

Introduction



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TPI PAYMENT SERVER Document Version 2.06.1221

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Reseller User Manual

Congratulations on the selection of TPI Payment Server – the most advanced solution in the industry. This software provides you with a fast, easy, reliable way to authorize credit card and check transactions on your PC running QuickBooks. This guide prepares you with the detailed information that you will need to install, configure, and test this payment processing plug-in.

Your opinion is important to us. If you have any suggestions feel free to [email](#) us.
Thank you for choosing TPI Software!

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Support

TPI Software is committed to providing the highest quality tools and customer support. If you have any questions, comments or suggestions please contact TPI Software by:

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Overview

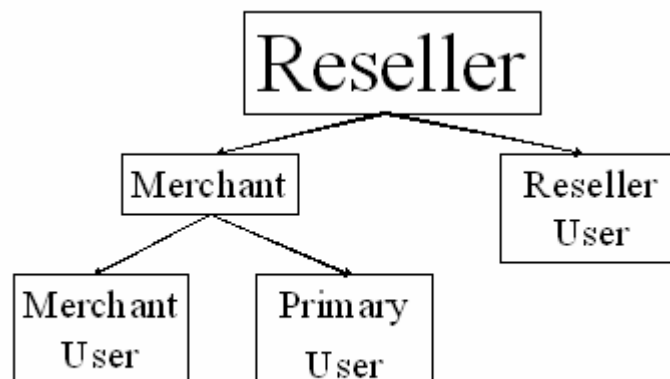
By using TPI Payment Server, resellers can manage their merchant accounts with little more than a few keystrokes and mouse clicks. Through an intuitive graphical user interface, a reseller can set up new user/merchant accounts, and modify or delete existing user/merchant accounts. In turn, merchants can upload their POS transactions from terminals and capture the images of signed sales drafts. As a result, merchants no longer have to hold copies of these transactions for retrieval requests. Instead, the images are housed on the web and available to the merchants through the internet. Additionally, merchants have access to manage accounts at the user level within their merchant accounts*. This versatility not only supports a wide level of account management at both the reseller and the merchant level, but also reduces the need for reseller involvement in routine and nominal adjustments to merchant accounts.

Furthermore, TPI Payment Server provides resellers with the tools to customize the logos and the contact information on the TPI Payment Server web pages that merchants and users will view. In this way the reseller can easily and quickly provide them with vital contact information while at the same time make a professional business presentation.

The target audience for this document is individuals who will be monitoring and managing the merchants' use of TPI Payment Server on a regular basis. Although not required, a user's experience with a reseller occupation and basic computer skills will help facilitating maintenance of TPI Payment Server.

* Managing user accounts is dependent on the merchant's assigned security permissions.

Note: When you are setting up accounts, it is important to remember each merchant requires a reseller. When a merchant is added (or created) under a reseller, a user, called the primary user is automatically added also. The primary user cannot be deleted unless the merchant it was created under is deleted. Users can be created under a merchant or a reseller. When a user is created under a reseller, then the user will be a reseller user. When a user is under a merchant, then the user will be defined as a merchant user.



Ch 1: Beginning to Use TPI Payment Server

What to Expect and what to do when beginning to use TPI Payment Server.

In this introductory chapter, you will learn the basics on how to use the TPI Payment Server interface. The topics covered include the logon process and becoming familiar with the graphical user interface (GUI). To begin using TPI Payment Server, you must first logon to the system.

1. Open your internet browser
2. Type the Uniform Resource Locator (URL) for the TPI Payment Server login page in the **Address** field. Consult the system administrator of TPI Payment Server if you are unsure of the correct URL. (Ex: <http://www.website.com/RichAdmin/login.aspx>) and the following screen will appear below



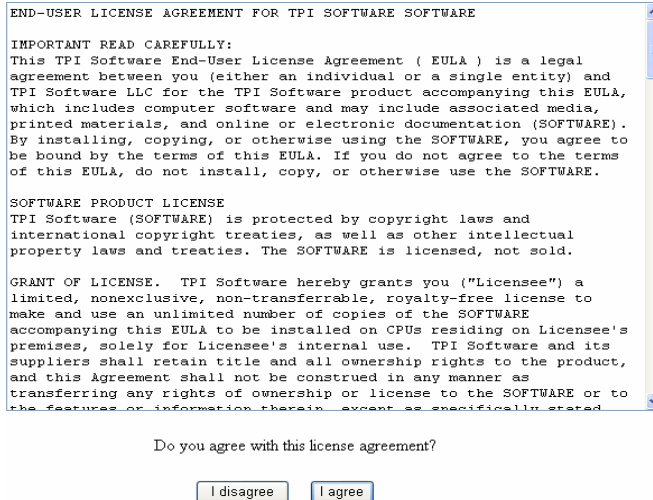
[Click here](#) if you forgot your password.
[Click here](#) if you need help.

Username:

Password:

3. Click the **Click here to login** button to access the TPI Payment Server login page
4. Input your user name in the **Username** field
5. Input your password in the **Password** field
6. Click the **Login** button on the screen or click the **Enter** button on your keyboard to login

Note: If this is your first time logging on to the payment server, you will see an **End User Licensing Agreement** (EULA) shown below. To continue your login, read the agreement and click “**I agree**”. Otherwise, clicking the “**I disagree**” button will take you back to the previous login page.





