

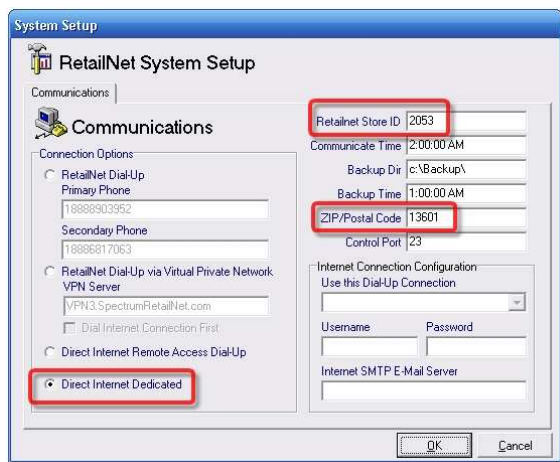
How to configure your PaymentMate® software

Configuring PaymentMate® is usually done with the assistance of a PaymentMate support technician. However, if you would like to configure the software yourself, or change the configuration, you may follow the instructions of this document. These instructions apply to all editions of PaymentMate.

Configuring System Manager for remote assistance

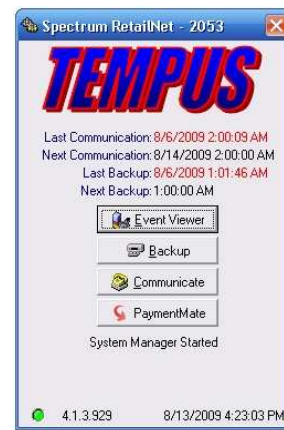
To receive help configuring your PaymentMate software, you may either have a PaymentMate support technician talk you through the steps in this document, or you may configure the PaymentMate System Manager to allow the technician to provide remote assistance. The first time you open the System Manager, you must configure the software to receive remote assistance this way:

- 1 Click the Microsoft® Windows® **Start** button, point to **All Programs**, point to **PaymentMate**, and click **PaymentMate System Manager**.
- 2 On the RetailNet System Setup dialog box:



- Select the **Direct Internet Dedicated** option.

- 3 The System Manager opens. When instructed to do so by the support technician, click the **Communicate** button to begin a remote session.
- 4 When you click **Communicate**, the System Manager establishes a remote session so that the technician may configure PaymentMate for you. To end the remote session, close System Manager by clicking the **Close** button (x) in the upper, right-hand corner.



Opening the Payment Processing Setup utility

To configure the payment processing options for PaymentMate, begin by opening the Payment Processing Setup utility. To open the utility:

- 1 **Open PaymentMate:** Click the Windows® **Start** button, point to **All Programs**, point to **PaymentMate**, and click **PaymentMate Virtual Terminal**.

or

- 2 **Unhide PaymentMate:** If the software is open, but not visible, unhide it this way:
 - If the **PaymentMate** icon is not visible in the Windows® **Notification Area** (next to the data and time) then click the **Show Hidden Icons** button to unhide the icon.



- To unhide the PaymentMate software, double-click the **PaymentMate** icon in the **Notification Area**.
- Or, right-click the icon and select **Manager Functions** on the shortcut menu.



- 3 **Open the Payment Processing Setup tool:** To begin configuring PaymentMate, click **Configure**.

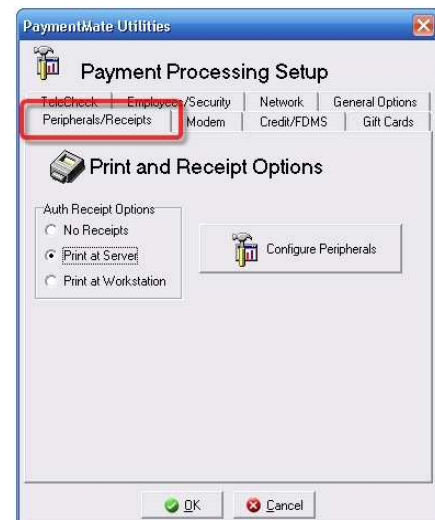


- 4 **Begin configuring PaymentMate:** The Payment Processing Setup utility opens. The support technician will assist you with configuring the software as explained in the next section.

