

RCredit™

Technical Manual

RCS Credit Card Authorization
and Settlement Software
Version 2.5

© Copyright 1999-2000 Restaurant Computer Solutions, Inc.
6019 SE 44th Avenue, Portland, OR 97206
Tel: 503-788-5933 or 800-655-7349
Fax: 503-788-5930

Web Site Address: WWW.RCS100.COM

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INTRODUCTION

Welcome to *RCredit*, **RCS Credit Card Authorization and Settlement, version 2.5**. *RCredit* represents RCS's commitment to providing restaurants with increased flexibility through quality features.

RCredit provides a seamless solution for the processing of credit card transactions from your *RCS-100* Point-of-Sale (POS) System. This program is not a stand-alone product; the *RCS-100* software must be running for *RCredit* to operate.

The ***RCredit* Technical Manual** is your guide to the installation and maintenance of *RCredit*. This manual also covers setup and operation of the *RCS-100* POS System as relates to interfacing to *RCredit*. To order the **RCS-100 Quick Reference Guide** for the *RCS-100* POS System, please contact your nearest authorized RCS dealer or *RCS Direct* at (800) 655-7349.

This manual should be used by any person actively involved with the training, installation, or maintenance of *RCredit*. This manual is not required for general operation of *RCredit* when used in conjunction with the *RCS-100* POS System.

Many sections of this manual require the user to have a basic to intermediate level of skill using a text editor. You may wish to refer to your MS-DOS manual for information about the EDIT command. Microsoft Windows users should refer to the appropriate manual section that covers the use of NOTEPAD.

We at RCS hope that *RCredit* will help you meet your restaurant needs. For information on other RCS products including RCS Gift Certificate Manager and the RCS Hotel Property Management System interface, contact your nearest authorized RCS dealer or *RCS Direct* at (800) 655-7349.

INSTALLATION

SYSTEM REQUIREMENTS

The *RCredit* program files must be installed onto the *RCS-100* fileserver (where the *RCS-100* program files are located). The *RCredit* software can then operate from the fileserver or another node on the network. The minimum configuration your system must have to run *RCredit*, version 2.5 follows.

Hardware

- IBM compatible 386sx25 (or higher).
- 512 KB minimum RAM.
- Hard disk drive on the fileserver, with a minimum of 1 megabyte of free space. This is sufficient for *RCredit* installation and start-up -- in full operation *RCredit* will require additional space to store the daily settlements.
- High density 3.5" (1.44mb) floppy disk drive.
- DOS-compatible modem.

RCS recommends the use of one of the following modems. Other modem types will work (excluding WinModems), but the generic initialization strings we have provided may require modification. Refer to the manual that came with your modem for specific initialization commands and technical support.

- ❖ Hayes Accura 33.6 external
- ❖ 3Com/US Robotics 56k external, model # 5686
 - Dip switch settings: 1 2 3 4 5 6 7 8
 - Up Up Down Up Down Up Up Down

External modems require a straight through modem cable. Do NOT use a serial printer cable or a 'null modem' cable.

- Network card (compatible with your network).

Software

- Microsoft® MS-DOS™ 6.22 (or higher, including Microsoft® Windows™ 95/98/NT products).
- *RCS-100*™ Version 3.5, Revision 05 (or higher).
- Network software that allows for drive redirection.

INSTALLING *RCREDIT* TO THE FILESERVER

1. Insert the *RCredit* version 2.5 disk 1 into a floppy disk drive of the fileserver.
2. Type: A:\INSTALL

The install batch file will copy the contents of the floppy disk to the 'C' drive of the fileserver. If a different drive is required, edit the INSTALL.BAT file and substitute the correct drive letter before installing. Refer to your DOS manual for instructions on using the EDIT command (Windows users should refer to the section on using NOTEPAD).

RCREDIT SETUP

THE *RCREDIT* CONFIGURATION FILE

The *RCredit* Configuration File, CONFIG.DTA, is where all of the routing information that your bank and processor require to make sure that transactions are posted correctly to your account.

The *RCredit* CONFIG.DTA text file is critical for making sure that credit card transactions are processed and routed correctly. *RCredit* looks to the CONFIG.DTA file to determine what phone numbers to dial and what header information to transmit to gain approval on each transaction. If the information is incorrect, transactions will not be processed correctly.

The format of the CONFIG.DTA file is as important as making sure that the information it contains is correct. The *RCredit* Configuration Form is included in the appendix of this manual. Make copies as necessary. All of the fields on the form must be completed by your bank or credit card processor before RCS can create a functional CONFIG.DTA file.

