

Converge

Transaction Processing Guide

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Preface

This document describes step by step procedures on how to use your Virtual Terminal including:

- Processing transactions
- Managing open and settled transactions
- Run reports and downloads

This document is intended for all users of the Converge product and contains the information necessary for you to be able to use all the features of the product effectively.

Typographical Conventions

Throughout this user guide, you will see words and phrases that appear in different fonts and formats. The following list describes the typographical conventions used in this guide.

- **Bold Text**

Indicates a menu option, a window title, buttons, etc. that you can use to identify a part of the user interface.

Examples:

Print or **Save As** dialog box

- **Menu selection sequences**

Indicates a series of menu options that you need to select in a particular sequence and listed in one step. Each menu option is separated by a pipe (|)

Example:

1. Choose **File** | **Save As** | **File Name** and enter the name of the document.

- **Courier text**

Indicates examples of software code. Usually this type of text is encapsulated in a code box as illustrated below.

Example:

```
Begin Header
    <head>
        <title>Batch Import</title>
    </head>
End Header
```

- **Bold courier text**

Indicates a command that you would type into a command prompt window.

Example:

```
cd c:\users\
```

- **Italicized text**

Indicates that the word or phrase is:

- A reference to another document

Example:

Refer to the *Elavon User Guide*.

- Emphasized for clarification.

Examples:

You do *not* need to select **Apply**.

- The word is replaceable text, such as a variable for a piece of code that you need to enter the appropriate value for your implementation.

Example:

```
<xml>
<country_code>Country Code</country_code>
</xml>
```


Related Documentation

The following documents are available related to the Converge product:

- Converge System Administration Guide
- Converge Getting Started Guide
- Converge Chip and PIN (EMV) Transaction Processing Addendum
- Converge Peripheral Device Installation and Setup Guide
- Converge Developer Guide
- VirtualMerchant Mobile User Guide

Revision History

The following table provides a description of the changes made to this document from its origination to the current release.

Revision	Date	Revision Notes
A	SEP-2014	Original release of the <i>Converge Transaction Processing Guide</i>
B	OCT-2014	Graphics updated
C	MAY-2015	EMV Canadian Region added
D	JUL-2015	Enhancement to improve performance by removing the Select All function

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Chapter 1: Using Your Virtual Terminal

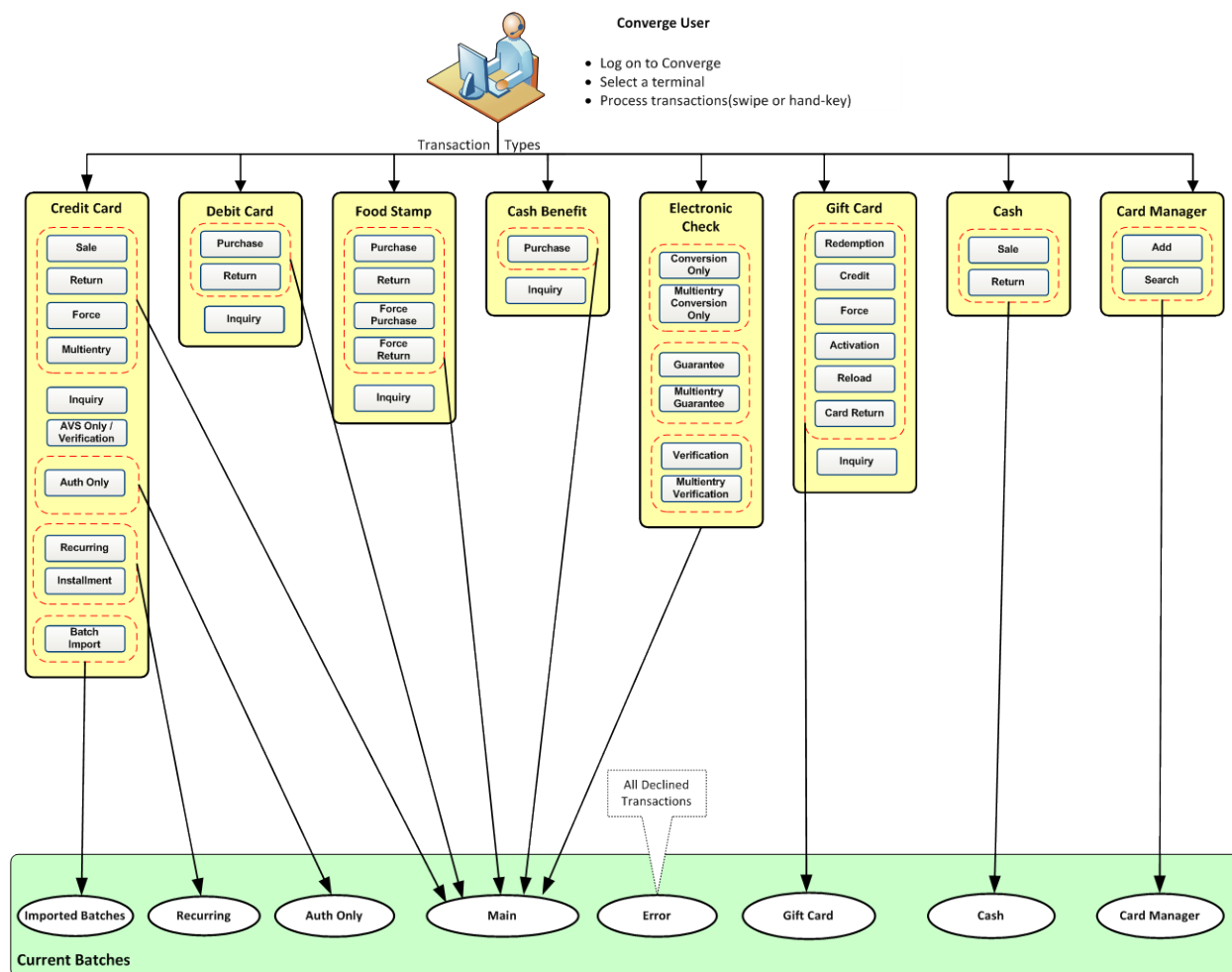
The **Main** Virtual Terminal screen provides access to all transaction entry and management options. You can enter transactions depending on your terminal and user rights. You can also process transactions from **Card Manager**, **Current Batches**, and **Settled Batches**. Refer to the [Using Your Card Manager \(Tokenization\)](#), [Managing Unsettled Transactions \(Current Batches\)](#), and [Managing Settled Transactions \(Settled Batches\)](#) sections for more information.

When your user account was created, you were granted specific access and permissions called user rights. In addition, you were associated with one or more terminals to which your login provides access. Therefore, if you are granted access to only one terminal, it is automatically presented to you in the screen upon login. Otherwise, you must select the desired terminal from the **Select Terminal** list.

Note: The terminal must be active to process live transactions. If your terminal is not active (Not Live or Suspended), call your system administrator or Elavon at 1-800-377-3962, option 2, option 2 (in Canada you are asked to choose either English or French for you language).

Depending on your user and terminal rights, this section describes how to:

- Select terminals
- Process the following transaction types:
 - Credit Card
 - Debit Card
 - Food Stamp
 - Cash Benefit
 - Electronic Check
 - Gift Card
 - Cash



COMMON FEATURES:

Form Fields

- The field prompts for each transaction depends on the **Payment Form Field Setup** for the selected terminal. Refer to the **Configuring Payment Forms** section in the **Managing Terminals** chapter in the *Converge System Administration Guide* for more information.
- If you enter the **Billing Address**, to use this address for shipping in the **Shipping Address** section, select the **Same as Billing** check box. The system copies all the billing address information into the fields. You can edit the **Shipping Address** information after it is copied. This clears the check box and does not update the **Billing Address**.

Response Forms

The response form consists of the **Transaction Detail** that displays the results of a processed transaction. This screen is further divided as follows:

- The **Authorization Results** section displays all the information obtained during the authorization process.
- Each subsequent section contains all the values entered for the transaction in the order defined in the **Payment Fields** section setup under **Terminal Configuration**.

Printing Receipts

- If your terminal is set up to have the receipt printed automatically, Converge prints the receipt.
- You must allow Converge in the browser pop-up blocker in order for the receipt to show.
- If your terminal is not set up to automatically print receipts, the receipt information is displayed on the screen.
- If **Serial Printer** is selected as the **Printer Type** under the **Printer** options in the terminal profile, a receipt is sent to the serial printer.
- If **Parallel Printer** is selected as the **Printer Type**, a separate window displays the receipt information and the system prompts you to print the receipt.

Tips

- For terminals set up for a **Market Segment** of **Service**, Converge automatically calculates and displays the **Amount** as **Base Amount + Tip Amount**.
- Tip transactions are only available if the **Market Segment** is set to **Service** in the current terminal profile.
- Converge allows you to provide tip information with transactions, based on how the **System Fields** are set up on the **Payment Form**.
- Converge allows you to provide tip information for transactions that are swiped and hand keyed.
- Merchant needs to customize the **Tip**, **Server ID**, and **Shift Payment** fields. Refer to the **To Edit Payment Fields** section in the *Converge System Administration Guide* for more information about how to configure and edit a payment field.

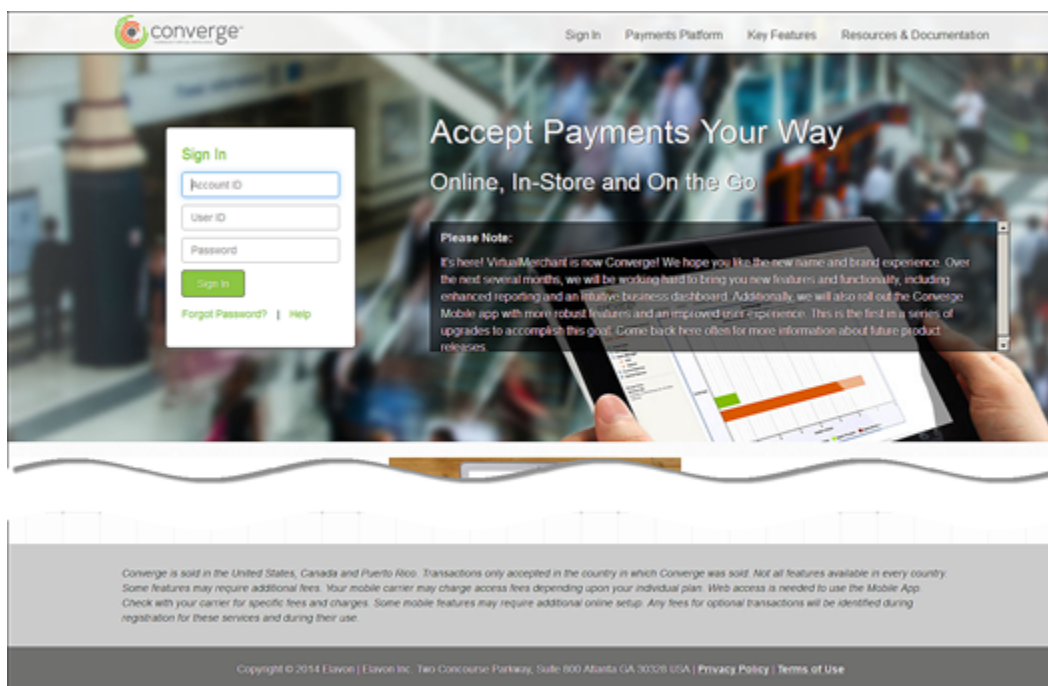
Transaction Currency

- For terminals set up for Multi-Currency option, Converge automatically assigns the top five currencies to a terminal: **US Dollar (USD)**, **Canadian Dollar (CAD)**, **Pound Sterling (GBP)**, **Australian Dollar (AUD)**, **Euro (EUR)** and **Japanese Yen (JPY)**. The merchant can add or remove currencies from the currency field setting. Refer to the **To Edit Payment Fields** section in the *Converge System Administration Guide* for more information about how to configure and edit a payment field.
- The merchant's local currency is displayed first.
- Multi-Currency is only available with MasterCard® and Visa®. Only those cards will allow a merchant to send a transaction with a currency other than the merchant's local currency.
- Multi-Currency is available when processing **Sale**, **Auth Only**, **Refund**, and **Force** transactions.
- Converge authorizes and settles the transaction in the consumer currency.
- Once the settlement is done, Converge will send all transactions in the currencies in which the merchant sold the items.
- Elavon converts those prices back to USD or CAD. The amount to be funded will not show in Converge; it will show in the statements.
- Once Multi-Currency is enabled for a terminal, the terminal is forced to auto settle at 6:00 PM EST. Manual settlement is not allowed at this time. Funds have to be delivered at that time to ensure the best exchange rates possible.

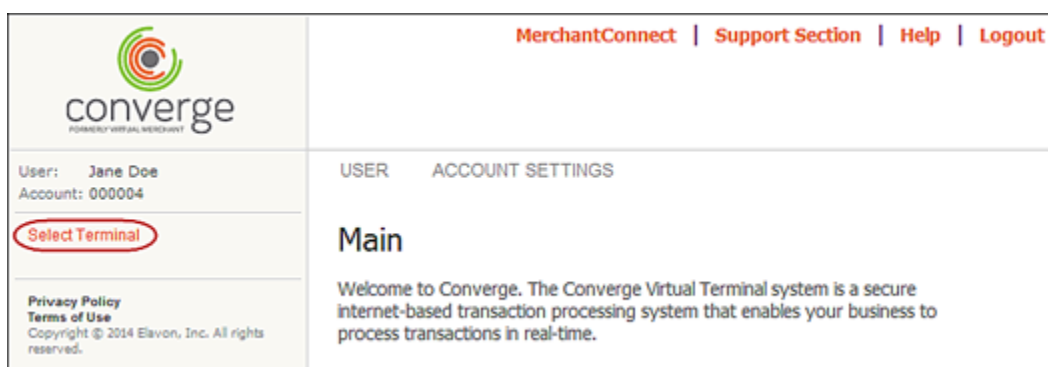
Selecting a Terminal

1. Go to <https://www.convergepay.com> to sign in to Converge.

The Converge Home page displays.



2. After you sign on to Converge, the **Main** screen displays. Select the **Select Terminal** link if you have access to multiple terminals.

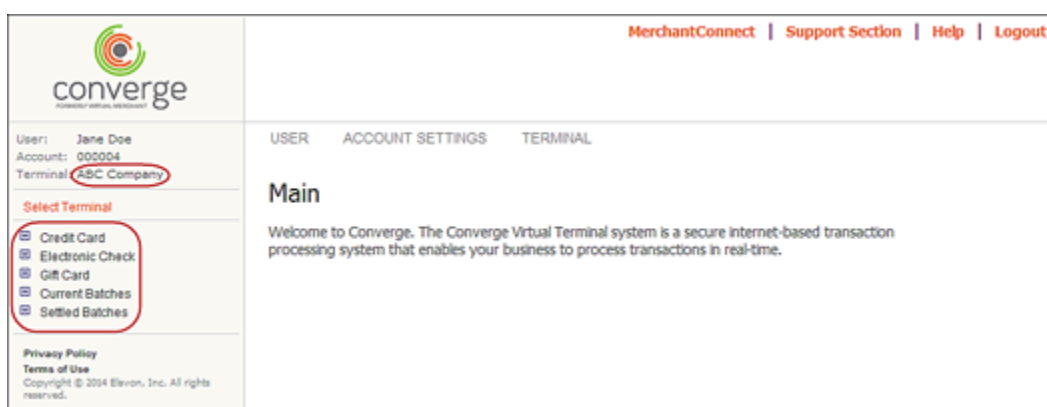


The **Select Terminal** screen displays a list of the terminals to which you have access in alphabetical order, by **Friendly Name**.

Note: Refer to the **Managing Terminals** chapter in the *Converge System Administration Guide* for more information on how to select a terminal.

3. Click the **Friendly Name** to select the terminal you wish to access from the list.

The system displays the terminal name in the **Terminal** field and the transaction types under **Select Terminal**.



Once you have the terminal selected, you can proceed with other actions available to you from the **Terminal** menu option as described in the following sections.

Performing Credit Card Transactions

The **Credit Card** screen allows you to enter a hand keyed, swiped, or contactless credit card transaction. The **Swiped** or **Contactless** option is only available for terminals with magnetic strip or contactless readers and **Market Segment** configured as **Retail** or **Service**. Refer to the *Converge Peripheral Device Installation and Setup Guide* for a complete list of supported peripheral devices.

This section describes how to:

- Enter and process credit card information
- Update credit card transaction information
- Reprint credit card transaction receipts
- Add credit card transaction to a recurring batch
- Add credit card to Card Manager
- View credit card transaction receipts
- Reverse partially approved transactions

You can process credit card information for the following transaction types:

- Sale
- Return
- Inquiry
- Force
- Auth Only
- Verification
- Recurring
- Installment
- Multi-entry
- Batch Import

IMPORTANT:

- You can process partial authorizations using prepaid cards the same way as you process regular credit card for **Sale** and **Auth Only** transaction types.
 - A partial authorization occurs where the amount of the authorization request exceeds the available balance on select Visa[®], MasterCard[®] or Discover[®] products. Instead of declining the request, an approval for a partial amount is returned.
 - Merchants must initiate a new transaction to obtain the remainder of the purchase amount in another form of payment. These are separate transactions and will generate separate receipts.
 - Merchants may reverse or void transactions if cardholders decide not to proceed.
-

To Process Credit Card Sale, Return, Force, Auth Only and Verification Transactions

This procedure describes how to process the following credit transaction types:

- **Sale**
This transaction allows you to obtain real-time authorization for credit card sale transactions.
- **Return**
This transaction allows you to enter refund transactions for previous sales.
- **Force**
This transaction forces sale transactions when the approval code was previously obtained, such as through voice authorization. This transaction type requires the **Approval Code** to be manually entered for processing.
- **Auth Only**
This transaction allows you to pre-approve transactions that will be forced through or converted to **Sale** at a later date.
- **Verification**
This transaction allows you to verify if the address and the CVV value given for the transaction match that of the cardholder.

Note: Some terminals do not support the **Verification** functionality but support **AVS Only** which allows you to send the address without the CVV value.

1. On the **Main** screen, select **Credit Card** to display the credit card options along with the **Credit Card Main** screen.

User: Jane Doe
Account: 000004
Terminal: ABC Company

Select Terminal

- ☒ Credit Card
 - Sale
 - Return
 - Inquiry
 - Force
 - Auth Only
 - Verification
 - Recurring
 - Installment
 - Multientry
 - Batch Import
- ☐ Electronic Check
- ☐ Gift Card
- ☐ Current Batches
- ☐ Settled Batches

Credit Card Main

This section is used to enter Credit Card transactions.

2. To select the transaction type, do one of the following:
 - Select **Sale** to display the **Credit Card Sale** screen.
 - Select **Return** to display the **Credit Card Return** screen.
 - Select **Force** to display the **Credit Card Force** screen.
 - Select **Auth Only** to display the **Credit Card Auth Only** screen.
 - Select **Verification** to display the **Credit Card Verification** screen.

The following example shows the **Credit Card Sale** screen.

Credit Card Sale

Note that all fields with an asterisk (*) are required.

Sale

Enter Account Data

Card Account Data: *

Submit

3. Enter the **Card Account Data**. Refer to the individual sections below for more information.
 - If you are using a Mini Wedge or manually entering transactions, refer to the [To Process Credit Card Transaction Without Using a Signature Device](#) section for more information.
 - If you are using a signature device, refer to the [To Process Credit Card Transaction With Using a Signature Device](#) section for more information.

Note: The user interface is designed to accept swipe data using a supported encrypting or non-encrypting device. There is no special setup needed, refer to the **Peripherals Options** section in the *Converge Getting Started Guide* for more information.

To Process Credit Card Transactions Without Using a Signature Device

If your terminal is not set up for a signature capture device, Converge will follow the normal process for the Magnetic Strip reader attached to your computer or by manually entering the card number.

1. Swipe the credit card through a supported device attached to your computer or manually enter the credit card number in the **Card Account Data** box.
2. Click **Submit**.

Notes:

- If the terminal is setup to accept **Verify Last Four Digits**, the system prompts you to enter the last four digits of the credit card number.



The screenshot shows a web interface titled "Credit Card Sale". Below the title is a note: "Note that all fields with an asterisk (*) are required." There is a section labeled "Sale" containing a sub-section "Verify Last Four Digits". Inside this sub-section is a text input field with the label "Enter Last 4-digits:" and a red asterisk (*) to its right. Below the input field is a "Submit" button.

- The system automatically initiates the **Submit** button on swipe.

The system displays the respective screens with the masked credit card number in the **Account Data** field as follows. The card account number cannot be edited.

For this transaction type	This screen displays
Sale	Credit Card Sale
Return	Credit Card Return
Force	Credit Card Force
Auth Only	Credit Card Auth Only
Verification	Credit Card Verification

The following example shows the **Credit Card Sale** screen.

3. Enter the **Expiration Date (MMYY)**.

Note: This field is auto populated for swiped transactions and cannot be edited on the form.

4. To enter the **Amount**, do one of the following:

For this transaction type	Do this
Return	Enter the Amount .
Auth Only	Enter the Amount .

For this transaction type	Do this
Sale	If the terminal is set up for a Market Segment of Service , enter the Base Amount and the Tip Amount . Converge automatically calculates and displays the Amount . If not, enter the Amount .
Force	If the terminal is set up for a Market Segment of Service , enter the Base Amount and the Tip Amount . Converge automatically calculates and displays the Amount . If not, enter the Amount .

Notes:

For credit card **Sale** and **Force** transactions:

- You can update the **Tip Amount** only from **Current Batches**.
- You can update the **Base Amount** from the response screen. The **Base Amount** cannot be changed to a value greater than the transaction (the original **Base Amount** before it was changed) was originally authorized.
- When the **Base Amount** is updated, Converge recalculates the **Amount** as **Base Amount + Tip Amount**.

-
5. For hand keyed transactions, you may wish to select if the credit card is present or not present in the **Card Present** check box:
 6. For **Sale**, **Force**, and **Auth Only** transactions, you may wish to enter a **CVV** value. If card type is Visa[®], the **CVV2 Indicator** displays. Select indicator option from the list.
 - Bypassed
 - Present
 - Illegible
 - Not Present
 7. For **Force** transactions, enter the **Approval Code**.
 8. For **Verification** transactions, enter address in the **Address 1** field, the **Postal Code**, and the **CVV** value.
 9. Enter or select any of the remaining optional fields as desired.

10. Enter the descriptor that you would like to appear in the customer credit card statement to help the transaction become more recognizable to the customer or more service-specific than the usual business name.

Notes:

- Optional feature.
- Your terminal must be setup with **Dynamic DBA**. Please contact Software Technical Support at 1-800-377-3962, option 2, option 2 (in Canada you are asked to choose either English or French for you language).
- The DBA name can be provided on **Sale, Auth Only, Force, and Return/Credit** transactions.

-
11. If you wish to enter travel information, enter the **Departure Date** (the date that the consumer's travel will begin) and the **Completion Date** (the date the consumer's travel will be completed).

This information will be sent to the MARMS system.

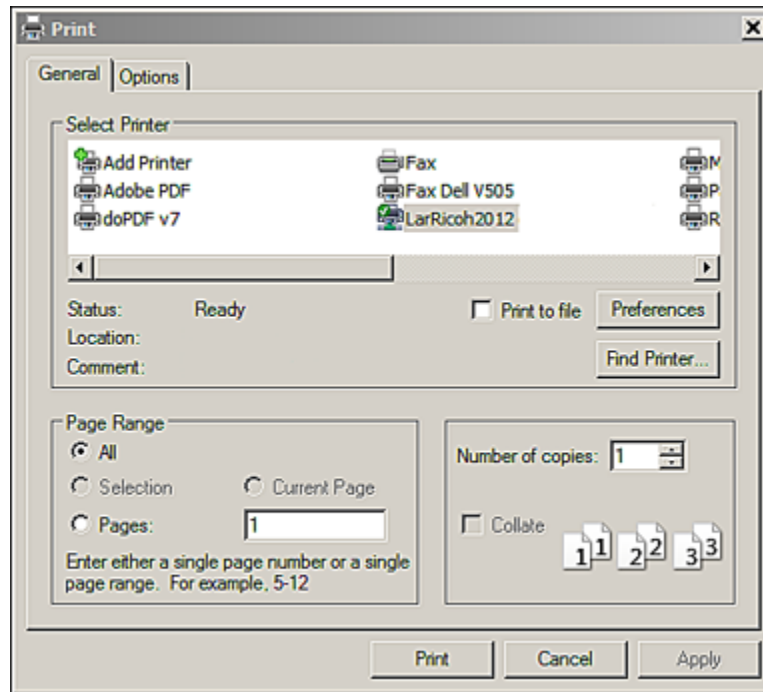
Notes:

- This is an optional feature used for travel agencies and airlines only.
 - Your terminal must be set up with MARMS at Elavon and the **Travel Data** option must be enabled in the Converge terminal. Please contact Software Technical Support at 1-800-377-3962, option 2, option 2 (in Canada you are asked to choose either English or French for you language).
 - By having the travel data option enabled, both the **Completion Date** and **Departure Date** fields are available to you in the **Terminal Setup | Merchant | Payment Fields**.
 - Both dates must be included in the transaction for the information to be sent to MARMS.
 - The dates cannot be in the past.
-

12. Click **Process** to send the transaction for authorization or **Cancel** to exit.

The system does the following

- Displays a pop-up **Print** box. Click **Print** to process the receipt or **Cancel** to exit.



- Prints receipts

THANK YOU FOR SHOPPING	THANK YOU FOR SHOPPING
MY RETAIL STORE CERT ONLY	MY RETAIL STORE CERT ONLY
0017340008021900611000	0017340008021900611000
Date: 06/16/2014 01:54:21 PM	Date: 06/16/2014 01:54:21 PM
CREDIT CARD SALE	CREDIT CARD SALE
CARD NUMBER: *****9990 S	CARD NUMBER: *****9990 S
TRAN AMOUNT: \$1.00	TRAN AMOUNT: \$1.00
APPROVAL CD: CVI557	APPROVAL CD: CVI557
RECORD #: 000	RECORD #: 000
CLERK ID: Clerk1	CLERK ID: Clerk1
X _____	RETAIN RECEIPT
John Doe	Customer Copy
I AGREE TO PAY THE ABOVE TOTAL AMOUNT ACCORDING TO THE CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF CREDIT VOUCHER)	
RETAIN RECEIPT	
Merchant Copy	

- Displays the respective response screen as seen in the following table

For this transaction type	This screen displays
Sale	Credit Card Sale Response
Return	Credit Card Return Response
Force	Credit Card Force Response
Auth Only	Credit Card Auth Only Response
Verification	Credit Card Verification Response

The following example shows the **Credit Card Sale Response** screen.

Credit Card Sale Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results	
User:	Clerk1
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	AA48439-00C551DA-81E2-4EFA-9F81-2D14D9C2D487
Date / Time:	09/03/2014 02:15:26 PM
Response:	AA
Message:	APPROVAL
Approval Code:	CVI917
AVS Response:	
CVV2 Response:	U
Account Balance:	1.00
CardHolder IP:	

CustomDate:

13. In the event of a partial approval for credit card **Sale** or **Auth Only** transactions, a **Credit Card Sale Response - Partial Approval** screen displays.

USER ACCOUNT SETTINGS TERMINAL

Credit Card Sale Response - Partial Approval

The amount requested \$10.10 exceeded the card balance. The card has been charged for the available balance of \$10.05. The difference \$0.05 must be obtained using additional tender type. If desired, the \$10.05 charge may be reversed by clicking the "Reverse Payment" button below.

Transaction Detail

Authorization Results

User:	Clerk1
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	AA47AD-957FB6F4-74BB-495D-A22A-3700D2F6202A
Date / Time:	09/10/2014 08:34:41 AM
Response:	AP
Message:	PARTIAL APPROVAL
Approval Code:	CV1278
AVS Response:	
CVV2 Response:	U
Account Balance:	0.00
CardHolder IP:	

Order Section

Account Data:	41*****9990
Expiration Date(MMYY):	1215
Amount:	10.05
Requested Amount:	10.10
Balance Due:	0.05
Sales Tax:	

Ship to Phone:

Update

Reprint

View Receipt

Reverse Payment

The **Credit Card Sale Response - Partial Approval** screen consists of a **Transaction Detail** screen that displays the results of a partially approved transaction.

- The **Authorization Results** section displays all the information obtained during the authorization process.
- The **Order Section** indicates that amount requested exceeded the card balance and that the card has been charged for the available balance. The difference must be obtained using additional tender type.

Notes:

The merchant must collect the additional remaining balance from the consumer.

If cardholders decide not to proceed with the transaction, Converge will allow the merchant to reverse a partial approved transaction and restore the balance back to the card using the **Reverse Payment** button or the Void button at the bottom of the partial approval response page.

To Process Credit Card Transactions With Using a Signature Device

If your terminal is set up with a signature capture device, your customer will be prompted to use the PIN Pad to process the transaction. Based on the device in use the customer may be prompted to swipe or tap their physical card or tap a supported mobile device such as Apple Pay™ or Google Wallet™.

Note: Refer to the *Converge Peripheral Device Installation and Setup Guide* on how to setup your terminal with a signature enabled PIN Pad device.

1. The customer is prompted to swipe or tap card or Mobile device.

The **Credit Card Sale** screen displays with the following prompt:

The screenshot shows the 'Credit Card Sale' screen. At the top, it says 'Credit Card Sale' and 'Note that all fields with an asterisk (*) are required.' Below this is a 'Sale' section with a 'Card A' field marked with a red asterisk. A modal dialog is displayed in the center with the text: 'Customer prompted to provide their card. Please wait. Click Cancel to enter the card number manually.' and a 'Cancel' button.

2. If the consumer declines to swipe or tap the card and hits the cancel button, the payment form displays a message to the merchant, **Consumer cancelled card swipe!**
3. If the customer swipes the card and the card swipe fails, the payment form displays a message to the merchant, **Card swipe failed. Please retry or manually key card!**

The screenshot shows the 'Credit Card Sale' screen. At the top, it says 'Credit Card Sale' and 'Note that all fields with an asterisk (*) are required.' Below this is a 'Sale' section with a 'Card A' field marked with a red asterisk. A modal dialog is displayed in the center with the text: 'Card swipe failed. Please retry or manually key card!' and two buttons: 'Retry' and 'Cancel'.

4. If the customer swipes or taps the card and the card entry does not fail, the device displays, **One moment please** message to the customer.

The payment page displays with the card information collected from the card and device.

Credit Card Sale

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Sale

Order Section

Account Data: 47*****0008

Expiration Date(MMY): 1222

Amount: *

Customer Code:

Sales Tax:

Invoice Number:

Departure Date(MMDD/YYYY):

Completion Date(MMDD/YYYY):

Billing Address

Company:

5. The merchant enters the **Amount** and any additional information needed to complete the transaction, and clicks the **Process** button.

The payment form displays a message to the merchant, **Customer prompted to confirm the amount. Please wait!**

Credit Card Sale

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Sale

Order Section

Account Data: 47*****0008

Expiration Date(MMY): 1222

Amount: *

Customer Code:

Sales Tax:

Invoice Number:

Card F:

CW2:

Customer prompted to confirm amount. Please wait!

6. The device displays amount confirmation message to the customer and the customer is prompted to confirm the amount or cancel.
7. The customer confirms the amount and the transaction are sent for processing.

If the amount is cancelled, the payment form displays a message to the merchant, **The amount was not confirmed**. The merchant has the chance to re-enter or correct the amount or cancel the transaction if needed.

The screenshot shows a 'Credit Card Sale' form with a title bar and a subtitle: 'Enter the information for this transaction. Note that all fields with an asterisk (*) are required.' Below the subtitle is a 'Sale' section with an 'Order Section' header. A modal dialog box is displayed in the center, containing the text 'The amount was not confirmed' and an 'OK' button. The form fields visible behind the dialog include: Account, Expiration, Amount, Card F, CW2, CW2, Sales Tax, and Invoice Number.

8. The device displays a **Processing** message to the customer.
9. The merchant receives the transaction response page.
10. The device displays the transaction response to the customer.
11. The device displays, **Please sign** message to the customer if transaction is approved.

The payment form displays a message to the merchant, **Customer prompted to sign. Please wait!**

The screenshot shows the same 'Credit Card Sale' form as above. A modal dialog box is displayed in the center, containing the text 'Customer prompted to confirm amount. Please wait!'. The form fields visible behind the dialog include: Account, Expiration, Amount, Card F, CW2, CW2, Sales Tax, and Invoice Number.

Note: The device will not display signature prompt for declined transactions.

12. The customer signs.

If the customer cancels the signature entry, the payment form displays a message to the merchant, **Customer cancelled signature! Please retry or select cancel to manually capture signature!** The merchant has the chance to request signature again through the device or through the printed receipt.

The screenshot shows a web interface titled "Credit Card Sale Response". Below the title is a note: "This is the authorization response information. Note that all fields with an asterisk (*) are required." Below this is a "Transaction Detail" section. Inside this section is a window titled "Authorization Results" which contains the message: "Customer cancelled signature! Please retry or select cancel to manually capture signature!". There are two buttons, "Retry" and "Cancel", below the message. To the right of the message, the text "997E35A99" is visible. Below the "Authorization Results" window, there is a list of fields: "User:", "Payme", "Trans:", "Trans:", "Date /", "Respc", "Mess:", "Appro:", "AVS Response:", "CVV2 Response: U", "Account Balance: 10.00", and "CardHolder IP:".

13. The merchant receives signature and the receipt is printed with the signature if collected.
14. The device displays a **thank you** message.

Note: The transaction response is sent to the merchant whether the signature is collected or not from the customer.

15. The customer provides a signature to the device.
16. If the device captures the signature, it returns it to Converge.
17. If the device times out or the signature was not captured, it returns an error code or a null/blank signature image to Converge.

Notes:

- Signature capture only applies to the following transaction types:
 - Sale
 - Return
 - Force
 - Auth Only
 - You cannot replace a signature that is already associated with a transaction.
-

18. If the signature image was successfully captured, Converge stores the signature image with the transaction and prints the receipt with the signature.
19. If an error code is returned or the signature image is null or blank, Converge bypasses the signature and prints the receipt without the signature. The customer also has the option to sign the paper receipt.

To Process Dynamic Currency Conversion (DCC) Card Transactions

1. On the **Main** screen, select **Credit Card** to display the credit card options along with the **Credit Card Main** screen.

User: Jane Doe
Account: 000004
Terminal: ABC Company

Select Terminal

- ☒ Credit Card
 - Sale
 - Return
 - Inquiry
 - Force
 - Auth Only
 - Verification
 - Recurring
 - Installment
 - Multientry
 - Batch Import
- ☐ Electronic Check
- ☐ Gift Card
- ☐ Current Batches
- ☐ Settled Batches

Credit Card Main

This section is used to enter Credit Card transactions.

2. Select **Sale** to display the **Credit Card Sale** screen.

Credit Card Sale

Note that all fields with an asterisk (*) are required.

Sale

Enter Account Data

Card Account Data: *

Submit

3. Swipe the credit card through a supported device attached to your computer or manually enter the credit card number in the **Card Account Data** box.

4. Click **Submit**.

Notes:

- If the terminal is setup to accept **Verify Last Four Digits**, the system prompts you to enter the last four digits of the credit card number.

The screenshot shows a window titled "Credit Card Sale". Below the title is a note: "Note that all fields with an asterisk (*) are required." There is a section header "Sale" followed by a sub-header "Verify Last Four Digits". Below this is a text input field with the label "Enter Last 4-digits:" and a red asterisk (*) to its right. At the bottom of the section is a "Submit" button.

- The system automatically initiates the **Submit** button on swipe.

The system displays the **Credit Card Sale** screen with the masked credit card number in the **Account Data** box, the **Cardholder Amount**, the **Cardholder Currency**, the **Conversion Rate** and the **Markup%** to be used in the DCC transaction. These fields cannot be edited.

The screenshot shows a window titled "Credit Card Sale". Below the title is a note: "Enter the information for this transaction. Note that all fields with an asterisk (*) are required." There is a section header "Sale" followed by a sub-header "Order Section". Below this is a list of fields: "Account Data:" with value "54*****4443", "Expiration Date(MMY):" with value "1215", "Amount:" with a red asterisk (*) to its right, "Cardholder Amount:" with value "3.98", "Cardholder Currency:" with value "EUR", "Conversion Rate:" with value "0.79582", and "Markup(%):" with value "3.25". Below these fields is a "Ship to Phone:" field. At the bottom are three buttons: "Process with DCC", "Process without DCC", and "Cancel".

5. Enter the **Expiration Date (MMYY)**.

Note: This field is auto populated for swiped and cannot be edited on the form.

6. Enter the **Amount**.
7. If the terminal is set up for a **Market Segment** of **Service**, enter the **Base Amount** and the **Tip Amount**. Converge adds these values and sets the **Cardholder Amount** to the sum of these values.

Notes:

- The system adds the **Base Amount** + **Tip Amount** for conversion and set the **Cardholder Amount** to this value.
- The merchant provides a **Base Amount** and a **Tip Amount** in the merchant's currency. The total **Amount** is then calculated automatically and displayed before processing. The **Cardholder Base Amount**, **Cardholder Tip Amount** and total **Cardholder Amount** are all converted automatically and displayed before processing.

-
8. Enter or select any of the remaining optional fields as desired.
 9. Click **Process with DCC** to send the transaction for authorization or **Cancel** to exit.

Note: If you click **Process without DCC** the transaction will be processed in US dollars.

The **Credit Card Sale Response** screen appears and displays the transaction information.

Credit Card Sale Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	Clerk1
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	AA47AD-B693DC13-71E8-4727-ADB4-80FAC4686774
Date / Time:	09/18/2014 07:36:30 AM
Response:	AA
Message:	APPROVAL
Approval Code:	CMC004
AVS Response:	
Account Balance:	5.00
CardHolder IP:	

Order Section	
Account Data:	54*****4443
Expiration Date(MMYY):	1215
Amount:	5.00 *
Cardholder Amount:	3.98
Cardholder Currency:	EUR
Conversion Rate:	0.79582
Markup(%):	3.25
Invoice Number:	

Ship to Phone: 999-999-9999

Note: The **Orders Section** contains the **Amount** in US dollars. The **Cardholder Amount** field contains the transaction amount after it is converted in the cardholder's currency.

The system generates a receipt.

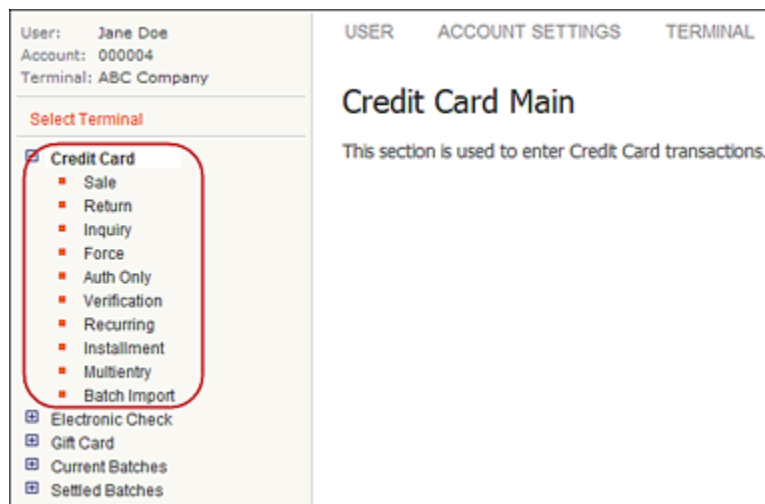
To Process Multi-Currency Transactions

Multi-Currency transactions allow you to sell in more than 94 currencies, but you can only be funded in the terminal currency (USD or CAD).

Note: Multi-Currency is only available with MasterCard® and Visa®.

The following transaction support Multi-Currency processing:

- Sale
 - Return
 - Force
 - Auth Only
 - Multientry
 - Batch Import
1. On the **Main** screen, select **Credit Card** to display the credit card options along with the **Credit Card Main** screen.



2. To select the transaction type, do one of the following:
 - Select **Sale** to display the **Credit Card Sale** screen.
 - Select **Return** to display the **Credit Card Return** screen.
 - Select **Force** to display the **Credit Card Force** screen.

The selected credit card screen displays.

The screenshot shows a web interface titled "Credit Card Sale". Below the title is a note: "Note that all fields with an asterisk (*) are required." There is a section header "Sale" in a dark grey box. Below that is a section header "Enter Account Data" in a light grey box. Under "Enter Account Data", there is a label "Card Account Data:" followed by a text input field. The input field has a red asterisk (*) at its right end. Below the input field is a "Submit" button.

3. Swipe the credit card through a supported device attached to your computer or manually enter the credit card number in the **Card Account Data** box.
4. Click **Submit**.

Notes:

- If the terminal is setup to accept **Verify Last Four Digits**, the system prompts you to enter the last four digits of the credit card number.

The screenshot shows a web interface titled "Credit Card Sale". Below the title is a note: "Note that all fields with an asterisk (*) are required." There is a section header "Sale" in a dark grey box. Below that is a section header "Verify Last Four Digits" in a light grey box. Under "Verify Last Four Digits", there is a label "Enter Last 4-digits:" followed by a text input field. The input field has a red asterisk (*) at its right end. Below the input field is a "Submit" button.

- The system automatically initiates the **Submit** button on swipe.
-

The system displays the **Credit Card Sale** screen with the masked credit card number in the **Account Data** box.

Credit Card Sale

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Sale

Order Section

Account Data: 41*****9990

Expiration Date(MMY): *

Amount: *

Card Present: ☒

CVV2 Indicator: Present *

CVV2:

Sales Tax:

Invoice Number:

Address

My Custom L...

Process Cancel

5. Enter the **Expiration Date (MMYY)**.

Note: This field is auto populated for swiped and cannot be edited on the form.

6. Enter the **Amount**.
7. If the terminal is set up for a **Market Segment** of **Service**, enter the **Base Amount** and the **Tip Amount**. Converge adds these values and sets the **Amount** to the sum of these values.

Notes:

- The system adds the **Base Amount** + **Tip Amount** for conversion and sets the **Amount** to this value.
- The merchant provides a **Base Amount** and a **Tip Amount** in the merchant's currency. The total **Amount** is then calculated automatically and displayed before processing. The **Cardholder Base Amount**, **Cardholder Tip Amount** and total **Cardholder Amount** are all converted automatically and displayed before processing.

8. Select the **Transaction Currency** from the currency drop-down list. Only those currencies setup with the terminal will display. The **Transaction Currency** defaults to the merchant's currency:

The screenshot shows a 'Credit Card Sale' form with the following fields and values:

- Account Data:** 40*****9992
- Expiration Date(MMY):** 1215
- Amount:** 10.00 *
- Sales Tax:**
- Invoice Number:**
- Departure Date(MMDDYYYY):**
- Completion Date(MMDDYYYY):**
- Transaction Currency:** Euro (EUR) (selected)

The dropdown menu for 'Transaction Currency' is open, showing the following options:

- US Dollar (USD)
- United Arab Emirates Dirham (AED)
- Australian Dollar (AUD)
- Brazilian Real (BRL)
- Canadian Dollar (CAD)
- Colombian Peso (COP)
- Costa Rican Colon (CRC)
- Algerian Dinar (DZD)
- Egyptian Pound (EGP)
- Euro (EUR)** (highlighted)
- Pound Sterling (GBP)
- Japanese Yen (JPY)

Notes:

- You have the option to select various currencies if you are processing with a MasterCard® or Visa® card. Only those cards will allow a merchant to send a transaction with a currency other than the merchant's local currency. For any other card type you must select the local currency.
- By default your currency is displayed and then the top five currencies precede:
 - US Dollar (USD)
 - Canadian Dollar (CAD)
 - Pound Sterling (GBP)
 - Australian Dollar (AUD)
 - Euro (EUR)
 - Japanese Yen (JPY)
- You can add or remove currencies from the **Terminal | Merchant | Payment Fields** setup.

9. Enter or select any of the remaining optional fields as desired.

Notes:

- Converge authorizes and settles the transaction in the consumer currency.
- When settlement is complete, Converge will send all transactions in the currencies in which you sold the item.
- Transaction amounts are converted from the submission currency to the funding currency on your account, utilizing the exchange rates provided by Elavon's designated currency exchange desk provider.

The **Credit Card Sale Response** screen appears and displays the transaction information.

Credit Card Sale Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	Clerk1
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	AA47AD-D439D12C-6613-4999-B900-1FA102B883F5
Date / Time:	09/11/2014 07:55:07 AM
Response:	AA
Message:	APPROVAL
Approval Code:	CV1395
AVS Response:	
Account Balance:	10.00
CardHolder IP:	

Order Section	
Account Data:	40*****9992
Expiration Date(MMYY):	1215
Amount:	10.00 *
Sales Tax:	
Invoice Number:	
Departure Date(MM/DD/YYYY):	
Completion Date(MM/DD/YYYY):	
Transaction Currency:	EUR

Ship to Phone: _____

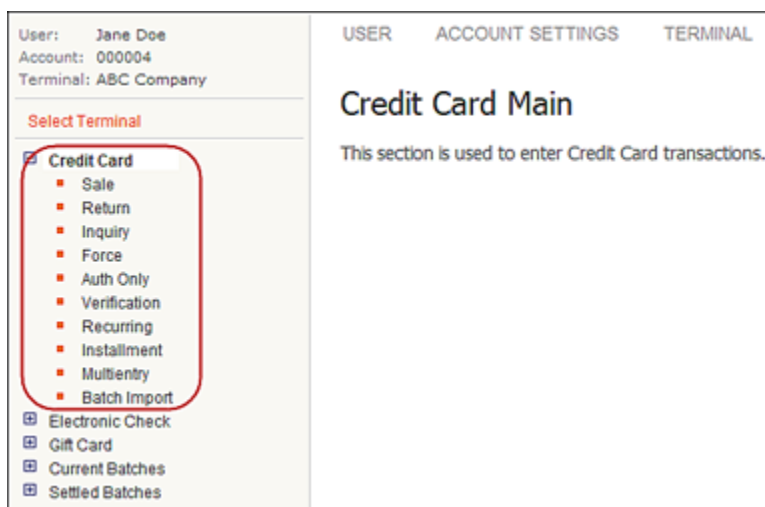
Note: The **Orders Section** contains the **Amount** in the currency selected. Converge authorizes and settles the transaction in the cardholder's currency.

The system generates a receipt.

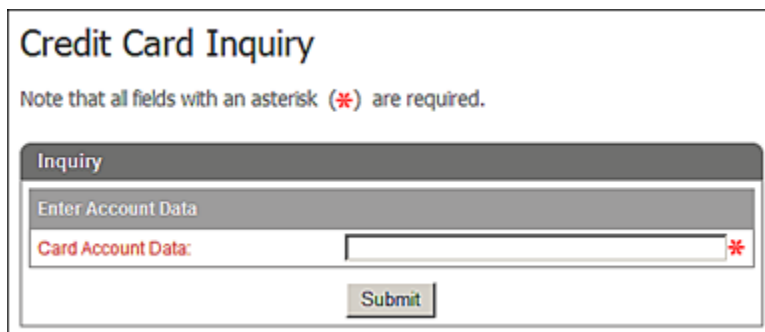
To Process Credit Card Inquiry Transactions

Credit Card Inquiry transactions allow you to check the balance on pre-paid Visa® or MasterCard® gift cards.

1. On the **Main** screen, select **Credit Card** to display the credit card options along with the **Credit Card Main** screen.



2. Select **Inquiry** to display the **Credit Card Inquiry** screen.

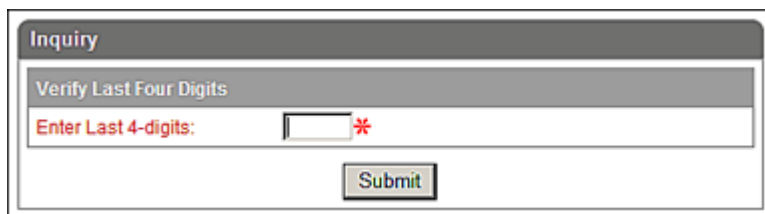


3. Swipe the credit card through a supported device attached to your computer or manually enter the credit card number in the **Card Account Data** box.

4. Click **Submit**.

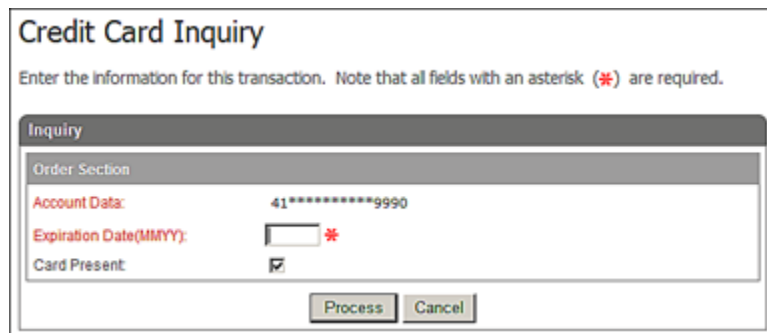
Notes:

- If the terminal is setup to accept **Verify Last Four Digits**, the system prompts you to enter the last four digits of the credit card number.



- The system automatically initiates the **Submit** button on swipe.

The system displays the **Credit Card Inquiry** screen with the masked credit card number in the **Account Data** box. The card account number cannot be edited.



5. Enter in **Expiration Date(MMY)** and click **Process** to send the transaction for authorization or **Cancel** to exit.

The **Credit Card Inquiry Response** screen displays the account balance.

Credit Card Inquiry Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	StoreClerk
Payment Type:	CREDITCARD
Transaction Type:	INQUIRY
Transaction ID:	AA4843A-2F388CDC-352E-4464-A840-331E3517E0D5
Date / Time:	09/05/2014 09:50:15 AM
Response:	AA
Message:	APPROVAL
Approval Code:	QVI342
AVS Response:	
Account Balance:	124.93
CardHolder IP:	

Order Section	
Account Data:	41*****9990
Expiration Date(MMY):	1215

6. If your terminal is setup to automatically print receipts, Converge sends a receipt to the printer. Otherwise, a separate window displays the receipt information and the system prompts you to print the receipt.
7. On the **Credit Card Inquiry Response** screen you also have the option to **View Receipt** or **Add to Card Manager** if the credit card is not in the Card Manager or **Update Card Manager** if the credit card is already entered in the Card Manager.

To Process Credit Card Recurring and Installment Transactions

This procedure describes how to process the following credit transaction types:

- **Credit Card Recurring**
This transaction allows you to set up payment amounts and billing cycles in which the payments occur.
- **Credit Card Installment**
This transaction allows you to set up payment amounts, the number of payments and the billing cycle in which the payments occur.

1. On the **Main** screen, select **Credit Card** to display the credit card options along with the **Credit Card Main** screen.

