

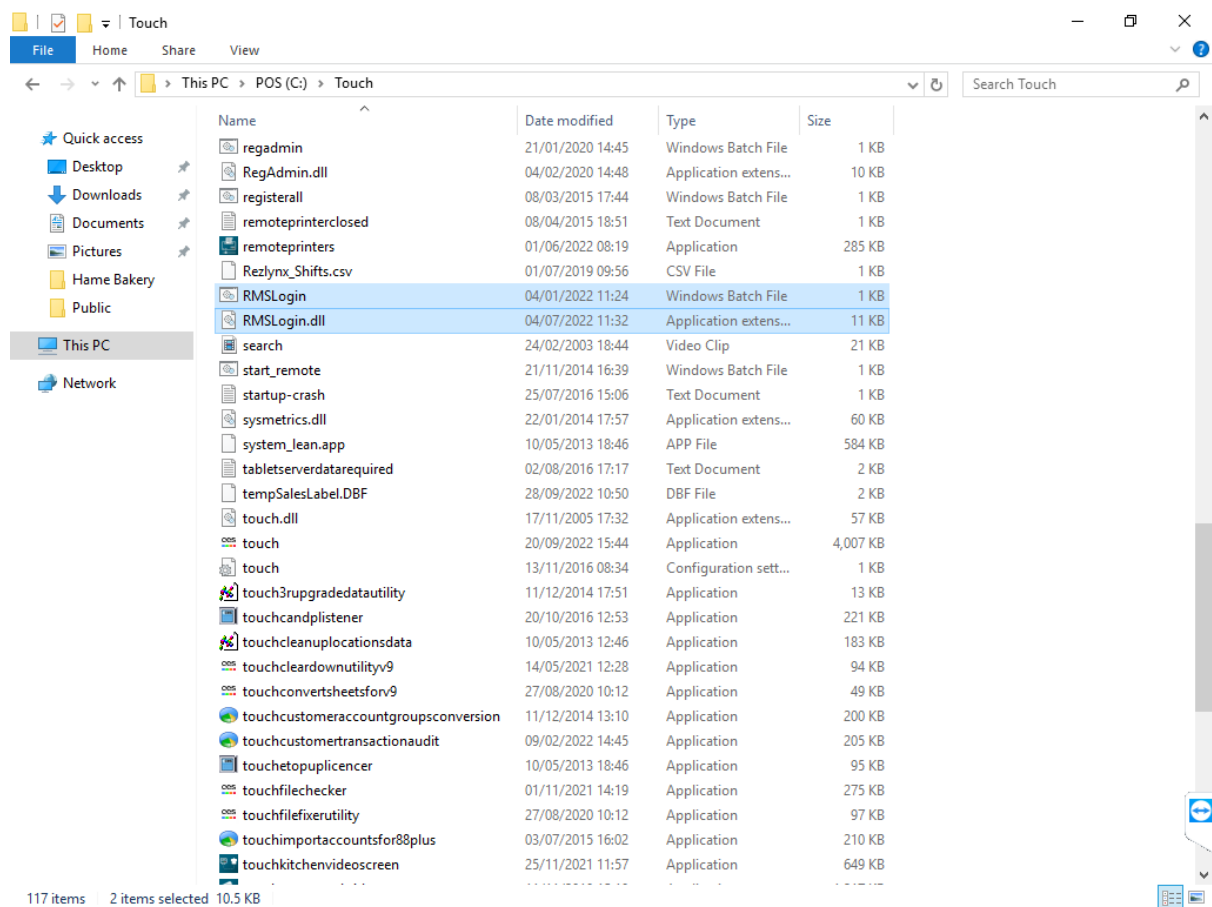
RMS Integration Guide

Introduction:

The RMS integration requires Touch v10.0.063 or above and a minimum dotnet version 4.7.2. For customers with older equipment running windows XP this integration is not compatible.

Register RMSLoginDLL:

- Inside the Touch folder is a batch file **RMSLogin.bat** that needs to be run as administrator to register the RMSLogin.dll. The integration will not function correctly if the dll is not registered.



Webview2 Installer:

- Download and install the Microsoft webview2 installer using the link below. This is required for the RMS Login screen to display correctly.

<https://developer.microsoft.com/en-us/microsoft-edge/webview2/#download-section>

Touch Licence:

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

Licence

PC Key: HDVA08A5FA17CFB307B5 Online License

Company Name: MM Test Till 1

Branch: 1

Terminal: 1

Licence Expiry Date: 19/12/2017

Licence Key: 9117012-61019-5082F-6116A-52372-01912-46677

Modules Enabled

- Stock
- Accounts
- Customers
- Bookings
- Table Planner
- Hotel Link
- Sage Link
- Chip & Pin**
- Newsround
- Caller ID

Close

Touch Settings:

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

Settings

Settings

All System Sales Viewer Sales Receipt Printer Remote Printer Accounts

Locate...

CHIP & X

Search Edit

Local (modified settings shown in blue)

Option	Setting
Section : Chip & Pin (EFT) Settings	
Chip & Pin Reader Type	RMS
Chip & Pin Reader on Tender	3

Which type of Chip & Pin Reader are you using?

Chip & Pin Reader Type: RMS

Save Exit

RMS Configuration Screen:

When the Chip & Pin Reader type setting is set to RMS the **RMS Configuration** button as shown below will appear in the Back Office settings. This is where the main RMS settings are entered.



The screenshot shows the 'RMS Configuration' screen. It has a title bar 'RMS Configuration'. Below the title bar are several input fields: 'Auth URL' with the value 'https://api-auth-dev.retailmerchantservices.net', 'Terminal URL' with 'https://api-terminal-sandbox.retailmerchantservices.net', 'Client ID' with '2rt31ddbmm5vkg9v0u1jis9sa', 'Client Secret' with '979qfvek652bto4h2llvsq8i3tutko04jqgi8i3kvm3i23mvg44', and 'Terminal ID' with '22215321'. There are two dropdown menus: 'Use POS Printer' set to 'YES' and 'C'Less Customer Receipt Prompt' set to 'YES'. Below these fields is a virtual keyboard with buttons for numbers 1-0, letters QWERTYUIOP, ASDFGHJKL, ZXCVBNM, and special keys like B/S, # + =, SPACE, and ENTER. At the bottom right are 'Save' and 'Close' buttons.

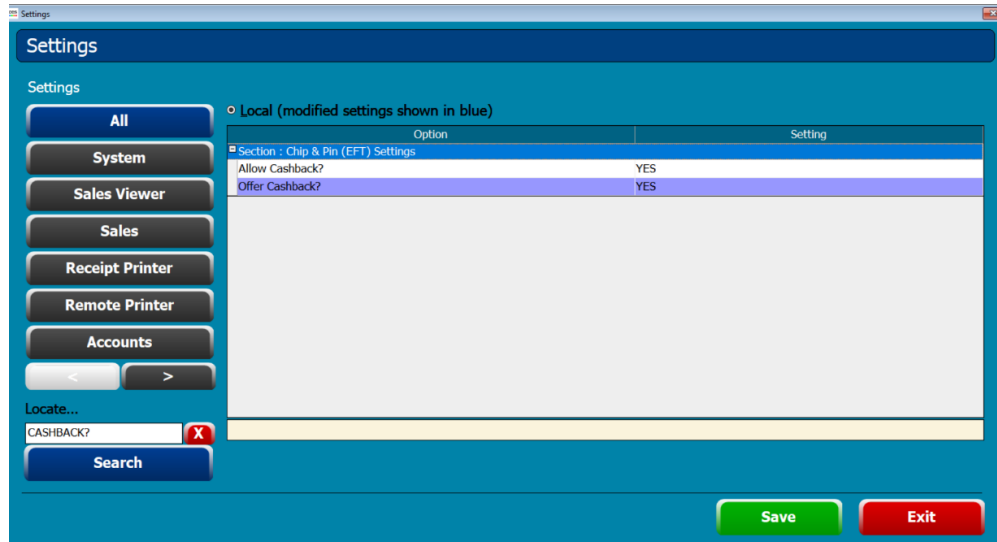
RMS will send out a welcome email to new merchants that will contain the information required to populate the settings above.

- **Auth URL:** Needs to match what is in the welcome letter
- **Terminal URL:** Also needs to match what is in the welcome letter
- **Client ID:** This will be unique for each merchant and needs to be entered
- **Client Secret:** This will also be unique for each merchant and needs to be entered
- **Terminal ID:** If a till is using a single Payment Terminal enter the TID
- **Use POS Printer:** Set to YES if printing receipts on the POS Receipt printer
- **C'Less Customer Receipt Prompt:** Used to prompt for contactless customer receipts should only be used if printing receipts on the POS printer.