**** NOTE: *RCredit* does not support 'split dialing' or multiple merchant numbers. ****

RCS supports **Visanet** and **Transnet** as its approved credit card clearinghouses. **Transnet** is also as **Gensar** or **First USA Payment Tech**. *RCredit* will only communicate with one of these companies.

When the *RCredit* Configuration Form has been completed by your bank or processor, you can manually create the file in a text editor or fax it to your Authorized RCS Dealer. Within a few days, you should receive back a working CONFIG.DTA file. A sample CONFIG.DTA follows on the next page.

You may find it necessary to edit the CONFIG.DTA file to change the default port and generic modem initialization strings. By default, RCS uses COM4 as the port value and the initialization string for the Hayes Accura 33.6 external modem. If your modem is on a different port or is from another manufacturer, you will have to modify the CONFIG.DTA file to reflect the differences. A list of initialization commands required by *RCredit* is supplied on page 8 for your reference. You should refer to the manual that was supplied with your modem for specific commands.

**** NOTE: When editing the CONFIG.DTA file, lines beginning with two asterisks (**) are ignored and treated as comment lines. To "activate" or "de-activate" a line, simply add or remove the asterisks as needed. ****

Figure 1. Example of the RCredit CONFIG.DTA file (Visanet format).

```

*****
** RCS-CREDIT Configuration File
*****
** Restaurant: Your Restaurant Name
**   Address: Your Street Address
**           City, State Zip Code
**   Phone: 800-655-7349
**   Contact: Your Name
*****
**                               General Settings
*****
PORT                =1
BAUD                =1200
PARITY              =E
DBITS               =7
SBITS               =1
ONEATATIME         =NO
USERLOG             =YES
SETTLELOG           =YES
**                 For 3Com/US Robotics 56k external modem (Model# 5686)
**MODEMINIT         =E0Q0V1X4S9=6S10=10S11=50&C1&D2&A0&B1&H0&I0&K0&M0&N3
**                 For Hayes Accura 33.6 external modems
**MODEMINIT         =E0&C1Q0V1X4&D2%0&Q0N0S37=6S9=6S10=10S11=50M0
**                 For generic modems greater than 2400
**MODEMINIT         =&C1E0Q0V1X4&D2S0=0S9=5S10=7S11=50%0&Q0M0
**                 For generic 2400 and lower modems
MODEMINIT           =&C1E0Q0V1X4&D2S0=0S9=5S10=7S11=50M0

DIALINIT            =DT
DIALPOST            =H0
BLANK                =120
ERRORS              =RETRY
TIMEOUT             =45
TIPS                 =20
FREQ                 =1
HOLD                 =4
*****
**                               Restaurant/Processor Specific
*****
PAPHONE              =1-800-555-5555
AAPHONE              =1-800-555-5555
PSPHONE              =1-800-555-5555
ASPHONE              =1-800-555-5555
PROCESSOR            =VISANET
NAME                  =Your Restaurant Name
CITY                  =City
STATE                 =State
BIN                   =112233
MERCHANT              =112233445566
STORE                 =0001
TERMINAL              =0001
CATEGORY              =5812
COUNTRY               =840
ZIP                   =97206
TIMEZONE              =108
AGENT                 =000000
CHAIN                 =000000
TIN                   =11223344
LOCATION                =00001
INDUSTRY              =F
CURRENCY              =840
LANGUAGE              =00

```

MODEM INITIALIZATION COMMANDS

* Not all modems support these commands - refer to modem manual.

Modem must support the following basic commands:

ATZ	- Soft Reset.
DT	- Dial with touch-tone.
DP	- Dial with pulse dialing
H0	- Hangup.

The following commands (or their equivalent) are REQUIRED for MODEMINIT :

&C1	- Make DCD follow actual state of modem carrier.
E0	- Disable command echo.
Q0V1	- Send verbose result codes.
X3 or X4	- X3 is faster as it does not wait for dial tone before dialing. If phone line is multipurpose, use X4 instead.

The following commands are required for 14.4 and higher modems:

%C0 or &K0	* Compression off.
&Q0 or &M0	* Direct mode, no speed buffering or error control

The following commands can help improve modem performance:

&D2 or &D0	- Modem disconnects if DTR is dropped. Some external modems require &D0 instead.
S0=0	- Make sure it won't answer telephone.
S7=5	- Carrier wait time (in seconds).
S9=5	- Carrier detect response time. Measured in 1/10 second units. Smaller numbers make a faster connection but increase the chances of an invalid connection.
S10=10	- Lost carrier to hangup delay. Must be greater than value in S9.
S11=50	- Use fastest DTMF tone duration.
M0 or M1	- Speaker control: 0 is off, 1 is on.
&A0	* ARQ result codes disabled
&B1	* Use fixed serial port rate
&H0	* Disable transmit flow control
N0S37=5 (or 6)	* Set desired line connection to v.22 (1200bps) or v.22bis (2400bps).
&N2 or &N3	* Set desired line connection to 1200bps or 2400bps.
%E0	* Disable line quality monitor.

