Microsoft
Retail
Management
System

TD Merchant Services

RMS-TD Bridge
User's and Setup Guide
Version 2.6.2

November 2008

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Part I

RMS-TD Bridge User's Guide
Version 2.6.2

Debit Cards

Debit Cards: Standard Transactions

Process your transaction as normal.

On the tender window, choose Debit
from the payment menu.
(Either type in the amount or press the
'+' key.)

You will see a window similar the one
on the right.
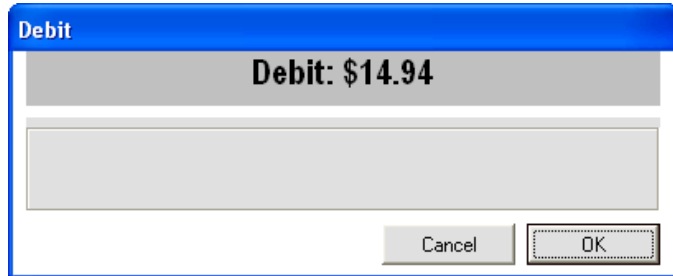
Press the Enter key to proceed.

You will be prompted to "Follow the
Pin Pad Instructions".

The Pin Pad will have the prompt
"Swipe/Insert Card". The customer
must swipe their card and follow the
prompts on the Pin Pad.
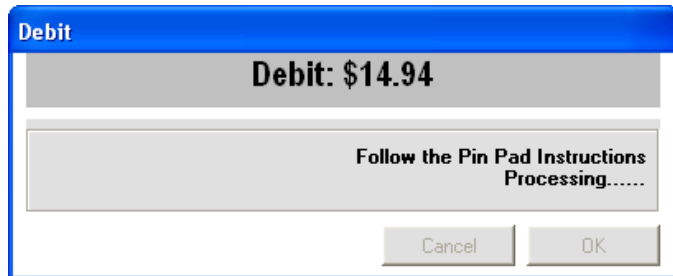
The Debit window will remain on the
screen until the customer completes
their transaction at the Pin Pad and
the transaction is completed with an
approval, decline or error.

If the transaction is approved, you will
see a window like the one on the right.
Simply press the Enter key to begin a
new transaction.
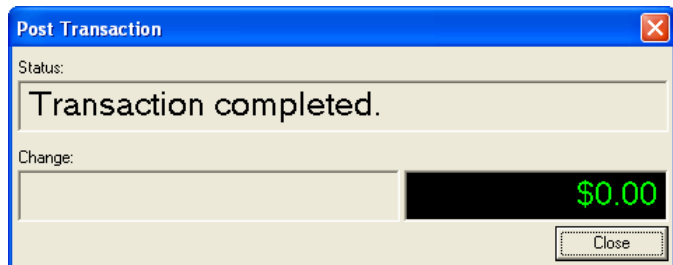
Debit Cards: Failed Transactions

There are a number of error messages including "Swipe cancelled", "PIN Error", "Invalid Card", " Card Type does not match", etc. Should you receive a message like this, you will be given the option to try again.
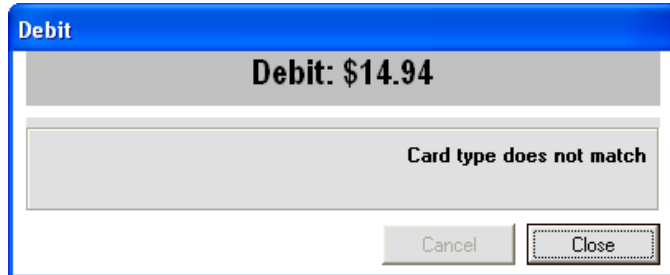
Based on the error, you can decide if you would like to try again. Choosing "Yes" will bring you back to the "Follow the Pin Pad Instructions" prompt.

Choosing "No" will return you to your transaction to select a different form of payment.
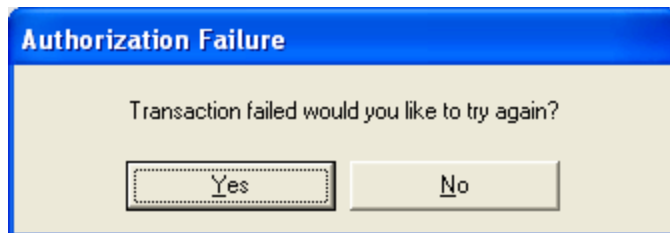
Debit Cards: Void No Match

When recalling a transaction for void and the debit card entered along with the value are not the same as the original transaction, this message will be displayed: "Void No Match".

Select the Close button to close the "Debit" window.

The transaction can be completed using Cash. Responding Yes will complete the transaction using Cash. Responding No will allow you to reenter the card.
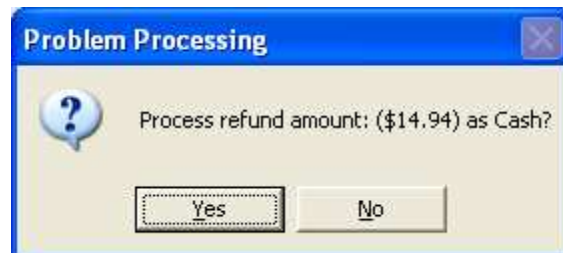
Credit Cards

Credit Cards: Standard Transactions

Swiped Cards

Process your transaction as
normal.

On the tender window, choose the
appropriate credit card from the
payment menu.
(Either type in the amount, or
press the '+' key.)

You will see a window like the one
on the right.
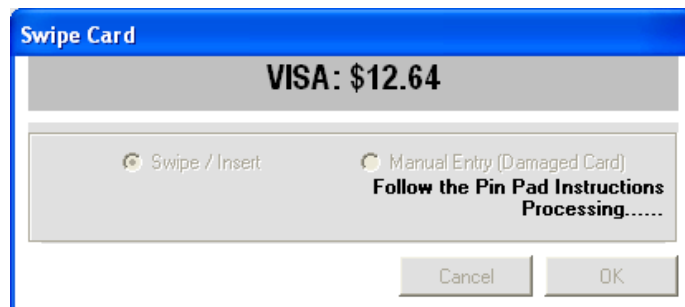
Press Enter to proceed and swipe (insert if chip card) the customer's card. You will either swipe
the credit card through the Pin Pad or through an alternate card reader, depending on the "Other
Reader" option in your Pin Pad setup (see setup section of this manual for more information).

If your "Other Reader" option is on,
swipe the card on the alternate card
reader. The "Other Reader" option
cannot be used for EMV / Chip
Cards and should be disabled in
setup.
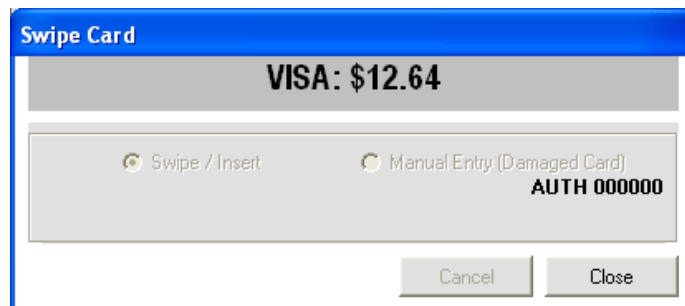
If your "Other Reader" option is off,
follow the instructions on the Pin
Pad. Chip cards must be inserted
into the Pin Pad. Cards without
chips may be swiped.

The screen to the right will be
displayed when the transaction is
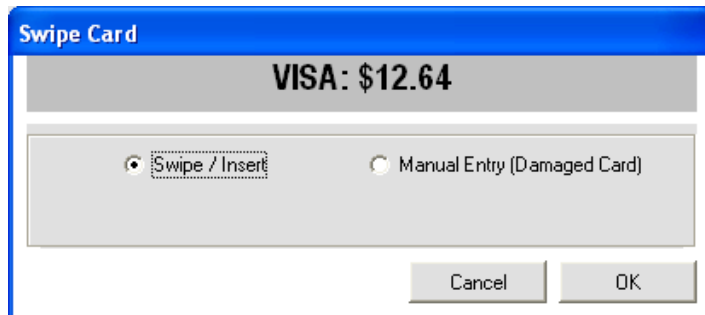approved. Press the Enter key to
clear this window and completely
end the transaction.

Damaged Cards (Manual Entry)

Process your transaction as normal.
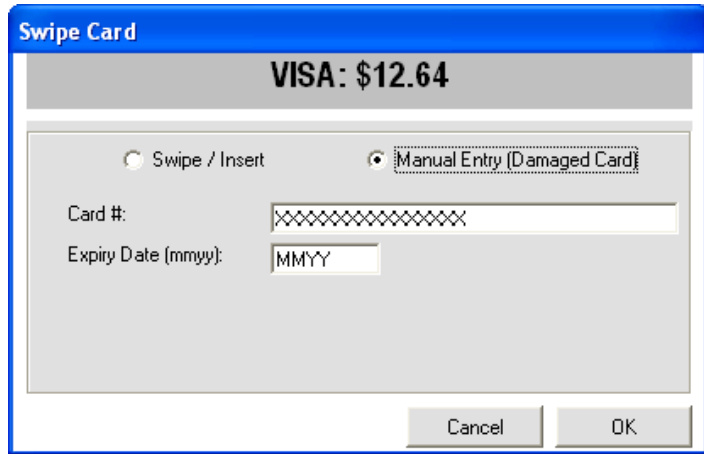
On the tender window, choose the appropriate credit card from the payment menu.
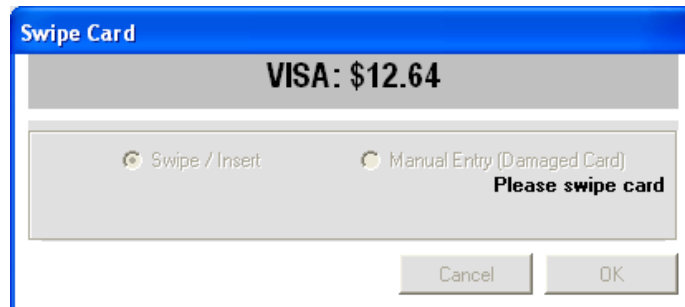(Either type in the amount, or press the '+' key.)

You will see a window like the one on the right.
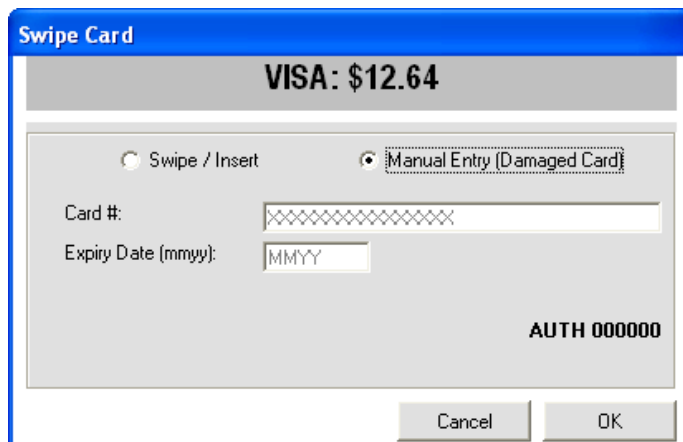
In cases where the swipe or insert of card doesn't work you can arrow over to Manual Entry or use your mouse to select Manual Entry. Press Enter to proceed and you will be prompted with a window that allows you to type in the credit card number and expiry date. Do not put spaces or dashes in the credit card number. Do not put slashes or dashes in the expiry date. Press the Enter key when you have finished typing in the card number and expiry date.

> **Important Note:** It is the merchant's responsibility to get an imprint of the credit card if the card will not swipe.

The screen to the right will be displayed when the transaction is approved. Press the Enter key to clear this window and completely end the transaction.

Credit Cards: Failed Transactions

There are a number of error messages including "Cancelled", "Communication Error", "Invalid Card" etc. Should you receive a message like this, you will be given the option to try again.

Based on the error, you can decide if you would like to try again. Choosing "Yes" will bring you back to the Swipe or Manual Entry window.

Choosing "No" will return you to your transaction to select a different form of payment.
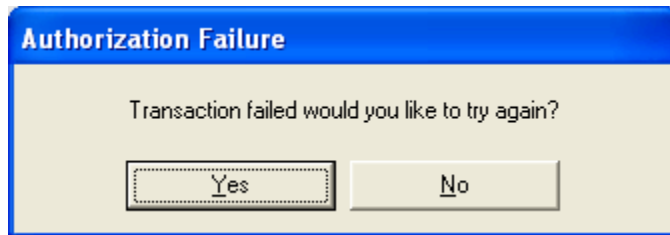
Credit Cards: Manual Authorizations

In some cases you may receive a "CALL FOR AUTH" message. This may occur if your internet connection is down or if there are other reasons why you can't reach the TD host.

In these cases, you must phone the appropriate financial institution for authorization, take an imprinted draft of the card, note all transaction details on the imprinted draft (including the authorization number obtained by phone) and have the customer sign the imprinted draft.

Authorization codes will often have a combination of numbers and letters.

