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Learning Products and Education

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Document No. EL2104
Publication Date: November 2007
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Introduction

Use this guide to set up and implement ProtoBase credit card authorization software on your Activant Eagle™ system.

Additional Resources

If you have questions about ProtoBase setup or procedures that are not answered in this guide, contact the Eagle Advice Line at (800) 322-3077.

Setup Overview

ProtoBase setup described in this guide includes:

- Activating terminals and card readers
- Setting Up Options
- Setting Up Security
- Setting Up Alerts to warn you if a settlement fails
- Setting Up Level II Purchase Cards
- Setting Up customer credit card storage

Procedures Overview

ProtoBase procedures described in this guide include:

- Using stored credit cards at Point of Sale
- Split Tender and Offline credit card transactions in POS
- Viewing Daily Transactions
- Using the ProtoBase Administrator (PBADMIN) to add credit card transactions, view historical transactions, and perform manual settlements
- Retrieving and reprinting settlement reports
ProtoBase Setup

Activating Terminals and Card Readers

Use the following procedure to activate Credit Card magnetic readers/pads and activate Check Guarantee for each terminal on your system. If the fields described in this procedure are not properly set, the transactions will not be passed to ProtoBase for approval and settlement. This procedure is terminal specific and must be executed for each terminal used to process credit cards, debit cards, gift cards, or Telecheck.

You may use Network access or the Eagle Browser to activate terminals.

Terminal Activation in Network Access

1. Exit POS.
2. From Network Access at the FUNCTION prompt, type MTR and press <Enter>.
3. Press <Enter> eight times to get to the Credit Authorization field, and type a P. Note that the P is a valid setting, even though it is not listed as such on the screen.

<table>
<thead>
<tr>
<th>Screen: 1 Modify Terminal Record (MTR)</th>
<th>ACTIVANT HARDWARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Termianl: 551</td>
<td>Lockin Store: 1</td>
</tr>
<tr>
<td>Current Signed on User: SYSTEM</td>
<td></td>
</tr>
<tr>
<td>ACTIVANT DEFAULTS</td>
<td>POS DEVICES</td>
</tr>
<tr>
<td>ACTIVANT DEFAULTS</td>
<td>TERMINAL DEFAULTS</td>
</tr>
<tr>
<td>POS In Training?</td>
<td>N</td>
</tr>
<tr>
<td>Printers</td>
<td>: Default User : SYSTEM</td>
</tr>
<tr>
<td>Return To Header</td>
<td>N</td>
</tr>
<tr>
<td>Invoice Printer #</td>
<td>98</td>
</tr>
<tr>
<td>Invoice Form Type</td>
<td>N</td>
</tr>
<tr>
<td>Old Journal Nmbr: 1499</td>
<td></td>
</tr>
<tr>
<td>Backorder Prompt</td>
<td>N</td>
</tr>
<tr>
<td>Bar Code Scan Allwd</td>
<td>D</td>
</tr>
<tr>
<td>Shop Order Printer:</td>
<td>02</td>
</tr>
<tr>
<td>QuickView Format</td>
<td>B</td>
</tr>
<tr>
<td>Display Matrix Prices:</td>
<td>Y</td>
</tr>
<tr>
<td>Display Running GP%</td>
<td>Y</td>
</tr>
<tr>
<td>Display Extend Desc</td>
<td>Y</td>
</tr>
</tbody>
</table>

4. Press <Change> (F5) to save the change. The lower left corner of the screen displays the message “Change Completed.”
5. If Telecheck has been installed on your system, you also must change the “Check Guar Allowed” field to P. Note that P is a valid setting, even though it is not listed as such on the screen.
6. Press <Change> (F5) to save the changes. The lower left corner of the screen displays the message “Change Completed.”
7. Start POS.
Terminal Activation in Eagle for Windows

1. Exit POS.

2. From the Eagle Browser, click System Management Menu, Options Configuration Menu, Options Configuration.

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

4. On the row with the description Credit Authorization Allowed, click in the Current Value field and select P (Credit Authorization Allowed at this Terminal – ProtoBase), and click OK.

5. Click Change (F5) at the top of the window.

6. If Telecheck is installed, change the row with the description Check Guarantee Allowed to P.

7. Click Change (F5) at the top of the window. Then Click Display to redisplay the screen to assure that the correct settings have been saved.

8. Start POS.
**Setting up Options**

Use the procedure below to set up the ProtoBase options in Options Configuration.

1. From the Eagle Browser, click System Management Menu, Options Configuration Menu, Options Configuration.

2. Click ID (or press Control-I). In the dialog that displays, in the Option ID field, type the option number (see the list below) and click OK. Click in the Current Value column, and select the desired setting. Repeat this process for each option in the list below.