The following commands can be added to the phone # to work with PBX systems, as necessary:

W	- Wait for dial tone
,	- Pause
!	- Flash

Example MODEMINIT Commands:

For generic 2400 and lower modems:

```
MODEMINIT=&C1E0Q0V1X3&D2S0=0S9=5S10=7S11=50M0
```

For generic 14.4 and higher modems:

```
MODEMINIT=&C1E0Q0V1X3&D2S0=0S9=5S10=7S11=50%C0&Q0M0
```

Hayes Accura 33.6 External:

```
MODEMINIT=E0&C1Q0V1X4&D2%C0&Q0N0S37=6S9=6S10=10S11=50M0
```

3Com/US Robotics 56k external, model # 5686

```
MODEMINIT=E0Q0V1X4S9=6S10=10S11=50&C1&D2&A0&B1&H0&I0&K0&M0&N3
```

```
- Dip switch settings: 1 2 3 4 5 6 7 8
                     Up  Up  Down Up Down Up  Up  Down
```

Testing a MODEMINIT string (v2.43 and higher):

To test a modem init string, use the TESTINIT instead of MODEMINIT, and separate each command with a space character. This will cause each command to be issued separately so you can see which commands are accepted by the modem.

Testing/Fine tuning the connection speed (V2.49 and higher):

Start RCS-CREDIT with the command line parameter 'TEST' (ie: RCREDIT TEST). This will start the program in a testing mode. Both the primary and secondary authorization numbers specified in the CONFIG.DTA will be dialed and connected. Each time is displayed. The connect times should generally be 8 seconds or less for a properly tuned modem.

LOADING DRIVERS FOR *RCREDIT*

RCredit requires a driver called FOSSIL to communicate with your modem through the serial COM ports of your computer. This driver is executed through the START.BAT batch file. Before *RCredit* can operate, it may be necessary to edit the START.BAT file so that FOSSIL knows where to find your modem connection. If your modem is installed on COM1 or COM2, no modification is necessary. If your modem is installed on COM3 or COM4, you will have to make changes and should refer to the START.BAT example, below.

Figure 2. Example of the START.BAT batch file.

```
@echo off
REM ** RCREDIT STARTUP BATCH FILE
REM **
REM ** Make sure to edit the CONFIG.DTA file and modify the PORT
REM ** parameter to the appropriate serial port that the modem is
REM ** connected to.
REM **
REM ** FOSSIL is a serial driver for PC based computers. RCREDIT uses
REM ** this driver to communicate with the modem.
REM **
REM ** Change the path as needed:
REM **
REM ** If modem is on COM1 or COM2:
\RCS\FOSSIL\X00 E NOFIFO NOPOST
REM ** If modem is on COM3:
REM \RCS\FOSSIL\X00 2=3E8,IRQ4 E NOFIFO NOPOST
REM ** If modem is on COM4:
REM \RCS\FOSSIL\X00 3=2E8,IRQ3 E NOFIFO NOPOST

:RESTART
echo Starting RCS-CREDIT...
cd \rsc\rcredit
rcredit
if errorlevel 99 goto END
goto RESTART
:END
```

Locate the three lines that begin with "\RCS\FOSSIL\X00". REM out the two lines that do not apply. For example, if your modem is on COM3, REM out the 1st and 3rd "\RCS\FOSSIL\X00" lines. As you can see, directions are also included in the START.BAT file.

CREATING AN *RCREDIT* BOOT DISK

Restaurants that are not operating RCS from a dedicated fileserver use *RCredit* on a separate terminal. An *RCredit* terminal does not require a hard drive -- all of the program and data files are stored on the fileserver -- so a floppy boot disk may be necessary. Create a bootable floppy (refer to your operating system manual for directions) and edit the AUTOEXEC.BAT file so that it loads SHARE.EXE and your network. Refer to Figure 3 for an example AUTOEXEC.BAT.

