NIC TN PayPort Counter

The Point-of-Sale Solution

Administrator's User Manual

Contact NIC Tennessee
NIC TN

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Contents

1 Introduction

1.1 What is NIC TN PayPort Counter?

It is an application that offers agencies in the State of Tennessee the convenience of submitting securely encrypted credit card account information for goods and services from customers who pay in person, “at the counter.”

The complete solution includes a variety of supported devices, called credit card swipers and dual card/check readers. Each device is developed by MagTek, Inc., a global provider of secure electronic payment technology.

1.2 Forms of Payment

The current methods of payment accepted are Visa, MasterCard, and Discover as well as acceptance of Checks – processed as an eCheck; scanned, then returned to the customer.

1.3 Refunds

Credit Card payments through NIC TN Payment Counter may be refunded by simply looking up the transaction and clicking the refund button. The administrative processing fee is automatically refunded as well.

Check payments may not be refunded through NIC TN Payment Counter. The county or agency will need to provide a refund to the customer using their existing process.

1.4 Administrative Fees (the Electronic Processing Fee)

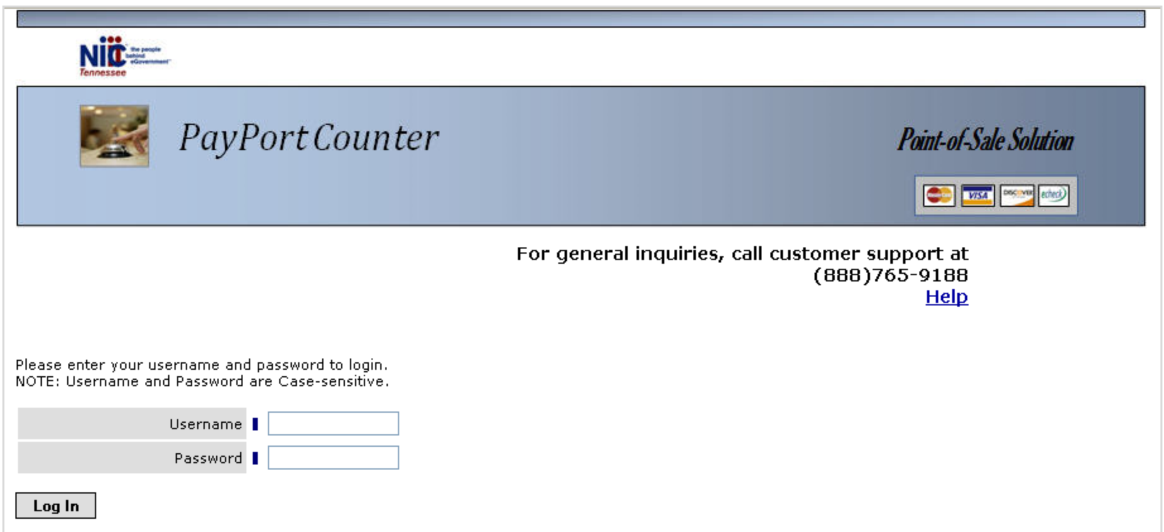
NIC TN charges a fee for the direct and indirect costs associated with the development and maintenance of PayPort Counter software, called an administrative fee. Such costs include equipment, personnel, office space, telecommunications and computing infrastructure, utilities costs, and banking costs. These fees are determined by contract and may not be changed within the NIC TN PayPort Counter software.

2 Getting started

2.1 Logging In

Open a web browser, using Internet Explorer or Mozilla Firefox.

Enter the web address: https://otc.cdc.nicusa.com/tennessee/



Using the username and password provided by your administrator, type this information and then click the “Log In” button to start.

It is recommended that you bookmark this website address, or save a shortcut to your desktop.

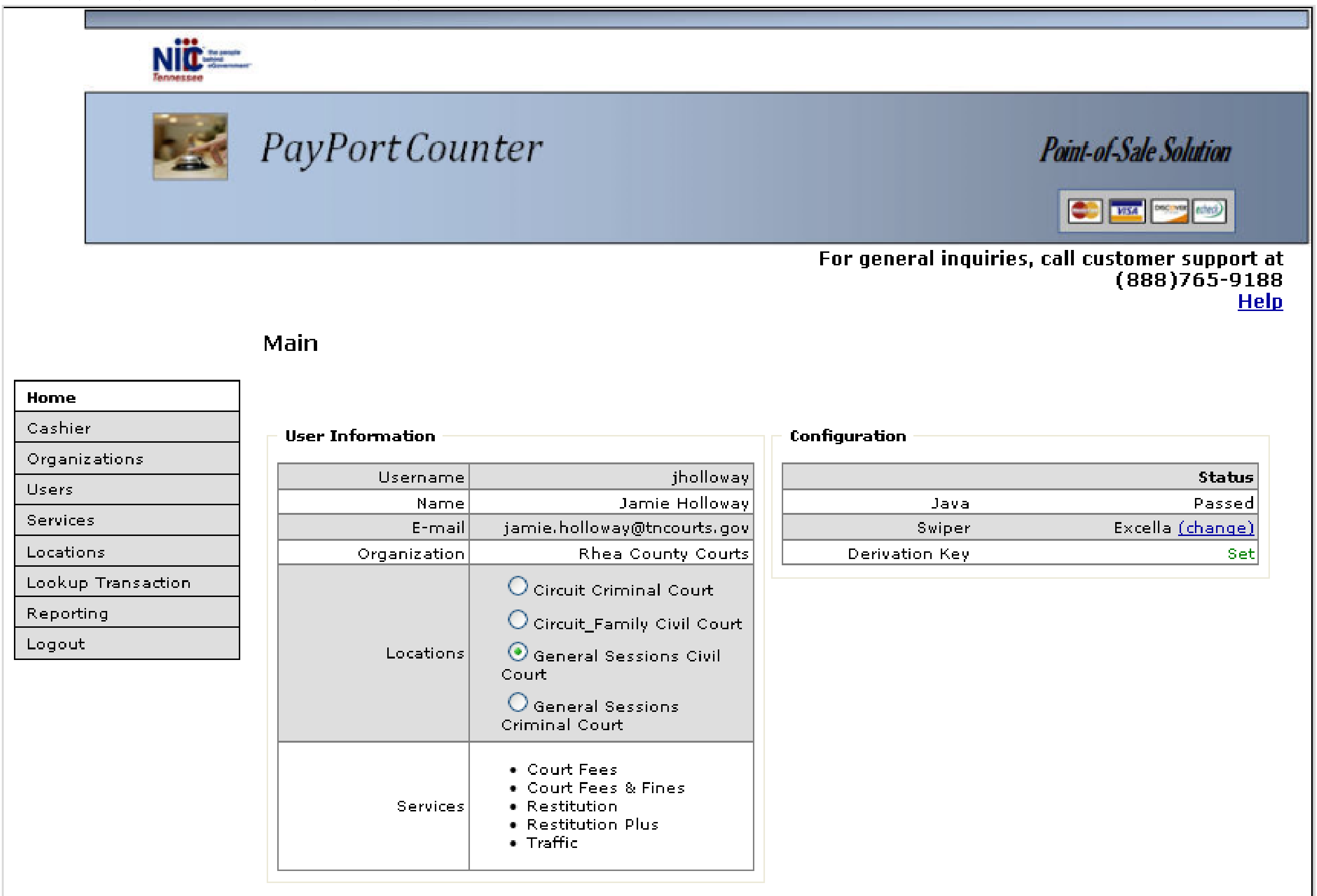
*Note: There is a **blue bar** next to Username and Password. This indicates that it is a required field, and data must be placed in this box. You will see this throughout this system.*

Having trouble logging in?
If you enter any of the login information incorrectly, you will not be able to get into the system. You can try the following:

- Try typing in the information again
- Remember that usernames and passwords are case sensitive, upper and lower cases make a difference
- Check your Caps Lock Button
- Call Customer Support

Accounts are automatically logged out after 20 minutes of inactivity. If a message appears indicating you are logged out, log in again. There is no waiting period to log back into the system.

Once you are in the system, you will see a menu.



The menu above shows the different Modules that the Admin user can access.

This guide will provide information about each Module.

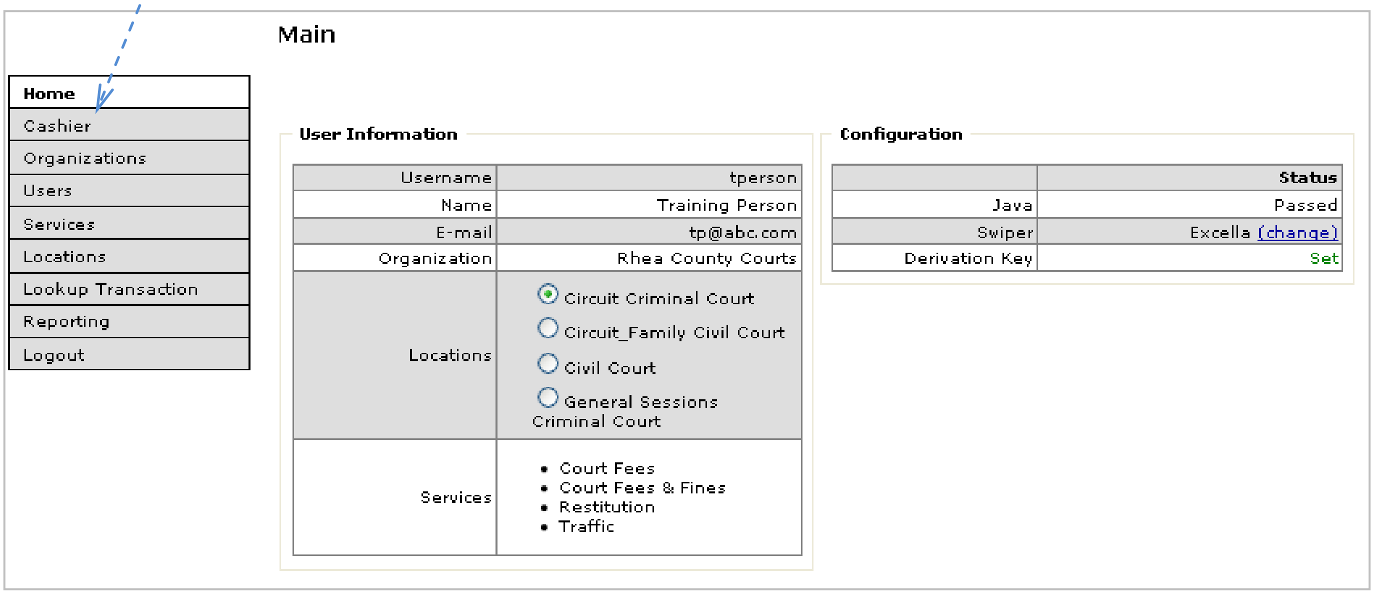
Before starting to process transactions, review the checklist at the end of this guide.