Cash Back Setting:

To enable Cashback the 2 settings below need to be set to YES.

- **Allow Cashback?** Will enable the Cashback Reporting on terminal reports
- **Offer Cashback?** Will enable prompting for Cashback when taking Card Payments



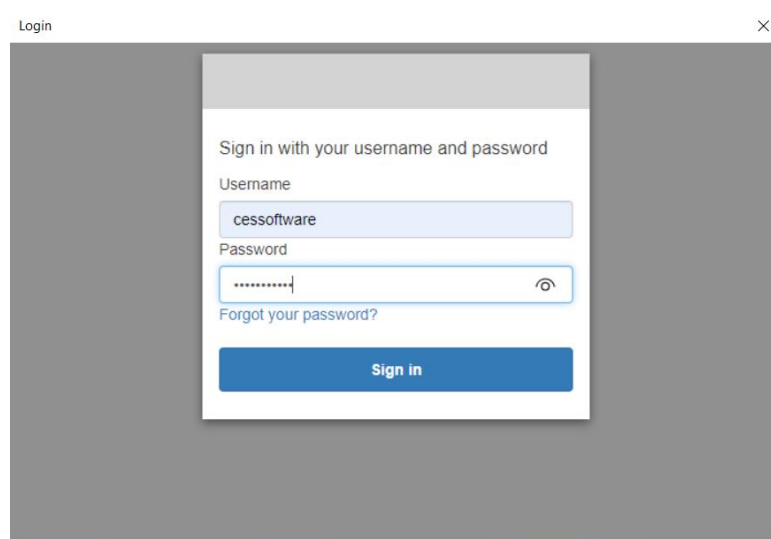
RMS button Commands:

The button commands below are used for the RMS integration.

- RMSLOGIN** Used to log into the RMS and get the OAuth token
RMSLOGOUT Used to log out of RMS
RMSREPORTS Used to run X Balance, Z Balance and End of Day reports
RMSTRANS Used to open the RMS Transaction Grid

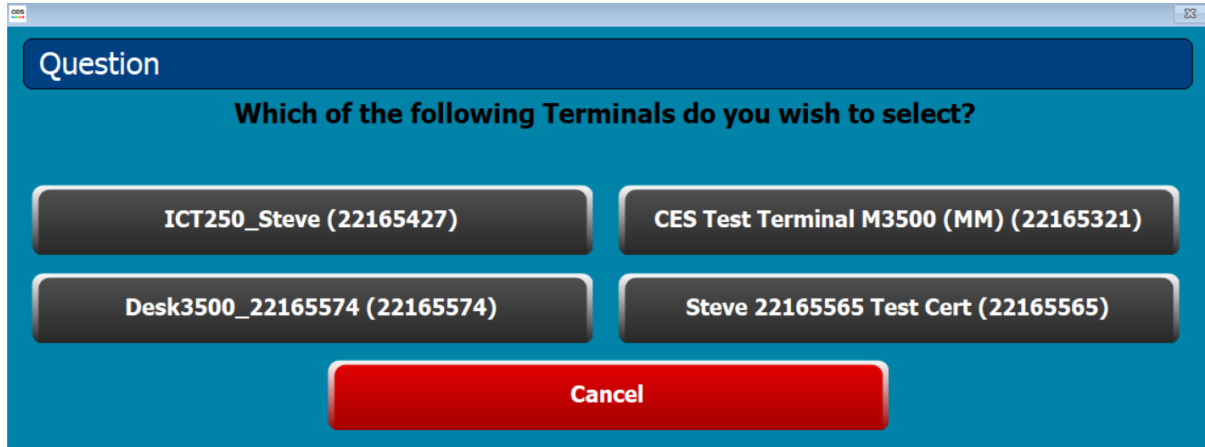
RMS Login:

The screen below will open when pressing the **RMSLOGIN** button or if doing a transaction before logging in. The username and temporary password will be in the RMS welcome email. Use those details to login initially and you will be prompted to change the password.

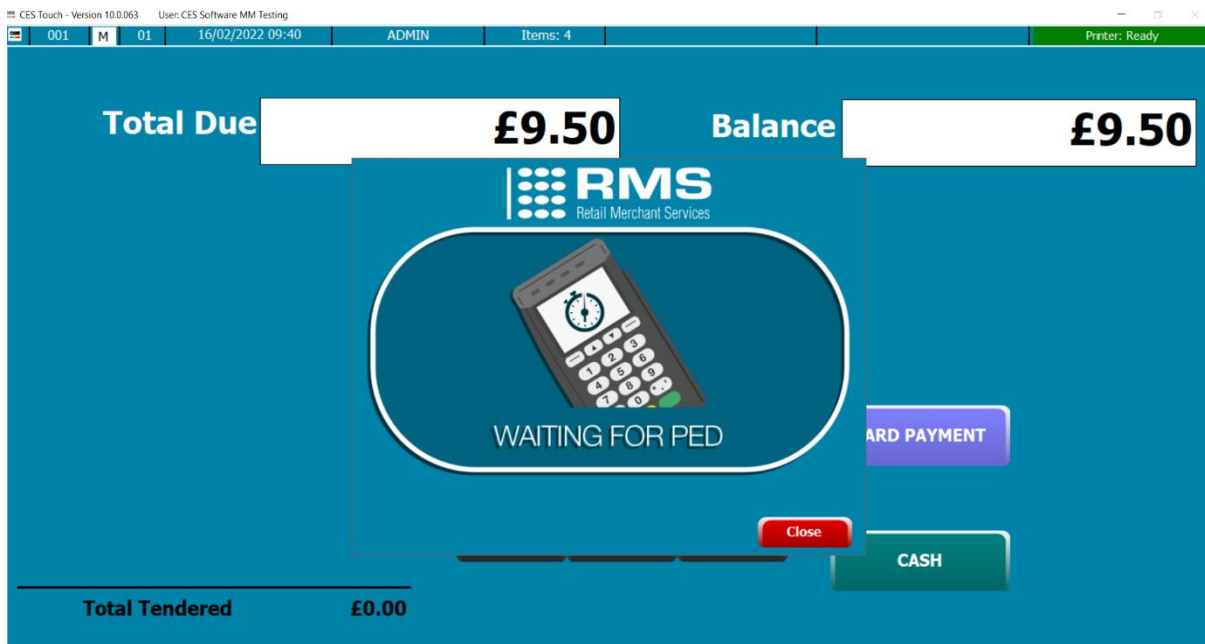


Processing Sales:

Finalise sales using the Chip & Pin tender and follow the on-screen prompts. If a specific terminal is not selected in the RMS configuration screen all terminals available for the account will display as below allowing the user to select the terminal they wish to send the transaction to.