- **3565 Keep customer credit cards on system.** If you want to store credit card numbers on a customer account, set this option to C (credit cards only), B (credit cards and private label cards), or A (private label cards only). The credit card information is made available to clerks at POS when ringing up a transaction for the customer, so that the card number does not have to be re-keyed. Credit Card Number Storage is supported in Offline POS as well as online POS. For more information about stored credit cards, see the section of this document entitled “Setting Up Customer Credit Card Storage.”

- **5417 Offline Credit Authorization Upload for ProtoBase.** If you are on ProtoBase 4.81 or higher, you can enter credit card transactions while in offline POS if this option is set to Yes. You will obtain authorization for each sale transaction by using alternate equipment (veriphone, omnipac, hypercom, etc.), or by calling the processor for voice authorization. When you return to “online” POS and upload offline transactions, the offline credit card transactions will be automatically added to the day's processing and will settle along with the rest of the batch when you perform your daily settlement. For more information about offline credit authorization, see the section of this document entitled “Processing Offline Credit Card Transactions.”

- **8292 Address Verification in POS.** Be sure to set this option to R, which activates “Retail AVS.” Retail AVS is helpful when a customer is in the store purchasing goods, but their bank card cannot be scanned. The clerk is required to enter zip code information before the transaction can proceed, and can optionally enter the CV code. This additional information is sent to the processor along with the transaction data; however, the zip and CV code are NOT verified with Retail AVS. The benefit of Retail AVS is a reduction in processing fees for non-scanned transactions.

- **8633 Display Customer Credit Card List only on ProtoBase enabled terminals.** If you set option 3565 to C, B, or A (see the description of option 3565 above), Activant strongly suggests you set this option to Yes, especially if you use role-based security. If set to Yes, clerks who are assigned security bit 688 "(MO) Access customer credit card list" will only see a customer's stored credit card list on terminals set up for ProtoBase credit authorization (option 140 "Credit Authorization Allowed" is set to "P"). On terminals where ProtoBase is not set up, a customer's stored credit card list will not display in POS. This functionality is designed to avoid the mistake of tendering with a credit card and thinking it will get authorized by the system, when it actually won’t.

- **8721 Allow payment by credit cards on non-credit authorization terminals?** Activant strongly recommends you set this option to No. This option governs whether or not payment by a credit card is allowed in POS on a station that does NOT have Credit Authorization enabled. When set to No, POS stations that don’t have Credit Authorization enabled cannot accept payment by a credit card. When set to Yes, POS stations that don't have Credit Authorization enabled DO allow...
payment by a credit card based upon how security bit 577 *(MO) Manually enter a bankcard number* is set.

### Setting Up Security

This section explains the various security bits related to ProtoBase that you should assign to the appropriate users. You assign security in the Security Maintenance window.

- **Bit 91 - Access to Osprey** - This bit is necessary in order to revert the system back to dial-up when there is a Hi Speed failure. Activant recommends you only assign this bit to management personnel.

- **Bit 573 - Access to PBADMIN** - Assign this bit to the specific user who you want to have access to PBADMIN, which is the ProtoBase utility screen used for settling transactions, viewing history, running reports, etc.

- **Bit 574 - Ability to accept a declined check for payment** - If a clerk does not have this bit, he can accept a check that has been declined, but only with a manager's override.

- **Bit 575 - Ability to accept a declined bankcard for payment** - If a clerk does not have this bit, he can accept a credit card that has been declined, but only with a manager's override.

- **Bit 576 - Allow clerks to accept a credit card without entering the last 4 numbers of the card number for verification** - Note that if your system is set up to prompt clerks for the ProtoBase Customer Code (Last 4 digits of credit card), then you should assign this bit to all POS clerks, or else they'll have to enter the last four digits of the card number twice.

- **Bit 577 - Ability to manually enter a credit card number** - If a clerk does not have this bit, a manager's override is required before the clerk can manually enter a credit card number.

- **Bit 581 - Ability to accept a credit card when receiving a payment on account (ROA)**

- **Bit 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 (Allow Alternate Tender's to be used in POS) to allow access to all phases of Gift Card activation and authorization.

  - If you use Paymentech/DIB, set this bit to Yes to allow a clerk to use all capabilities in the Gift Card Maintenance menu, including adding value to a gift card. Set this bit to No to block a clerk from accessing any capabilities in the Gift Card Maintenance menu.

  - If you use FDMS Cardnet/True Value, set this bit to Yes to allow a clerk to use all capabilities in the Gift Card Maintenance menu, including adding value to a gift card. Set this bit to No to block a clerk from accessing any capabilities in the Gift Card Maintenance menu.

  - If you use Wildcat/Ace, set this bit to Yes to allow a clerk to activate gift cards in the Gift Card Maintenance menu, and if you are on ProtoBase 4.83 or higher and your processor is Ace Global, the clerk can also check gift card balances from this menu. Set this bit to No to block a clerk from accessing any capabilities in the Gift Card Maintenance menu.
Activant Eagle – ProtoBase Setup and Procedures

- Bit 757- Ability to view the credit card number of a transaction in QuickRecall from the Misc menu. Activant recommends you only assign this bit to management personnel.

