Utilizing PAYware Connect

May 2017

Retail Technology Group

Notices

Contents

Overview

Retail Technology Group (RTG) provides this document as high-level procedure of various uses within the PAYware connect merchant console.
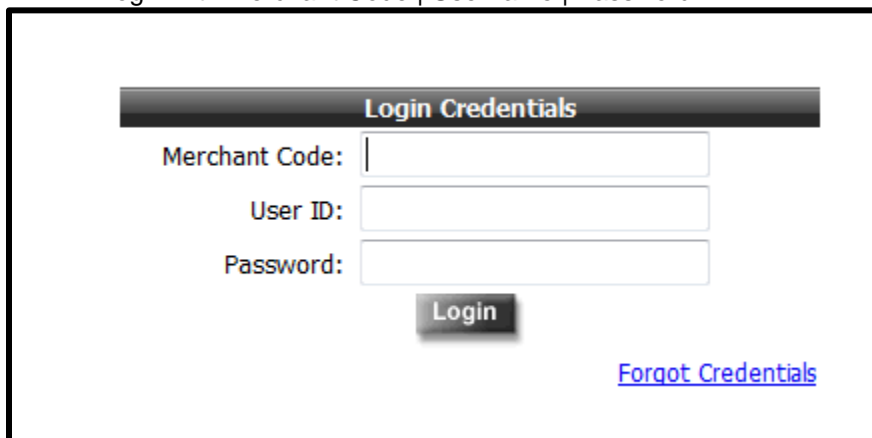
Payment Options in PAYware

Why would you use the PAYware Web Portal

- Credit Card Terminals at facility are offline
- Utilizing for Credit Card payments at a Gun Show or other offsite Event

How to take payment
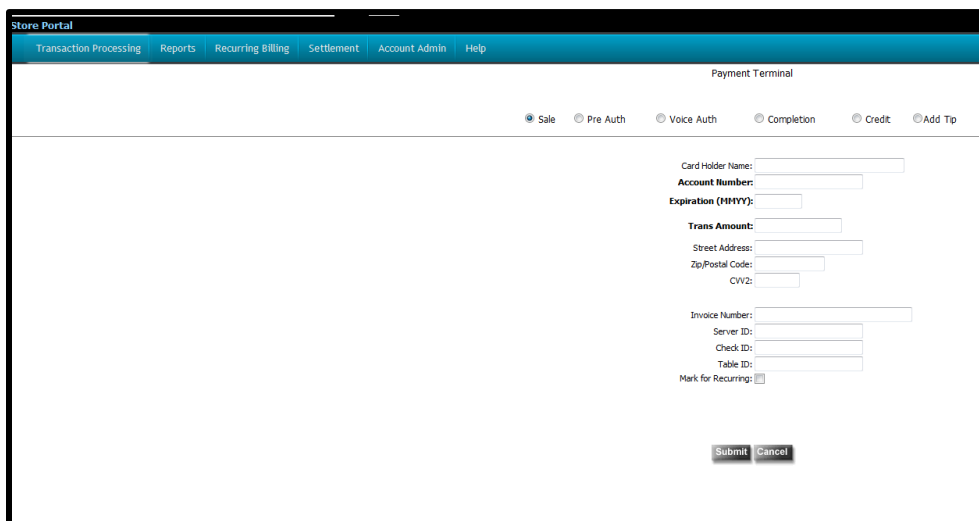
- Go to https://prod1.ipcharge.com/mc
- Login with Merchant Code | Username | Password

- Default landing page is the Payment Terminal.
- From this screen you can fill in the fields to process a credit card payment.

► Bold Fields are required, everything else is voluntary.

- If you move to a different tab and need to get back to the Payment Terminal
- Click on Transaction Processing ^ Web Terminal to get back to the default screen
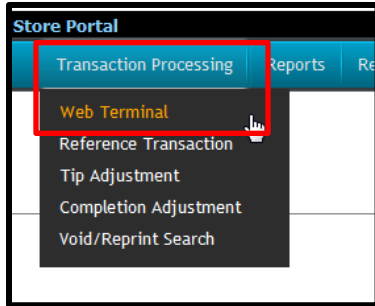
► Taking a Credit Card payment using this process does NOT record a transaction in the AXIS RMS Register Software.

