

Professional Edition

PC Verifier

By Advanced Merchant Solutions, Inc.

The screenshot displays the PC Verifier software interface. At the top, the title bar reads "PC Verifier - XYZ Corporation (10000) DEMO MODE July 17, 2003 - 12:30:45 AM". The main title "PC Verifier" is prominently displayed in blue. On the left side, there is a vertical menu with buttons for "Cards" (F2), "Checks" (F3), "Reports" (F4), "Options" (F5), and "Lock" (F8). The main area contains a form for entering transaction details:

- Name:** Jim Bennet
- Address:** 123 Main Street
- City/State/Zip:** Sobronson NY 21001
- Telephone:** (212) 555-1212 ext: (800) 555-1212
- Ref:** PCVERIFY
- Card #:** 5477 1182 2271 2229 ✓
- Exp:** 04/07 123
- Amount \$:** 1,200.00
- Total \$:** 1,200.00
- Tip:** [Empty field]
- Buttons:** Enter Signature, New (F9), Save (F10), Print (F11), Process... (F12)

At the bottom, there is a status bar with the text "Ready to Swipe Card on USB. Last Trans: 10:11:20 am • CC CC Mobile • \$9.00" and "Administrator Access" on the right. A stack of gold coins is shown in the top right corner of the interface.

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Introduction

Welcome

Welcome to PC Verifier™ for Windows. PC Verifier is the leading transaction software for Internet-Based Point-Of-Sale (POS) Merchant Terminal Processing. With intuitive features like auto-complete wizards, one-swipe processing, network shared transaction data, and support for multiple devices—PC Verifier helps you maximize your merchant processing needs.

By tightly integrating local transaction data to real-time credit card and check processing, PC Verifier provides you with the tools you need to process transactions either on a single workstation such, as a home office, or on multiple workstations, such as in a restaurant, doctor’s office, or large corporate sales force.

To get the most out of PC Verifier, we offer you a series of quick step-by-step tutorials that help maximize your productivity with PC Verifier.

How it Works

PC Verifier is a windows-based software system tool that uses an encrypted transaction database that can be shared over multiple workstations. PC Verifier collects the data you enter (including magnetic stripe data from swiped credit cards) and provides instant real-time processing and validation through an internet connection to the processing gateway. As long as your workstation is connected to the internet, you have all the features of a standalone merchant terminal, but with multiple levels of security, merchant accounts, and users, as well as a fully functional integrated reporting system.



Program Requirements

- PC with a Pentium-class processor; Pentium 90 or higher processor recommended
- Microsoft Windows® 98 Service Release 1 or later operating system, or Microsoft Windows NT® operating system version 5.5 or later
- Microsoft Internet Explorer 4.01 Service Pack 1
- CD-ROM drive
- Super VGA 800 x 600 or higher-resolution monitor; 1024 x 768 recommended
- Microsoft Mouse or compatible pointing device
- Dialup modem, Cable Modem, DSL or Direction connection with Internet Access
- Printer recommended.
- Free Serial or USB Port recommended for Card Readers, Check Readers and/or Receipt Printers.
- USB Devices are NOT supported under Windows NT.

End Users License Agreement (EULA)

This End-User License Agreement (EULA) is a legal agreement between you (either an individual or a single entity) and Advanced Merchant Solutions, Inc. for the Advanced Merchant Solutions, Inc. software product identified above, which includes computer software and may include associated media, printed materials, and online or electronic documentation. The software also includes any updates and supplements to the original software provided to you by Advanced Merchant Solutions, Inc. Any software provided along with the software that is associated with a separate end-user license agreement is licensed to you under the terms of that license agreement. By installing, copying, downloading, accessing, or otherwise using the software, you agree to be bound by the terms of this EULA.

USE

You (an entity or a person) may use the software product identified above (the "software") on ONE Computer within your organization.

TECHNICAL SUPPORT

The software is provided as is. Technical support is available only for registered users who have purchased the retail product or product downloads from the Internet. Technical support can be obtained online at support@merchantanywhere.com or by calling 1 (714) 449-0211.

RESTRICTIONS

Except as authorized by the user documentation, you may not merge, modify, or adapt the software in any way, including reverse engineering, disassembling, de compiling, or attempting to enable features that are disabled. You may not loan, rent, lease, license, or otherwise transfer the software or any copy of it to any third party outside your organization.

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GENERAL

This software is NOT FOR EXPORT.

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Installation

The installation of PC Verifier is fast and easy. However, before installing the software, make sure that your computer is setup correctly and that you are able to connect to the internet. In addition, make sure that your system meets the listed program requirements.

The installation process will check your system and only copy the required components needed for PC Verifier to function properly. To avoid or minimize the reboot process, make sure that you have exited all other programs. You should also disable your virus checker during the installation process, as some virus checkers hinder the installation process.

Note: To use PC Verifier, you must have administrator privileges to your local machine.

Please log in as the System Administrator or have your system administrator install the software for you. Consult your windows documentation on how to do this.

To install PC Verifier on a local workstation:

1. Insert the PC Verifier Installation CD into your CD ROM Drive.
2. Once the AutoRun screen appears, click on [Install PC Verifier](#). This will launch the installation process. On a single workstation, you do not need to change the default properties (you must have administrator privileges).

To install PC Verifier on a network:

1. Follow steps 1 and 2 above (make sure you have administrator privileges).
2. If this is the first time PC Verifier is installed on the workstation, then the [Enter Database Location](#) dialog box will appear. At this stage you can choose a mapped network path that the database can reside for sharing transaction information between multiple workstations. This location can also be changed from the [Options](#) screen of PC Verifier.
3. Complete the installation process. Once the installation is complete, the PC Verifier transaction data file will be created in the directory specified, if one does not already exist. If one does exist, all security permissions will be retained. See [Changing Transaction Database Location](#) for more information.

Quick Start Tutorial

After installing PC Verifier, you can launch PC Verifier from the [Start](#) menu. To launch PC Verifier:

1. Click on the [Start](#) button located on the Windows Taskbar
2. Select [Programs](#), then the [PC Verifier](#) menu.
The PC Verifier menu contains links to on-line updates, product information, and help. It is recommended that you periodically check for updates, as international Credit Card specifications and external devices are constantly improving.
3. Select [PC Verifier](#) to launch the program file.
Each time you launch PC Verifier, you will be asked to enter your log-on password. The log-on password identifies you as a unique [User](#) or [Rep](#) (Representative) [ID](#) with a specific level of access or as an administrator. For more information on User or Rep IDs, please see [Adding/Modifying Users](#).



4. Enter an [Administrator](#) password.
The first time you use PC Verifier on any workstation, you will be asked to enter and confirm a new administrator password. If an administrator password was already assigned, simply enter your user password (or administrator password). In this tutorial we assume that you are launching PC Verifier for the first time and will be in administrator mode.

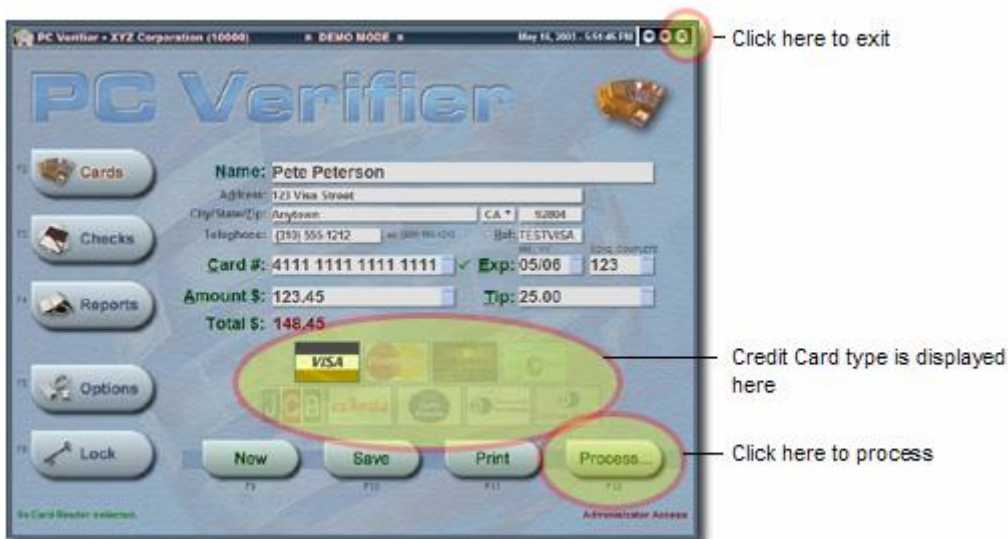


5. Replace Merchant ID 10000 with [Merchant ID 10011](#).
Merchant ID (MID) 10011 is a test account for your Payment Gateway. Merchant ID 10000 is a fictitious Merchant ID for XYZ Corporation that does not send any information to your payment gateway and does not use an Internet connection. If you have not yet setup an internet connection with your workstation, you can use MID 10000 to test some of the features of PC Verifier. MID 10011, however, works with your payment gateway. You can process credit cards and checks like you would with your own valid Merchant ID. Authorizations will be returned from the transaction servers, but will not be processed with the merchant bank. Thus, MID 10011 can be used to test all the features of PC Verifier using any credit card or check. The tutorials presented here will always use MID 10011 or MID 10000. It is recommended that you use the MID 10011 while testing PC Verifier and getting to understand and use of its features. Do not forget to switch to your "LIVE" account before you perform actual transactions for your business

- Enter [Password 1234](#).
The password is masked for security reasons.