Login as a Reseller

Once you logon to the system as a reseller, you will see a menu bar (shown below), which consists of a **Find Transactions** icon and a list of folders: **Manage Users, Manage Merchants, Tools, Preferences, Email, and Logout**. These features are discussed further in the following chapters.



Menu Bar

Once logged into the system you will notice that the Menu Bar, on the left side of your screen, displays several folders with a small plus sign () to the left of each folder. This means there are subfolders or links to look at. Clicking on the small plus sign () next to the folder will allow you to expand and view subtopics. When you login as a reseller, you are permitted to view and manage all the users and merchants established under your account. The reseller level will see only itself and its users. Below to the right, are definitions of each folder as well as their contents.

Find Transactions – Reports a summary of all transactions made during the selected period for a reseller

Manage Users

Add – Add new user accounts

Find/Edit – Find and edit user accounts

Manage Merchants

Add – Add new merchant accounts

Find/Edit – Find and edit merchant accounts

Merchant User Group – This function enables the reseller to choose which users have access to which merchants

Tools

Config – Allows the user to change specific company application settings at the system level. This function is password protected

Preferences

Access Control – Grant or deny access to log into a user account by screening IP address.

Password – Reset the user's password

Security – Set security for functions performed at the user level

Email

Sales – Send email to the TPI Software sales team

Support – Send email to the TPI Software support team

Logout – Exit the system

Ch 2: Manage Users

How to manage user accounts.

A reseller can view and manage user accounts created under his/her particular reseller account. This chapter contains information on how to **add**, **find**, **edit**, and **delete** user accounts for the reseller or merchant. The reseller can manage all his/her user accounts, including any account originally created by the merchants whom the reseller provides services to.

Adding a New User

The Manage Users section is used to add new reseller user accounts, and search, modify or delete existing reseller or merchant user accounts. The steps below illustrate how to add a new user.

1. Click the **Manage Users** folder
2. Click on the **Add** link to add a new user (shown below)

User Information (* indicates required field)

User Name:	*Security Level:	*System Level:
<input type="text"/>	1	1
*First Name:	*Last Name:	
<input type="text"/>	<input type="text"/>	
*Phone Number:	*Email Address:	
<input type="text"/>	<input type="text"/>	
Street Address 1:	Street Address 2:	
<input type="text"/>	<input type="text"/>	
City:	State:	
<input type="text"/>	-----	
Province:	Postal Code:	
<input type="text"/>	<input type="text"/>	
Country:	Time Zone:	
Canada	Eastern	

3. Complete the **User Information** form

Note: The following is two important reminders when creating a new account.

- All fields with “*” in front are required fields
 - The **Security Level** box should be defined correctly to give the user access to only what a user needs to complete his/her task. For more information on security level settings, see “Setting Security” in Chapter 4
4. Click on the **Save User** button (the **Reset** button allows you to return to the previously saved User Information state) and a screen similar to the example below will appear

User Information [Edit User](#)

<p>Username: reseller_test Status: Active Email: ab@ab.com</p> <p>Contact Info reseller test WA CAN</p>	<p>User Options</p> <ul style="list-style-type: none"> - Reset Password - Email Password - Log In as this User - Delete User - Make User Inactive <p>Security Level: 4 System Level: 1 User Type: Reseller</p>
--	---

Finding and Editing Users

It may become necessary to modify the previously defined user information given during the initial set up of the account. In addition, there may be circumstances when deleting a user is desired.

1. Click on the **Manage Users** folder
2. Click on the **Find/Edit** link and a the following screen will appear

Show Filters

NOTE: You don't need to fill out all the fields, just the ones you know. The less information you provide, the more match you will get. e.g. If you put in "r" in the "City" field, it will match any city with a "r" in it.

Merchant: All Merchants

User Name: Email:

First Name: Last Name:

User Number: Phone:

City: Postal Code:

Find Reset

Note: No information needs to be entered into this form; it will find all users.

3. If you know the user account that you are looking for is created under a certain merchant, click on that merchant in the **Merchant** drop-down list to narrow down the search.
4. Enter any information you know related to a desired user account in the **Show Filters** form
5. Click on the **Find** button (The **Reset** button allows you to return to the blank **Show Filters** form) and a screen similar to the example below will appear. Notice the ▲ and ▼ buttons under each column name are for sorting the listed user accounts

User Name ▲ ▼	Last Name ▲ ▼	First Name ▲ ▼	Partner ID ▲ ▼	Email ▲ ▼
Reseller Test	reseller	test	113	abc@ab.com
test5648	mer	test	113	abc@ab.com
test6880	ab	ab	113	abc@ab.com
test3144	ab	123	113	abc@ab.com

6. To send an email to a user, click on the **Email** link. After your default mail application pops up, send an email accordingly
7. For user information, click on the **User Name** link and a screen similar to the example below will appear

User Information		Edit User
Username: test5648	User Options	
Status: Active	- Reset Password	
Email: ab@ab.com	- Email Password	
Contact Info	- Log In as this User	
mer test	- Delete User	
WA CAN	- Make User Inactive	
	Security Level: 4	
	System Level: 1	
	User Type: Merchant	

