

PCCharge Client

**Electronic Payment Processing Software
Setup Guide and User's Manual**



Copyright March 2006, VeriFone Inc.
PCC-5-7-1i

Notice

Copyright March 2006, VeriFone Inc. All rights reserved. active-Charge, active-Charge SDK, **PC**Charge Payment Server, **PC**Charge Pro, **PC**Charge DevKit, Virtual-Charge, IP-Charge are trademarks and PC-Charge is a registered trademark of VeriFone Inc.

Microsoft is a registered trademark and Windows is a trademark of Microsoft Corporation. Other brands and their products are trademarks or registered trademarks of their respective holders and should be noted as such.

© VeriFone Inc.
Parkway Business Center
5000 Business Center Drive, Suite 1000
Savannah, Georgia 31405
Technical Support: (877) 659-8981
Fax: (912) 527-4596

Software License

IMPORTANT

CAREFULLY REVIEW THIS AGREEMENT BEFORE CONTINUING THE INSTALLATION OR USE OF THE VERIFONE, INC. ("VERIFONE") SOFTWARE ("SOFTWARE"). THIS END-USER LICENSE AGREEMENT ("AGREEMENT") IS A LEGAL AGREEMENT BETWEEN YOU (EITHER AN INDIVIDUAL OR A SINGLE ENTITY) ("YOU") AND VERIFONE. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, TERMINATE THIS INSTALLATION AND PROMPTLY RETURN ALL SOFTWARE AND DOCUMENTATION, IF APPLICABLE, TO THE PLACE YOU OBTAINED THE SOFTWARE FOR A FULL REFUND. THE SOFTWARE INCLUDES COMPUTER SOFTWARE, THE ASSOCIATED MEDIA, ANY PRINTED MATERIALS, AND ANY "ONLINE" OR ELECTRONIC DOCUMENTATION. BY DOWNLOADING THE SOFTWARE AND/OR OPENING THE SOFTWARE PACKET(S) AND/OR USING THE SOFTWARE, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS AGREEMENT, UNDERSTAND IT AND AGREE TO BE BOUND BY ITS TERMS.

- 1. GRANT OF LICENSE.** Subject to the terms and conditions of this Agreement and your payment of the applicable license fees, VERIFONE grants You a limited, nontransferable, nonexclusive license to use the Software solely (i) in object (executable) code form, (ii) on a single computer (the "Computer"), and (iii) for your internal use and without any further rights. You understand that You must comply with VERIFONE's Software registration policies and the failure to comply with those policies may result in the disablement of the Software. The Software is in "use" on a computer when it is loaded into temporary memory (i.e. RAM) or installed into permanent memory (e.g. hard disk, CD-ROM, or other storage device) of a computer.
- 2. COPYRIGHT.** The Software and all copies provided to you are licensed and not sold. All title to the Software resides and remains in VERIFONE and its suppliers. The Software is protected by U.S. copyright laws and international copyright treaties. You may make one copy of the Software solely for backup or archival purposes. You may not copy any documentation accompanying the Software.
- 3. OTHER RESTRICTIONS.** You may not decompile, disassemble, or otherwise reverse engineer the Software, except to the extent that the foregoing restriction is expressly prohibited by applicable law. You may not sublicense, lend, lease, donate, sell, load, pledge, transfer, or distribute (on a temporary or permanent basis) the Software. You may not use the Software for commercial time-sharing, rental, or service bureau use.
- 4. U.S. GOVERNMENT RESTRICTED RIGHTS.** The Software is provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 or subparagraphs (c)(1) and (2) of the Commercial Computer Software -- Restricted Rights at 48 CFR 52.227-19, as applicable. Contractor/manufacturer is VeriFone, Inc., 5000 Business Center Drive, Suite 1000, Savannah, GA 31405.

5. **LIMITED WARRANTY/REFUND/SUPPORT.** VERIFONE warrants that the magnetic media on which the Software is contained shall be free from defects in materials and workmanship under normal use for a period of (60) days after the purchase date. If you discover physical defects in the media on which the Software is distributed, VERIFONE will replace the media within that warranty period. If You are not completely satisfied with the Software, you may return it to the reseller or other place of purchase ("Reseller") for a refund, provided that you do so within thirty (30) days of installation and provided that in no event shall You return the Software later than one (1) year after VERIFONE provided the Software to the Reseller. VERIFONE agrees to provide you with free telephone support for a period of sixty (60) days from installation, provided that in no event shall You be entitled to such support no later than one (1) year after VERIFONE provided the Software to the Reseller. You agree that it is Your responsibility to determine when VERIFONE provided the Software to the Reseller. Telephone support shall occur during the hours of 9 a.m. to 8 p.m. Eastern Time, Monday through Friday (excluding holidays) and is subject to change.
6. **NO OTHER WARRANTIES.** EXCEPT FOR THE WARRANTIES PROVIDED HEREIN, THE SOFTWARE IS PROVIDED "AS IS" AND, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, VERIFONE DISCLAIMS ALL OTHER WARRANTIES REGARDING THE SOFTWARE, EXPRESSED OR IMPLIED, AND INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION.
7. **NO LIABILITY FOR CONSEQUENTIAL DAMAGES.** VERIFONE AND ALL PARTIES INVOLVED IN THE CREATION OR DELIVERY OF THE SOFTWARE TO YOU SHALL HAVE NO LIABILITY TO YOU OR ANY THIRD PARTY FOR SPECIAL, INCIDENTAL, INDIRECT, EXEMPLARY, AND CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, GOODWILL OR SAVINGS, DOWNTIME, DAMAGE TO OR REPLACEMENT OF SOFTWARE AND DATA) ARISING FROM CLAIMS BASED IN WARRANTY, CONTRACT, TORT OR OTHERWISE, RELATING IN ANY MANNER TO THE SOFTWARE, EVEN IF VERIFONE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH CLAIM OR DAMAGE. IN ANY CASE, VERIFONE'S ENTIRE LIABILITY RELATING IN ANY MANNER TO THE SOFTWARE, REGARDLESS OF THE FORM OR NATURE OF THE CLAIM, SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY YOU FOR THE SOFTWARE. ANY WRITTEN OR ORAL INFORMATION OR ADVICE GIVEN BY VERIFONE'S DEALERS, DISTRIBUTORS, AGENTS OR EMPLOYEES WILL IN NO WAY INCREASE THE SCOPE OF THIS WARRANTY. BECAUSE SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO YOU.
8. **TERMINATION.** Either party may terminate this Agreement at any time as a result of a material breach by the other party by giving written notice of termination to the other party. Unless otherwise agreed to by the parties in writing, upon the expiration or termination of this Agreement, You shall immediately remove from your Computer all copies of the Software.
9. **EXPORT/LAWS.** You shall fully comply with all laws and regulations of the United States and other countries relating to the export, import and use of the Software. You will defend, indemnify and hold harmless VERIFONE from and against any and all claims, proceedings, losses, damages, liabilities, fines, penalties, costs, and fees (including reasonable attorneys' fees) arising in connection with any violation of any regulation of any United States or other governmental authority relating to the use of the Software by You or your agents.

10. **THIRD PARTY BENEFICIARIES.** You are hereby notified that persons and entities that have licensed software to VERIFONE for inclusion in the Software are third party beneficiaries to this Agreement as it applies to their respective software product(s) included in the Software.

11. **MISCELLANEOUS.** The Agreement and any attached Exhibits constitutes the entire agreement between VERIFONE and You and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral or written that relate to its subject matter. This Agreement will be governed by the laws of the State of Georgia without regard to its conflict of law provisions. Each party consents to the exclusive jurisdiction and venue of the appropriate courts in Chatham County, Georgia, for all disputes arising out of or relating to this Agreement. The prevailing party in any action or proceeding to enforce its rights hereunder shall be entitled to recover reasonable attorneys' fees and other reasonable costs incurred in the action or proceedings. The failure of a party to exercise or enforce any right or provision of this Agreement will not constitute a waiver of such right or provision. This Agreement is between independent contractors and no joint venture, partnership, or employment relationship exists between the parties as a result of this Agreement and neither party has the authority to make representations on behalf of or legally bind the other. Neither party may assign this Agreement, in whole or in part, without the other party's written consent, which consent shall not be unreasonably withheld. If any provision of this Agreement is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavor to give the maximum effect to the parties' intentions as reflected in the provision, and that the other provisions of the Agreement shall remain in full force and effect. Neither party shall use the name or marks, refer to or identify the other party in advertising or publicity releases, promotional or marketing correspondence to others without first securing the written consent of such other party. Each party agrees that it will not unduly delay in responding to such a request. In addition to those obligations that have accrued prior to termination, Sections 3, 4 and 6 through 11 shall survive any termination of this Agreement. All notices, demands, or consents required or permitted hereunder shall be in writing and shall be delivered in person or sent via overnight delivery or certified mail to the respective parties at the addresses set forth herein or at such other address as shall have been given to the other party in writing. Such notices shall be deemed effective upon the earliest to occur of: (i) actual delivery; or (ii) three days after mailing, addressed and postage prepaid, return receipt requested. All notices to VERIFONE shall be sent to the attention of VERIFONE's Executive Vice President.

Table of Contents

Notice	2
Software License	3
Introduction	8
Important Security Notice	9
System Requirements	12
Installation	13
Welcome!	14
License Agreement	15
Setup Type	16
Choose Destination Location	17
Select Features	18
Ready to Install!	19
Installing	20
Installation Completed!	21
Setup Process	22
Starting PCCharge Client	23
Setup Wizard	24
PCCharge Path	25
Credit Card Processing Company Setup	27
Debit Card Processing Company Setup	28
Check Services Company Setup	29
Gift Card Processing Company Setup	30
End of Setup Wizard	31
Client User Setup	32
Client Receipt Printer Setup	33
Client Report Printer Setup	36
Client Card Reader Setup	37
Client PIN Pad Setup	41
Performing Test Transactions	44
User's Guide	47
Main Window	48
Processing Transactions	50
Credit Card Transactions	51
Using Credit Card Processing	51
Credit Card Transaction Types	54
About Book & Ship Transaction Processing	55
Using Book and Ship Transaction Processing	56
About Restaurant Transaction Processing	57
Using Restaurant Transaction Processing	58
About Commercial Card Processing	60
Using Commercial Card Processing	61
Offline Processing	62

Processing an Import File	63
Debit Card Transactions	64
Debit Card Transaction Types	64
Debit Card Processing	64
Check Services Transactions.....	67
Check Services Processing	67
All about Check Verification/Guarantee	68
All about Check Conversion/Truncation.....	69
Gift Card Transactions	70
Gift Card Transaction Types	70
Gift Card Processing	71
Cashier Privileges	73
Log On	73
Password	74
Customer Database	75
Customer Info.....	76
Credit Card Info.....	78
Customer Transactions.....	80
Processing a Customer Transaction	80
Reports.....	82
Viewing a Report.....	85
Daily Transaction Summary	87
Credit Card Detail.....	88
AVS	89
Book	90
Ship	91
Customer Transaction.....	92
Batch Pre-Settle	93
Batch Post-Settle	94
Check Summary.....	95
Check Detail.....	96
Debit Summary	97
EBT Summary.....	98
Periodic Payments by Expired Contracts.....	99
Periodic Payments by Customer ID	100
Periodic Payments by Date.....	101
Reprint Receipts.....	102
Cashier Audit.....	104
Gratuity Pre-Settle.....	106
Gratuity Detail	107
Gift Card.....	108
Check Image.....	109

Frequently Asked Questions110


Introduction


This **Client** software can be used in conjunction with **PCCharge Pro** or **PCCharge Payment Server (PS)** to form a client-server relationship when used on a Windows NT or Peer-to-Peer network. Several users can process transactions using one merchant account.


Please direct any comments or suggestions regarding your **PCCharge** documentation to pccharge_manuals@verifone.com. Please note that this address should not be considered as a source for technical support. Any such requests should be directed to the normal support channels.


Using This Manual

As you use this manual, you'll come across the following text boxes. These are meant to draw your attention to certain concepts, and are easily identifiable by their icons.

	Simple Explanation: The simple explanations found in this manual will provide you with an easy-to-digest summary of the information in that section. If you want to get through the manual as quickly and easily as possible, pay special attention to the simple explanations.
---	--

	Note: A note is important information that either helps to explain a concept or draws attention to ideas that should be kept in mind. We recommend that you carefully review the notes you encounter.
---	--

	WARNING: We HIGHLY recommend that you read ALL warnings in the sections of the manual that you read. These warnings will help to prevent serious issues from occurring.
---	--

	Technical Details: These technical details give more in-depth explanations of concepts described in this manual. These extra bits of information are often useful, but are not necessarily pertinent to all users.
---	---

PCCharge Appendices

PCCharge includes some extra documentation that isn't found in this manual. This documentation, the **PCCharge Appendices**, contains specific information on the various payment processing companies. You'll need to refer to this information as you use the **PCCharge** manual. We recommend that you print out those sections related to your payment processing company.

To access the **PCCharge Appendices** (available at the **Server** location), click the Windows **Start** button, then **Programs** (or **All Programs**), then **PCCharge Pro** (or **PCCharge Payment Server**), then **PCCharge Appendices**.

Important Security Notice



Simple Explanation: In June 2001, Visa mandated its Cardholder Information Security Program (CISP). This program is a standard for securing cardholder data, wherever it is located. Visa states that CISP compliance is required of all entities that store, process, or transmit Visa cardholder data. This includes merchants who use **PCCharge** to process transactions. The information given in this section explains how CISP may affect your business.

CISP Requirements

In order for you to protect yourself, you must comply with the twelve basic CISP requirements listed below. These are the most current requirements as of the printing of this manual, but you should check Visa's website (<http://www.visa.com/cisp>) for the most up-to-date requirements.

1. Install and maintain a working firewall to protect data
2. Keep security patches up-to-date
3. Protect stored data
4. Encrypt data sent across public networks
5. Use and regularly update anti-virus software
6. Restrict access by "need to know"
7. Assign unique ID to each person with computer access
8. Don't use vendor-supplied defaults for passwords and security parameters
9. Track all access to data by unique ID
10. Regularly test security systems and processes
11. Implement and maintain an information security policy
12. Restrict physical access to data

In addition to these requirements, Visa also provides sub-requirements to which merchants must adhere. It is suggested that you contact Visa or visit their website (<http://www.visa.com/cisp>) to learn more about CISP requirements and compliance.



Note: Other card associations, such as MasterCard, Discover, and American Express, have established programs cardholder security programs as well. These programs are similar to CISP. You should become familiar with these other security programs as well.

Merchant Responsibility



WARNING: Although VeriFone, Inc. has designed **PCCharge** to properly secure cardholder information according to CISP guidelines, *it is ultimately the merchant's responsibility to secure the system on which **PCCharge** resides and the environment in which it is used.*

The following guidelines should be implemented in your payment processing environment. This information will help you to protect all areas (the network, individual PCs, laptops, servers, databases, backup data, logs, etc.) that store or transmit cardholder data.

Data Protection Guidelines

Although the following information will help you to comply with the Cardholder Information Security Program (CISP), it is important to Visa's website (<http://www.visa.com/cisp>) and review the most up-to-date information available. **PCCharge**, when implemented according to CISP guidelines (and when implemented into a secure environment), will not keep a merchant from being CISP compliant.

1. **PCCharge** does NOT store credit card magnetic stripe data (track I/II data), so this is not an issue that would endanger a merchant's CISP compliance.
2. **PCCharge** does NOT store credit card CVV2/CVC2/CID data (the verification number that appears on the front or back of the credit card), so this is not an issue that would endanger a merchant's CISP compliance.
3. **PCCharge** stores credit card numbers (Primary Account Number) and expiration dates. However, this data is encrypted per a CISP accepted method. Therefore, this is not an issue that would endanger a merchant's CISP compliance.
4. If the computer running **PCCharge** is on a network that has any kind of an Internet connection, a firewall must used on that network. Even if a firewall is already in place, ensure that all patches have been installed. Industry standards should be followed for strengthening the firewall prior to processing financial transactions. Perimeter scans and intrusion detection are recommended.
5. Printed material documenting sensitive merchant information (Merchant ID, Terminal ID, etc.) should be safeguarded.
6. Keep software up to date, including (but not limited to): operating systems, e-mail programs, and Internet browsers. For example, Microsoft security updates and patches can be downloaded by visiting <http://www.microsoft.com/>.
7. Use appropriate facility entry controls to limit physical access to systems that store or process cardholder data. Visa recommends the use of complex passwords to facilitate a secure environment. Complex passwords are longer than 6 characters and use a combination of alphanumeric and non-alphanumeric characters. **PCCharge** provides users with the ability to use usernames and passwords.
8. **PCCharge** allows users to purge (delete) transactions from their **PCCharge** databases that are older than a configurable amount. The default value is 2556 days (7 years). You should change this value according to your business's requirements. Some possible variables that would affect this value include:
 - Your merchant service provider's regulations
 - Your accountant's advice
 - Your local laws

CISP Implementation Documentation

In addition to the Data Protection Guidelines, it is important that merchants review the information that is available on Visa's website (<http://www.visa.com/cisp>) and/or contact Visa directly for more information regarding CISP compliance.

Why Comply with CISP?

The following information was taken directly from Visa's website (<http://www.visa.com/cisp>):

The CISP requirements help Visa members, merchants, and service providers protect their information assets and meet the obligations to the Visa payment structure. Other benefits include:

- **Consumer confidence:** Reports of hacker attacks, stolen credit card numbers, and identity theft have left consumers demanding absolute assurance that their account data and other personal information is safe.
- **Minimized threat to your reputation and financial health:** Financial and resource outlay is minimal compared to the costs associated with the reactive hiring of security and public relations specialists, or the loss of significant revenue and customer goodwill that can result from a compromise.

If a merchant or service provider refuses to participate in CISP, Visa may impose a fine on the responsible Visa Member. Ultimately, merchants and their service providers must meet the CISP requirements to continue to accept Visa Payment products.

CISP compliance penalties

Failure to comply with CISP standards or to rectify a security issue may result in:

- Fines (described below)
- Restrictions on the merchant; or
- Permanent prohibition of the merchant or service provider's participation in Visa programs.

The following fines apply for non-compliance, within a rolling 12-month period:

- First violation: \$50,000
- Second violation: \$100,000
- Third violation: Management discretion

More Information



Note: VeriFone, Inc. highly recommends that you contact whoever set up your ability to process transactions and find out exactly what they mandate and/or recommend. Doing so may help merchants protect themselves from fines and fraud. For more information related to security, visit:

- <http://www.visa.com/cisp>
- <http://www.sans.org/resources>
- <http://www.microsoft.com/security/default.asp>
- <https://sdp.mastercardintl.com>

System Requirements

YOU MUST HAVE THE FOLLOWING:

- PC with Windows 98, XP, NT, 2000, or 2003
- 64 MB minimum of RAM, 256 MB preferred
- 30 MB of available hard-disk space, 100 MB preferred
- An Internet connection OR a Hayes compatible modem (capable of 1200 baud or less) and an analog phone line
- CD-ROM drive
- 400 MHz or higher processor
- Latest Microsoft service pack updates installed
- Merchant Account with a **PCCharge**-certified processor
- **PCCharge Pro** or **PCCharge Payment Server** must be installed on the computer that will act as the **PCCharge "Server"** (which is not necessarily your network server)
- Latest version of Microsoft's Internet Explorer (version 6 or later)



Technical Details: We require that you install the latest version of Microsoft's Internet Explorer no matter how you connect to your processor. Some processors require Internet Explorer version 6 or later to be installed in order to process transactions. Internet Explorer is more than just an Internet browser; it actually upgrades your operating system.