Configuring your printer, check and card reader, PIN pad, or other computer accessories

PaymentMate will use the printer, checks and card reader, PIN pad, or other computer accessories that you choose. To configure the software to use these devices, follow these instructions:

- 1 **Configure PaymentMate to use a printer:** The Payment Processing Setup utility opens. To configure PaymentMate to print receipts, or batch reports, or both:
 - Select the **Peripherals/Receipts** tab.
 - If you will *not* be printing batch reports or receipts, select the **No Receipts** option.
 - If you *will* be printing reports or receipts, select **Print at Server**.
 - Click the **Configure Peripherals** button.

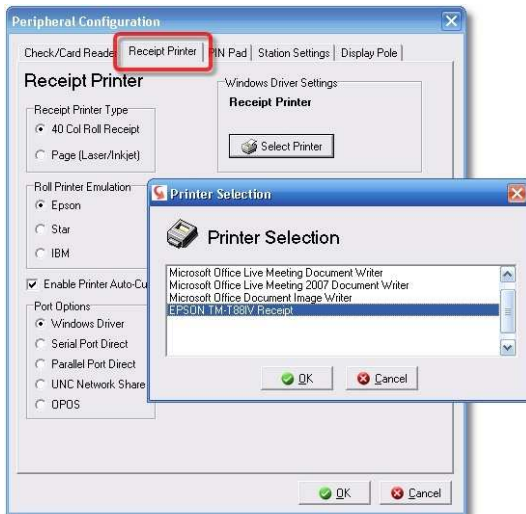


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- Select the **Receipt Printer** tab.
- Under **Receipt Printer Type**, select **40 Col Roll Receipt** if you are using a thermal receipt printer (such as the Epson TM-T88).
- Or select **Page (Laser/Inkjet)** if you are not using a thermal receipt printer for your receipts and batch reports.
- If you using a thermal receipt printer, then under **Roll Printer Emulation**, select the make of your printer (choose **Epson**, or **Star**, or **IBM**).
- If you want the thermal printer to cut automatically cut the receipts, select the **Enable Paper Auto-Cut** check box.
- Under **Port Options**, select the correct option for your printer (choose **Windows Driver**, or **Serial Port Direct**, or **Parallel Port Direct**, or **UNC Network Share**, or **OPOS**).

NOTE: In most situations, the Windows Driver option will work best.

- If you selected **Windows Driver**, click the **Select Printer** button, select the printer name in the **Printer Selection** box, and click **OK**.



- If you selected **Serial Port Direct**, then select the correct COM port number in the **COM Port of Serial Printer** list.
- If you selected **Parallel Port Direct**, then select the option button for the correct port number under **Parallel Port Settings**.

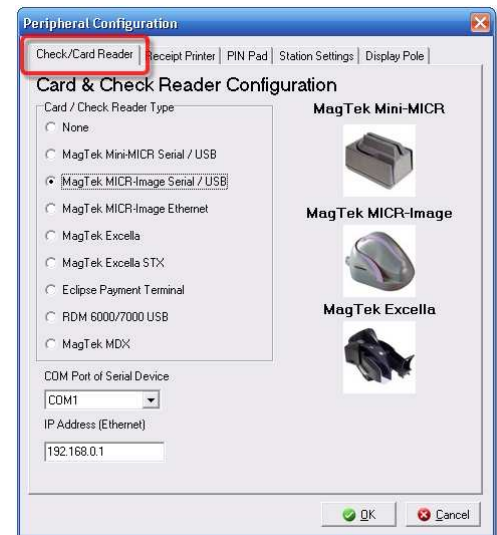
- If you selected **UNC Network Share**, type the path and printer name in the **Network Port** box.
- If you selected **OPOS**, type the OPOS printer name in the **OPOS Printer Name** box.

