

# *e***PNJPOS v2**

Java<sup>®</sup> Point-Of-Sale Software



# ePNJPOS v2

Java® Point-Of-Sale Software

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# 1 Overview

**ePNJPOS v2** is a program that merchants can install on their **Microsoft® Windows®**-based, Internet-connected computers that will allow them or their employees to process transactions without having to log into the **eProcessing Network Merchant Support Center**.

**ePNJPOS v2** can process manually-keyed credit card transactions, as well as swiped credit card transactions at swiped rates. (See section 3 for compatible hardware.)

**ePNJPOS v2** can also process both credit and PIN-Debit card transactions using a properly encrypted pin pad device. Signature Capture is also available. (See section 3 for compatible hardware.)

**ePNJPOS v2** can also process check transactions. Scanned, Manual and check imaging are available, settings determined by Check Processor. Please contact your sales office for more information on Check Processing. (See section 3 for compatible hardware.)

**ePNJPOS v2** can also process Gift Cards thru OptiCard. This function is utilized thru the Multipay function (See section 3 for compatible hardware and section 13 MultiPay.)

**ePNJPOS v2** will allow the merchant to process cash receipt transactions. These transactions will be stored in the Activity Reports of the merchant's ePNAccount. The cash will still have to be deposited. This is simply to provide a printed receipt for cash transactions.

## 2 Requirements

Requirements for utilizing **ePNJPOS v2** include the following:

- An **eProcessing Network** Merchant account.
- **Microsoft® Windows®**-based, Internet-connected computer.
- **ePNJPOS v2** is not supported on **Mac** or **Linux** based operating systems.
- **For Vista Home Premium Edition user**, you must have the most recent Vista Home Premium updates and service pak 1.

### 3 Equipment

The equipment below is PCI Compliant and Supported with the ePNJPOS v2 Software. Credit card swipe rate supported with all swipers listed below.

Device	Part Numbers
Magtek USB Swiper Model	21040109 21040110 21073062
CMP10 Swiper/Printer (BlueTooth Only)	CMP-10BT-U5-MSC
WOOSIM – Swiper/Printer (Bluetooth)	PORTI-SC30(B)
MagTek® MICR MICRImage RS232 w/Ethernet (Check Only)	22410004
MagTek® MICR Mini USB 3TK	22533003
MagTek® MicrImage RS232 W/3TK MSR (**serial port)	22410003
Ingenico i6550 / Pin Debit with Signature Capture*	6550US0425
5V USB Cable For use with Power Supply	6035-06078-0100
Power Supply	PWR-ALI0081
BT – 90 (BlueTooth)	21073021
MagTek® MICR Excella MDX USB/Dual Scan	22360001
Verifone 1000SE	P00319002WWE
USB Bar Code Scanner works with the ePNJPOS v2 PlugIns; Order Buidler & Receive Inventory	LS2208SR20361RSBRE

\*Additional Fees may apply for signature capture

\*\*Supported Serial-to-USB Converter:

- USB to Serial/PDA Converter Cable
  - Model # GUC232A

## **4 Upgrade to ePNJPOS v3**

Coming soon.



## 5 ePNJPOS v2 Set Up

In order to use **ePNJPOS v2**, the account needs Receipt, Terminals and Clerks to be configured for use. This section covers setting up and managing the **ePNJPOS v2** account through the **eProcessingNetwork Merchant Service Center**.



Figure 5-1 Go! Menu

Select **ePNJPOS v2 Config** from the *Go!* menu, then click *Go!* to manage the **ePNJPOS v2** account settings.



Figure 5-2 ePNJPOS v2 Config Screen

- The **Help button** displays a new window or tab in your browser with help for using **ePNJPOS v2**, as well as very useful walk-

throughs from the **eProcessingNetwork Merchant Tour Guide**.

- **ePNJPOS v2 Download button** takes you to the download screen.
- **ePNJPOS v2 License Summary** lists a summary of licenses purchased for and in use for the account.
  - **Clerks Setup** – Number of clerks configured on the account. There are no limits for the number of clerks that can be set up on an account.
  - **Terminals Setup** - Number of added terminals up to Terminals Purchased.
  - **Terminals Purchased** - The purchased **ePNJPOS v2** licenses.
  - **Terminals Activated** - Number of terminals activated (installed and set up on a computer).
- **Terminals** is a collapsed section to allow management of the terminals.
- **Clerks** is a collapsed section to allow management of clerks.
- **Account and Receipt Info** is a collapsed section to configure general account information and information to display on receipts.

## 5.1 Terminal Management

The **Terminals** section is used to add and configure terminals for activation on PC's.

**eProcessingNetwork**  
Anywhere Merchants Do Business™

**Test Account (0407202)**  
Tuesday, October 19, 2010, 12:41 CDT

Merchants    FAQ    Test Drive    Developers    Contact

ePNJPOS Config    Go!

**Merchant Account Questions?**  
Your MSP: eProcessingNetwork.com  
MSP Phone: (713) 800 0327  
Suggestions@eProcessingNetwork.com  
Support@eProcessingNetwork.com  
ePN Tech Support: (800) 971-0997

**ePNJPOS** is Java® Transaction Processing Software for Windows based computers. Help

To download **ePNJPOS** to your computer, click on **ePNJPOS Download**. ePNJPOS Download >>

**ePNJPOS License Summary:**

Clerks Setup	0	V2 Terminals Purchased	22
Terminals Setup	1	V2 Terminals Activated	0

**Terminals** (click minus sign to collapse details)

+ **Tell Me More** (click plus sign to expand details)

Add Terminal

Terminal Name	Terminal Key	Enabled	Activated	Accept Credit	Accept Debit	Accept Checks	Accept Cash	Use Sig Capture	Version	Edit
Term1	5354	N	N	N	N	N	N	N	X	<span>Edit</span>

+ **Clerks** (click plus sign to expand details)

+ **Account and Receipt Info** (click plus sign to expand details)

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**Figure 5–3 Terminals Screen**

Add Terminal will add a new basic terminal to the list.

### Edit Terminal

**Terminal Name:**

**IsEnabled:**

**AcceptCredit:**

**AcceptDebit:**

**AcceptChecks:**

**AcceptCash:**

**Use Signature Capture (where available):**

**Has Terminal Been Activated:**

Continue >>

If you wish to delete this terminal, click **Delete**. Delete >>

If you need to force this terminal to reactivate, click **Force Reactivate**. Force Reactivate >>

Back

**Figure 5–4 Edit Terminal**

The *Edit* button shows the **Edit Terminal** screen. From here all general setting for the terminal's capabilities are set.

- Terminal Name – This field is for informational purposes and a meaningful name is suggested.
- IsEnabled – Whether the terminal can connect and run transactions or not.
- AcceptCredit – Can credit transactions be run from this terminal?
- AcceptDebit – Can debit transactions be run from this terminal? Currently only supported with the Ingenico i6550 peripheral, otherwise ignored.
- AcceptChecks – Can check transactions be run from this terminal? Merchant account must have check service enabled on their account, or setting will be ignored.
- AcceptCash – Can cash transactions be run from this terminal?
- Use Signature Capture – Will terminal request signature capture. Currently only supported with the Ingenico i6550 peripheral, otherwise ignored.
- Has Terminal Been Activated – When **ePNJPOS v2** is installed on a PC, it activates the installation as a terminal. If 'Yes', this indicates that this terminal has been activated on a PC.

The *Delete* button will delete this terminal from the account. The *Force Reactivate* button sets **Activated** to 'No', which will cause **ePNJPOS v2** on the PC registered as that terminal, to request activation. Useful when changing computers for a particular terminal, or reinstalling **ePNJPOS v2**.

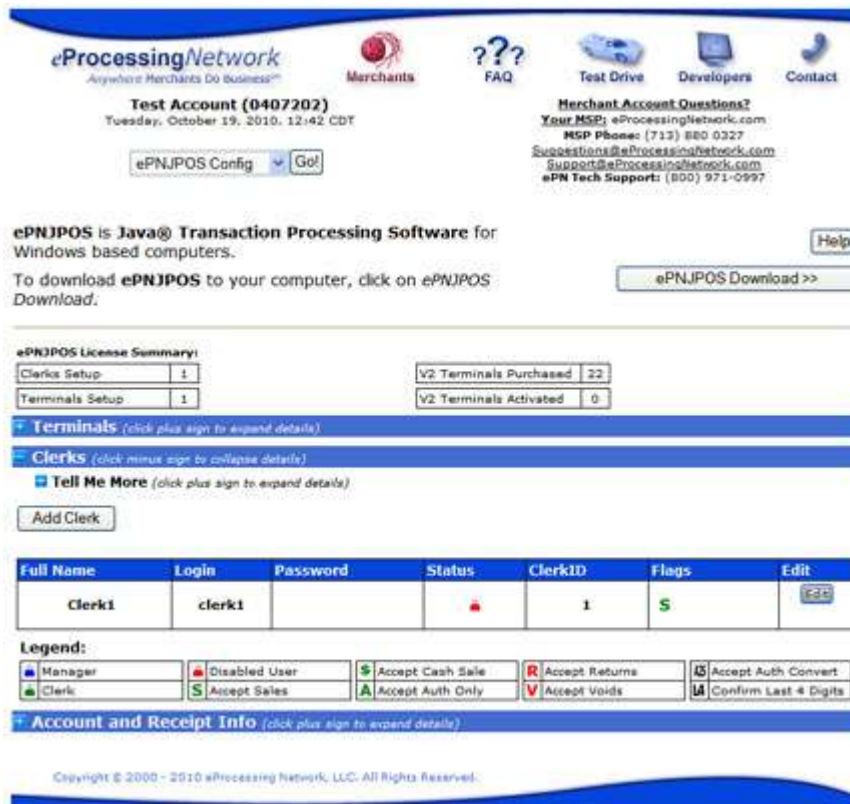
## 5.2 Clerk Management

The Clerks section is for managing **ePNJPOS v2** users for the account. There are two types of users:

- Clerks – The standard user, for anyone that will be using the terminal.
- Managers – A special user that has permission to activate and configure terminals, as well as run standard transactions.

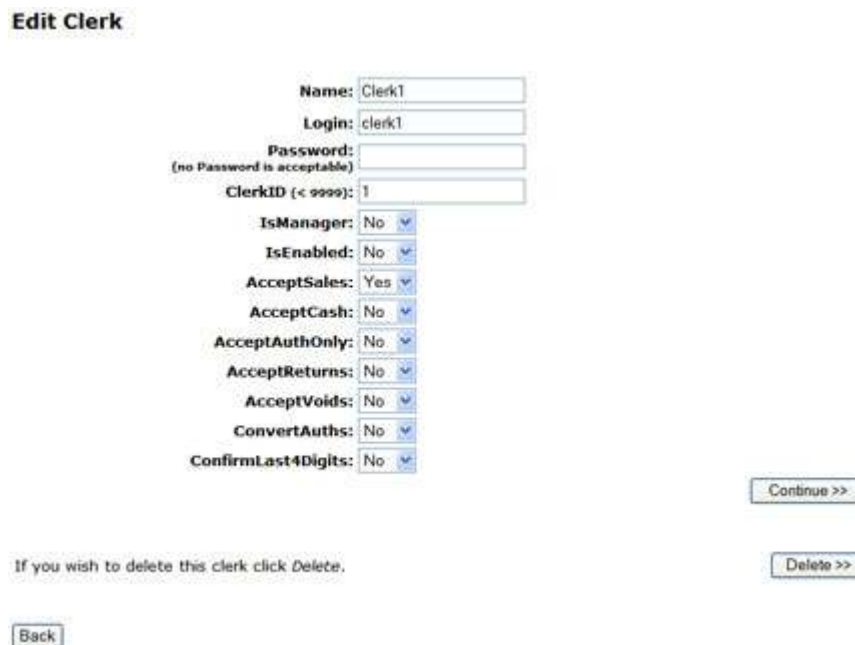
It is possible to have a Manager that cannot run transactions, useful for IT staff.

An account may have as many clerks and managers as required by the merchant.



**Figure 5-5 Clerks Section**

Clicking Add Clerk will add a deactivated clerk to the list.



**Figure 5-6 Clerk Edit**

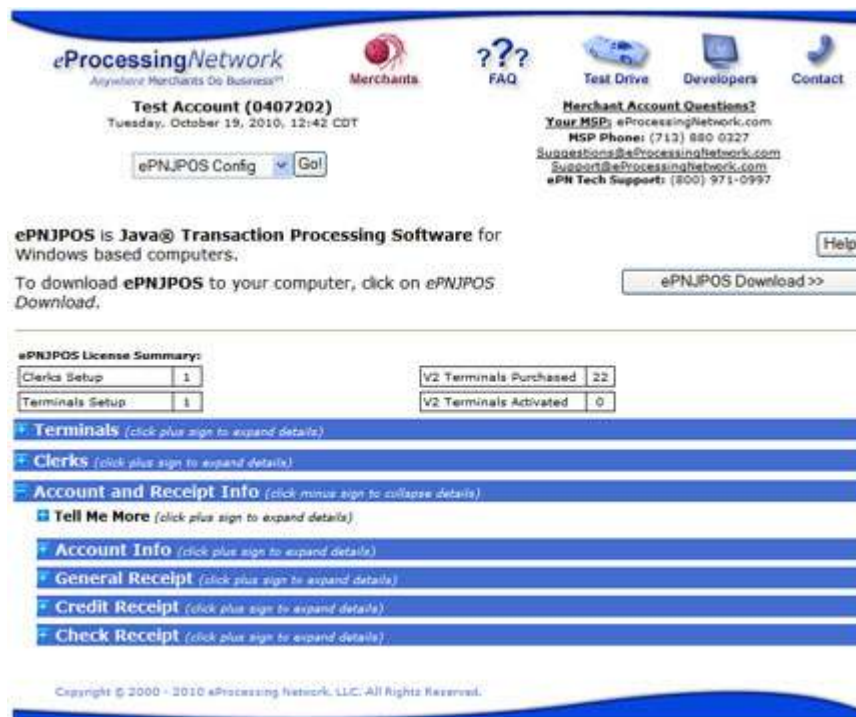
The *Edit* button shows the **Edit Clerk** screen. From here all general setting for the clerk are set.

- **Name** – The name field is shown at the top of the **ePNJPOS v2** window after login, and can be displayed on the receipt.
- **Login** – Case sensitive username for logging in to **ePNJPOS v2** terminals.
- **Password** – Optional password for logging in to **ePNJPOS v2** terminals. It is recommended to have a password for manager accounts. The password is shown in clear text on the account list, but is only visible to users logged in to the **eProcessingNetwork Merchant Service Center**.
- **ClerkID** – This will be recorded with the transaction and can be filtered on in the **Activity Reports** section of the **eProcessingNetwork Merchant Service Center**. It is recommended to use a unique **ClerkID** for every clerk.
- **IsManager** – Set this clerk as a manager.
- **IsEnabled** – Disabled clerks will not be able to log in to **ePNJPOS v2** terminals.
- **AcceptSales** – Can this clerk process sale transactions.
- **AcceptCash** – Can this clerk process cash transactions.
- **AcceptAuthOnly** – Can this clerk process authorize only credit card transactions?
- **AcceptReturns** – Can this clerk process return transactions?
- **AcceptVoid** – Can this clerk process void transactions.
- **ConvertAuths** – Can this clerk convert authorize only transactions to sale transactions?
- **ConfirmLast4Digits** – Will this clerk be present with a request to confirm the last four digits of the credit card. This is a useful security feature to validate that the physical card is present and that the card information on the MagStripe matches the imprint on the card.

The *Delete* button will remove this clerk from the account.

### 5.3 Account and Receipt Info

The **Account and Receipt Info** section allows for general setup of information that is displayed on receipts and optional email receipts.



**Figure 5–7 Account and Receipt Info Section**

### 5.3.1 Account Info

This section is for the account information. It is the same information set up during the **Quick Setup**, however if the *Upload Config* method was used, it may be incomplete.



**Figure 5–8 Account Info Configuration**

Company Name and address information will be displayed on the receipt.

- **Email Merchant** – Check this box to receive an email for every transaction processed through **ePNJPOS v2**. Messages will be

sent to the email address (es) configured in **Account Config** in the **eProcessingNetwork Merchant Service Center**.

- **Email Cardholder** – Check this box to have an electronic receipt emailed to the cardholder when the optional *Email* field is filled in on a transaction form.
- **Tax Percent** – To have **ePNJPOS v2** automatically calculate the tax percentage (e.g. for 8.25% enter 8.25), to manually enter tax amount or leave tax zero, enter 0.

### 5.3.2 General Receipt

These settings control what will be displayed on all receipts.

General Receipt (click minus sign to collapse details)  
ePNJPOS Receipt Information

Use Image at Top?: Yes  
Image: logo\_101.gif

Use Text at Top?: Yes  
Shop online at www.myonlinestore.com

Use Image at Bottom?: Yes  
Image: secure\_logo.gif

Use Text at Bottom?: Yes  
Thank you for shopping with us!

