Reader: Obtain an authorized magnetic stripe reader, and connect it to your computer.

4.1 Card Functionality

A card may be formatted to support one functionality (e.g., stripe), or it may support multiple functionalities (e.g., stripe, contactless, etc). The card entry method at the POS determines which card functionality is used.

4.1.1 Card Entry at the POS

Manual entry:
   - Key the credit card data into the appropriate Merchant Resource Center Payment fields as they appear on any transaction page.

Stripe functionality:
   - [i3070 PINpad] When SWIPE CARD appears on the PINpad, the card must be swiped on the PINpad's magnetic stripe reader.
   - [Magnetic Stripe Reader] When the "swipe card" prompt appears on your computer screen, the card must be swiped on an attached magnetic stripe reader.

Contactless functionality:
   - Contactless functionality is not supported on the Merchant Resource Center at this time.
4.2 Magnetic Stripe Cards

A magnetic stripe card has a magnetic stripe on the back of the card.

4.2.1 Transactions with Stripe: Basic Steps

1. **Look for the magnetic stripe** on the back of the customer's payment card (see above).

2. Click the **Swipe Card** button on your computer screen.

   If the PINpad is selected as the Card Entry method, the SWIPE CARD prompt appears on the PINpad.
   OR

   If the magnetic stripe reader (MSR) is selected as the Card Entry method, your screen page reloads, and the "swipe card" (or similar prompt) appears on your computer screen.

3. **You or the cardholder must swipe the card** on the PINpad's magnetic stripe reader (or separate MSR device).
   - If a **Security Information** "display non-secure items" dialog box opens on your computer screen, click the **Yes** button.

4.2.2 Swiping a Card

The magnetic stripe reader is located on the right side of the PINpad (sitting face up). As the card is swiped, make sure the magnetic stripe is down and facing inward towards the PINpad screen.
5  Hardware: i3070 PINpad

An i3070 PINpad can be connected to a personal computer so that you can process magnetic stripe transactions for which cardholder input is sometimes required.

5.1  The i3070 PINpad Keypad

To respond to PINpad prompts that may appear during financial transactions, the cardholder presses the PINpad's alpha-numeric keys and function keys. The prompts are different depending on the nature of the financial transaction and the configuration of your store. (For a listing of cardholder prompts, refer to the "Cardholder Prompts on i3070 PINpad" procedure.)

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
</table>
| ![Menu Key](image) | Menu key:  
- Scroll PINpad configuration options.  |
| ![Triangle Down](image) |  
- Scroll PINpad configuration options.  |
| ![Triangle Up](image) |  |
| ![Cancel Key](image) | Cancel key:  
- Cancel a transaction.  |
| ![Correction Key](image) | Correction key:  
- Delete numeric characters on an entry screen.  
- Decline to enter a Tip depending on Tip Settings configuration.  
- Used to select % Tip depending on Tip Settings configuration.  
- Scroll through PINpad configuration options.  |
| ![OK / Enter Key](image) | OK / Enter Key  
- Accept a displayed amount.  
- Select menu item.  
- Used to select $ tip type if multiple tip types configured.  |
5.2 i3070 PINpad Cables

There are two PINpad-to-computer connection types: USB and Serial. These connections can be "native" or "adapted" (Serial only).

5.2.1 Native Connection

A Native connection involves using a single cable (USB or Serial) to connect the PINpad to the corresponding computer port.

For instructions on how to use one of these cables to connect the PINpad to a computer, refer to the "Connecting the i3070 PINpad to a Computer" procedure.

5.2.2 Adapted Connection

A Serial cable can be adapted to use the USB port on a computer. This adapted connection involves connecting a Serial cable (figure A) from the PINpad to a USB Adaptor cable (figure B) and then connecting the USB Adaptor cable to a USB port on a computer.

For instructions on how to join these cables and use them to connect the PINpad to a computer, refer to the "Connecting the i3070 PINpad to a Computer" procedure.
5.3 Setting Up the i3070 PINpad: Basic Steps

If you are connecting an i3070 PINpad to a computer for the first time, ensure that you follow the exact sequence of instructions so that the PINpad interfaces properly with the Merchant Resource Center.

**Note:** If you are simply reconnecting a configured PINpad to a computer, you need only re-initialize the PINpad. Begin directly at step 7.

1. Determine which cable connection you will use. (Refer to "i3070 PINpad Cables.")
   - **If you are using a Native USB cable,** download and install the required Native USB driver. (Refer to the "Native USB Driver: Downloading/Installing" procedure.)
   - If you are using a Native Serial cable, go directly to step 2.
   - **If you are using an Adapted Serial-to-USB cable,** download and install the required Serial-to-USB driver. (Refer to the "Serial-to-USB Driver: Downloading/Installing" procedure.)

2. **Connect the PINpad to a computer.** (Refer to the "Connecting the i3070 PINpad to a Computer" procedure.)

3. **Configure the PINpad application settings** if necessary. (Refer to the "Configuring CPX Settings on i3070" procedure.)

4. **Log into the Merchant Resource Center** (if you have not already done so for another procedure).

5. **Specify the Com Port number** that the Merchant Resource Center should use to communicate with the PINpad during your login session. (Refer to the "External Device's Communications Port" procedure.)

6. **Initialize the PINpad.** (Refer to "i3070 PINpad Initialization.")
5.3.1 Native USB Driver: Downloading/Installing

To download the Native USB driver:


2. Click on the link for the i3070 PINpad (e.g., i3070 PINpad Native USB Driver).
   The File Download dialog box opens.

3. Click the Save button.

4. Select the folder on your computer in which to save the zip file (e.g., i3070NativeUSBDriver.zip).

5. Click the Save button again.
   The file downloads to your computer.

6. Extract the Native USB driver. (Continue below.)

To extract the Native USB driver:

1. Locate the zip file of the driver (e.g., i3070NativeUSBDriver.zip), and then right-click the file.
   The WinZip Extract drop-down menu opens.

2. Scroll down the WinZip Extract dropdown menu, and click on WinZip > Extract to... (choose a folder on
   your hard drive into which the zip file will be extracted).
   The WinZip Extract box opens.

3. Click on the Drivers folder icon in the directory tree (recommended as destination folder), and then click the
   Extract button (to extract the files there).
   The CustomCP210xDriverInstall folder and its contents are extracted to your hard drive.

4. Install the Native USB driver. (Continue below.)

To install the Native USB driver:

1. Locate, and open the CustomCP210xDriverInstall folder (now copied to your hard drive), and then click on
   the CP210xVCPInstaller.exe file.
   The Ingenico Installer dialog box opens.

2. Click the Install button.
   - If the WinZip Caution dialog box opens, click the Yes button.

3. Please wait while the program installs its components to your computer (the default location is C:\Program
   Files\IngenicoVCP\CP210x).
   The Success dialog box opens upon successful installation of the files.
4. Click the **OK** button.

5. The installation of the Native USB driver is complete.

### **5.3.2 Serial-to-USB Driver: Downloading/Installing**

**To download the Serial-to-USB driver:**


2. Click on the **PINpad compatible USB to Serial Port Adapter Driver** link.
   The **File Download** dialog box opens.

3. Click the **Save** button.

4. Select the folder on your computer in which to save the zip file **USB-to-Serial_Adapter_Driver.zip**.

5. Click the **Save** button again.
   The file downloads to your computer.

6. **Extract the Serial-to-USB driver.** (Continue below.)

**To extract the Serial-to-USB driver:**

1. Locate the USB-to-serial_Adapter_Driver.zip file and then right-click it.
   The **WinZip Extract** drop-down menu opens.

2. Scroll down the WinZip Extract dropdown menu, and click on **WinZip > Extract to...** (choose a folder on your hard drive into which the zip file will be extracted).
   The **WinZip Extract** box opens.

3. Click on the **Drivers** folder icon in the directory tree (recommended as destination folder), and then click the **Extract** button (to extract the files there).
   The **USB-to-Serial Driver** folder and its contents are extracted to your hard drive.

4. **Install the Serial-to-USB driver.** (Continue below.)
To install the Serial-to-USB driver:

1. From the Windows Start menu, select **Start > Settings > Control Panel**. Click the **Add Hardware** icon. The Add Hardware Wizard dialog box pictured below opens:

2. Click the **Next** button.
   
   The dialog box pictured below opens.

3. Select the **No** checkbox, and click the **Next** button.
   
   The dialog box pictured below opens.
4. Scroll down to **Add a new hardware device**, and click the **Next** button. The dialog box pictured below opens.

5. Select **Install the hardware that I manually...** checkbox, and click the **Next** button. The dialog box pictured below opens.
6. Select Show All Devices, and click the Next button.
   The dialog box pictured below opens.

![Add Hardware Wizard](image1.png)

7. Click the Have Disk button, and click the Next button.
   The dialog box pictured below opens.

![Add Hardware Wizard](image2.png)

8. Click the Browse button, and fill in the location of the driver file. Click the OK button.
   The dialog box pictured below opens.

![Install From Disk](image3.png)
9. Select the **SERWPL.INF** file, and click the **Open** button.
   The dialog box pictured below opens.

10. Click the **OK** button.
    The dialog box pictured below opens.

11. Select the **Prolific Technology Inc.** driver, and click the **Next** button.
    The dialog box pictured below opens.
12. Click the **Next** button.
   - If the Windows Compatibility dialog box opens, click the **Continue Anyway** button.

   The dialog box pictured below opens.

13. Click the **Finish** button.
    The installation of the Serial-to-USB driver is complete.
5.3.3 Connecting the i3070 PINpad to a Computer

1. Plug the PINpad cable into the port on the bottom side of the PINpad:

2. Secure the connection with the cable protector:

Once the cable is securely clamped to the PINpad, it should look like this:
3. Do the following based on the cable you are using:
   - If you are using a Native USB cable, follow the "Steps for Native USB Connection" diagram below.
   - If you are using a Native Serial cable follow the "Steps for Native Serial Connection" diagram below.
   - If you are using an Adapted Serial-to-USB cable, follow the "Steps for Adapted Serial-to-USB Connection" diagram below.

4. Please wait while the PINpad completes its Powers On cycle. The PINpad chirps and displays some authentication messages for several seconds as it powers on. (If you are using a Native Serial cable, the PINpad will power on if the plug portion of the cable is connected to a working power outlet.)

   **Note:** If this is the first time you have attached the PINpad to your computer, the Windows Found New Hardware Wizard dialog box may open in your Windows taskbar as the PINpad software automatically installs to your computer.

5. Once the PINpad completes its Power On cycle, an Idle screen displays.
• If the PINpad has already been configured for use, the Idle screen will display WELCOME. If another screen is displayed, the PINpad may need to be properly configured first.

5.3.4 PINpad Application Configuration

5.3.4.1 Configuring CPX Settings on i3070

The PINpad must be properly configured to use one of three cable connection types: 1) Native USB, 2) Native Serial, or 3) Adapted Serial-to-USB:

(Native) USB:

1. Ensure that <USB-9600> displays on the PINpad screen as pictured here. If <USB-9600> appears, no PINpad configuration is required.

   • If other text appears instead (e.g., <RS232> or <Ethernet>, or <USB>), you must change a PINpad setting.

   (Refer to the "Configuring i3070 PINpad with CPX for USB Connection" procedure.)

(Native) Serial:

1. The PINpad is pre-configured to use <RS232> as the default. Resetting this configuration is not required.

(Adapted) Serial-to-USB:

1. The PINpad is pre-configured to use <RS232> as the default. Resetting this configuration is not required.
### 5.3.4.2 Configuring i3070 PINpad with CPX for USB Connection

**To configure the PINpad:**

1. Make sure the PINpad is disconnected from the computer.

2. Connect the PINpad to the computer.
   
   You will have to wait about 20 seconds for the PINpad to Power-on. During this time, the PINpad beeps and then displays a series of authentication messages.

3. Press the key as soon as the RS232 screen appears.

   If you pressed the key quickly enough, the PIN/CARD BEEP screen appears.

   Don't worry if you do not get it the first time. Simply redo steps 1 to 3 again until you get this screen.

4. Press the key repeatedly until you scroll to "COM PORT."

5. Press the key repeatedly until "USB-9600" appears under COM PORT.

6. Press the key to save the settings and exit the menu.

7. If this screen appears, the PINpad is now configured to use a USB cable.
5.3.5  i3070 PINpad Initialization

The PINpad may have to be initialized (or re-initialized) if it loses power, if your Web browser shuts down, or if it (the PINpad) has never been initialized.

- To initialize, refer to the "Initializing i3070 PINpad: CPX Enabled" procedure.

5.3.5.1  Initializing i3070 PINpad: CPX Enabled

To initialize a CPX-enabled PINpad:

- You must be logged in to the Merchant Resource Center.
- The PINpad must be powered on, and configured for the appropriate cable connection.

1. Click on TERMINAL in the main menu bar. The sub-menu bar populates with Terminal items.
2. Click on Purchase in the sub-menu bar. The Purchase page opens.
3. Go the Payment Method section, and select Debit/Credit Card-Pinpad from the drop-down list.
4. Go to the Amount field and key in 1.00.
5. Click the Swipe Card button on your computer screen.
   - If a "trusted digital signature" dialog box opens, accept it. (Refer to the "Selecting Moneris as a Trusted Source" procedure.)
   - The SWIPE CARD prompt appears on the PINpad.
6. Swipe a credit or debit card.
   - The $#.## OK? prompt appears.
7. Press the X key on the PINpad.
   - CANCELLED displays briefly, and then the WELCOME message appears.

When the WELCOME message appears, initialization is complete: At that time, you may begin processing card-swiped transactions on the PINpad.

- You may be prompted to shut down and restart your browser.

**IMPORTANT!** If the PINpad loses power (i.e., it gets disconnected from the computer or the computer powers off while it is connected), you must repeat these "Initialize the PINpad" steps to re-initialize the PINpad.
5.3.6 Selecting Moneris as a Trusted Source

To select Moneris as a trusted source when the "trust digital signature" dialog box opens:

1. Select the **Always trust content from this publisher** checkbox.

2. Click the **Run** button.

3. Refer back to the initialization procedure.

5.3.7 Finding the Com Port Number

1. Make sure the device (PINpad or check imager) is connected to the computer from which you are processing transactions.

2. Go to the Windows Start menu, and select **Start > Settings > Control Panel**.
   The Control Panel window opens.

3. Click the **System** icon.
   The **System Properties** dialog box opens.

4. Click on the **Hardware** tab, and then click the **Device Manager** button.
   The **Device Manager** window opens.

5. Scroll down to **Ports (Com & LPT)**, and then click the + sign to open the drop-down list.

6. Look for the appropriate driver: A Com number appears beside any listed driver as in **Drivername (COM#)**.
   - Example: If a Native USB cable is used for an i3070 PINpad, the Com # appears beside "CP210x USB to UART Bridge."
   - Example: If a Native USB cable is used for a MagTek imager, the Com # appears beside "MICR Image."
6 Hardware: MagTek Check Imager

The MagTek check imager can be connected to a personal computer so that you can accept checks and process ACH transactions.

6.1 Setting Up the MagTek Check Imager: Basic Steps

If you are connecting a MagTek Check Imager to a computer for the first time, ensure that you follow the exact sequence of instructions so that the imager interfaces properly with the Merchant Resource Center.

1. Determine which cable connection you will use. (Refer to "MagTek Check Imager Cables.")
   - If you are using a Native Serial cable, go directly to step 3.
   - If you are using a Native USB cable, download the required MagTek USB driver from https://esplusqa.moneris.com/connect/en/download/feb05/index.html.

2. If you are using a Native USB cable, install the Native USB driver. (Refer to the "Installing the MagTek USB Driver" procedure.)

3. Connect the check imager to a computer. (Refer to the "Connecting the Check Imager to a Computer" procedure.)

4. Log into the Merchant Resource Center.

5. Specify the Com Port number that the Merchant Resource Center should use to communicate with the check imager during your login session. (Refer to the "External Device’s Communications Port" procedure.)

6. The procedure is complete. (The check imager is automatically initialized when you initiate an ACH transaction.)
6.1.1 MagTek Check Imager Cables

The MagTek check imager supports a Native Serial or Native USB cable connection.

- For instructions on how to use these cables to connect the MagTek check imager to a computer, refer to the "Connecting the Check Imager to a Computer" procedure.
6.1.2 Installing the MagTek USB Driver

To install the driver:

1. Unzip the file 99510038.exe.
   The WinZip Self-Extractor dialog box opens as pictured below.

2. Click the Run WinZip button in the dialog box.
   The files are extracted to the MT3410 folder on the C drive.

3. Open the MT3410 folder, and then open one of the three folders depending on your operating system:
   - For Windows XP, open folder USB-2K-XP.
   - For Windows 2003, open folder USB-03.
   - For Windows 98 or Windows ME, open folder USB-98-ME.

4. Click the DPInst.exe file.
   The Windows Installation Wizard opens as pictured below.

5. Click the Next button.
The dialog box appearing below appears.

6. Click the **Finish** button.
   The driver is installed to your computer.

7. The procedure is complete.
6.1.3 Connecting the Check Imager to a Computer

1. Follow a diagram below, depending on the cable connection you are using:

...with Serial cable

A. Connect to Check Imager port.
B. Connect to computer Serial port.
C. Connect here.
D. Plug into power outlet

...with USB cable

A. Connect to Check Imager port.
B. Connect to computer USB port.
C. Connect here.
D. Plug into power outlet
6.2 Check Data

<table>
<thead>
<tr>
<th>A. CHECK ROUTING Number:</th>
<th>B. CHECK ACCOUNT Number:</th>
<th>C. CHECK Number:</th>
</tr>
</thead>
<tbody>
<tr>
<td>This is the first number in the MICR* line at the bottom of a check. It always begins with 0, 1, 2, or 3 and is nine digits long.</td>
<td>This number may appear before or after the Check Number line at the bottom of a check in the MICR* line. This number may range from 5 - 22 digits in length.</td>
<td>This is a sequential number used to keep track of checks in a checkbook. This number appears both in the MICR* line and the upper right corner of a check.</td>
</tr>
</tbody>
</table>

* MICR = Magnetic Ink Character Recognition
6.3 Capturing a Check Image

capturing the check FRONT

Feed the check into the imager so that the check back faces the purple fringe of the imager.

purple fringe

capturing the check BACK

Feed the check into the imager so that the check front faces the purple fringe.

purple fringe
7 Virtual Terminal

TERMINAL (i.e., Virtual Terminal) is a standard component of the Merchant Resource Center. From this component, you can process financial transactions.

To initiate a financial transaction:

1. Click on TERMINAL in the main menu bar:

2. The following transactions may be processed from the sub-menu bar:

   - Purchase
     (Refer to "Purchase.")

   - Group Purchase
     (Refer to "Group Purchase.")

   - Void
     (Refer to "Void.")

   - Refund
     (Refer to "Refund.")

   - Independent Refund
     (Refer to "Independent Refund.")

   - Authorization
     (Refer to "Authorization.")

   - Re-Authorization
     (Refer to "Re-Authorization.")

   - Capture
     (Refer to "Capture.")

   - Voice Authorization
     (Refer to "Voice Authorization.")

   - Card Verification
     (Refer to "Card Verification.")
7.1 Purchase

The Purchase charges an amount to an account (credit) or removes an amount from an account (debit) to pay for goods or services.

Note:

- Mandatory fields are bolded on the Merchant Resource Center interface.
- If the Vault feature is enabled on your store and you wish to retrieve Payment details from a Vault profile, you will be required at step 4 to enter that profile’s unique Data Key (generated when the profile was created).
- If the Convenience Fees feature is enabled, a supplementary fee may be charged to the cardholder in addition to the base amount charged for the transaction sale of goods/services. Applies to credit Purchases only. (For more information, refer to "Convenience Fees.")
- If the Loyalty feature is enabled on your store, you will be given the option to enter a loyalty card (i.e., do a loyalty Purchase) following the transaction.

To process the transaction:

Note: (credit only) Before initiating the Purchase transaction, you may verify the authenticity of the card by performing a Credit Card Verification operation. (Refer to the "Credit Card Verification" procedure.)

1. Click on TERMINAL in the main menu bar.
   The sub-menu bar populates with Terminal items.

2. Click on Purchase in the sub-menu bar.
   The Purchase page opens.

3. Select a Payment method from the drop-down list. (Refer to the "Payment Method/Card Entry Selection" procedure.)
   The page may reload.

4. Fill in as required the transaction fields that appear:
   a. Depending on the Payment method selected in step 3, refer to the appropriate procedure:
      - Credit Card: Refer to the "Entering Payment Details: Credit Cards" procedure.
      - Debit Card: Refer to the "Entering Payment Details: Debit Cards" procedure.
      - Vault Profile (may use check or credit/debit card): Refer to the "Entering Payment Details: Vault Profiles" procedure.
      - ACH (Check): Refer to the "Entering Payment Details: ACH Checks" procedure.
   b. If the Address Verification section appears, fill in the associated data fields as required. (Refer to the "Entering Address Verification Details" procedure.)
   c. If the Add Level 2 button appears, attach purchasing card business tracking data to the transaction. (Refer to the "Adding Level 2 Data" procedure.)
   d. (Keyed entry only) If the Add Order Details button appears, optionally attach Order details to the transaction. (Refer to the "Adding Order Details" procedure.)
   e. Continue at step 5.

5. Depending on what is selected as the Payment method, do one of the following:
If any one or combination of -Keyed or -Keyed Entry or Vault Profile- or ACH- is selected:

a. Click the Process Transaction button.


If any one of - Pinpad or - MSR is selected, refer to the appropriate column below:

<table>
<thead>
<tr>
<th>SWIPE (ON PINPAD)</th>
<th>SWIPE (ON MSR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Click the Swipe *** Card - Pinpad button on your computer screen.</td>
<td>a. Click the Swipe Credit Card - MSR button. The page reloads.</td>
</tr>
<tr>
<td>The page reloads.</td>
<td>b. When the &quot;swipe credit card&quot; (or similar) message appears on your computer screen, swipe the card on the magnetic stripe reader. The page reloads.</td>
</tr>
<tr>
<td>b. When SWIPE CARD appears on the i3070 PINpad, the card must be swiped on the PINpad. (Refer to the &quot;Cardholder Prompts on i3070 PINpad&quot; procedure.)</td>
<td>c. Continue below at step 6.</td>
</tr>
<tr>
<td>c. Continue below at step 6.</td>
<td></td>
</tr>
</tbody>
</table>

6. Please wait while e-Select plus communicates with the Moneris Host.

7. Do one of the following:

- If no PINpad was used for the transaction, continue at step 8.
- If a PINpad was used, APPROVED THANK YOU OBTAIN CARD appears on the PINpad. The cardholder should ensure that they have their card.

8. Depending on your requirements, do one of the following:

- **To process receipts without awarding loyalty points**, refer to the "Receipt Processing" procedure.
- **To process receipts and award loyalty points**:
  
  a. Go to the Action Items section of the page, and click the Loyalty button.
  
  b. **Continue in the "Loyalty Purchase" procedure beginning at step 3.**
7.2 Group Purchase

The Group Purchase simultaneously processes multiple credit Purchase transactions. Each Purchase in the group is immediately charged to a credit card.

**Note:**
- Mandatory fields are bolded on the Merchant Resource Center interface.
- Some debit chip cards may be used for this transaction.

**To process the transaction:**

1. Click on TERMINAL in the main menu bar. The sub-menu bar populates with Terminal items.

2. Click on Group Purchase in the sub-menu bar. The Group Purchase page opens.

3. Fill in the necessary Payment Details fields. (Refer to the "Entering Payment Details: Credit Cards" procedure.)

4. Click the Add Transaction to Group button. The page reloads, and the new transaction is added to the Group Purchase list.

   **IMPORTANT! If you do not add the transaction to the group, the transaction will not be submitted for processing.**

5. Repeat steps 3 to 4 for every transaction to be included as part the Group Purchase.

6. Click the Process Transactions button. The Group Transaction Response page opens. (This page displays the Group ID that can be used retrieve individual transaction results in a group report.)

7. Click the View Results button. The Transaction Summary page opens.

8. Process receipts. (Refer to the "Receipt Processing" procedure.)
7.3 Void

The Void cancels a debit/credit transaction still in an open batch. Because the Void cancels an existing e-Select plus transaction, it is also referred to as a "follow-on" transaction. This transaction will not appear on the cardholder's statement.

**Note:**
- Mandatory fields are bolded on the Merchant Resource Center interface.
- If a Convenience fee was charged for the original transaction, the fee will be entirely cancelled and reversed. (For more information, refer to "Convenience Fees.")
- To reverse a transaction in a closed batch, refer to the "Refund" procedure.

To process the transaction:

1. Click on TERMINAL in the main menu bar.
   The sub-menu bar populates with Terminal items.

2. Click on Void in the sub-menu bar.
   The Void page opens.

3. Locate the Order ID on the original transaction receipt, and key it into the Order ID field.
   **Note:** If you have only a partial ID, select the begins with or ends with radio button.

4. Click the Locate Transaction button.
   - If a transaction list appears, click the Void button beside the transaction to be reversed.
   The Transaction Details page opens.

5. Click the Process Transaction button.

6. Do the following based on what appears on your computer screen (or the i3070 PINpad if attached):
   - If the Host response page opens on your computer screen, continue at step 7.
   - If SWIPE CARD appears on the i3070 PINpad:
     a. The payment card must be entered on the PINpad. (Refer to the "Cardholder Prompts on i3070 PINpad" procedure.)
     b. Do the following based on what appears on the PINpad:
        - If APPROVED THANK YOU OBTAIN CARD appears on the PINpad, the cardholder should ensure that they have their card.

7. Depending on your requirements, do one of the following:
   - To process receipts without removing loyalty points from an associated loyalty transaction, refer to the "Receipt Processing" procedure.
   - To process receipts and remove loyalty points from an associated transaction:
     a. Go to the Action Items section of the page, and click the Loyalty button.
7.4 Refund

The Refund transaction reverses a debit/credit transaction in a closed batch. Because a Refund reverses an existing e-Select plus transaction, it is also referred to as a "follow-on" Refund.

The Refund transaction amount may be any amount less than or equal to the amount of the original Purchase or Capture transaction.

Note:
- Mandatory fields are bolded on the Merchant Resource Center interface.
- To reverse a transaction in an open batch, refer to the "Void" procedure.
- If a Convenience fee was charged for the original Purchase, the fee will not be refunded. However, the base amount of the original transaction will be refunded. (For more information, refer to "Convenience Fees.")
- If the Loyalty feature is enabled on your store, you will be given the option to enter a loyalty card (i.e., do a loyalty Refund) following the transaction.

To process the transaction:

1. Click on TERMINAL in the main menu bar.
   The sub-menu bar populates with Terminal items.

2. Click on Refund in the sub-menu bar.
   The Refund page opens.

3. Locate the Order ID on the original transaction receipt, and key it into the Order ID field.
   Note: If you have only a partial ID, select the begins with or ends with radio button.

