

Payment Sense Pay at Counter Integration

Introduction:

This integration requires .NET Framework version 4.5.2 to be installed which is not compatible with Windows XP or POS Ready 2009. The operating system requirement for this is Windows 7/POS Ready 7 or above.

CES are delighted to announce a new partnership with Payment Sense a market leading payments provider. There are two types of integration available for Payment Sense (1) Pay at Counter (known as PaC) and (2) Pay at Table (known as PaT). This document covers the PaC integration that has been fully accredited on Touch version 9.1.006.

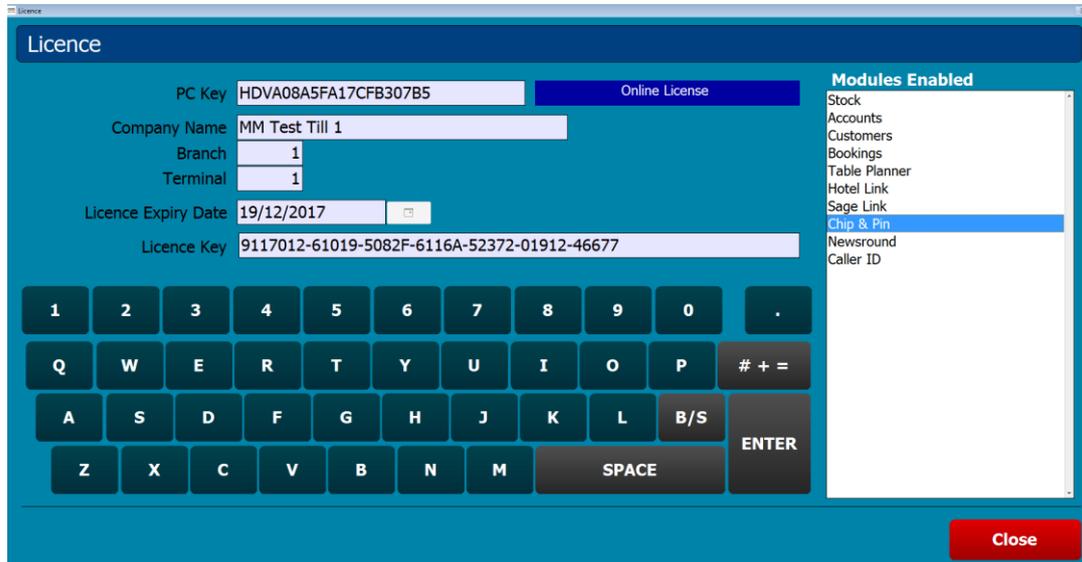
Pay at counter is for retail environments where customers pay at the till. Payment Sense offers 3 different models of Ingenico payment terminals that all have built in printers.

- (1) IWL251 which is a blue tooth terminal that comes with a base station that plugs into the local network and also works as the charger for the terminal.
- (2) IWL258 which is a Wi-Fi terminal that also comes with a base station that is only used for charging the terminal.
- (3) ICT250 which is a desktop terminal

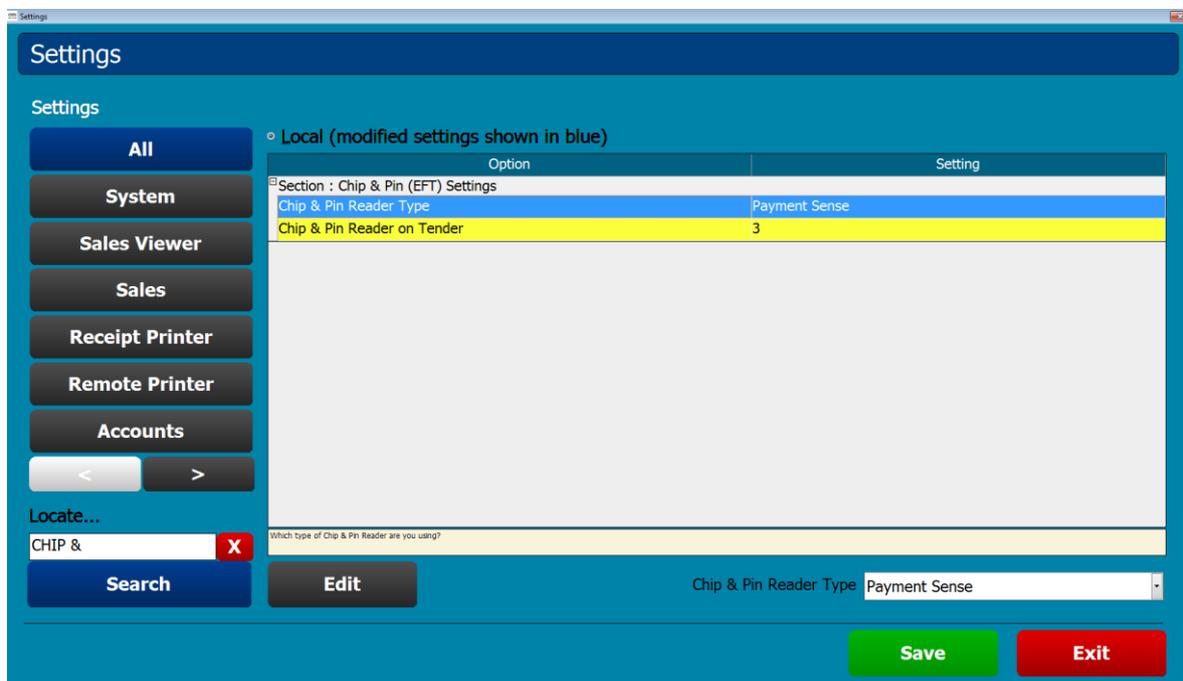
The payment sense integration is very flexible and allows a single terminal to be used by multiple tills, therefore two tills can share a single payment terminal. Or alternatively a till can be set up to be able to use multiple payment terminals (up to 4) so if you had three tills sharing two payment terminals when processing a card payment you can select which payment terminal you want to use for that transaction.

Touch settings:

- Touch needs to be licenced for the Chip & Pin module.



- Search in settings for Chip & to locate the two settings below.
- Select the 'Payment Sense' option for the Chip & Pin Reader Type setting
- Select the tender used for the Chip & Pin Reader on Tender setting



- Search in settings for 'Payment Sense' to locate the settings below.
- Enter the details that will be provided by Payment sense into the relevant settings below.

Payment Sense API Key

Payment Sense Host Address

Payment sense Terminal ID's.

Note: every site using this integration will have its own details so be careful if copying a Touch folder from a live site to use somewhere else, see warning on page 12

Settings

Settings

All

System

Sales Viewer

Sales

Receipt Printer

Remote Printer

Accounts

Locate...

PAYMENT SENSE X

Search

Edit

Save

Exit

Local (modified settings shown in blue)

Option	Setting
Section : Chip & Pin (EFT) Settings	
Chip & Pin Reader Type	Payment Sense
Enable Payment Sense Pay-at-Table?	NO
Payment Sense API Key	9f2ce700-d311-400a-b82d-78ba70898ac5
Payment Sense Debug Mode	NO
Payment Sense Host Address	sa780r300000.test.connect.paymentsense.cloud
Payment Sense Terminal ID(s)	22162220

Enter in the Terminal ID's available to this Terminal, use a comma to separate multiple TIDs

- Multiple Terminal ID's can be set in the setting below by separating the ID's with a comma. This is to allow a till to be able to use multiple payment terminals.