Press the Enter key to finalize the transaction.
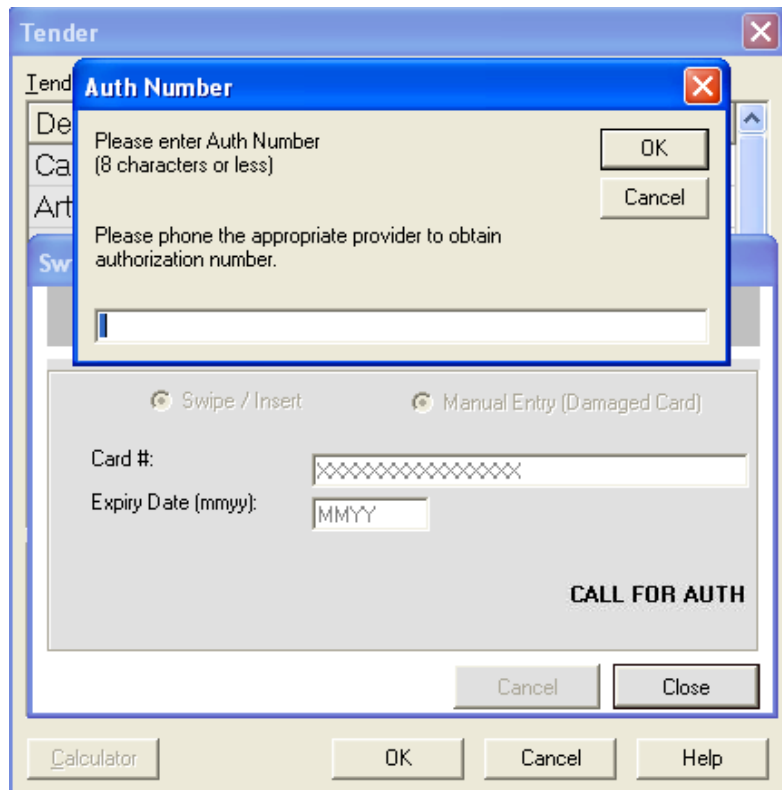
Credit Cards: Invalid Card Type

To avoid tender total mismatching, an operation is performed to validate that the type of card swiped or entered is the same type as the type that has been selected from the tender screen.

If the card that is swiped or entered is not the same type as selected on the tender screen, a message will be displayed and the card should be entered or swiped again.

In this example, Visa was selected on the tender screen but a Mastercard card was swiped.
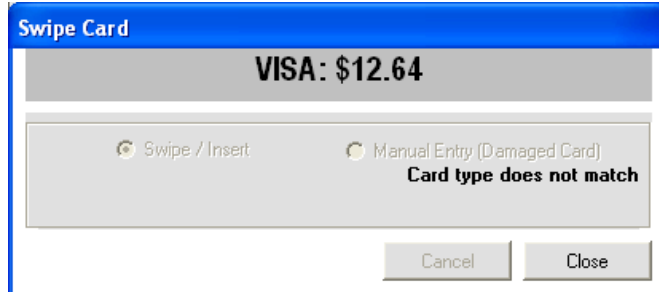
Credit Cards: Void No Match

When recalling a transaction for void and the credit card entered along with the value are not the same as the original transaction, this message will be displayed: "Void No Match".
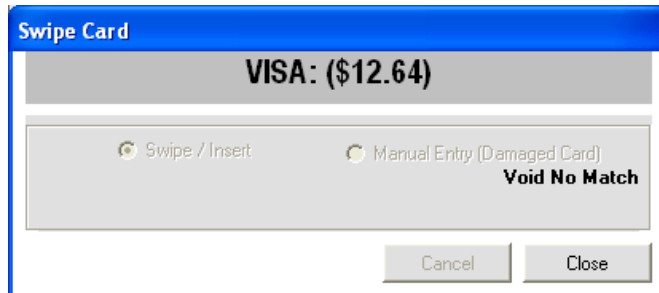
Select the Close button to close the "Swipe Card" window.

Responding Yes will allow you to reenter the card. Responding No will allow for a refund to a card other than the card that was used in the original transaction.
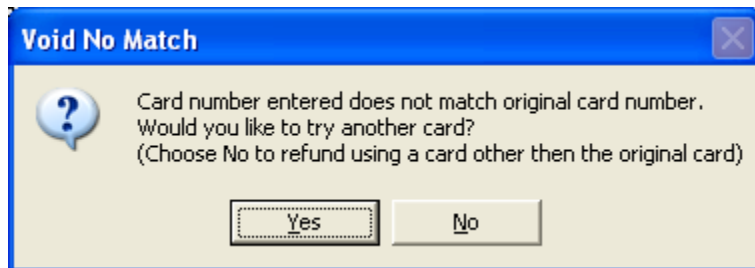
Note: Recalled transactions must be voided using only one credit or debit card. Multiple card transactions (split tenders) cannot be voided. The return function must be used. These transactions can be refunded to one tender type or method of payment only.

Card Failure: Multiple Card Transactions

If a transaction is tendered with multiple credit or debit cards and a card cannot be authorized, all previously authorized cards in the transaction must be reversed in order to proceed in the transaction.

Example:

Transaction total:	$143.99
Debit Tendered for	$100.00
VISA Tendered for	$ 43.99

Credit cards are processed first.
Assuming the Visa is approved but the debit card will not approve, the Visa must be voided prior to proceeding in the transaction.

The following screen will be displayed for each card that has been authorized prior to a card failure. All previously authorized cards must be voided prior to proceeding.

Press the OK button or press Enter to automatically void the credit card that has been previously authorized in this transaction. You will be immediately prompted at the PINPad to Swipe or Insert the credit card.

The customer will be prompted at the PINPad to accept the "Purchase Correct" for the value that was previously authorized.

When the "Purchase Correct" is accepted at the PINPad the authorization will be reversed.
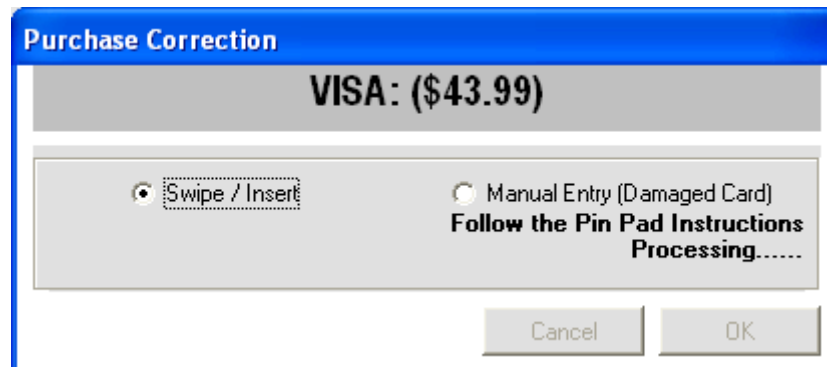
The tender window will be displayed with all values removed. Alternate tenders may be selected or the transaction may be cancelled.

Reprinting a Debit or Credit Receipt

Click the [**TD** Merchant Services] button.

At the top of the page, click View Receipt Log.

Click the [View Last Receipt] button to view and or print the last receipt.

View Receipt Log

View All Receipts	View Last Receipt

```
Dec 24 2010   04:33 pm      Trans# R1-23997
             TRANSACTION RECORD

Card:XXXXXXXXXXXXXXXX
Trans Type     : PURCHASE CORRECTION
Account        : VISA
Amount         : $12.64
Card Entry     : S
Sequence #     : 000000000
Merchant ID    : XXXXXXX
Terminal #     : XXXXXXXXXXX
Date           : 10/12/24
Time           : 16:33:22

             NOT COMPLETED

        *** CUSTOMER COPY ***
```

Print	Close
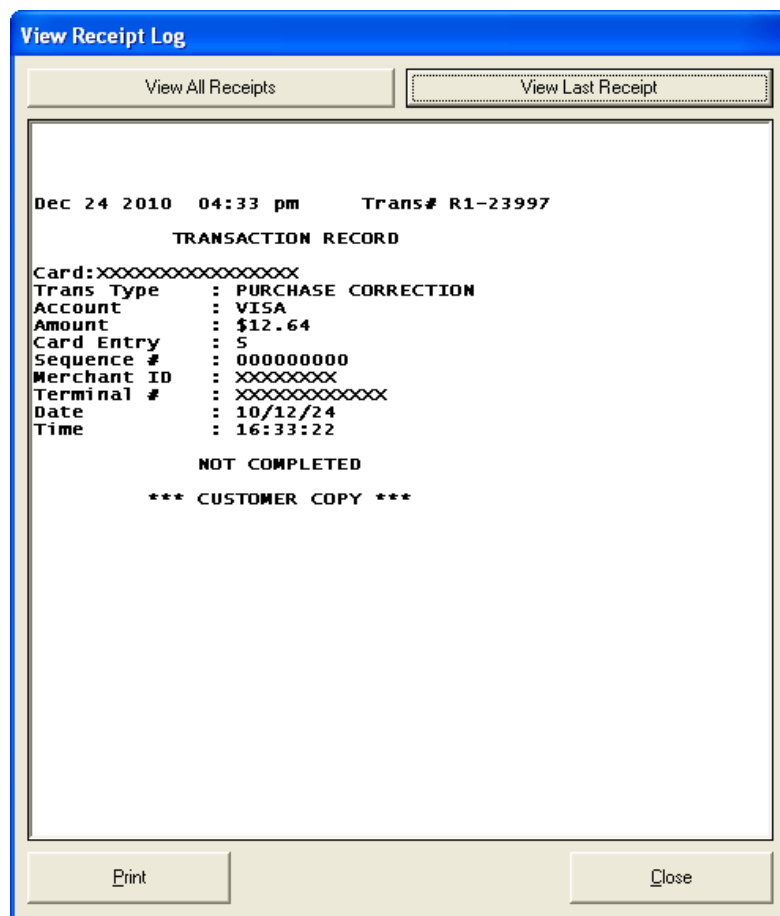
Click the [View All Receipts] button to select from a list of transaction dates and choose the date that corresponds with the receipt you would like to print. The format of the date is YYYYMMDD.

Once you have selected a date, the receipts will be displayed in the window. Highlight the receipt you wish to reprint before clicking print.

End of Day Settlement

Click the [**TD Merchant Services**] button to access the screen below.

The transaction settlement screen will show you all of your current authorized credit and debit transactions.

Transaction Settlement

File   View Receipt Log   License Code

[Print Transaction Totals]   [Close Batch]   [Force Post]

TerminalID   Type

TransactionNumber	Type	CreditCardNumber	Amount	AuthNum	TerminalID	BatchNumber
Debit						
6679	Debit	XXXXXXXXXXXXXX	($14.94)	901971 B	XXXXXXXX	516
6680	Debit	XXXXXXXXXXXXXX	($1.13)	373998 B	XXXXXXXX	516
		Count: 2	Amount: ($16.07)			
VISA						
6675	VISA	XXXXXXXXXXX	$2.10	016576	XXXXXXXX	516
6677	VISA	XXXXXXXXXXX	$2.10	020096	XXXXXXXX	516
6681	VISA	XXXXXXXXXXX	$12.64	019760	XXXXXXXX	516
6682	VISA	XXXXXXXXXXX	$12.64	021576	XXXXXXXX	516
		Count: 4	Amount: $29.48			
		Count: 6	Amount: $13.41			

[Close]

Closing the Batch (End of Day)

At the end of each business day, you will want to balance your cash drawer and clear this screen. You may use the Print Transaction Totals button as often as necessary to query TD regarding your totals for this till.

The Print Transaction Totals button functions very much like your X report.
A summary will print totaling your credit cards and your debit cards. The host totals and your totals should match.

The report can be compared to your X report in RMS to make sure that the amounts match.
Once you are satisfied with the totals, click the Close Batch button. An identical receipt will print and the Transaction Settlement screen will be cleared making the POS ready for the next shift.

Under "HOST TOTALS"
 "DEBIT" is the total of transactions that have added a positive amount to your merchant accounts. This is the total of Purchases.
 "CREDIT" is the total of transactions that have subtracted from your merchant accounts. This is the total of Refunds.
 "Adjustment" is the total of void transactions. This is the balance of all "Purchase Correction" and "Refund Correction" transactions.

The centre column is the transaction count. The following equations show how the counts are calculated:
- Debit Count = Total Number Count of Purchase
         + Purchase Void transactions
- Credit Count = Total Number Count of Merchandise Return
         + Merchandise Return Void transactions
- Adjustment Count = Total Number of Purchase Void
         + Merchandise Return Void transactions

* Note that the count calculations are different from the totals calculations (for example: the debit totals are for purchases while the debit transaction count total is for Purchases + Purchase Voids)

Under "TRS TOTALS"
You will find the card types listed. In these samples they are Visa, MasterCard, American Express and Interac Debit. You will find the total transaction count and balance for each card type. The transaction count is the number of all purchase, refund, purchase correction and refund corrections.

Beneath the card types are the DEBIT and CREDIT counts and amount totals. These are defined the same as under "HOST TOTALS". These are the totals as recorded by Merchant Connect Multi. They should agree with the "HOST TOTALS". You will find that the "TRS TOTALS"

```
       Batch Inquiry Transaction

Terminal #    :      MS1234567890
Sequence #    :      0011050120
Date          :      yy/mm/dd
Time          :      hh:mm:ss
Batch #       :      0105


         HOST TOTALS

DEBIT               6       281.75
CREDIT              4       120.75
Adjustment          2        40.25


         TRS TOTALS

Visa                2        -5.75
MasterCard          1        23.00
American Express    1        34.50
Interac Debit       6        69.00
DEBIT               6       281.75
CREDIT              4       120.75
Adjustment          2        40.25

   **** TRANSACTION APPROVED ****
```

```
       Batch Close Transaction

Terminal #    :      MS1234567890
Sequence #    :      0011050120
Date          :      yy/mm/dd
Time          :      hh:mm:ss
Batch #       :      0105


         HOST TOTALS

DEBIT               6       281.75
CREDIT              4       120.75
Adjustment          2        40.25


         TRS TOTALS

Visa                2        -5.75
MasterCard          1        23.00
American Express    1        34.50
Interac Debit       6        69.00
DEBIT               6       281.75
CREDIT              4       120.75
Adjustment          2        40.25

   **** TRANSACTION APPROVED ****
```

(terminal totals) may be out of balance with the "RMS TD Bridge" totals if you have rung through Force Post transactions.
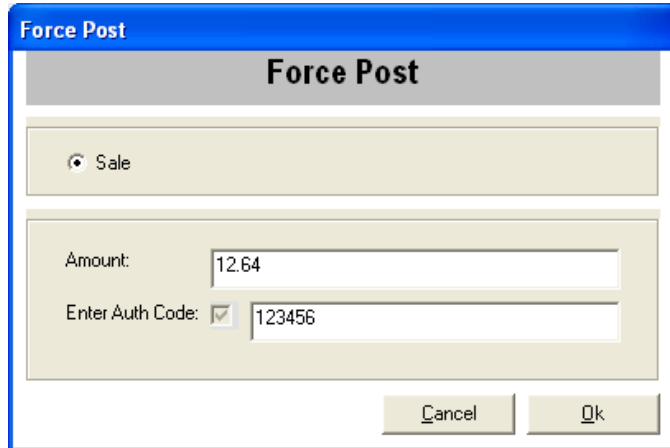
Beside "Adjustment" you will find the total transaction count and amounts for "Void" transactions. These are defined the same as under "HOST TOTALS". These are the totals as recorded by Merchant Connect Multi. They should agree with the "HOST TOTALS".

