



Restaurant Enterprise Series

*Tender Request (CaTR)
Driver
for 3700 POS
Version 4.9*

October 11, 2012

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Installation and Setup

This section contains installation and setup instructions for the Version 4.9 release of the Tender Request (TR) Credit Card Driver. The release version is available on the MICROS web site Product Support page.

Before installing this driver, please familiarize yourself with the changes by reviewing the ReadMe First Section of this document.

This version of the TR may be used on RES systems running Version 3.2 or higher.

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Installation

Site Requirements

Before installing the TR Credit Card Driver on the RES system, the following configuration items should be considered:

- The installed version of 3700 POS should be Version 3.2 or higher.
- A dedicated modem and phone line are required for dial-up connectivity.

Files Included

The TR driver includes the following files:

|Micros\RES\POS\Bin\CaTR.dll
|Micros\RES\POS\etc\CaTR.cfg
|Micros\RES\POS\Bin\CaTR.hlp
|Micros\RES\POS\Bin\CaTR.cnt

Installation

The installation of the credit card is now separate from the RES software. When a site loads a new version of RES software, the TR driver files and configuration will remain on the system. They do not need to be reinstalled.

1. Make sure all current batches have been settled. MICROS recommends installing a new driver before the site opens for the day. This will ensure that all CA/EDC transactions have been settled to their current version.
2. Download the **CaTR49212343.zip** file from the MICROS web site. Copy this file to your RES Server's temp folder and unzip the files. The zip file includes the following:
 - TR Credit Card Driver Installation Documentation (**CaTR_V4.9_MD.pdf**)
 - TR Driver Dynamic Link Library (**CaTR.dll**)
 - TR Driver Site Configuration File (**CaTR.cfg**)
 - TR Driver POS Configurator Help Files (**CaTR.hlp**, **CaTR.cnt**)
3. Turn off the RES system from the MICROS Control Panel.

4. Copy the following files to the correct folder locations listed below:
 - **CaTR.dll** to **\Micros\Res\Pos\bin**
 - **CaTR.cfg** to **\Micros\Res\Pos\etc**
 - **CaTR.hlp** to **\Micros\Res\Pos\bin**
 - **CaTR(cnt** to **\Micros\Res\Pos\bin**
5. Turn on the RES system from the MICROS Control Panel and proceed to the *Configuration* instructions beginning on page 6.

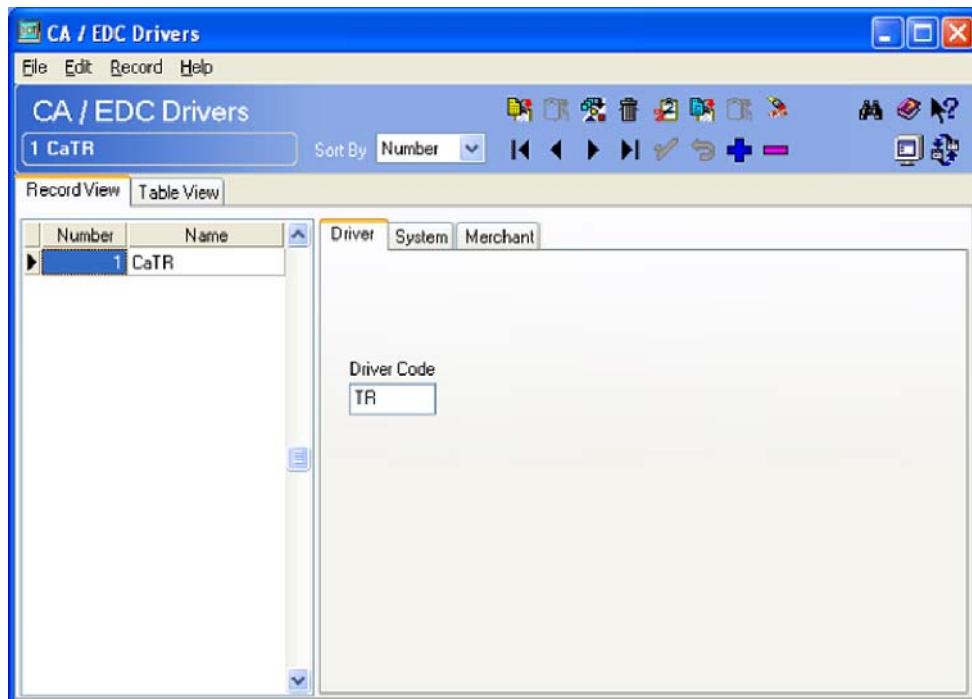
Configuration

This section describes how to configure the Tender Request Credit Card Driver in POS Configurator. This section is divided as follows:

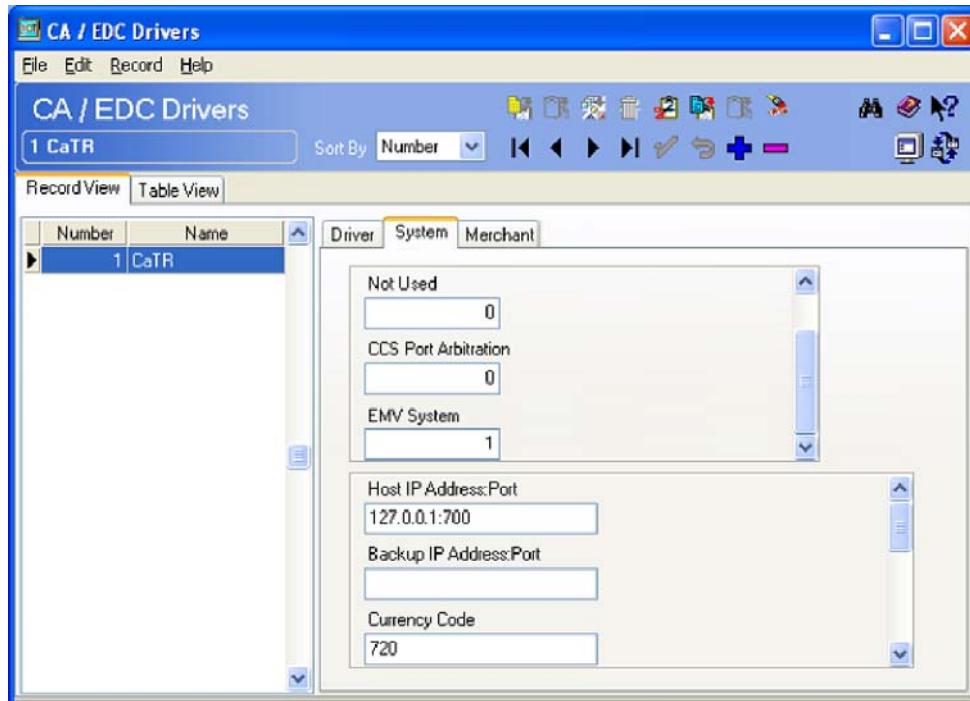
- CA/EDC Driver Setup
- RVC Credit Card Setup
- Configuration for Credit Card Tenders
- Configuration for Debit External Tenders
- Configuration for Debit Card Tenders
- Configuration for Cash Back

CA/EDC Driver Setup

1. In *POSConfig / Devices / CA\EDC Drivers* click the blue plus (+) to insert a new record.
2. Enter the code **TR** in the **Driver Code** field to identify this as the Tender Request driver. Click the green check icon to save.
3. Click **Ok** to the message “Make sure you understand the ramifications of changing the driver code before you proceed.”



4. Go to the **System** tab and set the **CCS Port Arbitration** field to **0**.



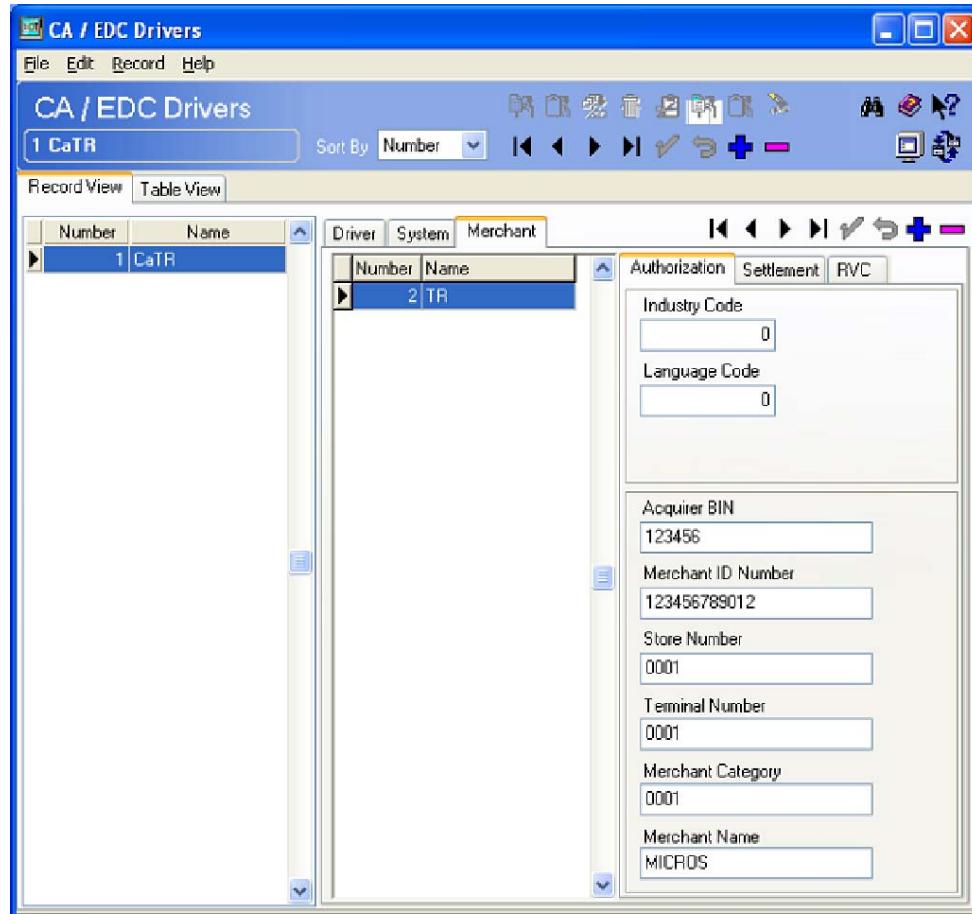
5. Enter the IP Address and Port of the Host computer (e.g., 192.168.1.10:700).