3 Completing a Transaction

3.1 New Transaction

It is within the **Cashier** Menu that an actual transaction will be input and processed.

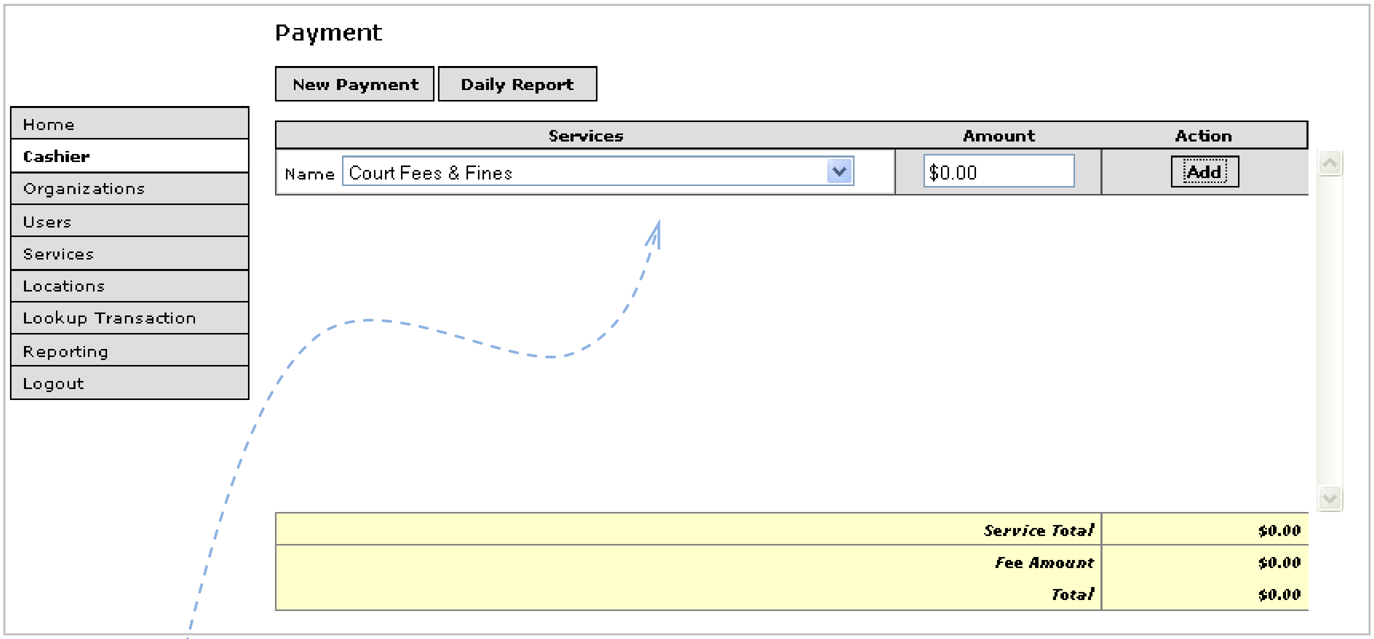
Select Cashier.



Cashier
This is where an actual transaction will occur

Reporting
Optional: This section will allow you to review reports

Logout
Click on Logout to close the current session



Services

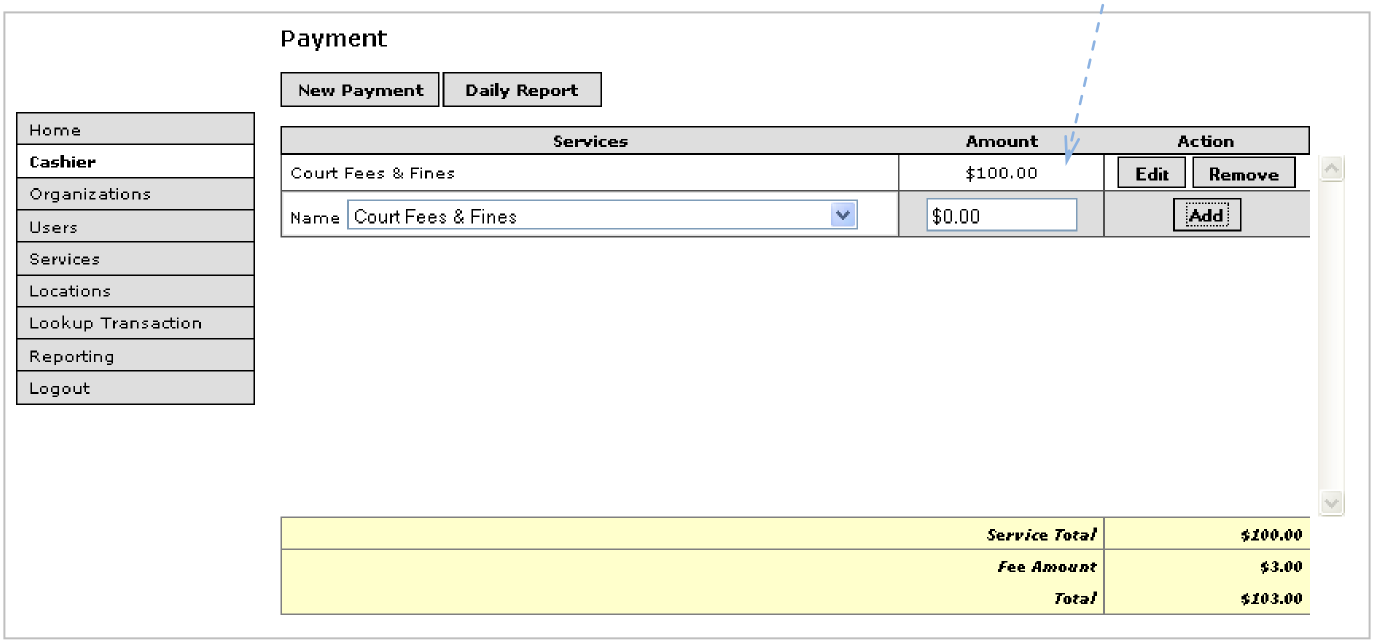
Select the Service Type from the drop down menu; examples for Service Type include a court fees & fines, restitution, traffic, registration fee, property tax, utilities (You will have the option later to select a default service.)

Amount

Type in the dollar amount for the Service; say $100.00 (You will have the option to select a default amount with a specific service.)

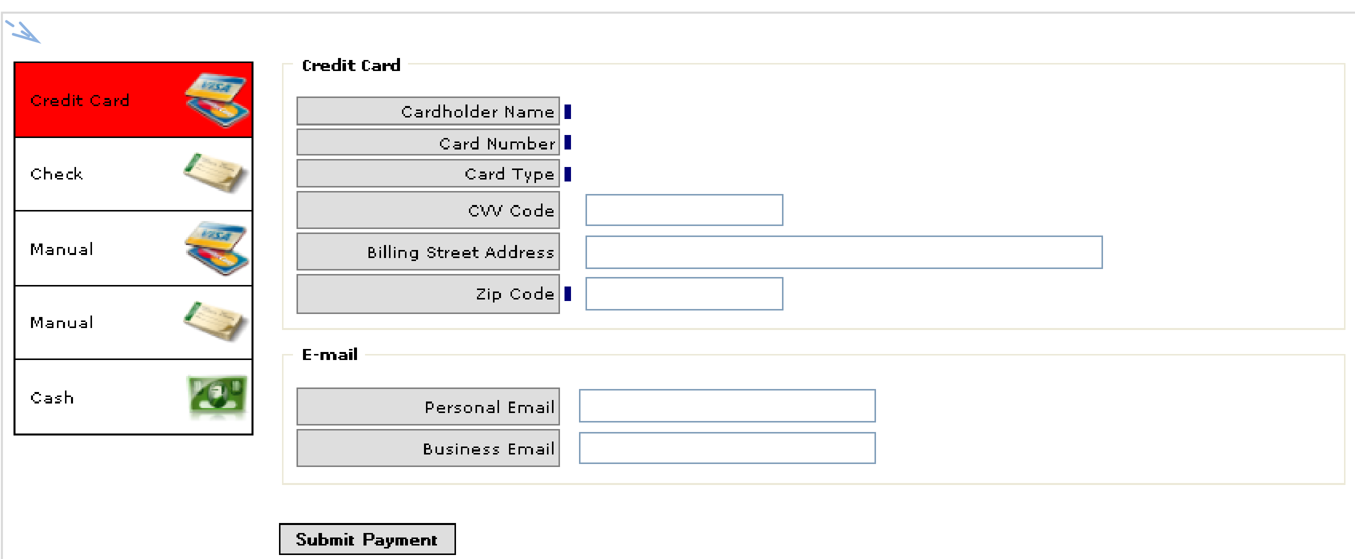
Add Service/Cancel

After the Service(s) have been selected and amount typed into the screen, click the “Enter-Return” button. It is possible to Cancel the transaction at this point by clicking the Home menu. The image on the following page indicates the Service was added and the user is prompted to select additional services if desired. Each additional Service originates automatically with a set default.



Payment Option

To now process a transaction, Select the Payment method from the list, options include either “swipe or manual entry mode” as well as payment type; either credit card, eCheck, or cash. Credit Card Swipe Mode is shown.



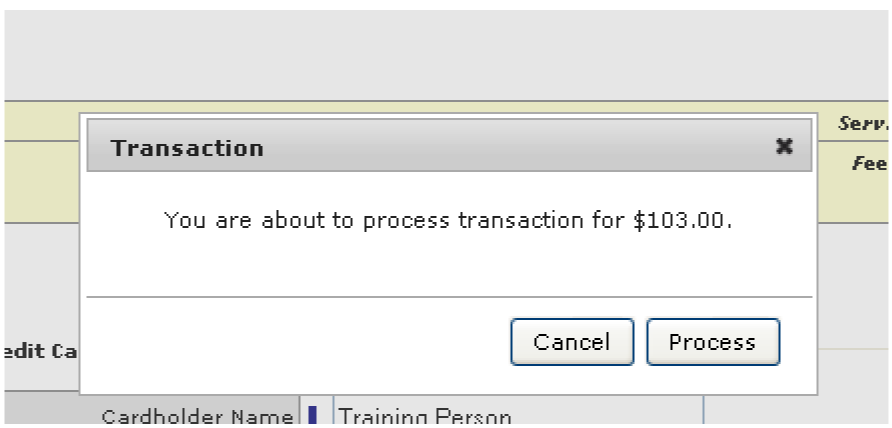
Swipe Entry Mode
The card swipe or check scanner machine will be used for this option. (Refer to setup instructions in the Administration Manual). The customer will swipe their card or check allowing their information to automatically populate into the boxes (data fields).

