



**BE PAYMENT READY**

## Merchant Resource Center

User Manual

v1.0.0 (Canada)



## About This Documentation

Documentation Date: July 12, 2016

Created by: Moneris Product Documentation

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# Contents

<b>1</b>	<b>INTRODUCTION .....</b>	<b>1</b>
1.1	Introduction	1
1.2	Before you get started	1
1.2.1	Store administrator user: before you get started	2
1.2.2	Non-administrator user: before you get started	2
1.3	Activating your Merchant Resource Center store	3
1.4	Ready to use the Merchant Resource Center?	4
<b>2</b>	<b>MERCHANT RESOURCE CENTER BASICS .....</b>	<b>5</b>
2.1	Logging into the Merchant Resource Center	5
2.1.1	The Merchant Resource Center main page	6
2.1.2	The menu bar	6
2.1.3	Available store features	7
2.2	Accessing context-sensitive help	7
2.3	Using the search fields	7
2.4	Logging out of the Merchant Resource Center	8
2.5	Need to reset your login password?	8
2.6	Configuring your security questions and answers	9
2.7	Switching between Canadian/U.S. Merchant Resource Center	10
2.8	General guidelines for performing transactions	11
<b>3</b>	<b>POS HARDWARE.....</b>	<b>12</b>
3.1	Moneris iPP320 PINpad	12
3.1.1	Setting up the iPP320 PINpad	14
3.1.2	Card entry options	19
<b>4</b>	<b>VIRTUAL TERMINAL .....</b>	<b>22</b>
4.1	Purchase with debit/credit card	23
4.1.1	Purchase with debit/credit card: iPP320 PINpad	24

4.1.2	Purchase with debit/credit card: iPP320 (manual card entry)	25
4.1.3	Purchase with debit/credit card: unencrypted MSR	26
4.1.4	Purchase with debit/credit card: Vault profile	27
4.1.5	Purchase with debit/credit card: keyed entry	28
4.2	Purchase with cash	30
4.3	Group Purchase with debit/credit card	31
4.4	Preauthorization with debit/credit card	33
4.4.1	Preauthorization with debit/credit card: iPP320 PINpad	34
4.4.2	Preauthorization with debit/credit card: iPP320 PINpad (manual card entry)	35
4.4.3	Preauthorization with debit/credit card: unencrypted MSR	37
4.4.4	Preauthorization with debit/credit card: Vault profile	38
4.4.5	Preauthorization with debit/credit card: keyed entry	40
4.5	Reauthorization with debit/credit card	42
4.6	Capturing a debit/credit Preauthorization	43
4.7	Capturing a debit/credit Reauthorization	45
4.8	Voice Authorization-Advice with debit/credit card	47
4.8.1	Voice Authorization-Advice with debit/credit card: unencrypted MSR	48
4.8.2	Voice Authorization-Advice with debit/credit card: keyed entry	49
4.9	Void with debit/credit card	50
4.10	Refund with debit/credit card	51
4.11	Refund with cash	52
4.12	Independent Refund with debit/credit card	53
4.12.1	Independent Refund with debit/credit card: iPP320 PINpad	54
4.12.2	Independent Refund with debit/credit card: iPP320 PINpad (manual card entry)	55
4.12.3	Independent Refund with debit/credit card: unencrypted MSR	56
4.12.4	Independent Refund with debit/credit card: Vault profile	57
4.12.5	Independent Refund with debit/credit card: keyed entry	58
4.13	Card Verification with debit/credit card	59
4.13.1	Card verification with debit/credit card: unencrypted MSR	60
4.13.2	Card Verification with debit/credit card: keyed entry	61
4.14	Chip initialization	62

4.15	Optional procedures: debit/credit cards	63
4.15.1	When purchasing card identified	63
4.15.2	Adding level 2/3 details to debit/credit (Preauthorization) Capture	64
4.15.3	Adding level 2/3 details to debit/credit (Reauthorization) Capture	66
4.15.4	Cardholder prompts: iPP320 PINpad	68
4.15.5	Cardholder prompts: iPP320 PINpad, manual card entry	71
<b>5</b>	<b>PRINTING/E-MAILING A RECEIPT.....</b>	<b>73</b>
<b>6</b>	<b>ORDER HISTORY .....</b>	<b>74</b>
6.1	Accessing a transaction's "Order History" page	74
<b>7</b>	<b>MONERIS GIFT/LOYALTY CARD PROGRAMS.....</b>	<b>78</b>
7.1	Purchase with gift card	80
7.1.1	Purchase with gift card: unencrypted MSR	81
7.1.2	Purchase with gift card: keyed entry	82
7.2	Void with gift card	83
7.3	Refund with gift card	84
7.4	Independent Refund with gift card	85
7.4.1	Independent Refund with gift card: unencrypted MSR	86
7.4.2	Independent Refund with gift card: keyed entry	87
7.5	Loyalty Purchase: awarding loyalty points	88
7.5.1	Loyalty Purchase: awarding loyalty points for associated debit/credit Purchase	89
7.5.2	Loyalty Purchase: awarding loyalty points for associated debit/credit Purchase (gift/loyalty card Activation)	90
7.5.3	Loyalty Purchase: awarding loyalty points for associated debit/credit Voice Authorization-Advice	91
7.5.4	Loyalty Purchase: awarding loyalty points for associated cash Purchase	92
7.5.5	Loyalty Purchase: awarding loyalty points for associated gift Purchase	93
7.5.6	Loyalty Preauthorization: allocating points for associated debit/credit Preauthorization	94
7.5.7	Loyalty Capture: awarding loyalty points for associated debit/credit Capture	95
7.6	Manual Redemption (dollars) with loyalty card	96

7.6.1	Manual Redemption (dollars) with loyalty card: unencrypted MSR	97
7.6.2	Manual Redemption (dollars) with loyalty card: keyed entry	98
7.7	Manual Redemption (points) with loyalty card	99
7.7.1	Manual Redemption (points) with loyalty card: unencrypted MSR	100
7.7.2	Manual Redemption (points) with loyalty card: keyed entry	101
7.8	Loyalty Void	102
7.8.1	Loyalty Void: removing loyalty points for associated debit/credit Void	103
7.8.2	Loyalty Void: reversing an associated gift card Purchase	103
7.8.3	Loyalty Void: reversing a loyalty Redemption	104
7.9	Loyalty Refund	105
7.9.1	Loyalty Refund: removing loyalty points for associated debit/credit Refund	106
7.9.2	Loyalty Refund: removing loyalty points for associated cash Refund	106
7.9.3	Loyalty Refund: removing loyalty points for associated gift Refund	107
7.9.4	Loyalty Refund: reversing a loyalty Redemption	107
7.10	Redeeming coupon/voucher with gift/loyalty card	108
7.10.1	Redeeming coupon/voucher with gift/loyalty card: MSR	109
7.10.2	Redeeming coupon/voucher with gift/loyalty card: MSR	110
7.11	Activating and loading a gift/loyalty card	111
7.11.1	Activating and loading a gift/loyalty card: MSR	112
7.11.2	Activating and loading a gift/loyalty card: keyed entry	113
7.12	Deactivating a gift/loyalty card	114
7.12.1	Deactivating a gift/loyalty card: MSR	115
7.12.2	Deactivating a gift/loyalty card: keyed entry	116
7.13	Balance Inquiry for gift/loyalty card	117
7.13.1	Balance Inquiry for gift/loyalty card: MSR	118
7.13.2	Balance Inquiry for gift/loyalty card: keyed entry	119
7.14	Optional procedures: gift/loyalty cards	120
7.14.1	Activating a gift/loyalty card - payment with debit/credit card: iPP320 PINpad	120
7.14.2	Activating a gift/loyalty card - payment with debit/credit card: MSR	121
7.14.3	Activating a gift/loyalty card - payment with debit/credit card: keyed entry	122

7.14.4	Activating a gift/loyalty card - payment with cash	123
7.14.5	Balance due for gift dollars transaction	124
7.14.6	Balance due for loyalty dollars transaction	125
7.14.7	Balance due for loyalty points Redemption	126
<b>8</b>	<b>RECURRING BILLING .....</b>	<b>127</b>
8.1	Registering a recurring transaction: keyed entry	128
8.2	Managing a recurring transaction	130
8.3	Recurring transactions report	132
<b>9</b>	<b>VAULT .....</b>	<b>134</b>
9.1	Registering a Vault profile	135
9.1.1	Registering a Vault profile: unencrypted MSR	136
9.1.2	Registering a Vault profile: keyed entry	137
9.2	Managing a Vault profile	138
9.3	Vault report	140
9.4	Hosted Vault configuration	142
<b>10</b>	<b>REPORTS .....</b>	<b>143</b>
10.1	Transactions report: debit/credit cards	144
10.2	Transactions report: grouped transactions	146
10.3	Transactions report: gift/loyalty cards	147
10.4	Managed account updater report	149
10.5	Batches report: debit/credit and gift/loyalty cards	151
<b>11</b>	<b>END-OF-DAY PROCEDURE .....</b>	<b>153</b>
<b>12</b>	<b>MANAGING YOUR OWN USER PROFILE .....</b>	<b>154</b>
12.1	Modifying your user profile's login information	155
12.1.1	Modifying your login password	155
12.1.2	Modifying your security questions/answers	156
12.1.3	Modifying your registered e-mail address	156
12.2	Modifying your user profile's default transaction settings	157
12.2.1	Setting your Merchant Resource Center default page	157



12.2.2	Setting your default card entry method	158
12.2.3	Setting your default electronic commerce indicator	159
12.2.4	Setting your default display language	159
12.2.5	Setting your default PINpad com port number	160
12.2.6	Setting the default headers/fields to include your transaction report summaries	161
12.2.7	Setting the headers/fields to include reports that you export to a CSV-format file	162
12.3	Viewing your login history	163
<b>13</b>	<b>ADMIN: MANAGING STORE SETTINGS/OTHER USER PROFILES.....</b>	<b>164</b>
13.1	Adding a new user profile	165
13.2	Modifying a user profile	166
13.2.1	Modifying a user profile's first name/last name data	166
13.2.2	Modifying a user profile's password	167
13.2.3	Modifying a user profile's user permissions	168
13.2.4	Modifying a user profile's admin access level	169
13.3	Deactivating a user profile	170
13.4	Notification settings	171
13.4.1	Adding an e-mail address to the notification list	171
13.4.2	Removing an e-mail address from the notification list	171
13.5	Store settings	172
13.5.1	Automated logout setting	172
13.5.2	Batch close time setting	172
13.5.3	Cash payments setting	173
13.5.4	PCI mode setting	173
13.5.5	Receipt details setting	174
13.5.6	Tip setting: iPP320 PINpad	174
13.5.7	API token: regenerating the token	175
13.5.8	Asynchronous transaction response setting	176
13.5.9	Multi-store login status	176
13.5.10	Managed account updater setting	177
13.5.11	Apple Pay In-App Configuration	178
13.6	Multi-store login configuration	180
13.6.1	Linking a child store to the master store	181
13.6.2	Unlinking a child store from the master store	182
13.6.3	Switching from one linked store to another linked store through multi-store login	182



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13.7	Audit logs	183
13.7.1	Access violations log: viewing	183
13.7.2	Admin changes log	184
13.7.3	User changes log	184
13.7.4	Login history	185
13.8	IP access	186
13.8.1	Restricting store access to specific IP address(es)	186
13.8.2	Blocking an IP address when IP restrictions enforced	187
13.9	Web integration options	188
13.9.1	DirectPost configuration	189
13.9.2	Hosted PayPage configuration	190
13.9.3	Hosted tokenization	191
<b>14</b>	<b>APPENDIX.....</b>	<b>192</b>
14.1	Payment/transaction fields	192
14.2	Electronic commerce indicator (ECI)	194
14.3	Permissions	195
14.3.1	Admin access level	195
14.3.2	User permissions	197
14.4	Managed account updater service	202
14.5	Level 2/3 reporting	203
14.6	Address verification service (AVS)	204
14.7	Using the Merchant Resource Center store in a test environment	205
14.7.1	Test Card Numbers	206
14.8	Assistance and resources	207



# 1 Introduction



## 1.1 Introduction

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

## 1.2 Before you get started

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

### Administrator users versus non-administrator users

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

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

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

1. Ensure that your hardware meets or exceeds the following requirements:
  - Internet-accessible computer.
  - Web browser: Internet Explorer 8 or higher with cookies enabled.
  - Internet connection (high speed recommended).
  - If you are connecting an iPP320 PINpad and/or unencrypted magnetic stripe reader:
    - On the computer to which you will connect the iPP320 PINpad and process transactions, you will need full admin permissions for your user account and the Java platform installed and enabled (free download available from [java.com](http://java.com)).
2. If you are activating a Merchant Resource Center store, ensure that you have your Moneris Merchant ID and Store ID (refer to your Moneris Welcome e-mail for these IDs).
3. Do one of the following:
  - If you have all the required elements, go to step 4.
  - If you do not have the required elements, please at **1-866-319-7450** or e-mail [onlinepayments@moneris.com](mailto:onlinepayments@moneris.com).
4. Determine your setup requirements:
  - If your store is not yet activated, proceed to *Activating your Merchant Resource Center store* (page 3).
  - If your store is already activated, proceed to *Ready to use the Merchant Resource Center?* (page 4).

### 1.2.2 Non-administrator user: before you get started

1. Obtain your login credentials (store ID and password) from your store administrator.
2. Proceed to *Ready to use the Merchant Resource Center?* (page 4).

## 1.3 Activating your Merchant Resource Center store

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

1. Visit [moneris.com/activate](https://moneris.com/activate).
2. In the **Moneris Merchant ID** and **Moneris Store ID** fields, enter your Merchant ID and Store ID (refer to your Moneris Welcome e-mail for these IDs).
3. Click on the **Next** button.
4. In the **First Name** and **Last Name** fields, enter your first name and last name.
5. In the **Username** and **Password/Password Confirm** fields, enter the username and password under which you want to sign into your store.

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

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

6. Click on the **Next** button.
7. Select and answer the three security questions from the **Question/Answer #** drop-down lists.

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

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

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

9. Click on the **Complete Activation** button.
10. When a "Congratulations!" page displays, it means your Merchant Resource Center store is activated.

**Important! Passwords should be kept confidential and not shared with any one. Change your password immediately if you have any reason to believe that someone else has access to it or has tried to log into your account (see page 155).**

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

## 1.4 Ready to use the Merchant Resource Center?

1. Do any of the following depending on your requirements:
  - If you need to set up a new iPP320 PINpad, proceed to page 14.
  - If you do not need to set up any POS hardware (e.g., iPP320 PINpad), go to step 2.
2. Learn more about some of the Merchant Resource Center features by reading through the sections listed below:

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

- To log in/log out from the Merchant Resource Center and learn about some of the basic features, see page 5.
  - To perform financial transactions with debit/credit cards, see page 22.\*
  - To perform financial transactions with gift/loyalty cards, including activating/deactivating cards, see page 78.
  - To set up/manage recurring transactions, see page 127.
  - To set up/manage Vault profiles, see page 134.
  - To generate financial transaction reports, see page 143.
  - To configure the settings/preferences for your own user profile, see page 153.
  - To use the Merchant Resource Center in a test environment, see page 205.
3. If you are acting as the store administrator, configure the appropriate store settings as desired (see page 164).

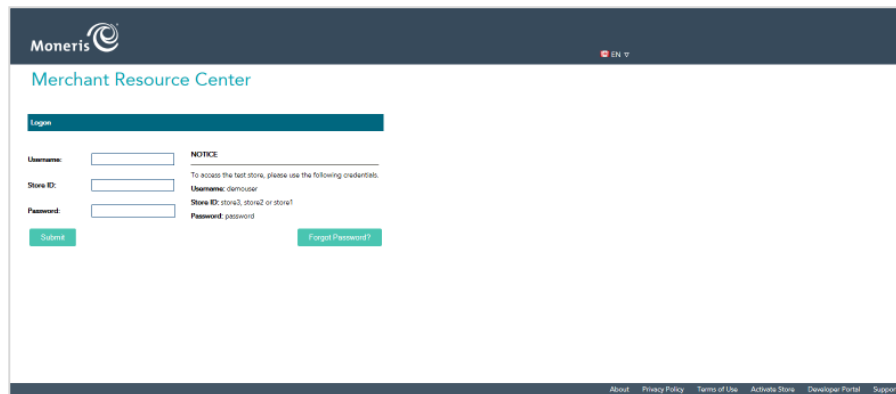
**Important!** As a security precaution, you should configure the auto-logout setting so that any user is automatically logged out after a specified period of inactivity (see page 172).

## 2 Merchant Resource Center basics

### 2.1 Logging into the Merchant Resource Center

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

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



3. Enter your credentials in the fields **Username**, **Store ID**, and **Password**.

**Note:** You must have a valid user ID (username) and password to access the Merchant Resource Center.

**Important! Passwords should be kept confidential and not shared with any one. Change your password immediately if you have any reason to believe that someone else has access to it or has tried to log into your account (see page 155).**

4. Click on the **Submit** button.

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

- If prompted to select/answer three security questions, see page 9.
- If prompted to change your password, enter the new password, and click on the **Submit** button.

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

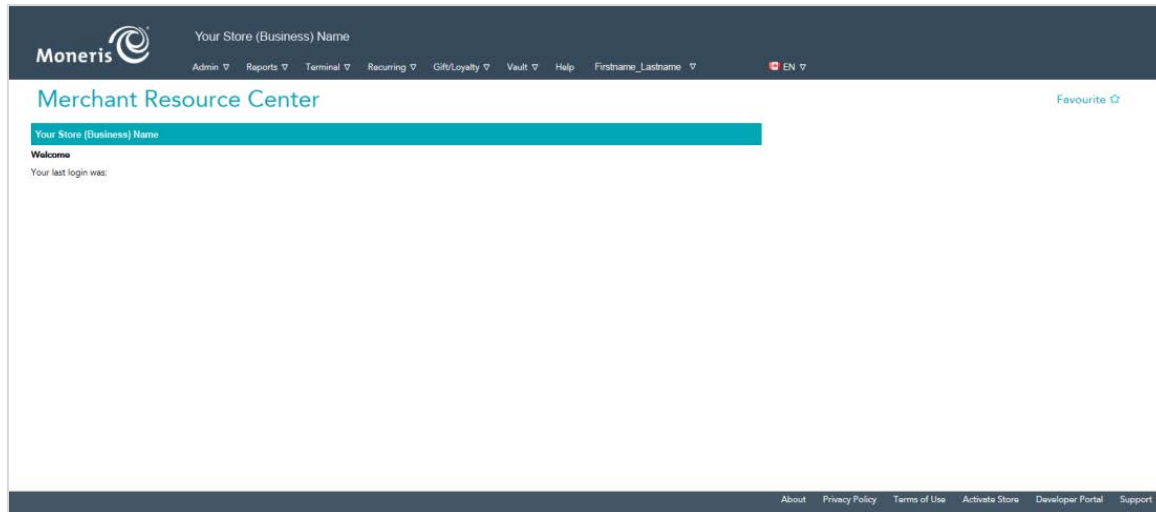
- If prompted to answer a security question, answer it, and click on the **Submit** button (or **Change Password** button).
5. When the "Merchant Resource Center" main page displays (see page 6), you have successfully logged in.



### 2.1.1 The Merchant Resource Center main page

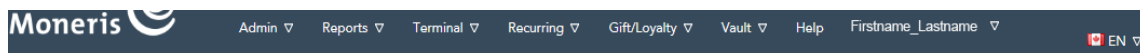
When you log in for the first time, the Merchant Resource Center main page (shown below) will display.

**Note:** The main page will always display unless you change your default page (see page 157).



### 2.1.2 The menu bar

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

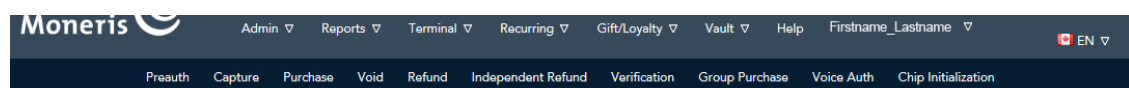


- The menu bar lists the features for which your store has been enabled (for a list of menu bar-accessible features, see page 7).

#### Using the menu bar

To access the functions/transactions associated with a menu-accessible feature, do the following:

1. Click on the feature that you want to use (e.g., to use the virtual terminal feature, click on **Terminal** on the menu bar).
2. Once the associated sub-menu bar displays (shown here), click on the function/transaction that you want to access (e.g., to do a debit/credit Purchase, click on **Purchase**).



3. When the "Purchase" page is displayed, you may perform the transaction.

### 2.1.3 Available store features

The table below lists the Merchant Resource Center features that accessible from the menu bar (see page 6).

**Note:** *Only the features for which your Merchant Resource Center store has been enabled will be accessible and/or visible.*

Feature	Description
Admin	Administrative functions (see page 164).
Reports	Transaction and batch reports (see page 143).
Terminal	Virtual terminal (see page 22).
Recurring	Recurring billing (see page 127).
Gift/Loyalty	Moneris Gift/Loyalty (see page 78).
Vault	Vault (see page 134).
Help	Context-sensitive online help (see page 7).
Firstname_Lastname	Managing your own user profile (see page 154).

## 2.2 Accessing context-sensitive help

Context-sensitive onscreen help may be accessed from any Merchant Resource Center page.

1. To access the help, click on **Help** on the menu bar.

## 2.3 Using the search fields

When entering data in a Merchant Resource Center search field, please note:

- Search fields are not case sensitive.

**Note:** *Password fields are case sensitive.*

- You may 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).

## 2.4 Logging out of the Merchant Resource Center

Follow the steps below to end your session and log out of the Merchant Resource Center.

1. On the menu bar, click on **Firstname\_Lastname > Log out**.
2. When the Merchant Resource Center login page displays (see page 5), it means you have successfully logged out.

## 2.5 Need to reset your login password?

1. Start on the Merchant Resource Center login page (visit <http://www3.moneris.com/mpg/>).
2. Click on the **Forgot Password?** button.
3. On the "Password Reset" page, enter your credentials in the **Username** and **Store ID** fields.
4. Click on the **Submit** button.
5. Answer the security question (enter the answer in the field), and click on the **Submit** button.

**Note:** *If you cannot remember the answer to your security question, contact your store administrator and request that they reset your password. If you are the store administrator and you cannot remember your security question, contact [onlinepayments@moneris.com](mailto:onlinepayments@moneris.com)).*

6. Click on the **Close Window** button.
7. Wait for the temporary password to be e-mailed to you.
8. Log into the Merchant Resource Center (enter your username and the temporary password that was e-mailed to you).

**Note:** *You will be prompted to change the temporary password.*

## 2.6 Configuring your security questions and answers

The questions and answers that you configure will be used to identify you in the event that you forget your password. (Periodically you may be prompted to answer a question when logging in.)

1. Select three questions from the **Choose security question #** drop-down list, and enter an answer in the corresponding **Security Answer** fields.

**Note:** *Each question and answer must be between 6 and 90 characters long, and each question and answer must be different from the other questions/answers.*

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

**Note:** *In the event that you need to have your login password reset, a temporary password will be sent to this address.*


3. Click on the **Save Security Questions** button.
4. When the "Merchant Resource Center" main page displays (see page 6), you have successfully logged in.

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


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

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


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

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

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

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

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

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

## 2.8 General guidelines for performing transactions

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

4. Select the transaction to be processed (e.g., **Terminal > Purchase** or **Terminal > Refund**).
5. Select a payment method/card entry method.
6. Capture the card data (e.g., manually enter data in Merchant Resource Center fields, or use a connected PINpad or other supported POS device to capture the data).
  - If an iPP320 PINpad is connected, ensure that the cardholder follows any prompts that are displayed.
7. Wait for the Merchant Resource Center to display an **APPROVED** or **DECLINED** response.
8. Print/e-mail a transaction receipt.

## 3 POS hardware

### 3.1 Moneris iPP320 PINpad

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

- To set up an iPP320 PINpad to work with your Merchant Resource Center store, see *Setting up the iPP320 PINpad* (page 14).



For names and descriptions of the labelled areas on the iPP320 PINpad, see page 13.



To see the labelled areas on the iPP320 PINpad, see page 12.

Label	Description
1	<b>Function keys (F1, F2, F3, and F4)</b> <ul style="list-style-type: none"> <li>Select the option displayed above the key.</li> </ul>
2	<b>Alpha-Numeric keys</b>
3	<b>Cancel key (red)</b> <ul style="list-style-type: none"> <li>Clear message displayed on the iPP320 PINpad.</li> <li>Cancel transaction.</li> </ul>
4	<b>Correct key (yellow)</b> <ul style="list-style-type: none"> <li>Clear data entered on the iPP320 PINpad.</li> </ul>
5	<b>OK / Enter key (green)</b> <ul style="list-style-type: none"> <li>Submit data, or acknowledge a message on the iPP320 PINpad.</li> </ul>
6	<b>Chip Reader (slot at the bottom of the iPP320 PINpad)</b> <ul style="list-style-type: none"> <li>See page 19.</li> </ul>
7	<b>Contactless Reader Indicator (green flashing light)</b> <ul style="list-style-type: none"> <li>Four lights flash: The reader is capturing card data (see page 20).</li> <li>No lights flash: The reader is idle.</li> </ul>
8	<b>Display Screen/Contactless Reader</b> <ul style="list-style-type: none"> <li>"WELCOME/BONJOUR" screen displays when the iPP320 PINpad is idle.</li> </ul>
9	<b>Magnetic Stripe Reader (slot along the side of iPP320 PINpad)</b> <ul style="list-style-type: none"> <li>See page 19.</li> </ul>

### 3.1.1 Setting up the iPP320 PINpad

1. Please confirm that you received the following from Moneris:
  - iPP320 PINpad (see page 12).
  - PINpad cable: 1 x USB cable and/or 1 x serial cable and a power cable.
2. Do one of the following:
  - If any of the above required elements are missing, contact us at **1-866-319-7450** or e-mail [onlinepayments@moneris.com](mailto:onlinepayments@moneris.com).
  - If you have all the required elements, go to step 3.
3. Ensure that your Merchant Resource Center store is activated and you have your store's login credentials.
4. On the computer to which you will connect the iPP320 PINpad, ensure that you have:
  - Full admin permissions for your user account.
  - Internet connection (high speed recommended).
  - Java platform installed and enabled (free download available from [java.com](http://java.com)).
5. Do one of the following depending on how you intend to connect the iPP320 PINpad to your computer:
  - If you want to use an USB cable to connect the iPP320 to your computer, proceed to *Using a USB cable* (page 15).
  - If you want to use a serial cable to connect the iPP320 to your computer, proceed to *Using a serial cable* (page 16).

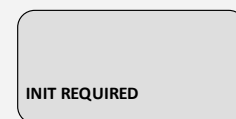
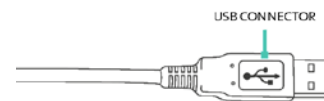
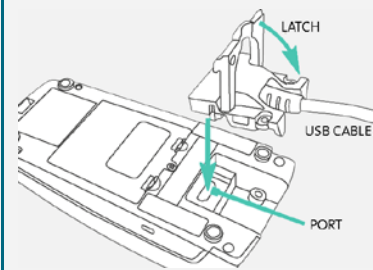
## Using a USB cable

### 1. Download and install the iPP320 USB driver

- Visit <https://esqa.moneris.com/connect/en/download/drivers/index.html>.
- Click on **IPP320 USB driver**, and then save the zip file to your computer.
- Unzip and extract the executable (.exe) file, then click on it to begin the installation process.
- Continue clicking **Next** when prompted, then click on **Install**.
- Once the driver is installed, proceed to step 2 (*Connect the USB cable to the iPP320 PINpad and your computer*) below.

### 2. Connect the USB cable to the iPP320 PINpad and your computer

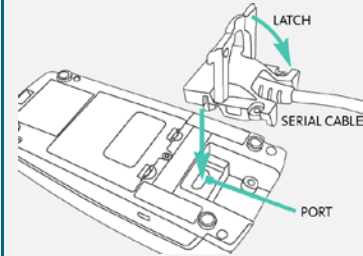
- Plug the USB cable into the empty port on the underside of the iPP320 PINpad.
- Fold the latch down and press to secure the cable connection to the iPP320 PINpad.
- Plug the USB connector into a USB port on your computer.
- Wait while the iPP320 PINpad powers on.
- When the "INIT REQUIRED" screen is displayed on the iPP320 PINpad, proceed to *Configuring the iPP320 PINpad* (page 17).



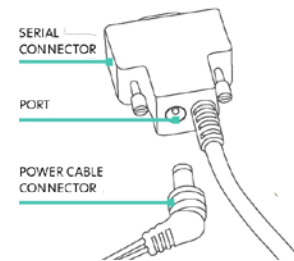
## Using a serial cable

### 1. Connect the USB cable to the iPP320 PINpad and your computer

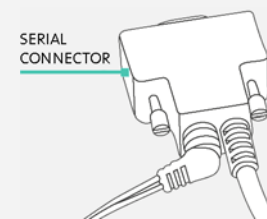
- Plug the serial cable into the empty port on the underside of the iPP320 PINpad.
- Fold the latch down and press to secure the cable connection.



