PixelPoint POS Setup with the Tyro Integration





Documents Versions:

Release version 1 – Initial Release Release version2 – Settlement Update



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Overview

Tyro is an Australia Payment provider that allows customers to make use of all kind of Payment Services. This document describes the integration of Tyro with PixelPoint POS and available features.

Requirements

- Tyro Terminal Adapter (TTA) properly configured for an authorized Merchant Account supplied by Tyro.
- PixelPointPOS.exe version 20.15.29.1329 +
- BackOffice.exe version 20.15.29.1329 +
- Tyro.dll version 20.15.30.6 +



Configuration

All configurations are set using the application BackOffice.

Method of Payment

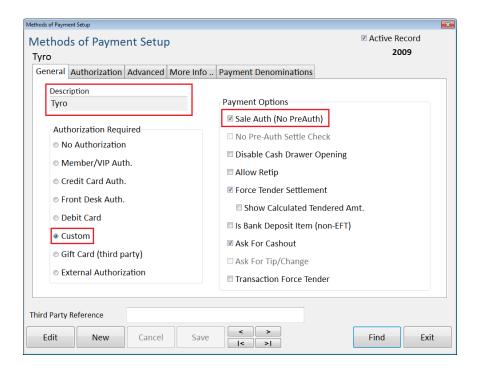
Go to Payments/Methods of Payment Setup.

Click on the button New to create a new Method of Payment and assign a Description.

Select Custom within the Authorization Required section.

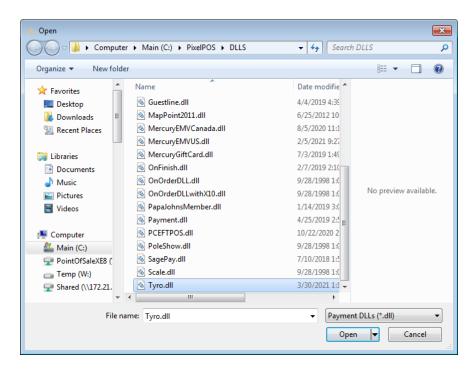
Make sure the option Sale Auth (No PreAuth) is ON.

The option Ask for Cashout is optional (if ON, the POS will prompt for a cashout amount before every purchase).



- 1. Select the tab **Advanced**, click on the button to the right of the textbox **Custom DLL**.
- 2. An open file dialog will show up. Find the file *Tyro.dll*, that should have been dropped in the folder DLLS within the Pixel installation directory.

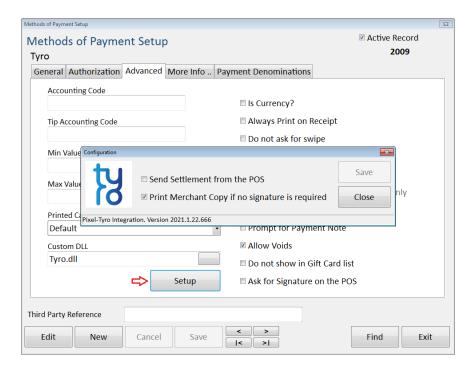




3. Select the file and click on the button **Open**.

Integration Options

If the DLL was successfully loaded, the button **Setup** will be enabled. Click on the button to open a dialog with the options available for the integration.





Here the options description.

Send Settlement from the POS: If **ON**, the POS will try to send a Settlement request through the TTA during the End of Day (EOD) process or when the POS settle option is manually executed (it is recommended to leave it **OFF**).

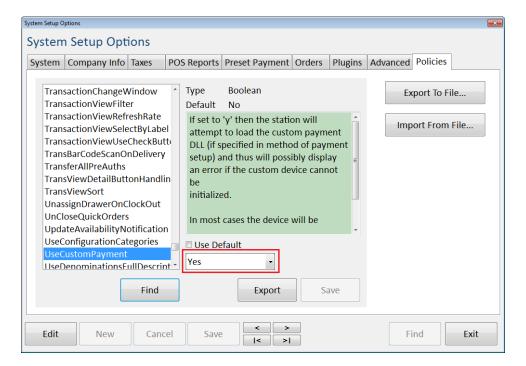
Print Merchant Copy if no signature is required: If **ON**, the POS will print a Merchant Copy of the receipt even if the TTA is configured not to require customer signature.