User: Jane Doe
Account: 000004
Terminal: ABC Company

Select Terminal

- ☒ Credit Card
 - Sale
 - Return
 - Inquiry
 - Force
 - Auth Only
 - Verification
 - Recurring
 - Installment
 - Multientry
 - Batch Import
- ☐ Electronic Check
- ☐ Gift Card
- ☐ Current Batches
- ☐ Settled Batches

USER ACCOUNT SETTINGS TERMINAL

Credit Card Main

This section is used to enter Credit Card transactions.

2. To select the transaction type, do one of the following:
 - Select **Recurring** to display the **Credit Card Recurring** screen.
 - Select **Installment** to display the **Credit Installment Return** screen.

The following example shows the **Credit Card Recurring** screen.

Credit Card Recurring

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Recurring

Order Section

Account Data: *

Expiration Date(MMY): *

Amount: *

Customer Code:

Sales Tax:

Invoice Number:

Billing Cycle: Daily *

Next Payment Date: *

Skip Payment: NO

Address

Ship to Phn...

Add Clear

3. Enter the credit card number in the **Account Data** box.

4. Enter the **Expiration Date (MMYY)**.
5. Enter the **Amount** for the transaction.
6. Enter **Customer Code, Sales Tax, Invoice Number, Description**, and any custom field, if necessary.

Note: If prompted for sales tax, the tax must be included in the **Amount** and then entered in the **Sales Tax** box.

7. In the **Billing Cycle** drop-down list, select one of the following:

- Daily
- Weekly
- Bi- Weekly
- Semi-Monthly
- Monthly
- Bi-Monthly
- Quarterly
- Semester
- Semi-Annually
- Annually
- Suspended

To Use Monthly, Bi-Monthly, Semester, Quarterly, Semi-Annually, and Annually Billing Cycles

If you have selected any of these billing cycle options, the **Last day of the month** check box displays.

Credit Card Recurring

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Recurring

Order Section

Account Data: [Text Field] *

Expiration Date(MMYY): [Text Field] *

Amount: [Text Field] *

Customer Code: [Text Field]

Sales Tax: [Text Field]

Invoice Number: [Text Field]

Billing Cycle: [Dropdown Menu: Monthly] *

☐ Last day of month

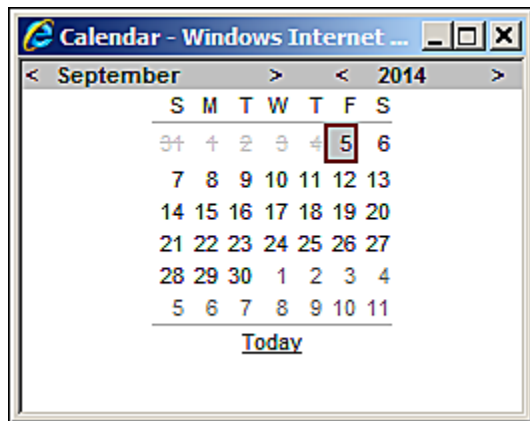
Next Payment Date: [Text Field] *

You can select your billing date using one of the following options:

- a) Select the **Last day of month** check box.

The last day of the current month displays in the **Next Payment Date** box.

- b) Click the calendar icon  and select from the calendar tool.



- c) Manually enter a date in the **Next Payment Date** field.

Notes:

- Only the months are shown. When you click on the month, the Next Payment Date automatically displays the last day of the selected month.
 - Dates earlier than the current date are disabled in the calendar control.
-

Converge uses the selected day of the month and calculates the **Next Payment Date**. For example, if they choose June 30, the next payment will be scheduled on July 30. If they choose January 31, the next payment will be on February 28 (or 29 for leap years).

To Use Semi-Monthly Billing Cycle:

If you selected the **Semi-Monthly** billing cycle, two radio buttons display.

The screenshot shows a web form titled "Credit Card Recurring". Below the title is a note: "Enter the information for this transaction. Note that all fields with an asterisk (*) are required." The form is divided into a "Recurring" section and an "Order Section". The "Recurring" section contains the following fields: "Account Data:" (text box with asterisk), "Expiration Date(MMY):" (text box with asterisk), "Amount:" (text box with asterisk), "Customer Code:" (text box), "Sales Tax:" (text box), "Invoice Number:" (text box), "Billing Cycle:" (dropdown menu set to "Semi-Monthly" with asterisk), and "Next Payment Date:" (calendar control showing "09/15/2014" with asterisk). Below the "Billing Cycle:" dropdown are two radio buttons: "1st & 15th" (which is selected) and "15th & Last day of month". The "Order Section" is partially visible at the bottom.

Note: The **1st & 15th** of the month is the default.

You can select your billing date using one of the following options:

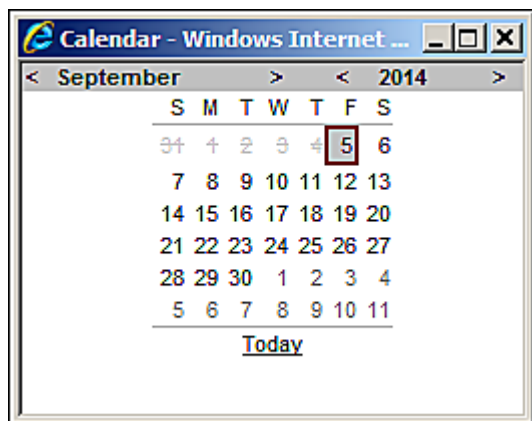
- a) Select the **1st & 15th** radio button.

The **Next Payment Date** field automatically displays the 1st or 15th date after the current date.

- b) Select the **15th & Last day of the month**.

The **Next Payment Date** automatically displays the next available date and the calendar control only enables the 15th and the last day of each month.

- c) Click the calendar icon  and select from the calendar tool.



- d) Manually enter a date in the **Next Payment Date** field.

Note: Only the valid dates are enabled. Dates other than the 1st and 15th are disabled.

9. For credit card installment transactions, enter the **Number of Payments**.

Note: You cannot change the number of payments of an existing installment transaction to a value that is less than the number of payments that have already been made for the installment transaction.

10. Select **YES** or **NO** from the **Skip Payment** drop-down list, if necessary.

11. Enter or select any of the remaining optional fields as desired.

12. Click **Add**.

The system displays the information you entered to create a new installment or recurring transaction in the respective response screen as follows:

For this transaction type	This screen displays
Recurring	Credit Card Recurring Response
Installment	Credit Card Installment Response

The following example shows the **Credit Card Recurring Response** screen.

Credit Card Recurring Response

Recurring

Order Information	
Start Date(MM/DD/YYYY):	09/30/2014
Transaction Type:	RECURRING
Recurring ID:	AA4843A-48D0B5A8-5F4B-4CBE-8201-87CE2FFFA9EC
Billing Cycle:	MONTHLY
Card Account Data:	41*****9990
Expiration Date(MMYY):	1215
Amount:	10.00
Address:	123 Main St
Postal Code:	99999
Next Payment Date:	09/30/2014

Billing Address

Ship to Phone: [9999]

Add to Card Manager

12. On the **Credit Card Recurring Response** screen you also have the option to **Add to Card Manager** if the credit card is not in the Card Manager or **Update Card Manager** if the credit card is already entered in the Card Manager.

Notes:

- For recurring and installment transactions returned as declined, Converge retries to process the transactions a total of five times on subsequent days, then does the following:
 - Update the billing cycle of the transaction to **Suspended**.
 - Send an email to the merchant with instructions to contact the cardholder.
- For those terminals set up with the **Account Updater**, the system will attempt to check the accuracy of the card information as follows:
 - Once a month for those recurring and installment transactions with the billing cycle of daily or suspended.
 - Six days prior for those recurring and installment transactions with the billing cycle that is not daily or suspended (for example: weekly, monthly, or semi-monthly).
- For those terminals set up with the **Account Updater**, the system will update as follows:
 - Update the card number and/or expiration date of the recurring and installment transactions for those accounts that have been marked as **Match – Update Account Info** or **Match – Update Expiration Date**.
 - Update the billing cycle of the transaction to **Suspended-Closed** for those accounts that have been **Closed** or with **Stop Service**.
 - Update the billing cycle of the transaction to **Suspended** for those accounts with contact cardholder.
 - Send an email to the merchant with summary of the **Account Updater** changes and instructions to contact the cardholder.
- **Account Updater** will not attempt to check any **Suspended-Closed** transactions.
- **Suspended** transactions will not run in the system again unless you change the billing cycle.
- **Suspended-Closed** transactions will not run in the system again unless you change the billing cycle, card number, and expiration date associated with the recurring or installment transaction.

To Process Credit Card Multi-Entry Transactions

Credit Card Multi-Entry transactions allow you to enter multiple credit card transactions from one screen. In this process you can:

- Add transactions
- Delete transactions

To Add Credit Card Multi-Entry Transactions

1. On the **Main** screen, select **Credit Card** to display the credit card options along with the **Credit Card Main** screen.

User: Jane Doe
Account: 000004
Terminal: ABC Company

Select Terminal

- ☒ Credit Card
 - Sale
 - Return
 - Inquiry
 - Force
 - Auth Only
 - Verification
 - Recurring
 - Installment
 - Multientry
 - Batch Import
- ☐ Electronic Check
- ☐ Gift Card
- ☐ Current Batches
- ☐ Settled Batches

Credit Card Main

This section is used to enter Credit Card transactions.

2. Select **Multientry** to display the **Credit Card Multi-Entry Form** screen.

Credit Card Multi-Entry Form

Enter multiple Credit Card transactions and submit for authorization.

Multi Entry

Account Data *	Expiration Date(MMY) *	Amount *	Address1	Postal Code	Customer Code	Sales Tax	Invoice Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3. Enter the credit card number in the **Account Data** box.
4. Enter the **Expiration Date (MMYY)**.
5. Enter the **Amount** for the transaction.

6. Enter or select any of the remaining optional fields as desired.

Note: For terminals set up for Multi-Currency you will see an additional field of **Transaction Currency**. Select from the drop-down list the currency in which to authorize the transaction.

7. Click **Add**.

The system saves the information and adds a new line for you to include additional transactions.

8. To add other transactions, repeat Steps 3 to 7.

Account Data	Expiration Date(MMYY)	Amount	Address1	Postal Code	Customer Code	Sales Tax	Invoice Number
4124939999999999	1215	1.00	123 Main St	99999			
4159282222222221	1215	5.00	456 Main St	99999			

9. Click **Authorize** to submit transactions for authorization.

The **Multientry Response** screen displays the transaction response information for the submitted transactions. This information entails the number of authorized transactions and the number of transactions that were declined or in error.

Multientry Response

This page shows the Multientry response information.

Authorize Transactions: 2

Declined Transactions: 0

Error Transactions: 0

To Delete Credit Card Multi-Entry Transactions

To delete a transaction, click **Delete** next to the transaction you want to delete.

Credit Card Multi-Entry Form
Enter multiple Credit Card transactions and submit for authorization.

Account Data *	Expiration Date(MMYY) *	Amount *	Address1	Postal Code	Customer Code	Sales Tax	Invoice Number		
4124529999999990	1215	1.00	123 Main St	99999				Add	Delete
4159282222222221	1215	5.00	456 Main St	99999				Add	Delete
								Add	Delete

Authorize

The system deletes the selected transaction.

Credit Card Multi-Entry Form
Enter multiple Credit Card transactions and submit for authorization.

Account Data *	Expiration Date(MMYY) *	Amount *	Address1	Postal Code	Customer Code	Sales Tax	Invoice Number		
4124529999999990	1215	1.00	123 Main St	99999				Add	Delete
								Add	Delete

Authorize

To Process Batch Import Transactions

Converge allows you to import a batch file of credit card transactions, recurring/installment transactions, or card data for token generation. Converge will process the file for you and return a response file. To view the response file for your imported batches you must access the **Imported Batches** menu under **Settled Batches**.

You can import the following types of Batch files:

- Batch file of credit card transactions
- Batch file of recurring/installment transactions
- Card data for token generation

When importing a file of credit card transactions, you can import the following types of credit card transactions:

- Sales
- Return
- Force
- Auth Only
- AVS Only
- Verification

For those terminals setup with tokenization, processing a file of credit card transactions will allow you to do the following:

- Process credit card transactions using card numbers, tokens, or a mixture of both.
- Process credit card transactions using card numbers, generate tokens, and add the card information to the card manager.
- Process credit card transactions using card numbers, generate tokens, and add the card information to the card manager.

When importing a file of recurring or installment transactions, you can import the following types of transactions:

- Credit Card-Recurring
- Credit Card-Installment

When importing a file of card data for token generation, you can import **Generate Tokens** transactions.

Before you import batch files for processing, ensure that the appropriate user rights and terminals are set up, and that you have created a file of credit card transactions or recurring/installment transactions to be imported.

User Rights Set Up

Ensure that you have **Credit Import Batch** user rights set up for a user as follows:

- Check the **Credit Import Batch** right to enable. Converge automatically enables (checks) the following existing user rights for that user:
 - Credit Card-Sale
 - Credit Card-Return
 - Credit Card-Force
 - Credit Card-Auth Only
 - Credit Card-AVS Only/Verification
- For those terminals setup with tokenization, check the **Card Manager** user rights to enable the ability to add the card information to the card manager after processing the transactions.

Note:

- Checking any or all of these rights individually (one by one) does not automatically grant the credit import batch right.
- When any of the above existing user rights for a user are disabled (unchecked), Converge automatically disables (unchecks) the **Credit Import Batch** user rights for that user (if it is already checked).
- Unchecking any or all of these rights individually (one by one) automatically removes the credit import batch right.
- When the **Credit Import Batch** user right is disabled (unchecked) for a user, the above existing user rights remain unchanged for that user.

Ensure that you have **Recurring Import Batch** user rights set up for a user as follows:

- Check the **Recurring Import Batch** right to enable. Converge automatically enables (checks) the following existing user rights for that user:
 - Credit Card-Recurring
 - Credit Card-Installment

Note: Checking any or both of these rights individually (one by one) does not automatically grant the recurring import batch right.

-
- When any of the above existing user rights for a user are disabled (unchecked), Converge automatically disables (unchecks) the **Recurring Import Batch** user rights for that user (if it is already checked).

Note: Unchecking any or both of these rights individually (one by one) automatically removes the recurring import batch right.

- When the **Recurring Import Batch** user right is disabled (unchecked) for a user, the above existing user rights remain unchanged for that user.

Ensure that you have **Generate Tokens** user rights set up for a user as follows:

- Check the **Credit Import Batch** user right to enable.
- Check the **Generate Tokens** user right to enable.

Terminal Set Up

Ensure that terminals are appropriately set up as follows:

- Terminals must be setup to process credit card transactions.

And/Or

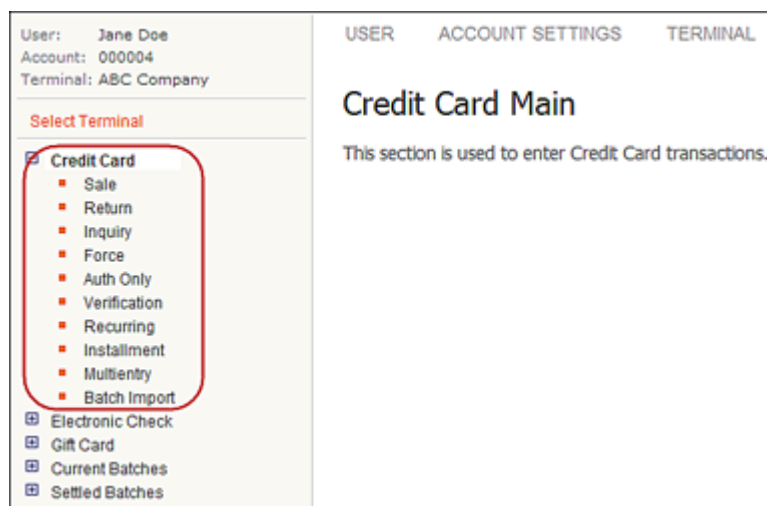
- Terminals must be setup to process recurring/installment transactions.

And/Or

- Terminals must be setup to process tokens.

The Import Process

1. Click **Credit Card** to display the credit card options along with the **Credit Card Main** screen.



2. Select **Batch Import** to display the **Batch Import** screen displays.

Converge validates that no other files are currently being processed for the terminal.

Batch Import

Import a transaction batch file in CSV or XML format. Imported batch files are limited to 5,000 transactions.

Import Batch

Response File Name

File Source

File Type

- ☒ Credit card transactions(any combination of sales, return, force, auth only, AVS, Verify)
- ☐ Recurring/Installment transactions
- ☐ Card data for token generation

Notification ☐ Email me when this batch has completed processing

Notes:

- If another file for the same terminal is still being processed, Converge displays an error. You cannot import a file of transactions for processing while another file is still being processed for the same terminal.
- You can import a maximum of 10 files for a single terminal per day.
- You can import a maximum of 500 transactions in a single file. Please contact Technical Support at 1-800-377-3962, option 2, option 2 (in Canada you are asked to choose either English or French for your language) if you need to increase the number of transactions per file.

3. Enter a unique **Response File Name** for the response file that will be created.

Notes:

- Defaults to the name of the file being imported.
 - File names must be less than or equal to 25 characters long.
-

4. Click **Browse** to select **File Source** (the file of transactions you wish to import and process).

Notes:

- You can select only one file at a time.
- File extension must be CSV or XML. Refer to the [Batch Import File Layout](#) section for more information on how to create a file of credit card transactions, recurring/installment transactions, or card data for token generation.

-
5. Select the **File Type** of transactions to be imported from the following options:

- Credit card transactions (any combination of **Sales, Return, Force, Auth Only, AVS, or Verification**)
- Recurring/installment transactions
- Card data for token generation (used to generate tokens, for terminals set up with tokens only)

Notes:

The File Type field is set and enabled/disabled based on your user rights as follows:

- If you have **Credit Import Batch, Recurring Import Batch**, and the **Generate Token** rights, Converge sets the file type to **Credit card transactions**. The **Credit card transactions, Recurring/Installment transactions, and Card data for token generation** are enabled, so that you can change the file type.
- If you only have the **Credit Import Batch** right, Converge sets the file type to **Credit card transactions**. Both the **Recurring/Installment transactions** and **Card data for token generation** are disabled, so that you cannot change the file type.
- If you only have the **Recurring Import Batch** right, Converge sets the file type to **Recurring/Installment transactions**. The **Credit card transactions, Recurring/Installment transactions, and Card data for token generation** are disabled, so that you cannot change the file type.

-
6. Select the **Notification** check box the receive emails when processing of the batch is complete.

- Click **Import** to import the file.

Confirm Batch Import

Import successful. Please review and confirm the batch for processing.

Response File Name	MyBatchImport
File Source	Credit Batch .csv
File Type	Credit Card
Notification	Off

Batch Transactions - 2 items

Item	Card Data	Expiry Date	Token	Total Amount	Tran Type	Customer Code	Sales Tax	Invoice Number	Add to Card Manager
1	50*****3003	1225		5.10	sale	CS1234	0.01	INV1	N
2	40*****6664	1213		4.00	force	CF1234		INV2	N

Confirm

Cancel

Transaction Count: 2

Display: 25

Clicking on the **Confirm** button above brings up the **Imported Batch Transactions** screen which displays information about the transactions you would like to import in the batch.

The **Confirm Batch Import** screen displays.

Notes:

- For a file of credit card transactions, credit card **Sale, Force, Return, Auth Only, AVS,** and **Verification** transactions display
 - For a file of recurring/installment transactions, only **Recurring** and/or **Installment** transactions display
 - For **Card data for token generation** transactions, only **Token Generation** transactions display
-

- Click **Confirm** to verify that the file of transactions to be processed is correct. Click **Cancel** if you wish to cancel the processing of the transactions in the file.

The **Batch Import Processing** screen displays and Converge performs validations.

If validations fail	Converge does not process the transactions and returns an error.
If validations succeed	<p>Converge does the following:</p> <ul style="list-style-type: none">• Captures relevant response data and make them available to view as Imported Batches.• Generates a response file using the unique name you provided (or the default set by the system) and sets its status to pending (for processing). This status displays in Current Batches Import Batches and is empty. You cannot click on this to see transactions until the status is completed.• Transfers the file from your directory to the Converge server using HTTPS/SSL.• Sends notification to you that the transfer of the file was successful and displays all of the transactions within the file to you for verification.
If processing of the transactions in the imported file ends abnormally	<ul style="list-style-type: none">• Converge indicates this in the response data file.• The transactions that are processed prior to the abnormal end are available in the response data as processed.

When all of the transactions in the imported file are processed, Converge sends an email to the terminal's email address with notification that the processing of the transactions is completed, if you enabled the **Notification** option on the **Batch Import** screen.

To Update Credit Card Transaction Information

Once you have processed a credit card transaction, you can modify information for the following credit transaction types:

- Sale
- Return
- Force
- Auth Only

Most fields on the **Response** screen can be updated with the exception of the following in the **Order** section:

- Account Data
- Expiration Date
- Amount

Note: All fields in the **Authorization** section can be updated

For terminals set up for a **Market Segment** of **Service**, you can update the **Base Amount**.

1. On the appropriate **Response** screen, change or add the information in the desired fields.
2. Click **Update**.

The system updates the information and displays a message that the transaction was updated successfully.

The following example shows the **Credit Card Sale Response** screen.

Transaction AA4843B-41F98359-0428-42A4-8893-1A57B9E9E3FD has been successfully updated

Credit Card Sale Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	StoreClerk
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	AA4843B-41F98359-0428-42A4-8893-1A57B9E9E3FD
Date / Time:	09/09/2014 10:56:59 AM
Response:	AA
Message:	APPROVAL
Code:	

Ship to Cus:

Ship to Phone:

Notes:

- The **Base Amount** cannot be changed to a value greater than what it was originally set to and authorized for.
- When the **Base Amount** is updated, Converge recalculates the **Amount** as **Base Amount + Tip Amount**.

To Re-print Credit Card Transaction Receipts

Once you have processed a credit card transaction, Converge allows you to reprint transaction receipts for the following credit transaction types:

- Sale
- Return
- Force
- Auth Only

On the appropriate response page, click **Reprint**.

The following example shows the **Credit Card Sale Response** screen.

Credit Card Sale Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	StoreClerk
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	AA4843B-885EA0B6-8365-4B1B-9004-616F6A7FF146
Date / Time:	09/09/2014 11:12:22 AM
Response:	AA
Message:	APPROVAL
Code:	

Ship to: Please

Ship to Phone:

To Add Credit Card Transaction to a Recurring Batch

Once you have processed a credit card transaction, you can add the transaction to a recurring batch as **Recurring** or **Installment**. You can do so for the following credit transaction types:

- Sale
- Force
- Auth Only

1. On the appropriate response screen, click **Add to Recurring**.

The **Add to Recurring Batch** screen displays.

Add to Recurring Batch

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Add to Recurring Batch

Order Section

Recurring Transaction Type: Recurring *

Account Data: 41*****9990

Expiration Date(MMYY): 1215 *

Amount: 5.00 *

Customer Code:

Sales Tax:

Billing Cycle: Monthly *

☐ Last day of month


Next Payment Date: *

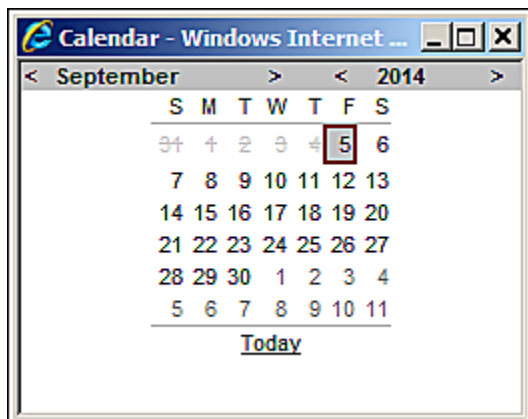
CustomData:

Add **Clear**

2. Select **Recurring** or **Installment** from the **Recurring Transaction Type** drop-down list.
3. Enter the **Amount** for the transaction.
4. Enter **Customer Code**, **Sales Tax** and **Description**, if necessary.

Note: If prompted for sales tax, the tax must be included in the **Amount** and then entered in the **Sales Tax** field.

5. In the **Billing Cycle** drop-down list, select one of the following:
- Daily
 - Weekly
 - Bi- Weekly
 - Semi-Monthly
 - Monthly
 - Bi-Monthly
 - Quarterly
 - Semester
 - Semi-Annually
 - Annually
 - Suspended
6. Enter the **Next Payment Date** or click on the calendar icon  and select from the calendar tool.



7. Enter **Number Of Payments** if this is an **Installment** transaction.
8. Select **YES** or **NO** from the **Skip Payment** drop-down list, if necessary.
9. Enter or select any of the remaining optional fields as desired.
10. Click **Add**.

The **Credit Card Recurring Response** screen displays the information you entered.

Order Information	
Start Date(MM/DD/YYYY):	09/30/2014
Transaction Type:	RECURRING
Recurring ID:	AA48439-3CAC1583-DAC4-447D-9FD9-38B88708D753
Billing Cycle:	MONTHLY
Card Account Data:	41*****9990
Expiration Date(MMYY):	1215
Amount:	5.00
Address:	123 Main St

CustomD...

Cancel Update Card Manager

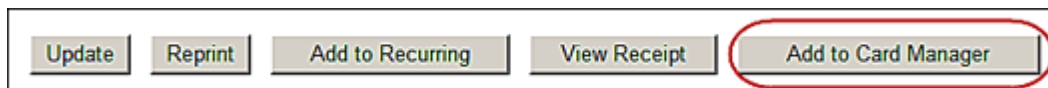
11. If this is the first time the credit card is entered the button at the bottom of the screen will give you the option to **Add to Card Manager**. If the credit card has already been entered in **Card Manager** then the button displayed is **Update Card Manager**.

To Add Credit Card to Card Manager

Once you have processed a credit card transaction, you can add the card information to the **Card Manager** to be stored for later processing. Once added, you can use to a stored card number to process the following credit transaction types:

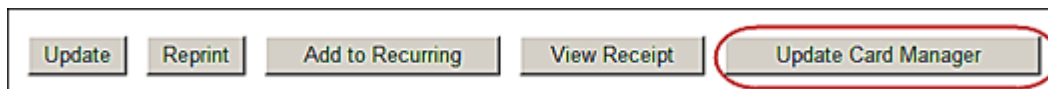
- Sale
- Return
- Inquiry
- Force
- Auth Only
- Verification
- Recurring
- Installment

1. On the appropriate response screen, click **Add Card**.



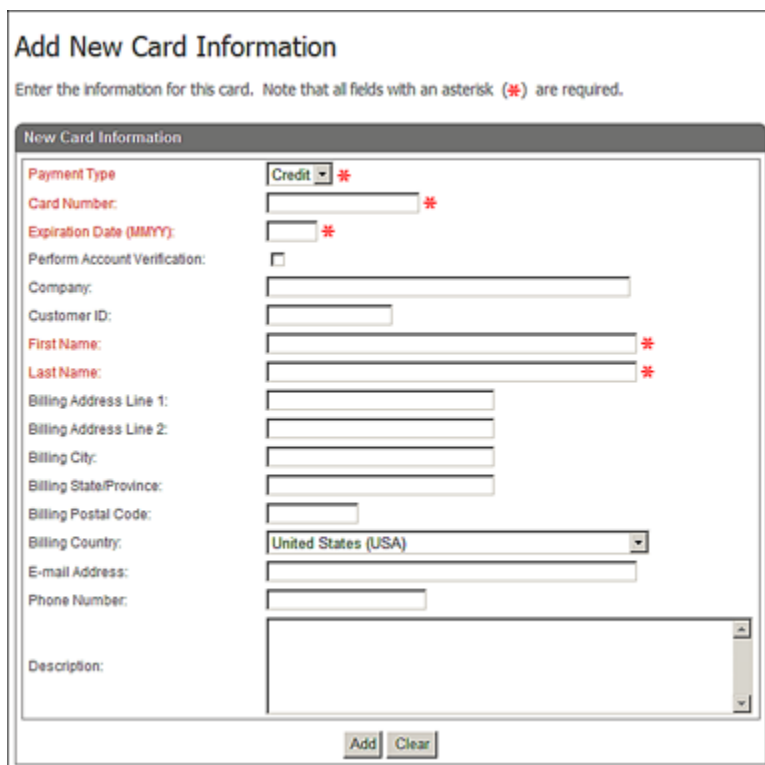
Update Reprint Add to Recurring View Receipt Add to Card Manager

Note: You will see **Update Card** if the card has been previously added.



Update Reprint Add to Recurring View Receipt Update Card Manager

2. The **Add New Card Information** will display populated with the information added from the response screen.



Add New Card Information

Enter the information for this card. Note that all fields with an asterisk (*) are required.

New Card Information

Payment Type: Credit *

Card Number: *

Expiration Date (MMYY): *

Perform Account Verification: ☐

Company:

Customer ID:

First Name: *

Last Name: *

Billing Address Line 1:

Billing Address Line 2:

Billing City:

Billing State/Province:

Billing Postal Code:

Billing Country: United States (USA)

E-mail Address:

Phone Number:

Description:

Add Clear

3. Fill in any remaining optional fields and click **Add**.

The **New Card Information** screen displays that the card was added successfully to **Card Manager**. For more information on **Card Manager** refer to the [Using Your Card Manager \(Tokenization\)](#) section.

Added successfully.

New Card Information	
Payment Type	Credit Card
Card Number:	*****8882
Expiration Date (MMYY):	1215
Token:	4906343377048882
Company:	
Customer ID:	
First Name:	Jane
Last Name:	Doe
Billing Address Line 1:	123 Main St
Billing Address Line 2:	
Billing City:	Any City
Billing State/Province:	Any State
Billing Postal Code:	99999
Billing Country:	USA
E-mail Address:	any.email@email.com
Phone Number:	999-999-9999
Description:	

Back

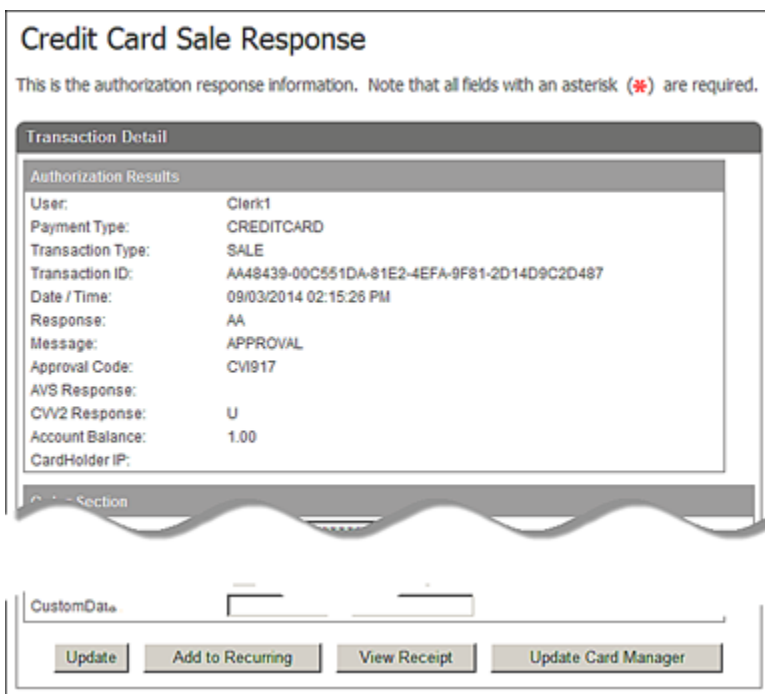
To View Credit Card Transaction Receipts

Once you have processed a credit card transaction, you can view receipts for all types of transactions that have receipts.

On the appropriate response page, click **View Receipt**.



The following example shows the **Credit Card Sale Response** screen.



Credit Card Sale Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	Clerk1
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	AA48439-00C551DA-81E2-4EFA-9F81-2D14D9C2D487
Date / Time:	09/03/2014 02:15:28 PM
Response:	AA
Message:	APPROVAL
Approval Code:	CV1917
AVS Response:	
CVV2 Response:	U
Account Balance:	1.00
CardHolder IP:	

CustomDate: []

[Update] [Add to Recurring] [View Receipt] [Update Card Manager]

To Reverse Partially Approved Transactions

If a cardholder decides not to proceed with a partially approved transaction, Converge allows you to cancel and restore the balance back to the card using the **Reverse Payment** button.

1. In the event of a partial approval for a **Sale** or **Auth Only** transaction, click the **Reverse Payment** button at the bottom of the **Credit Card Partial Approval Response** screen to initiate the reverse process.

USER ACCOUNT SETTINGS TERMINAL

Credit Card Sale Response - Partial Approval

The amount requested \$10.10 exceeded the card balance. The card has been charged for the available balance of \$10.05. The difference \$0.05 must be obtained using additional tender type. If desired, the \$10.05 charge may be reversed by clicking the "Reverse Payment" button below.

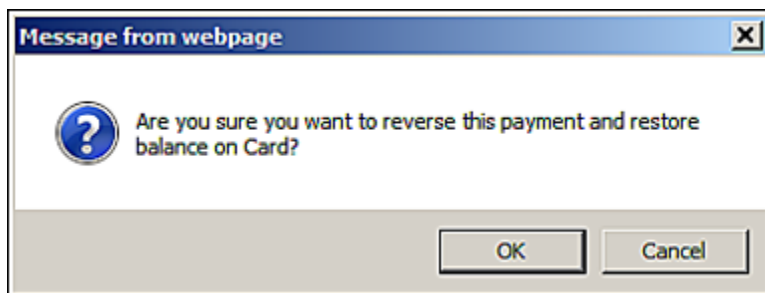
Transaction Detail	
Authorization Results	
User:	Clerk1
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	AA47AD-957FB6F4-74BB-495D-A22A-3700D2F6202A
Date / Time:	09/10/2014 08:34:41 AM
Response:	AP
Message:	PARTIAL APPROVAL
Approval Code:	CVI278
AVS Response:	
CVV2 Response:	U
Account Balance:	0.00
CardHolder IP:	

Order Section	
Account Data:	41*****9990
Expiration Date(MMY):	1215
Amount:	10.05
Requested Amount:	10.10
Balance Due:	0.05
Sales Tax:	

Ship to Phone: []

[Update] [Reprint] [View Receipt] [Reverse Payment]

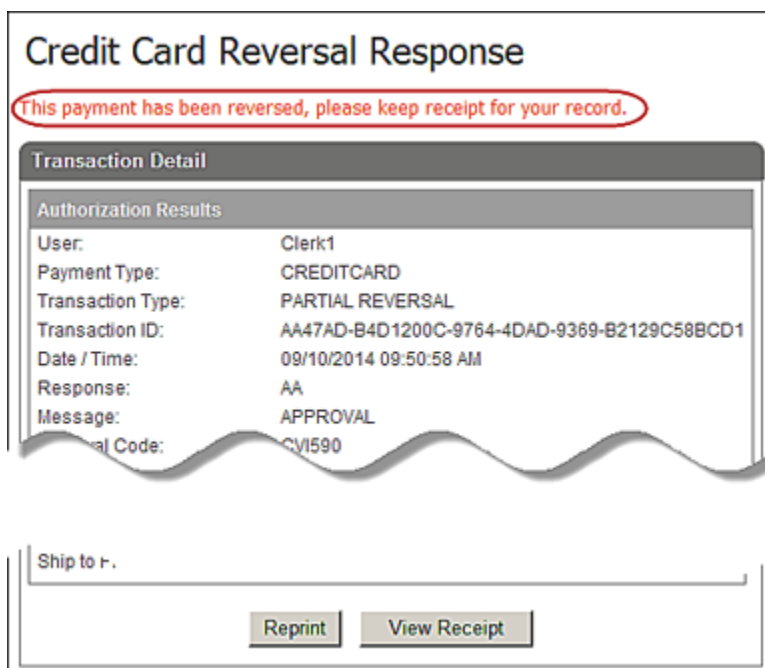
The window to confirm the reversal of the transaction displays.



2. Click **OK**.

The **Credit Card Reversal Response** screen displays.

The system reverses the transaction and displays a message that the transaction was reversed successfully.



3. If your terminal is set up to have the receipt printed automatically, Converge prints the receipt. If your terminal is not set up to automatically print receipts, a separate window displays the receipt information and the system prompts you to print the receipt.

Performing US Debit Card Transactions

The **Debit Card** screen allows you to enter a swiped or contactless credit card transaction. The Swiped or Contactless option is only available for terminals setup with a magnetic stripe or contactless reader and **Market Segment** of **Retail** or **Service**. Refer to the *Converge Peripheral Device Installation and Setup Guide* for a complete list of supported devices. Debit transactions must be swiped and require the use of an encrypted PIN pad.

In addition, access to this section is determined by your merchant account configuration. Refer to the **Managing Users** section in the *Converge System Administration Guide* for more information.

Included in debit card transaction types are the following:

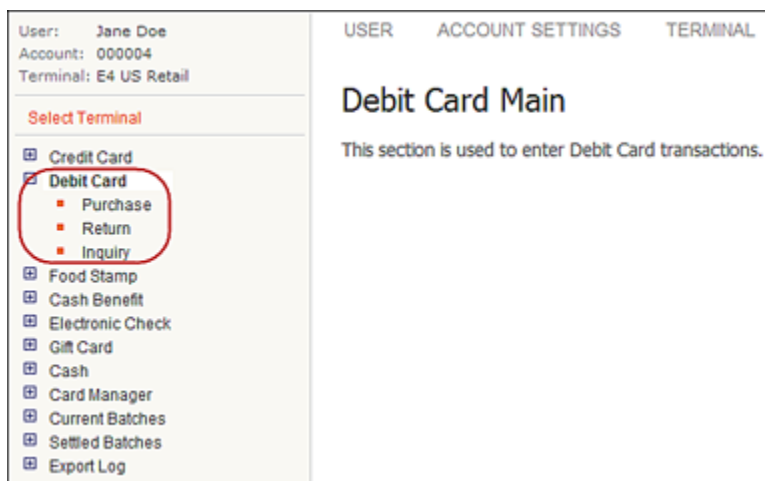
- Purchase
- Return
- Inquiry

To Process US Debit Card Purchase and Return Transactions

This procedure describes how to process the following debit transaction types:


- **Purchase**
This transaction allows you to get real-time authorizations for debit card sale transactions.
- **Return**
This transaction allows you to enter refund transactions for previous sales.

1. On the **Main** screen, select **Debit Card** to display the debit card options along with the **Debit Card Main** screen.



2. To select the transaction type, do one of the following:
 - Select **Purchase** to display the **Debit Card Purchase** screen.
 - Select **Return** to display the **Debit Card Return** screen.

The following example shows the **Debit Card Purchase** screen.



3. Swipe the debit card through the MSR attached to your computer.

Note: The user interface is designed to accept swipe data using a supported encrypting or non-encrypting device. There are no special setups needed, refer to the **Peripherals Options** section in the *Converge Getting Started Guide* for more information.

The card information enters the Converge application and the system automatically initiates the **Submit** button to send the transaction for authorization.

The system displays the respective screens with the masked debit card number in the **Account Data** box. The card account number cannot be edited.

For this transaction type	This screen displays
Purchase	Debit Card Purchase
Return	Debit Card Return

The following example shows the **Debit Card Purchase** screen.

4. To enter the **Amount** for the transaction, do one of the following:

For this transaction type	Do this
Purchase	If the terminal is set up for a Market Segment of Service , enter the Base Amount and the Tip Amount . Converge automatically calculates and displays the Amount as Base Amount + Tip Amount . If not, enter the Amount .
Return	Enter the Amount .

5. Enter desired **Cash Back** amount (optional).

Notes:

- A decimal is required.
- This entry is the amount of cash consumers can receive when they use debit cards and is added to the total purchase amount.

6. Verify that the **Surcharge Amount** that automatically displays is correct for the current profile.

Note: This value may be set by the merchant to automatically charge a consumer for processing debit cards. Contact Merchant Customer Service for a list of networks that allow surcharges.

7. Select **Checking** or **Saving** from the **Account Type (Checking/Saving)** drop-down list.

8. Enter or select any of the remaining optional fields as desired.
9. Click **Process**.

The system displays the respective screen as follows:

For this transaction type	This screen displays
Purchase	Debit Card Purchase Response
Return	Debit Card Return Response

The following example shows the **Debit Card Purchase Response** screen.

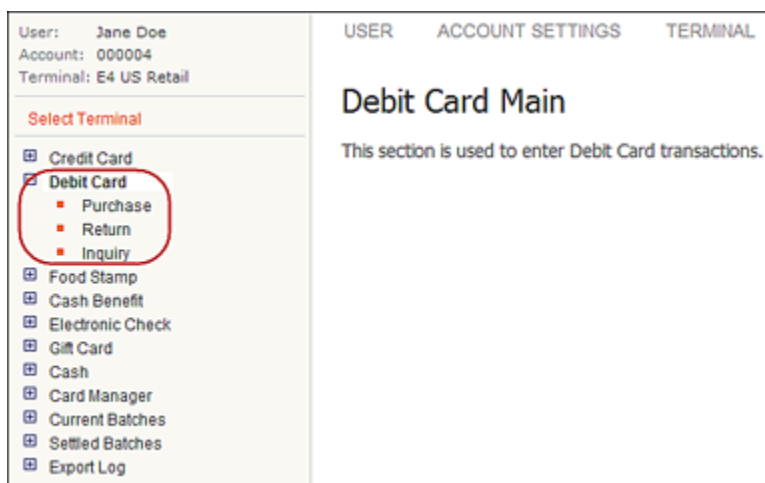
For this transaction	This occurs
Debit Card Purchase	The total transaction amount appears on the PIN pad device along with a customer prompt to enter PIN. Once the consumer successfully enters their PIN, the system sends the transaction for authorization.
Debit Card Return	The refund amount appears on the PIN pad device along with a customer prompt to enter PIN. Once the consumer successfully enters their PIN, the system sends the transaction for authorization.

Note: Converge supports PINless debit transactions. By accepting PINless debit transactions, merchants can enable their customers to pay for Internet transactions through the API with their debit card without using a PIN. In order to process PINless debit transactions, the **Market Segment** must be set to **Internet** and **Debit** has enabled under the **Payment Types** in the terminal settings.

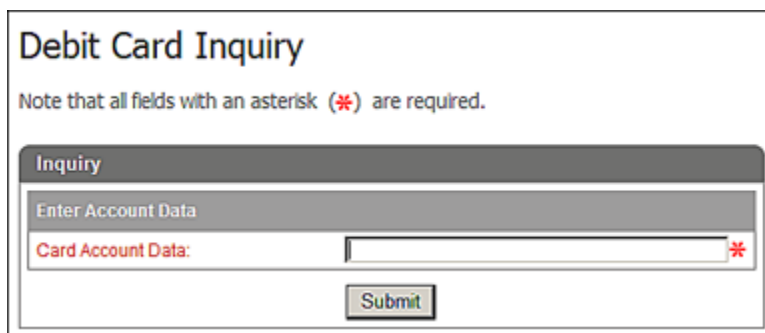
To Process US Debit Card Inquiry Transactions

Debit Card Inquiry transactions allow you to get account balances for debit cards.

1. On the **Main** screen, select **Debit Card** to display the debit card options along with the **Debit Card Main** screen.



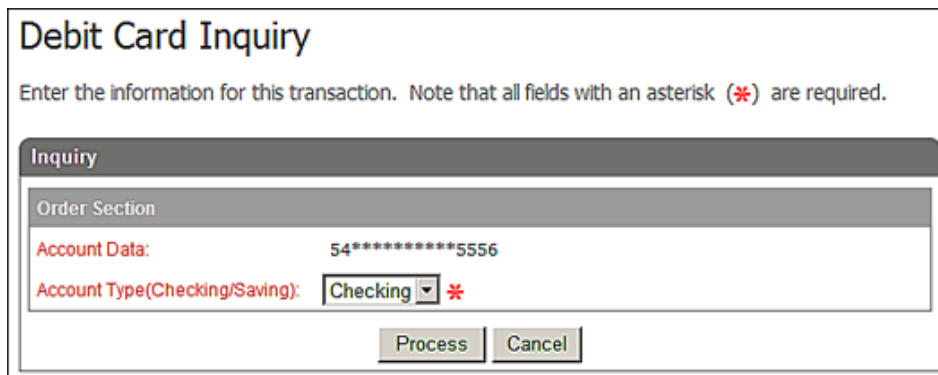
2. Select **Inquiry** to display the **Debit Card Inquiry** screen.



3. Swipe the debit card through the MSR attached to your computer.

The card information enters the Converge application and the system automatically initiates the **Submit** button to send the transaction for authorization.

The system also displays the **Debit Card Inquiry** screen with the debit card number in the **Account Data** box. The card account number cannot be edited.



Debit Card Inquiry

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Inquiry

Order Section

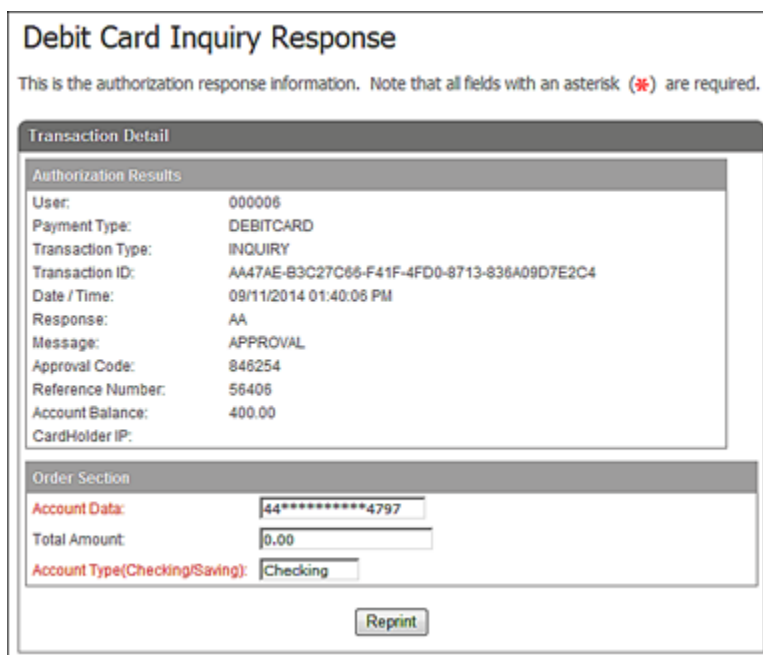
Account Data: 54*****5556

Account Type(Checking/Saving): *

4. Select **Checking** or **Saving** from the **Account Type (Checking/Saving)** drop-down list.
5. Click **Process**.

The total transaction amount appears on the PIN pad device along with a customer prompt to enter PIN. Once the consumer successfully enters their PIN, the system sends the transaction for authorization.

The **Debit Card Inquiry Response** screen displays.



Debit Card Inquiry Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: 000006
Payment Type: DEBITCARD
Transaction Type: INQUIRY
Transaction ID: AA47AE-B3C27C66-F41F-4FD0-8713-836A09D7E2C4
Date / Time: 09/11/2014 01:40:06 PM
Response: AA
Message: APPROVAL
Approval Code: 846254
Reference Number: 56406
Account Balance: 400.00
CardHolder IP:

Order Section

Account Data:

Total Amount:

Account Type(Checking/Saving):

Performing Canadian Debit Card Transactions

Canadian debit transactions vary from other transaction types. The account type to be debited (checking or savings) is selected on the PIN pad screen. In addition, a **Key Exchange** can be performed manually as a troubleshooting tool.

Note: This procedure describes how to run transactions for a legacy terminal not capable of running EMV (aka, Chip and PIN) transactions. For more information on Chip and PIN processing refer to the *Converge Chip and PIN (EMV) Transaction Processing Addendum*.

Included in Canadian debit card transaction types are the following:

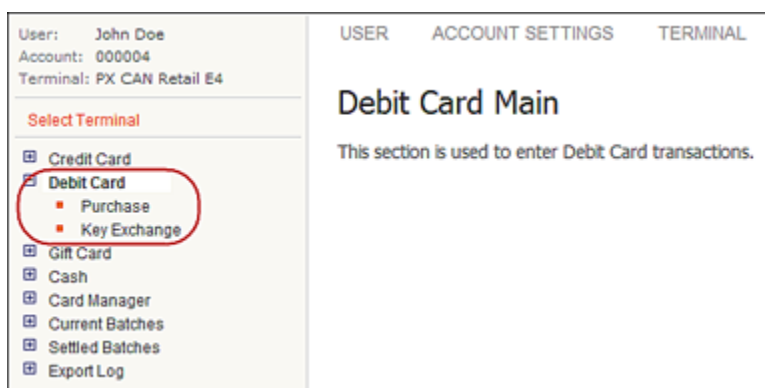
- Purchase
- Key Exchange

You can also void Canadian debit card transactions.

Note: A key exchange is normally completed when the first debit transaction of the day is processed.

To Process Canadian Debit Card Purchase Transactions

1. On the **Main** screen, select **Debit Card** to display the debit card options along with the **Debit Card Main** screen.



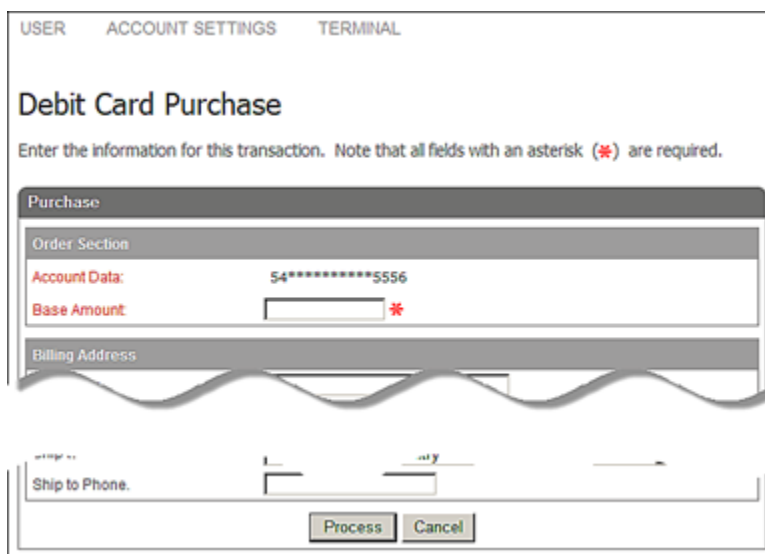
2. Select **Purchase** to display the **Debit Card Purchase** screen.



3. Swipe the debit card through the MSR attached to your computer.

The card information enters the Converge application and the system automatically initiates the **Submit** button to send the transaction for authorization.

The system also displays the **Debit Card Purchase** screen with the debit card number masked to the last four digits in the **Account Data** box. The card account number cannot be edited.



4. For terminals not set up for a **Market Segment** of **Retail**, enter the **Amount**.
5. For terminals set up for a **Market Segment** of **Service**, enter the **Base Amount** and the **Tip Amount**.

Converge automatically calculates and displays the **Amount** as **Base Amount** + **Tip Amount**.