Manual Entry Mode
This entry mode enables you to manually type required information in the boxes designated with a ***blue bar*** instead of swiping a card or scanning a check. The remaining boxes are optional information.

E-Mail
You have the option to send the end user an email as confirmation of his/her payment and can do so to multiple email addresses.

Submit Payment
After the payment information has been entered, select the button marked "Submit Payment" to process the payment.

A pop up window will appear and before proceeding further, asking whether the dollar amount is correct. Click OK to continue, or Cancel to not process the payment.



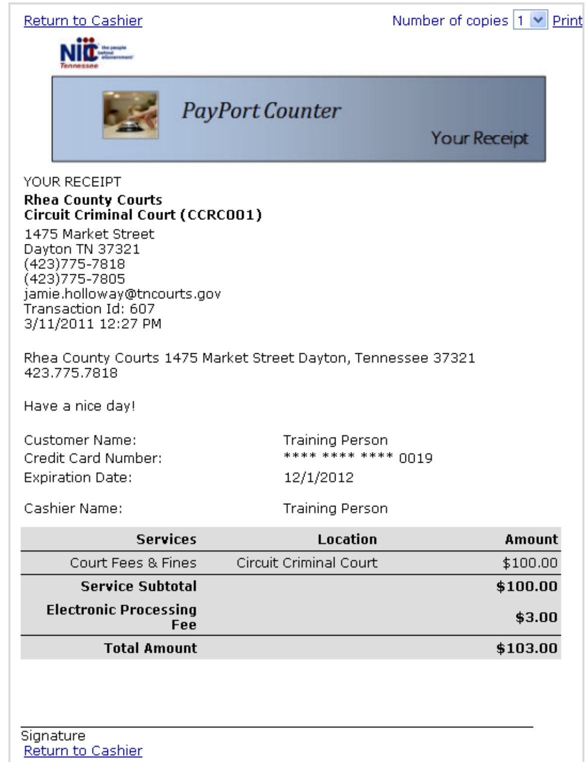
After clicking PROCESS, the payment is processed, generating a receipt that will pop up on a subsequent screen. It will appear similar to what is shown below.

Print Option:

Cashier can choose the number of copies of the receipt to print out by selecting the quantity at the top of the receipt page.

Additionally, the option exists to print additional receipts after the transaction has been completed.

To *exit* this screen, click the “Return to Cashier” link at the top or bottom of the page.


Return to Cashier Number of copies 1 Print

PayPort Counter
Your Receipt

YOUR RECEIPT
Rhea County Courts
Circuit Criminal Court (CCRC001)
1475 Market Street
Dayton TN 37321
(423)775-7818
(423)775-7805
jamie.holloway@tncourts.gov
Transaction Id: 607
3/11/2011 12:27 PM

Rhea County Courts 1475 Market Street Dayton, Tennessee 37321
423.775.7818

Have a nice day!

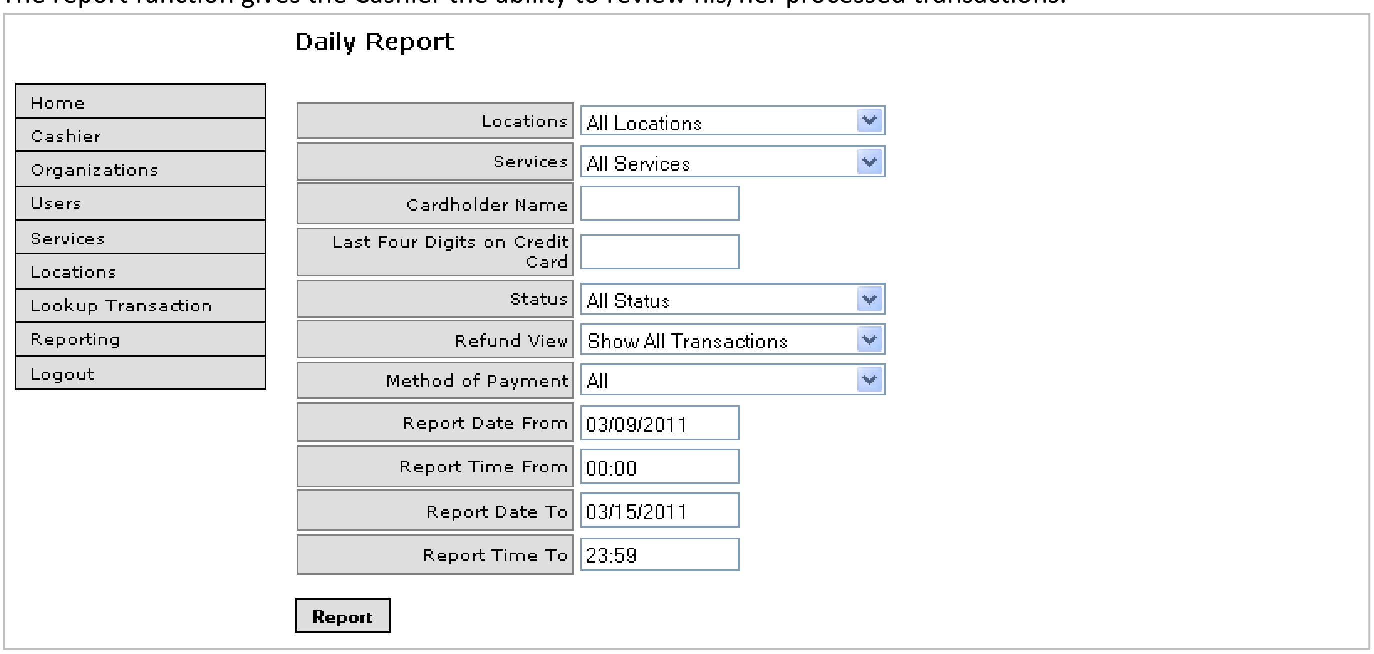
Customer Name:	Training Person
Credit Card Number:	**** **** **** 0019
Expiration Date:	12/1/2012
Cashier Name:	Training Person

Services	Location	Amount
Court Fees & Fines	Circuit Criminal Court	$100.00
Service Subtotal		**$100.00**
Electronic Processing Fee		**$3.00**
Total Amount		**$103.00**

Signature
Return to Cashier

3.2 Daily Report

The report function gives the Cashier the ability to review his/her processed transactions.



Locations
Transactions can be viewed within a report for either a single, multiple or of all Locations.

Services
Transactions can be viewed within a report for either a single, multiple or of all Services.

Cardholder Name
Administrator has a choice to review transactions of a particular customer by typing the exact name or last name of the cardholder. If data field is left blank, all card transactions will be displayed. <u>This field is case sensitive and must include the correct capitalization of the name.</u>

Last Four Digits on Credit Card
Used to only display transactions with the credit card matching these four digits. To include all cards in a search, leave box blank.

Status
Enables Cashier viewing of transactions based on status in the system.

All –	displays all transactions
Closed –	displays only closed transactions (successfully processed)
Pending –	displays only pending transactions (those that have not yet been successfully processed)
Failed-	displays only failed transactions (those that were not successfully processed)

Refund View
Will display transactions based on refund information, Cashier can narrow the scope of transactions to appear in the report.

Show All Transactions –	displays all transactions
Hide Refunded Transactions –	will not display refunded transactions
Show Only Refunded Transactions –	displays only transactions that were refunded

Method of Payment
Cashier can further narrow a report search by selecting the method of payment.

All –	displays all transactions, regardless of payment type
Credit Card –	displays only transactions used with credit cards
Check –	displays only transactions used with a check
Cash-	displays only transactions used via cash

Date From
Enables Cashier to set a start date for looking up of transactions. Click box to have calendar appear, then click date to start the search.

Time From
Enables Cashier to look up by certain time of day. NIC TN PayPort Counter uses military time. Example: 3:00pm would be displayed as 15:00

Date To
Enables Administrator to select the end date when looking up transactions. Click box to have calendar appear, then click date to end the search.

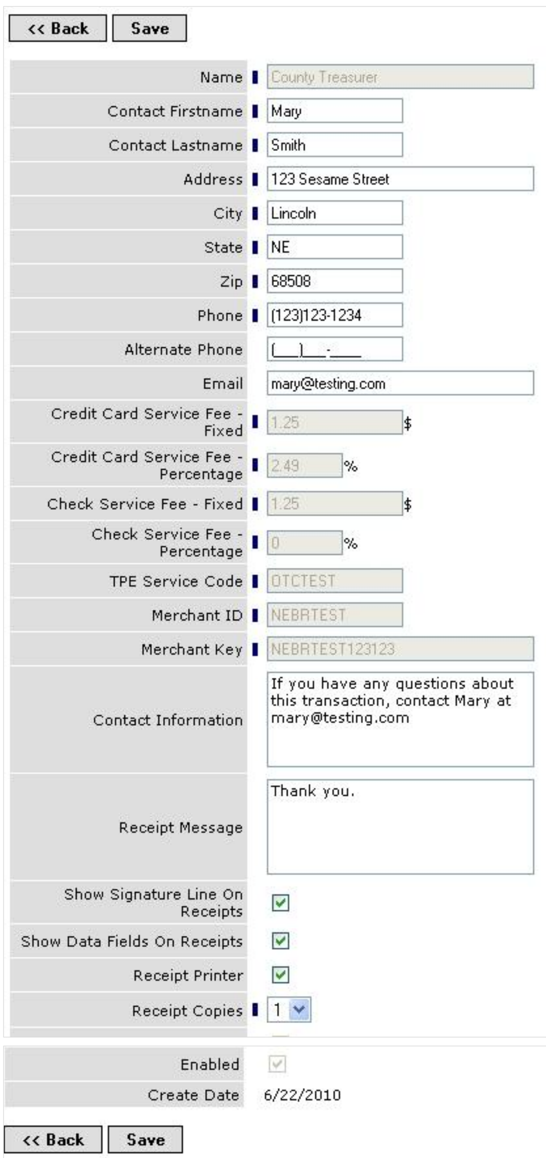
Time To
Enables Cashier to search by time of day. The NIC TN PayPort Counter uses military time.

Lookup
Clicking this button will display the transaction report, with the parameters as selected from the above options. Refer to sample report on the following page.

4 Organization

Agency sets up, and later updates, agency-wide information in this module of NIC TN PayPort Counter. From any screen, select the Organization button from the main menu on the left.

It is recommended that information details be reviewed in the section. Some information will be initially entered by NIC TN. If changes are required, make sure the Save button is clicked before leaving the screen.



