
ePay Administrator
User Guide

Version 4.00

ePay Administrator User Guide

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Version Support

This document supports the following application versions:

DIALePay XML, Version 4.00

NETePay XML, Version 4.00

DSIClientX, Version 3.10

DSIClient Transaction Utility, Version 2.50

ePay Administrator, Version 4.00

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OVERVIEW

Introduction

About ePay Administrator

ePay Administrator enables you to perform batch management functions (such as closing a batch) for payment transactions processed by Datacap System's *NETePay* and *DIALePay* server software.

You can use *ePay Administrator* to view transaction records stored on the server from any client machine on the network. *ePay Administrator*, and if needed, perform and process credit transactions to resolve any batch settlement issues.

About DIALePay XML

DIALePay enables retail, restaurant and other businesses to perform reliable electronic payment authorizations via dial through a DataTran 162 ML.

About NETePay XML

NETePay enables retail, restaurant and other businesses to perform reliable electronic payment authorizations via the Internet or other TCP/IP Virtual Private Network (VPN) services in as little as two seconds or less.

About Datacap

Datacap Systems, Inc. develops and markets electronic payment interfaces that enable cash register and business systems developers to add electronic payment acceptance to their systems.

Datacap has various solutions that interface to virtually any hardware or software platform and send transactions to all major payment processors via most common communications technologies including dial, wireless, and Internet.

INSTALLATION & CONFIGURATION

Introduction

This chapter explains how to set up and install *ePay Administrator* on a client machine in a network environment. Instructions and requirements for installing *ePay Administrator* on DIALePay and NETePay server appear in their respective installation and configuration guides

Baseline System Configuration

To successfully install and run *ePay Administrator* on your server, it should meet or exceed the following system requirements:

- Microsoft Windows 2000 Professional with Service Pack 4 or, Windows XP Pro with Service Pack 2. All latest updates and hotfixes should be applied. It is strongly recommended that Windows Automatic Updates be enabled.
- 512MB of RAM minimum, 1GB or higher recommended
- 2 GB of available hard-disk space
- Microsoft Internet Explorer with 128-bit encryption, Microsoft Internet Explorer 6.0 or higher recommended
- TCP/IP network connectivity.

Installation

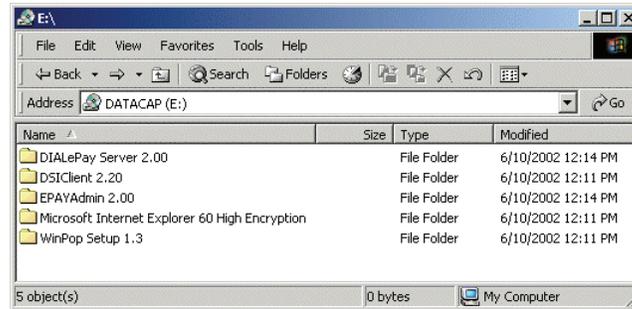
Before you begin installing *ePay Administrator* and its components, you should close all unnecessary programs and disable any anti-virus software. and determine if the PC has the correct version of Internet Explorer installed.

Network Security

ePay Administrator and ePay Administrator for DIALePay may be installed on other computers on the network rather than on the computer on which the NETePay or DIALePay server is installed. ***If either version of ePay Administrator is installed remotely in this manner, you should enable SSL encryption for the instance of MSDE by using Microsoft Management Console.***

Before you begin installing *ePay Administrator* and its components, you should close all To install *ePay Administrator*:

1. Insert the **DIALePay** or **NETePay** CD-ROM labeled into the PC's CD-ROM drive.
2. On your desktop, open **My Computer**, and then double-click the drive that contains the **DIALePay** or **NETePay** CD-ROM. The following window appears:

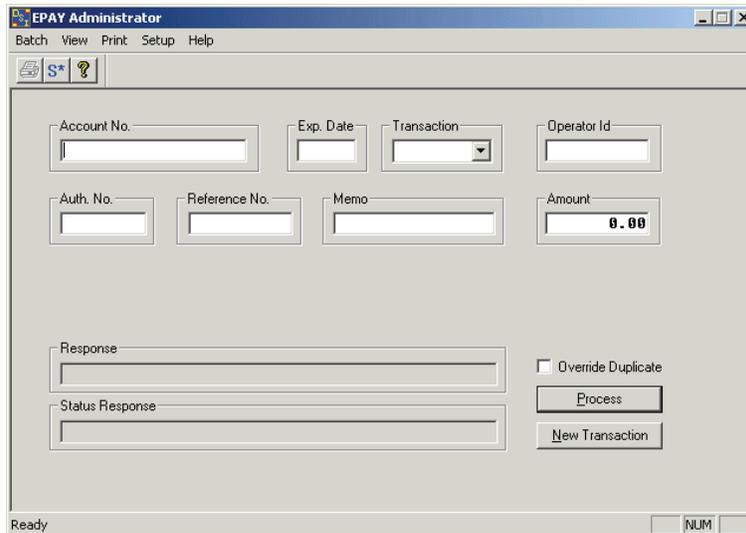


3. Double-click the **ePayAdmin** folder, then double-click **setup** (or **setup.exe**).
4. The installation wizard will start. When the Welcome screen appears, click **Next**.
5. Read and accept the End User License agreement and click **Next**.
6. Enter your **User Name** and **Organization**.
If available on your operating system, make the application available to all users.
7. Click **Next**, then click **Install**. The installation wizard will then begin installing the necessary files on your computer.
8. Click **Finish** to complete the installation. A pop-up message will then appear and inform you to restart the computer.
9. Click **Yes** to restart the computer.