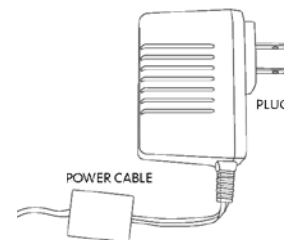
- Plug the power cable connector into the port at the back of the serial cable connector.



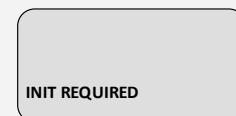
- Plug the serial cable connector into a serial port on your computer.



- Plug the power cable into a working power outlet.
- Wait while the iPP320 PINpad powers on.



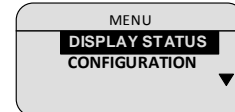
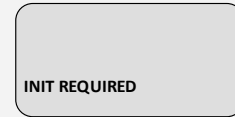
- When the "INIT REQUIRED" screen displays on the iPP320 PINpad, proceed to *Configuring the iPP320 PINpad* (page 17).







### 3.1.1.1 Configuring the iPP320 PINpad

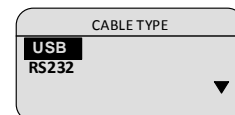
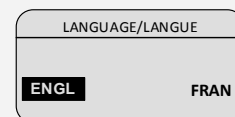
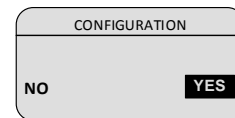
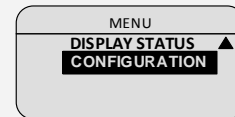
#### 1. Access the iPP320 PINpad's "MENU" screen

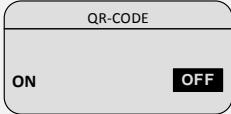
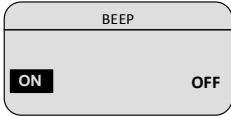


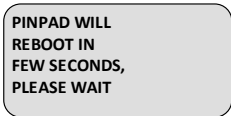

- a. Ensure that the "INIT REQUIRED" screen is displayed.
- b. Quickly press the white function keys in the following sequence: **F2**, **F1**, **F3**, and **F4**.
- c. Do one of the following:
  - If the "MENU" screen (shown here) is displayed, proceed to step 2 (*Configure the iPP320 PINpad's optional settings*) below.
  - If the "INIT REQUIRED" screen is displayed, repeat steps 1a-b of this procedure.



#### 2. Configure the iPP320 PINpad's optional settings

- a. When the "MENU" screen displays, press **F2** to scroll to CONFIGURATION.
- b. Press the green  key to continue.
- c. When the "CONFIGURATION" screen displays, press **F4** (YES).
- d. Press the green  key to continue.
- e. When the "LANGUAGE/LANGUE" menu displays, select a language type:
  - For English, press the **F1** key (ENGL).
  - For French, press **F4** key (FRAN).
- f. When the "CABLE TYPE" menu displays, select a cable type:
  - If you are using a USB cable, simply press the green  key to select USB.
  - If you are using a serial cable, press **F2** to scroll to RS232, and then press the green  key to select it.



g. When the "QR-CODE" screen displays, press <b>F4</b> (OFF).	
h. When the "BEEP" screen displays, press <b>F1</b> (ON).	
i. When the "PED SERIAL NUMBER 61012345" screen displays, press the  key to continue.	
j. Wait while the IPP320 PINpad reboots.	
k. When the "INIT REQUIRED" screen displays, proceed to <i>Initializing the iPP320 PINpad for the first time</i> below.	

### 3.1.1.2 Initializing the iPP320 PINpad for the first time

1. Identify the com port that the iPP320 PINpad is using while it is connected to your computer (this com port will be named "SAGEM TELIUM").

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

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

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

3. If you are not already logged into the Merchant Resource Center, log in now (see page 5).
4. Configure your Merchant Resource Center com port setting (see page 160).
5. Initialize the iPP320 PINpad (see page 62).
  - If you want to enable tip prompting on the iPP320, see page 174.

## 3.1.2 Card entry options

### 3.1.2.1 Insert (chip cards)

1. Wait for the iPP320 PIN pad to display "SWIPE OR INSERT CARD" or "SWIPE, TAP OR INSERT CARD".
2. The cardholder inserts their card into the iPP320 PINpad's chip reader.

**Note:** Unless the iPP320 PINpad prompts otherwise, the card should not be swiped even if it has a magnetic stripe.



3. The cardholder may be prompted to enter data, including a PIN.
4. The cardholder leaves the chip card inserted until "REMOVE CARD" displays on the iPP320 PINpad.

#### Tip for proper card insertion:

Hold the iPP320 PINpad with one hand, and insert the card in the chip reader with the other hand (this will prevent the iPP320 PIN pad's contactless reader from inadvertently reading the card data as a contactless transaction).

### 3.1.2.2 Swipe (magnetic stripe cards)

**Note:** If the card has a chip, it must be inserted (see page 50).

1. Wait for the iPP320 PINpad to display "SWIPE OR INSERT CARD" or "SWIPE, TAP OR INSERT CARD".
2. You or the cardholder swipes their card on the iPP320 PINpad's magnetic stripe reader.

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

- If the card is a debit card, the customer will be prompted to enter a PIN.



#### Tip for proper card swipe:

Hold the iPP320 PINpad with one hand, and swipe the card in the magnetic stripe reader with the other hand (this will prevent the iPP320 PINpad's internal contactless reader from inadvertently reading the card data).



### 3.1.2.3 Wave/tap: contactless cards

1. Wait for the iPP320 PINpad to display "SWIPE, TAP OR INSERT CARD".
  2. The cardholder taps/waves their card over the iPP320 PINpad's display screen:
    - Only Purchases and Refunds can be performed as contactless transactions.
    - The customer will not be prompted for a PIN.
    - The transaction amount must be equal to or less than the card's maximum Contactless Dollar Value (see below).
  3. The iPP320 PINpad beeps and four green lights flash when the contactless reader is reading the card data.
- \* In this manual, the term "contactless card" refers to a contactless-enabled card (supported brands include Visa®, MasterCard®, American Express®, Discover®, and Interac®) or other items such as a key fob, mobile tag, or mobile device (e.g., a smartphone, tablet, or smartwatch; the cardholder is responsible for any related software on their mobile device including downloading any required apps and loading their card information into their digital wallet).



#### Maximum Contactless Dollar Value (CDV)

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

- Credit cards: If a credit card is tapped for an amount that exceeds its maximum CDV, the iPP320 PINpad will display "TAP FAILED PLEASE RETRY".
- Debit cards: If a debit card is tapped for an amount that exceeds its maximum CDV, the iPP320 PINpad will display "MUST INSERT CARD".

#### Tips for proper card tap/wave:

- The card must be within 0.5 in. (1.3 cm) of the iPP320 PINpad's display screen, but it does not have to touch it.
- The card must be tapped or waved by itself. It should not be waved while in a wallet with other cards.

#### 3.1.2.4 Manual card entry

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

1. Initiate the debit/credit transaction (e.g., **Terminal > Purchase**).
2. As the payment method, select **Debit/credit - Pinpad**.
3. Checkmark the **Enable manual card input box** box.
4. For detailed instructions, see page 25 (Purchase), 35 (Preauthorization), and page 55 (Independent Refund).

## 4 Virtual terminal

Using the virtual terminal feature, you may perform debit/credit transactions such as Purchases, Preauthorizations, and Refunds (for full listing of available transactions, refer to the table below).

Transaction type	card type /tender	See procedure on:
Purchase <sup>1</sup>	debit/credit	page 23
Purchase	cash	page 30
Group Purchase	debit <sup>2</sup> /credit	page 31
Voice Authorization	debit <sup>2</sup> /credit	page 47
Preauthorization	debit <sup>2</sup> /credit	page 33
Void	debit <sup>2</sup> /credit	page 50
Refund	debit <sup>2</sup> /credit	page 51
Independent Refund	debit <sup>2</sup> /credit	page 53
Card Verification	debit <sup>2</sup> /credit	page 59
Chip initialization <sup>3</sup>	-	page 62

<sup>1</sup> To set up a recurring Purchase, see page 127.

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

<sup>3</sup> Initializes the iPP320 PINpad.

## 4.1 Purchase with debit/credit card

Debit/credit card sale of goods and services.

- For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry method	See procedure on:
iPP320 PINpad	page 24
iPP320 PINpad (manual)	page 25
unencrypted MSR	page 26
Vault profile	page 27
keyed (manual) entry	page 28

### 4.1.1 Purchase with debit/credit card: iPP320 PINpad

Follow the steps below to perform a debit/credit Purchase by capturing debit/credit card data (insert, tap, or swipe) with an iPP320 PINpad that is connected to your computer.

1. On the menu bar, click on **Terminal > Purchase**.
2. Wait for the "Purchase" page to display.
3. In the "Payment Method" area, select **Debit/Credit - Pinpad** from the drop-down list.
4. In the "Payment Details" area, do the following:

**Note:** For more information about the fields or functions referred to in the steps below, see Payment/transaction fields (page 192).

- a. Ensure that the **Enable manual card input** box is unmarked.
  - b. In the **Order ID** field, optionally enter an Order ID.
  - c. In the **Customer ID** field, optionally enter a Customer ID.
  - d. In the **Amount** field, enter the Purchase amount (#.##).
5. Click on the **Process Transaction** button.
  6. When "Establishing communication with pinpad" displays on the "Purchase" page, wait.
  7. When "Please follow prompts on pinpad" displays on the "Purchase" page, see *Cardholder prompts: iPP320 PINpad* (page 68).
  8. When the "**APPROVED**" or **DECLINED**" response displays on the "Purchase" page, the transaction is complete:
    - If Moneris Loyalty is enabled and you want to award loyalty points, see page 89.
    - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 73).



### 4.1.2 Purchase with debit/credit card: iPP320 (manual card entry)

Follow the steps below to perform a credit Purchase by manually entering (keying) credit card data on an iPP320 PINpad that is connected to your computer.

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

1. On the menu bar, click on **Terminal > Purchase**.
2. Wait for the "Purchase" page to display.
3. In the "Payment Method" area, select **Debit/Credit - Pinpad** from the drop-down list.
4. In the "Payment Details" area, do the following:
 

**Note:** For more information about the fields or functions referred to in the steps below, see Payment/transaction fields (page 192).

  - a. Checkmark the **Enable manual card input** box.
  - b. In the **Order ID** field, optionally enter an Order ID.
  - c. In the **Customer ID** field, optionally enter a Customer ID.
  - d. In the **Amount** field, enter the Purchase amount (###).
5. Click on the **Process Transaction** button.
6. When "Establishing communication with pinpad" displays on the "Purchase" page, wait.
7. When "Please follow prompts on pinpad" displays on the "Purchase" page, do the following:
  - a. When "SWIPE, TAP OR INSERT CARD" (or "SWIPE OR INSERT CARD") displays on the iPP320 PINpad, key in the card number, and press the green  key.
  - b. When "EXPIRY DATE MMY" displays on the iPP320 PINpad, key in the card expiry date (MMYY), and press the green  key.
    - If "PURCHASE \$###-OK?" displays on the iPP320 PINpad, hand it to the cardholder see *Cardholder prompts: iPP320 PINpad, manual card entry* on page 71.
8. When the **APPROVED** or **DECLINED** response displays on the "Purchase" page, the transaction is complete:
  - If Moneris Loyalty is enabled and you want to award loyalty points, see page 89.
  - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 73).

### 4.1.3 Purchase with debit/credit card: unencrypted MSR

Follow the steps below to perform a credit Purchase by using an unencrypted magnetic stripe reader (connected to your computer) to capture the credit card data.

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

1. On the menu bar, click on **Terminal > Purchase**.
2. Wait for the "Purchase" page to display.
3. In the "Payment Method" area, select **Credit Card - MSR** from the drop-down list.
4. In the "Payment Details" area, do the following:

**Note:** *For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*

- a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Statement Descriptor** field, enter the descriptor that you want to appear on the card statement.
    - If the **Customer Code** field displays, optionally enter a customer code.
    - If the **Invoice Number** field displays, optionally enter an invoice number.
  - d. In the **Amount** field, enter the Purchase amount (#.##).
  - e. In the **Card Verification Digits** field, enter the card verification code.
    - If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name**, and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
    - To add order details, click on the **Add Order Details** button, and enter the order data in the "Billing Details" and "Shipping Details" area fields.
5. Click on the **Swipe Card** button.
  6. When "Please swipe credit card now" displays on the "Purchase" page, swipe the card on the connected magnetic stripe reader.
    - If the **Proceed with Level 2/3** button and the **Proceed with Purchase** button display on the "Purchase" page, see *When purchasing card identified* (page 63).
  7. When the "**APPROVED**" or **DECLINED**" response displays on the "Purchase" page, the transaction is complete:
    - If Moneris Loyalty is enabled and you want to award loyalty points, see page 89.
    - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 73).



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

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

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

1. On the menu bar, click on **Terminal > Purchase**.
2. Wait for the "Purchase" page to display.
3. In the "Payment Method" area, select **Vault Profile - Keyed Entry** from the drop-down list.
4. In the "Payment Details" area, do the following:
  - a. In the **Data Key** field, enter the data key of the Vault profile from which you want to source the card data.
  - b. Click on the **Verify Data Key** button.
  - c. Confirm that the **Credit Card Number**, **Expiry Date**, and **CVD** fields are populated with the correct card data.
    - If the "Address Verification" area displays, confirm that the **Street Number**, **Street Name**, and **Zip/Postal Code** fields are populated with the correct billing address data.

5. In the "Payment Details" area, fill in the remaining fields:

**Note:** *For more information about the fields or functions referred to in the steps below, see Payment/transaction fields (page 192).*

- a. In the **Order ID** field, optionally enter an Order ID.
- b. In the **Customer ID** field, optionally enter a Customer ID.
- c. In the **Statement Descriptor** field, enter a descriptor for the card statement.
- d. In the **Amount** field, enter the Purchase amount (#.##).
- e. From the **ECI Indicator** drop-down list, select an e-commerce descriptor.
  - To add order details, click on the **Add Order Details** button, and enter the order data in the "Billing Details" and "Shipping Details" area fields.
6. Click on the **Process Transaction** button.
7. When the "**APPROVED**" or **DECLINED**" response displays on the "Purchase" page, the transaction is complete:
  - If Moneris Loyalty is enabled and you want to award loyalty points, see page 89.
  - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 73).

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

Follow the steps below to perform a credit Purchase by manually entering (keying) credit card data on an iPP320 PINpad that is connected to your computer.

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

1. On the menu bar, click on **Terminal > Purchase**.
2. Wait for the "Purchase" page to display.
3. In the "Payment Method" area, select **Credit card - Keyed Entry** from the drop-down list.
4. In the "Payment Details" area, do the following:

**Note:** *For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*

- a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Statement Descriptor** field, enter the descriptor that you want to appear on the card statement.
    - If the **Customer Code** field displays, optionally enter a customer code.
    - If the **Invoice Number** field displays, optionally enter an invoice number.
  - d. In the **Amount** field, enter the Purchase amount (#.##).
  - e. In the **Credit Card Number** field, enter the card account number.
  - f. In the **Expiry Date** field, enter the card expiry date (MMYY).
  - g. In the **Card Verification Digits** field, enter the card verification code.
  - h. From the **ECI Indicator** drop-down list, select an e-commerce descriptor.
    - If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name**, and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
    - To add order details, click on the **Add Order Details** button and enter the order data in the "Billing Details" and "Shipping Details" area fields.
5. Click on the **Process Transaction** button.
    - If the **Proceed with Level 2/3** button and **Proceed with Purchase** button display on the "Purchase" page, see *When purchasing card identified* (p. 63).
  6. When the "**APPROVED**" or "**DECLINED**" response displays on the "Purchase" page, the transaction is complete:

- If Moneris Loyalty is enabled and you want to award loyalty points, see page 89.
- If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 73).

## 4.2 Purchase with cash

Cash sale of goods and services. Follow the steps below to perform a cash Purchase by manually entering (keying) the transaction data in the Merchant Resource Center fields.

1. On the menu bar, click on **Terminal > Purchase**.
2. Wait for the "Purchase" page to display.
3. In the "Payment Method" area, select **Cash** from the drop-down list.
4. In the "Payment Details" area, do the following:  
***Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*
  - a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Amount** field, enter the Purchase amount (#.##).
  - d. In the **Amount Tendered** field, optionally enter the dollar amount tendered by the customer.  
***Note:** The **Change Due** field will automatically display the dollar amount owed to the customer.*
5. Click on the **Complete** button.
6. When the "**APPROVED**" response displays on the "Purchase" page, the transaction is complete:
  - If Moneris Loyalty is enabled and you want to award loyalty points, see page 92.
  - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 73).

## 4.3 Group Purchase with debit/credit card

Follow the steps below to perform two or more credit Purchases simultaneously by manually entering (keying) credit card data in the Merchant Resource Center fields.

**Note:** Some chip debit cards may be used for any transaction(s) in the group.

1. On the menu bar, click on **Terminal > Group Purchase**.
2. Wait for the "Group Purchase" page to display.
3. Enter the payment details for the Purchase that you want to add to the group:
 

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

  - a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Amount** field, enter the Purchase amount amount (#.##).
  - d. In the **Credit Card Number** field, enter the card account number.
  - e. In the **Expiry Date** field, enter the card expiry date (MMYY).
  - f. In the **Card Verification Digits** field, enter the card verification code.
  - g. Click on the **Add Transaction to Group** button.
  - h. From the **ECI** drop-down list, select an e-commerce descriptor.
  - i. Click on the **Add Transaction to Group** button.
4. When the new transaction is displayed on the "Group Purchase" page, do one of the following:
  - To add another Purchase to the group, repeat step 3.
  - To continue without adding another Purchase to the group, go to step 5.
5. Click on the **Process Transactions** button.
6. When the group ticket number (e.g., "Group Ticket # : 12345678123456") is displayed on the page, click on the **View Results** button.
7. When the "Group Transaction Reports" page displays, refer to the "Transaction List" and confirm that each Purchase was "APPROVED" or "DECLINED".
8. Do the following:

- a. In the "Transaction List" area, click on the Order ID (see "ORDER ID" column) of one of the Purchase transactions.
- b. When the transaction's "Order History" page displays, print/e-mail the transaction receipt (see page 73).
- c. Repeat step 8 for any remaining Purchase listed in the "Transaction List" area.

## 4.4 Preauthorization with debit/credit card

Preauthorizes an amount on a credit card.

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

- For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry method	See procedure on:
iPP320 PINpad	page 34
iPP320 PINpad (manual)	page 35
unencrypted MSR	page 37
Vault profile	page 38
keyed (manual) entry	page 40

#### 4.4.1 Preauthorization with debit/credit card: iPP320 PINpad

Preauthorizes an amount on a credit card. Follow the steps below to perform a credit Preauthorization by capturing credit card data (insert or swipe) with an iPP320 PINpad that is connected to your computer.

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

**Important!** To receive the funds for this transaction, you must perform a debit/credit Capture at a later time (see [Capturing a debit/credit Preauthorization on page 43](#)).

1. On the menu bar, click on **Terminal > Preauth**.
2. Wait for the "Preauth" page to display.
3. In the "Payment Method" area, select **Debit/Credit - Pinpad** from the drop-down list.
4. In the "Payment Details" area, do the following:
  - Note:** *For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*
  - a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Amount** field, enter the Preauthorization amount (###).
5. Click on the **Process Transaction** button.
6. When "Establishing communication with pinpad" displays on the "Preauth" page, wait.
7. When "Please follow prompts on pinpad" displays on the "Preauth" page, see *Cardholder prompts: iPP320 PINpad* (page 68).
8. When the "**APPROVED**" or "**DECLINED**" response displays on the "Preauth" page, the transaction is complete:
  - If Moneris Loyalty is enabled and you want to allocate loyalty points, see page 94.
  - If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see page 73).



#### 4.4.2 Preauthorization with debit/credit card: iPP320 PINpad (manual card entry)




Preauthorizes an amount on a credit card. Follow the steps below to perform a credit Preauthorization by manually entering (keying) the credit card data on an iPP320 PINpad that is connected to your computer.

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

**Important!** To receive the funds for this transaction, you must perform a debit/credit Capture at a later time (see page 43).

1. On the menu bar, click on **Terminal > Preauth**.
2. Wait for the "Preauth" page to display.
3. In the "Payment Method" area, select **Debit/Credit - Pinpad** from the drop-down list.
4. In the "Payment Details" area, do the following:
 

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

  - a. Checkmark the **Enable manual card input** box.
  - b. In the **Order ID** field, optionally enter an Order ID.
  - c. In the **Customer ID** field, optionally enter a Customer ID.
  - d. In the **Amount** field, enter the Preauthorization amount (###).
5. Click on the **Process Transaction** button.
6. When "Establishing communication with pinpad" displays on the "Preauth" page, wait.
7. When "Please follow prompts on pinpad" displays on the "Preauth" page, do the following:
  - a. When "SWIPE OR INSERT CARD" displays on the iPP320 PINpad, key in the card number, and press the green  key.
  - b. When "EXPIRY DATE MMY" displays on the iPP320 PINpad, key in the card expiry date (MMYY), and press the green  key.
  - c. When "APPROVED THANK YOU OBTAIN CARD" displays on the iPP320 PINpad, press the green  key.
8. When the "**APPROVED**" or **DECLINED**" response displays on the "Preauth" page, the transaction is complete:

- If Moneris Loyalty is enabled and you want to allocate loyalty points, see p. 94.
- If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see page 73).

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

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

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

**Important!** To receive the funds for this transaction, you must perform a debit/credit Capture at a later time (see page 43).

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

1. On the menu bar, click on **Terminal > Preauth**.
2. Wait for the "Preauth" page to display.
3. In the "Payment Method" area, select **Credit Card - MSR** from the drop-down list.
4. In the "Payment Details" area, do the following:

***Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*

- a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Statement Descriptor** field, enter the descriptor that you want to appear on the card statement.
    - If the **Customer Code** field displays, optionally enter a customer code.
    - If the **Invoice Number** field displays, optionally enter an invoice number.
  - d. In the **Amount** field, enter the Preauthorization amount (###).
  - e. In the **Card Verification Digits** field, enter the card verification code.
    - If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name**, and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
    - To add order details, click on the **Add Order Details** button, and enter the order data in the "Billing Details" and "Shipping Details" area fields.
5. Click on the **Swipe Card** button.
  6. When "Please swipe credit card now" displays on the "Preauth" page, swipe the card on the connected magnetic stripe reader.
  7. When the **APPROVED** or **DECLINED** response displays on the "Preauth" page, the transaction is complete:
    - If Moneris Loyalty is enabled and you want to allocate loyalty points, see p. 94.
    - If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see page 73).

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

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

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

**Important!** To receive the funds for this transaction, you must perform a debit/credit Capture at a later time (see page 43).

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

1. On the menu bar, click on **Terminal > Preauth**.
2. Wait for the "Preauth" page to display.
3. In the "Payment Method" area, select **Vault Profile - Keyed Entry** from the drop-down list.
4. In the "Payment Details" area, do the following:
  - a. In the **Data Key** field, enter the data key key of the Vault profile from which you want to source the card data.
  - b. Click on the **Verify Data Key** button.
  - c. Confirm that the **Credit Card Number**, **Expiry Date**, and **CVD** fields are populated with the correct card data.
    - If the "Address Verification" area displays, confirm that the **Street Number**, **Street Name**, and **Zip/Postal Code** fields are populated with the correct address data.
5. In the "Payment Details" area, fill in the remaining fields:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

  - a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Statement Descriptor** field, enter a descriptor for the card statement.
  - d. In the **Amount** field, enter the Preauthorization amount (#.##).
  - e. From the **ECI Indicator** drop-down list, select an e-commerce descriptor.
    - To add order details, click on the **Add Order Details** button, and enter the order data in the "Billing Details" and "Shipping Details" area fields.
6. Click on the **Process Transaction** button.
7. When the "**APPROVED**" or "**DECLINED**" response displays on the "Preauth" page, the transaction is complete:

- If Moneris Loyalty is enabled and you want to allocate loyalty points, see page 94.
- If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see page 73).

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

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

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

**Important!** To receive the funds for this transaction, you must perform a debit/credit Capture at a later time (see page 43).

1. On the menu bar, click on **Terminal > Preauth**.
2. Wait for the "Preauth" page to display.
3. In the "Payment Method" area, select **Credit card - Keyed Entry** from the drop-down list.
4. In the "Payment Details" area, fill in the appropriate fields:

**Note:** *For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*

- a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Statement Descriptor** field, enter the descriptor that you want to appear on the card statement.
    - If the **Customer Code** field displays, optionally enter a customer code.
    - If the **Invoice Number** field displays, optionally enter an invoice number.
  - d. In the **Amount** field, enter the Preauthorization amount (###).
  - e. In the **Credit Card Number** field, enter the card account number.
  - f. In the **Expiry Date** field, enter the card expiry date (MMYY).
  - g. In the **Card Verification Digits** field, enter the card verification code.
  - h. From the **ECI Indicator** drop-down list, select an e-commerce descriptor.
    - If the "Address Verification" area displays, enter the billing address in the **Street Number**, **Street Name**, and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
    - To add order details, click on the **Add Order Details** button, and enter the order data in the "Billing Details" and "Shipping Details" fields.
5. Click on the **Process Transaction** button.
  6. When the "**APPROVED**" or "**DECLINED**" response displays on the "Preauth" page, the transaction is complete:

- If Moneris Loyalty is enabled and you want to allocate loyalty points, see p. 94.
- If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, process the transaction receipt now (see page 73).

## 4.5 Reauthorization with debit/credit card

Follow the steps below to re-authorize another hold on the unused funds of a debit/credit Preauthorization that has already been partially captured.

**Important!** To receive the funds for this transaction, you must perform a debit/credit Capture at a later time (see page 45).

1. Retrieve the original debit/credit Preauthorization that you want to reauthorize (see *Transactions report: debit/credit cards* on page 144).
2. When the Transaction report is generated, locate the original debit/credit Preauthorization that you want to reauthorize, and then click on its corresponding **Reauth** button.
3. Wait for the "Reauth" page to display, and then do the following:

**Note:** For more information about the fields referred to below, see Payment/transaction fields (page 192).

- a. In the **Reauth Order Id** field, optionally enter a Reauth Order ID.
  - b. In the **Statement Descriptor** field, enter the descriptor that you want to appear on the card statement.
    - If the **Customer Code** field displays, optionally enter a customer code.
    - If the **Invoice Number** field displays, optionally enter an invoice number.
  - c. In the **Amount** field, enter the Reauthorization amount (###).
4. Click on the **Process Transaction** button.
  5. When the "APPROVED" or "DECLINED" response displays on the "Reauth" page, the transaction is complete.
  6. Print/e-mail the debit/credit Reauthorization receipt now (see page 73).

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



## 4.6 Capturing a debit/credit Preauthorization

Follow the steps below to capture a debit/credit Preauthorization (see page 33) so that the authorized funds are transferred to your account at settlement.

**Note:** *If you are capturing a Preauthorization that was originally performed on an iPP320 PINpad (insert or swipe), ensure that the same iPP320 PINpad is connected to your computer while you are performing the Capture.*

1. On the menu bar, click on **Terminal > Capture**.
2. Wait for the "Capture/Preauth Completion" page to display.
3. In the **Order ID** field, enter the Order ID of the original debit/credit Preauthorization that you want to capture.

**Note:** *If you only have a partial Order ID, select the **begins with** or the **ends with** radio button.*

4. Click on the **Locate Transaction** button.
5. In the "Transaction List" area, locate the Preauthorization that you want to capture, and then click on its corresponding **Capture** button.
6. Wait for the "Transaction Details" area to display, and then do the following:

**Note:** *For more information about the fields referred to below, see Payment/transaction fields (page 192).*

- a. In the **Statement Descriptor** field, enter the descriptor that you want to appear on the card statement.
  - If the **Customer Code** field displays, optionally enter a customer code.
  - If the **Invoice Number** field displays, optionally enter an invoice number.
- b. In the **Amount** field, do one of the following:
  - To capture the Preauthorization, enter the amount (#.##) that you want to capture .

**Note:** *If the Preauthorization is captured for an amount that is less than the original Preauthorization amount, the un-captured amount will for a period of time remain available for a subsequent Reauthorization (see page 42).*

- To cancel the Preauthorization and release the funds, enter a zero-dollar amount (0.00).
- c. If the **Add Level 2/3 Details** button displays, do one of the following:
    - To add Level 2/3 details to the Capture, see page 64.
    - To proceed without adding level 2/3 details to the capture, go to step 8.