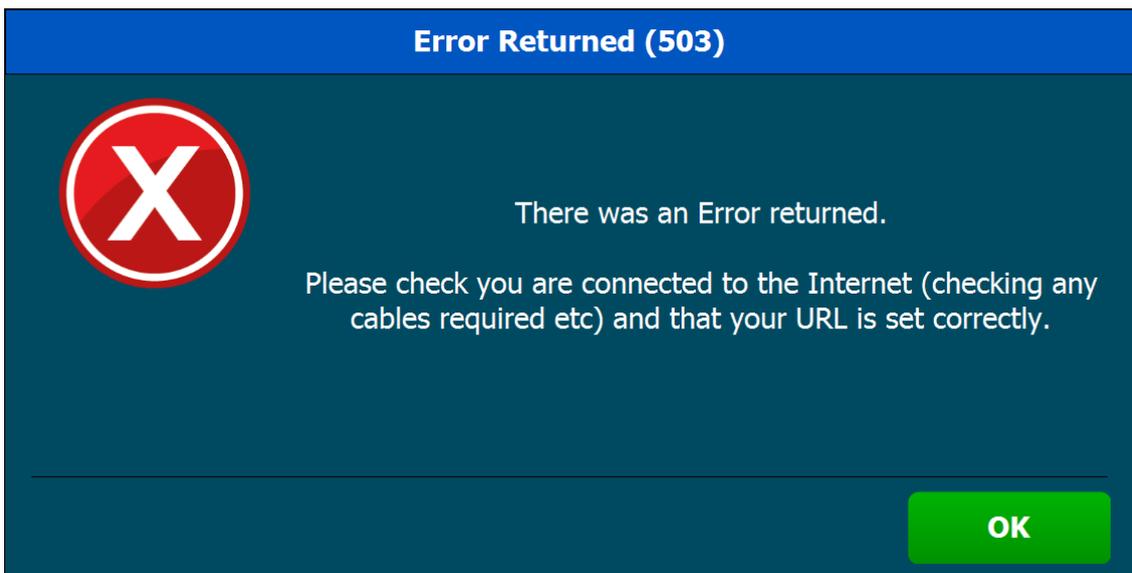
Payment Sense Terminal ID(s)	22162220,22162221
Enter in the Terminal ID's available to this Terminal, use a comma to separate multiple TIDs	

Getting Started:

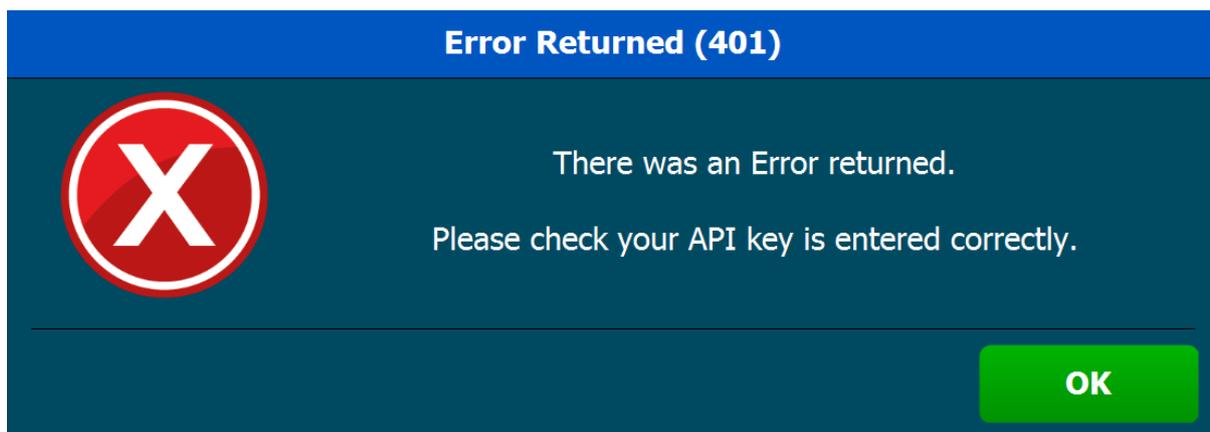
Make sure both the POS and payment terminal are connected to the network and have internet connection. To process sales using the Payment Sense integration simply finalise the transaction using the Tender button setup for the Chip & Pin tender and follow the on screen prompts.

If the transaction does not go through you may see one of the error messages below.

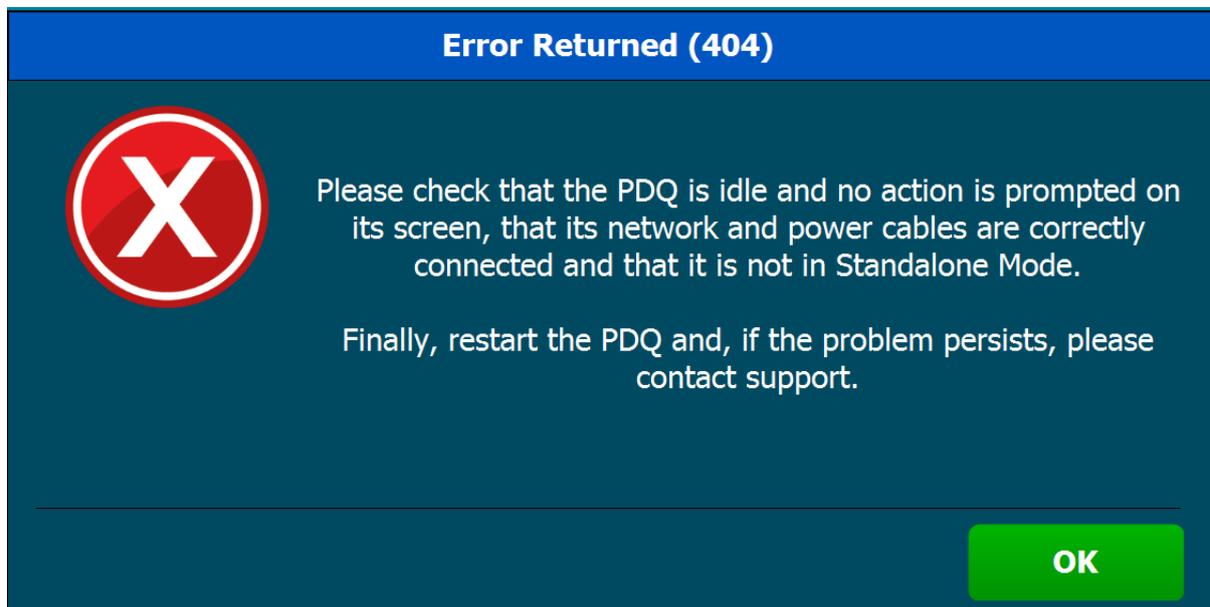
- Error 503 will show if the URL is not set correctly in the back office settings



- Error 401 will show if the API key entered in the back office settings is incorrect.



