
Vx 810
CTP - SoftPay Quick Reference Guide

Settlement at End Of Day

1. Transactions must be settled in order for a merchant to get money deposited next morning.

All transactions performed prior to a settlement request will be settled. Settlement can be done many times a day, at least one time at the end of the day.

To do a settlement,
Press CANCEL many times to idle screen
Press left most purple key
Choose Settlement
Then follow the instructions

Press CANCEL many times to idle screen

Note – if host totals and terminal totals do not agree, settlement still needs to be forced. Check Transactions Details approved by the host and compare the ones approved by the terminal to find out problematic transactions. Or find the problematic transactions next day by comparing with host approved transactions report received from CT-Payment.

Call Collective Point of Sales help desk

Quick Setup Menu

2. Press [6] and enter password, you'll see:
 - ◆ Key Request,
 - ◆ Phone

- ◆ Terminal Communications
- ◆ IP Hosts
- ◆ **EMV Public Keys**
- ◆ **EMV Parm**s
- ◆ **EMV Stats.**

EMV Public Keys- Allow user to view and print the content of the CAPK files downloaded into the terminal. All the parameters are downloaded to the terminal on the EMV Parameter Download, and are NOT configurable.

EMV Parameters- view and print the content of the EMV files (EST, and MVT tables) downloaded into the terminal. All the parameters are downloaded to the terminal along with the application some parameters are updated on the EMV parameters download such as the Floor limit, and Fallback enable\disabled flags.

EMV Stats- View and print the content of the statistic on Chip Card transactions. All the error statistic counts are default with zero ('0'), and the counts are increment to keep track of the error. These counts will be reset to zero ('0') after a successful Settlement with Host.

EMV Credit Card Transactions*

EMV Purchase (Credit Card) :

1. Select <Purchase> from the main Menu
2. May require to enter <Invoice #>, <Merch password> or <ClerkServer>Mode if enabled
3. Enter the <Transaction Amount>
4. Have customer Insert Chip Card
5. Customer will select <Yes> to confirm transaction and enter <Pin> (Go to Option 8)
6. If tip is setup, customer has option to put in <Tip Amount>, <Yes> or <No>

7. If tip is entered, once again customer will required to confirm transaction <Yes> or <No>
8. Customer enters <Pin> and presses <OK>
9. Once trans completes, terminal displays <Remove Card>, Pass terminal back to Merchant
10. Merchant Copy Prints and then customer copy

EMV Void any Transaction (Credit Card) :

1. Select <Void> from the Menu
2. If this function is Manager enabled, may need to enter Manager Password, other go to option 3
3. If Manager Password Flag maybe enabled. If so, will need to enter the Manager Password
4. Screen will display <Void> and <Void Last Transaction>, press <F2> <No>
5. Retrieve the Transaction they requires to be voided by <Inv #> of <Acct #>-Last 4 digits of card #
6. Depending on which one is chosen, will need to enter the <Invoice #> or <Acct #>
7. Press <Yes> once the correct Transaction is found that needs to be voided
8. Have Customer insert card and enters the <PIN>
9. Once Transaction is completed, terminal will display <Remove Card>
10. Merchant and Customer Copy prints out

Refund (EMV Credit Card Transaction) :

1. Select <Refund> from Menu
2. May require to enter <Invoice #>, <Merch password> or <ClerkServer>Mode if enabled
3. Enter Transaction Amount and press <OK>
4. <Insert Card>

5. Screen will display <Refund Amount> , <Yes> or <No>, Press <Yes> if correct amount
6. Customer enters <PIN> and presses <OK>
7. Once completed, terminal will display <Remove Card>
8. Terminal passed back to merchant, merchant and customer copy is printed out

Pre-auth EMV Transaction :

1. Select <Pre-auth> from the Menu
2. May require to enter <Invoice #>, <Merch password> or <ClerkServer>Mode if enabled
3. Enter <Transaction Amount> and Press <OK>
4. <Insert Card>
5. Screen will display <Pre-auth Amount>, <Yes> or <No>, Press <Yes> if correct amount
6. Customer enters <PIN> and presses <OK>
7. Once completed, terminal will display <Remove Card>
8. Terminal passed back to merchant, merchant and customer copy is printed out
9. Note: Pre-auth completion is completed the same whether it be a manual, swipe or EMV Pre-auth

EMV Debit Card Transactions*

*Before Debit card processing can begin the 'Debit on?' parameter located the Terminal Configuration Table (TCT) must be enabled.

EMV Purchase (Debit Card) :

1. <Select Purchase>
2. May require to enter <Invoice #>, <Merch password> or <ClerkServer>Mode if enabled

3. Enter <Transaction Amount> and Press <OK>
4. Screen will display <Purchase>, <Yes> or <No>, Press <Yes> if correct amount
5. If <tip> is setup, customer has option to put in <Tip Amount>, <Yes> or <No>
6. If <tip> is entered, once again customer will required to confirm transaction <Yes> or <No>
7. If Tip too large, it will need to be overridden by the Manager Password
8. If <Cashback> Enabled, then customer has option to choose it and amount
9. If option 8 or 9 is enabled, once again customer will be asked to confirm transaction
10. Customer required to choose <ACCT>, <SAVINGS> <CHEQ>
11. Customer enters <PIN> and presses <OK>
12. Once Transaction is completed, terminal will display <Remove Card>
13. Terminal passed back to merchant, merchant and customer copy is printed out

Debit Void Any Transaction EMV :

1. Select <Void> from the Menu
2. If this function is Manager enabled, may need to enter Manager Password, other go to option 3
3. If Manager Password Flag maybe enabled. If so, will need to enter the Manager Password
4. Screen will display <Void> and <Void Last Transaction>, press <F2> <No>
5. Retrieve the Transaction they requires to be voided by <Inv #> of <Acct #>-Last 4 digits of card #
6. Depending on which one is chosen, will need to enter the <Invoice #> or <Acct #>
7. Press <Yes> once the correct Transaction is found that needs to be voided

8. Have Customer insert card and confirm transaction on <Purchase Correction> by choosing <Yes>
9. Customer to choose <Chequing> or <Savings> acct and enters <PIN>
10. Once Transaction is completed, terminal will display <Remove Card>
11. Merchant and Customer Copy prints out

Notes

* When a Purchase is initiated, the clerk will input the Purchase information before handing the device over to the customer for card input. The Cardholder can insert the EMV card into terminal if this feature has been enabled. Above and/or earlier in this guide are the steps required in completing various EMV transactions.

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