

# Table of Contents

|   |          |
|---|----------|
| Foreword                                  | 0        |
| <b>Part I Introduction</b>                | <b>2</b> |
| 1 NETePay .....                           | 2        |
| 2 Options Vs Network Programming .....    | 2        |
| <b>Part II Options</b>                    | <b>3</b> |
| 1 Settings .....                          | 3        |
| 2 Servers .....                           | 3        |
| 3 Draft .....                             | 3        |
| 4 Printers .....                          | 4        |
| 5 Pin Pad .....                           | 5        |
| <b>Part III About Network Programming</b> | <b>5</b> |
| <b>Part IV Transactions</b>               | <b>5</b> |
| 1 About Batches .....                     | 5        |
| 2 Deposit Batch .....                     | 5        |
| 3 Clear Batch .....                       | 6        |
| 4 Manual Transaction .....                | 6        |
| 5 Get Transaction Information .....       | 7        |
| <b>Part V Reports</b>                     | <b>7</b> |
| 1 About Reports .....                     | 7        |
| <b>Part VI Other</b>                      | <b>8</b> |
| 1 Dealer Settings .....                   | 8        |
| 2 Shutting Down .....                     | 9        |
| <b>Index</b>                              | <b>0</b> |

# 1 Introduction

Welcome to Win-EZ Credit Card.

Win-EZ Credit Card is an application that allows Win-EZ POS applications, as well as legacy Touch Menus POS applications to access high speed Internet Payment Gateways. It also has a reporting interface to allow for viewing, and printing of reports regarding these transactions.

Contact us:

As with all Win-EZ POS, or Touch Menus POS applications, Win-EZ Credit Card is sold through authorized dealers only. Your Dealer should be your first line of support for our products. In the rare event that there is no local dealer in your area, we will be glad to refer you to the dealer nearest you. If a suitable dealer cannot be found, we offer direct support for an hourly fee.

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## 1.1 NETePay

### NETePay Vs Win-EZ Credit Card

NETePay is a piece of software supplied by DataCap, that communicates directly with the credit card network. Win-EZ Credit Card on the other hand, is a piece of software that is written by Hospitality Data Systems Inc. to manage and communicate with the NETePay software, and the Win-EZ POS software, or TouchNet POS Software.

### NETePay's Primary tasks

NETePay handles the decoding and interpreting of the information it receives from the credit card network. It knows the language of these credit authorization networks. And it knows how to take commands and relay information. NETePay can be loaded on the same computer as Win-EZ Credit Card, on another computer on the network, or on a server provided by the credit card provider (as in the case of Mercury Payment Systems, or Express Lane by Sterling Payment Systems)

If NETePay is installed on a local computer, it must be running at all times in order for the credit card processing service to function

### Win-EZ Credit Card's Primary tasks

Win-EZ Credit Card is the software that takes all of the information that NETePay gives it, and stores and manages it in a useable manner. It also takes the requests and commands from Win-EZ POS and passes them in the proper format to the NETePay software.

The Win-EZ Credit Card software runs on a Windows XP station on the network. It can take requests from a copy of Win-EZ POS running anywhere in the network.

## 1.2 Options Vs Network Programming

### What are Options?

The Options screen in Win-EZ Credit Card is used to change settings that affect how the program behaves. Items such as Printer codes and server configurations are changed and stored here.

### What is Network Programming?

The Network refers to the electronic service that is used to obtain authorization for Credit Card transactions, as well as capturing the draft for deposit (Often referred to as EDC).

The NETePay software holds settings and programming for the network. Network programming is where you program NETePay with settings for the network that is subscribed. These settings are usually obtained from the banking service.

## 2 Options

### 2.1 Settings

This tab of the Options screen lets you set primary settings for the application.

#### Application Path

Because Win-EZ Credit Card is designed to communicate with a Win-EZ POS application, it needs to know the drive and folder that contains the application. Win-EZ Credit Card can only communicate with one Win-EZ POS application. Selecting the SET button will allow you to browse to the appropriate folder.

#### Network

This drop down box let's you tell Win-EZ Credit Card which service is used to process credit cards. Changing this setting will fill the server list in with the most common settings.

#### Merchant ID

This field should contain the restaurant's Merchant ID. This information is used for printing on reports and Sales Drafts, as well as communicating with the NETePay server.

#### Report Header Box

Information in this box will be placed at the top of every report. A business name would generally be placed here

#### Language

This drop down box let's you set the language that Win-EZ Credit Card will use.