- 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. Activant recommends you only assign this bit to management personnel.

Setting up Alerts for Settlement Failures

The Alerts feature of the Activant Eagle™ system provides you with an automated warning when a credit card batch does not settle. Setup of this feature can be divided into three steps: adding security bits to the appropriate users, setting the desired options in Options Configuration, and setting up Alert User Profiles. When a settlement fails, a New Alerts message displays beside “Alerts” in the left-hand navigation menu.

Assign Security for Alerts Setup

Access security from the Eagle Browser by clicking System Management Menu, Security Maintenance (the menus will vary depending on what level of software you are on). Assign security bits 662 and 663 to the person responsible for setting up and managing the Alerts system. For more information about setting up security, see Eagle for Windows online help.

Set up Alerts Options

1. From the Eagle Browser, click System Management Menu, Options Configuration Menu, Options Configuration.
2. In the Subsystem field, select Alerts. In the Options field, leave the default of All. Click Display.
3. Click in the Current Value field of each option, and make your selection.
4. When finished, click Change (F5) at the top of the window.
Set up Alert User Profiles
1. From the Eagle Browser, click Alerts in the left hand navigation menu.
2. Click the Viewer hyperlink.
3. Click Misc (KPad –), and select 2, Maintain Alert User Profiles.
4. In the Alert User Profile window, select the appropriate user, and set the Receive Alert field to Y for Credit Settlement Failed. Click Change (F5) and repeat this process for each user that is to receive the alert.
How the Alert Displays When a Settlement Fails

If a credit settlement fails, the user is notified on the alerts screen, as shown below.

Click the hyperlink to the left of the message to display more details about the error. Click Troubleshooting Help for suggestions for resolving the problem.
Setting Up Level II Purchase Cards

ProtoBase supports Level II purchase cards. Use the following procedure to activate this feature.

1. From Network Access at the FUNCTION prompt, type **MIV** and press <Enter>. MIV screen 1 displays.

2. Go to screen 5 by pressing <next screen> (the Page Up key) four times.
   Alternatively, press <Home> and enter a 5 at the Screen prompt, then press <Enter>.


4. When you swipe a card at POS, you'll be prompted to enter the ProtoBase Customer Code. This field requires a four-digit numeric code. Enter the last four digits of the account number on the front of the card.

   Note: The Customer Code field is also available in the manual credit authorization window.
Setting Up Customer Credit Card Storage

Customer Credit Card Storage allows you to store multiple credit card numbers on a customer account. This credit card information is made available to clerks at POS when ringing up a transaction for the customer, so that the card number does not have to be re-keyed. This feature can store both regular credit cards and Ace Private Label cards. Credit Card Number Storage is supported in Offline POS as well as online POS. For security reasons, the credit card numbers are stored on the system encrypted. Security bit 692 is required to perform this procedure.

1. The option "Keep customer credit cards on system" (ID# 3565) must be set to C, B, or A (any setting other than N). If this option is set to N, the Credit Card Storage feature will not work.

2. Review security bits 688-691 in the Security Maintenance window, and assign them appropriately to those who will be using the Customer Credit Card application.

**IMPORTANT!**

The system allows you to select a stored credit card number at any terminal, even if the terminal doesn't have ProtoBase credit card authorization available. If you want to control access to stored credit card information at terminals that do not support ProtoBase, set option 8633 "Display Customer Credit Card List only on ProtoBase enabled terminals" to Yes. Clerks who are assigned security bit 688 "(MO) Access customer credit card list" will only see a customer's stored credit card list on terminals set up for ProtoBase (option 140 "Credit Authorization Allowed" is set to "P"). On terminals where ProtoBase is not set up, a customer's stored credit card list will not display in POS. This functionality is designed to avoid the mistake of tendering with a credit card and thinking it will get authorized by the system, when it actually won't.

3. From the Customer Maintenance window, click GoTo, and select Credit Card Maintenance.

4. In the Credit Card Maintenance window that displays, fill out all the fields for the customer credit card you're adding. Be sure to check the field "Default Card for Payment" if you want the card number you're adding to display first at POS for that customer.

5. Click Add.

6. Repeat steps 3-5 as needed to add other credit cards.
Special Procedures in POS

This section explains how to use stored credit cards in POS, how to execute a split tender transaction (two credit cards) in POS, and how to process credit card transactions while in offline POS.

Using Retail AVS in POS

Retail AVS is available to all Eagle for Windows users with ProtoBase, and is helpful when a customer is in the store purchasing goods, but their bank card cannot be scanned. The clerk is required to enter the customer's zip code before the transaction can proceed, and can optionally enter the CV code. This additional information is sent to the processor along with the transaction data; however, the zip and CV code are NOT verified with Retail AVS. The benefit of Retail AVS is a reduction in processing fees for non-scanned transactions.