If there are discrepancies between the "HOST TOTALS" and the "TRS TOTALS", you should contact TD RMS Helpdesk for support at 1-877-836-7767 (Press 1 for English or 2 for French, then press 2 for TD RMS Merchant Support).

Force Post
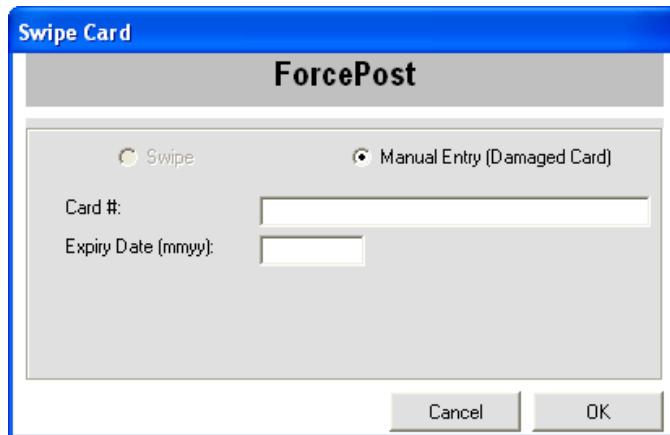
On the occasion that RMS may have not been operational and credit cards have been manually authorized via phone, the Force Post may be used to post finalize these transactions with TD. Force Post transactions will only be accepted if a previous phone authorization has been provided. The previously obtained authorization number must be entered in order to complete this type of transaction.

Only phone authorized transactions may be entered using Force Post. Enter the amount and the auth code that you have already received by phone then press Ok.

Continue the transaction as normal by entering the card number and expiration date then press Ok.

The transaction totals will not be in any of the RMS POS totals. To see the transactions that have been authorized, use the TD Force Post Transaction Report in RMS.

Reporting in Microsoft Retail Management System

TD Transactions Report

At any time, you may run a report of all your TD Transactions from within RMS.

In Store Operations Manager, click Reports → Custom → TD Transactions.

This report can be filtered in the same manner that you filter all RMS report.

TD Transactions
Generated On 5/11/2005

Register	Tender	Date	Time	Amount	Card #	Expiry	Auth.Code
Overall				$11,759.10			
Register 1				$9,595.81			
Register 1	Debit			$3,677.72			
Register 1	Mastercard			$2,144.50			
Register 1	Visa			$3,773.59			
Register 2				$2,681.96			
Register 2	Debit			$85.00			
Register 2	Mastercard			$442.78			
Register 2	Mastercard	5/3/2005	4:25PM	$68.00	XXXXXXXXXXXX3448	1205	79431B
Register 2	Mastercard	5/3/2005	4:43PM	$307.66	XXXXXXXXXXXX3448	1205	79437B
Register 2	Mastercard	5/4/2005	1:41PM	$67.12	XXXXXXXXXXXX3454	1205	79575B
Register 2	Visa			$2,154.18			
Register 2	Visa	5/3/2005	4:20PM	$1,234.72	XXXXXXXXXXXX3447	1205	79424B
Register 2	Visa	5/3/2005	4:47PM	$56.82	XXXXXXXXXXXX3448	1205	79439B
Register 2	Visa	5/4/2005	11:22AM	$180.87	XXXXXXXXXXXX3453	1205	79547B
Register 2	Visa	5/4/2005	11:37AM	$265.90	XXXXXXXXXXXX3453	1205	79557B
Register 2	Visa	5/4/2005	1:39PM	$36.19	XXXXXXXXXXXX3454	1205	79572B
Register 2	Visa	5/4/2005	2:56PM	$155.04	XXXXXXXXXXXX3455	1205	79594B
Register 2	Visa	5/4/2005	4:48PM	$224.64	XXXXXXXXXXXX3457	1205	79635B
Register 3				($518.67)			
Register 3	Mastercard			($518.67)			
Register 3	Mastercard	5/4/2005	3:14PM	($518.67)	XXXXXXXXXXXX3455	1205	79602B

Force Post Report

At any time, you may run a report of all your TD Transactions from within RMS that have been processed using the Force Post button.

In Store Operations Manager, click Reports → Custom → TD Force Post Transactions.

This report can be filtered in the same manner that you filter all RMS reports.

Date	Type	Card Number	Expiry	Amount	Auth
08/18/2006	VISA	XXXXXXXXX0005	0906	$10.00	87654321
08/18/2006	VISA	XXXXXXXXXXXX5445	0906	$125.00	12345678
08/31/2006	VISA	XXXXXXXXXXXX5445	0906	$1.23	123456
08/31/2006	VISA	XXXXXXXXXXXX5445	0906	$1.23	123444
08/31/2006	VISA	XXXXXXXXXXXX5445	0906	$1.23	123445
08/31/2006	VISA	XXXXXXXXXXXX5445	0906	$1.00	111111
08/31/2006	VISA	XXXXXXXXXXXX5445	0906	$1.00	222222
08/31/2006	VISA	XXXXXXXXXXXX5445	0906	$1.00	333333
08/31/2006	VISA	XXXXXXXXXXXX5445	0906	$1.00	000001
08/31/2006	VISA	XXXXXXXXXXXX5445	0906	$301.00	000002
08/31/2006	MASTERCARD	XXXXXXXXXXXX1915	0906	$3.03	000003
08/31/2006	MASTERCARD	XXXXXXXXXXXX1915	0906	$401.00	000004
08/31/2006	VISA	XXXXXXXXXXXX5445	0906	$1.00	000001
08/31/2006	VISA	XXXXXXXXXXXX5445	0906	$2.00	000002
08/31/2006	VISA	XXXXXXXXXXXX5445	0906	$1.00	000001

Initialize Pin Pad and Refresh Services

If required, click the **TD Merchant Services** button followed by File → Setup.

(A) Click the Initialize Pin Pad button to query the bank and initialize your Pin Pad. You will be required to initialize every time a new Pin Pad is installed.

(B) Click the Refresh Service button to both initialize the Pin Pad and to stop and restart the Merchant Connect Multi service.

If you are unsure about which button to click, choose the Refresh Service button.

After clicking the Initialize Pin Pad or Refresh Service button a receipt will print after a moment.

Setup Version:

General Settings | Pin Pad | Receipt Layout | Givex

Terminal ID: XXXXXXXXXX
TimeOut: 60
Transaction Identifier: R1

Receipt Printer
● Windows Driver ○ OPOS Driver
Available Printers: EPSON
Printer Name: EPSON
Port: Ne11:

IP Address: XXX.XXX.XXX.XXX
Port Number: XXXX
Default Language: English

Host Communications
Initialize Pin Pad (A)   Refresh Service (B)

Cancel   Save

If a receipt similar to this one prints (with the word 'APPROVED'), then your Pin Pad had initialized successfully.

```
PARAMETER DOWNLOAD
---------------------------------------------
                            Register : 000X
------------------- TD -------------------
TERM ID: (Your Term ID Here)
DATE   TIME


             00 APPROVED

          TD --> TRS: 00
```

If the receipt that prints is similar to this one, please check the troubleshooting section of this manual.

```
PARAMETER DOWNLOAD
---------------------------------------------
                            Register : 000X
------------------- TD -------------------
TERM ID: (Your Term ID Here)
DATE   TIME


          COMMUNICATION PROBLEM 05
```

When the Refresh Services button is pressed, the Credit/Debit Server program (Merchant Connect Multi) is automatically unloaded and reloaded to ensure that any configuration changes that may have been made are set. When the Credit/Debit Server open it will be displayed on the screen. Never close this window. Closing this window will stop all credit and debit transactions from being processed.

It is important to never close this window, only minimize.
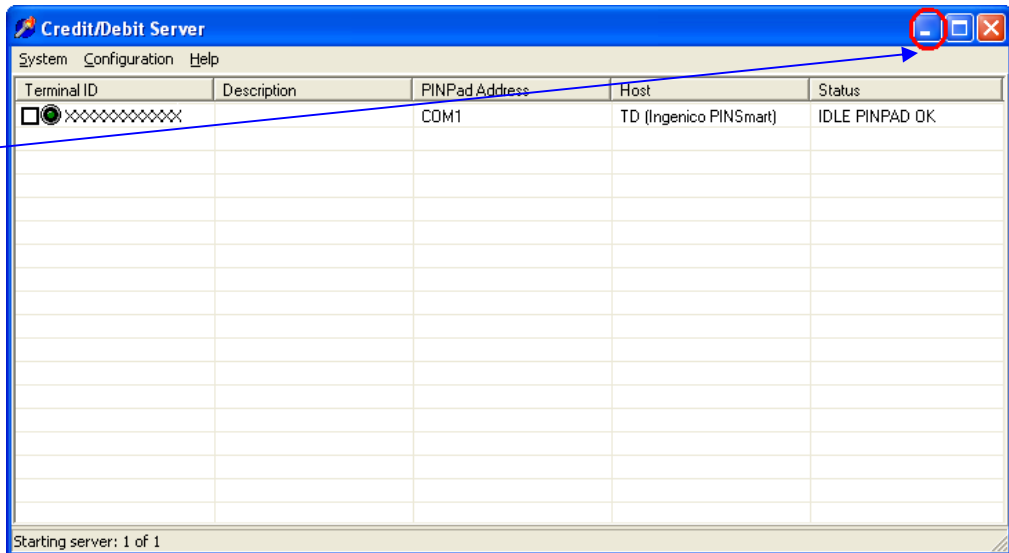
Part II

RMS-TD Bridge Setup Guide
Version 2.6.2

Overview: Before you begin….

You should have the following information and equipment from TD Merchant Services
before you begin the setup process:

        Terminal ID
        IP Address
        Port Number
        Ingenico Pin Pad (Serial)
        RMS-TD Bridge License

You should also have:
        1 available Serial Port (COM port) on your computer
        A functioning receipt printer
        A working internet connection
        The ability to log on as the computer administrator

Power off your computer and connect the Pin Pad to the computer and to an available power
outlet.

The following steps will need to be performed:

        Step 1: Determine your printer settings (at each PC)
        Step 2: Changes to the RMS database (just once per store)
        Step 3: Install RMS-TD Bridge software (at each PC)
        Step 4: Configure RMS-TD Bridge software (at each PC)
        Step 5: License RMS-TD Bridge software (at each PC)

Important:
**If you have user security setup on your PC, please have your System Administrator
enable full rights on both the "C:\MCMulti" directory and all its subdirectories and files
and the "C:\Windows\Multi.ini" file.**

Step 1: Determine your printer settings

(This step must be performed before you install the RMS-TD Bridge software)

A 40 column receipt printer is recommended for credit authorization transactions. Normally, this is the same printer you are already using for transaction receipts.

The first step is to determine your printer settings in Store Operations Manager.

Open Store Operations Manager.
Click Database → Registers → Register List → (highlight the register in the list)
Click the Properties button → Click the Receipt Printer 1 or Receipt Printer 2 tab

1 Click either the Receipt Printer 1 or Receipt Printer 2 tab.

2 Record the printer type: Either Windows or OPOS.

3 Record the Windows device name or the OPOS device name.

Important:

If your Printer Type is OPOS follow the instruction below.

In Store Operations Manager → Click File → Configuration → Options → POS Options, put a check mark beside the option "Share the OPOS printer with other applications".
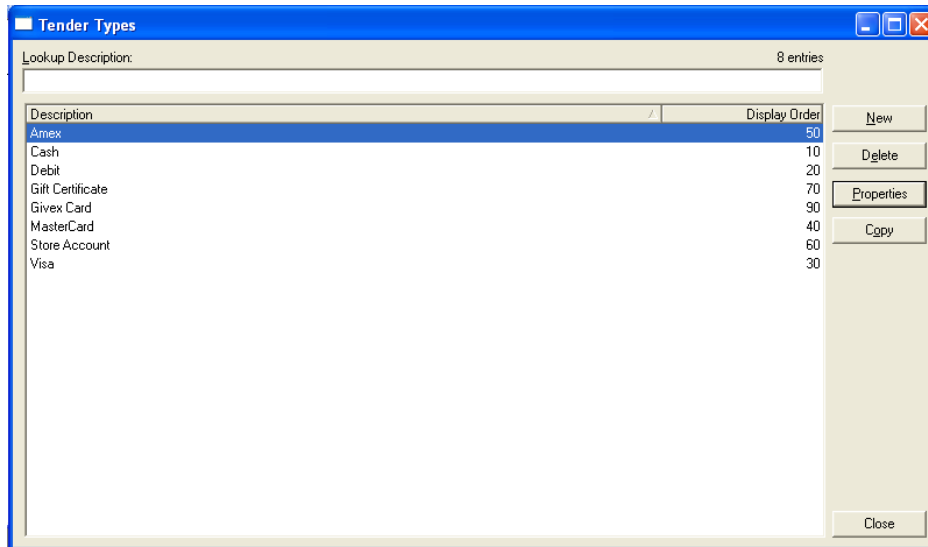

Step 2: Changes to the RMS database
(This step must be performed before you install the RMS-TD Bridge software)

In this step, you must verify that the Tender Types are setup correctly in RMS.

Open and log into Store Operation Manager
Click Database → Tender Types

Your screen will look similar to this one…

For each tender that requires authorization complete the following steps:

Highlight tender in the list and click the Properties button.

Verify that the "Tender Code" Under the "General" tab matches the "Tender Code" on the chart on the right. The tender codes must be entered in capital letters.

Tender Type	Tender Code
Cash	TD-CS
Debit / *Interac*	TD-DB
Visa	TD-VS
Mastercard	TD-MC
Amex	TD-AM
Discover	TD-DS

Important Notes:

The Cash Tender Code must always be changed regardless of what tender types you accept.