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

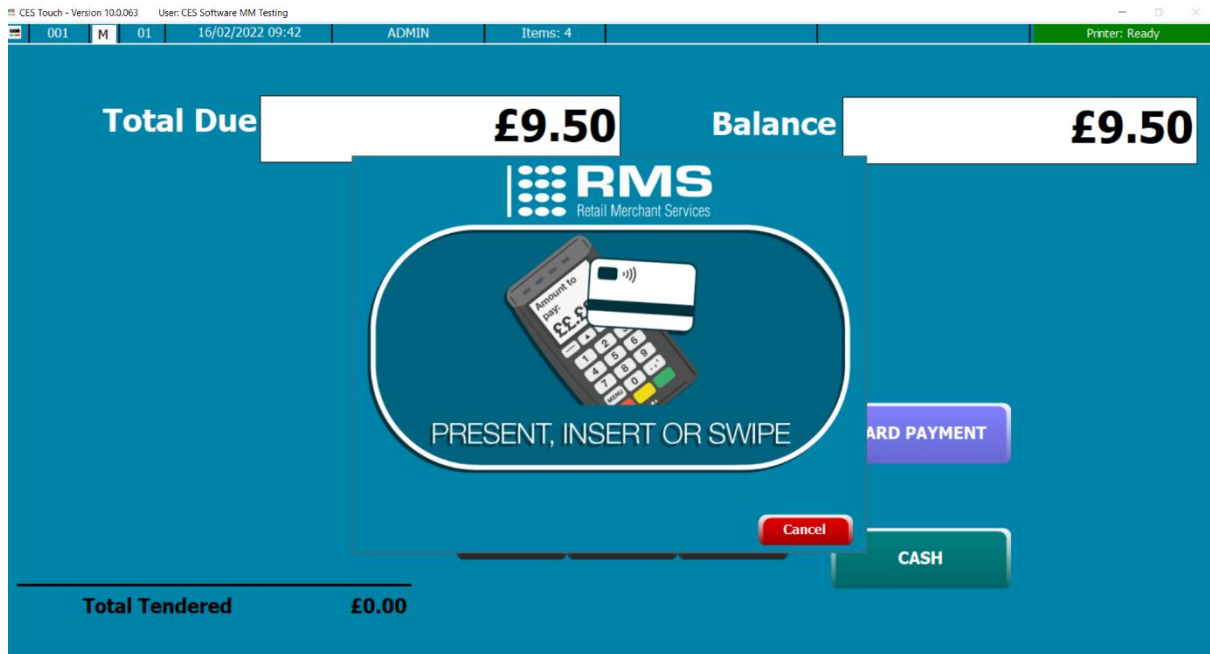


Followed by the next prompt to Present, Insert or Swipe

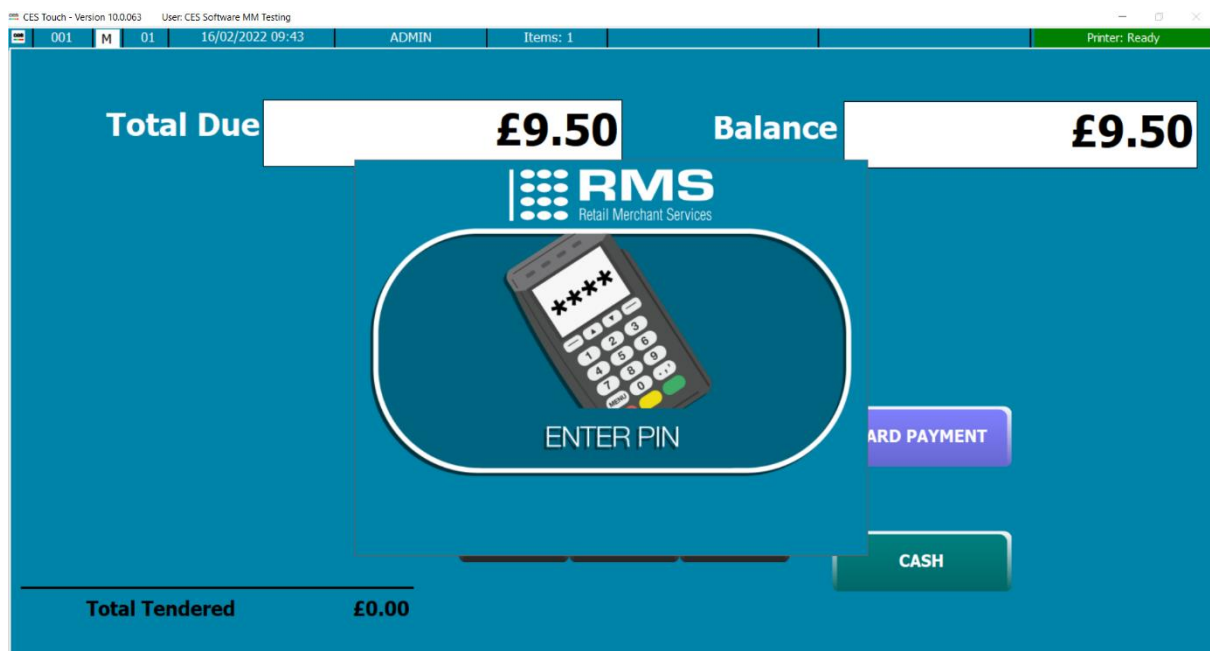
Present = Contactless

Insert = Chip & Pin

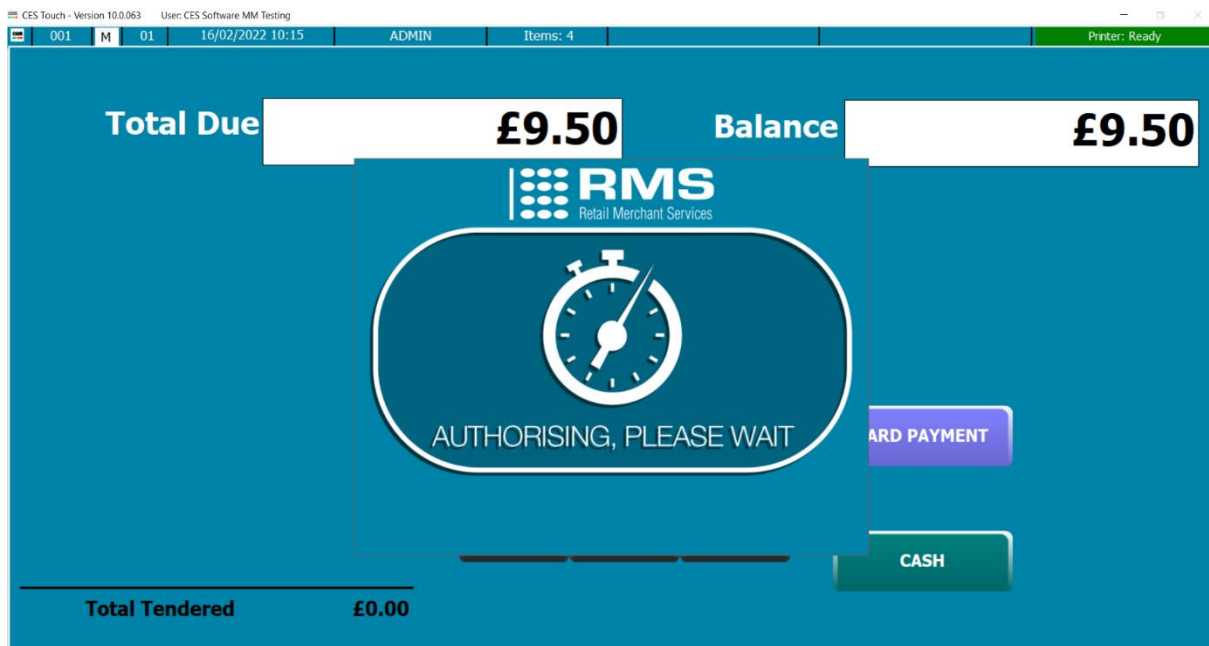
Swipe = Swipe Card (this option will launch the verify signature screen after authorising)



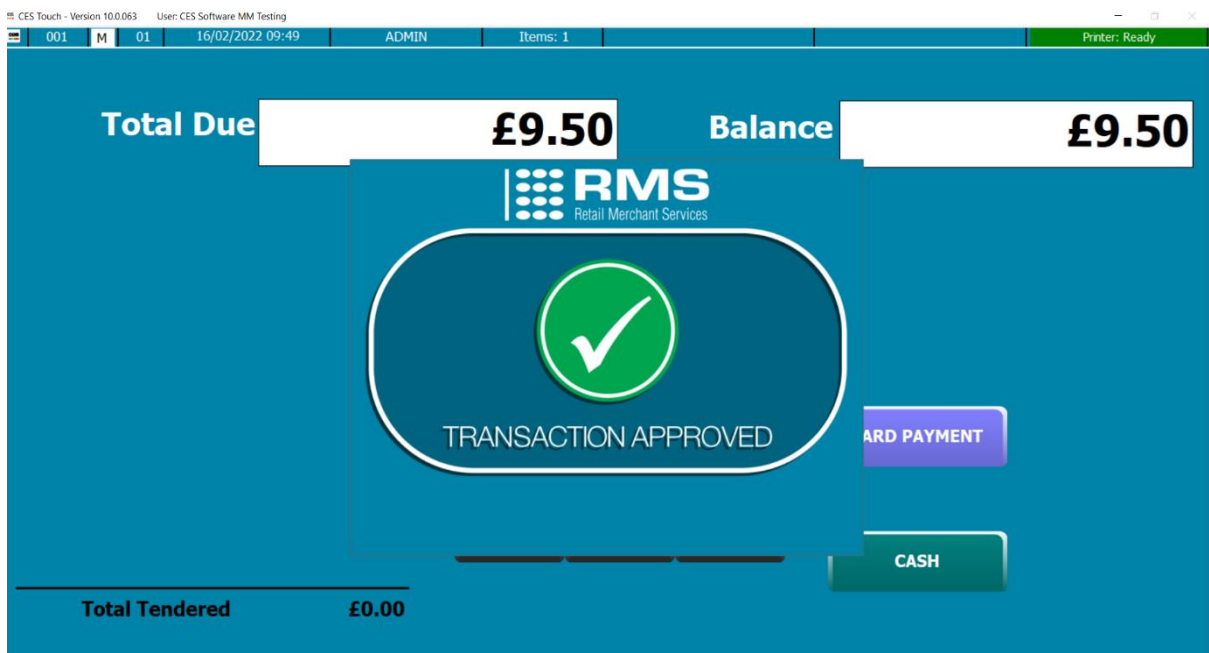
The example below shows the next screen for a Chip & Pin transaction when the card has been inserted.



