



ALDELO[®] EDC

User Manual

Aldelo® EDC User Manual

PUBLISHED BY

Aldelo, LP

6800 Koll Center Parkway, Suite 310

Pleasanton, CA 94566

Copyright © 1997-2017 by Aldelo, LP

All rights reserved. No part of the contents of this manual may be reproduced or transmitted in any form or by any means whatsoever without the express written permission of the publisher.

This manual is available through Aldelo, LP and resellers worldwide. Please contact Aldelo, LP or visit our website at www.aldelo.com for more information. Send comments about this manual to support@aldelo.com.

Aldelo® is the registered trademark of Aldelo, LP. Other products or company names mentioned herein may be the trademarks of their respective owners.

The example companies, organizations, products, logos, people, places, and events depicted herein are fictitious. No association with any real company, organization, product, logo, person, place, or event is intended or should be inferred.

For the sake of simplicity, all gender references are written only in the masculine. Any references to the masculine gender should be interpreted to include the feminine gender as well and vice versa, wherever applicable.

| Revised by: | Date | Time |
|------------------------------|------------|----------|
| Jeff Moore / Dave Ventura | 05/10/2013 | 10:37 AM |
| Dave Ventura | 05/14/2013 | 3:51 PM |
| Dave Ventura | 09/19/2013 | 4:52 PM |
| Jeff Moore / Dave Ventura | 02/13/2014 | 4:35 PM |
| Dave Ventura | 10/17/2014 | 12:55 PM |
| Dave Ventura | 01/22/2015 | 9:21 AM |
| Dave Ventura | 08/05/2015 | 10:14 AM |
| Dave Ventura | 09/22/2015 | 4:55 PM |
| Jeff Moore / Dave Ventura | 03/08/2016 | 9:27 AM |
| Jeff Moore / Dave Ventura | 03/29/2016 | 10:26 AM |
| Dave Ventura | 05/09/2016 | 1:45 PM |
| Dave Ventura | 05/17/2016 | 3:05 PM |
| Dave Ventura | 08/19/2016 | 8:35 AM |
| Jeff Moore / Dave Ventura | 11/15/2016 | 9:29 AM |
| Leonard Tacla / Dave Ventura | 03/02/2017 | 3:19 PM |
| | | |
| | | |

Table of Contents

| | |
|--|----|
| INTRODUCTION----- | 1 |
| CHAPTER 1 OVERVIEW OF ALDELO [®] EDC ----- | 3 |
| <i>What is Aldelo[®] EDC?</i> ----- | 3 |
| <i>Why Choose Aldelo[®] EDC?</i> ----- | 4 |
| <i>Who Are the Target Customers of Aldelo[®] EDC?</i> ----- | 5 |
| <i>Who Are the Merchant Service Providers?</i> ----- | 5 |
| <i>What Do I Need Before I Can Proceed?</i> ----- | 5 |
| <i>How Do I Obtain Live Technical Assistance?</i> ----- | 6 |
| CHAPTER 2 REQUIREMENTS AND PLANNING ----- | 7 |
| <i>Technology Overview</i> ----- | 7 |
| Windows 10 Professional----- | 7 |
| Microsoft .NET Framework 4.6 ----- | 7 |
| ASP.NET Web Services ----- | 7 |
| Extensible Markup Language (XML)----- | 8 |
| Simple Mail Transport Protocol (SMTP)----- | 8 |
| Microsoft Internet Information Services (IIS) ----- | 8 |
| Secure Sockets Layer (SSL)----- | 9 |
| Microsoft SQL Server 2008, 2012, and 2014 ----- | 9 |
| Broadband Internet Connectivity ----- | 9 |
| Firewall and Antivirus Software ----- | 10 |
| The Aldelo [®] EDC Server Component ----- | 10 |
| Aldelo [®] EDC Client Component ----- | 10 |
| Basic Computer Terminology ----- | 11 |
| System Requirements----- | 11 |
| Aldelo [®] EDC Server Component Baseline System Configuration ----- | 11 |
| Minimum Server Computer Specifications ----- | 11 |
| Operating System Requirements----- | 12 |
| Warnings ----- | 12 |
| Other Software Requirements ----- | 12 |
| Connectivity Requirements ----- | 12 |
| SMTP Mail Account----- | 13 |
| Aldelo [®] EDC Client Component Baseline System Configuration----- | 13 |
| Minimum Client Computer Specifications ----- | 13 |
| Operating System Requirements----- | 13 |
| Warnings ----- | 13 |
| Other Software Requirements ----- | 14 |
| Connectivity Requirements ----- | 14 |
| Deployment Planning----- | 14 |
| Deployment Preparation Check List ----- | 14 |
| Single System Deployment----- | 14 |
| Client / Server Deployment----- | 15 |
| Software Upgrades----- | 15 |

| | |
|--|----|
| CHAPTER 3 INSTALLATION----- | 17 |
| <i>Getting Started</i> ----- | 17 |
| Determining the Existence of Internet Information Services (IIS)----- | 17 |
| Installing Internet Information Services (IIS)----- | 20 |
| Enabling 32-Bits Applications (64-Bit Operating Systems Only) ----- | 24 |
| Enabling HTTP Activation (Windows 10 Only) ----- | 26 |
| Installation of Aldelo [®] EDC ----- | 27 |
| Typical Setup ----- | 31 |
| Server Setup----- | 34 |
| Client Setup ----- | 37 |
| Post Installation Verification ----- | 39 |
| Verify Firewall Port is Open----- | 39 |
| Verify Aldelo [®] EDC Folder Securities----- | 48 |
| Verify Aldelo [®] EDC Web Service is Functioning Properly ----- | 49 |
| Verify SQL Server 2008, 2012, or 2014 is Running ----- | 52 |
| CHAPTER 4 CONFIGURATION & TESTING ----- | 53 |
| <i>Summary</i> ----- | 53 |
| License Activation ----- | 53 |
| Database Setup Wizard----- | 53 |
| General System Information Tab ----- | 54 |
| User Accounts and Passwords Tab ----- | 54 |
| E-mail Notifications Tab----- | 55 |
| Finish Tab ----- | 57 |
| Aldelo [®] EDC – Login ----- | 58 |
| Resetting a Forgotten Password----- | 60 |
| Merchant Account Setup----- | 62 |
| Merchant Account Editor Tab----- | 63 |
| Merchant Accounts Tab ----- | 68 |
| Merchant Accounts Toolbar ----- | 68 |
| <i>Show All Button</i> ----- | 68 |
| <i>New Button</i> ----- | 68 |
| <i>Save Button</i> ----- | 69 |
| <i>Delete Button</i> ----- | 69 |
| <i>Cancel Button</i> ----- | 69 |
| <i>Done Button</i> ----- | 69 |
| Merchant Account Setup with the Aldelo [®] EDC TSYS Edition that Supports the PAX S300 EMV Card Reader Device ----- | 69 |
| Merchant Account Editor Tab----- | 72 |
| Merchant Accounts Tab ----- | 77 |
| Merchant Accounts Toolbar ----- | 78 |
| <i>Show All Button</i> ----- | 79 |
| <i>New Button</i> ----- | 79 |
| <i>Save Button</i> ----- | 79 |
| <i>Delete Button</i> ----- | 79 |
| <i>Cancel Button</i> ----- | 79 |
| <i>Done Button</i> ----- | 79 |
| Merchant Account Setup with the Aldelo [®] EDC North American Bancard Edition that Supports the Ingenico iPP320 EMV Card Reader Device ----- | 80 |

| | |
|--|-----|
| Merchant Account Editor Tab----- | 82 |
| Merchant Accounts Tab----- | 87 |
| Merchant Accounts Toolbar----- | 88 |
| <i>Show All Button</i> ----- | 89 |
| <i>New Button</i> ----- | 89 |
| <i>Save Button</i> ----- | 89 |
| <i>Delete Button</i> ----- | 89 |
| <i>Cancel Button</i> ----- | 89 |
| <i>Done Button</i> ----- | 89 |
| Merchant Account Setup with the Aldelo® EDC First Data RC Edition that Supports the PAX S300 EMV Card Reader Device ----- | 90 |
| Merchant Account Editor Tab----- | 93 |
| Merchant Accounts Tab----- | 98 |
| Merchant Accounts Toolbar----- | 99 |
| <i>Show All Button</i> ----- | 100 |
| <i>New Button</i> ----- | 100 |
| <i>Save Button</i> ----- | 100 |
| <i>Delete Button</i> ----- | 100 |
| <i>Cancel Button</i> ----- | 100 |
| <i>Done Button</i> ----- | 100 |
| Merchant Account Setup with the Aldelo® EDC Cayan Edition that Supports the Verifone MX 915 EMV Card Reader Device ----- | 101 |
| Merchant Account Editor Tab----- | 103 |
| Merchant Accounts Tab----- | 108 |
| Merchant Accounts Toolbar----- | 109 |
| <i>Show All Button</i> ----- | 110 |
| <i>New Button</i> ----- | 110 |
| <i>Save Button</i> ----- | 110 |
| <i>Delete Button</i> ----- | 110 |
| <i>Cancel Button</i> ----- | 110 |
| <i>Done Button</i> ----- | 110 |
| <i>System Utilities</i> ----- | 121 |
| Manage Database ----- | 121 |
| SQL Server 2008 Settings ----- | 122 |
| Select SQL Server Instance----- | 122 |
| Select Authentication Type----- | 123 |
| Current Data Source Link----- | 123 |
| Database Activities ----- | 123 |
| Select Database Activity Type ----- | 124 |
| <i>Select Existing Database</i> ----- | 124 |
| <i>Attach Database from Data File</i> ----- | 126 |
| <i>Restore Database from Backup</i> ----- | 129 |
| Setup Toolbar----- | 135 |
| Test Button----- | 135 |
| Detach Button ----- | 136 |
| Backup Button----- | 138 |
| Reindex Button----- | 140 |
| Connect Button----- | 141 |
| Done Button ----- | 142 |
| Manage SQL Accounts----- | 143 |

| | |
|---|-----|
| Manage Database Logins ----- | 144 |
| Add Windows Authentication Login ----- | 144 |
| Add SQL Server Authentication Login ----- | 145 |
| SQL Editor ----- | 146 |
| Latest Software Info ----- | 146 |
| Request Download Links ----- | 146 |
| <i>Main Menu</i> ----- | 147 |
| Store Settings ----- | 147 |
| General Tab ----- | 147 |
| Payment Server Settings ----- | 148 |
| Application Settings ----- | 148 |
| Options Tab ----- | 149 |
| Default Startup Screen Size ----- | 150 |
| Main Screen Picture ----- | 151 |
| Additional User Interface Options ----- | 152 |
| Receipt Tab ----- | 154 |
| Notifications Tab ----- | 155 |
| Store Settings Toolbar ----- | 156 |
| Pin Pad Setup Button ----- | 156 |
| Station Setup Button ----- | 157 |
| Test Email Button ----- | 157 |
| Save Button ----- | 157 |
| Cancel Button ----- | 158 |
| Done Button ----- | 158 |
| Security Settings ----- | 158 |
| Security Roles Tab ----- | 159 |
| Security Settings Toolbar ----- | 160 |
| <i>Show All Button</i> ----- | 160 |
| <i>New Button</i> ----- | 161 |
| <i>Save Button</i> ----- | 161 |
| <i>Delete Button</i> ----- | 162 |
| <i>Cancel Button</i> ----- | 162 |
| <i>Done Button</i> ----- | 162 |
| Security Role Editor Tab ----- | 163 |
| User Accounts ----- | 165 |
| User Accounts Tab ----- | 166 |
| Users Toolbar ----- | 167 |
| <i>Show All Button</i> ----- | 168 |
| <i>New Button</i> ----- | 168 |
| <i>Delete Button</i> ----- | 169 |
| <i>Cancel Button</i> ----- | 169 |
| <i>Done Button</i> ----- | 169 |
| User Account Editor Tab ----- | 169 |
| Users Toolbar ----- | 170 |
| <i>Reset Button</i> ----- | 170 |
| <i>New Button</i> ----- | 172 |
| <i>Save Button</i> ----- | 173 |
| <i>Delete Button</i> ----- | 173 |
| <i>Cancel Button</i> ----- | 173 |

| | |
|---|-----|
| <i>Done Button</i> ----- | 173 |
| Merchant Accounts ----- | 174 |
| Merchant Accounts Tab----- | 174 |
| Merchant Accounts Toolbar----- | 175 |
| <i>Show All Button</i> ----- | 175 |
| <i>New Button</i> ----- | 175 |
| <i>Cancel Button</i> ----- | 176 |
| <i>Done Button</i> ----- | 176 |
| Merchant Account Editor Tab----- | 176 |
| <i>Save Button</i> ----- | 179 |
| <i>Delete, Cancel, and Done Buttons</i> ----- | 180 |
| Log Off ----- | 180 |
| Performing Test Transactions with Live Credit Cards ----- | 180 |
| CHAPTER 5 ADMINISTRATIVE TASKS ----- | 183 |
| <i>System Utilities</i> ----- | 183 |
| Import & Export----- | 183 |
| Export----- | 184 |
| Import----- | 187 |
| Latest Software Info ----- | 188 |
| Request Download Links ----- | 188 |
| <i>Main Menu</i> ----- | 189 |
| Technical Support----- | 189 |
| Available Providers Tab ----- | 190 |
| Contact Information Toolbar----- | 190 |
| <i>Visit Aldelo Website Button</i> ----- | 190 |
| <i>Remote Support Button</i> ----- | 190 |
| <i>Done Button</i> ----- | 191 |
| Support Service Tab ----- | 192 |
| <i>Visit Aldelo Website, Remote Support, and Done Buttons</i> ----- | 192 |
| About ----- | 193 |
| Log Off ----- | 194 |
| Exit Program ----- | 194 |
| <i>Main Screen</i> ----- | 195 |
| Batch Tab----- | 195 |
| Inquire Current Batch ----- | 195 |
| Review Transactions Tab ----- | 196 |
| Trace Output Tab ----- | 197 |
| Summary Tab----- | 198 |
| Transaction Selector Toolbar----- | 198 |
| Done Button ----- | 198 |
| Close Current Batch ----- | 199 |
| Close Batch Tab----- | 200 |
| Trace Output Tab ----- | 201 |
| Batch Settlement Toolbar ----- | 201 |
| Close Primary Merchant Button ----- | 201 |
| Close Secondary Merchant Button ----- | 201 |
| Done Button ----- | 202 |
| Periodic Password Changes ----- | 202 |

| | |
|--|-----|
| CHAPTER 6 AUDIT TRAIL | 203 |
| <i>Main Menu</i> | 203 |
| View Audit Trail Events | 203 |
| Events Tab | 204 |
| Filter Tab | 206 |
| Audit Log Viewer Toolbar..... | 206 |
| Refresh Button..... | 206 |
| Reset To Default Button | 207 |
| Done Button..... | 207 |
| CHAPTER 7 REPORTS | 209 |
| <i>Main Screen</i> | 209 |
| Credit Tab | 209 |
| Gift Tab..... | 209 |
| Reports Group Box | 209 |
| Detail Report Button..... | 210 |
| <i>Gift Card Details Report Tab</i> | 210 |
| <i>Account Filters Tab</i> | 211 |
| <i>General Filters Tab</i> | 212 |
| <i>Action Filters Tab</i> | 213 |
| Online Portal Button | 213 |
| Report Toolbar..... | 213 |
| <i>Refresh Button</i> | 214 |
| <i>Reset to Default Button</i> | 214 |
| <i>Done Button</i> | 214 |
| Debit Tab | 214 |
| Other Group Box | 214 |
| Online Portal Button | 214 |
| Debit Canada Tab | 215 |
| Reports Group Box | 215 |
| Detail Report Button..... | 216 |
| <i>Canadian Debit Details Report Tab</i> | 216 |
| <i>Account Filters Tab</i> | 217 |
| <i>General Filters Tab</i> | 218 |
| <i>Action Filters Tab</i> | 219 |
| Online Portal Button | 219 |
| Report Toolbar..... | 219 |
| <i>Refresh Button</i> | 220 |
| <i>Reset to Default Button</i> | 220 |
| <i>Done Button</i> | 220 |
| EBT Tab | 220 |
| Other Group Box | 220 |
| Online Portal Button | 220 |
| Check Tab | 221 |
| Reports Group Box | 221 |
| Detail Report Button..... | 222 |
| <i>Check Processing Details Report Tab</i> | 222 |
| <i>Account Filters Tab</i> | 223 |
| <i>General Filters Tab</i> | 224 |
| <i>Action Filters Tab</i> | 225 |

| | |
|--|-----|
| Online Portal Button----- | 225 |
| Report Toolbar ----- | 225 |
| <i>Refresh Button</i> ----- | 226 |
| <i>Reset to Default Button</i> ----- | 226 |
| <i>Done Button</i> ----- | 226 |
| Batch Tab----- | 226 |
| Batch Reports Group Box ----- | 226 |
| Batch Summary Report Button ----- | 227 |
| <i>Batch Summary Report Tab</i> ----- | 227 |
| <i>Account Filters Tab</i> ----- | 228 |
| <i>General Filters Tab</i> ----- | 229 |
| Report Toolbar ----- | 229 |
| <i>Refresh Button</i> ----- | 229 |
| <i>Reset to Default Button</i> ----- | 230 |
| <i>Done Button</i> ----- | 230 |
| Transaction Summary Report Button ----- | 230 |
| <i>Transaction Summary Report Tab</i> ----- | 231 |
| <i>Account Filters Tab</i> ----- | 232 |
| <i>General Filters Tab</i> ----- | 233 |
| <i>Action Filters Tab</i> ----- | 234 |
| Report Toolbar ----- | 234 |
| <i>Refresh Button</i> ----- | 234 |
| <i>Reset to Default Button</i> ----- | 235 |
| <i>Done Button</i> ----- | 235 |
| Transaction Details Report Button ----- | 235 |
| <i>Transaction Details Report Tab</i> ----- | 236 |
| <i>Account Filters Tab</i> ----- | 237 |
| <i>General Filters Tab</i> ----- | 238 |
| <i>Action Filters Tab</i> ----- | 239 |
| Report Toolbar ----- | 239 |
| <i>Refresh Button</i> ----- | 239 |
| <i>Reset to Default Button</i> ----- | 240 |
| <i>Done Button</i> ----- | 240 |
| Online Portal Button----- | 240 |
| CHAPTER 8 USING ALDELO® EDC IN STAND-ALONE MODE----- | 241 |
| Main Screen----- | 241 |
| Credit Tab ----- | 241 |
| Authorization Group Box----- | 241 |
| Pre-Authorization Button ----- | 241 |
| <i>Pre-Auth Tab</i> ----- | 244 |
| <i>Trace Output Tab</i> ----- | 245 |
| Post Authorization Button ----- | 246 |
| Void Post Authorization Button ----- | 248 |
| Sale Group Box----- | 250 |
| Sale Button----- | 250 |
| <i>Sale Tab</i> ----- | 251 |
| <i>Trace Output Tab</i> ----- | 252 |
| Voice Capture Button ----- | 252 |
| <i>Voice Capture Tab</i> ----- | 254 |
| <i>Trace Output Tab</i> ----- | 255 |
| Void Sale Button ----- | 256 |

| | |
|-------------------------------------|-----|
| Return Group Box | 257 |
| Return Button | 257 |
| <i>Return Tab</i> | 259 |
| <i>Trace Output Tab</i> | 260 |
| Void Return Button | 261 |
| Adjust Group Box | 262 |
| Adjust Gratuity Button | 262 |
| Gift Tab | 262 |
| Issue/Reload Group Box | 262 |
| Issue Button | 263 |
| <i>Issue Tab</i> | 264 |
| <i>Trace Output Tab</i> | 265 |
| Reload Button | 265 |
| <i>Reload Tab</i> | 267 |
| <i>Trace Output Tab</i> | 268 |
| Void Reload Button | 269 |
| Balance Button | 271 |
| <i>Balance Tab</i> | 272 |
| <i>Trace Output Tab</i> | 273 |
| Redemption Group Box | 273 |
| Sale Button | 274 |
| <i>Sale Tab</i> | 275 |
| <i>Trace Output Tab</i> | 276 |
| Void Sale Button | 277 |
| Return Group Box | 278 |
| Return Button | 278 |
| <i>Return Tab</i> | 280 |
| <i>Trace Output Tab</i> | 281 |
| Void Return Button | 282 |
| Reports Group Box | 284 |
| Detail Report Button | 284 |
| <i>Gift Card Details Report Tab</i> | 285 |
| <i>General Filters Tab</i> | 285 |
| <i>Action Filters Tab</i> | 286 |
| Online Portal Button | 286 |
| Debit Tab | 286 |
| Transaction Group Box | 287 |
| Sale Button | 287 |
| <i>Sale Tab</i> | 288 |
| <i>Trace Output Tab</i> | 289 |
| Return Button | 289 |
| <i>Return Tab</i> | 291 |
| Debit Canada Tab | 292 |
| Transaction Group Box | 293 |
| Sale Button | 293 |
| <i>Sale Tab</i> | 294 |
| <i>Trace Output Tab</i> | 295 |
| Sale with Gratuity Button | 295 |
| <i>Sale with Gratuity Tab</i> | 297 |
| <i>Trace Output Tab</i> | 298 |

| | |
|---|-----|
| Return Button----- | 298 |
| <i>Return Tab</i> ----- | 300 |
| <i>Trace Output Tab</i> ----- | 301 |
| Utility Group Box----- | 301 |
| Key Change Button----- | 301 |
| <i>Key Change Tab</i> ----- | 303 |
| <i>Trace Output Tab</i> ----- | 304 |
| Reports Group Box----- | 305 |
| Detail Report Button----- | 305 |
| <i>Canadian Debit Details Report Tab</i> ----- | 305 |
| <i>Account Filters Tab</i> ----- | 306 |
| <i>General Filters Tab</i> ----- | 306 |
| <i>Action Filters Tab</i> ----- | 306 |
| Online Portal Button----- | 306 |
| EBT Tab----- | 306 |
| Food Stamp Group Box----- | 307 |
| Food Stamp Sale Button----- | 308 |
| <i>Food Stamp Sale Tab</i> ----- | 309 |
| <i>Trace Output Tab</i> ----- | 310 |
| Food Stamp Return Button----- | 310 |
| <i>Food Stamp Return Tab</i> ----- | 312 |
| <i>Trace Output Tab</i> ----- | 313 |
| Food Stamp Balance Button----- | 314 |
| <i>Food Stamp Balance Tab</i> ----- | 315 |
| <i>Trace Output Tab</i> ----- | 315 |
| Cash Group Box----- | 315 |
| Cash Sale Button----- | 316 |
| <i>EBT Cash Sale Tab</i> ----- | 316 |
| <i>Trace Output Tab</i> ----- | 317 |
| Cash Balance Button----- | 318 |
| <i>EBT Cash Balance Tab</i> ----- | 319 |
| <i>Trace Output Tab</i> ----- | 319 |
| Check Tab----- | 319 |
| Driver License Group Box----- | 319 |
| Auth Driver License Button----- | 319 |
| <i>Auth by Driver License Tab</i> ----- | 321 |
| <i>Trace Output Tab</i> ----- | 322 |
| MICR Group Box----- | 322 |
| Auth MICR Button----- | 323 |
| <i>Auth by MICR Tab</i> ----- | 324 |
| <i>Trace Output Tab</i> ----- | 325 |
| Reports Group Box----- | 326 |
| Detail Report Button----- | 326 |
| <i>Check Processing Details Report Tab</i> ----- | 327 |
| <i>Account Filters Tab</i> ----- | 327 |
| <i>General Filters Tab</i> ----- | 328 |
| <i>Action Filters Tab</i> ----- | 328 |
| Online Portal Button----- | 328 |
| Batch Tab----- | 328 |
| CHAPTER 9 USING ALDELO [®] EDC IN INTEGRATED MODE----- | 329 |
| <i>Integration with Aldelo[®] POS</i> ----- | 329 |

| | |
|--|-----|
| <i>Integration with XERA[®] POS</i> ----- | 331 |
| <i>Performance Testing</i> ----- | 332 |
| CHAPTER 10 FREQUENTLY ASKED QUESTIONS ----- | 333 |
| NOTES ----- | 335 |

Introduction

Merchants in today's marketplace must constantly compete to provide customer satisfaction and to gain customer loyalty. Simplified, reliable, and secure credit card payment acceptance can significantly enhance the quality of service. Customer satisfaction and cardholder data security go hand in hand. A responsible merchant ensures the security of his customers' sensitive cardholder data, thereby helping to reduce fraud and enhancing the overall customer experience. Aldelo[®] EDC (Electronic Data Capture) enables merchants to achieve simplified, reliable, and secure payment acceptance. It enhances the quality of service by conforming to Payment Card Industry (PCI) security compliance standards. Aldelo[®] EDC is the next generation payment processing solution for the Restaurant, Retail, and Mail Order Telephone Order (MOTO) industries.

Merchants everywhere have discovered the benefits of the Aldelo[®] EDC payment processing solution. We are extremely pleased that you have chosen Aldelo[®] EDC as your payment processing solution. This user manual has been created to help you understand the ins and outs of our payment processing software. By the time you finish reading this manual, you will be able to install, setup, operate, and troubleshoot Aldelo[®] EDC like a pro.

You should devote the time required to read this manual thoroughly in its entirety before attempting to install and configure Aldelo[®] EDC. The manual provides complete step-by-step instructions on how to get Aldelo[®] EDC up and running. Most of the time, questions that occur to you as you follow the instructions in the manual are answered in the manual before you finish reading it. Reading the manual before starting your installation helps make the installation process a smooth one.

However, this manual is also designed for use as a reference guide. The information in each section of the manual is explained in detail so that the user does not have to rely on information from previous sections to make sense of a topic. Care has been taken to make sure each topic in the manual stands on its own. Therefore, the user can reference any section of the manual and find that the explanation of the topic is complete, without having to thumb through previous sections or chapters to find the definition of terms or other prerequisite information.

Aldelo[®] EDC has been assessed for compliance with the Payment Application Best Practices (PABP) standard and has been included by Visa in their list of Validated Payment Applications. Compliance with the PABP standard is determined based upon data and information developed by an evaluation of the application by a Qualified Payment Application Security Company (QPASC). Although Visa reviews the QPASC-developed data and information, Visa does not independently confirm such data or information, nor does Visa perform any tests or analysis of the functionality, performance, or suitability of any of the applications and/or products listed. Visa makes no endorsement or recommendation of applications or products, or of their respective developers or distributors. A list of Visa's Validated Payment Applications may be found online at: https://www.pcisecuritystandards.org/assessors_and_solutions/payment_applications?agree=true.

You should also spend the time to read Visa's Small Merchant Business Guide to Data Security. This brief document provides you with a basic understanding of data security and the type of questions you should be asking yourself, as well as the questions you should be asking your

software, hardware, and processing vendors. The presentation may be found at: https://www.pcisecuritystandards.org/documents/SAQ_A_v3.pdf. For more detailed information, Aldelo strongly recommends that you also read the Payment Card Industry (PCI) Data Security Standard. This document may be found at: https://www.pcisecuritystandards.org/documents/PCI_DSS_v3.pdf. It explains in detail the Payment Card Industry Data Security Standard requirements. The understanding and implementation of these requirements help to ensure that your customers' data is as safe as possible from security breaches.

Chapter 1

Overview of Aldelo[®] EDC

What is Aldelo[®] EDC?

Aldelo[®] EDC is credit card payment processing software that utilizes broadband Internet access (DSL, cable, etc.) to deliver super-fast payment authorization and settlement. Aldelo[®] EDC works with payment gateways and processors to make reliable and secure payment transactions a reality. Aldelo[®] EDC contains core features that enable merchants to accept credit cards quickly and efficiently. These core features include credit card sales, pre-authorizations, gratuity adjustments, post-authorizations, returns, voids, voice capture, duplicate overrides, AVS (Address Verification System) verification, CVV (Card Verification Value) verification, Level II transactions (for supported Merchant Service Providers), review current batch, close current batch, auto batch closure, reporting, and more. The security and encryption features built into Aldelo[®] EDC are second to none. All transactions and user activities are logged for audit trail purposes, and all cardholder data is stored in AES (Advanced Encryption Standard) encrypted state and cleared after batch close. Aldelo[®] EDC even has auto healing capability for critical transactional data in case of system corruption. On top of all these built-in application level securities, Aldelo[®] EDC uses Microsoft SQL Server 2008, 2012, or 2014 (or the Express editions) as the back-end data store for maximum reliability and scalability.

The Aldelo[®] EDC architecture is a client-server based solution to deliver the best possible performance. The server side of Aldelo[®] EDC is the payment engine web service. It is hosted within Microsoft Internet Information Services (IIS) for performance, scalability, and security. The server component supports both Intranet and Extranet (Internet) deployment. Additionally, the server component also supports Secure Sockets Layer (SSL) to secure all data transport within unsecured public or wireless networks. This server component may be installed on Windows Server 2014, Windows POSReady 7, Windows 7 Professional, or Windows 10 Professional. The client side of Aldelo[®] EDC is a Windows client application used for setup, testing, batching, reporting, manual payment transactions, and other tasks. This client component communicates with the server component to execute server based payment processing actions. You may install this client component on the same computer as the server component or deploy it to another PC running Windows Server 2014, Windows POSReady 7, Windows 7 Professional, or Windows 10 Professional.

Aldelo[®] EDC is designed to function either as a stand-alone system or integrated with external business software, such as a point-of-sale solution. When used as a stand-alone credit card payment terminal, Aldelo[®] EDC helps you avoid monthly terminal rental charges. When used in integrated environments, Aldelo[®] EDC eliminates double entry and promotes better user productivity and performance. Seamless integration by third party solutions to Aldelo[®] EDC is a breeze. Since the core payment engine is a set of ASP.NET Web Service methods, any solution (whether it's a Windows application or web solution) that uses web services may take advantage of this. All response messages are returned from the web service in the form of XML for simple and quick parsing. Additionally, Aldelo[®] EDC is fully integrated with the Aldelo[®] POS (Point-of-Sale) and

XERA® POS solutions. Overall, Aldelo® EDC is a simple to use, reliable, secure, and scalable credit card payment processing solution for use by any merchant who wishes to accept credit cards from customers.

Why Choose Aldelo® EDC?

There are many options when it comes to credit card processing. Traditionally, merchants process credit card transactions via specialized hardware payment terminals such as Nurit or Verifone. In recent years, a new breed of payment acceptance technology has emerged. These are software based credit card processing solutions designed to save merchants equipment costs. They offer much more flexibility and functionality. This is similar to the evolution of cash registers into full-fledged computerized POS software solutions. In addition, the software based credit card processing solutions offer something the hardware payment terminals cannot in today's market: the ability to utilize affordable broadband internet, such as DSL (Digital Subscriber Line) or cable, to achieve super-fast authorization and settlement. Moreover, software based credit card solutions have the ability to be fully integrated into computerized POS solutions in order to reduce double entry and increase user productivity. Clearly, software based credit card processing solutions will eventually emerge as the primary choice in payment processing as more and more merchants adopt computerized POS solutions for their businesses.

There are numerous software based payment solutions on the market and most fall under one of two categories: Store Deployed Payment Middleware and Internet Payment Gateways. Both offer advantages when it comes to payment processing. The Store Deployed Payment Middleware solutions are PC based and may operate in stand-alone mode or as part of an integrated solution. Software such as Aldelo® EDC belongs to this category. The advantages of Store Deployed Payment Middleware are ease of deployment, multiple processor choices, and ease of troubleshooting by isolating problems within the store for faster resolution. The Internet Payment Gateways are usually deployed by Merchant Service Providers (MSP's) or Internet Payment Processors. Gateways such as Sterling, TSYs, PayPros, and others, are all Internet Payment Gateways. Merchants usually do not integrate directly to the Internet Payment Gateways since it is the responsibility of the client payment solution. The main advantages of Internet Payment Gateways for merchants are more value added services and possibly better competitive rates. The disadvantage of course, is that the choices are limited if a payment solution integrates to only one processing platform. Aldelo® EDC integrates to various Internet Payment Gateways and processors to deliver the benefits of both Store Deployed Payment Middleware and Internet Payment Gateways.

Merchants who use Aldelo® EDC enjoy the benefits of processor choice, super-fast transaction processing, security compliance, ease of troubleshooting, and much more. Aldelo® EDC also stands out in terms of the extensive built-in security features, simple integration, reliable transaction processing and storage, and easy to understand reports. Best of all, Aldelo® EDC is fully supported by the Aldelo Technical Support Staff 7 days per week, 24 hours per day. Merchants who use Aldelo® EDC enjoy peace of mind in the complex world of payment processing. Finally, Aldelo® EDC is the only fully supported credit card processing software that integrates seamlessly with the Aldelo® POS solution and the XERA® POS solution. Aldelo® POS and XERA® POS can have certain payment processing features enabled only when integrated with Aldelo® EDC, and the Aldelo Technical Support Staff is trained to provide assistance with both solutions within the same support call.

Who Are the Target Customers of Aldelo® EDC?

Aldelo® EDC caters to two different types of merchants within the Restaurant, Retail, and Mail Order Telephone Order (MOTO) industries: Integrated Merchants and Stand-Alone Merchants. Integrated Merchants are those who must process credit card transactions via an integrated environment. Examples of this are the Aldelo® POS or XERA® POS solutions integrated with Aldelo® EDC. This combination delivers a unified payment acceptance solution. Under integrated environments, all primary payment activities originate from the integrated POS solution. The Aldelo® EDC client application is used mainly for setup, administration, batching, and reporting purposes.

Stand-alone merchants are those who wish to process credit cards in stand-alone environments such as doctors' offices, reservation desks, service departments, and other businesses that traditionally do not use a POS solution for integrated payment processing. Under the stand-alone environment, all primary payment activities originate from within the Aldelo® EDC client application.

Who Are the Merchant Service Providers?

With Aldelo® EDC, multiple Merchant Service Providers (MSPs) are available to choose from right out of the box. Each of these Merchant Service Providers has certified our payment solution to ensure proper account setup and integration. In addition, Aldelo, LP adds Merchant Service Providers from time to time, based on the needs of our customers.

Merchants who choose to use one of the certified Merchant Service Providers offered through Aldelo® EDC ensure maximum compatibility with other Aldelo point-of-sale solutions and full support from both Aldelo and the certified Merchant Service Provider. Best of all, certified Merchant Service Providers usually are able to match or beat the merchant's existing payment processing rates. For a current list of available certified Merchant Service Providers, please contact our sales office.

What Do I Need Before I Can Proceed?

In order to setup payment processing for your business, please follow the action items listed below in sequence:

1. Ensure that you have a PC that meets the minimum base-line requirements.
2. Select a certified Merchant Service Provider supported by Aldelo® EDC.
3. Sign up with the Merchant Service Provider selected in step 2 above, and retrieve your account credentials.
4. Review your deployment strategy, perform the installation and setup, and conduct test transactions.

The rest of this User Manual will discuss the above steps in detail. Please be sure to review this entire manual before attempting to deploy the Aldelo® EDC solution.

How Do I Obtain Live Technical Assistance?

Should you have any questions during the setup of Aldelo® EDC, help is just a phone call away. Our Technical Support Staff is available 7 days per week, 24 hours per day to assist you.

Technical Support Department
Aldelo, LP

Telephone: (925) 215-5634

Web: www.aldelo.com

E-mail: support@aldelo.com

Chapter 2

Requirements and Planning

Technology Overview

This chapter serves as an educational primer on key technologies used in or involved with Aldelo[®] EDC. The goal is to ensure that installers and administrators are fully aware of how the various technologies work together and how Aldelo[®] EDC makes use of these technologies in a transparent, hands free manner to promote ease of use. Next, this chapter moves on to system requirements analysis and planning details. We use this section to discuss the various scenarios you may encounter when deploying Aldelo[®] EDC. This section also serves as a great reference advisor when performing your first installation.

Windows 10 Professional

Windows 10 Professional is ideal for POS and Aldelo[®] EDC deployments. All of the examples in this manual were generated with Windows 10 Professional Edition. The use of other Windows Operating Systems should be substantially similar.

Microsoft .NET Framework 4.6

The Microsoft .NET Framework is a managed environment for the next generation of applications running on Microsoft Windows platforms. Both the server and client components of Aldelo[®] EDC are built entirely on the .NET Framework. There are currently several .NET Framework libraries. Aldelo[®] EDC requires the .NET Framework 4.6 version. You may install multiple versions of these frameworks on the same system at the same time. It is also important to keep up with the latest .NET Framework service updates. As an installer, administrator, or user of Aldelo[®] EDC, you do not need to understand the inner workings of the .NET Framework. The only requirement is to ensure that the .NET Framework is installed in the supported Windows operating system.

ASP.NET Web Services

ASP.NET Web Services is the next generation of Intranet and Internet based remote method of communication. The Aldelo[®] EDC server component is built as an ASP.NET Web Service. All of the payment processing and utility methods are encapsulated into a web service called EDC. Since the server component is a web service, it must be hosted within Microsoft Internet Information Services (IIS, described below). The ASP.NET Web Service architecture allows better scalability

and performance. As an installer, administrator, or user of Aldelo® EDC, you do not need to understand the inner workings of the ASP.NET Web Service. The only requirement is to ensure that IIS is already installed in the supported Windows operating system **before** attempting to install Aldelo® EDC. If the .NET Framework 4.6 was installed prior to IIS or ASP.NET is not properly associated with IIS, then you must perform the Register ASP.NET to IIS procedure.

Extensible Markup Language (XML)

Extensible Markup Language (XML) is the native language of Aldelo® EDC. All information packets and data storage units are in XML format to allow for simpler parsing. As an installer, administrator, or user of Aldelo® EDC, familiarity with the inner workings of XML is not required. However, if you are a third party solutions integrator, you will be pleased to learn that response messages are delivered in XML format. For information on third party integration needs, please contact the Aldelo Technical Support department.

Simple Mail Transport Protocol (SMTP)

SMTP is the protocol used to send e-mail messages. Aldelo® EDC uses SMTP to send notification and event alerts to select recipients. This e-mail notification feature alerts the recipients of key events such as errors, warnings, and successful events. Please contact your Internet Service Provider or network administrator for instructions on how to setup SMTP notification. As an installer, administrator, or user of Aldelo® EDC, advanced knowledge of SMTP is not required. Use of the SMTP notification feature is strongly recommended, but optional.

Microsoft Internet Information Services (IIS)

Microsoft Internet Information Services (IIS) is the host environment for web pages and web services. The Aldelo® EDC server component is hosted under IIS to allow for built-in security and scalability. Windows 10 Professional is ideal for POS and Aldelo® EDC deployments. IIS is included in the operating system; however, IIS may not be pre-installed on your computer by default, so it is important to ensure that IIS is installed prior to installing Aldelo® EDC. If IIS is not already installed, in Windows 7 or later operating systems you may install it by navigating to **Start > Control Panel > Programs and Features > Turn Windows Features On or Off**. Under IIS 6.0 and IIS 7.0, the ASP.NET Web Services use the Network Service account by default. Also, to use IIS 7.0, you must install IIS 6 Management Compatibility. This is found by navigating to **Start > Control Panel > Programs and Features > Turn Windows Features On or Off** and then expanding Internet Information Services, expanding Web Management Tools, and selecting the *IIS 6 Management Compatibility* checkbox. As an installer, administrator, or user of Aldelo® EDC, it isn't necessary to know how the IIS software works. Accept the default settings for IIS during the installation process, as these settings are appropriate for most users.



NOTE: If your Start Menu does not contain a menu item for the Control Panel, access it by navigating to Start Button > All Apps > Windows System > Control Panel.

Secure Sockets Layer (SSL)

Secure Sockets Layer (SSL) is a transport security protocol that secures data transport against public or wireless networks. We highly recommend the use of SSL when you expose the Aldelo[®] EDC server component either to the public network or to a wireless network. If your setup is 100% internal LAN based, then SSL is not required in most cases. To setup SSL, you must purchase an SSL certificate from a trusted Certificate Authority. The setup of SSL within IIS is a fairly straightforward process. Consult with your network administrator for instructions on how to properly configure and setup SSL if your deployment situation requires it. As an installer, administrator, or user of Aldelo[®] EDC, intimate knowledge of SSL is not necessary. Aldelo[®] EDC automatically handles the interface with SSL. The only requirement is the acquisition of a valid SSL certificate and its installation to IIS.

Microsoft SQL Server 2008, 2012, and 2014

Microsoft SQL Server 2008, 2012, and 2014 are enterprise level database management systems that deliver maximum data consistency, security, performance, and reliability. The SQL Server 2008, 2012, and 2014 Express editions are streamlined and free distribution versions of SQL Server 2008, 2012, and 2014, targeting small groups of users.

Aldelo[®] EDC uses SQL Server 2008, 2012, or 2014 to store operation and transaction data from payment processing activities. This database does not store cardholder information beyond the current batch. When cardholder information is stored temporarily, such information is stored in AES (Advanced Encryption Standard) encrypted state for maximum security. SQL Server 2008, 2012, or 2014 Express should be sufficient for most merchants processing credit card transactions with Aldelo[®] EDC. If you are a merchant who already has SQL Server 2008, 2012, or 2014, you may use your existing instance. As an installer, administrator, or user of Aldelo[®] EDC, an understanding of SQL Server 2008, 2012, or 2014 is not required as SQL Server 2008, 2012, or 2014 are controlled through Aldelo[®] EDC.

Broadband Internet Connectivity

Aldelo[®] EDC requires Broadband Internet connectivity in order to process credit card transactions. Broadband Internet, such as DSL, cable, wireless, or even ISDN, is acceptable. The key is to ensure that such internet services will remain connected, and in cases where the internet connection is lost, the router or modem equipment will automatically reconnect immediately. Satellite or other high latency internet types are not recommended. Additionally, Aldelo does not recommend using dialup internet as your primary access method unless your ISP can guarantee that your connection will not

be dropped and that the modem will automatically reconnect in the event of a dropped call. Aldelo[®] EDC does not require high bandwidth, so you can save on monthly service charges.

A static IP address is not required unless you plan to host the Aldelo[®] EDC payment engine web service on the internet for third party solutions located outside your store. If you are opening the web service to the public internet, then you must secure it with SSL. Finally, the cost of monthly broadband Internet is relatively competitive with a telephone line dedicated for the purpose of credit card payment processing. Plus, payment transaction speed on broadband internet always outperforms payment transaction speed on dialup internet.

Firewall and Antivirus Software

Antivirus software normally does not conflict with Aldelo[®] EDC. However, if you have a firewall, then you must open port 80 for HTTP (Hypertext Transfer Protocol). If you are using SSL, then you must open port 443. In the event you have exposed Aldelo[®] EDC to the internet for third party solutions such as web ordering vendors, you must then allow port 443 and NAT (Network Address Translation) port forwarding to the PC containing Aldelo[®] EDC. For detailed help with firewall and antivirus software, please contact your local internet service provider or your network administrator.

The Aldelo[®] EDC Server Component

The Aldelo[®] EDC Server Component is the web service hosted within IIS. This is a set of ASP.NET web service methods that handle payment processing and utility functions. Client applications (both Aldelo[®] EDC Client Components and third party solutions) communicate directly with this set of web service methods to achieve payment processing integration. The Server Component must be deployed to one of the qualified computers within the merchant's store (see System Requirements, below). Additionally, the computer hosting the Server Component must have access to the internet in order to communicate with back end payment processors.

Aldelo[®] EDC Client Component

The Aldelo[®] EDC Client Component is an administrative tool for the Aldelo[®] EDC Server Component. Since the Server Component does not offer a user interface for operations, you must use the Client tool to setup, administer, or use the Aldelo[®] EDC solution. In essence, the Aldelo[®] EDC Client Component is the user interface for the server.

The Client Component may be installed on a computer separate from the Server Component. You may also install the Client Component on additional computers; however, at least one copy of the Client Component must be installed on the same computer hosting SQL Server 2008, 2012, or 2014 in order for the Client Component to create and maintain the Aldelo[®] EDC database.

Basic Computer Terminology

- PC: Personal Computer
- OS: Operating System
- CPU: Central Processing Unit
- RAM: Random Access Memory for a PC, usually expressed in Megabytes (MB) or Gigabytes (GB)
- MB: Megabyte, a unit of measure for PC Storage or RAM capacity, approximately equal to 2^{20} bytes
- GB: Gigabyte, a unit of measure for PC Storage or RAM capacity, approximately equal to 2^{30} bytes
- Video Card: The graphical display board or integrated circuit within a PC that generates video output
- NIC: Network Interface Card, used to connect the PC to other PC's on the same network
- Hard Drive: Data storage device for a PC

System Requirements

In order to use the Aldelo[®] EDC payment processing solution effectively, Aldelo recommends the following baseline system configuration. If your system does not meet the recommended baseline system configuration, it does not necessarily exclude you from using Aldelo[®] EDC; however, if there are any technical difficulties, the Aldelo Technical Support Staff will advise you to upgrade your system to meet or exceed the baseline system configuration before continuing with their troubleshooting steps.

Aldelo[®] EDC Server Component Baseline System Configuration

Minimum Server Computer Specifications

- 2.0 GHz or better Intel based processor
- 2 GB or more of system RAM
- Video card with 16 MB of video RAM (If video RAM is shared with system RAM, limit to 32 MB maximum)

- 2 GB or more of available hard drive space
- 100/1000 network interface card (NIC)
- Keyboard and mouse
- Monitor or LCD supporting 800 x 600 or 1024 x 768 resolutions

Operating System Requirements

- Microsoft Windows Server 2014 or
- Windows POSReady 7 or
- Microsoft Windows 7 Professional or
- Microsoft Windows 10 Professional
- Application of all the latest Windows updates and hot fixes

Warnings

- Microsoft Small Business Server is not supported
- Microsoft Windows Server 2008 Domain Controller is not supported

Other Software Requirements

- Internet Information Services (IIS) 5.0, 6.0, or 7.0 (dependent on OS)
- .NET Framework 4.6
- Microsoft SQL Server 2008, 2012, or 2014 (or the Express edition)

Connectivity Requirements

- Access to broadband internet connectivity, such as DSL, cable, wireless, etc.
- Avoid using high latency internet access connectivity, such as satellite

SMTP Mail Account

- For sending event and alert notifications from Aldelo® EDC

Aldelo® EDC Client Component Baseline System Configuration**Minimum Client Computer Specifications**

- 1.5 GHz or better Intel based processor
- 1 GB or more of system RAM
- Video card with 16 MB of video RAM (If video RAM is shared with system RAM, limit to 32 MB maximum)
- 2 GB or more of available hard drive space
- 100/1000 network interface card (NIC)
- Keyboard and mouse
- Monitor or LCD supporting 800 x 600 or 1024 x 768 resolutions

Operating System Requirements

- Microsoft Windows Server 2014 or
- Windows POSReady 7 or
- Microsoft Windows 7 Professional or
- Microsoft Windows 10 Professional
- Application of all the latest Windows updates and hot fixes

Warnings

- Microsoft Small Business Server is not supported
- Windows Server 2008 Domain Controller is not supported

Other Software Requirements

- .NET Framework 4.6

Connectivity Requirements

- Access to Aldelo[®] EDC Server Component System via TCP/IP

Deployment Planning

Deployment Preparation Check List

- Ensure that the system to which Aldelo[®] EDC will be deployed meets the Baseline System Configuration
- Ensure that you have the Windows Operating System CD during deployment
- Ensure that you have your merchant account setup information from your Merchant Service Provider
- Ensure that you have SMTP account setup information from your ISP (optional, but highly recommended)
- Download and install the Aldelo[®] EDC software
- Download and install all of the latest Microsoft Windows updates
- Download and install Microsoft SQL Server 2008, 2012, or 2014

Single System Deployment

Single System Deployment is ideal for most merchants due to its simplicity and ease of maintenance. Under this deployment strategy, you will install both the Aldelo[®] EDC Server and Client Components onto the same system. This deployment strategy does require you to meet the Baseline System Configuration of both the Server and Client. It is highly recommended that you increase the System RAM to 2 GB or more for better performance. The target system needs .NET Framework 4.6, SQL Server 2008, 2012, or 2014 (or one of the Express versions), and/or Microsoft Point of Service for .NET 1.12. Once prerequisite requirements are met, Aldelo[®] EDC deploys as a Single System. Select the Typical option during the Aldelo[®] EDC software installation. This option installs both the Client Component and the Server Component.

Client / Server Deployment

Client / Server Deployment is necessary in the environment where there is one server but one or more Aldelo® EDC client applications on different computers. This deployment strategy does not apply to third party integrated clients (for example, Aldelo® POS or XERA® POS) connecting to the server. The usefulness of having multiple Aldelo® EDC client applications may be for administrative reasons, or in the case of stand-alone mode, to process credit card transactions on multiple systems. For example, the server may be located in a closet and is normally inaccessible. However, in order to perform administrative duties, you wish to access the Aldelo® EDC client application from a system located in an office.

Under Client Server Deployment, you deploy Aldelo® EDC as a server, and then as a client. The Server deployment is always the same as Single System Deployment, described above. The reason we deploy everything on the server is to have the ability to create and maintain the database, as well as other server administrative duties.

The Client deployment is simply installing just the client components. This allows multiple clients to communicate with the server for both transaction processing and administrative duties. To deploy as the Client, please see the **Custom Setup** section in the following chapter of this manual for selected options.



NOTE: Integrated clients such as Aldelo® POS and XERA® POS do not require Client / Server deployment.

Software Upgrades

For information about upgrading an existing installation of Aldelo® EDC, please contact your local Aldelo authorized reseller.

Chapter 3

Installation

Getting Started

Regardless of the Deployment Plan chosen in Chapter 2, the following sections provide step-by-step installation guidance for the deployment of Aldelo® EDC. This chapter describes how to install the software onto Windows 10 Professional Edition. The steps to install onto other Windows Operating Systems are similar.

Determining the Existence of Internet Information Services (IIS)

The server component of Aldelo® EDC requires the existence of Internet Information Services (IIS) on the system. IIS is **not** automatically installed during initial operating system setup. The following steps describe how to determine if IIS is already installed on your system.

Select the *Start* button on the Windows Task Bar (See Figure 3-1).



Figure 3-1

Select *Control Panel* on the Start Menu (See Figure 3-2).

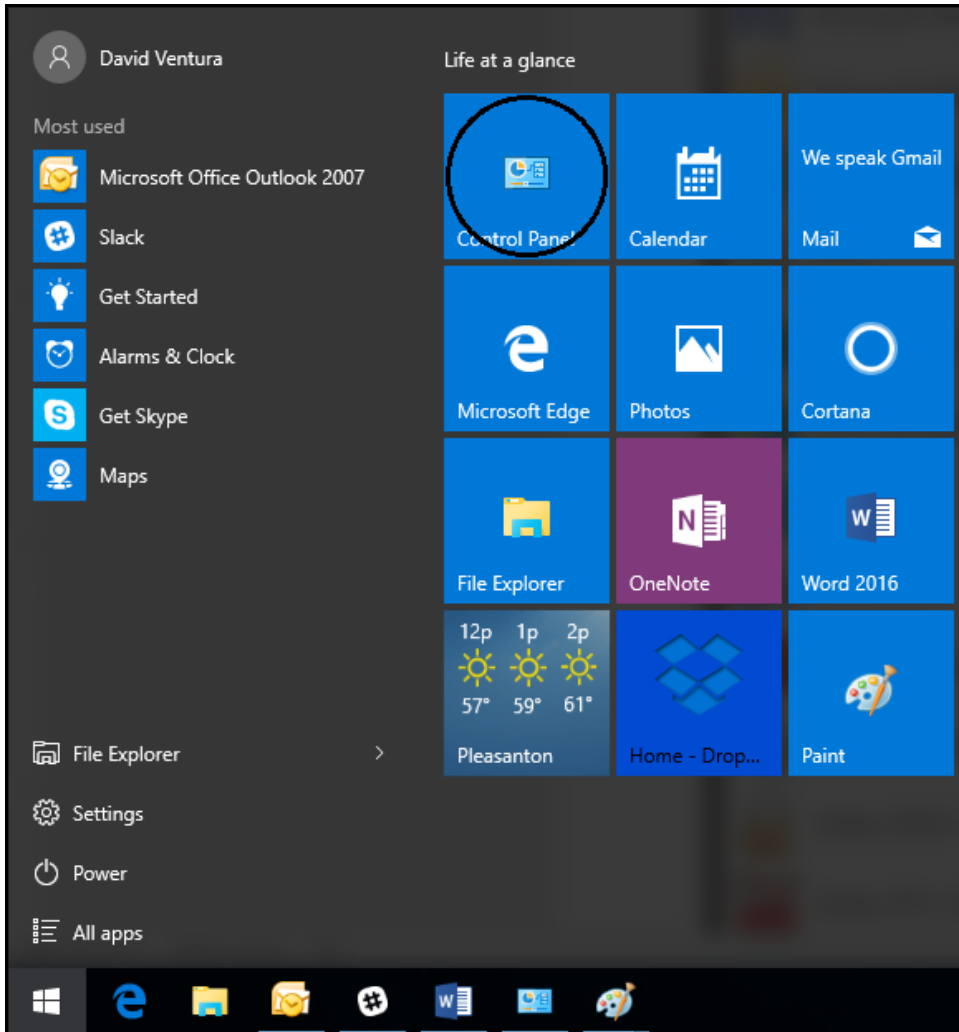



Figure 3-2

| | |
|---|---|
|  | <p>NOTE: If your Start Menu does not contain a tile for the Control Panel, access it by navigating to Start Button > All Apps > Windows System > Control Panel.</p> |
|---|---|

In the Control Panel, select *Administrative Tools* (See Figure 3-3).

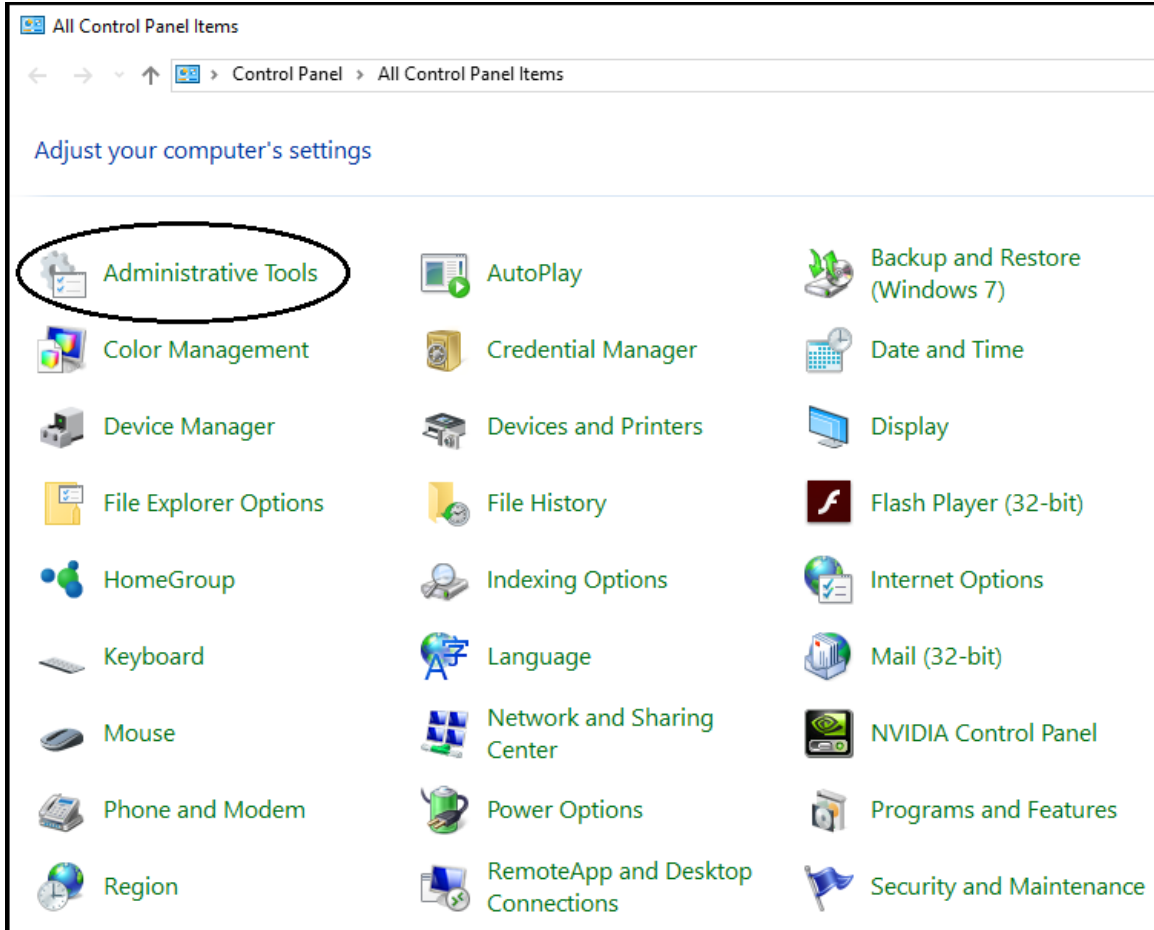


Figure 3-3

In Administrative Tools, look for “Internet Information Services (IIS) Manager” in the list of installed options. If found, IIS is already installed on this system (See Figure 3-4).

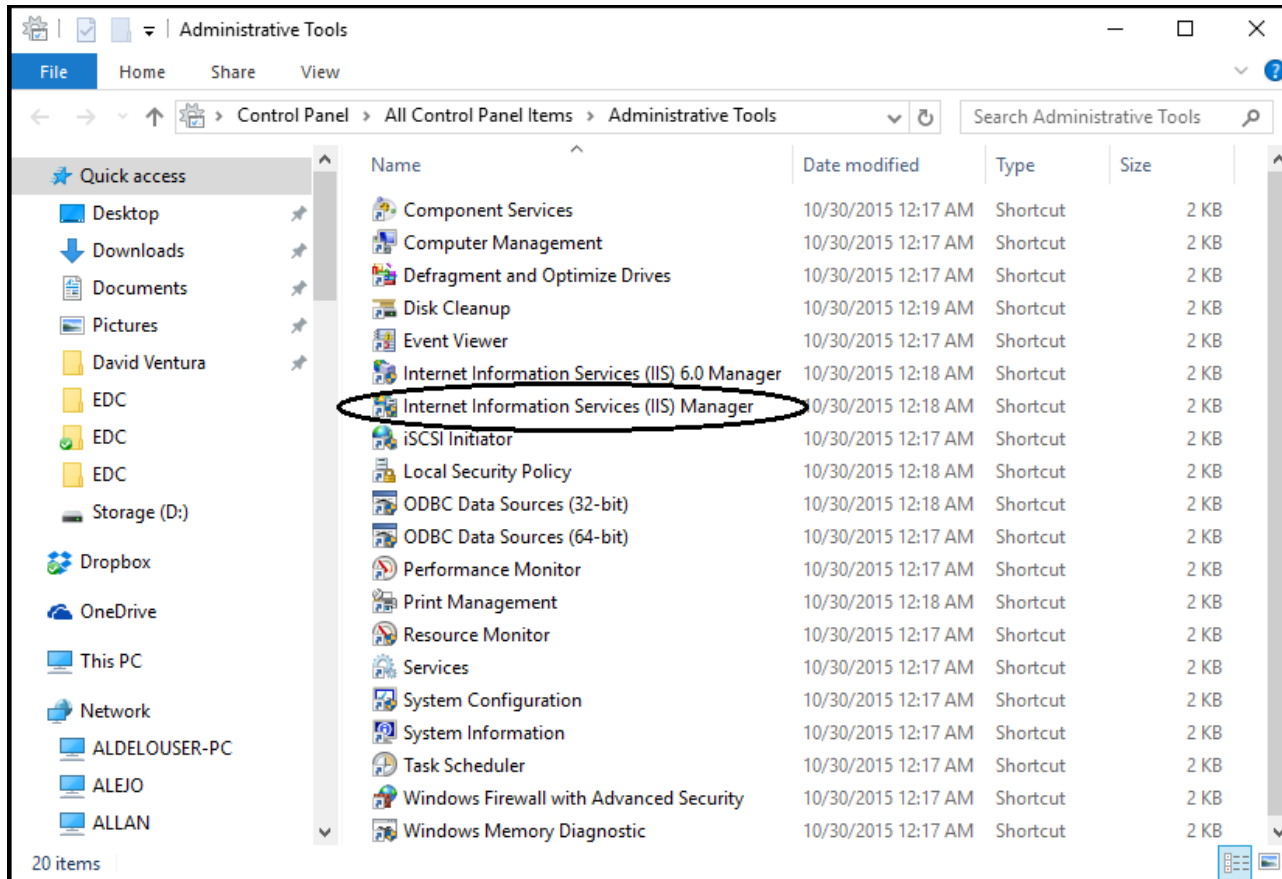


Figure 3-4

If the Internet Information Services (IIS) Manager is found in the list, skip the following section and continue with the section titled **Enabling 32-Bit Applications**. If the Internet Information Services (IIS) Manager is not found in the list, you must install it **before** installing Aldelo® EDC. In this case, continue with the following section.

Installing Internet Information Services (IIS)

Internet Information Services (IIS) is a requirement for the Aldelo® EDC Server Component deployment. If the system does not have IIS already installed, please follow the instructions listed below to complete IIS installation. Do not attempt to install Aldelo® EDC until IIS is installed, or the EDC installation will fail. If your operating system was installed from a CD or DVD, you may need to place it in the disk drive while performing the IIS installation, so please have it handy. These instructions describe how to install Internet Information Services (IIS) in Windows 10 Professional Edition. Installation in other versions of Windows should be substantially similar.

Select the *Start* button on the Windows Task Bar (See Figure 3-5).



Figure 3-5

Select *Control Panel* on the Start Menu (See Figure 3-6).

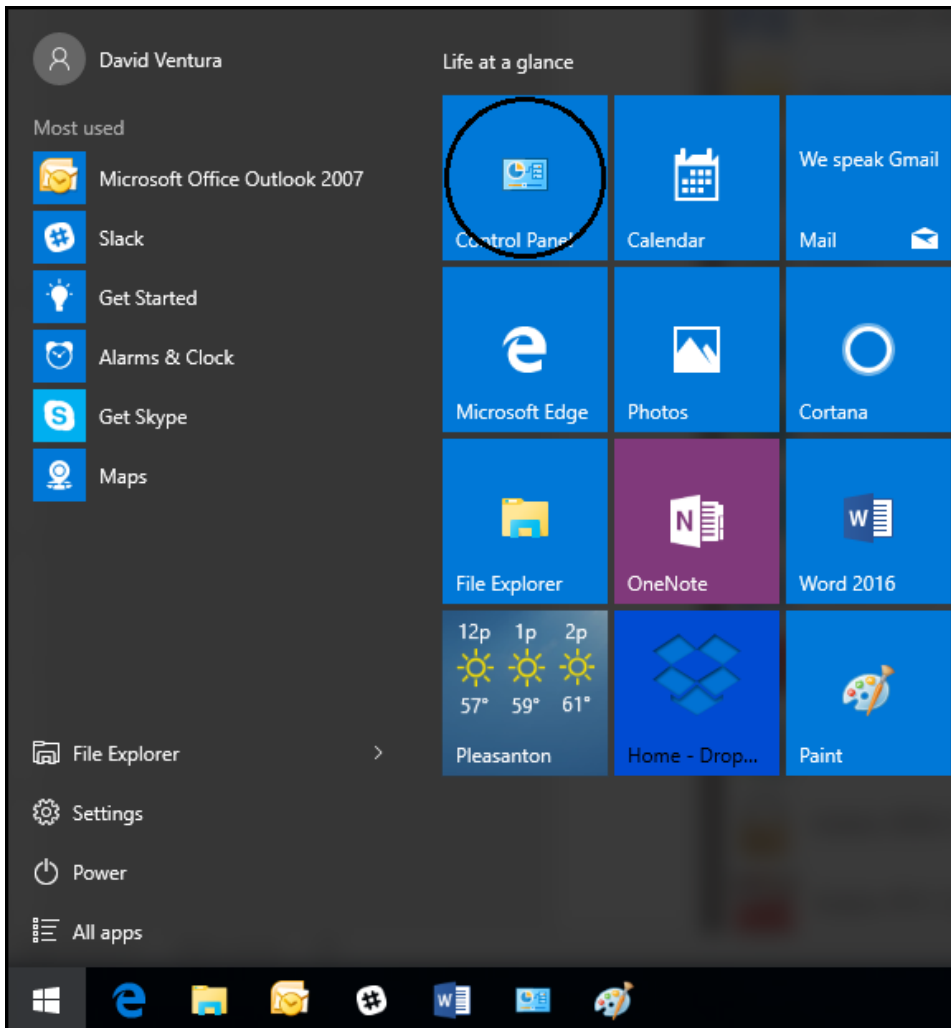


Figure 3-6



NOTE: If your Start Menu does not contain a tile for the Control Panel, access it by navigating to Start Button > All Apps > Windows System > Control Panel.

On the Control Panel screen, click on *Programs and Features* (See Figure 3-7).

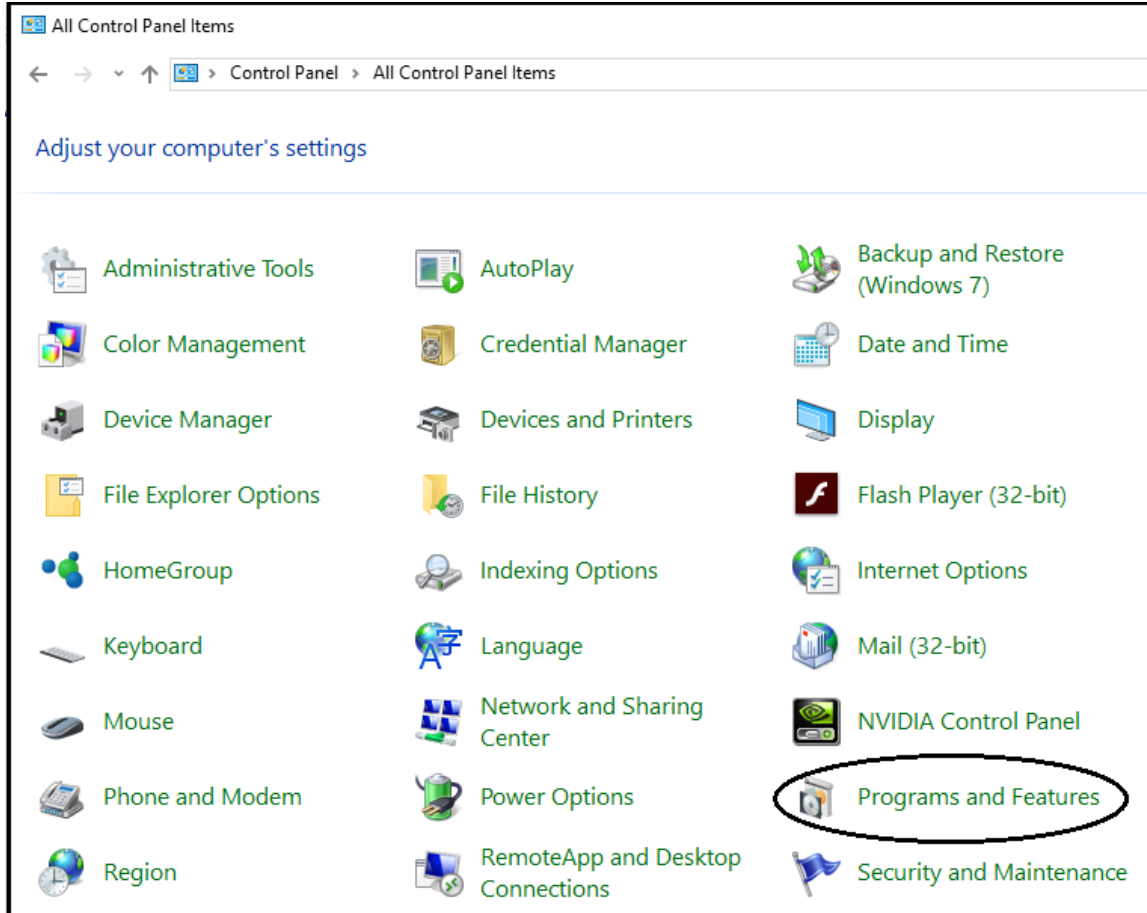


Figure 3-7

On the Programs and Features screen, select *Turn Windows Features On or Off* from the left side of the screen (See Figure 3-8).

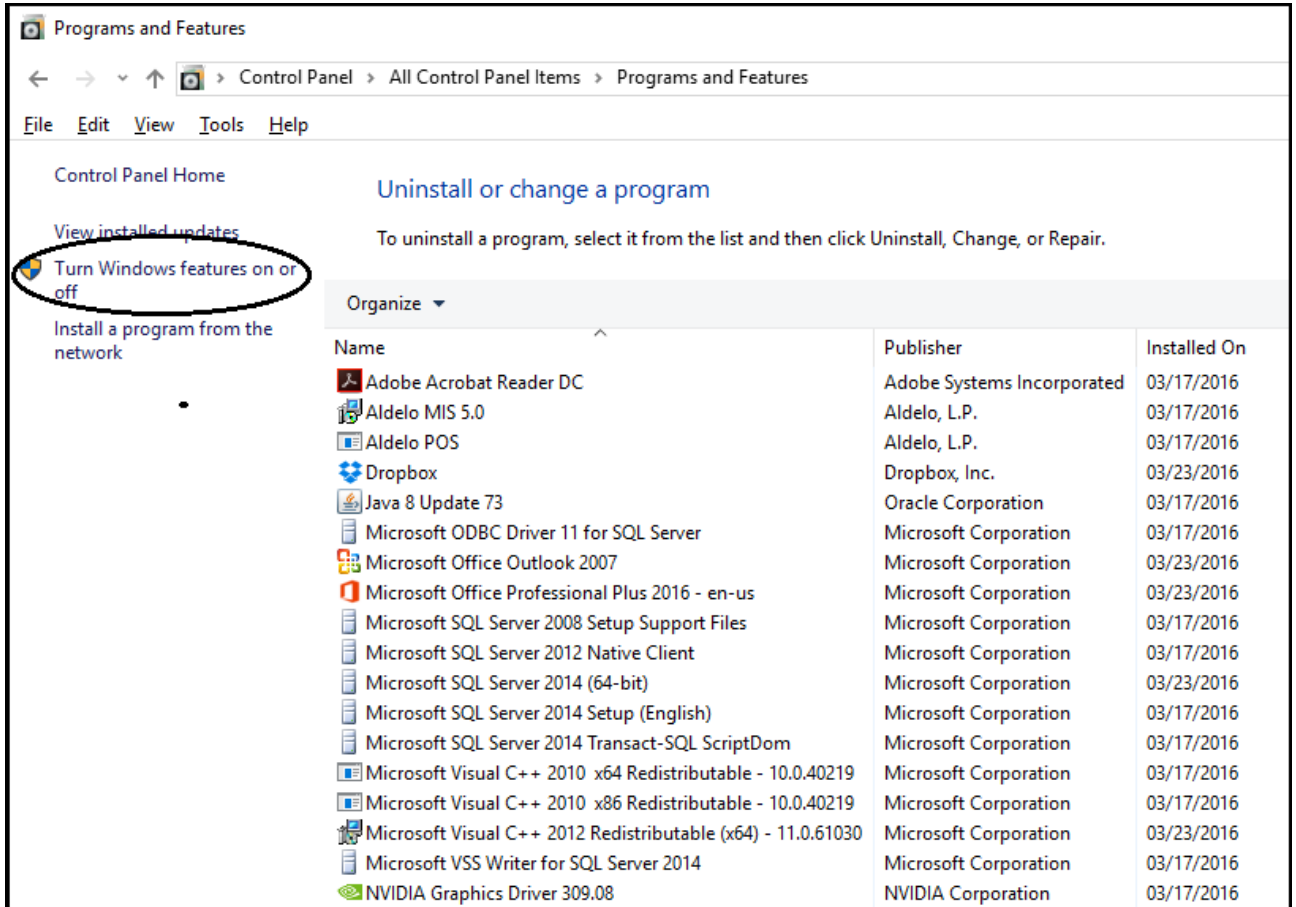


Figure 3-8

On the Windows Features screen, select the *Internet Information Services* checkbox. It is not necessary to turn on all of the features in Internet Information Services. Accept the default features, and then click the *OK* button. Internet Information Services is now installed (See Figure 3-9).

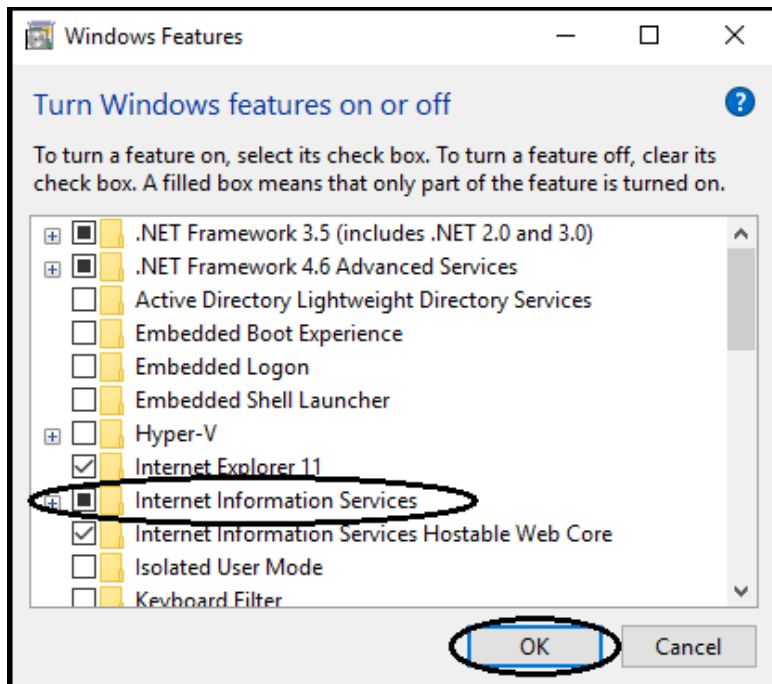




Figure 3-9

Enabling 32-Bits Applications (64-Bit Operating Systems Only)

Please note that if your computer uses a 32-bit operating system, skip this section and continue with the following section; however, if your computer uses a 64-bit operating system, you must enable 32-bit applications before you may proceed with the installation of EDC. In this case, continue with the following section.

| | |
|---|--|
|  | <p>NOTE: To determine the system type of your operating system, go to your computer desktop and navigate to Start Button > Control Panel > System. The system type appears near the center of the window.</p> |
|---|--|

| | |
|---|---|
|  | <p>NOTE: If your Start Menu does not contain a file for the Control Panel, access it by navigating to Start Button > All Apps > Windows System > Control Panel.</p> |
|---|---|

To enable 32-bit applications on your computer, open the Control Panel and select the *Administrative Tools* menu option. On the following screen, double-click the *Internet Information Services (IIS) Manager* menu item to display the list of available IIS connections on the left side of the Internet Information Services (IIS) Manager screen. Double-click on your computer name in the list to expand its tree (See Figure 3-10).

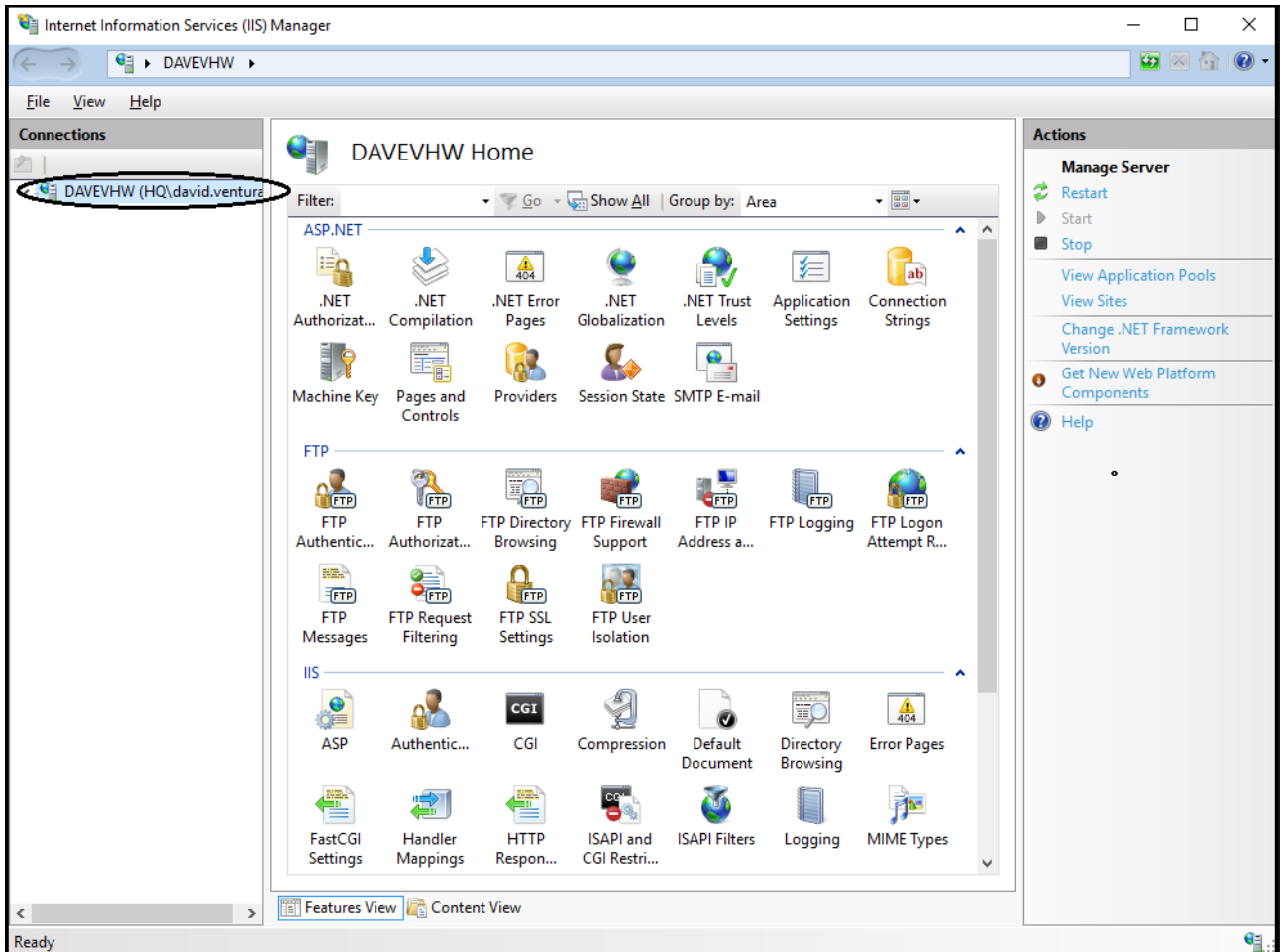


Figure 3-10

In the expanded tree, click on the *Application Pools* menu item to display in the center panel the list of application pools on the server. Right-click on *DefaultAppPool* to display its sub-menu and select *Advanced Settings...* by clicking on it. On the Advanced Settings window, under the **General Settings** section, make sure you set the Enable 32-Bit Applications option to True. Finally, click the *OK* button to save the settings and dismiss the Advanced Settings window (See Figure 3-11).

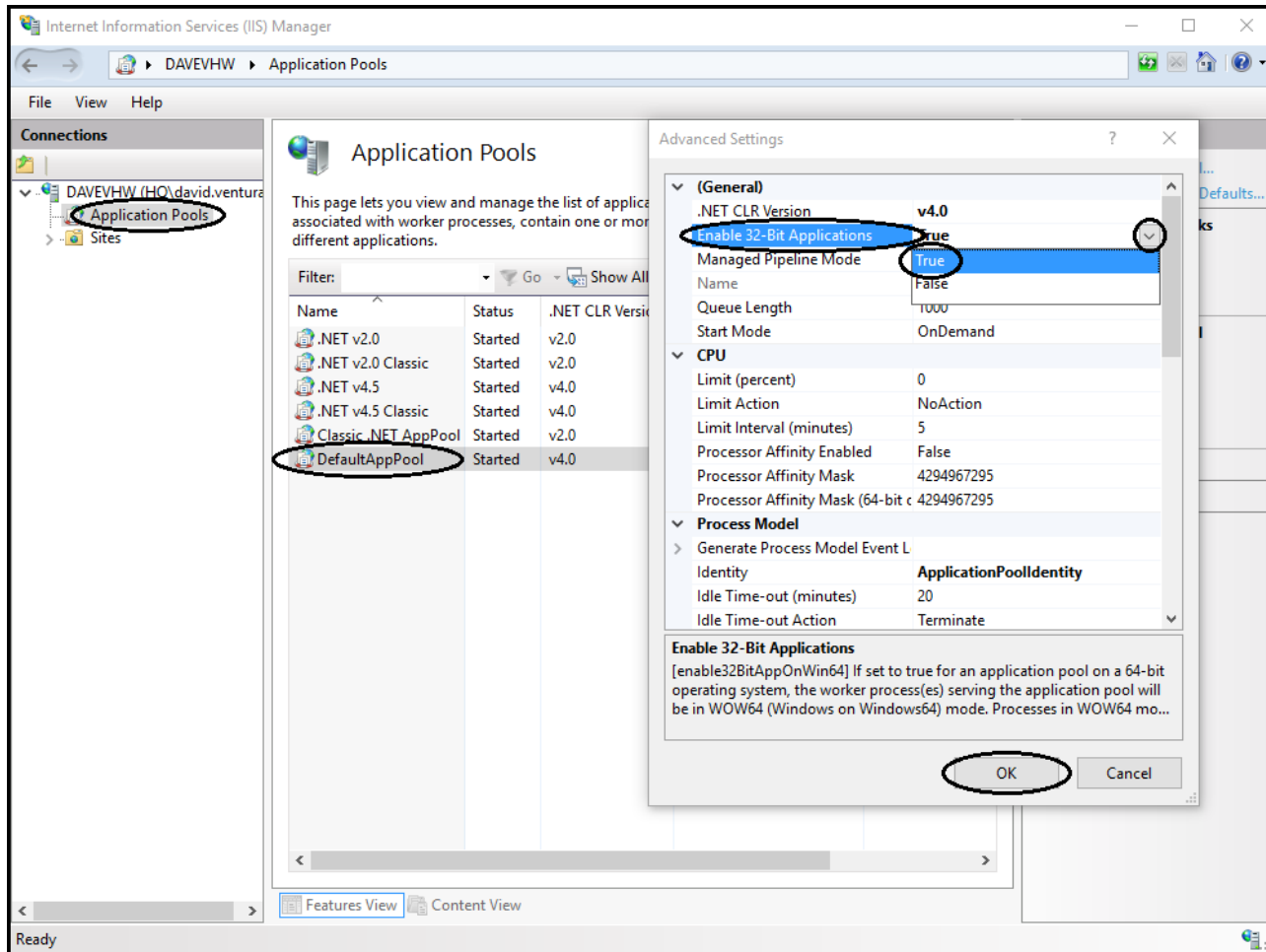


Figure 3-11

Enabling HTTP Activation (Windows 10 Only)

If you are running Windows 10 Professional as your operating system, you must enable HTTP Activation to allow ASP.net to register to Internet Information Services. Please note that this only applies to systems running Windows 10. If your computer is running any other version of Windows, skip this section and continue with the following section.

To enable HTTP Activation, open the Control Panel and select the *Programs and Features* menu option. On the following screen, click the *Turn Windows Features On or Off* option on the left side of the screen to display the Windows Features window. Expand the *.NET Framework 4.6 Advanced Services* menu option and then expand the *WCF Services* sub-menu option. Select the *Enable HTTP Activation* checkbox. Click the *OK* button to save the settings and dismiss the Windows Features window (See Figure 3-12).

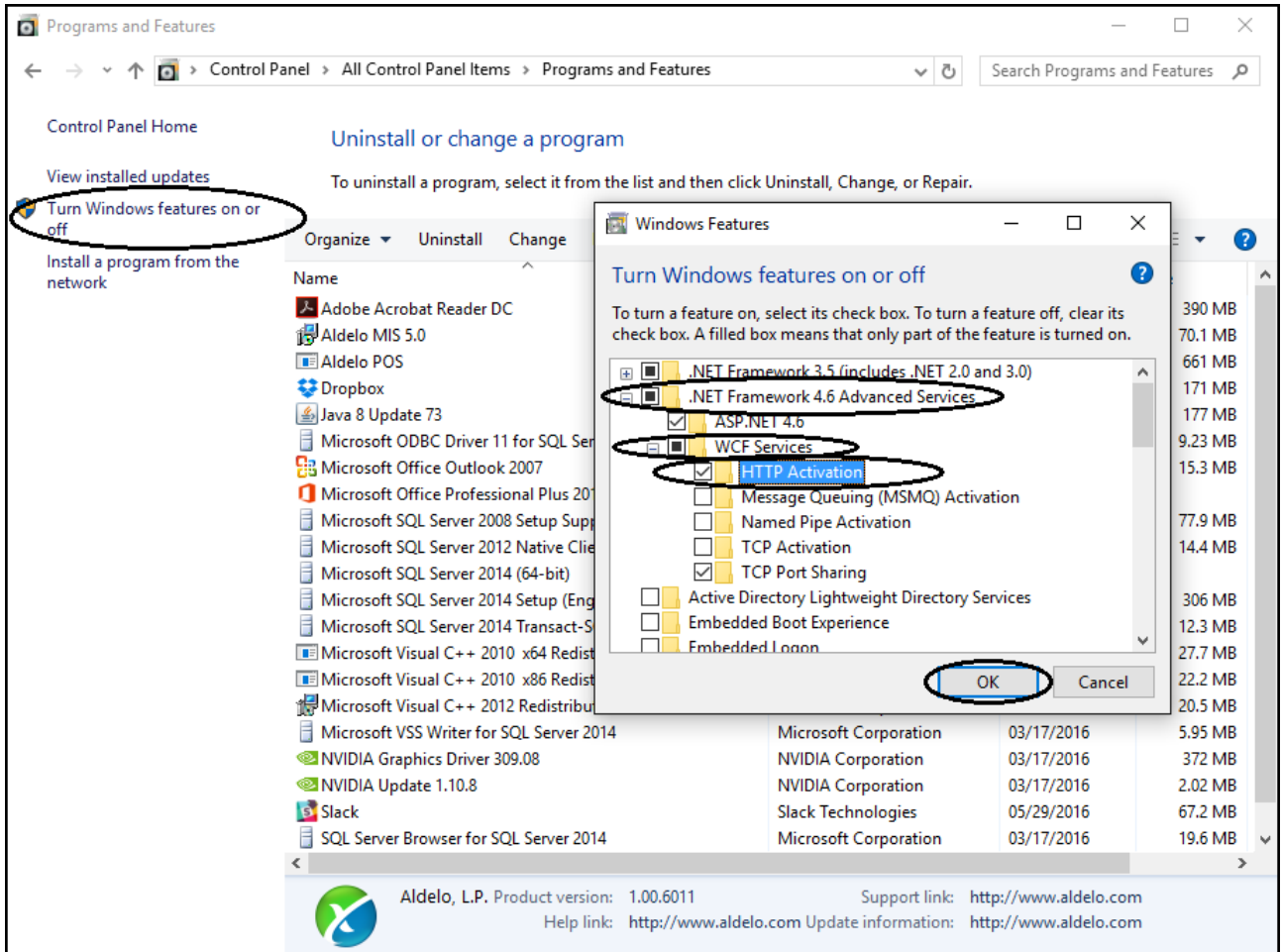


Figure 3-12

Installation of Aldelo® EDC

The installation of Aldelo® EDC is very straightforward. Prior to installation, please ensure that IIS is already installed. The Aldelo® EDC installation is dependent upon the deployment plan chosen in Chapter 2 of this manual. Please refer to the section titled **Deployment Planning** in Chapter 2 for detailed deployment strategies. This section describes each of the steps involved in performing the Aldelo® EDC software installation.

Place the Aldelo® EDC installation file on your computer desktop and double-click it to begin the installation process. The welcome screen appears. Click the *Next* button to continue (See Figure 3-13).

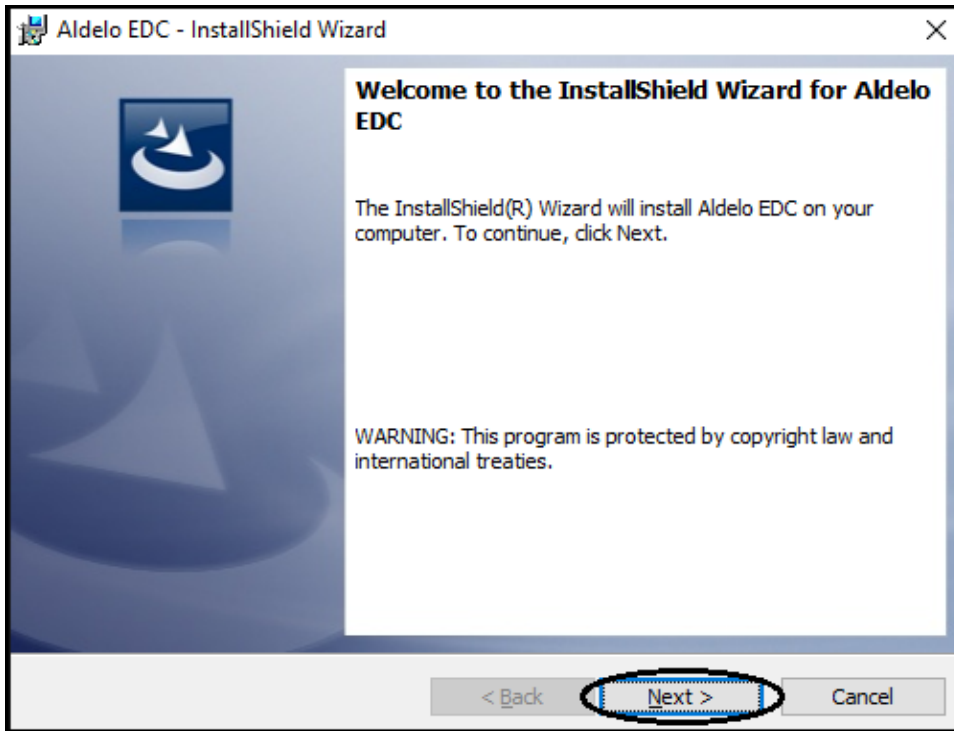


Figure 3-13

Next, the License Agreement screen displays. Read the agreement carefully. If you wish, you may print a hard copy of it by clicking the *Print* button. By accepting the terms of the License Agreement, you are creating a legal agreement between you and Aldelo, LP. If you agree with the terms, select the *I Accept the Terms in the License Agreement* radio button and then click the *Next* button to continue (See Figure 3-14).

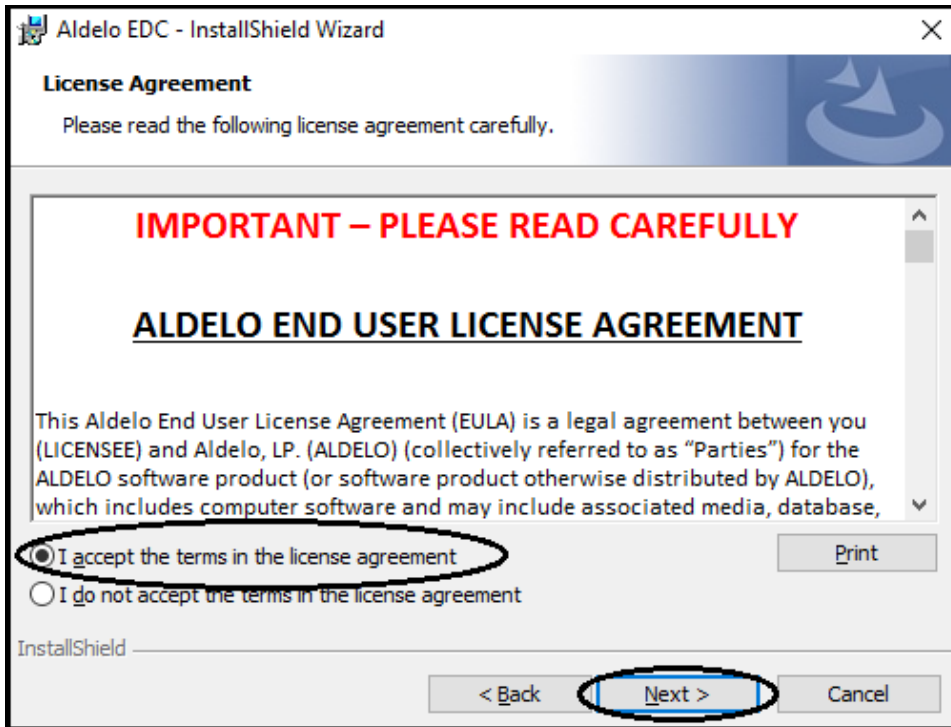


Figure 3-14



NOTE: If you do not accept the terms of the License Agreement, you cannot install the software.

On the Setup Type screen, select the type of setup that suits your needs (Typical or Custom). The Aldelo® EDC installation is dependent upon the deployment plan chosen in Chapter 2 of this manual. Please refer to the section titled **Deployment Planning** in Chapter 2 for detailed deployment strategies. Click the *Next* button to continue (See Figure 3-15).

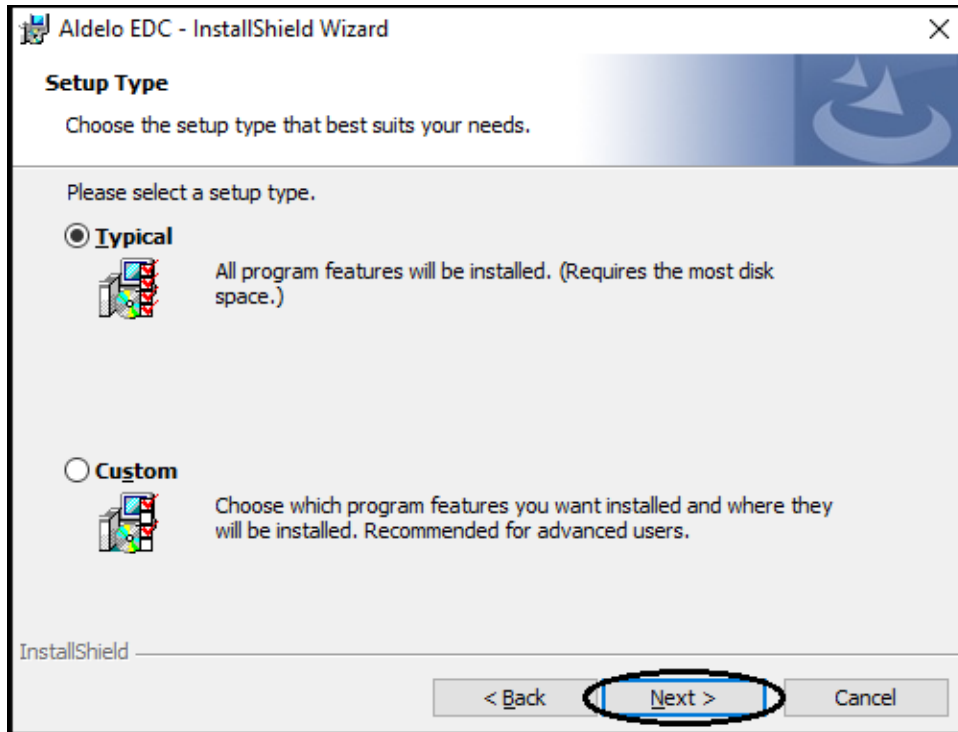


Figure 3-15

Typical Setup

If you chose the typical setup type, the Ready to Install the Program screen appears next. Verify that the current settings are correct. If not, click the *Back* button and make any necessary changes. When ready to proceed, click the *Install* button (See Figure 3-16).

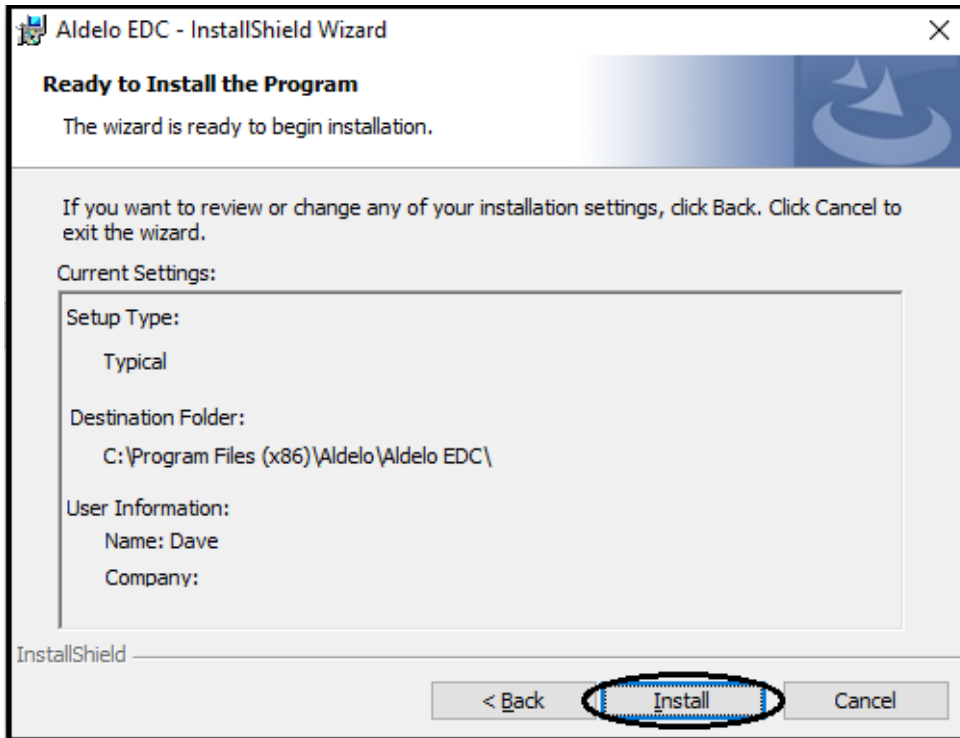


Figure 3-16

During the installation process, the following screen displays (See Figure 3-17).

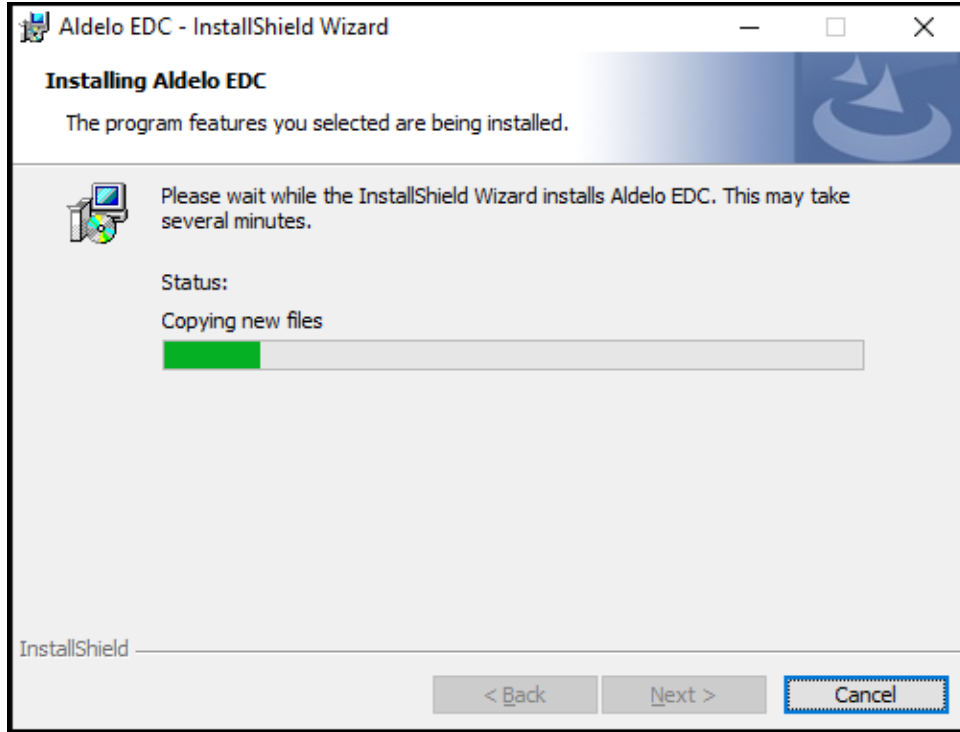


Figure 3-17

Click the *Finish* button on the InstallShield Wizard Completed screen to exit the wizard (See Figure 3-18).

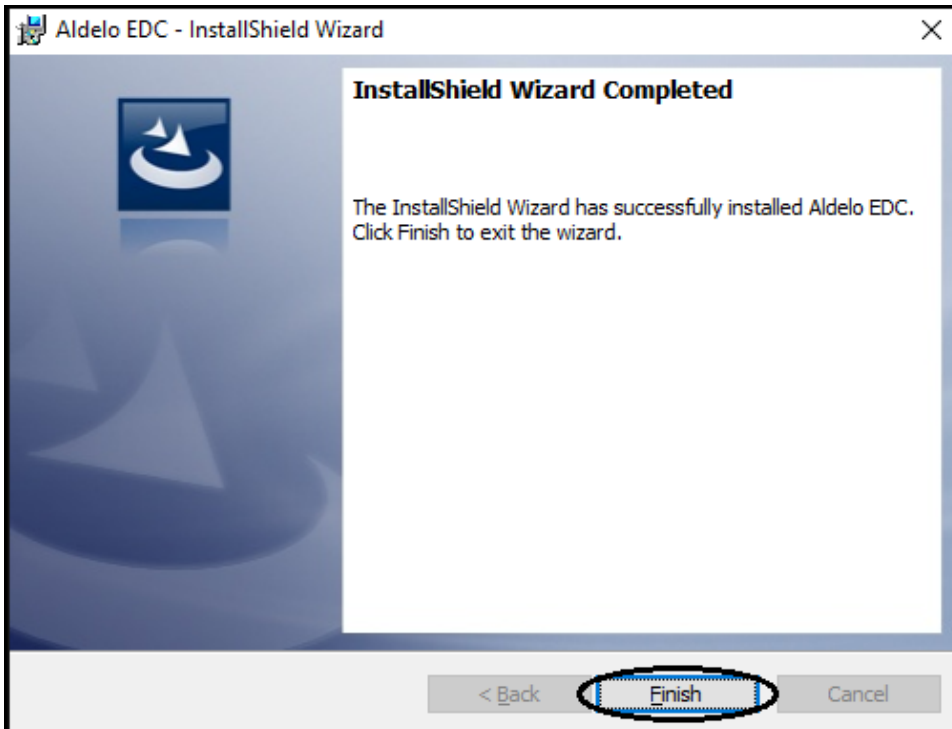


Figure 3-18

When finished, restart your computer, whether or not you are prompted to do so.

If you performed the Typical Setup, your installation is now complete. Skip the following **Custom Setup** section and continue with the section titled **Post Installation Verification**.

Custom Setup

Server Setup

If you chose Custom on the Setup Type screen (See Figure 3-15, above), the Custom Setup screen follows. Here you may install either the client software or the server software. Choose the Payment Processing Services icon to install the required software on your server computer and then click the *Next* button to continue (See Figure 3-19).

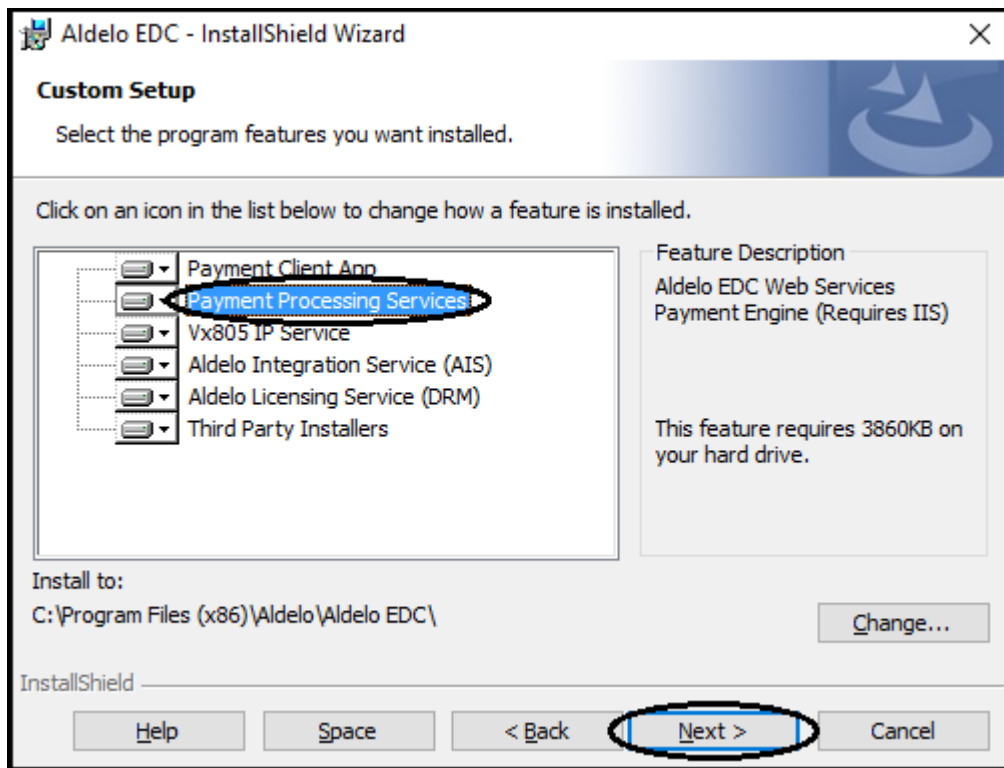


Figure 3-19

The Ready to Install the Program screen appears next. Verify that the current settings are correct. If not, click the *Back* button and make any necessary changes. When ready to proceed, click the *Install* button (See Figure 3-20).

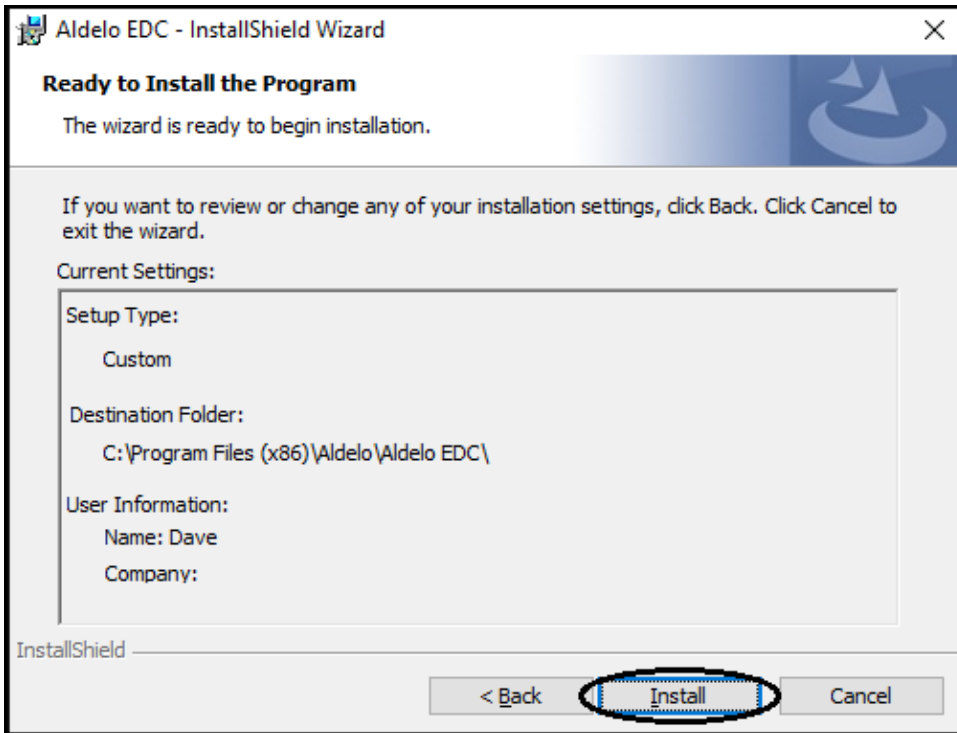


Figure 3-20

During the installation process, the following screen displays (See Figure 3-21).

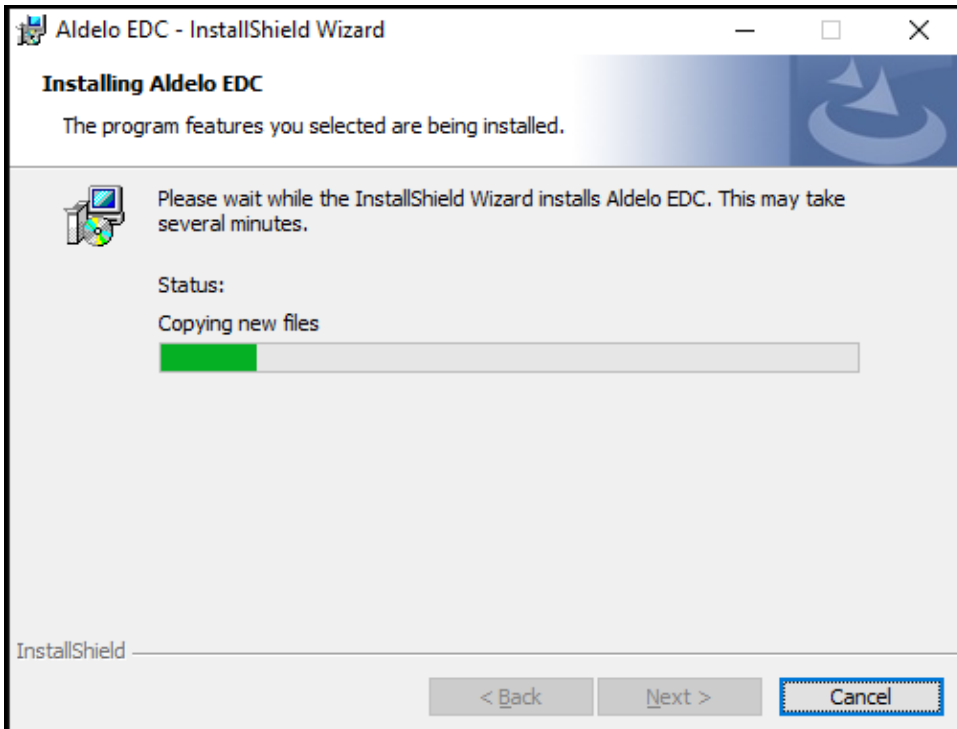


Figure 3-21

Click the *Finish* button on the InstallShield Wizard Completed screen to exit the wizard (See Figure 3-22).

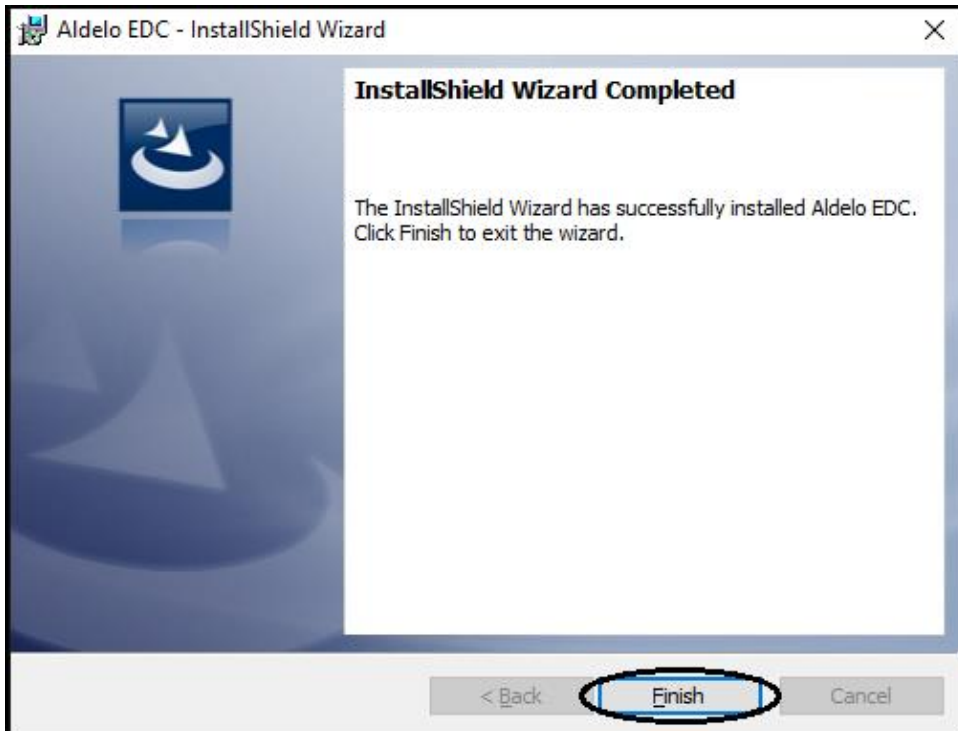


Figure 3-22

When finished, restart your computer, whether or not you are prompted to do so.

Client Setup

To install Aldelo® EDC on your client computer, choose the Payment Client App icon on the Custom Setup screen, and then click the *Next* button (See Figure 3-23).