4. Click the Locate Transaction button.
   - If a transaction list appears, click the Refund button beside the transaction to be reversed.

5. Key the Refund amount into the Amount field.

6. Click the Process Transaction button.

7. Do the following depending on what appears on your computer screen (or the i3070 PINpad if attached):
   - If the Host response page opens on your computer screen, continue at step 8.
   - If SWIPE CARD appears on the PINpad:
     a. The payment card must be entered on the PINpad. (Refer to the "Cardholder Prompts on i3070 PINpad" procedure.)
     b. Do the following depending on what appears on the PINpad:
       - If APPROVED THANK YOU OBTAIN CARD appears on the PINpad, the cardholder should ensure that they have their card.

8. Depending on your requirements, do one of the following:
To process receipts without reversing an associated loyalty transaction, refer to the "Receipt Processing" procedure.

To process receipts and reverse an associated loyalty transaction, continue in the "Reversing Loyalty Transaction Associated with Refunded Financial Transaction" procedure beginning at step 2.

7.5 Independent Refund

The Independent Refund transaction credits an amount to a debit/credit card or account without referencing any existing e-Select plus transaction. Because there is no e-Select plus transaction to reference, you will need to input or capture the Card data to process the Independent Refund.

Note: The Independent Refund transaction may or may not be supported on your store. If independent refund does not appear as a selectable item on your Terminal sub-menu bar, it means the transaction is not supported on your store. If you wish to have the Independent Refund temporarily enabled (or re-enabled), please have the person with authority to authorize changes on the merchant account contact Moneris Solutions.

- Mandatory fields are bolded on the Merchant Resource Center interface.
- If the Vault feature is enabled on your store and you wish to retrieve Payment details from a Vault profile, you will be required to enter that profile’s unique Data Key (generated when the profile was created).

To process the transaction:

1. Click on TERMINAL in the main menu bar.
   The sub-menu bar populates with Terminal items.

2. Click on Independent Refund in the sub-menu bar.
   The Independent Refund page opens.

3. Select a Payment method from the drop-down list. (Refer to the "Payment Method/Card Entry Selection" procedure.)
   The page may reload.

4. Fill in as required the Payment Details fields that appear (as determined by the Payment method selected):
   - Credit Card: Refer to the "Entering Payment Details: Credit Cards" procedure.
   - Debit Card: Refer to the "Entering Payment Details: Debit Cards" procedure.
   - Vault Profile (may use check or credit/debit card): Refer to the "Entering Payment Details: Vault Profiles" procedure.

5. Depending on what is selected as the Payment method, do one of the following:
   - If any one or combination of -Keyed or -Keyed Entry or Vault Profile- or ACH- is selected:
     a. Click the Process Transaction button.
   - If any one of -Pinpad or -MSR is selected, refer to the appropriate column below:
<table>
<thead>
<tr>
<th>SWIPE (ON PINPAD)</th>
<th>SWIPE (ON MSR)</th>
</tr>
</thead>
</table>
| a. Click the **Swipe *** Card - Pinpad** button on your computer screen. The page reloads.  
  b. When **SWIPE CARD** appears on the i3070 PINpad, the card must be swiped on the PINpad. (Refer to the "Cardholder Prompts on i3070 PINpad" procedure.)  
  c. Continue below at step 6. | a. Click the **Swipe Credit Card - MSR** button on your computer screen. The page reloads.  
  b. When the "swipe credit card" (or similar) message appears on your computer screen, swipe the card on the magnetic stripe reader.  
  c. Continue below at step 6. |

6. Please wait while e-Select plus communicates with the Moneris Host. The Host's response page opens on your computer screen.

7. **Process receipts.** (Refer to the "Receipt Processing" procedure.)
   - **To reverse a non-referenced loyalty transaction,** refer to the "Loyalty Independent Refund" procedure.
## 7.6 Authorization

The Authorization (Auth) reserves an amount on a credit card. The Auth is used to accept payment for goods and services to be shipped at a later date. The hold time on funds is managed by the issuing card provider. This transaction will not appear on the cardholder's statement.

**IMPORTANT! The Auth must be completed or reversed at later time with a Capture transaction.**

### Note:

- Mandatory fields are bolded on the Merchant Resource Center interface.
- If the Vault feature is enabled on your store and you wish to retrieve Payment details from a Vault profile, you will be required at step 4 to enter that profile’s unique Data Key (generated when the profile was created).
- If the Loyalty feature is enabled on your store, you will be given the option to enter a loyalty card (i.e., do a loyalty Pre-Auth) following the transaction.

### To process the transaction:

1. Click on **TERMINAL** in the **main menu bar**.
   The sub-menu bar populates with Terminal items.

2. Click on **Auth** in the sub-menu bar.
   The Authorization page opens.

3. Select a Payment method from the drop-down list. (Refer to the "Payment Method/Card Entry Selection" procedure.)
   The page may reload.

4. Fill in as required the transaction fields that appear:
   - Depending on the Payment method selected in step 3, refer to the appropriate procedure:
     - **Credit Card**: Refer to the "Entering Payment Details: Credit Cards" procedure.
     - **Vault Profile** (may use check or credit/debit card): Refer to the "Entering Payment Details: Vault Profiles" procedure.
   - If the Address Verification section appears, fill in the associated data fields as required. (Refer to the "Entering Address Verification Details" procedure.)
   - (Keyed entry only) If the **Add Order Details** button appears, optionally attach Order details to the transaction. (Refer to the "Adding Order Details" procedure.)
   - Continue at step 5.

5. Depending on what is selected as the Payment method, do one of the following:
   - If any one or combination of **-Keyed** or **-Keyed Entry** or **Vault Profile** is selected:
     - a. Click the **Process Transaction** button.
   - If any one of **-Pinpad** or **-MSR** is selected, refer to the appropriate column below:
6. Wait while e-Select plus communicates with the Moneris Host.
   - If APPROVED THANK YOU OBTAIN CARD appears on the PINpad, the cardholder should ensure that they have their card.
     The Host's response page opens.

7. Depending on your requirements, do one of the following:
   - To process receipts without allocating point to a loyalty cards, refer to the "Receipt Processing" procedure.
   - To process receipts and allocate loyalty points to a loyalty card:
     a. Click the **Loyalty** button that appears in the Action Items section of the page.
        b. **Continue in the "Loyalty Pre-Authorization" procedure beginning at step 3.**

8. Ensure that the Auth is completed or reversed with a Capture transaction. (Refer to the "Capture" procedure.)
7.7 Re-Authorization

The Re-Authorization transaction uses the card data from a previous credit Authorization transaction to process a new Authorization. The Re-Authorization will not appear on the cardholder's statement.

**Note:** The option to process this new transaction is available only if the original Authorization was captured for an amount that was less then the original transaction.

**IMPORTANT!** The Re-Authorization must be completed or reversed at a later time with a Capture transaction.

To process the transaction:

1. **Retrieve the original Auth transaction (and the subsequent Capture transaction) by generating a debit/credit Transactions report.** (Refer to the "Transactions Report" procedure.)
   
   **Note:** You may use the Order ID of the original Auth or Capture as your only search criterion to retrieve the transaction.

2. Identify from the transactions listed the original Auth transaction. (This is the transaction from which the card data will be used to process the Re-Auth.)

   **Note:** A Reauth field will appear in the FOLLOW ON column of the original Authorization transaction. (The pre-filled dollar amount in the Reauth field is the remaining amount that will be used for the Re-Authorization.)

3. Click the **Order ID** hyperlink of the original Auth transaction to open its Order History page.

4. Go to the Action Items section, and click the **Reauth** button.

5. When the Reauth transaction page opens, do the following:

   a. **Optionally fill in the Reauth Order ID field.** (Refer to the "Entering Payment Details: Order ID / Customer ID" procedure.)

   b. Key the Re-Auth amount into the **Amount** field.

6. Click the **Process Transaction** button.

7. **Process receipts.** (Refer to the "Receipt Processing" procedure.)

8. Ensure that the Re-Auth is completed or reversed with a Capture transaction. (Refer to the "Capture" procedure.)
7.8 Capture

The Capture completes a previously processed credit Authorization transaction. The amount being captured may be less than, equal to, or greater than the amount that was pre-authorized.

The Capture may also be used to reverse an Authorization transaction if a $0.00 dollar value is keyed into the Amount field.

Note: Mandatory fields are bolded on the Merchant Resource Center interface.

To process the transaction:

1. Click on TERMINAL in the main menu bar.
   The sub-menu bar populates with Terminal items.

2. Click on Capture in the sub-menu bar.
   The Capture page opens.

3. Locate the Order ID on the Auth receipt, and key it into the Order ID field.
   Note: If you have only a partial ID, select the begins with or ends with radio button.

4. Click the Locate Transaction button.
   The Transaction Details page opens.

5. Key the Capture amount into the Amount field. (If 0.00 is keyed in, the Auth will be reversed.)
   Note: If the Capture amount is less than the original Auth amount, it will be possible to process another Auth (i.e., a Re-Authorization) transaction using the same card data. (Refer to the "Re-Authorization" procedure for more information.)

   • If the Add Level 2 button appears, attach purchasing card business tracking data to the transaction.
     (Refer to the "Adding Level 2 Data" procedure.)

6. Click the Process Transaction button.

7. Please wait while e-Select plus communicates with the Moneris Host.
   The Host's response page opens.

8. Depending on your requirements, do one of the following:

   • To process receipts without awarding loyalty points, refer to the "Receipt Processing" procedure.

   • To process receipts and award loyalty points that were allocated for the Pre-Auth:
     a. Click the Loyalty button that appears in the Action Items section of the page.
     b. Continue in the "Loyalty Capture" procedure beginning at step 3.
7.9 Voice Authorization

The Voice Authorization is used to charge an amount to a credit card once an Authorization number has been obtained from an IVR or equivalent terminal.

**Note:**
- Mandatory fields are bolded on the Merchant Resource Center interface.
- If the **Loyalty** feature is enabled on your store, you will be given the option to enter a loyalty card (i.e., do a loyalty Purchase) following the transaction.

**To process the transaction:**

1. Click on **TERMINAL** in the main menu bar. The sub-menu bar populates with Terminal items.

2. Click on **Voice Auth** in the sub-menu bar. The Voice Authorization / Advice page opens.

3. Select a Payment method from the drop-down list. (Refer to the "Payment Method/Card Entry Selection" procedure.)

4. Fill in as required the Payment details fields that appear. (Refer to the "Entering Payment Details: Credit Cards" procedure.)

5. Depending on what is selected as the Payment method, do one of the following:
   - If any one or combination of **-Keyed** or **-Keyed Entry** is selected:
     a. Click the **Process Transaction** button.
   - If any one of **-Pinpad** or **-MSR** is selected, refer to the appropriate column below:

   **SWIPE (ON PINPAD)**
   - a. Click the **Swipe Credit Card - Pinpad** button on your computer screen.
     The page reloads.
   - b. When **SWIPE CARD** appears on the i3070 PINpad, the card must be swiped on the PINpad. (Refer to the "Cardholder Prompts on i3070 PINpad" procedure.)
     The page reloads.

   **SWIPE (ON MSR)**
   - a. Click the **Swipe Credit Card - MSR** button on your computer screen.
     The page reloads.
   - b. When the "swipe credit card" (or similar) message appears on your computer screen, swipe the card on the magnetic stripe reader.
     The page reloads.

6. Wait while **e-Select plus** communicates with the Moneris Host. The Host's response page opens.

7. Depending on your requirements, do one of the following:
- To process receipts without awarding loyalty points, refer to the "Receipt Processing" procedure.
- To process receipts and award loyalty points:
  
  a. Go to the Action Items section of the page, and click the Loyalty button.

  b. Continue in the "Loyalty Purchase" procedure beginning at step 3.
8 ACH Transactions

ACH (i.e., Automated Clearing House) is an optional component of the Merchant Resource Center.

If your store is enabled for the ACH feature, you may process check transactions, as well as review an ACH status report to track registered transactions.

To initiate an ACH transaction:

1. Click on ACH in the main menu bar:

2. The following transactions or report can be processed:
   - **ACH Purchase**  
     (Refer to the "ACH Purchase" procedure.)
   - **ACH Credit**  
     (Refer to the "ACH Credit" procedure.)
   - **ACH Refund**  
     (Refer to the "ACH Refund" procedure.)
   - **ACH Status Report**  
     (Refer to the "ACH Status Report" procedure.)
8.1 ACH Purchase

Initiate this transaction to remove funds from a check-writer's bank account.

Note:

- If the Convenience Fees feature is enabled, an additional amount may be removed from the check-writer's bank account in addition to the base amount charged for the goods/services being purchased. (For more information, refer to "Convenience Fees.")

- If the Vault feature is enabled on your store and you wish to retrieve Payment details from a Vault profile, you will required at step 3 to enter that profile’s unique Data Key (generated when the profile was created).

To process the transaction:

1. Click on ACH in the main menu bar.
   The sub-menu bar populates with ACH items.

2. Click on Purchase in the sub-menu bar.
   The ACH Purchase - Debit page opens.

3. Select an SEC code, and enter the applicable Payment details as required. (Refer to the "Entering Payment Details: ACH Checks" procedure.)

4. Depending on the Payment method selected in step 3, do one of the following:
   - If CCD, PPD, or WEB was selected as the SEC code, continue at step 6.
   - If ARC, BOC, or POP was selected as the SEC code:
     a. Click the Scan Check-Front button.
        The "scan check now" prompt appears on your computer screen.
     b. Feed the check into the MagTek imager so that the front of the check is scanned. (Refer to the "Capturing a Check Image" procedure.)
        Wait until the check image is successfully captured.
     c. Depending on the SEC code selected, do one of the following:
        - If POP was selected as the SEC code, continue at step 5.
        - If ARC or BOP was selected, continue at step e.
     e. Click the Scan Check-Back button.
        The "scan check now" prompt appears on your computer screen.
     f. Feed the check into the imager so that the back of the check is scanned.
        Wait until the check image is captured.
     g. Continue below at step 5.

5. Attach additional information to the transaction as desired:
   - Recommended: Attach Customer details. (Refer to the "Adding Customer Details" procedure.)
   - Optionally attach Order details. (Refer to the "Adding Order Details" procedure.)

6. Click the Process Transaction button.
7. Please wait while e-Select plus communicates with the Moneris Host. The Host's response page opens on your computer screen.

8. Process receipts. (Refer to the "Receipt Processing" procedure.)

8.2 ACH Refund

The ACH Refund transaction reverses a previously completed ACH Purchase. The ACH Refund can be processed only if the original ACH Purchase was processed within the last 3 months. The full amount of the original ACH Purchase must be refunded.

**Note:** If a Convenience fee was charged the original transaction, the fee will not be refunded. However, the base Purchase will be refunded. (For more information, refer to "Convenience Fees.")

To process the transaction:

1. Click on ACH in the main menu bar. The sub-menu bar populates with ACH items.

2. Click on Refund in the sub-menu bar. The Refund - Reversal page opens.

3. Locate the Order ID on the ACH Purchase receipt, and key it into the Order ID field.
   - If you have only a partial ID, select the begins with or ends with radio button.

4. Click the Locate Transaction button.
   - If a transaction list appears, click the Refund button beside the transaction to be reversed. The Transaction Details page opens.

5. Click the Process Transaction button.

6. Please wait while e-Select plus communicates with the Moneris Host. The Host's response page opens on your computer screen.

7. Process receipts. (Refer to the "Receipt Processing" procedure.)
8.3 ACH Credit

The ACH Credit transaction moves funds from your merchant account to the check-writer's bank account. 

**Note:** If the Vault feature is enabled on your store and you wish to retrieve Payment details from a Vault profile, you will be required at step 3a. to enter that profile’s unique Data Key (generated when the profile was created).

**To process the transaction:**

1. Click on ACH in the main menu bar. 
   The sub-menu bar populates with ACH items.

2. Click on Credit in the sub-menu bar. 
   The ACH Credit page opens.

3. Fill in the transaction fields as required:
   a. Fill in the Payment Details fields:
      • To manually enter the check data, refer to the "Entering Payment Details: ACH Checks" procedure beginning at step 3.
      • To use check data from an existing Vault Profile, refer to the "Entering Payment Details: Vault Profile" procedure.
   b. Recommended: Attach Customer details. (Refer to the "Adding Customer Details" procedure.)

4. Click the Process Transaction button.

5. Please wait while e-Select plus communicates with the Moneris Host. 
   The Host's response page opens on your computer screen.

6. Process receipts. (Refer to the "Receipt Processing" procedure.)

8.4 ACH Status Report

Generate an ACH Status report to view a detailed account of ACH transactions processed on your store within a set date range.

Before generating the report, narrow or widen the scope of your results by using criteria such as the Status Date, Original Transaction Date, Check Status, Funding Status, and other criteria.

**To generate this report:**

1. Click on ACH in the main menu bar. 
   The sub-menu bar populates with ACH items.

2. Click on Status Report in the sub-menu bar. 
   The ACH Status Report page opens.

3. Select the search criteria. (Refer to the "Criteria for ACH Status Report" procedure.)

4. Click the Submit Search button (or the Perform Query button).
The Transaction Summary page opens.

5. The procedure is complete.
9 Post-Transaction Tasks

9.1 Receipt Processing

E-mail and/or print receipts depending on the transaction that was processed.

1. If the transaction is any one of ACTIVATION or CAPTURE or DEACTIVATION or AUTHORIZATION or PURCHASE or REDEMPTION or VOICE AUTH, do the following:

<table>
<thead>
<tr>
<th>If the cardholder is not present:</th>
<th>If the cardholder is present:</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. E-mail a receipt to the cardholder. (Refer to the &quot;E-mailing a Receipt&quot; procedure.) OR Print a receipt and send it to the cardholder. (Refer to the &quot;Printing a Receipt&quot; procedure.) b. Print a receipt to retain for your records.</td>
<td>a. Print two copies of the receipt. • If a signature line appears, the cardholder signs one copy of the receipt. b. Give the cardholder the other copy.</td>
</tr>
</tbody>
</table>

If the transaction is a REFUND (including an INDEPENDENT REFUND) or VOID, do the following:

<table>
<thead>
<tr>
<th>If the cardholder is not present:</th>
<th>If the cardholder is present:</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. E-mail a receipt to the cardholder. (Refer to the &quot;E-mailing a Receipt&quot; procedure.) OR Print a receipt, sign it (if a signature line appears), and send it to the cardholder. (Refer to the &quot;Printing a Receipt&quot; procedure.) b. Print a receipt to retain for your records.</td>
<td>a. Print two copies of the receipt. b. Sign one copy (if a signature line appears), and give this copy to the cardholder. c. Retain the other copy for your records.</td>
</tr>
</tbody>
</table>
9.1.1 Printing a Receipt

Once a financial transaction has been processed (or you open a page containing the order history or the details of a transaction), e-Select plus gives you the option to print a receipt.

To print a receipt:

1. Go directly to the Action Items section if it appears.
   OR
   Click the Order ID link to open the Order History page, and then go to the Action Items section.

2. Click the Print Receipt - 3x6 button (to print a small version on receipt printers).
   OR
   Click the Print Receipt 8x11 button (to print a larger version on regular printers).

The Receipt page opens, and...

...the Print dialog box also opens.

2. Select a printer, and click the Print button in the Print dialog box.
   The dialog box closes, and the receipt is prints.

3. The procedure is complete.
9.1.2 E-mailing a Receipt

Once a financial transaction has been processed (or you open a page containing the order history or the details of a transaction), e-Select plus gives you the option to e-mail a receipt to the cardholder (or check-writer for ACH transactions).

To e-mail a receipt:

1. Go directly to the Action Items section if it appears.
   OR
   Click the Order ID link to open the Order History page, and then go to the Action Items section.

2. Click the Send E-Mail Receipt button.
   The Email Receipt page opens.

3. Type the e-mail address of the recipient (if no address appears already) into the Email Address field.

4. Click the Send Receipt & Close button.
   The window closes, and the receipt is sent to the recipient.

5. The procedure is complete.
9.2 Action Items and Follow-Ons

The table below lists transactions that may be initiated after the submission/processing of the original or "parent" transaction. Except for the actions listed in the "Any Transaction" row, not every transaction listed in the table will be applicable.

The procedures here describe transactions that may be initiated directly from an Order History page:

<table>
<thead>
<tr>
<th>ANY TRANSACTION:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• E-mail receipt: Click the <strong>Send Email Receipt</strong> button in the Action Items section, and continue in the &quot;E-mailing a Receipt&quot; procedure beginning at step 2.</td>
<td></td>
</tr>
<tr>
<td>• Print receipt: Click the <strong>Print Receipt -#x#</strong> button in the Action Items section, and continue in the &quot;Printing a Receipt&quot; procedure beginning at step 2.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DEBIT/CREDIT</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Capture: Click the <strong>Capture</strong> button in the Action Items section, and continue in the &quot;Capture&quot; procedure beginning at step 5. (Applies only for credit transactions)</td>
<td></td>
</tr>
<tr>
<td>• Re-Auth: Click the <strong>Reauth</strong> button in the Action Items section, and continue in the &quot;Re-Authorization&quot; procedure beginning at step 5. (Applies only for credit transactions)</td>
<td></td>
</tr>
<tr>
<td>• Void: Click the <strong>Void</strong> button in the Action Items section, and continue in the &quot;Void&quot; procedure beginning at step 5.</td>
<td></td>
</tr>
<tr>
<td>• Refund: Click the <strong>Refund</strong> button in the Action Items section, and continue in the &quot;Refund&quot; procedure beginning at step 5.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACH (CHECK)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Reversal: Click the <strong>Reversal</strong> button in the Action Items section, and continue in the &quot;ACH Refund&quot; procedure beginning at step 5.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GIFT</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Refund: Click the <strong>Refund</strong> button in the Action Items section, and continue in the &quot;Gift Refund&quot; procedure beginning at step 5.</td>
<td></td>
</tr>
<tr>
<td>• Void: Click the <strong>Void</strong> button in the Action Items section, and continue in the &quot;Gift Void&quot; procedure beginning at step 5.</td>
<td></td>
</tr>
</tbody>
</table>
9.2.1 Associated Transactions

An "Associated" transaction is a gift or loyalty transaction that is linked to at least one other transaction under one or more of the following circumstances: 1) Split-Tender; 2) A card Activation fee paid; 3) Loyalty points updated (i.e., awarded or removed).

To view a list of transactions that are linked to each other:

1. Go to the Action Items section of an Order History page, and click the Associated Transactions button. Another Order History page (i.e., a "collective" Order History) listing all linked transactions opens.

2. The following actions may be taken from this "collective" Order History page:
   • To view the individual Order History of any linked transaction (and initiate applicable follow-on transactions), refer to "Order History."
   • To e-mail a receipt that includes receipt data for all linked transactions, refer to the "E-mailing a Receipt" procedure.
   • To print a receipt that includes receipt data for all linked transactions, refer to the "Printing a Receipt" procedure.
10 Optional Procedures

This section contains procedural information regarding options that you may select when you are processing financial transactions or generating reports.

The following optional procedures appear in this guide:

- **Adding Level 2 Data**  
  (Refer to the "Adding Level 2 Data" procedure.)

- **Adding Address Verification Details**  
  (Refer to the "Entering Address Verification Details" procedure.)

- **Adding Order Details**  
  (Refer to the "Adding Order Details" procedure.)

- **Adding Customer Details**  
  (Refer to the "Adding Customer Details" procedure.)

- **Balance or Fee Due**  
  (Refer to the "When a Balance or Fee is Due" procedure.)

- **Credit Card Verification**  
  (Refer to the "Credit Card Verification" procedure.)

- **Exporting Transactions to File**  
  (Refer to the "Exporting Transactions to File" procedure.)

- **Multiple Action Items Processing**  
  (Refer to the "Multiple Action Item Processing" procedure.)

- **Order History** - viewing of  
  (Refer to the "Order History" procedure.)

- **Recurring Transaction Details**  
  (Refer to the "Entering Recurring Transaction Details" procedure.)

- **PINpad Prompting**
  - **Tip** - Dollar Amount  
    (Refer to the "Entering a Tip: Dollar Amount" procedure.)
  - **PIN** - entering  
    (Refer to the "PIN Entry" procedure.)

- **Payment Details Entry**
  - **Order ID / Customer ID**  
    (Refer to the "Entering Payment Details: Order ID / Customer ID" procedure.)
  
  - **Credit Card Details**  
    (Refer to the "Entering Payment Details: Credit Cards" procedure.)
  
  - **Debit Card Details**  
    (Refer to the "Entering Payment Details: Debit Cards" procedure.)
  
  - **Vault Profile Details**  
    (Refer to the "Entering Payment Details: Vault Profiles" procedure.)
  
  - **ACH Check Details**  
    (Refer to the "Entering Payment Details: ACH Checks" procedure.)

- **Search Criteria for Reports**
    (Refer to the "Criteria for Reports: Transactions / Vault / Recurring / Gift / Loyalty" procedure.)
  
  - **Batch criteria**, for Batches report  
    (Refer to the "Criteria for Batches Report" procedure.)
  
  - **Managing Recurring Transactions criteria**  
    (Refer to the "Criteria for Managing Recurring Transactions" procedure.)
  
  - **ACH Status criteria**, for ACH Status report  
    (Refer to the "Criteria for ACH Status Report" procedure.)
10.1 Selecting an SEC Code

As a necessary step to processing some ACH transactions, you must select an appropriate SEC code that describes the method by which the bank account details are being collected.

To select an SEC code:

1. Go to the Payment Method section on the transaction page.

2. Select an appropriate code from the SEC Codes drop-down list (refer to the "ACH Flow Diagram" graphic below to determine which code to select):

   Note: If the Vault feature is enabled on your store and you intend to submit an ACH transaction using Payment details from a Vault profile, you must select one of the following SEC codes: CCD, PPD, or WEB.

   - **ARC - Account Receivable Entry:** Customer’s check is received through mail and processed by merchant.  
     Note: Applicable only for ACH Purchase (Debit).

   - **BOC - Back Office Conversion:** Customer presents check to the merchant at time of purchase and check is converted to electronic format.  
     Note: Applicable only for ACH Purchase (Debit).

   - **CCD - Cash Concentration or Disbursement:** Debit (Sale) - Customer grants the merchant the right to initiate a one time or recurring charge(s) to a business bank account. Credit (Refund) - Transfer funds to a client’s business bank account.

   - **POP - Point of Purchase:** Customer presents check to the merchant at time of purchase.  
     Note: Applicable only for ACH Purchase (Debit).

   - **PPD - Prearranged Payment and Deposit:** Debit (Sale) - Customer grants the merchant the right to initiate a one time or recurring charge(s) to his or her account as bills become due. Credit (Refund) - Transfers funds into a consumer’s bank account. The funds being deposited can represent a variety of financial transactions, such as payroll, interest, pension, etc.

