

Topic Doc - Auto Debit Setup Navy - Admin

This document outlines the Administrative steps necessary for creating and linking the proper devices and device settings that must be in place for Auto Debit to be successful. There are other clerk and billing user protocols that must be followed as well. Those steps can be found in ***Topic Doc - Auto Debit Setup Navy - Centers***

MERCHANT ACCOUNT REQUESTS:

- 1. Navy Process to Request a Merchant Account

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- 5. ACH Devices and Drawer Devices

MERCHANT ACCOUNT REQUESTS

1. ***Navy Process to Request a Merchant Account***

- Centers will make the merchant account request to their region contact.
- The region contact will complete a standard merchant request form and email it to Beth O'Brien (beth.obrien1@navy.mil).
- Allow 2 weeks for the creation of the merchant account from BOA and to get it configured for Payware.

SYSTEM SETUP

Please be aware of the following during set up, training and processing:

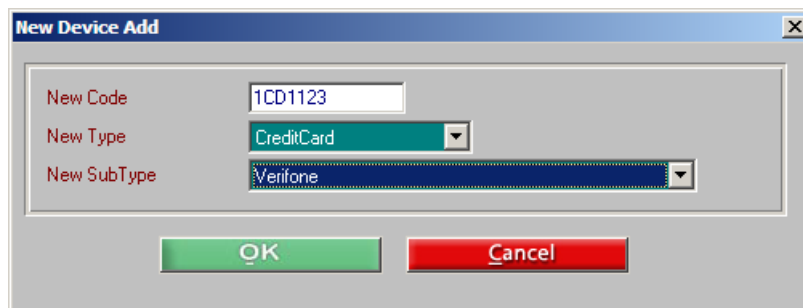
- For SAP reasons, the Navy will **not** use MOTO accounts. Some banks require sites to obtain a MOTO account for recurring billing and Mail Order/Telephone Order transactions wherein the card is not present during the sale. Bank Of America **does not** require a MOTO account.
- ***Each CDC*** must run its own billing. ***Each SA*** site must run its own billing. ***Each Youth Center*** must run its own billing. One person **cannot** run billing for the entire base or for the entire region. This is critical to the deployment of auto debit and will require multiple billing users linked to the proper devices.
- The billing users need to be linked to the center appropriate Credit Card device and center appropriate CC Re-Direct device.

2. ***Create a Verifone Credit Card Device***

The following steps must be completed for every Merchant Account and linked to each appropriate, center specific workstation that is linked to an MX830 device.

Follow the instructions below to complete this process.

- Go to **Files, System, Device Maintenance, Printer Device Maintenance**
- Click **Add**.
- In the **New Code** field, enter a code for the Credit Card device that you wish to add. It may be a good idea to use a format similar to the following: 1CD1123.
- **Legend:**
 - **1st Character** = Site Prefix. In a regional database, typically each site has its own prefix.
 - **2nd and 3rd Character** = Type of site. CD = CDC. SA = School Age, YP = Youth program.
 - **4th Character** = This is handy if there are more than 1 CDC, SA or Youth Program at this site – CDC1 vs CDC2, etc.
 - **5th, 6th and 7th Character** = This is the 3rd, 4th and 5th character of the Client ID (Merchant Number) that you are entering.
- Select the Credit Card device from the field on the lower right-hand panel (*CREDITCARD = x, where 'x' is the name of the device*) and click the **Remove Selected** button located on the lower-left panel of the screen.
- In the **New Type** Field, select Credit Card and a **Sub-Type** of Verifone.



The screenshot shows a dialog box titled "New Device Add". It has three input fields: "New Code" with the value "1CD1123", "New Type" with a dropdown menu showing "CreditCard", and "New SubType" with a dropdown menu showing "Verifone". At the bottom of the dialog are two buttons: "OK" (green) and "Cancel" (red).

- Click **Ok**
- In the **Desc** Field, enter a description that helps identify this credit card device. **Example:** Mayport CDC1 Client 123. It is a good idea to incorporate the Site Name, Type of Site and the unique portion of the Client ID (See Step 17 below).
- In the Payment Engine field select **PAYWare PC/Transact**.
- In the **Account Type** field select **Normal Retail**.
- Leave the Tip Tran Code blank.
- The **Require Signature Amount** field is not mandatory and should be set according to local policy.

