Eagle Setup Guide
For Epicor Bankcard Processing
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Introduction

This guide is designed to serve as a reference for the setup and implementation of Epicor Payment Exchange bankcard processing. There are other important training documents and video links that describe POS procedures and online reporting in greater detail. The following section will provide you with key pieces of information to help you understand the steps and processes taking place during the implementation. Sections describing options and security explain the settings that your implementation specialist may examine and change.

1 Before your implementation

An Epicor Payment Exchange implementation specialist will schedule a time to work with you by telephone to set up options, create bankcard report queues and provide you with an overview of integrated bankcard processing.

Consider and discuss the following points with your staff. The following questions will need to be answered at the time of setup:

- Who will assist the implementation specialist with the setup decisions and who requires training? Please identify the email addresses, and the first and last names of key individuals who may require training. This will allow us to send documentation and recorded training sessions.
- What features are currently being used? For example; gift cards, debit, check verification or other credit cards.
- When you would like to begin using your new bankcard processor?
- How many locations do you have?
- Are settlements and reconciliations handled centrally or at each location?
- What is the report printer number(s) on which your bankcard reports will print? They can also be set to spool.
- Do you need to store credit card account numbers for house charge customers? Credit card storage is a feature of the Eagle allowing you to securely record and store credit card information for easy, secure retrieval at point of sale.
- If using signature capture, do you wish to collect signatures on all bankcard transactions or do you wish to collect them only on sales that exceed $25, or any amount less than that?
- How do you plan to handle offline transactions, in the event that your Eagle server is down?
You should receive a Welcome Kit and a Welcome e-mail when your account is established. Please review the contents. Your implementation specialist will also send an email containing links to training materials and training videos; please review them carefully.

PIN Debit Cards must use swipe/key pads that are specifically encrypted for your processor. If you have pads that are being used on your Eagle for another processor they will need to be replaced with pads encrypted for Epicor Payment Exchange. If you do not feel comfortable with changing out your devices, you may wish to contact your LPS (Local Platform Specialist) for assistance. If you replace your pads before your implementation is complete, you may not be able to process PIN Debit transactions with your current processor, however credit card transactions should continue to process.

We encourage everyone to upgrade to the most recent Eagle software release to take advantage of many new and improved features. If you are not on Level 24 please make plans to upgrade as soon as possible.

Ace Gift Card users should make sure that Ace has been notified of the processor change. You must provide them with your new Merchant ID (MID). Please refer to your Epicor Payment Exchange ‘Welcome Kit’ or your Welcome E-mail for your 12 digit Merchant ID.

New Document Management and Signature capture users may wish to seek training prior to implementing integrated bankcard processing. The credit card implementation team does not provide document management training. Contact your sales representative or Professional Services trainer for more information about class offerings.

Offline credit card transactions can be uploaded into the Eagle’s integrated credit card system. This eliminates re-entry. But you must make sure that a ‘COR’ (offline refresh utility) is running in your nightly queue and that all POS terminals have ‘Scheduler’ running to download updated information on a daily basis. If your offline utility is not already set up, you may wish to contact your Professional Services trainer, or consult Eagle’s online help for directions.

2 Licensing Options (MSY Flags)
There are several key options requiring passwords that need to be set for bankcards. Your implementation specialist or an Epicor representative will set these for you.

- Option 1329 – “Credit Authorization Allowed?” must be set to Yes.
- Option 1134 – “Number of Credit Card Terminals” controls the number of licenses available on the system. We will usually set the value to 999, allowing you bankcard processing on as many terminals as you require. Unlike ProtoBase, there is no restriction on the number of terminals used for processing with Epicor Direct.
• Option 9530 – “Credit Processing through Element?” is set to allow Epicor Direct Processing. It is possible to change the ‘Kept By’ for this option to ‘Store’ and activate multi-location setups one at a time.

• Option 8291 – “Address Verification on System” is set to Yes to allow for full Mail Order/Telephone Order capability. Option 8292, detailed below, determines how much information is required when a card is manually entered.

Any other licensing flags cannot be set or changed by the implementation specialist. If you have purchased other applications please contact your sales representative or Epicor’s licensing department to have them activated.