NOTE: To use the OPOS option, the POS software already installed on your computer must be configured to allow PaymentMate to share the OPOS printer.

2

Configure PaymentMate to use a check and card reader: To configure the software to use a check reader, check imager, check and card reader, or check imager and card reader:

- Select the **Check/Card Reader** tab.
- Under **Card/Check Reader Type**, select the type of device connected to your computer, or select **None** if you are not using a check or card reader.



- If necessary, select the correct COM port of the check and card reader in the **COM Port of Serial Device** list.

NOTE: Selecting the correct COM port is required for serial devices (such as the Mini MICR) or for USB devices that use a virtual serial driver (such as the MagTek MICRImage).

- If using a network check and card reader, such as a MagTek® Excella™ multi-check

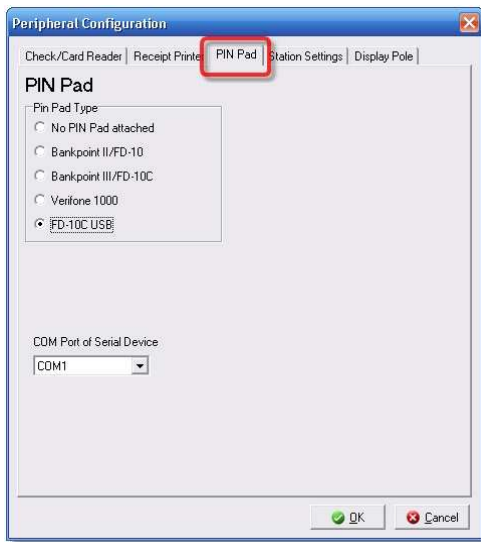
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reader, type the IP address for the device in the **IP Address(Ethernet)** box.

3

Configure PaymentMate to use a PIN pad: To configure the software to use a First Data encrypted PIN pad:

- Select the **PIN Pad** tab.



- Under **PIN Pad Type**, select the correct model of PIN pad (choose **FD-10**, or **FD-10C**, or **Verifone 1000**, or **FD-10C USB**).

NOTE: Most PaymentMate customers are now receiving the FD-10C USB PIN pad.

4

Configure the station settings: There are two station settings, the station name that appears on batch reports, and the option to automatically hide PaymentMate when your computer starts. To configure these settings:

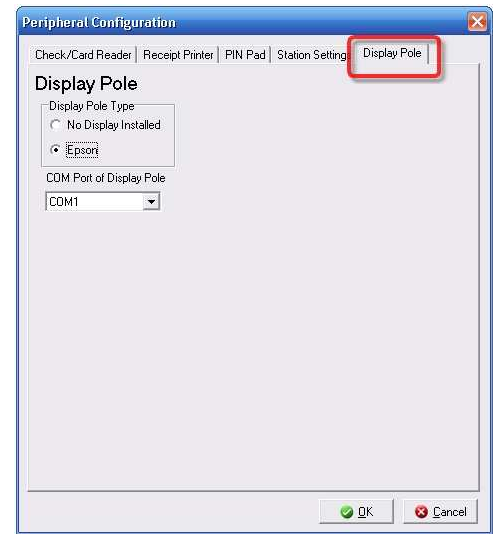
- Select the **Station Settings** tab.
- To change the name that will appear on batch reports, type the name in the **Station Name** box.

NOTE: This station name appears on the printed batch reports. If you are using PaymentMate Enterprise Edition™ the name also appears in the batch reports you may view online.

5

Configure PaymentMate to use a display pole: If you are using the PaymentMate POS computer system, configure the pole display settings this way:

- Select the **Display Pole** tab.



- Under **Display Pole Type** select **Epson** if you are using a pole display, or select **No Display Pole** if you are not using a pole display.
- Select the COM port for the pole display in the **COM Port of Display Pole** list.

6

Save the settings: To save the changes you made to the settings, click **OK**. To close the Peripheral Configuration utility *without* saving the changes, click **Cancel**.