**** NOTE: Network commands shown in this example may differ from those used on your *RCredit* Terminal. ****

Figure 3. Example of an AUTOEXEC.BAT file for an *RCredit* terminal boot floppy.

```
@ECHO OFF
PATH \DOS;\NETWORK;
PROMPT $P$G

REM ** Load DOS SHARE.EXE from the floppy boot disk

\DOS\SHARE

REM ** Load network commands...

NET START
NET USE K: \\SERVER\C

REM ** Switch to the network drive letter assigned to the fileserver where the
REM ** RCredit program files are located

K:

REM ** Start RCredit

echo Starting RCS-CREDIT...
CALL \RCS\RCREDIT\START.BAT
```

Alternatively, you may install *RCredit* so that it automatically starts and runs from your Windows 95/98 fileserver.

1. In Windows Explorer, locate the START.BAT file in the C:\RCS\RCREDIT directory and then use the right mouse button to click it.
2. Click Create Shortcut. A shortcut icon appears for the START.BAT file.
3. Click the plus signs next to the Windows folder, the Start Menu folder, and then the Programs folder.
4. Drag the shortcut icon to the StartUp folder, and then release the mouse button.

The shortcut icon for START.BAT appears in the StartUp folder and will automatically run each time you start Windows.

**** NOTE: Do not create multiple payments for the different credit card types that your restaurant accepts. The RCS-100 recognizes the different card types and reports them to you in the Payment Full Detail report. ****

1. Type "Credit Card" in the "Name:" field.
2. Click on the box next to the "Open" field.
3. Type "2" in the "# of receipts to print:" field if you're using thermal printers or single ply paper for guest checks and receipts.
4. Highlight the Credit Card option under "Authorizer."

**** NOTE: Do not select an Authorizer for a payment if you are not prepared to run the corresponding module from RCS. The end-of-day closeout will fail and report the following error message: "Could not open temporary storage file." ****

5. Enter a value in the "Ticks" field if you are experiencing problems with network traffic while processing credit card transactions. The value of each number is 1/18th of a second. The default value is 9 (or 1/2 of a second) if a zero or no value is entered.
6. Click on the three boxes beneath the "Swipe" column.
7. Click beneath "Acct #" for the first row, "Exp" for the second row, and "Nme" for the third row.
8. Click on the three boxes beneath the "Use Field" column.
9. Under the "Field Name" column, type "Account Number" in row one, "Expiration" in row two, and "Cardholder" in row three.
10. Beneath "Allow Alpha", click on the third row.
11. Under "Req Data", select rows one and two.
12. Click on the three boxes beneath the "Show on Ticket" column.
13. Next to "Apply payment:" mark the box corresponding to "Balance due".
14. Click on the "Server tip" field for "Apply overpayment".
15. Enter your custom messages in the "Receipt Header:" and "Receipt Footer:" fields.
16. Highlight the printer where the credit card receipts will print. This should be set to "Local Printer" so that receipts print to the nearest physical receipt printer. However, you should be aware that the local printer defined for your restaurant may have been given a name other than "Local Printer".
17. While holding down the shift key, highlight the options that you wish to have apply to this payment. We recommend that you select at least the options shown in **bold**.

**COUNTS AS SERVER
CREDIT SALE**

When selected, the payment will be recorded as a credit card sale for the server who owns the ticket. The credit card sales are reported in the server's timecard for IRS reporting purposes.

OPEN CASH DRAWER:	When selected, the cash drawer will be opened when the payment is activated. The cash drawer will only open if: - The terminal is set up to open the drawer. - The employee is set up to open the drawer.
-- not on partial payment	The cash drawer won't open until the payment brings the total due down to 0.
-- trigger before print	The cash drawer will be triggered before any printing is done. Some printers don't allow the drawer to pop while printing.
-- after edit tip	Open the drawer after a tip is edited.
DON'T ALLOW ON 0 BALANCE	The payment will not be allowed if there is no total due.
ALWAYS SHOW CHANGE/TIP	Causes the Change/Tip box to always show, even if a cash drawer is not present or used.
PAYMENT CAN INCLUDE A TIP:	When selected, the payment will allow a tip amount to be added.
FORCE A TIP TO BE ENTERED:	When selected, the payment will require a tip amount to be entered before the ticket can be closed.
WARN IF TIP > 20%	Warns the server that he/she may have entered the tip incorrectly if the tip is more than 20% of the total charge.
REQ MGR IF TIP > 25%	Requires a manager to authorize all tips that are larger than 25% of the total charge.
CHARGE FEE AGAINST TIP	Charges the server for the cost of the tip portion of the payment.
REQ MGR FOR MANUAL AUTH	Requires a manager's approval before allowing manual credit card authorizations.
TIP DOES NOT NET FROM CASH:	When selected, any tip added to this payment will be considered part of the balance due to the restaurant. This option should be used when credit card tips are paid weekly or on the employee's paycheck. If this option is not highlighted, this payment's tips will automatically subtract from the employee's CASH DUE report.
INCLUDE IN LITE DETAIL	When selected, this Payment will be included in