Configuration

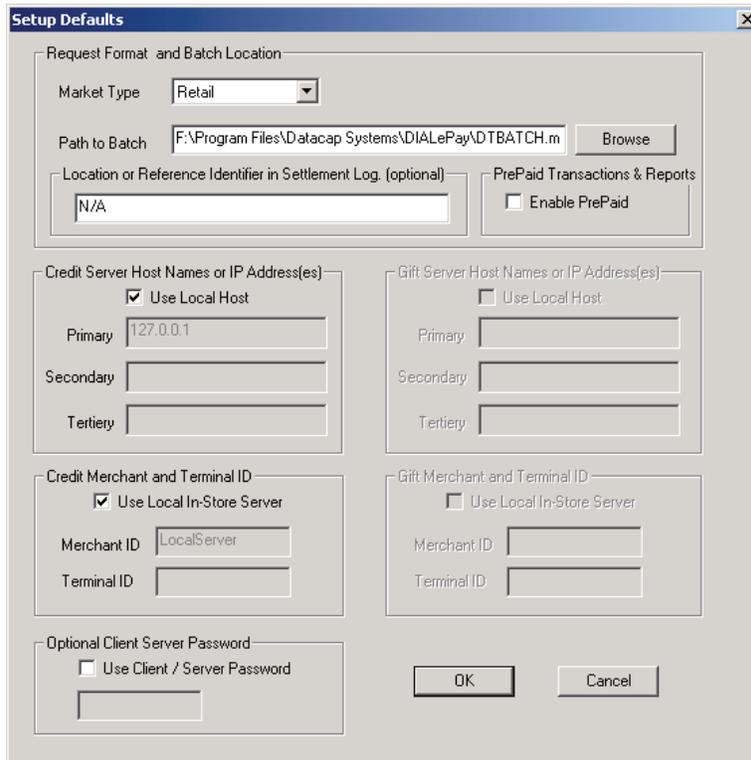
To setup and configure *ePay Administrator* for use:

1. Launch *ePay Administrator* or *ePay Administrator for DIALePay*. The EPAY Administrator dialog box appears in Transaction & Command view.



2. Select **Setup** on the menu bar and choose **Setup Defaults**. The Setup Defaults dialog box appears.

For the *ePay Administrator for DIALePay*, the following screen is displayed. If you are using *ePay Administrator* with NETePay, skip forward to step 7.



3. Under **Request Format and Batch Location**:

a) Select one of the following **Market Types**:

- Retail
- Restaurant
- Direct Marketing
- eCommerce

NOTES: *Your selection must match the selection made when you configured DIALePay.*

b) If you installed DIALePay in its default location

C:\Program Files\Datacap Systems\DIALePay

then the entry in the **Path to Batch** box should be correct. If the Path to Batch box is empty, then click the Browse button to navigate to the file **dtbatch.mdb** which is inside the DIALePay folder..

You can also use the **Browse** button to locate the file.

c) You can optionally type a **Location or Reference Identifier** (up to 256 characters) that will identify this PC in the Settlement log.

NOTE: *The Settlement log does not store transactions for systems connected to a host-based payment processor.*

4. Under **Credit Server Host Names or IP Address(es)**:

a) If the machine where *ePay Administrator* is installed is the local host (the same PC where *DIALePay* is installed), *ePay Administrator* will automatically assign an IP Address of 127.0.0.1. Best security practices advise that *ePay Administrator* for DIALePay should not be installed on the same PC as the DIALePay server.

b) If the machine where *DIALePay* is installed is not the local host, clear the **Use Local Host** box, and then enter the **Primary** Host Name or IP Address of the machine that has *DIALePay* installed.

You can also enter a **Secondary** and **Tertiary** Host Name or IP Address of servers that contain alternate copies of *DIALePay*.

5. Under **Credit Merchant and Terminal ID**:

If the machine where *DIALePay* is installed is not the local in-store server, clear the **Use Local In-Store Server** box, then enter the **Merchant ID** and **Terminal ID** provided by the payment processor.

6. Under **Optional Client Server Password**:

If you enabled *DIALePay* for client/server password usage, then under **TCP/IP**, check the **Use Client / Server Password** box and type the client/server password in the box provided.

7. To save the settings and exit the Setup Defaults dialog box, click **OK**.

NOTE

ePay Administrator and *ePay Administrator* for DIALePay may be installed on other computers on the network rather than on the computer on which the NETePay or DIALePay server is installed. ***If either version of ePay Administrator is installed remotely in this manner, you should enable SSL encryption for the instance of MSDE by using Microsoft Management Console.***

For the *ePay Administrator for NETePay*, the following screen is displayed.

The screenshot shows the 'Setup Defaults' dialog box with the following configuration:

- Request Format and Batch Location:**
 - Market Type: Retail
 - SQL (MSDE) Server (Credit/Debit): (local)\DATAINSTANCE
 - SQL (MSDE) Server (PrePaid/Gift): (local)\DATAINSTANCE
 - PrePaid Transactions & Reports: Enable PrePaid
- Credit Server Host Names or IP Address(es):**
 - Use Local Host
 - Primary: [Empty]
 - Secondary: [Empty]
 - Tertiary: [Empty]
- Gift Server Host Names or IP Address(es):**
 - Use Local Host
 - Primary: [Empty]
 - Secondary: [Empty]
 - Tertiary: [Empty]
- Credit Merchant and Terminal ID:**
 - Use Local In-Store Server
 - Merchant ID: LocalServer
 - Terminal ID: [Empty]
- Gift Merchant and Terminal ID:**
 - Use Local In-Store Server
 - Merchant ID: LocalServer
 - Terminal ID: [Empty]
- Optional Client Server Password:**
 - Use Client / Server Password
 - [Empty]
- Location Identifier in Settlement Log. (optional):**
 - N/A

8. Under **Request Format and Batch Location:**

- a) Select one of the following **Market Types**:
- Retail
 - Restaurant
 - Direct Marketing
 - eCommerce

NOTES: Your selection must match the selection made when you configured NETePay.