3   Options for Bankcards
Many options impact bankcard processing. Listed below are key options that allow users to modify. But they require some explanation and understanding prior to making changes. It is important to note the Kept By of the option. If the domain is System, the option flag only needs to be set once. Store or Terminal domains will need to be set for each location or Eagle PC.

• Option 5126 – “Use Card Bin Ranges to determine Debit/Credit Card Types?” must be set to Yes! Otherwise the integrated authorization system will not function.

• Option 9119 – “Track Data to use for Credit Card Processing”, determines how much of the magnetic stripe is read when a card is swiped. This is set to ‘1’ for users on software Release 22 and higher. Setting this option to ‘2’ will cause the signature pad/card reader to record only the account number rather than the cardholder’s name and account number.

• Option 4901 – “Minimum Amount to Prompt for Signature on credit card approval” applies to signature capture users, and is set ‘50’ or less, based upon the transaction amount where you do not wish to collect signatures. To collect signatures on all bankcard transactions set the option value to ‘0’. Credit card companies and processors no longer require signatures for small ticket purchases of $25 or less. Setting a value greater than zero can speed up the POS checkout process.

• Option 5402 – “Bankcard – Maximum amount on a sale without M/O” is usually set to 99999.99 to allow cashiers to post an unlimited amount.

• Option 1437 – “Minimum amount for manually entered credit card liability notification” applies to manually keyed cards, without a valid CVV. This option allows you to specify a dollar amount, above which a notice displays at POS requesting the cashier to get an imprint of the card.
Option 5417 – “Upload Offline Credit Cards to ProtoBase?” applies to Epicor Payment Exchange Direct processing as well. This is an important option as it determines how offline credit cards should be handled. This option is normally kept by STORE. Setting this option to Yes means that in Offline Point of Sale (OPOS) the cashier may post a credit card sale and will be prompted to enter an authorization code. When the OPOS bankcard transactions are uploaded, the bankcard information will post and be reflected on the batch that settles for that day. If this option is set to NO, it is up to you to either enter offline bankcard sales into a stand-alone terminal or re-key them into the Eagle or Virtual Terminal. Security bit 575 should be considered if 5417 is set to Yes. Cashiers must have this bit to allow entry of an approval code in OPOS, otherwise a manager override is required on each bankcard transaction.

Options 1000, 1010, 1015 & 1020 are all kept by store and control whether Visa, MasterCard, American Express and Discover can be used at point of sale. Setting any of these options to No will prevent the use of the indicated card. These same flags can be set through Network Access MIV-screen 5.

Option 1140 – “Print Full Credit Card number/exp date on store receipt?” should be set to “B-mask on store and customer receipt” unless the merchant strongly objects. If it is not set as recommended discuss the PCI implications with the merchant. If a card number is used fraudulently as the result of being printed on the store copy of the receipt, the merchant may be liable. This flag can also be set in MIV screen 5.

Option 8292 – “Address Verification in Point of Sale” is set to “R” to capture only the zip code for manually keyed cards. This provides a slight reduction in the interchange rate. Setting this option to “M” will activate full MOTO (Mail Order Telephone Order) Address Verification capability. With MOTO, each time a card is manually keyed the complete address, zip code and card verification code must be entered and verified through the credit authorization system. This feature is explained in a separate document; “MOTO_AVS Address Verification”.

Option 140 – “Credit Authorization available on terminal?” is always set to “P” for any terminal that accepts and processes bankcards through Epicor Payment Exchange Direct processing. Terminals without option ‘P’ will not display a bankcard field on the totals screen. For multi-location installations and setup of new terminals it is important to check this option prior to go live.

Option 8721 – “Allow Payment by Credit card on non-credit authorization terminals?” when set to No, will prevent bankcard sales on terminals that are not configured to communicate with credit card processing. The only time that this option should be set to Yes is if a stand-alone terminal is being used to post bank card sales that are entered into the Eagle as a credit card transaction. This situation would mean that the daily
sales report (RDS) would not balance to the credit authorization detail report (RCAD) at the end of the day.

- Option 3565 – “Keep Customer Credit Cards on System?” will allow you to store bankcard & gift cards in the customer record (MCR). Online help documents are available; search on ‘Storage’ in Eagle’s online help. This option is associated with security bits; 688-692. This option with security bit 688 allows the cashier to select a bankcard for payment when posting a sale for a house account. The stored bankcard number only displays the last 4 digits unless the cashier has bit 691 (not recommended).