Put Clerk Name at Bottom: No

Save >>

Upload Images: (Please click the save button before uploading images.)

Browse... Upload Top Image >>

Browse... Upload Bottom Image >>

**Figure 5-9 General Receipt Config**

- **Use Image at Top** – If a top image has been uploaded and this field is set to 'Yes', the uploaded image will be printed at the top of the receipt. The current image is displayed next to **Image**.
- **Use Text at Top** – This text will be displayed at the top of the receipt, below the top image if set to 'Yes'.



- **Use Image at Bottom** – If a bottom image has been uploaded and this field is set to 'Yes', the uploaded image will be printed at the bottom of the receipt. The current image is displayed next to **Image**.
- **Use Text at Bottom** – This text will be displayed at the bottom of the receipt, above the bottom image if set to 'Yes'.
- **Put clerk Name at Bottom** – If set to 'Yes', the *Name* field from the logged in clerk will be printed at the very bottom of the receipt.

The **Upload Images** section is for uploading the top and bottom images. If changes have been made to the top section, they will be lost when either *Upload* button is clicked. Click *Save* first, then come back and upload the images, or upload images first.

To upload an image, click *Browse* to select the desired image, and then click the *Upload* button next to it to upload to the appropriate image location. Only .gif and .jpg images are accepted.

### 5.3.3 Credit Receipt

This configures the additional information that can be displayed on credit receipts.

**Figure 5–10 Credit Receipt Config**

The verbiage text will appear towards the bottom of the receipt, after the signature line, and before the bottom text and image. To not display additional verbiage on the receipt, leave this field blank.

- **PromptForTips** – Will **ePNJPOS v2** prompt for a tip amount after credit card is entered? Will print a merchant receipt for Tip, Total and signature, then customer receipt after approval.

- **PromptForConvenienceFee** – Convenience Fee is used to add a surcharge to the total. Convenience Fee takes priority over Tips, i.e. if both are set to 'Yes', only a Convenience Fee will be asked for.
- **PromptForCashBack** – Ask for cash back amount on debit transactions.
- **PromptForTax** – Ask for tax amount. If Tax Percentage in Account Info is set, the tax amount will be automatically calculated, and editable.
- **AllowDuplicateTransactions** – Allow to transactions in the same batch for the same amount on the same card number.

The **Default Verbiage** button sets the verbiage text to the default value.

### 5.3.4 Check Receipt

This configures the additional information that can be displayed on credit receipts.

Check Receipt (click minus sign to collapse details)

**ePNJPOS Checks Information**

**Verbiage:** I authorize the merchant to convert my check to an electronic funds transfer or paper draft, and to debit my account for the amount of the transaction. In the event that my draft or EFT is unpaid, I agree that a fee of .00 or as allowed by law may be charged to my account via draft or EFT.

Drivers License is required:

Drivers License is optional:

Drivers License is not to be taken:

Default Verbiage:

**Figure 5–11 Check Receipt Config**

The verbiage text will appear towards the bottom of the receipt, after the signature line, and before the bottom text and image. To not display additional verbiage on the receipt, leave this field blank.

Drivers License settings are no longer applicable.

The **Default Verbiage** button sets the verbiage text to the default value.

## 6 Installation and Activation of Terminal

After the account has been set up, **ePNJPOS v2** needs to be downloaded, installed, and activated on PC's for use. Each PC that **ePNJPOS v2** will be installed to requires its own terminal set up in the account.

### 6.1 Download

To begin the process, click the *Download* button at the top right of main **ePNJPOS v2 Config** screen.

**eProcessingNetwork**  
Anywhere Merchants Do Business™

Test Account (0407202)  
Thursday, October 21, 2010, 11:22 CDT  
ePNJPOS Config

**Merchant Account Questions?**  
Your MSP: eProcessingNetwork.com  
MSP Phone: (713) 880 0327  
Questions@eProcessingNetwork.com  
Support@eProcessingNetwork.com  
ePN Tech Support: (800) 971-0997

**ePNJPOS is Java® Transaction Processing Software** for Windows™ based computers. Follow the download instructions below.

**Step 1: Java is required** to install **ePNJPOS**. Once you have verified you have the current version of Java installed, proceed to **Step 2**.

Using your Internet Explorer Browser, go to [www.java.com](http://www.java.com)  
Confirm you have the latest version of Java installed.

**Step 2: Read the PA-DSS Implementation Guide**

The PA-DSS Implementation Guide for eProcessingNetwork will help you maintain a PCI compliant installation of ePNJPOS. [View PDF](#)

**Step 3: Read the Install Guide**

Quick Install Guide for Single Merchant [View PDF](#)

Quick Install Guide for Multi-Merchnat [View PDF](#)

Detailed Install Instructions [View PDF](#)

**Step 4: ePNJPOS Download**

**You have 12 of ePNJPOS 2 Licenses**

If you purchased your **ePNJPOS** licenses before Oct 25th, 2010 **ePNJPOS Version 2** download and install is available here.

Quick Processing Guide [View PDF](#)

Detailed Documentation [View PDF](#)

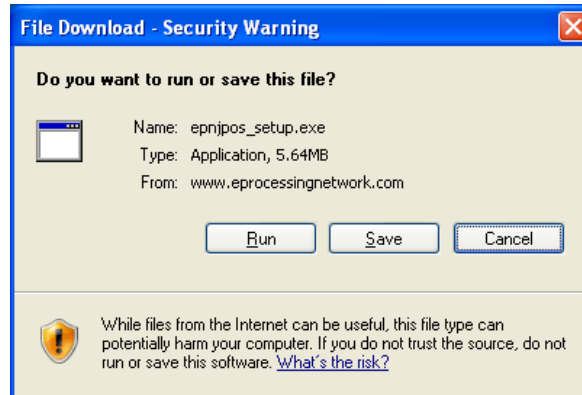
Download

You may also upgrade your ePNJPOS 2 licenses to ePNJPOS 3.

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**Figure 6–1 ePNJPOS v2 Download Page**

Install **ePNJPOS v2** to your system by clicking on the **ePNJPOS v2 Download** button shown above in Figure 1. You will be presented with the following, or similar, dialog box shown below.



**Figure 6–2 File Download Prompt**

Check the **Save to Disk** option then click **OK**.

Locate the downloaded file on your computer. And double click the **ePNJPOSSetup.exe** file.

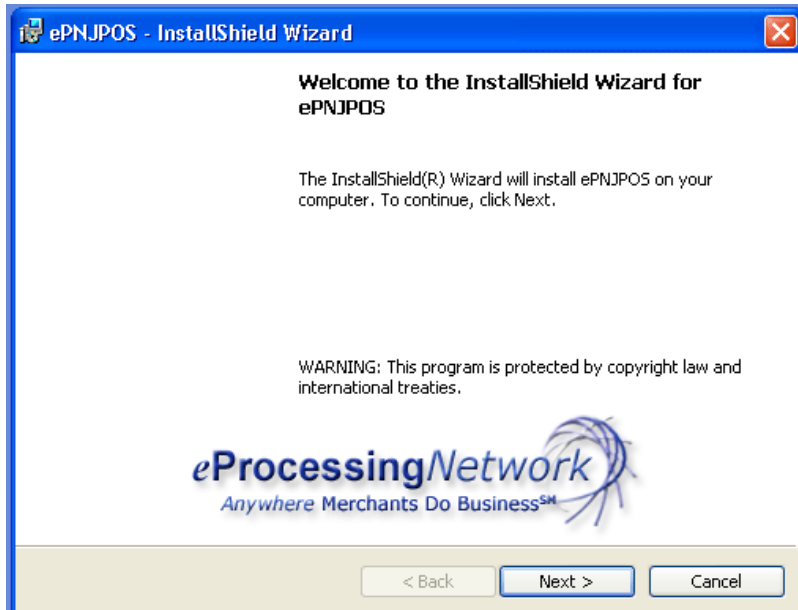


**Figure 6–3 Open File Prompt**

Click the **Run** button.

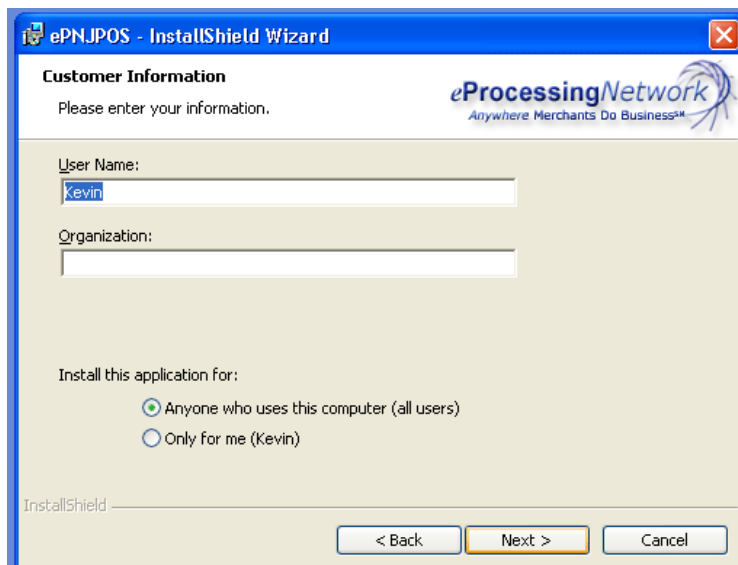
## 6.2 Install

The **ePNJPOS v2 - InstallShield Wizard** window opens.



**Figure 6-4 Install Screen 1**

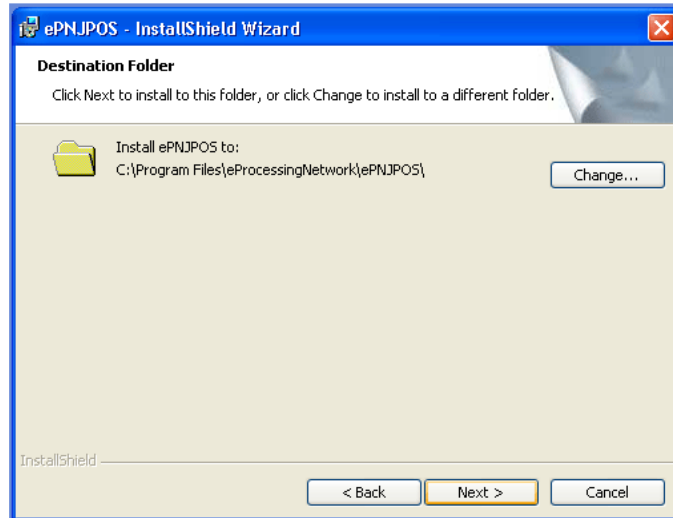
Click the **Next** button and the **ePNJPOS v2 Installation Wizard Customer Information Entry** dialog box will appear.

The screenshot shows the "Customer Information" dialog box within the "ePNJPOS - InstallShield Wizard" window. The title is "Customer Information" and the instruction is "Please enter your information." The eProcessingNetwork logo is in the top right. There are two text input fields: "User Name:" with the text "Kevin" entered, and "Organization:" which is empty. Below these is a section titled "Install this application for:" with two radio button options: "Anyone who uses this computer (all users)" (which is selected) and "Only for me (Kevin)". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

**Figure 6-5 Customer Information Entry Form**

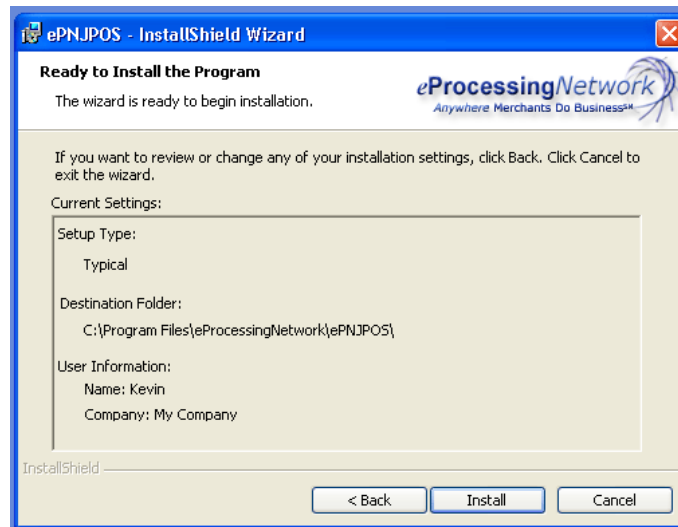
Enter your User Name and Organization, and select whether you would like to install **ePNJPOS v2** for anyone who uses the computer, or just for yourself.

Click **Next**. You will be presented with the **Destination Folder** dialog. Click **Next** to accept the default destination folder.

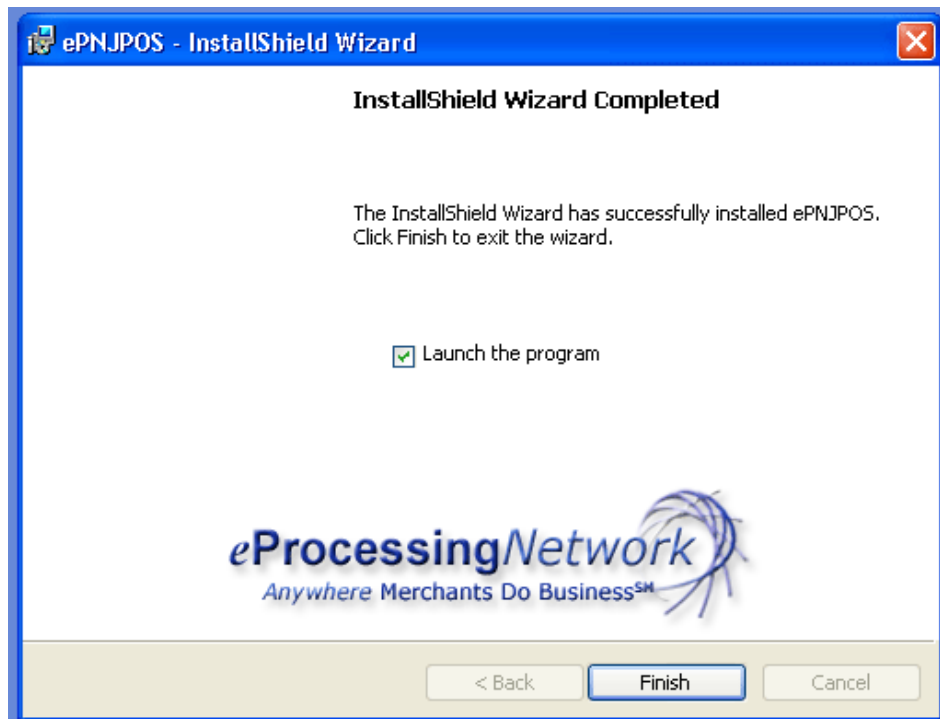


**Figure 6–6 Install Destination**

After clicking **Next** in the **Destination Folder** dialog box, you will be presented with the **Installation Summary** dialog box shown below in Figure 7. Click the **Install** button.



**Figure 6–7 Installation Summary**



**Figure 6–8 Installation Complete**

When installation has been completed, you will be presented with the Installation Wizard Completed dialog box. The option “**Launch the program**” is already selected for you. Click **Finish** to exit the **ePNJPOS v2** Installation program.



## 6.3 Activation Wizard – With Terminal key

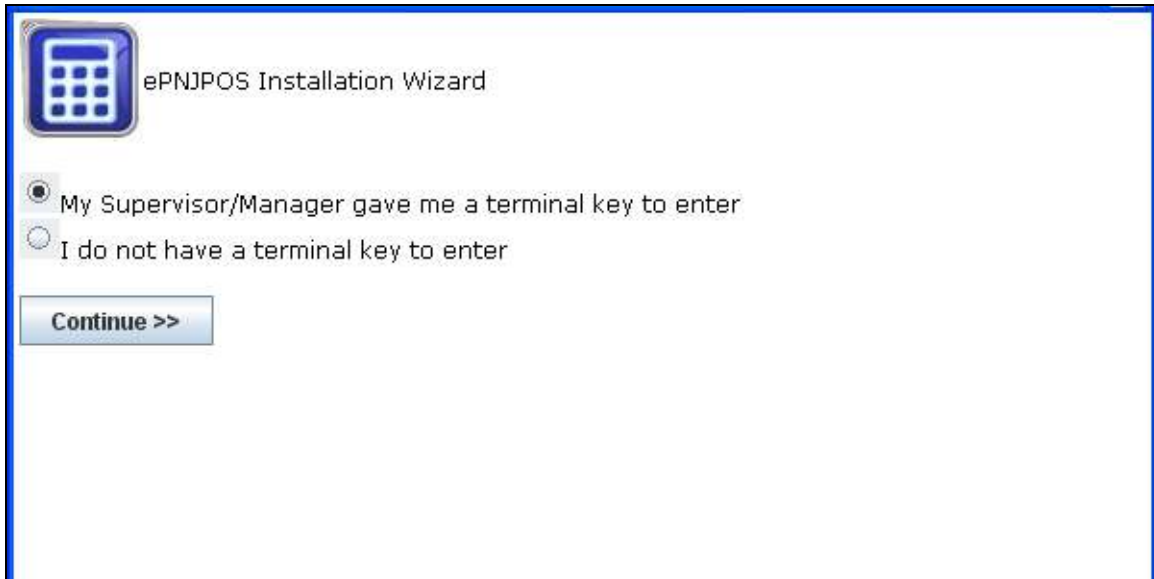


Figure 6–9 Activation Wizard – With Terminal key

Select the option that fits your situation. For this video/section, we will be following the default option, ***"My Supervisor/Manager gave me a terminal key to enter"***. Click the **Continue>>** button.