Diners and Enroute cards are now covered under Mastercard and should be used only as Mastercard cards.
JCB cards are now covered under American Express (Amex) and should be used only as American Express cards.
If used as a separate card type, totals may not balance between RMS and TD transactions.

You must only verify tender types that are in the chart.

Your screen should look similar to this one…

**1** The tender codes must be set as described on the previous page.

2 The Tender type must be set to Cash (or possibly check or other in special circumstances).

3 "Prevent cashier overtendering" option must be checked on for all debit and credit cards.

Tender Type Properties: Visa - TD-VS

General | Verification |

General Settings

Description: Visa

Tender code: TD-VS **1**

Tender type: Cash **2**

Currency: Default Currency

[Denominations...]

Register Settings

Display order: 30

Scan code: 0

Round to value: $0.00

Prevent cashier overtendering: ☑ **3**

Pop cash drawer: ☑ **4**

Require signature: ☐

Allow multiple entries: ☑ **5**

(Extra lines will be added on the tender screen when a partial amount is entered)

OK | Cancel | Help

4 The "Require Signature" option must be disabled. This option is set in Merchant Connect Multi. When configured correctly the signature line will be printed on the Merchant copy of the receipt. Instructions can be found under "Receipt Formatting".

5 The "Allow multiple entries" option may be checked on if more than one of this card type may be used to tender a single transaction.

Click the "OK" button after any modifications to save your work.
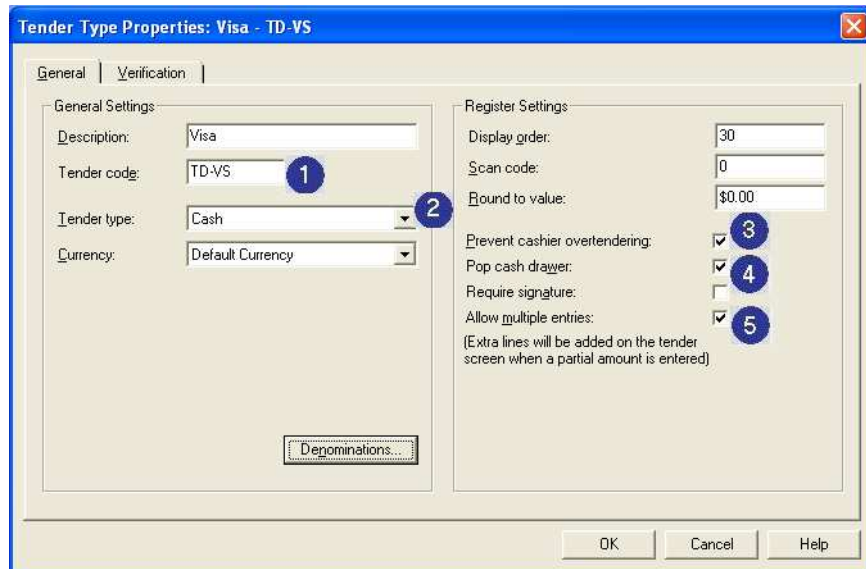
Step 3: Install RMS-TD Bridge

> **Important:**
> You must be logged on as the computer Administrator in order to install the RMS-TD Bridge.

Close the POS software.

Using the software provided, locate and double click the Install.exe file.
If the software has been downloaded and resides in a file with a 'zip' file extension, all files from within the 'zip' file must first be extracted/copied to a folder on the local drive. The install.exe file should not be run from within the 'zip' file.

Follow the prompts to install the software.

> **Important:**
> **If you have user security setup on your PC, please have your System Administrator enable full rights on both the "C:\MCMulti" directory and all it's subdirectories and the "C:\Windows\Multi.ini" file**.

Step 4: Configure RMS-TD Bridge

After the software has installed, start POS and log in. If you normally have to choose a sales rep and or customer, go ahead and do this.

You will be prompted to restart POS.

Close POS and then restart POS.

Restart POS

⚠ Please restart POS in order to see the TD Merchant Services button.

[OK]
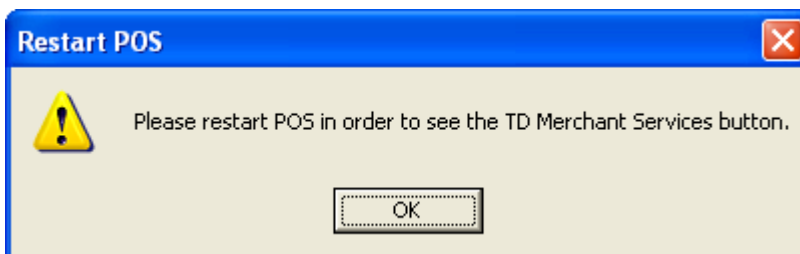
Once you restart POS you should see the following button:

TD Merchant Services

You should also receive the following message.

RMS-TD Setup

⚠ To setup RMS-TD Bridge please click on the TD Merchant Services button.

[OK]
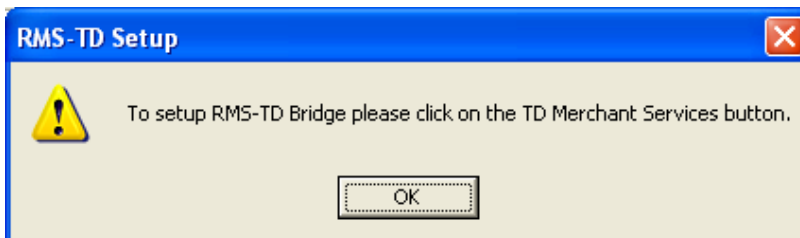
RMS-TD Bridge Settings

General Settings

Click the **[TD Merchant Services]** button followed by File → Setup.

On the General Settings tab, the following fields MUST be filled out:

1 Terminal ID: provided by TD Merchant Services, the Terminal ID is unique by Pin Pad. Please note, the Terminal ID is case sensitive.

2 Available Printers: must select either Windows Driver or OPOS driver. If you choose Windows driver, then use the drop down box to choose from the available Windows printers. If you choose OPOS Driver, you must type in the OPOS printer name. The OPOS printer name can be found in Store Operations Manager → Database → Registers → Register List → Properties → Receipt Printer 1 or Receipt Printer 2.

3 IP Address: provided by TD Merchant Services.

4 Port Number: provided by TD Merchant Services.

You may also choose your default language (English or French).

Once you have made changes to the General Settings tab, click Save to exit or click another tab to continue with setup.

Pin Pad Settings

5 Click Other Reader if you are using a magnetic stripe reader *other than* the Pin Pad to swipe credit cards. Debit cards must go through the Pin Pad.
Note: Chip cards must be inserted into the Pin Pad. This option should be unchecked.

6 In the Port field, type in the serial (COM) port number to which the Pin Pad is connected. Make sure that there are no other devices on your computer using this port.

7 In the Accepted Card Types area, put a check mark beside all the card types you will be authorizing.

8 In the Debit Receipt area, put a check mark in the "Print 2nd Debit Receipt" option if you would like to have a second debit receipt print for all transactions. Credit transactions will automatically print two receipts.

9 In the Credit Card Options area, put a check mark in the "Validate Card Types" option to validate the card types entered. With this option checked, a swiped or entered card will be verified against the tender type selected. Card types that are entered or swiped that do not match the selected tender type will produce an error. See the "Credit Cards: Invalid Card Type" section for more details.

10 Enter the phone numbers for accepted card type. Reference these numbers to obtain manual phone authorization. These numbers are for reference purposes only. If a "Call For Auth" message is displayed during a credit card transaction, the appropriate number for the card type will be displayed.

Important Note: If you choose to use an "Other Reader" such as a keyboard with a magnetic stripe reader or an external magnetic stripe reader, the device must be programmed for *"TRACK II" data only.* See this manual for assistance configuring a Cherry Keyboard.
Once you have made changes to the Pin Pad tab, click Save to exit or click another tab to continue with setup.

"Other Reader" cannot be used for EMV / Chip Card transactions. All chip cards must be inserted into a PINPad. This option should be unchecked.

Receipt Layout Settings

If required, click the **TD Merchant Services** button followed by File → Setup → Receipt Layout.

11 Type in your store name and address in the header area provided.

This will print at the top of your credit card and debit card receipts.

These Cardholder agreement statements are approved by Visa and TD Merchant Services and should not be edited.

After making the appropriate changes in setup, click the SAVE button or continue making setting changes.

Step 5: License Code

Before you can perform an authorization, you will need to input a valid license code.

Click the [TD Merchant Services] button and choose License Code from the top of the screen.

Type your license code into the boxes provided and click the verify button. If you receive the License Code Accepted message, click the Save button. If the license code is not accepted then check the license code again.

Initialize Pin Pad and Refresh Services

If required, click the [**TD Merchant Services**] button followed by File → Setup.

A Click the Initialize Pin Pad button to query the bank and initialize your Pin Pad. You will be required to initialize every time a new Pin Pad is installed.

B Click the Refresh Service button to both initialize the Pin Pad and to stop and restart the Merchant Connect Multi service.

If you are unsure about which button to click, choose the Refresh Service button.

After clicking the Initialize Pin Pad or Refresh Service button a receipt will print after a moment.

C The save button must be clicked the first time that settings are entered or whenever settings are changed.

Setup Version:

General Settings | Pin Pad | Receipt Layout | Givex

Terminal ID: XXXXXXXXXX
TimeOut: 60
Transaction Identifier: R1

Receipt Printer
◉ Windows Driver   ○ OPOS Driver
Available Printers: EPSON
Printer Name: EPSON
Port: Ne11:

IP Address: XXX.XXX.XXX.XXX
Port Number: XXXX
Default Language: English

Host Communications
Initialize Pin Pad   **A**   Refresh Service   **B**

Cancel   Save   **C**

If a receipt similar to this one prints (with the word 'APPROVED'), then your Pin Pad had initialized successfully.

```
           PARAMETER DOWNLOAD
            MY STORE NAME
                        Register : 000X
-------------------- TD --------------------
TERM ID: (Your Term ID Here)
DATE    TIME



            00 APPROVED

            TD --> TRS: 00
```

If the receipt that prints is similar to this one, please check the troubleshooting section of this manual.

```
           PARAMETER DOWNLOAD
            MY STORE NAME
                        Register : 000X
-------------------- TD --------------------
TERM ID: (Your Term ID Here)
DATE    TIME


          COMMUNICATION PROBLEM 05
```

If you are having trouble initializing, verify your terminal ID. See the "Unable to Initialize during Initial Setup" section in this manual.

Receipt Formatting

Merchant & Customer
Settings can be made so that a merchant copy and a customer copy will be printed. The merchant copy will have space for the customer signature, the credit card number will not be masked and it will read "Merchant Copy" at the bottom.

To adjust these settings right-click the Merchant Connect Multi icon in the system tray then select Restore.

Right-click on the Terminal ID and select Show Configuration.
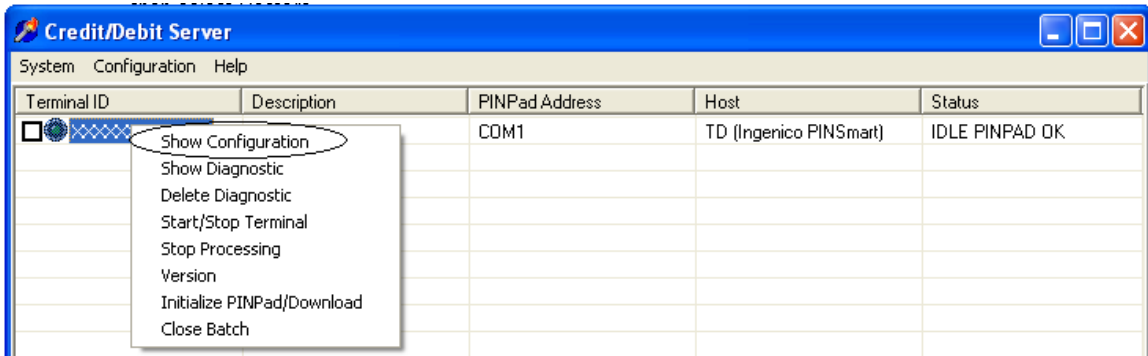
Select the Printer/Header tab
Receipt Format must be set to EMV. Create Receipt must be set to "Merchant & Customer" and the option to the right must be set to "Mask Card Number on Merchant Copy".
Card Number Mask should be set to "999999******9999".
"Print Merchant Receipt for" should have all options checked ON (regardless of what is supported on the POS).
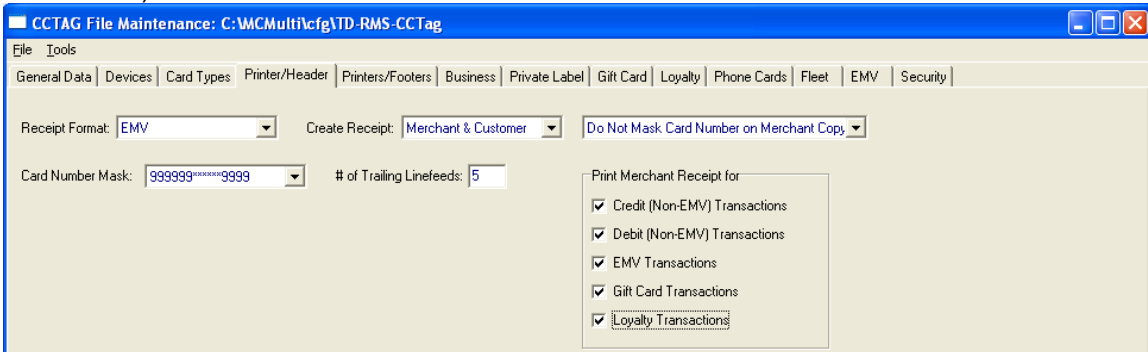
All other option selections may result in errors.

EMV Settings

To adjust these settings click the Merchant Connect Multi program icon ![icon] in your system tray. Right-click on the Terminal ID and select Show Configuration.