REPORT:	the itemized 'Payment Lite Detail' report. This report includes the check number, server name, and amount.
INCLUDE IN FULL DETAIL REPORT:	When selected, this Payment will be included in the itemized 'Payment Full Detail' report. This report includes the check number, server name, and amount. All user entry (Acct#, approval codes, etc) are also included in this report.
ALLOW 'PAY TOTAL DUE' BUTTON:	When selected, the POS terminal will display the "Pay Total Due" button. This allows the option of pressing one button to cause the entire amount due to be tendered.
PERFORM ERROR-CHECK ON AMOUNT	Warns if the amount entered is greater than 30% higher than the total due.
AUTO SELECT ON MAG STRIPE:	For credit cards, this allows the card to be swiped without pressing the credit card payment key. When a card is swiped, this payment key will automatically be activated.
DO NOT ALLOW DELETE:	When selected, this payment can only be voided by a manager. Otherwise, payments can be voided by servers and cashiers.
AUTO-NEXT AT \$0.00:	When selected, this payment will cause the ticket to be quit and the next ticket started. The ticket is left open, and this option *will* work even if the payment can have a tip (unlike the auto-close option).
WARN IF ACCT# USED MULIPLE X:	Creates a separate temporary database of the account numbers used for this payment type during the day. If the account number is used again, a warning message is displayed. The database is cleared at each closeout. This option should be used if the restaurant is having trouble with servers accidentally double charging credit cards to multiple tickets when taking multiple payments at the same time.
USE CR. CARD ACCT# HOLD FILE:	Every credit card account number is checked against those in the credit card hold file. If the account number is matched, the transaction is halted and a manager is required.
MAKE SERVER DOUBLE CHECK ACCT#	Displays a verification screen to allow the server to verify the account number and amount before processing the transaction.

PRINT RECEIPT FOR TICKET	Causes a receipt to be generated when this payment is tendered.
PRINT GUEST CHECK	Causes a guest check to be generated when this payment is tendered.
NO DELETE ITEMS AFTER PAYMENT	Marks all items on ticket so that they cannot be deleted after the payment has been taken. This is useful where there are uncontrolled items (such as ice tea) that the employees get themselves and could potentially delete after accepting payment from customer.
RECEIPT: NO TIP LINE	Does not include a tip line on the receipt
RECEIPT: NO CARD STATEMENT	Does not print the "I agree to pay..." card statement on the receipt.
RECEIPT: LAST COPY FOR RECORDS	Modifies the last copy printed to be the customer copy. Use this option when carbon copy paper is not used (i.e. when using thermal paper and printing duplicate copies).

ITIP OPTIONS: (For payments that print receipts)

ITIP is short for "Included Tip". If the ticket has an "Included gratuity" already included in the total due, the receipt will normally appear as follows (i.e. when none of these options are selected):

```

PURCHASES:                9999.99
  AMOUNT INCLUDES 15% GRAT
ADDITIONAL GRATUITY: _____
TOTAL: _____

```

ITIP: ALT MESSAGE #1: Changes the receipt as follows:

```

PURCHASES:                9999.99
  AMOUNT INCLUDES 15% GRAT
                        TIP: _____
TOTAL: _____

```

ITIP: BLANK MESSAGE: Changes the receipt as follows:

```

PURCHASES:                9999.99
  AMOUNT INCLUDES 15% GRAT
                        _____
TOTAL: _____

```

ITIP: NO SPACE MORE: Changes the receipt as follows:

PURCHASES: 9999.99
AMOUNT INCLUDES 15% GRAT
TOTAL: 9999.99

ITIP: NO WARNING: Changes the receipt as follows:

PURCHASES: 9999.99
ADDITIONAL GRATUITY: _____
TOTAL: _____

18. Click on the grey "Cards" button. Mark the box in the 'Use' column for all of the card types that are accepted at the restaurant. Be sure that only the card types accepted at the restaurant are selected or the end-of-day batch settlement will fail.

OPERATION**CREDIT CARD PROCEDURES**

Standard Credit Card Payment: Call up the check. Press Send/Pay/Done to get to the Payments screen. Simply swipe the card (a box displaying the modem status -- Dialing, Connecting, Transmitting, and Receiving -- will appear when the card is swiped correctly) and wait for the receipts to print. Keep the signed original and give the copy to the customer.