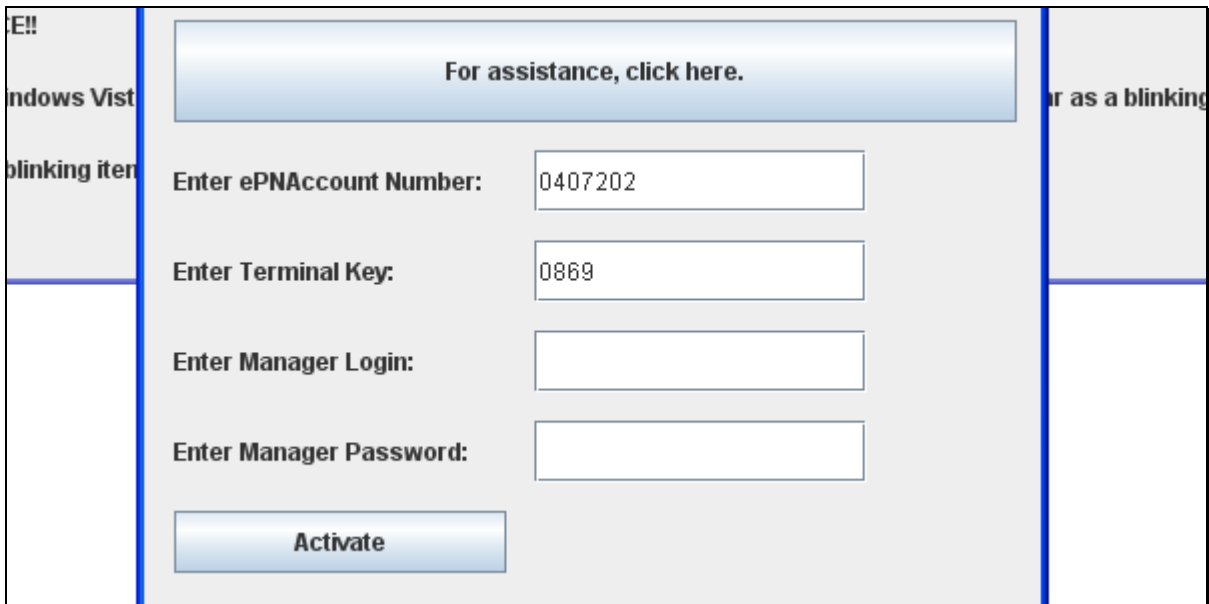
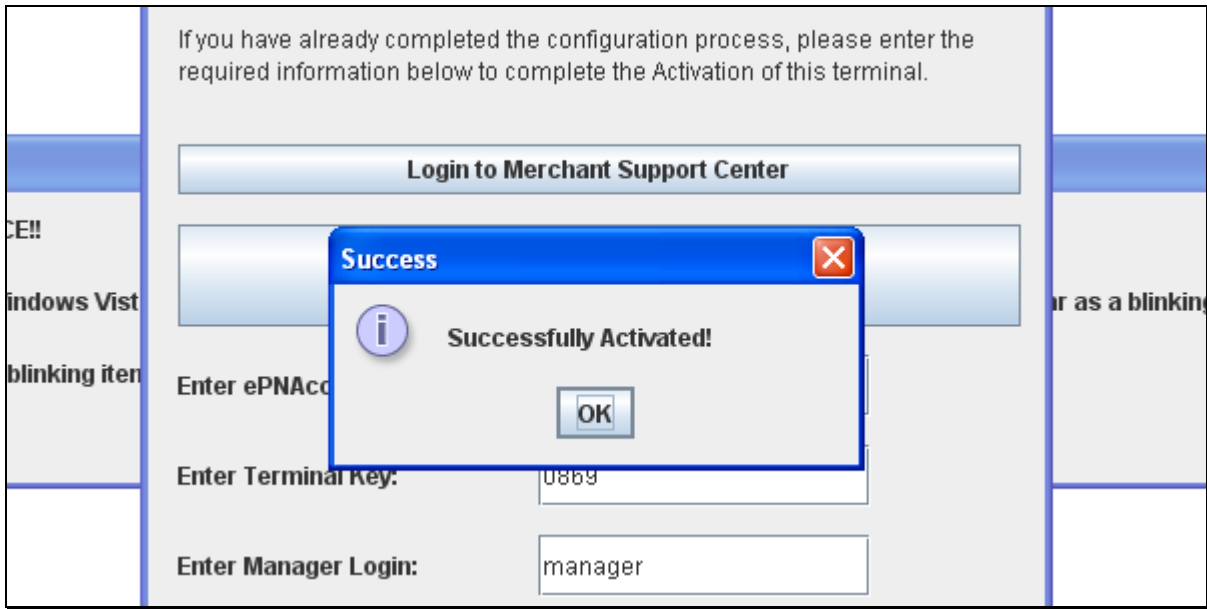


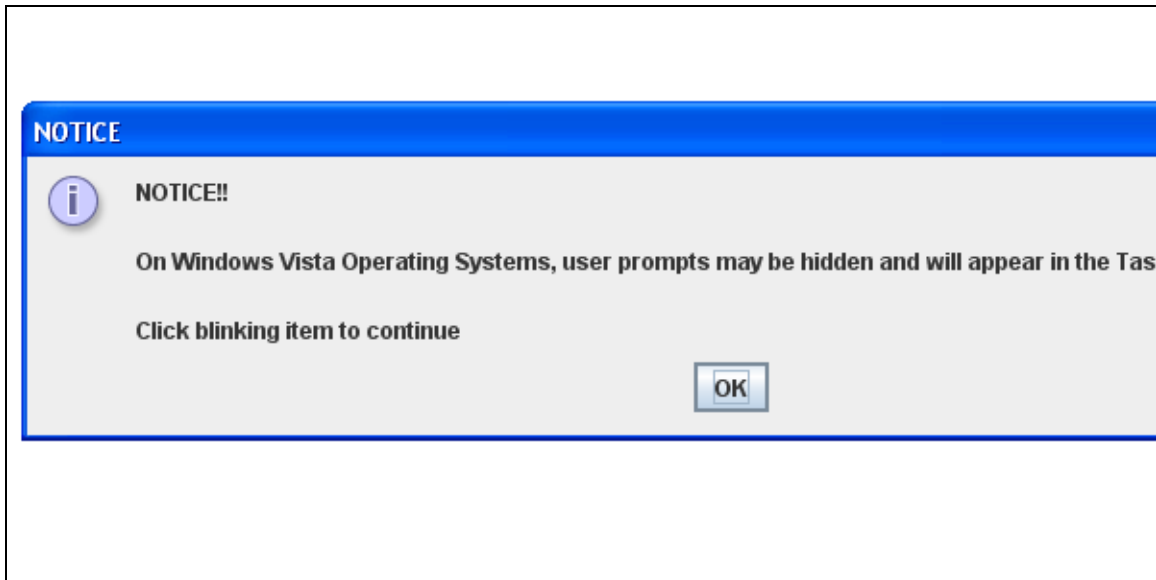
Figure 6–10 Activation Wizard – With Terminal key

Enter the ePNAccount Number, the terminal key and Login/Password that was provided by your Supervisor/Manager. Click the **Activate button**.



**Figure 6-11 Activation Wizard – With Terminal key**

Now you have been **Successfully Activated**.



**Figure 6-12 Activation Wizard – With Terminal key**

This is a notice for Vista operating system users. If you are not on a Vista computer, you can ignore this Notice.

## 6.4 Activation Wizard – No Terminal key

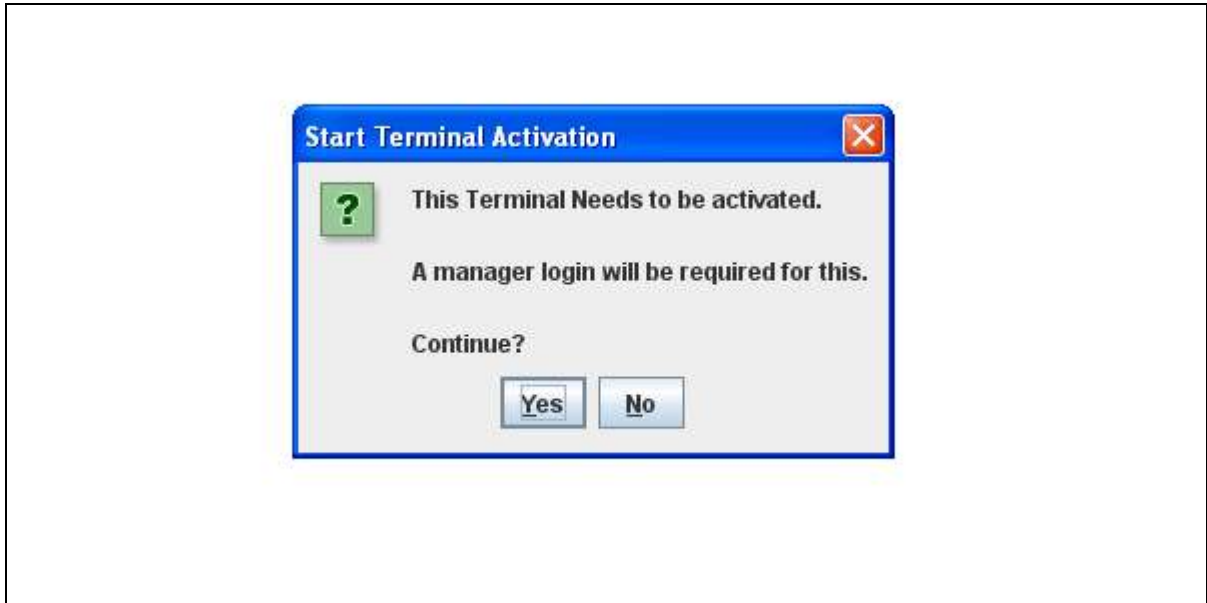


Figure 6–13 Activation Wizard – No Terminal key

Click the **Yes** button to start **Terminal Activation**.

Click the **No** button complete the **Terminal Activation** later. You can start this process later by clicking the desktop icon for the **ePNJPOS v2**.

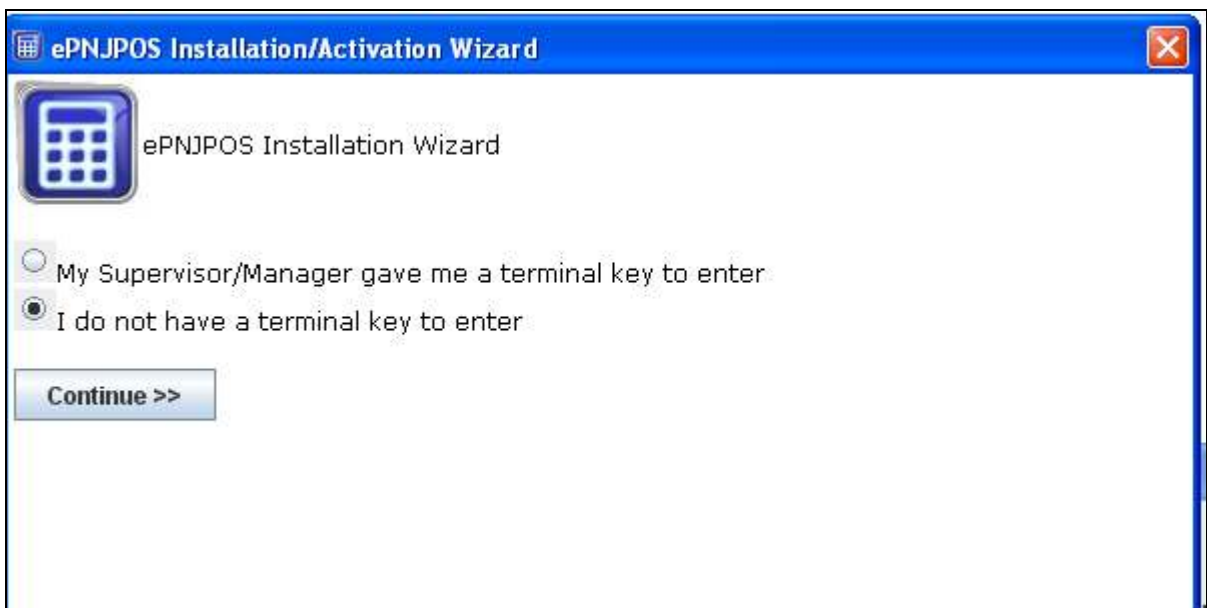


Figure 6–14 Activation Wizard – No Terminal key

Select the option that fits your situation. For this video/section, we will be following the default option, **"I do not have a terminal key to enter"**.

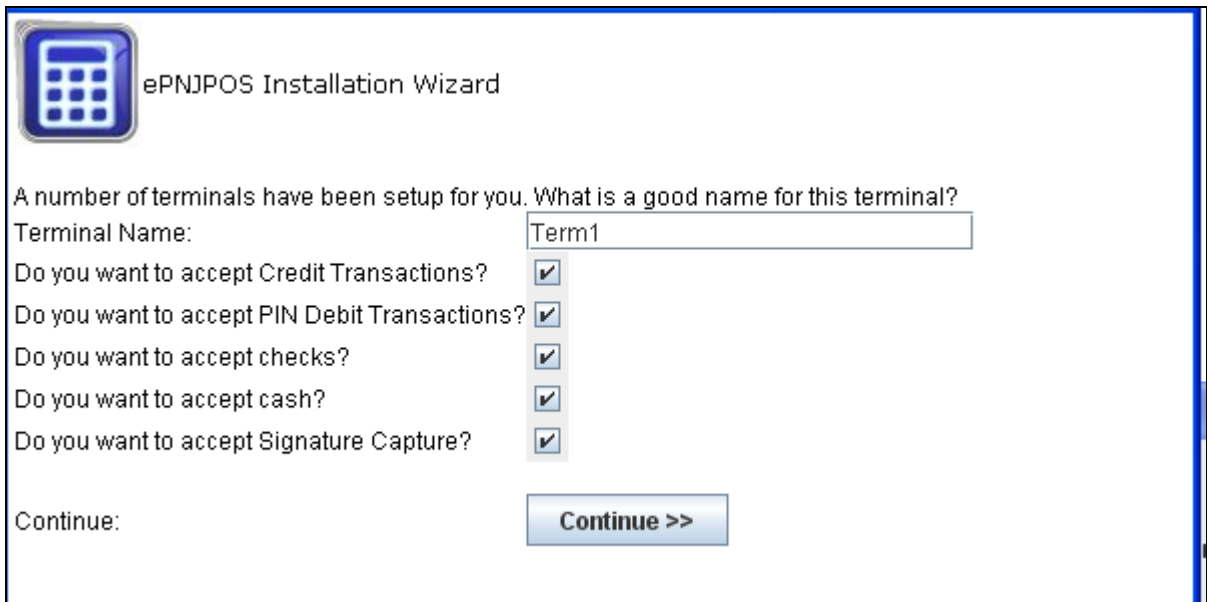
Click the **Continue>>** button.



**Figure 6–15 Activation Wizard – No Terminal key**

Enter your **ePNAccount** information. This the same information you would use when logging in to the Merchant Support Center at [www.eprocessingnetwork.com](http://www.eprocessingnetwork.com).

Then click the **Continue>>** button.



**Figure 6–16 Activation Wizard – No Terminal key**

The first terminal has been created for you.  
You can rename it or leave as the default name.  
The terminal is already set to accept credit card transactions.

