CreditNow!®
AutoProcessor

Version 3.1
PS2000 Compliant
Federally-Approved AES Encryption

License Agreement

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AutoProcessor

Version 3.1

Federally-Approved AES Encryption

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Table of Contents

Chapter 1. Welcome to the *CreditNow!* AutoProcessor

Thank you for selecting the *CreditNow!* AutoProcessor to automatically manage your high-volume batch-oriented credit card, purchase card, and check transactions. Once the AutoProcessor has been configured, you don't need to manually interact with it at all. The AutoProcessor connects directly with your credit card, purchase card, and check processing service to manage all your transactions.

Currently, one management tool accompanies the AutoProcessor. The Viewer lets you view and summarize the AutoProcessor's activity. For more information, see the *CreditNow! AutoProcessor Management Tools Manual*.

The AutoProcessor offers the following features:

- Automatically communicates with an external application and your processing service to process credit card, purchase card or check transactions

- Handles text files containing up to 50,000 transactions

- Stores account numbers in its database using Federally-Approved AES Encryption

The AutoProcessor works with many different operating systems, applications, and processing services. No matter where your business takes you, *CreditNow!* AutoProcessor is ready.

For information on batch processing more than 50,000 transactions per file, contact Auric Systems International.

This chapter contains information on using this manual and contacting Auric Systems International.

Using this Manual

The step-by-step instructions in this manual explain how to configure and operate the AutoProcessor using the on-screen menus and buttons for most tasks.

The titles of screens and any information that appears on the screens (for example, the names of menus) are printed as follows: File menu.

The names of keys on your keyboard are printed in bold as follows: **Enter**. If you prefer to use only keyboard commands with the AutoProcessor, see "Appendix A. Keyboard Shortcuts" on page 103.

Printing This Manual

To view and print this manual from your computer's desktop:

1. Click on

2. Click on Programs.

3. Click on CreditNow! AutoProcessor.

4. Click on CreditNow! AutoProcessor User Manual.

To view and print this manual from the *CreditNow!* AutoProcessor, press the **F1** function key on your keyboard. You can also:

1. Click on Help.

2. Click on User Manual.

The *CreditNow! AutoProcessor Management Tools Manual* is also available from your computer's desktop and through the Help menu.

To view and print the manual(s), you need Adobe Acrobat Reader. You can download Acrobat Reader for free:

1. Click on Help.

2. Click on Get Acrobat Reader.

3. Follow the instructions at the Adobe Acrobat website.

Bound, hard copies of this manual and the *CreditNow! AutoProcessor Management Tools Manual* are also available from Auric Systems International. Contact support (support@AuricSystems.com) to purchase your copies.

Contacting Auric Systems International

To contact Auric Systems International:

Phone:	603-924-6079
E-mail:	support@AuricSystems.com (technical support)
	sales@AuricSystems.com (sales)
Web Site:	www.AuricSystems.com

You can also reach the Auric Systems International home page directly from the Help menu:

1. Click on Help.

2. Click on Auric Systems International Home Page.

When you call or e-mail, please have your serial number handy. When you purchased the AutoProcessor over the Internet, the serial number and activation key were e-mailed to you.

After you install the live AutoProcessor, you can find your serial number and activation key under the Help menu:

1. Click on Help.

2. Click on About.

3. Scroll down to find Serial Number and then Activation Key.

4. Write down the numbers.

5. Click on [OK] to leave the Help menu.

Chapter 2. Installing the AutoProcessor

This chapter describes the minimum and recommended system requirements for the *CreditNow!* AutoProcessor, and how to install and uninstall the software on your computer system.

Minimum and Recommended System Requirements

Minimum System Requirements

The AutoProcessor **requires**:

- A minimum of 256 Mbytes of memory
- A TCP/IP address for the computer where the AutoProcessor is installed
- A U.S. Robotics modem

The AutoProcessor runs on any of the following platforms:

- NT 4.0
- NT 2000
- XP

For initial installation, you'll need approximately 10 Mbytes of hard disk space.

You should install Internet Explorer 5.5 (or better) with 128-bit encryption.

Recommended System Requirements

For the best performance, use Windows NT 4.0, 2000, or XP, with a minimum of 512 Mbytes of memory.

You should keep a minimum of 100 Mbytes of free disk space to ensure a long-lived and trouble-free installation.

Additional information about system requirements is available at www.AuricSystems.com.

Important Information

Your processing service has its own minimum operating requirements. Contact your processing service directly for more information.

Installing the AutoProcessor

Installation Options

The AutoProcessor requires an **active TCP/IP** connection.

The AutoProcessor always installs in the demonstration (demo) version. In the demo version, transactions aren't sent anywhere. The demo is excellent for trying out configuration options and AutoProcessor operations without affecting real transactions. After you've completed and tested the configuration, you can switch to the live version (see page 64). In the live version, transactions are really sent to the processing service.

Once you install the live version of the AutoProcessor, you **can't switch back** to demo; you have to completely reinstall the AutoProcessor.

During installation, you can install the AutoProcessor and its management tools (the Viewer) at the same time or separately. If you decide to install only the AutoProcessor, you can always install the management tools later on, whether on the same computer or a remote computer or both (see the *CreditNow! AutoProcessor Management Tools Manual*).

At any time after installation, you decide whether to install the AutoProcessor as a service (see "Chapter 5. Running the AutoProcessor As a Service" on page 65). When you first install and configure the AutoProcessor, Auric Systems International strongly recommends that you run the AutoProcessor as an application (not a service).

Installation Procedure

1. Begin the installation from the Auric Systems International web page (www.AuricSystems.com). Go to Downloads and follow the instructions for downloading the CreditNow! AutoProcessor.

2. The following screen appears:

The Viewer requires a
password; the
AutoProcessor doesn't.
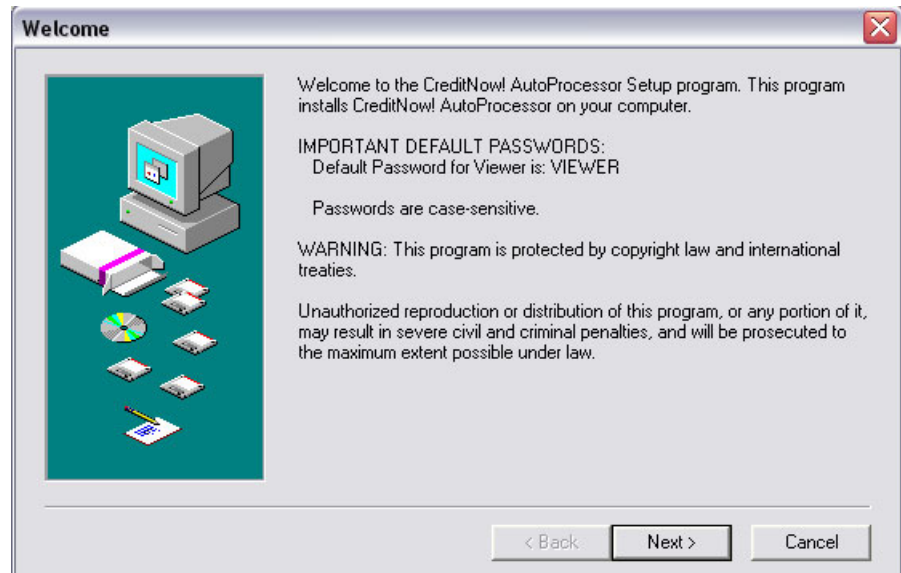
3. Click on | Next > | to view:
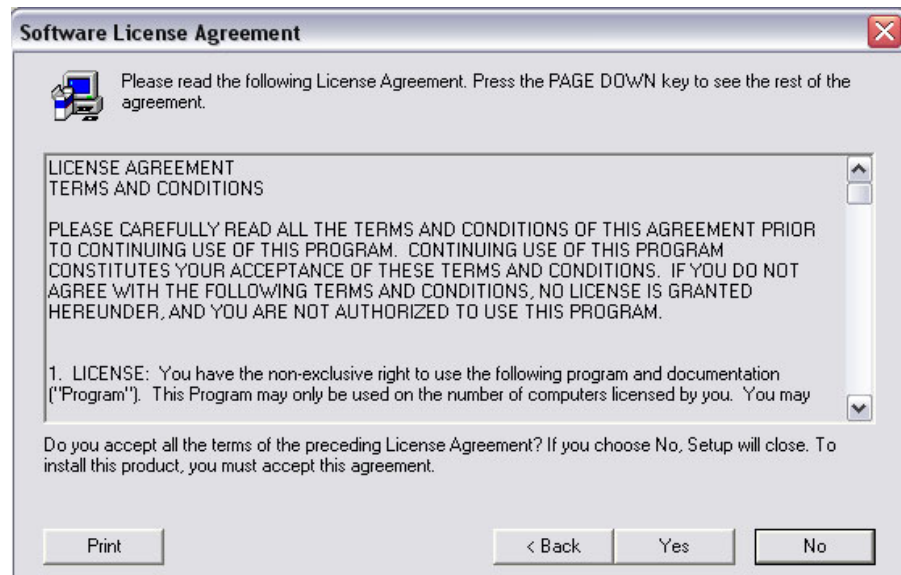
4. Read the license screen. Print it if you like. Click on | Yes |
    to accept the license and to view a screen like the following:
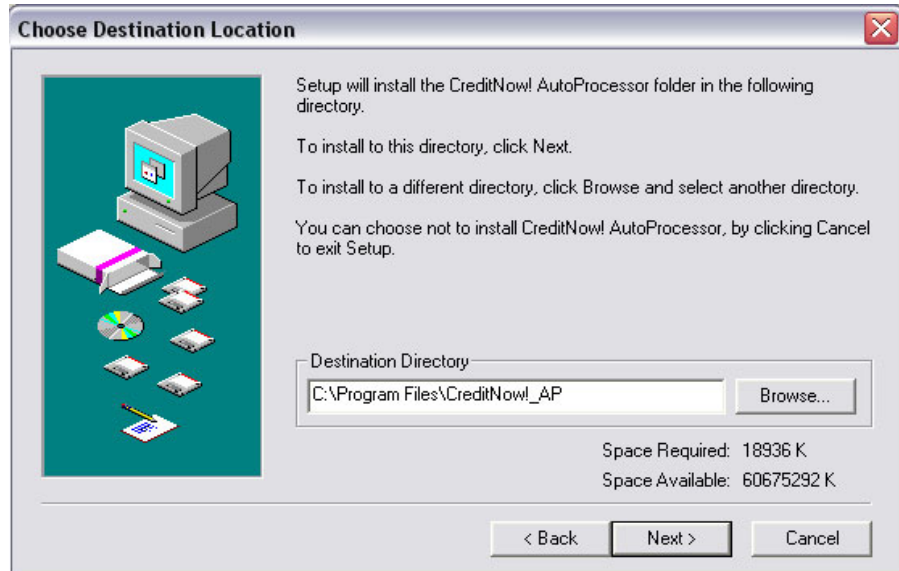
The Space Required and Space Available figures let you know if you have enough space on your computer to install the AutoProcessor. If you don't, cancel the installation until you have enough space.

5. Click on [Next >] to view a screen like the following:
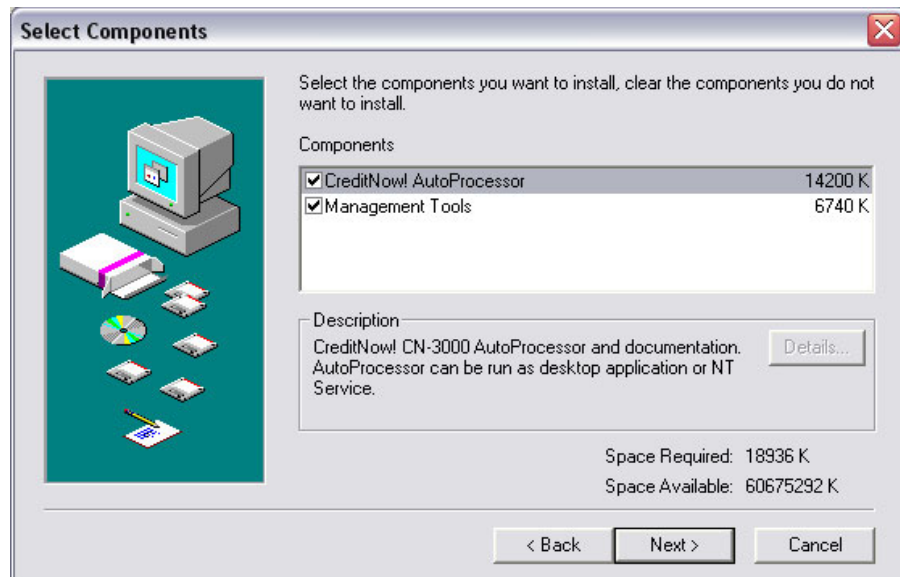
6. Do one of the following:

If you install just the AutoProcessor, you may want to install the Viewer later, When you're ready to do that, open the installer file, and repeat this installation procedure from Step 1. At Step 6, remove the check-mark next to CreditNow! AutoProcessor but leave the check-mark at Management Tools. Go on to Step 7.

- To install both the AutoProcessor and the Viewer on the same computer, go to Step 7.

- To install just the AutoProcessor, click on the box next to Management Tools to remove the check-mark; then go to Step 7.

7. Click on [Next >] to view a screen like the following:

Select Program Folder

Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the Existing Folders list. Click Next to continue.

Program Folder:

CreditNow! AutoProcessor

Existing Folders:

Accessories
Administrative Tools
Adobe
AT&T Connection Services Manager
Avance Sound Manager
CN!Express AutoProcessor

[< Back] [Next >] [Cancel]
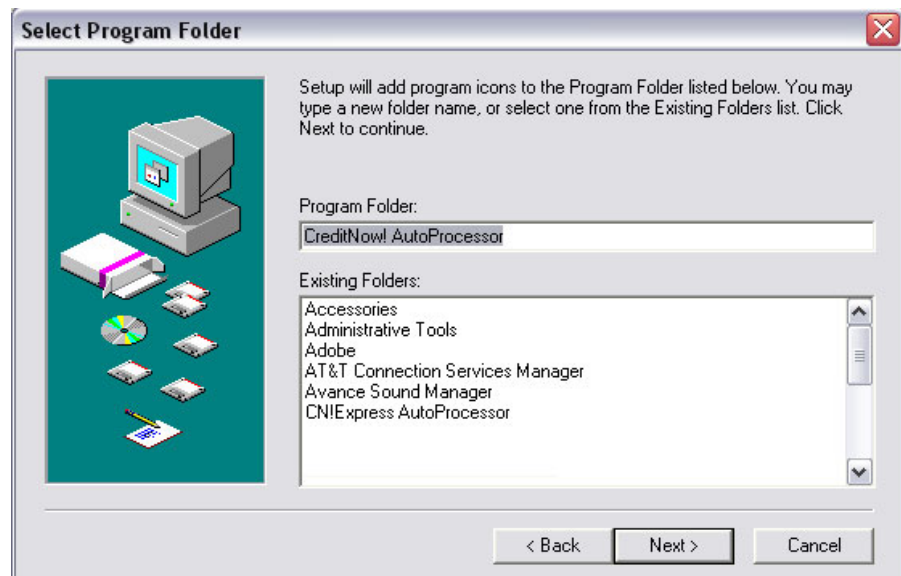
8. Click on [Next >] to view a screen like the following:
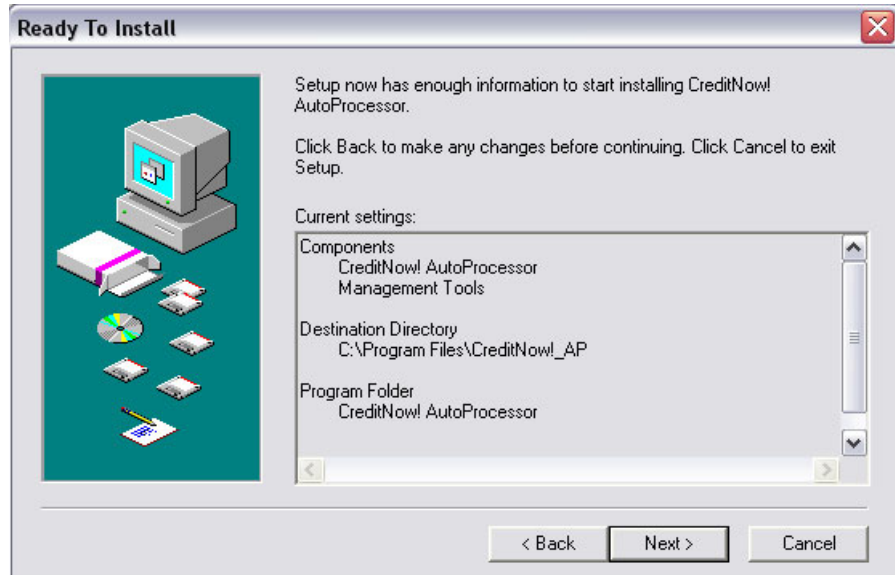
9. Click on [Next >] to view:
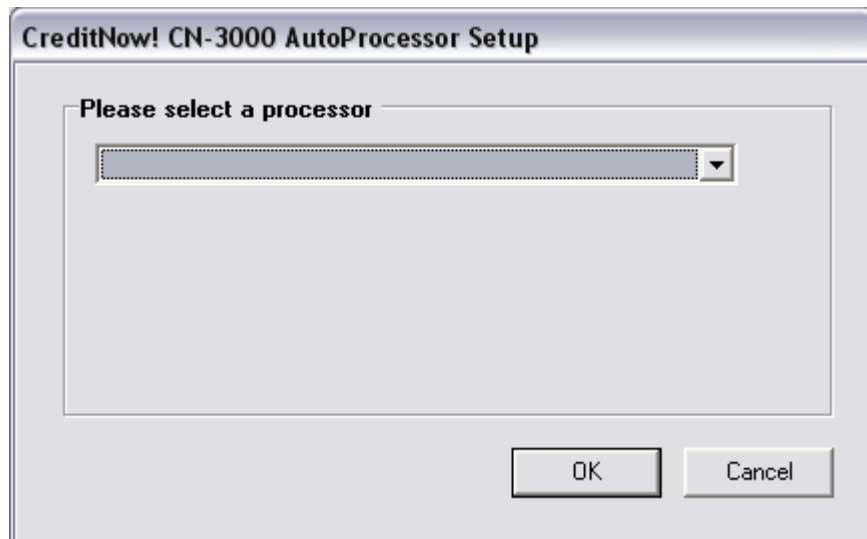
10. Select your processing service. You may select only one processing service.

11. Click on [OK] to view:

12. Click on [Next >] to view:

13. Click on [Close]
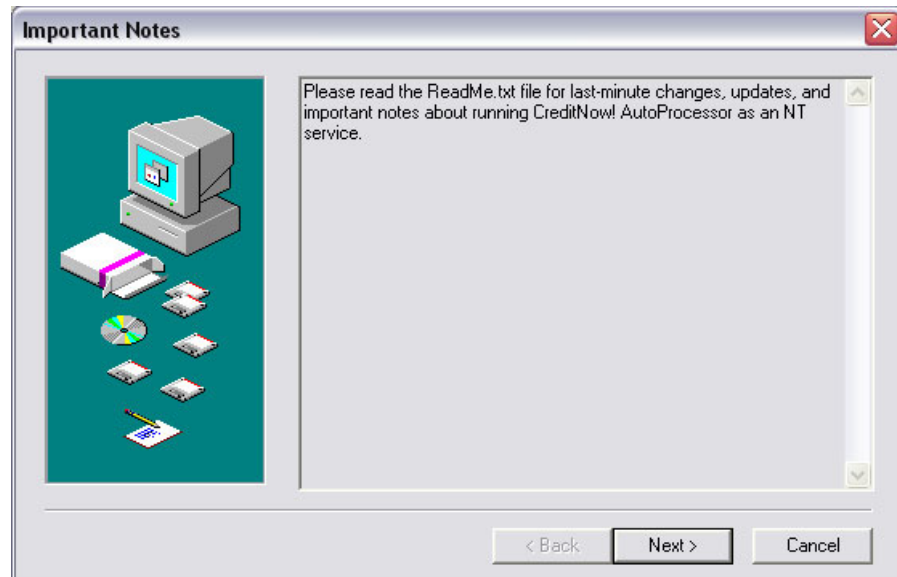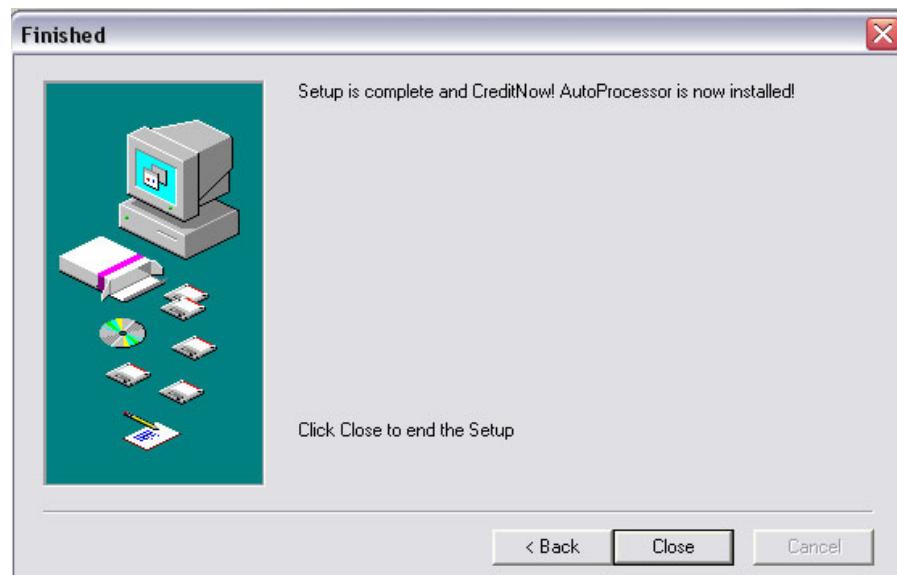
The AutoProcessor is now installed. The Viewer is also installed, unless you decided against installing it at Step 6.

Starting the AutoProcessor the First Time, As an Application

When you start the AutoProcessor, it's ready to process files immediately. ***You should not send import files to the AutoProcessor until you've configured it*** as explained in Chapter 4. Otherwise, the files may be rejected or processed in ways you didn't intend.

1. Click on **Start**

2. Click on Programs

3. Click on CreditNow! AutoProcessor.

4. Click on CreditNow! AP to view a screen like the following:
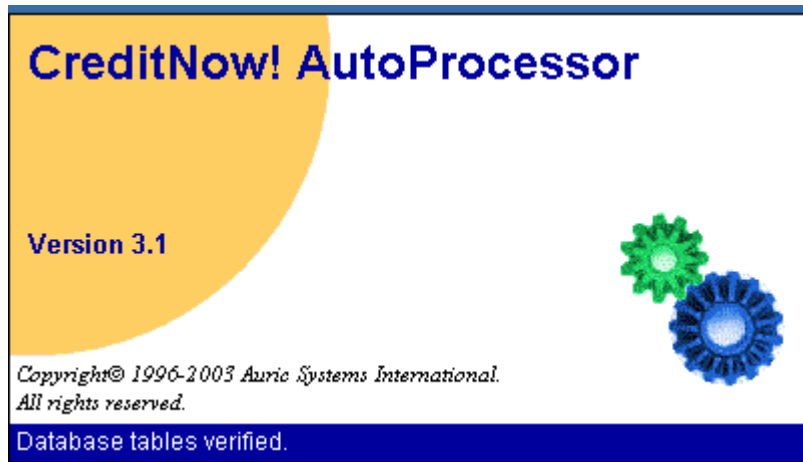
5. The main screen appears:
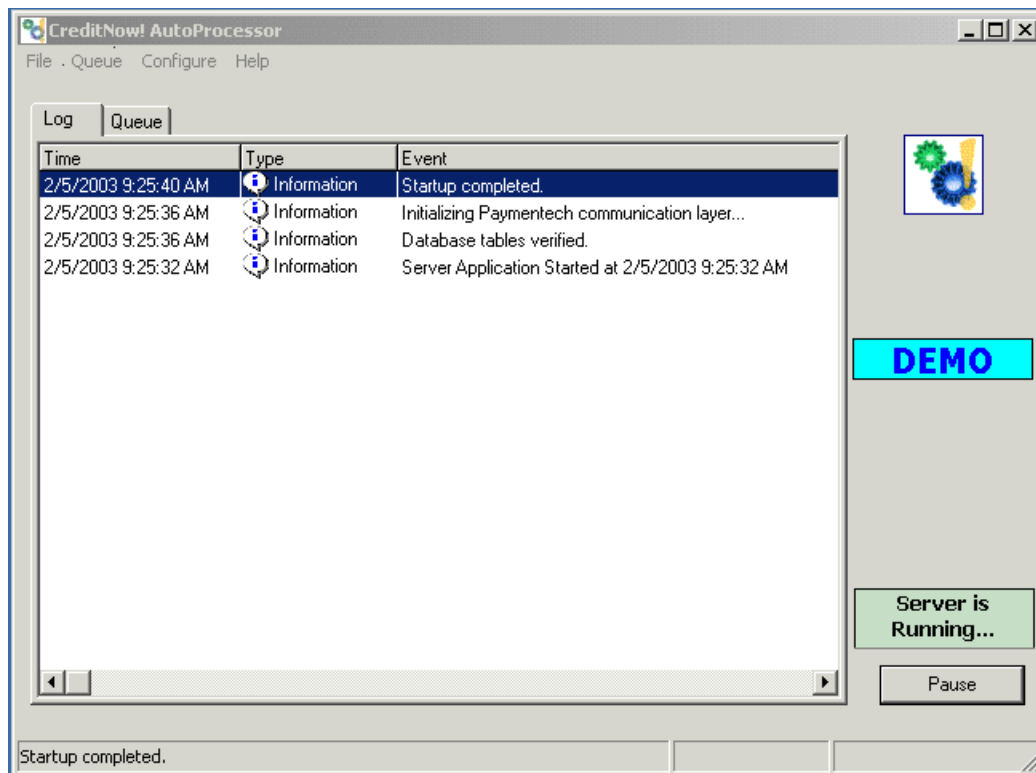
The AutoProcessor is running.

6. Click on [Pause]

The AutoProcessor is now ready for configuration.

Uninstalling and Reinstalling the AutoProcessor

If the AutoProcessor and management tools are on the same computer, when you uninstall the AutoProcessor, you automatically uninstall the Viewer.

Management tools on a remote computer aren't automatically uninstalled but they won't operate without the AutoProcessor.

You can switch from demo to live or update the AutoProcessor without uninstalling and reinstalling. But if you want to switch from a live version of the AutoProcessor to a demo, or if you want to completely replace or delete the AutoProcessor, you *must* uninstall first. You can't simply copy over an old version.

To uninstall the AutoProcessor:

1. Shut down the AutoProcessor by clicking on File, then Exit; or remove the service, if the AutoProcessor is installed as a service.

2. Open Windows Explorer.

3. Under Program Files, delete the entire CreditNow!_AP directory.

To reinstall the AutoProcessor, use the installation procedure described earlier in this chapter.

Chapter 3. Understanding the *CreditNow!* AutoProcessor

The AutoProcessor automatically sends transactions to your credit card, purchase card, and check processing service.

This chapter explains how the AutoProcessor handles each transaction, defines important terms used throughout this manual, and describes the main *CreditNow!* AutoProcessor screen.

In the next chapter, you'll use this information to set up the AutoProcessor so that it receives, formats, and sends transactions in the way you want.

What Does the AutoProcessor Do?

When a customer orders a product through a website—or an interactive voice response system, or any other automated system—the customer starts a sales transaction. Information about the transaction is automatically stored as one record in a database or other external application. Eventually, it must be sent to your processing service so that the processing service can move money from the customer's account and into the merchant's account to complete the sale. In the past, you had to manually send the transaction to the processing service.

A *delimited text file* is a simple ASCII text file; information in the file is separated by a delimiter, such as commas or tabs.

Now the AutoProcessor is ready to take over and automatically submit a variety of transactions to your processing service. All it requires is an external application that can store transactions in a delimited text file. Here's what happens:

The AutoProcessor works only with applications that create delimited text files, with a .IMP extension. However, the applications don't have to be running on the same computer as the AutoProcessor; they don't even have to be Windows or NT-based.

1. The external application creates a delimited text file (.IMP) containing the records for any number of transactions.

2. The external application places that file in the AutoProcessor's IMPORT directory.

3. The AutoProcessor receives (*imports*) the text file from the IMPORT directory and stores all the records in its own database. It identifies transaction records that are improperly formatted and also stores them in a separate file (.WRN in the WARNING directory).

    Depending on how you configured the AutoProcessor to handle imports, it either deletes the original .IMP file or changes its extension to .DNE.

4. The AutoProcessor sends all transactions to your processing service.

5. The processing service processes the transactions; authorizes, approves, or declines each one; and finally sends its response back to the AutoProcessor.

The AutoProcessor waits a minimum of 5 minutes for the download from the processing service. If there's no download, the AutoProcessor waits and tries again. It continues waiting and re-trying forever.