7. Click on the **Process Transaction** button.

- If "Establishing communication with pinpad" displays on the "Capture" page, wait while the Merchant Resource Center communicates with the iPP320 PINpad (you will not need to pass the iPP320 PINpad back and forth to the cardholder).
8. When the "APPROVED" or "DECLINED" response displays on the "Capture/Preauth Completion" page, the transaction is complete:
- If you allocated loyalty points for the original debit/credit Preauthorization and you now want to award the points, see page 95.
  - If did not award loyalty points for the original transaction, print/e-mail the debit/credit Capture receipt now (see page 73).

## 4.7 Capturing a debit/credit Reauthorization

Follow the steps below to capture a debit/credit Reauthorization (see page 42) so that the authorized funds are transferred to your account at settlement.

**Note:** *If you are capturing a Reauthorization that was originally a Preauthorization performed on an iPP320 PINpad (insert or swipe), ensure that the same iPP320 PINpad is connected to your computer while you are performing the Capture.*

1. On the menu bar, click on **Terminal > Capture**.
2. Wait for the "Capture/Preauth Completion" page to display.
3. In the **Order ID** field, enter the Order ID of the original debit/credit Reauthorization that you want to capture.

**Note:** *If you only have a partial Order ID, select the **begins with** or the **ends with** radio button.*

4. Click on the **Locate Transaction** button.
5. In the "Transaction List" area, locate the Reauthorization that you want to capture, and then click on its corresponding **Capture** button.
6. Wait for the "Transaction Details" area to display, and then do the following:

**Note:** *For more information about the fields referred to below, see Payment/transaction fields (page 192).*

- a. In the **Statement Descriptor** field, enter the descriptor that you want to appear on the card statement.
  - If the **Customer Code** field displays, optionally enter a customer code.
  - If the **Invoice Number** field displays, optionally enter an invoice number.
- b. In the **Amount** field, do one of the following:
  - To capture the Reauthorization, enter the amount (###) that you want to capture.
 

**Note:** *If the Reauthorization is captured for an amount that is less than the original Reauthorization amount, the un-captured amount will for a period of time remain available for a subsequent Reauthorization.*
  - To cancel the Reauthorization and release the funds, enter a zero-dollar amount (0.00).
- c. If the **Add Level 2/3 Details** button displays, do one of the following:
  - To add Level 2/3 details to the Capture, see page 66.
  - To proceed without adding level 2/3 details to the capture, go to step 8.

7. Click on the **Process Transaction** button.

- If "Establishing communication with pinpad" displays on the "Capture" page, wait while the Merchant Resource Center communicates with the iPP320 PINpad (you will not need to pass the iPP320 PINpad back and forth to the cardholder).
- 8. When the "APPROVED" or "DECLINED" response displays on the "Capture/Preauth Completion" page, the transaction is complete.
- 9. Print/e-mail the debit/credit Capture receipt now (see page 73).

**Note:** *Moneris Loyalty points cannot be awarded for a Reauthorization Capture transaction.*

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

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

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

- For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry method	See procedure on:
unencrypted MSR	page 48
Keyed (manual) entry	page 49

### 4.8.1 Voice Authorization-Advice with debit/credit card: unencrypted MSR

Credit card sale of goods and services using authorization code obtained from an IVR system. Follow the steps below to perform a credit Voice Authorization-Advice using an unencrypted magnetic stripe reader (connected to your computer) to capture credit card data.

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

1. On the menu bar, click on **Terminal > Voice Auth.**
2. Wait for the "Voice Authorization/Advice" page to display.
3. In the "Payment Method" area, select **Credit Card - MSR** from the drop-down list.
4. In the "Payment Details" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

- a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Statement Descriptor** field, enter the descriptor that you want to appear on the card statement.
  - d. In the **Auth Code** field, enter the authorization code that you obtained when you called to authorize this transaction.
  - e. In the **Amount** field, enter the Voice Authorization/Advice transaction amount (###).
5. Click on the **Swipe Card** button.
  6. When "Please swipe credit card now" displays on the "Authorization/Advice" page, swipe the card on the connected magnetic stripe reader.
  7. When the "**APPROVED**" or **DECLINED**" response displays on the "Voice Authorization/Advice" page, the transaction is complete:
    - If Moneris Loyalty is enabled and you want to award loyalty points, see page 91.
    - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the Voice Authorization-Advice receipt now (see page 73).

## 4.8.2 Voice Authorization-Advice with debit/credit card: keyed entry

Credit card sale of goods and services using authorization code obtained from an IVR system. Follow the steps below to perform a credit Voice Authorization-Advice by manually entering (keying) credit card data in the Merchant Resource Center fields.

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

1. On the menu bar, click on **Terminal > Voice Auth.**
2. Wait for the "Voice Authorization/Advice" page to display.
3. In the "Payment Method" area, select **Credit card - Keyed Entry** from the drop-down list.
4. In the "Payment Details" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

- a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Statement Descriptor** field, enter the descriptor that you want to appear on the card statement.
  - d. In the **Auth Code** field, enter the authorization code that you obtained when you called to authorize this transaction.
  - e. In the **Amount** field, enter the Voice Authorization/Advice transaction amount (###).
  - f. In the **Credit Card Number** field, enter the card account number.
  - g. In the **Expiry Date** field, enter the card expiry date (MMYY).
  - h. From the **ECI Indicator** drop-down list, select an e-commerce descriptor.
5. Click on the **Process Transaction** button.
  6. When the "**APPROVED**" or "**DECLINED**" response displays on the "Voice Authorization/Advice" page, the transaction is complete:
    - If Moneris Loyalty is enabled and you want to award loyalty points, see page 91.
    - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the Voice Authorization-Advice receipt now (see page 73).

## 4.9 Void with debit/credit card

Follow the steps below to reverse (cancel) a Merchant Resource Center-referenced debit/credit card Purchase, Capture, or Voice Authorization-Advice in an open batch.

**Note:** *To reverse a Merchant Resource Center-referenced credit transaction in a closed batch, you must perform a credit Refund (see page 51).*

*To reverse any debit/credit transaction that is unreferenced on the Merchant Resource Center, you must perform an independent Refund (see page 53).*

1. On the menu bar, click on **Terminal > Void**.
2. Wait for the "Void" page to display.
3. In the **Order ID** field, enter the Order ID of the original transaction that you want to reverse.

**Note:** *If you only have a partial Order ID, select the **begins with** or the **ends with** radio button.*

4. Click on the **Locate Transaction** button.
5. Wait for the "Void" page to display.
6. In the "Transaction List" area, click on the **Void** button beside the transaction that you want to reverse.
7. In the "Transaction Details" area, do the following:

**Note:** *For more information about the fields referred to below, see Payment/transaction fields (page 192).*

- If the **Customer Code** field displays, optionally enter a customer code.
  - If the **Invoice Number** field displays, optionally enter an invoice number.
8. Click on the **Process Transaction** button.
    - If "Establishing communication with pinpad" displays on the "Void" page, wait until "Please follow prompts on pinpad" displays (see page 68).
  9. When the "**APPROVED**" or **DECLINED**" response displays on the "Void" page, the transaction is complete:
    - If you want to remove any Moneris loyalty points awarded for the original transaction, see page 103.
    - If you did not award loyalty points for the original transaction, print/e-mail the Purchase-Correction (Void) receipt now (see page 73).



## 4.10 Refund with debit/credit card

Follow the steps below to fully or partially reverse (refund) a Merchant Resource Center-referenced credit card Purchase, Capture, or Voice Authorization-Advice in a closed batch.

**Note:** To reverse a Merchant Resource Center-referenced debit card transaction, you must do a Void (see page 50). If you cannot retrieve the transaction using the Void function, try doing a Refund by following the steps below.

To reverse any debit/credit card transaction that is unreferenced on the Merchant Resource Center, you must do an Independent Refund (see page 53).

1. On the menu bar, click on **Terminal > Refund**.
2. Wait for the "Refund" page to display.
3. In the **Order ID** field, enter the Order ID of the original transaction that you want to reverse.

**Note:** If you only have a partial Order ID, select the ***begins with*** or the ***ends with*** **radio** button.

4. Click on the **Locate Transaction** button.
5. Wait for the "Refund" page to display.
6. In the "Transaction List" area, click on the **Refund** button beside the transaction that you want to reverse.
7. In the "Transaction Details" area, do the following:

**Note:** For more information about the fields referred to below, see Payment/transaction fields (page 192).

- a. In the **Amount** field, enter the amount to be refunded (###); otherwise, leave the displayed amount as is to refund the full amount of the original transaction.
  - If the **Customer Code** field displays, optionally enter a customer code.
  - If the **Invoice Number** field displays, optionally enter an invoice number.
8. Click on the **Process Transaction** button.
  - If "Establishing communication with pinpad" displays on the "Refund" page, wait until "Please follow prompts on pinpad" displays (see page 68).
9. When the **APPROVED** or **DECLINED** response displays on the "Refund" page, the transaction is complete:
  - If you want to remove any Moneris loyalty points awarded for the original transaction, see page 106.
  - If did not award loyalty points for the original transaction, print/e-mail the Refund receipt now (see page 73).

## 4.11 Refund with cash

Follow the steps below to fully or partially reverse (refund) a cash transaction. You will manually enter (key) all transaction data in the Merchant Resource Center fields.

1. On the menu bar, click on **Terminal > Refund**.
2. Wait for the "Refund" page to display.
3. In the **Order ID** field, enter the Order ID of the original transaction that you want to reverse.

**Note:** *If you only have a partial Order ID, select the ***begins with*** or the ***ends with*** radio button.*

4. Click on the **Locate Transaction** button.
5. Wait for the "Refund" page to display.
6. In the "Transaction List" area, click on the **Refund** button beside the transaction that you want to reverse.
7. In the **Amount** field, enter the amount to be refunded (###); otherwise, leave the displayed amount as is to refund the full amount of the original transaction.
8. Click on the **Process Transaction** button.
9. When the "APPROVED" response displays on the "Refund" page, the transaction is complete:
  - If you want to remove any Moneris loyalty points awarded for the original transaction, see page 106.
  - If did not award loyalty points for the original transaction, print/e-mail the Refund receipt now (see page 73).

## 4.12 Independent Refund with debit/credit card

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

- For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry method	See procedure on:
iPP320 PINpad	page 54
iPP320 PINpad (manual)	page 55
unencrypted MSR	page 56
Vault profile	page 57
keyed (manual) entry	page 58

### 4.12.1 Independent Refund with debit/credit card: iPP320 PINpad

Follow the steps below to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center. You will use an iPP320 PINpad (connected to your computer) to capture the card data via insert, tap, or swipe.

1. On the menu bar, click on **Terminal > Independent Refund**.
2. Wait for the "Independent Refund" page to display.
3. In the "Payment Method" area, select **Debit/Credit - Pinpad** from the drop-down list.
4. In the "Payment Details" area, do the following:
  - Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*
  - a. Ensure that the **Enable manual card input** box is unmarked.
  - b. In the **Order ID** field, optionally enter an Order ID.
  - c. In the **Customer ID** field, optionally enter a Customer ID.
  - d. In the **Amount** field, enter the Independent Refund amount (#.##).
5. Click on the **Process Transaction** button.
6. When "Establishing communication with pinpad" displays on the "Independent Refund" page, wait.
7. When "Please follow prompts on pinpad" displays on the "Independent Refund" page, see *Cardholder prompts: iPP320 PINpad* (page 68).
8. When the **"APPROVED"** or **"DECLINED"** response displays on the "Independent Refund" page, the transaction is complete.
9. Print/e-mail the Independent Refund receipt now (see page 73).




### 4.12.2 Independent Refund with debit/credit card: iPP320 PINpad (manual card entry)

Follow the steps below to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center. You will manually enter (key) the card data on an iPP320 PINpad that is connected to your computer.

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

1. On the menu bar, click on **Terminal > Independent Refund**.
2. Wait for the "Independent Refund" page to display.
3. In the "Payment Method" area, select **Debit/Credit - Pinpad** from the drop-down list.
4. In the "Payment Details" area, do the following:
 

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

  - a. Checkmark the **Enable manual card input** box.
  - b. In the **Order ID** field, optionally enter an Order ID.
  - c. In the **Customer ID** field, optionally enter a Customer ID.
  - d. In the **Amount** field, enter the Independent Refund amount (###).
5. Click on the **Process Transaction** button.
6. When "Establishing communication with pinpad" displays on the "Independent Refund" page, wait.
7. When "Please follow prompts on pinpad" displays on the "Independent Refund" page, go to the next step.
8. When "SWIPE, TAP OR INSERT CARD" (or "SWIPE OR INSERT CARD") displays on the iPP320 PINpad, key in the card number, and press the green  key.
9. When "EXPIRY DATE MMY" displays on the iPP320 PINpad, key in the card expiry date (MMYY), and press the green  key.
  - If "PURCHASE \$###-OK?" displays on the iPP320 PINpad, see *Cardholder prompts: iPP320 PINpad, manual card entry* on page 71.
10. When "APPROVED" displays on the iPP320 PINpad, press the green  key.
11. When the "**APPROVED**" or **DECLINED**" response displays on the "Purchase" page, the transaction is complete.
12. Print/e-mail the Independent Refund receipt now (see page 73).

### 4.12.3 Independent Refund with debit/credit card: unencrypted MSR

Follow the steps below to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center. You will use an unencrypted magnetic stripe reader (connected to your computer) to capture the card data.

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

1. On the menu bar, click on **Terminal > Independent Refund**.
2. Wait for the "Independent Refund" page to display.
3. In the "Payment Method" area, select **Credit Card- MSR** from the drop-down list.
4. In the "Payment Details" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

  - a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Statement Descriptor** field, enter the descriptor that you want to appear on the card statement.
  - d. In the **Amount** field, enter the amount to be refunded (#.##).
5. Click on the **Swipe Card** button.
6. When "Please swipe credit card now" displays on the "Independent Refund" page, swipe the card on the connected magnetic stripe reader.
7. When the "**APPROVED**" or **DECLINED**" response displays on the "Independent Refund" page, the transaction is complete.
8. Print/e-mail the Independent Refund receipt now (see page 73).

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

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

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

1. On the menu bar, click on **Terminal > Independent Refund**.
2. Wait for the "Independent Refund" page to display.
3. In the "Payment Method" area, select **Vault Profile - Keyed Entry** from the drop-down list.
4. In the "Payment Details" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

- a. In the **Data Key** field, enter the data key of the Vault profile from which you want to source the card data.
  - b. Click on the **Verify Data Key** button.
  - c. Confirm that the **Credit Card Number**, **Expiry Date**, and **CVD** fields are populated with the correct card data.
5. In the "Payment Details" area, fill in the remaining fields:
    - a. In the **Order ID** field, optionally enter an Order ID.
    - b. In the **Customer ID** field, optionally enter a Customer ID.
    - c. In the **Amount** field, enter the Independent Refund amount (#.##).
    - d. In the **Statement Descriptor** field, enter the descriptor that you want to appear on the card statement.
  6. Click on the **Process Transaction** button.
  7. When the "**APPROVED**" or **DECLINED**" response displays on the "Independent Refund" page, the transaction is complete.
  8. Print/e-mail the Independent Refund receipt now (see page 73).

#### 4.12.5 Independent Refund with debit/credit card: keyed entry

Follow the steps below to fully or partially reverse (refund) a debit/credit card transaction that is unreferenced on the Merchant Resource Center. You will manually enter (key) the card data in the Merchant Resource Center fields.

1. On the menu bar, click on **Terminal > Independent Refund**.
2. Wait for the "Independent Refund" page to display.
3. In the "Payment Method" area, select **Credit Card - Keyed Entry** from the drop-down list.
4. In the "Payment Details" area, do the following:
  - a. In the **Statement Descriptor** field, enter the descriptor that you want to appear on the card statement.
  - b. In the **Amount** field, enter the Purchase amount (#.##).
  - c. In the **Credit Card Number** field, enter the card account number.
  - d. In the **Expiry Date** field, enter the card expiry date (MMYY).
  - e. In the **Card Verification Digits** field, enter the card verification code.
  - f. From the **ECI Indicator** drop-down list, select an e-commerce descriptor.
5. Click on the **Process Transaction** button.
6. When the "**APPROVED**" or **DECLINED**" response displays on the "Independent Refund" page, the transaction is complete.
7. Print/e-mail the Independent Refund receipt now (see page 73).



## 4.13 Card Verification with debit/credit card

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

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

- For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry method	See procedure on:
unencrypted MSR	page 60
keyed (manual) entry	page 61

### 4.13.1 Card verification with debit/credit card: unencrypted MSR

Follow the steps below to perform a Card Verification with a credit card by using an unencrypted magnetic stripe reader (connected to your computer) to capture the card data.

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

1. On the menu bar, click on **Terminal > Verification**.
2. Wait for the "Card Verification" page to display.
3. In the "Payment Method" area, select **Credit Card - MSR** from the drop-down list.
4. In the "Payment Details" area, do the following:

**Note:** *For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*

- a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
    - If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name**, and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
5. Click on the **Swipe Card** button.
  6. When "Please swipe credit card now" displays on the "Card Verification" page, swipe the card on the connected magnetic stripe reader.
  7. When the "**APPROVED**" or **DECLINED**" response displays on the "Card Verification" page, the transaction is complete.
  8. Print/e-mail the Card Verification receipt (see page 73).

### 4.13.2 Card Verification with debit/credit card: keyed entry

Follow the steps below to perform a Card Verification with a credit card by manually entering (keying) the card data in the Merchant Resource Center fields.

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

1. On the menu bar, click on **Terminal > Verification**.
2. Wait for the "Card Verification" page to display.
3. In the "Payment Method" area, select **Credit card - Keyed Entry** from the drop-down list.
4. In the "Payment Details" area, do the following:

**Note:** *For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*

- a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Credit Card Number** field, enter the card account number.
  - d. In the **Expiry Date** field, enter the card expiry date (MMYY).
  - e. From the **ECI Indicator** drop-down list, select an e-commerce descriptor.
    - If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name**, and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
5. Click on the **Process Transaction** button.
  6. When the "**APPROVED**" or **DECLINED**" response displays on the "Card Verification" page, the transaction is complete.
  7. Print/e-mail the Card Verification receipt (see page 73).

## 4.14 Chip initialization

Follow the steps below to initialize an iPP320 PINpad (see page 12) that is connected to your computer and registered to your Merchant Resource Center store.

1. On the menu, click on **Terminal > Chip Initialization**.
2. When "Establishing communication with pinpad" displays on the "Chip Initialization" page, wait.
3. When "Downloading pinpad parameters from the host" displays on the "Chip Initialization" page, wait.

**Note:** *The iPP320 PINpad displays "PLEASE WAIT" during this process.*

- If a Moneris "TerminalApplet" warning displays on your computer screen, select the option to always trust content from this publisher, and then allow the applet to run.
  - If a "security warning" prompt displays on your computer screen prompting you for permission to allow the Moneris "TerminalApplet" to access a moneris.com Web site, select the option to always grant this access.
4. When the "Initialization Complete" response displays on the "Chip Initialization" page, the iPP320 PINpd is ready to be used to process transactions.
  5. The operation is complete.

## 4.15 Optional procedures: debit/credit cards

### 4.15.1 When purchasing card identified

When the **Proceed with Level 2/3** button and **Proceed with Purchase** button display on the "Purchase" page, it means the card that you input has been identified as a purchasing (corporate) card.

1. Do one of the following:

**To add level 2/3 details to the transaction and continue it as a Preauthorization:**

- a. Click on the **Proceed with Level 2/3** button.
- b. When the "**APPROVED**" or "**DECLINED**" response displays on the "Preauth" page, the Preauthorization is complete:

**Important! To receive funds, you must perform a debit/credit Capture at a later time (see page 43). You will be prompted to add the level 2/3 data during the Capture.**

- If Moneris Loyalty is enabled and you want to allocate loyalty points, see *Loyalty Preauthorization: allocating points for associated debit/credit Preauthorization*.
- If Moneris Loyalty is not enabled or it is but you want to bypass allocating points, print/e-mail the transaction receipt now (see see page 73).

**To continue the transaction as a Purchase without adding level 2/3 data:**

- a. Click on the **Proceed with Purchase** button.
- b. When the "**APPROVED**" or "**DECLINED**" response displays on the "Purchase" page, the Purchase is complete:
  - If Moneris Loyalty is enabled and you want to award loyalty points, see *Loyalty Purchase: awarding loyalty points for associated debit/credit*.
  - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 73).

### 4.15.2 Adding level 2/3 details to debit/credit (Preauthorization) Capture

When the "Transaction Details" of a debit/credit Preauthorization are displayed on the "Capture/Preauth Completion" page, follow the steps below to add level 2/3 tax details to the Capture.

**Note:** For more information about level 2/3 details feature, see page 203.

1. Click on the **Add Level 2/3 Details** button.
2. When the **Destination Postal Code** field displays, do one of the following:
  - If the product/service is being shipped/rendered within Canada, enter the postal code (exclude spaces or hyphens).
  - If you are shipping internationally, leave the field blank so that no taxes are added to the charge total.
3. Click on the **Continue** button.
4. In the "Addendum 1 Details" area, enter shipping data in the addendum 1 fields if empty (**Customer Ref. Identifier**, **Destination Country**, **Destination Postal Code**, **Freight Amount (inc taxes)**, **Duty Amount**, and **VAT Reference Num**).
  - If the "Tax Details" area displays and the order is tax exempt, select the **YES** radio button; otherwise, select the **NO** radio button and enter the tax amount in the **HST** field.
5. In the "Line Items" area, enter product data in the line item fields (**Product Code**, **Description**, **Quantity**, **Unit Meas.**, and **Unit Cost**) for any one product/service being shipped/rendered in the order, and then click on the **Add Line** button.

**Note:** Quantity must be a numeric value; Unit Cost must be a dollar amount (###).

6. Confirm that the product is now listed in the "Line Items included in order" area.
  - If the **Tax Exempt for Line Item / HST** box displays, checkmark it if the product is tax exempt.
  - If there is a discount on the unit cost, fill in the **Discount on unit cost** field (###).
7. Repeat step 5 to 6 for every other product/service being shipped/rendered in the order.
8. Click on the **Calculate Totals** button, and confirm that the totals displayed per line item are correct.
9. Click on the **Process Transaction** button.
  - If "Establishing communication with pinpad" displays on the "Capture" page, wait until "Please follow prompts on pinpad" displays, and then wait while the transaction is processed (you will not need to pass the iPP320 PINpad back and forth to the cardholder).

10. When the "APPROVED" or "DECLINED" response displays on the "Capture" page, the transaction is complete:
- If you allocated loyalty points for the original debit/credit Preauthorization and you want to award the points, see page 95.
  - If did not award loyalty points for the original transaction, print/e-mail the Purchase-Correction (Void) receipt now (see page 73).

### 4.15.3 Adding level 2/3 details to debit/credit (Reauthorization) Capture

When the "Transaction Details" of a debit/credit Reauthorization are displayed on the "Capture/Preauth Completion" page, follow the steps below to add level 2/3 details to the Capture.

**Note:** For more information about level 2/3 details feature, see page 203.

1. Click on the **Add Level 2/3 Details** button.
2. When the **Destination Postal Code** field displays, do one of the following:
  - If the product/service is being shipped/rendered within Canada, enter the postal code (exclude spaces or hyphens).
  - If you are shipping internationally, leave the field blank so that no taxes are added to the charge total.
3. Click on the **Continue** button.
4. In the "Addendum 1 Details" area, enter shipping data in the addendum fields if empty (**Customer Ref. Identifier**, **Destination Country**, **Destination Postal Code**, **Freight Amount (inc taxes)**, **Duty Amount**, and **VAT Reference Num**).
  - If the "Tax Details" area displays and the order is tax exempt, select the **YES** radio button; otherwise, select the **NO** radio button and enter the tax amount in the **HST** field.
5. In the "Line Items" area, enter data in the line item fields (**Product Code**, **Description**, **Quantity**, **Unit Meas.**, and **Unit Cost**) for any one product/service being shipped/rendered in the order, and then click on the **Add Line** button.

**Note:** Quantity must be a numeric value; Unit Cost must be a dollar amount (###).

6. Confirm that the product is now listed in the "Line Items included in order" area.
  - If the **Tax Exempt for Line Item / HST** box displays, checkmark it if the product is tax exempt.
  - If there is a discount on the unit cost, fill in the **Discount on unit cost** field (###).
7. Repeat step 5 to 6 for every other product/service being shipped/rendered in the order.
8. Click on the **Calculate Totals** button, and confirm that the totals displayed per line item are correct.
9. Click on the **Process Transaction** button.
  - If "Establishing communication with pinpad" displays on the "Capture" page, wait until "Please follow prompts on pinpad" displays, and then wait while the transaction is processed (you will not need to pass the iPP320 PINpad back and forth to the cardholder).





10. When the "APPROVED" or "DECLINED" response displays on the "Capture" page, the transaction is complete.
11. Print/e-mail the transaction receipt now (see page 73).

#### 4.15.4 Cardholder prompts: iPP320 PINpad






When "Please follow prompts on pinpad" displays on the transaction page, do the following:


1. Hand the connected iPP320 PINpad to the cardholder.
2. The cardholder responds to any prompt that displays on the iPP320 PINpad.

**Note:** Potential prompts (and the actions to take for each) are listed in order of appearance in the table below. Only some of the listed prompts will appear for any one transaction.

Cardholder prompt	cardholder action
SWIPE, TAP OR INSERT CARD or SWIPE OR INSERT CARD or SWIPE CARD	Enters their card on the iPP320 PINpad (for options, see pages 19 to 20).
SELECT LANGUAGE  ENGLISH FRENCH	Selects the display language: <ul style="list-style-type: none"> <li>▪ To select English, presses <b>F1</b> (ENGLISH).</li> <li>▪ To select French, presses <b>F4</b> (FRENCH).</li> </ul>
SELECT <Application name>  YES NO	Selects the card application: <ul style="list-style-type: none"> <li>▪ To select the displayed application, presses <b>F1</b> (YES).</li> <li>▪ To view the next available application, presses <b>F4</b> (NO).</li> </ul>
<Application name> -OK? YES NO	Presses <b>F1</b> (YES) to use the displayed application.
<TRANSACTION NAME> \$#.##-OK?	Presses the green  key to confirm the displayed amount.
I PRE-AUTHORIZE UP TO \$#.##-OK?	Presses the green  key to confirm the displayed amount.

This table continues on the next page.

Cardholder prompt	Cardholder action
<b>TIP OPTIONS</b> \$    %        NONE	Selects a tip type: <ul style="list-style-type: none"> <li>▪ To enter a dollar amount, presses <b>F1</b>(\$).</li> <li>▪ To enter a percentage, presses <b>F2</b> (%)</li> <li>▪ To bypass entering a tip, presses <b>F3</b> (NONE).</li> </ul>
<b>ENTER TIP AMOUNT</b> \$0.00	Keys in an amount, and presses the green  key.
<b>TIP PERCENTAGE</b> %AA %BB      OTHR	Selects a percentage type: <ul style="list-style-type: none"> <li>▪ To add a preset tip percentage, presses <b>F1</b> (AA%) or <b>F2</b> (BB%).</li> <li>▪ To add a different percentage, presses <b>F4</b> (OTHR).</li> </ul>
<b>ENTER TIP    %</b>	Enters a tip percentage, and presses the green  key.
<b>&lt;TRANSACTION NAME&gt;</b> <b>\$#.##-OK?</b>	Presses the green  key to confirm the displayed transaction amount.  <i><b>Note:</b> If the cardholder wants to change the tip amount, they press the yellow  key, and re-enter the tip when prompted.</i>
<b>SELECT ACCOUNT</b> CHQ            SAV	Selects a debit account: <ul style="list-style-type: none"> <li>▪ To select "chequing", presses <b>F1</b> (CHQ).</li> <li>▪ To select "savings", presses <b>F4</b> (SAV).</li> </ul>
<b>ENTER PIN &amp; OK</b>	Keys in their Personal Identification Number (PIN) and presses the green  key.
<b>PLEASE WAIT</b>	Waits while the transaction is processed.
<b>APPROVED</b> <b>THANK YOU</b> <b>REMOVE CARD</b>	Removes their card from chip reader.  <i><b>Note:</b> The iPP320 PINpad beeps until the card is removed.</i>
<b>APPROVED</b> <b>THANK YOU</b> <b>OBTAIN CARD</b>	Retrieves their card.
<b>WELCOME/BON JOUR</b>	Returns the iPP320 PINpad to you (go to step 3).






3. Accept the iPP320 from the cardholder.
  - If WELCOME/BONJOUR" is not currently displayed on the iPP320 PINpad, press the green  key until "WELCOME/BONJOUR" displays.
4. Refer back to the transaction procedure, and continue at the "APPROVED"-  
**DECLINED** step.


### 4.15.5 Cardholder prompts: iPP320 PINpad, manual card entry

When "Please follow prompts on pinpad" displays on the transaction page, do the following:

1. Hand the connected iPP320 PINpad to the cardholder.
2. The cardholder responds to any prompt that displays on the iPP320 PINpad.

