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## Notices

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# Contents

Overview	ŀ
Credit Card Transaction Processing	5
Funds Transfer (Batch) Process Flow6	5
The Reconciliation Process in AXIS	7
Reconciliation Discrepancies	)))))
The Email Notification set up in PAYware11	I
Email Notifications from PAYware13	3
"Failed" Batch email from PAYware14	ŀ
Miscellaneous Card Related Activities	555)

## Overview

The Retail Technology Group (RTG) provides this document as a high-level summary of how to reconcile credit/debit card batches for transactions processed through the AXIS RMS Software.

# **Credit Card Transaction Processing**

In order to process credit/debit cards transactions, there are various steps involved. From the Point-of-Sale software to the Payment Processor, the following list outlines the roles of the numerous entities and elements required to process and reconcile credit/debit card transactions.

- 1. **Point-of-Sale Software:** The POS software, AXIS Retail Management used to sell product and manage transactions at the retail store.
- 2. **Terminal/Gateway Services:** VeriFone Software and hardware technology works in unison with the POS, which will capture, encrypt and initiate card payment transactions.

**MX Terminal:** Device connected to the POS used to capture credit/debit card information via swipe and/or EMV chip reader. **Point Software:** Encrypted software on the VeriFone MX terminals required to process chip-protected (EMV) transactions. **PAYware Connect/IPCharge:** The payment gateway service that enables credit and debit transactions to be shared between the point of sale software and the payment processor. Also used as a

- portal to report results to the merchant.
   Payment Processor: Entity responsible for acquiring funds from issuing banks and allocating to the merchant's account. Examples include: TSYS, First Data
- 4. **Interchange:** The network leveraged in the exchange of transaction data and money among banks participating in a bank card network such as those managed by Visa and MasterCard.



# Funds Transfer (Batch) Process Flow

Here is the typical flow of the credit/debit card transaction process:

- 1. During normal business hours, card transactions are performed in the AXIS software.
- 2. In the evening, AXIS credit card transactions are processed, also known as batched, using PAYware gateway services.
- 3. PAYware sends all transactions for final approvals and fund reconciliation to issuing credit card banks.
- 4. The next day, you will review the PAYware batch settlement emails and compare them to the AXIS Retail Information Report for discrepancies.

Note: Batch settlement funds received into retailer depository institution account based upon merchant services agreement.

Note: TSYS, one of the Payment Process providers, typically directs customers to process settlement funds from day 1 into their bank account on day 3.



# The Reconciliation Process in AXIS

The reconciliation process ensures you receive your funds into your financial institution account. It is a best business practice to reconcile accounts daily. This allows any differences to be quickly identified and swiftly rectified. The process and steps are as follows:

## AXIS

The AXIS Retail Information Report (RIR) displays the transaction totals from the registers including the media or credit/debit card type. By default, **All registers** are selected. To show each register individually, change the date and choose the register from the drop down.

Retail Inf	ormation Re	eporto
Date Range: 11/6/20	17 🔳 - 11/6/2017 🔳	Submit
Register:	All	]
	All	
	ALC: NOT THE REPORT OF	
	Party of Assessment State	
Retai	RANGE1	eport
Dete B	RANGE3	/2017
Date R	Retail-1T	/2017

The **RIR** will break down the media type per register for the date range selected. This includes American Express (Amex), Discover, MasterCard, and Visa for the purposes of credit/debit card reconciliation.

Note: You may see a media called CREDIT. This is a credit card that was processed offline at the register.

Media		TRX Count	
	Cash	1.0	3170.43
	GP: Earls-Feddomical	1	\$200.00
	Visa	59	\$5,533.54
	MasterCard	12	\$2,644.42
	Amex	8	\$3,357.36
	Discover	2	8135.49

Credit/debit card transactions should be reconciled daily. You will compare this report for the dates prior and match it against the daily settlement emails from PAYware.

The Daily Register Report (DRR) can also be used for reconciliation if necessary.