Separate Checks: Call up the check. Press Send/Pay/Done to get to the Payments screen. Press View Position to call up an individual check and follow the Standard Credit Card Payment procedure.

Multiple Credit Cards on One Check: Call up the check. Press Send/Pay/Done to get to the Payment screen. Press the Credit Card button, enter the amount to be charged to the first credit card and press Done. When the terminal asks for an account number, simply swipe the card and wait for the receipts. Repeat the process for the other card(s).

Credit Card with a Bad Magnetic Stripe: Call up the check. Press Send/Pay/Done to get to the Payment screen. Press the Credit Card button, enter the amount to be charged and press Done. Next, enter the account number, press Done. Expiration Date, Done. Etc. Wait for the Modem Status Box and receipts.

Manual Authorization: The Manual Authorization button should ONLY be used when a card has been swiped, the Modem Status Box has appeared and a message was sent back from the bank saying the card was DECLINED or that a VOICE AUTHORIZATION is required.

Editing a Tip: To edit or add a tip to a credit card transaction after the voucher has been signed by the customer, call up the check, press SEND/PAY/DONE to get to the payment screen. Highlight the credit card payment on the on-screen check. Press the EDIT TIP button that appears in the Green Function Keys beneath the check. Enter the amount of the tip then press DONE.

**** NOTE: A possible exception to the Editing a Tip procedure occurs when the payment is set up to automatically have a tip entered. ****

Crediting an Account: If you are running a credit on the same day that the charge was made, call up (or re-open) the ticket. Highlight the credit card payment on the ticket by touching it and then press the DELETE key. If you need to credit an account for a charge made on a previous day, open a new ticket and hit the MANAGER key. Select a manager who can perform returns. Hit the RETURN key and enter the amount to be credited. Go back into the ticket and process it as you normally would for a credit card transaction.

TROUBLESHOOTING

FORCING THE SETTLEMENT

Occasionally the bank may reject the settlement. This could be due to various reasons: incorrect *RCredit* setup information, incorrect modem settings, telephone line noise, busy signal, or invalid card types within the settlement. If the error displayed on the screen is NO CONNECT – or any other communication error -- try again. Keep retrying the settlement until it succeeds. If it still is not accepted after numerous attempts, or another error message is reported, you may need to force the batch and have RCS manually settle it for you. To do this, press "RETRY", then "FORCE". Once you have done this, you must make certain that the forced settlement data is sent to RCS or the bank will not deposit the settlement. Following is a list of data files that RCS will need to manually process the settlement after it has been forced.

- A copy of the *RCredit* CONFIG.DTA file:
 \RCS\RCREDIT\CONFIG.DTA
- A copy of all FORCE files:
 \RCS\RCREDIT\FORC*.*

**** NOTE: When you send files to either RCS or your dealer, send them as 'zipped' archives. The archive utilities ZIP.EXE and UNZIP.EXE are included with all *RCredit* installations (version 2.49 or later) in the \RCS\RCREDIT directory. To create an archive file for manual batch settlements when force files exist, use the following instructions:**

From the \RCS\RCREDIT directory type:

ZIP *filename* CONFIG.DTA

ZIP *filename* FORC*.*

To help us identify your files, replace *filename* with your restaurant's name. You will be limited to eight characters when creating the filename in DOS so abbreviate as necessary. **

MANUAL SETTLEMENTS WHEN THERE ARE NO 'FORCE' FILES

If the *RCredit* server has been turned off or has not been operating, there may not be FORCxxx files. In this case, we will need additional information to manually process the settlement batch. Following is the list of data files that we will need when a settlement did not go through and there are no FORCxxx files available.

- A copy of the RCS-100 menu files:
 \RCS\CONFIG*.DTA
- A copy of the *RCredit* CONFIG.DTA file:
 \RCS\RCREDIT\CONFIG.DTA
- Copies of settled batches from the day before and the day after the failed batch
 \RCS\RCREDIT\STORAGE\bbbbmmd.yy
- The storage files from the days before, of, and after the batch failed
 \RCS\STORAGE\mmdyyynn.DTA

**** NOTE: Filenames used for credit card batches and storage files use the following substitution method:**

***bbbb* = 4-digit batch number**
***mm* = 2-digit month (ex. May = 05)**
***dd* = 2-digit day**
***yy* = 2-digit year**
nn* = 2-digit number of the closeout performed in the day (usually 01) *