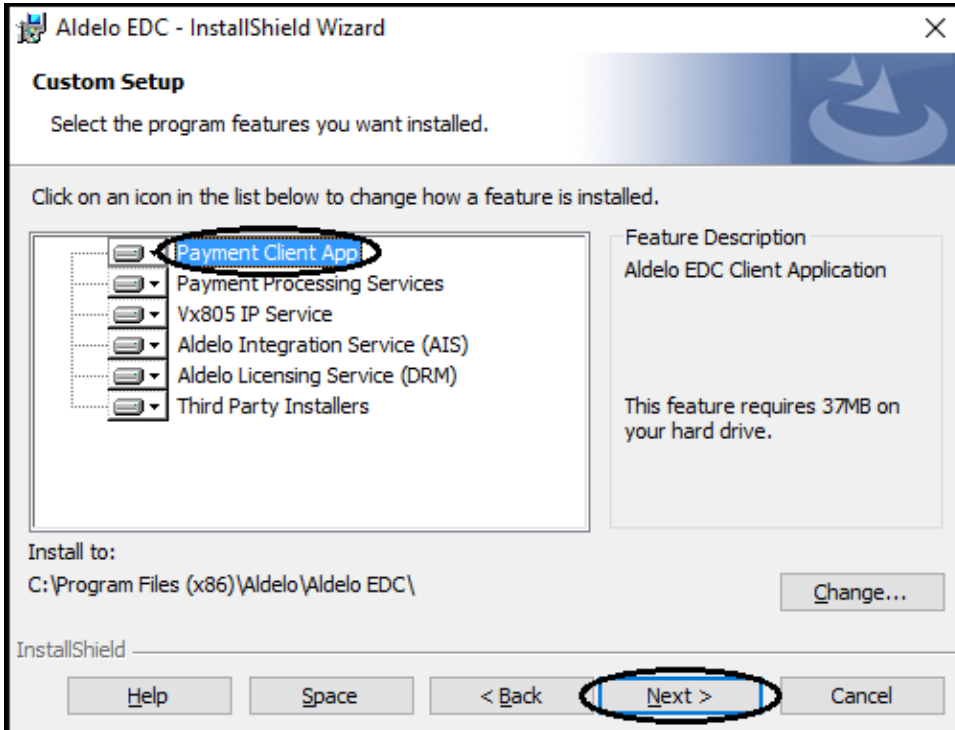


Figure 3-23

The Ready to Install the Program screen appears next. Verify that the current settings are correct. If not, click the *Back* button and make any necessary changes. When ready to proceed, click the *Install* button (See Figure 3-24).

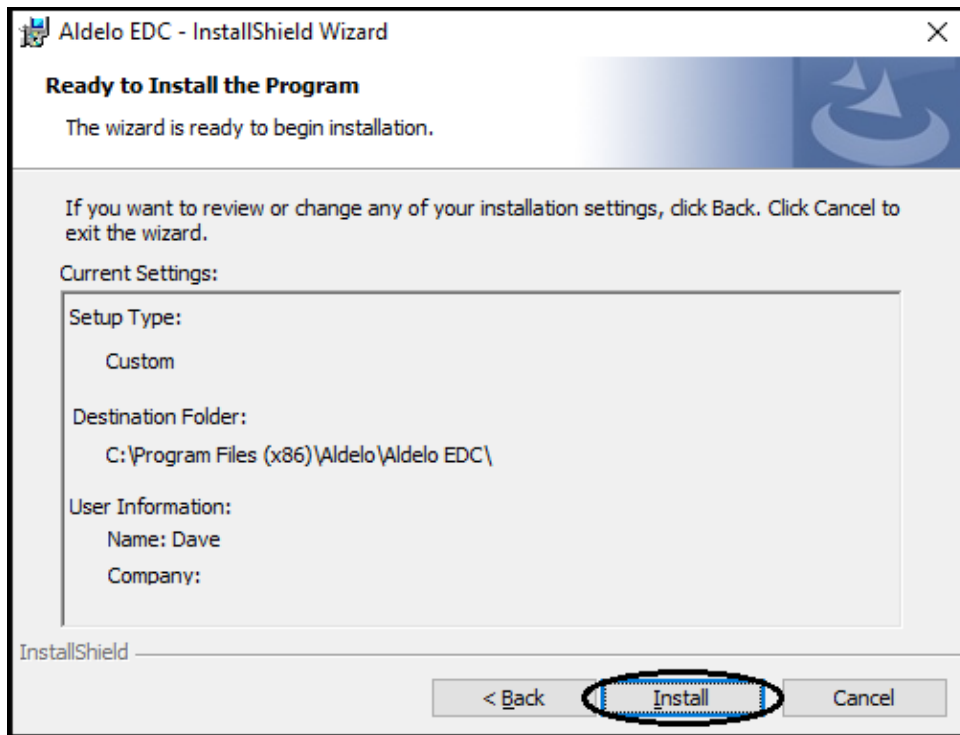


Figure 3-24

During the installation process, the following screen displays (See Figure 3-25).

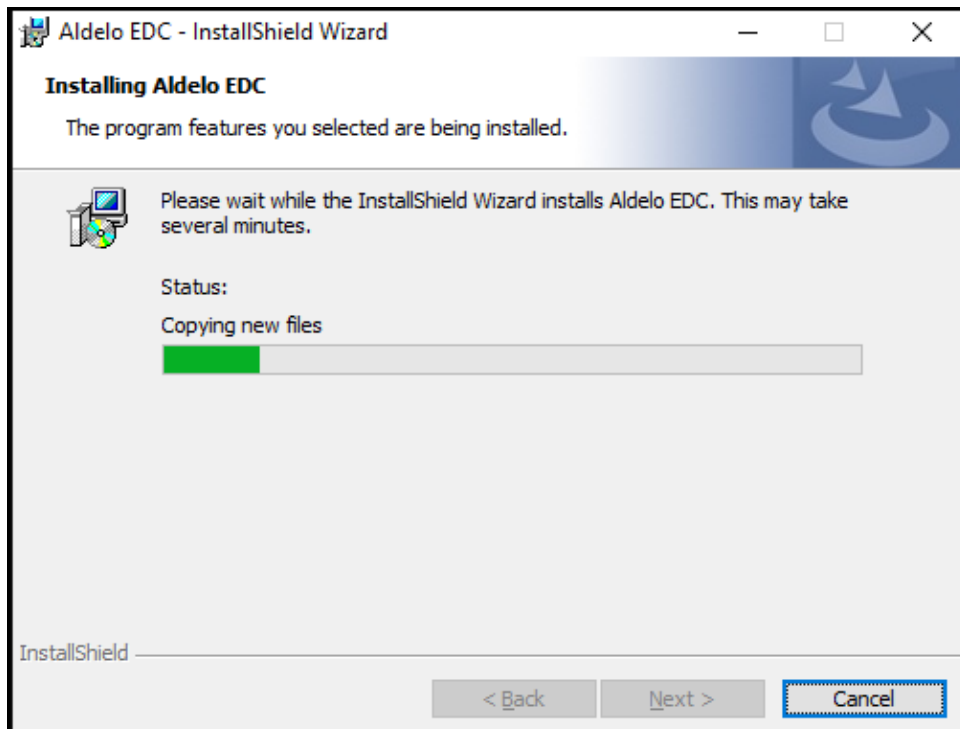


Figure 3-25

Click the *Finish* button on the InstallShield Wizard Completed screen to exit the wizard (See Figure 3-26).

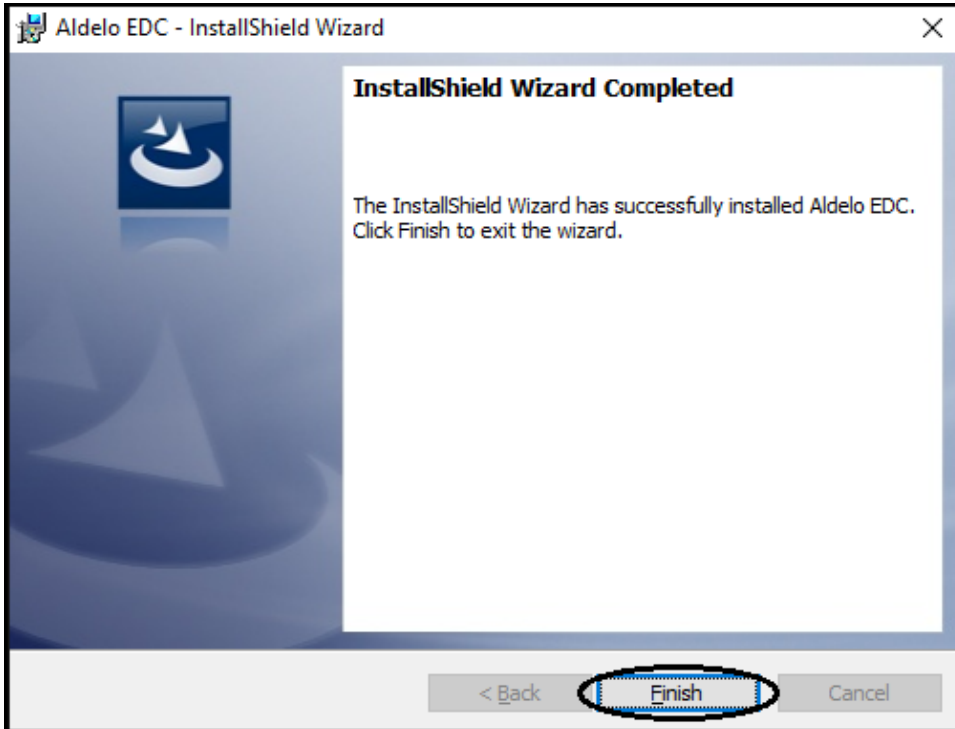


Figure 3-26

When finished, restart your computer, whether or not you are prompted to do so.

Post Installation Verification

Once you have installed Aldelo[®] EDC, it is a good idea to verify that the installation was successful and that everything is setup properly. The following sections show you how to perform this verification. Although this procedure is not required, it is highly recommended.

Verify Firewall Port is Open

Since the Aldelo[®] EDC Server component is an ASP.NET web service, you must make sure that Port 80 (Port 443 if SSL is enabled) is open in the firewall on the server computer that hosts Aldelo[®] EDC. To configure this port access, open the firewall software on your server computer. If you are using the Windows firewall, follow the instructions below. If you are using a third party firewall product, please refer to the firewall software's user manual for instructions on how to configure port access.

Select the *Start* button on the Windows Task Bar (See Figure 3-27).



Figure 3-27

Select *Control Panel* on the Start Menu (See Figure 3-28).

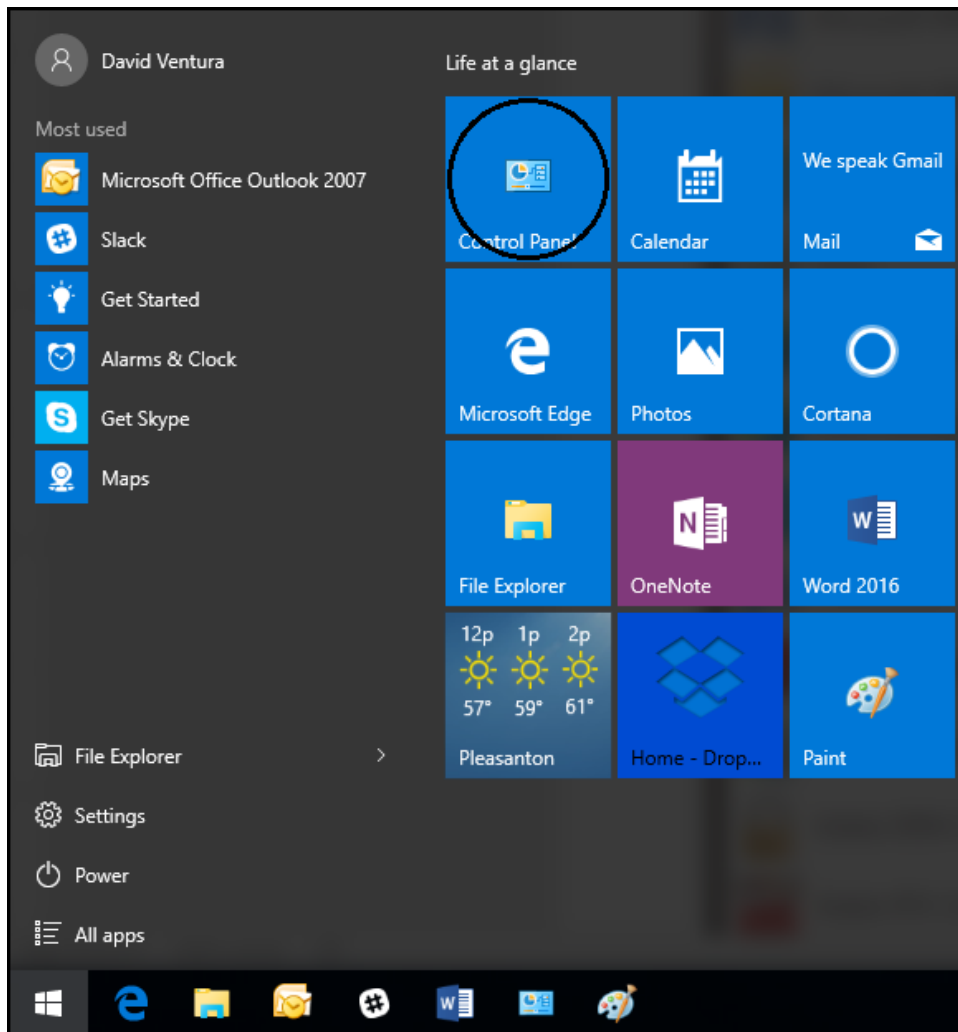


Figure 3-28



NOTE: If your Start Menu does not contain a tile for the Control Panel, access it by navigating to Start Button > All Apps > Windows System > Control Panel.

On the Control Panel screen, double-click on *Windows Firewall* (See Figure 3-29).

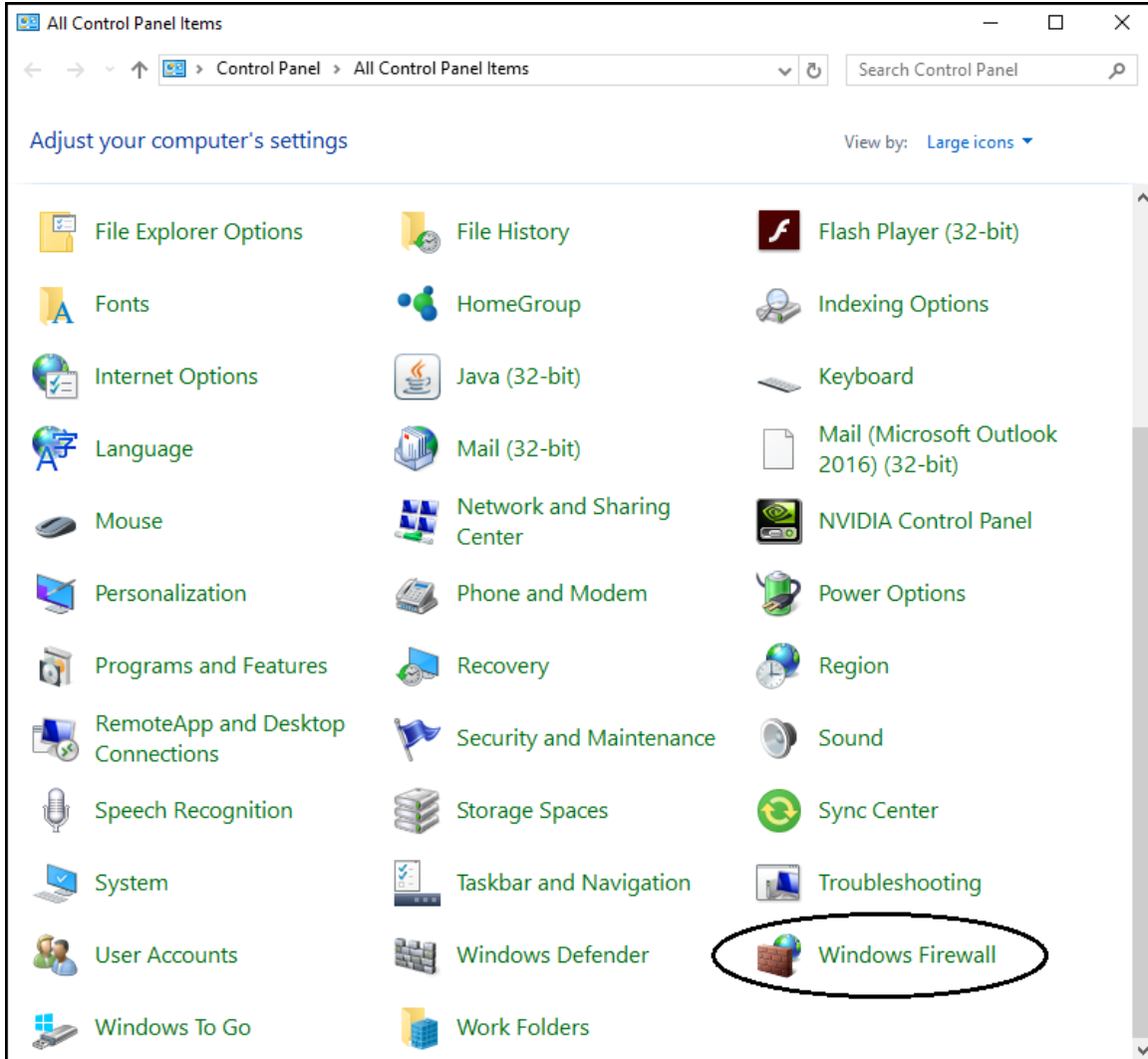


Figure 3-29

On the following screen, click the *Advanced Settings* menu item on the left side of the screen (See Figure 3-30).

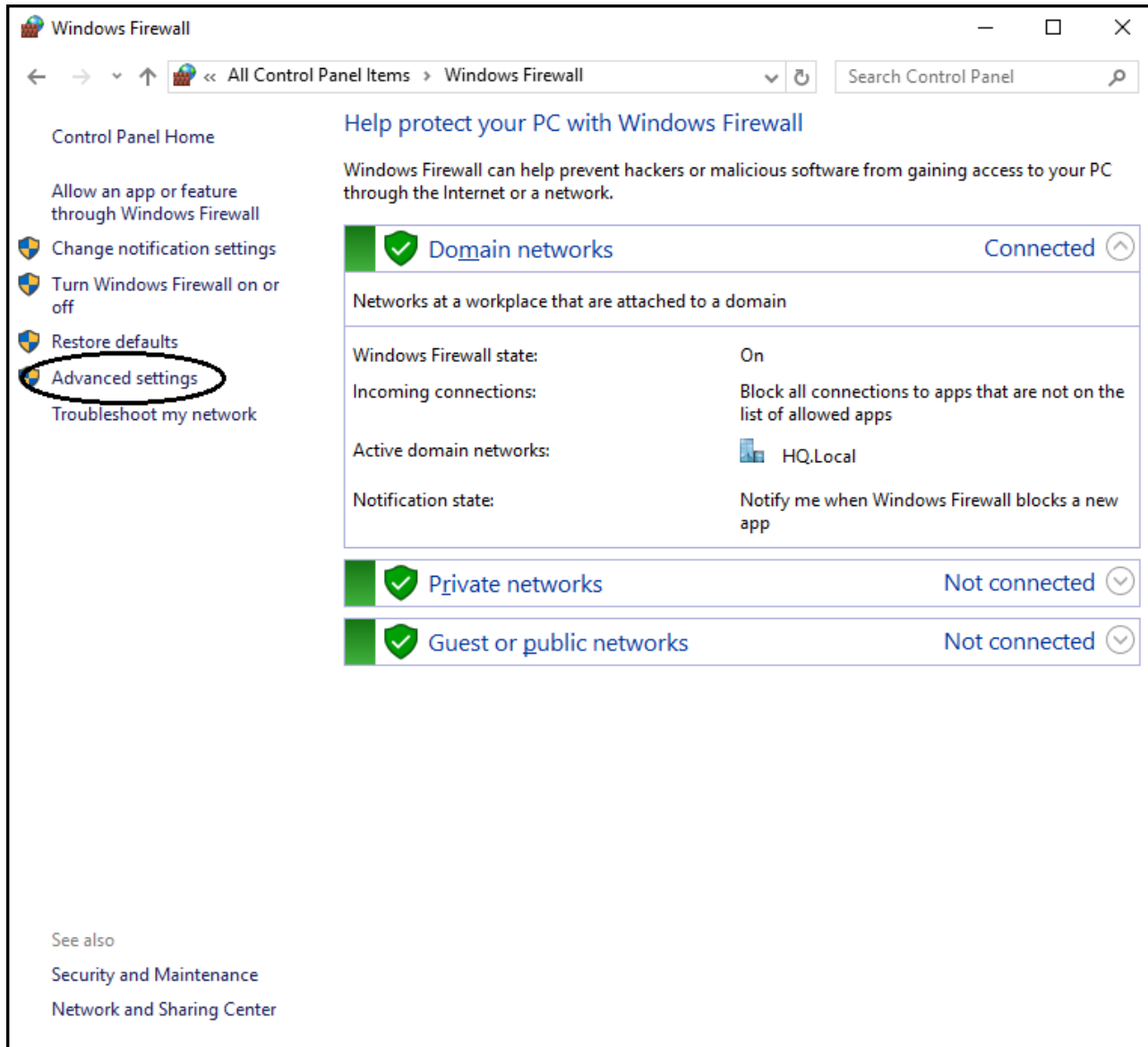


Figure 3-30

The Windows Firewall with Advanced Security screen appears. On the left side of the screen, click the *Inbound Rules* menu item, and then in the Actions column on the right side of the screen, click the *New Rule* menu item (See Figure 3-31).

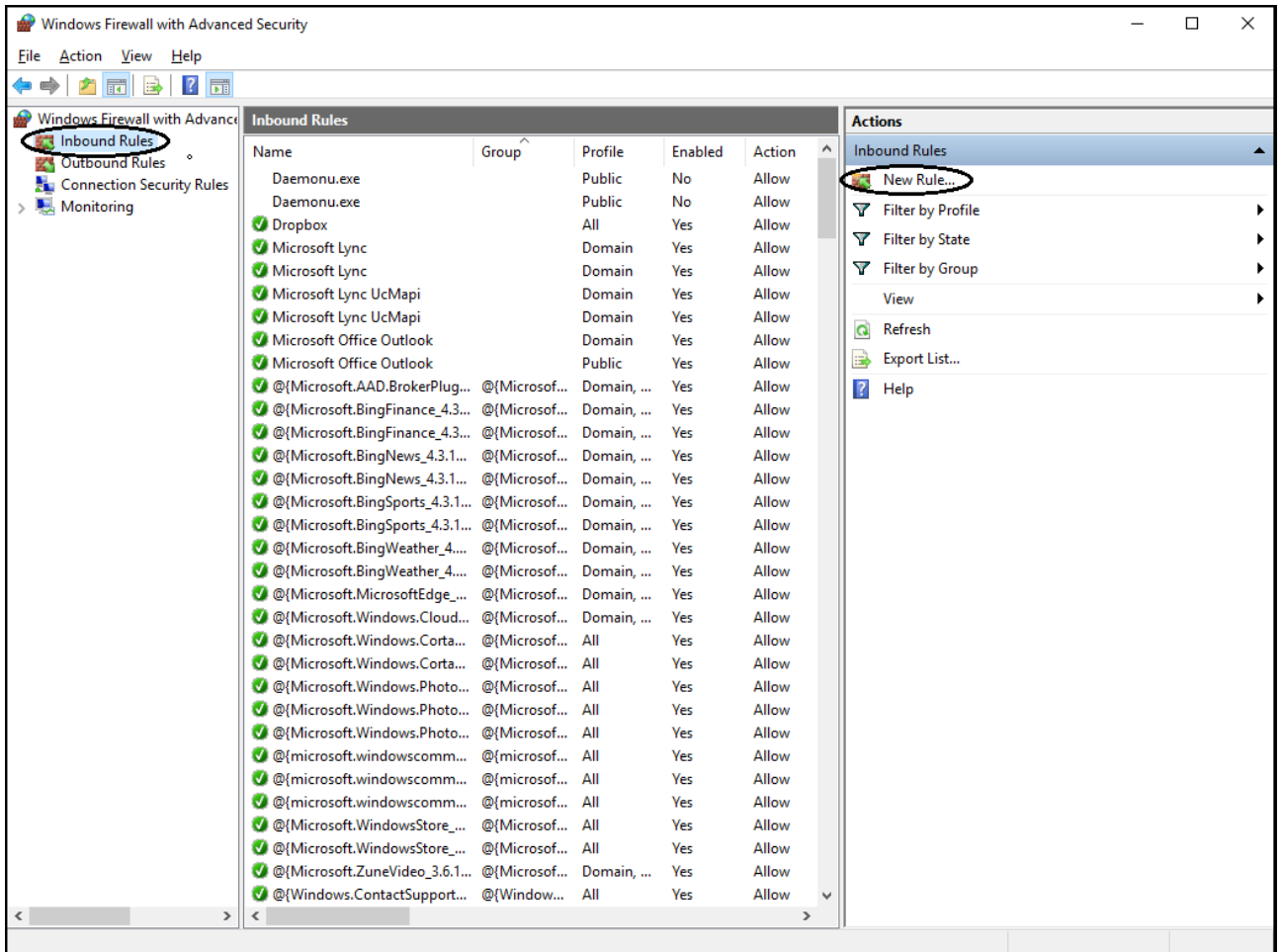


Figure 3-31

The New Inbound Rule Wizard displays. Select the *Port* radio button to create a rule that controls connections for a TCP or UDP port and then click the *Next* button (See Figure 3-32).

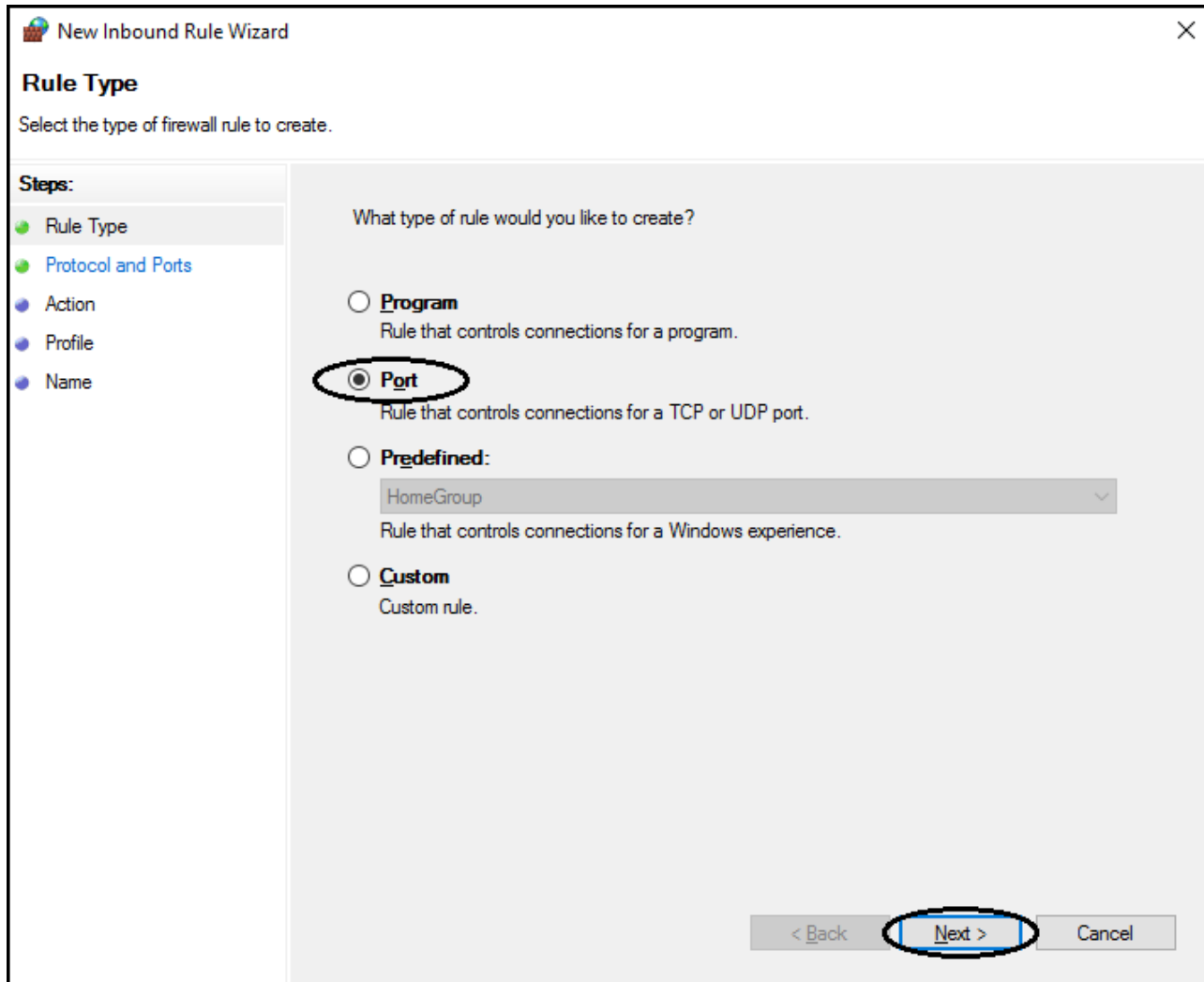


Figure 3-32

In the following window, select the *TCP* radio button for the protocol and the *Specific Local Ports:* radio button. Enter the number of the firewall port you wish to open in the Specific Local Ports field. If SSL is not enabled, enter “80” for the port number. If SSL is enabled, enter “443” for the port number. When finished, click the *Next* button to continue (See Figure 3-33).

The screenshot shows the 'New Inbound Rule Wizard' window with the 'Protocol and Ports' step selected in the 'Steps' sidebar. The main area contains two questions:

- 'Does this rule apply to TCP or UDP?' with radio buttons for 'TCP' (selected) and 'UDP'.
- 'Does this rule apply to all local ports or specific local ports?' with radio buttons for 'All local ports' and 'Specific local ports:' (selected).

The 'Specific local ports:' text box contains the number '80'. Below the text box is the example text: 'Example: 80, 443, 5000-5010'. At the bottom right, there are three buttons: '< Back', 'Next >' (highlighted), and 'Cancel'.

Figure 3-33

In the next window, select the *Allow the Connection* radio button and then click the *Next* button to continue (See Figure 3-34).

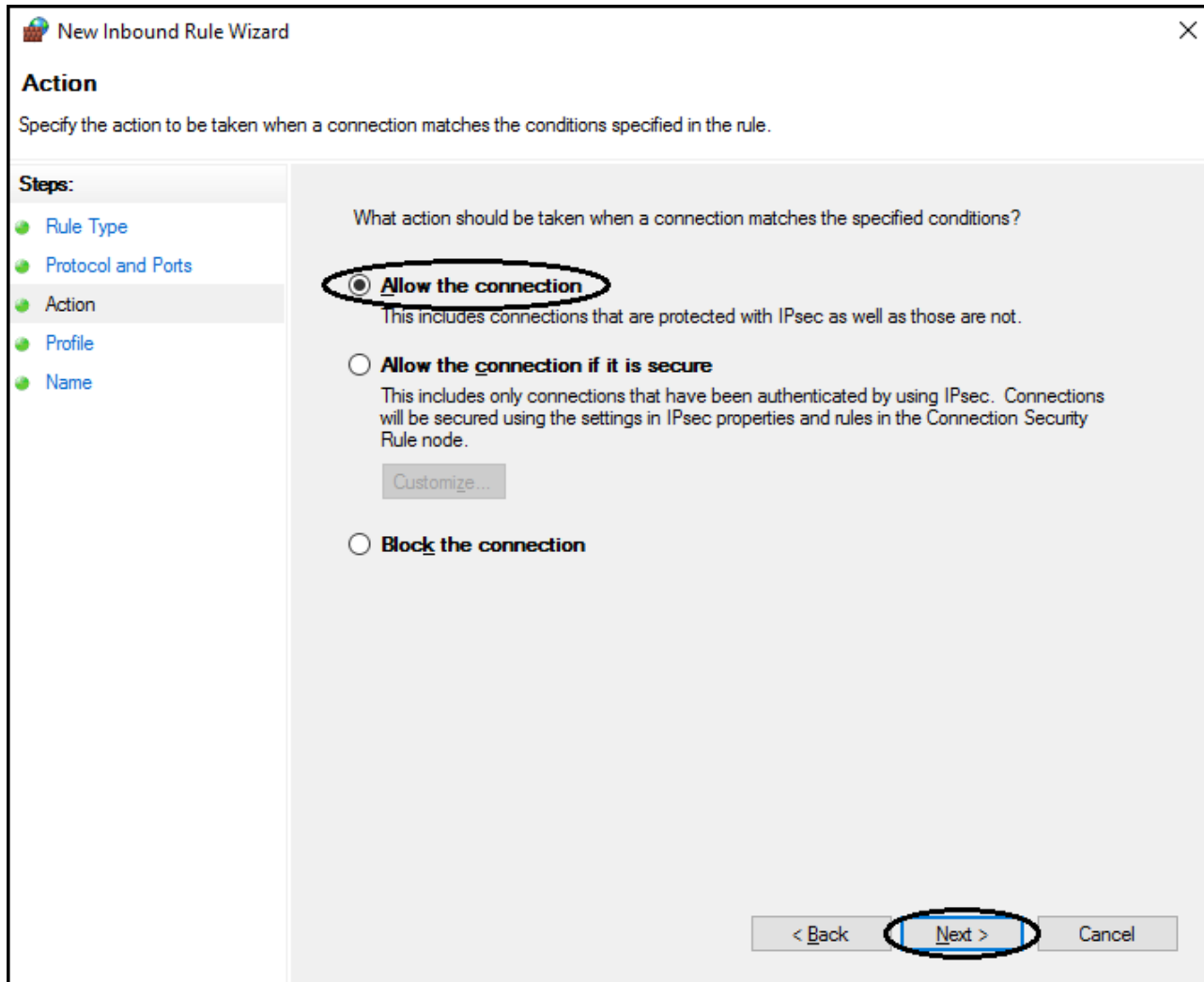


Figure 3-34

In the Profile window, select the appropriate checkboxes for your installation. If you do not know what to select here, check with your network administrator. Click the *Next* button to continue (See Figure 3-35).

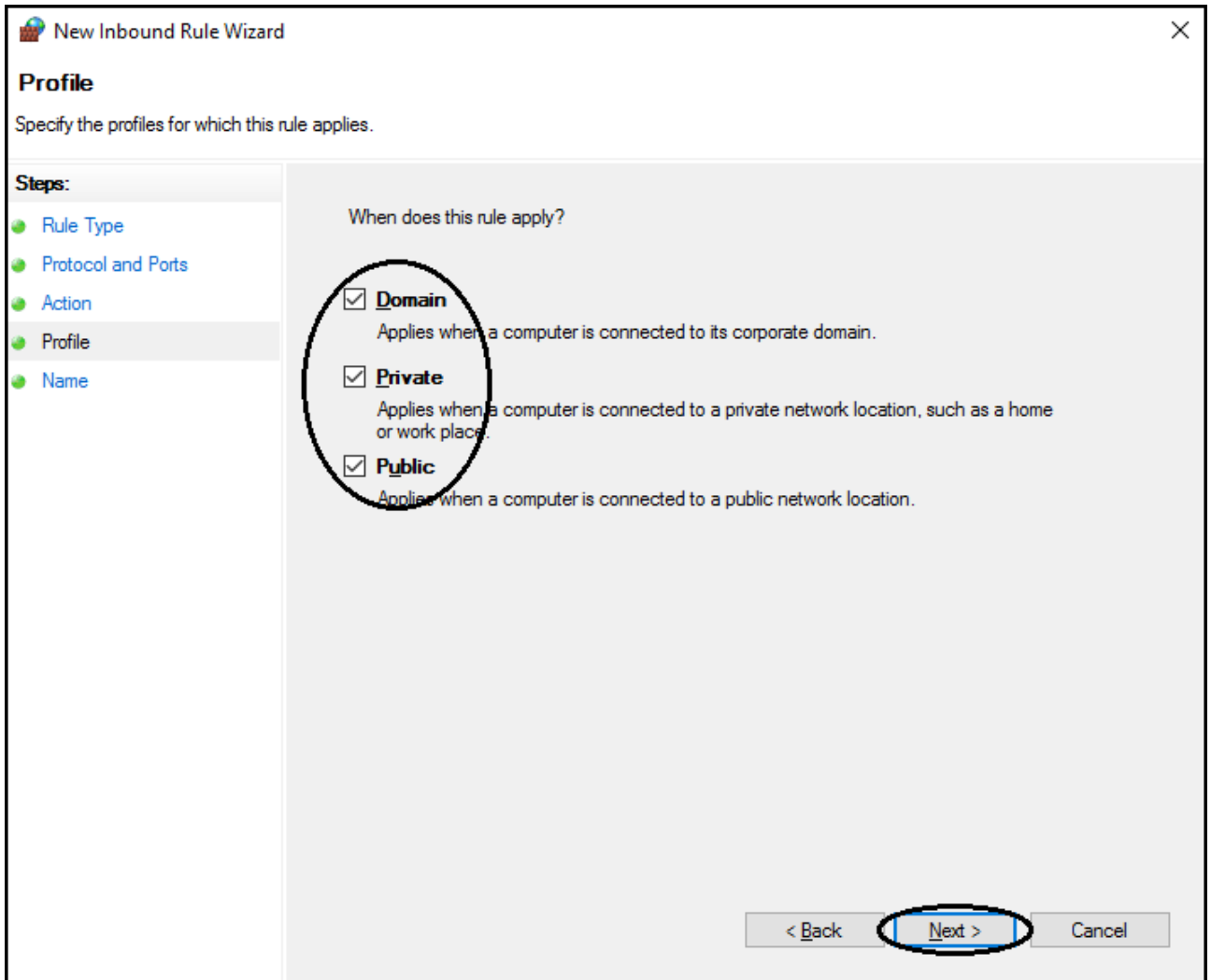
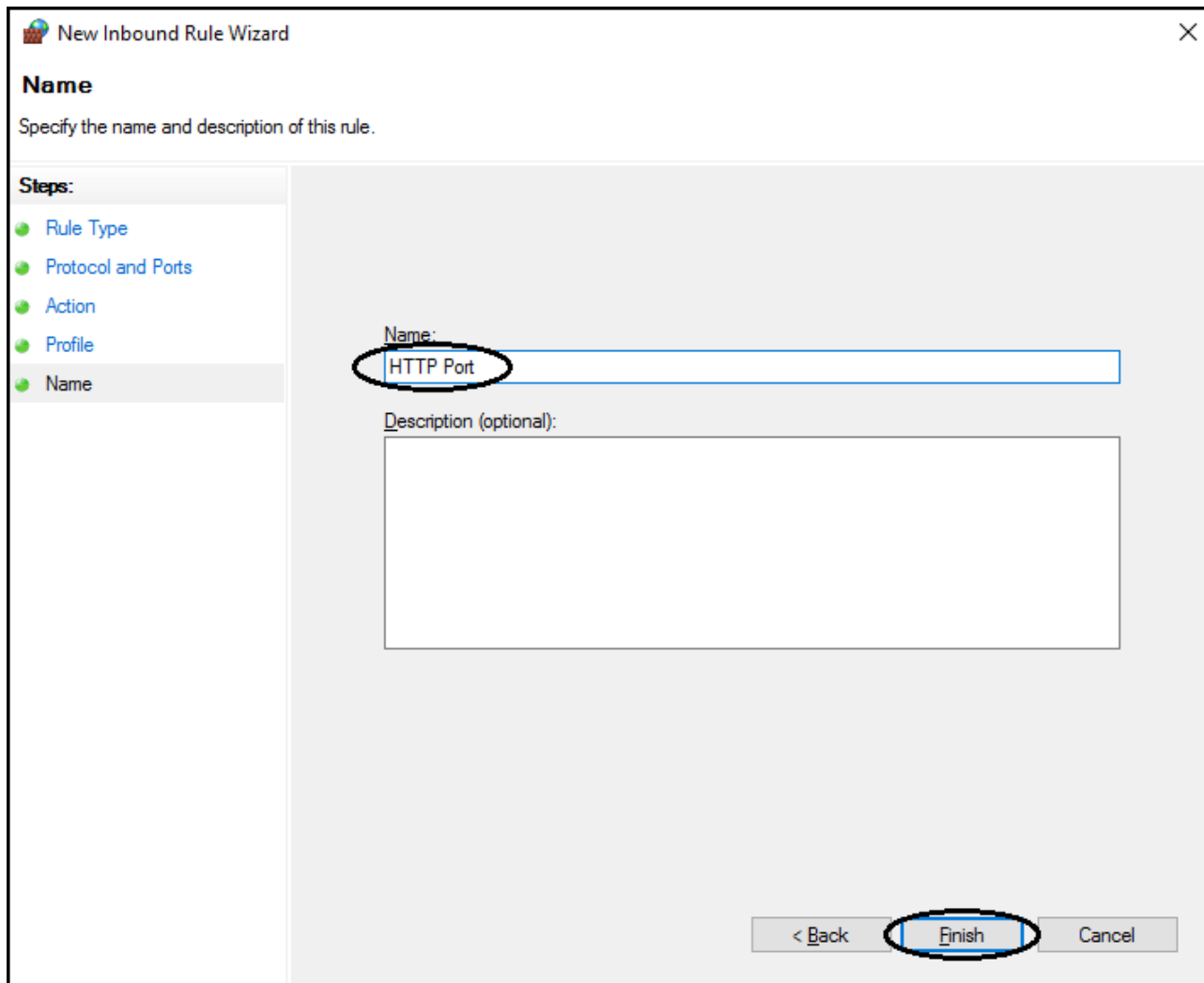


Figure 3-35

Finally, give the new port a name (for example, “HTTP Port” if SSL is not enabled or “HTTPS Port” if SSL is enabled) and, if desired, an optional description. When finished, click the *Finish* button to complete the procedure (See Figure 3-36).



The screenshot shows a window titled "New Inbound Rule Wizard" with a close button (X) in the top right corner. The main heading is "Name" with the instruction "Specify the name and description of this rule." On the left, a "Steps:" list shows five items: "Rule Type", "Protocol and Ports", "Action", "Profile", and "Name", each with a green circular progress indicator. The "Name" step is currently selected. The main area contains a "Name:" label above a text input field containing "HTTP Port", which is circled in red. Below it is a "Description (optional):" label above a larger empty text area. At the bottom right, there are three buttons: "< Back", "Finish" (circled in red), and "Cancel".

Figure 3-36

Verify Aldelo® EDC Folder Securities

Aldelo® EDC requires certain folder securities to be setup properly. The Aldelo® EDC installation software automatically configures these folder securities for you. This section provides a detailed explanation of security permissions and how they affect Aldelo® EDC. Knowledge of manual security configuration is desirable if you must maintain the folder securities yourself. In general, both the Aldelo® EDC Client and Server folders must be given Full Control security within the Users group. Additionally, if the system is running Windows 7, add the ASPNET account with Full Control security.

Verify Aldelo® EDC Web Service is Functioning Properly

The quickest way to ensure that IIS, ASP.NET, and the Aldelo® EDC Server component (web service) are working properly is to execute a web service test. The following instructions describe how to perform such a test.

Open a web browser on your computer, enter “http://localhost/AldeloEDC/EDC.asmx” in the browser address bar, and hit the *Enter* button on your keyboard. If the web service is located on a remote computer, substitute the remote computer’s name or its IP address for the word “localhost” in the web address above. If the web service is hosted under SSL, then replace “http” with “https” (See Figure 3-37).

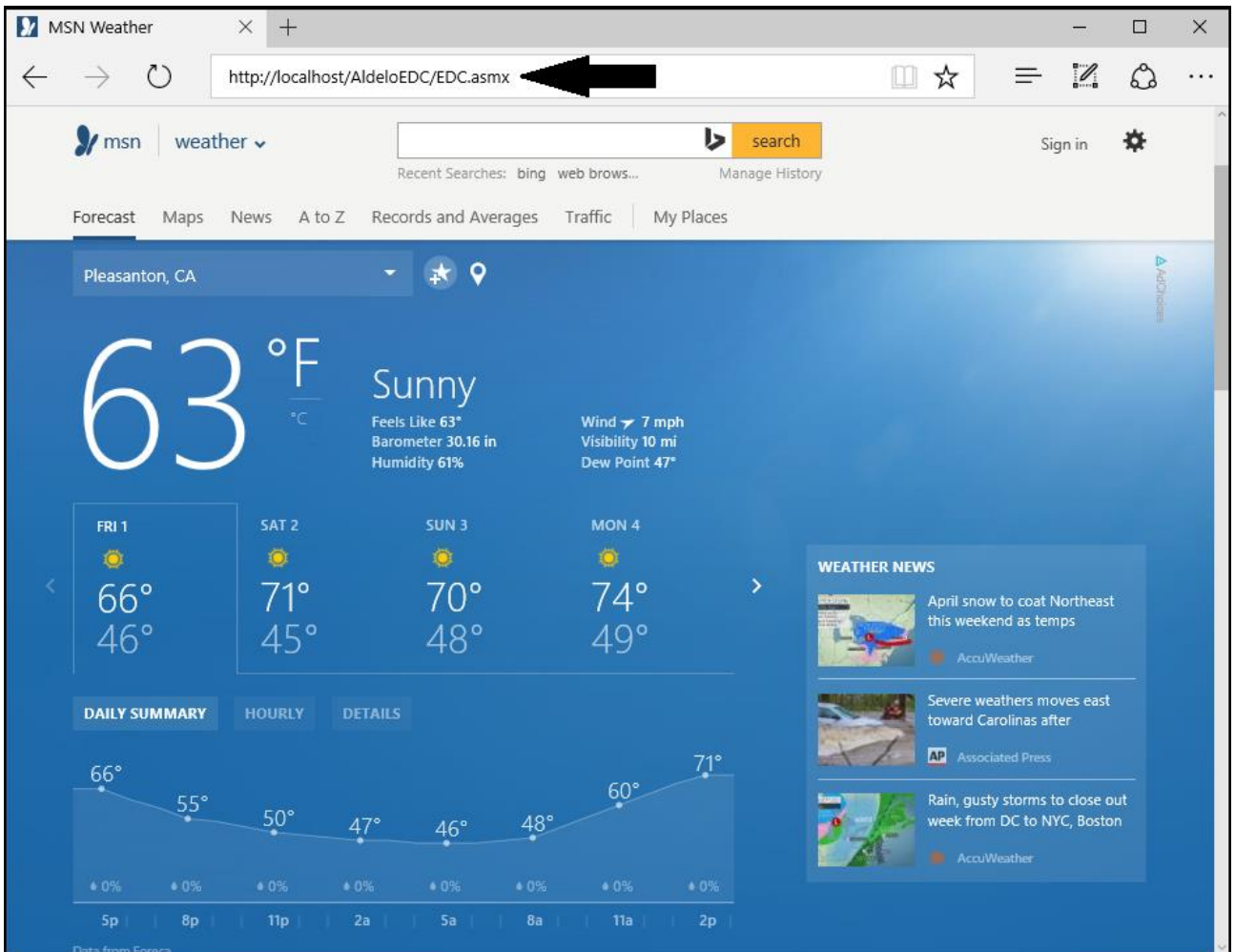


Figure 3-37

After a few moments, the browser displays a list of available web methods (See Figure 3-38).

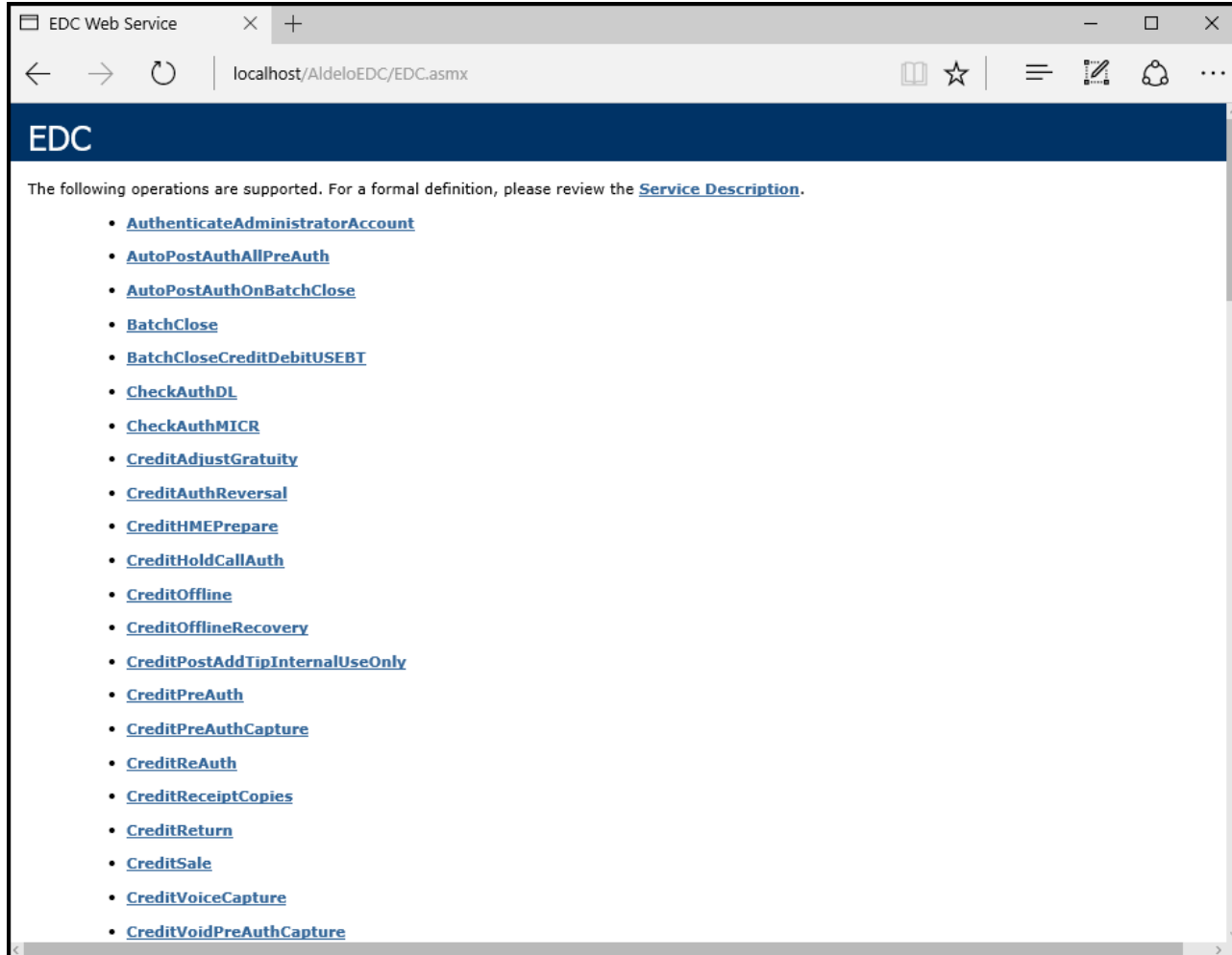


Figure 3-38

Scroll down, locate the Verify Success web method, and click on it. On the following screen, click the *Invoke* button (See Figure 3-39).

The screenshot shows a web browser window with the address bar displaying 'localhost/AldeloEDC/EDC.asmx?op=VerifySuccess'. The page title is 'EDC'. Below the title, there is a link 'here' for a complete list of operations. The main heading is 'VerifySuccess'. Underneath, there is a 'Test' section with the instruction: 'To test the operation using the HTTP POST protocol, click the 'Invoke' button.' The 'Invoke' button is circled in red. Below this, there is a 'SOAP 1.1' section with a sample request and response. The request is a POST to '/AldeloEDC/EDC.asmx HTTP/1.1' with headers for Host, Content-Type, Content-Length, and SOAPAction. The body is an XML SOAP envelope containing a 'VerifySuccess' element. The response is an HTTP/1.1 200 OK with headers for Content-Type and Content-Length, and a body containing an XML SOAP envelope with a 'VerifySuccessResponse' element.

EDC

Click [here](#) for a complete list of operations.

VerifySuccess

Test

To test the operation using the HTTP POST protocol, click the 'Invoke' button.

Invoke

SOAP 1.1

The following is a sample SOAP 1.1 request and response. The placeholders shown need to be replaced with actual values.

```
POST /AldeloEDC/EDC.asmx HTTP/1.1
Host: localhost
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "http://tempuri.org/VerifySuccess"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" />
  <soap:Body>
    <VerifySuccess xmlns="http://tempuri.org/" />
  </soap:Body>
</soap:Envelope>

HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/" />
  <soap:Body>
    <VerifySuccessResponse xmlns="http://tempuri.org/">
      <VerifySuccessResult>string</VerifySuccessResult>
    </VerifySuccessResponse>
  </soap:Body>
</soap:Envelope>
```

SOAP 1.2

The following is a sample SOAP 1.2 request and response. The placeholders shown need to be replaced with actual values.

```
POST /AldeloEDC/EDC.asmx HTTP/1.1
Host: localhost
```

Figure 3-39

Next, a browser screen displays some XML code. Read the displayed messages carefully. If the messages indicate that any errors have occurred or that the server page was not found, recheck the Aldelo® EDC folder securities settings (See Figure 3-40).

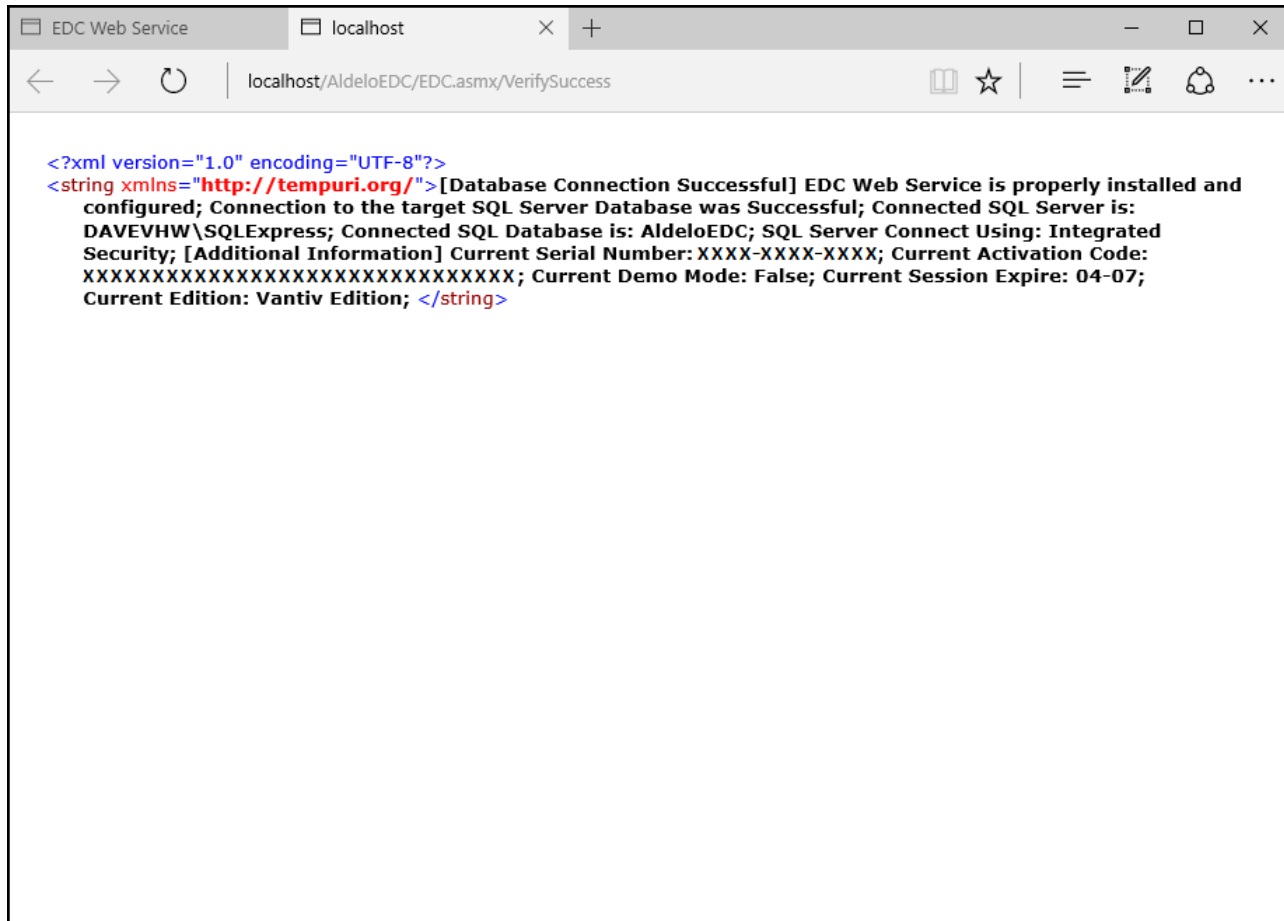


Figure 3-40

Verify SQL Server 2008, 2012, or 2014 is Running

SQL Server 2008, 2012, or 2014 needs to be running in order to provide data access to Aldelo® EDC. If you installed SQL Server 2008, 2012, or 2014 for the first time, be sure to restart the computer so that SQL Server 2008, 2012, or 2014 is started automatically.

Chapter 4

Configuration & Testing

Summary

When you start the Aldelo® EDC client application for the first time, you are prompted to setup the database. This procedure should be performed on the server computer containing both the Aldelo® EDC server and client components. This chapter provides you with step-by-step configuration and testing procedures to ensure proper setup of Aldelo® EDC. Your actual setup may vary slightly based upon the deployment strategy selected in Chapter 2 of this manual.

For the purposes of this manual, TSYs is the payment processor used for almost all of the examples.



NOTE: Not all of the features described in this manual are supported by all payment processors. The processor you use may support a different set of features in Aldelo® EDC.

License Activation

For licensing information, please see the Aldelo® End Point Services (EPS) Manual.

Database Setup Wizard

If the Aldelo® EDC client application detects that you do not have an active database connected, the New Database Setup wizard appears when you launch the software. This wizard helps you to automatically create the database and setup account information, saving you a significant amount of time. In order to use the wizard, you must deploy Aldelo® EDC as a single system deployment. Otherwise, you must perform the setup manually. When entering the required information, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Please be sure to enter PCI compliant passwords. See the PCI Compliance Guide for instructions. The PCI Compliance Guide may be found from your desktop by navigating to **Start > All Apps > Aldelo > PCI Manual**.

General System Information Tab

In the SQL Server Name & Instance field, enter the location of your SQL Server instance. This is typically on the local machine. In this case, enter “[your computer name]\Aldelo” in this field.

In the EDC Web Service Host Name field, enter the location of the web service. Again, this is typically on the local machine. If either your web service or your SQL Server instance is not located on your local machine, contact Aldelo Technical Support for instructions on what to enter in these fields.

In the Daily Auto Batch Close Time field, enter the time of day that you wish to perform the Auto Batch Close. This should be at a time when there is either no activity taking place (i.e., after your business has closed for the day) or when there is the least amount of activity taking place (the slowest time of day in a 24-hour operation). Typically, this time should be at least one hour after the close of business to allow for any delays in the closing of the business for the day (See Figure 4-1).

The screenshot shows a web browser window titled "Aldelo EDC - New Database Setup". The window has a dark header with the title and a close button. Below the header is a navigation bar with four tabs: "General System Information" (selected), "User Accounts and Passwords", "Email Notifications", and "Finish". The main content area contains three input fields, each with a label on the left and a text box on the right with a small "abc" button. The first field is labeled "SQL Server Name & Instance" and contains the text "DAVEVHW\SQLEXPRESS". The second field is labeled "EDC Web Service Host Name" and contains the text "DAVEVHW". Below this field is a note: "* If the Web Service Host is secured by SSL, then prefix the host name with https://". The third field is labeled "Daily Auto Batch Close Time" and contains the text "12:00 AM".

Figure 4-1

User Accounts and Passwords Tab

Next, click on the User Accounts and Passwords Tab. In both the Encryption Passphrase and the Confirm fields, accept the default passphrase values.

In the Admin User Name field, choose a unique user name for the administrator. Enter an Admin Password and confirm the password by entering it again in the corresponding fields. If desired, click

the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Be sure to choose a password that is PCI compliant (See Database Setup Wizard, previous page).

Follow the same procedure to select and enter both a Batch User Name and a POS User Name. Again, you must choose passwords that are PCI compliant (See Figure 4-2).

The screenshot shows the 'Aldelo EDC - New Database Setup' window with the 'User Accounts and Passwords' tab selected. The window title bar includes 'Aldelo EDC - New Database Setup' and a close button. The main title is 'Aldelo EDC - New Database Setup'. Below the title bar are four tabs: 'General System Information', 'User Accounts and Passwords' (selected), 'Email Notifications', and 'Finish'. The form contains the following fields:

- Encryption Passphrase / Confirm:** Two masked password fields with 'abc' buttons.
- Admin User Name:** A text field containing 'Administrator' and an 'abc' button.
- Admin Password / Confirm:** Two masked password fields with 'abc' buttons.
- Batch User Name:** A text field containing 'Batch User' and an 'abc' button.
- Batch User Password / Confirm:** Two masked password fields with 'abc' buttons.
- POS User Name:** A text field containing 'POS User' and an 'abc' button.
- POS User Password / Confirm:** Two masked password fields with 'abc' buttons.

Figure 4-2

Please keep a record of these user names and passwords, as you will need them for future use.

E-mail Notifications Tab


Under the E-mail Notifications Tab, you enter the required information to allow Aldelo® EDC to deliver e-mail alerts of successes, failures, errors, and other audit trail activities. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard.



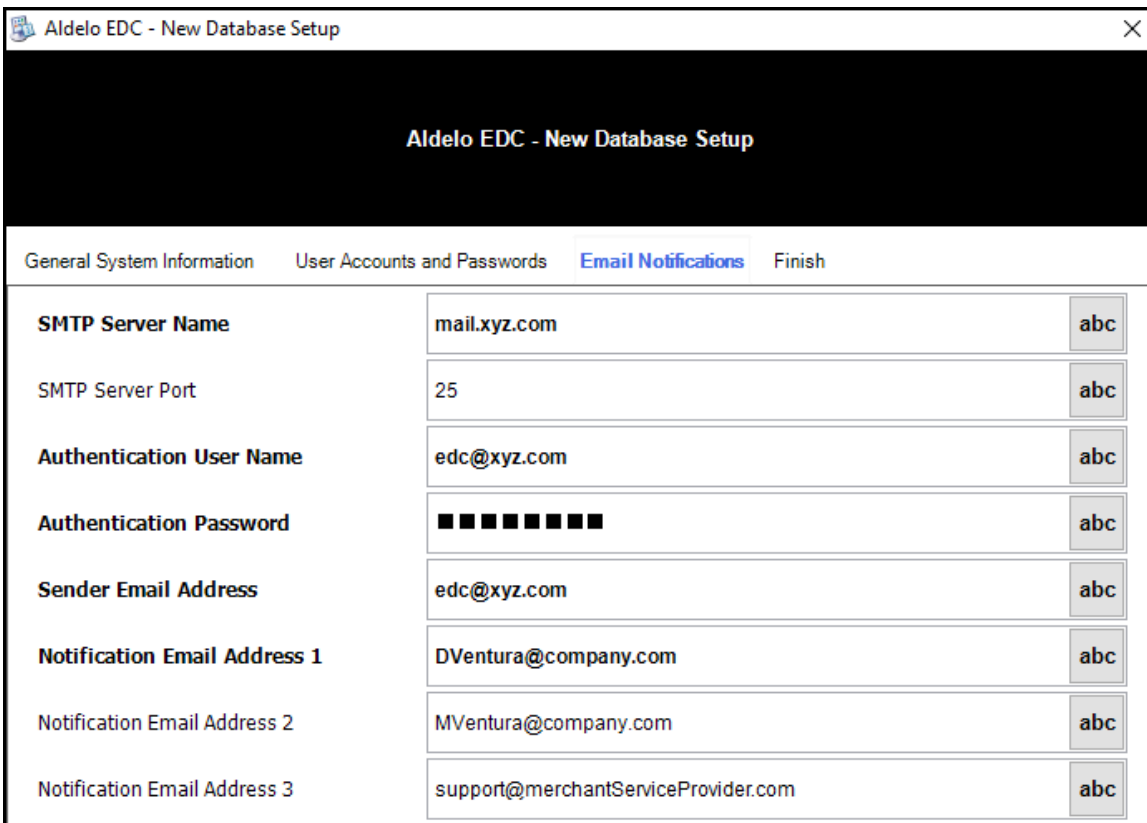
NOTE: The use of the e-mail notification feature is optional, but strongly recommended.

To send notifications, you must have an SMTP account. The information necessary to setup this account must be obtained from your Internet Service Provider (ISP). If your ISP requires SMTP

authentication, then you must enter the SMTP Server Name, the SMTP Port, the Authentication User Name, and the Authentication Password in the first four fields on this screen.

| | |
|---|--|
|  | <p>NOTE: The default port number for SMTP is 25; however, make sure to verify this with your ISP, as some internet service providers are now using different port numbers to help reduce the occurrence of spam (unsolicited and/or undesired e-mail messages).</p> |
|---|--|

The sender e-mail address field indicates the e-mail address from which the e-mail was sent. Typically, a user selects a sender e-mail address such as “edc@xyz.com” where “xyz.com” represents your normal e-mail domain. The notification feature allows up to three parties to be notified of selected events. Enter the e-mail addresses of these parties in the last three fields on the form (See Figure 4-3).



| Aldelo EDC - New Database Setup | | |
|---|-------------------------------------|-----|
| Aldelo EDC - New Database Setup | | |
| General System Information User Accounts and Passwords Email Notifications Finish | | |
| SMTP Server Name | mail.xyz.com | abc |
| SMTP Server Port | 25 | abc |
| Authentication User Name | edc@xyz.com | abc |
| Authentication Password | ■■■■■■■■■■ | abc |
| Sender Email Address | edc@xyz.com | abc |
| Notification Email Address 1 | DVentura@company.com | abc |
| Notification Email Address 2 | MVentura@company.com | abc |
| Notification Email Address 3 | support@merchantServiceProvider.com | abc |

Figure 4-3

Typically, the manager and a person with technical skills are notified, with the third party being the Merchant Service Provider (or Aldelo Technical Support when troubleshooting). Please be sure to receive permission from third parties before setting them up in your notification list.

Finish Tab

When you have entered all of the required information on the General System Information Tab, the User Accounts and Passwords Tab, and the Email Notifications Tab, click on the Finish Tab. Next, click the *Create Database* button to have the New Database Setup wizard perform the creation of the database for you (See Figure 4-4).

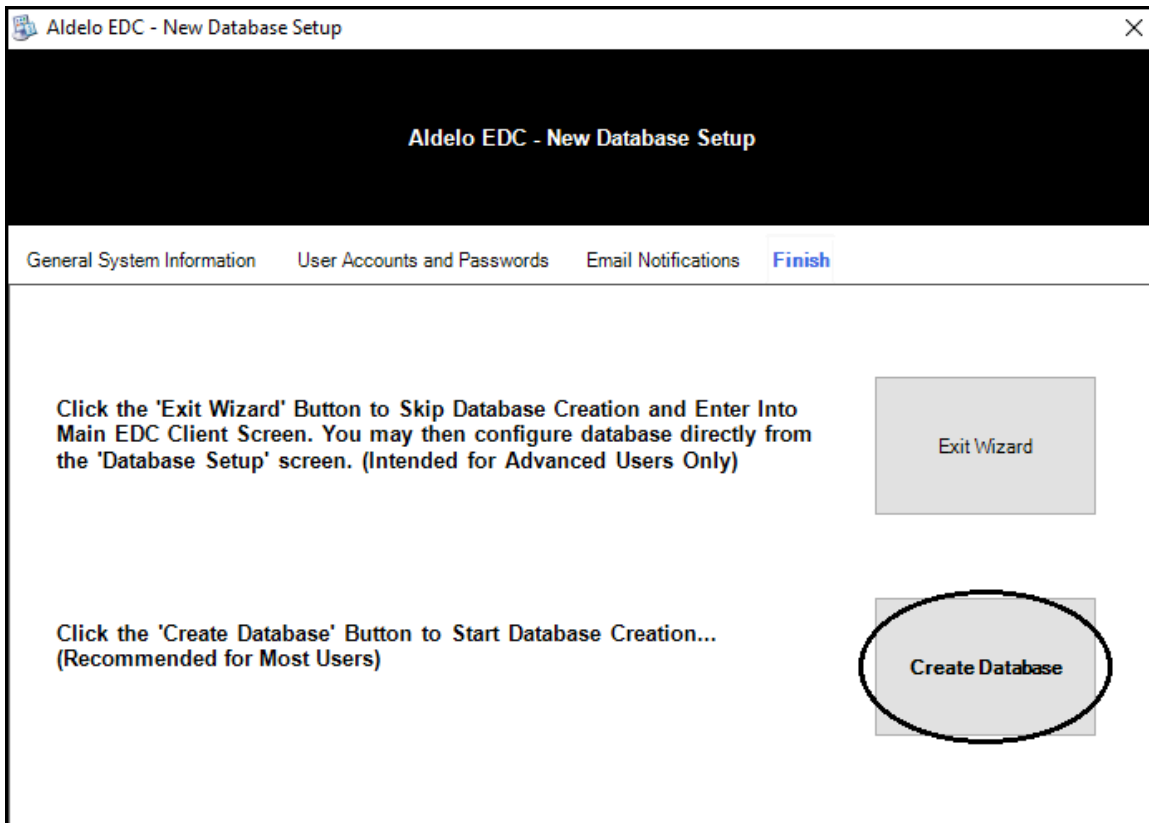


Figure 4-4



NOTE: If you wish to postpone the database creation until a later time, click the *Exit Wizard* button instead of the *Create Database* button. When you want to continue with the database creation, refer to the Advanced Database Setup section, below.

When the wizard is done creating the new database, the Database Creation Complete window appears. Click the *OK* button to complete the process (See Figure 4-5).

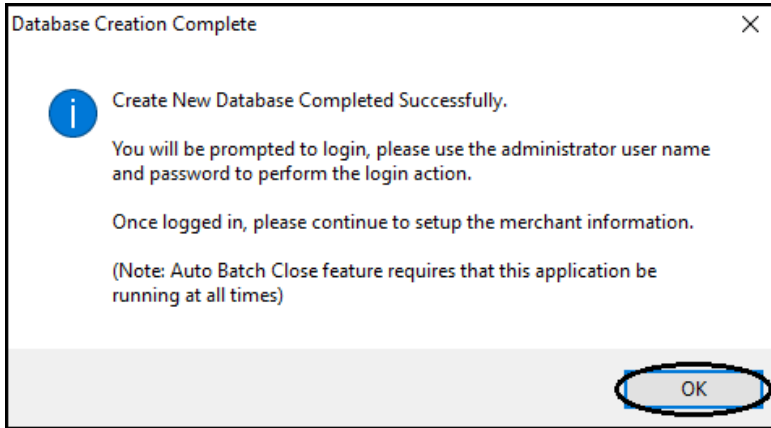


Figure 4-5

Aldelo® EDC – Login

Next, the Aldelo® EDC – Login screen prompts you to enter your user name and password. Enter the Administrator User Name and Administrator User Password that you created under the User Accounts and Passwords Tab of the New Database Setup wizard. Click the *Login* button to continue (See Figure 4-6).

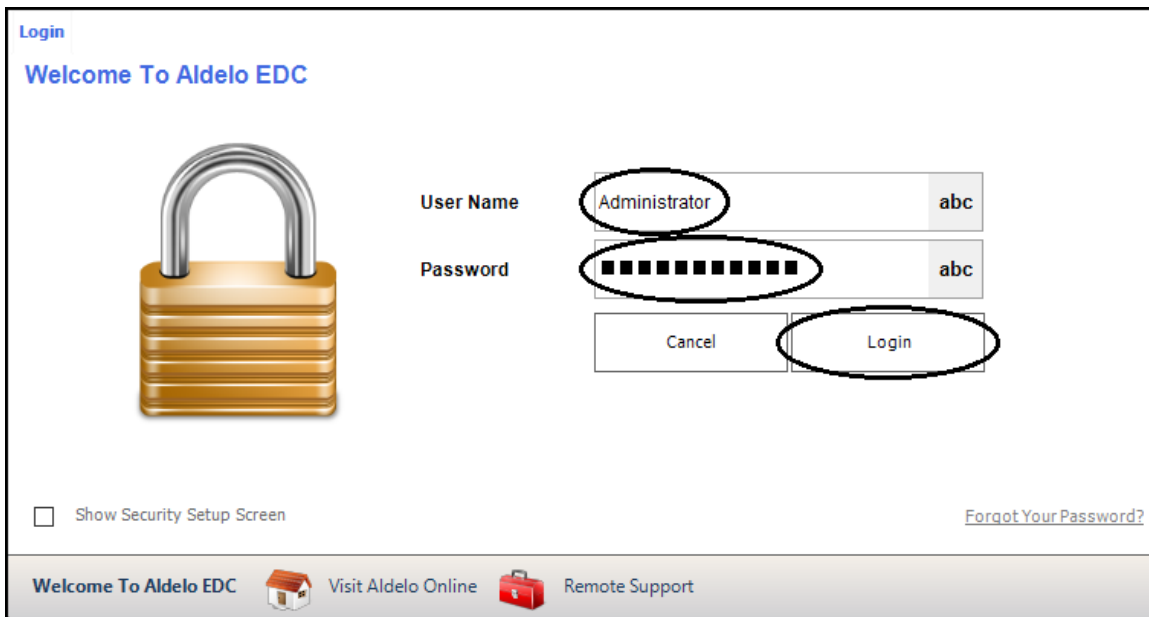


Figure 4-6

Next, you are prompted to enter the answers to three personal security challenge questions. Enter the answers to these questions as honestly as possible, as you may need to remember and re-enter the answers to these questions sometime in the future if you forget your password and need to reset it. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. The answers to these questions are saved in the database. Click the *Update* button to continue (See Figure 4-7).

The screenshot displays a web interface for "Personalized Security Setup". At the top, there is a blue header with "Security Setup" and "Personalized Security Setup". Below this is a black bar with the text "Update Security Challenge Answers". The main content area contains three questions, each with a masked input field (asterisks), a black arrow pointing left, and an "abc" button to the right:

- Question 1: "What is the name of your first pet?" with 4 asterisks.
- Question 2: "What is your mother's maiden name?" with 6 asterisks.
- Question 3: "What is the model of your first car?" with 8 asterisks.

At the bottom left of the form area is the number "24". At the bottom right are two buttons: "Cancel" and "Update". The "Update" button is circled in black. The footer of the page contains the text "Welcome To Aldelo EDC" followed by three icons: a house, a computer monitor, and a first aid kit, with the text "Visit Aldelo Online" and "Remote Support" below them.

Figure 4-7

When finished entering the answers to the challenge questions, the user may login with the user name and password setup previously.

Resetting a Forgotten Password

If the user ever forgets his password, he may click the *Forgot your Password?* button on the login screen to display the Reset Forgotten Password screen. Here the user re-enters the answers to the three security questions. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. If the answers match those saved in the database, the user is allowed to reset his password. After entering the answers to the security questions, click the *Validate* button to continue (See Figure 4-8).

Forgot Password

Reset Forgotten Password

Please Enter User Name and Answer To All Three Security Questions To Reset Forgotten Password

24

Enter Login Account User Name Administrator abc

What is the name of your first pet? **** abc

What is your mother's maiden name? ***** abc

What is the model of your first car? ***** abc

Cancel Validate

Welcome To Aldelo EDC Visit Aldelo Online Remote Support

Figure 4-8

If the user successfully enters the answers to the three security challenge questions, a message box displays letting the user know that the password is ready to be reset. Click the *OK* button to continue (See Figure 4-9).

Ready To Reset Password

User Account 'Administrator' Authenticated For Password Reset Using Challenge Questions.

Please Enter New Password In The Security Setup Screen That Follows.

OK

Figure 4-9

Enter the new password and then re-enter it to confirm that it was typed correctly. When finished, click the *Update* button (See Figure 4-10).

Figure 4-10



NOTE: You may not enter the same password that you used previously.

If successful, a message displays letting the user know that the password has been updated. Click the *OK* button to complete the process (See Figure 4-11).

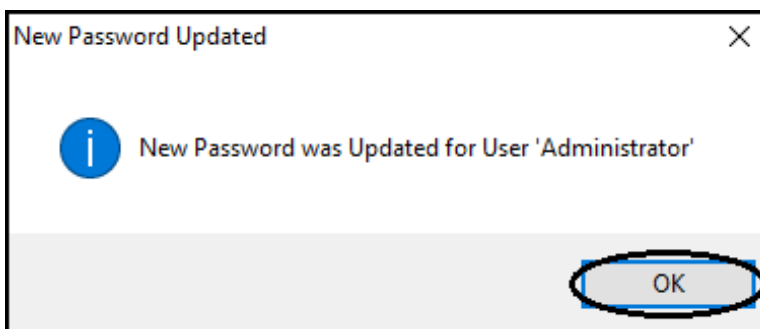


Figure 4-11

The user may now login with the new password.

Merchant Account Setup

Upon logging in, the main screen of Aldelo® EDC displays. Click the *File* button in the upper left corner of the window and then select *Merchant Accounts* from the left side of the displayed menu to continue (See Figure 4-12).

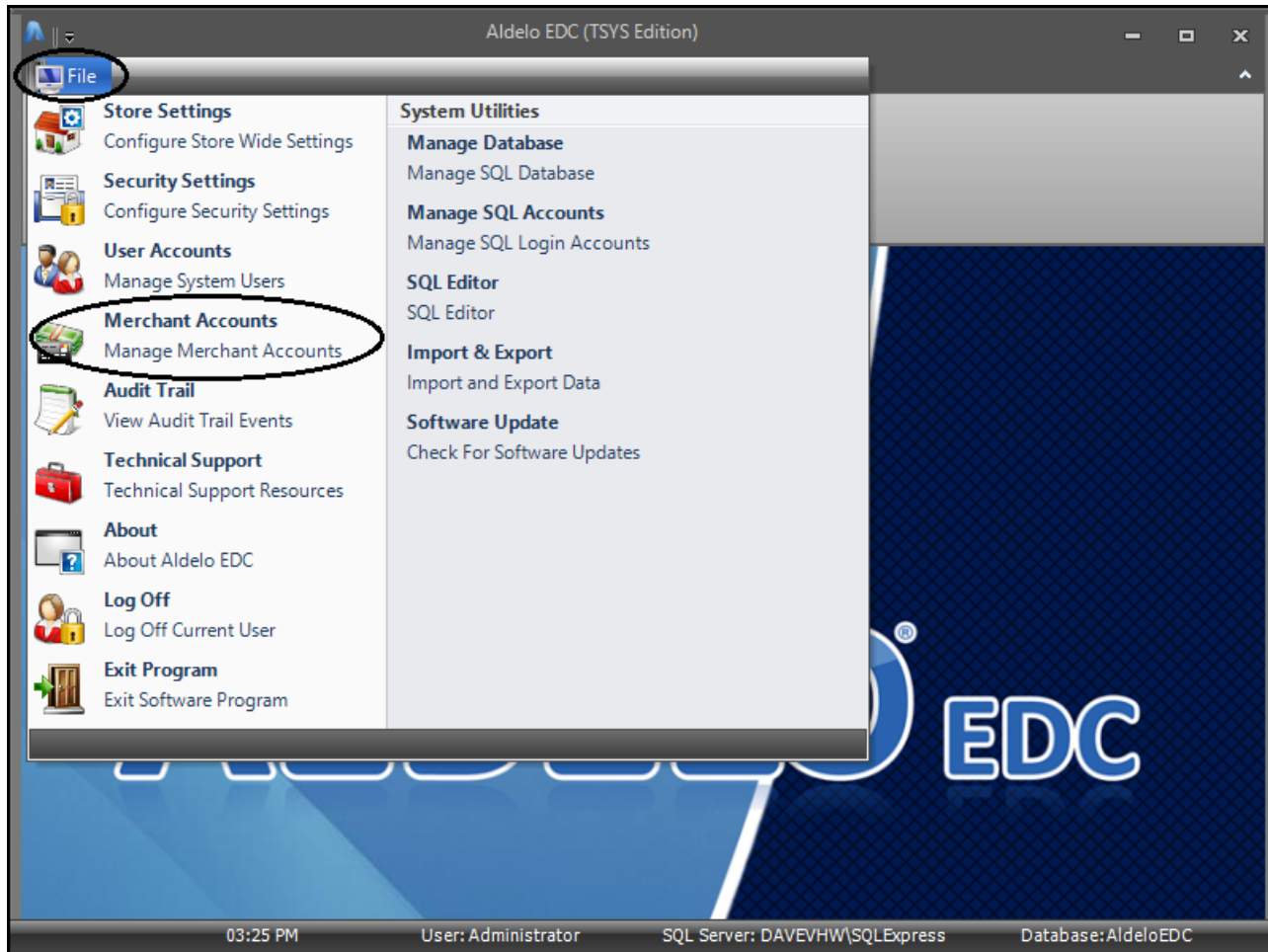


Figure 4-12

Merchant Account Editor Tab

The Merchant Accounts screen opens to the Merchant Accounts Tab. At the bottom of the window, click the *New* button (See Figure 4-13).

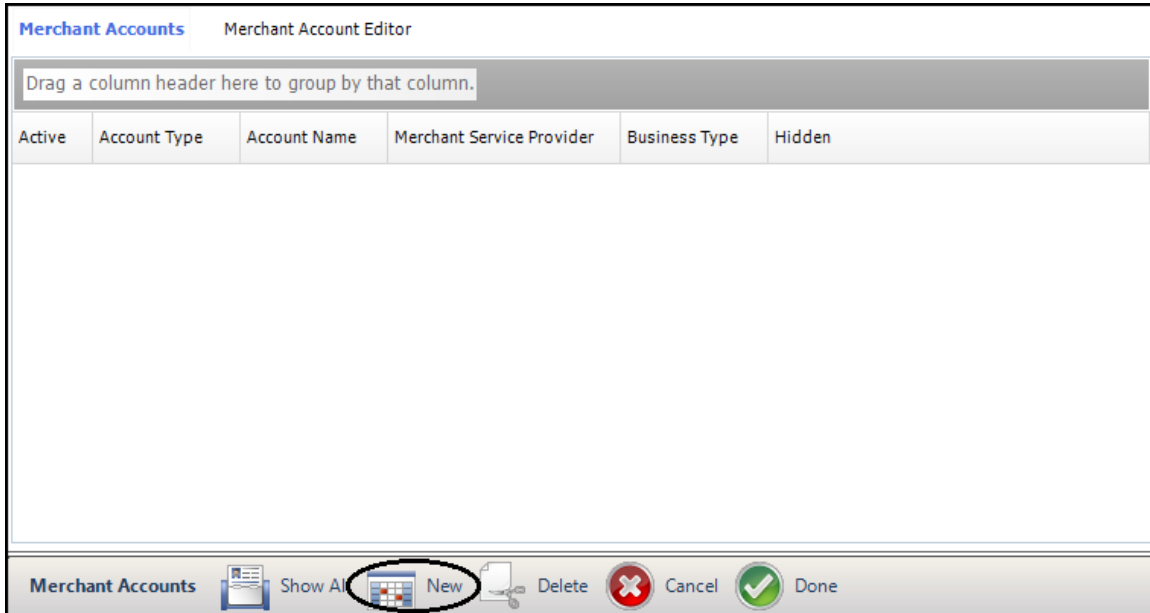


Figure 4-13

The Merchant Account Settings warning message displays. Please be sure to read this warning message in its entirety. Use the scroll bar to the right of the text to scroll down to reveal the hidden portions of the warning message. When you finish reading the entire warning message, select either the *I Agree* button or the *I Do Not Agree* button at the bottom of the window to continue. Please note that if you select the *I Do Not Agree* button, you may not access the Merchant Account Editor Tab where you create a new merchant account (See Figure 4-14).

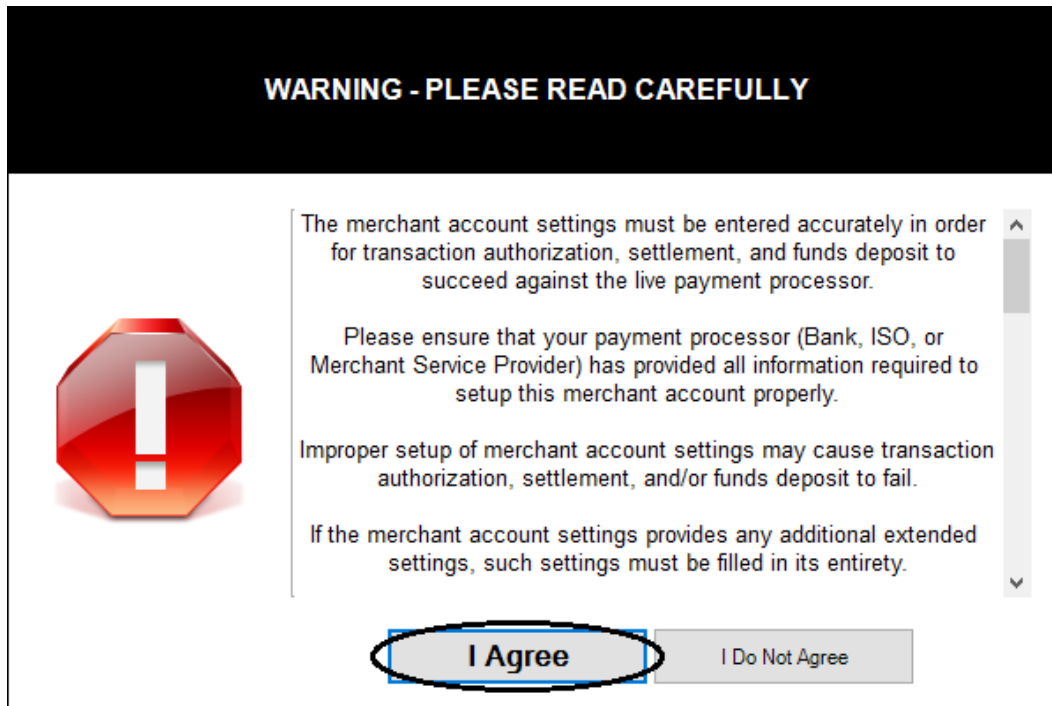


Figure 4-14

Upon clicking the *I Agree* button on the window displayed above, the display shifts to the Merchant Account Editor Tab and the **Merchant Account Detail** section appears (See Figure 4-15).

The screenshot shows the 'Merchant Account Editor' window with the 'Merchant Account Detail' section. The form is organized into two columns. The left column contains: 'Account Name' (text input with 'abc' and a keyboard icon), 'Account Type' (dropdown), 'Merchant Service Provider' (dropdown), 'Business Type' (dropdown), 'Active Account' (checkbox), 'Level II Tax Percent' (input with 'abc'), 'Connect Time Out' (input with '30'), 'Enable Tracing' (checkbox), 'Level II Code Length' (input with 'abc'), 'Response Time Out' (input with '30'), 'Hide Account' (checkbox), and 'Demo Mode' (checkbox). The right column contains: 'Chain ID' (input with 'abc'), 'Store ID' (input with 'abc'), 'Account Number' (input with 'abc'), 'Terminal ID' (input with 'abc'), 'ProviderHost' (input with 'abc'), 'ProviderHostPort' (input with 'abc'), 'ProviderHostPassword' (input with 'abc'), 'Account User ID' (input with 'abc'), and 'Account Password' (input with 'abc'). At the bottom, there is a toolbar with buttons for 'Merchant Accounts', 'New', 'Save', 'Cancel', and 'Done'.

Figure 4-15

Under the Merchant Account Editor Tab, enter the necessary information. For the Account Name, enter the name of your business or any other name you deem appropriate. If desired, click the *abc* button next to the field if you wish to display the field's onscreen keyboard. Next, select the Account Type from the drop-down list box. Then choose your Merchant Service Provider and Business Type from their respective drop-down list boxes.

Next, select from the four checkboxes on the lower half of the form, as appropriate. The *Active Account* checkbox indicates that the account is currently in use by your business. The *Enable Tracing* checkbox, when selected, allows Aldelo® EDC to create a log file that may be used by the Aldelo Technical Support team should you have a problem with the software. The *Hide Account* checkbox is used to change the account status to inactive. This checkbox is used when you change your Merchant Service Provider or change accounts within the same Merchant Service Provider. The account is hidden and not deleted because there may still be a need to retrieve historical transactions from the account. The *Demo Mode* checkbox allows Aldelo® EDC to be used for training purposes (**See warning, below**). Any transactions completed in Demo Mode are **not** submitted for payment.



WARNING: Demo Mode is to be used for training purposes only! When in Demo Mode, credit card transactions are NOT processed against a live merchant account. Likewise, such charges are NOT posted against the customer's credit card. As a result, this merchant account does NOT receive any funds from activities processed in Demo Mode. If you use Demo Mode for training purposes, **DO NOT** forget to uncheck the *Demo Mode* checkbox when you are finished training and wish to return to Live Mode.

If you want to change the number of seconds before the connection times out or the response times out, enter the new value in the appropriate field; otherwise, leave the default values in these fields. If you are in a tax jurisdiction that requires a second level of taxation, contact Aldelo Technical Support for instructions on how to use the two fields to the right of the checkboxes on this screen. These fields are used by certain Merchant Service Providers to automatically transmit the additional second level tax information with each transaction. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard.

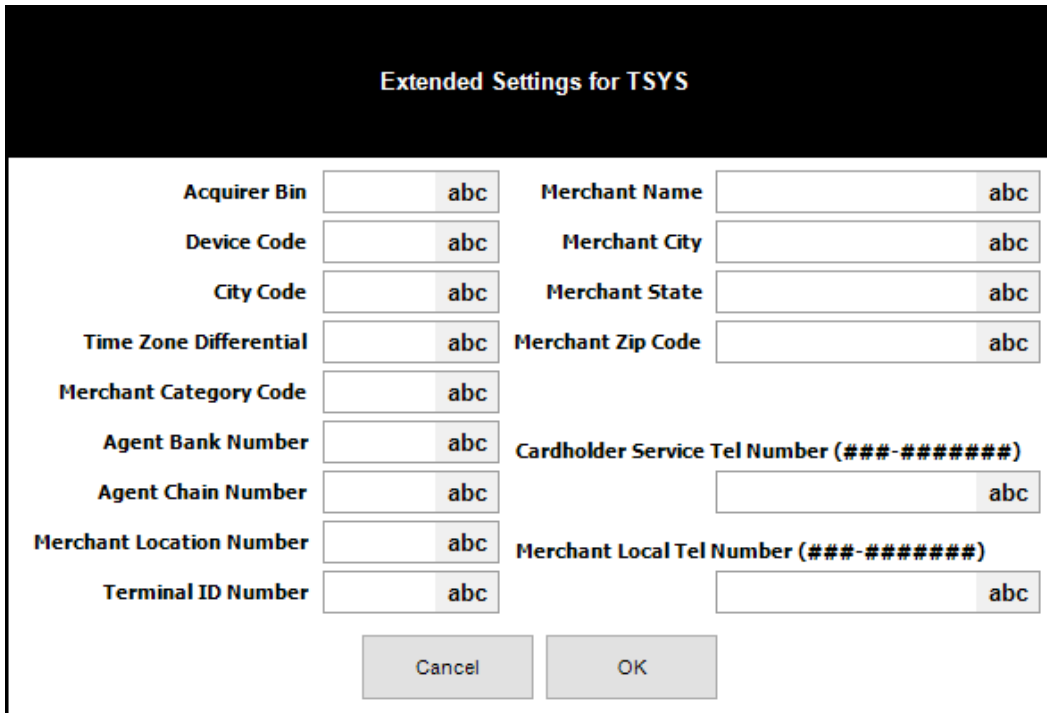
Enter the settings information on the right side of the screen as necessary. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. This information is dependent upon the Merchant Service Provider selected. Please note that the fields displayed on this screen may vary widely, depending on the installed version of Aldelo® EDC and the selection made in the Merchant Service Provider field. Contact your Merchant Service Provider for help in filling in these fields.

If the screen under the Merchant Account Editor tab displays a *Setup* button like the one depicted below, click the *Setup* button to enter your processor settings information (See Figure 4-16).

The screenshot shows the 'Merchant Account Editor' window. At the top, it says 'Merchant Accounts' and 'Merchant Account Editor'. Below that is the title 'Merchant Account Detail'. The interface is divided into two main columns of fields. The left column includes: 'Account Name' (text field with 'Checkers Restaurant' and an 'abc' button), 'Account Type' (dropdown menu with 'Primary Credit Card Merchant Account'), 'Merchant Service Provider' (dropdown menu with 'TSYS (Classic)'), 'Business Type' (dropdown menu with 'Restaurant'), 'Active Account' (checkbox checked), 'Level II Tax Percent' (text field with 'abc'), 'Connect Time Out' (text field with '30'), 'Enable Tracing' (checkbox checked), 'Level II Code Length' (text field with 'abc'), and 'Response Time Out' (text field with '30'). The right column includes: 'Store Number' (text field with 'abc'), 'Merchant Number' (text field with 'abc'), 'Terminal Number' (text field with 'abc'), 'AuthorizationHost' (text field with 'abc'), 'Authorization Port' (text field with 'abc'), 'Extended Merchant Data' (text field with 'abc'), 'CertificateHost' (text field with 'abc'), and 'Extended Account Data' (text field with 'abc'). At the bottom of the right column, there is a 'Setup' button circled in black. At the very bottom of the window is a toolbar with icons for 'Merchant Accounts', 'New', 'Save', 'Cancel', and 'Done'.

Figure 4-16

On the following window, enter your processor settings. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Again, this required information is dependent upon the Merchant Service Provider selected. Contact your Merchant Service Provider for help in filling in these fields (See Figure 4-17).



The image shows a dialog box titled "Extended Settings for TSYS". It contains several input fields, each with a small "abc" button to its right. The fields are arranged in two columns. The left column includes: Acquirer Bin, Device Code, City Code, Time Zone Differential, Merchant Category Code, Agent Bank Number, Agent Chain Number, Merchant Location Number, and Terminal ID Number. The right column includes: Merchant Name, Merchant City, Merchant State, Merchant Zip Code, Cardholder Service Tel Number (###-#####), and Merchant Local Tel Number (###-#####). At the bottom of the dialog are two buttons: "Cancel" and "OK".

Figure 4-17

To abort the processor setup procedure and return to the previous screen, click the *Cancel* button. Once you have completed entry of the information and you are satisfied that it is correct, click the *OK* button to save the information and return to the previous screen.

In the **Merchant Account Detail** section, click the *Save* button on the Merchant Accounts Toolbar. A confirmation message displays, indicating that your information was saved successfully. Click the *OK* button to complete the process (See Figure 4-18).

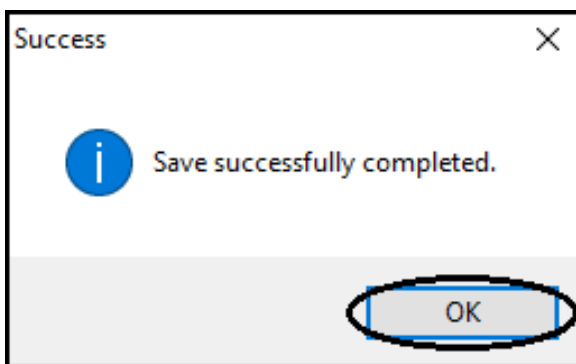


Figure 4-18

Merchant Accounts Tab

Next, select the Merchant Accounts Tab. The merchant account you just setup, as well as any others that may have been setup previously, is now listed here. If an account is hidden, it is listed under the Merchant Accounts Tab with a checkmark in the *Hidden* checkbox (See Figure 4-19).

| Active | Account Type | Account Name | Merchant Service Provider | Business Type | Hidden |
|-------------------------------------|------------------------------------|---------------------|---------------------------|---------------|--------------------------|
| <input checked="" type="checkbox"/> | Primary Credit Card Merchant Ac... | Checkers Restaurant | TSYS (Classic) | Restaurant | <input type="checkbox"/> |

Figure 4-19

Merchant Accounts Toolbar

The Merchant Accounts Toolbar appears at the bottom of the Merchant Account Setup screen. Use the buttons on the toolbar to perform the following actions.

Show All Button

For the payment processor used in the examples, the *Show All* button only appears under the Merchant Accounts Tab of the Merchant Account setup screen. Clicking it displays all of the merchant accounts that have been setup previously, including any hidden accounts.

New Button

If you wish to enter a new merchant account, click the *New* button to display the **Merchant Account Detail** section where you may enter a new merchant account.

Save Button

The *Save* button only appears under the Merchant Account Editor Tab of the Merchant Account setup screen. Click the *Save* button to save any new account information or any changes made to existing accounts. If you fail to save the information, it is deleted automatically when you exit the screen. After saving, the new or updated information appears under the Merchant Accounts Tab.

Delete Button

If you wish to permanently delete a merchant account that has been setup previously, click the *Delete* button while the account information is displayed. Please note that you cannot permanently delete an account unless it has no transaction data associated with it. If you have ever used it to process a transaction, it cannot be deleted. In this case, select the *Hide Account* checkbox instead to hide the account from the displayed list of accounts under the Merchant Accounts Tab.

Cancel Button

If you are in the process of entering information to create a new merchant or editing the information of an existing account and wish to exit without saving the information, click the *Cancel* button.

Done Button

To exit the Merchant Accounts screen, click the *Done* button. Please note that if you also want to save any changes made, click the *Save* button before clicking the *Done* button to exit the screen.

Merchant Account Setup with the Aldelo[®] EDC TSYS Edition that Supports the PAX S300 EMV Card Reader Device

Aldelo now offers the Aldelo[®] EDC TSYS Edition that supports the PAX S300 EMV (EuroPay, MasterCard, and Visa) ready card reader device that uses TCP/IP. This device allows the capture of data from both traditional magnetic stripe cards and the new smart cards that store their data on integrated circuit chips that are imbedded within the cards themselves. Use of this smart card technology promises to improve security and reduce the occurrence of fraud. Please note that if you use TSYS as your Merchant Service Provider and you wish to accept the new smart cards from your customers, you must upgrade your installation of Aldelo[®] EDC to the TSYS Edition.

Users who wish to use the PAX S300 EMV ready device will need to update both their installations of Aldelo[®] EDC and their point-of-sale software to the latest versions that support the device. Before installing the new version of Aldelo[®] EDC, be sure to close the batch on your existing version. Please note that PAX S300 EMV merchant accounts support only credit, debit, and gift

card transactions. Please also note that Aldelo® POS does not support the Bar Tab feature when using the PAX S300 EMV option with your Merchant Service Provider.

The External Payment Device – Special Configuration Attention warning message appears during the setup of the software. Please be sure to read this warning message thoroughly and in its entirety. When you finish reading the entire warning message, select either the *I Understand & Agree as Stated Above* >> button or the << *Exit* button at the bottom of the window to continue. Please note that if you select the << *Exit* button, you may not continue with the configuration of the software (See Figure 4-20).

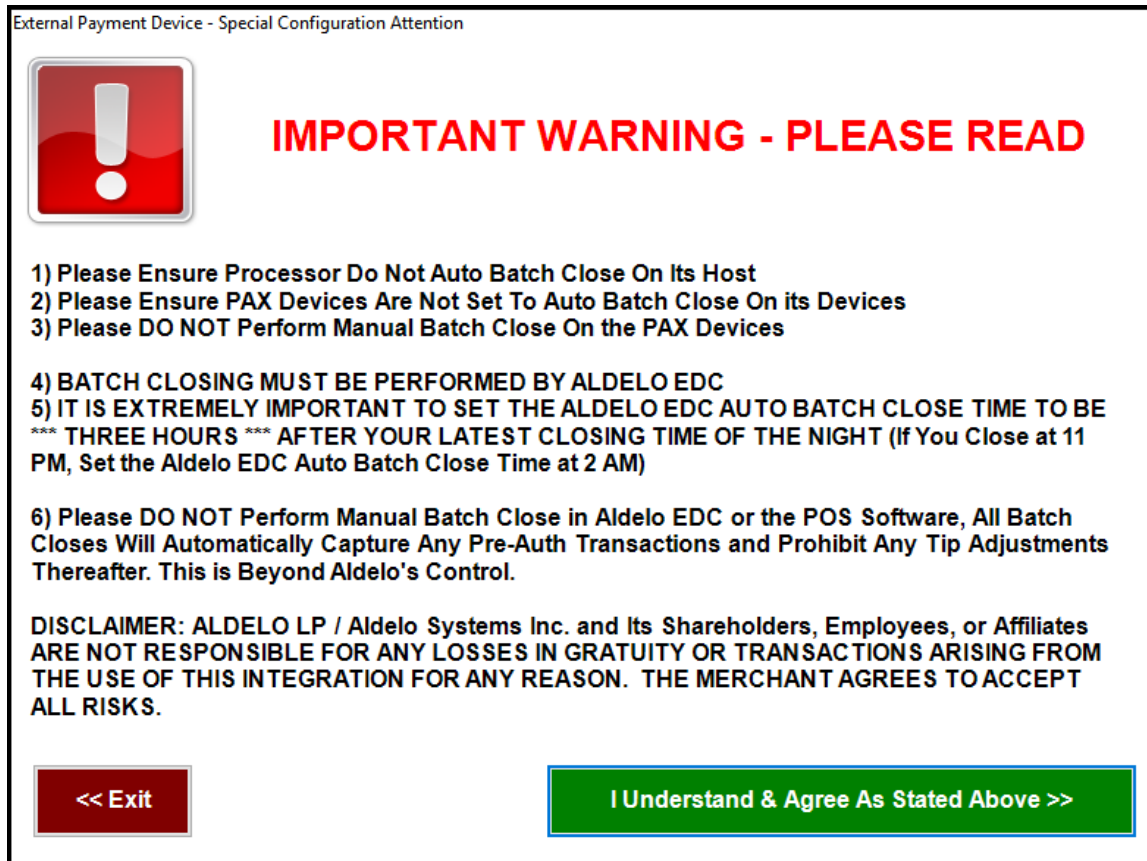


Figure 4-20

Setting up the merchant account for use with Aldelo® EDC and the PAX S300 EMV ready card reader device that uses TCP/IP is somewhat different than the setup procedure for a merchant account that uses a traditional magnetic stripe card reader device.

Upon logging in, the main screen of Aldelo® EDC displays. Click the *File* button in the upper left corner of the window and then select *Merchant Accounts* from the left side of the displayed menu to continue (See Figure 4-21).

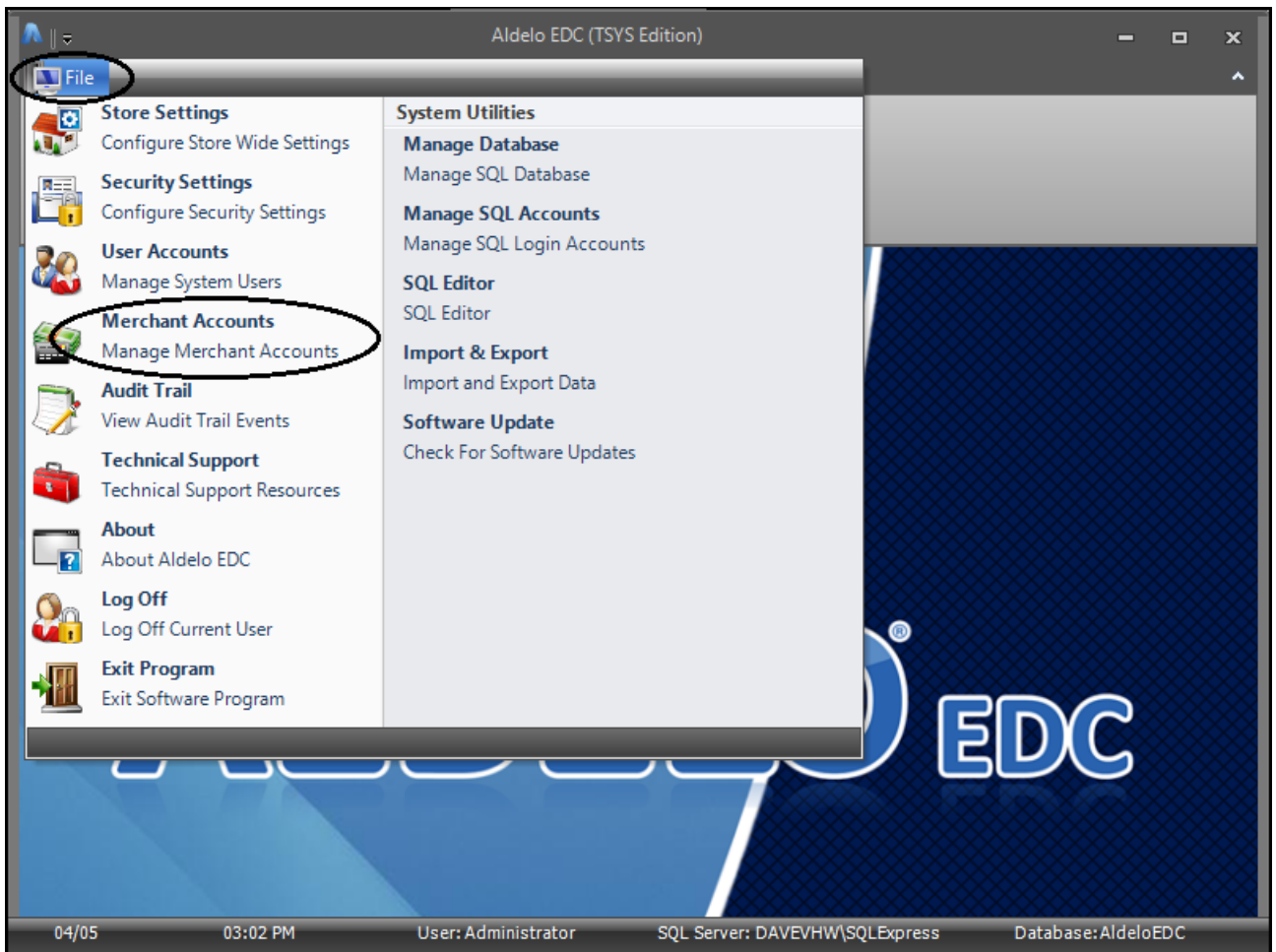


Figure 4-21

Merchant Account Editor Tab

The Merchant Accounts screen opens to the Merchant Accounts Tab. At the bottom of the window, click the *New* button (See Figure 4-22).

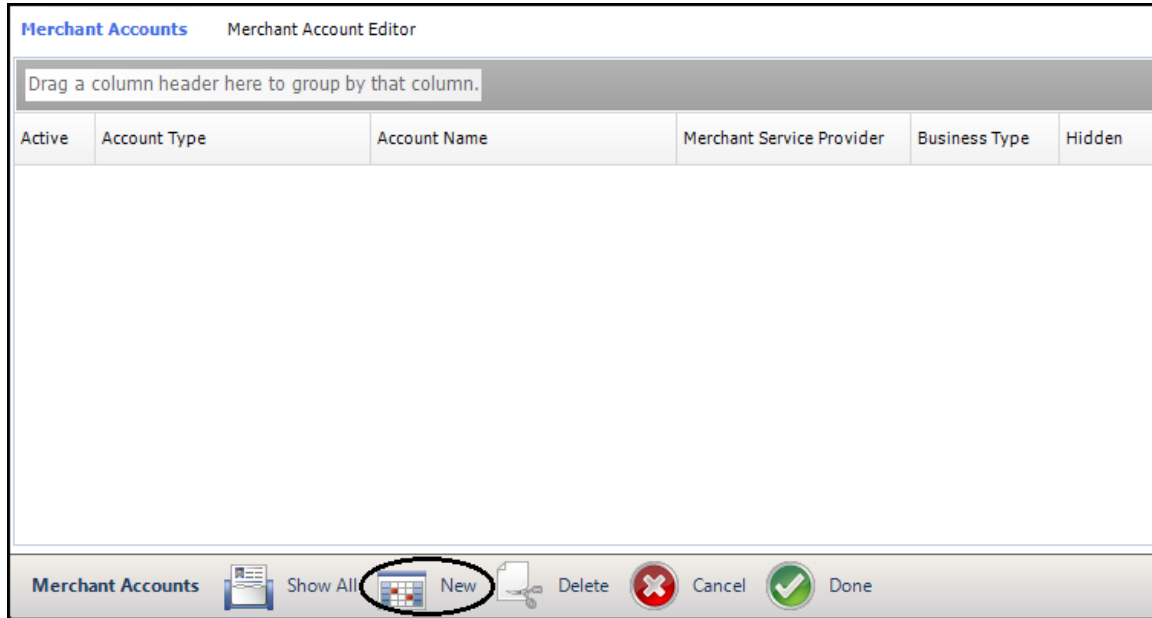


Figure 4-22

The Merchant Account Settings warning message displays. Please be sure to read this warning message in its entirety. Use the scroll bar to the right of the text to scroll down to reveal the hidden portions of the warning message. When you finish reading the entire warning message, select either the *I Agree* button or the *I Do Not Agree* button at the bottom of the window to continue. Please note that if you select the *I Do Not Agree* button, you may not access the Merchant Account Editor Tab where you create a new merchant account (See Figure 4-23).

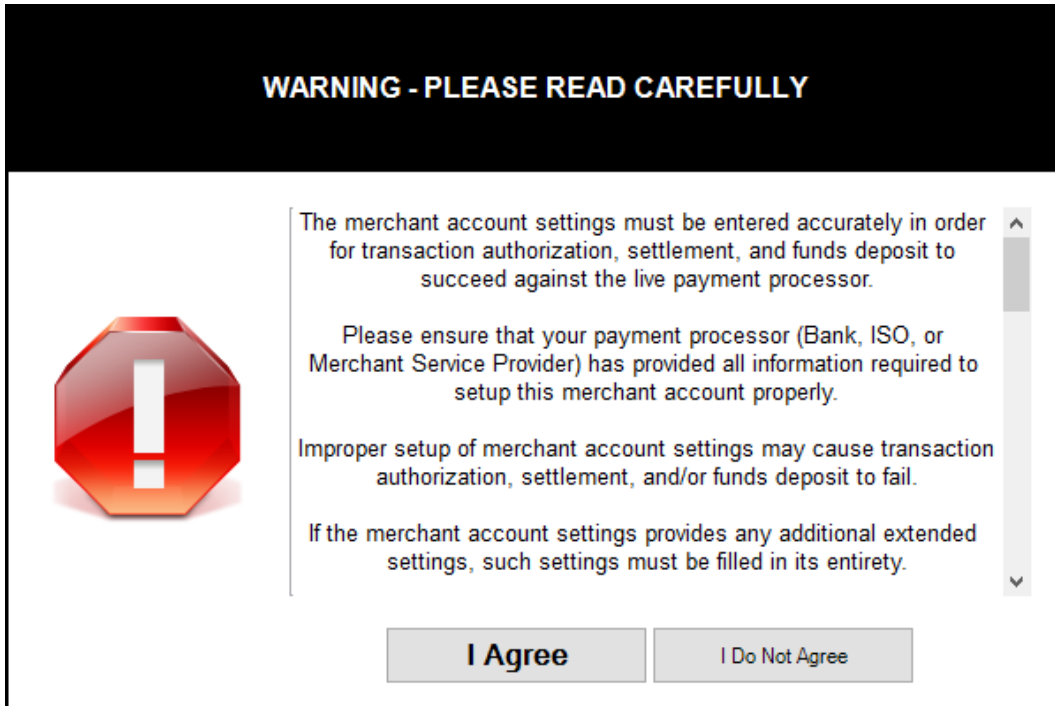


Figure 4-23

Upon clicking the *I Agree* button on the window displayed above, the display shifts to the Merchant Account Editor Tab and the **Merchant Account Detail** section appears (See Figure 4-24).

Figure 4-24

In this window, enter the necessary information. For the Account Name, enter the name of your business or any other name you deem appropriate. If desired, click the *abc* button next to the field if you wish to display the field's onscreen keyboard. Next, select the Account Type from the drop-down list box. In the Merchant Service Provider field, click the *down arrow* button to the right of the field and select the *TSYS (Pax)* option from the list. Finally, choose your Business Type from the last drop-down list box.

Next, select from the four checkboxes on the lower half of the form, as appropriate. The *Active Account* checkbox indicates that the account is currently in use by your business. The *Enable Tracing* checkbox, when selected, allows Aldelo® EDC to create a log file that may be used by the Aldelo Technical Support team should you have a problem with the software. The *Hide Account* checkbox is used to change the account status to inactive. This checkbox is used when you change your Merchant Service Provider or change accounts within the same Merchant Service Provider. The account is hidden and not deleted because there may still be a need to retrieve historical transactions from the account. The *Demo Mode* checkbox allows Aldelo® EDC to be used for training purposes (**See warning, below**). Any transactions completed in Demo Mode are **not** submitted for payment.



WARNING: Demo Mode is to be used for training purposes only! When in Demo Mode, credit card transactions are NOT processed against a live merchant account. Likewise, such charges are NOT posted against the customer's credit card. As a result, this merchant account does NOT receive any funds from activities processed in Demo Mode. If you use Demo Mode for training purposes, DO NOT forget to uncheck the *Demo Mode* checkbox when you are finished training and wish to return to Live Mode.

If you want to change the number of seconds before the connection times out or the response times out, enter the new values in the appropriate fields; otherwise, leave the default values in these fields.

If you are in a tax jurisdiction that requires a second level of taxation, contact Aldelo Technical Support for instructions on how to use the two fields to the right of the checkboxes on this screen. These fields are used by certain Merchant Service Providers to automatically transmit the additional second level tax information with each transaction. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard.

There are two fields on the right side of the screen. The *Devices List* field is populated automatically with the information that is entered in one of the steps below; therefore, no entry is required in this field. In the *Prompt Tip (Y/N)* field, enter "Y" to have the PAX S300 EMV ready device prompt the user to enter a gratuity and enter "N" if you do not wish to use this feature. If desired, click the *abc* button next to the respective field to display the field's onscreen keyboard.

When finished, click the *Setup* button to continue (See Figure 4-25).

The screenshot shows the 'Merchant Account Editor' window. The title bar reads 'Merchant Accounts Merchant Account Editor'. The main heading is 'Merchant Account Detail'. The form contains the following fields and controls:

- Account Name:** Text box containing 'Checkers Restaurant' and a small 'abc' label.
- Account Type:** Dropdown menu showing 'Primary Credit Card Merchant Account'.
- Merchant Service Provider:** Dropdown menu showing 'TSYS (Pax)'.
- Business Type:** Dropdown menu showing 'Restaurant'.
- Active Account:** Checked checkbox.
- Level II Tax Percent:** Text box containing 'abc'.
- Connect Time Out:** Text box containing '30'.
- Enable Tracing:** Checked checkbox.
- Level II Code Length:** Text box containing 'abc'.
- Response Time Out:** Text box containing '30'.
- Hide Account:** Unchecked checkbox.
- Demo Mode:** Unchecked checkbox.
- Devices List:** Text box containing 'abc'.
- Prompt Tip (Y/N):** Text box containing 'abc'.
- Setup Button:** A button labeled 'Setup' is circled with a black oval.