   - **WEB - Internet Initiated Entry:** Debit (Sale) - A Debit entry to a consumer’s bank account initiated by a merchant. The consumer’s authorization is obtained via the Internet. Credit (Refund) - N/A.  
     Note: Applicable only for ACH Purchase (Debit).

3. Refer back to the transaction procedure.
10.1.1 ACH Flow Diagram

10.2 Adding Level 2 Data

This operation attaches business tracking data to the transaction. (Usually used for purchasing cards.)

To add Level 2 Payment details:

1. Click the Add Level 2 button on the transaction page. The page reloads, and the Level 2 fields appear.

2. Fill in the following fields:
   - Tax Amount:
   - Invoice # / Customer Code:

3. Refer back to the transaction procedure.
10.3 Adding Order Details

Use the Add Order Details option to attach additional details to a credit Purchase or Auth transaction. Additional details include data such as the customer's billing and shipping address, tax amounts, special instructions, an e-mail address.

The Add Order Details option is available only for manually entered or MSR-swiped transactions.

IMPORTANT! Order details are for receipt purposes only; they do not appear on cardholder statement. e-Select plus does not perform any calculations based on the data sent in the Order Details fields: The total amount billed to the cardholder is exactly the same as what is keyed into the Amount field. It is your responsibility to have the Amount reflect the total of the line items, shipping, and taxes.

To add Order details:

1. Click the Add Order Details button. The page reloads, and the Order details fields appear.

2. Go to the Order Details section, and key the customer data into the Billing Details fields:

- If the customer's Shipping details are the same as the Billing details, select the Check if Shipping address is the same as Billing address checkbox, and jump to step 3; otherwise, continue with step 2.

2. Go to the Shipping Details column (Order Details section), and key shipping data into these fields:
3. Key the customer's e-mail address into the **Email Address** field, and include any special instructions in the **Special Instructions** field.

   **Note:** If you key in the client's e-mail address in this field, you will not need to key it in again should you choose to e-mail a receipt to the client following completion of the transaction.

4. Go to the Line Items section, and key in the data:
   - If there are more items to add, click the **Add Items** button to create additional fields, and then key the data into those fields.

5. Key in the data for the Taxes and Shipping section:
   - **Shipping/Freight**
   - **Tax 1**
   - **Tax 2**

6. Refer back to the transaction procedure.

---

**To remove all supplementary Order details:**

1. Click the **Remove Order Details** button.
   The page reloads, and the details are removed.

2. Refer back to the transaction procedure.
10.4 Adding Customer Details

Use the Customer Details option to attach additional customer-related information about a Recurring transaction. Customer data include First name, Last name, Company, Address, City, etc.

Note: This option is available for select transactions.

To add Customer Details:

1. Fill in as many fields as desired:
   - First Name:
   - Last Name:
   - State/Prov:
   - Zip Code:
   - Company:
   - Country: Not applicable for ACH transactions.
   - Address:
   - City:
   - Phone: Not applicable for ACH transactions.
   - Fax: Not applicable for ACH transactions.

2. Refer back to the transaction procedure.

10.5 When a Balance or Fee is Due

A Balance (or Fee) Due condition occurs when a gift/loyalty card has insufficient funds required for the transaction, or a fee is required (e.g., for activating and loading a card).

To proceed with the transaction:

1. Click the Continue button.

2. Select a Payment method from the drop-down list (Refer to the "Payment Method/Card Entry Selection" procedure.)

3. Depending on the Payment method selected, follow one of these procedures as appropriate:
   - Credit/Debit: Continue in "Purchase" beginning at step 4.
   - Gift: Continue in "Gift Purchase" beginning at step 4.
   - Cash: Continue in "Cash Purchase" beginning at step 6.

Note: The available payment methods depend on the gift/loyalty program for which the store is enabled.
10.6 Credit Card Verification

Do a Credit Card Verification operation to verify the authenticity of credit card before you submit an actual transaction. For example, you may wish to verify that a credit card is valid before you set up a Vault profile for future transactions with the card, or you may wish to verify a card before you submit an every-day Purchase transaction.

The Purchase charges an amount to an account (credit) or removes an amount from an account (debit) to pay for goods or services.

**Note:** Mandatory fields are bolded on the Merchant Resource Center interface.

To process the transaction:

1. Click on TERMINAL in the main menu bar.
   The sub-menu bar populates with Terminal items.

2. Click on Card Verification in the sub-menu bar.
   The Card Verification page opens.

3. Select a Payment type and Card Entry method from the drop-down list. (Refer to the "Payment Method/Card Entry Selection" procedure.)

4. Fill in the following fields:
   - If the Card Number field appears, key in the card Account number.
   - If the Expiration Date field appears, key in the card's Expiry date.
   - If the card has Card Verification numbers, key them into the Card Verification Digits field.

5. Fill in the Address Verification fields as required. (Refer to the "Entering Address Verification Details" procedure.)

6. Enter the card Account number (means of entry selected in step 3):

<table>
<thead>
<tr>
<th>SWIPE (ON PINPAD)</th>
<th>SWIPE (ON MSR)</th>
<th>MANUALLY ENTER (KEYED)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Click the Swipe Credit Card - Pinpad button on your computer screen. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. When SWIPE CARD appears on the PINpad, swipe the card.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Continue below at step 7.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Click the Swipe Credit Card - MSR button. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. When the &quot;swipe credit card&quot; (or similar) message appears on your computer screen, swipe the card on the magnetic stripe reader. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Continue below at step 7.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Click the Process Transaction button. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Continue below at step 7.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. Please wait while e-Select plus communicates with the Moneris Host.
   The Host's response page opens on your computer screen.

8. Once the results have been confirmed, refer back to the transaction procedure to proceed with the financial transaction.
10.7 ECI Selection

A required step for some financial transactions, you must select an ECI (E-Commerce Indicator). The ECI defines how the Card number was obtained from the cardholder. As a general rule, an ECI must be attached to a financial transaction if the Card data is manually entered.

To select an ECI:

1. Go to the ECI drop-down list, and select one of the following Transaction descriptors:
   - M - Manually Keyed Card Present:
   - 0 - Not an electronic commerce transaction:
   - 1 - Mail/Telephone Order - Single:
   - 2 - Mail/Telephone Order - Recurring:
   - 3 - Mail/Telephone Order - Instalment:
   - 4 - Mail/Telephone Order - Unknown classification:
   - 7 - SSL Transaction (Not Authenticated):
   - 8 - Non-Secure Transaction - Web or E-mail based:

2. Refer back to the transaction procedure.

10.8 Exporting Transactions to a File

Use the Export Transactions to File function to save and export transaction report data to a single text file. Content results in the text file are rendered in Comma Separated Value (CSV) format so that they can be imported to another application (e.g., spreadsheet software) for data manipulation.

To generate this file, you must first be viewing the Transaction Summary page of a transactions report.

To export transaction data to a file:

1. Click the Export Transactions to File button on the Transaction Summary page.
   The File Download dialog box opens.

2. Click the Save button.
   The Save As dialog box opens.

3. Select the save-the-file-to location, (modify the file name if necessary), and then click the Save button.
   The text file saves to the selected location on your drive. (All content of the file is saved in CVS format.)

4. The procedure is complete.
### 10.9 Multiple Action Items Processing

Once a Transactions report is generated (and the Transaction Summary is open), you may get the option to process multiple **Action Item** (i.e., follow-on) transactions simultaneously. If this option is available, a **Process Grouped Transactions** button appears on the page as pictured below:

To process multiple transactions simultaneously:

1. Go to the Transaction List section, and select the checkboxes (in the FOLLOW ON column) for the transactions to be processed.

2. If there is an empty field in the FOLLOW ON column, fill in the required transaction amount (i.e., the amount of Capture, Void, Reversal, or Refund) in the empty field for each transaction that you check marked in step 1.

3. Click the **Process Grouped Transactions** button at the bottom of the transaction list.
   The Grouped Transaction Response page opens, and a Group Ticket number is generated.

4. Click the **View Results** button.
   A Transaction Summary page opens.

5. Process receipts for each transaction:
   a. Click the **Order ID** hyperlink for each transaction to open its Order History page.
   b. **Process receipts**. (Refer to the "Receipt Processing" procedure.)
10.10 Payment Method/Card Entry Selection

The Payment method that you select (e.g., credit) from the drop-down list determines the types of data fields that you will be required to complete. The Card Entry method that you select (e.g., keyed, PINpad, or MSR) determines whether there are additional steps that you or the cardholder are required to take (e.g., swiping the card on a PINpad or MSR) to complete the transaction.

1. Listed below are the available Payment methods (and associated Card Entry methods):

   Debit/Credit
   - **ACH Check**: Refer to the "Payment Options: ACH" procedure.
   - **Credit card**: Refer to the "Payment Options: Credit" procedure.
   - **Debit card**: Refer to the "Payment Options: Debit" procedure.
   - **Vault profile**: Refer to the "Payment Options: Vault" procedure.

   Gift/Loyalty
   - **Gift card**: Refer to the "Payment Options: Gift" procedure.
   - **Loyalty card**: Refer to the "Payment Options: Loyalty" procedure.
   - **Cash**: Refer to the "Payment Options: Cash" procedure.

2. Refer back to the previous procedure.

10.10.1 Payment Options: Credit

1. The following credit options may be available on your Payment Method drop-down list. Select one:

   Note: The options appearing in the list depend on the features for which your store is enabled and the type of transaction that you are processing.

   - **Credit Card - Keyed Entry**: Select to capture card data by keying them directly into the appropriate field(s) on the transaction page.
   - **Credit Card - MSR**: Select to capture credit card data by swiping a credit card on the magnetic stripe reader.
   - **Credit Card - Pinpad**: Select to capture credit card data by swiping the credit card on the attached PINpad's magnetic stripe reader.

2. Refer back to the previous procedure.
10.10.2 Payment Options: Debit

1. The following debit options may be available on your Payment Method drop-down list. Select one:

   Note: The options appearing in the list depend on the features for which your store is enabled and the type of transaction that you are processing.

   - **Debit Card - Pinpad**: Select to capture debit card data by swiping the card on a PINpad. The debit card must require the entry of a Personal Identification number (PIN).
   
   - **Bill Payment - Pinless Debit**: Select to capture debit card data by keying them into the appropriate field(s) on the transaction page. The debit card must not require the entry of a Personal Identification number (PIN).
   
   - **Vault Profile - Keyed Entry**: Select to retrieve Payment details from a Vault profile. (You will be required to manually enter that profile’s unique Data Key.)

2. Refer back to the previous procedure.

10.10.3 Payment Options: ACH

Do the following:

1. Select an ACH Payment option from the drop-down list.

   Note: The options appearing in the list depend on the features for which your store is enabled and the type of transaction that you are processing.

   - **ACH - Keyed**: Select to capture check data by keying them into the appropriate field(s) on the transaction page.
   
   - **Vault Profile - Keyed Entry**: Select to retrieve Payment details from a Vault profile. (You will be required to manually enter that profile’s unique Data Key.)

2. Refer back to the "Payment Method/Card Entry Selection" procedure.

10.10.4 Payment Options: Vault Profile

1. From the Payment Methods drop-down list, select **Vault Profile - Keyed Entry**.

   Note: You will be required to manually enter that profile’s unique Data Key.

2. Refer back to the previous procedure.
10.10.5 Payment Options: Gift

1. The following gift options may be available on your Payment Method (or Card Input Method) drop-down list. Select one:
   
   Note: The options appearing in the list depend on the features for which your store is enabled and the type of transaction that you are processing.

   - **Keyed**: Select to capture gift card data by keying them into the appropriate field(s) on the transaction page.
   - **Mag Swipe Reader**: Select to capture gift card data by swiping the gift card on a magnetic stripe reader.
   - **Pinpad**: Select to capture gift card data by swiping the gift card on a PINpad's magnetic stripe reader.
   - **Gift Card - Keyed**: Select to capture gift card data by keying them into the appropriate field(s) on the transaction page.
   - **Gift Card - MSR**: Select to capture gift card data by swiping the gift card on a magnetic stripe reader.
   - **Gift Card - Pinpad**: Select to capture gift card data by swiping the gift card on a PINpad's magnetic stripe reader.

2. Refer back to the previous procedure.

10.10.6 Payment Options: Loyalty

1. The following loyalty options may be available on your Payment Method (or Card Input Method) drop-down list. Select one:

   Note: The options appearing in the list depend on the features for which your store is enabled and the type of transaction that you are processing. Some of the options listed below may or may not appear in your drop-down list.

   - **Keyed**: Select to capture loyalty card data by keying them into the appropriate field(s) on the transaction page.
   - **Mag Swipe Reader**: Select to capture loyalty card data by swiping the loyalty card on a magnetic stripe reader.
   - **Pinpad**: Select to capture loyalty card data by swiping the loyalty card on a PINpad's magnetic stripe reader.
   - **Loyalty Card - Keyed**: Select to capture loyalty card data by keying them into the appropriate field(s) on the transaction page.
   - **Loyalty Card - MSR**: Select to capture loyalty card data by swiping the loyalty card on a magnetic stripe reader.
   - **Loyalty Card - Pinpad**: Select to capture loyalty card data by swiping the loyalty card on a PINpad's magnetic stripe reader.

2. Refer back to the previous procedure.
10.10.7 Payment Options: Cash

Do the following:

1. The following cash options may be available on your Payment Method (or Card Input Method) drop-down list. Select one:
   
   - Cash

2. Refer back to the previous procedure.
10.11 Payment Details Fields

The Payment method (e.g., credit or debit) determines what Payment fields are required to be filled during a transaction.

**Note:** The procedures for entering the Order ID and/or Customer ID are included in this section because these fields are common across most transactions. (Refer to the "Entering Payment Details: Order ID/Customer ID" procedure.)

- **Credit card:** Refer to the "Entering Payment Details: Credit Cards" procedure.
- **Debit card:** Refer to the "Entering Payment Details: Debit Cards" procedure.
- **Vault profile** (may use check or credit/debit card): Refer to the "Entering Payment Details: Vault Profiles" procedure.
- **ACH (Check):** Refer to the "Entering Payment Details: ACH Checks" procedure.

10.11.1 Entering Payment Details: Order ID / Customer ID

The Order ID and Customer ID are used to track financial transactions.

**Note:** For Re-Auth transactions, the Order ID field is labelled as **Reauth Order ID**.

To enter the ID(s):

1. Fill in the **Order ID** field, but note that if no value is keyed in, a unique ID will automatically be generated by **e-Select plus** and applied to the transaction.
   **Note:** If creating your own Order ID, ensure that it has never been used in the past. The ID may be up to 50 characters long, it may contain letters and numbers, and it may also contain the following special characters: - @ 

2. Optional: Fill in the **Customer ID** field.
   **Note:** This field may be up to 30 characters long, it may contain letters and numbers, and it may also contain the following special characters: - @ $ = /

3. Refer back to the previous procedure.
10.11.2 Entering Payment Details: Credit Cards

To enter the Payment details:

1. Go to the Payment Details section on the transaction page, and fill in as required the data fields that appear:
   a. Optionally fill in the **Order ID** field and/or the **Customer ID** field. (Refer to the “Entering Payment Details: Order ID / Customer ID” procedure.)
      
      **Note:** Not applicable for Vault profile updates.
   
   b. Fill in any other Payment Details fields if they appear:
      • **Amount**: Key in the dollar amount (#.##) of the transaction to be processed.
        
        **Note:** Not applicable for Vault profile updates.
      • **Card Verification Digits**: Key in the 3 or 4-digit code located at the back of the card near the signature line (sometimes the code is located on the front of the card). The Card Verification digits (CVD) are not part of the actual Account number itself.
        
        **Note:** Not applicable for Vault profile updates.
      • **Auth Code**: Key in the Authorization/Reference code of a transaction previously authorized on an IVR or equivalent terminal.
        
        **Note:** Applicable only for Voice Auth transactions.
      • **Convenience Fee**: A dollar amount auto-populates in this field once values have been keyed into the **Amount** field and the **Card Number** field.
        
        **Note:** Applicable only for Purchase transactions. (The Convenience Fee feature must be enabled.)
      • **Total Amount**: A dollar amount auto-populates this field. The Total Amount is the sum of the values in the **Amount** field and the **Convenience Fee** field.
        
        **Note:** Applicable only for Purchase transactions. (The Convenience Fee feature must be enabled.)
      • **Credit Card Number**: Key in the personal Account number printed on the card. Do not insert spaces when keying in the number.
        
        **Note:** Applicable only if **Keyed** is selected as card entry method.
      • **Expiration Date**: Key in the Expiry date printed on the card.
        
        **Note:** Applicable only if **keyed** is selected as card entry method.
      • **Statement Descriptor**: Key in any supplementary information about the transaction. This information will appear on the cardholder's credit card statement as an asterisk note appended to the merchant business name appearing on the statement.
        
        **Note:** Applicable only for Purchases, Authorizations, Voice Authorizations, and Independent Refunds (if supported on your store).
   
   c. Continue at step 2.

2. If the **ECI Indicator** drop-down list appears, select an appropriate transaction descriptor. (Refer to the “ECI Selection” procedure.)
   
   **Note:** Applicable only if **keyed** is selected as a card entry method.

3. Refer back to the transaction procedure.
**10.11.3 Entering Payment Details: Debit Cards**

To enter the Payment details:

1. Go to the Payment Details section on the transaction page, and fill in as required the fields that appear:
   a. Optionally fill in the **Order ID** field and/or the **Customer ID** field. (Refer to the "Entering Payment Details: Order ID / Customer ID" procedure.)
      
      **Note:** Not applicable for Vault profile updates.
   
   b. Fill in any other Payment Details fields if they appear:
      
      - **Amount:** Key in the dollar amount (#.#) of the transaction to be processed.
         
         **Note:** Not applicable for Vault profile updates.
      
      - **Cashback Amount:** The amount entered is added to the Purchase amount.
      
      - **Debit Card Number:**
         
         **Note:** Applicable only if Bill Payment - Pinless Debit is selected as Payment method.
      
      - **Presentation Type:** Identify the means by which the Card number was obtained (Telephone or Internet/VRU).
         
         **Note:** Applicable only if Bill Payment - Pinless Debit is selected as Payment method.
      
      - **Account/Invoice Number:** Key in the Account/Invoice number of the payment.
         
         **Note:** Applicable only if Bill Payment - Pinless Debit is selected as Payment method.
      
   c. Continue at step 2.

2. Refer back to the transaction procedure.
10.11.4 Entering Payment Details: Vault Profiles

To enter payment details from the Vault:

1. Go to the Payment Details section on the transaction page, and fill in as required the data fields that appear:
   a. Optionally fill in the Order ID field and/or the Customer ID field. (Refer to the “Entering Payment Details: Order ID / Customer ID” procedure.)
   b. Determine which profile you wish to retrieve.
   c. Key the profile's unique Data key into the Data Key field.
   d. Click the Verify Data Key button on the page.

   **Note:**
   - If the profile is set to use a credit card, the Credit Card Number and Expiry Date fields populate with the associated card data.
   - If the profile is set to use an ACH check, the Check Routing Number, Check Account Number, Check Number, Check Account Type fields and SEC Code drop-down list populate with the associated ACH check data.
   - If the Address Verification Service feature is enabled and Address data were entered for the profile, the Address Verification fields Address, Street Name, and Zip/Postal Code populate with the Address data.

   e. Fill in any other Payment Details fields if they appear:
      - **Amount:** Key in the dollar amount (#.##) of the transaction to be processed.
      - **Card Verification Digits:** Key in the 3 or 4-digit code located at the back of the card near the signature line (sometimes the code is located on the front of the card). The Card Verification digits (CVD) are not part of the actual Account number itself.
        **Note:** Applicable only if the Vault profile is set to use a credit card.
      - **Statement Descriptor:** Key in any supplementary information about the transaction. This information will appear on the cardholder's credit card statement.
        **Note:** Applicable only if the Vault profile is set to use a credit card.

   f. Continue at step 2.

2. If the ECI Indicator drop-down list appears, select an appropriate transaction descriptor. (Refer to the "ECI Selection" procedure.)
   **Note:** Not applicable for ACH transactions.

3. Refer back to the transaction procedure.
10.11.5 Entering Address Verification Details

This operation appends Address details to the transaction.

Note: It is strongly recommended that you include Address Verification (AVS) details with all of your manually input 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.

To enter Address Verification details:

1. Go to the Address Verification section on the transaction page, and fill in as required the data fields that appear on the transaction page:
   - **Street Number**: Key in the street number of the cardholder mailing address. (This number should be the same as that found on the cardholder/account statement for the card or check being used.)
   - **Street Name**: Key in the street name of the cardholder mailing address. (This name should be the same as that found on the cardholder/account statement for the card or check being used.)
     
     Note: If this is a PO Box address, select the PO Box checkbox.
   - **Zip / Postal Code**: Key in the zip or postal code of the cardholder mailing address. (This number should be the same as that found on the cardholder/account statement for the card being used.)

2. Refer back to the transaction procedure.

10.11.6 Entering Recurring Transaction Details

To enter Recurring details:

1. Go to the Recurring Details section on the transaction page, and do the following:
   a. Select a Bill Now radio button: Select YES (to begin billing right now), or select NO (to bill at a later time).
      - If you select YES, key the amount to be billed into the Bill Now Amount field.
   b. In the Recurring Amount field, key 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, key a number that defines the interval for a single billing of the card or ACH account. (E.g., If 8 is keyed in, billing will occur after eight undefined periods of time have elapsed. The periods of time are defined in step e.)
   e. From the Recur Every drop-down list, select the time frame (e.g., day(s), month(s), year(s), or end of the month) that defines the interval of a single billing of the card or ACH account. (E.g., If month(s) is selected, the card or ACH account will be billed once every "X" number of months. "X" is defined by what is keyed in for step d.)
      
      Note: If the end of the month option is selected, a single billing will occur on the last calendar day of the month every "X" number of months. "X" is defined by what is keyed in for step d. (E.g., if 8 was keyed in for step d, then billing will occur on the last calendar day of the month after eight months have elapsed.)
In the **Number of Recurs** field, key a number that defines how many times a card or ACH account should be billed not including the Bill Now option. (E.g., if 5 is keyed in, a single billing will occur five times at whatever interval was specified for steps d and e.)

2. Refer back to the transaction procedure.

### 10.11.7 Entering Payment Details: ACH Checks

**To enter the Payment details:**

1. **Select an SEC code from the SEC Code drop-down list.** (Refer to the "Selecting an SEC Code" procedure.)
   
   **Note:** This drop-down list may appear in the Payment Details section or the Payment Methods section on the transaction page.

   The page may reload.

2. Depending on your requirements, do one of the following:

   - To process the transaction using the Payment details from an existing Vault profile:
     
     **Note:** This option is available only if CCD, PPD, or WEB is selected as the SEC code during an ACH Purchase or ACH Credit transaction.

     a. Key the profile's Data key into the **Data Key** field.

     b. Click the **Verify Data Key** button.

     **Note:** The Check Routing Number, Check Account Number, and Check Number fields and the Check Account Type and SEC Code drop-down lists populate with the associated ACH check data from the profile.

     c. Continue at step 3.

   - To process the transaction by entering the Payment details manually, continue at step 3.

3. Go to the Payment Details section on the transaction page, and do the following:

   a. **Optionally fill in the Order ID field and/or the Customer ID field.** (Refer to the "Entering Payment Details: Order ID / Customer ID" procedure.)

   **Note:** Not applicable for Vault profile updates (i.e., editing details of a profile).

   b. Fill in these Payment Details fields if they appear:

      - **Amount**: Key in the dollar amount ($,##) of the transaction to be processed.

      **Note:** Not applicable for Vault profile updates (i.e., editing details of a profile).

      - **Convenience Fee**: A dollar amount auto-populates in this field once values have been keyed into the Amount field and the Card Number field.

      **Note:** Applicable only if the Convenience Fee feature is enabled. Not applicable for ACH Credit or Vault profile updates (i.e., editing details of a profile).

      - **Total Amount**: A dollar amount auto-populates this field. The Total Amount is the sum of the values in the Amount field and the Convenience Fee field.
Note: Applicable only if the Convenience Fee feature is enabled. Not applicable for ACH Credit or Vault profile updates (i.e., editing details of a profile).

- **Check Routing Number**: To locate this number, refer to "Check Data."
  
  **Note**: Not applicable if ARC, BOC, or POP is selected as the SEC code.

- **Check Account Number**: To locate this number, refer to "Check Data."
  
  **Note**: Not applicable if ARC, BOC, or POP is selected as the SEC code.

- **Check Number**: To locate this number, refer to "Check Data."
  
  **Note**: Not applicable if ARC, BOC, or POP is selected as the SEC code.

- **Driver's License/State**: Key in the cardholder's driver's licence, and select from the drop-down list the state/territory that issued the licence (as indicated on the licence)
  
  **Note**: Not applicable if CCD or WEB is selected as the SEC code. Not applicable for ACH Credit.

c. Select an account type (Checking or Savings) from the **Check Account Type** drop-down list.

d. Continue at step 4.

4. Click the **Verify Check Routing Number** button (near the bottom of the transaction page).

The page reloads, and the **Financial Institution** field now appears below the **Check Routing Number** field.

  **Note**: The name of the financial institution that issued the check appears in the **Financial Institution** field.

5. Refer back to the transaction procedure.
10.12 Order History

An Order History page is created for every financial transaction that is processed on e-Select plus. Every Order History is associated with an Order ID, which is entered or automatically generated at the time the transaction is being processed. (For information about the Order ID, refer to "Entering Payment Details: Order ID / Customer ID.")

**Note:** If the e-Fraud Protection features AVS and CVD are enabled (refer to "e-Fraud Protection" for more information) and the required data were entered in the appropriate field(s) at the time the transaction was processed, the validation responses are displayed on the transaction's Order History page in the e-Fraud Information area:

* **AVS Result:** (Address Verification Service) - Indicates the result of Address Verification if it was performed at the time of the transaction. This result indicates whether the street number, street name, or zip code data match the data that the issuer has on file.

* **CVD Result:** Indicates the result of Card Verification Digit authentication if it was performed at the time the transaction was processed. This result indicates whether the 3 or 4-digit CVD code, which usually appears near the signature line at the back of the card, matches the code that the issuer has on file.

* **CAVV Result:** (Verified by Visa) - Indicates the issuer's response regarding whether the CAVV value provided by the merchant is fully authenticated and valid. The CAVV value provided by the merchant may be indicative of 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 e-Select plus.

**Note:** If the Convenience Fee feature is enabled (Refer to "Convenience Fees" for more information), the following results are displayed on the transaction's Order History page in the Convenience Fee Information area:

* **Convenience Fee:** The amount (Convenience Fee) which was charged to the cardholder for the transaction.