Note The Server running TR Multi should be entered here, along with Port Number 700.

6. Fill in the following fields based on the site's specific information. This information is provided by the credit card processor. Examples are provided below.
 - **EMV System.** Enter a value, 0 or 1, to enable/disable EMV. This defaults to 0, disabled.
 - **Currency Code.** Enter a value to identify the currency associated with this site (e.g., 720).
 - **Country Code.** Enter a value to identify the country where this merchant is located (e.g., 840).
 - **City (Zip) Code.** Enter the zip code where the merchant is located (e.g., 999990000).
 - **Time Zone.** Enter a value to identify the time zone where the merchant is located (e.g., 840).

- **Merchant City.** Identify the city where the merchant is located. Enter the city in all capital letters (e.g., COLUMBIA).
- **Merchant State.** Identify the state or province where this merchant is located. This should be a 2 letter identifier entered in capitol letters (e.g., MD).

7. Go to the *Merchant/Authorization* tab and fill in the following fields using the information assigned by the credit card processor:



- **Industry Code.** Enter a value to designate the industry code for this merchant (e.g., 0).
- **Language Code.** Enter a value to designate the language code associated with this merchant (e.g., 0).
- **Acquirer BIN.** Leave this field blank.
- **Merchant ID Number.** Enter the merchant identification number. If there are multiple merchant identification numbers use the ID ending with 99.
- **Store Number.** Enter the store number associated with this merchant (e.g., 0001).

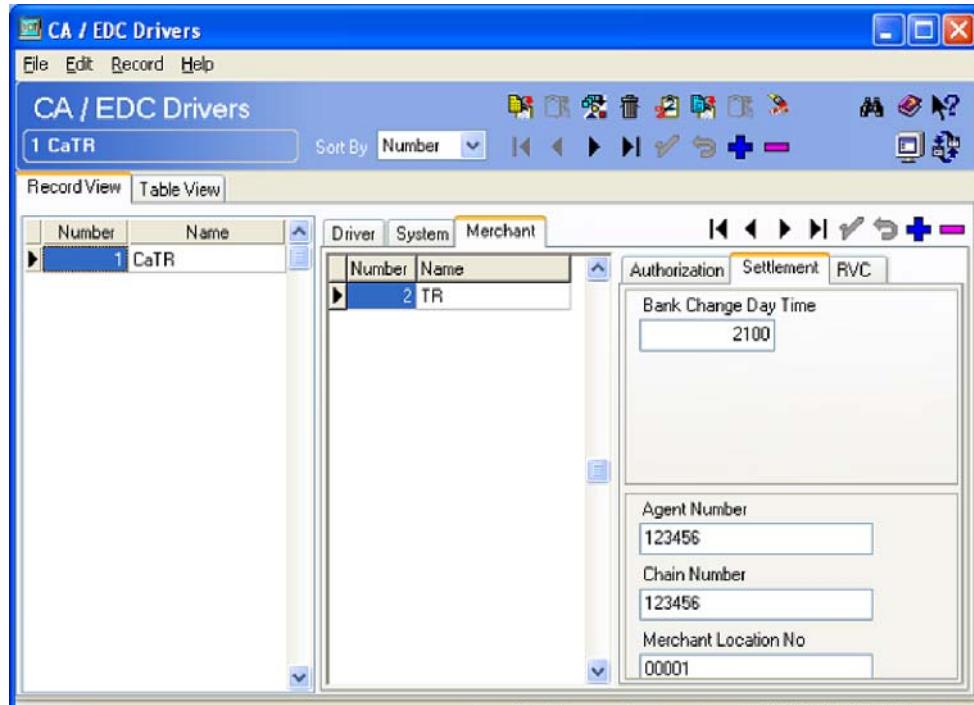
- **Terminal Number.** Enter the value **0099** to identify the terminal number.

Note *The Server OBJ_NUM must be listed as 99 in the Workstation table.*

- **Merchant Category.** Enter a value associated with the merchant category (e.g., 5812).

- **Merchant Name.** Enter the name associated with this merchant. The name must be entered in all capitol letters.

8. On the *Settlement* tab fill in the following using information provided by the credit card processor:



- **Bank Change Day Time.** Enter the time of day when the bank will change over to the next business day. Use the following values for each time zone:
 - If the merchant is located in Pacific Standard Time enter 2100.
 - If the merchant is located in Mountain Standard Time enter 2200.
 - If the merchant is located in Central Standard Time enter 2300.
 - If the merchant is located in Eastern Standard Time enter 2400.
- **Agent Number.** Enter the number associated with agent processing the transaction (e.g., 000001).

- **Chain Number.** Identify the number associated with this restaurant chain, if applicable (e.g., 000001).
- **Merchant Location No.** Enter a value to identify the location of the merchant (e.g., 00001).