Name
Displays name of your agency. If changes are needed, contact NIC TN for updates.

Contact First Name/Last Name
Enter the person's name that will be the Agency contact.

Address/City/State/Zip
Enter Agency mailing address. Correspondence and updates are mailed to this address.

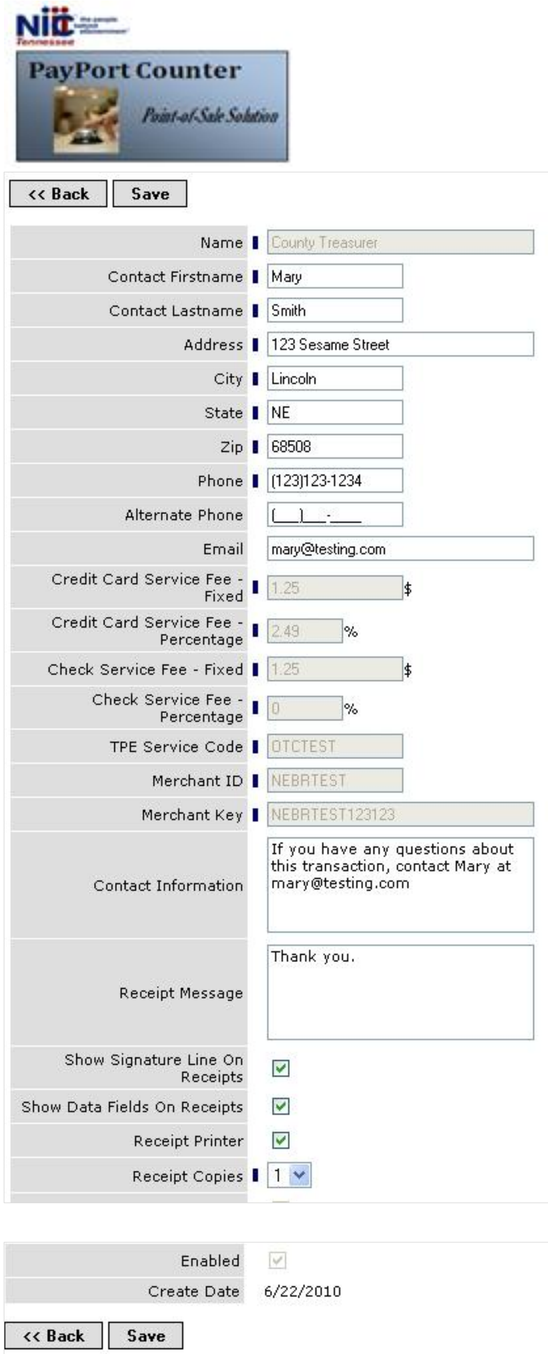
Phone/Alternate phone/Email
Enter Agency main phone number. Option exists to enter a second phone number and email address.

Credit Card Service Fee – Fixed and Percentage
Check Service Fee – Fixed and Percentage
TPE Service Code
Merchant ID/Merchant Key
These items cannot be edited. They are preset by NIC TN.

Contact Information
Information in this box will be displayed on all receipts. Leaving blank will have no message appear.

Receipt message
Information in this box will be displayed on all receipts. Example Use Include: Updates/Holiday messages. Leaving blank will have no message to appear.

Show Signature Line on Receipts
Check this box to have a signature line printed (for the customer to sign) on the receipt. It is recommended that this option always be used.



Show Data Fields On Receipts
Check this option to include these additional fields for each service (service index code, sub-object code) on the receipt.

Receipt Printer
If Agency uses a receipt printer (that is not a standard 8.5 x 11 inch laser jet or inkjet printer) check this option for receipts. When checked, the receipt will be formatted for tall, narrow output. It will still work on 8.5 x 11 inch output, yet it may look odd.

Receipt Copies
Select the number of copies of receipt to be printed with each transaction (up to four). Quantity depends on Agency's business practices. Customer should always be given a copy. It is Agency's choice to keep a copy for internal records.

Enabled
This is a display only field. This box indicates that your organization is active in the NIC TNeGov PayPort Counter.

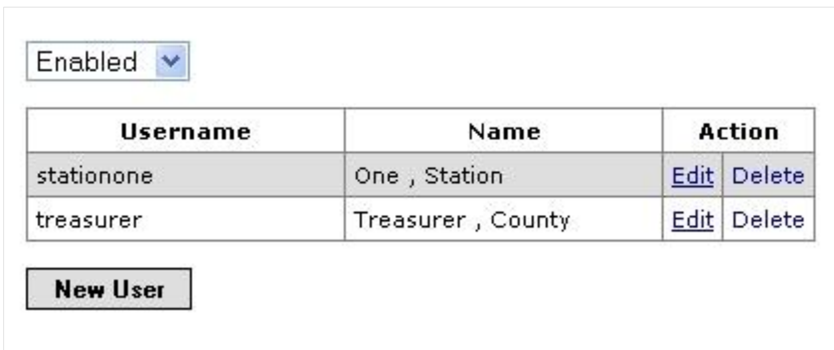
Create Date
This is a display only field. It shows the date that your organization was first created in NIC TN eGov PayPort Counter.

Back/Save Buttons
Clicking the back button will return to the Administration *main menu*. No changes are saved when clicking this button.

Clicking the Save button, will save the information that is currently displayed on the *Organization* screen.

5 Users

This module allows the Agency administrator to give individuals access and use of NIC TN PayPort Counter. Different levels of access to the system can be defined for each User. Select on the left side of any screen, the User button from the Administration *main menu*.



From the drop down menu at top of this screen, selection can be made from the following:

All – displays all Users for Agency’s organization

Disabled – displays inactive User accounts

Enabled –displays all active accounts

Edit

To edit a user’s settings, click the Edit link. This provides the ability to make changes to User accounts.

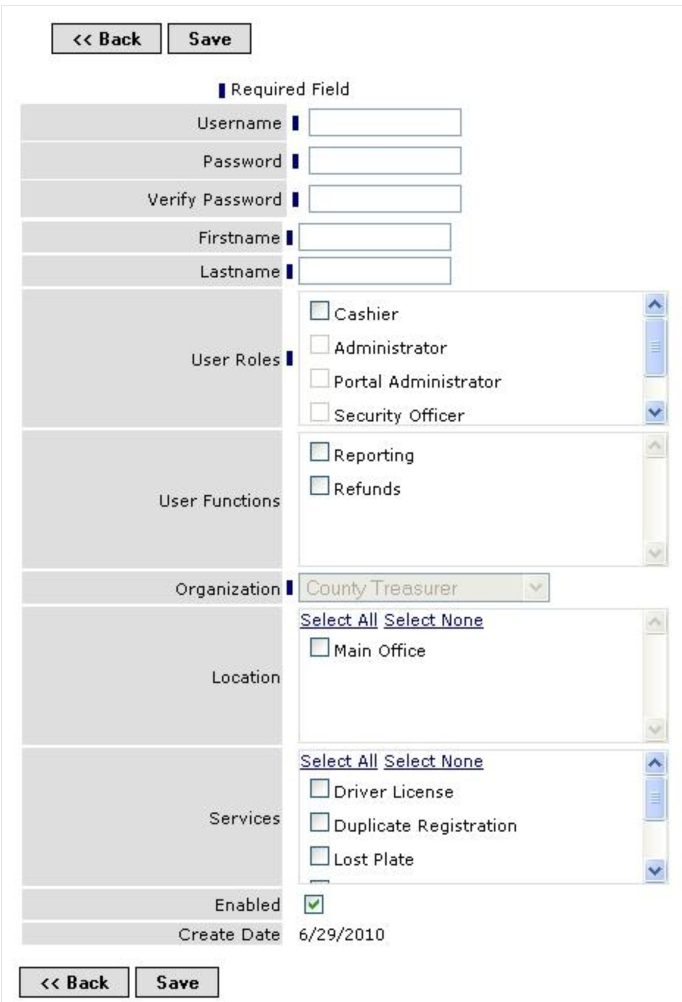
Delete

A User can only be deleted if no transactions have been processed in their account. Once a transaction has been processed with that User account, this User becomes a permanent part of the system. Clicking the edit feature, and then selecting disable, is used to prevent the User name from appearing in active list of Users.

New User

Creates a new User.

Click the New User button and the following screen will appear.



Username
The name typed in this box will be used to log into the system. This can have 1-16 characters, of any combination of lower/upper case letters and numbers 0-9.

Password
User's password to get into the system. Password must contain 6-16 characters, and include a capital letter or number.

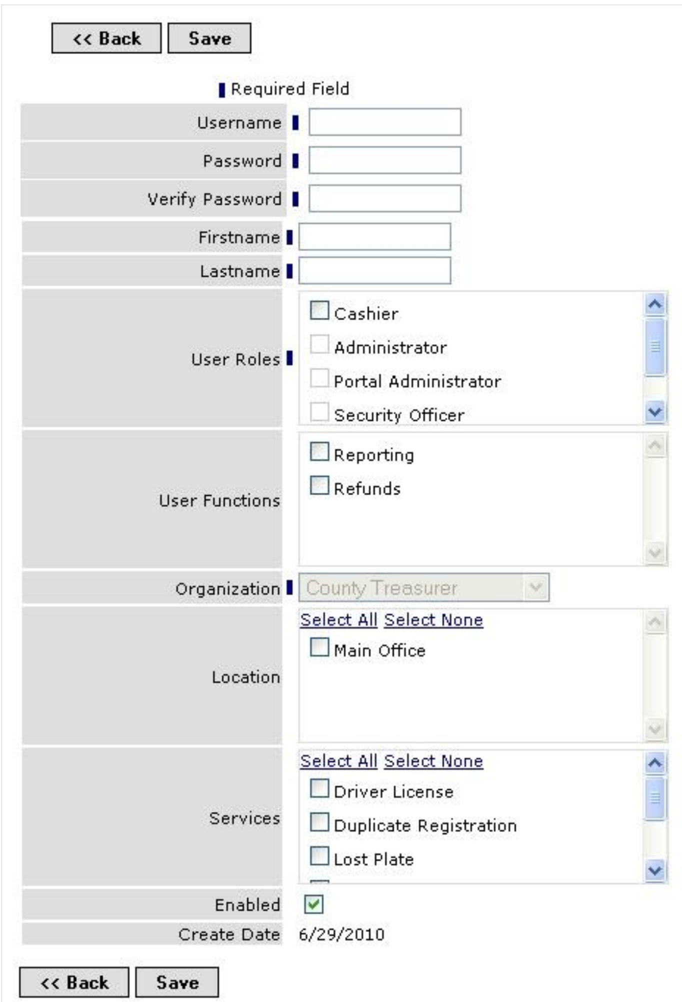
Verify Password
Retype password for verification.