    When the AutoProcessor downloads the transactions from the processing service, they're stored in a temporary directory until the download is complete. Then the AutoProcessor reads the files.

6. The AutoProcessor updates its database with the information received from your processing service. It then formats the updated

transaction records to match the requirements of your external application.

7. Depending on how you configured the AutoProcessor to handle exports, one of the following occurs:

   • All transactions (approved and declined) are placed in a .EXP file. The file is stored in the EXPORT directory.

   • The AutoProcessor splits approved transactions from declined transactions.

     The declined transactions are placed in a file with a .BAD extension (along with an indication of why they failed). That file is stored in the DECLINE directory.

     The approved transactions are placed in a file with a .OK extension. That file is stored in the EXPORT directory.

8. The external application reads the exported file(s).

The AutoProcessor automatically keeps importing, submitting and exporting until you tell it to pause or exit. You can use any text editor to view any file (including .DNE, .EXP, .BAD, and .OK).

The following flow chart describes how the AutoProcessor (AP) handles one batch file. In reality, the AutoProcessor handles many files and transactions at the same time. It simultaneously imports one file, submits another file, and exports yet another file.

❶ and **❷**
External application creates delimited text file (.IMP) and places it in AP's IMPORT directory

❸
AP imports all records into its internal database (and also creates a .WRN file of improperly formatted records)

The Viewer monitors all the AutoProcessor's activities from Step 3 through 7.

❹
AP sends all transactions to processing service

AP either deletes .IMP file or saves with .DNE extension

❺
Processing service processes all transactions

❻
AP receives response and updates its records

❼
AP places file in EXPORT/ DECLINE directories*

❽
External application reads export file(s)

*You configure AP to either export all transactions in a single text file (.EXP); or first split successful (.OK) from declined transactions (.BAD), then export both text files.

Understanding Delimited Text Files

The external application sends information about transactions in a delimited text file. The file may contain information about one transaction or thousands.

Each single transaction is called a record; for example, "Record 1" below shows a sale transaction of $258.98 to credit card number 5240-1519-1015-1570, which has an expiration date of November 2003. Each item of information within the record is a field; for example, the amount of the sale ($258.98) is one field and the expiration date of the credit card (11/03) is another field. Each field is separated by a delimiter (usually, a tab) and is usually surrounded by quotes. A typical delimited text file looks like this:

Field (everything inside quotes)   Delimiter (tab)   Quotation mark

Record 1 →
Record 2 →

```
"5240-1519-1015-1570"    "11/03" "258.98"            "Linda" "Poole"
"5191-4090-3756-0100"    "11/02" "87.03" "Harry" "Bratton"
"5191-4090-3756-0100"    "12/02" "104.48"            "Carl"  "Malone"
```

You set up the AutoProcessor's import files (including delimiter and types of fields) to match the requirements of your processing service. You also set up the export files to match the requirements of your external application. Once you set up these formats, the AutoProcessor automatically applies them.

Understanding AutoProcessor Terms

The following definitions appear in alphabetical order. They include answers to questions you may have about the way the AutoProcessor works. For example, if you'd like an explanation of all file extensions, see "File directories and extensions" below.

Actions　　The following table lists:

- The actions that the AutoProcessor supports

- The standard AutoProcessor abbreviation for the action

The table also includes a column where you can write the term your processing service uses for the action. For example, a Refund/Credit authorization might be called a "refund" by your processing service.

Import Action	Abbreviation	Term Used by Your Processing Service
Authorization	A	
Conditional Deposit	S or C	
Deposit	D	
Refund/Credit	R	

Archive　　The AutoProcessor archives any part of the processed transactions file that you choose. It writes the transactions to an external file with a .CNA extension, and stores the file in the ARCHIVE directory.

Batch　　Batches are delimited text files containing transactions. The files are generated by another application, such as a point of sale or order entry application. These applications don't have to be running on the same computer as the AutoProcessor; they don't even have to be Windows or NT-based applications. Any application capable of creating a delimited text file can present credit card, purchase card, or check transactions to the AutoProcessor.

Close batch or settle　　The AutoProcessor works primarily with processing services configured for automatic settlement. At some predefined time each day (usually at midnight or at the close of the business day) all open captured transactions are automatically settled. You don't have to perform a manual "Close Batch" or "Settle" operation.

Communication files   An external application can send a communication file to the AutoProcessor to tell it to resume working (ONNOW.CN!) or pause (OFFNOW.CN!). The AutoProcessor automatically deletes these files after they serve their purpose.

Directories   For a list of the AutoProcessor's default directories and the types of files they contain, see "File directories and extensions" below.

Done files   When the AutoProcessor finishes importing a file into its database (see "Import file and directory" below), it either deletes the file or saves it with an extension of .DNE for *done*. During configuration, you decide whether the AutoProcessor creates a done file.

Export file and directory   The processing service processes the transactions and sends the results to the AutoProcessor. The AutoProcessor updates its database with this information, then prepares the processed transactions for export.

The AutoProcessor remembers the name of the import file that contained the original transactions. It places the processed transactions in a file with the same name; only the extension changes. For example, transactions imported from a file named ABC.IMP are exported to a file named ABC.EXP.

You configure the AutoProcessor to prepare the export file in one of two ways:

- Either it places approved and declined transactions in one file (.EXP)

- Or it places approved transactions in one file (.OK) and declined transactions in another file (.BAD). Then it exports both files. The .BAD file lets you quickly find transactions that need follow-up action, without searching a large .EXP file for a few declined records.

By default, the AutoProcessor is set up to split approvals from declines.

File directories and extensions

The AutoProcessor processes many files. You can read and edit any file with any text editor or word processor (except for the communication files). Throughout this manual, it's assumed that files are being stored in the default directories, under the default file extensions. (For information on changing the defaults, see Chapter 4.) The following table defines the default file extensions and directories:

Extension	Type of File	Found in This Directory . . .
.BAD	Export file containing declined transactions (approved transactions are in the .OK file)	DECLINE
.CN!	Communication file	(automatically deleted)
.CNA	Archive file	ARCHIVE
.CSV	Batch summary report files, generated whenever batch results are exported	BATCHREPORTS
.DNE	Import file of transactions, exactly as received from an external application (optional; renamed after import).	IMPORT
.ERR	Error file created if the import procedure fails for some reason; for example, if you changed a directory name using Windows Explorer instead of the AutoProcessor's Configure menu	IMPORT
.EXP	Export file containing approved, and declined transactions; the external application reads this file	EXPORT
.IMP	Import file from an external application	IMPORT (until AP automatically deletes it or changes the extension to .DNE)
.LOG	Log files, including the AutoProcessor's daily record of its own activities and the batch, FTP protocol, and exceptions logs.	LOG
.OK	Export file containing approved transactions only (declines are stored in the .BAD file)	EXPORT

Extension	Type of File	Found in This Directory . . .
.WRN	File containing imported records that were improperly formatted	WARNING

File names   The AutoProcessor remembers the name of the import file and uses this name for all other files; only the extension changes. For example, the import file ABC.IMP becomes ABC.EXP, ABC.BAD, ABC.OK, and so on. If there is already a file with the same name in the same directory, the AutoProcessor automatically adds a number to the file name to make it unique. For example:

- ABC.DNE

- ABC_001.DNE

- ABC_002.DNE

Duplicate names may still cause problems later on (see "Chapter 7. Maintaining and Troubleshooting" on page 93).

This numbering process continues for over two billion files (ABC_2147483647.DNE). If you somehow exceed this number, a warning message appears. However, you can avoid the problem either by giving your import files unique names or by regularly backing up (and clearing) your IMPORT directory.

Import file and directory   The external application places a delimited text file (.IMP) in the AutoProcessor's IMPORT directory. The AutoProcessor stores the contents of this file in its internal database and submits the transactions one-by-one to your processing service. (You can configure the AutoProcessor to either delete the original .IMP file or save it with a .DNE extension.)

By default, the AutoProcessor is set up to look in the IMPORT directory for the delimited text files. The import directories can be on a remote machine or file server.

Log file   The AutoProcessor keeps a record of its own operations each day in a log file (a basic ASCII text file with the extension .LOG, which it stores in the LOG directory). This file tracks such events as pause, resume, import, and export. A new file is created each day. The Log screen shows the 200 most recent events.

You may also turn on debugging and monitoring logs to help with troubleshooting. However, these logs may slow down your overall payment processing and consume large amounts of disk space. They should be used with caution.

Processed transactions file   The AutoProcessor keeps track of transactions that are processed by your processing service, with information about the amount and type of transaction and similar details (depending on the processing service). These records are kept in a processed transactions file, which is used for summaries and summary charts on the AutoProcessor Viewer. You may archive any part of this file. This file is *not* the same as the .LOG file in the LOG directory (see "Log file" above).

Settle   See "Close batch or settle" above.

Warning file   As part of the import process, the AutoProcessor checks the file for transaction records with formatting errors or missing required information. The AutoProcessor writes an entry to the log file and on the Log screen. It saves the records in a warning file (a basic ASCII text file with the extension .WRN) and stores them in the WARNING directory. The records also go to your processing service, which either accepts or declines them. They're then treated like any other export.
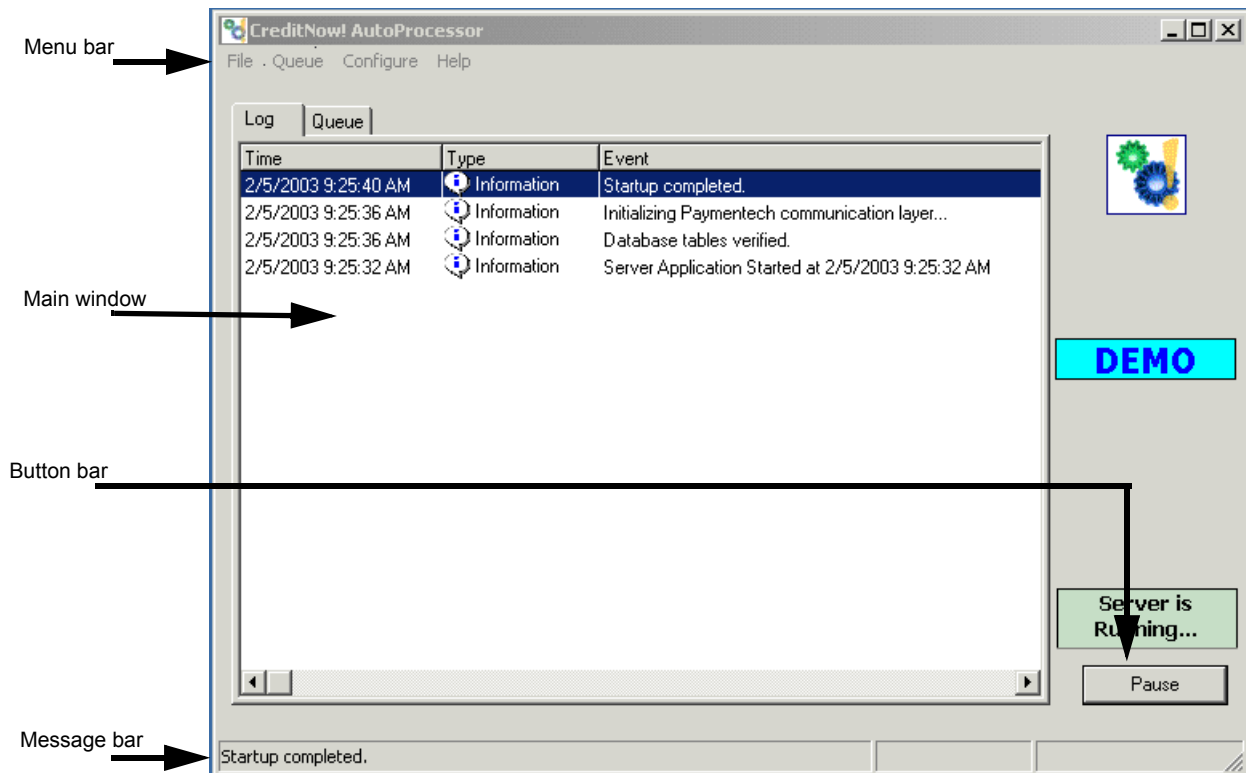
Understanding the AutoProcessor Screen

If you're using the demo AutoProcessor, the word **DEMO** appears under the AutoProcessor logo on the screen.

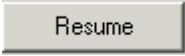The main *CreditNow!* AutoProcessor screen contains four parts:

- Menu bar

- Main window

- Button bar

- Message bar

Menu bar →

Main window →

Button bar →

Message bar →

Some of the menus may not be available until you pause the AutoProcessor (for example, you can't configure while the AutoProcessor is working). The following table describes the menus:

Click on This Menu . . .	To Select from These Tasks . . .
File	Archive files Verify (and Repair) files Optimize data tables Close the AutoProcessor window Exit the AutoProcessor
Queue	Pause processing Resume processing Check Response Files Now Download Any File Resend Batch Remove Batch from the queue
Configure	Change Directories where files are stored Set up files for Imports Set up files for Exports Enter or change Serial Number and Activation Key Change Processor Settings Use Remote Utility Communication to change server port settings Change Options
Help	View and print this User Manual View and print Field Reference View and print Management Tools Manual (Viewer) Get Acrobat Reader Generate a Configuration Report Access the Auric Systems International Home Page Find information About the AutoProcessor (including serial number and activation key) Maintenance Contract (live AutoProcessor only)

There's one button on the main *CreditNow!* AutoProcessor screen; it toggles:

Click on . . .	*To . . .*
Resume	Start the AutoProcessor working (if this button is showing, the AutoProcessor is paused and won't resume processing until you press the button)
Pause	Temporarily stop the AutoProcessor (if this button is showing, the AutoProcessor is already working and won't stop until you press the button)

Chapter 4. Configuring and Testing the AutoProcessor

The main tasks in setting up the AutoProcessor are:

- Configure remote utility communication

  Under certain circumstances only, you change the default IP address and port that the AutoProcessor uses.

- Configure processor settings

  You enter the information the AutoProcessor needs to communicate with your specific processing service; this information is provided by your processing service.

- Configure imports

  You tell the AutoProcessor what type of information it should expect from your external application and in what format.

- Configure exports

  You tell the AutoProcessor what type of information it should send to the external application and in what format.

- Configure directories

  You change the default directories where files are stored.

Configuration goes more smoothly if you try out the different options first using the demo AutoProcessor. You can then switch to the live version, as explained later.

- Configure options

  You decide whether to start the AutoProcessor in paused (not processing) mode, whether to change the default file extensions, and whether to use file polling.

This chapter describes how to configure the AutoProcessor, then test your configuration. It also explains how to switch from the demo version to the live version of the AutoProcessor.

Preparing for Configuration

Using the Demonstration Version and Running the AutoProcessor As an Application

When you're configuring the AutoProcessor for the first time, it's best to work in the demonstration version and to run the AutoProcessor as an application (not a service). After you complete the configuration, you can test it without really sending transactions to your processing service. When you're satisfied with the configuration, you can switch from demo to live and install the AutoProcessor as a service.
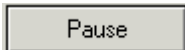
Sending Files from the External Application to the Live AutoProcessor

You must configure imports and exports *before* your external application starts sending files to the AutoProcessor. Otherwise, the AutoProcessor will import the files and either immediately reject them or process them in ways you don't want. When you switch from demo to live, the AutoProcessor remembers the configuration you set up in the demonstration version; it uses that configuration.

Pausing the AutoProcessor

You can't configure imports and exports if the AutoProcessor is working. The choices on the Configure menu are disabled (you can't select them).

Therefore, make sure the AutoProcessor is paused; if necessary, click

on   [Pause]

Checking the Extension on Your Files

If the AutoProcessor is not importing your files, check the file extensions. The file name must end with the correct file extension for each type of file. Suppose the AutoProcessor is set up to use the default file extension (.IMP) for imports. In that case, the following file names are all acceptable for import files: ABC.IMP or ABC.FFF.IMP or ABC_FFF.IMP.

But the following file names are *not* acceptable: ABC.FFF or ABC.IMP.FFF or ABC_FFF. The AutoProcessor refuses to import files that don't have a .IMP extension.

If your computer is set up to hide extensions, you won't be able to check the file names. With "hide extensions" in effect, a file that is named ABC.IMP.FFF is listed on screen as ABC.IMP. The file name looks right, but the AutoProcessor rejects the file because its real (hidden) extension is .FFF, not .IMP.
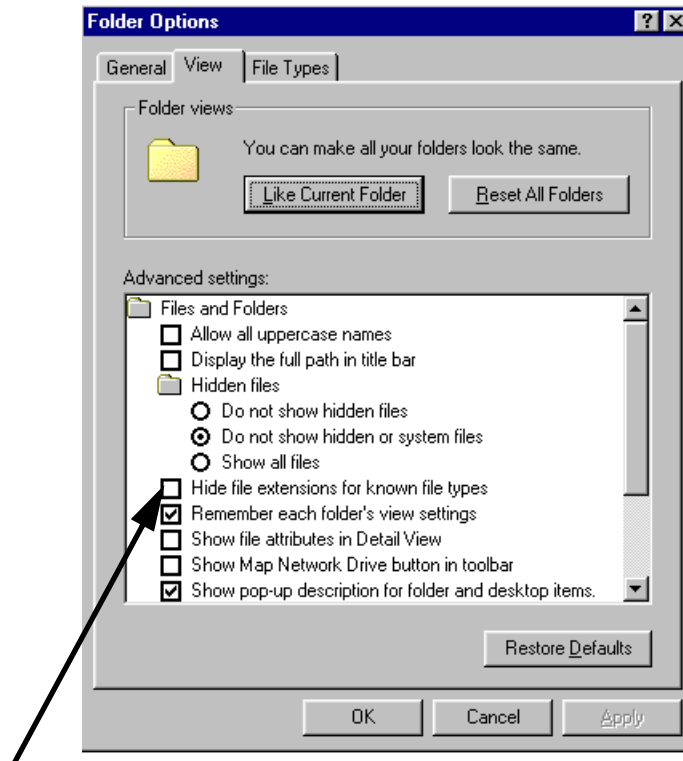
To show and check the extensions on your files:

1. Click on **Start**

2. Click on Programs

3. Click on Windows Explorer.

4. Click on the C: drive.

5. On the Tools menu, click on Folder Options to view a screen like the following:
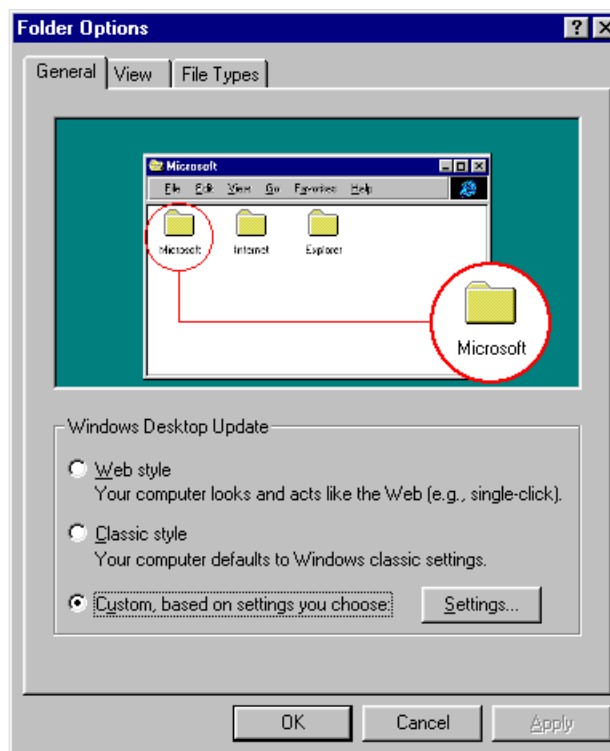
6. Click on the View tab to view:

7. Make sure the Hide file extensions box is empty; if there's a check-mark, click on the box to remove the check-mark.

8. Click on [OK]

9. Using Windows Explorer, check the file extensions on your files in the AutoProcessor's IMPORT directory.

10. If necessary, rename the files so they only have one extension.

Configuring Currencies

The examples in this manual always use U.S. dollars. To transact business in other currencies (for example, Euros), change your processor settings. The AutoProcessor and its management tools automatically use and display your chosen currency.

Understanding Fields

The AutoProcessor imports and exports fields, such as account number or order date, containing information about each transaction. For more information about the fields available with your processing service:

1. Click on Help.

2. Click on Field Reference.

You can't access the field reference while you're configuring exports and imports. Therefore, you may want to leave it open or print it before you begin configuring.

Using Sample Files

Auric Systems International recommends that you don't delete, edit, or overwrite any of the sample .txt files supplied with the AutoProcessor. If needed, copy and rename the file; then work with the copies.
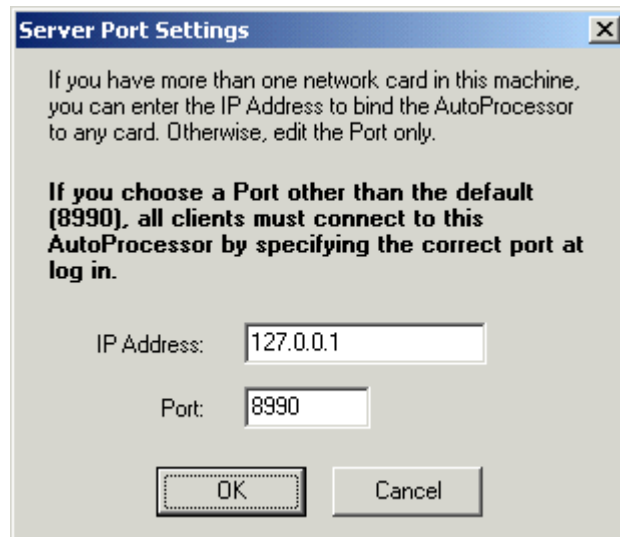
Configuring Remote Utility Communication

The AutoProcessor comes with default server port settings that should work fine unless you have special requirements. You might need to change the port settings, for example, if another server program is already using the same port settings as the AutoProcessor.

However, unless you have special requirements, Auric Systems International recommends that you *do not change* the default settings.

If you need to change the server port settings:

1. Click on Configure.

2. Click on Remote Utility Communication to view:

3. If you have more than one network card, change the IP address to access the specific network card that the AutoProcessor should respond to.

If you have a choice, it's best to keep the default settings.

4. Set the port to the one you want the AutoProcessor to use.

5. Click on [OK]

Configuring Processor Settings

The AutoProcessor needs information about your processing service to communicate with your processing service's computer. This information varies for each processing service. Before changing any processor settings, read "Appendix C. Processor Specific Information" on page 121, and check with your processing service.

Configuring Imports

To simplify the discussion, this chapter assumes a "typical" file that uses a tab for a delimiter and has quotation marks around fields. Your files might be different; see "Configuring an Import File That Isn't Typical" on page 59.

After configuration, the AutoProcessor imports files only if they have a .IMP extension. It refuses to import files with the wrong extension, and it rejects files that don't match your configuration choices.

Your external application sends a delimited text file to the AutoProcessor. Using the Configure Import screen, you tell the AutoProcessor what to expect: the contents of the file and the way it's organized. The AutoProcessor automatically configures the file to meet the requirements of your processing service; it inserts the correct delimiter and removes any unnecessary information (such as quotation marks around the fields). The following procedure makes three assumptions:

- The imported text file uses a tab for the delimiter and arrives with quotation marks around fields.

- You're using one of the sample files and templates supplied with the AutoProcessor to configure imports. (You could use any file of your own with the extension .IMP, .TXT, or .CSV.) Each sample file meets the minimum requirements for a specific processing service.

- You're not importing ICV-style files (and you're not using ICV.AllFields.txt). See "Appendix B. ICVerify (ICV-Style) Files" on page 107, for information on using templates to import (and export) ICV-style files.

The quickest way to configure import files for your processing service is to use the appropriate sample file and template. The following table lists the files and templates provided for each service.

Processing Service	File	Template
CARD SERVICES INTERNATIONAL LINKPOINT	csiLinkPoint.txt	Card Services International: LinkPoint
FIRST NATIONAL MERCHANT SOLUTIONS BAS	fnms.txt	First National Merchant Solutions: BAS
PAYMENTECH	ptech.txt	Paymentech Salem Platform
TRANSFIRST EPAYMENT SERVICES	transfirst.txt	TransFirst ePayment Services

To configure imports:

1. Click on Configure.

2. Click on Imports to view a screen like the following:

3. Double click on a text file, one that can serve as an example for setting up the rest of your text files.
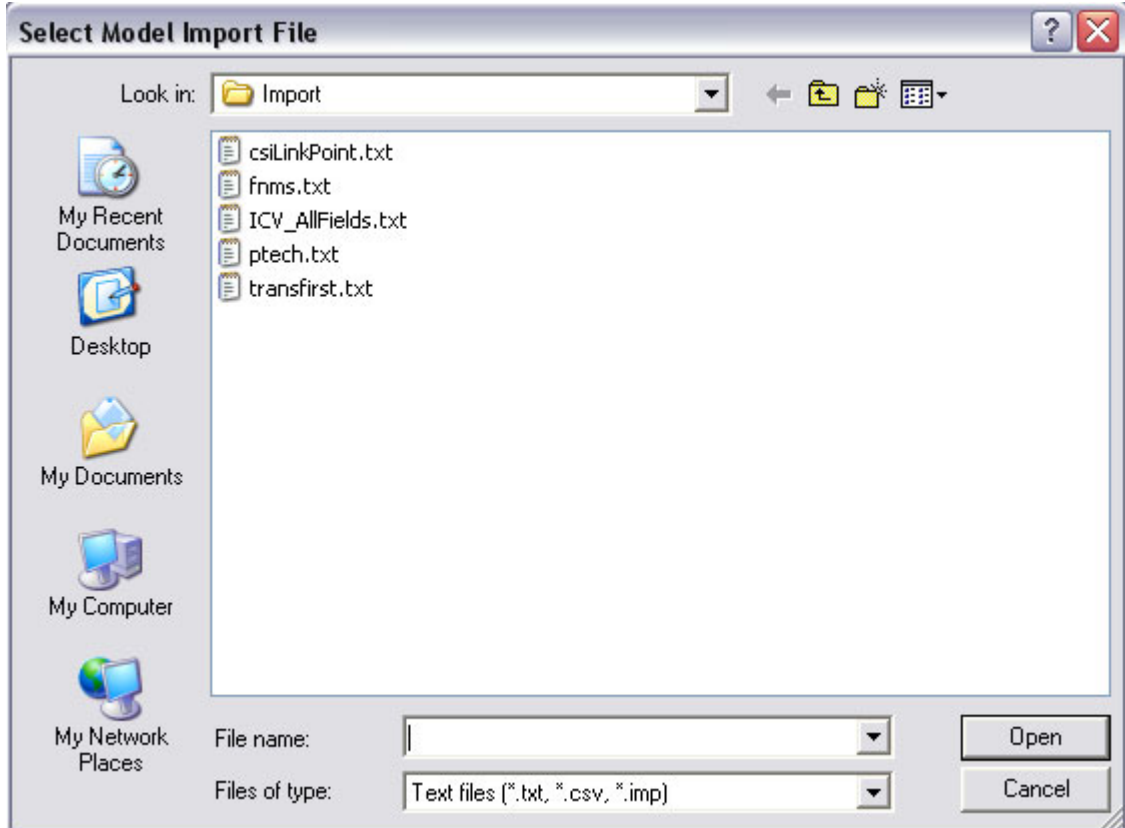
You can configure imports using any file with a .txt, .csv, or .cmp extension; but for actual processing, the AutoProcessor only accepts fiels with an .imp extension.
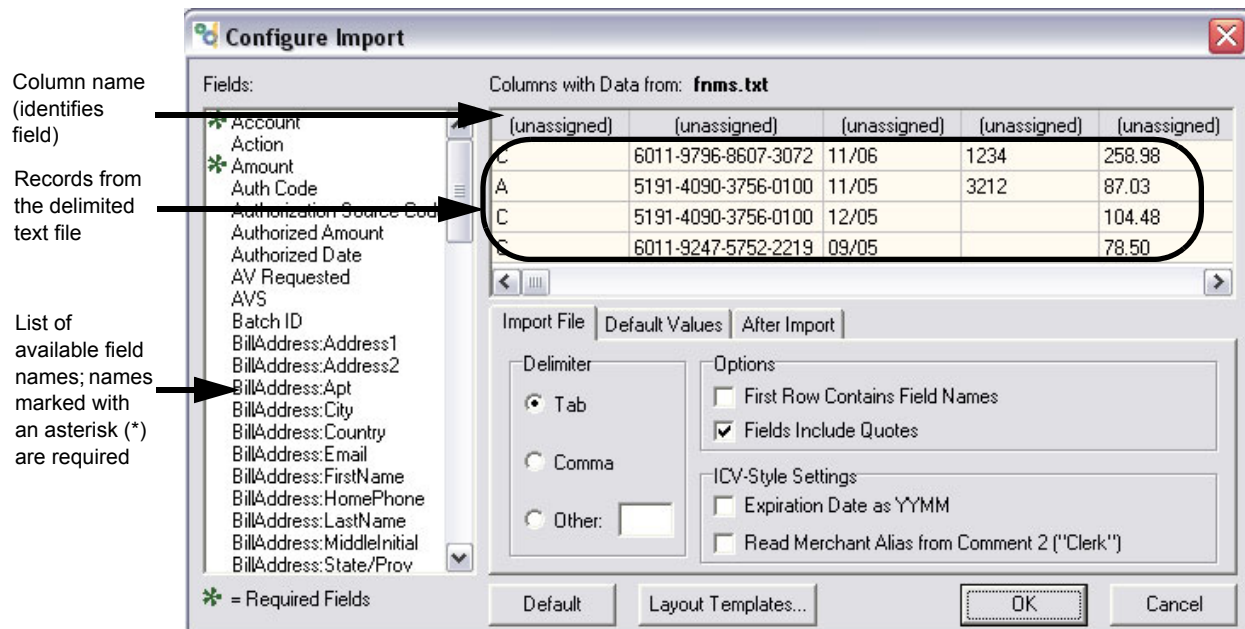
Select the text file that is specific to your processing service :

If Your Processing Service Is . . .	*Double Click on This File . . .*
CARD SERVICES INTERNATIONAL LINKPOINT	csiLinkPoint.txt
FIRST NATIONAL MERCHANT SOLUTIONS BAS	fnms.txt
PAYMENTECH	ptech.txt
TRANSFIRST EPAYMENT SERVICES	transfirst.txt

The file you choose to work with appears on a screen like the following:

Each record is a transaction. The records in your text file appear nicely separated on the screen, with the fields in individual columns. But the fields are not identified. All the columns are labeled "unassigned."