6. Enter or select any of the remaining optional fields as desired.
7. Click **Process**.

The process continues with the consumer entering information on the PIN pad screen when prompted as follows:

- a) Select the **Language (English or French)**.
- b) Select the **Account Type (Checking/Saving)**.
- c) Confirm the **Debit Purchase Amount, Cashback and Surcharge (Fee)** amounts.
- d) Enter the **PIN**.

Once the consumer successfully enters their PIN, the system sends the transaction for authorization.

The **Debit Card Purchase Response** screen displays.

Debit Card Purchase Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	000006
Payment Type:	DEBITCARD
Transaction Type:	PURCHASE
Transaction ID:	AA47AE-B8108E23-46A8-4E6A-884A-ED09A8C7DCDC
Date / Time:	09/11/2014 01:01:24 PM
Response:	AA
Message:	APPROVAL
Approval Code:	
Reference Number:	54084
Account Balance:	0.00
CardHolder IP:	

Order Section	
Account Data:	44*****4797
Total Amount:	51.00
Base Amount:	35.00
Cashback:	15.00
Surcharge:	1.00
Account Type(Checking/Saving):	Checking

*Address

To Void Canadian Debit Card Transactions

You can void a Canadian debit transaction only if the batch is open, the card is swiped and the PIN re-entered. The number cannot be entered manually.

1. On the **Main** screen, select **Current Batches** to display the current batches options.
2. Select **Main** to display the **Current Batches: Main** screen.

3. In the **Current Open Transactions** table, select the card number in the **Card Data** column to view the transaction detail for the transaction to be voided.

The **Current Batches Main Response** screen displays the information for that transaction.

Current Batches Main Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

User:	Manager
Payment Type:	DEBITCARD
Transaction Type:	SALE
Transaction ID:	230914D39-5045305C-8C26-463D-807E-E49BCD564B4B
Date / Time:	09/23/2014 01:33:39 PM
Response:	AA
Message:	APPROVAL
Approval Code:	CMC784
AVS Response:	Account Balance: 10.00
CardHolder IP:	.

Order Section

Account Data: 55*****5550

Expiration Date(MMY): 1215

Amount: 10.00 *

Card: .

CustomData: .

Update Add to Recurring View Receipt **Void** Add to Card Manager Cancel

4. Click **Void** to initiate the void process.
5. Swipe the card used in the initial transaction on the **Debit Card Void** screen (refer to the [To Process Canadian Debit Card Purchase Transactions](#) section).

Debit Card Void

Note that all fields with an asterisk (*) are required.

Void

Enter Account Data

Card Account Data: *

Submit

6. Click **Submit**.

The process continues with the consumer entering information on the PIN pad screen when prompted as follows:

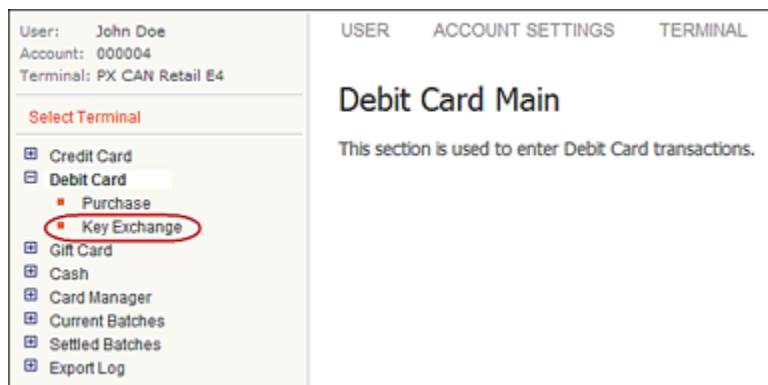
- a) Select the **Language (English or French)**.
- b) Select the **Account Type (Checking/Saving)**.
- c) Confirm the **Debit Purchase Amount, Cashback and Surcharge (Fee)** amounts.
- d) Enter the **PIN**.

Once the consumer successfully enters their PIN, the system sends the transaction for authorization. The **Debit Card Void Response** screen displays the data for the voided transaction. The voided transaction displays in the **Current Open Transactions** table with **Void** as the **Tran Type** value.

To Process Canadian Debit Card Key Exchange Transactions

Key Exchange is an administrative transaction that requests a new PIN Encryption Key to be sent to the PIN pad for Interact debit card transactions. It is used to change the PIN encryption key in the PIN pad and to re-synch a PIN pad that has a PIN key malfunction and is only used for Magnetic Stripe Interact transactions.

The system automatically performs **Debit Key Exchange** transactions once per day to retrieve new terminal keys. A user (merchant administrator) sometimes uses this function if a MAC Key error is received from the host. This function only applies to terminal setup for Region Canada with debit processing capability. The integrity of the keys is maintained per terminal number and device, and it is highly recommended to use one PIN pad per terminal number to process Canadian debit transactions.



A message indicates the result of the **Key Exchange** process.

Performing Food Stamp Transactions

The **Food Stamp Main Authorization** screen allows you to enter all Electronic Benefit Food Stamp transaction activities into the application. **Food Stamp** transactions involve the use of EBTs to purchase goods or services. It can be either swiped, contactless, or manually entered and require the use of an encrypted PIN pad and printer.

Note: **Food Stamp** transactions are only available if the **Market Segment** is set to **Retail** in the current terminal profile.

Included in food stamp transactions are the following:

- Purchase
- Return
- Inquiry
- Force Purchase
- Force Return

To Process Food Stamp Purchase and Return Transactions

This procedure describes how to process the following food stamp transaction types:

- **Food Stamp Purchase**
This transaction allows you to obtain an authorization on an EBT card.
- **Food Stamp Return**
This transaction allows you to credit money back onto the EBT card.

1. On the **Main** screen, select **Food Stamp** to display the food stamp options along with the **Food Stamp Main** screen.

User: John Doe
Account: 000004
Terminal: ABC Company Name

Select Terminal

- Credit Card
- Debit Card
- Food Stamp**
 - Purchase
 - Return
 - Inquiry
 - Force Purchase
 - Force Return
- Cash Benefit
- Electronic Check
- Gift Card
- Cash
- Current Batches
- Settled Batches
- Export Log

USER ACCOUNT SETTINGS TERMINAL

Food Stamp Main

This section is used to enter Food Stamp transactions.

2. To select the transaction type, do one of the following:
 - Select **Purchase** to display the **Food Stamp Purchase** screen.
 - Select **Return** to display the **Food Stamp Return** screen.

The following example shows the **Food Stamp Purchase** screen.

Food Stamp Purchase

Note that all fields with an asterisk (*) are required.

Purchase

Enter Account Data

Card Account Data: *

Submit

3. Swipe the EBT card through a supported MSR device attached to your computer or manually enter the EBT card number in the **Card Account Data** box.

Note: The user interface is designed to accept swipe data using a supported encrypting or non-encrypting device. There are no special setups needed, refer to the **Peripherals Options** section in the *Converge Getting Started Guide* for more information.

4. Click **Submit**.

Note: The system automatically initiates the **Submit** button on swipe.

The system displays the **Food Stamp** screen with the card number in the **Account Data** box and **Expiration Date** if swiped.

Food Stamp Purchase

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Purchase

Order Section

Account Data: 41*****9990

Expiration Date(MMY): 1215

Amount: *

Ship to Phos.

Process **Cancel**

5. Enter the **Expiration Date (MMYY)**.

Note: This field is auto populated for swiped transactions and cannot be edited on form.

6. Enter the **Amount** for the transaction.
7. Enter or select any of the remaining optional fields as desired.
8. Click **Process** to send the transaction for authorization or **Cancel** to exit out.

The total transaction amount appears on the PIN pad device along with a customer prompt to enter PIN. Once the consumer successfully enters their PIN, the system sends the transaction for authorization.

The system displays the results of the authorization attempt on the respective screens as follows:

For this transaction type	This screen displays
Purchase	Food Stamp Purchase Response
Return	Food Stamp Return Response

The following example shows the **Food Stamp Purchase Response** screen.

Food Stamp Purchase Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: 000006
Payment Type: FOODSTAMP
Transaction Type: PURCHASE
Transaction ID: AA47AE-F8D1A9C5-4BA4-4167-95CD-0202B27ED638
Date / Time: 09/11/2014 11:15:37 AM
Response: AA
Message: APPROVAL
Approval Code: 846245
Reference Number: 47737
Account Balance: 0.00
CardHolder IP:

Order Section

Account Data: 51*****2124
Amount: 29.00

Billing Address

To Process Food Stamp Force Purchase and Force Return Transactions

This procedure describes how to process the following food stamp transaction types:

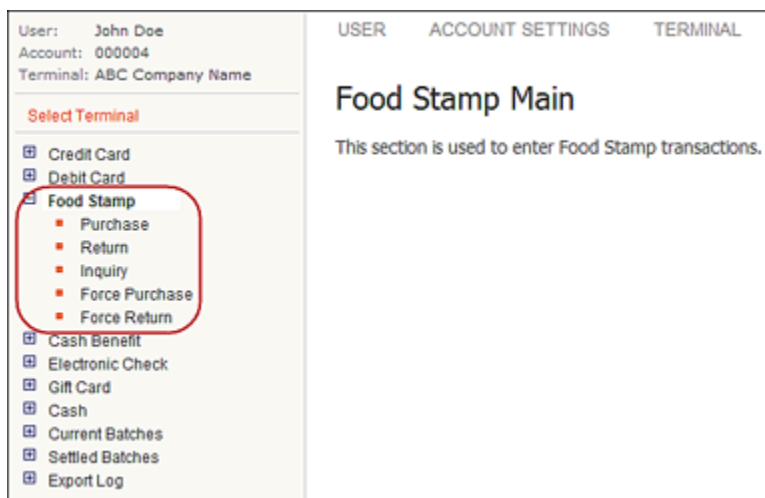
- **Food Stamp Force Purchase**

This transaction allows you to manually enter food stamp **Voucher Clear** purchase transactions. This transaction requires a 15-digit **Voucher Clear Number** from the merchant's EBT food stamp sales slip and the **Voucher Clear Approval Code** obtained previously by phone. The PIN number is not prompted for on the **Voucher Clear** transactions.

- **Food Stamp Force Return**

This transaction allows you manually enter food stamp **Voucher Clear** return transactions. This transaction requires a 15-digit **Voucher Clear Number** from the merchant's EBT food stamp sales slip and the **Voucher Clear Approval Code** obtained previously by phone. The PIN number is not prompted for on the **Voucher Clear** transactions.

1. On the **Main** screen, select **Food Stamp** to display the food stamp options along with the **Food Stamp Main** screen.



2. To select the transaction type, do one of the following:
 - Select **Force Purchase** to display the **Food Stamp Force Purchase** screen.
 - Select **Force Return** to display the **Food Stamp Force Return** screen.

The following example shows the **Food Stamp Force Purchase** screen.

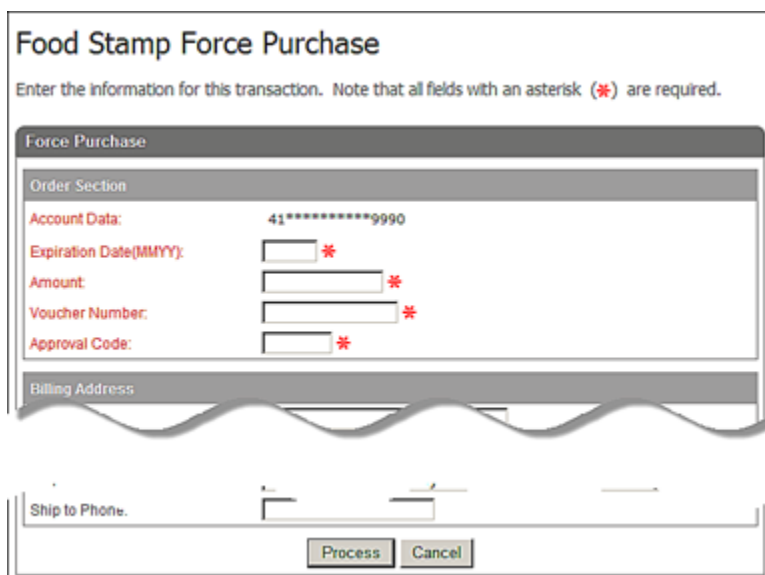


3. Enter food stamp card number in the **Card Account Data** box.
4. Click **Submit**.

The system displays the card number in the **Account Data** box on the respective screens.

For this transaction type	This screen displays
Force Purchase	Food Stamp Force Purchase
Force Return	Food Stamp Force Return

The following example shows the **Food Stamp Force Purchase** screen.



5. Enter the **Expiration Date (MMYY)**.
6. Enter the **Amount** for the transaction.

7. Enter the **Voucher Number**.
8. Enter the **Approval Code**.
9. Enter or select any of the remaining optional fields as desired.
10. Click **Process**.

The system displays the results of the authorization attempt on the respective screens.

For this transaction type	This screen displays
Force Purchase	Food Stamp Purchase Response
Force Return	Food Stamp Return Response

The following example shows the **Food Stamp Purchase Response** screen.

Food Stamp Force Purchase Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	Clerk1
Payment Type:	FOODSTAMP
Transaction Type:	FORCEPURCHASE
Transaction ID:	AA47AD-5B812064-4695-4077-B924-E7319A186765
Date / Time:	09/11/2014 10:41:49 AM
Response:	AA
Message:	APPROVAL
Approval Code:	848193
Reference Number:	38509
Account Balance:	0.00
CardHolder IP:	

Order Section	
Account Data:	41*****9990
Amount:	10.00
Voucher Number:	123456

Billing Address	
Ship to Phone:	

To Process Food Stamp Inquiry Transactions

Food Stamp Inquiry transactions allow you to get the current balances of food stamp cards. This transaction must be swiped.

1. On the **Main** screen, select **Food Stamp** to display the food stamp options along with the **Food Stamp Main** screen.

User: John Doe
Account: 000004
Terminal: ABC Company Name

Select Terminal

- ☐ Credit Card
- ☐ Debit Card
- ☒ **Food Stamp**
 - ☐ Purchase
 - ☐ Return
 - ☐ Inquiry
 - ☐ Force Purchase
 - ☐ Force Return
- ☐ Cash Benefit
- ☐ Electronic Check
- ☐ Gift Card
- ☐ Cash
- ☐ Current Batches
- ☐ Settled Batches
- ☐ Export Log

USER ACCOUNT SETTINGS TERMINAL

Food Stamp Main

This section is used to enter Food Stamp transactions.

2. Select **Inquiry** to display the **Food Stamp Inquiry** screen.

Food Stamp Inquiry

Note that all fields with an asterisk (*) are required.

Inquiry

Enter Account Data

Card Account Data: *

Submit

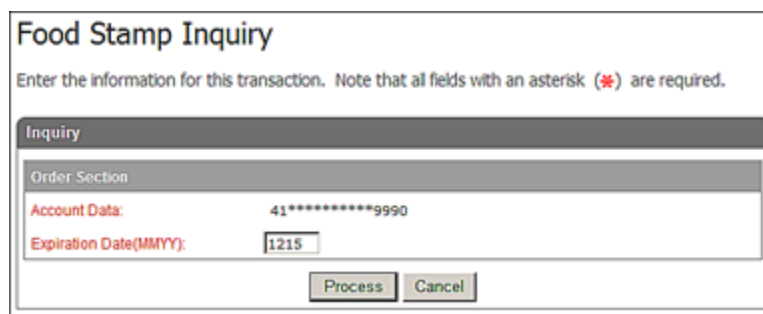
3. Swipe the EBT card through a supported MSR device attached to your computer.

The card information enters the Converge application and the system automatically initiates the **Submit** button to send the transaction for authorization.

The system also displays the **Food Stamp Inquiry** screen with the card number in the **Account Data** box and **Expiration Date**.

4. Click **Submit**.

The **Food Stamp Inquiry** screen displays.



Food Stamp Inquiry

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Inquiry

Order Section

Account Data: 41*****9990

Expiration Date(MMY): 1215

Process Cancel

5. Click **Process**.
6. The total transaction amount appears on the PIN pad device along with a customer prompt to enter PIN. Once the consumer successfully enters their PIN, the system sends the transaction for authorization.

The **Food Stamp Inquiry Response** screen displays the results of the authorization attempt.

Food Stamp Inquiry Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	000006
Payment Type:	FOODSTAMP
Transaction Type:	INQUIRY
Transaction ID:	AA47AE-F8EF819C-C821-4B19-80EF-262207A730D7
Date / Time:	09/11/2014 11:19:35 AM
Response:	AA
Message:	APPROVAL
Approval Code:	846246
Reference Number:	47975
Account Balance:	350.00
CardHolder IP:	

Order Section

Account Data: 51*****2124

Reprint

Performing Cash Benefit Transactions

The **Cash Benefit Main Authorization** screen allows you to enter Electronic Benefit Transaction (EBT) Cash Benefit transaction activities into the Converge application. Cash benefit transactions allow you to use EBTs for the purchase of goods or services, or to obtain cash that debits the cardholder's EBT account.

Cash benefit transactions includes the following:

- Purchase
- Inquiry

Notes:

- Cash Benefit Transactions are only available if the **Market Segment** is set to **Retail** in the current terminal profile.
- A PIN pad and printer are required on all cash benefit transactions.
- Cash EBT transactions are very similar to debit transactions because customers can receive cash back from transactions.
- Converge allows you to either swipe cash benefit purchase transactions by means of an MSR or enter through your computer keyboard.

To Process Cash Benefit Purchase Transactions

Cash Benefit Purchase transactions allow you to process cash benefit cards and receive cash back similar to debit transactions. This type of transaction requires the use of a PIN pad and can be swiped or manually entered.

1. On the **Main** screen, select **Cash Benefit** to display the cash benefit options along with the **Cash Benefit Main** screen.

User: John Doe
Account: 000004
Terminal: ABC Company Name

Select Terminal

- Credit Card
- Debit Card
- Food Stamp
- Cash Benefit**
 - Purchase**
 - Inquiry
- Electronic Check
- Gift Card
- Cash
- Current Batches
- Settled Batches
- Export Log

USER ACCOUNT SETTINGS TERMINAL

Cash Benefit Main

This section is used to enter Cash Benefit transactions.

2. Select **Purchase** to display the **Cash Benefit Purchase** screen.

Cash Benefit Purchase

Note that all fields with an asterisk (*) are required.

Purchase

Enter Account Data

Card Account Data: *

Submit

3. Swipe the cash benefit card through the MSR attached to your computer or manually enter the cash benefit card.

Note: The user interface is designed to accept swipe data using a supported encrypting or non-encrypting device. There are no special setups needed, refer to the **Peripherals Options** section in the *Converge Getting Started Guide* for more information.

4. Click **Submit**.

Note: The system automatically initiates the **Submit** button on swipe.

The **Cash Benefit Purchase** screen displays the card number masked to the last four digits in the **Account Data** box.

Cash Benefit Purchase

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Purchase

Order Section

Account Data: 41*****9990

Base Amount: *

Address

Ship to Phone:

5. Enter the **Base Amount** for the transaction.

Note: A decimal is required.

6. Enter desired **Cash Back** amount (optional).

Notes:

- A decimal is required.
- This value is the amount of cash consumers can receive when they use cash benefit cards and is added to the total purchase amount.

7. Verify that the **Surcharge Amount** that displays is correct for the current profile.

Note: This value may be set by the merchant to automatically charge a consumer for processing debit cards. Contact Merchant Customer Service for a list of networks that allow surcharges.

8. Enter or select any of the remaining optional fields as desired.

9. Click **Process**.

The total transaction amount appears on the PIN pad device along with a customer prompt to enter PIN. Once the consumer successfully enters their PIN, the system sends the transaction for authorization.

The **Cash Benefit Purchase Response** screen displays the results of the authorization attempt.

Transaction Detail	
Authorization Results	
User:	000006
Payment Type:	CASHBENEFIT
Transaction Type:	PURCHASE
Transaction ID:	AA47AE-720A251B-0D41-4805-A958-9F03BF78732B
Date / Time:	09/11/2014 11:24:40 AM
Response:	AA
Message:	APPROVAL
Approval Code:	846248
Reference Number:	48280
Account Balance:	400.00
CardHolder IP:	

Order/Section	
Account Data:	51*****2124

To Process Cash Benefit Inquiry Transactions

Cash Benefit Inquiry transactions allow you to get the current balance of a Cash Benefit card. This transaction requires a PIN pad and must be swiped.

1. On the **Main** screen, select **Cash Benefit** to display the cash benefit options along with the **Cash Benefit Main** screen.

User: John Doe	USER	ACCOUNT SETTINGS	TERMINAL
Account: 000004	<h2>Cash Benefit Main</h2> <p>This section is used to enter Cash Benefit transactions.</p>		
Terminal: ABC Company Name			
Select Terminal			
<input type="checkbox"/> Credit Card			
<input type="checkbox"/> Debit Card			
<input type="checkbox"/> Food Stamp			
<input checked="" type="checkbox"/> Cash Benefit			
<input type="checkbox"/> Purchase			
<input type="checkbox"/> Inquiry			
<input type="checkbox"/> Electronic Check			
<input type="checkbox"/> Gift Card			
<input type="checkbox"/> Cash			
<input type="checkbox"/> Current Batches			
<input type="checkbox"/> Settled Batches			
<input type="checkbox"/> Export Log			

2. Select **Inquiry** to display the **Cash Benefit Inquiry** screen.

Cash Benefit Inquiry

Note that all fields with an asterisk (*) are required.

Inquiry

Enter Account Data

Card Account Data: *

Submit

3. Swipe the cash benefit card through the MSR attached to your computer.

The card information enters the Converge application and the system automatically initiates the **Submit** button to send the transaction for authorization.

The **Cash Benefit Inquiry** screen displays a blank **Card Account Data** box.

Cash Benefit Inquiry

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Inquiry

Order Section

Account Data: 41*****9990

Process **Cancel**

4. Click **Process**.
5. The total transaction amount appears on the PIN pad device along with a customer prompt to enter PIN. Once the consumer successfully enters their PIN, the system sends the transaction for authorization.

The **Cash Benefit Inquiry Response** screen displays the results of the authorization attempt.

Transaction Detail	
Authorization Results	
User:	000006
Payment Type:	CASHBENEFIT
Transaction Type:	INQUIRY
Transaction ID:	AA47AE-F9BC63C1-B48B-43DB-ABB1-DF10716FA3E3
Date / Time:	09/11/2014 11:25:47 AM
Response:	AA
Message:	APPROVAL
Approval Code:	848249
Reference Number:	48347
Account Balance:	400.00
CardHolder IP:	

Order Section	
Account Data:	51*****2124
Total Amount:	0.00

Reprint

Performing Electronic Check Transactions

The **Electronic Check Service Main Authorization** screen allows you to enter electronic check transactions. Converge supports two types of check processing:

- Check present ECS Paper Check
- Check not present ACH ECheck

ECS Paper Check

Is the process of electronically imaging a check that debits the account for the purchase of goods and services. Converge allows you to image both sides of a check. A check imager and printer are required on all ECS transactions. ECS Paper Check represent types: POP, BOC, and ARC.

ACH ECheck

Is the process of entering a hand keyed check transaction. In order to accept ACH ECheck, you must capture and pass the hand keyed check data during the initial processing including the ABA routing number, full account number, and account type for Personal or Business checks. ACH ECheck represents types: WEB, TEL, PPD, and CCD.

When your terminal is setup for **Electronic Check Services (ECS)** you have the option to choose one of the following service level options:

- **Guarantee**

Paper checks are converted into electronic payments and then guaranteed by a Guarantor. The following customer information is required on the paper check:

- Name
- Street address
- State code
- Ten-digit telephone number
- Driver's license number

- **Verification**

Paper checks are converted into electronic payments and an authorization message is routed to the participant bank or to an authorizing agent for verification that the transaction is likely to be paid. Merchant retains the risk for all transactions processed.

- **Conversion Only**

Paper checks are converted into electronic payments, then an authorization message is routed to the participant bank or to an authorizing agent to authenticate that the paper check contains a valid ABA Routing Number and account number and is eligible for ECS. During processing an approval or decline decision is issued based on those criteria. Merchant retains the risk for all transactions processed, including those that are returned notwithstanding Merchant's receipt of an approval decision.

Notes:

- ACH ECheck supports the **Conversion with Verification** and **Conversion Only** options.
- ECS Paper Check supports **Guarantee**, **Conversion with Verification**, and **Conversion Only** options.
- ECS processing is available for the US region only.

The following section describes how to process the following **Electronic Check** transactions for all service level options:

- **Paper Check Purchase**

This transaction allows you to enter a paper check purchase transaction for **Guarantee**, **Verification**, or **Conversion Only** service level options.

- **Paper Check Multi-entry**

This transaction allows you to enter multiple paper check purchase transactions for **Guarantee**, **Verification**, or **Conversion Only** service level options.

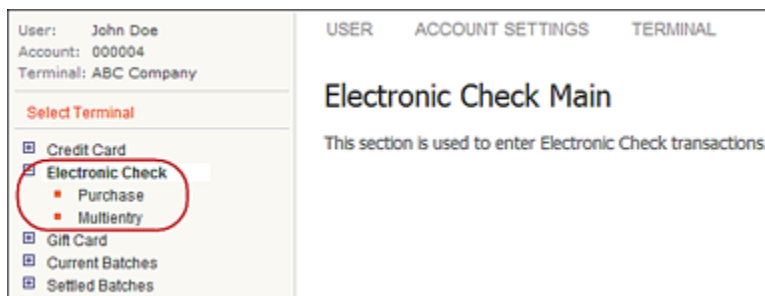
- **ACH ECheck Purchase**

This transaction allows you to enter a hand keyed personal or business check purchase transaction for **Verification** or **Conversion Only** service level options.

- **ACH ECheck Multi-entry**
This transaction allows you to enter multiple hand keyed personal or business purchase transactions for **Verification** or **Conversion Only** service level options.
- **ACH ECheck Recurring**
This transaction allows you to set up payment amounts and billing cycles in which the payments occur for personal or business checks.
- **ACH ECheck Installment**
This transaction allows you to set up payment amounts, the number of payments, and the billing cycle in which the payments occur for personal or business checks.
- **Electronic Check Void**
This transaction allows you to void an electronic check purchase for Paper Check or ACH ECheck transactions.

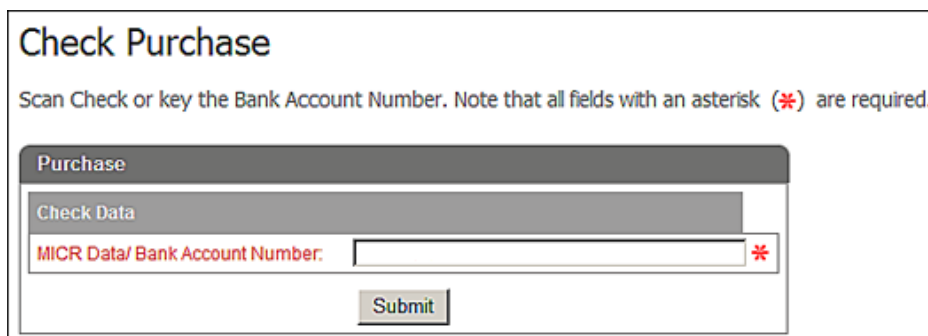
To Process Paper Check Purchase

1. On the **Main** screen, select **Electronic Check** to display the electronic check options along with the **Electronic Check Main** screen.



2. Select **Purchase** to display the electronic **Check Purchase** screen.

The following example shows the electronic **Check Purchase** screen.



Note: The transaction only displays if the current user has the appropriate rights to access this transaction type.

3. Scan the check through check imaging device.

The system captures and displays the **Check Purchase** screen with the account data.

4. For terminals *not* set up for a **Market Segment** of **Service**, enter the check **Amount**.
5. For terminals set up for a **Market Segment** of **Service**, enter the **Base Amount** and the **Tip Amount**.

Converge automatically calculates and displays the **Amount** as **Base Amount** + **Tip Amount**.

6. Enter or select any of the remaining optional fields.
7. Click **Process**.

The system displays the **Check Purchase Response** page:

Check Purchase Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	000006
Payment Type:	ELECTRONICCHECK
Transaction Type:	CONVERSIONONLY
Transaction ID:	AA47AE-27D3BBD6-6A13-4A9C-8460-5BBC2B3BD570
Date / Time:	09/11/2014 11:33:50 AM
Response:	AA
Message:	APPROVAL
Approval Code:	NACREN
Reference Number:	48830
Tran Reference Number:	911173350
Account Number:	12*****7890
Check Number:	3977
CardHolder IP:	

Order Section	
Check Account Data:	T1*****3977
Amount:	15.00

Address

Note: There is a 10-minute limitation on voiding check transactions, also called reversal. A **Check Void** transaction can only be done within 10 minutes after you receive a successful check purchase transaction.

8. If your terminal is not set up for a signature capture device, Converge either automatically prints the receipt or prompts you to do so.
9. If your terminal is set up for a signature capture device, along with a check scanner, you will be prompted for a signature before the receipt is printed.

To Process Paper Check Purchase Multientry

1. On the **Main** screen, select **Electronic Check** to display the electronic check options along with the **Electronic Check Main** screen.

User: John Doe
Account: 000004
Terminal: ABC Company

Select Terminal

- ☐ Credit Card
- ☒ **Electronic Check**
 - ☐ Purchase
 - ☐ Multientry
- ☐ Gift Card
- ☐ Current Batches
- ☐ Settled Batches

USER ACCOUNT SETTINGS TERMINAL

Electronic Check Main

This section is used to enter Electronic Check transactions.

2. Select the check processing option to process multiple checks.

The appropriate screen displays for the selected transaction type.

Electronic Check Multi-Entry Form

Enter multiple Electronic Check (POP) transactions and submit for authorization.

Multi-Entry

MICR Data * Amount *

Add Delete

Authorize Cancel

3. Scan check through check imaging device.

The system captures and displays the **MICR Data**.

Electronic Check Multi-Entry Form

Enter multiple Electronic Check (POP) transactions and submit for authorization.

Multi-Entry

MICR Data * Amount *

789T12345678900 3977 20.00 Add Delete

Add Delete

Authorize Cancel

4. Enter the check **Amount**.

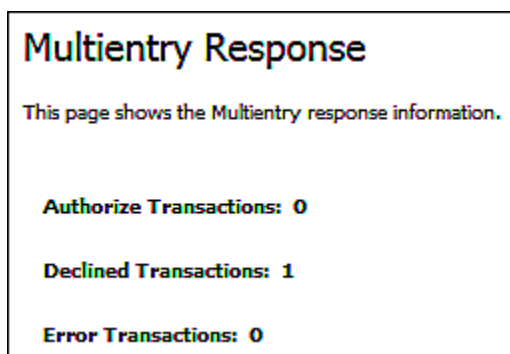
5. Click **Add**.

The system saves the information and displays a new line for you to enter additional checks if necessary.

6. To enter additional checks, repeat Steps 3 to 5.

7. Click **Authorize**.

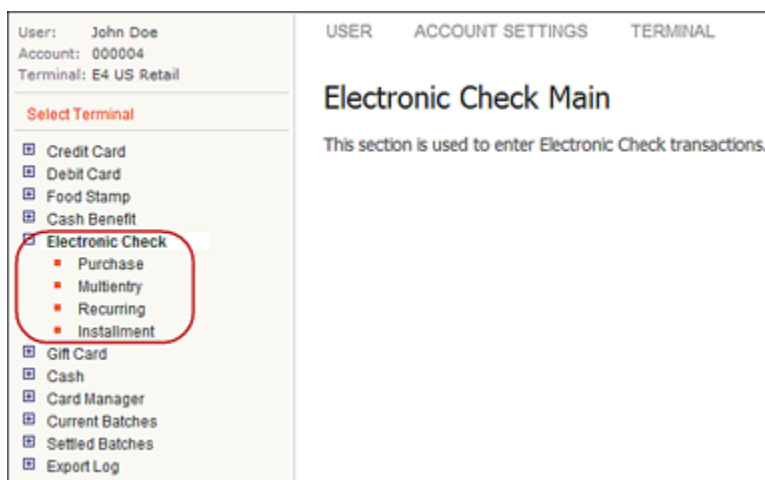
The **Multientry Response** screen displays the response information.



The screenshot shows a screen titled "Multientry Response". Below the title is a message: "This page shows the Multientry response information." Below this, there are three lines of text: "Authorize Transactions: 0", "Declined Transactions: 1", and "Error Transactions: 0".

To Process ACH ECheck Purchase

1. On the **Main** screen, select **Electronic Check** to display the electronic check options along with the **Electronic Check Main** screen.



The screenshot shows a screen titled "Electronic Check Main". At the top, there are tabs: "USER", "ACCOUNT SETTINGS", and "TERMINAL". Below the title is a message: "This section is used to enter Electronic Check transactions." On the left side, there is a list of options under the heading "Select Terminal". The options are: Credit Card, Debit Card, Food Stamp, Cash Benefit, Electronic Check, Gift Card, Cash, Card Manager, Current Batches, Settled Batches, and Export Log. The "Electronic Check" option is highlighted with a red box, and its sub-options (Purchase, Multientry, Recurring, and Installment) are also listed.

2. Select **Purchase** to display the electronic **Check Purchase** screen.

The following example shows the electronic **Check Purchase** screen.

Check Purchase

Scan Check or key the Bank Account Number. Note that all fields with an asterisk (*) are required.

Purchase

Check Data

MICR Data/ Bank Account Number: 987654321 *

Submit

Note: The transaction only displays if the current user has the appropriate rights to access this transaction type.

3. Key in the customer's **Bank Account Number**.

Your Name 1001

Your Address

DATE

PAY TO THE ORDER OF \$

DOLLARS

Your Bank Name

MEMO

123456789 0000987654321 1001

9 Digit Routing Number Your Account Number Check Number

The system displays the **Check Purchase** screen to enter the needed information for the transaction.

Check Purchase

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Purchase

Order Section

MICR Data/ Bank Account Number: 98*****4321

Bank Routing Number: 123456789 *

Amount: 10.00 *

Account Type: Personal *

Billing Address

Company: [Empty]

First Name: Jane *

Last name: Doe *

Address: [Empty] Main St

Ship to Phone: 999-999-9999

By Clicking the "I Agree" box below, you authorize COMPANY ABC to use information from your check to initiate a one-time fund transfer from your account or to process the payment as a check transaction or bank drawn draft from your account for the amount shown above. If your payment is returned due to insufficient funds, you authorize us to make a one-time electronic funds transfer or to use a bank draft drawn from your account to collect a fee as allowed by state law.

☒ I Agree

Process **Cancel**

4. Enter the **Amount**. If the terminal is set up for a **Market Segment** of **Service**, enter the **Base Amount** and the **Tip Amount**.

Converge automatically calculates and displays the **Amount**. The tip cannot be modified on check transactions.

5. Enter the **Bank Routing Number**.

Your Name
Your Address

DATE _____

PAY TO THE ORDER OF _____ \$ _____
DOLLARS

Your Bank Name
MEMO _____

⑆123456789⑆0000987654321⑆ 1001

9 Digit Routing Number Your Account Number Check Number

6. Enter the **Account Type**.

Note: For the **Account Type** of **Personal** the customer's **First Name** and **Last Name** are required. For the **Account Type** of **Business** the merchant's **Company** name is required.

7. Enter or select any of the remaining optional fields.
8. Check the **I Agree** checkbox. The agreement statement must be read to the customer/company or a prior written authorization must be collected. The **Process** button is disabled if the **I Agree** checkbox is not checked.

By Clicking the "I Agree" box below, you authorize to use information from your check to initiate a one-time fund transfer from your account or to process the payment as a check transaction or bank drawn draft from your account for the amount shown above. If your payment is returned due to insufficient funds, you authorize us to make a one-time electronic funds transfer or to use a bank draft drawn from your account to collect a fee as allowed by state law.

☒ I Agree

Process Cancel

9. Click **Process**.

The system displays the **Check Purchase Response** page:

Check Purchase Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results	
User:	Clerk1
Payment Type:	ELECTRONICCHECK
Check Type:	ACHECKCHECK
ECS Product Code:	TEL
Transaction Type:	CONVERSIONONLY
Transaction ID:	AA47AD-72675D63-4430-4265-B8A5-D95FC83564A2
Date / Time:	09/11/2014 01:35:28 PM
Response:	AA
Message:	APPROVAL
Approval Code:	NACREN
Reference Number:	48928
Tran Reference Number:	911173528
Account Number:	98*****4321
Check Number:	
CardHolder IP:	

Order Section

Check Account Number:	98*****4321
Bank Routing Number:	123456789
Amount:	10.00
Account Type:	PERSONAL

Address

Ship to Phone:

I authorize COMPANY ABC to use information above to initiate an electronic fund transfer from my account or to process the payment as a check transaction or bank drawn draft from my account for the amount of \$10.00. If my payment is returned due to insufficient funds, I authorize COMPANY ABC to make a one-time electronic funds transfer or to use a bank draft drawn from my account to collect a fee as allowed by state law. Returned Check Fee: Min = \$20.00

Note: There is a 10-minute limitation on voiding check transactions, also called reversal. A **Check Void** transaction can only be done within 10 minutes after you receive a successful check purchase transaction.

To Process ACH ECheck Multientry

1. On the **Main** screen, select **Electronic Check** to display the electronic check options along with the **Electronic Check Main** screen.

User: John Doe
Account: 000004
Terminal: E4 US Retail

Select Terminal

- ☐ Credit Card
- ☐ Debit Card
- ☐ Food Stamp
- ☐ Cash Benefit
- ☒ **Electronic Check**
 - ☐ Purchase
 - ☐ **Multientry**
 - ☐ Recurring
 - ☐ Installment
- ☐ Gift Card
- ☐ Cash
- ☐ Card Manager
- ☐ Current Batches
- ☐ Settled Batches
- ☐ Export Log

USER ACCOUNT SETTINGS TERMINAL

Electronic Check Main

This section is used to enter Electronic Check transactions.

2. Select **Multientry** to process multiple checks.

The **Electronic Check Multi-Entry Form** screen displays.

Electronic Check Multi-Entry Form

Enter multiple Electronic Check (POP) transactions and submit for authorization.

Multi Entry

Bank Account Number	Bank Routing Number	Check Number	Account Type	Company	First Name	Last Name	Amount	I Agree
			Personal Account					<input type="checkbox"/>

Add Delete

By Clicking the "I Agree" box, you authorize COMPANY ABC to use information from your check to initiate a one-time fund transfer from your account or to process the payment as a check transaction or bank drawn draft from your account for the specified amount. If your payment is returned due to insufficient funds, you authorize us to make a one-time electronic funds transfer or to use a bank draft drawn from your account to collect a fee as allowed by state law.

Authorize Cancel

3. Enter the customer's **Bank Account Number**.

The diagram shows a check with the following fields and labels:

- Your Name**, **Your Address**, **DATE**, **PAY TO THE ORDER OF**, **\$** (amount), **DOLLARS**
- Your Bank Name**, **MEMO**
- 123456789** (9 Digit Routing Number)
- 0000987654321** (Your Account Number)
- 1001** (Check Number)

4. Enter the **Bank Routing Number**.
5. Enter the **Account Type**.

If the **Account Type** is **Personal Account** the customer's **First Name** and **Last Name** are required. If the **Account Type** is **Business Account** the **Company** name is required. The **I Agree** checkbox *must* be checked in order to enable the **Add** button.

Electronic Check Multi-Entry Form
Enter multiple Electronic Check (POP) transactions and submit for authorization.

Bank Account Number	Bank Routing Number	Check Number	Account Type	Company	First Name	Last Name	Amount	I Agree	
087654321	123456789	101	Personal Account		Jane	Joe	10.00	<input checked="" type="checkbox"/>	Add Delete

By Clicking the "I Agree" box, you authorize COMPANY ABC to use information from your check to initiate a one-time fund transfer from your account or to process the payment as a check transaction or bank drawn draft from your account for the specified amount. If your payment is returned due to insufficient funds, you authorize us to make a one-time electronic funds transfer or to use a bank draft drawn from your account to collect a fee as allowed by state law.

Authorize **Cancel**

6. Click **Add**.

The system saves the information and displays a new line for you to enter additional checks if necessary.

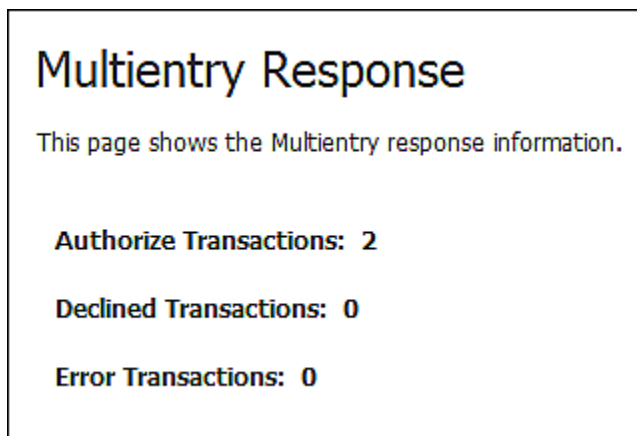
Note: To delete a transaction, select the **I Agree** statement next to the transaction and then click **Delete**.

7. To enter additional checks, repeat Steps 3 through 6.

Note: The **Authorize** button will not be enabled unless the **I Agree** statement is checked.

8. Click **Authorize**.

The **Multientry Response** screen displays the response information.

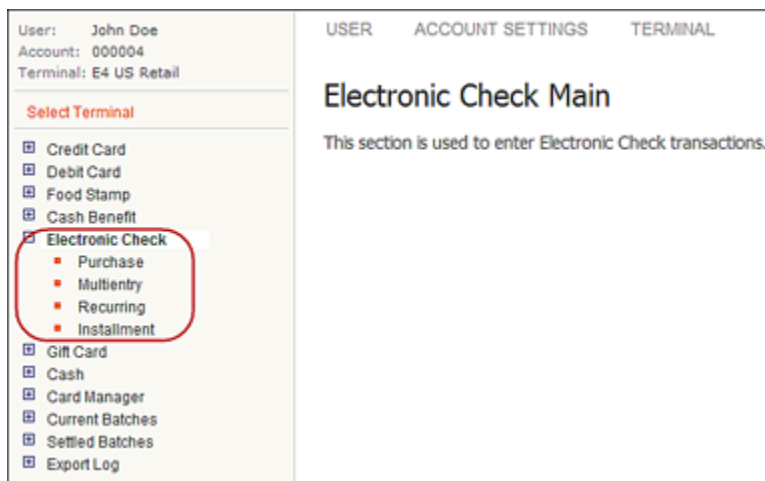


The screenshot shows a screen titled "Multientry Response". Below the title, it says "This page shows the Multientry response information." There are three lines of text: "Authorize Transactions: 2", "Declined Transactions: 0", and "Error Transactions: 0".

To Process ACH ECheck Recurring and Installment Transactions

This procedure describes how to process the following credit transaction types:

1. On the **Main** screen, select **Electronic Check** to display the electronic check options along with the **Electronic Check Main** screen.



The screenshot shows a screen titled "Electronic Check Main". At the top, there are tabs: "USER", "ACCOUNT SETTINGS", and "TERMINAL". Below the title, it says "This section is used to enter Electronic Check transactions." On the left side, there is a list of transaction types with checkboxes. The "Electronic Check" option is selected and highlighted with a red circle. Below it, there are four sub-options: "Purchase", "Multientry", "Recurring", and "Installment".

2. To select the transaction type, do one of the following:
 - Select **Recurring** to display the Electronic Check Recurring screen.
 - Select **Installment** to display the Electronic Check Return screen.
3. Enter the **Amount** for the transaction.
4. In the **Billing Cycle** drop-down list, select one of the following:
 - Daily
 - Weekly
 - Bi-Weekly
 - Semi-Monthly
 - Monthly
 - Bi-Monthly
 - Quarterly
 - Semester
 - Semi-Annually
 - Annually
 - Suspended

To Use Monthly, Bi-Monthly, Semester, Quarterly, Semi-Annually, and Annually Billing Cycles

If you have selected any of these billing cycle options, the **Last day of the month** check box displays.

Electronic Check Recurring

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Recurring

Order Section

Amount: [] *

Billing Cycle: [Monthly] *

☐ Last day of month

Next Payment Date: [] *

Skip Payment: [NO]

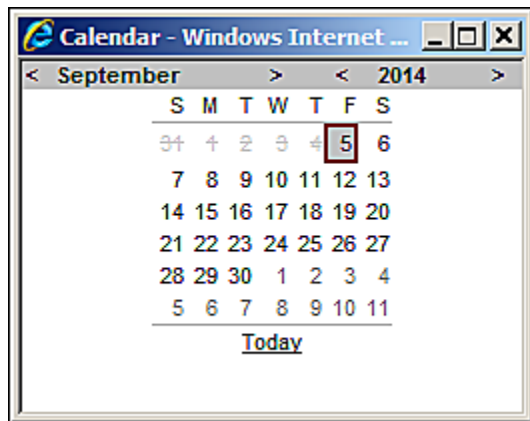
User Defined Field: [] *

You can select your billing date using one of the following options:

- a) Select the **Last day of month** check box.

The last day of the current month displays in the **Next Payment Date** box.

- b) Click the calendar icon  and select from the calendar tool.



- c) Manually enter a date in the **Next Payment Date** field.

Notes:

- Only the months are shown. When you click on the month, the **Next Payment Date** automatically displays the last day of the selected month.
 - Dates earlier than the current date are disabled in the calendar control.
-

Converge uses the selected day of the month and calculates the **Next Payment Date**. For example, if they choose June 30, the next payment will be scheduled on July 30. If they choose January 31, the next payment will be on February 28 (or 29 for leap years).

To Use Semi-Monthly Billing Cycle:

If you selected the **Semi-Monthly** billing cycle, two radio buttons display.

The screenshot shows a web form titled "Electronic Check Recurring". Below the title is a note: "Enter the information for this transaction. Note that all fields with an asterisk (*) are required." The form has a section titled "Recurring" which contains an "Order Section" with the following fields:

- Amount:** A text input field with an asterisk (*) to its right.
- Billing Cycle:** A dropdown menu showing "Semi-Monthly" with an asterisk (*) to its right. Below this are two radio buttons: "1st & 15th" (which is selected) and "15th & Last day of month".
- Next Payment Date:** A date input field showing "09/15/2014" with an asterisk (*) to its right.
- Skip Payment:** A dropdown menu showing "NO".
- Confirmed Field:** A partially visible field at the bottom.

Note: The **1st & 15th** of the month is the default.

You can select your billing date using one of the following options:

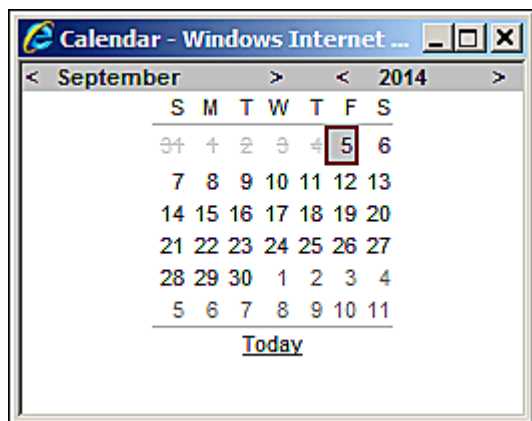
- b) Select the **1st & 15th** radio button.

The **Next Payment Date** field automatically displays the 1st or 15th date after the current date.

- b) Select the **15th & Last day of the month**.

The **Next Payment Date** automatically displays the next available date and the calendar control only enables the 15th and the last day of each month.

- c) Click the calendar icon  and select from the calendar tool.



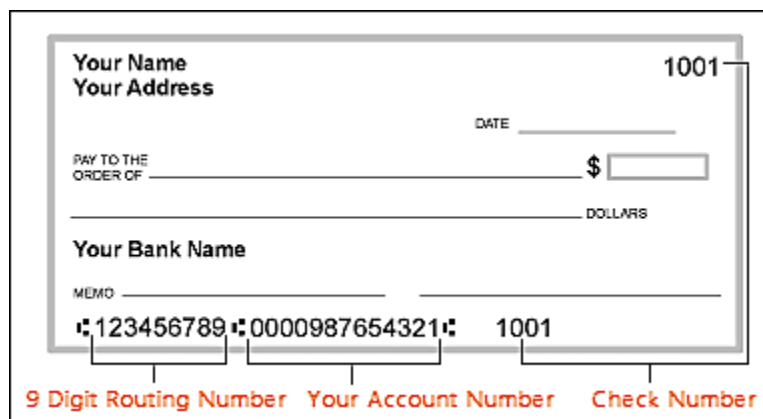
- d) Manually enter a date in the **Next Payment Date** field.

Note: Only the valid dates are enabled. Dates other than the 1st and 15th are disabled.

5. For electronic check installment transactions, enter the **Number of Payments**.

Note: You cannot change the number of payments of an existing installment transaction to a value that is less than the number of payments that have already been made for the installment transaction.

6. Select **YES** or **NO** from the **Skip Payment** drop-down list, if necessary.
7. Enter the electronic check account number in the **Bank Account Number** box.
8. Enter the electronic check routing number in the **Bank Routing Number** box.



The screenshot shows a check form with the following fields:

- Your Name
- Your Address
- DATE
- PAY TO THE ORDER OF
- \$
- DOLLARS
- Your Bank Name
- MEMO
- 123456789 0000987654321 1001

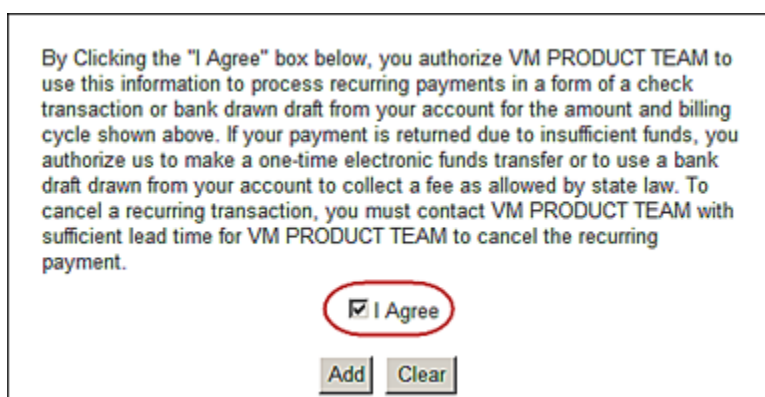
Below the MICR line, there are labels for the different parts of the number:

- 9 Digit Routing Number
- Your Account Number
- Check Number

9. Enter the **Bank Account Type** for the transaction

Note: For the **Account Type** of **Personal** the customer's **First Name** and **Last Name** are required. For the **Account Type** of **Business** the merchant's **Company** name is required.

10. Enter or select any of the remaining optional fields as desired.
11. Check the **I Agree** checkbox. The **Add** button is disabled if the **I Agree** checkbox is not checked.



By Clicking the "I Agree" box below, you authorize VM PRODUCT TEAM to use this information to process recurring payments in a form of a check transaction or bank drawn draft from your account for the amount and billing cycle shown above. If your payment is returned due to insufficient funds, you authorize us to make a one-time electronic funds transfer or to use a bank draft drawn from your account to collect a fee as allowed by state law. To cancel a recurring transaction, you must contact VM PRODUCT TEAM with sufficient lead time for VM PRODUCT TEAM to cancel the recurring payment.