First name/Last name
Enter User's first and last name. This will display on screen when User is logged into the system.

User Roles
Cashier
Processes payments and by using the daily report, can review his/her account history.
Administrator
Manages the system by creating new Services and Users.

User Functions
Reporting
Function gives User access to view and export reports.
Refunds
Function allows User to generate a refund. At this time, only entire refunds of a transaction is possible. No partial refunds can be given.

Organization
Displays the Organization name and cannot be changed.



Location

Choose which Location(s) the User will operate from or need access to within NIC TN PayPort Counter. Option exists to select all or no locations. Note: if no Locations have been created, this section will be blank. Return to this module after a Location has been created.

Services

Choose the Services the User will be allowed to process. Note: if there no Services have been created, this section will be blank. Return to this module after a Service has been created.

Enabled

Checking this box will give ability to activate or deactivate a User. After a User has been deactivated, the User will no longer be able to log into the system.

Create Date

Display only field which shows the date that the User account was created.

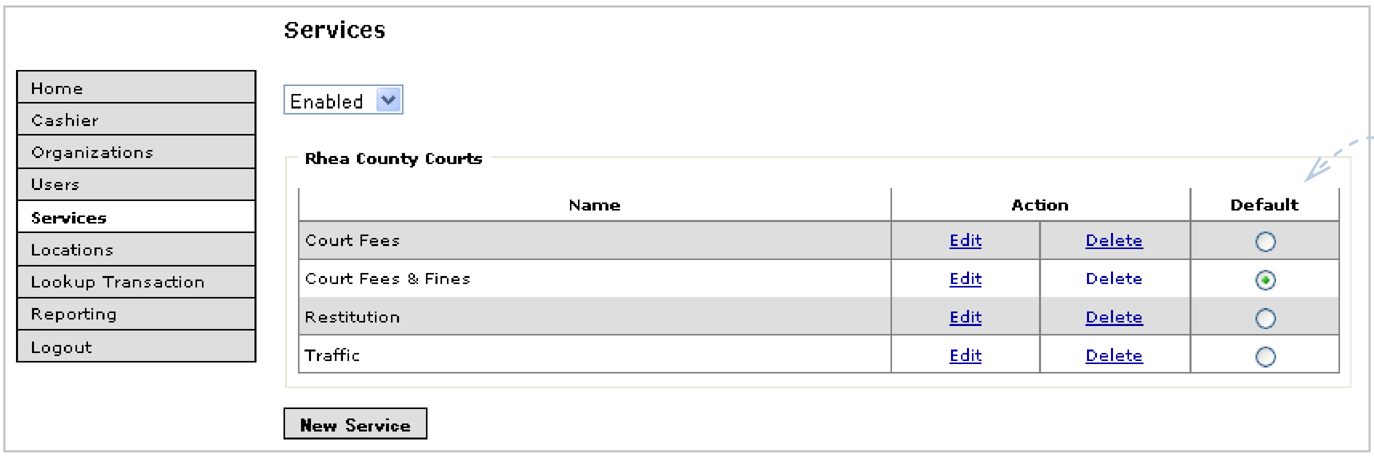
Back/Save Buttons

Back – returns to the Administration main menu. Changes will not be saved.

Save – Accepts any changes made to this screen module.

6 Services

This module enables the Agency to define the items it will accept for payment(s), such as License fees, utility payments, real estate taxes, etc. This module is used to create, update, and disable Services. Select on the left side of any screen, the Service button from the Administration *main menu*.



From the drop down menu at top of this screen, selection can be made from the following:

All – displays all Services for Agency

Disabled – displays inactive Services

Enabled –displays all active Services

Different options exist to choose from when viewing the Services Table.

Edit – Click this link to change/update the Service
Delete – Click this link to remove the Service from the system.

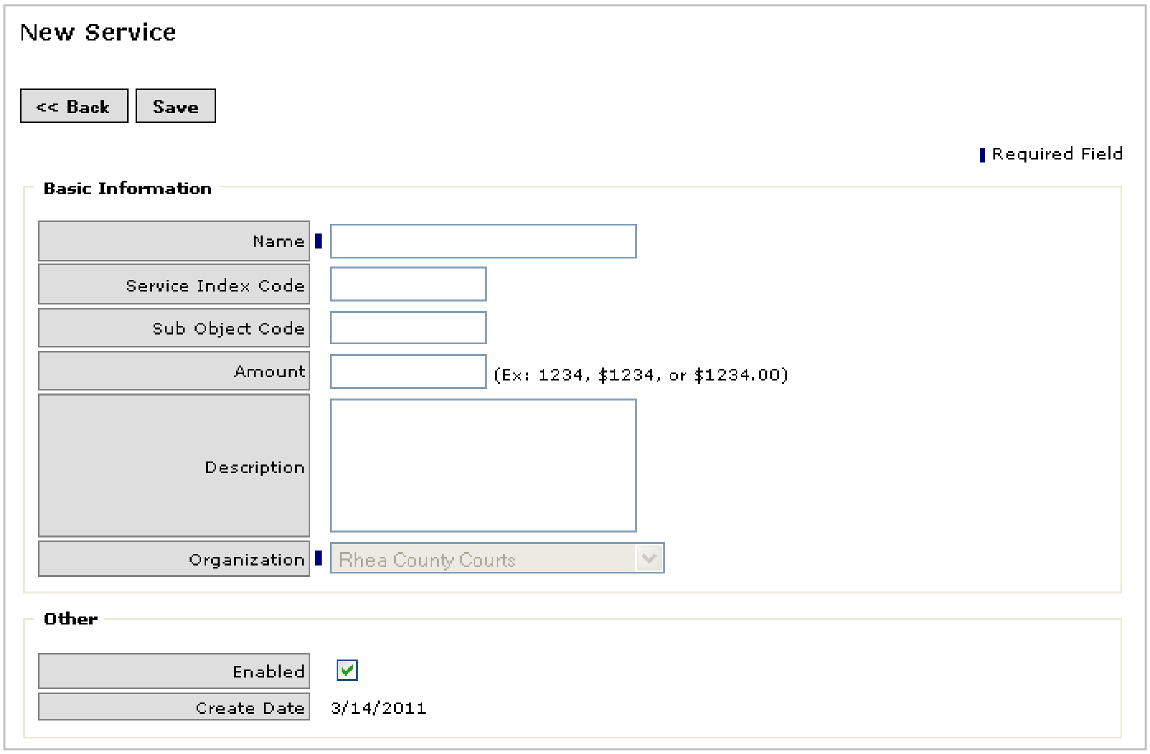
Note: A Service can only be deleted if it has never been used in a transaction. Once a Service has been used in a transaction, it is part of the permanent record. It needs to be able to be accessed for future reference.

If a Service is no longer used, click the edit button and click disable. This will prevent the Service from appearing in the list of active Services. If needed, the same method can be used to return the Service to activation status.

Default
When more than two Services are available, the option exists to select a default service. The default will automatically be selected on the Services screen, rather than needing to select it from the drop down menu. This is a timesaving feature for the Cashier.

6.1 Editing/Creating a Service

The following screen shot is an example for the option to edit or create a Service.



Name

Name the Service, using up to 100 characters. Note: This field cannot be changed 24 hours after the Service has been created.

Service Index Code

Optional Field: Accounting department may require a Service code to ensure revenue collected is attributed to the proper fund. This is useful if the Agency has separate billing needs or reporting requirements.

Sub Object Code

Optional Field: Gives Agency the option to designate further separation.

Amount

If dollar amount for a Service never changes, then it would be inserted here. This will automatically appear when processing this Service. Cashier always has the option to change the dollar amount during a transaction. If this box is left blank, $0.00 will appear during the transaction thus requiring the cashier to insert an amount.

Description
Optional Field: Gives Agency ability to enter a description of the Service.

Organization
This field automatically displays Organization's name. This cannot be changed.

Enabled
When checking this box, the Service is made available to cashiers. Not checking the box disables the Service and will not appear on the cashier screen. This feature can be used to hide Services that are no longer being used.

Create Date
Date when Service was created. Cannot be changed.

If a new Service has been created, an additional screen appears with a "Data Fields" drop down list.

Adding Fields to Service
After a new Service has been saved, the Data Fields and Add New Field controls will appear at the bottom of the edit page. This gives you the ability to collect additional information.

Data Fields
Option includes ability to view All, Disabled or Enabled

Name
Name the field, up to 100 characters.

Required
If Agency will require cashier to use these fields, then check the box to set this feature. Do not check the box if field will not be required.

Enabled
Check this box if Agency wants this field to appear as part of the Service.

Rank Up/Down
Enables Agency to set priority for how multiple fields of a Service are displayed on screen. Use these buttons to reorganize.

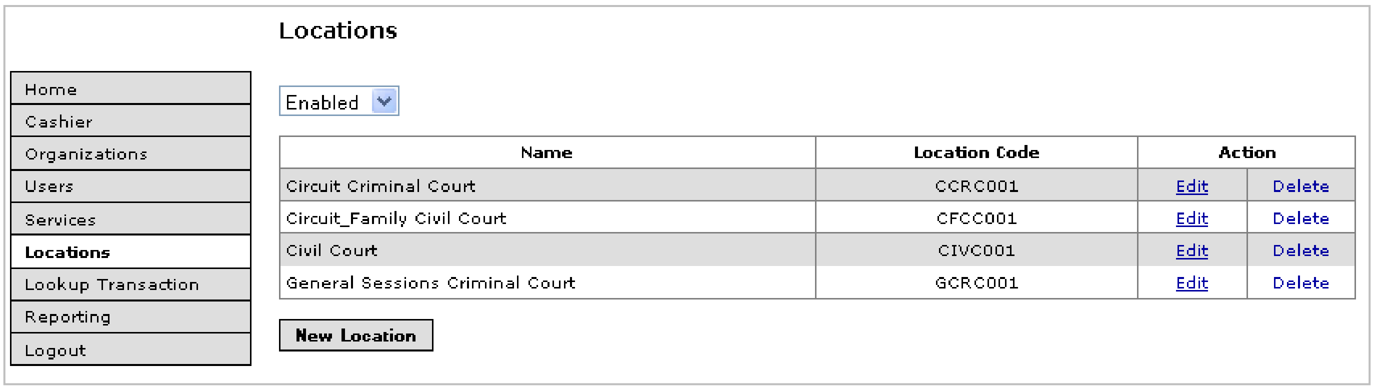
Add
Click to add this information

Edit
Click to make changes to an existing field. Field label and whether the field is required can be changed. Click the Save button to save any changes.