**Note:** Potential prompts (and the actions to take for each) are listed in order of appearance in the table below. Only some of the listed prompts will display for any one transaction.

Cardholder prompt	Cardholder action
<TRANSACTION NAME> \$#.##-OK?	Presses the green  key to confirm the displayed amount.
TIP OPTIONS  \$    %        NONE	Selects a tip type: <ul style="list-style-type: none"> <li>▪ To enter a dollar amount, presses <b>F1</b> (\$).</li> <li>▪ To enter a percentage, presses <b>F2</b> (%)</li> <li>▪ To bypass entering a tip, presses <b>F3</b> (NONE).</li> </ul>
ENTER TIP AMOUNT \$0.00	Keys in an amount, and presses the green  key.
TIP PERCENTAGE  %AA %BB      OTHR	Selects a percentage type: <ul style="list-style-type: none"> <li>▪ To add a preset tip percentage, presses <b>F1</b> (AA%) or <b>F2</b> (BB%).</li> <li>▪ To add a different percentage, presses <b>F4</b> (OTHR).</li> </ul>
ENTER TIP    %	Enters a tip percentage, and presses the green  key.
<TRANSACTION NAME> \$#.##-OK?	Presses the green  key to confirm the displayed transaction amount.  <b>Note:</b> If the cardholder wants to change the tip amount, they press the yellow  key, and re-enter the tip when prompted.
APPROVED THANK YOU OBTAIN CARD	Retrieves their card.
WELCOME/BON JOUR	Returns the iPP320 PINpad to you (go to step 3).

3. Accept the iPP320 from the cardholder.
  - If "WELCOME/BONJOUR" is not currently displayed on the iPP320 PINpad, press the green  key until "WELCOME/BONJOUR" displays.
4. Refer back to the transaction procedure, and continue at the "APPROVED"-  
**DECLINED** step.

## 5 Printing/e-mailing a receipt

Once you submit a transaction and receive the host response "**APPROVED**" or "**DECLINED**" (or "APPROVED"/"DECLINED") indicating the transaction has been processed, follow the steps below to print and/or e-mail the transaction receipt.

1. While the transaction response page is still displayed, do any of the following:

### To print the transaction receipt:

- a. In the "Action Items" area on the page, click on a **Print Receipt - #x#** button.
- b. When the print dialog box opens, select the printer from which you want to print the transaction receipt.
- c. Click on the **Print** button.
- d. The operation is complete. (To print another receipt, repeat steps a-d.)
- e. If the receipt includes any of these cardholder validation method (CVM) statements, take the appropriate action depending on the context:

CVM statement	Action required
"SIGNATURE Cardholder will pay issuer above amount pursuant to Cardholder Agreement"	Cardholder signature is required.
"NO SIGNATURE TRANSACTION"	No cardholder signature is required.
"VERIFIED BY PIN"	No cardholder signature is required.

### To e-mail the transaction receipt:

- a. In the "Action Items" area on the page, click on the **Send E-Mail Receipt** button.
  - b. Wait for the e-mail window to open.
  - c. In the **Email Address** field, enter the e-mail address to which you want to send the transaction receipt.
  - d. Click on the **Send Receipt & Close** button.
2. The operation is complete. (To print/e-mail another receipt, repeat steps a-d of the respective procedure.)

**Note:** If you ever want to view, print, or e-mail this transaction's receipt in the future, you can access the transaction's "Order History" page (see page 74).

## 6 Order history

Every "APPROVED" or "DECLINED" transaction is assigned its own "Order History" page, which displays detailed information (e.g., amount, date, time, etc.) about the transaction.

The "Order History" page is divided into three main areas:

- Transaction type details (see page 75)
- eFraud details (see page 76).
- Action items Details (see page 77).

### 6.1 Accessing a transaction's "Order History" page

Follow the steps below to access a transaction's "Order History" page.

1. Retrieve the transaction by generating the appropriate report (see 143).
2. When you have retrieved the desired transaction, click on its **Order ID** (or **Reauth Order ID**) hyperlink.
3. When the transaction's "Order History" page displays, you may print/e-mail the receipt as desired (see page 73).



### Transaction type details

The "Transaction type" area on a transaction's "Order History" page displays details about the transaction (refer to the table below for descriptions about data in specific fields).

Field	Description
<b>Amount</b>	Transaction amount.
<b>Approval Code</b>	Authorization code.
<b>Card Number</b>	Card number.
<b>Card Type</b>	Card brand.
<b>Clerk</b>	Username of the user who performed the transaction.
<b>Crypt Type</b>	Electronic commerce indicator.
<b>Customer Code</b>	User-entered value. Optional.
<b>Customer ID</b>	User-entered value. Optional.
<b>Date/Time</b>	Date/time of the transaction (Month DD YYYY HH:MM) .
<b>Expiry Date</b>	Card expiry date.
<b>Invoice Number</b>	User-entered value. Optional.
<b>Message</b>	Host response (e.g., "APPROVED" or "DECLINED").
<b>Order ID</b>	User-entered value or auto-generated. Required.
<b>Response</b>	Transaction response code.
<b>Sequence Number</b>	Moneris host identifier (e.g., If "610123450010690030" is the number, then "61012345" is the ID of the iPP320 PINpad used to capture the card data. If the number starts with "66", it means the card data were captured via keyed entry on the Merchant Resource Center.

**eFraud details**

The "eFraud details" area on a transaction's "Order History" page displays validation responses to any anti-fraud data submitted in the transaction (refer to the table below for descriptions about data in specific fields).

Button	Description
<b>AVS Result</b>	Indicates address verification service (AVS) validation result if verification is performed at the time the transaction is processed. The result indicates whether the street number, street name, or zip code data match the data that the issuer has on file (see page 204).
<b>CVD Result</b>	Indicates card verification digits(CVD) validation result if verification is performed at the time the transaction is processed. This result indicates whether the 3 or 4-digit CVD code (usually printed on the back of the card on the signature line) matches the code that the issuer has on file.
<b>CVV Result</b>	(Verified by Visa) - Indicates the issuer's response regarding whether the CAVV value that you provide is fully authenticated and valid. The CAVV value may be indicative of the data (e.g., a password) entered by the cardholder during an e-commerce transaction. The authentication data are sent to the card issuer independent of the Merchant Resource Center.

## Action items

Buttons displaying in the "Action Items" area of a transaction's "Order History" page indicate potential follow-on transactions and/or access to other transaction details.

- To initiate a follow-on transaction or access other transaction details (e.g., Refund, Reauth, or Void), click on the appropriate button (refer to the table below for descriptions about activities that are initiated when you click on a button).

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

## 7 Moneris Gift/Loyalty card programs

The Moneris Gift/Loyalty program allows you to offer your customers card-based programs that are processed through the Merchant Resource Center.

### Gift card program

The gift card program allows you to offer your customers stored-value gift cards for pre-defined dollar values as well as variable-value cards and rechargeable cards. This program is available for small businesses as the Moneris Gift Card program and as a customized program for national chains.

- For full listing of gift card transactions that you can initiate directly from the Merchant Resource Center menu bar (see page 6), refer to the table below.

Transaction type	See procedure on:
Purchase	page 80
Void	page 83
Refund	page 84
Independent Refund	page 85
Coupon/Voucher Redemption	page 108
Activate card	page 111
Deactivate card	page 114
Balance Inquiry	page 117

## Loyalty card program

Loyalty card program: allows you to reward customer loyalty by awarding points based on the dollar value of the purchases a cardholder makes. This program is available for small businesses as the Moneris Loyalty Card program and as a customized program for national chains.

- For full listing of loyalty card transactions that you can process from the Merchant Resource Center, refer to the table below:

Transaction type	See procedure on:
Purchase	page 88
Preauthorization	page 94
Capture	page 95
Redemption (dollars)	page 96
Redemption (points)	page 99
Void	page 102
Refund	page 105
Coupon/Voucher Redemption	page 108
Activate card	page 111
Deactivate card	page 114
Balance Inquiry	page 117

## 7.1 Purchase with gift card

Gift card sale of goods and services.

- For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry method	See procedure on:
unencrypted MSR	page 81
keyed (manual) entry	page 82

### 7.1.1 Purchase with gift card: unencrypted MSR

Follow the steps below to perform a Purchase with a gift card by using an unencrypted magnetic stripe reader (connected to your computer) to capture the card data.

1. On the menu bar, click on **Gift/Loyalty > Purchase**.
2. Wait for the "Purchase" page to display.
3. From the "Transaction Type" drop-down list, select **Dollar Value Purchase/Redemption**.
4. In the **Total Amount** field, enter the Purchase amount (###).
5. In the **Customer ID** field, optionally enter a Customer ID.
6. Click on the **Next** button.
7. In the "Payment Method" area, select **Gift Card - MSR** from the drop-down list.
8. In the "Gift Card Payment - Step 1" area, do the following:

***Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*

  - a. In **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. Do one of the following:
    - To view the available funds on the card, see *Viewing balance during gift Purchase* (page 3).
    - To proceed with the gift Purchase, click on the **Swipe Gift Card** button.
9. When "Please swipe gift card now" displays on the "Purchase" page, swipe the gift card on the connected magnetic stripe reader.
10. When the **CVC** field displays, enter the card validation code.
  - If another data field displays, enter the required data (consult your manager if you are unsure of what to enter).
11. When the "APPROVED" or "DECLINED" response displays on the "Purchase" page, the transaction is complete:
  - If a "Balance Due: \$###" is indicated, see page 124.
  - If a "Balance Due: \$0.00" (zero dollars) is indicated, do one of the following:
    - If Moneris Loyalty is enabled and you want to award loyalty points, see page 93.
    - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 73).

### 7.1.2 Purchase with gift card: keyed entry

Follow the steps below to perform a Purchase with a gift card by manually entering (keying) the card data in the Merchant Resource Center fields.

1. On the menu bar, click on **Gift/Loyalty > Purchase**.
2. Wait for the "Purchase" page to display.
3. From the "Transaction Type" drop-down list, select **Dollar Value Purchase/Redemption**.
4. In the **Total Amount** field, enter the Purchase amount (###).
5. In the **Customer ID** field, optionally enter a Customer ID.
6. Click on the **Next** button.
7. In the "Payment Method" area, select **Gift Card - Keyed** from the drop-down list.
8. In the "Gift Card Payment - Step 1" area, do the following:

***Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*

  - a. In **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Gift Card Number** field, enter the gift card number.
  - d. Do one of the following:
    - To view the funds on the card, see *Viewing balance during gift Purchase*.
    - To continue with the gift Purchase, go to step 9.
9. Click on the **Next** button.
10. When the **CVC** field displays, enter the card validation code.
  - If another data field displays, enter the required data (consult your manager if you are unsure of what to enter).
11. Click on the **Process** button.
12. When the "APPROVED" or "DECLINED" response displays on the "Purchase" page, the transaction is complete:
  - If a "Balance Due: \$###" is indicated, see page 124.
  - If a "Balance Due: \$0.00" (zero dollars) is indicated, do one of the following:
    - If Moneris Loyalty is enabled and you want to award loyalty points, see page 93.
    - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 73).



## 7.2 Void with gift card

Follow the steps below to reverse (void) an open-batch gift card Purchase that is referenced on the Merchant Resource Center (restores gift dollars to the card).

1. On the menu bar, click on **Gift/Loyalty > Void**.
2. Wait for the "Void" page to display.
3. In the **Order ID** field, enter the Order ID of the original transaction that you want to reverse.  
  
***Note:** If you only have a partial Order ID, select the **begins with** or the **ends with** radio button.*
4. Click on the **Locate Transaction** button.
5. Wait for the "Void" page to display.
6. In the "Transaction List" area, click on the **Void** button beside the transaction that you want to reverse.
7. When the "Transaction Details" area displays, click on the **Process** button.
8. When the "APPROVED" response displays, the transaction is complete.
9. Print/e-mail the transaction receipt now (see page 73).

***Note:** If you awarded loyalty points for the original gift Purchase that you have just voided, do a loyalty Void now to remove the awarded points (see page 103).*

## 7.3 Refund with gift card

Follow the steps below to reverse a closed-batch gift card transaction that is referenced on the Merchant Resource Center (restores gift dollars to the card).

1. On the menu bar, click on **Gift/Loyalty > Refund**.
2. Wait for the "Refund" page to display.
3. In the **Order ID** field, enter the Order ID of the original transaction that you want to reverse.

**Note:** *If you only have a partial Order ID, select the **begins with** or the **ends with** radio button.*

4. Click on the **Locate Transaction** button.
5. Wait for the "Refund" page to display.
6. In the "Transaction List" area, click on the **Refund** button beside the transaction that you want to reverse.
7. In the "Transaction Details" area, do the following:

**Note:** *For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*

- a. In the **CVC** field, enter the card validation code.
8. Click on the **Process** button.
  9. When the "APPROVED" response displays, the transaction is complete.
  10. Print/e-mail the transaction receipt now (see page 73).

**Note:** *If you awarded loyalty points on the original gift Purchase that you have just refunded, do a loyalty Refund now to remove the awarded points (see page 107).*

## 7.4 Independent Refund with gift card

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

- For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry method	See procedure on:
unencrypted MSR	page 86
keyed (manual) entry	page 87

### 7.4.1 Independent Refund with gift card: unencrypted MSR

Follow the steps below to reverse (refund) a gift card transaction that is unreferenced on the Merchant Resource Center. You will use an unencrypted magnetic stripe reader (connected to your computer) to capture the card data.

1. On the menu bar, click on **Gift/Loyalty > Independent Refund**.
2. Wait for the "Independent Refund" page to display.
3. In the "Read Card" area, select **Mag Swipe Reader** from the drop-down list.
4. In the "Independent Refund Details - Step 1" area, do the following:  
***Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*
  - a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
5. Click on the **Swipe Card** button.
6. When "Please swipe card now" displays on the "Independent Refund" page, swipe the card on the connected magnetic stripe reader.
7. When the "Payment Details - Step 2" area displays, do the following:
  - a. In the **CVC** field, enter the card validation code.
  - b. In the **Reference Number** field, enter the reference number of the original gift Purchase transaction that you want to reverse.
  - c. In the **Refund Amount** field, enter the amount (###) of the original transaction that you want to reverse.
8. Click on the **Process** button.
9. When the "APPROVED" or "DECLINED" response displays, the transaction is complete.
10. Print/e-mail the transaction receipt now (see page 73).

## 7.4.2 Independent Refund with gift card: keyed entry

Follow the steps below to reverse (refund) a gift card transaction that is not referenced on the Merchant Resource Center. You will manually enter (key) the card data in the Merchant Resource Center fields.

1. On the menu bar, click on **Gift/Loyalty > Independent Refund**.
2. Wait for the "Independent Refund" page to display.
3. In the "Read Card" area, select **Keyed Entry** from the drop-down list.
4. In the "Independent Refund Details - Step 1" area, do the following:  
***Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*
  - a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Card Number** field, enter the gift card number.
  - d. Click on the **Next** button.
5. When the "Payment Details - Step 2" area displays, do the following:
  - a. In the **CVC** field, enter the card validation code.
  - b. In the **Reference Number** field, enter the reference number of the original gift Purchase transaction that you want to reverse.
  - c. In the **Refund Amount** field, enter the amount (###) of the original transaction that you want to reverse.
  - d. Click on the **Process** button.
6. When the "APPROVED" or "DECLINED" response displays, the transaction is complete.
7. Print/e-mail the transaction receipt now (see page 73).

## 7.5 Loyalty Purchase: awarding loyalty points

You award loyalty points by performing a loyalty Purchase as a follow-on transaction to an associated debit/credit, gift, or cash Purchase or equivalent transaction.

- For a full listing of loyalty Purchase types and associated procedures, refer to the table below.

Loyalty Purchase as follow-on to:	See procedure on:
debit/credit Purchase	page 89
debit/credit Purchase - used for gift/loyalty card activation	page 90
debit/credit Voice-Authorization Advice	page 91
cash Purchase	page 92
gift Purchase	page 93
debit/credit Preauthorization	page 94
Capture	page 95
Redemption (dollars)	page 96
Redemption (points)	page 99
Void	page 102
Refund	page 105
Coupon/Voucher Redemption	page 108
Activate card	page 111
Deactivate card	page 114
Balance Inquiry	page 117

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

When the "APPROVED" response displays on the "Purchase" page of a debit/credit Purchase that you have just processed (see page 23), follow the steps below to do a loyalty Purchase and award loyalty points.

1. In the "Action Items" area, click on the **Loyalty** button.
2. Wait for the loyalty "Purchase" page to display.
3. In the "Payment Details" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

- a. In **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
4. Capture the loyalty card data:

#### To swipe the loyalty card on an unencrypted magnetic stripe reader:

- a. In the "Read Loyalty Card Data" area, select **Mag Swipe Reader** from the drop-down list.
- b. Click on the **Swipe Card** button.
- c. When "Please swipe loyalty card now" displays on the "Purchase" page, swipe the loyalty card on the connected magnetic stripe reader.

#### To manually enter the loyalty card:

- a. In the "Read Loyalty Card Data" area, select **Keyed Entry** from the drop-down.
  - b. In the **Loyalty Card Number** field, enter the loyalty card number, and click on the **Next** button.
    - If one or more amount fields display (e.g., **Benefit Amount** and/or **Pre-Tax Amount**), enter the appropriate amount (#.##) for which points should be awarded. Consult your manager if you are unsure of what to enter.
    - If any other data field displays (e.g., **Bonus Code**), enter the required data (e.g., you may be required to award bonus points). Consult your manager if you are unsure of what to enter.
5. Click on the **Process** button.
  6. When the "APPROVED" response displays (in the "Loyalty Response" area on the "Purchase" page), the transaction is complete.
  7. Print/e-mail the transaction receipt now (see page 73).

### 7.5.2 Loyalty Purchase: awarding loyalty points for associated debit/credit Purchase (gift/loyalty card Activation)

When the "APPROVED" response displays (in the "Payment Response" area) on the "Activate" page (see page 111), follow the steps below to do a loyalty Purchase and award loyalty points for the debit/credit Purchase that you processed to completed the gift card activation.

1. In the "Action Items" area, click on the **Loyalty** button.
2. Wait for the loyalty "Purchase" page to display.
3. In the "Payment Details" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

- a. In **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
4. Capture the loyalty card data:

#### To swipe the loyalty card on an unencrypted magnetic stripe reader:

- a. In the "Read Loyalty Card Data" area, select **Mag Swipe Reader** from the drop-down list.
- b. Click on the **Swipe Card** button.
- c. When "Please swipe loyalty card now" displays on the "Purchase" page, swipe the loyalty card on the connected magnetic stripe reader.

#### To manually enter the loyalty card:

- a. In the "Read Loyalty Card Data" area, select **Keyed Entry** from the drop-down list.
  - b. In the **Loyalty Card Number** field, enter the loyalty card number, and click on the **Next** button.
    - If one or more amount fields display (e.g., **Benefit Amount** and/or **Pre-Tax Amount**), enter the appropriate amount (###) for which points should be awarded. Consult your manager if you are unsure of what to enter.
    - If any other data field displays (e.g., **Bonus Code**), enter the required data (e.g., you may be required to award bonus points). Consult your manager if you are unsure of what to enter.
5. Click on the **Process** button.
  6. When the "APPROVED" response displays (in the "Loyalty Response" area on the "Purchase" page), the transaction is complete.
  7. Print/e-mail the transaction receipt now (see page 73).



### 7.5.3 Loyalty Purchase: awarding loyalty points for associated debit/credit Voice Authorization-Advice

When the "**APPROVED**" response displays on the "Voice Authorization/Advice" page of a debit/credit Voice Authorization-Advice transaction that you have just processed (see page 47), follow the steps below to do a loyalty Purchase and award loyalty points.

1. In the "Action Items" area, click on the **Loyalty** button.
2. Wait for the loyalty "Purchase" page to display.
3. In the "Payment Details" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

- a. In **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
4. Capture the loyalty card data:

#### To swipe the loyalty card on an unencrypted magnetic stripe reader:

- a. In the "Read Loyalty Card Data" area, select **Mag Swipe Reader** from the drop-down list.
- b. Click on the **Swipe Card** button.
- c. When "Please swipe loyalty card now" displays on the "Purchase" page, swipe the loyalty card on the connected magnetic stripe reader.

#### To manually enter the loyalty card:

- a. In the "Read Loyalty Card Data" area, select **Keyed Entry** from the drop-down list.
  - b. In the **Loyalty Card Number** field, enter the loyalty card number.
  - c. Click on the **Next** button.
    - If one or more amount fields display (e.g., **Benefit Amount** and/or **Pre-Tax Amount**), enter the appropriate amount (###) for which points should be awarded. Consult your manager if you are unsure of what to enter.
    - If any other data field displays (e.g., **Bonus Code**), enter the required data (e.g., you may be required to award bonus points). Consult your manager if you are unsure of what to enter.
5. Click on the **Process** button.
  6. When the "APPROVED" response displays (see the "Loyalty Response" area on the "Purchase" page), the transaction is complete.
  7. Print/e-mail the transaction receipt now (see page 73).

### 7.5.4 Loyalty Purchase: awarding loyalty points for associated cash Purchase

When the "APPROVED" response displays on the "Purchase" page of a cash Purchase transaction that you have just processed (see page 30), follow the steps below to do a loyalty Purchase and award loyalty points.

1. In the "Action Items" area, click on the **Loyalty** button.
2. Wait for the loyalty "Purchase" page to display.
3. In the "Payment Details" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

- a. In **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
4. Capture the loyalty card data:

#### To swipe the loyalty card on an unencrypted magnetic stripe reader:

- a. In the "Read Loyalty Card Data" area, select **Mag Swipe Reader** from the drop-down list.
- b. Click on the **Swipe Card** button.
- c. When "Please swipe loyalty card now" displays on the "Purchase" page, swipe the loyalty card on the connected magnetic stripe reader.

#### To manually enter the loyalty card:

- a. In the "Read Loyalty Card Data" area, select **Keyed Entry** from the drop-down list.
  - b. In the **Loyalty Card Number** field, enter the loyalty card number.
  - c. Click on the **Next** button.
    - If one or more amount fields display (e.g., **Benefit Amount** and/or **Pre-Tax Amount**), enter the appropriate amount (###) for which points should be awarded. Consult your manager if you are unsure of what to enter.
    - If any other data field displays (e.g., **Bonus Code**), enter the required data (e.g., you may be required to award bonus points). Consult your manager if you are unsure of what to enter.
5. Click on the **Process** button.
  6. When the "APPROVED" response displays (refer to the "Loyalty Response" area on the "Purchase" page), the transaction is complete.
  7. Print/e-mail the transaction receipt now (see page 73).

### 7.5.5 Loyalty Purchase: awarding loyalty points for associated gift Purchase

When the "APPROVED" response displays on the "Purchase" page of a gift Purchase transaction that you have just processed, follow the steps below to do a loyalty Purchase and award loyalty points.

1. In the "Action Items" area, click on the **Add Loyalty** button.
2. Wait for the loyalty "Purchase" page to display.
3. In the "Payment Details" area, fill in the fields as appropriate:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

- a. In **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
4. Capture the loyalty card data:

#### To swipe the loyalty card on an unencrypted magnetic stripe reader:

- a. In the "Read Loyalty Card Data" area, select **Mag Swipe Reader** from the drop-down list.
- b. Click on the **Swipe Card** button.
- c. When "Please swipe loyalty card now" displays on the "Purchase" page, swipe the loyalty card on the connected magnetic stripe reader.

#### To manually enter the loyalty card:

- a. In the "Read Loyalty Card Data" area, select **Keyed Entry** from the drop-down list.
  - b. In the **Loyalty Card Number** field, enter the loyalty card number.
  - c. Click on the **Next** button.
    - If one or more amount fields display (e.g., **Benefit Amount** and/or **Pre-Tax Amount**), enter the appropriate amount (###) for which points should be awarded. Consult your manager if you are unsure of what to enter.
    - If any other data field displays (e.g., **Bonus Code**), enter the required data (e.g., you may be required to award bonus points). Consult your manager if you are unsure of what to enter.
5. Click on the **Process** button.
  6. When the "APPROVED" response displays (refer to the "Loyalty Response" area on the "Purchase" page), the transaction is complete.
  7. Print/e-mail the transaction receipt now (see page 73).

### 7.5.6 Loyalty Preauthorization: allocating points for associated debit/credit Preauthorization

When the "APPROVED" response displays on the "Preauth" page of a debit/credit Preauthorization transaction that you have just processed (see page 33), follow the steps below to do a loyalty Preauthorization and allocate loyalty points.

1. In the "Action Items" area, click on the **Loyalty** button.
2. Wait for the loyalty "Purchase" page to display.
3. In the "Payment Details" area, fill in the fields as appropriate:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

- a. In **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
4. Capture the loyalty card data:

#### To swipe the loyalty card on an unencrypted magnetic stripe reader:

- a. In the "Read Loyalty Card Data" area, select **Mag Swipe Reader** from the drop-down list.
- b. Click on the **Swipe Card** button.
- c. When "Please swipe loyalty card now" displays on the "Purchase" page, swipe the loyalty card on the connected magnetic stripe reader.

#### To manually enter the loyalty card:

- a. In the "Read Loyalty Card Data" area, select **Keyed Entry** from the drop-down list.
  - b. In the **Loyalty Card Number** field, enter the loyalty card number, and click on the **Next** button.
    - If one or more amount fields display (e.g., **Benefit Amount** and/or **Pre-Tax Amount**), enter the appropriate amount (#.##) for which points should be allocated. Consult your manager if you are unsure of what to enter.
    - If any other data field displays (e.g., **Bonus Code**), enter the required data (e.g., you may be required to allocate bonus points). Consult your manager if you are unsure of what to enter.
5. Click on the **Process** button.
  6. When the "APPROVED" response displays (refer to the "Loyalty Response" area on the "Purchase" page), the transaction is complete.
  7. Print/e-mail the transaction receipt now (see page 73).

**Important!** To award the allocated loyalty points, you must capture the loyalty debit credit Preauthorization followed by the loyalty Preauth (see page 43).

### 7.5.7 Loyalty Capture: awarding loyalty points for associated debit/credit Capture

When the "APPROVED" response displays on the "Capture/Preauth Completion" page of a debit/credit Capture that you have just processed (see page 43), follow the steps below to award the loyalty points that were allocated for the original debit/credit Preauthorization.

1. In the "Action Items" area, click on the **Loyalty** button.
2. Wait for the loyalty "Capture" page to display.
  - If one or more amount fields display (e.g., **Benefit Amount** and/or **Pre-Tax Amount**), enter the appropriate amount (###) for which points should be awarded. Consult your manager if you are unsure of what to enter.
  - If any other data field displays (e.g., **Bonus Code**), enter the required data (e.g., you may be required to award bonus points). Consult your manager if you are unsure of what to enter.
3. Click on the **Process** button.
4. When the "APPROVED" response displays (refer to the "Loyalty Response" area on the "Purchase" page), the transaction is complete.
5. Print/e-mail the transaction receipt now (see page 73).

## 7.6 Manual Redemption (dollars) with loyalty card

Redeem dollars from a loyalty card.

- For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry method	See procedure on:
unencrypted MSR	page 97
keyed (manual) entry	page 98

### 7.6.1 Manual Redemption (dollars) with loyalty card: unencrypted MSR

Follow the steps below to redeem dollars from a loyalty card by using an unencrypted magnetic stripe reader (connected to your computer) to capture the card data.

1. On the menu bar, click on **Gift/Loyalty > Purchase**.
2. Wait for the "Purchase" page to display.
3. In the "Transaction Details" area, do the following:
  - a. From the drop-down list, select **Dollar Value Purchase/Redemption**.
  - b. In the **Total Amount** field, enter the number of dollars that you want to redeem from the loyalty card.
  - c. In the **Customer ID** field, optionally enter a Customer ID.
4. Click on the **Next** button.
5. In the "Payment Method" area, select **Loyalty Card - MSR** from the drop-down list.
6. In the "Loyalty Card Redemption - Step 1" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

  - a. In **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. Click on the **Swipe Loyalty Card** button.
7. When "Please swipe loyalty card now" displays on the "Purchase" page, swipe the gift card on the connected magnetic stripe reader.
  - If any data fields display (e.g., **Bonus Code**), enter the required data (consult your manager if you are unsure of what to enter).
8. Click on the **Process** button.
9. Wait for the "APPROVED" or "DECLINED" response to display on the "Purchase" page:
  - If a "Balance Due \$#.##" response is indicated, see page 124.
  - If a "Balance Due \$0.00" (zero dollars) response is indicated, the transaction is complete (go to step 10).
10. Print/e-mail the transaction receipt now (see page 73).

## 7.6.2 Manual Redemption (dollars) with loyalty card: keyed entry

Follow the steps below to redeem dollars from a loyalty card by manually entering (keying) the card data in the Merchant Resource Center fields.