#### Accepted Cards

This collection of check boxes allows you to select which card types that Win-EZ Credit Card will accept.

#### Auto Clear Batch

This hidden feature must be activated by a dealer, and is not intended for tipped (restaurant) environments.

**THIS FEATURE DOES NOT CLOSE THE BATCH, IT ONLY CLEARS THE BATCH RECORDS FROM Win-EZ Credit Card, AND SHOULD ONLY BE TURNED ON IF THE MERCHANT SERVICE PROVIDER IS SET TO CLOSE THE BATCH. ENABLING THIS FEATURE WHEN IT SHOULD NOT BE ON WILL RESULT IN THE UNRECOVERABLE LOSS OF FUNDS.**

### 2.2 Servers

This tab of the Options Window lets you set information for the NETePay Servers that Win-EZ Credit Card communicates with.

#### Server Addresses

Enter the I.P. Addresses for the NETePay servers. Up to 10 servers are supported, but only one is necessary.

#### Server Password

If the NETePay Server has a password, enter it here

### 2.3 Draft

This tab of the Options Window lets you set information for the Sales Drafts that are produced for each transaction.

#### Receipt Header Lines

Here you have 4 lines of 40 characters to create a header for the Sales Draft. This text will appear at the top of each printout, and may be used for information about the business.

#### Receipt Footer Lines

Here you have 2 lines of 40 characters to create a footer that will appear at the bottom of every Sales Draft printed.

### Auto calculate tip percentages

Selecting this setting will add three additional lines to the bottom of the Sales Draft, These lines will show a recommended gratuity based on the setting in the 3 "Percentages" fields.

### Percentages

Set the percentage for each of the three additional lines that will be added to the bottom of the Sales Draft, These lines will show a recommended gratuity based on these percentages.

### Include Tip line Check box

If the establishment takes gratuities, setting this check box will cause each sales draft to print a line where the customer may write a Tip amount.

### Print Two Copies Check box

If carbon paper is not being used, then setting this check box will cause 2 copies of the Sales Draft to be printed. One for the customer to sign and return. The other is for the customer to retain for their records.

### Require Signatures

By selecting any setting other than \$0.00 (Normal Slips), the signature lines will be removed for transactions below this amount. This feature is generally used for fast food establishments.

### Extra Tip line Check box

If the establishment takes gratuities, and uses an included or preset gratuity, then setting this check box will cause each sales draft that already has an included gratuity to print a line where the customer may write an additional Tip amount.

## 2.4 Printers

This tab of the Options Window lets you set information that defines and affects the printers in your network.

### Printer Command Codes

Below is an explanation of the 3 code fields. If the fields are left blank, Win-EZ Credit Card will fill the values in with Epson TM-T88 III codes.

### Large Codes

The codes that your printers use to print in large should be entered here. The format should be decimal numbers separated by a comma.

### Normal Codes

The codes used to return your printers from Large to Normal should be entered here. The format should be decimal numbers separated by a comma.

### Cut Codes

The codes used to cut the paper after printing a slip (if any), should be entered here. The format should be decimal numbers separated by a comma.

### A Word about Auto Draft

These settings have been added to Win-EZ Credit Card to help facilitate the replacement of TraPr. While these settings will work the same as the TraPr settings, they are not officially supported or recommended. Also note that these settings are only supported by the Lantastic Network.

When the Auto Draft option is set in Dealer Options, and after authorizing a transaction, Win-EZ Credit Card will first look for the node name in the Auto Draft Printers List (described above). If it finds it, the draft will be sent to the printer defined there. If it does not find it, it will then attempt to print the draft to the Report Printer. If printing fails because a printer is offline or not defined, then Win-EZ Credit Card will return the check as Authorized to Win-EZ POS, but the printing of the draft will then be left up to Win-EZ POS.

### Send receipts to Auto Draft Printers Check box

If this check box is not set, an Authorized sale will be returned to Win-EZ POS as authorized, but it will not be printed until

Win-EZ POS instructs it to be printed. If it is set, it will automatically print to the appropriate printer.

### Auto Draft Nodes Path

This multi-line field should be used to define all of the printers in the network that are used to print Auto Draft slips. This tells Win-EZ Credit Card which printer to print a draft to, based on which node the transaction originated from. The **Enter** key may be used to add additional lines. And the format for each line should be **Node=\\Server\PrinterName**. An example would be **Bar=\\Bar\@bar**.