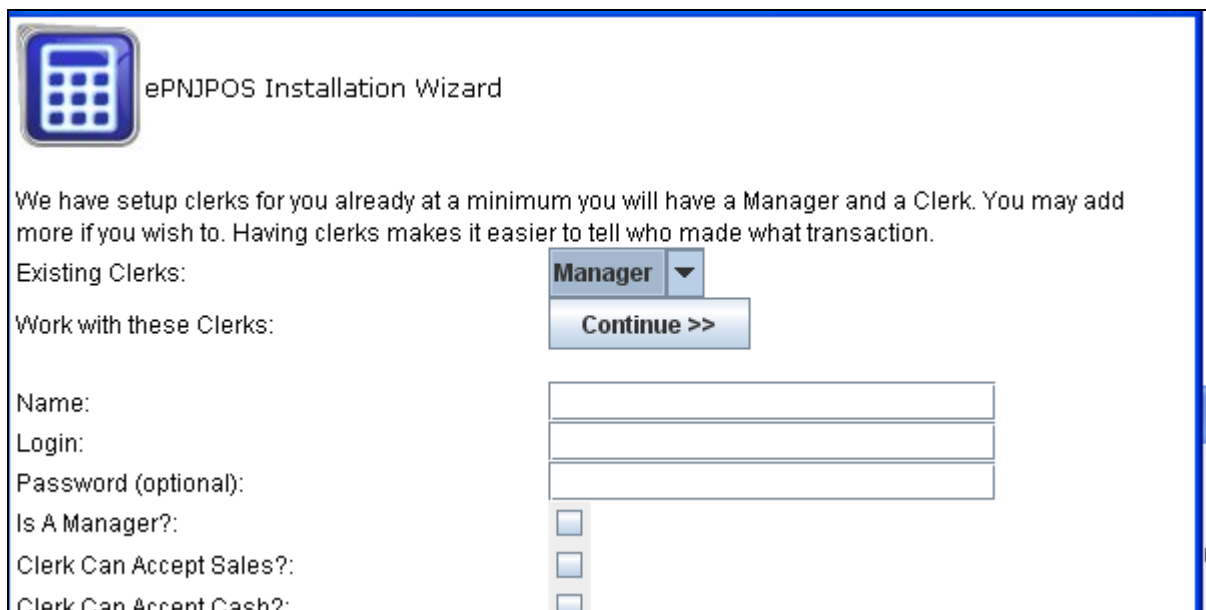
Will you be accepting Debit Transactions?  
Check mark the box if so, leave uncheck if not.

Will you be accepting Check Transactions?  
Check mark the box if so, leave uncheck if not.

Will you be accepting Cash Transactions?  
Check mark the box if so, leave uncheck if not.

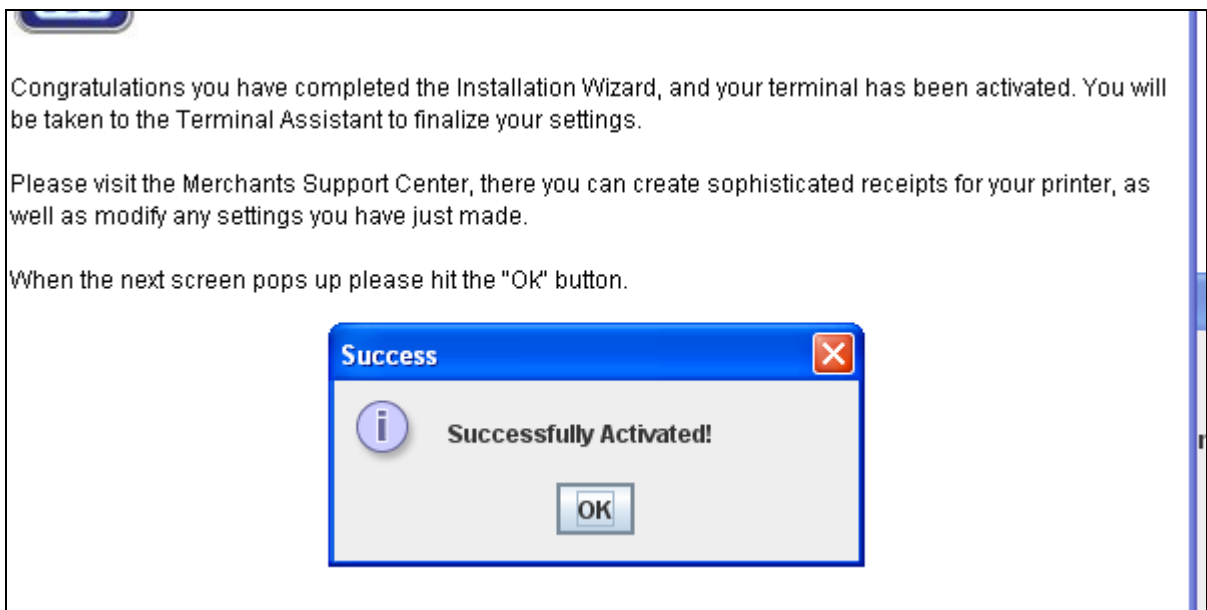
Will you be accepting using the Signature Capture feature using the Ingenico i6550?  
Check mark the box if so, leave uncheck if not.

Click the **Continue>>** button.

The screenshot shows the 'ePNJPOS Installation Wizard' window. At the top left is a blue icon of a calculator. The title bar reads 'ePNJPOS Installation Wizard'. Below the icon, there is a paragraph of text: 'We have setup clerks for you already at a minimum you will have a Manager and a Clerk. You may add more if you wish to. Having clerks makes it easier to tell who made what transaction.' Underneath this text, there is a label 'Existing Clerks:' followed by a dropdown menu currently showing 'Manager'. Below that is a label 'Work with these Clerks:' followed by a blue button with the text 'Continue >>'. Further down are four input fields: 'Name:', 'Login:', 'Password (optional):', and 'Is A Manager?'. The 'Is A Manager?' field has a checkbox. Below these are two more checkboxes: 'Clerk Can Accept Sales?' and 'Clerk Can Accept Cash?'. The entire window is enclosed in a blue border.

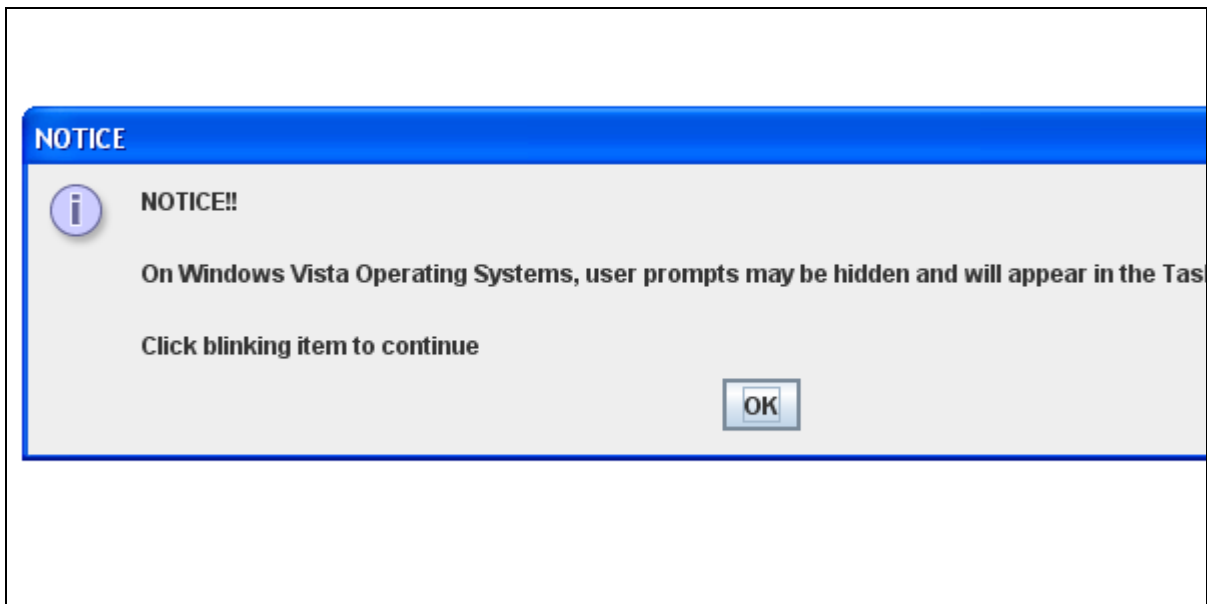
**Figure 6-17 Activation Wizard – No Terminal key**

The initial Manger/Clerk Login has been created. The manager login is used to activate the **ePNJPOS v2** and access configuration & settings for the software. The initial manger login is set with out a password but can be added later. If you do not have multiple employees, you can click the **Continue>>** button to complete the activation.



**Figure 6–18 Activation Wizard – No Terminal key**

Click the **OK** button.



**Figure 6–19 Activation Wizard – No Terminal key**

This is a notice for Vista operating system users. If you are not on a Vista computer, you can ignore this Notice.

## 7 ePNJPOS v2 Multi-Merchant setup

### Installation Requirements:

- Windows operating system (XP or Vista).
- ePNAccount number for each merchant that will use the **ePNJPOS v2**.
- Each account must have an available **ePNJPOS v2** license.
- The Multi-Merchant function must be turned on for your account by your sales office or tech support. This option will need to be turned on for all accounts that will be using the **ePNJPOS v2** Multi-Merchant function.
- Java must be up to date on the computer before **ePNJPOS v2** is installed. [www.java.com](http://www.java.com) After installing Java restart the computer.

### 7.1 First time installations:

After you have downloaded the setup file and installed the **ePNJPOS v2** software:

1. You will be prompted to activate the **ePNJPOS v2** terminal for the initial account.
2. After activation, you will be prompted if the **ePNJPOS v2** Terminal you are installing will be using the multi-merchant function.
3. Click **"Yes"** to use the **ePNJPOS v2** Multi-Merchant function.
4. You will be prompted to create the users/clerks for the initial ePNAccount you just setup.
5. After you have completed the users/clerks step, you will be prompted set up the additional merchant account(s) that will be using the **ePNJPOS v2** Multi-Merchant function.
6. Click the **"Add Merchant"** button.
7. The Terminal Activation Wizard will start (as it did for the initial account.) This will walk you thru setting up the terminal access and clerks for this ePNAccount.
8. After each company has been set up, you will be prompted to add another. If you have completed the activation for each merchant account, click the **"Done"** button.
9. You will be prompted to login and configure the **ePNJPOS v2** Terminal Assistant (where equipment and printers are defined for the **ePNJPOS v2** Terminal installed on this computer). The Terminal Assistant will manage all equipment and printer settings for each ePNAccount that will be using the **ePNJPOS v2** Multi-Merchant Function.

## 7.2 Upgrade to ePNJPOS v3 Multi-Merchant:

1. Login to your ePNAccount at [www.eprocessingnetwork.com/msclogin.html](http://www.eprocessingnetwork.com/msclogin.html)
2. Go to **ePNJPOS Config** option in the **"Choose One"** drop down menu.

Deactivate the Terminal: Must be done for each **ePNJPOS v2** terminal that is being updated for each ePNAccount:

3. Click the **"+"** button to the left of the word Terminals on the first blue bar.
4. Click the **"Edit"** button for the terminal that is being reactivated.
5. Click the **"Force Reactivate"** button.
6. Note the **"Terminal key"** for the terminal you are reactivating for easy activation.

Download and Install:

7. Click the **"ePNJPOS Download"** button at the bottom of the page.
8. Save the set up file to your computer.
9. Execute the set up file.
  - a. XP user: double click the set up file
  - b. Vista user: right click the set up file and select "Run as administrator"
10. Complete the installation.

When the installation is complete:

11. Go to the start menu of your computer (bottom left).
  - a. All Programs
  - b. eProcessing Network
  - c. ePNJPOS v2**
  - d. Click **ePNJPOS v2** Reactivate Terminal.


You will be prompted with the Activation Multi-Merchant set up wizard.

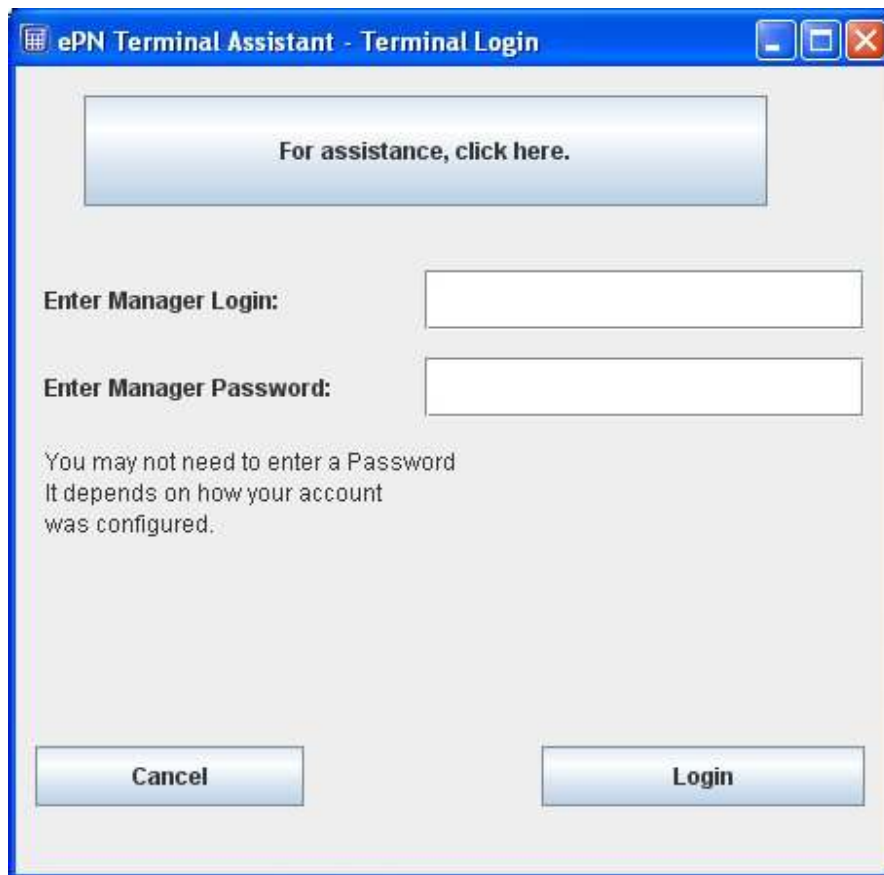


## 8 Terminal Assistant

**Terminal Assistant** is the configuration application for ePNJPOS v2. This is where all settings related to installed peripherals (Card Readers, Printers, MICR Check Readers, etc.) will be made. **Terminal Assistant** will automatically launch after Activation.

To access **Terminal Assistant**, either:

- Click **Start, All Programs, eProcessingNetwork, ePNJPOS v2, ePN Terminal Assistant**
- From within **ePNJPOS v2**, click the **Terminal Assistant** icon (  )



**Figure 8–1 Terminal Assistant Login**

A manager login will be required to enter Terminal Assistant.



**Figure 8–2 Terminal Assistant Equipment Tab**

The **Equipment** tab is used for peripheral selection and configuration. The **Printer** drop-down allows for selection from the currently installed printers in Windows. The lower section is to select a card reader (swiper) and/or MICR check reader attached to the PC. Serial devices will allow for selection of connected serial port from the appropriate drop-down. Some devices are a swiper/printer combination; in those cases the **Printer** drop-down will be unavailable and printing will default to the peripheral.



**Figure 8-3 Terminal Assistant Margins Tab**

The **Margins** tab allows for configuration of printer settings. If **Override Printer Margins** is not set, it defaults to 5.0 in for width and 1.0 in for left margin, which should be good for most standard printers. **Fit Images to Receipt Width** will scale top and bottom images to the receipt width.

Suggested Margin Settings:

- 8 ½ x 11 printers – Width: 5.0 in; Left Margin: 1.0 in
- 3 in printers – Width: 3.0 in; Left Margin: 16 pr (printer units)
- Woosim or Citizen CMP-10 – Has no effect

Most small format receipt printers will work fine with width set to page width, and left margin set to 16 pr.



**Figure 8-4 Terminal Assistant Ingenco Tab**

Certain peripheral devices require an additional per device license and from here you can allocate the license for the device. Click the Allocate button to register the license. If you run in to an error, please contact your sales office to ensure you are set up for that device.

- Ingenco
- Excella MDX
- Verifone 1000SE

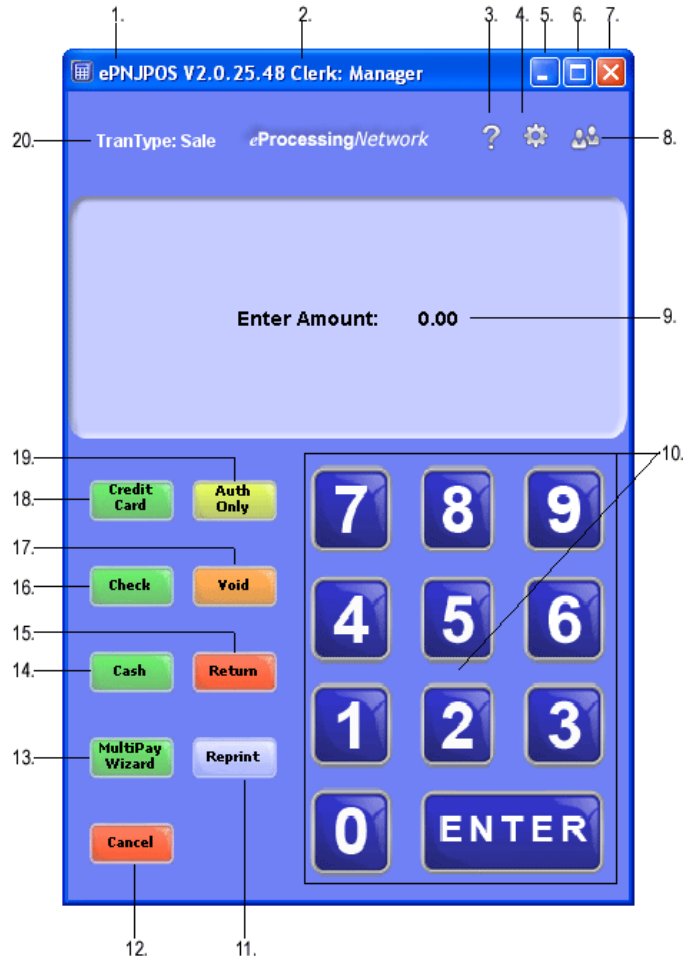
## 9 Use

**ePNJPOS v2** is a program that merchants can install on their **Microsoft® Windows®**-based, Internet-connected computers that will allow them or their employees to process transactions without having to log into the **eProcessingNetwork Merchant Support Center**.