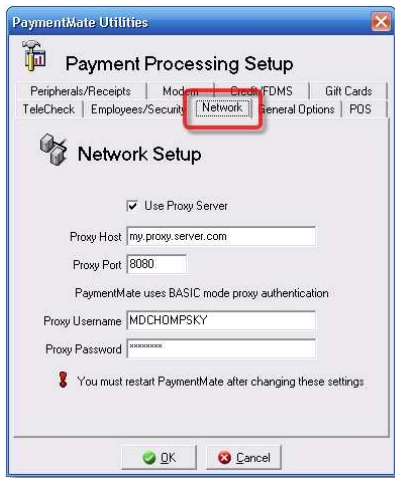
Configuring dial-up and proxy server settings

If you connect to the Internet using a dial-up modem or through a proxy server, follow these instructions:

1 **Configure PaymentMate to use a dial-up modem:** In the Payment Processing utility, select the Modem tab and select the correct COM port for your dial-up modem.

2 **Configure PaymentMate to use a proxy server:** If your computer connects to the Internet through a proxy server, you will need to obtain information from your network administrator to help you or the support technician configure PaymentMate. To configure the software to use a proxy server:

- Select the **Network** tab.

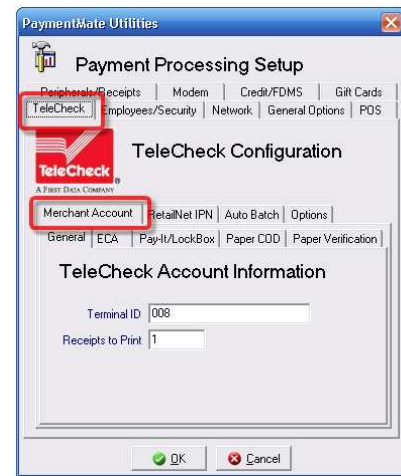


- Type the host name your network administrator gives you in the **Primary Host** box.
- Type the proxy port your network administrator gives you in the **Proxy Port** box.
- Type your user name in the **Proxy Username** box.
- Type your password in the **Proxy Password** box.

follow these instructions to set the card payment processing options:

1 **Choose TeleCheck processing options:** To choose the options for check processing:

- Select the **TeleCheck** tab.
- Select the **Merchant Account** tab.
- To set the number of receipts to print, select the **General** tab and type the number or receipts to print in the **Receipts to Print** box.



- To view your TeleCheck account options, select the **ECA**, or **PayIt-LockBox**, or **Paper COD**, or **Paper Verification** tab.

NOTE: PaymentMate displays the account numbers for your information. For your protection, you cannot change them without the assistance of a support technician.

- To enable or disable check processing over a broadband Internet connection, select the **RetailNet IPN** tab, and select the check box to enable, or clear the check box to disable, broadband check processing.
- To enable or disable the automatic closing of the daily check batch, select the **Auto Batch** tab, and select the check box to enable, or clear the check box to disable, auto batch.

NOTE: If you do not enable the auto batch feature, you should close the check batch yourself at the end of each business day.

Configuring payment processing options for checks, credit, debit and gift cards

If you will be processing checks, credit cards, debit cards, FSA cards, HRA cards, or First Data gift cards,

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- To change the time when PaymentMate automatically closes the batch, use the spinner buttons to adjust the time in the **Auto Close Time** box.



NOTE: PaymentMate displays the time in military (24-hour) time. For example, to set the auto-batch time to 11:00 PM, select 23:00.

- To choose other check processing options, select the **Options** tab.



- Type the floor limit given to you by your TeleCheck or First Data representative in the **Floor Limit** box.

NOTE: The *floor limit* is the amount under which TeleCheck will not require you to enter a driver's license for the check writer when processing a check.

- Type the number of days for the software to keep the check information and check images in the **Data Retention Days** box.

NOTE: PaymentMate will delete the check information and images that have been in the batch history longer than the number of data retention days.

- If you want PaymentMate to ask you to confirm the amount only if checks are greater than a certain amount, enter this amount in the **Confirm Amounts Over** box.