At the bottom of the window is a toolbar with the following icons and labels: 'Merchant Accounts', 'New', 'Save', 'Delete', 'Cancel', and 'Done'.

Figure 4-25

In the following window, you enter the device integration settings for each of your PAX S300 EMV devices (See Figure 4-26).

The screenshot shows the 'Integrated EMV Payment Devices' window. It features a table with three columns for entering device information:

| POS Terminal Name | EMV Device IP | EMV Device IP Port |
|-------------------|---------------|--------------------|
| | | |

Below the table are two buttons: 'Add' and 'Delete'. At the bottom of the window are two buttons: 'Cancel' and 'Done'.

Figure 4-26

Please note that you may connect multiple POS stations to the same PAX S300 EMV device but you may not connect multiple PAX S300 EMV devices to the same POS station. The setup of merchant account information is no longer required, as this information is now embedded in the PAX S300 EMV device itself.

In the POS Terminal Name field, enter the station number of the computer to which the PAX S300 EMV device is connected. This information may be found in the Aldelo® POS Back Office for the selected terminal under Station Settings. Please note that if you are using Aldelo® EDC in Stand Alone mode, enter “Default” in the POS Terminal Name field.

In the EMV Device IP field, enter the IP address of the PAX S300 EMV device. This information may be accessed directly from the PAX S300 EMV device. Please note that the IP address of the device should be reserved or made static in your network so that it does not change. It may also be necessary to set the IP address in the PAX S300 EMV device to this same static IP address.

In the EMV Device IP Port field, enter the port number on which the selected PAX S300 EMV device communicates. Again, this information may be accessed directly from the PAX S300 EMV device.

Once you have populated all three fields with the appropriate information, click the *Add* button to add the device information to the Integrated EMV Payment Devices list. If necessary, an unlimited number of PAX S300 EMV devices may be added to the list in the same manner.

Next, click the *Done* button to save the information and return to the **Merchant Account Detail** section. Finally, click the *Save* button on the Merchant Accounts Toolbar. On the confirmation message that follows, click the *OK* button (See Figure 4-27).

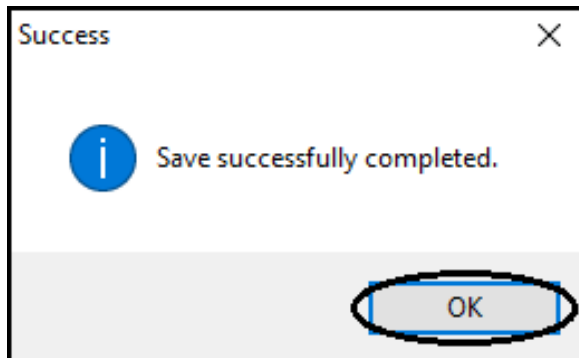
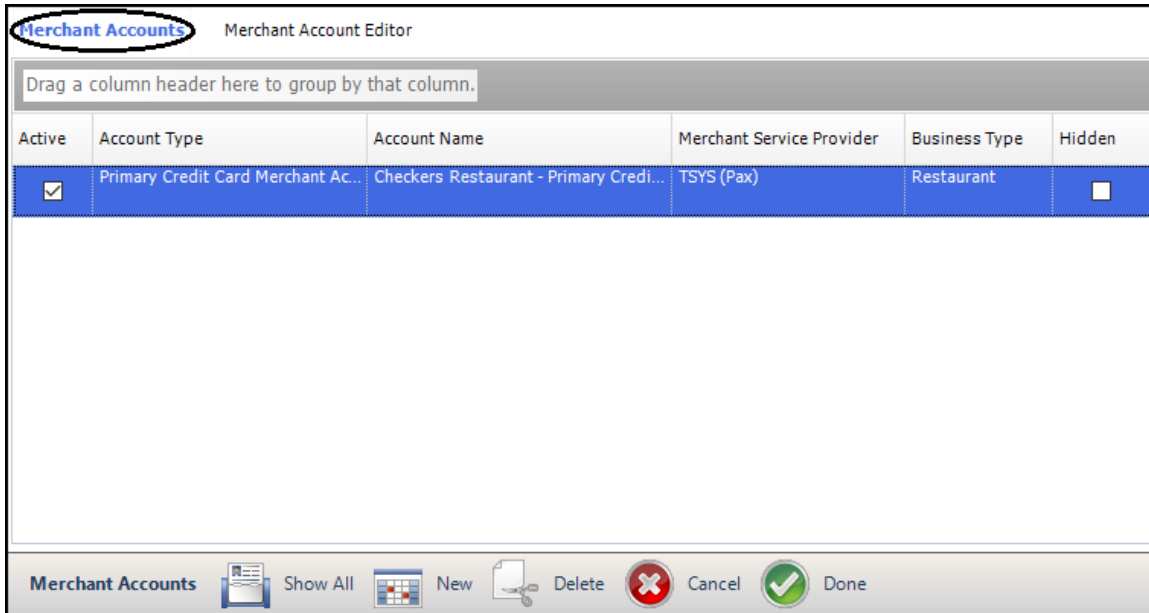


Figure 4-27

Merchant Accounts Tab

Next, select the Merchant Accounts Tab. The merchant account you just setup, as well as any others that may have been setup previously, is now listed here. If an account is hidden, it is listed under the Merchant Accounts Tab with a checkmark in the *Hidden* checkbox (See Figure 4-28).



The screenshot shows the 'Merchant Account Editor' window. The 'Merchant Accounts' tab is selected and circled in red. Below the tab is a search bar with the text 'Drag a column header here to group by that column.' Below the search bar is a table with the following columns: Active, Account Type, Account Name, Merchant Service Provider, Business Type, and Hidden. The table contains one row of data: a checked checkbox in the 'Active' column, 'Primary Credit Card Merchant Ac...' in the 'Account Type' column, 'Checkers Restaurant - Primary Credi...' in the 'Account Name' column, 'TSYS (Pax)' in the 'Merchant Service Provider' column, 'Restaurant' in the 'Business Type' column, and an unchecked checkbox in the 'Hidden' column. Below the table is a toolbar with the following buttons: 'Merchant Accounts' (selected), 'Show All', 'New', 'Delete', 'Cancel', and 'Done'.

| Active | Account Type | Account Name | Merchant Service Provider | Business Type | Hidden |
|-------------------------------------|------------------------------------|--|---------------------------|---------------|--------------------------|
| <input checked="" type="checkbox"/> | Primary Credit Card Merchant Ac... | Checkers Restaurant - Primary Credi... | TSYS (Pax) | Restaurant | <input type="checkbox"/> |

Figure 4-28

If you wish to delete a previously entered device from the list, click on the device information in the list and then click the *Delete* button (See Figure 4-29).

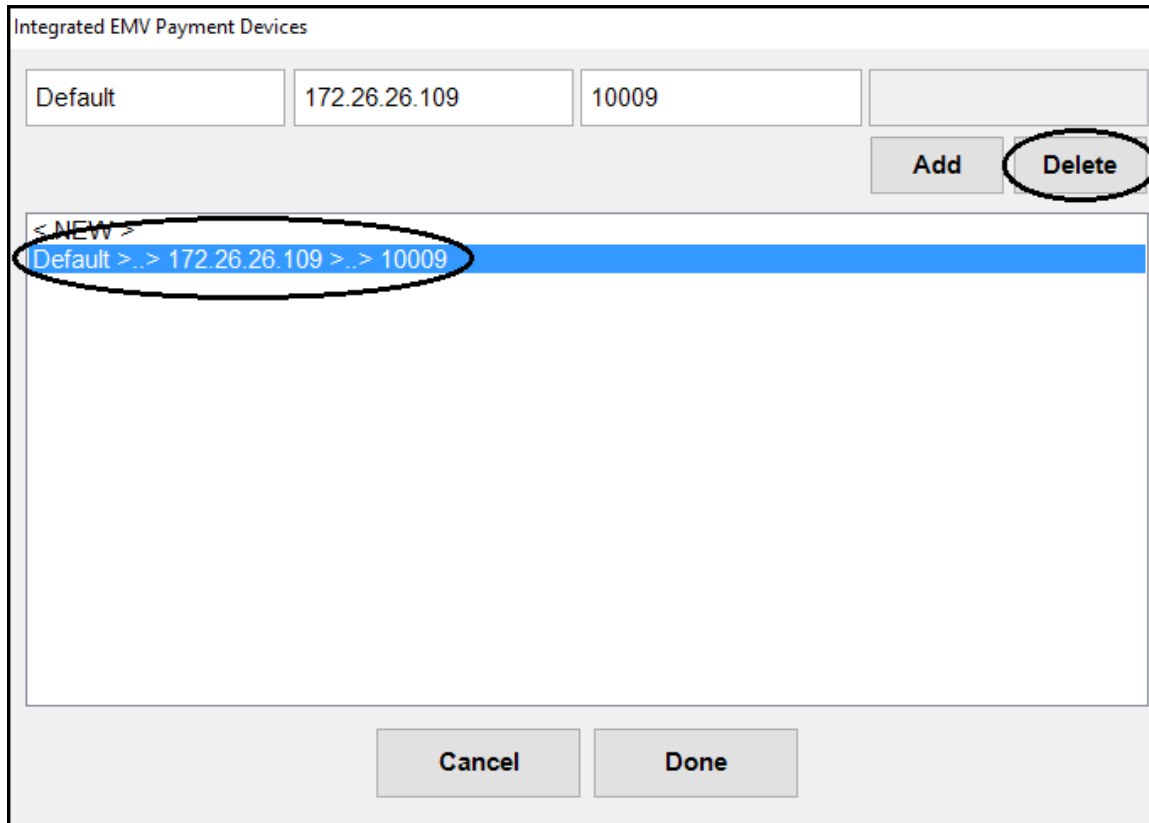


Figure 4-29

In the following window, click the *Yes* button to confirm the deletion (See Figure 4-30).

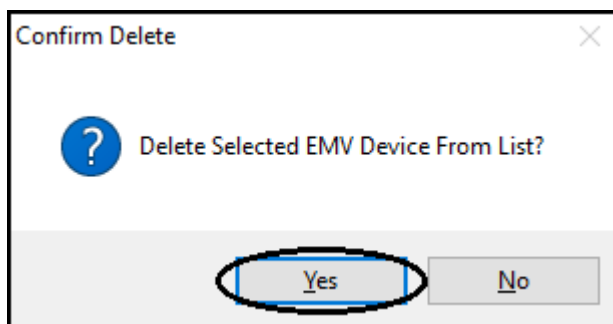


Figure 4-30

The device is immediately removed from the Integrated EMV Payment Devices list.

Merchant Accounts Toolbar

The Merchant Accounts Toolbar appears at the bottom of the Merchant Account Setup screen. Use the buttons on the toolbar to perform the following actions.

Show All Button

For the Aldelo® EDC TSYS Edition that Supports the PAX S300 EMV card reader device, the *Show All* button only appears under the Merchant Accounts Tab of the Merchant Account setup screen. Clicking it displays all of the merchant accounts that have been setup previously, including any hidden accounts.

New Button

If you wish to enter a new merchant account, click the *New* button to display the **Merchant Account Detail** section where you may enter a new merchant account.

Save Button

The *Save* button only appears under the Merchant Account Editor Tab of the Merchant Account setup screen. Click the *Save* button to save any new account information or any changes made to existing accounts. If you fail to save the information, it is deleted automatically when you exit the screen. After saving, the new or updated information appears under the Merchant Accounts Tab.

Delete Button

If you wish to permanently delete a merchant account that has been setup previously, click the *Delete* button while the account information is displayed. Please note that you cannot permanently delete an account unless it has no transaction data associated with it. If you have ever used it to process a transaction, it cannot be deleted. In this case, select the *Hide Account* checkbox instead to hide the account from the displayed list of accounts under the Merchant Accounts Tab.

Cancel Button

If you are in the process of entering information to create a new merchant or editing the information of an existing account and wish to exit without saving the information, click the *Cancel* button.

Done Button

To exit the Merchant Accounts screen, click the *Done* button. Please note that if you also want to save any changes made, click the *Save* button before clicking the *Done* button to exit the screen.

Merchant Account Setup with the Aldelo® EDC North American Bancard Edition that Supports the Ingenico iPP320 EMV Card Reader Device

Aldelo now offers the Aldelo® EDC North American Bancard Edition that supports the Ingenico iPP320 EMV (EuroPay, MasterCard, and Visa) ready card reader device that uses TCP/IP. This device allows the capture of data from both traditional magnetic stripe cards and the new smart cards that store their data on integrated circuit chips that are imbedded within the cards themselves. Use of this smart card technology promises to improve security and reduce the occurrence of fraud. Please note that if you use North American Bancard as your Merchant Service Provider and you wish to accept the new smart cards from your customers, you must upgrade your installation of Aldelo® EDC to the North American Bancard Edition.

Users who wish to use the Ingenico iPP320 EMV ready device will need to update both their installations of Aldelo® EDC and their point-of-sale software to the latest versions that support the device. Before installing the new version of Aldelo® EDC, be sure to close the batch on your existing version. Please note that Ingenico iPP320 EMV merchant accounts support only credit transactions. Debit and gift card transactions are not supported. Please also note that Aldelo® POS does not support the Bar Tab feature when using the Ingenico iPP320 EMV option with your Merchant Service Provider.

Setting up the merchant account for use with Aldelo® EDC and the Ingenico iPP320 EMV ready card reader device that uses TCP/IP is somewhat different than the setup procedure for a merchant account that uses a traditional magnetic stripe card reader device.

Upon logging in, the main screen of Aldelo® EDC displays. Click the *File* button in the upper left corner of the window and then select *Merchant Accounts* from the left side of the displayed menu to continue (See Figure 4-31).

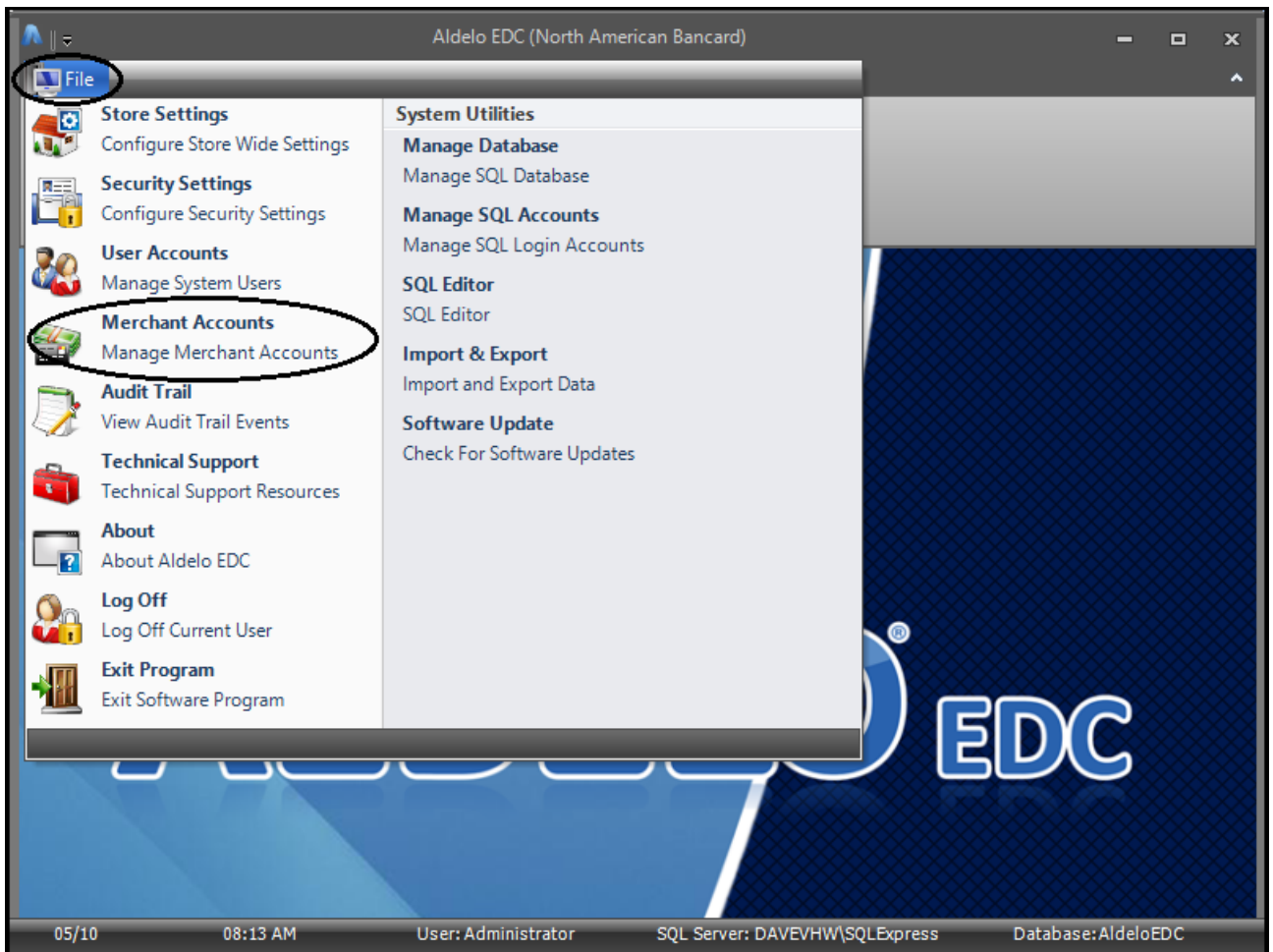


Figure 4-31

Merchant Account Editor Tab

The Merchant Accounts screen opens to the Merchant Accounts Tab. At the bottom of the window, click the *New* button (See Figure 4-32).

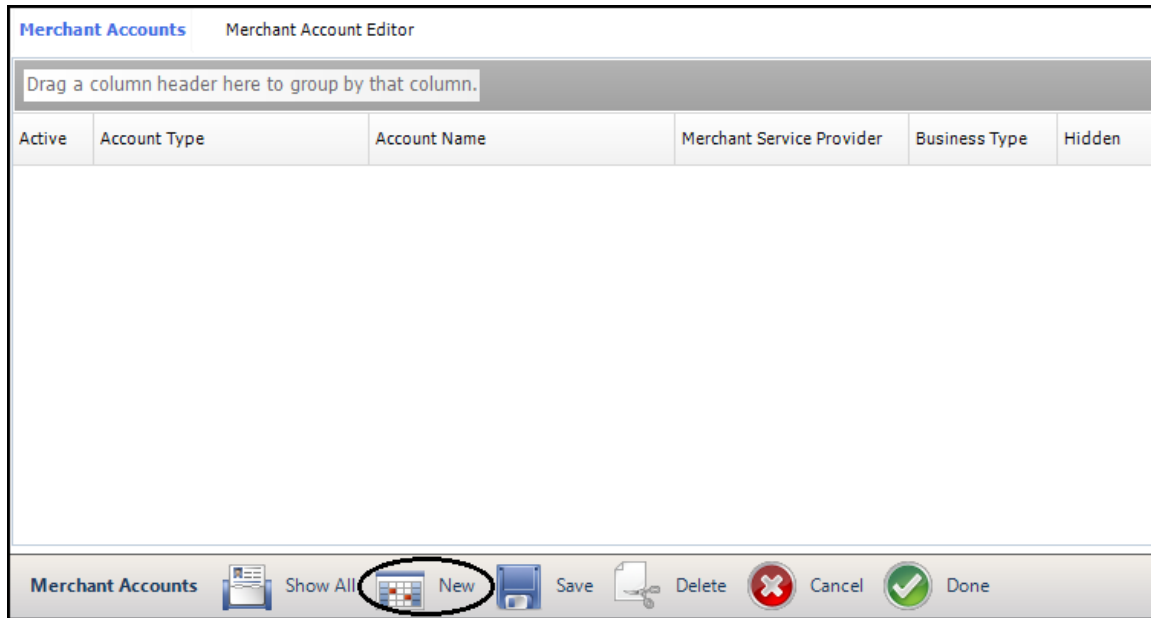


Figure 4-32

The Merchant Account Settings warning message displays. Please be sure to read this warning message in its entirety. Use the scroll bar to the right of the text to scroll down to reveal the hidden portions of the warning message. When you finish reading the entire warning message, select either the *I Agree* button or the *I Do Not Agree* button at the bottom of the window to continue. Please note that if you select the *I Do Not Agree* button, you may not access the Merchant Account Editor Tab where you create a new merchant account (See Figure 4-33).

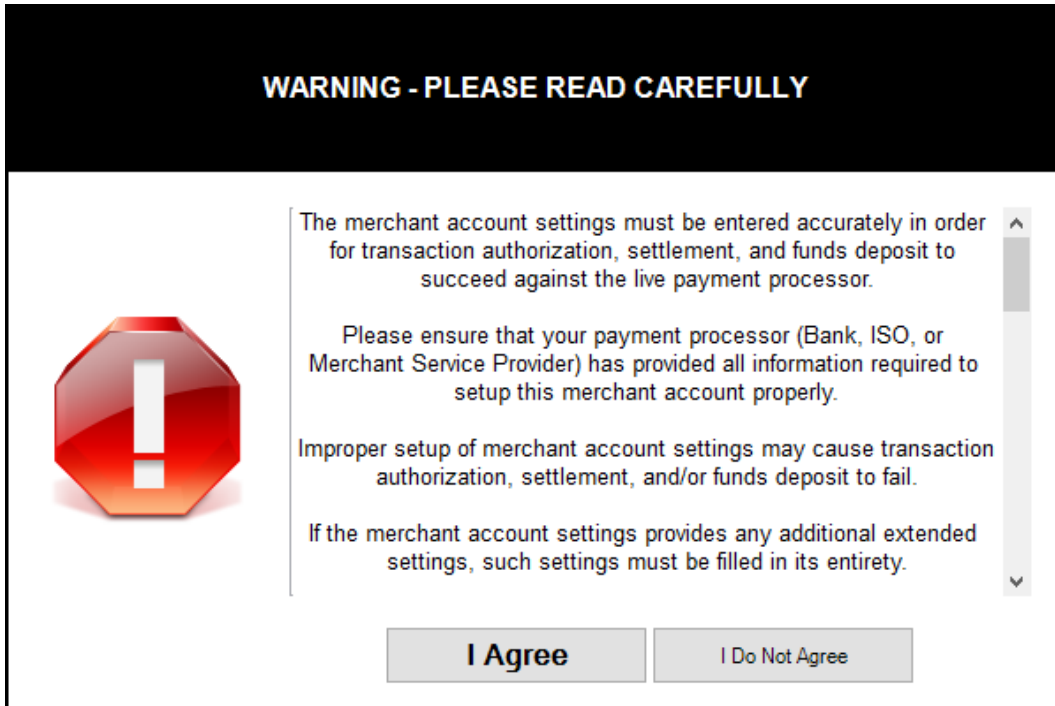


Figure 4-33

Upon clicking the *I Agree* button on the window displayed above, the display shifts to the Merchant Account Editor Tab and the **Merchant Account Detail** section appears (See Figure 4-34).

Figure 4-34

In this window, enter the necessary information. For the Account Name, enter the name of your business or any other name you deem appropriate. If desired, click the *abc* button next to the field if you wish to display the field's onscreen keyboard. Next, select the Account Type from the drop-down list box. In the Merchant Service Provider field, click the *down arrow* button to the right of the field and select the *EMV* option from the list. Finally, choose your Business Type from the last drop-down list box.

Next, select from the four checkboxes on the lower half of the form, as appropriate. The *Active Account* checkbox indicates that the account is currently in use by your business. The *Enable Tracing* checkbox, when selected, allows Aldelo® EDC to create a log file that may be used by the Aldelo Technical Support team should you have a problem with the software. The *Hide Account* checkbox is used to change the account status to inactive. This checkbox is used when you change your Merchant Service Provider or change accounts within the same Merchant Service Provider. The account is hidden and not deleted because there may still be a need to retrieve historical transactions from the account. The *Demo Mode* checkbox allows Aldelo® EDC to be used for training purposes (**See warning, below**). Any transactions completed in Demo Mode are **not** submitted for payment.



WARNING: Demo Mode is to be used for training purposes only! When in Demo Mode, credit card transactions are NOT processed against a live merchant account. Likewise, such charges are NOT posted against the customer's credit card. As a result, this merchant account does NOT receive any funds from activities processed in Demo Mode. If you use Demo Mode for training purposes, DO NOT forget to uncheck the *Demo Mode* checkbox when you are finished training and wish to return to Live Mode.

If you want to change the number of seconds before the connection times out or the response times out, enter the new values in the appropriate fields; otherwise leave the default values in these fields.

If you are in a tax jurisdiction that requires a second level of taxation, contact Aldelo Technical Support for instructions on how to use the two fields to the right of the checkboxes on this screen. These fields are used by certain Merchant Service Providers to automatically transmit the additional second level tax information with each transaction. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard.

The information for the fields on the right side of the screen (the Application Profile ID, the Workflow ID, the Merchant Profile ID, the Identity Token, and the optional NAB API URL Override) must be obtained from your Merchant Service Provider. Enter the information in the respective fields. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard.

Please note that the value that goes in the Identity Token field is extremely long. Do not attempt to enter it manually. Make sure to copy and paste it into the field. When copying the text, be sure to copy the entire text of the value.

When finished, click the *Setup* button to continue (See Figure 4-35).

The screenshot shows the 'Merchant Account Editor' window. The title bar reads 'Merchant Accounts Merchant Account Editor'. The main heading is 'Merchant Account Detail'. The form contains the following fields and controls:

- Account Name:** Checkers Restaurant abc
- Account Type:** Primary Credit Card Merchant Account (dropdown)
- Merchant Service Provider:** North American Bancard (EMV) (dropdown)
- Business Type:** Restaurant (dropdown)
- Application Profile ID:** abc
- Workflow ID:** abc
- NAB Devices List:** abc
- Merchant Profile ID:** abc
- NAB API URL Override:** abc
- Active Account:** Level II Tax Percent: abc Connect Time Out: 30 abc
- Enable Tracing:** Level II Code Length: abc Response Time Out: 30 abc
- Hide Account:**
- Demo Mode:**
- Identity Token:** abc
- Setup:** A button circled in red, indicating it is the next step.

At the bottom, there is a toolbar with icons for 'Merchant Accounts', 'New', 'Save', 'Cancel', and 'Done'.

Figure 4-35

In the following window, you enter your device integration settings for each of your Ingenico iPP320 EMV devices (See Figure 4-36).

The screenshot shows the 'Integrated EMV Payment Devices' window. It contains the following elements:

- Input Fields:** Three text boxes labeled 'POS Terminal Name', 'EMV Device IP', and 'EMV Device IP Port'.
- Checkbox:** A checkbox labeled 'Handles Batch Service'.
- Buttons:** 'Add' and 'Delete' buttons.
- Bottom Buttons:** 'Cancel' and 'Done' buttons.

Figure 4-36

Please note that you may connect multiple POS stations to the same Ingenico iPP320 EMV device but you may not connect multiple Ingenico iPP320 EMV devices to the same POS station.

In the POS Terminal Name field, enter the station number of the computer to which the Ingenico iPP320 EMV device is connected. This information may be found in the Aldelo® POS Back Office for the selected terminal under Station Settings. Please note that if you are using Aldelo® EDC in Stand Alone mode, enter “Default” in the POS Terminal Name field.

In the EMV Device IP field, enter the IP address of the Ingenico iPP320 EMV device. This information must be obtained directly from your Merchant Service Provider. Please note that the IP address of the device should be reserved or made static in your network so that it does not change.

In the EMV Device IP Port field, enter the port number on which the selected Ingenico iPP320 EMV device communicates. Again, this information must be obtained directly from your Merchant Service Provider.

Once you have populated all three fields with the appropriate information, click the *Add* button to add the device information to the Integrated EMV Payment Devices list. If necessary, an unlimited number of Ingenico iPP320 EMV devices may be added to the list in the same manner.

Next, click the *Done* button to save the information. A reminder message displays. Read the message and click the *OK* button to dismiss it (See Figure 4-37).

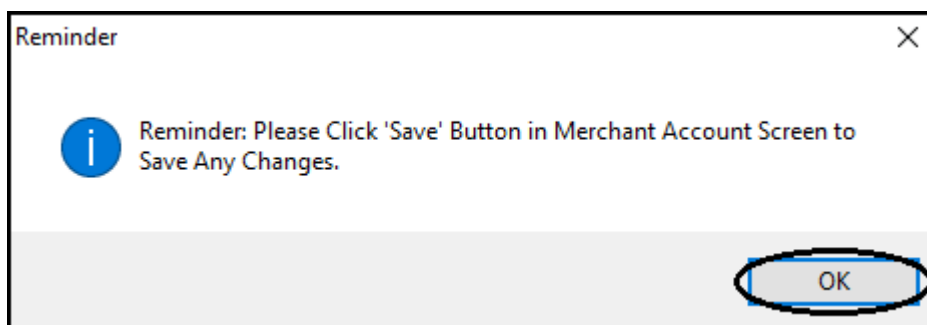


Figure 4-37

The display returns to the **Merchant Account Detail** section. Click the *Save* button on the Merchant Accounts Toolbar. A confirmation message displays, indicating that your information was saved successfully. Click the *OK* button to complete the process (See Figure 4-38).

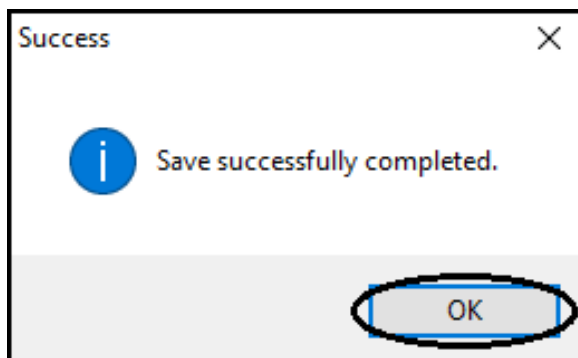
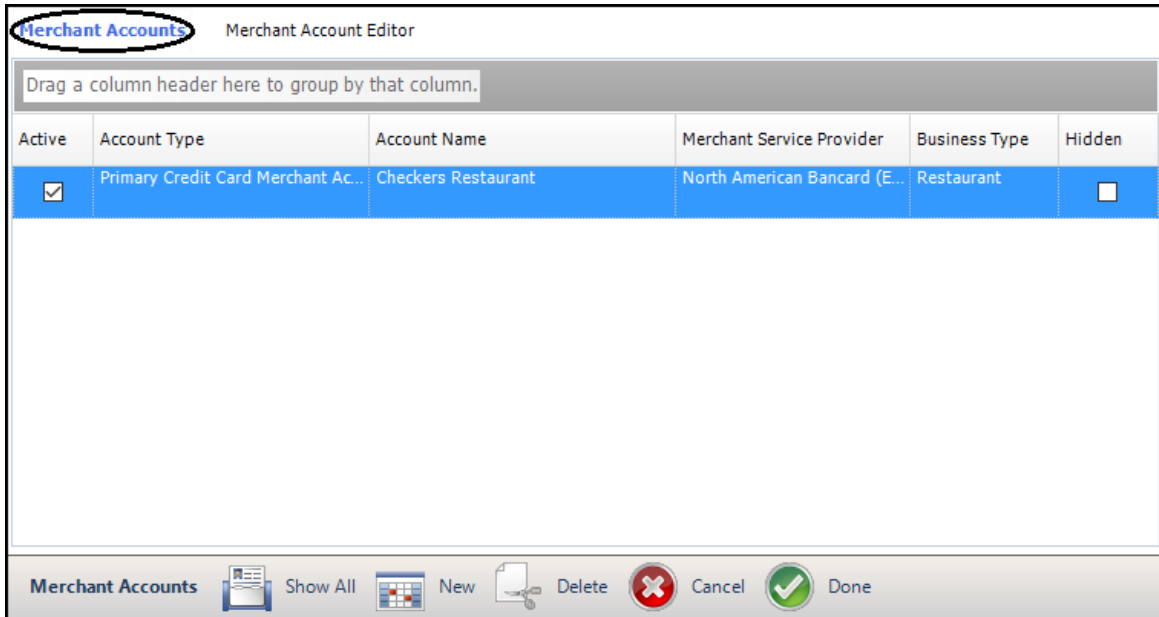


Figure 4-38

Merchant Accounts Tab

Next, select the Merchant Accounts Tab. The merchant account you just setup, as well as any others that may have been setup previously, is now listed here. If an account is hidden, it is listed under the Merchant Accounts Tab with a checkmark in the *Hidden* checkbox (See Figure 4-39).



The screenshot shows the 'Merchant Account Editor' window. The 'Merchant Accounts' tab is selected and circled in red. Below the tab is a search bar with the text 'Drag a column header here to group by that column.' Below the search bar is a table with the following columns: Active, Account Type, Account Name, Merchant Service Provider, Business Type, and Hidden. The table contains one row of data: a checked checkbox in the 'Active' column, 'Primary Credit Card Merchant Ac...' in the 'Account Type' column, 'Checkers Restaurant' in the 'Account Name' column, 'North American Bancard (E...' in the 'Merchant Service Provider' column, 'Restaurant' in the 'Business Type' column, and an unchecked checkbox in the 'Hidden' column. At the bottom of the window is a toolbar with icons for 'Merchant Accounts', 'Show All', 'New', 'Delete', 'Cancel', and 'Done'.

| Active | Account Type | Account Name | Merchant Service Provider | Business Type | Hidden |
|-------------------------------------|------------------------------------|---------------------|------------------------------|---------------|--------------------------|
| <input checked="" type="checkbox"/> | Primary Credit Card Merchant Ac... | Checkers Restaurant | North American Bancard (E... | Restaurant | <input type="checkbox"/> |

Figure 4-39

If you wish to delete a previously entered device from the list, click on the device information in the list and then click the *Delete* button (See Figure 4-40).

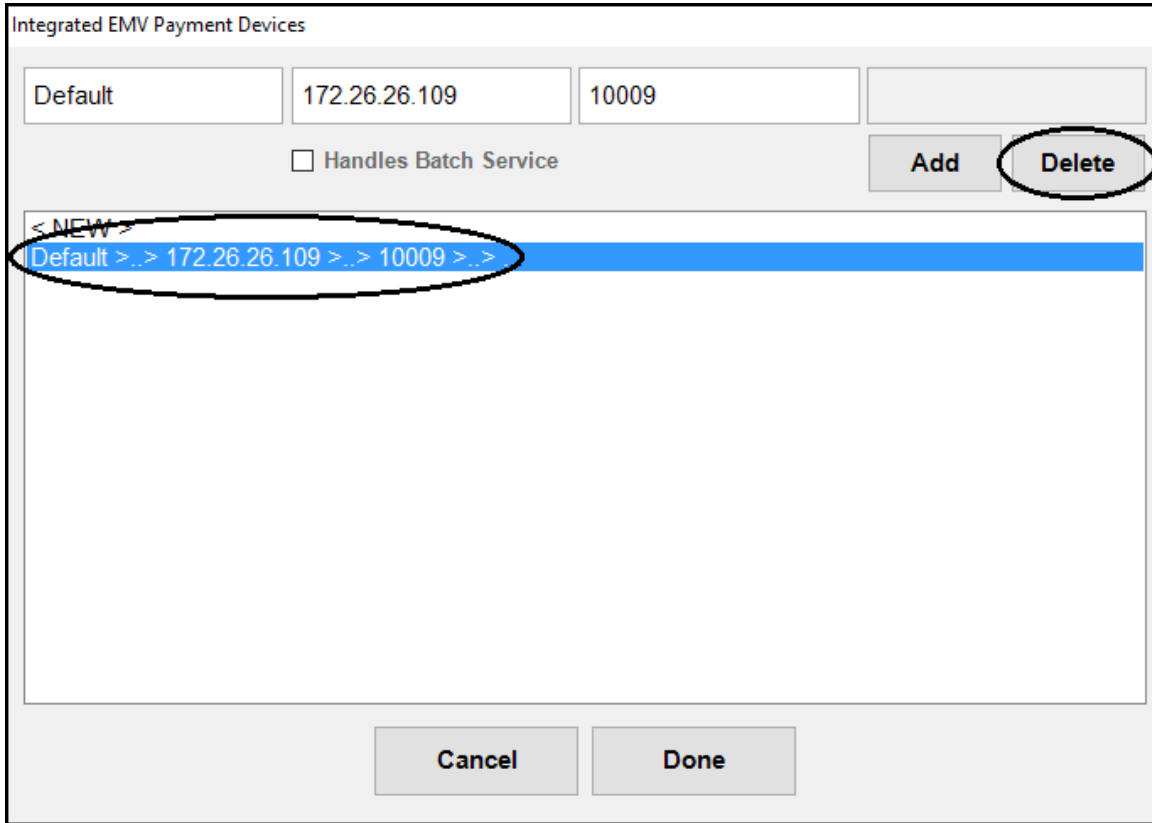


Figure 4-40

In the following window, click the *Yes* button to confirm the deletion (See Figure 4-41).

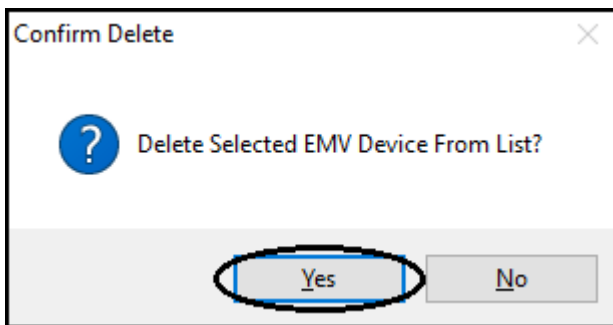


Figure 4-41

The device is immediately removed from the Integrated EMV Payment Devices list.

Merchant Accounts Toolbar

The Merchant Accounts Toolbar appears at the bottom of the Merchant Account Setup screen. Use the buttons on the toolbar to perform the following actions.

Show All Button

For the Aldelo® EDC North American Bancard Edition that Supports the Ingenico iPP320 EMV card reader device, the *Show All* button only appears under the Merchant Accounts Tab of the Merchant Account setup screen. Clicking it displays all of the merchant accounts that have been setup previously, including any hidden accounts.

New Button

If you wish to enter a new merchant account, click the *New* button to display the **Merchant Account Detail** section where you may enter a new merchant account.

Save Button

The *Save* button only appears under the Merchant Account Editor Tab of the Merchant Account setup screen. Click the *Save* button to save any new account information or any changes made to existing accounts. If you fail to save the information, it is deleted automatically when you exit the screen. After saving, the new or updated information appears under the Merchant Accounts Tab.

Delete Button

If you wish to permanently delete a merchant account that has been setup previously, click the *Delete* button while the account information is displayed. Please note that you cannot permanently delete an account unless it has no transaction data associated with it. If you have ever used it to process a transaction, it cannot be deleted. In this case, select the *Hide Account* checkbox instead to hide the account from the displayed list of accounts under the Merchant Accounts Tab.

Cancel Button

If you are in the process of entering information to create a new merchant or editing the information of an existing account and wish to exit without saving the information, click the *Cancel* button.

Done Button

To exit the Merchant Accounts screen, click the *Done* button. Please note that if you also want to save any changes made, click the *Save* button before clicking the *Done* button to exit the screen.

Merchant Account Setup with the Aldelo® EDC First Data RC Edition that Supports the PAX S300 EMV Card Reader Device

Aldelo now offers the Aldelo® EDC First Data RC (Rapid Connect) Edition that supports the PAX S300 EMV (EuroPay, MasterCard, and Visa) ready card reader device that uses TCP/IP. This device allows the capture of data from both traditional magnetic stripe cards and the new smart cards that store their data on integrated circuit chips that are imbedded within the cards themselves. Use of this smart card technology promises to improve security and reduce the occurrence of fraud. Please note that if you use First Data as your Merchant Service Provider and you wish to accept the new smart cards from your customers, you must upgrade your installation of Aldelo® EDC to the First Data RC Edition.

Users who wish to use the PAX S300 EMV ready device will need to update both their installations of Aldelo® EDC and their point-of-sale software to the latest versions that support the device. Before installing the new version of Aldelo® EDC, be sure to close the batch on your existing version. Please note that PAX S300 EMV merchant accounts support only credit, debit, and Valuelink gift card transactions. Please also note that Aldelo® POS does not support the Bar Tab feature when using the PAX S300 EMV option with your Merchant Service Provider.

In addition, please also note the following when using the Aldelo® EDC First Data RC Edition for EMV transactions:

1. There is no batching from Aldelo® EDC (batching is controlled by the Merchant Service Provider and is not a function of Aldelo® EDC; for further information, please contact your First Data Merchant Services representative)
2. A transaction may not be voided once the batch has been closed by the Merchant Service Provider
3. A transaction may not be adjusted once the batch has been closed by the Merchant Service Provider
4. Several reports are no longer applicable and have been removed

The External Payment Device – Special Configuration Attention warning message appears during the setup of the software. Please be sure to read this warning message thoroughly and in its entirety. When you finish reading the entire warning message, select either the *I Understand & Agree as Stated Above* >> button or the << *Exit* button at the bottom of the window to continue. Please note that if you select the << *Exit* button, you may not continue with the configuration of the software (See Figure 4-42).

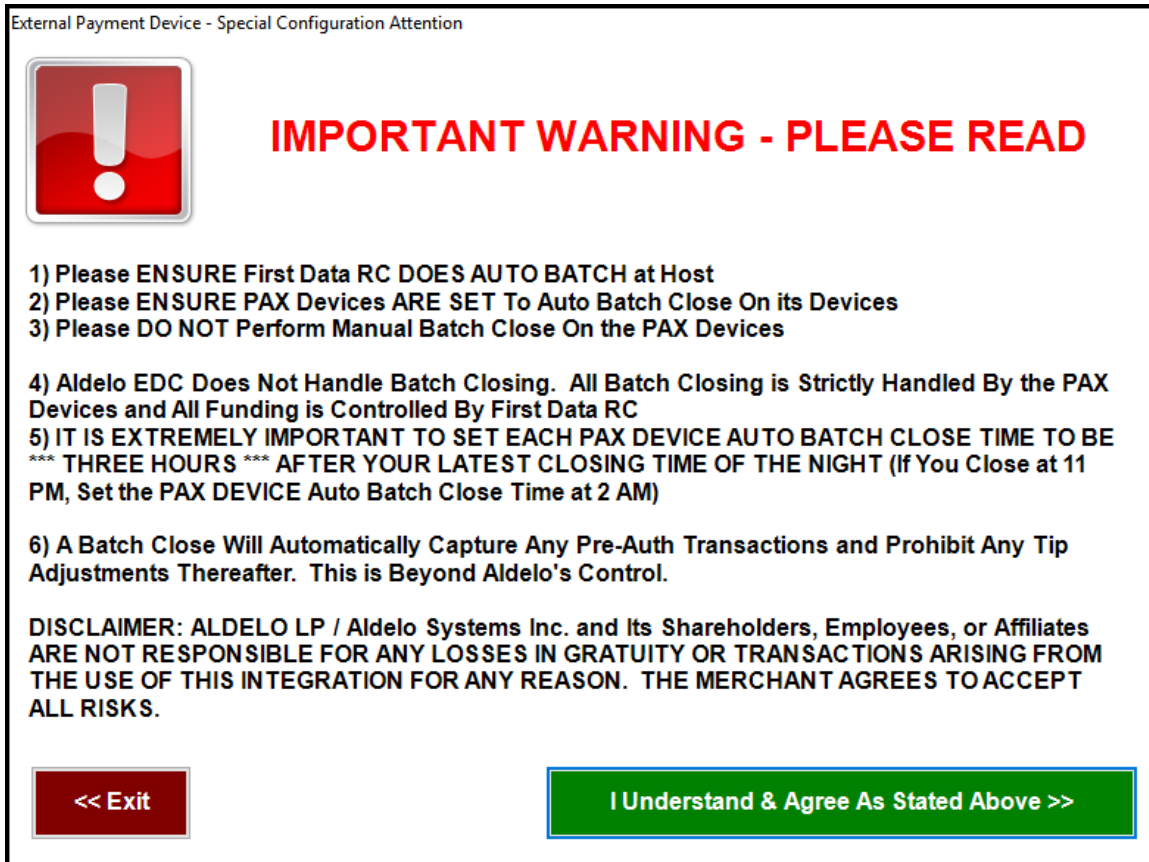


Figure 4-42

Setting up the merchant account for use with Aldelo[®] EDC and the PAX S300 EMV ready card reader device that uses TCP/IP is somewhat different than the setup procedure for a merchant account that uses a traditional magnetic stripe card reader device.

Upon logging in, the main screen of Aldelo® EDC displays. Click the *File* button in the upper left corner of the window and then select *Merchant Accounts* from the left side of the displayed menu to continue (See Figure 4-43).

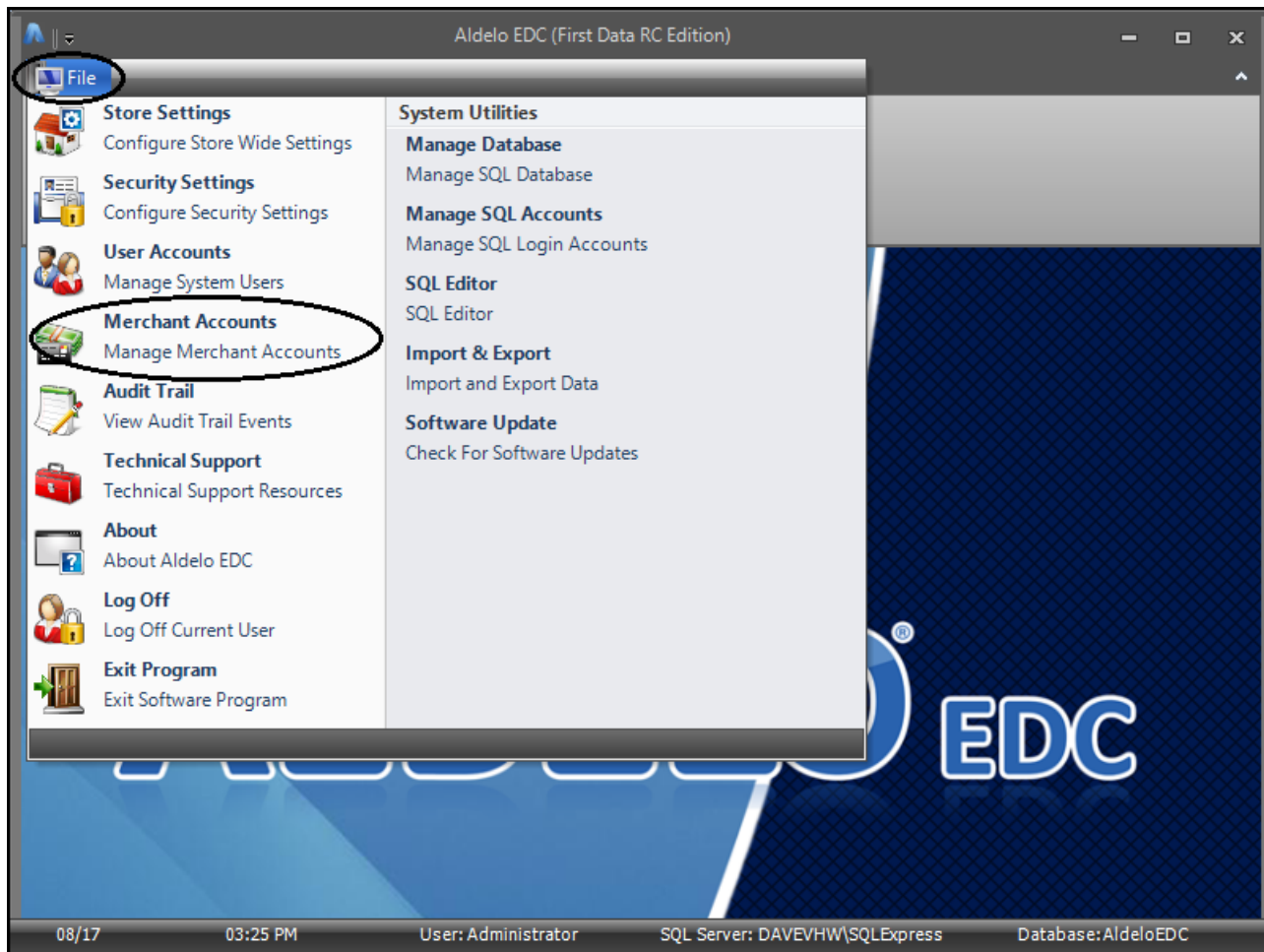


Figure 4-43

Merchant Account Editor Tab

The Merchant Accounts screen opens to the Merchant Accounts Tab. At the bottom of the window, click the *New* button (See Figure 4-44).

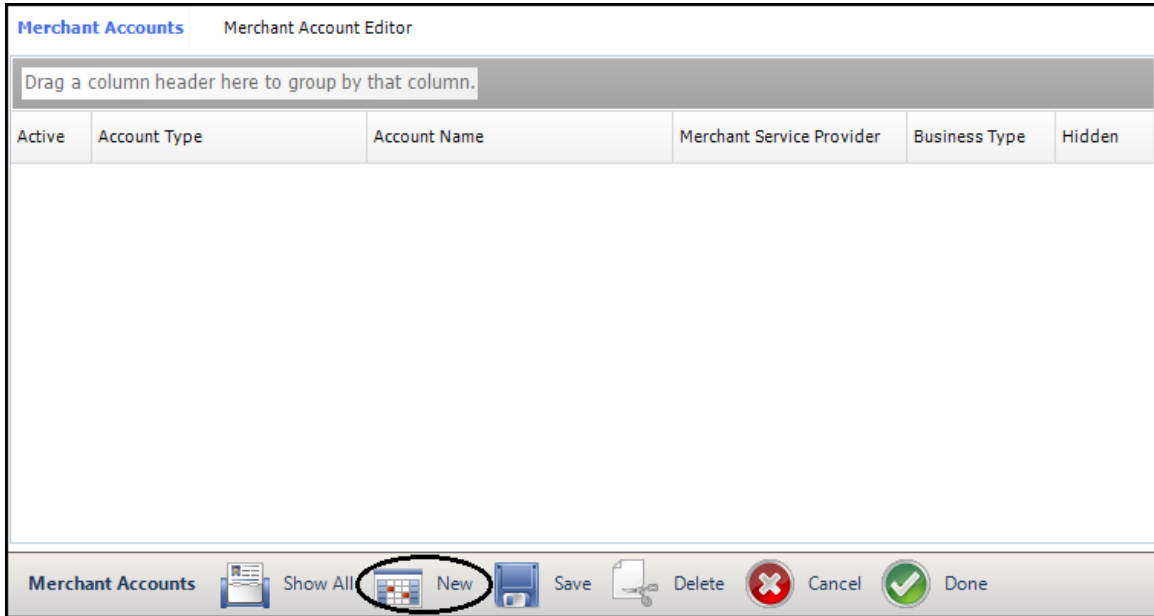


Figure 4-44

The Merchant Account Settings warning message displays. Please be sure to read this warning message in its entirety. Use the scroll bar to the right of the text to scroll down to reveal the hidden portions of the warning message. When you finish reading the entire warning message, select either the *I Agree* button or the *I Do Not Agree* button at the bottom of the window to continue. Please note that if you select the *I Do Not Agree* button, you may not access the Merchant Account Editor Tab where you create a new merchant account (See Figure 4-45).

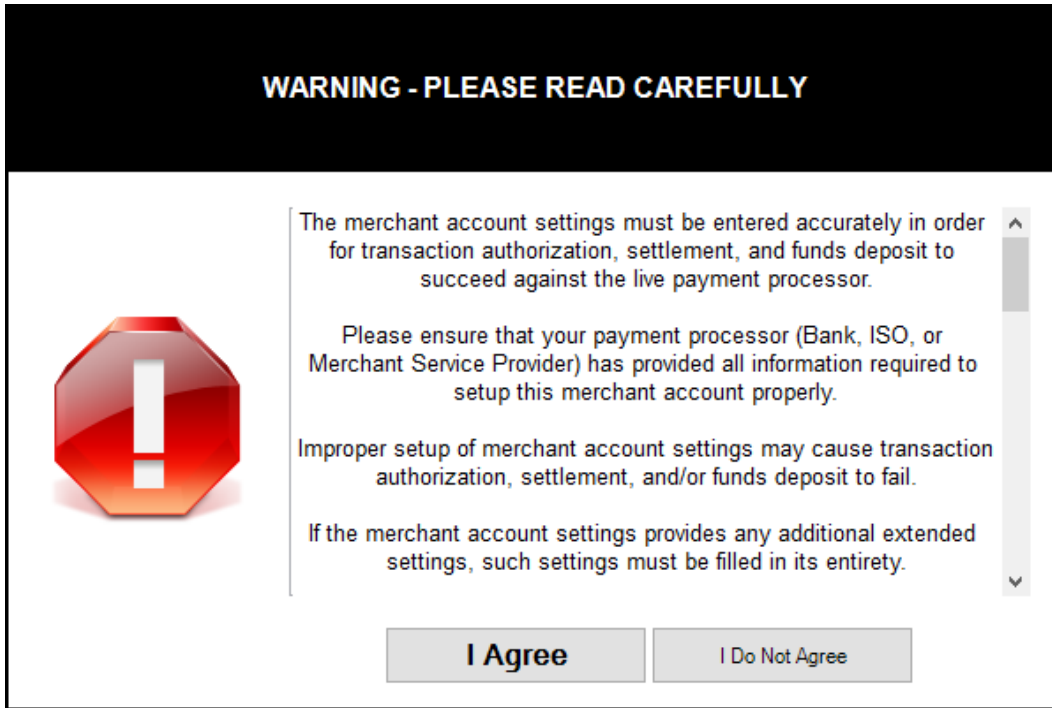


Figure 4-45

Upon clicking the *I Agree* button on the window displayed above, the display shifts to the Merchant Account Editor Tab and the **Merchant Account Detail** section appears (See Figure 4-46).

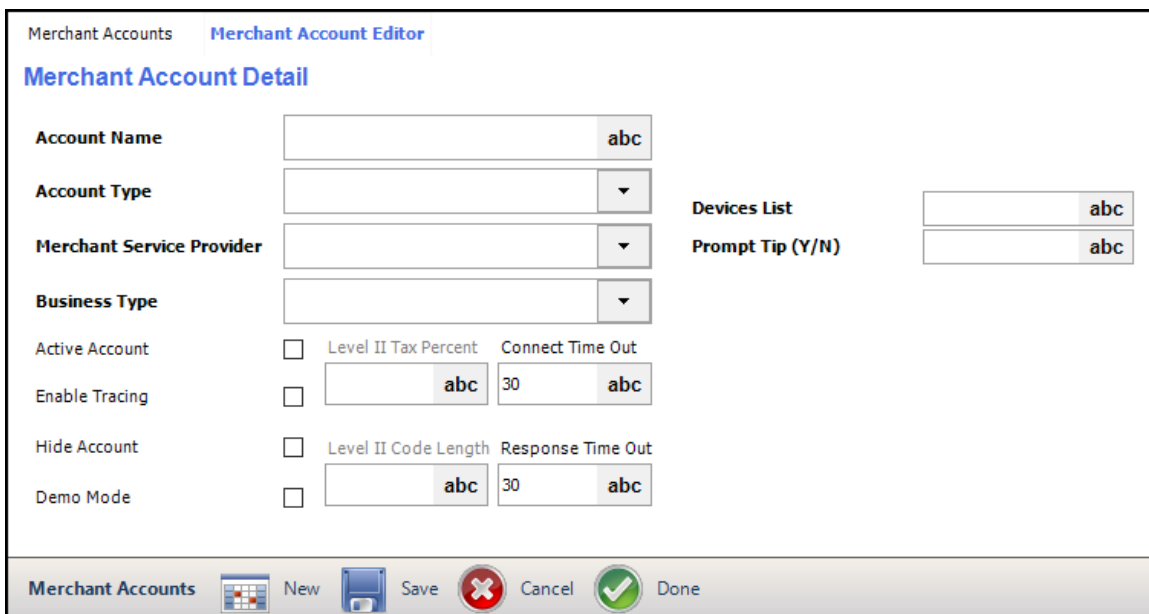


Figure 4-46

In this window, enter the necessary information. For the Account Name, enter the name of your business or any other name you deem appropriate. If desired, click the *abc* button next to the field if you wish to display the field's onscreen keyboard. Next, select the Account Type from the drop-down list box. In the Merchant Service Provider field, click the *down arrow* button to the right of the field and select the *EMV* option from the list. Finally, choose your Business Type from the last drop-down list box.

Next, select from the four checkboxes on the lower half of the form, as appropriate. The *Active Account* checkbox indicates that the account is currently in use by your business. The *Enable Tracing* checkbox, when selected, allows Aldelo® EDC to create a log file that may be used by the Aldelo Technical Support team should you have a problem with the software. The *Hide Account* checkbox is used to change the account status to inactive. This checkbox is used when you change your Merchant Service Provider or change accounts within the same Merchant Service Provider. The account is hidden and not deleted because there may still be a need to retrieve historical transactions from the account. The *Demo Mode* checkbox allows Aldelo® EDC to be used for training purposes (**See warning, below**). Any transactions completed in Demo Mode are **not** submitted for payment.



WARNING: Demo Mode is to be used for training purposes only! When in Demo Mode, credit card transactions are NOT processed against a live merchant account. Likewise, such charges are NOT posted against the customer's credit card. As a result, this merchant account does NOT receive any funds from activities processed in Demo Mode. If you use Demo Mode for training purposes, DO NOT forget to uncheck the *Demo Mode* checkbox when you are finished training and wish to return to Live Mode.

If you want to change the number of seconds before the connection times out or the response times out, enter the new values in the appropriate fields; otherwise, leave the default values in these fields.

If you are in a tax jurisdiction that requires a second level of taxation, contact Aldelo Technical Support for instructions on how to use the two fields to the right of the checkboxes on this screen. These fields are used by certain Merchant Service Providers to automatically transmit the additional second level tax information with each transaction. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard.

On the right side of the screen, enter your response for whether you want the software to prompt the user to enter a tip. In the Devices List field, no entry is required as the field is non-editable.

When finished, click the *Setup* button to continue (See Figure 4-47).

Figure 4-47

In the following window, you enter your device integration settings for each of your PAX S300 EMV devices (See Figure 4-48).

Figure 4-48

Please note that you may connect multiple POS stations to the same PAX S300 EMV device but you may not connect multiple PAX S300 EMV devices to the same POS station.

In the POS Terminal Name field, enter the station number of the computer to which the PAX S300 EMV device is connected. This information may be found in the Aldelo® POS Back Office under Station Settings for the selected terminal. Please note that if you are using Aldelo® EDC in Stand Alone mode, enter “Default” in the POS Terminal Name field.

In the EMV Device IP field, enter the IP address of the PAX S300 EMV device. This information must be obtained directly from your Merchant Service Provider. Please note that the IP address of the device should be reserved or made static in your network so that it does not change.

In the EMV Device IP Port field, enter the port number on which the selected PAX S300 EMV device communicates. Again, this information must be obtained directly from your Merchant Service Provider.

Once you have populated all three fields with the appropriate information, click the *Add* button to add the device information to the Integrated EMV Payment Devices list. If necessary, an unlimited number of PAX S300 EMV devices may be added to the list in the same manner.

Next, click the *Done* button to save the information. A reminder message displays. Read the message and click the *OK* button to dismiss it (See Figure 4-49).

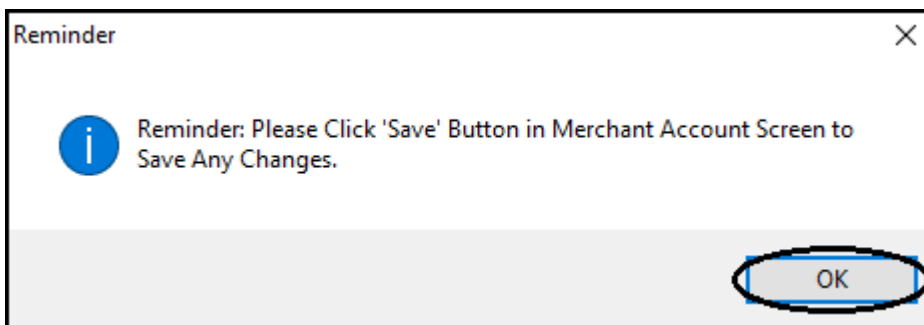


Figure 4-49

The display returns to the **Merchant Account Detail** section. Click the *Save* button on the Merchant Accounts Toolbar. A confirmation message displays, indicating that your information was saved successfully. Click the *OK* button to complete the process (See Figure 4-50).

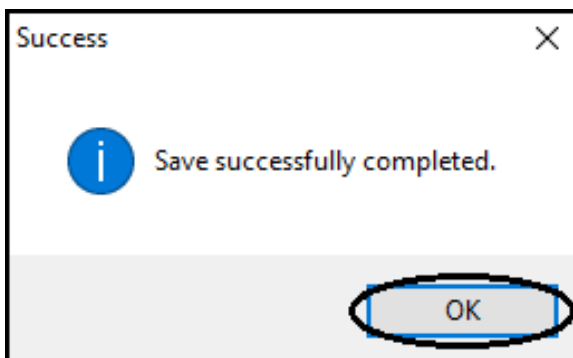
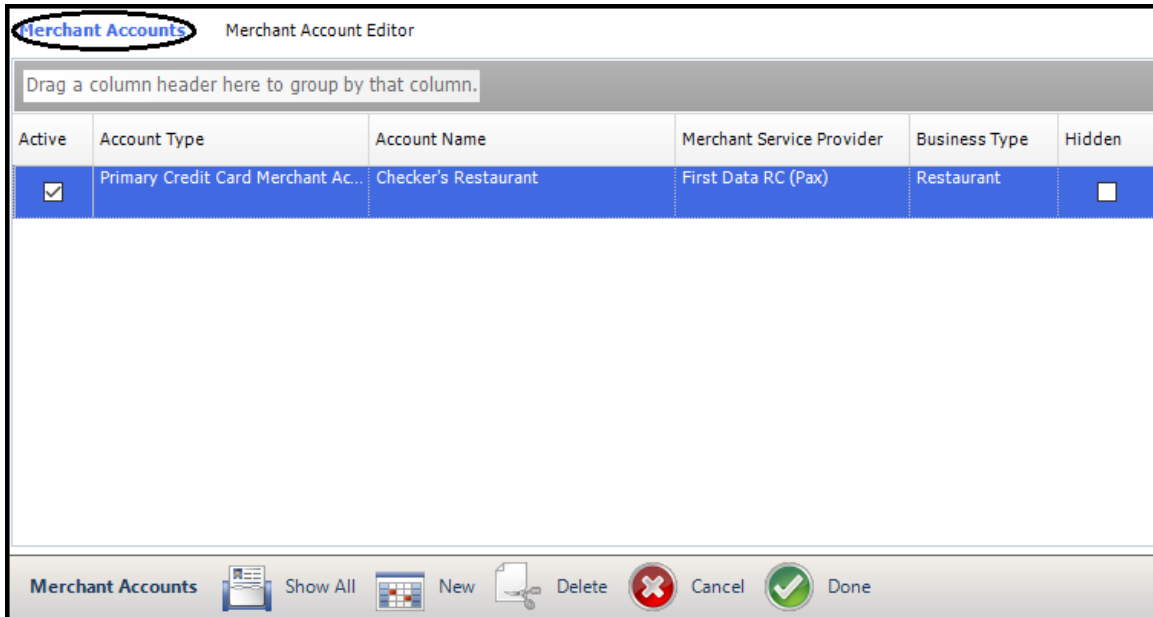


Figure 4-50

Merchant Accounts Tab

Next, select the Merchant Accounts Tab. The merchant account you just setup, as well as any others that may have been setup previously, is now listed here. If an account is hidden, it is listed under the Merchant Accounts Tab with a checkmark in the *Hidden* checkbox (See Figure 4-51).



The screenshot shows the 'Merchant Account Editor' window. The 'Merchant Accounts' tab is selected and circled in blue. Below the tab is a search bar with the text 'Drag a column header here to group by that column.' Below the search bar is a table with the following columns: Active, Account Type, Account Name, Merchant Service Provider, Business Type, and Hidden. The table contains one row of data: a checked checkbox in the Active column, 'Primary Credit Card Merchant Ac...' in the Account Type column, 'Checker's Restaurant' in the Account Name column, 'First Data RC (Pax)' in the Merchant Service Provider column, 'Restaurant' in the Business Type column, and an unchecked checkbox in the Hidden column. At the bottom of the window is a toolbar with the following buttons: Merchant Accounts (selected), Show All, New, Delete, Cancel, and Done.

| Active | Account Type | Account Name | Merchant Service Provider | Business Type | Hidden |
|-------------------------------------|------------------------------------|----------------------|---------------------------|---------------|--------------------------|
| <input checked="" type="checkbox"/> | Primary Credit Card Merchant Ac... | Checker's Restaurant | First Data RC (Pax) | Restaurant | <input type="checkbox"/> |

Figure 4-51

If you wish to delete a previously entered device from the list, click on the device information in the list and then click the *Delete* button (See Figure 4-52).

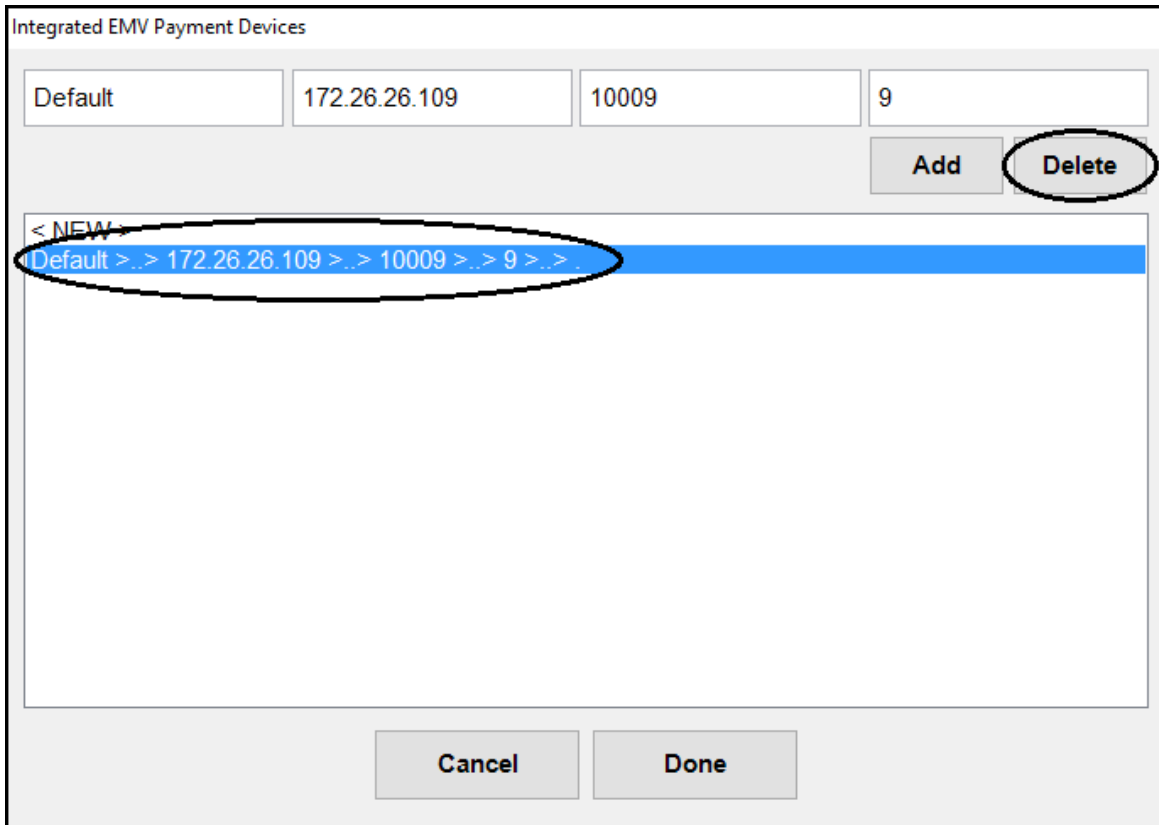


Figure 4-52

In the following window, click the *Yes* button to confirm the deletion (See Figure 4-53).

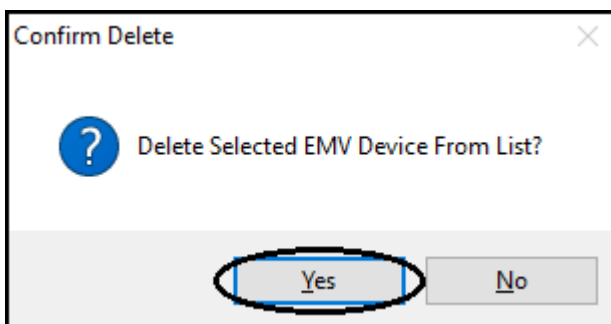


Figure 4-53

The device is immediately removed from the Integrated EMV Payment Devices list.

Merchant Accounts Toolbar

The Merchant Accounts Toolbar appears at the bottom of the Merchant Account Setup screen. Use the buttons on the toolbar to perform the following actions.

Show All Button

For the Aldelo® EDC First Data RC Edition that Supports the PAX S300 EMV card reader device, the *Show All* button only appears under the Merchant Accounts Tab of the Merchant Account setup screen. Clicking it displays all of the merchant accounts that have been setup previously, including any hidden accounts.

New Button

If you wish to enter a new merchant account, click the *New* button to display the **Merchant Account Detail** section where you may enter a new merchant account.

Save Button

The *Save* button only appears under the Merchant Account Editor Tab of the Merchant Account setup screen. Click the *Save* button to save any new account information or any changes made to existing accounts. If you fail to save the information, it is deleted automatically when you exit the screen. After saving, the new or updated information appears under the Merchant Accounts Tab.

Delete Button

If you wish to permanently delete a merchant account that has been setup previously, click the *Delete* button while the account information is displayed. Please note that you cannot permanently delete an account unless it has no transaction data associated with it. If you have ever used it to process a transaction, it cannot be deleted. In this case, select the *Hide Account* checkbox instead to hide the account from the displayed list of accounts under the Merchant Accounts Tab.

Cancel Button

If you are in the process of entering information to create a new merchant account or editing the information of an existing merchant account and wish to exit without saving the information, click the *Cancel* button.

Done Button

To exit the Merchant Accounts screen, click the *Done* button. Please note that if you also want to save any changes made, click the *Save* button before clicking the *Done* button to exit the screen.

Merchant Account Setup with the Aldelo[®] EDC Cayan Edition that Supports the Verifone MX 915 EMV Card Reader Device

Aldelo now offers the Aldelo[®] EDC Cayan Edition that supports the Verifone MX 915 EMV (EuroPay, MasterCard, and Visa) ready card reader device that uses TCP/IP. This device allows the capture of data from both traditional magnetic stripe cards and the new smart cards that store their data on integrated circuit chips that are imbedded within the cards themselves. Use of this smart card technology promises to improve security and reduce the occurrence of fraud. Please note that if you use Cayan as your Merchant Service Provider and you wish to accept the new smart cards from your customers, you must upgrade your installation of Aldelo[®] EDC to the Cayan Edition.

Users who wish to use the Verifone MX 915 EMV ready device will need to update both their installations of Aldelo[®] EDC and their point-of-sale software to the latest versions that support the device. Before installing the new version of Aldelo[®] EDC, be sure to close the batch on your existing version. Please note that Verifone MX 915 EMV merchant accounts support only credit, debit, and gift card transactions. Please also note that Aldelo[®] POS does support the Bar Tab feature when using the Verifone MX 915 EMV ready device with the Aldelo[®] EDC Cayan Edition.

In addition, please also note the following when using the Aldelo[®] EDC Cayan Edition for EMV transactions:

1. There is no batching from Aldelo[®] EDC (batching is controlled by the merchant processors and is not a function of Aldelo[®] EDC; for further information, please contact your Cayan Merchant Services representative)
2. A transaction may not be voided once the batch has been closed by the processor
3. A transaction may not be adjusted once the batch has been closed by the processor
4. Several reports are no longer applicable and have been removed

If you are using the Cayan Edition of Aldelo[®] EDC, please follow the merchant account setup instructions in this section.

Upon logging in, the main screen of Aldelo® EDC displays. Click the *File* button in the upper left corner of the window and then select *Merchant Accounts* from the left side of the displayed menu to continue (See Figure 4-54)

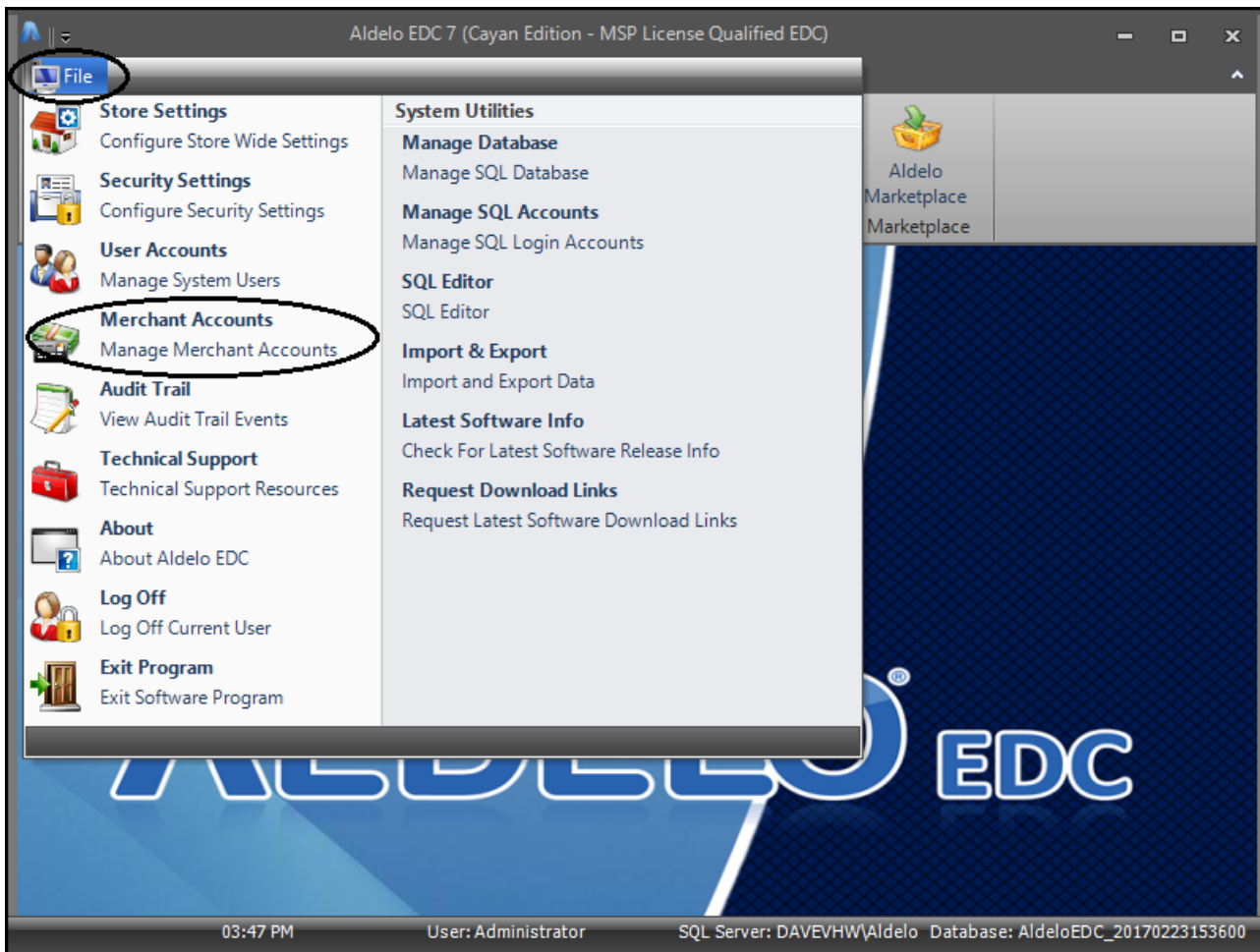


Figure 4-54

Merchant Account Editor Tab

The Merchant Accounts screen opens to the Merchant Accounts Tab. At the bottom of the window, click the *New* button (See Figure 4-55).

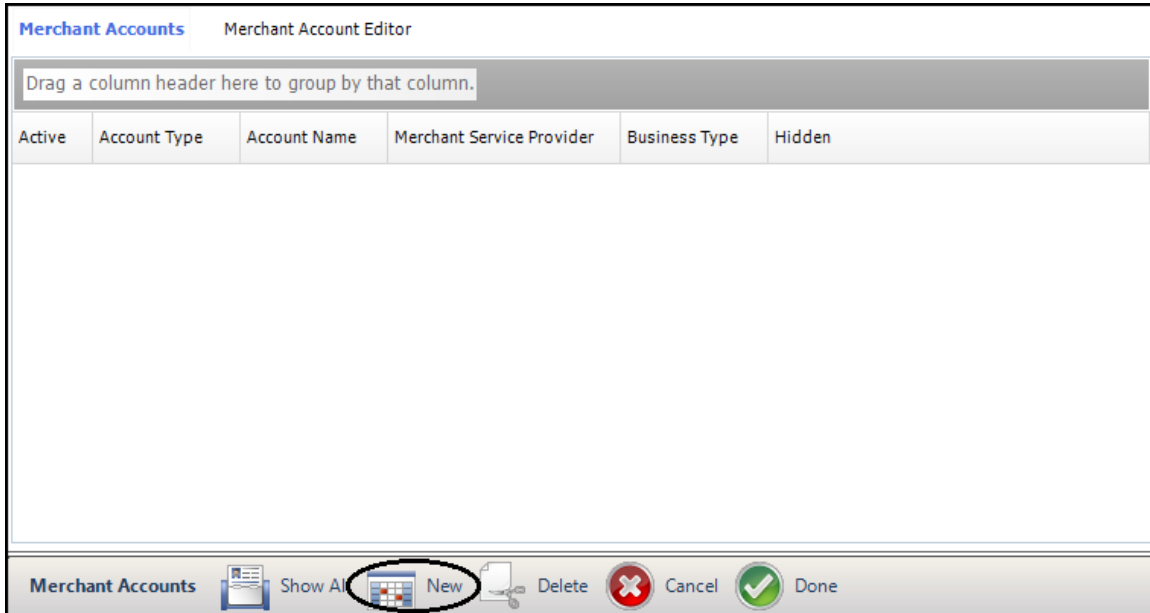


Figure 4-55

The Merchant Account Settings warning message displays. Please be sure to read this warning message in its entirety. Use the scroll bar to the right of the text to scroll down to reveal the hidden portions of the warning message. When you finish reading the entire warning message, select either the *I Agree* button or the *I Do Not Agree* button at the bottom of the window to continue. Please note that if you select the *I Do Not Agree* button, you may not access the Merchant Account Editor Tab where you create a new merchant account (See Figure 4-56).

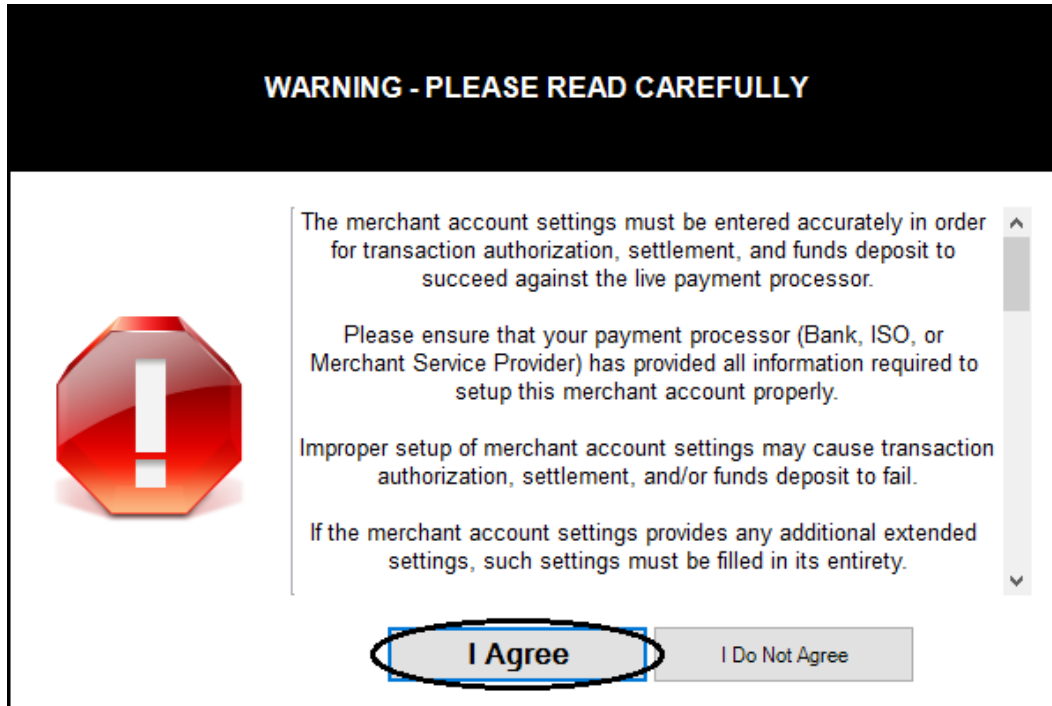


Figure 4-56

Upon clicking the *I Agree* button on the window displayed above, the display shifts to the Merchant Account Editor Tab and the **Merchant Account Detail** section appears (See Figure 4-57).

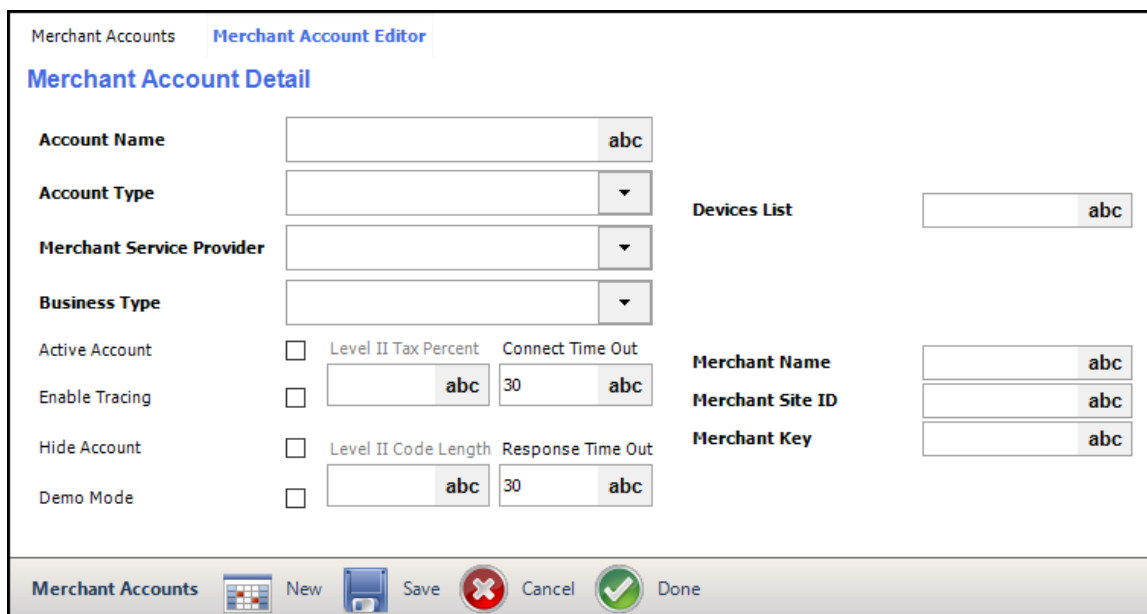


Figure 4-57

Under the Merchant Account Editor Tab, enter the necessary information. For the Account Name, enter the name of your business or any other name you deem appropriate. If desired, click the *abc* button next to the field if you wish to display the field's onscreen keyboard. Next, select the Account Type from the drop-down list box. Then choose your Merchant Service Provider and Business Type from their respective drop-down list boxes.

Next, select from the four checkboxes on the lower half of the form, as appropriate. The *Active Account* checkbox indicates that the account is currently in use by your business. The *Enable Tracing* checkbox, when selected, allows Aldelo® EDC to create a log file that may be used by the Aldelo Technical Support team should you have a problem with the software. The *Hide Account* checkbox is used to change the account status to inactive. This checkbox is used when you change your Merchant Service Provider or change accounts within the same Merchant Service Provider. The account is hidden and not deleted because there may still be a need to retrieve historical transactions from the account. The *Demo Mode* checkbox allows Aldelo® EDC to be used for training purposes (**See warning, below**). Any transactions completed in Demo Mode are **not** submitted for payment.



WARNING: Demo Mode is to be used for training purposes only! When in Demo Mode, credit card transactions are NOT processed against a live merchant account. Likewise, such charges are NOT posted against the customer's credit card. As a result, this merchant account does NOT receive any funds from activities processed in Demo Mode. If you use Demo Mode for training purposes, DO NOT forget to uncheck the *Demo Mode* checkbox when you are finished training and wish to return to Live Mode.

If you want to change the number of seconds before the connection times out or the response times out, enter the new values in the appropriate fields; otherwise, leave the default values in these fields.

If you are in a tax jurisdiction that requires a second level of taxation, contact Aldelo Technical Support for instructions on how to use the two fields to the right of the checkboxes on this screen. These fields are used by certain Merchant Service Providers to automatically transmit the additional second level tax information with each transaction. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard.

Enter the settings information on the right side of the screen as necessary. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. This information is dependent upon the Merchant Service Provider selected. Please note that the fields displayed on this screen may vary widely, depending on the installed version of Aldelo® EDC and the selection made in the Merchant Service Provider field. Contact your Merchant Service Provider for help in filling in these fields.

If the screen under the Merchant Account Editor tab displays a *Setup* button like the one depicted below, click the *Setup* button to enter your processor settings information (See Figure 4-58).

Merchant Accounts | Merchant Account Editor

Merchant Account Detail

Account Name

Account Type ▼

Merchant Service Provider ▼

Business Type ▼

Active Account Level II Tax Percent Connect Time Out

Enable Tracing

Hide Account Level II Code Length Response Time Out

Demo Mode

Devices List

Merchant Name

Merchant Site ID

Merchant Key

Setup

Merchant Accounts | New | Save | Delete | Cancel | Done

Figure 4-58

In the following window, enter the settings for each of your Verifone MX 915 integrated EMV payment devices (See Figure 4-59).

Integrated EMV Payment Devices

Figure 4-59

Please note that you may connect multiple POS stations to the same Verifone MX 915 EMV payment device but you may not connect multiple Verifone MX 915 EMV payment devices to the same POS station.

In the POS Terminal Name field, enter the name of the POS terminal to which the EMV device is connected. For Aldelo® POS, enter the station number here (the station number may be found at the bottom of the main screen of Aldelo POS). For XERA® POS and Aldelo® Touch, enter the terminal name here. If you are using EDC in stand-alone mode, enter “Default” in this field.

In the EMV Device IP field, enter the IP address of the Verifone MX 915 EMV payment device. If necessary, check with your network administrator or contact your Merchant Service Provider to find this information.

Once you have populated both fields with the appropriate information, click the *Add* Button to add the device to the Integrated EMV Payment Devices list in the center portion of the screen. If necessary, an unlimited number of Verifone MX 915 EMV payment devices may be added to the list in this manner.

Next, click the *Done* button to save the information. A reminder message displays. Read the message and click the *OK* button to dismiss it (See Figure 4-60).

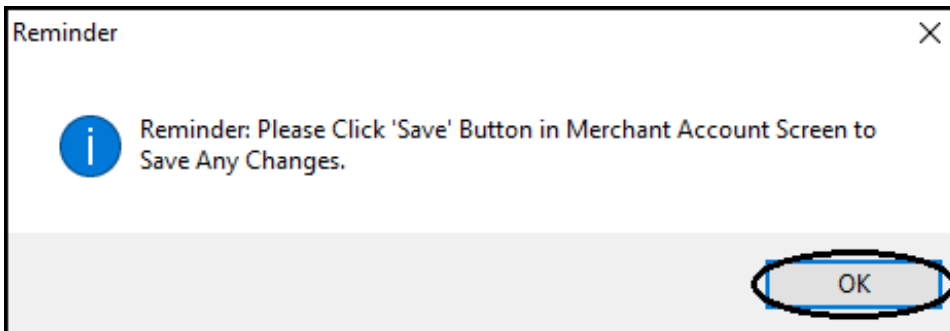


Figure 4-60

When the display returns to the **Merchant Account Detail** section, click the *Save* button on the Merchant Accounts Toolbar. A confirmation message displays, indicating that your information was saved successfully. Click the *OK* button to complete the process (See Figure 4-61).

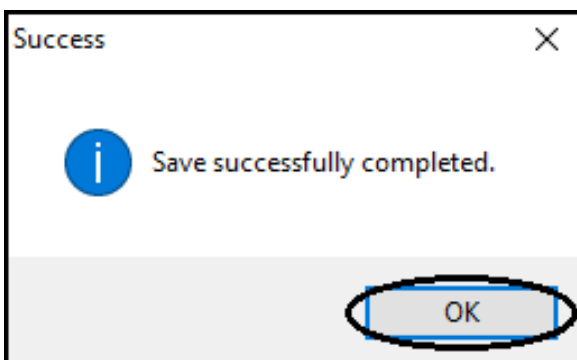
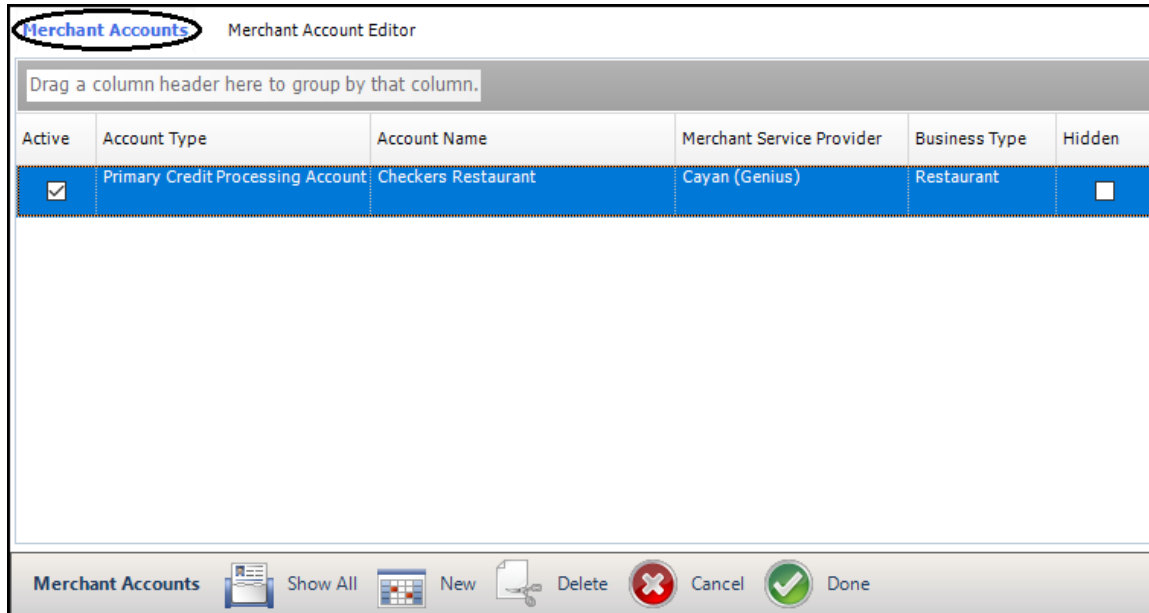


Figure 4-61

Merchant Accounts Tab

Next, select the Merchant Accounts Tab. The merchant account you just setup, as well as any others that may have been setup previously, is now listed here. If an account is hidden, it is listed under the Merchant Accounts Tab with a checkmark in the *Hidden* checkbox (See Figure 4-62).



The screenshot shows the 'Merchant Account Editor' window. The 'Merchant Accounts' tab is selected and circled. Below the tab is a search bar with the text 'Drag a column header here to group by that column.' Below the search bar is a table with the following columns: Active, Account Type, Account Name, Merchant Service Provider, Business Type, and Hidden. The table contains one row of data: a checked checkbox in the Active column, 'Primary Credit Processing Account' in the Account Type column, 'Checkers Restaurant' in the Account Name column, 'Cayan (Genius)' in the Merchant Service Provider column, 'Restaurant' in the Business Type column, and an unchecked checkbox in the Hidden column. At the bottom of the window is a toolbar with icons for 'Merchant Accounts', 'Show All', 'New', 'Delete', 'Cancel', and 'Done'.

| Active | Account Type | Account Name | Merchant Service Provider | Business Type | Hidden |
|-------------------------------------|-----------------------------------|---------------------|---------------------------|---------------|--------------------------|
| <input checked="" type="checkbox"/> | Primary Credit Processing Account | Checkers Restaurant | Cayan (Genius) | Restaurant | <input type="checkbox"/> |

Figure 4-62

If you wish to delete a previously entered device from the list, click on the device information in the list and then click the *Delete* button (See Figure 4-63).

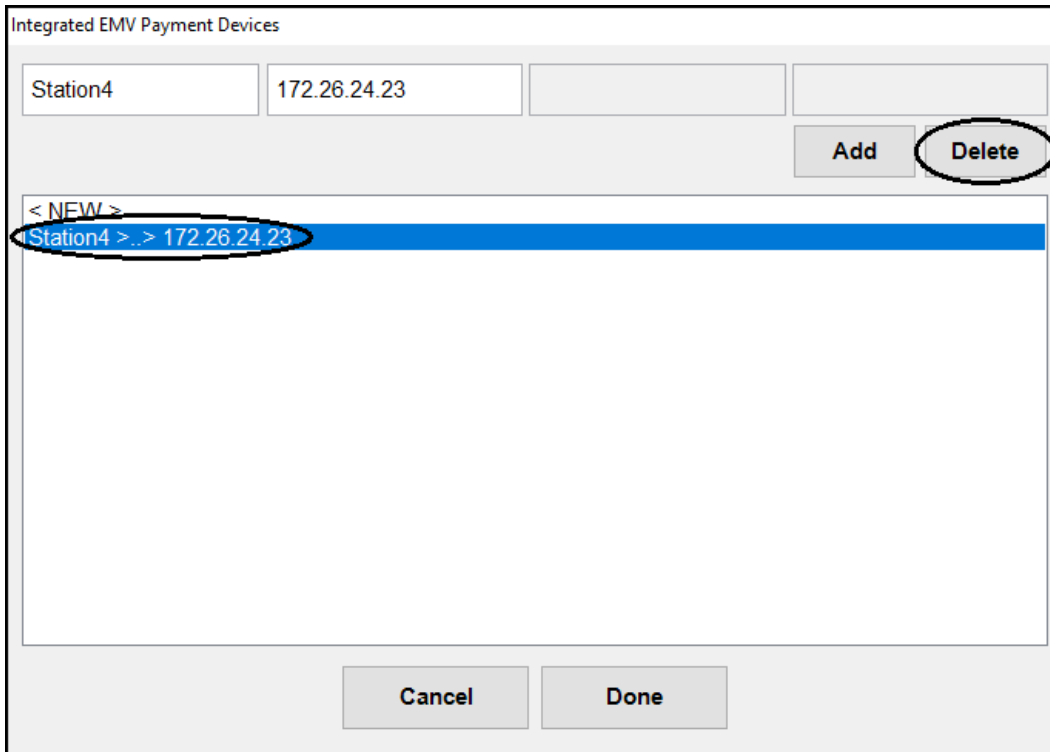


Figure 4-63

In the following window, click the Yes button to confirm the deletion (See Figure 4-64).

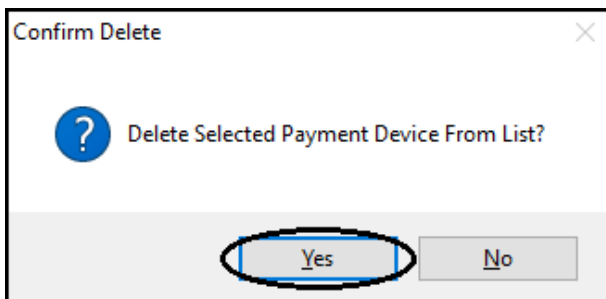


Figure 4-64

The device is immediately removed from the Integrated EMV Payment Devices list.

Merchant Accounts Toolbar

The Merchant Accounts Toolbar appears at the bottom of the Merchant Account Setup screen. Use the buttons on the toolbar to perform the following actions.

Show All Button

For the Aldelo[®] EDC Cayan Edition that supports the Verifone MX 915 EMV card reader device, the *Show All* button only appears under the Merchant Accounts Tab of the Merchant Account setup screen. Clicking it displays all of the merchant accounts that have been setup previously, including any hidden accounts.

New Button

If you wish to enter a new merchant account, click the *New* button to display the **Merchant Account Detail** section where you may enter a new merchant account.

Save Button

The *Save* button only appears under the Merchant Account Editor Tab of the Merchant Account setup screen. Click the *Save* button to save any new account information or any changes made to existing accounts. If you fail to save the information, it is deleted automatically when you exit the screen. After saving, the new or updated information appears under the Merchant Accounts Tab.

Delete Button

If you wish to permanently delete a merchant account that has been setup previously, click the *Delete* button while the account information is displayed. Please note that you cannot permanently delete an account unless it has no transaction data associated with it. If you have ever used it to process a transaction, it cannot be deleted. In this case, select the *Hide Account* checkbox instead to hide the account from the displayed list of accounts under the Merchant Accounts Tab.

Cancel Button

If you are in the process of entering information to create a new merchant account or editing the information of an existing merchant account and wish to exit without saving the information, click the *Cancel* button.

Done Button

To exit the Merchant Accounts screen, click the *Done* button. Please note that if you also want to save any changes made, click the *Save* button before clicking the *Done* button to exit the screen.

Merchant Account Setup with the Aldelo® EDC Vantiv Edition that Supports the Verifone MX 915 EMV Card Reader Device

Aldelo now offers the Aldelo® EDC Vantiv Edition that supports the Verifone MX 915 EMV (EuroPay, MasterCard, and Visa) ready card reader device that uses TCP/IP. This device allows the capture of data from both traditional magnetic stripe cards and the new smart cards that store their data on integrated circuit chips that are imbedded within the cards themselves. Use of this smart card technology promises to improve security and reduce the occurrence of fraud. Please note that if you use Vantiv as your Merchant Service Provider and you wish to accept the new smart cards from your customers, you must upgrade your installation of Aldelo® EDC to the Vantiv Edition.

Users who wish to use the Verifone MX 915 EMV ready device will need to update both their installations of Aldelo® EDC and their point-of-sale software to the latest versions that support the device. Before installing the new version of Aldelo® EDC, be sure to close the batch on your existing version. Please note that Verifone MX 915 EMV merchant accounts support only credit and debit transactions. Please also note that Aldelo® POS does support the Bar Tab feature when using the Verifone MX 915 EMV ready device with the Aldelo® EDC Vantiv Edition.

In addition, please also note the following when using the Aldelo® EDC Vantiv Edition for EMV transactions:

5. There is no batching from Aldelo® EDC (batching is controlled by the merchant processors and is not a function of Aldelo® EDC; for further information, please contact your Vantiv Merchant Services representative)
6. A transaction may not be voided once the batch has been closed by the processor
7. A transaction may not be adjusted once the batch has been closed by the processor
8. Several reports are no longer applicable and have been removed

If you are using the Vantiv Edition of Aldelo® EDC, please follow the merchant account setup instructions in this section.

Upon logging in, the main screen of Aldelo® EDC displays. Click the *File* button in the upper left corner of the window and then select *Merchant Accounts* from the left side of the displayed menu to continue (See Figure 4-65).

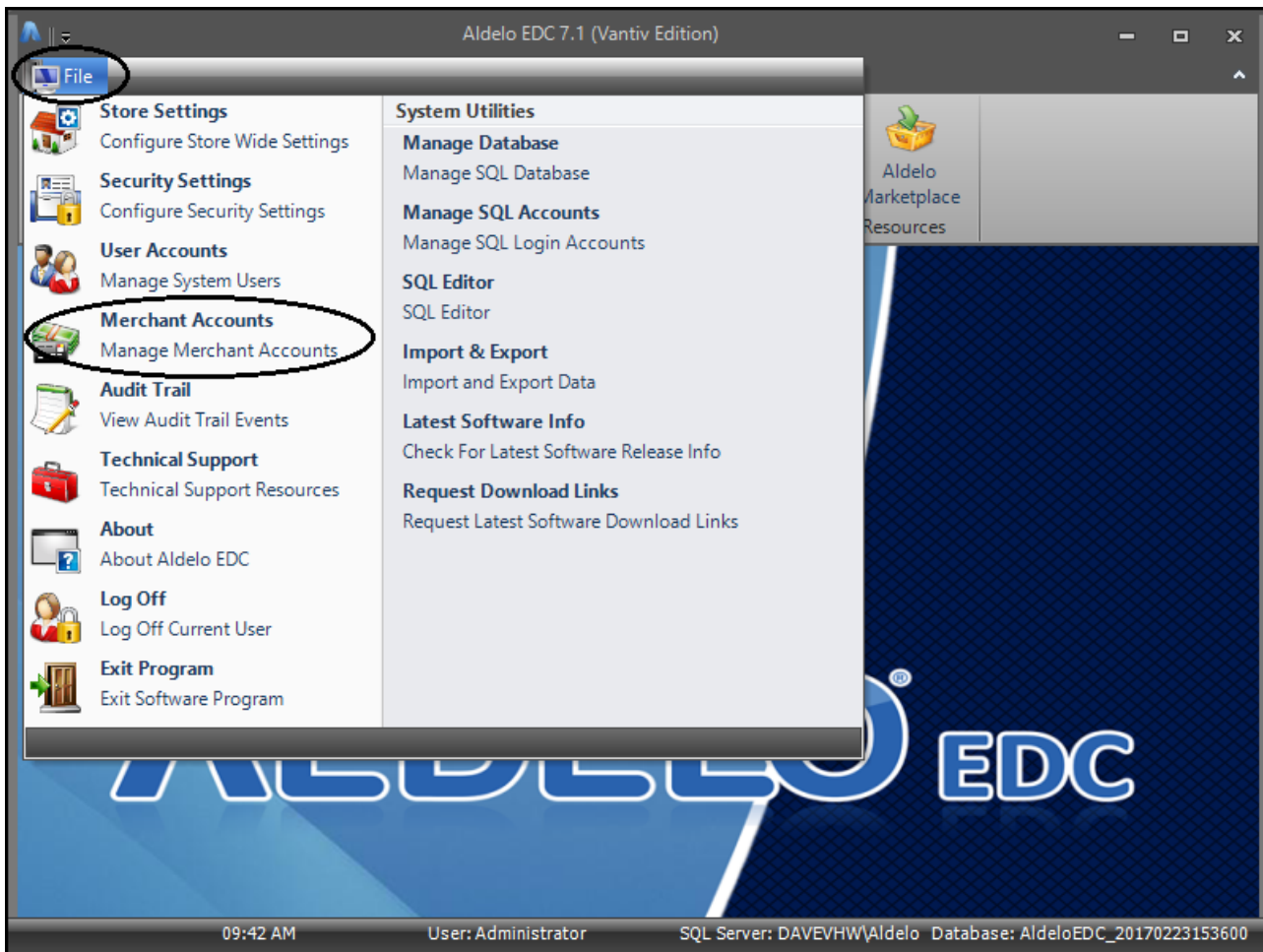


Figure 4-65

Merchant Account Editor Tab

The Merchant Accounts screen opens to the Merchant Accounts Tab. At the bottom of the window, click the *New* button (See Figure 4-66).

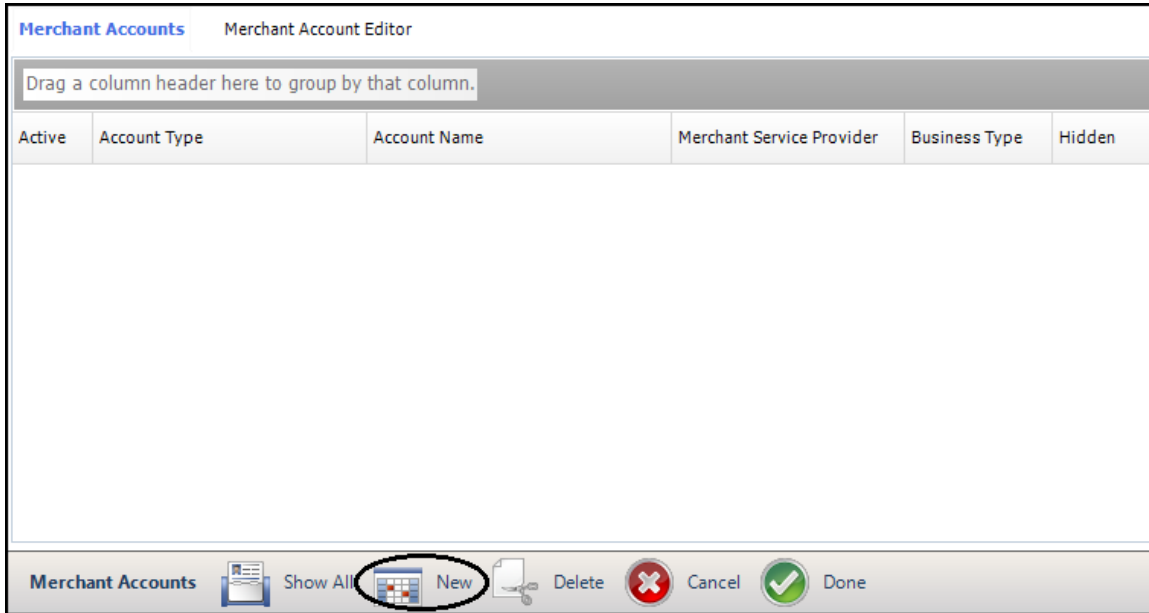


Figure 4-66

The Merchant Account Settings warning message displays. Please be sure to read this warning message in its entirety. Use the scroll bar to the right of the text to scroll down to reveal the hidden portions of the warning message. When you finish reading the entire warning message, select either the *I Agree* button or the *I Do Not Agree* button at the bottom of the window to continue. Please note that if you select the *I Do Not Agree* button, you may not access the Merchant Account Editor Tab where you create a new merchant account (See Figure 4-67).

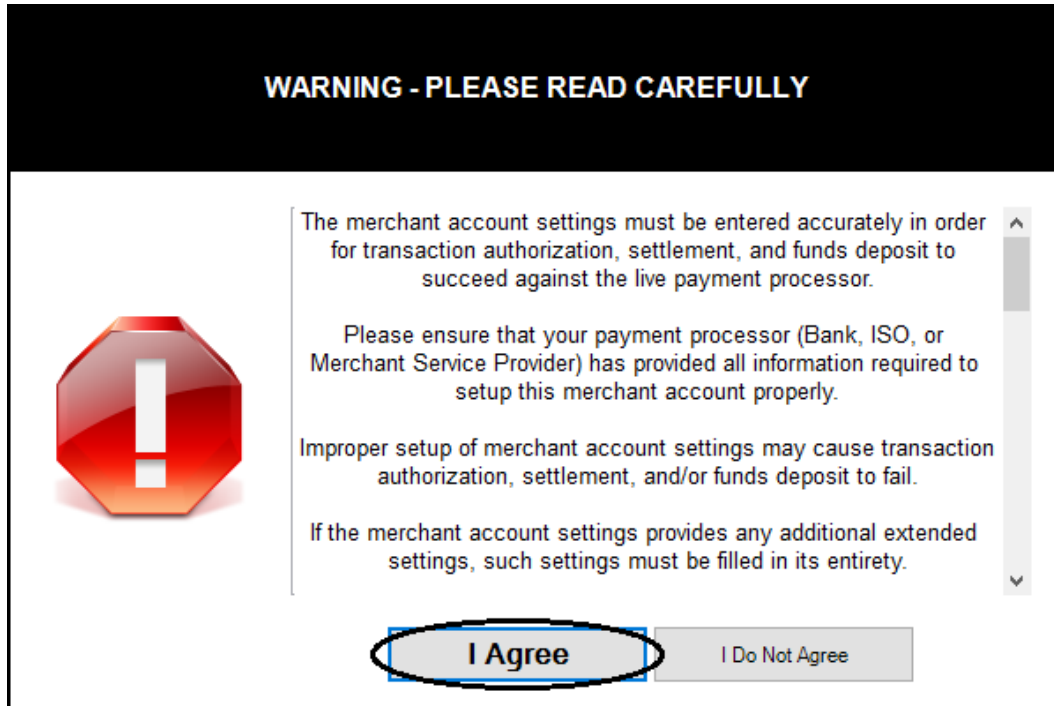


Figure 4-67

Upon clicking the *I Agree* button on the window displayed above, the display shifts to the Merchant Account Editor Tab and the **Merchant Account Detail** section appears (See Figure 4-68).

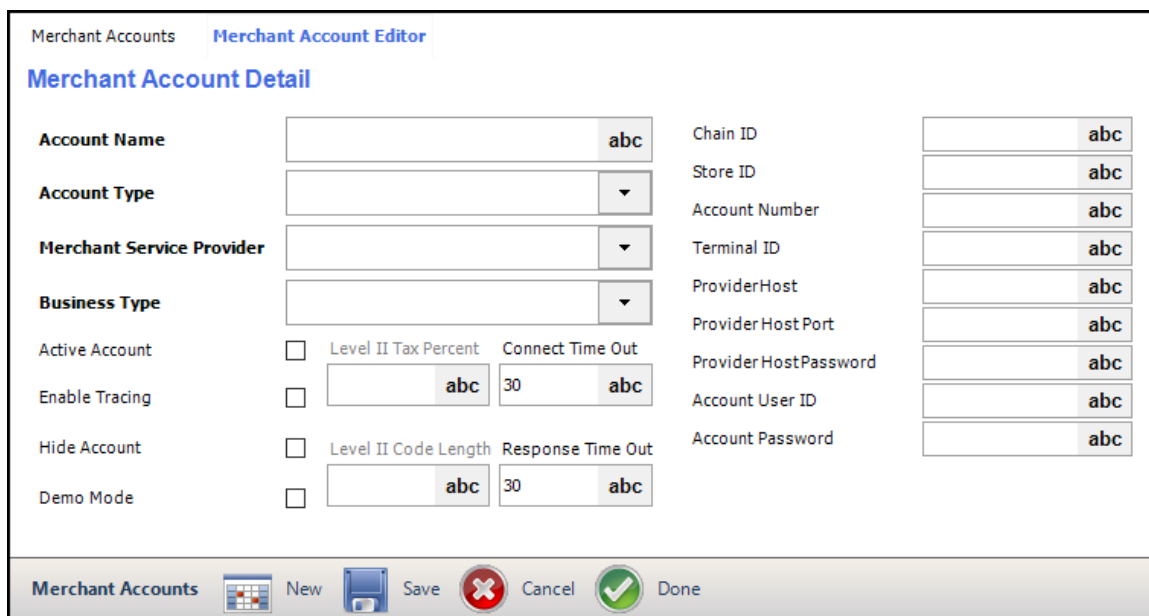


Figure 4-68

Under the Merchant Account Editor Tab, enter the necessary information. For the Account Name, enter the name of your business or any other name you deem appropriate. If desired, click the *abc* button next to the field if you wish to display the field's onscreen keyboard. Next, select the Account Type from the drop-down list box. Then choose your Merchant Service Provider and Business Type from their respective drop-down list boxes.

Next, select from the four checkboxes on the lower half of the form, as appropriate. The *Active Account* checkbox indicates that the account is currently in use by your business. The *Enable Tracing* checkbox, when selected, allows Aldelo® EDC to create a log file that may be used by the Aldelo Technical Support team should you have a problem with the software. The *Hide Account* checkbox is used to change the account status to inactive. This checkbox is used when you change your Merchant Service Provider or change accounts within the same Merchant Service Provider. The account is hidden and not deleted because there may still be a need to retrieve historical transactions from the account. The *Demo Mode* checkbox allows Aldelo® EDC to be used for training purposes (**See warning, below**). Any transactions completed in Demo Mode are **not** submitted for payment.



WARNING: Demo Mode is to be used for training purposes only! When in Demo Mode, credit card transactions are NOT processed against a live merchant account. Likewise, such charges are NOT posted against the customer's credit card. As a result, this merchant account does NOT receive any funds from activities processed in Demo Mode. If you use Demo Mode for training purposes, DO NOT forget to uncheck the *Demo Mode* checkbox when you are finished training and wish to return to Live Mode.

If you want to change the number of seconds before the connection times out or the response times out, enter the new values in the appropriate fields; otherwise, leave the default values in these fields.

If you are in a tax jurisdiction that requires a second level of taxation, contact Aldelo Technical Support for instructions on how to use the two fields to the right of the checkboxes on this screen. These fields are used by certain Merchant Service Providers to automatically transmit the additional second level tax information with each transaction. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard.

Enter the settings information on the right side of the screen as necessary. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. This information is dependent upon the Merchant Service Provider selected. Please note that the fields displayed on this screen may vary widely, depending on the installed version of Aldelo® EDC and the selection made in the Merchant Service Provider field. Contact your Merchant Service Provider for help in filling in these fields.

If the screen under the Merchant Account Editor tab displays a *Setup* button like the one depicted below, click the *Setup* button to enter your processor settings information (See Figure 4-69).

Merchant Accounts **Merchant Account Editor**

Merchant Account Detail

Account Name Checkers Restaurant abc

Account Type Primary Credit Processing Account

Merchant Service Provider Vantiv (triPOS Cloud)

Business Type Restaurant

Active Account Level II Tax Percent 0.00 abc Connect Time Out 30 abc

Enable Tracing Level II Code Length 0 abc Response Time Out 30 abc

Hide Account

Demo Mode

Acceptor ID Test abc

Devices List abc

Account ID ***** abc

Account Token ***** abc

Setup

Merchant Accounts New Save Delete Cancel Done

Figure 4-69

In the following window, enter the settings for each of your Verifone MX 915 integrated EMV payment devices (See Figure 4-70).