## 9.1 ePNJPOS v2 Diagram

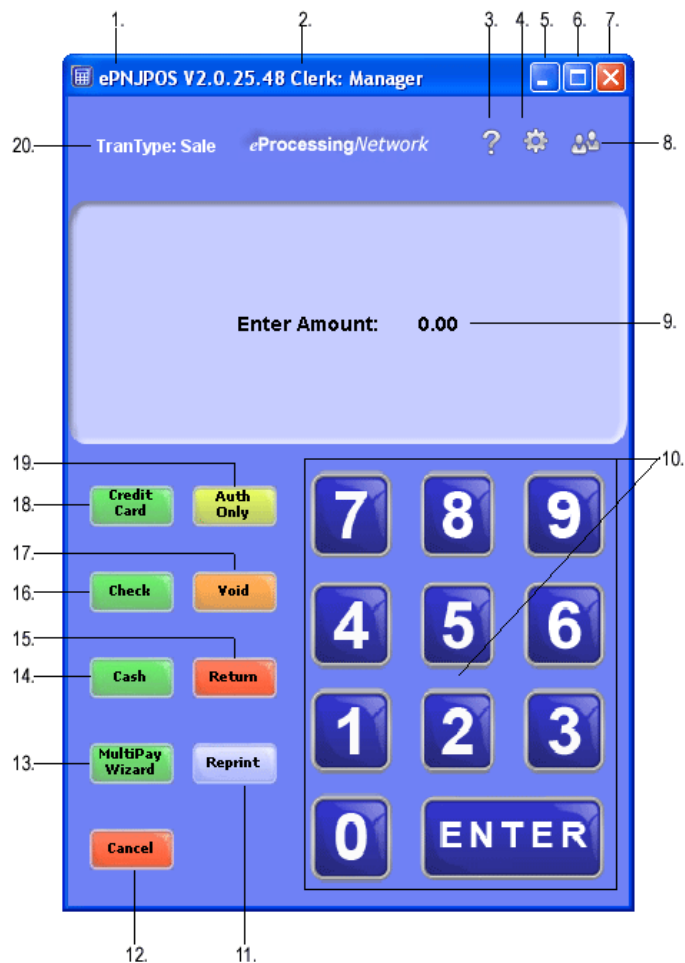


The **ePNJPOS v2** desktop icon (ePNJPOS) Double-click to open the software. You will be asked to login.



**Figure 9–1a ePNJPOS v2 Main Screen**

1. ePNJPOS v2 Software Version
2. The clerk's name that is logged in to this terminal will show here.
3. Now you can **access help** from within the **ePNJPOS v2**. This will provide video tutorials and FAQ to assist you with ease.
4. To access the **Terminal Assistant**, click here. When you click this button, the ePNJPOS v2 will close and the login window for the **Terminal Assistant** will open.
5. This button will minimize the software to your task bar.
6. This button will maximize the software to the size of your monitor.
7. This button will close and logs the current user out of the ePNJPOS v2 software.
8. This button is the log out button. Click this button to access the login window.
9. The display screen will have prompts to guide you thru the transaction process.



**Figure 9–2b ePNJPOS v2 Main Screen**

- 10. You can either use the key pad here or the 10 key on your key board.
- 11. The **Reprint** button allows you to reprint the receipt. This button will become available when a reprint is available.
- 12. To cancel any transaction or action, click the **Cancel** button.
- 13.
- 14. To process cash transaction, click the **Cash** button. You can now track cash transaction thru the Activity Reports of the Merchant Support Center.
- 15. For **Swiped\* Transactions**, click the **Return** button.
- 16. To process scanned/swiped check transactions, click the **Check** button. If you are set up with a **Image check scanner**, then an image of the check will be attached to this transaction in the **Activity Reports** of the **Merchant Support Center**.
- 17. To void a transaction you recently processed, click the **Void** button.
- 18. Credit Card Sale is the default transaction type. **For Manual Credit Card Sale transactions** click here or proceed with entering the dollar amount. The manual transaction dialog box will open. Enter as much information as possible for best results. If your terminal assistant is configured with a credit card swiper, then you can proceed with your sale. Enter the dollar amount and click enter, and follow the prompts.
- 19. For **Swiped\* Authorization Only transaction**, click the **AuthOnly** button.
- 20. The type of transaction that is being process is listed here.

## 10 Credit Card Sale

To process a swiped sale transaction:

1. Enter the dollar amount with the keypad or 10 key on the keyboard.
2. Click the enter button.
3. Tax\* prompt: Enter tax amount if not already calculated &/or click enter.
4. Swiped card.
5. When transaction is approved, receipt will automatically print if a printer is selected. Give receipt to customer for tip\* and signature.
6. Tip\* or Convenience Fee\* prompt: Enter the amount &/or click enter.
7. Enter the last four digits\* on the card.
8. Click the reprint button to reprint the receipt.

To process a manual sale transaction:

1. Click the Credit Card button.
2. Manual transaction dialog window will open.
3. Enter all information requested to your best ability. Enter accurate information for best rates for transaction processing.
4. When the transaction is approved, a receipt will automatically print if a printer is selected. Give receipt to customer for tip\* and signature.
5. Tip\* or Convenience Fee\* prompt: Enter the tip amount &/or click enter.
6. Enter the last four digits\* on the card.
7. Click the reprint button to reprint the receipt.

\* Tax, Tip, Convenience Fee and Last Four Digits settings can be found in the ePNJPOS v2 Configuration section of the Merchant Support Center.

## 11 Authorization Only or Return

To process an AuthOnly or Return transaction, you must click the appropriate button to change the transaction type. Change of transaction type window will open noting the change.

To process a swiped AuthOnly or Return transaction:

1. Enter the dollar amount with the keypad or 10 key on the keyboard.



2. Click the enter button.
3. Tax\* prompt: Enter tax amount if not already calculated &/or click enter.
4. Swiped card.
5. When transaction is approved, receipt will automatically print if a printer is selected. Give receipt to customer for tip\* and signature.
6. Tip\* or Convenience Fee\* prompt: Enter the amount &/or click enter.
7. Enter the last four digits\* on the card.
8. Click the reprint button to reprint the receipt.

To process a manual AuthOnly or Return transaction:

1. Click the Credit Card button.
2. Manual transaction dialog window will open.
3. Enter all information requested to your best ability. Enter accurate information for best rates for transaction processing.
4. When the transaction is approved, a receipt will automatically print if a printer is selected. Give receipt to customer for tip\* and signature.
5. Tip\* or Convenience Fee\* prompt: Enter the tip amount &/or click enter.
6. Enter the last four digits\* on the card.
7. Click the reprint button to reprint the receipt.

\* Tax, Tip, Convenience Fee and Last Four Digits settings can be found in the ePNJPOS v2 Configuration section of the Merchant Support Center.

## 12 Void

**WARNING!** A voided transaction **CAN NOT** be un-voided.

Generally, this feature is set for managers only. A voided transaction CAN NOT be un-voided. The void feature will open a list of all current transactions in our system for your account, not just the transactions processed thru ePNJPOS v2 terminal.

1. Click the Void Button.
2. Void Dialog window will open.
3. A list of all current transactions in our system for your account will open.
4. Select the appropriate transaction.
5. Click the Void Transaction button.
6. You will be returned to the ePNJPOS v2 main screen for processing.
7. Wait for approval.

## 13 Cash Sale

Cash transactions are manual transaction.

1. Click the Cash button.
2. Manual Cash Transaction dialog window will open.
3. You can now track cash transaction thru the Activity Reports of the Merchant Support Center. Enter accurate information for better reporting.
4. When the transaction is complete, a receipt will automatically print if a printer is selected. Click the reprint button to reprint the receipt.

## 14 Check Sale

To process scanned check transactions, you must be set up with a check processor. If you are set up with a Image check scanner, then an image of the check will be attached to this transaction in the Activity Reports of the Merchant Support Center.

If you are using a check scanner and the terminal assistant has been properly set for this device:

1. Enter the dollar amount with the keypad or 10 key on the keyboard.

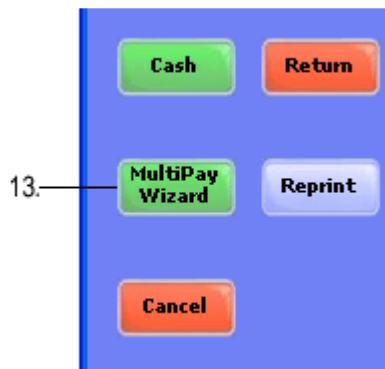
2. Click the enter button.
3. Tax\* prompt: Enter tax amount if not already calculated &/or click enter.
4. Use scanning device to scan the check.
5. When transaction is approved, receipt will automatically print if a printer is selected. Click the reprint button to reprint the receipt.

To process a manual check transaction:

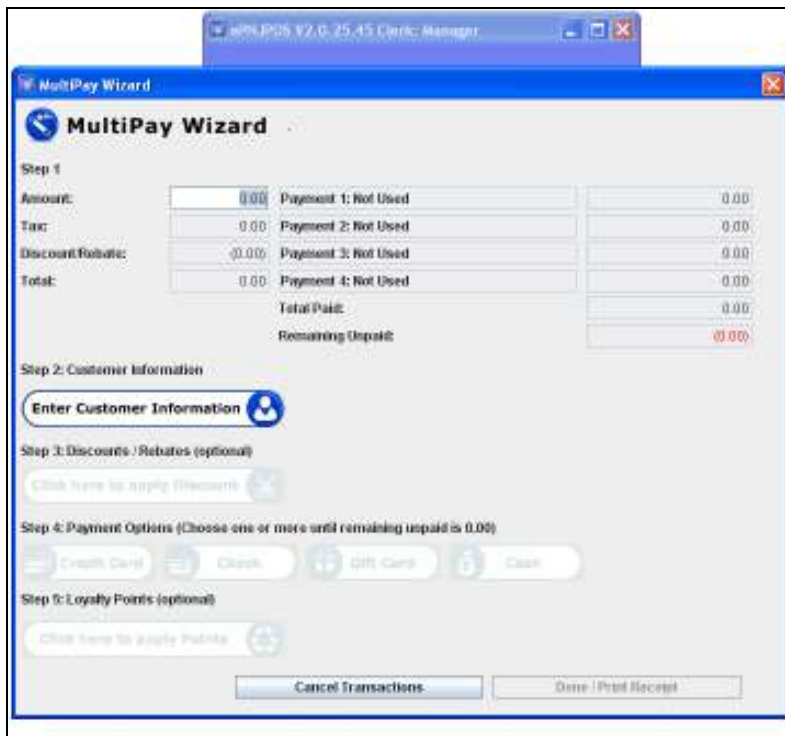
1. Click the check button.
2. Manual check transaction dialog window will open.
3. Enter all information requested to your best ability. The information required will be determined by your check processor. Enter accurate information for best rates for transaction processing.
4. When the transaction is approved, a receipt will automatically print if a printer is selected. Click the reprint button to reprint the receipt.

\* Tax, Tip, Convenience Fee and Last Four Digits settings can be found in the ePNJPOS v2 Configuration section of the Merchant Support Center.

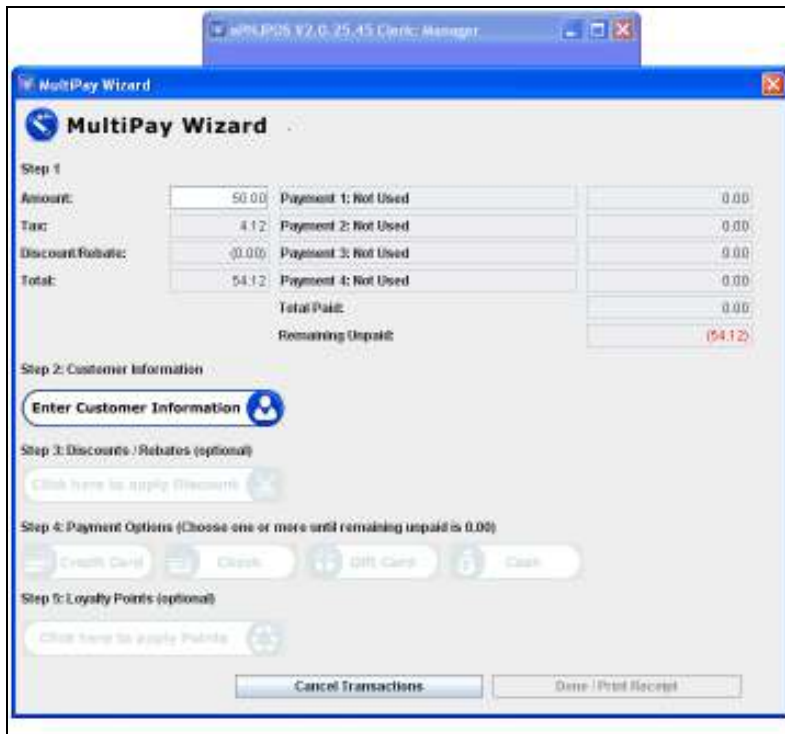
## 15 MultiPay



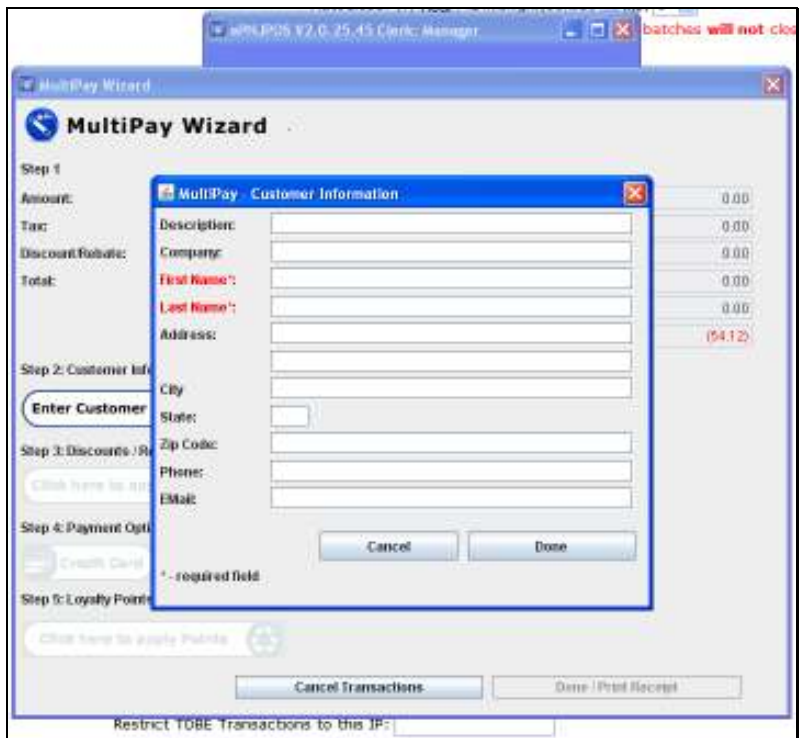
Click the **MultiPay Wizard** button.