Right-click on the Terminal ID and select Show Configuration.
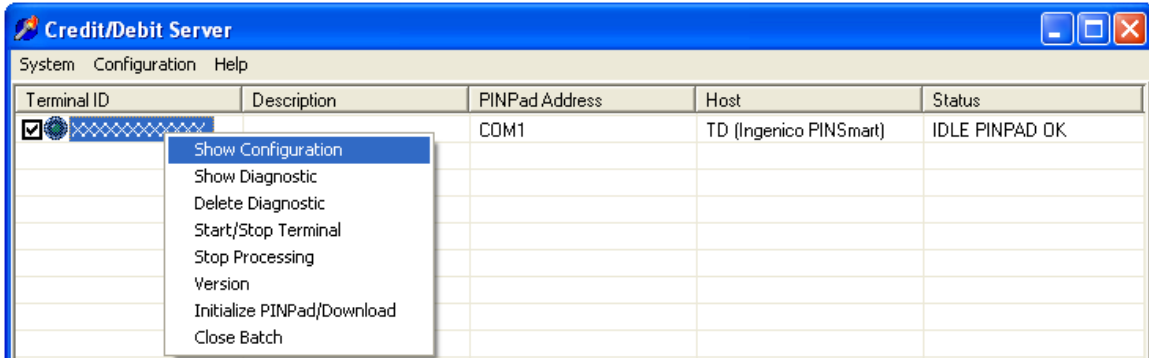
Select the **Devices** tab and within the **PINPad** tab select **EMV Mode** to be **EMV Supported**.
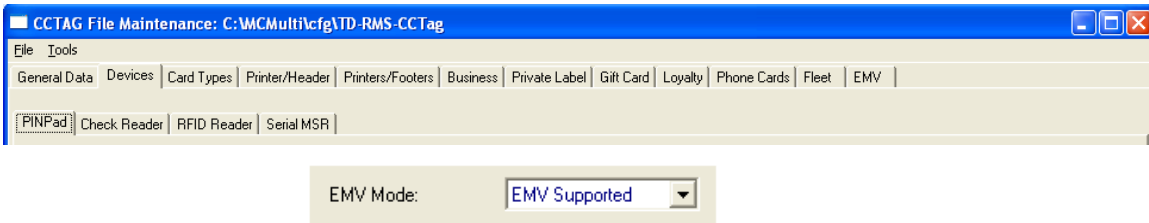
Select the **EMV** tab and within the **RIDs** tab enter your Terminal ID. This must be the same Terminal ID that is on the Credit/Debit Server screen.
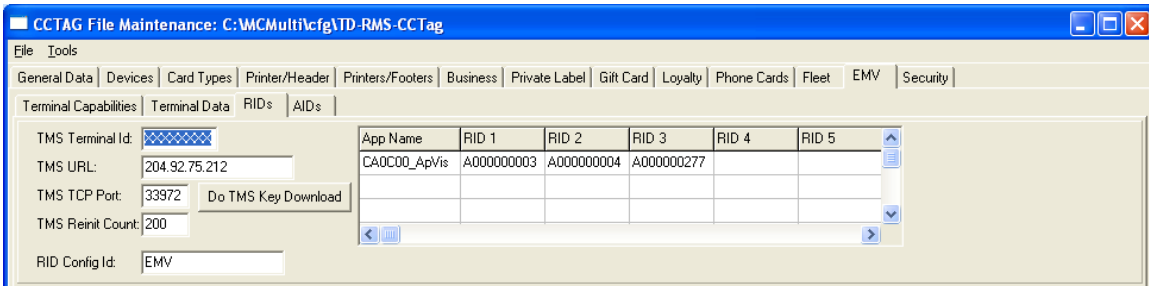
Select the File menu then "Save and Exit" to save any changed settings.
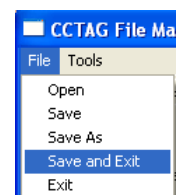
Minimize the Credit/Debit Server program, **do not close the program**.

If any changes have been made in the receipt formatting or EMV information, the credit/debit services should be refreshed.

If refreshing the services if required, click the [TD Merchant Services] button in POS followed by File → Setup.

Click on the [Refresh Service] button.

Part III

Troubleshooting and Appendices
Version 2.6.2

Common Setup Issues

It is recommended that you follow the steps below if you are having trouble setting up a Pin Pad.

1) Confirm your general settings: Double check your terminal ID, IP address, and Port number. If you make any changes, save your changes and return to setup to refresh services.

Click the [TD Merchant Services] button and then File → Setup.
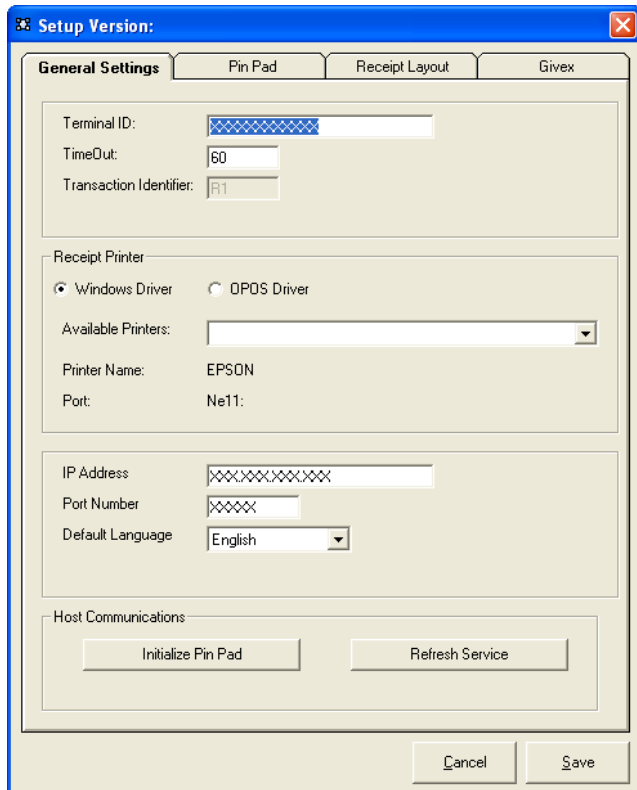
Carefully, verify the following settings:

Terminal ID
(Important: Terminal ID must be UPPERCASE)
IP Address
Port Number

Click the Pin Pad tab and click.

Refresh Service

If you to receive the communication problem receipt again continue troubleshooting.

2) Confirm that your internet connection is working. In most cases, you can check if your internet connection is working by checking to see if you can send and receive email or by checking if you can "surf the net" in Windows Explorer or another browser.

3) Confirm your Pin Pad port. Double check the Pin Pad port number. If you have 2 COM ports, it may be worth changing the port number or physically moving the Pin Pad to an alternate port on the computer. Save the changes, if any changes have been made, then return to setup to refresh services. Another test is to set the Pin Pad port to 0. If you are able to initialize with the Pin Pad port set to 0, then the issue is the port allocation or a port conflict. (When port is set to 0 Merchant Connect Multi does not attempt to find a Pin Pad. If the initialization fails it may be another configuration or communications setting).

4) Verify the port is free: A common issue that will prevent your Pin Pad from functioning is when there is software "using" the COM port that the Pin Pad is attempting to access. If possible try testing a second device (not a Pin Pad) in this port. Also, check to make sure that you don't have any windows printers attempting to use that COM port. Other software that might cause problems on the COM port include: Touch screen software, any OPOS device including printers, pole displays, cash drawers etc, Hot Sync software, automatic shut down software and others. If you find any software that is accessing the COM port you are trying to use, either use a different COM port, disable, or uninstall the software. If you make any changes, save your changes and return to setup to refresh services.

5) Try another Pin Pad. If you have a second Pin Pad, preferably one that is working on another PC, attempt to install that Pin Pad on this PC. This will assist you in understanding if the PC or the Pin Pad is the issue. Generally a "healthy" Pin Pad will have a Welcome screen. If you make any changes, save your changes and return to setup to refresh services.

6) Do you have a firewall that is blocking access to the port required for your authorizations? Check with your PC administrator if you think this might be the case.

7) Follow the instructions on the preceding pages titled "Unable to Initialize during Initial Setup".

8) If your OPOS printer is not printing, make sure that no others devices are referencing the port that the OPOS printer is using. For example, if the OPOS printer is on LPT1, there must be no Windows printers set to port LPT1.

Unable to Initialize during Initial Setup

In some cases, during initial setup, the Terminal ID will be entered incorrectly when the user is initially setting up the system. This error can cause a conflict between the Merchant Connect Multi software and the RMS-TD Bridge.

You can check to see if this is the problem by verifying the Terminal number in Merchant Connect Multi with the Terminal number provided to you by TD Merchant Services.

Double click the Merchant Connect Multi icon ![icon] in your system tray.
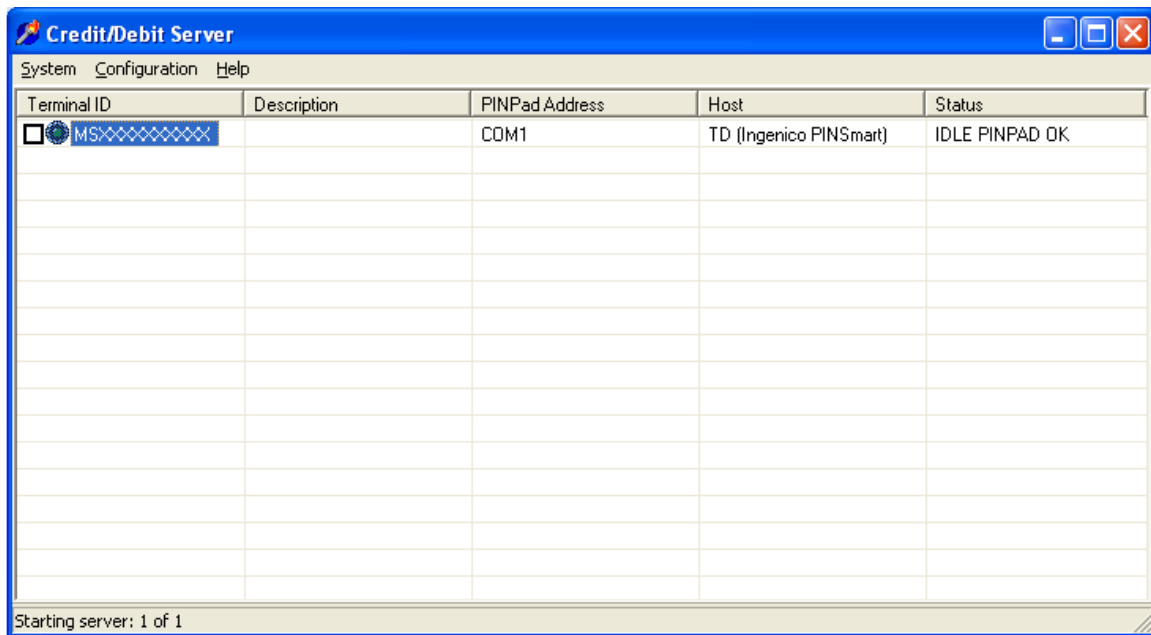
Verify the Terminal ID provided by TD Merchant Services with the number under the Terminal ID column.

If the number does not match the Terminal ID provided by TD Merchant Services and you are having trouble saving your settings in the RMS-TD Bridge software due to this conflict, simply right click the Terminal ID and choose Show Configuration from the menu.
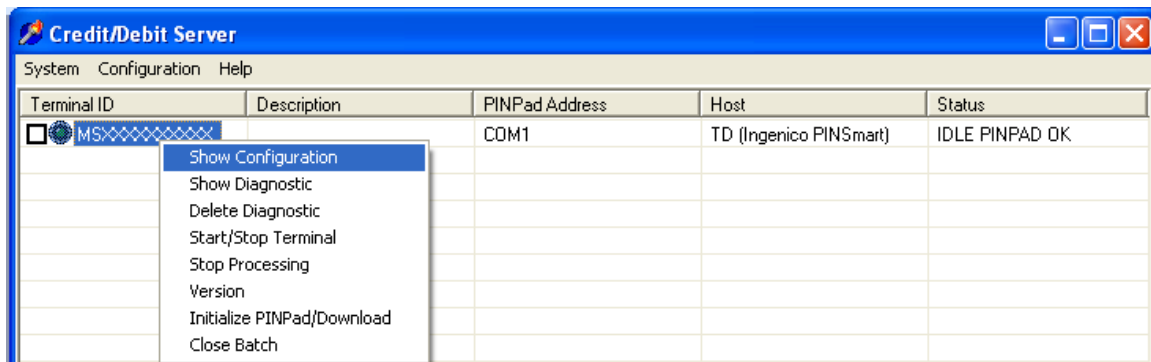
Change the Authorization Terminal field to reflect the Terminal ID number provided by TD Merchant Services. All other changes should take place in the RMS-TD Bridge setup as outlined in the manual.
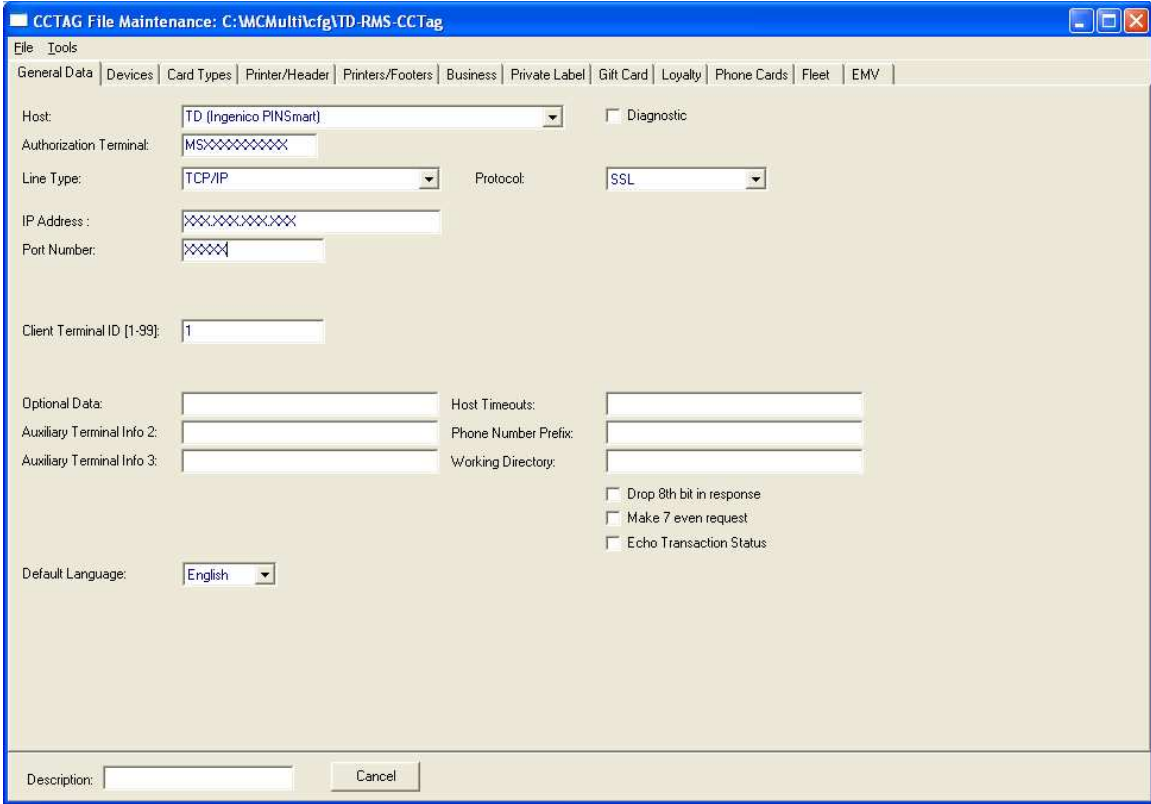
When you have successfully changed the Authorization Terminal number click File → Save and Exit.
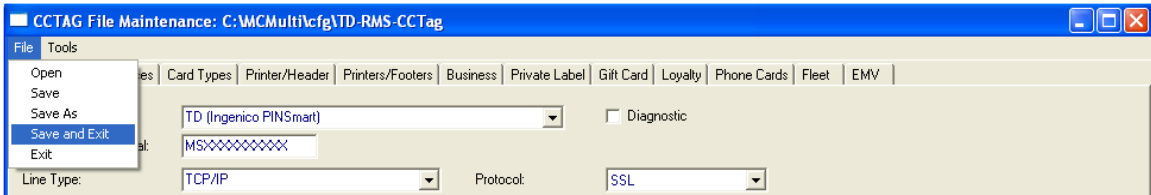
Following the change, leave Merchant Connect Multi running, and optionally minimize the Merchant Connect Multi software.