- Each **Client** location must have a Windows Networking connection (2000, NT, or Peer-to-Peer) to the computer on which **PCCharge Pro/PS** is installed.
- Each **Client** location must have FULL (read/write) access to the **PCCharge Pro/PS** application folder.



Note: If you intend to process transactions from the **Server** location of **PCCharge**, install the **Client** software on that same machine and use that instead of the **PCCharge Pro/PS** interface. Do not process transactions at the **Server** location using the **PCCharge Pro/PS** interface.

THE FOLLOWING ARE OPTIONAL:

- Track I & II reader
- Check Reader/Scanner
- Debit Card PIN pad
- Windows compatible receipt printer

CLIENT LICENSES

- A user license is required for each **Client** location. At least two users are necessary (one is included with **PCCharge Pro/PS**, and one additional user license is required for each **Client** location).

Installation



Simple Explanation: Basically, one computer is used as the "**Server**". This computer would have the standard software installation. The computers that would connect to this **Server** would have a copy of the "**Client**" software installed. These **Client** machines would then accept transactions and pass them to the **Server** location to be processed. The **Server** does not have to be the actual network server, but it must be able to connect to your credit card processing company (via modem, TCP/IP, etc.).



Note: As with most other software installations, you should be logged into Windows as a user with administrator access in order to install **PCCharge**. If you do not have administrator access to Windows (or are not sure of what that means), contact one of the following:

- Whoever maintains your business' computer systems
- The technical support department of your computer's manufacturer.

Before you get started, you'll need some information to set up this **Client** location:

- The name of the payment processing company in the **Server** location that will be accessed from this **Client** location
- The merchant account numbers for that payment processing company
- The network address of the **PCCharge Server** location

Once you've obtained this information and have it ready, complete the following steps.

1. Insert the **PCCharge** Installation CD into CD-ROM drive of your computer. The **PCCharge** Installation Menu should automatically appear.



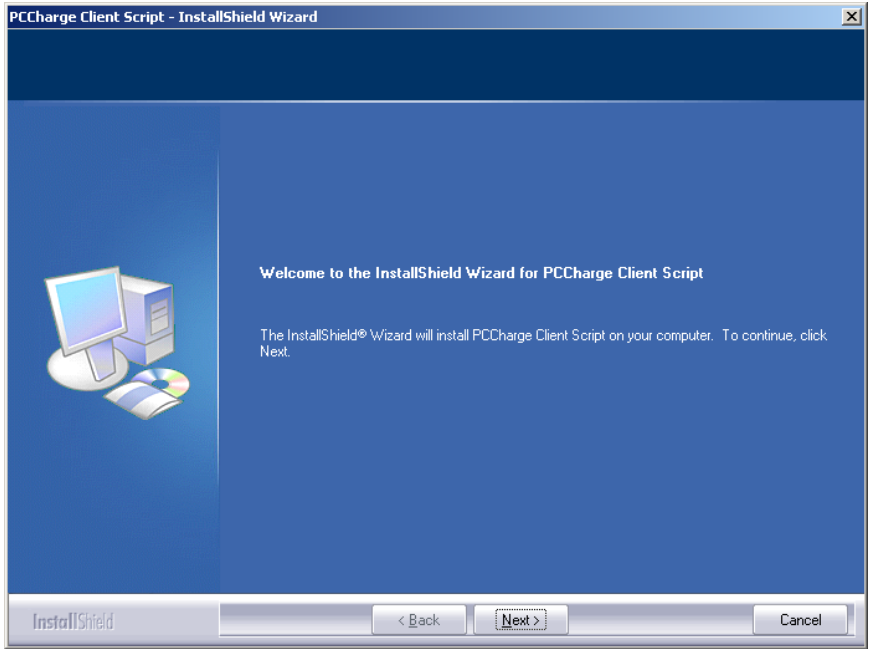
Note: If the **PCCharge** Installation Menu does not automatically appear, your copy of Windows may be set up to not allow auto-run of CD-ROMs. If so, you'll need to manually access the **PCCharge** Installation Menu.

Click your Windows **Start** button, and then click **Run**. Click the **Browse** button. Click the drop-down list to the right of the **Look In:** field. Select your CD-ROM drive. Double-click the file `CD_Start.exe`. The **PCCharge** Installation Menu will appear.

2. Once you can access the **PCCharge** Installation Menu, click the **PCCharge Client** button. Next, click the **Install PCCharge Client** button.
3. The **PCCharge** Client installation process will begin. The following sections explain each screen displayed during the installation process.

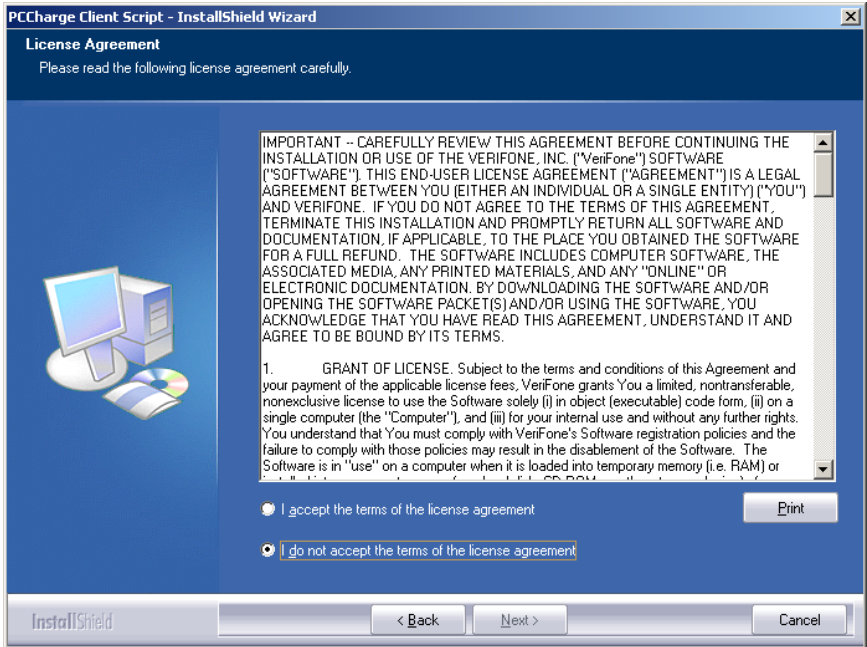
Welcome!

Click **Next >** to proceed to the next step in the installation process.



License Agreement

Select **I accept the terms of the license agreement** and click **Next >** to proceed to the next step in the installation process.



Setup Type

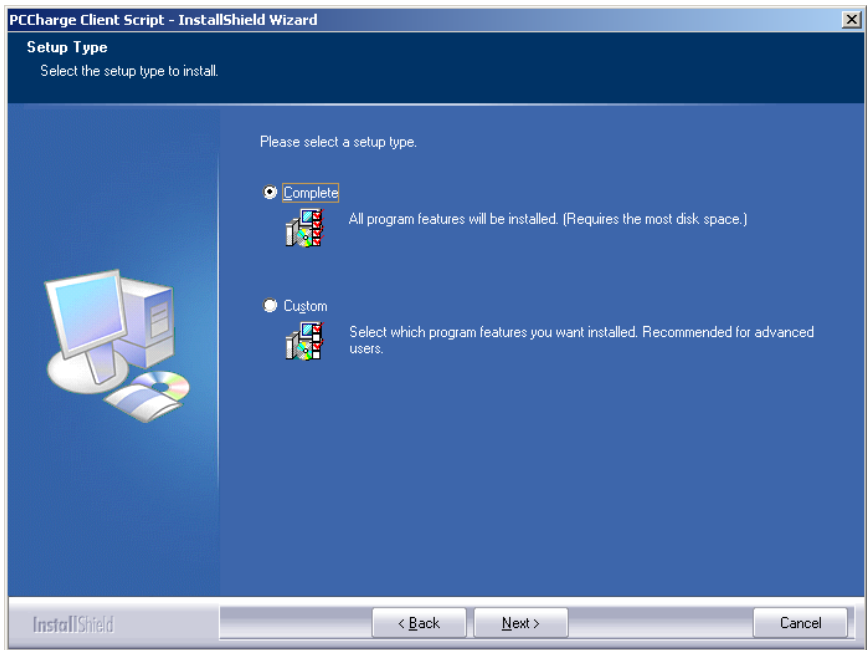


Simple Explanation: Most users should simply select **Complete** and click **Next >** to proceed to the next step in the installation process. You may then skip ahead to the section **Ready To Install** (see page 18).

You may select either **Complete** setup or **Custom** setup. Select **Complete** setup if you want to install all **PCCharge** program files and features. If you select **Custom** setup, you will be able to:

- Specify the **PCCharge** installation directory
- Specify which **PCCharge** utilities are installed

After you've selected a setup type, click **Next >** to proceed to the next step in the installation process. If you have selected **Complete** setup, you may then skip ahead to the section **Ready To Install** (see page 18). Otherwise, continue on to the next section.



Choose Destination Location

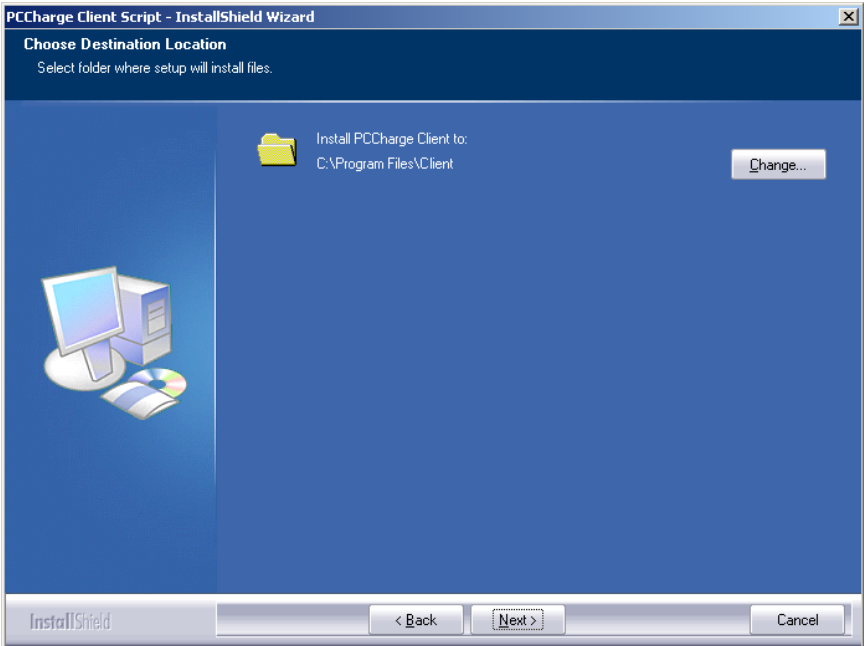


Simple Explanation: If you selected **Complete** as your setup type, you may skip this section.

This window allows you to specify where on your local hard drive you'd like to install **PCCharge Client**. If you're upgrading **PCCharge**, use the **Browse...** button to specify the location of your existing installation directory. Most users should click **Next >** to proceed to the next step in the installation process.



WARNING: If you change the destination directory, it is vitally important that you install to your computer's local hard drive. You should not install **PCCharge** across a network to another computer's local hard drive. **PCCharge** uses system files that must be on the local computer's hard drive.



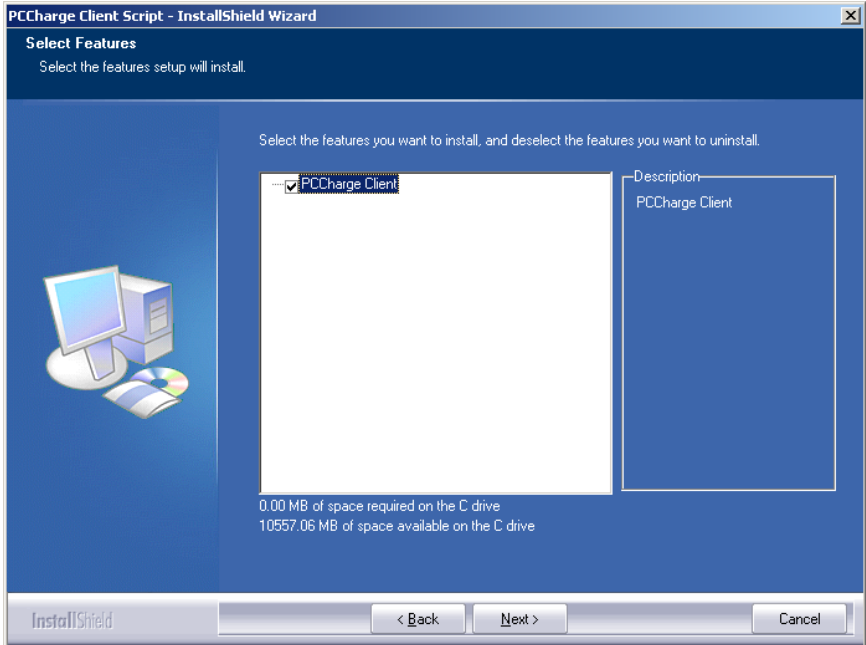
Technical Details: **PCCharge Client** replaces/updates some Windows system files. This directory is where the original copies of those files are placed. If it should become necessary to restore your computer to its state before the install, these files would be retrieved. This would only be effective if no other programs had been installed since the installation of **PCCharge Client**. The installation of other programs may replace/update some of the same Windows system files, and restoring older versions of those files could result in disrupted functionality of those other programs.

Select Features



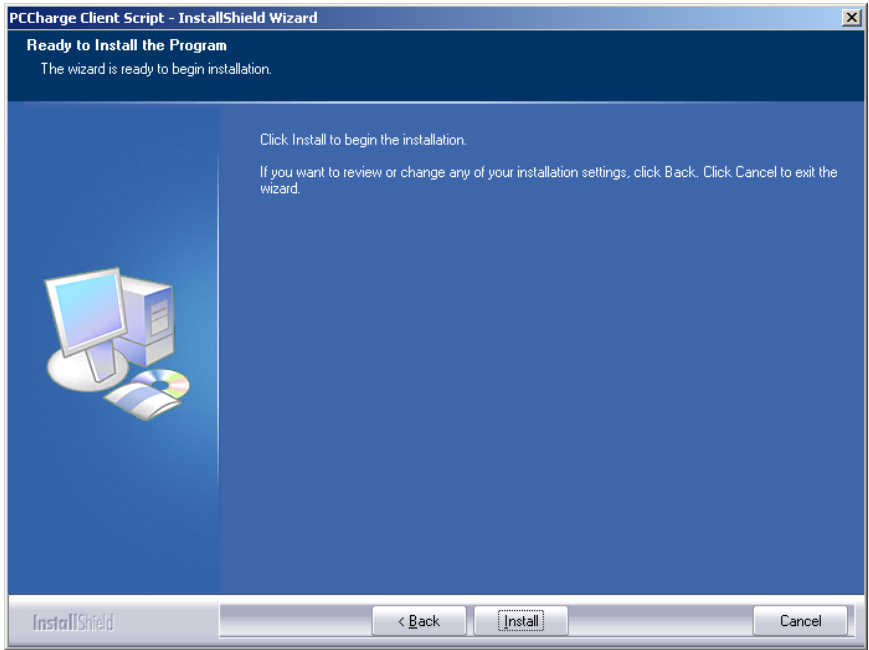
Simple Explanation: If you selected **Complete** as your setup type, you may skip this section.

This window allows you to specify which **PCCharge** features you'd like to install. You can uncheck a feature if you do not want that feature to be installed. Most users should click **Next >** to proceed to the next step in the installation process.



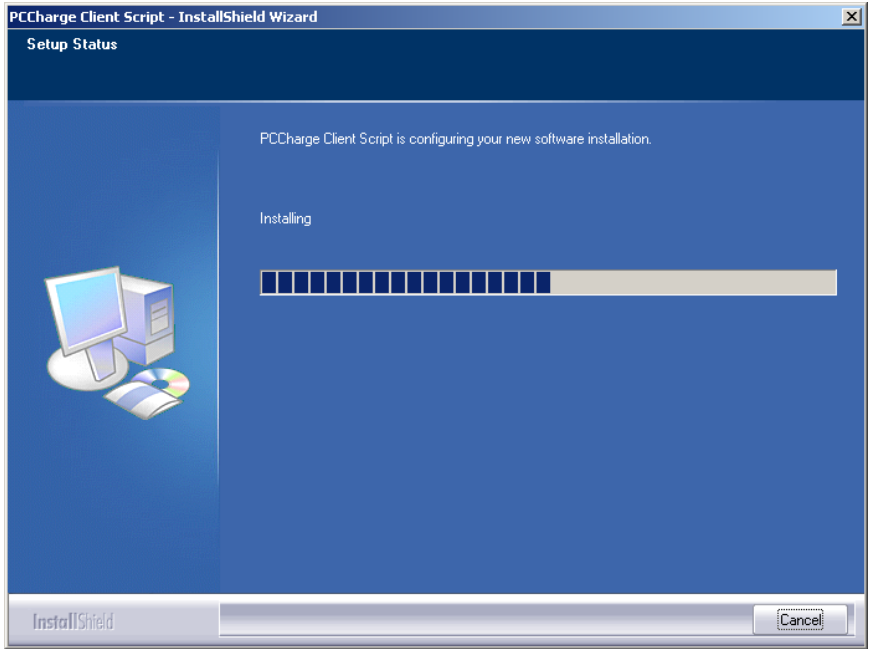
Ready to Install!

You are now ready to install **PCCharge Client**. Click **Next >** to proceed to the next step in the installation process.



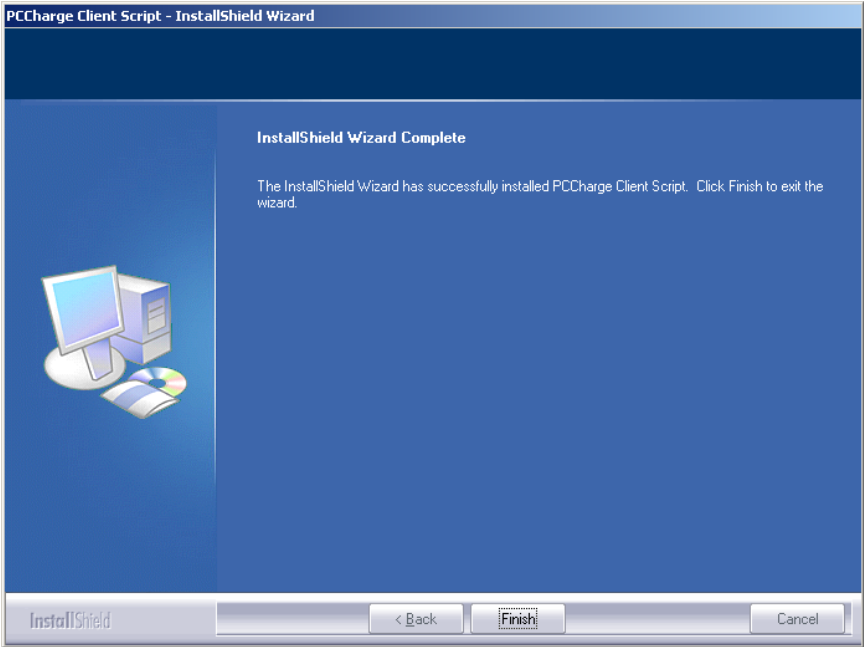
Installing

PCCharge is now being installed to your system. This process should only take a few minutes.



Installation Completed!

The installation process is complete. You may now remove the **PCCharge** Installation CD from your computer. Click **Finish** to proceed to **The Setup Process**.