- **Note:** Receipts for sales that do not meet the **Require Signature Amount** threshold will be printed without a Signature line and the customer will not be prompted for a signature on the MX830.
- **Note 2:** The **Cash Back Limit** field is for debit cards only and until further notice should be left at 0.00. As of 12/2011 the Navy cannot use Debit Cards.
- Enter the number of **Auth Copies** (receipts) that you want to print and expand the **Auth Printer** drop-down list to select your receipt printer.
 - **Important Note!** If your organization uses a single credit card device for multiple workstations that do NOT all share the same authorization receipt printer, you must additionally link an AUTHRCPT device at the Workstation level of the device hierarchy for each workstation that uses a different authorization receipt printer. Configure each AUTHRCPT device to use the specific printer for each workstation. **Failure to do this will cause receipts to take an abnormally long period of time to print.** Linking an AUTHRCPT device will override the authorization printer linked to the credit card device.
- **SAP Merch (Normal CC):** The Bank of America (BOA) 12-digit Merchant ID must be copied to the *SAP Merch (Normal CC)* field on the Credit Card device using digits 4-11 ONLY. Drop the first three (3) digits and the last digit from the number BOA provides. The first three (3) digits will always be 118.
 - *For Example: The BOA Merchant ID number is 118987654321. Dropping the first three (3) and last digits from the number, you will enter 98765432 in the SAP Merch (Normal CC) field.*
- **IB Device Name:** leave blank
- **SAP Merch (Private Label)** – Private Label Cards **cannot** be used for recurring billing. Private Label cards can only be used at MWR facilities and must be run on the Chase machine **NOT** the MX830.
- **Host Name** and **Port** field information. Until further notice, CYMS Navy will always be payware.mwrtn.local and 5012 respectively.
- Once you have entered the Host Name and Port information, click **Ping** and **Test** to insure your connection is active and the port is open. IF the firmware has been updated and the test fails, it is likely that the port is not open.
- The **ClientID** is local to the installation and site and will be provided by Joel Lussier. (I don't see step 6 above)
- **UserID** and **Password** information will be provided by Joel Lussier.

- Click **Next**. You will continue to the Other Setting screen.
 - Select all of the credit card brands in the **Card Types** field that are accepted at this location, and then click the **Add>>** button to move them to the **Cards Accepted** column.
- Note: Private Label Credit Cards may be used at Joint Air Force/Navy installations only. All other databases should not allow private label credit card pay types. Known exceptions are: Guam, Bolling AFB, and Hickam Field.
- Enable the **Use SSL Connection With PAYWare Products** toggle. Failure to enable this toggle will result in MX830 lock-ups every time you attempt to process a credit card.
 - Enable the 'Process \$1 Pre-Auth for IB Setup' toggle. Failure to enable this toggle will stop card swipes from working when setting up patrons for auto debit billing.
 - All other toggles would be left de-selected for CYMS.
 - **Dupe Time Adjustment** field should reflect the number of hours behind or ahead of Eastern Standard Time your organization resides. If you reside in EST leave the default value of 00 (zero zero).



- Click **Done**.
- Repeat the above steps and create a unique Credit Card Device for every Unique Client ID. If you have 10 Client ID's you would create 10 Credit Card devices.

3. Create a CC-Redirect Device

For every Credit Card Device you have you will have a corresponding CC-Redirect Device. Even though the Navy is **not** utilizing a MOTO account, we feel it is safer to have a Redirect device. In a MOTO environment the CC-Redirect device allows normal credit card sales to process through the “normal retail” merchant account while “redirecting” auto-debit setup to the MOTO (Mail Order/Telephone Order) merchant account.

Since the Navy is not using a MOTO account, we will simply be tying the Redirect Device back to the ‘normal retail’ credit card device.

- Go to **Files, System, Device Maintenance, Printer/Device Maintenance**
- Click **“Add”**
- In the **New Code** field enter a code for the Redirect device that you wish to add. This needs to be a unique code and cannot match the code you used for this center’s credit card device. It may be a good idea to use a format similar to the following: 1CD1RED.
- **Legend:**
- **1st Character** = Site Prefix. In a regional database, typically each site has its own prefix.
- **2nd and 3rd Character** = Type of site. CD = CDC. SA = School Age, YP = Youth program.
- **4th Character** = This is handy if there are more than 1 CDC, SA or Youth Program at this site – CDC1 vs CDC2, etc.

- **5th, 6th and 7th Character** = RED – Nothing fancy here – just something that indicates it is a redirect device and something to keep it different from the credit card device.
- From the **New Type** list, choose **CC-Redirect**
- From the **Subtype** list, choose **“RDInstBill”**

- Click **OK**
- In the **Description**, enter a description that helps identify this redirect device. **Example:** Mayport CDC1 Client 123 Redirect. It is a good idea to incorporate the Site Name , Type of Site and the unique portion of the Client ID
- In the **Primary IB Device** field, choose the appropriate, site specific credit card device we created above (in our example - **1CD1123**). It is very important that Site A’s credit card device gets linked to Site A’s Redirect device.
- Leave the **Use Secondary PNP Device** set to blank or None. This was custom for the Army but currently an unused field.