* **Convenience Fee Rate:** This is the rate by which the Convenience Fee was calculated (i.e. the fixed or percentage value).

The Order History records any Action Item and/or follow-on transaction referenced to the original transaction.

**To view a transaction's Order History page...**

...From the Host Response page that opens following the submission of a transaction:

1. Click the **Order ID** hyperlink appearing on the transaction page.

2. For a listing of Action Items/applicable follow-on transactions that may be initiated from the Order History page including the instructions on how to initiate them, refer to "Action Items and Follow-Ons."

...From a Transaction Summary page of a report:

1. Generate a report. (Refer to the "Transactions and Batch Reports" section.)

2. Click on the **Order ID** hyperlink of the transaction in question.

3. For a listing of Action Items/applicable follow-on transactions that may be initiated from the Order History page (including the procedures for how to initiate them), refer to "Action Items and Follow-Ons."
10.13 Cardholder Prompts on i3070 PINpad

1. One or more of the prompts listed below may appear on the PINpad during the transaction:
   - If the $#.##-OK? prompt appears, the cardholder presses the $ key to confirm the displayed amount.
   - If the TIP? prompt appears, the cardholder enters a Tip amount in dollars or as a percentage. (Refer to the "Entering a Tip: Dollars or Percentage" procedure.)
   - If the ENTER PIN AND OK prompt appears, the cardholder enters their Personal Identification number. (Refer to the "Entering a PIN" procedure.)

2. Wait while the transaction is processed.
   Your computer screen page may reload.

3. Refer back to the transaction procedure.

10.13.1 Entering a Tip: Percentage or Dollars

If the TIP? prompt displays, the cardholder chooses whether to add a Tip to the Purchase amount.

1. The cardholder presses the $ key (YES) to add a Tip.
   - If TIP METHOD appears:
     - The cardholder presses the $ key ($) to add the Tip in dollars.
     - OR
     - The cardholder presses the < key (%) to add the Tip as a percentage.

     The TIP AMOUNT entry screen appears.

2. The cardholder keys in the Tip amount (in dollars or percentage if enabled) and presses the $ key.
   
   The $#.##-OK? prompt displays. (If there is a Tip, it is added to the original amount.)

3. The cardholder presses the $ key to accept the displayed amount.

4. Refer back to the "Cardholder Prompts on i3070 PINpad" procedure.
10.13.2 Entering a Tip: Dollar Amount

If the ENTER TIP AMOUNT prompt displays, the cardholder chooses whether to add a Tip to the Purchase amount.

1. The cardholder keys in a dollar amount and presses OK.
   PURCHASE $#.##-OK? appears. (If there is a Tip, it is added to the original amount.)

2. The cardholder presses OK to confirm the amount.

3. Refer back to the "Cardholder Prompts on i3070 PINpad" procedure.

10.13.3 Entering a PIN

The cardholder may be required to enter a Personal Identification number for debit cards.

When the ENTER PIN AND OK prompt appears on the PINpad:

1. The cardholder keys in their Personal Identification number (PIN) and presses the key.
   
   Note: Please respect the cardholder's privacy, and encourage them to protect their PIN.

2. Refer back to the "Cardholder Prompts on i3070 PINpad" procedure.
10.14 Selecting Search Criteria for Reports

When you initiate a Transaction or Batch report, use the available search criteria to narrow or widen the breadth of your search results. Different report types have different search criteria: There are criteria used specifically for Batches reports; there are criteria for Transactions reports; and there are criteria for Recurring transactions reports.

The procedures for selecting search criteria are listed below:

- **For Batches report criteria**, refer to the "Criteria for Batches Report" procedure.
- **For Transactions report criteria (including Vault and Recurring reports)**, refer to the "Criteria for Reports: Transactions/Vault/Recurring/Gift/Loyalty" procedure.
- **For Managing Recurring Transactions operations' criteria**, refer to the "Criteria for Managing Recurring Transactions" procedure.
- **For ACH Transactions report criteria**, refer to the "Criteria for ACH Status Report" procedure.

### 10.14.1 Criteria for Batches Report

The following search criteria apply only to reports initiated about Batches.

**To select criteria:**

1. Go to the **Date** section, and select date and/or specific time criteria:
   - To select a common date (e.g., Today, Yesterday, This Week, etc.):
     a. Select the radio button under **Date**.
     b. Select a date from the adjacent drop-down list (also under **Date**).
   - To select a more specific date and time:
     a. Select the **From/To radio** button.
     b. Select a date and time in the **From** drop-down list.
     c. Select a date and time in the **To** drop-down list.

2. To narrow the search by **Batch number**:
   a. Select the **Batch Number** checkbox.
   b. Key a Batch number into the **Batch Number** field.

3. To narrow the search by **Batch status**:
   a. Select the **Batch Status** checkbox.
   b. Select a batch status radio button (In Balance or Out of Balance).

4. To narrow the search by **Terminal ID**:
   a. Select the checkbox for the Terminal ID for which the report is to be generated.
5. To save your current search criteria, click the Save Settings button and continue at step 6; otherwise, refer back to the transaction procedure.

6. If you clicked the Save Settings button, a page opens to confirm that your settings were saved.

7. Refer back to the transaction procedure.


The following search criteria apply only to reports initiated about financial transactions, including gift /loyalty and Vault transactions.

**Note:**
- Some search options listed below may not be applicable to your report.
- To include information about Tip totals in the report (Tip must be enabled), select **Username** as one of your search criteria in step 5.

**To select criteria:**

1. Go to the Date section, and select date and/or specific time criteria:
   - To select a common date (e.g., Today, Yesterday, This Week, etc.):
     a. Select the radio button under Date.
     b. Select a date from the adjacent drop-down list (also under Date).
   - To select a more specific date and time:
     a. Select the From/To radio button.
     b. Select a date and time in the From drop-down list.
     c. Select a date and time in the To drop-down list.

2. To narrow the search by Transaction response:
   a. Go to the Transaction Response section.
   b. Select the Transaction Response checkbox.
   c. Select the checkbox(es) for Transaction response(s) that you wish to include in the report.

3. To narrow your search by Transaction type:
   a. Go to the Transaction Type section.
   b. Select the Transaction Type checkbox.
   c. Select the checkbox(es) for Transaction type(s) that you wish to include in the report.

4. To narrow the search by Payment Type:
a. Go to the Payment Type section.

b. Select the **Payment Type** checkbox.

c. Select the checkbox(es) for card types that you wish to include in the report.

5. To narrow the search by other criteria, go to the **Other Criteria** section:

   **Note:** If you have only partial data for any criterion, make sure to select the *begins with* or the *ends with* radio button.

   • To narrow the search by **Amount**:
     
     a. Select the **Amount** checkbox.

     • If a single field appears beside the **Amount** checkbox, key a dollar amount into the field.

     • If **From** and **To** fields appear beside **Amount** checkbox, specify a dollar amount range, or key the same amount into both fields to retrieve transactions for a specific amount.

     **Note:** If a Convenience Fee was applied to the transaction(s) for which you are searching, do not include the fee when you input the dollar amount. (For information about Convenience fees, refer to "Convenience Fees.")

   • To narrow the search by **Batch number**:
     
     a. Select the **Batch Number** checkbox.

     b. Key a Batch number into the **Batch Number** field.

   • To narrow the search by **Card number**:
     
     a. Select the **Card Number** checkbox.

     b. Key the first four and/or last four digits of the Card number into the **Card Number** field.

   • To narrow the search by **Customer ID**:
     
     a. Select the **Customer ID** checkbox.

     b. Key a Customer ID into the **Customer ID** field.

   • To narrow the search by **Data Key** (applicable to Vault transactions only):
     
     a. Select the **Data Key** checkbox.

     b. Key a Data Key into the **Data Key** field.

   • To narrow the search by **Order ID**:
     
     a. Select the **Order ID** checkbox.

     b. Key an Order ID into the **Order ID** field.

   • To narrow the search by **ECI** (Electronic Commerce Indicator):
     
     a. Select the **ECI** checkbox.

     b. Select an option from the **ECI** drop-down list.

   • To narrow the search by **Ticket number** (applicable to Group transactions only):
a. Select the **Ticket #** checkbox, and key in a Ticket number.

- To narrow the search by **User name**:
  a. Select the **Username** checkbox.
  b. Select a user name from the **Username** drop-down list.

6. Go to the Sort by section and select a sort order:

   a. Select a Date order from the **Sort Transactions by** (or **Sort Batches by**) drop-down list.
   b. To set the number of search hits appearing on a page, select an option from the **Rows per Page** drop-down list.
   c. Select an ascending/descending order from the **Sort Order** drop-down list.

7. To save your current search criteria, click the **Save Settings** button and continue at step 8; otherwise, refer back to the transaction procedure.

8. If you clicked the **Save Settings** button, a page opens to confirm that your settings were saved.

9. Refer back to the transaction procedure.

### 10.14.3 Criteria for Managing Recurring Transactions

The following search criteria apply only to the Managing Recurring Transactions operations. (For a full listing of available Recurring operations, refer to Managing Recurring Transactions.)

**To select search criteria:**

1. Go to the **Date** section, and select date criteria:

   - To narrow the search by the **Recurring Transaction Create date**:
     a. Select the **Date** checkbox.
     b. Select the **Create Date** checkbox.
     c. Select From/To dates from the adjacent **From**/**To** drop-down lists.

   - To narrow the search by the **Recurring Transaction Start date**:
     a. Select the **Date** checkbox.
     b. Select the **Start Date** checkbox.
     c. Select From/To dates from the adjacent **From**/**To** drop-down lists.

   - To narrow the search by the **Next Recurrence date**:
     a. Select the **Date** checkbox.
     b. Select the **Next Recur Date** checkbox.
c. Select From/To dates from the adjacent **From**/**To** drop-down lists.

- To narrow the search by the **Recurring Transaction End date**:
  a. Select the **Date** checkbox.
  b. Select the **End Date** checkbox.
  c. Select From/To dates from the adjacent **From**/**To** drop-down lists.

2. To narrow the search by other criteria, go to the **Other Criteria** section:
   
   **Note:** If you have only partial data to enter for any criterion, make sure to select the **begins with** or the **ends with** radio button.

- To narrow the search by **Amount**:
  a. Select the **Amount** checkbox.
  b. Specify a dollar amount range in the **From** and **To** fields beside the **Amount** checkbox, or key the same amount into both **From** and **To** fields to retrieve transactions for a specific amount.

- To narrow the search by **Customer ID**:
  a. Select the **Customer ID** checkbox.
  b. Key a Customer ID into the **Customer ID** field.

- To narrow the search by **Hold Status**:
  a. Select the **Hold Status** checkbox.
  b. Select the **On Hold** or **Active** radio button.

- To narrow the search by **Order ID**:
  a. Select the **Order ID** checkbox.
  b. Key an Order ID into the **Order ID** field.

- To narrow the search by **Payment type**:
  a. Select the **Payment Type** checkbox.
  b. Select a Payment type radio button.

3. Go to the **Sort By** section, and select a sort order:
   
   a. Select a sort order from the **Sort Transactions by** drop-down list.
   
   b. To set the number search hits appearing on a single page, select an option from the **Rows per page** drop-down list.

4. To save the current search criteria, click the **Save Settings** button, and continue at step 5; otherwise, refer back to the transaction procedure.

5. If you clicked the **Save Settings** button, a page opens to confirm that your settings were saved.

6. Refer back to the transaction procedure
10.14.4 Criteria for ACH Status Report

The following search criteria apply only to reports initiated about ACH transactions.

To select criteria:

1. To narrow the search by Status Date:
   a. Select the Status By Date checkbox.
   b. To select a common date (e.g., Today, Yesterday, This Week, etc.): Select the Today checkbox, and then select a date from the adjacent drop-down list.
      OR
      To select a more specific date and time: Select the From/To radio button, then select dates and times in the From and the To drop-down lists.

2. To narrow the search by Original Transaction Date, select the Original Transaction Date checkbox.
   a. Select the Original Transaction Date checkbox.
   b. To select a common date (e.g., Today, Yesterday, This Week, etc.): Select the Today checkbox, and then select a date from the adjacent drop-down list.
      OR
      To select a more specific date and time: Select the From/To radio button, then select dates and times in the From and the To drop-down lists.

3. To narrow the search by Check Status:
   a. Select the Check Status radio button.
   b. Select the checkbox(es) for Status result(s) that you wish to include in the report.

3. To narrow the search by Funding Status:
   a. Select the Funding Status radio button.
   b. Select the checkbox(es) for Status result(s) that you wish to include in the report.

4. To narrow the search by other criteria, go to the Other Criteria section:
   Note: If you have only partial data for any criterion, make sure to select the begins with or the ends with radio button.

   • To narrow the search by Amount:
     a. Select the Amount checkbox.
     b. Key a dollar amount into the Amount field.

       Note: If a Convenience Fee was applied to the transaction for which you are searching, do not include the fee when you input the dollar amount. (For information about convenience fees, refer to "Convenience Fees.")

   • To narrow the search by Batch number:
     a. Select the Batch Number checkbox.
b. Key a Batch number into the **Batch Number** field.

- **To narrow the search by Customer ID:**
  a. Select the **Customer ID** checkbox.
  b. Key a Customer ID into the **Customer ID** field.

- **To narrow the search by Order ID:**
  a. Select the **Order ID** checkbox.
  b. Key an Order ID into the **Order ID** field.

- **To narrow the search by SEC Code:**
  a. Select the **SEC Code** checkbox, and select an option from the drop-down list.

5. Go to the Sort by section and select a sort order:

  a. Select an order from the **Sort Transactions by** (or **Sort Batches by**) drop-down list.

  b. To set the number of search hits appearing on a page, select an option from the **Rows per Page** drop-down list.

  c. Select an ascending/descending order from the **Sort Order** drop-down list.

6. To save your current search criteria, click the **Save Settings** button and continue at step 7; otherwise, refer back to the transaction procedure.

7. If you clicked the **Save Settings** button, a page opens to confirm that your settings were saved.

8. Refer back to the transaction procedure.
11 Gift/Loyalty Programs

11.1 Gift Transactions

GIFT is an optional component of the Merchant Resource Center. With Gift enabled, you can process Ernex program gift transactions. (Gift cards store dollars that can be used to purchase goods and services.)

- For more information about how to use gift cards, refer to "Using Gift Cards."
- For instructions about how to process specific transactions refer to the transactions listed below.

If your store is enabled for gift, the ERNEX item appears in the main menu bar as pictured here:

<table>
<thead>
<tr>
<th>MY ACCOUNT</th>
<th>ADMIN</th>
<th>REPORTS</th>
<th>TERMINAL</th>
<th>ACH</th>
<th>RECUR</th>
<th>ERNEX</th>
<th>VAULT</th>
<th>MAIN</th>
<th>LOGOUT</th>
</tr>
</thead>
<tbody>
<tr>
<td>HELP</td>
<td>activate</td>
<td>deactivate</td>
<td>balance inquiry</td>
<td>purchase</td>
<td>preauth</td>
<td>capture</td>
<td>void</td>
<td>refund</td>
<td>independent refund</td>
</tr>
</tbody>
</table>
11.1.1 Using Gift Cards

Gift cards store dollars that can be used to pay for goods and services. To accept gift cards, you must have the Gift Transactions feature enabled on your store.

The following table outlines gift functionality:

**Note:** Available gift functionality is dependent on the program enabled for your store.

<table>
<thead>
<tr>
<th>ADMINISTRATIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• To activate a gift card, process an Activate transaction.</td>
</tr>
<tr>
<td>• To deactivate a gift card, process a Deactivate transaction.</td>
</tr>
<tr>
<td>• To view a gift card Balance, process a Balance Inquiry transaction.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADDING DOLLARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process an Activation transaction using a reloadable gift card</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>USING DOLLARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process a gift Purchase.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RESTORING DOLLARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reverse a gift Purchase by processing any of the following:</td>
</tr>
<tr>
<td>• gift Void</td>
</tr>
<tr>
<td>• gift Refund</td>
</tr>
<tr>
<td>• gift Independent Refund</td>
</tr>
</tbody>
</table>
11.1.2 Gift Purchase

This transaction removes dollars stored on a gift card to pay for goods/services.

**Note:** Mandatory fields are bolded on the Merchant Resource Center interface.

To process the transaction:

1. Click on **ERNEX** in the main menu bar.
   The **sub-menu** bar populates with Gift items (including Loyalty if enabled).

2. Click on **purchase** in the sub-menu bar.
   The Purchase page opens.
   - If the Transaction Type drop-down list appears, select Dollar Value Purchase/Redemption.

3. Key the transaction amount into the **Total Amount** field, and click the **Next** button.
   The page reloads; Payment Method options appear.

4. **Optionally fill in the Order ID field and/or the Customer ID field.** (Refer to "Entering Payment Details: Order ID/Customer ID.")

5. **Select a Card Entry method from the drop-down list.** (Refer to the "Payment Options: Gift" procedure.)
   The page may reload.
   - To check the remaining balance on a gift card, click the **Gift Card Balance Inquiry** button. (Continue in the "Balance Inquiry" procedure at step 3.)

6. Enter the gift card data (means of entry as selected in step 5):

<table>
<thead>
<tr>
<th>SWIPE (ON PINPAD)</th>
<th>SWIPE (ON MSR)</th>
<th>MANUALLY ENTER (KEYED)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Click the <strong>Swipe Gift Card</strong> button on your computer screen. The page reloads.</td>
<td>a. Click the <strong>Swipe Gift Card</strong> button on your computer screen. The page reloads.</td>
<td>a. Key the card Account number into the <strong>Gift Card Number</strong> field, and click the <strong>Next</strong> button. The page reloads.</td>
</tr>
<tr>
<td>b. When SWIPE CARD appears on the i3070 PINpad, swipe the card on the PINpad's magnetic stripe reader.</td>
<td>b. When the &quot;swipe gift /loyalty card&quot; (or similar) message appears on your computer screen, swipe the card on the magnetic stripe reader. The page reloads.</td>
<td>b. Continue at step 7.</td>
</tr>
</tbody>
</table>

7. Key the Card Validation code into the **CVC** field.
   **Note:** The code is a 3- or 4-digit number printed on the card. The CVC is not part of the actual card number itself.
   - If a field other than the one listed in the previous step appears, key in the required data.
   **Note:** The name of the "x" field is variable and dependent on your program setup.

8. Click the **Process** button.

9. Wait while e-Select plus communicates with the Moneris/Ernex Host.
   The Host's response page opens.
10. Depending on your requirements, do one of the following:

- **To process receipts without awarding loyalty points**, refer to the "Receipt Processing" procedure.
- To award loyalty points:
  a. Go to the Action Items section on the page, and click the **Add Loyalty** button.
  b. **Continue in the "Loyalty Purchase" procedure beginning at step 3.**

### 11.1.3 Gift Void

The gift Void cancels an existing gift transaction if the transaction is in an open batch. The dollars that were used for the original transaction are restored to the gift card that was entered. The Gift Void must be for 100% of the original transaction amount.

**Note:** Mandatory fields are bolded on the Merchant Resource Center interface.

To process the transaction:

1. Click on **ERNEX** in the **main menu bar**.
   The **sub-menu** bar populates with Gift items (including Loyalty if enabled).

2. Click on **void** in the sub-menu bar.
   The Void page opens.

3. Locate the Order ID on the original gift transaction receipt, and key it into the **Order ID** field.
   **Note:** If you have only a partial ID, select also the **begins with** or **ends with** radio button.

4. Click the **Locate Transaction** button.
   - If a transactions list appears, click the **Void** button beside the gift transaction to be reversed.
   The Transaction Details page opens.

5. Key the Card Validation code into the **CVC** field.
   **Note:** The code is a 3- or 4-digit number printed on the card. The CVC is not part of the actual card number itself.
   - If a field other than the one listed in the previous step appears, key in the required data.
   **Note:** The name of the "x" field is variable and dependent on your program setup.

6. Click the **Process** button.
   *e-Select plus* communicates with the Moneris/Ernex Host, and then the Host's response page opens.

7. **Process receipts.** (Refer to the "Receipt Processing" procedure.)
11.1.4 Gift Refund

The gift Refund reverses an existing Ernex gift transaction if the transaction is in a closed batch. The dollars that were used for the original transaction are restored to the gift card that was entered. The gift Refund must be for 100% of the original transaction amount.

Note: Mandatory fields are bolded on the Merchant Resource Center interface.

To process the transaction:

1. Click on ERNEX in the main menu bar.
   The sub-menu bar populates with Gift items (including Loyalty if enabled).

2. Click on refund in the sub-menu bar.
   The Refund page opens.

3. Locate the Order ID on the original gift transaction receipt, and key it into the Order ID field.
   Note: If you have only a partial ID, also select the begins with or ends with radio button.

4. Click the Locate Transaction button.
   • If a transaction list appears, click the Refund button appearing beside the transaction to be reversed.
     The Transaction Details page opens.

5. Key the Card Validation code into the CVC field.
   Note: The code is a 3- or 4-digit number printed on the card. The CVC is not part of the actual card number itself.
   • If a field other than the one listed in the previous step appears, key in the required data.
     Note: The name of the "x" field is variable and dependent on your program setup.

6. Click the Process button.
   e-Select plus communicates with the Moneris/Ernex Host, and then the Host's response page opens.

7. Process receipts. (Refer to the "Receipt Processing" procedure.)
   • If there is an associated loyalty transaction to be reversed, follow the "Loyalty Independent Refund" procedure.
11.1.5 Gift Independent Refund

The gift Independent Refund reverses a non-referenced gift transaction.

Note: Mandatory fields are bolded on the Merchant Resource Center interface.

To process this transaction:

1. Click on ERNEX in the main menu bar.
   The sub-menu bar populates with Gift items (including Loyalty if enabled).

2. Click on independent refund in the sub-menu bar.
   The Independent Refund page opens.

3. Select a Card Entry method from the drop-down list. (Refer to the "Payment Options: Gift" procedure.)
   The page may reload.

4. Optionally fill in the Order ID field and/or the Customer ID field. (Refer to "Entering Payment Details: Order ID/Customer ID.")

5. Enter the gift card data (means of entry as selected in step 3):

<table>
<thead>
<tr>
<th>SWIPE (ON PINPAD)</th>
<th>SWIPE (ON MSR)</th>
<th>MANUALLY ENTER (KEYED)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Click the Swipe card button on your computer screen. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. When SWIPE CARD appears on the i3070 PINpad, swipe the card on the PINpad's magnetic stripe reader.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Continue below at step 6.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Click the Swipe Card button on your computer screen. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. When the &quot;swipe gift /loyalty card&quot; (or similar) message appears on your computer screen, swipe the card on the MSR. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Continue below at step 6.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Key the card Account number into the Card Number field, and click the Next button. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Continue below at step 6.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. Fill in the following fields if they appear on the transaction page:
   
   Note: The fields that appear are dependent on your store's program setup.

   - **Refund Amount**: Key in the amount to be refunded (#.##).
   - **Reference Number**: Key in the Reference number appearing on the original gift Purchase receipt.
   - **CVC**: Key in the 3- or 4-digit Card Validation code printed on the card.
     
     Note: The CVC is not part of the actual card number itself.
   - If a field other than any of the ones listed above appears, key in the required data.
     
     Note: The name of the "x" field is variable and dependent on your program setup.

7. Click the Process button.
   e-Select plus communicates with the Moneris/Ernex Host, and then the Host's response page opens.

8. Process Receipts. (Refer to the "Receipt Processing" procedure.)
11.2 Loyalty Transactions

LOYALTY is an optional component of the Merchant Resource Center. If your store is enabled for Loyalty, you can process Ernex program loyalty transactions from the Merchant Resource Center.

Loyalty cards store points that can be redeemed for other goods and services.

- For information about points redemption, refer to "About Redemptions."
- For information about how to use loyalty cards, refer to "Using Loyalty Cards."
- For instructions about how to process specific loyalty transactions, refer to the transactions listed below.

If Loyalty is enabled on your store, the ERNEX menu item appears on the main menu bar as pictured here:

The following loyalty transactions may be initiated:

Note: The available transactions and functionality are subject to the program setup for which your store is enabled.

- Redeem Points (Refer to "Manually Redeeming Points.")
- Accumulate Points (Refer to "Loyalty Purchase.")
- Void (Refer to "Loyalty Void.")
- Refund (Refer to "Loyalty Refund.")
- Authorization (Refer to "Loyalty Authorization.")
- Capture (Refer to "Loyalty Capture.")
- Redeem (Refer to "Coupon Validation.")
- Independent Refund (Refer to "Loyalty Independent Refund.")
- Activate (Refer to "Activating a Card.")
- Deactivate (Refer to "Deactivating a Card.")
- Balance Inquiry (Refer to "Balance Inquiry.")
11.2.1 Using Loyalty Cards

To accept loyalty cards, you must have the Loyalty Transactions feature enabled on your store. Points are added or used, or removed from loyalty cards depending on the transaction processed.

The following table outlines basic loyalty functionality:

| ADMINISTRATIVE | • To activate a loyalty card, process an Activation transaction. |
|                | • To deactivate a loyalty card, process a Deactivate transaction. |
|                | • To view a loyalty card Balance, process a Balance Inquiry transaction. |

| ADDING POINTS | Process any of the following transactions: |
|              | • loyalty Purchase |
|              | • loyalty Pre-Auth (allocates points) and then complete with a loyalty Capture (awards points) |

| USING POINTS | • Process a loyalty Redemption transaction. |
|             | • Coupon Validation* |

| RESTORING POINTS | Reverse a Manual Redemption transaction with: |
|                 | • loyalty Void (open batch) |
|                 | • Merchant Web Portal (closed batch), visit: www.moneris.com/loyaltycard/merchant |

| REMOVING POINTS | Reverse a loyalty Capture or loyalty Purchase with: |
|                | • loyalty Void (open batch) |
|                | • loyalty Refund (closed batch) |
|                | • loyalty Independent Refund |

*Uses points from coupon.
11.2.2 About Redemptions

Depending on your loyalty program setup, loyalty redemptions may be done automatically or manually.

11.2.2.1 Redeeming Points Automatically

If your Loyalty program has been set up for Automatic Redemption, points are automatically redeemed when a cardholder reaches the configured Reward Threshold Level, at which point a Reward Coupon is generated by e-Select plus.

**Note:** If a cardholder’s points balance surpasses the Reward Threshold Level multiple times in one transaction (e.g. the Reward Threshold Level is 200 and the cardholder makes a $400 purchase with a Points Earning Rate of $1 = 1 point, meaning they have earned 400 points), e-Select plus will redeem points for only one Reward and print only one Reward Coupon. In the above example, the remaining coupons will be generated in increments of the Reward Threshold Level during subsequent transactions with the same card.

11.2.2.2 Redeeming Points Manually

If your Loyalty program has been set up for Manual Redemption, a manual Redemption may be initiated at the cardholder's request. (Refer to the "Manually Redeeming Loyalty Points" procedure.)