- Error 404 will show if the Payment Terminal is in standalone mode.

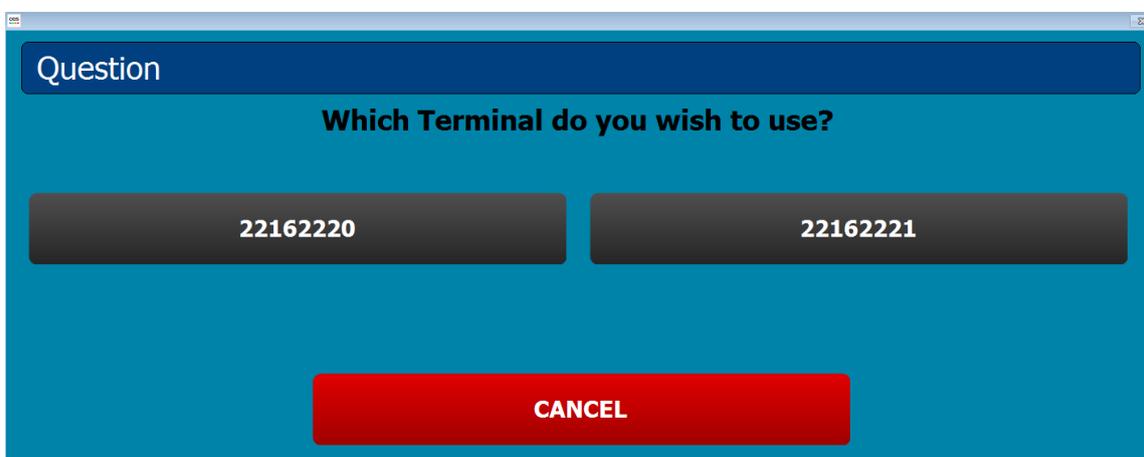


To take the payment terminal out of Standalone mode do the following on the terminal

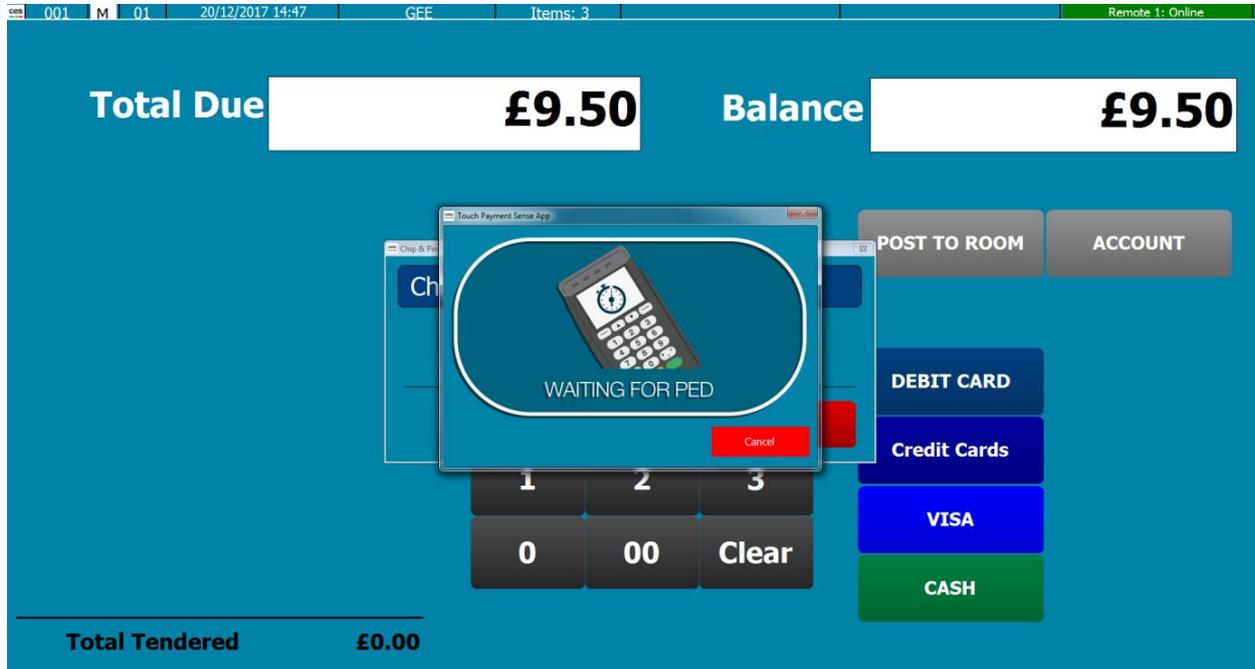
1. Press F4
2. Enter password (default password is 123456)
3. Press the Green Enter button
4. Press F1 to turn Standalone mode off (or F4 to turn Standalone mode on)
5. When you press F1 the screen will show TILL MODE ON
6. Press the red Cancel button and wait for the terminal to restart.

Processing Sales:

Finalise sales using the Chip & Pin tender and follow the on screen prompts. If more than one Terminal ID is set in the back office settings the screen below will show allowing the user to select the terminal they wish to send the transaction to.



If a single Terminal ID is configured in the back office settings (which typically it would be) the screen above will not show, it will go straight to the screen below.