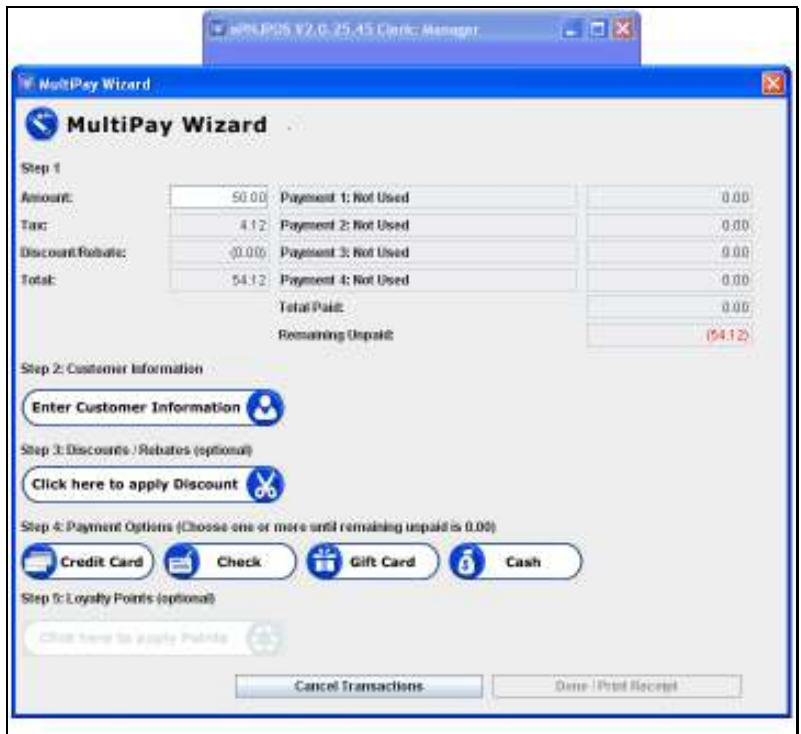
Enter dollar amount for the entire sale.



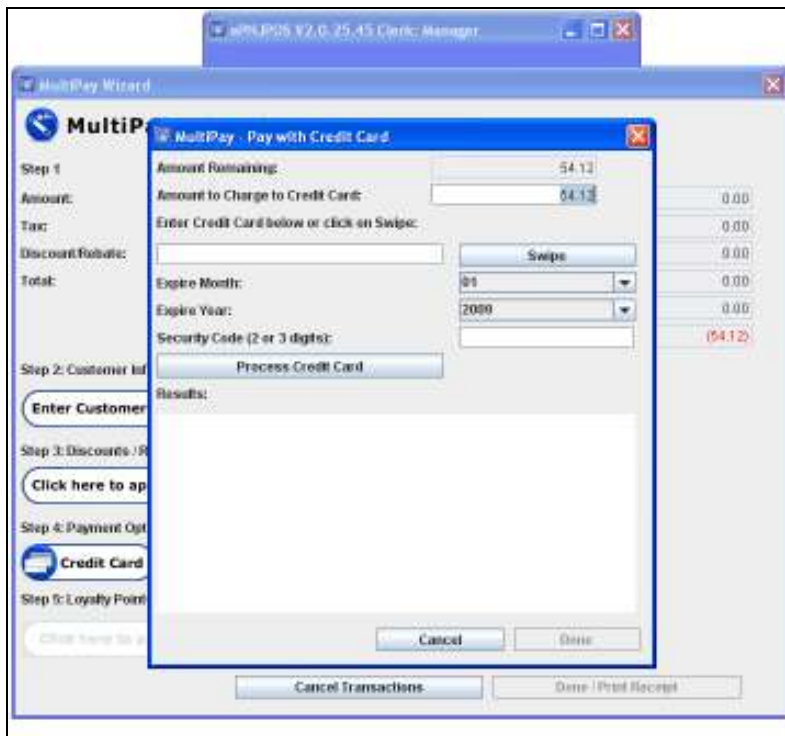
If your tax prompt is set, then the tax will be calculated for you.



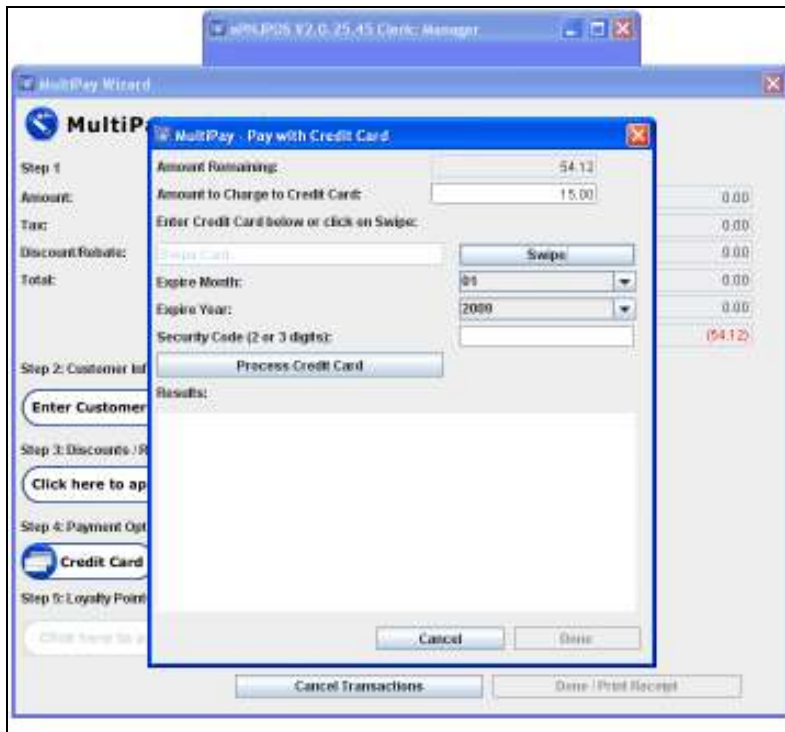
Enter the Order/Customer information. Click the **Done** button.



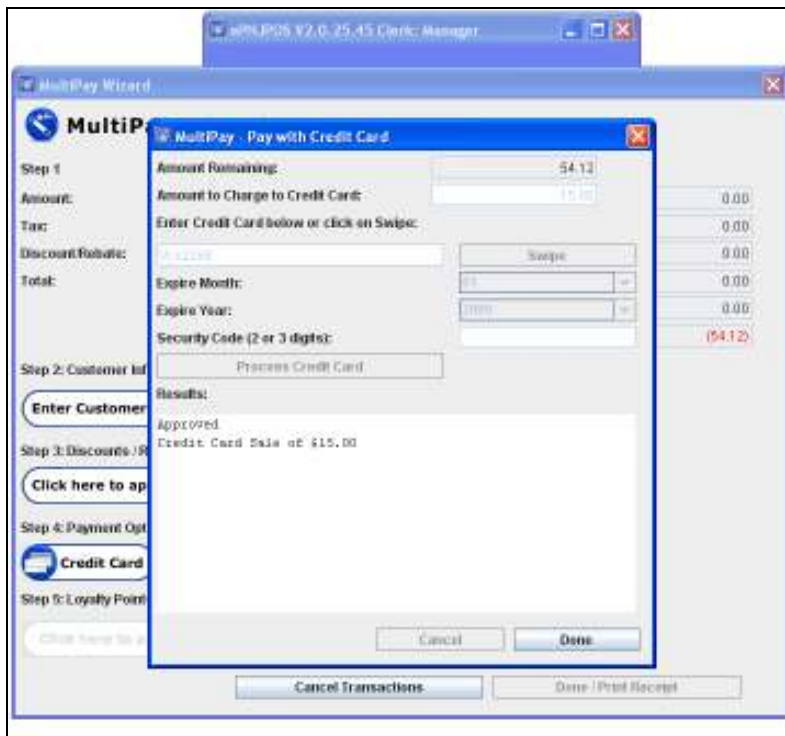
Click the **Credit Card** button.



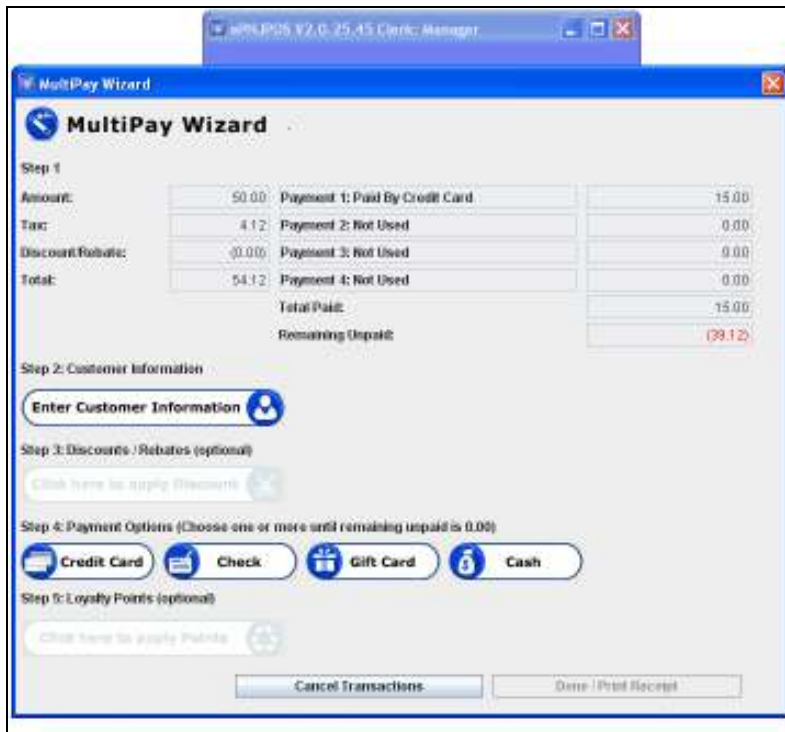
Enter the amount to be charged to the credit card.



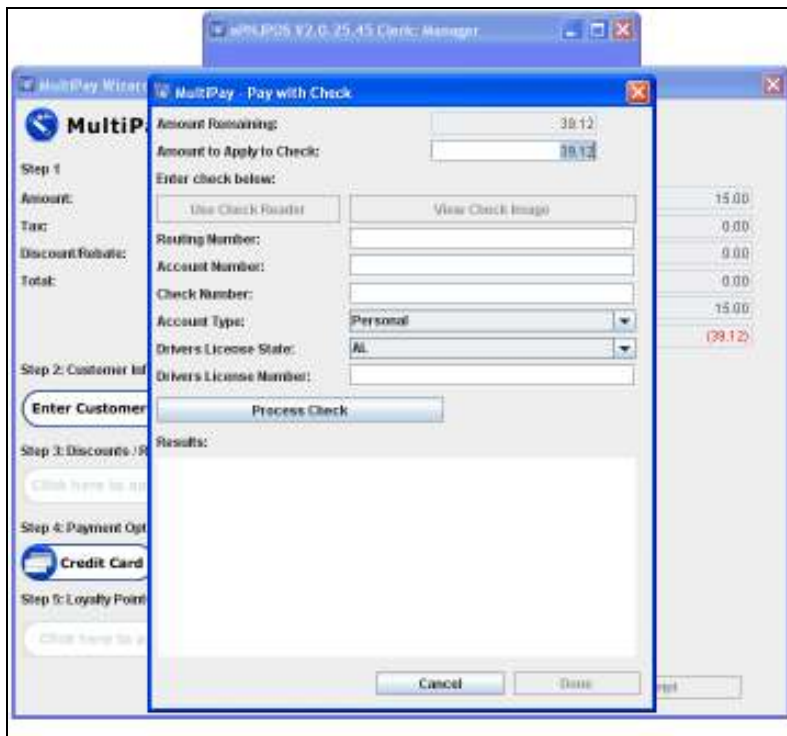
Click the **Swipe** button or manually enter the credit card information.  
Click the **Process Credit Card** button.



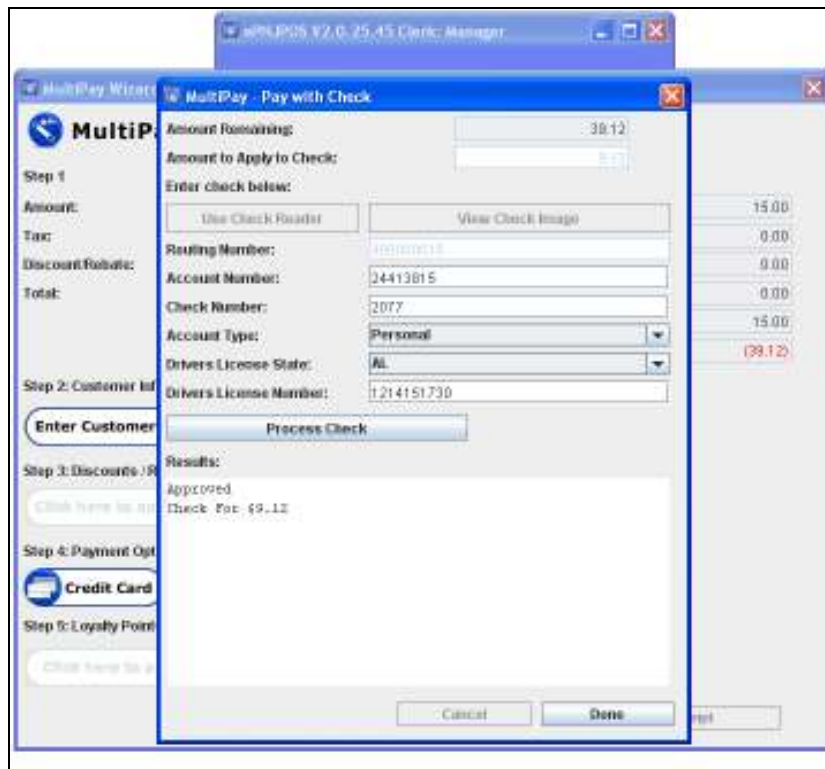
Click the **Done** button.



Noticed the credit card payment is listed. Click the **Check** button.

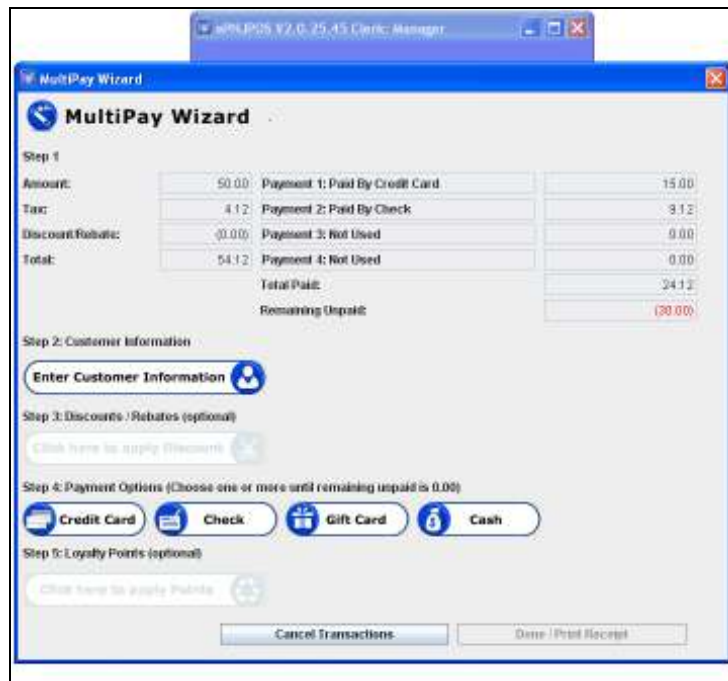


Enter the amount to be charged to the check.

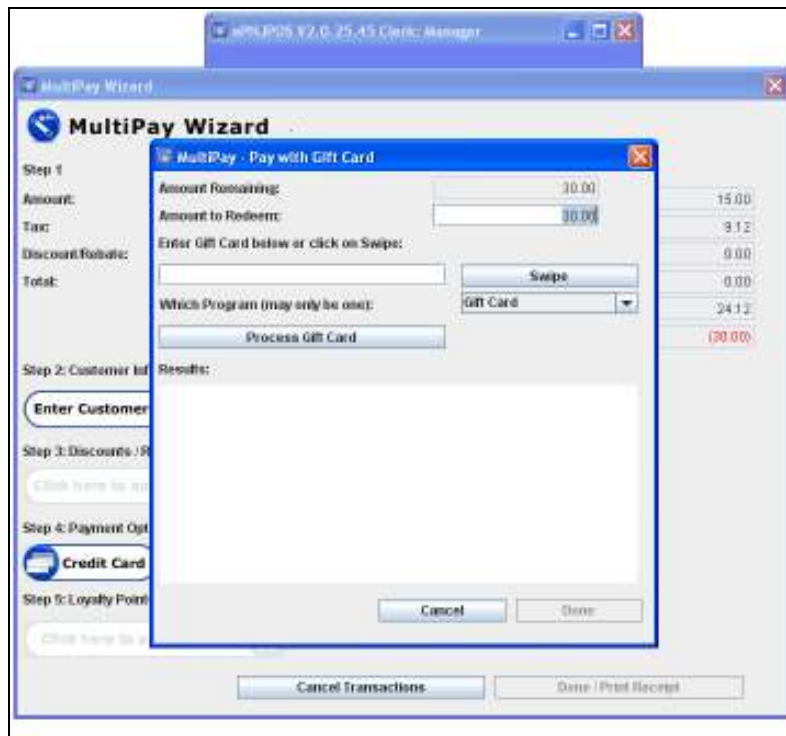


Enter the required check information. Click the **Process Check** button. Click the **Done** button.