To record the transaction within AXIS

- Open the Register (Gold Icon)
- Login with username and password
- Bring up customer that payment is being taken for
- Scan item(s) being purchased
- Select Credit tender
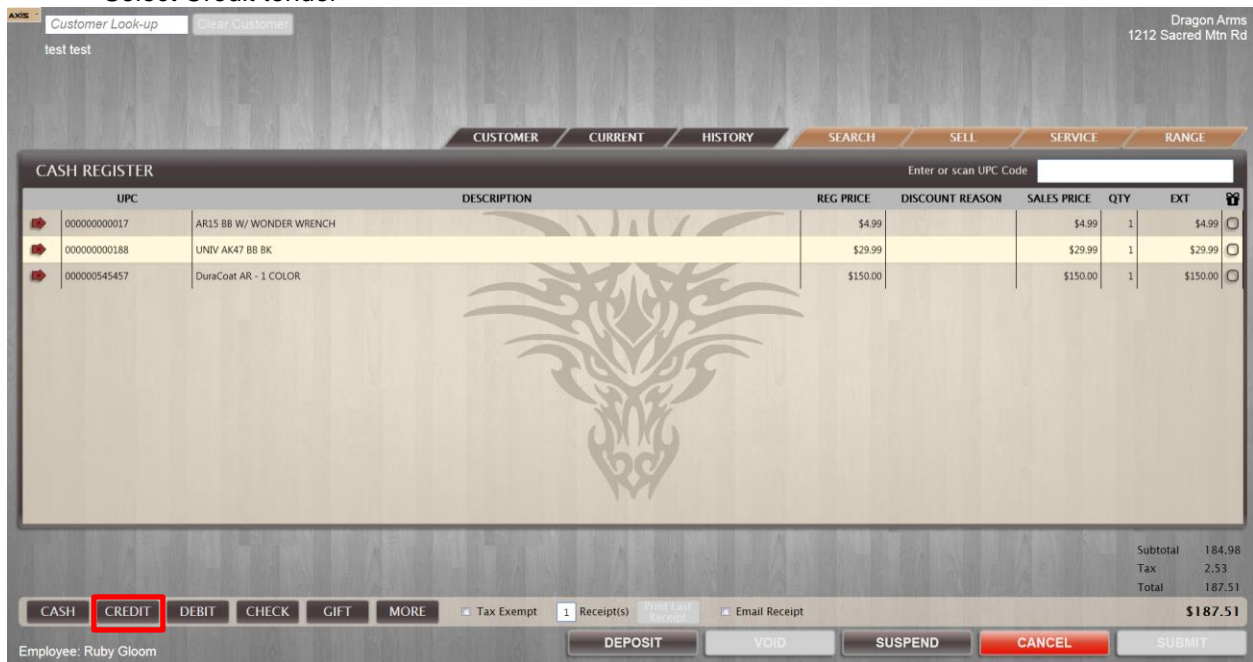
- Confirm amount being charged
- Click Ok
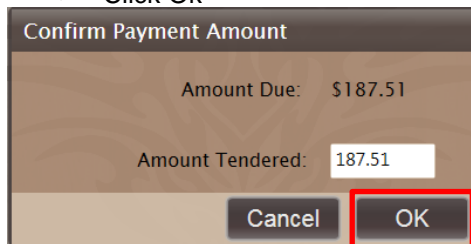
- Select Offline option

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- Fill in required information (indicated by red boxes around fields).
  - Auth Code and Reference numbers can be gained from the transaction receipt on the Web Portal.
  - The Lp Token can have any number assigned to it.
- Press OK.

This brings you back to the register screen.

- Click Submit to complete the transaction

The offline credit card transaction is now recorded

- Inventory for item(s) will decrease
- Item sales are recorded in correlating reports

► The Daily Register Report will have recorded this media as "Other Cards", the payment type is normal as "Credit".