4. Click on [Layout Templates...] to view a list of import templates, including:

   • Card Services International: LinkPoint

   • First National Merchant Solutions: BAS

   • Paymentech Salem Platform

   • TransFirst ePayment Services

5. Double click on the import template that is specific to your processing service to view:
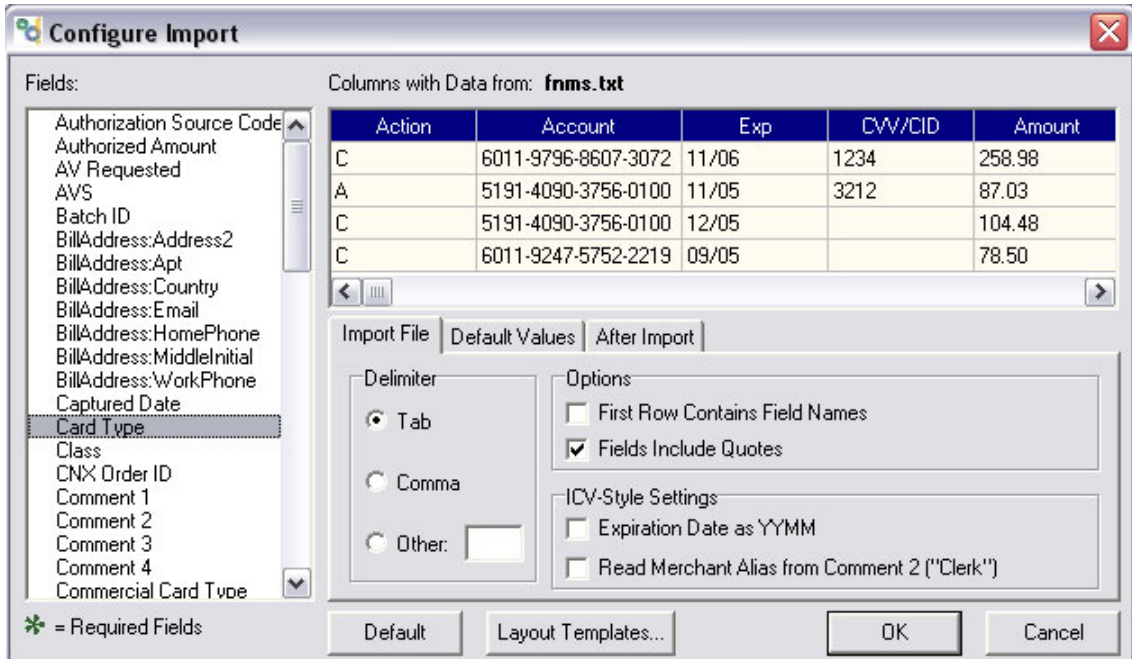
The AutoProcessor assigns the default field order for each column. To complete the formatting of your file, you might have to change or assign field names to columns. For an explanation of all the fields available, see the Field Reference under the main Help menu.

6. To change a default field name, click on a field name in the Fields list, then drag the name to the column.

    If you place your selection over an existing column name (for example, replacing BillAddress with ShipAddress), the old name automatically returns to the Fields list.

    If you don't assign a field name to a column, then that column of information isn't sent to your processing service; unassigned columns aren't imported.

7. Click on the Import File tab to view:

If you assigned an alias when you configured processor settings and want to use the alias, you must place the Comment 2 field name above the column that contains the alias. Then check "Read Merchant Alias from Comment 2 ("Clerk")."
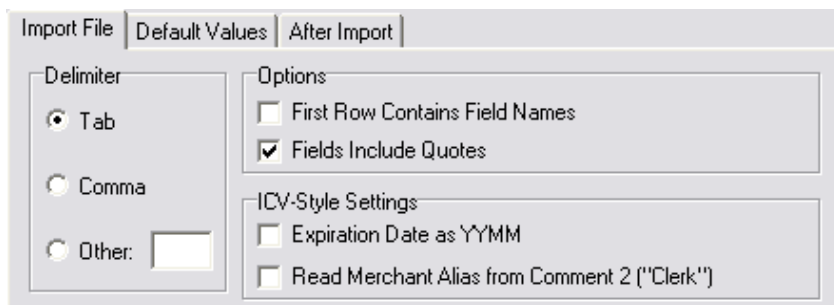
With one exception, you won't fill in the information under ICV-Style Settings. This is for ICV-style files only. However, if you are using aliases, you must place a check-mark next to Read Merchant Alias from Comment 2 ("Clerk").

8. Click on a radio button to identify the Delimiter used by the imported text file. The default delimiter is a tab.

9. If necessary, click on one of the choices under Options to change the default:

Option	If You Keep the Default, the AutoProcessor . . .		If You Change the Default, the AutoProcessor . . .	
First Row Contains Field Names	☐	Assumes that the first row of text is the record of a transaction, not a list of field names.	☑	Assumes that the first row of text contains field names.
Fields Include Quotes	☑	Removes quotes from the data fields in your import file; if quotes exist, they *must* be removed from data fields.	☐	The import file doesn't have quotes around the data fields; therefore, they don't need to be removed.

10. Click on Default Values to view:

11. If your import file doesn't specify an Action field for each transaction, you must set the default Action to one of the choices (such as Authorize or Refund). For example, if you select Refund, every transaction that the AutoProcessor sends to the processing service is considered to be a refund.

If your file specifies an action for each transaction, the AutoProcessor automatically ignores the default.

12. You may need to change other defaults, such as Division ID, Class (merchant default, MOTO, recurring, or E-commerce), Tender (credit card, purchase card, or check), Submitter ID, Prod. Type (for example, gift certificate or shareware), and ECommerce (for example, non-secure or secure). The choices that appear depend upon (a) your processing service and (b) the information you

entered when configuring processor settings (specifically, the submitter and division ID information).

13. Click on Check Fraud to add a check-mark if you want your processing service to automatically check every transaction for fraud. You should first contact your processing service to find out if they offer automatic fraud checking and whether they have any special requirements.The default is no fraud checking.

14. Click on After Imports to view:
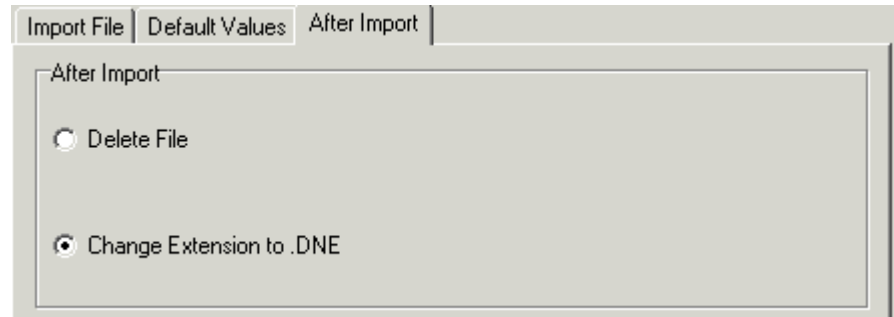
Here you tell the AutoProcessor how to handle the import file after importing it. The default is to change the file's extension to .DNE, and save it.

If you click on the Delete File radio button, the AutoProcessor deletes the file after import.

Auric Systems International recommends creating a done file.

15. When your configuration is finished, click on OK to leave the Configure Import screen.

Configuring Exports

After your processing service approves or declines the transaction, it sends its results back to the AutoProcessor. The AutoProcessor prepares the processed transaction for export to your external application.
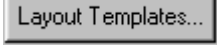
Just as the import file contains only the fields you selected during import configuration, the export file (.EXP, .OK , .BAD) contains only the fields you selected during export configuration.

With the Configure Exported Files screen, you tell the AutoProcessor what type of information (which fields) to export to your external application and in what format. If you don't select a field, the information isn't saved in the export file, even if your processing service included it. For an explanation of all the fields available for export, see the Field Reference under the main Help menu.

If you're exporting ICV-style files, see "Appendix B. ICVerify (ICV-Style) Files" on page 107, for information on using templates.

1. Click on Configure.

2. Click on Exports to view a screen like the following:

3. Click on   Layout Templates...
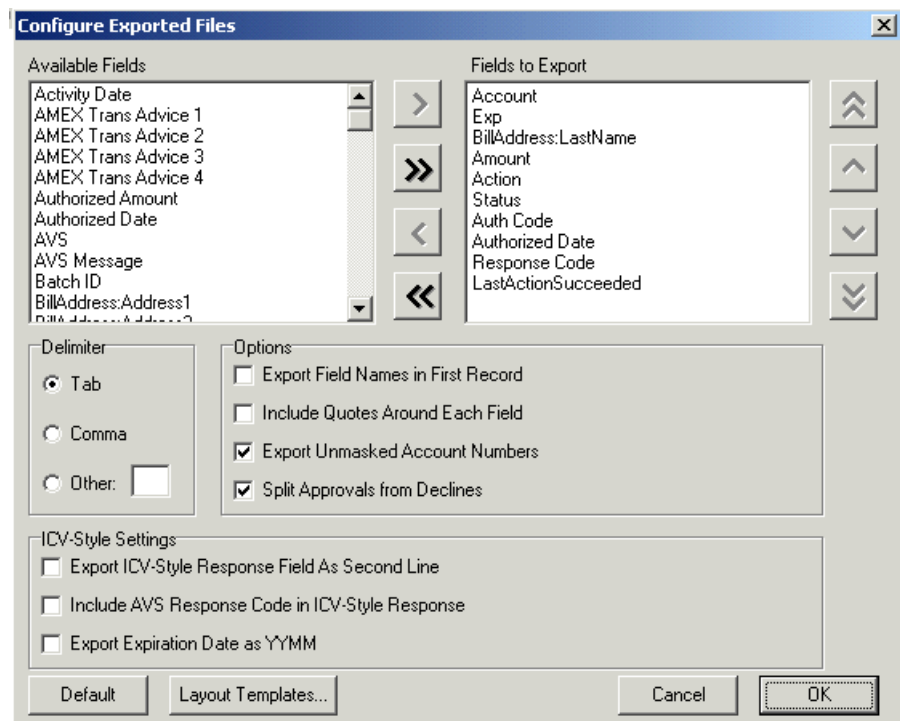
4. Click on the export template that is specific for your processing
    service:

    •   First National Merchant Solutions: BAS

    •   Paymentech Salem Platform

    •   TransFirst ePayment Services

5. Click on   OK

6. There are two main boxes on the Configure Exported Files screen:
    Available Fields and Fields to Export. By default, nine fields are
    exported, as shown in the screen above. You may want to change or
    add to these fields. For example, if you add the Response Text field,
    you'll be able to see why the processing service declined a
    transaction. That information may tell you how to fix your import
    configuration to reduce the number of declines.

    To move a field from one box to the other, select the field by
    clicking on the field name. Then:

Click on . . .	*To . . .*
>	Move the selected field into the Fields to Export box
>>	Move all the available fields into the Fields to Export box
<	Move the selected field into the Available Fields box (that field isn't exported)
<<	Move all the fields into the Available Fields box (no fields are exported)

To select more than one
field at a time, first click on
one field name, then hold
down the **Ctrl** key on your
keyboard and click on any
additional field name(s).

7. The first field shown in the Fields to Export box is the first field to appear in the record for each transaction. To change a field's position, select the field by clicking on the field name. Then:

Click on . . .	To Move a Field . . .
	To the top spot in the box (the beginning of the record)
	Up one spot
	Down one spot
	To the bottom spot in the box (the end of the record)

The AutoProcessor arranges each transaction record to show the fields you chose at Step 3, in the order you chose at Step 4.

To return all fields to their default position (with nine fields listed in their original order in the Fields to Export box), click on

Default

8. If necessary, change the defaults under Delimiter and Options:

Delimiter
- ● Tab
- ○ Comma
- ○ Other: ☐

Options
- ☐ Export Field Names in First Record
- ☐ Include Quotes Around Each Field
- ☑ Export Unmasked Account Numbers
- ☑ Split Approvals from Declines

Step 9 and Step 10 describe the choices offered in each box.

You won't fill in the information under ICV-Style Settings. This is for ICV-style files only.

9. Click on a radio button to choose a Delimiter. The default delimiter is a tab.

10. Click on any of the choices under OPTIONS:

Option	If You Keep the Default, the AutoProcessor . . .		If You Change the Default, the AutoProcessor . . .	
Export Field Names in First Record	☐	Doesn't show the field names for the fields you selected at Step 3	☑	Shows the field names for the fields you selected at Step 3
Include Quotes Around Each Field	☐	Omits quotes around field names	☑	Places quotes around fields
Export Unmasked Account Numbers	☑	Exports the full account number	☐	Exports only the last four digits of the account number
Split Approvals from Declines	☑	Places approved transactions in a .OK file in the EXPORT directory, and declined transactions in a .BAD file in the DECLINES directory	☐	Places all transactions (approved and declined) in a single .EXP file in the EXPORT directory

11. When you've configured your export files the way you want them,

    click on [OK]

    Even if you shut down the AutoProcessor, it remembers your choices.

Configuring Directories

If you change the default directories, make sure your external application knows where to send import files and find export files.

The AutoProcessor is set up with default directories where it automatically sends and receives the appropriate files. If you decide to change these defaults, you may set up or select any directory, as long as the AutoProcessor has read/write privileges to that directory.

You may change directories in either of two ways, by over-typing or by browsing. You can also return to the defaults at any time.

Over-typing

To change the directories by over-typing:

1. If the AutoProcessor isn't already paused, click on [Pause]

2. Click on Configure.

3. Click on Directories to view:

Configure Directories	
Import Directory:	C:\Program Files\CreditNow!_AP\Import
Export Directory:	C:\Program Files\CreditNow!_AP\Export
Decline Directory:	C:\Program Files\CreditNow!_AP\Decline
Warning Directory:	C:\Program Files\CreditNow!_AP\Warning
Log Directory:	C:\Program Files\CreditNow!_AP\Log
Archive Directory:	C:\Program Files\CreditNow!_AP\Archive
Batch Reports Directory:	C:\Program Files\CreditNow!_AP\BatchReports

[Cancel] [Default] [OK]
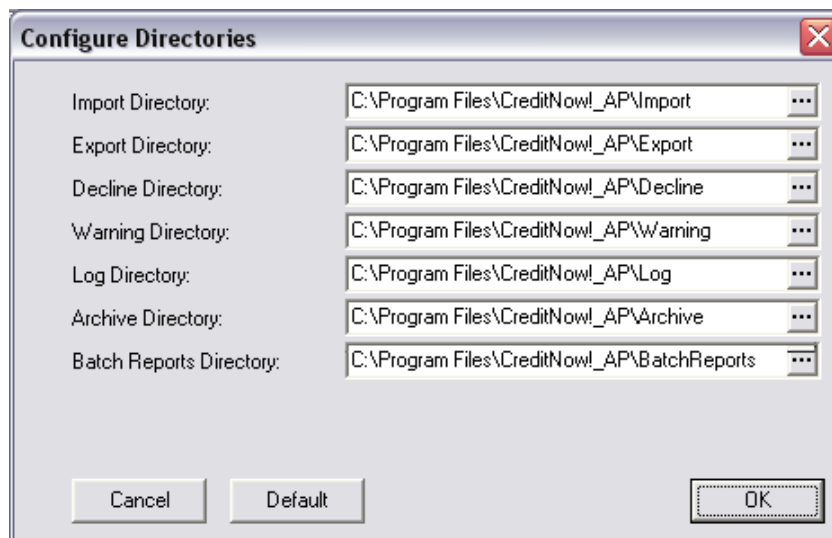
4. Select the name of the directory you want to change (for example, Import).

5. Type in the new directory name.

6. Click on [OK]

The AutoProcessor automatically creates the new directory.

Browsing

To change the directories by browsing:

1. Make sure the new directory already exists on your local or remote system, and that you have read/write privileges to that directory.

2. If the AutoProcessor isn't already paused, click on [Pause]

3. Click on Configure.

4. Click on Directories to view:

Configure Directories	
Import Directory:	C:\Program Files\CreditNow!_AP\Import
Export Directory:	C:\Program Files\CreditNow!_AP\Export
Decline Directory:	C:\Program Files\CreditNow!_AP\Decline
Warning Directory:	C:\Program Files\CreditNow!_AP\Warning
Log Directory:	C:\Program Files\CreditNow!_AP\Log
Archive Directory:	C:\Program Files\CreditNow!_AP\Archive
Batch Reports Directory:	C:\Program Files\CreditNow!_AP\BatchReports

Cancel   Default   OK

Error files (.ERR) and done files (.DNE) are created by copying import (.IMP) files. So when you change the IMPORT directory for .IMP files, you're also automatically changing it for .ERR and .DNE files.
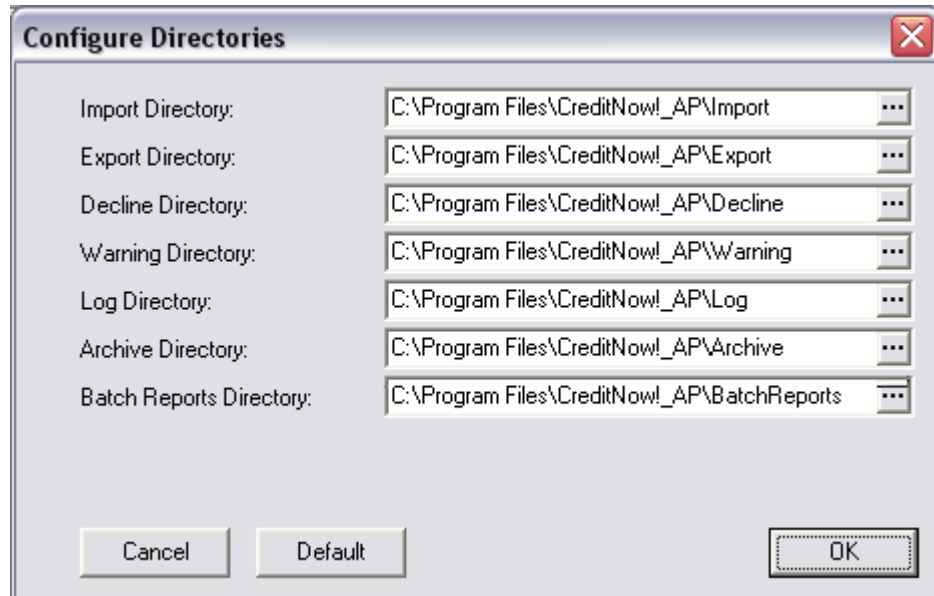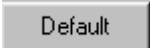
5. Click on [···] next to the directory you want to change to view a screen like the following:
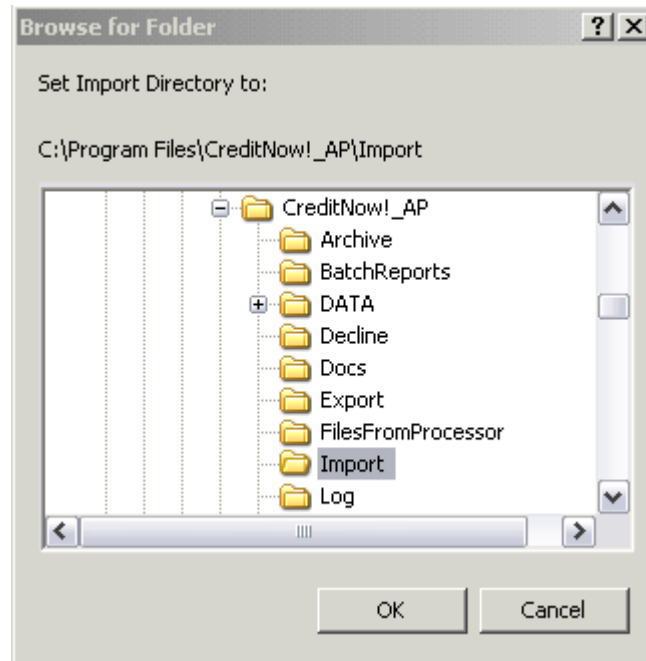
6. Select your new directory.

7. When you're finished, click on [OK]

8. Continue changing directories or click on [OK] again to return to the main *CreditNow!* AutoProcessor screen.

Returning to Defaults

To return to the defaults (the directories in place after you install the

AutoProcessor), click on [Default]

Configuring Options

Turning on additional logs may slow down your overall payment processing and consume large amounts of disk space.

The AutoProcessor lets you change startup options, generate order numbers automatically, change display options, change file extensions, produce a batch summary report, use file polling, use explicit network routes, produce a configuration report, and turn on additional logs.

Changing General Options

1. Click on Configure.

2. Click on Options.

3. Click on General to view:
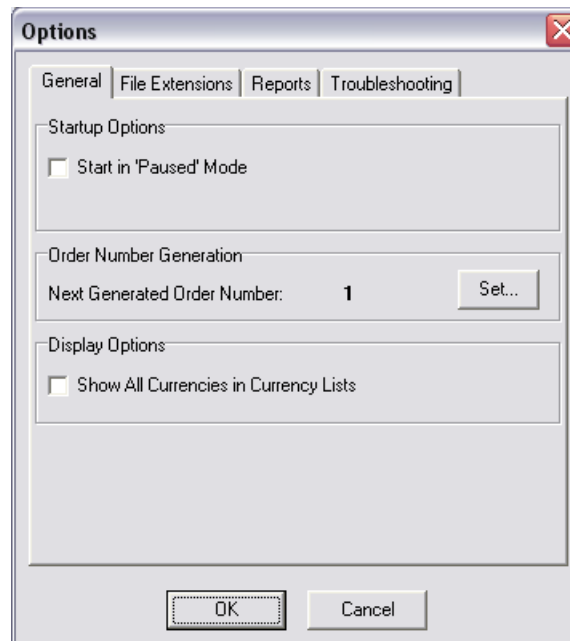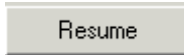
On this screen you can start in paused mode, automatically generate order numbers, and show all the currencies in the currency list as explained next.

Startup Options   Before you can exit the AutoProcessor, you must pause it. But by default, when you re-start the AutoProcessor, it's already working (not paused) and immediately starts processing files. You can change it to start in paused mode.

1. If you want the AutoProcessor to automatically start in paused mode (not running), click on the box next to Start in 'Paused' Mode to enter a check-mark. (The default is no check-mark.)

2. Click on [OK]

From then on, when the AutoProcessor starts, it won't begin processing

transactions until you click on [Resume]

Order Number Generation   If a merchant doesn't enter an order number, you can configure the AutoProcessor to automatically generate order numbers. By default, the AutoProcessor begins with number 1 and increases forever. You can reset this value at any time, as long the queue is empty. (If active transactions are in the queue, you must set the number higher than the highest number in the queue plus 1; that is, if the highest order number is 23, you must select order number 24 or higher.)
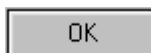
To change the Next Generated Order Number:

1. Click on [Set...] to view:

Set Next Order Number

Enter the new value for the Next Generated Order Number below. The new value must be higher than the old value to avoid conflicts with any existing orders. The highest value you can set is 999,999.

New Value: [1]

[OK]   [Cancel]
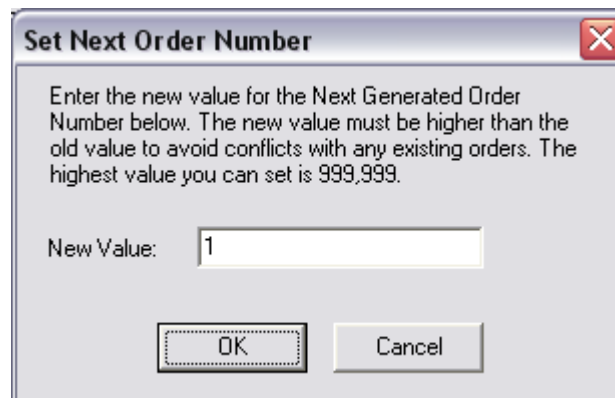
2. Type a number up to 999,999 in the New Value box.

3. Click on [OK]

4. Click on [OK]

Display Options   You may want to see the full list of available currencies when you
configure processor settings (Divisions tab). If so:

1. Click on the box next to Show All Currencies in Currency List to enter
a check-mark. (The default is no check-mark and a shorter list.)

2. Click on [OK]

Changing File Extensions

Never duplicate file
extensions. Give each
type of file its own unique
extension.

You may change the file extensions that the AutoProcessor uses for
import, export, split (approved and declined), warning, done, error, and
archive files.

1. Click on Configure.

2. Click on Options.

3. Click on File Extensions to view:

Options

| General | File Extensions | Reports | Troubleshooting |

Import File Extension:	.IMP
Export File Extension:	.EXP
Split File Approval Extension:	.OK
Split File Decline Extension:	.BAD
Warning File Extension:	.WRN
Rename Successful Import Extension:	.DNE
Rename Error Import Extension:	.ERR
Archive Extension:	.CNA

[Default]

[OK]   [Cancel]
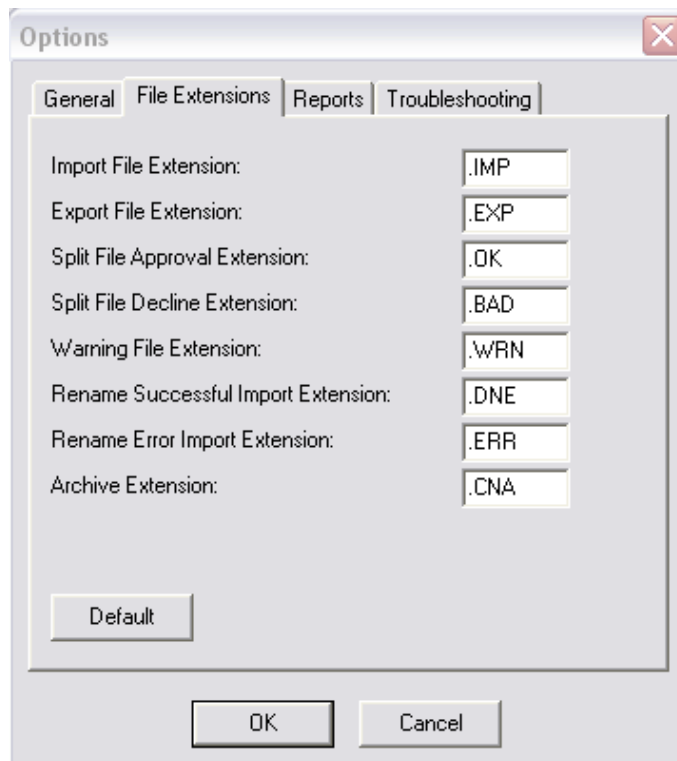
4. Type in a new file extension.

The file extension *must be unique*. You will create major problems if, for example, import files and done files have the same file extension.

5. If you change your mind, you can return to the defaults (the extensions in place after you install the AutoProcessor).

    Click on [Default]

6. When you've finished changing the extensions, click on

    [OK]

Reports

You can automatically generate batch summary report files whenever batch results are expected. You can then import these .CSV formatted reports into Excel. The reports are stored in the BATCHREPORTS directory.