8. To edit the user, click on the **Edit User** link located in the top, right corner

User Information (* indicates required field)		
User Name:	*Security Level:	*System Level:
<input type="text" value="test merchant"/>	<input type="text" value="4"/>	<input type="text" value="1"/>
*First Name:	*Last Name:	
<input type="text" value="test"/>	<input type="text" value="test"/>	
*Phone Number:	*Email Address:	
<input type="text" value="123"/>	<input type="text" value="test1@myCompany.com"/>	
Street Address 1:	Street Address 2:	
<input type="text"/>	<input type="text"/>	
City:	State:	
<input type="text"/>	<input type="text" value="-----"/>	
Province:	Postal Code:	
<input type="text"/>	<input type="text"/>	
Country:	Time Zone:	
<input type="text" value="United States"/>	<input type="text" value="Pacific"/>	

9. Edit the fields and click the **Save User** button (the **Reset** button allows you to return to the previously saved User Information state) and a screen similar to the example below will appear

User Information		Edit User
Username: test5648	User Options	
Status: Active	- Reset Password	
Email: ab@ab.com	- Email Password	
Contact Info	- Log In as this User	
mer test	- Delete User	
WA CAN	- Make User Inactive	
	Security Level: 4	
	System Level: 1	
	User Type: Merchant	

10. To send an email to this user, click on the **Email** link. Your default mail server application will pop up for you to send email
11. To reset the user's password, click on the **Reset Password** link. The system will automatically generate a new password for this user
12. To email the user his/her password click on the **Email Password** link. After the **Send Email** box pops up, click **Send**. The password notification email includes, Partner ID, User Name, and Password
13. To log in as this user, click on the **Log In as this User** link

14. To delete this user, click on the **Delete User** link (Be aware that a **primary user** cannot be deleted, unless its merchant is being deleted. A primary user is a user account created when a merchant is created for the first time)
15. To activate or inactivate the user account:
 - a. To inactivate, click on the **Make User Inactive** link. The user's Status in the User Information box will show **Active** afterwards (Be aware once the user is inactivated, he/she will not be able to log onto the payment server with the user name)
 - b. To activate, click on the **Make User Active** link. The user's Status in the User Information box will show **Inactive** afterwards

Ch 3: Manage Merchants

How to manage merchant accounts

- A reseller can view and manage merchants created under his/her particular reseller account. This chapter contains information on how to **add, find, edit, and delete** merchants.

Add a New Merchant

2. Click on the **Manage Merchants** folder
3. Click on the **Add** link and the screen below will appear

Required Fields

Name: Test/Development Merchant

First Name: Last Name:

Phone: Email:

Street Address 1:

Street Address 2:

City: State:

Zip: Country:

Time Zone:

Force Duplicate: Check here if you want duplicate transactions to be flagged as duplicates by default (recommended).
 Receipt/Signature Capture/Retrieval
 Check Image Capture/Retrieval

Auto Settlement: Check here if you want Settlement to occur automatically once per day (recommended).
 Auto Settlement Time:

4. Complete the **Required Fields** form for adding a new merchant
5. Check the **Additional Information** box to expand the additional information form

Additional Information (optional)

User Name: <input type="text"/>	User Security Level: 4 <input type="button" value="v"/>
Federal Tax ID: <input type="text"/>	State Tax ID: <input type="text"/>
Sales Tax ID: <input type="text"/>	Ownership: Corporation <input type="button" value="v"/>
Estimated Sales: <input type="text"/>	Business Start Date: <input type="text"/>
URL: <input type="text"/>	Merchant ID: <input type="text"/>
Street Address 1: <input type="text"/>	
Street Address 2: <input type="text"/>	
City: <input type="text"/>	State: ----- <input type="button" value="v"/>
Zip: <input type="text"/>	Country: Canada <input type="button" value="v"/>
Fax: <input type="text"/>	Time Zone: Pacific Time <input type="button" value="v"/>

6. Enter the proper merchant's information into the fields as shown in the above figure
7. Click **Create Merchant** to save the information (the **Reset** button allows you to return to the previously saved merchant information state)

Note: The following is two reminders when creating a new merchant account.

- When filling out the additional information section, the **User Security Level** box should normally be kept as "4" to allow the merchant's primary user a full access over his/her own information
- Without filling the **User Name** field in the Additional Information section, you will be assigned a user name generated by TPI Payment Server

Merchant Info		Edit Merchant
<p>User Options</p> <ul style="list-style-type: none"> - Add User - View Users 	<p>Merchant Options</p> <ul style="list-style-type: none"> - Processors - Registers - Permanently Delete This Merchant - Make Merchant Inactive 	
<p>Merchant Name: Test Merchant Merchant ID:</p> <p>Contact Info: test merchant CAN</p> <p>Phone: 123 abc@ab.com</p>	<p>Auto Settlement: 12:00 AM daily Force Duplicate: Yes Receipt/Signature Capture: Yes Check Image Capture: Yes</p> <p>Federal Tax ID: State Tax ID: Sales Tax ID: Ownership: Corporation Estimated Annual Sales: \$0.00 Business Start Date: URL:</p>	

Processors (Payment Methods)				Edit Batch Number
Payment Method	Processor	Last Batch #	Host or Terminal	
CREDIT	N/A	N/A	N/A	
DEBIT	N/A	N/A	N/A	
EBT	N/A	N/A	N/A	
ECHECK/ACH	N/A	N/A	N/A	
VERIFY	N/A	N/A	N/A	
GIFT/LOYALTY	N/A	N/A	N/A	

Registers	
Register #:	Register Name:
<input type="text"/>	<input type="text"/>
<input type="button" value="Add Register"/>	

Setting up Payment Processors

From the Merchant Profile screen, you can set up processor(s) for your payment methods. The following table shows each payment method corresponding to the processor(s) which TPI Payment Server currently supports. If you do not see a specific processor in the list for your payment method, you will not be able to process payments with that processor.