Back/Save Buttons
Back – Clicking this button will return to the Administration main menu. No changes are saved when clicking this button.
Save – Clicking this button will save the currently displayed information.

7 Locations

This module is used to set-up or update information specific to a Location. The option is provided to create multiple Locations within an Organization. For example: If the Agency is using NIC TN PayPort Counter in one building, on three different floors, Locations could be grouped by floor, by Services sold, or any other method or combination required of business need. Select on the left side of any screen, the Location button from the Administration *main menu*.



From the drop down menu at top of this screen, selection can be made from the following:

All – displays all Locations setup by Agency

Disabled – displays inactive Locations

Enabled –displays all active Locations in the system

Edit
Provides the ability to make changes to a Location

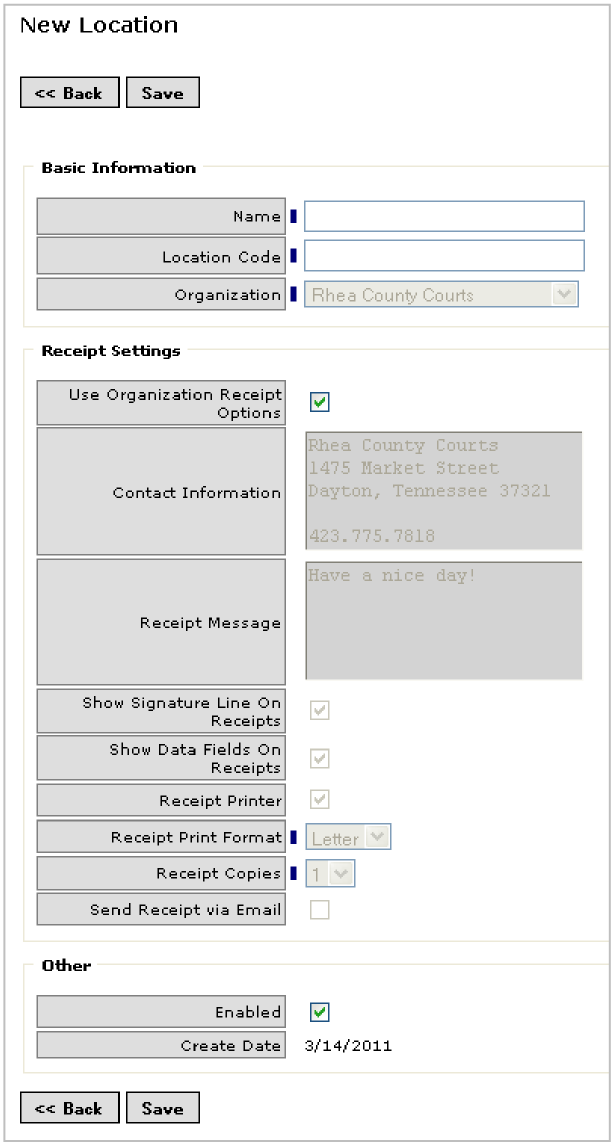
Delete
Provides the ability to remove a Location

Note: Locations can only be deleted if they have never been used in a transaction. Once a Location has been used in a transaction, it is part of the permanent record. It needs to be able to be accessed for future reference.

If a Location is no longer used, click the edit button and click disable. This will prevent the Location from appearing in the list of active Locations. If needed, the same method can be used to return the Service to activation status.

New Location

Click the New Location button and the following screen will appear.



Name

Name the Location, up to 100 characters. This field cannot be changed 24 hours after the location has been created.

Location Code

Unique identifier corresponding to the Location and a requirement of the system and NIC TN.

Organization

Display field only. NIC TN will set this up.

Use Organization Receipt Options

If custom information is to appear and be printed on the receipt, uncheck this box. Doing so activates the fields for Contact Information, Receipt Message, Show Signature Line on Receipts, Show Data Fields on Receipts, Receipt Printer and Receipt Copies.

If master receipt options is to be used as was set- up in the Organization module, then leave this box checked.

Show Signature Line on Receipts

Ability to have signature line appear for customer to sign on printed receipts for his/her charge.

Show Data Fields on Receipts

Ability to include data fields (index code, sub-object code) of each Service printed on receipts.

Receipt Printer and Print Format

Check box(es) if Agency uses a receipt printer instead of a standard LaserJet or inkjet printer; and for size of paper.

Send Receipt via Email

Check box if Agency wants to provide this enduser option.

Only available if "Use Organization Receipt Options" is not √

Contact Information

Ability to have Location contact information printed on receipts.

Receipt Message

Ability to customize messages, such as seasonal greetings, etc. and have printed receipts.

Check this box if Agency uses a receipt printer instead of a standard LaserJet or inkjet printer.

Enabled

If a Location is not enabled, it will remain stored in the system, yet not available to be selected for a transaction.

Create Date

Displays date the Location was created for organization.

Back/Save Buttons

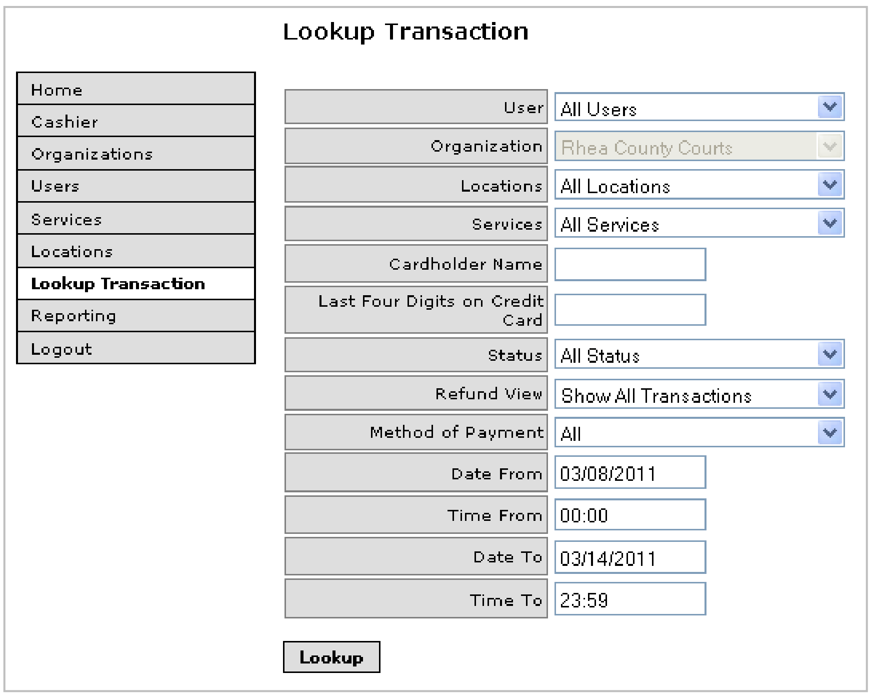
Back – This button will return you to the admin main menu. It will not save any changes made to the page.

Save – The Save button will save any changes made to this section.

8 Lookup Transaction

This module gives Administrator the ability to look up all transactions processed by the NIC TN PayPort Counter. Different filters provide Administrator options to narrow results to specific Services, Locations, dates, etc.

Whereas, the basic cashier role is able only to review their completed transactions over the past 24 hours.



User
Transactions completed by all or a single User.

Organization
Transactions for a specific Agency organization.

Locations
View transactions for all or a specific Location.

Services
View transactions for all or a single Service.

Cardholder Name
Administrator has a choice to review transactions of a particular customer by typing the exact name or last name of the cardholder. If data field is left blank, all card transactions will be displayed. <u>This field is case sensitive and must include the correct capitalization of the name.</u>

Last Four Digits on Credit Card
Used to only display transactions with the credit card matching these four digits. To include all cards in a search, leave box blank.

Status
Enables viewing of transactions based on status in the system.

All – displays all transactions

Closed – displays only closed transactions (successfully processed)

Pending – displays only pending transactions (those that have not yet been successfully processed)

Failed- displays only failed transactions (those that were not successfully processed)

Refund View

Will display transactions based on refund information.

Show All Transactions –	displays all transactions
Hide Refunded Transactions –	will not display refunded transactions
Show Only Refunded Transactions –	displays only transactions that were refunded

Method of Payment

Administrator can further narrow a report search by selecting the method of payment.

All –	displays all transactions, regardless of payment type
Credit Card –	displays only transactions used with credit cards
Check –	displays only transactions used with a check

Date From

Enables Administrator to set a start date for looking up of transactions. Click box to have calendar appear, then click date to start the search.

Time From

Enables Administrator to look up by certain time of day. NIC TN PayPort Counter uses military time. Example: 3:00pm would be displayed as 15:00

Date To

Enables Administrator to select the end date when looking up transactions. Click box to have calendar appear, then click date to end the search.

Time To

Enables Administrator to search by time of day. The NIC TN PayPort Counter uses military time.

Lookup

Clicking this button will display the transaction report, with the parameters as selected from the above options. *Refer to sample report on the following page.*

PayPort Counter

Point-of-Sale Solution

Sample Report: Transaction Lookup

ID	Customer	Cashier	Location	Time	Total Amount	Status	Method of Payment	Action	
214	Natalie Bacon 0019	County Treasurer	Main Office	6/28/2010 4:28 PM	$206.23	Closed	CreditCard	Receipt	Refund
		Vehicle Registration Renewals			$200.00				
		Processing Fee			$6.23	CC: **** **** **** 0019			
215	Natalie Bacon 0019	County Treasurer	Main Office	6/29/2010 12:00 PM	$42.25	Closed	CreditCard	Receipt	Refund
		Duplicate Registration			$15.00				
		Driver License			$25.00				
		Processing Fee			$2.25	CC: **** **** **** 0019			
211	Natalie Bacon 0019	County Treasurer	Main Office	6/28/2010 9:34 AM	$26.87	Closed	CreditCard	Receipt	Refund
		Driver License			$25.00				
		Processing Fee			$1.87	CC: **** **** **** 0019			
212	Natalie Bacon 0019	County Treasurer	Main Office	6/28/2010 10:48 AM	$78.12	Closed	CreditCard	Receipt	Refund
		Driver License			$25.00				
		Duplicate Registration			$50.00				
		Processing Fee			$3.12	CC: **** **** **** 0019			
		Services Total			*$340.00*				
		Refund - Refunds Total			*$0.00*				

Page 1

Comma Export

ID

This is a system generated unique identification number for a transaction. Transaction details will be displayed when clicking this number.

Customer/Cashier/Location/Time/Total Amount/Status/Method of Payment

Specific information for each item will be displayed of each transaction

Action

Receipt

This link will display the receipt for this transaction. Additional copies can be printed from this screen.