- Option 8633 – “Display Customer Credit cards only on ProtoBase Enabled Terminals?” should be set to Yes when using option 3565 to make sure that stored credit cards are only displayed on terminals with option 140 set to P.

- Option 4905 – “Print a store copy receipt for bankcard or gift card activation?” should be set to Yes only if you need a 2nd receipt copy for the customer to sign or to keep on file. This option is usually set to No for signature capture users. But, some merchants that are new to signature capture may elect to print a 2nd copy until they become more confident with accessing and printing the captured signature on the electronic copy.

- Option 5124 – “Print Sequence” determines whether the store copy or customer copy of the register receipt prints first.

- Option 9540 – “Partial Redemptions?” is set to allow approval of an amount up to the available line of credit or remaining balance of a cardholder’s debit account to be approved. If this amount does not satisfy the sale total, the cashier is returned to the total screen and the remaining amount displays. The remaining amount may be tendered by cash, house charge, check, alternate tender, or another bankcard with sufficient funds available.

- Option 6300 – “Acceptable approval message for gift card processing (1)” is only needed for Ace Gift card users and should be set to “NSF”. Ace gift cards will not work without this setting. If a merchant is an Ace affiliate but does not use gift cards, you may wish to go ahead and set this option.

- Option 6302 – “Acceptable approval message for gift card processing (2)” is only needed for Ace Gift card users and should be set to “INVLD EXP DATE”. Ace gift cards will not work without this setting.

- Option 5980 – “Force Gift/Cash Card activation?” should be set to Yes if you are using Ace or In-Store Gift Cards. This allows setup of a ‘gift card’ sku so that when a transaction is sold containing the sku, an activation screen will display immediately following the completion of the sale. Users will not be able to get out of the activation screen without activating a gift card unless security bit 758 is set to Yes.
4 Debit Card Alternate Tender Options

Pin Debit transactions are possible only with card readers/pin pads that are specifically encrypted for the processor being used. If pin debit is being implemented it requires an alternate tender setup for this type of bankcard transaction. Debit card transactions are a hybrid between cash and credit cards so the alternate tender serves to accommodate the dollars tendered from pin debit sales.

Any alternate tender may be used (1-10) but it has been customary to select alternate tender 6.

From the Options Configuration screen you may filter on “Tender” to display all Alternate Tender options. Each option will have an ID however; those have been omitted in the option descriptions listed below. Most of the options are kept by Store and therefore must be set for each location.

- Alternate Tender Description – is always ‘Debit’ or ‘Debit Cards’.
- Alternate Tender Open Cash Drawer? – depends on whether the cash drawer should open for pin debit transactions. This is typically set to No. Effective release 22 setting this flag to No will cause the cash drawer to remain closed, unless the cash back option has been enabled and the card holder is to receive cash back based on their pin pad selection.
- Alternate Tender Available on Sale? – should always be set to Yes.
- Alternate Tender Enabled? – should always be set to Yes.
- Alternate Tender on Credit? – is always set to NO. When a debit card purchase is returned it should always be handled as a credit card transaction, debit should not be used for returns as most processors do not support that type of transaction. As an alternative, the merchant may elect to refund cash.
- Alternate Tender Available on ROA? – should be set to Yes if the merchant accepts payment of house accounts with debit cards. Some merchants accept credit cards as payments, and therefore it would follow that this option should be set to yes in those cases. However, many merchants accept only cash or check and avoid the bankcard processing expense.
- Alternate Tender Available on Deposits? – is set to Yes if the merchant will accept a deposit for an order or special order with a debit card. Most often this flag is set to Yes.
- Alternate Tender Allow Cash Back? – is typically set to No because many merchants do not wish to keep additional cash on hand. There are a few merchants who offer this service to their customers.
- Alternate Tender Maximum amount w/o Manager Override? – controls the amount at which a cashier will require an approval from a manager for a debit transaction.
Normally this value is set to 9999.99 so that a manager is never required for a valid, processor approved debit transaction.

- Alternate Tender Type? – Should always be set to ‘D’ when using pin debit.
- Alternate Tender note/text to use for POS signature request – leave this blank for debit.