1. Click on Configure.

2. Click on Options.

3. Click on Reports to view:
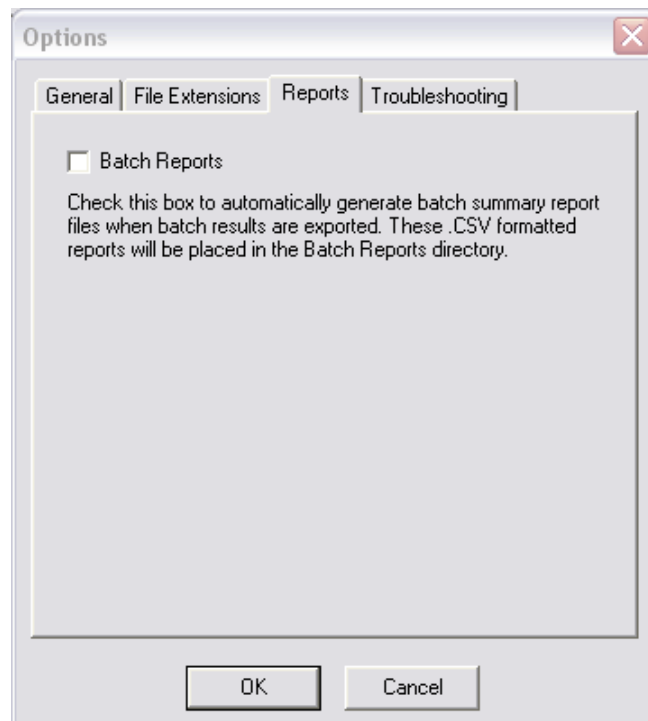
4. If you want the AutoProcessor to automatically generate batch summary reports, click on the box next to Batch Reports to enter a check-mark. (The default is no check-mark.)

5. Click on [OK]

Troubleshooting

To solve various problems, you may need to use file polling, use explicit network routes, display a report of configuration settings, and turn on additional debugging and monitoring logs.

1. Click on Configure.

2. Click on Options.

3. Click on Troubleshooting to view:
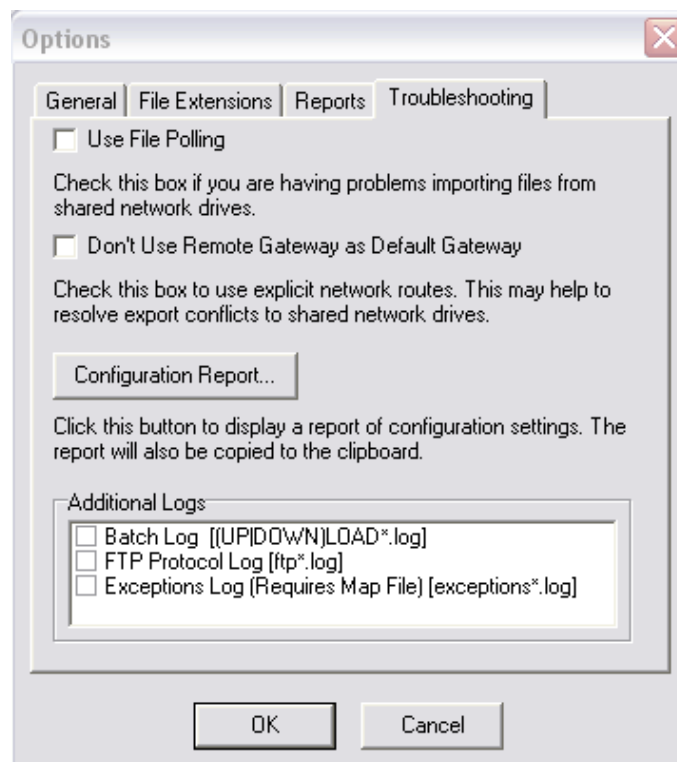
File Polling   4. Under most circumstances, your computer notifies the AutoProcessor when new transactions are arriving. However, if that doesn't work, you can tell the AutoProcessor not to wait for

notification, but to automatically check the IMPORT directory ("poll") for new arrivals.
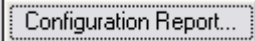
If you're experiencing problems and want to use file polling, click on the Use File Polling box to enter a check-mark. (The default is no check-mark; file polling is not used.) Use file polling if you're experiencing problems or if you're connecting to a remote file server that requires polling (such as older Linux SAMBA servers).

Using Explicit Network Routes
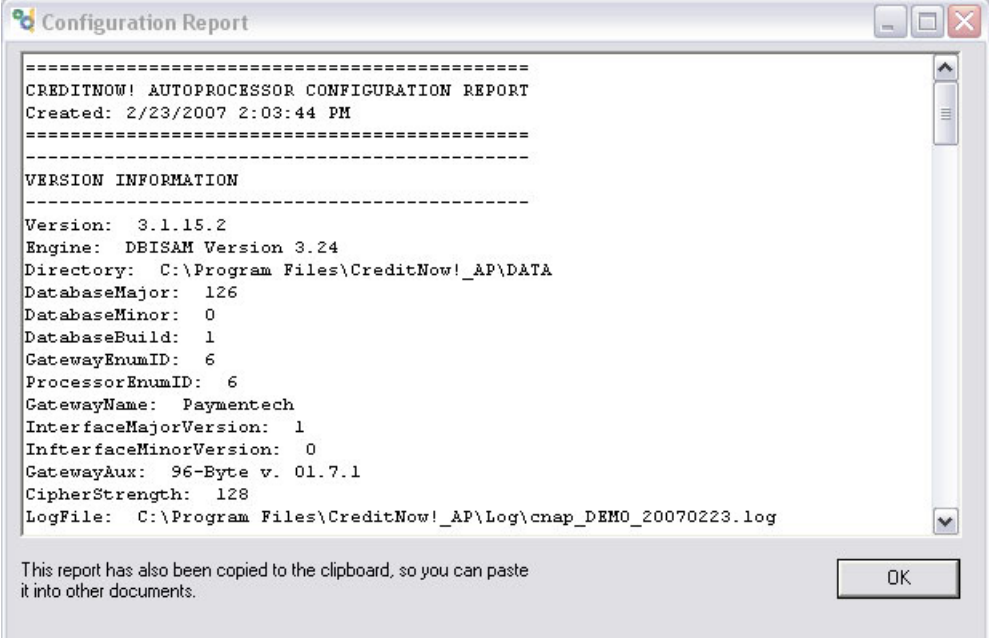
5. If your import or expert files are on a remote network drive and you receive errors saying the network drive isn't there, you're probably having a routing problem. Click on the Don't Use Remote Gateway as Default Gateway box. Then try again.

Configuration Report

6. If you're experiencing difficulties and contact technical support, you might be asked to generate a software configuration report.

    Click on [Configuration Report...] to view a screen like the following:

You can also generate a configuration report from the Help menu.

```
Configuration Report                                    _ □ ✕

==========================================
CREDITNOW! AUTOPROCESSOR CONFIGURATION REPORT
Created: 2/23/2007 2:03:44 PM
==========================================
------------------------------------------
VERSION INFORMATION
------------------------------------------
Version:  3.1.15.2
Engine:  DBISAM Version 3.24
Directory:  C:\Program Files\CreditNow!_AP\DATA
DatabaseMajor:  126
DatabaseMinor:  0
DatabaseBuild:  1
GatewayEnumID:  6
ProcessorEnumID:  6
GatewayName:  Paymentech
InterfaceMajorVersion:  1
InfterfaceMinorVersion:  0
GatewayAux:  96-Byte v. 01.7.1
CipherStrength:  128
LogFile:  C:\Program Files\CreditNow!_AP\Log\cnap_DEMO_20070223.log

This report has also been copied to the clipboard, so you can paste
it into other documents.                              [  OK  ]
```

Debugging and Monitoring Logs

7. You may also turn on additional debugging and monitoring logs.

    Use these logs with caution; they may slow down your overall payment processing and consume large amounts of disk space.

Log	Purpose	Notes
BATCH LOG	Displays unencrypted contents of any files being uploaded to and/or downloaded from your processing service. In demo mode, the AutoProcessor builds an upload log but not a download log.	Although account information (credit card numbers) is removed from the file, the file still contains sensitive information such as names and addresses.
FTP PROTOCOL LOG	Logs the communications between the AutoProcessor and your processing service.	
EXCEPTIONS LOG	Helps track down and isolate problems. Turn this on **only when requested by Auric Systems International Technical Support**.	This is an exception report, not an error report. Exceptions are normal to software operation and most are handled smoothly. The log helps technical support isolate "exceptional" exceptions.

8. When you have finished with the troubleshooting screen, click

    on   [OK   ]

Configuring an Import File That Isn't Typical

So far, this chapter has assumed that your imported text file uses a tab for a delimiter and places quotation marks around each field. But what if it doesn't?

Here's a delimited text file that uses a comma for a delimiter and omits the quotes:

```
5240-1519-1015-1570,11/03,258.98,Linda,Poole,433 Butterworth Ln
5191-4090-3756-0100,11/02,87.03,Harry,Bratton,345 Scotts Valley Rd
5191-4090-3756-0100,12/02,104.48,Carl,Malone,1009 Third Ave
```

When you open this file in the Configure Import screen, it looks like this:
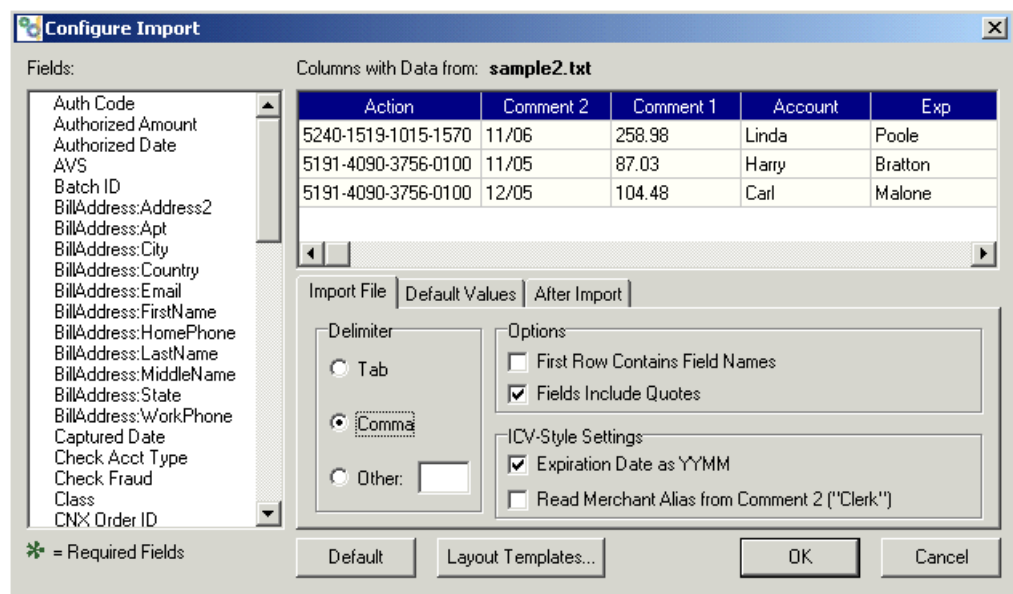
The AutoProcessor automatically assigns field headings, delimiters, options, and so on, as best as it can.

You may need to change field names, replace unassigned column headings with field names, or make other changes.

Be careful of clicking on ⸺Default⸺ because the AutoProcessor's default settings won't be appropriate for your file, and you may end up

with a screen that looks like this, with everything squashed under one heading (the default delimiter is a tab):

When the file is correctly formatted for your processing service, click

on ⬛ OK

Testing Your Configuration

Auric Systems International recommends that you don't delete, edit, or overwrite any of the sample .txt files supplied with the AutoProcessor. If needed, copy and rename the file; then work with the copies.
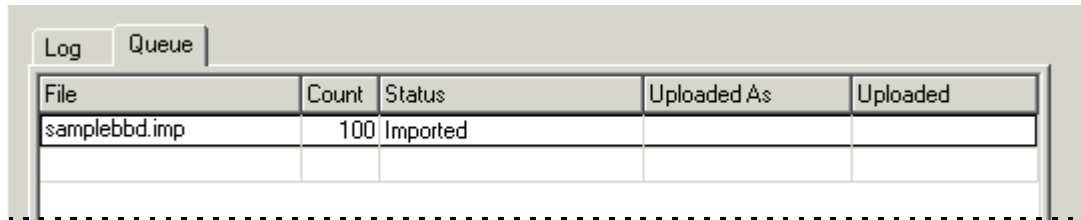
When you first test your import and export configuration, it's best to use the demo version of the AutoProcessor; otherwise, you'll actually submit the test file to your processing service. You need a sample file with a .IMP extension, preferably a copy of the same file you used during import configuration. In the following procedure, ptech.txt has been copied and renamed to *samplebbd.imp*.

1. Pause the AutoProcessor while you prepare a test file: It must have a .IMP extension and must be located in the IMPORT directory.

2. Click on [Resume] to start the AutoProcessor working.

3. Check the on-screen log to see if it records an import. For example:
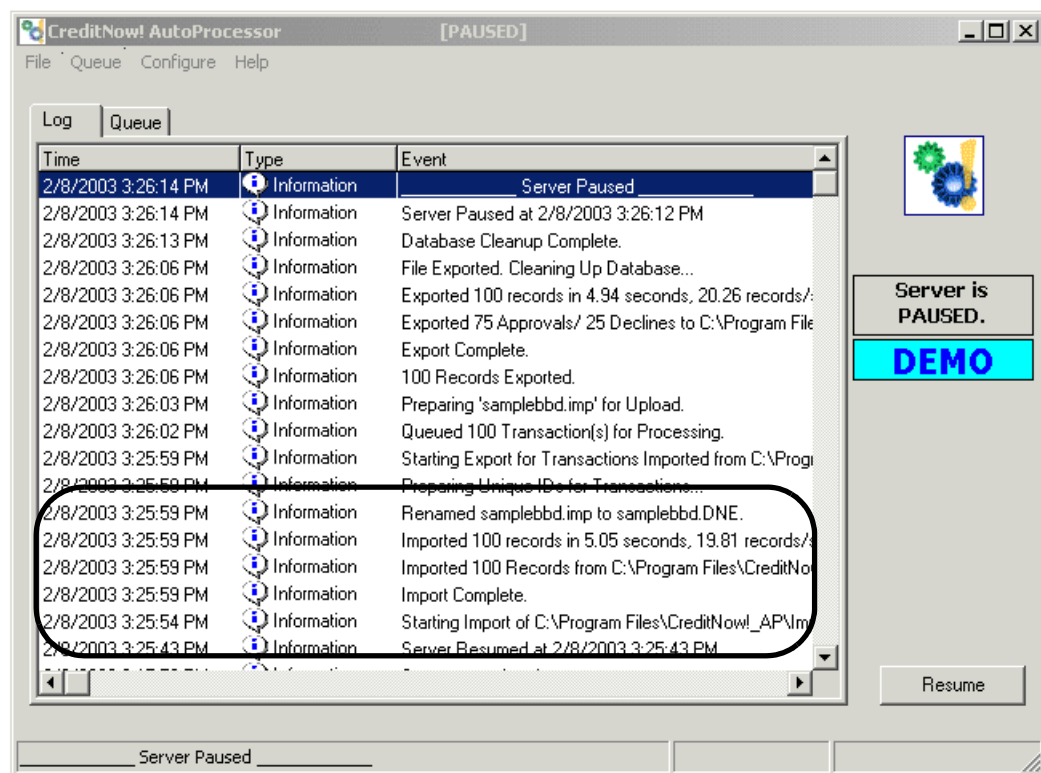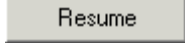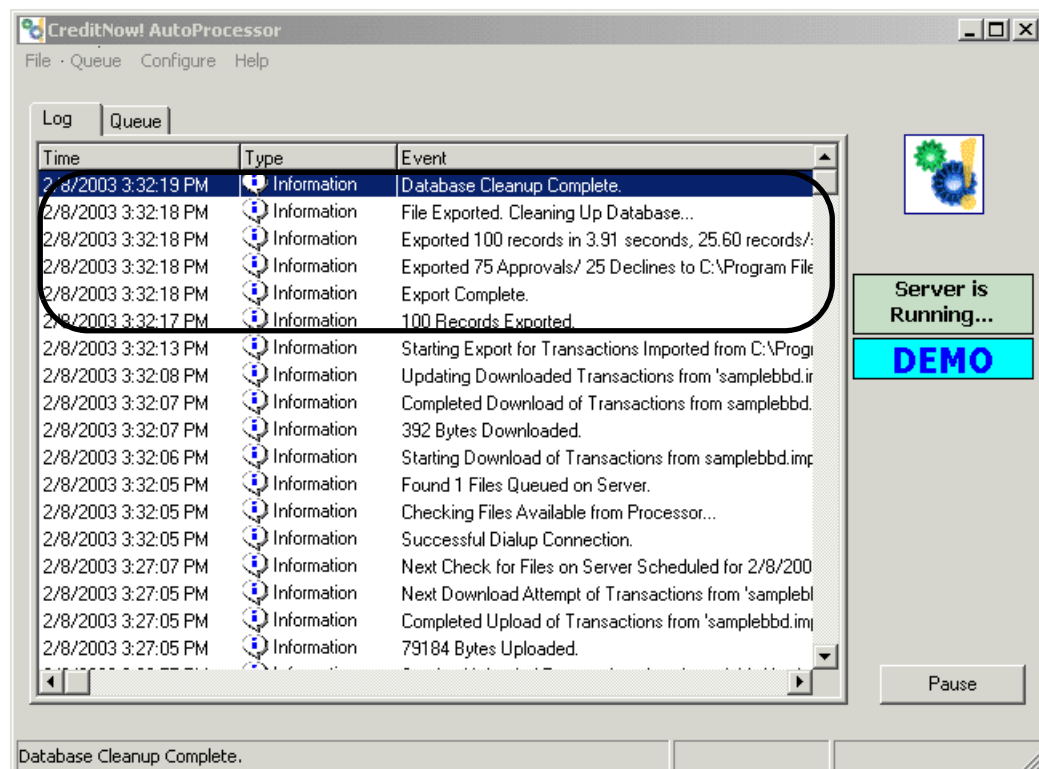
4. Click on [Pause]

5. Check the queue to see if the file is on the queue. For example:

Log	Queue				
File	Count	Status		Uploaded As	Uploaded
samplebbd.imp	100	Imported			

6. Click on [Resume]

7. The AutoProcessor simulates the waiting time that processing services recommend before retrieving a file (for TransFirst, for example, the wait is 20 minutes; for FNMS, it's 5 minutes). When the file is processed and exported, the file is removed from the queue. The following figure shows how a typical session looks in the log:

8. Check the following:

    •   Did you configure the AutoProcessor to place all transactions (approved and declined) in the same EXPORT file? If so, use Windows Explorer to check that the EXPORT directory contains a file with a .EXP extension.

        In this example, the import file was named *samplebbd.imp*. Therefore, the EXPORT directory should have a file named *samplebbd.exp*.

    •   Did you configure the AutoProcessor to split approvals from declines at export? If so, use Windows Explorer to check that the EXPORT directory contains a file with a .OK extension (*samplebbd.ok*). Also, the DECLINE directory may contain a file with a .BAD extension (*samplebbd.bad*), if your processing service declined at least one transaction.

    •   Check that improperly formatted transactions appear in two directories. They always appear in the WARNING directory (in this example, the file is names *samplebbd.WRN*). They should also appear in the EXPORT directory. If the AutoProcessor is configured to split approved transactions from declined, then declined transactions should appear in the DECLINE directory.

9. Did you configure the AutoProcessor to create a done file (rather than deleting the .IMP file)? If so, there should be a file with a .DNE extension in the IMPORT directory.

If you can't figure out why your processing service is declining transactions, check the information in the Response column of the .BAD file. If this column doesn't appear, reconfigure your exports to show the Response Text field, as explained on page 46.

10. View any of the files with your text editor or word processor, to check the content.

11. If the AutoProcessor doesn't act as expected or if it rejects your file:

    •   Check the extensions on your files. Make sure your import file doesn't have a double extension. If you changed the default extension for any file, make sure you didn't duplicate an existing extension. Also make sure that your application recognizes the new names.

    •   Check your import configuration. Make sure you configured imports to match the test file.

    •   Check your export configuration.

    •   Check your directory configuration. If you changed the defaults, make sure your application and the AutoProcessor know where to send and find files.

Switching from Demo to Live

Once you switch to the live version of the AutoProcessor **you can't switch back using the Configure menu**. You must entirely uninstall the live AutoProcessor.

After you've tested your configuration and it works smoothly, you're ready to switch the AutoProcessor to the live version. First, make sure you don't have any import files (with a .IMP extension) in your IMPORT directory—especially dummy .IMP files created solely for configuration. As soon as the AutoProcessor goes live, it starts processing all the .IMP files in the IMPORT directory, and really sends transactions to the processing service.

The AutoProcessor remembers the configuration you set up in the demo version and uses it in the live version.

To switch from demo to live:

1. Click on Configure.

2. Click on Serial Number and Activation Key to view:

Fill in your serial number and your activation key. (After you bought the AutoProcessor, these numbers were emailed to you.)

3. Click on [OK]

If you didn't configure processor settings in the demo version, you must configure them now.

If your processor settings are configured to "test transactions only," the word TEST appears on the screen and your transactions *are not really* processed even though the AutoProcessor is live.

From now on the AutoProcessor is live. The word DEMO no longer appears on the right side of the screen. Transactions are processed exactly as they were in the demo version, except now they are really sent to your processing service.

Chapter 5. Running the AutoProcessor As a Service

The *CreditNow!* AutoProcessor runs as either a stand-alone application or as a service. During configuration and testing, you should run the AutoProcessor as an application. Afterwards, you may run the AutoProcessor as a service, with one of the following configurations:

Even with remote service, Auric Systems International recommends that you always leave your LOG directory (and .LOG files) on the same machine as the AutoProcessor.

- Local service: Both the AutoProcessor and its directories are on the same computer

- Remote service: The AutoProcessor is on one computer and at least one of its directories is on another (remote) computer.

As described in this chapter, to run the AutoProcessor as a service, you must complete the following procedures in order:

- Establish a log-on account for the service, if necessary

- Set up folders

- Install as a service

- Test the service

This chapter also describes how to remove the service.

Establishing a Log-On Account for the Service

You should **talk to your System Administrator** before you create users, grant access permissions, or run as a service.

You many need a log-on account if you need special privileges for remote or local configuration. In that case, you must establish the log-on account before you install the AutoProcessor as a service.

Local Service

If all your directories (including import, export, archive, and warning) are on the same computer as the AutoProcessor, the service can run as the System Account. If you don't need a special account, the server will log on to the local system account by default.

Remote Service

If you place even one directory on a remote computer, you need a user account that serves as the "Log On As..." account for the service. That user account must have read and write privileges for the directories and the files in the directories. You must create the account on the same computer with the AutoProcessor. The exact procedure changes depending on the operating system for your computer.

The following procedures assume:

- You're running the AutoProcessor as a service.

- The import and export are configured to a remote computer.

- The two computers are peers in a workgroup with no domain users available.

- The user account is called *cnapservice* (this is an example only; you may name the account anything you like).

XP Professional 1. Open User Accounts in the control panel.

2. Click on Create a New Account.

3. Name your new account *cnapservice*.

4. Click **Next**.

5. At Account Type, click on the Computer Administrator radio button. (Administrators have certain rights, including the right to log on as a service.)

Your new account is listed under Pick an account to change.

6. At Create a password, type in a password.

2000 Professional

1. Open Users and Passwords in the control panel.

2. At User Name, type *cnapservice*.

3. Click **Next**.

4. At Password, type in a password; repeat in the Confirm Password box.

5. At Level of Access, click on Other.

6. Scroll down until Administrators appears in the Others box.

7. Click on **Finish**.

NT 4

1. Click ![Start]

2. Click on Programs.

3. Click on Administrative Tools.

4. Click on User Manager.

5. Click on User in the menu bar.

6. Click on New User.

7. At the User Name, type *cnapservice*.

8. At Password, type in a password; repeat in the Confirm Password box.

9. Remove the check-mark next to Change Password at Next Logon.

10. Place a check-mark next to Password never expires.

11. Click on **Groups**.

12. At Not member of list, click on Administrators.

13. Click on **Add**, to move Administrators to the Member of list.

14. Click ![OK]

15. In the New User main window, click [OK]

    Your new account is listed under User Manager.

16. Close the window.

Setting Up and Changing Remote Directories

The following procedure is necessary if at least one AutoProcessor directory is on a remote computer (it isn't necessary for local service).

The user name and password must be exactly the same on both computers.

1. You must create a user name and password on the computer where your directories are located. This user name and password must be exactly the same as the one you established for the computer where the AutoProcessor is installed (see page 66).

2. On the computer where the AutoProcessor is installed, open the AutoProcessor.

3. Click [Pause]

4. Click on Configure.

5. Click on Directories.

6. Set up the UNC path to the folders on the remote machine.

7. Click [OK]

8. Click on File.

9. Click on Exit.

To change directories in the future, you must first use your user name and password to log on to the computer where the AutoProcessor is installed. If running as a service, stop the service through the Windows Control Panel (that action automatically shuts down the AutoProcessor). Do not reboot. Re-open the AutoProcessor as an application, make the changes you want, and then pause and exit. Restart the AutoProcessor as a service.

Installing as a Service

If you want to run the AutoProcessor as a service (local or remote), you must specifically select that option, but you can do that at any time. Auric Systems International strongly recommends that you first configure your system as an application, then install as a service later. To install the AutoProcessor as a service:

1. Click on **Start**

2. Click on Programs.

3. Click on CreditNow! AutoProcessor.

4. Click on CN Service Manager to view:

Service Path shows you where your directories are located; the AutoProcessor automatically fills in this information.

Optional (recommended) information is *required* if you need special privileges for remote or local configuration.

Output area displays messages from the system.
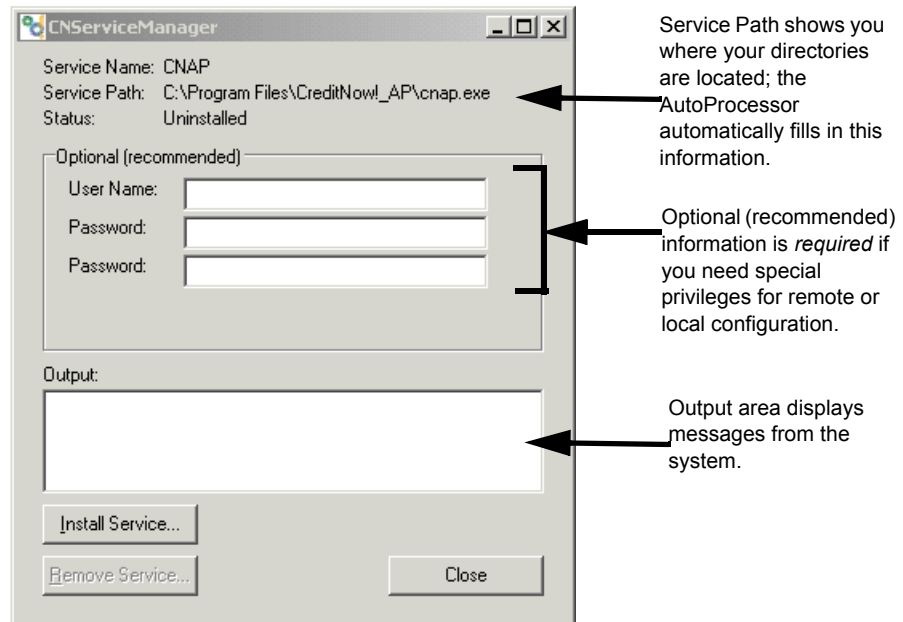
You or your system administrator must create a user name and password before you enter it in the Service Manager. If you don't, the AutoProcessor sends an "invalid or does not exist" error message.

5. Fill in the user name and password, which you set up previously. The user name and password are required if you need special privileges for configuration. If you leave them blank, the service logs on as a local system.

   • In the User Name box, type the user name.

   • Press the **Tab** key on your keyboard.

- In the first Password box, type the password.

  The screen hides your password and shows *****.

- Press the **Tab** key on your keyboard.

- In the second Password box, type the password again, exactly the same way.

6. Click on [Install Service...]

7. A message like the following appears in the Output box:

   Output: 2/8/2003 9:14:49 AM

   Service Installed Successfully.
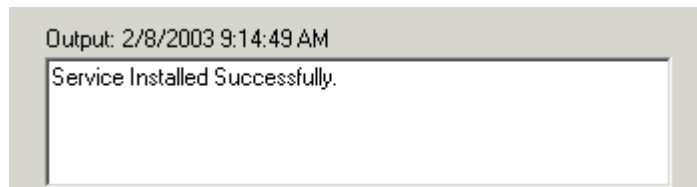
   The [Install Service...] button is no longer active.

8. Click on [Close] to close the Service Manager window.

9. Either reboot your computer (that is, shut down and restart), or restart the service in the Control Panel.

Testing the Service

To test the service, use the Viewer to check if the AutoProcessor is processing transactions.

1. On the computer where your remote directories are located, install the *CreditNow!* management tools.

2. Click on ![Start]

3. Click on Programs.

4. Click on CreditNow! AP Viewer to view:
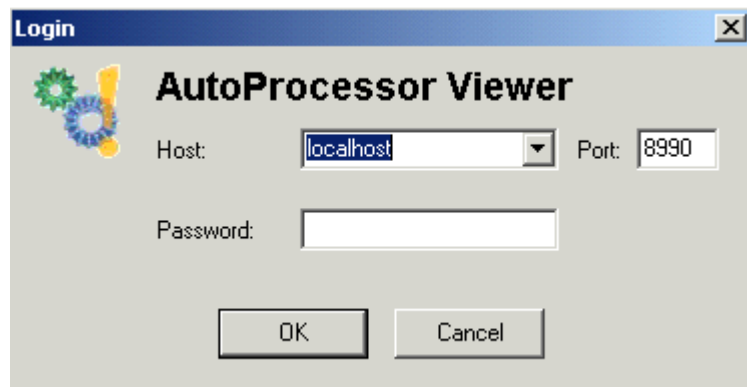
5. In the Host box, type the IP address of the computer where the directories are located.