☒ I Agree

Add Clear

12. Click **Add**.

The system displays the information you entered to create a new installment or recurring transaction in the respective response screen as follows:

For this transaction type	This screen displays
Recurring	Electronic Check Recurring Response
Installment	Electronic Check Installment Response

The following example shows the **Electronic Check Recurring Response** screen.

Electronic Check Recurring Response

Recurring

Order Information

Start Date(MM/DD/YYYY):	09/15/2014
Transaction Type:	RECURRING
Recurring ID:	AA48439-4F67112A-7A0D-40B1-A970-BF0D28EE6977
Billing Cycle:	SEMIMONTHLY
Payment Type:	ELECTRONICCHECK
Check Type:	ACHECHECK
ECS Product Code:	TEL
Bank Account Number :	98*****4321
Bank Routing Number :	123456789
Account Type	PERSONAL
Amount:	5.00
Address:	123 Main St
Postal Code:	99999
Next Payment Date:	09/15/2014

Ship to Phn.

I authorize to use information above to process a SEMIMONTHLY recurring payment in a form of a check transaction or bank drawn draft from my account for the amount of \$5.00. If my payment is returned due to insufficient funds, I authorize to make a one-time electronic funds transfer or to use a bank draft drawn from my account to collect a fee as allowed by state law. Returned Check Fee: Min = \$20.00.

Notes:

- For recurring and installment transactions returned as declined, Converge retries to process the transactions a total of five times on subsequent days, then does the following:
 - Updates the billing cycle of the transaction to **Suspended**.
 - Sends an email to the merchant with instructions to contact the check holder.

To Add ACH ECheck Transaction to a Recurring Batch

Once you have processed a electronic check transaction, you can add the transaction to a recurring batch as **Recurring** or **Installment**.

1. On the **Check Purchase Response** screen, click on the **Add to Recurring** button.

Check Purchase Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	Manager
Payment Type:	ELECTRONICCHECK
Check Type:	ACHCHECK
ECS Product Code:	TEL
Transaction Type:	CONVERSIONONLY
Transaction ID:	AA48439-5D0667FC-440D-4A0C-B7E4-9C4466C476D0
Date / Time:	09/12/2014 12:46:14 PM
Response:	AA
Message:	APPROVAL
Approval Code:	MACREN

Number:

from... account for the amount of... any payment is returned... sufficient funds, I authorize ABC merchant to make a one-time electronic funds transfer or to use a bank draft drawn from my account to collect a fee as allowed by state law. Returned Check Fee: Min = \$20.00

Update Reprint **Add to Recurring** View Receipt

2. On the **Add to Recurring Batch** screen, select **Recurring** or **Installment** from the **Recurring Transaction Type** drop-down list.

Add to Recurring Batch

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Add to Recurring Batch	
Order Section	
Recurring Transaction Type:	Recurring *
Bank Account Number:	
Bank Routing Number:	123456789
Amount:	\$5.00 *
Bank Account Type:	Personal *
Billing Cycle:	Daily *
Next Payment Date:	
Skip Payment:	NO


3. Select **YES** or **NO** from the **Skip Payment** drop-down list, if necessary.

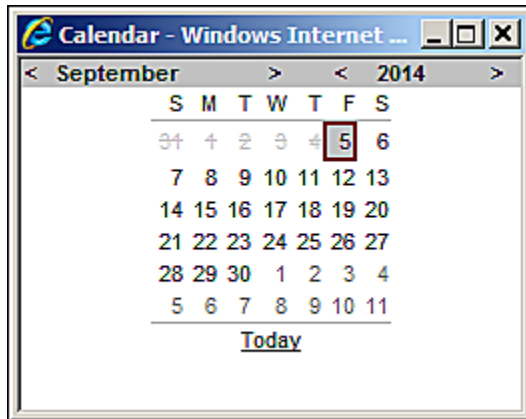
4. Enter the **Amount** for the transaction.
5. Enter **Customer Code**, **Sales Tax** and **Description**, if necessary.

Note: If prompted for sales tax, the tax must be included in the **Amount** and then entered in the **Sales Tax field**.

6. In the **Billing Cycle** drop-down list, select one of the following:

- Daily
- Weekly
- Bi-Weekly
- Semi-Monthly
- Monthly
- Bi-Monthly
- Quarterly
- Semester
- Semi-Annually
- Annually
- Suspended

7. Enter the **Next Payment Date** or click on the calendar icon  and select from the calendar tool.



8. Enter **Number Of Payments** if this is an **Installment** transaction.
9. Enter or select any of the remaining optional fields as desired.

- 10 Check the **I Agree** checkbox. The **Add** button is disabled if the **I Agree** checkbox is not checked.

By Clicking the "I Agree" box below, you authorize ABC merchant to use information from your check to initiate a one-time fund transfer from your account or to process the payment as a check transaction or bank drawn draft from your account for the amount shown above. If your payment is returned due to insufficient funds, you authorize us to make a one-time electronic funds transfer or to use a bank draft drawn from your account to collect a fee as allowed by state law.

☒ I Agree

Process Cancel

11. Click **Add**.

The **Add to Recurring Batch Response** screen displays the information you entered.

Add to Recurring Batch Response

Add to Recurring Batch

Order Information	
Start Date(MM/DD/YYYY):	09/30/2014
Transaction Type:	RECURRING
Recurring ID:	AA48439-A78AC7A2-D884-4A79-BD24-B92C2FDD9238
Billing Cycle:	MONTHLY
Payment Type:	ELECTRONICCHECK
Check Type:	ACHCHECK
ECS Product Code:	TEL
Bank Account Number :	98*****4321
Bank Routing Number :	123456789
Account Type	PERSONAL
Amount:	5.00
Address:	123 Main St
Postal Code:	99999
Next Payment Date:	09/30/2014

- Section

Cust. _____

I authorize ABC merchant to use information above to process a MONTHLY recurring payment in a form of a check transaction or bank drawn draft from my account for the amount of \$5.00. If my payment is returned due to insufficient funds, I authorize ABC merchant to make a one-time electronic funds transfer or to use a bank draft drawn from my account to collect a fee as allowed by state law. Returned Check Fee: Min = \$20.00.

Cancel

To Void Electronic Check Transactions

Checks can only be voided within 10 minutes from the time that they were authorized.

1. On the **Main** screen, select **Current Batches** to display the current batches options.
2. Select **Main** to display the **Current Batches: Main** screen.
3. In the **Current Open Transactions** table, select the check box by the transactions you wish to void.

Current Batches: Main

Select a transaction to review the authorization details.

Current Open Transactions
[Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All

- 6 items

	User ID	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	Total Amount
<input type="checkbox"/>	Clerk1	Electronic Check	Conversiononly	06/26/2015	14:50	Jane	Doe	T1*****3210	K	8.00
<input checked="" type="checkbox"/>	Clerk1	Electronic Check	Conversiononly	06/26/2015	14:49	John	Doe	T1*****3210	K	6.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:48			41*****1111	K	7.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:48			41*****1111	K	5.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:47			41*****1111	K	4.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:46	Jane	Doe	41*****1111	K	3.00

Void

Settle Selected

Settle All

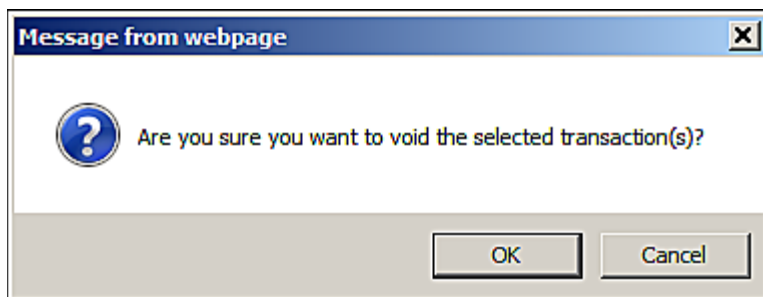
Add to Card Manager

Transaction Count: 6 Net Amount: \$ 33.00 Display: 25

Note: There is a 10-minute limitation on voiding check transactions, also called reversal. A Check Void transaction can only be done within 10 minutes after you receive a successful check purchase transaction.

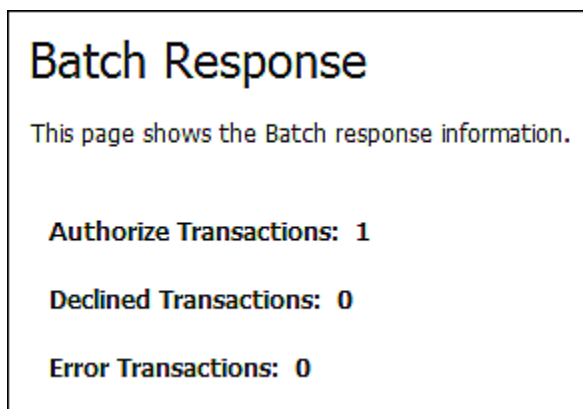
- Click the **Void** button at the bottom of the **Transaction Detail** screen to initiate the void process.

A dialog box displays to confirm the transaction void.

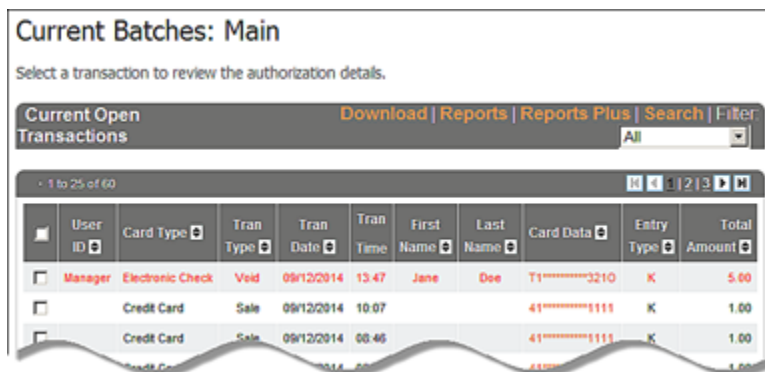


- Click **OK**.

The **Batch Response** screen displays the batch response information.



The voided transaction displays in the **Current Open Transactions** table highlighted in red with **Void** as the **Tran Type** value.



- Alternatively, in Step 3 you could click on the **Card Data** link to select a single transaction.

The **Current Batches Main Response** screen opens and displays the transaction details.

Current Batches Main Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	Manager
Payment Type:	ELECTRONICCHECK
Check Type:	ACHECKCHECK
Transaction Type:	CONVERSIONONLY
Transaction ID:	AA48439-3BF7E61A-5CF5-45E3-B480-4399727D9368
Date / Time:	09/12/2014 02:36:45 PM
Response:	AA
Message:	APPROVAL
Approval Code:	NACREN
Case Number:	

CustomData . . .

- Click **Void** at the bottom of the page.

Performing Gift Card Transactions

The **Gift Card Main** menu screen is where all gift card activity is entered into the program. Gift card transaction types are available, depending on your terminal rights setup and if the terminal profile is configured to accept Gift Card transactions (EGC).

This section describes how to:

- Enter gift card information
- Print and re-print gift card transaction receipts
- Update gift card transaction information

You can process gift card information for the following transaction types:

- Redemption
- Credit
- Inquiry
- Activation
- Reload
- Card Return

To Process Gift Card Redemption, Credit, Activation, Reload and Card Return Transactions

This procedure describes how to process the following gift card transaction types:

- **Gift Card Redemption**
This transaction allows you to make purchase with the balance on gift card accounts.
- **Gift Card Credit**
This transaction allows you to refund previous redemption transactions to gift card accounts.
- **Gift Card Activation**
This transaction allows you to activate gift card accounts.
- **Gift Card Reload**
This transaction allows you to increase the current balance on gift card accounts.
- **Gift Card Card Return**
This transaction allows you to refund the balances on gift card accounts.

1. On the **Main** screen, select **Gift Card** to display the gift card options along with the **Gift Card Main** screen.

User: John Doe
Account: 000004
Terminal: E4 US Retail

Select Terminal

- ☐ Credit Card
- ☐ Debit Card
- ☐ Food Stamp
- ☐ Cash Benefit
- ☐ Electronic Check
- ☒ **Gift Card**
 - ☐ Redemption
 - ☐ Credit
 - ☐ Inquiry
 - ☐ Activation
 - ☐ Reload
 - ☐ Card Return
- ☐ Cash
- ☐ Card Manager
- ☐ Current Batches
- ☐ Settled Batches
- ☐ Export Log

USER ACCOUNT SETTINGS TERMINAL

Gift Card Main

This section is used to enter Gift Card transactions.

2. To select the transaction type, do one of the following:
 - Select **Redemption** to display the **Gift Card Redemption** screen.
 - Select **Credit** to display the **Gift Card Credit** screen.
 - Select **Activation** to display the **Gift Card Activation** screen.
 - Select **Reload** to display the **Gift Card Reload** screen.
 - Select **Card Return** to display the **Gift Card Card Return** screen.

The following example shows the **Gift Card Redemption** screen.

Gift Card Redemption

Note that all fields with an asterisk (*) are required.

Redemption

Enter Account Data

Card Account Data: *

Submit

3. Swipe the gift card through the supported MSR device attached to your computer or manually enter gift card number in the **Card Account Data** box.

Note: The user interface is designed to accept swipe data using a supported encrypting or non-encrypting device. There are no special setups needed, refer to the **Peripherals Options** section in the *Converge Getting Started Guide* for more information.

4. Click **Submit**.

The system displays the selected **Gift Card** screen and shows the masked gift card number in the **Account Data** box. The card account number cannot be edited.

5. Enter the **Expiration Date (MMYY)**.

Note: This field is auto populated for swiped transactions and cannot be edited on the form.

6. To enter the **Amount**, do one of the following:

For this transaction type	This screen displays
Redemption	If the terminal is set up for a Market Segment of Service , enter the Base Amount and the Tip Amount . Converge automatically calculates and displays the Amount as Base Amount + Tip Amount . If not, enter the Amount .
Credit	Enter the Amount .
Activation	Enter the Amount .
Reload	Enter the Amount .

7. For **Gift Card Activation** and **Gift Card Reload** transactions, select one of the following options from the **Tender Type** drop-down list:
 - Cash
 - Credit
 - Debit
 - Check
8. For **Gift Card Redemption**, enter the **City**.
9. Enter or select any of the remaining optional fields as desired.
10. Click **Process**.

The system displays the respective screens with the results of the authorization attempt as follows:

For this transaction type	This screen displays
Redemption	Gift Card Redemption Response
Credit	Gift Card Credit Response
Activation	Gift Card Activation Response
Reload	Gift Card Reload Response
Card Return	Gift Card Card Return Response

The following example shows the **Gift Card Redemption Response** screen.

Gift Card Redemption Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	Manager
Payment Type:	GIFTCARD
Transaction Type:	REDEMPTION
Transaction ID:	AA48439-A3EAE89C-B059-4F6F-9E9B-2B9D59591CE2
Date / Time:	09/12/2014 02:53:02 PM
Response:	AA
Message:	APPROVAL
Approval Code:	128770
Account Balance:	10.00
CardHolder IP:	

Order Section	
Account Data:	60*****1112
Expiration Date(MMYY):	1215
Amount:	10.00

Address

To Process Gift Card Inquiry Transactions

Gift Card Inquiry transactions allow you to check the current balances of gift card accounts.

1. On the **Main** screen, select **Gift Card** to display the gift card options along with the **Gift Card Main** screen.

User: John Doe
Account: 000004
Terminal: E4 US Retail

Select Terminal

- ☐ Credit Card
- ☐ Debit Card
- ☐ Food Stamp
- ☐ Cash Benefit
- ☐ Electronic Check
- ☒ **Gift Card**
 - ☐ Redemption
 - ☐ Credit
 - ☐ Inquiry
 - ☐ Activation
 - ☐ Reload
 - ☐ Card Return
- ☐ Cash
- ☐ Card Manager
- ☐ Current Batches
- ☐ Settled Batches
- ☐ Export Log

Gift Card Main

This section is used to enter Gift Card transactions.

2. Select **Inquiry** to display the **Gift Card Inquiry** screen.

Gift Card Inquiry

Note that all fields with an asterisk (*) are required.

Inquiry

Enter Account Data

Card Account Data: *

Submit

3. Swipe the gift card through the supported MSR device attached to your computer or manually enter gift card number in the **Card Account Data** box.
4. Click **Submit**.

The **Gift Card Inquiry** screen displays the credit card number in the **Account Data** box.

Gift Card Inquiry

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Inquiry

Order Section

Account Data: 60*****1112

Expiration Date(MMY):

Process **Cancel**

5. Enter the **Expiration Date (MMYY)**.

Note: This field is auto populated for swiped transactions and cannot be edited on the form.

6. Click **Process**.

The **Gift Card Inquiry Response** screen displays.

To Update Gift Card Transactions Information

Once you have processed a gift card transaction, you can modify information for the following transaction types:

- Activation
- Reload
- Card Return

Most fields on the **Response** screen can be updated with the exception of the following in the **Order** section:

- Account Data
- Expiration Date
- Amount

Note: All fields in the **Authorization** section can be updated

For terminals set up for a **Market Segment** of **Service**, you can update the **Base Amount**.

1. On the appropriate **Response** screen, change or add the information in the desired fields.
2. Click **Update**.

Performing Cash Transactions

The **Cash** transaction screen allows you to enter cash transactions into the Converge application. The Cash option is only available for terminals configured as Retail, Mail Order or Service.

This section describes how to:

- Process **Cash Sale** information
- Process **Cash Return** transaction
- Update Cash transaction information

You can process cash information for the transaction types:

Sale

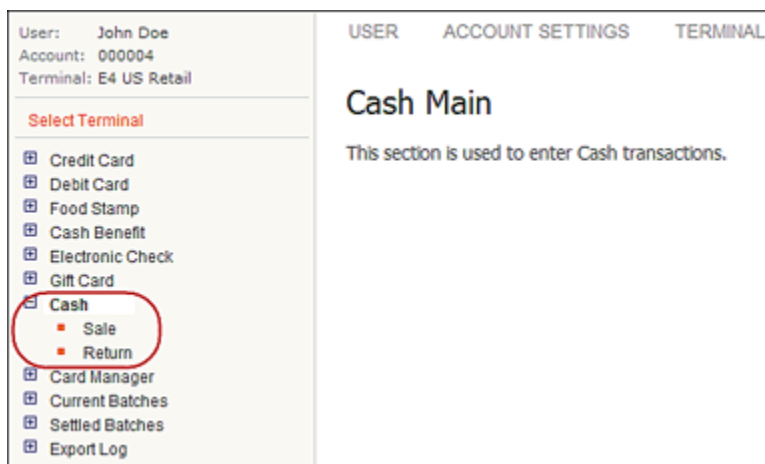
This transaction allows you to enter cash sale transactions.

Return

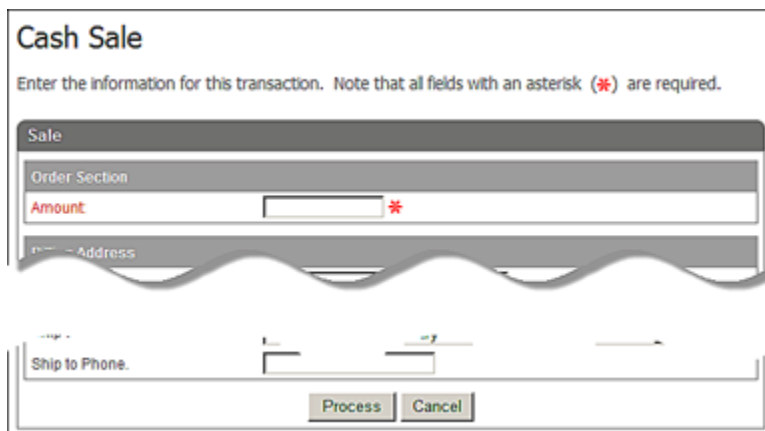
This transaction allows you to enter cash return transactions.

To Process Cash Sale

3. On the **Main** screen, select **Cash** to display the cash options along with the **Cash Main** screen.



4. Select **Sale** to display the **Cash Sale** screen.



Cash Sale

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Sale

Order Section

Amount *

Address

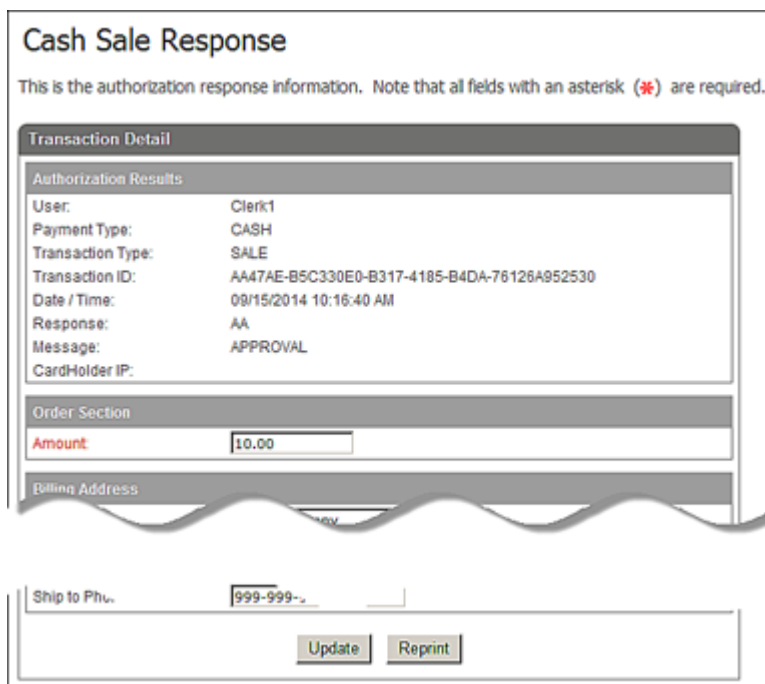
Ship to Phone.

5. Enter the **Amount**. If the **Market Segment** is **Service** enter the **Base Amount** and **Tip Amount**.

Note: You cannot update the **Tip Amount** for **Cash** transactions at a later time.

6. Enter or select any of the remaining optional fields as desired.
7. Click **Process** to send the transaction for authorization or **Cancel** to exit.

The system displays the respective response screen as follows:



Cash Sale Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: Clerk1
Payment Type: CASH
Transaction Type: SALE
Transaction ID: AA47AE-B5C330E0-B317-4185-B4DA-76126A952530
Date / Time: 09/15/2014 10:16:40 AM
Response: AA
Message: APPROVAL
CardHolder IP:

Order Section

Amount

Billing Address

Ship to Phone.

To Process Cash Return

1. On the **Main** screen, select **Cash** to display the cash options along with the **Cash Main** screen.
2. Select **Return** to display the **Cash Return** screen:

Cash Return

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Return

Order Section

Amount: *

Billing Address

Ship to P...

Process Cancel

3. Enter the **Amount**.
4. Enter or select any of the remaining optional fields as desired.
5. Click **Process** to send the transaction for authorization or **Cancel** to exit.

The system displays the respective response screen as follows:

Cash Return Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: Clerk1

Payment Type: CASH

Transaction Type: RETURN

Transaction ID: AA47AE-82CC403E-5B08-455F-9439-12C53051A67E

Date / Time: 09/15/2014 10:25:59 AM

Response: AA

Message: APPROVAL

CardHolder IP:

Order Section

Amount: 10.00

Address

Ship to P... 999-999-999

Update Reprint

To Update Cash Transaction Information

1. On the **Main** screen, select **Current Batches** to display the current batch options along with the **Current Transaction Activity** screen.

User: John Doe
Account: 000004
Terminal: ABC Company

Select Terminal

- ☐ Credit Card
- ☐ Debit Card
- ☐ Electronic Check
- ☐ Gift Card
- ☐ Cash
- ☒ **Current Batches**
 - ☐ Error
 - ☐ Auth Only
 - ☐ Recurring
 - ☒ **Main**
 - ☐ Gift Card
 - ☐ Cash
 - ☐ Imported Batches
- ☐ Settled Batches
- ☐ Export Log

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USER ACCOUNT SETTINGS TERMINAL

Current Transaction Activity

This page shows the current transaction activity.

Error Batch Count:	0
Auth Only Batch Count:	0
Recurring Batch Count:	7
Current Batch Count:	0
Gift Card Batch Count:	0
Loyalty Batch Count:	0
Imported Batch Count:	0
Cash Batch Count:	0

2. Select **Cash** to display the **Current Cash Activity** screen.

Current Cash Activity

Select the cash transaction to review.

Cash Transactions [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: **All**

• 3 items

User ID	Tran Type	Tran Date	Tran Time	Total Amount
Clerk1	Sale	09/15/2014	10:35	15.00
Clerk1	Return	09/15/2014	10:25	10.00
Clerk1	Sale	09/15/2014	10:16	10.00

[Settle All](#)

Transaction Count: 3 Net Amount: \$ 15.00

Display: **25**

- Click on either the **Tran Date** or **Tran Time** link to display the **Current Batches Cash Response** screen.

Current Batches Cash Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	Clerk1
Payment Type:	CASH
Transaction Type:	SALE
Transaction ID:	AA47AE-11CA9B00-8103-4A1E-914A-7CD26D43EA23
Date / Time:	09/15/2014 10:35:10 AM
Response:	AA
Message:	APPROVAL
CardHolder IP:	

Order Section	
Amount:	15.00

Billing Address	
Company:	Company
Ship to Phone:	999-999-9999

- Edit information as needed and click **Update**.

The system updates the information and displays a message that indicates that the information was updated successfully.

Transaction AA47AE-11CA9B00-8103-4A1E-914A-7CD26D43EA23 has been successfully updated

Cash Sale Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	Clerk1
Payment Type:	CASH
Transaction Type:	SALE
Transaction ID:	AA47AE-11CA9B00-8103-4A1E-914A-7CD26D43EA23
Date / Time:	09/15/2014 10:35:10 AM
Response:	AA
Message:	APPROVAL
CardHolder IP:	
Order Section	
Amount:	15.00
Billing Address	
Address:	Company
Ship to Phone:	
999-999-9999	
<input type="button" value="Update"/> <input type="button" value="Reprint"/> <input type="button" value="Cancel"/>	

Chapter 2: Using Your Card Manager (Tokenization)

The **Card Manager** screen provides access to storing and managing credit card information. You can enter card information and process transactions at a later time for returning customers.

On the **Main** screen, you must click **Card Manager** to display the **Card Manager Totals** page, along with the links to the **Add** and **Search** for card information. The **Card manager Totals** screen gives the total card information counts including the closed accounts, the accounts that have expired, and the account that are about to expire.

When your user account was created, you were granted specific access and permissions called user rights. In order to access the card manager you must have one or more of the following user rights:

- Card Manager – View
- Card Manager – Add
- Card Manager – Edit

In addition, in order to process transactions in the card manager you must have at least one or more of the following user rights:

- Credit Card – Sale
- Credit Card – Return
- Credit Card – Inquiry
- Credit Card – Force
- Credit Card – Auth Only
- Credit Card – AVS Only/Verification
- Credit Card – Recurring
- Credit Card – Installment

Depending on your user and terminal rights, this section describes how to:

Add

This action allows you to add card information into Card Manager.

Search

This action allows you to perform various actions to existing card information.

Notes:

- The terminal must be setup for tokenization in order to have access to the card manager
 - All terminals within the same Converge account share the same card manager and can use the same token as long as they are setup within the same token group. For all tokenization setup questions or issues, call your system administrator or Elavon at 1-800-377-3962, option 2, option 2 (in Canada you are asked to choose either English or French for you language).
 - The terminal must be active to process live transactions. If your terminal is not active (not **Live** or **Suspended**), call your system administrator or Elavon at 1-800-377-3962, option 2, option 2 (in Canada you are asked to choose either English or French for you language).
-

Viewing Card Manager Totals

On the **Main** screen, you must select **Card Manager** to display the **Card Manager Totals** page, along with the links to the **Add** and **Search** for card information.

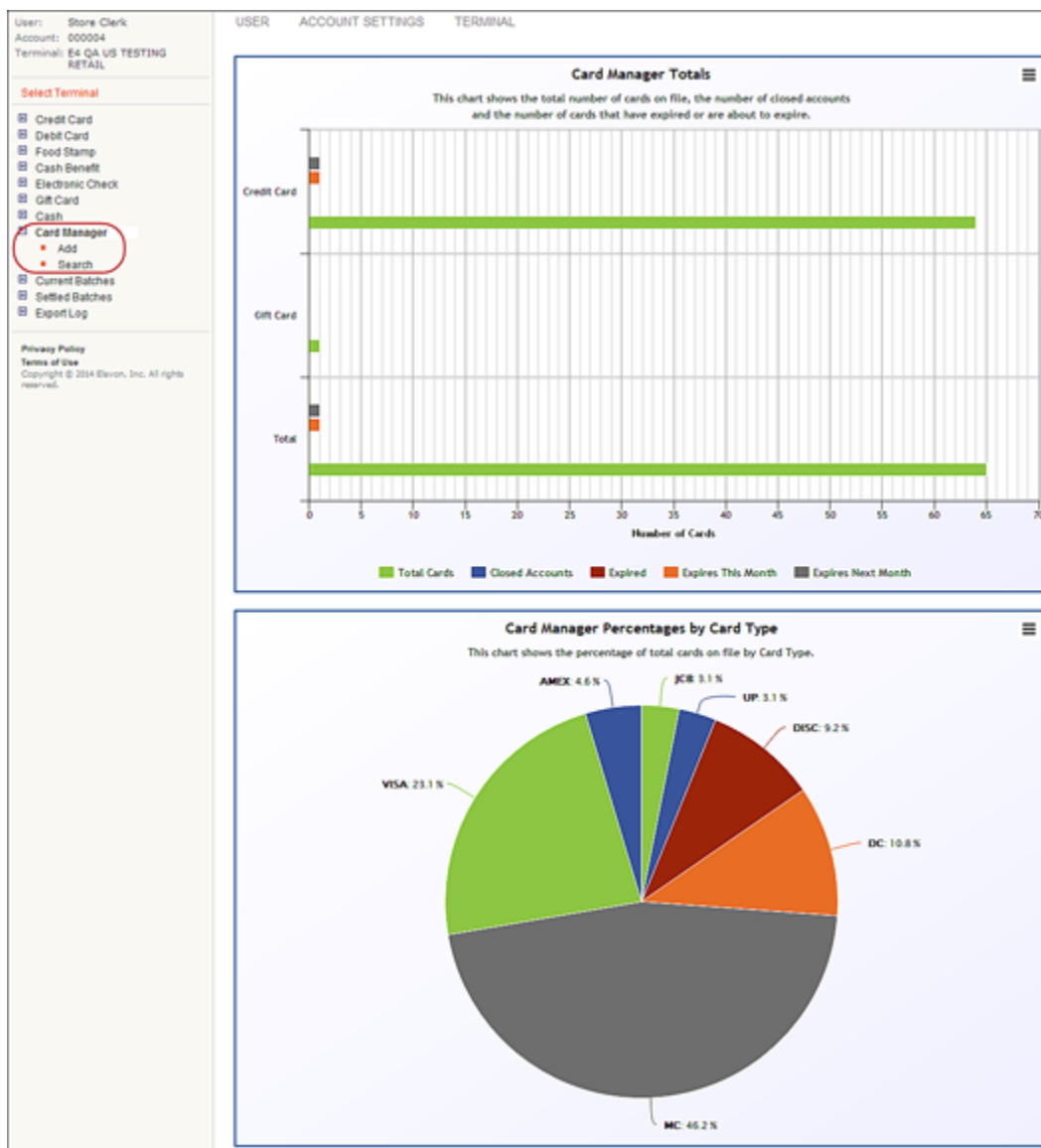
The **Card Manager Totals** screen displays two charts:

- **Bar Chart**
Hovering over the bar gives the total number of cards listed in the search results. Click on any bar in the chart to go to the **Search Card Results** screen, refer to the [To Search for Card Information](#) for more information.

Note: In the legend, click on the card activity name to remove the card display bar from the graph. Click on the card activity name a second time to have the card display bar reappear.

- **Pie Chart**
Hovering over the pie slice gives the card type and percentage of that card used. Click on any bar in the chart to go to the **Search Card Results** screen, refer to the [To Search for Card Information](#) for more information.

1. On the **Main** screen, select **Card Manager** to display the **Card Manager Totals** screen.



2. The **Card Manager Totals** screen displays.

- **Total Cards**

This is the total number of cards you have saved in the card manager.

- **Closed Accounts**

This is the total number of accounts that have been marked as closed (those card numbers are not valid for processing). This is only for accounts set up with **Account Updater**.

- **Expired**

This is the total number of cards that have expired.

- **Expired This Month**

This is the total number of cards that expired in the current month.

- **Expired Next Month**

This is the total number of cards that will expire in the coming month.

Notes:

- For those terminals set up with the **Account Updater**, the system will attempt to check the accuracy of the card information once a month for Visa and MasterCard transactions.
 - For those terminals set up with the **Account Updater**, the system will update as follows:
 - Update the card number and/or expiration date of the recurring and installment transactions for those accounts that have been marked as **Match – Update Account Info** or **Match – Update Expiration Date**.
 - Update the card number to **Closed** for those accounts that have been **Closed** or with **Stop Service**.
 - Send an email to the merchant with summary of the **Account Updater** changes and instructions to contact the cardholder.
 - **Account Updater** will not attempt to check any **Closed** card numbers.
 - **Closed** card numbers will not run in the system again unless you change the card number and expiration date associated with the card.
-

Adding Card Information

The **Add** screen allows you to enter card information into **Card Manager** so that you do not have to reenter your card information each time you wish to process a payment for a returning customer.

1. On the **Main** screen, select **Card Manager** to display the credit card managing options along with the **Card Manager Totals** screen.
2. Select **Add** to display the **Add New Card Information** screen.

Add New Card Information

Enter the information for this card. Note that all fields with an asterisk (*) are required.

New Card Information

Payment Type: Credit *

Card Number: *

Expiration Date (MMYY): *

Perform Account Verification: ☐

Company:

Customer ID:

First Name: *

Last Name: *

Billing Address Line 1:

Billing Address Line 2:

Billing City:

Billing State/Province:

Billing Postal Code:

Billing Country: United States (USA)

E-mail Address:

Phone Number:

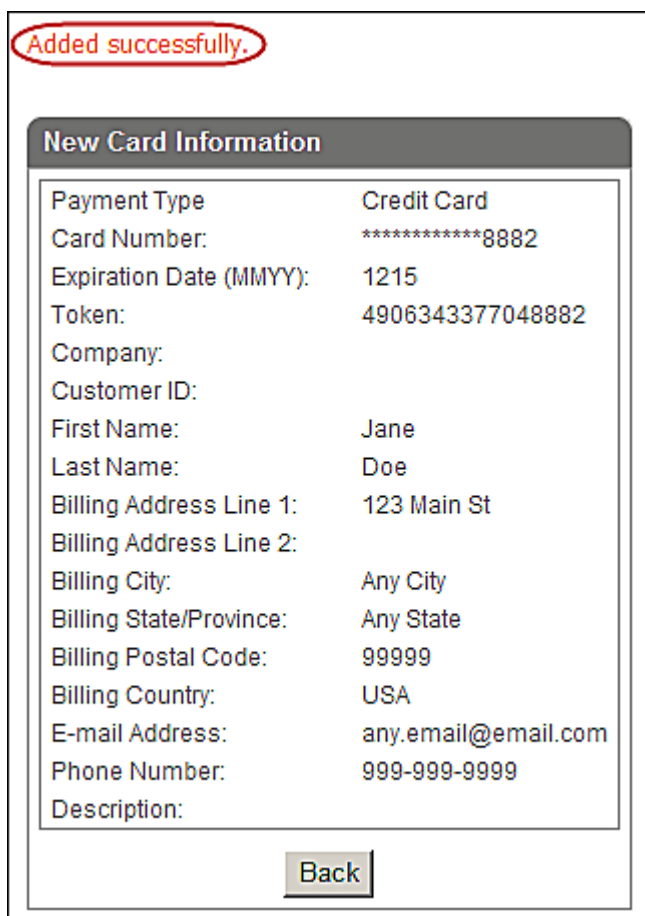
Description:

Add Clear

3. Enter the required information and any other optional fields that you wish to store. The **Card Manager** will automatically populate the information the next time the card is used for a payment.

4. Click **Add** to add card information or select **Clear** to reset.

The system displays the response screen as follows:



Added successfully.

New Card Information	
Payment Type	Credit Card
Card Number:	*****8882
Expiration Date (MMYY):	1215
Token:	4906343377048882
Company:	
Customer ID:	
First Name:	Jane
Last Name:	Doe
Billing Address Line 1:	123 Main St
Billing Address Line 2:	
Billing City:	Any City
Billing State/Province:	Any State
Billing Postal Code:	99999
Billing Country:	USA
E-mail Address:	any.email@email.com
Phone Number:	999-999-9999
Description:	

Back

5. To add additional cards click **Back** to go to the **Add New Card Information** screen and follow steps 2 through 4 above.

Managing Card Information

The **Search** screen allows you to find and manage the card information that has been previously entered into **Card Manager**.

The following describes how to manage your card information, you can:

- Search for card information
- Sort card information
- View card information
- Delete card information
- Update card information
- Process **Credit Card Sale, Return, Inquiry, Force, or Auth Only**
- Add credit information to **Recurring**

To Search for Card Information

This procedure describes how to conduct a search in Card Manager.

1. On the **Main** screen, select **Card Manager** to display the credit card managing options along with the **Card Manager Totals** screen.

2. Select **Search** to display the **Search Card Information** screen.

Search Card Information

Enter the card manager search criteria.

Search Criteria

Search Criteria

First Name

Last Name

Token Number (or last 4 digits of card)

Expiration Date (MMYY)

Payment Type

Credit

Card Type

All

Customer ID

E-mail Address

Phone Number

Company

Search

Clear

3. Enter information for any field to filter search or select **Search** to display all of your cards entered into **Card Manager**.
4. Click **Search** to search card information or select **Clear** to reset.

The system displays the **Search Card Results** screen:

Search Card Results

Select a card to review the details.

Card Information

Search | Filter: All

3 Items

	First Name	Last Name	Card Data	Expiry Date	Card Type	Token	Customer ID	Email	Phone	Company
<input type="checkbox"/>	Jane	Doe	*****0002	1215	Visa	4906343377948882		any_email@email.com	999-999-9999	
<input type="checkbox"/>	Jane	Doe	*****0071	1215	MasterCard	5054489624000071		any_email@email.com	999-999-9999	ABC Company
<input type="checkbox"/>	Jane	Doe	*****0090	1215	MasterCard	595158093030090		any_email@email.com	999-999-9999	ABC Company


Delete

Back

Display: 25

5. Click **Back** to go to the previous screen which will reset for new information to be entered or follow steps 1 through 4 above.

To Sort Card Information

You can sort the card information results by clicking the  (up down arrows) in the column you want to sort by as shown below.

You can sort on the following fields:

- First Name
- Last Name
- Card Data
- Expiry Date
- Token
- Customer ID
- Email
- Phone
- Company

Search Card Results
Select a card to review the details.

Card Information Search | Filter: All

3 Items

	First Name	Last Name	Card Data	Expiry Date	Card Type	Token	Customer ID	Email	Phone	Company
<input type="checkbox"/>	Jane	Doe	*****0002	1215	Visa	4906343377940002		any_email@email.com	999-999-9999	
<input type="checkbox"/>	Jane	Doe	*****0071	1215	MasterCard	5054408624000071		any_email@email.com	999-999-9999	ABC Company
<input type="checkbox"/>	Jane	Doe	*****0090	1215	MasterCard	5951500093030090		any_email@email.com	999-999-9999	ABC Company

Delete Back Display: 25

The system sorts the list of transactions based on your selection.

Search Card Results
Select a card to review the details.

Card Information Search | Filter: All

3 Items

	First Name	Last Name	Card Data	Expiry Date	Card Type	Token	Customer ID	Email	Phone	Company
<input type="checkbox"/>	Jane	Doe	*****0002	1215	Visa	4906343377940002		any_email@email.com	999-999-9999	
<input type="checkbox"/>	Jane	Doe	*****0071	1215	MasterCard	5054408624000071		any_email@email.com	999-999-9999	ABC Company
<input type="checkbox"/>	Jane	Doe	*****0090	1215	MasterCard	5951500093030090		any_email@email.com	999-999-9999	ABC Company

Delete Back Display: 25

Note: When you click the up down arrows, the values in the column are sorted in ascending order. If you click again, the values are sorted in descending order.

To View Card Information

The following procedure details how to view the card information in **Card Manager**.

1. On the **Search Card Results** screen click on the link for **Card Data** to view the card information stored in **Card Manager**.

Search Card Results
Select a card to review the details.

Card Information Search | Filter: All

	First Name	Last Name	Card Data	Expiry Date	Card Type	Token	Customer ID	Email	Phone	Company
<input type="checkbox"/>	Jane	Doe	*****8882	1215	Visa	4906343377048882		any_email@email.com	999-999-9999	
<input type="checkbox"/>	Jane	Doe	*****0071	1215	MasterCard	5054489824000071		any_email@email.com	999-999-9999	ABC Company
<input type="checkbox"/>	Jane	Doe	*****0090	1215	MasterCard	5951500093000090		any_email@email.com	999-999-9999	ABC Company

Delete Back Display: 25

2. On the **Card Details** screen, the current information for the card is displayed.

Card Details

IMPORTANT NOTE:
It is strongly recommended that you attempt a card verification to ensure that the card information is still accurate, especially for older transactions.

Card Information

Token: 4906343377048882

Payment Type: Credit Card

Card Number: *****8882 *

Card Type: Visa

Expiration Date (MMYY): 1215 *

Perform Account Verification: ☐

Company:

Customer ID:

First Name: Jane *

Last Name: Doe *

Address Line 1:

User ID: Clerk1

Update Delete Back

Card Transactions

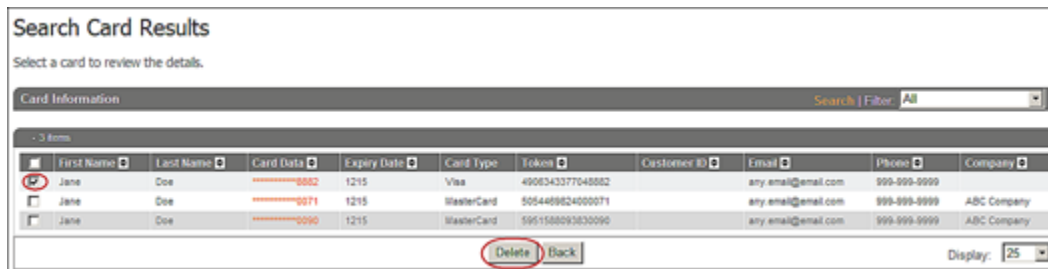
Select... Proceed

3. Click **Back** to return to the **Search Card Results** screen.

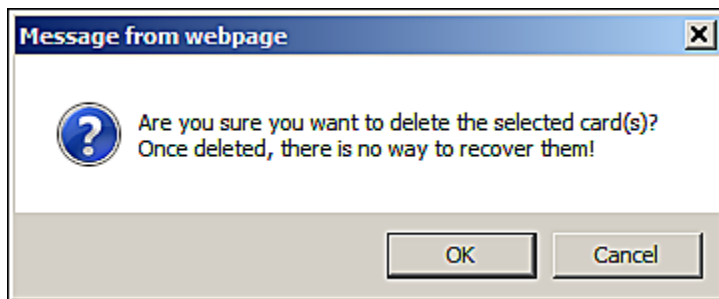
To Delete Card Information

This procedure details how to delete existing card information from the **Search Card Results** screen.

1. On the **Search Card Results** screen, select the header row checkbox to delete all the cards in your search result or select the checkbox next to the individual card you want to delete.



2. Click **Delete** to delete the selected card(s). A pop-up message will appear confirming you want to complete the deletion with a warning message that the action cannot be undone.



3. Click **OK** to complete your deletion or select **Cancel** to exit.

To Update Card Information

The following procedure details how to update existing card information.

1. On the **Search Card Results** screen click on the link for **Card Data** to view the card information stored in **Card Manager**.

Search Card Results
Select a card to review the details.

Card Information Search Filter: All

	First Name	Last Name	Card Data	Expiry Date	Card Type	Token	Customer ID	Email	Phone	Company
<input type="checkbox"/>	Jane	Doe	*****8882	1215	Visa	4906343377048882		any_email@email.com	999-999-9999	
<input type="checkbox"/>	Jane	Doe	*****0071	1215	MasterCard	5054489624000071		any_email@email.com	999-999-9999	ABC Company
<input type="checkbox"/>	Jane	Doe	*****0090	1215	MasterCard	5951580093830090		any_email@email.com	999-999-9999	ABC Company

Delete Back Display: 25

2. On the **Card Details** screen, update any information necessary.

Note: The fields highlighted in red with asterisks are required and the **Card Number** field cannot be updated.

Card Details

IMPORTANT NOTE:
It is strongly recommended that you attempt a card verification to ensure that the card information is still accurate, especially for older transactions.

Card Information

Token: 4906343377048882

Payment Type: Credit Card

Card Number: *****8882 *

Card Type: Visa

Expiration Date (MMYY): 1215 *

Perform Account Verification: ☐

Company:

Customer ID:

First Name: Jane *

Last Name: Doe *

Address Line 1:

User ID: Clerk1

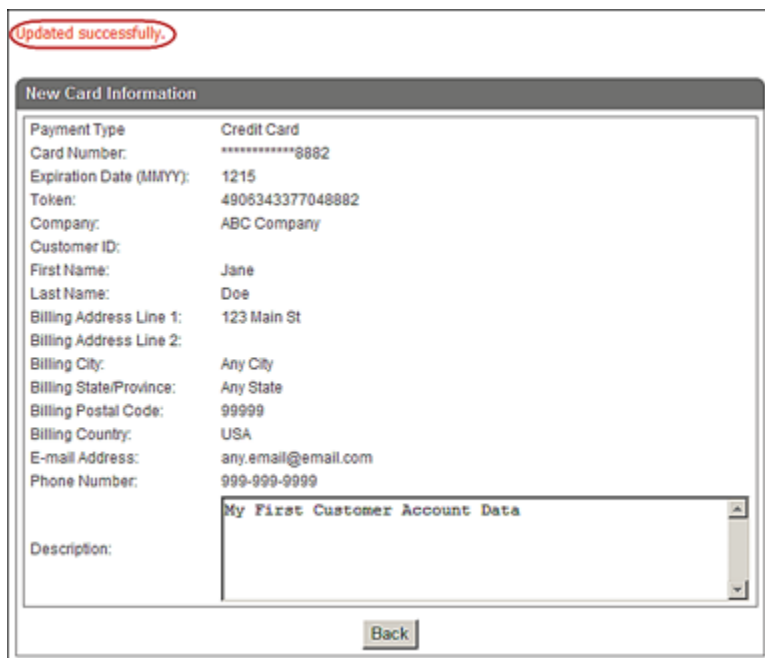
Update Delete Back

Card Transactions

Select... Proceed

3. Click **Update** to update **Card Manager** with the new card information.

The system displays the respective response screen as follows:



Updated successfully.

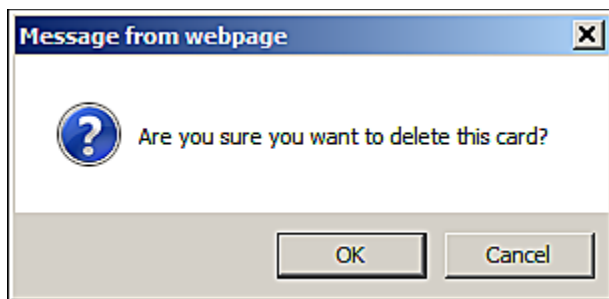
New Card Information	
Payment Type	Credit Card
Card Number:	*****8882
Expiration Date (MM/YY):	12/15
Token:	4906343377048882
Company:	ABC Company
Customer ID:	
First Name:	Jane
Last Name:	Doe
Billing Address Line 1:	123 Main St
Billing Address Line 2:	
Billing City:	Any City
Billing State/Province:	Any State
Billing Postal Code:	99999
Billing Country:	USA
E-mail Address:	any_email@email.com
Phone Number:	999-999-9999
Description:	My First Customer Account Data

Back

4. On the **Card Details** screen you can select **Delete** to delete the card from **Card Manager**. A deletion confirmation box will appear click **OK** to delete the card or **Cancel** to exit.

If you select **OK** to delete, your card will be removed from **Card Manager** and you will be taken back to the **Search Card Results** screen.

Note: The **Delete** action cannot be undone.



5. On the **Card Details** screen you can select **Back** to be taken back to the **Search Card Results** screen.

To Process Credit Card Transactions

On the **Card Details** screen in the **Card Transactions** section you have the option to process credit card transactions for the following transaction types:

- Sale
- Return
- Force
- Auth Only

The screenshot displays the 'Card Details' screen. At the top, there is an 'IMPORTANT NOTE' stating: 'It is strongly recommended that you attempt a card verification to ensure that the card information is still accurate, especially for older transactions.' Below this is a 'Card Information' section with the following details: Token: 4906343377048882, Payment Type: Credit Card, and Card Number: *****8882. A red asterisk is next to the card number. Below the card information, there is a 'Select' dropdown menu with options: Credit Card, Sale, Return, Inquiry, Force, Auth Only, and Add to Recurring. The 'Sale' option is highlighted with a red circle. To the right of the dropdown is a 'Clerk1' field and buttons for 'Update', 'Delete', and 'Back'. At the bottom left is a 'Proceed' button.

1. Select **Sale** and click **Proceed** to display the **Credit Card Sale** screen. Refer to the [To Process Credit Card Sale, Return, Force, Auth Only, and Verification Transactions](#) section for complete procedures on how to process the **Sale** transaction.

The following example shows the **Credit Card Sale** screen.

Credit Card Sale

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Sale

Order Section

Account Data:

41*****9990

Expiration Date(MMY):

*

Amount:

*

Card Present:

☒

CW2 Indicator:

Present

*

CW2:

Sales Tax:

Invoice Number:

Payment Address

My Custom D...

Process

Cancel

2. Click **Process** to send the transaction for authorization or **Cancel** to exit.

3. Select **Return** and click **Proceed** to display the **Credit Card Return** screen. Refer to the [To Process Credit Card Sale, Return, Force, Auth Only, and Verification Transactions](#) section for complete procedures on how to process the **Return** transaction.

The following example shows the **Credit Card Return** screen.

Credit Card Return

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Return

Order Section

Account Data: 55*****0071

Expiration Date(MMY): 1215

Amount: *

Sales Tax:

Ship to Phone: 999-999-9999

Process Cancel

4. Click **Process** to send the transaction for authorization or **Cancel** to exit.
5. Select **Force** and click **Proceed** to display the **Credit Card Force** screen. Refer to the [To Process Credit Card Sale, Return, Force, Auth Only, and Verification Transactions](#) section for complete procedures on how to process the **Force** transaction.