- Confirm the password and click [OK](#).
For a new MID, PC Verifier will log into the merchant gateway and confirm your merchant information and password. It will also obtain your Merchant Information (name, address, and telephone number) which is displayed on the main screen and on receipts (this information can be changed from the Options screen. See [Modifying Merchant Information](#) for details). After a successful response, the main screen is displayed.
- Click on [Cards](#).
This will display the [Credit Card Sales](#) screen. You can also press the F2 function key. If you have a credit card reader attached to your workstation and setup under options, you can simply swipe the credit card, enter an amount, and click on Process (or press F12). The transaction is processed and an authorization code is returned for a valid transaction. You can also perform a keyed transaction. Tutorials for each of these is located in the section [Working with Credit Cards](#).
- To exit the program, click on the X located in the upper right corner of PC Verifier.



Support and Updates

E-Mail and phone support services are provided to help customers resolve issues or answer questions you may have about PC Verifier and affiliated products. Some of these services may require payment of a fee.

Advanced Merchant Solutions, Inc. limits the length during which e-mail and phone support services are available for a product to the last two versions shipped and a maximum of 12 months after initial ship date for any given version. Information regarding initial ship dates for a version can be determined by the revision number of the PC Verifier Product. For example, Version 1.01.0401 would be shipped on the fourth month of the first day (04/01). 1.xx to 2.xx is considered a version change.

To solve problems, please:

- Read through the on-line help and documentation related to your issue.
- Visit the product Web Site and FAQ section.
- Visit the Upgrades Web page. If there is an upgrade to your version of the software, see if this will fix the problem.

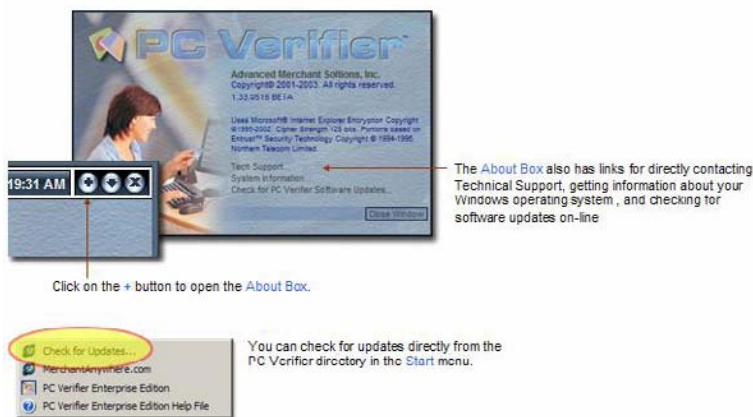
If the problem still has not been resolved, please send us a report by e-mail. In most cases, a problem can be resolved within 24 hours.

When submitting a report please be sure to include:

- The product name and version information.
- The Windows OS that you are using.
- Your contact information (Name, Merchant Name, Merchant ID, telephone number, e-mail)
- A step-by-step approach on how we can repeat the problem.

To determine your version number:

- Launch PC Verifier and display the main screen.
- Click on the About (+) button at the top-right.
- The About Box will display the product name and version information.



Features and Tutorials

Log-On and Activation

PC Verifier can save up to 230 different Merchant Accounts that are easily accessible from the Log-On screen. Functionality for the Log-On screen is dependent on your security level.

For example, if the Log-on screen is not shown, then the user has Level 2 or Level 3 access and can only access the currently selected merchant account.

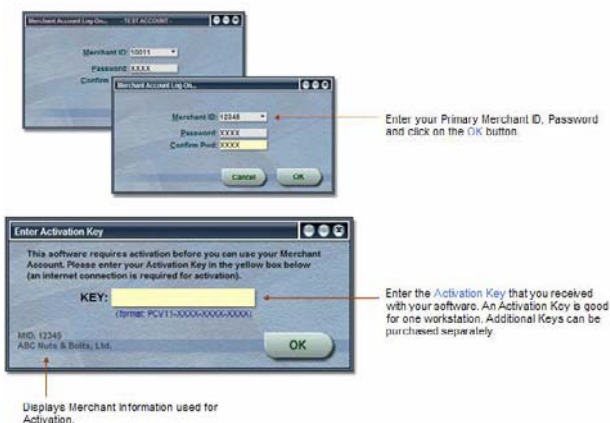
Security Level	Action
Administrator	Can add new merchants and change password
Level 1	Can switch between merchants in the Merchant Drop-Down List. Cannot change passwords.
Level 2	Log-On Screen is not shown.
Level 3	Log-On Screen is not shown.

Tutorial – Adding your Primary Merchant ID

In this tutorial, you must be logged on as the Administrator. Your workstation/computer must also be able to connect to the Internet each time you use PC Verifier. It is also assumed that you already followed the Quick Start tutorial and that the Merchant ID is currently set up as the 10011 Test Account. As a result, you should see the [Log-On](#) screen below.



1. Double-click on the [Merchant ID](#) text box.
The text box will be highlighted. If it does not, this means that you are not in Administrator Mode. Only [Administrator Level](#) access allows you to enter new Merchant IDs.
2. Enter your [Primary Merchant ID](#).
This is the MID or User ID that you received from your Merchant Provider. If you have more than one MID, please enter the one you use most often (you can always add the other ones later).
3. Enter your [Password](#) in both the [Password](#) and [Confirm Pwd](#) text boxes.
Again, this is the (log-on) password that you received from your Merchant Provider. The password must match to your Merchant ID, otherwise you will not be able to process transactions.
4. Click [OK](#).
Since you have entered a new Merchant ID, PC Verifier will log into the merchant gateway and confirm your merchant information and password. It will also obtain your merchant information which is displayed on the main screen and on receipts (this information can be changed from the [Options](#) screen. See [Modifying Merchant Information](#) for details). After successfully obtaining your merchant information, you will be required to activate PC Verifier. This is a one time activation that is bound to your Merchant ID. Test accounts do not require activation.



5. Enter your [Activation Key](#).
This [Key](#) came with your software and is valid for one workstation. After activation is complete, the main PC Verifier screen will appear with your company's information. Keep a copy of this key in a safe place in case you need to re-install PC Verifier.
6. Close PC Verifier.
At his stage, you have successfully entered you primary merchant ID. Additional Merchant IDs can be added the same way. In the next tutorial you will be shown how to switch between Merchant IDs during the log-on process.

Tutorial – Switching Merchant IDs

1. Open PC Verifier.
2. Enter your Administrator password.
You can also perform the same actions by logging on as a Level 1 user. Level 2 and Level 3 users will not see the Log-On screen.
3. Click on the [Down Arrow](#) next to the Merchant ID.
This displays all the Merchants that are currently added to PC Verifier. If you have PC Verifier on multiple workstations sharing the same data file, they will all see the same list. As an Administrator, you can add new Merchant IDs and change passwords to existing Merchant IDs. As a Level 1 user, you can only switch between Merchants using the down arrow – text entry for the Merchant ID and Password fields will be disabled.



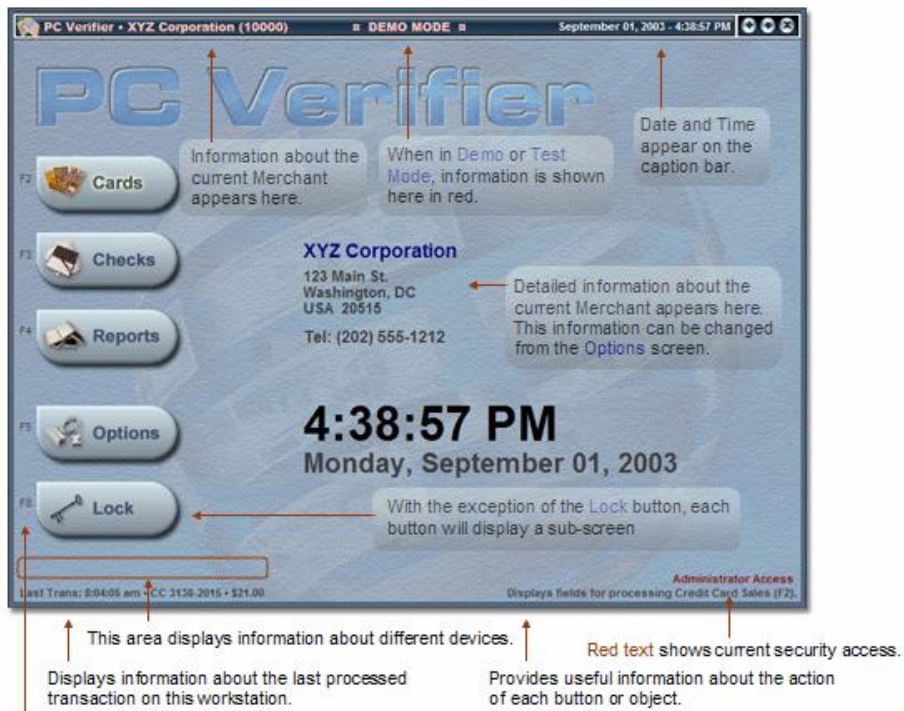
Main Screen

The **Main** screen is where you can migrate to the task-specific sub-screens. **Navigation** menus are located on the left side of the Main screen. Sub-screen action buttons are located at the bottom of and are specific for each sub-screen. Useful information also appears at the bottom of the Main screen, even when a sub-screen is visible.

Navigation Menus

The **Main** screen has the following navigation menus:

Button Caption	Function Key	Description
Cards	F2	Allows for processing credit card.
Checks	F3	Allows for processing checks.
Reports	F4	Shows the report (Transaction Manager) window.
Options	F5	Shows options for setting up external devices.
Lock	F6	Locks the screen so that the user must log-in before doing any other action.



Each button has a corresponding **Function Key** as indicated by the **Display Tip**. To add/remove display tips, double-click on the **Display Tip** area.

Auto-Lock and Security

PC Verifier allows you to lock the screen when it is not in use. This is ideal for workstations or touch-screen terminals that are easily accessible by customers (i.e., a bar or restaurant).

To lock the screen...

Click on the [Lock](#) button. The screen will switch to the [Main](#) window, display the merchant information with time and date, and disable all the [Navigation](#) buttons.