- b) If you installed the ePay Administrator on the NETePay server, then the SQL [MSDE] Server (Credit/Debit) path is {local}\DATAINSTANCE. If the ePay Administrator was installed on a client machine (recommended), then the [local] machine name should be changed to the machine name on which the NETePay server was installed.
- c) If you will be using a GIFTePay server to process Gift/PrePaid transactions, you should check ENABLE PrePaid and if you installed the ePay Administrator on the same machine as the GIFTePay server, then the SQL [MSDE] Server (PrePaid/Gift) path is {local}\DATAINSTANCE. If the ePay Administrator was installed on a client machine (recommended), then the [local] machine name should be changed to the machine name on which the GIFTePay server was installed.

9. Under **Credit Server Host Names or IP Address(es)**:

- a) If the machine where *ePay Administrator* is installed is the local host (the same PC where *NETePay* is installed), *ePay Administrator* will automatically assign an IP Address of 127.0.0.1. Best security practices advise that *ePay Administrator* for *NETePay* should not be installed on the same PC as the *NETePay* server.
- b) If the machine where *NETePay* is installed is not the local host, clear the **Use Local Host** box, and then enter the **Primary** Host Name or IP Address of the machine that has *NETePay* installed.

You can also enter a **Secondary** and **Tertiary** Host Name or IP Address of servers that contain alternate copies of *NETePay*.

10. Under **Credit Merchant and Terminal ID**:

If the machine where *NETePay* is installed is not the local in-store server, clear the **Use Local In-Store Server** box, then enter the **Merchant ID** and **Terminal ID** provided by the payment processor.

11. Under **Gift Server Host Names or IP Address(es)**:

- a) If the machine where *ePay Administrator* is installed is the local host (the same PC where *GIFTePay* is installed), *ePay Administrator* will automatically assign an IP Address of 127.0.0.1. Best security practices advise that *ePay Administrator* for *NETePay* should not be installed on the same PC as the *GIFTePay* server.
- b) If the machine where *GIFTePay* is installed is not the local host, clear the **Use Local Host** box, and then enter the **Primary** Host Name or IP Address of the machine that has *GIFTePay* installed.

12. You can also enter a **Secondary** and **Tertiary** Host Name or IP Address of servers that contain alternate copies of *GIFTePay*.

13. Under **Gift Merchant and Terminal ID**:

If the machine where *GIFTePay* is installed is not the local in-store server, clear the **Use Local In-Store Server** box, then enter the **Merchant ID** and **Terminal ID** provided by the payment processor.

14. Under **Optional Client Server Password**:

If you enabled *NETePay* or *DIALePay* for client/server password usage, then under **TCP/IP**, check the **Use Client / Server Password** box and type the client/server password in the box provided.

15. To save the settings and exit the Setup Defaults dialog box, click **OK**.

NOTE

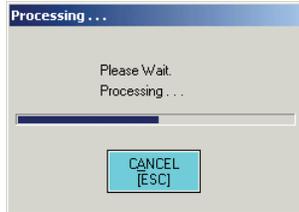
ePay Administrator and *ePay Administrator* for *DIALePay* may be installed on other computers on the network rather than on the computer on which the *NETePay* or *DIALePay* server is installed. ***If either version of ePay Administrator is installed remotely in this manner, you should enable SSL encryption for the instance of MSDE by using Microsoft Management Console.***

Checking the Server Connection

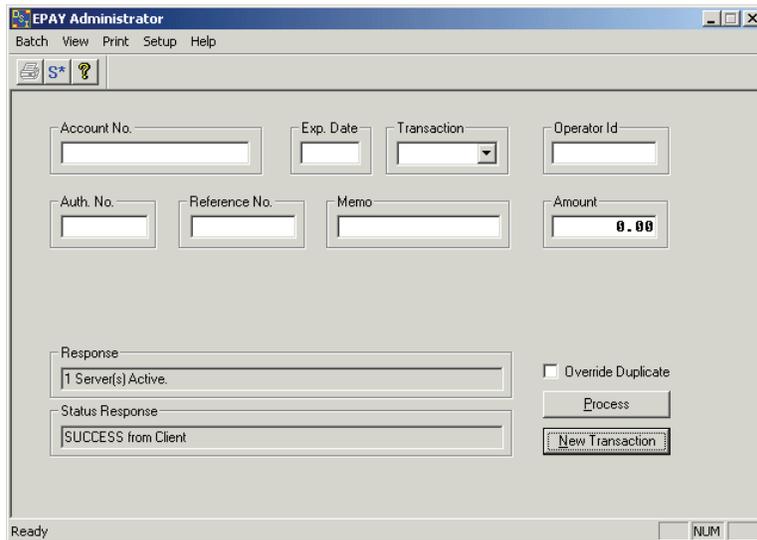
If you have *ePay Administrator* installed on a client machine, you can use the Check Server Connection option to verify that the client machine is connected to the server.

To verify that the client machine is connected to the server:

1. If needed, go to Transaction & Main Command View.
2. Select **Setup** on the menu bar and choose **Check Server Connection**. The system will then attempt to connect to the server.



3. Under **Response**, *ePay Administrator* will indicate the number of active servers running *NETePay*, *DIALePay* or *GIFTePay*. If the server is not active, the number of active servers is zero.
4. Under **Status Response**, *ePay Administrator* will display a response message, typically "SUCCESS from Client." If there is a problem connecting to the server, an error message will appear instead.



VIEWING BATCH TRANSACTIONS

Introduction

By using the View menu, you can review payment transactions stored on the *DIALePay* or *NETePay* server. For an explanation of the information that appears in the Batch Detail and Batch Report Views, see Appendix A.

Reviewing the Batch Detail

Batch Detail View enables you to view transaction records from the current open batch.