NOTE: To have PaymentMate ask you to confirm the amount of every check, type 0.00 in the box.

- If you want PaymentMate to automatically enter a default amount for every check, type this amount in the **Default Amount** box.
- To save batch reports instead of printing them, select the **Save Batch Detail Report to Desktop** check box.
- To have PaymentMate include details of each transaction in the batch reports, select the **Include Detail in Batch Report** check box.
- To enable full-screen mode for the software to resolve rare display issues with certain POS software, select the **Full Screen Auth Window** check box.
- To not print the TeleCheck logo on receipts and reports, select the **Suppress TeleCheck Logo on Page Receipts** check box.

2

Choose the credit and debit card options: To choose the options for processing credit, debit, FSA, or HRA cards:

- Select the **Credit/FDMS** tab.

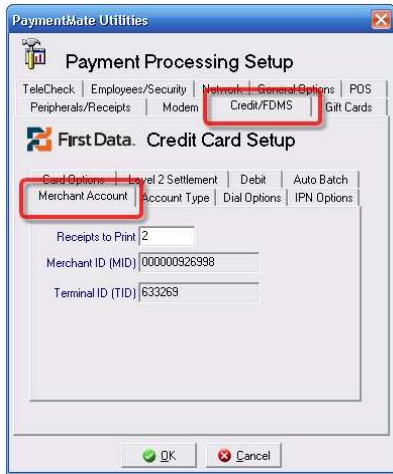
To change the number of credit and debit card receipts to print, select the **Merchant Account** tab and type the number in the **Receipts to Print** box.

NOTE: Type 2 to have PaymentMate print one receipt for your customer to sign and one receipt for your customer to keep.

NOTE: Selecting the tab also shows your merchant account number, which the

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software displays in the Merchant ID box. A First Data representative might ask for this number if you call First Data with questions about your account.



- To change your merchant account type, select the **Account Type** tab and select the correct account type (choose **Retail**, or **Mail Order/Telephone Order**, or **E-Commerce-Secure**, or **Restaurant**).
- If you selected **Mail Order/Telephone Order**, enter your own customer service phone number in the **Customer Service Phone** box.

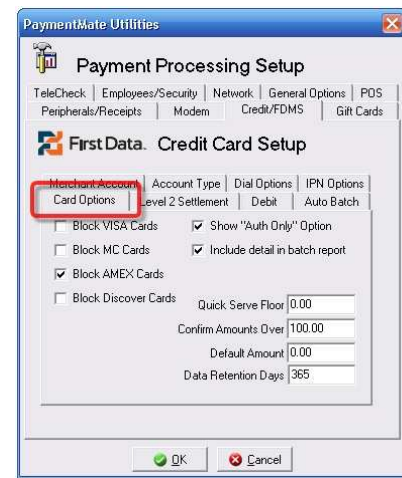


- If you will process cards over a dial-up connection, select the **Dial Options** tab, select the data string for your modem in the **Modem Init** box, and type the phone number provided by the PaymentMate support technician in the **Processor Phone** box.

- To disable or enable processing cards over your broadband Internet connection, select the **IPN Options** tab, and select the check box to enable, or clear the check box to disable, processing over broadband.

NOTE: You must have the correct COM port and dial-up phone configured in order to process cards over a dial-up connection.

- To set card options, select the **Card Options** tab.



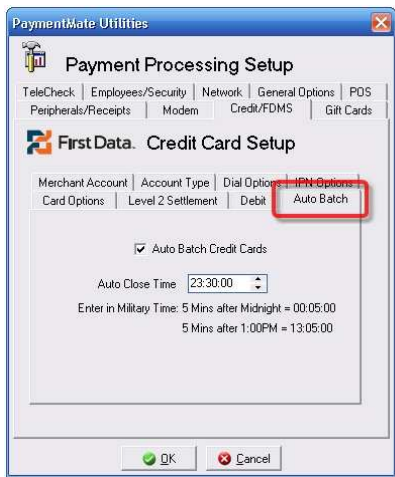
- Select the check box for any card you want to block, or clear all of the **Block** check boxes if you accept all major card types.
- If you want to be able to have the option of getting authorizations for some cards without charging them, select the **Show Auth Only Option** check box.
- If you want the batch report to show the details for each transaction, select the **Include Detail in Batch Report** check box.
- If your First Data representative has given you a quick service floor limit, type this amount in the **Quick Serve Floor** box.
- If you want PaymentMate to ask you to confirm the amount only if cards are greater than a certain amount, enter this amount in the **Confirm Amounts Over** box.
- If you want PaymentMate to automatically enter a default amount for every check, type this amount in the **Default Amount** box.