By changing the date range, the amounts are broken down by register and the totals are displayed in the grid.

	Daily Reg	ister Report	X													
	Daily Register Report										't <sub>o</sub>					
											Da	ate Range:	11/6/2017	· 🔳 - 11/6/201	17 🔳	Submit
(D	efault Gri	d Layout)	- 1													
	Details	Date 🕅	Register 🗸	Cash T	Check 7	Visa 🕅	MasterCard T	Amex 7	Discover $\overline{\mathbb{V}}$	Other Cards $\overline{\mathbb{V}}$	Debit 🕅	Prepaid T	Gift T	House Account $\overline{\mathbb{V}}$	User Defined 1 $\overline{\mathbb{V}}$	User Defined
>		11/6/2017	TEST3-PC	\$177.28	\$0.00	\$551.20	\$362.59	\$78.49	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$50.00	9
		11/6/2017	RANGE3	\$163.60	\$0.00	\$482.59	\$0.00	\$10.23	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$
		11/6/2017	RETAIL2	\$316.16	\$0.00	\$1,165.78	\$0.00	\$1,444.44	\$0.00	\$0.00	\$0.00	\$0.00	\$300.00	\$0.00	\$0.00	9
		11/6/2017	RANGE1	\$122.37	\$0.00	\$57.51	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	9

If more detail is required, select the magnifying glass to open the **Register Payment Details** screen.

You can filter within the details screen using the payment type. This will filter to credit card only and/or filter to the register selected.

• Note: If a credit card was taken offline at the register it will show under "Other Cards"	on this
screen.	

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(D	efault Grid L	ayout) -	H													
	Date 7	Time 🕅	Register	🟹 Last Name 🟹 First Name 🟹	Employee T	TRX # 🕅	Sales Total 🕅	TRX Type 🕅	Payment Type 🏹	Cash 🕅	Check T	Visa 🕅	MasterCard V	Amex 🕅	Discover 🟹	Other Cards 🟹
	11/6/2017	10:05 PM	TEST3-PC	Select All	bits for	244595	\$101.73	Sale	VISA	\$0.00	\$0.00	\$101.73	\$0.00	\$0.00	\$0.00	\$0.00
>	11/6/2017	9:40 PM	TEST3-PC		petrological interest	244594	\$86.95	Sale	MC	\$0.00	\$0.00	\$0.00	\$86.95	\$0.00	\$0.00	\$0.00
	11/6/2017	9:25 PM	TEST3-PC		join for	244587	\$54.37	Sale	VISA	\$0.00	\$0.00	\$54.37	\$0.00	\$0.00	\$0.00	\$0.00
	11/6/2017	9:12 PM	TEST3-PC	RANGE1	jain. See	244590	\$2.14	Sale	VISA	\$0.00	\$0.00	\$2.14	\$0.00	\$0.00	\$0.00	\$0.00
	11/6/2017	9:05 PM	TEST3-PC	RANGE3	print, Robert	244596	\$19.39	Sale	VISA	\$0.00	\$0.00	\$19.39	\$0.00	\$0.00	\$0.00	\$0.00
	11/6/2017	9:04 PM	TEST3-PC	Retail-1T	path. National	244588	\$39.74	Sale	VISA	\$0.00	\$0.00	\$39.74	\$0.00	\$0.00	\$0.00	\$0.00
	11/6/2017	8:52 PM	RANGE3	RETAIL2	peter Robert	244586	\$30.00	Sale	VISA	\$0.00	\$0.00	\$30.00	\$0.00	\$0.00	\$0.00	\$0.00
	11/6/2017	8:34 PM	RANGE3	TEST3-DC	jain Jaw	244578	\$43.76	Sale	VISA	\$0.00	\$0.00	\$43.76	\$0.00	\$0.00	\$0.00	\$0.00
	11/6/2017	8:31 PM	RANGE3		fain fam	244589	\$41.93	Sale	VISA	\$0.00	\$0.00	\$41.93	\$0.00	\$0.00	\$0.00	\$0.00
	11/6/2017	8:28 PM	RANGE3	Show rows with value that	petrological interview.	244585	\$94.35	Sale	VISA	\$0.00	\$0.00	\$94.35	\$0.00	\$0.00	\$0.00	\$0.00
	11/6/2017	8:11 PM	RANGE3	Contains -	join law	244579	\$21.33	Sale	VISA	\$0.00	\$0.00	\$21.33	\$0.00	\$0.00	\$0.00	\$0.00
	11/6/2017	7:19 PM	TEST3-PC	aA	lain lan	244574	\$49.00	Sale	VISA	\$0.00	\$0.00	\$49.00	\$0.00	\$0.00	\$0.00	\$0.00