Register Payment Details
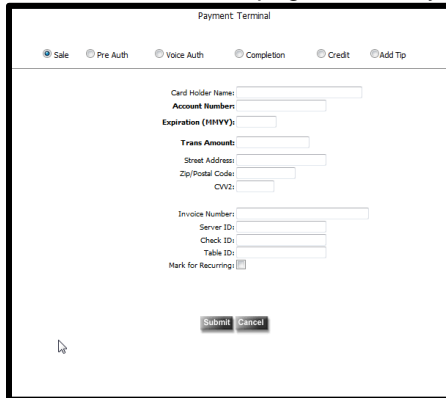
Date	Time	Register	Last Name	First Name	Employee	TRX #	Sales Total	TRX Type	Payment Type	Cash	Check	Visa	MasterCard	Amex	Discover	Other Cards
4/21/2016	11:59 AM	mine	test	test	Gloom, Ruby	79172	$187.51	Sale	CREDIT	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$187.51
Count: 1					Totals		$187.51			$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$187.51
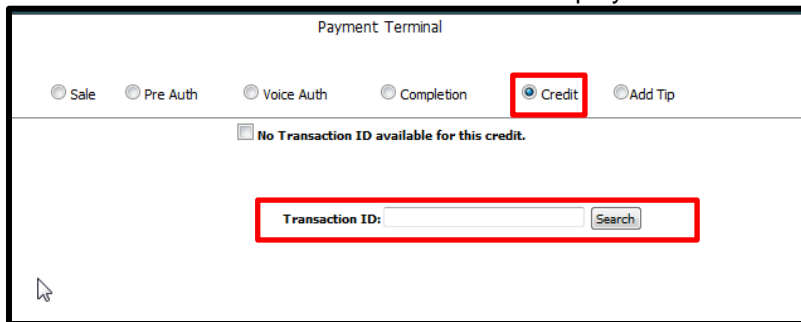
How to Refund Credit Card Payment in PAYware

- Login to PAYware Connect
- Default main page is the Payment Terminal Page

- Click on the Credit button
- The Transaction credit screen will be displayed

- Enter the transaction ID for the transaction and hit search
- This brings up the associated transaction information
- Verify information is correct
- Click submit

Or if no transaction ID is available

- Click on the "No Transaction ID available for this credit"
- This displays the manual credit screen

Payment Terminal

○ Sale   ○ Pre Auth   ○ Voice Auth   ○ Completion   ● Credit   ○ Add Tip

☑ **No Transaction ID available for this credit.**

Card Holder Name:

Account Number:

Expiration (MMYY):

Trans Amount:

Street Address:
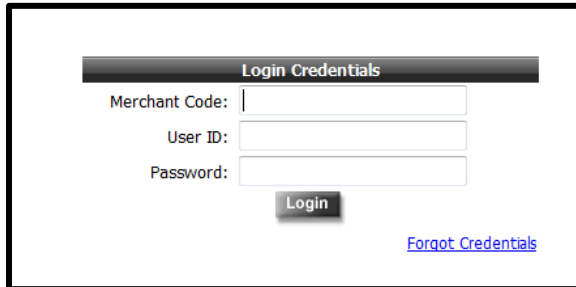
Zip/Postal Code:

Invoice Number:

Submit Cancel

- Fill in all bolded entries (other fields are optional)
- Click Submit
- This will refund the customers card