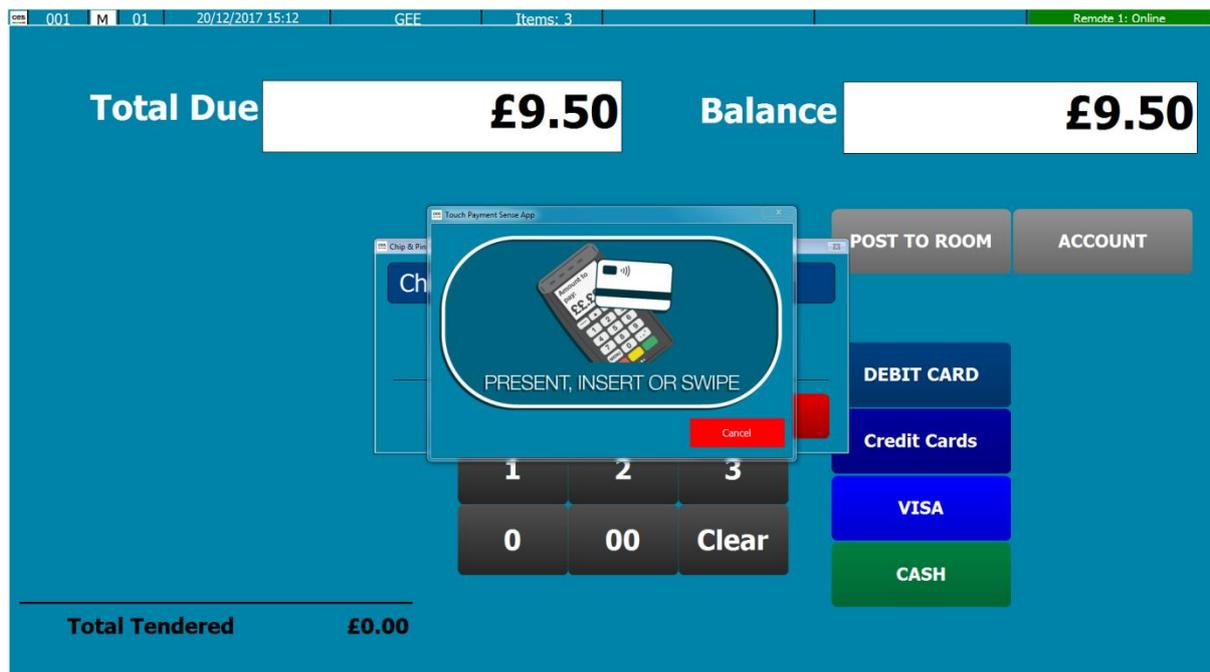


Followed by the next prompt to Present, Insert or Swipe

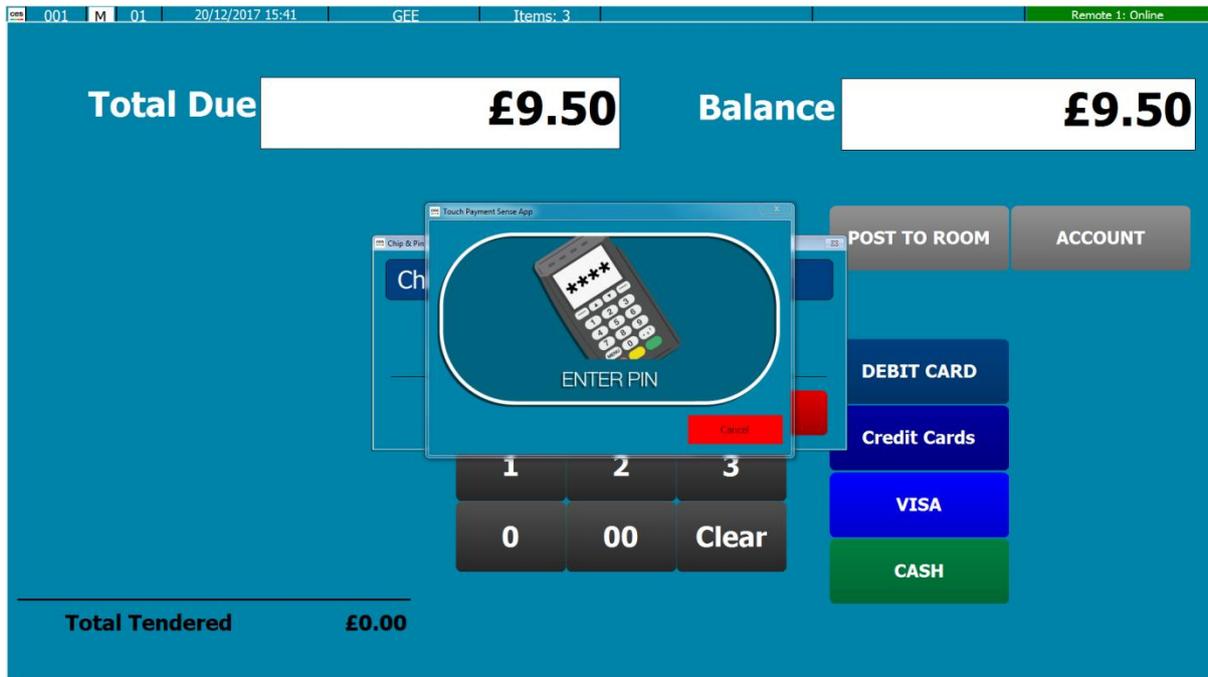
Present = Contactless

Insert = Chip & Pin

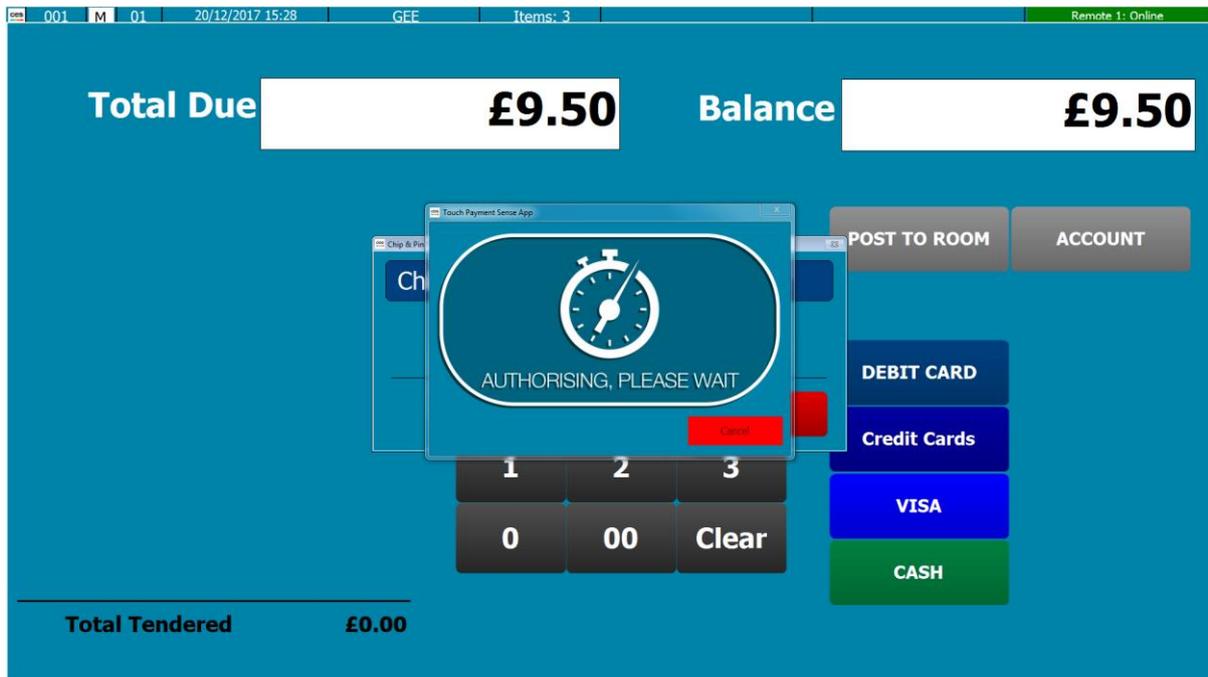
Swipe = Swipe Card (this option will launch the verify signature screen after authorising)



