

Protobase 6.0 settlement procedures

Ver. 030509

Purpose: To assist franchise restaurant staff in performing credit card settlement using the Protobase 6.0 program.

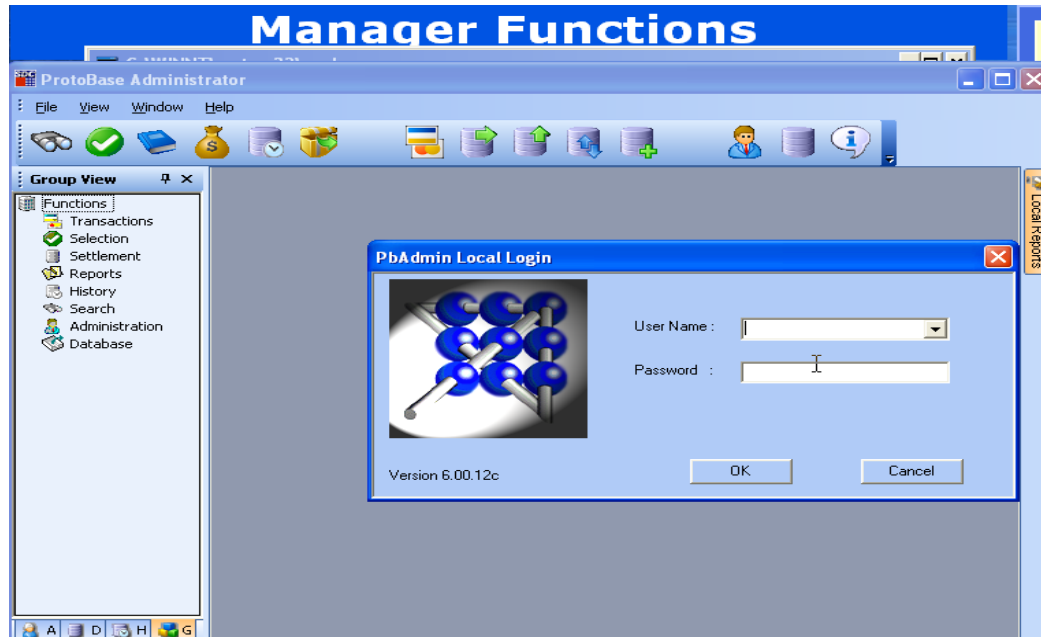
From the Hardees “Home” screen, click on Mgr Functions button



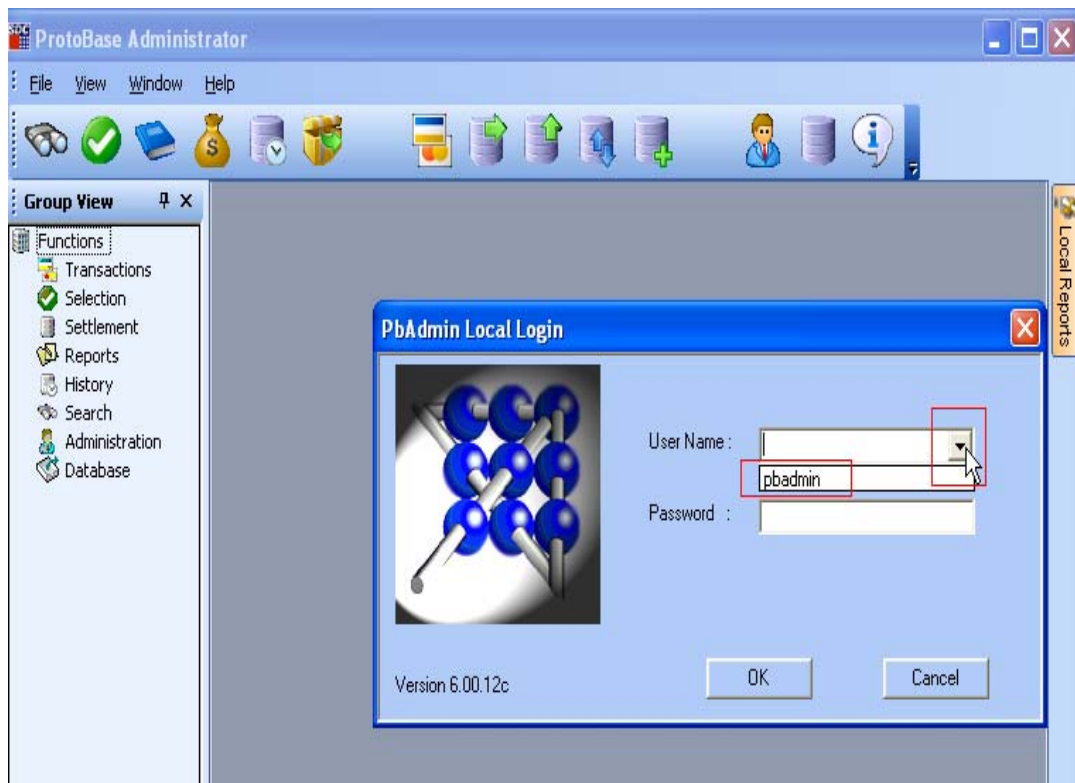
Within the Mgr Functions submenu, click on the Credit Cards button