### Auto Draft Report Printer Path

This field should be used to define the port or the path to a 40-column report printer. If the printer is shared from another station in the network, the format of **\\Server\PrinterName** should be used.

## 2.5 Pin Pad

This tab of the Options Window lets you define information for Canadian Debit Pin Pads

### Serial Port #

Each Pin Pad is connected to a Serial Port on the server. One Pin Pad can be used to serve multiple POS terminals. Enter the terminals that are served by each serial port with a comma between them.

## 3 About Network Programming

The Network refers to the electronic service that is used to obtain authorization for Credit Card transactions, as well as capturing the draft for deposit (Often referred to as EDC). In order to communicate with the network service, NETePay must be programmed with certain settings. This information is usually obtained from the Bank or service provider. Because NETePay actually does all of the communication with the service, all of the Network programming occurs within NETePay. Please see the NETePay documentation for more specific help on Network Programming.

## 4 Transactions

### 4.1 About Batches

#### What is a Batch?

A Batch refers to a group of transactions that are collected throughout a business day. As transactions are processed, they are assigned a sequence number for referencing later, and stored in the currently open Batch. All transactions in the batch (including declines and voids) are stored and assigned a sequence number. Some of these transactions may not appear on all reports, so sequence numbers may seem to skip.

#### Where is it Stored?

Primarily, the batch is stored on the Hard disk of the computer that is running Win-EZ Credit Card. If the batch file becomes corrupt, the transactions may need to be repaired or reentered by hand.

### 4.2 Deposit Batch

#### What goes on here?

This selection starts the process of sending the transactions to the bank. depending on the network several option boxes may appear.

Once the batch is submitted a report will display with the batch information.

It is recommended that reports be obtained first for the batch from the reports menu

#### If this button is greyed out:

When Win-EZ Credit Card first starts up, it checks for the Server Version of NETePay. If the NETePay Server Version is not available at this time, the Close Batch button is greyed out. This can occur if Win-EZ Credit Card loads before

NETePay.

Simply restart Win-EZ Credit Card to remedy this.

### 4.3 Clear Batch

The Clear batch feature is not normally used, and will display several warning messages before running.

This feature is only used if an error in the batch requires that the Batch be closed from the ePay Administrator. After the batch has been closed in ePay Administrator, this feature can be used to clear the batch within Win-EZ Credit Card.

**If the batch is cleared without first being submitted from within NETePay, then the batch will be lost, and no transactions will be submitted to the bank.**

### 4.4 Manual Transaction

#### What do we do here?

Win-EZ Credit Card is designed to take transactions from Win-EZ POS and process them. But it can also perform Sale and Credit transactions by hand. This screen is used for entering the customer's card information and submitting it for Authorization.

#### Regular Sale Option

Select this option for processing a regular sale.

#### Authorization Only Option

By selecting this option, the transaction will be submitted for authorization, but will not be added to the batch. At settlement time, funds will not be captured. This is for obtaining authorization on an amount, and then using the Authorization number on a subsequent **Capture Sale**

#### Credit Transaction Option

If this transaction is a Credit to the customer's account (removing money from the merchant account and returning it to the Card holder's account), then check this box.

#### Capture Sale Option

By selecting this option, a transaction that was already approved by using the **Authorization Only** may be added to the batch. This will also make it possible (and mandatory) to enter a Sequence Number in the field below.

#### Void Option

Select this option to void the transaction. This will permanently remove the transaction from the batch. If a transaction is accidentally removed, it can be found in the Type Report.

#### Change Tip Option

Selecting this option will change the tip amount for the transaction to the amount entered in the **Tip Amount box**.

#### Voice Auth: Option

By selecting this option, the transaction will be submitted for authorization, but instead of requesting an authorization from the bank, it will use the authorization supplied when the transaction was called into the bank for a Voice Authorization.

#### Activate Gift Card Option

Selecting this option will allow a new Gift Card to be activated (Issued).

#### Reload Gift Card Option

Selecting this option will add the amount in the **Sale Amount** field to the gift card.

#### Gift Card Balance Option

Selecting this option will retrieve the available balance for the Gift Card .

### A combination of the following fields may be required for a transaction:

#### Account

This field should contain the Credit Card Account number.

#### Expiration Date

Place the expiration date of the Credit Card in this field. For example, if the card expires on **6/09** you would enter **609**. If it expires on 12 of the year 2006, you would enter **1206**.