Note: You should always close your batch before your switch from one processor to another and also if you are switching from host to terminal or terminal to host.

Payment Method	Processors Supported
Credit Card	Concord EFS Network First Data Nashville First Data North First Data South

	Intercept Delaware Paymentech Tampa Vital
Debit Card	Concord EFS Network First Data North Paymentech Tampa Vital
EBT	Concord EFS Network Paymentech Tampa Vital
ECheck/ACH	Intercept Delaware Rocky Mountain Retail System
Check Verify	Rocky Mountain Retail System
Gift Loyalty	Concord EFS Network

1. To populate the processor data for a payment method, click on the **Payment Method** link

The screenshot shows a web interface with three tabs: 'Select Processor', 'Payment Methods' (which is active), and 'Merchant Info'. Below the tabs, there is a label 'Select a Payment Processor:' followed by a dropdown menu. The dropdown menu is open, showing a list of options: 'Please Select' (highlighted in blue), 'Please Select', '-----', 'Concord EFS Network', 'First Data Nashville', 'First Data North', 'First Data South', 'Global Payments', 'IPay Delaware', 'National Check Network', and 'Nova Information Systems'.

Note: The steps below continue setting up a processor for the credit card payment. The processor, Concord EFS Network, will be used for this example. Similar steps apply to other payment methods with their processor setups.

2. Choose **Concord EFS Network** from the processor drop-down list

Select Processor **Payment Methods** **Merchant Info**

Check all payment methods you would like this processor to support. Upon making your selection, click the "Set Up Merchant Info" link below to enter settings and save the information.

American Express Debit
 MasterCard EBT
 JAL Gift Cards
 Carte Blanc
 Voyager
 NOVUS Discover Card
 Diners Club
 Wright Express
 Visa
 JCB

[Set Up Merchant Info -->](#)

3. Select the credit card type(s) you would like your merchant to use
4. Click **Setup Merchant Info** and the screen below will appear

Select Processor **Payment Methods** **Merchant Info**

Enter the merchant information for this processor.

Default Settings

EFSNet Username:

EFSNet Password:

Store ID:

Store Key:

Confirm Store Key:

Currency:

Industry:

5. If you are finished with your processor setup, click **Save Information**
6. Notice when you try to set up a processor already being used by a different payment method, you don't have to fill all the setup data for that processor again. Instead, the system will save the data, which you previously provided, for the new payment method. For example, the following screen would show up when you set up Concord EFS for the debit card, provided the credit card was already associated with the same processor. By default, the box is checked for using the same settings

Processors (Payment Methods)			Edit Batch Number
Payment Method	Processor	Last Batch #	Host or Terminal
CREDIT	EFSNET	N/A	Host Based
DEBIT	VITAL	0	Terminal Based
EBT	N/A	N/A	N/A
ECHECK/ACH	N/A	N/A	N/A
VERIFY	N/A	N/A	N/A
GIFT/LOYALTY	N/A	N/A	N/A

- Click on the **Edit Batch Number** link and a screen similar to the example below will appear

Batch Info

VITAL:

- Edit the number in the **Vital** box
- Click on the **Update** button
- Go back to the main merchant information screen by clicking on the **View Merchant** link above the **Batch Info** section

Setting up Registers

For certain processors, such as Concord EFS, registers are required for Debit transactions. Therefore, if you have a payment method set up for your debit transactions, you may have to further set up register(s) in the Merchant Profile screen. Each register must be unique. Typical register numbers are 1, 2, 3, etc.

Registers

Register #:

Register Name:

Terminal #:

- In the above figure, all the fields are required. Fill out accordingly
- Click **Add Register** and a screen similar to the example below will appear

Registers			
	Register #	Name	Terminal #
Edit Delete	1	Test	12

Register #:

Register Name:

Terminal #:

3. If you want to edit an existing register, go to the next step. Otherwise go to step 7
4. To delete this register, click **Delete**. To edit this register, click **Edit** and the following screen will appear

	Register #	Name	Terminal #
Update Delete	1	Test	12

5. To edit the fields, just move the cursor into the fields and edit accordingly
6. To cancel what you edited, click **Cancel**
7. To update what you edited, click **Update**

Finding and Editing Merchants

It may become necessary to modify the previously defined information given to a merchant during the initial setup of the account. In addition, there may be circumstances when deleting a merchant is desired.

1. Click on the **Manage Merchants** folder
2. Click on the **Find/Edit** link

Show Filters?

NOTE: You don't need to fill out all the fields, just the ones you know. The less information you provide, the more matches you will get. e.g. If you put in "r" in the "City" field, it will match any city with a "r" in it.

User Name Email

First Name Last Name

Merchant Number Company

Phone Fax

City Postal Code

Note: No information needs to be entered into this form; it will find all users.