1. On the menu bar, click on **Gift/Loyalty > Purchase**.
2. Wait for the "Purchase" page to display.
3. In the "Transaction Details" area, do the following:
  - a. From the drop-down list, select **Dollar Value Purchase/Redemption**.
  - b. In the **Total Amount** field, enter the number of dollars that you want to redeem from the loyalty card.
  - c. In the **Customer ID** field, optionally enter a Customer ID.
4. Click on the **Next** button.
5. In the "Payment Method" area, select **Loyalty Card - Keyed** from the drop-down list.
6. In the "Loyalty Card Redemption - Step 1" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

  - a. In **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Loyalty Card Number** field, enter the loyalty card number.
7. Click on the **Next** button.
  - If any data fields display (e.g., **Bonus Code**), enter the required data (consult your manager if you are unsure of what to enter).
8. Click on the **Process** button.
9. Wait for the "APPROVED" or "DECLINED" response to display on the "Purchase" page:
  - If a "Balance Due \$#.##" response is indicated, see page 124.
  - If a "Balance Due \$0.00" (zero dollars) response is indicated, the transaction is complete (go to step 10).
10. Print/e-mail the transaction receipt now (see page 73).



## 7.7 Manual Redemption (points) with loyalty card

Redeem points from a loyalty card.

- For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry method	See procedure on:
unencrypted MSR	page 100
Keyed (manual) entry	page 101

### 7.7.1 Manual Redemption (points) with loyalty card: unencrypted MSR

Follow the steps below to redeem points from a loyalty card by using an unencrypted magnetic stripe reader (connected to your computer) to capture the card data.

1. On the menu bar, click on **Gift/Loyalty > Purchase**.
2. Wait for the "Purchase" page to display.
3. In the "Transaction Details" area, do the following:
  - a. From the drop-down list, select **Points Value Purchase/Redemption**.
  - b. In the **Points to Redeem** field, enter the number of points that you want to redeem from the loyalty card.
  - c. In the **Customer ID** field, optionally enter a Customer ID.
4. Click on the **Next** button.
5. In the "Payment Method" area, select **Loyalty Card - MSR** from the drop-down list.
6. In the "Loyalty Card Redemption - Step 1" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

  - a. In **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. Click on the **Swipe Loyalty Card** button.
7. When "Please swipe loyalty card now" displays on the "Purchase" page, swipe the gift card on the connected magnetic stripe reader.
  - If any data fields display (e.g., **Bonus Code**), enter the required data (consult your manager if you are unsure of what to enter).
8. Click on the **Process** button.
9. When the "APPROVED" or "DECLINED" response displays on the "Purchase" page, the transaction is complete, but note:
  - If a "Balance Due #### pts" response is indicated, see page 125.
  - If a "Balance Due 0 pts" (zero points) response is indicated, the transaction is complete (go to step 10).
10. Print/e-mail the transaction receipt now (see page 73).

## 7.7.2 Manual Redemption (points) with loyalty card: keyed entry

Follow the steps below to redeem points from a loyalty card by manually entering (keying) the card data in the Merchant Resource Center fields.

1. On the menu bar, click on **Gift/Loyalty > Purchase**.
2. Wait for the "Purchase" page to display.
3. In the "Transaction Details" area, do the following:
  - a. From the drop-down list, select **Points Value Purchase/Redemption**.
  - b. In the **Points to Redeem** field, enter the number of points that you want to redeem from the loyalty card.
  - c. In the **Customer ID** field, optionally enter a Customer ID.
4. Click on the **Next** button.
5. In the "Payment Method" area, select **Loyalty Card - Keyed** from the drop-down list.
6. In the "Loyalty Card Redemption - Step 1" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

  - a. In **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Loyalty Card Number** field, enter the loyalty card number.
7. Click on the **Next** button.
  - If any data fields display (e.g., **Bonus Code**), enter the required data (consult your manager if you are unsure of what to enter).
8. Click on the **Process** button.
9. Wait for the "APPROVED" or "DECLINED" response to display on the "Purchase" page:
  - If a "Balance Due #### pts" response is indicated, see page 125.
  - If a "Balance Due 0 pts" (zero points) response is indicated, the transaction is complete (go to step 10).
10. Print/e-mail the transaction receipt now (see page 73).

## 7.8 Loyalty Void

To reverse a loyalty transaction that originally awarded points for an associated transaction that has since been voided, do the following:

- To reverse a loyalty transaction for an associated debit/credit Void, see page 103.
- To reverse a loyalty transaction for an associated gift Void, see page 103.
- To reverse a loyalty transaction for an associated loyalty Redemption, see page 104.

### 7.8.1 Loyalty Void: removing loyalty points for associated debit/credit Void

When the "APPROVED" response displays on the "Void" page of a debit/credit transaction that you have just processed, follow the steps below to do a loyalty Void and remove the loyalty points awarded for the original Purchase, Capture, or Voice Authorization-Advice transaction.

1. In the "Action Items" area, click on the **Loyalty** button.
2. When the "APPROVED" response displays (see the "Loyalty Response" area on the "Void" page), the transaction is complete.
3. Print/e-mail the transaction receipts now (see page 73).

### 7.8.2 Loyalty Void: reversing an associated gift card Purchase

Follow the steps below to do a loyalty Void and remove the loyalty points awarded for the original gift card Purchase (see page 80).

1. On the menu bar, click on **Gift/Loyalty > Void**.
2. Wait for the "Void" page to display.
3. In the **Order ID** field, enter the Order ID of the original loyalty Purchase transaction that you want to reverse.  
***Note:** If you only have a partial Order ID, select the **begins with** or the **ends with** radio button.*
4. Click on the **Locate Transaction** button.
5. Wait for the "Void" page to display.
6. In the "Transaction List" area, click on the **Void** button beside the transaction that you want to reverse.
7. When the "Transaction Details" area displays, click on the **Process** button.
8. When the "Approved" or "Declined" response displays on the "Void" page, the transaction is complete.
9. Print/e-mail the transaction receipt now (see page 73).

### 7.8.3 Loyalty Void: reversing a loyalty Redemption

Follow the steps below to reverse (void) an open-batch loyalty card Redemption for dollars (see page 96) or reverse an open-batch loyalty card Redemption for points (see page 99) for the full amount of the original transaction (restores loyalty points/dollars to the card).

1. On the menu bar, click on **Gift/Loyalty > Void**.
2. Wait for the "Void" page to display.
3. In the **Order ID** field, enter the Order ID of the original Redemption transaction that you want to reverse.  
  
***Note:** If you only have a partial Order ID, select the **begins with** or the **ends with** radio button.*
4. Click on the **Locate Transaction** button.
5. Wait for the "Void" page to display.
6. In the "Transaction List" area, click on the **Void** button beside the transaction that you want to reverse.
7. When the "Transaction Details" area displays, click on the **Process** button.
8. When the "Approved" or "Declined" response displays on the "Void" page, the transaction is complete.
9. Print/e-mail the transaction receipt now (see page 73).

## 7.9 Loyalty Refund

To reverse a loyalty transaction that originally awarded points for an associated Purchase that has since been refunded, do the following:

- To reverse a loyalty transaction for an associated debit/credit Refund, see page 106.
- To reverse a loyalty transaction for an associated cash Refund, see page 106.
- To reverse a loyalty transaction for an associated gift Refund, see page .
- To reverse a loyalty transaction for an associated loyalty Redemption, see page 107.

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

When the "APPROVED" response displays on the "Refund" page of a debit/credit transaction that you just processed, follow the steps below to do a loyalty Refund and remove the loyalty points that were awarded for the original debit/credit Purchase, Capture, or Voice Authorization-Advice transaction.

**Note:** Some loyalty card programs do not allow loyalty Refunds.

1. In the "Action Items" area, click on the **Loyalty** button.
2. When the "APPROVED" or "DECLINED" response displays (see the "Loyalty Response" area on the "Refund" page), the transaction is complete.
3. Print/e-mail the transaction receipt now (see page 73).

### 7.9.2 Loyalty Refund: removing loyalty points for associated cash Refund

When the "APPROVED" response displays on the "Refund" page of a cash transaction that you just processed, follow the steps below to do a loyalty Refund and remove the loyalty points that were awarded for the original cash Purchase.

**Note:** Some loyalty card programs do not allow loyalty Refunds.

1. In the "Action Items" area, click on the **Loyalty** button.
2. When the "APPROVED" or "DECLINED" response displays (see the "Loyalty Response" area on the "Refund" page), the transaction is complete.
3. Print/e-mail the transaction receipt now (see page 73).



### 7.9.3 Loyalty Refund: removing loyalty points for associated gift Refund

Follow the steps below to do a loyalty Refund and remove points that were awarded for a gift card transaction (for which points were awarded) that you have since refunded (see page 84).

1. On the menu bar, click on **Gift/Loyalty > Void**.
2. Wait for the "Void" page to display.
3. In the **Order ID** field, enter the Order ID of the original Redemption transaction that you want to reverse.  
***Note:** If you only have a partial Order ID, select the **begins with** or the **ends with** radio button.*
4. Click on the **Locate Transaction** button.
5. Wait for the "Void" page to display.
6. In the "Transaction List" area, click on the **Void** button beside the transaction that you want to reverse.
7. When the "Transaction Details" area displays, click on the **Process** button.
8. When the "Approved" or "Declined" response displays on the "Void" page, the transaction is complete.
9. Print/e-mail the transaction receipt now (see page 73).

### 7.9.4 Loyalty Refund: reversing a loyalty Redemption

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

## 7.10 Redeeming coupon/voucher with gift/loyalty card

Redeem a coupon/voucher.

- For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry method	See procedure on:
unencrypted MSR	109
Keyed (manual) entry	110

### 7.10.1 Redeeming coupon/voucher with gift/loyalty card: MSR

Follow the steps below to redeem a coupon/voucher by using an unencrypted magnetic stripe reader (connected to your computer) to capture the card data.

**Note:** *No dollars or points will be used from the card as a result of this transaction (i.e., it will result in a zero-dollar Purchase/Redemption).*

1. On the menu bar, click on **Gift/Loyalty > Redeem**.
2. Wait for the "Redeem - Coupon / Voucher" page to display.
3. In the "Read Card" area, select **Mag Swipe Reader** from the drop-down list.
4. In the "Redeem Details - Step 1" area, do the following:

**Note:** *For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*

- a. In **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. Click on the **Swipe Gift Card** button.
  - d. When "Please swipe card now" displays on the "Redeem - Coupon / Voucher" page, swipe the gift/loyalty card on the connected magnetic stripe reader.
5. In the **Reference Number** field, enter the "REF NUM" from the gift/loyalty coupon/voucher receipt.
    - If the **CVC** field displays, enter the card validation code.
    - If any other data field displays, enter the required data (if you are unsure of what to enter, consult your manager).
  6. Click on the **Process** button.
  7. When the "APPROVED" or "DECLINED" response displays on the "Redeem - Coupon/Voucher" page, the transaction is complete.
  8. Print/e-mail the transaction receipt now (see page 73).

### 7.10.2 Redeeming coupon/voucher with gift/loyalty card: MSR

Follow the steps below to redeem a coupon/voucher by manually entering (keying) the gift/loyalty card data in the Merchant Resource Center fields.

**Note:** *No dollars or points will be used from the card as a result of this transaction (i.e., it will result in a zero-dollar Purchase/Redemption).*

1. On the menu bar, click on **Gift/Loyalty > Redeem**.
2. Wait for the "Redeem - Coupon / Voucher" page to display.
3. In the "Read Card" area, select **Keyed** from the drop-down list.
4. In the "Redeem Details - Step 1" area, do the following:

**Note:** *For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*

- a. In **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Gift Card Number** field, enter the gift/loyalty card number.
  - d. Click on the **Next** button.
5. In the **Reference Number** field, enter the "REF NUM" from the gift/loyalty coupon/voucher receipt.
    - If the **CVC** field displays, enter the card validation code.
    - If any other data field displays, enter the required data (if you are unsure of what to enter, consult your manager).
  6. Click on the **Process** button.
  7. When the "APPROVED" or "DECLINED" response displays on the "Redeem-Coupon/Voucher" page, the transaction is complete.
  8. Print/e-mail the transaction receipt now (see page 73).

## 7.11 Activating and loading a gift/loyalty card

Activate and load a gift/loyalty card.

- For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry method	See procedure on:
unencrypted MSR	page 112
Keyed (manual) entry	page 113

### 7.11.1 Activating and loading a gift/loyalty card: MSR

Follow the steps below to activate a gift/loyalty card by using an unencrypted magnetic stripe reader (connected to your computer) to capture the card data.

1. On the menu bar, click on **Gift/Loyalty > Activate**.
2. Wait for the "Activate" page to display.
3. In the "Read Card" area, do the following:  
***Note:** For more information about the fields or functions referred to in the steps below, see Payment/transaction fields (page 192).*
  - a. From the "Card Input Method" drop-down list, select **Mag Swipe Reader**.
  - b. In the **Order ID** field, optionally enter an Order ID.
  - c. In the **Customer ID** field, optionally enter a Customer ID.
  - d. Click on the **Swipe Card** button.
  - e. When "Please swipe card now" displays on the "Activate" page, swipe the gift/loyalty card on the connected magnetic stripe reader.
4. In the "Activation Details - Step 2" area, do the following:
  - a. If the **CVC** field displays, enter the card validation code.
    - If any other data field displays, enter the required data (if you are unsure of what to enter, consult your manager).
  - b. Click on the **Process** button.
5. When the "APPROVED" response displays on the "Activate" page, click on the **Continue** button.
6. Select a payment method, and refer to the appropriate procedure in the table below:

Payment method	card entry method	see page
debit/credit card	iPP320 PINpad	120
debit/credit card	unencrypted magnetic stripe reader	121
debit/credit card	keyed entry	122
cash	-	123

### 7.11.2 Activating and loading a gift/loyalty card: keyed entry

Follow the steps below to activate a gift/loyalty card by using an unencrypted magnetic stripe reader (connected to your computer) to capture the card data.

1. On the menu bar, click on **Gift/Loyalty > Activate**.
2. Wait for the "Activate" page to display.
3. In the "Read Card" area, do the following:
 

**Note:** For more information about the fields or functions referred to in the steps below, see Payment/transaction fields (page 192).

  - a. From the "Card Input Method" drop-down list, select **Keyed Entry**.
  - b. In the **Order ID** field, optionally enter an Order ID.
  - c. In the **Customer ID** field, optionally enter a Customer ID.
  - d. In the **Card Number** field, enter the gift/loyalty card number, and click on the **Next** button.
4. In the "Activation Details - Step 2" area, do the following:
  - a. If the **CVC** field displays, enter the card validation code.
    - If any other data field displays, enter the required data (if you are unsure of what to enter, consult your manager).
  - b. Click on the **Process** button.
5. When the "APPROVED" response displays on the "Activate" page, click on the **Continue** button.
6. Select a payment method, and refer to the appropriate procedure in the table below:

Payment method	card entry method	see page
debit/credit card	iPP320 PINpad	120
debit/credit card	unencrypted magnetic stripe reader	121
debit/credit card	keyed entry	122
cash	-	123

## 7.12 Deactivating a gift/loyalty card

Deactivate a gift/loyalty card.

- For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry method	See procedure on:
unencrypted MSR	page 115
Keyed (manual) entry	page 116



### 7.12.1 Deactivating a gift/loyalty card: MSR

Follow the steps below to permanently deactivate a gift/loyalty card by using an unencrypted magnetic stripe reader (connected to your computer) to capture the card data.

1. On the menu bar, click on **Gift/Loyalty > Deactivate**.
2. Wait for the "Deactivate" page to display.
3. In the "Read Card" area, select **Mag Swipe Reader** from the drop-down list.  
***Note:** For more information about the fields or functions referred to in the steps below, see Payment/transaction fields (page 192).*
4. In the "Deactivation Details - Step 1" area, do the following:
  - a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. Click on the **Swipe Card** button.
  - d. When "Please swipe card now" displays on the "Deactivate" page, swipe the gift/loyalty card on the connected magnetic stripe reader.
5. In the "Payment Details - Step 2" area, do the following:
  - a. If the **CVC** field displays, enter the card validation code.
    - If any other data field displays, enter the required data (if you are unsure of what to enter, consult your manager).
6. When the "APPROVED" response displays on the "Deactivate" page, the transaction is complete.
7. Print/e-mail the transaction receipt now (see page 73).

### 7.12.2 Deactivating a gift/loyalty card: keyed entry

Follow the steps below to permanently deactivate a gift/loyalty card by manually entering (keying) the card data in the Merchant Resource Center fields.

1. On the menu bar, click on **Gift/Loyalty > Deactivate**.
2. Wait for the "Deactivate" page to display.
3. In the "Read Card" area, select **Keyed Entry** from the drop-down list.  
***Note:** For more information about the fields or functions referred to in the steps below, see Payment/transaction fields (page 192).*
4. In the "Deactivation Details - Step 1" area, do the following:
  - a. In the **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Card Number** field, enter the gift/loyalty card number.
  - d. Click on the **Next** button.
5. In the "Payment Details - Step 2" area, do the following:
  - a. If the **CVC** field displays, enter the card validation code.
    - If any other data field displays, enter the required data (if you are unsure of what to enter, consult your manager).
  - b. Click on the **Process** button.
6. When the "APPROVED" response displays on the "Deactivate" page, the transaction is complete.
7. Print/e-mail the transaction receipt now (see page 73).

## 7.13 Balance Inquiry for gift/loyalty card

Obtain the points balance and status for a gift/loyalty card.

- For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry method	See procedure on:
unencrypted MSR	page 118
Keyed (manual) entry	page 119

### 7.13.1 Balance Inquiry for gift/loyalty card: MSR

Follow the steps below to obtain the status and dollar or points balance on a gift/loyalty card by using an unencrypted magnetic stripe reader (connected to your computer) to capture the card data.

1. On the menu bar, click on **Gift/Loyalty > Balance Inquiry**.
2. Wait for the "Balance Inquiry" page to display.
3. In the "Read Card" area, do the following:
  - a. Select **Mag Swipe Reader** from the drop-down list.

***Note:** For more information about the fields or functions referred to in the steps below, see Payment/transaction fields (page 192).*
  - b. Click on the **Swipe Card** button.
  - c. When "Please swipe card now" displays on the "Balance Inquiry" page, swipe the gift/loyalty card on the connected magnetic stripe reader.
4. In the "Card Details - Step 2" area, do the following:
  - a. If the **CVC** field displays, enter the card validation code.
    - If another data field displays, enter the required data (if you are unsure of what to enter, consult your manager).
  - b. Click on the **Next** button.
5. Refer to the "Inquiry Response" area on the "Balance Inquiry" page.
6. The operation is complete.

### 7.13.2 Balance Inquiry for gift/loyalty card: keyed entry

Follow the steps below to obtain the status and dollar or points balance on a gift/loyalty card by manually entering (keying) the card data in the Merchant Resource Center fields.

1. On the menu bar, click on **Gift/Loyalty > Balance Inquiry**.
2. Wait for the "Balance Inquiry" page to display.
3. In the "Read Card" area, do the following:
  - a. From the drop-down list, select **Keyed Entry**.  
***Note:** For more information about the fields or functions referred to in the steps below, see Payment/transaction fields (page 192).*
  - b. In the **Card Number** field, enter the gift/loyalty card number.
  - c. Click on the **Next** button.
4. In the "Card Details - Step 2" area, do the following:
  - a. If the **CVC** field displays, enter the card validation code.
    - If another data field displays, enter the required data (if you are unsure of what to enter, consult your manager).
  - b. Click on the **Next** button.
5. Refer to the "Inquiry Response" area on the "Balance Inquiry" page.
6. The operation is complete.

## 7.14 Optional procedures: gift/loyalty cards

### 7.14.1 Activating a gift/loyalty card - payment with debit/credit card: iPP320 PINpad

Follow the steps below to complete a gift card Activate transaction by paying the balance due with a debit/credit card. You will use an iPP320 PINpad (connected to your computer) to capture the debit/credit card data (insert, tap, or swipe).

1. In the "Payment Method" area on the "Activate" page, select **Debit/Credit - Pinpad** from the drop-down list.
2. In the "Payment Details" area, do the following:

**Note:** For more information about the fields or functions referred to in the steps below, see Payment/transaction fields (page 192).

- a. Ensure that the **Enable manual card input** box is unmarked.
- b. In the **Order ID** field, optionally enter an Order ID.
- c. In the **Customer ID** field, optionally enter a Customer ID.
- d. In the **Amount** field, enter the dollar amount (###) that you want to load on the card (i.e., the Purchase amount).

**Note:** If this field is populated with a dollar amount (the gift card is non-reloadable), skip this step.

3. Click on the **Process Transaction** button.
4. When "Establishing communication with pinpad" displays on the "Activate" page, wait.
5. When "Please follow prompts on pinpad" displays on the "Activate" page, see *Cardholder prompts: iPP320 PINpad* (page 68).
6. When the "**APPROVED**" or **DECLINED**" response displays on the "Purchase" page, the transaction is complete:
  - If Moneris Loyalty is enabled and you want to award loyalty points, see page 90.
  - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 73).

### 7.14.2 Activating a gift/loyalty card - payment with debit/credit card: MSR

Follow the steps below to complete a gift card Activate transaction by paying the balance due with a credit card. You will use an unencrypted magnetic stripe reader (connected to your computer) to capture the credit card data.

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

1. In the "Payment Method" area on the "Activate" page, select **Credit Card - MSR** from the drop-down list.

2. In the "Payment Details" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

- a. In the **Order ID** field, optionally enter an Order ID.
- b. In the **Customer ID** field, optionally enter a Customer ID.
- c. In the **Statement Descriptor** field, enter the descriptor that you want to appear on the card statement.
- d. In the **Amount** field, enter the dollar amount (#.##) that you want to load on the card (i.e., the Purchase amount).

**Note:** If this field is populated with a dollar amount (the gift card is non-reloadable), skip this step.

- e. In the **Card Verification Digits** field, enter the card verification code.
  - If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name**, and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
  - To add order details, click on the **Add Order Details** button, and enter the order data in the "Billing Details" and "Shipping Details" area fields.
3. Click on the **Swipe Card** button.
4. When "Please swipe credit card now" displays on the "Activate" page, swipe the credit card on the connected magnetic stripe reader.
5. When the "**APPROVED**" or **DECLINED**" response displays on the "Activate" page, the transaction is complete:
  - If Moneris Loyalty is enabled and you want to award loyalty points, see page 90.
  - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 73).

### 7.14.3 Activating a gift/loyalty card - payment with debit/credit card: keyed entry

Follow the steps below to complete a gift card Activate transaction by paying the balance due with a credit card. You will manually enter (key) the card in the Merchant Resource Center fields.

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

1. In the "Payment Method" area on the "Activate" page, select **Credit card - Keyed Entry** from the drop-down list.

2. In the "Payment Details" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

- a. In the **Order ID** field, optionally enter an Order ID.
- b. In the **Customer ID** field, optionally enter a Customer ID.
- c. In the **Statement Descriptor** field, enter the descriptor that you want to appear on the card statement.
- d. In the **Amount** field, enter the dollar amount (#.##) that you want to load on the card (i.e., the Purchase amount).

**Note:** If this field is populated with a dollar amount (the gift card is non-reloadable), skip this step.

- e. In the **Credit Card Number** field, enter the card account number.
  - f. In the **Expiry Date** field, enter the card expiry date (MMYY).
  - g. In the **Card Verification Digits** field, enter the card verification code.
  - h. From the **ECI Indicator** drop-down list, select an e-commerce descriptor.
    - If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name**, and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
    - To add order details, click on the **Add Order Details** button and enter the order data in the "Billing Details" and "Shipping Details" area fields.
3. Click on the **Process Transaction** button.
  4. When the "**APPROVED**" or "**DECLINED**" response displays on the "Activate" page, the transaction is complete:
    - If Moneris Loyalty is enabled and you want to award loyalty points, see page 90.
    - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 73).



#### 7.14.4 Activating a gift/loyalty card - payment with cash

Follow the steps below to complete a gift card Activate transaction by paying the balance due with cash.

1. In the "Payment Method" area on the "Activate" page, select **Cash** from the drop-down list.
2. In the "Payment Details" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

- a. In the **Order ID** field, optionally enter an Order ID.
- b. In the **Customer ID** field, optionally enter a Customer ID.
- c. In the **Amount** field, enter the dollar amount (###) that you want to load on the card (i.e., the Purchase amount).

**Note:** If this field is populated with a dollar amount (the gift card is non-reloadable), skip this step.

- d. In the **Amount Tendered** field, optionally enter the dollar amount tendered by the customer.

**Note:** The **Change Due** field will automatically display the dollar amount owed to the customer.

3. Click on the **Complete** button.
4. When the "**APPROVED**" response displays on the "Purchase" page, the transaction is complete:
  - If Moneris Loyalty is enabled and you want to award loyalty points, see page 90.
  - If Moneris Loyalty is not enabled or it is but you want to bypass awarding points, print/e-mail the transaction receipt now (see page 73).

### 7.14.5 Balance due for gift dollars transaction

When a gift Purchase results in a "Balance Due \$#.##" response (because there are insufficient dollars on the gift card to cover the gift Purchase amount), follow the steps below to select another payment type to cover the outstanding balance.

1. In the "Action Items" area on the response page, click on the **Continue** button.
2. Wait for the "Purchase" page to display.
3. Based on the payment method/card entry method that you want to use to pay the outstanding balance, refer to the appropriate Purchase procedure below:

#### Gift card

Card entry method	See Purchase procedure on:
unencrypted MSR	page 81 (begin at step 7)
keyed entry	page 82 (begin at step 8)

#### Loyalty card (dollars redemption)

Card entry method	See Redemption procedure on:
unencrypted MSR	page 97 (begin at step 5 )
keyed entry	page 98 (begin at step 5)

#### Debit/credit card

Card entry method	See Purchase procedure on:
iPP320 PINpad	page 24 (begin at step 3)
iPP320 PINpad (keyed)	page 25 (begin at step 3)
unencrypted MSR	page 26 (begin at step 3)
keyed entry	page 28 (begin at step 3)

#### Cash

- See page 30 (begin at step 3).

### 7.14.6 Balance due for loyalty dollars transaction

When a loyalty Redemption results in a "Balance Due \$#.##" response (because there are insufficient dollars/points on the loyalty card to cover the loyalty Redemption amount), follow the steps below to select another payment type to cover the outstanding balance.

1. In the "Action Items" area on the response page, click on the **Continue** button.
2. Wait for the "Purchase" page to display.
3. Based on the payment method/card entry method that you want to use to pay the outstanding balance, refer to the appropriate Purchase procedure below:

#### Gift card

Card entry method	See Purchase procedure on:
unencrypted MSR	page 81 (begin at step 7)
keyed entry	page 82 (begin at step 8)

#### Loyalty card (dollars redemption)

Card entry method	See Redemption procedure on:
unencrypted MSR	page 97 (begin at step 5 )
keyed entry	page 98 (begin at step 5)

#### Debit/credit card

Card entry method	See Purchase procedure on:
iPP320 PINpad	page 24 (begin at step 3)
iPP320 PINpad (keyed)	page 25 (begin at step 3)
unencrypted MSR	page 26 (begin at step 3)
keyed entry	page 28 (begin at step 3)

#### Cash

- See page 30 (begin at step 3).

### 7.14.7 Balance due for loyalty points Redemption

When a manual loyalty card Redemption results in a "Balance Due #### pts" response (i.e., because there are insufficient points on the loyalty card to cover the Redemption amount), follow the steps below to select another payment type to cover the outstanding balance.

1. In the "Action Items" area on the response page, click on the **Continue** button.
2. Wait for the "Purchase" page to display.
3. Based on the card entry method that you want to use to pay the outstanding balance, refer to the appropriate Redemption procedure below:

#### Loyalty card (points redemption)

Card entry method	See Redemption procedure on:
unencrypted MSR	page 100 (begin at step 5)
keyed entry	page 101 (begin at step 5)

## 8 Recurring billing



If your Merchant Resource Center store is enabled for the recurring billing feature, you may initiate the automatic charging of customer credit cards (and some debit chip cards) at regular intervals, suspend payments, include one-time fees, and generate card expiration reports for transactions. You may also manage the setup of existing recurring transactions.

- To register a recurring transaction, see page 128.
- To manage (update or delete) a recurring transaction, see page 130.
- To generate a recurring transaction report, see page 132.

## 8.1 Registering a recurring transaction: keyed entry

Follow the steps below to register a transaction (Purchase) that is set to recur automatically at a frequency that you define. You manually enter (key) the card data in the Merchant Resource Center fields.

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

1. On the menu bar, click on **Recurring > Add Recurring Transaction**.
2. Wait for the "Add Recurring Transaction" page to display.
3. In the "Payment Details" area, do the following:

**Note:** For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).

- a. In **Order ID** field, optionally enter an Order ID.
  - b. In the **Customer ID** field, optionally enter a Customer ID.
  - c. In the **Credit Card Number** field, enter the card account number.
  - d. In the **Expiry Date** field, enter the card expiry date (MMYY).
  - e. In the **Card Verification Digits** field, enter the card verification code.
  - f. From the **ECI Indicator** drop-down list, select an e-commerce descriptor.
    - If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name**, and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
4. In the "Recurring Details" area, do the following:
    - a. Select a **Bill Now** radio button:
      - To start billing when the transaction is registered, select **YES**, and enter the first billing amount in the **Bill Now Amount** field.
      - To start billing some time after the transaction is registered, select **NO**.