The following example shows the **Credit Card Force** screen.

Credit Card Force

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Force

Order Section

Account Data: 55*****0071

Expiration Date(MMY): 1215

Amount: *

Sales Tax:

Invoice Number:

Approval Code: *

Force Date(MM/DD/YYYY):

Ship to Phone: 999-999-9999

Process Cancel

6. Click **Process** to send the transaction for authorization or **Cancel** to exit.
7. Select **Auth Only** and click **Proceed** to display the **Credit Card Auth Only** screen. Refer to the [To Process Credit Card Sale, Return, Force, Auth Only, and Verification Transactions](#) section for complete procedures on how to process the **Auth Only** transaction.

The following example shows the **Credit Card Auth Only** screen.

Credit Card Auth Only

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Auth Only

Order Section

Account Data: 55*****0071

Expiration Date(MMY): 1215

Amount: *

Sales Tax:

Invoice Number:

Purchase Date(MM/DD/YYYY):

Ship to Phone: 999-999-9999

Process Cancel

Note: The requirement for CVV is by-passed when set up for **Card Manager**.

8. Click **Process** to send the transaction for authorization or **Cancel** to exit.

To Process Credit Card Balance Inquiry

On the **Card Details** screen in the **Card Transactions** section you have the **Inquiry** option.

Card Details

IMPORTANT NOTE:
It is strongly recommended that you attempt a card verification to ensure that the card information is still accurate, especially for older transactions.

Card Information

Token:	4906343377048882
Payment Type	Credit Card
Card Number:	*****8882 *

u8script...

Select...
Credit Card
Sale
Return
Inquiry
Force
Auth Only
Add to Recurring
Select...
Proceed

Clerk1

Update Delete Back

1. Select **Inquiry** and click **Proceed** to display the **Credit Card Inquiry** screen. Refer to the [To Process Credit Card Inquiry Transactions](#) section for complete procedures on how to process the **Inquiry** transaction.

The system displays the **Credit Card Inquiry** screen with the masked credit card number in the **Account Data** box. The card account number cannot be edited.

Credit Card Inquiry

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Inquiry

Order Section

Account Data:	41*****8882
Expiration Date(MMY):	1215 *
Card Present:	<input checked="" type="checkbox"/>

Process Cancel

2. Click **Process** to send the transaction for authorization or **Cancel** to exit.

The **Credit Card Inquiry Response** screen displays the account balance.

Credit Card Inquiry Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	Clerk1
Payment Type:	CREDITCARD
Transaction Type:	INQUIRY
Transaction ID:	AA47AE-E49EB155-33BA-4A1E-9AF0-99CD963A7D7B
Date / Time:	09/16/2014 09:33:41 AM
Response:	AA
Message:	APPROVAL
Approval Code:	CVI907
AVS Response:	
Account Balance:	159.28
CardHolder IP:	

Order Section	
Account Data:	41*****8882
Expiration Date(MMY):	1215

Reprint View Receipt Update Card Manager

3. If your terminal is setup to automatically print receipts, Converge sends a receipt to the printer. Otherwise, a separate window displays the receipt information and the system prompts you to print the receipt.
4. On the **Credit Card Inquiry Response** screen you also have the option to **Reprint**, **View Receipt**, or **Update Card Manager**.

To Add Credit Information to Recurring

On the **Card Details** screen in the **Card Transactions** section you have the **Add to Recurring** option.

The screenshot displays the 'Card Details' screen. At the top, there is an 'IMPORTANT NOTE' stating: 'It is strongly recommended that you attempt a card verification to ensure that the card information is still accurate, especially for older transactions.' Below this, a 'Card Information' section shows the following details: Token: 4906343377048882, Payment Type: Credit Card, and Card Number: *****8882*. A wavy line separates this section from the transaction options below. The transaction options include a 'Select...' dropdown menu with the following items: Credit Card, Sale, Return, Inquiry, Force, Auth Only, and Add to Recurring. The 'Add to Recurring' option is circled in red. To the right of the dropdown is a 'Clerk1' field and buttons for 'Update', 'Delete', and 'Back'. At the bottom left is a 'Proceed' button.

1. Select **Add to Recurring** and click **Proceed** to display the **Credit Card Recurring** screen. Refer to the [To Add Credit Card Transaction to a Recurring Batch](#) section for more information on how to process the **Recurring** transaction.

The system displays the **Credit Card Recurring** screen with all the information you previously entered into **Card Manager**.

Credit Card Recurring

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Recurring

Order Section

Recurring Transaction Type: Recurring *

Account Data: 41*****8882 *

Expiration Date(MMY): 1215 *

Amount: *

Customer Code:

Sales Tax:

Invoice Number:

Billing Cycle: Monthly *

☐ Last day of month

Next Payment Date: *

Skip Payment: NO

Billing Address

ABC Company

Ship to Phone:

Add **Clear**

2. Update the required fields and click **Add** to add the information to Card Manager or **Clear** to reset.

3. The **Credit Card Recurring Response** screen displays the information added.

Credit Card Recurring Response

Recurring

Order Information	
Start Date(MM/DD/YYYY):	09/30/2014
Transaction Type:	RECURRING
Recurring ID:	AA47AE-B3FF2721-66D6-4D04-808B-F50B00166869
Billing Cycle:	MONTHLY
Card Account Data:	41*****8882
Expiration Date(MMY):	1215
Amount:	10.00
Address:	123 Main St
Postal Code:	99999
Next Payment Date:	09/30/2014

Billing Address

Company: ABC Company

My Custv.

4. If your terminal is setup to automatically print receipts, Converge sends a receipt to the printer. Otherwise, a separate window displays the receipt information and the system prompts you to print the receipt.

Chapter 3: Managing Unsettled Transactions (Current Batches)

The **Current Batches** section displays the current transactions that have been processed but have not been submitted for settlement. This section may display credit card, debit card, cash benefit, food stamp, electronic check or gift card transactions that have been authorized, depending on your terminal setup (refer to the [Using Your Virtual Terminal](#) section for information on how to process transactions). The **Main** virtual terminal screen provides access to **Current Batches**.

Notes:

- The terminal must be active to settle transactions. If your terminal is in a Not-Active or Suspended status, call your system administrator or Elavon support at 1-800-377-3962, option 2, option 2 (in Canada you are asked to choose either English or French for you language).
- All open authorized transaction in the batch if not settled will be automatically deleted after a specific period of time:
 - Retail and Service transactions are auto deleted after 7 days.
 - Mail Order or Internet transactions are auto deleted after 30 days.
- Transactions that are pended or set to review will not be included in the settlement, those transactions must be unpended or released.
- A terminal that is enabled with Multi-Currency will auto settle at 6:00 PM EST. No manual settlement is allowed.

The system places these unsettled (open) transactions into of the following categories:

- **Error**
This category contains a list of declined credit cards, checks, or error transactions.
- **Auth Only**
This category contains a list of all authorized authorization only transactions.
- **Recurring**
This category contains a list of all created recurring and installment payments.
- **Main**
This category contains a list of all approved credit card, debit card, cash benefit, food stamp, and electronic check transactions.

- **Gift Card**

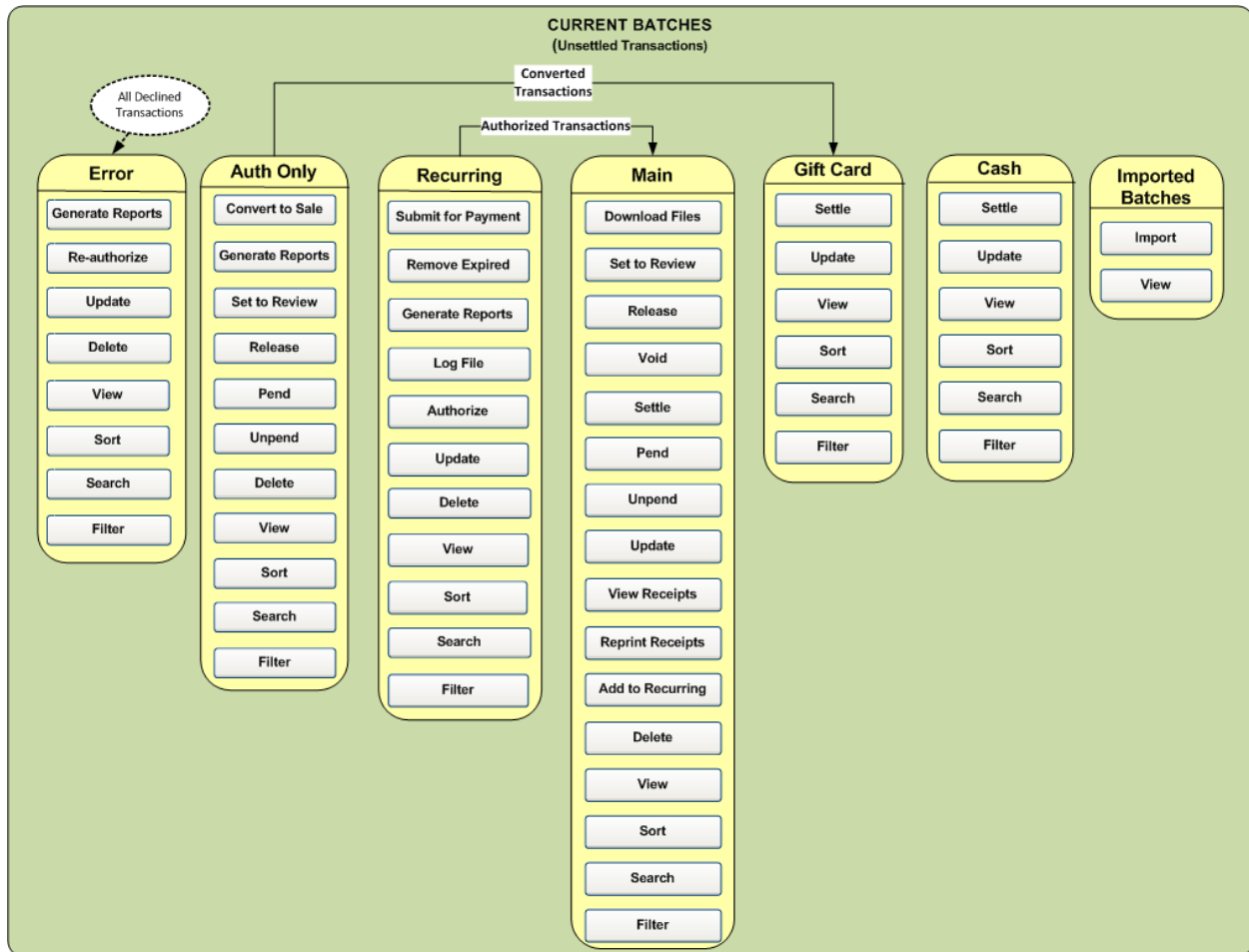
This category contains a list of all approved gift card transactions.

- **Cash**

This category contains a list of all approved cash transactions.

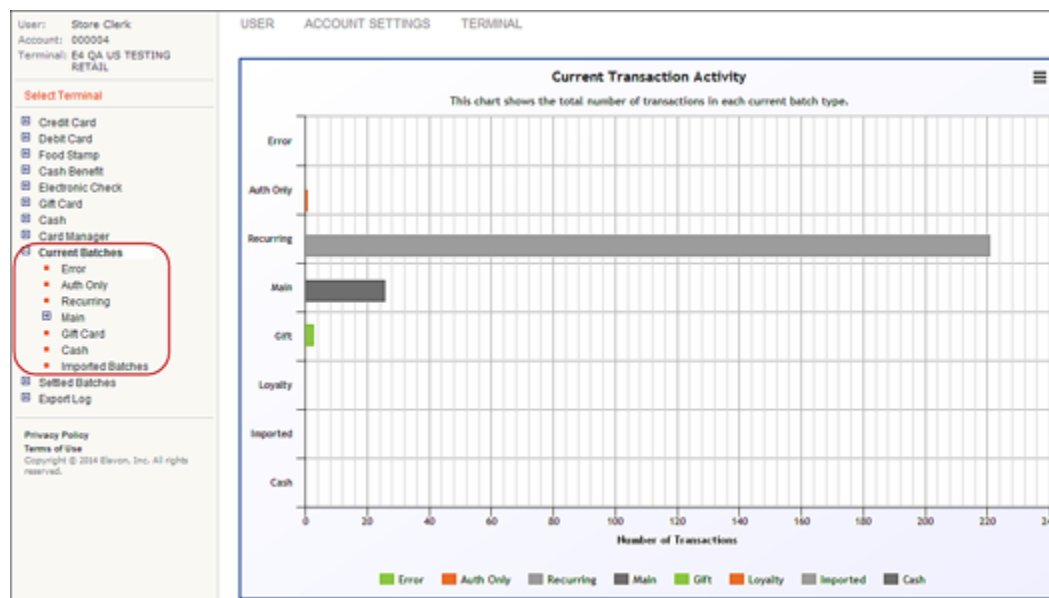
- **Imported Batches**

This category contains a list of all imported credit card or recurring/installment batches.



Viewing Current Batches Transaction Activity

On the **Main** screen, you must click **Current Batches** to display the current transaction activity chart, along with the links to the different batches. The system displays the **Current Transaction Activity** screen which gives the transaction count of the **Error, Auth Only, Recurring, Main, Gift Card, Cash**, and **Imported Batches** current batches at a glance.



1. Click on each bar individually to display the screen and transactions for that batch.
2. In the legend, click on the batch name to remove the batch display bar from the graph. Click on the batch name a second time to have the batch display bar reappear.

Note: You must be granted the **Current Batches** user right access in order to perform any activities in **Current Batches**.

Viewing Current Batches Transactions

Converge allows you to see your open transactions for various payment and transaction types.

To View Current Batches Transactions for all Payment Types in One Batch

You can view open transactions together in one batch for the following payment types:

- Credit Card
 - Debit Card
 - Food Stamp
 - Cash Benefit
 - Electronic Check
1. On the **Main** screen, select **Current Batches** to display the current batches options.
 2. Select **Main** to display the **Current Batches: Main** screen. The following fields will show:
 - User ID
 - Card Type
 - Tran Type
 - Tran Date
 - Tran Time
 - First Name
 - Last Name
 - Card Data
 - Entry Type
 - Currency (for Multi-Currency terminals only)
 - Total Amount

- To view details of a particular transaction, select the **Card Data** link for the transaction details you want to view.

Current Batches: Main

Select a transaction to review the authorization details.

Current Open Transactions [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All ▼

• 6 items

	User ID	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	Total Amount
<input type="checkbox"/>	Clerk1	Electronic Check	Conversiononly	06/26/2015	14:50	Jane	Doe	T1*****3210	K	8.00
<input type="checkbox"/>	Clerk1	Electronic Check	Conversiononly	06/26/2015	14:49	John	Doe	T1*****3210	K	6.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:48			41*****1111	K	7.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:48			41*****1111	K	5.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:47			41*****1111	K	4.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:46	Jane	Doe	41*****1111	K	3.00

Transaction Count: 6 Net Amount: \$ 33.00 Display: 25 ▼

To View Current Batches Transactions by Transaction Types

You can view transactions individually for the following transaction types:

- Error
- Auth Only
- Recurring
- Credit Card
- Debit Card
- Electronic Check
- Food Stamp
- Cash Benefit
- Gift Card
- Cash
- Imported Batches

To View Current Batches Error, Auth Only, Recurring, Main, Gift Card, and Cash Transactions

1. On the **Main** screen, select **Current Batches** to display the current batches options.
2. To select the transaction type, do one of the following:
 - Select **Error** to display the **Error Batch** screen
 - Select **Auth Only** to display the **Authorization Only** screen.
 - Select **Recurring** to display the **Recurring Installment Transactions** screen
 - Select **Main** to display the **Current Batches: Main** screen (refer to the note below)
 - Select **Gift Card** to display the **Current Gift Card Activity** screen
 - Select **Cash** to display the **Current Cash Activity** screen

Note:

To select the transaction type, do one of the following:

- Select **Credit** to display the **Current Batches: Credit Card** screen
 - Select **Debit** to display the **Current Batches: Debit Card** screen
 - Select **Food Stamp** to display the **Current Batches: Food Stamp** screen
 - Select **Cash Benefit** to display the **Current Batches: Cash Benefit** screen
 - Select **Electronic Check** to display the **Current Batches: Electronic Check** screen
3. To view details of a particular transaction, select the **Card Data** link for the transaction details you want to view.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions
Download | Reports | Reports Plus | Search | Filter: All

- 4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:48			41*****1111	K		U	7.00
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:48			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:47			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:46	Jane	Doe	41*****1111	K		U	3.00

Delete
Void
Set to Review
Release
Pend
Unpend
Settle Selected
Settle All
Add to Card Manager

Transaction Count: 4
Net Amount: \$ 19.00
Display: 25

The system displays the details of the transaction in the respective response screens as follows:

For this transaction type	This screen displays
Error	Current Error Batches Response
Auth Only	Current Batches Auth Only Response
Recurring	Current Batches Recurring
Credit Card	Current Batches: Credit Card Response
Debit Card	Current Batches: Debit Card Response
Food Stamp	Current Batches: Food Stamp Response
Cash Benefit	Current Batches: Cash Benefit Response
Electronic Check	Current Batches: Electronic Check Response
Gift Card	Current Batches Gift Card Response
Cash	Current Batches Cash Response

The following example shows the **Current Batches Main Response** screen (for terminals that have a signature capture device).

Current Batches Main Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: Clerk1
Payment Type: CREDITCARD
Transaction Type: SALE
Transaction ID: AA47AE-04B506A5-827D-4D9C-974F-B3C016119797
Date / Time: 09/23/2014 09:03:07 AM
Response: AA
Message: APPROVAL
Approval Code: CUI672
AVS Response:
Account Balance: 10.00
Signature Present: Yes
CardHolder IP:

Ship to Phone:

Update Reprint Add to Recurring View Receipt Void Update Card Manager Cancel

Note: The **Signature Present** indicator value of **Yes** displays when the transaction has a signature image associated with it. This value is only viewable for those terminals identified as having a signature capture device.

The following example shows the **Current Batches Credit Card Response** screen showing the new **DBA Name** field.

Credit Card Sale Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	Clerk1
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	AA48439-00C551DA-61E2-4EFA-9F81-2D14D9C2D487
Date / Time:	09/03/2014 02:15:26 PM
Response:	AA
Message:	APPROVAL
Approval Code:	CV1917
AVS Response:	
CVV2 Response:	U
Account Balance:	1.00
CardHolder IP:	
DBA Name	My DBA Name

Custom: _____

Update Add to Recurring View Receipt Update Card Manager

To View Current Batches Imported Batches Transactions

1. On the **Main** screen, select **Current Batches** to display the current batches options.
2. Select **Imported Batches** to display the **Imported Batches** screen.

The **Imported Batches** screen displays the response data for a terminal sorted by process start date and time, with the most recent file process listed first.

Imported Batches

Select a response file to view the transaction details.

Imported Batches - 1 Item										
Response File Name	Status	User ID	File Type	Start Date	Start Time	End Date	End Time	Total	Approved	Failed
MyCVBatchFile	Complete	Clerk1	Credit Card	09/16/2014	14:21:04	09/16/2014	14:22:37	2	1	1

Display: 25

Notes:

- Access to view batch information is dependent on your user rights and the configuration of the terminal.
- The **Display** control sets the number of transactions displayed per page. The default value is 25 but you can change it to 50, 75, 100, 250, 500, 750 or 1,000 records by means of the drop-down list.
- If there are more transactions than are specified by the **Display** control, Converge displays navigation buttons in the title bar above the table. The left side of the title bar displays the number of items currently shown.

3. To view the transactions in a specific batch response file, click **Response File Name**.

The **Imported Batch Transactions** screen displays the transactions.

Imported Batch Transactions

These are the transactions present in the batch.

Source File Name	Credit Batch .csv
File Type	Credit Card
User ID	Clerk1

MyCVBatchFile [Download](#)

2 Items

Item	Tran Type	Tran Date	Tran Time	Card Data	Token	AVS Code	Total Amount	Result	Message	Error Code
1	sale	09/16/2014	14:22	50*****3003			5.10	APPROVAL		
2	force			40*****0004			4.00	ERROR	Exp Date Invalid	5001

[Back](#)


Transaction Count: 2 Display: 25

Managing Batch Transactions

The screens and controls for **Current Batches** allow you to perform one or more of the following functions:

- Sort transactions
- View transaction receipts
- Re-print transaction receipts
- Update transactions
- Pend and unpend transactions
- Set transactions to review
- Release reviewed transactions
- Add signature to transaction
- Re-authorize error transactions
- Void or delete transactions
- Download batch files
- Generate reports
- Search for transactions
- Filter transactions
- Settle transactions
- Manage recurring and installment transactions

To Sort Current Batches Transactions

You can sort transactions for all the transaction types by clicking the  (up down arrows) in the column you want to sort by as shown below.

You can sort on the following fields:

- User ID
- Card Type
- Tran Type
- Tran Date
- Tran time
- First Name
- Last Name
- Card Data
- Entry Type
- Currency (for Multi-Currency terminals only)
- Total Amount

Choose a column to sort your information.

Current Batches: Main

Select a transaction to review the authorization details.

Current Open Transactions [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All ▼

• 6 items

<input type="checkbox"/>	User ID	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	Total Amount
<input type="checkbox"/>	Clerk1	Electronic Check	Conversiononly	06/26/2015	14:50	Jane	Doe	T1*****3210	K	8.00
<input type="checkbox"/>	Clerk1	Electronic Check	Conversiononly	06/26/2015	14:49	John	Doe	T1*****3210	K	6.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:48			41*****1111	K	7.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:48			41*****1111	K	5.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:47			41*****1111	K	4.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:46	Jane	Doe	41*****1111	K	3.00

Transaction Count: 6 Net Amount: \$ 33.00 Display: 25 ▼

The system sorts the list of transactions based on your selection.

Current Batches: Main

Select a transaction to review the authorization details.

Current Open Transactions [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All ▼

• 6 items

<input type="checkbox"/>	User ID	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	Total Amount
<input type="checkbox"/>	Clerk1	Electronic Check	Conversiononly	06/26/2015	14:50	Jane	Doe	T1*****3210	K	8.00
<input type="checkbox"/>	Clerk1	Electronic Check	Conversiononly	06/26/2015	14:49	John	Doe	T1*****3210	K	6.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:48			41*****1111	K	7.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:48			41*****1111	K	5.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:47			41*****1111	K	4.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:46	Jane	Doe	41*****1111	K	3.00

Transaction Count: 6 Net Amount: \$ 33.00 Display: 25 ▼

Note: When you click the up down arrows, the values in the column are sorted in ascending order. If you click again, the values are sorted in descending order.

To View Current Batches Transaction Receipts

You can view receipts for all types of transaction that have receipts.

1. On the **Main** screen, select **Current Batches** to display the current batches options.

2. Select **Main** to display the options available.
3. To select the transaction type, do one of the following:
 - Select **Credit Card** to display the **Current Batches: Credit Card** screen
 - Select **Debit Card** to display the **Current Batches: Debit Card** screen
 - Select **Food Stamp** to display the **Current Batches: Food Stamp** screen
 - Select **Cash Benefit** to display the **Current Batches: Cash Benefit** screen
 - Select **Electronic Check** to display the **Current Batches: Electronic Check** screen
4. Select the link in the **Card Data** column for the transaction receipt you want to view.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions
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• 4 Items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:48			41*****1111	K		U	7.00
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:48			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:47			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:46	Jane	Doe	41*****1111	K		U	3.00

Delete
Void
Set to Review
Release
Pend
Unpend
Settle Selected
Settle All
Add to Card Manager

Transaction Count: 4
Net Amount: \$ 19.00
Display: 25

The system displays the details of the transaction in the respective screens as follows:

For this transaction type	This screen displays
Credit Card	Current Batches Credit Card Response
Debit Card	Current Batches Debit Card Response
Food Stamp	Current Batches Food Stamp Response
Cash Benefit	Current Batches Cash Benefit Response
Electronic Check	Current Batches Electronic Check Response

The following example shows the **Current Batches Credit Card Response** screen.

Current Batches Credit Card Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User:	001386
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	AA4843A-C91C7900-389D-4FE9-B53B-1CB402E898AF
Date / Time:	09/16/2014 03:37:55 PM
Response:	AA
Message:	APPROVAL
Approval Code:	CMC229
AVS Response:	
Account Balance:	10.00
CardHolder IP:	

Order Section

Account Data:	54*****2205
Expiration Date(MMY):	1214
Amount:	10.00 *
Invoice Number:	

Ship to Phone:

Update

Reprint

Add to Recurring

View Receipt

Void

Add to Card Manager


Cancel

5. Click **View Receipt**.

For transactions that do not have signature images associated with them:

The receipt displays with a blank **Cardholder's Signature** line as follows.

MY RESTAURANT STORE 0017340008021900611000	MY RESTAURANT STORE 0017340008021900611000
Date: 06/21/2013 09:14:02 AM	Date: 06/21/2013 09:14:02 AM
CREDIT CARD SALE R-E-P-R-E-S-E-N-T	CREDIT CARD SALE R-E-P-R-E-S-E-N-T
CARD NUMBER: *****3003 K	CARD NUMBER: *****3003 K
BASE AMOUNT: \$20.00	BASE AMOUNT: \$20.00
TIP AMOUNT: _____	TIP AMOUNT: _____
TOTAL AMOUNT: _____	TOTAL AMOUNT: _____
APPROVAL CD: NL4032	APPROVAL CD: NL4032
RECORD #: 000	RECORD #: 000
CLERK ID: Clerk1	CLERK ID: Clerk1
X _____ (CARDHOLDER'S SIGNATURE)	Customer Copy
I AGREE TO PAY THE ABOVE TOTAL AMOUNT ACCORDING TO THE CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF CREDIT VOUCHER)	
Merchant Copy	



For transactions that have signature images associated with them:


- For credit card **Sale, Force, Auth Only**, and **Return** transactions that have signature images associated with them, and terminals set up with a signature capture device, the system displays **Yes** in the **Signature Present** field.
- For receipts that have a signature image associated with it, the system displays the signature image at the bottom instead of the cardholder's signature line.

Speedy Retail
0010548510000000724904

Date: 09/26/2011 01:38:44 PM

CREDIT CARD SALE
R-E-P-R-I-N-T

CARD NUMBER: *****4797 K
TRAN AMOUNT: \$3.00
RECORD #: 002
CLERK ID: jwil



{CARDHOLDER'S SIGNATURE}

I AGREE TO PAY THE ABOVE TOTAL AMOUNT
ACCORDING TO THE CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

- You can save the file to your local or a network drive (this allows the receipt to be uploaded or used by other applications).

To Re-print Current Batches Transaction Receipts

Converge allows you to reprint transaction receipts. On the appropriate response page, click **Reprint**.

The following example shows the **Current Batches Main Response** screen.

Current Batches Main Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	Clerk1
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	AA47AD-1D1DC956-ABFC-4AD7-9A89-0F8A6D7D8F1E
Date / Time:	09/17/2014 08:02:27 AM
Response:	AA
Message:	APPROVAL
Approval Code:	CVI141
AVS Response:	
Account Balance:	10.00
CardHolder IP:	

Order Section	
Account Data:	41*****9990
Expiration Date(MMY):	1215
Amount:	10.00 *
Ship to Phone:	999-999-9999

Notes:

- You must allow Converge in the browser pop-up blocker in order for the receipt to show.
- If **Serial Printer** is selected as the **Printer Type** under the Printer options in the terminal profile, a receipt is sent to the serial printer.
- If Parallel Printer is selected as the Printer Type, a separate window displays the receipt information and the system prompts you to print the receipt.

To Update Current Batches Transactions

Converge allows you to update transactions after they have been entered and approved, and before they are settled. You can update transactions from the following transaction types:

- Error
- Auth Only
- Recurring
- Main
- Gift Card
- Cash

1. On the **Main** screen, select **Current Batches** to display the current batches options.
2. To select the transaction type, do one of the following:
 - Select **Error** to display the **Error Batch** screen.
 - Select **Auth Only** to display the **Authorization Only** screen.
 - Select **Recurring** to display the **Recurring Installment Transactions** screen.
 - Select **Main** to display the **Current Batches: Main** screen.
 - Select **Gift Card** to display the **Current Gift Card Activity** screen.
 - Select **Cash** to display the **Cash Activity** screen.

3. Select the link in the **Card Data** column for the transaction you want to update.

The following example shows the **Current Batches: Main** screen.

Current Batches: Main

Select a transaction to review the authorization details.

Current Open Transactions
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• 6 items

	User ID	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	Total Amount
<input type="checkbox"/>	Clerk1	Electronic Check	Conversiononly	06/26/2015	14:50	Jane	Doe	T1*****3210	K	8.00
<input type="checkbox"/>	Clerk1	Electronic Check	Conversiononly	06/26/2015	14:49	John	Doe	T1*****3210	K	6.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:48			41*****1111	K	7.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:48			41*****1111	K	5.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:47			41*****1111	K	4.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/26/2015	14:46	Jane	Doe	41*****1111	K	3.00

Transaction Count: 6 Net Amount: \$ 33.00

Display: 25

The system displays the details of the transaction in the respective screens as follows:

For this transaction type	This screen displays
Error	Current Error Batches Response
Auth Only	Current Batches Auth Only Response
Recurring	Current Batches Recurring
Main	Current Batches Main Response
Gift Card	Current Batches Gift Card Response
Cash	Current Batches Cash Response

The following example shows the **Current Batches Main Response** screen.

Current Batches Main Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: Clerk1
 Payment Type: CREDITCARD
 Transaction Type: SALE
 Transaction ID: AA47AD-1D1DC956-ABFC-4AD7-9A89-0F8A6D7D8F1E
 Date / Time: 09/17/2014 08:02:27 AM
 Response: AA
 Message: APPROVAL
 Approval Code: CVI141
 AVS Response:
 Account Balance: 10.00
 CardHolder IP:

Order Section

Account Data: 41*****9990
 Expiration Date(MMY): 1215
 Amount: 10.00 *
 Sales Tax:

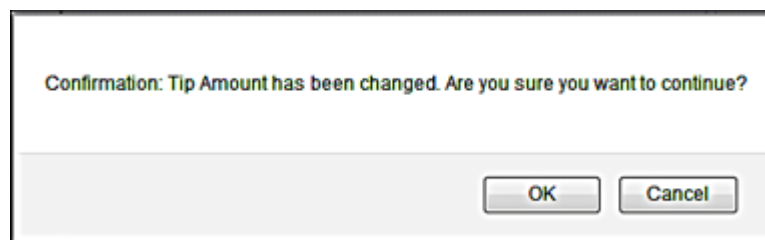
Ship to Phone: 999-999-9999

Update Reprint Add to Recurring View Receipt Void Add to Card Manager Cancel

4. Update the information in the desired fields.

Notes:

- You can update the **Tip Amount** only from **Current Batches**.
- The **Tip Amount** can be updated with the **Cardholder Currency**, if the cardholder has indicated this in the receipt. The **Tip Amount** in the **Cardholder Currency** is reconverted back to the merchant's currency, and then the total **Amount** is displayed.
- When the **Tip Amount** is updated, Converge does the following:
 - On a non-DCC transaction, recalculate the **Amount** as **Base Amount + Tip Amount**.
 - On a DCC transaction, convert the **Tip Amount** from the cardholder's currency into the merchant's currency.
- You cannot update the **Tip Amount** on partially approved transactions.
- You must confirm the **Tip Amount** entered prior to updating the tip.



-
5. Click **Update**.

The system updates the information and displays a message that indicates that the transaction was updated successfully.

Transaction AA4843B-41F98359-0428-42A4-B893-1A57B9E9E3FD has been successfully updated

Credit Card Sale Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: StoreClerk

Payment Type: CREDITCARD

Transaction Type: SALE

Transaction ID: AA4843B-41F98359-0428-42A4-B893-1A57B9E9E3FD

Date / Time: 09/09/2014 10:56:59 AM

Response: AA

Message: APPROVAL

Code: 12

Ship to C...

Ship to Phone:

To Pend Current Batches Transactions

The **Pend** function pends the currently selected transactions within a batch. Pended transaction cannot be settled until they are unpended.

You can pend the following transaction types from the following batches:

For this transaction type	Pend from this batch
Credit Card Auth Only	Auth Only
Credit Card Sale	Credit Card
Credit Card Force	Credit Card
Credit Card Return	Credit Card

1. On the **Main** screen, select **Current Batches** to display the current batches options.
2. To select the transaction you wish to pend, do one of the following:
 - Select **Auth Only** to display the **Authorization Only** screen.
 - Select **Credit Card** under **Current Batches: Main** to display the **Current Batches: Credit Card** screen.
3. Select the check box by the transactions you wish to pend.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions Download | Reports | Reports Plus | Search | Filter: All

- 4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:48			41*****1111	K		U	7.00
<input checked="" type="checkbox"/>	Clerk1		Sale	06/26/2015	14:48			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:47			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:46	Jane	Doe	41*****1111	K		U	3.00

Transaction Count: 4 Net Amount: \$ 19.00 Display: 25

4. Click **Pend**.

The system pends the currently selected transactions and displays **Pended** in the **Trans Status** column for the selected transactions.

Current Batches: Credit Card

Select a transaction to review the authorization details.

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- 4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	7.00
<input type="checkbox"/>	Clerk1	Pended	Sale	06/29/2015	09:46			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:45			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:44	Jane	Doe	41*****1111	K		U	3.00

Transaction Count: 4 Net Amount: \$ 19.00 Display: 25

To Unpend Current Batches Transactions

The **Unpend** function removes the **Pend** status for the currently selected transactions within a batch once unpend transactions are able to be settled.

You can unpend the following transaction types from the following batches:

For this transaction type	Unpend from this batch
Credit Card Auth Only	Auth Only
Credit Card Sale	Credit Card
Credit Card Force	Credit Card
Credit Card Return	Credit Card

1. On the **Main** screen, select **Current Batches** to display the current batches options.
2. To select the transaction to unpend, do one of the following:
 - Select **Auth Only** to display the **Authorization Only** screen.
 - Select **Credit Card** under **Current Batches: Main** to display the **Current Batches: Credit Card** screen.
3. Select the check box by the transactions you wish to unpend.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions

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4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	7.00
<input checked="" type="checkbox"/>	Clerk1	Pended	Sale	06/29/2015	09:46			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:45			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:44	Jane	Doe	41*****1111	K		U	3.00

Delete

Void

Set to Review

Release

Pend

Unpend

Settle Selected

Settle All

Add to Card Manager

Transaction Count: 4 Net Amount: \$ 19.00

Display: 25

4. Click **Unpend**.

The system removes the **Pend** status for the currently selected transactions.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions

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4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	7.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:45			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:44	Jane	Doe	41*****1111	K		U	3.00

Delete

Void

Set to Review

Release

Pend

Unpend

Settle Selected

Settle All

Add to Card Manager

Transaction Count: 4 Net Amount: \$ 19.00

Display: 25

To Set Current Batches Transactions to Review

The **Set to Review** function changes the status of the currently selected transactions to **Review** within a batch. Transactions that are **Set to Review** cannot be settled until they are released.

You can review the following transaction types from the following batches:

For this transaction type	Review from this batch
Credit Card Auth Only	Auth Only
Credit Card Sale	Credit Card
Credit Card Force	Credit Card
Credit Card Return	Credit Card

- On the **Main** screen, select **Current Batches** to display the current batches options.
- To select the transaction you wish to set to review, do one of the following:
 - Select **Auth Only** to display the **Authorization Only** screen.
 - Select **Credit Card** under **Current Batches: Main** to display the **Current Batches: Credit Card** screen.
- Select the check box by the transactions you wish to review.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

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• 4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:48			41*****1111	K		U	7.00
<input checked="" type="checkbox"/>	Clerk1		Sale	06/26/2015	14:48			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:47			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:46	Jane	Doe	41*****1111	K		U	3.00

Transaction Count: 4 Net Amount: \$ 19.00 Display: 25

4. Click **Set to Review**.

The system sets the status of the currently selected transactions to **Review** in the **Trans Status** column.

Current Batches: Credit Card

Select a transaction to review the authorization details.

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• 4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	7.00
<input type="checkbox"/>	Clerk1	Review	Sale	06/29/2015	09:46			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:45			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:44	Jane	Doe	41*****1111	K		U	3.00

Transaction Count: 4 Net Amount: \$ 19.00 Display: 25

To Release Reviewed Current Batches Transactions

The **Release** function releases previously reviewed transactions within a batch. Once released, transactions are able to be settled.

You can release the following transaction types from the following batches:

For this transaction type	Release from this batch
Credit Card Auth Only	Auth Only
Credit Card Sale	Credit Card
Credit Card Force	Credit Card
Credit Card Return	Credit Card

1. On the **Main** screen, select **Current Batches** to display the current batches options.
2. To select the transaction you wish to release, do one of the following:
 - Select **Auth Only** to display the **Authorization Only** screen.
 - Select **Credit Card** under **Current Batches: Main** to display the **Current Batches: Credit Card** screen.
3. Select the check box by the reviewed transactions you wish to release.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions

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• 4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	11:01			41*****1111	K		U	7.00
<input checked="" type="checkbox"/>	Clerk1	Review	Sale	06/29/2015	09:46			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	11:01			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	11:00	Jane	Doe	41*****1111	K		U	3.00

Delete

Void

Set to Review

Release

Pend

Unpend

Settle Selected

Settle All

Add to Card Manager

Transaction Count: 4 Net Amount: \$ 19.00 Display: 25

4. Click **Release**.

The system releases the currently selected transactions and removes the Review status from the **Trans Status** column.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions Download | Reports | Reports Plus | Search | Filter: All

• 4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	7.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:45			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:44	Jane	Doe	41*****1111	K		U	3.00

Transaction Count: 4 Net Amount: \$ 19.00 Display: 25

To Add Signatures to Current Batches Transactions

You can add a signature to an existing approved transaction for the following transaction types:

- Credit Card Sale
- Credit Card Force
- Credit Card Return
- Credit Card Auth Only
- Electronic Check Purchase

Notes:

- The terminal must be setup for signature capture option. The signature capture option is only available for those terminals with the following payment types:
 - Credit Card
 - Electronic Check
- A supported signature device must be in place to add a signature
- You cannot add a signature to a transaction that already has a signature

1. On the **Main** screen, select **Current Batches** to display the current batches options.
2. To select the transaction type, do one of the following:
 - Select **Auth Only** to display the **Authorization Only** screen.
 - Select **Main** to display the **Current Batches: Main** screen.

3. Select the link in the **Card Data** column for the transaction to which you want to add a signature.

The following example shows the **Current Batches: Main** screen.

Current Batches: Main

Select a transaction to review the authorization details.

Current Open Transactions
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• 5 items

	User ID	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	Total Amount
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	11:30	John	Smith	41*****1111	K	10.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	11:01			41*****1111	K	7.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	11:01			41*****1111	K	4.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	11:00	Jane	Doe	41*****1111	K	3.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	09:46			41*****1111	K	5.00

Void
 Settle Selected
 Settle All
 Add to Card Manager

Transaction Count: 5 Net Amount: \$ 29.00

Display: 25

The system displays the respective response screen as follows:

For this transaction type	This screen displays
Auth Only	Current Batches Auth Only Response
Main	Current Batches Main Response

The **Current Batches Main Response** screen displays the details of the transaction.

Current Batches Main Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	Clerk1
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	AA47AE-04B506A5-827D-4D9C-974F-B3C016119797
Date / Time:	09/23/2014 09:03:07 AM
Response:	AA
Message:	APPROVAL
Approval Code:	CVI672
AVS Response:	
Account Balance:	10.00
Signature Present:	Yes
CardHolder IP:	

Ship to Phone: _____

Note: The **Signature Present** indicator value of **Yes** displays when the transaction has a signature image associated with it. This value is only viewable for those terminals identified as having a signature capture device.

4. If you need to add a signature and your terminal is set up for a signature capture device, select the transaction type and do one of the following:
 - Click **Add Signature** on the **Current Batches Auth Only Response** screen.
 - Click **Add Signature** on the **Current Batches Main Response** screen.
5. The device displays, **Please sign** message to the customer.

The payment form displays a message to the merchant, **Customer prompted to sign. Please wait!**

Credit Card Sale Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	
Payme	
Transa	
Transa	
Date /	
Respo	
Messa	
Approv	
AVS Response:	
CVV2 Response:	P
Account Balance:	10.00
CardHolder IP:	

Customer prompted to sign. Please wait!

312581FB6

6. The customer signs.

If the customer cancels the signature entry, the response page displays a message to the merchant, **Customer cancelled signature! Please retry or select cancel to manually capture signature!** The merchant has the chance to request signature again through the device or through the printed receipt.

The screenshot shows a web interface titled "Credit Card Sale Response". Below the title is a note: "This is the authorization response information. Note that all fields with an asterisk (*) are required." The main content area is titled "Transaction Detail" and contains a table with transaction information. A modal dialog box is overlaid on the table, displaying the message: "Customer cancelled signature! Please retry or select cancel to manually capture signature!". The modal has two buttons: "Retry" and "Cancel".

Transaction Detail	
Authorization Results	
User:	
Payme	
Transa	
Transa	
Date /	
Respo	
Messa	
Approv	
AVS Response:	
CVV2 Response:	U
Account Balance:	10.00
CardHolder IP:	

7. If the signature image was successfully captured, Converge stores the signature image with the transaction and displays a successful message.
8. If an error code is returned or the signature image is null/blank, Converge displays an error message.

To Re-authorize Current Batches Error Transactions

The **Error** link allows you to view declined transactions.

You can perform the following functions on transactions found in the **Error** category:

- **Update** transactions (refer to the [To Update Current Batches Transactions](#) section).
 - **Re-authorize** transactions.
 - **Delete** transactions (refer to the [To Delete Current Batches Transactions](#) section)
1. On the **Main** screen, select **Current Batches | Error**.

The **Error Batch** screen displays.

Error Batch

Select a transaction to review the authorization details.

Non-Authorized Transactions
[Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All

3 items

	User ID	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount	Response Message
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	11:49			41*****1111	K		U	15.01	CALL AUTH CENTER
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	11:48			41*****1111	K		U	10.01	CALL AUTH CENTER
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	11:48	Jane	Doe	41*****1111	K		U	5.01	CALL AUTH CENTER

Delete Selected

Transaction Count: 3 Net Amount: \$ 30.03

Display: 25

- Select the link in the **Card Data** column for the transaction you want to re-authorize.

Error Batch

Select a transaction to review the authorization details.

Non-Authorized Transactions
[Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All

3 items

	User ID	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount	Response Message
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	11:49			41*****1111	K		U	15.01	CALL AUTH CENTER
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	11:48			41*****1111	K		U	10.01	CALL AUTH CENTER
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	11:48	Jane	Doe	41*****1111	K		U	5.01	CALL AUTH CENTER

Delete Selected

Transaction Count: 3 Net Amount: \$ 30.03

Display: 25

The **Current Batches Error Response** screen appears.

Transaction Detail	
Authorization Results	
User:	Clerk1
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	AA47AD-F06F781B-D799-471A-80E5-5EBA478F641B
Date / Time:	09/17/2014 09:26:57 AM
Response:	NR
Message:	CALL AUTH CENTER
Approval Code:	
Auth Response:	

Ship to Phone: 999-999-9999

Update Re-Authorize Cancel

3. Click **Re-Authorize**.

To Void Current Batches Main Transactions

The **Void** function voids the currently selected transactions and can be used to void credit card transactions, Canadian debit transactions or to send reversal ECS transaction.

The **Void** function is an online transaction. Once a transaction is voided it cannot be unvoided. If the user changes their mind, they have to initiate a new sale.

Note: Canadian debit transactions can only be voided if the batch is open, the card is swiped and the PIN is entered again. The number cannot be entered manually.

Converge does not allow you to void transactions while the auto-settle process or the manual settlement process is running.

1. On the **Main** screen, select **Current Batches** to display the current batches options.
2. From **Current Batches Main**, to select the transaction type, do one of the following:
 - Select **Credit** to display the **Current Batches: Credit** screen.
 - Select **Debit** to display the **Current Batches: Debit** screen.
 - Select **Food Stamp** to display the **Current Batches: Food Stamp** screen.

- Select **Cash Benefit** to display the **Current Batches: Cash Benefit** screen.
 - Select **Electronic Check** to display the **Current Batches: Electronic Check** screen.
3. Select the check box by the transactions you wish to void.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions Download | Reports | Reports Plus | Search | Filter: All

• 4 items

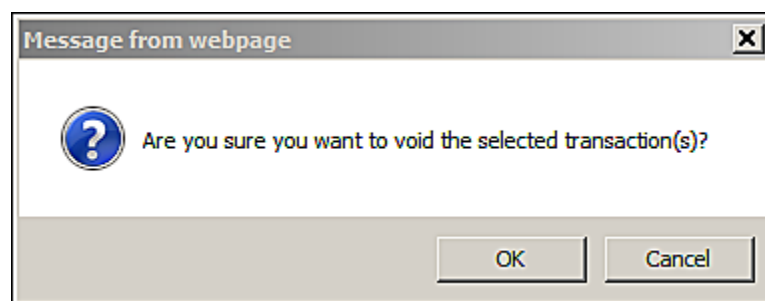
	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:48			41*****1111	K		U	7.00
<input checked="" type="checkbox"/>	Clerk1		Sale	06/26/2015	14:48			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:47			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/26/2015	14:46	Jane	Doe	41*****1111	K		U	3.00

Transaction Count: 4 Net Amount: \$ 19.00 Display: 25

Note: If you wish to void all the listed transactions, click the check box in the header row.

4. Click **Void**.

A message box displays requesting confirmation to void the transaction.



5. Select **Current Batches | Main | Credit Card** to view your voided transaction.

The system set the voided transaction text in red.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions Download | Reports | Reports Plus | Search | Filter: All

• 4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	11:01			41*****1111	K		U	7.00
<input type="checkbox"/>	Clerk1		Void	06/29/2015	09:46			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	11:01			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	11:00	Jane	Doe	41*****1111	K		U	3.00

Transaction Count: 4 Net Amount: \$ 14.00 Display: 25

To Delete Current Batches Transactions

The **Delete** function permanently removes selected transactions from your open batch. Once a transaction has been deleted it cannot be recovered.

You can delete transactions from the following transaction types:

- Error
 - Auth Only
 - Recurring
 - Credit Card
1. On the **Main** screen, select **Current Batches** to display the current batches options.
 2. To select the transaction type, do one of the following:
 - Select **Error** to display the **Error Batch** screen.
 - Select **Auth Only** to display the **Authorization Only** screen.
 - Select **Recurring** to display the **Recurring Installment Transactions** screen.
 - Select **Credit Card** under **Main** to display the **Current Batches: Credit Card** screen.

Notes:

- You can only delete credit card transactions. If you need to delete your debit, food stamps, cash benefits, or check transactions you must contact your System Administrator or call Elavon at 1-800-377-3962, option 2, option 2 (in Canada you are asked to choose either English or French for your language).
- It is recommended to use the void function when possible to remove transactions from an open batch. Transactions will show voided and no funds will be deposited into the merchant's bank account at settlement.

- Select the check box by the transactions you wish to delete.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions

[Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All

• 5 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input checked="" type="checkbox"/>	Clerk1		Sale	06/29/2015	11:30	John	Smith	41*****1111	K		U	10.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	11:01			41*****1111	K		U	7.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	11:01			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	11:00	Jane	Doe	41*****1111	K		U	3.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	5.00

Delete

Void

Set to Review

Release

Pend

Unpend

Settle Selected

Settle All

Add to Card Manager

Transaction Count: 5

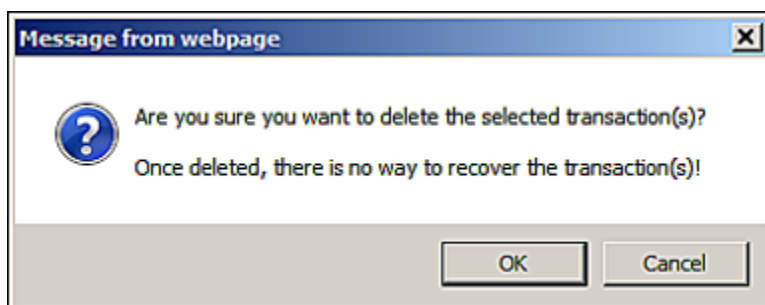
Net Amount: \$ 29.00

Display: 25

- Click **Delete**.

Note: For **Error** batch transactions, click **Delete Selected**.

A message box displays requesting confirmation to delete the transaction.



5. Click **OK**.

The system deletes the selected transactions and reduces the transaction count.

Note: Converge will initiate a reversal on the merchant's behalf when a user deletes a credit card transaction in the **Auth Only** and **Main** batches under the **Current Batches** menu. This feature is limited to credit card transactions processed under terminals setup as terminal-based. For host-based terminals, the **Void** function maybe used to reverse authorizations.

Downloading Current Batches Transactions

Converge allows you to generate a download file of open transactions for various payments and transaction types.

To Download Current Batches Transactions for All Payment Types in One File

You can generate a download file of open credit card, debit card, electronic check, food stamp, and cash benefit transactions together in one batch.

1. On the **Main** screen, select **Current Batches** to display the current batches options.
2. Select **Main** to display the **Current Batches: Main** screen.

3. Select **Download**.

Current Batches: Main

Select a transaction to review the authorization details.

Current Open Transactions **Download** Reports | Reports Plus | Search | Filter: All ▼

• 5 items

<input type="checkbox"/>	User ID ▼	Card Type ▼	Tran Type ▼	Tran Date ▼	Tran Time ▼	First Name ▼	Last Name ▼	Card Data ▼	Entry Type ▼	Total Amount ▼
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	11:30	John	Smith	41*****1111	K	10.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	11:01			41*****1111	K	7.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	11:01			41*****1111	K	4.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	11:00	Jane	Doe	41*****1111	K	3.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	09:46			41*****1111	K	5.00

Transaction Count: 5 Net Amount: \$ 29.00

Display: 25 ▼

The **Download** screen appears.

Download

Select the desired download format.

Reporting Options

Sort On: User Id ▼

Specify the download text file type: Comma-Delimited ▼

Include text qualifier (double quote - "): ☐

4. To sort **Main** batches, in the **Sort On** drop-down list, select one of the following options to specify the field the data will be sorted by in the download:

- User Id
- Transaction Type
- Card Desc
- Amount
- Transaction Date and Time
- Card Data
- Invoice Number
- Server ID
- Shift ID

Note: **Server ID** and **Shift ID** are available only for terminals with a **Market Segment** of **Service**.