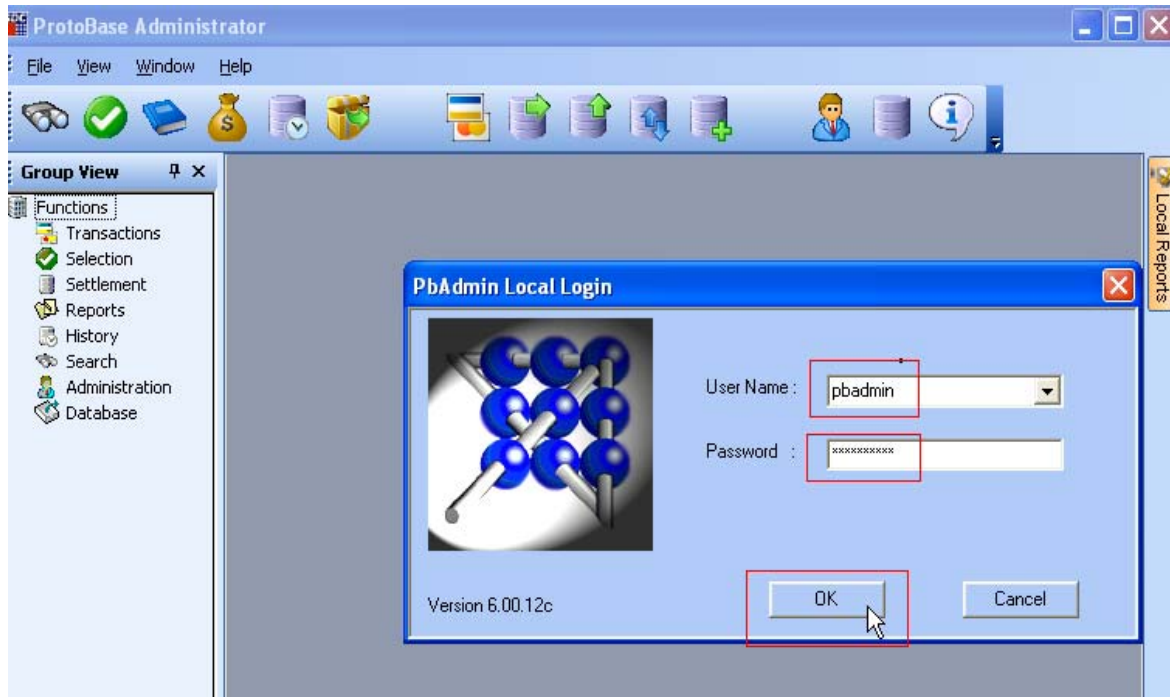
ProtoBase Administrator Local login window appears



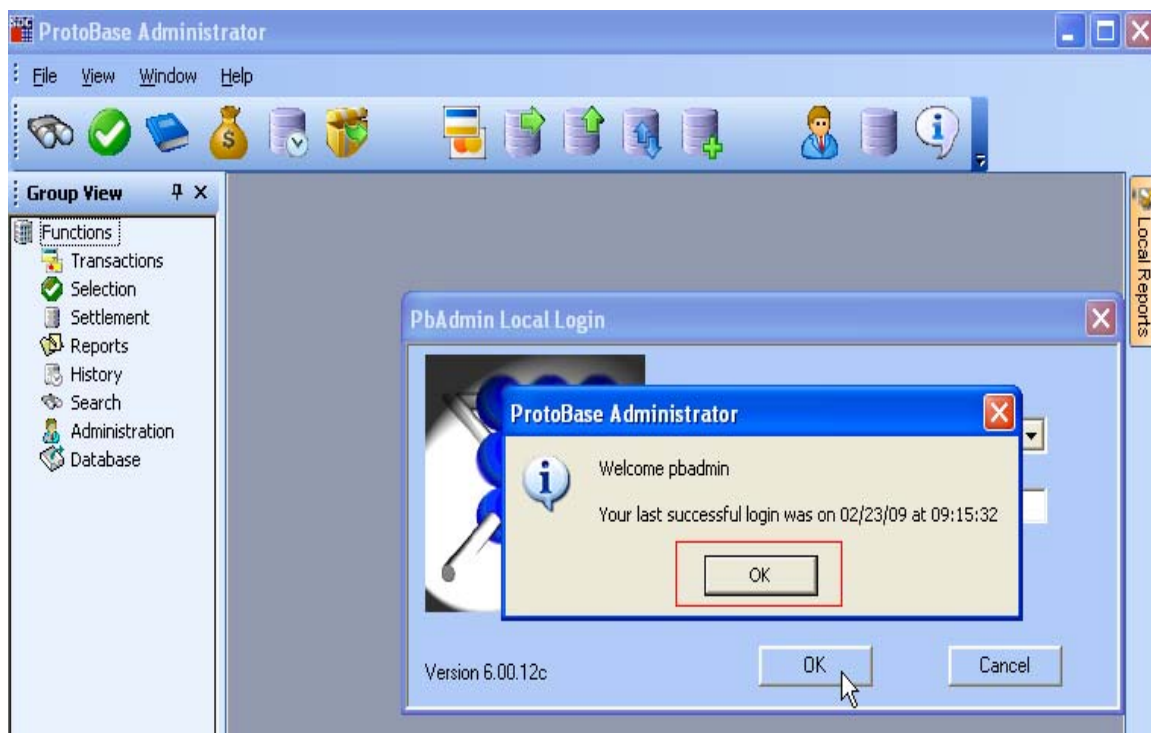
Click on the gray drop down button on the extreme right side of the User Name field, from the drop down menu click on pbadmin



Pbadmin will now be in the user name field, enter current password (for security reasons the current password cannot be included in this document, contact the CKE Technical Support Center @ 1.866.400.2253 to obtain current password for the restaurant) then click on the OK button



If log in is successful, a Protobase Administrator dialogue window will appear, click on OK



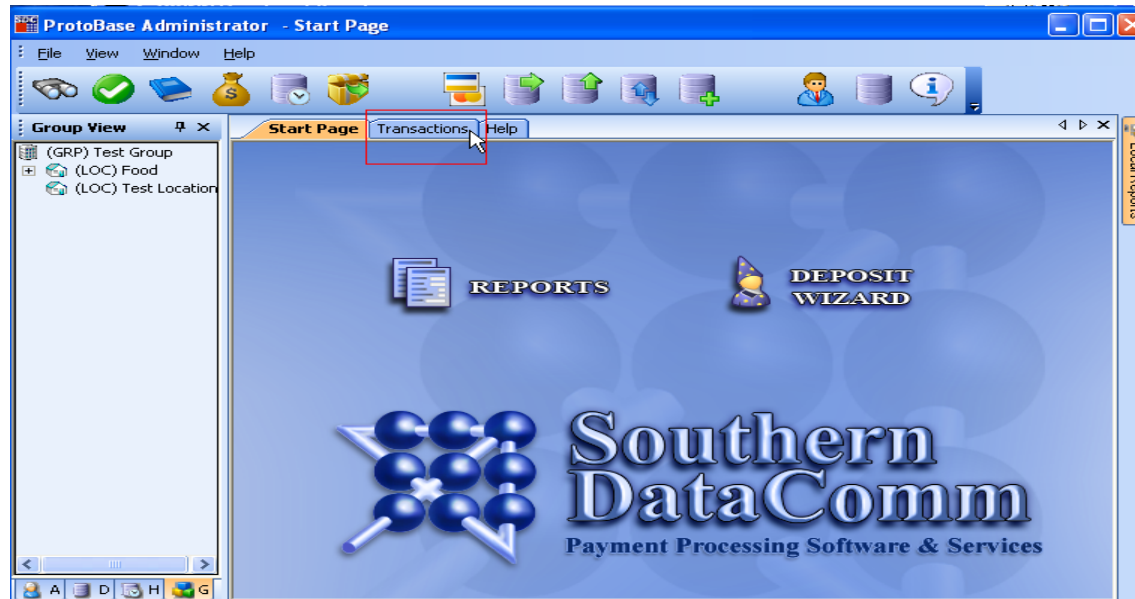
ProtoBase Administrator Start page appears