Resume setup in the RMS-TD Bridge setup as described in this manual.

Duplicate Credit Card Number Verified

If the permissions are not set up correctly on the "C:\MCMulti" directory and all it's subdirectories, and on the C:\Windows\Multi.ini file, RMS-TD Bridge will not function correctly.

The symptom of this issue is that when a credit card is swiped, the Verify Card Number screen pops up with the same credit card number as was used in the previous transaction.
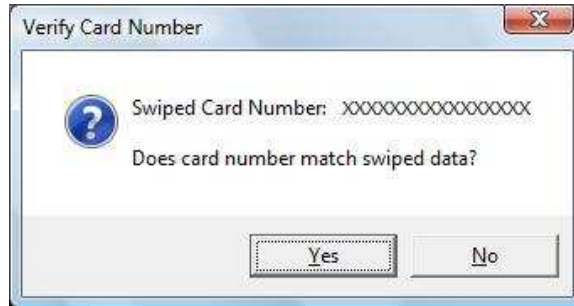
The cause of this issue is due to insufficient privileges on the "C:\MCMulti" directory and its subdirectories.

You will require sufficient permissions to change the permissions for other users.

Open "Windows Explorer" →
Open Local Disk C: →
Locate C:\MCMulti →
Right click and select Properties →
Choose Security →
Make sure that all users are allowed Full Control, Modify, Read & Execute, Read, Write, etc.
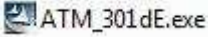
Make sure that you have set permissions on all files by checking some of the files in the C:\MCMulti subdirectories.
Ensure that your security changes affected all files in the directory; if not, set the security on those directories and files as well.

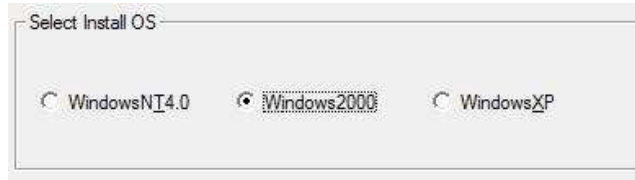You must also modify the permissions on the C:\WINDOWS\Multi.ini file.
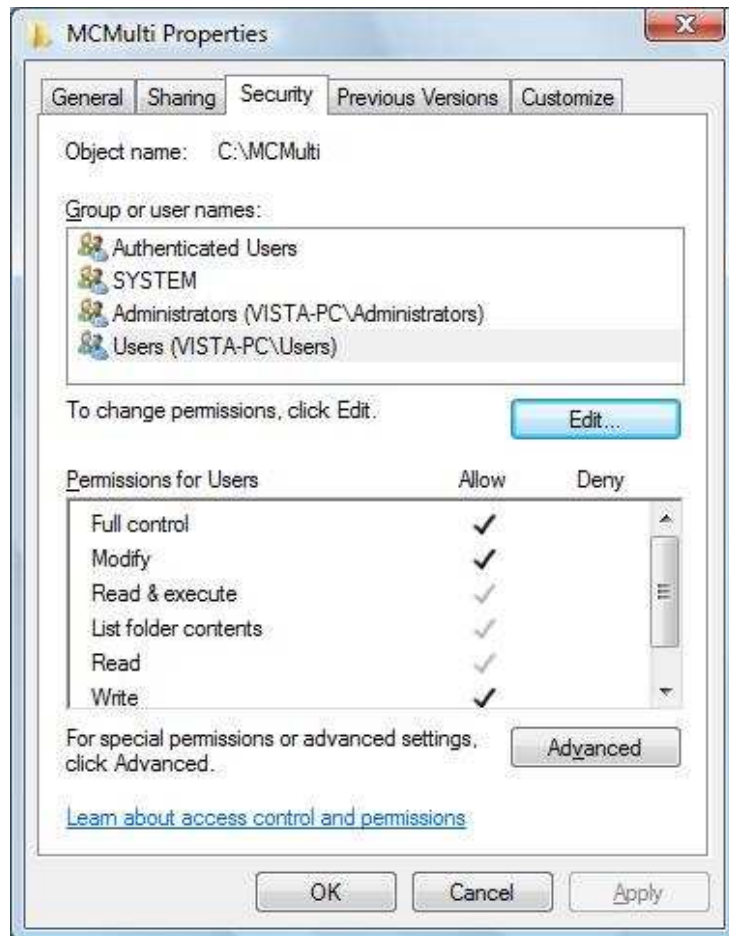
## *Windows Drivers for Epson Printers*

Install the Windows Printer Driver

Locate and double click the   **ATM_301dE.exe**   file to begin the installation. Follow the prompts to install the Windows drivers.

Select the appropriate operating system. If using Windows Vista, select Windows 2000.

When you arrive at the Select Module screen, select your printer model from the list. Your printer model will be on a sticker on the back or bottom of your printer.
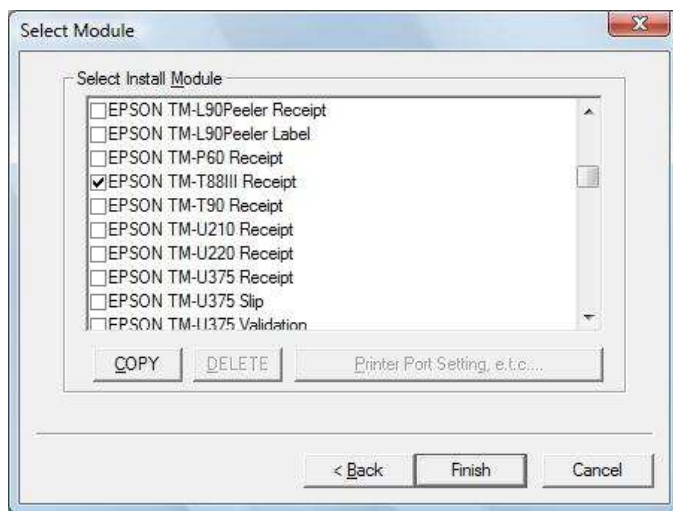
If you are using a USB printer, be sure to check off USB Driver at the top of the list in addition to selecting your printer model.
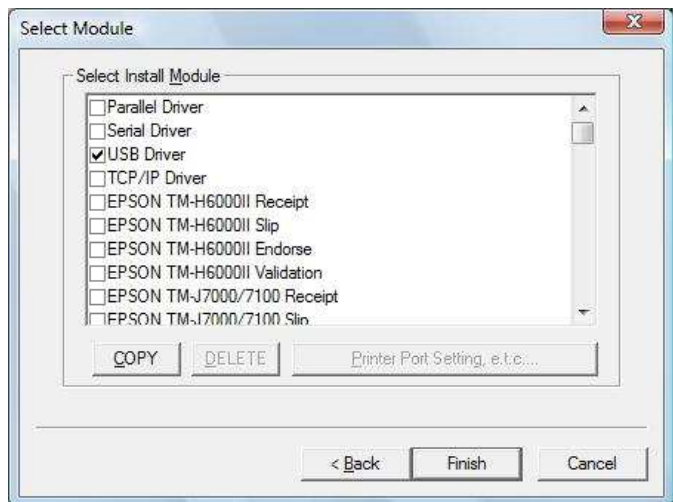
Configure the Windows Print Driver

If you are using a thermal printer, like the TM-T88 it is recommended that you make the following changes in the print driver.

From Control Panel choose Printers and Faxes.

Locate and highlight your newly installed printer.
     Either right click and choose Properties,
     or click File and then Properties from the top menu

Your screen will look similar to the one at the right.

Click the Printing Preferences button.
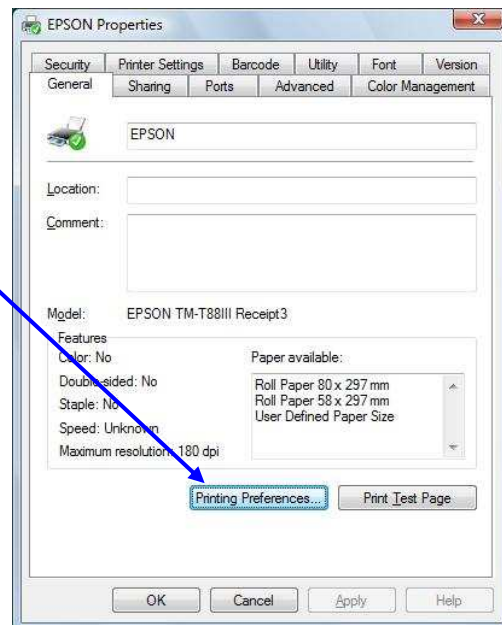
Next, click the Advanced tab.

Choose Spool print documents so program finishes faster.

Choose Start printing immediately.

Do not use the "Print directly to the printer" Option. This may allow the printing to be faster, but it will not allow easy printing of receipts if the printer should go offline or run out of paper during a print.
Spooling the printing will allow receipts to be printed automatically when the printer is back on line.
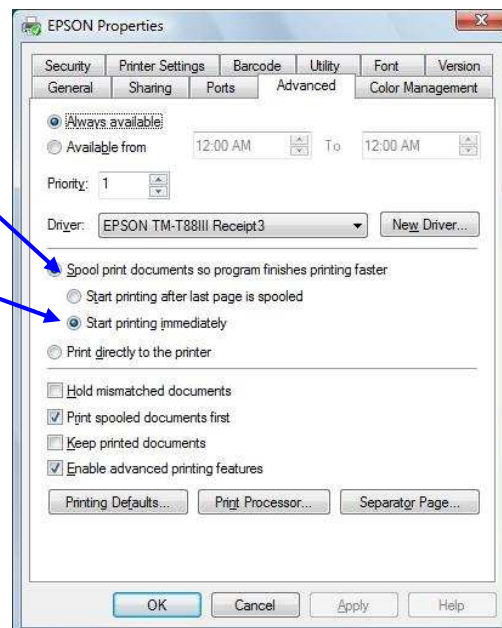
Apply the settings then press Ok to save.

OPOS Drivers for Epson Printers

Install the OPOS Printer Driver

> **Important:**
> No other devices should be referencing the same port as your OPOS printer is using. For example, if your OPOS printer is on LPT1, no Windows printers should be using this port.

Please note that the installation instructions vary from version to version. Some of the screen shots may not be exactly like the screen shots shown.

Locate and double click the "Disk1\ Setup.exe" file to being the installation. Follow the prompts to install the OPOS drivers ensuring that you choose the options selected below.