11.2.3 Using Loyalty Coupons

Depending on your Loyalty program setup, loyalty coupons may print on receipts following an auto-Redemption. (For information, refer to "About Redemptions.")

- To redeem a loyalty coupon, refer to the "Coupon Validation" procedure.

11.2.4 Manually Redeeming Loyalty Points

Follow the steps below to manually initiate a Redemption at the cardholder’s request.

**Note:** Mandatory fields are bolded on the Merchant Resource Center interface.

**To process the transaction:**

1. Click on ERNEX in the main menu bar.
   The sub-menu bar populates with Loyalty items (including Gift if enabled).

2. Click on purchase in the sub-menu bar.
   The Purchase page opens.
   - If the Transaction Type drop-down list appears, do one of the following depending on the card type being entered:
     - To redeem points for goods/services valued in points, select Points Value Purchase/Redemption
     - To redeem points for goods/services valued in dollars, select Dollar Value Purchase/Redemption.
3. Key the transaction amount into the **Amount** field (see note), and click the **Next** button.

**Note:**
- If the **Total Amount** field appears, key in a dollar value (#.##) to be redeemed.
- If the **Points to Redeem** field appears, key in the number of points to be redeemed.

The page reloads; Payment Method options appear.

4. Optionally fill in the **Order ID** field and/or the **Customer ID** field. (Refer to "Entering Payment Details: Order ID/Customer ID").

5. Select a loyalty Card Entry method from the drop-down list. (Refer to the "Payment Option: Loyalty" procedure.)

The page may reload.

- To check the remaining balance on a loyalty card, click the **Loyalty Card Balance Inquiry** button. (Continue at step 3 of the "Balance Inquiry" procedure.)

6. Enter the loyalty card data (means of entry selected in step 5):

<table>
<thead>
<tr>
<th>SWIPE (ON PINPAD)</th>
<th>SWIPE (ON MSR)</th>
<th>MANUALLY ENTER (KEYED)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Click the <strong>Swipe Loyalty Card</strong> button on your computer screen. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. When SWIPE CARD appears on the 33070 PINpad, swipe the card on the PINpad's magnetic stripe reader.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Continue below at step 7.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Click the <strong>Swipe Loyalty Card</strong> button on your computer screen. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. When the &quot;swipe gift /loyalty card&quot; (or similar) message appears on your computer screen, swipe the card on the magnetic stripe reader. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Continue below at step 7.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Key the card number into the <strong>Loyalty Card Number</strong> field, and click the <strong>Next</strong> button. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Continue below at step 7.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. Fill in the following fields (if they appear) as instructed:

**Note:** Fields are displayed according to the loyalty program for which your store is enabled.

- **Bonus Code:** Leave this field empty.
- **Pre-Tax Amount:** Leave this field empty.
- **Benefit:** Leave this field empty.
- If a field other than any of the ones listed above appears, key in the required data.

**Note:** The name of the "x" field is variable and dependent on your program setup.

8. Click the **Process** button.

9. Wait while e-Select plus communicates with the Moneris/Ernex Host. The Host's response page opens.

10. Depending on your requirements, do one of the following:
• To process receipts without awarding loyalty points, refer to the "Receipt Processing" procedure.

• To award loyalty points:
  a. Go to the Action Items section on the page, and click the Add Loyalty button.
  b. Continue in the "Loyalty Purchase" procedure beginning at step 3.

11.2.5 Loyalty Purchase

Follow the steps below to award points to a Loyalty card when the cardholder makes a purchase by credit card, debit card, or cash.

Note: Mandatory fields are bolded on the Merchant Resource Center interface.

To process the transaction:

1. Submit a financial transaction (e.g., debit/credit).

2. When the Host response page opens, click the Loyalty (or Add Loyalty) button that displays in the Action Items section of the page.
   The page reloads.

3. Optionally fill in the Order ID and/or the Customer ID field. (Refer to "Entering Payment Details: Order ID/Customer ID.")

4. Select a loyalty Card Entry method from the drop-down list. (Refer to the "Payment Options: Loyalty" procedure.)
   The page may reload.

5. Enter the loyalty card data (means of entry as selected in step 4):

<table>
<thead>
<tr>
<th>SWIPE (ON PINPAD)</th>
<th>SWIPE (ON MSR)</th>
<th>MANUALLY ENTER (KEYED)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Click the Swipe Card button on your computer screen. The page reloads.</td>
<td>a. Click the Swipe Card button on your computer screen. The page reloads.</td>
<td>a. Key the card Account number into the Card Number field, and click the Next button. The page reloads. Continue at step 6.</td>
</tr>
<tr>
<td>b. When SWIPE CARD appears on the i3070 PINpad, swipe the card on the PINpad's magnetic stripe reader.</td>
<td>b. When the “swipe card” (or similar) message appears on your computer screen, swipe the card on the magnetic stripe reader. The page reloads.</td>
<td></td>
</tr>
</tbody>
</table>

6. Fill in the following fields if they appear on the transaction page:

   Note: Fields are displayed according to the loyalty program for which your store is enabled.

• Amount: Key in the total transaction dollar amount (#.#) including any tax and tip.

• Bonus Code: Key in the appropriate bonus code to award bonus points. (Leave this field blank if no bonus points are to be awarded.)
• **Pre-Tax Amount:** Key in the dollar amount (#.##) for which points are to be awarded excluding tax and tip.

• **Benefit:** (the text of this field may be variable and dependent on your program setup): Key in the dollar amount (#.##) excluding any tax and tip for which points are to be awarded.

• If a field other than any of the ones listed above appears, key in the required data.

  **Note:** The name of the "x" field is variable and dependent on your program setup.

7. Click the **Process** button.

8. Wait while *e-Select plus* communicates with the Moneris/Ernex Host. The Host's response page opens.

9. **Process receipts.** (Refer to the "Receipt Processing" procedure.)

**IMPORTANT!** Loyalty coupons and/or important customer messages may appear on receipts. To ensure that the cardholder receives this information, ensure that the cardholder receives the transaction receipt.

### 11.2.6 Loyalty Void

The loyalty Void reverses an existing loyalty transaction if it is in an open batch.

- To void a loyalty transaction associated with a voided financial transaction, refer to the “Voiding Loyalty Transaction Associated with Voided Financial Transaction” procedure.

- To void a manual Redemption transaction, refer to the "Voiding a Manual Redemption Transaction" procedure.

#### 11.2.6.1 Voiding Loyalty Transaction Associated with Voided Financial Transaction

**Note:** Mandatory fields are bolded on the Merchant Resource Center interface.

To process the transaction:

1. Void the associated financial transaction (e.g., debit/credit).

2. When the Host's response page opens, click the **Loyalty** button in the Action Items section of the page. *e-Select plus* communicates with the Moneris/Ernex Host, and then the Host's response page opens.

3. **Process receipts.** (Refer to the "Receipt Processing" procedure.)
11.2.6.2 Voiding a Manual Redemption Transaction

Note: Mandatory fields are bolded on the Merchant Resource Center interface.

1. Click on ERNEX in the main menu bar.
   The sub-menu bar populates with Loyalty items (including Gift if enabled).

2. Click on void in the sub-menu bar.
   The Void page opens.

3. Locate the Order ID on the original loyalty transaction receipt, and key it into the Order ID field.
   Note: If you have only a partial ID, select the begins with or ends with radio button.

4. Click the Locate Transaction button.
   • If a transaction list appears, click the Void button appearing beside the transaction to be reversed.
   The Transaction Details page opens.

5. Fill in the following fields (if they appear) as instructed:
   Note: The appearance of the field is dependent on the loyalty program for which your store is enabled.

   • If the Bonus Code field appears, leave it blank.
   • If a field other than the one listed above appears, key in the required data.
     Note: The name of the "x" field is variable and dependent on your program setup.

6. Click the Process button.
   e-Select plus communicates with the Moneris/Ernex Host, and then the Host's response page opens.

7. Process receipts. (Refer to the "Receipt Processing" procedure.)
11.2.7 Loyalty Refund

This procedure reverses a loyalty transaction if it is in a closed batch.

- To refund a loyalty transaction associated with a refunded financial transaction, refer to the "Reversing Loyalty Transaction Associated with Refunded Financial Transaction" procedure.

- To refund a manual Redemption transaction, refer to the "Refunding a Manual Redemption Transaction" procedure.

11.2.7.1 Reversing Loyalty Transaction Associated with Refunded Financial Transaction

Note: Mandatory fields are bolded on the Merchant Resource Center interface.

To process the transaction:

1. Refund the associated transaction (e.g., debit/credit, or gift).

2. When the Host's response page opens, click the Loyalty button in the Action Items section of the page. The page reloads.

3. Fill in as required any fields that appear on the transaction page:

   - **Bonus Code**: To remove any bonus points awarded on the Purchase, key in the appropriate bonus code. OR To leave the bonus points on the card, leave this field blank.

   - **Total Amount**: Key in the total dollar amount (#.##) to be refunded. (This amount can be a partial amount of the original Purchase.)

   - **Pre-Tax Amount**: Key in the dollar amount (#.##) excluding any tax and tip for which regular points are to be deducted.

   - **Benefit**: (the text of this field may be variable and dependent on your program setup): Key in the dollar amount (#.##) excluding any tax and tip for which regular points are to be deducted.

   - **Reference Number**: Key in the Loyalty reference number appearing on the original receipt.

   - If a field other than any of the ones listed above appears, key in the required data.

   Note: The name of the "x" field is variable and dependent on your program setup.

4. Process receipts. (Refer to the "Receipt Processing" procedure.)

11.2.7.2 Refunding a Redemption Transaction

11.2.8 Loyalty Independent Refund

The Independent Refund reverses a non-referenced loyalty transaction.

Note: Mandatory fields are bolded on the Merchant Resource Center interface.

To process this transaction:

1. Click on ERNEX in the main menu bar.
   The sub-menu bar populates with Loyalty items (including Gift if enabled).

2. Click on independent refund in the sub-menu bar.
   The Independent Refund page opens.

3. Select a Card Entry method from the drop-down list. (Refer to the "Payment Options: Loyalty" procedure.)
   The page may reload.

4. Optionally fill in the Order ID field and Customer ID field. (Refer to the "Entering Payment Details: Order ID/Customer ID" procedure.)

5. Enter the card data (means of entry as selected in step 3):

<table>
<thead>
<tr>
<th>SWIPE (ON PINPAD)</th>
<th>SWIPE (ON MSR)</th>
<th>MANUALLY ENTER (KEYED)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Click the Swipe card button on your computer screen. The page reloads.</td>
<td>a. Click the Swipe Card button on your computer screen. The page reloads.</td>
<td>a. Key the card Account number into the Card Number field, and click the Next button. The page reloads.</td>
</tr>
<tr>
<td>b. When SWIPE CARD appears on the i3070 PINpad, swipe the card on the PINpad's magnetic stripe reader.</td>
<td>b. When the &quot;swipe gift /loyalty card&quot; (or similar) message appears on your computer screen, swipe the card on the MSR.</td>
<td>b. Continue below at step 6.</td>
</tr>
</tbody>
</table>

6. Fill in the following fields if they appear on the transaction page:

   Note: Fields are displayed according to the loyalty program for which your store is enabled.

   - **Bonus Code**: To remove any bonus points awarded on the Purchase, key in the appropriate bonus code (see the Loyalty card Purchase receipt). OR To leave the bonus points on the card, leave this field empty.
   - **Reference Number**: Key in the Loyalty reference number appearing on the Loyalty Purchase receipt.
   - **Refund Amount**: Key in the total dollar amount (#.##) to be refunded. (This amount can be a partial amount of the original Purchase.)
   - **Pre-Tax Amount**: Key in the dollar amount (#.##) excluding any tax and tip for which regular points are to be deducted.
   - **Benefit**: (the text of this field may be variable and dependent on your program setup): Key in the dollar amount excluding any tax and tip for which points are to be deducted.
   - If a field other than any of the ones listed above appears, key in the required data.

   Note: The name of the "x" field is variable and dependent on your program setup.
7. Click the Process button. 
   e-Select plus communicates with the Ernex Host, and then the Host's response page opens.

8. Process Receipts. (Refer to the "Receipt Processing" procedure.)

### 11.2.9 Loyalty Pre-Authorization

After you process a credit/debit card Pre-Authorization for a cardholder, follow the steps below to allocate points to a Loyalty card.

**Note:** Mandatory fields are bolded on the Merchant Resource Center interface.

**To process the transaction:**

1. Submit a (e.g., debit/credit, gift, or cash) transaction.

2. When the Host's response page opens, click the Loyalty button in the Action Items section of the page.

3. Select a Card Entry method from the drop-down list. (Refer to the "Payment Options: Loyalty" procedure.)
   The page may reload.

4. Optionally fill in the Order ID field and/or Customer ID field. (Refer to the "Entering Payment Details: Order ID/Customer ID" procedure.)

5. Enter the loyalty card data (means of entry as selected in step 3):

<table>
<thead>
<tr>
<th>SWIPE (ON PINPAD)</th>
<th>SWIPE (ON MSR)</th>
<th>MANUALLY ENTER (KEYED)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Click the Swipe Card button on your computer screen. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. When SWIPE CARD appears on the i3070 PINpad, swipe the card on the PINpad's magnetic stripe reader.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Continue below at step 6.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Click the Swipe Card button on your computer screen. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Swipe the card on the magnetic stripe reader. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Continue below at step 6.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Key the card Account number into the Card Number field, and click the Next button. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Continue below at step 6.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. Fill in as required any fields that appear on the transaction page:

   **Note:** Fields are displayed according to the loyalty program for which your store is enabled.

   - **Amount:** Key in the total transaction dollar amount (#.##) including any tax and tip.
   - **Pre-Tax Amount:** Key in the dollar amount (#.##) for which points are to be awarded excluding tax and tip.
   - **Bonus Code:** Key in the appropriate bonus code to award bonus points. (Leave this field empty if no bonus points are to be awarded.)
   - **Benefit** (the text of this field may be variable and dependent on your program setup): Key in the dollar amount for which points are to be awarded excluding tax and tip.
• If a field other than any of the ones listed above appears, key in the required data.

Note: The name of the "x" field is variable and dependent on your program setup.

7. Click the **Process** button.
   The Moneris/Ernex Host's response page opens.

8. **Process receipts.** (Refer to the "Receipt Processing" procedure.)

   **IMPORTANT!** Loyalty coupons and/or important customer messages may appear on receipts. To ensure that the cardholder receives this information, ensure that the cardholder receives the transaction receipt.

### 11.2.10 Loyalty Capture

Follow the steps below to award the loyalty points that were allocated to a loyalty card during the loyalty Authorization.

**Note:** Mandatory fields are bolded on the Merchant Resource Center interface.

To process the transaction:

1. Capture the associated debit/credit Authorization for which the loyalty points were allocated. (Refer to the "Capture" procedure.)

2. When the Host's response page opens, click the **Loyalty** button in the Action Items section of the page.
   The page reloads.

3. Fill in the fields that appear:

   **Note:** Fields are displayed according to the loyalty program for which your store is enabled.

   • **Pre-Tax Amount:** Key in the dollar amount for which points are to be awarded (excluding tax and tip).

   • **Bonus Code:** Key in the appropriate bonus code to award bonus points. (Leave this field empty if no bonus points are to be awarded.)

   • If a field other than any of the ones listed above appears, key in the required data.

   **Note:** The name of the "x" field is variable and dependent on your program setup.

4. Click the **Process** button to submit the transaction.

   *Select plus* communicates with the Moneris/Ernex Host, and then the Host's response page opens.

5. **Process receipts.** (Refer to the "Receipt Processing" procedure.)
11.3 Other Gift/Loyalty Transactions

11.3.1 Balance Inquiry

The Balance Inquiry retrieves balance details about a gift or loyalty card.

*Note:* Mandatory fields are bolded on the Merchant Resource Center interface.

To process the transaction:

1. Click on **ERNEX** in the main menu bar.
   The sub-menu bar populates with Gift /Loyalty items.

2. Click on **Balance Inquiry** in the sub-menu bar.
   The Balance Inquiry page opens.

3. Select a Card Entry method from the drop-down list:
   - **Gift Card:** Refer to the "Payment Option: Gift" procedure.
   - **Loyalty Card:** Refer to the "Payment Option: Loyalty" procedure

   The page may reload.

4. Enter the gift/loyalty card data (means of entry as selected in step 3):

<table>
<thead>
<tr>
<th>SWIPE (ON PINPAD)</th>
<th>SWIPE (ON MSR)</th>
<th>MANUALLY ENTER (KEYED)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Click the <strong>Swipe Card</strong> button on your computer screen. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. When SWIPE CARD appears on the i3070 PINpad, swipe the card on the PINpad's magnetic stripe reader.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Continue below at step 5.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Click the <strong>Swipe Card</strong> button on your computer screen. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Swipe the card on the magnetic stripe reader. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Continue below at step 5.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Key the card Account number into the <strong>Card Number</strong> field, and click the Next button. The page reloads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Continue below at step 5.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Depending on the card type entered, do one of the following:
   - **Gift cards:**
     a. Key in the 3- or 4-digit Card Verification code (CVC) printed on the card.
     *Note:* The CVC is not part of the actual card number itself.
   - **Loyalty cards:**

6. Click the **Next** button.
7. e-Select plus communicates with the Moneris/Ernex Host, and then the Host's response page opens.

8. The following results should display:
   - Gift cards:
     - **Balance**: Current dollar amount stored on the card.
     - **Lifetime Balance**: This is the current lifetime balance for the card. (Not all programs maintain a lifetime balance. Some programs use this field as an annual balance.)
   - Loyalty cards:
     - **Current Points Balance**: Current balance on card including newly earned points.
     - **Lifetime Points Balance**: Total points earned on the card.
     - **Card Status**: Displays "Activated" or "Deactivated."

### 11.3.2 Activating a Card

This transaction activates a gift or loyalty card (cards must be activated before they can be used). The Activate transaction changes a gift/loyalty card's status from "new" to "activated." This transaction can also be used to reload an eligible gift card.

**Note:** Mandatory fields are bolded on the Merchant Resource Center interface.

**To process the transaction:**

1. Click on ERNEX in the main menu bar. The sub-menu bar populates with Gift/Loyalty items.
2. Click on activate in the sub-menu bar. The Activate page opens.
3. Select a Card Entry method from the drop-down list:
   - **Gift Card**: Refer to the "Payment Option: Gift" procedure.
   - **Loyalty Card**: Refer to the "Payment Option: Loyalty" procedure.

   The page may reload.

4. **Optionally fill in the Order ID field and Customer ID field.** (Refer to the "Entering Payment Details: Order ID/Customer ID" procedure.)

5. Enter the gift/loyalty card data (means of entry as selected in step 3):
6. Depending on the card type being activated, do one of the following:

- **Gift cards:**
  
  a. Fill in the following fields if they appear on the transaction page:

  - **CVC:** Key in the 3- or 4-digit Card Validation code printed on the card.
  
    **Note:** The CVC is not part of the actual card number itself.

  - **Activation Amount:** Key in the amount (#.##) to be loaded on the card (reloadable cards only).

  - If a field other than any of the ones listed above appears, key in the required data.

    **Note:** The name of the "x" field is variable and dependent on your program setup.

  b. Continue at step 7.

- **Loyalty cards:**
  
  a. If a field appears, key in the required data (field is variable and dependent on program setup).

  b. Continue at step 7.

7. Click the Process button to submit the transaction.
   
The Moneris/Ernex Host's response page opens.

8. Depending on what appears on the page, do one of the following:

   - **If the Continue button appears**, refer to the "When a Balance or Fee is Due" procedure.

   - **If the Print Receipt-#x# and Send Email Receipt buttons appear**, refer to the "Receipt Processing" procedure.
11.3.3 Deactivating a Card

The Deactivate transaction permanently disables a gift /loyalty card that has become demagnetized or otherwise damaged. This transaction renders the gift /loyalty Card number unusable for subsequent transactions. Once a card is deactivated it does not retain a dollars or points balance nor can it be restored via an Activation transaction.

Note: Mandatory fields are bolded on the Merchant Resource Center interface.

To deactivate a card:

1. Click on ERNEX in the main menu bar.
   The sub-menu bar populates with Gift /Loyalty items.

2. Click on deactivate in the sub-menu bar.
   The Deactivate page opens.

3. Select a Card Entry method from the drop-down list:
   - Gift Card: Refer to the "Payment Option: Gift" procedure.
   - Loyalty Card: Refer to the "Payment Option: Loyalty" procedure.
   The page may reload.

4. Optionally fill in the Order ID and Customer ID field. (Refer to the "Entering Payment Details: Order ID/Customer ID" procedure.)

5. Enter the gift/loyalty card data (means of entry as selected in step 3):

<table>
<thead>
<tr>
<th>SWIPE (ON PINPAD)</th>
<th>SWIPE (ON MSR)</th>
<th>MANUALLY ENTER (KEYED)</th>
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<tr>
<td>a. Click the Swipe Card button on your computer screen. The page reloads.</td>
<td>a. Click the Swipe Card button on your computer screen. The page reloads.</td>
<td>a. Key the card Account number into the Card Number field, and click the Next button. The page reloads.</td>
</tr>
<tr>
<td>b. When SWIPE CARD appears on the i3070 PINpad, swipe the card on the PINpad's magnetic stripe reader.</td>
<td>b. When the &quot;swipe gift /loyalty card&quot; (or similar) message appears on your computer screen, swipe the card on the magnetic stripe reader. The page reloads.</td>
<td>b. Continue below at step 6.</td>
</tr>
</tbody>
</table>

6. Fill in the following fields if they appear on the transaction page:
   - CVC: Key in the 3- or 4-digit Card Validation code printed on the card.
     Note: The CVC is not part of the actual card number itself.
   - If a field other than the one listed above appears, key in the required data.
     Note: The name of the "x" field is variable and dependent on your program setup.

7. Click the Process button.
   e-Select plus communicates with the Moneris/Ernex Host, and then the Host's response page opens.

8. Look for an " Approved" message on your computer screen to confirm that the card has been deactivated.
9. Process receipts. (Refer to the "Receipt Processing" procedure.)

### 11.3.4 Cash Purchase

**Note:** Mandatory fields are bolded on the Merchant Resource Center interface.

**To process the transaction:**

1. Click on ERNEX in the main menu bar.  
   The sub-menu bar populates with Gift/Loyalty items.

2. Click on purchase in the sub-menu bar.  
   The Purchase page opens.
   - If the **Transaction Type** drop-down list appears, select **Dollar Value Purchase/Redemption**.

3. Key the transaction amount into the **Total Amount** field, and click the **Next** button.  
   The page reloads; Payment Method options appear.

4. Go to the Payment Method drop-down list, and select **Cash**.  
   The page reloads.

5. Optionally fill in the **Order ID** field and/or the **Customer ID** field. (Refer to "Entering Payment Details: Order ID/Customer ID.")

6. Click the **Complete** button.

7. Wait while e-Select plus communicates with the Moneris/Ernex Host.  
   The Host's response page opens.

8. Depending on your requirements, do one of the following:
   - **To process receipts without awarding loyalty points,** refer to the "Receipt Processing" procedure.  
   **Note:** If the **Loyalty feature** is not enabled on your store, there will be no option to award loyalty points at this step.
   
   - **To award loyalty points:**
     
     a. Click the **Add Loyalty** button that appears in the Action Items section of the page.
     
     b. **Continue in the "Loyalty Purchase" procedure beginning at step 3.**
### 11.3.5 Coupon Validation

This transaction redeems gift/loyalty coupons and instant win vouchers (processes a $0 purchase). To redeem a coupon or voucher, you require both a valid card Account number and the Reference number of the coupon or voucher.

**Note:** Mandatory fields are bolded on the Merchant Resource Center interface.

#### To process the transaction:

1. Click on **ERNEX** in the main menu bar.  
   The sub-menu bar populates with Gift/Loyalty items.

2. Click on **redeem** in the sub-menu bar.  
   The Redeem - Coupon / Voucher page opens.

3. **Select a gift Card Entry method from the drop-down list.** (Refer to the "Payment Option: Gift" procedure.)  
   The page may reload.

4. **Optionally fill in the Order ID field and/or the Customer ID field.** (Refer to "Entering Payment Details: Order ID/Customer ID.")

5. Enter the gift card data (means of entry as selected in step 3):

<table>
<thead>
<tr>
<th>Method</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SWIPE (ON PINPAD)</strong></td>
<td>a. Click the <strong>Swipe Card</strong> button on your computer screen.</td>
</tr>
<tr>
<td></td>
<td>The page reloads.</td>
</tr>
<tr>
<td></td>
<td>b. When SWIPE CARD appears on the i3070 PINpad, swipe the card on the Pinpad's magnetic stripe reader.</td>
</tr>
<tr>
<td></td>
<td>c. Continue below at step 6.</td>
</tr>
<tr>
<td><strong>SWIPE (ON MSR)</strong></td>
<td>a. Click the <strong>Swipe Card</strong> button on your computer screen.</td>
</tr>
<tr>
<td></td>
<td>The page reloads.</td>
</tr>
<tr>
<td></td>
<td>b. When the &quot;swipe gift card&quot; (or similar) message appears on your computer screen, swipe the card on the magnetic stripe reader.</td>
</tr>
<tr>
<td></td>
<td>The page reloads.</td>
</tr>
<tr>
<td></td>
<td>c. Continue below at step 6.</td>
</tr>
<tr>
<td><strong>MANUALLY ENTER (KEYED)</strong></td>
<td>a. Key the card Account number into the <strong>Card Number</strong> field, and click the <strong>Next</strong> button.</td>
</tr>
<tr>
<td></td>
<td>The page reloads.</td>
</tr>
<tr>
<td></td>
<td>b. Continue below at step 6.</td>
</tr>
</tbody>
</table>

6. Fill in the following fields if they appear on the transaction page:

- **Reference Number:** Key in the Reference number appearing on the original gift/loyalty Purchase receipt.

- **CVC:** Key in the 3- or 4-digit number printed on the card.
  
  **Note:** The CVC is not part of the actual card number itself.

- If a field other than any of the ones listed above appears, key in the required data.
  
  **Note:** The name of the "x" field is variable and dependent on your program setup.

7. Click the **Process** button.
   
   e-Select plus communicates with the Moneris/Ernex Host, and then the Host's response page opens.

8. **Process receipts.** (Refer to the "Receipt Processing" procedure.)
11.3.6 Split-Tender Prompting

Split-Tender Prompting is an optional gift/loyalty feature. Split-Tender Prompting is triggered when the tender amount (i.e., dollars or points) stored on a gift or loyalty card entered for a transaction (gift Purchase or loyalty Redemption) is less than the value of the transaction.

When Split-Tender Prompting is required, e-Select plus indicates that there is a balance due for the transaction and gives you the option to enter another card (or accept payment in cash) depending on the initial card type entered.