To unlock the screen...

Click anywhere on the screen. The keypad will pop-up and you can enter your user password.

Some additional things to consider are:

- You can lock the screen at anytime (except when processing a transaction).
- If more than one user can access the workstation, it is recommended that you save your current Card or Check Sale. While PC Verifier allows you to return back to the original screen by locking and unlocking the screen, the next user to log-in might clear your sale if it was not already saved.
- If a new user logs into an existing sale and saves or processes the information, the sale will be tagged for the previous user.
- The Administrator does not have a User ID. Thus, if an administrator starts a sale and locks the screen, a user can log in, close the sale, and have their User ID tagged to the sale.

Security Levels

Regarding security, there are four levels of access. The level of access is determined by the privileges set in the Add/Remove Users screen (see [Adding/Modifying Users](#) for details). When a user logs in with their password, the password matches the user and sets PC Verifier with the security level issued to that user. Below describes the abilities for each level of access.

Security Level	Privileges
Level 3	Can log in/out, process Card and Check sales, and view transaction data but not modify. Only Transaction data for the current Rep/User is displayed (non-assigned Rep/User data is also displayed). Can also print receipts.
Level 2	All Level 3 Privileges Can Void/Credit/Adjust transaction data for their Rep/User ID only.
Level 1	All Level 2 Privileges. Can change Merchant accounts (from drop-down list only). Can view transaction data by User/Rep ID, Void/Credit/Adjust transaction data for any Rep/User ID, modify prompt information in Options., and change device configurations in Options.
Administrator	All Level 1 privileges. Can change Administrator password, add/delete/modify Merchant accounts, passwords, and information. Can also Add/Remove Users and change the Transaction Database location

Options

The [Options](#) screen allows you to log-in as a different user, change automated processes, modify external device connectivity, import data from your PDA Transaction Processing software, and modify the location of your Transaction Database.

General Layout

The [Options](#) screen is divided into five parts. In addition, with administrator access, you use the [Log- On...](#) button to log on to a different merchant account and the [Import...](#) button to import transaction data from various handheld devices.

Part One: Log-On and User Information

Log on as a different user...

Brings up the keypad and allows you to switch between users. Click here to change to a higher level access (i.e., Administrator or Level 1) in order to access additional features in the Options screen or Transaction Manager screen.

Log into Transaction Central (on-line)...

Launches the internet browser and displays the log-on page for your merchant gateway. This feature may be disabled depending on the gateway you are using with PC Verifier.

Change Administrator Password...

Allows you to change the current Administrator Password (Administrator Level Access is required).

Add/Remove Users...

Allows you to add and remove users. See [Adding/Modifying Users](#) for details (Administrator Level Access is required).

Part Two: PC Verifier GUI and Prompt Information

Autoselect Field Text

All text is automatically highlighted when entering a text field.

User ENTER to switch fields

The Windows keyboard default to switch between fields is [TAB](#) and [Shift+TAB](#), selecting this option allows allow you to use the [ENTER](#) key like the [TAB](#) key.

Skip address with ENTER key

In some cases, address information is not required. Thus, when the [Use ENTER to switch fields](#) option is on, you can by- pass the address fields when manually entering data. This feature is not available when using the [TAB](#) key, since [TAB-Navigation](#) is intrinsic to the Windows operating system.

Show Keypad buttons

When this feature is on, the keyboard icon is displayed next to a field that accepts numeric input. Click these buttons to display the numeric keypad for entering information. This feature is ideal for touch screens and tablet PCs.

Prompt for Tip

When swiping a credit card or reading a check with an external reader, the Tip keypad will appear after the [Enter Amount](#) keypad.

Prompt for Reference

When swiping a credit card or reading a check with an external reader, the [Reference](#) dialog prompt will appear after all amounts have been entered. The reference field can be used to enter your company's sales order or invoice number. This makes reconciling transactions easier at the end of the month.

Prompt for Signature

When swiping a credit card or reading a check with an external reader, the [Enter Signature](#) screen will appear after the Reference dialog. This option is only available if a Signature Pad is selected (see below).

Print approvals automatically

After processing issues an approved transaction, a receipt will automatically be printed. Make sure a printer is selected before turning this feature on.

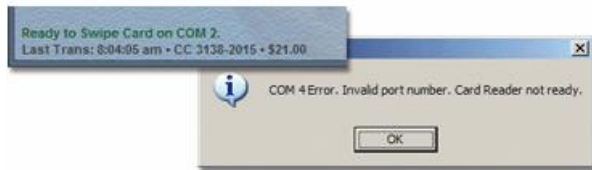
Parts Three and Four: Device Configuration and Autolock Information

Receipt Printer

Select a printer from the list, then select the appropriate communications port. Depending on the printer you select, some ports will not be shown. If a port is not available or in use by another device an error will be displayed when you try to print.

Card Reader

Select a printer from the list, then select the appropriate communications port. As with the printer selection, some ports may not be available. If a port is not available or in use by another device and error will be displayed. Card readers can be used in [Credit Card Sales](#) and the [Transaction Manager](#). Information about the card reader will be displayed at the lower left side of the PC Verifier screen as shown below. See [Setting up Printers and Readers](#) for more information.



Check Reader

Select a printer from the list, then select the appropriate communications port. The functionality of Check Readers are similar to Card Readers. If the port is not valid or in use by another device an error message will be displayed. See [Setting up Printers and Readers](#) for more information.

Autolock After

As an additional security measure, PC Verifier can be forced to auto-lock the screen after a specific amount of time. To choose a time, select from the down arrow of the [Autolock After](#) option. The Autolock time interval will start after no activity is monitored inside PC Verifier. An auto-lock period of 1 to 2 minutes is ideal in restaurant or bar settings. When analyzing reports inside the [Transaction Manager](#), it is recommended that the [Autolock After](#) feature be turned off or extended to a larger time interval.

Signature Pad

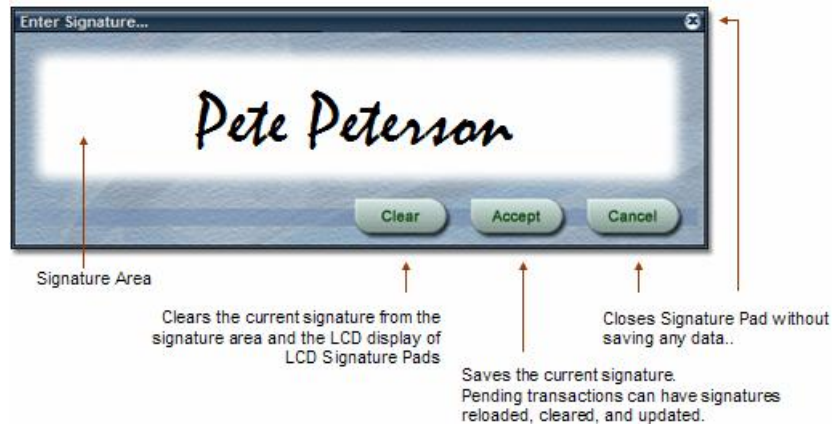
Some signature pads are installed on a specific communications port, thus, you will not be able to select the port setting. When a signature pad is installed, this option will be enabled. The installation program that comes with your Signature Pad will setup the option settings for PC Verifier. Currently the following Signature Pads are supported:

Signature Tablet Type	Part Number	Connector
SignatureGem 1 x 5	T-S261, T-O261	Single Plug - USB or Serial
SignatureGem 4 x 5	T-S751	Single Plug - USB or Serial
SignatureGem LCD 1 x 5	T-L462	Dual Plug Serial, Single USB
SignatureGem LCD 4 x 3	T-L755	Dual Plug Serial, Single USB
SignatureGem LCD 4 x 5	T-L766	Dual Plug Serial, Single USB
SigLite 1 x 5	T-S460	Single Plug - USB or Serial
SigLiteLCD1X5	T-L460	Dual Plug Serial, Single USB

If a signature pad is selected, then a [Enter Signature](#) button will appear under the [Tip](#) field in the [Cards](#) and [Checks](#) screens. The [Enter Signature](#) button will be disabled if no port is selected in the options screen.



Click on this button to display the [Enter Signature](#) screen and prompt the customer to sign with the external signature device. When using a card or check reader, the [Enter Signature](#) will automatically popup after entering the amount and reference information if the [Prompt for Signature](#) option is selected in the [Options](#) screen. If you are using a Tablet PC, have the customer enter the signature on the screen.



An Important Note about USB Tablets:

You attach the USB Signature Tablet to your workstation BEFORE launching PC Verifier. Otherwise the USB Signature Tablet may not be recognized. Thus, the preferred method of installation is:

- Install Software the PC Verifier Software (reboot if necessary).
- Attach the USB connector to the workstation
- Launch PC Verifier

Encrypted Pinpad

In some cases, such as debit cards, the customer must enter their PIN (Personal Identification Number). If a PC Verifier compatible pinpad is installed, this feature will be enabled.

Note:

An off-the-shelf pin pad will not work. In order for an encrypted pinpad to function, your merchant bank's encryption key must be injected or loaded by an authorized facility

Barcode Reader

PC Verifier has additional add-on modules that include a Point-of-Sale and inventory system. When this module is installed, the [Barcode Reader](#) option is enabled. Use this feature to scan and add items during a purchase in the POS Module.

Parts Five: Merchant Information and Transaction Database Location

Modify Merchant Information

Selecting this option allows you to change the information for the current merchant. See [Modifying Merchant Information](#) for details (Administrator Level Access is required).

Location of Transaction Database

Selecting this option displays the [Open Transaction Database](#) dialog box. See [Changing Transaction Database Location](#) for details (Administrator Level Access is required).