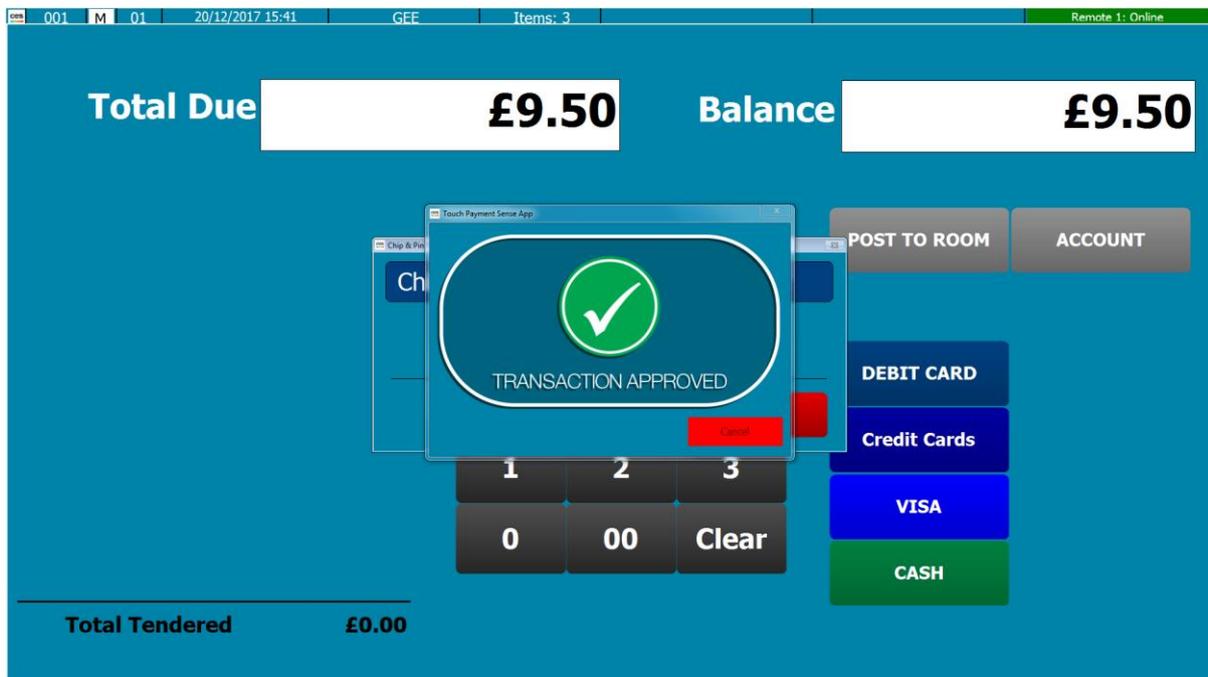
The example below shows the next screen for a Chip & Pin transaction when the card has been inserted.



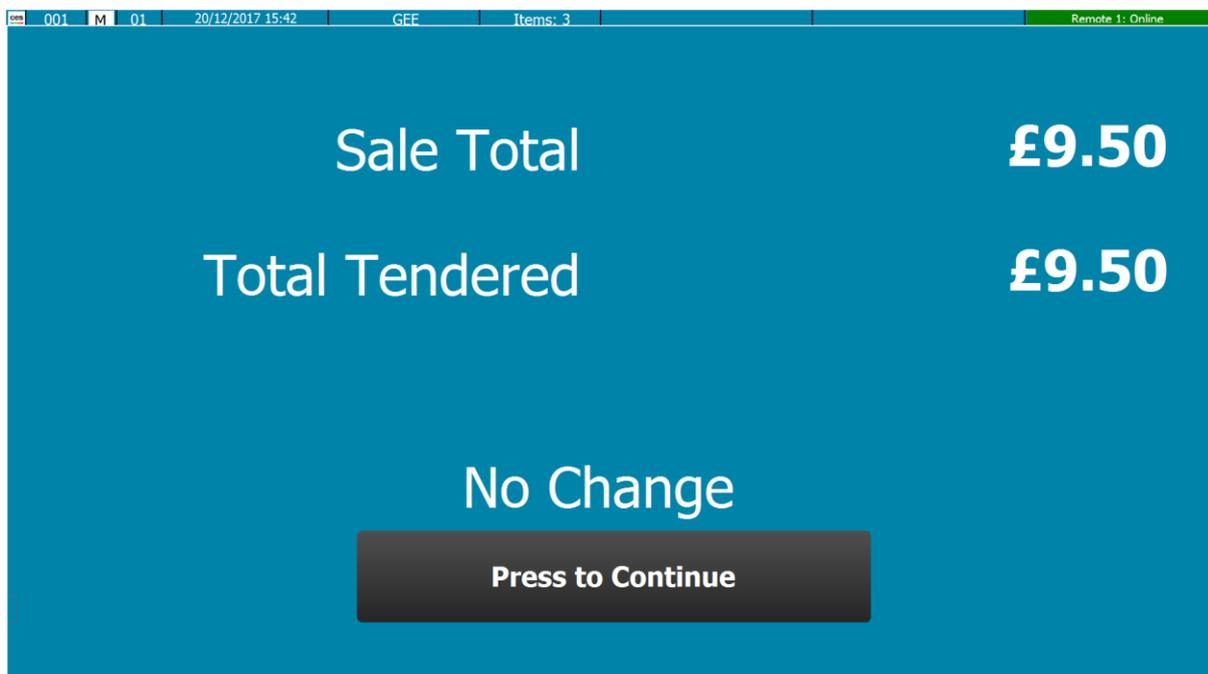
Once the PIN has been entered on the terminal the authorisation process will start and the screen below will show.



If the transaction is successfully approved the screen below will show, the merchant copy receipt will have printed and REMOVE CARD will show on the payment terminal

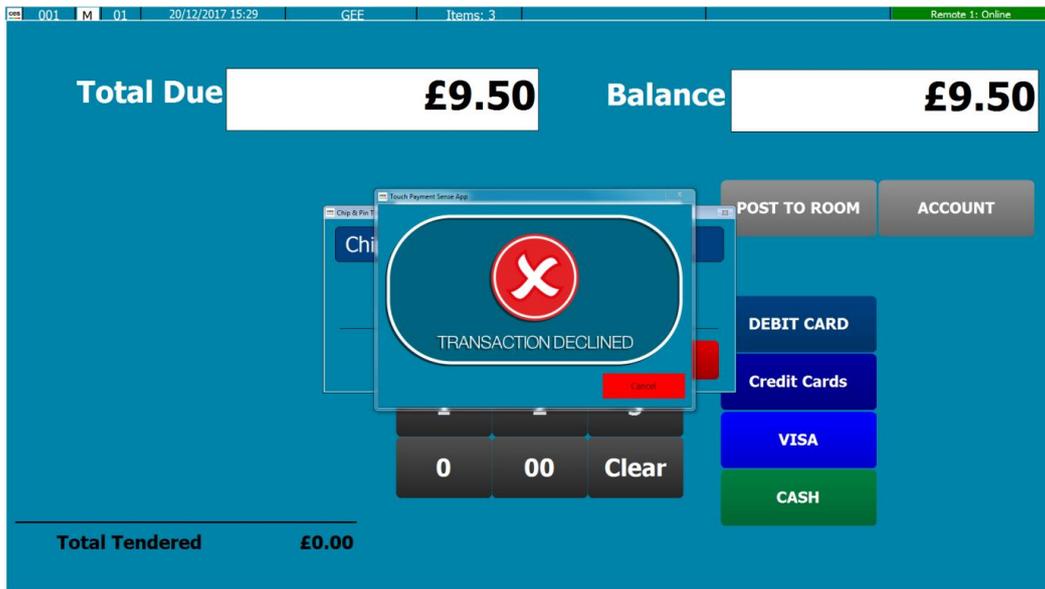


Once the card has been removed from the payment terminal the transaction will complete and the customer receipt will print. The payment terminal screen will go back to READY and the transaction will also complete on Touch and go to the screen below.