## **Reconciliation Discrepancies**

# AXIS Retail Information Report (RIR) is higher than PAYware Batch report

There are two reasons why this could happen:

- 1. The transaction processed in AXIS but did not process through PAYware. To review this:
  - Locate the missing transaction by utilizing the Daily Register Report
    - You may need to review PAYware for that day to confirm the specific transaction in question as you may have several transactions for the same amount in one day. Information on how to do this can be found under Miscellaneous Card Related Activities, Viewing PAYware for Card Transactions.
  - Contact the customer to request they either come back into the store or give their credit card information over the phone. Process the payment through the PAYware Web Terminal (do not process in AXIS as the transaction already exists within AXIS.).
    - OR
  - Contact RTG Technical Support to troubleshoot the transaction discrepancy. 1-800-547-7120
- 2. Batch failed on a terminal when processing through PAYware.
  - Contact PAYware Support directly by calling 1-800-839-0947
     OR -
  - Contact RTG Technical Support to contact PAYware on your behalf and forward email of the failed settlement email to <u>support@rtgholdings.com</u>.

## PAYware batch settlement report(s) are higher than the Retail Information Report within AXIS.

The transaction processed in PAYware but did not record within AXIS.

- Compare the Transaction Detail report within the PAYware Store Portal to the Daily Register Report for transactions in AXIS to determine which specific transaction is not accounted for within AXIS.
  - If the transaction was processed directly on the PAYware Web Terminal instead of AXIS.
    - You may choose to process the transaction through AXIS as an offline credit card transaction to balance the reports, but this is not required by AXIS. Follow your store policy. For further information on how to process an Offline transaction in AXIS, see Miscellaneous Card Transactions; Performing an Offline Transaction in AXIS.
  - The transaction did not record in AXIS, contact RTG Technical Support to troubleshoot reason for transaction discrepancy 1-800-547-7120.
    - An offline transaction in AXIS will be performed to bring AXIS and PAYware into balance. For further information on how to process

an Offline transaction in AXIS, see Miscellaneous Card Transactions; Performing an Offline Transaction in AXIS.

# Bank deposit is lower than PAYware batch settlement report(s)

Review transaction details of:

- Unexpected fees.
  - Payment processors typically provide a portal for you to review batches, fees, chargebacks, etc. on your credit card processing account. These portals can be used to view fees that may be charged to your account for processing. Reports within these portals can be used to break down batches which are especially useful when researching discrepancies.

Review merchant processing customer interface for:

- Processing fees
- Chargebacks
- Charges in accordance with your processing agreement

# Bank deposit is higher than PAYware batch settlement report(s)

Review transaction details:

- Check for settlements from past transactions that may be included in the current deposits.
- Double check previous day(s) deposit(s) for accuracy.
- Review merchant processing customer interface for unexpected credits.

# The Email Notification set up in PAYware

PAYware Connect or ipcharge.com is the gateway utilized by the AXIS RMS software. All credit card information and transactions are housed here daily and the ipcharge.com website is the portal used for nightly credit card settlements/batching.

You will receive PAYware Settlement emails nightly, after the batch for the day has been processed.