Click on the Get Transactions Icon



Click on the transactions tab

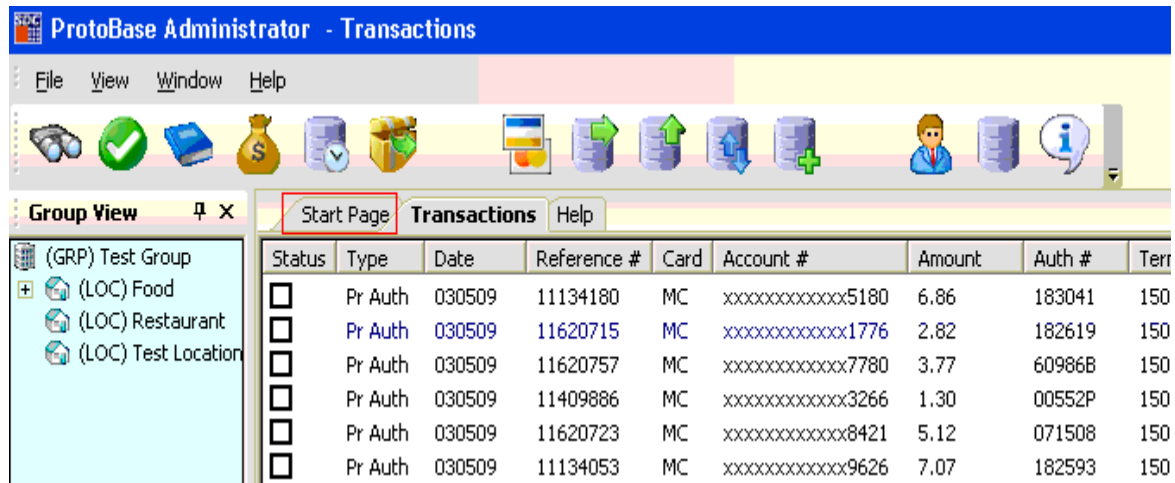


Verify transactions are present

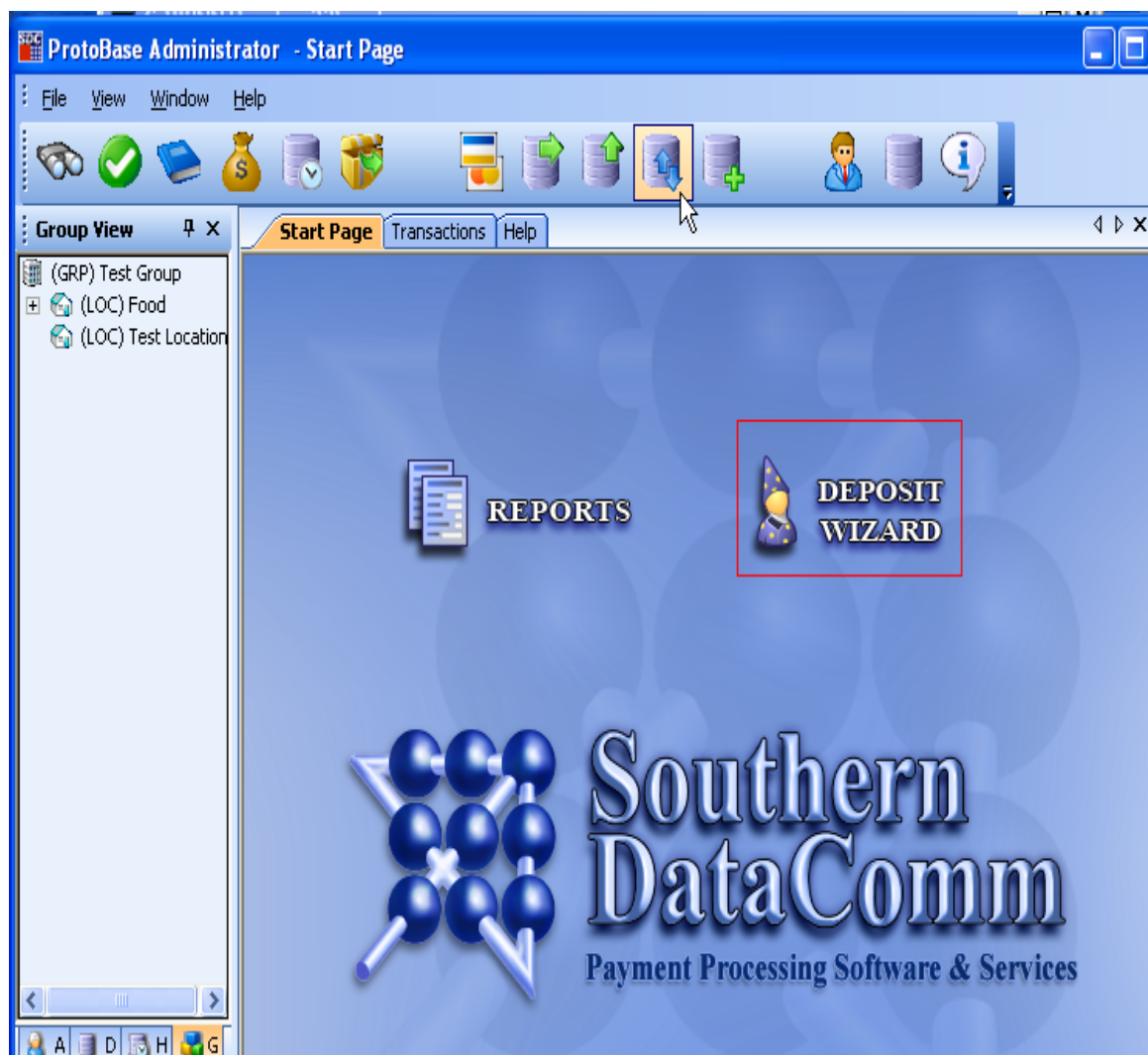
ProtoBase Administrator - Transactions

| Status | Type | Date | Reference # | Card | Account # | Amount | Auth # | Term |
|--------------------------|---------|--------|-------------|------|-----------------|--------|--------|------|
| <input type="checkbox"/> | Pr Auth | 030509 | 11134180 | MC | xxxxxxxxxxx5180 | 6.86 | 183041 | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11620715 | MC | xxxxxxxxxxx1776 | 2.82 | 182619 | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11620757 | MC | xxxxxxxxxxx7780 | 3.77 | 609868 | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11409886 | MC | xxxxxxxxxxx3266 | 1.30 | 00552P | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11620723 | MC | xxxxxxxxxxx8421 | 5.12 | 071508 | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11134053 | MC | xxxxxxxxxxx9626 | 7.07 | 182593 | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11409893 | MC | xxxxxxxxxxx1095 | 2.50 | 182560 | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11134239 | MC | xxxxxxxxxxx1200 | 4.35 | 053421 | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11620843 | MC | xxxxxxxxxxx0199 | 14.81 | 281426 | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11620703 | MC | xxxxxxxxxxx2588 | 6.53 | 182578 | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11134008 | MC | xxxxxxxxxxx2853 | 5.98 | 182519 | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11134190 | MC | xxxxxxxxxxx7252 | 21.01 | 183106 | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11620708 | MC | xxxxxxxxxxx8699 | 7.39 | 182627 | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11134092 | MC | xxxxxxxxxxx6317 | 6.19 | 182708 | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11134037 | MC | xxxxxxxxxxx4520 | 4.02 | 182569 | 1504 |
| <input type="checkbox"/> | h RG | 030509 | 409896 | SV | xxxxxxxxxxx... | 2.83 | 001272 | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11620847 | VI | xxxxxxxxxxx0356 | 5.23 | 893803 | 1504 |
| <input type="checkbox"/> | Pr Auth | 030509 | 11134014 | VI | xxxxxxxxxxx2983 | 2.39 | 08051C | 1504 |