Adding/Modifying Users

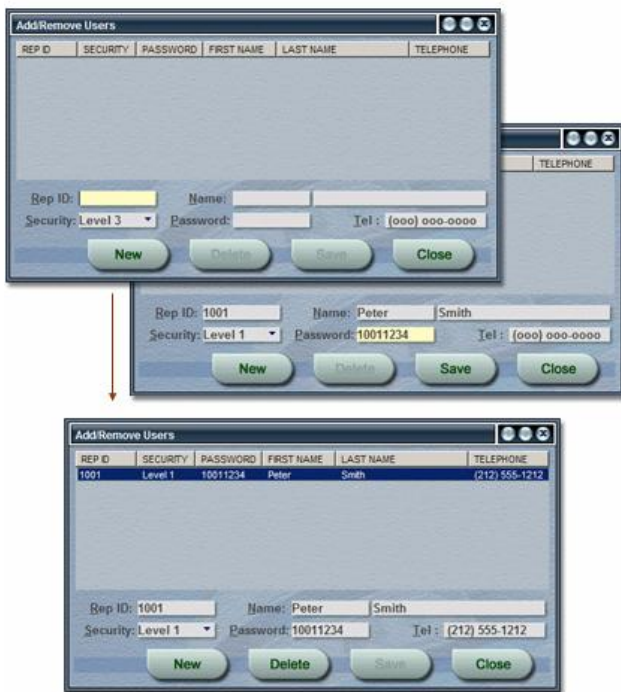
PC Verifier allows multiple users. As an Administrator, you can add, remove, and modify users. As a user with Level 1 security access, you can open the Add/Remove user window, but cannot make any changes. This allows Level 1 users to see which Rep/User IDs are assigned to people by name.

Adding New User

This tutorial assumes that you are logged on as the Administrator. If you are not logged on as the Administrator, click [Log on as different user...](#) from the [Options](#) screen and enter your Administrator password.

1. From the [Options](#) screen, click on [Add/Remove Users...](#)
This opens the [Add/Remove Users](#) window and displays a list of current users assigned to PC Verifier. If no users appear in the list, the [Rep ID](#) field is highlighted and empty. Otherwise, the first item in the list is selected and that User's information appears in the edit area.
2. Click [New](#).
This will clear any existing information that appears and get you ready to enter a new user. If there were no users in the list, then clicking this button has no effect.
3. Type [1001](#).
In this example we will enter a Rep/User whose ID is 1001.
4. Press [TAB](#) and enter [Peter](#). Press [TAB](#) and enter [Smith](#).
By using the Tab keys you can go to the next field. There are two fields for the name (First and Last Name). You can enter Peter Smith as demonstrated in this tutorial, or you can enter your own name or another user's name (hint: you may want to enter your name with different user IDs that have different levels of security while testing the system).

5. Press **TAB** and set **Security** to **Level 1**.
To change the security level, click on the down arrow or use the up/down arrow keys.
6. Press **TAB** and enter the **Password 10011234**.
No two passwords can be the same. PC Verifier uses the password to determine the User/Rep ID and security level when a user logs on. See the section on Tips for some pointers on how to handle multiple User/Rep IDs, security, and passwords. Passwords can be up to 8 digits.
7. Press **TAB** and enter a **telephone number**.
This is optional.
8. Press **Save**.
The information you entered is saved and displayed in the list.



9. Repeat steps 2 to 8 and add another user. In this tutorial we add:
Rep ID: 2001
Name: Sue Adams
Security: Level 2
Password: 20011234
Tel:(212) 555-1213
10. Click **Close**.
This will prepare you for the next tutorial.

Modify an Existing User

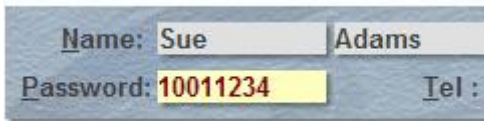
This tutorial assumes that you are logged on as the Administrator and that you followed the previous tutorial.

1. From the [Options](#) screen, click on [Add/Remove Users...](#)

If you followed the previous tutorial, two items should appear in the list as displayed below.



2. Click on the last item in the list ([Rep 2001](#)).
The edit area will display the information for Sue Adams.
3. Click on the [Password](#) field and change it to [10011234](#).
Since 10011234 is already being used by Rep 1001, the password text will turn red and the [Save](#) button will be disabled. Each password must be unique. This includes the administrator password which is not shown on the list.



4. Change the [Password](#) to [20011111](#).
5. Click [Save](#).
The new password is updated and appears in the list.



Some points to consider:

- You cannot save a record with a Rep ID that already exists for another user. Entering an existing Rep ID, it will also turn red in the Rep ID field, since no two Rep IDs can be the same.
- To make a copy of an existing user to another Rep ID, or to use information from an existing user..
 - Click on the Rep ID that contains the information you need
 - Enter a new Rep ID
 - Make additional changes, and...
 - Press Save.
A new entry appears in the list.

Tips

Administering a multi user account can be difficult for new users. Thus, follow these simple tips to help manage user passwords, security, and Rep IDs.

- Issue a Rep ID based on the user's security settings.
For example:
 - Rep ID 1001 has Security Level 1
 - Rep ID 2001 has Security Level 2
 - Rep ID 3001 has Security Level 3
- Issue 6 to 8 digit user passwords where the first 4 digits are the Rep ID. This way, when a user continuously logs in, they will remember their Rep ID. This also insures that no two passwords are identical.
For example:
 - Rep ID 1001 has Password 10011234
 - Rep ID 1002 has Password 100243
- Assign an Administrator password starting with 0 or 9, and all user passwords starting between 1 and 8. Using this type of approach can avoid any password conflicts.

Setting up Printers and Readers

PC Verifier was designed to make use of a number of card readers and check readers. By using card readers you can lower your transaction fees by accepting swiped credit cards. Check readers significantly increase the accuracy and speed of taking sales by check.

Due to regulations imposed by [Visa International](#), credit card track data must be transferred through a secure connection. Thus, while some card reader/printer combinations have infrared (IrDA) capability, this method of transfer is not secure. As a result IrDA devices can only transfer card data through a cable.

Pocket Merchant Readers and Printers

The Pocket Merchant is a compact reliable 2-Track Card Reader and Receipt Printer. It can be attached to your workstation through a serial connection. Select Pocket Merchant as the Printer and Card Reader, and choose the same communications port. When you are ready to print or swipe a card, turn on Pocket Merchant so that the [on line](#) green light is displayed.

Receipt Printer:	Pocket Merchant	COM 1
Card Reader:	Pocket Merchant	COM 1
Check Reader:	Verifone CR-600	COM 2

Here [Pocket Merchant](#) is selected as both the receipt printer and the card reader. The [Pocket Merchant](#) is attached to the workstation by a serial cable to the port called [Com 1](#).

USB and Keyboard Readers

USB and Keyboard readers work by imitating keyboard input. Most software that uses these type of readers do not allow you to enter any data manually. However, because PC Verifier provides you with the options to perform Keyed input and to provide data mining by storing a customer's address and telephone number, care must be taken when using a USB or Card Reader.

When swiping a credit card through a USB or Keyboard card reader, make sure that you are in the Credit Card Sales screen or Transaction Manager. You can swipe a credit card at anytime, however, due to the intrinsic nature of the Windows operating system and these type of card readers, focus should not be set to any button. See the tutorial on [Using a Credit Card reader](#) for the best method in using Credit Cards with PC Verifier.

Receipt Printer:	Pocket Printer	COM 1
Card Reader:	Generic	USB
Check Reader:	Verifone CR-600	COM 2

Here the [Pocket Printer](#) is selected as the receipt printer and a [Generic USB](#) device is selected as the card reader. USB and Keyboard readers transfer track data by imitating the Keyboard. Thus, care must be taken when using these type of readers.

VeriFone Check Reader and Printer

PC Verifier can be used with the [VeriFone P250](#) printer and [CR600](#) check reader. Each device can be used separately or together. To use the VeriFone printer, make sure that the printer setup is set to factory defaults (9600 baud, 7 bit, even parity – see page 5 of the Printer 250 Installation Guide that came with your VeriFone Printer). PC Verifier also supports the Verifone P900 printer, however, the setup is slightly different, please consult the documentation that came with this printer on how to setup the system.

If you are using both the VeriFone P250 printer and CR600 check reader, attach the P250 to the CR600, then attached the CR600 to an available port.



Here the VeriFone 250 Printer is selected as the receipt printer and a VeriFone CR600 Check Reader is selected as the check reader. The VeriFone 250 attaches directly to the CR600, which is then attached to the serial port Com 1. The VeriFone 250 must be set to factory defaults in order to function correctly.

For technical support on VeriFone devices, visit the VeriFone Web site at: <http://www.verifone.com>.

Note: Due to the nature of the Windows multitasking environment and the communications settings of the VeriFone P250 printer, it is recommended that you do not try to perform additional tasks in windows during the receipt printing process. Depending on the type of hardware setup on your workstation, multitasking may cause the printer to loose some information being sent through the communications port. This could result in incorrectly formatted receipts.

Modifying Merchant Information

When you first add a merchant account to PC Verifier, the software authenticates the Merchant Account and returns merchant information that is displayed on the Main screen and printed on receipts. There may be times when you will want to change this information. To do so, you must be logged in as the Administrator.

To modify merchant information...

1. Go to the [Options](#) screen.
2. Click on [Modify Merchant Information](#).
This will display the Merchant Information Dialog box.
3. Modify the information as needed.
4. Click [OK](#).



Merchant Information for 10000

Merchant Log-On Password: XXXX

Company: XYZ Corporation

Address: 123 Main St.

City: Washington State: DC

Zip: 20515

Tel: (202) 555-1212

Remove this merchant...