How to find past transaction history

- Login to https://prod1.ipcharge.com/mc
- Enter Merchant Code | User ID | Password
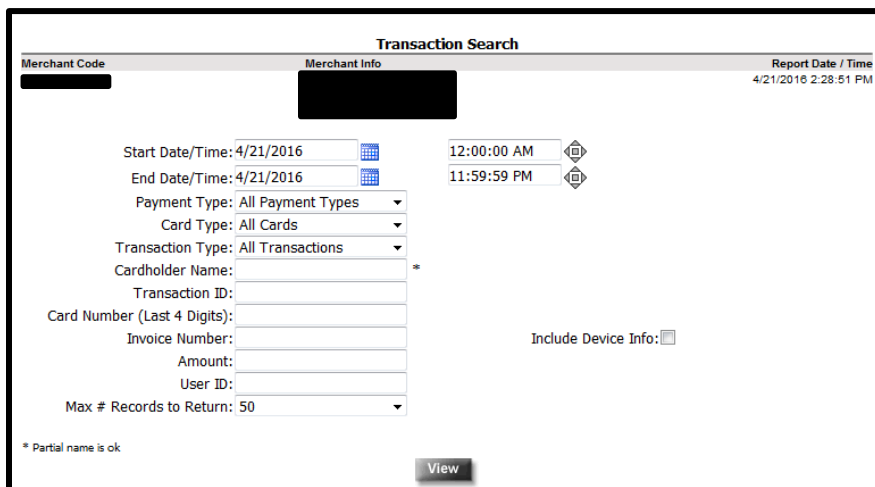
Login Credentials

Merchant Code:
User ID:
Password:

Login

Forgot Credentials

- On the blue tool bar click on Reports
- Select Transaction Search
  - Used to Search from specific information

Reports | Recurring Billing

Transaction Search
Transaction Detail
Open Batch Summary
Unsettled Transactions
Pre Settlement
Discount Tip
IRS Tip
Open Tab
Server Totals/Details
Unadjusted Tip
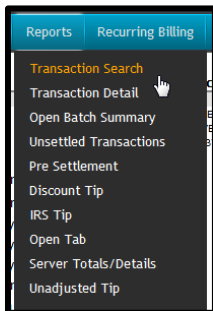
- This opens the Transaction Search Screen
- Enter date/date range desired
- Add any other filters wanted

► To view all transactions leave other filters blank (to view all transactions it is better to use the Transaction Detail menu, see How to search for

Transaction Search

Merchant Code	Merchant Info	Report Date / Time
		4/21/2016 2:28:51 PM

Start Date/Time: 4/21/2016   12:00:00 AM
End Date/Time: 4/21/2016   11:59:59 PM
Payment Type: All Payment Types
Card Type: All Cards
Transaction Type: All Transactions
Cardholder Name: *
Transaction ID:
Card Number (Last 4 Digits):
Invoice Number: Include Device Info:
Amount:
User ID:
Max # Records to Return: 50

* Partial name is ok

View

Click View

- This displays the Transaction detail screen.

► Transactions and date are sorted first by transaction type then date.