Once an authorized person has been set up by your store, emails are sent to the person responsible for credit card reconciliation.

To set up another or different authorized individuals, go to www.ipcharge2.com/mc

Below is what the initial login looks like on the PAYware connect merchant website.

Verifone <sup>®</sup> Co	PAYware Dnnect Not Logged in.
	Login Credentials
Merchant Code:	
User ID:	
Password:	
	Login
	Forgot Password
Verif	one

After login, go to settlement setup, select Settlement and then Settlement Setup

+ https://ipcharge.com/	mc/Termpayı	ment.aspx			
SalesForce 🗌 POS Admin 🗌	Bomgar Ses	sions 🗌 DataSafe 🗌	Imp's 门 Cust	omerLibrary 🗌 AXI	SGUIDE.COM [
VeriFond Store Portal 1	ę. (	PAYwa Connec	re	Logged in as: ARS Busi Merchant Code: 515940 Merchant: AcuSport Re Log Out	iness Test 00010001 stail SOL TEST
Transaction Processing	Reports	Recurring Billing	Settlement	Account Admin	Неф
			Settlement Manual Sett Settlement Settlement	Setup Iemen W Search Error Report	

The **Settlement Setup** screen opens, enter the primary email and any additional CC Emails you would like to add.

Enable Auto Settle:	✓		
Settlement Time:	11 _ 40 _ @ am@ pm		
Settlement Time.			
Email Format: 🔍	HTML Text		
Successful Settlement			
Primary Email: Su	pport@arss.com		
CC Email:			Add Delete
		*	
uccoccful Cottlement		Ŧ	
Primary Email: Su	nnort@arss.com		
CC Email:	pport@diss.com		
ce Endii.		(	Add Delete
		*	
		-	
	Update Cancel		

► Note: Emails should be setup for both Successful and Unsuccessful Settlements

# **Email Notifications from PAYware**

Here is a sample email. Emails come from <u>settlement@ipcharge.com</u>.

- Each chip enabled terminal will provide a settlement email communication after each batch session.
- Each terminal has its own identifier: Terminal Identification = TID

	l/erifone <sup>®</sup> Connect									
Settlement										
	Merchant Information	Response summary								
Client ID: Merchant Name: Address: City St. Zip: Phone:	0002	Termination Status:       SUCCESS         Submission Result Code:       8         Internal Sequence Number:       1120575992								
	Submission Detail									
Scheduled By: Cut-Off Date: Cut-Off Time:	2017.09.19 23.00.03									
		Response Details								
	Details	Details								
VISA										
PROCESSOR_ID PAYMENT_TYPE RESULT_CODE	VISA CREDIT 8									
Proces	ssor Detail Segment									
TRANS_SEQ_LAST RESULT_CODE RESPONSE_TEXT BATCH_BALANCE BATCH_BALANCE BATCH_SEQ_NUM TRANS_SEQ_FIRST RESULT	17 2 176 ACCEPTED 1203.07 28 176 1 SETTLED									
	Batch 1	Segment Details By Batch Number								
Batch Number: 17 Payment Type CREDIT DEBIT Payment Media DEBIT MC	76 Count Amount 11 \$ 956.74 5 \$ 246.33 Count Amount 5 \$ 246.33 1 \$ 642.03									
VISA	10 \$ 258.81	31								

Each TID is associated with a register and can be identified on each batch settlement email.

- TID numbers are the last 4 digits of the Client ID number under the Merchant Information section within the nightly batch email.
- Use the AXIS Retail Information Report (RIR) and the batch settlement email to compare the totals to the appropriate registers and selected dates.

## "Failed" Batch email from PAYware

Batches that do not settle typically display "Failed" in the subject line of the email. Failed batch emails also come from <u>settlement@ipcharge.com</u>

This means the batch did not post successfully for payment and action needs to be taken.