5 Debit options & Debit Steering options
Other options are important to allow processing debit cards and some of these determine prompts displayed on the pin pad at point of sale. Debit steering allows us to establish a ‘break point’ or dollar amount above which the cardholder is prompted to enter a PIN after sliding a debit card through the card reader. At or below the established debit steering breakpoint it is more cost effective for the merchant to process the debit card as a credit card transaction. The break point is calculated by the Epicor Payment Exchange Sales team using the rates and fees that a merchant will pay when they begin processing with us. Some merchants elect to offer their customers a choice between Debit/Credit even though it may cost them more in processing.

Be aware of each option’s domain as some may be kept by Store and must be changed in each store;

- Option 5499 – “Debit Allowed on Pin Pad Terminal?” must be set to Yes for a debit transaction to take place. This flag could be set to No, if pads with the proper encryption have not been received and the merchant wishes to proceed with the processor change or setup. In this case, debit cards would be processed as credit card transactions. This option can be ‘Kept By’ store.
- Option 5404 – “Maximum amount cash back on Debit card Pin Pad” specifies how much money a cardholder can get back. Set this option to zero or leave blank if you do not wish to give cash back. This option is kept by Store and must be changed for each location.
- Option 5479 – “Print store copy receipt for debit cards?” is similar to option 4905 described above. This is normally set to No for those using document management, since the cardholder’s PIN serves as the electronic signature.
- Option 5126 – “Use Card Bin Ranges to determine Debit/Credit/Gift Card type?” should always be set to Yes.
- Option 5127 – “Debit Bin Range Checking on System” is set to Yes if you wish to use debit steering, otherwise leave it set to No. For users of EBT or Health Cards, this option should be set to E – enhanced bin range checking.
- Option 5129 – “Debit Bin Range Checking in POS” is set to Yes when turning on debit steering. This option may only be visible after option 5127 is set to Yes.
• Option 5128 – “Debit Steering Value” contains the whole number value that is determined to be the ‘break point’ for **debit steering**. Before setting this option, options 5127 and 5129 must be set.

6 **Security bits**
Proper cashier access at point of sale and management maintenance of bankcard features depends upon having the appropriate security. There are 2 types of security in the Eagle; **Role Based** security assigns groups of security bits to individual users giving them access to features and applications regardless of the terminal they are using and **Terminal Based** security where users have security based upon the specific terminal that they log into. Configuring security is much easier for Role Based Security users because you simply make changes to the appropriate role and they apply to all users. Terminal Based security requires that each individual user record have bits modified. If you are unfamiliar with Eagle Security it is recommended that you review the online help documentation, Training on Demand, or seek additional training from Epicor professional services phone trainer.

6.1 **General Security bits normally set for ALL users; Cashiers/POS**
The following list of bits may, or may not be assigned to cashiers based upon your business policy and decision.

• 575 – “Accept Declined Bank Card” may appear to be something assigned only to managers or lead cashiers, but this bit is required for users to enter an approval code for offline point of sale transactions. If this bit is set to No, it will require a manager override or management posting of all bank cards for OPOS. Setting this flag to Yes allows trained cashiers to take care of bankcard purchases in critical offline situations. Normally this is set to Yes unless the merchant objects.

• 576 – “Allow bankcard swipe without entering last 4 digits for verification” is one that should always be set to Yes for all users. Without this bit the cashier will always have to type the last 4 digits of the bankcard number, even after swiping it. This is an old, outdated security procedure that no longer reduces rates and could contribute to slower POS processes.

• 577 – “Manually enter a bankcard number” allows the transaction to proceed if a card will not swipe or when taking a phone order where the card is not present. Manually keyed cards should be the exception rather than the rule because of the higher interchange rates. Most often this bit is set to Yes for everyone and the manager is encouraged to monitor keyed transactions through reporting.
• 581 – “Allow a bankcard as an ROA payment” determines the ability of a cashier to accept a bankcard as payment on a house account. Set to yes to accept ROA payments. Some merchants centralize this function or allow payments by check or cash.

• 602 – “Allow Tender by debit card” must be set to yes for all cashiers when pin debit is being used.

• 621 – “Access to alternate tenders in POS” - Any clerk who has the ability to redeem a gift card must have this security bit because gift cards are a form of Alternate Tender.