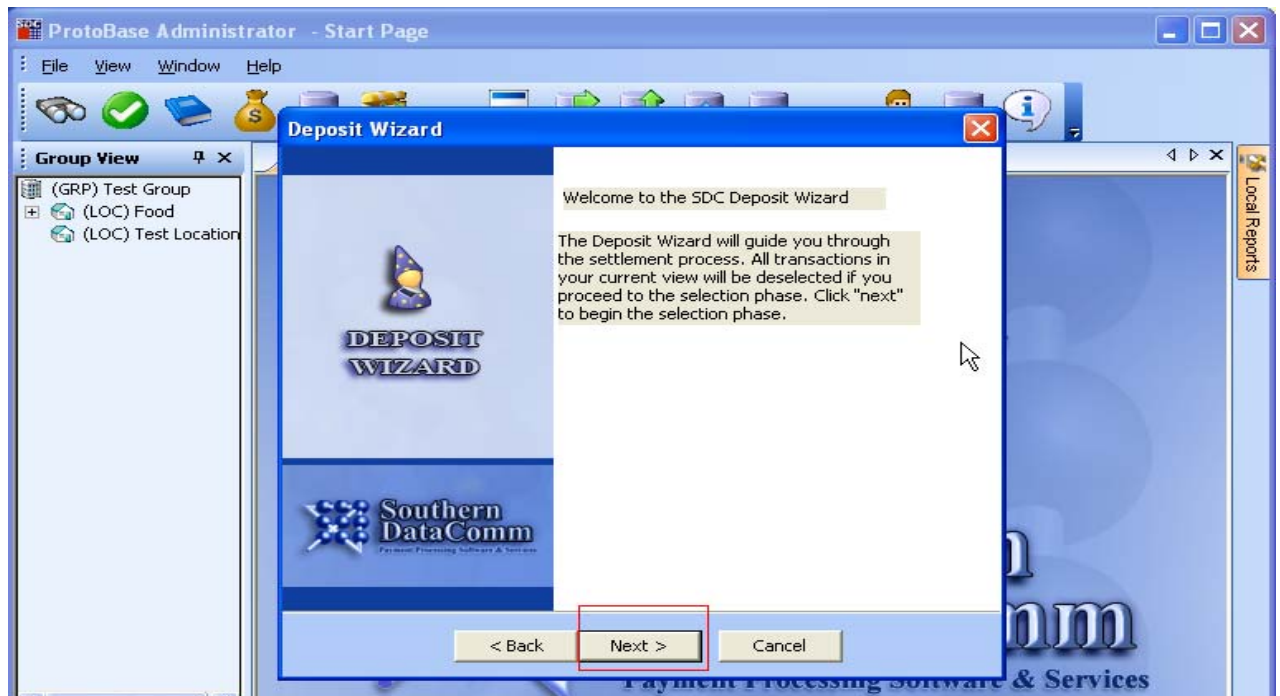
Click on the Start Page Tab



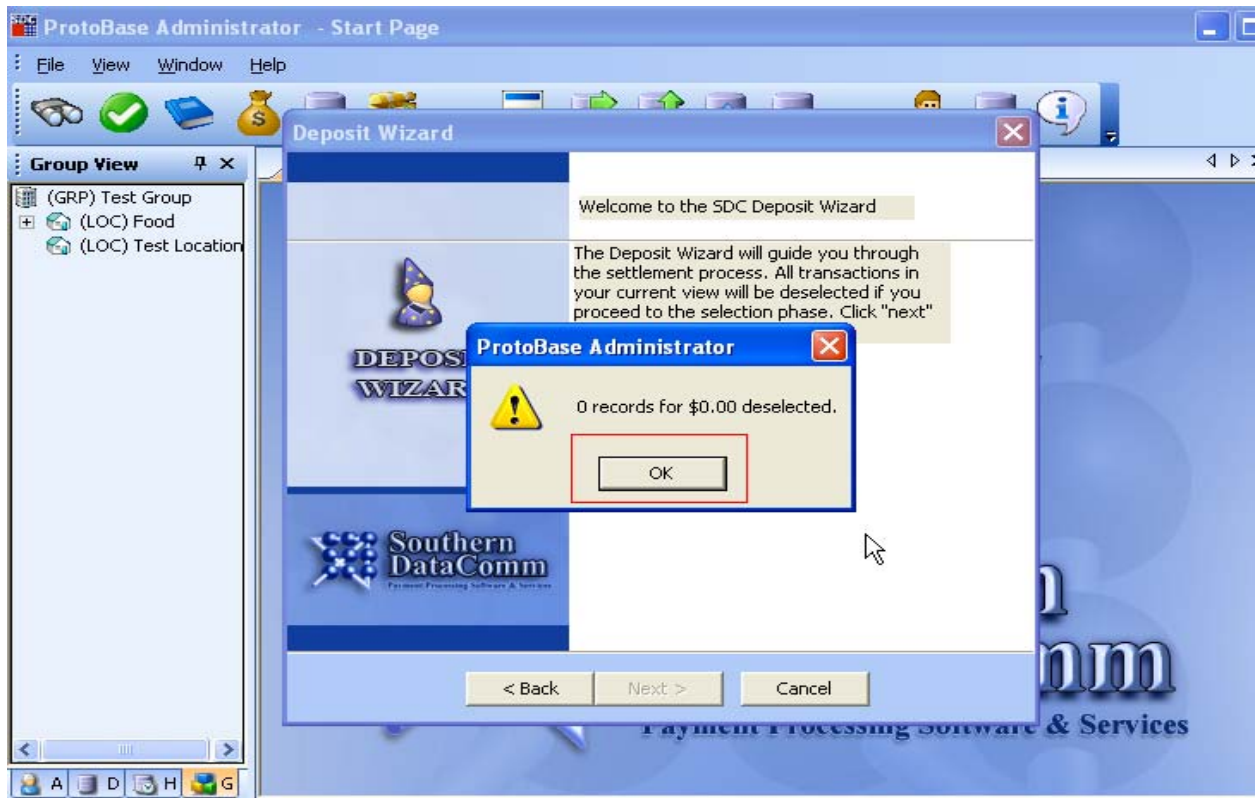
From the Start Page Tab, click on the Deposit Wizard Icon