IMPORTANT! If Split-Tender Prompting is not enabled, but you attempt to process a gift Purchase or loyalty Redemption for a value that is greater than the tender stored on the gift/loyalty card entered, the transaction will be DECLINED.
12 Recurring Billing

RECUR (i.e., Recurring Billing) is an optional component of the Merchant Resource Center.

If your store is enabled for the Recurring Billing feature, you may initiate the automatic charging of customer credit cards or ACH check accounts at regular intervals, suspend payments, include one time fees, and generate card expiration reports for transactions.

To initiate a Recurring Billing transaction or report:

1. Click on RECUR in the main menu bar:

2. The following transactions and report can be processed from the sub-menu bar:
   - **Recurring Transaction**, adding new  (Refer to "Adding a Recurring Transaction.")
   - **Recurring Transactions**, managing existing  (Refer to "Managing Recurring Transactions.")
   - **Recurring Transactions Report**, generating  (Refer to "Recurring Transactions Report.")
12.1 Adding a Recurring Transaction

The Recurring transaction is essentially a credit or ACH Purchase that is set to recur automatically at a designated frequency. This transaction is often used for subscriptions, memberships or any time a fixed amount is charged at a regular interval.

**Note:** If the Vault feature is enabled on your store and you wish to retrieve Payment details from a Vault profile, you will be required at step 4 to enter that profile’s unique Data Key (generated when the profile was created).

To set up and process a Recurring transaction:

**Note:** Before creating a Recurring transaction with a credit card, you may first wish to verify the authenticity of the card by performing a Credit Card Verification operation. (Refer to the "Credit Card Verification" procedure.)

1. Click on RECUR in the main menu bar.
   The sub-menu bar populates with Recurring items.

2. Click on Add Recurring Transaction in the sub-menu bar.
   The Add Recurring Transaction page opens.

3. Select a Payment method from the drop-down list. (Refer to the "Payment Method/Card Entry Selection" procedure.)
   The page may reload.

4. Fill in the transaction fields that appear:
   a. Depending on the Payment method selected, follow the appropriate procedure for filling in the Payment details:
      - **Credit Card:** Refer to the "Entering Payment Details: Credit Cards" procedure.
      - **Vault Profile** (may use check or credit/debit card): Refer to the "Entering Payment Details: Vault Profiles" procedure.
      - **ACH (Check):** Refer to the "Entering Payment Details: ACH Checks" procedure beginning at step 3.
   b. **If ACH is selected as the Payment method,** select an SEC code from the SEC drop-down list as appropriate. (Refer to the "Selecting an SEC Code" procedure.)
   c. **If the Address Verification section appears,** fill in the required fields. (Refer to the "Entering Address Verification Details" procedure.)
   d. **Fill in the Recurring Details fields.** (Refer to the "Entering Recurring Details" procedure.)
   e. Optionally attach Customer details to the transaction. (Refer to the "Adding Customer Details" procedure.)
   f. Continue at step 5.

5. Complete the transaction by clicking the Process Transaction button.

6. To update the transaction details click the Recur Details button in the Action Items section on the page, and do the following based on the details that you wish to update:
   - **Card/Check data:** Refer to the "Updating Card Data/Check Data procedure beginning at step 6.
   - **Customer Data:** Refer to the "Updating Customer Data" procedure beginning at step 6.
12. Recurring Billing

- **Recurring Details:** Refer to the "Updating Recurring Details" procedure beginning at step 6.
- **Terminating Payment:** Refer to the "Terminating a Recurring Payment" procedure beginning at step 6.

12.2 Recurring Transactions Report

Generate a Recurring Transactions report to view a detailed account of Recurring transactions processed on your store within a set date range.

Before generating the report, narrow or widen the scope of your results by using criteria such as the Date, Transaction response, Card type, Card number, Customer ID, Order ID, Amount, and Batch number.

**To generate this report:**

1. Click on **RECUR** in the **main menu bar**. The **sub-menu bar** populates with Recurring items.
2. Click on **Recurring Reports** in the sub-menu bar. The Recurring Reports page opens.
3. Select the search criteria. (Refer to the "Criteria for Reports: Transactions / Vault / Recurring" procedure.)
4. Click the **Submit Search** button (or the **Perform Query** button). The Transaction Summary page opens.
5. The procedure is complete.

12.3 Manage Recurring Transactions

Use the Manage Recurring Transactions functions to alter the characteristics of a previously registered Recurring Billing transaction.

- **To view expiring cards**, refer to the "Getting Expiring Cards" procedure.
- **To stop a Recurring payment**, refer to the "Terminating a Recurring Payment" procedure.
- **To update card or ACH check data**, refer to the "Updating Card Data / Check Data" procedure.
- **To update the duration of a Recurring transaction** (i.e., change the number of times that a billing should occur), refer to the "Updating Recurring Transaction Details" procedure.
- **To update Customer data**, refer to the "Updating Customer Data" procedure.
12.3.1 Getting Expiring Cards

Use the Get Expiring Cards function to retrieve recurring transaction profiles that use registered cards on the verge of expiring. Once the cardholder has been contacted, you will update the card information.

To generate this report:

1. Click on RECUR in the main menu bar.
   The sub-menu bar populates with Recurring items.

2. Click on Manage Recurring in the sub-menu bar.
   The Manage Recurring Transaction page opens.

3. Select the search criteria. (Refer to the "Criteria for Managing Recurring Transactions" procedure.)

4. Click the Get Expiring Cards button (or Perform Query button).
   The Transaction Summary page opens.
   - To stop a recurring transaction, begin at step 5 of the "Terminating a Recurring Payment" procedure.
   - To update credit Card data for a recurring transaction, begin at step 5 of the "Updating Card Data" procedure.
   - To update Customer details for a recurring transaction, begin at step 5 of the "Updating Customer Details" procedure.
   - To update the frequency of a recurring transaction, begin at step 5 of the "Updating Recurring Transaction Details" procedure.

12.3.2 Terminating a Recurring Payment

Use the Terminate Recurring Payment function to discontinue (i.e., stop) a Recurring payment.

To stop a Recurring payment:

1. Click on RECUR in the main menu bar.
   The sub-menu bar populates with Recurring items.

2. Click on Manage Recurring in the sub-menu bar.
   The Manage Recurring Transaction page opens.

3. Select the search criteria. (Refer to the "Criteria for Managing Recurring Transactions" procedure.)

4. Click the Submit Search button (or Perform Query button).
   The Transaction Summary page opens.

5. Click the Details button beside the Recurring transaction to be edited.
   The Order History page opens.

6. Go to the Recurring Details section, and click the Terminate Payment button.
   The Order History page reloads.
7. Look for the "payment has been successfully terminated" statement to confirm that the payment has indeed been terminated.

8. The procedure is complete.

### 12.3.3 Updating Card Data / Check Data

Use the Update Card Data function to update payment card data for a recurring transaction.

**To update card data:**

1. Click on **RECUR** in the main menu bar.
   - The sub-menu bar populates with Recurring items.

2. Click on **Manage Recurring** in the sub-menu bar.
   - The Manage Recurring Transaction page opens.

3. Select the search criteria. (Refer to the "Criteria for Managing Recurring Transactions" procedure.)

4. Click the **Submit Search** button (or **Perform Query** button).
   - The Transaction Summary page opens.

5. Click the **Details** button beside the Recurring transaction to be edited.
   - The Order History page opens.

6. Depending on the Recurring payment type being used, follow the appropriate procedure to edit the Payment Details as necessary:
   - **Credit Card**: Refer to the "Entering Payment Details - Credit Cards" procedure.
   - **Debit Card**: Refer to the "Entering Payment Details - Debit Cards" procedure.
   - **ACH (Check)**: Refer to the "Entering Payment Details: ACH Checks" procedure.

7. Click the **Update Card Data** (or **Update Payment Details**) button.
   - The Order History page reloads.

8. Go the Payment Details section, and look for the "card details updated successfully" statement to confirm the change.

9. The procedure is complete.
12.3.4 Updating Customer Data

Use the Update Customer Data function to revise information about a cardholder associated with a recurring transaction.

To update Customer data:

1. Click on RECUR in the main menu bar.
   The sub-menu bar populates with Recurring items.

2. Click on Manage Recurring in the sub-menu bar.
   The Manage Recurring Transaction page opens.

3. Select the search criteria. (Refer to the "Criteria for Managing Recurring Transactions" procedure.)

4. Click the Submit Search button (or Perform Query button).
   The Transaction Summary page opens.

5. Click the Details button beside the Recurring transaction to be edited.
   The Order History page opens.

6. Go to the Customer Data section, and key the new data into any of these fields:
   - First Name
   - Last Name
   - Company
   - Address
   - City
   - State/Province
   - Zip/Postal Code
   - Phone
   - Fax

7. Click the Update Customer Data button.
   The Order History page reloads.

8. Go the Customer Data section, and look for the "customer details updated successfully" statement to confirm the change.

9. The procedure is complete.
12.3.5 Updating Recurring Transaction Details

Use the Update Recurring Details function to update the frequency of a recurring transaction (i.e., change the number of times the transaction is scheduled to occur).

To update the details of a Recurring Transaction:

1. Click on RECUR in the main menu bar.
   The sub-menu bar populates with Recurring items.

2. Click on Manage Recurring in the sub-menu bar.
   The Manage Recurring Transaction page opens.

3. Select the search criteria. (Refer to the "Criteria for Managing Recurring Transactions" procedure.)

4. Click the Submit Search button (or Perform Query button).
   The Transaction Summary page opens.

5. Click the Details button beside the recurring transaction to be edited.
   The Order History page opens.

6. Go to the Recurring Details section, and do one of the following:
   • To change the duration of a recurring billing, key a different number into the Recurs Remaining field.
   • To change the status of a recurring billing, select a Status radio button. (If Hold is selected, the card or ACH account will not be charged. If Active is selected, the recurring billing will continue.)

7. Click the Update Recurring Details button.
   The Order History page reloads.

8. Look for the "recurring details updated successfully" statement to confirm the change.

9. The procedure is complete.
13 The Vault

VAULT is an optional component of the Merchant Resource Center.

If your store is enabled for the Vault feature, you can create customer profiles, edit those profiles, and use them to process transactions. This means that you will not have to enter secure financial information each time you wish to process financial transactions for these customers. Purchases, Pre-Authorizations, Independent Refunds (if supported on your store), and Recurring transactions can be processed from Vault profiles.

Each Vault profile is uniquely identified by a Data Key assigned by e-Select plus.

*Note:* This Data Key is the identifier used to access the customer's profile and should be kept confidential.

To initiate a Vault profile or report:

1. Click on **VAULT** in the main menu bar:

   ![Menu Bar](image)

2. The following profile/transactions or report can be processed from the sub-menu bar:

   - **Vault Profile**, adding new
     (Refer to "Adding a Vault Profile.")

   - **Hosted Vault**, configuring
     (Refer to "Hosted Vault Configuration.")

   - **Vault Profiles**, managing existing
     (Refer to "Managing Vault Profiles.")

   - **Vault Report**, generating
     (Refer to "Vault Report.")
13.1 Adding a Vault Profile

Adding a Vault profile allows you to add Profile Details to input the customer and the Payment details that will be used to process future financial transactions for the customer. To complete the profile, all fields must be filled in correctly.

To add a profile:

Note: Before creating a Vault profile with a credit card, you may first wish to verify the authenticity of the card by performing a Credit Card Verification operation. (Refer to the “Credit Card Verification” procedure.)

1. Click on VAULT in the main menu bar. The sub-menu bar populates with Vault items.
2. Click on Add Profile in the sub-menu bar. The Add Profile page opens.
3. Select a Payment method from the drop-down list. (Refer to the “Payment Method/Card Entry Selection” procedure.) The page may reload.
4. Fill in as required the transaction fields that appear:
   a. Go to the Profile Details section, and fill in these optional fields:
      - Customer ID
      - Phone Number
      - E-mail Address
      - Special Instructions
   b. Fill in the required Payment fields (as determined by the Payment method selected):
      - Credit Card: Refer to the "Entering Payment Details: Credit Cards" procedure.
      - ACH (Check): Refer to the "Entering Payment Details: ACH Checks" procedure beginning at step 3.
   c. If ACH is selected as the Payment method, select an SEC code from the SEC drop-down list as appropriate. (Refer to the "Selecting an SEC Code" procedure.)
   d. If the Address Verification section appears, fill in the associated data fields as required. (Refer to the "Entering Address Verification Details" procedure.)
   e. Optionally attach Customer details to the transaction. (Refer to the "Adding Customer Details" procedure.)
   f. Continue at step 5.
5. Depending on what is selected as the Payment method, do one of the following:
   - If any one or combination of -Keyed or -Keyed Entry or ACH- is selected:
     a. Click the Register Profile button.
• If -MSR is selected:

<table>
<thead>
<tr>
<th>SWIPE (ON MSR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Click the <strong>Swipe Card to Register Profile</strong> button on your computer screen. The page reloads.</td>
</tr>
<tr>
<td>b. When the &quot;swipe credit card&quot; (or similar) message appears on your computer screen, swipe the card on the magnetic stripe reader. The page reloads.</td>
</tr>
<tr>
<td>c. Continue below at step 6.</td>
</tr>
</tbody>
</table>

6. Please wait.

• If a PINpad is used, APPROVED THANKS OBTAIN CARD appears on it.

The Host response page opens on your computer screen.

7. Store the newly generated and registered Data key for future reference.

**Note:** Receipts are not generated.

8. To initiate a financial transaction with this profile:

a. Click a **<Transaction Name>** button in the Action Items section, and then refer to one of the following procedures depending on the transaction that is initiated:

   • **Purchase:** [Continue in the "Purchase" procedure beginning at step 4.](#)
   • **Authorization:** [Continue in the "Authorization" procedure beginning at step 4.](#)
   • **Independent Refund:** [Continue in the "Independent Refund" procedure beginning at step 4.](#) (This option appears if your store is enabled to support Independent Refunds.)
   • **Add Recurring Transaction:** [Continue in the "Adding a Recurring Transaction" procedure beginning at step 4.](#)

### 13.2 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 *e-Select plus* 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, refer to "Assistance and Resources."
13.3 **Managing Vault Profiles**

Use the Manage Vault Profile function to retrieve a previously registered Vault profile and then alter its characteristics.

**To update or delete a profile:**

1. Click on **VAULT** in the main menu bar. The sub-menu bar populates with Vault items.

2. Click on **Manage Profiles** in the sub-menu bar. The Manage Profiles page opens.

3. Go to the **Create Date** section, and select date and/or specific time criteria:
   - To select a common date (e.g., Today, Yesterday, This Week, etc.):
     a. Select the radio button under **Date**.
     b. Select a date from the adjacent drop-down list (also under **Date**).
   - To select a more specific date and time:
     a. Select the **From/To radio** button.
     b. Select a date and time in the **From** drop-down list.
     c. Select a date and time in the **To** drop-down list.

4. To narrow the search by other criteria, go to the **Other Criteria** section:

   **Note:** If you have only partial data for any criterion, make sure to select the **begins with** or the **ends with** radio button.

   - To narrow the search by **Data Key**: Select the **Data Key** checkbox, and key the value into the field.
   - To narrow the search by **Customer ID**: Select the **Customer ID** checkbox, and key the ID into the field.
   - To narrow the search by **E-mail Address**: Select the **E-mail Address** checkbox, and key the address into the field.

5. To get profiles that have an expiring card:
   a. Go to the Expiring Cards section.
   b. Select the **Get Expiring Cards** checkbox.

6. To sort the search results:
   a. Select an order from the **Sort Transactions by** drop-down list.
   b. To set the number of search hits appearing on a page, select an option from the **Rows per Page** drop-down list.
   c. Select an ascending/descending order from the **Sort Order** drop-down list.

7. To save the current search parameters, click the **Save Settings** button; otherwise, click the **Submit Search** button to proceed without saving the current settings.
• If the **Perform Query** button appears, click it.

The Profile List page opens.

8. Go to the profile to be edited, and click the **Details** button appearing beside it.
   The page reloads.

9. Do one of the following:
   • **To update a Vault profile**, refer to the "Updating a Vault Profile" procedure.
   • **To delete a Vault profile**, refer to the "Deleting a Vault Profile" procedure.

10. To initiate a financial transaction with this profile:
   
   a. Click a `<**Transaction Name**>` button in the Action Items section, and then refer to one of the following procedures depending on the transaction that is initiated:
      • **Purchase**: Continue in the "Purchase" procedure beginning at step 4.
      • **Independent Refund**: Continue in the "Independent Refund" procedure beginning at step 4.
        (This option appears if your store is enabled to support Independent Refunds.)
      • **Add Recurring Transaction**: Continue in the "Adding a Recurring Transaction" procedure beginning at step 4.

### 13.3.1 Updating a Vault Profile

1. **Retrieve the Vault profile to be updated**. (Refer to the "Managing Vault Profiles" procedure.)

2. Go to the Profile Details section, and update these fields as necessary:
   • **Customer ID**
   • **Phone Number**
   • **E-mail Address**
   • **Special Instructions**

3. Edit the necessary Payment Details fields:
   
   a. To change the profile's Payment method, select a radio button as required: **Credit Card**, **ACH**, or **Bill Payment / Pinless Debit**.
   
   b. The selected Payment method determines which Payment fields are required to be filled or edited:
      • **Credit Card**: Refer to the "Entering Payment Details - Credit Cards" procedure.
      • **ACH (Check)**: Refer to the "Entering Payment Details: ACH Checks" procedure beginning at step 3.
      • **Debit Card**: Refer to the "Entering Payment Details - Debit Cards" procedure.
   
   c. **If ACH is selected as a Payment method**, select an SEC code from the **SEC** drop-down list as appropriate. (Refer to the "Selecting an SEC Code" procedure.)
d. If the Address Verification section appears, update the associated fields as necessary. (Refer to the "Entering Address Verification Details" procedure.)

4. Click the **Update Details** button.

5. Look for the confirmation statement as evidence that the profile was updated.
   - **To initiate a financial transaction with this Vault profile**, refer back to the "Managing Vault Profiles" procedure beginning at step 10.

### 13.3.2 Deleting a Vault Profile

1. **Retrieve the Vault profile to be deleted.** (Refer to the "Managing Vault Profiles" procedure.)

2. Go to the Profile Details section, and update these fields as necessary:

3. Click the **Delete Profile** button.
   
   The page reloads.

4. Click the **CONFIRM** button.
   
   The page reloads.

5. Look for the confirmation statement as evidence that the profile was deleted.

6. Click the **Close** button.

7. The procedure is complete.

### 13.4 Vault Report

Generate this report to view detailed information regarding all attempted Vault transactions occurring since the bolded date appearing at the top of the Vault Report page.

Before generating the report, narrow or widen the scope of the results by using criteria such as Date, Transaction type, Transaction response, Payment type, and other criteria such as Card type, Card number, Customer ID, Data Key, Order ID, Amount, Batch number, ECI, and User name.

To generate this report:

1. Click on **VAULT** in the main menu bar.
   
   The sub-menu bar populates with Vault items.

2. Click on **Vault Reports** in the sub-menu bar.
   
   The Vault Reports page opens.

3. **Select the search criteria.** (Refer to the "Criteria for Reports: Transactions / Vault / Recurring" procedure.)

4. Click the **Submit Search** button (or the **Perform Query** button).
   
   The Transaction Summary page opens.
   - To modify or delete a Vault profile or process a transaction with that profile:
a. Locate the Vault profile appearing in the transaction list, and then click the Data Key hyperlink of the transaction.
   The profile opens.

14 Reports

REPORTS (i.e., Transaction and Batch Reports) is a standard component of the Merchant Resource Center.

Use the functions of this component to close batches and generate reports regarding all transactions processed through your store. Information included in reports is dependent on the type of search criteria that you use.

To initiate a report or batch transaction:

1. Click on REPORTS in the main menu bar:

   | MYACCOUNT | ADMIN | REPORTS | TERMINAL | ACH | RECUR | ERTNEX | VAULT | MAIN | LOGOUT
   | HELP      |        | Transactions | Batches | Grouped Transactions |          |

2. The following reports can be initiated from the sub-menu bar:

   - **Transactions report**
     (Refer to "Transactions Report."

   - **Batches report**
     (Refer to "Batches Report.

   - **Gift/Loyalty Transactions report**
     (Refer to "Transactions Report: Gift /Loyalty. ")

   - **Group Transaction report**
     (Refer to "Group Transactions Report.")

   **Note:** The following reports are not accessible from the REPORTS sub-menu; rather, they can be accessed from other sub-menus:

     - **ACH** Status report (Refer to the "ACH Status Report" procedure.)
     - **Recurring** Transactions report (Refer to "Recurring Transactions Report.")
     - **Vault** report (Refer to "Vault Report.")
14.1 Transactions Report

Generate this report to view detailed information about transactions processed on your store within a set date range.

Before generating the report, narrow or widen the scope of the results by using criteria such as Date, Transaction type, Transaction response, Card type, Card number, Customer ID, Order ID, Amount, Batch number, ECI, and User name.

To generate this report:

1. Click on REPORTS in the main menu bar.
   The sub-menu bar populates with Reports items.

2. Click on Transactions in the sub-menu bar.
   The Active Transaction Reports page opens.

3. Select the search criteria. (Refer to the "Criteria for Reports: Transactions / Vault / Recurring" procedure.)

4. Click the Submit Search button (or Perform Query button).
   The Transaction Summary page opens.

5. The procedure is complete.
   - To process a group of Action Item transactions simultaneously, refer to the "Multiple Action Items Processing" procedure.

14.2 Batches Report

Generate this report to view a detailed account of your store's transactions by batch.

Before generating the report, narrow or widen the scope of the results by using criteria such as Date, Batch Number, Batch Status, and Terminal ID.

**IMPORTANT!** Moneris recommends that you use this report to verify orders and review the batch status on a regular basis.

To generate this report:

1. Click on REPORTS in the main menu bar.
   The sub-menu bar populates with Reports items.

2. Click on Batches in the sub-menu bar.
   The Batch Reports page opens.

3. Select the search criteria. (Refer to the "Criteria for Batches Report" procedure.)

4. Click the Submit Search button (or Perform Query button).
   The report is generated.

5. Click the Details button beside the Terminal ID about which you wish to view a detailed report.
   The report for that Terminal ID opens.

6. The procedure is complete.
14.3  Transactions Report: Gift /Loyalty

Generate this report to view a detailed account of all gift/loyalty transactions processed on your store within a specific date range to a maximum of 18 months.

Before generating the report, narrow or widen the scope of the results by using criteria such as Date, Transaction type, Transaction Response, Card number, Customer ID, Order ID, Batch number, and User name.

To generate the report:

1. Click on REPORTS in the main menu bar. The sub-menu bar populates with Reports items.

2. Click on gift /loyalty transactions in the sub-menu bar. The gift /loyalty Transactions page opens.

3. Select the search criteria. (Refer to the "Criteria for Reports: Transactions / Vault / Recurring" procedure.)

4. Click the Submit Search button (or Perform Query button). The Transaction Summary page opens.

5. The procedure is complete.

14.4  Group Transactions Report

Generate this report to view a detailed account of Grouped transactions processed on your store within a set date range.

Before generating the report, narrow or widen the scope of the results by using criteria such as Date, Ticket #, and User name.

To generate this report:

1. Click on REPORTS in the main menu bar. The sub-menu bar populates with Reports items.

2. Click on Group Transactions in the sub-menu bar. The Grouped Transactions page opens.

3. Select the search criteria. (Refer to the "Criteria for Reports: Transactions / Vault / Recurring" procedure.)

4. Click the Submit Search button (or Perform Query button). The Transaction Summary page opens.

5. To view a detailed report about any Group transaction, click the Details button beside any Grouped transaction listed. The report is generated (the Transaction Summary page opens).

6. The procedure is complete.
15 End-Of-Day Procedure

Follow this procedure daily to ensure that funds are deposited to your Merchant account the next business day.

1. If your store is set for Manual Batch Close, close the appropriate batch (as identified by Terminal ID) before 11 PM eastern standard time. (Refer to the "Closing a Batch Manually" procedure.)
   OR

2. If your store is set for Auto-Batch Close, begin at step 2.

2. Generate a Batch Report for the current business day. (Refer to the "Batches Report" procedure)
   Note: If the report indicates an "Out of Balance" status, contact Moneris within 5 business days for assistance.
16 Administrative Functions

ADMIN (i.e., Administrative Functions) is a standard component of the Merchant Resource Center.

Use the functions and settings of this component to configure parameters for the entire store as well as other registered User accounts.

To access Admin functions and settings:

1. Click on ADMIN in the main menu bar:

The sub-menu bar populates with Admin items.

2. Click on Add User in the sub-menu bar.

The Add User page opens.

3. Go to the User Information section, and fill in these required fields:

• First Name
• Last Name

16.1 Adding a User

Use the Add User function to create new User credentials allowing new users to log into the Merchant Resource Center.

Creating a user is a multi-step process: The first step is to identify the user and create the Login credentials. In the subsequent steps define what the user has access to and assign permissions allowing the user to exercise varying degrees of administrative control over other users and access Merchant Resource Center functions.

To add a new user:

1. Click on ADMIN in the main menu bar.

The sub-menu bar populates with Admin items.

2. Click on Add User in the sub-menu bar.

The Add User page opens.

3. Go to the User Information section, and fill in these required fields:

• First Name
• Last Name
• **Username**

• **Temporary Password:**

  *Note:* The field is case sensitive. The password must adhere to this criteria:
  * must be 7-16 characters long
  * must start with a letter
  * must contain a number
  * cannot be the same as the previous 4 passwords

• **Confirm Temporary Password:** The field is case sensitive.

4. Click the **Save User** button.
   The User permissions page opens.

5. Set the User permissions. (Begin at step 6 of the "Modify User Permissions" procedure.)
   The Create User page opens. (A "Username X has been successfully created and configured" confirmation statement appears.)

6. The procedure is complete.
   • To create another user, click the **Continue** button. (Repeat steps 3 to 5 of this procedure.)
   • **To make this user an administrator**, assign their Administrator Permissions. (Refer to "Administrator Permissions" for more information.)

### 16.2 Audit Logs

Use the functions on the Audit Logs page to view a detailed audit of various types of user activity on the Merchant Resource Center. The following logs can be generated:

• **Access Violations**
  (Refer to the "Access Violations Log" procedure.)

• **Administrative Changes log**
  (Refer to the "Administrative Changes Log" procedure.)

• **User Changes log**
  (Refer to the "User Changes Log" procedure.)

• **Login History log**
  (Refer the "Login History Log" procedure.)

### 16.2.1 Administrative Changes Log

Use this Audit Log security feature to view details regarding all administrative changes made by other Merchant Resource Center users.