Setup Process

During your first use of **PCCharge Client**, you will go through a setup process. If you need to make changes to the following settings at any time after the initial software setup, you can access all of the setup parameters from the **Setup** menu.

The following sections explain each window displayed during the **PCCharge Client** setup process.

Starting PCCharge Client



Simple Explanation: The following instructions explain how to start up PCCharge Client for the first time.

1. Click the Windows **Start** button (its default location is the bottom-left of your screen).
2. Click **Programs** (or **Program Files**).
3. Click **PCCharge Client**.
4. The following shortcuts are available:
 - **PCCharge Client Help File** - Also available within **PCCharge**
 - **PCCharge Client Manual** - The **PCCharge** manual in PDF format
 - **PCCharge Client Read Me** - Readme shown during installation
 - **PCCharge Client** - The **PCCharge** executable
 - **Uninstall PCCharge Client** - Uninstalls **PCCharge Client**
5. Click **PCCharge Client** to start **PCCharge Client**.



Technical Details: If you chose to not have **PCCharge Client** added to the Windows Start Menu, you'll need to manually start **PCCharge Client**. You can do so by browsing to the **PCCharge Client** installation directory via Windows Explorer. The default location of the **PCCharge Client** executable is `C:\Program Files\PCCWclient\PCCWClient.exe`.

Setup Wizard

Click **Next >** to proceed to the next step in the installation process.



PCCharge Path



Simple Explanation: PCCharge Client needs to know where to find the "executable" file for the Server location of **PCCharge**. This window allows you to specify where that file is installed.



Note: You may need the assistance of a network administrator (or someone else familiar with your local computer network) in order to complete the following steps.

Client Setup Wizard

The first step is the enter the path to the PCCharge Executable. You may also change the timeout values for the transaction and the card swipe.

Path

PCCharge Path:

Transaction Timeout

Timeout (in seconds):

Card Swipe Timeout

Timeout (in seconds):

1. You must specify the location of the main executable file for the **Server** location of **PCCharge**. Enter the filename and its path into the field labeled **PCCharge Path**, or use the **Browse** button to specify the location of your **PCCharge** executable.
 - The **PCCharge Pro** executable is: `pccw.exe`
 - The default **PCCharge Pro** path is: `C:\Program Files\pccw`
 - The **PCCharge Payment Server** executable is: `Active-Charge.exe`
 - The default **PCCharge Payment Server** path is: `C:\Program Files\Active-Charge`
2. Enter a **Transaction Timeout (in seconds)** to specify how long the **Client** will wait for the **Server** to respond to an attempted transaction. We recommend that most users set this to 60 initially, but you'll be able to adjust this value more precisely once you've had some experience with your processing company.

3. Enter a **Card Swipe Timeout (in seconds)** to specify how long the **Client** will wait for a card swipe device to completely transmit card information. We recommend that most users set this to 9 initially, but you'll be able to adjust this value more precisely once you've had some experience with your processing company.
4. Click **Next >** to proceed to the next step in the installation process.

Credit Card Processing Company Setup



Simple Explanation: This window allows you to set up your credit card processing account number in the **Client** software. If you don't need this ability, click the **Next** button and skip ahead to the section **Debit Card Processing Company Setup** (see page 28).

Client Setup Wizard

Please specify which electronic payment processing company you will be using to process credit card transactions.

Credit Card Processing Company

Credit Card Company Numbers

You can only change settings for one merchant account at a time. If you switch accounts in the middle of running the wizard, any changes to that account will be lost.

Help Cancel < Back **Next >** Finish

1. The **Credit Card Processing Company** drop-down list shows the credit card processing companies that have been set up at the **Server** location of **PCCharge**. Select the credit card processing company that will be accessed from this **Client** location.
2. Select the **Credit Card Company Number** that will be accessed from this **Client** location.
3. Click **Next >** to proceed to the next step in the installation process.

Debit Card Processing Company Setup



Simple Explanation: This window allows you to set up your debit card processing account number in the **Client** software. If you don't need this ability, click the **Next** button and skip ahead to the section **Check Services Company Setup** (see page 28).

The screenshot shows a window titled "Client Setup Wizard". The text inside reads: "The next step is to specify which company, if any, you will be using to process debit card transactions." Below this text are two drop-down menus. The first is labeled "Debit Card Processing Company" and has "None" selected. The second is labeled "Debit Card Company Numbers" and is currently empty. At the bottom of the window are five buttons: "Help", "Cancel", "< Back", "Next >", and "Finish". The "Next >" button is highlighted with a dashed border.

1. The **Debit Card Processing Company** drop-down list shows the debit card processing companies that have been set up at the **Server** location of **PCCharge**. Select the debit card processing company that will be accessed from this **Client** location.
2. Select the **Debit Card Company Number** that will be accessed from this **Client** location.
3. Click **Next >** to proceed to the next step in the installation process.

Check Services Company Setup



Simple Explanation: This window allows you to set up your check processing account number in the **Client** software. If you don't need this ability, click the **Next** button and skip ahead to the section **Gift Card Processing Company Setup** (see page 30).

The screenshot shows a window titled "Client Setup Wizard" with a blue header. Below the header, there is a text instruction: "The next step is to specify which company, if any, you will be using to process check services transactions." There are two main input sections: "Check Services Company" and "Check Services Site ID". Each section contains a drop-down menu. The "Check Services Company" menu currently shows "None". At the bottom of the window, there are five buttons: "Help", "Cancel", "< Back", "Next >" (which is highlighted with a dashed border), and "Finish".

1. The **Check Services Company** drop-down list shows the check services companies that have been set up at the **Server** location of **PCCharge**. Select the check services company that will be accessed from this **Client** location.
2. Select the **Check Services Site ID** that will be accessed from this **Client** location.
3. Click **Next >** to proceed to the next step in the installation process.

Gift Card Processing Company Setup



Simple Explanation: This window allows you to set up your debit card processing account number in the **Client** software. If you don't need this ability, click the **Next** button and skip ahead to the section **End of Automated Client Setup** (see page 31).

Client Setup Wizard

The next step is to specify which company, if any, you will be using to process Gift Card transactions.

Gift Card Processing Company

None

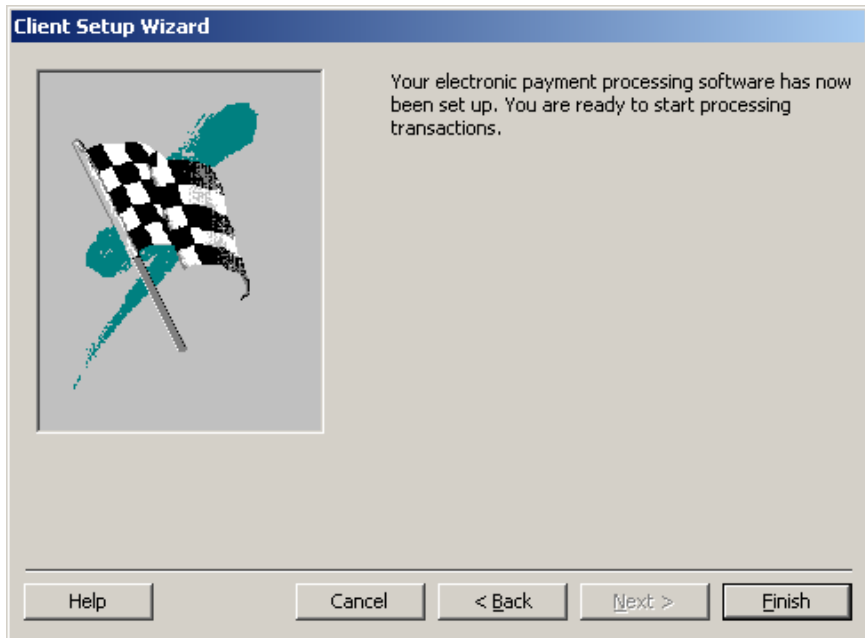
Gift Card Processing Company Numbers

Help Cancel < Back **Next >** Finish

1. The **Gift Card Processing Company** drop-down list shows the gift card processing companies that have been set up at the **Server** location of **PCCharge**. Select the gift card processing company that will be accessed from this **Client** location.
2. Select the **Gift Card Processing Company Numbers** that will be accessed from this **Client** location.
3. Click **Next >** to proceed to the next step in the installation process.

End of Setup Wizard

The automated setup process is complete. Click **Finish** to proceed to the final setup steps.



Client User Setup



Simple Explanation: This window allows you to specify which **PCCharge** user (from the **Server** location) you'll use to process transactions.



WARNING: You *must* have more than one user to properly use the **Client** software. Using **User1** to process multiple Client transactions will result in loss of data and/or program functionality.

The screenshot shows a window titled "Select User" with a blue header bar. Inside the window, there is a section titled "User Information" containing a list box with "User1" and "User2". Below the list box is a text input field labeled "User:". To the right of the list box are "OK" and "Cancel" buttons. At the bottom right, there is a checkbox labeled "Show at Startup" which is currently unchecked.

1. Each **Client** location needs to have a different User. This window displays the users set up at the **Server** location of **PCCharge**.
2. Select the User for the current **Client** location by clicking on that User name.



Note: When **Show at Startup** option is checked, this **Select User** window will be displayed when the **Client** software starts up.

3. Select the User for the current **Client** location by clicking on that User name. Click **OK** to confirm your selection and continue on to the next section.

Client Receipt Printer Setup



Simple Explanation: The **Receipt Printer Setup** window allows you to select the printer you'll use to print receipts from this **Client** location. This window is separate from the **Receipt Printer Setup** window at the **Server** location. You may choose to set up (or not set up) receipt printing from either location (**Server** and/or **Client**).

If you do not have a printer or you simply do not want to print receipts, leave this window set to its default settings (as shown below), click **OK**, and skip ahead to the section **Client Report Printer Setup** (see page 36).



Note: You may be required to enter a password to set up this feature. If **Client** prompts you to enter a **User Name** and **Password**, check with whoever set up the **Server** location of **PCCharge**. You'll need to enter *System* as the **User Name** and the **Password** for the *System* account.

The screenshot shows the 'Receipt Printer Setup' dialog box. The 'Printer' field is empty. Under 'Orientation', 'Portrait' is selected. Under 'Receipt Options', both 'Print Receipts for Pre-Auths' and 'Secure Receipts' are unchecked, and 'Number of Copies' is 0. All margin values (Top, Left, Right, Bottom) are 720. The 'Configure' button is visible on the right.

1. Click the small drop-down arrow button to the right of the **Printer** field. Select the printer that **Client** will use to print receipts. Optional: You may configure your printer's settings by clicking the **Configure** button on the right side of this window.

2. Select the **Orientation** that you want for your printed receipts. You may select a **Portrait** or **Landscape** orientation.
3. In the section labeled **Receipt Options**, specify the **# of Copies** you want to print.
4. You now have the option to uncheck the box labeled **Print Receipts for Pre-Auths/Books**. Pre-auth and book transactions "set money aside" on a customer's credit card without actually initiating the transfer of funds from the customer's account to your account. These transaction types are often used when the exact final amount of the transaction is not known. Unchecking this box makes **PCCharge** not print out receipts for these two transaction types.
5. If you want the credit card number on all receipts to be "masked" (covered with X's), put a check in the box labeled **Secure Receipts**.
6. Set your **Margins**. The values for the margins are displayed in twips. There are 1440 twips in an inch, so the default setting of 720 twips is equal to one-half of an inch. The margin settings allow you to place the receipt information in different areas of the page to permit the use of preprinted invoices. We recommend that you leave these settings at their default values. You should wait until you see your printed receipts before you modify these values.
7. Click the **Comments** button. **Client** will display the **Receipt Comment Setup** window. This feature allows you to include a customized message at the end of your receipt. The comment section can be up to five (5) lines long, with each line being no longer than forty (40) characters. Click **OK** to save your comments.
8. Click the **OK** button. **Client** will display its main window. Proceed to the next section, **Client Report Printer Setup**.

Tested Receipt Printers

We test **Client** with a wide range of hardware in a variety of conditions. If you have hardware not shown on this list and are able use it successfully with your copy of **Client**, please contact us at feedback@pccharge.com and inform us of your results.

Set up each device as specified in the **Notes** column. If no additional information is given (other than the device to be selected from the drop-down list in **Client**), use the default settings listed above.



Note: Windows' generic text printer drivers were used for all printers that were tested on Windows 2003.

Manufacturer	Product	98	2000	XP	2003	Notes
Citizen	CBM 1000	X	X	X	X	Manual tear-off. Drivers available online. Set up in PCCharge as Roll Printer . Set the Column Width to 40.
Citizen	iDP 3550	X	X	X	X	Drivers available online. Set up in PCCharge as Roll Printer . Set the Column Width to 40.
Citizen	CPM 10 (without card reader)	X	X	X		Thermal printer. Drivers available online. Set up in PCCharge as Roll Printer . Set the Column Width to 40.
Star	SP2000	X	X	X	X	Manual tear-off. Drivers available online. Set up in PCCharge as Roll Printer . Set the Column Width to 40.
Star	Micronics TSP700	X	X	X	X	Automatically cut-off. Thermal printer. Drivers available online. Set up in PCCharge as Roll Printer . Set the Column Width to 40.
Epson	M129C TM-T88IIIP	X	X	X		Drivers available online. Set up in PCCharge as Roll Printer . Set the Column Width to 39.
Epson	TM-T90	X	X	X		Set up in PCCharge as Roll Printer . Set the Column Width to 39.
Epson	TMU220B	X	X	X		Set up in PCCharge as Roll Printer . Set the Column Width to 45.
VeriFone	PCCharge Partner	X	X	X	X	Set up in PCCharge as PCCharge Partner . This device is a combined PIN pad, card reader, and receipt printer. You must set up the PIN pad functionality of this device prior to setting up any other functionality. Consult the documentation included with this device to determine how to set it up.

Client Report Printer Setup

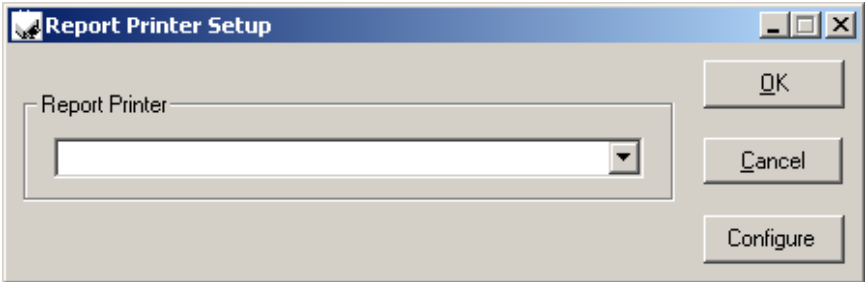


Simple Explanation: This window allows you to set up a standard Windows-compatible printer to print reports from this **Client** location. This window is separate from the **Report Printer Setup** window at the **Server** location. You may choose to set up (or not set up) report printing from either location (**Server** and/or **Client**).

If you do not have a printer or you simply do not want to print receipts, leave this window set to its default settings (as shown below), click **OK**, and skip ahead to the section **Client Card Reader Setup** (see page 37).



Note: You may be required to enter a password to set up this feature. If **Client** prompts you to enter a **User Name** and **Password**, check with whoever set up the **Server** location. You'll need to enter **System** as the **User Name** and the **Password** for the **System** account.



1. Click **Setup** on the menu bar. Click the **Printer** option. Click the **Report** option.
2. Click the small drop-down arrow button to the right of the **Report Printer** field. Select the printer that **Client** will use to print reports and contracts.
3. Click the **Configure** button. **Client** will cause Windows to display the configuration window for the printer selected in the **Report Printer** field.
4. Review the configuration window and make sure the correct settings have been configured for your printer. You may want to refer to your printer's documentation. Click the **Print** button when you're done to return to the **Report Printer Setup** window.
5. Click the **OK** button to return to the main **Client** window. Proceed to the next section, **Client Card Reader Setup**.

Client Card Reader Setup



Simple Explanation: This window allows you to set up a card reader to "swipe" cards--that is, to read the data stored on the card's magnetic strip by manually passing it through the card reader. This window is separate from the **Card Reader Setup** window at the **Server** location. You may choose to set up (or not set up) this device at either location (**Server** and/or **Client**).

If you do not have a card reader installed on your machine, leave this window set to its default setting (as shown below, with **Keyboard Wedge** selected) and skip ahead to the next section, **Client PIN Pad Setup** (see page 41).



Note: If you are processing debit card transactions, you'll need to have a card reader and PIN Pad connected to your computer.



Note: You may be required to enter a password to set up this feature. If **Client** prompts you to enter a **User Name** and **Password**, check with whoever set up the **Server** location. You'll need to enter **System** as the **User Name** and the **Password** for the **System** account.

The screenshot shows the 'Configure Card Reader' dialog box. It has a title bar with a pencil icon and the text 'Configure Card Reader'. The dialog contains several fields and buttons:

- Card Reader:** A dropdown menu with 'Keyboard Wedge' selected.
- Com Port:** A dropdown menu with 'Port(COM1)' selected.
- Baud:** Radio buttons for 300, 600, 1200, 2400, 4800, and 9600.
- Parity:** Radio buttons for None, Odd, and Even.
- Time Out:** A text box containing '4' followed by 'Sec.'.
- Data Bits:** Radio buttons for 7 and 8.
- Buttons:** 'OK' and 'Cancel' buttons on the right side.

1. Click **Setup** on the menu bar. Click the **Devices** option. Click the **Card Reader** option.
2. Click the small drop-down arrow button (to the right of the **Card Reader** field). Select the type of card reader that you'll use with **Client**.
 - **Serial Reader** -- A serial card reader is connected to your computer's COM port by a cord that ends in a 9-pin plug.
 - **Keyboard Wedge** -- A keyboard wedge reader is usually a card swipe device that connects in between your keyboard and your computer. However, the setting **Keyboard Wedge** also refers to keyboards with built-in card readers.
3. If you've selected **Keyboard Wedge**, complete the following steps:

- Notice the default **Time Out** value (4 seconds). This value determines how long **Client** waits for a card swipe to be completed. You should not change the default value unless you are experiencing difficulties with your device.
 - Click **OK** to save these settings and return to the main **Client** window. You may now perform a test transaction using your device (see page 44), or you may proceed to the next section, **Client PIN Pad Setup** (see page 41).
4. If you've selected **Serial Reader**, Review the **Tested Card Readers** table (at the end of this **Card Reader Setup** section) to determine if there are any special settings recommended for your card reader. Next, complete the following steps:
- Select the baud appropriate for your serial card reader (the default value is **9600**). This information should be provided by your device's documentation.
 - Select the parity that the serial card reader uses. This information should be provided by your device's documentation.
 - Click the small drop-down arrow button (to the right of the **Com Port** field). Select the COM port of the serial card reader that you'll use with **Client**. Most users can select **Port(Com1)**, but some users may have plugged the device into port 2 and should select **Port(Com2)**.
 - Select the data bits setting appropriate for your serial card reader (the default value is **8**). This information should be provided by your device's documentation.
 - Click **OK** to save these settings and return to the main **Client** window. You may now perform a test transaction using your device (see page 44), or you may proceed to the next section, **Client PIN Pad Setup** (see page 41).

Tested Card Readers

We test **Client** with a wide range of hardware in a variety of conditions. If you have hardware not shown on this list and are able use it successfully with your copy of **Client**, please contact us at feedback@pccharge.com and inform us of your results.

Set up each device as specified in the **Notes** column. If no additional information is given (other than the device to be selected from the drop-down list in **Client**), use the default settings listed above.