Declined Transactions:

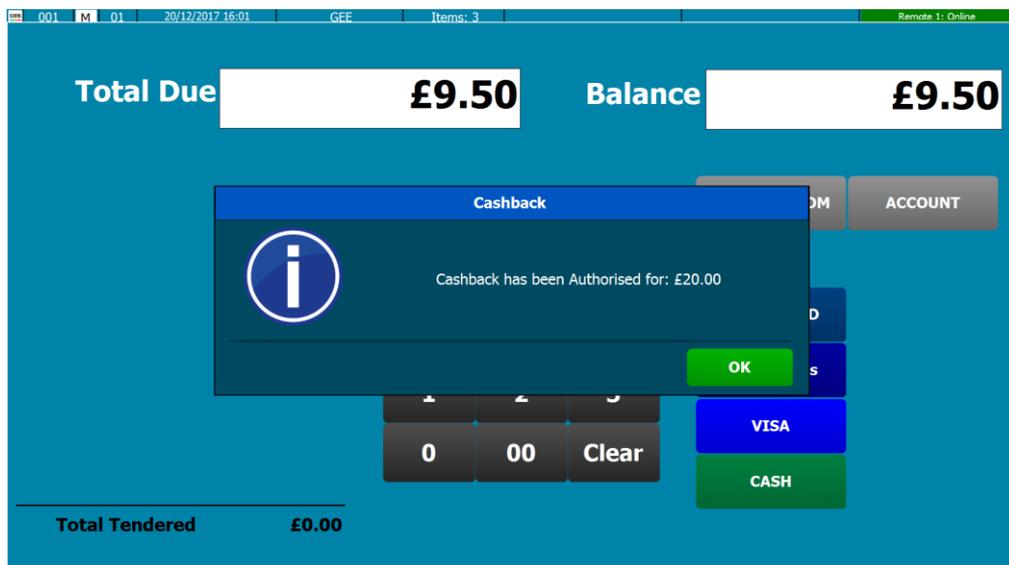
Should the transaction get declined at the authorising stage the screen below will show and Touch will stay in the tendering screen. The till operator can then (1) try again with an alternative card, or (2) select a different method of payment or (3) press Clear to go back to the sales screen and void the transaction.

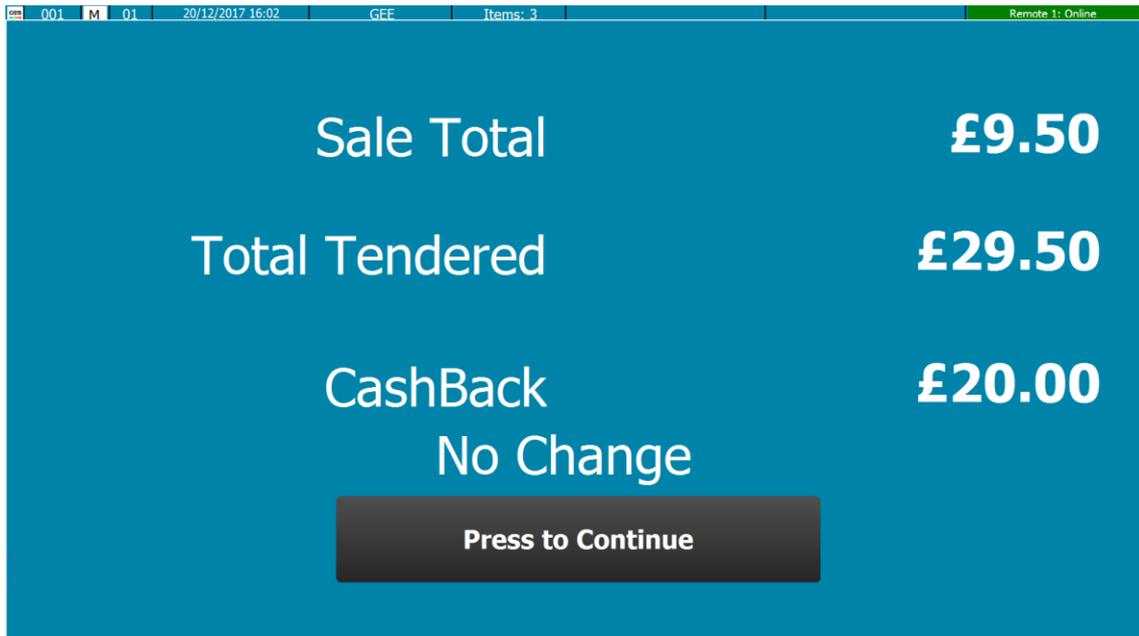


Cash Back:

Cash back is supported on this integration but needs to be turned on by Payment sense. If enabled the payment terminal will prompt for cash back when doing Chip & Pin transactions if a card that is eligible for cash back is inserted.

Example screens below show on Touch at the end of the transaction when cash back has been processed on the payment terminal. The terminal reports on Touch will show a cash back value.