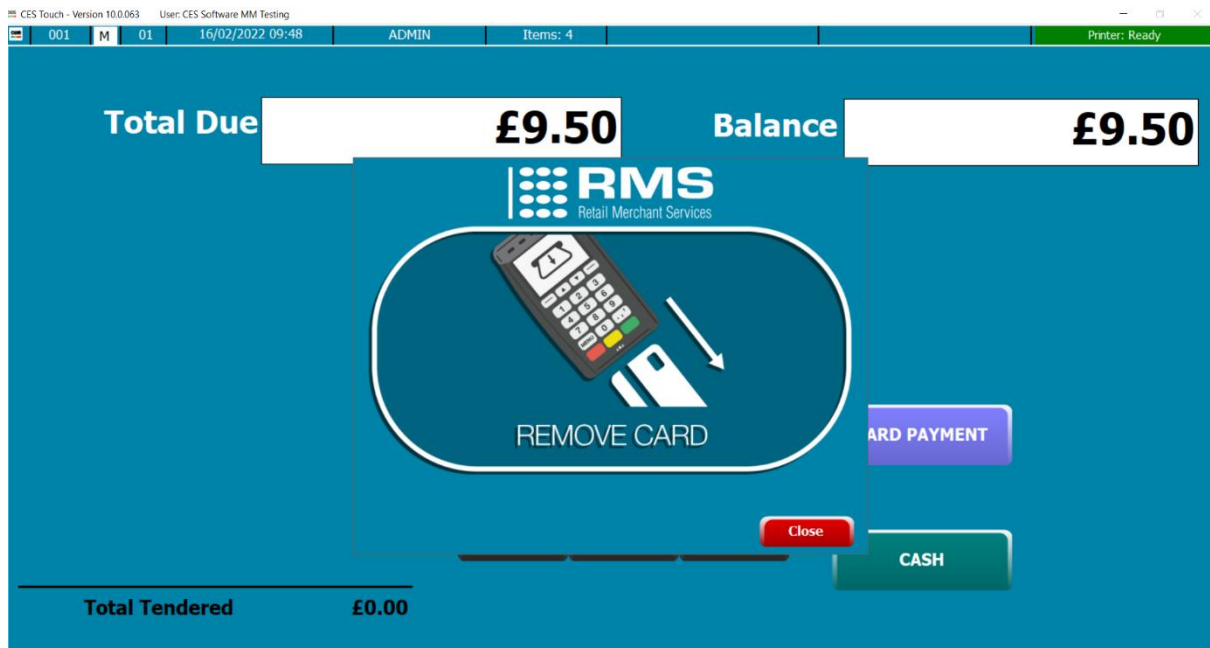
Once the PIN has been entered on the terminal the authorisation process will start and the screen below will show.



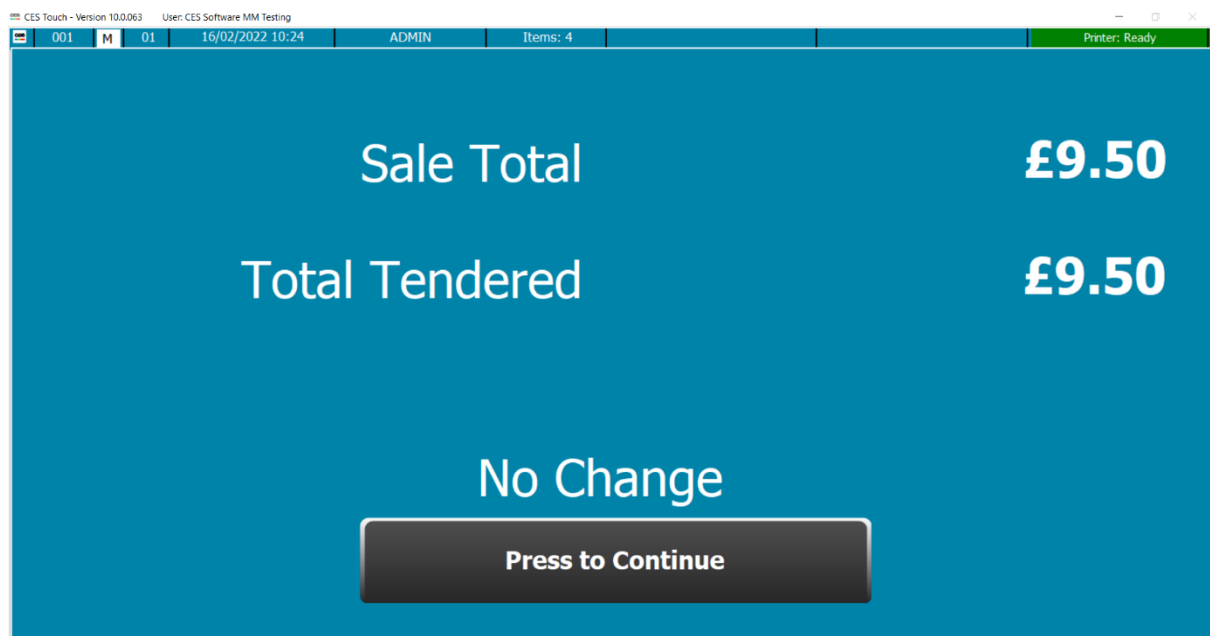
If the transaction is successfully approved the screen below will show.



The terminal will then prompt **Remove Card** and the screen below will show.



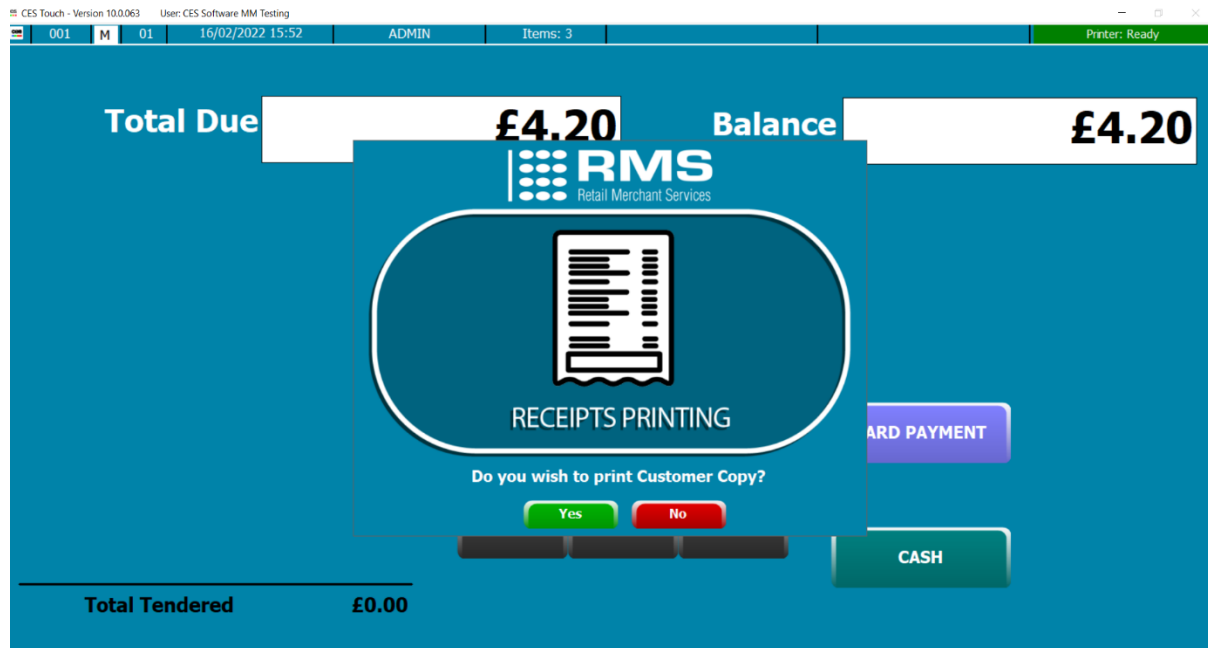
Once the card has been removed from the payment terminal, the payment terminal screen will go back to **READY** and the transaction will also complete on Touch and go to the screen below and the receipts will print.