This section describes what happens if you have activated the Retail AVS feature (option 8292 "Allow Address Verification in POS" is set to R-Retail) and you manually enter a customer's bank card number in POS.

1. Ring up the items you're selling as you normally would, and total the transaction.

2. Manually enter the credit card information on the POS totals screen. When POS detects you have manually entered the card number, the Credit Authorization dialog displays.

**NOTE**

Stored Credit Card users: if the customer has a credit card on file, the card number, expiration date, and zip code from the Stored Credit Card file will automatically populate the Credit Authorization dialog fields.

3. Fill in the fields as you normally would. Be sure to enter the customer's zip code in the Zip Code field, or the transaction will not proceed. You can also enter a value in the Card Value (CV) Code field, but this is optional.
4. Click OK. The transaction, along with the zip code and/or CV code, is sent to the processor for approval. The processor responds to the credit authorization request, as well as to the zip and CV code. However, regardless of the zip and CV code responses, the transaction proceeds solely on the merits of the credit authorization response. If the card is approved, the transaction completes. If the card is declined, a "declined" message displays, and you must proceed to collect some other form of tender.

Using Stored Credit Cards at Point-of-Sale

Use the following procedure to use a stored credit card at POS. You can access stored credit card numbers for the following transaction types: invoices, credits, deposits on orders/special orders, or ROAs. This procedure assumes option 3565 "Keep customer credit cards on system" has been set to C (credit cards only), B (credit cards and private label cards), or A (private label cards only).

1. In POS, ring up the transaction as you normally would.

2. When you total the transaction, press Enter to select Yes in the Select Credit Card dialog box.

   ![Select Credit Card Dialog Box]

3. When the credit card numbers display, select the appropriate credit card number, and press Enter.

   ![Credit Card Number Selection]

   The credit card number pastes into the POS credit card fields, and ProtoBase initiates a call to authorize the transaction.
Split Tender Procedure

By using a Special Order in Windows POS, you can accept two separate credit cards OR a Gift Card and a credit card as payment for a single transaction.

**IMPORTANT!**
- If you use Cardnet as your processor, you must be on Eagle for Windows level 15 or higher to do split tender transactions.
- If you are a customer processing credit cards through Global or Paymentech, you have the capability of processing the Ace or Paymentech Gift Card and a Credit Card on the same transaction. You must first tender the Ace or Paymentech Gift Card followed by the Credit Card. If you are using a processor other than Global or Paymentech, use the procedure below when processing a Gift Card and Credit card on the same transaction.

1. In POS, click Special Order (F4). “Create Special Order” displays on the right side of the posting screen.
2. Press Enter or click in the Item field. If this is a cash customer, the Cash Customer Information window displays. Enter the appropriate information. If this is a charge customer, the customer information displays.
3. Enter/scan the SKUs being purchased. Then press Total (+ on the keypad) to complete the transaction. The Finish Special Order window displays.
4. Press Enter or click 1-Save Without Printing. The Enter a Deposit dialog displays.
5. If the customer wants to use a Gift Card, you can call the phone number on the gift card to obtain balance information. Enter the amount and press Enter.

**IMPORTANT!**
If you are a Global or Paymentech customer using a gift card, ALWAYS swipe the card FIRST. If the card is authorized, it will print a receipt. If it does not authorize, you must use some other form of tender.

6. A document number is assigned to the Special Order. It is not necessary to retain this number to recall the order. Press Enter or click OK to return to the posting screen.
7. Click No Sale (- on the keypad), and the Header Menu displays. Press Enter to select option 1, Recall Last Saved Document.
8. The special order you just created displays. Press Total (+ on the keypad). The Finish Special Order dialog displays.
9. Press <Enter> or click 3, Invoice This Special Order. The Total Due dialog displays.
10. Swipe or manually key the second credit card. When approved, the second receipt prints for the customer to sign. The transaction is now complete.

**Processing Offline Credit Card Transactions**

ProtoBase 4.81 or higher allows you to enter credit card transactions while in offline POS. Authorizations for each sale transaction must be obtained by using alternate equipment (veriphone, omnipac, hypercom, etc.), or by calling the processor for voice authorization. When you return to "online" POS and upload offline transactions, the offline credit card transactions will be automatically added to the day's processing in PBADMIN and will settle along with the rest of the batch when your daily settlement is performed.

**NOTE**

Offline POS does **not** support debit cards, gift cards, or Ace Private Label cards as a form of tender, because these transaction types must be approved by the processor in order to be processed.

Note that the credit card transactions you process during offline POS are considered “forced” (non-approved by the processor) transactions, even if you physically swipe the card, and will most likely result in a higher service fee. For an alternate method that avoids the possibility of higher fees, see the Tip at the end of this section.