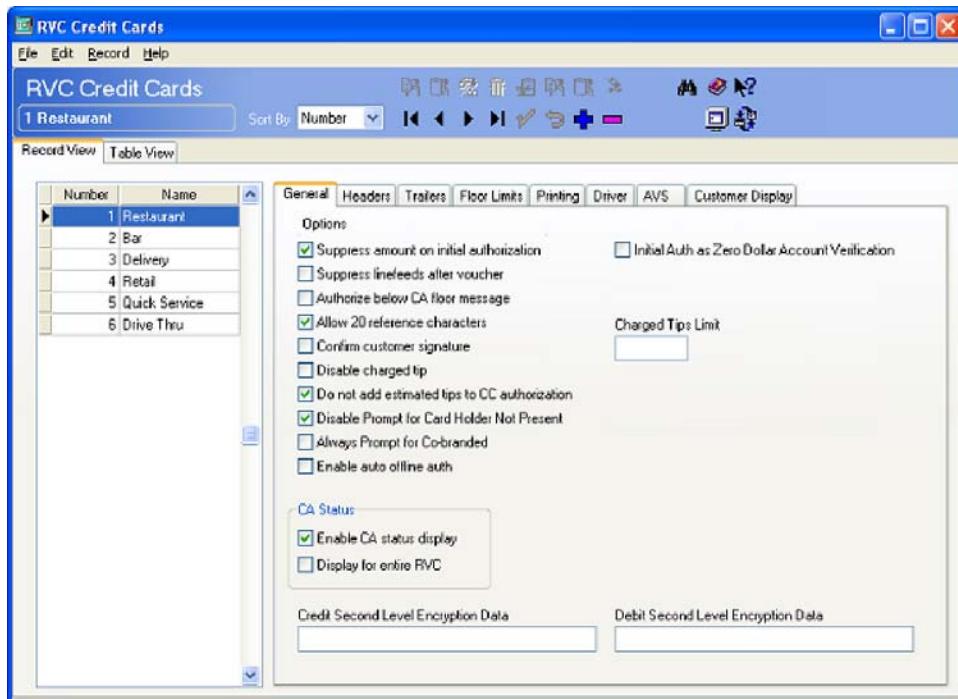
9. Configure the *Merchant / RVC* to reflect the Revenue Centers that support this credit card driver.

10. Save all changes.

RVC Credit Card Setup

This section discusses the steps to configure the Tender Request Driver by revenue center. These steps should be repeated for every revenue center that uses the TR driver.

1. Go to the *Revenue Center / RVC Credit Cards / General* tab and enable the following options. Other options can be enabled or disabled as desired.



- **Suppress amount on initial authorization.** This option will suppress the printing of the amount line on an initial authorization voucher.
- **Allow 20 reference characters.** Will accept credit card numbers up to 20 digits in length.
- **Do not add estimated tips to CC authorization.** Prevents estimated tips from being added to a credit card authorization.

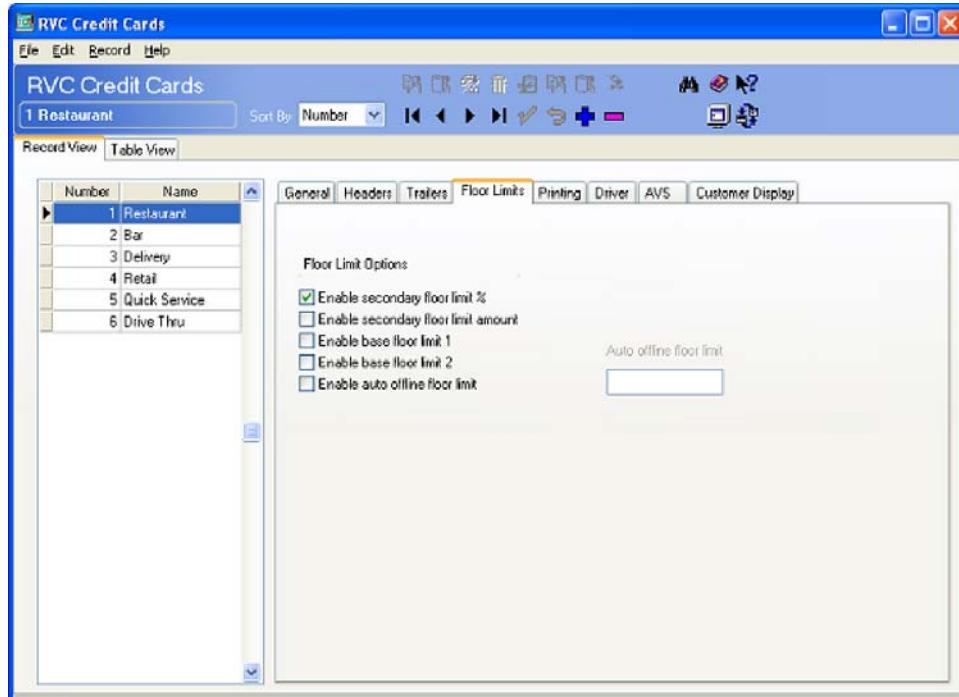
- **Disable Prompt for Card Holder Not Present.** Prompts the server to enter the customer's location when a credit card number is entered manually. This response is then forwarded as part of the response message. The following options are available:

Yes. Select this option if the cardholder is present.

