



Utilizing PAYware Connect

May 2017

Notices

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Overview

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

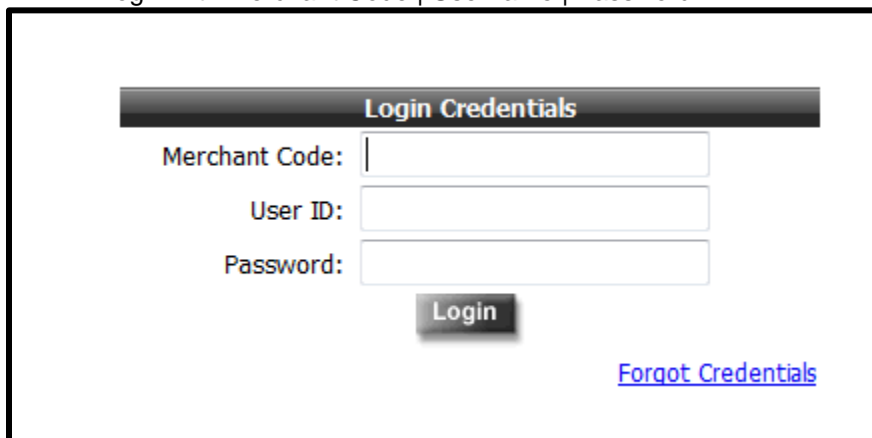
Payment Options in PAYware

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

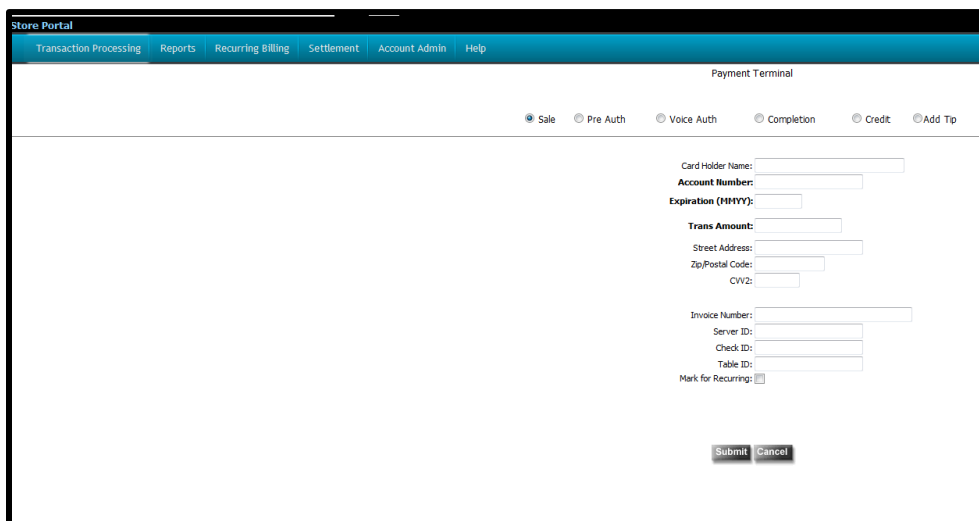
- Go to <https://prod1.ipcharge.com/mc>
- Login with Merchant Code | Username | Password



The screenshot shows a login form titled "Login Credentials". It contains three input fields: "Merchant Code:", "User ID:", and "Password:". Below the fields is a "Login" button and a blue link for "Forgot Credentials".

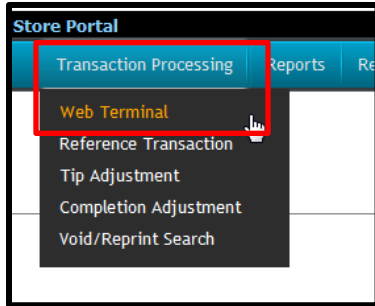
- Default landing page is the Payment Terminal.
- From this screen you can fill in the fields to process a credit card payment.