**** NOTE: As noted previously, when you send files to either RCS or your dealer, send them as 'zipped' archives. The archive utilities ZIP.EXE and UNZIP.EXE are included with all *RCredit* installations (version 2.49 or later) in the \RCS\RCREDIT directory. To create an archive file for manual batch settlements when force files do NOT exist, use the following instructions:**

From the \RCS\RCREDIT directory type:

ZIP *filename* CONFIG.DTA
ZIP *filename* \RCS\CONFIG*.DTA

ZIP *filename* \STORAGE\bbbbmmd.yy
ZIP *filename* \STORAGE\bbbbmmd.yy

ZIP *filename* \RCS\STORAGE\mmdyyynn.DTA
ZIP *filename* \RCS\STORAGE\mmdyyynn.DTA
ZIP *filename* \RCS\STORAGE\mmdyyynn.DTA

Enter the batch filenames for the days before and after the failed batch.

Enter closeout filenames for the days before, of, and after the failed batch.

To help us identify your files, replace *filename* with your restaurant's name. You will be limited to eight characters when creating the filename in DOS so abbreviate as necessary. **

RCS CREDIT ERROR MESSAGES AND MEANINGS

AUTHORIZATION Error Messages

9999 Transaction Limit 999 Transaction Limit	The maximum number of transactions has been reached and a system closeout must be performed.
Try Again	Host connection was lost during the transaction. This means the user should retry the operation.
Decline: xxxxx	The authorization was declined. The host message will be appended. The user can either try the transaction again or call the merchant help desk (phone numbers are included above) for additional information. However, this message usually indicates the card holder has exceeded the card's limit or the account has otherwise had a 'hold' placed on it by the customer's bank. <i>If the card being used is a Visa Debit style card, this message may indicate that the customer's bank's computer is not responding at this time.</i> This is a fairly common problem with these types of cards and does not indicate that there is a problem with the customer's account, the credit card system or the merchant's account. Retry the card several times. If it still does not succeed, another form of payment is required.
System Reboot - Try Again	The RCS Credit system is restarting. Retry the transaction.
No Connect Host Timeout Cannot Connect Host NAK Invalid ACK Invalid Response Host Wack-Retry Unexpected Host EOT Terminal NAK General Communication error	The connection with the host is either not succeeding or is being lost during the transaction. If this is a new installation, check the modem, phone line and the modem initialization string. If the system has been operational, retry the authorization, verify that the phone is not in use elsewhere and is in fact connected. If the hardware is in order, the card should be retried several times. During peak times, the bank's host computers and phone lines are very busy and may require several tries to complete.
Demo Decline	System is in demonstration mode. Delete the file called DEMO in the \RCS\RCREDIT Directory.
Sequence Error	Internal sequence numbers are corrupt. This will require a call to the RCS Helpdesk.

AUTHORIZATION Error Messages (continued)

Too many fields in line #1 Too few fields in line #1 Too Many Fields Not Enough Fields Invalid Request	The POS interface to the provider is incorrect. Contact your nearest authorized RCS dealer. This will require a call to the RCS Helpdesk.
Visalog File Error #1	A disk error occurred and the transaction could not be saved. Hardware service is required.
Error Creating Reqhold	A disk error has occurred. A complete system reboot (resetting all terminals) may correct the problem. If not, hardware service is required. Disk may be full.
RCS-Credit key is missing	The system does not detect an RCS Credit key. Check to be sure the key is plugged into the back of the RCS Credit terminal.
Invalid Card swipe	The card that was swiped is not a recognized card type.
Invalid Expiration Format	The expiration date provided was not in the correct format of MM/YY.

SETTLEMENT Error Messages

**Line #x has invalid
sequence #**

This usually indicates the settlement was already successful. This error is most commonly seen if there was a power failure or other interruption during the POS closeout. Force the settlement, then check on the Back Office computer (go into REPORTS, select CREDIT SETTLEMENTS, highlight the date and verify that there is an OK# at the bottom of the settlement file). If there is not an OK#, then a call to the RCS help desk is required.

**Line #x has duplicate
sequence #**

This means the settlement must be forced. A call to the RCS help desk is also required. RCS CREDIT force files as well as the POS data files from both the current and previous day will be required. This error indicates that RCS internal files have been tampered with, or that the POS has become out of sync with the credit processor.

**Decline/Batch
Failed: XXXXX**

This means the settlement was declined by the host. The host message is appended. The user will need to call the merchant account help desk for more information. Their help desk may ask the user to retransmit the batch. If the problem can not be resolved, then the settlement may need to be forced.

