PixelPoint®

Mercury Pay at Table (Canada)

Publication Details

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Patents

The following patents apply to some areas of functionality within the PixelPoint software suite: Pat. 6,384,850; 6,871,325; 6,982,733; 8,146,077; 8,287,340

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Overview

This integration allows POS to communicate with and process payments through Mercury PAT software configured for a specific Processor/Service. The software is encoded in Verifone Vx670 & 680 payment terminals (pin pad). This integration is totally out of scope as PixelPoint neither stores nor processes any card information, or settles transaction batches. If a wireless pin pad is in use, note that the pin pad and POS must be connected to the same network.

Requirements
- PixelPoint POS v ???
- MercuryPATCanada.dll v ???
  - To be copied into the C:\PixelPOS\DLLS folder
- MercuryPATCanada.exe (PAT Agent) v ???
  - To be copied into the C:\PixelPOS\DLLS folder
- Verifone Vx670 or Vx680 pin pad

Supported Functions
- Purchase (sale)
- Split Purchase (on pin pad)
- Split Order (on the POS)
- Tip (on pid pad)

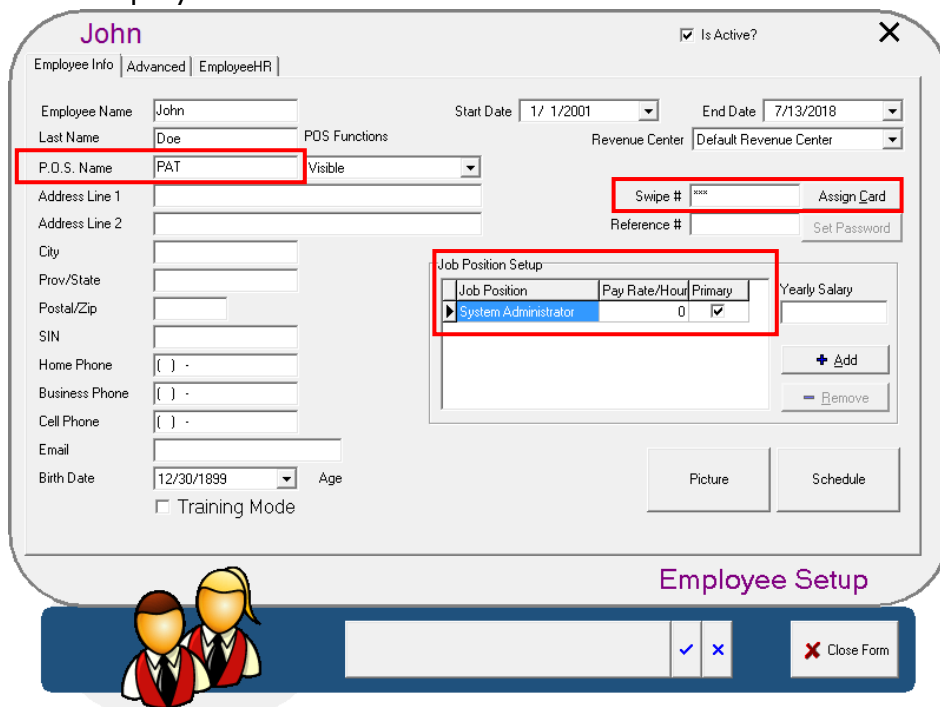All other pin pad functions can be used but will not sync with the POS.