Changes include modifications to a DirectPost or Hosted PayPage configuration, IP Access settings, Notification settings, or Store Settings (i.e., API token, Auto-Logout period, Batch Close setting, and Receipt Details).

To view this log:

1. Click on **ADMIN** in the main menu bar.
   The sub-menu bar populates with Admin items.
2. Click on **Audit Logs** in the sub-menu bar.
   The Audit Logs page opens.

3. Go to the Admin Changes section, and select a From/To date and time:
   a. Select a date and time in the **From** drop-down list (activity data are retrieved from this time and date forward).
   b. Select a time and date in the **To** drop-down list (activity data are retrieved up to this time and date).

4. To narrow the search, select any of the following options:
   - Retrieve data about a specific user:
     a. Select the **Username** radio button.
     b. Select a User name from the **Username** drop-down list.
   - Retrieve data about Administrative configuration changes:
     a. Select the **Change** radio button.
     b. Select the type of change from the **Change** drop-down list.

   *Note:* The drop-down list will include only the changes that have occurred on the store. However, the drop-down list will be empty if no changes have occurred.

5. Click the **Search for Admin Changes** button.
   The Admin Changes Logs page opens (if there are any changes meeting your criteria).

6. The procedure is complete.

### 16.2.2 Access Violations Log

Use this Audit Log security feature to view details regarding attempts by users to access or perform any functions for which they do not have sufficient permissions assigned to them.

**To view this log:**

1. Click on **ADMIN** in the main menu bar.
   The sub-menu bar populates with Admin items.

2. Click on **Audit Logs** in the sub-menu bar.
   The Audit Logs page opens.

3. Select an Access Violations time:
   a. Go to the Access Violations section.
   b. Select a date and time in the **From** drop-down list (activity data are retrieved from this time and date forward).
c. Select a date and time in the To drop-down list (activity data are retrieved up to this time and date).

4. To narrow your search, select any of the following criteria:

   • Retrieve data about a specific user:
     a. Select the Username radio button.
     b. Select an Account User name from the Username drop-down list.

   • Retrieve data about the attempted access violation of a specific page:
     a. Select the Page Violation radio button.
     b. Select the page from the Page Violation drop-down list.

   • Retrieve data about a specific violation type:
     a. Select the Violation Type option.
     b. Select the violation type from the Violation Type drop-down list.

5. Click the Search for Access Violations button.
   The Transaction Summary page opens (if there are any violations meeting your criteria).

6. The procedure is complete.

16.2.3 Login History (of the Merchant Resource Center)

Use this Audit Log security feature to verify that there have been no unauthorized attempts (successful or unsuccessful) to log into the Merchant Resource Center.

By using the Login History function, it is possible to view a history of the previous five successful and the previous five failed logins for a specific user or for all users associated with the Merchant Resource Center. Login details include Date, User name, result, and IP address. Reasons for any login failures are also listed.

**Note:** To view a login history for anyone using your own Login credentials, refer to the "Login History: Your Account" procedure.

To view this log:

1. Click on ADMIN in the main menu bar.
   The sub-menu bar populates with Admin items.

2. Click on Audit Logs in the sub-menu bar.
   The Audit Logs page opens.

3. Go to the Login History section.

4. To narrow the search, select any of the following options:

   • Retrieve activity data about a specific user:
     a. Select the Username option.
b. Select a username from the **Username** drop-down list.

- Retrieve results data about logins:
  
a. Select the **Login Result** option.
  
b. Select the result type from the **Login Result** drop-down list.

5. Click the **Search Login History** button.
The Login History page opens (if there are any logins that meet your criteria).

6. The procedure is complete.

## 16.2.4 User Changes Log

Use this Audit Log security feature to view details regarding the changes made to a User account or changes made by a user.

Changes include any modification to the default ECI, the Security pass-phrase, the Transaction Summary fields, the PINpad com port, the permissions, or any passwords. Creating users and deactivating users are also changes included in the log.

**To view this log:**

1. Click on **ADMIN** in the main menu bar.
The sub-menu bar populates with Admin items.

2. Click on **Audit Logs** in the sub-menu bar.
The Audit Logs page opens.

3. Go to the User Changes section, and select a time and date in the **From** drop-down list (activity data are retrieved from this time and date forward).

4. Select a time and date in the **To** drop-down list (activity data are retrieved up to this time and date).

5. To narrow the search, select any of the following options:

- Retrieve activity data about a specific user:
  
a. Select the **Username** option.
  
b. Select a User name from the **Username** drop-down list.

- Retrieve data about affected users:
  
a. Select the **Affected User** option.
  
b. Select the page from the **Affected User** drop-down list.

- Retrieve data about a specific change:
  
a. Select the **Change** option.
  
b. Select the change from the **Change** drop-down list.
6. Click the **Search for User Changes** button.
   The User Changes Logs page opens (if there are any changes meeting your criteria).

7. The procedure is complete.

### 16.3 IP Access

Use the IP Access Control function to restrict the IP addresses from which users can access the Merchant Resource Center.

**To restrict IP Access to a full or partial IP address:**

1. Click on **ADMIN** in the main menu bar.
   The sub-menu bar populates with Admin items.

2. Click on **IP Access** in the sub-menu bar.
   The IP Access Control page opens.

3. Key the IP address into the **Full or Partial IP** field.
   
   **Note:** You can specify a full or partial IP address. To define a partial IP you should include the '.' (period) after a completed octet so as to limit access to that precise octet.

   For example: '192.16.' will only allow IPs that start with '192.16'; however, '192.16' will allow 192.16.0, 192.16.1...

4. Use the **Bypass User** drop-down list to select a user who will not be subject to the restrictions of the IP Access list.

5. Click the **Save IP** button.
   The IP Access Control page reloads, and the Allowed IP Addresses section appears with the new authorized IP address listed.

6. The procedure is complete.

**To remove an IP address from the Allowed IP Access list:**

1. Click on **ADMIN** in the main menu bar.
   The sub-menu bar populates with Admin items.

2. Click on **IP Access** in the sub-menu bar.
   The IP Access page opens.
3. Go to the Allowed IP Addresses section, and click the **Remove** button beside the IP address that you wish to delete.
   The Confirm Delete page opens.

4. Confirm that this is the IP address that you wish to delete, and then click the **Remove IP** button.
   The IP Access Control page reloads. (The IP address that you deleted no longer appears.)

5. The procedure is complete.

### 16.4 Modifying Users

Use the functions on the Modify User page to make changes to existing user accounts. The following changes can be made to accounts:

- **Deactivate an account.** (Refer to the "Deactivating a User" procedure.)
- **Modify User Permissions or the Administrator Level.** (Refer to the "Permissions" procedure.)
- **Change a Login password.** (Refer to the "Changing a User's Login Password" procedure.)

#### 16.4.1 Changing a User's Login Password

Every user needs a password to log into the Merchant Resource Center. You can change a user's Login password if you have sufficient permissions.

*Note: To change your own password, refer to the "Changing Your Login Password" procedure.*

**To change a user's Login password:**

1. Click on **ADMIN** in the main menu bar.
   The sub-menu bar populates with Admin items.

2. Click on **Modify User** in the sub-menu bar.
   The Modify User page opens.

3. Go to the Locate User section, and fill in these fields:
   - **Last Name:** Key in the last name of the user.
   - **Username:** Key in the login name of the user.

4. Click the **Locate User** button.
   The Select User page opens.

5. Click the **Edit User** button appearing beside the User account to be modified.
   A page opens detailing current user account information.

6. Go to the Change Password section, and fill in the following fields:
   *Note:* This is a temporary password.
   The field is case sensitive. The password must adhere to this criteria:
   * must be 7-16 characters long
   * must start with a letter
   * must contain a number
   * cannot be the same as the previous 4 passwords
16. Administrative Functions

- New Password:
- Confirm Password:

7. Click the Update User button.
The page reloads.

8. Look for the for the "successfully updated" statement above the Update User button to confirm that the change has been saved.

9. The procedure is complete.

16.4.2 Permissions

Configure Permissions and Admin Levels settings for user accounts so that certain Merchant Resource Center components and functions are restricted only to those users to whom you assign sufficient access rights.

- To modify a user's Administrator-level permissions, refer to the "Modifying Administrator Permissions" procedure.
- To modify a user's User-level permissions, refer to the "Modifying User Permissions" procedure.

16.4.2.1 Modifying the Administrator Level

Assign Administrator permissions only to a user whom you want to perform administrative duties such as managing other users' accounts, adding and deleting users as necessary, configuring the Merchant Resource center, and monitoring usage activity.

**IMPORTANT!** A user possessing full Administrator permissions has complete control over other users and the Merchant Resource Center.

You should judiciously assign permissions to other 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 [https://www.pcisecuritystandards.org/index.shtml](https://www.pcisecuritystandards.org/index.shtml). You should not assign administrator permissions to a user unless you want that user to have control over other users' accounts and the behaviour of the Merchant Resource Center.

To modify Admin permissions:

1. Click on ADMIN in the main menu bar.
The sub-menu bar populates with Admin items.

2. Click on Modify User in the sub-menu bar.
The Modify User page opens.

3. Go to the Locate User section, and fill in these fields:

   - **Last Name**: Key in the last name of the user.
   - **Username**: Key in the login name of the user.

**Note:** If you have only partial name information, go to the Order By section, and select a sort order radio button.
4. Click the Locate User button.
   The Select User page opens.

5. Click the Edit User button appearing beside the User account to be modified.
   A page opens containing details about the User account.

6. Click the Set Level button.
   
   **Note:** This button appears only if this user has permissions enabled to modify/update another user.

   The Permissions page opens.

7. Select a radio button in each of the three categories of permissions: Administrative, Transaction, and Report. (For a listing of available Administrator permissions, refer to "Administrator-Level Permissions List.")

8. When you have finished modifying permissions, click the Update Level button.
   The page reloads.

9. Look for the "successfully updated" statement above the Update Level button to confirm that the change has been saved.

10. The procedure is complete.

**Administrator-Level Permissions List**

Administrator permissions are grouped under three categories: Administrative, Transactions, and Reporting.

**Administrative:**
Assign the following permissions to grant a user complete ability, limited ability, or no ability to grant Administrative abilities to other users. Select one option:

<table>
<thead>
<tr>
<th>OPTION</th>
<th>ALLOWS USER TO...</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Administrative Access</td>
<td>Grant the ability to enable full administrative access.</td>
</tr>
<tr>
<td>Add/Modify User and Audit Logs</td>
<td>Grant the ability to add/modify user and to view audit logs.</td>
</tr>
<tr>
<td>Add / Modify User</td>
<td>Grant the ability to add or modify users.</td>
</tr>
<tr>
<td>Modify User Only</td>
<td>Grant the ability to modify users only.</td>
</tr>
<tr>
<td>None (User is unable to grant Admin access to others.)</td>
<td>Do nothing.</td>
</tr>
</tbody>
</table>
Transactions:
Assign the following permissions to grant a user complete ability, limited ability, or no ability to grant Transaction abilities to other users. Select one option:

<table>
<thead>
<tr>
<th>OPTION</th>
<th>ALLOWS USER TO...</th>
</tr>
</thead>
<tbody>
<tr>
<td>All transactions, including Gift/Loyalty Activate, Gift Purchase, and Balance Inquiry</td>
<td>Grant the ability to process all financial transactions.</td>
</tr>
<tr>
<td>All transactions except Void, Refund, and Independent Refund. (Also excludes Gift/Loyalty Deactivate, Void, Refund, and Independent Refund.)</td>
<td>Grant the ability to process all financial transactions except Voids, Refunds, and Independent Refunds, (including gift/loyalty Deactivate, Voids, Refunds, and Independent Refunds).</td>
</tr>
<tr>
<td>None - User is unable to grant Transaction access to others.</td>
<td>Do nothing.</td>
</tr>
</tbody>
</table>

Reporting:
Assign the following permissions to grant a user complete ability, limited ability, or no ability to grant Reporting abilities to other users. Select one option:

<table>
<thead>
<tr>
<th>OPTION</th>
<th>ALLOWS USER TO...</th>
</tr>
</thead>
<tbody>
<tr>
<td>All reports, including Gift/Loyalty Transaction report.</td>
<td>Grant the ability to generate all reports.</td>
</tr>
<tr>
<td>All reports, except the ability to close batches.</td>
<td>Grant the ability to generate all reports but deny the ability to close batches.</td>
</tr>
<tr>
<td>None - User is unable to grant Report access to others.</td>
<td>Do nothing.</td>
</tr>
</tbody>
</table>

16.4.2.2 Modifying User Permissions

Assign User permissions to define a user's ability to access and use Merchant Resource Center functionality.

To modify User permissions:

1. Click on ADMIN in the main menu bar. 
The sub-menu bar populates with Admin items.

2. Click on Modify User in the sub-menu bar. 
The Modify User page opens.

3. Go to the Locate User section, and fill in these fields:
   - **Last Name**: Key in the last name of the user.
   - **Username**: Key in the login name of the user.
   
   **Note**: If you have only partial name information, go to the Order By section, and select a sort order radio button.

4. Click the Locate User button. 
The Select User page opens.

5. Click the Edit User button appearing beside the User account to be modified.
A page opens detailing current user account information.

6. Click the **Set Permissions** button.  
The User permissions page opens.

7. Select permissions checkboxes in each Permissions section that appears.  (For a full listing of User permissions, refer to "User-Level Permissions List."

   - To select all permissions checkboxes simultaneously, click the **Select All** button at the bottom of the page.
   - To deselect all permissions checkboxes simultaneously, click the **Deselect All** button.

8. When you have finished assigning permissions, click the **Update Permissions** button.  
The page reloads.

9. Look for the "successfully updated" statement above the **Update Permissions** button to confirm that the change has been saved.

10. The procedure is complete.

### User-Level Permissions List

The following User permissions may be updated: Administrative, Transaction, Report, and Vault.

#### Administrative Permissions:

<table>
<thead>
<tr>
<th>OPTION</th>
<th>ALLOWS USER TO...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add User</td>
<td>Access transaction page.</td>
</tr>
<tr>
<td>Alter Notification Addresses</td>
<td>Access transaction page.</td>
</tr>
<tr>
<td>Alter Batch</td>
<td>Access transaction page.</td>
</tr>
<tr>
<td>Audit</td>
<td>Access transaction page.</td>
</tr>
<tr>
<td>Configure DirectPost</td>
<td>Access transaction page.</td>
</tr>
<tr>
<td>Configure Hosted PayPage</td>
<td>Access transaction page.</td>
</tr>
<tr>
<td>Configure Multi Merchant</td>
<td>Access transaction page.</td>
</tr>
<tr>
<td>Modify User</td>
<td>Access transaction page.</td>
</tr>
</tbody>
</table>
| Save Changes *              | Execute any of the functions in this section.  
                                     (Note: If you deselect this checkbox, the user is restricted to view-only access: Any attempt to alter the configuration settings by this user will be logged.)
| Set IP Access               | Access transaction page.                 |
### Store Settings
Access transaction page.

### View API Token
Access transaction page.

## Transaction Permissions:

<table>
<thead>
<tr>
<th>OPTION</th>
<th>ALLOWS USER TO...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ACH Credit</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>ACH Purchase</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>ACH Refund</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>Add Recurring</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>Authorization</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>Capture</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>Card Verification</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>Create Group</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>Execute Transactions</strong></td>
<td>Process transactions.</td>
</tr>
<tr>
<td></td>
<td>* Note: If you deselect this checkbox, the user will only be able to view the transaction screen, but they will not be able to process the transaction.</td>
</tr>
<tr>
<td><strong>Independent Refund</strong></td>
<td>Access transaction page. (This permission appears if your store is enabled to support Independent Refunds.)</td>
</tr>
<tr>
<td><strong>Mandatory AVS</strong></td>
<td>Submit Address Verification data.</td>
</tr>
<tr>
<td><strong>Mandatory CVD</strong></td>
<td>Submit Card Verification digits.</td>
</tr>
<tr>
<td><strong>Purchase</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>Refund</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>Retry Recurring</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>Voice Authorization</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>Void</strong></td>
<td>Access transaction page.</td>
</tr>
</tbody>
</table>

## Report Permissions:
### Administrative Functions

<table>
<thead>
<tr>
<th>OPTION</th>
<th>ALLOWS USER TO...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ACH Status</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>Allow batch close</strong></td>
<td>Process a manual Batch Close.</td>
</tr>
<tr>
<td><strong>Allow view of all users' transactions</strong></td>
<td>View all the transactions processed on the Merchant Resource Center.</td>
</tr>
<tr>
<td><strong>Note:</strong> If you deselect this checkbox, the user will be able to view only the transactions that they themselves processed.</td>
<td></td>
</tr>
<tr>
<td><strong>Alter Recurring Transactions</strong></td>
<td>Modify a Recurring transaction.</td>
</tr>
<tr>
<td><strong>Batches</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>Note:</strong> The generated Batch report details will display all transactions regardless of the Allow view of all users' transactions setting.</td>
<td></td>
</tr>
<tr>
<td><strong>Execute Transactions/Batches:</strong></td>
<td>Process follow-up (i.e., follow-on) transactions, and process Batch Close transactions.</td>
</tr>
<tr>
<td><strong>Grouped Transactions</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>Manage Recurring Transactions</strong></td>
<td>Access transaction page.</td>
</tr>
<tr>
<td><strong>Recurring Transaction Reports</strong></td>
<td>Access transaction page.</td>
</tr>
</tbody>
</table>

### Gift/Loyalty Permissions:

<table>
<thead>
<tr>
<th>OPTION</th>
<th>ALLOWS USER TO...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Execute Gift/Loyalty Transactions Reports</strong></td>
<td>Process transactions and generate reports.</td>
</tr>
<tr>
<td><strong>Note:</strong> If this setting is disabled, the user will only be able to view the transaction and/or report page; they will not be able to process the actual transaction/generate the report.</td>
<td></td>
</tr>
<tr>
<td><strong>Gift/Loyalty Activate</strong></td>
<td>Process a gift/loyalty Activate transaction.</td>
</tr>
<tr>
<td><strong>Gift/Loyalty Balance Inquiry</strong></td>
<td>Process a gift/loyalty Balance Inquiry transaction.</td>
</tr>
<tr>
<td><strong>Gift/Loyalty Deactivate</strong></td>
<td>Process a gift/loyalty Deactivate transaction.</td>
</tr>
<tr>
<td><strong>Gift/Loyalty Independent Refund</strong></td>
<td>Process a gift or loyalty Independent Refund transaction.</td>
</tr>
<tr>
<td><strong>Gift/Loyalty Purchase</strong></td>
<td>Process a gift/loyalty Purchase transaction.</td>
</tr>
<tr>
<td><strong>Loyalty Redemption</strong></td>
<td>Process a loyalty redemption.</td>
</tr>
<tr>
<td><strong>Gift/Loyalty Refund</strong></td>
<td>Process a gift/loyalty Refund transaction.</td>
</tr>
<tr>
<td><strong>Gift/Loyalty Transaction Report</strong></td>
<td>Generate a gift/loyalty Transaction report.</td>
</tr>
<tr>
<td><strong>Gift/Loyalty Void</strong></td>
<td>Process a gift/loyalty Void transaction.</td>
</tr>
</tbody>
</table>

### Vault Permissions:

<table>
<thead>
<tr>
<th>OPTION</th>
<th>ALLOWS USER TO...</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 16.4.3 Deactivating a User

Use the Deactivate User function to render another user's account inactive (i.e., deactivate the account) so that the user can no longer access the Merchant Resource Center with their login credentials.

**Note:** Deactivating a user account does not delete historical data for that user's activities.

**To deactivate a User account:**

1. Click on **ADMIN** in the main menu bar.
   The sub-menu bar populates with Admin items.

2. Click on **Modify User** in the sub-menu bar.
   The Modify User page opens.

3. Go to the Locate User section, and fill in these fields:
   - **Last Name:** Key in the user's last name.
   - **Username:** Key in the user's login name.
     **Note:** If you have only partial name information, go to the Order By section, and select a sort order radio button.

4. Click the **Locate User** button.
   The Select User page opens.

5. Click the **Deactivate** button appearing beside the User account to be deactivated.
   A page opens to confirm that the user has been "successfully deactivated."

6. The procedure is complete.
   - To continue modifying other users, click the **Back** button.

### 16.5 Notification
By using the E-mail Notification function, you can get alerts from Moneris about important information regarding your Merchant Resource Center service. This information may include updates about new features or system outage notifications.

**IMPORTANT!** You must provide a valid e-mail addresses so as to ensure that you get the most up-to-date information alerts from Moneris Solutions.

### To add an e-mail address to your notification list:

1. Click on **ADMIN** in the main menu bar.
   - The sub-menu bar populates with Admin items.

2. Click on **Notification** in the sub-menu bar.
   - The Email Notification page opens.

3. Go to the Add Email section, and key your e-mail address into the **Email Address** field.

4. Click the **Add Email Address** button.
   - The page reloads, and the new address is listed below in the Notification Emails section.

5. The procedure is complete.

### To remove an e-mail address from your notification list:

1. Click on **ADMIN** in the main menu bar.
   - The Administrative Functions component opens, and the sub-menu bar populates with Admin items.

2. Click on **Notification** in the sub-menu bar.
   - The Email Notification page opens.

3. Go to the Notification Emails section, and click the **Remove** button beside the address that you wish to delete.
   - The Confirm Delete page opens.

4. Click the **Remove Email** button.
   - The Email Notification page opens.

5. Look for the confirmation statement that the e-mail has been "successfully removed from the notification list." (The address no longer appears in the notification list.)

6. The procedure is complete.
16.6 Store Settings

Use the Store Settings page to configure and control the behavior of the Merchant Resource Center for all users logging in to your store. The following settings can be configured:

- **API token**
  (Refer to the "API Token" procedure).

- **Auto-Logout time**
  (Refer to the "Auto-Logout Period" procedure.)

- **Batch Close time**
  (Refer to the "Batch Close Time" procedure.)

- **Receipt details**
  (Refer to the "Receipt Details" procedure.)

- **Tip settings**
  (Refer to the "Tip Settings" procedure.)

- **Asynchronous Transaction Response**
  (Refer to the "Asynchronous Transaction Response" procedure.)

- **Vault Settings**
  (Refer to the "Vault Settings" procedure.)

### 16.6.1 API Token

The API Token is a string of alphanumeric characters that is store specific. 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 an e-Select plus API.

**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.

**To (re)generate a token:**

**Note:** If you (re)generate your API token and are using an e-Select plus API, you need to update your code to reflect the newly generated token. If you do not update your code, all transactions using the e-Select plus API will generate an "API Token Mismatch" error. (This error will not affect transactions processed via the Merchant Resource Center.)

1. Click on **ADMIN** in the main menu bar. The sub-menu bar populates with Admin items.
2. Click on **Store Settings** in the sub-menu bar. The Store Settings page opens.
3. Click the **Re-generate API Token** button. A "Re-generate API Token" warning message appears.

**IMPORTANT!** e-Select plus Support CANNOT re-activate an old token once a new one has been generated.

4. Click the **Re-generate API Token** button again. The new API token is generated.
5. All users currently logged in must log out. (These users may then log in again).

6. The procedure is complete.

16.6.2 Auto-Logout Period

Set the Auto-Logout Period to control the amount of time that must elapse before the Merchant Resource Center automatically logs out a user due to inactivity.

**Note:** Once this value is updated, it will apply to all users within the store

To configure this setting:

1. Click on **ADMIN** in the main menu bar.
   The sub-menu bar populates with Admin items.

2. Click on **Store Settings** in the sub-menu bar.
   The Store Settings page opens.

3. Scroll down to the Automated Logout section, and key a logout time into the **Auto Logout Time** field.
   **Note:** The amount entered must be in minutes and can be between 10 minutes and 720 minutes (12 hours).

4. Click the **Save Logout Period** button.
   The page reloads.

5. Look for the "logout period has been updated" confirmation statement above the **Save Logout Period** button to confirm that the change has been saved.

6. The procedure is complete.
16.6.3 Batch Close Time

At the end of every day (11 PM EST) the Batch must be closed so that funds are settled the next business day. Funds are usually deposited the following business day, as long as the batch has been closed prior to 11 PM. For any batches closed after 11 PM, the deposit will be delayed by one business day.

**Note:** All time units are in Eastern Time.

- To set an automatic daily close time, refer to the "Setting a Close Batch Time" procedure.
- To close the batch manually, refer to the "Closing a Batch Manually" procedure.

16.6.3.1 Setting the Batch Close Time

To configure this setting:

1. Click on **ADMIN** in the main menu bar. The sub-menu bar populates with Admin items.
2. Click on **Store Settings** in the sub-menu bar. The Store Settings page opens.
3. Scroll down to the Batch Close Time section, and select a Batch Close time:
   - Manually close batch via API or Merchant Resource Center: The Batch never closes unless you close it via an API or the Merchant Resource Center.
   - Automatically close between 10 and 11 pm (Eastern Time): The batch closes automatically on a daily basis between 10 PM and 11 PM (eastern standard time).
   - Automatically close at (hh:mm:ss): The batch closes automatically on a daily basis at a time that you specify (eastern standard time). A time between 10-11 pm is not valid.
4. Click the **Save Batch Time** button to save the changes. The page reloads.
5. Look for the "Batch Time has been successfully updated" statement to confirm that the change has been saved.
6. The procedure is complete.

16.6.3.2 Closing a Batch Manually

To close a batch manually:

1. Click on **REPORTS** in the main menu bar. The sub-menu bar populates with Reports items.
2. Click on **Batches** in the sub-menu bar. The Batch Reports page opens.
3. Go to the Terminal ID section, and click the **Close Batch** button beside the Batch that you wish to close. *e-Select plus* communicates with the Moneris Host, and then the Batch Close results page opens.
4. Look for the "batch close successful" statement appearing on the page to confirm that the batch has been closed.

5. To continue closing other batches, click the Continue button; otherwise, the procedure is complete.

16.6.4 Receipt Details

Configure the Receipt Details settings so that e-Select plus generates receipts that display only information that you want to appear on them (e.g., address, Web site URL, Contact Telephone number, Fax number, Refund policy, etc.).

**IMPORTANT!** You must ensure that all information that you key in is accurate since this is the exact information will appear on all customer receipts.

To include or exclude merchant-specific information on receipts:

1. Click on ADMIN in the main menu bar.
   The sub-menu bar populates with Admin items.

2. Click on store settings in the sub-menu bar.
   The Store Settings page opens.

3. Go to the Receipt Details section, and key in your Merchant-related contact information in any or all of the following fields:
   
   - Street Address 1
   - Street address 2
   - City
   - Province
   - Postal Code
   - Website URL
   - Fax #
   - Refund Policy
      
      If the policy is greater than 50 characters, key in a URL where the full policy can be accessed.