Manufacturer	Product	98	2000	XP	2003	Notes
Cherry	Cherry Keyboard MY 7000	X	X	X		Set up in Client as Keyboard Wedge . Review the Note at the end of this table and refer to your Cherry manual to determine how to configure the following settings:
Cherry	Cherry Keyboard MY 8000		X			<ul style="list-style-type: none"> • Enable Header for track 1 and set to % • Enable Terminator for track 1 and set to ? • Enable Header for track 2 and set to ; • Enable Terminator for track 2 and set to ?
IDTech	Serial Model # WCR3321-12	X	X	X	X	Set up in Client as Serial Reader . <ul style="list-style-type: none"> • Baud = 9600 • Parity = Even • Data Bits = 7
IDTech	USB Model # IDT3331-12U	X	X	X	X	Set up in Client as Keyboard Wedge .
MagTek	Mini Micr	X	X	X	X	Check and card swipe device. Set up in Client as Keyboard Wedge .
SEMTEK	Model 9272USB	X	X	X	X	Set up in Client as Keyboard Wedge .
Uniform Industrial	USB Model MSR210U-33AUBN	X	X	X	X	Set up in Client as Keyboard Wedge .
VeriFone	PCCharge Partner	X	X	X	X	Set up in PCCharge as Keyboard Wedge . This device is a combined PIN pad, card reader, and receipt printer. You must set up the PIN pad functionality of this device prior to setting up any other functionality. Consult the documentation included with this device to determine how to set it up.



Note: The following example text shows the correct format of a swiped transaction after a Cherry keyboard device has been properly configured. You can use Microsoft's Notepad to view a swiped transaction.

```
%B6011000998980019^DISCOVERY / JD^0412123456?  
;6011000998980019=0412123456?
```

Additionally, Cherry Electronics has created a page on their website that details the setup of the Cherry Keyboard MY 7000/8000.

http://support.cherry.de/english/new_faqkb.asp?faqbid=237

Client PIN Pad Setup



Simple Explanation: This window allows you to set up a PIN Pad for accepting debit transactions. If you do not have a PIN Pad installed on your machine, leave this window set to its default setting (as shown below, with **NONE** selected) and skip ahead to the next section, **Performing Test Transactions** (see page 44).



Note: If you plan to process debit card transactions, you'll need to have a card reader and PIN Pad connected to your computer.



Note: You may be required to enter a password to set up this feature. If **Client** prompts you to enter a **User Name** and **Password**, check with whoever set up the **Server** location. You'll need to enter **System** as the **User Name** and the **Password** for the **System** account.

The screenshot shows the 'Configure PinPad Information' dialog box. The 'PinPad' dropdown is set to 'NONE'. The 'Com Port' dropdown is set to 'Port(Com1)'. The 'Baud' section has radio buttons for 300, 600, 1200 (selected), 2400, 4800, and 9600. The 'Parity' section has radio buttons for None, Odd, and Even (selected). The 'Time Out' field is set to 4 seconds. The 'Data Bits' section has radio buttons for 7 (selected) and 8. There are 'OK' and 'Cancel' buttons on the right.


1. Click **Setup** on the menu bar. Click the **Devices** option. Click the **Pin Pad** option.
2. Review the **Tested PIN Pads** table (at the end of this **PIN Pad Setup** section) to determine if there are any special settings recommended for your PIN pad.
3. Click the small drop-down arrow button to the right of the **PIN Pad** field. Select the PIN Pad that you'll use with **Client**. Depending on the **PIN Pad** selected, you may not need to set up all (or any) of the following fields.
 - Click the small drop-down arrow button to the right of the **Com Port** field. Select the COM port of the PIN pad that you'll use with **Client**. Most users can select `Port(Com1)`, but some users may have plugged the device into port 2 and should select `Port(Com2)`.
 - Select the baud appropriate for your PIN pad (the default value is **1200**). This information should be provided by your device's documentation.

- Notice the default **Time Out** value (4 seconds). This value determines how long **Client** waits for input from the PIN pad. You should not change the default value unless you are experiencing difficulties with your device.
 - Select the parity that the PIN pad uses (the default setting is **Even**). This information should be provided by your device's documentation.
 - Select the data bits setting appropriate for your PIN pad (the default setting is **7**). This information should be provided by your device's documentation.
4. Click **OK** to save these settings and return to the main **Client** window. You may now perform a test transaction using your device (see page 44), or you may proceed to the section **User's Guide** (see page 47).

Tested PIN Pads

We test **Client** with a wide range of hardware in a variety of conditions. If you have hardware not shown on this list and are able use it successfully with your copy of **Client**, please contact us at feedback@pccharge.com and inform us of your results.

Set up each device as specified in the **Notes** column. If no additional information is given (other than the device to be selected from the drop-down list in **Client**), use the default settings listed above.

	Note: Some PIN pads will only work with certain payment processing companies. Check with your processing company and/or merchant service provider to determine which PIN pads are available for you to use.
---	--

Manufacturer	Product	98	2000	XP	2003	Notes
Ingenico	3010	X	X	X	X	Set up in Client as Ingenico 3010 .
Ingenico	eN-Crypt 2100	X	X	X	X	Set up in Client as eN-Crypt 2100 .
Ingenico	eN-Touch 1000	X	X	X	X	Signature capture device. Set up in Client as eN-Touch 1000 . <ul style="list-style-type: none"> • Baud = 9600 • Parity = None • Data Bits = 8 • Time Out = 4
VeriFone	1000	X	X	X	X	Set up in Client as VeriFone 101/1000 . <ul style="list-style-type: none"> • Baud = 1200 • Parity = Even • Data Bits = 7 • Time Out = 4
VeriFone	1000 SE	X	X	X	X	Set up in Client as VeriFone 101/1000 . <ul style="list-style-type: none"> • Baud = 1200 • Parity = Even • Data Bits = 7 • Time Out = 4

Manufacturer	Product	98	2000	XP	2003	Notes
VeriFone	2000	X	X	X	X	Set up in Client as VeriFone 2000 . <ul style="list-style-type: none"> • Baud = 1200 • Parity = Even • Data Bits = 7 • Time Out = 4
VeriFone	Everest	X	X	X	X	Set up in Client as VeriFone Everest . Device must be on COM port 1. Requires device drivers from VeriFone .
VeriFone	Everest Plus	X	X	X	X	Set up in Client as VeriFone Everest . Device must be on COM port 1. Requires device drivers from VeriFone .
VeriFone	PCCharge Partner	X	X	X	X	Set up in PCCharge as PCCharge Partner . This device is a combined PIN pad, card reader, and receipt printer. You must set up the PIN pad functionality of this device prior to setting up any other functionality. Consult the documentation included with this device to determine how to set it up.
VeriFone	SC 5000 (MAC)	X	X	X	X	Set up in PCCharge as VeriFone SC5000 (MAC) . Canadian debit processing only. <ul style="list-style-type: none"> • Baud = 9600 • Parity = None • Data Bits = 8 • Time Out = 4
VeriFone	SC 5000 (DUKPT)	X	X	X	X	Set up in PCCharge as VeriFone SC5000 (DUKPT) . American debit processing only. <ul style="list-style-type: none"> • Baud = 1200 • Parity = Even • Data Bits = 7 • Time Out = 4

Performing Test Transactions



Simple Explanation: These test transactions will help you to determine if your modem is set up properly and working with your payment processing company. Since these test transactions will be performed using a live credit card number, actual funds will be transferred to and from your account. If you get an appropriate response from these transactions (as described below), you'll be ready to begin processing "live" transactions using **PCCharge**.

1. **Client** should be displaying the **Credit Card Sale** window. It will look similar to the window displayed below, but will may vary slightly from what you see in your copy of **Client** (since different credit card processing companies offer different abilities).


The screenshot shows the PCCharge Client software interface. The title bar reads "PCCharge Client - User1". The menu bar includes "File", "Transactions", "Reports", "Setup", and "Help". The main toolbar contains icons for "Credit", "Debit", "Check", "Gift", "Customers", "Log Off", and "Help". The central window is titled "Credit Card Sale" and features a tabbed interface with tabs for "Sale", "Credit", "Void Sale", "Pre-Auth", "Post-Auth", and "Void Credit". The "Credit" tab is active. The form contains the following fields and buttons:

- Credit Card Number:
- Card Issuer:
- Card Member:
- Exp. Date (MMYY):
- Amount \$:
- Ticket Number:
- Zip:
- Street:
- Card Verification Value:

Buttons on the right side of the form include "Process", "Cancel", "Process Offline", and "Close". The status bar at the bottom right shows the date "2/9/2006" and the time "11:01 AM".

2. You'll need a credit card with an active account (use one that has adequate funds for testing purposes). We suggest that you use your own credit card, since you'll be transferring funds from that card's account to your business' merchant account. Enter the credit card's number into the **Credit Card Number** field. Make sure that you enter the number without spaces or dashes.

3. Click in the white space next to the words **Card Member** and type in the cardholder name exactly as show on the credit card. Look at the **Card Issuer** field. It should now display the type of card being processed (VISA, MC, DISC, etc.). If UnKn is displayed, it means that the card number you've entered is incorrect and that you'll need to re-enter it. After you've re-entered it, click in the white space next to the words **Card Member**. PCCharge should display the correct card type in the **Card Issuer** field.
4. Enter the card's four-digit expiration date into the **Exp. Date (MMYY)** field without using spaces or dashes.
5. Enter the number 1 into the **Amount** field without a dollar sign or a decimal point. **Client** will automatically recognize 1 as one dollar. Click the **Process** button.
6. **Client** may ask if the customer's card is present. Click **Yes**. You may be asked if you want to enter a ticket number. Click **No**. Finally, **Client** may ask if you want to enter CPS qualifiers (AVS information). Click **No**.

	<p>Technical Details: Client is asking if the card is present to determine if you can provide the CVV2/CVC2 number shown on the back of the card, which would help you to obtain better per-transaction rates. You would normally provide the ticket number and CPS qualifiers (AVS information) during a "live" transaction to obtain better per-transaction rates.</p>
---	--

7. Watch the status window near the bottom-left of the **Client** main window. This will display the status of the transaction being processed. **Client** will make two attempts to contact the processing company and make a transaction request. Once you've received a **Result** for the transaction, compare it to the four possible scenarios listed below.
 - If the processing company is contacted and the transaction is authorized, **Client** will display a **Result** of CAPTURED and some other information related to that transaction. If you receive a **Result** of CAPTURED, proceed to step 9.
 - If the processing company is contacted and the transaction is not authorized, **Client** will display a **Result** of NOT CAPTURED and a Response indicating the reason for the transaction was not captured. This error message may vary, but some of the likely possibilities are shown below. These indicate that you've successfully processed a test transaction, even though the response shows that the transaction was not authorized. If you receive a **Result** of NOT CAPTURED and one of these responses, proceed to step 13.


Example Responses: Declined, Lost Card, Stolen Card, Hold-Call, Call for Auth, Pick Up Card

- If neither attempt at contacting the processing is successful, **Client** will display **Result** of NOT CAPTURED and a communications-related error message for a **Response**. This error message may vary, but some of the likely possibilities are shown below. If you receive a communications-related error message for a **Response**, investigate the **Server** location.


Example Responses: Port Access Error, No Carrier, No Dial Tone, No Answer, Connect Failure, Com Error

- If you received some other error message, you will need to contact Technical Support at (877) 659-8981.

8. Since you've received a **Result** of CAPTURED, you know that the **Client** location is properly communicating with the **Server** location. Click **OK** on the **Result** window.

	<p>Note: This means that \$1.00 from the credit card has been reserved or "put on hold". This step in transaction processing is called "authorization". The next step in transaction processing is called "settlement".</p> <p>Settlement is when your payment processing company instructs your business' bank and the cardholder's bank to initiate the transfer of authorized transaction funds. For some processing companies, this happens automatically. For others, it must be manually initiated. In either case, settlement is a HIGHLY IMPORTANT step in payment processing. During "live" processing, you will not receive your funds unless your authorizations are settled. The following steps will take you through settlement of your test transaction.</p>
---	---

9. Contact the administrator of the **PCCharge Server** location. Ask the administrator to **Void** the test transaction you just processed (so that no funds are deducted from the card you used).
10. Now that you've successfully processed a test transaction, you may begin processing live transactions. Continue on to the next section, **User's Guide**, to learn how to use the functionality of **Client**.

	<p>Note: If you think that your account is set up to process other credit card types (American Express, Discover, MasterCard, etc.), you may also perform test transactions using those credit card types. To test a different credit card type, just repeat steps 1-13 (using the new card type).</p>
---	---

User's Guide

This section describes how to process single transactions, view reports, and use other options accessible in **Client**.

Main Window

The **Main Window** is the focal point of your **Client** software. It is the window you will see first when the software is started. You can access any function of the software from the **Main Window**.



Note: Your **Main Window** may look slightly different, depending on which processing company you're using.



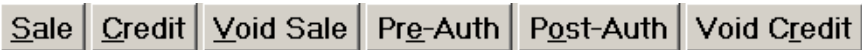
Menu Bar -- (Top of the main window) -- The menu bar is a generic Windows-based menu system. The menu bar allows you to access every feature of **Client**.

File Transactions Customers Batch Reports Utilities Setup Help

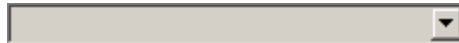
Icon Bar -- (Top of the main window) -- The **Icon Bar** allows you to access six of the main functions of the software: credit card processing, debit card processing, check processing, gift card processing, cashier log on/off, the customer database, and the help file. Simply click the appropriate icon to access the desired function.



Action Selector Row -- The Action Selector Row allows you to select the type of transaction to be performed. As you access different functions of the software, the Action Selector Row changes. The Action Row displays all types of actions that can be performed using the currently selected processor and processing function (**Example:** Functions available when processing credit card transactions are not all available when processing debit card transactions).



Active Company Display -- (Bottom-middle of the main window) -- This drop-down box displays the currently selected merchant account number and the company name associated with that account. Whatever account is shown here will be used to process all credit card transactions performed from the **Credit Card Transactions** window. Click the drop-down arrow on the right of the **Active Company Display** to select a different account.



Processing Status Bar -- (Bottom-left of the main window) -- The **Processing Status Bar** allows you to see the status of **Client** and the status of a transaction being processed.



Processing Transactions

Client was designed to process four types of transactions:

- Credit Card Transactions
- Debit Card Transactions
- Check Services Transactions
- Gift Card Transactions

Before trying to process any transactions, make sure you have followed all the steps in the **Setup Wizard** section of this documentation (see page 23). Next, make sure that the **Server** location is running.

The following sections give specific information on processing each of the four transaction types available in **Client**.

Credit Card Transactions

Using Credit Card Processing



Note: The following instructions describe a standard Sale transaction. For information on other transaction types, consult the section **Credit Card Transaction Types** (see page 54).

From the main **Client** window (see page 48), click the Credit icon to access the Credit Card Transaction window. Or, click **Transactions** on the menu bar, and then click the **Credit Card** option.



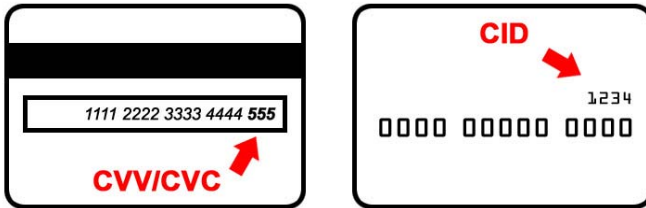
Note: If you are using a PIN pad device with **PCCharge**, you must click the **Credit** icon before you can swipe a credit card through your PIN pad (even if the **Credit Card** window is already onscreen). This will activate the magnetic strip reader and make it ready for use.

The screenshot shows the PCCharge Client software interface. The title bar reads "PCCharge Client - User1". The menu bar includes "File", "Transactions", "Reports", "Setup", and "Help". The main toolbar contains icons for "Credit", "Debit", "Check", "Gift", "Customers", "Log Off", and "Help". The "Credit" icon is selected, and the window title is "Credit Card Sale". Below the title bar, there are tabs for "Sale", "Credit", "Void Sale", "Pre-Auth", "Post-Auth", and "Void Credit". The "Credit" tab is active. The form contains the following fields and buttons:

Credit Card Number:	<input type="text"/>	Process
Card Issuer:	<input type="text"/>	
Card Member:	<input type="text"/>	Cancel
Exp. Date (MMYY):	<input type="text"/>	Process Offline
Amount \$:	<input type="text"/>	
Ticket Number:	<input type="text"/>	Close
Zip:	<input type="text"/>	
Street:	<input type="text"/>	
Card Verification Value:	<input type="text"/>	

The status bar at the bottom right shows the date "2/9/2006" and the time "11:01 AM".

1. From the Action Selector Row, select the desired transaction type (Sale, Credit, etc.).
2. In a **RETAIL** environment: Swipe the credit card through your card reader. If a card reader is not available, type in the **Credit Card Number** and **Exp. Date**.
3. In a **NON-RETAIL** environment: Type in the **Credit Card Number** and **Exp. Date**. **Client** will display the **Card Issuer** (VISA, DISC, AMEX, etc.).
4. Enter the dollar **Amount** of the transaction.
5. Enter your invoice number (or some internal reference number) in the **Ticket Number** field. This field is required for some processing companies (check your processor's information in the **PCCharge Appendix**).
6. If you are in a non-retail environment (or are manually entering transactions in a retail environment), type in the cardholder's **Street** address and **Zip** code. This information is optional with most payment processing companies, but you'll usually get a better per-transaction rate if you supply it.
7. Enter the **Card Verification Value** if the card has one. This information is optional with most payment processing companies, but you'll usually get a better per-transaction rate if you supply it.
 - **Visa / MasterCard / Discover** -- enter the last three digits from the long number on the back of the credit card (below the magnetic stripe).
 - **American Express** -- enter the four digits from above the credit card number on the front of the credit card.



8. Click the **Process** button. **Client** will connect to the **Server** location.
9. You may be prompted to enter additional information. Input any extra information as instructed by **Client**.
10. The **Server** location will contact your payment processing company and get a transaction response. Finally, the **Server** location will return the transaction response to you (at the **Client** location).



Technical Details: Most responses will be received in 5-20 seconds, depending on whether a modem or TCP/IP connection is used. There is no status message while the transaction is processing, so please allow enough time for the transaction to process (up to 90 seconds) before assuming the transaction didn't process. If the transaction was unsuccessful, the **Server** location should return a response explaining the problem. If you are concerned about processing duplicate transactions, please enable the **Require Duplicate Transactions to be Forced** feature at the **Server** location (consult the section **Configure Setup** or **Preferences** in the **PCCharge Pro** or **Payment Server** manual, respectively).

Credit Card Transaction Types

Sale -- This action decreases the cardholder's limit to buy. It authorizes a transfer of funds from the cardholder's account to your account.

Credit -- This action increases the cardholder's limit to buy. It authorizes a transfer of funds from your account to the cardholder's account.

Void Sale -- This action removes a sale transaction. No funds will be received from this transaction. Use the **Void Sale** action to correct mistakes and on same-day returns. This action can only be performed before batch settlement/close. With a host based auto-close system, this action has to be performed on the same day.

Pre-Auth -- This action reduces a cardholder's account's limit to buy for a predetermined amount of time. A **Pre-Auth** is the first half of a sale. A **Pre-Auth** specifies that amount to be set aside for a potential transfer of funds. The funds are not transfer at batch settlement/close unless a **Post-Auth** is performed using the **Pre-Auth's** approval code. As previously mentioned, there is a time limit on a **Pre-Auth's** usability. The processor determines the time limit, which is usually 7-10 days. You should contact your merchant service provider/credit card processing company for the exact time.

Post Auth -- This action makes an approved **Pre-Auth** or voice authorized transaction available for batch settlement/close. This action is the second half of a sale.