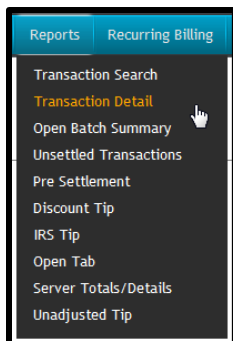| Trans Date	Cardholder	Command	Status		Account Number	Trans ID	Auth Code					User ID	Trans Amount
CREDIT												**35 Transactions**	**($0.15)**
CREDIT								**14 Transactions**					**($0.30)**
2016.03.09	RECIPIENT/GIFT CARD CREDIT		Settled	VISA	471849******0385	1412439163		🗑				MANAGER	($0.02)
2016.03.09	RECIPIENT/GIFT CARD CREDIT		Settled	VISA	471849******0385	1412437964		🗑				MANAGER	($0.02)
2016.03.09	RECIPIENT/GIFT CARD CREDIT		Settled	VISA	471849******0385	1412432176		🗑				MANAGER	($0.03)
2016.03.09	RECIPIENT/GIFT CARD CREDIT		Settled	VISA	471849******0385	1412429665		🗑				MANAGER	($0.02)
2016.03.09	RECIPIENT/GIFT CARD CREDIT		Settled	VISA	471849******0385	1412419095		🗑				MANAGER	($0.03)
2016.03.09	RECIPIENT/GIFT CARD CREDIT		Settled	VISA	471849******0385	1412406664		🗑				MANAGER	($0.04)
2016.03.09	RECIPIENT/GIFT CARD CREDIT		Settled	VISA	471849******0385	1412381695		🗑				MANAGER	($0.04)
2016.03.09	RECIPIENT/GIFT CARD CREDIT		Settled	VISA	471849******0385	1412372917		🗑				MANAGER	($0.01)
2016.03.09	RECIPIENT/GIFT CARD CREDIT		Settled	VISA	471849******0385	1412366431		🗑				MANAGER	($0.02)
2016.03.08	RECIPIENT/GIFT CARD CREDIT		Settled	VISA	471849******0385	1410773068		🗑				MANAGER	($0.01)
2016.03.08	RECIPIENT/GIFT CARD CREDIT		Settled	VISA	471849******0385	1410767511		🗑				MANAGER	($0.01)
2016.03.08	RECIPIENT/GIFT CARD CREDIT		Settled	VISA	471849******0385	1410718327		🗑				MANAGER	($0.02)
2016.03.08	RECIPIENT/GIFT CARD CREDIT		Settled	VISA	471849******0385	1410446495		🗑				MANAGER	($0.02)
2016.03.08	RECIPIENT/GIFT CARD CREDIT		Settled	VISA	471849******0385	1410291511		🗑				MANAGER	($0.01)
SALE								**17 Transactions**					**$0.15**
2016.03.21		SALE	Declined	VISA	450644******1933	1430535221		🗑				MANAGER	$0.00
2016.03.21		SALE	Declined	VISA	476173******0010	1430534867		🗑				MANAGER	$0.00
2016.03.21	MC TEST	SALE	Declined	MC	542418******1732	1430534560		🗑				MANAGER	$0.00
2016.03.21		SALE	Declined	VISA	476173******0010	1430533769		🗑				MANAGER	$0.00
2016.03.10		SALE	Declined	VISA	476173******0010	1413975855		🗑				MANAGER	$0.00
2016.03.10	RECIPIENT/GIFT CARD SALE		Voided	VISA	471849******0385	1413164709	754790	🗑 🔄				MANAGER	$0.00
2016.03.09	RECIPIENT/GIFT CARD SALE		Voided	VISA	471849******0385	1412462316	155234	🗑 🔄				MANAGER	$0.00
2016.03.09	RECIPIENT/GIFT CARD SALE		Settled	VISA	471849******0385	1412424536	153302	🗑 🔄				MANAGER	$0.05
2016.03.09	RECIPIENT/GIFT CARD SALE		Settled	VISA	471849******0385	1412404714	152287	🗑 🔄				MANAGER	$0.02
2016.03.09	RECIPIENT/GIFT CARD SALE		Settled	VISA	471849******0385	1412402531	152183	🗑 🔄				MANAGER	$0.02

- Find needed information

- How to view all Transaction Detail (no filters):

► This is used for viewing unsettled batches (current date transactions) or to view a date/date range without any filters.

- Select Reports

- Select Transaction Detail

Reports	Recurring Billing
Transaction Search	
Transaction Detail	
Open Batch Summary	
Unsettled Transactions	
Pre Settlement	
Discount Tip	
IRS Tip	
Open Tab	
Server Totals/Details	
Unadjusted Tip	

- Select Date Range

► By default the current date is selected. Use the default to view the current date's transactions.

- Select View

- Displays the Transaction Detail Report

► Any header that has is sortable by pressing the error it will sort either ascending or descending.

► Status Code column would show **Captured** if you are view the current dates transactions; otherwise if you are looking at past transactions it should show **settled**.

► The symbols . The shield notifies of encryption of credit card information and the blue S shows that there was a signature captured.

