Oracle® Retail Furniture Retail System (FRS)

VeriFone Payment Integration Guide
Release 1101

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ORACLE

Oracle® Retail Furniture Retail System (FRS) VeriFone Payment Integration Guide, Release 1101

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- Did you understand the context of the procedures?
- Did you find any errors in the information?
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Preface

This guide describes the Furniture Retail System (FRS) user interface. It provides step-by-step instructions to complete most tasks that can be performed through the user interface.

Audience

This user guide is for users and administrators of Oracle Retail Furniture Retail System (FRS). This includes merchandisers, buyers, business analysts, and administrative personnel.

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Related Documents

For more information, see the in the Oracle Retail Furniture Retail System (FRS) Release 1101 documentation set.

Customer Support

- To contact Oracle Customer Support, access My Oracle Support at the following URL:
- https://support.oracle.com
- When contacting Customer Support, please provide the following:
- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

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case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

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An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-**02** is an updated version of a document with part number E123456-**01**.

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Oracle Retail Documentation on the Oracle Technology Network

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http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html

(Data Model documents are not available through Oracle Technology Network. You can obtain them through My Oracle Support.)

Conventions

Navigate: This is a navigate statement. It tells you how to get to the start of the procedure and ends with a screen shot of the starting point and the statement "the Window Name window opens."

```
This is a code sample
    It is used to display examples of code
```

VeriFone Payment Integration Guide

Overview

FRS offers the ability process payments via the VeriFone application. This document details how to configure and operate with VeriFone payment devices.

> **Note:** This functionality is based around the Mx925 device. Please consult your Oracle | Micros and VeriFone representatives should you wish to use an alternative device.

Example VeriFone device (Mx925)

> **Note:** Using VeriFone devices requires fixed IP addressing for payment devices on the network

Configuration

Application Parameters

Payments via VeriFone are controlled via the **USE_VERIFONE** and **VERIFONE_TCP_PORT** application parameters.

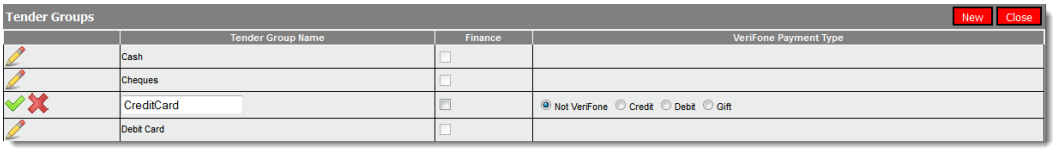
Application parameters

> **Note:** Configuration of the USE_VERIFONE parameter is not user amendable and must be configured by Oracle .

The following applies only when VeriFone payment processing has been switched on.

Tender Groups

When defining a payment group the routine requires the specification of whether the payment group is to be processed as a non-VeriFone, credit, debit or gift transaction.

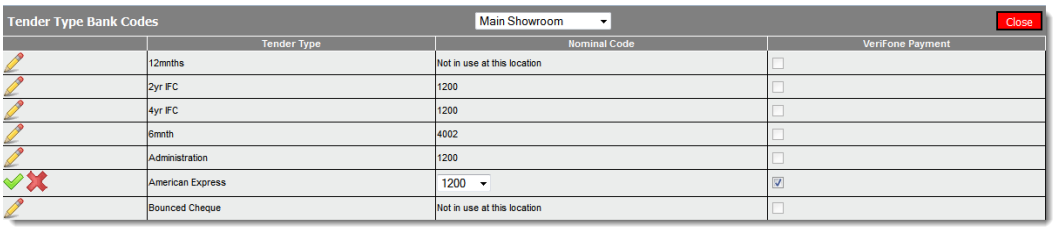


Set up tender groups

Tender Type Bank Accounts

Having configured the tender groups and tender types active payments at location level require configuration.

When defining the payment types available at each location the system also allows the tender to be flagged as a payment processed via the VeriFone device via a tick box.