Refund

This link generates a screen to appear to give ability to refund an entire transaction. At this time, only full refunds can be issued, no partial refunds.

Services Total/Refund-Refunds Total
Displays dollar amount for each category.

Export Drop Down List
Provides various options and formats to view an exported report. This is beneficial if saving a report is desired or required.

Options used to separate the fields within the export file.
- Comma
- Tab
- Semicolon
- Space

Export Button
Click to export and display report. Any spreadsheet software which uses a standard CSV file format can be used to open this export document. This document can be saved to an external hard drive/system.

9 Reporting

NIC TN PayPort Counter offers four different types of reports in addition to *Daily Reports*.
Note: This *Reporting* capability may not be visible to all Cashiers; permission is set by the administrator.

9.1 User Access Report

Displays a table summarizing users, services and locations. Clicking the Username, will forward you to the user page, where you can edit information. The option exists to export this report into a spreadsheet.

User Access Report

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Username	Name	Services	Locations
dbrown	Diane , Brown	Court Fees,Court Fees & Fines,Restitution,Traffic	Circuit Criminal Court,Circuit_Family Civil Court,Civil Court,General Sessions Criminal Court
edmiller	Edna , Miller	Court Fees,Court Fees & Fines,Restitution,Traffic	Circuit Criminal Court,Circuit_Family Civil Court,Civil Court,General Sessions Criminal Court
emiller	Emily , Miller	Court Fees,Court Fees & Fines,Restitution,Traffic	Circuit Criminal Court,Circuit_Family Civil Court,Civil Court,General Sessions Criminal Court
jeakins	Jamie , Eakins	Court Fees,Court Fees & Fines,Restitution,Traffic	Circuit Criminal Court,Circuit_Family Civil Court,Civil Court,General Sessions Criminal Court
lmcclellan	Lisa , McClellan	Court Fees,Court Fees & Fines,Restitution,Traffic	Circuit Criminal Court,Circuit_Family Civil Court,Civil Court,General Sessions Criminal Court
msanders	Megan , Sanders	Court Fees,Court Fees & Fines,Restitution,Traffic	Circuit Criminal Court,Circuit_Family Civil Court,Civil Court,General Sessions Criminal Court
pflanigan	Phyllis , Flanigan	Court Fees,Court Fees & Fines,Restitution,Traffic	Circuit Criminal Court,Circuit_Family Civil Court,Civil Court,General Sessions Criminal Court
tperson	Training , Person	Court Fees,Court Fees & Fines,Restitution,Traffic	Circuit Criminal Court,Circuit_Family Civil Court,Civil Court,General Sessions Criminal Court

Export

9.2 Service Summary Report

Enables customizing a report by the type of service/product sold by the Agency.

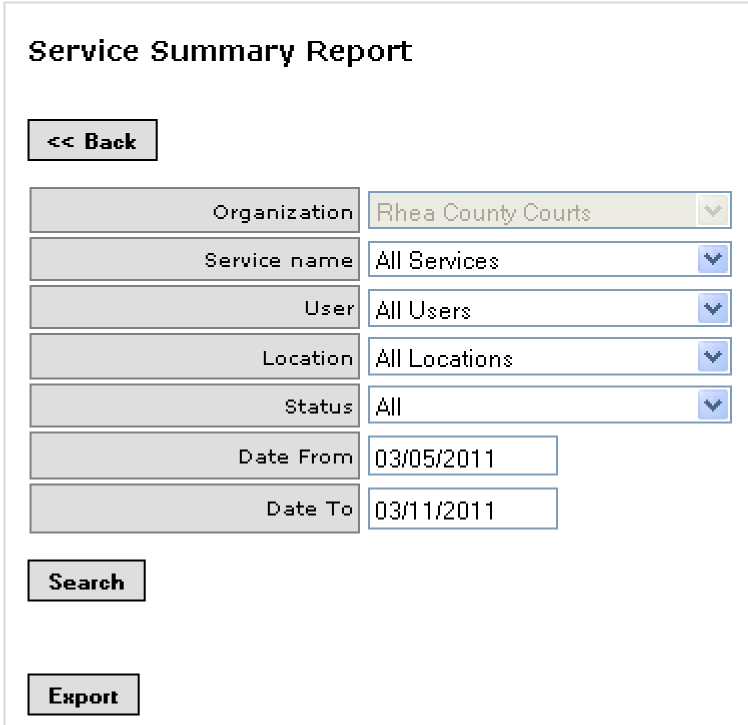
Service Name
Individual or all *Services* can be viewed

User
All or a single *User* can be viewed

Location
All or a single *Location* can be viewed

Status
Enables the option to look at all, closed, or pending *Services* sold by your agency

Date From / To
Timeframe you desire to review the *Services* sold by your agency



(The Service Summary Report is used to identify processed "Transactions")

Search
Click the search button to display the *Service Summary* Report.

Service Name	Location	Index Code	Sub-Object Code	Amount	Transaction Count
Court Fees & Fines	Circuit Criminal Court			120.00	5
				120.00	5

Export

By clicking the search button, the report shown above will appear. A list of individual Services, Locations, Codes, Dollar Amounts and quantity of Transaction are displayed.

Export
Enables for export of this information to be viewed and saved in as a CSV/spreadsheet file format.

PayPort Counter

Point-of-Sale Solution

9.3 Bad Transactions Report

Report displays failed transactions; for any reason, including insufficient funds, failed communication attempts, etc.

Bad Transactions Report

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User	All Users
Organization	Rhea County Courts
Locations	All Locations
Services	All Services
Method of Payment	All
Date From	03/05/2011
Date To	03/11/2011

Lookup

User
All or a single *User* can be viewed

Locations
All or a single *Location* can be selected

Services
All or a single *Service* offered by the Agency can be selected

Method of Payment
Searches can be limited to all or a single payment type

Date From / To
Timeframe you desire to review the *Services* sold by your agency

Lookup

Click the Lookup button as shown above to view the *Bad Transactions* Report

ID	Customer	Cashier	Location	Time	Total Amount	Status	Method of Payment	Action	
600	Jon Corby 0019	Phyllis Flanigan	Circuit Criminal Court	3/8/2011 5:25 PM	$0.00	Failed	CreditCard	Receipt	Refund
					$0.00				
		Electronic Processing Fee			$0.00	CC: **** **** **** 0019			
		Services Total			$0.00				
		Refunds Total			$0.00				
		Income Total			$0.00				

Page 1

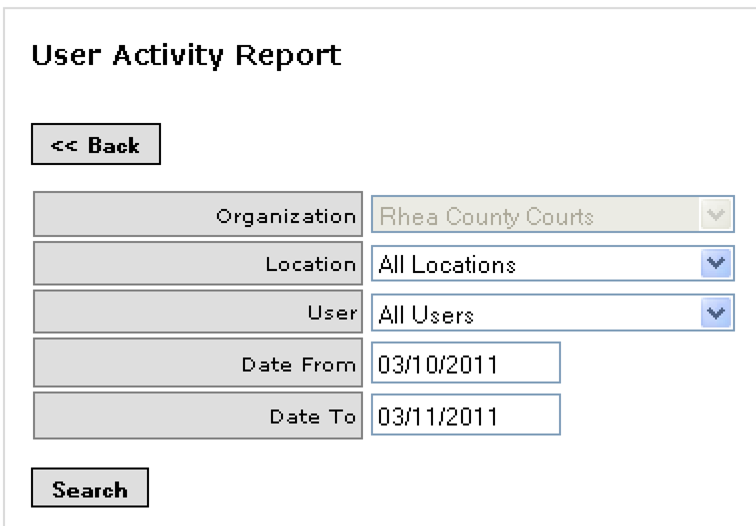
Export

This report shows the Transaction ID, Customer Name, Cashier, Location, Time of Transaction, Total Dollar Amount, Status, Method of Payment and Action.

Export Button
Click to Export and display report. Any spreadsheet software which uses a standard CSV file format can be used to open this export document. This document can be saved to an external hard drive/system.

9.4 User Activity Report

Report displays a table summarizing activity of individual or all Users by a single or multiple Locations over a predefined period of time.

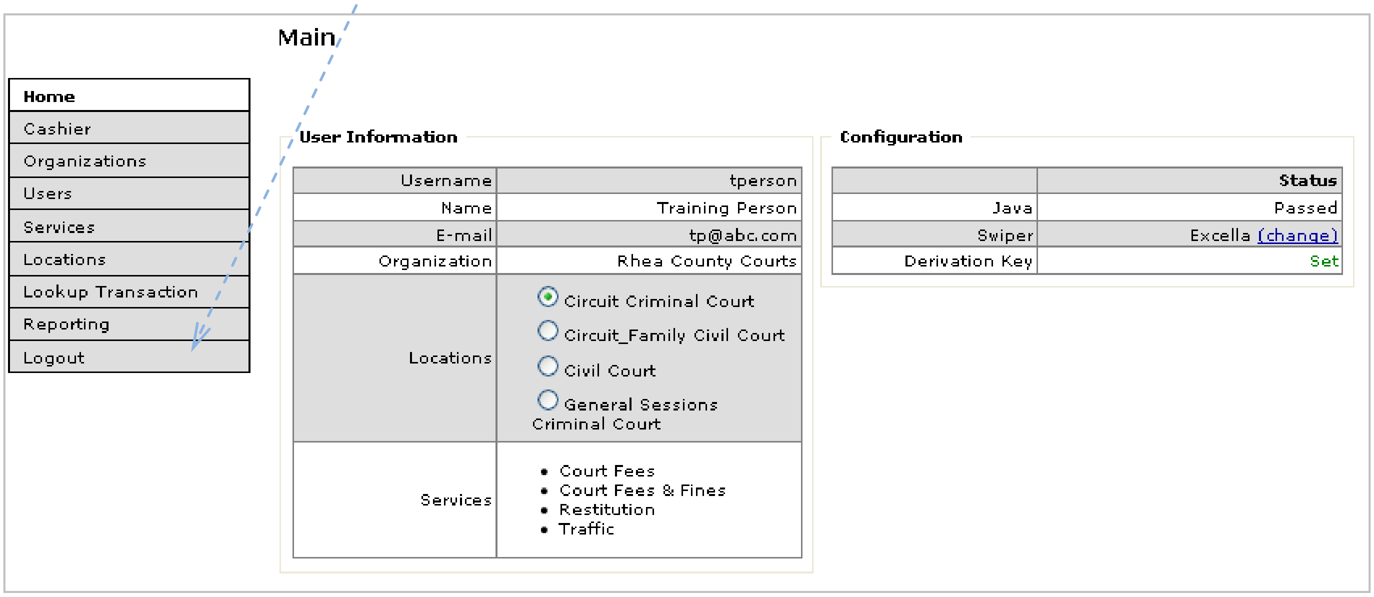


User	Organization	IP Address	Login Time	Logout Time
pflanigan	Rhea County Courts	69.244.203.212	03/11/2011 07:44:48	03/11/2011 07:46:24
tperson	Rhea County Courts	68.152.41.35	03/11/2011 11:25:30	03/11/2011 11:53:46
tperson	Rhea County Courts	68.152.41.35	03/11/2011 12:23:09	03/11/2011 12:51:52
tperson	Rhea County Courts	68.152.41.35	03/11/2011 12:53:42	03/11/2011 13:21:22

PayPort Counter
Point-of-Sale Solution

10 Logout

To finish using and exit the NIC TN PayPort Counter, click Logout, the last menu item found on the left side of the screen. This will “Logout” the user from the application.