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- Type the number of days you want the software to keep the card information in the **Data Retention Days** box.

NOTE: PaymentMate will delete card data that has been in the batch history longer than the number of data retention days.

- To enable or disable level 2 settlement, select the **Level 2 Settlement** tab, select the check box to enable, or clear the check box to disable, level 2 settlement.
- To enable level 2 settlement, also type your tax ID in the **Merchant Tax ID** box, and your **Zip Code** in the **Merchant Zip Code** box, and the correct tax rate in the **Tax Rate** box.
- To set the credit-debit threshold, select the **Debit** tab and enter the threshold above with cards will process as credit instead of debit in the **Debit/Credit Threshold** box.
- To enable or disable the automatic closing of the daily check batch, select the **Auto Batch** tab, and select the check box to enable, or clear the check box to disable, auto batch.



- To change the time when PaymentMate automatically closes the credit and debit batch, use the spinner buttons to adjust the time in the **Auto Close Time** box.

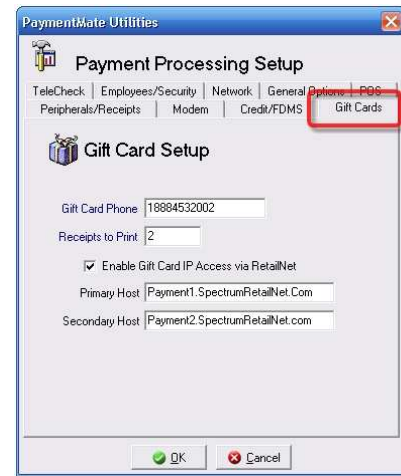
NOTE: PaymentMate displays the time in military (24-hour) time. For example, to set the auto-batch time to 11:30 PM, select 23:30.

3

Set up gift card processing: To configure PaymentMate to process First Data gift cards:

- Select the **Gift Cards** tab.

NOTE: If the Gift Cards tab is not visible, your account has not been set up for gift cards. Call 800.225.8979 to have a PaymentMate support technician set this up for you.



- To enable gift-card processing, select the **Enable Gift Card IP Access** check box.
- Type the IP addresses given to you by the PaymentMate support technician in the **Primary** and **Secondary Host** boxes.
- Type the gift-card processing phone number given to you by the technician in the **Gift Card Phone** box.
- Type the number of gift-card receipts you want the software to print in the **Receipts to Print** box.

Setting the POS, General and Security options

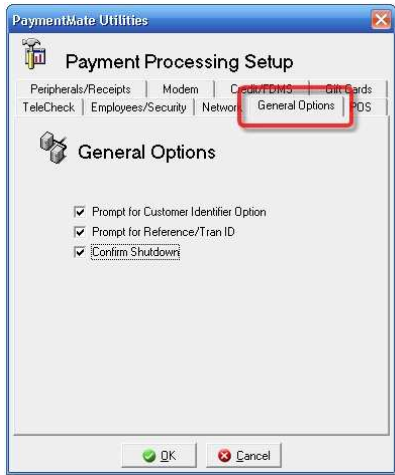
The POS options are available only for users of PaymentMate Pharmacy Edition™, which includes the POS features of the software, as well as the ability to process FSA and HRA cards. General options are available for any edition of the software, and the Employees and Security options are available for anyone

wanting to take the time to set passwords for some of the features of the software. To set these options:

1

Choosing the general options: On the Payment Processing Setup utility:

- Select the **General Options** tab.