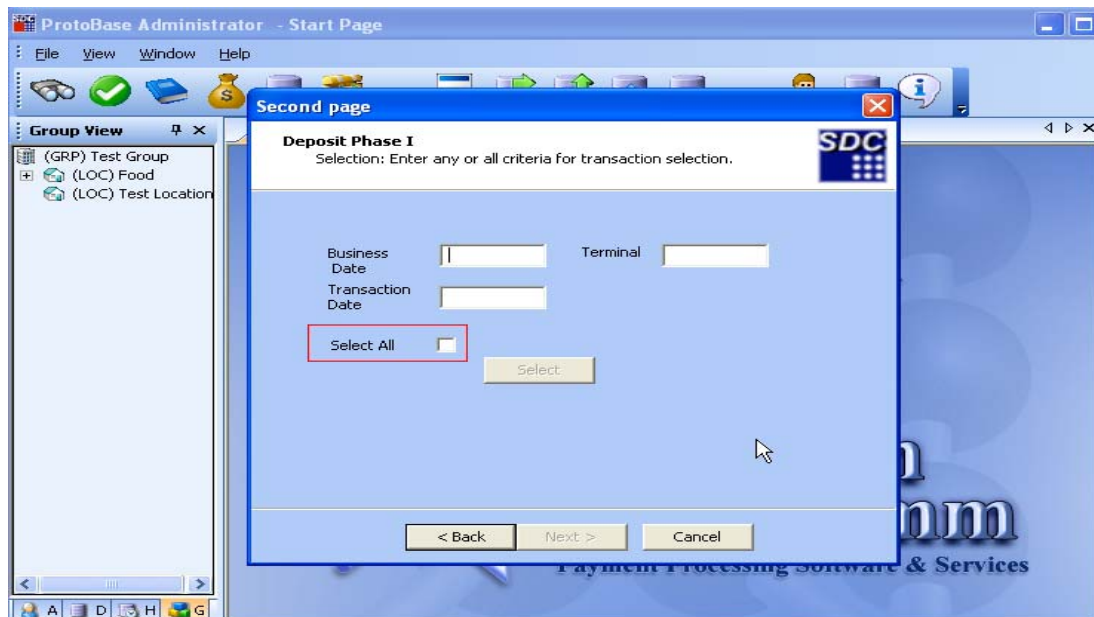
From the Deposit Wizard window click on the Next button



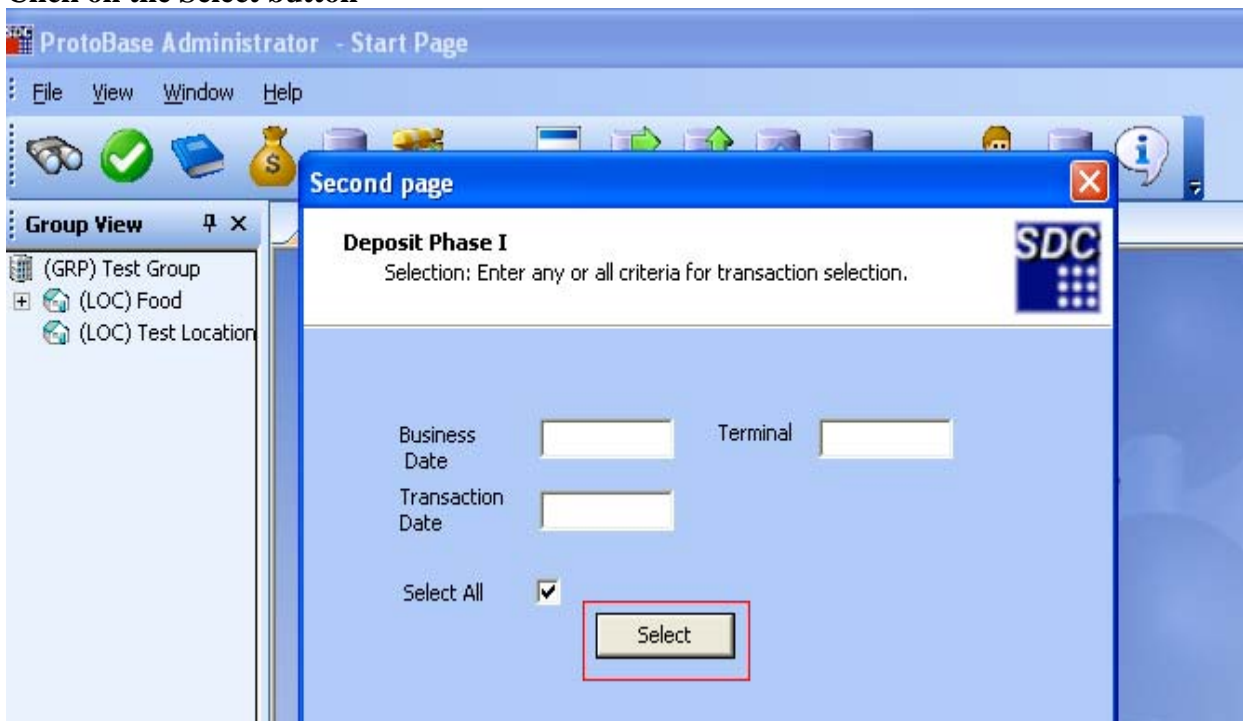
Click on OK to dismiss the records deselected message