• Bit 669 - (Gift Card users only) Access to the Gift Card Maintenance Window in POS. This bit works in tandem with bit 621 to allow access to all phases of Gift Card activation and authorization. Set this bit to Yes to allow a clerk to activate gift cards in the Gift Card Maintenance menu. Set this bit to No to block a clerk from accessing any capabilities in the Gift Card Maintenance menu, except checking the balance on a gift card.

• Bit 758 - this bit only applies if option 5980 "Force Gift/Cash Card activation" is set to Yes. Set this bit to No if you want to require a manager's override to cancel out of the gift card activation process. Set this bit to Yes to allow the user to cancel out of the gift card activation process without obtaining a manager's override. Epicor recommends you only assign this bit to management personnel.

• 688 – “(M/O) Allow access to customer credit card list” should be set to yes if using credit card storage for house account customers (option 3565 is not set to No).

• 799 – “Allow access to Address and Card Verification Code maintenance” should be yes if option 8292 is set to R. This allows the cashier to enter the zip code and card value code when manually keying in the card number.

6.2 Restricted Security bits – managers, owners, lead
Security bits below should be discussed and suggested for only managers, owners or key back office personnel.

• 573 – “Allow access to PBADMIN” may not seem appropriate for Epicor Direct, but it is required to be set to yes for users that need to access or view the daily settlement report.

• 757 – “Ability to view bankcard number in QuickRecall” should be set to yes only for those managers or clerical people who may need to look up a bankcard number for the purpose of reposting a sale after the customer has left the store. Bankcard numbers are encrypted on the reports and in most areas of the system. The only way to view a complete card number is through QuickRecall, accessing the ‘Misc’ menu and selecting button #5. This button will be grayed out for users that do not have bit 757 set to yes. It is strongly recommended that this flag be set to NO for all users but owners and essential management users. This impacts PCI Compliance.
• 688 – “(M/O) Allow access to customer credit card list” should be set to yes for those who need to access and use credit card numbers at POS that have been stored in a customer’s MCR record. This bit only applies when using option 3565.

• 689 – “View full customer credit card number” should be set to No for all users except for those who must be able to see the complete card number at POS when selecting from a list of stored credit cards. This bit should only be set to Yes for those that are not commonly posting sales in view of customers, as someone viewing the POS screen may be able to view the complete number.

• 690 – “Access to customer credit card maintenance (encrypted mode)” when set to yes will allow a user to look at the credit card storage screen in MCR, but they cannot view the complete card number.

• 691 – “View Full customer credit card number (decrypted mode)” applies to credit card storage in MCR and when set to yes allows users to see the unencrypted, complete bank card number. This capability should be provided only to those maintaining card numbers in MCR.

• 692 – “Add, change, delete customer credit card number” should be set to yes for those maintaining card numbers in MCR. This not only provides access to the screen but allows the user to add cards, delete them or make changes.

7 Terminal Setup
Each terminal used to process Credit Cards, Debit Cards, Gift Cards or Checks must have option 140 set to P. Use the following procedure to activate each terminal on your system. If the fields described in this procedure are not properly set, the transactions will not be passed to the processor for approval, settlement and funding.

Option 8721 “Allow Payment by Credit card on non-credit authorization terminals?” when set to No, will prevent bankcard sales on terminals that do not have the Credit Authorization flag properly set.

This procedure is terminal specific and must be executed for each terminal used to process credit cards, debit cards, gift cards, or checks.

You may activate terminals using Network Access or Eagle for Windows. Both procedures are described below.
7.1 Network Access Terminal Setup

1. Exit Point of Sale
2. From the Network Access **FUNCTION** prompt, type **MTR** and press **ENTER**.
3. Move the cursor to the “Credit Authorization allowed?” field by pressing the **ENTER** key 8 times. Type **P**. Even though it may not be listed in the selection window **P** is a valid setting.
4. Press **F5-Change**. Verify that “Change Completed” displays in the lower left hand corner of the screen.
5. Start Point of Sale.

**Note:** If Check Authorization has been installed on your system you may wish to set the “Check Guar Allowed” flag to **P** as well.
7.2 Windows Terminal Setup

1. From the Eagle Browser type **OPT** in the Launch Bar, or navigate by clicking **System Management Menu**, then **Options Configuration Menu**, then click **Options Configuration**.

