PayWare Connect User Guide

https://corporateportal.vfipayna.com/

Payware Connect can be used to check the status of a Credit/Debit transaction for a store and is also used in the installation of pin pads

* Checking a transaction for a store – First, login into payware with your given credentials. The Reseller ID is 1889 for all users.

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* Graphical user interface, text, application, chat or text message

  Description automatically generatedThen press the “Account Admin” tab and select “Merchant Console Access”
* Enter the Store number in the search bar and press search.

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* Select the store from the list and press login.

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* Click to Proceed.

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* Click the reports Tab and press Transaction detail.

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* Select the date or range of dates you wish to view and press the view button.

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* This report will tell you the current state of the sale and dollar amount etc. (Also Displays card info \*Censored). States may include: Settled, Void, canceled, etc.

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Verifone Device Setup in PayWare

Here you can look up, add, or edit Verifone devices and view info on a particular device’s latest card sale.

* From the Account Admin tab select Device master.

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  Description automatically generatedFrom here you can add a new device and assign it to a store, search by store to view the their devices, or search for a device via serial number.
* When searching by store enter the store number in the merchant ID section and press search. The select the store from the list and press get devices

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* This screen lists all the Verifone Devices that are assigned to that store

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  Description automatically generatedFrom here you can select a device by clicking on the serial number to view information on the pinpad. Including the activation date, merchant ID, and most recent transaction.

\*The reset button can also be pressed here to reset the device keys if they are having authorization issues when performing card sales. Just be sure to clear it on the pinpad as well. (See pinpad Troubleshooting Guide for more information).

**Adding a Device in PayWare Connect**

This is for installing a new device or when a device needs to be removed and re-added to PWC.

* To add a new device select Device management from the account admin tab and press the add device button.

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* Search for the desired store that the device needs to be added to and press the search button. This will pull up the device configuration screen.

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* Change the following option to match an M400 pinpad. (Currently, the only VeriFone devices deployed to stores. Press Save.

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\*To Remove a device simply search in the device management for either the store or serial number. Select the serial number and press the delete button. The pinpad can then be added to another store if needed.

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