Contactless Customer Receipt Option:

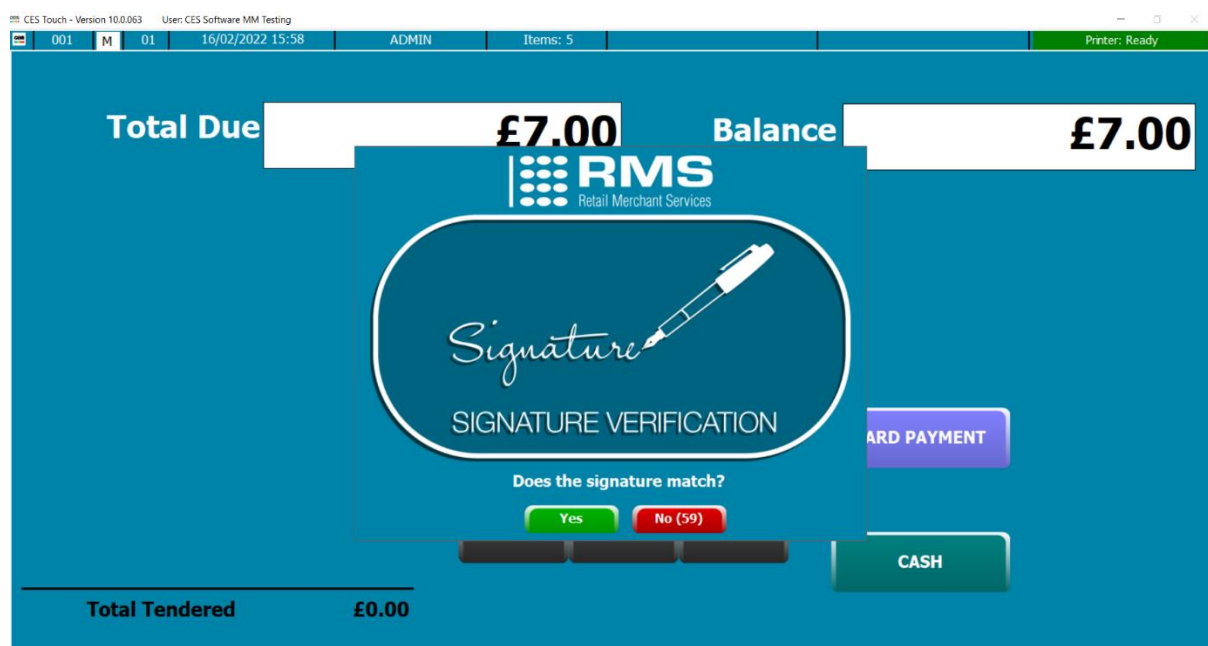
If Touch is set to print receipts on the POS for RMS there is an option to prompt to print the contactless customer receipt. Both settings can be found in the **RMS Configuration** screen.

If the setting to prompt to print the contactless customer receipt is not enabled, then no customer receipt will print.

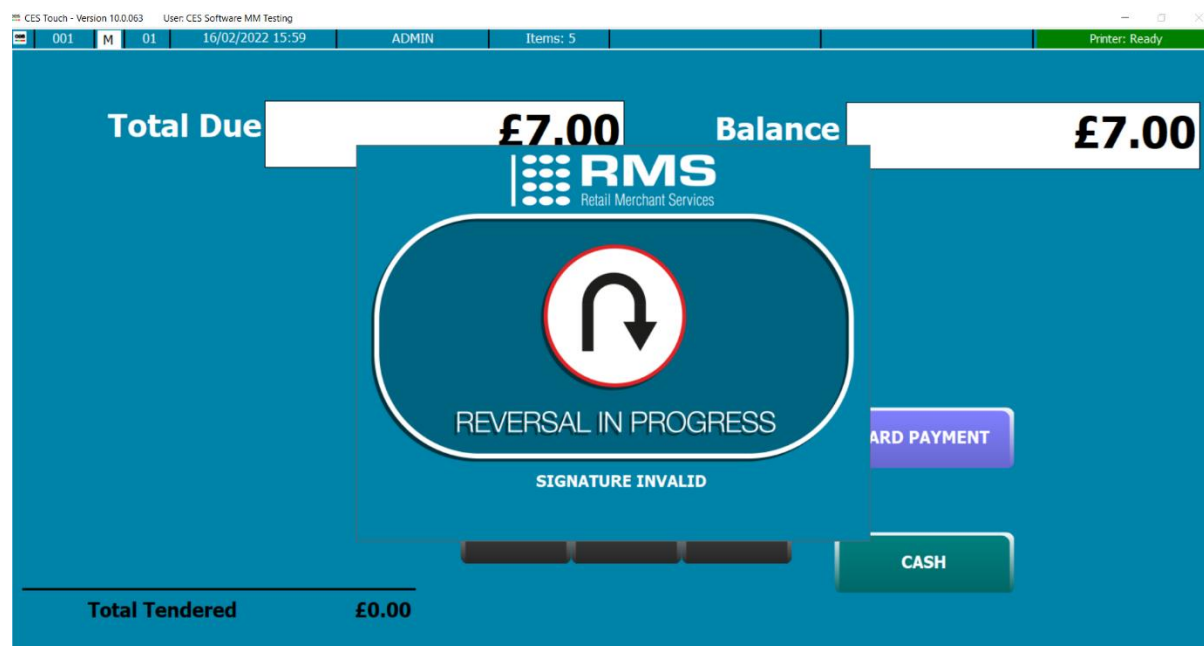


Swipe Transactions:

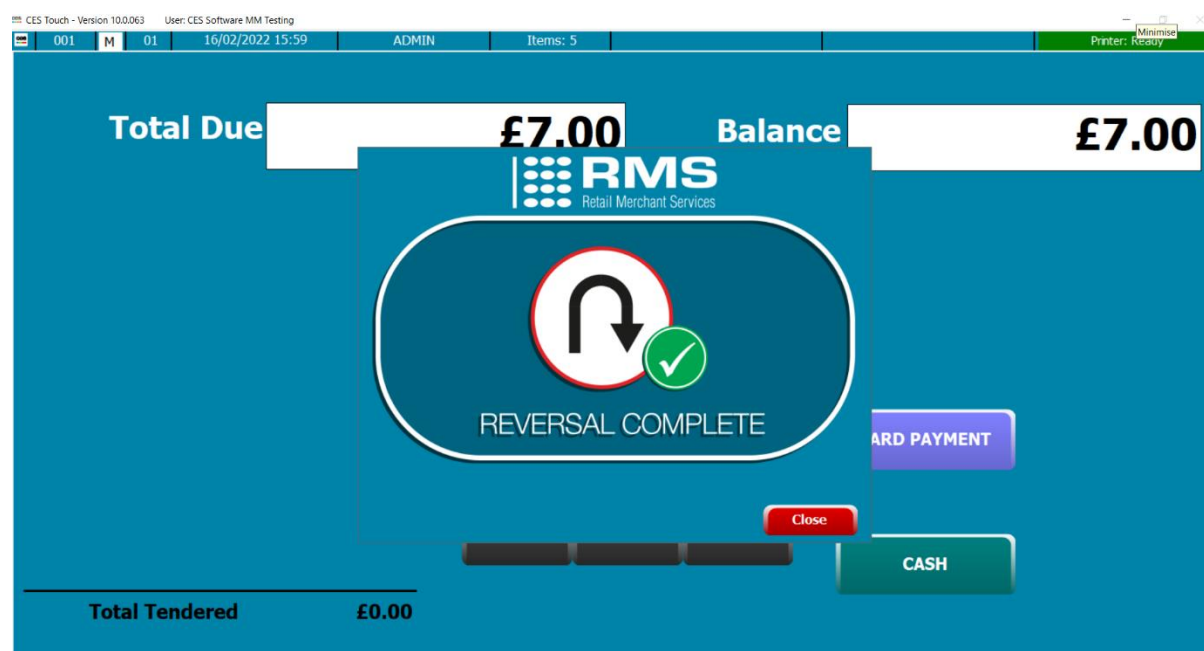
Swipe transactions get automatically approved by the Payment Terminal and the Payment Terminal screen will go back to ready. Pressing **YES** on the signature verification screen below will complete the transaction on Touch. Pressing **No** will send a reversal to the terminal. There is a 65 second countdown on the No button and if it counts down to 0 a reversal will automatically be sent.