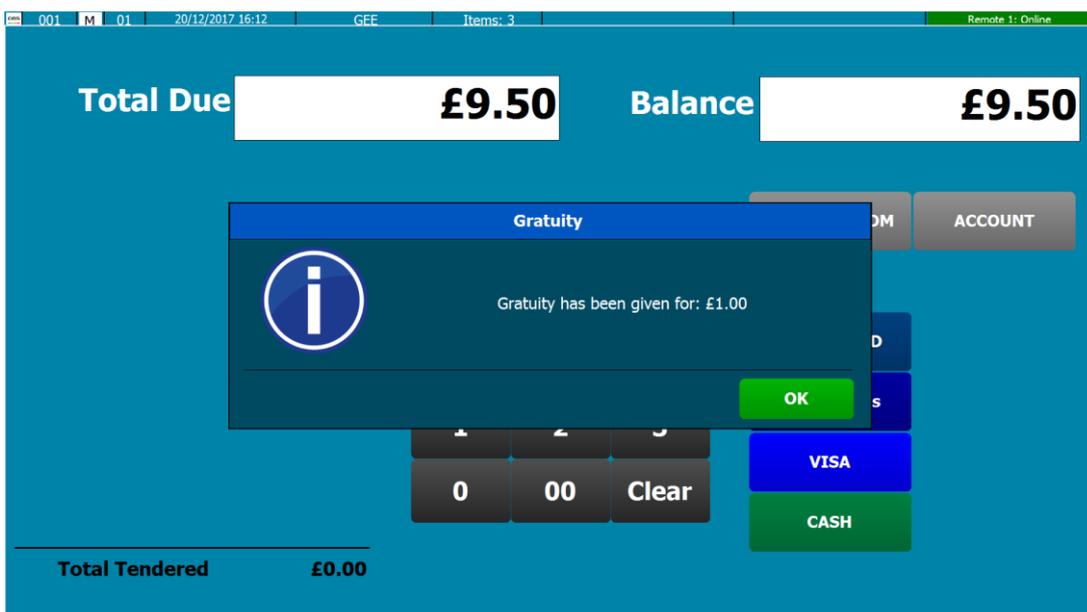


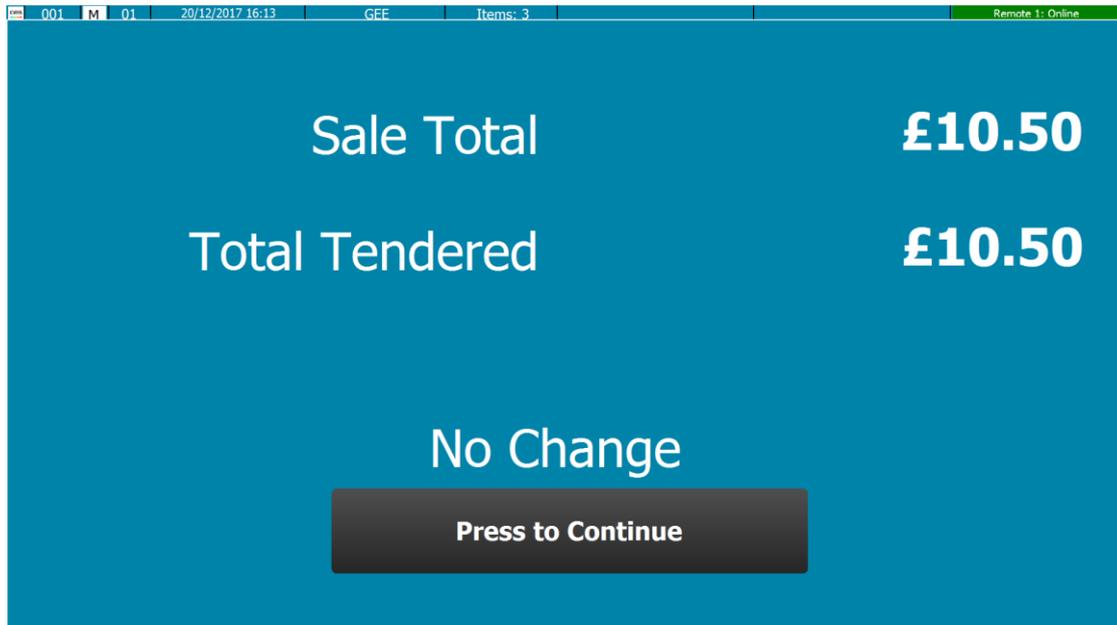


Gratuity:

Gratuity is also supported on this integration and again needs to be turned on by Payment sense. If enabled the payment terminal will prompt for gratuity

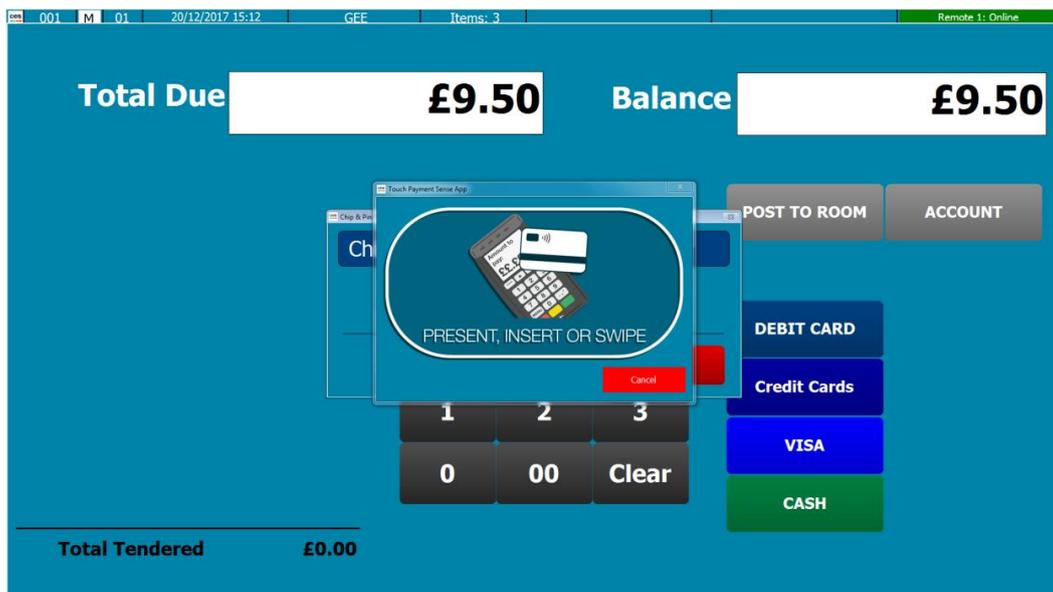
Example screens below show on Touch at the end of the transaction when gratuity has been added on the payment terminal. The terminal reports on Touch will show a gratuity value.



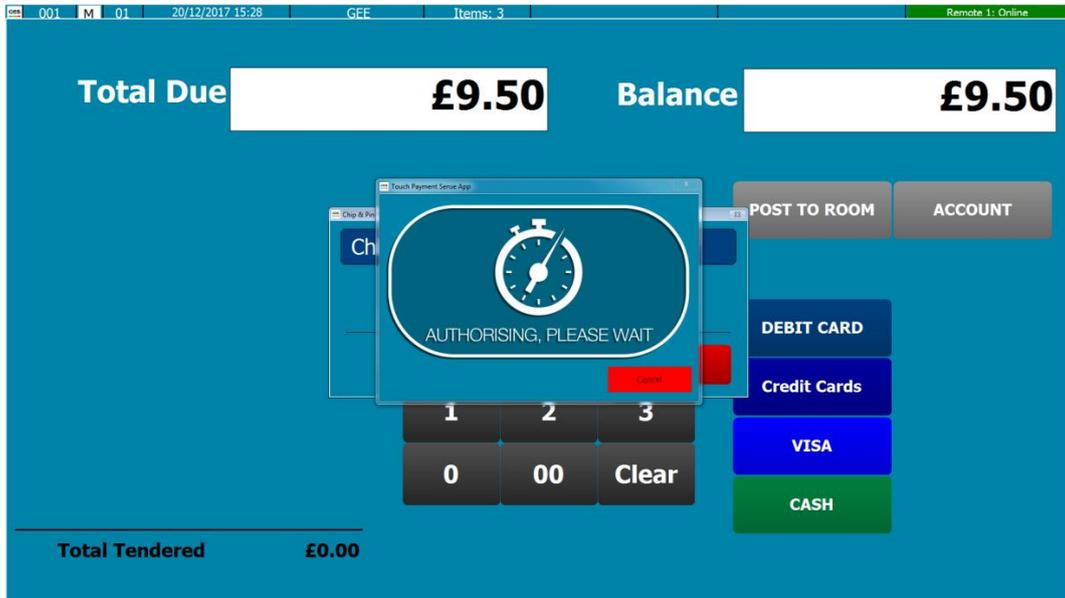


Cancel from POS:

There are various places when a transaction can be cancelled on the POS by pressing the red cancel button on Touch that show in the Payment Sense dialog screens. When the text on the red cancel button is showing as white as below that means the cancel button can be used.