Be sure to choose "No Registry file".
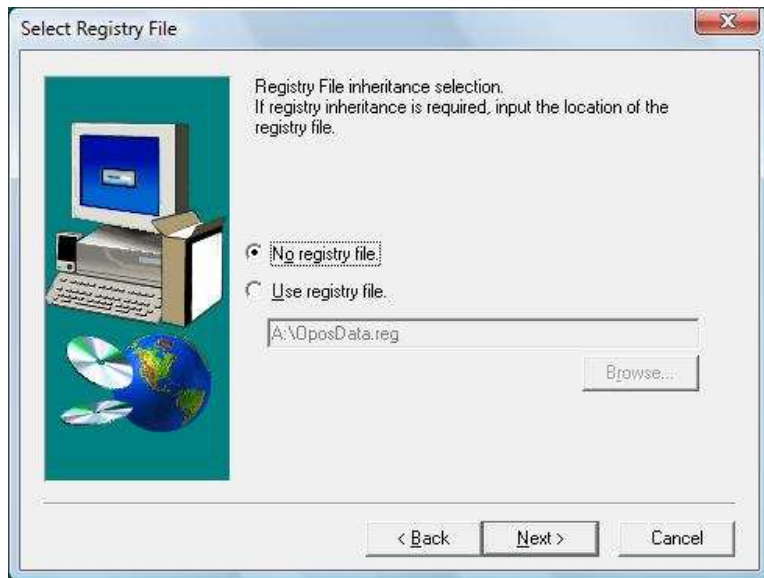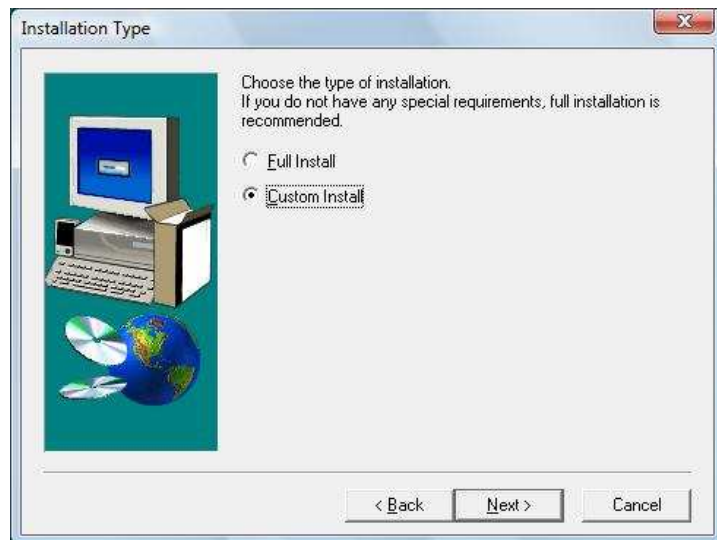
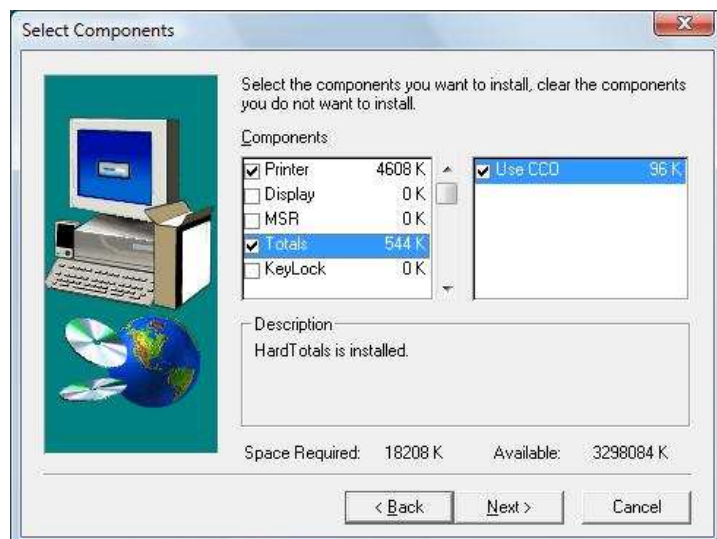Choose "Program Files".
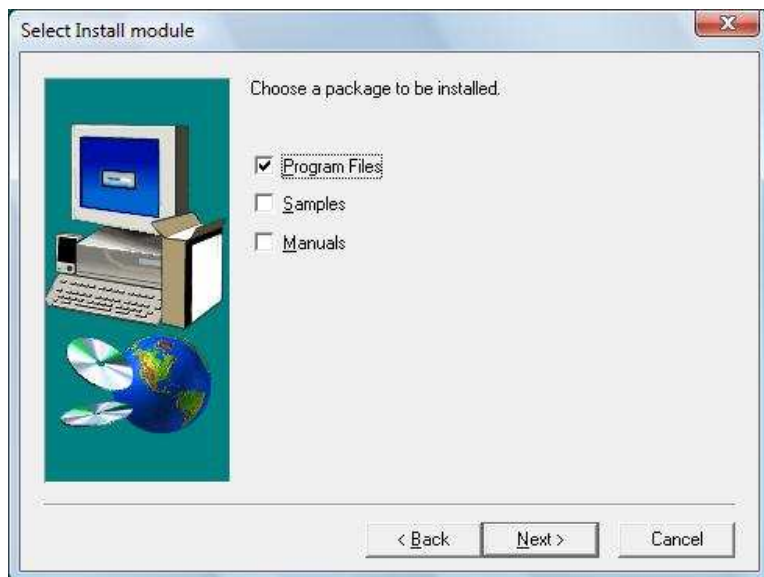
IMPORTANT!!!

Choose CCO
(Common Control Object).
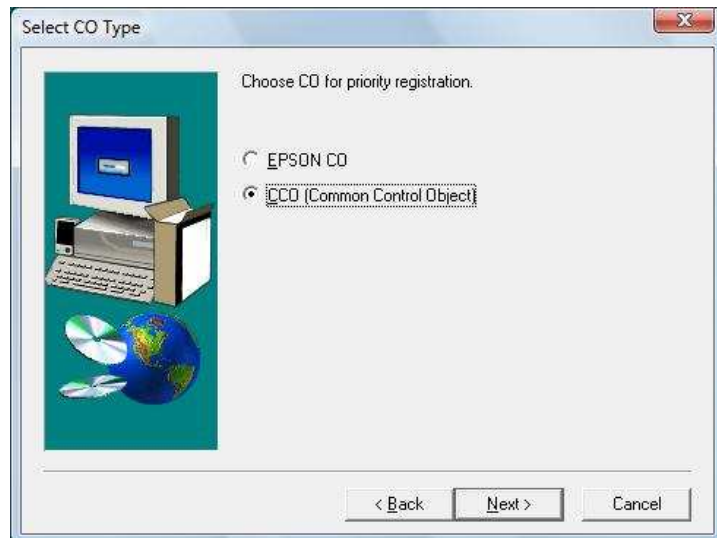
Next, choose Custom Install.

Choose the Printer and Use CCO
options only. (The Totals or Keylock
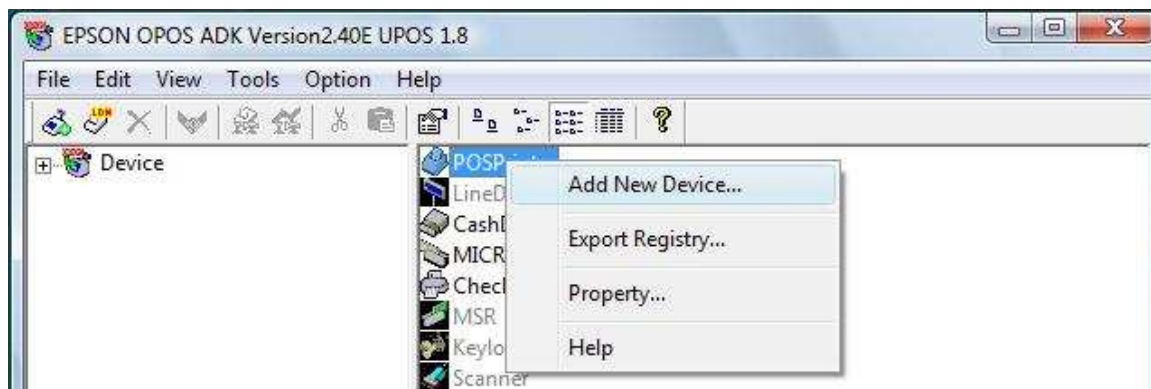may automatically be selected.)

Follow the rest of the prompts to complete the installation.

Configure the OPOS Printer Driver

When the installation has completed you will see the OPOS software as below. You can also find a link to this software by clicking the Start button → All Programs → OPOS.
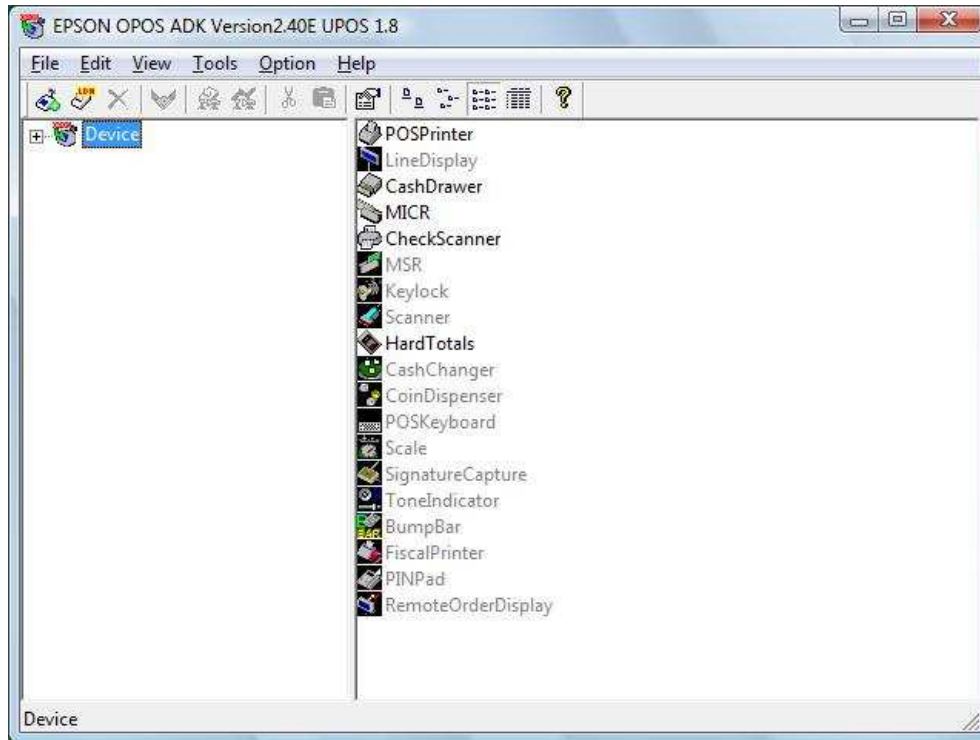
Highlight and right click on POSPrinter. Choose Add New Device.

❶ Choose your printer from the "Select Device Name" drop down box.

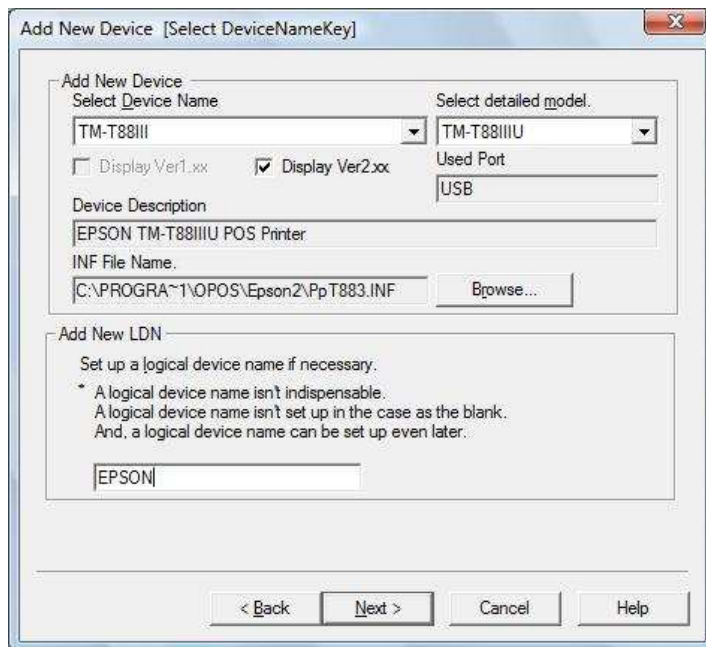❷ Make a selection under the Select detailed Model box:

TM-T88II for RS232 or COM

TM-T88IIP for Parallel (LPT)

TM-T888IIU for USB

TM-T88IIE for Ethernet

❸ Type in an "LDN" (logical device name). This name will be referenced in Store Operations Manager → Database → Registers → Register List → Properties → Receipt Printer 1.

Click Next followed by the [CheckHealth Interactive] button.

Click [Finish] once you have success with CheckHealth.

Important Note:
If using an OPOS printer driver, ensure that the setting in Store Operations Manager → File → Configuration → Options → POS Options → "Share the OPOS printer with other applications" is checked on. Errors in printing may occur if the setting is not checked.
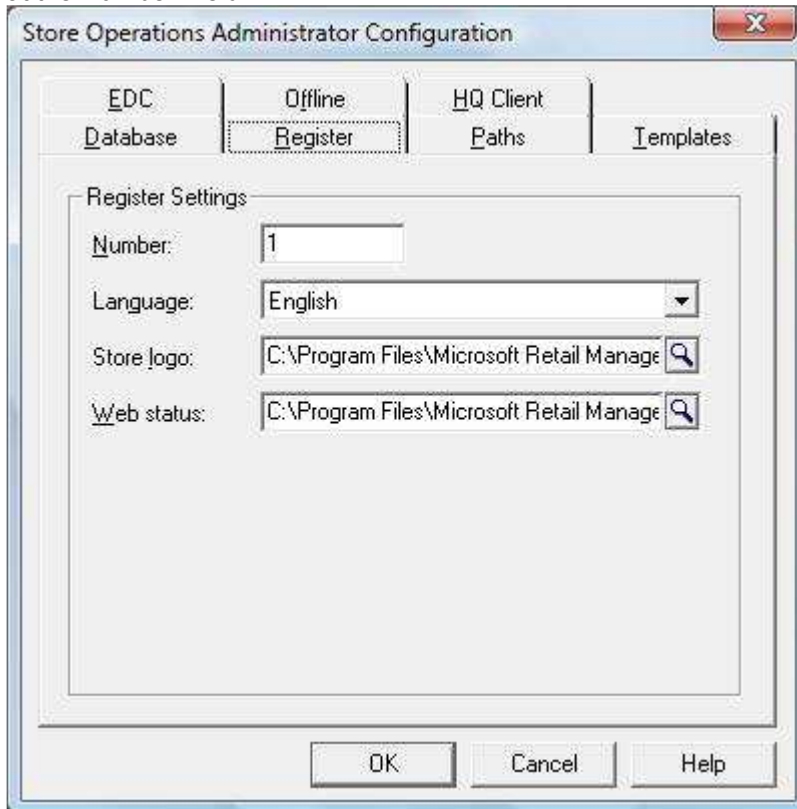
Determine your RMS Register Number

Either…

In Store Operations POS, in the upper right hand corner, the first picture is the register – the number appears beside it.
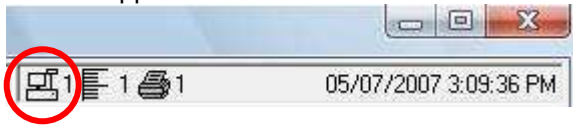
Or….