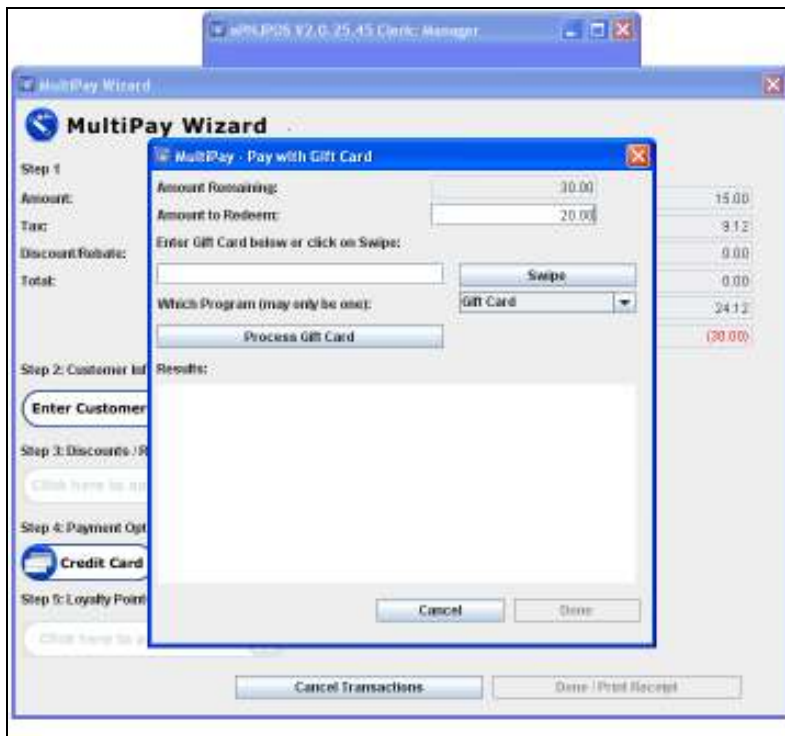




Noticed the check payment is listed. Click the **Gift Card** button.



Enter the amount to be charged to the Gift Card.



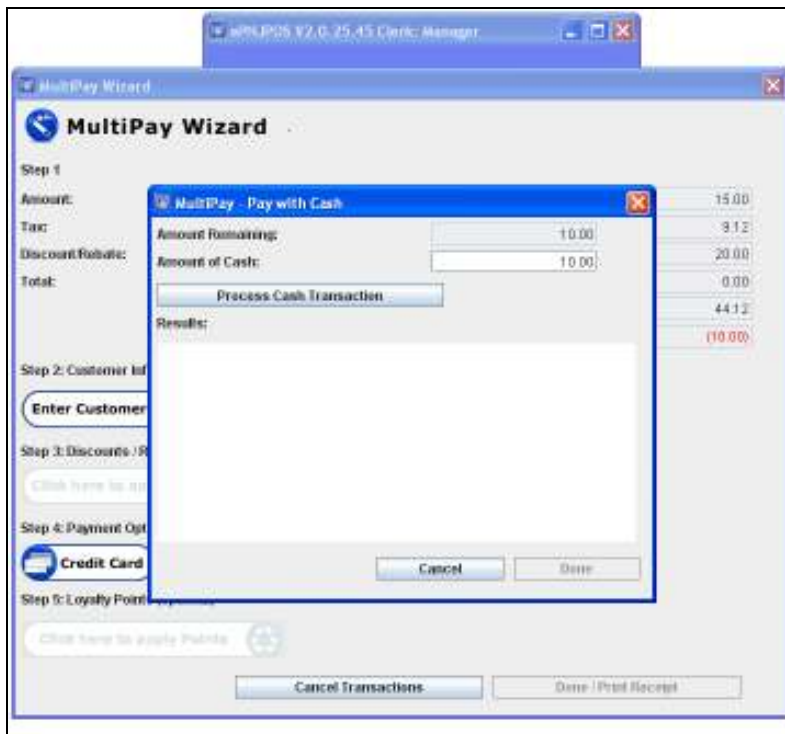
Click the **Swipe** button or Manually enter the Gift card number.  
Click the **Process Credit Card** button.



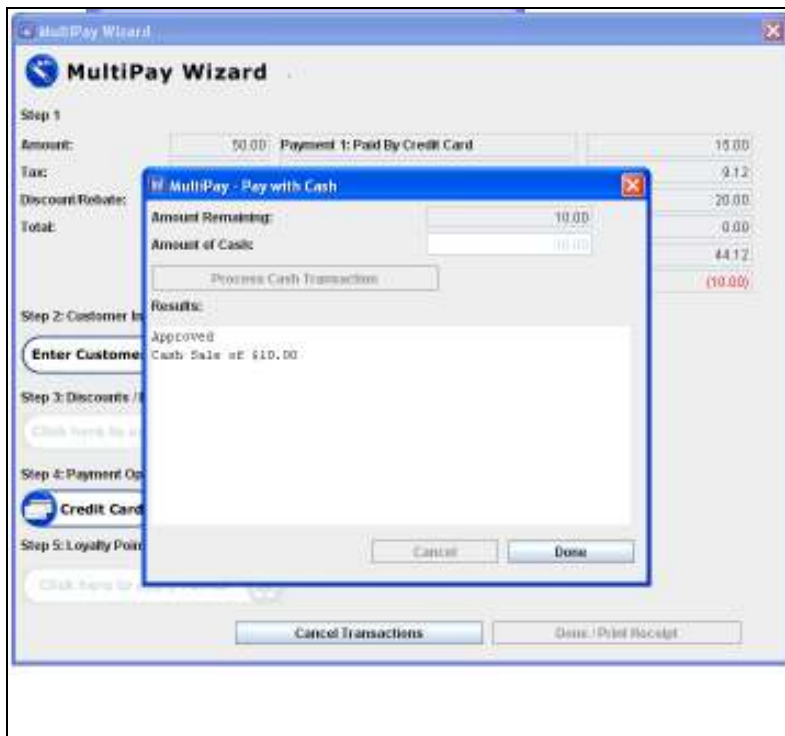
Click the **Done** button.



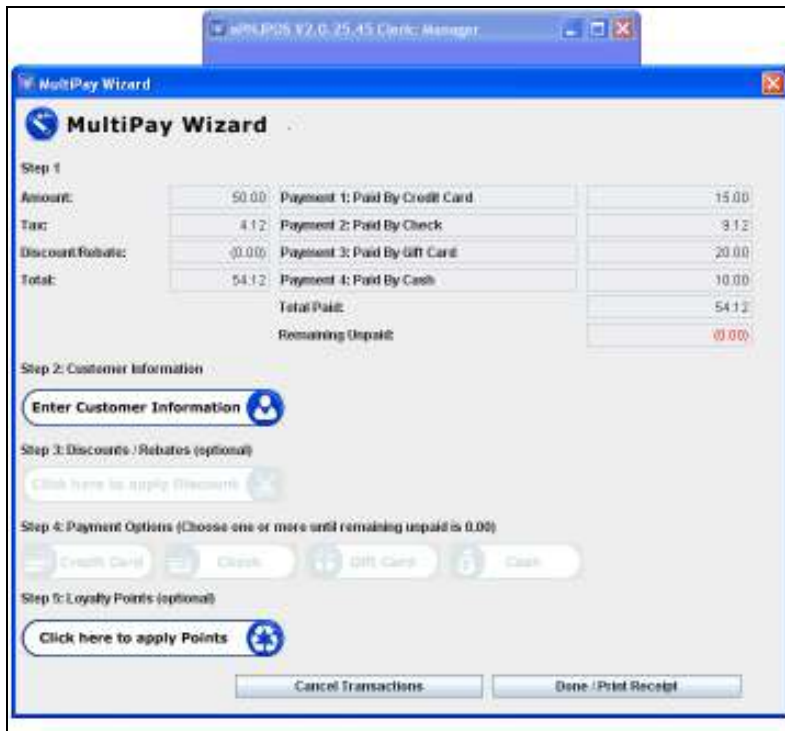
Noticed the Gift Card payment is listed. Click the **Cash** button.



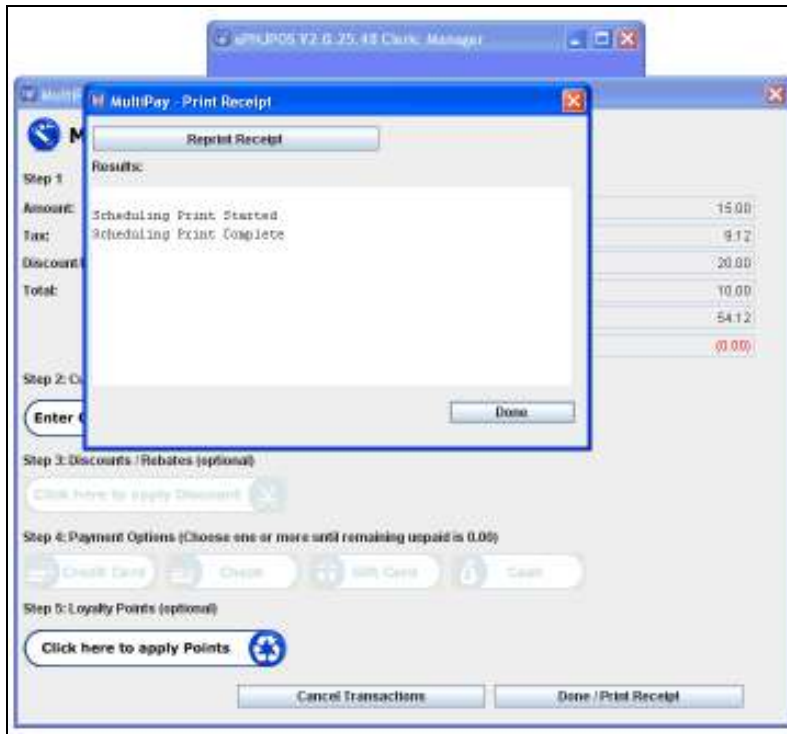
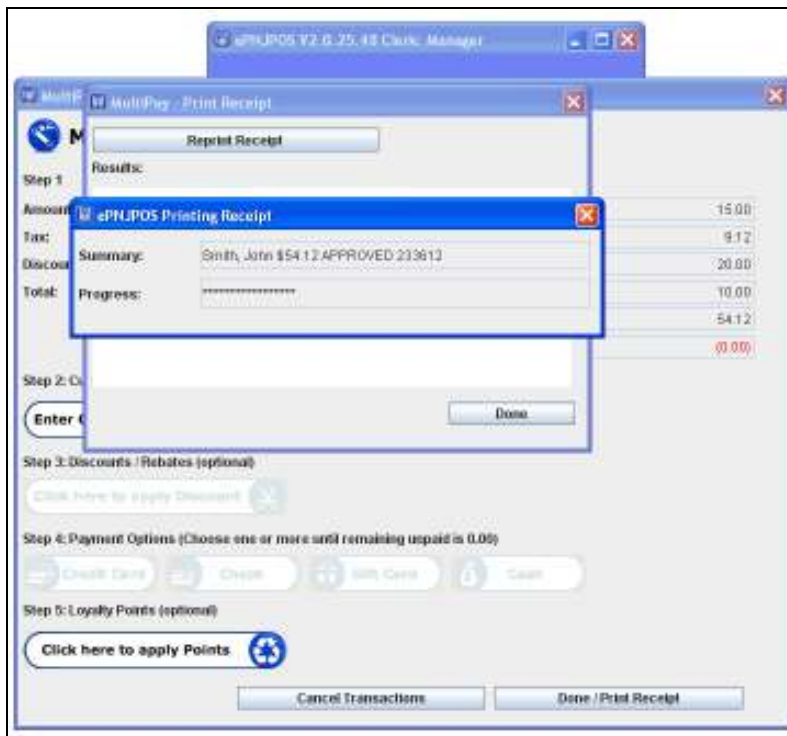
Click the **Process Cash** button.



Click the **Done** button.

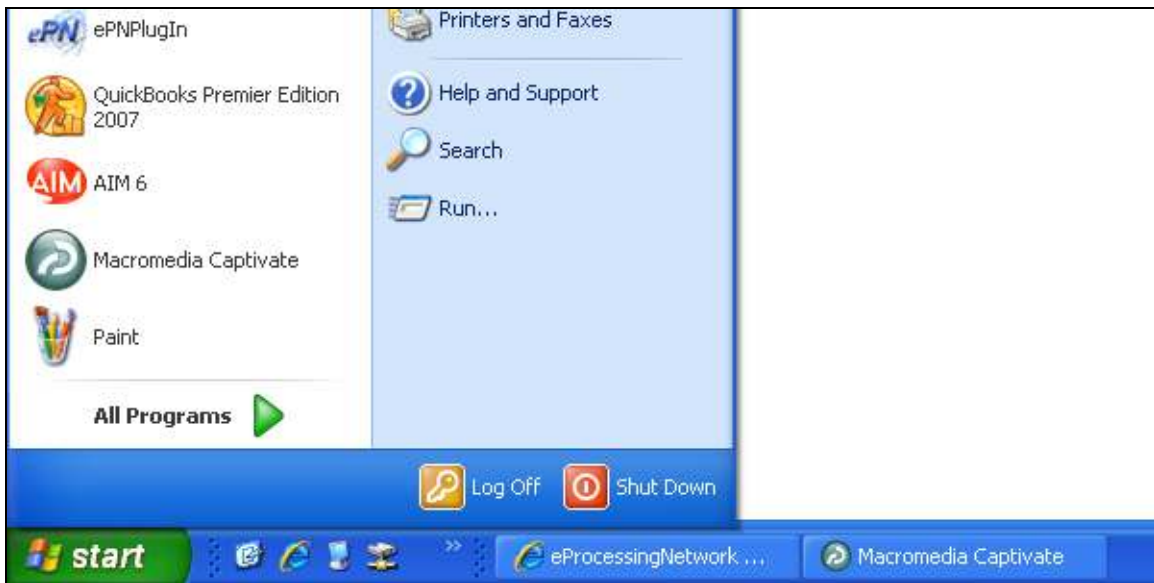


Noticed the check payment is listed. Click the **Done/Print Receipt** button.



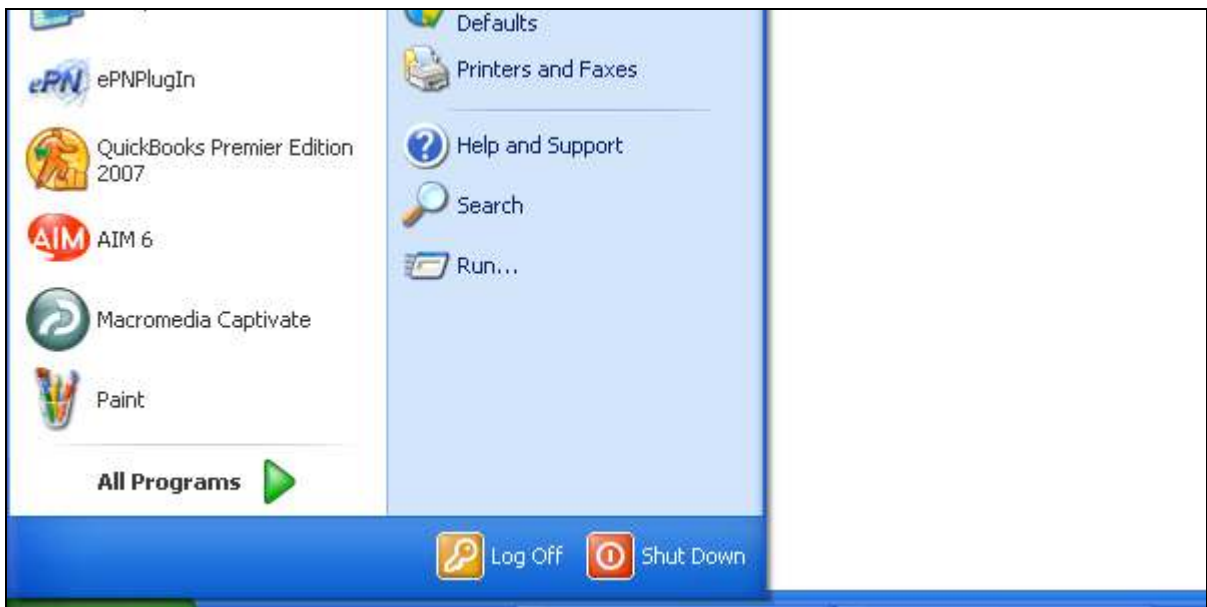
Click the **Done** button.