1. Before processing offline credit card transactions for the first time, set the option "Offline Credit Authorization Upload for ProtoBase" (option 5417) to Yes in Options Configuration, if you haven't already.

2. If the transaction is a sale, call the processor for voice authorization, or use alternate equipment—such as a verifone, omnipac, or hypercom terminal—to obtain authorization. (Note: you do not need authorization for a credit return.)

3. In offline POS, do the following:
   - Swipe the card
   - Enter the ProtoBase Customer Code (last 4 digits of the card number).

4. In the Authorization Code field:
   - If the transaction is a sale, type the authorization code obtained from voice authorization or from the alternate equipment. If the transaction is a credit, you can leave this field blank.
   - In the customer code field, type the last 4 digits of the card number.

5. Press Enter.

6. If the card doesn’t swipe, do the following:
   - Type the credit card number and press Enter.
   - Type the expiration date and press Tab.

7. In the Authorization Code field:
   - If the transaction is a sale, type the authorization code obtained from voice authorization or from the alternate equipment.
   - If the transaction is a credit, you can leave this field blank.

8. Press Enter.
IMPORTANT!

- Obtain a valid authorization code for every credit card sale (not including credits) that you process during offline POS, and enter that code in the Authorization Code field. If you chose to force a transaction by entering your own code, there is a risk the charge may be rejected by the processor and you will not be paid for that transaction. In some cases the entire settlement may not process and will require Eagle Advice Line assistance.

- If you used alternate equipment to obtain authorization, at the end of the day you must clear the alternate equipment of the day's transactions. **Do not** settle your verifone, omnipac, or hypercom, or duplicate charges will result. Also, if your secondary device is set to autosettle, duplicate charges will result!

9. **When you return to online POS, upload offline transactions as you normally would. The credit card transactions you entered during offline POS are automatically added to the day's processing and will settle along with the rest of the batch when you perform your daily settlement.**

10. **As always, you must balance the settlement report against the Check Report (RCK).**

**TIP**

If you want to completely avoid the possibility of paying higher service fees, do not use the method outlined above. Instead, follow the method below, which sends swiped data to the processor. Swiped data is always preferred when the processor determines the charges for the transaction.

- In the Options Configuration window, make sure the option “Offline Credit Authorization Upload for ProtoBase” is set to No.

- In offline POS, ring up the transaction and indicate that the sale was tendered with a credit card.

- Use your verifone (or other machine) to process the credit card transaction.

- When you return to online POS, the credit card transactions you rang up during Offline POS are not added to the batch in PBADMIN for processing with your daily settlement; therefore, you must settle the verifone (or other machine) at the end of the day.
View Daily ProtoBase Transactions

Use the following procedure any time you want to view ProtoBase Credit Card transactions that you process throughout the day. For example, if you are not sure if a credit card transaction went through or not, use this procedure to check the transaction.

1. From Network Access at the FUNCTION prompt, type SHOWLOG and press <Enter>.
2. Use the down arrow key to highlight the ProtoBase Transaction Log (or you can type the letters P and R and it will take you there automatically), and press <Enter>.
3. The transactions that have been processed for the day display. This log keeps a month’s worth of history. System Maintenance deletes up to 30 days of history each night. If you need to view transactions older than 30 days, see the section “View History Transactions.”
Special Procedures in PBADMIN

Adding Credit Card Transactions in PBADMIN

The procedure below explains how to ADD credit card transactions directly into the pending transaction database in PBADMIN. Use this procedure in the event you need to add a transaction to PBADMIN without changing inventory or sales in your Activant Eagle system. Please call an Activant representative if you are unsure whether this procedure will correct the issue you have.

1. From Network Access at the FUNCTION prompt, type PBADMIN and press <Enter>.
2. Enter your Login and Password.
   - If you have only one store, your login is STORE1 and your password is STORE1. If you are Multistore, your login and password correspond to your store number. For example, if you’re in store 2, your login is STORE2 and your password is STORE2.
3. With the “Select/Edit Transactions” option highlighted, press <Enter>.
4. Press <F3> to add a new transaction to the database.
5. In the Reference field, enter a 4-6 digit number.
   - This number must be different than any other number within this file, so you might want to simply enter the transaction’s Document Number (the numbers only—no alpha characters), or you can enter a random 4-6 digit number that will not match the other reference numbers.
6. Press <Enter> until you reach the “Terminal” field. Press <F2> to display your Terminal options, and select the appropriate terminal/store, such as STORE1 or STORE2.
7. Press <Enter> to move down to the Tran Type field. Press <F2>. Select Prior Auth for a sale-type transaction (regardless of whether you have a voice authorization or not), or select Refund for a credit transaction.
8. Press <Enter> to move down to the Account field, and enter the Account number.
9. Press <Enter> to move down to the Expiration field, and enter the expiration date. Use the format mm/yy. For example, if the expiration is June 2005, enter 06/05.
10. Press <Enter> until you reach the Amount field, and enter the amount of the transaction.
11. Press <Enter> through the time and date fields so that they will be filled in automatically. DO NOT enter a previous date in the date field. Use only the current date as entered automatically by your system into the Date field.
12. If an approval code has been obtained from the processor for the transaction, press <Enter> until you reach the Auth # field, and enter the 6-character approval number. Then press <F10> to save the transaction.
13. If an approval code has not been obtained, but the sale has already been posted in Point-of-Sale (i.e. entered as an offline credit card transaction, but the “Offline Credit Authorization Upload for ProtoBase” flag is set to NO – see the section “Processing Offline Credit Card Transactions” for more information), press <F10> with the authorization field blank to save the transaction. Then press <Escape> twice. An interior window displays, asking if you would like to authorize the transaction. Press <spacebar> for yes, and press <Enter> and the transaction will attempt to authorize. You will either receive an “AP” or “Approved” message or a “Decline” message.
14. If the credit card is approved along with the rest of the credit cards taken that day, you will now see the transaction entered in the Select/Edit Transaction screen, along with the approval number received by the processor.