The screen below shows the reversal in progress if the No is pressed or the countdown timer on the No button reaches 0.



This screen will then show to confirm the reversal has completed.



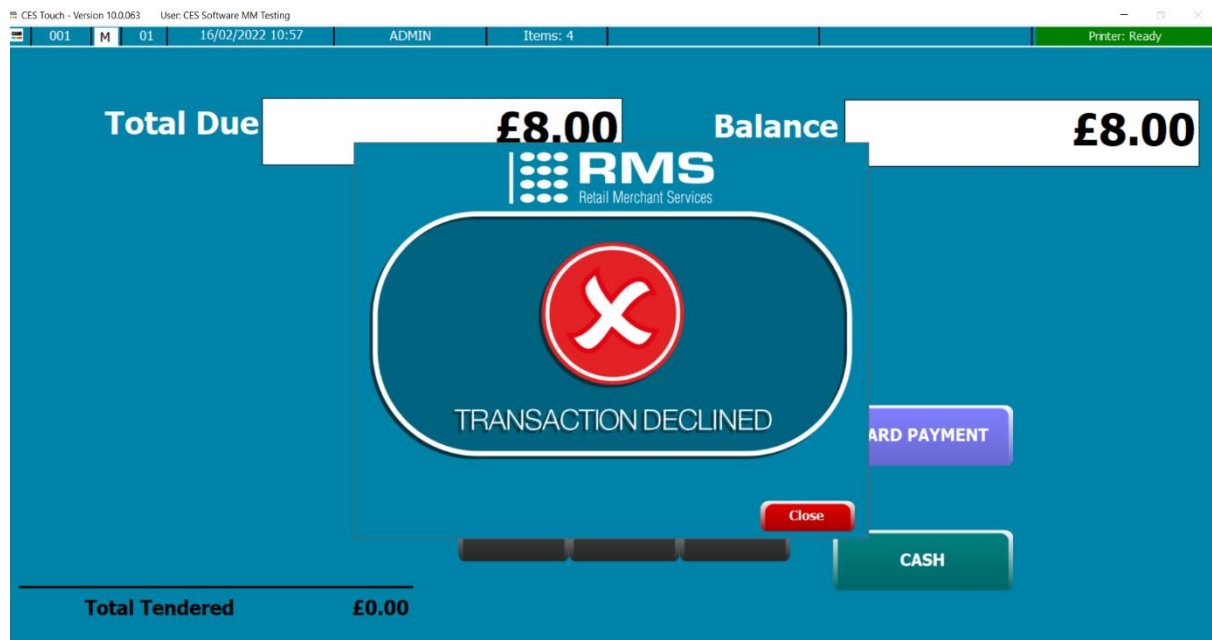
Refunds:

Refunds for Chip and Pin cards or swiped cards will also use the signature verification screen and print a receipt for the customer to sign. The countdown timer on the No button is only 55 seconds for refunds to send the reversal if neither **Yes** or **No** has been pressed.

Contactless refunds will complete the transaction without printing a signature receipt so do not use the signature verification screen.

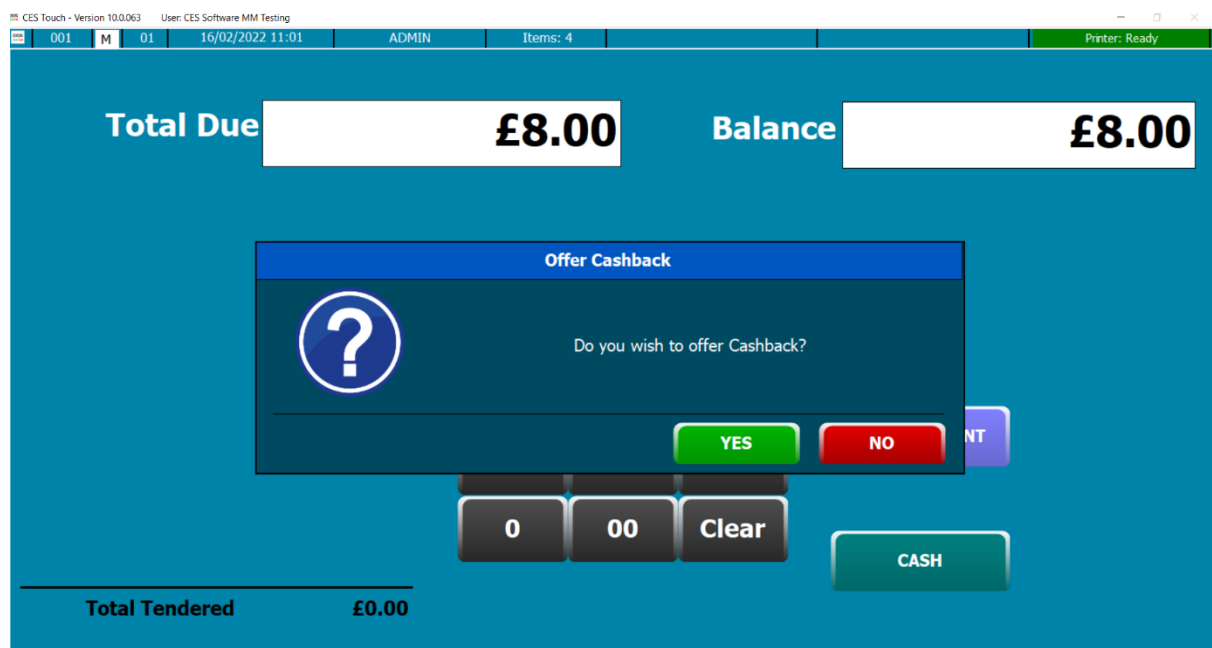
Declined Transactions:

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 in the back office settings. If enabled the screen below will show with the prompt for cash back for every card transaction. Press YES to add cashback



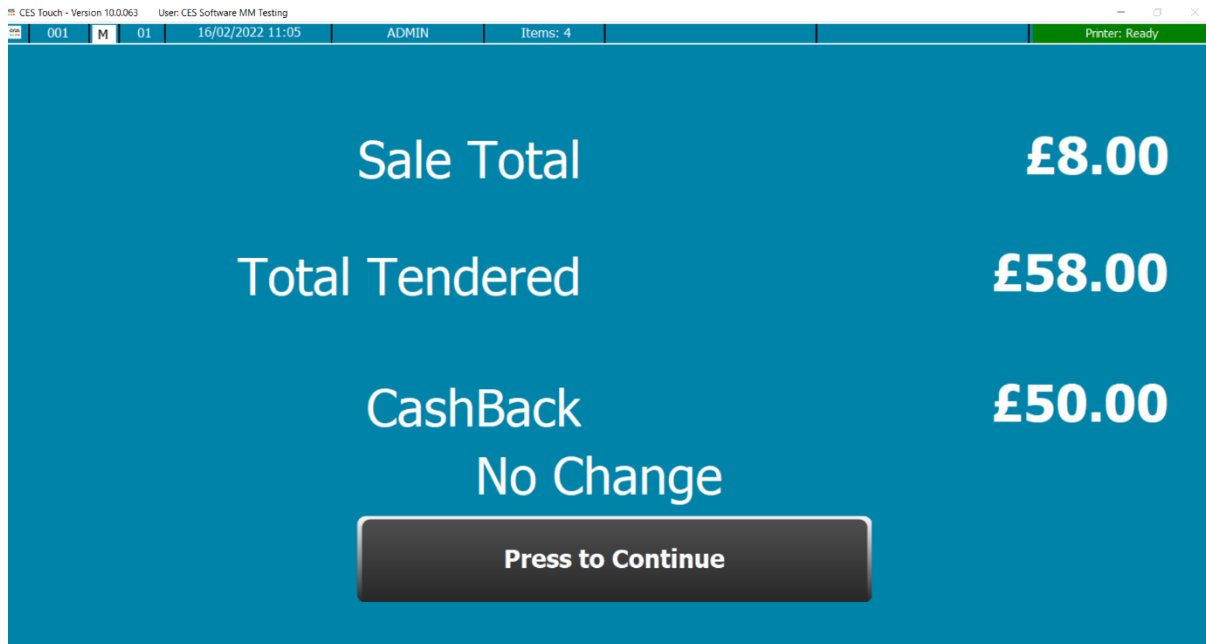
The number will then prompt to enter the cashback amount. Note: if the card is not eligible for cashback the cash back amount will get removed by the payment terminal

The screenshot shows the CES Touch payment terminal interface. At the top, there is a status bar with the following information: CES Touch - Version 10.0.063, User: CES Software MM Testing, 001, M, 01, 16/02/2022 11:02, ADMIN, Items: 4, and Printer: Ready. The main screen has a blue background. On the left, there is a white box labeled 'Total Due' which is empty. In the center, there is a dark blue box labeled 'Enter Amount' with a light blue box below it showing '£ 50.00'. Below this is a numeric keypad with buttons for 7, 8, 9, 4, 5, 6, 1, 2, 3, 0, 00, and a 'Clear' button. To the right of the keypad, there is a purple button labeled 'CARD PAYMENT' and a green button labeled 'CASH'. At the bottom left, there is a white box labeled 'Total Tendered' which shows '£0.00'. At the bottom right, there is a white box labeled 'Total Due' which shows '£8.00'. At the bottom center, there are two buttons: a green 'Accept' button and a red 'Cancel' button.