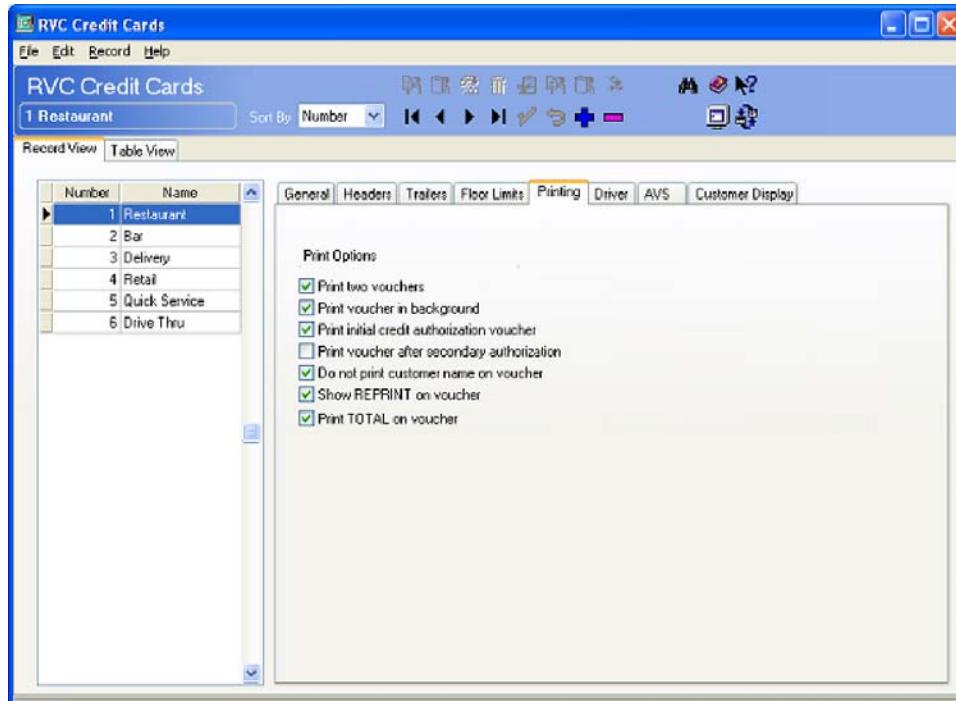
No. Select this option if the cardholder is not present.

Cancel. Select this option to abort the authorization attempt.

2. Go to the *Floor Limits* tab and enable the **Enable secondary floor limit %** option. Other options can be enabled and disabled as desired.



3. Go to the *Printing* tab and enable the following options. Other options can be enabled and disabled as desired.



- **Print two vouchers.** Prints 2 credit card vouchers every time the credit card authorization key is pressed.
- **Print voucher in background.** Will automatically print a credit card voucher after an authorization approval is received when the authorization is suspended.
- **Print initial credit authorization voucher.** Prints a voucher for initial credit card authorizations.
- **Show REPRINT on voucher.** The text ***REPRINT*** will appear below the header lines on credit card vouchers.
- **Show TOTAL on voucher.** The text ***TOTAL*** will appear on credit card vouchers.

4. Save all changes.

Configuration for Credit Card Tenders

This section discusses the steps to configure the Credit Card Tenders by revenue center. These steps should be repeated for every revenue center that uses the TR driver. Each credit card must have the same configuration for any MICROS credit card installation.

1. Navigate to the *POS Configurator / Sales / Tender Media / General* tab. Set the following options:
 - **Type** = Payment
 - **Menu Level Class** = All Levels
 - Configure the remaining fields according to the requirements of the site
2. Navigate to the *POS Configurator / Sales / Tender Media / Tender* tab. Set the following options:
 - **Charge Tip** = Link to Charge Tips
 - **Require Amount Entry** = On
 - **Post to Gross Receipts** = On
 - **Post to Charge Receipts** = On
 - Configure the remaining fields according to the requirements of the site
3. Note that no presets are required. To configure a preset, navigate to the *POS Configurator / Sales / Tender Media / Presets* tab.
4. Navigate to the *POS Configurator / Sales / Tender Media / CC Tender* tab. Set the following options:
 - **Credit Auth Required** = On
 - **Expiration Date Required** = On
 - **Open Expiration Date** = On
 - Enable the **Mask Name** option
 - Enable **Mask Number** option
 - Configure the remaining fields according to the requirements of the site
5. Navigate to the *POS Configurator / Sales / Tender Media / Credit Auth tab / Authorization* tab. Set the following options:
 - Ensure the **CA Driver field** is linked to the Tender Request Driver
 - Ensure the **EDC Driver field** is linked to the Tender Request Driver
 - **CA Tip %** = 0 (or leave the field blank)

- **Initial Auth Amt** = Set this field at the site's discretion
- **Secondary \$ Floor** = 40
- **Secondary % Diff** = 99

6. Navigate to the *POS Configurator / Sales / Tender Media / Credit Auth tab / Preambles* tab. Set the following options:
 - Set the standard preamble for each card type
 - Configure the remaining fields according to the requirements of the site

Configuration for Debit External Tenders

MICROS Systems, Inc. recommends that the customer only swipe debit cards on the PinPad and credit cards only on the MICROS terminal. The external debit function must then be configured as the debit card payment.