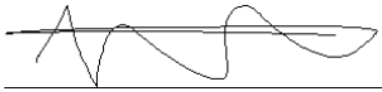| Trans Time	Invoice	Trans ID	Account Number	Cmd	Cardholder	Status Code			User ID	Trans Amount
2016.03.09						24 transactions on 2016.03.09 totaling:				$0.00
15:00:49	453	1412363132	VISA 471849******0385	SALE	RECIPIENT/GIFT CARD	Settled	🛡️S		MANAGER	$0.01
15:01:46	454	1412365105	DEBIT 471849******0385	SALE	RECIPIENT/GIFT CARD	Settled	🛡️		MANAGER	$0.01
15:02:21	455	1412366431	VISA 471849******0385	CREDIT	RECIPIENT/GIFT CARD	Settled	🛡️		MANAGER	($0.02)
15:03:10	456	1412368034	VISA 471849******0385	SALE	RECIPIENT/GIFT CARD	Voided	🛡️S		MANAGER	$0.01
15:03:53	456	1412368034	VISA 471849******0385	VOID		Voided	S		MANAGER	$0.01
15:04:55	458	1412371410	DEBIT 471849******0385	SALE	RECIPIENT/GIFT CARD	Settled	🛡️		MANAGER	$0.01
15:05:41	459	1412372917	VISA 471849******0385	CREDIT	RECIPIENT/GIFT CARD	Settled	🛡️		MANAGER	($0.01)
15:07:54	462	1412377247	VISA 471849******0385	SALE	RECIPIENT/GIFT CARD	Settled	🛡️S		MANAGER	$0.02
15:09:04	463	1412379492	DEBIT 471849******0385	SALE	RECIPIENT/GIFT CARD	Settled	🛡️		MANAGER	$0.02
15:10:11	464	1412381695	VISA 471849******0385	CREDIT	RECIPIENT/GIFT CARD	Settled	🛡️		MANAGER	($0.04)
15:21:03	466	1412402531	VISA 471849******0385	SALE	RECIPIENT/GIFT CARD	Settled	🛡️S		MANAGER	$0.02
15:22:08	467	1412404714	VISA 471849******0385	SALE	RECIPIENT/GIFT CARD	Settled	🛡️S		MANAGER	$0.02
15:23:10	468	1412406664	VISA 471849******0385	CREDIT	RECIPIENT/GIFT CARD	Settled	🛡️		MANAGER	($0.04)
15:25:13	469	1412410590	DEBIT 471849******0385	SALE	RECIPIENT/GIFT CARD	Settled	🛡️		MANAGER	$0.01
15:28:27	471	1412416892	DEBIT 471849******0385	SALE	RECIPIENT/GIFT CARD	Settled	🛡️		MANAGER	$0.02
15:29:34	472	1412419095	VISA 471849******0385	CREDIT	RECIPIENT/GIFT CARD	Settled	🛡️		MANAGER	($0.03)
15:32:20	473	1412424536	VISA 471849******0385	SALE	RECIPIENT/GIFT CARD	Settled	🛡️S		MANAGER	$0.05
15:35:01	474	1412429665	VISA 471849******0385	CREDIT	RECIPIENT/GIFT CARD	Settled	🛡️		MANAGER	($0.02)
15:36:20	475	1412432176	VISA 471849******0385	CREDIT	RECIPIENT/GIFT CARD	Settled	🛡️		MANAGER	($0.03)
15:38:13	476	1412435681	DEBIT 471849******0385	SALE	RECIPIENT/GIFT CARD	Settled	🛡️		MANAGER	$0.04
15:39:22	477	1412437964	VISA 471849******0385	CREDIT	RECIPIENT/GIFT CARD	Settled	🛡️		MANAGER	($0.02)
15:39:58	478	1412439163	VISA 471849******0385	CREDIT	RECIPIENT/GIFT CARD	Settled	🛡️		MANAGER	($0.02)

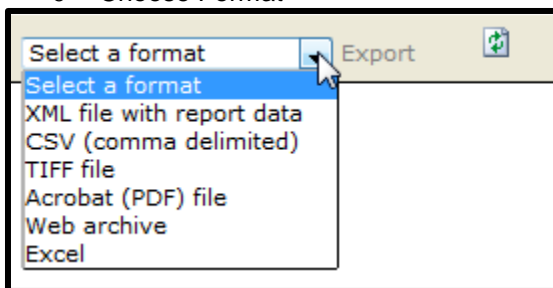- Select a Trans ID in order to view all detail available.