- To have PaymentMate give you the option of typing a customer name when processing a card or check payment, select the **Prompt for Customer Identification** check box.
- To have PaymentMate give you the option of typing a transaction number when processing a card or check payment, select the **Prompt for Reference/Transaction ID** check box.
- To have PaymentMate ask you to confirm that you want to shut down when you turn off your computer or close the software, select the **Confirm Shutdown** check box.

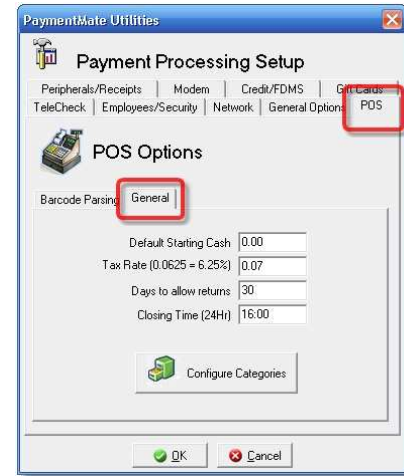
NOTE: This will require you to shut down the software before you can log off, restart, or shutdown Windows.

2

Choosing the POS options: If you are using the Pharmacy Edition of PaymentMate, configure the POS options this way:

- Select the **POS** tab.
- Under **POS Options**, select the **General** tab.

- To have PaymentMate default to a specific amount when tendering cash, type that amount in the **Default Starting Cash** box.



- Type the default state tax for over-the-counter (OTC) items in the **Tax Rate** box.

IMPORTANT: Be sure to put the decimal point in the correct place (for example, 0.07 is a tax rate of 7.00%).

- Type the number of days to accept returns for OTC items in the **Days to Allow Returns** box.

NOTE: PaymentMate will not allow returns for items that are returned later than this number of days.

- Type the ending time for the daily transaction report in the **Closing Time** box.

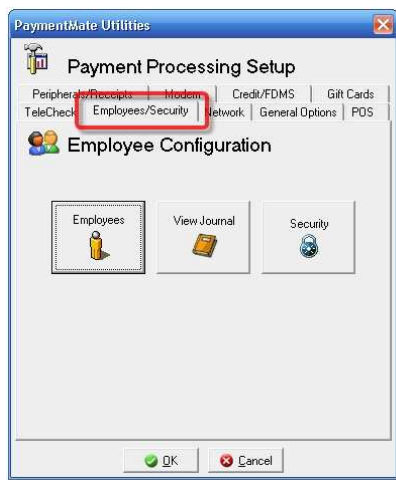
NOTE: This is also the beginning time for the next day's transaction report, as each report covers a 24-hour period.

- To add new sales item categories, click the **Configure Categories** button, click **New Category**, type the name of the new category, and click **OK** and **OK**.
- To configure proprietary barcodes for PaymentMate to use, select the **Barcode Parsing** tab, and type the characters given to you by a PaymentMate support technician in the **Barcode Parse Length**, **Parse Expression** and **Default Parse Length** boxes.

NOTE: For information on editing and deleting categories, or on configuring proprietary barcodes, see the *PaymentMate Pharmacy Edition Reference Guide*. The free reference guide is downloadable from the Support Documents page at the TempusPayment.com Web site.

3

To add employees and passwords, and set up security options, select the **Employees/Security** tab, and then follow the instructions in the support document titled *Configuring and Using PaymentMate Security Features*.



NOTE: *Configuring and Using PaymentMate Security Features* is downloadable from the Support Documents page TempusPayment.com. Complete information on setting up security is also in the *PaymentMate Reference Guide* and *PaymentMate Pharmacy Edition Reference Guide*, both of which may also be downloaded for free from the same Web page.

For more information about configuring and using PaymentMate, call Tempus Technologies, Inc. toll free at 800.225.8979, ext. 4. This document and other documents are available at TempusPayment.com.

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www.tempuspayment.com/support_documentation.aspx

pm_configure.pdf (rev. 8/20/09)