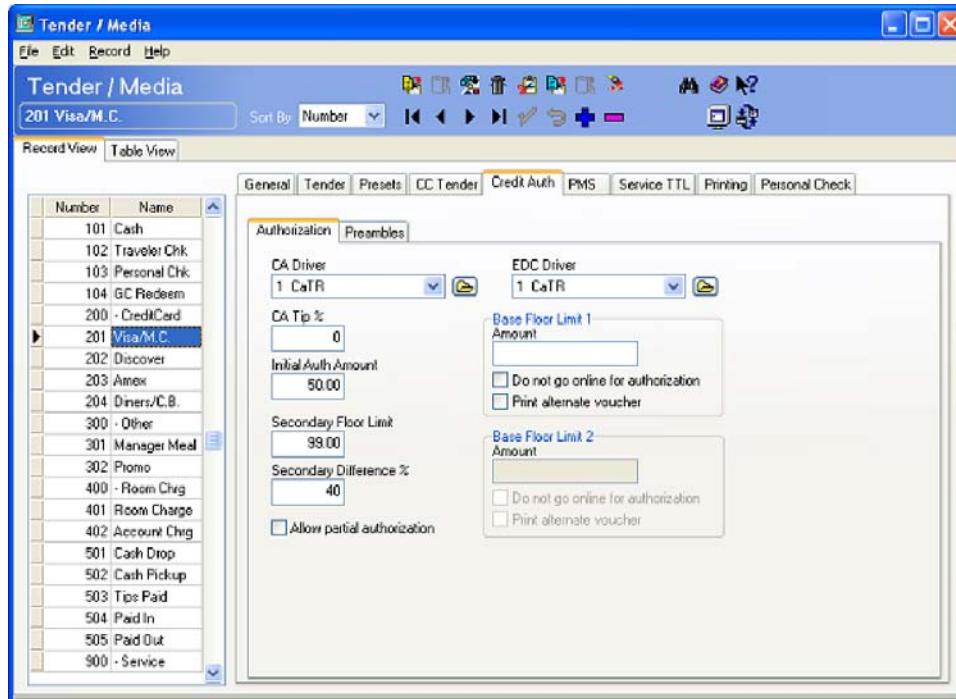
For traditional credit card authorizations, a typical 'CC Auth' key can be used so that it is linked to the Tender Request driver. In this case, normal credit card functionality includes initial and manual authorizations.

If using the Ingenico PinPad Device, a new external 'Tender' key must be created for debit and must be named '**DEBIT EXT**'. If using Verifone Vx670 PinPad Devices only, a debit external key is not needed, but a 'Debit Tender' key is needed. For more information, see "Configuration for Debit Card Tenders" on page 16.

1. Navigate to the *POS Configurator / Sales / Tender Media / General* tab. Set the following options:
 - **Type** = External
 - **Menu Level Class** = All Levels
 - Configure the remaining fields according to the requirements of the site
2. Navigate to the *POS Configurator / Sales / Tender Media / Tender* tab. Set the following options:
 - **Charge Tip** = Link to Charge Tips
 - All other fields must be left unchecked
3. Presets are not needed and should not be configured on the *POS Configurator / Sales / Tender Media / Presets* tab.
4. Navigate to the *POS Configurator / Sales / Tender Media / CC Tender* tab. Set the following options:
 - **Credit Auth Required** = On

- All other fields must be left unchecked

5. Navigate to the *POS Configurator / Sales / Tender Media / Credit Auth tab / Authorization* tab. Set the following options:



- Ensure the **CA Driver field** is linked to the Tender Request Driver
- Ensure the **EDC Driver field** is linked to the Tender Request Driver
- Configure the remaining fields according to the requirements of the site

6. Preambles are not needed and should not be configured within the *POS Configurator / Sales / Tender Media / Credit Auth tab / Preambles* tab.

7. Configure the remaining Tender Media tabs according to the requirements of the site.

Configuration for Debit Card Tenders

This section describes the recommended configuration settings when using the Verifone Vx670 PinPad Devices only. If using the Ingenico PinPad Device, see “Configuration

for Debit External Tenders” on page 14.

For swiping debit cards on the UWS, the option ‘**Reference required**’ on the Tender tab of the *POS Configurator / Sales / Tender Media* form must be enabled. All other options and fields should be configured as previously described. MICROS Systems, Inc. recommends that do not allow debit cards to be swiped at the UWS and to only use debit cards on the PinPad device for swiping.