Transaction Detail

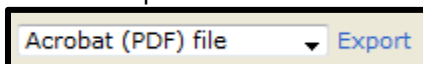|	
Transaction Date: 2016.03.09	Signature:
Transaction Time: 15:00:49	
Transaction ID: 1412363132	
C Transaction ID: 473	
Invoice Number: 453	
Transaction Type: SALE	
Processor ID: VISA	
Status Code: 2-Settled	
Result Code: 4	
Batch: 44	
Payment Media: VISA	
Credit Card Account: 471849******0385	🛡 **Encryption** **PAYware Mobile**
	Encryption ID: 635931540487 Receipt Email:
Cardholder Name: RECIPIENT/GIFT CARD	Encryption Result: 100 Custom Fields:
Card Present: 3-Card Swiped	Encryption Description: Success
Transaction Forced: 0	
Authorization Code: 150127	

- To return to the previous screen do not hit the back button on your browser.
- Use the back button at the top of the report to go back to the previous screen.
- The other arrows allow for page navigation. Moving from beginning to very last page or just page by page.

| |◄ ◄ 1 of 1 ► ►| ◄ Select a format ▼ Export 🔄 |
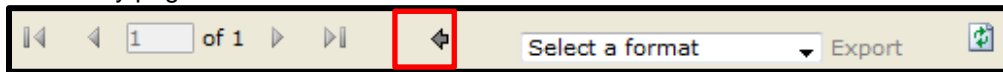
- Save a screen or report to another format.
  - o Select the arrow for the drop down next to Select a Format
  - o Choose Format

Select a format ▼ Export 🔄
Select a format
XML file with report data
CSV (comma delimited)
TIFF file
Acrobat (PDF) file
Web archive
Excel

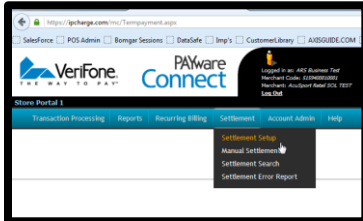- Export Button Changes to blue
- Click the Export button

Acrobat (PDF) file ▼ Export

- Save File to desired location

Settlements

How to change your Settlement time

- **Login** to your PAYware merchant account https://prod1.ipcharge.com/mc
- On the Menu bar select **Settlement** | **Settlement Setup**

- Make sure the "**Enable Auto Settle**" is check-marked
- Change **Settlement time** to desired settlement time (our recommendation is 11:40pm)

► These times are in Eastern Standard Time

- **Update** the **Successful Settlement** and **Unsuccessful Settlement** emails if necessary
  - o This is where the notification of settlement is sent nightly
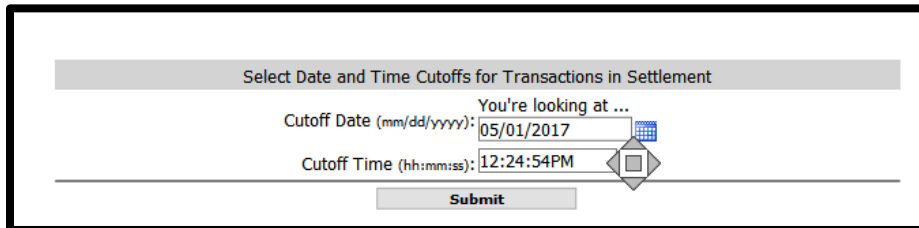

- Click **Update**

► If you previously had a morning Settlement time and have changed it to a nightly settlement time the first day you will have 2 batch settlements. Also, the deposits to the merchant bank accounts will change to the following day. (If you settle on Monday night the deposits will then go in on Wednesday). When settlements happen on Friday night deposits are then made on Tuesday.