2. In the **Subsystem** field, leave the default of **All**. In the **Options** field, click the down arrow and select **MTR-Terminal Record**. Click **Display**.

3. Locate the row under the **ID** column and find **140**, and where the **Description** column lists “Credit Authorization Allowed”. Set the **Current Value** field to **Process Payment Cards**.

4. Click **Change – F5** on the tool bar. Verify that the **Message** field reads “Change Completed”.

**Note:** If Check Authorization has been installed on your system you may wish to set Option 130 “Check Guarantee Allowed” to P=Check Guarantee is allowed.
8 Settlement report queue -

The Credit Authorization Detail, or RCAD report, lists transactions that have been entered through the Eagle. This report, shown below, is divided into sections based on card type; most users will see 2 sections, Credit Cards and Debit Cards. At end of day or first thing the following morning this report is used to balance amounts found on the RDS and RCK reports. A queue is usually built that contains the RCAD.

**Your bankcard implementation specialist will build this report queue for you during setup.**

If you need assistance with queues or scheduling following your implementation please contact the Advice Line.

This RCAD report should be queued to spool and print at the end of each business day. The queue must be timed to run before end of day processing but after all transactions have been entered. This queue is most often named “CCREPORT”.

8.0.1 SEQ – RCAD (Credit Authorization Detail) Report

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<tr>
<th>Credit Card Transactions</th>
<th>Clerk</th>
<th>Term</th>
<th>Date</th>
<th>Time</th>
<th>Amount</th>
<th>Approval</th>
<th>Card Info</th>
<th>Batch ID</th>
</tr>
</thead>
<tbody>
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<td>1</td>
<td>10270</td>
<td>SYSTEM</td>
<td>1/16/14</td>
<td>0:07.00</td>
<td>1341.00</td>
<td>13748A</td>
<td>1114 Amex</td>
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<td></td>
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<td></td>
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<td>JIP</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approved Credit Returns</td>
<td>1</td>
<td>10270</td>
<td>SYSTEM</td>
<td>1/16/14</td>
<td>0:07.00</td>
<td>1341.00</td>
<td>13748A</td>
<td>1114 Amex</td>
</tr>
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<td>Total Approved Credit Returns</td>
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<table>
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</tr>
</thead>
<tbody>
<tr>
<td>Approved Debit Sales</td>
<td>1</td>
<td>10270</td>
<td>SYSTEM</td>
<td>1/16/14</td>
<td>0:07.00</td>
<td>1341.00</td>
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<td>1114 Debit</td>
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</tbody>
</table>

| Grand Totals                  | Sales | Sales Total | Returns | Return Total | Net | Net Amount |
| Credit Card                   | 2     | 1962.07     | 1       | 1962.07      | 0   | 1962.07    |
| Debit Card                    | 1     | 1491.04     | 0       | 1491.04      | 4   | 1491.04    |
Your RCAD report will print automatically to the designated printer each night. But if you are spooling your report, without printing, then the following set of instructions will help you retrieve and print the report if necessary.

1. From the Eagle Browser, click System Management, and then click Spooled Report Maintenance, OR type ‘MSP’ in the Launch Bar.
2. At Report, type RCAD and press <Enter>
3. A list of all available RCAD reports display. Find the appropriate report by looking at the Request Date column and double clicking the desired report.
5. Click the Print button or press <F2> to print the report.
6. Click Close to close the Report Viewer, then click Close again to close the Spooled Report Maintenance window.
9  Transaction tests & training at POS
A live credit card, PIN debit and gift card should be tendered in live point of sale to make sure that set up and configuration has been properly completed. Your Epicor Payment Exchange implementation specialist will assist you with posting the following;

1. Credit card transaction using the mag-stripe reader.
2. Credit card transaction manually keyed.
3. A debit card transaction – with PIN, and
4. Override debit steering behavior, if the feature has been set up.
5. Credit memo to a bankcard.
6. Gift card activation, balance check, and redemption may also be required for gift card users.

9.1  Split Tender Procedure
In Windows POS, you can accept multiple forms of payment, multiple credit cards or a Gift Card and a credit card as payment for a single transaction.