Vantiv triPOS Cloud Device List

POS Terminal Name Lane ID 0001 Market Code Activation Code

Logging Enabled **Activate**

< NEW >

Market Code = FoodRestaurant or Retail **OK** Force Delete

Figure 4-70

Please note that you may connect multiple POS stations to the same Verifone MX 915 EMV payment device but you may not connect multiple Verifone MX 915 EMV payment devices to the same POS station.

In the POS Terminal Name field, enter the name of the POS terminal to which the EMV device is connected. For Aldelo® POS, enter the station number here (the station number may be found at the bottom of the main screen of Aldelo POS). For XERA® POS and Aldelo® Touch, enter the terminal name here. If you are using EDC in stand-alone mode, enter “Default” in this field.

In the Lane ID field, enter a value that is chosen by the merchant, but please note that the value entered here is typically the same as the POS Terminal Name (described above).

In the Market Code field, enter “FoodRestaurant” or “Retail,” depending on your business type. A reminder message for this field appears at the bottom of the screen.

In the Activation Code field, Enter the value that appears on the display of your Verifone MX 915 EMV payment device. The Activation Code appears on the screen shortly after the device is installed and powered up for the first time by plugging it into a power outlet.

Once you have populated all of the fields with the appropriate information, click the *Activate* Button to add the device to the Integrated EMV Payment Devices list in the center portion of the screen. If necessary, an unlimited number of Verifone MX 915 EMV payment devices may be added to the list in this manner.

Next, click the *Done* button to save the information. A reminder message displays. Read the message and click the *OK* button to dismiss it (See Figure 4-71).

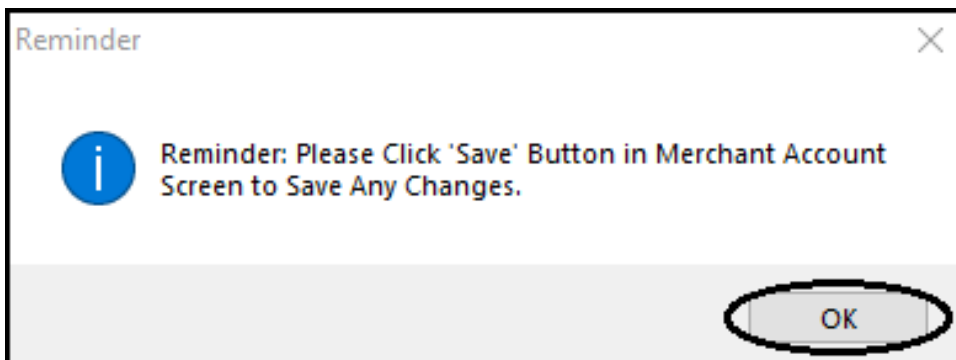


Figure 4-71

When the display returns to the **Merchant Account Detail** section, click the *Save* button on the Merchant Accounts Toolbar. A confirmation message displays, indicating that your information was saved successfully. Click the *OK* button to complete the process (See Figure 4-72).

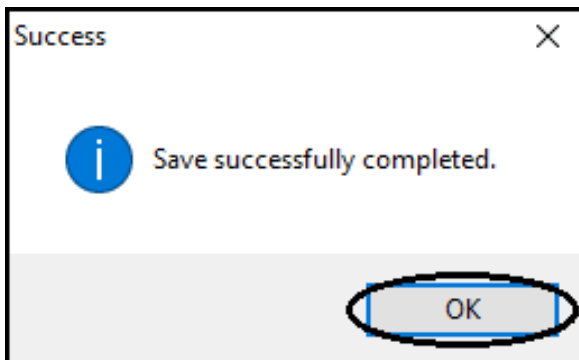


Figure 4-72

Merchant Accounts Tab

Next, select the Merchant Accounts Tab. The merchant account you just setup, as well as any others that may have been setup previously, is now listed here. If an account is hidden, it is listed under the Merchant Accounts Tab with a checkmark in the *Hidden* checkbox (See Figure 4-73).

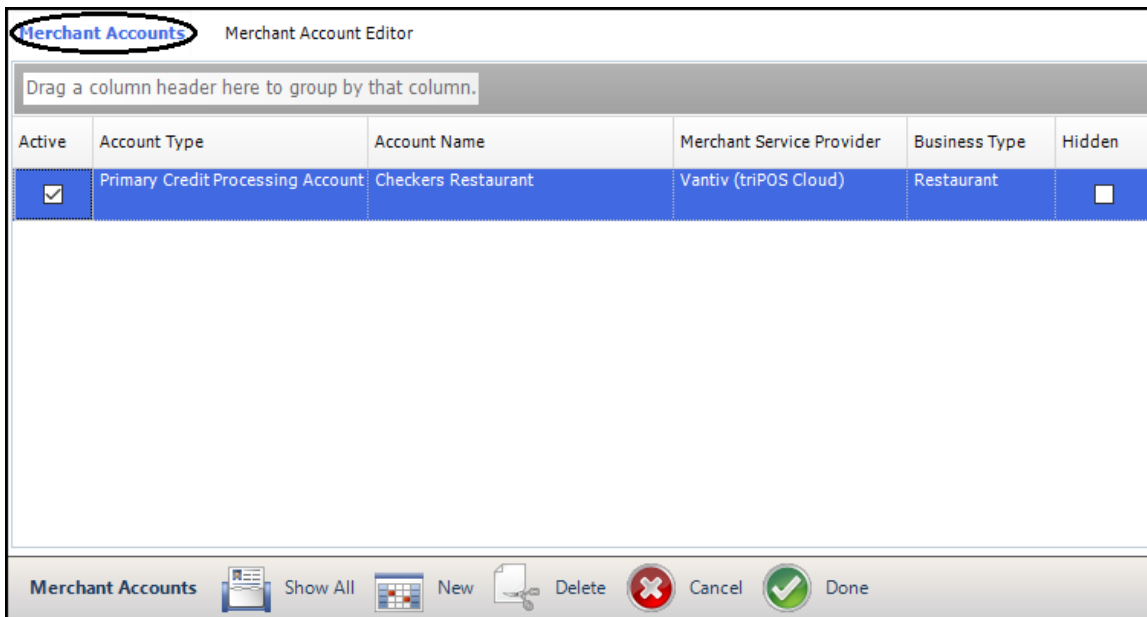


Figure 4-73

If you wish to delete a previously entered device from the list, click on the device information in the list and then click the *Delete* button (See Figure 4-74).

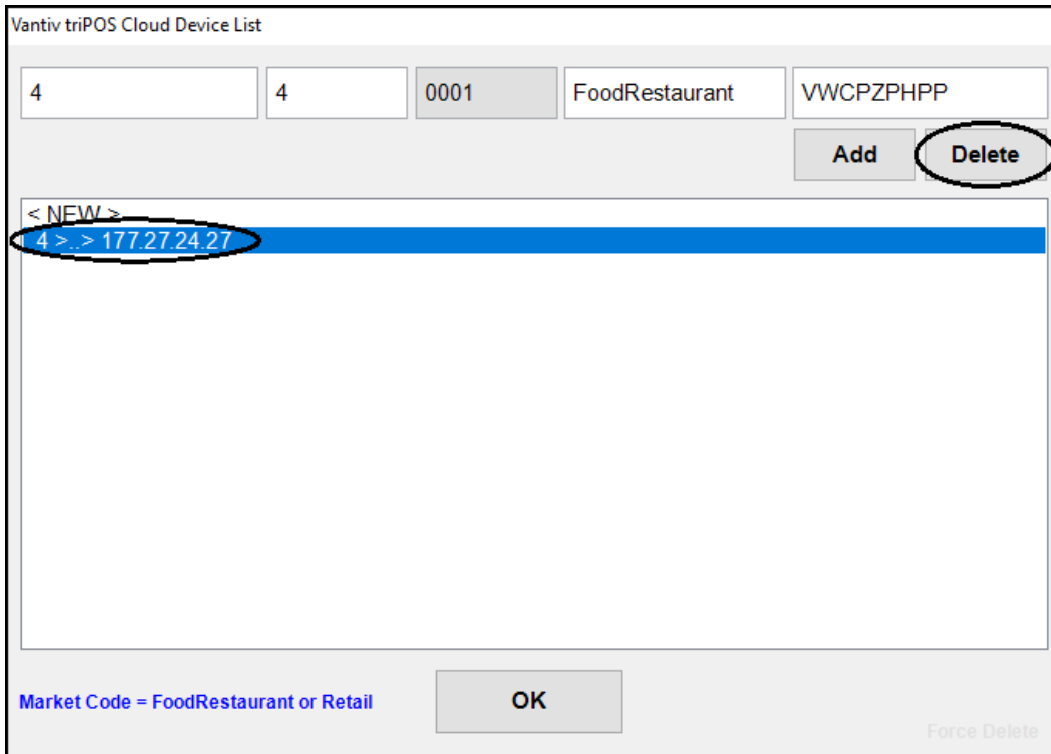


Figure 4-74

In the following window, click the Yes button to confirm the deletion (See Figure 4-75).

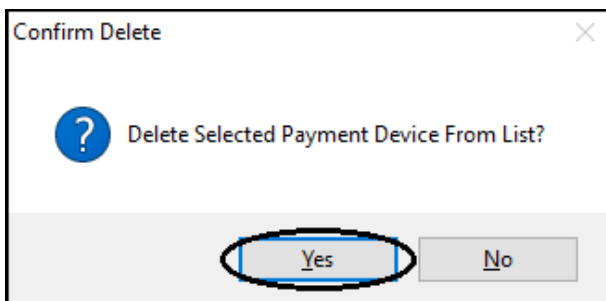


Figure 4-75

The device is immediately removed from the Vantiv triPOS Cloud Device List.

Merchant Accounts Toolbar

The Merchant Accounts Toolbar appears at the bottom of the Merchant Account Setup screen. Use the buttons on the toolbar to perform the following actions.

Show All Button

For the Aldelo® EDC Vantiv Edition that supports the Verifone MX 915 EMV card reader device, the *Show All* button only appears under the Merchant Accounts Tab of the Merchant Account setup screen. Clicking it displays all of the merchant accounts that have been setup previously, including any hidden accounts.

New Button

If you wish to enter a new merchant account, click the *New* button to display the **Merchant Account Detail** section where you may enter a new merchant account.

Save Button

The *Save* button only appears under the Merchant Account Editor Tab of the Merchant Account setup screen. Click the *Save* button to save any new account information or any changes made to existing accounts. If you fail to save the information, it is deleted automatically when you exit the screen. After saving, the new or updated information appears under the Merchant Accounts Tab.

Delete Button

If you wish to permanently delete a merchant account that has been setup previously, click the *Delete* button while the account information is displayed. Please note that you cannot permanently delete an account unless it has no transaction data associated with it. If you have ever used it to process a transaction, it cannot be deleted. In this case, select the *Hide Account* checkbox instead to hide the account from the displayed list of accounts under the Merchant Accounts Tab.

Cancel Button

If you are in the process of entering information to create a new merchant account or editing the information of an existing merchant account and wish to exit without saving the information, click the *Cancel* button.

Done Button

To exit the Merchant Accounts screen, click the *Done* button. Please note that if you also want to save any changes made, click the *Save* button before clicking the *Done* button to exit the screen.

System Utilities

Manage Database

In the event you cannot use the Database Setup Wizard as described above, or you choose to manually perform your database setup, please follow the instructions below.

From the main screen of the Aldelo® EDC client application, click the *File* button in the upper left corner of the window and then select *Manage Database* from the right side of the displayed menu (See Figure 4-76).

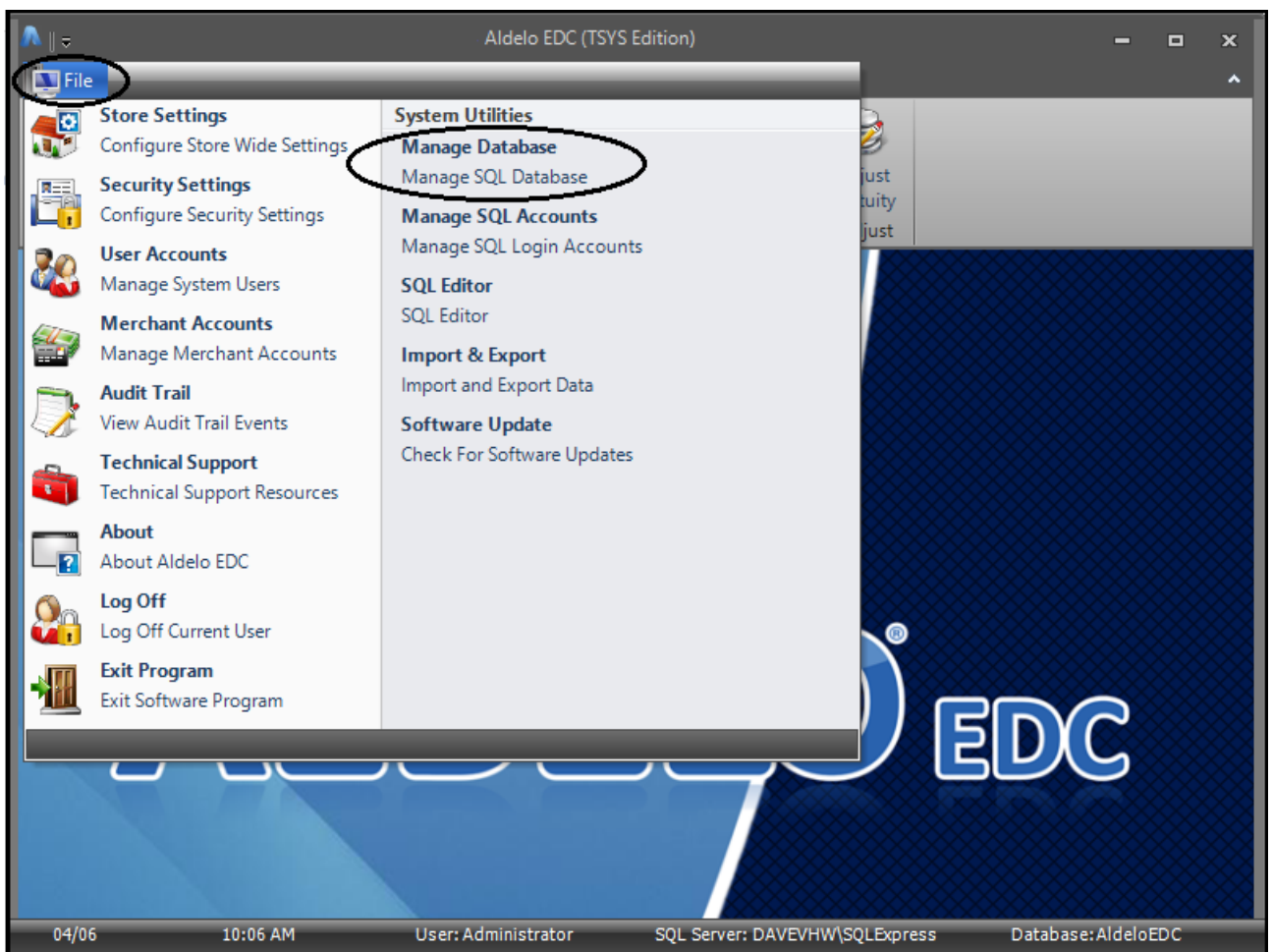


Figure 4-76

The Aldelo® EDC database setup screen displays.

SQL Server 2008 Settings

On the left side of the screen, under the **SQL Server 2008 Settings** section, the user must select an SQL Server Instance and an Authentication Type.

Select SQL Server Instance

In the Select SQL Server Instance field, enter the computer name or IP address of the computer on which your SQL Server Instance is located, a backslash character, and the name of your SQL Server Instance. Alternatively, you may click the + button to the left of the field to perform a search for existing SQL Server Instances and then select your desired one from the list. Please note that when creating a new database, SQL Server must be located on the local computer (See Figure 4-77).

The screenshot shows the 'General' tab of the SQL Server 2008 Settings dialog. It is divided into two main sections: 'SQL Server 2008 Settings' and 'Database Activities'.

- SQL Server 2008 Settings:**
 - Select SQL Server Instance:** A dropdown menu showing 'DAVEVHW\SQLEXPRESS' with a '+' button on the left and a dropdown arrow on the right.
 - Select Authentication Type:** Two radio buttons: 'Windows Authentication' (unselected) and 'SQL Server Authentication' (selected).
 - User Name:** A text box containing 'abc'.
 - Password:** A text box containing 'abc'.
- Database Activities:**
 - Select Database Activity Type:** Four radio buttons: 'Select Existing Database' (selected), 'Create New Database' (unselected), 'Attach Database From Data File' (unselected), and 'Restore Database From Backup' (unselected).
 - Database Name:** A text box with a dropdown arrow.
 - Data File Path:** A text box containing 'abc' with 'x' and '...' buttons to its right.
 - Current Data Source Link:** A section with the text 'No Data Source Link Found'.

At the bottom, there is a toolbar with the following buttons: Setup, Test, Detach, Backup, Reindex, Connect, and Done.

Figure 4-77

Select Authentication Type

Under the **Select Authentication Type** section, select the *Windows Authentication* radio button (See Figure 4-78).

The screenshot shows the 'General' tab of the SQL Server Enterprise Manager. It is divided into two main sections: 'SQL Server 2008 Settings' and 'Database Activities'.
 In 'SQL Server 2008 Settings', the 'Select SQL Server Instance' dropdown is set to 'DAVEVHW\SQLEXPRESS'. Under 'Select Authentication Type', the 'Windows Authentication' radio button is selected and circled in black. Below it are fields for 'User Name' (abc) and 'Password' (abc).
 In 'Database Activities', the 'Select Database Activity Type' section has 'Select Existing Database' selected. To the right, there are fields for 'Database Name' and 'Data File Path' (abc).
 At the bottom, the 'Current Data Source Link' section displays 'No Data Source Link Found'. A taskbar at the very bottom contains icons for 'Setup', 'Test', 'Detach', 'Backup', 'Reindex', 'Connect', and 'Done'.

Figure 4-78

If for some reason you are unable to connect to SQL Server by using the Windows Authentication method, you may use SQL Server Authentication as an alternative by entering the user name and password as configured in the section titled **Add SQL Server Authentication Login**, below.

Current Data Source Link

The **Current Data Source Link** section displays the version of SQL Server that is running on your system, the name of the selected SQL Server Instance, the Authentication Type chosen, and the name of the selected database. This information only displays when you are connected to a database.

Database Activities

The **Database Activities** section is where you select your database. The user may select an existing database, create a new database, attach a database from a data file, or restore a database from a backup.

Select Database Activity Type

Under the **Select Database Activity Type** section, select the radio button that corresponds to the action you wish to perform.

Select Existing Database

The Select Existing Database option allows you to select an existing SQL Server Aldelo[®] EDC database. To connect to the existing database, choose the *Select Existing Database* radio button, and then make sure you have entered the SQL Server Instance and the Authentication Type. Next, click the + button to the left of the Select SQL Server Instance field to populate the list, and then choose the database name from the Database Name drop-down list. Finally, click the *Connect* button on the Setup Toolbar (See Figure 4-79).

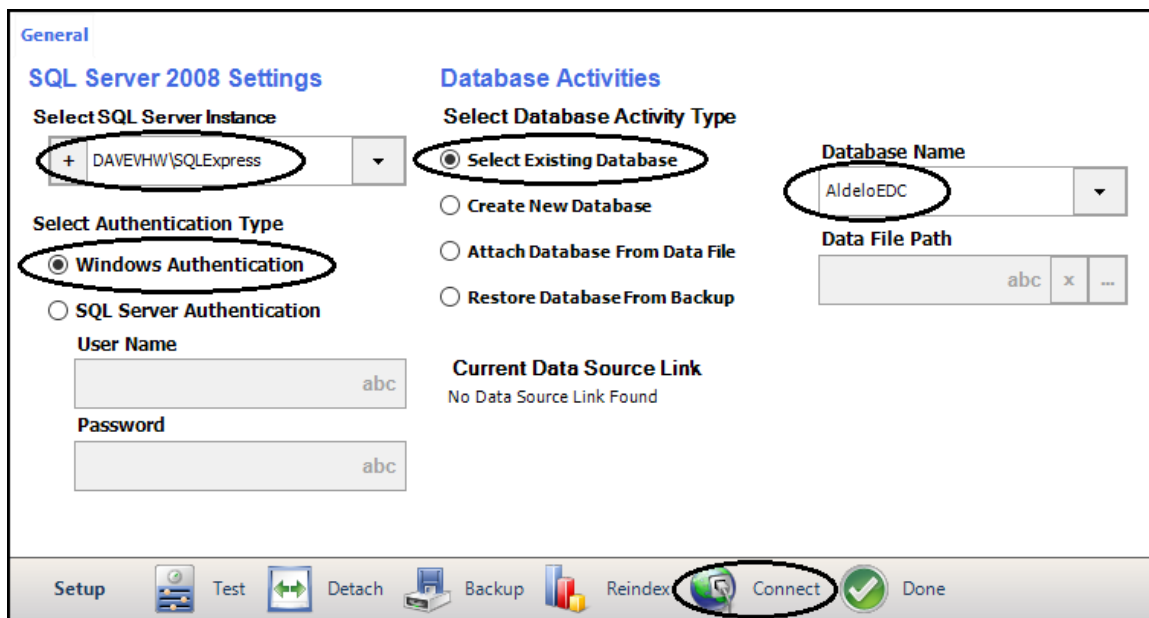


Figure 4-79

A popup message indicates that the connection to the existing database was successful. Click the *OK* button to exit (See Figure 4-80).

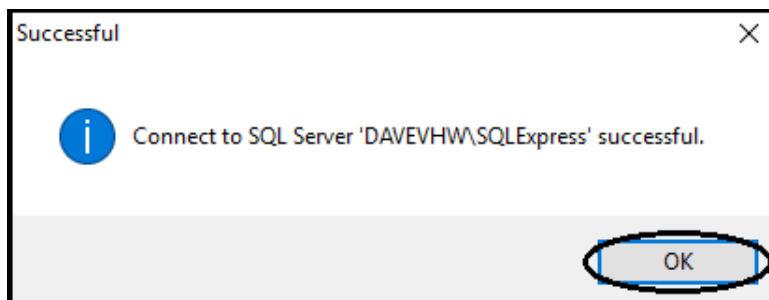



Figure 4-80

Create New Database

The Create New Database option allows you to create a new SQL Server database for use with Aldelo® EDC. To create a new database, choose the *Create New Database* radio button and make sure you have entered the SQL Server Instance and the Authentication Type. Next, create a name for the new database and enter it in the Database Name field. Enter the Data File Path by clicking the *Navigation* button  and then entering or navigating to the desired location. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Finally, click the *Create* button on the Setup Toolbar when finished to begin creating the database (See Figure 4-81).

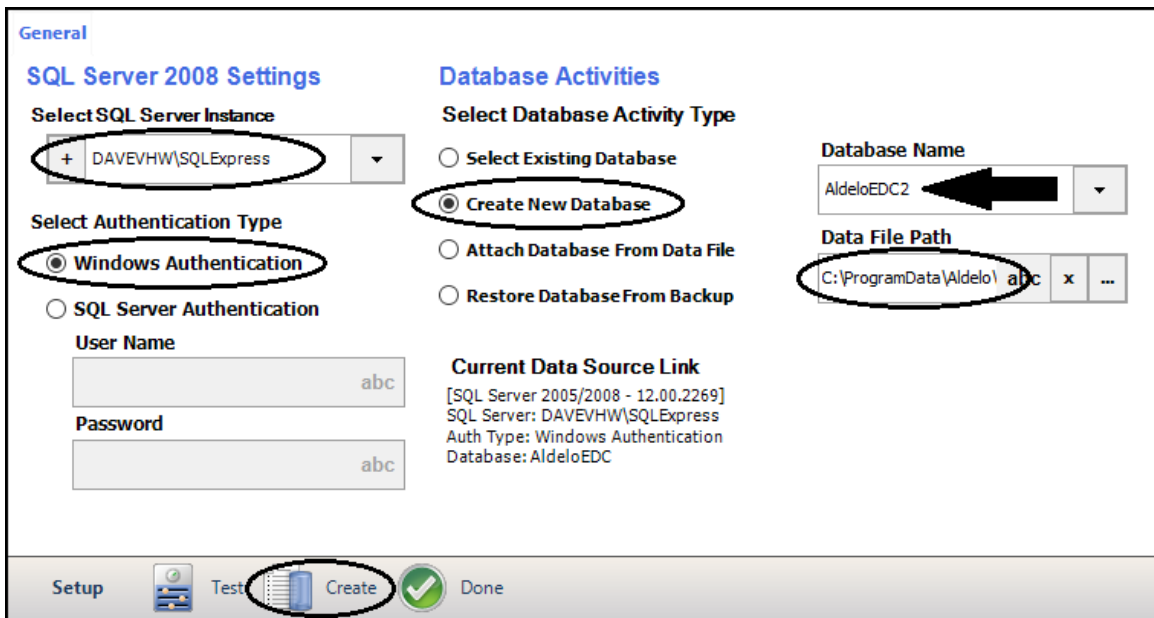


Figure 4-81

A popup message asks you if you wish to create the new database now. Click the *Yes* button to continue (See Figure 4-82).

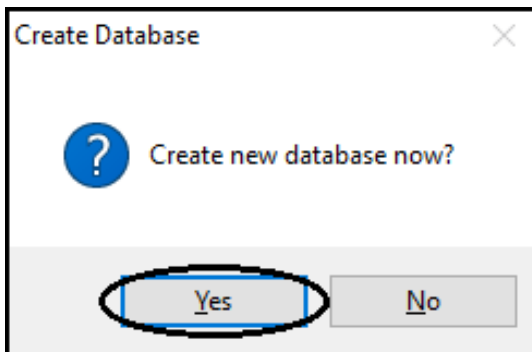


Figure 4-82

After a few moments, a message indicates that the new database creation was successful. Click the *OK* button to complete the process (See Figure 4-83).

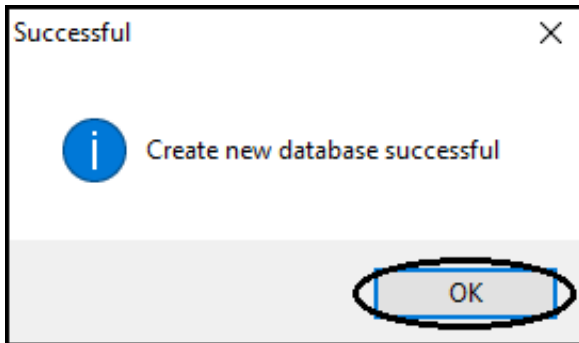



Figure 4-83

Attach Database from Data File

The Attach Database from Data File option allows you to re-attach a previously detached SQL Server database. To attach the database from the data file, choose the *Attach Database from Data File* radio button and make sure you have entered the SQL Server Instance and the Authentication Type. Next, click the Data File Path *Navigation* button  (See Figure 4-84).

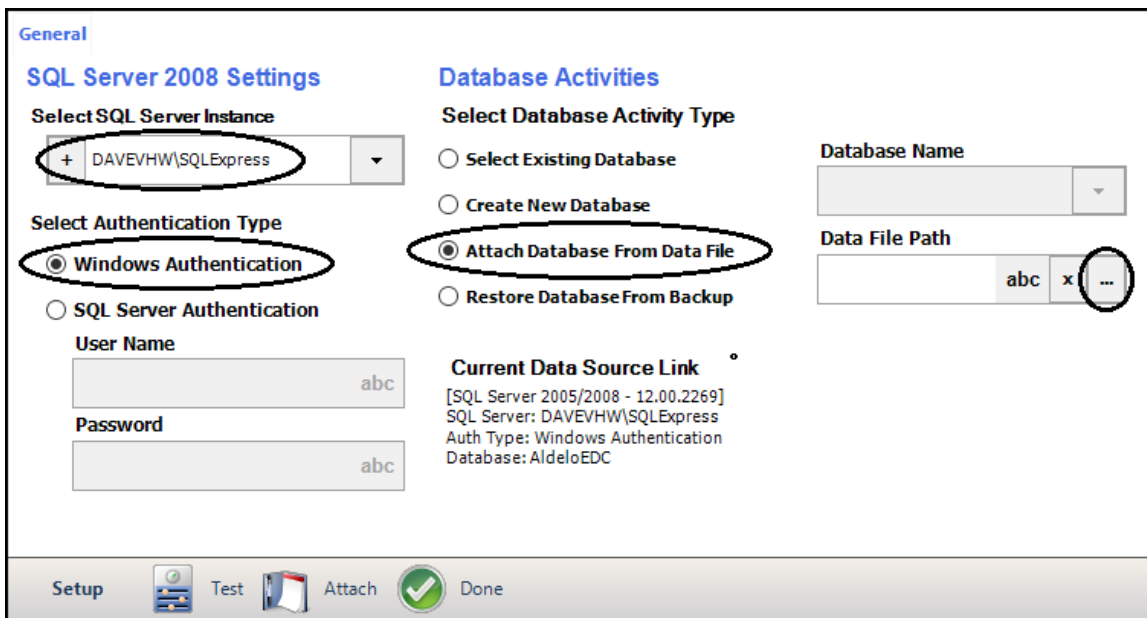


Figure 4-84

Navigate to the folder where the data file is located. Next, select the data file that you wish to use from the right side of the screen (it has a .mdf file extension) and then click the *Open* button (See Figure 4-85).

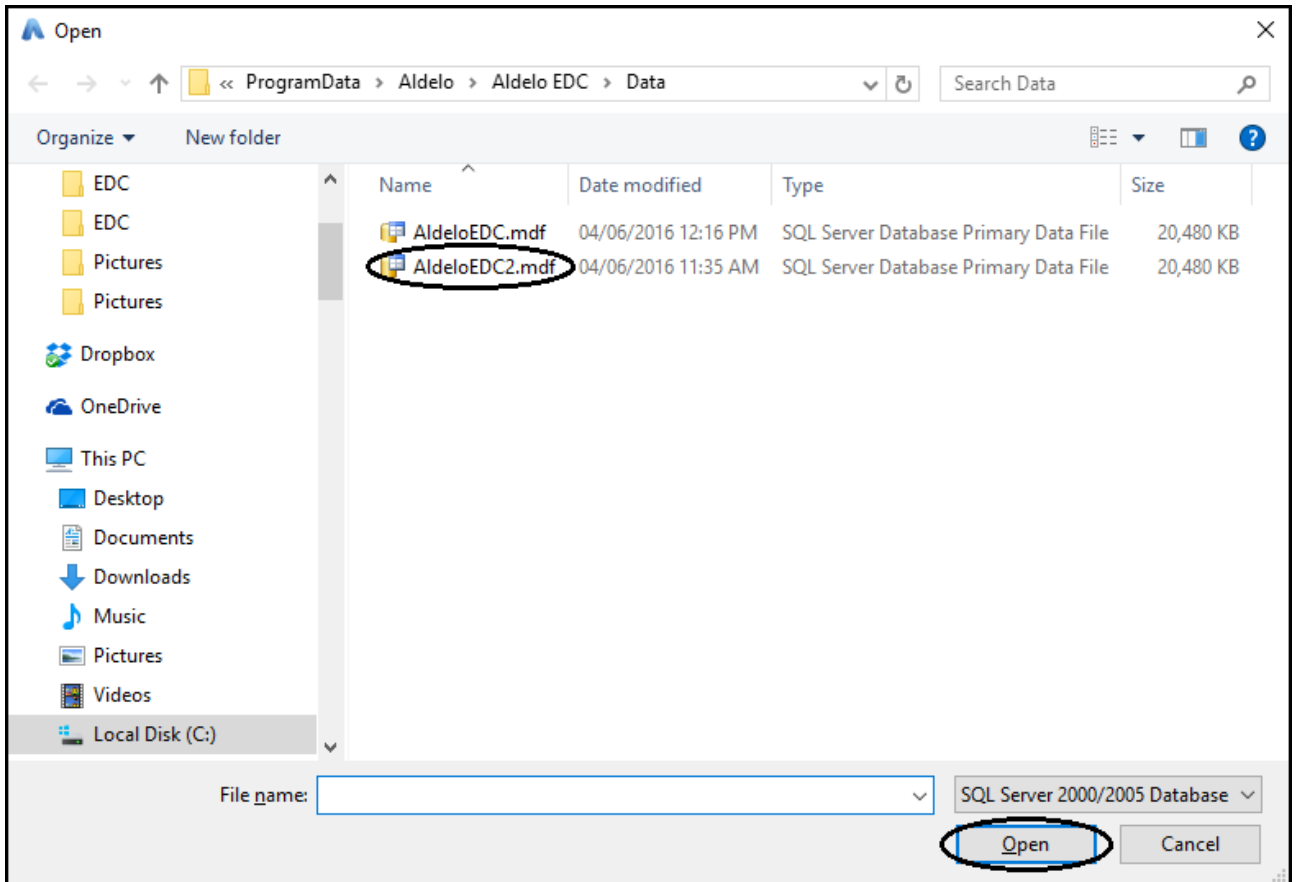


Figure 4-85

The file you just selected now appears in the Data File Path field. Click the *Attach* button on the Setup Toolbar to continue (See Figure 4-86).

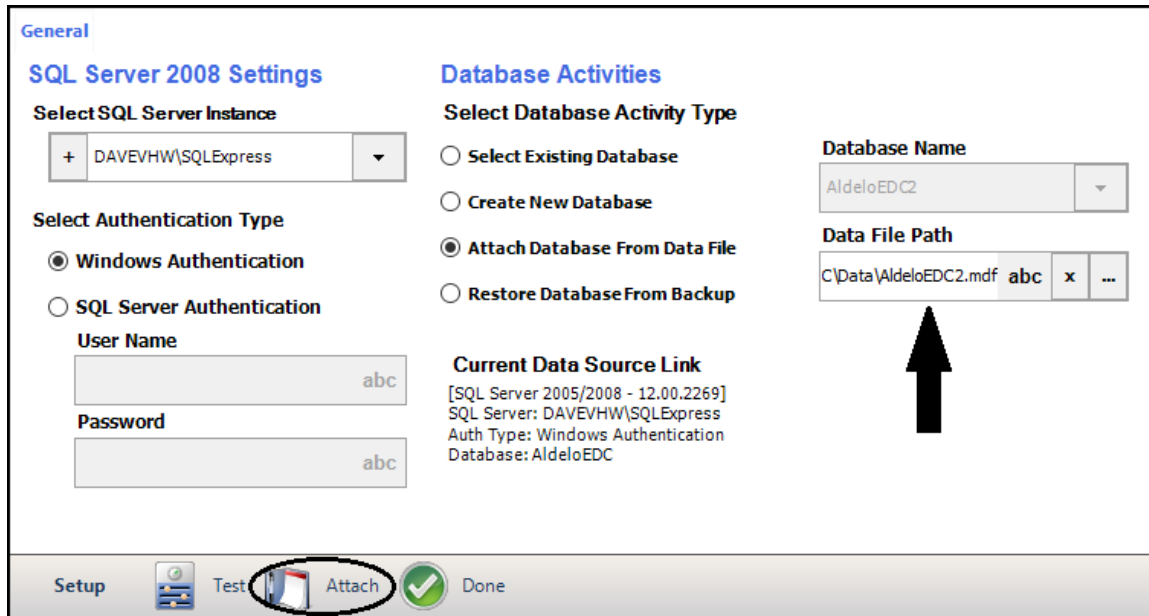


Figure 4-86

On the Attach Database confirmation message box, click the *Yes* button (See Figure 4-87).

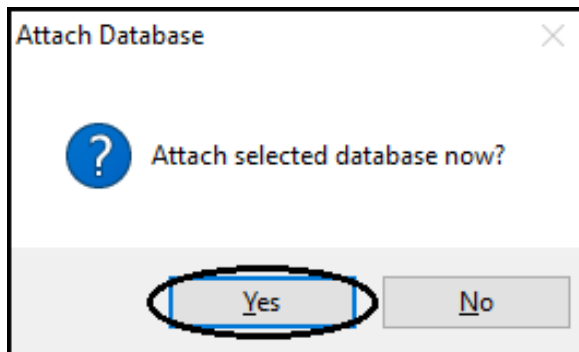


Figure 4-87

When finished, the Successful message box displays, indicating that you have successfully attached the database. Click the *OK* button to complete the process (See Figure 4-88).

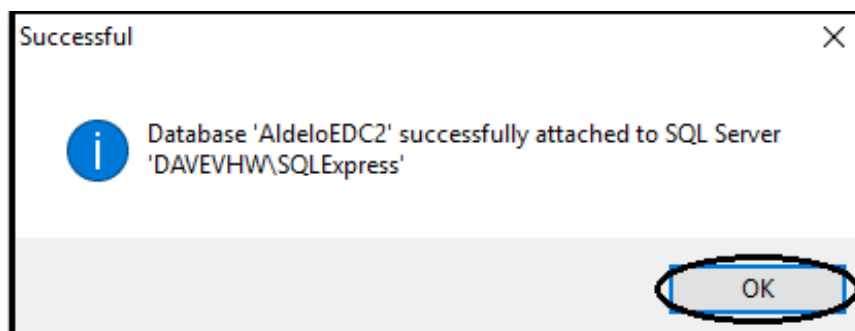


Figure 4-88

Restore Database from Backup

The Restore Database from Backup option allows you to restore the database from a backup copy. Please note that before you can restore from a backup copy, you must have previously created a backup copy of the database file (See Backup Button, below). The first thing you must do to restore your database from a backup file is to detach from the database to which you are currently attached. The currently attached database is displayed in the lower right corner of the main screen of Aldelo[®] EDC (See Figure 4-89).

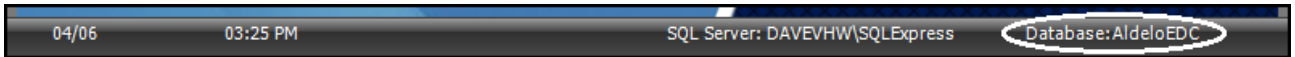


Figure 4-89

On the database setup screen, click the *Select Existing Database* radio button. In the Database Name field, click the *down arrow* button and select from the drop-down list the name of the database to which you are currently connected (see above), and then click the *Detach* button on the Setup Toolbar (See Figure 4-90).

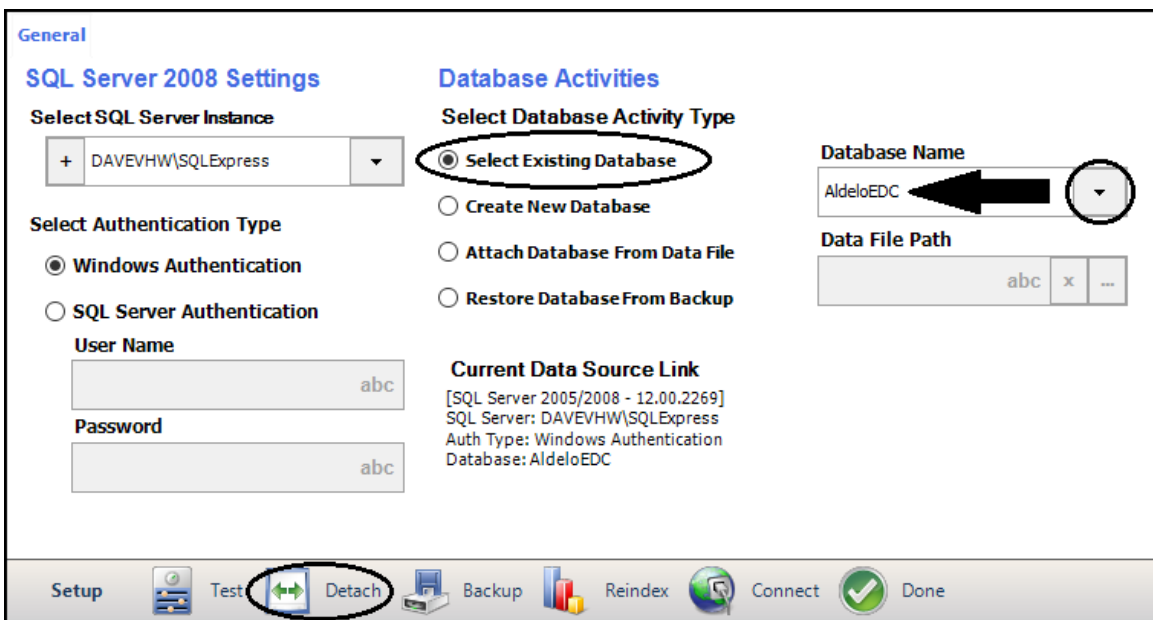


Figure 4-90

Next you are prompted to close all active connections to the database. Click the *Yes* button to continue (See Figure 4-91).

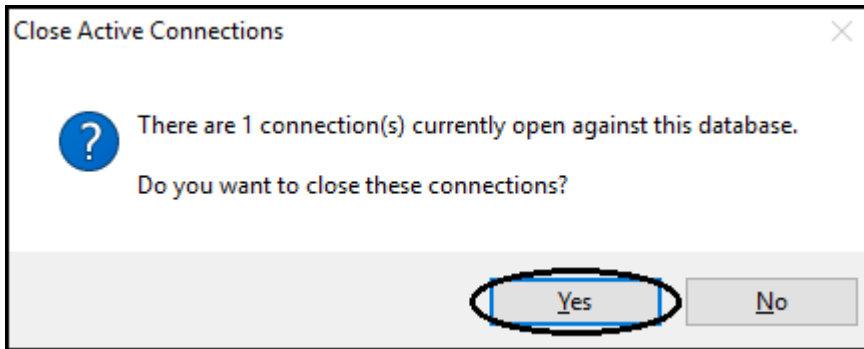


Figure 4-91

Click the *Yes* button on the Detach Database message to perform the action (See Figure 4-92).

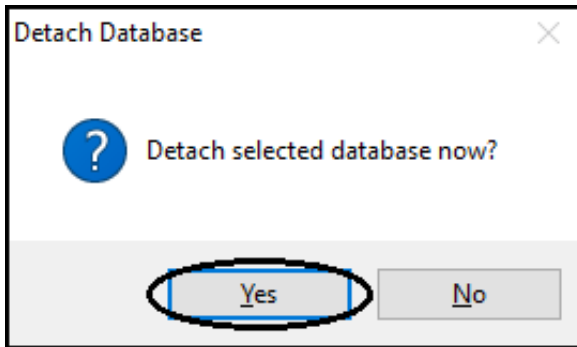


Figure 4-92

The following message indicates that you have successfully detached the database. Click the *OK* button to finish (See Figure 4-93).

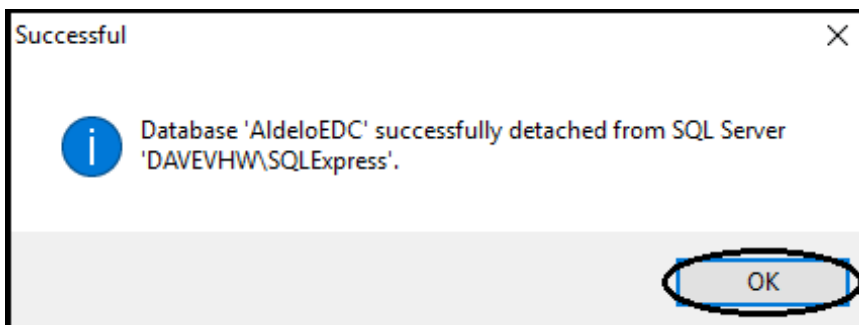


Figure 4-93

To restore the database from a backup file, you must first create a new database file. The backup is restored as the name of the new file, not the old one. In the Database Name field, enter a name for the new database. Then, under the **Select Database Activity Type** section, select the *Create New Database* radio button. Next, click the *Create* button on the Setup Toolbar (See Figure 4-94).

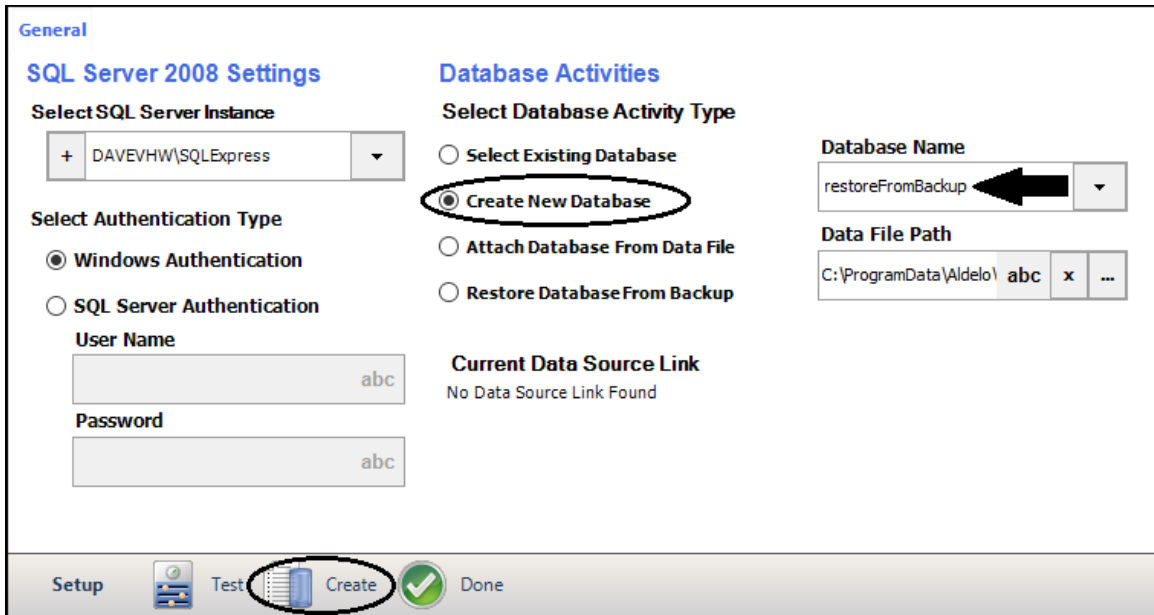


Figure 4-94

The Create Database confirmation message appears. Click the *Yes* button to create the new database (See Figure 4-95).

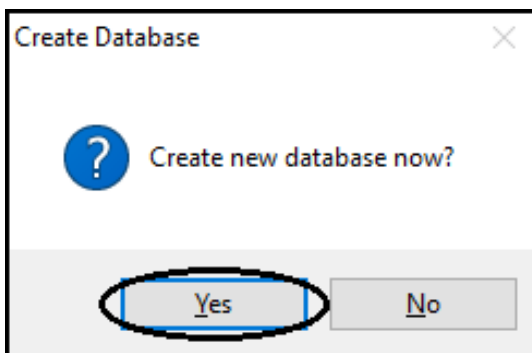


Figure 4-95

The Successful message displays, indicating that you have successfully created the new database. Click the *OK* button to complete the process (See Figure 4-96).

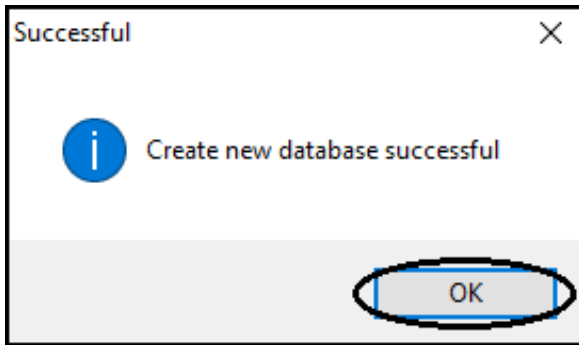


Figure 4-96

Now make sure the *Select Existing Database* radio button is selected and then click the *Connect* button on the Setup Toolbar to connect to your newly created database. The Successful message box appears. Click the *OK* button to continue (See Figure 4-97).

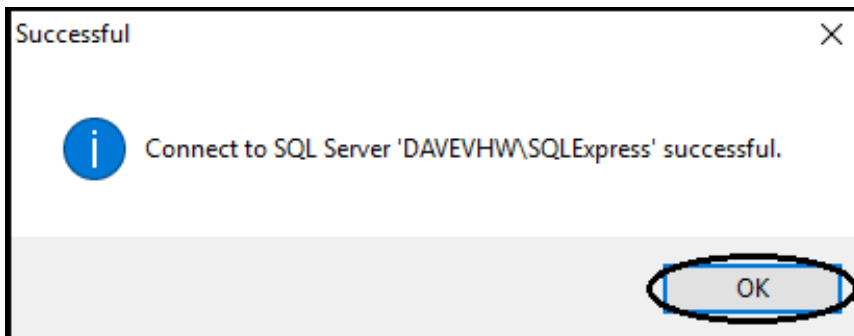



Figure 4-97

Next, click the *Restore Database from Backup* radio button, and then click on the *Navigation* button  of the Backup File Name field. In the window that pops up, navigate to the Backup folder in the panel on the left side of the screen and click on it. From the list of files in the panel on the right side of the screen, select the backup file you wish to restore by clicking on it, and then click the *Open* button (See Figure 4-98).

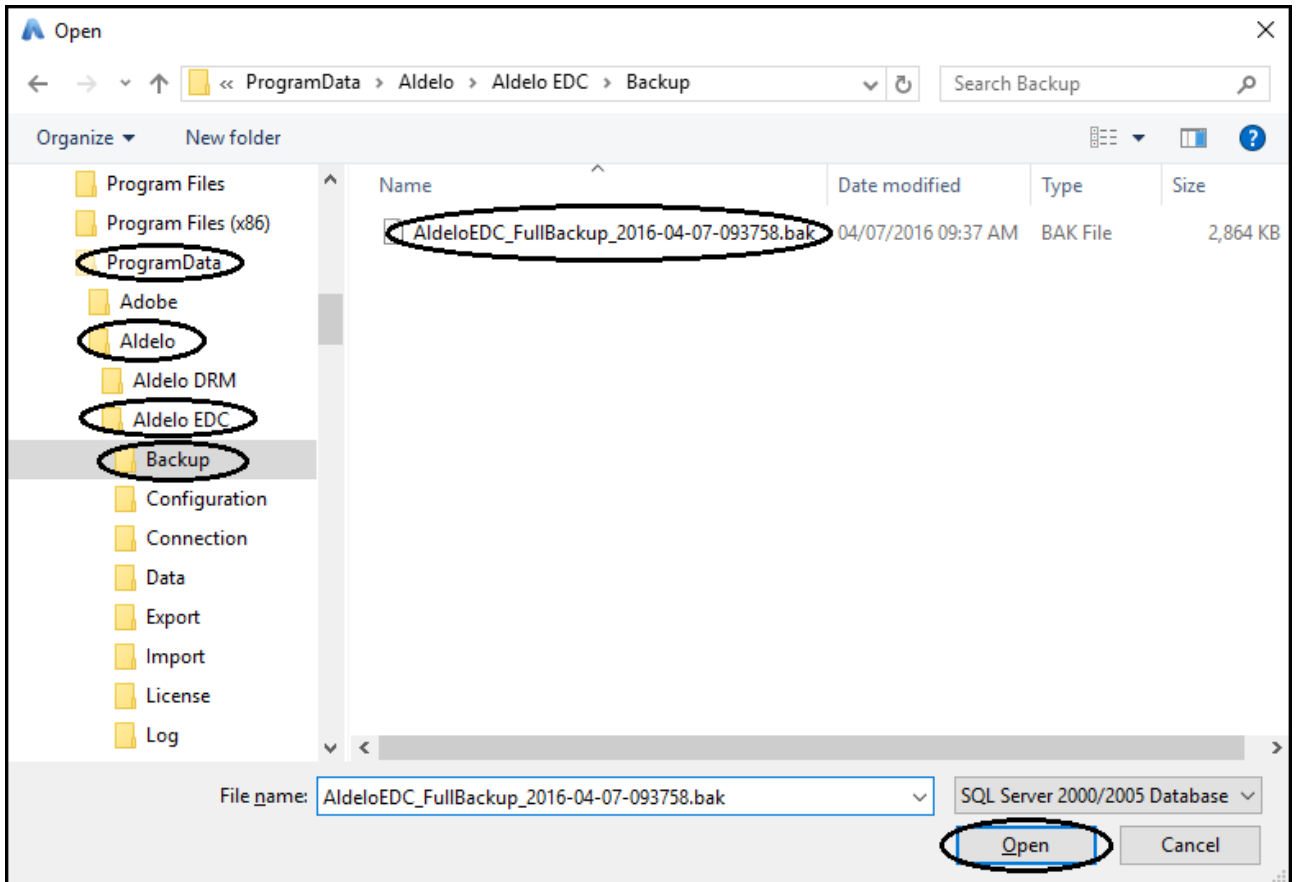


Figure 4-98

The file you selected now appears in the Backup File Name field. Click the *Restore* button on the Setup Toolbar to continue (See Figure 4-99).

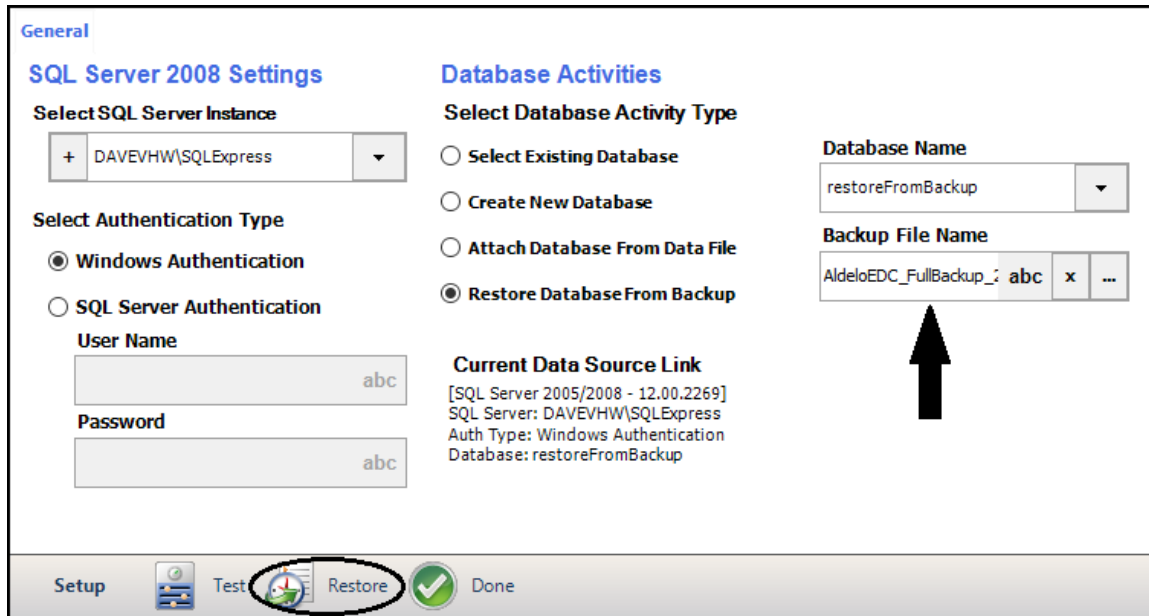


Figure 4-99

A message box asks if you want to close the active connections currently open against the chosen database. Click the *Yes* button to continue (See Figure 4-100).

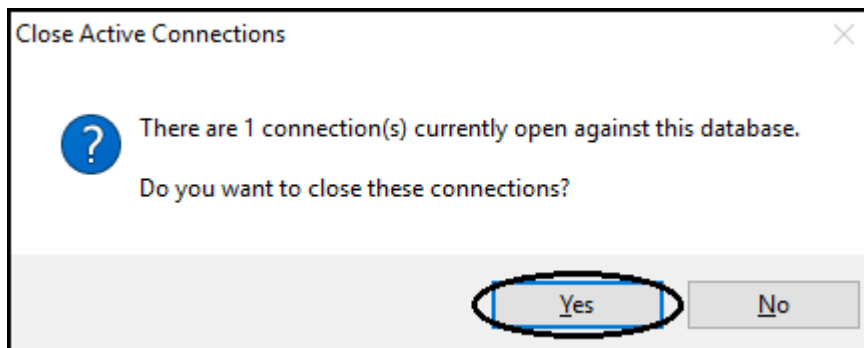


Figure 4-100

On the following screen, click the *Yes* button to begin the database restoration (See Figure 4-101).

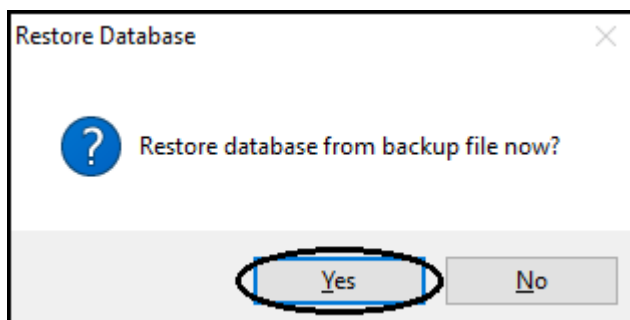


Figure 4-101

When the restoration is finished, the Successful message appears. Click the *OK* button to complete the restoration of the database from the backup file (See Figure 4-102).

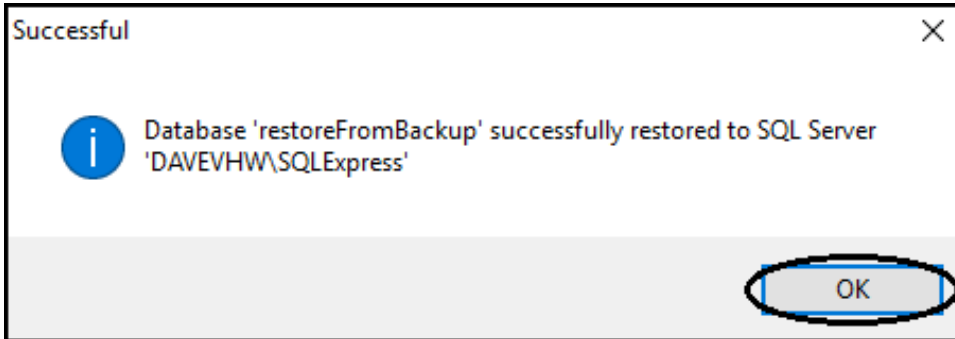


Figure 4-102

Setup Toolbar

The buttons on the Setup Toolbar change based upon what you select under the **Select Database Activity Type** section.

Test Button

The *Test* button on the toolbar allows you to test your communication with SQL Server. Click the button to perform the connection test. When the Successful message displays, click the *OK* button to exit the test (See Figure 4-103).

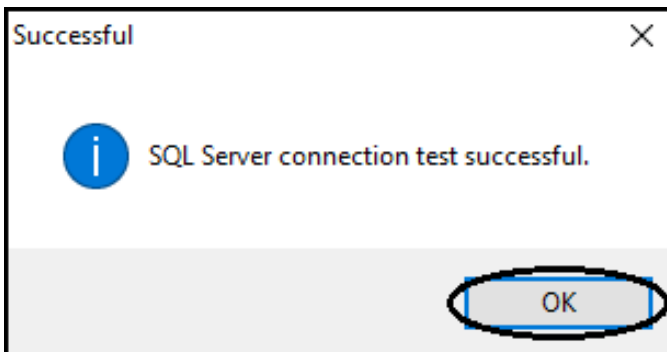


Figure 4-103



NOTE: If the server connection test fails, an error message is generated and displayed on your screen. In this case, please contact Aldelo Technical Support for help. Have the error message handy. The Technical Support Representative needs this information to help you get connected.

Detach Button

The *Detach* button on the toolbar allows you to detach the currently selected SQL Server database. To detach the database, select the desired database in the Database Name field, and then click the *Detach* button on the Setup Toolbar (See Figure 4-104).

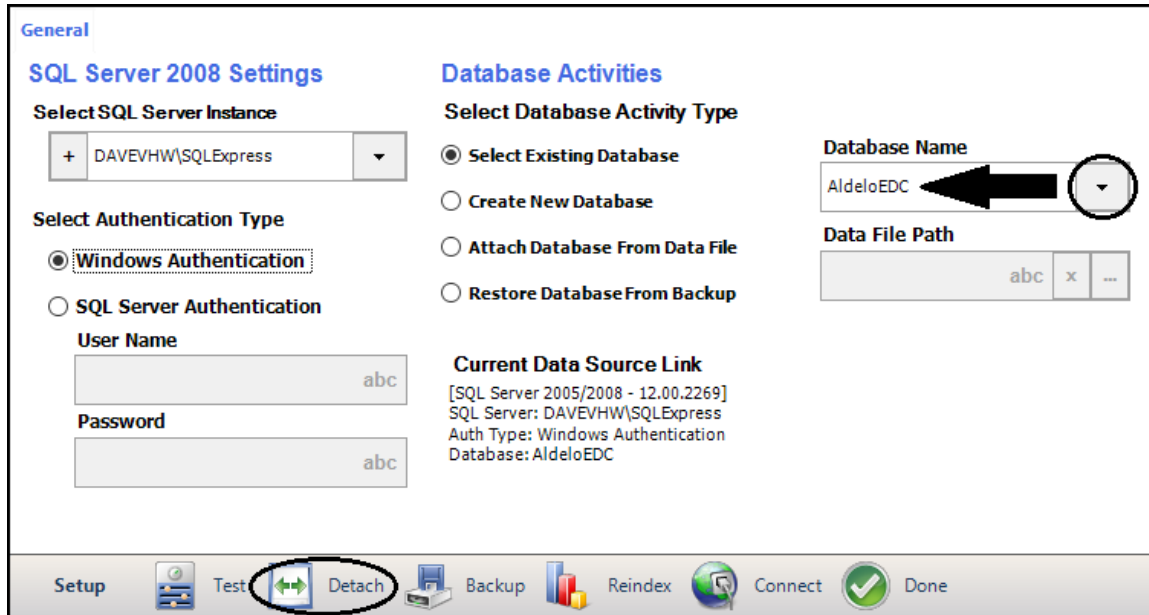


Figure 4-104

A message box asks if you want to close the active connections currently open against the chosen database. Click the *Yes* button to continue (See Figure 4-105).

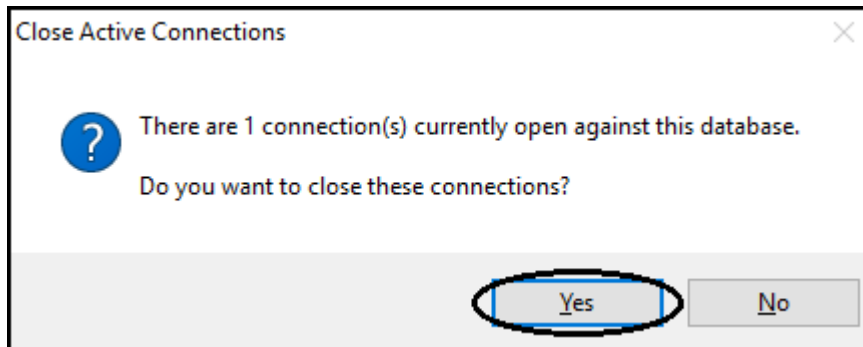


Figure 4-105

When the Detach Database message displays, click the *Yes* button to continue (See Figure 4-106).

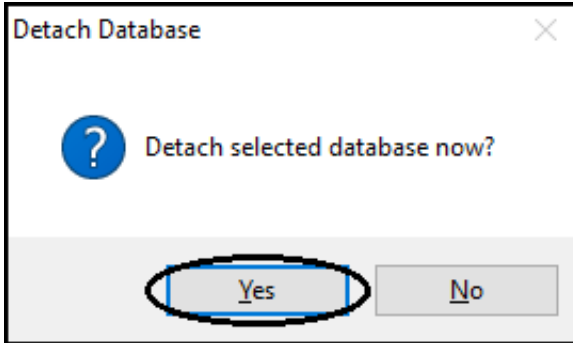


Figure 4-106

The Successful message appears, indicating that you have successfully detached the selected SQL Server Database. Click the *OK* button to complete the process (See Figure 4-107).

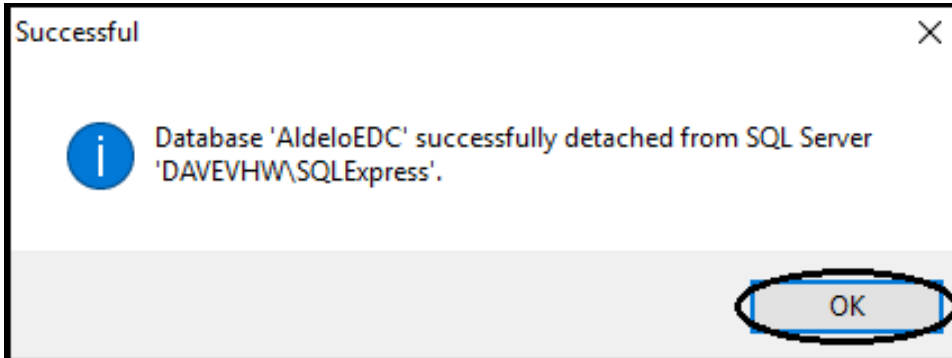


Figure 4-107

Backup Button

The *Backup* button allows you to create a backup of the SQL database to which you are currently connected. To back up the database, make sure the database to which you are currently connected displays in the Database Name field (it should match the database listed in the Current Data Source Link information). Then, click the *Backup* button of the Setup Toolbar (See Figure 4-108).

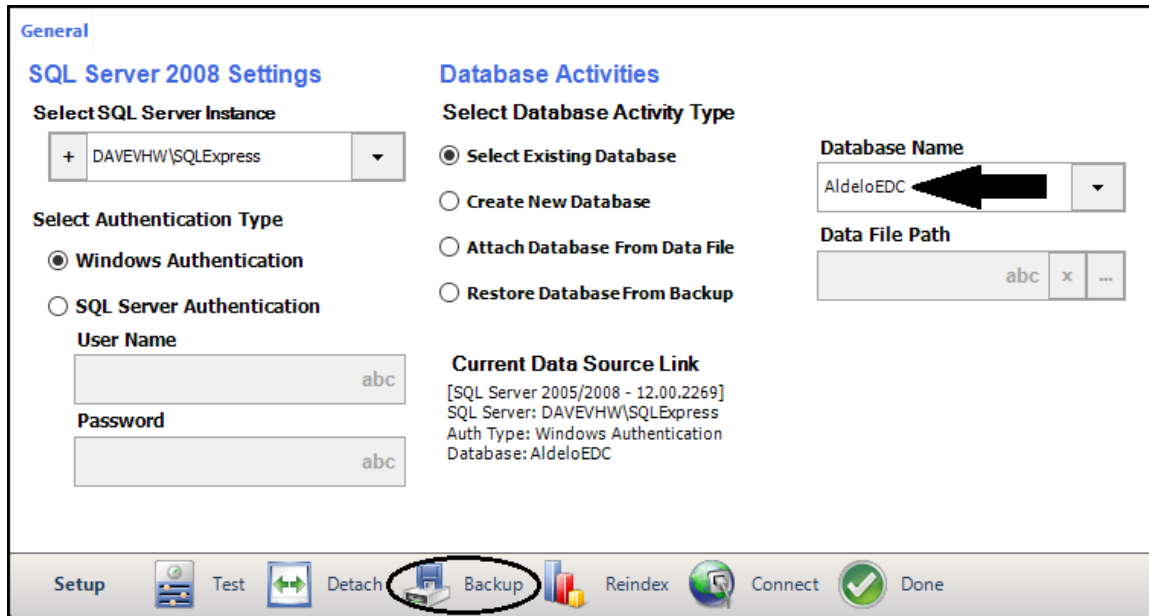


Figure 4-108

On the confirmation message that follows, click the *Yes* button (See Figure 4-109).

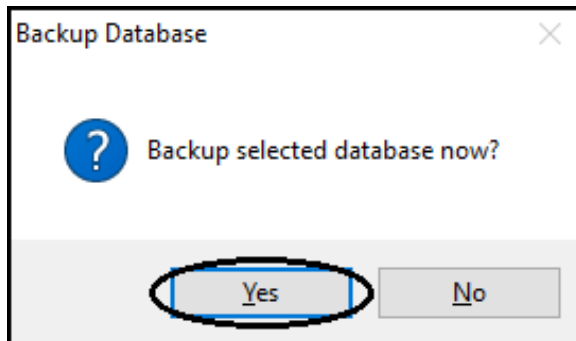


Figure 4-109

The Successful message appears, indicating that you have successfully created a backup of the selected SQL Server database. Click the *OK* button to complete the process (See Figure 4-110).

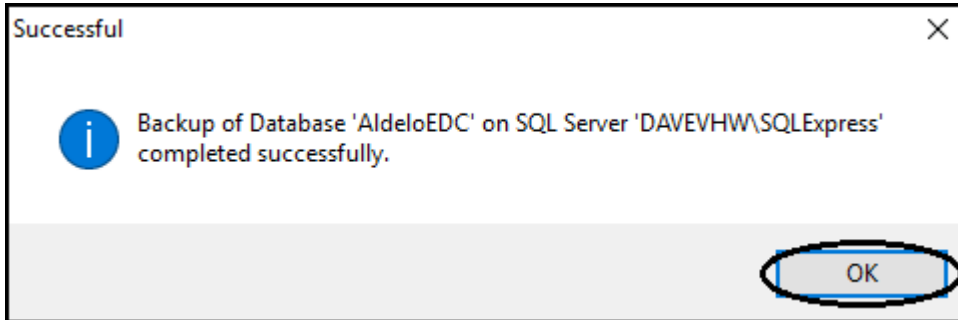


Figure 4-110

The backup file of the database may now be found on your computer in the **Program Data > Aldelo > Aldelo EDC > Backup** folder of your root directory. The backup files have a “.bak” file extension (See Figure 4-111).

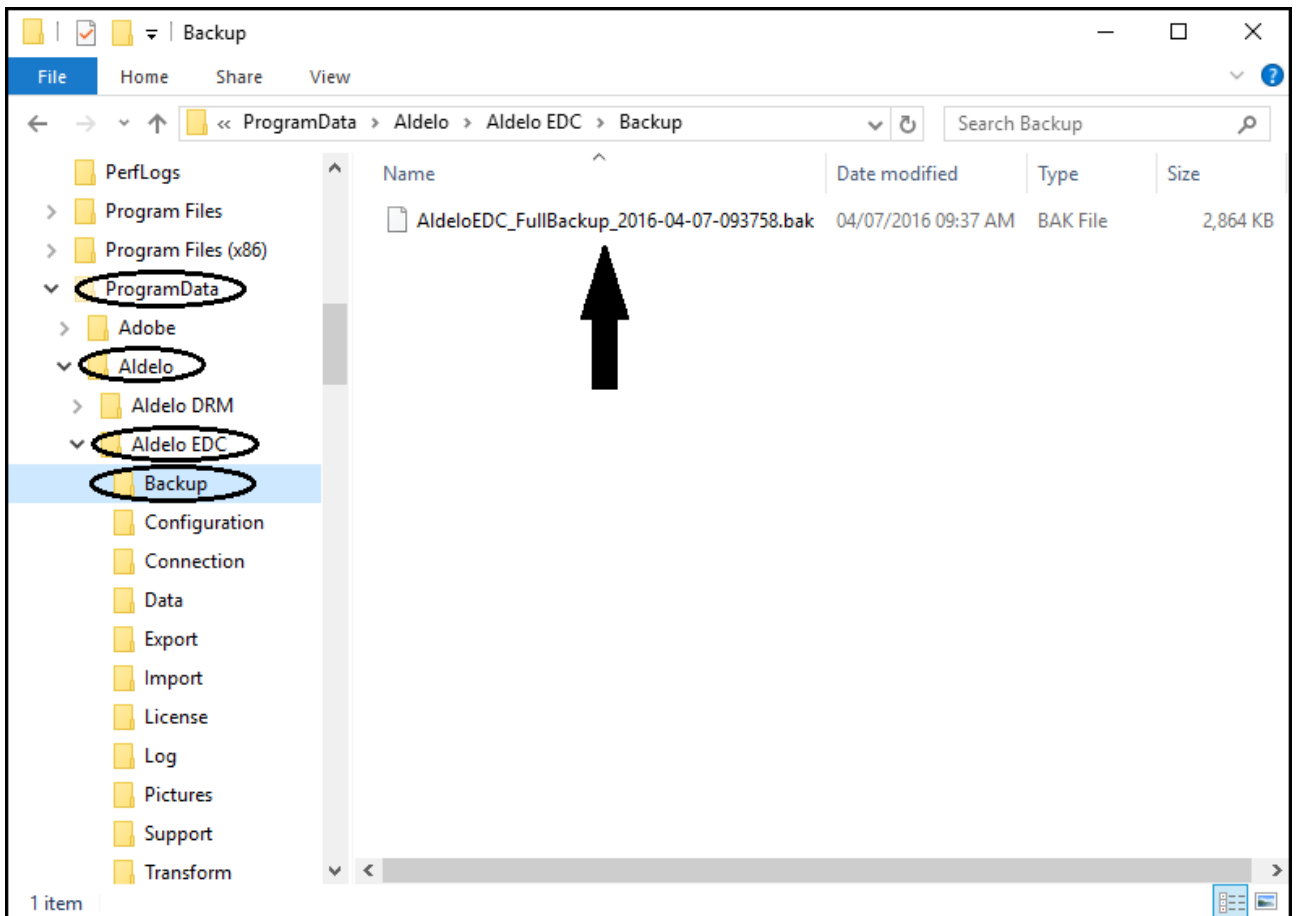


Figure 4-111

Reindex Button

The *Reindex* button on the Setup Toolbar allows you to perform a database statistics update. This procedure compacts the database to remove empty memory spaces, thereby improving performance. Re-indexing your database on a regular basis can help prevent minor problems before they occur. To re-index the database, make sure the database to which you are currently connected displays in the Database Name field (it should match the database listed in the Current Data Source Link information). Next, click the *Reindex* button of the Setup Toolbar (See Figure 4-112).

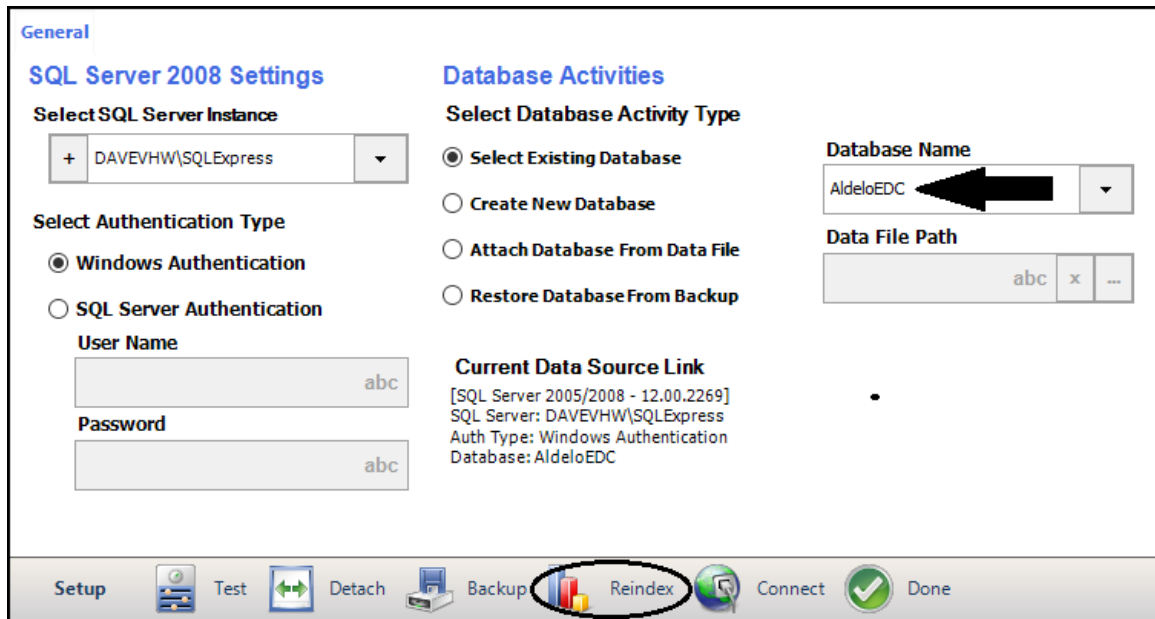


Figure 4-112

On the confirmation message that follows, click the *Yes* button (See Figure 4-113).

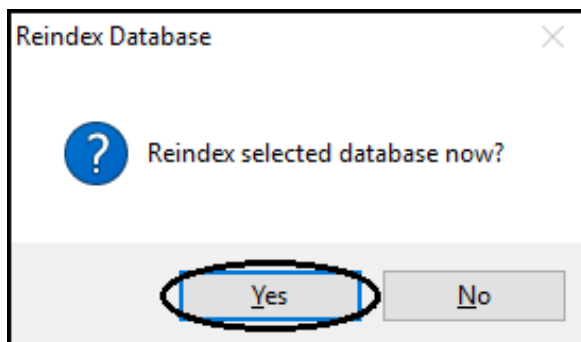


Figure 4-113

The Successful message appears, indicating that you have successfully re-indexed the selected database. Click the *OK* button to complete the process (See Figure 4-114).

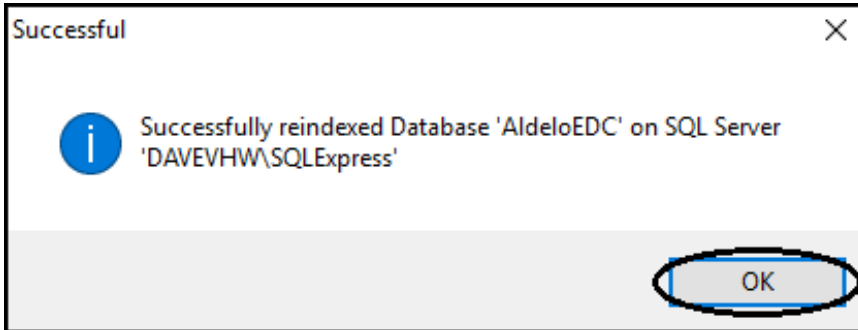


Figure 4-114

Connect Button

The *Connect* button on the Setup Toolbar allows you to connect to the selected SQL Server database for use with Aldelo[®] EDC. In the Database Name field, select the database to which you wish to connect and then click the *Connect* button (See Figure 4-115).

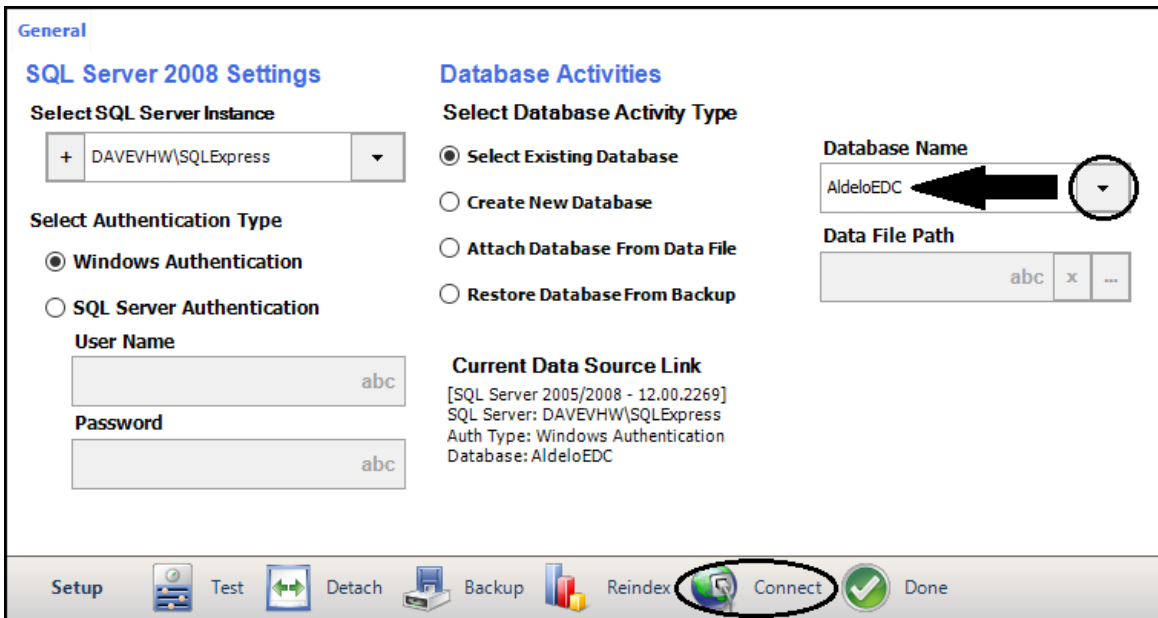


Figure 4-115

The Successful message appears, indicating that you have successfully connected to the selected database. Click the *OK* button to complete the process (See Figure 4-116).

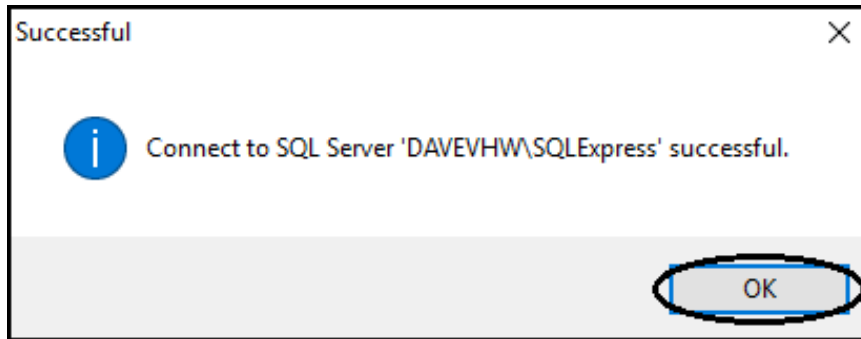


Figure 4-116



NOTE: You may only connect to one database at a time. If you attempt to connect to a second database, the new connection succeeds and the original connection is lost.

Done Button

When you finish performing your database setup, click the *Done* button to close the setup screen and return to the EDC main screen (See Figure 4-117).

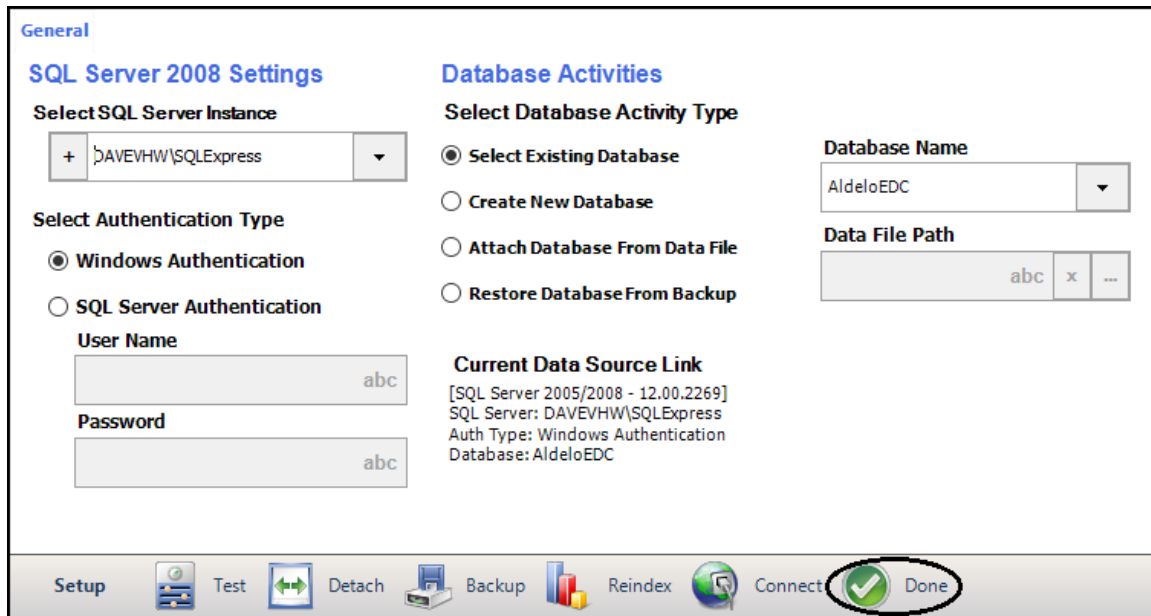


Figure 4-117

Manage SQL Accounts

If you are using Windows Authentication in SQL Server, and the ASPNET account has become disassociated with your database, you must perform a re-association. Additionally, if you are using SQL Server Authentication, you must manually create a user account.

| | |
|---|--|
|  | <p>NOTE: Do not use the SA account under any circumstances, as this creates an extreme security risk.</p> |
|---|--|

From the Aldelo® EDC main screen, click on the File Tab in the upper left corner of the window and then select the *Manage SQL Accounts* menu item from the right side of the displayed menu (See Figure 4-118).

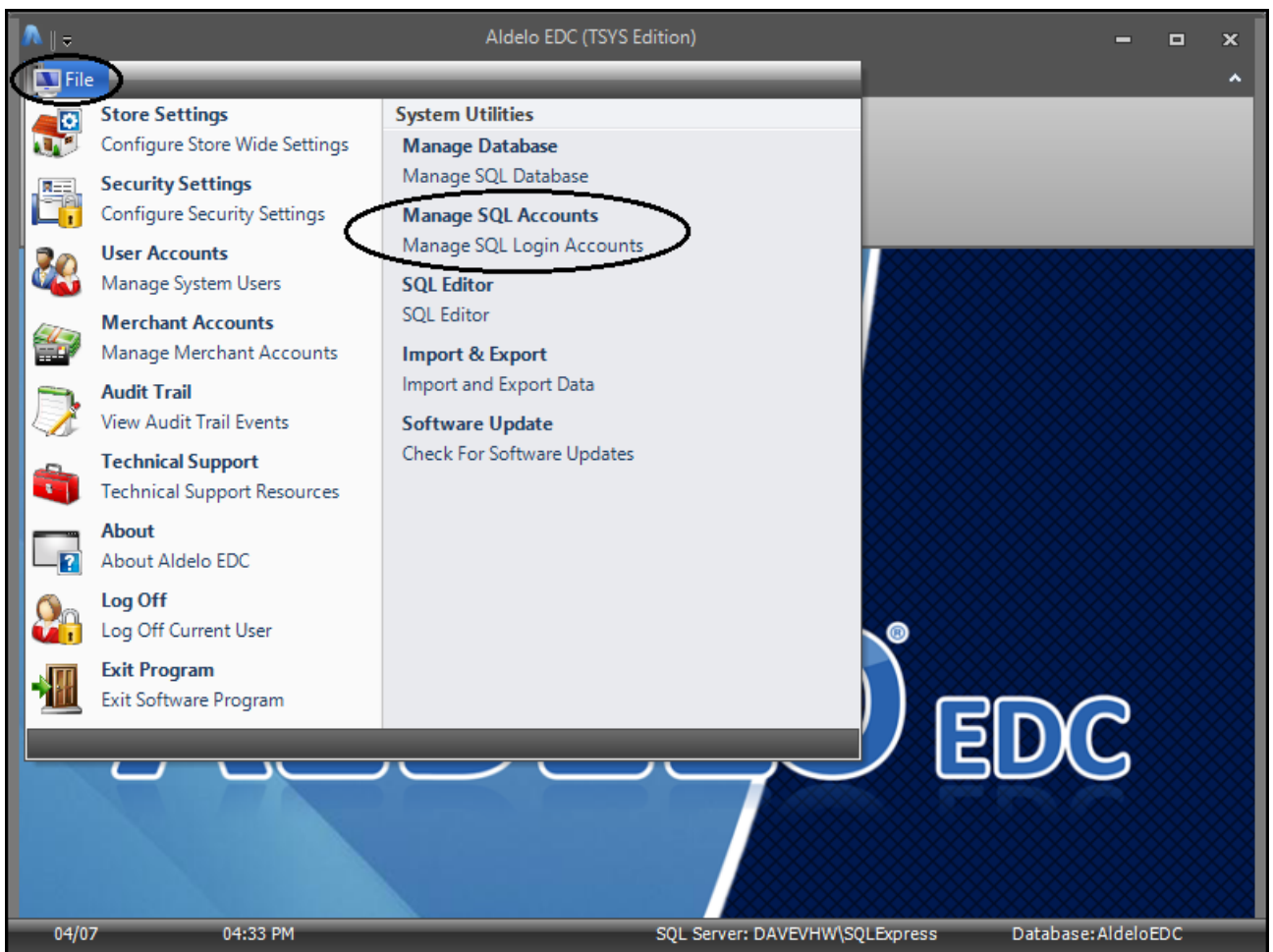


Figure 4-118

Manage Database Logins

The Manage Database Logins screen displays. On this screen, you setup Windows and SQL Server authentication login information.

Add Windows Authentication Login

To re-associate the ASPNET account with the SQL Server database, select the *Computer Name* radio button, make sure your user account name is entered in the Account Name field, and click the *Add* button on the left portion of the screen (if necessary, your user account name may be found in the Control Panel by navigating to **User Accounts > Manage User Accounts > Users Tab**). If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard (See Figure 4-119).

Figure 4-119

After a moment, the Successful message displays. Click the *OK* button to complete the association process (See Figure 4-120).

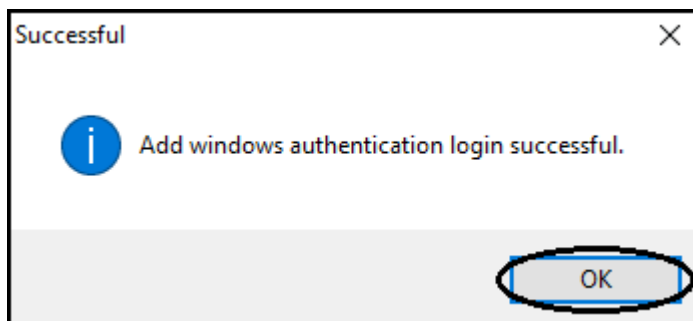


Figure 4-120

Add SQL Server Authentication Login

To create a new SQL Server Authentication user account, enter a user name and password, and re-enter the password for verification purposes in the fields on the right side of the screen. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Click the *Add* button on the right portion of the screen to create the account (See Figure 4-121).

The screenshot shows a dialog box titled "General" with two main sections: "Add Windows Authentication Login" and "Add SQL Server Authentication Login".

Add Windows Authentication Login:

- Account Type:** Radio buttons for "COMPUTER NAME" (selected) and "BUILTIN".
- Account Name:** Text input field (empty) with an "abc" button to its right.
- Add:** Button at the bottom.

Add SQL Server Authentication Login:

- User Name:** Text input field containing "DaveVentura" with an "abc" button to its right.
- User Password:** Password input field (masked with asterisks) with an "abc" button to its right.
- Re-enter Password:** Password input field (masked with asterisks) with an "abc" button to its right.
- Add:** Button at the bottom.

At the bottom of the dialog, there is a "Manage Database Logins" link, a green checkmark icon, and the word "Done".

Figure 4-121

After a moment, the Successful message displays. Click the *OK* button to complete the process (See Figure 4-122).

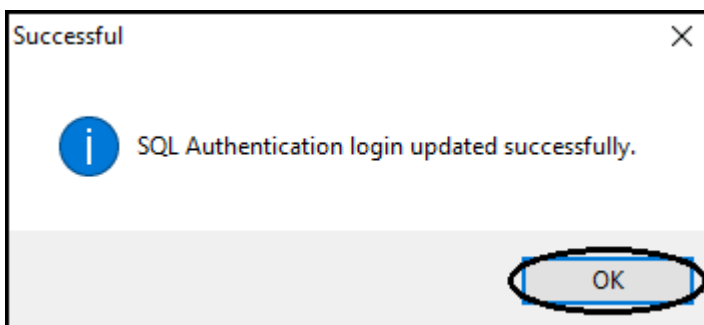


Figure 4-122

SQL Editor

The SQL Editor feature allows changes to be made to the database. When you click on the *SQL Editor* menu item, you are presented with a login screen. After you login, the system displays a warning message (See Figure 4-123).

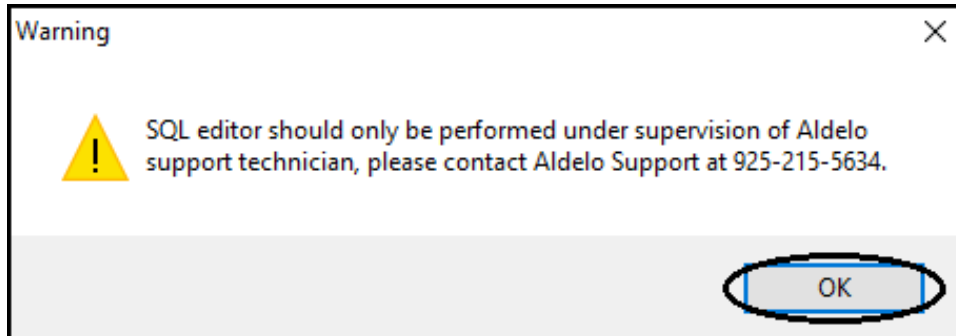


Figure 4-123

Please contact Aldelo Technical Support for help in using this feature of the software.

Latest Software Info

Selecting the Latest Software Info feature of Aldelo® EDC directs the user to the Aldelo website where the user may check for information on the latest software releases. Contact information is available by selecting the *Contact Us* option on any web page.

Request Download Links

Selecting the Request Download Links feature of Aldelo® EDC directs the user to a secured area of the Aldelo website that allows licensed end users with valid support contract service coverage to conveniently request new download keys for Aldelo's latest software releases. These newly created download keys and instructions on how to download the releases are e-mailed to the licensed end users upon account verification. To begin the download request, please sign in with your Aldelo account user name and password. If you need to setup an account user name and password, please contact The Aldelo sales office. Aldelo contact information is available by selecting the *Contact Us* option on any web page.

Main Menu

Store Settings

The Store Settings menu item under the File Tab contains configuration settings for the entire store. These settings should be configured before proceeding any further. Please note that depending on the Merchant Service Provider that you use, some of the buttons, fields, and features described below may not apply to your installation of Aldelo® EDC.

To open Store Settings, from the Aldelo® EDC main screen, click the File Tab in the upper left corner of the window and then select the *Store Settings* option from left side of the displayed menu (See Figure 4-124).

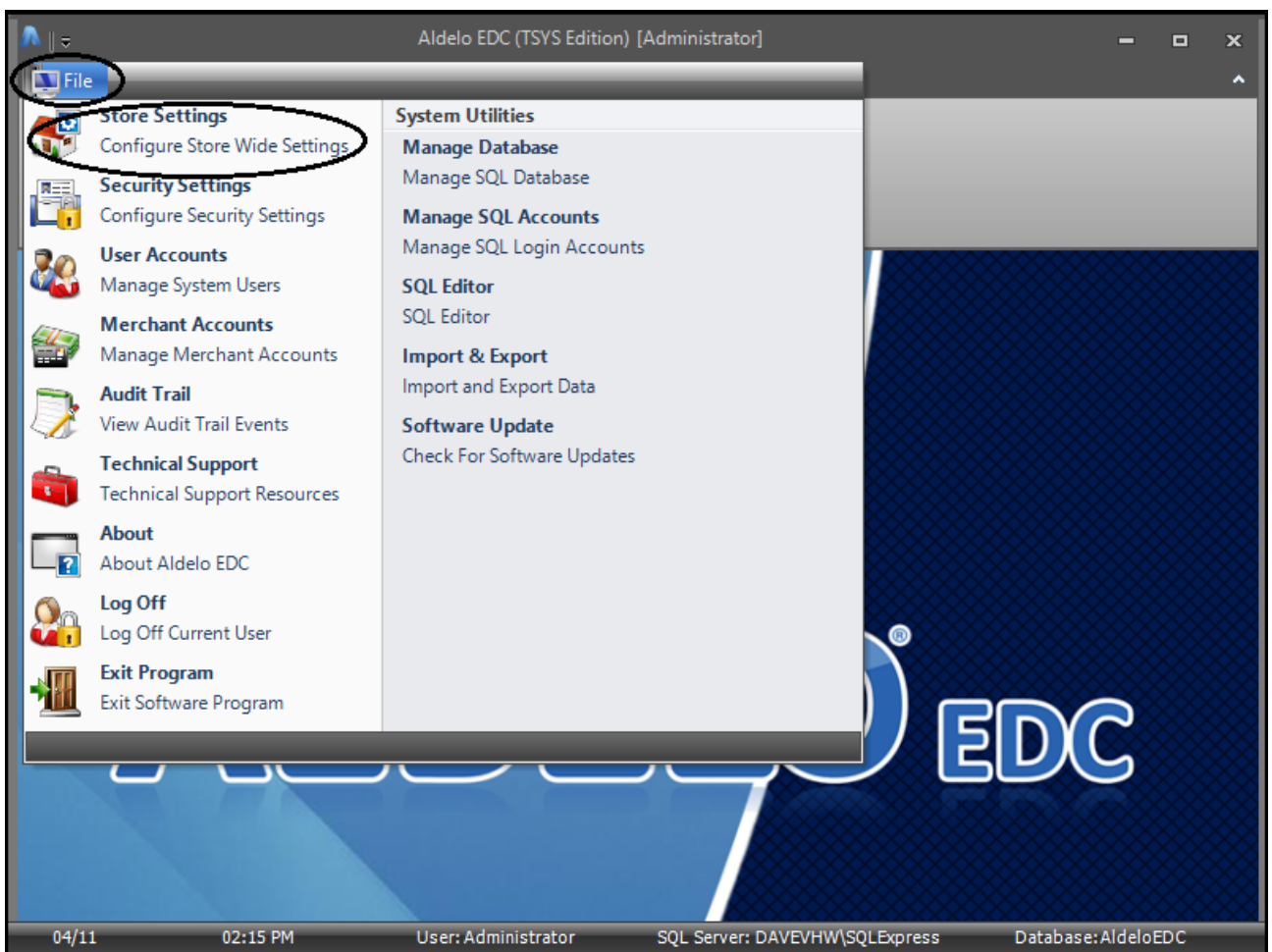


Figure 4-124

General Tab

On the General Tab, fields listed with their descriptions in bold type are required. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard.

Payment Server Settings

In the Payment Web Service Host Name (or IP) field, enter the IP address or computer name of the system hosting the Aldelo[®] EDC software. Preferably, this station should be given a static IP address since the system is hosting a service that is accessed via an IP address. Accept the default name in the Payment Web Service Application Name field unless you manually change it in IIS (only advanced networking professionals should make changes to this setting).

Application Settings

A password is generated automatically for the Card Encryption Password field. This password is used to encrypt all transactions that are stored in the database. Accept the automatically generated value for this field. There is no need to re-enter the password in the following field unless you are changing it. When changing the default Card Encryption Password, re-enter your new password in the following field for verification purposes. The Audit Trail History Kept Days is the number of days the system keeps recorded activities in the system. These activities may be viewed in the **Reports** section of the software. The optional Auto Batch Close Time is the time that the automatic batch close is triggered. The batch will close every 24 hours at the selected time of day. This feature is very useful if you plan to let the Aldelo[®] EDC client application manage the daily batch closing activity for you. If you use this feature, you must not turn off the computer hosting the Aldelo[®] EDC server and client components, as well as the machine upon which the database resides. Additionally, you must not exit the Aldelo[®] EDC client application or log off of Windows. Otherwise, the automatic batch close will not be triggered and you will receive a 48-hour batch warning. Additionally, make sure these computers are not programmed to use the hibernation, sleep mode, or hard drive power down energy saving options. These may also interfere with the auto batch close scheduler. Do not turn off the computer or exit the Aldelo[®] EDC Client application, or the auto batching will fail to function. If the computer is scheduled to restart each night, make sure it restarts at least 2 hours after the scheduled auto batch close time.

The Auto Batch Close User Name field is the user account name that performs the auto batch. The Batch User Account used must have security settings to perform batch close activities (See Figure 4-125).

The screenshot shows a configuration window with two main sections: **Payment Server Settings** and **Application Settings**. At the top, there are tabs for **General**, **Options**, **Receipt**, and **Notifications**. The **Payment Server Settings** section includes: **Payment Web Service Host Name (or IP)** with the value 'DAVEVHW', **Payment Web Service Application Name** with the value 'AldeloEDC', and a checkbox for **Secure Web Service Using TLS** which is unchecked. The **Application Settings** section includes: **Card Encryption Password** (masked with asterisks), **Verify Card Encryption Password**, **Audit Trail History Kept Days** (90), **Auto Batch Close Time** (12:00 AM), and **Auto Batch Close User Name** (Batch User). The 'Batch User' text in the 'Auto Batch Close User Name' field is circled in red. At the bottom, there is a toolbar with icons for **Store Settings**, **Pin Pad Setup**, **Station Setup**, **Save**, **Cancel**, and **Done**.

Figure 4-125

Options Tab

The Options Tab is used to set your user interface options.

Default Startup Screen Size

Click the *down arrow* button in the Default Startup Screen Size field if you wish to change your screen resolution. Choose one of the options from the list and click on it. The new resolution now appears in the field. Click the *Save* button to change the setting permanently (See Figure 4-126).

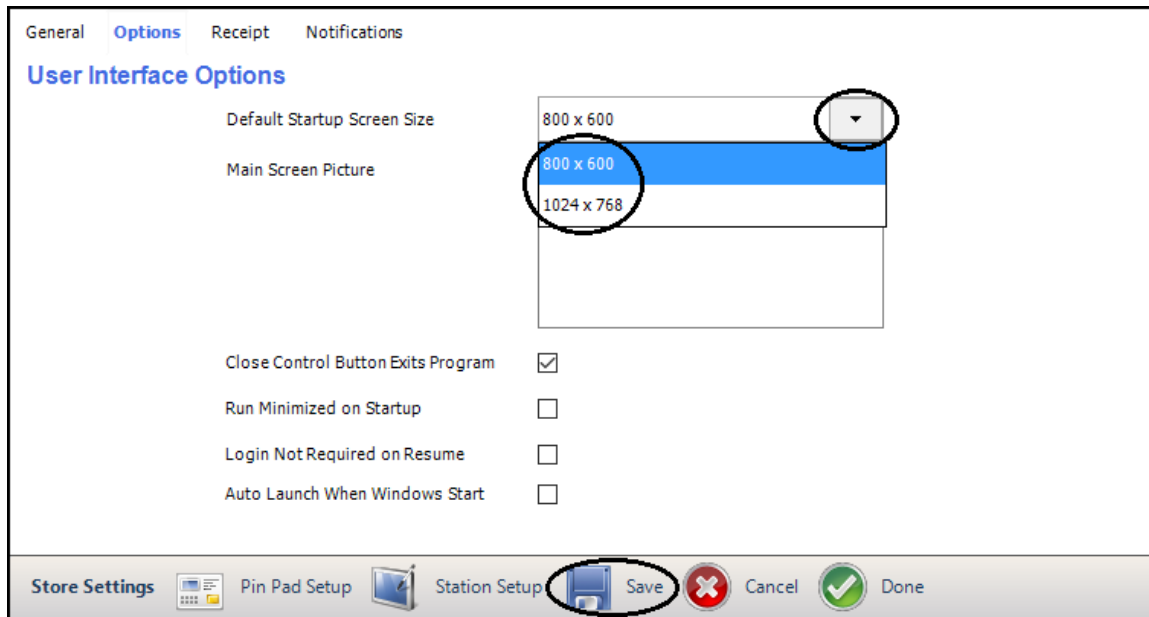



Figure 4-126

Main Screen Picture

As you have seen, the main screen displays a picture. If you wish to change this picture to something more appropriate for your business (for example, a picture of your restaurant, your company logo, or an item from your menu), first save a copy of the picture file in the **ProgramData > Aldelo > Aldelo EDC > Pictures** folder of your root directory. Then click on the *Navigation* button  and select the file from this same directory. You must choose a picture from this directory, or the picture will not display. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Once the picture is selected, a thumbnail copy displays in the window below the field. Click the *Save* button to change the picture permanently (See Figure 4-127).

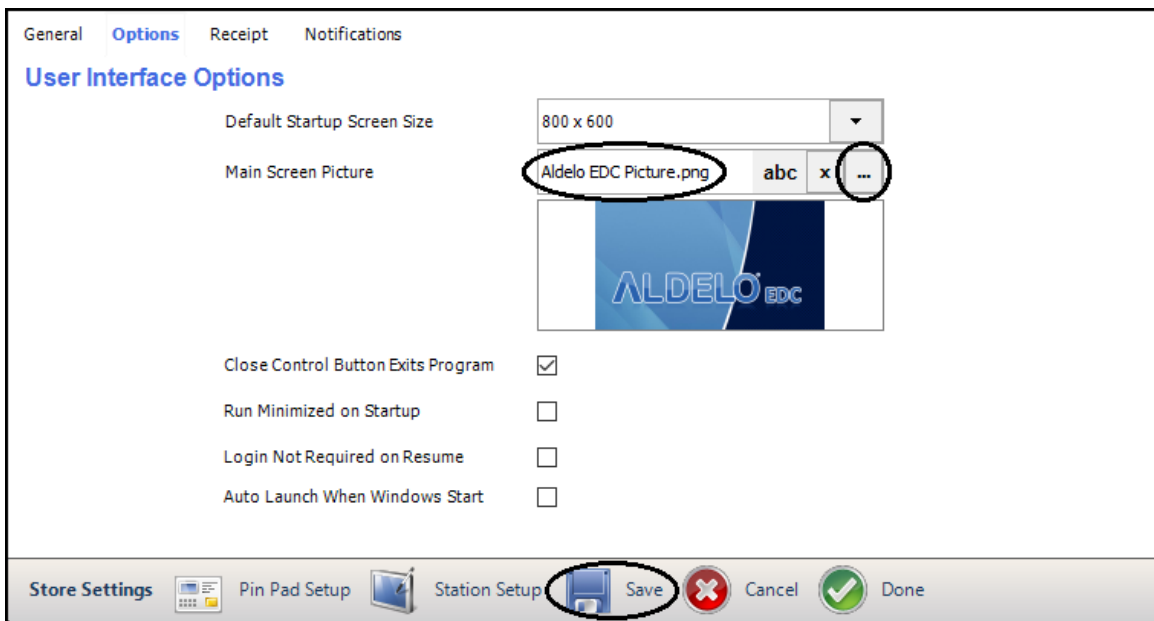


Figure 4-127

To return to the default picture, clear the file name from the Main Screen Picture field and click the *Save* button.

Additional User Interface Options

The checkboxes on the lower half of the Options Tab screen allow you to choose additional options (See Figure 4-128).

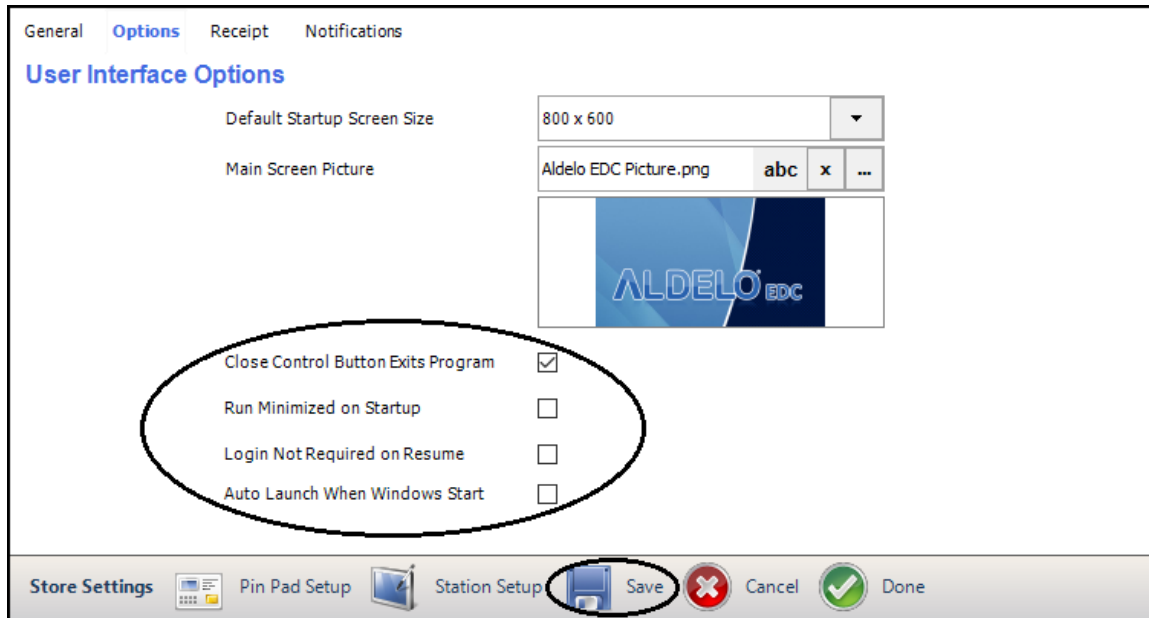



Figure 4-128

- Check the *Close Control Button Exits Program* checkbox if you want to close Aldelo® EDC completely whenever you click the *Close* button  of any screen. If this option is not checked, clicking the *Close* button only minimizes Aldelo® EDC; it does not close it.
- Check the *Run Minimized on Startup* checkbox if you want Aldelo® EDC to initially open minimized in the system tray. If this option is not checked, the program opens normally.
- Check the *Login Not Required on Resume* checkbox if you want to be able to resume using Aldelo® EDC after minimizing it without having to login again. Please note that due to PCI Compliance requirements, Login Not Required on Resume is only active if the resume action is within 15 minutes of minimizing the program.
- Check the *Auto Launch When Windows Starts* checkbox if you want Aldelo® EDC to open automatically when you first turn on your computer and Windows starts.

After making changes to the status of any of these checkboxes, be sure to select the *Save* button to accept the changes.

If you are running Aldelo[®] EDC on the computer without administrator rights, some features of the software are not available to you. If the *Restart with Administrator Rights* button appears under the Options Tab, then you are running without these rights. If desired, click this button to restart Aldelo[®] EDC and run the program with administrator rights (See Figure 4-129).

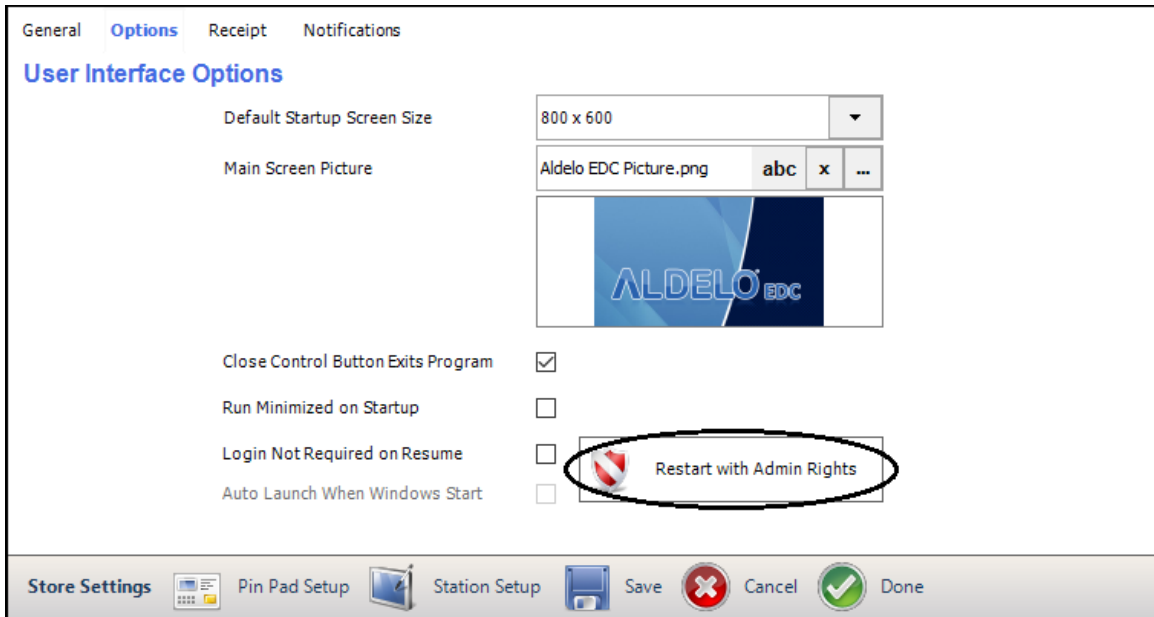


Figure 4-129

Receipt Tab

The settings under the Receipt Tab are optional. If you operate Aldelo® EDC in stand-alone mode or print receipts from within Aldelo® EDC, then setup is required and the information should be entered accordingly. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. The values entered in the Initial Print Receipt Copies and Re-Print Receipt Copies fields affect the number of receipts that the integrated client (Aldelo® POS or XERA® POS) solution prints. When you finish entering the receipt information, click the *Save* button to save your settings (See Figure 4-130).

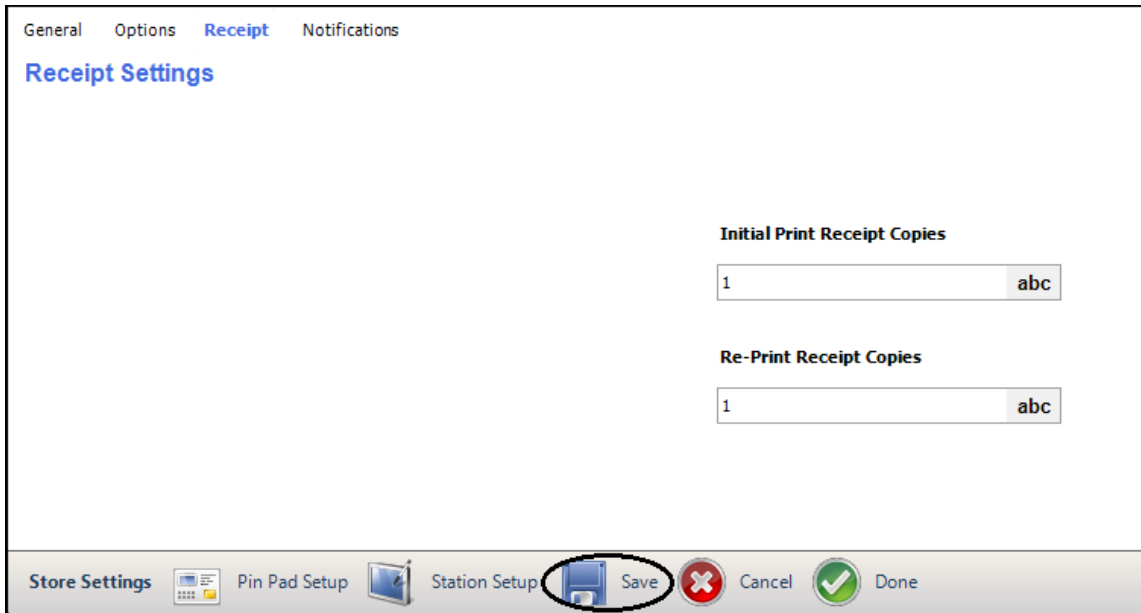


Figure 4-130

Notifications Tab

Under the Notifications Tab, enter the required information to allow Aldelo® EDC to deliver e-mail alerts of successes, failures, errors, and other audit trail activities. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. If you used the Database Setup Wizard, many of these fields are already populated and require no further changes, but be sure to select the types of notifications you wish to receive from the checkboxes on the right side of the window. Click the *Save* button when finished (See Figure 4-131).