A ‘Payment Debit’ tender named ‘**DEBIT CARD**’ is also required. The following settings are recommended:

1. Navigate to the *POS Configurator / Sales / Tender Media / General* tab. Set the following options:
 - **Type** = Payment
 - **Menu Level Class** = All Levels
 - Configure the remaining fields according to the requirements of the site
2. Navigate to the *POS Configurator / Sales / Tender Media / Tender* tab. Set the following options:
 - **Charge Tip** = Link to Charge Tips
 - **Post to Gross Receipts** = On
 - **Post to Charge Receipts** = On
 - Configure the remaining fields according to the requirements of the site
3. Presets are not needed and should not be configured within the *POS Configurator / Sales / Tender Media / Presets* tab.
4. Navigate to the *POS Configurator / Sales / Tender Media / CC Tender* tab. Set the following options:
 - **Credit Auth Required** = On
 - **Debit Card** = On
 - **Require Pin** = On (for Vx670 Pin Pad device)
 - **Prompt for Cash Back amount** = On (*Note: This setting should always be enabled even if no cash back is desired. This field does not control if the user is prompted for cash back when using TD Debit.*)
 - Enable the **Mask Name** option
 - Enable **Mask Number** option
 - Configure the remaining fields according to the requirements of the site

5. Navigate to the *POS Configurator / Sales / Tender Media / Credit Auth tab / Authorization* tab. Set the following options:
 - Ensure the **CA Driver field** is linked to the Tender Request Driver
 - Ensure the **EDC Driver field** is linked to the Tender Request Driver
 - Configure the remaining fields according to the requirements of the site
6. Preambles are not needed and should not be configured within the *POS Configurator / Sales / Tender Media / Credit Auth tab / Preambles* tab.
7. Configure the remaining Tender Media tabs according to the requirements of the site.

Configuration for Cash Back

If using the Ingenico PinPad Device, a ‘Cash Back’ service charge must be configured in the Discount/Service Charge form within the POS Configurator. *Note: The Verifone Vx670 PinPad Device does not support Cash Back.* The following settings are recommended:

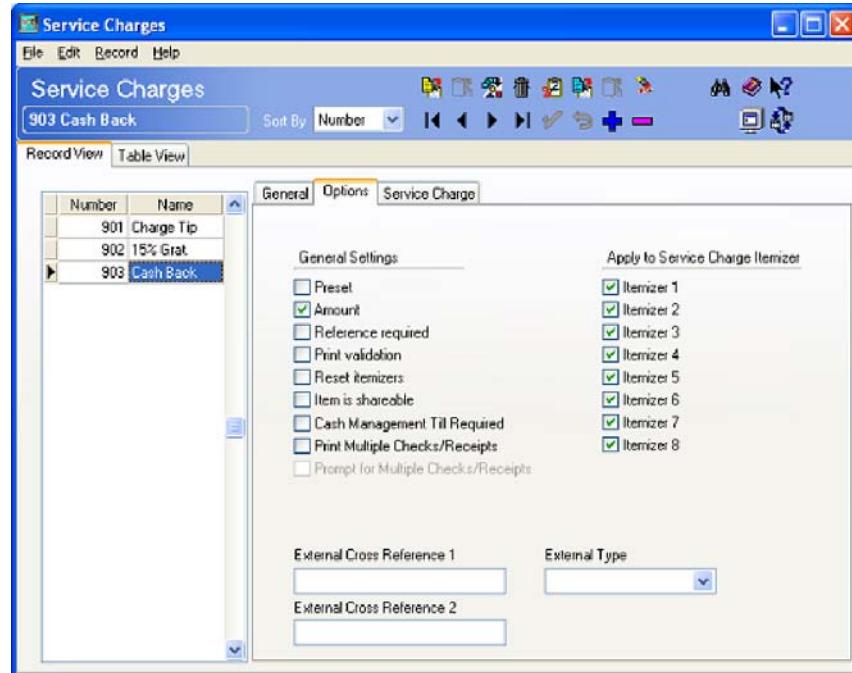
Discount / Service Charge Configuration

1. Navigate to the *POS Configurator / Sales / Discount / Service Charges / General* tab. Set the following options:
 - **Type** = Service Charge
 - **Menu Level Class** = All Levels
 - Configure the remaining fields according to the requirements of the site