1. In POS, ring up the items, and press TOTAL.
2. To tender multiple credit cards or gift cards, or a combination of cash, checks or house charge type the amount for the specific tender in the appropriate field. If you are using multiple cards, enter the amount you wish to authorize on the first card in the Bankcard field, press Enter or Tab, and swipe the card through the card reader to initiate the authorization process.
3. Once the first card has been processed, the system re-displays the totals screen prompting for additional funds to complete the sale. Enter the amount to post to the next card, press tab to the bankcard number field and swipe the card. Continue until all cards have been processed.
10 Offline Point of Sale

Your Eagle System should be set up and configured for offline point of sale (OPOS) prior to your implementation. If you are not familiar with this important function please review online help, Training on Demand or consult with a Professional Service phone trainer.

Offline point of sale is designed to utilize a file that has been stored on the local drive of the point of sale terminal. A utility named ‘COR’ should be in your report queue to run nightly. The COR (Create Offline Refresh) creates a file containing essential information. Prior to store opening the offline file is loaded from the Eagle server onto the local drive of each point of sale terminal via a ‘Scheduler’ utility. If you make changes to your Eagle during the day, those changes will not be apparent in offline point of sale until the COR has run and has been downloaded to the local point of sale station.

Credit card transactions may be posted in offline point of sale, but require a valid approval code obtained through voice authorization or via Virtual Terminal. It is important to verify that option 5417 is set to YES well before you post offline transactions. Remember that following an option change, a new COR must be run on the Eagle and uploaded to the local drive of each point of sale station.

Transactions posted in offline point of sale must be uploaded when the Eagle server is fully online. Attempting to upload transactions before your Eagle server is available could create problems. Uploaded offline transactions will generate 2 spooled reports for each terminal; MRGOPOS & MRGPROT. These reports are not printed and must be viewed from your spooled report viewer (MSP). The MRGOPOS lists all uploaded transactions and indicates whether or not they were uploaded successfully. The MRGPROT report will be generated only for terminals that have posted credit card transactions and indicates whether these credit card transactions were ‘accepted’ or ‘rejected’ by the credit authorization system. Rejected transactions must be re-entered via Virtual Terminal in order to be funded, or credited to your bank account. A common reason for such rejections is failure to obtain and enter valid authorization code in the offline point of sale ‘Totals’ screen.

Please review the separate document- “Offline Point of Sale for Epicor Payment Exchange”
11 CARD – Bankcard Lookup
CARD (Credit Authorization Review Detail) is a lookup tool that accessed through the OSPREY utility in Network Access. From the Function Prompt in Network access type OSPREY, and AVATAR as the password. Type CARD in the Selection field and the Credit Authorization Review Detail screen displays. Search by any or a combination of the fields shown on the screen by entering values and pressing Run F-3. All matching records will display.
12 Dialup Fallback

FBACKISP is designed to connect the Eagle system to a local Internet service provider through a dial up modem connection. This utility is designed as a backup option to the normal high speed internet connection required to communicate with the Epicor Payment Switch. FBACKISP will make a one-time connection to the ISP then remain connected until FALLBACK Option N is selected or 90 minutes of inactivity.

Your Eagle must have a MultiTech MT5656 (6 light) or a MultiTech MT5600 (10 light) modem connected to your server and a phone line. Other modem types are not supported at this time.

Enhanced FALLBACK utility

The FALLBACK utility has been enhanced to allow Eagle to connect to a Dial-up ISP configured in FBACKISP. A new Option P has been added to initiate the dialup connection to an ISP, Option N will return you to a normal connection state.

- From the Main Menu, or from Network Access Function prompt, type OSPREY and press Enter. At Password, type AVATAR and press Enter. The Osprey Main Menu displays.
- At Selection, type FALLBACK. Press Enter. The Protobase Fallback Util screen displays. The cursor is on Status.
- At Configuration Option, type P (PPP Dialup connection) over the S in Status. PPP-ISP replaces the word Status. The cursor moves to Action.
- At Action, type E (for execute). Press Enter. A warning message displays that the manager is still running. Press Enter. A message displays that the selection is enabled.
- Press Enter to go to the Osprey Main Menu. At Selection, type EXIT. Press Enter.

The change from hi-speed to dial-up is now complete. At POS, you can start running credit authorization transactions again, using dial-up mode.

To return to hi-speed from dial-up, complete the Fallback procedure again.