The transaction has now been added to PBADMIN.

**Viewing Historical Transactions**

Use the following procedure to view Credit Card and Telecheck transactions that took place on a date in the past.

**IMPORTANT!**

When entering the View History Transactions screen, **DO NOT** choose any of the transactions by pressing the space bar and placing an [X] in the brackets! This can cause the transactions to move back to the current file. For questions or concerns, call the Advice Line and request to speak with a ProtoBase specialist at 1-800-322-3077.

Activant strongly advises that you use this procedure for viewing transactions only! Viewing transactions will not change them.

1. From Network Access at the FUNCTION prompt, type PBADMIN and press <Enter>.
2. Enter your Login and Password.
   
   If you have only one store, your login is STORE1 and your password is STORE1. If you are Multistore, your login and password correspond to your store number. For example, if you're in store 2, your login is STORE2 and your password is STORE2.
3. From the ProtoBase Administrator Main Menu, select Transaction History Menu and press <Enter>. Note that highlighted keys indicate "hot keys" (shortcuts) which means the menu selection may be made simply by pressing the highlighted key.
4. At the Transaction History Menu, select Transaction History Search and press <Enter>.

5. At Initial File, enter the month and year of the desired detail (For example, enter 02 / 05 to display transactions from February 2005).

6. Press <F10> to Accept.
7. The transactions for the month and year entered display in consecutive order, by month and the year entered.

<table>
<thead>
<tr>
<th>Select Ref Num</th>
<th>Account Number</th>
<th>Amount</th>
<th>Date</th>
<th>Batch#</th>
<th>Terminal</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ]</td>
<td>111017 xxxxxxxx89056</td>
<td>9.15</td>
<td>02/17/05</td>
<td>000001</td>
<td>STORE1</td>
</tr>
<tr>
<td>[ ]</td>
<td>110895 xxxxxxxx46379</td>
<td>15.56</td>
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</tr>
<tr>
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<td>111006 xxxxxxxx53004</td>
<td>33.05</td>
<td>02/17/05</td>
<td>000001</td>
<td>STORE1</td>
</tr>
<tr>
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<td>110859 xxxxxxxx22009</td>
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<td>02/17/05</td>
<td>000001</td>
<td>STORE1</td>
</tr>
<tr>
<td>[ ]</td>
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<td>128.67</td>
<td>02/17/05</td>
<td>000001</td>
<td>STORE1CK</td>
</tr>
<tr>
<td>[ ]</td>
<td>111085 DL:H00056949</td>
<td>181.34</td>
<td>02/17/05</td>
<td>000001</td>
<td>STORE1CK</td>
</tr>
<tr>
<td>[ ]</td>
<td>110819 MCR:5041928271379</td>
<td>24.24</td>
<td>02/17/05</td>
<td>000001</td>
<td>STORE1CK</td>
</tr>
<tr>
<td>[ ]</td>
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<td>29.14</td>
<td>02/17/05</td>
<td>000001</td>
<td>STORE1CK</td>
</tr>
<tr>
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<td>24.67</td>
<td>02/17/05</td>
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<td>STORE1</td>
</tr>
<tr>
<td>[ ]</td>
<td>111155 xxxxxxxx18767</td>
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<td>02/17/05</td>
<td>000001</td>
<td>STORE1</td>
</tr>
<tr>
<td>[ ]</td>
<td>111102 xxxxxxxx12363</td>
<td>9.35SCR</td>
<td>02/17/05</td>
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</tr>
<tr>
<td>[ ]</td>
<td>110807 xxxxxxxx11024</td>
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</tr>
<tr>
<td>[ ]</td>
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<td>02/17/05</td>
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</tr>
<tr>
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<td>110845 xxxxxxxx25845</td>
<td>17.69</td>
<td>02/17/05</td>
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</tr>
<tr>
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<tr>
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</tr>
<tr>
<td>[ ]</td>
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<td>02/17/05</td>
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</tr>
<tr>
<td>[ ]</td>
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<td>16.09</td>
<td>02/17/05</td>
<td>000001</td>
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</tr>
<tr>
<td>[ ]</td>
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<td>11.60</td>
<td>02/17/05</td>
<td>000001</td>
<td>STORE1</td>
</tr>
</tbody>
</table>