Policies
The following policy must be enabled before configuring this function in the POS:
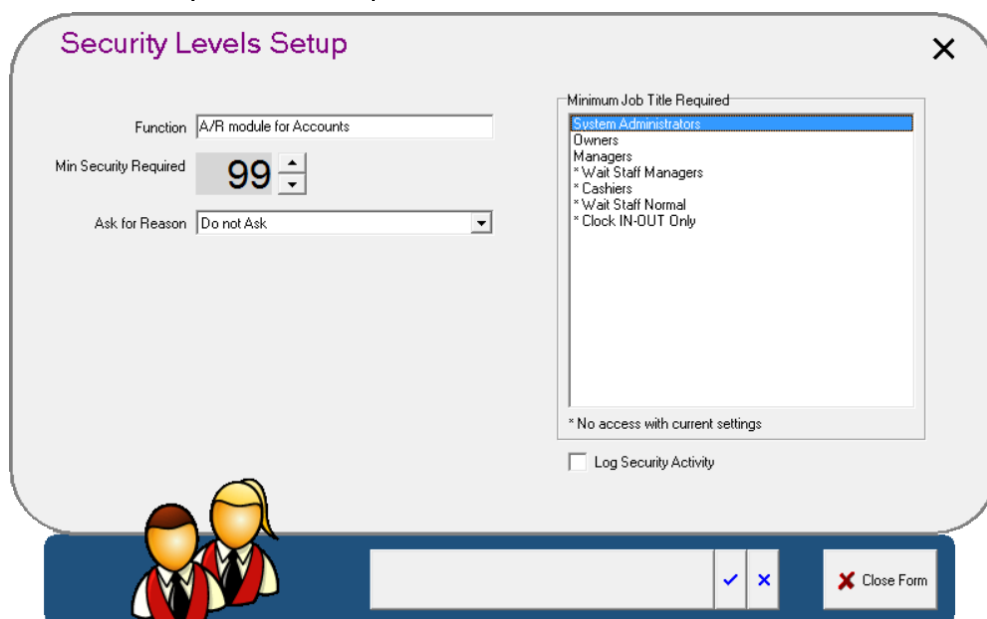- UseCustomPayment

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Setup & Configuration

In BackOffice:
1. Navigate to Employees>Employee Setup.
2. Create a new employee. Enter the name as PAT.

3. Assign a Swipe #.
4. Ensure that the Job Position assigned has the maximum security level (99) in Employees>Security Level Setup.

5. Save all changes and proceed to Administrator>Payment Method Setup.
6. Create a new Method of Payment and name it Pay at Table.

7. Choose External Authorization as the method of payment.

8. Check the box Sale Auth (No PreAuth).
9. Click the Advanced tab.
10. In the Custom DLL section, click the Browse button and load the MercuryPATCanada.dll from the C:\PixelPOS\DLLS folder.

11. Click the Setup button. The language of the resulting window can be changed between French and English using the drop down menu in the top-right corner.

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12. In the External Authorization field, select the newly created Pay at Table payment method.
13. In the Cash field, select the payment method used for Cash payments in the POS.
14. In the Employee Swipe field, enter the swipe code assigned to the employee created above.
15. Check the box Send POS Receipt to the Pin Pad to send the lines from the POS receipt to the pin pad to be printed from the device. (pin pad should be two words in the window)
16. The POS IP drop down is populated with a list of IPs identified for the system that the POS Station is running on. Select the IP that will be used to communicate between the device and the POS.
17. In the TCP Port field, enter the port number that the pin pad is connected to.
18. In the Timeout field, enter the number of seconds that the POS will wait in every communication with the pin pad before timing out the transaction. It is recommended to allow a reasonable amount of time and to take the capacity of your network into consideration.
19. The PAT Agent section of the window offers two buttons. The Check button is used to verify that the PAT agent is running. The Shut Down/Start button enables the user to perform the appropriate action in regards to the PAT Agent. If a message that the agent is not running is displayed, the Start button can be pressed to start the agent. If the agent is running, the same button will read Shut Down. This can be used to restart the agent, if required. The PAT agent must be running for payments to be processed.

20. Save all changes and exit the Payment Method Setup window.
21. Navigate to Administrator>Form Designer and select the Order Form currently in use.
22. Place a new TPixelFunctionBtn on the form.
23. Caption the button Restart PAT Agent
24. In the FunctionType field, enter ftCustomDLL.
25. In the FunctionID field, enter 201.
26. Save the form and exit BackOffice.

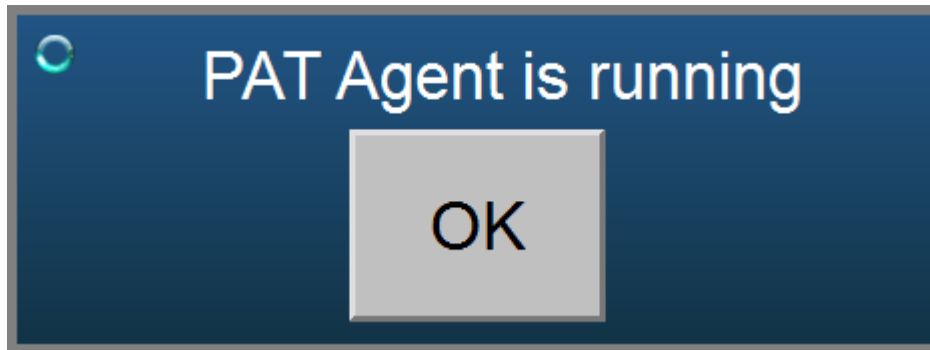08/20/2017

Pin Pad Configuration

Users should follow the steps outlined in the documentation included from the pin pad supplier to configure the device, however some options must be configured specifically for this integration with the POS.