**Note:** If "NO" is selected but you want to obtain card verification results when the recurring transaction is registered, checkmark the **Perform card verification** box.
    - b. In the **Recurring Amount** field, enter the amount to be billed at the specified recur start time.
    - c. From the **Start Date** drop-down list, select the date on which billing is to commence.
    - d. In the **Recur Every** field, enter a number that defines the interval of a single billing to the card (billing does not include the "BILL NOW" amount if this option was selected in step a).

**Note:** If you enter **8** for example, billing will occur after eight undefined periods of time have elapsed. (You define the periods of time in step e.)

- e. From the **Recur Every** drop-down list, select the time frame (e.g., day(s), month(s), year(s)) to define the interval of a single billing.

**Note:** If **month(s)** is selected for example, the card will be billed once every "**X**" number of months. ("**X**" is defined by what you entered in step d.)

- f. In the **Number of Recurs** field, enter a number that defines how many times a card should be billed not including the **Bill Now** option.

**Note:** If you enter **5** for example, a single billing will occur five times at whatever interval you specified in steps d and e.

- g. To add customer details to the transaction, click on the **Add Customer Details** button, and fill in the fields displayed under the "Customer Details" area.

- 5. Click on the **Process Transaction** button.

- 6. When the "successfully registered" response displays, the operation is complete.

- While the "Add Recurring Transaction" page is open, you may update the transaction details now (see *Managing a recurring transaction on page 130*; begin at step 8), or you may close the "Add Recurring Transaction" page and update the details later (see *Managing a recurring transaction on page 130*; begin at step 1).

## 8.2 Managing a recurring transaction

Follow the steps below to alter the characteristics of a recurring transaction.

1. On the menu bar, click on **Recurring > Manage Recurring**.
2. Wait for the "Manage Recurring Transactions" page to display.
3. You may narrow the search by using Customer ID, Order ID, last name, amount, managed account update status, and hold status ("other criteria"); and /or date:

### To narrow the search by "other criteria":

- a. In the "Other Criteria" area, checkmark the box beside any of the other criteria (**Customer ID, Last Name, Order ID, Amount, Managed Account Update Ignore Enabled, and Hold Status**) that you want to include in the report.
- b. Enter the required data in the field beside any box that you checkmarked in the previous step.
  - If you checkmarked **Hold Status**, select the **On Hold** or **Active** radio button.

### To narrow the search by date

- a. In the "Date" area, checkmark the **Date** box.
  - b. Checkmark the box beside one or more of the following date criteria: **Create Date, Start Date, Next Recur Date, and/or End Date**.
  - c. For each box that you checkmarked in the previous step, select a date (DD/MM/YYYY) from the corresponding **From /To** drop-down lists.
4. In the "Sort By" area, set your sort order preference for listing the results:
    - a. From the **Sort Transactions by** drop-down list, select the order (**Create Date, Start Date, Next Recur Date, etc.**) in which you want the hits to be listed.
    - b. From the **Rows per Page** drop-down list, select the maximum number of hits you want displayed on a single page.
  5. To save your search criteria for the next time you generate the report, click on the **Save Settings** button; otherwise, go to the next step without changing anything.
    - To view recurring transactions using cards that are about to expire, click on the **Get Expiring Cards** button.
  6. Click on the **Submit Search** button (or **Perform Query** button).
  7. When the "Transaction List" displays, click on the **Details** button of the recurring transaction that you want to alter.
  8. When the "Order History" page displays, you may terminate the recurring transaction; update the recurring transaction's card data, address data, and customer details; and alter the recurrence frequency of the transaction:



**To terminate the recurring transaction:**

- a. In the "Recurring Details" area, click on the **Terminate Payment** button.
- b. When the "update successful" response displays, the operation is complete.

**To update the card data of the recurring transaction:**

- a. In the "Payment Details" area, edit the payment fields data as desired.

**Note:** *If you are using the Managed Account Updater service and want to discontinue having the service update this profile, select the **Disable automatic card updates for this profile** box. (This option may already be selected depending on the response of the updater service (see Managed Account Updater Service).*

*If you are using the Managed Account Updater service, you may switch back and forth between using the older card data (Old Card Num) and the newly updated card data (New Card Num) by clicking on the **Revert** button. If the Updater service has changed the card data multiple times, you will only be able to revert the most recent update.*

- b. Click on the **Update Card Data** button.
- c. When the "update successful" response displays, the operation is complete.

**To update the address data of the recurring transaction:**

- a. In the "Address Verification" area, edit the address fields as desired.
- b. Click on the **Update Details** button.
- c. When the "update successful" response displays, the operation is complete.

**To update the customer data of the recurring transaction:**

- a. In the "Customer Data" area, edit the customer fields as desired.
- b. Click on the **Update Customer Data** button.
- c. When the "update successful" response displays, the operation is complete.

**To update the frequency of the recurring transaction:**

- a. In the "Recurring Details" area, and do one of the following:
  - To change the duration of a recurring billing, enter a different number in the **Recurs Remaining** field.
  - To change the status of a recurring billing, select a **Status** radio button. (If **Hold** is selected, the card will not be charged. If **Active** is selected, the recurring billing will continue.)
- b. Click on the **Update Recurring Details** button.
- c. When the "update successful" response displays, the operation is complete.

## 8.3 Recurring transactions report

Follow the steps below to generate a recurring transactions report.

1. On the menu bar, click on **Recurring > Recurring Reports**.
2. Wait for the "Recurring Transaction Reports" page to display.
3. Select a general date range, or specify your own date/time range:

### To select a general transaction date range:

- a. In the "Date" area, mark the radio button under "Date".
- a. Select a date range from the adjacent drop-down list (**Today, Yesterday, This Week**, etc.).

### To specify your own transaction date/time range:

- a. Mark the radio button beside the **From** drop-down list, and then select your "from-this-date" values (hh:mm DD/MM/YYYY).
  - b. Mark the radio button beside the **To** drop-down list, and then select your "to-this-date" values (hh:mm DD/MM/YYYY).
4. Optionally narrow the search by transaction response, card type, or "other criteria" (card number, Customer ID, Order ID, amount, and batch number) as follows:

### To narrow the search by transaction response:

- a. Checkmark the **Transaction Response** box.
- b. In the "Transaction Response" area, checkmark the box beside any response type (**Approved, Declined, and Incomplete**) that you want to include in the report.

### To narrow the search by card type:

- a. Checkmark the **Card Type** box.
- b. In the "Card Type" area, checkmark the box beside any card type that you want to include in the report.

### To narrow the search by "other criteria":

- a. In the "Other Criteria" area, checkmark the box beside any of the other criteria (**Card Number, Amount, Customer ID, Order ID, and Batch Number**) that you want to include in the report.
- b. For any box that you checkmarked in the previous step, enter the required data in the corresponding field.
  - If you enter partial data, mark the **begins with** or **ends with** radio button.

5. In the "Sort By" area, set your sort order preference for listing the results:
  - a. From the **Sort Transactions by** drop-down list, select the order (**Create Date**, **Start Date**, **Next Recur Date**, etc.) in which you want the hits to be listed.
  - b. From the **Rows per Page** drop-down list, select the maximum number of hits you want displayed on a single page.
6. To save your search criteria for the next time you generate the report, click on the **Save Settings** button; otherwise, leave the search configuration as is, and go to the next step.
  - To view recurring transactions using cards that are about to expire, click on the **Get Expiring Cards** button.
7. Click on the **Submit Search** button (or **Perform Query** button).
8. When the "Transaction List" displays, you may view a specific transaction (e.g., a Purchase) or the view the details of a recurring transaction profile:

**Note:** The "Recur Order ID" links to the Order History of a specific financial transaction (e.g., a Purchase that occurred according to the recurring transaction profile setup). The "Order ID" links to the recurring transaction profile itself.

## 9 Vault



With the Vault feature, you may create unique customer profiles, manage those profiles, and use them to perform transactions without having to enter secure financial information each time you want to perform financial transaction. Each Vault profile that you create is uniquely identified by a data key that is generated by the Merchant Resource Center.

- To register a new Vault profile, see page 135.
- To manage an existing Vault profile, see page 138.
- To view a Vault profile report, see page 140.
- To set up a hosted Vault configuration, see page 142.

## 9.1 Registering a Vault profile

The table below lists the supported card entry methods for registering a Vault profile. For the step-by-step instructions on how to use a supported card entry method to perform the registration, refer to the table below.

- For a listing of supported card entry methods, including the associated procedures describing how to use them to perform this transaction, refer to the table below:

Card entry method	Page # of procedure
unencrypted MSR	136
keyed (manual) entry	137

### 9.1.1 Registering a Vault profile: unencrypted MSR

Follow the steps below to register a Vault profile by using unencrypted magnetic stripe reader to capture card data for the profile.

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

1. On the menu bar, click on **Vault > Add Profile**.
2. Wait for the "Add Profile" page to display.
3. In the "Transaction Method" area, select **Credit Card - MSR** from the drop-down list.
4. In the "Profile Details" area, optionally enter profile details in the **Customer ID**, **Phone Number**, **Email Address** and **Special Instructions** fields.

**Note:** *For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*

- a. In the **Credit Card Number** field, enter the card account number.
- b. In the **Expiry Date** field, enter the card expiry date (MMYY).
- c. From the **ECI Indicator** drop-down list, select an e-commerce descriptor.
  - If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name**, and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
5. Click on the **Swipe Card to Register Profile** button.
6. When "Please swipe credit card now" displays on the "Purchase" page, swipe the card on the connected magnetic stripe reader.
7. When the "registration successful" response displays (the profile's alpha-numeric data key will also be displayed), the transaction is complete.

**Important!** **Securely and confidentially store the data key for future reference. You will need to refer to this data key when you want to perform financial transactions with this Vault profile (see pages 27, 38, and 57).**

8. In the "Action Items" area on the "Add Profile" page, you may perform the following transactions using the newly created Vault profile:
  - **Purchase:** Click on the **Purchase** button, and see *Purchase with debit/credit card: Vault profile* (page 27); begin at step 5.
  - **Preauthorization:** Click on the **Preauthorization** button, and see *Preauthorization with debit/credit card: Vault profile* (page 38); begin at step 5.
  - **Independent Refund:** Click on **Independent Refund** button, and see *Independent Refund with debit/credit card: Vault profile* (page 57); begin at step 5.

### 9.1.2 Registering a Vault profile: keyed entry

Follow the steps to register a Vault profile by manually entering (keying in) card data. No external POS device is required.

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

1. On the menu bar, click on **Vault > Add Profile**.
2. Wait for the "Add Profile" page to display.
3. In the "Transaction Method" area, select **Credit Card - Keyed Entry** from the drop-down list.
  - To obtain card verification results, checkmark the **Perform card verification** box.
4. In the "Profile Details" area, optionally enter profile details in the **Customer ID**, **Phone Number**, **Email Address**, and **Special Instructions** fields.

**Note:** *For more information about the fields referred to in the steps below, see Payment/transaction fields (page 192).*

- a. In the **Credit Card Number** field, enter the card account number.
- b. In the **Expiry Date** field, enter the card expiry date (MMYY).
- c. From the **ECI Indicator** drop-down list, select an e-commerce descriptor.
  - If the "Address Verification" area displays, enter the billing address data in the **Street Number**, **Street Name**, and **Zip/Postal Code** fields (for a post office box, checkmark **PO Box**).
5. Click on the **Register Profile** button.
6. When the "registration successful" response and associated data key (an alpha-numeric string) are displayed, the transaction is complete.

**Important!** **Securely and confidentially store the data key for future reference. You will need to refer to this data key when you want to perform financial transactions with this Vault profile (see pages 27, 38, and 57).**

7. In the "Action Items" area on the "Add Profile" page, you may perform the following transactions using the newly created Vault profile:
  - **Purchase:** Click on the **Purchase** button, and see *Purchase with debit/credit card: Vault profile* (page 27); begin at step 5.
  - **Preauthorization:** Click on the **Preauthorization** button, and see *Preauthorization with debit/credit card: Vault profile* (page 38); begin at step 5.
  - **Independent Refund:** Click on **Independent Refund** button, and see *Independent Refund with debit/credit card: Vault profile* (page 57); begin at step 5.

## 9.2 Managing a Vault profile

Follow the steps below to retrieve a previously registered Vault profile so that you can alter its characteristics or delete it.

1. On the menu bar, click on **Vault > Manage Profiles**.
2. Wait for the "Manage Profiles" page to display.
3. Optionally narrow the search by create date, "other" criteria (see below), and/or card expiry date:

### Narrow the search by profile create date

- a. In the "Create Date" area, checkmark the **Create Date** box.
- b. Select a general date range from the drop-down list (e.g., **Today**, **Yesterday**, etc.), or select a specific time and date range (hh:mm DD/MM/YYYY) from the **From/To** drop-down lists.

### Narrow the search by other criteria

- a. Checkmark the box beside one or more of the following criteria: **Data Key**, **Customer ID**, **Email Address**, and/or **Managed Account Update Ignore**.
- b. For any box that you checkmarked in the previous step, enter the required data in the corresponding field.

### Narrow the search by card expiry date

- a. In the "Get Expiring Cards" area, checkmark the **Get Expiring Cards** box.
  - b. From the **Expiring Within** drop-down list, select a general date range.
4. In the "Sort By" area, set your sort order preference for listing the results:
    - a. From the **Sort Transactions by** drop-down list, select the order in which you want the hits to be listed (**Create Date**, **Data Key**, **Email Address**, etc.).
    - b. From the **Rows per Page** drop-down list, select the maximum number of hits you want displayed on a single page.
    - c. From the **Sort Order** drop-down list, select an ascending/descending order.
  5. To save your search criteria for the next time you do the report, click on the **Save Settings** button; otherwise, go to the next step without changing anything.
  6. Click on the **Submit Search** button (or **Perform Query** button).
  7. Wait for the "Transaction List" to display, and then click on the **Details** button of the Vault profile that you want to view or alter:
    - To update the Vault profile, see *Updating the Vault profile* (page 139).
    - To delete the Vault profile, see *Deleting the Vault profile* (page 139).



### 9.2.1.1 Updating the Vault profile

Once you have retrieved a Vault profile (see page 138) and its "Profile Details" page is displayed, follow the steps below to update the profile.

1. Do one or more of the following:

#### To update the profile details

- a. In the "Profile Details" area, enter the new data as desired in the profile fields (**Customer ID**, **Email Address**, **Phone Number**, and **Special Instructions**).

#### To update the payment details

- a. In the "Payment Details" area, enter the new data as desired in payment fields (**Card Number**, **Expiry Date**, and **ECI indicator**).

#### To update the address verification details

- a. In the "Address Verification" area, enter the address data as desired in the address fields (**Street Name**, **Street Number**, and **Zip/Postal Code**).
2. When you are finished entering the new data, click on the **Update Profile** button.
  3. When the "update successful" response displays on the "Profile Details" page, the operation is complete.
  4. From the "Action Items" area on the "Profile Details" page, you may initiate the following transactions using the newly updated Vault profile:
    - **Purchase:** Click on the **Purchase** button, and continue in *Purchase with debit/credit card: Vault profile* (page 27); begin at step 5.
    - **Preauthorization:** Click on the **Preauthorization** button, and continue in *Preauthorization with debit/credit card: Vault profile* (page 38); begin at step 5.
    - **Independent Refund:** Click on **Independent Refund** button, and continue in *Independent Refund with debit/credit card: Vault profile* (page 57); begin at step 5.

### 9.2.1.2 Deleting the Vault profile

Once you have retrieved a Vault profile (see page 138) and its "Profile Details" page is displayed, follow the steps below to delete the profile.

**Important!** Once a profile is deleted, it cannot be re-opened.

1. Click on the **Delete Profile** button.
2. Wait for the "Confirm Profile Deletion - Step 1" details to display.
3. Click on the **Confirm** button.
4. When the "profile deleted" message displays, the operation is complete.

## 9.3 Vault report

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

1. On the menu bar, click on **Vault > Vault Reports**.
2. Wait for the "Vault Reports" page to display.
3. Select a date range to which to narrow the search for Vault-sourced transactions:

### To select a general transaction date range:

- a. In the "Date" area, mark the radio button under "Date".
- b. Select a general date range (**Today**, **Yesterday**, **This Week**, etc.) from the adjacent drop-down list.

### To specify your own transaction date/time range:

- a. Mark the radio button beside the **From** drop-down list, and then select your "from-this-date" values (hh:mm DD/MM/YYYY).
  - b. Mark the radio button beside the **To** drop-down list, and then select your "to-this-date" values (hh:mm DD/MM/YYYY).
4. Optionally narrow the search by transaction type, transaction response, card type, or "other" criteria (see below) as follows:

### To narrow the search by transaction type

- a. Checkmark the **Transaction Type** box.
- b. In the "Transaction Type" area, checkmark the box beside any transaction type (**Purchase**, **Refund**, and **Ind. Refund**) that you want to include in the report.

### To narrow the search by transaction response:

- a. Checkmark the **Transaction Response** box.
- b. In the "Transaction Response" area, checkmark the box beside any transaction response type (**Approved**, **Declined**, and **Incomplete**) that you want to include in the report.

### To narrow the search by payment type:

- a. Checkmark the **Card Type** box.
- b. In the "Card Type" area, checkmark the box beside any card type that you want to include in the report.

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

---

**To narrow the search by "other criteria":**

- a. In the "Other Criteria" area, checkmark the box beside any other criteria (**Card Number, Amount, Customer ID, Data Key, Order ID, and Batch Number, ECI, and Username**) that you want to include in the report.
  - b. For any box that you checkmarked in the previous step, enter the required data in the corresponding field and/or make a selection from the corresponding drop-down list where applicable.
    - If you enter partial data, mark the **begins with** or **ends with** radio button.
5. In the "Sort By" area, set your sort order preference for listing the results:
- a. From the **Sort Transactions by** drop-down list, select the order (**Date/Time, Order ID, Amount, etc.**) in which you want the hits to be listed.
  - b. From the **Rows per Page** drop-down list, select the maximum number of hits you want displayed on a single page.
  - c. From the **Sort Order** drop-down list, select an ascending/descending order.
6. Do one of the following:

**Save the search criteria as the default, and generate the full report:**

- a. Click on the **Save Settings** button.
- b. Click on the **Perform Query** button.

**No change to default search criteria, and generate the full report:**

- a. Click on the **Submit Search** button.
7. When the "Transaction List" displays, the operation is complete.

## 9.4 Hosted Vault configuration

This feature allows for the integration of the Vault into an independent merchant Website or application. The collection of the secure credit card or bank account data is handled on a secure Moneris Hosted Page.

Each account may have up to five unique Hosted Vault Page configurations. Please note that these configurations do not equate to different stores: All profiles are added to the same store. Each configuration can have a differing appearance as well as handle responses in varying ways.

For information about how to view or download detailed Hosted PayPage configuration instructions, see *Assistance and resources* (page 207).

## 10 Reports

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

### Debit/credit

Report type	See procedure on :
Transactions (single)*	page 144
Grouped transactions	page 146
Managed account updater	page 149
Batches	page 151

\* For recurring transactions report, see page 132.

\* For Vault profile-originated transactions report, see page 140.

### Gift/loyalty

Report type	See procedure on:
Transactions	page 147
Batches	page 151

### Batches:

Report type	See procedure on :
batches	page 151

## 10.1 Transactions report: debit/credit cards

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

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

### To select a general transaction date range:

- a. In the "Date" area, mark the radio button under "Date".
- b. Select a general date range (**Today, Yesterday, This Week**, etc.) from the adjacent drop-down list.

### To specify your own transaction date/time range:

- a. Mark the radio button beside the **From** drop-down list, and then select your "from-this-date" values (hh:mm DD/MM/YYYY).
  - b. Mark the radio button beside the **To** drop-down list, and then select your "to-this-date" values (hh:mm DD/MM/YYYY).
4. Optionally narrow the search by transaction type, transaction response, card type, or "other" criteria (see below) as follows:

### To narrow the search by transaction type

- a. Checkmark the **Transaction Type** box.
- b. In the "Transaction Type" area, checkmark the box beside any transaction type (**Purchase, Refund, Void**, etc.) that you want to include in the report.

### To narrow the search by transaction response:

- a. Checkmark the **Transaction Response** box.
- b. In the "Transaction Response" area, checkmark the box beside any transaction response type (**Approved, Declined, and Incomplete**) that you want to include in the report.

### To narrow the search by card type:

- a. Checkmark the **Card Type** box.
- b. In the "Card Type" area, checkmark the box beside any card type that you want to include in the report.

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

**To narrow the search by "other criteria":**

- a. In the "Other Criteria" area, checkmark the box beside any other criteria (**Card Number, Amount, Customer ID, Order ID, Customer Code, Invoice Number, Amount, Batch Number, Username, and Store ID**) that you want to include in the report.

***Note:** The **Store Id** option is available only when multi-store login is enabled (see page 180).*

- b. For any box that you checkmarked in the previous step, enter the required data in the corresponding field and/or make a selection from the corresponding drop-down list where applicable.
  - If you enter partial data, mark the **begins with** or **ends with** radio button.
5. In the "Sort By" area, set your sort order preference for listing the results:
  - a. From the **Sort Transactions by** drop-down list, select the order (**Date/Time, Order ID, Amount, etc.**) in which you want the hits to be listed.
  - b. From the **Rows per Page** drop-down list, select the maximum number of hits you want displayed on a single page.
  - c. From the **Sort Order** drop-down list, select an ascending/descending order.
6. Do one of the following:

**Save the search criteria as the default, and generate the full report:**

- a. Click on the **Save Settings** button.
- b. Click on the **Perform Query** button.

**No change to default search criteria, and generate the full report:**

- a. Click on the **Submit Search** button.

**Generate a totals report**

- a. Click on the **Query Totals** button.

7. When the "Transaction List" displays, the operation is complete.

## 10.2 Transactions report: grouped transactions

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

1. On the menu bar, click on **Reports > Group Transaction Reports**.
2. Wait for the "Group Transaction Reports" page to display.
3. Select a date range to which to narrow the search for grouped transactions:

### To select a general transaction date range:

- a. In the "Date" area, mark the radio button under "Date".
- b. Select a general date range (**Today, Yesterday, This Week**, etc.) from the adjacent drop-down list.

### To specify your own transaction date/time range:

- a. Mark the radio button beside the **From** drop-down list, and then select your "from-this-date" values (hh:mm DD/MM/YYYY).
  - b. Mark the radio button beside the **To** drop-down list, and then select your "to-this-date" values (hh:mm DD/MM/YYYY).
4. Optionally narrow the search by username and/or ticket # as follows:
    - a. In the "Other Criteria" area, checkmark the box beside any criteria (**Username and Ticket #**) that you want to include in the report.
    - b. For any box that you checkmarked in the previous step, enter the required data in the corresponding field and/or make a selection from the corresponding drop-down list where applicable.
      - If you enter partial data, mark the **begins with** or **ends with** radio button.
  5. To save your search criteria for the next time you do the report, click on the **Save Settings** button; otherwise, go to the next step without changing anything.
  6. Click on the **Submit Search** button (or **Perform Query** button).
  7. When the report displays, click on the **Details** button beside the group transaction for which you want to view a more detailed report.
  8. The operation is complete.



## 10.3 Transactions report: gift/loyalty cards

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

1. On the menu bar, click on **Reports > Gift Transactions**.
2. Wait for the "Gift/Loyalty Transaction Reports" page to display.
3. Select a date range to which to narrow the search for gift/loyalty transactions:

### To select a general transaction date range:

- a. In the "Date" area, mark the radio button under "Date".
- b. Select a general date range (**Today, Yesterday, This Week**, etc.) from the adjacent drop-down list.

### To specify your own transaction date/time range:

- a. Mark the radio button beside the **From** drop-down list, and then select your "from-this-date" values (hh:mm DD/MM/YYYY).
  - b. Mark the radio button beside the **To** drop-down list, and then select your "to-this-date" values (hh:mm DD/MM/YYYY).
4. Optionally narrow the search by transaction type, transaction response, or "other" criteria (see below) as follows:

### To narrow the search by transaction type

- a. Checkmark the **Transaction Type** box.
- b. In the "Transaction Type" area, checkmark the box beside any transaction type (**Purchase, Refund, Void**, etc.) that you want to include in the report.

### To narrow the search by transaction response:

- a. Checkmark the **Transaction Response** box.
- b. In the "Transaction Response" area, checkmark the box beside any transaction response type (**Approved, Declined, and Incomplete**) that you want to include in the report.

### To narrow the search by other criteria:

- a. In the "Other Criteria" area, checkmark the box beside any of the "other" criteria (**Card Number, Customer ID, Order ID, Batch Number, and Username**) that you want to include in the report.
- b. For any box that you checkmarked in the previous step, enter the required data in the corresponding field and/or make a selection from the drop-down list where applicable.
  - If you enter partial data, mark the **begins with** or **ends with** radio button.

5. In the "Sort By" area, set your sort order preference for listing the results:
  - a. From the **Sort Transactions by** drop-down list, select the order in which you want the hits to be listed (**Date/Time**, **Order ID**, **Amount**, etc.).
  - b. From the **Rows per Page** drop-down list, select the maximum number of hits you want displayed on a single page.
  - c. From the **Sort Order** drop-down list, select an ascending/descending order.
6. Do one of the following:

**Save the search criteria as the default, and generate the full report:**

- a. Click on the **Save Settings** button.
- b. Click on the **Perform Query** button.

**No change to default search criteria, and generate the full report:**

- a. Click on the **Submit Search** button.

**Generate a totals report**

- a. Click on the **Query Totals** button.

7. When the "Transaction List" displays, the operation is complete.

## 10.4 Managed account updater report

Follow the steps below to generate a report about registered Vault profiles and/or recurring transaction profiles for which card data have changed due to an update made through the managed account updater service (see page 202).

1. On the menu bar, click on **Reports > Managed Account Updater**.
2. Wait for the "Managed Account Updater Reports" page to display.
3. Select a date range to which to narrow the managed account updater search:

### To select a general transaction date range:

- a. In the "Date" area, mark the radio button under "Date".
- b. Select a general date range (**Today, Yesterday, This Week**, etc.) from the adjacent drop-down list.

### To specify your own transaction date/time range:

- a. Mark the radio button beside the **From** drop-down list, and then select your "from-this-date" values (hh:mm DD/MM/YYYY).
- b. Mark the radio button beside the **To** drop-down list, and then select your "to-this-date" values (hh:mm DD/MM/YYYY).

4. Optionally narrow the search by account type and/or card type as follows:

### To narrow the search by account type

- a. Checkmark the **Account Type** box.
- b. In the "Account Type" area, checkmark the box beside any account type (**Vault** or **Recur**) that you want to include in the report.

### To narrow the search by card type:

- a. Checkmark the **Card Types** box.
- b. In the "Card Types" area, checkmark the box beside any card type that you want to include in the report.

5. In the "Sort By" area, set your sort order preference for listing the results:
  - a. From the **Sort Transactions by** drop-down list, select the order (**Date/Time** or **Order ID/Data Key**) in which you want the hits to be listed.
  - b. From the **Rows per Page** drop-down list, select the maximum number of hits you want displayed on a single page.
  - c. From the **Sort Order** drop-down list, select an ascending/descending order.
6. Click on the **Submit Search** button.

7. When the "Transaction List" displays, the operation is complete.
8. Please note that managed account updater totals are shown at the top of the report. Totals are broken down into five categories:
  - **CLOSED:** Indicates the card (account) number registered to a Vault profile or recurring transaction on your store has been closed/cancelled. The card should not be used to process transactions.
  - **CONTACT:** Indicates the cardholder should be contacted for further details regarding the card (account) number registered to the Vault profile or recurring transaction on your store. The card should not be used to process transactions.
  - **EXPIRY:** Indicates the card (account) number registered to a Vault profile or recurring transaction on your store has expired but has since been updated. The card can be used to process transactions.
  - **UPDATE:** Indicates the card (account) number registered to a Vault profile or recurring transaction has been updated. This card can be used to process transactions.

## 10.5 Batches report: debit/credit and gift/loyalty cards

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

1. On the menu bar, click on **Reports > Batches**.
2. Wait for the "Batch Reports" page to display.
  - If the "Store ID" area displays, select the Merchant Resource Center store about which you want to generate the report.

***Note:** This option is available only if multi-store login is enabled (See page 180).*

3. Select a general date range, or specify your own date/time range:

### To select a general batch date range:

- a. In the "Date" area, mark the radio button under "Date".
- b. Select a general date range (**Current - Open Batches**, **Today**, **Yesterday**, etc.) from the adjacent drop-down list.