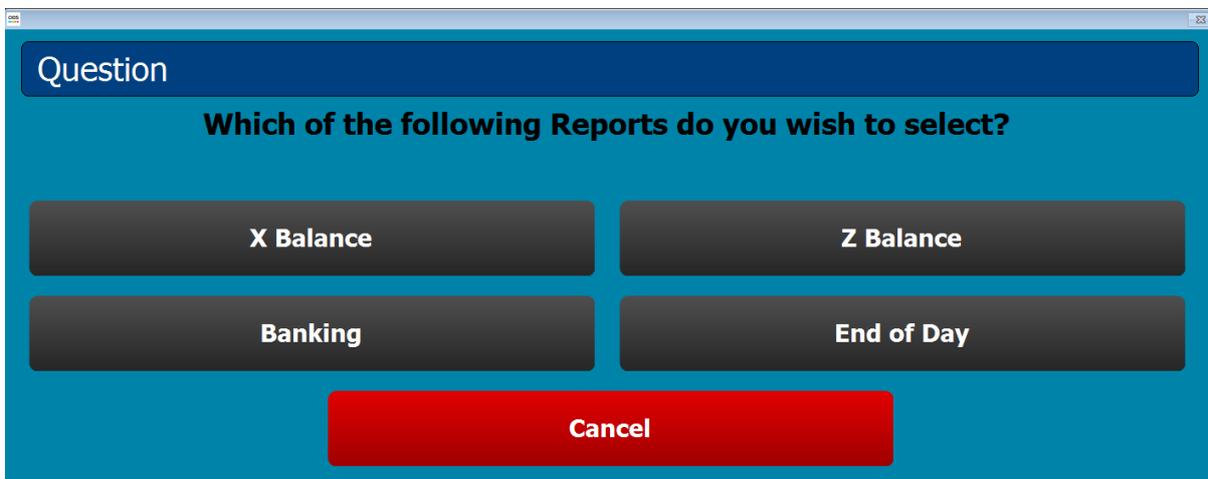


When the text on the cancel button shows in black as below that means the cancel function it is not available at that time. For example if the payment terminal is prompting for cash back or gratuity the cancel button will be black as it is not possible to send a cancel to the payment terminal at that stage. The same will apply once a PIN has been entered for a Chip & Pin transaction and the authorisation process has started.



Payment Terminal reports:

There is a new button command PSREPORTS that will launch the reports screen below for running reports on the payment terminal. The reports will print out on the payment terminal and a copy of each printed report will be stored as a text file in \Touch\PSReports\ subfolder for 30 days.



Additional features added to v9.1.015

Touch version 9.1.015 has had new features added.

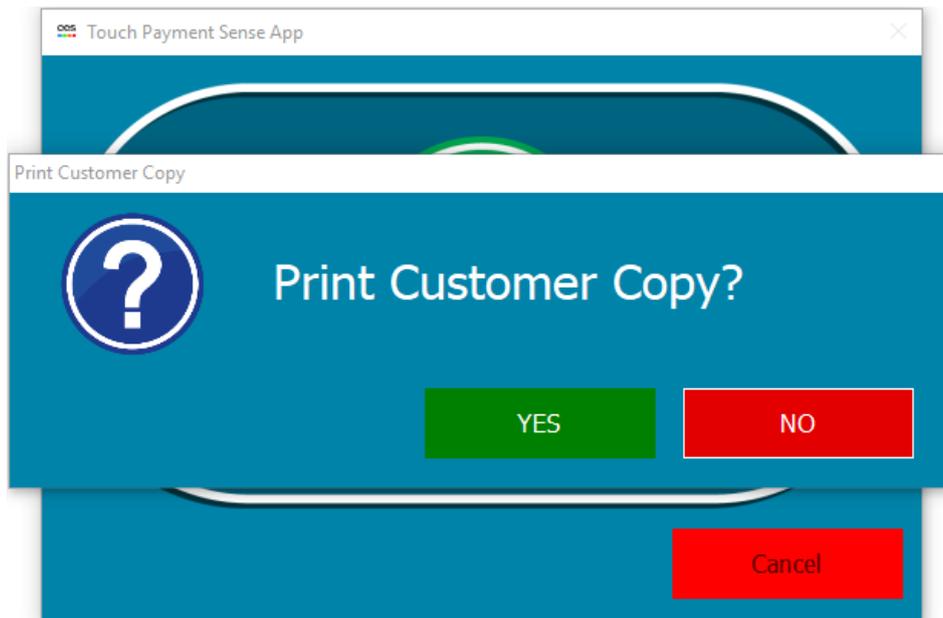
New settings added for:

- Payment Sense Currency: with options for GDP and EUR, default setting is GBP
- Payment Sense Print on POS Printer: When set to YES will print the EFT receipts and reports on the POS terminal receipt printer (Contact Payment Sense to get printing on the payment terminal disabled).
Note: For the print on POS printer setting to work the EFT path must be set to C:\Touch\EFT\.

The screenshot shows the 'Settings' application interface. On the left, there is a navigation menu with buttons for 'All', 'System', 'Sales Viewer', 'Sales', 'Receipt Printer', 'Remote Printer', and 'Accounts'. Below the menu is a 'Locate...' search field with 'PAYMENT SENSE' entered and a 'Search' button. The main area displays 'Local (modified settings shown in blue)' settings for 'Chip & Pin (EFT) Settings'. A table lists various options and their settings, with 'Payment Sense Currency' and 'Payment Sense Print On POS Printer' highlighted in yellow, and 'Payment Sense Terminal ID(s)' highlighted in blue. At the bottom right, there are 'Save' and 'Exit' buttons.

Option	Setting
Section : Chip & Pin (EFT) Settings	
Chip & Pin Reader Type	Payment Sense
Payment Sense API Key	9f2ce700-d311-400a-b82d-78ba70898ac5
Payment Sense Currency	GBP
Payment Sense Debug Mode	NO
Payment Sense Host Address	sa780r300000.test.connect.paymentsense.cloud
Payment Sense PaT Monitor the Bridge?	NO
Payment Sense Pay-At-Table Tender	0
Payment Sense Pay-At-Table Terminal	NO
Payment Sense Print On POS Printer	YES
Payment Sense Terminal ID(s)	22162221

New function added to control the printing of the customer copy receipt for contactless payments from Touch. The message box below will now prompt after contactless payments have been approved enabling the till operator to select if they wish to print off the customer copy receipt.



Warnings:

The Payment Sense integration uses a web service to communicate between the POS and the payment terminal. If both the POS and the payment terminal are connected to the internet the POS will be able to send transactions to the payment terminal even when the payment terminal is in a completely different building connected to a different network.

Make sure the Payment Sense settings detailed on page 2 are either removed or updated for the new site. Failure to remove or update the settings can result in the new site sending card transactions to the payment terminal in the site the Touch folder was copied from.

Compatibility:

This integration will not run on Windows XP.