4. Select any or all of the following checkboxes to add these cardholder-related contact details to receipts:
   
   - Include Line Item details: Details include item quantity, Description, ID, Price, and Subtotal.
   - Include Shipping details: Details include the receiver's First/Last name, Shipping address, and Phone/Fax numbers.
   - Include Customer ID
   - Include extra details - Client Email Address and Note: Details include the customer's E-mail Address and Note data.
   - Include Level 2 details: Includes tax and invoice information.

5. When you have made all of your changes, save them by clicking the Save Receipt Data button OR Delete your changes by clicking the Reset Data button.
• If you clicked the **Save Receipt Data** button, the Receipt Details section is updated with your latest changes. Look for the "data successfully saved" statement to confirm that the change has been saved.

• If you clicked the **Reset Data** button, the data reverts back to the previously saved version.

6. The procedure is **complete**.

• If you keyed in your Merchant address information (step 3) and selected all of the optional receipt details (step 4), **e-Select plus** generates transaction receipts that display the following additional information (circled in red for this example):

  **Note:** Optional receipt details are not included in "3x6" receipts.

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**MONERIS SOLUTIONS DOC**

**TRANSACTION APPROVED - THANK YOU**

**Payment Details**
- Transaction Type: PURCHASE
- Transaction Amount: $10.00 CAD
- Order ID: 00226640985
- Card Type: VISA
- Resp Code - Message: 007 - APPROVED
- Auth Code: 800200
- Reference Num: 66009961501010010 M
- Date/Time: Sep 29 2008 02:47PM
- Refund Policy: Return merchandise within 7 days of purchase

**Item Details**

<table>
<thead>
<tr>
<th>Description</th>
<th>Product Code</th>
<th>Quantity</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Customer Details**
- Customer ID:
- Email Address:

**Address Details**
- Billing:
- Shipping:
16.6.5 Tip Settings

Configure the Tip Settings parameter so that the cardholder is prompted to key in a Tip whenever a PINpad is used at the POS. Tip Entry is supported for Purchase transactions only. Your store must be enabled for the Card-Present feature to activate this prompt.

**IMPORTANT!** Before you configure this setting, ensure that Tip prompting is appropriate for your business.

**To configure Tip Settings:**

1. Click on **ADMIN** in the main menu bar. The sub-menu bar populates with Admin items.
2. Click on **Store Settings** in the sub-menu bar. The Store Settings page opens.
3. Go to the Tip Settings section, and select the **Enable tip on Pinpad** checkbox. The cardholder is given the choice whether or not to select a dollar amount to add to the original Purchase.
4. Go to the Tip Settings section, and select the **amount or percentage** option. The cardholder is given the choice whether or not to select a dollar amount or a percentage of the original amount to add to the original Purchase.
5. Click the **Update Tip Settings** button to save your settings. The page reloads.
6. Look for the "tip settings have been updated" statement above the **Update Tip Settings** button to confirm that the change has been made.

6. The procedure is complete.

16.6.6 Asynchronous Transaction Response

Configure the Asynchronous Transaction Response parameters to enable a server-to-server post of the Virtual Terminal response data in XML format as a secondary method of getting the response data. The response data will be sent to the specified URL.

**To configure Asynchronous Transaction Response:**

1. Click on **ADMIN** in the main menu bar. The sub-menu bar populates with Admin items.
2. Click on **Store Settings** in the sub-menu bar. The Store Settings page opens.
3. Go to the Asynchronous Transaction Response section, and select **Perform asynchronous data post** checkbox.
4. Key the destination URL into the **Async Response URL** field.
5. Click the **Save Asynchronous Settings** button to save your settings. The page reloads.
6. Look for the "Async response settings have been updated" statement above the Save Asynchronous Settings button to confirm that the change has been made.

7. The procedure is complete.

16.6.7 Vault Settings

Configure the Vault Settings parameter to enable or disable the ability to retrieve the full card or ACH account number from the Vault.

**Note:**

- The Vault Lookup Full transaction is only available via API.
- Your store must also be enabled for the Vault Lookup Full functionality to activate this prompt.

To configure Vault Settings:

1. Click on ADMIN in the main menu bar.
   The sub-menu bar populates with Admin items.

2. Click on Store Settings in the sub-menu bar.
   The Store Settings page opens.

3. Go to the Vault Settings section, and select one of the following options:
   - **OFF - No permission**: Vault Lookup Full API transaction will be rejected.
   - **ON - Full permission granted**: Vault Lookup Full API transaction will be accepted and the full card or ACH account number will be returned.

4. Click the Save Vault Settings button to save your settings.
   The page reloads.

5. Look for the "Vault permission has been successfully granted/disabled" statement above the Save Vault Settings button to confirm that the change has been made.

6. The procedure is complete.
16.7 Multi-Store Login

Multi-Store Login allows e-Select plus Merchant Resource Center merchants with multiple locations to link their accounts together:

- Users can have one User name/password as opposed to managing multiple passwords.
- Users can access linked stores.
- Users can log into one store and process transactions in other linked stores.

Listed here are the procedures for setting up and using the Multi-Store Login feature:

- To link stores, refer to the "Linking Master and Child Stores" procedure.
- To switch from one linked store to another, refer to the "Switching from One Store to Another Store" procedure.
- To remove a linked store from the group, refer to the "Removing a Store from the Group" procedure.

16.7.1 Linking Master and Child Stores

To link your individual e-Select plus stores, you will be required to designate one store as the "master" store and designate any other stores as "child" stores. Please note that any user may log into a child store directly, but to cross between stores without having to log out/log in, a user must always log in via the master store.

Before you begin this procedure, do the following:

- Ensure that you have the Login credentials to access the store that you will designate as the master store.
- Ensure that you have the Login credentials to access the store(s) that you will designate as the child store(s).
- Ensure that the Login credentials that you use for this procedure are enabled for full Administrative permissions.
- Ensure that the Login credentials that you use to log into the individual stores are enabled for the Configure Multi Merchant User permission.

To link your stores in a new Multi-Store setup, begin at step 1.

OR

To link a store to an existing Multi-Store setup, begin at step 2.

1. Designate the prime store, and configure your account permissions:

   a. Log into the store that you wish to designate as the "master" store. (Refer to the "Logging In" procedure.)
   
   b. Open your login account's User Permissions page (refer to the "Modifying User Permissions" procedure), and checkmark the Configure Multi Merchant checkbox.
c. Click the **Update Permissions** button.

d. Log out, and go to step 2.

2. Designate the dependent store(s), and configure your account(s) permissions:

   a. Log into a store that you wish to designate as a "child" store.

   b. Open your login account's User Permissions page (refer to the "Modifying User Permissions" procedure), and checkmark the **Configure Multi Merchant** checkbox.

   c. Click the **Update Permissions** button.

   d. Log out.

   e. For every store that you wish to include as a child store, repeat step 2 (a. to e.); otherwise, go to step 3.

3. Using your administrator login credentials, log into the main store.

4. Link the child store(s) to the master store:

   a. Click on **ADMIN** in the main menu bar.
      The sub-menu populates with Admin items.

   b. Click on **Multi Store Login** in the sub-menu bar.
      The Multi Store Setup page opens.

   c. Go to the Add Store section, and key in your login credentials (Username, Store ID, and Password) of the child store that you wish to link (as selected in step 2).

   d. Click the **Authenticate Access** button.

   e. If the store has been successfully linked, the "Store has been successfully paired" statement will appear.

5. To link the other child stores (if any) to the master store, repeat step 4 (c. to e.).

   When your stores are linked via Multi-Store Login, you may at any time switch back and forth between them subject to the following restrictions:

   - To navigate between linked stores, you must first log into the master store.

   - If you log out while you are switched to a child store, you will have to log back in to the master store again to be able to move back and forth between stores.

   **Note:** You may always log into any child store using your login credentials for that store; however, you will not be able to access any other linked store directly from that child store.
16.7.2 Switching from One Store to Another Store

To switch from one linked store to another linked store:

1. Log into the master store.

2. Go the Switch Store drop-down list in the gray bar appearing at the top of the page, and select the store that you wish to access.

3. Click the GO button to make the switch.

   **Note:** To identify the store to which you have switched, refer to the gray bar at the top of the transaction page. The name of the open store will be clearly marked in is gray bar.

4. To switch to another store, repeat step 3.

16.7.3 Removing a Store from the Group

To remove a linked store:

1. Log into the prime store.

2. Click on ADMIN in the main menu bar.

3. Click on Multi Store Login in the sub-menu bar.

4. Go the Edit Stores section, and select the checkbox beside the store(s) that you wish to remove.

5. Click the Remove button.

   **Note:** If there are no stores linked to the main store, the gray Multi-Store bar will disappear from the top of the Merchant Resource Center interface page.

16.8 Web Integration Options

To integrate your site with the Merchant Resource Center, you must choose from among several available Web integration options: DirectPost, Hosted PayPage, 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 merchant’s business decision on importance of branding on the payment page and PCI-compliance responsibilities.

For assistance in determining which integration method is right for you, contact the e-Select plus Integration Support team.
16.8.1 DirectPost Configuration

DirectPost is one of the Web integration options available for integrating MOTO/E-commerce transaction processing with e-Select plus.

How DirectPost works: When a transaction is initiated, the transaction-specific data is sent to e-Select plus DirectPost via an HTTP POST. e-Select plus processes the transaction and directs the cardholder and the response back to your merchant site so that a custom receipt can be created. Transaction verification can be performed to ensure that what is being sent is a legitimate transaction.

If you have chosen the DirectPost integration method, you must complete a DirectPost configuration via the Merchant Resource Centre interface.

- For information about how to view or download detailed DirectPost configuration instructions, refer to "Assistance and Resources."

16.8.2 Hosted PayPage Configuration

Hosted PayPage is one of the Web integration options available for integrating MOTO/E-commerce transaction processing with e-Select plus. If you have chosen the Hosted PayPage integration method, you must complete a Hosted PayPage configuration via the Merchant Resource Centre interface.

How Hosted PayPage works: When a transaction is initiated, the non-secure transaction details are sent via an HTTP POST to e-Select plus, and the cardholder is redirected to a secure Moneris hosted payment page. On this page, the cardholder enters their secure payment details (i.e. credit card or bank account data). The cardholder then securely enters their credit card data. Upon receipt of this data, e-Select plus 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. Transaction verification can be performed to ensure that the response is from a legitimate transaction.

- For information about how to view or download detailed Hosted PayPage configuration instructions, refer to "Assistance and Resources."
17 Managing Your Account

MY ACCOUNT is a standard component of the Merchant Resource Center.

Use the functions and settings of this component to configure your own account's defaults and the behavior of the Merchant Resource Center for your own login session.

To access My Account functions and settings:

1. Click on MY ACCOUNT in the main menu bar:

2. The following functions and settings can be configured from the sub-menu bar:
   - Account Information ("Refer to "Account Information.")
   - Account Settings (Refer to "Account Settings.")
   - Login History (Refer to "Login History: Your Account.")

17.1 Account Information

Use the Account Information options to change your own Login password and Security pass-phrase.

17.1.1 Changing Your Login Password

To access the Merchant Resource Center, you must use a Login password (along with a Store ID and your User name). You can at any time change your own Login password.

To change your Login password:

1. Click on MY ACCOUNT in the main menu bar.
   The sub-menu bar populates with My Account items.

2. Click on Account Information in the sub-menu bar.
   The Account Information page opens.

3. Go to the Change Password Section:
   a. Key your old Login password into the Old Password field.
   b. Key your new Login password into the New Password field.
      
      **Note:** The field is case sensitive. The password must adhere to this criteria:
      * must be 7-16 characters long
      * must start with a letter
      * must contain a number
      * cannot be the same as the previous 4 passwords
   c. Key your new Login password into the Confirm New Password field.
d. Click the Change Password button.
   The page reloads.

4. Look for the password "successfully updated" message to confirm that the change has been made.

5. The procedure is complete.

17.1.2 Security Pass-Phrase

In the event that you forget your Login password, you will have to use your Security pass-phrase as an alternate means of authentication. (If you have a Security pass-phrase set up, you can always obtain a temporary password via e-mail and then reset your Login password.)

Only you can create a permanent Security pass-phrase for your Login account.

IMPORTANT! You must keep your e-mail address information up to date for this feature to be effective; otherwise, you will need to contact your store administrator to reset your password should you forget it.

To change your pass-phrase:

1. Click on MY ACCOUNT in the main menu bar.
   The sub-menu bar populates with My Account items.

2. Click on Account Information in the sub-menu bar.
   The Account Information page opens.

3. Go to the Security Passphrase section, and fill in the following fields:
   • Security Question 1: Must be between 6 and 90 characters long and different from the Security answer.
   • Security Answer 1: Must be between 6 and 90 characters long and different from the Security question.
   • Confirm Answer:

4. Fill in the remaining fields (Question/Answer 2 and 3) as instructed in the previous step.
   Note: Use a different question and answer for each.

5. Key a valid e-mail address into the Email Address field

6. Click the Save Reset Password Data button.
   The page reloads.

7. The procedure is complete.
17.2 Account Settings

Use the Account Settings functions to configure the default settings for your account when you are logged in to the Merchant Resource Center.

The following settings can be configured:

Note: The settings listed below may or may not appear depending on your Merchant account set up.

- Default Electronic Commerce Indicator (ECI)
  (Refer to the "Default Electronic Indicator (ECI)" procedure.)

- Export-to-File fields
  (Refer to the "Export to File Fields" procedure.)

- Com Port for external device (e.g., PINpad or check imager)
  (Refer to the "External Device's Communications Port" procedure.)

- Default Transaction method
  (Refer to the "Default Transaction Method" procedure.)

- Default SEC code
  (Refer to "Default SEC Code" procedure.)

- Transaction Summary fields
  (Refer to the "Transaction Summary Fields" procedure.)

17.2.1 Default Electronic Commerce Indicator (ECI)

By configuring this setting, you can set a default Electronic Commerce Indicator for when you process financial transactions on the Virtual Terminal. For instance, if you set Mail/Telephone Order - Single as your default ECI, this option will appear by default in the ECI drop-down list appearing on any transaction page. (You may change the ECI at the time you are processing a transaction.)

To configure this setting:

1. Click on MY ACCOUNT in the main menu bar.
   The sub-menu bar populates with My Account items.

2. Click on Account Settings in the sub-menu.
   The Account Settings page opens.

3. Go to the Default Transaction ECI section, and select an ECI from the Default ECI drop-down list. (For available ECI values, refer to the "ECI Selection" procedure.)

4. Click the Save Default ECI button.
   The page reloads.

5. Look for the "successfully updated" statement above the Save Default ECI button to confirm that your new setting has been saved.

6. The procedure is complete.
17.2.2 Export-to-File Fields

Configure this setting to select specific types of data to be included in any CSV output file generated with the Export Transactions to File function.

To configure this setting:

1. Click on **MY ACCOUNT** in the main menu bar.
   The sub-menu bar populates with My Account items.

2. Click on **Account Settings** in the sub-menu bar.
   The Account Settings page opens.

3. Go to the Export to File Fields section, and select the checkboxes for fields that you wish to appear in the Exported-to-file download:

   - Amount:
   - Auth Code:
   - AVS Result:
   - Batch Number:
   - Card Level Result:
   - Card Number:
   - Card Type:
   - Customer ID:
   - CVD Result:
   - Date / Time:
   - ECI:
   - Expiry date:
   - Order ID:
   - Orig Transaction Number:
   - Reference Number:
   - Response Code:
   - Result:
   - Sequence:
   - Swiped:
   - Terminal ID:
   - Transaction Number:
   - Transaction Type:
   - VBV/SC Result

4. Click the **Save Export to File Settings** button.
   The page reloads.

5. Look for the "successfully updated" statement above the **Save Export to File Settings** button to confirm that your new setting has been saved.

6. The procedure is complete.
17.2.3 External Device's Communications Port

To process transactions with an external device (e.g., PINpad or check imager) attached to your computer, you must configure the device's Port setting for your User account so that the external device can interface with the Merchant Resource Center via one of your computer's communications ("com") ports.

To configure this setting:

1. Click on MY ACCOUNT in the main menu bar. The sub-menu bar populates with My Account items.
2. Click on Account Settings in the sub-menu bar. The Account Settings page opens.
3. Input the port setting for the connected external device:
   - **Note:** The Com Port number is defined by your personal computer's operating system. *(To determine which Com Port number to register, refer to the "Finding the Com Port Number" procedure.)*
   - For an i3070 PINpad:
     a. Go to the Pinpad COM Port section, and key a Com Port number into the COM Port field (Pinpad).
     b. Click the Save COM Port button. The page reloads.
   - For a MagTek check imager:
     a. Go to the Check Imager COM Port section, and key a Com Port number into the COM Port field (Check Imager).
     b. Click the Save COM Port button. The page reloads.
4. Look for the "successfully updated" statement above the Save COM Port button to confirm that your new setting has been saved.
5. Close, and restart your browser for the change to take affect.
6. The procedure is complete.
17.2.4 Default ACH SEC Code

Configure the Default Sec Code setting to specify an SEC code that should automatically selected whenever you initiate an ACH (Debit) Purchase or ACH Credit.

For example, if you set POP-Point of Purchase as the default code, you will find that whenever you initiate an ACH Purchase, this code will appear by default in the SEC Code drop-down list.

You can select a different transaction method at the time you are processing the transaction.

To configure this setting:

1. Click on MY ACCOUNT in the main menu bar. The sub-menu bar populates with My Account items.
2. Click on Account Settings in the sub-menu bar. The Account Settings page opens.
3. Go to the Default ACH Settings section, and select a default code from the ACH SEC Code drop-down list. (For a listing of specific ACH Sec codes, refer to "Selecting an SEC Code."
4. Click the Save Default SEC Code button. The page reloads.
5. Look for the "successfully updated" statement above the Save Transaction Method button to confirm that your new setting has been saved.
6. The procedure is complete.

17.2.5 Default Transaction Method

Configure the Default Transaction Method setting to specify a transaction method that is automatically selected whenever you initiate a financial transaction.

**Note:** A different transaction method may be selected at the time the transaction is being processed.

To configure this setting:

1. Click on MY ACCOUNT in the main menu bar. The sub-menu bar populates with My Account items.
2. Click on Account Settings in the sub-menu bar. The Account Settings page opens.
3. Go to the Default Transaction Method section, and select an option from the drop-down list:
   - **Keyed:** Payment card's data are manually entered.
   - **Mag Swipe Reader:** Payment card's data are entered via swipe on attached magnetic stripe reader.
   - **Pinpad:** Payment card's data are entered via swipe on attached PINpad.
4. Click the Save Transaction Method button. The page reloads.
5. Look for the "successfully updated" statement above the **Save Transaction Method** button to confirm that your new setting has been saved.

6. The procedure is complete.

### 17.2.6 Transaction Summary Fields

Configure the Transaction Summary Fields setting to define the data fields that you wish to appear in a Transaction Summary page (i.e., the page that opens whenever you click the **Locate Transactions** button or when you generate a report).

Optional fields that you can choose to include or exclude are: Card Number, Customer ID, Response code, Batch number, Card type, Authorization code, Amount, Expiry date, ECI, Result, CVD result, and AVS result.

**To configure this setting:**

1. Click on **MY ACCOUNT** in the main menu bar.  
   The sub-menu bar populates with My Account items.

2. Click on **Account Settings** in the sub-menu bar.  
   The Account Settings page opens.

3. Go to the Transaction Summary Fields section, and select the checkboxes for fields that you wish to appear on Transaction Summary reports.

   - Account Number:
   - Amount:
   - Authorization Code:
   - AVS Result ECI:
   - Batch Number:
   - Card Level Result:
   - Customer ID:
   - CVD Result:
   - Expiry Date:
   - Payment Type:
   - Response Code:
   - Result:
   - VBV/SC Result

4. Click the **Save Transaction Summary Settings** button.  
   The page reloads.

5. Look for the "successfully updated" statement above the **Save Transaction Summary Settings** button to confirm that your new setting has been saved.

6. The procedure is complete.
17.3 Login History: Your Account

The Login History log is a security feature that you can use to verify that there have been no unauthorized attempts (successful or unsuccessful) to log into your own account.

By using the Login History function, you can view a history of the previous five successful and the previous five unsuccessful logins by anyone using your Login credentials. Login details are listed by Date and IP address. Reasons for any login failures also appear as part of this log.

To view this log:

1. Click on MY ACCOUNT in the main menu bar.  
   The sub-menu bar populates with My Account items.

2. Click on Login History in the sub-menu bar.  
   The Login History page opens.

3. The procedure is complete.
18 Convenience Fees

The Convenience Fees feature allows you to charge a supplemental amount (fixed or percentage-based) to a manually entered credit or ACH Purchase.

Note: In addition to the base charge for the goods/services, which appears on the cardholder's statement as usual, the Convenience fee appears as a separate charge.

- For specifics regarding how convenience fees are calculated and applied, refer to "Applying Convenience Fees to Financial Transactions."
- For information on how to retrieve transactions for which a Convenience fee was charged, refer to "Convenience Fees and Reports."

18.1 Applying Convenience Fees to Financial Transactions

<table>
<thead>
<tr>
<th>TRANSACTION</th>
<th>APPLYING CONVENIENCE FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchase</td>
<td>The Convenience fee (CF) is automatically added to the total cost of the goods or services being sold. The Convenience fee may be based on a fixed amount or a percentage amount.</td>
</tr>
<tr>
<td></td>
<td>• CF as fixed amount: The Convenience fee is added to the value submitted in the Amount field. This means that the total amount charged to the cardholder = (Purchase amount + Convenience Fee).</td>
</tr>
<tr>
<td></td>
<td>• CF as percentage: The Convenience fee is based on the value submitted in the Amount field. This means that total amount charged to the cardholder = (Purchase amount x Convenience Fee %) + Purchase amount.</td>
</tr>
<tr>
<td>Void</td>
<td>The full amount of the Convenience fee will be reversed. The convenience fee does not appear on the cardholder's statement.</td>
</tr>
<tr>
<td>Refund</td>
<td>The original transaction amount minus the applicable Convenience fee will be reversed. (The Convenience fee itself will not be reversed and will appear on the cardholder's statement.)</td>
</tr>
<tr>
<td>Independent Refund</td>
<td>Not applicable. A Convenience fee is not charged for this transaction.</td>
</tr>
<tr>
<td>Auth</td>
<td>This transaction does not appear if the Convenience Fee feature is enabled.</td>
</tr>
<tr>
<td>Capture</td>
<td>This transaction does not appear if the Convenience Fee feature is enabled.</td>
</tr>
<tr>
<td>Group Purchase</td>
<td>This transaction does not appear if the Convenience Fee feature is enabled.</td>
</tr>
<tr>
<td>Voice Auth</td>
<td>This transaction does not appear if the Convenience Fee feature is enabled.</td>
</tr>
</tbody>
</table>
18.2 Convenience Fees and Reports

Please note that Convenience fees are not included in reports. Therefore, if you wish to generate a report using the transaction amount as a search criterion, ensure that you do not include the Convenience fee when you are inputting the dollar value in the **Amount** field.

- **To determine what if any Convenience fee was applied to a transaction**, open the transaction's Order History page. (For instructions on how to open an Order History page, refer to the "Order History" procedure.)

**Note:** The Convenience Fee information is listed on the Order History page as follows:

<table>
<thead>
<tr>
<th>Convenience Fee Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convenience Fee Rate: $### or %#### (This is the rate by which the fee was calculated.)</td>
</tr>
<tr>
<td>Convenience Fee: $###               (This is the actual fee that was charged to the cardholder)</td>
</tr>
</tbody>
</table>

- The Convenience Fee that is charged is based on the rate that your store was configured to apply at the time the original transaction was processed.

- Convenience fee pricing is determined during merchant account setup with a sales representative. To update the Convenience Fee pricing, please contact your sales representative.
19 E-Fraud Protection

If your store is registered for the E-Fraud Protection feature, users are prompted to key in the required authentication data for credit Purchases, Authorizations, and Recurring transactions (adding) when they are processed as manually entered or MSR-swiped transactions. Authentication data include Card Verification Digits (CVD) and Address information (AVS).

For instructions on how to enter authentication data for transactions that will be sent to the Host as "live" transactions, refer to the following procedures listed below:

Note: The authentication results will be displayed on the Host response page (Fraud Check Results section) that opens following the transaction. The results will also be displayed on the transaction's Order History page. (Refer to "Order History.")

- **Purchase**, refer to the "Purchase" procedure.
- **Authorization**, refer to the "Authorization" procedure.

For instructions on how to obtain card verification results without sending "live" transactions to the Moneris Host, refer to the procedure listed below:

- **Card Verification**, refer to the "Card Verification" procedure.

Contact Moneris at eselectplus@moneris.com to have the e-Fraud feature enabled for your store. Make sure to include your Store ID or Merchant ID in any E-Fraud activation e-mail requests.

19.1 Address Verification Service (AVS)

The Address Verification Service (AVS) is a fraud prevention feature that enables the card issuer to compare the cardholder Street number, Street name, and ZIP/postal code data (that you keyed in) with the corresponding data that would appear on the cardholder's statement.

Requirements to use AVS:
Your store must be enabled for the e-Fraud Protection feature.

- Contact Moneris at eselectplus@moneris.com to have the E-Fraud feature enabled for your store. Make sure to include your Store ID or Merchant number in any E-Fraud activation e-mail requests.

How to know if your store is enabled for AVS:

- If your store is enabled for this feature, an Address Verification section displays when you are processing transactions on the Virtual Terminal. You will be required to fill in the Street number, Street name, and ZIP/postal code data.
20 Appendix

20.1 Using the 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.

**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.

To log in:

1. Click on this link: [https://esplusqa.moneris.com/usmpg/](https://esplusqa.moneris.com/usmpg/).
2. Fill in these required fields:
   - **Username:** Key in `demouser`.
   - **Store ID:** Key in `monusqa002` or `monusqa003` or `monusqa004`
   - **Password:** Key in `abc1234`.
3. Click the `Submit` button.
   The Merchant Resource Center opens.
4. The procedure is complete.

20.1.1 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.**

<table>
<thead>
<tr>
<th>CARD TYPE</th>
<th>CARD NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amex</td>
<td>373599005095005</td>
</tr>
<tr>
<td>Diners</td>
<td>36462462742008</td>
</tr>
<tr>
<td>MasterCard</td>
<td>5454545454545454</td>
</tr>
<tr>
<td>Visa</td>
<td>4242424242424242</td>
</tr>
</tbody>
</table>

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). Refer to "Assistance and Resources" for instructions on how to obtain this documentation.

## 20.2 Assistance and Resources

<table>
<thead>
<tr>
<th>Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Enabling optional features</td>
</tr>
<tr>
<td>- Independent Refunds (temporarily)</td>
</tr>
<tr>
<td>- Creating Merchant accounts</td>
</tr>
<tr>
<td>- Adding Card plans, pricing and other sales-related</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Technical issues</td>
</tr>
<tr>
<td>- Training</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Drivers and APIs</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Activating your store</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>