### To specify your own batch date/time range:

- a. Mark the radio button beside the **From** drop-down list, and then select your "from-this-date" values (hh:mm DD/MM/YYYY).
- b. Mark the radio button beside the **To** drop-down list, and then select your "to-this-date" values (hh:mm DD/MM/YYYY).

4. Optionally narrow the search as follows:

### To narrow the search by batch status

- a. Checkmark the **batch status** box.
- b. In the "Batch Status" area, mark the radio button beside the status type (**In Balance** or **Out of Balance**) that you want to include in the report.

### To narrow the search by batch number:

- a. Checkmark the **Batch Number** box.
- b. In the "Batch Number" area, enter the batch number (**Batch Number** field) that you want to include in the report.

### To narrow the search by batch status

- a. Checkmark the **Terminal ID** box.
- b. In the "Terminal ID" area, checkmark the box beside any terminal ID that you want to include in the report.

***Note:** If a terminal ID is greyed, it means that it has been deactivated.*

5. In the "Sort By" area, set your sort order preference for listing the results:
  - a. From the **Sort Transactions by** drop-down list, select the order (**Terminal ID**, **Date/Time**, or **Batch Status**) in which you want the hits to be listed.
6. To save your search criteria for the next time you do the report, click on the **Save Settings** button; otherwise, go to the next step without changing anything.
7. Click on the **Submit Search** button (or **Perform Query** button).
8. When the "Query Results" list displays, click on the **Details** button beside the batch for which you want to view a more detailed report.
9. The operation is complete.

# 11 End-of-day procedure

To ensure that funds are deposited to your merchant account the next business day, follow the appropriate end-of-day procedure.

**If your Merchant Resource Center store is set to manual batch close (see page 172):**

Close your batch(es) before 11 PM Eastern Standard Time by following the steps below.

1. On the menu bar, click on **Reports > Batches**.
2. Wait for the "Batch Reports" page to display.
3. Close a batch:
  - a. In the "Terminal ID" area, locate the batch that you want to close, and click on the corresponding **Close Batch** button.
  - b. Wait for the "Batch Close Successful" response to display (in the "Batch Close Results" area).
  - c. Click on the **Continue** button.
4. Repeat steps 3a-c for each of your remaining batches.
5. The operation is complete.
6. To determine if the batch/batches that you closed is/are in balance, generate a Batches report (see page 151).

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

**If your Merchant Resource Center store is set to automatic batch close (see page 172):**

1. To determine if the closed batch/batches are in balance, generate a Batches report (see page 151).

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

## 12 Managing your own user profile

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

**Note:** *To configure settings that affect all other users and your Merchant Resource Center store, use the Admin functions (see page 164).*

### User profile information

- Login password (see page 155).
- Security questions/answers (see page 156 ).
- Registered e-mail address (see page 156).

### Default page

- See page 157.

### Transaction settings

- Default card entry method (see page 158).
- Default electronic commerce indicator (see page 159).
- Default display language (see page 159).
- Default PINpad com port number (see page 160).
- Default headers/fields to include your transaction report summaries (see page 161).
- Default headers/fields to include reports that you export to a CSV-format file (see page 162).

### Login history

- See page 163



## 12.1 Modifying your user profile's login information

### 12.1.1 Modifying your login password

Follow the steps below to modify your user profile's login password.

1. On the menu bar, click on **Firstname\_Last Name > Account Information**.
2. Wait for the "Account Information" page to display.
3. In the "Change Password" area, do the following:
  - a. In the **Old Password** field, enter your current password.
  - b. In the **New Password** field, enter your new password.

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

- c. In the **Confirm New Password** field, enter the same password as you did in the previous step.
  - d. Click on the **Change Password** button.

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

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

4. When the "success" message displays, the operation is complete.

### 12.1.2 Modifying your security questions/answers

Follow the steps below to modify one or more of your Security pass-phrase questions/answers. Periodically you will be prompted to answer one of these questions before being logged in.

1. On the menu bar, click on **Firstname\_Lastname > Account Information**.
2. Wait for the "Account Information" page to display.
3. In the "Security Question and Answers" area, optionally update one or more of your security questions/answers as follows:
  - a. Select a question from a **Security Question #** drop-down list.
  - b. In the corresponding **Security Answer #** field, enter a new answer.
  - c. Repeat steps 3a to b for any remaining question/answer that you want to modify.
4. When you are finished, click on the **Save Reset Password Data** button.
5. When the "success" message displays, the operation is complete.

### 12.1.3 Modifying your registered e-mail address

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

**Note:** *If you need to have your password reset, a temporary password will be sent to this e-mail address.*

1. On the menu bar, click on **Firstname\_Lastname > Account Information**.
2. Wait for the "Account Information" page to display.
3. In the "Security Question and Answers" area, do the following:
  - a. In the **Email address** field, enter the new e-mail address that you want to register for your user profile.
4. When you are finished, click on the **Save Reset Password Data** button.
5. When the "success" message displays, the operation is complete.

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

### 12.2.1 Setting your Merchant Resource Center default page

Follow the steps below to specify a Merchant Resource Center default page for your user profile. Once the default page is set, it will display each time you log into the Merchant Resource Center.

**Note:** *If no default page is specified, the "Merchant Resource Center" main page will display each time you log in.*

1. Log into the Merchant Resource Center (see page 5).
2. Click on a Merchant Resource Center menu bar item, and wait for the corresponding page to display (e.g., if you click on **Terminal** > **Purchase**, the "Purchase" page will be displayed).
3. Once the desired Merchant Resource Center page is displayed, click on the **Favourite** ☆ icon (e.g., if the "Purchase" page is displayed, it will be set as your default page).
4. The operation is complete.

**Note:** *The default page will display each time you log into the Merchant Resource Center.*

### 12.2.2 Setting your default card entry method

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

**Note:** You may alter the card entry method on a transaction-by-transaction basis.

1. On the menu bar, click on **Firstname\_Lastname > Account Settings**.
2. Wait for the "Account Settings" page to display.
3. In the "Transaction Method" area, do the following:
  - a. From the **Default Transaction Method** drop-down list, select a new default card entry method for your user profile:

Card entry method	Description
Keyed	Manually capture card data by entering them directly in Merchant Resourced Center fields.
Mag swipe reader	Capture card data by swiping the card on an unencrypted magnetic stripe reader that is connected to your computer.
Pinpad	Capture the card data by inserting, tapping, or swiping the card on an iPP320 PINpad that is connected to your computer.

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

### 12.2.3 Setting your default electronic commerce indicator

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

**Note:** *You may alter the electronic commerce indicator on a transaction-by-transaction basis.*

1. On the menu bar, click on **Firstname\_Lastname > Account Settings**.
2. Wait for the "Account Settings" page to display.
3. In the "Default Transaction ECI" area, do the following:
  - a. From the **Default ECI** drop-down list, select a new default electronic commerce indicator for your user profile (for list of indicators, see page #).
  - b. Click on the **Save Default ECI** button.
4. When the "success" message displays above the button, the operation is complete.

### 12.2.4 Setting your default display language

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

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

1. On the menu bar, click on **Firstname\_Last Name > Account Settings**.
2. Wait for the "Account Settings" page to display.
3. In the "Default Transaction ECI" area, do one of the following:
  - To select English as the default language, mark the **English** radio button
  - To select French as the default language, mark the **French** radio button.
- b. Click on the **Save Default Language** button.
4. When the "success" message displays above the button, the operation is complete.

### 12.2.5 Setting your default PINpad com port number

Follow the steps below to specify the default com port number that the iPP320 PINpad is using while it is connected to the computer from which you are performing Merchant Resource Center financial transactions.

**Note:** *Before you attempt to perform PINpad transactions on another computer, you must first update this Merchant Resource Center com port setting and ensure it is still valid for your PINpad connection.*

1. On the menu bar, click on **Firstname\_Lastname > Account Settings**.
2. Wait for the "Account Settings" page to display.
3. In the "Pinpad COM Port" area, do the following:
  - a. In the **Pinpad COM Port** field, enter the com port being used by the iPP320 PINpd while it is connected to your computer.
  - b. Click on the **Save COM port** button.
4. When the "success" message displays above the button, log out of the Merchant Resource Center, close your browser, and then log back in.
5. The operation is complete.

### 12.2.6 Setting the default headers/fields to include your transaction report summaries

Follow the steps below to specify the default report summary fields that you want to include in any report summary generated from your Merchant Resource Center store.

1. On the menu bar, click on **Firstname\_Lastname > Account Settings**.
2. Wait for the "Account Settings" page to display.
3. In the "Transaction Summary Fields" area, do the following:
  - a. Checkmark the box beside any field data and header that you want to include in an output report:

**Note:** Field names are bolded below with their corresponding field headers enclosed in quotation marks " ".

**Amount** ("AMOUNT"); **Authorization Code** ("AUTH CODE"); **AVS Result** ("AVS"), **Batch Number** ("BATCH"), **Card Number** ("PAN" ), **Card Type** ("CARD"), **Customer Code** ("CUST CODE"), **Customer ID** ("CUST ID"), **CVD Result** ("CVD"), **ECI** ("ECI"), **Expiry date** ("EXP"), **Invoice Number** ("INVOICE"), **Response Code** ("RESP CODE"), **Result** ("RESULT"), **Username** ("USERNAME"), **VBV/SecureCode Result** ("VBV/SC").

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

### 12.2.7 Setting the headers/fields to include reports that you export to a CSV-format file

Follow the steps below to specify the default fields and corresponding headers (if any) that you want to include in any Merchant Resource Center report that you export to a file in CSV-format.

1. On the menu bar, click on **Firstname\_Lastname > Account Settings**.
2. Wait for the "Account Settings" page to display.
3. In the "Export to File Fields" area, do the following:
  - a. Checkmark the box beside any field that you want to include in an output report where applicable: (

***Note:** Corresponding field headers are enclosed in quotation marks ("").*

**Amount** ("amount"), **Auth Code** ("auth\_code"), **AVS Result** ("avs\_result"), **Batch Number** ("batch\_no"), **Card Number** ("first4last4"), **Card Type** ("card\_type"), **Customer Code** ("customer\_code"), **Customer ID** ("cust\_id"), **CVD Result** ("cvd\_result"), **Date / Time** ("transaction\_date\_time"), **ECI** ("eci"), **Expiry date** ("exp\_date"), **Invoice Number** ("invoice\_number"), **Order ID** ("order\_no"), **Orig Transaction Number** ("orig\_transaction\_no"), **Reference Number** ("ecr\_seq\_no"), **Response Code** ("response\_code"), **Result** ("result"), **Sequence** ("seq\_no"), **Swiped** ("swiped"), **Terminal ID** ("ecr\_no"), **Transaction Number** ("transaction\_no"), **Transaction Type** ("transaction\_name"), **Username** ("clerk"), **VBV/SecureCode Result** ("cavv\_result").

- If you want the exported report to include the field headers, checkmark the **Include Field Headers** box.
  - b. Click on the **Save Export to File Settings** button.
4. When the "success" message displays above the button, the operation is complete.



## 12.3 Viewing your login history

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

1. On the menu bar, click on **Firstname\_Lastname > Login History**.
2. Wait for the "Login History" page to display.
3. The operation is complete.

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

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

This section includes information about how to do the following:

### User profiles

- Add a new user profile (see page 165).
- Modify an existing user profile:
  - First/last name (see page 166).
  - Password (see page 167).
  - Permissions (see page 168).
  - Admin access level (see page 169).
- Deactivate a user profile (see page 170).

### Notification

- Add/remove e-mail addresses from the notification list (see page 171).

### Store settings

- Configure settings that affect the entire store such as batch close time, tip prompts, cash payments, PCI mode settings, receipt header, multi-store login (see page 172).

### Security

- View audit logs (see page 183).
- Restrict IP access (see page 186).

### Web integration

- Configure DirectPost (page 189).
- Configure Hosted PayPage (page 190).
- Configure Hosted Tokenization (page 191).

## 13.1 Adding a new user profile

Follow the steps below to add a new user profile to your Merchant Resource Center store.

1. On the menu bar, click on **Admin > Add User**.
2. Wait for the "Add User" page to display.
3. In the "User Information" area, do the following:
  - a. In the **Last Name** and **First Name** fields, enter the new user's last and first names.
  - b. In the **Username** field, enter the username under which the new user will sign into your Merchant Resource Center store.
  - c. In the **Temporary Password** and the **Confirm Temporary Password** fields, enter the new user's password.

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

*When the new user signs into the Merchant Resource Center for the first time, they will be prompted to change their password.*

4. Click on the **Save User** button.
5. When the "User Permissions" page displays, enable/disable permissions as desired (for a full listing of user permissions, see *User permissions* on page 197):

### To enable one or more user permissions:

- a. Checkmark the box beside any permission that you want to enable.

**Note:** To simultaneously checkmark all boxes, click on the **Select All** button.

### To disable one or more user permissions:

- a. Unmark the box beside the permission that you want to disable.

**Note:** To simultaneously unmark all boxes, click on the **Deselect All** button.

6. Click on the **Save Permissions** button.
7. When the "Set Level Permissions" page displays, assign the level of administrative access the new user can assign to other users (for a full listing of admin access levels, see *Admin access level* on page 195).
8. Click on the **Save Level** button.
9. When the "success" message displays above the button, the operation is complete.

## 13.2 Modifying a user profile

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

Follow the steps below to change the first and last name information of an active user profile on your Merchant Resource Center store.

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

**To refine the search by last name:**

- a. In the "Locate User" area, enter the name data in **Last Name** and/or **Username** field.
- b. In the "Order By" area, select a sort order (**Name** or **Username** radio button) for listing the results.

**To retrieve all user profiles:**

- a. Go to step 4.
4. Click on the **Locate User** button.
  5. Wait for the "Select User" list of profiles to display.
  6. Click on the **Edit User** button beside the user profile that you want to modify.
  7. Wait for the user profile to display.
  8. In the "User Information" area, enter new data in the **Last Name** and/or **First Name** field.
  9. Click on the **Update User** button.
  10. When the "success" message displays above the button, the operation is complete.

### 13.2.2 Modifying a user profile's password

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

**Note:** To modify your own user profile's password, see page 155.

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

**To refine the search by last name:**

- a. In the "Locate User" area, enter the name data in **Last Name** and/or **Username** field.
- b. In the "Order By" area, select a sort order (**Name** or **Username** radio button) for listing the results.

**To retrieve all user profiles:**

- a. Go to step 4.
4. Click on the **Locate User** button.
5. Wait for the "Select User" list of profiles to display.
6. Click on the **Edit User** button beside the user profile that you want to modify.
7. Wait for the user profile to display.
8. In the "Change Password" area, enter the new password data in the **New Password** and **Confirm Password** fields.

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

9. Click on the **Update User** button.
10. When the "success" message displays above the button, the operation is complete.

**Note:** When the user next logs in, they must enter the new password.

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

Follow the steps below to change the user permissions of an active user profile on your Merchant Resource Center store.

1. On the menu bar, click on **Admin > Modify User**.

2. Wait for the "Modify User" page to display.

3. Retrieve the user profile that you want to modify:

**To refine the search by last name:**

- a. In the "Locate User" area, enter the name data in **Last Name** and/or **Username** field.
- b. In the "Order By" area, select a sort order (**Name** or **Username** radio button) for listing the results.

**To retrieve all user profiles:**

- a. Go to step 4.
4. Click on the **Locate User** button.
5. Wait for the "Select User" list of profiles to display.
6. Click on the **Edit User** button beside the user profile that you want to modify.
7. Wait for the user profile to display.
8. In the "Set Permissions" area, click on the **Set Permissions** button.
9. When the permissions display, enable/disable the permissions as desired (for a full listing of user permissions, see *User permissions* on page 197):

**To enable one or more user permissions:**

- a. Checkmark the box beside any permission that you want to enable.

**Note:** To simultaneously checkmark all boxes, click on the **Select All** button.

**To disable one or more user permissions:**

- a. Unmark the box beside the permission that you want to disable.

**Note:** To simultaneously unmark all boxes, click on the **Deselect All** button.

10. Click on the **Update Permissions** button.

11. When the "success" message displays above the button, the operation is complete.

### 13.2.4 Modifying a user profile's admin access level

Follow the steps below to change the level of administrative, transactional, and reporting access that a user can assign to another user on your Merchant Resource Center store.

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

**To refine the search by last name:**

- a. In the "Locate User" area, enter the name data in **Last Name** and/or **Username** field.
- b. In the "Order By" area, select a sort order (**Name** or **Username** radio button) for listing the results.

**To retrieve all user profiles:**

- a. Go to step 4.
4. Click on the **Locate User** button.
  5. Wait for the "Select User" list of profiles to display.
  6. Click on the **Edit User** button beside the user profile that you want to modify.
  7. Wait for the user profile to display.
  8. In the "Admin Level" area, click on the **Set Level** button.
  9. When the various access levels display, assign an administrative, transaction, and reports level (for a list of available levels, see *Admin access level* on page 195):

**To change an administrative level:**

- a. In the "Administrative Level" area, select the radio button beside the administrative level that you want to assign to this user.

**To change a transaction level:**

- a. In the "Transaction Level" area, select the radio button beside the transaction level that you want to assign to this user.

**To change a report level:**

- a. In the "Report Level" area, select the radio button beside the reports level that you want to assign to this user.
10. Click on the **Update Level** button.
  11. When the "success" message displays above the button, the operation is complete.

## 13.3 Deactivating a user profile

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

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

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

**To refine the search by last name:**

- a. In the "Locate User" area, enter the name data in **Last Name** and/or **Username** field.
- b. In the "Order By" area, select a sort order (**Name** or **Username** radio button) for listing the results.

**To retrieve all user profiles:**

- a. Go to step 4.
4. Click on the **Locate User** button.
  5. Wait for the "Select User" list of profiles to display.
  6. Click on the **Deactivate** button beside the user profile that you want to deactivate.
  7. When the "success" message displays above the button, the operation is complete.

**Note:** *A record of the deactivated user profile will remain on the system; however, the text "inactive" will display beside the deactivated username.*



## 13.4 Notification settings

### 13.4.1 Adding an e-mail address to the notification list

Follow the steps below to add an e-mail address to the Merchant Resource Center notification list.

1. On the menu bar, click on **Admin > Notification**.
2. Wait for the "Email Notification" page to display.
3. In the "Add Email" area, enter the e-mail address (**Email Address** field) to have added to the notification list.
4. Click on the **Add Email Address** button.
5. When the "success" message displays above the button, the operation is complete.

### 13.4.2 Removing an e-mail address from the notification list

Follow the steps below to unsubscribe an e-mail address from the Merchant Resource Center notification list.

1. On the menu bar, click on **Admin > Notification**.
2. Wait for the "Email Notification" page to display.
3. In the "Notification Emails" area, click on the **Remove** button beside the e-mail address that you want to remove from the notification list.
4. In the "Confirm Delete" area, click on the **Remove Email** button.
5. When the "success" message displays, the operation is complete.

## 13.5 Store settings

### 13.5.1 Automated logout setting

Follow the steps below to specify the number of minutes before an inactive session is automatically logged off from your Merchant Resource Center store.

1. On the menu bar, click on **Admin > Store Settings**.
2. Wait for the "Store Settings" page to display.
3. In the "Automated Logout" area, do the following:
  - a. In the **Auto Logout Time** field, enter the number of minutes (minimum 10 min; maximum 720 min) that must elapse before an inactive session is automatically logged out.
4. Click on the **Save Logout Period** button.
5. When the "success" message displays above the button, the operation is complete.

### 13.5.2 Batch close time setting

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

1. On the menu bar, click on **Admin > Store Settings**.
2. Wait for the "Store Settings" page to display.
3. In the "Batch Close Time" area, select the radio button beside one of the following options to enable it:

Option	Description
<b>Manually close batch via API or Merchant Resource Centre</b>	The batch never closes unless you close it via an API or the Merchant Resource Center.
<b>Automatically close between 10 and 11 pm (Eastern Time)</b>	The batch closes automatically each day between 10 PM and 11 PM (Eastern Time).
<b>Automatically close at : hh:mm:ss</b>	The batch closes automatically on a daily basis at a time that you specify (Eastern Time). A time between 10-11 PM is not valid.

4. Click on the **Save Close Time** button.
5. When the "success" message displays above the button, the operation is complete.

### 13.5.3 Cash payments setting

Follow the steps below to enable/disable cash as a payment option (Purchases and Refunds only) on your Merchant Resource Center store.

1. On the menu bar, click on **Admin > Store Settings**.
2. Wait for the "Store Settings" page to display.
3. In the "Cash Settings" area, do one of the following:
  - To enable cash payments, checkmark the **Enable cash payments** box.
  - To disable cash payments, unmark the **Enable cash payments** box.
4. Click on the **Update Cash Settings** button.
5. When the "success" message displays above the button, the operation is complete.

### 13.5.4 PCI mode setting

Follow the steps below to enable/disable PCI mode on your Merchant Resource Center store. When PCI mode is enabled, keyed entry without the use of an iPP320 PINpad is disabled for all financial transactions.

**Note:** *Even when PCI mode is enabled, it is still possible to use keyed entry without an iPP320 PINpad to perform financial transactions from your store, but you must enable the user permission (**Enable Keyed in PCI mode**) for any user whom you want to have this ability (see page 168).*

1. On the menu bar, click on **Admin > Store Settings**.
2. Wait for the "Store Settings" page to display.
3. In the "Encrypted Reader Settings - PCI Mode" area, do one of the following:
  - To enable PCI mode, checkmark the **Enable PCI Mode** box.

**Note:** *If PCI mode is enabled, the Card Verification transaction and all Vault and Recurring functionality (if supported on your store) will be disabled.*
  - To disable PCI mode, unmark the **Enable PCI Mode** box.

**Note:** *If PCI mode is disabled, Card Verification (page 59), Vault (page 134), and Recurring (page 127) functionality will be enabled.*
4. Click on the **Update PCI Mode** button.
5. When the "success" message displays above the button, the operation is complete.

### 13.5.5 Receipt details setting

Follow the steps below to configure your business contact information (e.g., address, Web site URL, contact telephone number, refund policy, etc.) that you want to appear in receipts generated on your Merchant Resource Center store.

1. On the menu bar, click on **Admin > Store Settings**.
2. Wait for the "Store Settings" page to display.
3. In the "Receipt Details" area, enter any data in fields that you want to include in receipts (**Street Address 1**, **Street Address 2**, **City**, **Province**, **Postal Code**, **Website URL**, **Contact Tel #**, **Fax #**, and **Refund Policy**).

***Note:** If your refund policy is greater than 50 characters (**Refund Policy** field), you may enter a URL that links to the full refund policy.*

4. Click on the boxes beside any data element (listed below) that you want to include in receipts:
  - **Include Line Item details.**
  - **Include Shipping details.**
  - **Include Billing details.**
  - **Include Customer ID.**
  - **Include extra details - Client Email Address and Note.**
5. Click on the **Save Receipt Data** button.
6. When the "success" message displays above the button, the operation is complete.

### 13.5.6 Tip setting: iPP320 PINpad

Follow the steps below to enable/disable tip prompting on any iPP320 PINpad that is allocated to your Merchant Resource Center store. When enabled, tip prompts display only during debit/credit Purchase transactions for which the iPP320 PINpad is used as the card entry method.

1. On the menu bar, click on **Admin > Store Settings**.
2. Wait for the "Store Settings" page to display.
3. In the "Tip Settings" area, do one of the following:
  - To enable tip prompting, checkmark the **Enable tip on Pinpad** box.
  - To disable tip prompting, unmark the **Enable tip on Pinpad** box.
4. Click on the **Update Tip Settings** button.
5. When the "success" message displays above the button, the operation is complete.

### 13.5.7 API token: regenerating the token

The API Token is a store-specific string of alphanumeric characters. Moneris uses the API token to validate the identity of your online store when E-commerce transactions are being performed as part of an integrated Web solution. When you opt to send E-commerce transactions directly from your Website, the transaction requests originate from a Merchant Resource Center API. Follow the steps below to generate the API token.

**Important! You MUST NOT transmit this token in an e-mail or any other insecure communication medium. If you believe that your token has been compromised, you should generate another token.**

1. On the menu bar, click on **Admin > Store Settings**.
2. Wait for the "Store Settings" page to display.
3. In the "API Token" area, click on the **Re-generate API Token** button.
4. Wait for the warning message to display.

**Important! The old token cannot be re-activate an old token once a new one is generated.**

5. Click on the **Re-generate API Token** button again.
6. Wait for the new API token to be generated.
7. Have all users currently logged into your store log out.
8. The operation is complete (users may now log back in again).

### 13.5.8 Asynchronous transaction response setting

Follow the steps below to configure the Asynchronous Transaction Response parameters to enable a server-to-server post of the terminal response data in XML format as a secondary method of obtaining the response data. The response data will be sent to the specified URL.

**Note:** Response URLs must be secure (HTTPS) in the production environment. Self-signed certificates will work. HTTP addresses will not work.

1. On the menu bar, click on **Admin > Store Settings**.
2. Wait for the "Store Settings" page to display.
3. In the "Asynchronous Transaction Response" area, do the following:
  - a. Checkmark the **Perform asynchronous data post** box.
  - b. In the **Async Response URL** field, enter the destination URL.
4. Click on the **Save Asynchronous Settings** button.
5. When the "success" message displays above the button, the operation is complete.

### 13.5.9 Multi-store login status

Follow the steps below to determine the status of your Merchant Resource Center store when it is configured to be part of a multi-store configuration (see see page 180 ).

1. On the menu bar, click on **Admin > Store Settings**.
2. Wait for the "Store Settings" page to display.
3. In the "Multi Store" area, look for the following indicators:

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

4. The operation is complete.

### 13.5.10 Managed account updater setting

Follow the steps below to enable the Merchant Resource Center to automatically update stored credit card data using Visa and/or Mastercard updating services.

1. On the menu bar, click on **Admin > Store Settings**.
2. Wait for the "Store Settings" page to display.
3. In the "Managed Account Updater" area, do the following:

**Note:** *If the Visa or MasterCard account updater service returns a "closed" or "contact" response for a registered card (account) number that you have used to set up a recurring transaction and/or a vault profile, the Merchant Resource Center will stop automatic card updates for the profile (see Managed account updater report on page 149).*

- a. Configure managed account updater setting for recurring transactions:
    - To enable the managed account updater for recurring transactions, checkmark the **Automatically update recurring transactions** box.
    - To disable the managed account updater for recurring transactions, unmark the **Automatically update recurring transactions** box.
  - b. Configure the managed account updater setting for Vault profiles
    - To enable the managed account updater for Vault profiles, checkmark the **Automatically update vault transactions** box.
    - To disable the managed account updater for Vault profiles, unmark the **Automatically update vault transactions** box.
4. Click on the **Save Account Updater Settings** button.
  5. When the "success" message displays above the button, the operation is complete.

### 13.5.11 Apple Pay In-App Configuration

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

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

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

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



**Important!** Although you have successfully followed the steps to enable Moneris to decrypt the Apple Pay payment token, you must still integrate Apple Pay into your application. To do this, you must follow the steps in the appropriate Moneris Integration guide (to obtain this guide, visit the Moneris Developer Portal (see page 207))

## 13.6 Multi-store login configuration

If you have multiple Merchant Resource Center stores, the multi-store login feature allows you to link your stores together for easier access to reports and transaction processing across multiple stores at the same time without the need for you to log into each store separately using multiple login credentials.

- To link one store to another, see page 181.
- To remove a linked store from the group, see page 182.
- To switch between linked stores, see page 182.
- To determine the status of your store, see page 176.

### 13.6.1 Linking a child store to the master store

Follow the steps below to link one of your other Merchant Resource Center stores to the store that you are currently logged into.

**Note:** *The store that you will link in effect becomes a "child" store while the store through which you are setting up the multi-store configuration becomes the "master" store.*

1. Designate the "master" store by doing the following:
  - a. Log into the store that you want to designate as the "master" store (see page 5).
  - b. Enable the **Configure Multi Merchant** user permission for your user profile (see page 168).
  - c. Log out of the master store (see page 8).
2. Designate the "child" store by doing the following:
  - a. Log into the store that you want to designate as the "child" store (see page 5).
  - b. Enable the **Configure Multi Merchant** user permission for your user profile (see page 168).
  - c. Log out of this "child" store (see page 8).
3. Log back into your master store.
4. On the menu bar of your master store, click on **Admin > Multi Store Login**.
5. Wait for the "Multi Store Setup" page to display.
6. In the "Add Store" area, do the following:
  - a. In the **Username**, **Store ID**, and **Password** fields, enter your login credentials for the child store that you want to link to the master store.
  - b. Click on the **Authenticate Access** button.
  - c. When the "Store has been successfully paired" response displays, the stores have been successfully linked (the child store ID will be displayed in the "Manage Stores" area).
7. The operation is complete (to link another child store, repeat steps 2 to 6).

### 13.6.2 Unlinking a child store from the master store

Follow the steps below to unlink a child store from a master store.