8. Press <F4> to specify a search by Credit Card #, date, amount etc.

<table>
<thead>
<tr>
<th>Batch#</th>
<th>Reference:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Host Ref:</td>
</tr>
<tr>
<td></td>
<td>Terminal:</td>
</tr>
<tr>
<td></td>
<td>Cashier:</td>
</tr>
<tr>
<td></td>
<td>Tran Type:</td>
</tr>
<tr>
<td></td>
<td>Account:</td>
</tr>
<tr>
<td></td>
<td>Exp. Date: /</td>
</tr>
<tr>
<td>Card Type:</td>
<td>MKey:</td>
</tr>
<tr>
<td>Card Name:</td>
<td></td>
</tr>
<tr>
<td>Amount:</td>
<td></td>
</tr>
<tr>
<td>Customer:</td>
<td></td>
</tr>
<tr>
<td>Date : / / ( / / )</td>
<td></td>
</tr>
<tr>
<td>Time : :</td>
<td></td>
</tr>
<tr>
<td>Auth # :</td>
<td></td>
</tr>
</tbody>
</table>

9. In the example below, the amount of 61.85 has been entered as the search criteria.

11. Press <F10> to begin the search. The transaction(s) meeting the search criteria displays.

12. Press ENTER and the transaction displays at the top of the History screen.
### Manual Settlements

Use the procedure below to run a manual settlement when any of the following apply to your situation:

- You simply prefer to manually settle rather than using auto-settle; in this case, you will manually settle on a daily basis.
- You want to view credit card totals before auto-settle runs.
A previous day's auto-settlement has failed, and you need to manually settle now.

- You need to settle more than one day of transactions.

1. From Network Access at the FUNCTION prompt, type `PBADMIN` and press <Enter>.

2. Enter your Login and Password.
   
   If you have only one store, your login is STORE1 and your password is STORE1. If you are Multistore, your login and password correspond to your store number. For example, if you're in store 2, your login is STORE2 and your password is STORE2.

3. From the ProtoBase Administrator Main Menu, choose Select/Edit Transactions and press <Enter>.

4. Press <F8> to select transaction criteria.

5. Use the <Tab>, <Enter>, or Right Arrow key to bring your cursor under "Transaction Date" (Note: if none of these three keys work on your terminal, then Down Arrow until your cursor is under the "Transaction Date" column.)

6. Type the desired date as a 6 digit number (MMDDYY).

7. Press <F10> to accept. A window displays that says "You are about to modify selection, are you sure?" Press the space bar once so that YES shows, and press <Enter>. The system displays a message indicating the number of records selected.

8. Press <Esc> twice; note that the credit card transactions for the selected date have an “X” in the “Selected” column. Press <Esc> two times to return to the ProtoBase Administrator Main Menu.

9. From the menu, select the "Deposit Selected" option. A status window displays, indicating the total dollar amount and the number of records selected.

10. Press <F10> to begin the settlement.

**IMPORTANT!**

AutoSettle users: if you only want to check totals for the day, **DO NOT PRESS F10.** Instead, press `<ESC><ESC>` to return to the ProtoBase Main Menu without running a manual settlement. From the Main Menu, press `<F10>` to exit back to the FUNCTION prompt.

11. When the settlement completes, the system displays the message "Settlement Passed," and an approval number displays. If the settlement is unsuccessful, the message **Settlement Failed** displays. If you aren't sure if the settlement was approved, call the Eagle Advice Line at 800-322-3077 for further assistance.

12. If the settlement was approved, A Settlement Report does not automatically print or spool. However, Activant recommends you print it for verification of daily credit card transactions. To print the Settlement Report, press `<F7>` once. Note that the screen **WILL NOT** display a “Report Sent to Printer” message.

13. To exit the screen, press <Esc> (the End key) two times, which takes you to the View Deposit Log. Press <Esc> two more times to return to the ProtoBase Main Menu. Then press `<F10>` for the final exit back to the Network Access FUNCTION prompt.
IMPORTANT!