Void Credit -- This action removes a **Credit** transaction. This action can only be performed before settlement/close. This action can only be performed before batch settlement/close. With a host based auto-close system, the action has to be performed on the same day.

Void Auth -- This action removes a **Post-Auth** transaction. This action can only be performed before re-transmission. With a host-based system, the action has to be performed on the same day. This transaction is not available with all processing companies. If you want to void a **Post-Auth** and the action is not available, use the **Void** action.



Note: You will notice there is no action to void a **Pre-Auth**. This is because you cannot void a **Pre-Auth**. To remove a **Pre-Auth**, you can have the processing company remove the transaction (if your processing company is host-based, they can probably do it). Or, you could follow up the **Pre-Auth** with a **Post-Auth** and do a **Void Sale**. The only other option is to simply wait for the authorization to expire.

Book -- This action is essentially the same as a **Pre-Auth**; it reduces a cardholder's account's limit to buy for a predetermined amount of time. The **Book** transaction is used with the **Ship** transaction to make for an efficient and easy-to-use payment processing solution for MOTO and e-Commerce retailers. A **Book** transaction is made when the customer places an order, and is followed by a **Ship** transaction when the order is shipped.



Note: A **Book** transaction's corresponding **Ship** transaction must be performed at the **Server** installation.

About Book & Ship Transaction Processing



Simple Explanation: **Client** has the ability to process a special type of **Pre-Auth** transaction specifically designed for MOTO and e-Commerce industries: the **Book** transaction.

If your company is not set up as a mail order or e-Commerce business, skip ahead to the section **About Restaurant Transaction Processing** (see page 57).



Note: The **Book** transaction type is not accessible in **Client** unless the credit card processing company account accessed is setup as **MOTO** or **e-Commerce** at the **Server** location.

A **Book** transaction performed at the time a customer's order is placed is the same as a **Pre-Auth**. That transaction is then available for completion at the time of shipment using the **Ship** transaction type (which is the same as performing a **Post-Auth**). The **Ship** transaction type is only available from the **Server** location.

The real difference between **Pre-Auth & Post-Auth** and **Book & Ship** is that when a **Client** user performs a **Book** transaction, the user at the **Server** location has a convenient, easy-to-use drop-down menu in the **Ship** transaction window. The **Server** user can select which transactions to perform simply and quickly without referring to reports to get the information on the original **Book** transaction (**Pre-Auth**).

Using Book and Ship Transaction Processing



Simple Explanation: If your company is not set up as a mail order or e-Commerce business, skip ahead to the section **About Restaurant Transaction Processing** (see page 57).

Book & ship transaction processing is handled in much the same way as **Pre-Auth** and **Post-Auth** transaction processing. Essentially, a **Book** transaction is the same as a **Pre-Auth**, and **Ship** transaction is the same as a **Post-Auth**. The **Ship** transaction must be performed at the **Server** location. The **Client** can only perform **Book** transactions.

Enter all of your transaction information into the **Book** transaction window. Since the **Book** transaction type is similar to the **Pre-Auth** transaction type, you can refer to the section **Credit Card Transaction Types** for more information on both of the types (see page 54).



Note: As with **Sale** transactions, processing companies often offer a better per-transaction rate if you enter the ticket number, zip, CVC2/CVV2/CID, and street.

About Restaurant Transaction Processing



Simple Explanation: **Client** has the ability to process restaurant-based transactions in a way specifically suited for that type of business. Using **Client** and a processing company that is certified for restaurant transaction processing with the **Server** location, the user can add a gratuity to the total transaction amount.

If your company is not set up as a restaurant, skip ahead to the section **About Commercial Card Processing** (see page 60).

Client can process the following types of restaurant transactions:

- A **Sale** (including an estimated gratuity amount) -- This transaction should be used when the actual gratuity amount is not yet known but the total sale amount is known at the time of transaction.
- A **Sale** (including a known gratuity amount) -- This transaction should be used when both the actual gratuity amount and the total sale amount are known at the time of transaction.
- A **Pre-auth** (including an estimated gratuity amount) -- This transaction should be used when the actual gratuity amount is not yet known, but the total pre-auth amount is known at the time of transaction.
- A **Post-auth** (including a known gratuity amount) -- This transaction should be used when the actual gratuity amount is known after the original corresponding **Pre-Auth** transaction has been processed.
- A **Gratuity** (after a **Sale** including an estimated gratuity amount) -- This transaction should be used when the actual gratuity amount is known after the original corresponding **Sale** (including an estimated gratuity amount) transaction has been processed.

Client can also be configured to require that a two-character **Server ID** be entered at the time the transaction is processed. The **Server ID** entered is then associated with that transaction, and can be referenced from the **Gratuity** or **Open Gratuity Reports**.

Using Restaurant Transaction Processing



Simple Explanation: If your company is not set up as a restaurant, skip ahead to the section **About Commercial Card Processing** (see page 60).

Restaurant transaction processing is handled in much the same way as normal processing. The major difference is that there is a second step for some types of restaurant-based transactions: establishing the actual gratuity amount. This second step ensures that the correct gratuity amount is transferred from the customer's account to your account.

The different types of restaurant transactions are explained in detail below:

- A **Sale** (including an estimated gratuity amount) -- This transaction should be used when the actual gratuity amount is not yet known but the total sale amount is known at the time of transaction. **Client** automatically calculates the **Estimated Gratuity Amount**. This amount is based on the **Authorization Expansion Factor** set in the processor's extended data fields. This **Estimated Gratuity Amount**: can be overridden simply by typing over the value displayed in the **Estimated Gratuity Amount**: field. This transaction should be followed by a **Gratuity** transaction.
- A **Sale** (including a known gratuity amount) -- This transaction should be used when both the actual gratuity amount and the total sale amount are known at the time of transaction. **Client** automatically calculates the **Actual Gratuity Amount**. This amount is based on the **Authorization Expansion Factor** set in the processor's extended data fields. This **Actual Gratuity Amount**: can be overridden simply by typing over the value displayed in the **Estimated Gratuity Amount**: field.
- A **Pre-auth** (including an estimated gratuity amount) -- This transaction should be used when the actual gratuity amount is not yet known but the total pre-auth amount is known at the time of transaction. **Client** automatically calculates the **Estimated Gratuity Amount**. This amount is based on the **Authorization Expansion Factor** set in the processor's extended data fields. This **Estimated Gratuity Amount**: can be overridden simply by typing over the value displayed in the **Estimated Gratuity Amount**: field. This transaction type differs from a **Sale** (including an estimated gratuity amount) in that a Pre-Auth sets money aside in anticipation of a **Post-Auth** (including a known gratuity amount). A **Post-Auth** can for less than the original **Pre-Auth**. A **Pre-Auth** must be followed by a **Post-Auth** in order for the funds to be transferred from a customer's account to your account.
- A **Post-auth** (including a known gratuity amount) -- This transaction should be used when the actual gratuity amount is known after the original corresponding **Pre-Auth** transaction has been processed. **Client** automatically calculates the **Actual Gratuity Amount**. This amount is based on the **Authorization Expansion Factor** set in the processor's extended data fields. This **Actual Gratuity Amount**: can be overridden simply by typing over the value displayed in the **Actual Gratuity Amount**: field. A **Post-Auth** (and/or **Actual Gratuity Amount**:) can for less than the original **Pre-Auth** (and/or **Estimated Gratuity Amount**:). A **Pre-Auth** must be followed by a **Post-Auth** in order for the funds to be transferred from a customer's account to your account.

- A **Gratuity** (after a **Sale** including an estimated gratuity amount) -- This transaction should be used when the actual gratuity amount is known after the original corresponding **Sale** (including an estimated gratuity amount) transaction has been processed. A **Gratuity** can for less than the original **Estimated Gratuity Amount**: A **Sale** (including an estimated gratuity amount) must be followed by a **Gratuity** in order for the amount of the gratuity to be transferred from a customer's account to your account.

About Commercial Card Processing



Simple Explanation: Client has the ability to process commercial card transactions. Commercial cards (also known as corporate cards or purchasing cards) are special credit cards that are given to employees of businesses, governments, etc., for company purchases.

If your company is not set up to accept commercial cards (also known as purchasing or corporate cards), skip ahead to the section **Offline Processing** (see page 60).

Commercial card transactions record a customer code and a tax amount. The customer code is the code that is assigned to that cardholder (by his/her company), and is typically used for accounting within the cardholder's company. The tax amount is added to the total amount to be charged from that card—it's also kept separate for accounting purposes.

Using Commercial Card Processing



Simple Explanation: If your company is not set up to accept commercial cards (also known as purchasing or corporate cards), skip ahead to the section **Offline Processing** (see page 60).

Commercial cards are processed in almost the same way as normal credit cards. If your credit card processing company is certified for commercial card processing, **Client** will allow you to add a tax amount to the total transaction amount and can also include a customer code with the transaction information sent to the credit card processing company.

Client automatically recognizes commercial cards, so no special steps need to be taken to process commercial cards other than inputting the customer code and tax amount at the time of the sale.

Offline Processing



Simple Explanation: Offline processing allows you to enter all the necessary data for each of your transactions without having to connect to the processing company for each transaction immediately. The card information is saved into a new or existing Super DAT (SDT) file and is held there until the credit card processing company is actually contacted.

If you don't think you'll need this ability, skip ahead to the section **Debit Card Transactions** (see page 64).



WARNING: Transactions processed via offline processing have a higher per-transaction rate than swiped transactions. However, you can often achieve better rates by providing the greatest amount of information available for each transaction (Zip, address, etc.). Check with your payment processing company for details on per-transaction rates.

Offline processing saves time because the credit card processing company is not contacted for transaction authorization until after the user has finished inputting all transactions and is ready to process them all as one batch (group). It can also be used should you temporarily lose your connection to the credit card processing company.

How to Process Offline Transactions

1. To enable **Offline Processing**, click **Transactions** on the menu bar. Click the **Credit Card** option. **Client** will display the **Credit Card Transactions** window. Click the **Process Offline** button.
2. **Client** will display a **New/Edit Existing** window, allowing you to create a new SDT file or open an existing one (to add transactions). This Super DAT (SDT) file will contain your offline transactions.
 - If you're creating a new SDT file, enter a filename into the box labeled **File name**. Click the **Open** button to create your file, or click the arrow to the right of the **Look In** drop-down box to browse to a different save location.
 - If you're opening an existing SDT file, select the file you wish to open (you may need to change the **Look In** location to find your file). Click the **Open** button to open the file.
3. Click **OK** to create or load your file. **Client** will return to the **Credit Card Transactions** window. Notice that the **Process Offline** button is activated. This indicates that any transactions processed will be recorded in the file displayed at the bottom of this window.



Note: If your connection to the processing company is still available and you're only using offline processing to speed up transaction processing, you can interrupt offline processing and return to normal processing at any time by clicking the **Process Offline** button again to deactivate it.

4. Process any transactions that you want included in the offline batch of transactions. Clicking the **Process** button saves that transaction to your SDT file, and **Client** will update the transaction count at the bottom of the **Credit Card Transactions** window.

5. When you're done entering transactions, click the **Process Offline** button to close the file and save all the transactions you've just entered. Click **Cancel** to exit the **Credit Card Transactions** window.
6. To actually have your credit card company process the transactions, you'll need to import your *SDT* file. Consult the following section, **Processing an Import File**, for more information on this subject.

Processing an Import File

Import files must be processed from the **Server** location. This is intended as a security feature, since **Client**-generated import files are usually created in response to a temporary communications outage. Consult the **Server** location manual for instructions on importing offline processing files.

Debit Card Transactions

Debit Card Transaction Types

There are two main types of debit card transactions: **Sales** and **Credits**. Other debit card transactions (**Void Sale**, **Void Credit**, etc.) are variations on these. The different types of transactions are also known as actions. Here is a list with general descriptions:

1. **Sale** -- This action decreases the cardholder's limit to buy. It authorizes a transfer of funds from the cardholder's account to your account.
2. **Credit (Return)** -- This action increases the cardholder's limit to buy. It authorizes a transfer of funds from your account to the cardholder's account.
3. **Void Sale** -- This action removes a sale transaction. No funds will be received from this transaction. Use the **Void Sale** action to correct mistakes and on same-day returns. This action can only be performed before batch settlement/close. With a host based auto-close system, the action has to be performed on the same day.
4. **Void Credit (Return)** -- This action removes a **Credit** transaction. This action can only be performed before batch settlement/close. With a host based auto-close system, the action has to be performed on the same day. If you want to void a credit and the action is not available, use the **Void** action.
5. **Sale Recovery** -- This action removes a **Void Sale** transaction. The original sale will be processed as if the sale was never voided. This action can only be performed before batch settlement/close. With a host based auto-close system, the action has to be performed on the same day.
6. **Credit (Return) Recovery** -- This action removes a **Void Credit (Return)** transaction. The original credit will be processed as if the credit was never voided. This action can only be performed before batch settlement/close. With a host based auto-close system, the action has to be performed on the same day.

Debit Card Processing

1. From the Client's main window (see page 48), click the **Debit** icon to access the **Debit Card Sale** window. Or, click **Transactions** on the menu bar, and then click the **Debit Card** option.



Note: If you are using a PIN pad device with **PCCharge**, you must click the **Debit** icon before you can swipe a debit card through your PIN pad (even if the **Debit Card** window is already onscreen). This will activate the magnetic strip reader and make it ready for use.

2. Select the transaction type (Sale, Return, etc.) you want to perform. Swipe the debit card through your card reader.
3. Depending on your PIN pad and debit card processing company, **Client** may prompt you to enter addition transaction data (using either your PIN pad or the **Client** interface).

4. Click the **Process** button. Your PIN Pad will prompt you to have the customer enter their PIN. After the number is entered, the **Server** location will contact debit card processing company and this **Client** location will display the results of the transaction.



Note: The fields shown below may differ from what you see in your copy of the **Client** software, depending on your debit card processing company and the transaction type being performed.

The screenshot shows the PCCharge Client software interface. The title bar reads "PCCharge Client - User1". The menu bar includes "File", "Transactions", "Reports", "Setup", and "Help". The toolbar contains icons for "Credit", "Debit", "Check", "Gift", "Customers", "Log Off", and "Help". The main window title is "Debit Card Sale". Below the title are navigation buttons: "Sale", "Return", "Void Sale", "Void Return", "Sale Recovery", and "Return R". The main area contains several input fields and two buttons:

- Debit Card Number:
- Card Member:
- Exp. Date (MMYY):
- Ticket Number:
- Amount \$:
- Cash Back \$:
- Total \$:

Buttons: "Process" and "Cancel".

At the bottom right, the date and time are displayed as "2/9/2006" and "11:06 AM".

Debit Card Transaction Fields

Debit Card Number: -- Displays the debit card number captured by your card reader.

Card Member: -- The cardholder's name.

Ticket Number: -- This field allows you to enter an invoice number or some other internal reference number.

Amount \$: -- The dollar amount of the transaction to be processed.

Cash Back \$: -- This field allows you to enter the cash back amount. The cash back is an amount over the amount of purchase. This amount is to be given to the customer. It is basically a service that debit transactions allow you to offer for your customers.

Total \$: -- This field shows the total amount of the transaction to be processed. It is calculated by adding the **Amount:** and **Cash Back \$:** field.

Check Services Transactions

Check Services Processing

Check Verification verifies that the check writer has an account that does not have any "negative flags" for that method of check verification (drivers license, MICR, etc.). **Check Guarantee** guarantees that the check amount will be paid to you regardless of the funds available in the customer's checking account.

To access the **Check Services** window, click **Transactions** on the menu bar. Click the **Check Services** option. Or, click the **Check** button on the Icon Bar.

A check swipe is available for processing checks. You can contact your merchant service provider for more information.



Note: Your **Check Services** window may look slightly different depending on which check services company you are using.

The screenshot shows the PCCharge Client application window. The menu bar includes File, Transactions, Reports, Setup, and Help. The icon bar contains buttons for Credit, Debit, Check, Gift, Customers, Log Off, and Help. The main window title is "Check Services Verify". Below the title is a "Verify" button. The form contains the following fields and buttons:

Transit Number:	<input type="text"/>	Process
Account Number:	<input type="text"/>	
Check Number:	<input type="text"/>	Cancel
Amount \$:	<input type="text"/>	
Ticket:	<input type="text"/>	

The status bar at the bottom right shows the date 2/9/2006 and the time 11:07 AM.

Action Tabs

The action tabs allow you to select the desired **Action: Sale, Credit**, etc. Not all **Action Tabs** or fields will be available to every check processing company for every transaction type.



Note: Some of the following fields may not appear in your **Check Services** window. This is because each check services company offers different options.

Transit Number -- Allows you to enter your customer's transit number.

Phone Number -- Allows you to enter your customer's phone number.

Zip Code -- Allows you to enter your customer's zip code.

Check Number -- Allows you to enter your customer's check number.

Account Number -- Allows you to enter your customer's checking account number.

Driver's License -- Allows you to enter your customer's driver's license number.

Birth Date -- Allows you to enter your customer's birth date from his or her driver's license.

State Code -- Allows you to enter your customer's state code.

Amount \$ -- Allows you to enter the amount of the transaction.

Ticket -- Allows you to enter an internal invoice number.



Note: If you perform check truncation/conversion, you'll need to close your batch at the end of the day. It is necessary to perform this procedure to have funds transferred from the customers' accounts to yours. Consult the section **Truncation Close** for further explanation of this process (consult the **Server** documentation).

All about Check Verification/Guarantee

In verifying/guaranteeing a check, funds are not being moved. Check Verification/Guarantee is only a one step process. There is no need for re-transmission (batch settle/close).

1. **Check Verification** -- Verification allows you to verify that the check writer has an account that does not have any "negative flags" for that method of check verification (driver's license, MICR, etc.).
2. **Check Guarantee** -- Guarantee first performs a **Check Verification**, and then guarantees that the funds are available, regardless of how much money is actually in the check writer's account.

All about Check Conversion/Truncation

Check Conversion/Truncation is one of the newer developments in electronic payment processing. It is a process by which a checking account is immediately debited electronically.

Processing a check conversion is a two-step process:

1. Process whatever check **Sale** transactions you have for that particular day.
2. As with credit cards, there is secondary transmission of information needed to complete a transaction. This happens at the **Server** location and is called **Truncation Close**.



Note: The important thing to remember is that without re-transmission of the check information, you will not receive your money. Every day that you perform truncations, the **Server** location should perform a truncation close after all transactions are complete.

Check Conversion Up-Close

Check Conversion takes verifying one step further. The first step is to verify/guarantee the check. The second step is to have the funds electronically moved from your customer's checking account to yours.

1. **Verify** -- This action allows you to verify that a checking account exists for your customer and guarantees that the amount of the transaction is available. This action also allows you to perform the first half of a sale transaction. This action does not make information available for re-transmission.
2. **Sale** -- This action reduces the balance of your customers' checking account. A sale actually performs two functions. First, a sale will verify/guarantee a check. Second, it will make the transaction available for re-transmission.
3. **Void** -- This action removes a **Sale** or **Forced** transaction from the re-transmission information. You will be deleting the transaction. You will not get the funds from this transaction. Use the **Void Sale** action to correct mistakes and on same day returns. This action can only be performed before re-transmission.
4. **Force** -- This action makes a verified check transaction available for re-transmission. A **Verify** followed by a **Force** is equivalent to a **Sale**.

Gift Card Transactions

Gift Card Transaction Types

There are several gift card processing companies currently supported by **Client**, each with its own unique transaction types. Consult the **PCCharge Appendices** for a description of the transaction types available for each processor.