Before you start, you must stop using Credit Authorization at Point-of-Sale (POS). Once you are sure that no credit authorization transactions are running at POS, complete the following:
• From the Main Menu, or from Network Access Function prompt, type OSPREY and press Enter. At Password, type AVATAR and press Enter. The Osprey Main Menu displays.

• At Selection, type FALLBACK. Press Enter. The Protobase Fallback Util screen displays. The cursor is on Status.

• At the Configuration Option field, type N (Normal Direct ISP connection) over the S in Status. Norm-ISP replaces the word Status. The cursor moves to Action.

• At Action, type E (for execute). Press Enter.

• At Selection, type EXIT. Press Enter.

The change from dial-up to hi-speed is now complete. At POS, you can start running Credit Authorization transactions again.
13 Refunding a double charge

There may be a rare instance where a refund or credit to a cardholder’s card did not post to the Eagle properly and needs to be refunded without an impact to physical inventory. The following steps will guide you in setting up a specific Credit Card Refund department and SKU to be used for this purpose.

1. Create a unique department that will meet your reporting needs for a non-merchandise item.

2. Set GP to .01 and Non-Merchandise Department flag to Y. If Multistore, make sure to add this department to all stores.

3. In IMU, add the credit card adjustment sku.
   - Name the SKU with a description that best conveys its use to your store.
   - Set ‘Keep Sales History?’ to Y to help track this SKU,
   - Set ‘POS Returnable?’ to Y.
   - Special Record can be set to M for Miscellaneous.

   If multistore, enter store numbers in In Stores. All other options can be set to No as shown.

4. For GL Passoff users, follow the Accounting Instructions below to set up the new department in GLSET
5. At POS you may need to find the information needed to complete the adjustment transaction. Only users with security bit 757 will be able to find the credit card number.
   - In Quick Recall by matching Amount, Date, Customer or All – locate and highlight the transaction.
   - Select Display-F6

6. With the transaction displayed select Misc. KP -.

7. From the Miscellaneous Menu select button 5 – View bankcard number(s).
   **Note:** *If this button is greyed out, the user does not have appropriate security (bit 757).*

8. With the proper security, a screen will appear with full credit card data. Write down the full credit card number and expiration date to enter in POS.

When you are finished with this information you must destroy the paper containing the card number!
9. Post a Sale or Credit Memo adjustment at POS;
   A. Adjustment Sale – If the card was credited twice on the settlement report, but shows once on the system end of day reports.
   B. Adjustment Credit Memo – If the card was charged twice on the settlement, but only show charged once on the end of day reports. The transaction will appear in the bankcard report and the EOD reports.

13.1 Accounting for an adjustment transaction in the General Ledger
The best practice to adjust the accounting of this transaction is as follows:

GLSET –

1. A department called “Credit Card Adjustment” should be set up with Inventory and COGS being the same account so there is no change to the Inventory.

2. The sales should go to its own sales G/L account which should always be a zero balance. The balance will be zero after your manual adjustment. If there is a balance in this G/L account then there was a wrong pass off or a manual adjustment was not done and needs to be researched.

3. Since these credit card adjustments are processed at POS all EOD reports will show in balance. There will need to be a manual G/L adjustment to reverse the entries made to the credit card receivables account and the sales account assigned to the credit card adjustment department G/L account.

4. When you do a sale or a credit memo to the adjustment SKU the manual G/L adjustments that need to be made will be:

   C. Adjustment Sale – This will be done if the card was credited twice on the settlement report, but shows once on the system end of day reports.
      i. Adjustment Sale entries - The entries from the sale to the G/L are Debit to the Credit Card Account and a Credit to the credit card adjustment sales account for the adjustment SKU department.
ii. The Manual Entries to the G/L - Are Debit to the credit card adjustment sales account for the adjustment SKU and Credit to Credit Card Account.

D. Adjustment Credit Memo – This will be done if the card was charged twice on the settlement, but only show charged once on the end of day reports.

i. Adjustment Credit Memo entries- The entries from the Credit Memo are Debit to the Credit Card Adjustment Sales Account for the adjustment SKU department and Credit to the Credit Card Account

ii. The Manual entry that needs to be done to the G/L - Are Debit to the Credit Card Account and a Credit to the Credit Card Adjustment Sales Account for the adjustment SKU department.