



Using PaymentMate® to void, refund, recharge and reprint receipts for credit and debit cards

PaymentMate® computer software saves you time and effort voiding or recharging a credit card, refunding a credit or debit card, or reprinting a receipt. Whether the card was processed moments ago, or months ago, the software helps you quickly accomplish each task.

How PaymentMate works

PaymentMate runs on computers having any edition of these Microsoft® Windows® operating systems—Windows 7, Windows Vista, or Windows XP.




You may conveniently use PaymentMate to quickly find any credit or debit card processed. The software will find the card using the customer's name, the last four digits of the card number, or the approximate dates when the card was processed.

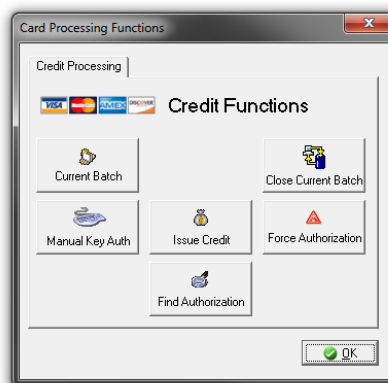
Once found, you may reprint a receipt, recharge, void, or refund the card. There is no need to retype the card number or expiration date before you may recharge or refund a card. The software remembers these for you.



Finding a card authorization in the current (open) batch

You may view the current day's credit and debit card batch to void an authorization, or reprint a receipt. To view the current batch:

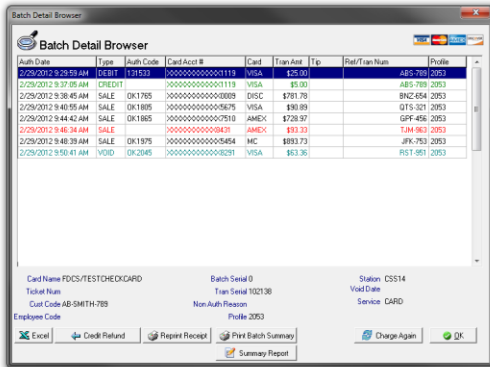
- 1 Right-click the PaymentMate icon  (next to the date and time in the Windows® Notification Area) and select **Manager Functions** on the menu.
- 2 On PaymentMate, click **Credit Card**.  The **Credit Functions** dialog box pops up.
- 3 On the dialog box, click **Current Batch**. 



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Use the **Batch Detail Browser** that opens to view the current day's credit and debit batch. There are nine columns:



Auth Date	Type	Auth Code	Card Acct #	Card	Tran Amt	Tip	Ref/Tran Num	Profile
2/29/2012 9:25:59 AM	CREDIT	001152	00000000000001119	VISA	15.00		AB5-781-2093	
2/29/2012 9:37:09 AM	CREDIT			VISA	45.00		AB5-781-2093	
2/29/2012 9:38:45 AM	SALE	OK1765	00000000000000889	DISC	\$781.78		BN2-654-2093	
2/29/2012 9:40:55 AM	SALE	OK1805	00000000000006975	VISA	\$90.89		Q75-321-2093	
2/29/2012 9:44:42 AM	SALE	OK1885	00000000000007519	AMEX	\$729.97		GPF-456-2093	
2/29/2012 9:46:34 AM	SALE		00000000000004321	AMEX	\$93.33		TJM-983-2093	
2/29/2012 9:48:39 AM	SALE	OK1875	00000000000005454	MIC	\$893.73		JFK-783-2093	
2/29/2012 9:50:41 AM	VOID	OK2045	00000000000006231	VISA	\$63.36		PST-951-2093	

- **Auth Date** is the date when the card payment or refund was processed.
- **Type** is the type of card payment or refund processed.
- **Auth Code** is the authorization code for the card payment.
- **Card Acct #** is the credit card or debit card number for payment or refund processed.
- **Card** is the type of card processed— Visa, Master Card, American Express, or Discover.
- **Tran Amt** is the amount of the card payment or refund.
- **Tip** is the amount of the tip added to the card payment (used by restaurants).
- **Ref/Tran Num** is the transaction identifier typed by the user of the software when the card was processed.
- **Profile** is the gateway profile assigned to the card-processing account.

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There is a row for each card processed. Use the color coding and the word in the **Type** column to determine the kind of authorization for each card:

- **SALE** in a black colored font indicates a credit card that was approved.
- **SALE** in a red colored font indicates a credit card that was declined.
- **VOID** in a blue colored font indicates a credit card that was approved, but later voided.
- **DEBIT** in a black colored font indicates a debit card that was approved.
- **DEBIT** in a red colored font indicates a debit card that was declined.
- **CREDIT** in a green colored font indicates a refund of a debit card.

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To view the information for an authorization, select its row. The **Browser** displays the information in the lower section.

- **Card Name** indicates the name printed on the card that was swiped through a magnetic card reader. (If no name is displayed here, then the card was manually keyed.)
- **Ticket Number** is the number that is printed on the transaction receipt. (This number is only displayed if you are using the POS Edition or Pharmacy Edition of PaymentMate.)
- **Cust Code** is the customer number or name typed by the user of the software when he processed the card.
- **Employee Code** is the user name for the person who processed the card. (This code is only displayed if you've configured the security settings.)