- Contact PAYware directly by calling **1-800-839-0947** to assist with settling the batch.
- They will ask for you to email them the first of the failed batch emails, if there are multiples
- This needs to be done in a timely manner as it delays any future settlements from the terminal of the failed batch.
- RTG Support can report the failed batch to PAYware on your behalf if you forward the failed settlement email to <a href="mailto:support@rtgholdings.com">support@rtgholdings.com</a>.
- Whether you or RTG support submits the issue, PAYware will address your issue in your best interest, but RTG support cannot expedite the process.

From: settlement@ipcharge.com [mailto:settlement@ipcharge.com] Sent: Tuesday, November 07, 2017 10:44 PM To: and the second and strength Subject: Failed Importance: High Verifone° Connect Settlement Merchant Information Response summary Client ID: 0005 Termination Status: SUCCESS Merchant Name: the state of the Submission Result Code: 8 1356768155 Address: Residential Acade Internal Sequence Number: City St. Zip: - Con 1997 ALC: NO. OF ALL Phone: Submission Detail Scheduled By: 2017.11.07 Cut-Off Date: Cut-Off Time: 22.40.02 **Response Details** Details Details VISA PAYMENT TYPE CREDIT RESULT CODE 44 TERMINATION\_STATUS INDETERMINATE\_STATUS Communication error: RESPONSE\_TEXT java.net.SocketException: Connection closed by remote host RESULT ERROR

Below are two examples of failed settlement emails.

From: <u>settlement@ip</u> Sent: Friday, Octobe To: Subject: Failed Settlement	ocharge.com (mailto:settlemento r 27, 2017 10:03 PM	@ipcharge.com]		
	Merchant Information		Response summa	ry
Client ID: Merchant Name: Address: City St. Zip: Phone:	3497800010003		Termination Status: Submission Result Code: Internal Sequence Number:	SUCCESS 8 1303457343
Scheduled By: Cut-Off Date: Cut-Off Time:	Submission Detail 2017.10.27 23.00.03			
		Response	Details	
	Details		Details	
VISA				
PROCESSOR_ID PAYMENT_TYPE RESULT_CODE	VISA CREDIT 8			
	Processor Detail Segment			
TRANS_SEQ_LAST RESULT_CODE RESPONSE_TEXT BATCH_SEQ_NUM TRANS_SEQ_FIRST RESULT	27 6 QD001721027 172 1 DECLINED			
	Batc	h Segment Detail	s By Batch Number	
Batch Number: 17	2			
Payment Type Payment Media	Count Count	Amount Amount		

# **Miscellaneous Card Related Activities**

## Chargebacks

Unfortunately, chargebacks happen. Many merchant processors have a process for you to follow to make the process as easy as possible. Make sure to closely follow the direction provided by your merchant processor, within their requested timeframe, to ensure you have the best chance of winning the dispute. Often times, you will be asked to provide a copy of the signature of the customer and a receipt for the items purchased during said transaction.

### In PAYware:

Obtain the customer signature on the card transaction by utilizing the PAYware store portal.

Log on to the PAYware Connect/ipcharge store portal to acquire the customers signature from the transaction in question. Once signed into your account, using your merchant number, user id and password, move to the "reports" tab at the screen. A drop down will automatically appear. Select "Transaction Detail".

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Verifone Connect	Victors PATware Connect	
Transaction Processing Reports Recurring Billing Settlement Account Admin Help		
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Next, select the "start date/time" and End Date/Time" of the transaction in question and select "View" to bring up the transaction report.

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<b>Verifo</b>	ne Connec	t Legent is an Advantation Methanic Code, anternation Methanic Andrew Text Access			
Store Portal Transaction Processing	g Reports Recurring Billing	Settlement Account Admin H	Ha	Ventione P	ATware Connec
Merchant Code Crisbadol 19091	Transaction Mechaeristic Avolpen Ten Accourt Sel VEXENTRAL DEVE Sear CAPIDS, MY 5027	Detail Report	Report Exter/Time Volt0117 Little PM		
Start Date End Date Sort	/Time:11/01/2017 1 /Time:12068/2017 1 Show User Defined Data Order: # Date Card Type User ID	12 00 00 AM			
Payment	U Dovice Types: Credit/Debit1/BT/Phv LN V				

Find the transaction on the correct date and select the underlined Transaction ID for the applicable transaction.