6. In the Password box, type **VIEWER** . You must type all capital letters. (The password appears as a series of asterisks: *****.)

7. Click on [OK] to view a screen like the following:
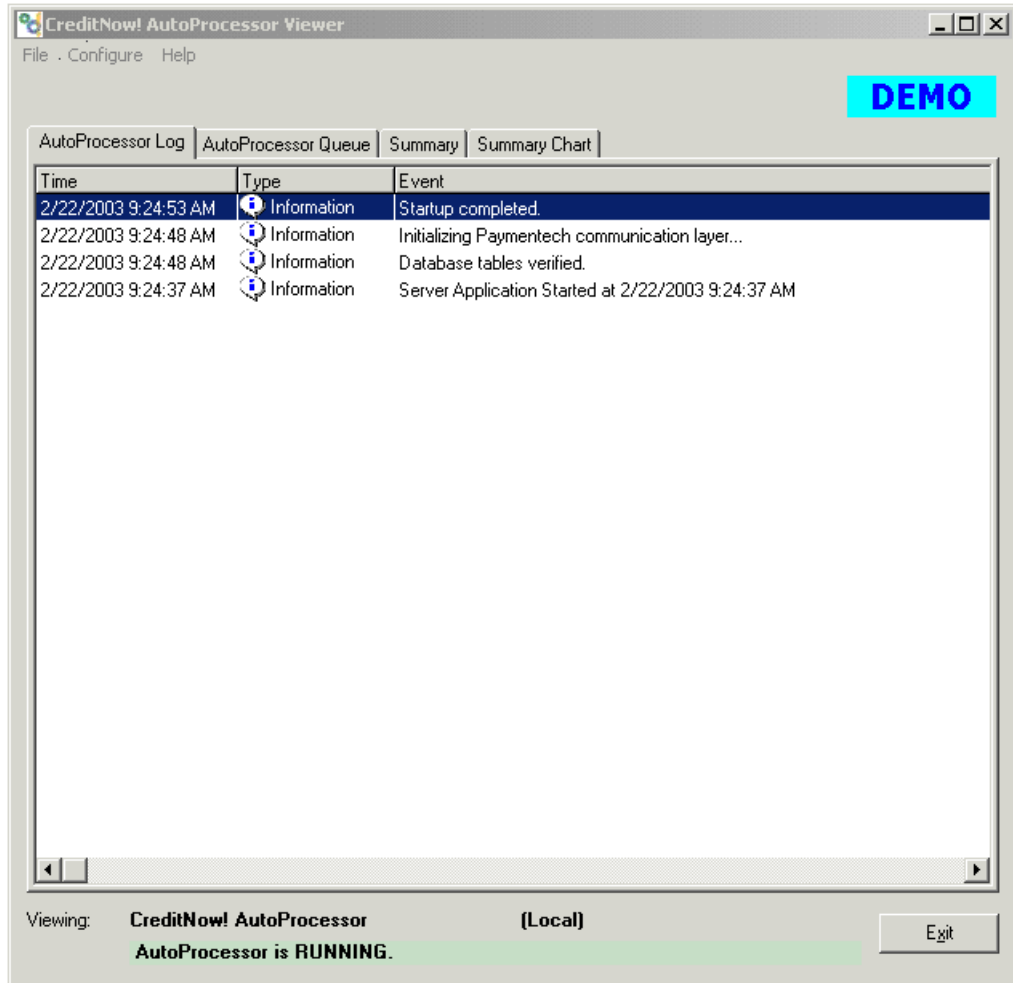
8. Click on the AutoProcessor Log tab.

9. Place a file with an .IMP extension in your IMPORT directory.

    You should see the transactions being imported, processed and exported on the Viewer screen.

    You might also check the import folder, where the .IMP file should be renamed with .DNE extension or deleted.

Removing as a Service
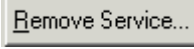
You can remove the AutoProcessor as a service at any time and then run it as an application. (If you want to change the AutoProcessor's configuration and it's running with a remote service, you must stop the service before making configuration changes; but you don't have to remove the service.)

To remove the AutoProcessor as a service:

1. Log into the AutoProcessor as an account that has read and write permissions to all the AutoProcessor directories (for example, *cnapservice*). Otherwise an error message appears: Error: Can't access one or more directories as configured. Retrying.

2. Click on Programs.

3. Click on CreditNow! AutoProcessor.

4. Click on CN Service Manager to view:

5. Press [Remove Service...]

6. A message like the following appears in the Output box:

> Output: 2/8/2003 9:15:23 AM
>
> Please restart Windows to complete removal as a service.
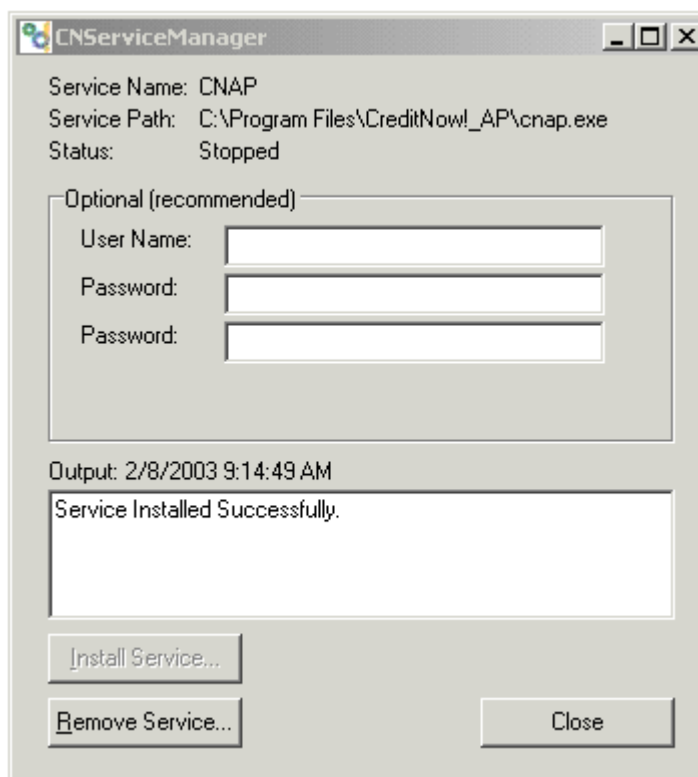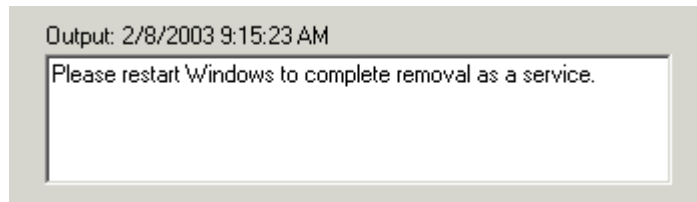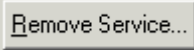
The [Remove Service...] button is no longer active.

7. Click on [Close] to close the Service Manager window.

You must restart Windows to completely remove the service.

Chapter 6. Operating the AutoProcessor

While the AutoProcessor is importing or exporting a file, it has exclusive access. That is, no external application is allowed to touch the file until the import or export is completed.

You've configured and tested the AutoProcessor, and you've arranged for an external application to send delimited text files to it. Now you're ready for the AutoProcessor to automatically import, submit, and export files.

Click on **Resume**

The AutoProcessor starts working immediately and keeps on working. You may never need to touch it again.

However, there may be a few tasks you want to perform in the future: pause, resume, open, close, observe the queue status, delete a file, and archive log files. This chapter describes those operations.

Pausing, Closing, and Exiting the AutoProcessor

Pausing or Resuming the AutoProcessor

The following buttons toggle; only one appears at the screen at any time:

- Click on [Pause] and the AutoProcessor stops working.

- Click on [Resume] and the AutoProcessor begins working.

Closing and Opening the AutoProcessor Console as an Application

To close the AutoProcessor console (hide the main screen from view):

1. Click on File.

2. Click on Close.

Closing the AutoProcessor console and hiding the main screen from view won't automatically pause the AutoProcessor:

- To stop the AutoProcessor from processing transactions, you have to pause *before* you close. The AutoProcessor stays paused until you open it again and click on the Resume button.

- If you don't pause before closing, the AutoProcessor keeps on processing transactions even though the main screen is hidden.

To open the AutoProcessor console (show the main screen), double click on the 🛠 icon that appears on the task bar of your desktop.

Closing and Opening the AutoProcessor Console as an Service

To immediately close the AutoProcessor, stop the service through the Windows Control Panel. You can then open the AutoProcessor as an application.

Restart the service through the Windows Control Panel.

Exiting the AutoProcessor

When you exit the AutoProcessor, you shut down (quit) the program. The method for exiting the AutoProcessor differs depending on whether it's running as an application or a service.

You should wait until all import and export activity completes before shutting down the AutoProcessor. If you have a batch in the queue when you shut down, the AutoProcessor will automatically check for for it the next time you start up. The AutoProcessor *automatically begins processing transactions even before you open the console*.

Exiting When Running As an Application

To exit the AutoProcessor:

You **can't exit** the AutoProcessor if it's running. To exit the AutoProcessor, you have to pause first.

1. Click on [Pause]

2. Click on File.

3. Click on Exit.

Exiting When Running As a Service

To exit the AutoProcessor, stop the service through the Windows Control Panel. The AutoProcessor automatically shuts down.

Understanding the Events Log

The AutoProcessor logs operating events (such as server pause and resume, file import and export, and submission of transactions) in two ways: on the Log screen and in a log file.

The Log Screen

On the Log screen, the AutoProcessor lists the events that occur from the moment when the AutoProcessor starts, up to a maximum of 200 events. After 200, the oldest events disappear from the screen, although they're still available in the log file. The Log screen is reset at midnight each night or any time that you exit (shut down) the AutoProcessor. Click on the Log tab to view:
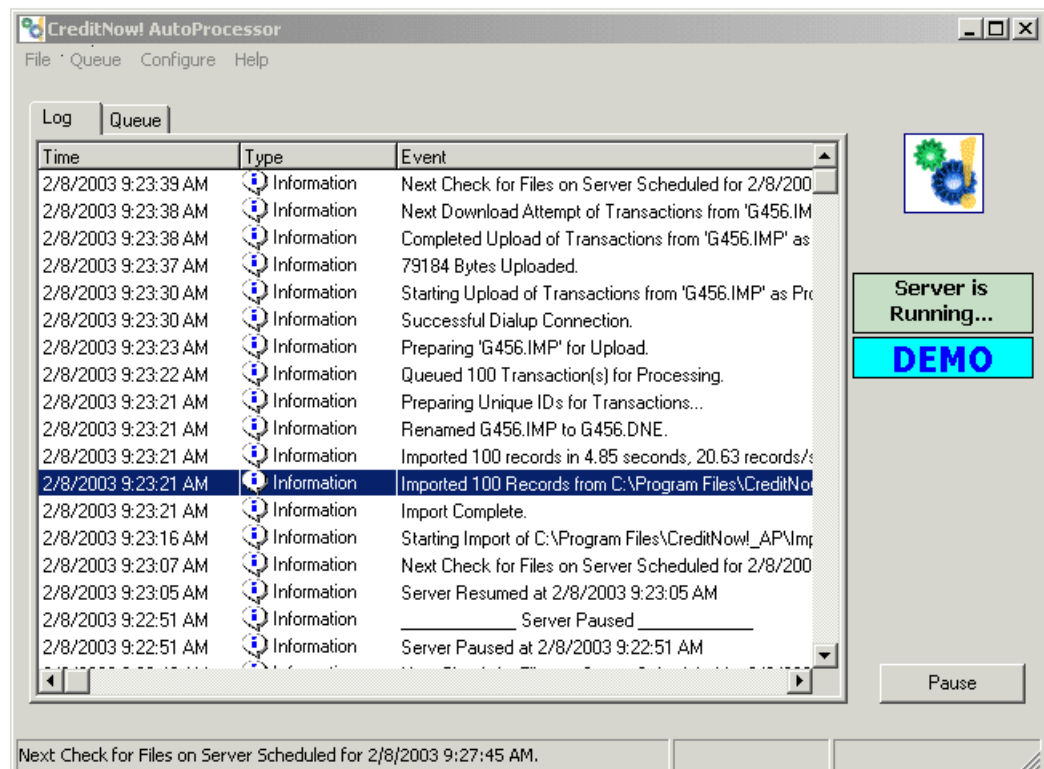
The columns on the Log screen give you the following information:

Column	Information
Time	The date (mm/dd/yy) and time (hh:mm:ss) when the event occurred
Type	The type of event: Information (such as "submitting transaction"), Warning (such as "Rejected 20 Records") or Error (such as "error connecting to host")
Event	A detailed description of the event

The Log screen can also be viewed with the AutoProcessor Viewer.

The Log Files

The entire log file (not just the 200 most recent events) is stored in the LOG directory and has a .LOG extension. The AutoProcessor creates a new file beginning at midnight on every day that it runs. For example, all the operating events that occur during August 4, 2002, are logged to *cnap_20020804.log*; and all the events that occur during August 9, 2002, are logged to *cnap_20020809.log*.

You might want to remove the oldest log files periodically, to conserve space on your hard drive.

Archiving the Processed Transactions File

The AutoProcessor keeps track of processed transactions, including information about the amount and type of transaction and similar details (depending on your processing service). This information is kept in an internal file, which is used to construct summaries and summary charts for the AutoProcessor Viewer. You may archive past entries in this file. When the AutoProcessor archives, it copies transactions from the internal file to an external text file, then deletes those transactions from the internal file. The external file has a .CNA extension and is stored in the ARCHIVE directory.

Once transactions are archived they're no longer available for summaries using the AutoProcessor Viewer. For more information, see the *CreditNow! AutoProcessor Management Tools Manual*.

To archive the processed transactions:

1. If you are using any management tools (in this case, the Viewer), shut them down first. If management tools are running (either locally or remotely) when you archive, they immediately lose their connection.

2. Click on File.

3. Click on Archive to view:
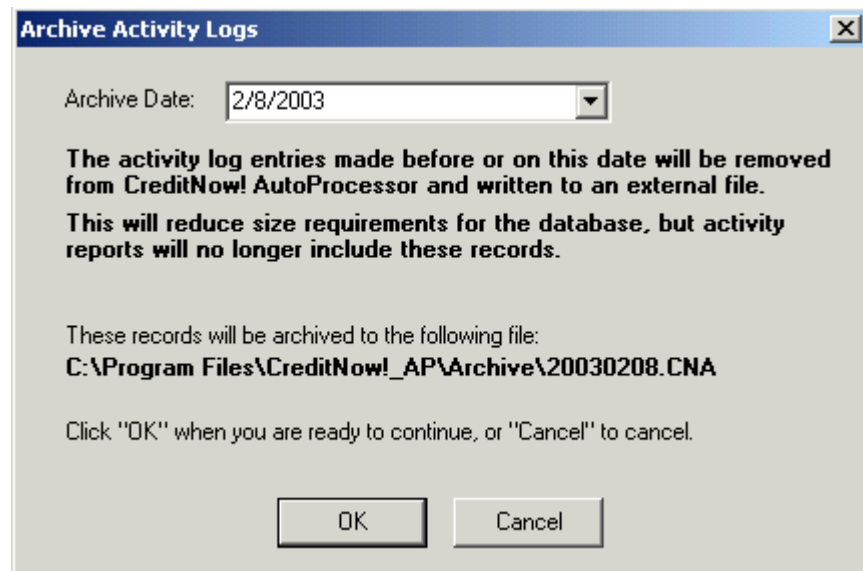
If you archive more than once on the same day, a new file is created with a consecutive number:
20030208.CNA
20030208_001.CNA

The AutoProcessor automatically creates a name for the archive file, based on the Archive Date. For example, 20030208.CNA is the file name for the archive that includes transactions completed on or before 2003, in February (02), and on the 8th day.

4. Select a cutoff date (Archive Date) for the part of the processed transactions that will be archived. Do one of the following:

   • Type a date in the Archive Date box (including the slashes).

   • Or click on ▼ to view a calendar and select a date.

   • Or keep the default date, which is 30 days earlier than today's date. (For example, if today is August 10, the default date is July 11.)

5. Click on [OK] to start the archive.

6. Wait. After a while, you'll see a message like the following:

CreditNow! AutoProcessor ✕

ⓘ Archive Complete.
Archived 420 records entered on or before 2/8/2003 to file C:\Program Files\CreditNow!_AP\Archive\20030208.CNA.

[OK]
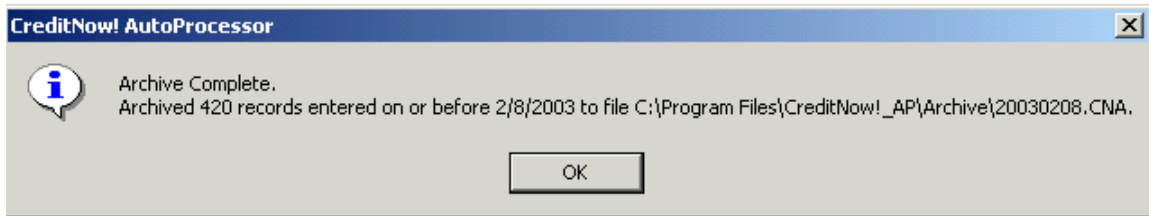
7. Click on [OK]

   The AutoProcessor archived all transactions processed on or before the date you chose.

Viewing the Queue

The AutoProcessor queue lists imported files currently in the AutoProcessor system. The queue describes each imported file and tells you its status (for example, importing, uploading, waiting, downloading, or exporting). When all the transactions in the file have been exported to your external application, the file disappears from the queue. Click on the Queue tab to view:
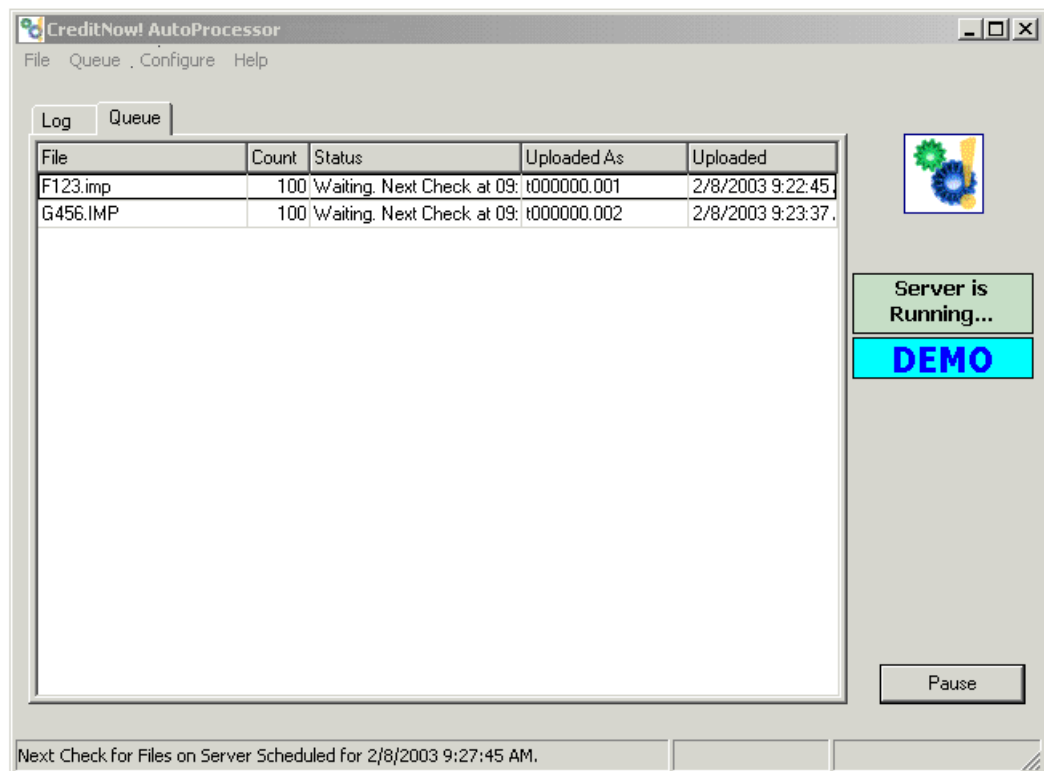
The columns on the Queue screen give you the following information:

Column	*Information*
File	The name of the imported file in the queue
Status	Whether the transactions in the file: • Are being imported (Importing; Imported) • Are being uploaded (Uploading; Uploaded) • Are waiting the five-minute delay between the time the AutoProcessor uploads and the time it checks for downloads; the time of the next check is given (Waiting. Next check at ...) • Are being downloaded (Downloading; Downloaded) • Are being exported (Exporting; Exported)
Upload As	The name of the file that your processing service recognizes; the AutoProcessor automatically assigns this name
Uploaded	The date and time when the file was sent to your processing service

If you talk to your processing service about a batch, use its upload name (the processing service won't recognize the .IMP file name).

Several additional status messages may also appear on your screen. For example, if the AutoProcessor is paused while transactions are being processed, you might see these messages: Ready to Format for Upload, Ready to Upload, Waiting (Paused), Ready to Download, or Ready to Export. Also if the processing fails for any reason (for example, because of a power failure), you might see: Partial Import (Failed).

The Queue screen can also be viewed with the AutoProcessor Viewer.

Using the Queue

From the queue, you can check response files, download any file, remove a batch, and resend a batch. These procedures should be used with care, especially removing and resending a batch.

Checking Response Files

The AutoProcessor automatically checks for response files at set intervals. If you prefer, you can request an immediate check for any files waiting for retrieval.

To check response files, the AutoProcessor must be working. If it is paused, this selection is not available.

1. If the AutoProcessor is paused, click on   [Resume]

2. Click on Queue.

3. Click on Check Response Files Now.

If the AutoProcessor finds any file waiting for retrieval, it retrieves the file. A message appears at the bottom of your screen to let you know if any files were found.

Downloading Any File

Do not use Download Any File to push the AutoProcessor into action before the 5 minute delay is up. If you must do that, use Check Response Files Now.

Downloading any file lets you retrieve an old batch to confirm or supplement your records. You must contact your processing service first and ask them to place the file(s) you want into their own queue for download.

When you download any file, the AutoProcessor dials your processing service, then displays a list of files in the download directory.

To download any file, the AutoProcessor must be paused. If it is running, this selection is not available.

1. If the AutoProcessor is running, click on   [Pause]

2. Click on Queue.

3. Click on Download Any File to view:
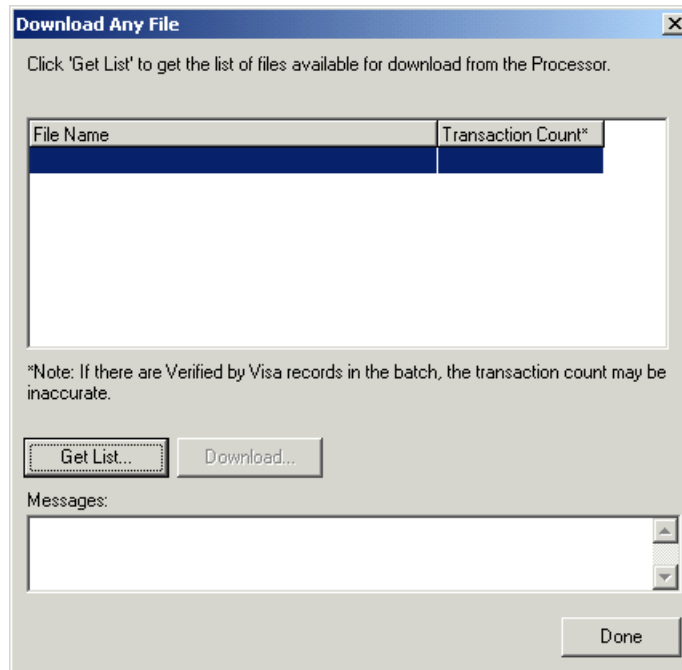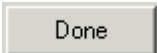
4. Click on to view a screen like the following, which lists the files available for download:
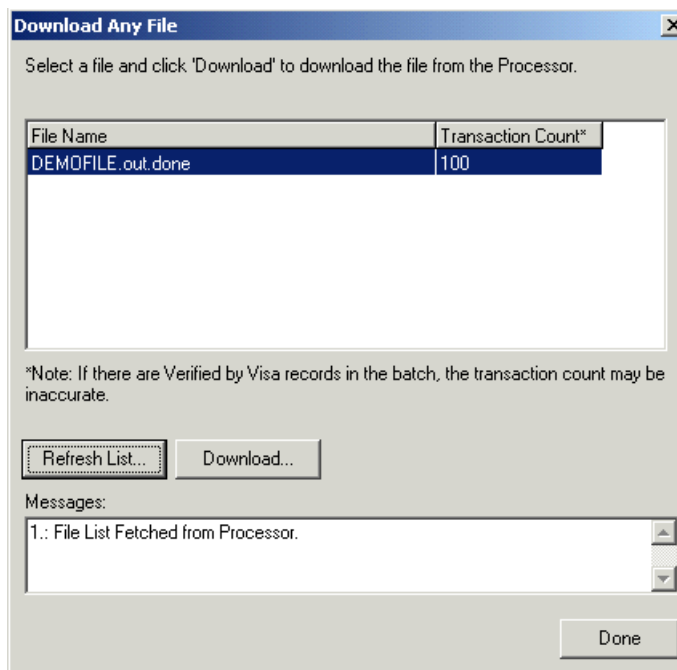
5. Click on the file you want, then click **Download...** to view a
    message like the following:
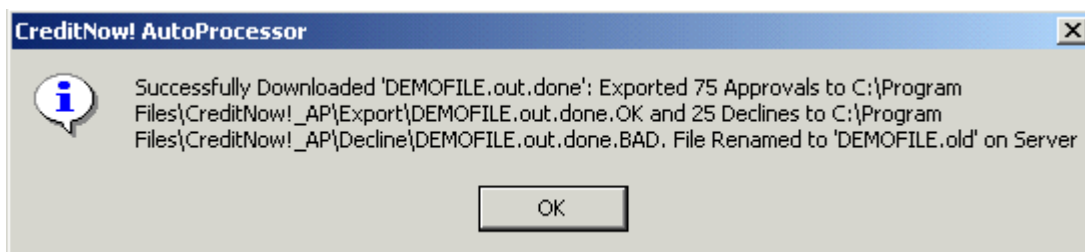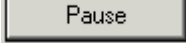
6. Click on **OK**

7. To retrieve more files, click on **Refresh List...**

8. To exit, click **Done**

Removing Batches from the Queue

The AutoProcessor allows you to remove any batch from the queue. Auric Systems International *does not recommend* this procedure.

To remove a batch from the queue:

1. Click on   [Pause]

2. Click on the Queue tab to view the files on queue:
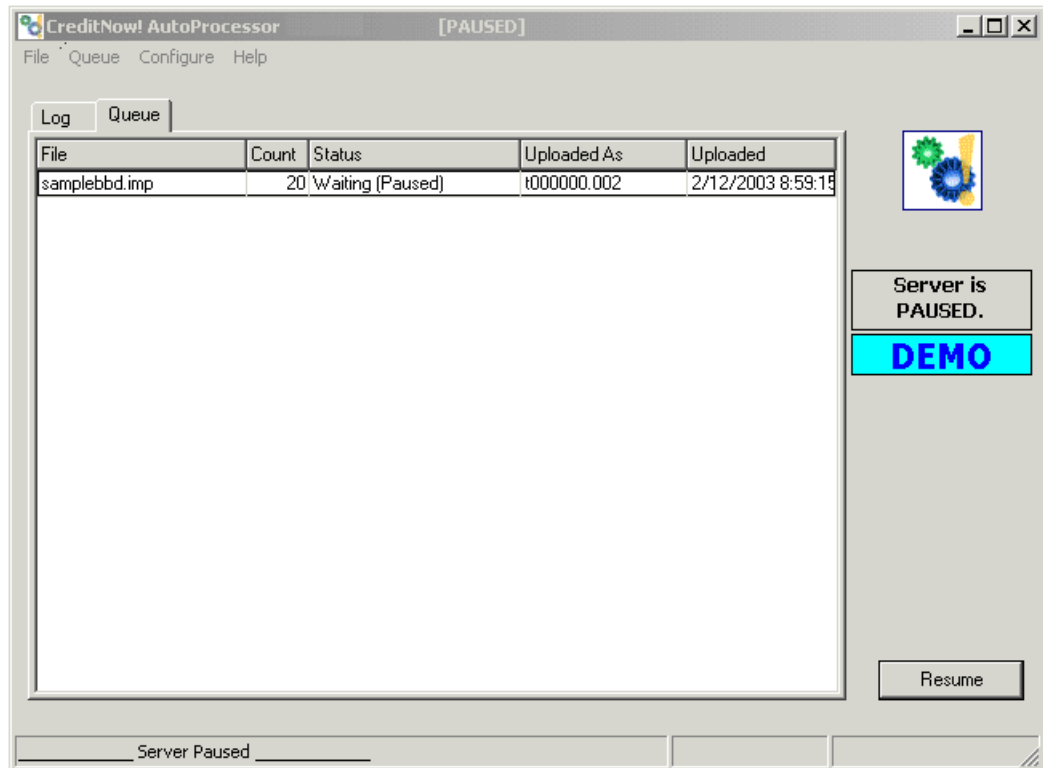
3. Click on the file you want to remove (in this case samplebbd.imp) to view:
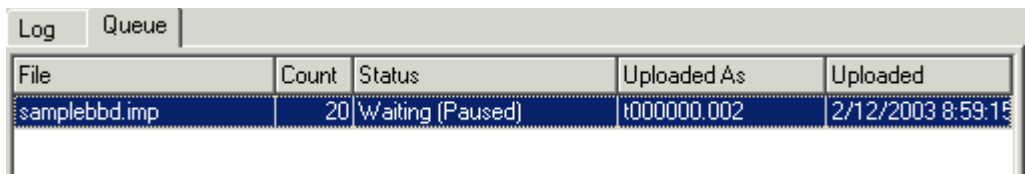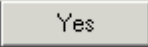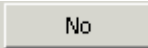
4. Click on Queue.