► **Bold Fields are required, everything else is voluntary.**



The screenshot shows the "Payment Terminal" form in the "Store Portal". The form has a navigation bar with tabs: "Transaction Processing", "Reports", "Recurring Billing", "Settlement", "Account Admin", and "Help". The "Payment Terminal" tab is active. Below the navigation bar, there are radio buttons for "Sale", "Pre Auth", "Voice Auth", "Completion", "Credit", and "Add Tip". The "Sale" radio button is selected. The form contains several input fields: "Card Holder Name:", "Account Number:", "Expiration (MMYY):", "Trans Amount:", "Street Address:", "Zip/Postal Code:", "CVV:", "Invoice Number:", "Server ID:", "Check ID:", "Table ID:", and "Mark for Recurring:". There are "Submit" and "Cancel" buttons at the bottom.

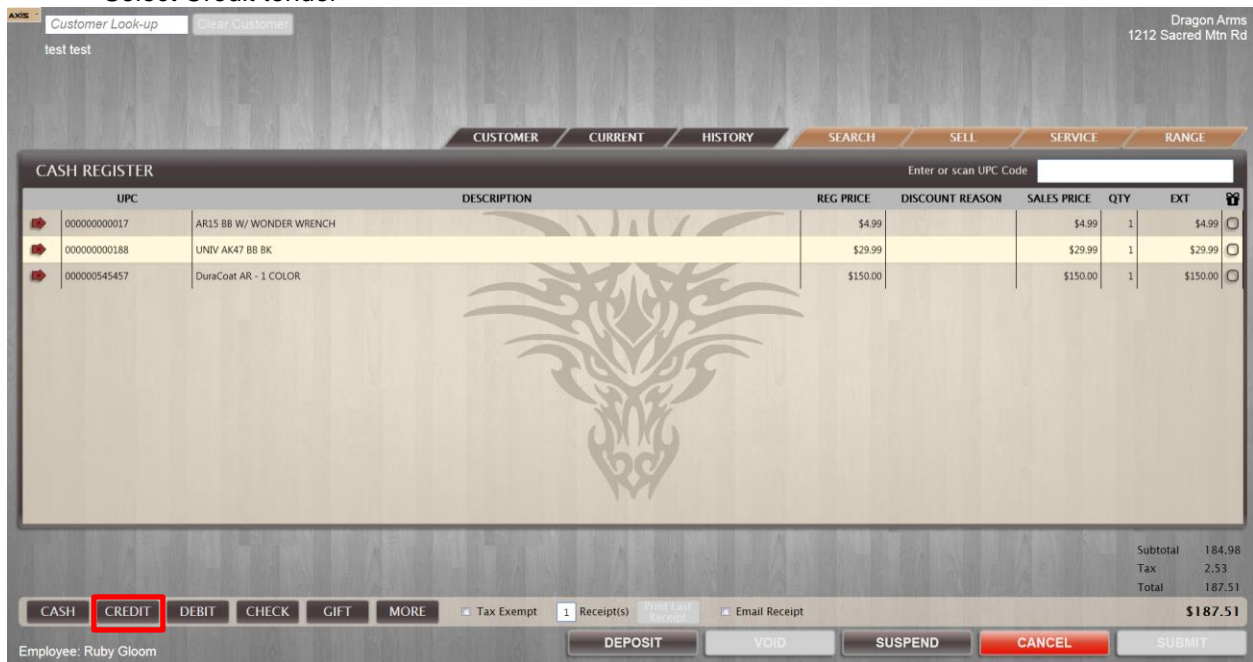
- If you move to a different tab and need to get back to the Payment Terminal
- Click on Transaction Processing ^ Web Terminal to get back to the default screen



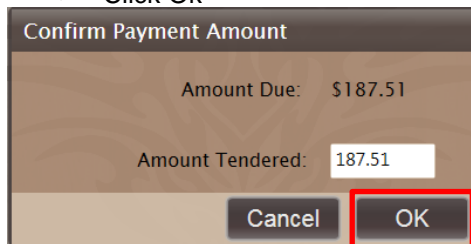
▶ Taking a Credit Card payment using this process does NOT record a transaction in the AXIS RMS Register Software.