To access the **PCCharge Appendices** (available at the **Server** location), click the Windows **Start** button, then **Programs** (or **All Programs**), then **PCCharge Pro** (or **PCCharge Payment Server**), then **PCCharge Appendices**.

Gift Card Processing

From the Main Window (see page 48), click the Gift Card icon to access the Gift Card Transaction window. Or, click **Transactions** on the menu bar, and then click the **Gift Card** option.



Note: If you are using a PIN pad device with **PCCharge**, you must click the **Gift** icon before you can swipe a gift card through your PIN pad (even if the **Gift Card** window is already onscreen). This will activate the magnetic strip reader and make it ready for use.

1. From the Action Selector Row, select the desired action (Redemption, Register, etc.).
2. Enter the gift card number.
 - In a retail environment, the gift card should be swiped through your card reader. If a card reader is not available, type in the gift card number.
 - In a non-retail environment, type in the gift card number.
3. Enter the dollar amount of the transaction.
4. Click the **Process** button.

The screenshot shows the PCCharge Client software interface. The title bar reads "PCCharge Client - User1". The menu bar includes "File", "Transactions", "Reports", "Setup", and "Help". Below the menu bar is a toolbar with icons for "Credit", "Debit", "Check", "Gift", "Customers", "Log Off", and "Help". The main window title is "Gift Card Redemption". Below the title is a row of buttons: "Redemption", "Register", "Increment", "Activate", "Cancel", and "Balance". The "Redemption" button is selected. The main area contains two input fields: "Number:" and "Amount \$:". To the right of these fields are two buttons: "Process" and "Cancel". The status bar at the bottom shows the date "2/9/2006" and the time "11:05 AM".



Note: The fields shown may differ from what you see in your copy of the **Client**, depending on the processor selected and the transaction being processed.

Gift Card Number: -- Displays the gift card number.

Amount \$: -- This field allows you to enter the dollar amount of the transaction to be processed.

Cashier Privileges



Simple Explanation: In order to use cashier privileges at the **Client** location, they must be first set up at the **Server** location (consult the **Server** documentation for instructions). Cashier privileges are used to control what functions a cashier can access.

If cashier privileges are enabled, the **Log On** icon will be enabled and there will be a **Log Off** menu choice under **File**. The active cashier's **User Name** is shown at the bottom of the main **Client** window, next to the **Active Company Display** (see page 48).

Log On



Simple Explanation: If you encounter the following **Log On** window, it is usually because you have started up **Client**. Enter your **User Name** and **Password** for your cashier account, then click the **Log On** button. This information will be available from whoever set up cashier privileges at the **Server** location.

The image shows a 'Log On...' dialog box with a blue title bar. It contains two text input fields: 'User Name:' and 'Password'. To the right of the 'User Name' field is a button labeled 'Log On...'. To the right of the 'Password' field is a button labeled 'Anonymous'.

If at least one cashier account has been set up at the **Server** location (even if it's only the **System** account), the **Client** will display the **Log On** window at these times:

- when the **Client** is started
- when the **Log On/Off** icon is clicked
- when the **Log Off** option is selected from the **File** menu
- when the **PCCharge Pro/PS** path is changed in the **Setup Wizard**

You may also log in and out of a cashier account by clicking the **Log On/Off** button on the **Icon Bar**. This icon is immediately to the left of the help icon.



Note: If you don't have your login information available, you can log on anonymously. To do so, click the **Anonymous** button. You'll be allowed to access the **Client** location with only base permissions (you'll only be able to process sale transactions).

Password



Simple Explanation: The **Password** window is very similar to the **Log On** window. The difference is that the **Password** window is displayed when a cashier attempts to access a function that he does not have permission to access.

To access the protected function, enter your **User Name** and **Password** for your cashier account, then click the **OK** button. This information will be available from whoever set up cashier privileges at the **Server** location. If your cashier account has been set up (at the **Server** location) to allow access to this function, the **Client** will allow you access it.

The image shows a standard Windows-style dialog box titled "Password". It contains two text input fields, one for "User Name:" and one for "Password:". To the right of the "User Name" field is an "OK" button, and to the right of the "Password" field is a "Cancel" button. The dialog box has a light gray background and a blue title bar.

Temporary Override

As stated above, the **Password** window is displayed when a cashier (Kelly) attempts to access a function that she does not have permission to access. She would normally not be able to use this function at all. However, another cashier with access to that function (David) can temporarily allow Kelly to use that function. To do this, David types in his cashier **User Name** and **Password** in the **Password** window at Kelly's computer. This override will allow Kelly to access this function only once. If she needs to that function again, David (or some other cashier with access to that function) will have to perform an additional override. The other option is to adjust Kelly's cashier's permissions at the **Server** location.

Customer Database



Simple Explanation: The **Client** customer database allows you to store information about your clients, process transactions, and create recurring billing contracts. There are two main sections of the **Customers** window:

- **Customer Info** -- Allows you to record a customer's personal information
- **Credit Card Info** -- Allows you to record a customer's credit card information

The **Customer Database** accessible from the **Client** is identical to **PCCharge Pro's** in every way except two:

1. The **Client Customer Database** cannot delete database entries. This is to protect your data by only allowing the **Server** location to administer the customer database.
2. The **Client Customer Database** cannot create or process contracts. This function is also reserved for the **Server** location.

All other functions of the customer database are accessible by **Client**. The following sections describe how to use the client customer database.



Note: Since the customer database is not available in **PCCharge Payment Server**, the customer database functions are not available when the **Client** is used in conjunction with **PCCharge Payment Server**.

Customer Info



Simple Explanation: The **Customer Info** section of the **Customers** window allows you to store, view, and edit a customer's credit card information. This information is stored in the customer database.

Customers

Customer Info | Credit Card Info

Customer ID:

Company Name: Contact:

Salutation: Alt Contact:

First Name: MI:

Last Name: Phone:

E-Mail: Alt Phone:

Street: Fax:

City: State:

Zip: Credit Limit:

⏪ | No Records Found! | ⏩

Auto Assign Customer ID

Creating a New Customer

1. From the main window, click the **Customers** button on the icon bar. Click the **Credit Card Info** tab. Note that you can also use the right and left arrows at the bottom of this window to browse through your customers.
2. From the **Customer Info** section of the **Customers** window, click the **New** button.
3. You can manually create a **Customer ID**, or **Client** can auto-create the **Customer ID** field. If you check the box labeled **Auto Assign Customer ID**, **Client** will automatically create a **Customer ID** when you click the **New** button.
4. Enter your customer's personal information. It is not necessary to use every field. However, you must at least provide a **Company Name** or **First Name & Last Name**. If you fill out a **First Name** and **Last Name** but not a **Company Name**, a **Company Name** will be generated for you.



Note: You must use a letter for the first character of **Company Name**. Any characters that follow can be letters or numbers. Additionally, all punctuation is prohibited (due to database restrictions).



Note: You'll usually get the best per transaction rate from your credit card processing company if you provide complete name and address information. Check with your processing company for information on how to get the best per transaction rate.

5. The **Credit Limit** field allows you to specify (in dollars) a credit limit for the displayed customer. This field is just a convenient reference; it does not actually affect whether or not the **Client** software will allow a transaction to be processed.
6. After filling out all applicable fields, click the **Update** button. You will be prompted to commit changes. If you click **Yes**, your information will be saved. A plus sign should appear next to the corresponding folder (on the left side of the **Customers** window). A plus sign shows that a folder contains one or more entries. The entries in the database are listed alphabetically by the **Company Name** field.

Deleting a Customer

The **Client Customer Database** cannot delete database entries. This is to protect your data by only allowing the **Server** location to administer the customer database.

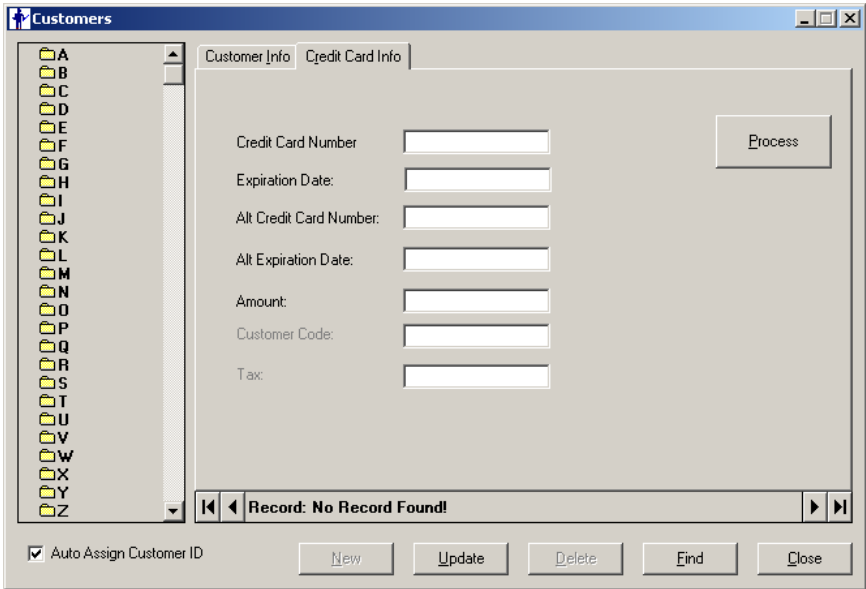
Finding an Existing Customer

Click the **Find** button to access the **Find Customer** window and search through customer database entries for a particular customer. The search allows you to use the **Customer ID**, **Company Name**, and **Last Name** fields from the **Customers** window to find the desired customer. Select the field you would like to use in the search, and enter the information you'd like to find (using the **Search For** field).

Credit Card Info



Simple Explanation: The **Credit Card Info** section of the **Customers** window allows you to store a customer's credit card information in the customer database. You can also use this section to process individual transactions for specific customers.



Recording a Customer's Credit Card Information

1. From the main window, click the **Customers** button on the icon bar. Select the customer whose credit card information you wish to view/edit. If you have not entered any customers into the customer database, refer the subsection **Creating a New Customer** in the section **Customer Info** (see page 76).
2. Click the **Credit Card Info** tab to access the **Credit Card Info** section of the **Customers** window. The values in the **Credit Card Number**, **Expiration Date**, **Alt Credit Card Number**, and **Alt Expiration Date** fields are pulled from the **Customer Info** window. You can also use the right and left arrows at the bottom of this window to browse through your customers.
3. Enter the customer's **Credit Card Number** and **Expiration Date**. If an alternate credit card number is available for customer, enter that information into **Alt Credit Card Number** and **Alt Expiration Date**. This information can be used to create recurring billing contracts, and can also be used to process individual transactions from the **Customer Transactions** window (see page 80). The **Alt Credit Card Number** and **Alt Expiration Date** fields may be left blank.

4. You can enter an **Amount** if you expect to constantly manually process transactions for this customer for the same amount (instead of using automatic recurring billing). This field may be left blank.
5. If you're performing a commercial card transaction and your processing company is set up to process commercial cards, enter the cardholder's **Customer Code** and **Tax** amount. These fields are not available for editing unless you're processing a commercial card. Refer to the section **All about Commercial Card Processing** for more information on commercial cards (see page 60).
6. Click the **Update** button, and your customer's credit card information will be saved to the customer database. After you click **Update**, only the first four and last four digits of the credit card number will be displayed (for security reasons), but the entire number is stored in the customer database.

Editing a Customer's Credit Card Information

1. To edit an existing customer's credit card information, you must first select a customer using the folder on the left of the **Customers** window. If you have not entered any customers into the customer database, refer the subsection **Creating a New Customer** in the section **Customer Info** (see page 76).
2. Make any changes as necessary.
3. Click the **Update** button, and your customer's credit card information will be saved to the customer database. After you click **Update**, only the first four and last four digits of the credit card number will be displayed (for security reasons), but the entire number is stored in the customer database.

Processing a Customer Transaction

Using the folder on the left of the **Customers** window, select the customer for whom you wish to process a transaction. Click the **Process** button to access the **Customer Transaction** window and process a transaction for the selected customer (see page 80).

Finding an Existing Customer

Click the **Find** button to access the **Find Customer** window and search through customer database entries for a particular customer. The search allows you to use the **Customer ID**, **Company Name**, and **Last Name** fields from the **Customers** window to find the desired customer. Select the field you would like to use in the search, and enter the information you'd like to find (using the **Search For** field).

Customer Transactions



Simple Explanation: The **Customer Transactions** window allows you to process non-recurring transactions for specific customers. The difference between this window and the main **Credit Card Transaction** window is that this window provides a convenient way to process transactions for customers recorded in the customer database.

Description	Amount
	\$0.00

Processing a Customer Transaction



Note: The following instructions apply to processing individual customer transactions using a credit card. If a customer wants to use an alternate form of currency for a contract-based payment, refer to the **Manual Payment** method described in the subsection **Editing a Customer Contract** in the section **Contracts** (in the **Server** manual).

1. To access the **Customer Transactions** window, click **Customers** on the menu bar. Click the **Customers** option. Select the customer for whom you wish to process a transaction. Click the **Credit Card Info** tab. Click **Process** to access the **Customer Transactions** window.
2. **Client** will automatically fill out this window with the transaction, customer, and card information from the **Customer Info** and **Credit Card Info** sections of the **Customers** window. You can manually modify some of the values listed in the **Customer Transactions** window), but any changes made in this window will not affect the customer's recorded information. To make permanent changes to the customer's information, use the **Customer Info** (see page 76) and **Credit Card Info** (see page 78) sections of the **Customers** window.

3. Using the **Credit Card Number** drop-down box, select the customer's credit card number you wish to use to process the transaction. The **Exp. Date** field will automatically display the expiration date associated with the selected credit card number.
4. Select the transaction type you wish to process from the **Trans Type** drop-down box.
5. Enter a ticket number for the transaction. This should be some internal reference number you create (invoice number, sales number, etc.).
6. If you're performing a Void or a Post-Auth, enter the original transaction's **Reference Number**.
7. If you're performing a commercial card transaction and your processing company is set up to process commercial cards, enter the cardholder's **Customer Code**.
8. You may enter a tax amount in the **Tax** field whether or not you are performing a commercial card transaction, and it will be added to the total dollar amount being processed. However, the tax amount will not be recorded to the customer database unless you're processing a commercial card and your processing company is set up to process commercial cards.
9. By default, the **Sub Total** will be the same as the value entered in the Amount field in the **Credit Card Info** section of the **Customer** window. You can change the **Sub Total** manually entering a new value into the field. Alternatively, you can enter product/service **Descriptions** and **Amounts**, and **Client** will compute a **Sub Total** for you.

	Description	Amount
▶		\$0.00



Note: This information is not stored in the customer database for later retrieval. It is merely a convenience used to itemize purchases at the time of the transaction. This information will not be printed to your receipts.

10. Click **OK** and **Client** will attempt to contact the **Server** location and have it process the transaction.

Reports



Simple Explanation: This section explains how to access each report and find out what transaction information each report presents. You will also learn how to configure your report's data.



Note: This function provides access to all reports accessible at the **Server** location of **PCCharge**. If you find that a report is not accessible, it usually means that the active processing company does not support that report type.

The **Reports** menu on **PCCharge** Client's menu bar has many sub-menus. The reports are categorized by the type of data they display: credit card **Transactions**, **Batches**, **Check** transactions, **Debit** transactions, etc. When selected, each **Reports** menu item brings up a window similar to the following:

Report Type:

Print To

Screen Printer File

Report Filters

Start: End:

Member: Card Type:

Card #: Result:

User ID: Batch #:

Ticket #: Amount:

Merchant #:

OK Close



Note: Not all **Reports** windows selectable from the **Reports** menu will have the same options and fields accessible. For example, in the **Today's Summary Report**, you wouldn't be able to change the **Member:** and **Ticket #:** fields. Further, not all processing companies will have access to the same reports. An account using a host based system would, of course, not be able to access the **Settled Batch** report (host based systems *close* their batches, terminal based systems *settle* their batches).

Report Type

Each **Reports** menu item will display a different report type in the **Report Type:** field. You can select a different report type from this list by clicking on the small arrow to the right of the **Report Type:** field.

Print To

Window -- (Default = Selected) -- Select this option if you want to view the report from within **PCCharge**. After the report is shown on window, you may print it out by clicking the **Print** button.

Printer -- (Default = Unselected) -- Select this option if you want to send the report to the printer selected in the **Report Printer Setup** window (see page 36). If this option is selected, two additional options become available: **Portrait** and **Landscape**. Select the page orientation you wish to use.

File -- (Default = Unselected) -- Select this option if you want to send the report to your hard drive as an ASCII text file. After this option is enabled and you click **OK**, you'll need to specify the desired file name and location of the text file.

Report Filters

Start: -- Click the small drop-down arrow button (to the right of the **Start:** field). Select the start date for report range you wish to view.

End: -- Click the small drop-down arrow button (to the right of the **End:** field). Select the end date for report range you wish to view.

Member: -- Use this field if you want to generate a report that shows only those transactions processed for a specific card member. Enter the exact card member name used in the original transaction(s).

Card #: -- Use this field if you want to generate a report that shows only those transactions processed for a specific credit card number. Enter the exact credit card number used in the original transaction(s).



Note: Enter the first four digits of the credit card number, eight periods, and then the last four digits of the credit card number.

User ID: -- Use this field if you want to generate a report that shows only those transactions processed by a specific user ID. This report applies only to multi-user version of **PCCharge**. Enter the exact user ID used to process the original transaction(s).

Ticket #: -- Use this field if you want to generate a report that shows the transaction associated with a particular ticket number. Enter the exact ticket number used in the original transaction.

Merchant #: -- (Default = All) -- Select a merchant number. All transactions processed with the selected merchant number will be used to generate the report. If **All** is selected as the **Merchant #:**, then all transactions processed with all merchant numbers registered with **PCCharge** will be used to generate the report.

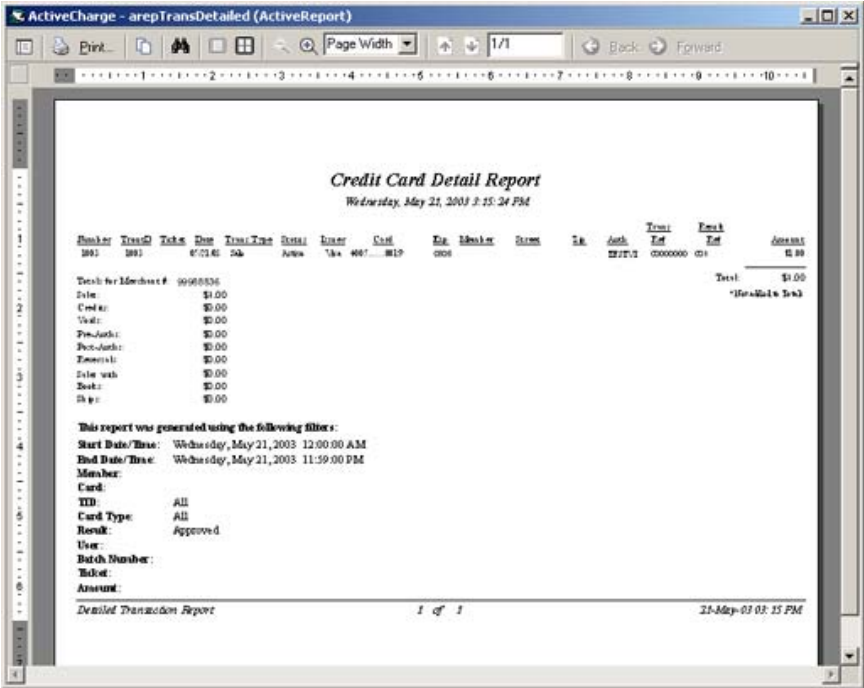
Card Type: -- (Default = All) -- Select a card type. All transactions processed with the selected card type will be used to generate the report. If **All** is selected as the **Card Type:**, then all transactions processed with all card types will be used to generate the report.