OK Cancel Apply

Some points to consider:

- You cannot change the merchant name. This must be changed by contacting your Merchant Service Provider and the issuing bank as the Merchant name appears on the customer's credit card and/or bank statement.
- Changing the address and telephone information here, will not change the information with the issuing bank. It will only change the information that appears on the Main screen and receipts. If you made changes with the issuing bank, and want to "sync-up" the information in PC Verifier, you can delete the current merchant account and re-enter it at log-on. PC Verifier will then re-authenticate the merchant information and download the newest information from the issuing bank.
- Be careful with changing the merchant password. This information is required each time you process a sale or issue a void/credit. An incorrect password will prompt a decline or void/credit error. Only change this, if you needed to make changes to the password on your processing gateway.

Removing a Merchant Account

There may be times that you want to remove a merchant account from PC Verifier. While removing a merchant account will not delete any of the existing data, it will remove the account from the drop-down list in the log-on screen.

To remove a merchant account...

1. Go to the [Options](#) screen.
2. Click on [Modify Merchant Information](#).
This will display the Merchant Information Dialog box.
3. Click on [Remove this merchant...](#)
After a message prompt, the current merchant account will be removed from PC Verifier and you will be required to log back in.



Important Notes to Consider:

- *Removing a merchant account affects all workstations.*
- *You must be logged in as an Administrator or Level 1 user when you restart PC Verifier on the same workstation, since the current Merchant account is no longer available for Level 2 or Level 3 users.*
- *If any other workstations were using the same merchant account, Administrator or Level 1 access is required during log-on to change the default merchant account log-on.*
- *Level 1 users will only be able to change the default account if more than one account exists.*

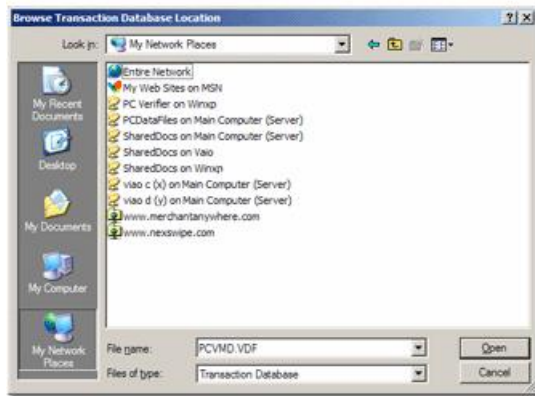
Changing Transaction Database Location

If you are using the Enterprise edition of PC Verifier, then the transaction database can be shared over the network with multiple workstations. To allow this, it is important to make sure that the software on each workstation points to the same Transaction Database.


If PC Verifier is installed on a new workstation, the installation will ask for the location of the Transaction Database. If the workstation is not yet setup to share a Transaction Database over a network, it can use a local database.

The Administrator can then change the location of the Transaction Database by using this option.

If you are expanding or changing your network configuration, then you can also move your Transaction Database to a new location that has a mapped drive on each workstation (i.e., a server location that performs daily backups). You then need to go to each workstation that has PC Verifier and point the software to the new database location.



To change the transaction database location...

1. Go to the [Options](#) screen.
2. Click on the [Folder](#) icon .

3. Choose a location for an existing or new transaction database, click [Open](#).
If the database does not exist in the directory you choose, it will prompt you to create a new one. If the database exists, and your current administrator password is not identical to the security settings in the database you are opening, you will need to enter the administrator password for database at the new location. After the database has been changed, PC Verifier will exit, since security settings and merchant information may be different.
4. Re-launch [PC Verifier](#).
See the [Quick Start Tutorial](#) on how to launch PC Verifier.
5. Enter your [Administrator](#) password.
If you created a new database, you will setup a new administrator password and confirm it at this stage. A new database has no transaction data and no users.

Note: If the Transaction Database is inaccessible, then PC Verifier will prompt the user to enter the location. This would happen if the database was removed from the last location recorded by the workstation or if the database is inaccessible (i.e., the Network that provides access to the location is down or the database is locked).

Importing data from Mobile Devices

The Professional and Enterprise additions of PC Verifier allow import of transaction data from mobile devices such as Palm OS devices, Pocket PC devices, and the Sony-Ericsson P800 and P810 Smartphones. Click on the [Import](#) button that appear at the bottom of the [Options](#) screen and follow the information displayed on the screen.

Credit Cards

This section provides two tutorials for taking Credit Card sales. One using a Credit Card reader and another by performing keyed entry. You can follow step-by-step using your test account or your own Merchant Account, by adding the exact data that is presented here. The card number used in this tutorial is for demonstration purposes only and cannot be processed by the gateway. If you are using the test account, you can also use any credit card - even your own. The test account will not process any transactions.

If you want to use a 'live' card on your 'live' account, you will be charged the respective card's (i.e., Visa, MC, Discover, etc.) transaction rate. If you do not wish to be charged this fixed transaction rate, please use the test account. Furthermore, the card number used in this tutorial will not be accepted on a live account. The test account will also allow you to perform Voids and Credits. The Credit Card tutorials will use a fictitious Visa card belonging to Pete Peterson.

Tutorial - Using a Credit Card Reader

Using a reader for credit card sales is a simple fast approach to error-free sales. This tutorial assumes that you have already set up your credit card reader and receipt printer in the [Options](#) screen. If you have not yet setup your card reader, see [Setting up Printers and Readers](#) for details.

1. Start PC Verifier.
2. Enter your [User](#) password.
Credit Card sales work with any security level access.
3. Click on [Cards](#).

If your card reader is set up correctly, the message *Ready to Swipe Card on XXX* will be displayed in the lower left side of program. *XXX* indicates the type of connection (Com, USB, or Keyboard). Make sure your reader is attached to that port and that it is turned on.



4. Swipe the credit card through the reader.
Upon a successful read, the [Amount](#) keypad will appear.

5. Enter **1000**. (\$10.00)

The keypad automatically formats the currency in dollars and cents. Thus, entering 100 using the keypad or the keyboard will display \$1.00. A minimum of \$1.00 is required for a transaction. In the example here, \$10.00 is entered as the amount. Press the **Enter** key on the keypad or keyboard to accept the amount.

6. Enter a **Tip**.

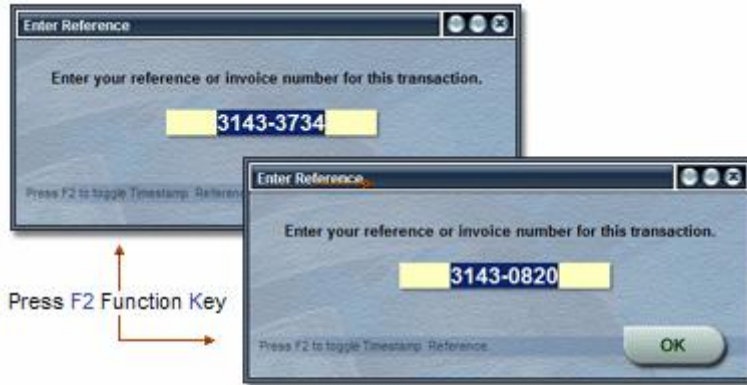
If the **Prompt for Tip** option is checked in the **Options** screen, then the next keypad to appear is the **Tip** screen. Tips are optional and need not be entered. In the example below, a tip of \$2.50 is entered (enter 250 using the keypad).



7. Enter a **Reference**.

If the **Prompt for Reference** option is checked on the **Options** screen, then the **Enter reference** dialog box will appear. PC Verifier automatically fills this information in for you, yet you have the option to manually change it using the keyboard. The most common use of the reference field is to enter your company's sales order or invoice number. This makes end-of-month reconciliation easier for your accounting department. If you do not wish to enter a reference number yourself, you can use the auto-fill settings.

There are two auto-fill settings. The default setting uses a date stamp, followed by the last four digits of the credit card number. The second setting uses both a date and time stamp. Pressing the **F2** function key on the keyboard will toggle between the two different settings. In the example here, F2 is used to toggle from the **Date-Card** stamp to the **Date-Time** stamp and accepted by pressing the **ENTER** key on the keyboard (or clicking the **OK** button).



In this example the F2 function key is pressed to display the Date-Time stamp auto-fill feature.

Date Stamp is 3143: Year 2003, 143rd day of the year.
 Card Stamp is 3734: Last four digits of the credit card.
 Time Stamp is 0820: 8:20 am

After completing the wizards, the Credit Card Sales screen will have all the necessary information to process the sale.



8. Press [Process](#).

If the [Process](#) button is highlighted, you can also press the [ENTER](#) key on the keyboard.

A connection to the internet is attempted and the transaction processing window appears indicating the processing status of the current transaction.



If a transaction is successfully approved, the [Approval](#) screen will appear. If the transaction is declined, then a message box will appear indicating the reason for the decline. Furthermore, if the [Print approvals automatically](#) option is checked and your printer is set up correctly, then a receipt will start printing once the [Approval](#) screen appears. This tutorial assumes that the [Print approvals automatically](#) option is off.



9. Click [Print](#).

If a receipt printer is set up in options, the [Print](#) button will be enabled. Use the [Print](#) button to print a receipt of the approved transaction.

10. Click [OK](#).

Once finished with the approved transaction, click on the [OK](#) button to return back to a new [Sale](#) screen. You are now ready for your next sale. The last approved transaction also appears at the bottom left corner of PC Verifier. This is the last approved transaction on the current workstation.



Tutorial - Keyed Entry for Credit Cards

This tutorial explains how to perform keyed-entry of credit card sales. Depending on your gateway you may or may not be required to use the Address Verification System (AVS). This tutorial assumes that AVS is required. For more information about AVS, contact your Merchant Provider.