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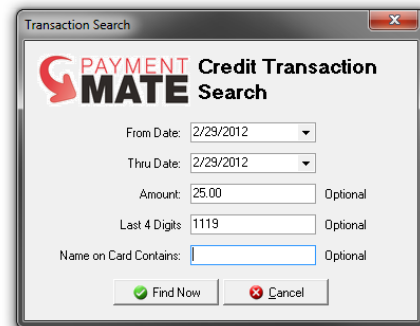
- **Batch Serial** is the number the software assigns to the batch you are viewing. (This is also the number printed on the batch report.)
- **Tran Serial** is the number assigned to the selected card authorization. (This is also the number printed on the receipt.)
- **Non Auth Reason** is the reason why the card was declined. (This is in a red colored font and is displayed only if the card was declined.)
- **Profile** is the ID number for the card processing account.
- **Station** is the name of the computer on which the card was processed.
- **Void Date** is the date when the selected card was voided. (This is displayed only if the selected card was voided.)
- **Service** is the name of the card processing service used to process the card. (This will be different for some cards if you are using two or more different card-processing services.)

Finding a card authorization from a previous day's (closed) batch

The Tempus Technologies payment gateway automatically closes the current batch every 24 hours. When the batch closes, a batch report prints at the printer you set up in the software.

After the batch closes, you may reprint a batch report for the closed batch using the **Batch History Browser**. To open the **Browser**:

- 1 Right-click the PaymentMate icon  (next to the date and time in the Windows **Notification Area**) and select **Manager Functions** on the menu.
- 2 On PaymentMate, click **Credit Card**.  The **Credit Functions** dialog box opens.
- 3 On the dialog box, click the **Find Authorization** button.  The **Credit Transaction Search** dialog opens.
- 4 Type the information for the previous day's batch that you want to view:



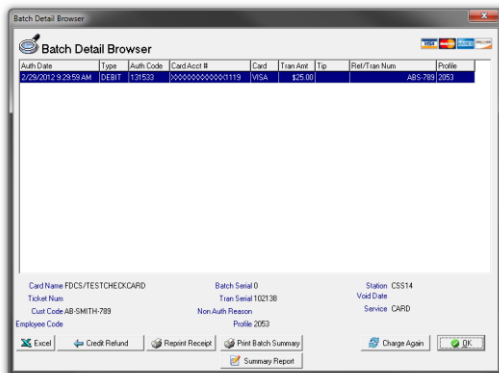
- Type the beginning date for the batch in the **From Date** box.
- Type the ending date for the batch in the **Through Date** box.
- Do not type any information in the **Amount**, **Last 4 Digits** and **Name on Card Contains** boxes.
- If you know the exact amount of the credit or debit card authorization, type it in the **Amount** box.
- If you know the last four digits of the credit or debit card number, type these in the **Last 4 Digits** box.

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- If you know the first or last name printed on the credit or debit card, type it in the **Name on Card Contains** box.
- Click **Find Now**. ✓

NOTE: You do not have to type information in any of the three optional boxes.

- 5 The **Batch Detail Browser** opens and displays the card or cards found. Information for the card is displayed in the same format as cards in the current batch (as described earlier). Select the card you want to void, refund, recharge, or for which you want to reprint a receipt.




Voiding, refunding, recharging and reprinting a receipt

After you find the card authorization in either the current open batch or a previously day's closed batch, you may void it, refund it, recharge it, or reprint a receipt for it, as follows.


- 1 If more than one authorization is displayed in the **Batch Detail Browser**, select the one

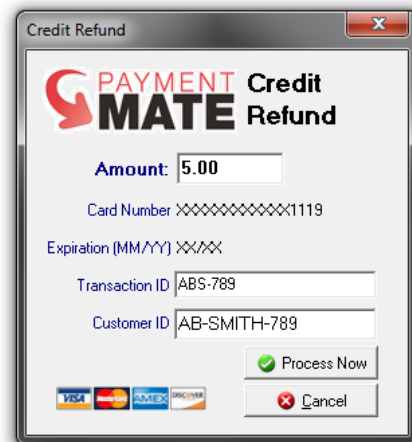
you want to void, refund, recharge, or for which you want to reprint a receipt.

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To void the selected card, click the **Void** button,  and click **Yes** to the message asking if you are sure you want to void it.

3


To refund the selected card, click **Credit Refund**,  type the amount to refund in the **Amount** box, click **Process Now** ✓ and **OK**.




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To cancel a refund of the selected card, click **Delete Credit**,  and click **Yes**.

5

To recharge the selected card, click **Charge Again**,  enter the amount to charge in the **Amount** box and click **Process Now**. ✓

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To reprint a receipt for the selected card, click **Reprint Receipt**. 

For more information, contact your sales representative, or visit TempusPayment.com.