3. Enter the information you know related to the desired merchant account in the **Show Filters** form

- Click **Find** (The **Reset** button allows you to return to the initial blank Show Filters form) and a screen similar to the example below will appear. Notice the ▲ and ▼ buttons under each column name are for sorting the listed merchant accounts

#	ID	Name	Partner ID	Status	Email
152		Test Merchant One	113	ACTIVE	abc@ab.com
153		Test Merchant One	113	ACTIVE	abc@ab.com
154		test merchant	113	ACTIVE	abc@ab.com
155		Test Merchant	113	ACTIVE	abc@ab.com

- Click on a desired merchant account # link (Ex: [153](#))

Merchant Info
Edit Merchant

User Options

- [Add User](#)
- [View Users](#)

Merchant Name: **Test Merchant**

Merchant ID:

Contact Info:
testing merchant
CAH

Phone: 123
abc@ab.com

Merchant Options

- [Processors](#)
- [Registers](#)
- [Permanently Delete This Merchant](#)
- [Make Merchant Inactive](#)

Auto Settlement: **12:00 AM daily**

Force Duplicate: **Yes**

Receipt/Signature Capture: **No**

Check Image Capture: **No**

Federal Tax ID:

State Tax ID:

Sales Tax ID:

Ownership: **Corporation**

Estimated Annual Sales: **\$0.00**

Business Start Date:

URL:

Processors (Payment Methods)
Edit Batch Number

Payment Method	Processor	Last Batch #	Host or Terminal
CREDIT	EFSNET	N/A	Host Based
DEBIT	VITAL	0	Terminal Based
EBT	EFSNET	N/A	Host Based
ECHECK/ACH	INTERCEPTD	N/A	Host Based
VERIFY	N/A	N/A	N/A
GIFT/LOYALTY	EFSNET	N/A	Host Based

Registers

Register #:

Register Name:

Terminal # (Debit):

Terminal # (EBT):

Note: To edit Processors or Registers, refer to the processor setup under the Add a New Merchant Section above.

- To view users under this merchant, click on the **View Users** link in the upper left corner in the Merchant Info section. Notice the ▲ and ▼ buttons under each column name are for sorting the listed merchant accounts. Otherwise, skip this step and go to Step 8

User Name ▲ ▼	Last Name ▲ ▼	First Name ▲ ▼	Partner ID ▲ ▼	Email ▲ ▼
testMerchant	merchant	test	113	abc@ab.com

If there is only one user listed, then that user is a **primary user** of this merchant account. A **primary user** account is created at the same time a merchant is created. It will be deleted automatically when the merchant is being deleted. Otherwise, it cannot be deleted.

To find out further details about a user accounts, refer to the user detail section under **Finding and Editing Users**.

7. To go back to the Merchant Info box after the View Users screen, click on the **View Merchant** link above the user list
8. To send an email to this merchant, click on the **Email** link. Your default mail application will pop up for you to send an email
9. To add more users under this merchant, click on the **Add User** link in the upper left corner in the Merchant Info section. Refer to the **Adding a New User** section for further details
10. To delete this merchant, click on the **Permanently Delete This Merchant** link
11. To activate or inactivate the merchant account
 - a. To inactivate, click on the **Make Merchant Inactive** link (Be aware once the merchant is inactivated, the merchant will not be able to log onto the payment server with any user name created under this merchant)
 - b. To activate, click on the **Make Merchant Active** link
12. To edit this merchant, click on the **Edit Merchant** link in the upper, right corner of the Merchant Info screen

Required Fields

Name:

First Name:

Last Name:

Phone:

Email:

Force Duplicate: Check here if you want duplicate transactions to be flagged as duplicates by default (recommended).

Receipt/Signature Capture/Retrieval

Check Image Capture/Retrieval

Auto Settlement: Check here if you want Settlement to occur automatically once per day (recommended).

Auto Settlement Time:

Additional Information (optional)

Federal Tax ID:

State Tax ID:

Sales Tax ID:

Ownership:

Estimated Sales:

Business Start Date:

URL:

Merchant ID:

Street Address 1:

Street Address 2:

City:

State:

Zip:

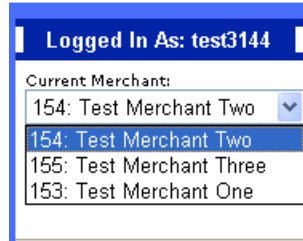
Country:

Fax:

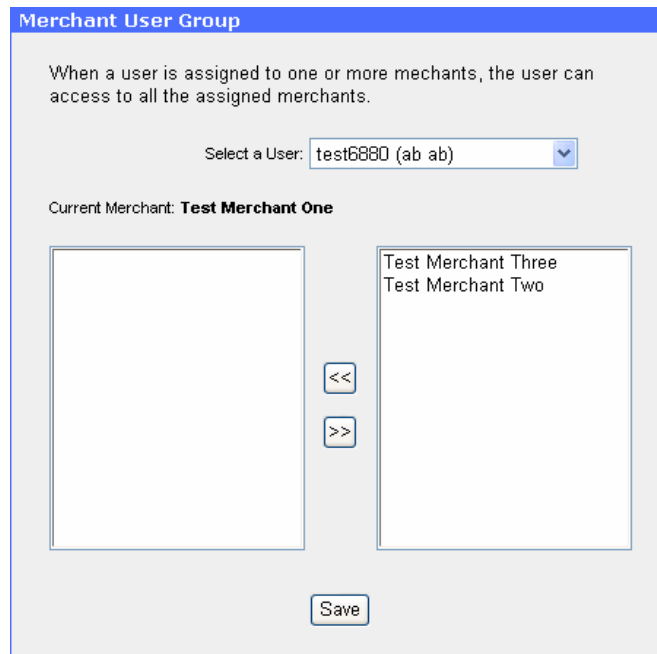
13. Edit the field(s) accordingly and click on **Update Merchant** (The **Reset** button allows you to return to the previously saved merchant information state)