1. Start PC Verifier.
2. Enter your **User** password.
Credit card sales work with any security level access.
3. Click on **Cards**.
This will display the **Credit Card Sales** screen and highlight the **Name** field.
4. Enter **John Doe** and press **ENTER**.
It is assumed that the **Use ENTER to switch fields** option is checked. Pressing the ENTER key will then set focus to the Address Field.
5. Enter the following additional information:
Address: **123 Main Street**
City: **Visa Village**
State: **CA**
Zip: **92805**
Tel: **909-555-1212**
Ref: **TEST-ONE**



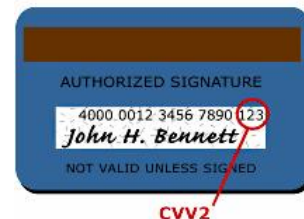
6. Enter Card # **4111111111111111** (one 4 followed by 15 ones).
This is a test card number. When entered, the **Visa Card** icon will become enhanced and a **Green Checkmark** will appear next to the card number. The checkmark indicates that the card number is a valid number (but still requires verification of funds through the merchant gateway).
Card numbers are also automatically formatted according to the card type.
7. Enter **307** in the **Exp** field.
PC Verifier will automatically detect your input and use *intellisense* to enter the correct expiration date format. In this case **03/07** for **March 2007**.

- Enter **123** in the **CCV2** field.
Entry for this data is dependent on your Merchant provider.

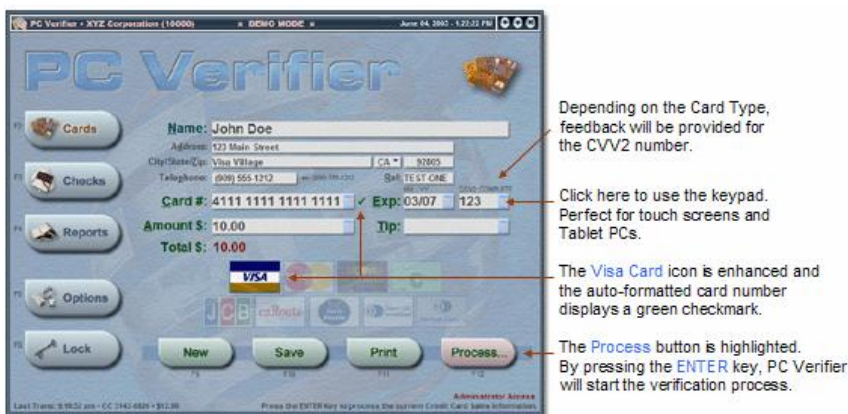
CVV2 (Card Verification Value), CVC2 (Card Validation Code) and CID (Card Identification #) codes are a new authentication scheme established by credit card companies to further efforts towards reducing fraud for internet transactions. It consists of requiring a card holder to enter the CVV2, CVC2 or CID codes in at transaction time to verify that the card was physically available during keyed entry.

Visa, MasterCard, and Diners Club cards have CVV2 and CVC2 security codes that are 3 digits in length, are located on the back of the card, and are the last 3 digits displayed with the (partial) card number.

American Express credit cards have a CID security code that is 4 digits in length, and is located on the front of the card in different areas. If an AMEX account number does not have a plastic card associated with it (i.e. an on-line one-time number for keyed transactions) or a temporary credit card, then the card does not have a CID number. In this case, you should enter the last 4 digits of the AMEX account number in order for the transaction to be processed.



- Enter **10** in the **Amount \$** field, and press **ENTER**.
The amount is automatically formatted as **\$10.00** and the **Tip** field is highlighted.
- Press **ENTER**.
This skips the **Tip** field and sets focus to the **Process** button.
- Press **ENTER** again.
This starts the credit card validation and transaction process.



- Follow **Steps 8, 9 and 10** in the previous tutorial; **Using a Credit Card Reader**.
The Keyed transaction is processed and you are ready for the next sale.

Checks

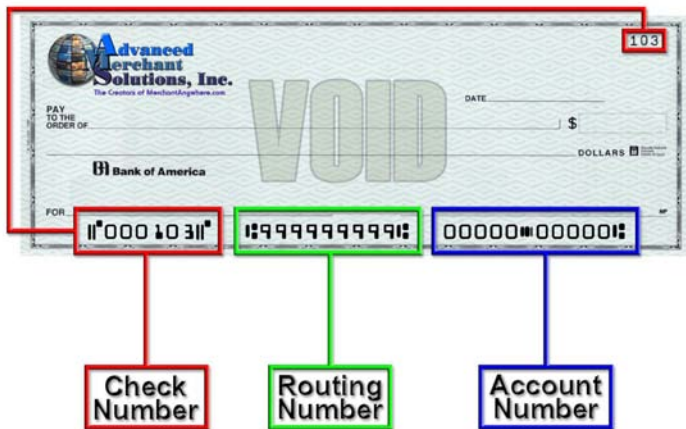
PC Verifier automatically comes with the [Automated Clearing House \(ACH\)](#) transfer system. Not all merchant providers offer ACH as an option, so please check with your representative to see if your account has this service enabled.

The ACH option is primarily used so your business can accept checks by telephone, fax machine, or e-mail and allows you to work with a convenient transaction database system for maintaining your records. If your customer can physically hand you a check, you are better off accepting it, and physically depositing it in your bank.

The bad check protection statutes and laws generally apply only to physical checks, with pen-and-ink signature. In addition, the customer can challenge and reverse the electronic check up to sixty days after it is issued. The electronic check acceptance feature is a convenience for the reputable vendor to accept non-physical checks from honest customers. ACH does not offer all of the safeguards that physical checks and credit card transactions do. For this, it is recommended that you install and use PC Verifier's [Check Guarantee](#) system if it is available from your merchant provider.

Please familiarize yourself with the procedures for entering a credit card. The procedures for an electronic check are nearly identical except that instead of entering a credit card account number and an expiration date, you enter the numbers on the bottom of the check.

There are three groups of numbers on the check. One is the check number, the other is the [ABA](#) or [bank routing number](#) (also known as the [transit number](#)), and another is the [Account number](#). This is shown in the diagram below.



Please note that the relative positions may vary from check to check, but the check number on the bottom always matches the number in the upper right hand corner. Additionally, the routing number can always be found between two marks. ■■

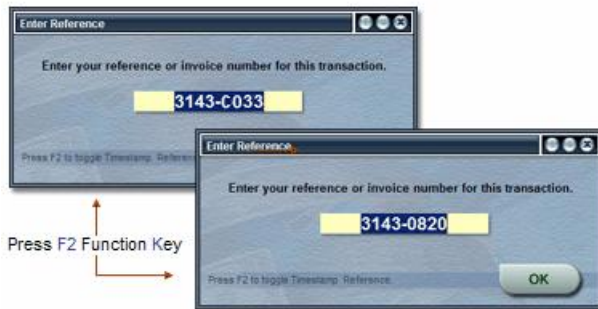
If you attach a check reader, you can simply pass a check through the reader and have the routing number and account number appear on the screen.

The tutorials below will use a fictitious savings account with the [Merchant Test Account](#). It is also assumed that ACH is available with your merchant provider.

6. Enter **Jane Doe** and press **ENTER**.
The Amount keypad will appear.
7. Enter **1000**. (\$10.00)
The keypad automatically formats the currency in dollars and cents. Thus, entering 100 using the keypad or the keyboard will display \$1.00. A minimum of \$1.00 is required for a transaction. In the example here, \$10.00 is entered as the amount. Press the **ENTER** key on the keypad or keyboard to accept the amount.
8. Enter a **Tip**.
If the **Prompt for Tip** option is checked in the **Options** screen, then the next keypad to appear is the **Tip** screen. Tips are optional and need not be entered. In the example below, a tip of \$2.50 is entered (enter 250 using the keypad).



9. Enter a **Reference**.
If the **Prompt for Reference** option is checked on the **Options** screen, then the **Enter Reference** dialog box will appear. PC Verifier automatically fills this information in for you, yet you have the option to manually change it using the keyboard. There are two auto-fill settings. The default setting uses a date stamp, followed by the letter C (for Check) and the last three digits of the check number. The second setting uses both a date and time stamp. Pressing the **F2** function key on the keyboard will toggle between the two different settings. In the example below, F2 is used to toggle from the **Date-Check** stamp (3143-C033) to the **Date-Time** (3143-0820) stamp and accepted by pressing the **ENTER** key on the keyboard (or clicking the **OK** button).



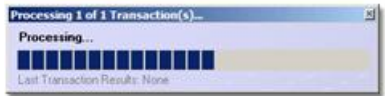
In this example the **F2** function key is pressed to display the **Date-Time** stamp auto-fill feature.

After completing the wizards, the **Check** screen will have all the necessary information to process the sale. Address information is not required for ACH, but can be included for data mining.



10. Press **Process**.

If the **Process** button is highlighted, you can also press the **ENTER** key on the keyboard. A connection to the internet is attempted and the transaction processing window appears indicating the processing status of the current transaction.



If a transaction is successfully approved, the **Approval** screen will appear. If the transaction is declined, then a message box will appear indicating the reason for the decline. Furthermore, if the **Print approvals automatically** option is checked and your printer is set up correctly, then a receipt will start printing once the **Approval** screen appears. This tutorial assumes that the **Print approvals automatically** option is off.



11. Click **Print**.

If a receipt printer is set up in options, the **Print** button will be enabled (the above example shows a disabled Print button, indicating that a receipt printer is not setup up). Use the **Print** button to print a receipt of the approved transaction.

12. Click **OK**.

Once finished with the approved transaction, click on the **OK** button and PC Verifier will be ready for your next sale. The last approved transaction also appears at the bottom left corner of PC Verifier. This is the last approved transaction on the current workstation.



7. Enter **2154-04587** in the **Acc't #** field.
This is the account number. Up to 10 digits can be displayed and dashes are permitted. Although dashes are usually removed by the merchant gateway, PC Verifier will the display account as you entered it.
8. Enter **124** in the **CHK** field.
This is the check number.
9. Enter **150** in the **Amount \$** field, and **20** in the **Tip** field.
The screen should now look like this.