The screen below will show at the end of the transaction to inform the till operator that the Cashback has been processed on the payment terminal.

The screenshot shows the CES Touch payment terminal interface after the cashback transaction. The status bar at the top is the same as the previous screenshot. The main screen has a blue background. At the top, there are two white boxes: 'Total Due' showing '£8.00' and 'Balance' showing '£8.00'. In the center, there is a dark blue box with the RMS logo and the text 'Cashback has been Authorised for: £50.00'. Below this box is a green 'OK' button. At the bottom left, there is a white box labeled 'Total Tendered' which shows '£0.00'. At the bottom right, there is a green button labeled 'CASH'. At the bottom center, there is a small grey button labeled 'Close (2)'.

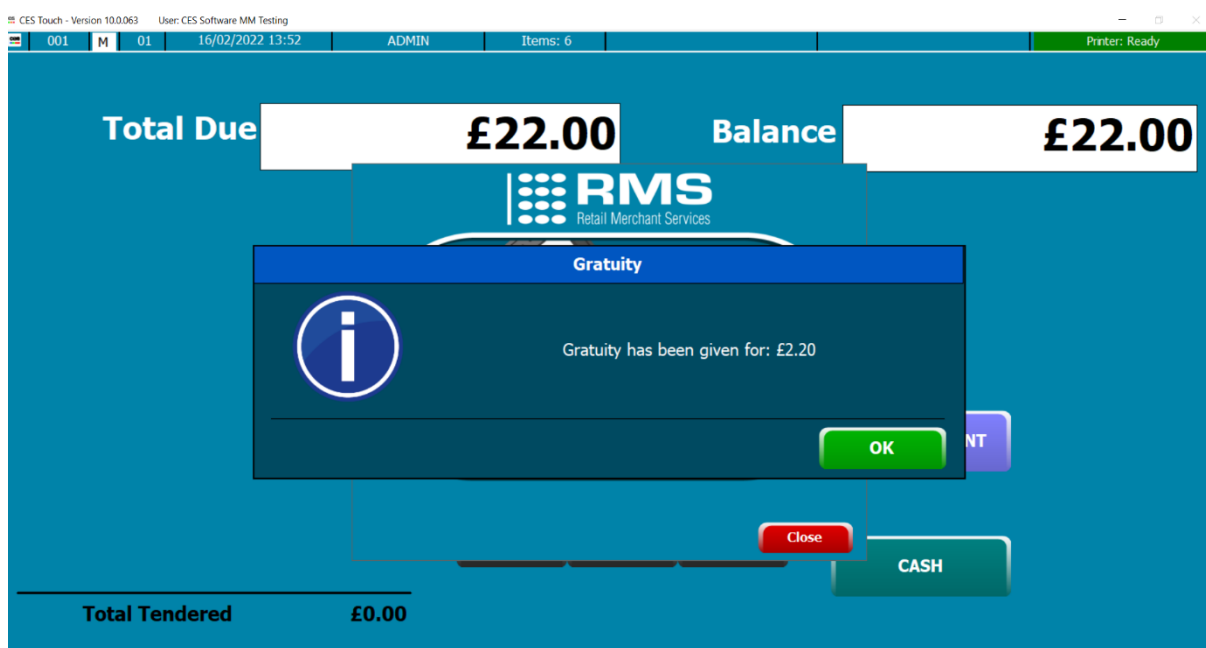
After pressing OK on the previous screen the tender screen will display the transaction summary that will include the Cashback amount. The terminal reports on Touch will report on the Cashback value.



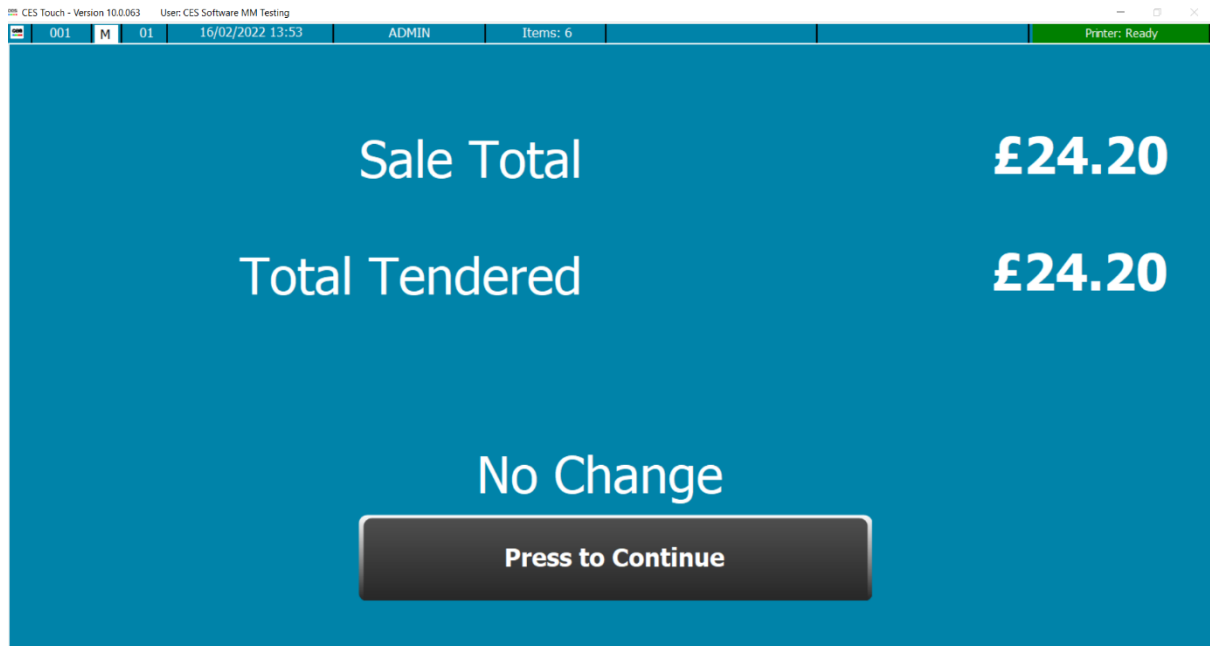
Gratuity:

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

Example screens below shows 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.