To view batch detail records:

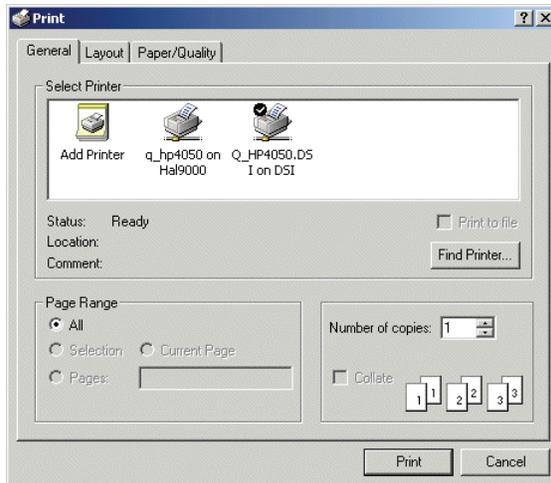
1. On the menu bar, select **View** and choose **Batch Detail View**. A spreadsheet with transaction records from the current open batch appears.

The screenshot shows the ePAY Administrator application window with a menu bar (Batch, View, Print, Setup, Help) and a toolbar. The main area displays a spreadsheet with the following data:

Record	Status	Input	CardType	TranCode	Account Number	Exp.	Purch Amt	Auth Amt	Grat Amt	Cash #
001	A	Mag	M/C	Sale	XXXXXXXXXXXX5673	1203	125.00	125.00		
002	A	Mag	M/C	Sale	XXXXXXXXXXXX1003	0403	85.12	85.12		
003	A	Mag	M/C	Sale	XXXXXXXXXXXX1234	0803	51.25	51.25		
004	A	Keyed	Visa	VoiceAuth	XXXXXXXXXXXX3538	1005	-45.77	-45.77		
005	A	Mag	Visa	Return	XXXXXXXXXXXX6780	0702	98.99	98.99		
006	V	Mag	AMEX	Sale	XXXXXXXXXXXX1007	1103	88.99	88.99		
007	A	Mag	AMEX	Sale	XXXXXXXXXXXX1007	1103	99.88	99.88		
008	A	Mag	M/C	Sale	XXXXXXXXXXXX3003	0604	57.98	57.98		
009	A	Mag	M/C	Sale	XXXXXXXXXXXX2088	1104	77.88	77.88		

2. Transaction records appear in ascending order by record number. You can click another column to change the sort order.
3. To change the column width, drag the boundary marker on either side of the column heading until the column is the width you want.
4. To exit Batch Detail View, make another selection from the View menu.
5. To access a transaction record, double-click it. *ePay Administrator* will change to Transaction and Main Command View and display the record details, where you can adjust the transaction (return, void, etc.).

For more information, see the “Processing Transactions” chapter later in this manual.



To select a printer and generate the batch report, double-click a printer. The default printer is indicated by a checkmark.

NOTE: once you select a printer, the Print dialog will no longer appear and your report will directly go to the printer.

To select another printer, select **Print** on the EPAY Administrator menu bar and choose **Print Setup**.

6. To exit Batch Detail View, make another selection from the View menu.

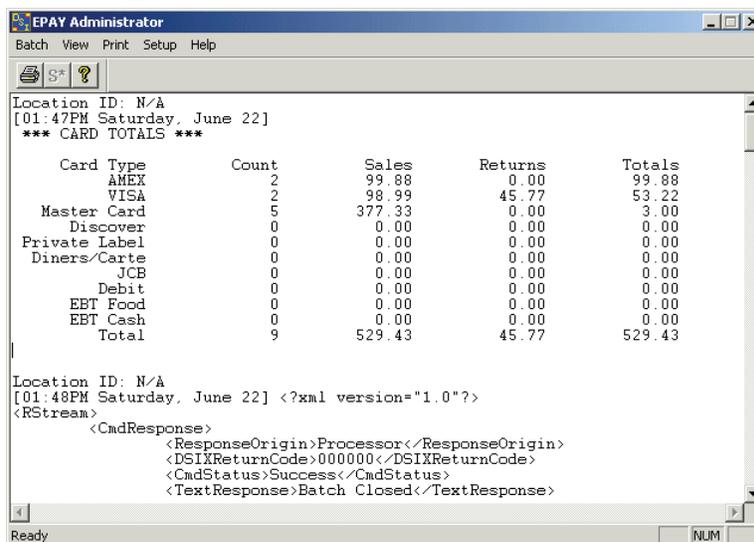
Viewing the Settlement Log

The Settlement log enables you to view card totals for each batch processed in the current month.

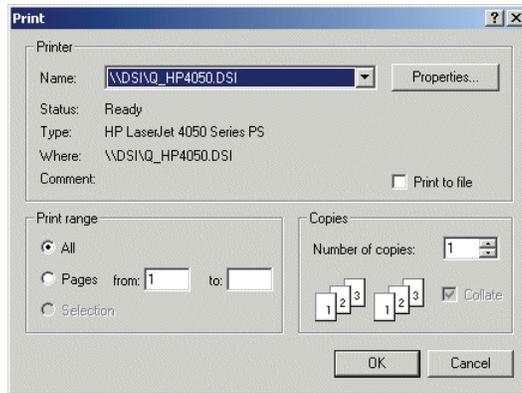
NOTE: The Settlement log does not store transactions for systems connected to a host-based payment processor.

To view the settlement log for the current month:

1. On the menu bar, select **View** and choose **View Settlement Log (Current Month)**. The settlement log will appear in the EPAY Administrator dialog box.



2. To print a settlement log, click the **Print** icon. If you have not selected a printer, the Print dialog box will appear.