5. Click on Remove Batch to view:
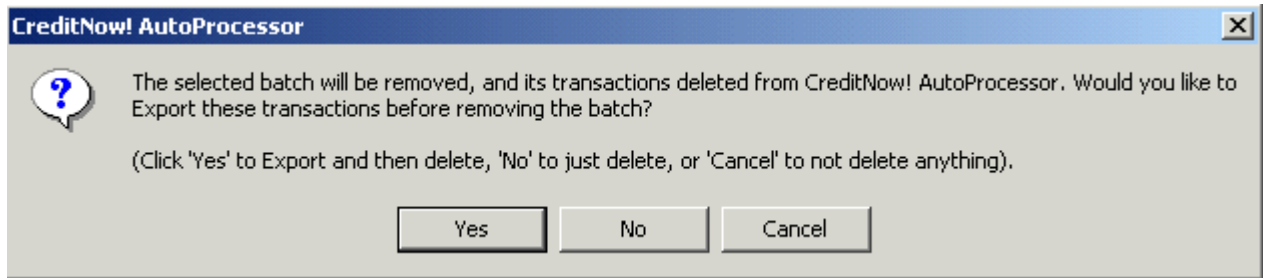
6. You have three choices:

- Click on [Yes] and the transactions are immediately and automatically exported. Then the file is immediately deleted. You should *always* export if you are using the live AutoProcessor.

- Click on [No] and the file is immediately and automatically deleted. Nothing is exported.

- Click on [Cancel] and nothing happens. (Once you resume, the file is processed normally.)

7. Click on [Resume]

Resending a Batch
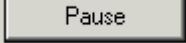
If a batch remains waiting on the queue for an excessive amount of time, you may want to resend it. (The definition of "excessive" depends on the policies of your company and your processing service.)

The AutoProcessor allows you to resend a batch. Auric Systems International *does not recommend* this procedure.

You *must contact your processing service* before you resend a batch.

To resend a batch:

1. Click on | Pause |

2. Click on the Queue tab to view the files on queue:
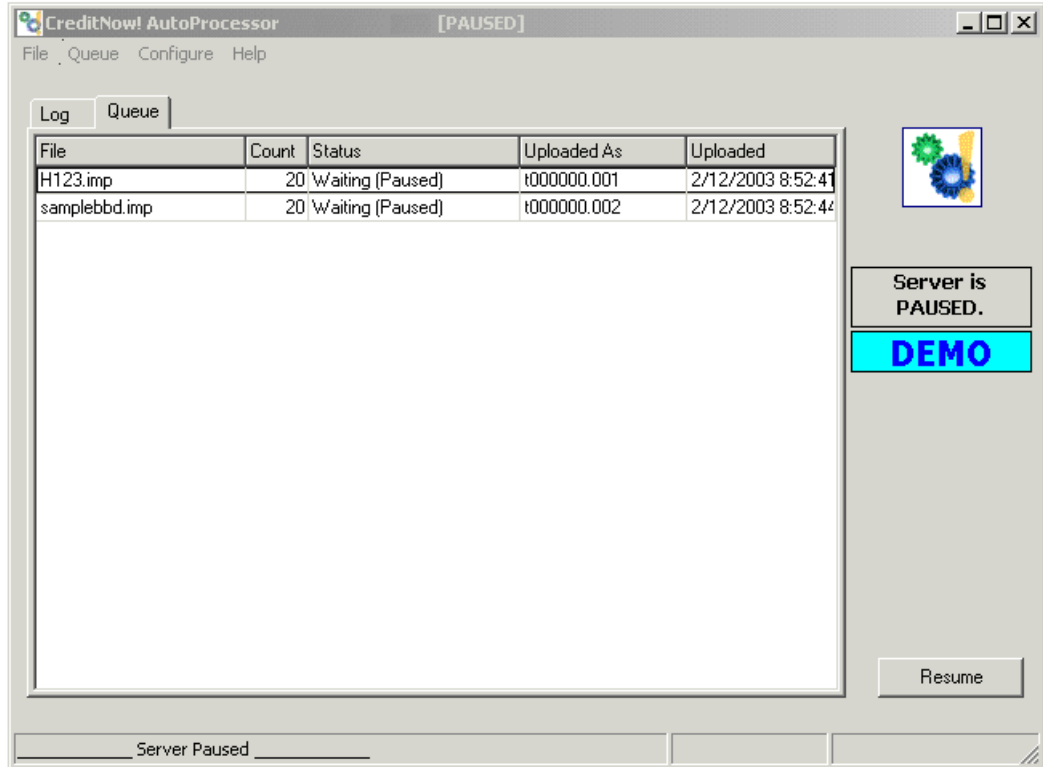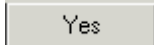
3. Click on the file you want to resend (in this case, samplebbd.imp) to view:
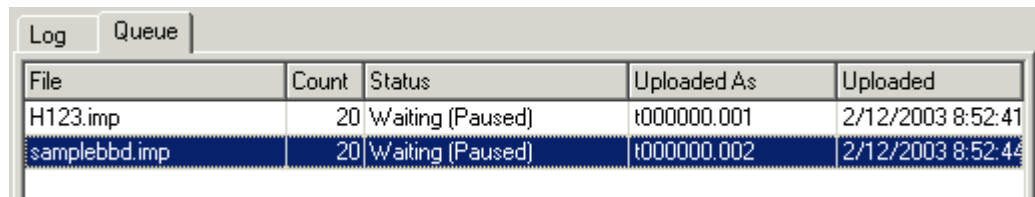
4. Click on Queue.

5. Click on Resend Batch to view:

6. Click on [Yes] to view:

7. Click on [Resume]
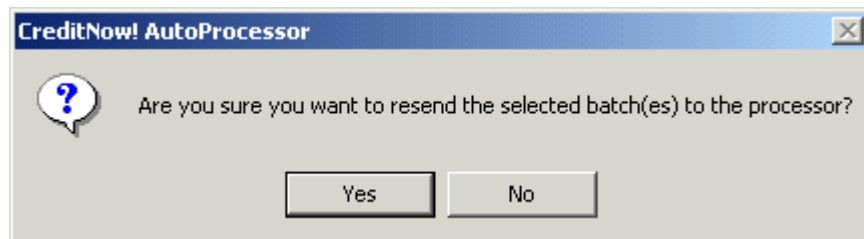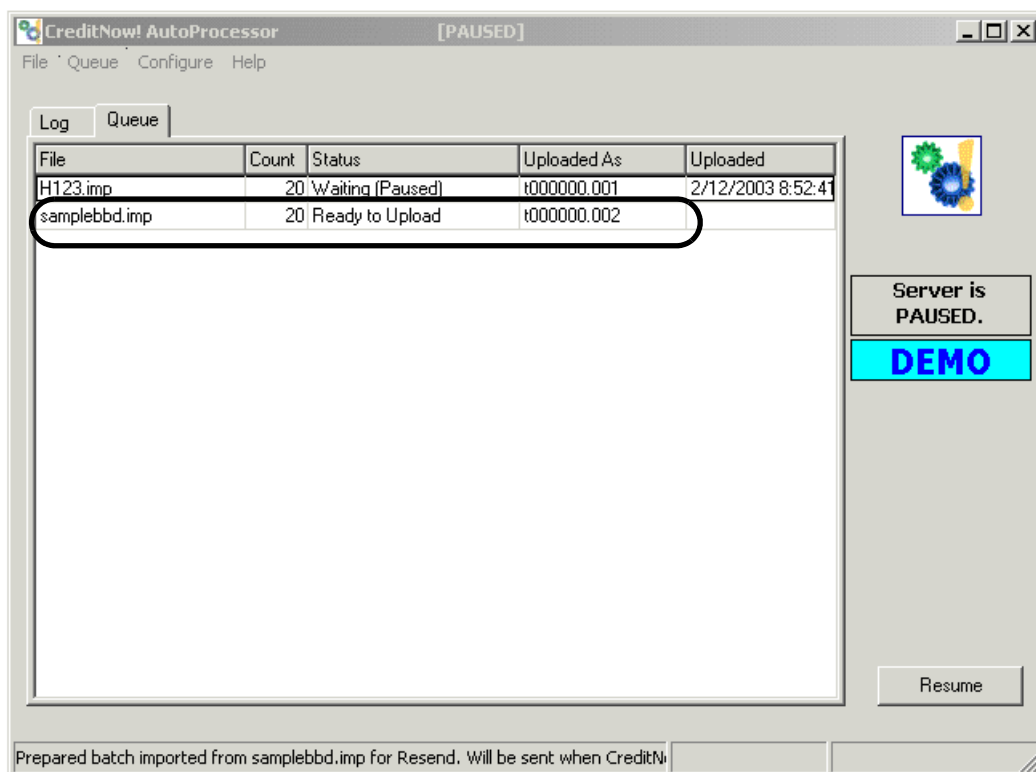
The file is resent to the processing service.

Chapter 7. Maintaining and Troubleshooting

This chapter describes how to troubleshoot and maintain the AutoProcessor.

Maintenance Contract

The AutoProcessor comes with a year of free maintenance, support, and updates. When the year expires, you may renew the maintenance contract by contacting Auric Systems International.

For information on the expiration date of your contract and on contacting Auric Systems International:

1. Make sure you're running the AutoProcessor live (not demo).

2. Click on Help.

3. Click on About to view a screen like the following:
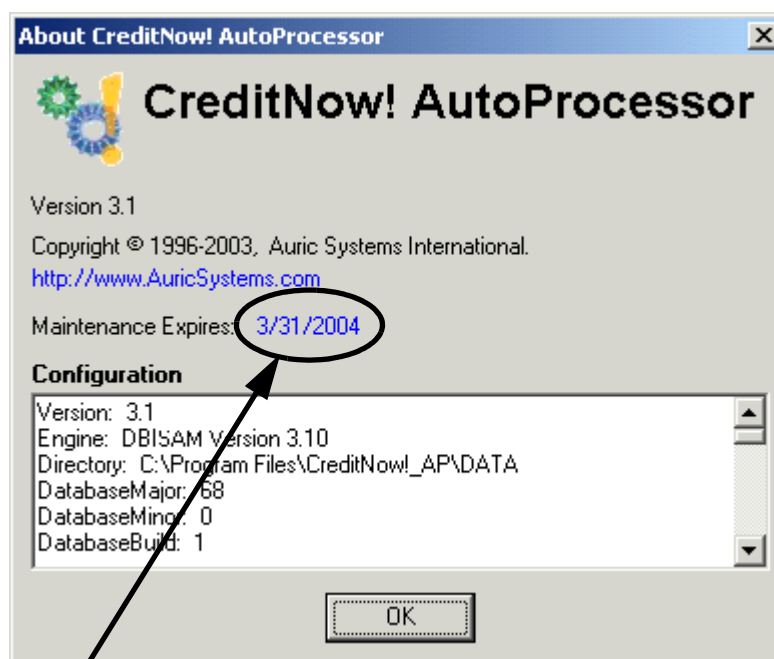
You need to renew your maintenance contract on or before the expiration date shown.

4. Click on the expiration date to view:
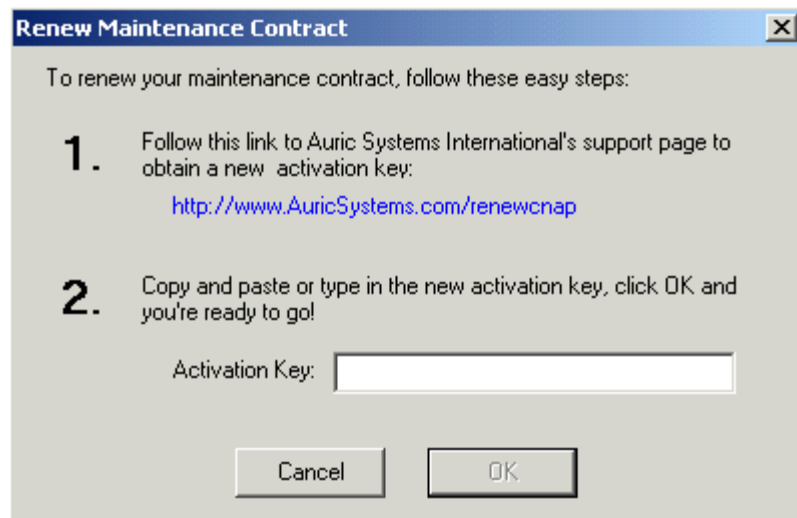
(You can also view this screen directly by clicking Help, then Maintenance Contract.)

5. Follow the directions for renewing your maintenance contract or call Auric Systems International.

Troubleshooting the AutoProcessor

If you need to contact Auric Systems International, please copy down any error messages you received and keep notes on what happened before and after the trouble started. This information will help us solve your problem quickly.

To contact technical support for the *CreditNow!* AutoProcessor:

Phone:	603-924-6079
E-mail:	support@AuricSystems.com
Web Site:	www.AuricSystems.com

Please have your serial number handy. When you purchased the AutoProcessor over the Internet, the serial number and activation key were e-mailed to you.

You can also find your serial number and activation key under the Help menu:

1. Click on Help.

2. Click on About.

3. Scroll down to Serial Number and then Activation Key.

4. Write down the numbers.

5. Click on [OK] to leave the Help menu.

Your problem might involve the external application or your processing service. Contact your processing service directly.

Backing Up and Restoring the Database

You should back up the AutoProcessor database regularly (daily, weekly, monthly), depending on how often you transmit transactions.

To back up:

You must exit the AutoProcessor before you back up to make sure everything is written to the hard disk.

1. Pause the AutoProcessor.

2. Click on File.

3. Click on Exit.

4. Using Windows Explorer, look under Program Files to find the CreditNow!_AP directory.

5. Open the CreditNow!_AP directory to find the Data directory.

6. Copy the Data directory from your hard drive on to a zip disk, CD, floppy, or other medium.

7. Store this backup in a secure place.

To restore:

If you need to restore the database, first pause and exit the AutoProcessor. Then copy the backed up files over the existing files in the CreditNow!_AP directory.

Deleting Old Files

You can delete old files from any directory; however, deleting old files affects the AutoProcessor's file naming.

The AutoProcessor always names files using the lowest available number. For examples:

- ABC.DNE
- ABC_001.DNE
- ABC_002.DNE
- ABC_003.DNE
- ABC_004.DNE

In this example, the next .DNE file that the AutoProcessor creates is named ABC_005.DNE.

But suppose, before that happens, you delete the old files ABC_001.DNE and ABC_002.DNE. In that case, the next .DNE file that the AutoProcessor creates is named ABC_001.DNE.

Therefore, the number 001 doesn't guarantee that ABC_001.DNE is your oldest file. To prevent problems, make sure each file has a unique name and check the date of a file before deleting.

Optimizing the Data Tables

The AutoProcessor's tables (stored in the DATA directory) can grow to be quite large, particularly if you don't archive regularly. The optimize operation rebuilds your data tables and the indices that point to them.

The optimize operation copies the data out of your existing data table into a new and smaller data table. It then replaces the original data table with the new, smaller table and builds a new index. While optimization is occurring, the copy-and-replace procedure could require as much as two times the amount of disk space as the largest table in your DATA directory.

Although you may see a slight increase in speed after optimizing, the main purpose is to reduce the size of your data files. If you archive regularly, you shouldn't need to optimize. For more information, see "Archiving the Processed Transactions File" on page 82.

To optimize:

1. Click on File.

2. Click on Optimize to view:
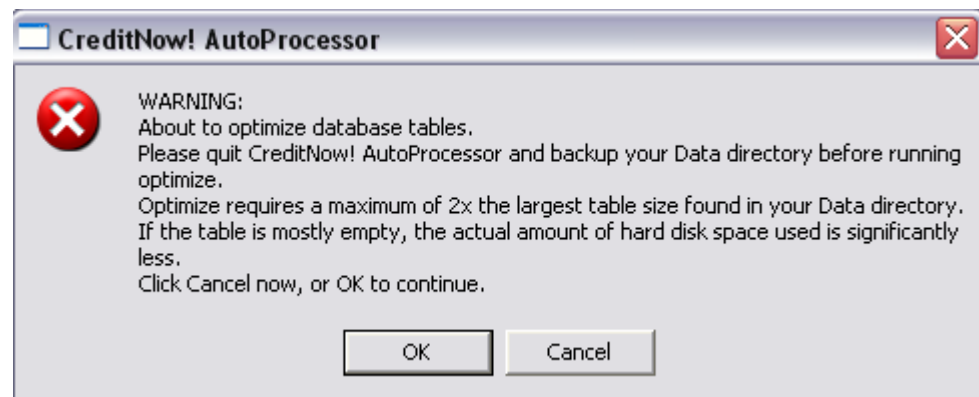
3. Click on ▢ OK

    You'll see statements like the following on the main *CreditNow! AutoProcessor* screen:

Time	Type	Event
2/25/2007 7:59:31 AM	Information	Network services resumed.
2/25/2007 7:59:31 AM	Information	Database tables optimized.
2/25/2007 7:59:30 AM	Information	Optimized: UserSubmittal
2/25/2007 7:59:30 AM	Information	Optimized: UpdateLog

If you receive an error message instead, call technical support at Auric Systems International.

Verifying and Repairing the Database

The verify (and repair) operation checks the integrity of the database and, if any problems are found, repairs them. You should recover only if asked to do so by your technical support or by Auric Systems International technical support. Always back up your data directory before running verify (and repair).

To recover:

1. Click on File.

2. Click on Verify (and Repair) to view:
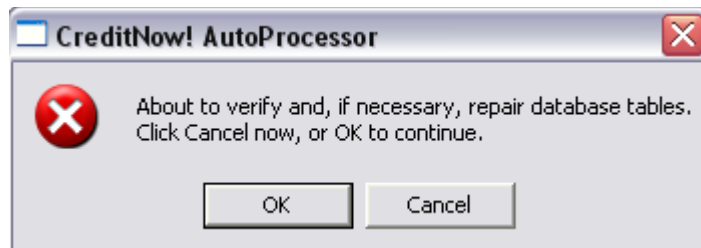
3. Click on [OK]

   You'll see a statement like the following on the main *CreditNow!* AutoProcessor screen:

Time	Type	Event
8/22/02 1:10:25 PM	Information	Database tables verified.

   If you receive an error message instead, call technical support at Auric Systems International.

Appendix A. Keyboard Shortcuts
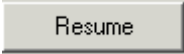
This chapter describes how to use your keyboard instead of menus and buttons to perform most actions in the AutoProcessor.

A table of keyboard commands appears on the next page. It's organized by menu. In this table, the sequence **ALT C, D** means "press the **ALT** key and the **C** key together, then release and press the **D** key."

Menu	*Task . . .*	*Press These Keys . . .*
Configure	Configure (open menu)	**ALT C**
	Directories	**ALT C, D**
	Exports	**ALT C, E**
	Imports	**ALT C, I**
	Options	**ALT C, O**
	Processor Settings	**ALT C, P**
	Remote Utility Communication	**ALT C, R**
	Serial Number and Activation Key	**ALT C, N**
File	File (open menu)	**ALT F**
	Archive	**ALT F, A**
	Close	**ALT F, C**
	Exit (application only)	**ALT F, X**
	Optimize	**ALT F, T**
	Verify (and Repair)	**ALT F, V**
Help	Help (open menu)	**ALT H**
	About	**ALT H, A**
	Auric Systems International Home Page	**ALT H, H**
	Configuration Report	**ALT H, C**
	Field Reference	**ALT H, F**
	Get Acrobat Reader	**ALT H, G**
	Maintenance Contract (not available in demo version)	**ALT H, I**
	Management Tools Manual (for Viewer only)	**ALT H, M**
	User Manual (for AutoProcessor only)	**ALT H, U** **or press F1 on your keyboard**

Menu	Task . . .	Press These Keys . . .
Queue	Queue (open menu)	**ALT Q**
	Check Response Files Now	**ALT Q, C**
	Download Any File	**ALT Q, A**
	Pause/Resume (toggle)	**ALT Q, P or ALT Q, R**
	Remove Batch	**ALT Q, V**
	Resend Batch	**ALT Q, N**

The following table lists keyboard commands for buttons:

Button	Press These Keys . . .
OK	**ENTER**
Pause	**ALT Q, P**
Resume	**ALT Q, R**

Appendix B. ICVerify® (ICV-Style) Files

The *CreditNow!* AutoProcessor is able to communicate with third-party applications that require ICV-style import and export files. This appendix describes how to set up ICV-style import and export using the AutoProcessor's built-in templates.

Preparing for Configuration

ICV-Style Actions

The following table lists:

- The ICV-style actions that the AutoProcessor supports
- The equivalent in AutoProcessor terms.

ICV-Style Action	AutoProcessor Action	Abbreviation
C1	Conditional Deposit	C or S
CO	Deposit	D
C3	Refund/Credit	R
C6	Authorize	A

Configuring Imports with Templates
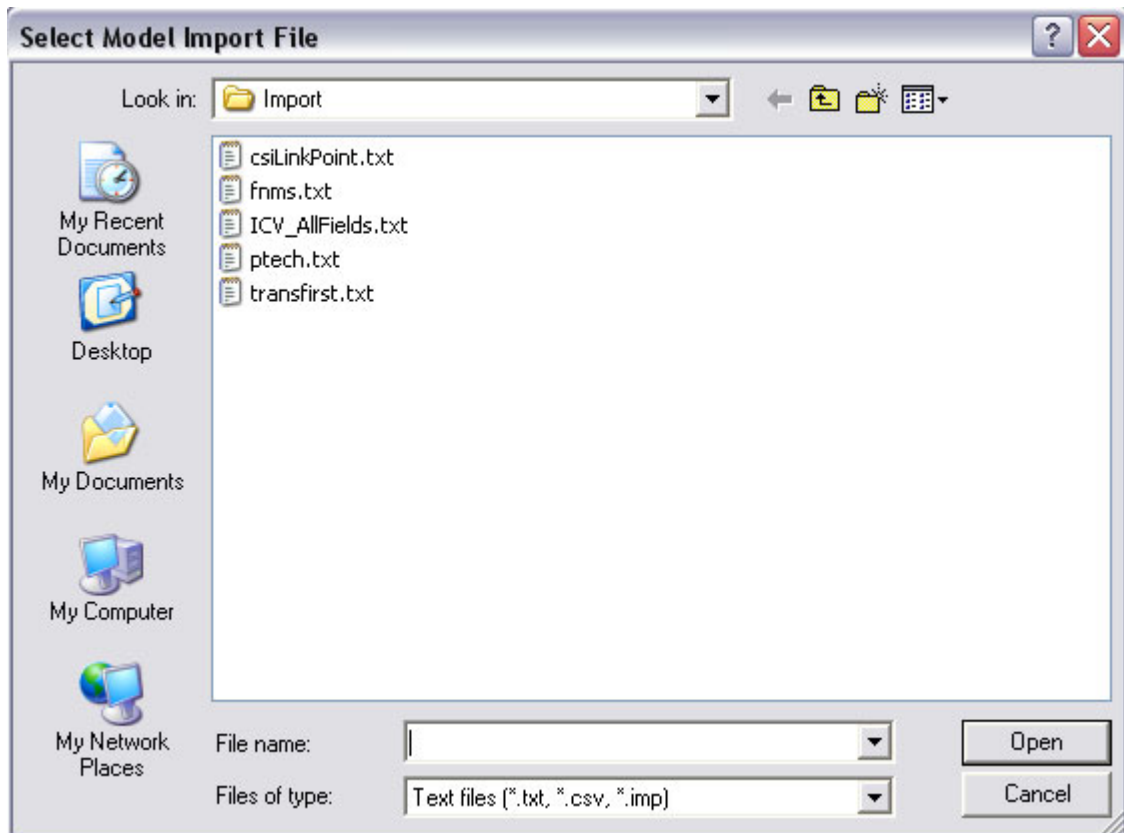
1. Click on Configure.

2. Click on Imports to view:

3. Double click on a text file, one that can serve as an example for setting up the rest of your text files. (For this example, double click on ICV_ALLFIELDS.TXT, which is a file supplied with the AutoProcessor.) You can configure imports using a file with an .TXT, or .CSV, or .IMP extension; but for the actual processing, the AutoProcessor only accepts files with a .IMP extension.

    The file you choose to work with appears on a screen like the following:
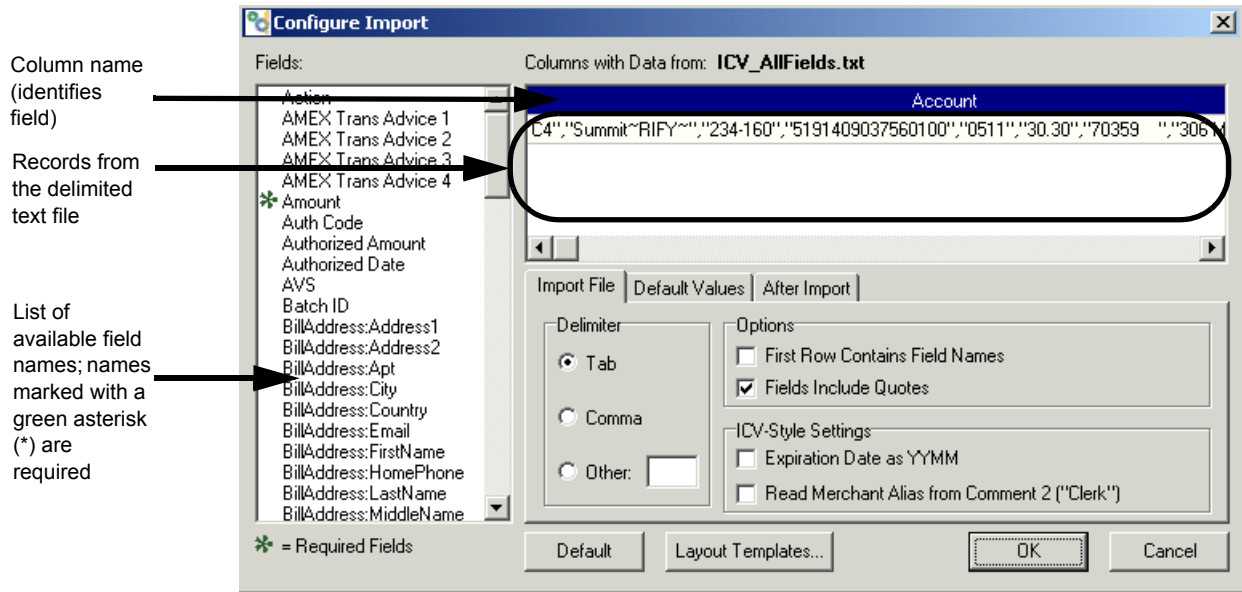
Column name (identifies field)

Records from the delimited text file

List of available field names; names marked with a green asterisk (*) are required

Each record is a transaction.

4. To format your file, click on [Layout Templates...] to view:
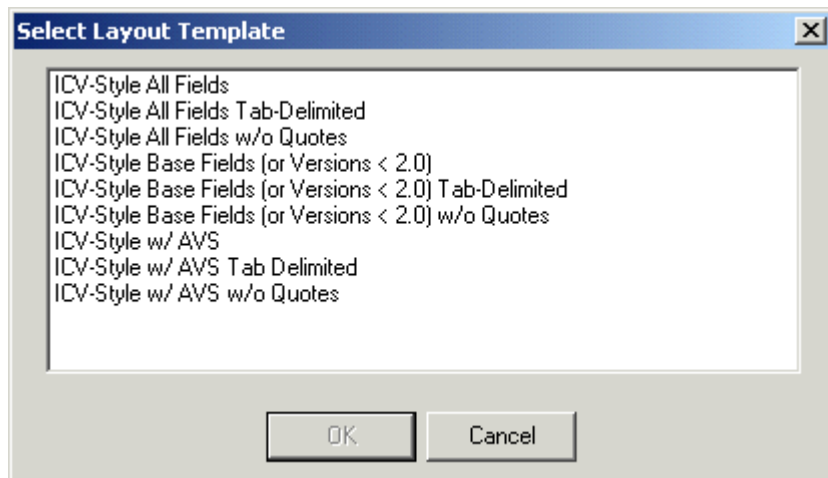

The templates listed come with the AutoProcessor. Each template has a slightly different selection and arrangement of columns.