**System Reboot –
Try Again**

The RCS Credit system is restarting. Retry the settlement.

**No Connect
Host Timeout
Can Not Connect
Host NAK
Invalid ACK
Invalid Response
Host Wack – Retry
Unexpected Host EOT
Terminal NAK
General
Communication Error**

Any one of these messages could mean connection with the host is either not succeeding or is being lost during transmission. If this is a new install, check the modem, phone line and the modem initialization string. If the system has been operational, retry the settlement, verify that the phone line is not in use and is connected. If the hardware is in order, *the settlement should be retried several times before forcing*. During peak settlement times (mid day to late evening, especially during holidays), the host computers and phone lines are very busy and may require several tries to complete the settlement.

SETTLEMENT Error Messages (continued)

**Can't Open Batchnum
Can't Open Settle.dta
Can't Open Visalog.dta
Can't Create
Backup File**

One of these messages may appear if a disk error is preventing the batch number file from being opened. Do a complete system reboot to see if this corrects the problem. If not, hardware service is required.

**Can't Copy Settle.dta
Can't Copy Visalog.dta
Can't Copy Decline.dta
Can't Copy Userlog.dta
Can't Open Tranlog.dta**

These messages will only appear when trying to force a closeout. A disk error is preventing the settlement force from completing. Try doing a complete system reboot to correct the problem. If a reboot does not fix it, the disk may be full and hardware service is required.

Empty Data Set

The POS is attempting to settle 0 transactions. This can be a symptom of other hardware failures.

**Error Occurred
Loading Seq #x**

This means there was a disk error and hardware service is required.

**Visalog File Error #1
Tranlog File Error #1**

If one of these messages appears it means a disk error occurred and the transaction could not be saved. Hardware service is required.

Error Creating Reqhold

This means a disk error occurred. Try rebooting the entire system to see if this corrects the problem. If not, the disk may be full and hardware service is required.

RCREDIT DEMONSTRATION MODE

The *RCredit* Demonstration Mode was designed to allow Authorized RCS Dealers to demonstrate the *RCredit* software. Demonstration Mode simulates the operation of the licensed version of *RCredit* without the necessity of a hardware key.

RCredit Demonstration Mode is activated when a file called 'DEMO' exists in the *RCredit* directory. This can be accomplished by using a text editor to create and save a file named 'DEMO' in the \RCS\RCREDIT directory. The contents of the file are irrelevant to the operation of *RCredit* Demonstration Mode.

When operating under Demonstration Mode you will need to setup *RCredit* and the *RCS-100* Point-of-Sale software as you would for a live install. As a credit card is processed through the *RCS-100* POS terminal, *RCredit* will simulate the actions of authorizing a credit card by displaying the dialing, sending, and receiving messages as they would appear in live operation without ever making a physical connection to a credit card processor.

RCREDIT - Configuration Form

FIELD NAME

Merchant Name: _____

NAME

Address: _____

City, State, Zip: _____

CITY, STATE, ZIP

Phone: _____

Contact/Position: _____ Dealer: _____

Phone Numbers: Modem Authorization Modem Settlement Voice Authorization/Help

Primary: _____ _____ _____

Alternate: _____ _____ _____

***NOTE: RCREDIT v2.5 does not support 'split dialing' or multiple merchant numbers.**

First USA PaymentTech(Formerly Gensar/TransNet) Parameters:

SETTING:	DIGITS	FIELD NAME	DESCRIPTION
____	4	CLIENT	Client Number
_____	12	MERCHANT	Merchant number
___	3	TERMINAL	Terminal number

VisaNet Parameters:

SETTING:	DIGITS	FIELD NAME	DESCRIPTION
_____	6	BIN	Acquirer Code/BIN
_____	12	MERCHANT	Merchant number
_____	4	STORE	Store number
_____	4	TERMINAL	Terminal number
_____	4	CATEGORY	Merchant Category/SIC code
_____	3	COUNTRY	Country code (840 for USA)
_____	5	ZIP	Merchant zip code
_____	3	TIMEZONE	Eastern=105; Central=106; Mountain=107; Pacific=108
_____	6	AGENT	Agent/Bank number
_____	6	CHAIN	Chain number/Data Capture Chain
_____	8	TIN	Terminal Identification Number/V Number
_____	5	LOCATION	Merchant location number
_____	1	INDUSTRY	Industry code
_____	3	CURRENCY	Currency code (840 for USA)
_____	2	LANGUAGE	Language indicator (00 for English)
_____	6	RIID	Issuing/Receiving Institution ID