3. From the **Name** list, select a printer and click **OK**.

Using the Log Viewer

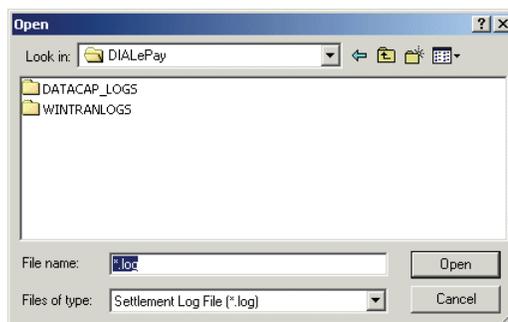
By using the Log Viewer, you can view the following type of log files generated by various *DIALePay* or *NETePay* or components:

- WinTran Logs – primarily used for technical support, this log shows the AT commands issued to the DataTran by *DIALePay* when it attempted to process a transaction for a selected date.
- Datacap Logs – primarily used for technical support, this log shows the XML commands issued by the server to client machines when it attempted to process a transaction for a selected date.
- Settlement Logs – For a selected month and year, shows the card totals for processed batches.

NOTE: The Settlement log does not store transactions for systems connected to a host-based payment processor.

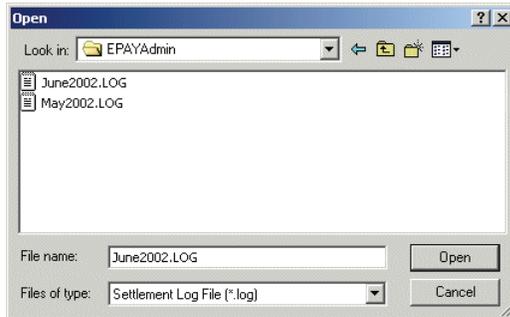
To use the log viewer:

1. On the menu bar, select **View** and choose **View Log Viewer**. The Open log viewer dialog box appears.

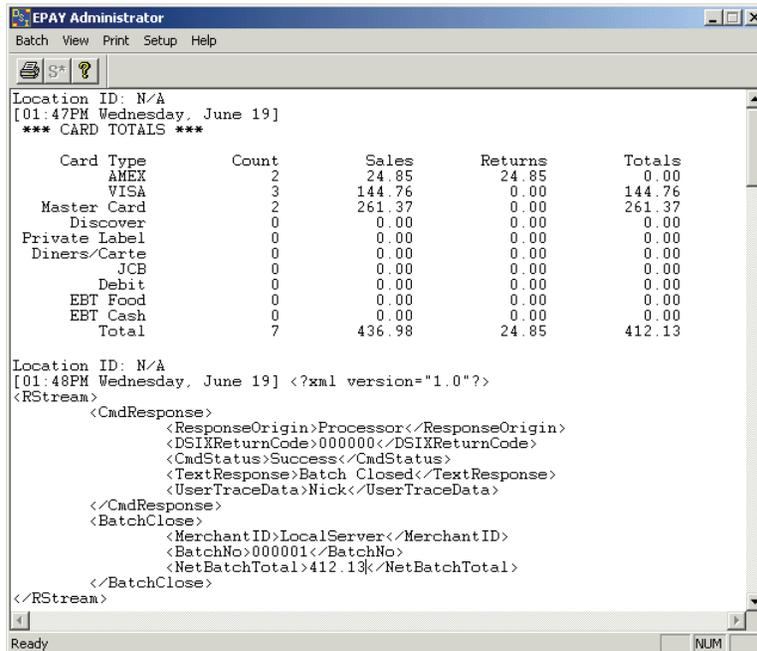


2. For *DIALePay* users, The default folder is *DIALePay*. From this folder, you can select WinTran logs and Datacap logs.

3. For *NETePay* users, The default folder is NETePay. From this folder, you can select Datacap logs.
 - a) To select a Datacap log, double-click the **DATA CAP LOGS** folder.
 - b) To select a WinTran log, double-click the **WINTRANLOGS** folder.
 - c) To select a Settlement log, navigate up one level to the Datacap Systems folder, then double-click the **EPAYAdmin** folder.



4. Once you are at the correct folder, double-click a log file to view it.



NOTE: The next time, you access the Log Viewer, it will default to the folder of the last accessed log file.

BATCH MANAGEMENT

Opening the Batch

When you launch *DIALePay* or *NETePay* or from the server, it will attempt to initialize *DataTran*. Once successfully initialized, *DataTran* will automatically open a batch. You can then proceed to enter sales via your POS or Restaurant application. During the course of the day, you can launch *ePay Administrator* to view transactions stored in your batch.

NOTE: To perform any Batch Management function, or to process transactions from client machines, either *DIALePay* or *NETePay* must be running on your server.

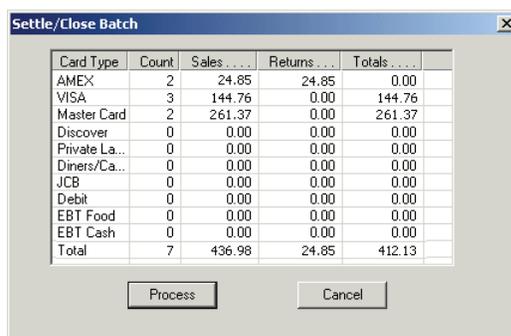
Closing the Batch

Whether your payment processing is terminal-based (transactions are stored locally at the server) or host-based (transactions are stored remotely at the payment processor's server), you should close the current open batch at the each of each business day to transmit your transactions to the payment processor for settlement.

However, if your payment processing is host-based and "auto-close," it is not necessary to close the batch.

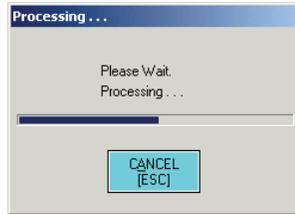
To close and settle a batch:

1. If needed, go to Transaction & Main Command View.
2. On the menu bar, select **Batch** and choose **Settle/Close Batch**. The Settle/Close dialog box appears.



3. If the counts and sales totals are not correct, click **Cancel** and go to either View Batch Detail or View Batch Report to determine the problem (see the "Viewing Batch Transactions" chapter for details).