5. Click on the template you prefer. For this example, ICV-STYLE ALL FIELDS is chosen.

6. Click on OK to view:
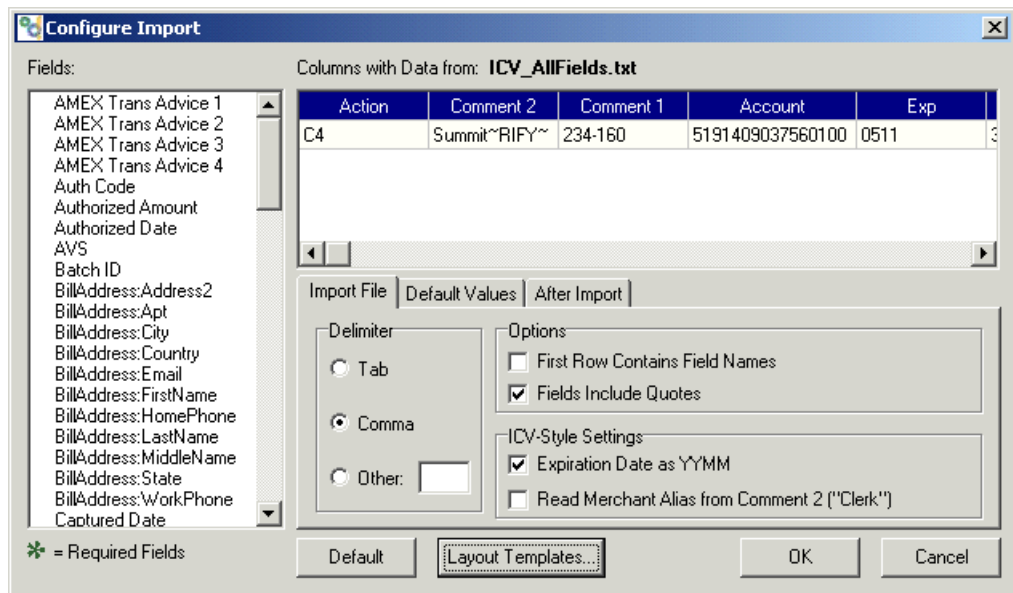
The AutoProcessor assigns its best estimate of the correct field name to each column. If you have selected the correct text file (at Step 3) and the correct template (at Step 5), *you should not need to make any further changes*. Go to Step 17.

7. To change a field name, click on a field name in the Fields list, then drag the name to the column.

   If you place your selection over an existing column name (for example, replacing BillAddress with ShipAddress), the old name automatically returns to the Fields list.

   If you don't assign a field name to a column, then that column of information isn't sent to your processing service; unassigned columns aren't imported.

8. Click on the Import File tab to view:
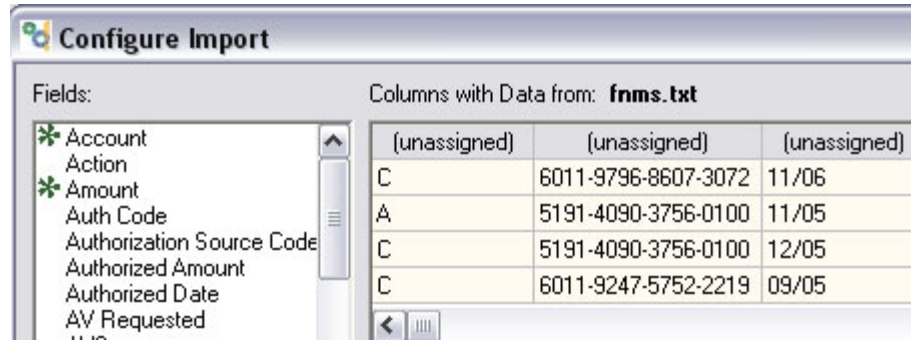
If you want to use aliases, place the Comment 2 field name above the column that contains the aliases. You should also place a check-mark next to "Read Merchant Alias from Comment 2 ("Clerk")."

9. Click on a radio button to identify the Delimiter used by the imported text file. The default delimiter is a tab.

10. If necessary, click on one of the choices under Options to change the default:

Option	No Check-Mark		Check-Mark	
First Row Contains Field Names	☐	Assumes that the first row of text is the record of a transaction, not a list of field names.	☑	Assumes that the first row of text contains field names.
Fields Include Quotes	☐	Assumes that any quotes are part of the transaction record and includes them in the record sent to the processing service.	☑	Assumes that any quotes around a field aren't part of the transaction and deletes the quotes.

11. The AutoProcessor automatically makes the appropriate choices under ICV-Style Settings. However, you can change them:

Option	No Check-Mark . . .		Check-Mark . . .	
EXPIRATION DATE AS YYMM	☐	Assumes that dates are in the form MMYY; for example, 03/02 would be March 2002.	☑	Assumes that dates are in the form YYMM; for example, 03/02 would be February 2003.

Option	No Check-Mark . . .	Check-Mark . . .
READ MERCHANT ALIAS FROM COMMENT 2 ("CLERK") [established when you configure processor settings]	☐ Doesn't read the merchant alias.	☑ Reads the merchant alias from the Comment 2 field and sets the Merchant ID for this transaction to the one that matches the alias.

12. Click on Default Values to view:

13. If your import file doesn't specify an Action field for each transaction, you must set the default Action to one of the choices (such as Authorize or Refund). For example, if you select Refund, every transaction that the AutoProcessor sends to the processing service is considered to be a refund.

> If your file does specify an action for each transaction, the AutoProcessor automatically ignores the default.

14. You may need to change other defaults, such as Division ID, Class (merchant default, MOTO, recurring, or E-commerce), Tender (credit card, purchase card, or check), Submitter ID, Prod. Type (for example, gift certificate or shareware), and ECommerce (for example, non-secure or secure). The choices that appear depend upon (a) your processing service and (b) the information you entered when configuring processor settings (specifically, the submitter and division ID information).

15. Click on Check Fraud to add a check-mark if you want your processing service to automatically check every transaction for fraud. You should first contact your processing service to find out if they offer automatic fraud checking and whether they have any special requirements.The default is no fraud checking.

16. Click on After Imports to view:
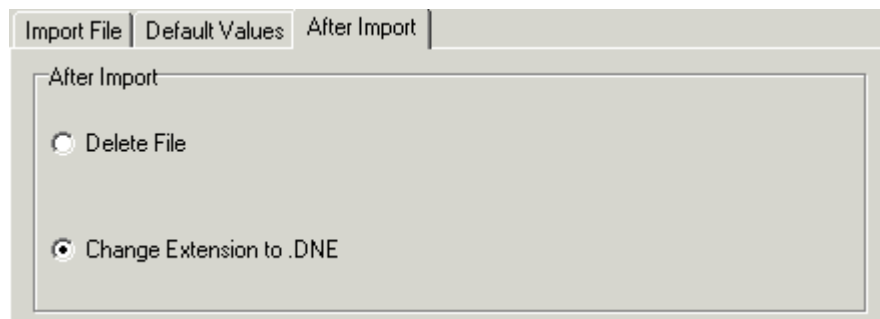
Here you tell the AutoProcessor how to handle the import file after importing it. The default is to change the file's extension to .DNE, and save it.

If you click on the Delete File radio button, the AutoProcessor deletes the file after import.

Auric Systems International recommends creating a done file.

17. When your configuration is finished, click on OK to leave the Configure Import screen.

Exports with Templates

1. Click on Configure.

2. Click on Exports to view:
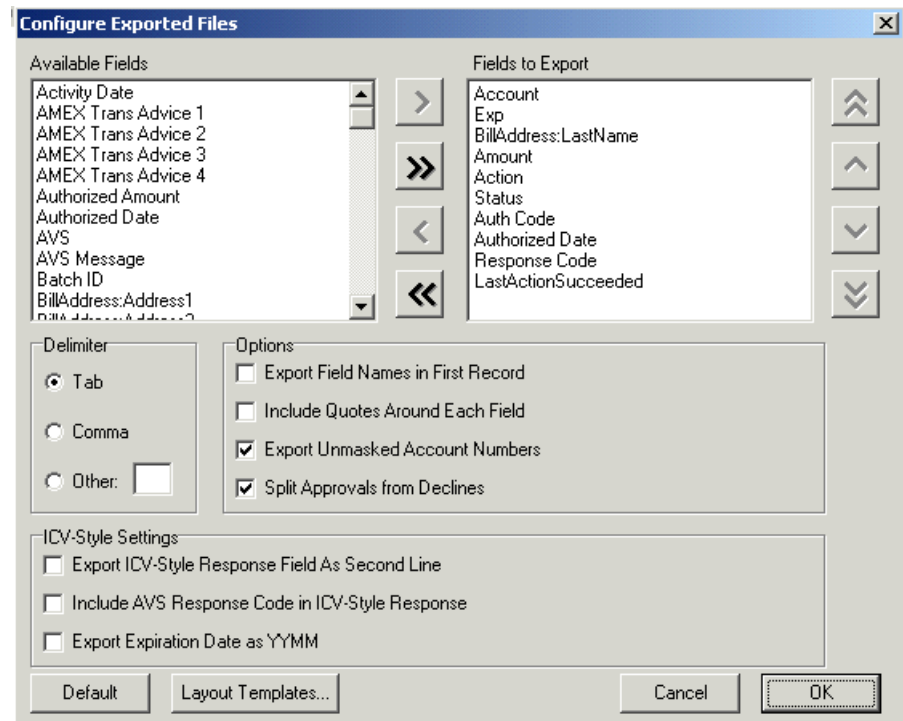
3. To format your file, click on **Layout Templates...** to view:
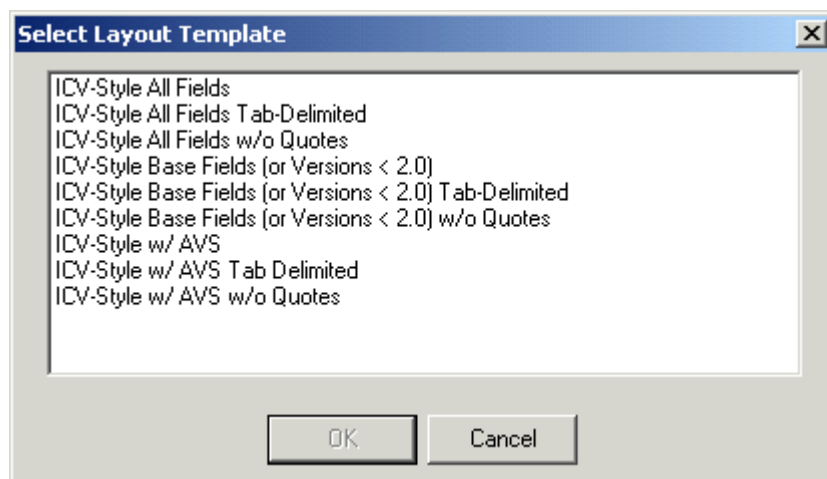
The templates listed come with the AutoProcessor. Each template has a slightly different selection and arrangement of columns.

4. Click on the template you prefer. For this example, ICV-STYLE ALL FIELDS is chosen.

5. Click on ⌈ OK ⌉ to view:
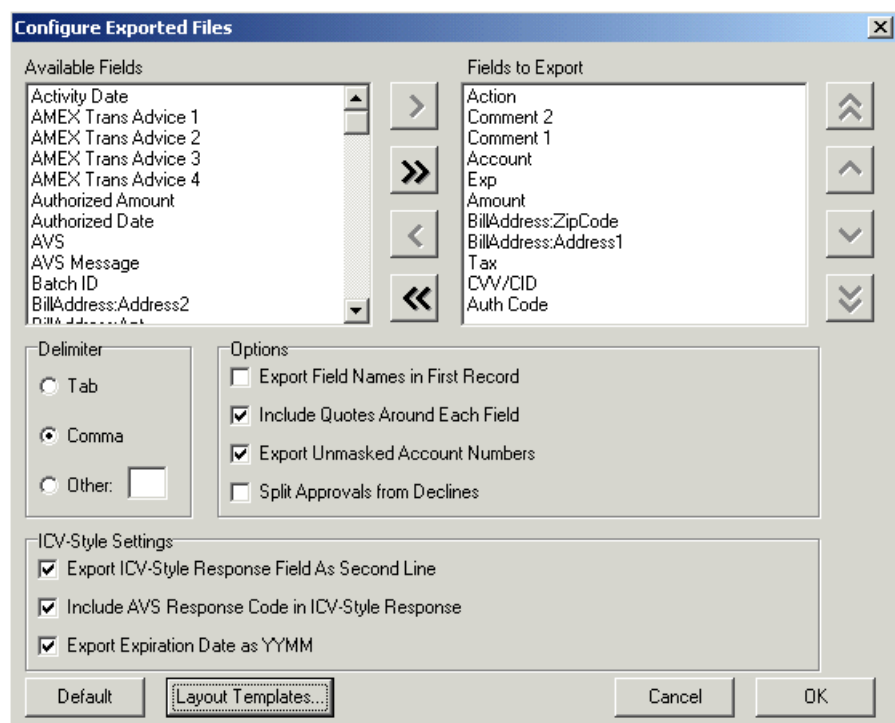
The AutoProcessor assigns its best estimate of the correct fields to export, delimiters, options and ICV-style settings. If you selected the correct template (at Step 4), *you should not need to make any further changes*. Go to Step 12.

6. There are two main boxes on the Configure Exported Files screen: Available Fields and Fields to Export. By default, nine fields are exported, as shown in the screen above. You may want to change or add to these fields. For example, if you add the Response Text field, you'll be able to see why the processing service declined a transaction. That information may tell you how to fix your import configuration to reduce the number of declines.

To move a field from one box to the other, select the field by clicking on the field name. Then:

Click on . . .	To . . .
>	Move the selected field into the Fields to Export box
»	Move all the available fields into the Fields to Export box
<	Move the selected field into the Available Fields box (that field isn't exported)
«	Move all the fields into the Available Fields box (no fields are exported)

To select more than one field at a time, first click on one field name, then hold down the **Ctrl** key on your keyboard and click on any additional field name(s).

7. The first field shown in the Fields to Export box is the first field to appear the record for each transaction. To change a field's position, select the field by clicking on the field name. Then:

Click on . . .	To Move a Field . . .
≫	To the top spot in the box (the beginning of the record)
^	Up one spot
∨	Down one spot
≫	To the bottom spot in the box (the end of the record)

The AutoProcessor arranges each transaction record to show the fields you chose at Step 3, in the order you chose at Step 4.

To return all fields to their default position (with nine fields listed in their original order in the Fields to Export box), click on

Default

8. If necessary, change the defaults under Delimiter and Options:

Delimiter
- ⦿ Tab
- ○ Comma
- ○ Other: [ ]

Options
- ☐ Export Field Names in First Record
- ☐ Include Quotes Around Each Field
- ☑ Export Unmasked Account Numbers
- ☑ Split Approvals from Declines

Step 9 and Step 10 describe the choices offered in each box.

9. Click on a radio button to choose a Delimiter. The default delimiter is a tab.

10. Click on any of the choices under OPTIONS:

Option		No Check-Mark		Check-Mark
Export Field Names in First Record	☐	Doesn't show the field names for the fields you selected at Step 3	☑	Shows the field names for the fields you selected at Step 3
Include Quotes Around Each Field	☐	Omits quotes around field names	☑	Places quotes around fields
Export Unmasked Account Numbers	☐	Exports only the last four digits of the account number	☑	Exports the full account number
Split Approvals from Declines	☐	Places all transactions (approved and declined) in a single .EXP file in the EXPORT directory	☑	Places approved transactions in a .OK file in the EXPORT directory, and declined transactions in a .BAD file in the DECLINES directory

11. If necessary, change the defaults in the ICV-STYLE SETTINGS box:

ICV-Style Settings
☐ Export ICV-Style Response Field As Second Line
☐ Include AVS Response Code in ICV-Style Response
☐ Export Expiration Date as YYMM

Click on any of the choices:

Option	No Check-Mark		Check-Mark	
Export ICV-Style Response Field As Second Line	☐	Doesn't export the ICV-style response field.	☑	Exports the response field. You *must* check-mark if you want to include the AVS response code.
Include AVS Response Code in ICV-Style Response	☐	Omits AVS response code from the ICV-style response field	☑	Exports AVS response code as part of the ICV-style response field. This choice requires exporting ICV-style response field.
Export Expiration Date as YYMM	☐	Exports dates in the form MMYY; for example, 03/02 would be March 2002	☑	Exports dates in the form YYMM; for example, 03/02 would be February 2003

12. When you've configured your export files the way you want them,

click on   OK

Appendix C. Processor Specific Information

This appendix contains information on configuring processor settings specifically for your processing service:

- C.1   Card Services International (CSI) LinkPoint Batch
- C.2   First National Merchant Solutions (FNMS) BAS
- C.3   Paymentech
- C.4   TransFirst ePayment Services

If you don't configure processor settings correctly, the live AutoProcessor refuses to work; it remains paused. You may see a warning message on your screen.

C.1 Card Services InternationaL: LinkPoint Batch

The following steps explain how to configure processor settings for the Card Services International (CSI) LinkPoint batch gateway.

Before you begin, you need the following information from CSI:
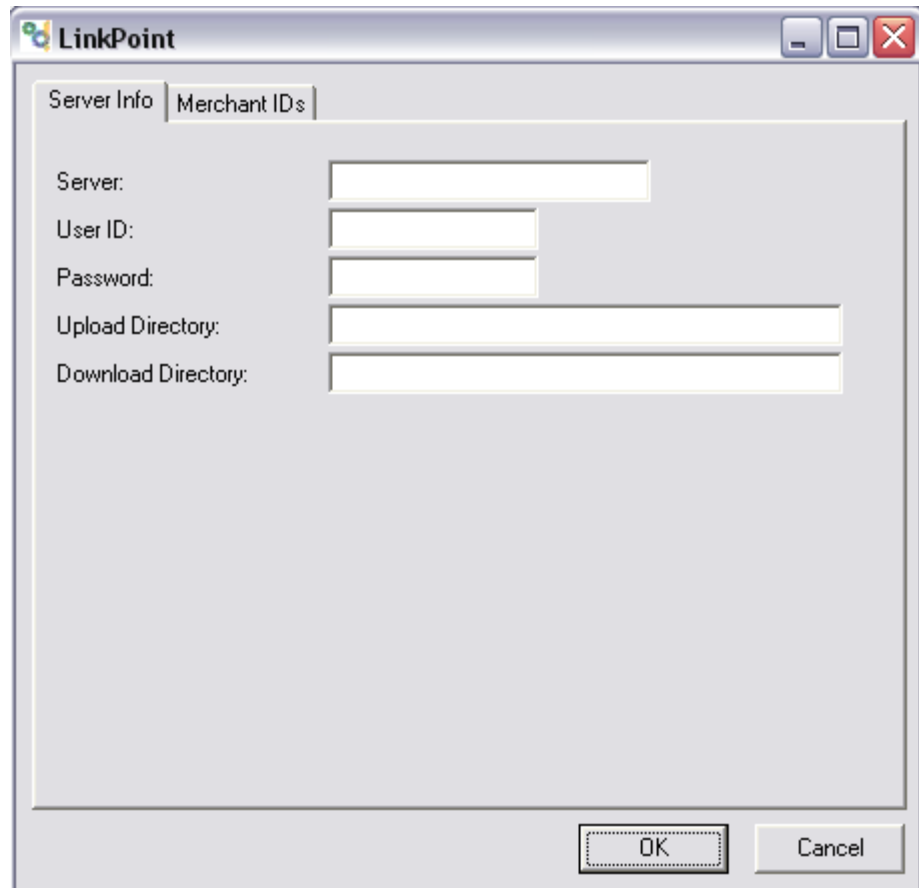
- Merchant ID (merchant number)

- Server information, including the server address, user ID, password, upload directory, and download directory

The AutoProcessor comes with a demo merchant ID, which allows you to use the demo. The live and test modes of the AutoProcessor *won't run unless you enter valid information from CSI*; the demo merchant number won't work.

To configure the processor settings:

1. Pause the AutoProcessor.

2. Click on Configure.

3. Click on Processor Settings to view a screen like the following:

4. Click on the Server Info tab.

5. Type in Server Address, User ID, Password, Upload Directory, and Download Directory information.

   For the upload and download directories, you can enter slashes to separate directories. For example, if CSI specifies that you should download files from the "output/861111" directory, enter the string "output/861111" in the Download Directory edit box.

   The AutoProcessor communicates with CSI using SFTP over the Internet. (SFTP is a secure, encrypted communications protocol based on SSH.) You *must* have an active Internet connection.

6. Click on the Merchant IDs tab to view a screen like the following:
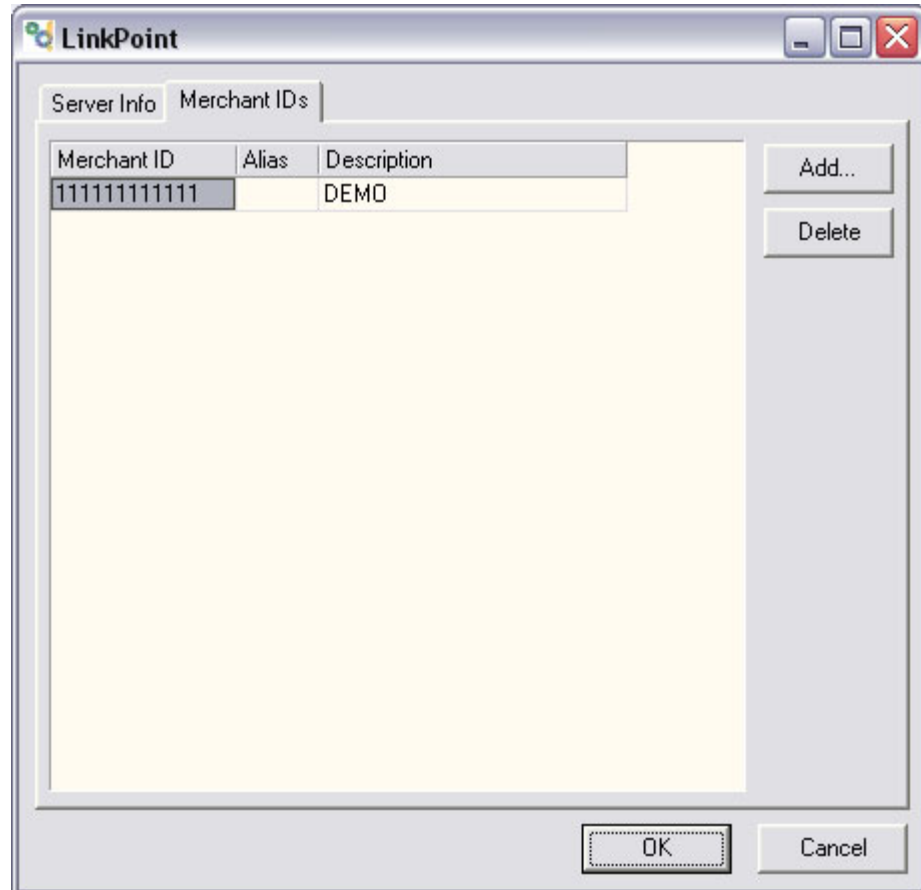
7. The information on this screen is used later when you configure import files. At that time, the merchant ID(s) and associated description(s) are automatically listed under the Default Values tab (in the Merchant ID box).

    The default merchant ID and description work in demo version only; you may delete them after you add genuine information.

8. Click on [Add...] to create a blank line where you can type in the merchant ID, alias, and description.
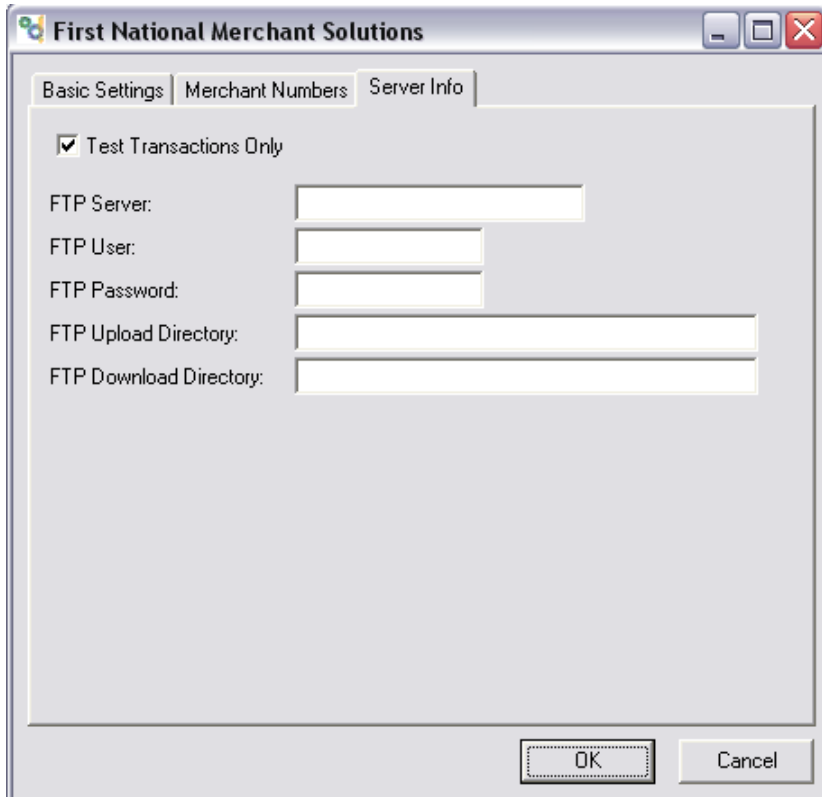
9. Type the merchant ID into the Merchant ID box. This number is supplied by CSI and must be typed exactly as supplied. The AutoProcessor can support multiple merchant numbers with each number representing a different company (merchant name).

10. Enter an alias, if you want to. The alias is needed only to provide compatibility with ICV-style files. Otherwise, it's optional. An alias

must be four characters or less, and must be unique. Do not type tildes (~) in the alias.

11. Type a description in the Description box. The description can be any combination of letters and numbers. The description is for your own reference and is not sent to CSI.

12. If you have more than one row of information in the Merchant IDs screen, you can sort the rows by any one column. Click on the column's title to sort in ascending order. Click a second time to sort in descending order.

13. You can delete the demo merchant ID or let it remain.

14. Click on   OK

You must back up your database right now.

15. Back up your data base as described in "Backing Up and Restoring the Database" on page 97.

Store this backup in a secure place. If you ever need to reinstall the AutoProcessor (for example, because of a hard drive failure), the information stored in these files will let you recover your configuration.

Field Information Specific to CSI LinkPoint

Every processing service supports a different set of features, data requirements, response codes, file layouts, and so on. The AutoProcessor shelters you from as many of these differences as possible while still letting you take maximum advantage of the processing service's capabilities.

The following field information is specific to FNMS.

Field	Explanation
Merchant ID	This is the value available for import that identifies either the account or the merchant for this transaction. The merchant ID is 20 characters long. Merchant IDs don't need to be sorted into separate batches.
Order Number	CSI refers to this field as the "Order ID." It's 50 characters long.
Soft Descriptor 1: Merchant Name Descriptor (Not Supported)	CSI LinkPoint batch doesn't support Soft Descriptors.

Field	*Explanation*
Soft Descriptor 2: Merchant City Descriptor (Not Supported)	CSI LinkPoint batch doesn't support Soft Descriptors.
Transaction Reference Key (Optional)	The Transaction Reference Key is optional for CSI LinkPoint. The Transaction Reference Key contains information needed by some processing services to track required data between an authorization and a capture/deposit. For CSI LinkPoint, it's sufficient to send the order number, account number, and authorization code (AuthCode), which you are probably already tracking.

Other Notes

The AutoProcessor currently supports the following features for the Card Services International LinkPoint batch gateway:

- Credit cards (purchase cards and checks are not supported)
- Different merchant IDs mixed in the same batch
- International AVS

Merchant action responses are limited.

C.2 First National Merchant Solutions BAS

The AutoProcessor communicates with the First National Merchant Solutions (FNMS) BAS batch system via VPN or Frame Relay. The following steps explain how to configure processor settings.

Before you begin, you need the following information from FNMS:

- Originator identifier and originator name, identifying the company that submits transaction information to TransFirst

- Merchant number

- Server information, including the FTP server address, user, password, upload directory, and download directory.

The AutoProcessor comes with a demo merchant number, which allows you to use the demo. The live and test modes of the AutoProcessor *won't run unless you enter valid information from FNMS*; the demo merchant number won't work.

Configure Processor Settings

To configure the processor settings:

1. Pause the AutoProcessor

2. Click on the Configure menu.

3. Click on Processor Settings to view a screen like the following:
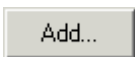
4. Click on the Basic Settings tab.