- Click **Done**

4. **Link the Verifone Credit Card Device and CC-Redirect Device (Workstation, Clerk/Manager Menu Group and Billing Menu Group)**

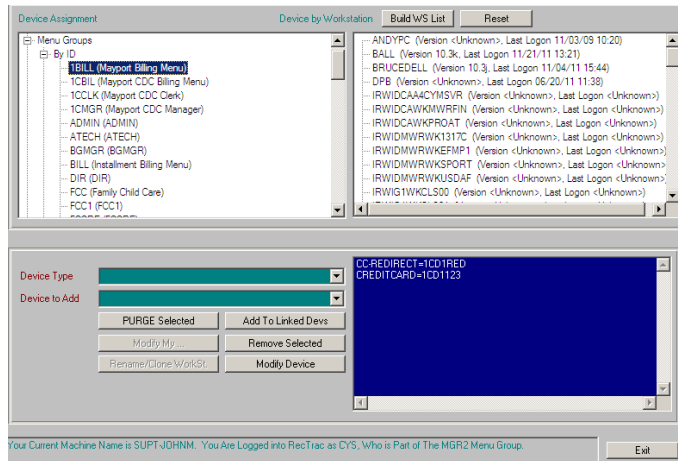
It is extremely important that the **site specific Credit Card Device** and **corresponding CC-Redirect Device** be linked to **ALL** the following areas:

- **Workstation Level** - every workstation that is linked to an MX830 **AND**
- **Clerk/Manager Menu Group Level** – each site should be linked to their own menu groups **AND**
- **Billing Menu Group Level** – since each center will have to run their own billing they will need **unique** Billing Users and **unique** Billing Menu Groups

Linking at **BOTH** the Menu Group and workstation level is safe and insurance for **SAP** not to fail. SAP needs it at the menu group level.

To link the Verifone Credit Card Device and CC-Redirect Device:

- Go to **Files, System, Device Maintenance, Device Assignments**
- Expand **Menu Groups**
- Expand **By ID**
- Highlight the **Menu Group** you wish to work with. Remember Site A's Credit Card device and CC- Redirect device should be linked to:
 - Site A's Workstations that are connected to an MX830
 - Site A's Clerk/Manager Menu Groups
 - Site A's Billing User Menu Group
- To link the Credit Card Device, under **Device Type** select "**Credit Card**"
- Under **Device to Add** select the proper Credit Card Device for **this** center.
- Click "**Add to Linked Devices**"
- To link the Credit Card Redirect Device, under **Device Type** select "**CC-Redirect**"
- Under **Device to Add** select the proper CC-Redirect device for **this** center.
- Click "**Add to Linked Devices**"
- Repeat these steps for **this** center's **Clerk/Manager Menu Groups**, each **Billing Menu Group** for **this** center and for each **Workstation** linked to an MX830 in this center. (To find/link to the proper workstation you would Expand Work Stations in Step 2 above.)



5. ACH Devices and Drawer Devices

Since each center will be responsible for running their own billing it is important that **multiple ACH Devices** be set up and linked accordingly – Site A to Site A’s ACH device, etc.

The **drawer** on each ACH device should be **unique** to the site.

For every unique drawer on the ACH device you will need a corresponding **Drawer Device** linked to the same drawer. **Example:** ACH Drawer = 225. You must also have a Drawer Device linked to Drawer 225. This is for End of Shift reasons.

Finally, if you added new drawers you must also email Millington (Deidre or Bill) to have them update the SAP inp file for that site. Failure to get the new drawer added to the inp file will cause billing totals to not be passed to SAP.

For the reasons mentioned above you should **remove** the ACH device from the **Default Level** and link the new ACH Device and Drawer Device to, at a minimum, this center’s Billing Menu Group. For further insurance you could link at this center’s Clerk/Manager Menu Groups.

In addition to the above, there are 4 other things to verify on your ACH device:

- Go to **Files → System → Device Maintenance → Printer Device Maintenance**
- Click on the **Sub-Type** column and type **‘A’** on your keyboard.
- Click on the first **ACH Device** and click **Change**.
- Verify the pay codes listed in the **CC Pay Code List** are the valid **Credit Card Pay Codes** for this center. If you only allow auto debit with Visa and MasterCard make sure only those pay codes are selected here. Hold down your CTRL key to multi-select.

- **Please note:** If you use Web you **do not** want your **Web Credit Card Pay Codes** listed here.
- Verify the **Pay Drawer** is valid – Typically this should match your **Installment Bill User’s Drawer**.
- Verify the “**Charge New Fees**” Toggle is turned **ON**.
- Decide whether you wish for Credit Balances to be used prior to the Auto Debit or disregarded. For instance, if “**Apply Cred Bal to Auto-Debit**” is selected and the household has a \$100 credit balance and their normal billing amount is \$300, the auto debit would take place for \$200.

➤ **See the following doc, Navy CYMS Auto-debit Procedures CYP Centers, for end user details on how to set up the HH bill for recurring credit card payments, change, cancel, as well as billing process, troubleshooting, and FAQs.**