Merchant/User Group

The Merchant/User Group function enables the reseller to choose which users have access to which merchants. When a merchant user is created under a merchant, no other merchants are associated with this new user, except for the merchant the user is created under. In order to enable this user to access other merchants (this would be desired under certain business circumstances), the Merchant/User Group function comes into place. The function allows the association between one user and multiple merchants. Therefore, when a user logs in, he/she will be able to choose the desired merchant and have access to all the functions the merchant would normally use.



1. Click on the **Manage Merchants** folder
2. Click on the **Merchant/User Group** link and a screen similar to the example below will appear



3. Select a user whom you want to associate more merchants with by selecting a user from the drop-down list
4. Notice the content of the **Current Merchant** label reflects the primary merchant of the selected user
5. Notice the right-side box lists all merchants under a reseller test account
6. To associate a merchant with a selected user, click on that particular merchant
7. Click on the left arrow () button to associate the selected merchant with the selected user
8. Notice the merchant selected will pop into the left-side box
9. Repeat the previous steps until you are done with the user-merchants association
10. Click on the **Save** button to save the settings

Ch 4: Additional Features

How to use the additional features of the TPI Payment Server

This chapter contains information on all the other additional features available at the reseller level. These features include **Find Transactions, Configure Settings, Batch Upload, User Access Control, Changing User Password, Setting Security, Sending Email, and System Logout.**

Find Transactions

The Find Transactions feature summarizes the transactions that have been processed by each merchant within a certain date range.

1. Click on the **Find Transactions** link in the menu bar and the screen below will appear (Notice the default dates are today's date)

2. If you want to view transactions within a certain date range, choose a pre-defined date range from the **Date Range** drop-down list
 - a. Or, modify the **Start Date** field and the **End Date** fields manually
 - b. Or, use the “≤” or “≥” link in the **month** bar to switch the month, and click on any **date** link in the calendar for a particular date
3. Click on the **Submit** button to view the transaction summary (The **Reset** button allows you to set all the information to its default values) and a screen similar to the example below will appear

Number of Transactions From 4/21/2004 to 4/21/2004

RP Number	Company Name	Authorization	Capture	ForceCapture	PostAuth	Return	Sale	RepeatSale	Void	Authorization (Receipt)	Capture (Receipt)	ForceCapture (Receipt)	PostAuth (Receipt)	Return (Receipt)	Sale (Receipt)	RepeatSale (Receipt)	Total
153	Test Merchant One	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
154	Test Merchant Two	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
155	Test Merchant Three	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1

Configuration Settings

This Config page enables resellers to customize their systems settings by editing the company name, company logo, etc. The configuration information will then be used throughout the system.

1. Click on the **Tools** folder
2. Click on the **Config** link and a screen similar to the example below will appear

Configuration

NOTE: Please make sure you are familiar with these settings before making any changes. Altering these settings incorrectly may render this system non-functional.

Email Settings

Email From Name:

Email From Address:

Company Settings

Name:

Product Name:

Logo:

Logo2:

Url:

Support Email:

Support Phone:

Sales Email:

Sales Phone:

Address Line 1:

Address Line 2:

Address Line 3:

3. The **logo** field is for a logo image that appears in the top part of the main screen, while the **logo2** field is for a typically smaller logo image that appears in the top part of the menu bar
4. Change the information you wish to update, and then click on the **Save Settings** button (The **Load Settings** button lets you load your original settings)

Batch Upload

There is a feature to allow a merchant to do a manual batch upload through the web interface. This may be desired if the merchant's POS application is not easily able to integrate directly with the Payment Server. In such a case, the application can output transactions to a flat file, which can be uploaded to the Payment Server.

Once the merchant has uploaded a batch file, an executable called OfflineBatch.exe will complete the job. The executable scans for "ready" batch files and then processes the transactions found within, readying them for settlement. This is an automatic process once enabled. **HOWEVER it MUST be set as a scheduled task to run every hour,**

otherwise OfflineBatch.exe will not run and the uploaded transactions will never actually be processed (or settled).

To do this, you will need to enable “Offline Batching” in the Payment Server Configuration Wizard. For instructions on setting up scheduled takes see the section “Configuration Windows Scheduled Tasks” in the Payment Server Installation Guide.

User Access Control

The Access Control preference is used to grant or deny access to a request to utilize a reseller user account. By verifying the requesting party’s IP (Internet Protocol) address and country name, the **Allow/Deny IP** and **Allow/Deny Country** functions enable you to restrict certain user accesses. By default, all IP’s and all countries are allowed accesses.