Ga Lát Ver	n (pohagal convince)) Faxorber: Tools: Halj	97, Jundatataga		¢	- 8 d) <b>d</b> a	Nochard Caracile X				
Transact	ion Processing	Reports Rec	urring Bi	Uing Settlem	nt Acc	sunt Admin Help				
24 4 1	]ef1 ≥ >i	· 0 100%	Ŷ		find   Not	M . C 0				
1/6	erifo	ne <sup>.</sup>	Со	PAYware nnect		Start Date: 110 End Date: 110	Print Tro 12017 2017 11 58:59 Pt	n: Dec: 8 2017	1.22PM (Centre	0
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Trans Time	<sup>1</sup> Invoice <sup>1</sup>	Trans ID <sup>1</sup>	Accos	et Number 🕴	Cred <sup>©</sup>	Cardholder 8	Status Cod		User ID	Trans Amount
2217.11.56	64.7730	120001220	1.071.0	Addapter	0.00 F	4 transactions o	n 2017.11.05 tets	ing:	MANUE COTTO	\$0.00
		1.0.000.000.000						00		
10.25.20	N822299	1200012229	VIII.	41140	NOID NO.	ACLERCHT THEFT	Address of the	~	MANAGER	\$10.10 \$11.10
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-m-cd.21	concelli .	14/4324035	4-5A	*************	CALDIT	ACONT/TEST	(reality)	9	104446228	(\$11.10)
						41	ransactions tota	ring:		\$0.00
Card Type	Cev	H 1	14	Juer 10		Court Take	Date		Count	Total
VISA		4 50	.00	PECANNO	_	4 50.00	2017.11.08		4	\$2.90
Tetal	Dented Destroy Townson	4 <u>8</u>	.00	Total		4 56.00	Total	Conception 1	•	\$6.90
VietBald Pitel Transition     V										

Retrieve the customers signature from the disputed transaction details as shown below by selecting the transaction ID for the designated transaction.

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14 4 [] ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) (	V Inst Net Mr (2)	8	Close Report
Necharl ID: 515400010003 Acu8port Teel Account SHUNDUSTRAL ORIVE SHUK RAPIDS, MN 5079	TID: 6003	Print Dale: 12/8/2017 5:08:56 PM	
Transaction Debit Transaction	Spatane © Stanution Designed of color (122) Designed Designed Designed Designed Designed Designed Designed Designed Designed Designed Designed Designed Designed Designed Designed Designe	ZATester Makin Roop from Casterin Tello	

Save or print a copy of the transaction page by selecting from the options on the top ribbon.

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		Close Report
Mechant ID: 515640000003 TID: 0003 Aus/got Tist Account 90 HOUSINGL (DML SILK ROPES, WI 5529 Transaction Datail	204, The with report data COV (present adversed) XDML (path activate) Tock?	
Transaction Data: 2017.11.08 Signature: Transaction Ibne: 16.30.28 Transaction ID: 105002387 C Transaction ID: 105002387	Tipe No. Word	
Invoice Number: 992229 Transaction Type: SALE Processor ID: VISA Ethics Park: 2 Number		
Revail Code 4 Ballon 10 Payment Mode: VISA Cadd Cade Account: 441640*****5010 Earthrater News Accustrate Test Cadd Cade Accust Activity Test Cadd Cade Accust Activity Test	a crystenii: Golectrinol23 PAYseen Mobile Mon Reade 100 Faces Faces David	
Card Present: S (XMX Clap Transaction Forced: 0 Authorisation Code: 300002 Chig Trans Amount: \$11, s0	Custom ready.	
Transaction Annuart \$11.10 CRECIT Tip Annuart \$0.00 Task Annuart \$0.00 Costback Annuart \$0.00 Researd Annuart \$10.00 Researd Annuart Files	ed Cole:	

Once your copy is saved or printed, select "Close Report" on the upper right hand side of the display.