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

- 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

Customer Look-up Clear Customer

test test

Dragon Arms
1212 Sacred Mtn Rd

CUSTOMER CURRENT HISTORY SEARCH SELL SERVICE RANGE

CASH REGISTER Enter or scan UPC Code

UPC	DESCRIPTION	REG PRICE	DISCOUNT REASON	SALES PRICE	QTY	EXT
000000000017	AR15 BB W/ WONDER WRENCH	\$4.99		\$4.99	1	\$4.99
000000000188	UNIV AK47 BB BK	\$29.99		\$29.99	1	\$29.99
000000545457	DuraCoat AR - 1 COLOR	\$150.00		\$150.00	1	\$150.00

Clear Credit 187.51
Subtotal 184.98
Tax 2.53
Total 187.51

CASH CREDIT DEBIT CHECK GIFT MORE Tax Exempt 1 Receipt(s) Print Last Receipt Email Receipt

Employee: Ruby Gloom

DEPOSIT VOID SUSPEND CANCEL **SUBMIT**

\$0.00

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

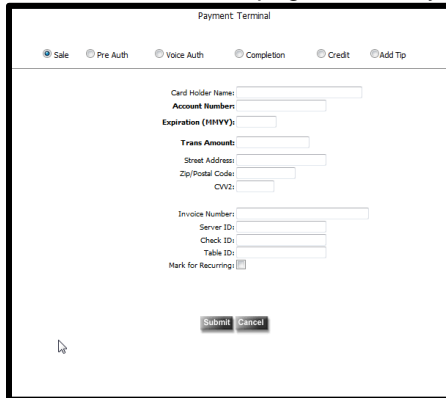
Any blank fields in transaction will be recorded as media.

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

OK

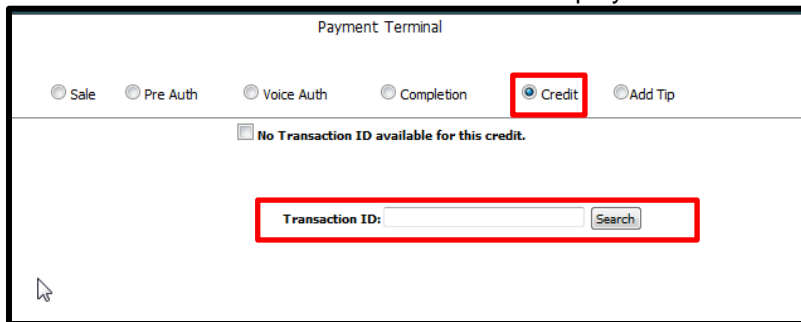
How to Refund Credit Card Payment in PAYware

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



The screenshot shows the 'Payment Terminal' interface with the 'Sale' tab selected. The form includes fields for Card Holder Name, Account Number, Expiration (MMYY), Trans Amount, Street Address, Zip/Postal Code, CV2, Invoice Number, Server ID, Check ID, Table ID, and a checkbox for 'Mark for Recurring'. 'Submit' and 'Cancel' buttons are at the bottom.

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



The screenshot shows the 'Payment Terminal' interface with the 'Credit' tab selected. A message states 'No Transaction ID available for this credit.' Below this is a search field labeled 'Transaction ID:' with a 'Search' button.

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



The screenshot shows the 'Payment Terminal' interface with the 'Credit' tab selected. The search results display transaction details: Card Holder Name, Account Number, Expiration (MMYY), Trans Amount (200.00), Sale Amount (200.00), Tip Amount (0.00), Total (200.00), Invoice Number, Server ID, Check ID, and Table ID. 'Submit' and 'Cancel' buttons are at the bottom.