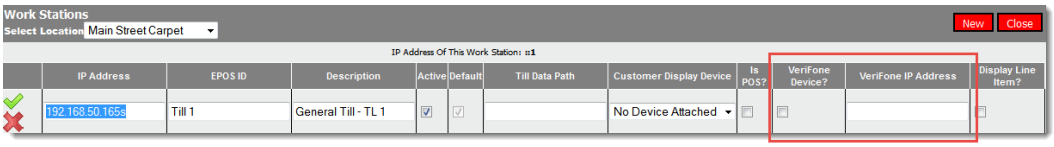


Set up tender type bank codes

Device Registration

Workstation

Prior to registering the device it is necessary to obtain the IP address of the VeriFone device which needs entering against the PC which will send data to the VeriFone device.



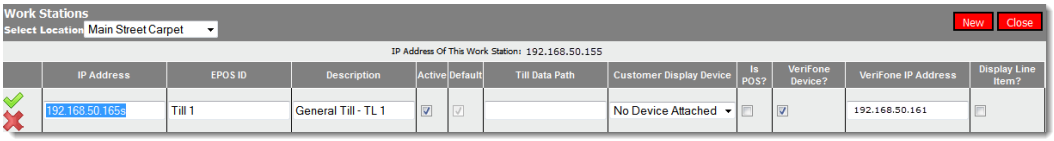
Set up workstations

The **VeriFone device** tick box must be ticked

Once the trading PC knows it can send data to a VeriFone device the next step is to link the PC to the device via the register function.

Each payment device needs registering prior to use. I.e. each PC must know which device it should communicate with.

In this document the PC has IP 192.168.50.155 and is to send payment instructions to the VeriFone device with IP 192.168.50.161

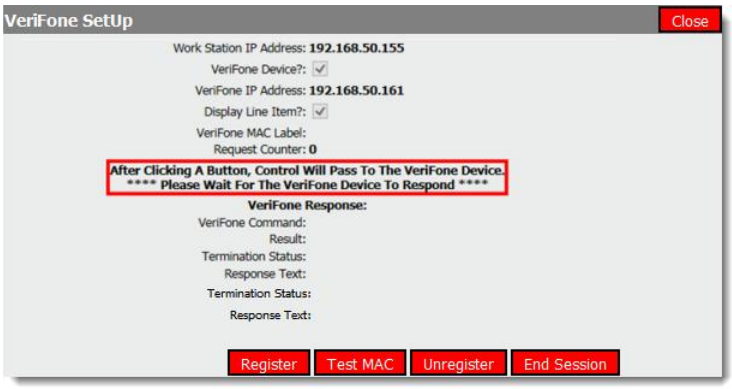


IP amendment

This is achieved via the **register VeriFone** option shown in the side menu.

VeriFone enabled menu

Selecting register VeriFone from the side menu generates a screen similar to that shown below –



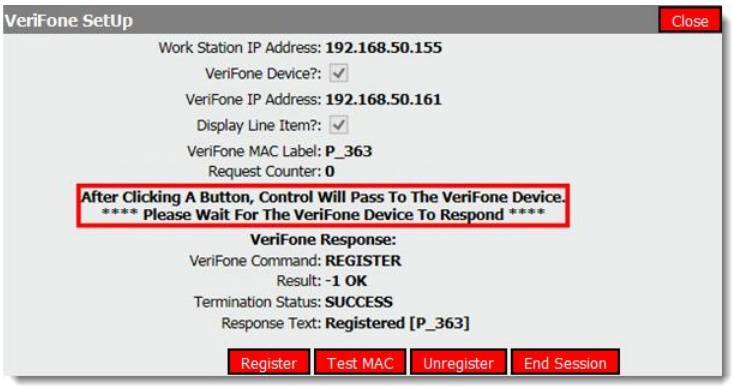
Registration part 1

To register a new association, choose the **register** button. This generates a screen similar to that shown below.