Figure 4-131

To send notifications, you must have an SMTP account. The information necessary to setup this account must be obtained from your Internet Service Provider (ISP). If your ISP requires SMTP authentication, then you must enter the SMTP Server Name, the Authentication User Name, and the Authentication Password in the fields on the left side of this screen. Be sure to use SMTP port 25 unless your ISP designates a different port number for SMTP.

The sender e-mail address field indicates the e-mail address from which the e-mail was sent. Typically, a user selects a sender e-mail address such as “edc@xyz.com” where “xyz.com” represents your normal e-mail domain.

The notification feature allows up to three parties to be notified of selected events. Enter the e-mail addresses of these parties in the three Notification Email Address fields on the form. Typically, the manager and a person with technical skills are notified, with the third party being the Merchant Service Provider (or Aldelo Technical Support when troubleshooting). Please be sure to receive permission from third parties before setting them up in your notification list.

Select the corresponding checkboxes for the notifications you wish to deliver.

- Select the *Email Batch Close Success* checkbox to notify your recipients whenever a batch is closed successfully.

- Select the *Email Batch Close Failure* checkbox to notify your recipients whenever an attempt to close a batch fails.
- Select the *Email Batch Close Error* checkbox to notify your recipients whenever a batch close attempt returns an error message.
- Select the *Email Other Events* checkbox to notify your recipients whenever a Self-Heal event or any other event not covered by the other categories occurs. A Self-Heal event occurs when one or more database synchronizations were skipped due to the fact that the computer's processor was too busy at the scheduled synchronization time to perform the synchronization.
- Select the *Email Critical Error* checkbox to notify your recipients whenever the software reports the fact that a critical error has occurred.
- Select the *Email Database Maintenance Access* checkbox to notify your recipients whenever someone attempts to access your database to make changes to it.
- Select the *Email Denied Logons* checkbox to notify your recipients whenever an unauthorized attempt is made to login to the system.

Be sure to click the *Save* button when finished.

Store Settings Toolbar

Pin Pad Setup Button

If you plan to accept debit cards from your customers as payment for the products and services they purchase from your business, you must setup your pin pad device in Aldelo[®] EDC. To do so, connect your pin pad to your terminal and then click the *Pin Pad Setup* button to display the Locally Attached Pin Pad Device Setup screen. Select the type of your pin pad device from the Pin Pad Device Type dropdown list by clicking on it in the list. Next, in the following field, enter the COM port to which your pin pad is connected. The Pin Pad Time Out Seconds field is pre-populated with the default value of 45 seconds. You may accept this value or change it if desired. When finished entering the above information, click the *Initialize Pin Pad* button to verify that your pin pad device is setup properly. Once verified, click the *OK* button to exit the Locally Attached Pin Pad Device Setup screen.

If your business is in Canada, enter the Canadian Debit settings in the appropriate fields. When finished, click the *OK* button to save your settings.

To exit the pin pad setup feature without saving your settings, click the *Cancel* button.

Station Setup Button

The Station Setup feature allows the user to configure the local computer station. If you wish to change the time range of your day for reporting purposes, enter the desired beginning time value in the Report From Time field. When you do this, the Report To Time field is automatically populated with the value that is twenty-three hours and fifty-nine minutes later than the entered begin time, thereby giving you a twenty-four hour range that starts at the Report From Time you entered.

The Offset Days for Report From Date and Offset Days for Report To Date fields are not editable and are populated automatically, depending on the values entered in the Report From Time field.

If you wish to change the color theme for the EDC client application on your computer, select your desired theme color from the Client Application Color Theme dropdown list.

If you wish to prevent this station from performing the Auto Batch Close procedure, select the corresponding checkbox.

If you do not wish to run Aldelo® EDC in minimized mode upon startup of the software, select the corresponding checkbox.

If you wish to include in your EDC reports customer transactions where the customer's card was declined by the payment processor, select the corresponding checkbox.

If you wish to enable secured Magensa credit card and gift card swipes in Aldelo® EDC, select the corresponding checkbox. Please check with your payment processor for further information on this feature.

If you selected the *Enable Secured Magensa Credit Card Swipes* checkbox as described above, select the *Allow Secured and Non Secured Credit Card Swipes* checkbox if you wish to also allow non-secured credit card transactions. Please check with your payment processor for further information on this feature.

When finished entering all of your desired settings, click the *OK* button to save your changes.

Test Email Button

Please note that the *Test Email* button only appears on the Store Settings Toolbar under the Notifications Tab. Click the *Test Email* button after setting up your Notification Service Settings to send a test e-mail message to each of the recipient e-mail addresses entered. If these messages are received successfully, then notification is setup properly.

Save Button

Click the *Save* button after making changes to any information on any of the tabs of the Store Settings feature to save the changes.

Cancel Button

To exit any of the tabs under the Store Settings feature without saving any changes and return to the Aldelo® EDC main screen, click the *Cancel* button on the Store Settings Toolbar.

Done Button

To save your changes and exit any of the tabs under the Store Settings feature, click the *Save* and *Done* buttons on the Store Settings Toolbar.

Security Settings

Before you can use the software to its full potential, you must setup at least one user account. Each user account has permissions associated with it by assigning it a security role. These security roles must first be created before they may be assigned to user accounts. Aldelo® EDC comes with several default security roles, but you may create an unlimited number of custom security roles.

Security Roles Tab

To view the default security roles, click the File Tab in the upper left corner of the main screen and then select *Security Settings* from left side of the displayed menu (See Figure 4-132).

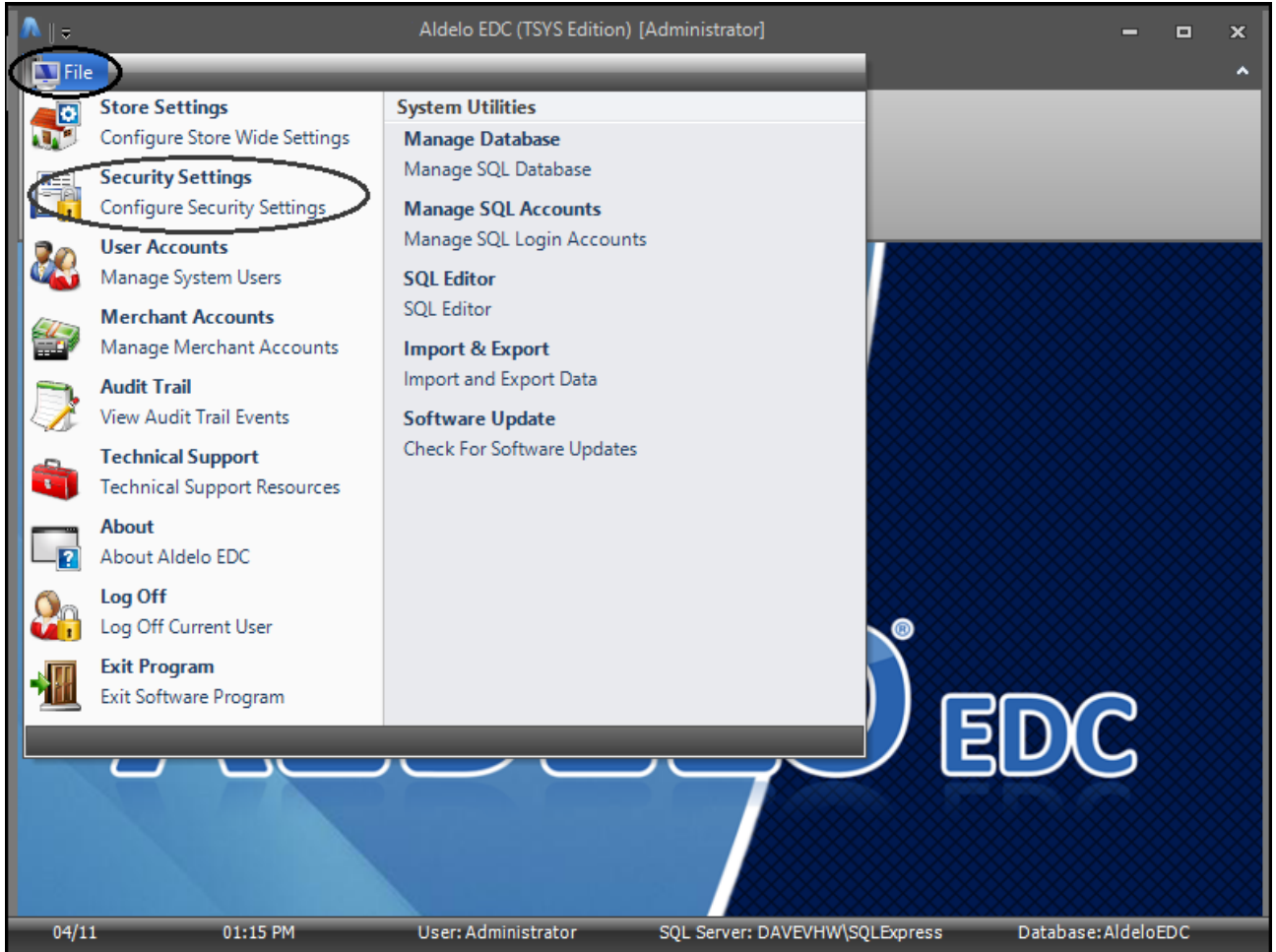


Figure 4-132

On the next window that displays, select the Security Roles Tab (See Figure 4-133).

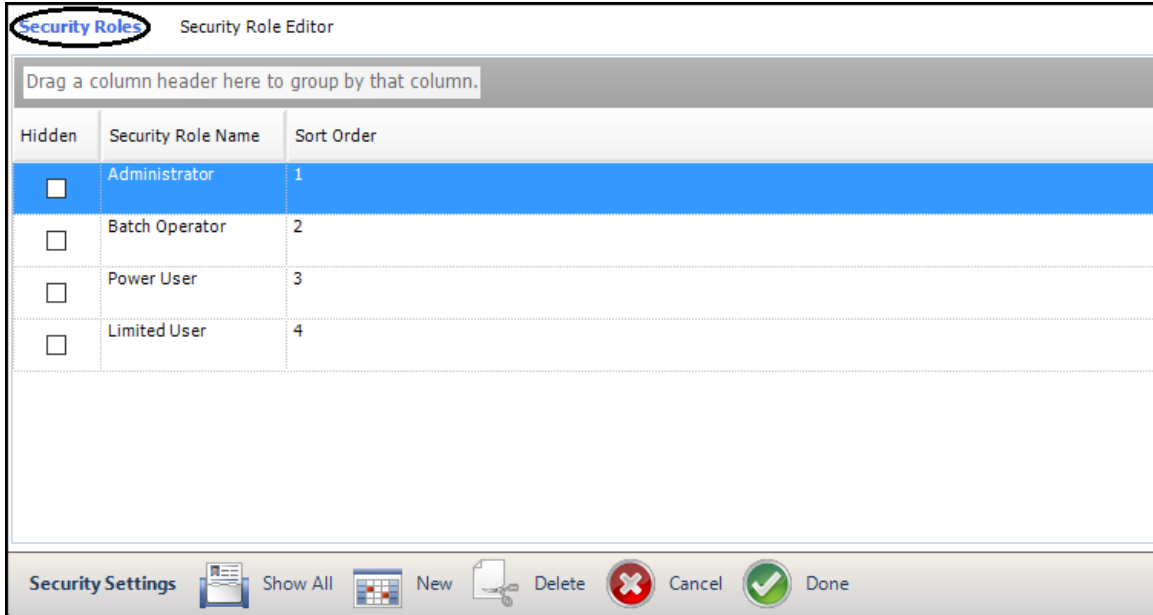


Figure 4-133

Security Settings Toolbar

Show All Button

Click the *Show All* button on the Security Settings Toolbar to display the current list of Security Roles (See Figure 4-134).

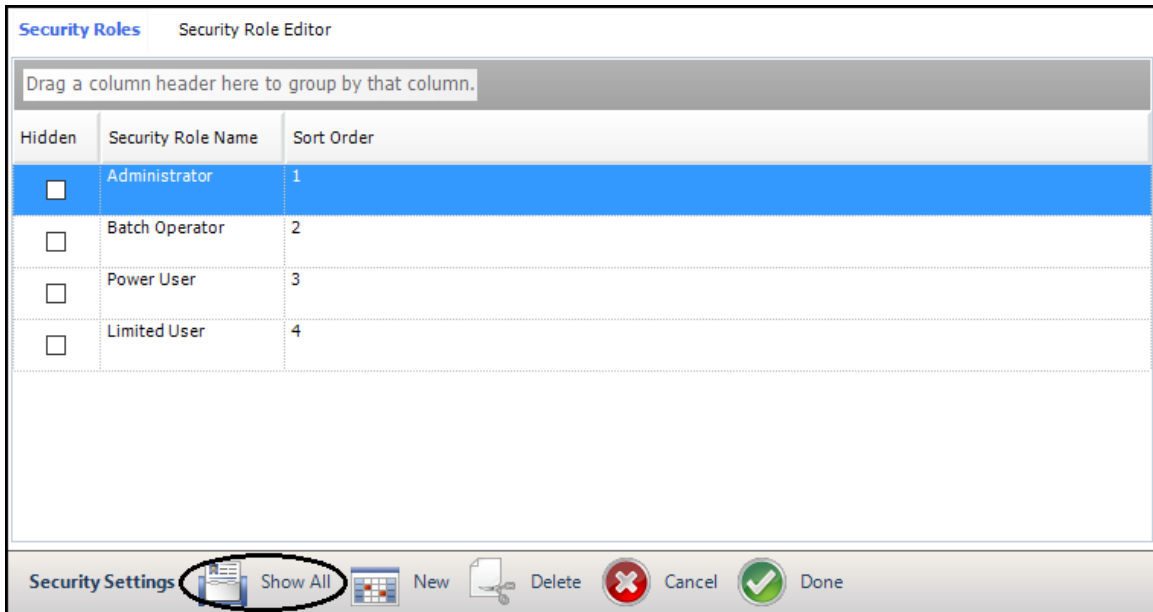


Figure 4-134

Next, double-click on one of the security role names to view the allowable access permissions for that security role. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Follow this procedure for each of the items under the Security Roles Tab to view them all (See Figure 4-135).

The screenshot shows the 'Security Role Editor' window. It has three columns: 'Role Name', 'Management Securities', and 'Other Securities'.
 - **Role Name:** Includes a text field for 'Security Role Name' containing 'Limited User' with an 'abc' button to its right. Below it is a 'Sort Order' field with the value '4' and another 'abc' button. At the bottom is a 'Hide This Role' checkbox.
 - **Management Securities:** A list of permissions, each with an unchecked checkbox: 'Allow Database Maintenance Access', 'Allow Store Settings Access', 'Allow Security Settings Access', 'Allow User Accounts Access', and 'Allow Merchant Accounts Access'.
 - **Other Securities:** A list of permissions, each with a checked checkbox: 'Allow Sales Transactions', 'Allow Void Transactions', 'Allow Return Transactions', and 'Allow Gratuity Transactions'. Below these are three unchecked checkboxes: 'Allow Batch Close Transactions', 'Allow Trace Output Access', and 'Allow Audit Log Access'.
 - **Toolbar:** Located at the bottom, it includes 'Security Settings', 'New', 'Save', 'Delete', 'Cancel', and 'Done' buttons.

Figure 4-135

New Button

To create a new security role, click the *New* button on the Security Settings Toolbar (see Security Role Editor Tab, below).

Save Button

Click the *Save* button after making changes to any information on the Security Roles Tab to make the changes permanent.

Delete Button

To delete a security role, select its name from the Security Role Name field and then click the *Delete* button on the Security Settings Toolbar. When the confirmation message appears, click the *Yes* button to permanently delete the security role (See Figure 4-136).

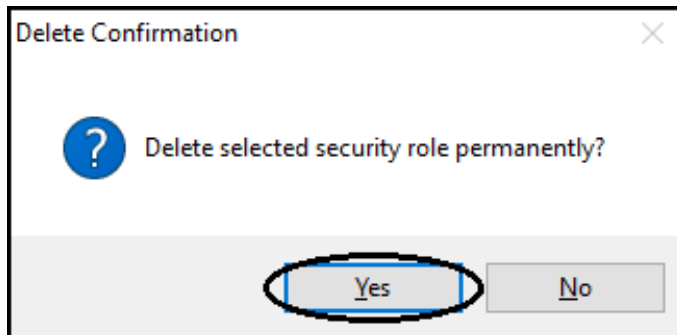


Figure 4-136

Cancel Button

To exit the Security Roles Tab screen without saving any changes and return to the Aldelo® EDC main screen, click the *Cancel* button on the Security Settings Toolbar.

Done Button

To save your changes and exit the Security Roles Tab screen, click the *Save* and *Done* buttons on the Security Settings Toolbar.

Security Role Editor Tab

On the Security Role Editor Tab, you may create new, edit existing, hide, or delete security roles. To open the Security Role Editor Tab, click the File Tab in the upper left corner of the main screen and then select *Security Settings* from the left side of the displayed menu (See Figure 4-137).

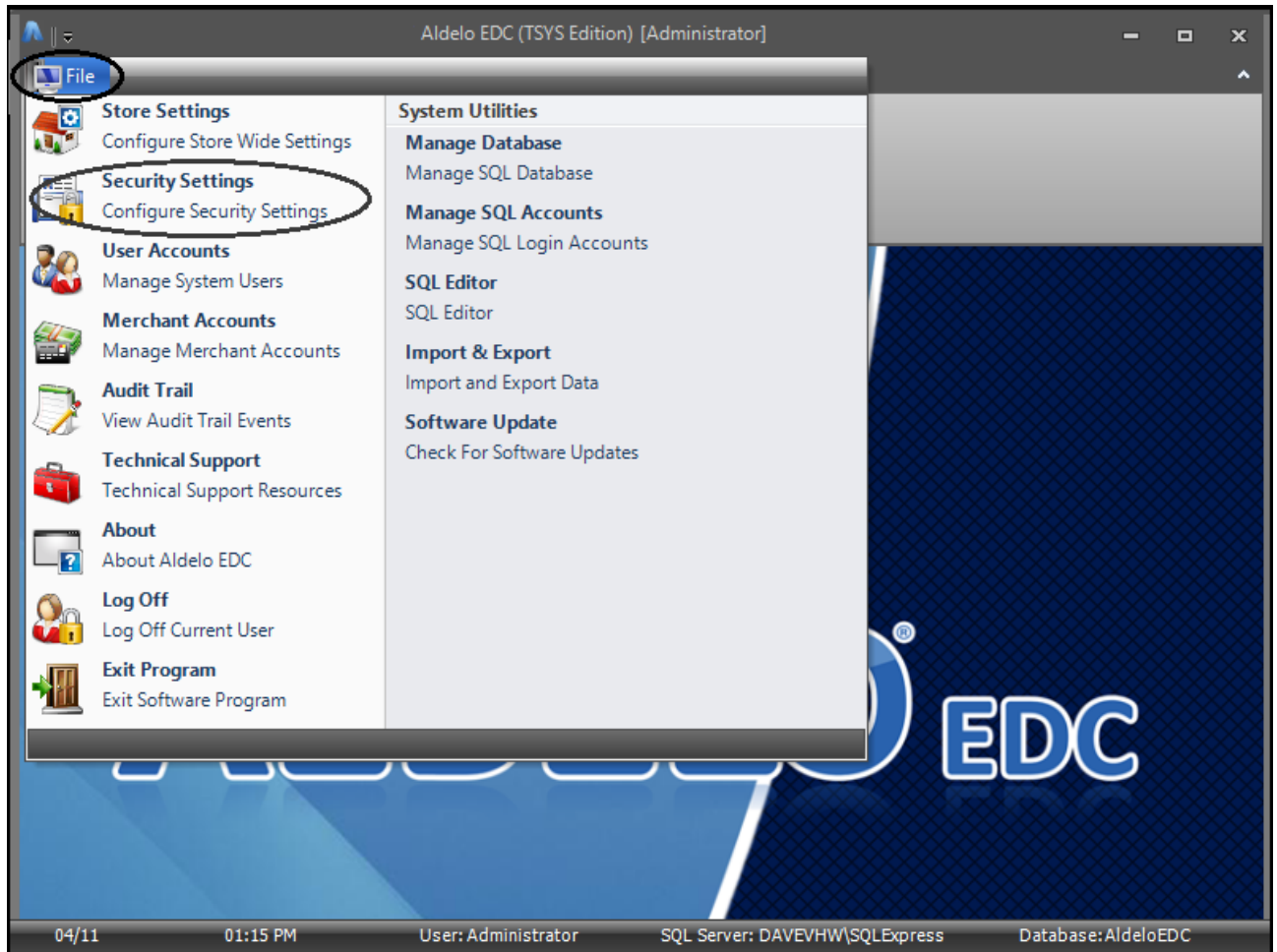


Figure 4-137

On the next window that displays, select the Security Role Editor Tab (See Figure 4-138).

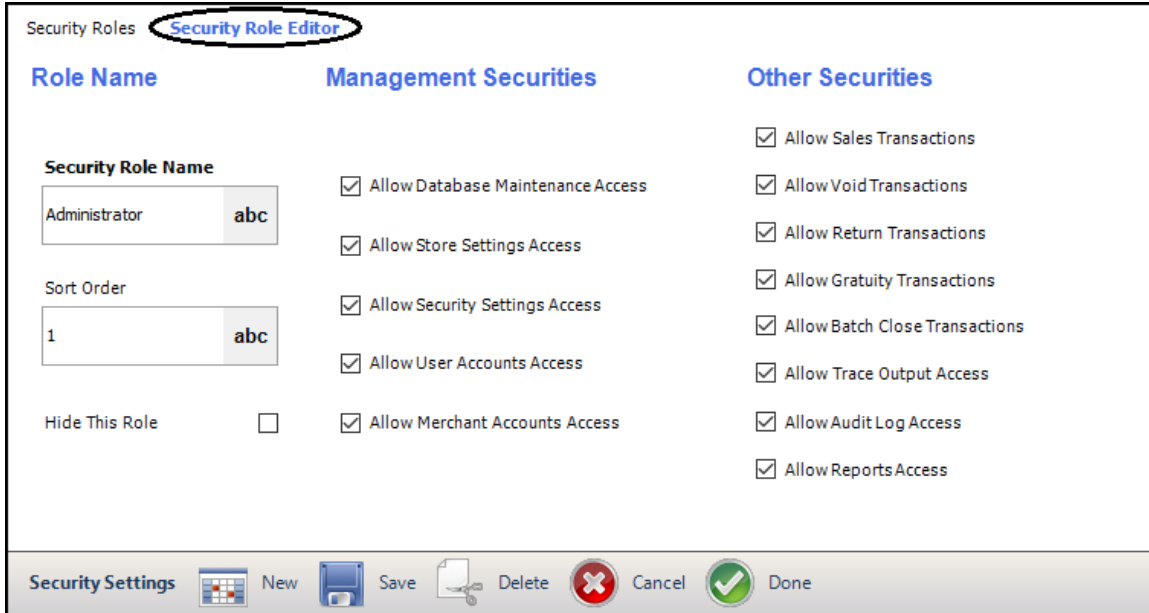


Figure 4-138

To create a new security role, click the *New* button on the Security Settings Toolbar. This clears the fields and checkboxes under the Security Role Editor Tab, except for several default permissions. If desired, click the *abc* button next to the respective field if you wish to display the field’s onscreen keyboard. Create a name for the new security role and enter it into the Security Role Name field. If desired, enter a value in the Sort Order field (the sort order only affects the order in which the security roles display under the Security Roles Tab; if nothing is entered, the security roles display in alphabetical order). Finally, select the permissions to allow for the new security role by selecting the appropriate checkboxes under the **Management Securities** and the **Other Securities** sections. The default permissions are not required and may be deselected if desired (See Figure 4-139).

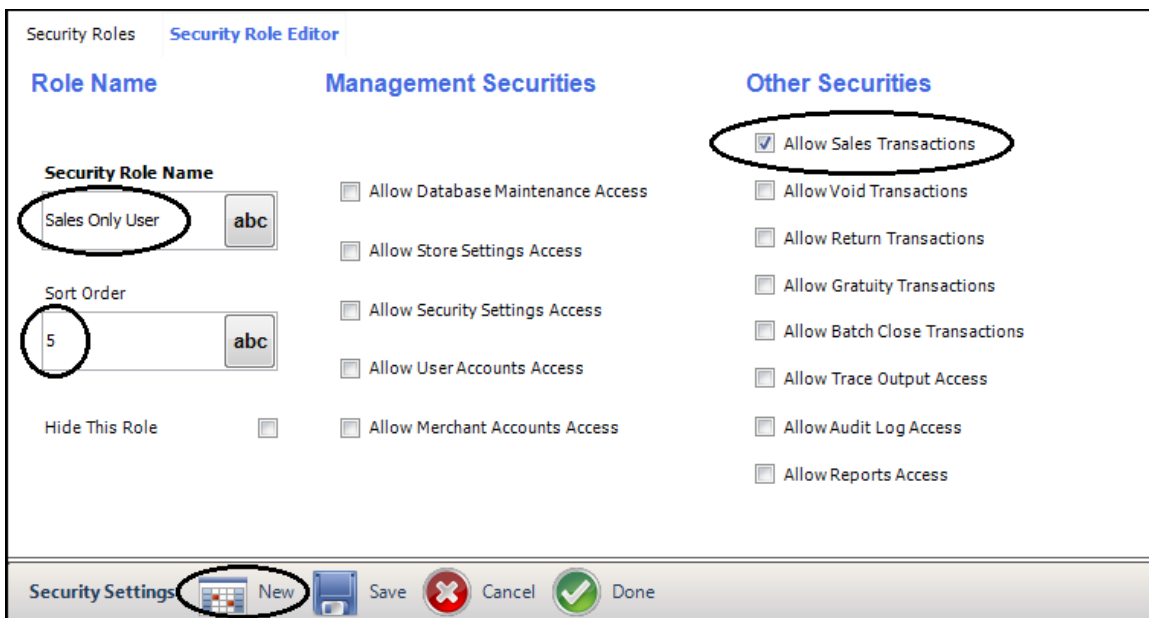


Figure 4-139

Your first security role should be that of Administrator. This user has all rights in the software so make sure to select all checkboxes to allow access to everything. When finished entering the information, click the *Done* button on the Security Settings Toolbar to save and exit, or click the *Save* button to display the Save Successfully Completed message. Click the *OK* button on this message to complete the creation of the new security role and remain in the Security Role Editor screen (See Figure 4-140).

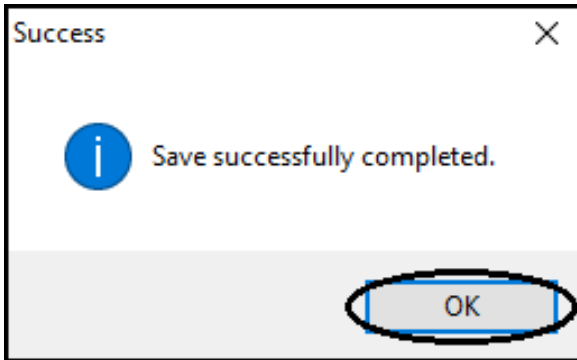


Figure 4-140

Click the *Save* button on the Security Settings Toolbar after you create a new security role or edit an existing security role to commit the changes to the database. If you fail to do this, your changes are lost when you navigate away from the Security Role Editor Tab.

The *Delete*, *Cancel*, and *Done* buttons of the Security Settings Toolbar work identically to the way they work when accessed from the Security Roles Tab (See Security Settings Toolbar, above).

User Accounts

After you have created the Administrator security role that has full access to the software, you must assign this Administrator role to your first user. This user shall be the Administrator of the software since he has full access to all of the software features. Additionally, this Administrator is also considered the Key Custodian (as per PCI Compliance standards) and is responsible for the periodic changing of the Card Encryption Password. As a Key Custodian, it is recommended that the merchant require the Administrator to sign an acknowledgement of responsibilities agreement form issued by the merchant.



TECH-TIP: It is a good idea to setup more than one Administrator account and password in your system. In this way, if an administrator becomes locked out due to failure to change the password within the allotted period of time or due to attempting to login unsuccessfully multiple times, the other administrator can unlock the account.

User Accounts Tab

To view the User Accounts Tab, click the File Tab in the upper left corner of the main screen window and then select *User Accounts* from the left side of the menu displayed on the screen (See Figure 4-141).

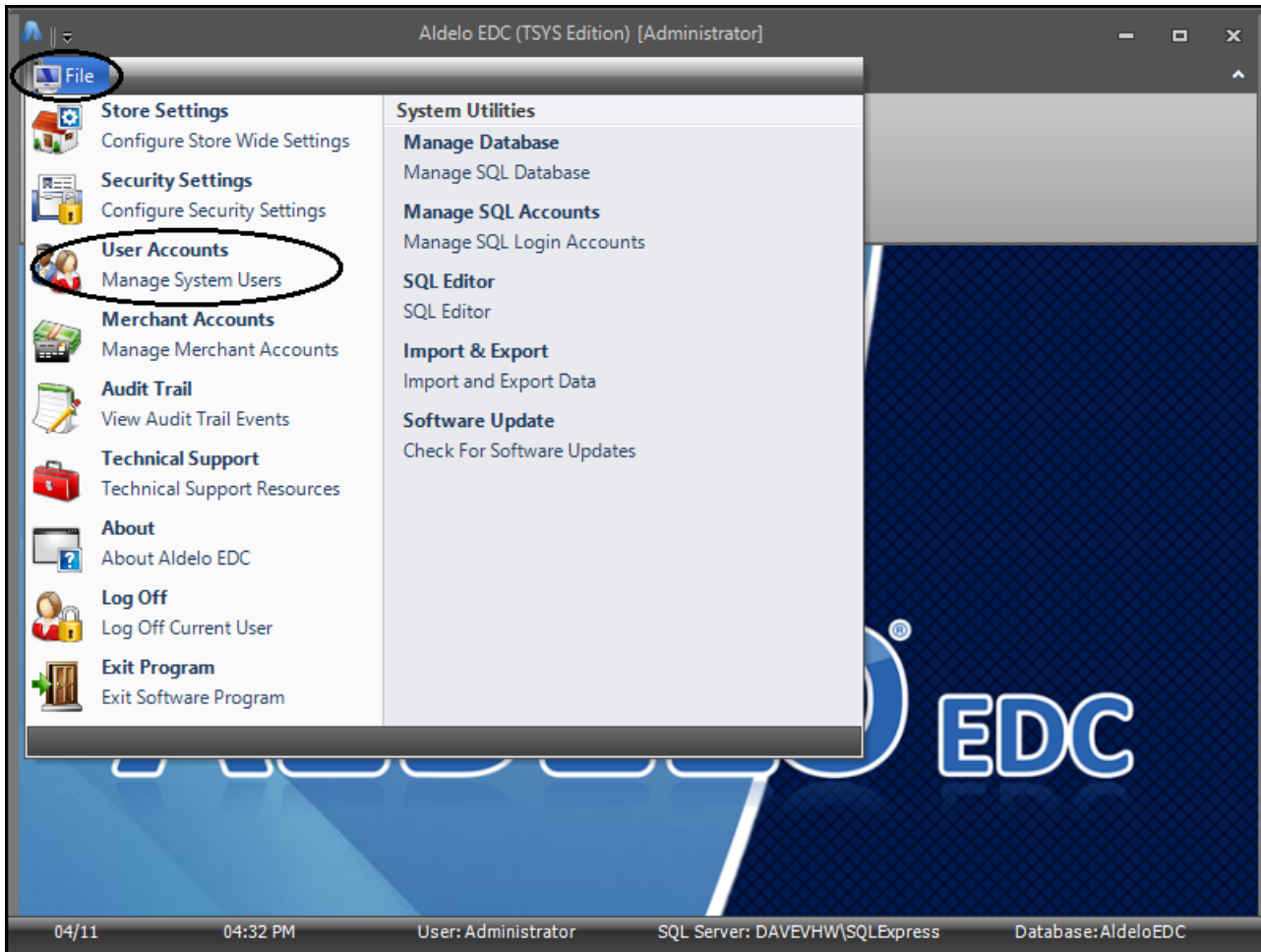


Figure 4-141

On the next window that displays, select the User Accounts Tab (See Figure 4-142).

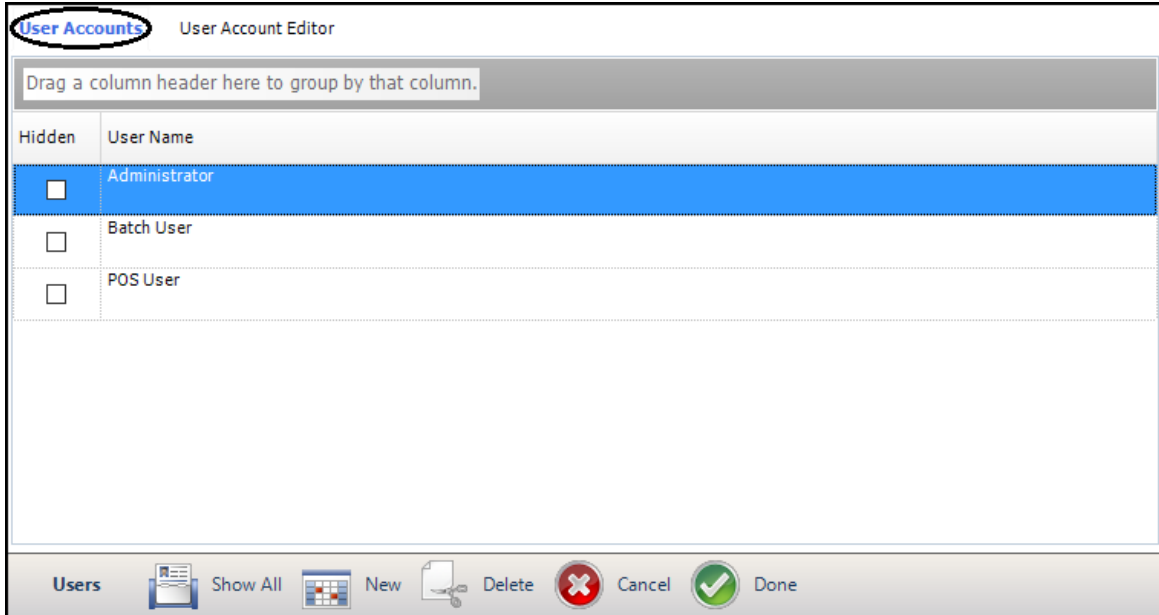


Figure 4-142

Users Toolbar

The Users Toolbar appears at the bottom of both the User Accounts Tab and the User Account Editor Tab.

Show All Button

Click the *Show All* button on the Users Toolbar of the User Accounts Tab to display the screen where all your existing user accounts are listed. There are several default user accounts that have already been created for you. You may use these accounts as desired (See Figure 4-143).

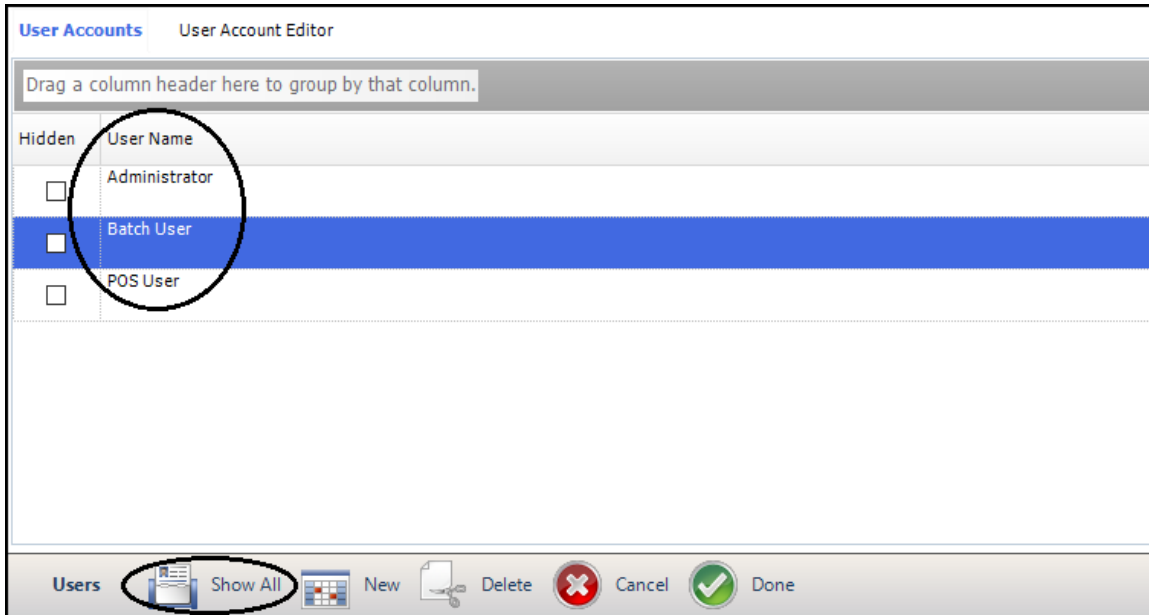


Figure 4-143

New Button

To create a new user account, click the *New* button on the Users Toolbar to display the User Account Editor Tab with all of its fields and checkboxes cleared. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard (See Figure 4-144).

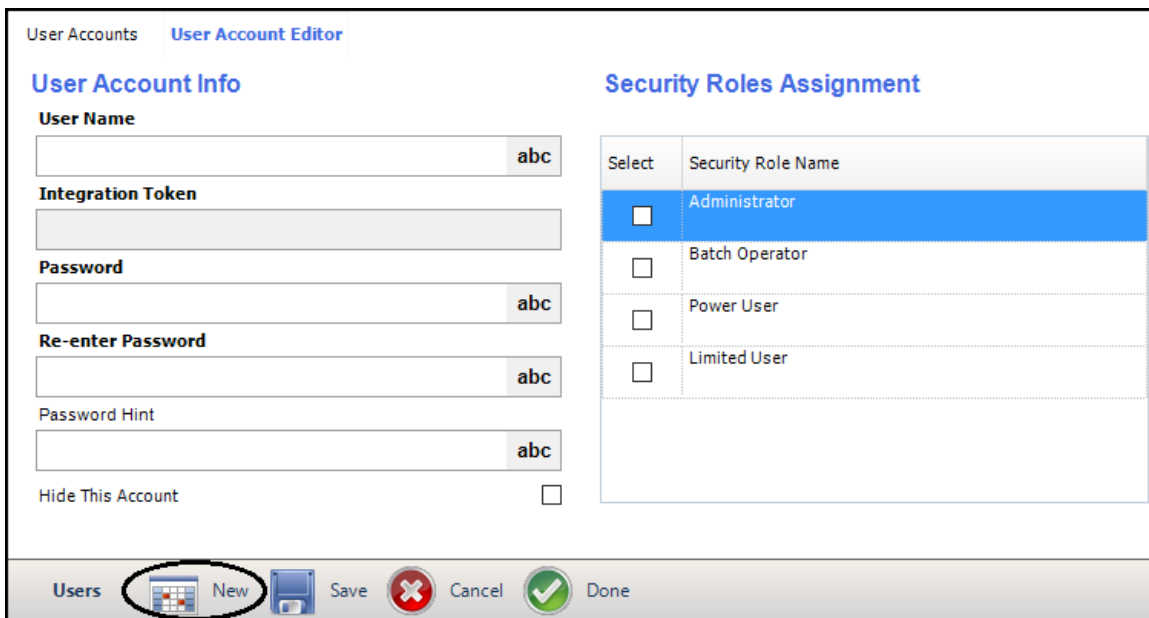


Figure 4-144

Delete Button

To delete an existing user account, select its name from the User Name column under the User Accounts Tab and then click the *Delete* button on the Users Toolbar. When the Delete Confirmation message displays, click the *Yes* button to complete the deletion (See Figure 4-145).

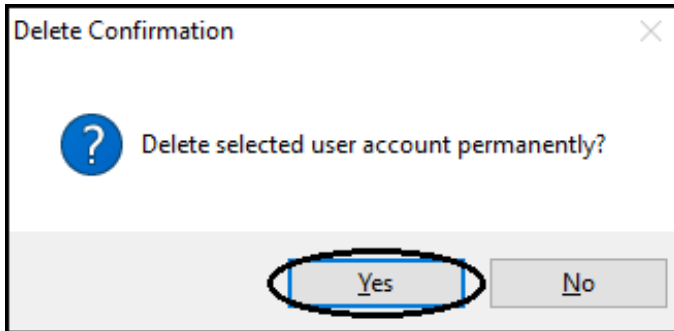


Figure 4-145

Cancel Button

Click the *Cancel* button on the Users Toolbar to exit the User Accounts Tab without saving any changes you made and return to the Aldelo[®] EDC main screen.

Done Button

Click the *Done* button on the Users Toolbar to save any changes you made and exit the User Accounts Tab.

User Account Editor Tab

Under the User Account Editor Tab, you may create new, edit existing, hide, or delete user accounts. Users with an Administrator level security role may also reset forgotten user passwords.

Users Toolbar

Reset Button

As a security measure, if a user forgets his password and attempts to login unsuccessfully several times, the system issues a final warning that if the next login attempt fails, the user will be locked out. If the message below appears, click the *OK* button to continue (See Figure 4-146).

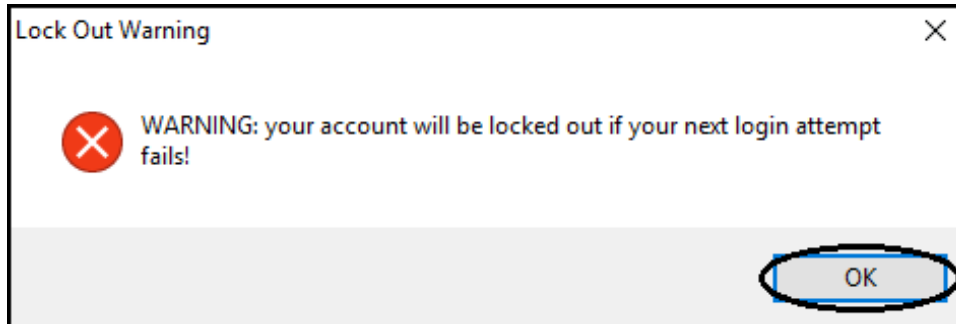


Figure 4-146

After receiving the above warning, if the next attempt fails, the system locks the user out, requiring a thirty-minute wait before another login attempt can be made. If the message below appears, click the *OK* button to continue (See Figure 4-147).

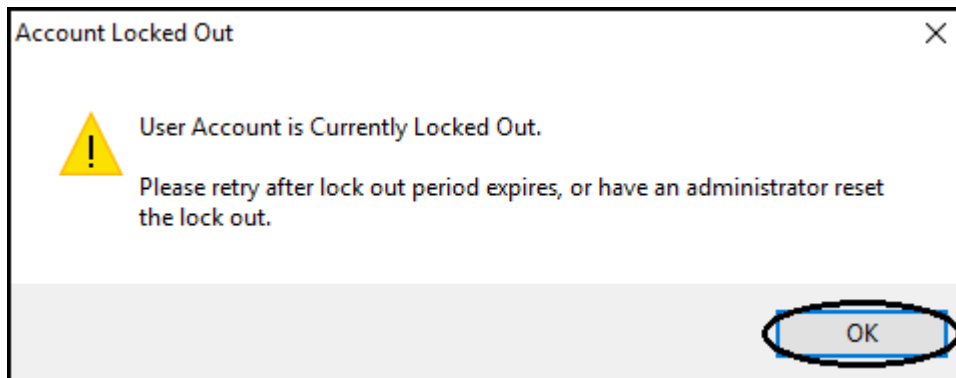


Figure 4-147

At this point, the user may wait until the lockout period expires and try logging in again or the user may have the Administrator reset the password. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. To reset a password for a user, an Administrator must enter the user's account name in the User Name field and then click the *Reset* button on the Users Toolbar (See Figure 4-148).

The screenshot shows the 'User Account Editor' window. On the left, under 'User Account Info', the 'User Name' field contains 'POS User' and is circled. Below it are fields for 'Integration Token', 'Password', 'Re-enter Password', and 'Password Hint', each with an 'abc' button. At the bottom left, a 'Users' toolbar contains a 'Reset' button (circled), 'New', 'Save', 'Delete', 'Cancel', and 'Done' buttons. On the right, under 'Security Roles Assignment', a table lists roles: Administrator (selected), Batch Operator, Power User, and Limited User.

| Select | Security Role Name |
|-------------------------------------|--------------------|
| <input checked="" type="checkbox"/> | Administrator |
| <input type="checkbox"/> | Batch Operator |
| <input type="checkbox"/> | Power User |
| <input type="checkbox"/> | Limited User |

Figure 4-148

A message displays, indicating that the lockout reset has been completed successfully. Click the *OK* button on this message to continue (See Figure 4-149).

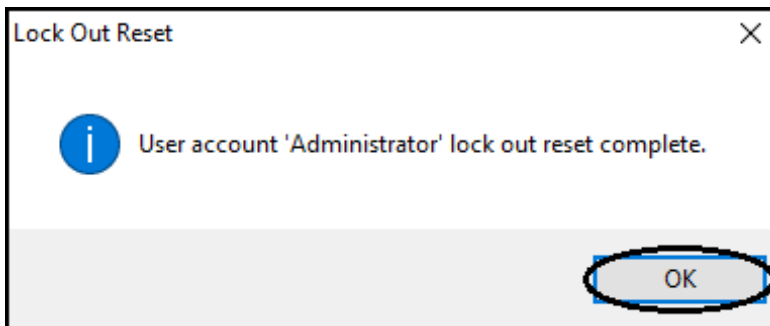



Figure 4-149

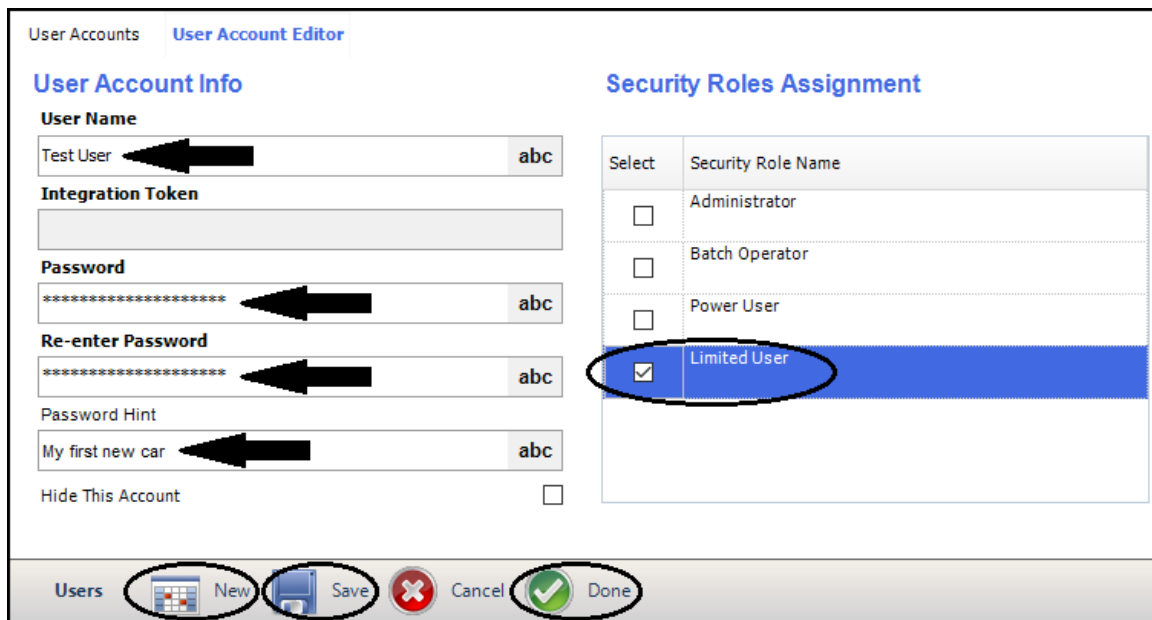
Next, re-enter the data in the User Name, Password, and Re-enter Password fields of the User Account Editor Tab. Finally, assign a security role to this user (if you use the same user name, a new password is required; you may not re-enter the old password). Make note of the user name and password, and then click the *Save* and *Done* buttons to save the changes and exit the current screen. The user may now login with the new user name and password.



NOTE: Aldelo recommends using Integration Tokens to integrate Aldelo® EDC with Aldelo® POS. This information does not expire and is more secure than passwords for integration. See Chapter 9 of this manual for information on how to use Integration Tokens in Aldelo® POS.

New Button

To create a new user, click the *New* button on the Users Toolbar. Enter a new user name and password, and re-enter the password for verification purposes. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Do not enter anything in the Integration Token field. This value is generated and assigned automatically by the software. Next, enter a password hint that will remind you of your password should you forget it. Finally, assign a security role to the new user and click the *Save* and *Done* buttons to save the new information and exit the current screen (See Figure 4-150).



User Accounts **User Account Editor**

User Account Info

User Name
 abc

Integration Token

Password
 abc

Re-enter Password
 abc

Password Hint
 abc

Hide This Account

Security Roles Assignment

| Select | Security Role Name |
|-------------------------------------|--------------------|
| <input type="checkbox"/> | Administrator |
| <input type="checkbox"/> | Batch Operator |
| <input type="checkbox"/> | Power User |
| <input checked="" type="checkbox"/> | Limited User |



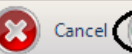


Users    

Figure 4-150

The new user is now listed under the User Accounts Tab.



NOTE: All passwords must be PCI Compliant. For detailed information on the rules to which your selected passwords must adhere, see the section titled Users in Chapter 3 of the Aldelo® EDC Payment Card Industry Data Security Standard (PCI-DSS) Implementation Guide document. This document may be found from your computer desktop by navigating to Start Button > All Apps > Aldelo > PCI Manual.

Save Button

Click the *Save* button on the Users Toolbar after you create a new user or edit an existing user to commit the changes to the database. If you fail to do this, your changes are lost when you navigate away from the User Account Editor Tab.

Delete Button

To delete an existing user account, enter its name in the User Name field and click the *Delete* button on the Users Toolbar. When the Delete Confirmation message displays, click the *Yes* button to complete the deletion (See Figure 4-151).

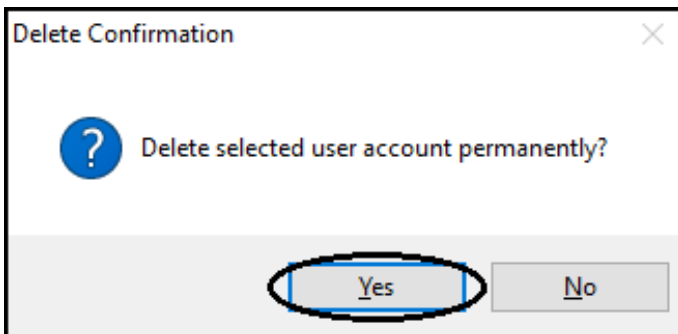


Figure 4-151

Cancel Button

Click the *Cancel* button on the Users Toolbar to exit the User Account Editor Tab without saving any changes you made and return to the Aldelo[®] EDC main screen.

Done Button

Click the *Save* and *Done* buttons on the Users Toolbar to save any changes you made and exit the User Account Editor Tab.

At this point you should create additional user accounts for batch operations and integrated applications. The batch operations user account must have security permissions to perform batch and sales transactions. The integrated applications user account should have security permissions limited to sales, tip adjust, and void transactions.

Merchant Accounts

Once you have setup your first user, you can now setup your merchant account in Aldelo® EDC. This is the core of the software. You must have previously setup a merchant account with your Merchant Service Provider to complete this section.

Merchant Accounts Tab

Click the File Tab in the upper left corner of the main screen and then select *Merchant Accounts* from the left side of displayed menu (See Figure 4-152).

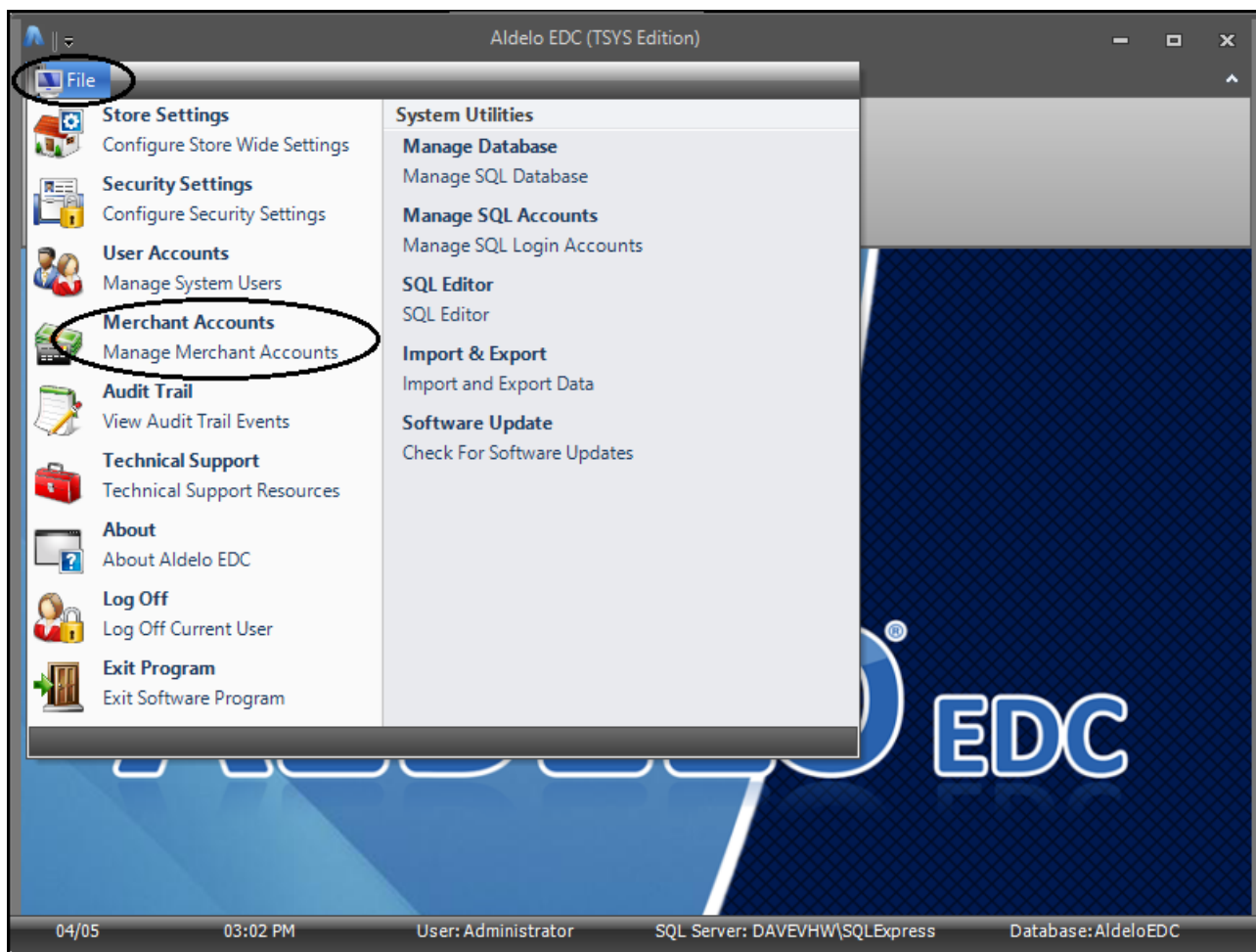


Figure 4-152

Next, click on the Merchant Accounts Tab.

Merchant Accounts Toolbar

Show All Button

From the Merchant Accounts Tab, click the *Show All* button on the Merchant Accounts Toolbar to display any currently existing merchant accounts (See Figure 4-153).

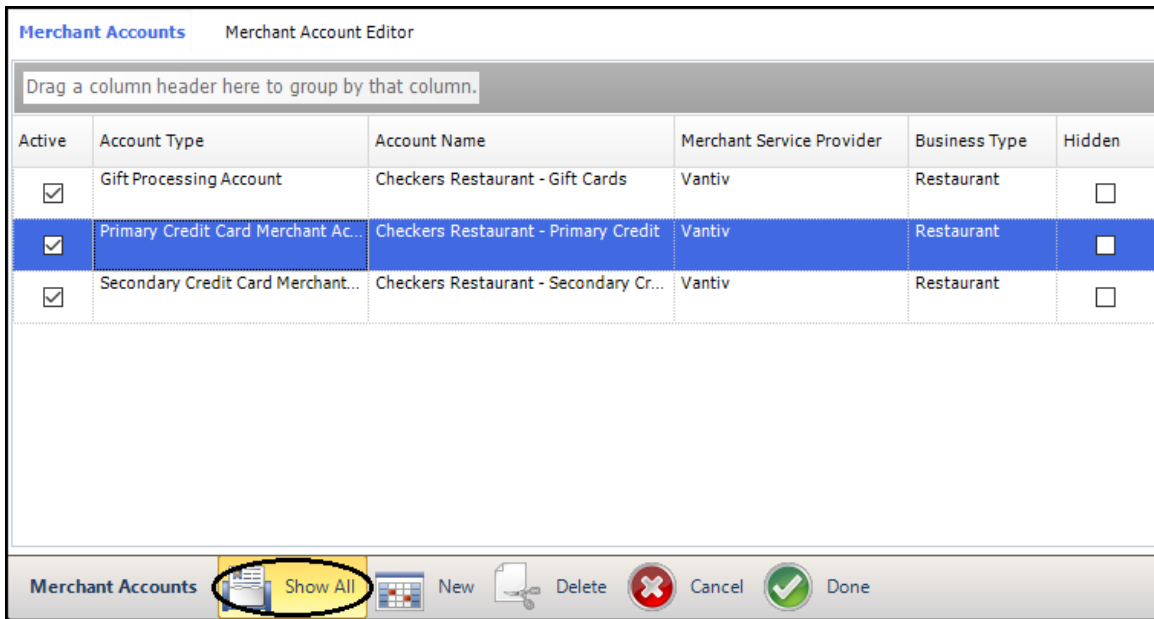


Figure 4-153

New Button

To create a new merchant account, click the *New* button on the Merchant Accounts Toolbar to display the Merchant Account Editor Tab with most of the fields and all of the checkboxes cleared (See User Account Editor Tab, below).

Delete Button

To delete an existing merchant account, select its name from the Account Name column and click the *Delete* button on the Merchant Accounts Toolbar. When the Delete Confirmation message displays, click the *Yes* button to complete the deletion (See Figure 4-154).

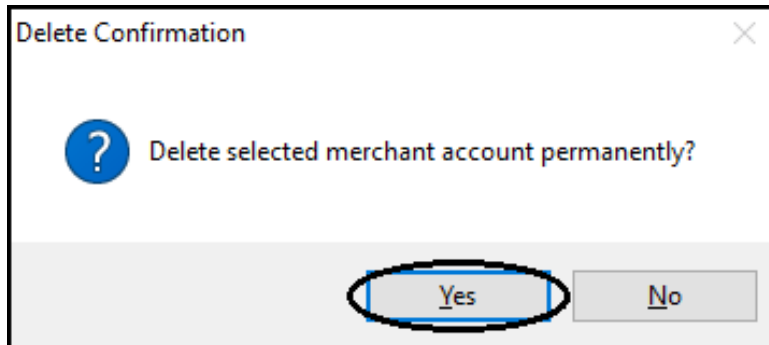



Figure 4-154

| | |
|---|---|
|  | <p>NOTE: If you have ever used a merchant account to perform live or demo transactions, it cannot be deleted. In such a case, hide the account instead to prevent its display under the Merchant Accounts Tab.</p> |
|---|---|

Cancel Button

Click the *Cancel* button on the Merchant Accounts Toolbar to exit the Merchant Accounts Tab without saving any changes you made and return to the Aldelo[®] EDC main screen.

Done Button

Click the *Done* button on the Merchant Accounts Toolbar to save any changes you made and exit the Merchant Accounts Tab.

Merchant Account Editor Tab

On the Merchant Account Editor Tab, you may create new, edit existing, hide, or delete merchant accounts. To create a new merchant account, click the *New* button on the Merchant Accounts Toolbar to display the Merchant Account Editor Tab with most of the fields and all of the checkboxes cleared. Enter a name for this account. This name is typically the name of the business, followed by the account type name (for example, “Checkers Restaurant – Primary Credit” [excluding the quotation marks]). Next, choose an account type by making a selection from the drop-down list of the Account Type field, choose your Merchant Service Provider by making a selection from the drop-down list of the Merchant Service Provider field, and select your business type by making a selection from the drop-down list of the Business Type field. If your business

handles gratuities, select *Restaurant* as your Business Type. If your business does not handle gratuities, select *Retail* as your Business Type. If your business handles mail order/telephone order/e-commerce, select *MOTO* as your Business Type.

If you wish to change the number of seconds before the connection times out and/or the number of seconds before the response times out, enter the new values in the appropriate fields; otherwise leave the default values in these fields.


Next, select from the four checkboxes on the left side of the form, as appropriate.

The *Active Account* checkbox indicates that the account is currently in use by your business.

The *Enable Tracing* checkbox, when selected, allows Aldelo® EDC to create a log file that may be used by the Aldelo Technical Support team should you have a problem with the software.

The *Hide Account* checkbox is used to change the account status to inactive. This checkbox is used when you change your Merchant Service Provider or change accounts within the same Merchant Service Provider. The account is hidden and not deleted because there may still be a need to retrieve historical transactions from the account.

The *Demo Mode* checkbox allows Aldelo® EDC to be used for training purposes. Any transactions completed in Demo Mode are not submitted for payment (**See warning, below**).

| | |
|---|---|
|  | <p>WARNING: Demo Mode is to be used for training purposes only! DO NOT ENABLE DEMO MODE UNLESS IT IS UNDER THE SUPERVISION OF THE ALDELO TECHNICAL SUPPORT STAFF VIA LIVEMEETING. When in Demo Mode, credit card transactions are not processed against a live merchant account. Likewise, such charges are NOT posted against the customer's credit card. As a result, this merchant account does NOT receive any funds from activities processed in Demo Mode. If you use Demo Mode for training purposes, <u>DO NOT</u> forget to uncheck the <i>Demo Mode</i> checkbox when you are finished training and wish to return to Live Mode.</p> |
|---|---|

If you are in a tax jurisdiction that requires a second level of taxation, contact Aldelo Technical Support for instructions on how to use the two fields to the right of the checkboxes on the lower portion of this screen.

Enter the settings information on the right side of the screen as necessary. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. This information is dependent upon the Merchant Service Provider selected. Please note that the fields displayed on this screen may vary widely, depending on the installed version of Aldelo[®] EDC and the selection made in the Merchant Service Provider field. If necessary, contact your Merchant Service Provider for help in filling in these fields (See Figure 4-155).

The screenshot shows the 'Merchant Account Editor' window with the following fields and controls:

- Account Name:** Checkers Restaurant - Gift Cards (with 'abc' button)
- Account Type:** Gift Processing Account (dropdown)
- Merchant Service Provider:** TSYS (Pax Valuetec) (dropdown)
- Business Type:** Restaurant (dropdown)
- Active Account:**
- Enable Tracing:**
- Hide Account:**
- Demo Mode:**
- Connect Time Out:** 30 (with 'abc' button)
- Response Time Out:** 30 (with 'abc' button)
- Devices List:** (empty field with 'abc' button)
- Prompt Tip (Y/N):** N (with 'abc' button)
- Setup Button:** A button labeled 'Setup' is located at the bottom right of the main form area.

The bottom toolbar contains: Merchant Accounts, New, Save, Cancel, and Done.

Figure 4-155

If the screen under the Merchant Account Editor tab displays a *Setup* button like the one depicted below, click the *Setup* button to enter your processor settings information (See Figure 4-156).

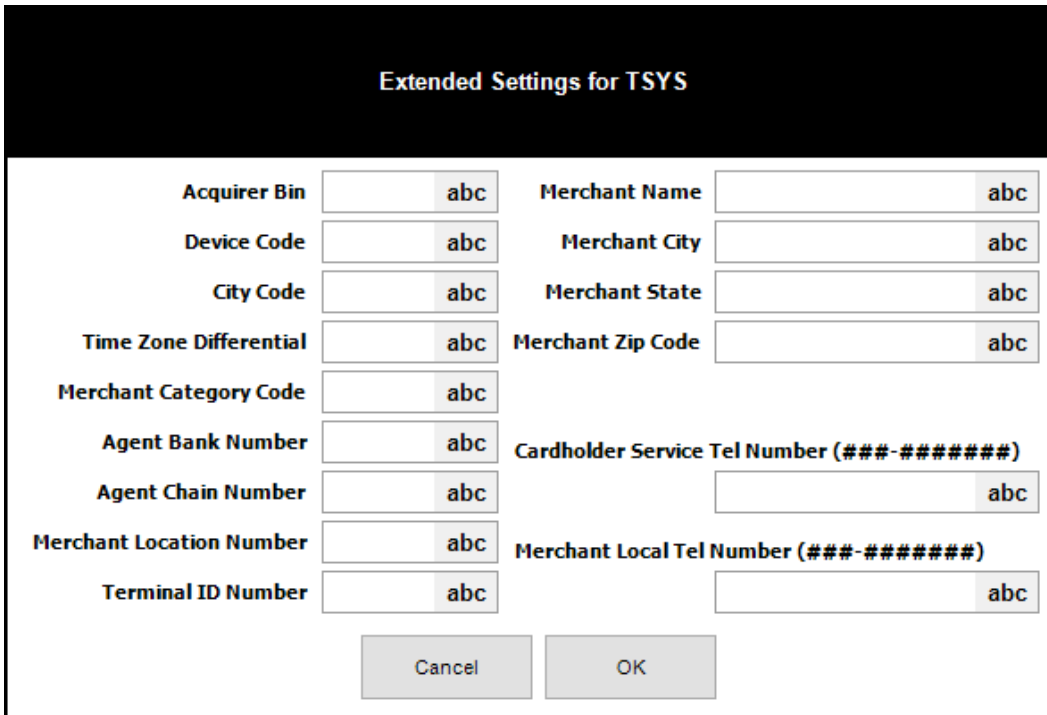
This screenshot is similar to Figure 4-155 but shows a different set of fields and a circled 'Setup' button:

- Account Name:** Checkers Restaurant - Primary Credit xx (with 'abc' button)
- Account Type:** Primary Credit Card Merchant Account (dropdown)
- Merchant Service Provider:** TSYS (Classic) (dropdown)
- Business Type:** Restaurant (dropdown)
- Active Account:**
- Enable Tracing:**
- Hide Account:**
- Demo Mode:**
- Level II Tax Percent:** (empty field with 'abc' button)
- Level II Code Length:** (empty field with 'abc' button)
- Connect Time Out:** 30 (with 'abc' button)
- Response Time Out:** 30 (with 'abc' button)
- Store Number:** (empty field with 'abc' button)
- Merchant Number:** (empty field with 'abc' button)
- Terminal Number:** (empty field with 'abc' button)
- AuthorizationHost:** (empty field with 'abc' button)
- Authorization Port:** (empty field with 'abc' button)
- Extended Merchant Data:** (empty field with 'abc' button)
- CertificateHost:** (empty field with 'abc' button)
- Extended Account Data:** (empty field with 'abc' button)
- Setup Button:** A button labeled 'Setup' is circled in black at the bottom right of the main form area.

The bottom toolbar contains: Merchant Accounts, New, Save, Cancel, and Done.

Figure 4-156

On the following window, enter your processor settings. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Again, this information is dependent upon the Merchant Service Provider selected. Contact your Merchant Service Provider for help in filling in these fields (See Figure 4-157).



The image shows a dialog box titled "Extended Settings for TSYS". It contains several input fields, each with a small "abc" button to its right. The fields are arranged in two columns. The left column includes: Acquirer Bin, Device Code, City Code, Time Zone Differential, Merchant Category Code, Agent Bank Number, Agent Chain Number, Merchant Location Number, and Terminal ID Number. The right column includes: Merchant Name, Merchant City, Merchant State, Merchant Zip Code, Cardholder Service Tel Number (###-#####), and Merchant Local Tel Number (###-#####). At the bottom of the dialog are two buttons: "Cancel" and "OK".

Figure 4-157

Once you have completed entry of the required information and you are satisfied that it is correct, click the *OK* button to save the information and return to the previous screen.

Save Button

In the **Merchant Account Detail** section, click the *Save* button on the Merchant Accounts Toolbar. A confirmation message displays, indicating that your information was saved successfully. Click the *OK* button to complete the process (See Figure 4-158).

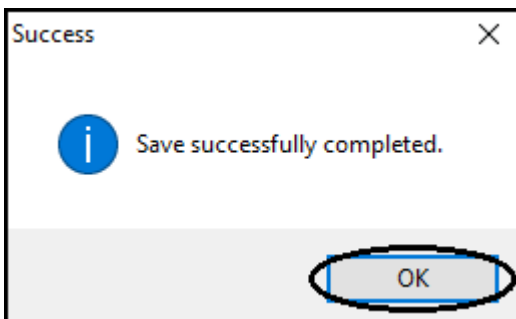


Figure 4-158

Delete, Cancel, and Done Buttons

The *Delete*, *Cancel*, and *Done* buttons of the Merchant Accounts Toolbar work identically to those accessed from the Merchant Accounts Tab (See Merchant Accounts Toolbar, above).

Aldelo® EDC allows multiple merchant accounts to be configured, but you may only designate one merchant account as active. All payment processing activities are routed to this active merchant account. Do not change the active merchant accounts unless you are aware of the results. Be sure to close the current batch of the currently active merchant account before you attempt to switch merchant accounts. Aldelo® EDC has built-in protection to prevent mistakes during an open batch. The Merchant Setup blocks out certain fields if a batch is open or any pending transactions exist. Aldelo recommends leaving the default Connect Time Out and Response Time Out values at 30, as this should be sufficient time for the supported Merchant Service Providers (these Time Out values are expressed in seconds).

Log Off

The Log Off menu item allows the user to log off of the system. This is usually used during periods when the user is away from the terminal and wants to prevent unauthorized use. To log off, simply click the *Log Off* menu item of the main menu. When the user returns and wishes to continue, he must logon again.

Performing Test Transactions with Live Credit Cards

After you have properly configured Aldelo® EDC, the next step is to perform test transactions with live credit cards against the live merchant account. Make sure that all transactions performed are using live credit cards, and that the merchant account is live as well. This test ensures that Aldelo® EDC is properly communicating with the selected Merchant Service Provider. The following is a script of tests to perform. If any of these tests yields an error, please contact your Merchant Service Provider for help in resolving the issue.

1. Perform a manual sale transaction for \$1.00 with invoice number 1.
2. Perform a swiped sale transaction for \$1.01 with invoice number 2.
3. Perform a void sale transaction for either of the sale transactions performed above.
4. Perform a pre-auth transaction for \$2.00 with invoice number 3.
5. Perform an adjust tip transaction for the above pre-auth transaction for 50¢ (if your selected Business Type is Restaurant).
6. Perform a post-auth transaction for the above pre-auth transaction.
7. Perform a void post-auth transaction for the above post-auth transaction.

8. Perform a return transaction for 50¢ with invoice number 4.
9. Perform a manual sale transaction with AVS and CVV verification for \$1.50 with invoice number 5.
10. Repeat the above test procedures for each credit card type accepted by the merchant.
11. Perform a batch close transaction.

Once these tests have been completed successfully, you are ready to go live with Aldelo® EDC. If you are using Aldelo® EDC in a stand-alone environment, you can follow the same procedures described in the test transactions above to process live credit cards in a live environment. If you are using Aldelo® EDC in an integrated environment, please refer to Chapter 9 in this manual, Using Aldelo® EDC in Integrated Mode, for more information.

Chapter 5

Administrative Tasks

System Utilities

Import & Export

The Import & Export feature allows you to copy your database data from one computer to another. From the Aldelo® EDC main screen, click the File Tab in the upper left corner of the window and then select *Import & Export* from the right side of the displayed menu (See Figure 5-1).

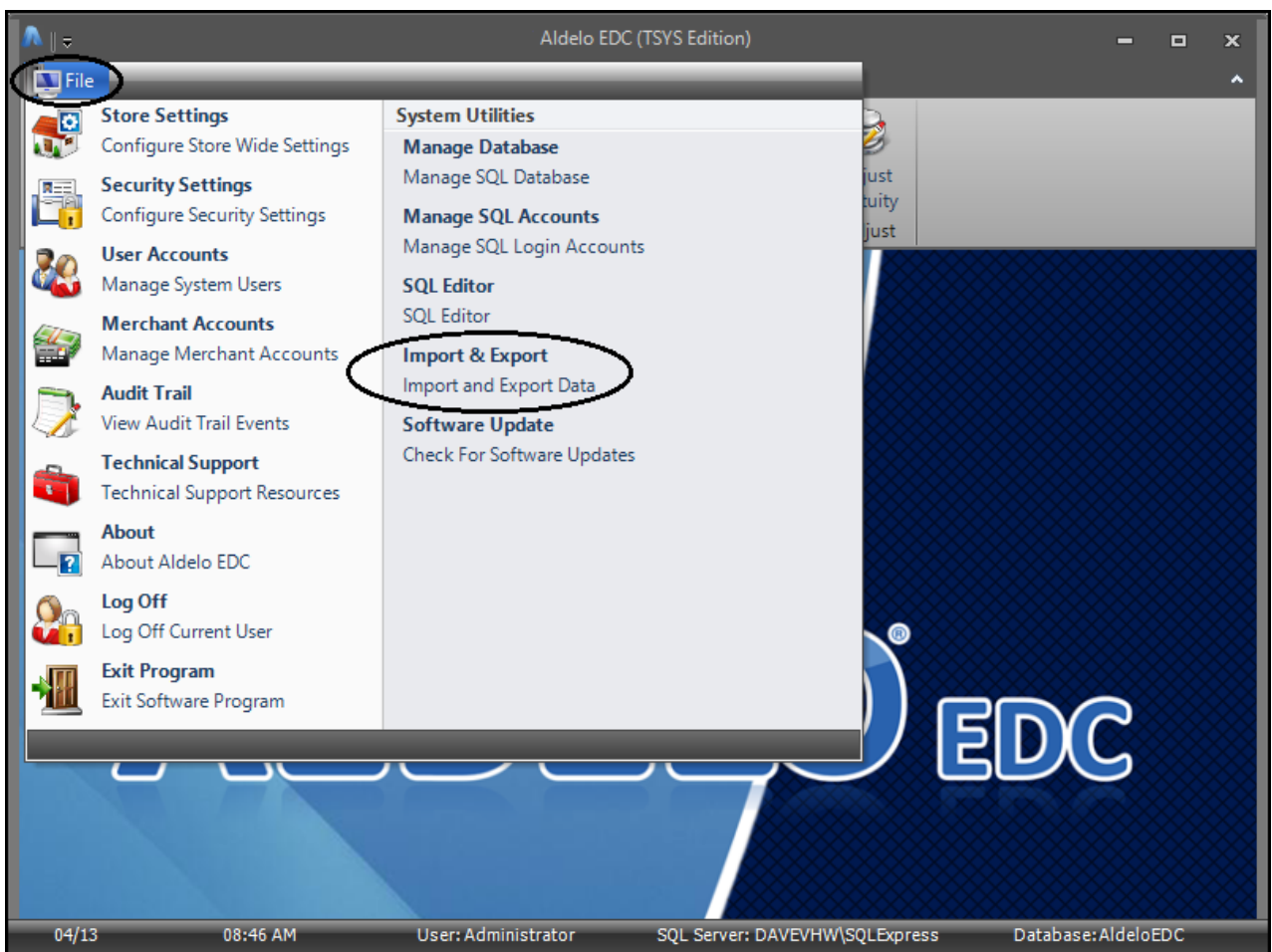


Figure 5-1

The Import & Export screen displays. On this screen you may setup the options and settings that you wish to export or import.

Export

On the Import & Export screen, choose the data and settings you wish to export by selecting the appropriate checkboxes under the **Data Transformation Settings** section. You may choose from store settings, audit logs, security settings, and merchant accounts. Choosing the *Select All Options* checkbox selects all of the options at once (See Figure 5-2).

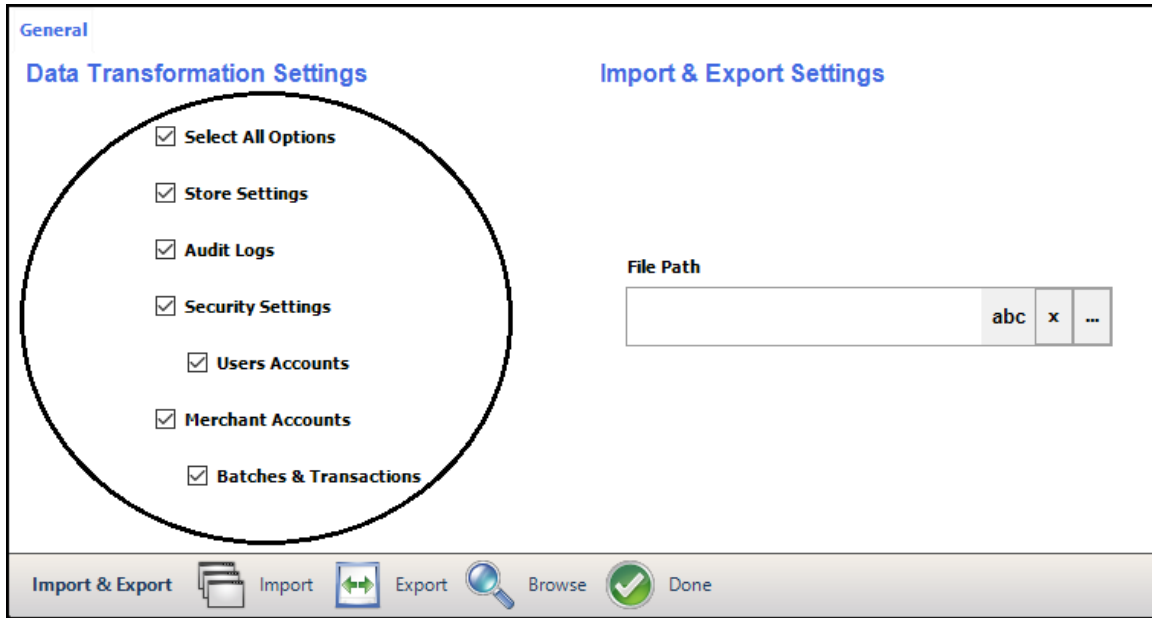



Figure 5-2

Next, click the *Navigation* button  in the File Path field to open the navigation window and then enter or navigate to the location to which you would like to export the file. If desired, click the *abc* button next to the File Path field if you wish to display the field's onscreen keyboard. Give the file a name in the File Name field and then click the *Open* button (See Figure 5-3).

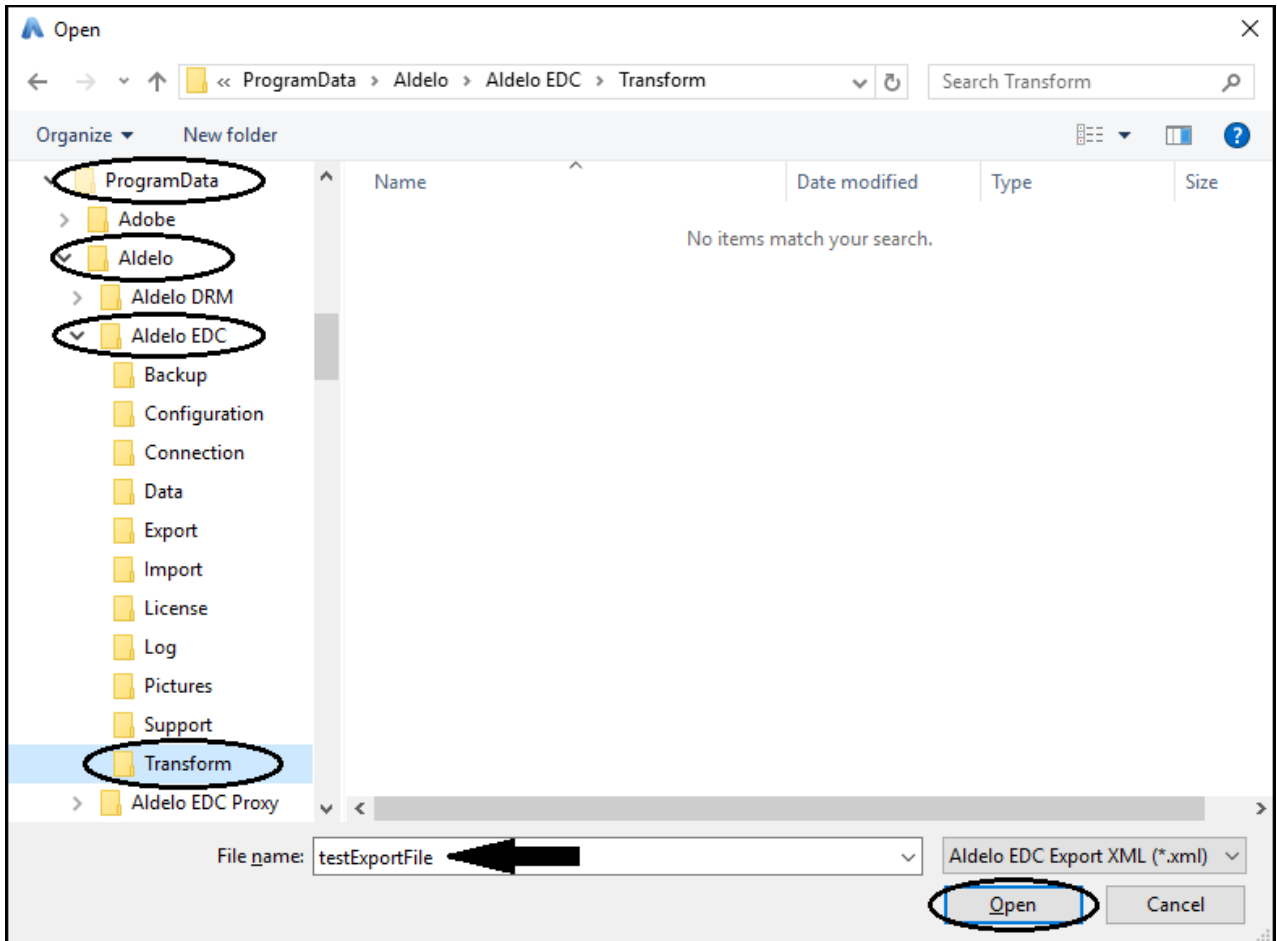


Figure 5-3

The file path and file name you just selected now appear in the File Path field. Click the *Export* button on the Import & Export Toolbar to create the file in the selected folder (See Figure 5-4).

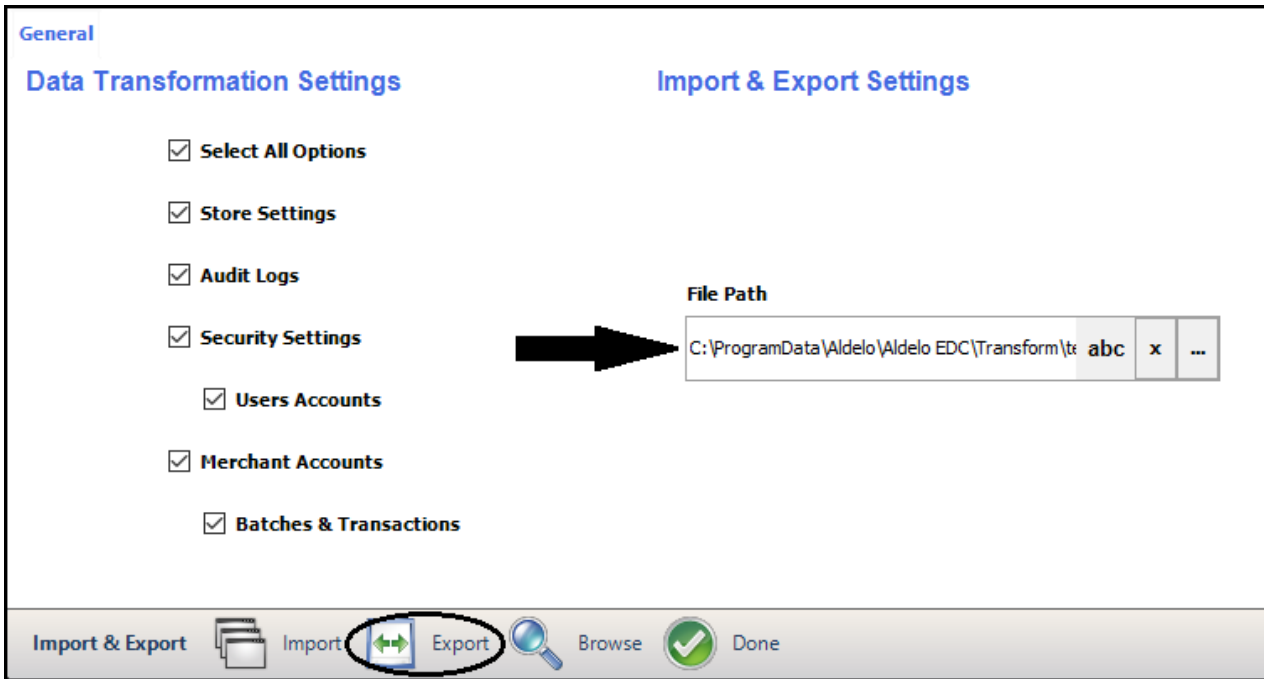


Figure 5-4

A message asks you to confirm the export of the selected file. Click the *Yes* button to continue (See Figure 5-5).

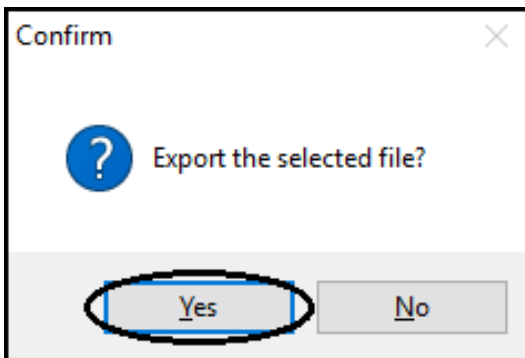


Figure 5-5

The Successful window indicates that the export is complete. Click the *OK* button to close the window (See Figure 5-6).

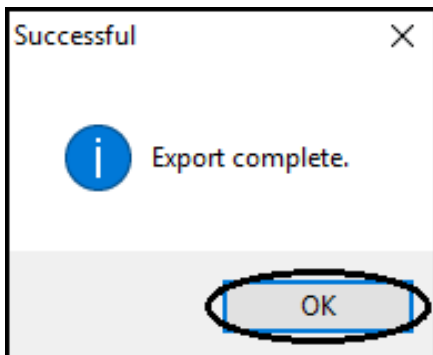



Figure 5-6

The exported file now appears in the selected folder.

Import

From the General Tab of the Import & Export screen, click the *Navigation* button  in the File Path field to open the navigation window. Enter or navigate to the location from which you wish to import the file, select the file by clicking on it, and then click the *Open* button of the navigation window. If desired, click the *abc* button next to the File Path field if you wish to display the field's onscreen keyboard. The file path and file name you just selected now appear in the File Path field. Next, choose the data and settings you wish to import by selecting the appropriate checkboxes under the **Data Transformation Settings** section. Finally, click the *Import* button on the Import & Export Toolbar (See Figure 5-7).

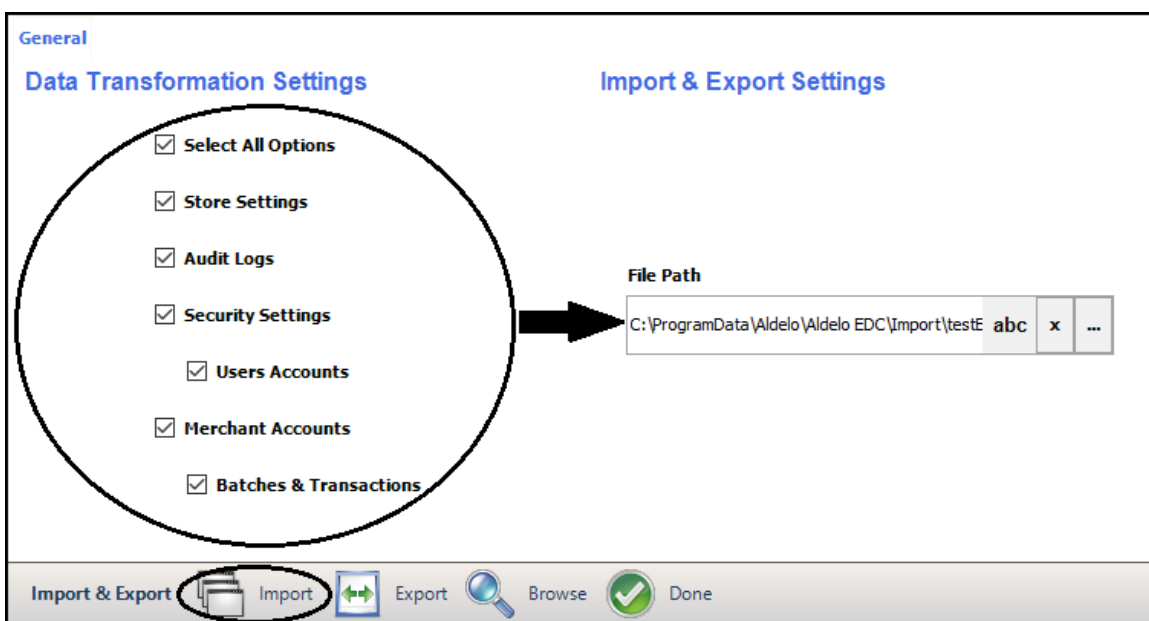


Figure 5-7

A message asks you to confirm the import of the selected data. Click the *Yes* button to continue (See Figure 5-8).

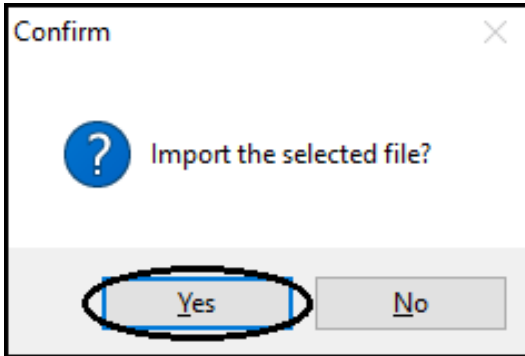


Figure 5-8

The Successful window indicates that the import is complete. Click the *OK* button to close the window (See Figure 5-9).

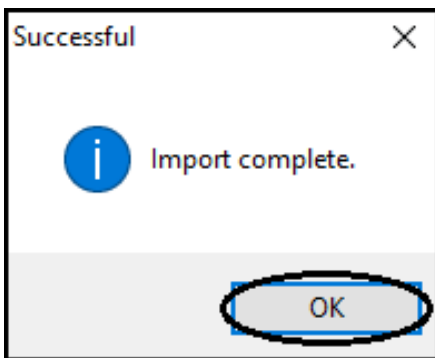


Figure 5-9

The import is now complete.

Latest Software Info

Selecting the Latest Software Info feature of Aldelo[®] EDC directs the user to the Aldelo website where the user may check for information on the latest software releases. Contact information is available by selecting the *Contact Us* option on any web page.

Request Download Links

Selecting the Request Download Links feature of Aldelo[®] EDC directs the user to a secured area of the Aldelo website that allows licensed end users with valid support contract service coverage to conveniently request new download keys for Aldelo's latest software releases. These newly

created download keys and instructions on how to download the releases are e-mailed to the licensed end users upon account verification. To begin the download request, please sign in with your Aldelo account user name and password. If you need to setup an account user name and password, please contact The Aldelo sales office. Aldelo contact information is available by selecting the *Contact Us* option on any web page.

Main Menu

Technical Support

From the Aldelo® EDC main screen, click the File Tab in the upper left corner of the window and then select *Technical Support* from the left side of the displayed menu (See Figure 5-10).

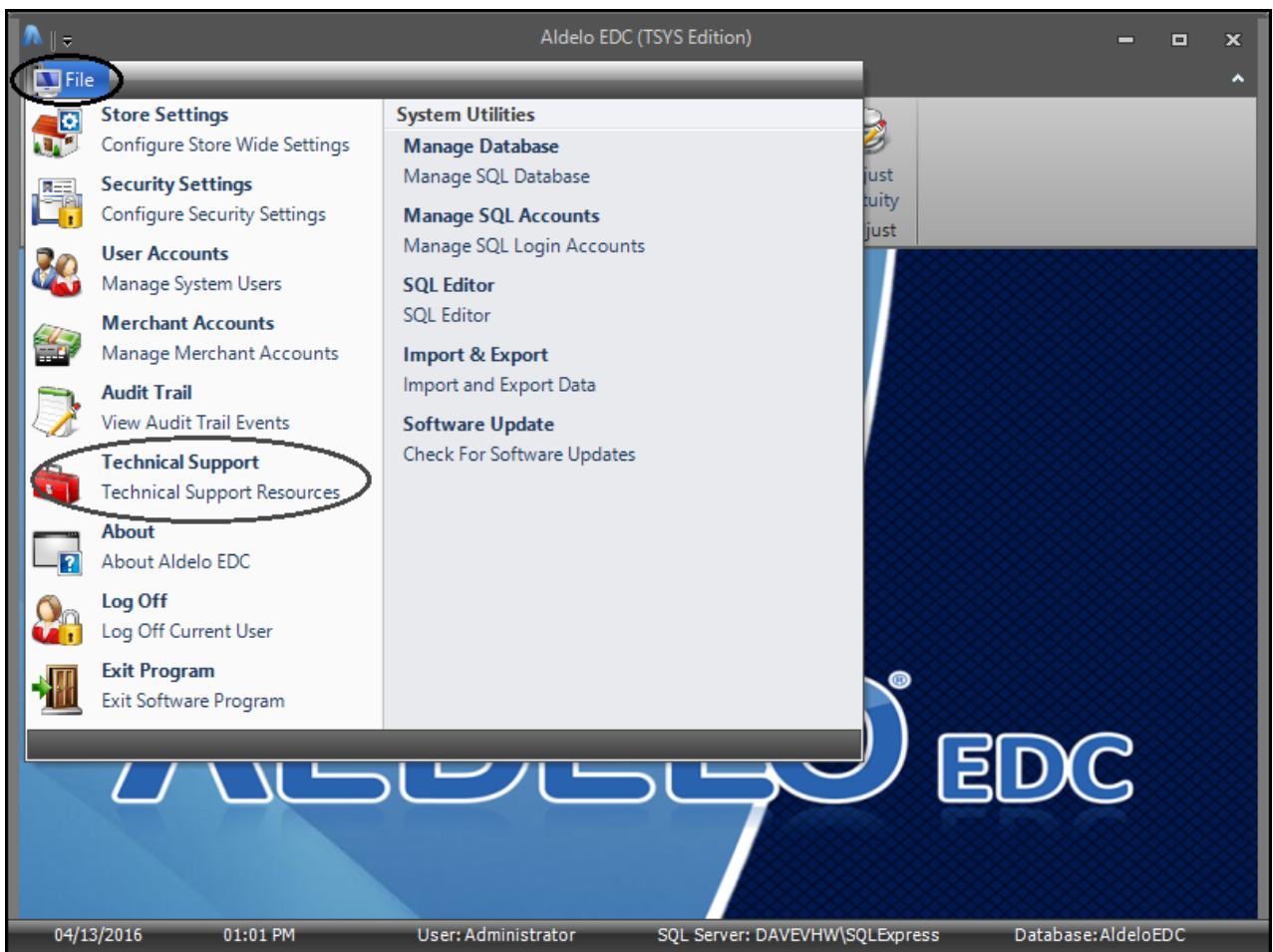


Figure 5-10

Available Providers Tab

The Technical Support screen opens to the Available Providers Tab by default. The provider listed under this tab is always the same as the edition of the software you are running (for example, the Sterling edition of Aldelo® EDC lists Sterling as the Available Merchant Service Provider). Since TSYS is used for most of the examples in this manual, it is listed in the figure below (See Figure 5-11).

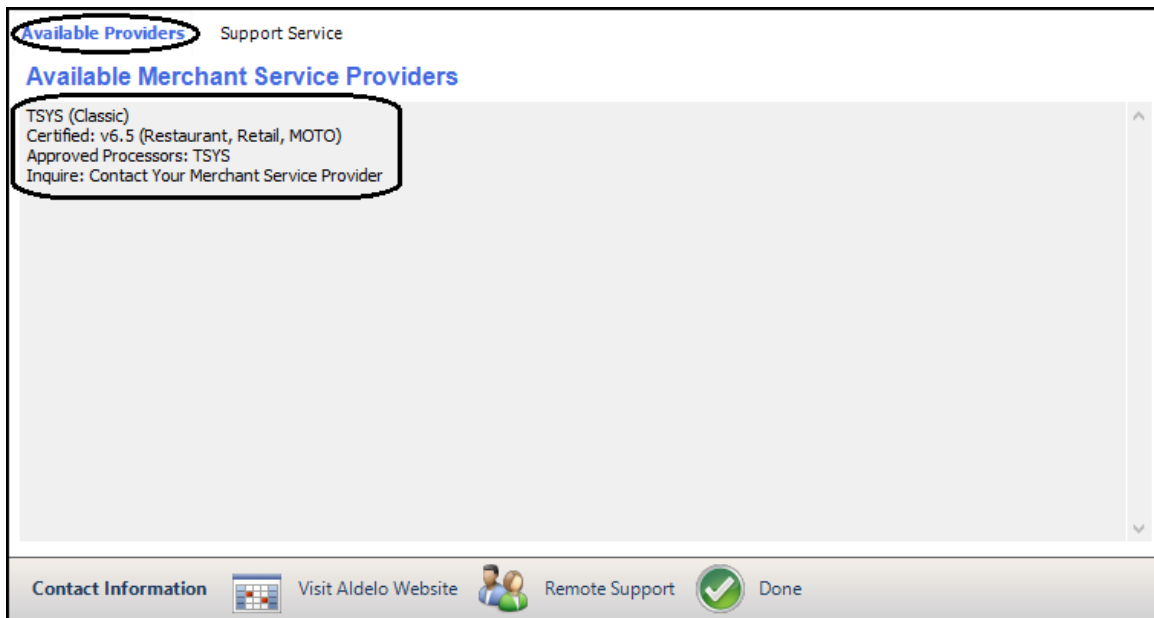


Figure 5-11

Contact Information Toolbar

Visit Aldelo Website Button

Select the *Visit Aldelo Website* button to be instantly redirected to the Aldelo, LP website. You may select the *Contact Us* button at the bottom of any webpage on the Aldelo website to view contact information for both Aldelo and its international distributors.

Remote Support Button

The *Remote Support* button should only be used under the supervision of the Aldelo Technical Support department. The remote support feature allows the Aldelo technician to remotely connect to your computer and troubleshoot issues on your behalf.

Clicking the *Remote Support* button displays the Disclaimer of Liabilities screen. Please read the disclaimer carefully. If you agree with the disclaimer and wish to continue with remote support, click the *Yes* button. If you do not agree with the disclaimer, click the *No* button (See Figure 5-12).

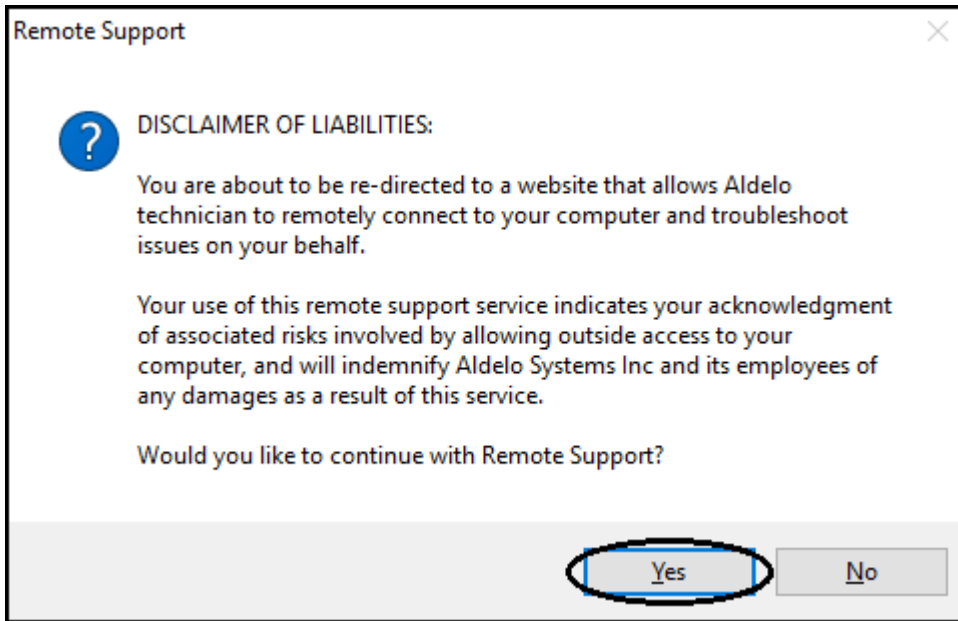
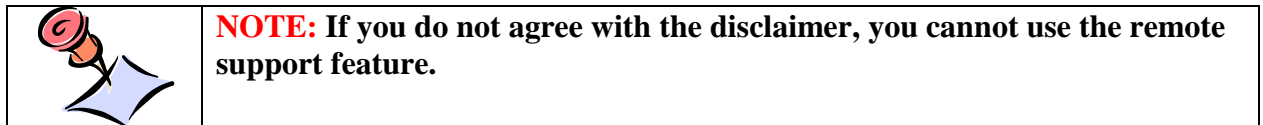


Figure 5-12



Done Button

Select the *Done* button to close the technical support screen and return to the main screen of Aldelo® EDC.

Support Service Tab

The Support Service Tab displays two sections: the **Aldelo Support Contact Information** section and the **Merchant Service Provider Contact** section. Contact information for Aldelo technical support and the active Merchant Service Provider’s technical support are listed here, respectively (See Figure 5-13).

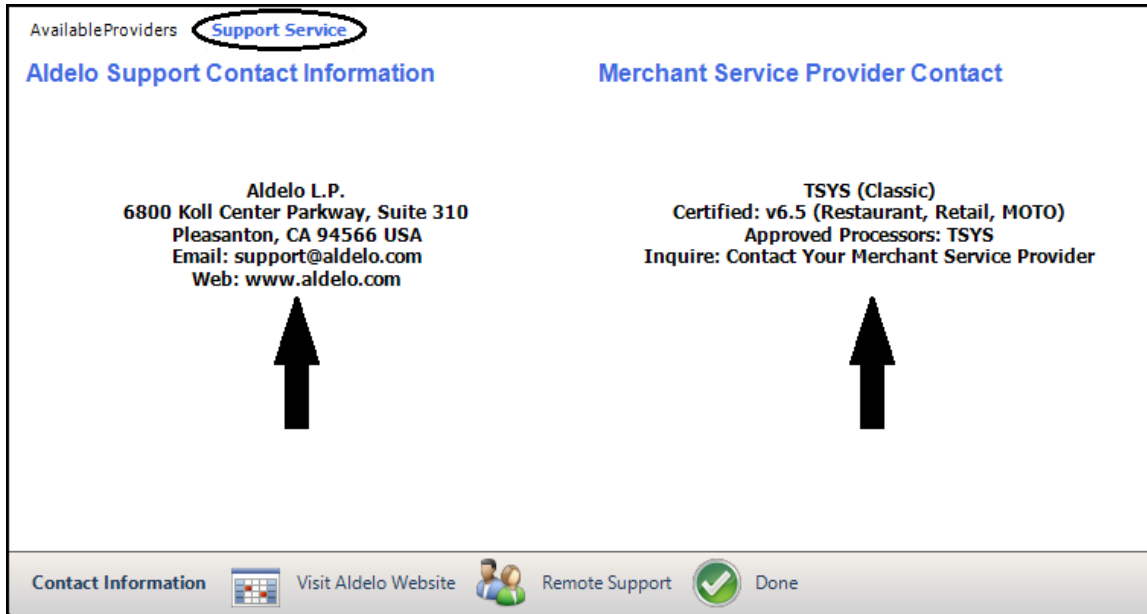


Figure 5-13

Visit Aldelo Website, Remote Support, and Done Buttons

The *Visit Aldelo Website*, *Remote Support*, and *Done* buttons of the Contact Information Toolbar work identically to those accessed from the Available Providers Tab (See Contact Information Toolbar, above).

About

From the Aldelo® EDC main screen, click the File Tab in the upper left corner of the window and then select the *About* option from the left side of the displayed menu (See Figure 5-14).

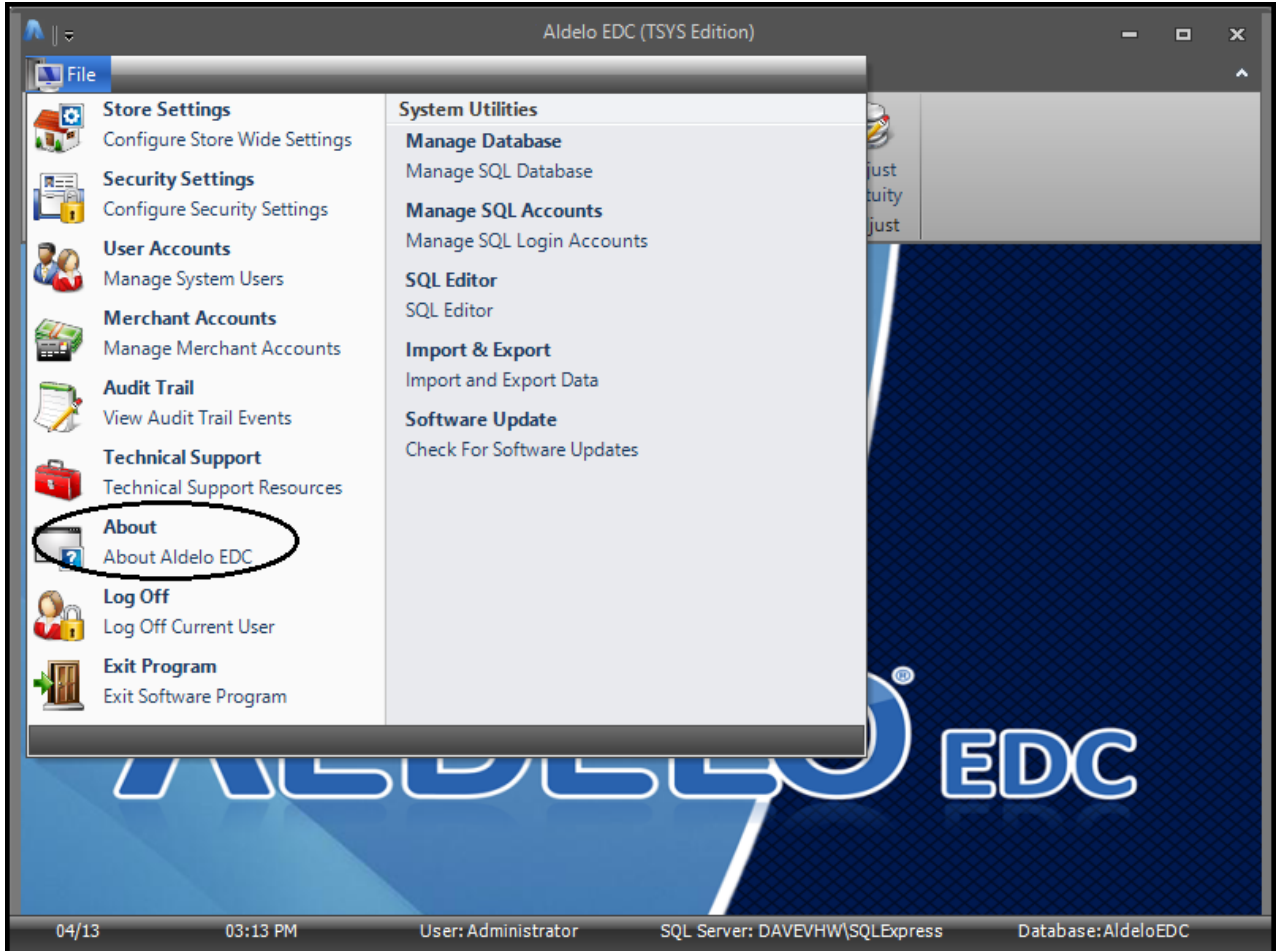


Figure 5-14

The About Aldelo® EDC screen displays information on the product version, the database version, the web services version, and the copyright. Click the *Done* button when you finish viewing the information to return to the main screen of Aldelo® EDC (See Figure 5-15).

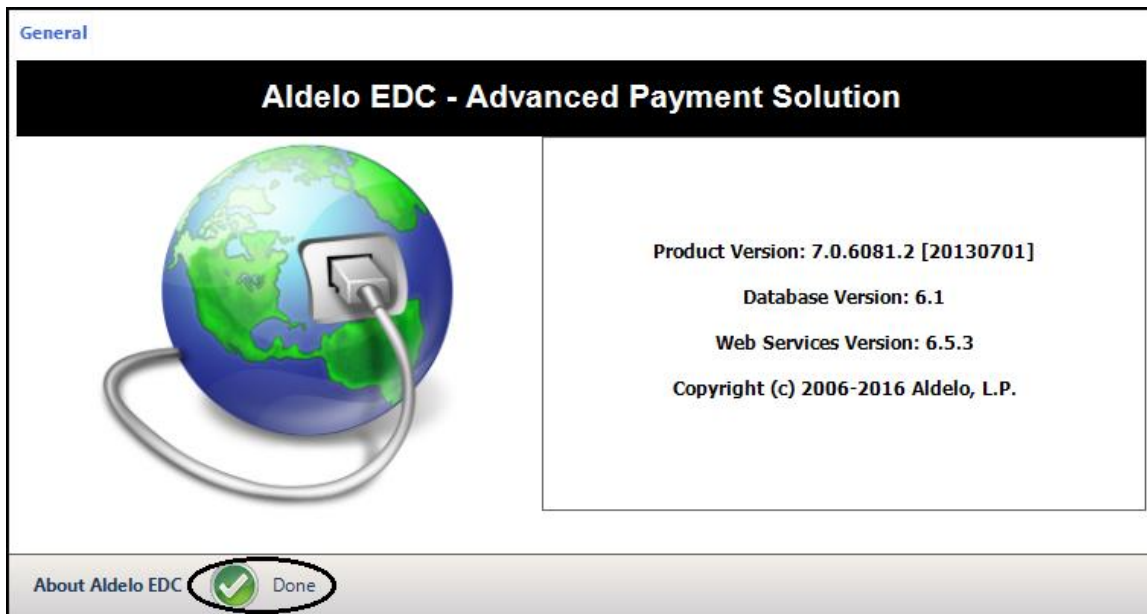


Figure 5-15

Log Off

The Log Off menu item allows the user to log off of the system. This is usually used during periods when the user is away from the terminal and wants to prevent unauthorized use. To log off, simply click the *Log Off* menu item of the main menu. When the user returns and wishes to continue, he must logon again.

Exit Program

The Exit Program menu item closes Aldelo® EDC completely. To reopen the program, you must select the *Aldelo® EDC* option from the start menu of Windows. Please note that exiting Aldelo® EDC completely disables the Daily Auto Batching capability of the software. Daily Auto Batching enables proper settlement and payment of credit card transactions from your Merchant Service Provider and your bank. Failure to perform Daily Auto Batching may result in the failure to receive funds from your bank and/or Merchant Service Provider and may prevent you from processing any further credit card transactions. **Aldelo, LP strongly recommends that you DO NOT turn off the Daily Auto Batching feature by exiting Aldelo® EDC.**

Main Screen

Batch Tab

The Batch Tab is where the user may view the current batch and close the current batch. Several reports may also be accessed from the Batch Tab. Please note that if your Merchant Service Provider controls the batching process, some of the buttons and features described below may not apply to your installation of Aldelo® EDC.

Inquire Current Batch

From time to time, you may wish to review the information in the current batch. You may access this information from the main screen by clicking on the Batch Tab and then selecting the *Inquire Current Batch* button (See Figure 5-16).

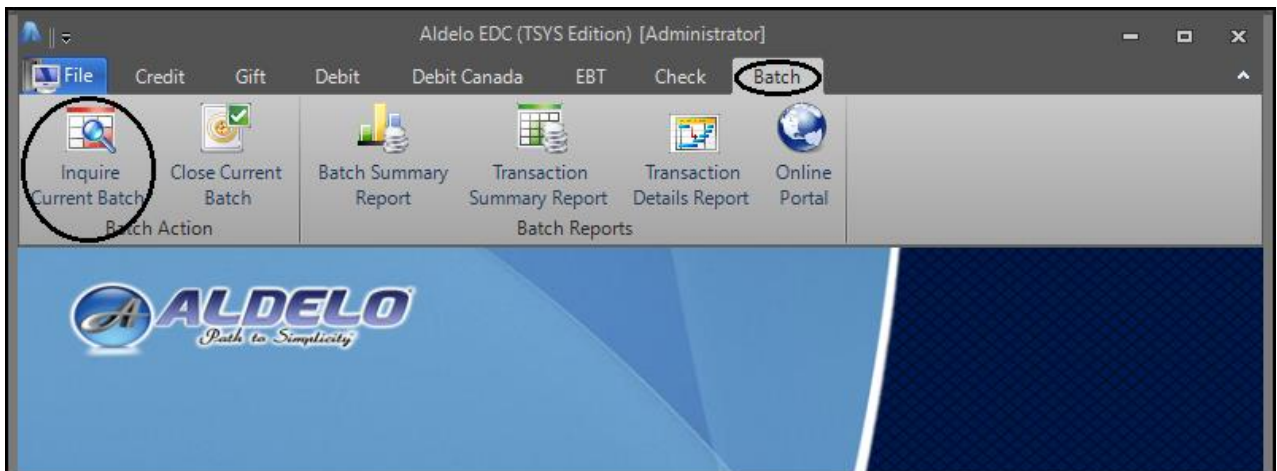


Figure 5-16

The Inquire Current Batch screen opens to the Review Transactions Tab by default.