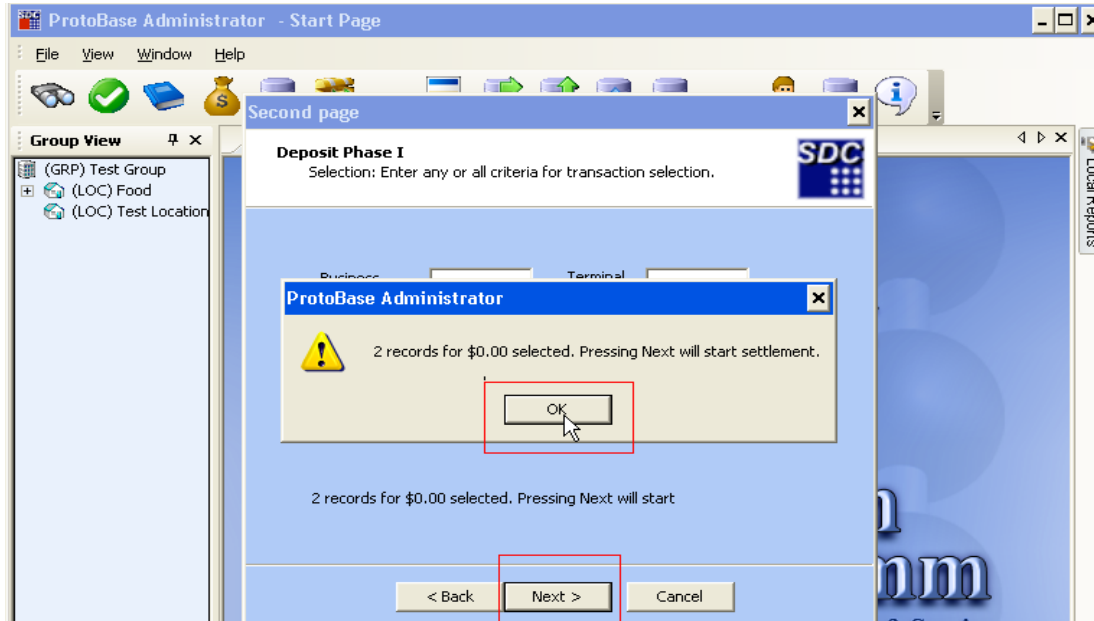
A Second page window will open, click within the box to the right of Select All