Registration part 2

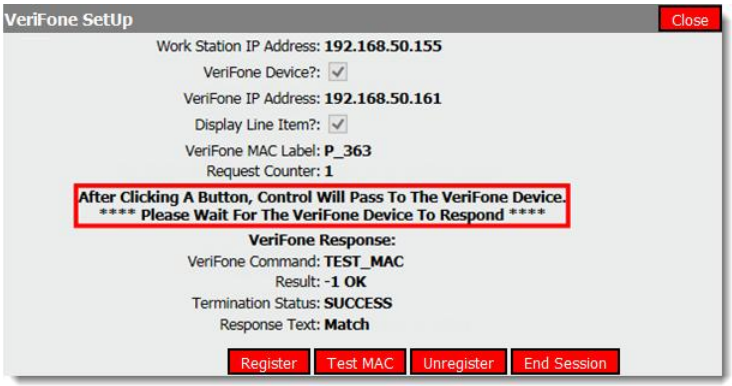
The system will provide a 4 digit registration code. To register the device click the **continue** button, the FRS screen will pause whilst the code is entered on the Mx925 device.

Successful registration will result in a page similar to that shown below –



Registration part 3

The next step is to test the device by selecting the **test MAC** button. Successful test will produce a screen similar to that shown below –



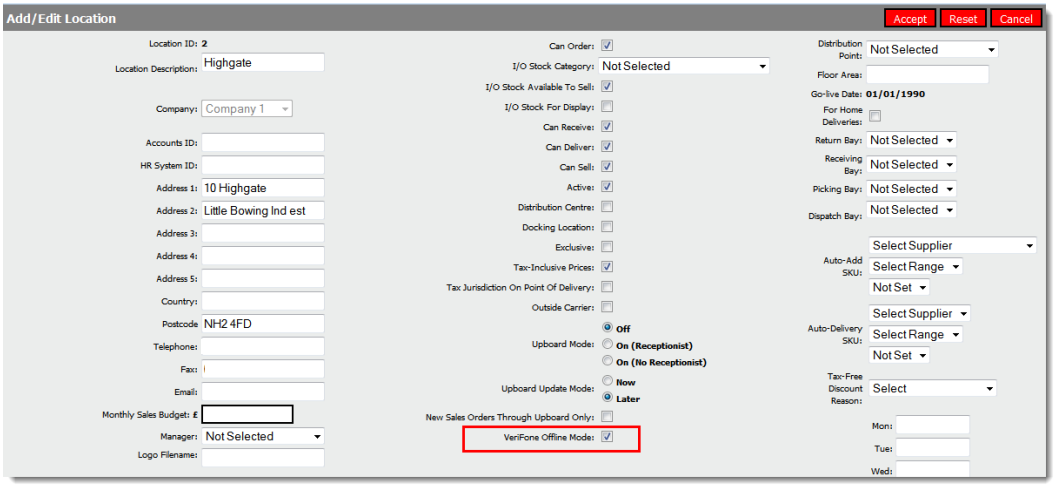
Mac entry

If moving the device to another location or network ensure the **unregister** button is selected prior to disconnecting the device from the network.

The **end session** button is there as a safety net should the Mx925 lock and should be used only when necessary.

Location Control

Having successfully registered the device the location should be configured.