If the counts and sales totals are correct click **Process**. The system will then attempt to close and settle the batch.



4. If the batch closes and settles successfully, the EPAY Administrator dialog box will display "Batch Closed" in the **Response** section and "SUCCESS from Processor" in the Status Response" section.

NOTE: If you cannot settle the batch, attempt to resolve the problem BEFORE processing additional Sale, Debit or EBT transactions (see the "Processing Transactions" section latter in this chapter). Failure to do so may jeopardize the capture and settlement of those transactions.

If you still cannot settle your batch, contact your payment processor's help desk.

Changing the Batch Number

If a problem with settlement occurs, you may be requested by the payment processor to change the current batch number.

To change the current batch number:

1. If needed, go to Transaction & Main Command View.
2. On the menu bar, select **Batch** and choose **Change Batch Number**. The Change Batch Number dialog box appears.



3. *ePay Administrator* will automatically increment the current batch number by one. Click **Process**.

NOTE: Do not change this value unless instructed by the payment processor.

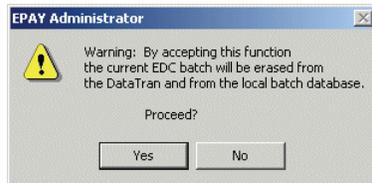
4. The system will then attempt to change the batch number. If the batch number changes successfully, the EPAY Administrator dialog box will display "Batch Number Modified" in the **Response** section and "SUCCESS from Processor" in the Status Response" section.

Clearing a Batch

If there is a problem with the current batch, you may be requested by the payment processor to erase the current batch from the *DIALePay* or *NETePay* database. If you are using *DIALePay*, it will also clear the transaction in the DataTran's memory.

To clear the current batch:

1. If needed, go to Transaction & Main Command View.
2. On the menu bar, select **Batch** and choose **Clear/Erse Batch**. A warning message appears.



3. To proceed, click **Yes**. To cancel, click **No**. A verification message appears.



4. Again, click **Yes** to proceed; or **No** to cancel. The system will then attempt to erase the batch.
5. If the batch clears successfully, the EPAY Administrator dialog box will display "Batch Cleared" in the **Response** section and "SUCCESS from Processor" in the Status

PROCESSING TRANSACTIONS

Introduction

If for some reason, you cannot settle your batch, you can use *ePay Administrator* to perform certain types of payment transactions to process sales or resolve any conflicts. However, depending upon the Market Type selected during *ePay Administrator* setup, the transaction types and user interface can vary.

Supported Transaction Types

The following table shows the available Transaction types for each Market Type. However, some transaction types for a particular Market Type may not be available from certain payment-processing networks.

Market Type			Transaction	Description
RT	RS	DM	Credit Sale	Payment for goods or services by the customer using a credit card
RT	RS	DM	Credit Return	Credit issued to the cardholder for the return or credit of goods or services
RT	RS	DM	Credit Void Sale	VOIDS a previous Credit Sale transaction
RT	RS	DM	Credit Void Return	VOIDS a previous Credit Return transaction
RT	RS	DM	Credit Voice Authorization	Places a transaction for which voice authorization was obtained in the current batch for settlement and payment
	RS		Credit Pre-authorization	The pre-authorization of an estimated credit card amount when the exact charge amount is unknown
	RS		Credit Pre-authorization Capture	Finalizes a previous Pre-authorization transaction so that settlement can occur
RT	RS		Debit Void Sale	VOIDS a previous Debit Sale transaction
RT	RS		Debit Void Return	VOIDS a previous Debit Return transaction
RT	RS		Pre-Paid Void Sale	VOIDS a previous Pre-Paid Sale transaction
RT	RS		Pre-Paid Void Return	VOIDS a previous Pre-Paid Return transaction

Market Type Legend: RT = Retail, RS = Restaurant, DM = Direct Marketing/e-Commerce

Processing Transactions

You must have either *DIALePay* or *NETePay* running on your server in order to process a transaction using *ePay Administrator*.

When processing Credit Sales, Credit Return, Credit Voice Authorizations or Credit Pre-authorization Capture transactions, you must manually input the data via Transaction & Command View.

For other transaction types, you can select a record using Batch Detail View to automatically populate the transaction fields.

Processing Retail Transactions

To process retail transactions:

1. Either change to Transaction & Command View to enter a new transaction or from Batch Detail View, double-click a transaction record. The EPAY Administrator dialog box appears.

The screenshot shows the EPAY Administrator dialog box. It features a menu bar with 'Batch', 'View', 'Print', 'Setup', and 'Help'. Below the menu bar are icons for a printer, a search icon, and a help icon. The main area contains several input fields: 'Account No.' (text box), 'Exp. Date' (text box), 'Transaction' (dropdown menu), 'Operator Id' (text box), 'Auth. No.' (text box), 'Reference No.' (text box), 'Memo' (text box), and 'Amount' (text box with '0.00' displayed). There are also two larger text boxes for 'Response' and 'Status Response'. A checkbox labeled 'Override Duplicate' is present. At the bottom right are two buttons: 'Process' and 'New Transaction'. The status bar at the bottom shows 'Ready' and 'NUM'.

2. If needed, type the following information in the boxes provided:
 - **Account Number** – enter up to twenty digits for the card number
 - **Expiration Date** – enter four digits, using the following format: MMY Year (Month, Year)
 - **Amount** – enter the dollar amount of the transaction (decimal point not required)
 - **Memo** – this is an optional field, where you enter up to twenty characters for reference
 - **Operator ID** – this is an optional field, where you enter up to ten characters for a cashier name or number

3. Select one of the following **Transactions**:
 - **Sale**
 - **Return**
 - **VoiceAuth**
 - **VoidSale**
 - **VoidReturn**
4. For Voice Authorization transactions, enter the **Authorization Number** in the box provided
5. If the initial attempt for authorization resulted in a duplicate transaction error, check the **Override Duplicate** box to force the network to authorize a transaction.
6. Click **Process**. The system will then attempt to process the transaction. If the transaction is processed successfully (i.e., connecting to the payment processor), the form will display the Authorization Number, Reference Number, Response Message and Response Status.