- If your automatic settlement (PBSTL) is set up as “Day to settle” A-Settle All transactions (rather than just today’s transactions), and the settlement fails, try the above procedures. If your manual settlement attempt still fails, then call Activant for assistance. There might be a problem with a transaction(s) that needs to be fixed by Activant before the transaction(s) will settle.
- You can check the “Select and Edit Transactions” screen in PBADMIN to assure that no old transactions (older than the current date) remain.
- FIRST TIME SETUPS ONLY: ACTIVANT RECOMMENDS YOU CALL YOUR BANK TO VERIFY FUNDS. It is very important do this after your Activant Rep sets up and activates ProtoBase credit card processing.

Verifying AutoSettle (PBSTL)

Autosettle is activated by putting function PBSTL into a queue (CEQ) and then scheduling the queue to run (SEQ). The PBSTL report will both spool and print when the system transmits the batch to the processor. Use the procedure below to verify that AutoSettle (PBSTL) was successful.

1. Look for the PBSTL report on the designated printer. The report show totals for each card type and overall deposit amount. The message “SETTLEMENT PASSED” prints at the end of the report. If you do not find the report on the printer, it can be retrieved via Spooled Report Maintenance (or Function MSP).

2. From Network Access at the Function prompt, type PBADMIN and press <Enter> (if you have a non-PC terminal, press <Control><Enter>.) The ProtoBase Administrator login screen displays.

3. Enter your Login and Password.

   If you have only one store, your login is STORE1 and your password is STORE1. If you are Multistore, your login and password correspond to your store number. For example, if you’re in store 2, your login is STORE2 and your password is STORE2.

4. From the ProtoBase Administrator Main Menu, select View Deposit Log by either typing the letter V, or pressing the down arrow to highlight “View Deposit Log” and press <Enter>. The screen displays a history of deposit attempts with the most recent one at the bottom. Use the Up Arrow key to scroll to older dates.

   Each deposit log entry is separated by dashed lines. At the bottom of each log the word MESSAGE is displayed indicating the result of the deposit attempt.

   The word MESSAGE followed by OK and a string of numbers indicates a successful settlement attempt. The numbers represent the processor’s approval or confirmation code for that batch. If OK or GB prints without the series of numbers, this may also indicate a successful settlement; it depends on the processor used. MESSAGE followed by Communications Error indicates a failed settlement due to an internet, modem, or phone line problem. INV. DATA indicates a failure due to a problem with the data contained in one or more transactions for that day. See the examples below.
Retrieving and Reprinting Settlement Reports

This section explains how to retrieve and print the Settlement Report from the Spooler, and how to reprint a settlement report that is no longer in the Spooler.

If your system is set up for "Auto Settle," one of your nightly queues will have report PBSTL in it.

Retrieving and Printing the Settlement Report from the Spooler

Eagle for Windows Users

1. From the Eagle Browser, click System Management, then click Spooled Report Maintenance.
2. At Report, type PBSTL and press <Enter>
3. A list of all available PBSTL reports display. Find the appropriate report by looking at the Request Date column and double clicking the desired report. Multistore users: you must display the report (see step 4) in order to determine the store for which the report was run.
4. A short delay may occur before the “Download File” dialog box displays, and the report displays in the Report Viewer. Multistore users:
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.

Network Access Users

1. From Network Access at the FUNCTION prompt, type MSP and press <Enter>.
2. At Report Name, type PBSTL and press <Display>. The first available PBSTL report header displays.
3. Look at the “Original Runtime” field to view the report date. Press <Next> (F7) to scroll to the desired report.
4. Press <Next Screen> to view the report or press <Run> to reprint the report.

Reprinting a ProtoBase Settlement – No longer in spooled reports

1. From Network Access at the FUNCTION prompt, type PBADMIN and press <Enter>.
2. Enter your Login and Password.
   If you have only one store, your login is STORE1 and your password is STORE1. If you are Multistore, your login and password correspond to your store number. For example, if you're in store 2, your login is STORE2 and your password is STORE2.
3. From the ProtoBase Administrator Main Menu that displays, type “V” (the “hotkey” for “View Deposit Log”).
4. When the Deposit Log displays, make a note of the batch number for the desired date. Hint: The View Deposit Log displays the most recent settlement attempt at the bottom of the screen. Each entry is separated by dashed lines. The date is found in the upper left-hand corner of the log entry. The most current deposits are listed on the bottom of screen. To find an older deposit log, use the Up Arrow key to scroll.

5. Press <End> to exit the View Deposit Log and return to the main PBADMIN menu.

6. At the Main Menu, type "H" for Transaction History Menu.
7. Type T for Terminal report. This report is similar to the PBSTL report that prints when a settlement runs. For more detailed card information, you can select R, Terminal Detail Report.

8. Press <Enter> twice, type the batch number, and press <f10>.

9. Press <Enter> to accept all records.
IMPORTANT!

To reprint a report in the current month, you don’t need to change the month/year; just <Enter> down to the batch number, type the batch number, and press <F10>. The report displays, as shown below. Press <F7> to print the report. For a different month/year, change the date accordingly, enter the batch number, press <F10>, then press <F7> to print.