5. In the **Specify the download text file type** drop-down list, select one of the following options to indicate the type of file for the download to generate:

- Comma-Delimited
- Tab-Delimited
- XML

Notes:

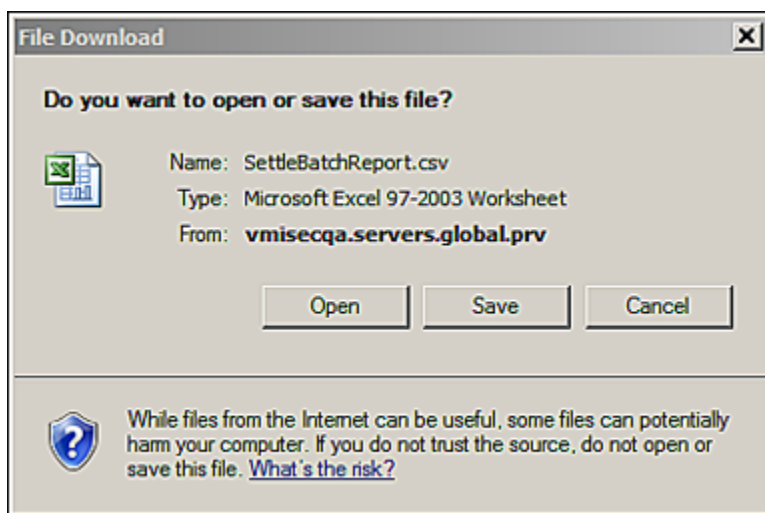
- **Comma-Delimited**
Generates a Microsoft Excel worksheet that you can open in a new Internet browser window or save to a specified directory.
- **Tab-Delimited**
Generates a Microsoft Excel worksheet that opens in Microsoft Excel.
- **XML**
Generates an XML document that opens in a new Internet browser window.

-
6. Select the **Include text qualifier (double quote –")** check box to add quotation marks around the downloaded fields.

Note: This option is available when **Comma-Delimited** or **Tab-Delimited** are selected as the file type.

7. Click **Download** File.

The **File Download** prompt displays to confirm if you want to open or save the file download.



8. If you click **Save**, specify the **Location** and **File Name** in the **Save As** window that displays.
9. If you click **Open with**, the downloaded information displays in a new browser window.

Note: For **Credit Card Sale**, **Credit Card Force**, **Credit Card Auth Only**, **Credit Card Return**, and **Electronic Check Purchase** settled transactions, downloads include a **Signature Indicator** field to identify transactions with signature attached.

To Download Current Batches Transactions Individually

You can generate individual download files of open credit card, debit card, electronic check, food stamp, or cash benefits transactions.

1. On the **Main** screen, select **Current Batches** to display the current batches options.
2. Select **Main** to display the options available.

3. To select the transaction type, do one of the following:
 - Select **Credit Card** to display the **Current Batches: Credit** screen.
 - Select **Debit Card** to display the **Current Batches: Debit** screen.
 - Select **Food Stamp** to display the **Current Batches: Food Stamp** screen.
 - Select **Cash Benefit** to display the **Current Batches: Cash Benefit** screen.
 - Select **Electronic Check** to display the **Current Batches: Electronic Check** screen.
4. Once you have the correct information in the table for the download, select **Download**.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions
Download
Reports
Reports Plus
Search
Filter: All

• 4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	7.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:45			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:44	Jane	Doe	41*****1111	K		U	3.00

Delete
Void
Set to Review
Release
Pend
Unpend
Settle Selected
Settle All
Add to Card Manager

Transaction Count: 4
Net Amount: \$ 19.00
Display: 25

The **Download** screen appears.

Download

Select the desired download format.

Reporting Options

Sort On: User Id

Specify the download text file type: Comma-Delimited

Include text qualifier (double quote - "): ☐

Download File

- Follow Steps 4 to 9 in the [To Download Current Batches Transaction for All Payment Types in One File](#) section.

To Download Import Batches Transactions

Converge allows you to export the response files generated from the imported batches for credit card transactions or recurring/installment transactions.

- On the **Main** screen, select **Current Batches | Imported Batches**.

The **Imported Batches** screen displays the response data for a terminal sorted by process **Start Date** and **Start Time**, with the most recent file process listed first.

Response File Name	Status	User ID	File Type	Start Date	Start Time	End Date	End Time	Total	Approved	Failed
MyCVBatchFile	Complete	Clerk1	Credit Card	09/16/2014	14:21:04	09/16/2014	14:22:37	2	1	1

Display: 25

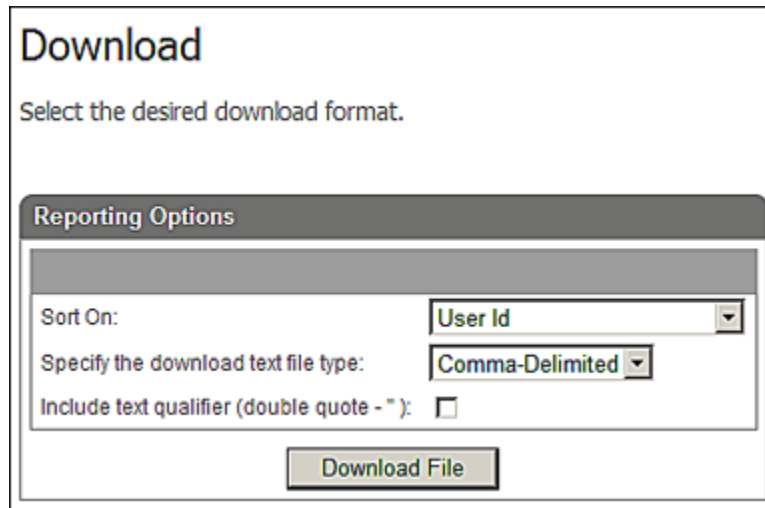
- To view the transactions in a specific batch response file, click **Response File Name**.

The **Imported Batch Transactions** screen displays the transactions.

Item	Tran Type	Tran Date	Tran Time	Card Data	Token	AVS Code	Total Amount	Result	Message	Error Code
1	sale	09/16/2014	14:22	50*****3003			5.10	APPROVAL		
2	force			40*****6664			4.00	ERROR	Exp Date Invalid	5001

3. Click **Download** to generate a download file of the transactions in the associated batch file.

The **Download** screen appears.



The screenshot shows a web interface titled "Download". Below the title is the instruction "Select the desired download format." A section titled "Reporting Options" contains three items: "Sort On:" with a dropdown menu showing "User Id", "Specify the download text file type:" with a dropdown menu showing "Comma-Delimited", and "Include text qualifier (double quote - \"):" with an unchecked checkbox. At the bottom of the section is a button labeled "Download File".

4. If you wish to sort the transactions, in the **Sort On** drop-down list, select from the following options on which to sort the transactions in the download file:
 - Item
 - Trans Type
 - Trans Date and Time
 - Card Data
 - Amount

5. In the **Specify the download text file type** drop-down list, select one of the following options to indicate the type of file for the download to generate:

- Comma-Delimited
- Tab-Delimited
- XML

Notes:

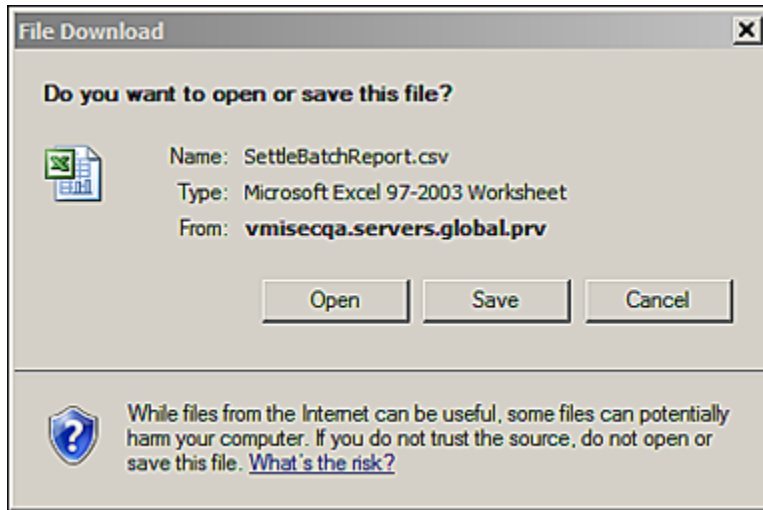
- **Comma-Delimited**
Generates a Microsoft Excel worksheet that you can open in a new Internet browser window or save to a specified directory.
- **Tab-Delimited**
Generates a Microsoft Excel worksheet that opens in Microsoft Excel.
- **XML**
Generates an XML document that opens in a new Internet browser window.

-
6. Select the Include text qualifier check box to add quotation marks around the downloaded field values.

Note: This option is available when **Comma-Delimited** or **Tab-Delimited** are selected as the file type.

7. Click **Generate Download**.

The **File Download** prompt displays to confirm if you want to open or save the file download.



8. If you click **Save**, specify the **Location** and **File Name** in the **Save As** window that displays.
9. If you click **Open with**, the downloaded information displays in a new browser window.

Notes:

When the download file is opened, the following data is listed in the following order before the transaction data:

- **Response File Name**
The name of the response file.
 - **File Type**
The type of the file, Credit Card or Recurring Installment.
 - **User ID**
The user who imported the file.
 - **Terminal Name**
The terminal friendly name.
 - **Detail report sorted by**
The field the user chose to have the transactions sorted by in the file.
 - **Created on mm/dd/yyyy hh:mm:ss am/pm**
The system date and time when the file was created.
-

Generating Reports for Current Batches Transactions

Converge allows you to generate the following reports on open transactions:

- Detail
- Detail with subtotals
- Summary

The **Reports** link allows you to use current batch data to generate reports. You can generate reports for your open transactions for various payment and transaction types.

To Generate Reports for Current Batches Transactions for All Payment Types in One Batch

You can generate a report of open credit card, debit card, electronic check, food stamp, and cash benefits transactions together in one batch.

1. On the **Main** screen, select **Current Batches** to display the current batches options.
2. Select **Main** to display the **Current Batches: Main** screen.
3. Select **Reports**.

Current Batches: Main

Select a transaction to review the authorization details.

Current Open Transactions
Download
Reports
Reports Plus
Search
Filter: All

7 items

	User ID	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	Total Amount
<input type="checkbox"/>	Clerk1	Electronic Check	Conversiononly	06/29/2015	14:03	Jane	Doe	T1*****3210	K	8.00
<input type="checkbox"/>	Clerk1	Credit Card	Force	06/29/2015	14:02			41*****1111	K	6.00
<input type="checkbox"/>	Clerk1	Credit Card	Return	06/29/2015	14:01			41*****1111	K	4.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	14:00			41*****1111	K	7.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	13:59			41*****1111	K	5.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	13:58			41*****1111	K	4.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	13:57	Jane	Doe	41*****1111	K	3.00

Void
Settle Selected
Settle All
Add to Card Manager

Transaction Count: 7
Net Amount: \$ 29.00
Display: 25

The **Reporting** screen displays.

The screenshot shows a web interface titled "Reporting". Below the title is the instruction "Enter the desired reporting criteria." There is a section titled "Reporting Options" which contains a "Search Criteria" box. Inside this box, there are three dropdown menus: "Sort On:" with "User Id" selected, "Report Type:" with "Detail" selected, and "View As:" with "Browser" selected. Below the "Search Criteria" box are two buttons: "Generate Report" and "Reset".

4. In the **Sort On** drop-down list, select one of the following options to specify the field the data will be sorted by:
- User Id
 - Transaction Type
 - Card Desc
 - Amount
 - Transaction Date and Time
 - Card Data
 - Invoice Number
 - Server ID
 - Shift ID
 - Tip Amount

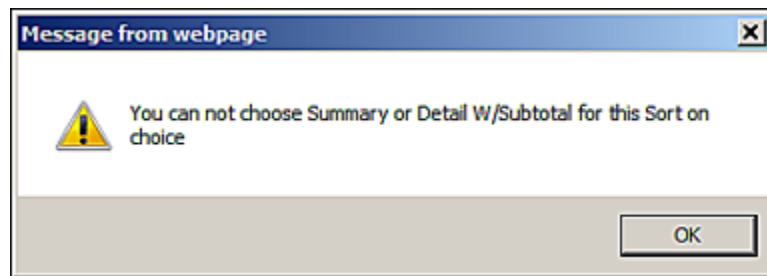
Note: **Server ID**, **Shift ID** and **Tip Amount** are available only for terminals with a **Market Segment of Service**.

5. In the **Report Type** drop-down list, select one of the following:

- Detail
- Detail w/Subtotals
- Summary

Notes:

- **Detail**
Generates a detailed report of the transaction data.
- **Detail W/Subtotal**
Generates a detailed report with subtotals of the number and transactions and total amount.
- **Summary**
Generates a summary for the transactions based on the Sort On selection.
- If the **Sort On** selection cannot be used to create a **Summary** or **Detail W/Subtotal** report, the system displays a notification message.



6. Select a format from the **View As** drop-down list for the report.

Notes:

- **Browser**
Displays the report in the Converge browser. Once the report is displayed, you will be able to use the print icon to print a friendly format of the report or the CSV icon to display the report in a comma separated value (CSV) file format. Both icons will appear on the far right of the report at the top and bottom of the report.
 - **CSV**
Formats the report as comma-separated values. The system prompts you to **Open** or **Save** the report in the same manner as a **Download File** option under the download link.
-

7. Click **Generate Report**.

The report generates.

Note: For **Credit Card Sale**, **Credit Card Force**, **Credit Card Auth Only**, **Credit Card Return**, and **Electronic Check Purchase** settled transactions, the **Detail** and **Detail with Subtotals** reports include a **Signature Indicator** field to identify transactions with signature attached.

To Generate Reports for Current Batches Transactions by Transaction Types

You can generate reports for the following transaction types:

- Error
 - Auth Only
 - Recurring
 - Main
1. On the **Main** screen, select **Current Batches** to display the current batches options.
 2. To select the transaction type, do one of the following:
 - Select **Error** to display the **Error Batch** screen.
 - Select **Auth Only** to display the **Authorization Only** screen.
 - Select **Recurring** to display the **Recurring Installment Transactions** screen.
 - Select **Main** to display the **Current Batches: Main** screen. Refer to the notes below.

Notes:

- From **Current Batches: Main**, you can generate reports for the following transaction types:
 - Credit
 - Debit
 - Food Stamp
 - Cash Benefit
 - Electronic Check
- To select the transaction type, do one of the following:
 - Select **Credit** to display the **Current Batches: Credit** screen.
 - Select **Debit** to display the **Current Batches: Debit** screen.
 - Select **Food Stamp** to display the **Current Batches: Food Stamp** screen.
 - Select **Cash Benefit** to display the **Current Batches: Cash Benefit** screen.
 - Select **Electronic Check** to display the **Current Batches: Electronic Check** screen.

- Select **Reports** to run your report.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions

[Download](#)
[Reports](#)
[Reports Plus](#)
[Search](#)
Filter: All

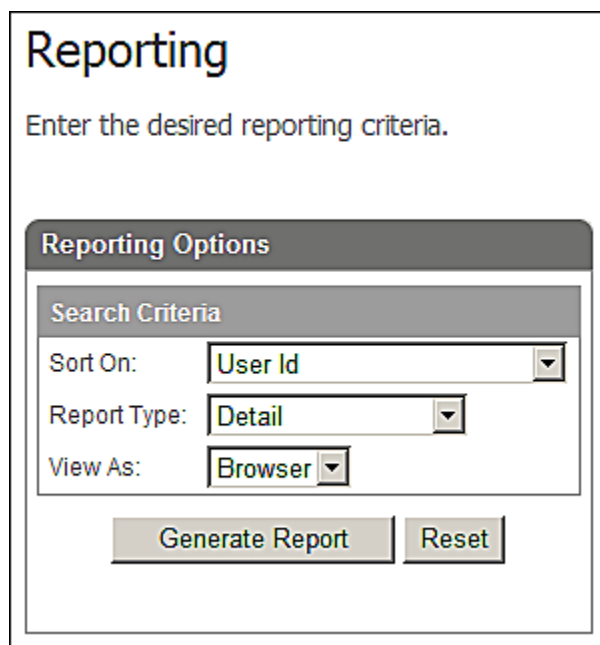
4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	7.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:45			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:44	Jane	Doe	41*****1111	K		U	3.00

Delete
Void
Set to Review
Release
Pend
Unpend
Settle Selected
Settle All
Add to Card Manager

Transaction Count: 4
Net Amount: \$ 19.00
Display: 25

The **Reporting** screen displays.



The screenshot shows a web interface titled "Reporting". Below the title is the instruction "Enter the desired reporting criteria." There is a section titled "Reporting Options" which contains a "Search Criteria" box. Inside this box, there are three dropdown menus: "Sort On:" with "User Id" selected, "Report Type:" with "Detail" selected, and "View As:" with "Browser" selected. Below the search criteria box are two buttons: "Generate Report" and "Reset".

4. Follow Steps 4 to 7 above in the [To Generate Reports for Current Batches Transactions for All Payment Types in One Batch](#) section.

Generating Reports Plus for Current Batches Transactions

Converge allows you to generate the following reports on open transactions:

- Detail
- Detail with subtotals
- Summary

The **Reports Plus** link allows you to use current batch data to generate customizable reports. You can customize and generate reports for your open transactions for various payment and transaction types. This option gives you the flexibility to select which fields to display in your report.

To Generate Reports Plus for Current Batches Transactions for All Payment Types in One Batch

You can generate a report of open credit card, debit card, electronic check, food stamp, and cash benefits transactions together in one batch.

1. On the **Main** screen, select **Current Batches** to display the current batches options.
2. Select **Main** to display the **Current Batches: Main** screen.
3. Select **Reports Plus** to customize and run your report.

Current Batches: Main

Select a transaction to review the authorization details.

Current Open Transactions Download | Reports | **Reports Plus** | Search | Filter: All

• 7 items

<input type="checkbox"/>	User ID	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	Total Amount
<input type="checkbox"/>	Clerk1	Electronic Check	Conversiononly	06/29/2015	14:03	Jane	Doe	T1*****3210	K	8.00
<input type="checkbox"/>	Clerk1	Credit Card	Force	06/29/2015	14:02			41*****1111	K	6.00
<input type="checkbox"/>	Clerk1	Credit Card	Return	06/29/2015	14:01			41*****1111	K	4.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	14:00			41*****1111	K	7.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	13:59			41*****1111	K	5.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	13:58			41*****1111	K	4.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	13:57	Jane	Doe	41*****1111	K	3.00

Transaction Count: 7 Net Amount: \$ 29.00 Display: 25

The **Reporting** screen with customizable fields displays.

Reporting

Enter the desired reporting criteria.

Reporting Options

Search Criteria

Sort On:

Report Type:

View As:

System Fields Selection

<input checked="" type="checkbox"/> AVS Response	<input checked="" type="checkbox"/> Account Data/MICR Data	<input checked="" type="checkbox"/> Amount	<input checked="" type="checkbox"/> Approval Code	<input checked="" type="checkbox"/> Auth Message
<input checked="" type="checkbox"/> Card Description	<input checked="" type="checkbox"/> Card Present	<input checked="" type="checkbox"/> Card Type	<input checked="" type="checkbox"/> Cardholder Amount	<input checked="" type="checkbox"/> Cardholder Currency
<input checked="" type="checkbox"/> Completion Date(MM/DD/YYYY)	<input checked="" type="checkbox"/> Conversion Rate	<input checked="" type="checkbox"/> Customer Code	<input checked="" type="checkbox"/> Cw2 Response	<input checked="" type="checkbox"/> Departure Date(MM/DD/YYYY)
<input checked="" type="checkbox"/> Description	<input checked="" type="checkbox"/> Driver's License Number	<input checked="" type="checkbox"/> Driving Lic. Phone	<input checked="" type="checkbox"/> Driving Lic. State	<input checked="" type="checkbox"/> Entry Type
<input checked="" type="checkbox"/> Expiration Date(MM/YY)	<input checked="" type="checkbox"/> First Name	<input checked="" type="checkbox"/> Invoice Number	<input checked="" type="checkbox"/> Last name	<input checked="" type="checkbox"/> Original Amount
<input checked="" type="checkbox"/> Original Date(MM/DD/YY)	<input checked="" type="checkbox"/> Original Time(HHMMSS)	<input checked="" type="checkbox"/> Original Transaction Type	<input checked="" type="checkbox"/> Profile Name	<input checked="" type="checkbox"/> Record Number
<input checked="" type="checkbox"/> Sales Tax	<input checked="" type="checkbox"/> Transaction Date	<input checked="" type="checkbox"/> Transaction ID	<input checked="" type="checkbox"/> Transaction Status	<input checked="" type="checkbox"/> Transaction Time
<input checked="" type="checkbox"/> Transaction Type	<input checked="" type="checkbox"/> User ID			

Custom Fields Selection

☐ My Custom Field

4. In the **Sort On** drop-down list, select one of the following options to specify the field the data will be sorted by:

- User Id
- Transaction Type
- Card Desc
- Amount
- Transaction Date and Time
- Card Data
- Invoice Number
- Server ID
- Shift ID
- Tip Amount

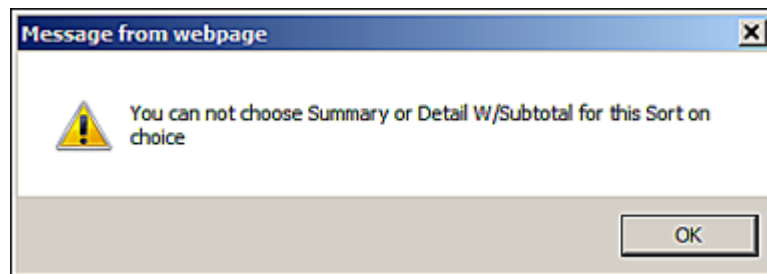
Note: **Server ID**, **Shift ID** and **Tip Amount** are available only for terminals with a **Market Segment of Service**.

5. In the **Report Type** drop-down list, select one of the following:

- Detail
- Detail w/Subtotals
- Summary

Notes:

- **Detail**
Generates a detailed report of the transaction data.
- **Detail W/Subtotal**
Generates a detailed report with subtotals of the number and transactions and total amount.
- **Summary**
Generates a summary for the transactions based on the Sort On selection. The customization is not applicable for this type of report.
- If the **Sort On** selection cannot be used to create a **Summary** or **Detail W/Subtotal** report, the system displays a notification message.



6. Select a format from the **View As** drop-down list for the report.
7. The **System Fields Selection** area displays with all fields selected. You can **Unselect All** and select the fields you want or unselect just the fields that you don't want on your report.

Notes:

- **Browser**
Displays the report in the Converge browser. Once the report is displayed, you will be able to use the print icon to print a friendly format of the report or the CSV icon to display the report in a comma separated value (CSV) file format. Both icons will appear on the far right of the report at the top and bottom of the report.
 - **CSV**
Formats the report as comma-separated values. The system prompts you to **Open** or **Save** the report in the same manner as a **Download File** option under the download link.
-

8. Click **Generate Report**.

The report generates. Only the fields you have selected will show in the report.

To Generate Reports Plus for Current Batches Transactions by Transaction Types

You can generate reports for the following transaction types:

- Error
 - Auth Only
 - Recurring
 - Main
1. On the **Main** screen, select **Current Batches** to display the current batches options.
 2. To select the transaction type, do one of the following:
 - Select **Error** to display the **Error Batch** screen.
 - Select **Auth Only** to display the **Authorization Only** screen.
 - Select **Recurring** to display the **Recurring Installment Transactions** screen.
 - Select **Main** to display the **Current Batches: Main** screen. Refer to the notes below.

Notes:

- From **Current Batches: Main**, you can generate reports for the following transaction types:
 - Credit
 - Debit
 - Food Stamp
 - Cash Benefit
 - Electronic Check
 - To select the transaction type, do one of the following:
 - Select **Credit** to display the **Current Batches: Credit** screen.
 - Select **Debit** to display the **Current Batches: Debit** screen.
 - Select **Food Stamp** to display the **Current Batches: Food Stamp** screen.
 - Select **Cash Benefit** to display the **Current Batches: Cash Benefit** screen.
 - Select **Electronic Check** to display the **Current Batches: Electronic Check** screen.
3. Select **Reports Plus** to customize and run your report.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions
Download | Reports | **Reports Plus** | Search | Filter: All

• 4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	7.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:45			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:44	Jane	Doe	41*****1111	K		U	3.00

Delete
Void
Set to Review
Release
Pend
Unpend
Settle Selected
Settle All
Add to Card Manager

Transaction Count: 4
Net Amount: \$ 19.00
Display: 25

The **Reporting** screen with customizable fields displays.

Reporting
Enter the desired reporting criteria.

Reporting Options

Search Criteria
 Sort On:
 Report Type:
 View As:

System Fields Selection

<input checked="" type="checkbox"/> AVS Response	<input checked="" type="checkbox"/> Account Data/MICR Data	<input checked="" type="checkbox"/> Amount	<input checked="" type="checkbox"/> Approval Code	<input checked="" type="checkbox"/> Auth Message
<input checked="" type="checkbox"/> Card Description	<input checked="" type="checkbox"/> Card Present	<input checked="" type="checkbox"/> Card Type	<input checked="" type="checkbox"/> Cardholder Amount	<input checked="" type="checkbox"/> Cardholder Currency
<input checked="" type="checkbox"/> Completion Date(MM/DD/YYYY)	<input checked="" type="checkbox"/> Conversion Rate	<input checked="" type="checkbox"/> Customer Code	<input checked="" type="checkbox"/> Cw2 Response	<input checked="" type="checkbox"/> Departure Date(MM/DD/YYYY)
<input checked="" type="checkbox"/> Description	<input checked="" type="checkbox"/> Driver's License Number	<input checked="" type="checkbox"/> Driving Lic. Phone	<input checked="" type="checkbox"/> Driving Lic. State	<input checked="" type="checkbox"/> Entry Type
<input checked="" type="checkbox"/> Expiration Date(MM/YY)	<input checked="" type="checkbox"/> First Name	<input checked="" type="checkbox"/> Invoice Number	<input checked="" type="checkbox"/> Last name	<input checked="" type="checkbox"/> Original Amount
<input checked="" type="checkbox"/> Original Date(MM/DD/YY)	<input checked="" type="checkbox"/> Original Time(HH:MM:SS)	<input checked="" type="checkbox"/> Original Transaction Type	<input checked="" type="checkbox"/> Profile Name	<input checked="" type="checkbox"/> Record Number
<input checked="" type="checkbox"/> Sales Tax	<input checked="" type="checkbox"/> Transaction Date	<input checked="" type="checkbox"/> Transaction ID	<input checked="" type="checkbox"/> Transaction Status	<input checked="" type="checkbox"/> Transaction Time
<input checked="" type="checkbox"/> Transaction Type	<input checked="" type="checkbox"/> User ID			

Custom Fields Selection
☐ My Custom Field

- Follow Steps 4 to 8 above in the [To Generate Reports Plus for Current Batches Transactions for All Payment Types in One Batch](#) section.

Searching for Current Batches Transactions

Converge allows you to search for open transactions for various payment and transaction types.

To Search for Current Batches Transactions for all Payment Types in One Batch

You can search for open transactions together in one batch for the following payment types:

- Credit Card
- Debit Card
- Food Stamp
- Cash Benefit
- Electronic Check

- On the **Main** screen, select **Current Batches** to display the current batches options.

2. Select **Main** to display the **Current Batches: Main** screen.
3. Select **Search**.

Current Batches: Main

Select a transaction to review the authorization details.

Current Open Transactions
Download | Reports | Reports Plus | **Search** | Filter: All

• 7 items

	User ID	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	Total Amount
<input type="checkbox"/>	Clerk1	Electronic Check	Conversiononly	06/29/2015	14:03	Jane	Doe	T1*****3210	K	8.00
<input type="checkbox"/>	Clerk1	Credit Card	Force	06/29/2015	14:02			41*****1111	K	6.00
<input type="checkbox"/>	Clerk1	Credit Card	Return	06/29/2015	14:01			41*****1111	K	4.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	14:00			41*****1111	K	7.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	13:59			41*****1111	K	5.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	13:58			41*****1111	K	4.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	13:57	Jane	Doe	41*****1111	K	3.00

Void
Settle Selected
Settle All
Add to Card Manager

Transaction Count: 7 Net Amount: \$ 29.00 Display: 25

The **Transaction Search: Main** screen displays.

Transaction Search: Main

Enter the transaction search criteria.

Search Criteria

Search Criteria

Date From(MM/DD/YYYY format)

Date To(MM/DD/YYYY format)

Account Number

Expiration Date (MMYY)

Amount

Payment Type

Transaction Type

User ID

Transaction ID

First Name

Last Name

Invoice Number

Customer Code

4. Enter the transaction values to search for specific transactions.

The search results display.

To Search for Current Batches Transactions by Transaction Types

You can search for transactions for the following transaction types:

- Error
 - Auth Only
 - Recurring
 - Main
 - Gift Card
 - Cash
1. On the **Main** screen, select **Current Batches** to display the current batches options.
 2. To select the transaction type, do one of the following:
 - Select **Error** to display the **Error Batch** screen.
 - Select **Auth Only** to display the **Authorization Only** screen.
 - Select **Recurring** to display the **Recurring Installment Transactions** screen.
 - Select **Main** to display the **Current Batches: Main** screen. Refer to the notes below.
 - Select **Gift Card** to display the **Current Batches: Gift Card Activity** screen.
 - Select **Cash** to display the **Current Batches: Cash Activity** screen.

Notes:

- From **Current Batches: Main**, you can search for the following transaction types:
 - Credit
 - Debit
 - Food Stamp
 - Cash Benefit
 - Electronic Check

- To select the transaction type, do one of the following:
 - Select **Credit** to display the **Current Batches: Credit Card** screen.
 - Select **Debit** to display the **Current Batches: Debit Card** screen.
 - Select **Food Stamp** to display the **Current Batches: Food Stamp** screen.
 - Select **Cash Benefit** to display the **Current Batches: Cash Benefit** screen.
 - Select **Electronic Check** to display the **Current Batches: Electronic Check** screen.

3. Click **Search**.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions

[Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All

4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	7.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:45			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:44	Jane	Doe	41*****1111	K		U	3.00

Delete

Void

Set to Review

Release

Pend

Unpend

Settle Selected

Settle All

Add to Card Manager

Transaction Count: 4

Net Amount: \$ 19.00

Display: 25

The respective screen displays as follows:

For this transaction type	This screen displays
Error	Transaction Search
Auth Only	Transaction Search
Recurring	Transaction Search
Credit Card	Transaction Search: Credit Card
Debit Card	Transaction Search: Debit Card
Food Stamp	Transaction Search: Food Stamp
Cash Benefit	Transaction Search: Cash Benefit
Electronic Check	Transaction Search: Electronic Check
Gift Card	Transaction Search
Cash	Transaction Search

The following example shows the **Transaction Search: Credit Card** screen.

Transaction Search: Main

Enter the transaction search criteria.

Search Criteria

Search Criteria

Date From(MM/DD/YYYY format)

Date To(MM/DD/YYYY format)

Account Number

Expiration Date (MMYY)

Amount

equal to

Payment Type

All

Transaction Type

All

User ID

Transaction ID

First Name

Last Name

Invoice Number

Customer Code

Search

Reset

Cancel

4. Enter the search criteria to search for specific transactions.
5. Click **Search**.

The search results display on the respective screen as follows:

For this transaction type	This screen displays
Error	Error Batch
Auth Only	Authorization Only
Recurring	Recurring Installment Transactions
Credit Card	Current Batches: Credit Card
Debit Card	Current Batches: Debit Card
Food Stamp	Current Batches: Food Stamp
Cash Benefit	Current Batches: Cash Benefit
Electronic Check	Current Batches: Electronic Check
Gift Card	Current Batches: Gift Card Activity
Cash	Current Batches: Cash Activity

Note: Click **Reset** to clear the values or **Cancel** to abandon your search activities.

Filtering Current Batches Transactions

You may not want to see every transaction in the current batch. You can filter the batches so that only transactions that meet the selected criteria appear in the list. Converge allows you to filter your open transactions for various payment and transaction types.

To Filter Current Batches Transactions for All Payment Types in One Batch

You can filter open transactions together in one batch for the following payment types:

- Credit Card
- Debit Card
- Food Stamp
- Cash Benefit
- Electronic Check

1. On the **Main** screen, select **Current Batches** to display the current batches options.

Current Batches: Main

Select a transaction to review the authorization details.

Current Open Transactions [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: **All** ▼

• 7 items

<input type="checkbox"/>	User ID ▼	Card Type ▼	Tran Type ▼	Tran Date ▼	Tran Time	First Name ▼	Last Name ▼	Card Data ▼	Entry Type ▼	Total Amount ▼
<input type="checkbox"/>	Clerk1	Electronic Check	Conversiononly	06/29/2015	14:03	Jane	Doe	T1*****3210	K	8.00
<input type="checkbox"/>	Clerk1	Credit Card	Force	06/29/2015	14:02			41*****1111	K	6.00
<input type="checkbox"/>	Clerk1	Credit Card	Return	06/29/2015	14:01			41*****1111	K	4.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	14:00			41*****1111	K	7.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	13:59			41*****1111	K	5.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	13:58			41*****1111	K	4.00
<input type="checkbox"/>	Clerk1	Credit Card	Sale	06/29/2015	13:57	Jane	Doe	41*****1111	K	3.00

Transaction Count: 7 Net Amount: \$ 29.00 Display: 25 ▼

3. On the **Current Batches Main** screen, select option from the **Filter** drop-down list:
 - All
 - Pending
 - Unpending
 - Review
 - Purchase
 - Sale
 - Return
 - Force
 - Force Purchase
 - Force Return
 - Void
 - Reversal

To Filter Current Batches Transactions by Transaction Types

You can filter batches from the following transaction types:

- Error
 - Auth Only
 - Recurring
 - Main
 - Gift Card
 - Cash
1. On the **Main** screen, select **Current Batches** to display the current batches options.
 2. To select the transaction type, do one of the following:
 - Select **Error** to display the **Error Batch** screen
 - Select **Auth Only** to display the **Authorization Only** screen
 - Select **Recurring** to display the **Recurring Installment Transactions** screen
 - Select **Main** to display the **Current Batches: Main** screen. Refer to the notes below
 - Select **Gift Card** to display the **Current Gift Card Activity** screen
 - Select **Cash** to display the **Current Cash Activity** screen

Notes:

- From **Current Batches: Main**, you can generate reports for the following transaction types:
 - Credit
 - Debit
 - Food Stamp
 - Cash Benefit
 - Electronic Check

- To select the transaction type, do one of the following:
 - Select **Credit** to display the **Current Batches: Credit Card** screen.
 - Select **Debit** to display the **Current Batches: Debit Card** screen.
 - Select **Food Stamp** to display the **Current Batches: Food Stamp** screen.
 - Select **Cash Benefit** to display the **Current Batches: Cash Benefit** screen.
 - Select **Electronic Check** to display the **Current Batches: Electronic Check** screen.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions
[Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All

- 4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	7.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:46			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:45			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	09:44	Jane	Doe	41*****1111	K		U	3.00

Delete Void Set to Review Release Pend Unpend Settle Selected Settle All Add to Card Manager

Transaction Count: 4 Net Amount: \$ 19.00

Display: 25

3. Select the **Filter** option in one of the following ways:

For this batch/transaction type	Select one of the following options
Error	<ul style="list-style-type: none"> All Recurring Installment Purchase Sale Return Force Force Purchase Force Return Void Reversal

For this batch/transaction type	Select one of the following options
Auth Only	<ul style="list-style-type: none"> • All • Pended • Unpended • Review
Recurring	<ul style="list-style-type: none"> • All • Expired Exp Date • Expired Last Month • Expired This Month • Will Expire Next Month • Expired Contracts • Recurring • Installment
Credit	<ul style="list-style-type: none"> • All • Pending • Unpended • Review • Sale • Return • Force • Void
Debit	<ul style="list-style-type: none"> • All • Purchase • Return • Void
Food Stamp	<ul style="list-style-type: none"> • All • Purchase • Return • Force Purchase • Force Return • Void
Cash Benefit	<ul style="list-style-type: none"> • All • Purchase • Void
Electronic Check	<ul style="list-style-type: none"> • All • Purchase • Reversal

For this batch/transaction type	Select one of the following options
Gift Card	<ul style="list-style-type: none">• All• Credit• Activation• Reload• Card Return• Redemption
Cash	<ul style="list-style-type: none">• All• Sale• Return

The system filters the batch list to show only transactions of the type you selected.

Settling Current Batches Transactions

The Settle function allows you to send a batch of previously authorized transactions for settlement to the network. This option can be done manually or you can configure the terminal to automatically settle transactions at a specific time each day.

You can settle transactions for the following transaction types:

- Main
- Gift Card
- Cash

To Settle Main Transactions

1. On the **Main** screen, select **Current Batches | Main**.

The **Current Batches: Main** screen displays.

2. To select the transaction type, do one of the following:
 - Select **Credit Card** to display the **Current Batches: Credit Card** screen
 - Select **Debit Card** to display the **Current Batches: Debit Card** screen
 - Select **Food Stamp** to display the **Current Batches: Food Stamp** screen
 - Select **Cash Benefit** to display the **Current Batches: Cash Benefit** screen
 - Select **Electronic Check** to display the **Current Batches: Electronic Check** screen

3. Select the check box by the transactions you wish to settle.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions Download | Reports | Reports Plus | Search | Filter: All

• 6 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Force	06/29/2015	14:02			41*****1111	K			6.00
<input checked="" type="checkbox"/>	Clerk1		Return	06/29/2015	14:01			41*****1111	K			4.00
<input checked="" type="checkbox"/>	Clerk1		Sale	06/29/2015	14:00			41*****1111	K		U	7.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	13:59			41*****1111	K		U	5.00
<input checked="" type="checkbox"/>	Clerk1		Sale	06/29/2015	13:58			41*****1111	K		U	4.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	13:57	Jane	Doe	41*****1111	K		U	3.00

Transaction Count: 6 Net Amount: \$ 21.00 Display: 25

The **Settle Batches Confirmation** screen displays the total number of transactions currently submitted for settlement.

Settle Batches Confirmation

You are about to process the following items.

Credit card Sale Transaction(s)	2
Credit card Return Transaction(s)	1

Transaction Count:3 Net Amount:\$7.00

4. Click **Submit**.

The **Settled Activity** screen appears. Converge submits all currently selected transactions for settlement.

To see the transactions you just settled, click on the **Settled Date** link as shown below.

Settled Activity							
Select the batch to review							
Settled Batch Activity							
• 1 item							
Batch#	Batch Response	Settled Date	Net Count	Net Amount	Number Purchase/Forces	Number Returns	Number Voids
744	GBOK 74407030833	2015-07-03 08:33:31	3	7.00	2	1	0
Batch Count: 3 Net Amount: 7.00							Display: 25

Notes:

- **Pended** or **Set to Review** transactions will not settle until unpended or released.
- Settling transactions in the **Main** batch will automatically close settle **Gift Card** and **Cash** transactions.
- A terminal enabled for Multi-Currency will auto settle at 6:00 PM EST. Manual settlement is not allowed.

The transactions display.

Settled Activity													
Select the batch to review													
GBOK 73906291502 Download Reports Reports Plus Search Filter: All													
• 3 items													
Seq#	User ID	Tran Status	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
	Clerk1	Settled	Credit Card	Return	06/29/2015	14:01			41*****1111	K			4.00
000	Clerk1	Settled	Credit Card	Sale	06/29/2015	14:00			41*****1111	K		U	7.00
000	Clerk1	Settled	Credit Card	Sale	06/29/2015	13:58			41*****1111	K		U	4.00
Transaction Count: 3 Net Amount: \$ 7.00													
Display: 25													

To Settle Gift Card Transactions

The Gift Card link allows you to handle transactions placed in the Gift Card batch. The Gift Card batch consists of the current transactions that have not been submitted for settlement and includes:

- Redemption transactions
- Credit transactions
- Activation transactions
- Reload transactions
- Card Return transactions

1. On the **Main** screen, select **Current Batches | Gift Card**.

The **Current Gift Card Activity** screen appears.

The screenshot shows the 'Current Gift Card Activity' screen. At the top, it says 'Select the gift card transaction to review.' Below this is a header bar with 'Gift Card Transactions' and links for 'Download | Reports | Reports Plus | Search | Filter: All'. A sub-header indicates '- 4 items'. The main part of the screen is a table with the following data:

Seq#	User ID	Tran Type	Tran Date	Tran Time	Card Data	Entry Type	Total Amount
004	Manager	Reload	09/22/2014	14:26	50*****3003	K	10.00
003	Manager	Credit	09/22/2014	14:25	50*****3003	K	5.00
002	Manager	Activation	09/22/2014	14:25	50*****3003	K	10.00
001	Manager	Redemption	09/22/2014	14:23	50*****3003	K	5.00

Below the table is a 'Settle All' button. At the bottom, it shows 'Transaction Count: 4 Net Amount: \$ 20.00' and a 'Display: 25' dropdown menu.

2. Click **Settle All**.

The **Settle Batches Confirmation** screen displays the total number of transactions currently submitted for settlement.

Settle Batches Confirmation

You are about to process the following items.

Gift card Redemption Transaction(s)	1
Gift card Credit Transaction(s)	3
Gift card Activation Transaction(s)	1
Gift Card-Reload	2

Transaction Count:7 Net Amount:\$56.00

3. Click **Submit**.

The **Settled Gift Card Activity** screen displays.

Settled Gift Card Activity

Select the Gift Card batch to review.

Settled Gift Card Activity [Download](#) [Reports](#) [Reports Plus](#) [Search](#)

1 Item

Batch#	Batch Response	Settled Date	Net Count	Net Amount	Number Redemptions	Number Credits	Number Activations	Number Reloads	Number Card Refunds
33	EGC BATCH SETTLED	2014-09-22 15:35:24	4	20.00	1	1	1	1	0

Batch Count: 1 Net Amount: \$20.00

Display: 25

To Settle Cash Transactions

The **Cash** link allows you to handle transactions placed in the **Cash** batch. The **Cash** batch consists of the current transactions that have not been submitted for settlement and includes:

- Sale transactions
- Return transactions

1. On the **Main** screen, select **Current Batches | Cash**.

The **Current Cash Activity** screen appears.

Current Cash Activity

Select the cash transaction to review.

Cash Transactions [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All

- 5 items

User ID	Tran Type	Tran Date	Tran Time	Total Amount
Clerk1	Return	09/18/2014	10:34	7.00
Clerk1	Sale	09/18/2014	10:33	20.00
Clerk1	Sale	09/18/2014	10:33	15.00
Clerk1	Sale	09/18/2014	10:32	10.00
Clerk1	Sale	09/18/2014	10:31	5.00

Settle All

Transaction Count: 5 Net Amount: \$ 43.00

Display: 25

2. Click **Settle All**.

The **Settle Batches Confirmation** screen displays the total number of transactions and amount currently submitted for settlement.

Settle Batches Confirmation

You are about to process the following items.

Cash Sale Transactions	4
Cash Return Transactions	1

Transaction Count:5 Net Amount:\$43.00

3. Click **Submit**.

The **Settled Cash Activity** screen displays.

Settled Cash Activity

Select the Cash batch to review.

Settled Cash Activity [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#)

1 Item

Batch#	Batch Response	Settled Date	Net Count	Net Amount	Number Purchases	Number Returns
4	CASH BATCH SETTLED	2014-09-18 10:45:55	5	43.00	4	1

Batch Count: 1 Net Amount: \$43.00

Display: 25

Note: Cash transactions are not sent for authorizations therefore settling cash transactions only move the transactions from the current batches to settle batches Cash, and mark those transactions as settled or closed.

Managing Current Batches Recurring and Installment Transactions

The **Recurring** link allows you to handle transactions placed in the **Recurring** batch. The **Recurring** batch consists of the current transactions that have not been submitted for settlement and includes credit card **Recurring** and **Installment** transactions.

Note: Both **Credit Card** and **Electronic Check** transactions will display, but only credit card transactions can be added to **Card Manager**.

You can perform the following functions on transactions found in the **Recurring** batch:

- **Update** transactions (refer to the [To Update Current Batches Transactions](#) section)
- **Delete** transactions (refer to the [To Delete Current Batches Transactions](#) section)
- **View** previous transactions
- **Submit** selected transactions for payment
- **Remove** expired transactions
- **Add** transactions to a recurring batch as recurring or installment

To View Previous Recurring and Installment Transactions

Converge allows you to view previous recurring and installment processing details.

1. On the **Main** screen, select **Current Batches | Recurring**.

The **Recurring Installment Transactions** screen displays all recurring and installment.

Recurring Installment Transactions

Select a transaction to review the details.

Recurring Installment Transactions Reports | Reports Plus | Search | Filter: All

1 to 25 of 65

<input type="checkbox"/>	User ID	Start Date	Next Payment	Last Payment	Tran Type	First Name	Last Name	Card Type	Card Data	Total Amount	Billing Cycle	Payment Number
<input type="checkbox"/>	001388	05/07/2014	06/27/2014	09/18/2014	Recurring	John	Doe	Credit Card	41*****9990	4.00	DAILY	43
<input type="checkbox"/>	Clerk	05/07/2014	06/27/2014	09/18/2014	Recurring	John	Doe	Credit Card	54*****5454	2.00	DAILY	43
<input type="checkbox"/>	Clerk	05/07/2014	06/27/2014	09/18/2014	Recurring	John	Doe	Credit Card	54*****5454	2.00	DAILY	43
<input type="checkbox"/>	Clerk	05/07/2014	06/27/2014	09/18/2014	Recurring	John	Doe	Credit Card	54*****5454	2.00	DAILY	43

1 to 25 of 65

Transaction Count: 65 Display: 25

- To view a specific transaction, click **Card Data** for that transaction.

The **Current Batches Recurring** screen displays the transaction details.

Current Batches Recurring

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Recurring

Order Section

Recurring Transaction Type: RECURRING

Recurring ID: AA4843B-BEAFB3DD-84F0-4706-B6CB-C2F99AB54195

Payment Type: CREDITCARD

Account Data: 54*****5454 *

Expiration Date(MMY): 1216 *

Amount: 2.00 *

Customer Code: CC1234

Sales Tax: 1.72

Invoice Number: INV1234

Start Date: 05/07/2014

Billing Cycle: Daily *

Next Payment Date: 06/27/2014 *

Last Payment Date: 09/18/2014

My Custom Fr...

3. Click **Log File**.

The **Previous Recurring Activity** screen appears.

Previous Recurring Activity
View the previous recurring / installment processing details.

Recurring Transactions - 1 to 25 of 43

Tran Date	Tran Time	Card Data	Tran Type	Total Amount	Tran Amount	Billing Cycle	Payment Number	Start Date	Batch Response
09/18/2014	04:03	41*****9990	RECURRING	4.00	4.00	DAILY	43	05/07/2014	GBOK 34709180405
09/17/2014	04:03	41*****9990	RECURRING	4.00	4.00	DAILY	42	05/07/2014	GBOK 34609170405
09/17/2014	04:03	41*****9990	RECURRING	4.00	4.00	DAILY	41	05/07/2014	GBOK 34409160405
05/27/2014			RECURRING			DAILY		05/07/2014	
05/26/2014	12:02	41*****9990	RECURRING	4.00	4.00	DAILY	40	05/07/2014	GBOK 31409150405
05/25/2014	12:02	41*****9990	RECURRING	4.00	4.00	DAILY	19	05/07/2014	GBOK 31105251205

Display: 25

Cancel

When viewing the previous recurring or installment processing details, Converge allows you to choose how many transactions to display from the following values: 25 (default), 50, 75, 100, 250, 500, 750, and 1000.

To Submit Recurring and Installment Transactions for Payment

The **Submit Selected** function sends the selected recurring or installment transaction from your recurring batch for a **Sale** authorization. Once a transaction has been submitted, the payment number will increase.

1. On the **Main** screen, select **Current Batches | Recurring**.

The **Recurring Installment Transactions** screen displays.

Recurring Installment Transactions

Select a transaction to review the details.

Recurring Installment Transactions Reports | Reports Plus | Search | Filter: All

1 to 25 of 65

<input type="checkbox"/>	User ID	Start Date	Next Payment	Last Payment	Tran Type	First Name	Last Name	Card Type	Card Data	Total Amount	Billing Cycle	Payment Number
<input type="checkbox"/>	001388	05/07/2014	06/27/2014	09/18/2014	Recurring	John	Doe	Credit Card	41*****9990	4.00	DAILY	43
<input type="checkbox"/>	Clerk	05/07/2014	06/27/2014	09/18/2014	Recurring	John	Doe	Credit Card	54*****5454	2.00	DAILY	43
<input type="checkbox"/>	Clerk	05/07/2014	06/27/2014	09/18/2014	Recurring	John	Doe	Credit Card	54*****5454	2.00	DAILY	43
<input type="checkbox"/>	Clerk	05/07/2014	06/27/2014	09/18/2014	Recurring	John	Doe	Credit Card	54*****5454	2.00	DAILY	43

Transaction Count: 65 Display: 25

2. Select the check box for the row that contains the transaction to submit for payment.

Recurring Installment Transactions

Select a transaction to review the details.

Recurring Installment Transactions Reports | Reports Plus | Search | Filter: All

51 to 66 of 66

<input type="checkbox"/>	User ID	Start Date	Next Payment	Last Payment	Tran Type	First Name	Last Name	Card Type	Card Data	Total Amount	Billing Cycle	Payment Number
<input type="checkbox"/>	Clerk	05/07/2014	06/27/2014	09/18/2014	Recurring	John	Doe	Credit Card	54*****5454	2.00	DAILY	43
<input checked="" type="checkbox"/>	Clerk1	09/18/2014	09/18/2014	09/18/2014	Installment	John	Doe	Credit Card	55*****0092	1.00	DAILY	0 of 3
<input type="checkbox"/>	Clerk1	09/30/2014	09/30/2014	09/30/2014	Recurring	Jane	Doe	Credit Card	41*****8882	10.00	MONTHLY	1

Transaction Count: 66 Display: 25

3. Click **Submit Selected**.

- The **Batch Response** screen appears.

Batch Response

This page shows the Batch response information.

Authorize Transactions: 1

Declined Transactions: 0

Error Transactions: 0

- On the **Main** screen, select **Current Batches | Recurring**.

The **Recurring Installment Transactions** screen shows that the **Payment Number** has increased which indicates the authorized transaction was completed.

Recurring Installment Transactions

Select a transaction to review the details.

Recurring Installment Transactions
Reports | Reports Plus | Search | Filter: All

- 51 to 66 of 66

User ID	Start Date	Next Payment	Last Payment	Tran Type	First Name	Last Name	Card Type	Card Data	Total Amount	Billing Cycle	Payment Number
	05/07/2014	08/27/2014		Recurring	John		Credit Card	54*****5454	2.00	DAILY	43
<input type="checkbox"/>	05/07/2014	08/27/2014		Recurring	John		Credit Card	54*****5454	2.00	DAILY	43
<input type="checkbox"/>	09/18/2014	09/19/2014	09/18/2014	Installment	John	Doe	Credit Card	55*****0092	1.00	DAILY	1 of 3
<input type="checkbox"/>	09/30/2014	09/30/2014		Recurring	Jane	Doe	Credit Card	41*****8882	10.00	MONTHLY	

- 51 to 66 of 66

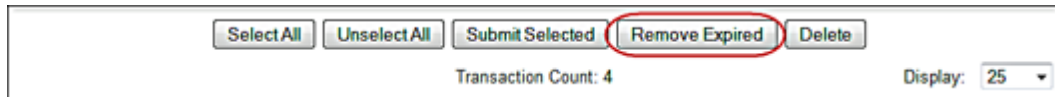
Transaction Count: 66
 Display: 25

To Remove Expired Installment Transactions

This function permanently removes all installment transactions that reached their total payment number and have no more scheduled payments to run from the **Recurring Batch**. Once a transaction has been removed it cannot be recovered.