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:

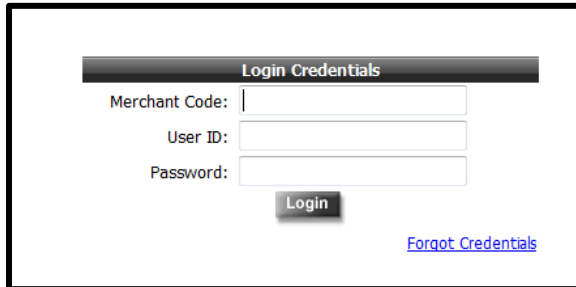
Zip/Postal Code:

Invoice Number:

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

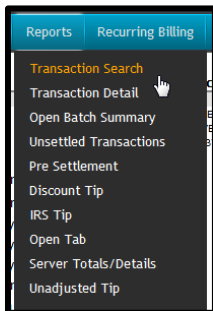
How to find past transaction history

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



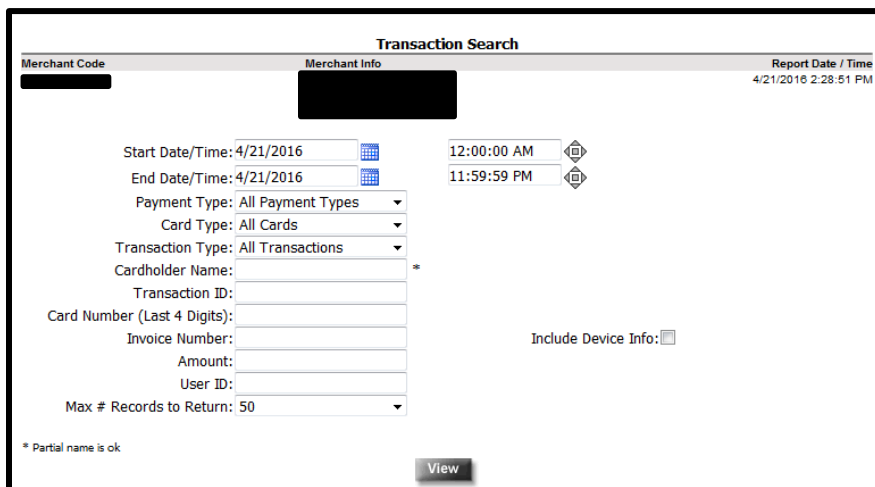
The screenshot shows a login form titled "Login Credentials". It contains three input fields: "Merchant Code:", "User ID:", and "Password:". Below the fields is a "Login" button and a blue link labeled "Forgot Credentials".

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



- 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



The screenshot shows the "Transaction Search" screen. It has a header with "Merchant Code", "Merchant Info", and "Report Date / Time" (4/21/2016 2:28:51 PM). The main area contains several filters: 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 (with an asterisk), Transaction ID, Card Number (Last 4 Digits), Invoice Number, Amount, User ID, and Max # Records to Return (50). There is an "Include Device Info" checkbox and a "View" button at the bottom.

Click View

- This displays the Transaction detail screen.

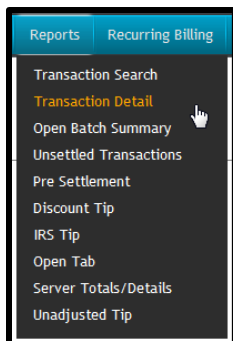
► Transactions and date are sorted first by transaction type then date.

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	1412439183		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































- Select Date Range

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

- Select View

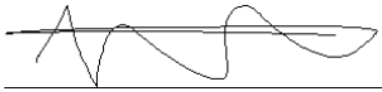
- Displays the Transaction Detail Report

- 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.

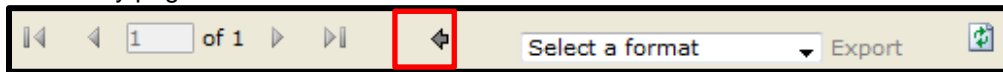
Trans Time	Invoice	Trans ID	Account Number	Cmd	Cardholder	Status Code		User ID	Trans Amount
2016.03.09									\$0.00
24 transactions on 2016.03.09 totaling:									
15:00:49	453	1412363132	VISA 471849*****0385	SALE	RECIPIENT/GIFT CARD	Settled	 	MANAGER	\$0.01
15:01:46	454	1412365105	DEBIT 471849*****0385	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	 	MANAGER	\$0.01
15:03:53	456	1412368034	VISA 471849*****0385	VOID		Voided		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	 	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	 	MANAGER	\$0.02
15:22:08	467	1412404714	VISA 471849*****0385	SALE	RECIPIENT/GIFT CARD	Settled	 	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	 	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.