### In AXIS:

Utilize your Data Center to retrieve the receipt of the transaction in question.

Select customer from the ribbon. Utilizing the Customer Look-Up screen, input the customers last name or phone number and hit "enter" to search.

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Overview																	
_								Over	view of	•							
								Total of	all transactions:								
								Total of a	Il Special Order								
								Total (	of all Deposits:								
																	1

Identify the customer name and highlight it and double click to select.

From the ribbon, select the Transaction tab to see transactions related to the customer. Make sure to select the appropriate date range for transaction review.

Highlight the transaction line in question which will expand it. Select the Reprint receipt button for the applicable transaction.

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Payment Decarry	ment Amount Auth Code	Teference Number	Signature
Store Use	\$137.50		
1 Tue Oct 10 2017 03:53 PM	Daniel Velanguez		\$26.25
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Submit the supporting documents via the method outlined from your merchant processor.

## **PERFORMING AN OFFLINE TRANSACTION IN AXIS**

There are cases where you may need to still submit a transaction in Axis but the customer has already been charged. In this situation an offline transaction needs to be done.

The transaction should be already on the screen with the customer selected. Axis should be waiting for a payment tender to be added. The first step is to hit **CREDIT** from the tender selection area.

STORE USE COUPON PAID OUT										
CASH	CREDIT	DEBIT	CHECK	GIFT	CC HOLI					
Employee: S	uper User		E	SPLIT	ТАВ					

Depending on your store's credit card setup the following screen may vary. Regardless, it should have a button **Offline**. Go ahead and hit that.



The next screen that is displayed presents some information regarding the transaction. This is internal information that would have been received back from the processor regarding the credit card transaction. As the customer's card has already been swiped and charged only the required information to submit will be filled in. Go ahead and hit OK in the bottom right corner. This will outline the boxes that are required for this process to be completed.



While you can take the time to get these codes from the Payware site, it is ok to just fill in the information will dummy values as the corresponding Payware information is not necessary to completing this process.

Ex:

Auth Code: 1 Reference: 1 Lp Token: 1

Once this information is filled in, go ahead and hit **OK** again. This will bring you back to the register screen.

	CANCEL		SUBMIT				
				\$0.00			
			Total	15.90			
			Tax	0.90			
			Subtotal	15.00			
	C	Clear	Credit	15.90			
_	_	_	_				

The Credit tender has now been added and upon **SUBMIT** saves the transaction, stores the transaction as a credit card payment again without charging a card.

## VIEWING PAYWARE FOR CARD TRANSACTIONS

Utilize the PAYware store portal to review transactions processed using your PAYware account. This transaction listing will provide information for all approved, declined and voided transactions processed either directly through the PAYware portal or your AXIS Retail Management System.

#### In PAYware:

Log on to the PAYware Connect/ipcharge store portal to acquire the customers signature from the transaction in question. Once signed into your account, using your merchant number, user id and password, move to the "reports" tab at the screen. A drop down will automatically appear. Select "Transaction Detail".

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Next, select the "start date/time" and End Date/Time" of the transaction date. Select "View" to display the transaction report.



Review transactions for the date in question.

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To view a more detailed analysis of a particular transaction, select the underlined Transaction ID for the applicable transaction

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Status Code: 2-Settled Remail Code: 4 Batch: 10 Payment Mada: VISA	Concustion	
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Card Present: 5-EWV Chip Transaction Forced: 0 Authorization Code: 300082		
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Save the data to a file for review by selecting from the drop down provided when hoovering over the disk icon.

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For questions, contact the RTG support Team at 1.800.547.7120 or <a href="mailto:support@rtgholdings.com">support@rtgholdings.com</a>.