Review Transactions Tab

Click on the Review Transactions Tab to view all pending (unsettled) transactions for the current batch. If you wish to view a summary of an individual transaction, select it from the list of transactions. The summary information displays in the box in the lower left corner of the window. Use the scroll bar to view the unseen portions at the bottom (See Figure 5-17).

The screenshot shows a software window titled "Review Transactions" with three tabs: "Review Transactions" (selected), "Trace Output", and "Summary". Below the tabs is a grey bar with the text "Drag a column header here to group by that column." Below this is a table with the following data:

| Tran. Date/Time | Tran. # | Tran. Type | Tran. Action | Invoice # | Card Type | Card # | Gratuity | Total |
|-----------------|-----------|------------|--------------|-----------|-----------|----------|----------|-------|
| 9/6 10:48... | 342574... | Credit | Sale | 54 | Visa | XXXX4242 | 0.00 | 10.20 |
| 9/6 10:47... | 171440... | Credit | Sale | 53 | Visa | XXXX4242 | 0.00 | 3.30 |
| 9/6 10:47... | 63964820 | Credit | Sale | 52 | Visa | XXXX4242 | 0.00 | 1.00 |
| 9/6 10:47... | 194070... | Credit | Sale | 51 | Visa | XXXX4242 | 0.00 | 14.00 |

Below the table is a summary box with the following information:

- Date/Time: 09-06 10:48 AM
- Tran. Number: 342574323
- Tran. Type: Sale
- Input Type: Manual
- Tran. Result: Approval
- Use Secondary Credit Card Processing Account
- Pre-Auth Amount: 10.20
- Gratuity Amount: 0.00
- Settle Amount: abc 10.20

At the bottom of the window, there is a "Transaction Selector" button with a green checkmark icon and a "Done" button.

Figure 5-17

Trace Output Tab

Clicking on the Trace Output Tab displays two separate windows: the Transaction Request Trace window and the Transaction Response Trace window. The Transaction Request Trace window displays the transaction information transmitted from the merchant to the Merchant Service Provider. The Transaction Response Trace window displays the response information transmitted from the Merchant Service Provider back to the merchant. This information is used by the Aldelo Technical Support team in diagnosing any problems that may occur (See Figure 5-18).

The screenshot shows a software interface with three tabs: "Review Transactions", "Trace Output" (which is selected and circled in red), and "Summary". Below the tabs are two side-by-side text areas for XML traces.

| Transaction Request Trace | Transaction Response Trace |
|---|--|
| <pre><?xml version="1.0"?> <EdcRequest> <RequestType>Batch</RequestType> <BatchAction>2</BatchAction> <OperatorName>Administrator</OperatorName> <BatchNumber>Demo 635140624849199578</BatchNumber> <BatchItemCount>0</BatchItemCount> <BatchTotal>0.00</BatchTotal> <CreditPurchaseCount>0</CreditPurchaseCount> <CreditPurchaseAmount>0.00</CreditPurchaseAmount> <CreditReturnCount>0</CreditReturnCount> <CreditReturnAmount>0.00</CreditReturnAmount> <DebitPurchaseCount>0</DebitPurchaseCount> <DebitPurchaseAmount>0.00</DebitPurchaseAmount> <DebitReturnCount>0</DebitReturnCount> <DebitReturnAmount>0.00</DebitReturnAmount> <PerformQuery>False</PerformQuery> <ReferenceID /> </EdcRequest></pre> | <pre><?xml version="1.0"?> <EdcResponse> <RequestType>Batch</RequestType> <Result>1</Result> <ResponseOrigin>1</ResponseOrigin> <ClientResponse>999999</ClientResponse> <ProviderResponse>9999</ProviderResponse> <ResponseText>Demo Response </ResponseText> <BatchNumber>Demo 635140624849355578</BatchNumber> <BatchItemCount>0</BatchItemCount> <BatchTotal>0.00</BatchTotal> <CreditPurchaseCount>0</CreditPurchaseCount> <CreditPurchaseAmount>0.00</CreditPurchaseAmount> <CreditReturnCount>0</CreditReturnCount> <CreditReturnAmount>0.00</CreditReturnAmount> <DebitPurchaseCount>0</DebitPurchaseCount> <DebitPurchaseAmount>0.00</DebitPurchaseAmount> <DebitReturnCount>0</DebitReturnCount> <DebitReturnAmount>0.00</DebitReturnAmount> <ProcessorControlNumber /></pre> |

At the bottom of the interface, there is a "Transaction Selector" with a green checkmark icon and the text "Done".

Figure 5-18

Summary Tab

Clicking on the Summary Tab displays your transaction count and total dollar amount for the unsettled transactions in your current batch. This feature is useful when you want a brief up-to-the-minute snapshot of how your business is doing for the day (See Figure 5-19).

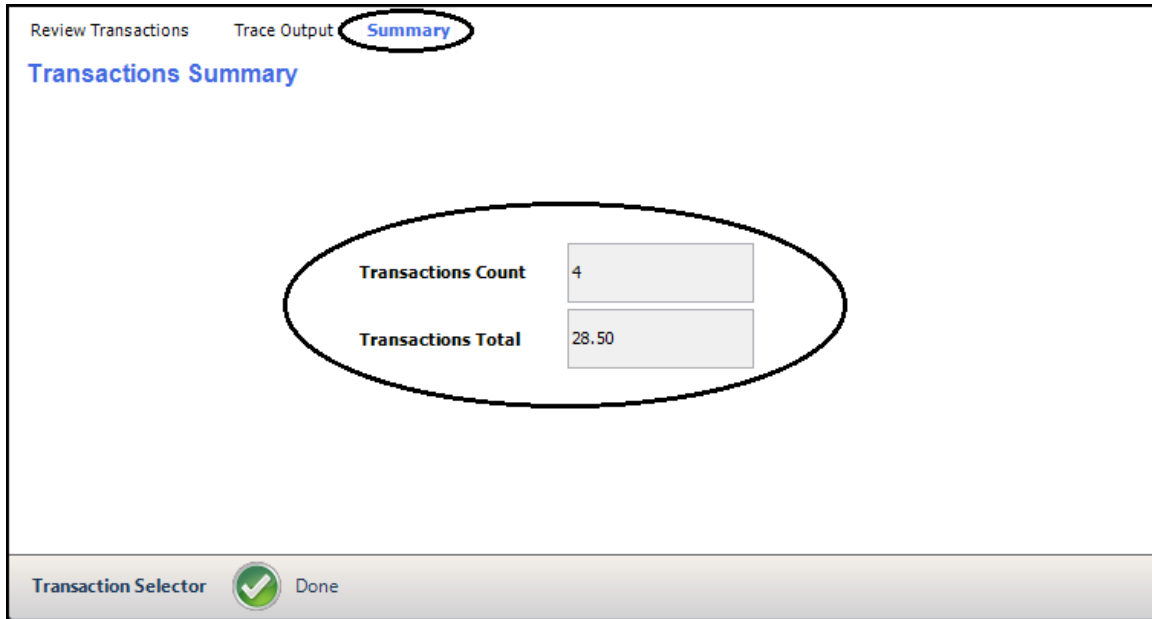


Figure 5-19

Transaction Selector Toolbar

The button on the Transaction Selector Toolbar is available to the user under all three tabs of the Inquire Current Batch screen.

Done Button

Click the *Done* button on the Transaction Selector Toolbar to exit the current window and return to the Aldelo® EDC main screen (See Figure 5-20).



Figure 5-20

Close Current Batch

From time to time, you may have a need to close the current batch manually. You may do so from the main screen of Aldelo® EDC by clicking on the Batch Tab and then selecting the *Close Current Batch* button (See Figure 5-21).

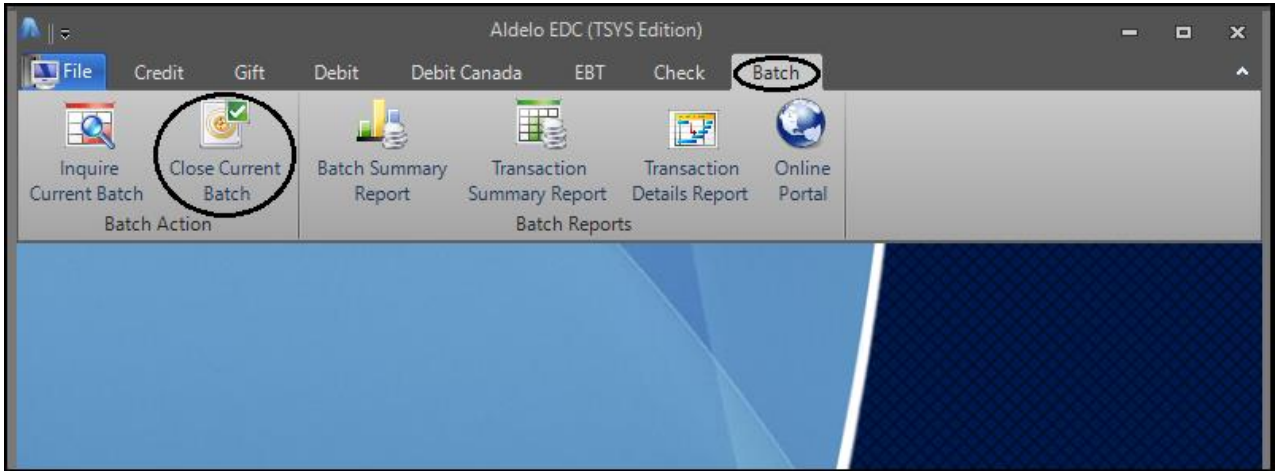


Figure 5-21

The Close Current Batch screen opens to the Close Batch Tab by default. Click the *Close Primary Merchant* button on the Batch Settlement Toolbar to initiate the close (See Figure 5-22).

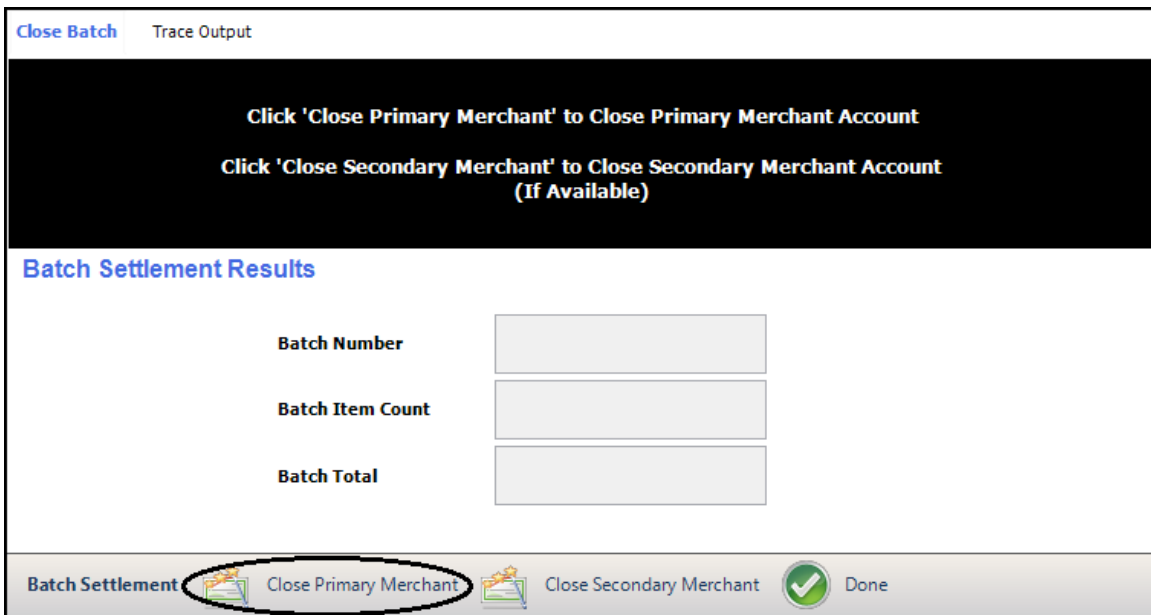



Figure 5-22

A batch close should be performed on a daily basis. Closing a batch settles pending transactions and initiates the funds transfer process. Aldelo® EDC prevents transactions from being processed if there are any open transactions older than 48 hours. This prevents further processing errors if the merchant does not close his batches frequently. Merchant Service Providers usually assess non-

qualifying fees if the merchant does not close his batch within 24 hours after the first transaction in the batch. Therefore, Aldelo recommends that all merchants close their batches at the end of their business day or pick a time of day to close their batches automatically on a daily basis. For information on closing your batch automatically in Aldelo® EDC, see the subsection titled **Application Settings** under the General Tab of the Store Settings menu item of the **Main Menu** section in Chapter 4 of this manual.

| | |
|---|--|
|  | <p>NOTE: Certain Merchant Service Providers may inadvertently Post-Authorize some of your transactions or your open batch may be settled automatically by your Merchant Service Provider because they have an arbitrary daily cutoff time by which your batch must close. If one of these situations applies to you, your batch may become out of sync with that of your Merchant Service Provider and you may need to close the batch. Please Contact Aldelo Technical Support for instructions on how to close your batch manually.</p> |
|---|--|

Close Batch Tab

Click on the Close Batch Tab to view the results of your settlement of the current batch. The three blank fields in the **Batch Settlement Results** section are populated when the approval response is received from your Merchant Service Provider. It is **not** necessary to enter any information manually into these three blank fields (see Figure 5-23).

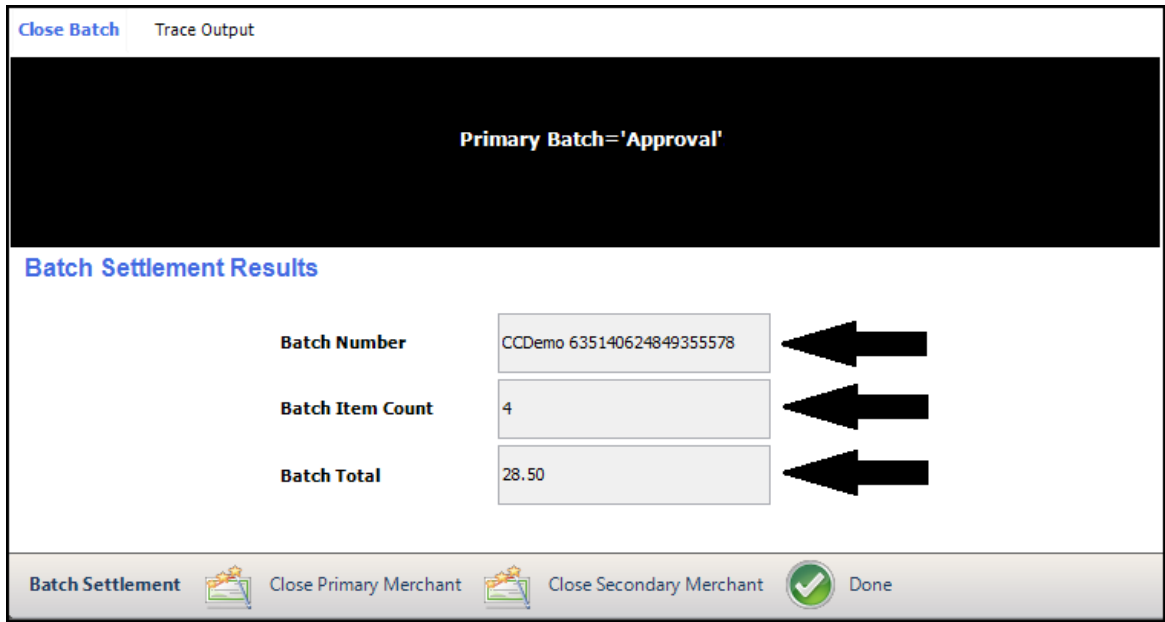


Figure 5-23

Trace Output Tab

Clicking on the Trace Output Tab displays two separate windows; the Transaction Request Trace window and the Transaction Response Trace window. The Transaction Request Trace window displays the batch close information transmitted from the merchant to the Merchant Service Provider. The Transaction Response Trace window displays the batch close response information transmitted from the Merchant Service Provider back to the merchant. This information is used by the Aldelo Technical Support team in diagnosing any problems that may occur (See Figure 5-24).

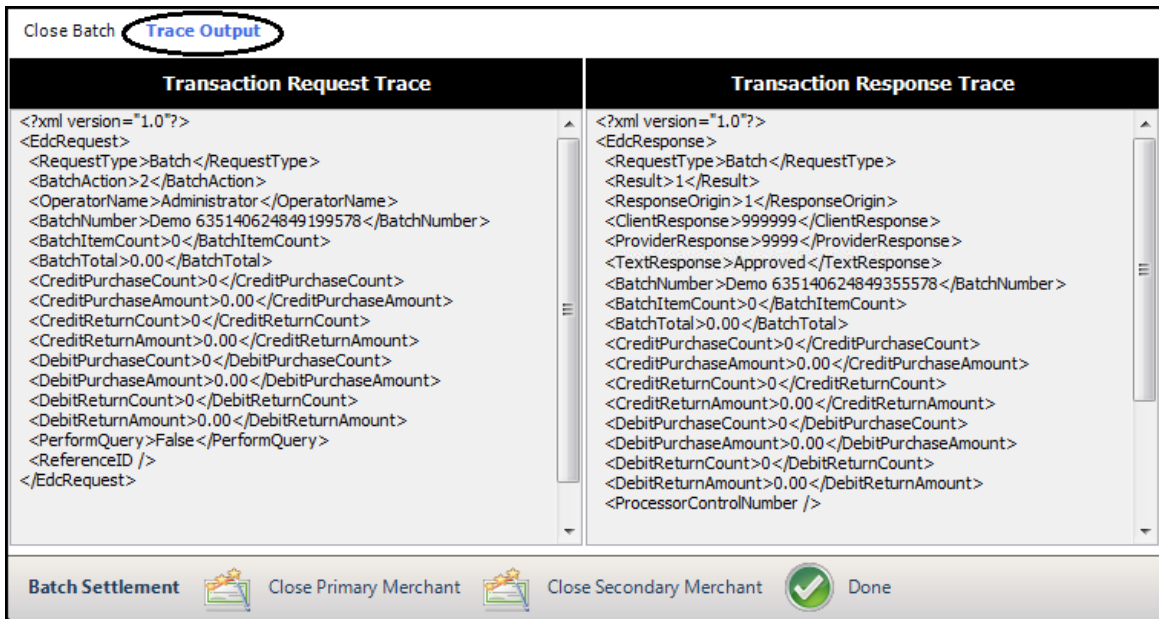


Figure 5-24

Batch Settlement Toolbar

Close Primary Merchant Button

When you are ready to close your batch manually, click the *Close Primary Merchant* button to send the batch close information to your Merchant Service Provider. After a few moments (depending on your connection speed), the **Batch Settlement Results** section displays the batch close information under the Close Batch Tab.

Close Secondary Merchant Button

If you setup a secondary merchant account, the Batch Settlement Toolbar displays an additional *Close Secondary Merchant* button. Use this button if you wish to close the batch for the secondary merchant account.

Done Button

Click the *Done* button on the Batch Settlement Toolbar to exit the current window and return to the Aldelo® EDC main screen.

Periodic Password Changes

As per PCI compliance requirements and general security best practices, user passwords must be changed frequently. In Aldelo® EDC, user passwords expire automatically every 90 days. The Card Encryption Password in Store Settings expires every 90 days as well. If the Card Encryption Password is expired, Aldelo® EDC cannot process any credit card transactions. If the Auto-Batch User account password expires, Aldelo® EDC cannot perform batch close functions. Although the Aldelo® EDC Client application shows a warning message when a user login password expiration date is within 14 days, Aldelo still recommends that administrators mark their calendars and change these passwords even more frequently.



TECH-TIP: If you selected the *Email Critical Error* checkbox on the **Notifications Tab in Store Settings**, new passwords are e-mailed out when they expire to prevent lockout situations. The system also e-mails reminders that the passwords are about to expire beginning 14 days before the actual expiration date. As a general security best practice, be sure to change your passwords as soon as you receive these reminder e-mails.

Chapter 6

Audit Trail

Main Menu

View Audit Trail Events

From the Aldelo® EDC main screen, click the File Tab in the upper left corner of the window and then select *Audit Trail* from the left side of the displayed menu (See Figure 6-1).

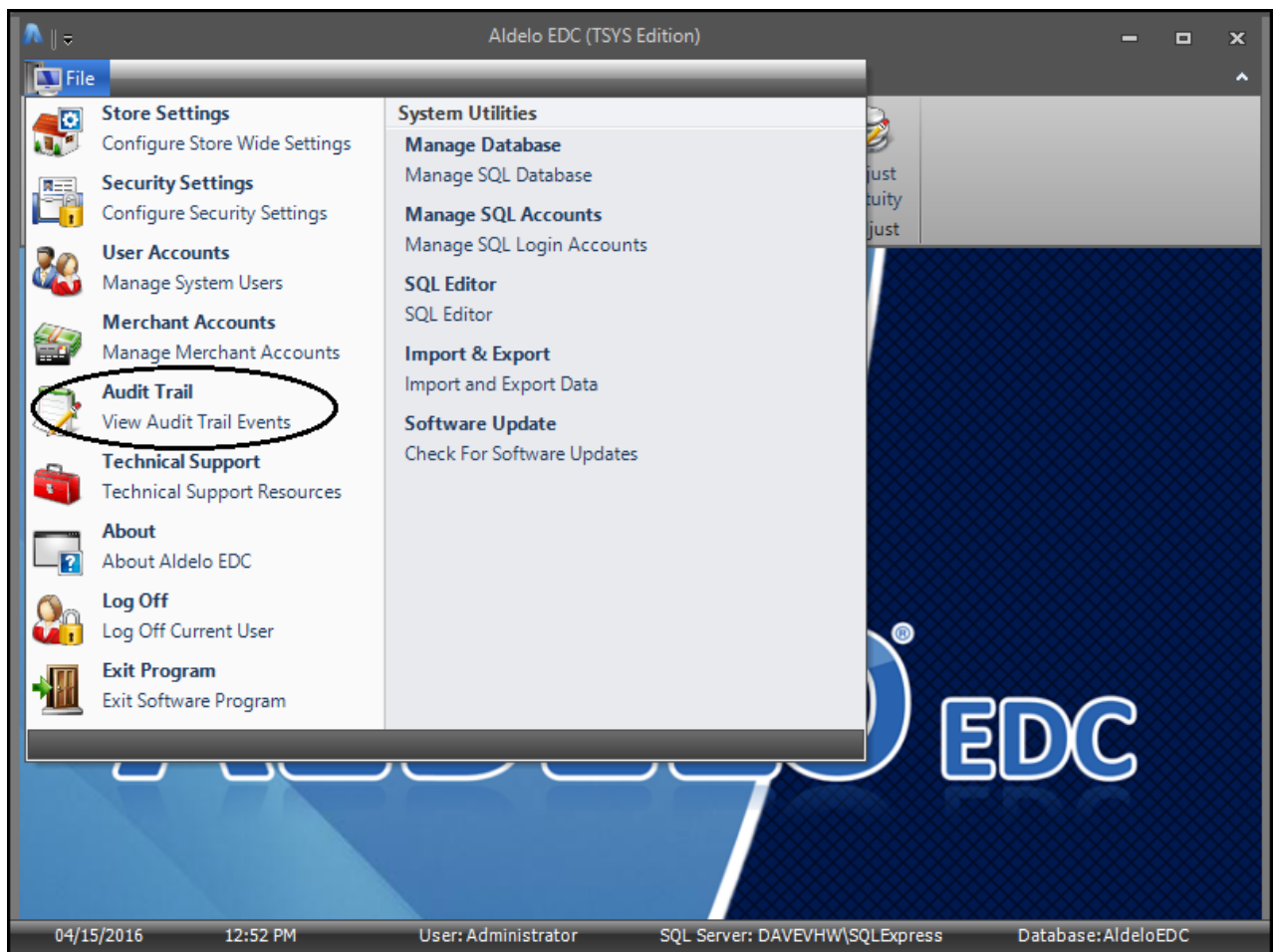


Figure 6-1

When dealing with credit cards, it is extremely important to maintain a record of all actions that are performed in the system. In Aldelo® EDC, when any action is performed, a record of that action is recorded automatically in the audit trail. While troubleshooting issues that may occur

while processing credit cards, the audit trail should be your first source of information. The audit trail is regarded as the authority for what happened with any particular transaction or batch. The items in this log are recorded verbatim from both Aldelo® EDC and the gateway or processor.

Events Tab

Click on the Events Tab to view the contents of the audit log. The events are listed in a table of several columns with each row representing an audit record. Click on an individual record in the table to view the details of the record in the fields on the right side of the screen (See Figure 6-2).

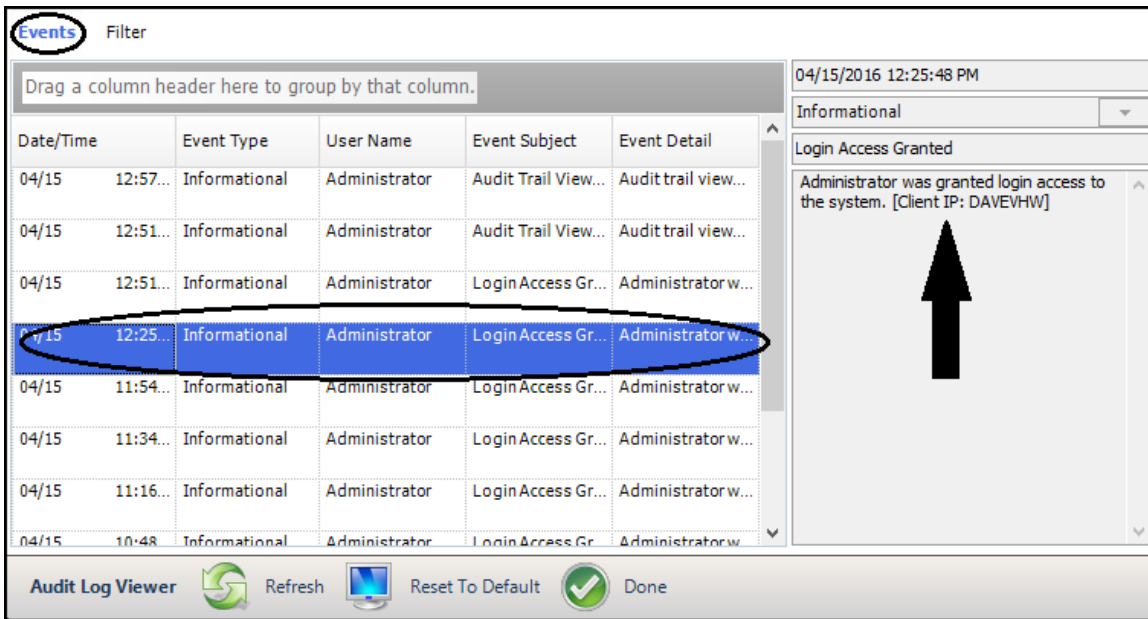


Figure 6-2

This audit trail is kept in the database for a specified period of time. This period of time may be adjusted by clicking the File Tab in the upper left corner of the main screen of Aldelo® EDC, selecting the Store Settings menu item from the main menu, and editing the value in the Audit Trail History Kept Days field of the **Applications Settings** section. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard (See Figure 6-3).

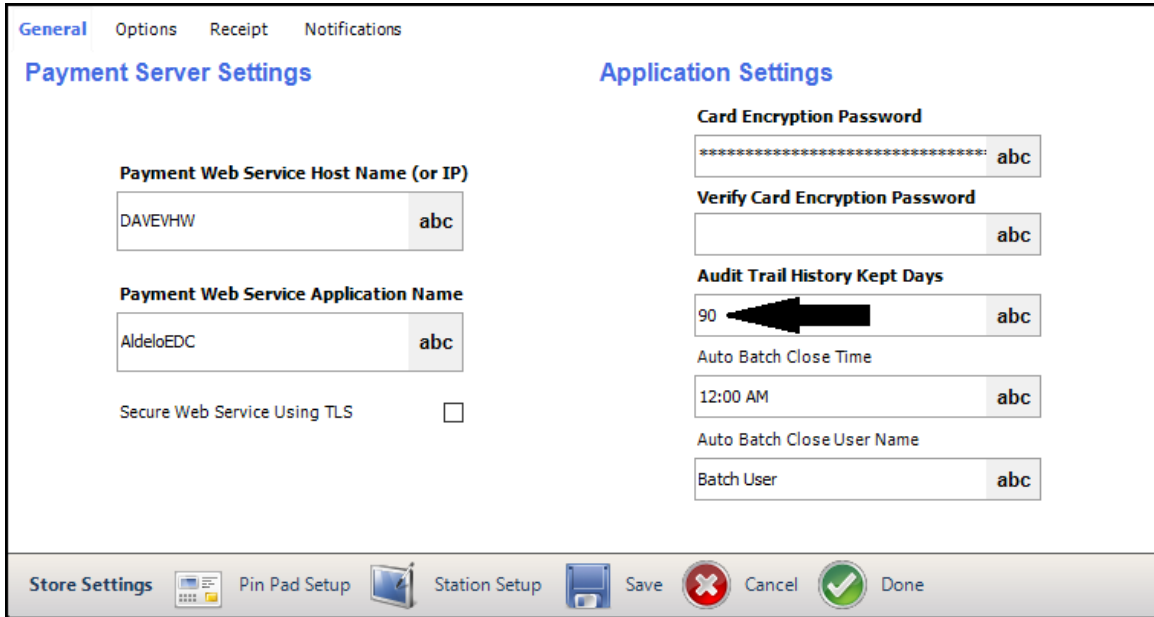


Figure 6-3

The history must be kept for a minimum of 90 days to maintain PCI compliance. (you must enter a value greater than or equal to 90 in this field; otherwise the value in the field defaults to 90). The maximum number of days is 999.

Filter Tab

To view information from dates other than the current date, you must adjust the From (Date) and To (Date) fields in the **Filter Options** section under the Filter Tab. Clicking the *down arrow* button on the right side of the text box displays a calendar control from which the desired dates may be chosen graphically. To further narrow your search, adjust the values in the From (Time) and To (Time) fields. If desired, click the *abc* buttons next to the From (Time) and To (Time) fields if you wish to display the fields' onscreen keyboards (See Figure 6-4).

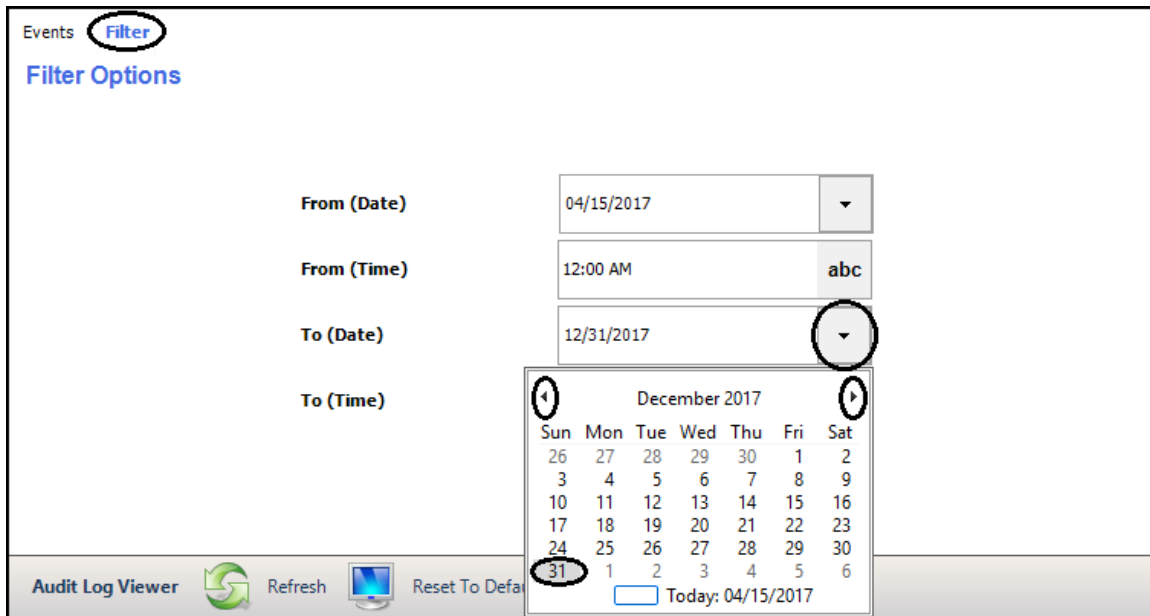


Figure 6-4

Audit Log Viewer Toolbar

The buttons on the Audit Log Viewer Toolbar are available to the user under both the Events Tab and Filter Tab of the Audit Trail screen.

Refresh Button

After changing any of the options under the Filter Tab, you must click the *Refresh* button on the Audit Log Viewer Toolbar to update the information displayed in the Audit Log. When you click the *Refresh* button while the Filter Tab is open, the display automatically returns to the Events Tab where you may view the updated Audit Log entries.

Reset To Default Button

The *Reset to Default* button reverses any changes made to the filter options under the Filter Tab. The dates revert to the current date and the From and To Times revert to 12:00 AM and 11:59 PM, respectively. If the Events Tab is open when the button is clicked, the display automatically returns to the Filter Tab. After restoring the default values, you must click the *Refresh* button again to update the Audit Log entries.

Done Button

Click the *Done* button on the Audit Log Viewer Toolbar to exit the current window and return to the Aldelo[®] EDC main screen.

Chapter 7

Reports

Main Screen

All reports in Aldelo® EDC are accessed from the main screen. Reports are accessed by clicking on the tab at the top of the screen that corresponds with the type of report that you wish to view and then selecting the specific report by clicking its button in the Reports group box.

Credit Tab

Credit card transactions are performed under the Credit Tab of the main screen of Aldelo® EDC. No reports are available under the Credit Tab. Please note that the Credit Tab does not display unless you have an active credit card merchant account that is not hidden from the screen.

Gift Tab

Transactions related to the sale and redemption of gift cards are performed under the Gift Tab of the main screen of Aldelo® EDC. Please note that the Gift Tab does not display unless you have an active gift card merchant account that is not hidden from the screen.

Reports Group Box

The Reports group box under the Gift Tab on the main screen displays a button for each available report that is related to the gift card feature.

Detail Report Button

Gift Card Details Report Tab

Select the *Detail Report* button and click on the Gift Card Details Report Tab to display the Gift Card Details Report. The report displays all gift card transactions that have occurred within the specified date range and time range. The report displays information that runs from the From Date to the To Date and from the From Time to the To Time as setup under the General Filters Tab (see below). The report lists the total dollar amount and total count for gift card issues, reloads, sales, returns, and also void transactions (See Figure 7-1).

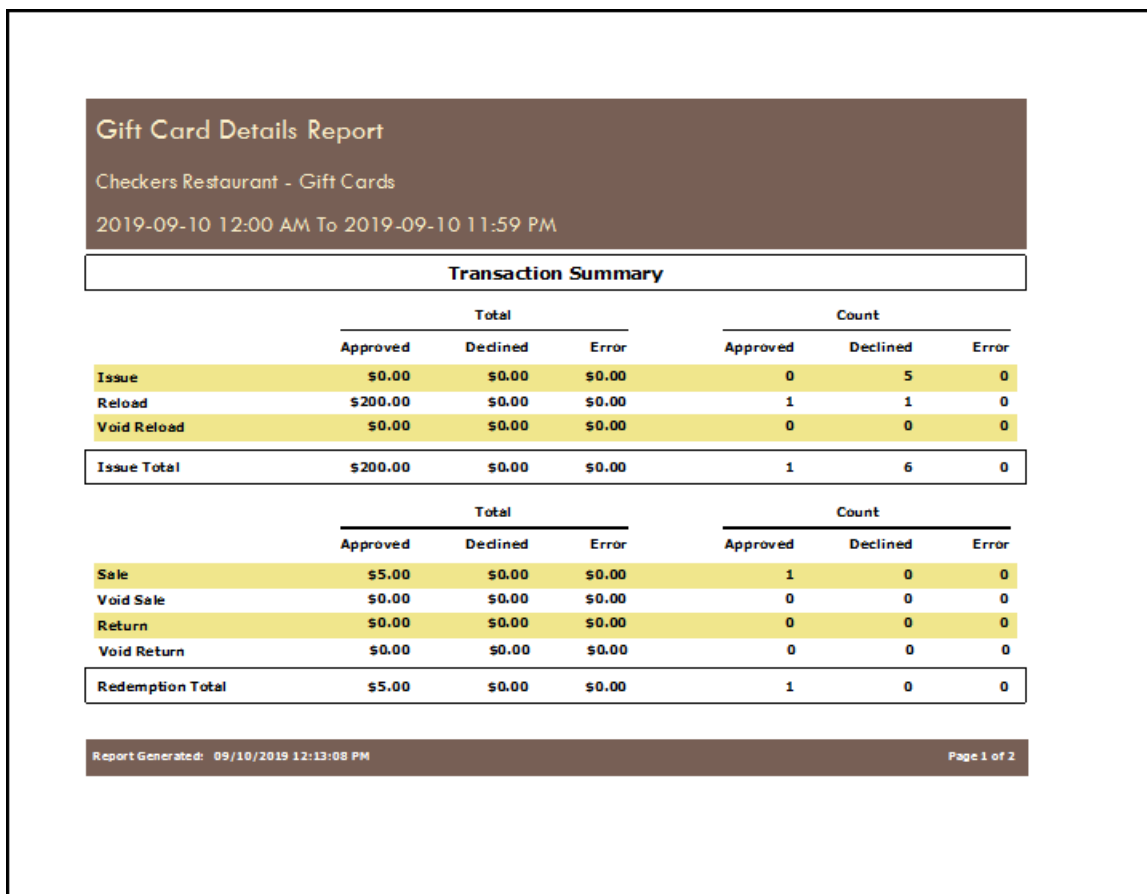


Figure 7-1

Following the Transaction Summary, the individual transactions are listed. For each transaction, the report lists the date and time, the transaction number, the operator, the action type, the result, and the transaction amount. Under the Card Number field, the report lists only the last four digits of the card number.

Account Filters Tab

If your business has multiple accounts setup for any of the account types, select the Account Filters Tab to control which account's information displays on the Gift Card Details Report. The information for only one account of each type may be displayed at one time. For example, if the merchant has two or more credit accounts setup, select the Account Filters Tab, click the *down arrow* button next to the Credit Account field, and select the account whose information you wish to view on the report. Click the *Refresh* button to implement the changes (See Figure 7-2).

Gift Card Details Report **Account Filters** General Filters Action Filters

Account Selections

| | | |
|-------------------------------|--------------------------------------|---|
| Credit Account | Checkers Restaurant - Primary | ▼ |
| Gift Account | Checkers Restaurant - Primary Credit | |
| | Checkers Restaurant - Secondary Cred | |
| Debit (US) Account | Checkers Restaurant - Debit C | ▼ |
| EBT Account | Checkers Restaurant - EBT Car | ▼ |
| Check Account | Checkers Restaurant - Persona | ▼ |
| Debit (Canada) Account | Checkers Restaurant - Canadia | ▼ |

Report Refresh Reset to Default Done

Figure 7-2

General Filters Tab

The display of the Gift Card Details Report may be further filtered by editing the selections under the General Filters Tab. The period of time that the report covers may be changed by editing the From and To Dates and the From and To Times. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Excluding transactions for all but a specific operator may be accomplished by entering the operator's name in the Operator Name field. Please note that the operator name must match exactly the way the user name is entered as he logs into the system. A specific transaction number or a specific invoice number may be displayed by entering the numbers in the respective fields. Finally, the user may filter the results to display approved, declined, or error transactions (or any combination of the above) and the sort order may be selected. Click the *Refresh* button on the Report Toolbar when finished (See Figure 7-3).

Gift Card Details Report Account Filters **General Filters** Action Filters

Filter & Sort Options

From (Date) 04/15 ▼

To (Date) 04/15 ▼

From (Time) 12:00 AM abc

To (Time) 11:59 PM abc

Operator Name abc

Transaction Number abc

Invoice Number abc

Tran. Results

Approved

Declined

Error

Sort Orders

Transaction Date/Time Tran. Re

Tran. Type

Invoice Number

Report Refresh Reset to Default Done

Figure 7-3

Action Filters Tab

The types of transactions that display under the Gift Tab may be modified by selecting or deselecting the appropriate checkboxes under the Action Filters Tab. Click the *Refresh* button when finished (See Figure 7-4).

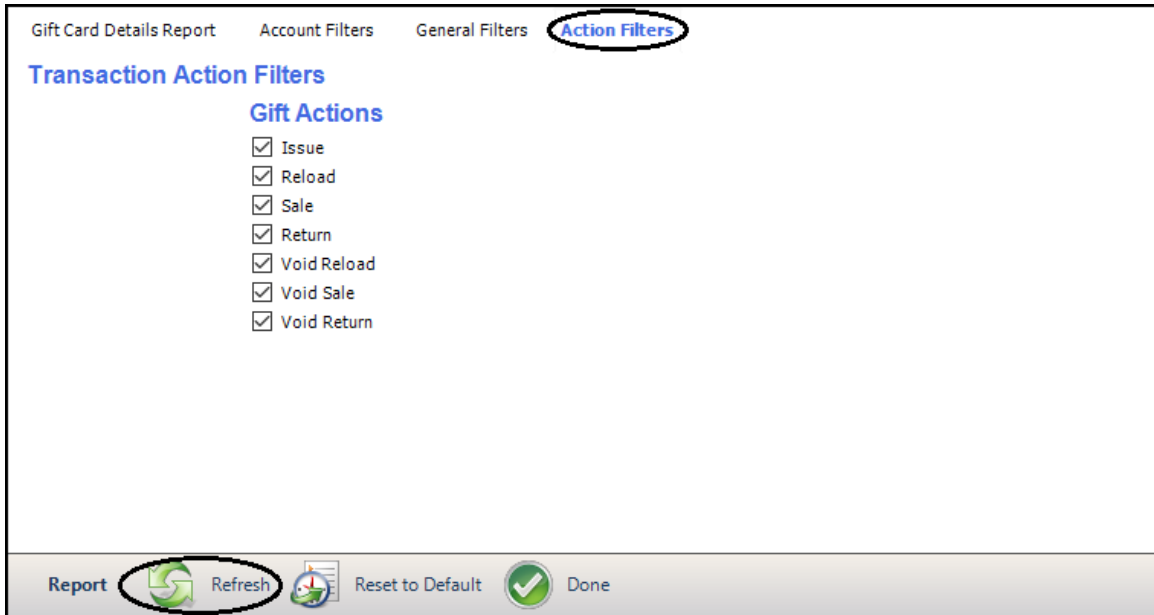


Figure 7-4

Online Portal Button

The *Online Portal* button is available under all of the tabs on the main screen except the Credit Tab. Clicking the *Online Portal* button takes the user to the Merchant Service Provider's customer service portal where he may gain access to additional reporting features and/or customer service features. Depending on which Merchant Service Provider the merchant uses, the information displayed may be different when the user clicks the *Online Portal* button under each of the tabs of the Aldelo® EDC main screen.

Report Toolbar

The buttons on the Report Toolbar are available to the user under all of the tabs of the Gift Card Details Report screen (See Figure 7-5).

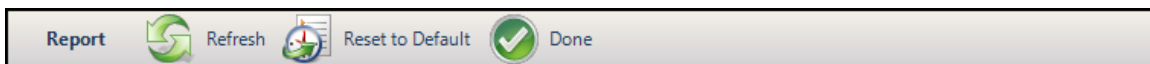


Figure 7-5

Refresh Button

Select the *Refresh* button after making changes to any of the settings under any of the filter tabs to reflect those changes in the Gift Card Details Report. Viewing the report after clicking the *Refresh* button displays the report with the changes.

Reset to Default Button

Select the *Reset to Default* button whenever you wish to cancel any changes made under the filter tabs and revert to the default settings.

Done Button

Select the *Done* button to exit any of the filter tab screens.

Debit Tab

Debit card transactions are performed under the Debit Tab of the main screen of Aldelo[®] EDC. Please note that the Debit Tab does not display unless you have an active debit card merchant account that is not hidden from the screen.

Other Group Box

No reports are available in Aldelo[®] EDC under the Debit Tab of the main screen.

Online Portal Button

The *Online Portal* button is available under all of the tabs on the main screen except the Credit Tab. Clicking the *Online Portal* button takes the user to the Merchant Service Provider's customer service portal where he may gain access to additional reporting features and/or customer service features. Depending on which Merchant Service Provider the merchant uses, the information displayed may be different when the user clicks the *Online Portal* button under each of the tabs of the Aldelo[®] EDC main screen.

Debit Canada Tab

Canadian Debit card transactions are performed under the Debit Canada Tab of the main screen of Aldelo® EDC. Please note that the Debit Canada Tab does not display unless you have an active Canadian debit card merchant account that is not hidden from the screen.

Reports Group Box

The Reports group box under the Debit Canada Tab on the main screen displays a button for each available report that is related to the Debit Canada feature.

Detail Report Button

Canadian Debit Details Report Tab

Select the *Detail Report* button and click on the Canadian Debit Details Report Tab to display the Canadian Debit Card Details Report. The report displays all Canadian debit card transactions that have occurred within the specified date range and time range. The report displays information that runs from the From Date to the To Date and from the From Time to the To Time as setup under the General Filters Tab (see below). The report lists the total dollar amount and total count for Canadian debit card sales, sales with gratuity, and returns (See Figure 7-6).

Canadian Debit Card Details Report
Checkers Restaurant - Canadian Debit
2019-09-11 12:00 AM To 2019-09-11 11:59 PM

Transaction Summary

| | Total | | | Count | | |
|--------------------|---------------|---------------|---------------|----------|----------|----------|
| | Approved | Declined | Error | Approved | Declined | Error |
| Sale | \$0.00 | \$0.00 | \$0.00 | 0 | 0 | 0 |
| Sale With Gratuity | \$0.00 | \$0.00 | \$0.00 | 0 | 0 | 0 |
| Return | \$0.00 | \$0.00 | \$0.00 | 0 | 0 | 0 |
| Total | \$0.00 | \$0.00 | \$0.00 | 0 | 0 | 0 |

Report Generated: 09/11/2019 8:15:27 AM Page 1 of 1

Figure 7-6

Following the Transaction Summary, the individual transactions are listed. For each transaction, the report lists the date and time, the transaction number, the invoice number, the action type, the result, the card number and sequence number, the gratuity, and the total dollar amount of the transaction. Under the Card Number field, the report lists only the last four digits of the card number.

Account Filters Tab

If your business has multiple accounts setup for any of the account types, select the Account Filters Tab to control which account's information displays on the Canadian Debit Card Details Report. The information for only one account of each type may be displayed at one time. For example, if the merchant has two or more credit accounts setup, select the Account Filters Tab, click the *down arrow* button next to the Credit Account field, and select the account whose information you wish to view on the report. Click the *Refresh* button to implement the changes (See Figure 7-7).

Canadian Debit Details Report **Account Filters** General Filters Action Filters

Account Selections

| | | |
|-------------------------------|--------------------------------------|---|
| Credit Account | Checkers Restaurant - Primary | ▼ |
| Gift Account | Checkers Restaurant - Primary Credit | ▼ |
| Debit (US) Account | Checkers Restaurant - Secondary Cred | ▼ |
| Debit (US) Account | Checkers Restaurant - Debit C | ▼ |
| EBT Account | Checkers Restaurant - EBT Car | ▼ |
| Check Account | Checkers Restaurant - Persona | ▼ |
| Debit (Canada) Account | Checkers Restaurant - Canadia | ▼ |

Report **Refresh** Reset to Default Done

Figure 7-7

General Filters Tab

The display of the Canadian Debit Card Details Report may be further filtered by editing the selections under the General Filters Tab. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. The period of time that the report covers may be changed by editing the From and To Dates and the From and To Times. Excluding transactions for all but a specific operator may be accomplished by entering the operator's name in the Operator Name field. Please note that the operator name must match exactly the way the user name is entered as he logs into the system. A specific transaction number or a specific invoice number may be displayed by entering the number in the respective field. Finally, the user may filter the results to display approved, declined, or error transactions (or any combination of the above), for specific card types, and the sort order may be selected. Click the *Refresh* button on the Report Toolbar when finished (See Figure 7-8).

Canadian Debit Details Report Account Filters **General Filters** Action Filters

Filter & Sort Options

From (Date) 04/15 ▾

To (Date) 04/15 ▾

From (Time) 12:00 AM **abc**

To (Time) 11:59 PM **abc**

Operator Name **abc**

Card Holder Name **abc**

Transaction Number **abc**

Invoice Number **abc**

Card Types

- Mastercard
- Visa
- American Express
- Discover
- Carte Blanche
- Diners Club
- Enroute
- JCB
- Debit Card
- EBT Card

Tran. Results

- Approved
- Declined
- Error

Sort Orders

- Transaction Date/Time Tran. Re
- Tran. Type
- Invoice Number

Report **Refresh** Reset to Default Done

Figure 7-8

Action Filters Tab

The types of transactions that display under the Debit Canada Tab may be modified by selecting or deselecting the appropriate checkboxes under the Action Filters Tab. Click the *Refresh* button when finished (See Figure 7-9).



Figure 7-9

Online Portal Button

The *Online Portal* button is available under all of the tabs on the main screen except the Credit Tab. Clicking the *Online Portal* button takes the user to the Merchant Service Provider's customer service portal where he may gain access to additional reporting features and/or customer service features. Depending on which Merchant Service Provider the merchant uses, the information displayed may be different when the user clicks the *Online Portal* button under each of the tabs of the Aldelo® EDC main screen.

Report Toolbar

The buttons on the Report Toolbar are available to the user under all of the tabs of the Canadian Debit Details Report screen (See Figure 7-10).

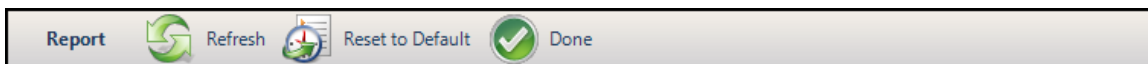


Figure 7-10

Refresh Button

Select the *Refresh* button after making changes to any of the settings under any of the filter tabs to reflect those changes in the Canadian Debit Card Details Report. Viewing the report after clicking the *Refresh* button displays the report with the changes.

Reset to Default Button

Select the *Reset to Default* button whenever you wish to cancel any changes made under the filter tabs and revert to the default settings.

Done Button

Select the *Done* button to exit any of the filter tab screens.

EBT Tab

EBT (Electronic Benefit Transfer) card transactions are performed under the EBT Tab of the main screen of Aldelo® EDC. Please note that the EBT Tab does not display unless you have an active EBT card merchant account that is not hidden from the screen.

Other Group Box

No reports are available in Aldelo® EDC under the EBT Tab of the main screen.

Online Portal Button

The *Online Portal* button is available under all of the tabs on the main screen except the Credit Tab. Clicking the *Online Portal* button takes the user to the Merchant Service Provider's customer service portal where he may gain access to additional reporting features and/or customer service features. Depending on which Merchant Service Provider the merchant uses, the information displayed may be different when the user clicks the *Online Portal* button under each of the tabs of the Aldelo® EDC main screen.

Check Tab

Check transactions are performed under the Check Tab of the main screen of Aldelo® EDC. Please note that the Check Tab does not display unless you have an active check merchant account that is not hidden from the screen.

Reports Group Box

The Reports group box under the Check Tab on the main screen displays a button for each available report that is related to the Check feature.

Detail Report Button

Check Processing Details Report Tab

Select the *Detail Report* button and click on the Check Processing Details Report Tab to display the Check Processing Details Report. The report displays all check transactions that have occurred within the specified date range and time range. The report displays information that runs from the From Date to the To Date and from the From Time to the To Time as setup under the General Filters Tab (see below). The report lists the total dollar amount and total count of check transactions authorized by either method: by driver license or by MICR (Magnetic Ink Character Recognition) device (See Figure 7-11).

| Check Processing Details Report | | | | | | |
|---|-----------------|-----------------|---------------|-----------------|-----------------|--------------|
| Checkers Restaurant - Personal Checks | | | | | | |
| 2019-09-09 12:00 AM To 2019-09-09 11:59 PM | | | | | | |
| Transaction Summary | | | | | | |
| | Total | | | Count | | |
| | Approved | Declined | Error | Approved | Declined | Error |
| Auth By Driver License | \$0.00 | \$0.00 | \$0.00 | 0 | 0 | 0 |
| Auth By MICR | \$0.00 | \$0.00 | \$0.00 | 0 | 0 | 0 |
| Total | \$0.00 | \$0.00 | \$0.00 | 0 | 0 | 0 |

Report Generated: 09/09/2019 10:19:58 AM Page 1 of 1

Figure 7-11

Following the Transaction Summary, the individual transactions are listed. For each transaction, the report lists the date and time, the transaction number, the invoice number, the action type, the result, the account number, the check number, and the dollar amount of the transaction. Under the Account Number field, the report lists only the last four digits of the account number.

Account Filters Tab

If your business has multiple accounts setup for any of the account types, select the Account Filters Tab to control which account's information displays on the Check Processing Details Report. The information for only one account of each type may be displayed at one time. For example, if the merchant has two or more credit accounts setup, select the Account Filters Tab, click on the *down arrow* button next to the Credit Account field, and select the account whose information you wish to view on the report (See Figure 7-12).

Check Processing Details Report **Account Filters** General Filters Action Filters

Account Selections

| | |
|-------------------------------|--------------------------------------|
| Credit Account | Checkers Restaurant - Primary |
| Gift Account | Checkers Restaurant - Primary Credit |
| Debit (US) Account | Checkers Restaurant - Debit C |
| EBT Account | Checkers Restaurant - EBT Car |
| Check Account | Checkers Restaurant - Persona |
| Debit (Canada) Account | Checkers Restaurant - Canadia |

Report Refresh Reset to Default Done

Figure 7-12

General Filters Tab

The display of the Check Processing Details Report may be further filtered by editing the selections under the General Filters Tab. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. The period of time that the report covers may be changed by editing the From and To Dates and the From and To Times. Excluding transactions for all but a specific operator may be accomplished by entering the operator's name in the Operator Name field. Please note that the operator name must match exactly the way the operator name is entered as he logs into the system. A specific transaction number or a specific invoice number may be displayed by entering the number in the respective fields. Finally, the user may filter the results to display approved, declined, or error transactions (or any combination of the above) and the sort order may be selected. Click the *Refresh* button on the Report Toolbar when finished (See Figure 7-13).

Check Processing Details Report Account Filters **General Filters** Action Filters

Filter & Sort Options

From (Date) 04/18 ▾

To (Date) 04/18 ▾

From (Time) 12:00 AM abc

To (Time) 11:59 PM abc

Operator Name abc

Transaction Number abc

Invoice Number abc

Tran. Results

Approved

Declined

Error

Sort Orders

Transaction Date/Time Tran. Re

Tran. Type

Invoice Number

Report Refresh Reset to Default Done

Figure 7-13

Action Filters Tab

The types of transactions that display under the Check Tab may be modified by selecting or deselecting the appropriate checkboxes under the Action Filters Tab. Click the *Refresh* button when finished (See Figure 7-14).

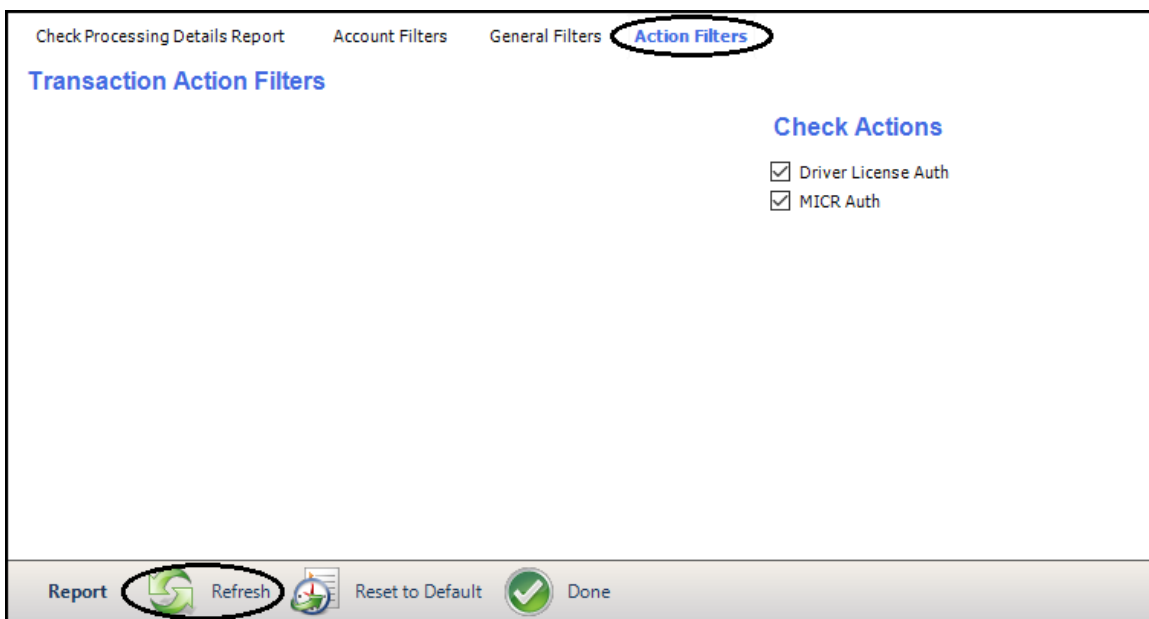


Figure 7-14

Online Portal Button

The *Online Portal* button is available under all of the tabs on the main screen except the Credit Tab. Clicking the *Online Portal* button takes the user to the Merchant Service Provider's customer service portal where he may gain access to additional reporting features and/or customer service features. Depending on which Merchant Service Provider the merchant uses, the information displayed may be different when the user clicks the *Online Portal* button under each of the tabs of the Aldelo® EDC main screen.

Report Toolbar

The buttons on the Report Toolbar are available to the user under all of the tabs of the Check Processing Details Report screen (See Figure 7-15).

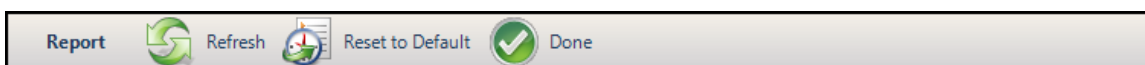


Figure 7-15

Refresh Button

Select the *Refresh* button after making changes to any of the settings under any of the filter tabs to reflect those changes in the Check Processing Details Report. Viewing the report after clicking the *Refresh* button displays the report with the changes.

Reset to Default Button

Select the *Reset to Default* button whenever you wish to cancel any changes made under the filter tabs and revert to the default settings.

Done Button

Select the *Done* button to exit any of the filter tab screens.

Batch Tab

Batch transactions are performed under the Batch Tab of the main screen of Aldelo® EDC. Along with the File Tab, the Batch Tab is always visible on the screen.

Batch Reports Group Box

The Batch Reports group box under the Batch Tab on the main screen displays a button for each available report that is related to the Batch feature.

Batch Summary Report Button

Batch Summary Report Tab

Select the *Batch Summary Report* button and click on the Batch Summary Report Tab to display the Batch Summary Report. The Batch Summary Report displays a breakdown of each batch during the specified time period. Each Batch ID and time period covered by the batch are listed along with summary information about each batch (See Figure 7-16).

| Batch Summary | | | | | | | | |
|--|----------------|----------|-------------------------|---------------|----------|-------------------|---------------|----------|
| 2019-09-09 12:00 AM To 2019-09-09 11:59 PM | | | | | | | | |
| EDC Batch ID: 3 | | | | | | | | |
| Settlement Date/Time | | | Host Batch Number | | | Host Batch Total | | |
| 2019-09-09 03:00 PM | | | Demo 635143356296698551 | | | \$0.00 | | |
| Credit Cards | | | Debit Cards | | | EBT Cards | | |
| Action | Total | Count | Action | Total | Count | Action | Total | Count |
| Sale | \$89.06 | 4 | Debit Sale | \$0.00 | 0 | Food Stamp Sale | \$0.00 | 0 |
| Post-Auth | \$0.00 | 0 | Debit Return | \$0.00 | 0 | Food Stamp Return | \$0.00 | 0 |
| Return | \$0.00 | 0 | | | | EBT Cash Sale | \$0.00 | 0 |
| Void Sale | \$0.00 | 0 | | | | | | |
| Void Post-Auth | \$0.00 | 0 | | | | | | |
| Void Return | \$0.00 | 0 | | | | | | |
| Voice Capture | \$0.00 | 0 | | | | | | |
| Total | \$89.06 | 4 | Total | \$0.00 | 0 | Total | \$0.00 | 0 |

Report Generated: 09/09/2019 3:00:38 PM Page 1 of 1

Figure 7-16

For detailed information about a batch, select the Audit Trail menu item from the main menu of Aldelo[®] EDC and under the Events Tab, select the desired batch log by finding its record in the displayed list. The detailed batch log information displays in the panel on the right side of the screen.

Account Filters Tab

Select the Account Filters Tab to display the Account Selections screen. Here you may select the specific accounts for which you wish to generate the Batch Summary Report. Please note that this screen only displays the types of accounts that you have setup in Aldelo® EDC. For example, if you do not have a Canadian Debit account setup, then nothing displays in the field. Furthermore, if you have only one account setup for a specific account type, there are no choices to be made and that account displays as your default account for that account type. After making changes to any of the fields, click the *Refresh* button to view the updated version of the Batch Summary Report (See Figure 7-17).

Batch Summary Report **Account Filters** General Filters

Account Selections

| | |
|-------------------------------|--------------------------------------|
| Credit Account | Checkers Restaurant - Primary |
| Gift Account | Checkers Restaurant - Primary Credit |
| Debit (US) Account | Checkers Restaurant - Debit C |
| EBT Account | Checkers Restaurant - EBT Car |
| Check Account | Checkers Restaurant - Persona |
| Debit (Canada) Account | Checkers Restaurant - Canadia |

Report Refresh Reset to Default Done

Figure 7-17

General Filters Tab

Select the General Filters Tab to display the Filter & Sort Options screen. Here you may set the date range and the time range for the report by entering the desired From and To Dates and From and To Times in the appropriate fields. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Click the *Refresh* button when finished (See Figure 7-18).

Batch Summary Report Account Filters **General Filters**

Filter & Sort Options

| | | |
|-------------|----------|-----|
| From (Date) | 04/18 | ▼ |
| To (Date) | 04/18 | ▼ |
| From (Time) | 12:00 AM | abc |
| To (Time) | 11:59 PM | abc |

Report Refresh Reset to Default Done

Figure 7-18

Report Toolbar

The buttons on the Report Toolbar are available to the user under all of the tabs of the Batch Summary Report screen (See Figure 7-19).

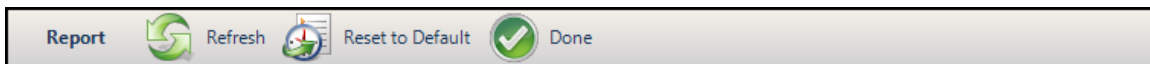


Figure 7-19

Refresh Button

After changing any of the options under any of the filters tabs, you must click the *Refresh* button on the Report Toolbar to update the information displayed in the Batch Summary Report. When you click the *Refresh* button while the respective filter tab is open, the display automatically returns to the Batch Summary Report Tab where you may view the updated information in the report.

Reset to Default Button

The *Reset to Default* button reverses any changes made to the filter options under any of the filter tabs. The dates revert to the current date and the From and To Times revert to 12:00 AM and 11:59 PM, respectively. Once the button is clicked, the display automatically returns to the Account Filters Tab, no matter which tab the screen was displaying at the time. After restoring the default values, you must click the *Refresh* button again to update the information in the report.

Done Button

Click the *Done* button on the Report Toolbar to exit the current window and return to the Aldelo® EDC main screen.

Transaction Summary Report Button

The Transaction Summary Report displays the total dollar amount of Sale, Pre-Auth, Post-Auth, Return, Void Sale, Void Post-Auth, Void Return, and Voice Capture transactions. It also shows a count for each transaction type.

Transaction Summary Report Tab

Select the *Transaction Summary Report* button and click on the Transaction Summary Report Tab to display the Transaction Summary Report. The report is grouped by card type (credit, debit, and EBT), with a summary of all of your transactions at the bottom of the report. The time period covered by the report is listed near the top (See Figure 7-20).

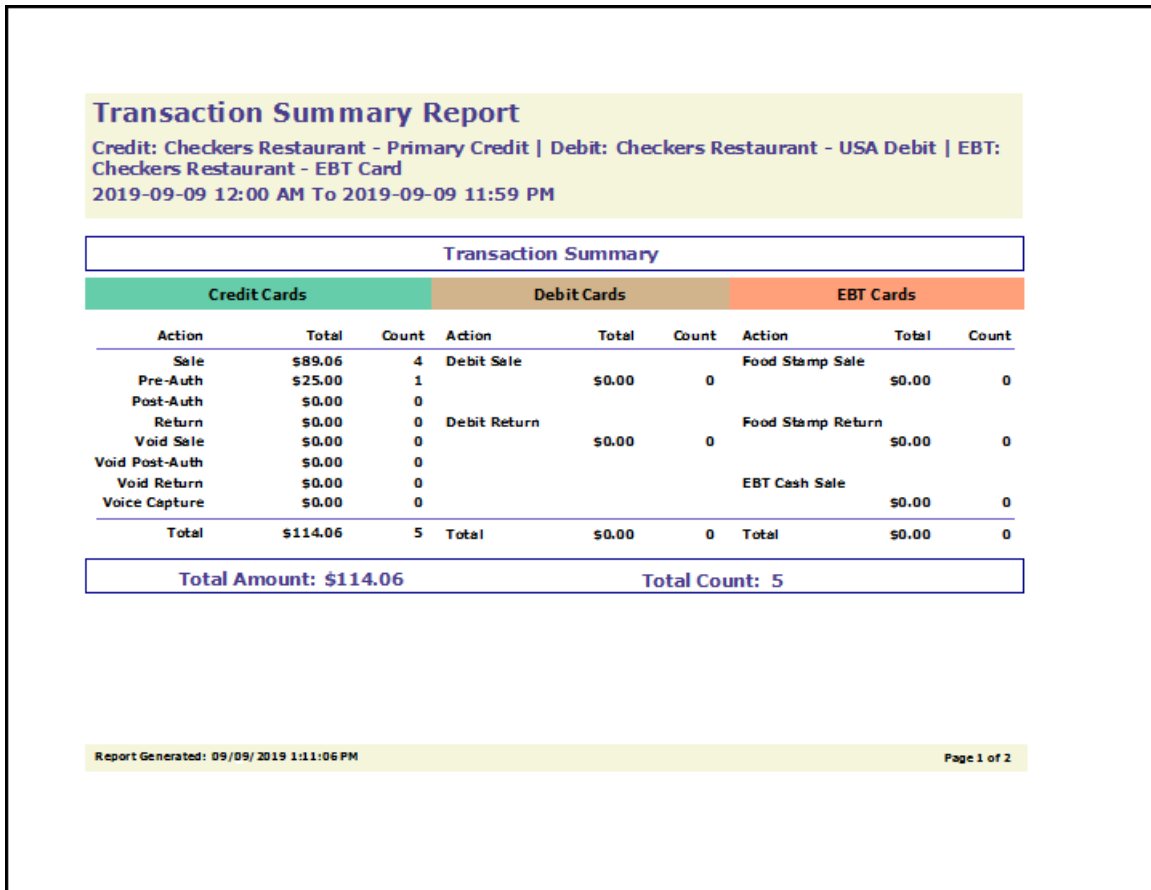


Figure 7-20

Account Filters Tab

If your business has multiple accounts setup for any of the account types, select the Account Filters Tab to control which account's information displays on the Transaction Summary Report. The information for only one account of each type may be displayed at one time. For example, if the merchant has two or more credit accounts setup, select the Account Filters Tab, click on the *down arrow* button next to the Credit Account field, and select the account whose information you wish to view on the report. After making changes to any of the fields, click the *Refresh* button to view the updated version of the Transaction Summary Report (See Figure 7-21).

Transaction Summary Report **Account Filters** General Filters Action Filters

Account Selections

| | | |
|-------------------------------|--------------------------------------|---|
| Credit Account | Checkers Restaurant - Primary | ▼ |
| Gift Account | Checkers Restaurant - Primary Credit | |
| | Checkers Restaurant - Secondary Cred | |
| Debit (US) Account | Checkers Restaurant - Debit C | ▼ |
| EBT Account | Checkers Restaurant - EBT Car | ▼ |
| Check Account | Checkers Restaurant - Persona | ▼ |
| Debit (Canada) Account | Checkers Restaurant - Canadia | ▼ |

Report Refresh Reset to Default Done

Figure 7-21

General Filters Tab

The display of the Transaction Summary Report may be further filtered by editing the selections under the General Filters Tab. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. The period of time that the report covers may be changed by editing the From and To Dates and the From and To Times. Excluding transactions for all but a specific operator may be accomplished by entering the operator's name in the Operator Name field. Please note that the operator name must match exactly the way the user name is entered as he logs into the system. A specific batch ID number or a specific invoice number may be displayed by entering the number in its respective field. Finally, the user may filter the results to display the transactions for specific card types by selecting the checkboxes next to the desired card types in the **Card Types** section (See Figure 7-22).

Transaction Summary Report Account Filters **General Filters** Action Filters

Filter & Sort Options

From (Date) 04/18 ▼

To (Date) 04/18 ▼

From (Time) 12:00 AM abc

To (Time) 11:59 PM abc

Operator Name abc

Card Holder Name abc

Batch ID abc

Invoice Number abc

Card Types

- Mastercard
- Visa
- American Express
- Discover
- Carte Blanche
- Diners Club
- Enroute
- JCB
- Debit Card
- EBT Card

Report **Refresh** Reset to Default Done

Figure 7-22

Action Filters Tab

The types of transactions that display on the Transaction Summary Report may be modified by selecting or deselecting the appropriate checkboxes under the Action Filters Tab. Click the *Refresh* button when finished (See Figure 7-23).

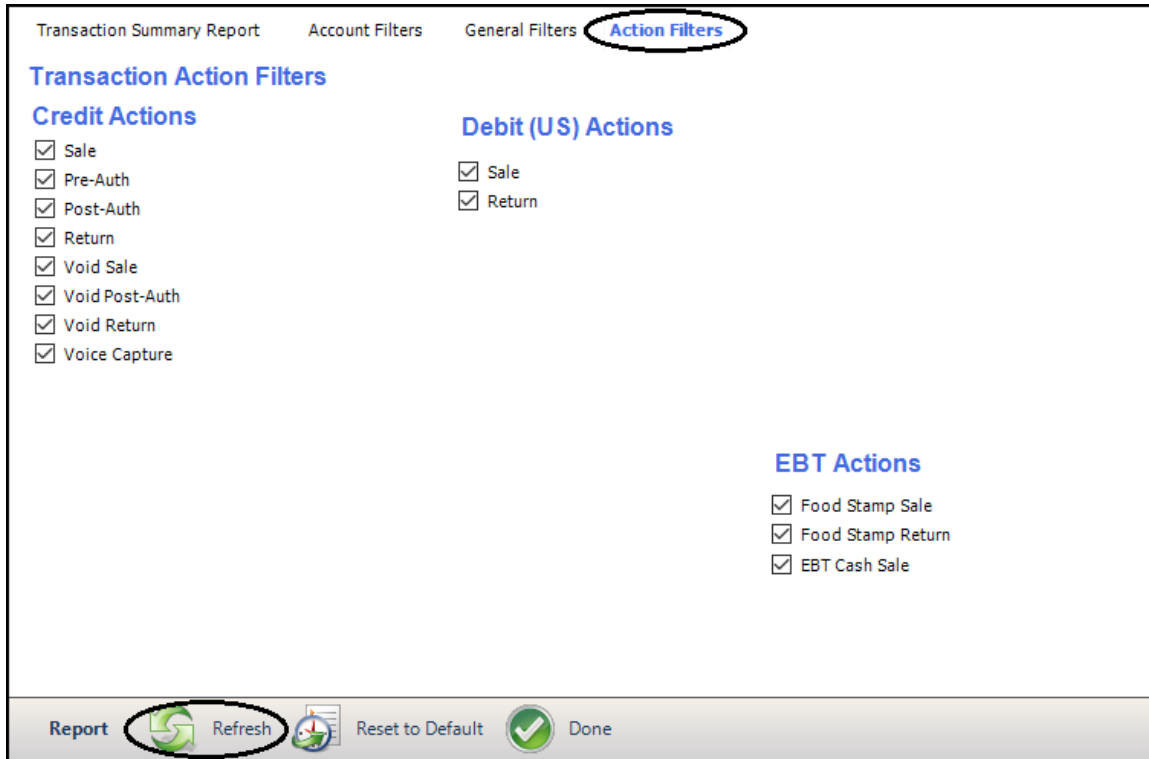


Figure 7-23

Report Toolbar

The buttons on the Report Toolbar are available to the user under all of the tabs of the Transaction Summary Report screen (See Figure 7-24).

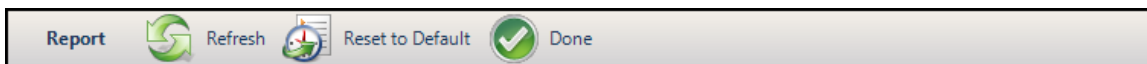


Figure 7-24

Refresh Button

Select the *Refresh* button after making changes to any of the settings under any of the filter tabs to reflect those changes in the Transaction Summary Report. Viewing the report after clicking the *Refresh* button displays the report with the changes.

Reset to Default Button

Select the *Reset to Default* button whenever you wish to cancel any changes made under the filter tabs and revert to the default settings.

Done Button

Select the *Done* button to exit any of the filter tab screens.

Transaction Details Report Button

The Transaction Details Report displays additional information regarding each individual transaction. Each transaction is listed on this report along with the transaction summary.

Transaction Details Report Tab

Select the *Transaction Details Report* button and click on the Transaction Details Report Tab to display the Transaction Details Report. The transaction summary displays the total dollar amount for each transaction type and is grouped by card type. It also displays the count of each transaction result type. Below the summary the individual transaction details are listed. These details include the date and time of the transaction, the transaction number, the invoice number, the transaction type, the result, the card number (only the last four digits display), the total amount of the transaction, and the number of the batch under which the transaction was closed. The time period covered by the report is listed near the top (See Figure 7-25).

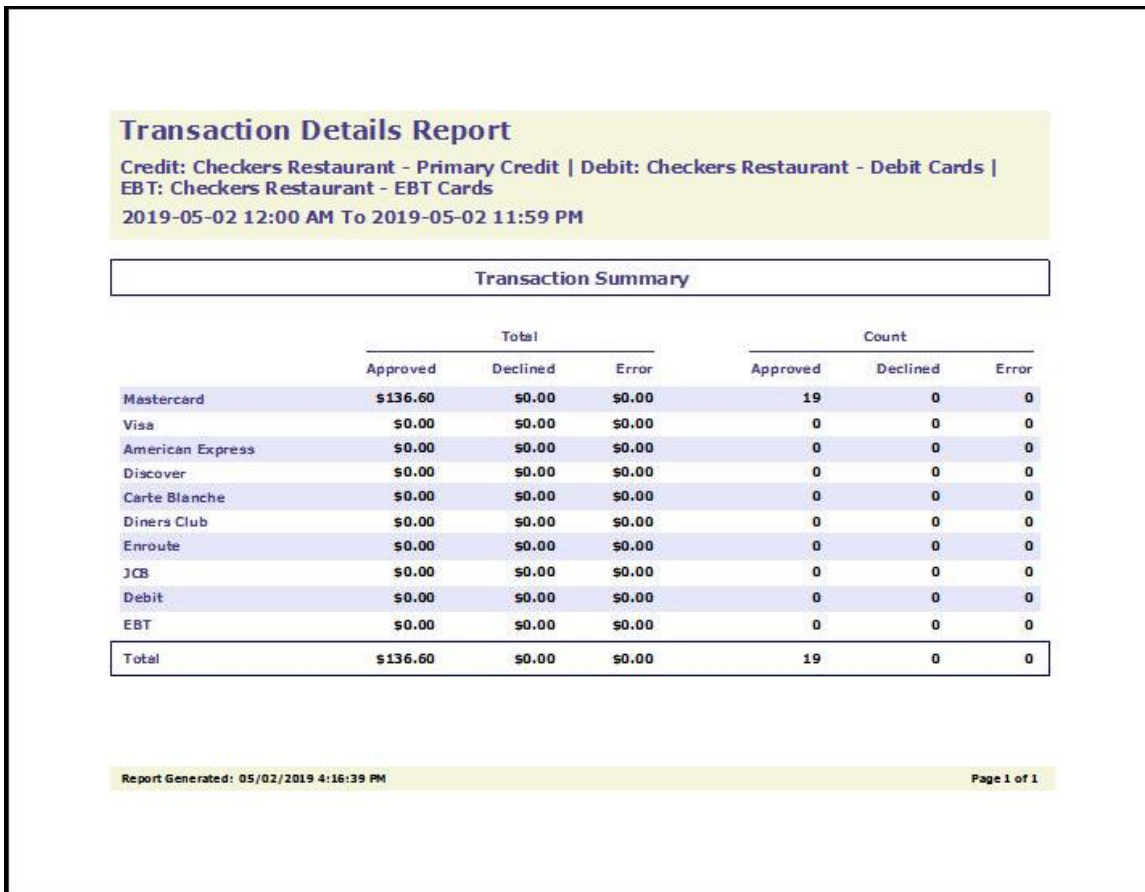


Figure 7-25

Account Filters Tab

If your business has multiple accounts setup for any of the account types, select the Account Filters Tab to control which account's information displays on the Transaction Details Report. The information for only one account of each type may be displayed at one time. For example, if the merchant has two or more credit accounts setup, select the Account Filters Tab, click on the *down arrow* button next to the Credit Account field, and select the account whose information you wish to view on the report (See Figure 7-26).

Transaction Details Report **Account Filters** General Filters Action Filters

Account Selections

| | | |
|-------------------------------|--------------------------------------|---|
| Credit Account | Checkers Restaurant - Primary | ▼ |
| Gift Account | Checkers Restaurant - Primary Credit | |
| | Checkers Restaurant - Secondary Cred | |
| Debit (US) Account | Checkers Restaurant - Debit C | ▼ |
| EBT Account | Checkers Restaurant - EBT Car | ▼ |
| Check Account | Checkers Restaurant - Persona | ▼ |
| Debit (Canada) Account | Checkers Restaurant - Canadia | ▼ |

Report Refresh Reset to Default Done

Figure 7-26

General Filters Tab

The display of the Transaction Details Report may be further filtered by editing the selections under the General Filters Tab. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. The period of time that the report covers may be changed by editing the From and To Dates and the From and To Times. Excluding transactions for all but a specific operator or a specific card holder may be accomplished by entering the operator's name or the card holder's name in their respective fields. Please note that the operator name must match exactly the way the user name is entered as he logs into the system and the card holder's name must match exactly the way it is listed on his account. To find an individual transaction, enter the number of the transaction in the Transaction Number field. A specific batch ID number or a specific invoice number may be displayed by entering the number in the respective field. The user may filter the results to display the transactions for specific card types and transaction results by selecting the appropriate checkboxes in the **Card Types** and **Tran. Results** sections. Finally, the sort order may be modified. Click the *Refresh* button when finished to display the updated Transaction Details Report (See Figure 7-27).

The screenshot shows the 'General Filters' tab of the Transaction Details Report. At the top, there are four tabs: 'Transaction Details Report', 'Account Filters', 'General Filters' (highlighted with a red circle), and 'Action Filters'. Below the tabs is the 'Filter & Sort Options' section, which contains several input fields: 'From (Date)' and 'To (Date)' both set to '04/18'; 'From (Time)' and 'To (Time)' set to '12:00 AM' and '11:59 PM' respectively, each with an 'abc' button; 'Operator Name', 'Card Holder Name', 'Transaction Number', 'Batch ID', and 'Invoice Number', each with an 'abc' button. To the right of these fields are three sections: 'Card Types' with checkboxes for Mastercard, Visa, American Express, Discover, Carte Blanche, Diners Club, Enroute, JCB, Debit Card, and EBT Card; 'Tran. Results' with checkboxes for Approved, Declined, and Error; and 'Sort Orders' with a 'Descending Order' checkbox and radio buttons for 'Transaction Date/Time' (selected), 'Tran. Re', 'Tran. Type', 'Credit C', 'Invoice Number', and 'Card Hol'. At the bottom of the form, there are four buttons: 'Report', 'Refresh' (highlighted with a red circle), 'Reset to Default', and 'Done'.

Figure 7-27

Action Filters Tab

The types of transactions that display on the Transaction Details Report may be modified by selecting or deselecting the appropriate checkboxes under the Action Filters Tab. Click the *Refresh* button when finished (See Figure 7-28).

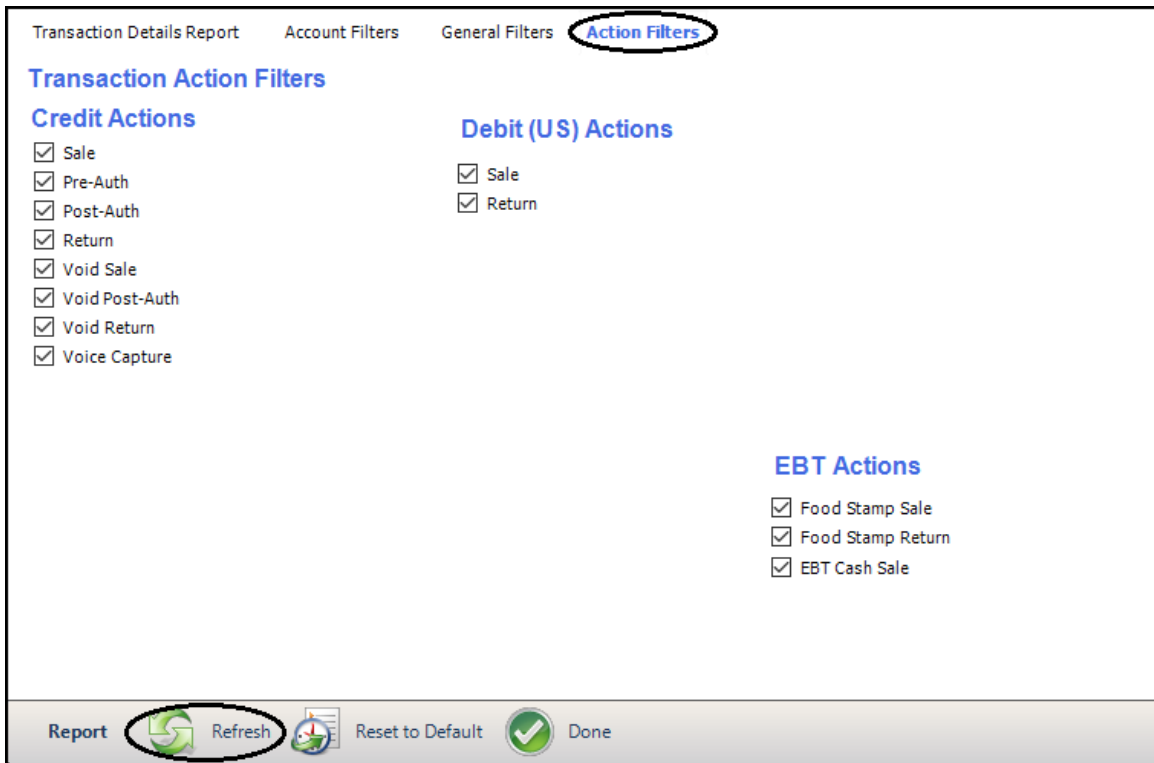


Figure 7-28

Report Toolbar

The buttons on the Report Toolbar are available to the user under all of the tabs of the Transaction Details Report screen (See Figure 7-29).

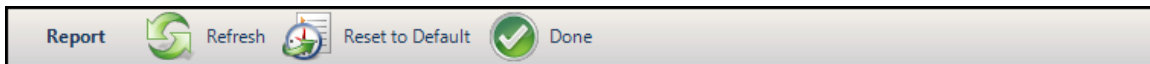


Figure 7-29

Refresh Button

After changing any of the options under any of the filter tabs, you must click the *Refresh* button on the Report Toolbar to update the information displayed in the Transaction Details report. When you click the *Refresh* button while any of the filter tabs are open, the display automatically returns to the Transaction Details Report Tab where you may view the updated information in the report.

Reset to Default Button

The *Reset to Default* button reverses any changes made to the filter options under the any of the filter tabs. The dates revert to the current date and the From and To Times revert to 12:00 AM and 11:59 PM, respectively. If the Transaction Details Report Tab is open when the button is clicked, the display automatically returns to the Account Filters Tab. After restoring the default values, you must click the *Refresh* button again to update the information in the report.

Done Button

Click the *Done* button on the Report Toolbar to exit the current window and return to the Aldelo® EDC main screen.

Online Portal Button

The *Online Portal* button is available under all of the tabs on the main screen except the Credit Tab. Clicking the *Online Portal* button takes the user to the Merchant Service Provider's customer service portal where he may gain access to additional reporting features and/or customer service features. Depending on which Merchant Service Provider the merchant uses, the information displayed may be different when the user clicks the *Online Portal* button under each of the tabs of the Aldelo® EDC main screen.

Chapter 8

Using Aldelo[®] EDC in Stand-Alone Mode

Stand-alone merchants are those who wish to process credit cards in stand-alone environments such as doctors' offices, reservation desks, service departments, and other businesses that traditionally do not use a POS solution for integrated payment processing. Under the stand-alone environment, all primary payment activities originate from the Aldelo[®] EDC client application.

Main Screen

Credit Tab

Transactions for customers using credit cards, such as authorizations, sales, returns, and adjustments, are made under the Credit Tab of the main screen of Aldelo[®] EDC.

Authorization Group Box

Pre-Authorization Button

Pre-authorizations are performed when the merchant wishes to verify that a customer's credit card is valid and has a sufficient credit limit to pay for the product or service being provided but the merchant does not yet know what the final total will be. For example, a merchant who sells gasoline might pre-authorize a customer's credit card for \$100.00 before the customer begins pumping his gasoline. After the customer finishes, the pre-authorized transaction is post-authorized for the actual amount of the sale. By pre-authorizing the transaction, the merchant protects himself from the situation where a customer has already filled his tank and then his credit card is declined. In this case, the actual amount is almost always less than the pre-authorized amount.

Pre-authorization is also used by merchants whose customer's typically pay a gratuity to the merchant's service staff. In this case, the customer's credit card is pre-authorized for the total amount of the meal. The receipt is printed and presented to the customer for his signature. The customer has the option to add a gratuity to the receipt before signing. If the customer does so, the

amount of the gratuity is added to the total amount of the check and the pre-authorized transaction is post-authorized for the new amount that includes the gratuity.

To perform a pre-authorization transaction in stand-alone mode, select the Credit Tab from the main screen of Aldelo® EDC and in the Authorization group box, click the *Pre Authorization* button. Swipe the credit card through the card reader device. Enter the invoice number and the pre-authorization amount in their respective fields. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Click the *Process* button on the Credit Card Toolbar to send the transaction to the Merchant Service Provider (See Figure 8-1).

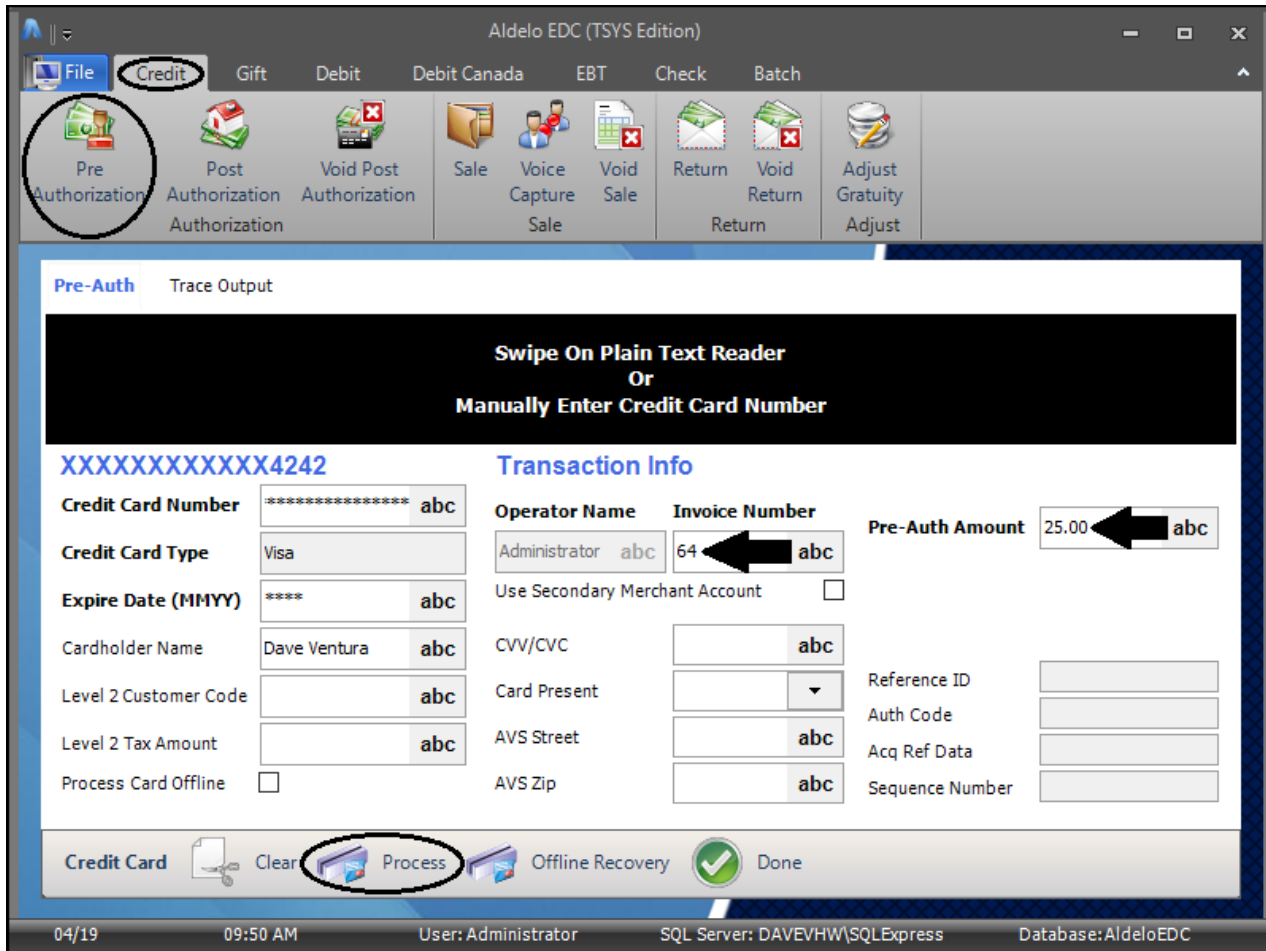


Figure 8-1

If the merchant's internet connection fails, payment processing through Aldelo® EDC may be placed into offline mode. In offline mode, all credit card transactions are approved, regardless of account status. Offline mode allows the merchant to continue accepting credit card payments while the connection is down and to submit them for approval at a later time when the connection is restored (See warning, next page).



WARNING: When using offline mode, transactions are not approved until online processing is restored. The merchant accepts the risk of having these transactions declined by the processor at that time. Please note that transactions processed in offline mode that are declined when online processing is restored are not stored for re-processing and may result in a monetary loss to the merchant. To fully understand the inherent risks of offline processing and for strategies to help mitigate these risks, please contact your payment processor.

To place Aldelo[®] EDC into offline mode when integrated with Aldelo[®] POS, from the main screen of Aldelo[®] POS, navigate to **Operations > Receive Payments**. Click the *EDC Currently in Live Mode* button. Read the warning that displays and if you agree to assume the risk of placing EDC into offline mode, click the *Yes* button. The *EDC Currently in Live Mode* button changes color and the button caption changes to “EDC Currently in Offline Mode.” Return to Aldelo[®] POS and continue processing your customer orders as usual. To return to online mode, from the main screen of Aldelo[®] POS, navigate to **Operations > Receive Payments**. Click the *EDC Currently in Offline Mode* button. Read the Going Live message, and if you wish to continue and process your offline transactions and then return to live mode, click the *Yes* button. The button changes color and the button caption changes to “EDC Currently in Live Mode.” As soon as online mode is restored, all of the transactions processed while Aldelo[®] EDC was in offline mode are submitted to your payment processor for approval. To push the processing of all offline requests from within Aldelo[®] EDC, click the *Offline Recovery* button on the Credit Card Toolbar to send the transactions to the Merchant Service Provider. The EDC Offline Recovery window appears, displaying a list of the offline transactions that were processed and their approval or denial status. Transactions from this point forward in Aldelo[®] POS are processed in live mode and are approved or declined immediately.

Pre-Auth Tab

When the pre-authorization has been sent and a response has been received, the type of response is displayed near the top of the window under the Pre-Auth Tab. Click the *Clear* button on the Credit Card Toolbar to remove the information from the fields on this screen (See Figure 8-2).

The screenshot shows a software interface for pre-authorization. At the top, there's a header with 'Pre-Auth' and 'Trace Output'. Below this is a black banner with the text 'Approval Transaction Approved' and a white arrow pointing left. The main area is divided into two sections: 'Credit Card' and 'Transaction Info'. The 'Credit Card' section contains fields for Credit Card Number (XXXXXXXXXXXX4242), Credit Card Type (Visa), Expire Date (MMYY) (****), Cardholder Name (Dave Ventura), Level 2 Customer Code, Level 2 Tax Amount, and a 'Process Card Offline' checkbox. The 'Transaction Info' section contains fields for Operator Name (Administrator), Invoice Number (64), Pre-Auth Amount (25.00), Use Secondary Merchant Account (checkbox), CVV/CVC, Card Present (dropdown), AVS Street, AVS Zip, Reference ID (814285), Auth Code (814285), Acq Ref Data (814285), and Sequence Number. At the bottom is a toolbar with buttons for 'Credit Card', 'Clear' (circled in red), 'Process', 'Offline Recovery', and 'Done' (with a green checkmark icon).

Figure 8-2

Trace Output Tab

The Trace Output Tab displays information about the pre-auth transaction. The left panel of the screen displays information about the transaction request sent from Aldelo® EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo® EDC (See Figure 8-3).

The screenshot shows a software interface with a 'Pre-Auth' tab and a 'Trace Output' sub-tab. The interface is split into two main panels: 'Transaction Request Trace' on the left and 'Transaction Response Trace' on the right. Below these panels is a control bar with buttons for 'Credit Card', 'Clear', 'Process', 'Offline Recovery', and 'Done' (with a green checkmark icon).

Transaction Request Trace:

```
<?xml version="1.0"?>
<EdcRequest>
  <RequestType>Credit</RequestType>
  <CreditAction>3</CreditAction>
  <OperatorName>Administrator </OperatorName>
  <InvoiceNumber>64</InvoiceNumber>
  <TransactionMemo />
  <PreAuthAmount>25.00</PreAuthAmount>
  <ChargeAmount>25.00</ChargeAmount>
  <GratuityAmount>0.00</GratuityAmount>
  <ForceDuplicate>False</ForceDuplicate>
  <TrackData />
  <CreditCardNumber>XXXXXXXXXXXX4242</CreditCardNumber>
  <CreditCardExpireMonth>XX</CreditCardExpireMonth>
  <CreditCardExpireYear>XX</CreditCardExpireYear>
  <CardHolderFirstName>Dave</CardHolderFirstName>
  <CardHolderLastName>Ventura</CardHolderLastName>
  <AVSAddress>XXXXXXXXXX</AVSAddress>
  <AVSZipCode>XXXXX</AVSZipCode>
  <CVVCode>XXX</CVVCode>
  <ReferenceID />
</EdcRequest>
```

Transaction Response Trace:

```
<?xml version="1.0"?>
<EdcResponse>
  <RequestType>Credit</RequestType>
  <Result>1</Result>
  <ResponseOrigin>1</ResponseOrigin>
  <ClientResponse>999999</ClientResponse>
  <ProviderResponse>9999</ProviderResponse>
  <DuplicateDetected>False</DuplicateDetected>
  <ResponseText>Demo Transaction Approved
</ResponseText>
  <AuthCode>814285</AuthCode>
  <ReferenceID>814285</ReferenceID>
  <AcqRefData>814285</AcqRefData>
  <VoiceAuthID>814285</VoiceAuthID>
  <AVSResponse>6</AVSResponse>
  <CVVResponse>4</CVVResponse>
  <SequenceNumber />
  <StandInProcessing>False</StandInProcessing>
  <HoldCallDetected>False</HoldCallDetected>
  <HoldCallContactTel />
  <DBTransactionNumber>0</DBTransactionNumber>
</EdcResponse>
```

Figure 8-3

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider's technical support department to help determine the cause.



NOTE: The trace output information only displays if the *Enable Tracing* checkbox has been selected for the account in the Merchant Account Editor.

Post Authorization Button

Once you have pre-authorized a transaction, you must post-authorize it with the final settle amount. To post-authorize a pre-authorized transaction in stand-alone mode, select the Credit Tab from the main screen of Aldelo® EDC and in the Authorization group box, click the *Post Authorization* button. Select the transaction to post-authorize from the list of transactions displayed under the Post-Auth Tab by clicking on it. Next, enter the final total in the Settle Amount field. When finished, click the *Post-Auth* button on the Transaction Selector Toolbar (See Figure 8-4).

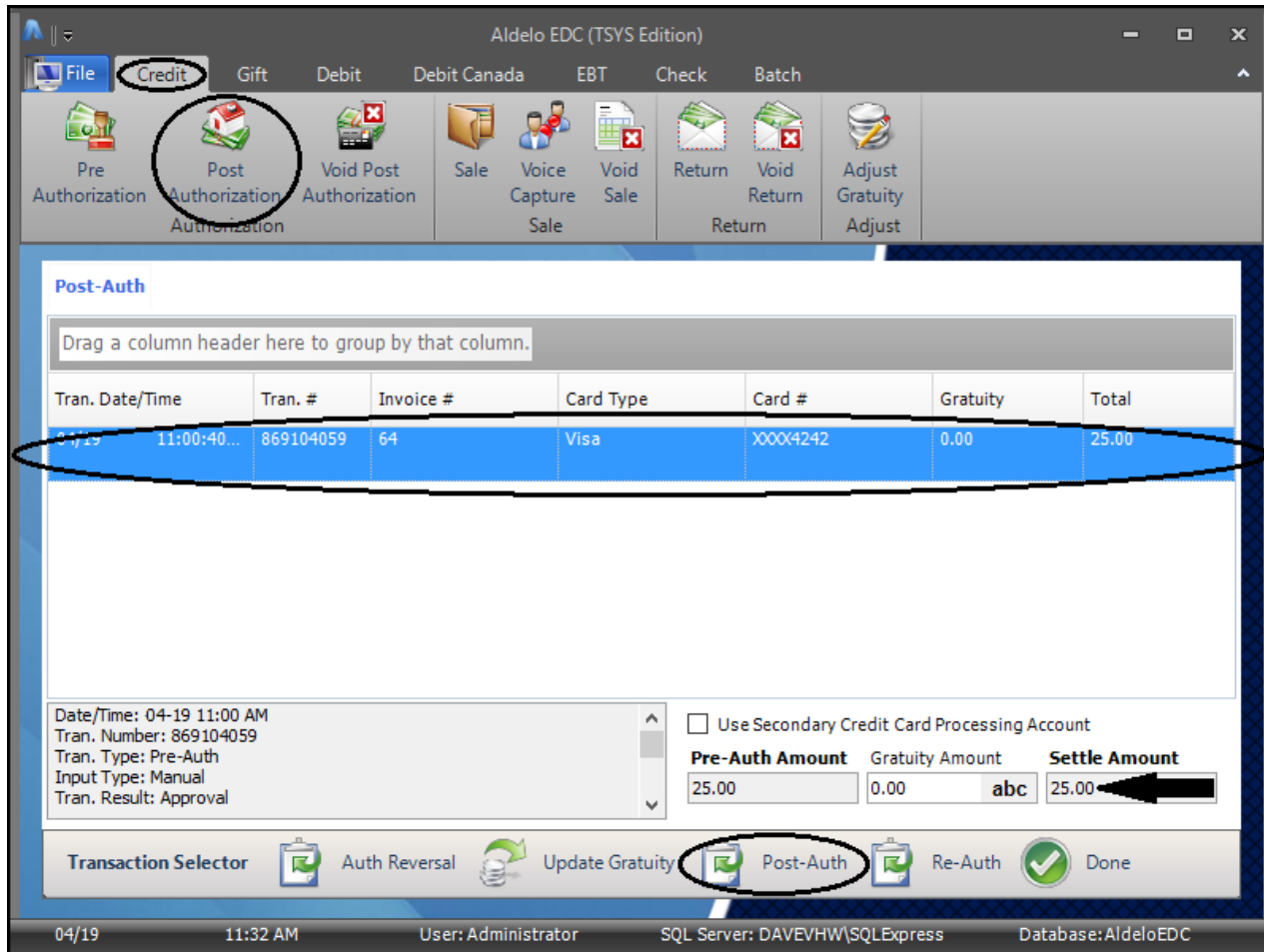


Figure 8-4



NOTE: When using a merchant account of the restaurant type, a Gratuity Amount field displays to the left of the Settle Amount field. This field is used to add the gratuity given by the customer to the wait staff. In this case, make the final adjustment to the settle amount by making the adjustment to the Gratuity Amount field (added gratuities may only be positive amounts). Click the *Update Gratuity* button followed by the *Post-Auth* button to complete the process.

The Post-Auth Successful message indicates that the transaction was approved. Click the *OK* button to complete the process (See Figure 8-5).

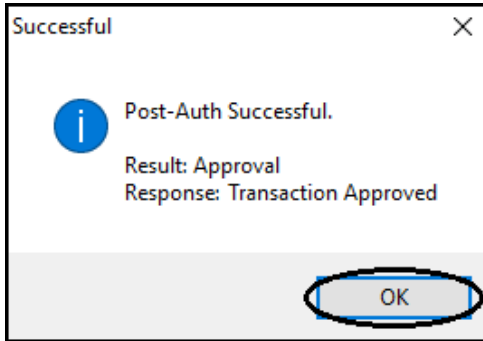


Figure 8-5

The Re-Auth feature allows the user to pre-authorize a customer's credit card for a certain limit by swiping it through the MSR device. When the pre-authorized limit is reached, clicking the *Re-Auth* button then re-authorizes the customer's card for an additional amount equal to the original pre-authorization amount without the need to swipe the card again. Please note that there is a limit of seven (7) re-authorization transactions that may be performed under this feature and that these re-authorizations may be subject to a different interchange rate than the initial pre-authorization. Please contact your payment processor for information on the rates charged for these pre-authorizations and re-authorizations.

The Auth Reversal feature allows the user to reverse a previously post-authorized credit transaction. When such a transaction is reversed by using this feature, the reversal transaction is sent to the Merchant Service Provider and the both the post-authorization amount and the pre-authorization amount are removed from their records, thereby releasing the hold on the funds in the customer's account. This differs from the Void Post Authorization feature (described below), where the post authorization is only deleted from the merchant's records while the pre-authorization remains in effect. In this case, the customer loses access to these funds in his account until the pre-authorization expires, which could take several days. Please note that not all Merchant Service Providers support the Auth Reversal feature. Please contact your Merchant Service Provider for further information.

Void Post Authorization Button

At times, it may be necessary to reverse a post-authorized transaction. To do so, select the Credit Tab from the main screen of Aldelo® EDC and in the Authorization group box, click the *Void Post Authorization* button. Select the transaction to void from the list of transactions displayed under the Void Post-Auth Tab. When finished, click the *Void Post-Auth* button on the Transaction Selector Toolbar (See Figure 8-6).

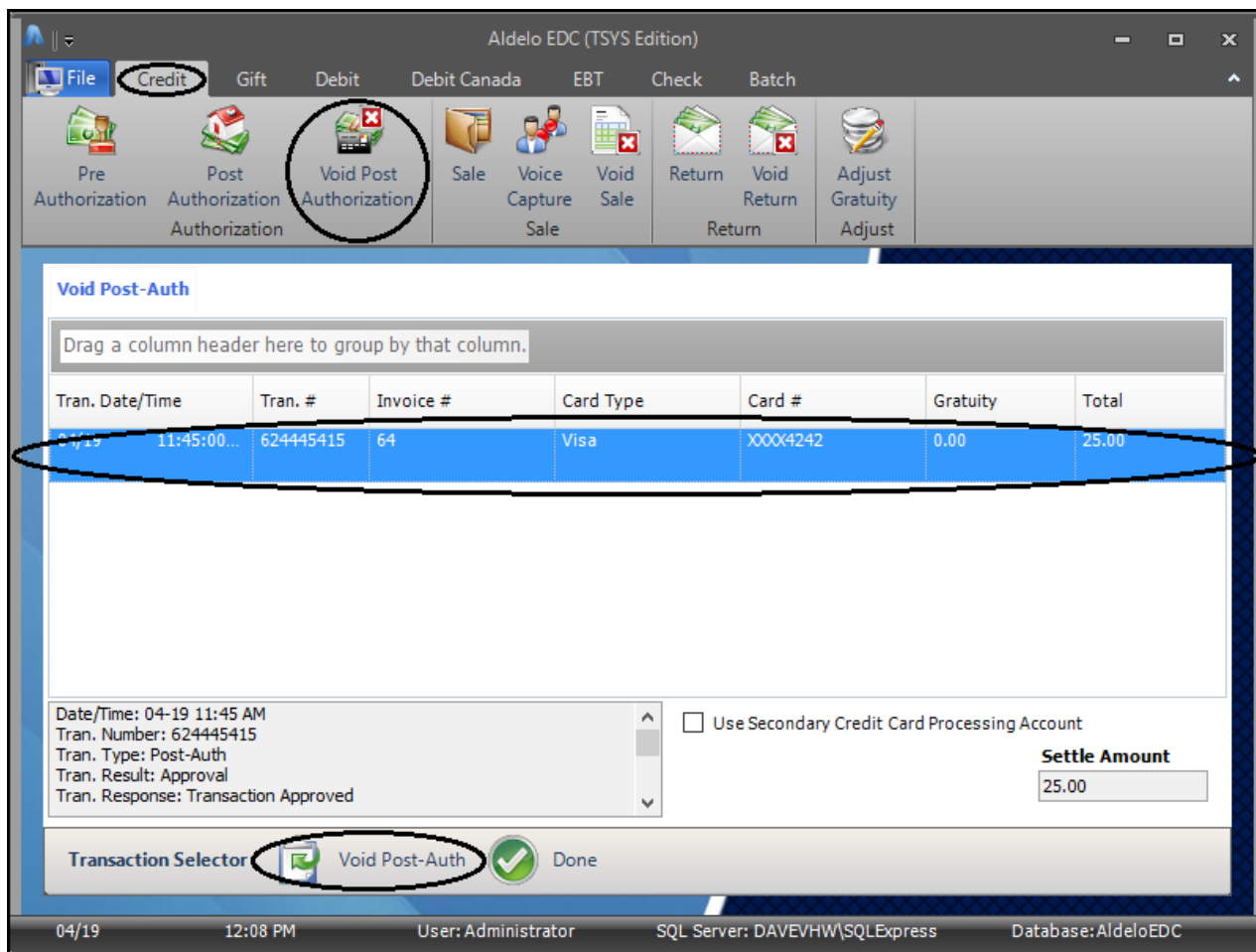


Figure 8-6

The Void Post-Auth Successful message indicates that the transaction was approved. Click the *OK* button to complete the process (See Figure 8-7).

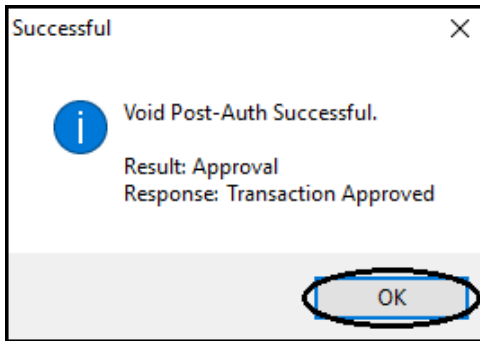


Figure 8-7

Sale Group Box

Sale Button

A sale transaction is made when there is no need to perform a pre-authorization because the product or service is not provided to the customer until the credit card transaction is complete. If the card is declined, the merchant simply refuses to provide the product or service to the customer. To perform a sale transaction in stand-alone mode, select the Credit Tab from the main screen of Aldelo® EDC and in the Sale group box, click the *Sale* button. Swipe the credit card through the card reader device. Enter the invoice number and the settle amount in their respective fields. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Click the *Process* button on the Credit Card Toolbar to send the transaction to the Merchant Service Provider (See Figure 8-8).

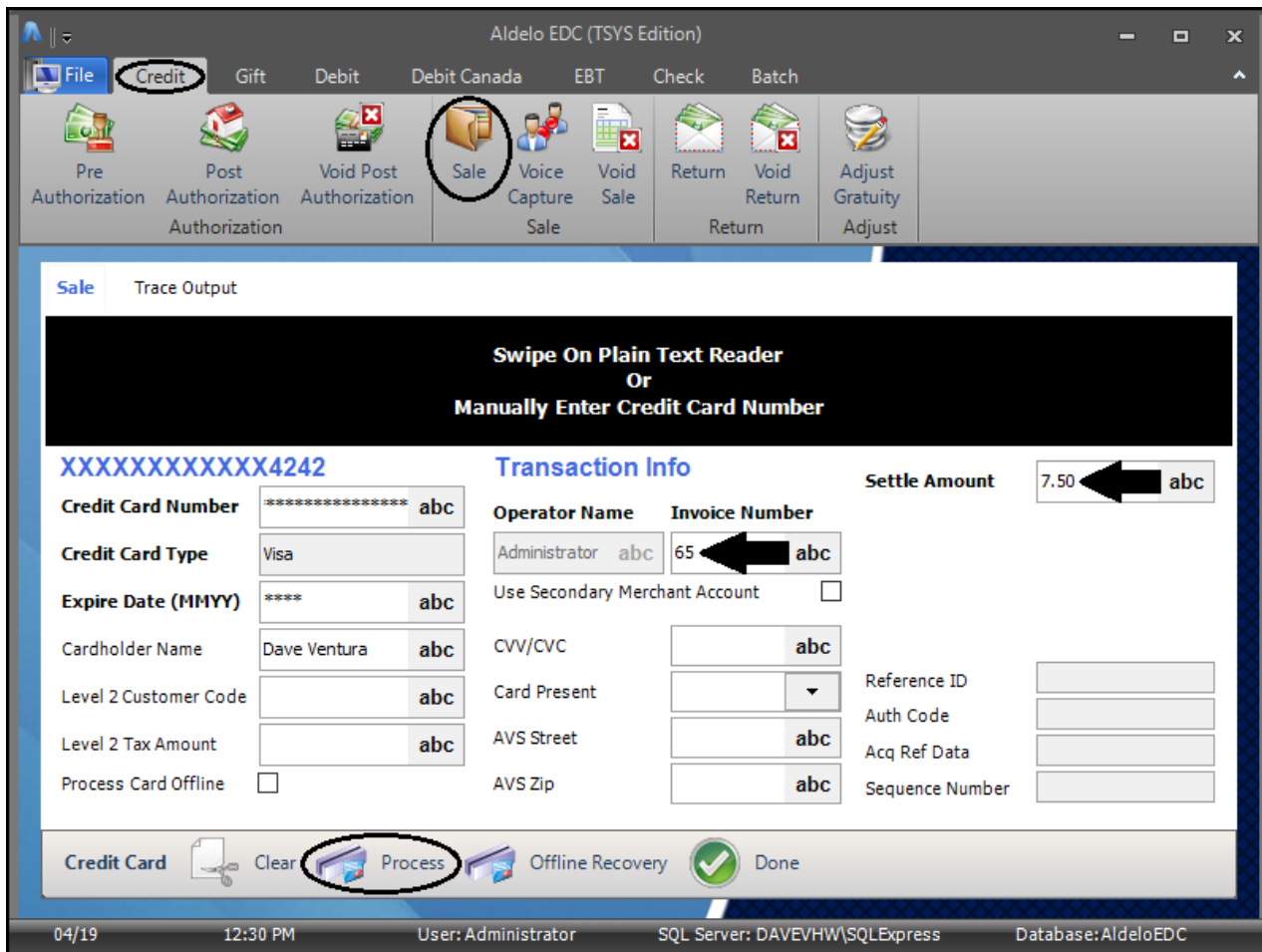


Figure 8-8

Sale Tab

When the sale transaction has been sent and a response has been received, the type of response is displayed near the top of the window under the Sale Tab. Click the *Clear* button on the Credit Card Toolbar to remove all of the information from the fields on this screen (See Figure 8-9).