## 16 Reprint Receipts



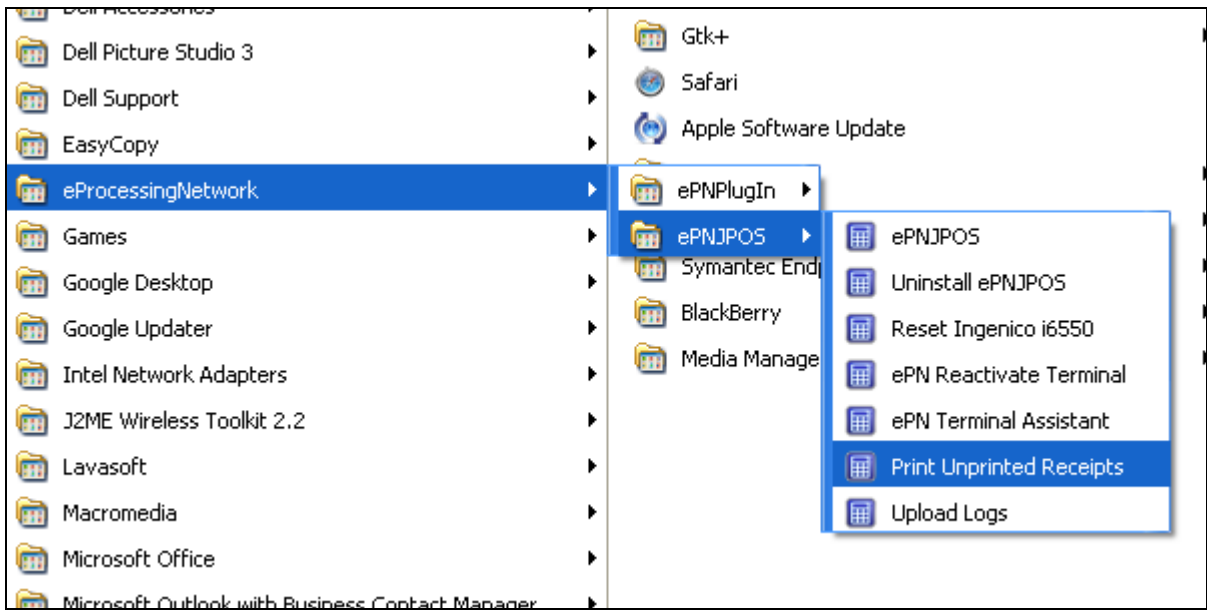
**Figure 13.1 Reprint Receipts**

Click the **Start** button.



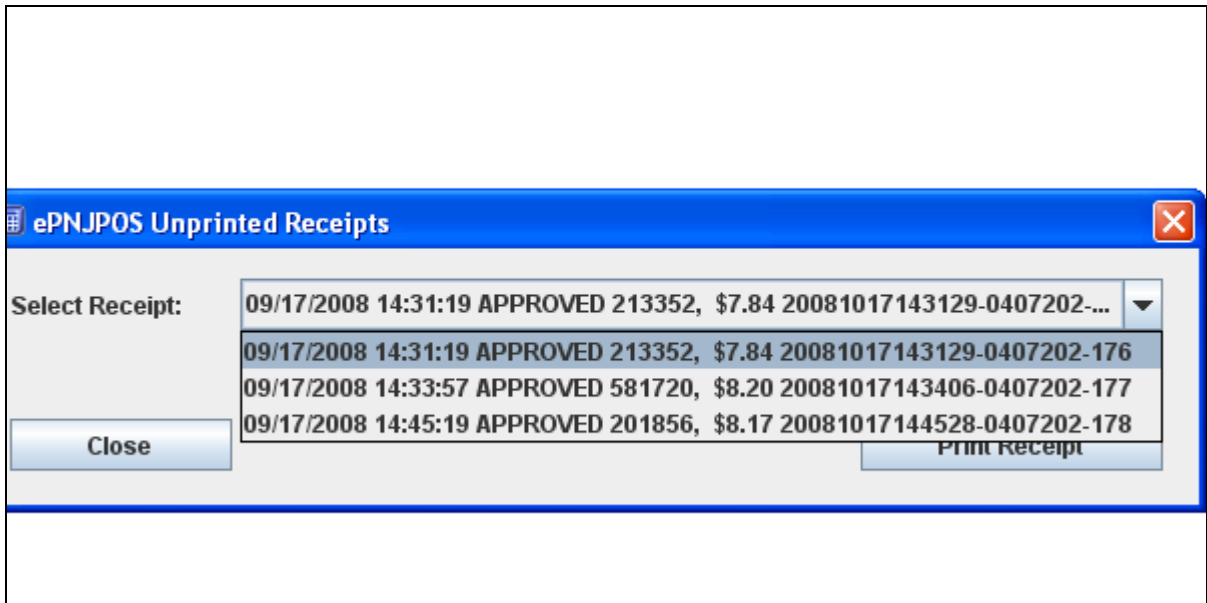
**Figure 13.2 Reprint Receipts**

Select the **All Programs** menu item.



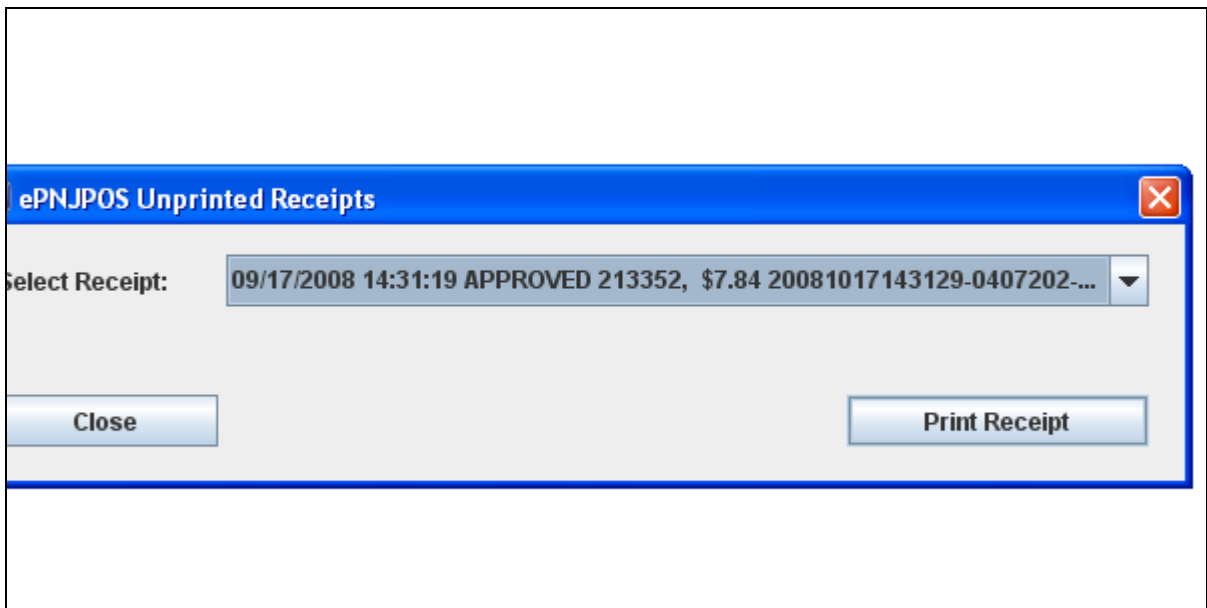
**Figure 13.3 Reprint Receipts**

Select the **eProcessingNetwork** menu item. Select the **ePNJPOS v2** menu item. Select the **Print Unprinted Receipts** menu item.



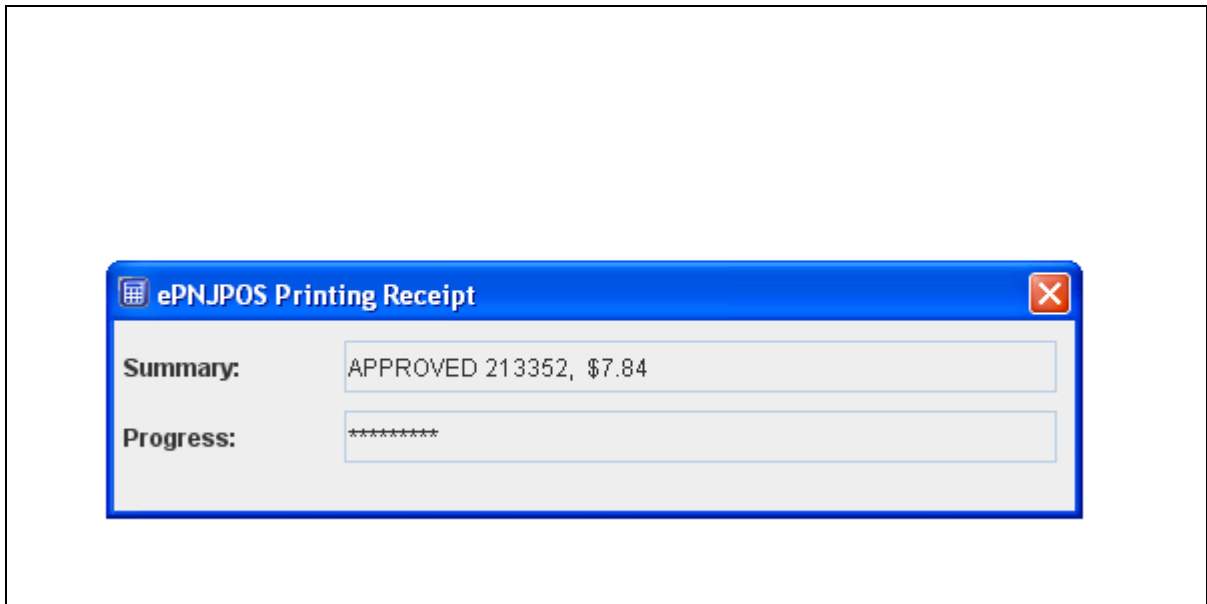
**Figure 13.4 Reprint Receipts**

Use the down arrow key to view the unprinted receipts. Select the transaction you wish to print.



**Figure 13.5 Reprint Receipts**

Click the **Print Receipt** button.

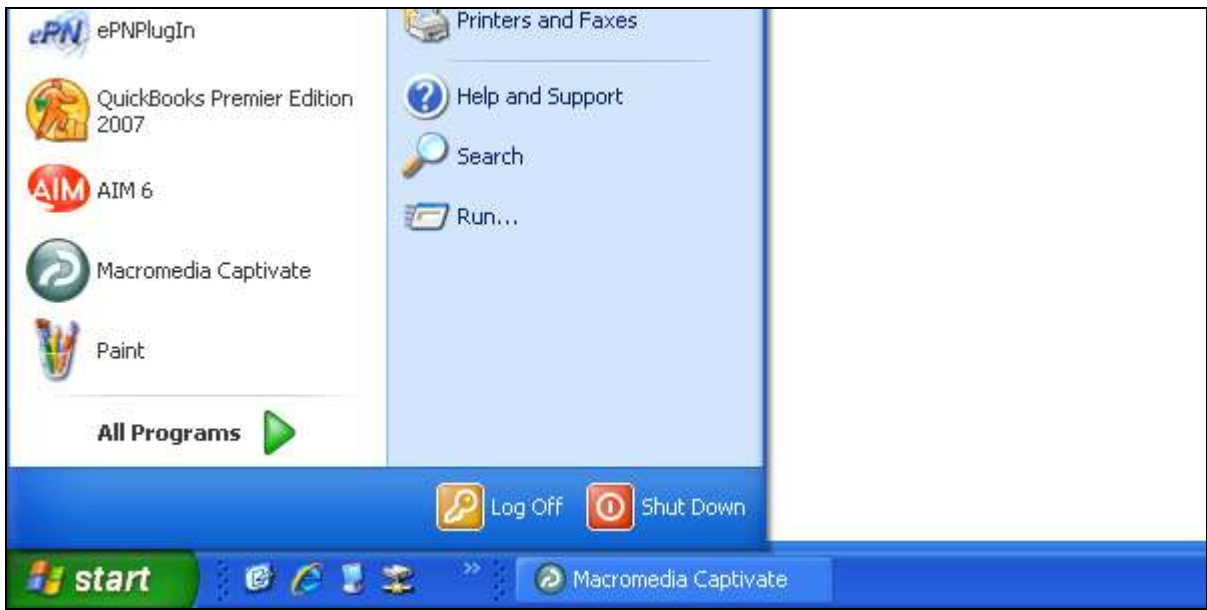


**Figure 13.6 Reprint Receipts**

The receipt will print. The reprint window will close.

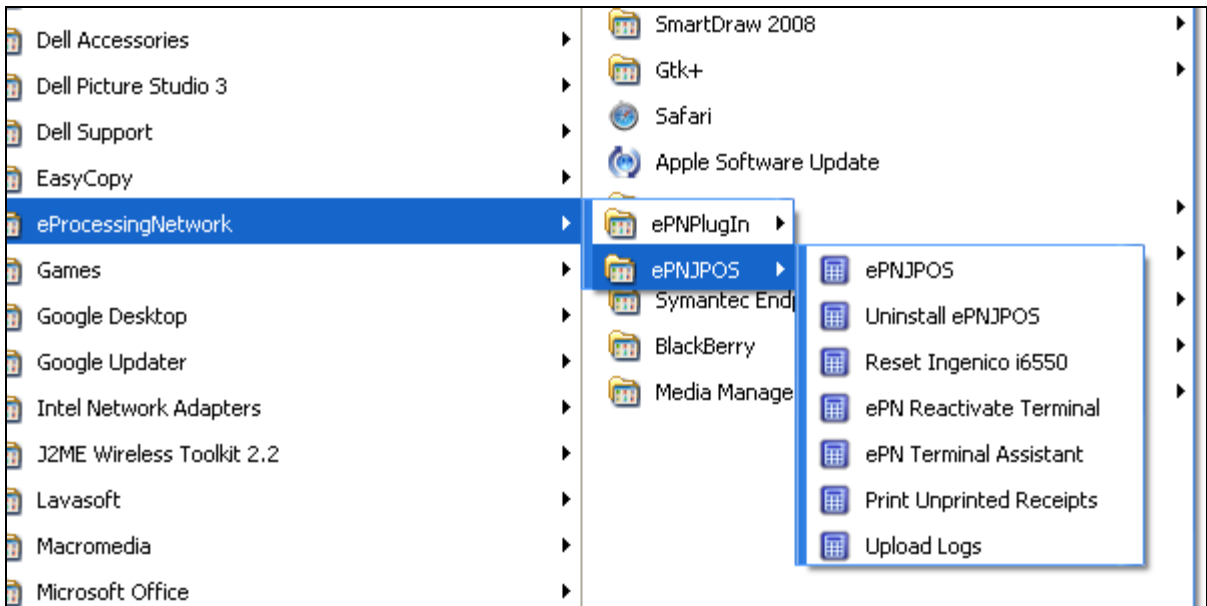
## 17 Upload Logs





**Figure 14.1 Upload Logs**

Click the **Start** button.



**Figure 14.2 Upload Logs**

Select the **eProcessingNetwork** menu item. Select the **ePNJPOS v2** menu item. Select the **Upload Logs** menu item.



**Figure 14.3 Upload Logs**

The **ePNJPOS v2 Upload Logs Wizard** dialog opens.



**Figure 9.4 Upload Logs**





Click the **Upload Logs >>** button.



**Figure 14.5 Upload Logs**

The **Success Uploaded** dialog opens. Click **OK** to close the Upload Logs window.

# 18 Receipt Examples

Tip Copy/Merchant Copy	Customer Copy
 1. <p>Shop online at <a href="http://www.myonlinestore.com">www.myonlinestore.com</a> _____ 2.</p> <p><b>My Company</b> 123 Main _____ 3. Houston, TX 77008 713-555-1234</p> <p>Sale Transaction _____ 4. 07/09/2009 09:57 AM</p> <p>Response _____ Card Type: MasterCard _____ 5. Account: X1732 Amount: 9.45 Tax: 0.77 Tip: _____ 6.a Total: _____</p> <p>Description is displayed here!!! _____ 7.</p> <p>John Doe _____ 8.</p> <p>I agree to pay above total amount according to card issuer agreement (merchant agreement if credit voucher) _____ 9.</p> <p>Thank you for shopping with us! _____ 10.</p>  11.	 1. <p>Shop online at <a href="http://www.myonlinestore.com">www.myonlinestore.com</a> _____ 2.</p> <p><b>My Company</b> 123 Main _____ 3. Houston, TX 77008 713-555-1234</p> <p>Sale Transaction _____ 4. 07/09/2009 09:57 AM</p> <p>Response: APPROVED 484248 _____ 5. Card Type: MasterCard Account: X1732 Amount: 9.45 Tax: 0.77 Tip: 1.00 _____ 6.b Total: 11.22</p> <p>Description is displayed here!!! _____ 7.</p> <p>John Doe _____ 8.</p> <p>I agree to pay above total amount according to card issuer agreement (merchant agreement if credit voucher) _____ 9.</p> <p>Thank you for shopping with us! _____ 10.</p>  11.

1. Top Logo
2. Top Text
3. The receipt header will be listed here. This is your company's contact information.
4. Transaction type will be printed here.
5. The response will display here.

<p>6. Your customer will enter the tip amount and sign the copy. You will keep this copy and enter the tip amount when prompted.</p>	<p>6.b The tip amount will display here for the customer to walk away with. Or The convenience fee will display here if this feature is turned on.</p>
<p>7. Order Description 8. Customer Signature line. 9. Order Description is printed here. 10. Bottom Text 11. Bottom Logo</p>	