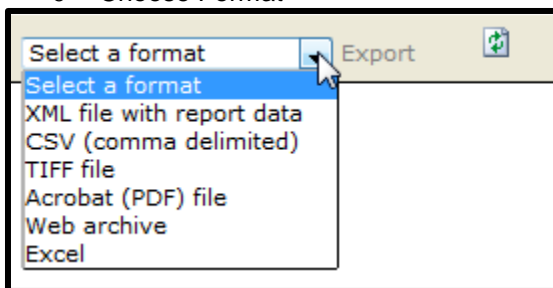
Transaction Detail

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
Cardholder Name: RECIPIENT/GIFT CARD	Encryption ID: 635931540487
Card Present: 3-Card Swiped	Encryption Result: 100
Transaction Forced: 0	Encryption Description: Success
Authorization Code: 150127	PAYware Mobile
	Receipt Email:
	Custom Fields:

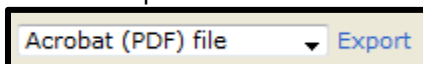
- To return to the previous screen do not hit the back button on your browser.
- Use the back button at the top of the report to go back to the previous screen.
- The other arrows allow for page navigation. Moving from beginning to very last page or just page by page.



- Save a screen or report to another format.
 - Select the arrow for the drop down next to Select a Format
 - Choose Format



- Export Button Changes to blue
- Click the Export button

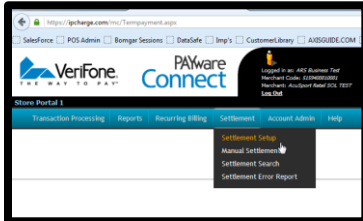


- Save File to desired location

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

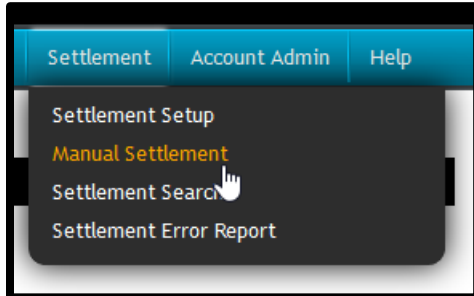
- **Update** the **Successful Settlement** and **Unsuccessful Settlement** emails if necessary
 - This is where the notification of settlement is sent nightly

- Click **Update**

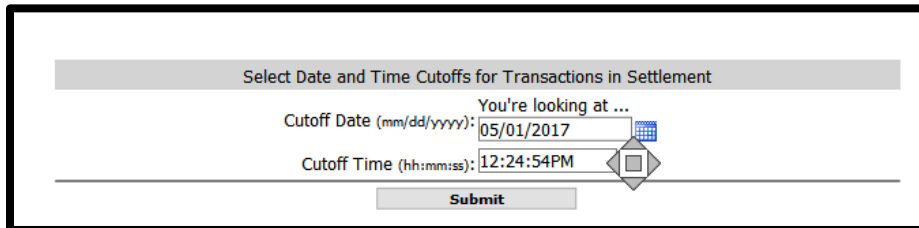
► If you previously had a morning Settlement time and have changed it to a nightly settlement time the first day you will have 2 batch settlements. Also, the deposits to the merchant bank accounts will change to the following day. (If you settle on Monday night the deposits will then go in on Wednesday).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



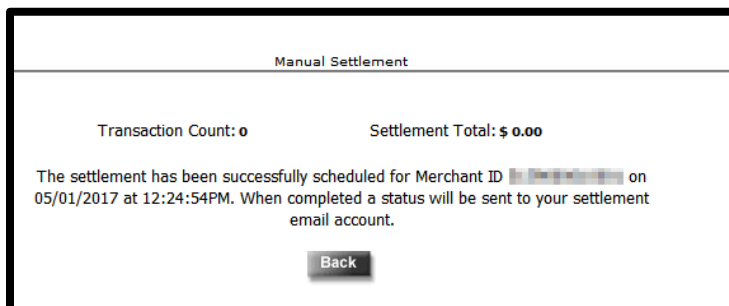
This opens the **Manual Settlement** screen

A screenshot of the 'Manual Settlement' screen. At the top, a grey header reads 'Select Date and Time Cutoffs for Transactions in Settlement'. Below this, there are two input fields. The first is 'Cutoff Date (mm/dd/yyyy):' with the value '05/01/2017' and a calendar icon. The second is 'Cutoff Time (hh:mm:ss):' with the value '12:24:54PM' and a time selection icon. A 'Submit' button is located at the bottom center.