Set up locations

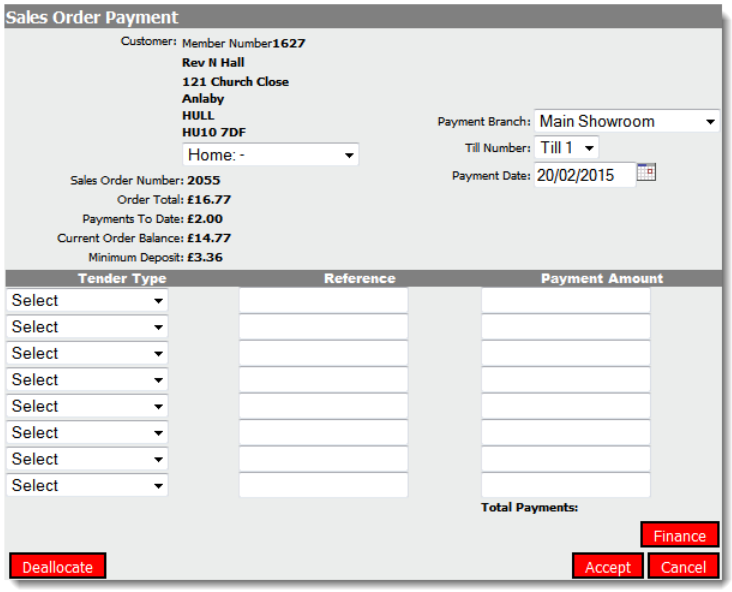
> **Note:** If the VeriFone Offline Mode is provided for voice approval at this time this field should be un-ticked.

Payments

Having registered the payment device FRS will expect financial transactions flagged as 'VeriFone' to be processed via the payment device.

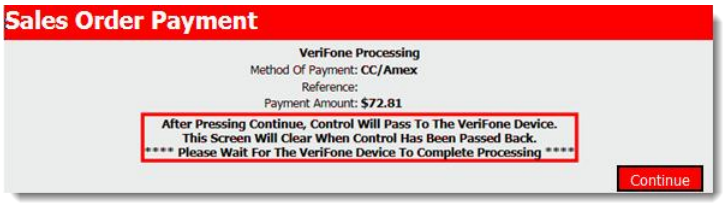
The same process logic applies to order payments and unallocated / free standing customer payments.

Clicking accept payment produces the standard payment process screen



Accept payments

Any tender types identified as being a 'VeriFone' transaction will cause the system to pause whilst payment is confirmed. A message similar to that shown below will be presented.

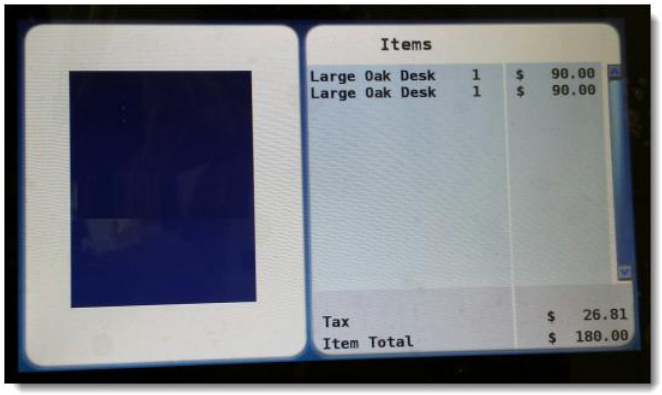


Payment waiting for VeriFone

> **Note:** This process is repeated for each VeriFone payment entered in the accept payment screen.

Having pressed the **continue** button, FRS operation will pause until the payment processing is completed on the registered payment device when processing a payment against a sales order only.

On the Mx925 the screen will show the order line contents prior to requesting payment as shown below –

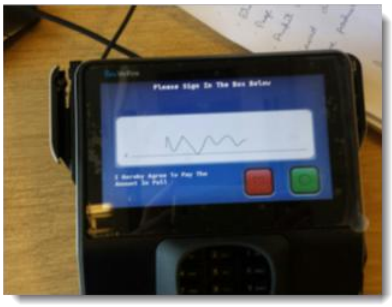


Order detail

The screen will then change and will wait for the card to be swiped.