1. Press the 2 key on the pin pad.
2. Proceed to Setup\RPOS Config and set the following:
   - RPOS IP Address = IP address selected in POS IP field in the PAT Canada Client Configuration window in the previous section.
   - RPOS Port = Port number entered in the Port field in the PAT Canada Client Configuration window in the previous section.
   - RPOS SSL = Set to Off.
3. Press the asterisk (*) key on the pin pad.
4. Proceed to Anyware\Admin\Setup\Terminal and set the following:
   - Demo Mode = Off
   - Terminal ID = Provided with the Merchant account
   - Stand Alone Mode = Off
   - Server Mode = Prompt RPOS
   - Set Mode = Off
5. Proceed to Anyware\Admin\Setup\Comms and set the following:
   - Dial or IP = IP
   - SSL = Off
   - URL = Provided with the Merchant account
6. Proceed to Anyware\Admin\Setup\RPOS and set the following:
   - RPOS IP Address = IP address selected in POS IP field in the PAT Canada Client Configuration window in the previous section.
   - RPOS Port = Port number entered in the Port field in the PAT Canada Client Configuration window in the previous section.
   - RPOS SSL = Off

> **Note:** The user must also configure a Server ID and Server Password on the pin pad. Refer to the documentation included with the payment device to complete this step.

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Processing Transactions

Before transactions can be processed, the newly created PAT employee should be logged in on the same station that the pin pad communicates with. Once the PAT employee is logged in, the user can log out and log in with their own employee information to continue using the POS as normal. The PAT agent will stay logged in. The user can verify that the PAT agent is running at any time by logging in, proceeding to the order screen and selecting the Restart PAT Agent button. If the PAT agent is running, the following message will be displayed:

To pay for an order on the pin pad:
1. Open a table and create an order in the POS. The Quick Order function cannot be used with the Pay at Table integration.
2. On the pin pad, select the Purchase option. Select the Split Purchase option if the transaction will be settled with more than one payment.
3. Enter the Server ID and Server Password.
4. Once the authentication is passed, enter the Table number from the POS into the pin pad. Orders currently being handled by the pin pad will be locked in the POS and coloured green while the transaction is completed.
5. Once the pin pad has retrieved the order, it will display the total amount owing.
6. Follow the steps outlined in the pin pad documentation to modify the amount, add a tip or pay for the order.
7. Once the payment has been accepted, the POS will close the order. If the payment is declined or cancelled, the POS will release the lock on the table and the order will remain open.

A table/order may not be retrieved successfully for one of the following reasons:
- Communication failure between the device and POS.
- The Table selected does not have an amount owing.
- The Table is not open in the POS.
- The Table order has gratuity (tip) applied on the POS side.

The following options are available with the Purchase and Split purchase selections:

Action	Purchase	Split Purchase
Modify Amount (split payment)	Yes	Yes
Tip	Yes	Yes
Pay with Credit	Yes	Yes
Pay with Cash	No	Yes

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To retrieve a split order on the pin pad:

1. Create a split check on an order. Orders with more than 16 splits are not able to be retrieved.
2. On the pin pad, select the Purchase or Split Purchase option.
3. When prompted on the pin pad, enter the Server ID and Server Password.
4. Once the authentication is passed, enter the Table number from the POS into the pin pad. Orders currently being handled by the pin pad will be locked in the POS and coloured green while the transaction is completed.
5. All checks on the selected table will will be listed on the pin pad by their Table Number, Seat Number and Amount.
6. Select a check to settle and follow the steps on the pin pad to modify the amount, add a tip and pay the amount owing.
7. Once the payment has been accepted, the POS will close the order. If the payment is declined or cancelled, the POS will release the lock on the table and the order will remain open.