Open Store Operations Administrator → File → Configuration → Click the Register Tab → Look at the Number Field.

Batch Settlement Report Issue

If your batch settlement report is cut off on the left then you should adjust the resolution of your printer.

See the "Configure the Windows Print Driver" section of this manual for complete details.

```
         Batch Close Transaction

Terminal #     :      MS12345678
Sequence #     :      0011050120
Date           :      yy/mm/dd
Time           :      hh:mm:ss
Batch #        :      0105


              HOST TOTALS


DEBIT                 6        281.
CREDIT                4        120.
Adjustment            2         40.

               TRS TOTALS


Visa                  2         -5.
MasterCard            1         23.
American Express      1         34.
Interac Debit         6         69.
DEBIT                 6        281.
CREDIT                4        120.
Adjustment            2         40.

    **** TRANSACTION APPROVED ***
```

In the print driver properties, under the General Tab → Printing Preferences → Advanced button as well as under the Advanced tab → Printing Defaults.

1 Change the resolution to 180 x 180.

Once you have made the above changes click the OK button.
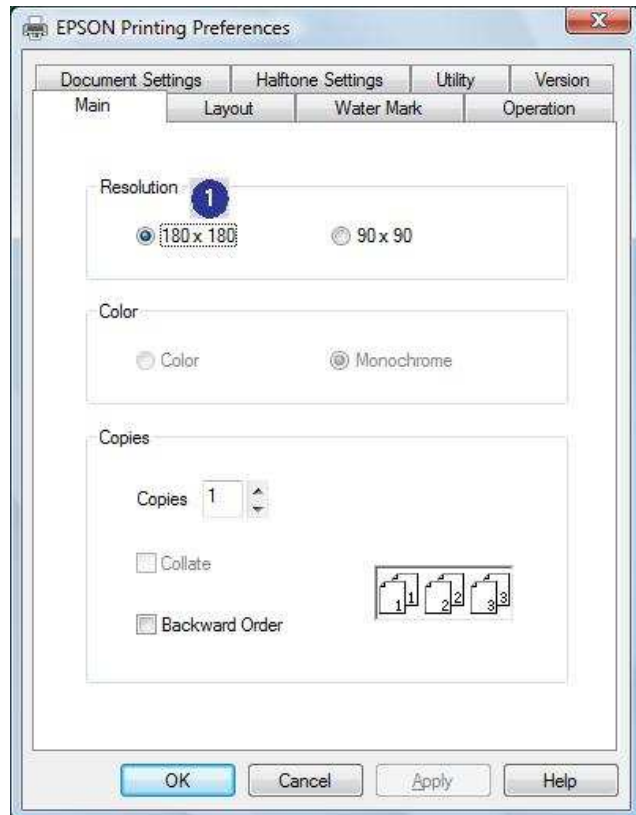
Offline Database Setup for RMS

If you are using the RMS Offline Database please read the following instructions carefully.

In order to have credit authorization capabilities when you are in offline mode, your offline database must be based on a backup of your RMS database including your RMS -TD Bridge settings.

Once you have tested your RMS-TD Bridge software *at all your POS stations* and are satisfied that your settings are suitable follow the instructions below to create a new offline database.

Step 1: Make a backup of your existing database.

At your POS server, perform the following steps:

Open Store Operations Administrator. Click File → Connect → (type your password) → Click OK.

Click Database → Backup --> (save as location C:\Program Files\Microsoft Retail Management System\Store Operations\DBFiles) → Name the database "NewOffline" without the quotes → Click Save.
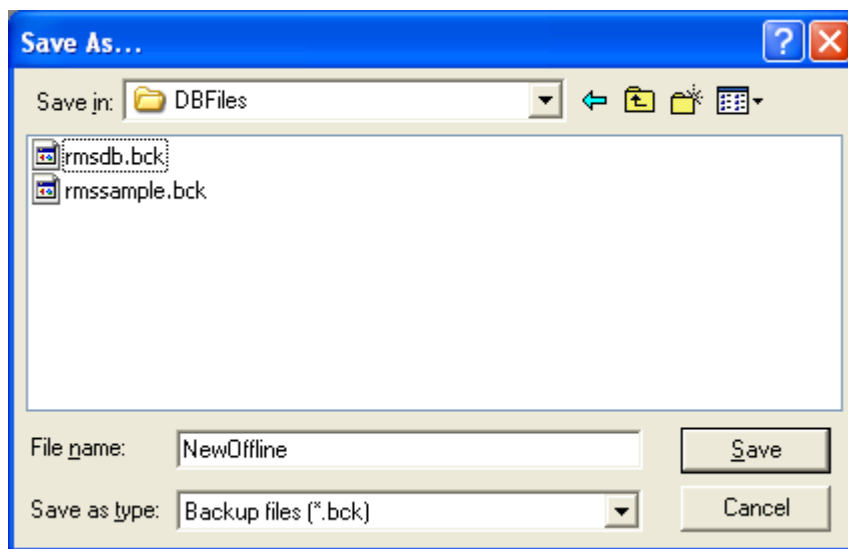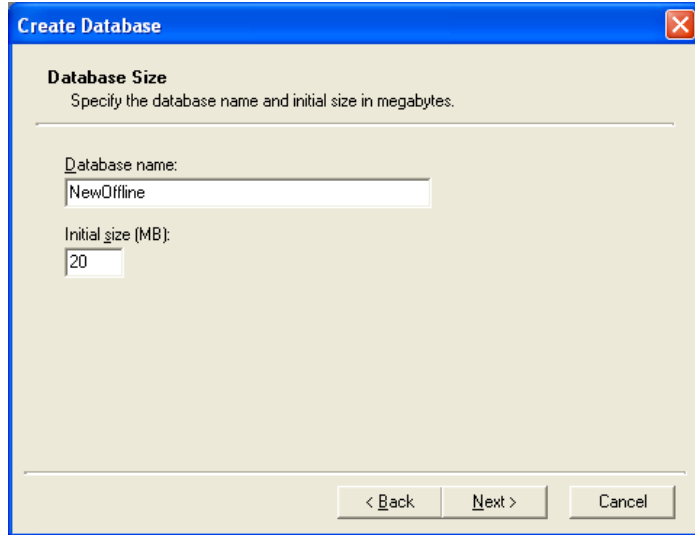
Step 2: Creating a new Offline Database.

At each POS terminal that requires an Offline database, perform the following steps.

Open Store Operations Administrator. Click File → Connect → (type your password) → Click OK.

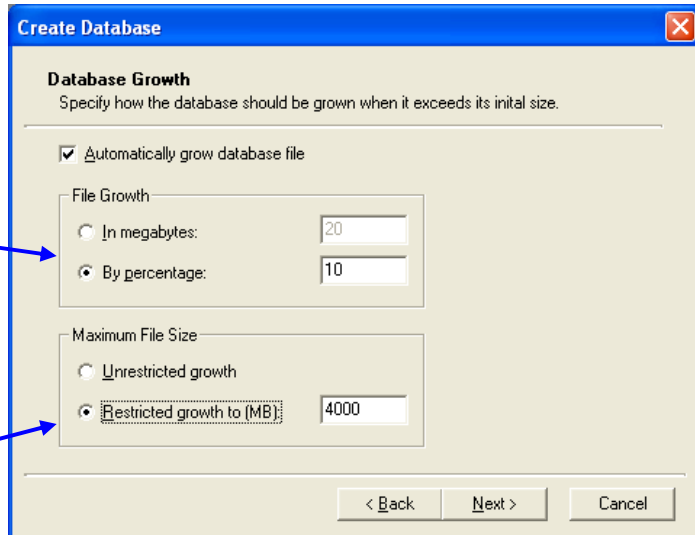Click Database → Create → (type in the name "NewOffline").

Click Next.

If using Microsoft SQL Express, select File Growth as "By percentage".

Choose "Restrict growth to (MB)". If using Microsoft SQL Express, enter 4000. If using MSDE (RMS version 1.3 or below), enter 2000.
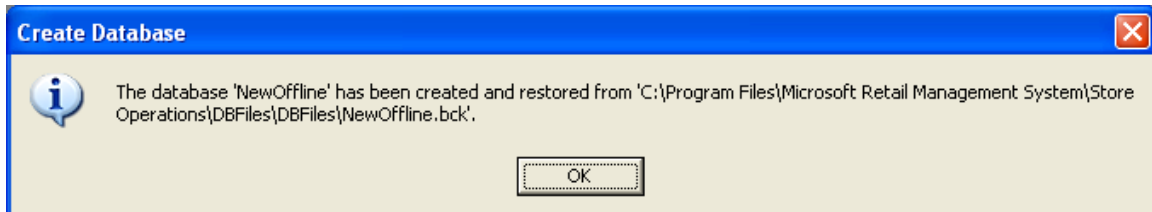
Click Next.

Locate your backup file "NewOffline.bck" created in the previous step.
Click Next.
Click Finish.
Click OK when prompted.

You will see a message box similar to the one to the right.

Click File → Configuration → Offline Tab.

Type NewOffline into the database box.

Click OK to finish.

Your new offline database will be ready once
a Z report has been performed in POS.

Store Operations Administrator Configuration

| Database | Register | Paths | Templates |

| EDC | Offline | HQ Client |

Offline Database Server

Server name: XXXXXXXXX

User name: sa

Password: ********

Database: NewOffline

Connection timeout: 15

Test Database Connection

OK   Cancel   Help

Program Revision Notes

EMV Support
- The system now supports processing for these Chip cards: Debit, Visa and MasterCard.

Folder Names
- The system now uses the folder C:\MCMulti. All programs and files are contained within the MCMulti folder. Folders within the MCMulti folder have also been changed.

PCI Compliance
- Unmasked credit/debit card information is not written to any files within the system.
- Only TCP/IP is allowed for passing of information amongst the various programs.

Voice Authorization Phone Numbers
- Phone numbers for voice authorizations can be displayed.
- The number to call for voice authorization can be entered in the setup program for each card type.

Multi (Merchant Connect Multi) program changes
- Previous versions (prior to version 2.5.1) showed Multi on the Windows Taskbar. A small torch icon 🔥 is now displayed in the Windows System Tray.
- Multi (Merchant Connect Multi) is now version 4.1.0.3.
- The Merchant Connect Multi program interface is now visible when it is started.
- **Caution must be taken to never close the Merchant Connect Multi (Credit/Debit Server) window – only minimize.**
-

Change of Merchant Number / Terminal ID
- With the new EMV / Chip version, your Terminal ID will change.
- The Terminal ID can be changed in the Setup option after the upgrade is complete.

Windows Operating Systems
- The following chart shows the supported operating systems

Operating System	Supported in RMS-TD Bridge v2.5.2 and v2.6.2	Supported in previous RMS-TD Bridge versions
Windows Vista Ultimate	YES	NO
Windows Vista Business	YES	NO
Windows Vista Home Premium	NO	NO
Windows Vista Home Basic	NO	NO
Windows XP Professional SP2 or greater	YES	YES
Windows XP Home	NO	NO
Windows 2000	YES	YES
All other Windows Systems	NO	NO
All other Operating Systems	NO	NO
All supported Windows operating systems are 32 bit only operating systems		

EMV Chip Card Processing Facts

1. The two most important payment processing tips for Chip card transactions are:

    a. Follow the POS and PINPad prompts.

    b. Always check the receipt to see if a signature line is printed indicating the customer must sign the receipt.

2. If the customer does not want to sign because they entered a PIN the cashier must inform them that if a signature line is printed they must sign the receipt.

3. A chip card may require a customer PIN. Pass the PINPad to the customer for PIN Entry. Do not ask the customer for the PIN.

4. There are three ways the Chip card and PINPad may validate the transaction when a Chip card is used.

    a. Customer Enters PIN only.

    b. Customer Signs receipt only.

    c. Customer Enters PIN and Signs receipt.

5. The best practice is to allow Customer to follow the prompts if a Chip card is presented: Hand the customer the PINPad so they can insert the card and follow the prompts. Remember to check the receipt for a signature line. You do not have to confirm they entered a PIN.
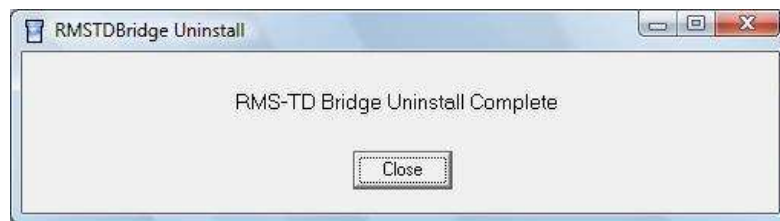
Uninstall RMS-TD Bridge

If using Windows XP or Windows 2000

From Control Panel → Add Remove Programs click the Change/Remove button adjacent to RMS-TD Bridge.

If using Windows Vista

From Control Panel → Programs and Features double-click on RMS-TD Bridge.

The following message will be displayed when the uninstall is complete. Press the close button.

The RMS-TD Bridge files and all previous setting will remain on your computer after the uninstall has been run, however RMS will no longer require authorization on credit card and debit card transactions.

Important Phone Numbers

TD RMS Helpdesk   1-877-836-7767
           Press 1 for English or 2 for French
           Press 2 for TD RMS Merchant Support

Credit Card Authorization Numbers

VISA voice authorization (All Visa Cards)	1-800-363-1163
MasterCard (Enroute/Diners)	
AMEX	
Discover	
JCB	

These "Voice Authorization" numbers must be called in order to process any credit cards that require a manually entered "Auth Number". Failure to enter an issuer provided authorization number may result in the transaction not being approved.

Other Important Contact Numbers