The screenshot shows the ePAY Administrator application window. The interface includes a menu bar (Batch, View, Print, Setup, Help) and a toolbar with icons for search, help, and refresh. The main form contains the following fields and controls:

- Account No.:** 5010000010001003
- Exp. Date:** 1203
- Transaction:** Sale (dropdown menu)
- Operator Id:** (empty)
- Auth. No.:** VITAL2
- Reference No.:** 123
- Memo:** (empty)
- Amount:** 9.99
- Response:** APPROVED
- Status Response:** APPROVED from Processor
- Override Duplicate:** (unchecked)
- Process:** (button)
- New Transaction:** (button)

The status bar at the bottom shows "Ready" and "NUM".

7. To clear the form and process another transaction, click **New Transaction**.

Processing Restaurant Transactions

To process restaurant transactions:

1. Either change to Transaction & Command View to enter a new transaction or from Batch Detail View, double-click a transaction record. The EPAY Administrator dialog box appears.

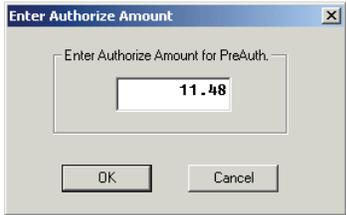
The screenshot shows the EPAY Administrator dialog box. It features a menu bar with 'Batch', 'View', 'Print', 'Setup', and 'Help'. The main area contains several input fields: 'Account No.', 'Exp. Date', 'Transaction' (a dropdown menu), 'Operator Id', 'Auth. No.', 'Reference No.', 'Memo', 'Amount' (with a value of 0.00), 'TIP' (with a value of 0.00), and 'Total' (with a value of 0.00). There are also 'Response' and 'Status Response' text areas, an 'Override Duplicate' checkbox, and 'Process' and 'New Transaction' buttons. The status bar at the bottom shows 'Ready' and 'NUM'.

2. If needed, type the following information in the boxes provided:
 - **Account Number** – enter up to twenty digits for the card number
 - **Expiration Date** – enter four digits, using the following format: MMY Month, Year)
 - **Amount** – enter the dollar amount of the transaction (decimal point not required)
 - **Tip** – enter the dollar amount of the gratuity (decimal point not required)
 - **Reference Number** – enter up to twenty characters for the reference number (this number is typically the invoice or check number)
 - **Memo** – this is an optional field, where you enter up to twenty characters for reference
 - **Operator ID** – this is an optional field, where you enter up to ten characters for a cashier name or number

When you enter the sale and tip amount, the **Total** field is automatically updated.

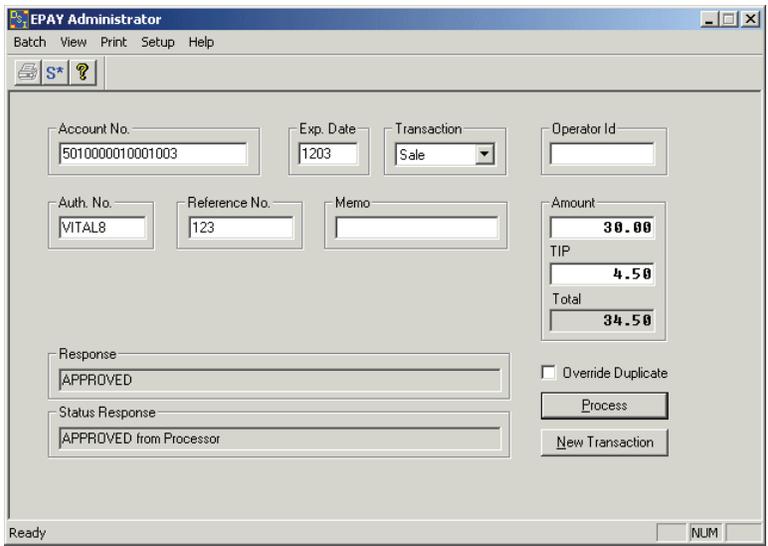
3. Select one of the following **Transactions**:
 - **Sale**
 - **Return**
 - **VoiceAuth**
 - **VoidSale**
 - **VoidReturn**
 - **PreAuth**
 - **PreAuthCapture**

4. For Voice Authorization transactions, enter the **Authorization Number** in the box provided
5. If the initial attempt for authorization resulted in a duplicate transaction error, check the **Override Duplicate** box to force the network to authorize a transaction.
6. Click **Process**.
7. If you are processing a **PreAuthCapture** transaction, the following dialog box appears:



Select **OK** to accept the **Authorize Amount for PreAuth**, which is the sale amount plus the percentage amount set during *ePay Administrator* configuration, or type in another amount and then press **OK**.

8. The system will then attempt to process the transaction. If the transaction is processed successfully (i.e., connecting to the payment processor), the form will display the Authorization Number, Reference Number, Response Message and Response Status.



9. To clear the form and process another transaction, click New Transaction.

Processing Direct Marketing Transactions

To process Direct Marketing transactions:

1. Either change to Transaction & Command View to enter a new transaction or from Batch Detail View, double-click a transaction record. The EPAY Administrator dialog box appears.