1. Click on the **Preferences** folder
2. Click on the **Access Control** link and a screen similar to the example below will appear

The screenshot shows a configuration window with a grey header titled "Current Settings". Below the header, there are two lines of text: "IP's Allowed: All" and "Countries Allowed: All". Below this, there are two blue-bordered boxes. The first box has a blue header with a checkbox and the text "Validate IP Address When Logging In". The second box has a blue header with a checkbox and the text "Validate Country When Logging In".

3. If you want to restrict access based on the IP address, check the **Validate IP Address** box. Otherwise, skip this step and go to Step 13

The screenshot shows a configuration window with a blue header titled "Validate IP Address When Logging In". Below the header, there are two radio buttons: "DENY All IP's EXCEPT Those Listed Below" and "ALLOW All IP's EXCEPT Those Listed Below". The "ALLOW" option is selected. To the right of these radio buttons is a button labeled "Use This Option". Below the radio buttons is a text input field followed by a button labeled "Add IP". Below this is a section titled "Denied IP List" with a large empty text area. To the right of this area are two buttons: "Remove Selected" and "Remove All".

4. There are two options: **DENY ALL IP's EXCEPT Those Listed Below** and **ALLOW ALL IP's EXCEPT Those Listed Below**. If you want to use the **ALLOW** option, go to the next step. Otherwise, go Step 9
5. Check the **ALLOW ALL IP's EXCEPT Those Listed Below** radio button
6. If you want to add one or more IP addresses to the Denied IP List, type an IP address into the Add IP text box, and then click on the **Add IP** button. Repeat this step until you are done with adding IP's. Otherwise, go to step 7

Denied IP List
123.123.12.1 123.123.12.2

7. If you want to remove the IP addresses from the Denied IP List one by one, click on the one(s) you want to remove, and then click the **Remove Selected** button. Otherwise, skip this step, and go to the next step. Or, you may click the **Remove All** button to clear all addresses shown in the Denied IP List
8. Now, you are done with your settings for the **ALLOW ALL IP's EXCEPT Those Listed Below** option, you need to make sure this option will be in use
 - a. If you see the **Use This Option** button, this means the **Deny All IP's EXCEPT Those Listed Below** option is currently in use, click on this button to switch to the **Allow** option (Be aware that the **Use This Option** button can only be seen when the checked option to its left is **NOT** currently in use. Therefore, when switching from one option to another, you must click on the **Use This Option** button for the change to take effect)
 - b. If the **Use This Option** button does not show up, that means the **ALLOW ALL IP's EXCEPT Those Listed Below** option is currently in use, so you don't need to switch the option. Next, go to Step 13
9. Check the **DENY ALL IP's EXCEPT Those Listed Below** radio button
10. If you want to add one or more IP addresses to the Allowed IP List, type an IP address into the Add IP text box, and then click on the **Add IP** button. Repeat this step until you are done with the adding. Otherwise, skip this step and go to the next step

Allowed IP List
123.123.12.1 123.123.12.2

11. If you want to remove the IP address(s) from the Allowed IP List one by one, click on the one(s) you want to remove, and then click the **Remove Selected** button. Otherwise, skip this step, and go to the next step. Or, you may click the **Remove All** button to clear all addresses shown in the Allowed IP List
12. Now, you are done with your settings for the **DENY ALL IP's EXCEPT Those Listed Below** option, you need to make sure this option will be in use

- a. If you see the **Use This Option** button to the right of the two radio-button options, that means the **ALLOW All IP's EXCEPT Those Listed Below** option is currently in use, click on this button to switch to the **DENY** option (Be aware that the **Use This Option** button can only be seen when the checked option to its left is NOT currently in use. Therefore, when switching from one option to another, you must click on the **Use This Option** button for the change to take effect)
 - b. If the **Use This Option** button does not show up, that means the **DENY ALL IP's EXCEPT Those Listed Below** option is already in use, so you don't need to switch the option
13. If you want to restrict access based on the country name, check the **Validate Country** box. Otherwise, skip this step and go to Step 25

14. There are two options: **DENY ALL Countries EXCEPT Those Listed Below** and **ALLOW ALL Countries EXCEPT Those Listed Below**. If you want to use the ALLOW option, go to the next step. Otherwise, go to Step 20
15. Check the **ALLOW ALL Countries EXCEPT Those Listed Below** radio button
16. If you want to deny all unknown countries, check the **Deny All Unknown Countries** box. Otherwise, uncheck this box
17. If you want to add one or more countries to the Denied Country List, click on the arrow and choose a country from the drop-down list. Then click on the **Add Country** button. Repeat this step until you are done with adding countries. Otherwise, skip this step and go to the next step

18. If you want to remove the country(s) from the Denied Country List one by one, click on the one(s) you want to remove, and then click the **Remove Selected**