5. Type in originator identifier and name in the Originator Identifier and Originator Name boxes. You must type them exactly as they were provided by FNMS.

6. Click on the Merchant Numbers tab to view a screen like the following:

7. The information on this screen is used later when you configure import files. At that time, the merchant number(s) and associated description(s) are automatically listed under the Default Values tab (in the Merchant Number box).

    The default merchant number and description work in demo version only; you may delete them after you add genuine information.

8. Click on [Add...] to view:

9. Type the merchant number into the Merchant Number box. This number is supplied by FNMS and must be typed exactly as supplied. The AutoProcessor can support multiple merchant numbers with each number representing a different company (merchant name).

10. Enter an alias, if you want to. The alias is needed only to provide compatibility with ICV-style files. Otherwise, it's optional. An alias must be four characters or less, and must be unique. Do not type tildes (~) in the alias.

11. Type a description in the Description box. The description can be any combination of letters and numbers. The description is for your own reference and is not sent to FNMS.

12. Enter the merchant name in the Merchant Name box.

13. Enter the merchant category code in the Merchant Category Code box; this is also provided by FNMS.

14. Enter the merchant address: city, state, zip, and country.

15. Click on [OK]

    If you have more than one row of information in the Merchant Numbers screen, you can sort the rows by any one column. Click on the column's title to sort in ascending order. Click a second time to sort in descending order.

16. Click on the Server Info tab to view:

17. By default, the Test Transactions Only box has a check-mark.

    • With a check-mark: In demo version, this has no effect. When you switch to the live AutoProcessor, this default allows you to test your connection to FNMS without processing any real transactions. The transaction is actually sent to FNMS but it's marked as a test transaction. You should leave this default in place until you're sure the connection with TransFirst is working.

    • Without a check-mark: When you remove the check-mark, the live AutoProcessor sends transactions for real processing. You

should remove the check-mark as soon as you're sure the connection with FNMS is working; otherwise, all transactions will be marked as test transactions and FNMS won't process them.

18. Fill in the FTP Settings boxes based on the information you receive from FNMS. Be extremely careful of your spelling, and watch out for upper and lower case characters. The settings you type in must be exact.

19. FNMS may request that you upload files to the default FTP directory. You can enter slashes to separate directories. For example, if FNMS specifies that you should download files from the "output/861111" directory, enter the string "output/861111" in the FTP Download Directory edit box.

20. Click on [OK]

21. Back up your data base as described in "Backing Up and Restoring the Database" on page 97.

   Store this backup in a secure place. If you ever need to reinstall the AutoProcessor (for example, because of a hard drive failure), the information stored in these files will let you recover your configuration.

You must back up your database right now.

Field Information Specific to FNMS

Every processing service supports a different set of features, data requirements, response codes, file layouts, and so on. The AutoProcessor shelters you from as many of these differences as possible while still letting you take maximum advantage of the processing service's capabilities.

The following field information is specific to FNMS.

Field	Explanation
Merchant Number	This is the value available for import that identifies either the account or the merchant for this transaction. Merchant numbers don't need to be sorted into separate batches.
Order Number	The FNMS order number field is 25 characters long.

Field	*Explanation*
Soft Descriptor 1: Merchant Name Descriptor (Optional)	This field contains the Merchant Name and/or Item Description. The Merchant Name Descriptor field must not start with a space. Visa regulations require that the company name must appears first and be followed by an asterisk (*). The asterisk may only appear in positions 5, 9, or 14. An additional product description may follow the asterisk.
Soft Descriptor 2: Merchant City Descriptor (Optional)	Contains either the City in which your business is located or, more commonly, a Customer Service Phone Number. The Customer Service Phone Number is a requirement to qualify for Visa's reduced Direct Marketing interchange rate.
Transaction Reference Key	If you perform pre-auth/post-auth (Auth/Capture) transactions, you *must* track the Transaction Reference Key field. The Transaction Reference Key is generated by the AutoProcessor and contains authorization information returned by FNMS that must be sent back to them with the deposit/capture.The 100-character long Transaction Reference Key provides a simple way for merchants to track this information without needing to track multiple separate fields. If, in the future, FNMS changes their requirements and additional data must be stored per transaction, that data will be added to the Transaction Reference Key. The AutoProcessor returns the Transaction Reference Key from the pre-auth (Auth) transaction. The merchant must provide this field with the post-auth (Capture) transaction. The Transaction Reference Key contains information from a number of fields FNMS requires in order to properly process the Capture transaction.

Processing Batches

- Checks and credit cards may be mixed in the same batch.

- Different merchant numbers may be mixed in the same batch. The AutoProcessor sorts them into separate "batches" within the same upload file as required by the BAS specification.

C.3 Chase Paymentech Solutions

The following steps explain how to configure processor settings for Chase Paymentech Solutions (Paymentech).

Before you begin, you need the following information from Paymentech:
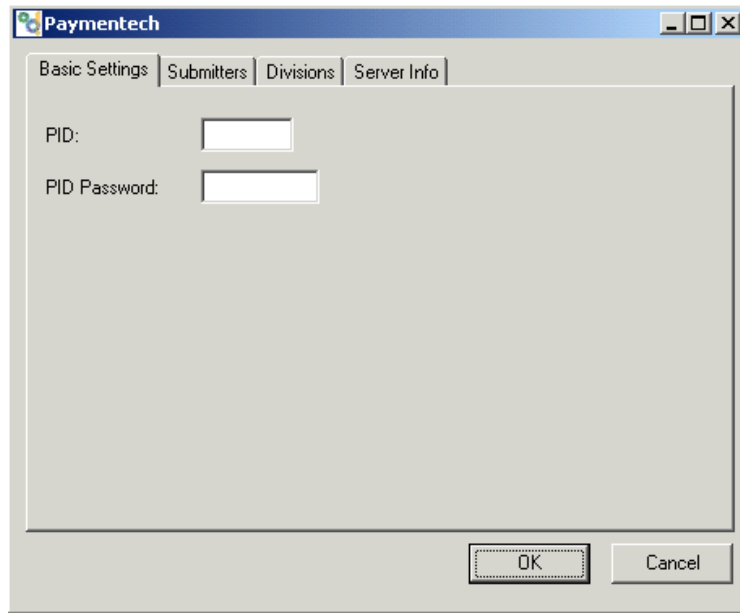
- Presenter ID (PID) and password, identifying the company that submits transaction information to Paymentech

- Submitter ID and password, identifying the company that actually receives the money from transactions

- Division ID, used to track different kinds of transactions for a single submitter (for example, transactions in yen and transactions in dollars) or transactions by different merchants

The presenter and submitter are usually your own company. However, if you handle transactions for multiple merchants, the presenter and submitter may be different and you might have multiple submitters.

The AutoProcessor comes with a demo submitter ID, submitter password, and division ID, which allow you to use the demo. The live and test modes of the AutoProcessor *won't run unless you enter valid IDs and passwords from Paymentech*; the demo information won't work.

To configure the processor settings:
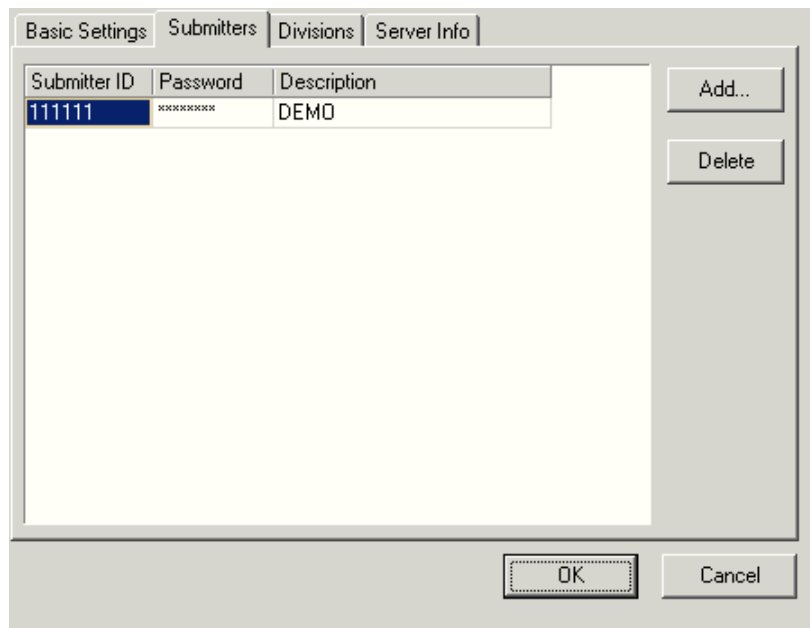
1. Pause the AutoProcessor.

2. Click on Configure.

3. Click on Processor Settings to view a screen like the following:

The screen, tabs, and boxes that you see are set up specifically for Paymentech Gateway.
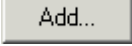
4. Click on the Basic Settings tab and fill in presenter information (PID and PID Password) as provided by Paymentech.

5. Click on the Submitters tab to view a screen like the following:

The default submitter ID and password are provided for demonstration purposes only; you may delete them after you add genuine information.

6. To add a submitter, click on Add...

7. Type a number into the Submitter ID box. This number is supplied by Paymentech and must be entered exactly as supplied.

8. Type a password into the Password box.

9. Press the **Enter** key to view:
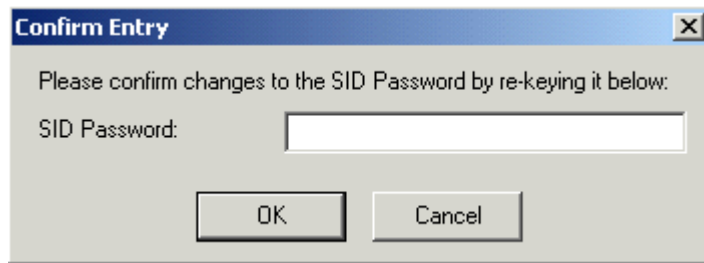
10. Re-enter the password

11. Enter a description. The description can be any combination of letters and numbers.

12. Click on the Divisions tab to view a screen like the following:
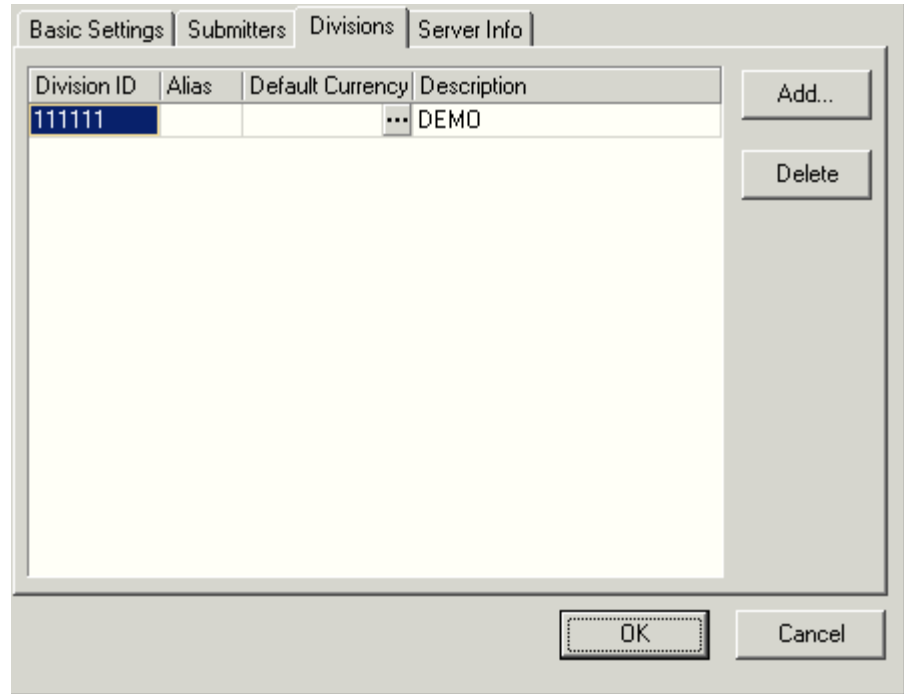
The information in this screen is used later on when you configure import files. At that time, the division number(s) and associated description(s) are automatically listed under the Default Values tab (in the Division ID box).

The default division ID and description are provided for demonstration purposes only. The live AutoProcessor requires a valid ID and password provided by Paymentech.

13. Type the division number under Division ID. This number is supplied by Paymentech and must be typed exactly as supplied.

14. Type an alias into the Alias box and type a description into the Description box:

Your transaction records must show tildes (~) on either side of the alias: ~KPR~. However, do *not* type the tildes in the Alias box of the AutoProcessor.

- The alias is needed only to provide compatibility with certain files (such as ICV-style). Otherwise, it's optional. Each alias is four characters or less, and must be unique. Do not type tildes in the Alias box.

- The description can be any combination of letters and numbers.

15. Under Default Currency, click on ⋯ to view a list of currencies.

16. Click on the currency you want. The AutoProcessor and management tools automatically use that currency for all transactions associated with that particular division ID.

   If you don't make a choice or if your choice is rejected for some reason (for example, Paymentech doesn't handle that currency), U.S. dollars are used by default.

17. If you have more than one row of information, you can sort the rows by any one column. Click on the column's title to sort in increasing or decreasing order.

18. Click on the Server tab to view:

19. By default, the Test Transactions Only box has a check-mark. In demo version, this has no real effect. However, when you switch to the live AutoProcessor, this default sends transactions to a special location at Paymentech. It allows you to test your connection with Paymentech without actually processing any real transactions. You should leave this default in place until you are sure the connection with Paymentech is working. Then remove it.

In the live AutoProcessor, if Test Transactions Only is check-marked, the word TEST appears on the screen. It disappears after you remove the check-mark, and Paymentech begins to really process transactions.

20. Fill in the FTP and Dial-Up Settings boxes based on information you receive from your processing service.

As long as the Test Transactions Only box is check-marked, this
information is inactive, even if you're using the live AutoProcessor.
When you remove the check-mark from Test Transactions Only, the
FTP and dial-up settings become active and your transactions are
really processed.

21. Click on [OK]

C.4 TransFirst ePayment Services

The following steps explain how to configure processor settings for the TransFirst ePayment Services.

Before you begin, you need the following information from TransFirst:

- Sender and Sender Name, identifying the company that submits transaction information to TransFirst

- Merchant name and number

- Server information, including the FTP server address, user, password, upload directory, and download directory

The AutoProcessor comes with a demo merchant number, which allows you to use the demo. The live and test modes of the AutoProcessor *won't run unless you enter valid merchant names and numbers from TransFirst*; the demo merchant number won't work.

To configure the processor settings:

When you finish configuring processor settings, **you must back up**.

1. Pause the AutoProcessor

2. Click on the Configure menu.

3. Click on Processor Settings to view:
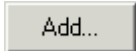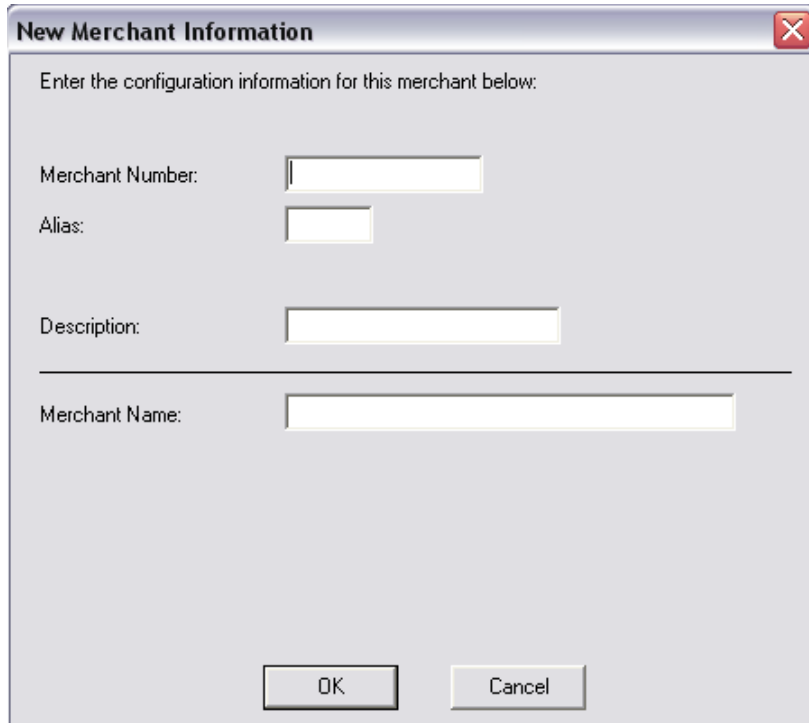
4. Click on the Basic Settings tab and fill in the Sender and Sender
    Name exactly as provided by TransFirst.

5. Click on the Merchant Numbers tab to view:
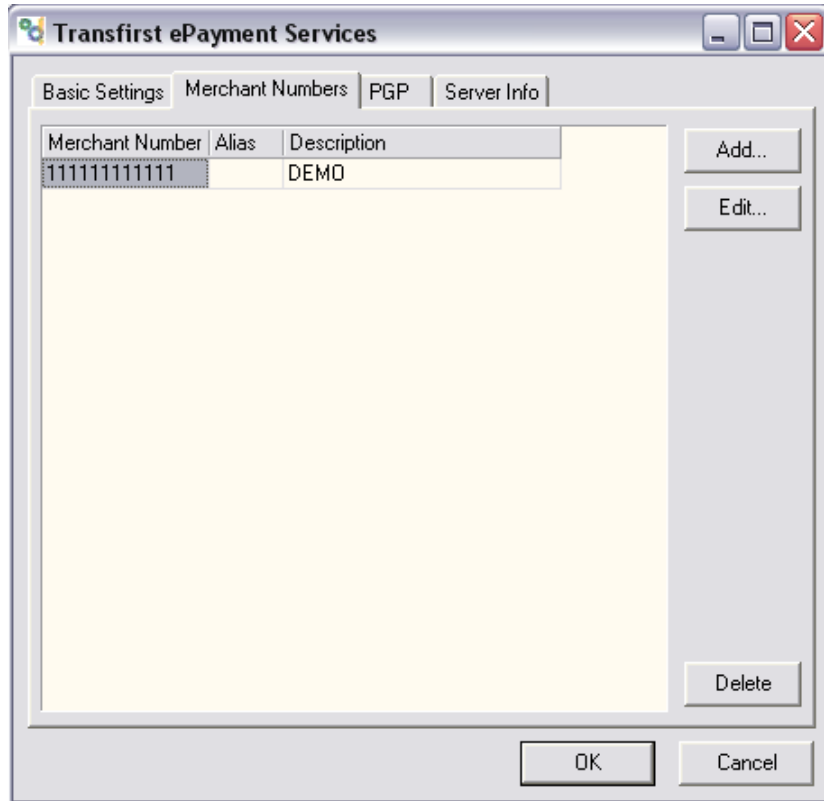
The information on this screen is used when you configure import files. At that time, the merchant number(s) and associated description(s) are automatically listed under the Default Values tab (in the Merchant Number box).

The default merchant number and description are provided for demonstration purposes only; you may delete them after you add genuine information.

6. Click on   Add...   to view:

7. Type the merchant number in the Merchant Number box. This number is supplied by TransFirst and must be typed exactly as supplied. The AutoProcessor can support multiple merchant numbers, with each number representing a different company (merchant name).

8. Enter an alias in the Alias box, if you want to. The alias is needed only to provide compatibility with ICV-style files. Otherwise, it's optional. An alias must be four characters or less, and must be unique. Do not type tildes (~) in the alias.

9. Type a description in the Description box. The description can be any combination of letters and numbers. The description is for your own reference and is not sent to TransFirst.

10. Enter merchant name in the Merchant Name box.

11. Click OK

    If you have more than one row of information in the merchant numbers grid, you can sort the rows by any one column. Click on the column's title to sort in ascending order. Click a second time to sort in descending order.

12. Click on the PGP tab to view:
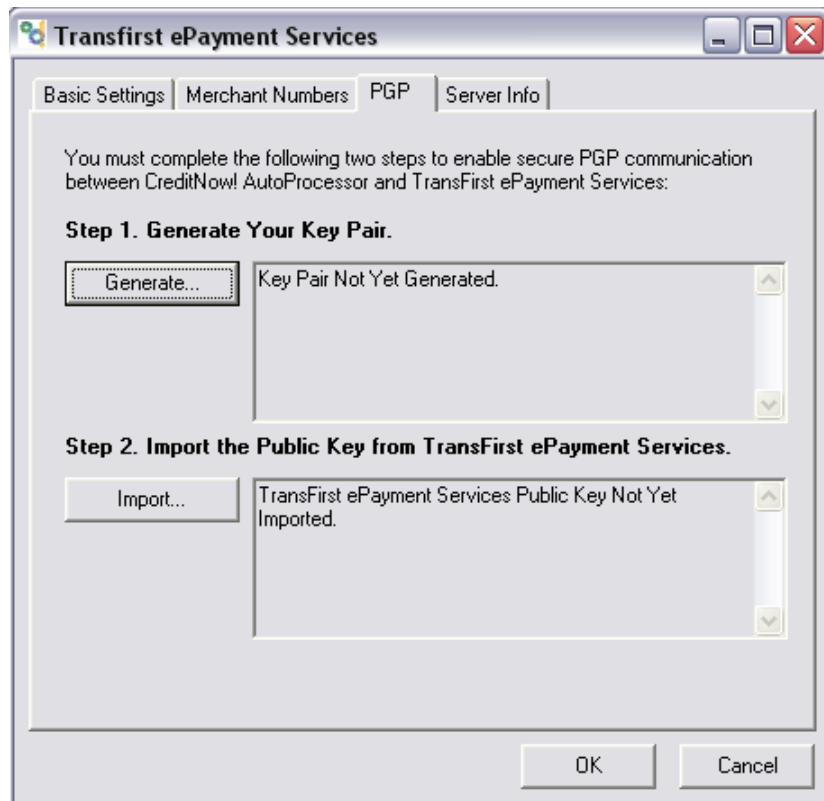
TransFirst ePayment Services uses PGP public/private key encryption to ensure the privacy and security of your credit card transactions. To use this function:

- You must first generate your own public/private key pair and send the public portion to TransFirst. This public/private key pair lets TransFirst read the encrypted files that you send to TransFirst.

- You must then import a public key sent to you from TransFirst. This public key lets you read the encrypted files that TransFirst sends to you.

You *must* generate first, and then import.

13. Click on [Generate...]

14. Type in your company name; while you're in demo version, you can type in **PGP Sender**. Otherwise, type in your exact company name.

You should type in your **full company name**. If TransFirst receives a duplicate company name, they can't import the key.

15. Click [OK]

    The AutoProcessor uses the PGP libraries to build a public/private key-pair that you use to send transactions to TransFirst. After generating your unique public/private key-pair, the AutoProcessor writes your public key to the text file; it consists of your PGP sender name followed by an extension. See the message generated on the dialog for the precise name.

    E-mail that public key file to your TransFirst representative.

16. Click on [Import...] to view:

    Import

    Enter the file containing the public key from TransFirst ePayment Services in the box below.

    Import Key from File: [   ] [...]

    [OK]   [Cancel]

17. Click on the text file (.asc) that TransFirst e-mailed to you containing their PGP public key.

18. Click [OK]

    Your keys are now set-up.

19. Click on the Server Info tab to view:

20. By default, the Test Transactions Only box has a check-mark.

    • With a check-mark: In demo version, this has no effect. When you switch to the live AutoProcessor, this default allows you to test your connection to TransFirst without processing any real transactions. The transaction is actually sent to TransFirst but it's marked as a test transaction. You should leave this default in place until you're sure the connection with TransFirst is working.

    • Without a check-mark: When you remove the check-mark, the live AutoProcessor sends transactions for real processing. You should remove the check-mark as soon as you're sure the connection with TransFirst is working; otherwise, all transactions will be marked as test transactions and TransFirst won't process them.

21. Fill in the FTP boxes based on the information you receive from TransFirst. Be extremely careful of your spelling, and watch out for upper and lower case characters. The settings you type in must be exact.

TransFirst may request that you upload files to the default FTP directory. In that case, leave the FTP Upload Directory edit box empty. You can enter slashes to separate directories. For example, if TransFirst specifies that you should download files from the "output/861111" directory, enter the string "output/861111" in the FTP Download Directory edit box.

The AutoProcessor communicates with TransFirst over the Internet. You *must* have an active Internet connection.

22. Click on [OK]

You must back up your database right now.

23. Back up your data base as described in "Backing Up and Restoring the Database" on page 97.

If you lose your private key, you can't re-create it. Your only option is to create a new private key, which you must then send to TransFirst for encrypting new files. Encrypting is extremely important to protect the integrity of your transmissions.

Store this backup in a secure place. If you ever need to reinstall the AutoProcessor (for example, because of a hard drive failure), the information stored in these files will let you recover your encryption keys.

Field Information That's Specific to TransFirst

Every processing service supports a different set of features, data requirements, response codes, file layouts, and so on. The AutoProcessor shelters you from as many of these differences as possible while still letting you take maximum advantage of a processing service's capabilities.

The following field information is specific to TransFirst.

Field	Explanation
CID/CVV	American Express CID and Discover CVV are not supported. The AutoProcessor accepts values for these fields, but does not transmit them to TransFirst.
Merchant Number	This is the value available for import that identifies either the account or the merchant for this transaction. Merchant Numbers don't need to be sorted into separate batches.

Field	*Explanation*
Order Number and Customer Ref	The TransFirst Order Number field is only five characters long. However, TransFirst supports a Customer Ref field that is 15 characters long (TransFirst calls this the "Customer Number"). When using the TransFirst QuickBatch system, you don't have to send either the Customer Ref or the Order Number.
Payment Interval (Optional)	If this transaction is an installment or recurring transaction (if the Transaction Class field is set to "I" or "R"), how often is the customer billed? M = Monthly W = Weekly B = 60 Days (every two months) Q = Quarterly S = Semi-annually (two times per year) A = Annually
Payment Number (Optional)	If this transaction is part of an installment or recurring payment (if the Transaction Class field is set to "I" or "R"), what number payment is this? Valid values are 01-99.
Processor Status	Status returned by the Authorization center. This value is tracked in the Transaction Reference Key.
Reauth Attempt (Optional)	If this transaction is an attempt to re-authorize a transaction that has already been declined, set this value to 1; otherwise, it will be 0. If you don't make re-auth attempts, you don't need to import this field. It defaults to 0.
Soft Descriptor 1: Payment Description (Optional)	This field contains the text you want placed on the customer's monthly statement for this transaction. If it's blank (or not imported), TransFirst determines this value based on the information contained in their merchant database for that merchant number.
Soft Descriptor 2: Customer Service Number (Optional)	This text fields contains the phone number that a customer can call with questions or concerns about their order. It will appear on the customer's monthly statement for this transaction. If it's blank (or not imported), TransFirst determines the value based on the information contained in the TransFirst merchant database for that merchant number.

Field	Explanation
Total Payments (Optional)	If this transaction is part of an installment payment (if the Transaction Class field is set to "I"), what is the total number of installments to be made? 01 = Single Payment (default) 02-98 = Multiple payments
Transaction Reference Key	If you perform pre-authorization (Auth) and post-authorization (Capture) transactions, you *must* track the Transaction Reference Key field. The Transaction Reference Key is 100 characters long and contains authorization information that was returned by TransFirst. The merchant must send this information back to TransFirst with the deposit/capture; TransFirst requires this information to properly process the Capture transaction. The Transaction Reference Key provides a simple way for merchants to track this information without needing to track multiple separate fields. If, in the future, TransFirst changes their requirements and additional data must be stored for each transaction, that data will be added to the Transaction Reference Key.

Processing Checks

When processing checks through TransFirst, you must supply:

- Routing number
- Check number
- First and last name
- Full address

TransFirst requires checks to be processed in a separate file from credit cards. The AutoProcessor rejects any import file that contains *both* check and credit card transactions.

The TransFirst result codes for check transactions are different from the result codes for credit card transactions. A successful check transaction returns a result code of P00 (p, zero, zero).

A check transaction *is not fully successful until several days after the transaction is submitted*. P00 indicates that the check has passed basic validation checks (such as valid routing number). Several days after the transaction is processed, TransFirst can provide you with a file

indicating which check transactions were approved. The CN-3100 version of the AutoProcessor automatically downloads these files for you.

Downloading Other Files

The CN-3100 AutoProcessor downloads files from TransFirst in addition to transaction batches, but they must have an extension of .ZIP. The AutoProcessor downloads, unzips, and decrypts these files. The files are stored in a directory called FILESFROMPROCESSOR.Using the following example, the TransFirst naming convention for download files is:

860089814635011F003040109.zip

where:

Example	Description
860089	Sender ID
81463501	First division ID
1	Day-based serial number (1, 2, 3, …)
F	File type (F = fulfillment, P = check pending, E = check funded)
003	Number of batches in file
040109	Date: YYMMDD (2004, January 9)

The AutoProcessor downloads files that are longer than 14 characters, that have a .zip extension, and that have an "E", "F", or "P" as the file type. An entry is made in the log when a file is downloaded and placed in the FILESFROMPROCESSOR directory. The AutoProcessor does no further processing on these files.

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