The screenshot shows the EPAY Administrator dialog box with the following fields and controls:

- Account No. (text box)
- Exp. Date (text box)
- Transaction (dropdown menu)
- Operator Id (text box)
- Auth. No. (text box)
- Reference No. (text box)
- Memo (text box)
- Amount (text box, value: 0.00)
- Street Address (text box)
- Zip Code (text box)
- Response (text area)
- Status Response (text area)
- Override Duplicate (checkbox)
- Process (button)
- New Transaction (button)

2. If needed, type the following information in the boxes provided:
 - **Account Number** – enter up to twenty digits for the card number
 - **Expiration Date** – enter four digits, using the following format: MMY (Month, Year)
 - **Amount** – enter the dollar amount of the transaction (decimal point not required)
 - **Memo** – this is an optional field, where you enter up to twenty characters for reference
 - **Operator ID** – this is an optional field, where you enter up to ten characters for a cashier name or number
 - **Street Address** – this is an optional field for AVS, where you enter up to twenty characters for the street number
 - **Zip Code** – this is an optional field for AVS, where you enter up to nine digits
3. Select one of the following **Transactions**:
 - **Sale**
 - **Return**
 - **VoiceAuth**
 - **VoidSale**
 - **VoidReturn**
4. For Voice Authorization transactions, enter the **Authorization Number** in the box provided

5. If the initial attempt for authorization resulted in a duplicate transaction error, check the **Override Duplicate** box to force the network to authorize a transaction.
6. Click **Process**. The system will then attempt to process the transaction. If the transaction is processed successfully (i.e., connecting to the payment processor), the form will display the Authorization Number, Reference Number, Response Message and Response Status.

The screenshot shows the 'ePAY Administrator' window with a menu bar (Batch, View, Print, Setup, Help) and a toolbar. The main form contains the following fields and controls:

- Account No.: 5010000010001003
- Exp. Date: 1203
- Transaction: Sale (dropdown menu)
- Operator Id: (empty)
- Auth. No.: VITAL9
- Reference No.: (empty)
- Memo: (empty)
- Amount: 9.99
- Street Address: CHALFONT, PA
- Zip Code: 18914
- Response: APPROVED
- Status Response: APPROVED from Processor
- Override Duplicate
- Process button
- New Transaction button

The status bar at the bottom shows 'Ready' and a 'NUM' indicator.

7. To clear the form and process another transaction, click **New Transaction**.

TRANSACTION CODES

Transaction Types

The following chart shows the transaction types, transaction codes, input types and card types that can appear in the Batch Detail and Batch Report views.

Transaction Types	Transaction Codes	Input		Card Types
Credit Sale	Sale	MAG	Keyed	VISA, M/C, AMEX, DCLB, DCVR, JCB, OTHER
Credit Return	Return	MAG	Keyed	VISA, M/C, AMEX, DCLB, DCVR, JCB, OTHER
Credit Void Sale	Sale ¹	MAG	Keyed	VISA, M/C, AMEX, DCLB, DCVR, JCB, OTHER
Credit Void Return	Return ¹	MAG	Keyed	VISA, M/C, AMEX, DCLB, DCVR, JCB, OTHER
Credit Authorization	AuthOnly	MAG	Keyed	VISA, M/C, AMEX, DCLB, DCVR, JCB, OTHER
Credit Voice Authorization	VoiceAuth	MAG	Keyed	VISA, M/C, AMEX, DCLB, DCVR, JCB, OTHER
Credit Pre-authorization	PreAuth ²	MAG	Keyed	VISA, M/C, AMEX, DCLB, DCVR, JCB, OTHER
Credit Pre-authorization Capture	PreAuthCapture ²	MAG	Keyed	VISA, M/C, AMEX, DCLB, DCVR, JCB, OTHER
Credit Adjust	Adjust	MAG	Keyed	VISA, M/C, AMEX, DCLB, DCVR, JCB, OTHER
Debit Sale	Sale	MAG		DEBIT
Debit Return	Return	MAG		DEBIT
Debit Void Sale	Sale ¹	MAG		DEBIT
Debit Void Return	Return ¹	MAG		DEBIT
EBT Food Stamp Sale	Sale	MAG	Keyed	Food stamp
EBT Food Stamp Return	Return	MAG	Keyed	Food stamp
EBT Cash Sale	Sale	MAG	Keyed	Food stamp
EBT Food Stamp Voucher	Voucher	MAG		Food stamp
Pre-Paid Issue	Issue	MAG	Keyed	VISA, M/C, AMEX, DCLB, DCVR, JCB, OTHER
Pre-Paid Sale	Sale	MAG	Keyed	VISA, M/C, AMEX, DCLB, DCVR, JCB, OTHER
Pre-Paid Return	Return	MAG	Keyed	VISA, M/C, AMEX, DCLB, DCVR, JCB, OTHER
Pre-Paid Void Sale	Sale ¹	MAG	Keyed	VISA, M/C, AMEX, DCLB, DCVR, JCB, OTHER
Pre-Paid Void Return	Return ¹	MAG	Keyed	VISA, M/C, AMEX, DCLB, DCVR, JCB, OTHER
Pre-Paid Balance	Balance	MAG	Keyed	VISA, M/C, AMEX, DCLB, DCVR, JCB, OTHER
Check Authorization	Sale	MAG	Keyed	Personal Check

NOTES:

1. Void Sales and Void Return for Credit, Debit and Pre-Paid transactions do not appear as separate transactions. Instead, the status of the original transaction changes from "A" (Approved) to "V" (Void).
2. Credit Pre-authorization transactions return a status code of "Held" and display the Purchase and the Authorization in the Batch Detail View. When you perform a capture of a Credit Pre-authorization, the status of the original transaction changes from "Held" to "A" (Approved) and the actual tip display in the Grat Amt column.

See "Status Codes" on the next page for more information.

Status Codes

Each record in the transaction database has a status and depending upon the payment processing system (host-based or terminal-based), the following status type can appear:

Status	Description
A	Approved/Active
X	Settled/Closed/Transmitted
V	Void
-	Not Captured/Credit Authorization/ Check Authorization
Held	Pre-authorized but not captured
C	Captured (Host-based, Debit or EBT)

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