Status: -- (Default = Approved) -- Select the result of a transaction: **Approved** or **Declined**. All transactions processed with the selected status will be used to generate the report. If **All** is selected as the **Status:**, then all transactions processed - regardless of status - will be used to generate the report.

Batch: -- Enter a batch number. All transactions processed within the selected batch will be used to generate the report. Enter the exact batch number used for the original transaction(s).




Amount: -- Enter an amount. All transactions processed for the selected amount will be used to generate the report. Enter the exact amount used in the original transaction(s).

Viewing a Report











 **Note:** Some reports are larger than your viewable window. Use the scroll bars (located on the right hand side and bottom of the window).

Report Window Buttons

Icon	Description
	Print -- Click this button to print the report.
	Copy -- Click this button to copy this report to system memory as an image. You may then paste the image into a graphics editing application.
	Find -- Click this button to find a text string within the report.

Report Window Buttons -- continued

Icon	Description
	Single Page -- Click this button to view a single report page at a time.
	Multiple Pages -- Click this button to view multiple report pages at once. You may specify how many pages you wish to view simultaneously.
	Zoom Out -- Click this button to decrease the current magnification level.
	Zoom In -- Click this button to increase the current magnification level.
	Previous Page -- Click this button to view the previous page in the report.
	Next Page -- Click this button to view the next page in the report.
	Move Backward -- Click this button to move backward in your page view history.
	Move Forward -- Click this button to move forward in your page view history.

Daily Transaction Summary

The **Daily Transaction Summary** is a summary of the transactions that you have processed today.

To access the **Daily Transaction Summary** report filter, click **Reports** on the menu bar. Click the **Transactions** option. Click the **Daily Transactions** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Daily Transaction Summary** from the **Report Type**: drop-down list.

The screenshot shows a window titled "Reports" with a standard Windows-style title bar (minimize, maximize, close buttons). Inside the window, there is a "Report Type:" label followed by a dropdown menu currently set to "Daily Transaction Summary". Below this is a "Print To:" section with three radio button options: "Screen" (which is selected), "Printer", and "File". The "Report Filters" section contains several input fields and dropdown menus: "Start:" and "End:" are date and time pickers, both showing "5 /21/2003" with times "12:00:00 AM" and "11:59:00 PM" respectively. Other fields include "Member:", "Card #:", "User ID:", "Ticket #:", and "Merchant #:" (set to "All"). On the right side of the filters, there are "Card Type:" (set to "All"), "Result:" (set to "Approved"), "Batch #:", and "Amount:". At the bottom right of the dialog are "OK" and "Close" buttons.

In the **Report Filters** area you can select the **User ID** that processed the transactions, **Status**: of the transactions processed, the **Start**: and **End**: date, the **Batch #:**, and the **Merchant #**. Click the **OK** button to view/print/save the report.

Because this is a **Daily Transaction Summary**, the **Start**: and **End**: dates default to today's date.

Credit Card Detail

The **Credit Card Detail** report is a line-by-line view of your credit card transaction history.

To access the **Credit Card Detail** report filter, click **Reports** on the menu bar. Click the **Transactions** option. Click the **Credit Card Detail** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Credit Card Detail** from the **Report Type**: drop-down list.

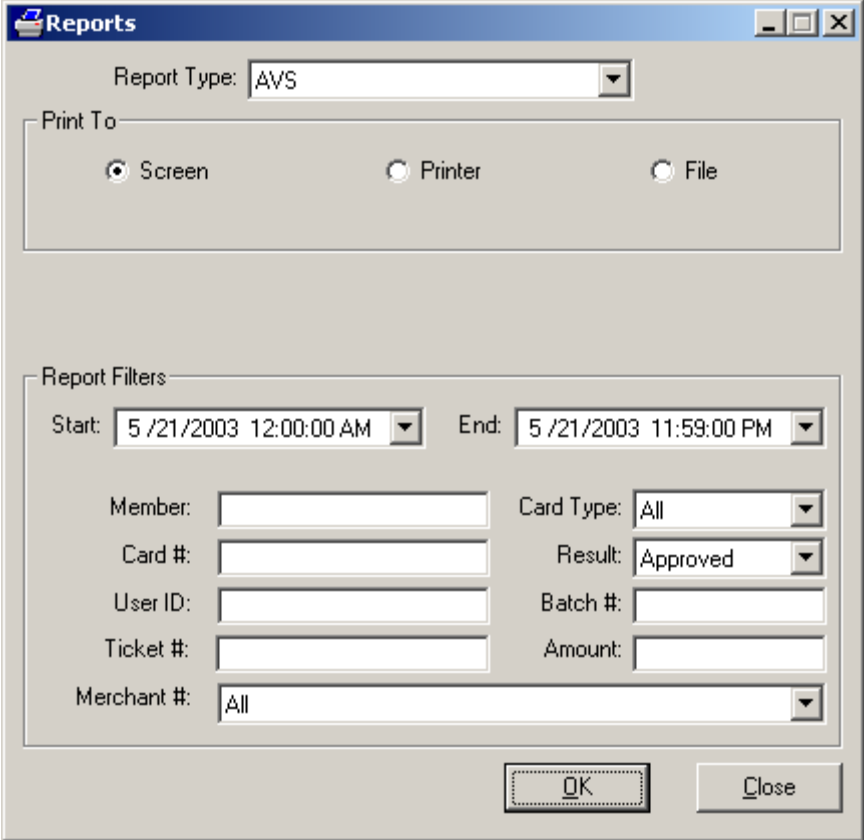
The screenshot shows a window titled "Reports" with a standard Windows-style title bar. Inside the window, there is a "Report Type:" label followed by a dropdown menu currently set to "Credit Card Detail". Below this is a "Print To:" section with three radio button options: "Screen" (which is selected), "Printer", and "File". The "Report Filters" section contains several input fields and dropdown menus: "Start:" and "End:" are date and time pickers set to "5 /21/2003 12:00:00 AM" and "5 /21/2003 11:59:00 PM" respectively; "Member:", "Card #:", "User ID:", "Ticket #:", and "Merchant #:" are text input fields, with "Merchant #" currently showing "All"; "Card Type:" is a dropdown menu set to "All"; "Result:" is a dropdown menu set to "Approved"; "Batch #:" and "Amount:" are empty text input fields. At the bottom right of the dialog are two buttons: "OK" and "Close".

In the **Report Filters** area you can select the **Start:** & **End:** date, the card **Member:**, the **Card #:**, the **User ID:** that processed the transactions, the **Ticket #:**, the **Card Type:**, the **Status:** of the transactions processed, the **Batch #:**, the **Amount:**, and the **Merchant #:**. Click the **OK** button to view/print/save the report.

AVS

The **AVS** report shows your transaction history with the AVS response for each transaction.

To access the **AVS** report filter, click **Reports** on the menu bar. Click the **Transactions** option. Click the **AVS Report** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **AVS** from the **Report Type:** drop-down list.



The screenshot shows a window titled "Reports" with a blue title bar. Inside the window, there is a "Report Type:" dropdown menu set to "AVS". Below this is a "Print To:" section with three radio buttons: "Screen" (selected), "Printer", and "File". The "Report Filters:" section contains several input fields and dropdown menus: "Start:" (5 / 21 / 2003 12:00:00 AM), "End:" (5 / 21 / 2003 11:59:00 PM), "Member:" (empty), "Card #:" (empty), "User ID:" (empty), "Ticket #:" (empty), "Merchant #:" (All), "Card Type:" (All), "Result:" (Approved), "Batch #:" (empty), and "Amount:" (empty). At the bottom right, there are "OK" and "Close" buttons.

In the **Report Filters** area you can select the **Start:** & **End:** date, the card **Member:**, the **Card #:**, the **User ID:** that processed the transactions, the **Ticket #:**, the **Card Type:**, the **Status:** of the transactions processed, the **Batch #:**, the **Amount:**, and the **Merchant #:**. Click the **OK** button to view/print/save the report.

Book

The **Book** report shows transactions that were performed using the **Book Transaction** window.

To access the **Book** report filter, click **Reports** on the menu bar. Click the **Transactions** option. Click the **Book** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Book** from the **Report Type:** drop-down list.

The screenshot shows a window titled "Reports" with a blue title bar. Inside the window, there is a "Report Type:" dropdown menu set to "Book". Below this is a "Print To:" section with three radio buttons: "Screen" (selected), "Printer", and "File". The "Report Filters:" section contains several input fields and dropdown menus: "Start:" (12/31/2003 12:00:00 AM), "End:" (12/31/2003 11:59:00 PM), "Member:" (empty), "Card #::" (empty), "User ID:" (empty), "Ticket #:" (empty), "Merchant #:" (All), "Card Type:" (All), "Result:" (Approved), "Batch #:" (empty), and "Amount:" (empty). At the bottom right, there are "OK" and "Close" buttons.

In the **Report Filters** area you can select the **Start:** & **End:** date, the card **Member:**, the **Card #:**, the **User ID:** that processed the transactions, the **Ticket #:**, the **Card Type:**, the **Status:** of the transactions processed, the **Batch #:**, the **Amount:**, and the **Merchant #:**. Click the **OK** button to view/print/save the report.

Ship

The **Ship** report shows transactions that were performed using the **Ship Transaction** window.

To access the **Ship** report filter, click **Reports** on the menu bar. Click the **Transactions** option. Click the **Ship** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Ship** from the **Report Type:** drop-down list.

Reports

Report Type: Ship

Print To

Screen Printer File

Report Filters

Start: 12/31/2003 12:00:00 AM End: 12/31/2003 11:59:00 PM

Member: Card Type: All

Card #: Result: Approved

User ID: Batch #:

Ticket #: Amount:

Merchant #: All

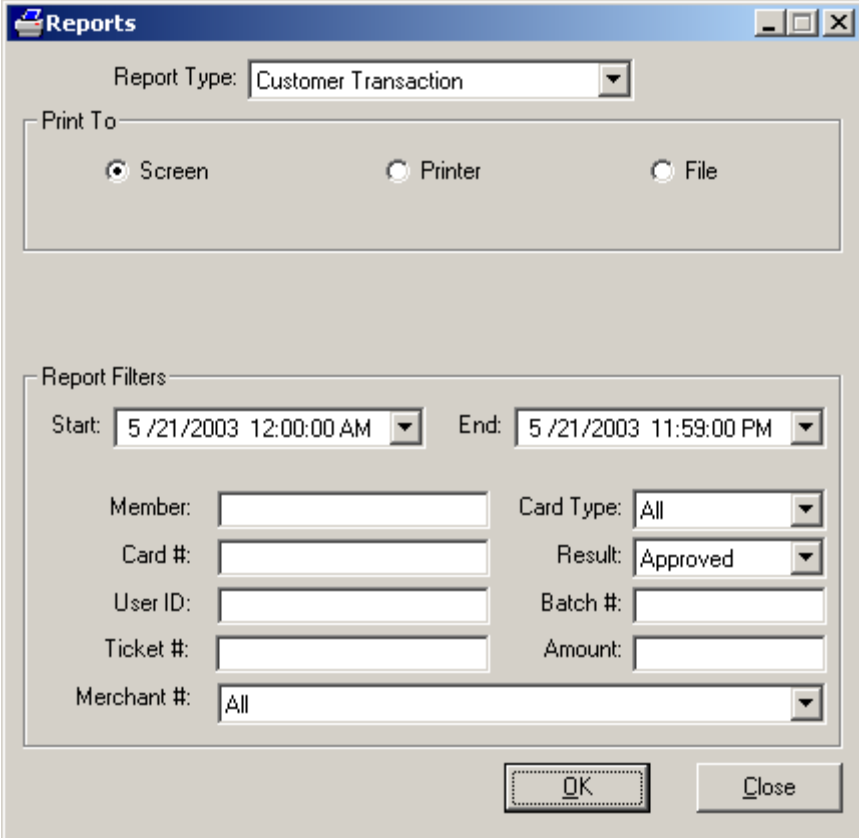
OK Close

In the **Report Filters** area you can select the **Start:** & **End:** date, the card **Member:**, the **Card #:**, the **User ID:** that processed the transactions, the **Ticket #:**, the **Card Type:**, the **Status:** of the transactions processed, the **Batch #:**, the **Amount:**, and the **Merchant #:**. Click the **OK** button to view/print/save the report.

Customer Transaction

The **Customer Transaction** report displays transactions that were processed as a payment for a recurring billing contract. Consult the section **Contracts** for more information recurring billing contracts (see page **Error! Bookmark not defined.**).

To access the **Customer Transaction** report filter, click **Reports** on the menu bar. Click the **Transactions** option. Click the **Customer Report** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Customer Transaction** from the **Report Type**: drop-down list.



The screenshot shows a window titled "Reports" with a blue header bar. Below the header, there is a "Report Type:" label followed by a dropdown menu showing "Customer Transaction". Underneath is a "Print To:" section with three radio buttons: "Screen" (selected), "Printer", and "File". Below that is a "Report Filters:" section containing several input fields and dropdown menus: "Start:" (5 / 21 / 2003 12:00:00 AM), "End:" (5 / 21 / 2003 11:59:00 PM), "Member:" (empty), "Card #:" (empty), "User ID:" (empty), "Ticket #:" (empty), "Merchant #:" (All), "Card Type:" (All), "Result:" (Approved), "Batch #:" (empty), and "Amount:" (empty). At the bottom right, there are "OK" and "Close" buttons.

In the **Report Filters** area you can select the **Start:** & **End:** date, the card **Member:**, the **Card #:**, the **User ID:** that processed the transactions, the **Ticket #:**, the **Card Type:**, the **Status:** of the transactions processed, the **Batch #:**, the **Amount:**, and the **Merchant #:**. Click the **OK** button to view/print/save the report.

Batch Pre-Settle

The **Batch Pre-Settle** report lets you view batches of transactions that are waiting to be settled. As soon as you settle the transactions, the report will be empty. There will be no transactions to view until you process more transactions.



Note: This report is only available when using a terminal-based processing company.

To access the **Batch Pre-Settle** report filter, click **Reports** on the menu bar. Click the **Batch** option. Click the **Pre-Settle** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Batch Pre-Settle** from the **Report Type**: drop-down list.

The screenshot shows a window titled "Reports" with a blue title bar. Inside, there is a "Report Type:" dropdown menu set to "Batch Pre-Settle". Below this is a "Print To:" section with three radio buttons: "Screen" (selected), "Printer", and "File". The "Report Filters" section contains several input fields: "Start:" and "End:" dropdown menus (both set to "6 / 4 / 2003 12:00:00 AM" and "6 / 4 / 2003 11:59:00 PM" respectively), "Member:", "Card #:", "User ID:", "Ticket #:", and "Merchant #:" (set to "All") text boxes, and "Card Type:" (set to "All"), "Result:" (set to "Approved"), "Batch #:", and "Amount:" dropdown menus. At the bottom right are "OK" and "Close" buttons.

In the **Report Filters** area you can select the **Merchant #:** used to process the transactions. The date range is not pertinent to this report. Click the **OK** button to view/print/save the report.

Batch Post-Settle

The **Batch Post-Settle** report allows you to view batches of transactions that have been settled.



Note: This report is only available when using a terminal-based processing company.

To access the **Batch Post-Settle** report filter, click **Reports** on the menu bar. Click the **Batch** option. Click the **Post-Settle** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Batch Post-Settle** from the **Report Type:** drop-down list.

The screenshot shows a window titled "Reports" with a blue header bar. Below the header, there is a "Report Type:" label followed by a dropdown menu showing "Batch Post-Settle". Underneath is a "Print To:" section with three radio buttons: "Screen" (selected), "Printer", and "File". Below that is a "Report Filters:" section containing several input fields and dropdown menus: "Start:" (6 / 4 /2003 12:00:00 AM), "End:" (6 / 4 /2003 11:59:00 PM), "Member:" (text box), "Card #:" (text box), "User ID:" (text box), "Ticket #:" (text box), "Merchant #:" (dropdown menu showing "All"), "Card Type:" (dropdown menu showing "All"), "Result:" (dropdown menu showing "Approved"), "Batch #:" (text box), and "Amount:" (text box). At the bottom right, there are "OK" and "Close" buttons.

In the **Report Filters** area you can select the **Start:** & **End:** date, the card **Member:**, the **Card #:**, the **User ID:** that processed the transactions, the **Ticket #:**, the **Card Type:**, the **Batch #:**, the **Amount:**, and the **Merchant #:**. Click the **OK** button to view/print/save the report.

Check Summary

The **Check Summary** report gives a summary of check transactions.



Note: This report is only available in a check-processing environment.

To access the **Check Summary** report filter, click **Reports** on the menu bar. Click the **Check** option. Click the **Summary Report** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Check Summary** from the **Report Type:** drop-down list.

The screenshot shows a window titled "Reports" with a blue title bar. Inside the window, the "Report Type:" dropdown menu is set to "Check Summary". Below this is a "Print To:" section with three radio buttons: "Screen" (selected), "Printer", and "File". The "Report Filters:" section contains several input fields and dropdown menus: "Start:" (5 /21/2003 12:00:00 AM), "End:" (5 /21/2003 11:59:00 PM), "Member:" (empty text box), "Card Type:" (All), "Card #:" (empty text box), "Result:" (Approved), "User ID:" (empty text box), "Batch #:" (empty text box), "Ticket #:" (empty text box), "Amount:" (empty text box), and "Merchant #:" (All). At the bottom right, there are "OK" and "Close" buttons.

In the **Report Filter** area you can select the **Start:** and **End:** dates, the **Ticket #:**, the **Amount:**, and the **Status:** of transactions processed. Click the **OK** button to view/print/save the report.

Check Detail

The **Check Detail** report is a line-by-line view of your check transaction history.



Note: This report is only available in a check-processing environment.

To access the **Check Detail** report filter, click **Reports** on the menu bar. Click the **Check** option. Click the **Detailed Summary** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Check Detail** from the **Report Type:** drop-down list.

The screenshot shows a window titled "Reports" with a blue title bar. Inside the window, there is a "Report Type:" dropdown menu set to "Check Detail". Below this is a "Print To:" section with three radio buttons: "Screen" (selected), "Printer", and "File". The "Report Filters" section contains several input fields and dropdown menus: "Start:" with a date/time dropdown set to "5 /21/2003 12:00:00 AM", "End:" with a date/time dropdown set to "5 /21/2003 11:59:00 PM", "Member:" (text input), "Card Type:" (dropdown set to "All"), "Card #:" (text input), "Result:" (dropdown set to "Approved"), "User ID:" (text input), "Batch #:" (text input), "Ticket #:" (text input), "Amount:" (text input), and "Merchant #:" (dropdown set to "All"). At the bottom right, there are "OK" and "Close" buttons.

In the **Report Filter** area you can select the **Start:** and **End:** dates, the **Ticket #:**, the **Amount:**, and the **Status:** of transactions processed. Click the **OK** button to view/print/save the report.

Debit Summary

The **Debit Summary** report is a summary of your debit transaction history.



Note: This report is only available in a debit processing environment.

To access the **Debit Summary** report filter, click **Reports** on the menu bar. Click the **Debit** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Debit Summary** from the **Report Type:** drop-down list.