10. Press **Save**.
Normally, you would click on the Process button. However, this transaction will be saved, so that it can be used in the Transaction Manager Tutorial. Refer to steps 8, 9 and 10 in the previous tutorial ([Using a Check Reader](#)) on how the transaction process appears and how to print an approved receipt.

Transaction Manager

The [Transaction Manager](#) screen is displayed by clicking on the [Reports](#) navigation button. The Transaction Manager is where you view completed and pending transactions for credit cards and account transfers. It is also the entry point for allowing voids and credits of completed credit card transactions. The tutorials below are designed to give you a basic over view of what the Transaction Manager can do. The data contained in the Transaction Manager will depend on what processes you have already performed. Thus, in most cases, the data presented here may not be identical to the data available on your workstation (i.e., Transaction Types, Authorization IDs, dates, and approval types will differ). The tutorials also assume that you are logged in as the Administrator.

Summary of Features

While the security level will depend on what can or cannot be done in the [Transaction Manager](#), here is a list of its main features:

- View details about all transactions
- Edit pending transactions
- Process pending transactions
- Print transactions
- Delete transactions
- Display and isolate transactions by date, type, and card number
- Issue voids or credits for approved credit card transactions
- Quickly view processing amounts and tips (all transactions or by Rep ID)

Security Restrictions

Depending on the current security level, not all features are available in the [Transaction Manager](#). Below is a list of security restrictions.

Security Level	Action
Administrator	All Level 1 features.
Level 1	All Level 2 features. Can see transactions associated with other Rep IDs.
Level 2	All Level 3 features. Can issue voids and credits.
Level 3	Can see transactions with their associated Rep ID. Can see transactions that have no Rep ID associated with it.

Layout / User Tips

The **Transaction Manager** has many intuitive features that allow you to view transactions. The diagram below provides you with a number of these features.

Select a day, then number of days BEFORE the date to display transactions. In this example all transactions between June 3 and June 4 are displayed.

Indicates **Report mode** (Transaction Manager)

Display Parameters:
 Cards: Sales by Credit Cards
 Checks: Sales by Checks
 Pending: Only show pending
 VCA: Only show voids/credits and adjusted sales

Click **headings** to sort.

Currently selected transaction.

Transaction types are color-coded:
 Blue = Pending
 Dark Green = Approved
 Grey = Voids, Credits, Adjustments

Single-click selects transaction on list.
 Right-click displays **pop-up menu**.
 Double-click displays **Information Window**.

Indicates total records displayed. A maximum of 1000 records can be displayed at one time.

Click here to toggle between **View by Transaction Date** and **View by Approval Date**.

Click here to toggle between **Totals, Tips, or nothing**.

Depending on what transaction is selected, some buttons and menu selections will be disabled.

Popup Menu provides features related to individual records.
Export to CSV... exports current data to a text file in CSV Format for import into most accounting packages.

DATE	TRANS	REFERENCE	TOTAL \$	NAME	ACCT	AUTH	TYPE
06/04 14:30	1282487	TEST-ONE	19.00	John Doe	**** 1111	3029241	VISA
06/04 15:06	1791867	3143-C033	12.50	Jane Doe	**** 0473	3979167	SAV
06/04 18:07	Pending	TEST-TWO	179.00	Sue Banking	**** 4587		CHK

Transaction Information

Rep ID: NCHC
 Date: Wednesday, Jun 4, 2003 6:07:23 PM
 Account Type: ACH Funds Transfer
 Reference: TEST-TWO
 Name: Sue Banking
 Address: 123 South One Street
 Checking Village CA 92005
 Transal #: 000000001
 Account #: 0000004587
 Amount: 150.00 Tip: 29.00
 Total: 179.00
 Status: 1071 SUBMITTED/PENDING
 Trans ID: N/A Auth ID: N/A
 Notes: N/A
 Signature: No signature on file

Tutorial – Processing Pending Transactions

There may be times when an internet connection is not available or you wish hold on to card or check information while the customer is running a tab. Thus, you can save a transaction and process it at a later date. If all the required information is not yet entered for a pending transaction, it can be edited.

For entering an amount on a running a tab:

1. Click on the pending transaction from the list to select it.
2. Click on the [Edit](#) button to open the [Card Sales](#) or [Check Sales](#) screen.
3. Enter the amount (and any other information you may require).
4. Click the [Process](#) button.

For processing a completed, but pending transaction:

1. Click on the pending transaction from the list to select it.
2. Click on the [Process](#) button.
Alternatively, right click on the pending transaction and choose [Process Selected Item...](#) from the popup menu.



Tutorial – Using a Card Reader for Reports

If you have a card reader attached to your workstation and setup in PC Verifier, you can get a listing of all credit card transactions for a particular card. This is ideal if a customer has a running tab, the customer gave you an expired version of the same credit card, or you need to issue a void or credit from a previous transaction. PC Verifier will examine the card information and return all transactions that have the same credit card number. To do this:

1. Click [Reports](#).
Make sure the card reader is ready by viewing the information at the bottom left hand corner of the screen. Also make sure the printer is turned.
2. Select [All Records](#) from the [Day](#) list.
3. Select [All Rep IDs](#) from the [Rep ID](#) list.
The Rep ID list only appears if you have Level 1 or Administrator access. Thus, Level 2 or Level 3 users will only be able to display matching transactions that are associated with their Rep ID.
4. Set the [Cards](#) check option as checked (on).
5. [Uncheck Pending](#) and [VCA](#) check options.
If you only want to display [Pending](#) or [Void/Credit/Adjusted](#) transactions, you would check on the appropriate option. In this example, we want to display all transactions.
6. Swipe the credit card.
All transactions for the above parameters that match the card number will be displayed in the list.

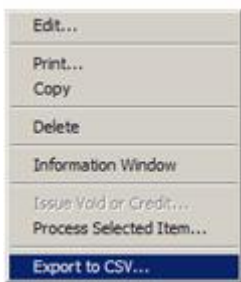
Tutorial – Exporting Transaction Data

PC Verifier allows the export transaction data in Comma Separated (CSV) Format. This format is accepted by most financial and accounting packages. This provides you with an easy means to incorporate transactions into your favorite account system or to perform complex budget/sales forecasts using programs such as Inuit QuickBooks or Microsoft Excel.

To use the export feature, administrator privileges are required. To perform an export:

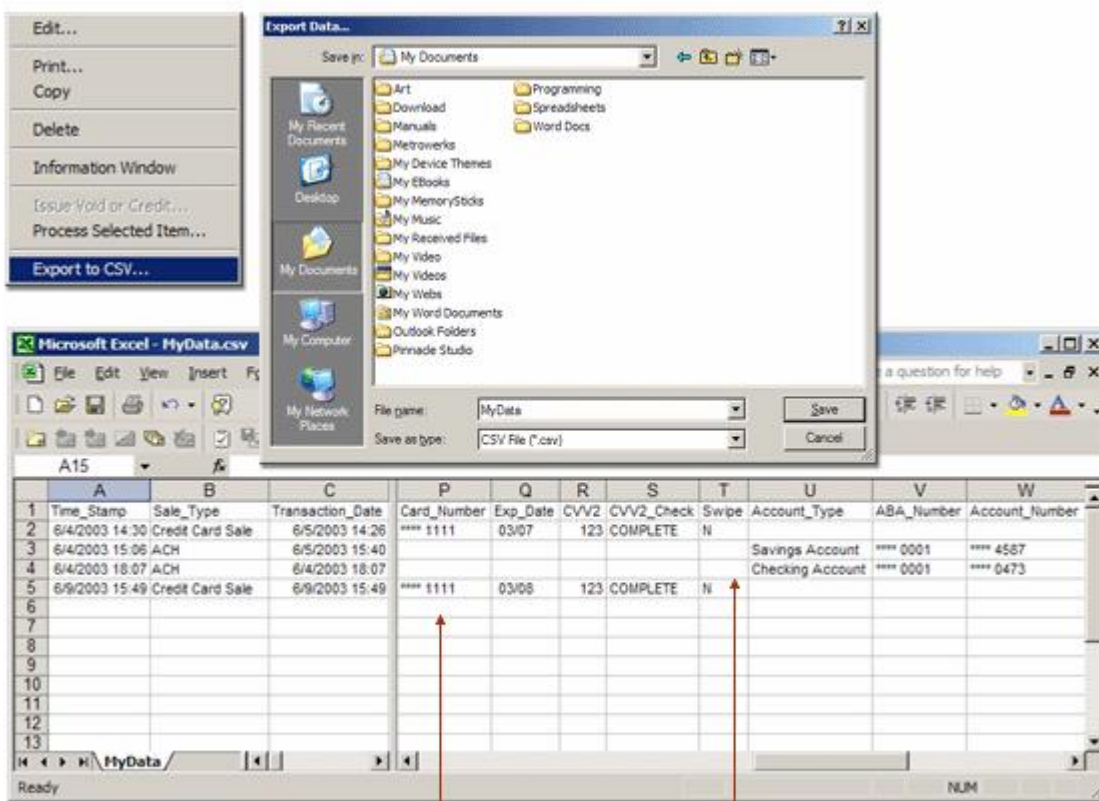
1. Click [Reports](#).
This displays the transaction manager.
2. Select [All Records](#) from the [Day](#) list.
3. Select [All Rep IDs](#) from the [Rep ID](#) list.
4. Select the [Cards](#) check option.
5. [Uncheck Pending](#) and [VCA](#) check options.
A number of transactions appear in the list. The export feature will export all transactions that appear in the list. Thus, depending on the display options you use, you can export a specific set of transactions. In addition, a maximum of 1000 transactions can be displayed in the list at one time. If you require export a more than 1000 transactions, select different date intervals in order to export multiple transaction lists that cover the range of transactions you wish to include.

- Right-click on any transaction in the list.
This displays the popup menu.