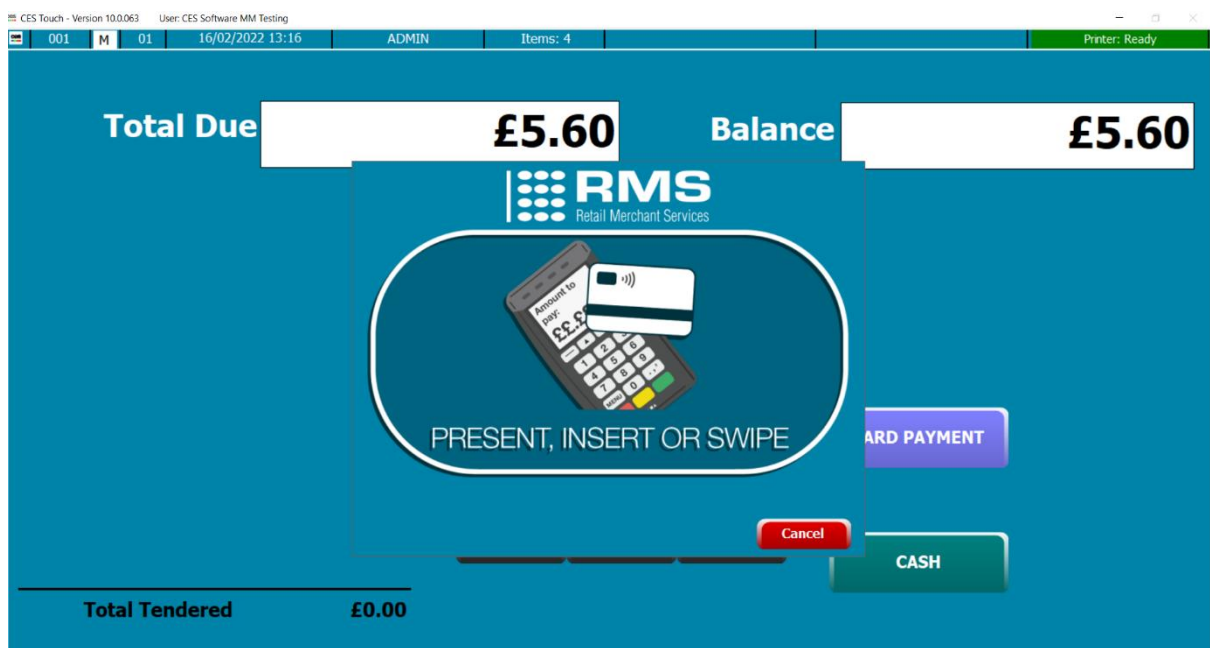


The tender screen will show the transaction summary with the gratuity amount added to the sale total.

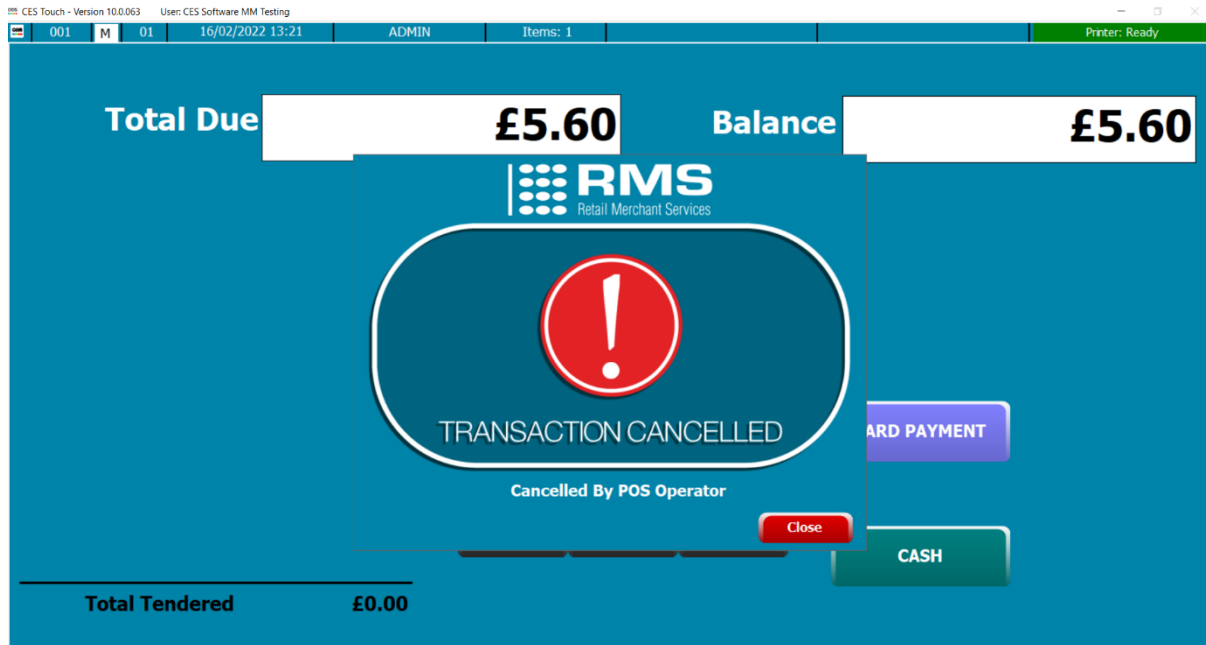


Cancel Transaction:

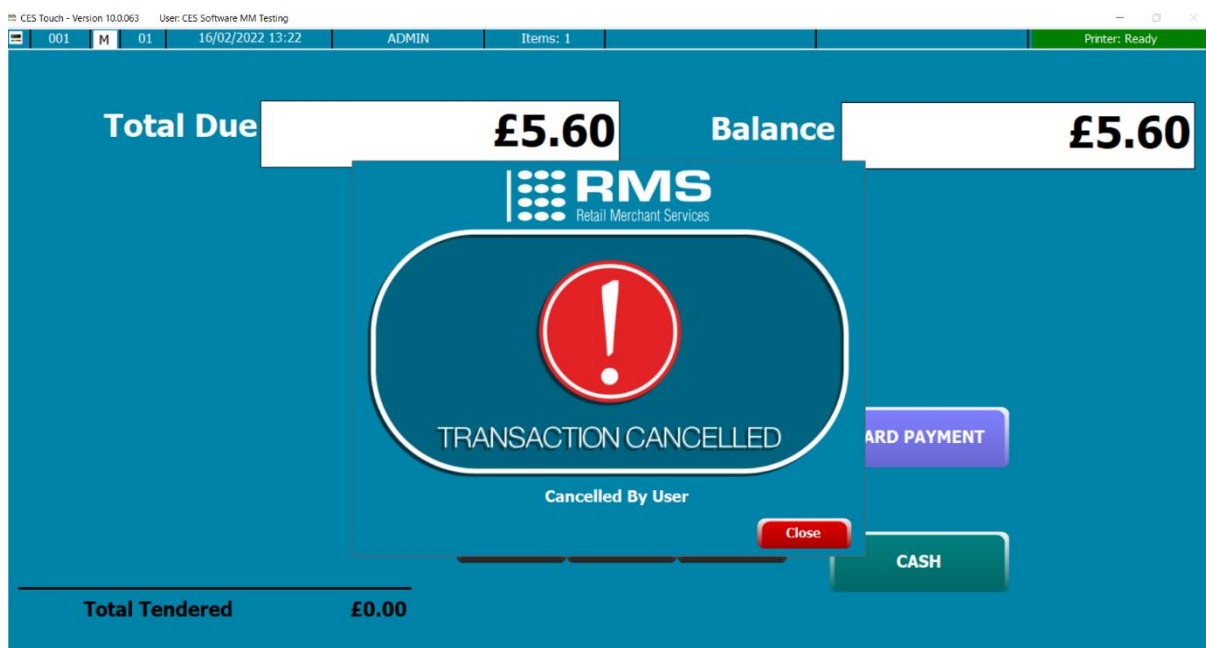
A transaction can be cancelled after sending the amount to the payment terminal by pressing the red cancel button below in the RMS dialogue box.



The screen will change to the Transaction Cancelled screen and say **Cancelled By POS Operator**.



Transactions can also be cancelled from the payment terminal by pressing the red button on the terminal. When cancelled on the payment terminal the transaction cancelled message below will show saying **Cancelled By User**.



RMS Terminal Reports:

Using the button command **RMSREPORTS** it will launch the reports screen below for running reports on the payment terminal. The reports will print out and a copy of each printed report will be stored as a text file in C:\Touch\RMSReports\ subfolder for 30 days.

RMS Transactions:

Using the button command **RMSTRANS** the screen below will open where all the RMS transactions can be viewed. Selected the filter options required and press the green Show Transactions button. Receipts can also be reprinted in this screen by highlighting a transaction and pressing the Print Receipts button.

Date Time	Type	Status	Amount	Cashback	Method	TXN
16/02/2022 09:44	SALE	SUCCESSFUL	9.50	0.00	ICC	0326
16/02/2022 09:42	SALE	SUCCESSFUL	9.50	0.00	ICC	0325
16/02/2022 09:42	SALE	SUCCESSFUL	9.50	0.00	ICC	0324
16/02/2022 09:39	SALE	SUCCESSFUL	4.20	2.00	ICC	0323
16/02/2022 09:38	SALE	SUCCESSFUL	7.00	20.00	ICC	0322
16/02/2022 09:37	SALE	CANCELLED_BY_POS	3.20	0.00		
16/02/2022 09:36	SALE	CANCELLED_BY_USER	1.55	0.00		
16/02/2022 09:28	SALE	SUCCESSFUL	5.60	20.00	ICC	0321
16/02/2022 09:24	SALE	SUCCESSFUL	5.60	20.00	ICC	0320
16/02/2022 09:14	SALE	TIMEOUT	9.50	0.00		

Warning:

The RMS 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 RMS 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.