1. On the **Main** screen, select **Current Batches | Recurring**.

The **Recurring Installment Transactions** screen displays.



The screenshot shows a toolbar with five buttons: 'Select All', 'Unselect All', 'Submit Selected', 'Remove Expired', and 'Delete'. The 'Remove Expired' button is circled in red. Below the buttons, it says 'Transaction Count: 4'. To the right, there is a 'Display:' label followed by a dropdown menu showing '25'.

2. Click **Remove Expired**.



The screenshot shows the same toolbar as before, but the 'Remove Expired' button is no longer highlighted. Below the buttons, it now says 'Transaction Count: 3', which is circled in red. The 'Display:' dropdown menu still shows '25'.

The system removes the transactions that have reached their total payments and will no longer run, and reduces the transaction count.

To Add Transactions to a Recurring Batch as Recurring

You can add transactions to a recurring batch as recurring for the following transaction types:

- Auth Only
- Main

1. On the **Main** screen, select **Current Batches** to display the current batches options.
2. To select the transaction type, do one of the following:
 - Select **Auth Only** to display the **Authorization Only** screen.
 - Select **Main** to display the **Current Batches: Main** screen. Refer to the notes below.

Notes:

- From **Current Batches Main**, you can add transactions for the following transaction types:
 - Credit
 - Debit
 - Food Stamp
 - Cash Benefit
 - Electronic Check
 - To select the transaction type, do one of the following:
 - Select **Credit** to display the **Current Batches: Credit Card** screen
 - Select **Debit** to display the **Current Batches: Debit Card** screen
 - Select **Food Stamp** to display the **Current Batches: Food Stamp** screen
 - Select **Cash Benefit** to display the **Current Batches: Cash Benefit** screen.
 - Select **Electronic Check** to display the **Current Batches: Electronic Check** screen
3. Select the link in the **Card Data** column for the transaction you want to add.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions

[Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All

• 4 Items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	16:39			41*****1111	K		U	10.00
<input type="checkbox"/>	Clerk1		Force	06/29/2015	14:02			41*****1111	K			6.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	13:59			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	13:57	Jane	Doe	41*****1111	K		U	3.00

Delete

Void

Set to Review

Release

Pend

Unpend

Settle Selected

Settle All

Add to Card Manager

Transaction Count: 4

Net Amount: \$ 24.00

Display: 25

The system displays the details of the transaction in the respective screens as follows:

For this transaction type	This screen displays
Auth Only	Current Batches Auth Only Response
Credit Card	Current Batches Credit Card Response
Debit Card	Current Batches Debit Card Response
Food Stamp	Current Batches Food Stamp Response
Cash Benefit	Current Batches Cash Benefit Response
Electronic Check	Current Batches Electronic Check Response

The following example shows the **Current Batches Auth Only Response** screen.

Credit Card Auth Only Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: Clerk1
Payment Type: CREDITCARD
Transaction Type: AUTHONLY
Transaction ID: AA4843A-B764D834-6065-45E6-838F-7A9AE696E732
Date / Time: 09/18/2014 01:46:41 PM
Response: AA
Message: APPROVAL
Approval Code: CMC719
AVS Response: A
CVV2 Response: U
Account Balance: 10.00
CardHolder IP:

Order Section

Account Data: 55*****0092
Expiration Date(MMY): 1215
Amount: 10.00 *

Ship to Phone: 999-999-9999

Update Reprint **Add to Recurring** View Receipt Add to Card Manager

4. Click **Add to Recurring**.

The **Add to Recurring Batch** screen displays.

5. Select **Recurring** from the **Recurring Transaction Type** drop-down list.
6. Select **YES** or **NO** from the **Skip Payment** drop-down list, if necessary.
7. Enter the **Amount** for the transaction.
8. Enter **Customer Code**, **Sales Tax**, **Invoice Number**, and **Description**, if necessary.

Note: If prompted for sales tax, the tax must be included in the **Amount** and then entered in the **Sales Tax** field.

9. In the **Billing Cycle** drop-down list, select one of the following:

- Daily
- Weekly
- Bi-Weekly
- Semi-Monthly
- Monthly
- Bi-Monthly
- Quarterly
- Semester
- Semi-Annually
- Annually
- Suspended

10. Enter the **Number Of Payments**.
11. Enter the **Next Payment Date** or click the calendar icon and select from the calendar tool.
12. Enter or select any of the remaining optional fields as desired.
13. Click **Add**.

The **Add to Recurring Batch Response** screen displays the information you entered.

Order Information	
Start Date(MM/DD/YYYY):	09/18/2014
Transaction Type:	RECURRING
Recurring ID:	AA4843A-B1D09FBB-16D7-4EB2-A7DC-852810B11838
Billing Cycle:	MONTHLY
Card Account Data:	55*****0092
Expiration Date(MMY):	1215
Amount:	10.00
Address:	
Postal Code:	99999
Next Payment Date:	09/18/2014

Billing Address

My Custom. ...

14. Click **Add to Card Manager** for the card information to be added to **Card Manager** or click **Cancel** to take you to the **Recurring Installment Transactions** management screen (refer to the [To View Previous Recurring and Installment Transactions](#) section for more information).

To Add Transactions to a Recurring Batch as Installment

You can add transactions to a **Recurring Batch** as **Installment** for the following transaction types:

- Auth Only
 - Main
1. On the **Main** screen, select **Current Batches** to display the current batches options.
 2. To select the transaction type, do one of the following:
 - Select **Auth Only** to display the **Authorization Only** screen.
 - Select **Main** to display the **Current Batches: Main** screen. Refer to the notes below.

Notes:

- From **Current Batches Main**, you can add transactions for the following transaction types:
 - Credit
 - Debit
 - Food Stamp
 - Cash Benefit
 - Electronic Check
 - To select the transaction type, do one of the following:
 - Select **Credit** to display the **Current Batches: Credit Card** screen
 - Select **Debit** to display the **Current Batches: Debit Card** screen
 - Select **Food Stamp** to display the **Current Batches: Food Stamp** screen
 - Select **Cash Benefit** to display the **Current Batches: Cash Benefit** screen
 - Select **Electronic Check** to display the **Current Batches: Electronic Check** screen
-

3. Select the link in the **Card Data** column for the transaction you want to add.

The following example shows the **Current Batches: Credit Card** screen.

Current Batches: Credit Card

Select a transaction to review the authorization details.

Current Open Transactions Download | Reports | Reports Plus | Search | Filter: All

• 4 items

	User ID	Tran Status	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	16:39			41*****1111	K		U	10.00
<input type="checkbox"/>	Clerk1		Force	06/29/2015	14:02			41*****1111	K			6.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	13:59			41*****1111	K		U	5.00
<input type="checkbox"/>	Clerk1		Sale	06/29/2015	13:57	Jane	Doe	41*****1111	K		U	3.00

Transaction Count: 4 Net Amount: \$ 24.00 Display: 25

4. The system displays the details of the transaction in the respective screens as follows:

For this transaction type	This screen displays
Auth Only	Current Batches Auth Only Response
Credit Card	Current Batches Credit Card Response
Debit Card	Current Batches Debit Card Response
Food Stamp	Current Batches Food Stamp Response
Cash Benefit	Current Batches Cash Benefit Response
Electronic Check	Current Batches Electronic Check Response

The following example shows the **Current Batches Auth Only Response** screen.

Credit Card Auth Only Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User:	Clerk1
Payment Type:	CREDITCARD
Transaction Type:	AUTHONLY
Transaction ID:	AA4843A-B784D834-6065-45E6-838F-7A9AE698E732
Date / Time:	09/18/2014 01:46:41 PM
Response:	AA
Message:	APPROVAL
Approval Code:	CMC719
AVS Response:	A
CVV2 Response:	U
Account Balance:	10.00
CardHolder IP:	

Order Section

Account Data:	55*****0092
Expiration Date(MMYY):	1215
Amount:	10.00 *

Ship to Phone:

999-999-9999

Update

Reprint

Add to Recurring

View Receipt

Add to Card Manager

5. Click **Add to Recurring**.

The **Add to Recurring Batch** screen displays.

Add to Recurring Batch

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Order Section

Recurring Transaction Type: **Installment** *

Account Data: 55*****0092

Expiration Date(MMY): 1215 *

Amount: 10.00 *

Customer Code:

Sales Tax:

Invoice Number:

Billing Cycle: Daily *

Number Of Payments: *

Next Payment Date: *

Skip Payment: NO

My Custom File:

Add Clear

6. Select **Installment** from the **Recurring Transaction Type** drop-down list.
7. Select **YES** or **NO** from the **Skip Payment** drop-down list, if necessary.
8. Enter the **Amount** for the transaction.
9. Enter **Customer Code**, **Sales Tax**, **Invoice Number**, and **Description**, if necessary.

Note: If prompted for sales tax, the tax must be included in the **Amount** and then entered in the **Sales Tax** field.

10. In the **Billing Cycle** drop-down list, select one of the following:
 - Daily
 - Weekly
 - Bi-Weekly
 - Semi-Monthly
 - Monthly
 - Bi-Monthly
 - Quarterly
 - Semester
 - Semi-Annually
 - Annually
 - Suspended

11. Enter the **Number Of Payments**.
12. Enter the **Next Payment Date** or click the calendar icon and select from the calendar tool.
13. Enter or select any of the remaining optional fields as desired.
14. Click **Add**.

The **Add to Recurring Batch Response** screen displays the information you entered

Order Information	
Start Date(MM/DD/YYYY):	09/30/2014
Transaction Type:	INSTALLMENT
Installment ID:	AA4843A-98A57868-715F-4056-88B8-51AE7D79E945
Billing Cycle:	MONTHLY
Number of Payments:	3
Card Account Data:	55*****0092
Expiration Date(MMYY):	1215
Amount:	10.00
Address:	
Postal Code:	99999
Next Payment Date:	09/30/2014

Address

My Custo. ..

Cancel Add to Card Manager

15. Click **Add to Card Manager** for the card information to be added to **Card Manager** or click **Cancel** to take you to the **Recurring Installment Transactions** management screen (refer to the [To View Previous Recurring and Installment Transactions](#) section for more information).

Chapter 4: Managing Settled Transactions (Settled Batches)

The **Settled Transaction** section allows you to view settlement activity for the previous 12 months. You can access each individual settlement batch down to specific transaction details.

This section may display credit card, debit card, cash benefit, food stamp, electronic check or gift card transactions that have been settled, depending on your desired function (refer to the [Using Your Virtual Terminal](#) section for information on how to process transactions).

When you settle your approved transactions, the system places them in the following categories:

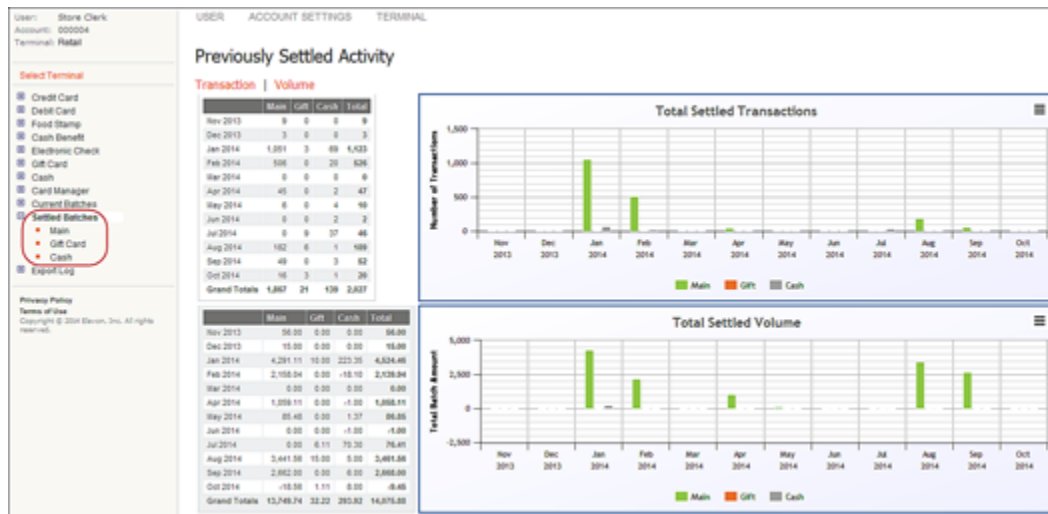
- Main
- Gift Card
- Cash

The screenshot displays a web interface titled "SETTLED BATCHES (Settled Transactions)". It features three vertical panels, each with a yellow header and a light green background. The panels are labeled "Main", "Gift Card", and "Cash". Each panel contains a list of buttons for managing transactions.

Main	Gift Card	Cash
View	View	View
Search	Search	Search
Sort	Sort	Sort
Filter	Filter	Filter
Download Files	Download Files	Download Files
Generate Refunds	Generate Reports	Generate Reports
Add Recurring		
Add Signatures		
Update		
Generate Reports		
Reprint Receipts		

To View Settled Batches Transaction Activity

To carry out any activities, you must click **Settled Batches** to display the previously settled transaction activity.



The screens and controls for **Settled Batches** allow you to perform one or more of the following functions on the three categories:

- View transactions
- View split batches
- Search for transactions
- Sort transactions
- Download batch files
- Generate refunds
- Generate reports
- View transaction receipts

To View Settled Batches Transactions

You can view settled batch activities for the previous 12 months.

1. On the **Main** screen, select **Settled Batches** to display the settled batches options.
2. To select the transaction type, do one of the following:
 - Select **Main** to display the **Settled Activity** screen.
 - Select **Gift Card** to display the **Settled Gift Card Activity** screen.
 - Select **Cash** to display the **Settled Cash Activity** screen.
3. To view transactions for a particular date, select the **Settled Date** link for the batch you want to view.

Notes:

- **Settled Date** is shown in the time zone of your terminal configuration.
- If you need to change your terminal time zone, you must contact your System Administrator or call Elavon at 1-800-377-3962, option 2, option 2 (in Canada you are asked to choose either English or French for you language).
- The time zone set in Converge must match the time zone setup in the Host.

The following example shows the **Settled Activity** screen

Settled Activity
Select the batch to review

Settled Batch Activity [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#)

1 to 25 of 184

Batch#	Batch Response	Settled Date	Net Count	Net Amount	Number Purchase/Forces	Number Returns	Number Voids
349	GBOK 34809190405	2014-09-19 04:05:56	69	162.00	69	0	0
348	GBOK 34809180905	2014-09-18 09:05:06	3	21.00	3	0	0
347	GBOK 34709180405	2014-09-18 04:05:48	67	156.00	67	0	0
VOID	GB VOID 20140917	2014-09-17 14:26:58	1	0.00	0	0	1
	GBOK 34609170405		66		66		0
325	GBOK 32409170405	2014-09-08 12:05:41	64	130.00	64	0	0
324	GBOK 32409170405	2014-09-07 12:05:41	64	130.00	64	0	0

1 to 25 of 184

Batch Count: 132 Net Amount: \$509400.86

Display: 25

The respective screen displays all transactions in the batch for that date as follows:

For this transaction type	This screen displays
Main	Settled Activity
Gift Card	Settled Gift Card Activity
Cash	Settled Cash Activity

- To view details of a particular transaction, select the **Card Data** link for the transaction details you want to view.

Settled Activity

Select the batch to review

GBOK 34809180905 [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All

3 Items

Seq#	User ID	Tran Status	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	08:47	Jane	Doe	54*****4444	S			10.00
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	08:12	Jane	Doe	54*****0090	S			10.00
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	07:23	Jane	Doe	41*****9990	S			1.00

Cancel

Transaction Count: 3 Net Amount: \$ 21.00 Display: 25

The **Settled Batches Main Response** screen displays the details of the transaction.

Settled Batches Main Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: Clerk1
 Payment Type: CREDITCARD
 Transaction Type: SALE
 Transaction ID: AA47AD-C06424B6-DE65-4240-8DA8-ED949CDA0B32
 Date / Time: 09/18/2014 08:12:21 AM
 Response: AA
 Message: APPROVAL
 Approval Code: C11C049

Ship to Phone: 999-999-9999

Reprint Add to Recurring View Receipt Generate Refund Cancel

Notes:

- You can use the **View Receipt** button to view receipts (refer to the [To View Credit Card Transaction Receipts](#) section).
- For transactions that have signature images associated with them, the system displays the text **YES** in the **Signature Present** field. A blank/space displays for transactions where a signature applies but the transaction does not have one associated with it.

To Search for Settled Batches Transactions

You can locate specific information in previously settled batches.

- On the **Main** screen, select **Settled Batches** to display the settled batches options.
- To select the transaction type, do one of the following:
 - Select **Main** to display the **Settled Activity** screen.
 - Select **Gift Card** to display the **Settled Gift Card Activity** screen.
 - Select **Cash** to display the **Settled Cash Activity** screen.

The following example shows the **Settled Gift Card Activity** screen.

Settled Gift Card Activity

Select the Gift Card batch to review.

Settled Gift Card Activity [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#)

9 Items

Batch#	Batch Response	Settled Date	Net Count	Net Amount	Number Redemptions	Number Credits	Number Activations	Number Reloads	Number Card Refunds
9	EGC BATCH SETTLED	2013-12-23 09:38:01	1	10.00	1	0	0	0	0
8	EGC BATCH SETTLED	2013-12-13 18:04:22	0	0.00	0	0	0	0	0
7	EGC BATCH SETTLED	2013-11-29 18:04:22	1	-10.00	0	1	0	0	0
6	EGC BATCH SETTLED	2013-11-22 18:04:24	3	1.00	2	1	0	0	0
5	EGC BATCH SETTLED	2013-11-08 18:02:50	4	38.00	1	0	1	1	1
4	EGC BATCH SETTLED	2013-11-07 03:01:07	2	15.00	2	0	0	0	0
3	EGC BATCH SETTLED	2013-11-06 17:12:31	4	75.00	1	1	1	1	0
2	EGC BATCH SETTLED	2013-08-24 10:06:31	1	10.00	1	0	0	0	0
1	EGC BATCH SETTLED	2013-08-20 03:00:34	1	10.00	1	0	0	0	0

Batch Count: 9 Net Amount: \$149.00 Display: 25

- Select **Search**.

The **Transaction Search** screen displays.

Transaction Search

Enter the transaction search criteria.

Note that all fields with an asterisk (*) are required.

Search Criteria

Search Criteria

Date From(MM/DD/YYYY format) 08/19/2014 *

Date To(MM/DD/YYYY format) 09/19/2014 *

Account Number

Expiration Date (MMYY)

Amount equal to

Transaction Type All

User ID

Transaction ID

First Name

Last Name

Search Reset Cancel

4. Enter the transaction values to search for specific transactions.
5. Click **Search** or **Reset** to clear the values on the **Transaction Search** screen.

The search results display in the **Settled Activity** screen.

Notes:

- Click **Reset** to clear the values or **Cancel** to abandon your search activities and return to the **Settled Activity** screen.
- You can retrieve only three months of data at a time. An error message displays if you request more than three months of data.

To Sort Settled Batches Transactions











The previously settled batches page is sorted in descending order of **Batch#** by default. You can click any column header to change the sort order of the page.

Click the  (up down arrows) in the column you want to sort by as shown below.

Settled Gift Card Activity
Select the Gift Card batch to review.

Settled Gift Card Activity [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#)

- 9 Items

Batch# 	Batch Response 	Settled Date 	Net Count 	Net Amount 	Number Redemptions 	Number Credits 	Number Activations 	Number Reloads 	Number Card Refunds 
9	EGC BATCH SETTLED	2013-12-23 09:38:01	1	10.00	1	0	0	0	0
8	EGC BATCH SETTLED	2013-12-13 18:04:22	0	0.00	0	0	0	0	0
7	EGC BATCH SETTLED	2013-11-29 18:04:22	1	-10.00	0	1	0	0	0
6	EGC BATCH SETTLED	2013-11-22 18:04:24	3	1.00	2	1	0	0	0
5	EGC BATCH SETTLED	2013-11-08 18:02:50	4	38.00	1	0	1	1	1
4	EGC BATCH SETTLED	2013-11-07 03:01:07	2	15.00	2	0	0	0	0
3	EGC BATCH SETTLED	2013-11-08 17:12:31	4	75.00	1	1	1	1	0
2	EGC BATCH SETTLED	2013-08-24 10:06:31	1	10.00	1	0	0	0	0
1	EGC BATCH SETTLED	2013-06-20 03:00:34	1	10.00	1	0	0	0	0











Batch Count: 9 Net Amount: \$149.00 Display: 25

The system sorts the list of transactions based on your selection.


Settled Gift Card Activity
Select the Gift Card batch to review.

Settled Gift Card Activity [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#)

- 9 Items

Batch# 	Batch Response 	Settled Date 	Net Count 	Net Amount 	Number Redemptions 	Number Credits 	Number Activations 	Number Reloads 	Number Card Refunds 
7	EGC BATCH SETTLED	2013-11-29 18:04:22	1	-10.00	0	1	0	0	0
8	EGC BATCH SETTLED	2013-12-13 18:04:22	0	0.00	0	0	0	0	0
1	EGC BATCH SETTLED	2013-06-20 03:00:34	1	10.00	1	0	0	0	0
2	EGC BATCH SETTLED	2013-06-24 10:06:31	1	10.00	1	0	0	0	0
3	EGC BATCH SETTLED	2013-11-08 17:12:31	4	75.00	1	1	1	1	0
5	EGC BATCH SETTLED	2013-11-08 18:02:50	4	38.00	1	0	1	1	1
9	EGC BATCH SETTLED	2013-12-23 09:38:01	1	10.00	1	0	0	0	0
4	EGC BATCH SETTLED	2013-11-07 03:01:07	2	15.00	2	0	0	0	0
6	EGC BATCH SETTLED	2013-11-22 18:04:24	3	1.00	2	1	0	0	0

Batch Count: 9 Net Amount: \$149.00 Display: 25

Note: When you click the  (up down arrows), the values in the column are sorted in ascending order. If you click it again, the values will be sorted in descending order.

To Filter Settled Batches Transactions

The Filter will help you to locate your data by limiting the fields returned based on the filter you choose. The Filter choices are:

- All
- Purchase
- Sale
- Return
- Force
- Force Purchase
- Force Return
- Void
- Reversal

1. On the **Main** screen, select **Settled Batches** to display the settled batches options.
2. To select the transaction type, do one of the following:
 - Select **Main** to display the **Settled Activity** screen.
 - Select **Gift Card** to display the **Settled Gift Card Activity** screen.
 - Select **Cash** to display the **Settled Cash Activity** screen.
3. To view transactions for a particular date, select the **Settled Date** link for the batch you want to view.

The following example shows the **Settled Activity** screen before the **Filter** has been applied.

The screenshot shows the "Settled Activity" screen with the title "Select the batch to review". Below the title is a header bar with "GBOK 35009191033" and navigation links: "Download", "Reports", "Reports Plus", "Search", and "Filter". A dropdown menu is open for the "Filter" button, showing the following options: All, Purchase, Sale, Return, Force, Force Purchase, Force Return, Void, and Reversal. The "Void" option is highlighted. Below the dropdown is a table with 6 items. The table has columns: Seq#, User ID, Tran Status, Card Type, Tran Type, Tran Date, Tran Time, First Name, Last Name, Card Data, Entry Type, and AVS Code. The table contains 6 rows of transaction data. At the bottom of the screen, there is a "Cancel" button, a "Transaction Count: 6 Net Amount: \$ 15.00" label, and a "Display: 25" dropdown.

Seq#	User ID	Tran Status	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code
000	Clerk1	Settled	Credit Card	Sale	09/19/2014	10:31	Jane	Doe	41*****9990	S	
000	Clerk1	Settled	Credit Card	Sale	09/19/2014	10:30	Jane	Doe	41*****9990	S	
000	Clerk1	Settled	Credit Card	Sale	09/19/2014	10:30	Jane	Doe	41*****9990	S	4.00
000	Clerk1	Settled	Credit Card	Void	09/19/2014	10:29	Jane	Doe	41*****9990	K	3.00
000	Clerk1	Settled	Credit Card	Void	09/19/2014	10:29	Jane	Doe	41*****9990	K	2.00
000	Clerk1	Settled	Credit Card	Void	09/19/2014	10:28	Jane	Doe	41*****9990	K	1.00

The following example shows the **Settled Activity** screen with the **Void** filter enabled.

Settled Activity
Select the batch to review

GBOK 35009191033 [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: **Void**

3 Items

Seq#	User ID	Tran Status	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
000	Clerk1	Settled	Credit Card	Void	09/19/2014	10:29	Jane	Doe	41*****9990	K			3.00
000	Clerk1	Settled	Credit Card	Void	09/19/2014	10:29	Jane	Doe	41*****9990	K			2.00
000	Clerk1	Settled	Credit Card	Void	09/19/2014	10:28	Jane	Doe	41*****9990	K			1.00

[Cancel](#)

Transaction Count: 3 Net Amount: \$ 0.00 Display: 25

To Download Settled Batch Files

To download the entire contents of the currently selected batch:

1. On the **Main** screen, select **Settled Batches** to display the settled batches options.
2. To select the transaction type, do one of the following:
 - Select **Main** to display the **Settled Activity** screen.
 - Select **Gift Card** to display the **Settled Gift Card Activity** screen.
 - Select **Cash** to display the **Settled Cash Activity** screen.
3. Select **Download**.

The following example shows the **Settled Gift Card Activity** screen.

Settled Gift Card Activity
Select the Gift Card batch to review.

Settled Gift Card Activity [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#)

9 Items

Batch#	Batch Response	Settled Date	Net Count	Net Amount	Number Redemptions	Number Credits	Number Actrations	Number Reloads	Number Card Refunds
9	EGC BATCH SETTLED	2013-12-23 09:38:01	1	10.00	1	0	0	0	0
8	EGC BATCH SETTLED	2013-12-13 18:04:22	0	0.00	0	0	0	0	0
7	EGC BATCH SETTLED	2013-11-29 18:04:22	1	-10.00	0	1	0	0	0
6	EGC BATCH SETTLED	2013-11-22 18:04:24	3	1.00	2	1	0	0	0
5	EGC BATCH SETTLED	2013-11-08 18:02:50	4	38.00	1	0	1	1	1
4	EGC BATCH SETTLED	2013-11-07 03:01:07	2	15.00	2	0	0	0	0
3	EGC BATCH SETTLED	2013-11-06 17:12:31	4	75.00	1	1	1	1	0
2	EGC BATCH SETTLED	2013-08-24 10:08:31	1	10.00	1	0	0	0	0
1	EGC BATCH SETTLED	2013-08-20 03:00:34	1	10.00	1	0	0	0	0

Batch Count: 9 Net Amount: \$149.00 Display: 25

The **Download** screen appears.

Download

Select the desired download format.
The Report will only allow 3 months of data to be pulled at a time.
Note that all fields with an asterisk (*) are required.

Settle Batch

Date From(MM/DD/YYYY format) 08/19/2014 *

Date To(MM/DD/YYYY format) 09/19/2014 *

Sort On: User Id

Specify the download text file type: Comma-Delimited

Include text qualifier (double quote - "): ☐

Download File

Note: If you go down to a specific batch that is older than the current date, the default **Date From** and **Date To** fields will be defaulted to the settled batch date selected and previous month's date with a 30-day date range.

4. In the **Sort On** drop-down list, select one of the following options to specify the field the data will be sorted by in the download:
- User Id
 - Transaction Type
 - Card Desc
 - Amount
 - Transaction Date and Time
 - Card Data
 - Invoice Number
 - Server ID
 - Shift ID

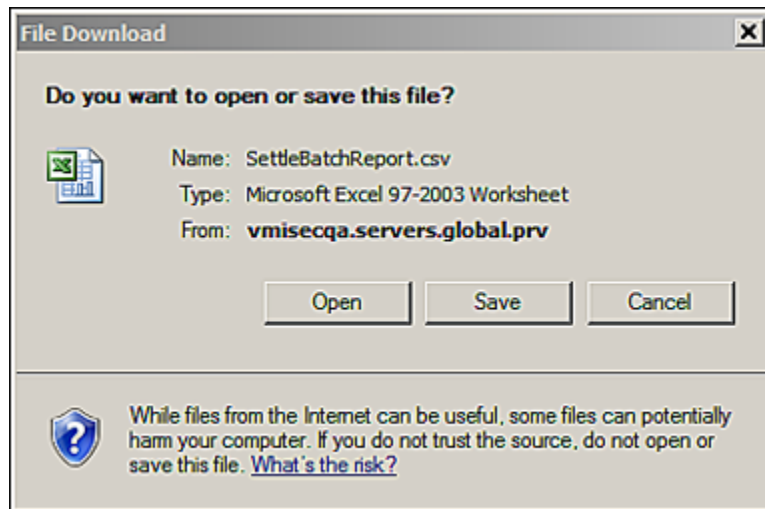
Note: **Server ID** and **Shift ID** are available only for terminals with a **Market Segment of Service**.

5. In the **Specify the download text file type** drop-down list, select the file type for the batch download from the following options:
 - Comma-Delimited
 - Tab-Delimited
 - XML
6. Select the **Include text qualifier** check box to add quotation marks around the downloaded fields.

Note: This option is available when **Comma-Delimited** or **Tab-Delimited** are selected as the file type.

7. Click **Download File**.

The **File Download** prompt displays to confirm if you want to open or save the file download.



8. If you click **Save**, specify the **Location** and **File Name** in the **Save As** window that displays and click **Save**.
9. If you click **Open with**, the downloaded information displays in a new browser window.

Note: For **Credit Card Sale**, **Credit Card Force**, **Credit Card Auth Only**, **Credit Card Return**, and **Electronic Check** settled transactions, downloads include a **Signature Indicator** field to identify transactions with signature attached.

To Generate Refund to a Settled Transaction

You can generate a refund to the following transaction types:

- Credit Card Sale
- Credit Card Force

The following procedure will take you through the steps to generate a refund to a settled transaction.

1. On the **Main** screen, select **Settled Batches | Main**.

The **Settled Activity** screen displays.

2. To view transactions for a particular date, select the **Settled Date** link for the batch you want to view.

Settled Activity
Select the batch to review

Settled Batch Activity [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#)

1 to 25 of 184

Batch#	Batch Response	Settled Date	Net Count	Net Amount	Number Purchase/Forces	Number Returns	Number Voids
349	GBOK 34909190405	2014-09-19 04:05:56	69	162.00	69	0	0
348	GBOK 34809180905	2014-09-18 09:05:06	3	21.00	3	0	0
347	GBOK 34709180405	2014-09-18 04:05:48	67	156.00	67	0	0
VOD	GB VOD 20140917	2014-09-17 14:26:58	1	0.00	0	0	1
	GBOK 34609170405		66		66		0
325	GBOK 32509160905	2014-09-16 09:05:05	64	130.00	64	0	0
324	GBOK 32409160405	2014-09-16 04:05:41	64	130.00	64	0	0

1 to 25 of 184

Batch Count: 132 Net Amount: \$509400.86

Display: 25

The **Settled Activity** screen displays all transactions in the batch for that date.

- To view details of a particular transaction, select the **Card Data** link for the transaction details you want to view.

Settled Activity

Select the batch to review

GBOK 34809180905 [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All

- 3 Items

Seq#	User ID	Tran Status	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	08:47	Jane	Doe	54*****4444	S			10.00
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	08:12	Jane	Doe	54*****0090	S			10.00
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	07:23	Jane	Doe	41*****9990	S			1.00

Cancel

Transaction Count: 3 Net Amount: \$ 21.00 Display: 25

The **Settled Batches Main Response** screen displays the authorization response information.

Settled Batches Main Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: Clerk1
 Payment Type: CREDITCARD
 Transaction Type: SALE
 Transaction ID: AA47AD-C06424B6-DE65-4240-8DA8-ED949CDA0B32
 Date / Time: 09/18/2014 08:12:21 AM
 Response: AA
 Message: APPROVAL
 Approval Code: CMC049

Ship to Phone: 999-999-9999

Reprint Add to Recurring View Receipt **Generate Refund** Cancel

- If you need to issue a refund to a settled transaction, click **Generate Refund**.

The **Credit Card Return** screen displays with the **Amount** of the sale showing.

Credit Card Return

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Return

Order Section

Account Data: 54*****0090

Expiration Date(MMY): 1215

Amount: 10.00 *

Customer Code:

Sales Tax:

Ship to Phone: 999-999-9999

Process **Cancel**

5. Click **Process** to issue the refund back to the customer's credit card.

The **Credit Card Return Response** screen displays and the system generates a receipt.

Credit Card Return Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: Clerk1

Payment Type: CREDITCARD

Transaction Type: RETURN

Transaction ID: AA47AD-4BBCABE1-FC59-4A3D-B857-F0B8210A2D83

Date / Time: 10/06/2014 03:17:21 PM

Response: AA

Message: APPROVAL

Approval Code:

Amount Balance:

Ship to Phone: 999-999-9999

Update **Reprint** **View Receipt** **Update Card Manager**

Note: You can issue a refund for an amount equal or less than the original transaction amount.

To Add a Transaction to Recurring Payments

You can **Add Recurring** to the following transaction types:

- Credit Card Sale
- Credit Card Force

The following procedure will take you through the steps to add a recurring payment to a settled transaction.

1. On the **Main** screen, select **Settled Batches | Main**.

The **Settled Activity** screen displays.

Settled Activity

Select the batch to review

Settled Batch Activity [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#)

• 1 to 25 of 82

Batch#	Batch Response	Settled Date	Net Count	Net Amount	Number Purchase/Forces	Number Returns	Number Voids
744	GBOK 74407030833	2015-07-03 08:33:31	3	7.00	2	1	0
745	GBOK 74307021502	2015-07-03 08:15:02:36	1	5.00	1	0	0
746	GBOK 74307011502	2015-07-03 08:15:02:36	1	5.00	1	0	0
725	GBOK 72407021502	2015-05-28 04:02:58	1	5.00	1	0	0
724	GBOK 72407011502	2015-05-27 04:02:58	1	10.00	1	0	0

• 1 to 25 of 82

Batch Count: 80 Net Amount: \$30599.00 Display: 25

- To view transactions for a particular date, select the **Settled Date** link for the batch you want to view.

Settled Activity
Select the batch to review

Settled Batch Activity [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#)

1 to 25 of 184

Batch#	Batch Response	Settled Date	Net Count	Net Amount	Number Purchase/forces	Number Returns	Number Voids
349	GBOK 34909190405	2014-09-19 04:05:56	69	162.00	69	0	0
348	GBOK 34809180905	2014-09-18 09:05:05	3	21.00	3	0	0
347	GBOK 34709180405	2014-09-18 04:05:48	67	156.00	67	0	0
VOID	GB VOID 20140917	2014-09-17 14:26:58	1	0.00	0	0	1
	GBOK 34609170405		66		66		0
325		2014-06-06 12:05:00		130.00		0	
324	GBOK 32406060000	2014-06-07 12:05:41		130.00	64	0	

1 to 25 of 184

Batch Count: 132 Net Amount: \$509400.86 Display: 25

The **Settled Activity** screen displays all transactions in the batch for that date.

Settled Activity
Select the batch to review

GBOK 73906291502 [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All

3 items

Seq#	User ID	Tran Status	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
	Clerk1	Settled	Credit Card	Return	06/29/2015	14:01			41*****1111	K			4.00
000	Clerk1	Settled	Credit Card	Sale	06/29/2015	14:00			41*****1111	K		U	7.00
000	Clerk1	Settled	Credit Card	Sale	06/29/2015	13:58			41*****1111	K		U	4.00

Cancel

Transaction Count: 3 Net Amount: \$ 7.00 Display: 25

- To view details of a particular transaction, select the **Card Data** link for the transaction details you want to view.

Settled Activity

Select the batch to review

GBOK 34809180905 [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All

- 3 Items

Seq#	User ID	Tran Status	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	08:47	Jane	Doe	54*****4444	S			10.00
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	08:12	Jane	Doe	54*****0090	S			10.00
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	07:23	Jane	Doe	41*****9990	S			1.00

Cancel

Transaction Count: 3 Net Amount: \$ 21.00 Display: 25

The **Settled Batches Main Response** screen displays the authorization response information.

Settled Batches Main Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: Clerk1
 Payment Type: CREDITCARD
 Transaction Type: SALE
 Transaction ID: AA47AD-C06424B6-DE65-4240-8DA8-ED949CDA0B32
 Date / Time: 09/18/2014 08:12:21 AM
 Response: AA
 Message: APPROVAL
 Approval Code: CMC049

Ship to Phone: 999-999-9999

Reprint Add to Recurring View Receipt Generate Refund Cancel

- Click **Add to Recurring**.

The **Add to Recurring Batch** screen displays.

Add to Recurring Batch

Enter the information for this transaction. Note that all fields with an asterisk (*) are required.

Add to Recurring Batch

Order Section

Recurring Transaction Type: Recurring *

Account Data: 41*****9990

Expiration Date(MMYY): 1215 *

Amount: 5.00 *

Customer Code:

Sales Tax:

Billing Cycle: Monthly *

☐ Last day of month

Next Payment Date: [Calendar Icon] *

Payment: NO

CustomData:

Add Clear

5. Click **Add** to make the payment recurring. Refer to the [To Add Credit Card Transaction to a Recurring Batch](#) section for more information.

To Add Signatures to Settled Batches Transactions

You can add a signature the following transaction types:

- Credit Card Sale
- Credit Card Force
- Credit Card Return
- Credit Card Auth Only
- Electronic Check Purchase

Notes:

- The terminal must be setup for signature capture option. The signature capture option is only available for those terminals with the following payment types:
 - Credit Card
 - Electronic Check
- A supported signature device must be in place to add a signature
- You cannot add a signature to a transaction that already has a signature

1. On the **Main** screen, select **Settled Batches | Main**.

The **Settled Activity** screen displays.

2. To view transactions for a particular date, select the **Settled Date** link for the batch you want to view.

Settled Activity
Select the batch to review

Settled Batch Activity [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#)

1 to 25 of 184

Batch#	Batch Response	Settled Date	Net Count	Net Amount	Number Purchase/Forces	Number Returns	Number Voids
349	GBOK 34909190405	2014-09-19 04:05:58	69	162.00	69	0	0
348	GBOK 34809180905	2014-09-18 09:05:06	3	21.00	3	0	0
347	GBOK 34709180405	2014-09-18 04:05:48	67	156.00	67	0	0
VOD	GB VOD 20140917	2014-09-17 14:26:58	1	0.00	0	0	1
	GBOK 34609170405		66		66		0
325	GBOK 32509160405	2014-09-16 12:05:41	64	130.00	64	0	0
324	GBOK 32409150405	2014-09-15 12:05:41	64	130.00	64	0	0

1 to 25 of 184

Batch Count: 132 Net Amount: \$509400.86 Display: 25

The **Settled Activity** screen displays all transactions in the batch for that date.

- To view details of a particular transaction, select the **Card Data** link for the transaction details you want to view.

Settled Activity

Select the batch to review

GBOK 34809180905 [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All

- 3 Items

Seq#	User ID	Tran Status	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	08:47	Jane	Doe	54*****4444	S			10.00
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	08:12	Jane	Doe	54*****0090	S			10.00
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	07:23	Jane	Doe	41*****9990	S			1.00

Cancel

Transaction Count: 3 Net Amount: \$ 21.00 Display: 25

The **Settled Batches Main Response** screen displays the authorization response information.

Settled Batches Main Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: Clerk1
 Payment Type: CREDITCARD
 Transaction Type: SALE
 Transaction ID: AA4843A-D88FEFFC-F0C6-4762-8C2C-BC352B8E587B
 Date / Time: 09/18/2014 08:47:40 AM
 Response: AA
 Message: APPROVAL
 Approval Code: CMC068
 AVS Response:
 Account Balance: 10.00
 Signature Present: Yes
 CardHolder IP:

Ship to: 999-99

Reprint Add to Recurring View Receipt Generate Refund Cancel

Note: The **Signature Present** indicator value of **Yes** displays when the transaction has a signature image associated with it. This value is only viewable for those terminals identified as having a signature capture device.

- If you need to add a signature and your terminal is set up for a signature capture device, click **Add Signature**.

5. The device displays, **Please sign** message to the customer.

The payment form displays a message to the merchant, **Customer prompted to sign. Please wait!**

Credit Card Sale Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	
Payme	
Transa	
Transa	
Date /	
Respo	
Messa	
Approv	
AVS Response:	
CVV2 Response:	P
Account Balance:	10.00
CardHolder IP:	

Customer prompted to sign. Please wait!

312581FB6

6. The customer signs.

If the customer cancels the signature entry, the payment form displays a message to the merchant, **Customer cancelled signature! Please retry or select cancel to manually capture signature!** The merchant has the chance to request signature again through the device or through the printed receipt.

Credit Card Sale Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: [redacted]
Payment: [redacted]
Transaction: [redacted]
Transaction: [redacted]
Date / Time: [redacted]
Response: [redacted]
Message: [redacted]
Approval: [redacted]

Customer cancelled signature! Please retry or select cancel to manually capture signature!

AVS Response: [redacted]
CVV2 Response: U
Account Balance: 10.00
CardHolder IP: [redacted]

7. If the signature image was successfully captured, Converge stores the signature image with the transaction and displays a successful message.
8. If an error code is returned or the signature image is null/blank, Converge displays an error message.

To Generate Settled Batches Reports

The **Reports** link allows you to use settled batch data to generate reports. Once you have the correct information in the table, click the **Reports** link.

1. On the **Main** screen, select **Settled Batches** to display the settled batches options.
2. To select the transaction type, do one of the following:
 - Select **Main** to display the **Settled Activity** screen.
 - Select **Gift Card** to display the **Settled Gift Card Activity** screen.
 - Select **Cash** to display the **Settled Cash Activity** screen.

3. Select **Reports**.

Note: You also have the option to select the **Reports Plus** link which allows you to use current batch data to generate customizable reports. Refer to [Generating Reports Plus for Current Batches Transactions](#) for more information.

The following example shows the **Settled Activity** screen.

Settled Activity

Select the batch to review

GBOK 34809180905 Download **Reports** Reports Plus Search | Filter: All

- 3 items

Seq#	User ID	Tran Status	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	08:47	Jane	Doe	54*****4444	S			10.00
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	08:12	Jane	Doe	54*****0090	S			10.00
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	07:23	Jane	Doe	41*****9990	S			1.00

Cancel

Transaction Count: 3 Net Amount: \$ 21.00

Display: 25

The **Reporting** screen appears.

Reporting

Enter the desired reporting criteria.
The Report will only allow 3 months of data to be pulled at a time.


Note that all fields with an asterisk (*) are required.

Reporting Options

Search Criteria


Date From(MM/DD/YYYY format)

08/19/2014

 *


Date To(MM/DD/YYYY format)

09/19/2014

 *


Sort On:

User Id




Report Type:

Detail



View As:

Browser



Generate Report

Reset

4. Enter **Date From** (MM/DD/YYY format) or click the calendar icon and select.
5. Enter **Date To** (MM/DD/YYY format) or click the calendar icon and select.
6. In the **Sort On** drop-down list, select one of the following options to specify the field the data will be sorted by:
 - User Id
 - Transaction Type
 - Card Desc
 - Amount
 - Transaction Date and Time
 - Card Data
 - Invoice Number
 - Server ID
 - Shift ID
 - Tip Amount

Note: **Server ID**, **Shift ID** and **Tip Amount** are available only for terminals with a **Market Segment of Service**.

7. In the **Report Type** drop-down list, select one of the following options:

- Detail
- Detail w/Subtotals
- Summary

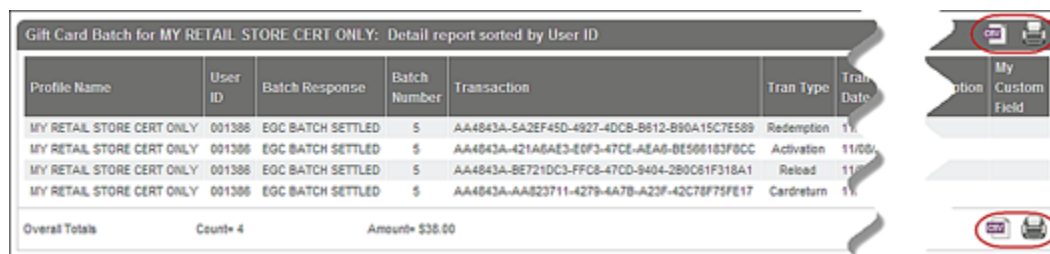
8. Select **Browser** or **CSV** from the **View As** drop-down list.

9. Click **Generate Report**.

The report generates.

Note: For **Credit Card Sale**, **Credit Card Force**, **Credit Card Auth Only**, **Credit Card Return**, and **Electronic Check Purchase** settled transactions, the **Detail** and **Detail with Subtotals** reports include a **Signature Indicator** field to identify transactions with signature attached.

10. Click on the CSV icon to generate a CVS file or print icon to print the report.



The screenshot shows a report titled "Gift Card Batch for MY RETAIL STORE CERT ONLY: Detail report sorted by User ID". The table contains the following data:

Profile Name	User ID	Batch Response	Batch Number	Transaction	Tran Type	Tran Date
MY RETAIL STORE CERT ONLY	001388	EGC BATCH SETTLED	5	AA4843A-5A2EF45D-4927-4DCB-B612-B90A15C7E589	Redemption	11/06/11
MY RETAIL STORE CERT ONLY	001388	EGC BATCH SETTLED	5	AA4843A-421A6AE3-E6F3-47CE-AE46-BE566183F8CC	Activation	11/06/11
MY RETAIL STORE CERT ONLY	001388	EGC BATCH SETTLED	5	AA4843A-BE721DC3-FFC8-47CD-9404-280C61F318A1	Reload	11/06/11
MY RETAIL STORE CERT ONLY	001388	EGC BATCH SETTLED	5	AA4843A-AA823711-4279-4A7B-A23F-42C78F75FE17	Cardreturn	11/06/11
Overall Totals		Count= 4	Amount= \$38.00			

On the right sidebar, there are icons for "CSV" and "Print" at the top, and "Option" and "My Custom Field" below them. The "CSV" and "Print" icons are circled in red.

To View Settled Batches Transaction Receipts

You can view receipts for all types of transaction that have receipts.

1. On the **Main** screen, select **Settled Batches** to display the settled batches options.
2. Select **Main** to display the **Settled Activity** screen.

- To view transactions for a particular date, select the **Settled Date** field for the batch you want to view.

Settled Activity
Select the batch to review

Settled Batch Activity [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#)

1 to 25 of 184

Batch#	Batch Response	Settled Date	Net Count	Net Amount	Number Purchase/forces	Number Returns	Number Voids
349	GBOK 34909190405	2014-09-19 04:05:56	69	162.00	69	0	0
348	GBOK 34809180905	2014-09-18 09:05:05	3	21.00	3	0	0
347	GBOK 34709180405	2014-09-18 04:05:48	67	156.00	67	0	0
VOID	GB VOID 20140917	2014-09-17 14:26:58	1	0.00	0	0	1
	GBOK 34609170405		66		66		0
325		2014-09-08 12:05:00		130.00		0	
324	GBOK 32409160405	2014-09-07 12:05:41		130.00	64	0	

1 to 25 of 184

Batch Count: 132 Net Amount: \$509400.86 Display: 25

The **Settled Activity** screen displays all transactions in the batch for that date.

- To view the receipt for a particular transaction, select the **Card Data** link for that transaction.

Settled Activity
Select the batch to review

GBOK 34809180905 [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All

3 items

Seq#	User ID	Tran Status	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	08:47	Jane	Doe	54*****4444	S			10.00
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	08:12	Jane	Doe	54*****0090	S			10.00
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	07:23	Jane	Doe	41*****9990	S			1.00

Cancel

Transaction Count: 3 Net Amount: \$ 21.00 Display: 25

The **Settled Batches Main Response** screen displays.

Settled Batches Main Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail	
Authorization Results	
User:	Clerk1
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	AA47AD-C06424B6-DE65-4240-8DA8-ED949CDA0B32
Date / Time:	09/18/2014 08:12:21 AM
Response:	AA
Message:	APPROVAL
Approval Code:	CNIC049

Ship to Phone: 999-999-9999

[Reprint](#) [Add to Recurring](#) [View Receipt](#) [Generate Refund](#) [Cancel](#)

5. Click **View Receipt**.

To Reprint Settled Batches Transaction Receipts

You can view receipts for all types of transaction that have receipts.

1. On the **Main** screen, select **Settled Batches** to display the settled batches options.
2. Select **Main** to display the **Settled Activity** screen.
3. To view transactions for a particular date, select the **Settled Date** field for the batch you want to view.

Settled Activity
Select the batch to review

Settled Batch Activity [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#)

1 to 25 of 184

Batch#	Batch Response	Settled Date	Net Count	Net Amount	Number Purchase Forces	Number Returns	Number Voids
349	GBOK 34909190405	2014-09-19 04:05:56	69	162.00	69	0	0
348	GBOK 34809180905	2014-09-18 09:05:06	3	21.00	3	0	0
347	GBOK 34709180405	2014-09-18 04:05:48	67	156.00	67	0	0
VOID	GB VOID 20140917	2014-09-17 14:28:58	1	0.00	0	0	1
	GBOK 34609170405		66		66		0
325	GBOK 32509160405	2014-09-08 12:05:41		130.00		0	
324	GBOK 32409160405	2014-09-07 12:05:41		130.00	64	0	

1 to 25 of 184

Batch Count: 132 Net Amount: \$509400.86 Display: 25

The **Settled Activity** screen displays all transactions in the batch for that date.

4. To view the receipt for a particular transaction, select the **Card Data** link for that transaction.

Settled Activity

Select the batch to review

GBOK 34809180905 [Download](#) | [Reports](#) | [Reports Plus](#) | [Search](#) | Filter: All

- 3 items

Seq#	User ID	Tran Status	Card Type	Tran Type	Tran Date	Tran Time	First Name	Last Name	Card Data	Entry Type	AVS Code	CVV2 Code	Total Amount
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	08:47	Jane	Doe	54*****4444	S			10.00
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	08:12	Jane	Doe	54*****0090	S			10.00
000	Clerk1	Settled	Credit Card	Sale	09/18/2014	07:23	Jane	Doe	41*****9990	S			1.00

[Cancel](#)

Transaction Count: 3 Net Amount: \$ 21.00 Display: 25

The **Settled Batches Main Response** screen displays.