How to settle a batch manually

- **Login** to your PAYware merchant account https://prod1.ipcharge.com/mc
- On the Menu bar select **Settlement** | **Manual Settlement**
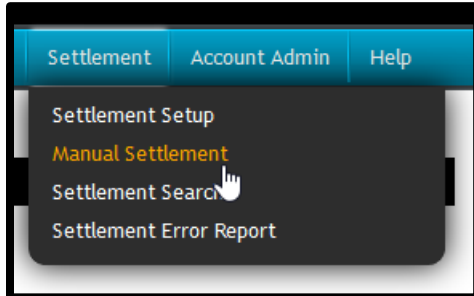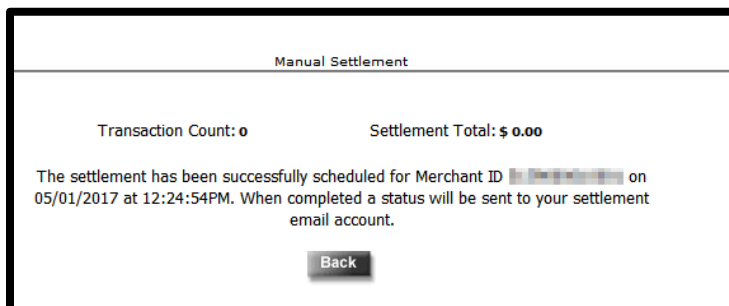
This opens the **Manual Settlement** screen

- Fill in the cutoff date (the date you are trying to settle)
- Fill in the cutoff time (make sure it is set before midnight)
- Click **Submit**
- **Totals** screen should display giving you transaction count and value of settlement

- Click **Submit for Manual Settlement** button
- They confirmation window below will display

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Adding a User to PAYware

Why would you need to add a user to PAYware

- Give someone the ability to reconcile daily sales with AXIS RMS Software
- Allow user to audit current and past credit card transactions if necessary
- Allow user to take Web Terminal payments
- Allow user to manually credit a previous transaction through PAYware only

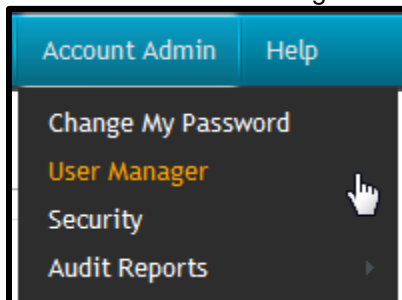## How to add a user in PAYware

- Login to https://prod1.ipcharge.com/mc
- Enter Merchant Code | User ID | Password

- On the blue tool bar click on Account Admin
- Select User manager

- Opens the User Search/Maintenance Window

- Select New
- Opens the Create New User screen
- Fill in the desired User ID | Name | Create or Generate a password

► If creating a password it must follow the Password Requirements on the right-hand-side

- Select if Debit is enabled or not
- Assign the Role from drop down
  - By default, only the Administrator level of access is available. If you want a different level of access for this user and it does not yet exist, just save the user as it is. You can modify the user's Role setting later, after you have created a new Role **(see how to create a new role)**
- Select the Payment Types desired

► In this example there are no types available

- Select Transaction Types

► The transaction types you want the user to be able to perform in PAYware

► Transaction type definitions can be found through the PAYware Connect Store Portal Help menu.

- Select Save
  - User can now login with their credentials when necessary to complete allowed tasks

How to create a new role

- Click Account Admin | Security
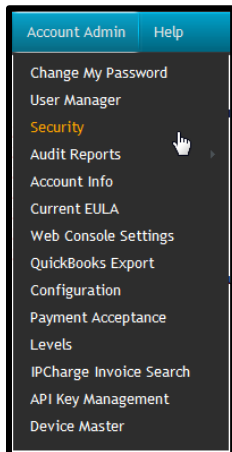
- Opens the Security Maintenance screen
- Select New
- Opens the Create New Role Screen
- Enter desired Role name
- Enter Description
- Enter Security Level

► Security level is used for changing user passwords. If you have multiple users then the security level determines if Employee A can modify Employee B's password and so on. The higher the security level number the more abilities a user has. (Example: Employee A has Security Level of 6 and Employee has Security Level of 5, Employee A can reset the password for Employee B and anyone with Security Level 6 or under. Employee B can only reset passwords for those with Security Level of 5 or under).

► Administrator is the only user set with a permission of 10 (full abilities)

- Select whether or not to hide non-authorized menu options
- Click Save

<div style="border:2px solid black; padding:1em">

Create New Role

Role Name: [ ]

Description: [ ]

Security Level: 9 ▼

Hide Non-Authorized Menu Options: ☐ ⑦

Save **Cancel**

</div>