11 Setting Up PayPort Counter

Configuration of PayPort Counter shall be completed by an Administrator, or "Admin" designated by the Agency. This can be a City/County Treasurer, specific staff member, or an IT specialist. It is recommended that more than one person be assigned an Administrator role.

The easiest way to do this is to:

- Log in
- Step through the *main menu* pages
- Make changes/updates as needed

Note: Agency account is initially set up by NIC TN prior to training and/or use by Agency. Therefore, Agency is requested to first verify that information and Services have been set up correctly.

11.1 Steps for Configuring PayPort Counter

The following steps will guide Agency to verify that the system is current and accurate. After these steps are complete, Agency shall be ready to use the system! TEST a Transaction.

✓ Organizations module
  - Verify contact and receipt information. This information can be changed if and as necessary.

✓ Users module
  - NIC TN will set up an initial, first Administrator. The Admin will need to create User accounts for Agency staff that have been authorized to use this system. User accounts are defined by roles which allow access to a specific set of functions, and options that specify extra abilities for that User.

✓ Services module
  - Verify the list of Services that the Agency plans to offer to the public. This may include Driver License, Real Estate Payments, etc. It is in this section/step that additional services can be added.

✓ Locations module
  - Verify Location information. Agency has ability to change/modify this information as needed. Note: PayPort Counter uses a specific field on this menu, called the Location Code, as a unique identifier within its billing database to correspond to an Agency Location. This Location Code is <u>Not to be changed</u>.

    Contact NIC TN to make necessary changes if information is found to be incorrect and cannot be changed by Agency.

12 Driver Installation of Swiper Devices used with PayPort Counter

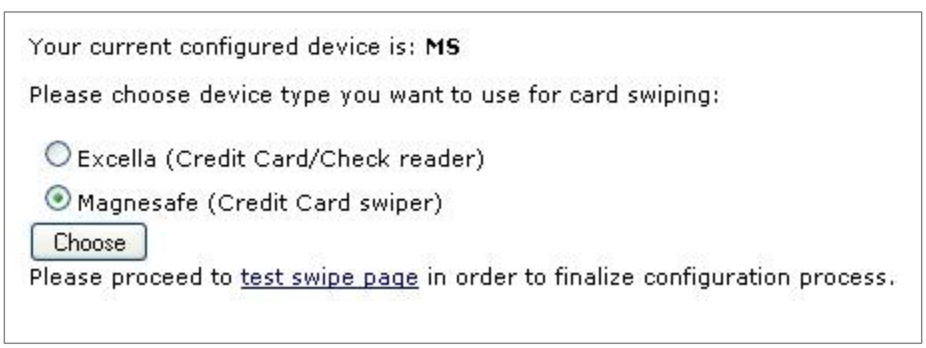
It is important that Agency install the Driver Files *Before* connecting the Swipe Device to a computer.

Installing the Drivers

- ✓ Agency must utilize a User Account in conjunction with Windows administrative permission. Consult the Agency IT Administrator for questions and/or if User Account permission is needed.
- ✓ Agency must also be an NIC TN eGov Payment Counter partner with both Cashier and Administrator user roles previously set up before Drivers can be installed.

Login to PayPort Counter

- ✓ Click the Help link located on the right side of the Menu screen, underneath the customer support phone number.
- ✓ Click on Configure Swiper, located on the right side of the Menu screen, last item listed
- ✓ Two choices are provided: Excella and Magnesafe
- ✓ Select the choice that matches the physical device you plan to use, click the button.
- ✓ Now, connect the device to be used with PayPort Counter to the designated computer.
- ✓ Proceed to the *test swipe* page and verify that it is working; do this by clicking on the underlined words in blue (**test swipe page**.)



Note: If for any reason the computer does not install the driver files properly, as an alternative, NIC TN can email the "Driver files" with installation instructions to the Agency. Improper installation comes about if/when the *test swipe* page or Cashier page does not "read" a credit card when it is swiped.

13 Hardware Installation

13.1 Magnesafe Credit Card Swiper

PayPort Counter uses custom files (called Drivers) that MUST be installed before connecting the electronic card swiper. These files can only be installed by an individual with an Administrative access level and must be done prior to adding the hardware and proceeding with Set Up of PayPort Counter.

If the software has not been installed, STOP NOW and do not attempt to install the device hardware. Rather,

- ✓ If you have administrative access level with a Windows account, proceed with installing these files, by following the steps below.
- ✓ However, if you do not have a Windows user account with administrative permission, contact the Agency IT Administrator to schedule setting up this permission for you on your computer. This must be in place, before you continue with the steps and process to install hardware.

Steps to Install Software Drivers
Refer to Section 12 "Driver Installation of Swiper Devices used with PayPort Counter", proceed accordingly.

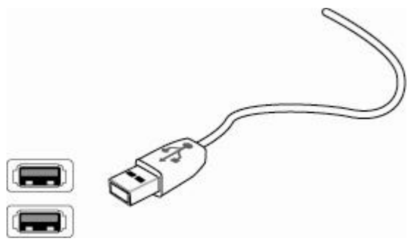
Steps to Install and Connect Hardware
PayPort Counter uses the Magnesafe Credit Card Swiper from MagTek, Inc., a global provider of secure electronic payment technology. All data is encrypted "end-to-end" to ensure maximum security.

Step 1: Remove the reader from the packaging. The built-in cable provides both power and communication. There is no need for an AC adaptor or power supply.

Step 2: Using Velcro provided in the package, place one side of the Velcro to the device and the second side of the Velcro to the surface chosen to place/mount the device. This could be on *the counter* or on the *face of a computer monitor*. This will help secure the reader.

Step 3: Connect the USB cable to an available USB connection on the computer. It is safe to plug or unplug USB devices while the computer is on. The swiper device's LED will flash amber, and then turn green….it is ready for use.

An indication from Windows may pop up recognizing the presence of the swiper.



Computer USB ports and the USB cable

Set Up Summary

Before Agency can begin using PayPort Counter for transactions, Agency will need to specify information about its business to include a) items for receipt of payment at each counter, b) who will be authorized as Users for access and use of the system, etc. Refer to the process outlined in Section 11, "Setting Up PayPort Counter".

Test Device

After the software has been configured, test the swiper by following these steps:

- ✓ Login to the Administrator Main Menu
- ✓ Click the Cashier module
- ✓ Add an item to the Services
- ✓ Make a transaction by using a credit card and swipe the device

Note: As long as the Submit button is not clicked, no payment will actually be collected. This is a safe and effective way to determine if swiper is functioning correctly

13.2 The NIC eGov “Excella” Credit Card Swiper/Check Scan Device

PayPort Counter uses custom files (called Drivers) that MUST be installed before connecting the electronic reader. These files can only be installed by an individual with an Administrative access level and must be done prior to adding the hardware and proceeding with Set Up of PayPort Counter.

If the software has <u>not been installed</u>, STOP NOW and do not attempt to install the device hardware. Rather,

- ✓ If you have administrative access level with a Windows account, proceed with installing these files, by following the steps below.
- ✓ However, if you do not have a Windows user account with administrative permission, contact the Agency IT Administrator to schedule setting up this permission for you on your computer. This must be in place, before you continue with the steps and process to install hardware.

Steps to Install the Software Drivers
Refer to Section 12 “Driver Installation of Reader Devices used with PayPort Counter”, proceed accordingly.

Steps to Install and Connect Hardware
PayPort Counter uses the Excella Dual Credit Card/Check Reader from MagTek, Inc., a global provider of secure electronic payment technology. All data is encrypted “end-to-end” to ensure maximum security.

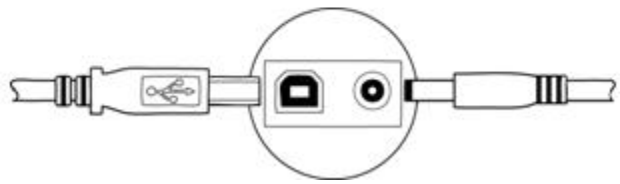
Step 1: Remove the reader along with its AC adapter and USB cable from the packaging.

Step 2: Place the reader on the surface where it will be used and can be easily accessed. This could be on *the counter* or on *a desktop.*

Step 3: Plug the AC adapter into an AC receptacle

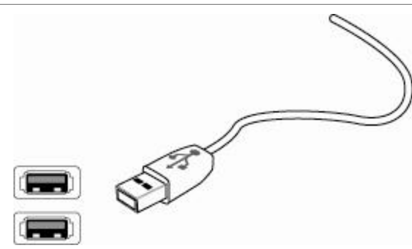
Step 4: Plug the other end of the power cord in to the read.

USB Connector
On the left



Power Cord
On the right

Step 5: Connect the USB cable to the reader and the other end to an available USB connection on the computer. It is safe to plug or unplug USB devices while the computer is on. The reader device's LED will illuminate red and amber, and then turn green….it is ready for use.



Computer USB ports and the USB cable

An indication from Windows may pop up recognizing the presence of the reader.

Optional:

The Excella device includes a "strain relief" module that the Agency may wish to install which would connect the power and USB cables to the reader. If option is chosen, unplug the two cables from the device, and then thread the connectors through the plastic strain relief, now plug the entire assembly back into the device.

Set Up Summary

Before Agency can begin using PayPort Counter for transactions, Agency will need to specify information about its business to include a) items for receipt of payment at each counter, b) who will be authorized as Users for access and use of the system, etc. Refer to the process outlined in Section 11, "Setting Up PayPort Counter".

Test Device

After the software has been configured, test the reader by following these steps:

- ✓ Login to the Administrator Main Menu
- ✓ Click the Cashier module
- ✓ Add an item to the Services

- ✓ Make a transactions by using a credit card and swipe the device

  Note: As long as the Submit button is not clicked, no payment will actually be collected. This is a safe and effective way to determine if swiper is functioning correctly.