- Click [Export to CSV...](#)

The Export CSV Dialog box appears. In this example below the export file [MyData.csv](#) is saved to the Desktop and then opened up in Microsoft Excel. Most software data-based packages will automatically import CSV files. In addition, some programs allow you to import specific fields based on data-types. Below is a summary of the data-types that are exported from PC Verifier. For importing into your specific software package, consult the documentation that came with that software.



Card, ABA, and Account numbers are masked.

Only relevant fields contain information. In this case, ACH does not require Swiped credit cards.

Exported Field Names and Data-Types:

- **Time_Stamp**
This is the time the transaction was first stored. Data type is **date**.
- **Sale_Type**
This is the sales type. Data type is **string**.
- **Transaction_Date**
This is the time of the last transaction time. When issuing a void, credit or adjustment, this data will be different from the **Time_Stamp** field. Data type is **date**.
- **Rep_ID**
This is the Rep/User ID for the transaction. It can be empty if the Administrator performed the transaction. Data type is **string**.
- **Account_Name**
This is the name on the Credit Card or Bank Account.. Data type is **string**.
- **Address**
This is the address. Data type is **string**.
- **City**
This is the city. Data type is **string**.
- **State**
This is the 2 letter State/Province abbreviation. Data type is **string**.
- **Zip**
This is the Zip or Postal Code. Data type is **string**.
- **Telephone**
This a formatted (xxx) xxx-xxxx telephone number. Data type is **string**
- **Reference**
This is the reference number (max. 10 digits). Data type is **string**.
- **Sale_Amount**
This is the amount of the sale. Data type is **currency**.
- **Sale_Tip**
This is the tip amount for the sale. It can be empty. Data type is **currency**.
- **Sale_Total**
This is the total amount sent for processing (amount + tip). Data type is **currency**. *Note: currency data types are not formatted as 0.00.*
- **Card_Type**
This type of card used in credit card sales. Card types are: Unknown, AMEX, Amer Diner's, Diner's Club, Carte Blanche, Discover, Enroute, JBC, MasterCard, and Visa. Data type is **string**.
- **Card_Number**
This represents the last 4 digits of the credit card. Data type is **string**.

- **Exp_Date**
This is the credit card expiration date formatted as `_MM/YY`. Note that there is a single character space in front of the month. Data type is `string`.
- **CVV2**
This is the Credit Card Identification Number (CIN). Data type is `string`.
- **CVV2_Check**
This is the validation status of the CIN. Values are: None, Partial, Complete, Illegible, and Incorrect. Data type is `string`.
- **Swipe**
This indicates if a credit card was swiped for the transaction. `N` = No, `Y` = Yes. Data type is a single character `string`.

- **Account_Type**
This is the bank account type. Two types are available: Checking Account and Savings Account. Data type is `string`.
- **ABA_Number**
This represents the last 4 digits of the bank routing number. Data type is `string`.
- **Account_Number**
This represents the last 4 digits of the bank account number. Data type is `string`.
- **Check_Number**
This is the check number. Data type is `string`.

- **Trans_ID**
This is the transaction ID that comes from the processing bank. Data type is `string`.
- **Auth_ID**
This is the authorization code that comes from the processing bank. Data type is `string`.
- **Signature**
This indicates if a signature was captured during the transaction. `N` = No, `Y` = Yes. Data type is a single character `string`.
- **Notes**
In some cases, the processing bank returns information about the transaction. That information is entered here. Data type is `string`.

Tutorial – Voids, Credits, Adjustments

PC Verifier allows you to issue voids, partial credits, and to perform adjustments.

Issuing a Void

After a Credit Card transaction is completed, the transaction server submits the record for end-of-day closeout (batch processing). If a closeout has not yet been performed, PC Verifier allows you to void a transaction. Issuing a void or a credit depends solely on whether a closeout has occurred. The tutorial below gives an example of issuing a void (in most cases, you can issue a void immediately after you received an approved for a credit card transaction).

1. Start PC Verifier.
2. Enter your [User](#) password.
3. Click [Reports](#).
4. Click on an approved transaction.
In this example, Reference [TEST-ONE / John Doe](#) is used from the [Keyed Entry for Credit Cards](#) tutorial.
5. Click [Void/Credit](#).
Alternatively, you can press the **F10** function key. The transaction request will be processed and upon success, a message box appears indicating that the transaction was voided.
6. Click [OK](#).
This closes the message box, and updates the list with the TEST-ONE / John Doe transaction voided. A voided transaction contains a **V** in the amount section, followed by an amount of **0.00** (see below).

Note: The approval date for the transaction changes to the date of the void. Thus if [View by Approval Date](#) is selected and the date/day selection criteria are not set to display transactions for the current day, the transaction will be removed from the list.



Issuing a Credit

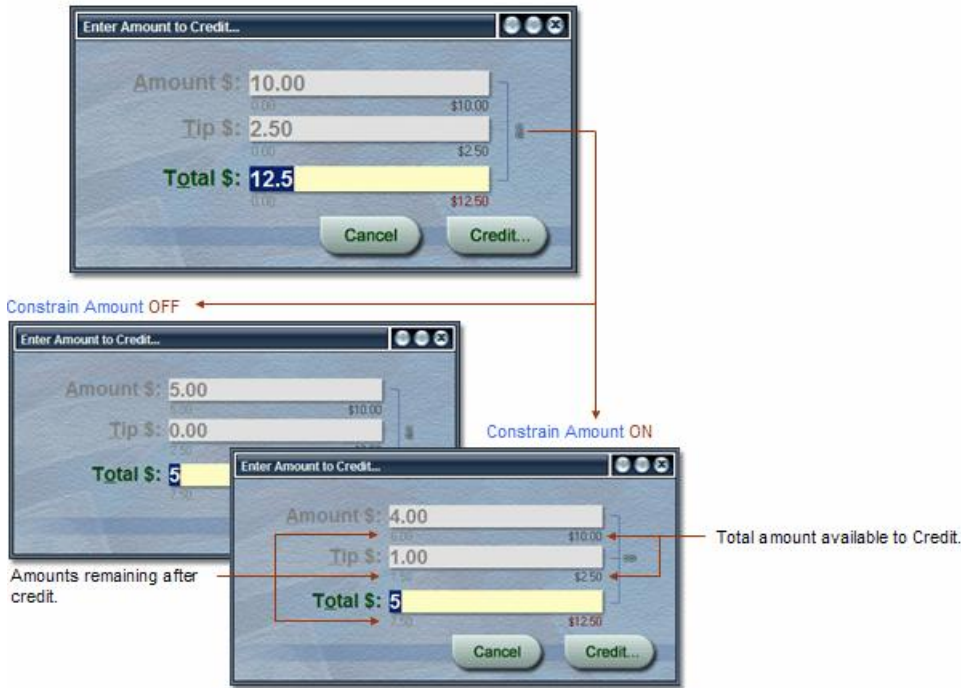
If a transaction is already closed out (i.e., the batch has been sent to the bank for processing at the end of the day), then a void cannot be issued. In such cases, it is necessary to do a credit. PC Verifier allows you to do full or partial credits. Only a single credit can be issued. Once the credit is issued, it is no longer assessable for gateway processing from PC Verifier. The tutorial below shows you how to issue a partial credit, once a transaction is already closed out. Again, the data contained in the Transaction Manager will depend on what processes you have already performed and you may not be able to follow the example exactly as shown. Any approved transaction can be used for issuing a credit as long as it was closed out (usually you must wait until the next business day). Live test accounts (i.e., MID 10011) do not batch out. Thus, you cannot use these accounts to perform credits.

1. Start PC Verifier.
2. Enter your **User** password.
3. Click **Reports**.
4. **Right-click** on an approved transaction.
In this example Reference 3143-C033 / Jane Doe is used from the **Using a Check Reader** tutorial.
5. Select **Issue Void or Credit...** from the popup menu.
PC Verifier will process the request, discover that the transaction already entered batch mode, and display the **Enter Amount to Credit...** dialog box. The total amount charged is also displayed in the **Total** field (i.e., \$12.50 as shown below).



6. Enter **5**.
If a tip was provided during the transaction, a **Constrain Amounts** icon will be available. By default, the Constrain Amounts icon is in the up (off) position. Entering a value of \$5.00 with Constrain Amounts in the off position, will only credit the amount. If the total amount to credit is greater than \$10, then the difference will be taken from the tip (i.e., a credit of \$11.00 would result in the entire amount being credited and \$1 being credited from the tip). If the Constrain Amounts icon is sideways (on position), then equal ratio values are removed from both the **Amount** and **Tip** fields (i.e., \$4.00 and \$1.00, respectively).

The default setting for **Constrain Amounts** is in the **off** position, since most tips have already been paid out to the Rep before a credit is issued.



7. Click **Credit...**

A credit request is submitted to the transaction servers and upon a successful transaction, a confirmation message appears.

8. Click **OK**.

This closes the message box, and updates the list with for the **TEST-ONE / John Doe** transaction. Transactions that are issued a credit contain a **C** in the amount section, followed by the total amount remaining after the credit. The example below displays **C 7.50** (\$12.50 - \$5.00 = \$7.50).



*Note: As is the same with issuing a Void, the approval date for the transaction changes to the date of the credit. Thus if **View by Approval Date** is selected and the date/day selection criteria are not set to display transactions for the current day, the transaction will be removed from the list.*

Adjustments

In some cases, a void or credit may be issued independently of PC Verifier by using the Gateway's on-line transaction manager. If this happens, then the transaction data contained in PC Verifier is out of sync with the transaction data on the Gateway. When a void or credit is attempted on a transaction that was already modified on-line, a message box appears, asking if you would like to adjust the transaction.

When working with adjustments...

- Only transactions that are out of sync with the on-line transaction data system can be adjusted.
- In order to adjust transactions, you must be logged in with administrator level access.
- Adjusted transactions are preceded with an [A](#).
- Adjustments can be viewed by selecting the [VCA](#) checkmark.

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