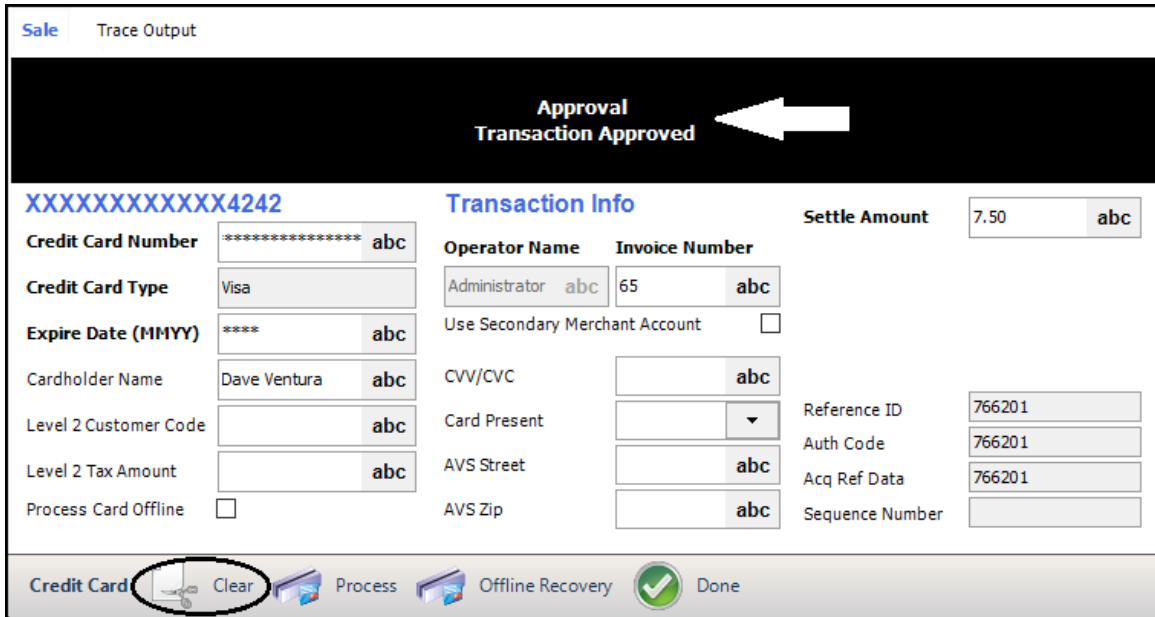


Figure 8-9

Trace Output Tab

The Trace Output Tab displays information about the sale transaction. The left panel of the screen displays information about the transaction request sent from Aldelo® EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo® EDC (See Figure 8-10).

The screenshot shows a software interface with a 'Sale' tab and a 'Trace Output' sub-tab. The interface is split into two main panels: 'Transaction Request Trace' on the left and 'Transaction Response Trace' on the right. Below these panels is a control bar with buttons for 'Credit Card', 'Clear', 'Process', 'Offline Recovery', and 'Done' (with a green checkmark icon).

Transaction Request Trace:

```
<?xml version="1.0"?>
<EdcRequest>
  <RequestType>Credit</RequestType>
  <CreditAction>1</CreditAction>
  <OperatorName>Administrator</OperatorName>
  <InvoiceNumber>65</InvoiceNumber>
  <TransactionMemo />
  <PreAuthAmount>7.50</PreAuthAmount>
  <ChargeAmount>7.50</ChargeAmount>
  <GratuityAmount>0.00</GratuityAmount>
  <ForceDuplicate>False</ForceDuplicate>
  <TrackData />
  <CreditCardNumber>XXXXXXXXXXXX4242</CreditCardNumber>
  <CreditCardExpireMonth>XX</CreditCardExpireMonth>
  <CreditCardExpireYear>XX</CreditCardExpireYear>
  <CardHolderFirstName>Dave</CardHolderFirstName>
  <CardHolderLastName>Ventura</CardHolderLastName>
  <AVSAddress>XXXXXXXXXX</AVSAddress>
  <AVSZipCode>XXXXX</AVSZipCode>
  <CVVCode>XXX</CVVCode>
  <ReferenceID />
</EdcRequest>
```

Transaction Response Trace:

```
<?xml version="1.0"?>
<EdcResponse>
  <RequestType>Credit</RequestType>
  <Result>1</Result>
  <ResponseOrigin>1</ResponseOrigin>
  <ClientResponse>999999</ClientResponse>
  <ProviderResponse>9999</ProviderResponse>
  <DuplicateDetected>False</DuplicateDetected>
  <ResponseText>Transaction Approved</ResponseText>
  <AuthCode>766201</AuthCode>
  <ReferenceID>766201</ReferenceID>
  <AcqRefData>766201</AcqRefData>
  <VoiceAuthID>766201</VoiceAuthID>
  <AVSResponse>6</AVSResponse>
  <CVVResponse>4</CVVResponse>
  <SequenceNumber />
  <StandInProcessing>False</StandInProcessing>
  <HoldCallDetected>False</HoldCallDetected>
  <HoldCallContactTel />
  <DBTransactionNumber>0</DBTransactionNumber>
</EdcResponse>
```

Figure 8-10

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider's technical support department to help determine the cause.

| | |
|--|--|
| | <p>NOTE: The trace output information only displays if the <i>Enable Tracing</i> checkbox has been selected for the account in the Merchant Account Editor.</p> |
|--|--|

Voice Capture Button

The voice capture feature of Aldelo® EDC allows the merchant to continue operating his business and accepting credit cards while his internet connection to the Merchant Service Provider is down for any reason. The merchant processes the customer's credit card by using an imprint device. The imprint device captures the credit card type, the credit card number, and the expiration date. The merchant adds the invoice number and the settle amount to the imprint. The merchant then calls the Merchant Service Provider to obtain a voice authorization. The merchant typically gives the Merchant Service Provider all of the above information over the phone. The Merchant Service Provider then gives the merchant a voice authorization code which the merchant records on the

imprint. Upon obtaining this voice code authorization, the merchant may give the customer a copy of the imprint as a receipt. Later, when the internet connection has been restored, the merchant may enter these transactions manually into Aldelo® EDC by using the voice capture feature.

To use the voice capture feature, select the Credit Tab from the main screen of Aldelo® EDC and in the Sale group box, click the *Voice Capture* button. Next, swipe the customer's credit card to capture its type, number, and expiration date. Alternatively, you may enter the card number and expiration date manually by clicking the *abc* buttons to the right of the respective fields. In this case, the card type field populates automatically. Finally, manually enter the invoice number, the settle amount, and the voice authorization code. When finished, click the *Process* button (See Figure 8-11).

The screenshot displays the Aldelo EDC (TSYS Edition) software interface. The 'Credit' tab is selected in the menu bar. The 'Voice Capture' button in the toolbar is circled. The main form area is titled 'Voice Capture' and contains the following fields and controls:

- Transaction Info:**
 - Operator Name: Administrator abc
 - Invoice Number: 66 abc
 - Use Secondary Merchant Account:
 - CVV/CVC: abc
 - Card Present:
 - AVS Street: abc
 - AVS Zip: abc
- Card Information:**
 - Credit Card Number: XXXXXXXXXXXX4242
 - Credit Card Type: Visa
 - Expire Date (MMYY): **** abc
 - Cardholder Name: abc
 - Level 2 Customer Code: abc
 - Level 2 Tax Amount: abc
 - Process Card Offline:
- Settle Amount:** 9.95 abc
- Voice Auth Code:** 1A23 abc
- Reference ID:
- Auth Code:
- Acq Ref Data:
- Sequence Number:

At the bottom of the form, the 'Process' button is circled. The status bar at the bottom of the window shows the date (04/19), time (03:24 PM), user (Administrator), SQL Server (DAVEVHW\SQLExpress), and Database (AldeloEDC).

Figure 8-11



NOTE: It is not necessary to manually enter the cardholder's name when using the voice capture feature.

Voice Capture Tab

When the voice capture transaction has been sent and a response has been received, the type of response is displayed near the top of the window under the Voice Capture Tab. Click the *Clear* button on the Credit Card Toolbar to remove all of the information from the fields on this screen (See Figure 8-12).

The screenshot shows a software interface for voice capture transactions. At the top, a black banner displays "Approval Transaction Approved" with a white arrow pointing to the right. Below this, the interface is divided into several sections:

- Header:** "Voice Capture" and "Trace Output".
- Transaction Info:** A central section containing fields for "Operator Name" (Administrator abc), "Invoice Number" (66 abc), "Settle Amount" (9.95 abc), "CVV/CVC" (abc), "Voice Auth Code" (1A23 abc), "Reference ID" (197986), "Auth Code" (197986), "Acq Ref Data" (197986), and "Sequence Number".
- Credit Card Fields:** Includes "Credit Card Number" (XXXXXXXXXXXX4242), "Credit Card Type" (Visa), "Expire Date (MMYY)" (**** abc), "Cardholder Name" (abc), "Level 2 Customer Code" (abc), "Level 2 Tax Amount" (abc), and "Process Card Offline" (checkbox).
- Toolbar:** Located at the bottom, it contains icons for "Credit Card", "Clear" (circled in red), "Process", "Offline Recovery", and "Done".

Figure 8-12

Trace Output Tab

The Trace Output Tab displays information about the voice capture transaction. The left panel of the screen displays information about the transaction request sent from Aldelo[®] EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo[®] EDC (See Figure 8-13).

| Transaction Request Trace | Transaction Response Trace |
|--|--|
| <pre><?xml version="1.0"?> <EdcRequest> <RequestType>Credit</RequestType> <CreditAction>2</CreditAction> <OperatorName>Administrator</OperatorName> <InvoiceNumber>66</InvoiceNumber> <TransactionMemo /> <PreAuthAmount>9.95</PreAuthAmount> <ChargeAmount>9.95</ChargeAmount> <GratuityAmount>0.00</GratuityAmount> <ForceDuplicate>False</ForceDuplicate> <TrackData /> <CreditCardNumber>XXXXXXXXXXXX4242</CreditCardNumber> <CreditCardExpireMonth>XX</CreditCardExpireMonth> <CreditCardExpireYear>XX</CreditCardExpireYear> <CardHolderFirstName /> <CardHolderLastName /> <AVSAddress>XXXXXXXXXX</AVSAddress> <AVSZipCode>XXXX</AVSZipCode> <CVVCode>XXX</CVVCode> <ReferenceID /> </EdcRequest></pre> | <pre><?xml version="1.0"?> <EdcResponse> <RequestType>Credit</RequestType> <Result>1</Result> <ResponseOrigin>1</ResponseOrigin> <ClientResponse>999999</ClientResponse> <ProviderResponse>9999</ProviderResponse> <DuplicateDetected>False</DuplicateDetected> <ResponseText>Transaction Approved </ResponseText> <AuthCode>197986</AuthCode> <ReferenceID>197986</ReferenceID> <AcqRefData>197986</AcqRefData> <VoiceAuthID>197986</VoiceAuthID> <AVSResponse>6</AVSResponse> <CVVResponse>4</CVVResponse> <SequenceNumber /> <StandInProcessing>False</StandInProcessing> <HoldCallDetected>False</HoldCallDetected> <HoldCallContactTel /> <DBTransactionNumber>0</DBTransactionNumber> </EdcResponse></pre> |

Figure 8-13

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider's technical support department to help determine the cause.



NOTE: The trace output information only displays if the *Enable Tracing* checkbox has been selected for the account in the Merchant Account Editor.

Void Sale Button

Occasionally, you may find the need to void a sale transaction. To do so, select the Credit Tab from the main screen of Aldelo® EDC and in the Sale group box, click the *Void Sale* button. Select the sale transaction to void from the list of transactions displayed under the Void Sale Tab by clicking on it. When finished, click the *Void Sale* button on the Transaction Selector Toolbar (See Figure 8-14).

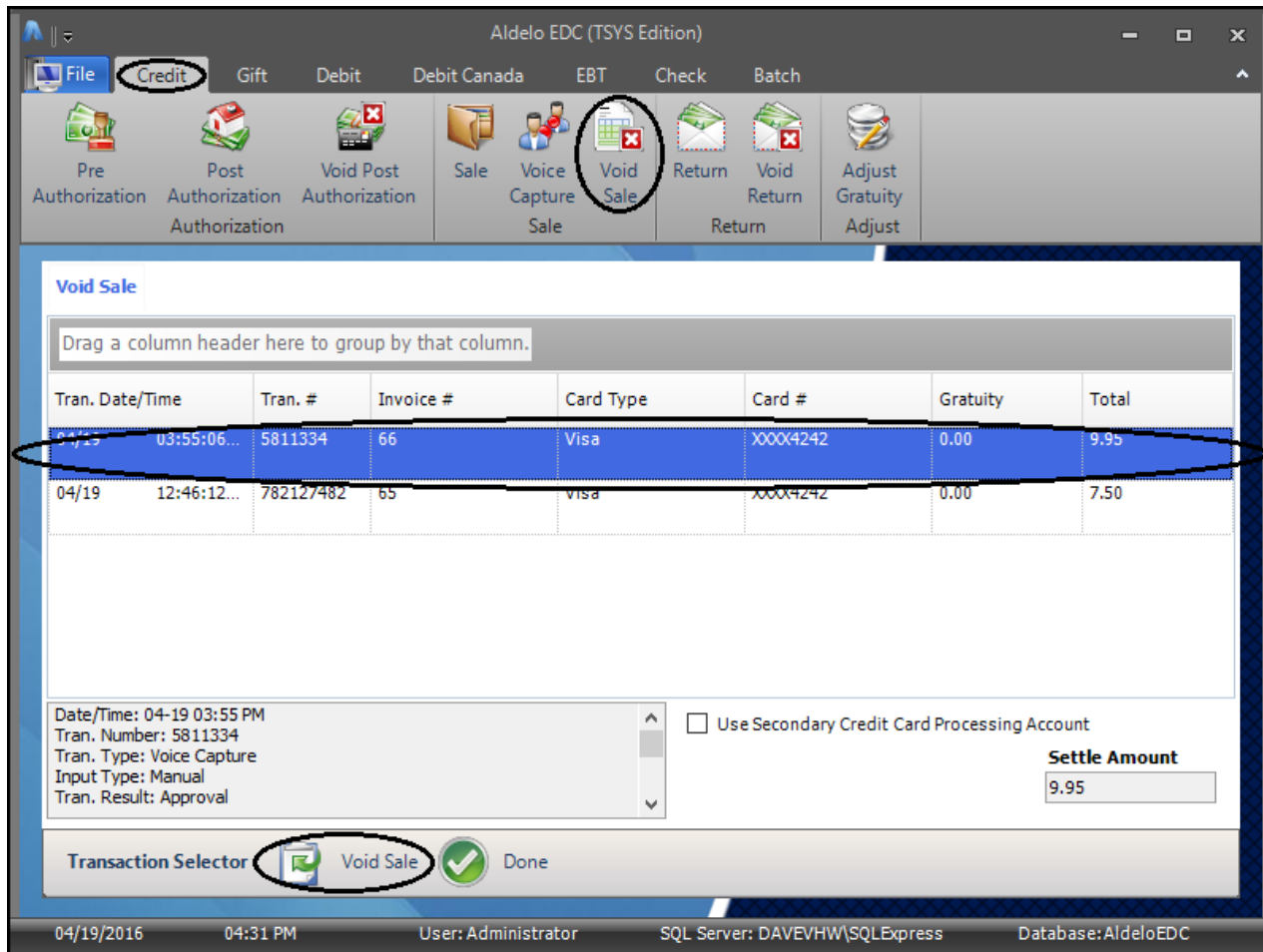


Figure 8-14

The Void Sale Successful message indicates that the transaction was approved. Click the *OK* button to complete the process (See Figure 8-15).

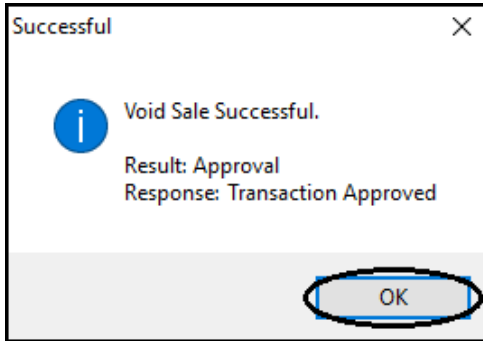


Figure 8-15

Return Group Box

Return Button

A return transaction is made when the merchant wishes to refund money to a customer. Unlike a void transaction, a return transaction is not tied to a corresponding sale transaction. A return transaction may be performed for any amount at any time. The processing of a return transaction results in a credit to the customer's credit card account and a debit to the amount due the merchant from the Merchant Service Provider.

To perform a return transaction in stand-alone mode, select the Credit Tab from the main screen of Aldelo® EDC and in the Return group box, click the *Return* button. Swipe the credit card through the card reader device. Enter the invoice number and the settle amount (the amount to be refunded to the customer) in their respective fields. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Click the *Process* button on the Credit Card Toolbar to send the transaction to the Merchant Service Provider (See Figure 8-16).

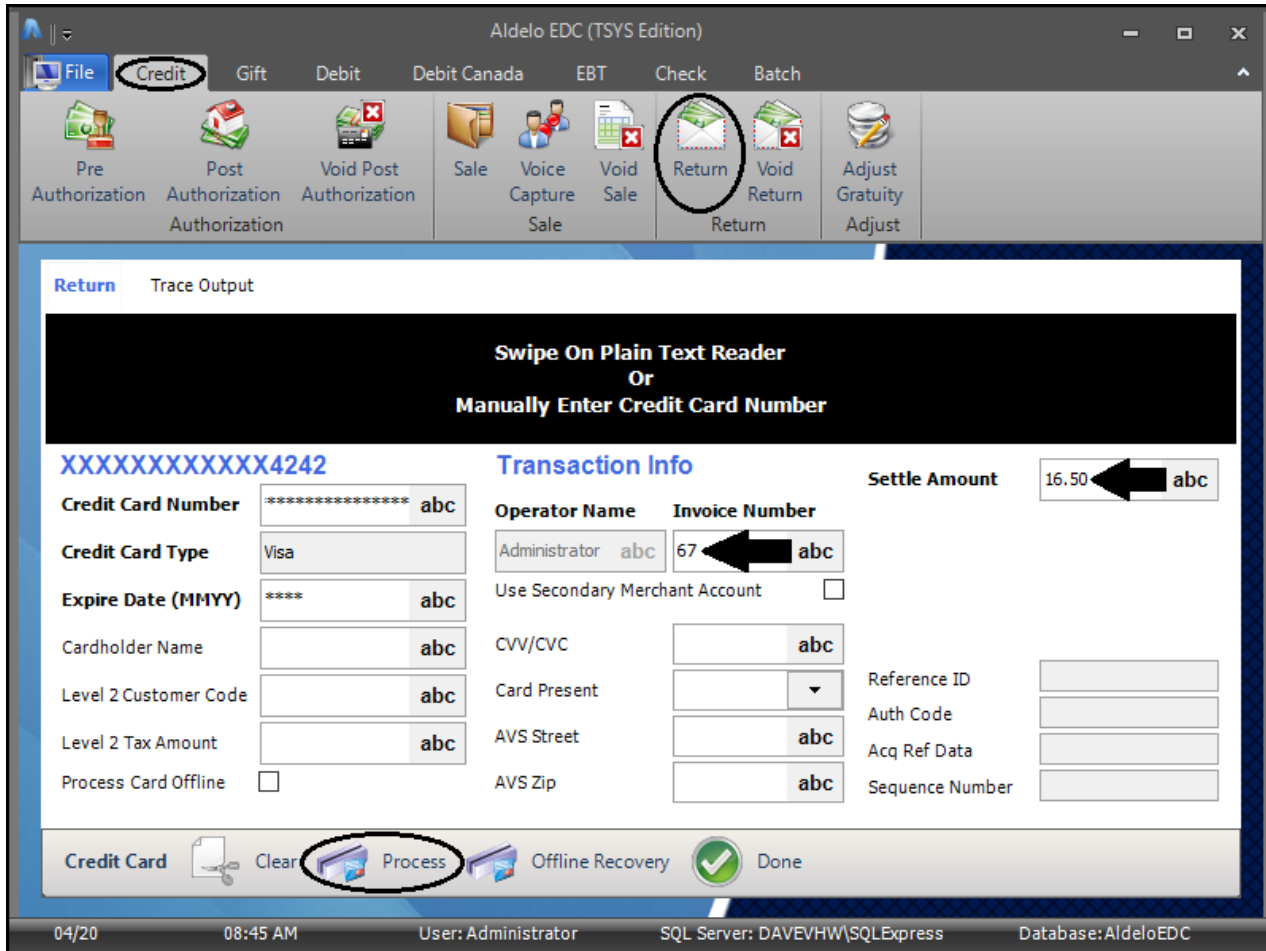


Figure 8-16

Return Tab

When the return transaction has been sent and a response has been received, the type of response is displayed near the top of the window under the Return Tab. Click the *Clear* button on the Credit Card Toolbar to remove all of the information from the fields on this screen (See Figure 8-17).

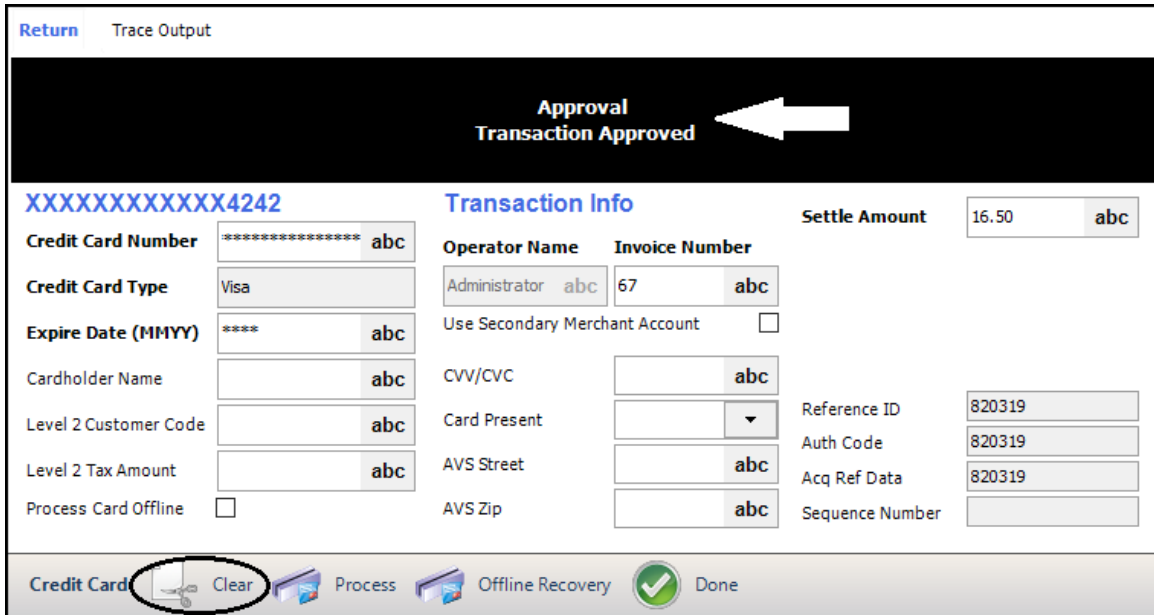


Figure 8-17

Trace Output Tab

The Trace Output Tab displays information about the return transaction. The left panel of the screen displays information about the transaction request sent from Aldelo® EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo® EDC (See Figure 8-18).

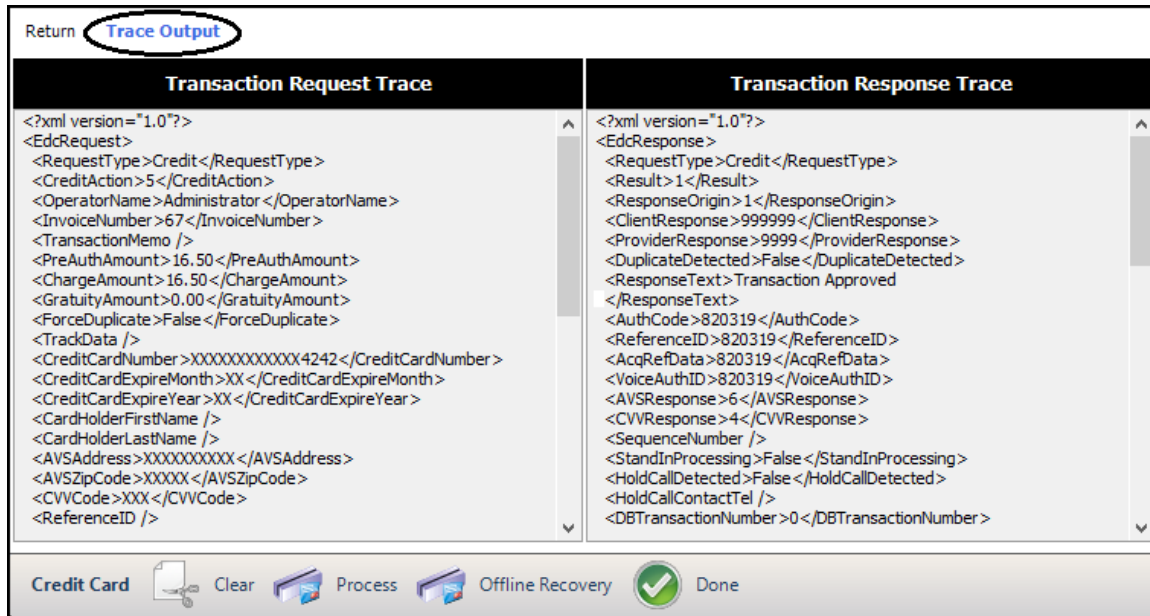


Figure 8-18

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider’s technical support department to help determine the cause.

| | |
|--|--|
| | <p>NOTE: The trace output information only displays if the <i>Enable Tracing</i> checkbox has been selected for the account in the Merchant Account Editor.</p> |
|--|--|

Void Return Button

Occasionally, you may find the need to void a return transaction. To do so, select the Credit Tab from the main screen of Aldelo® EDC and in the Return group box, click the *Void Return* button. Select the transaction to void from the list of return transactions displayed under the Void Return Tab. When finished, click the *Void Return* button on the Transaction Selector Toolbar (See Figure 8-19).

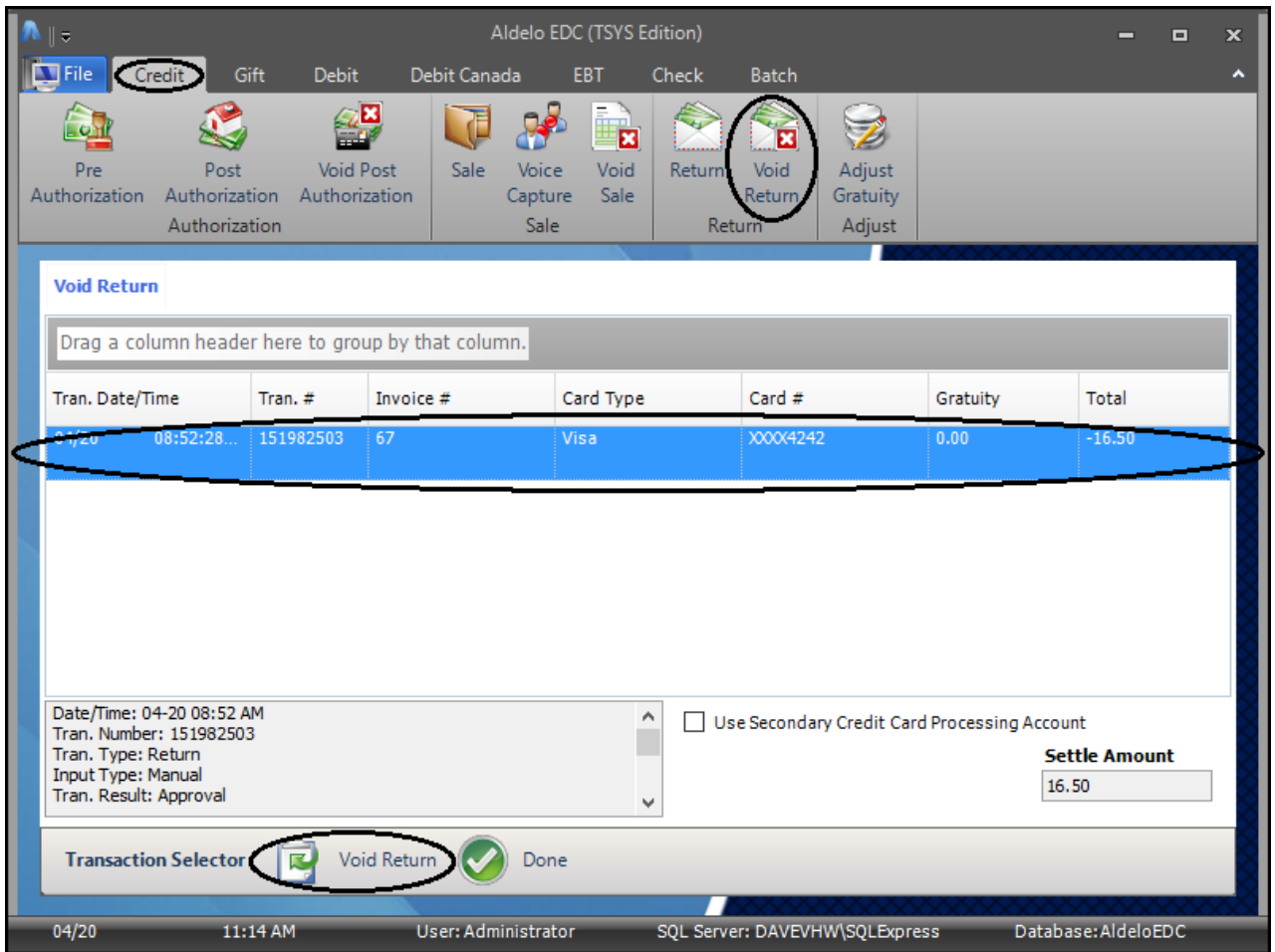


Figure 8-19

The Void Return Successful message indicates that the transaction was approved. Click the *OK* button to complete the process (See Figure 8-20).

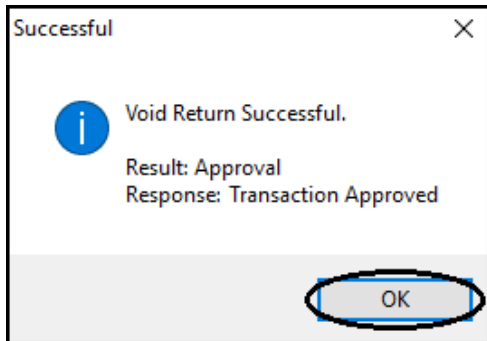


Figure 8-20

Adjust Group Box

Adjust Gratuity Button

When using a merchant account of the restaurant type, a Gratuity Amount field displays to the left of the Settle Amount field. This field is used to add the gratuity given by the customer to the wait staff. In this case, make the final adjustment to the settle amount by making the adjustment to the Gratuity Amount field (added gratuities may only be positive amounts). Click the *Update Gratuity* button followed by the *Done* button to complete the process.

Gift Tab

All gift card transactions are handled under the Gift Tab of the main screen of Aldelo® EDC. Gift cards may be issued and reloaded. The customer's gift card balance may be checked. Sale and return transactions may be made with gift cards.



NOTE: To use the gift card feature in Aldelo® EDC, the merchant must use gift cards issued by the Merchant Service Provider. Gift cards issued internally by the merchant cannot be used.

Issue/Reload Group Box

Gift cards may be issued for the first time, value may be added to the remaining balance of existing gift cards, and the balance remaining on gift cards may be checked by using the features of the Issue/Reload group box.

Issue Button

An issue transaction is made when the merchant sells a new gift card to a customer, as opposed to adding value to an existing gift card.

To perform an issue transaction in stand-alone mode, select the Gift Tab from the main screen of Aldelo® EDC and in the Issue/Reload group box, click the *Issue* button. Swipe a new gift card through the card reader device. Enter the invoice number and the transaction amount in their respective fields. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Click the *Process* button on the Gift Card Toolbar to send the transaction to the Merchant Service Provider (See Figure 8-21).

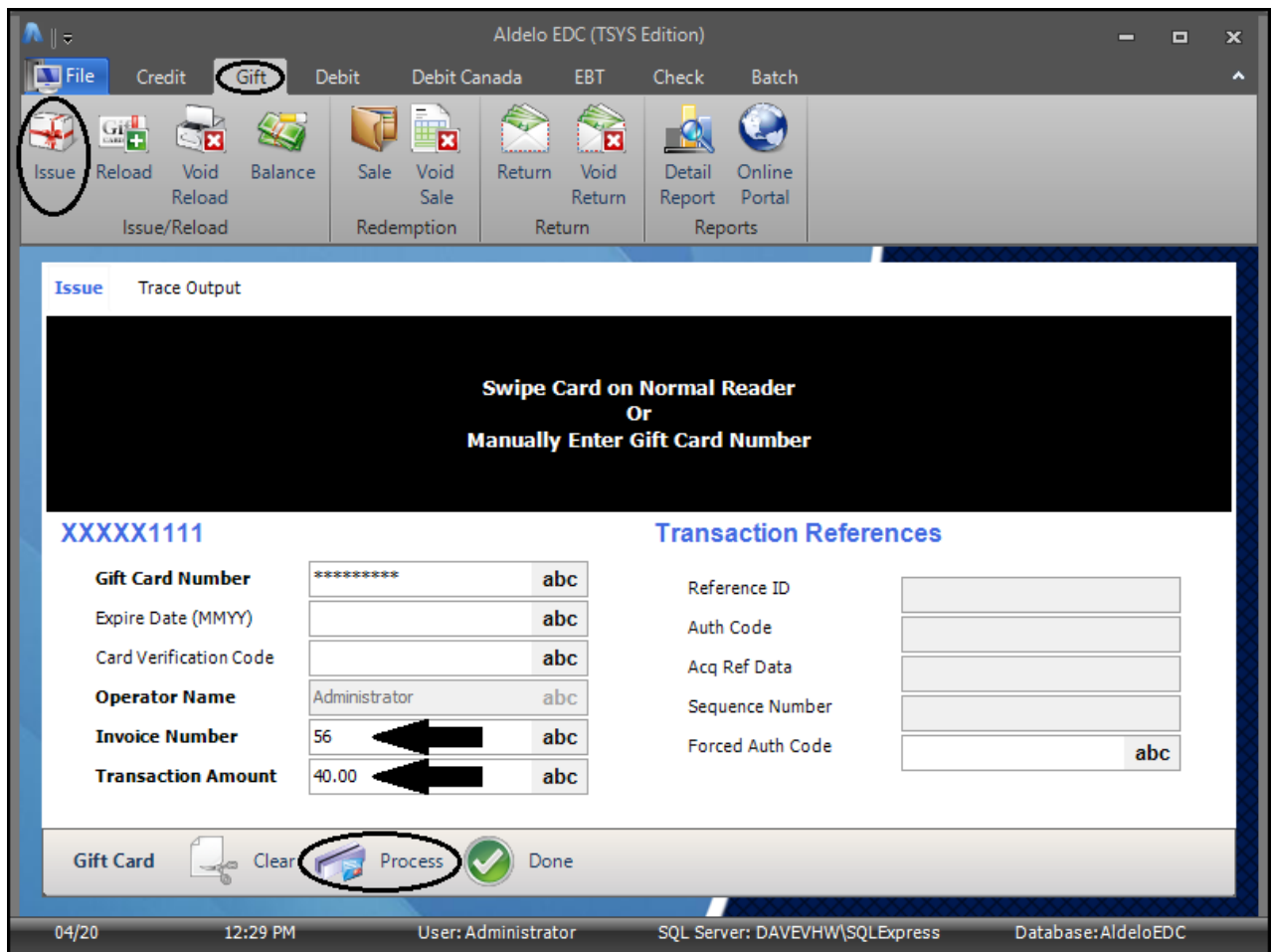


Figure 8-21

Issue Tab

When the issue transaction has been sent and a response has been received, the type of response is displayed near the top of the window under the Issue Tab. Click the *Clear* button on the Gift Card Toolbar to remove all of the information from the fields on this screen (See Figure 8-22).

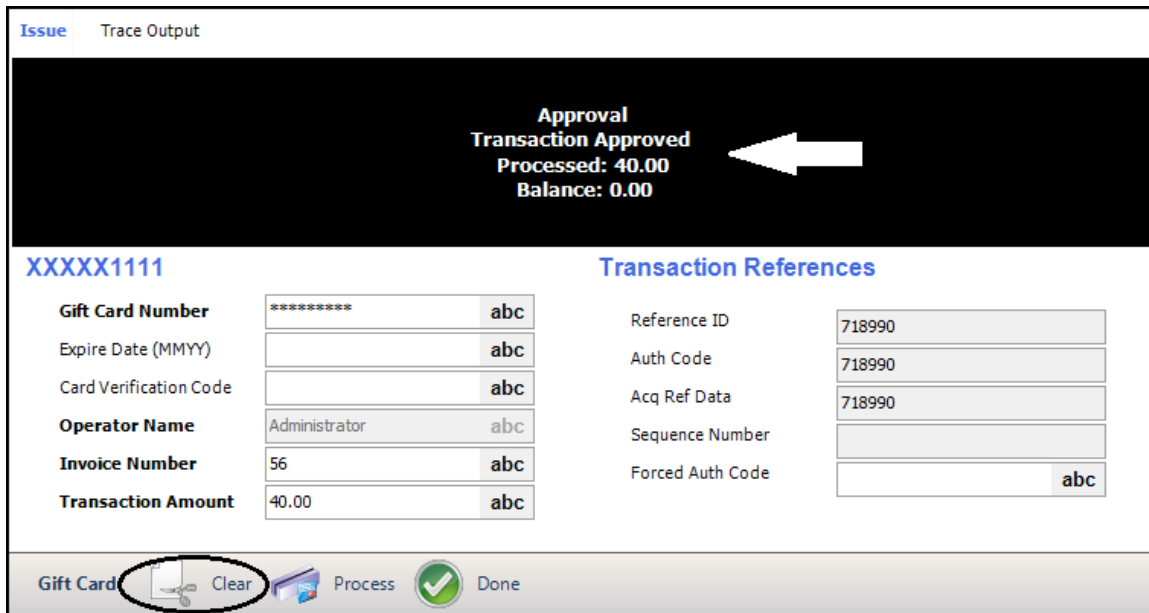


Figure 8-22

Trace Output Tab

The Trace Output Tab displays information about the issue transaction. The left panel of the screen displays information about the transaction request sent from Aldelo[®] EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo[®] EDC (See Figure 8-23).

The screenshot shows a software interface with a tab labeled "Trace Output" circled in blue. Below the tab are two side-by-side panels. The left panel is titled "Transaction Request Trace" and contains XML data for a gift card request. The right panel is titled "Transaction Response Trace" and contains XML data for the response, indicating the transaction was approved. At the bottom of the interface, there is a toolbar with buttons for "Gift Card", "Clear", "Process", and "Done", along with a green checkmark icon.

```


<?xml version="1.0"?>
<EdcRequest>
  <RequestType>Gift</RequestType>
  <GiftAction>1</GiftAction>
  <OperatorName>Administrator</OperatorName>
  <InvoiceNumber>56</InvoiceNumber>
  <TransactionMemo />
  <PurchaseAmount>40.00</PurchaseAmount>
  <ForceDuplicate>False</ForceDuplicate>
  <TrackData />
  <GiftCardNumber>XXXXX1111</GiftCardNumber>
  <GiftCardExpireMonth>XX</GiftCardExpireMonth>
  <GiftCardExpireYear>XX</GiftCardExpireYear>
  <AVSAddress>XXXXXXXXXX</AVSAddress>
  <AVSZipCode>XXXX</AVSZipCode>
  <CVVCode>XXX</CVVCode>
  <ReferenceID />
  <AuthCode />
  <AcqRefData />
  <SequenceNumber />
  <NewUniqueGatewayOrderID>0</NewUniqueGatewayOrderID>
</EdcRequest>

<?xml version="1.0"?>
<EdcResponse>
  <RequestType>Gift</RequestType>
  <Result>1</Result>
  <ResponseOrigin>1</ResponseOrigin>
  <ClientResponse>999999</ClientResponse>
  <ProviderResponse>9999</ProviderResponse>
  <DuplicateDetected>False</DuplicateDetected>
  <ResponseText>Transaction Approved</ResponseText>
  <AuthCode>718990</AuthCode>
  <ReferenceID>718990</ReferenceID>
  <AcqRefData>718990</AcqRefData>
  <AVSResponse>6</AVSResponse>
  <CVVResponse>4</CVVResponse>
  <SequenceNumber />
  <StandInProcessing>False</StandInProcessing>
  <ProcessedAmount>40.00</ProcessedAmount>
  <BalanceAmount>0.00</BalanceAmount>
  <DBTransactionNumber>0</DBTransactionNumber>
  <SecuredSwipeCardLast4 />
</EdcResponse>

```

Figure 8-23

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider's technical support department to help determine the cause.

| | |
|---|--|
|  | <p>NOTE: The trace output information only displays if the <i>Enable Tracing</i> checkbox has been selected for the account in the Merchant Account Editor.</p> |
|---|--|

Reload Button

A reload transaction is made when the customer buys additional value to add to his existing gift card, as opposed to buying a new gift card.

To perform a reload transaction in stand-alone mode, select the Gift Tab from the main screen of Aldelo® EDC and in the Issue/Reload group box, click the *Reload* button. Swipe the previously issued gift card through the card reader device. Enter the invoice number and the transaction amount in their respective fields. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Click the *Process* button on the Gift Card Toolbar to send the transaction to the Merchant Service Provider (See Figure 8-24).

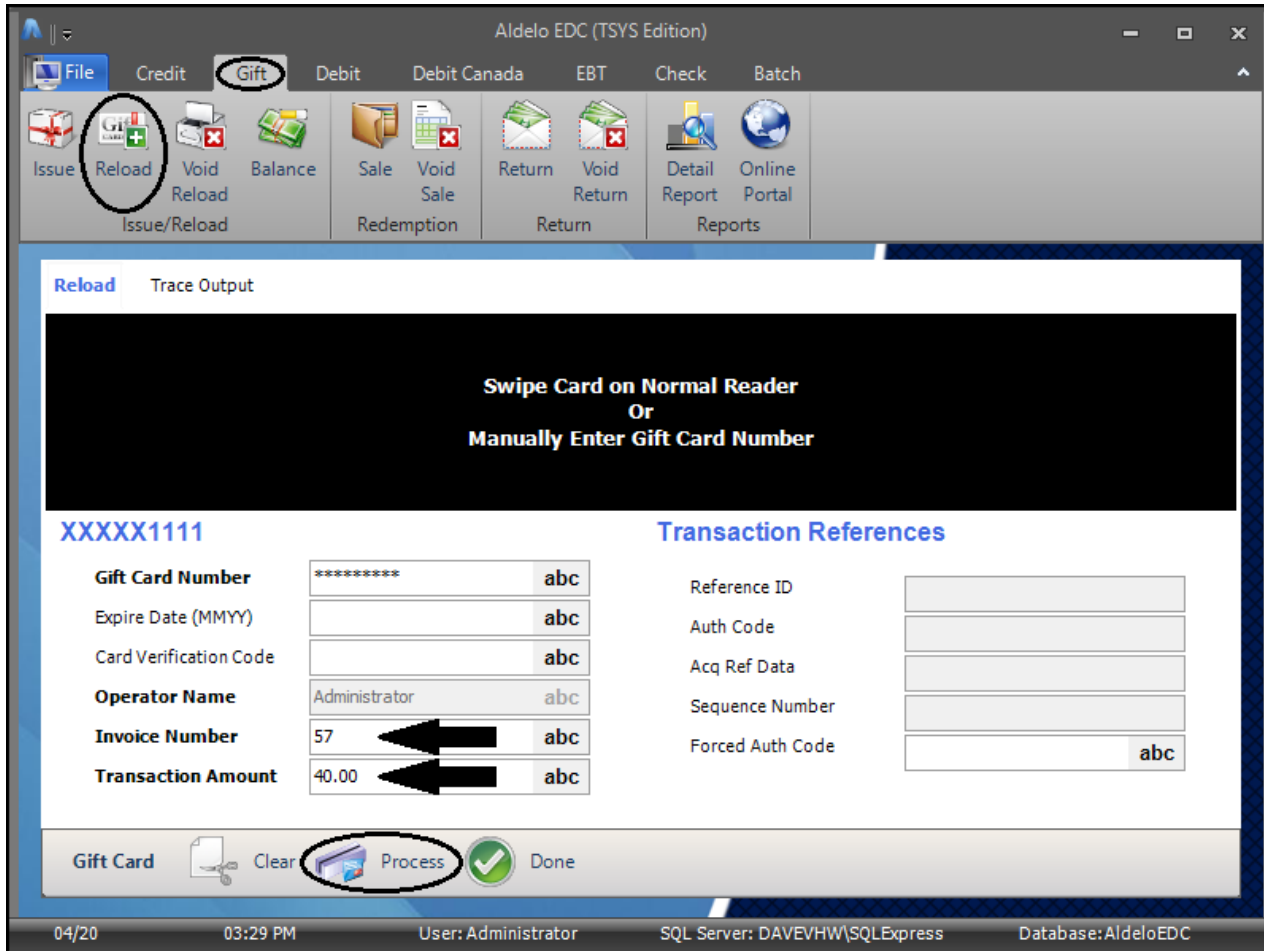


Figure 8-24

Reload Tab

When the reload transaction has been sent and a response has been received, the type of response is displayed near the top of the window under the Reload Tab. Click the *Clear* button on the Gift Card Toolbar to remove all of the information from the fields on this screen (See Figure 8-25).

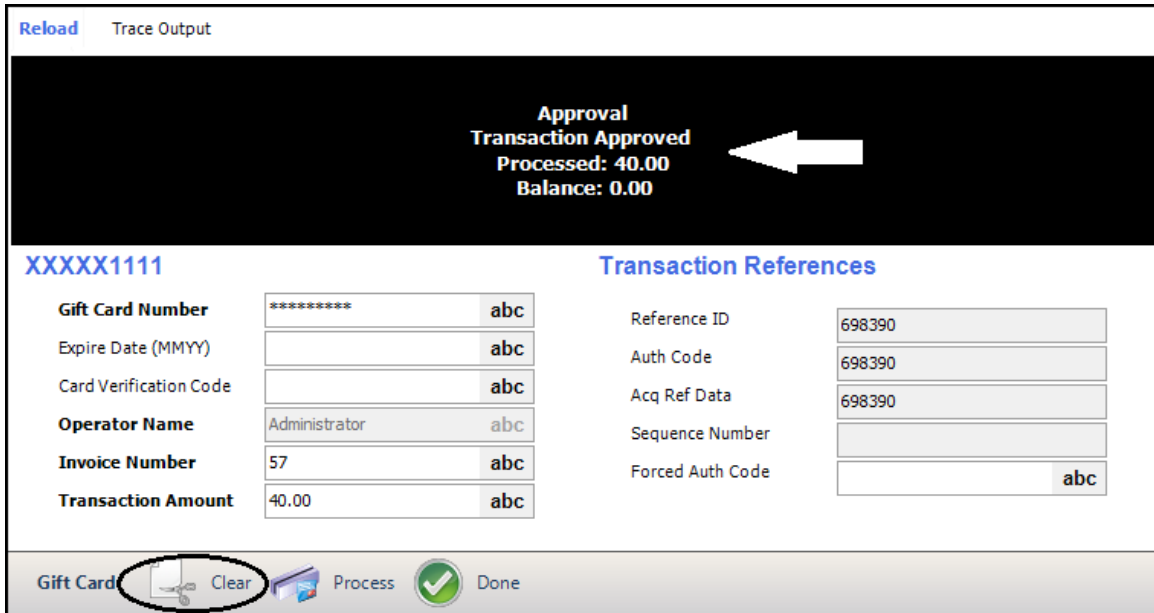


Figure 8-25

Trace Output Tab

The Trace Output Tab displays information about the reload transaction. The left panel of the screen displays information about the transaction request sent from Aldelo® EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo® EDC (See Figure 8-26).

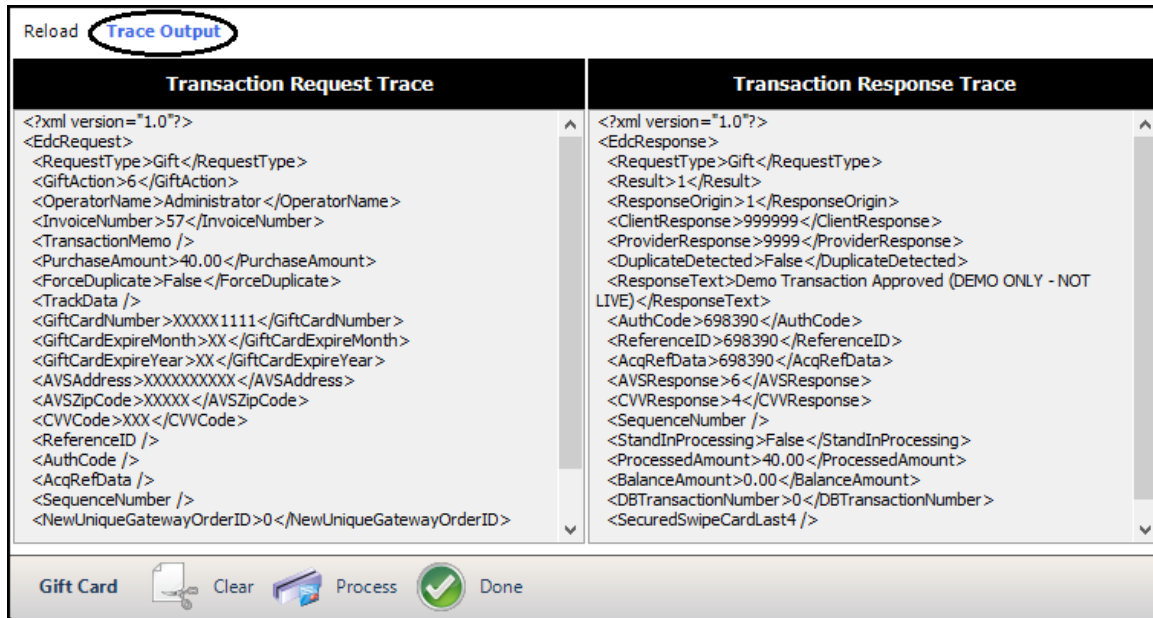


Figure 8-26

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider’s technical support department to help determine the cause.

| | |
|--|--|
| | <p>NOTE: The trace output information only displays if the <i>Enable Tracing</i> checkbox has been selected for the account in the Merchant Account Editor.</p> |
|--|--|

Void Reload Button

Occasionally, you may find the need to void a reload transaction. To do so, select the Gift Tab from the main screen of Aldelo® EDC and in the Issue/Reload group box, click the *Void Reload* button. Select the reload transaction to void from the list of transactions displayed under the Void Reload Tab. When finished, click the *Void Reload* button on the Gift Card Voids Toolbar (See Figure 8-27).

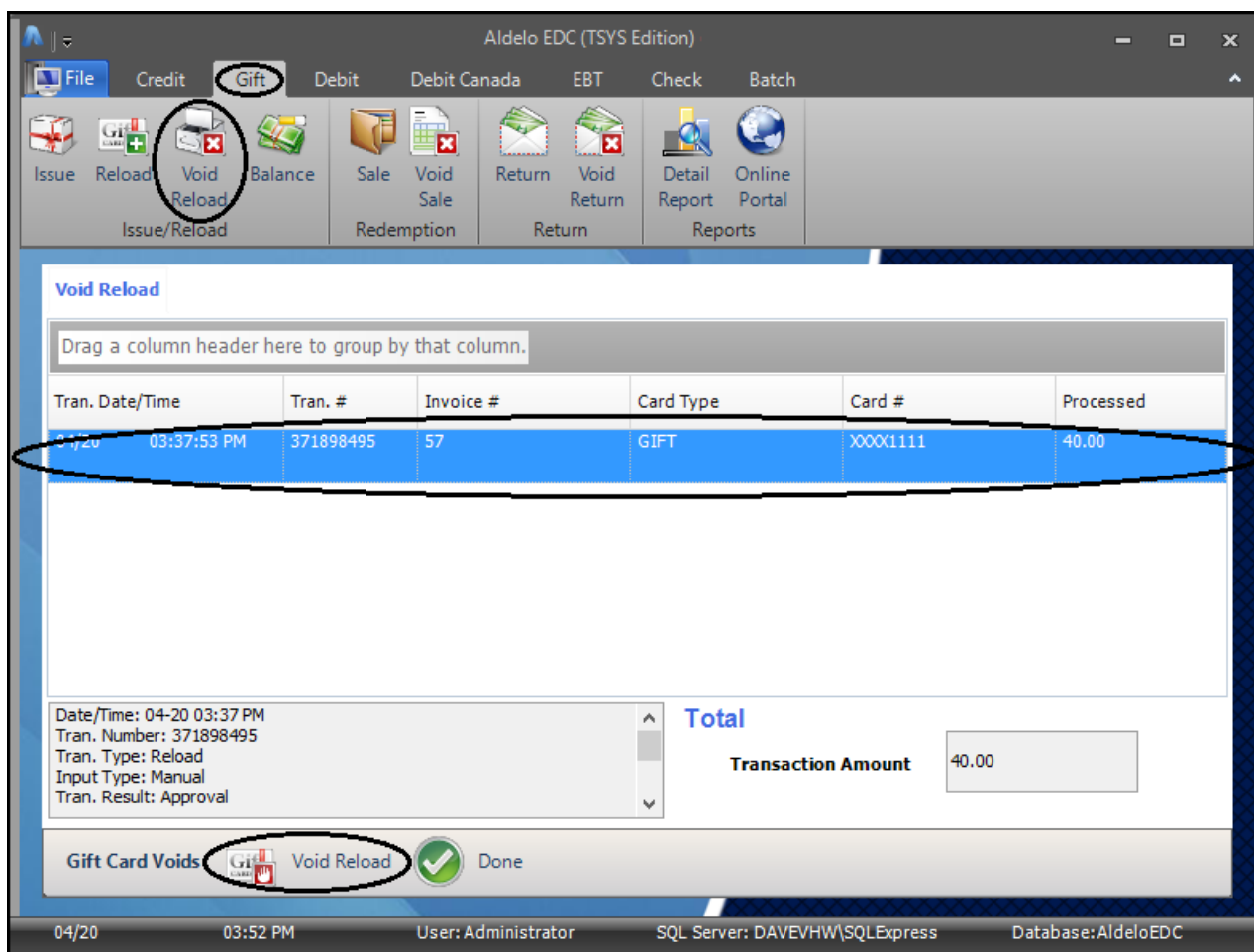


Figure 8-27

The Void Reload Successful message indicates that the transaction was approved. Click the *OK* button to complete the process (See Figure 8-28).

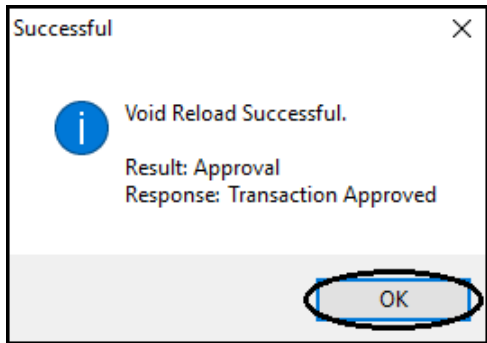


Figure 8-28

Balance Button

At times, a customer may ask the merchant to check the balance remaining on his gift card. To check the balance in stand-alone mode, select the Gift Tab from the main screen of Aldelo® EDC and in the Issue/Reload group box, click the *Balance* button. Swipe the customer's gift card through the card reader device or enter the information manually. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Next, click the *Process* button on the Gift Card Toolbar to send the transaction to the Merchant Service Provider (See Figure 8-29).

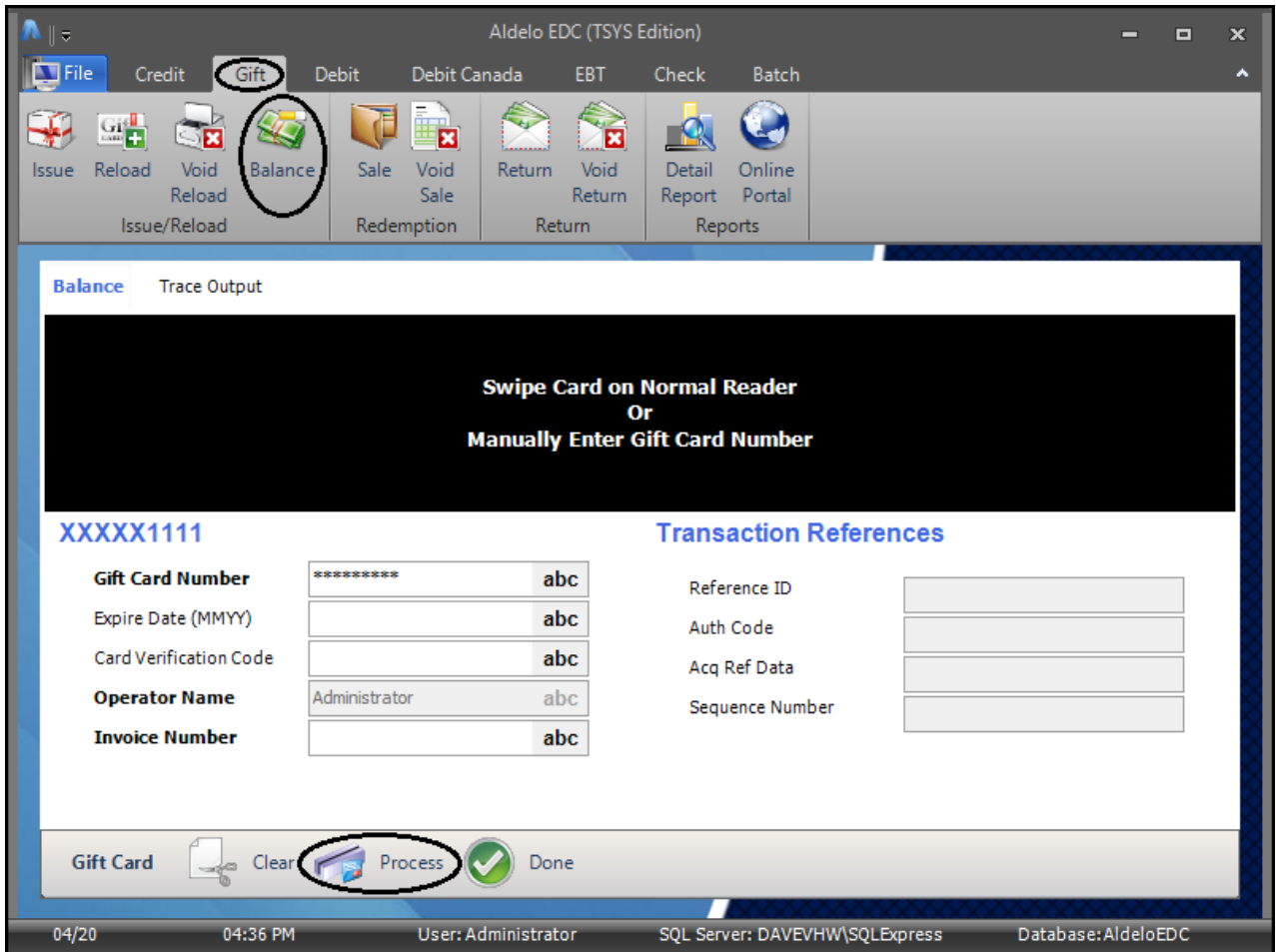


Figure 8-29

Balance Tab

When the balance transaction has been sent and a response has been received, the type of response is displayed near the top of the window under the Balance Tab. Click the *Clear* button on the Gift Card Toolbar to remove all of the information from the fields on this screen (See Figure 8-30).

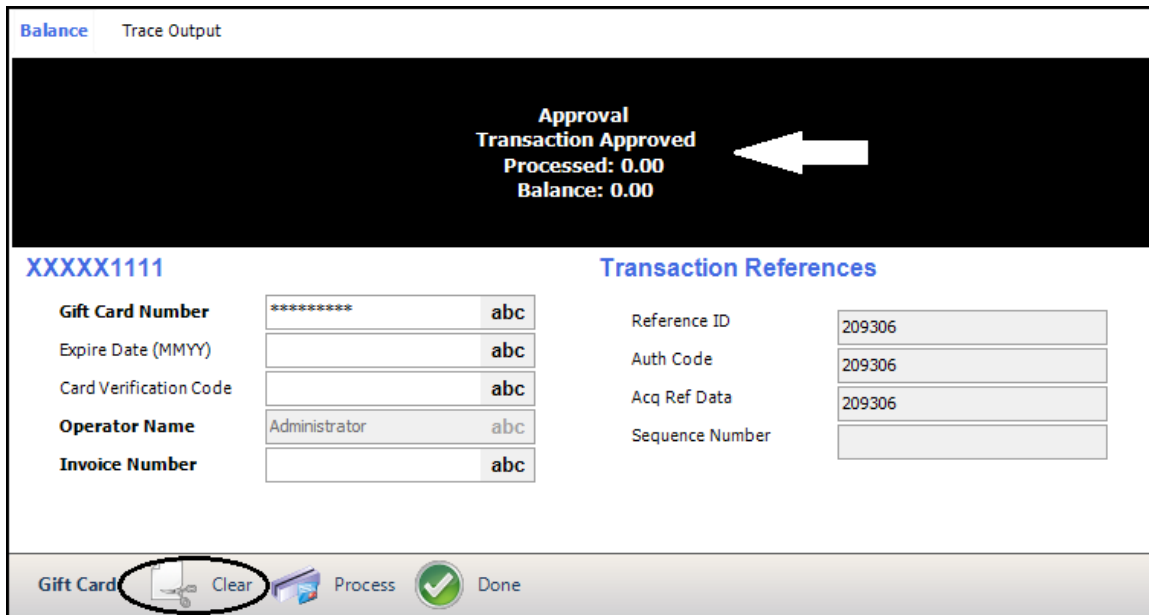


Figure 8-30


Trace Output Tab

The Trace Output Tab displays information about the balance transaction. The left panel of the screen displays information about the transaction request sent from Aldelo® EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo® EDC (See Figure 8-31).

The screenshot shows a software interface with a 'Balance' tab and a 'Trace Output' sub-tab. It is divided into two main sections: 'Transaction Request Trace' on the left and 'Transaction Response Trace' on the right. Both sections display XML data. The 'Transaction Request Trace' shows details like RequestType (Gift), GiftAction (8), OperatorName (Administrator), InvoiceNumber (GBAL-73681209306), and GiftCardNumber (XXXXX1111). The 'Transaction Response Trace' shows details like Result (1), ResponseOrigin (1), ClientResponse (9999999), ProviderResponse (9999), and AuthCode (209306). At the bottom, there is a 'Gift Card' section with icons for 'Clear', 'Process', and 'Done'.

Figure 8-31

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider's technical support department to help determine the cause.

| | |
|---|--|
|  | <p>NOTE: The trace output information only displays if the <i>Enable Tracing</i> checkbox has been selected for the account in the Merchant Account Editor.</p> |
|---|--|

Redemption Group Box

Gift cards may be redeemed by the merchant by using the Sale feature of the Redemption group box. These sales may also be voided as necessary.

Sale Button

A gift card sale transaction is made when a customer wishes to use some or all of the available balance remaining on his gift card. To perform a gift card sale transaction in stand-alone mode, select the Gift Tab from the main screen of Aldelo® EDC and in the Redemption group box, click the *Sale* button. Swipe the customer's gift card through the card reader device. Enter the invoice number and the transaction amount in their respective fields. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Click the *Process* button on the Gift Card Toolbar to send the sale transaction to the Merchant Service Provider (See Figure 8-32).

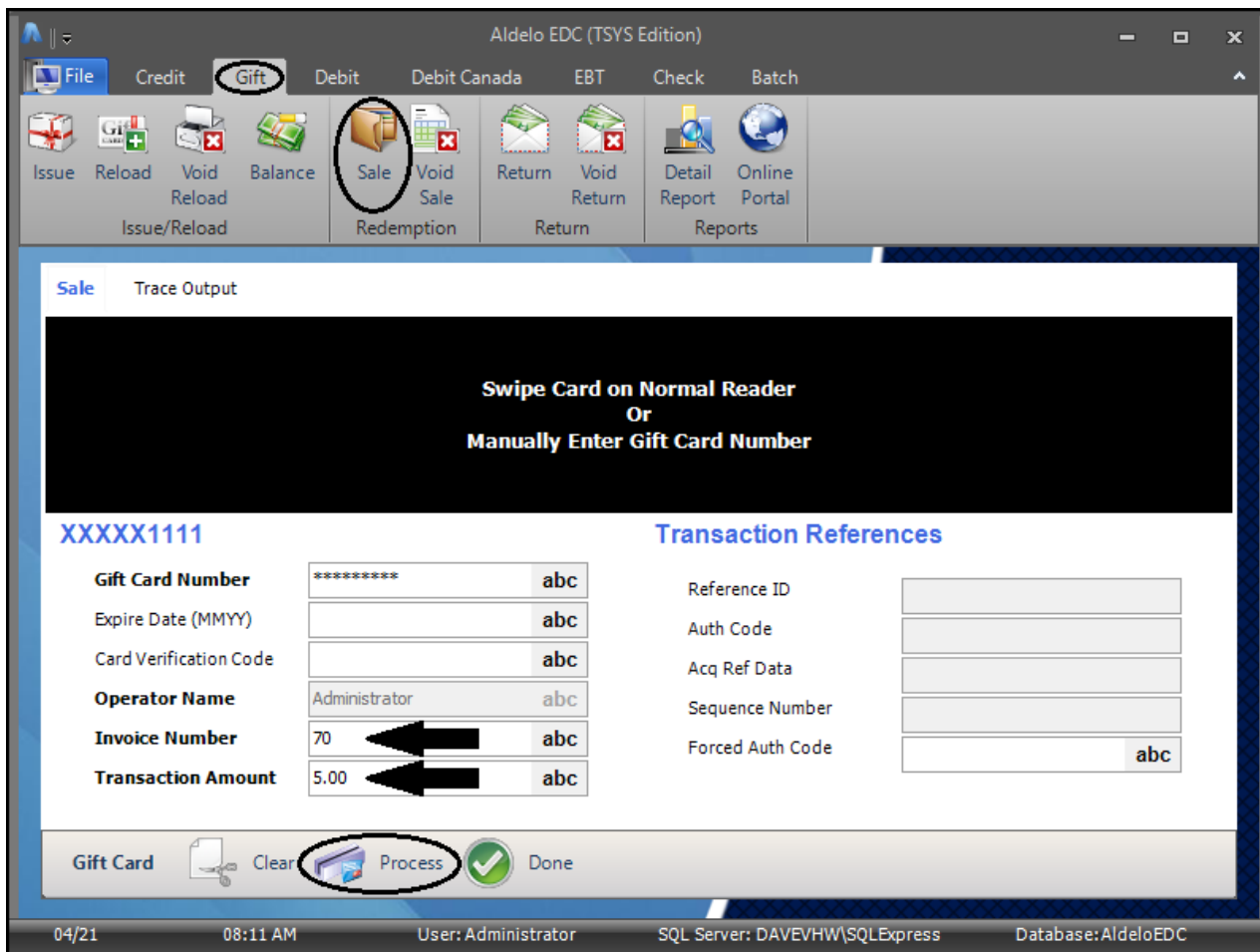


Figure 8-32

Sale Tab

When the sale transaction has been sent and a response has been received, the type of response is displayed near the top of the window under the Sale Tab. Click the *Clear* button on the Gift Card Toolbar to remove all of the information from the fields on this screen (See Figure 8-33).

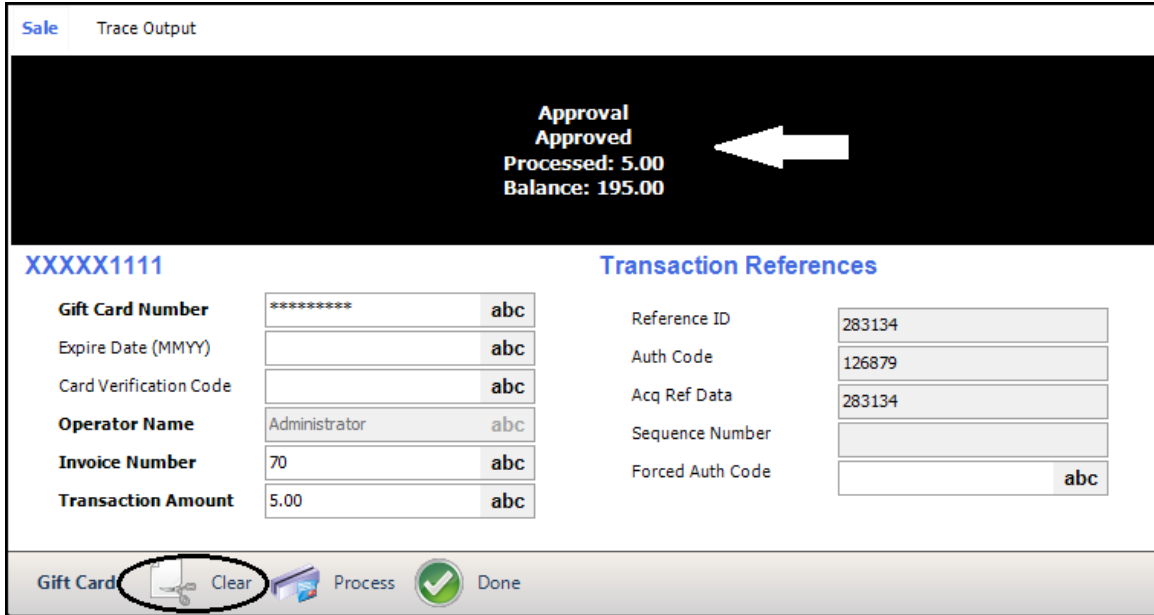


Figure 8-33

Trace Output Tab

The Trace Output Tab displays information about the gift card sale transaction. The left panel of the screen displays information about the transaction request sent from Aldelo® EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo® EDC (See Figure 8-34).

The screenshot shows a software interface with a 'Sale' tab and a 'Trace Output' sub-tab. The interface is divided into two main panels: 'Transaction Request Trace' on the left and 'Transaction Response Trace' on the right. Below these panels is a control bar with buttons for 'Gift Card', 'Clear', 'Process', and 'Done'.

| Transaction Request Trace | Transaction Response Trace |
|---|---|
| <pre><?xml version="1.0"?> <EdcRequest> <RequestType>Gift</RequestType> <GiftAction>2</GiftAction> <OperatorName>Administrator</OperatorName> <InvoiceNumber>70</InvoiceNumber> <TransactionMemo /> <PurchaseAmount>5.00</PurchaseAmount> <ForceDuplicate>False</ForceDuplicate> <TrackData /> <GiftCardNumber>XXXXX1111</GiftCardNumber> <GiftCardExpireMonth>XX</GiftCardExpireMonth> <GiftCardExpireYear>XX</GiftCardExpireYear> <AVSAddress>XXXXXXXXXX</AVSAddress> <AVSZipCode>XXXXX</AVSZipCode> <CVVCode>XXX</CVVCode> <ReferenceID /> <AuthCode /> <AcqRefData /> <SequenceNumber /> <NewUniqueGatewayOrderID>0</NewUniqueGatewayOrderID></pre> | <pre><?xml version="1.0"?> <EdcResponse> <RequestType>Gift</RequestType> <Result>1</Result> <ResponseOrigin>1</ResponseOrigin> <ClientResponse>999999</ClientResponse> <ProviderResponse>9999</ProviderResponse> <DuplicateDetected>False</DuplicateDetected> <ResponseText>Transaction Approved </ResponseText> <AuthCode>126879</AuthCode> <ReferenceID>283134</ReferenceID> <AcqRefData>283134</AcqRefData> <AVSResponse>6</AVSResponse> <CVVResponse>4</CVVResponse> <SequenceNumber /> <StandInProcessing>False</StandInProcessing> <ProcessedAmount>5.00</ProcessedAmount> <BalanceAmount>0.00</BalanceAmount> <DBTransactionNumber>0</DBTransactionNumber> <SecuredSwipeCardLast4 /></pre> |

Figure 8-34

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider's technical support department to help determine the cause.



NOTE: The trace output information only displays if the *Enable Tracing* checkbox has been selected for the account in the Merchant Account Editor.

Void Sale Button

Occasionally, you may find the need to void a gift card sale transaction. To do so, select the Gift Tab from the main screen of Aldelo® EDC and in the Redemption group box, click the *Void Sale* button. Select the sale transaction to void from the list of transactions displayed under the Void Sale Tab. When finished, click the *Void Sale* button on the Gift Card Voids Toolbar (See Figure 8-35).

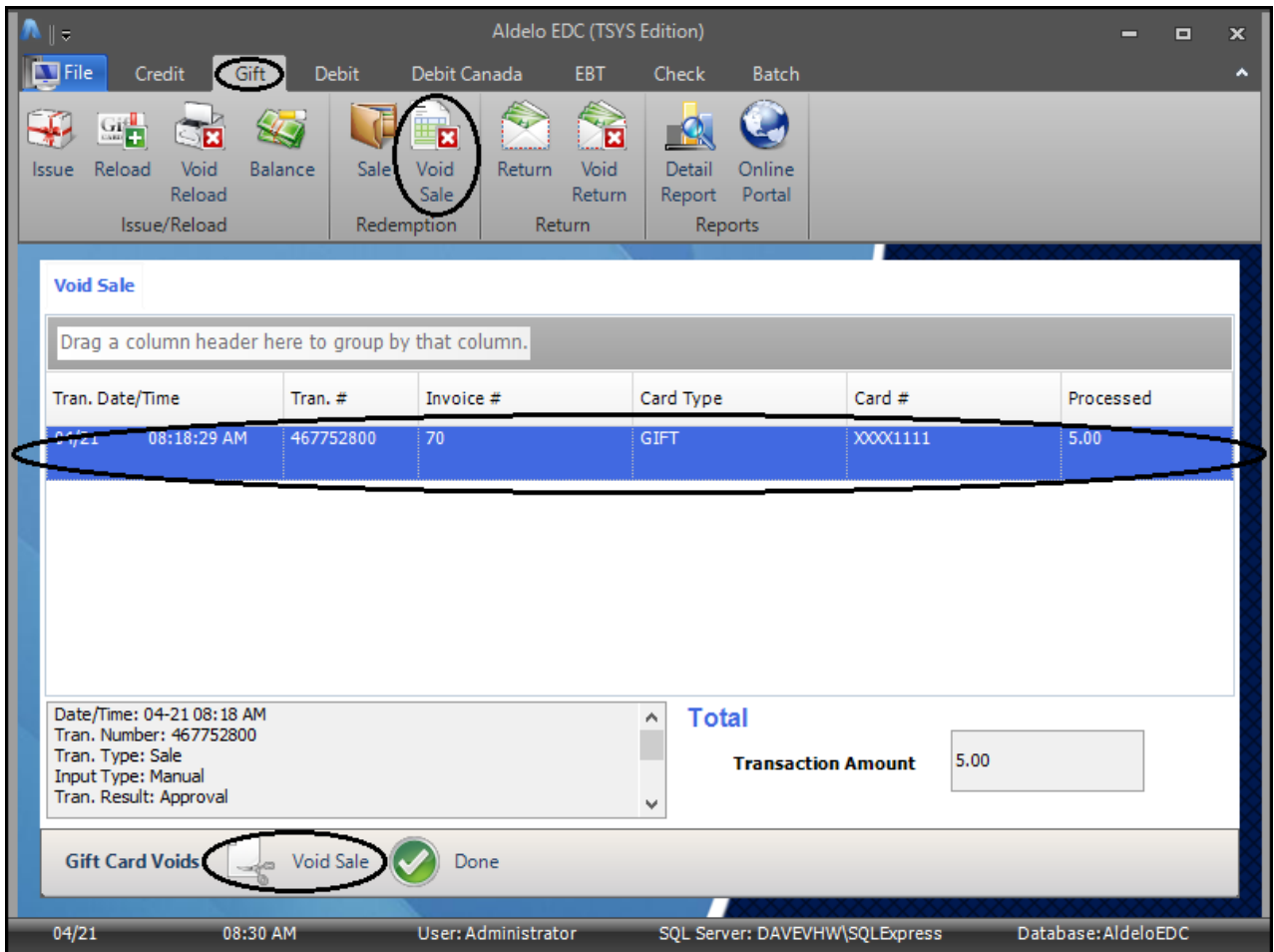


Figure 8-35

The Void Sale Successful message indicates that the transaction was approved. Click the *OK* button to complete the process (See Figure 8-36).

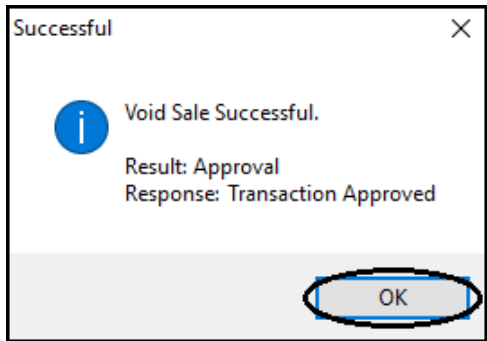


Figure 8-36

Return Group Box

Return Button

A gift card return transaction is made when the merchant wishes to refund money to a customer by adding additional value to the balance of the customer's gift card. Unlike a void transaction, a return transaction is not tied to a corresponding sale transaction. A return transaction may be performed for any amount at any time.

To perform a gift card return transaction in stand-alone mode, select the Gift Tab from the main screen of Aldelo® EDC and in the Return group box, click the *Return* button. Swipe the gift card through the card reader device. Enter the invoice number and the transaction amount (the amount to be refunded to the customer's gift card) in their respective fields. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Click the *Process* button on the Gift Card Toolbar to send the transaction to the Merchant Service Provider (See Figure 8-37).

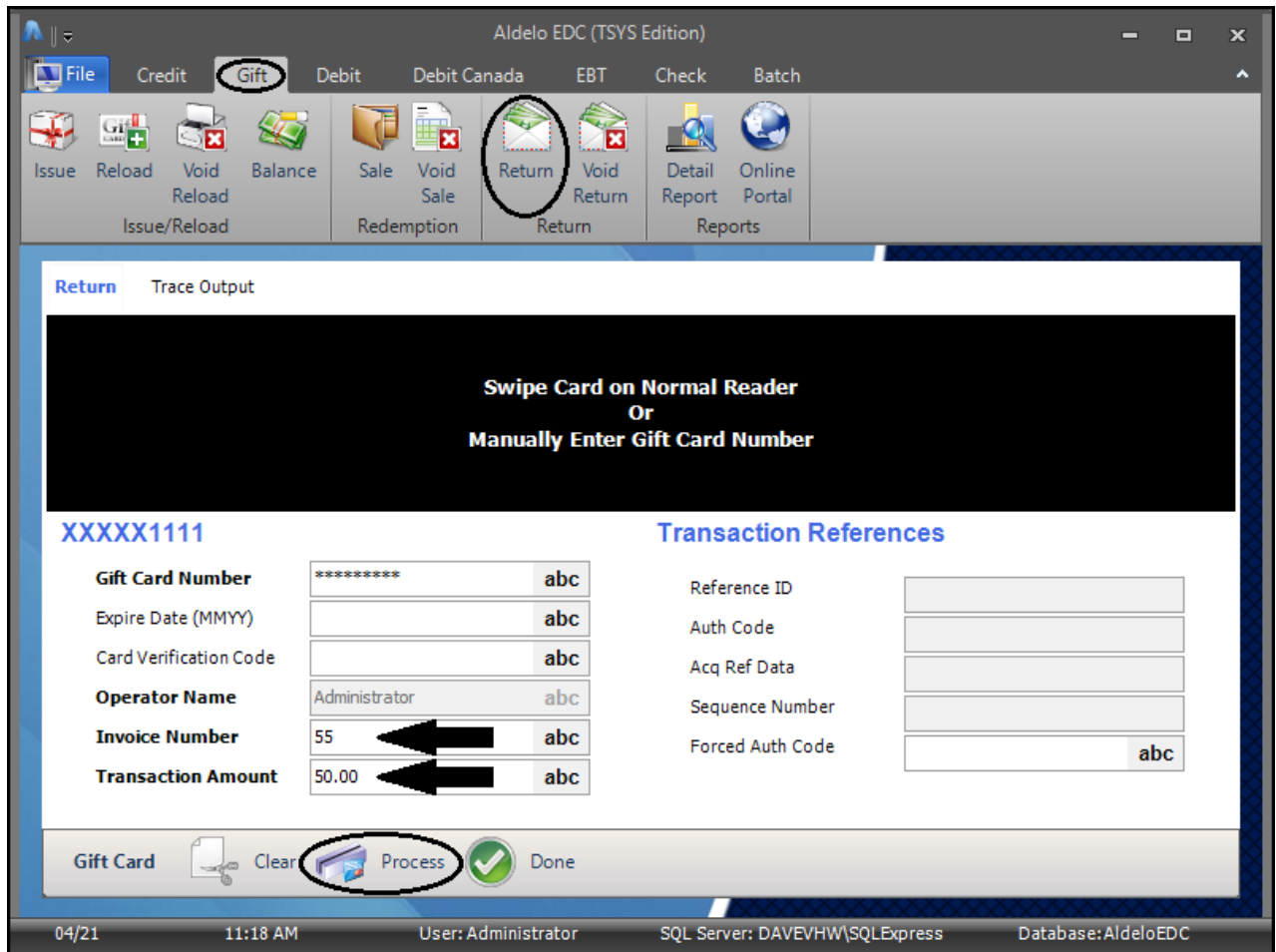


Figure 8-37

Return Tab

When the gift card return transaction has been sent and a response has been received, the type of response and the new gift card balance are displayed near the top of the window under the Return Tab. Click the *Clear* button on the Gift Card Toolbar to remove all of the information from the fields on this screen (See Figure 8-38).

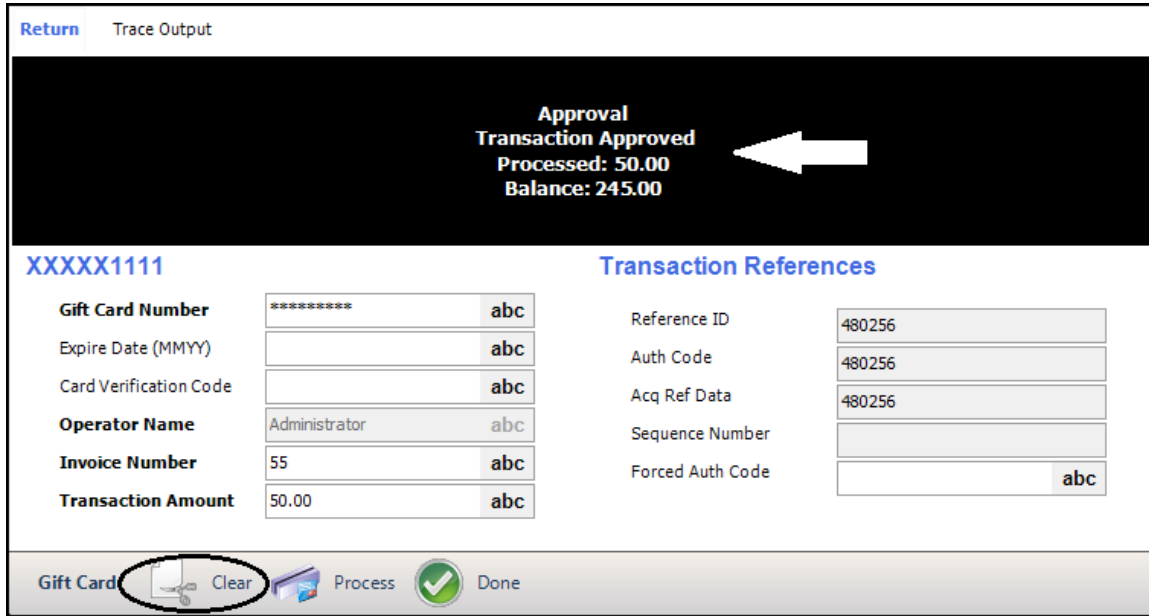
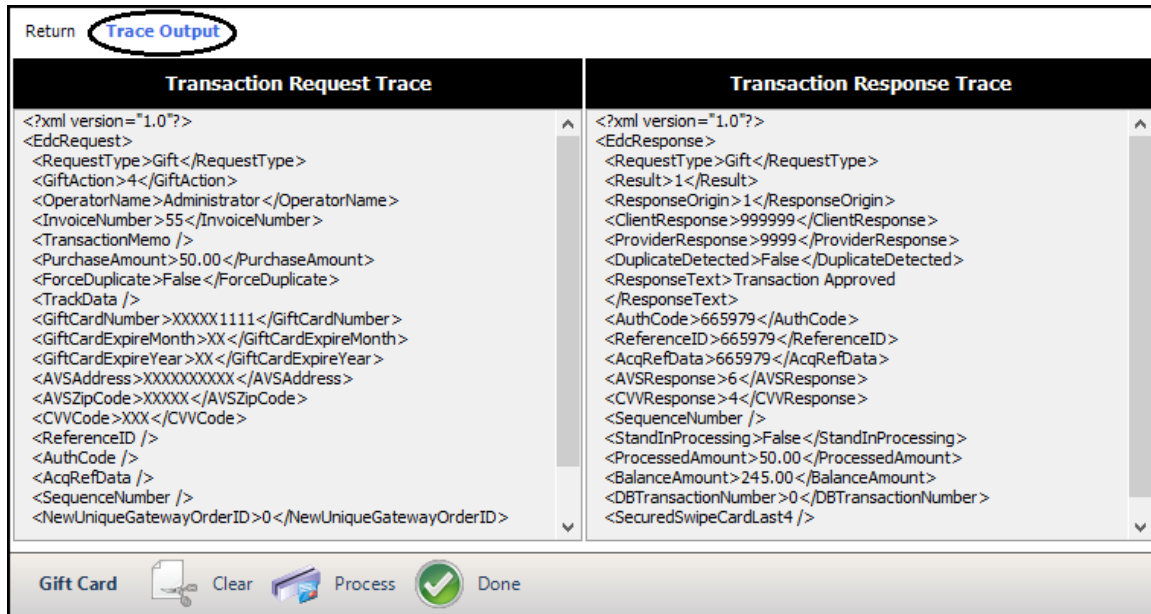


Figure 8-38

Trace Output Tab

The Trace Output Tab displays information about the gift card return transaction. The left panel of the screen displays information about the transaction request sent from Aldelo® EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo® EDC (See Figure 8-39).



The screenshot shows a software interface with a 'Return' button and a 'Trace Output' tab. The interface is split into two panels: 'Transaction Request Trace' on the left and 'Transaction Response Trace' on the right. Below the panels is a control bar with 'Gift Card', 'Clear', 'Process', and 'Done' buttons.

| Transaction Request Trace | Transaction Response Trace |
|--|--|
| <pre><?xml version="1.0"?> <EdcRequest> <RequestType>Gift</RequestType> <GiftAction>4</GiftAction> <OperatorName>Administrator</OperatorName> <InvoiceNumber>55</InvoiceNumber> <TransactionMemo /> <PurchaseAmount>50.00</PurchaseAmount> <ForceDuplicate>False</ForceDuplicate> <TrackData /> <GiftCardNumber>XXXXX1111</GiftCardNumber> <GiftCardExpireMonth>XX</GiftCardExpireMonth> <GiftCardExpireYear>XX</GiftCardExpireYear> <AVSAddress>XXXXXXXXXX</AVSAddress> <AVSZipCode>XXXXX</AVSZipCode> <CVVCode>XXX</CVVCode> <ReferenceID /> <AuthCode /> <AcqRefData /> <SequenceNumber /> <NewUniqueGatewayOrderID>0</NewUniqueGatewayOrderID></pre> | <pre><?xml version="1.0"?> <EdcResponse> <RequestType>Gift</RequestType> <Result>1</Result> <ResponseOrigin>1</ResponseOrigin> <ClientResponse>999999</ClientResponse> <ProviderResponse>9999</ProviderResponse> <DuplicateDetected>False</DuplicateDetected> <ResponseText>Transaction Approved </ResponseText> <AuthCode>665979</AuthCode> <ReferenceID>665979</ReferenceID> <AcqRefData>665979</AcqRefData> <AVSResponse>6</AVSResponse> <CVVResponse>4</CVVResponse> <SequenceNumber /> <StandInProcessing>False</StandInProcessing> <ProcessedAmount>50.00</ProcessedAmount> <BalanceAmount>245.00</BalanceAmount> <DBTransactionNumber>0</DBTransactionNumber> <SecuredSwipeCardLast4 /></pre> |

Figure 8-39

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider's technical support department to help determine the cause.



NOTE: The trace output information only displays if the *Enable Tracing* checkbox has been selected for the account in the Merchant Account Editor.

Void Return Button

Occasionally, you may find the need to void a gift card return transaction. To do so, select the Gift Tab from the main screen of Aldelo® EDC and in the Return group box, click the *Void Return* button. Select the return transaction to void from the list of transactions displayed under the Void Return Tab. When finished, click the *Void Return* button on the Gift Card Voids Toolbar (See Figure 8-40).

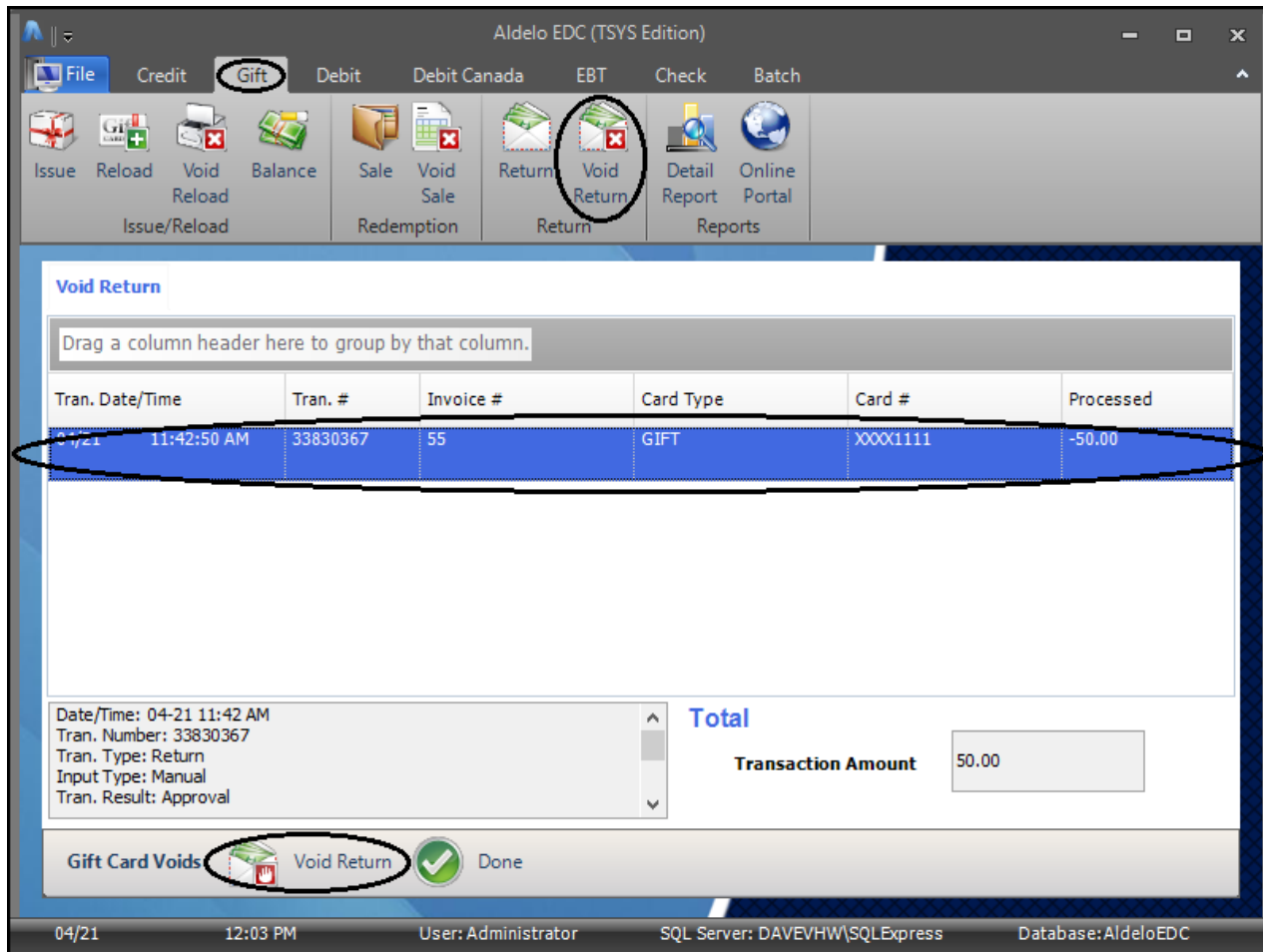


Figure 8-40

The Void Return Successful message indicates that the transaction was approved. Click the *OK* button to complete the process (See Figure 8-41).

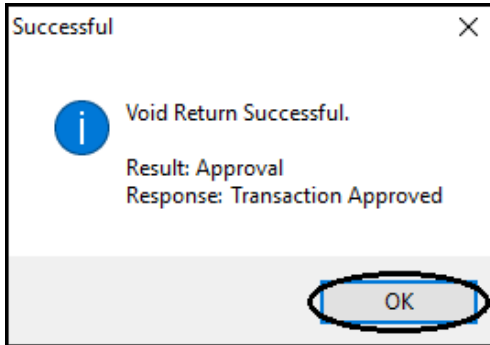


Figure 8-41

Reports Group Box

Detail Report Button

Click the *Detail Report* button to generate the Gift Card Details Report. The first page of this report displays a summary of the gift card transactions (See Figure 8-42).

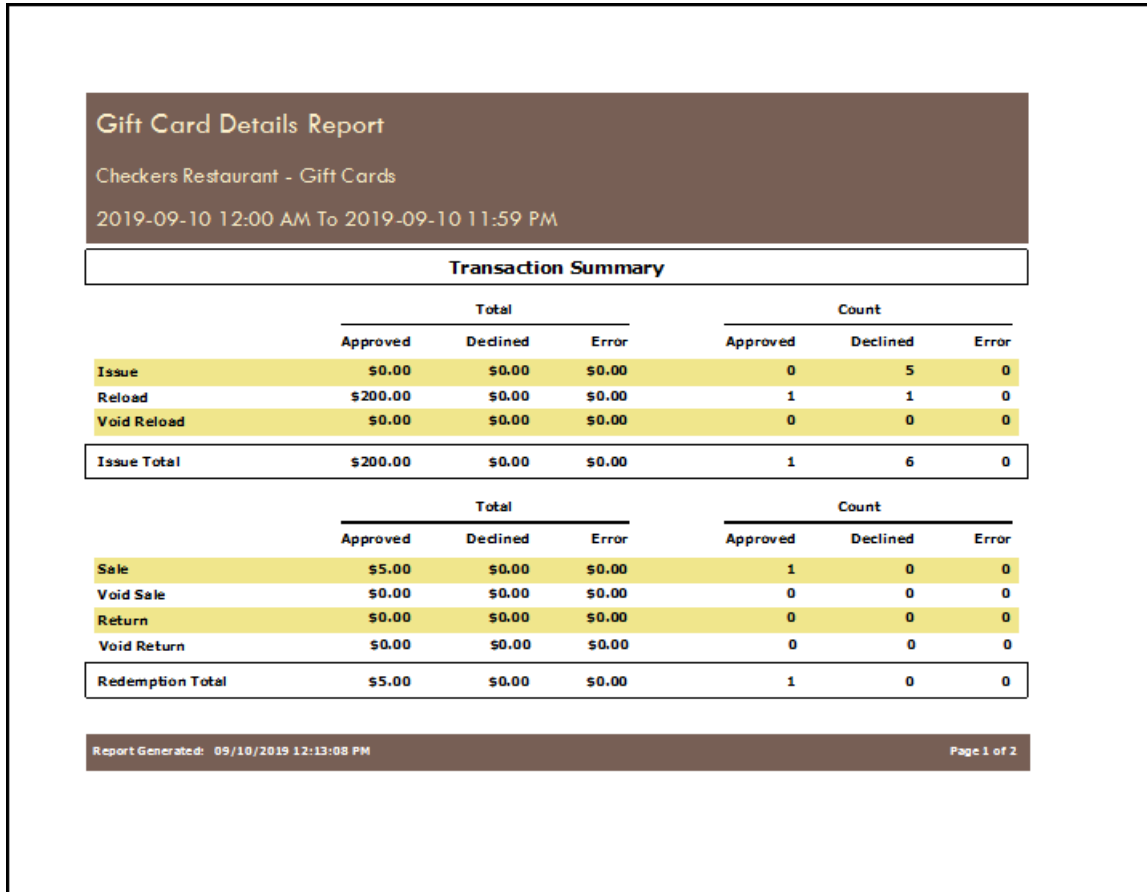


Figure 8-42

Subsequent pages display each of the individual gift card transactions (See Figure 8-43).

| Date/Time | Tran. # | Operator | Invoice # | Action | Result | Card Number | Total |
|---------------------|-----------|--|-----------|--------|----------|------------------------------|----------|
| 2019-09-10 11:37 AM | 91312309 | Adm Inistrator\EDC Client Approval Code: 023715 Ref ID: 023715 | 70 | Sale | Approval | XXXXXXXXXXXXXXXXXX 0201 | \$5.00 |
| 2019-09-10 11:07 AM | 910492388 | Adm Inistrator\EDC Client Approval Code: 020279 Ref ID: 020279 | 69 | Reload | Approval | XXXXXXXXXXXXXXXXXX 0201 | \$200.00 |
| 2019-09-10 11:06 AM | 945057866 | Adm Inistrator\EDC Client Approval Code: N/A Ref ID: N/A | 69 | Reload | Declined | XX7575 | \$0.00 |
| 2019-09-10 10:59 AM | 985894052 | Adm Inistrator\EDC Client Approval Code: N/A Ref ID: N/A | 68 | Issue | Declined | XXXXXX6789 | \$0.00 |
| 2019-09-10 10:58 AM | 537938752 | Adm Inistrator\EDC Client Approval Code: N/A Ref ID: N/A | 68 | Issue | Declined | XXXXXXXXXXXXXXXXXX XX2031 | \$0.00 |
| 2019-09-10 10:57 AM | 152429008 | Adm Inistrator\EDC Client Approval Code: N/A Ref ID: N/A | 68 | Issue | Declined | XXXXXXXXXXXXXXXXXX 0202 | \$0.00 |
| 2019-09-10 10:56 AM | 795255217 | Adm Inistrator\EDC Client Approval Code: N/A Ref ID: N/A | 56 | Issue | Declined | XXXXXXXXXXXXXXXXXX 0201 | \$0.00 |

Report Generated: 09/10/2019 12:13:08 PM Page 2 of 2

Figure 8-43

Gift Card Details Report Tab

The generated report displays under the Gift Card Details Report Tab. Here the user may manipulate the report view, print the report, or save the report.

Account Filters Tab

When multiple accounts exist for one or more of the various account types, filters may be set under the Account Filters Tab to display information in the report for specific accounts. Click the *down arrow* button to the right of the respective field and then select the desired account by clicking on it in the displayed list of accounts.

General Filters Tab

The settings under the General Filters Tab allow the user to narrow the range of data displayed in the report. The user may select a specific date and time range, operator, transaction number, or invoice number. The report may be filtered to display a specific transaction type or transaction

result, and the records in the report may be displayed in descending order (ascending order is the default sort order). Select or enter the desired information in the desired filters. Please note that for the Operator Name filter, the name entered must exactly match the name as originally entered into the system.

Action Filters Tab

The report may be filtered to display specific gift actions under the Action Filters Tab. Select the checkbox for each gift action that you wish to view on the report.

Online Portal Button

The *Online Portal* button is available under all of the tabs on the main screen except the Credit Tab. Clicking the *Online Portal* button takes the user to the Merchant Service Provider's customer service portal where he may gain access to additional reporting features and/or customer service features. Depending on which Merchant Service Provider the merchant uses, the information displayed may be different when the user clicks the *Online Portal* button under each of the tabs of the Aldelo® EDC main screen.

Debit Tab

A debit card provides an alternate payment method to cash when making purchases. It can be considered an electronic check, as the funds are withdrawn directly from either the user's bank account or, in the case of prepaid debit cards, from the remaining balance on the card. All debit card transactions, other than those performed in Canada, are handled under the Debit Tab of the main screen of Aldelo® EDC.



NOTE: The standard edition of Aldelo® EDC does not process debit transactions.

Transaction Group Box

Sale Button

A debit card sale transaction is made when a customer wishes to pay by directly accessing the balance in his checking or savings account (or, in the case of prepaid debit cards, the remaining balance on the card). To perform a debit card sale transaction in stand-alone mode, select the Debit Tab from the main screen of Aldelo® EDC and in the Transaction group box, click the *Sale* button. Enter the invoice number, the purchase total, and the amount of cash the customer wants back (if applicable) in their respective fields on the screen. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Next, click the *Process* button on the Debit Card Toolbar (See Figure 8-44).

The screenshot displays the Aldelo EDC (TSYS Edition) interface. The 'Debit' tab is selected in the menu bar. The 'Sale' button is circled in the toolbar. The main form area is titled 'Ready To Process Debit Card Sale' and is divided into three columns: 'Debit Card Number', 'Transaction Info', and 'Transaction Response'. The 'Debit Card Number' column has fields for 'Debit Card Number' (masked with asterisks), 'Expire Date (MMYY)' (1221), and 'Cardholder Name' (Dave Ventura). The 'Transaction Info' column has fields for 'Operator Name' (Administrator), 'Invoice Number' (71), and 'Purchase Total' (37.50). The 'Transaction Response' column has fields for 'Reference ID', 'Auth Code', and 'Cash Back' (20.00). A 'Process' button is highlighted in the bottom toolbar. The status bar at the bottom shows the date (04/22), time (10:19 AM), user (Administrator), SQL Server (DAVEVHW\SQLExpress), and Database (AldeloEDC).

Figure 8-44

Next, have the customer swipe his debit card through the pinpad device and follow the prompts. After the customer swipes his debit card, the pinpad device displays the transaction dollar amount and prompts the customer to approve the amount by clicking the *OK* button on the pinpad. Next, the customer is prompted to select which of his bank accounts he wishes to debit (checking or savings) by pressing the appropriate button on the pinpad device. Finally, the customer is

prompted to enter his PIN (personal identification number) and press the *OK* button on the pinpad device to complete the transaction.

Sale Tab

When the debit card sale transaction has been sent and a response has been received, the type of response is displayed near the top of the window under the Sale Tab. Click the *Clear* button on the Debit Card Toolbar to remove all of the information from the fields on this screen (See Figure 8-45).

The screenshot shows a software interface for processing a debit card transaction. At the top, a black banner displays the message "Approval Transaction Approved" with a white arrow pointing to the right. Below this, the screen is divided into three columns of data entry fields. The left column is titled "XXXXXXXXXXXX1234" and contains fields for "Debit Card Number" (masked with asterisks), "Expire Date (MMYY)" (1221), and "Cardholder Name" (Dave Ventura). The middle column is titled "Transaction Info" and contains fields for "Operator Name" (Administrator), "Invoice Number" (71), and "Purchase Total" (37.50). The right column is titled "Transaction Response" and contains fields for "Reference ID" (574293), "Auth Code" (574293), and "Cash Back" (20.00). At the bottom, a toolbar includes a "Debit Card" label, a "Clear" button (circled in red), a "Process" button, and a "Done" button with a green checkmark icon.

| XXXXXXXXXXXX1234 | Transaction Info | Transaction Response |
|---------------------------------|------------------------------------|------------------------|
| Debit Card Number ***** abc | Operator Name Administrator abc | Reference ID 574293 |
| Expire Date (MMYY) 1221 | Invoice Number 71 abc | Auth Code 574293 |
| Cardholder Name Dave Ventura | Purchase Total 37.50 abc | Cash Back 20.00 |

Figure 8-45

Trace Output Tab

The Trace Output Tab displays information about the debit card sale transaction. The left panel of the screen displays information about the transaction request sent from Aldelo® EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo® EDC (See Figure 8-46).

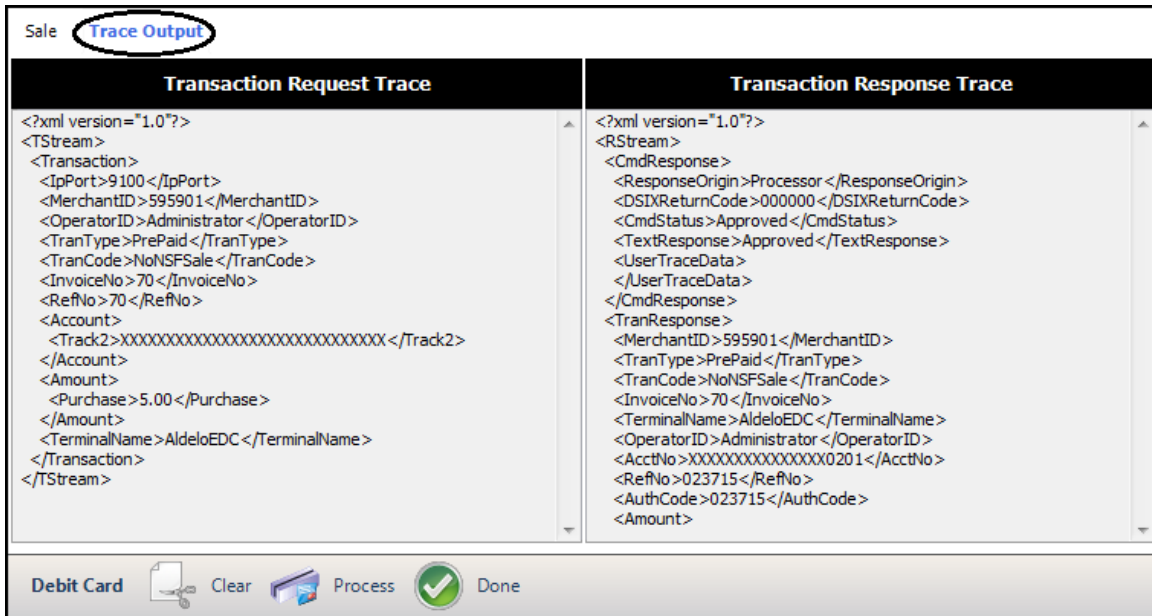



Figure 8-46

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider's technical support department to help determine the cause.

| | |
|---|--|
|  | <p>NOTE: The trace output information only displays if the <i>Enable Tracing</i> checkbox has been selected for the account in the Merchant Account Editor.</p> |
|---|--|

Return Button

A debit card return transaction is made when the merchant wishes to refund money to a customer by crediting the amount directly back to the customer's bank account. Unlike a void transaction, a return transaction is not tied to a corresponding sale transaction. A return transaction may be performed for any amount at any time.

To perform a debit card return transaction in stand-alone mode, select the Debit Tab from the main screen of Aldelo® EDC and in the Transaction group box, click the *Return* button. Enter the invoice number and the return total in their respective fields on the screen. If desired, click the *abc*

button next to the respective field if you wish to display the field's onscreen keyboard. Next, click the *Process* button on the Debit Card Toolbar (See Figure 8-47).

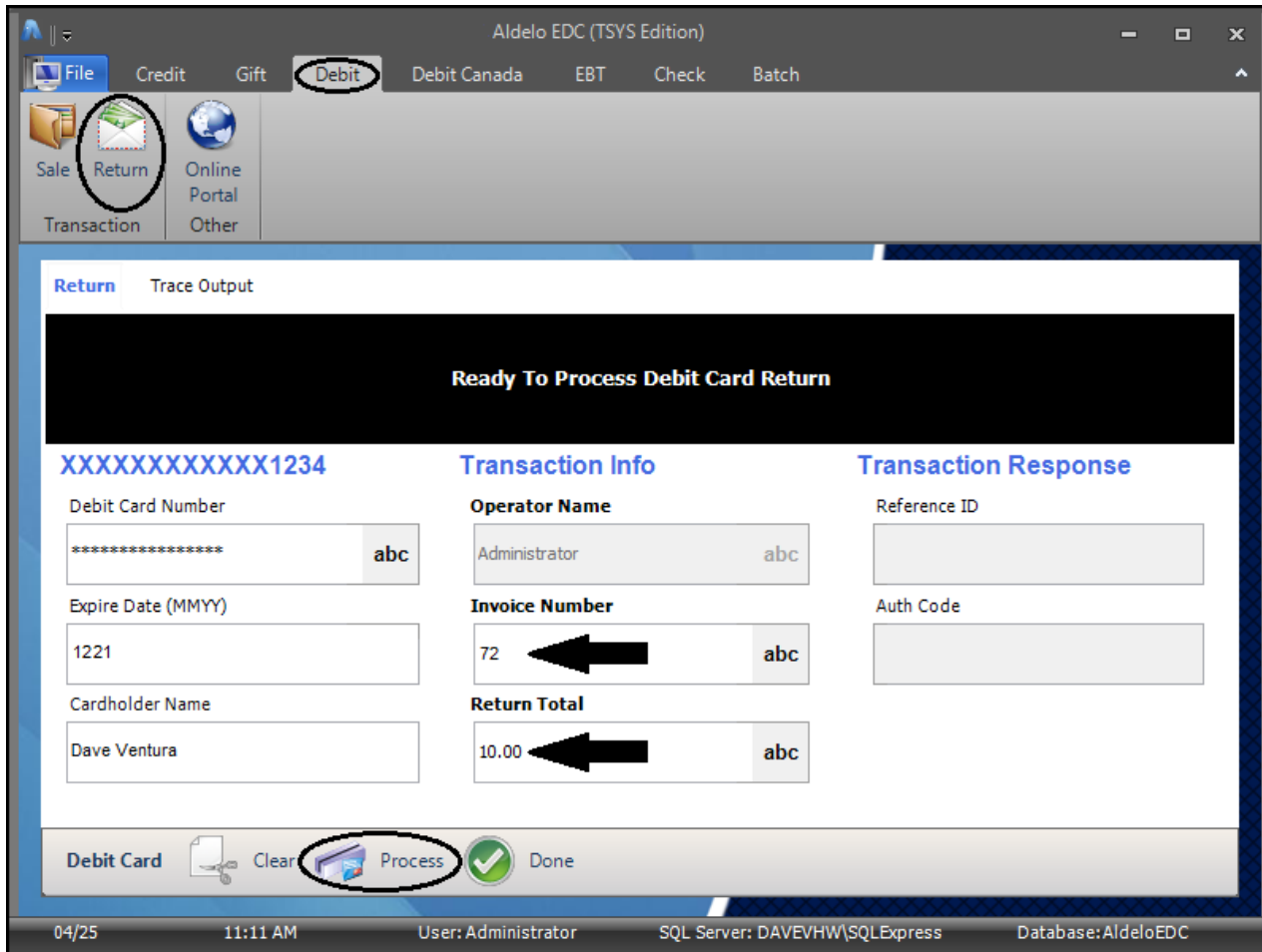


Figure 8-47

Next, have the customer swipe his debit card through the pinpad device and follow the prompts. After the customer swipes his debit card, the pinpad device displays the transaction dollar amount and prompts the customer to approve the amount by clicking the *OK* button on the pinpad. Next, the customer is prompted to select which of his bank accounts he wishes to credit (checking or savings) by pressing the appropriate button on the pinpad device. Finally, the customer is prompted to enter his PIN (personal identification number) and press the *OK* button on the pinpad device to complete the transaction.

Return Tab

When the debit card return transaction has been sent and a response has been received, the type of response is displayed near the top of the window under the Return Tab. Click the *Clear* button on the Debit Card Toolbar to remove all of the information from the fields on this screen (See Figure 8-48).

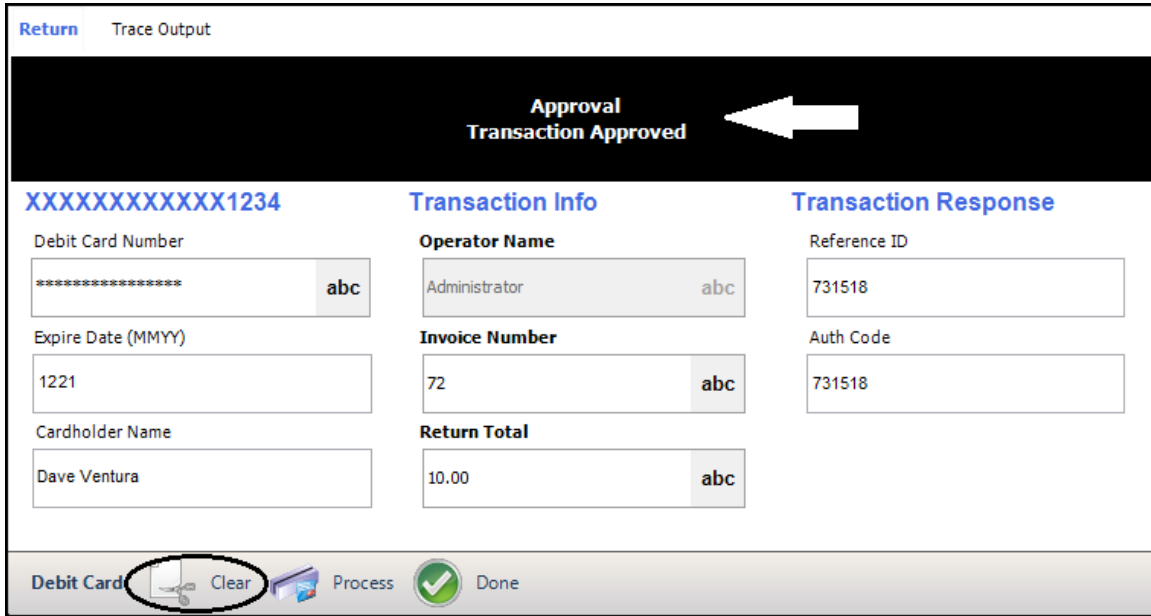


Figure 8-48

Trace Output Tab

The Trace Output Tab displays information about the debit card return transaction. The left panel of the screen displays information about the transaction request sent from Aldelo® EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo® EDC (See Figure 8-49).