- 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

A screenshot of the 'Manual Settlement' screen showing the results of the submission. It displays 'Transaction Count: 0' and 'Settlement Total: \$ 0.00'. Below this information is a button labeled 'Submit For Manual Settlement'.

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

A screenshot of the 'Manual Settlement' confirmation screen. At the top, it says 'Manual Settlement'. Below that, it shows 'Transaction Count: 0' and 'Settlement Total: \$ 0.00'. A message states: 'The settlement has been successfully scheduled for Merchant ID [redacted] on 05/01/2017 at 12:24:54PM. When completed a status will be sent to your settlement email account.' A 'Back' button is located at the bottom center.

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

Login Credentials

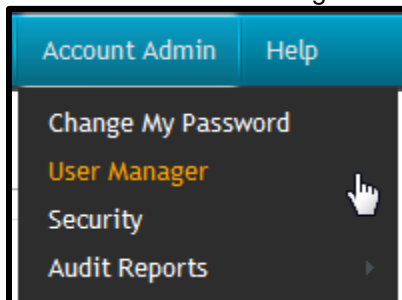
Merchant Code:

User ID:

Password:

[Forgot Credentials](#)

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



- Opens the User Search/Maintenance Window

Store Portal

Transaction Processing | Reports | Recurring Billing | Settlement | Account Admin | Help

User ID:

Full Name:

User Search/Maintenance

	Lok	Del	User	Full Name	Security Role	Last Login	Level
New							
Details			ARSTEST	ARS Business Test	Administrator	4/21/2016 1:32:43 PM	10
Copy			CCTest	Credit Card Test	Administrator		10
			CCTest2	Credit Card Testing 2	Administrator		10
DeActivate			jnystrom	Julie Nystrom	Administrator	10/6/2015 4:51:28 PM	10
Activate			TERMINAL	DO NOT USE ME	Administrator	6/5/2013 3:25:59 PM	10
Unlock			TERMT	DO NOT USE	Administrator	11/11/2013 2:54:18 PM	10

- 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

Create New User

User ID:

Full Name:

Password: Generate

(Re-Key) Password:

Enable Debit:

Role: Administrator ▼

* Do not use the following characters in your password for an API user: "< > & "

Password Requirements

✗	Lower Case count	3
✗	Upper Case count	3
✗	Numeric count	2
✗	Special Character count	0
✗	Min / Max Valid	
✗	No Repeating Characters	
✗	No Sequential Characters	

No Status

[Check All]
[UnCheck All]

Select Transaction Types

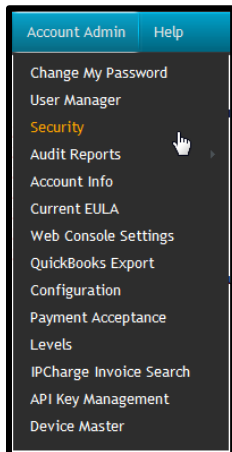
[Check All]
[UnCheck All]

- Pre-Auth
- Sale
- Credit
- Void
- Post-Auth
- Completion
- Commercial
- Verify
- Add Tip
- Reset Tip
- Reversal
- Reference Transaction
- Voice-Auth
- Gift Close
- Inquiry
- Settle
- Gift Register/PL Issue
- Gift Add Value
- Gift Activate/Deactivate
- Gift / Credit Balance
- Gift Points
- Gift Points Redemption
- Gift Points Cancel

Save
Cancel

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 B 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

Create New Role

Role Name:

Description:

Security Level: 9

Hide Non-Authorized Menu Options: ?

Save Cancel