Policies

Two Policies called UseCustomPayment and UnCloseQuickOrders must by set in a specific fashion.

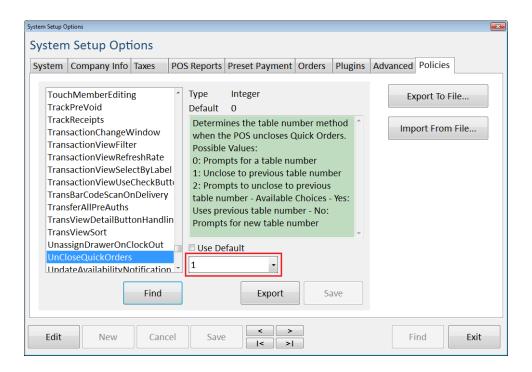
Go to Point of Sale/System Setup Options.

- 1. Select tab Policies.
- 2. Click on the button **Find** and type **UseCustomPayment** (it will enable the use of custom payment methods).
- 3. Select the policy and make sure it is set to Yes.



4. Now look for **UnCloseQuickOrders** and see that is set to **1** (it will prevent the POS to prompt for a table number when voiding a Payment).



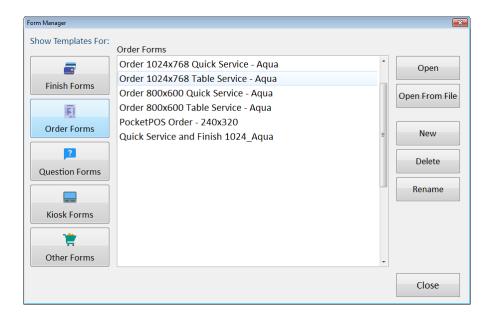


Order Form

Pixel allows the users to fully customize many of the POS forms. For this integration the user will need at least two functions added in the Order Forms: one to run and display Tyro Reports, the other to do Refunds.

Go to Point of Sale/Form Designer.

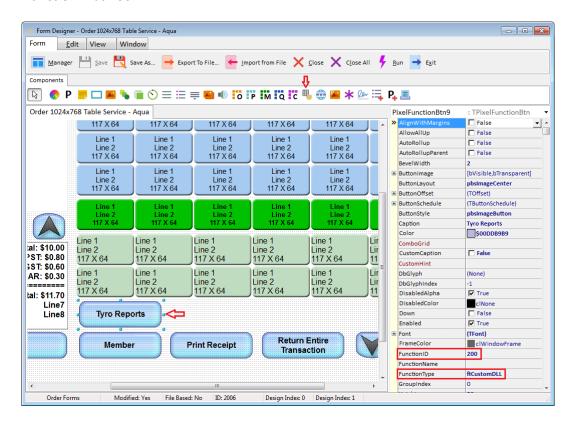
1. Click on the button **Order Forms** to retrieve the list of forms of this type.



2. Select the form is use by the Station and click on the button **Open**.

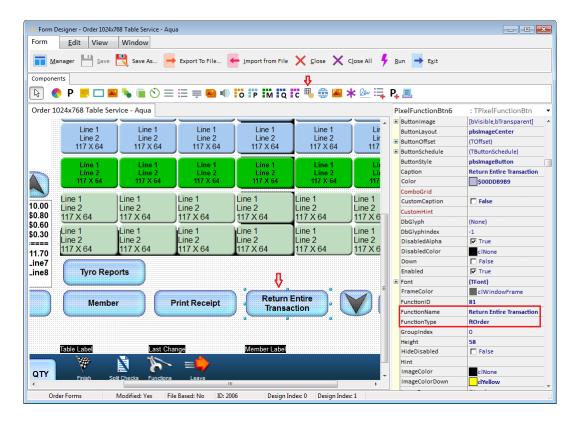


- 3. From the designer toolbox drag and drop two controls of the type **TPixelFunctionBtn**.
- 4. Set one of the function buttons with the properties **FunctionType** set as **ftCustomDLL** and **FunctionID** as **200**.



5. And the other function button with the properties **FunctionType** set as **ftOrder** and **FunctionName** as **Return Entire Transaction**.