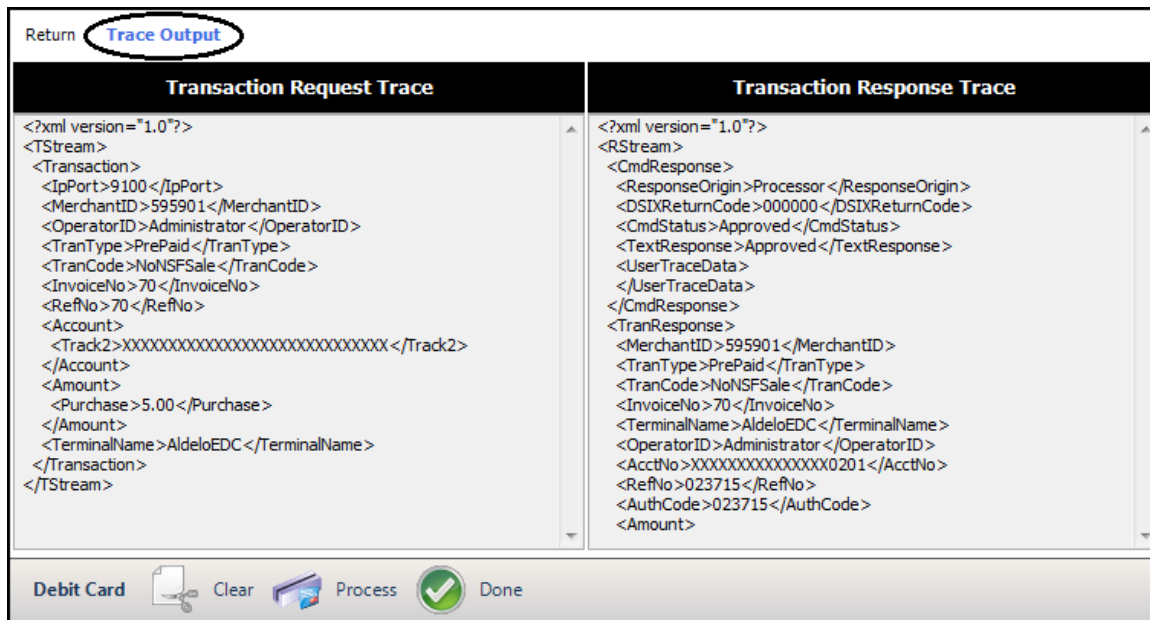


Figure 8-49

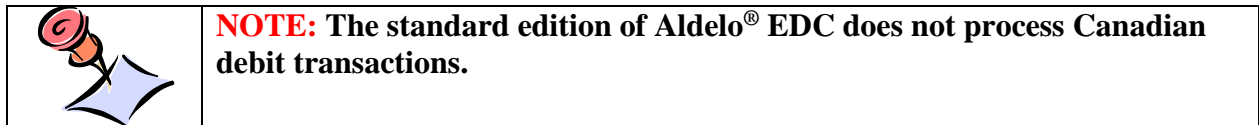
The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider’s technical support department to help determine the cause.

| | |
|--|--|
| | <p>NOTE: The trace output information only displays if the <i>Enable Tracing</i> checkbox has been selected for the account in the Merchant Account Editor.</p> |
|--|--|

Debit Canada Tab

A debit card provides an alternative payment method to cash when making purchases. It can be considered an electronic check, as the funds are withdrawn directly from either the user’s bank account or, in the case of prepaid debit cards, from the remaining balance on the card.

All debit card transactions performed in Canada are handled under the Debit Canada Tab of the main screen of Aldelo® EDC. Canadian debit card transactions are handled slightly differently than those in the United States.



Transaction Group Box

Sale Button

A Canadian debit card sale transaction is made when a customer wishes to pay by directly accessing the balance in his checking or savings account.

To perform a Canadian debit card sale transaction in stand-alone mode, select the Debit Canada Tab from the main screen of Aldelo® EDC and in the Transaction group box, click the *Sale* button. Enter the invoice number and the purchase total in their respective fields on the screen. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Next, click the *Process* button on the Debit Card (Canada) Toolbar (See Figure 8-50).

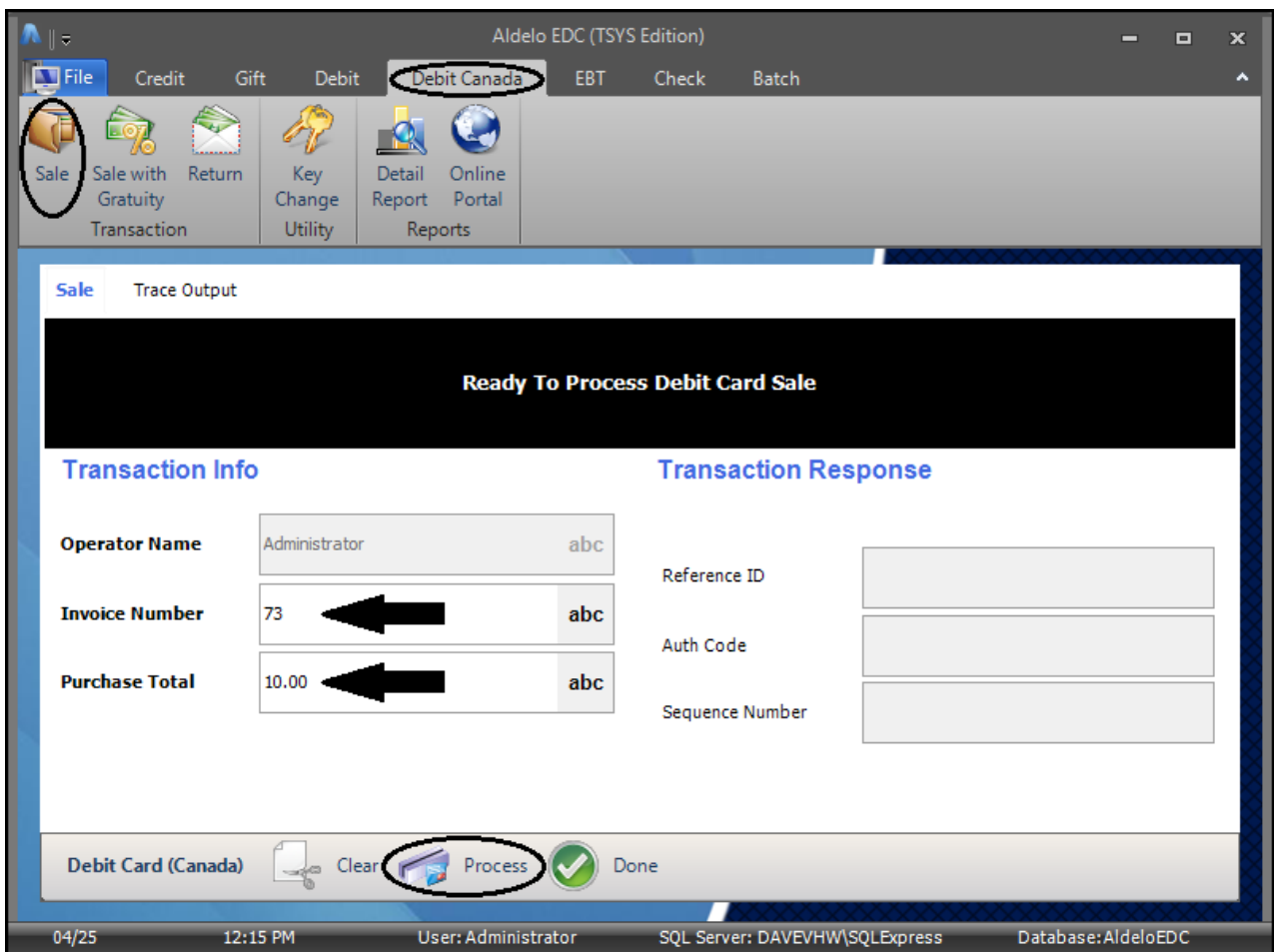


Figure 8-50

Next, have the customer swipe his debit card through the pinpad device and follow the prompts. After the customer swipes his debit card, the pinpad device displays the transaction dollar amount and prompts the customer to approve the amount by clicking the *OK* button on the pinpad. Next, the customer is prompted to select which of his bank accounts he wishes to debit (checking or savings) by pressing the appropriate button on the pinpad device. Finally, the customer is prompted to enter his PIN (personal identification number) and press the *OK* button on the pinpad device to complete the transaction.

Sale Tab

When the Canadian debit card sale transaction has been sent and a response has been received, the type of response is displayed near the top of the window under the Sale Tab. Click the *Clear* button on the Debit Card (Canada) Toolbar to remove all of the information from the fields on this screen (See Figure 8-51).

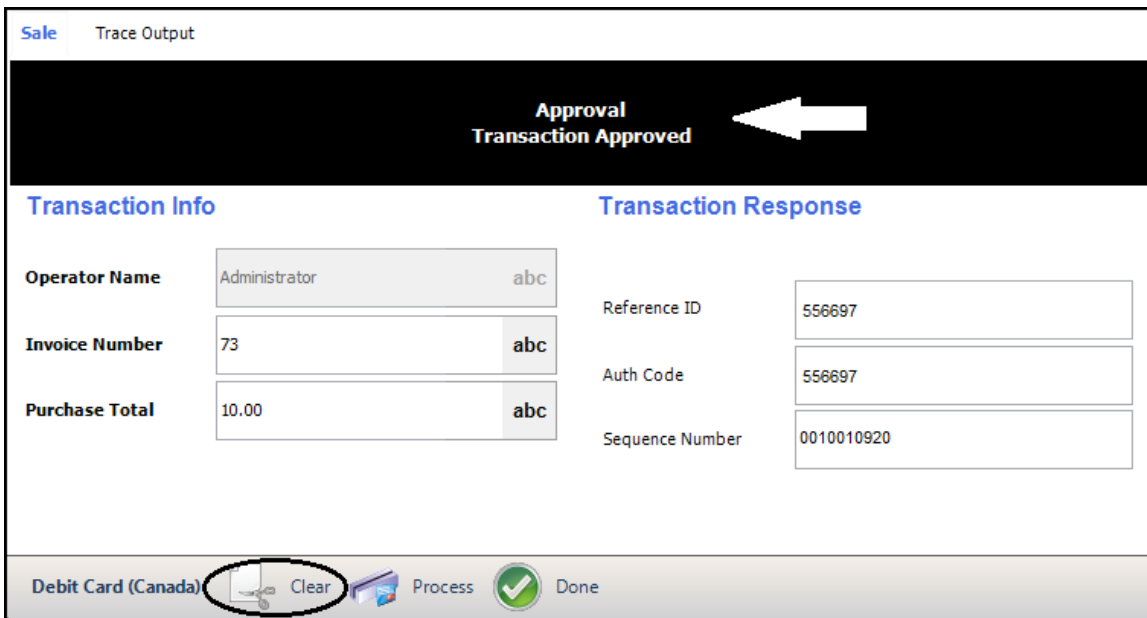


Figure 8-51

Trace Output Tab

The Trace Output Tab displays information about the Canadian debit card sale transaction. The left panel of the screen displays information about the transaction request sent from Aldelo[®] EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo[®] EDC (See Figure 8-52).

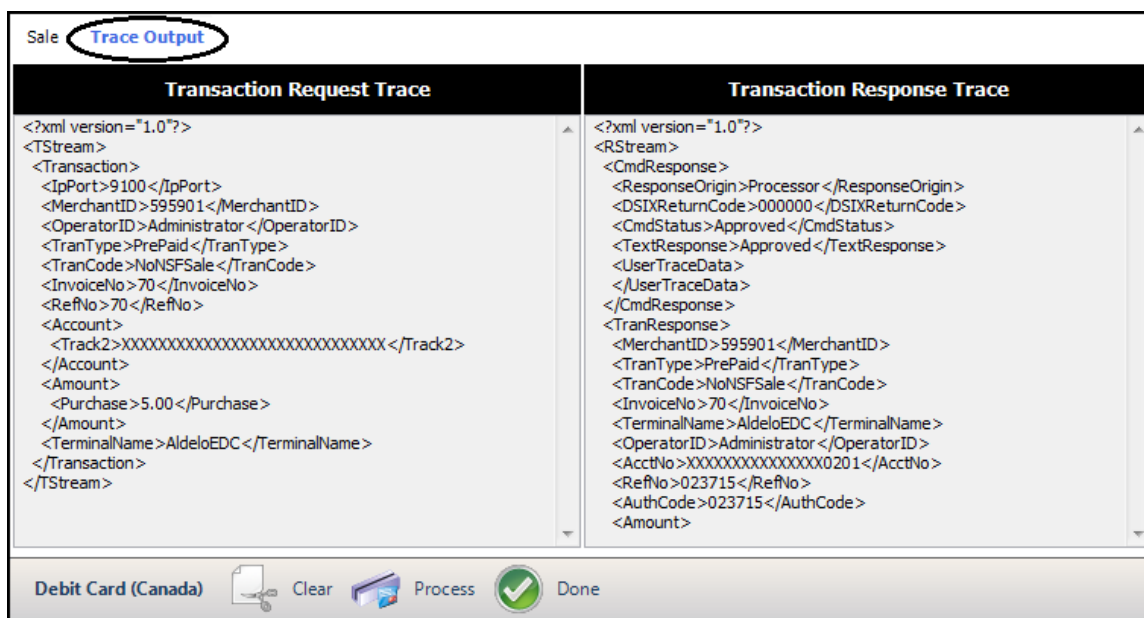



Figure 8-52

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider's technical support department to help determine the cause.

| | |
|---|--|
|  | <p>NOTE: The trace output information only displays if the <i>Enable Tracing</i> checkbox has been selected for the account in the Merchant Account Editor.</p> |
|---|--|

Sale with Gratuity Button

A Canadian debit card sale with gratuity transaction is made when a customer wishes to pay for a transaction which includes a gratuity by directly accessing the balance in his checking or savings account.

To perform a Canadian debit card sale with gratuity transaction in stand-alone mode, select the Debit Canada Tab from the main screen of Aldelo[®] EDC and in the Transaction group box, click the *Sale with Gratuity* button. Enter the invoice number, the purchase total, and the gratuity amount in their respective fields on the screen. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Next, click the *Process* button on the Debit Card (Canada) Toolbar (See Figure 8-53).

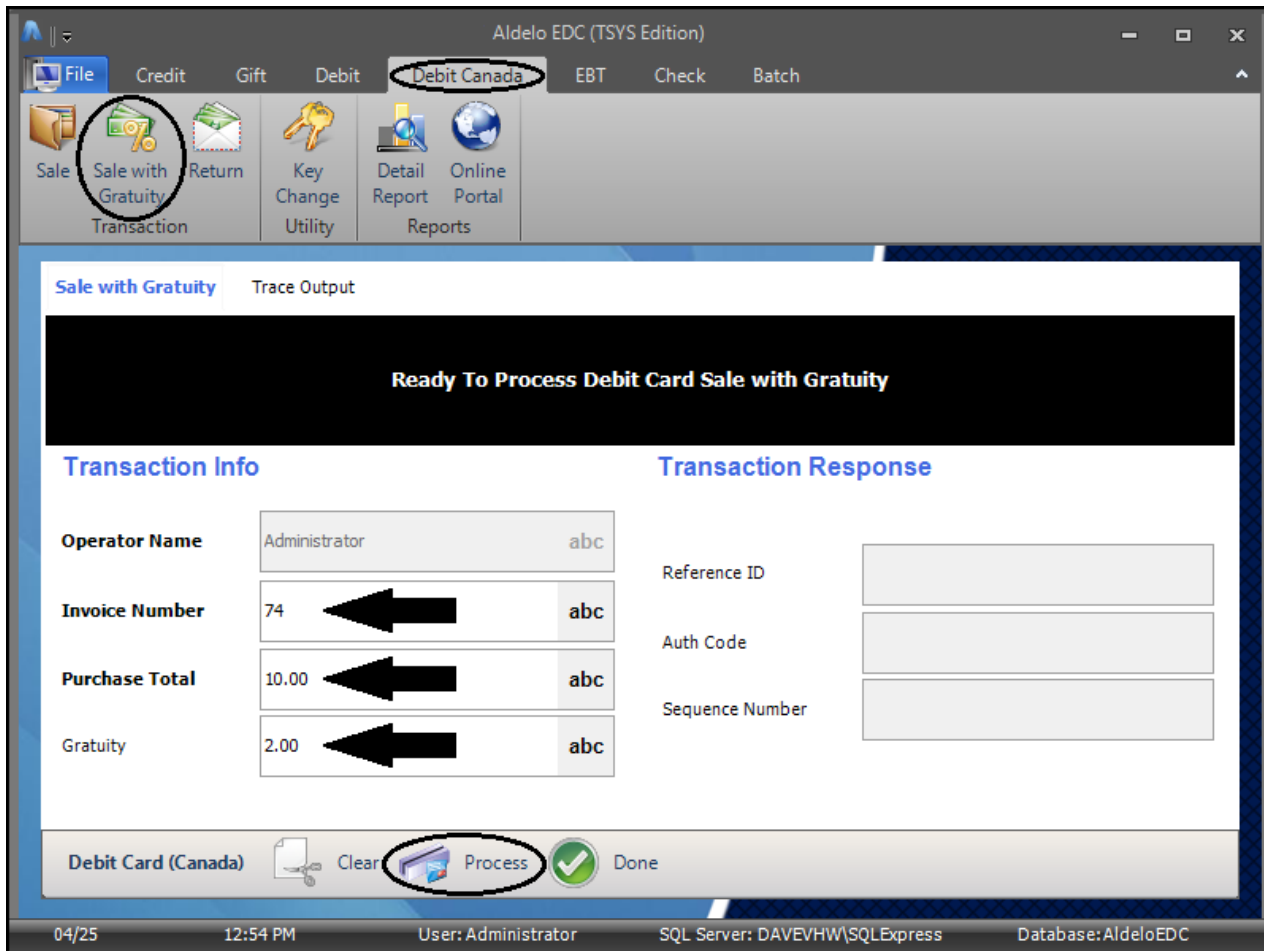


Figure 8-53

Next, have the customer swipe his debit card through the pinpad device and follow the prompts. After the customer swipes his debit card, the pinpad device displays the transaction dollar amount and prompts the customer to approve the amount by clicking the *OK* button on the pinpad. Next, the customer is prompted to select which of his bank accounts he wishes to debit (checking or savings) by pressing the appropriate button on the pinpad device. Finally, the customer is prompted to enter his PIN (personal identification number) and press the *OK* button on the pinpad device to complete the transaction.

Sale with Gratuity Tab

When the Canadian debit card sale with gratuity transaction has been sent and a response has been received, the type of response is displayed near the top of the window under the Sale with Gratuity Tab. Click the *Clear* button on the Debit Card (Canada) Toolbar to remove all of the information from the fields on this screen (See Figure 8-54).

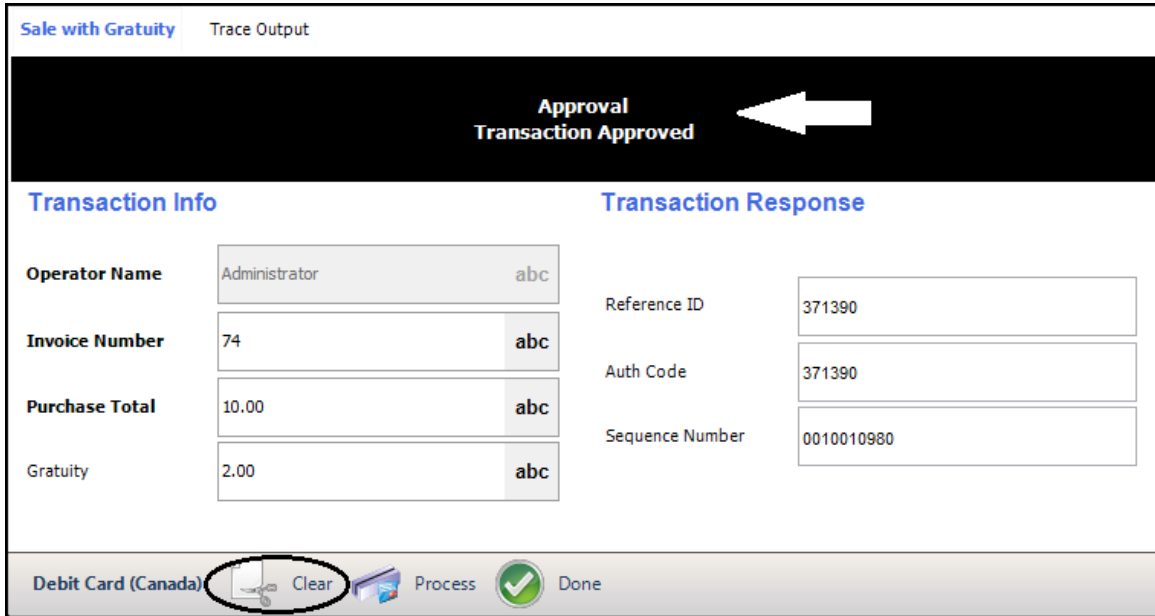


Figure 8-54

Trace Output Tab

The Trace Output Tab displays information about the Canadian debit card sale with gratuity transaction. The left panel of the screen displays information about the transaction request sent from Aldelo® EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo® EDC (See Figure 8-55).

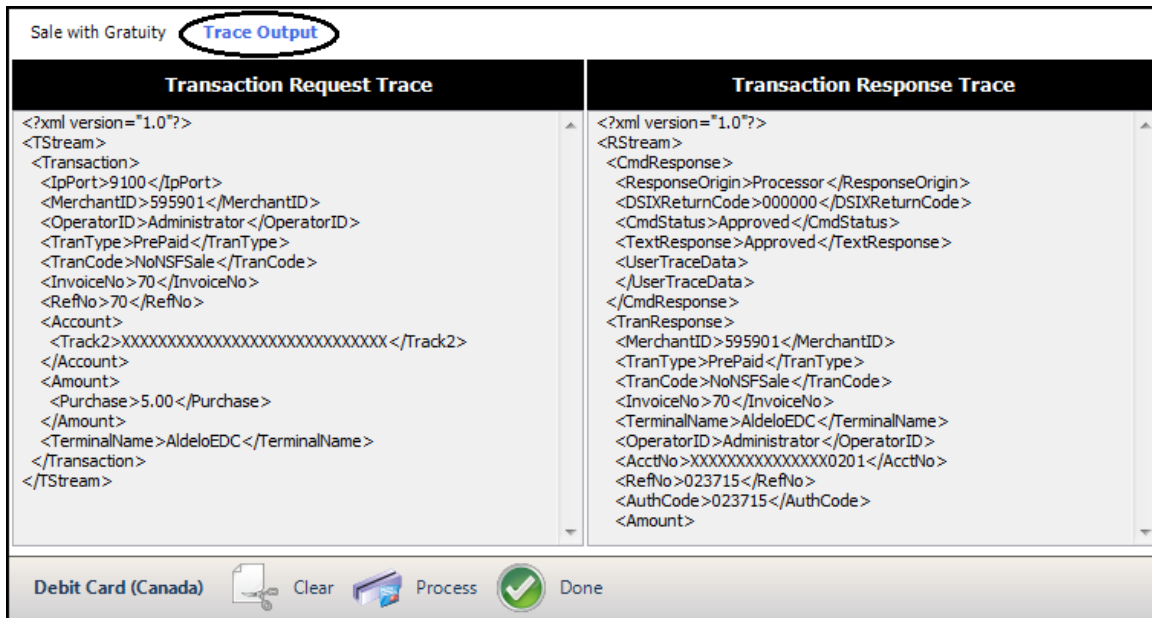



Figure 8-55

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider’s technical support department to help determine the cause.

| | |
|---|--|
|  | <p>NOTE: The trace output information only displays if the <i>Enable Tracing</i> checkbox has been selected for the account in the Merchant Account Editor.</p> |
|---|--|

Return Button

A Canadian debit card return transaction is made when the merchant wishes to refund money to a customer by crediting the amount directly back to the customer’s bank account. Unlike a void transaction, a Canadian debit card return transaction is not tied to a corresponding sale transaction. A Canadian debit card return transaction may be performed for any amount at any time.

To perform a Canadian debit card return transaction in stand-alone mode, select the Debit Canada Tab from the main screen of Aldelo® EDC and in the Transaction group box, click the *Return*

button. Enter the invoice number and the refund total in their respective fields on the screen. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Next, click the *Process* button on the Debit Card (Canada) Toolbar (See Figure 8-56).

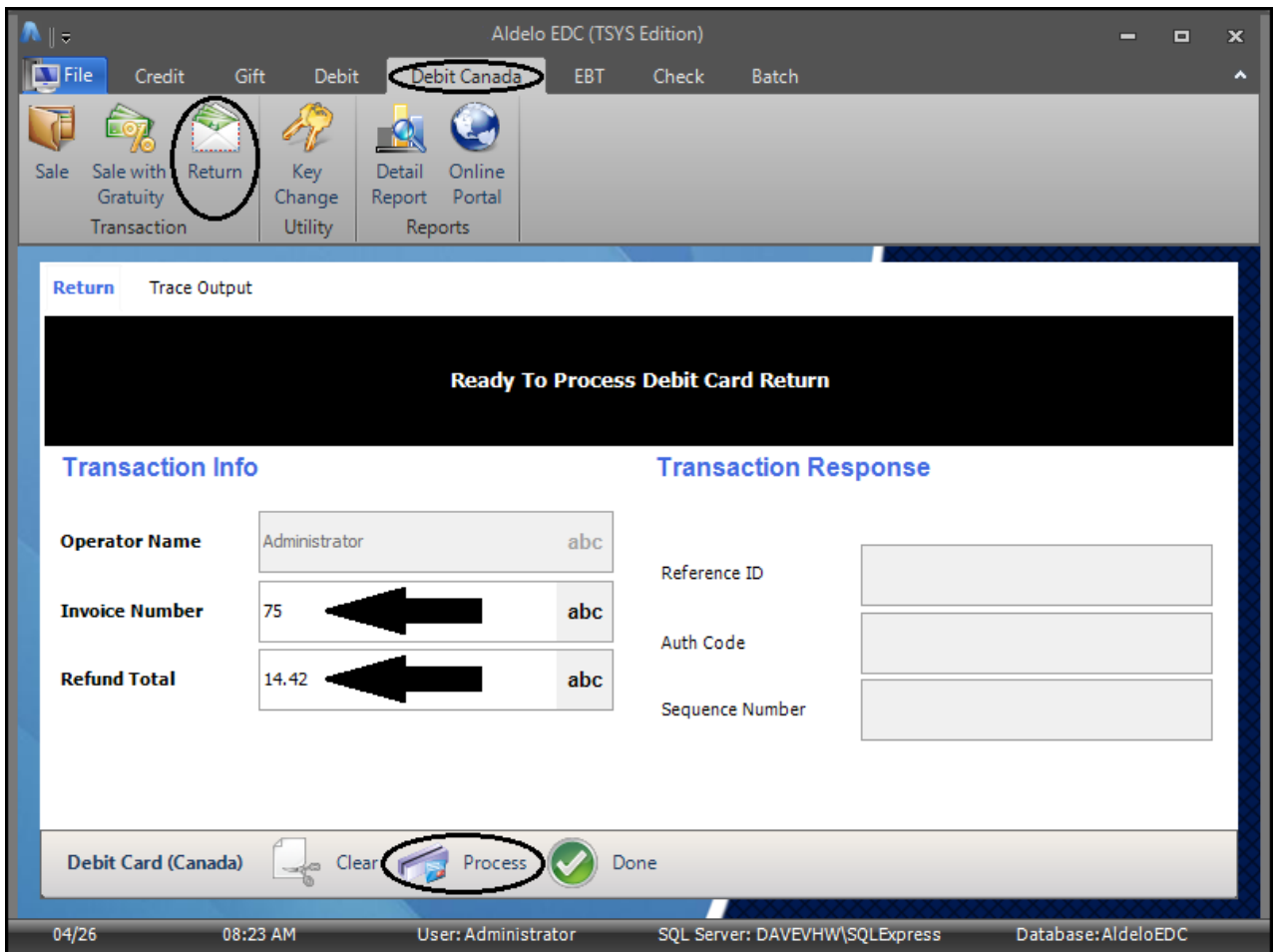


Figure 8-56

Next, have the customer swipe his debit card through the pinpad device and follow the prompts. After the customer swipes his debit card, the pinpad device displays the refund dollar amount and prompts the customer to approve the amount by clicking the *OK* button on the pinpad. Next, the customer is prompted to select which of his bank accounts he wishes to credit (checking or savings) by pressing the appropriate button on the pinpad device. Finally, the customer is prompted to enter his PIN (personal identification number) and press the *OK* button on the pinpad device to complete the return transaction.

Return Tab

When the Canadian debit card return transaction has been sent and a response has been received, the type of response is displayed near the top of the window under the Return Tab. Click the *Clear* button on the Debit Card (Canada) Toolbar to remove all of the information from the fields on this screen (See Figure 8-57).

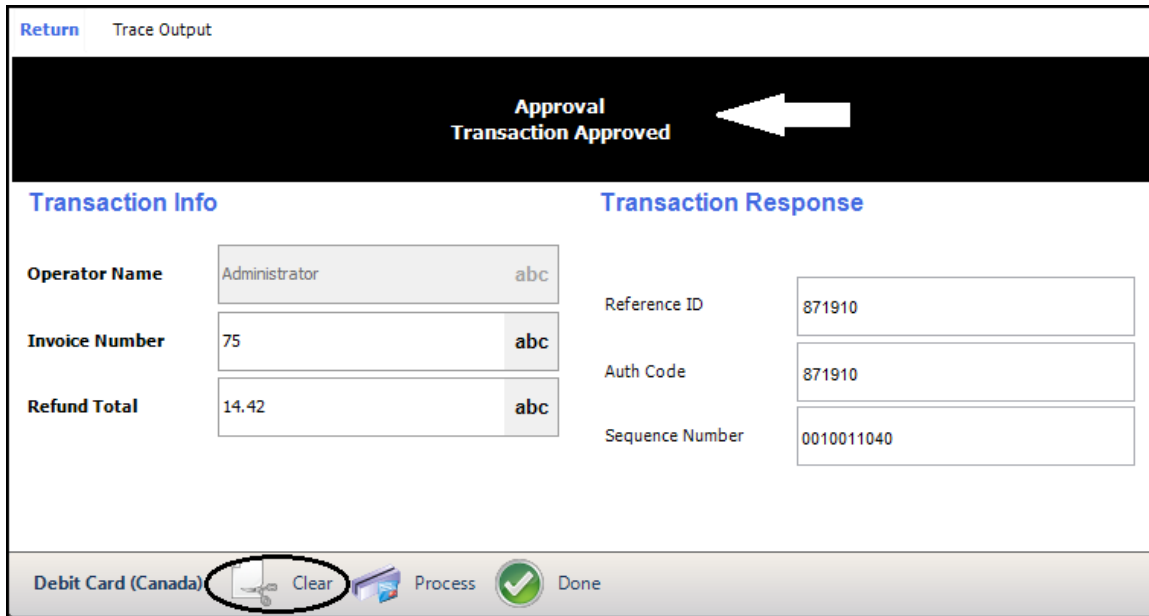
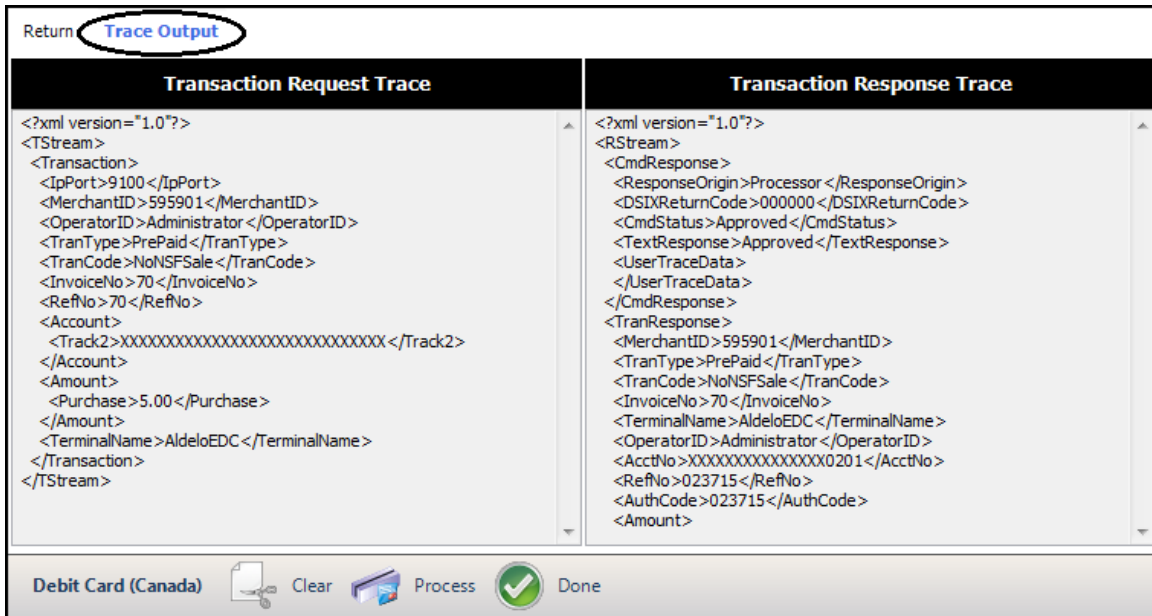


Figure 8-57

Trace Output Tab

The Trace Output Tab displays information about the Canadian debit card return transaction. The left panel of the screen displays information about the transaction request sent from Aldelo® EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo® EDC (See Figure 8-58).



The screenshot shows a software interface with a 'Return' button and a 'Trace Output' tab. The interface is split into two panels: 'Transaction Request Trace' on the left and 'Transaction Response Trace' on the right. Below the panels is a toolbar with buttons for 'Debit Card (Canada)', 'Clear', 'Process', and 'Done'.

```

Transaction Request Trace
<?xml version="1.0"?>
<TStream>
<Transaction>
<IpPort>9100</IpPort>
<MerchantID>595901</MerchantID>
<OperatorID>Administrator</OperatorID>
<TranType>PrePaid</TranType>
<TranCode>NoNSFSale</TranCode>
<InvoiceNo>70</InvoiceNo>
<RefNo>70</RefNo>
<Account>
<Track2>XXXXXXXXXXXXXXXXXXXXXXXXXXXX</Track2>
</Account>
<Amount>
<Purchase>5.00</Purchase>
</Amount>
<TerminalName>AldeloEDC</TerminalName>
</Transaction>
</TStream>

Transaction Response Trace
<?xml version="1.0"?>
<RStream>
<CmdResponse>
<ResponseOrigin>Processor</ResponseOrigin>
<DSIXReturnCode>000000</DSIXReturnCode>
<CmdStatus>Approved</CmdStatus>
<TextResponse>Approved</TextResponse>
<UserTraceData>
</UserTraceData>
</CmdResponse>
<TranResponse>
<MerchantID>595901</MerchantID>
<TranType>PrePaid</TranType>
<TranCode>NoNSFSale</TranCode>
<InvoiceNo>70</InvoiceNo>
<TerminalName>AldeloEDC</TerminalName>
<OperatorID>Administrator</OperatorID>
<AcctNo>XXXXXXXXXXXXXXXX0201</AcctNo>
<RefNo>023715</RefNo>
<AuthCode>023715</AuthCode>
<Amount>

```

Figure 8-58

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider's technical support department to help determine the cause.




NOTE: The trace output information only displays if the *Enable Tracing* checkbox has been selected for the account in the Merchant Account Editor.

Utility Group Box

Key Change Button

When performing Canadian debit transactions, the transactions must be performed in numbered sequence. This sequence number is maintained by the pinpad device. If the pinpad device is changed for any reason or if the power to the pinpad device is interrupted for more than a few minutes, you may receive a Declined - Perform Key Change Now message when you try to

perform a Canadian debit transaction. Whenever you receive this message (or if instructed to do so by your Merchant Service Provider), a key change operation must be performed to synchronize the software with the pinpad device.



NOTE: Whenever you install a new pinpad device, you must perform a key change operation immediately following the installation and before running any transactions, or the first transaction will fail.

The key change operation retrieves the current sequence number from the pinpad device so that Aldelo® EDC may assign the correct number to the next transaction, thereby maintaining the correct transaction sequence.

To perform a Canadian debit key change operation in stand-alone mode, select the Debit Canada Tab from the main screen of Aldelo® EDC and in the Utility group box, click the *Key Change* button and then click the *Process* button on the Debit Card (Canada) Toolbar (See Figure 8-59).

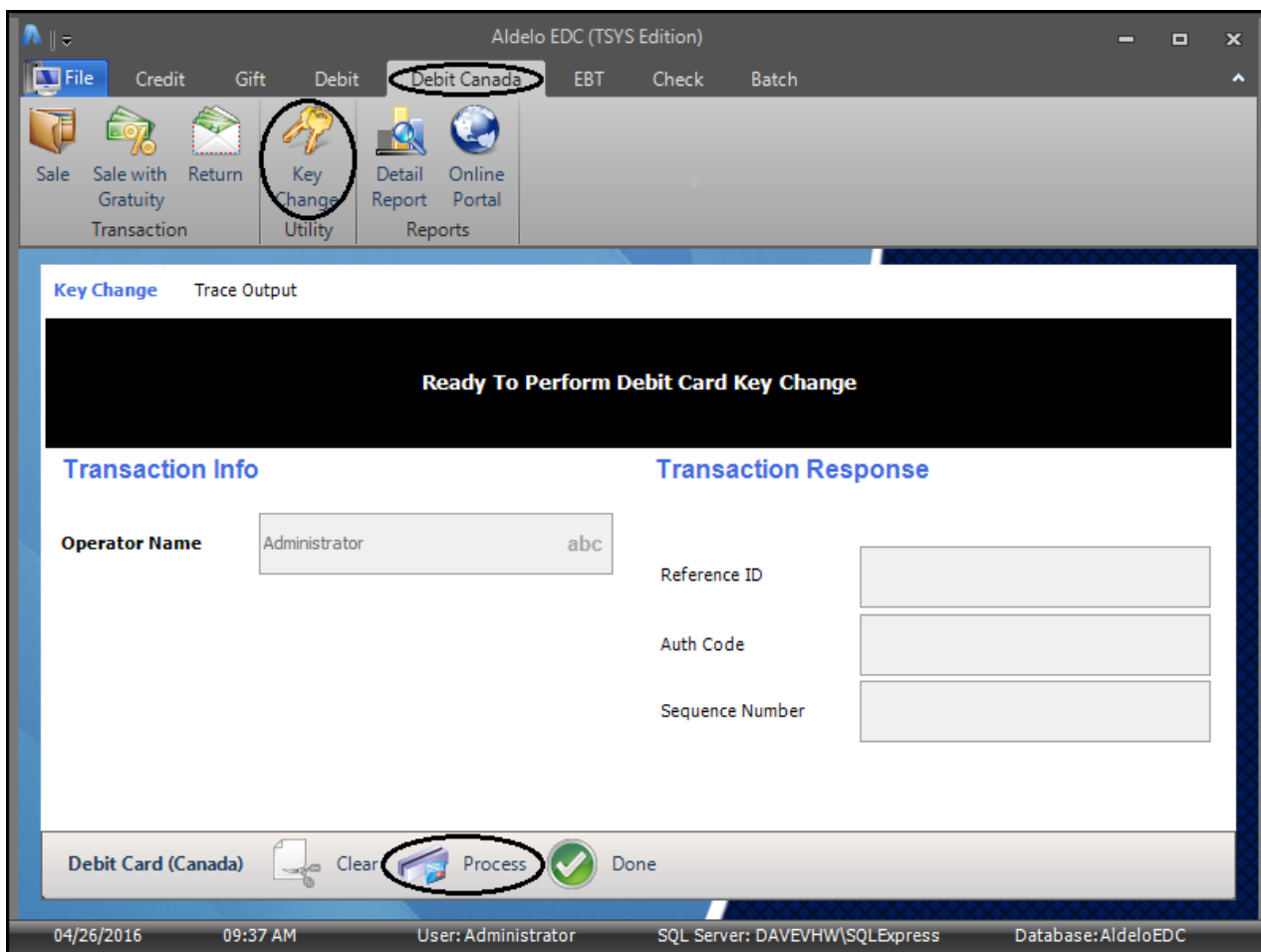


Figure 8-59

Key Change Tab

When the Canadian debit key change transaction has been sent and a response has been received, the type of response is displayed near the top of the window under the Key Change Tab. Click the *Clear* button on the Debit Card (Canada) Toolbar to remove all of the information from the fields on this screen (See Figure 8-60).

The screenshot shows a software interface for a 'Key Change' transaction. At the top, a black banner displays 'Approval Transaction Approved' with a white arrow pointing left. Below this, the interface is divided into two columns: 'Transaction Info' and 'Transaction Response'. Under 'Transaction Info', the 'Operator Name' is 'Administrator abc'. Under 'Transaction Response', the 'Reference ID' is '281021', the 'Auth Code' is '281021', and the 'Sequence Number' is '0010011040'. At the bottom, a toolbar contains buttons for 'Debit Card (Canada)', 'Clear' (circled in red), 'Process', and 'Done'.

| Transaction Info | | Transaction Response | |
|------------------|-------------------|----------------------|------------|
| Operator Name | Administrator abc | Reference ID | 281021 |
| | | Auth Code | 281021 |
| | | Sequence Number | 0010011040 |

Figure 8-60

Once the key change operation has been approved, you may again perform Canadian debit transactions.

Trace Output Tab

The Trace Output Tab displays information about the Canadian debit key change transaction. The left panel of the screen displays information about the transaction request sent from Aldelo® EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo® EDC (See Figure 8-61).

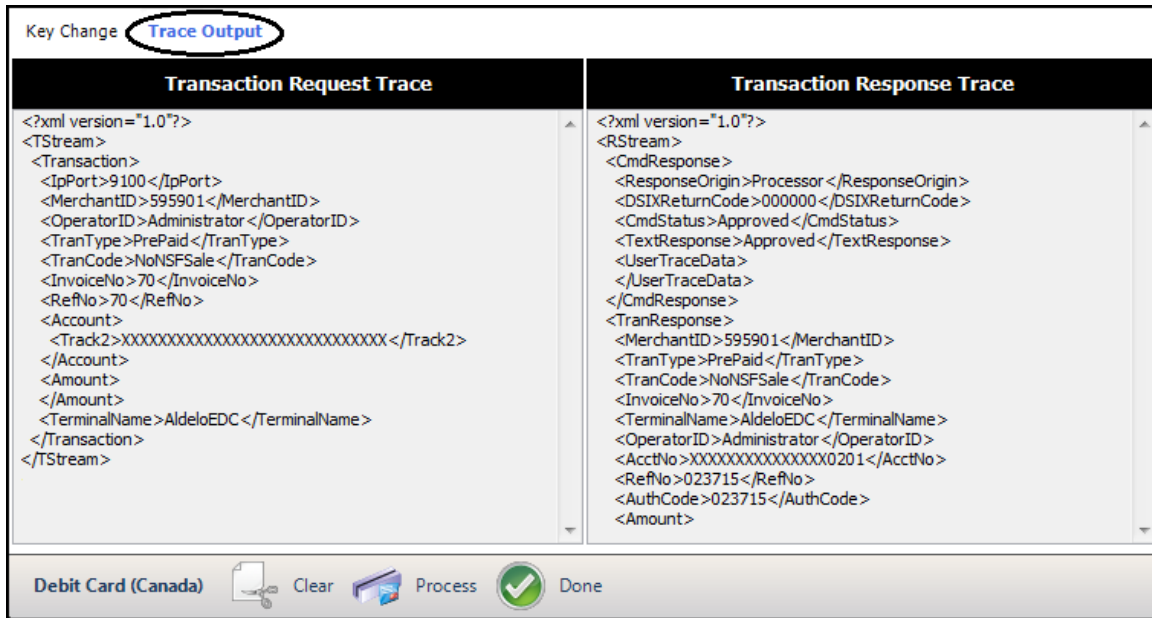


Figure 8-61

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider’s technical support department to help determine the cause.

| | |
|--|--|
| | <p>NOTE: The trace output information only displays if the <i>Enable Tracing</i> checkbox has been selected for the account in the Merchant Account Editor.</p> |
|--|--|

Reports Group Box

Detail Report Button

Click the *Detail Report* button to generate the Canadian Debit Card Details Report. The first page of this report displays a summary of the Canadian debit card transactions (See Figure 8-62).

The screenshot displays the 'Canadian Debit Card Details Report' for 'Checkers Restaurant - Canadian Debit' covering the period from 2019-09-11 12:00 AM to 2019-09-11 11:59 PM. The report includes a 'Transaction Summary' table with the following data:

| | Total | | | Count | | |
|--------------------|---------------|---------------|---------------|----------|----------|----------|
| | Approved | Dedined | Error | Approved | Declined | Error |
| Sale | \$0.00 | \$0.00 | \$0.00 | 0 | 0 | 0 |
| Sale With Gratuity | \$0.00 | \$0.00 | \$0.00 | 0 | 0 | 0 |
| Return | \$0.00 | \$0.00 | \$0.00 | 0 | 0 | 0 |
| Total | \$0.00 | \$0.00 | \$0.00 | 0 | 0 | 0 |

At the bottom of the report, it states 'Report Generated: 09/11/2019 8:15:27 AM' and 'Page 1 of 1'.

Figure 8-62

Subsequent pages of this report display each of the individual Canadian debit card transactions.

Canadian Debit Details Report Tab

The generated report displays under the Canadian Debit Details Report Tab. Here the user may manipulate the report view, print the report, or save the report.

Account Filters Tab

When multiple accounts exist for one or more of the various account types, filters may be set under the Account Filters Tab to display information in the report for specific accounts. Click the *down arrow* button to the right of the respective field and then select the desired account by clicking on it in the displayed list of accounts.

General Filters Tab

The settings under the General Filters Tab allow the user to narrow the range of data displayed in the report. The user may select a specific date and time range, operator, card holder, transaction number, or invoice number. The report may be filtered to display a specific transaction type, transaction results, card types, and the records in the report may be displayed in descending order (ascending order is the default sort order). Select or enter the desired information in the desired filters. Please note that for the Operator Name and Card Holder Name filters, the names entered must exactly match the names as originally entered into the system.

Action Filters Tab

The report may be filtered to display specific debit actions under the Action Filters Tab. Select the checkbox for each debit action that you wish to view on the report.

Online Portal Button

The *Online Portal* button is available under all of the tabs on the main screen except the Credit Tab. Clicking the *Online Portal* button takes the user to the Merchant Service Provider's customer service portal where he may gain access to additional reporting features and/or customer service features. Depending on which Merchant Service Provider the merchant uses, the information displayed may be different when the user clicks the *Online Portal* button under each of the tabs of the Aldelo® EDC main screen.

EBT Tab

EBT (Electronic Benefit Transfer) is an electronic system that allows a recipient to authorize transfer of his government benefits from a federal account to a retailer account to pay for products and services received. EBT is used in all 50 States, the District of Columbia, Puerto Rico, the Virgin Islands, and Guam. EBT has been implemented in all states since June of 2004.

EBT card transactions are performed under the EBT Tab of the main screen of Aldelo® EDC. Depending on the recipient, the EBT card allows the EBT customer to access his SNAP (Supplemental Nutrition Assistance Program) benefits (commonly known as food stamps), his

TAFDC (Transitional Aide to Families with Dependent Children) benefits (commonly known as cash welfare), or both with the EBT card. The EBT card is used at a retail establishment much the same way as a debit card is used. The purchase amount is deducted from the balance remaining in the recipient's account.



NOTE: The standard edition of Aldelo[®] EDC does not process EBT transactions.

Food Stamp Group Box

Use the features in the Food Stamp group box to perform transactions related to the customer's federal food stamp account.

Food Stamp Sale Button

A food stamp sale transaction is made when a customer wishes to use some or all of the available balance remaining in the food stamp portion of his EBT account to purchase merchandise from a participating food retailer. To perform a food stamp sale transaction in stand-alone mode, select the EBT Tab from the main screen of Aldelo® EDC and in the Food Stamp group box, click the *Food Stamp Sale* button. Swipe the customer's EBT card through the card reader device. Enter the invoice number and the purchase total in their respective fields. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Next, click the *Process* button on the EBT Card Toolbar to send the food stamp sale transaction to the Merchant Service Provider (See Figure 8-63).

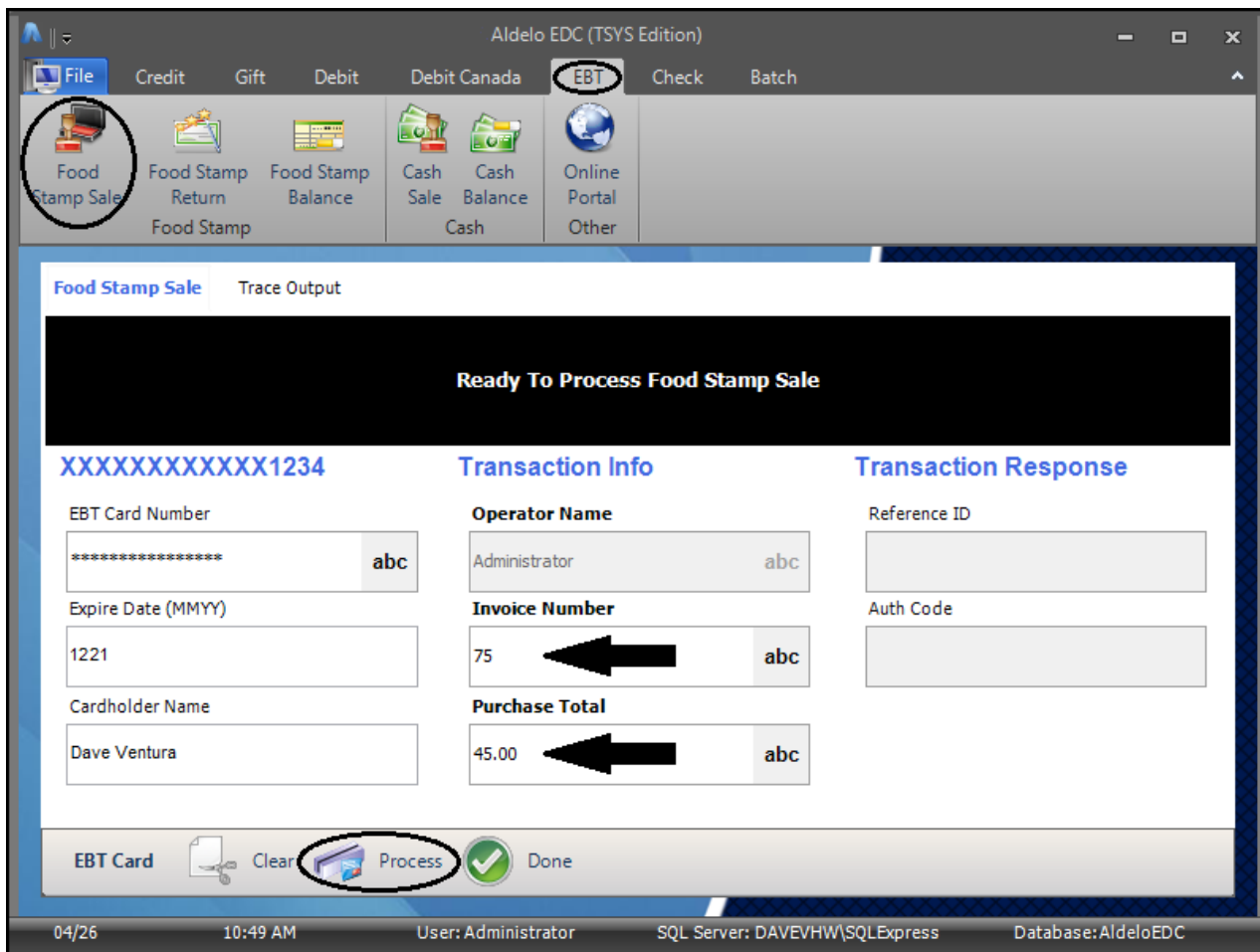


Figure 8-63

Food Stamp Sale Tab

When the food stamp sale transaction has been sent to the Merchant Service Provider and a response has been received, the type of response is displayed near the top of the window under the Sale Tab. Click the *Clear* button on the EBT Card Toolbar to remove all of the information from the fields on this screen (See Figure 8-64).

The screenshot shows a software interface for a Food Stamp Sale. At the top, it says "Food Stamp Sale Trace Output". A black banner displays "Approval Transaction Approved" with a white arrow pointing left. Below this, the interface is divided into three columns: "XXXXXXXXXXXX1234", "Transaction Info", and "Transaction Response". Each column contains several input fields with "abc" as a placeholder. The "Transaction Info" column includes fields for Operator Name, Invoice Number, and Purchase Total. The "Transaction Response" column includes fields for Reference ID and Auth Code. At the bottom, there is a toolbar with buttons for "EBT Card", "Clear" (circled in red), "Process", and "Done".

| XXXXXXXXXXXX1234 | Transaction Info | Transaction Response |
|---------------------------------|------------------------------------|------------------------|
| EBT Card Number ***** abc | Operator Name Administrator abc | Reference ID 915764 |
| Expire Date (MMYY) 1221 | Invoice Number 75 abc | Auth Code 915764 |
| Cardholder Name Dave Ventura | Purchase Total 45.00 abc | |

Figure 8-64

Trace Output Tab

The Trace Output Tab displays information about the EBT card food stamp sale transaction. The left panel of the screen displays information about the transaction request sent from Aldelo® EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo® EDC (See Figure 8-65).

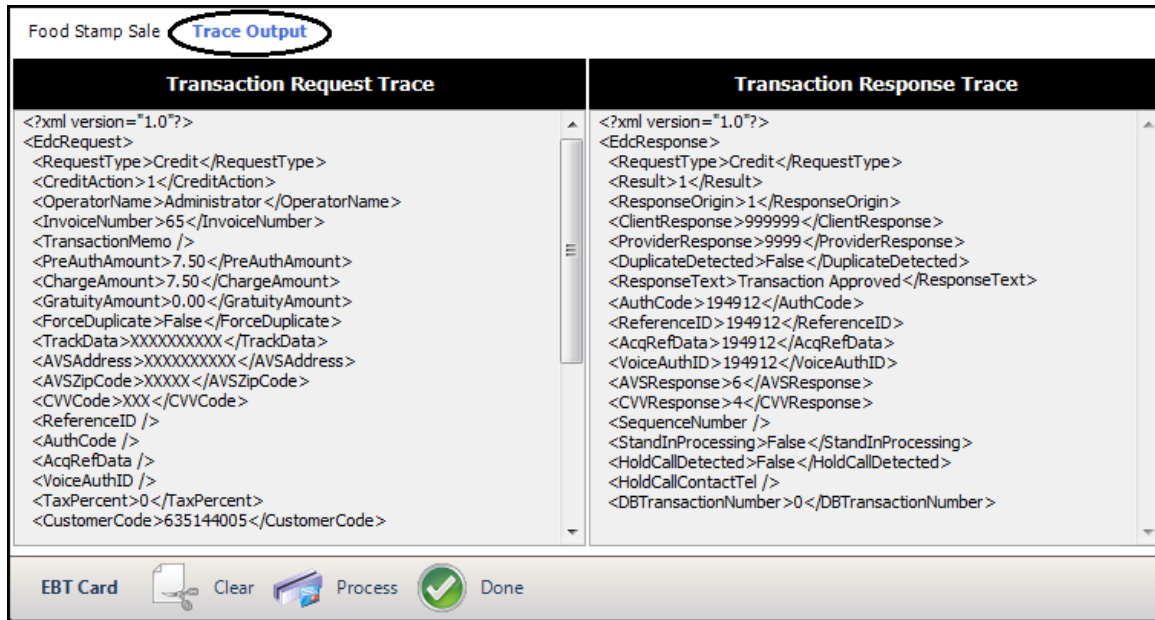


Figure 8-65

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider’s technical support department to help determine the cause.

| | |
|--|--|
| | <p>NOTE: The trace output information only displays if the <i>Enable Tracing</i> checkbox has been selected for the account in the Merchant Account Editor.</p> |
|--|--|

Food Stamp Return Button

An EBT card food stamp return transaction is made when the merchant wishes to refund money to a customer by electronically crediting the customer’s federal food stamp account balance. A food stamp return transaction may be performed for any amount at any time.

To perform an EBT card food stamp return transaction in stand-alone mode, select the EBT Tab from the main screen of Aldelo® EDC and in the Food Stamp group box, click the *Food Stamp Return* button. Swipe the EBT card through the card reader device. Enter the invoice number and the return total (the amount to be refunded to the customer’s food stamp account) in their

respective fields. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Next, click the *Process* button on the EBT Card Toolbar to send the transaction to the Merchant Service Provider (See Figure 8-66).

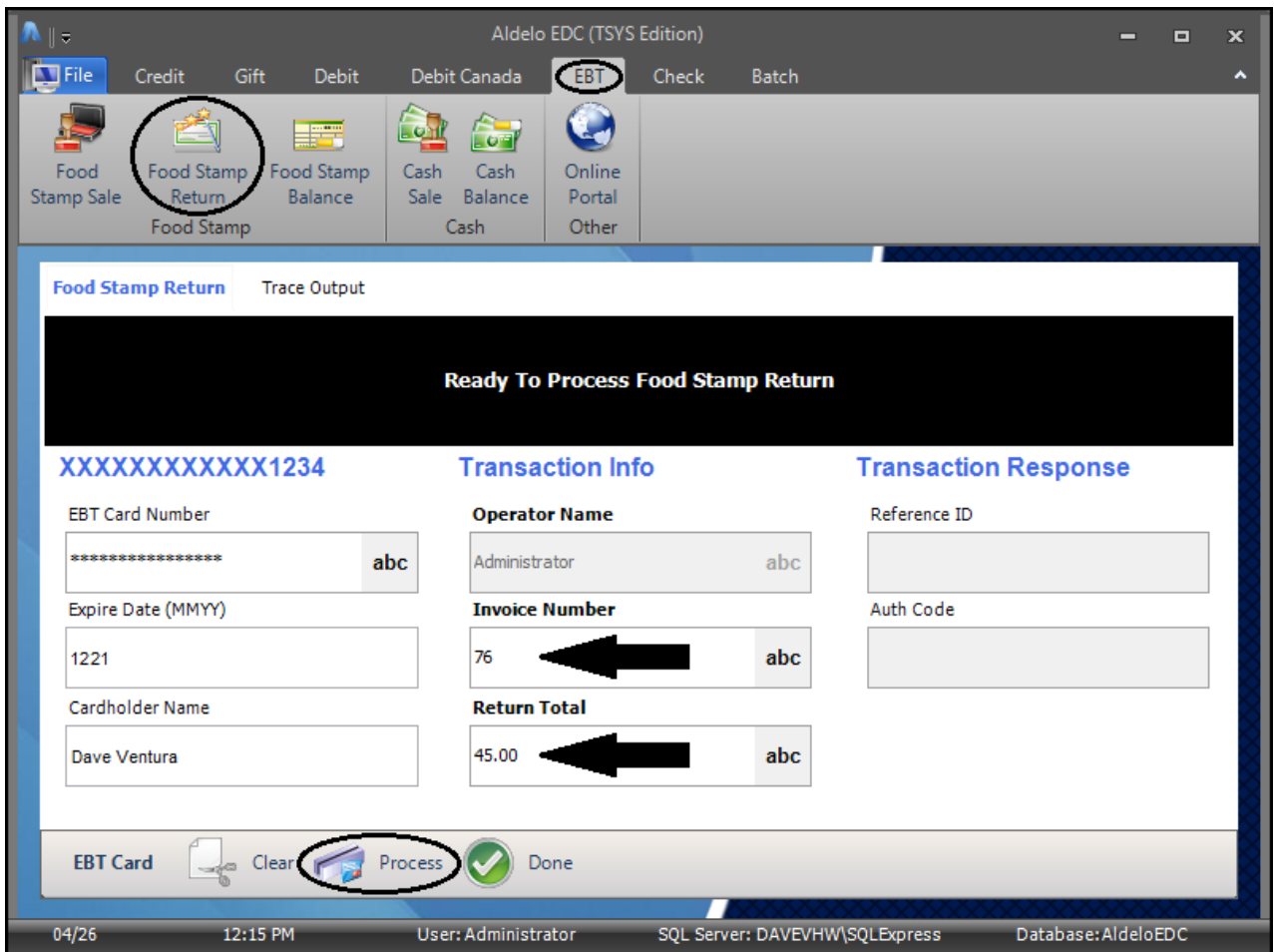


Figure 8-66

Food Stamp Return Tab

When the food stamp return transaction has been sent and a response has been received, the type of response is displayed near the top of the window under the Food Stamp Return Tab. Click the *Clear* button on the EBT Card Toolbar to remove all of the information from the fields on this screen (See Figure 8-67).

The screenshot shows a software window titled "Food Stamp Return" with a subtitle "Trace Output". At the top, a black banner displays "Approval Transaction Approved" with a white arrow pointing left. Below this, the window is divided into three columns: "XXXXXXXXXXXX1234", "Transaction Info", and "Transaction Response". Each column contains several input fields with "abc" as a placeholder. The "Transaction Info" column includes fields for "Operator Name" (Administrator), "Invoice Number" (76), and "Return Total" (45.00). The "Transaction Response" column includes "Reference ID" (458731) and "Auth Code" (458731). At the bottom, a toolbar contains buttons for "EBT Card", "Clear" (circled in red), "Process", and "Done".

| XXXXXXXXXXXX1234 | Transaction Info | Transaction Response |
|---------------------------------|------------------------------------|------------------------|
| EBT Card Number ***** abc | Operator Name Administrator abc | Reference ID 458731 |
| Expire Date (MMYY) 1221 | Invoice Number 76 abc | Auth Code 458731 |
| Cardholder Name Dave Ventura | Return Total 45.00 abc | |

Figure 8-67

Trace Output Tab

The Trace Output Tab displays information about the food stamp return transaction. The left panel of the screen displays information about the transaction request sent from Aldelo[®] EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo[®] EDC (See Figure 8-68).

The screenshot shows a software interface titled "Food Stamp Return" with a "Trace Output" tab selected. The interface is split into two panels: "Transaction Request Trace" on the left and "Transaction Response Trace" on the right. Both panels display XML data. The left panel shows a request for a return transaction with details like MerchantID, OperatorID, and Amount. The right panel shows the response, including a status of "Approved" and various identifiers. At the bottom, there are buttons for "EBT Card", "Clear", "Process", and "Done", along with a green checkmark icon.

| Transaction Request Trace | Transaction Response Trace |
|--|---|
| <pre><?xml version="1.0"?> <TStream> <Transaction> <IpPort>9100</IpPort> <MerchantID>595901</MerchantID> <OperatorID>Administrator</OperatorID> <TranType>PrePaid</TranType> <TranCode>Return</TranCode> <InvoiceNo>2948</InvoiceNo> <RefNo>2948</RefNo> <Account> <Track2>XXXXXXXXXXXXXXXXXXXXXXXXXX</Track2> </Account> <Amount> <Purchase>45.00</Purchase> </Amount> <TerminalName>AldeloEDC</TerminalName> </Transaction> </TStream></pre> | <pre><?xml version="1.0"?> <RStream> <CmdResponse> <ResponseOrigin>Processor</ResponseOrigin> <DSIXReturnCode>000000</DSIXReturnCode> <CmdStatus>Approved</CmdStatus> <TextResponse>Approved</TextResponse> <UserTraceData> </UserTraceData> </CmdResponse> <TranResponse> <MerchantID>595901</MerchantID> <TranType>PrePaid</TranType> <TranCode>Return</TranCode> <InvoiceNo>2948</InvoiceNo> <TerminalName>AldeloEDC</TerminalName> <OperatorID>Administrator</OperatorID> <AcctNo>XXXXXXXX1154</AcctNo> <RefNo>910272</RefNo> <AuthCode>910272</AuthCode></pre> |

Figure 8-68

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider's technical support department to help determine the cause.



NOTE: The trace output information only displays if the *Enable Tracing* checkbox has been selected for the account in the Merchant Account Editor.

Food Stamp Balance Button

At times, a customer may ask the merchant to check the balance remaining in his food stamp account. To check the balance in stand-alone mode, select the EBT Tab from the main screen of Aldelo® EDC and in the Food Stamp group box, click the *Food Stamp Balance* button. Swipe the customer’s EBT card through the card reader device and enter an invoice number. If desired, click the *abc* button next to the respective field if you wish to display the field’s onscreen keyboard. Next, click the *Process* button on the EBT Card Toolbar to send the transaction to the Merchant Service Provider (See Figure 8-69).

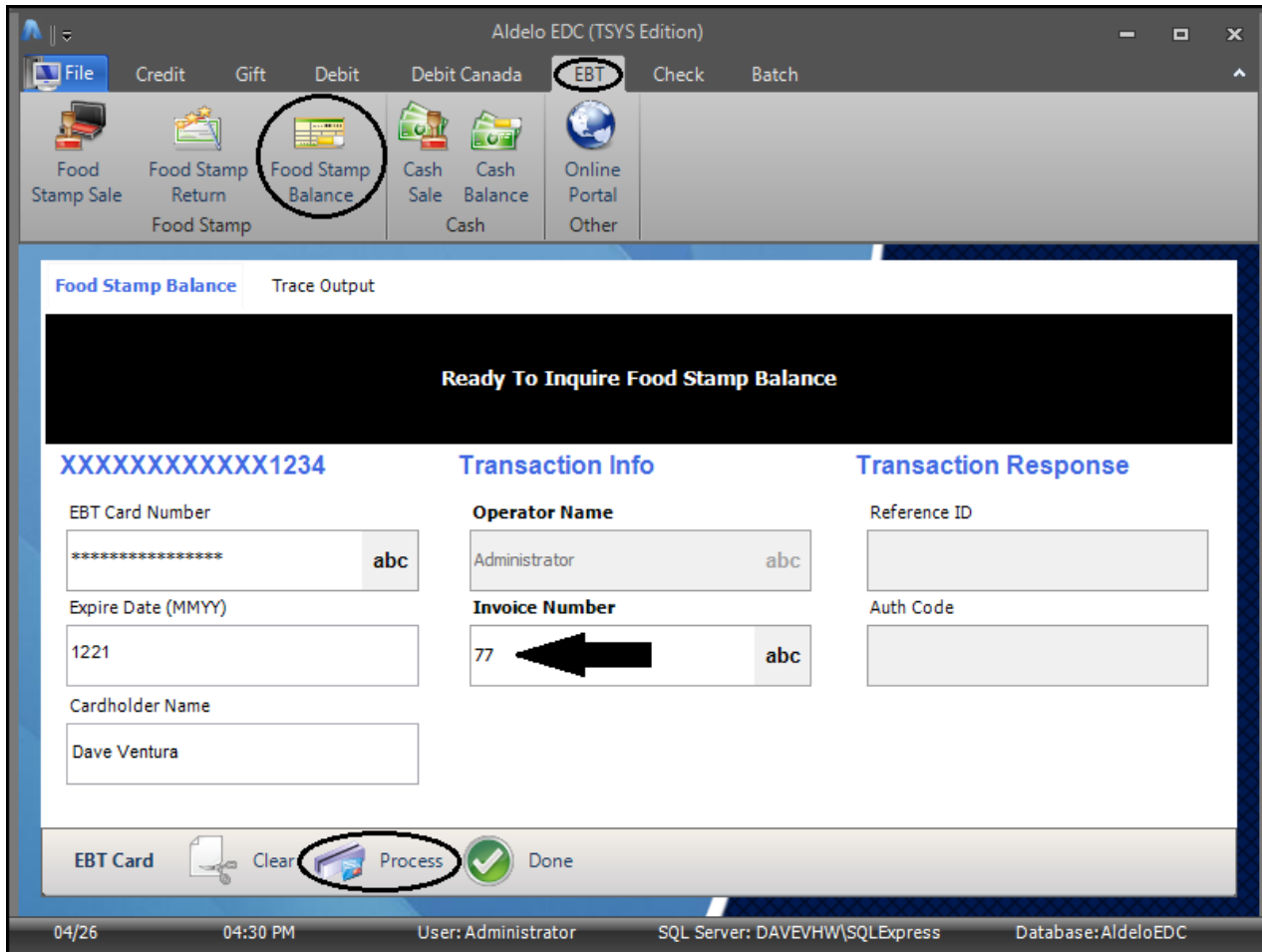


Figure 8-69

Food Stamp Balance Tab

When the balance transaction has been sent and a response has been received, the type of response and the customer's remaining food stamp balance are displayed near the top of the window under the Food Stamp Balance Tab. Click the *Clear* button on the EBT Card Toolbar to remove all of the information from the fields on the screen.

Trace Output Tab

The Trace Output Tab displays information about the food stamp balance transaction. The left panel of the screen displays information about the transaction request sent from Aldelo[®] EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo[®] EDC.

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider's technical support department to help determine the cause.



NOTE: The trace output information only displays if the *Enable Tracing* checkbox has been selected for the account in the Merchant Account Editor.

Cash Group Box

Use the features in the Cash group box to perform transactions related to the customer's cash welfare benefits account.

Cash Sale Button

A cash sale transaction is made when a customer wishes to use some or all of the available balance remaining in his cash welfare account. To perform an EBT cash sale transaction in stand-alone mode, select the EBT Tab from the main screen of Aldelo® EDC and in the Cash group box, click the *Cash Sale* button. Swipe the customer's EBT card through the card reader device. Enter the invoice number and the purchase total in their respective fields. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Next, click the *Process* button on the EBT Card Toolbar to send the sale transaction to the Merchant Service Provider (See Figure 8-70).

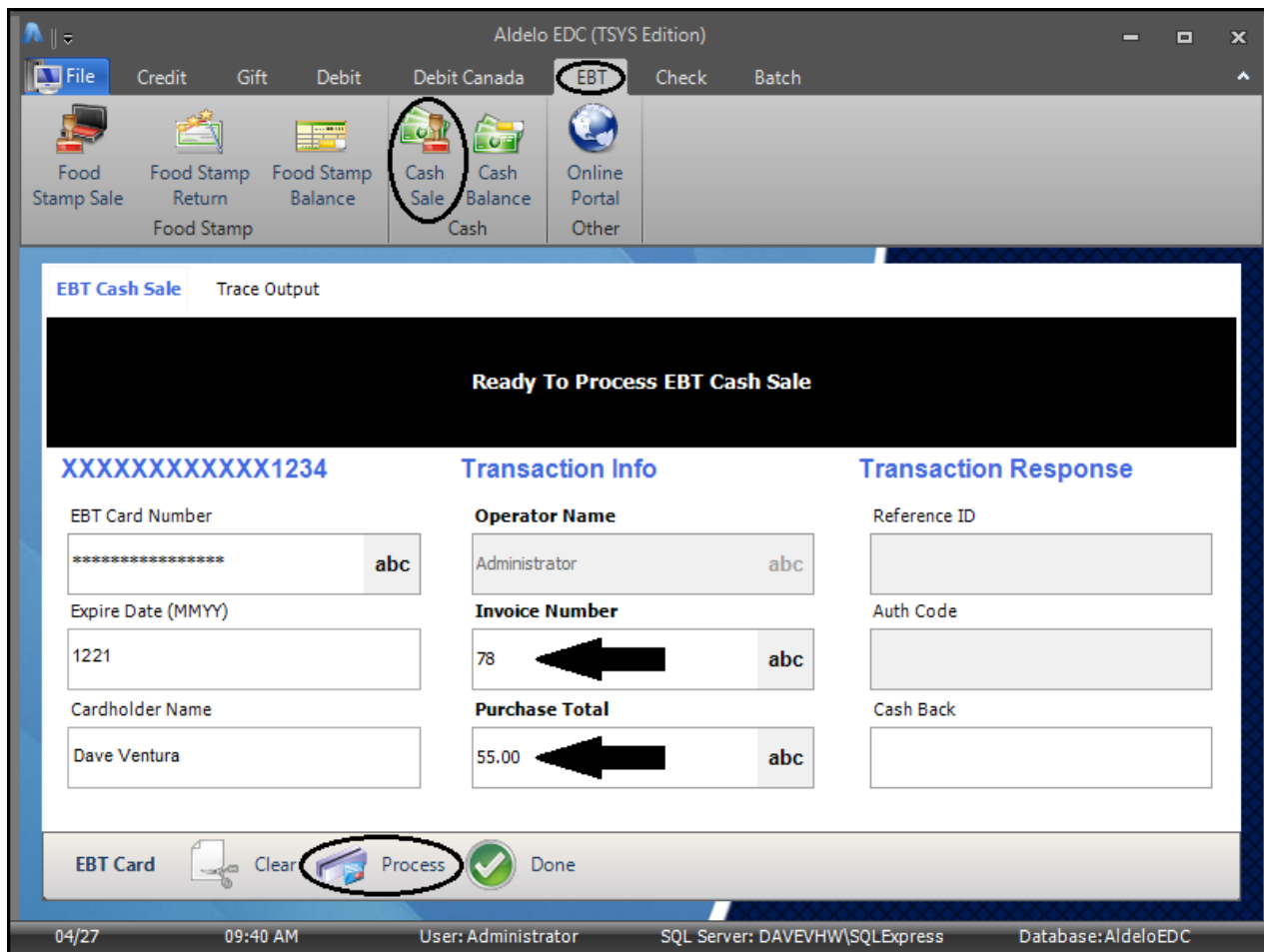


Figure 8-70

EBT Cash Sale Tab

When the EBT cash sale transaction has been sent and a response has been received, the type of response and the customer's remaining cash welfare balance are displayed near the top of the window under the EBT Cash Sale Tab. Click the *Clear* button on the EBT Card Toolbar to remove all of the information from the fields on this screen.

Trace Output Tab

The Trace Output Tab displays information about the EBT cash sale transaction. The left panel of the screen displays information about the transaction request sent from Aldelo[®] EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo[®] EDC.

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider's technical support department to help determine the cause.



NOTE: The trace output information only displays if the *Enable Tracing* checkbox has been selected for the account in the Merchant Account Editor.

Cash Balance Button

At times, a customer may ask the merchant to check the balance remaining in his cash welfare account. To check the balance in stand-alone mode, select the EBT Tab from the main screen of Aldelo® EDC and in the Cash group box, click the *Cash Balance* button. Swipe the customer’s EBT card through the card reader device and enter an invoice number. If desired, click the *abc* button next to the respective field if you wish to display the field’s onscreen keyboard. Next, click the *Process* button on the EBT Card Toolbar at the bottom of the screen to send the transaction to the Merchant Service Provider (See Figure 8-71).

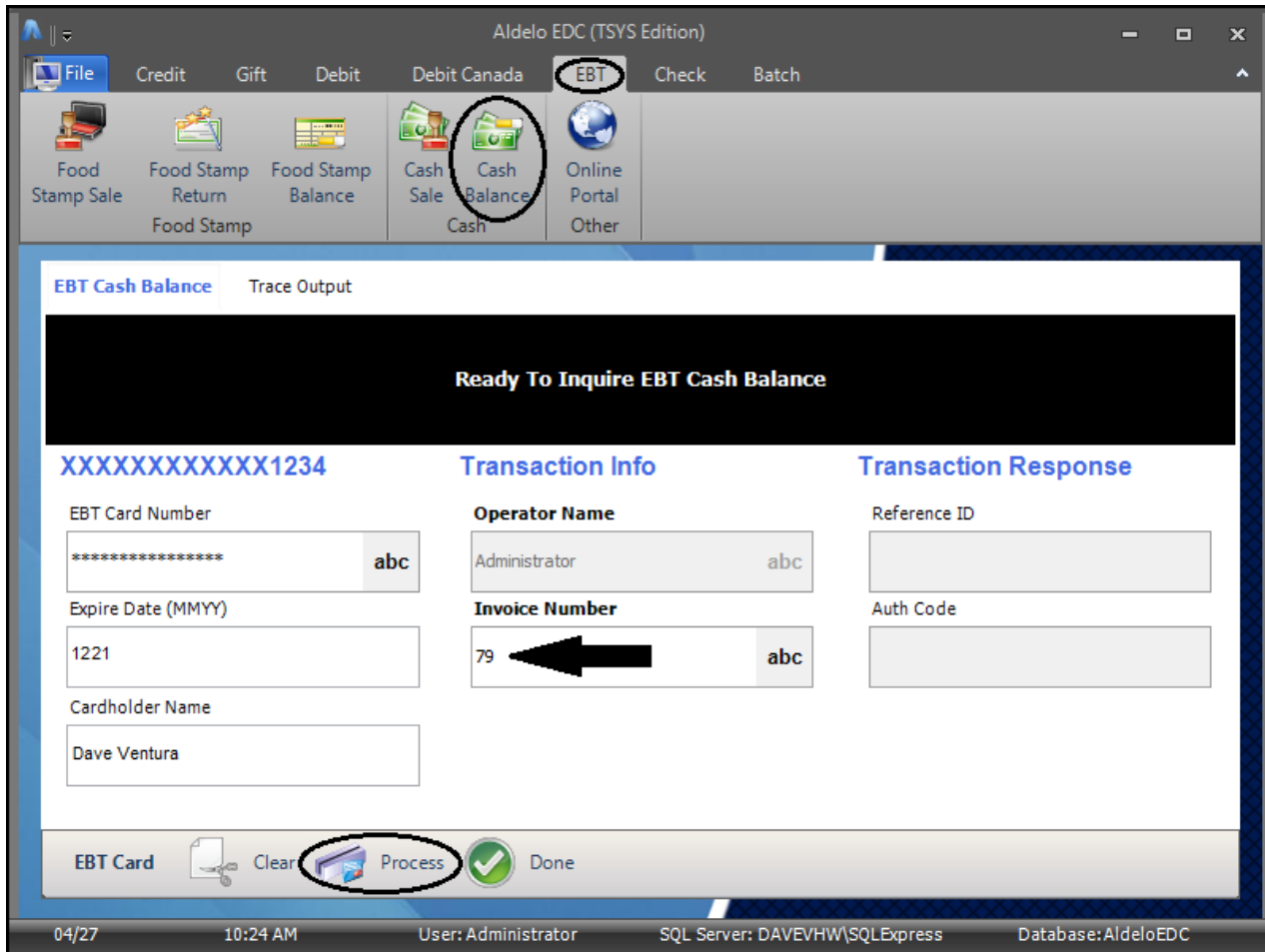


Figure 8-71


EBT Cash Balance Tab

When the EBT cash balance transaction has been sent and a response has been received, the type of response and the customer's remaining cash welfare balance are displayed near the top of the window under the EBT Cash Balance Tab. Click the *Clear* button on the EBT Card Toolbar to remove all of the information from the fields on this screen.

Trace Output Tab

The Trace Output Tab displays information about the EBT cash balance transaction. The left panel of the screen displays information about the transaction request sent from Aldelo[®] EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo[®] EDC.

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider's technical support department to help determine the cause.

| | |
|---|--|
|  | <p>NOTE: The trace output information only displays if the <i>Enable Tracing</i> checkbox has been selected for the account in the Merchant Account Editor.</p> |
|---|--|

Check Tab

The check feature of Aldelo[®] EDC allows the user to verify whether a customer's prior check writing history with the Merchant Service Provider includes any bounced checks. Although the feature does not guarantee the merchant that the check will not bounce, it does provide an indication as to the credit worthiness of the customer. If the customer has no history of writing bad checks, he is less likely to write a bad check to the merchant than a customer who has written bad checks in the past.

Driver License Group Box

Auth Driver License Button

The user performs an authorization by driver license when he wishes to check to see if the customer has previously bounced any checks that were authorized by his current Merchant Service Provider.

To perform an authorization by driver license in stand-alone mode, select the Check Tab from the main screen of Aldelo® EDC and in the Driver License group box, click the *Auth Driver License* button. Enter the customer's driver license number, date of birth, state code (available from your Merchant Service Provider), check number, invoice number, and the purchase total in their respective fields. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Next, click the *Process* button on the Check Processing Toolbar to send the request for authorization to the Merchant Service Provider (See Figure 8-72).

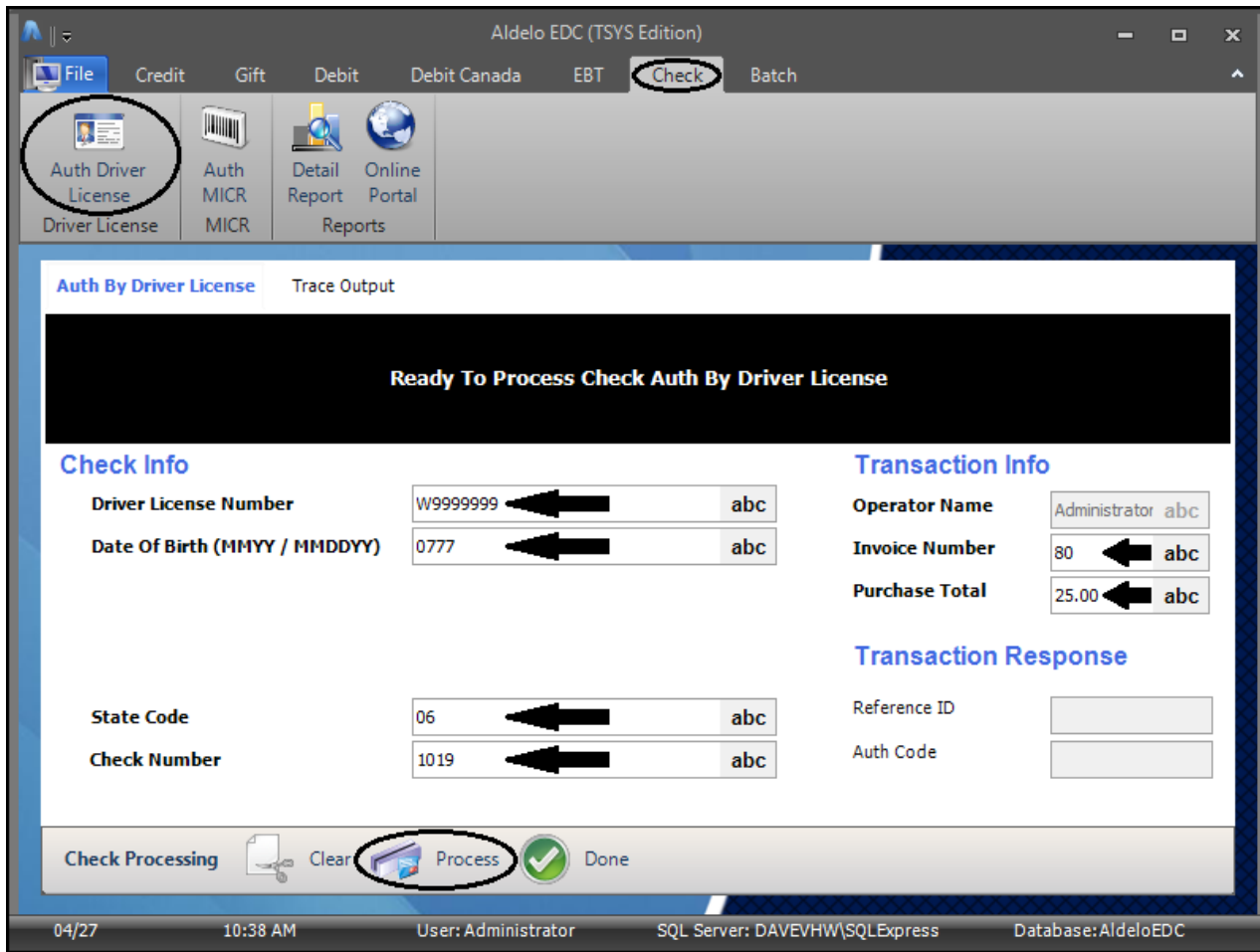


Figure 8-72

Auth by Driver License Tab

When the auth by driver license request has been sent and a response has been received, the type of response is displayed near the top of the window under the Auth by Driver License Tab. Click the *Clear* button on the Check Processing Toolbar to remove all of the information from the fields on this screen (See Figure 8-73).

The screenshot shows a software window titled "Auth By Driver License" with a "Trace Output" tab. At the top, a black banner displays "Approval Transaction Approved" with a white arrow pointing left. Below this, the window is divided into three sections: "Check Info", "Transaction Info", and "Transaction Response". Each section contains several data fields with input boxes and "abc" buttons. At the bottom, a "Check Processing" toolbar includes icons for "Clear" (circled in red), "Process", and "Done".

| Check Info | |
|-------------------------------|--------------|
| Driver License Number | W9999999 abc |
| Date Of Birth (MMYY / MMDDYY) | 0777 abc |
| State Code | 06 abc |
| Check Number | 1019 abc |

| Transaction Info | |
|------------------|-------------------|
| Operator Name | Administrator abc |
| Invoice Number | 80 abc |
| Purchase Total | 25.00 abc |

| Transaction Response | |
|----------------------|-------|
| Reference ID | |
| Auth Code | 99999 |

Figure 8-73

Trace Output Tab

The Trace Output Tab displays information about the auth by driver license request. The left panel of the screen displays information about the transaction request sent from Aldelo® EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo® EDC (See Figure 8-74).

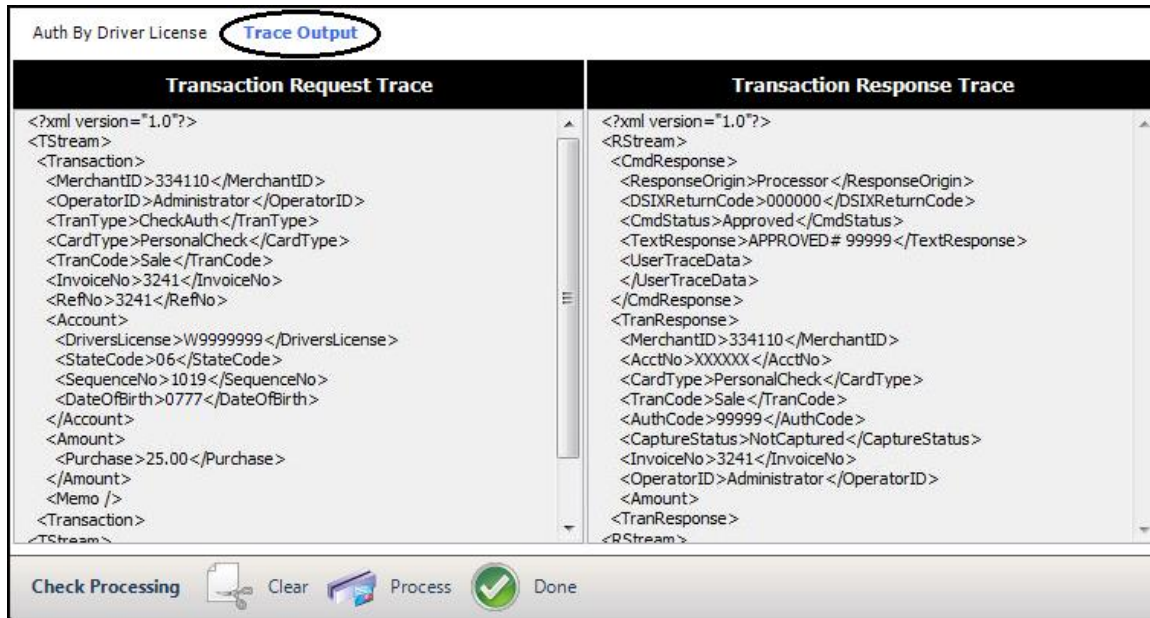


Figure 8-74

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider’s technical support department to help determine the cause.

| | |
|--|--|
| | <p>NOTE: The trace output information only displays if the <i>Enable Tracing</i> checkbox has been selected for the account in the Merchant Account Editor.</p> |
|--|--|

MICR Group Box

A MICR (Magnetic Ink Character Recognition) device reads the encoded information from the bottom of a check. This information includes the bank’s routing number, the checking account number, and the number of the individual check. This information is captured by the MICR device and used to populate the fields of the Auth by MICR screen. If all of the information is known, the fields may also be populated manually if a MICR device is not available.

Auth MICR Button

The user performs an authorization by MICR when he wishes to check to see if the customer's checking account currently has sufficient funds to cover the value of the check. Although the funds are not guaranteed, the merchant can refuse to accept a check when he knows that there is not currently enough money in the customer's account to cover it.

To perform an authorization by MICR in stand-alone mode, select the Check Tab from the main screen of Aldelo® EDC and in the MICR group box, click the *Auth MICR* button. Run the check through the MICR device (or alternatively, enter the MICR number [available from your Merchant Service Provider], the check routing number, and the account number) and then enter the customer's state code (available from your Merchant Service Provider), check number, invoice number, and the purchase total in their respective fields. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard. Next, click the *Process* button on the Check Processing Toolbar to send the request for authorization to the Merchant Service Provider (See Figure 8-75).

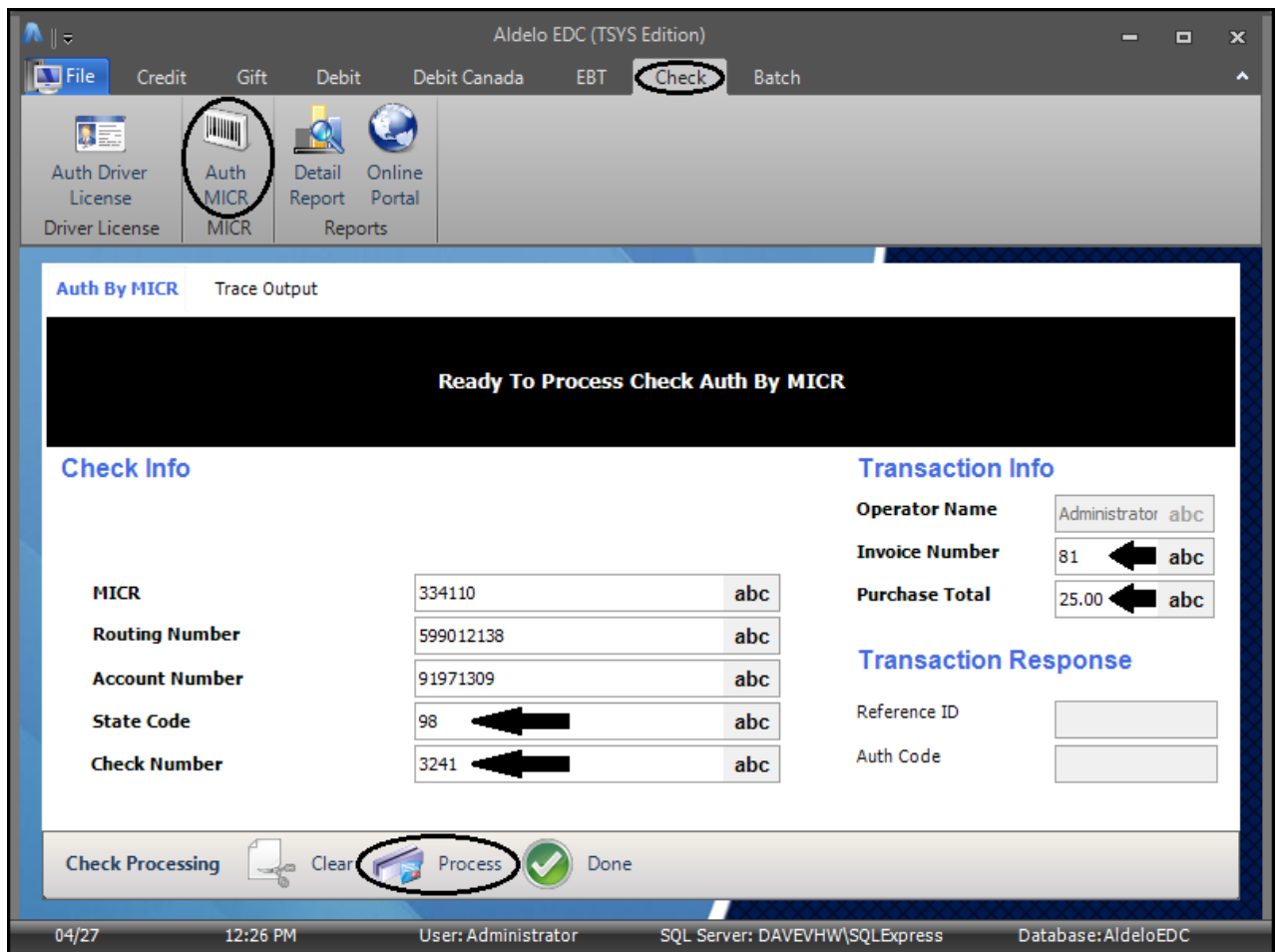


Figure 8-75

Auth by MICR Tab

When the auth by MICR request has been sent and a response has been received, the type of response is displayed near the top of the window under the Auth by MICR Tab. Click the *Clear* button on the Check Processing Toolbar to remove all of the information from the fields on this screen (See Figure 8-76).

Auth By MICR
Trace Output

**Approval
Transaction Approved**

Check Info

| | | |
|----------------|-----------|-----|
| MICR | 334110 | abc |
| Routing Number | 599012138 | abc |
| Account Number | 91971309 | abc |
| State Code | 98 | abc |
| Check Number | 3241 | abc |

Transaction Info

| | |
|----------------|-------------------|
| Operator Name | Administrator abc |
| Invoice Number | 81 abc |
| Purchase Total | 25.00 abc |

Transaction Response

| | |
|--------------|----|
| Reference ID | 81 |
| Auth Code | |

Check Processing

Clear

Process

Done

Figure 8-76

Trace Output Tab

The Trace Output Tab displays information about the Auth by MICR request. The left panel of the screen displays information about the transaction request sent from Aldelo® EDC to the Merchant Service Provider and the right panel displays information about the transaction response sent from the Merchant Service Provider back to Aldelo® EDC (See Figure 8-77).

The screenshot shows a software interface titled "Auth By MICR Trace Output". It is divided into two main sections: "Transaction Request Trace" on the left and "Transaction Response Trace" on the right. Below these sections is a control bar with buttons for "Check Processing", "Clear", "Process", and "Done".

Transaction Request Trace:

```
<?xml version="1.0"?>
<TStream>
<Transaction>
<MerchantID>334110</MerchantID>
<OperatorID>Administrator</OperatorID>
<TranType>CheckAuth</TranType>
<CardType>PersonalCheck</CardType>
<TranCode>Sale</TranCode>
<InvoiceNo>1020</InvoiceNo>
<RefNo>1020</RefNo>
<Account>
<MICR>Reader</MICR>
<StateCode>98</StateCode>
<SequenceNo>3241</SequenceNo>
<RoutingNo>559012138</RoutingNo>
<AcctNo>XXXXXXXX</AcctNo>
</Account>
<Amount>
<Purchase>25.00</Purchase>
</Amount>
</Transaction>
</TStream>
```

Transaction Response Trace:

```
<?xml version="1.0"?>
<RStream>
<CmdResponse>
<ResponseOrigin>Processor</ResponseOrigin>
<DSIXReturnCode>000000</DSIXReturnCode>
<CmdStatus>Approved</CmdStatus>
<TextResponse>APPROVED</TextResponse>
<UserTraceData>
</UserTraceData>
</CmdResponse>
<TranResponse>
<MerchantID>334110</MerchantID>
<AcctNo>XXXXXXXX</AcctNo>
<CardType>PersonalCheck</CardType>
<TranCode>Sale</TranCode>
<AuthCode>999999</AuthCode>
<CaptureStatus>NotCaptured</CaptureStatus>
<InvoiceNo>1020</InvoiceNo>
<OperatorID>Administrator</OperatorID>
<Amount>
<TranResponse>
</RStream>
```

Figure 8-77

The trace output information is a record of exactly what was sent to the Merchant Service Provider and what was received from the Merchant Service Provider. If there is a problem with a transaction, this information may be used by the Merchant Service Provider's technical support department to help determine the cause.



NOTE: The trace output information only displays if the *Enable Tracing* checkbox has been selected for the account in the Merchant Account Editor.

Reports Group Box

Detail Report Button

Click the *Detail Report* button generate the Check Processing Details Report. The first page of this report displays a summary of the check processing transactions (See Figure 8-78).

| Check Processing Details Report | | | | | | |
|---|-----------------|-----------------|---------------|-----------------|-----------------|--------------|
| Checkers Restaurant - Personal Checks | | | | | | |
| 2019-09-11 12:00 AM to 2019-09-11 11:59 PM | | | | | | |
| Transaction Summary | | | | | | |
| | Total | | | Count | | |
| | Approved | Declined | Error | Approved | Declined | Error |
| Auth By Driver License | \$50.00 | \$0.00 | \$0.00 | 4 | 0 | 0 |
| Auth By MICR | \$25.00 | \$0.00 | \$0.00 | 1 | 0 | 0 |
| Total | \$75.00 | \$0.00 | \$0.00 | 5 | 0 | 0 |

Report Generated: 09/11/2019 3:59:17 PM Page 1 of 2

Figure 8-78

Subsequent pages display each of the individual check processing transactions (See Figure 8-79).

| Date/Time | Tran. # | Invoice # | Action | Result | Account # | Check # | Total |
|---------------------|------------------------------|-----------|------------------------|----------|-----------|---------|---------|
| 2019-09-11 03:45 PM | 758878168 | 81 | Auth By MICR | Approval | XXXX1309 | 3241 | \$25.00 |
| | By: Administrator\EDC Client | | Ref ID: 81 | | | | |
| | Approval Code: N/A | | | | | | |
| 2019-09-11 01:19 PM | 24906194 | 80 | Auth By Driver License | Approval | | 1019 | \$25.00 |
| | By: Administrator\EDC Client | | Ref ID: 80 | | | | |
| | Approval Code: N/A | | | | | | |
| 2019-09-11 01:19 PM | 136430811 | 80 | Auth By Driver License | Approval | | 1019 | \$0.00 |
| | By: Administrator\EDC Client | | Ref ID: N/A | | | | |
| | Approval Code: N/A | | | | | | |
| 2019-09-11 01:17 PM | 848776641 | 80 | Auth By Driver License | Approval | | 1019 | \$0.00 |
| | By: Administrator\EDC Client | | Ref ID: N/A | | | | |
| | Approval Code: N/A | | | | | | |
| 2019-09-11 01:17 PM | 72933028 | 80 | Auth By Driver License | Dedined | | 1019 | \$25.00 |
| | By: Administrator\EDC Client | | Ref ID: 80 | | | | |
| | Approval Code: N/A | | | | | | |
| 2019-09-11 01:16 PM | 887998747 | 80 | Auth By Driver License | Approval | | 1019 | \$0.00 |
| | By: Administrator\EDC Client | | Ref ID: N/A | | | | |
| | Approval Code: N/A | | | | | | |
| 2019-09-11 01:13 PM | 738524042 | 80 | Auth By Driver License | Error | | 1019 | \$0.00 |
| | By: Administrator\EDC Client | | Ref ID: N/A | | | | |
| | Approval Code: N/A | | | | | | |

Report Generated: 09/11/2019 4:15:37 PM Page 2 of 2

Figure 8-79

Check Processing Details Report Tab

The generated report displays under the Check Processing Details Report Tab. Here the user may manipulate the report view, print the report, or save the report.

Account Filters Tab

When multiple accounts exist for one or more of the various account types, filters may be set under the Account Filters Tab to display information in the report for specific accounts. Click the *down arrow* button to the right of the respective field and then select the desired account by clicking on it in the displayed list of accounts.

General Filters Tab

The settings under the General Filters Tab allow the user to narrow the range of data displayed in the report. The user may select a specific date and time range, operator, transaction number, or invoice number. The report may be filtered to display a specific transaction type or transaction results, and the records in the report may be displayed in descending order (ascending order is the default sort order). Select or enter the desired information in the desired filters. Please note that for the Operator Name filter, the name entered must exactly match the name as originally entered into the system.

Action Filters Tab

The report may be filtered to display specific check actions under the Action Filters Tab. Select the checkbox for each check action that you wish to view on the report.

Online Portal Button

The *Online Portal* button is available under all of the tabs on the main screen except the Credit Tab. Clicking the *Online Portal* button takes the user to the Merchant Service Provider's customer service portal where he may gain access to additional reporting features and/or customer service features. Depending on which Merchant Service Provider the merchant uses, the information displayed may be different when the user clicks the *Online Portal* button under each of the tabs of the Aldelo® EDC main screen.

Batch Tab

For information on how to use the features under the Batch Tab of the main screen in Aldelo® EDC, see the subsection titled **Batch Tab** of the Main Menu section in Chapter 5 of this manual.

Chapter 9

Using Aldelo® EDC in Integrated Mode

Aldelo® EDC is perfect for integrated environments. Since the integration consists of a set of ASP.NET Web Services methods, third party application integration with Aldelo® EDC can be either COM or .NET based. The Aldelo® POS and XERA® POS solutions fully integrate with Aldelo® EDC. This chapter describes the steps involved to properly integrate the Aldelo® POS and XERA® POS solutions with Aldelo® EDC. For current version requirement information for Aldelo® POS, XERA® POS, and Aldelo® EDC, please visit the Aldelo website at www.aldelo.com.

Integration with Aldelo® POS

Follow the steps below to integrate the Aldelo® POS solution with Aldelo® EDC. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard:

1. Launch the Aldelo® POS solution.
2. From the main screen, click the *Back Office* button.
3. On the following screen, click the *Store Settings* button.
4. On the Store Settings screen, click on the Revenue Tab and then click on the Payments Tab.
5. In the Aldelo EDC Payment Processing Integration Setup group box, click the *Configure EDC Integration Settings* button.
6. On the Aldelo POS – EDC Client Services Configuration screen, enter the IP address or computer name of the computer that is hosting the EDC server into the EDC Server Host Name (or IP) field. In the EDC Server Application Name field, enter the EDC server application name. The user typically enters “AldeloEDC” in this field. If you are transmitting payment information wirelessly from your payment terminal to your server, select the *EDC Server Uses TLS* checkbox. Please note that these three settings must match the settings in Aldelo® EDC that are found from the main screen by navigating to the **File Tab > Store Settings > General Tab > Payment Server Settings** section. When finished, click the *Update* button.
7. Login to the EDC client services configuration feature by entering your administrator user name and password.

- 8. In the POS User Name field, enter a user account name that has the proper security permissions in Aldelo® EDC to perform payment transactions. Payment transactions are defined as Sales Transactions, Void Transactions, Return Transactions, and Gratuity Transactions. The user account entered into this field must be able to perform all of these types of transactions. Please note that this user account must have been setup previously in Aldelo® EDC.
- 9. In the POS Integration Token field, enter the integration token for the user account selected above. Alternatively, you may copy and paste the Integration Token from Aldelo® EDC into this field (See Figure 9-1).

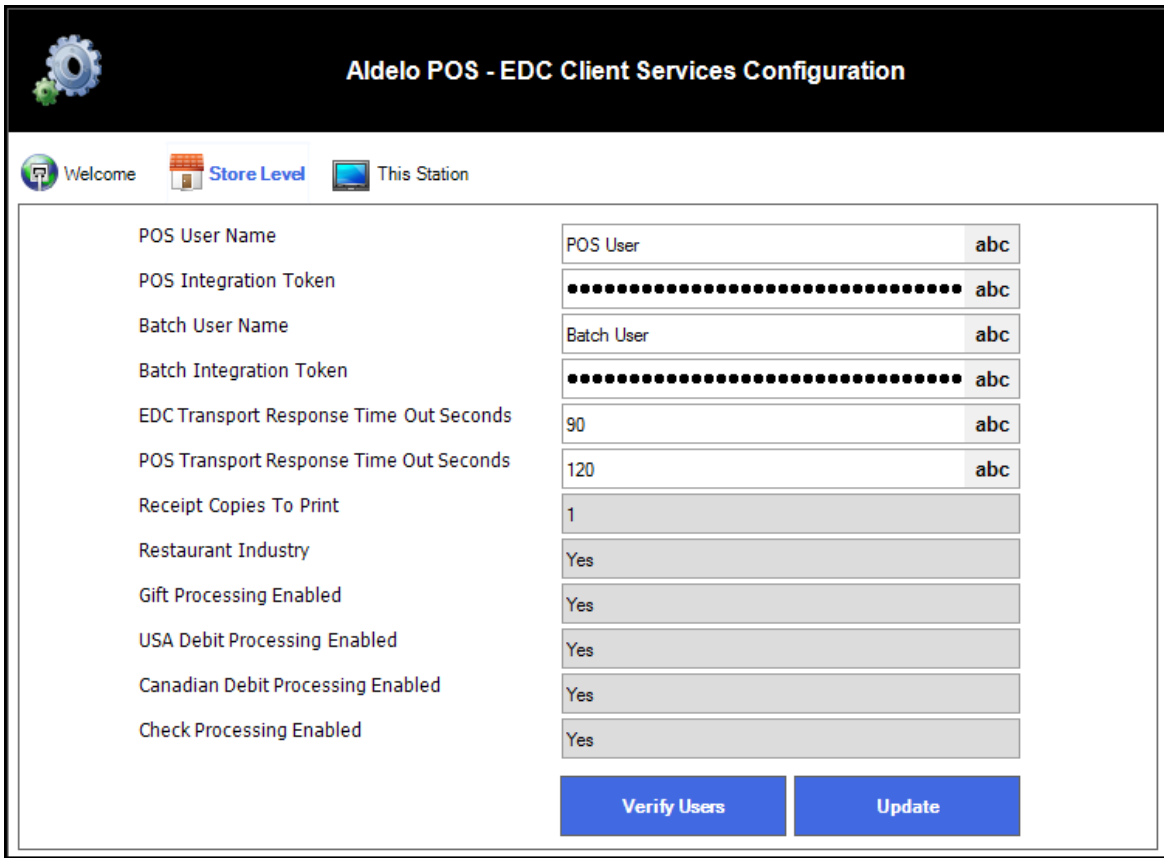


Figure 9-1

The Integration Token may be found on the User Accounts screen of Aldelo® EDC by selecting the User Name from the User Accounts Tab and then selecting the User Account Editor Tab.

- 10. In the Batch User Name field, enter a user account name that has the proper security permissions in Aldelo® EDC to perform, at a minimum, Batch Close Transactions. Permissions to perform additional securities such as Sales Transactions, Void Transactions, Return Transactions, Gratuity Transactions, etc., are recommended but optional.
- 11. In the Batch Integration Token field, enter the integration token for the user account selected above. Alternatively, you may copy and paste the Integration Token from Aldelo® EDC into this field (See Figure 9-1, above). The Integration Token may be found on the

User Accounts screen of Aldelo® EDC by selecting the User Name from the User Accounts Tab and then selecting the User Account Editor Tab.

12. In the EDC Transport Response Time Out Seconds field, enter the number of seconds you wish to allow to elapse before the response times out. The default value is 90 seconds.
13. In the POS Transport Response Time Out Seconds field, enter the number of seconds you wish to allow to elapse before the response times out. The default value is 120 seconds.
14. The remaining fields on this screen are read-only fields that allow you to view the settings information from your installation of Aldelo® EDC and are not editable.
15. When all of your settings are complete, click the *Verify Users* button to validate that the user name and token are correct. If they are correct, click the *Update* button.

Integration with XERA® POS

Follow the steps below to integrate the XERA® POS solution with Aldelo® EDC. If desired, click the *abc* button next to the respective field if you wish to display the field's onscreen keyboard:

1. Launch Aldelo® EDC.
2. Launch the XERA® POS Manager application.
3. In the XERA® POS Manager application, navigate to **Company Tab > Store Settings** and under the Main Tab, expand the **EDC Settings** section to display the EDC setting options.
4. Click on the EDC Host/IP setting. In the large textbox on the right side of the screen, enter the computer name or IP address of the computer on which Aldelo EDC is installed. (Please note: if you enter an IP address in this field, it must be a static IP address.)
5. Click on the EDC Uses SSL setting. If your EDC server uses SSL, click the *down arrow* button on the right side of the screen and select the *Yes* option.
6. Click on the EDC User Name setting. In the large textbox on the right side of the screen, enter the user name of a user account that has the proper security permissions in Aldelo® EDC to perform payment transactions. Payment transactions are defined as Sale Transactions, Void Transactions, Return Transactions, and Gratuity Transactions. The user account entered into this field must be able to perform all of these types of transactions. Please note that this user account must have been setup previously in Aldelo® EDC.
7. Click on the EDC User Token setting. In the field on the right side of the screen, enter the integration token for the user account selected above. Alternatively, you may copy and paste the Integration Token from Aldelo® EDC into this field. The Integration Token may be found on the User Accounts screen of Aldelo® EDC by selecting the User Name from the User Accounts Tab and then selecting the User Account Editor Tab.

8. Click on the EDC Transaction Timeout Seconds setting. In the field on the right side of the screen, enter the number of seconds you wish to allow to elapse before the EDC transaction times out. The default value is 60 seconds.
9. Click on the EDC Batch Timeout Seconds setting. In the field on the right side of the screen, enter the number of seconds you wish to allow to elapse before the EDC batch transaction times out. The default value is 300 seconds.
10. Click on the EDC Receipt No Signature Maximum Total setting. In the field on the right side of the screen, enter the maximum monetary transaction amount that you wish to allow without requiring a customer signature on the receipt. The default value is \$0.00, thereby requiring a customer signature on all customer receipts.
11. Click on the EDC Receipt Print Customer Copy setting. In the field on the right side of the screen, click the *down arrow* button and select the *Yes* option if you wish to print a copy of the receipt for your customer.
12. Click on the Offline EDC is Supported setting. In the field on the right side of the screen, click the *down arrow* button and select the *Yes* option if you wish to use the EDC offline feature whenever your internet connection is down.
13. Click on the Offline EDC Uses Secondary Account setting. In the field on the right side of the screen, click the *down arrow* button and select the *Yes* option if you wish to use your secondary credit card merchant account with the EDC offline feature whenever your internet connection is down.
14. Click on the Print EDC Added Gratuity Claim Chit setting. In the field on the right side of the screen, click the *down arrow* button and select the *Yes* option if you wish to print claim chits for your employees who receive gratuities when they end their work shifts. These chits display the total amount of gratuities that the employee is due for the just-completed work shift.
15. Click the *Close* button to exit the Store Settings screen in the XERA[®] POS Manager application. Aldelo[®] EDC is now fully integrated with XERA[®] POS.

Performance Testing

Upon successful integration of the Aldelo[®] POS or XERA[®] POS solution with Aldelo[®] EDC, be sure to perform several test transactions from the POS software to ensure proper communication. Additionally, make sure that the server computer's firewall port 80 (or port 443 if SSL is enabled) is open. Should you have any questions regarding integration, please contact the Aldelo Technical Support Staff. Technical support is available 24 hours per day, 7 days per week.

Chapter 10

Frequently Asked Questions

- Q:** Which certified Merchant Service Providers does Aldelo[®] EDC support?
A: For a current list of certified Merchant Service Providers supported by Aldelo[®] EDC, please visit the following web page: <https://www.aldelo.com/PaymentProcessing.aspx>.
- Q:** Which Merchant Service Provider offers the best service and rates?
A: Aldelo, LP does not rate the service quality or review processing rates from Merchant Service Providers. Please contact the Merchant Service Providers directly for rate comparisons.
- Q:** Can I use Aldelo[®] EDC if I currently process with a Merchant Service Provider not on the supported list?
A: Usually the answer is no. Each Merchant Service Provider must be certified by Aldelo, LP in order to function properly with Aldelo[®] EDC. Aldelo, LP does plan to actively certify additional Merchant Service Providers and acquirers, depending upon the needs of our customers; however, Aldelo, LP does currently support most major Merchant Service Providers.
- Q:** Will I be able to save on processing rates if I use Aldelo[®] EDC?
A: Many of our customers have been able to save on processing rates by switching to one of the certified Merchant Service Providers. Please contact the certified Merchant Service Providers directly for information on their processing rates.
- Q:** Will I be able to switch from my current unsupported processor to one supported by Aldelo[®] EDC, even though I have a contract?
A: Some certified Merchant Service Providers may offer to buy out your existing contract or offer you incentives to switch. Please contact the certified Merchant Service Providers directly for details.
- Q:** How do I sign up with a supported Merchant Service Provider?
A: Please contact the Merchant Service Provider from the supported list to sign up.
- Q:** Can I install Aldelo[®] EDC on Windows 7?
A: Yes, Aldelo[®] EDC supports Windows 7 Professional edition.
- Q:** Can I install Aldelo[®] EDC on Windows 10?
A: Yes, Aldelo[®] EDC supports Windows 10 Professional edition.
- Q:** What if I do not have my Windows Operating System Installation CD?

- A:** Please contact either Microsoft or your reseller to obtain a Windows CD. You must have the Windows CD in order to perform the installation of IIS.
- Q:** Can I use Microsoft SQL Server 2008 or 2012 with Aldelo[®] EDC?
- A:** Yes, Aldelo[®] EDC works with both Microsoft SQL Server 2008 and 2012. Both the Express versions and the full versions are supported.
- Q:** Can I use Microsoft Access 2003?
- A:** No, Aldelo[®] EDC supports only Microsoft SQL Server 2008, 2012, and 2014.
- Q:** I cannot execute the ASP.NET web service. It indicates that the web service is not working or that the page was not found.
- A:** Please check the following:
- Verify that the .NET Framework 4.6 is installed.
 - Verify that ASP.NET is associated with IIS.
 - Verify that the Aldelo[®] EDC Server and Client folders have been given proper security permissions.
 - Verify that the Aldelo[®] EDC Web Service under IIS is configured properly.
 - Verify that the Aldelo[®] EDC Web Service under IIS is using the .NET Framework 4.6.
- Q:** I cannot communicate from the integrated client application (such as Aldelo[®] POS) to the Aldelo[®] EDC Web Service.
- A:** Verify that the server computer hosting the Web Service has port 80 (or port 443 if SSL is enabled) open.
- Q:** I get a message saying SQL Server is not running.
- A:** Please check the following items:
- Verify SQL Server 2008, 2012, or 2014 is installed and configured properly.
 - Verify that the computer has been restarted since SQL Server 2008, 2012, or 2014 was installed.
- Q:** I get an e-mail failure message from SMTP.
- A:** Verify that the SMTP setup information is accurate. Check with your ISP for details.
- Q:** I got locked out of the system because I tried to login too many times with an invalid password.
- A:** Wait 30 minutes to try again or have an administrator reset/unlock your account.

Notes