1. Log into the master store (for login steps, see page 5).
2. On the menu bar of your master store, click on **Admin > Multi Store Login**.
3. Wait for the "Multi Store Setup" page to display.
4. In the "Manage Stores" area, do the following:
  - a. Locate the store that you want to unlink, and then checkmark the corresponding **Remove** box beside it.
  - b. Click on the **Remove Stores** button.
  - c. When the "success" response displays, the store has been unlinked (the child store ID will that you unlinked will no longer be displayed in the "Manage Stores" area).
5. The operation is complete.

**Note:** *If there are no other stores linked to the main store, the multi-store bar will not display at the top of the page of the master store (see below).*

### 13.6.3 Switching from one linked store to another linked store through multi-store login

Follow the steps below to switch from one Merchant Resource Center store to another Merchant Resource Center store when both are linked through a multi-store login setup.

1. Log into the master store (for login steps see page 5).
2. Above the menu bar, locate the drop-down list displaying the name of the store you are currently logged into as an active user (see example below):



3. From the drop-down list, select the store that you want to access, and click on the **GO** button.
4. When the linked store name is displayed above the menu bar, the operation is complete (i.e., you have now started a login session in the "child" store).
5. The operation is complete.

## 13.7 Audit logs

### 13.7.1 Access violations log: viewing

Follow the steps below to view a log of user attempts to access or perform functions for which they do not have sufficient permissions.

1. Click on **Admin > Audit Logs**.
2. Wait for the "Audit Logs" page to display.
3. In the "Access Violations" area, select the **From /To** dates (hh:mm /DD/MM/YYYY) from the drop-down lists .

**To narrow the scope of the log for a given date range:**

- a. Checkmark one or more of the following boxes: **Username**, **Page Violation**, and/or **Violation Type**.
- b. For each box you checkmarked, select a line item from the corresponding drop-down list.

**To retrieve all access violations for a given date range:**

- a. Go to step 4.
4. Click on the **Search for Access Violations** button.
  5. When the "Access Violations" log displays, the operation is complete.

### 13.7.2 Admin changes log

Follow the steps below to view a log of user-made administrative changes.

1. Click on **Admin > Audit Logs**.
2. Wait for the "Audit Logs" page to display.
3. In the "Admin Changes" area, select the **From /To** dates (hh:mm /DD/MM/YYYY) from the drop-down lists .

**To narrow the scope of the log for a given date range:**

- a. Checkmark one or more of the following boxes: **Username** and/or **Change**.
- b. For each box you checkmarked, select a line item from the corresponding drop-down list.

**To retrieve all admin changes for a given date range:**

- a. Go to step 4.
4. Click on the **Search Admin Changes** button.
  5. When the "Admin Changes" log displays, the operation is complete.

### 13.7.3 User changes log

Follow the steps below to view a log of changes made by one user affecting another user.

1. Click on **Admin > Audit Logs**.
2. Wait for the "Audit Logs" page to display.
3. In the "User Changes" area, select the **From /To** dates (hh:mm /DD/MM/YYYY) from the drop-down lists .

**To narrow the scope of the log for a given date range:**

- a. Checkmark one or more of the following boxes: **Username**, **Affected User**, and/or **Change**.
- b. For each box you checkmarked, select a line item from the corresponding drop-down list.

**To retrieve all user-to-user changes for a given date range:**

- a. Go to step 4.
4. Click on the **Search User Changes** button.
  5. When the "User Changes" log displays, the operation is complete.

### 13.7.4 Login history

Follow the steps below to view a log showing five successful or failed logins for one or more users.

1. Click on **Admin > Audit Logs**.
2. Wait for the "Audit Logs" page to display.
3. In the "Login History" area, do one of the following:

**To narrow the scope of the log:**

- a. Checkmark the **Username** and/or **Login Result** box.
- b. For each box you checkmarked, select a line item from the corresponding drop-down list.

**To retrieve all login attempts:**

- a. Go to step 4.
4. Click on the **Search Login History** button.
5. When the "Login History" log displays, the operation is complete.

## 13.8 IP access

### 13.8.1 Restricting store access to specific IP address(es)

Follow the steps below to restrict access to your Merchant Resource Center store to one or more specific IP addresses.

1. On the menu bar, click on **Admin > IP Access**.
2. Wait for the "IP Access" page to display.
3. In the "Resource Center IP Restriction" area, do the following:
  - a. In the **Full or Partial IP** field, enter the IP Address (full or partial) that you want users to be restricted to using when accessing your Merchant Resource Center store.

***Note:** To define a partial IP address, include the '.' (period) after a completed octet so as to limit access to that precise octet. For example: "192.16." will allow only IPs that start with "192.16"; however, "192.16" will allow "192.16", "192.160, 192.161", etc.*

- b. From the **Bypass User** drop-down list, select a user profile that you do not be subject to the IP address restriction.

**Important!** This "Bypass user" will be the same for all listed IP Addresses. The bypass user exists in case your IP address changes. Should this happen, at least one user will still be able to access the Merchant Resource Center to update the IP address list.

4. Click on the **Save IP** button.
5. Confirm that the new IP address is listed under the "Allowed IP Addresses" area.
6. Do one of the following:
  - To add another IP address to the list of addresses from which your store can be accessed, repeat step 3a and steps 4 to 5.
  - If you do not want to add another IP address, go to step 7.
7. The operation is complete (all users except the bypass user will be restricted to accessing your Merchant Resource Center store from the specified IP address(es)).



### 13.8.2 Blocking an IP address when IP restrictions enforced

Follow the steps below to remove an IP address from the list of addresses from which your Merchant Resource Center store can be accessed.

1. On the menu bar, click on **Admin > IP Access**.
2. Wait for the "IP Access" page to display.
3. In the "Allowed IP Addresses" area, click on the **Remove** button beside the IP address that you want to remove from the "Allowed IP Addresses" list.

**Important!** If no address is listed, users will not be restricted to accessing your Merchant Resource Center store from a particular IP address.

4. When the "Confirm Delete" list displays, click on the **Remove IP** button.
5. The operation is complete (the IP address that you deleted will no longer display).

## 13.9 Web integration options

To integrate your site with the Merchant Resource Center, you may choose from among several available Web integration options such as DirectPost (page 189), Hosted PayPage (page 190), Hosted Tokenization (page 191), or one of the APIs. Determining which Web integration option to use is dependent on a number of factors such as:

- The skill/knowledge level of the developer responsible for completing the integration
- The system requirements and/or limitations of the system being integrated
- The importance to your business of the branding on the payment page and PCI-compliance responsibilities.

For assistance in determining which integration method is right for you, contact [onlinepayments@moneris.com](mailto:onlinepayments@moneris.com).

### 13.9.1 DirectPost configuration

DirectPost is one of the Web integration options (see page 188) available for integrating MOTO/e-commerce transaction processing with the Merchant Resource Center.

#### How DirectPost works

1. When a transaction is initiated, the transaction-specific data is sent to the Merchant Resource Center DirectPost via an HTTP POST.
2. The Merchant Resource Center processes the transaction and directs the cardholder and the response back to your merchant site so that a custom receipt can be created.
3. Transaction verification can be performed to ensure that what is being sent is a legitimate transaction.

#### If you opt use DirectPost integration

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

- For information about how to view or download detailed DirectPost configuration instructions, see *Assistance and resources* (page 207).

### 13.9.2 Hosted PayPage configuration

Hosted PayPage is one of the Web integration options (see page 188) available for integrating MOTO/e-commerce transaction processing with the Merchant Resource Center.

#### How Hosted PayPage works

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

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

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

- For information about how to view or download detailed Hosted PayPage configuration instructions, see *Assistance and resources* (page 207).

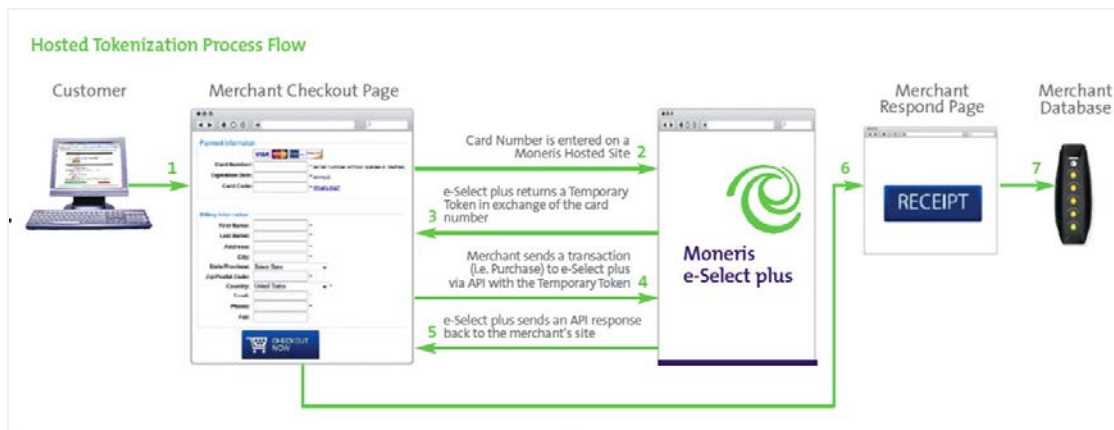
### 13.9.3 Hosted tokenization

Hosted Tokenization is one of the Web integration options (see page 188) available for integrating MOTO/e-commerce transaction processing with the Merchant Resource Center. Similar to the Hosted PayPage option (see page 190 ), Hosted Tokenization offers a mechanism whereby a secure card number can only be entered on a secure Moneris hosted site. All other non-secure transaction details are collected on your merchant site.

This option is ideal if you have your own API and do not wish to handle credit card numbers directly on your Website, but you would like the ability to fully customize the checkout Web page. Hosted Tokenization offers the security of the Hosted PayPage while offering full control over the look and feel of the checkout page. At no time is the cardholder redirected from your merchant site.

Hosted Tokenization may be used in one of 2 scenarios:

- Processing a one-time financial transaction. OR
- Collecting the card data so that it may be stored within the Moneris Vault (see page 134).



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

1. On the menu bar, click on **Admin > Hosted Tokenization**.
2. Wait for the "Hosted Card Tokenization" page to display.
3. In the **Source Domain** field, enter the domain address from which requests on your Website will be initiated.
4. Click on the **Create Profile** button.
5. When the "success" response displays, the operation is complete.
6. Visit the Developer Portal (see *Assistance and resources* on page 207), and download the integration specifications that will provide guidance on how to do development work on your Website.

## 14 Appendix

### 14.1 Payment/transaction fields

Field	Enter this data:
Amount	The transaction amount. When specifying an amount, do not enter the dollar sign or any other special characters. The amount must include the full cent values (###).
Auth Code	Authorization/reference code as received from an IVR or equivalent terminal.
Card Number	See <i>Credit Card Number</i> .
Card Verification Code	3- or 4-digit security code printed on the back or front of the gift/loyalty card.
Card Verification Digits	3- or 4-digit security code printed on the back or front of the debit/credit card.
Credit Card Number	Primary/personal account number (PAN) printed on the front of the card being used for the transaction. <b>Note:</b> Some chip debit card numbers may be entered instead of a credit card number.
Customer Code	Customer identifier (appears on the cardholder's credit card statement).
Customer ID	Customer identifier.
CVC	See <i>Card Verification Code</i> .
CVD	See <i>Card Verification Digits</i> .
Data Key	A unique alpha-numeric string that is associated with each Vault profile.
ECI	See <i>Electronic Commerce Indicator</i> .
Electronic Commerce Indicator	Specify how the card number was obtained from the cardholder (for details, see page 194).

<b>Expiry Date</b>	The expiry date of the card which is being used for the transaction (MMYY). This date must correspond with the date found on the card itself.
<b>Gift Card Number</b>	The card account number printed on the front of a gift card.
<b>Invoice Number</b>	Transaction identifier (appears on the cardholder's credit card statement).
<b>Loyalty Card Number</b>	The card account number printed on the front of a loyalty card.
<b>Order ID</b>	The order ID is a unique identifier appended to every financial transaction. If you leave this field is left blank, the system will automatically generate the ID when the transaction is submitted for processing. If you enter your own ID, ensure that the ID you enter has never been used in the past. Order IDs may be up to 50 characters long, may contain letters and numbers, and may also contain the following special characters: - : . @
<b>Points to Redeem</b>	Number of points that you want to redeem from a loyalty card.
<b>Statement Descriptor</b>	Describes the transaction (appears on the cardholder's credit card statement).
<b>Street Name</b>	The street name of the cardholder's mailing address. This name should be the same as that found on the cardholder statement for the card being used (see page 204).
<b>Street Number</b>	The street number of the cardholder's mailing address. This number should be the same as that found on the cardholder statement for the card being used (see page 204).
<b>Zip/Postal Code</b>	The zip/postal code of the cardholder's mailing address. This code should be the same as that found on the cardholder statement for the card being used (see page 204).

## 14.2 Electronic commerce indicator (ECI)

The ECI that you select during a financial transaction specifies how the card number was obtained from the cardholder:

ECI	Description
<b>M - Manually Keyed Card Present</b>	-
<b>0 - Not an electronic commerce transaction</b>	-
<b>1 - Mail/Telephone Order - Single</b>	Cardholder provides credit card details via phone or on paper. Authorizes the use of the card for one payment.
<b>2 - Mail/Telephone Order - Recurring</b>	Cardholder provides credit card details via phone or on paper. Authorizes the use of the card for multiple payments processed at predetermined intervals.
<b>3 - Mail/Telephone Order - Instalment</b>	Cardholder provides credit card details via phone or on paper. Authorizes the use of the card for a single payment of goods or services billed to the card in multiple segments over a period of time.
<b>4 - Mail/Telephone Order</b>	Unknown classification: Cardholder provides credit card details via phone or on paper. Transaction type is unknown at time of authorization – may be one time or multiple payments.
<b>5 - Authenticated E-commerce Transaction (VBV/MCSC)</b>	Applicable to e-commerce transactions whereby the cardholder provides their card data over the Internet on a secure site and authenticates their identity via Verified by Visa/MasterCard SecureCode.
<b>6 - Non Authenticated E-commerce Transaction (VBV/MCSC)</b>	Applicable to e-commerce transactions whereby the cardholder provides their card data over the Internet on a secure site and attempts to authenticate their identity via Verified by Visa/MasterCard SecureCode.
<b>7 - SSL Transaction (Not Authenticated)</b>	Applicable to e-commerce transactions whereby the cardholder provides their card data over the Internet on a secure site.
<b>8 - Non-Secure Transaction - Web or E-mail based</b>	Applicable to e-commerce transactions whereby the cardholder provides their card data on an unsecured website or via e-mail.



## 14.3 Permissions

### 14.3.1 Admin access level

Admin-level access permissions are grouped into three main areas: administrative level, transaction level, and report level (refer to the respective tables below).

**Important!** A user possessing full admin-level permissions has complete control over other user profiles and your Merchant Resource Center store. Assign permissions to users based on business requirements. For information about payment card industry best security practices, refer to the Payment Card Industry (PCI) Security Standards Council's Web site at <https://www.pcisecuritystandards.org/index.shtml>.

#### Administrative level

The access levels listed\* in the table below display in the "Administrative Level" area (on the "Modify User" page) of the user profile that you are modifying.

Access level	Allows the user to:
All Administrative Access	Grant the ability to enable full administrative access.
Add/Modify User and Audit Logs	Grant the ability to add/modify user and to view audit logs.
Add/Modify User	Grant the ability to add or modify users.
Modify User Only	Grant the ability to modify users only.
None (User is unable to grant Admin access to others.)	Do nothing.

### Transaction level

The access levels listed\* in the table below display in the "Transaction Level" area (on the "Modify User" page) of the user profile that you are modifying.

Access level	Allows the user to:
<b>All transactions, including Gift/Loyalty Activate, Gift Purchase, and Balance Inquiry.</b>	Grant the ability to process all financial transactions.
<b>All transactions except Void, Refund, and Independent Refund. (Also excludes Gift/Loyalty Deactivate, Void, Refund, and Independent Refund.)</b>	Grant the ability to process all financial transactions except Voids, Refunds, and Independent Refunds, (including gift/loyalty Deactivate, Voids, Refunds, and Independent Refunds).
<b>None - User is unable to grant Transaction access to others.</b>	Do nothing.

### Report level

The access levels listed\* in the table below display in the "Report Level" area (on the "Modify User" page) of the user profile that you are modifying.

Access level	Allows the user to:
<b>All reports, including Gift/Loyalty Transaction report.</b>	Grant the ability to generate all reports.
<b>All reports, except the ability to close batches.</b>	Grant the ability to generate all reports but deny the ability to close batches.
<b>None - User is unable to grant Report access to others.</b>	Do nothing.

### 14.3.2 User permissions

User permissions are grouped into several main areas: administrative permissions (see below), transaction permissions (see page 198), report permissions (see page 199), gift/loyalty permissions (see page 200) and Vault permissions (see page 201).

#### Administrative permissions

The user permissions listed in the table below display in the "Administrative Permissions" area on the "Modify User" page of the user profile that you are modifying.

Permission	Allows the user to:
Add User	Access the transaction page.
Alter Notification Addresses	Access the transaction page.
Alter Batch	Access the transaction page.
Audit	Access the transaction page.
Configure DirectPost	Access the transaction page.
Configure Hosted Paypage	Access the transaction page.
Configure Multi Merchant	Access the transaction page.
Modify User	Access the transaction page.
Save Changes *	Execute any of the functions listed this section. (If this box is unmarked, the user will be restricted to view-only access. Any attempt to alter the configuration settings by this user will be logged.)
Set IP Access	Access the transaction page.
Store Settings	Access the transaction page.
View API Token	Access the transaction page.

### Transaction permissions

The user permissions listed in the table below display in the "Transaction Permissions" area (on the "Modify User" page) of the user profile that you are modifying.

Permission	Allows the user to:
<b>Allow Keyed in PCI mode</b>	Allow keyed entry when PCI mode is enabled (see page 173).
<b>Add Recurring</b>	Access the transaction page.
<b>Capture</b>	Access the transaction page.
<b>Card Verification</b>	Access the transaction page.
<b>Create Group</b>	Access the transaction page.
<b>Enable Keyed in PCI mode</b>	Allow keyed entry when PCI mode is enabled.
<b>Execute Transactions*</b>	Process transactions. (If this box is unmarked, the user will only be able to access the transaction page, but they will not be able to process the transaction.)
<b>Independent Refund</b>	Access the transaction page.
<b>Mandatory AVS</b>	Process a transaction without entering address verification data.
<b>Mandatory CVD</b>	Process a transaction without submitting card verification digits.
<b>Preauth</b>	Access the transaction page.
<b>Purchase</b>	Access the transaction page.
<b>Refund</b>	Access the transaction page.
<b>Retry Recurring</b>	Retry a declined recurring transaction.
<b>Statement Descriptor</b>	Submit a descriptor that will appear on the cardholder's statement.
<b>Verification</b>	Access the transaction page.
<b>Voice Auth</b>	Access the transaction page.
<b>Void</b>	Access the transaction page.

**Report Permissions:**

The user permissions listed\* in the table below display in the "Report permissions" area (on the "Modify User" page) of the user profile that you are modifying.

Permission	Allows the user to...
<b>Allow batch close</b>	Process a manual Batch Close.
<b>Allow view of all users' transactions*</b>	View all the transactions processed on the Merchant Resource Center. (If this checkbox is unmarked, the user will be able to view only the transactions that they themselves processed.)
<b>Alter Recurring Transactions</b>	Modify a recurring transaction.
<b>Batches</b>	Access transaction page. (The generated Batch report details will display all transactions regardless of the <b>Allow view of all users</b> transactions permission.)
<b>Execute Transactions/Batches:</b>	Process follow-up (i.e., follow-on) transactions, and process Batch Close transactions.
<b>Grouped Transactions</b>	Access the transaction page.
<b>Manage Recurring Transactions</b>	Access the transaction page.
<b>Recurring Transaction Reports</b>	Access the transaction page.

**Gift/loyalty permissions:**

The user permissions listed\* in the table below display in the "Gift/Loyalty Permissions" area (on the "Modify User" page) of the user profile that you are modifying.

Permission	Allows the user to...
<b>Execute Gift/Loyalty Transactions Reports*</b>	<b>Process transactions and generate reports.</b> (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.)
<b>Gift/Loyalty Activate</b>	Process a gift/loyalty Activate transaction.
<b>Gift/Loyalty Balance Inquiry</b>	Process a gift/loyalty Balance Inquiry transaction.
<b>Gift/Loyalty Deactivate</b>	Process a gift/loyalty Deactivate transaction.
<b>Gift/Loyalty Independent Refund</b>	Process a gift Independent Refund transaction.
<b>Gift/Loyalty Purchase</b>	Process a gift/loyalty Purchase transaction.
<b>Loyalty Redemption</b>	Process a loyalty redemption.
<b>Gift/Loyalty Refund</b>	Process a gift/loyalty Refund transaction.
<b>Gift/Loyalty Transaction Report</b>	Generate a gift/loyalty Transaction report.
<b>Gift/Loyalty Void</b>	Process a gift/loyalty Void transaction.

**Vault permissions:**

The user permissions listed\* in the table below display in the "Vault Permissions" area (on the "Modify User" page) of the user profile that you are modifying.

Permission	Allows the user to...
<b>Add Profile</b>	Access the transaction page.
<b>Delete Profile</b>	Delete a Vault profile.
<b>Execute Vault Transactions/Reports</b>	Process Vault transactions and reports. (If this checkbox is unmarked, the user will only be able to view the transaction page, but they will not be able to process the transaction.)
<b>Manage Profiles</b>	Access the transaction page.
<b>Vault Reports</b>	Access the transaction page.
<b>Update Profile Details</b>	Update a Vault profile.

## 14.4 Managed account updater service

The managed account updater service allows you to maintain accuracy of your customers' data stored in Merchant Resource Center Vault and Recurring transactions with the Visa Account Updater (VAU) and the MasterCard Automatic Billing Updater (ABU).

VAU and ABU are mechanisms for updating cardholder account information electronically among participating card issuers, payment processors, and merchants who accept account-on-file transactions.

**Note:** *Not all card issuers participate in the VAU and ABU programs, which may impact the availability of updated cardholder account information.*

### How does it work?

1. Participating card issuers submit cardholder account changes, such as card numbers and expiry dates, to the VAU and ABU databases.
2. As the merchant, you enrol in the Merchant Resource Center managed account update service.
3. When the service is enabled on your store, you must configure the setting to specify whether you want the service to work for Recurring transactions and/or Vault profiles (see page 177).
4. Periodically, your stored customer data are automatically submitted to VAU and ABU databases and then your store profiles are updated accordingly:

**Note:** *If the VAU or ABU database returns a response indicating "closed" or "contact" for a registered card (account) number that you have used to set up a Vault profile or Recurring transaction on your store, the Merchant Resource Center will stop automatic card updates for the Vault profile or Recurring transaction (if the automatic update options are enabled for your store as referenced in step 3).*

- Recurring transactions - data submitted 5 days before the next billing date
  - Vault profiles – all the stored customer profiles are submitted once a week.
5. You may use the managed account updater report to see which recurring and/or vault profiles have been updated (see page 149).



## 14.5 Level 2/3 reporting

By having your store enabled for the level 2/3 reporting feature, you will be presented with the option to attach addendum "Level 2/3 details" (used for business tracking) to Captures (see pages 43 and 45) and Refunds when a purchasing card is used to process these transactions.

If Level 2/3 data are submitted with a transaction, you will be given the option to view the data from the transaction's "Order History" page (see page 74).

**Note:** *If you enter a purchasing card to do a credit Purchase, you will be prompted to choose whether or not to attach level 2/3 details to the transaction. If you opt for level 2/3 reporting, the Merchant Resource Center automatically changes the Purchase to a Preauthorization transaction. You will have the opportunity to enter the level 2/3 data at the time you capture the Preauthorization.*

*If your store is not enabled for level 2/3 reporting, you may still accept purchasing cards for payment; however, the Merchant Resource Center will not give you the option to submit level 2/3 data.*

Level 2 and Level 3 data are differentiated as follows:

- Level 2 data - include a breakdown of Sales Tax data (e.g. GST, PST, HST, QST where applicable) Customer ID, P.O. number, General Ledger code or Account number, Brokerage fees, and Duty amount.

Level 3 data - include Product description, Unit/Measurement, Shipping information, Product codes, and Freight/Delivery charges (similar to the level of detail found on invoices).

## 14.6 Address verification service (AVS)

The address verification service (AVS) is a fraud prevention feature that enables the card issuer to compare the street number, street name, and zip/postal code data that you entered during the transaction with the corresponding data that appears on the cardholder's statement.

- To use AVS, your store must be enabled for the e-Fraud protection feature..

### How to know if your store is enabled for AVS:

If your store is enabled for this feature, an "Address Verification" area, including associated address fields, will display on several virtual terminal transaction pages (see page 22).

You must enter the street number, street name, and zip/postal code data in the appropriate fields.

**Note:** *It is strongly recommend that you include AVS details with all of your manually entered (keyed) transactions (MOTO/e-commerce). Doing so will ensure transactions are qualifying at the best possible interchange rate and will minimize costs to accept credit cards. If AVS is not present, the transaction may be assessed a higher interchange fee.*

## 14.7 Using the Merchant Resource Center store in a test environment

The Merchant Resource Center test environment is designed to replicate the production environment as closely as possible. The test environment is accessible 24 hours a day, 7 days a week. Follow the steps below to login into the Merchant Resource Center test environment.

**Note:** *Moneris cannot guarantee 100% availability of the Test environment. Please be aware that other merchants are using the test environment; hence, you will likely see transactions and user IDs that you did not create. As a courtesy to others who are also testing Moneris asks that you work only with the transactions/users that you created.*

1. Visit [esqa.moneris.com/mpq](https://esqa.moneris.com/mpq).
2. Wait for the "Merchant Resource Center" login page to display.
3. Enter the "demouser" credentials in the fields:

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

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

### 14.7.1 Test Card Numbers

Use the following test card account numbers with any future expiry date:

**Important!** These cards are for the Test environment only. DO NOT use in the Production environment.

Card	Card type
Amex	373599005095005
Diners	36462462742008
MasterCard	5454545454545454
Visa	4242424242424242

Although the test environment is designed to replicate the production environment as closely as possible, one major difference is that test transactions are not sent to the production authorization network. This means issuer responses are simulated. In Addition, the requirement to emulate approval, decline, and error situations dictates the use of certain transaction variables to initiate various response and error situations.

The test environment approves and declines transactions based on the penny value of the amount field. For example, a transaction processed for \$399.00 or \$1.00 will be approved since the .00 penny value is set to "approve" in the test environment.

Transactions in the test environment should not exceed \$1000.00. (This limit does not exist in the production environment.)

- For a list of all current test environment responses for various penny values, download the appropriate documentation (i.e., the *Test Environment Penny Response* table as well as the *Test Environment e-Fraud Response* table). For instructions on how to obtain this documentation, see *Assistance and resources* (page 207).

## 14.8 Assistance and resources

Assistance	
<ul style="list-style-type: none"> <li>▪ Enabling store features (e.g., Recurring billing, gift/loyalty)</li> <li>▪ Creating merchant accounts</li> <li>▪ Enabling Independent Refunds (temporarily)</li> <li>▪ Adding card plans, pricing and other sales-related</li> </ul>	<p>Call toll free: <b>1-866-319-7450</b>.</p>
<ul style="list-style-type: none"> <li>▪ Technical issues</li> <li>▪ Training</li> </ul>	<p>For online assistance, e-mail: <a href="mailto:onlinepayments@moneris.com">onlinepayments@moneris.com</a> OR For telephone assistance, call toll free: <b>1-866-319-7450</b>.</p>
Documentation	
<ul style="list-style-type: none"> <li>▪ Error Codes and Messages</li> <li>▪ Integration Guides</li> </ul>	<ol style="list-style-type: none"> <li>1. Go to the Merchant Resource Center login page (visit <a href="http://www3.moneris.com/mpg/">http://www3.moneris.com/mpg/</a>).</li> <li>2. Click on the <b>Developer Portal</b> link at the bottom of the page (you may be required to register for an account).</li> </ol>
Drivers and APIs	
<ul style="list-style-type: none"> <li>▪ APIs</li> </ul>	<ol style="list-style-type: none"> <li>1. Go to the Merchant Resource Center login page (visit <a href="http://www3.moneris.com/mpg/">http://www3.moneris.com/mpg/</a>).</li> <li>2. Click on the <b>Developer Portal</b> link at the bottom of the page (you may be required to register for an account).</li> </ol>
<ul style="list-style-type: none"> <li>▪ PINpad drivers</li> <li>▪ ICC Simulators</li> </ul>	<ol style="list-style-type: none"> <li>1. Go to: <a href="https://esqa.moneris.com/connect/en/download/drivers/index.html">https://esqa.moneris.com/connect/en/download/drivers/index.html</a>.</li> </ol>

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