Configuration

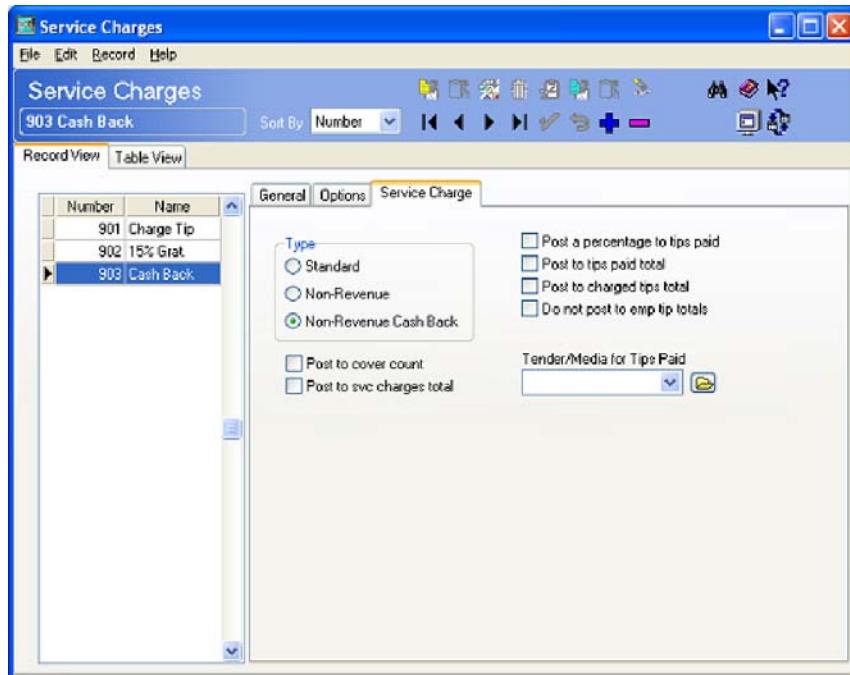
Configuration for Cash Back

2. Navigate to the *POS Configurator / Sales / Discount / Service Charges / Options* tab. Set the following options:



- **Amount** = On
- Enable all eight **Itemizer** options

3. Navigate to the *POS Configurator / Sales / Service Charges / Service Charge* tab.



Set the following option:

- **Non-Revenue Cash Back = On**

Touchscreen Key Configuration

1. If using Ingenico PinPad Devices only, link the 'DEBIT' key on the payment screen to the 'DEBIT EXT' tender.

OR

2. If using Vx670 devices only, link the 'DEBIT' key to the 'DEBIT' tender.
3. Use the traditional 'CC AUTH', 'CC CLOSE', and 'CC INITIAL AUTH' keys as normal.

Tracking Groups Configuration

1. Add the Debit Card tenders to the Tracking Groups in the standard Tender tracking section.
2. The 'Debit Ext' tender does not need to be tracked. Link the 'Debit Tender' key.
3. Add the 'Cash Back' tender to the tracking groups where 'Cash - Tips Paid' is used.

ReadMe First

This section contains a comprehensive guide to the new features, enhancements, and revisions included in the Version 4.8 release of the Tender Request (TR) Credit Card Driver.

In This Section...

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What's New

A new feature is defined as one that provides capabilities that were not available in previous versions of the application.

New Features Summarized

The following table summarizes the new features included in this version:

| Feature | CR ID | Page |
|---|-------|------|
| New Purchase Transaction Type for EMV Systems | N/A | 21 |
| Response Message Confirmed to Host | N/A | 21 |
| Manual/Voice Authorizations Submitted to Host | N/A | 22 |

New Feature Detailed

New Purchase Transaction Type for EMV Systems

CR ID #: N/A

A new transaction code has been added for authorization requests performed by the TR driver. The new transaction code, indicates to the host that the request message to be processed as a 'purchase' instead of a 'pre-authorization' request.

There is a new configuration option to support EMV in *POS Configurator / Devices / CA / EDC / System* tab.

Additionally, the driver will reject 'classic credit authorization' requests if the driver is configured for EMV.

Response Message Confirmed to Host

CR ID #: N/A

Support has been added for a confirmation response to be sent to the Host. After returning a response to the driver, the Host will wait a short period of time for an acknowledgement request. If no acknowledgement is received the Host will perform a reversal. This feature is to prevent a customer from being charged for a transaction that ultimately does not get posted to a check.

Manual/Voice Authorizations Submitted to Host

CR ID #: N/A

Support has been added for Manual and Voice authorizations to be submitted to the Host. A new transaction type has been added along with the ability for the driver to pass the manual auth code to the Host.

Also, the Host will prompt for keyed account number and keyed expiration date on the PINpad device. Previously, only swiped data could be retrieved from the PINpad.

RES 4.9 or higher is needed to support the new functionality of the Tender Request driver.

What's Enhanced

An enhancement is defined as a change made to improve or extend the current functionality. To qualify as an enhancement, the change must satisfy the following criteria:

- The basic feature or functionality already exists in the previous release of the software.
- The change adds to or extends the current process. This differs from a revision (i.e., a bug fix) which corrects a problem not caught in previous versions.

Enhancements Summarized

There are no Enhancements with this release.

What's Revised

A revision is defined as a correction made to any existing form, feature, or function currently resident in the 3700 POS software. To qualify as a revision, the change must satisfy the following criteria:

- The basic form, feature, or functionality must be a part of the previous version of the software.
- The change must replace or repair the current item or remove it from the application.

Revisions Summarized

The following table summarizes the revisions included in this version:

| Feature | CR ID | Page |
|-------------------------------------|-------|------|
| Refund with Canadian Debit Fails | N/A | 24 |
| External Tender Fails without Error | 31445 | 24 |

Revisions Detailed

Refund with Canadian Debit Fails

CR ID #: N/A

In previous versions, it has been reported that when performing a refund with an external tender, the driver would fail to return the amount as a negative value. This resulted in an incorrect amount posting to the check for authorization. When the authorization was tendered, a second authorization would be performed. This resulted in a failure voucher, and an OPS display error 'Please Try Again'.

This has been corrected.

External Tender Fails without Error

CR ID #: 31445

In previous versions, it has been reported that when performing an external tender credit card operation, the payment would not be added to the check and no error would be displayed in POS Operations.

This has been corrected.