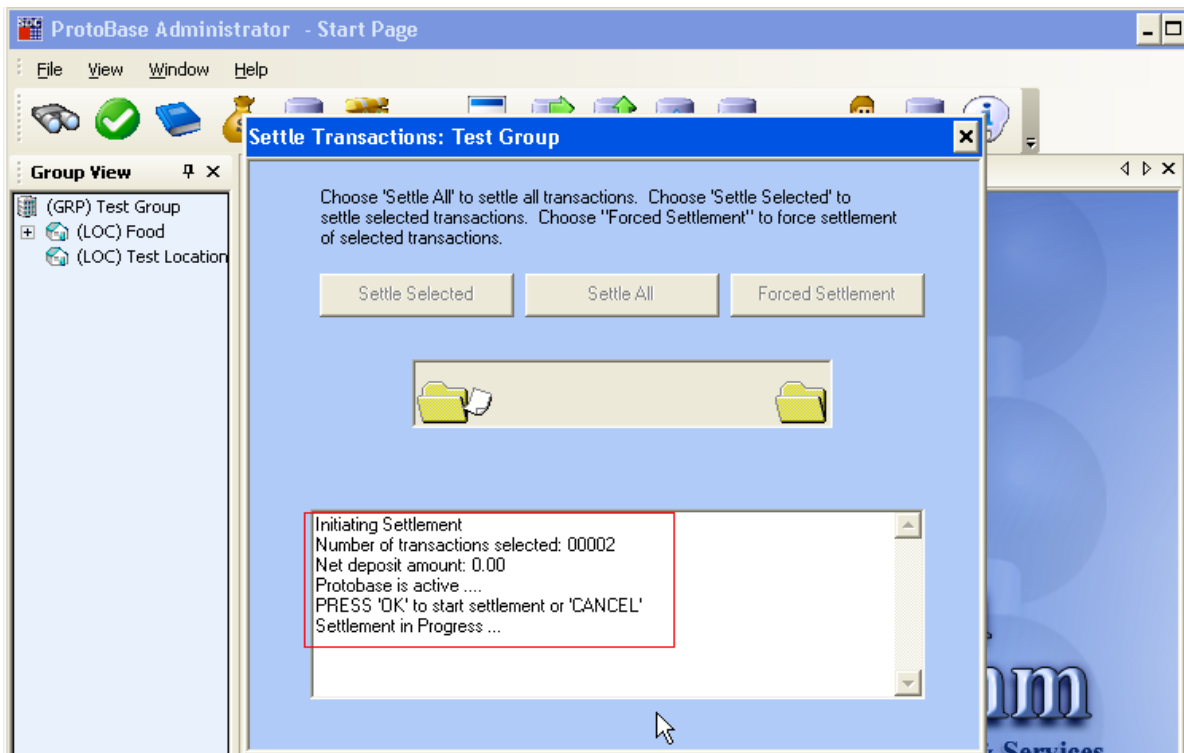
Click on the Select button



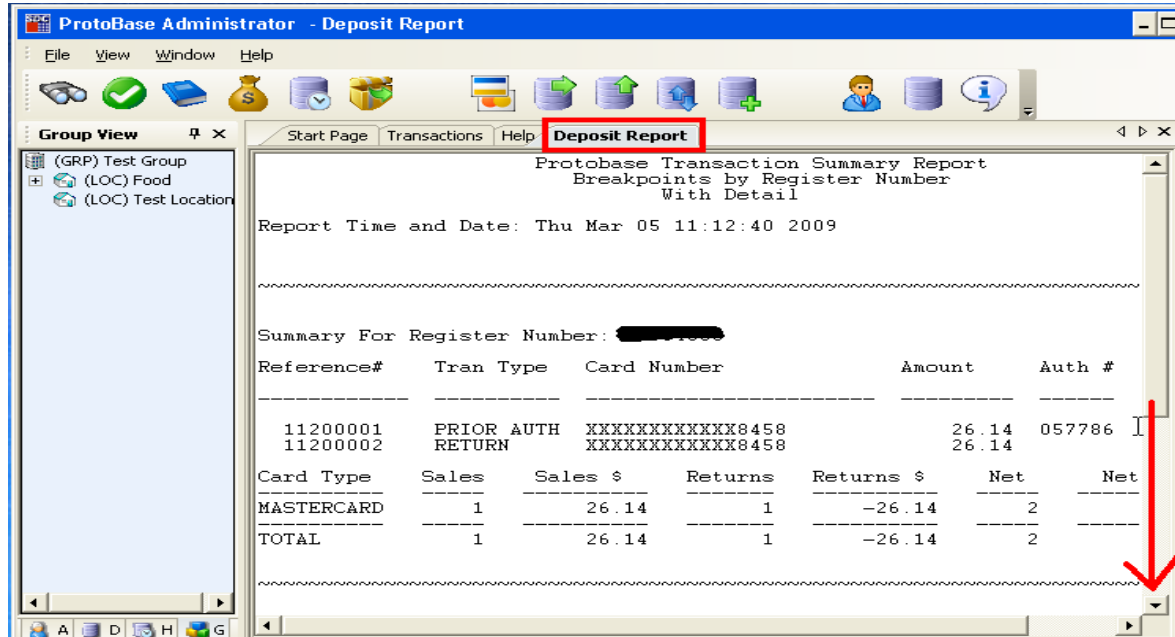
A ProtoBase Administrator window will appear stating the amount of records and the dollar amount to be settled, (In this example, a sale and a refund of the same amount were being settled, therefore the \$0.00 amount), click on OK, then click on the next button.



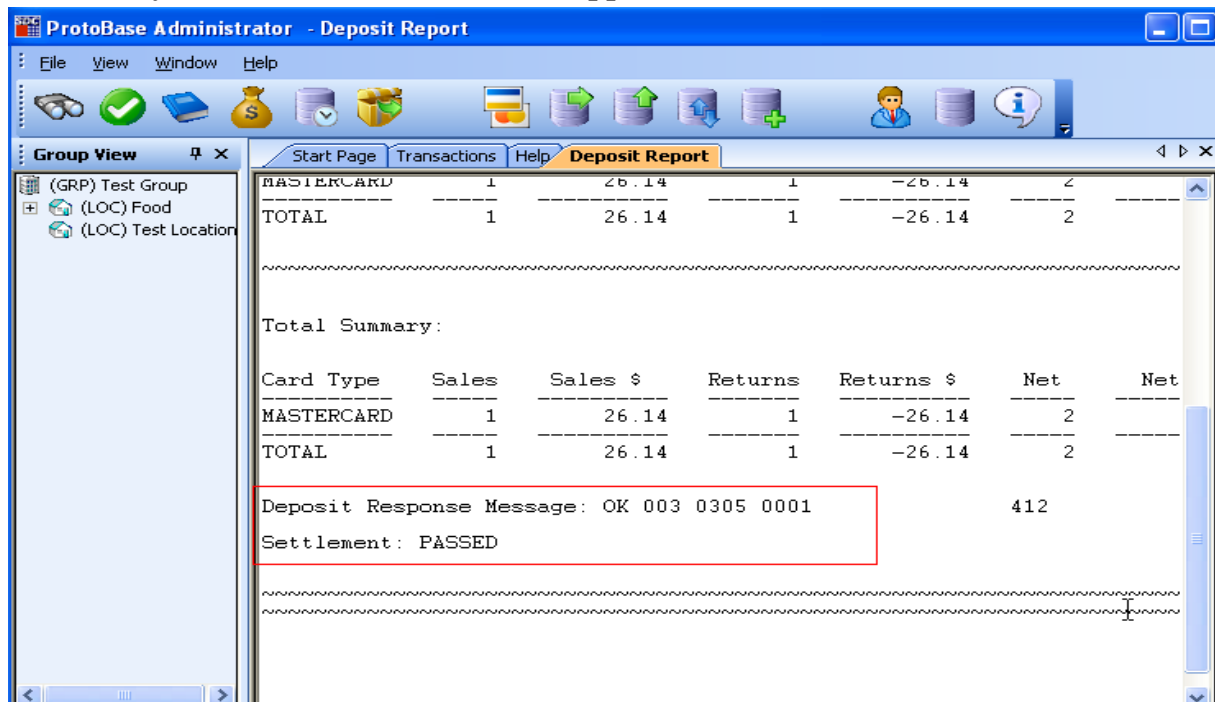
The settlement process begins, the modem will begin dialing out to the Bank