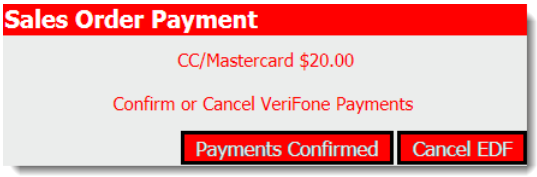
Card swipe

The machine will then require the customer to sign the screen.

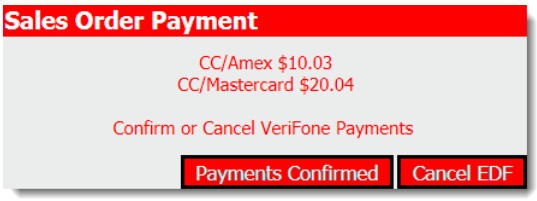


Signature capture

Once completed, control will revert back to FRS, which will show a message similar to the examples below



Payment confirmation

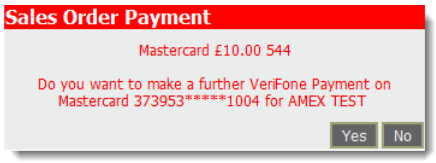


Dual tender confirmation

To cancel the transaction the operator may select the **Cancel EDF** button (this sends a void instruction back to the Mx925 for processing)

Selecting the **payments confirmed** button completes the payment and brings the data into FRS.

Secondary payments can be processed via the accept payment button however if there has been a previous payment against the order using the same tender method the system will allow a follow on payment. (customer not present type transaction.)



Secondary payment against same card

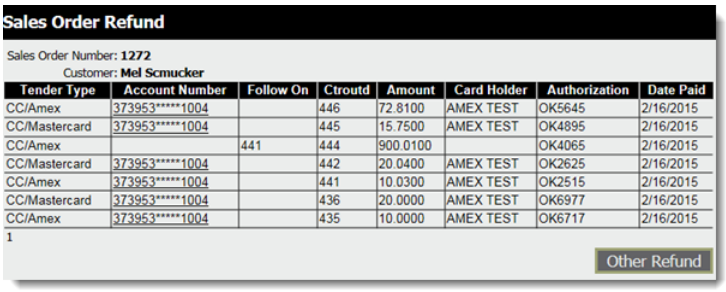
Processing a follow on payment is an automatic process on the Mx925 and requires no operation intervention to confirm the paymetn via the Mx925.

> **Note:** The device will reject repeat payments for the same order, payment device, value on the same date / time frame (this feature does not exist for on-account payments)

FRS retains an record of the customers signature. This is not available for viewing within the application

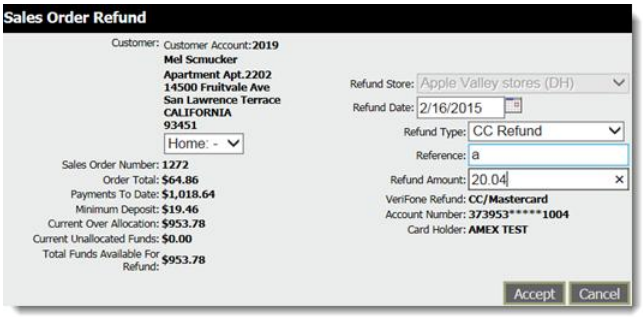
Refunds

When offering a refund previously paid via the Mx925 the system will require the operator to specify which payment the refund relates to.



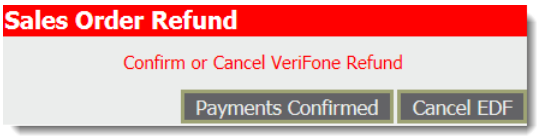
Refund list

Selecting other refund should be used when refunding via an alernative payment method. Selecting am account number generate a refund page as shown below –



Refund details

Accepting the refund processes the refund via the Mx925 without the need for operator intervention and generates a confirmation screen, in FRS, as similar to that shown below.



Confirmation

All payments are recorded against the customer / order and are fully audited.

All payments will require 'cash reconciliation'.