The screenshot shows a window titled "Reports" with a blue title bar. Inside, there is a "Report Type:" dropdown menu set to "Debit Summary". Below this is a "Print To:" section with three radio buttons: "Screen" (selected), "Printer", and "File". The "Report Filters" section contains several input fields and dropdown menus: "Start:" (5 /21/2003 12:00:00 AM), "End:" (5 /21/2003 11:59:00 PM), "Member:" (empty), "Card Type:" (All), "Card #:" (empty), "Result:" (Approved), "User ID:" (empty), "Batch #:" (empty), "Ticket #:" (empty), "Amount:" (empty), and "Merchant #:" (All). At the bottom right, there are "OK" and "Close" buttons.

In the **Report Filters** area you can select the **User ID** that processed the transactions, the **Start:** and **End:** dates, the **Ticket #:** of the transaction, the **Status:** of transactions processed, the **Batch #:**, and the **Amount:**. Click the **OK** button to view/print/save the report.

EBT Summary

The **EBT Summary** report is a summary of your EBT transaction history.



Note: This report is only available in an EBT processing environment.

To access the **EBT Summary** report filter, click **Reports** on the menu bar. Click the **EBT** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **EBT Summary** from the **Report Type:** drop-down list.

The screenshot shows a window titled "Reports" with a blue title bar. Inside the window, there is a "Report Type:" dropdown menu set to "EBT Summary". Below this is a "Print To:" section with three radio buttons: "Screen" (selected), "Printer", and "File". The "Report Filters" section contains several input fields and dropdown menus: "Start:" (5 /21/2003 12:00:00 AM), "End:" (5 /21/2003 11:59:00 PM), "Member:" (empty text box), "Card Type:" (All), "Card #:" (empty text box), "Result:" (Approved), "User ID:" (empty text box), "Batch #:" (empty text box), "Ticket #:" (empty text box), "Amount:" (empty text box), and "Merchant #:" (All). At the bottom right, there are "OK" and "Close" buttons.

In the **Report Filters** area you can select the **User ID** that processed the transactions, the **Start:** and **End:** dates, the **Ticket #:** of the transaction, the **Status:** of transactions processed, the **Batch #:**, and the **Amount:**. Click the **OK** button to view/print/save the report.

Periodic Payments by Expired Contracts

This report shows the customer database accounts that will expire within the selected date range.

To access the **Account Expiration** report filter, click **Reports** on the menu bar. Click the **Periodic Payments** option. Click the **Summary by Expired Contracts** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Periodic Payments by Expired Contracts** from the **Report Type:** drop-down list.

The screenshot shows a window titled "Reports" with a blue header bar. Below the header, the "Report Type:" dropdown menu is set to "Periodic Payments by Expired Contra". Under the "Print To:" section, there are three radio buttons: "Screen" (selected), "Printer", and "File". The "Report Filters" section contains several input fields: "Start:" with a date and time dropdown set to "3 /31/2004 12:00:00 AM", "End:" with a date and time dropdown set to "3 /31/2004 11:59:00 PM", "Member:" (empty text box), "Card #:" (empty text box), "User ID:" (empty text box), "Ticket #:" (empty text box), "Merchant #:" (dropdown menu set to "All"), "Sort Order:" (dropdown menu set to "Company"), "Result:" (dropdown menu set to "Approved"), "Batch #:" (empty text box), and "Amount:" (empty text box). At the bottom right, there are "OK" and "Close" buttons.

Sort Order:

You may sort by **Company** name or by **Final Date**

In the **Report Filters** area you can select the **Start:** and **End:** dates, and a **Sort Order:**. Click the **OK** button to view/print/save the report.

Periodic Payments by Customer ID

This report shows a summary of periodic payments based on customer database accounts that were processed within the selected date range.

To access the **Periodic Payments by Customer ID** report filter, click **Reports** on the menu bar. Click the **Periodic Payments** option. Click the **Summary by Customer ID** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Periodic Payments by Customer ID** from the **Report Type:** drop-down list.

The screenshot shows a window titled "Reports" with a standard Windows-style title bar. Inside the window, the "Report Type:" dropdown menu is set to "Periodic Payments by Customer ID". Below this is a "Print To:" section with three radio buttons: "Screen" (selected), "Printer", and "File". The "Report Filters" section contains several input fields: "Start:" and "End:" are date and time pickers set to "3 /31/2004 12:00:00 AM" and "3 /31/2004 11:59:00 PM" respectively; "Member:", "Card #:", "User ID:", "Ticket #:", and "Merchant #:" are text input fields, with "Merchant #:" set to "All"; "Card Type:" is a dropdown menu set to "All"; "Result:" is a dropdown menu set to "Approved"; "Batch #:" and "Amount:" are empty text input fields. At the bottom right, there are "OK" and "Close" buttons.

In the **Report Filters** area you can select the **Start:** & **End:** date, the card **Member:**, the **Card #:**, the **User ID:** that processed the transactions, the **Ticket #:**, the **Card Type:**, the **Status:** of the transactions processed, the **Batch #:**, the **Amount:**, and the **Merchant #:**. Click the **OK** button to view/print/save the report.

Periodic Payments by Date

This report shows you a line-by-line report of periodic payment transactions from the customer database that were processed within the selected date range.

To access the **Periodic Payments by Date** report filter, click **Reports** on the menu bar. Click the **Periodic Payments** option. Click the **Summary by Date** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Periodic Payments by Date** from the **Report Type**: drop-down list.

The screenshot shows a window titled "Reports" with a blue header bar. Below the header, there is a "Report Type:" label followed by a dropdown menu set to "Periodic Payments by Date". Underneath is a "Print To:" section with three radio buttons: "Screen" (selected), "Printer", and "File". The "Report Filters" section contains several input fields: "Start:" and "End:" are dropdown menus showing "5 /21/2003 12:00:00 AM" and "5 /21/2003 11:59:00 PM" respectively. Below these are text boxes for "Member:", "Card #:", "User ID:", "Ticket #:", and "Merchant #:". To the right of these are dropdown menus for "Card Type:" (set to "All") and "Result:" (set to "Approved"), and text boxes for "Batch #:" and "Amount:". At the bottom right, there are "OK" and "Close" buttons.

In the **Report Filters** area you can select the **Start:** & **End:** date, the card **Member:**, the **Card #:**, the **User ID:** that processed the transactions, the **Ticket #:**, the **Card Type:**, the **Status:** of the transactions processed, the **Batch #:**, the **Amount:**, and the **Merchant #:**. Click the **OK** button to view/print/save the report.

Reprint Receipts

The **Reprint Receipts** function allows you to reprint a receipt. The **Report Filter** section of this window is similar to the other report filter windows. However, here you must specify a single transaction or a range of transactions for which you wish to reprint receipts.

To access the **Reprint Receipts** report filter, click **Reports** on the menu bar. Click the **Reprint Receipts** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Reprint Receipts** from the **Report Type**: drop-down list.

The screenshot shows a dialog box titled "Reports" with the following fields and controls:

- Report Type:** A dropdown menu set to "Reprint Receipts".
- Print To:** Three radio buttons: "Screen" (selected), "Printer", and "File".
- Receipt Options:** Three radio buttons: "Secure" (selected), "Merchant", and "Customer". A "Query TroutD" button is located to the right.
- Report Filters:**
 - Start:** A date and time dropdown set to "5 /21/2003 12:00:00 AM".
 - End:** A date and time dropdown set to "5 /21/2003 11:59:00 PM".
 - Start Number:** An empty text input field.
 - End Number:** An empty text input field.
 - Card Number:** An empty text input field.
 - Ticket #:** An empty text input field.
 - Merchant #:** A dropdown menu set to "All".
 - Card Type:** A dropdown menu set to "All".
 - Result:** A dropdown menu set to "Approved".
 - Batch #:** An empty text input field.
 - Amount:** An empty text input field.

At the bottom of the dialog box are two buttons: "OK" and "Close".

- Enter the number of the first receipt in the **Start Number**: field.
- Enter the number of the last receipt in the **End Number**: field.
- Click the **OK** button to reprint the receipt(s).

The number of each transaction can be found by viewing the **Detailed Summary** report. Alternatively, you can use the **Query TroutD** button (explained below).

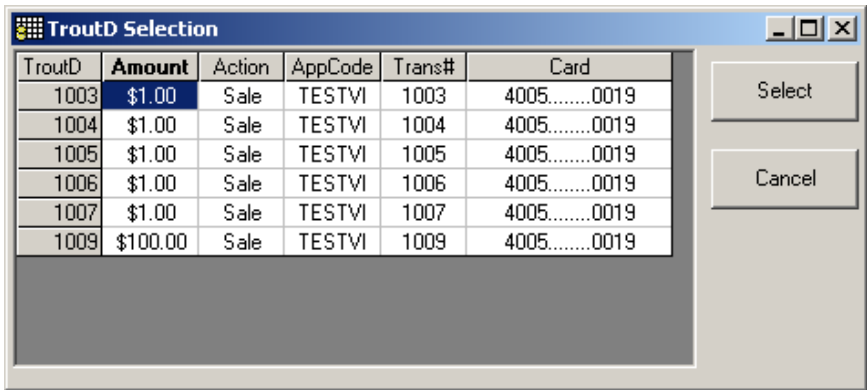
Report Options

Secure -- (Default = Selected) -- Select this option to reprint the specified receipt(s) in "secure" format (Account No., Exp Date not displayed).

Merchant -- (Default = Unselected) -- Select this option to reprint the specified receipt(s) in "merchant" format (Account No., Exp Date displayed and Merchant Copy printed at bottom of receipt).

Customer -- (Default = Unselected) -- Select this option to reprint the specified receipt(s) in "customer" format (Account No., Exp Date not displayed and Customer Copy printed at bottom of receipt).

Query TroutD -- Click this button to view the **TroutD Selection** window. This window will allow you to easily select a previously processed transaction in order to reprint that transaction's receipt. To select a transaction, click anywhere on that transaction's row and then click the **Select** button.



Cashier Audit

The **Cashier Audit** report allows you to view actions performed by your cashiers. It shows attempted logons, functions accessed, etc.

To access the **Cashier Audit** report filter, click **Reports** on the menu bar. Click the **Cashier Audit** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Cashier Audit** from the **Report Type**: drop-down list.

The screenshot shows a window titled "Reports" with a blue title bar. Inside, there is a "Report Type:" dropdown menu set to "Cashier Audit". Below this is a "Print To:" section with three radio buttons: "Screen" (selected), "Printer", and "File". The "Report Filters" section contains several fields: "Start:" and "End:" dropdown menus both set to "5 /21/2003 12:00:00 AM" and "5 /21/2003 11:59:00 PM" respectively; "Cashier Name" and "Supervisor Name" text boxes; "Card Type:" dropdown set to "All"; "Result:" dropdown set to "Approved"; "Card Number:", "Batch #:", "Ticket #:", and "Amount:" text boxes; and "Merchant #:" dropdown set to "All". At the bottom right are "OK" and "Close" buttons.

- Enter the name of the cashier in the **Cashier Name** field.
- Or, enter the name of the supervisor in the **Supervisor Name** field.

In the **Report Filters** area you can select the **Start:** & **End:** date. Click the **OK** button to view/print/save the report.

Cashier Name

If you specify a **Cashier Name**, then the audit report will only show the actions performed by that specific cashier.

Supervisor Name

If you specify a **Supervisor Name**, then the audit report will only show the actions authorized by that specific supervisor's override. A supervisor is a cashier (or the system user) that has access to a function and grants access to that function to a cashier that does not have access.

Gratuity Pre-Settle

This report shows a line-by-line report of transactions and gratuity amounts for those transactions. The transactions are grouped by Server ID if one is specified. This report shows those gratuity transactions waiting to be finalized or completed.



Note: This report is only available when the business type of your processing company's account is set to **Restaurant**.

To access the **Gratuity Pre-Settle** report filter, click **Reports** on the menu bar. Click the **Gratuity** option. Click the **Pre-Settle** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Gratuity Pre-Settle** from the **Report Type**: drop-down list.

The screenshot shows a window titled "Reports" with a blue title bar. Inside, there is a "Report Type:" dropdown menu set to "Open Gratuity". Below this is a "Print To:" section with three radio buttons: "Screen" (selected), "Printer", and "File". The "Report Filters:" section contains several input fields: "Start:" (5 /21/2003 12:00:00 AM), "End:" (5 /21/2003 11:59:00 PM), "Server ID:", "Card #:", "User ID:", "Ticket #:", "Merchant #:" (set to "All"), "Card Type:" (set to "All"), "Result:" (set to "Approved"), "Batch #:", and "Amount:". At the bottom right, there are "OK" and "Close" buttons.

In the **Report Filters** area you can select the **Server ID**:, the **Card #**:, the **Ticket #**:, and the **Merchant #**:. Click the **OK** button to view/print/save the report.

Gratuity Detail

This report shows a line-by-line report of transactions and gratuity amounts for those transactions. The transactions are separated by Server ID. This report allows filtering by date, card, and other information.



Note: This report is only available when the business type of your processing company's account is set to **Restaurant**.

To access the **Gratuity Detail** report filter, click **Reports** on the menu bar. Click the **Gratuity** option. Click the **Detail** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Gratuity Detail** from the **Report Type:** drop-down list.

Report Type: Gratuity

Print To

Screen Printer File

Report Filters

Start: 5/21/2003 12:00:00 AM End: 5/21/2003 11:59:00 PM

Server ID: Card Type: All

Card #: Result: Approved

User ID: Batch #:

Ticket #: Amount:

Merchant #: All

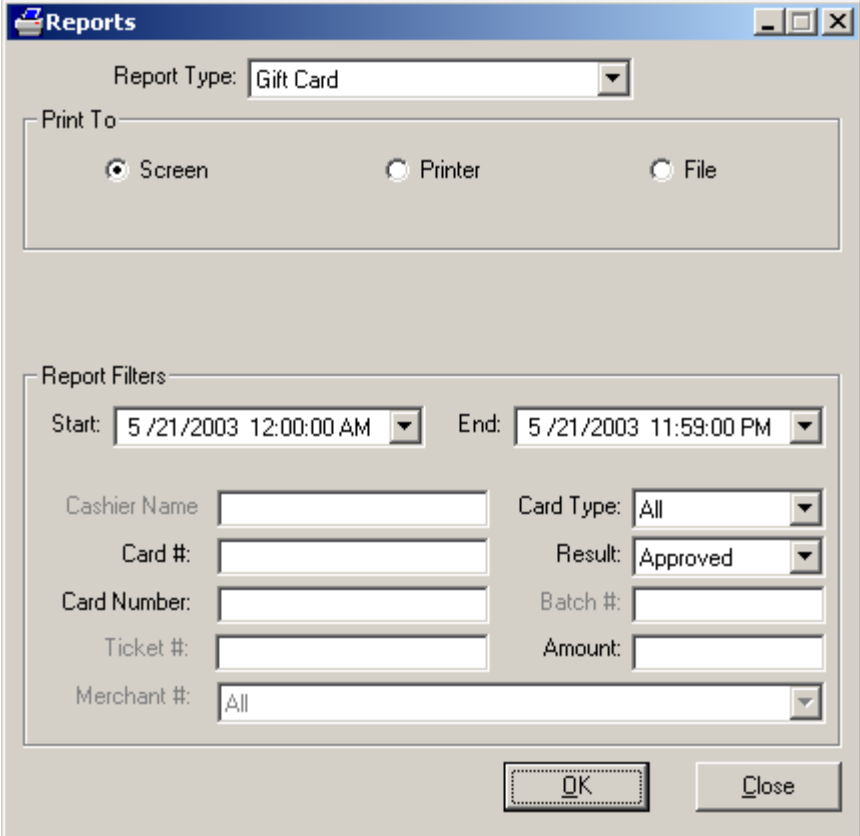
OK Close

In the **Report Filters** area you can select the **Start: & End:** date, the **Server ID:**, the **Card #:**, the **User ID:** that processed the transactions, the **Ticket #:**, the **Card Type:**, the **Status:**, the **Batch #:**, the **Amount:**, and the **Merchant #:**. Click the **OK** button to view/print/save the report.

Gift Card

The **Gift Card** report shows transactions that were performed using the **Gift Card Transaction** window.

To access the **Gift Card** report filter, click **Reports** on the menu bar. Click the **Transactions** option. Click the **Gift Card** option. You may also click the **Reports** icon on the **Icon Bar**, and then select **Gift Card** from the **Report Type:** drop-down list.



The screenshot shows a window titled "Reports" with a blue title bar. Inside, there is a "Report Type:" dropdown menu set to "Gift Card". Below this is a "Print To:" section with three radio buttons: "Screen" (selected), "Printer", and "File". The "Report Filters" section contains several input fields and dropdown menus: "Start:" and "End:" date-time pickers (both set to 5/21/2003), "Cashier Name", "Card #", "Card Number", "Ticket #", and "Merchant #" (set to "All") text boxes, and "Card Type:" (set to "All"), "Result:" (set to "Approved"), "Batch #:", and "Amount:" dropdown menus. At the bottom right are "OK" and "Close" buttons.

In the **Report Filters** area you can select the **Start:** & **End:** date, the **Card #:**, the **User ID:** that processed the transactions, the **Card Type:**, the **Status:** of the transactions processed, and the **Amount:**. Click the **OK** button to view/print/save the report.

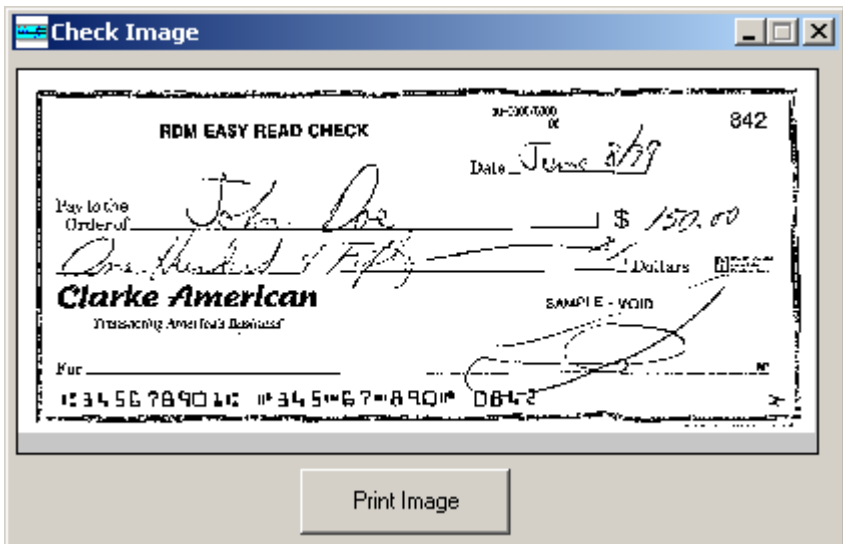
Check Image

The **Check Image** window shows images that were captured in **PCCharge** using a **RDM EC5002i** or **eN-Check 2600** check scanner.

To access the **Check Image** window, click **Reports** on the menu bar. Click the **View Check Image** option.



Note: The actual image is stored at a higher resolution than what is displayed on-screen in this window. The print-out of the image will be rendered at the actual scan resolution.



Click the **Print Image** button to print a copy of the image. **PCCharge** will print to the default Windows printer.

Frequently Asked Questions

Question: Does **PCCharge Pro/PS** have to be on my actual network server?

Answer: No. **PCCharge Pro/PS** can be on any computer to which the **Client** can establish a network connection. The **Server** must have the ability to connect to the processing company and the ability to share the **PCCharge Pro/PS** folder to the **Client** locations.

Question: Will the **Client** work with the **PCCharge Server** operate over a Novell network?

Answer: **PCCharge Pro/PS** and **Client** were designed to operate on a Windows 9x/NT network. We have had some of our customers tell us they were able to get the relationship to work on a Novell network, but our Technical Support Department cannot support such an arrangement.