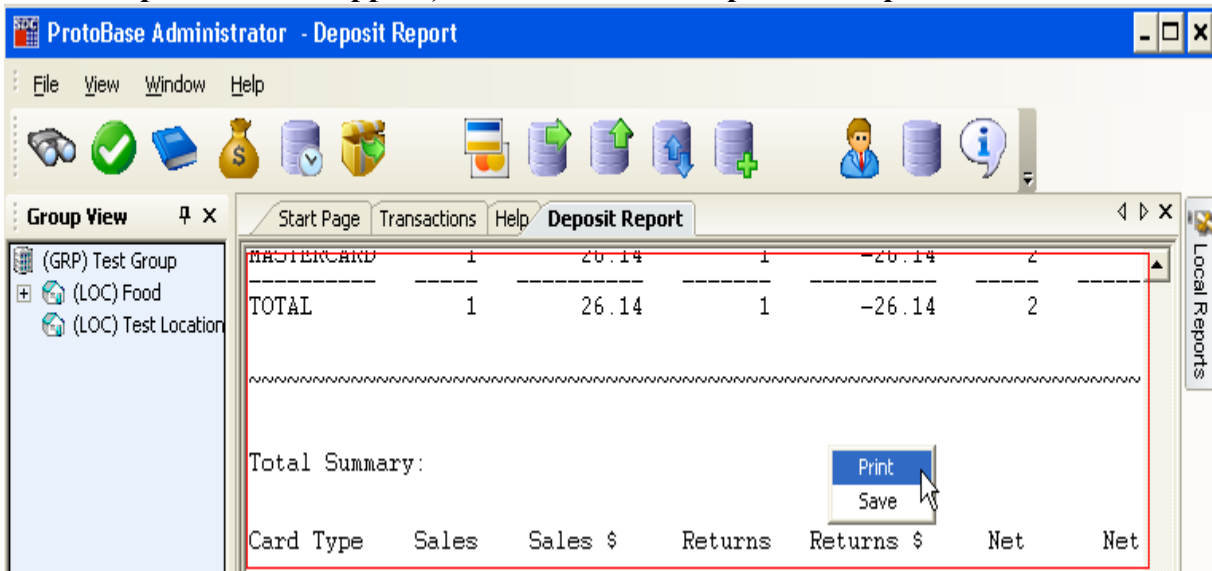
When the settlement attempt is completed, a Deposit Report Tab will appear, using the scroll bar on the right hand side of the window, click and drag the scroll bar to the bottom of the window.



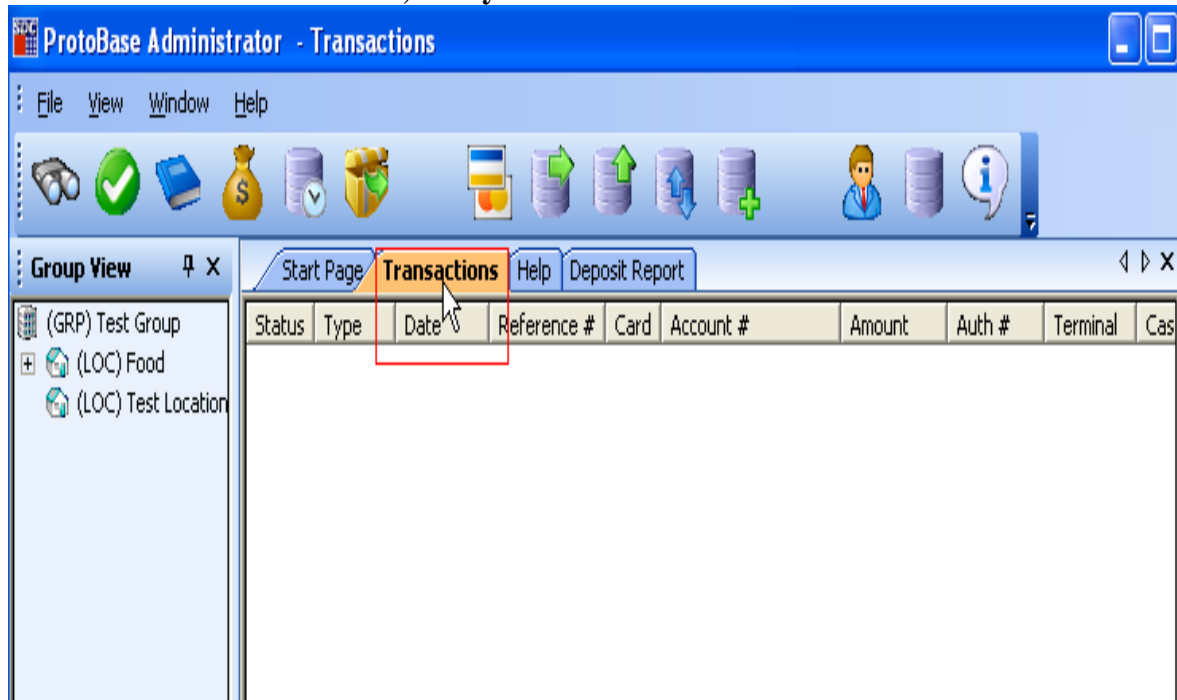
A settlement status will indicate whether the settlement attempt was successful or not, should the settlement status indicate any message other than Passed, immediately contact the CKE Technical Support Center @ 1.866.400.2253.



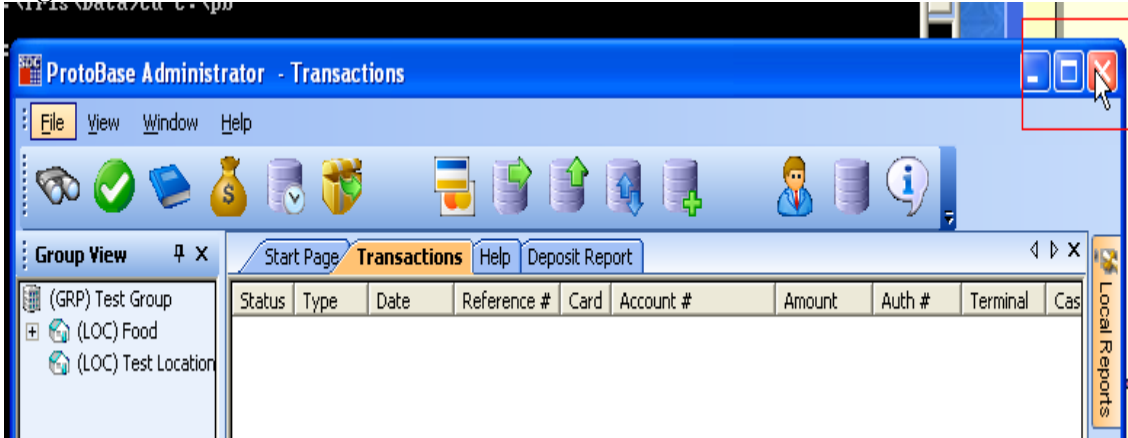
To print the report, right click anywhere within the Deposit report window, a Print or Save option box will appear, left click on Print to print the report



Click on the Transactions tab, verify that there are no transactions left to settle.



Settlement completed, to close Protobase click on the red X button in the upper right hand corner of the Protobase Administrator window.



Click on Return to Main Screen button in lower right hand corner of the screen



Returned to the Hardees Main screen