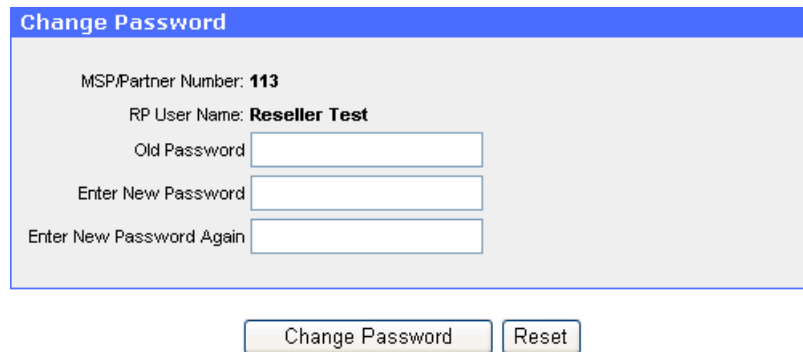
- button. Otherwise, skip this step, and go to the next step. Or, you may click the **Remove All** button to clear all addresses shown up in the Denied Country List
19. Now, you are done with your settings for the **ALLOW ALL Countries EXCEPT Those Listed Below** option, you need to make sure this option will be in use
 - a. If you see the **Use This Option** button, that means the **Deny All Countries EXCEPT Those Listed Below** option is currently in use, click on this button to switch to the **Allow** option (Be aware that the **Use This Option** button can only be seen when the checked option to its left is NOT currently in use. Therefore, when switching from one option to another, you must click on the **Use This Option** button for the change to take effect)
 - b. If the **Use This Option** button does not show up, that means the **ALLOW ALL Countries EXCEPT Those Listed Below** option is already in use, so you don't need to switch the option.
 20. Check the **DENY ALL Countries EXCEPT Those Listed Below** radio button
 21. If you want to deny all unknown countries, check the **Deny All Unknown Countries** box. Otherwise, uncheck this box
 22. If you want to add one or more countries to the Allowed Country List, click on the arrow and choose a country from the drop-down list. Then click on the **Add Country** button. Repeat this step until you are done with adding countries. Otherwise, skip this step and go to the next step

Allowed Country List
Canada

23. If you want to remove the country(s) from the **Allowed Country List** one by one, click on the one(s) you want to remove, and then click the **Remove Selected** button. Otherwise, skip this step, and go to the next step. Or, you may click the **Remove All** button to clear all addresses shown up in the **Allowed Country List**
24. Now, you are done with your settings for the **DENY ALL Countries EXCEPT Those Listed Below** option, you need to make sure this option will be in use
 - a. If you see the **Use This Option** button to the right of the two radio-buttoned options, that means the **ALLOW All Countries EXCEPT Those Listed Below** option is currently in use, click on this button to switch to the **DENY** option (Be aware that the **Use This Option** button can only be seen when the checked option to its left is currently not in use. Therefore, when switching from one option to another, you must click on the **Use This Option** button for the change to take effect)
 - b. If the **Use This Option** button does not show up, that means the **DENY ALL Countries EXCEPT Those Listed Below** option is already in use, so you don't need to switch the option

Changing User Password

1. Click on the **Preferences** folder
2. Click on the **Password** link and a screen similar to the example below will appear



The screenshot shows a web form titled "Change Password". It contains the following fields and buttons:

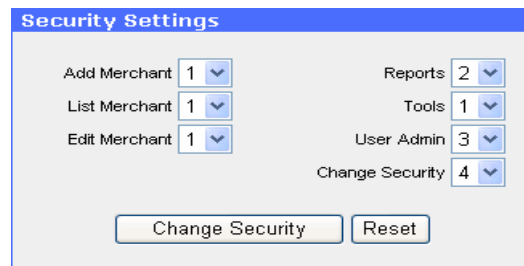
- MSP/Partner Number: 113
- RP User Name: Reseller Test
- Old Password: [Text Input Field]
- Enter New Password: [Text Input Field]
- Enter New Password Again: [Text Input Field]
- Change Password button
- Reset button

3. Input the current password in the **Old Password** field
4. Input your new password in the **New Password** field
5. Confirm your new password by inputting it into the **Enter New Password Again** field
6. Click on the **Change Password** button (The **Reset** button clears the contents in the fields)

Setting Security

The **Security** preference is used to set security for functions performed at the reseller user level. A security level is assigned when each new reseller user account is created. A reseller user will be able to access each function if his/her security level is greater than or equal to the number defined in this preference. Use the following instructions for assistance changing security settings.

1. Click on the **Preferences** folder
2. Click on the **Security** link and a screen similar to the example below will appear



The screenshot shows a web form titled "Security Settings". It contains the following fields and buttons:

Add Merchant	1	▼	Reports	2	▼
List Merchant	1	▼	Tools	1	▼
Edit Merchant	1	▼	User Admin	3	▼
			Change Security	4	▼

Change Security button Reset button

Note: The numbers next to each item in the above figure represent the minimum security settings that a reseller user must have in order to access and use the corresponding features. For example, if you have "Reports" set to "2", then only those reseller users with a security setting of "2", "3" or "4" will be able to access the **Find Transactions** function.

3. Each item in the Security Settings box has 4 levels with 4 being the highest and 1 the lowest. Use the drop-down arrow to select a proper security level for an item
4. Click on the **Change Security** button (The **Reset** button allows you to return to the previously saved settings)

Sending Email

The **Email** function provides contact links to the TPI Software reseller support. Clicking on the email link will lead you to send an email to either the **Sales** or **Support** team of TPI Software.

1. Click on the **Email** folder
2. To email sales staff, click on the **Sales** link
3. To email support staff, click on the **Support** link
4. After you default mail application appears, type your email and click **Send**

System Logout

The **Logout** link lets you log your user name out of the system.

1. Click on the **Logout** link