#### Sale Amount

This is where you will place the amount of the sale. If this transaction is to be a **Credit** then the credit amount goes here.

#### Gratuity Amount

If a gratuity was paid, enter that amount here. This amount will be added to the Sale amount, and submitted as the amount to authorize.

#### Server ID

Enter a Server ID number. Entering it here will assure that your Server reports track the Media information correctly.

#### Check ID

Enter a Check ID number. Entering it here will assure that your Sales reports track the Media information correctly.

#### Seq Number

This is where you should place the Sequence that was obtained from authorizing the transaction beforehand.

#### Auth. Number

This is where you should place the Authorization number that was obtained from the call center.

#### Submit Button

When all of the above information is entered correctly, clicking this button will process the transaction and add it to the batch if there are no problems. Any error messages will be displayed. And a Sales Draft will appear in the Report viewer at this time.

## 4.5 Get Transaction Information

This function allows you to retrieve the information for a single card in the current batch.

## 5 Reports

### 5.1 About Reports

This screen is where you view information about your batch. An on screen report viewer lets you browse the currently selected report. Buttons above the report allow you to change the way the report is viewed.

#### The Following Reports Are Available From The Menu

##### Transactions By Card Type Report

This report details each transaction in your batch. It then shows totals by Media below. This report **Should Be** the report you use for accounting, as it contains the most up to date information.

##### Transactions By Status Report

This report details each transaction in your batch based on the type of transaction that it is. Voids are visible on this report

##### Transactions By Server Report

This report is similar to your **Transactions By Card Type Report** except that it is itemized by server ID.

**Gift Card Sales Report**

This report details all gift card Activations, Reloads, and Balance Inquiry's.

**Transactions By Sequence**

This report shows all of the approved transaction in the batch sorted by sequence#.

**All Transactions**

This report shows all of the transactions in the batch, this includes all error transactions, as well as declines, sales and voids. The totals on this report are for information only. and do not necessarily reflect the actual amount deposited to the bank.

After a report is selected, an option is presented to select the Date and Batch for the report. By default the current batch is selected, if you wish to see a different batch, select the date from the drop down box. each date is followed by a batch number, as most networks allow you to close more than one batch per day.

If gift card is on your system, there will also be 3 filtering options for the report.

**Include Credit and Gift Cards**

The report will contain all transactions closed through Win-EZ Credit Card, sorted based on the report option you have chosen.

**Include Credit Cards Only.**

The report will contain only Credit Card transactions closed through Win-EZ Credit Card, sorted based on the report option you have chosen.

**Include Gift Cards Only.**

The report will contain only Gift Card transactions closed through Win-EZ Credit Card, sorted based on the report option you have chosen.

## 6 Other

### 6.1 Dealer Settings

These settings should only be changed by an authorized Win-EZ Dealer

**Suppress Tip Reporting**

This setting will stop Win-EZ Credit Card from adding tips to the Journal File, and is only provided to support TraPr compliance

**Post sales from local transactions to POS**

If this setting is used, all transactions run from the manual transaction screen will be added to the daily sales

**Show String Table Numbers**

Win-EZ Credit Card is capable of using up to 4 different Languages. These Language specific "Strings" are stored in a table file. Enabling this option will help with debugging a new language file

**Trace Log Level**

Win-EZ Credit Card creates, and maintains a log of events as it operates. This log can be set to a higher level to generate more detail, with 9 being the highest available number.

Unless instructed by HDS, this level should remain at 0 to keep these files as small as possible

**Delay License Check**

Enter the number of seconds that the program should delay during the loading routine. This setting can help allow other applications to get completely loaded first.

**Send Local Drafts to POS**

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Setting this option will send the Manual Transaction Sales Drafts to the POS printer, instead of the report viewer

### Trainee Mode

This setting will place Win-EZ Credit Card into a "Training Mode". all transactions will only process locally, and no transactions will be sent to the bank. this feature can only be turned on when the batch is empty, and a batch must be completed before the option can be turned off. All Credit Card transactions processed while in training mode are deleted from the system when the batch is closed.

## 6.2 Shutting Down

Closing Win-EZ Credit Card from the close menu or the X in the top corner, only sends the program back to the system tray. If you need to actually exit the program you must Right Click on a section of the program screen, or on the icon on the system tray, and then select "Shut Down" from the menu. **If Win-EZ Credit Card is not running, no transactions will process.**