Settled Batches Main Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: Clerk1
 Payment Type: CREDITCARD
 Transaction Type: SALE
 Transaction ID: AA47AD-C06424B6-DE65-4240-8DA8-ED949CDA0B32
 Date / Time: 09/18/2014 08:12:21 AM
 Response: AA
 Message: APPROVAL
 Approval Code: C11C049

Ship to Phone: 999-999-9999


[Reprint](#) [Add to Recurring](#) [View Receipt](#) [Generate Refund](#) [Cancel](#)

5. Click **Reprint**.

For transactions that do not have signature images associated with them:

The receipt displays with a blank cardholder's signature line as follows.

MY RESTAURANT STORE 0017340008021900611000	MY RESTAURANT STORE 0017340008021900611000
Date: 06/21/2013 09:14:02 AM	Date: 06/21/2013 09:14:02 AM
CREDIT CARD SALE R-E-P-R-E-S-E-N-T	CREDIT CARD SALE R-E-P-R-E-S-E-N-T
CARD NUMBER: *****3003 K	CARD NUMBER: *****3003 K
BASE AMOUNT: \$20.00	BASE AMOUNT: \$20.00
TIP AMOUNT: _____	TIP AMOUNT: _____
TOTAL AMOUNT: _____	TOTAL AMOUNT: _____
APPROVAL CD: NL4032	APPROVAL CD: NL4032
RECORD #: 000	RECORD #: 000
CLERK ID: Clerk1	CLERK ID: Clerk1
X _____ (CARDHOLDER'S SIGNATURE)	Customer Copy
I AGREE TO PAY THE ABOVE TOTAL AMOUNT ACCORDING TO THE CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF CREDIT VOUCHER)	
Merchant Copy	



For transactions that have signature images associated with them:

- For **Credit Card Sale**, **Credit Card Force**, **Credit Card Auth Only**, and **Credit Card Return** transactions, and terminals set up with a signature capture device, the system displays the **Signature Present** field.

The screenshot shows a window titled "Settled Batches Main Response". Below the title is a note: "This is the authorization response information. Note that all fields with an asterisk (*) are required." Below this is a section titled "Transaction Detail" which contains a table of authorization results. The table lists various fields such as User, Payment Type, Transaction Type, Transaction ID, Date / Time, Response, Message, Approval Code, AVS Response, Account Balance, Signature Present, and CardHolder IP. The "Signature Present" field is highlighted with a red circle and shows the value "Yes". At the bottom of the window, there is a "Ship to" dropdown menu and a row of buttons: "Reprint", "Add to Recurring", "View Receipt", "Generate Refund", and "Cancel".

Authorization Results	
User:	Clerk1
Payment Type:	CREDITCARD
Transaction Type:	SALE
Transaction ID:	AA4843A-D88FEFFC-FCC6-4762-8C2C-BC352B8E587B
Date / Time:	09/18/2014 08:47:40 AM
Response:	AA
Message:	APPROVAL
Approval Code:	CMC068
AVS Response:	
Account Balance:	10.00
Signature Present:	Yes
CardHolder IP:	

- For transactions that have signature images associated with them, the system displays the text **YES** in the **Signature Present** field. A blank/space displays for transactions where a signature applies but the transaction does not have one associated with it.

- For receipts that have a signature image associated with it, the system displays the signature image at the bottom instead of the cardholder's signature line.

Speedy Retail
0010548510000000724904

Date: 09/26/2011 01:38:09 PM

CREDIT CARD SALE
R-E-P-R-I-N-T

CARD NUMBER: *****4797 K
TRAN AMOUNT: \$2.00
APPROVAL CD: 001
RECORD #: 001
CLERK ID: jwil

John Hancock
(CARDHOLDER'S SIGNATURE)

I AGREE TO PAY THE ABOVE TOTAL AMOUNT
ACCORDING TO THE CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

Merchant Copy

Speedy Retail
0010548510000000724904

Date: 09/26/2011 01:38:09 PM

CREDIT CARD SALE
R-E-P-R-I-N-T

CARD NUMBER: *****4797 K
TRAN AMOUNT: \$2.00
RECORD #: 001
CLERK ID: jwil

Customer Copy

- You can save the file to your local or a network drive (this allows the receipt to be uploaded or used by other applications).

Chapter 5: Managing Exported Scripts (Export Log)

The **Export Log** section displays the transaction response scripts that have been exported previously to the merchant URL. This section may display credit card, debit card, cash benefit, food stamp, electronic check, gift card, or cash transaction scripts that have been exported.

Converge exports responses for the following payment types:

- Credit
- Debit (PINless and PIN Based)
- Food Stamps
- Cash Benefits
- Gift Cards
- Cash
- Electronic Check
- Recurring/Installment

Converge exports responses for the following transaction types:

- Credit Sale
- Credit Auth Only
- Credit Credit
- Credit Force
- Credit Verification
- Credit Balance Inquiry
- Credit Enhanced Refund
- Credit Void
- Credit Signature
- PINless Debit Purchase
- Debit Purchase
- Debit Return
- Food Stamp Inquiry
- Food Stamp Force Purchase
- Food Stamp Force Return
- Cash Benefit Purchase
- Cash Benefit Inquiry
- Gift Activation
- Gift Sale/Redemption
- Gift Card Refund
- Gift Replenishment/Reload
- Gift Card Balance Inquiry
- Gift Credit
- Cash Sale

- Debit Inquiry
- Food Stamp Purchase
- Food Stamp Return
- Cash Return
- Electronic Check Purchase
- Electronic Check Void
- Recurring/Installment transactions added, or submitted for payment

The **Export Log** screen:

Export Log
Select a transaction to review the export log details.

Search | Filter: **All**

1 to 25 of 323

<input type="checkbox"/>	Export Status	Entry Mode	User ID	Card Type	Tran Type	Tran Date	Tran Time	Card Data	Total Amount	Tran Result
<input type="checkbox"/>	Failure	UI	001386	GIFTCARD	INQUIRY	09/19/2014	11:58:28	60*****0509		NETWORK ERROR
<input type="checkbox"/>	Failure	UI	001386	GIFTCARD	INQUIRY	09/19/2014	11:58:45	60*****6790		NETWORK ERROR
<input type="checkbox"/>	Failure	UI	001386	GIFTCARD	REDEMPTION	09/19/2014	11:49:07	50*****3003	5.00	APPROVAL
<input type="checkbox"/>	Failure	AUTO	kmintz	CREDITCARD	RECURRING	09/19/2014	04:05:30	54*****5454	2.00	APPROVAL
<input type="checkbox"/>	Failure	AUTO	kmintz	CREDITCARD	RECURRING	09/19/2014	04:05:27	54*****5454	2.00	APPROVAL

1 to 25 of 323

Re-Export


Transaction Count: 323

Display: 25

From the Export Log page you can:

- Sort exported scripts
- View the exported script detail information and the raw data posted to the merchant's URL
- Search for exported scripts using the **Search** link
- Filter the exported scripts using the **Filter** drop down menu
- Re-Export one or more transaction scripts using the **Re-Export** button

To Sort Exported Scripts

You can sort exported scripts for all the transaction types by clicking the  (up down arrows) in the column you want to sort by as shown below:

Export Log
Select a transaction to review the export log details.

Search | Filter: All

1 to 25 of 323

<input type="checkbox"/>	Export Status	Entry Mode	User ID	Card Type	Tran Type	Tran Date	Tran Time	Card Data	Total Amount	Tran Result
<input type="checkbox"/>	Failure	UI	001386	GIFTCARD	INQUIRY	09/19/2014	11:58:26	60*****0509		NETWORK ERROR
<input type="checkbox"/>	Failure	UI	001386	GIFTCARD	INQUIRY	09/19/2014	11:58:45	60*****6790		NETWORK ERROR
<input type="checkbox"/>	Failure	UI	001386	GIFTCARD	REDEMPTION	09/19/2014	11:49:07	50*****3003	5.00	APPROVAL
<input type="checkbox"/>	Failure	AUTO	kmintz	CREDITCARD	RECURRING	09/19/2014	04:05:30	54*****5454	2.00	APPROVAL
<input type="checkbox"/>	Failure	AUTO	kmintz	CREDITCARD	RECURRING	09/19/2014	04:05:27	54*****5454	2.00	APPROVAL

1 to 25 of 323

Re-Export

Transaction Count: 323

Display: 25

The system sorts the list of transactions based on your selection (for example, **Export Status**, **Entry Mode**, **User ID**, and so forth).

Note: When you click the up down arrows, the values in the column are sorted in ascending order. If you click again, the values are sorted in descending order.

To View Exported Scripts

You can view exported scripts for the past 3 days of transaction activity.

1. Select **Export Log** to display the exported scripts.

- To view details of a particular script, select the **Card Data** link for the transaction details you want to view.

Export Log

Select a transaction to review the export log details.

Search | Filter: All

1 to 25 of 323
H < 1 2 3 4 5 > H

	Export Status	Entry Mode	User ID	Card Type	Tran Type	Tran Date	Tran Time	Card Data	Total Amount	Tran Result
<input type="checkbox"/>	Failure	UI	001386	GIFTCARD	INQUIRY	09/19/2014	11:58:26	60*****0509		NETWORK ERROR
<input type="checkbox"/>	Failure	UI	001386	GIFTCARD	INQUIRY	09/19/2014	11:58:45	60*****8790		NETWORK ERROR
<input type="checkbox"/>	Failure	UI	001386	GIFTCARD	REDEMPTION	09/19/2014	11:49:07	50*****3003	5.00	APPROVAL

1 to 25 of 323
H < 1 2 3 4 5 > H

Transaction Count: 323
 Display: 25

- On the **Export Log Response** page, click **View Export**.

Export Log Response

This is the authorization response information. Note that all fields with an asterisk (*) are required

Transaction Detail

Authorization Results

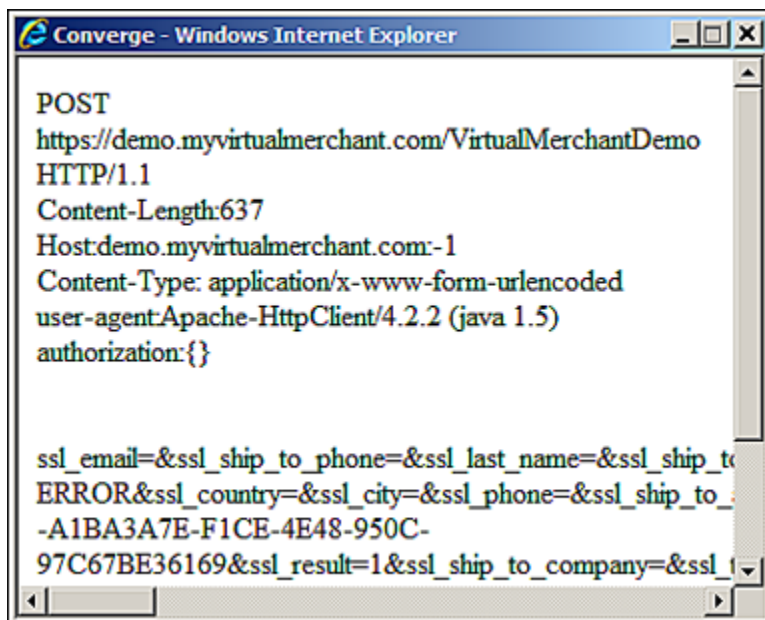
User:	001386
Payment Type:	GIFTCARD
Transaction Type:	REDEMPTION
Transaction ID:	AA47AD-A1BA3A7E-F1CE-4E48-950C-97C67BE36169
Date / Time:	2014-09-19 14:02:03.0
Response:	ND
Message:	NETWORK ERROR
Approval Code:	
AVS Response:	
Account Balance:	0.00
Amount:	1.00
Record Number:	001
Export Status:	Failure View Error

Re-Export

View Export

Cancel

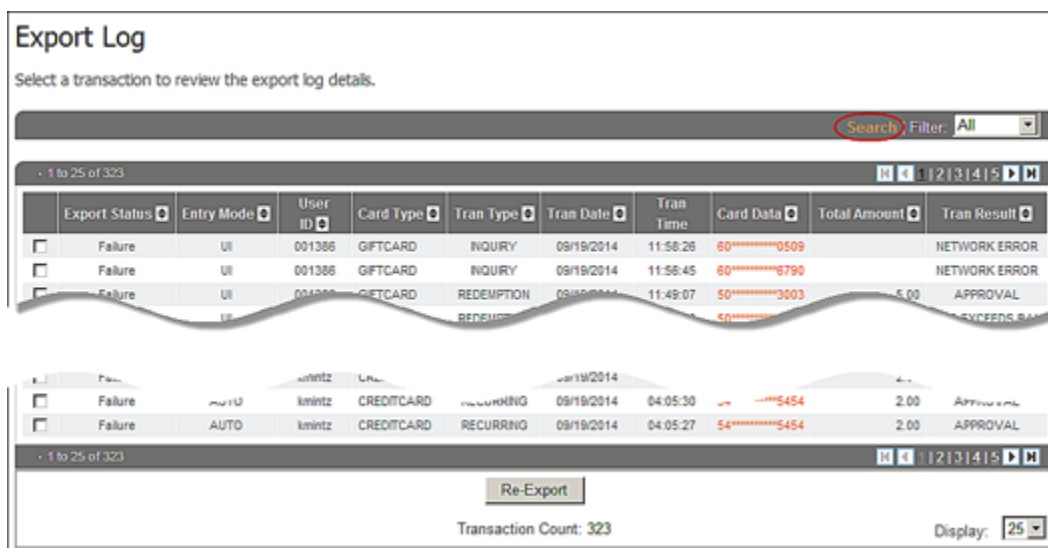
A new browser window opens and displays the exported script.



To Search Exported Scripts

You can locate specific information in previously exported scripts.

1. Select **Export Log** to display the exported scripts.
2. Select **Search**.



The **Transaction Search** screen displays.

Transaction Search

Enter the transaction search criteria.

Search Criteria

Search Criteria

Export Status

Date From (MM/DD/YYYY format)

Date To (MM/DD/YYYY format)

Account Number

Expiration Date (MMYY)

Amount

Payment Type

Transaction Type

User ID

Transaction ID

Recurring ID

First Name

Last Name

3. Enter the transaction values to search for specific transactions.
4. Click **Search** or **Reset** to clear the values on the **Transaction Search** screen.

The search results display in the **Settled Activity** screen.

Notes:

- Click **Reset** to clear the values or **Cancel** to abandon your search activities and return to the **Settled Activity** screen.
 - You can retrieve only three months of data at a time. An error message displays if you request more than three months of data.
-

To Filter Exported Scripts

You can filter the export script log to show a list of exported scripts matching desired criteria.

1. Select **Export Log** to display the exported scripts.
2. Click on the **Filter** drop Down menu.
3. Select one of the following options from the Filter selection box:
 - **All**
Will select all exported scripts
 - **Success**
Will select all successfully exported scripts
 - **Failure**
Will select all scripts that failed to be exported

To Re-export Exported Scripts

You can re-export an export script to the merchant specified URL set up previously. This re-export is typically done when a script had failed to be exported.

1. Select **Export Log** to display the exported scripts.

- Click on the **Re-Export** button.

Export Log
Select a transaction to review the export log details.

Search | Filter: All

1 to 25 of 323

	Export Status	Entry Mode	User ID	Card Type	Tran Type	Tran Date	Tran Time	Card Data	Total Amount	Tran Result
<input type="checkbox"/>	Failure	UI	001386	GIFTCARD	INQUIRY	09/19/2014	11:58:26	60*****0509		NETWORK ERROR
<input type="checkbox"/>	Failure	UI	001386	GIFTCARD	INQUIRY	09/19/2014	11:58:45	60*****6790		NETWORK ERROR
<input type="checkbox"/>	Failure	UI	001386	GIFTCARD	REDEMPTION	09/19/2014	11:49:07	50*****3003	5.00	APPROVAL
<input type="checkbox"/>	Failure	UI	001386	GIFTCARD	REDEMPTION	09/19/2014	11:49:07	50*****3003	5.00	EXCEEDS BAL
<input type="checkbox"/>	Failure	AUTO	kmintz	CREDITCARD	RECURRING	09/19/2014	04:05:30	54*****5454	2.00	APPROVAL
<input type="checkbox"/>	Failure	AUTO	kmintz	CREDITCARD	RECURRING	09/19/2014	04:05:27	54*****5454	2.00	APPROVAL

1 to 25 of 323

Re-Export

Transaction Count: 323

Display: 25

Notes:

- You can filter results as shown above to select transactions for **Re-Export**. You can also select individual transactions or groups of transactions to **Re-Export**. When you finish selecting transactions, click on the **Re-Export** button.
- The **Re-Export** button is also available when selecting a script from the **Card Data** link for the transaction. This link will allow you to view the detail of the script before re-exporting it.

Chapter 6: Response Codes

This section describes the responses that can be returned by the Converge application. The Authorization Response Codes, AVS Response Codes, and CVV2 Response Codes are values that might be returned during a transaction authorization.

Authorization Response Codes

This table provides a list of the values that might be returned during an authorization request.

Code	Message	Definition
AA	APPROVAL	Approved
AA	APPROVAL PARTIAL	Approved for a Partial Amount
N7	DECLINE CVV2	Do Not Honor
N7	DECLINE CVV2	Declined due to CVV2 mismatch \ failure
NC	PICK UP CARD	Pick up card
ND	AMOUNT ERROR	Tran Amount Error
ND	AMT OVER SVC LMT	Amount is more than established service limit
ND	APPL TYPE ERROR	Call for Assistance
ND	CANNOT CONVERT	Check is ok, but cannot be converted. Do Not Honor
ND	DECLINED	Do Not Honor
ND	DECLINED T4	Do Not Honor. Failed negative check, unpaid items
ND	DECLINED-HELP 9999	System Error
ND	DUP CHECK NBR	Duplicate Check Number
ND	EXPIRED CARD	Expired Card
ND	INCORRECT PIN	Invalid PIN
ND	INVALID CARD	Invalid Card
ND	INVALID CAVV	Invalid Cardholder Authentication Verification Value
ND	INVALID TERM ID	Invalid Terminal ID
ND	INVLD R/T NBR	Invalid Routing/Transit Number

Code	Message	Definition
ND	INVLD TERM ID 1	Invalid Merchant Number
ND	INVLD TERM ID 2	Invalid SE Number
ND	INVLD VOID DATA	Invalid Data Submitted for Void Transaction
ND	MAX MONTHLY VOL	The maximum monthly volume has been reached
ND	MICR ERROR	MICR Read Error
ND	MUST SETTLE MMDD	Must settle, open batch is over 7 days old Note: Batch will be Auto Settled after 10 days
ND	NETWORK ERROR	General System Error
ND	PLEASE RETRY	Please Retry/ Reenter Transaction
ND	RECORD NOT FOUND	Record not on the network
ND	REQ. EXCEEDS BAL.	Req. exceeds balance
ND	SEQ ERR PLS CALL	Call for Assistance
ND	SERV NOT ALLOWED	Invalid request
ND	TOO MANY CHECKS	Too Many Checks (Over Limit)
NR	CALL AUTH. CENTER	Refer to Issuer

Electronic Gift Card (EGC) Response Codes

This table provides a list of the values that might be returned during an EGC authorization request.

Code	Message	Definition
AA	APPROVAL	Approved
ND	SERV NOT ALLOWED	Invalid request
ND	INVLD TERM ID 1	Invalid Merchant Number
ND	SEQ ERR PLS CALL	Call for Assistance
ND	APPL TYPE ERROR	Call for Assistance
01	DECLINED-HELP 9999	Host Busy
02	INVALID CARD	Invalid Card
03	INVALID TERM ID	Invalid Terminal ID
04	AMOUNT ERROR	Tran Amount Error
05	ALREADY ACTIVE	Card already active
06	REQ. EXCEEDS BAL.	Request exceeds balance
07	MAX REACHED	Cannot load the amount specified
08	NON RELOADABLE	The card cannot be reloaded
09	TRAN NOT ALLOWED	Transaction type not allowed
10	INVLD TRAN TYPE	Transaction type not on server
11	EXPIRED CARD	Expired card or bad expiration date
12	CARD NOT ACTIVE	The Gift Card is not activated
13	DUPLICATE TRAN	Duplicate transaction
14	SEQ ERR PLS CALL	Call for Assistance
15	SEQ ERR PLS CALL	Sequence does not match previous response
16	INVALID BATCH ID	Batch ID is not on the server
17	INVALID TENDER	Tender types is not on the server
99	DECLINED-HELP 9999	General System Error

AVS Response Codes

An AVS Response Code will be returned in the Authorization Response Message when AVS information is present in the transaction authorization request.

Code	Definition
A	Address matches - ZIP Code does not match
B	Street address match, Postal code in wrong format (International issuer)
C	Street address and postal code in wrong formats
D	Street address and postal code match (international issuer)
E	AVS Error
F	Address does compare and five-digit ZIP code does compare (UK only)
G	Service not supported by non-US issuer
I	Address information not verified by international issuer
M	Street Address and Postal code match (international issuer)
N	No Match on Address (Street) or ZIP
O	No Response sent
P	Postal codes match, Street address not verified due to incompatible formats
R	Retry, System unavailable or Timed out
S	Service not supported by issuer
U	Address information is unavailable
W	9-digit ZIP matches, Address (Street) does not match
X	Exact AVS Match
Y	Address (Street) and 5-digit ZIP match
Z	5-digit ZIP matches, Address (Street) does not match

CVV2 Response Codes

The CVV2 Response Codes are returned in the Authorization Response Message when the CVV2 data is present in the transaction authorization request.

Code	Definition
M	CVV2 Match
N	CVV2 No match
P	Not Processed
S	Issuer indicates that CVV2 data should be present on the card, but the merchant has indicated that the CVV2 data is not resent on the card
U	Issuer has not certified for CVV2 or Issuer has not provided Visa with the CVV2 encryption Keys

Settlement Response Codes

The Settlement Response Code is returned when a settlement is preformed, either manually, or through the Auto Settlement process.

Response	Description
GBOK BBBMMDDHHMM	GB = good batch, settlement received OK BBB = batch number 001 through 999 MMDD = month and day of settlement HHMM = time of settlement
INVALID TERM ID	Terminal ID is not on file with the network
INVLD CARD 9999	Card type, specified by item number, not authorized for settlement
INVLD DATA 9999	Invalid transaction amount
PLEASE RETRY 9999	System failure - please attempt again
RB INV ACCT 9999	Record specified by item number is invalid
RBOUT OF BALANCE	Item and dollar totals do not match the settlement trailer record totals
RB INVLD AMT 9999	Invalid transaction amount
SERV NOT ALLOWED	Merchant not set up for settlement processing
UNREC CARD 9999	Card type, specified by item number, is not recognized

Chapter 7: Batch Import File Layout

Converge allows you to import batch files of credit card transactions, Recurring/Installment transactions, or Card data for token generation.

Comma delimited import files:

- Text files with csv extension.
- Comma-delimited file will contain a header.
- Order of the values provided must follow the fields as described in the header.
- Fields and corresponding values must be enclosed within double quotes. Each field value is separated by a comma.
- Order of values must match order of headers.

XML import files:

- Text file with xml extension.
- The order of the tags in the xml format is not important.
- The transaction records must be encapsulated in a <txnimport> element for credit card and card data for token generation batch files or <txnrecimport> element for recurring batch files .

Notes:

- CVV2/CVC/CID values and Track Data should never be stored, therefore, cannot be passed to Converge on the file.
 - You can import a maximum of 10 files for a single terminal per day.
 - You can import a maximum of 500 transactions in a single file. Please contact Technical Support at 1-800-377-3962, option 2, option 2 (in Canada you are asked to choose either English or French for you language) if you need to increase the number of transactions per file.
-

Credit Card Batch Processing

This format is used to batch import credit card transactions into Converge. The imported file can be in comma-delimited or XML format.

Input or Request File Format

Field Name	Required	Length	Description
ssl_card_number	C	19	Credit card number
ssl_exp_date	Y	4	In MMY format
ssl_get_token	N	1	Use only with a terminal setup with tokenization. Token indicator flag to indicate that a token is needed for this card number. A token will be the returned in the file after the transaction has been approved. Valid values: Y, N
ssl_add_token	N	1	Use only with a terminal setup with tokenization. Add to card manager indicator. Used to indicate if you wish to store the token generated in the card manager. The cardholder's first and last name along with the AVS information are required to be sent with this indicator. Valid values: Y, N
ssl_token	C	19	Use only with a terminal setup with tokenization. Token previously generated from a credit card. This value can be stored and sent instead of the credit card number.
ssl_amount	Y	13	Must be in decimal format. No dollar sign
ssl_transaction_currency	N	3	Transaction currency. The alpha ISO 4217 code, for example: USD, CAD, GBP, AUD, EUR, JPY
ssl_transaction_type	Y	20	ccsale (Sale) ccauthonly (AUTH Only) ccavonly (AVS Only) ccverify (Verification) cccredit (Credit) ccforce (Force)
ssl_customer_code	C	17	Customer code for purchasing card transactions
ssl_salestax	C	10	Sales tax for purchasing card transactions
ssl_invoice_number	N	25	Invoice number for MO/TO transactions
ssl_approval_code	N	6	Required for Force transactions
ssl_description	N	255	Transaction description
ssl_company	N	50	Customer's company name
ssl_first_name	N	20	Customer's first name

Field Name	Required	Length	Description
ssl_last_name	N	30	Customer's last name
ssl_avs_address	N	30	Cardholder's street address
ssl_address2	N	30	Customer's address line 2
ssl_city	N	30	Customer's city
ssl_state	N	30	Customer's state
ssl_avs_zip	N	9	Customer's ZIP code used to process AVS
ssl_country	N	50	Customer's country
ssl_phone	N	20	Customer's phone number
ssl_email	N	100	Customer's email address
ssl_ship_to_company	N	50	Ship to company name
ssl_ship_to_first_name	N	20	Ship to first name
ssl_ship_to_last_name	N	30	Ship to last name
ssl_ship_to_address1	N	30	Ship to address line 1
ssl_ship_to_address2	N	30	Ship to address line 2
ssl_ship_to_city	N	30	Ship to city
ssl_ship_to_state	N	30	Ship to state
ssl_ship_to_zip	N	10	Ship to ZIP code
ssl_ship_to_country	N	50	Ship to country
ssl_ship_to_phone	N	20	Ship to phone number
User Defined Field	N		<p>User defined; User should be able to pass up to 25 user defined fields. The value passed in the file should match the field name specified in the Terminal Setup Merchant Payment Fields Add New Field</p> <p>User Defined Field 1</p> <p>User Defined Field 2</p> <p>User Defined Field 3</p> <p>User Defined Field 4</p> <p>User Defined Field 5</p> <p>User Defined Field 6</p> <p>User Defined Field 7</p> <p>User Defined Field 8</p> <p>User Defined Field 9</p> <p>User Defined Field 10</p>

Field Name	Required	Length	Description
			User Defined Field 11
			User Defined Field 12
			User Defined Field 13
			User Defined Field 14
			User Defined Field 15
			User Defined Field 16
			User Defined Field 17
			User Defined Field 18
			User Defined Field 19
			User Defined Field 20
			User Defined Field 21
			User Defined Field 22
			User Defined Field 23
			User Defined Field 24
			User Defined Field 25

Input or Request File Examples

This is an example of a comma-delimited file of credit card transactions:

```
"ssl_card_number","ssl_token","ssl_exp_date","ssl_amount","ssl_transaction_type","ssl_customer_code","ssl_salestax","ssl_invoice_number","ssl_approval_code","ssl_description","ssl_company","ssl_first_name","ssl_last_name","ssl_avs_address","ssl_address2","ssl_city","ssl_state","ssl_avs_zip","ssl_country","ssl_phone","ssl_email","ssl_ship_to_company","ssl_ship_to_first_name","ssl_ship_to_last_name","ssl_ship_to_address1","ssl_ship_to_address2","ssl_ship_to_city","ssl_ship_to_state","ssl_ship_to_zip","ssl_ship_to_country","ssl_ship_to_phone","My Custom field"

"4111111111111111","","1212","2.00","ccsale","CC1234","1.00","INV1234","","Test Sale","ABC Company","John","Doe","1234 Main Street","Suite 100","Atlanta","GA","30328","USA","999-999-9999","test@test.com","ABC Ship Company","Jane","Doe","1234 Secondary Street","Suite A","Atlanta","GA","30123","USA","111-111-1111","Custom Data1"

","9782583297542811","1112","3.00","cccredit","CC1234","2.00","INV1235","","Test Credit","ABC Company","John","Doe","1234 Main Street","Suite 100","Atlanta","GA","30328","USA","999-999-9999","test@test.com","ABC Ship Company","Jane","Doe","1234 Secondary Street","Suite A","Atlanta","GA","30123","USA","111-111-1111","Custom Data1"

"4111111111111111","1012","4.00","ccauthonly","CC1234","1.00","INV1236","","Test Auth","ABC Company","John","Doe","1234 Main Street","Suite 100","Atlanta","GA","30328","USA","999-999-9999","test@test.com","ABC Ship Company","Jane","Doe","1234 Secondary Street","Suite A","Atlanta","GA","30123","USA","111-111-1111","Custom Data1"

"4111111111111111","0515","10.00","ccforce","","0.00","FORC12345","55555","This is a force","ABC Company","John","Doe","1234 Main Street","Suite 100","Atlanta","GA","30328","USA","","test@test.com","","","","","","","","","","","","","Custom Data1"
```

This is an example of an XML file of credit card transactions:

```
<txnimport>
  <txn>
    <ssl_card_number>4111111111111111</ssl_card_number>
    <ssl_exp_date>1212</ssl_exp_date>
    <ssl_amount>2.00</ssl_amount>
    <ssl_transaction_type>ccsale</ssl_transaction_type>
    <ssl_customer_code>CC1234</ssl_customer_code>
    <ssl_salestax>0.50</ssl_salestax>
    <ssl_invoice_number>1234</ssl_invoice_number>
    <ssl_description>TEST SALE</ssl_description>
    <ssl_company>MyCompany</ssl_company>
    <ssl_first_name>John</ssl_first_name>
    <ssl_last_name>Doe</ssl_last_name>
    <ssl_avs_address>123 Main</ssl_avs_address>
    <ssl_city>Atlanta</ssl_city>
    <ssl_state>GA</ssl_state>
    <ssl_avs_zip>30123</ssl_avs_zip>
    <ssl_country>USA</ssl_country>
    <ssl_ship_to_zip>30123</ssl_ship_to_zip>
  </txn>
```

```
<txn>
  <ssl_token>9141217181941111</ssl_token>
  <ssl_exp_date>1213</ssl_exp_date>
  <ssl_amount>5.00</ssl_amount>
  <ssl_transaction_type>ccforce</ssl_transaction_type>
  <ssl_customer_code> FF1234</ssl_customer_code>
  <ssl_salestax>0.50</ssl_salestax>
  <ssl_invoice_number>1234</ssl_invoice_number>
  <ssl_approval_code>555555</ssl_approval_code>
  <ssl_description>TEST FORCE</ssl_description>
  <ssl_first_name>John</ssl_first_name>
  <ssl_last_name>Doe</ssl_last_name>
  <ssl_avs_address>123 Main</ssl_avs_address>
  <ssl_city>Atlanta</ssl_city>
  <ssl_state>GA</ssl_state>
  <ssl_avs_zip>30123</ssl_avs_zip>
  <ssl_country>USA</ssl_country>
  <ssl_ship_to_city>Atlanta</ssl_ship_to_city>
  <ssl_ship_to_state>GA</ssl_ship_to_state>
  <ssl_ship_to_zip>30123</ssl_ship_to_zip>
</txn>

</txnimport>
```

Output or Response File Format

Credit card transactions authorized through the batch import process can be reviewed for responses and downloaded from the User Interface under Current Batches | Imported Batches only. An example is provided in XML and CSV.

The fields are as follows:

Field Name	Description
Item	Item number
Tran Type	Transaction type: Sale, Force, Refund, etc.
Tran Date	Transaction date
Tran Time	Transaction time
Account Data	Credit card number (masked) or token
Expiration Date	Expiration date
AVS Code	Address verification response
Amount	Transaction amount
Result	Transaction result message: APPROVAL, DECLINE, ERROR
Auth Message	Transaction Auth message; APPROVAL if approved; Reason for decline if declined transaction; Error description for ERROR transaction (Example: Invalid Amount) or Business rule triggered for DECLINE transaction (Duplicate, CVV MISMATCH, AVS MISMATCH)
Approval Code	Return code generated by credit a card processor
Error Code	Transaction error code
Transaction ID	Unique transaction identifier
Customer Code	Customer code for purchasing card transactions
Sales Tax	Sales tax for purchasing card transactions
Invoice Number	Invoice number
Card Description	Card description type for example MC
Description	Transaction description
First Name	Customer's first name
Last Name	Customer's last name
Address1	Cardholder's street address
Address2	Customer's address line 2
City	Customer's city

Field Name	Description
State/Province	Customer's state
Postal Code	Customer's ZIP code
Phone	Customer's ZIP code used to process AVS phone
Email address	Customer's email
Country	Customer's country code
Billing Company	Customer's billing company
Ship to First Name	Ship to first name
Ship to Last Name	Ship to last name
Ship to Address1	Ship to address line 1
Ship to Address2	Ship to address line 2
Ship to City	Ship to city
Ship to State/Province	Ship to state
Ship Postal Code	Ship to ZIP code
Ship to Phone	Ship to phone
Ship to Country	Ship to country
Ship to Company	Ship to company
Token Value	Token generated from the card number
UserDefinedField1	User defined field
UserDefinedField2	User defined field
UserDefinedField3	User defined field
UserDefinedField4	User defined field
UserDefinedField5	User defined field
UserDefinedField6	User defined field
UserDefinedField7	User defined field
UserDefinedField8	User defined field
UserDefinedField9	User defined field
UserDefinedField10	User defined field
UserDefinedField11	User defined field
UserDefinedField12	User defined field
UserDefinedField13	User defined field

Field Name	Description
UserDefinedField14	User defined field
UserDefinedField15	User defined field
UserDefinedField16	User defined field
UserDefinedField17	User defined field
UserDefinedField18	User defined field
UserDefinedField19	User defined field
UserDefinedField20	User defined field
UserDefinedField21	User defined field
UserDefinedField22	User defined field
UserDefinedField23	User defined field
UserDefinedField24	User defined field
UserDefinedField25	User defined field

Recurring and Installment Batch Processing

This format is used to batch import installment and recurring card transactions into Converge. The imported file can be in comma-delimited format or XML format.

Input or Request of Recurring File Format

Field Name/XML	Required	Length	Description
ssl_card_number	Y	19	Credit card number
ssl_exp_date	Y	4	In MMY format
ssl_amount	Y	13	Must be in 1.00 format. No dollar sign
ssl_transaction_type	Y	20	ccaddrecurring ccaddinstall
ssl_customer_code	N	17	Customer code
ssl_salestax	N	10	Sales tax
ssl_invoice_number	N	25	Invoice number
ssl_description	N	255	Transaction description

Field Name/XML	Required	Length	Description
ssl_billing_cycle	Y	20	Billing cycle; Valid values, all caps and no hyphens: <ul style="list-style-type: none"> • DAILY • WEEKLY • BIWEEKLY • SEMIMONTHLY • MONTHLY • BIMONTHLY • QUARTERLY • SEMESTER • SEMIANNUALLY • ANNUALLY • SUSPENDED
ssl_next_payment_date	Y	10	Next payment date format MM/DD/YYYY
ssl_skip_payment	N	1	Skip payment field; Default = N
ssl_total_installments	C	4	Conditional; Numeric; Number of payments; To be passed only for ccaddinstall
ssl_end_of_month	C	1	End of month indicator Valid values Y or N
ssl_bill_on_half	C	1	Valid values are 1 or 2
ssl_company	N	50	Customer's company name
ssl_first_name	N	20	Customer's first name
ssl_last_name	N	30	Customer's last name
ssl_avs_address	N	30	Cardholder's street address
ssl_address2	N	30	Customer's address line 2
ssl_city	N	30	Customer's city
ssl_state	N	30	Customer's state
ssl_avs_zip	N	9	Customer's ZIP code used to process AVS
ssl_country	N	50	Customer's country
ssl_phone	N	20	Customer's phone number
ssl_email	N	100	Customer's email address
ssl_ship_to_company	N	50	Ship to company name
ssl_ship_to_first_name	N	20	Ship to first name
ssl_ship_to_last_name	N	30	Ship to last name

Field Name/XML	Required	Length	Description
ssl_ship_to_address1	N	30	Ship to address line 1
ssl_ship_to_address2	N	30	Ship to address line 2
ssl_ship_to_city	N	30	Ship to city
ssl_ship_to_state	N	30	Ship to state
ssl_ship_to_zip	N	10	Ship to ZIP code
ssl_ship_to_country	N	50	Ship to country
ssl_ship_to_phone	N	20	Ship to phone number

Field Name/XML	Required	Length	Description
User Defined Field	N		<p>User defined; User should be able to pass up to 25 user defined fields. The value passed in the file should match the field name specified in the Terminal Setup Merchant Payment Fields Add New Field</p> <p>User Defined Field 1</p> <p>User Defined Field 2</p> <p>User Defined Field 3</p> <p>User Defined Field 4</p> <p>User Defined Field 5</p> <p>User Defined Field 6</p> <p>User Defined Field 7</p> <p>User Defined Field 8</p> <p>User Defined Field 9</p> <p>User Defined Field 10</p> <p>User Defined Field 11</p> <p>User Defined Field 12</p> <p>User Defined Field 13</p> <p>User Defined Field 14</p> <p>User Defined Field 15</p> <p>User Defined Field 16</p> <p>User Defined Field 17</p> <p>User Defined Field 18</p> <p>User Defined Field 19</p> <p>User Defined Field 20</p> <p>User Defined Field 21</p> <p>User Defined Field 22</p> <p>User Defined Field 23</p> <p>User Defined Field 24</p> <p>User Defined Field 25</p>

Input or Request of Recurring File Examples

This is an example of a comma-delimited file of recurring credit card transactions:

```
"ssl_card_number","ssl_exp_date","ssl_amount","ssl_transaction_type"
,"ssl_customer_code","ssl_salestax","ssl_invoice_number","ssl_descri
ption","ssl_billing_cycle","ssl_next_payment_date","ssl_skip_payment
","ssl_total_installments","ssl_end_of_month","ssl_bill_on_half","ss
l_company","ssl_first_name","ssl_last_name","ssl_avs_address","ssl_a
ddress2","ssl_city","ssl_state","ssl_avs_zip","ssl_country","ssl_ph
one","ssl_email","ssl_ship_to_company","ssl_ship_to_first_name","ssl_
ship_to_last_name","ssl_ship_to_address1","ssl_ship_to_address2","ss
l_ship_to_city","ssl_ship_to_state","ssl_ship_to_zip","ssl_ship_to_c
ountry","ssl_ship_to_phone","My Custom field"
```

```
"4111111111111111","1212","21.00","ccaddrecurring","CC1234","","INV1
234","Recurring every
month","MONTHLY","05/30/2012","N","","Y","","ABC
Company","John","Doe","1234 Main Street","Suite
100","Atlanta","GA","30328","USA","999-999-
9999","test@test.com","ABC Ship Company","Jane","Doe","1234
Secondary Street","Suite A","Atlanta","GA","30123","USA","111-111-
1111","Custom Data1"
```

```
"4111111111111111","1112","30.00","ccaddrecurring","CC1234","","INV1
235","Recurring every two
weeks","SEMIMONTHLY","05/15/2012","N","","","1","ABC
Company","John","Doe","1234 Main Street","Suite
100","Atlanta","GA","30328","USA","999-999-
9999","test@test.com","ABC Ship Company","Jane","Doe","1234
Secondary Street","Suite A","Atlanta","GA","30123","USA","111-111-
1111","Custom Data1"
```

```
"4111111111111111","1012","40.00","ccaddrecurring","CC1234","1.00","
INV1236","Weekly recurring","WEEKLY","05/20/2012","N","","","ABC
Company","John","Doe","1234 Main Street","Suite
100","Atlanta","GA","30328","USA","999-999-
9999","test@test.com","ABC Ship Company","Jane","Doe","1234
Secondary Street","Suite A","Atlanta","GA","30123","USA","111-111-
1111","Custom Data1"
```

```
"41111111111111111111","0515","10.00","ccaddinstall","", "0.00","INV12345","In
stall two months","BIMONTHLY","05/25/2012","Y","12","", "", "ABC
Company","John","Doe","1234 Main Street","Suite
100","Atlanta","GA","30328","USA","", "test@test.com","", "", "", "", "", "", ""
, "", "", "", "Custom Data1"
```

This is an example of an XML file of recurring transactions:

```
<txnrecimport>
  <txn>
    <ssl_card_number>4111111111111111</ssl_card_number>
    <ssl_exp_date>1212</ssl_exp_date>
    <ssl_amount>2.00</ssl_amount>
    <ssl_transaction_type>CCADDRECURRING</ssl_transaction_type>
    <ssl_customer_code> CC1234</ssl_customer_code>
    <ssl_salestax>0.50</ssl_salestax>
    <ssl_invoice_number>1234</ssl_invoice_number>
    <ssl_description>TEST SALE</ssl_description>
    <ssl_billing_cycle>MONTHLY</ssl_billing_cycle>
    <ssl_next_payment_date>07/31/2012</ssl_next_payment_date>
    <ssl_end_of_month>Y</ssl_end_of_month>
    <ssl_skip_payment>N</ssl_skip_payment>
    <ssl_company>MyCompany</ssl_company>
    <ssl_first_name>John</ssl_first_name>
    <ssl_last_name>Doe</ssl_last_name>
    <ssl_avs_address>123 Main</ssl_avs_address>
    <ssl_city>Atlanta</ssl_city>
    <ssl_state>GA</ssl_state>
    <ssl_avs_zip>30123</ssl_avs_zip>
    <ssl_country>USA</ssl_country>
    <ssl_ship_to_zip>30123</ssl_ship_to_zip>
  </txn>
```

```
<txn>

  <ssl_card_number>4111111111111111</ssl_card_number>
  <ssl_exp_date>1213</ssl_exp_date>
  <ssl_amount>5.00</ssl_amount>
  <ssl_transaction_type>CCADDINSTALL</ssl_transaction_type>
  <ssl_customer_code> FF1234</ssl_customer_code>
  <ssl_salestax>0.50</ssl_salestax>
  <ssl_invoice_number>1234</ssl_invoice_number>
  <ssl_description>TEST FORCE</ssl_description>
  <ssl_billing_cycle>WEEKLY</ssl_billing_cycle>
  <ssl_next_payment_date>06/30/2012</ssl_next_payment_date>
  <ssl_skip_payment>N</ssl_skip_payment>
  <ssl_total_installments>10</ssl_total_installments>
  <ssl_first_name>John</ssl_first_name>
  <ssl_last_name>Doe</ssl_last_name>
  <ssl_avs_address>123 Main</ssl_avs_address>
  <ssl_avs_zip>30123</ssl_avs_zip>
  <ssl_country>USA</ssl_country>
  <ssl_ship_to_city>Atlanta</ssl_ship_to_city>
  <ssl_ship_to_state>GA</ssl_ship_to_state>
  <ssl_ship_to_zip>30123</ssl_ship_to_zip>

</txn>

</txnrecimport>
```

Output or Response File Format

Recurring transactions authorized through the recurring batch import process can be reviewed for responses and downloaded from the User Interface under Current Batches/Imported Batches only, an example is provided in XML and CSV.

The fields are as follows:

Field Name	Description
Item	Item number
Tran Type	Transaction type: installment, recurring
Account Data	Credit card number (masked)
Expiration Date	Expiration date
Amount	Transaction amount
Start Date	Bill Start Date
Next Payment	Next Payment Date
Billing	Billing cycle
Total installments	Number of installments. Does not apply for recurring
Result	Transaction result message: SUCCESS, ERROR
Message	Error description for ERROR transaction (Example: Invalid Billing cycle)
Error Code	Transaction error code
Recurring ID	Unique recurring identifier
Installment ID	Unique installment identifier
Customer Code	Customer code for purchasing card transactions
Sales Tax	Sales tax for purchasing card transactions
Invoice Number	Invoice number
Card Description	Card description type for example MC
Description	Transaction description
First Name	Customer's first name
Last Name	Customer's last name
Address1	Customer's address
Address2	Customer's address line 2
City	Customer's city
Postal code	Customer's ZIP code

Field Name	Description
Phone	Customer's ZIP code used to process AVS phone
Email address	Customer's email
Country	Customer's country code
Billing Company	Customer's billing company
Ship to First Name	Ship to first name
Ship to Last Name	Ship to last name
Ship to Address1	Ship to address line 1
Ship to Address2	Ship to address line 2
Ship to City	Ship to city
Ship to State/Province	Ship to state
Ship Postal Code	Ship to ZIP code
Ship to Phone	Ship to phone
Ship to Country	Ship to country
Ship to Company	Ship to company
UserDefinedField1	User defined field
UserDefinedField2	User defined field
UserDefinedField3	User defined field
UserDefinedField4	User defined field
UserDefinedField5	User defined field
UserDefinedField6	User defined field
UserDefinedField7	User defined field
UserDefinedField8	User defined field
UserDefinedField9	User defined field
UserDefinedField10	User defined field
UserDefinedField11	User defined field
UserDefinedField12	User defined field
UserDefinedField13	User defined field
UserDefinedField14	User defined field
UserDefinedField15	User defined field
UserDefinedField16	User defined field

Field Name	Description
UserDefinedField17	User defined field
UserDefinedField18	User defined field
UserDefinedField19	User defined field
UserDefinedField20	User defined field

Token Generation Batch Processing

This format is used to import and process a batch file of card numbers in order to generate card tokens and/or add them to **Card Manager**.

Input or Request File Format

Field Name	Required	Length	Description
ssl_card_number	Y	19	Credit card number
ssl_exp_date	Y	4	In MMY format
ssl_transaction_type	Y	20	ccgettoken (Generate token)
ssl_verify	N	1	Account Verify flag to indicate that account verification is needed prior to generating a token. Valid values: Y, N
ssl_add_token	N	1	Add to card manager indicator. Used to indicate if you wish to store the token generated in the card manager. The cardholder's first and last name along with the AVS information are required to be sent with this indicator. Valid values: Y,N
ssl_company	N	50	Customer's company name
ssl_first_name	N	20	Customer's first name
ssl_last_name	N	30	Customer's last name
ssl_avs_address	N	30	Cardholder's street address
ssl_avs_zip	N	9	Customer's ZIP code used to process AVS
ssl_phone	N	20	Customer's phone number
ssl_email	N	100	Customer's email address

Field Name	Required	Length	Description
User Defined Field	N		<p>User defined; User should be able to pass up to 25 user defined fields. The value passed in the file should match the field name specified in the Terminal Setup Merchant Payment Fields Add New Field</p> <p>User Defined Field 1</p> <p>User Defined Field 2</p> <p>User Defined Field 3</p> <p>User Defined Field 4</p> <p>User Defined Field 5</p> <p>User Defined Field 6</p> <p>User Defined Field 7</p> <p>User Defined Field 8</p> <p>User Defined Field 9</p> <p>User Defined Field 10</p> <p>User Defined Field 11</p> <p>User Defined Field 12</p> <p>User Defined Field 13</p> <p>User Defined Field 14</p> <p>User Defined Field 15</p> <p>User Defined Field 16</p> <p>User Defined Field 17</p> <p>User Defined Field 18</p> <p>User Defined Field 19</p> <p>User Defined Field 20</p> <p>User Defined Field 21</p> <p>User Defined Field 22</p> <p>User Defined Field 23</p> <p>User Defined Field 24</p> <p>User Defined Field 25</p>

Input or Request File Examples

This is an example of a comma-delimited file of card data for token generation:

```
"ssl_card_number","ssl_exp_date","ssl_transaction_type","ssl_company","ssl  
_first_name","ssl_last_name","ssl_avs_address","ssl_city","ssl_state","ssl  
_avs_zip","ssl_country","ssl_phone","ssl_email","My Custom  
field","ssl_verify"  
  
"4111111111111111","1212","ccgettoken","ABC Company","John","Doe","1234  
Main Street","Atlanta","GA","30328","USA","999-999-  
9999","test@test.com","Custom Data1","Y"  
"4111111111111111","1212","ccgettoken","My Company","Jane","Doe","4567  
Main Street","Atlanta","GA","30328","USA","","","Custom Data2","N"
```

This is an example of an XML file of card data for taken generation:

```
<txnimport>  
  <txn>  
    <ssl_card_number>4111111111111111</ssl_card_number>  
    <ssl_exp_date>1212</ssl_exp_date>  
    <ssl_transaction_type>ccgettoken</ssl_transaction_type>  
    <ssl_company>MyCompany</ssl_company>  
    <ssl_first_name>John</ssl_first_name>  
    <ssl_last_name>Doe</ssl_last_name>  
    <ssl_avs_address>123 Main</ssl_avs_address>  
    <ssl_city>Atlanta</ssl_city>  
    <ssl_avs_zip>30123</ssl_avs_zip>  
    <ssl_country>USA</ssl_country>  
    <ssl_verify>Y</ssl_verify>  
  </txn>  
</txnimport>
```

Output or Response File Format

Card information processed through the token generation batch import process can be reviewed for responses and downloaded from the User Interface under **Current Batches | Imported Batches** only, an example is provided in XML and CSV..

The fields are as follows:

Field Name	Description
Item	Item number
Tran Type	Transaction type: Sale, Force, Refund, and so on
Tran Date	Transaction date
Tran Time	Transaction time
Account Data	Credit card number (masked) or token
Expiration Date	Expiration date
AVS Code	Address verification response
Result	Transaction result message: APPROVAL, DECLINE, ERROR
Auth Message	Transaction Authorization message: <ul style="list-style-type: none">• APPROVAL if approved• Reason for decline if declined transaction• Error description for ERROR transaction (example: Invalid Amount)• Business rule triggered for DECLINE transaction (Duplicate, CVV MISMATCH, AVS MISMATCH)
Approval Code	Return code generated by credit card processor
Message	Card Manager response (example: Card Added)
Error Code	Transaction error code
Transaction ID	Unique transaction identifier
Card Description	Card description type (example: MC)
Description	Transaction description
Address1	Cardholder's street address
Postal Code	Customer's ZIP code
Token Value	Token generated from a card
Token Response	Token generation response (example: SUCCESS)
UserDefinedFieldX	User defined field

Additional Resource Guides

By now the user is able to:

- Process transactions
- Manage open and settled transactions
- Run reports and downloads

For general information regarding the Converge capabilities refer to the *Converge Getting Started Guide*.

For information on how to customize your terminal and setup users refer to the *Converge System Administration Guide*.

For information on how to process Chip and PIN (EMV) transactions refer to the *Converge Chip and PIN (EMV) Transaction Processing Addendum*.

For detailed information on peripheral device installation and configuration refer to the *Converge Peripheral Device Installation and Setup Guide*.

For additional information regarding the integration of your Virtual Terminal refer to the *Converge Developer Guide*.