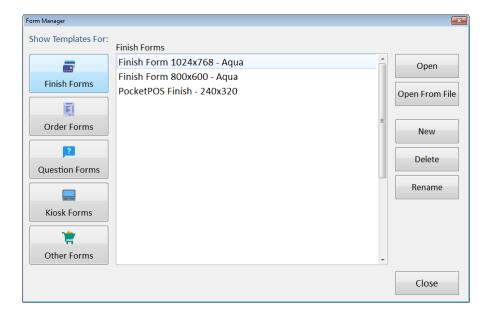




6. Save the design and close the designer.

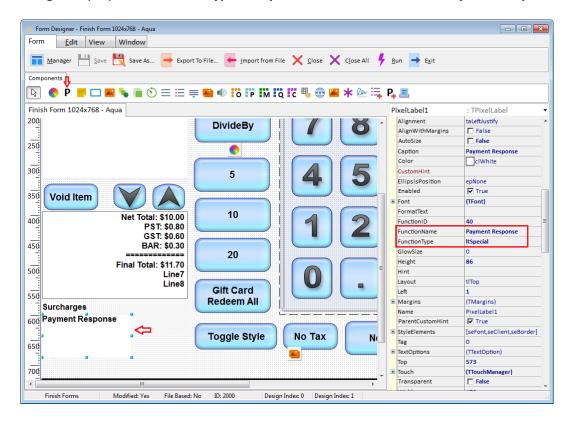
Finish Form

In order to display surcharges, the Finish Form must be added with a special label. Open the Form Designer again but selecting the **Finish Form** in use by the Station this time.





- 1. From the toolbox drag and drop a control of the type **TPixelLabel**.
- 2. Assign the properties FunctionType as *ItSpecial* and FunctionName as *Payment Response*.



3. Save the design and close the designer.

Receipt layout and script

Users of Pixel can have their own templates that dictate what to print in the payment slips. The file *PixelAuthLayout.txt* found in the Pixel directory contains the PixelPointPOS.exe.

For this integration the file must contains the sections called **Type_Vendor** and **Type_Customer**, each one with a subsection called **Custom**. Both subsections **Custom** must have a placeholder called &**EMV_PRINTOUT**. That will enable the POS to add the printing lines sent back by the TTA in the Payment slip.

The PixelAuthLayout.txt is the template used to print the credit slips a sample of which is below. Copy the contents of the sample below to a new txt file and save it as PixelAuthLayout.txt



```
[Type_Vendor]
[Custom]
Vendor - Custom
^L
^C&Header
^C^W&#3182&REFERENCE_NO
^C^W&#3191
^C^W&#3166 &TABLE_NUM
^C^NServer: &OPERATOR Trans Date: &DATE_TIME
&_
^W&#3185 &SALES_TOTAL
^WGratuity &TIP_OR_LINE
^W&#3174 &TOTAL_OR_LINE
&_
&EMV_PRINTOUT
&_
&_
&NOPRINT&SKIP_NOTEMPTY&EMV_PRINTOUT^WX_
&NOPRINT&SKIP_NOTEMPTY&EMV_PRINTOUT^N^C&#3193
[Type_Customer]
[Custom]
Customer - Custom
^C^W&#3182&REFERENCE_NO
^C^W&#3191
^L
&_
^W&#3185 &SALES_TOTAL
^WGratuity &TIP_OR_LINE
^W&#3174 &TOTAL_OR_LINE
&_
&EMV_PRINTOUT
&_
&_
&NOPRINT&SKIP NOTEMPTY&EMV PRINTOUT^WX
&NOPRINT&SKIP_NOTEMPTY&EMV_PRINTOUT^N^C&#3193
```



Go to Printer Setup / Receipts

- 1. Once in Receipt Setup
- 2. Look for a block within the script that starts with a marker named & section_payment and ends with & section_end.
- 3. Add the variables *payment_Cashback* (will print the cashout amount applied on each payment) and *payment_Response* (will print the surcharge amount applied on each payment) as shown in the capture bellow.

Copy the example below overwriting the payment section that will already exist §ion_payment

&@10payment descr&@-40payment total

&@13#200585&skip zero&@-40payment tip

&@13#12101&skip zero&@-40payment Balance Prepaid

&@13#202048&skip zero&@-40payment Cashback

&@13#205011&skip_Empty&@-40payment_Response

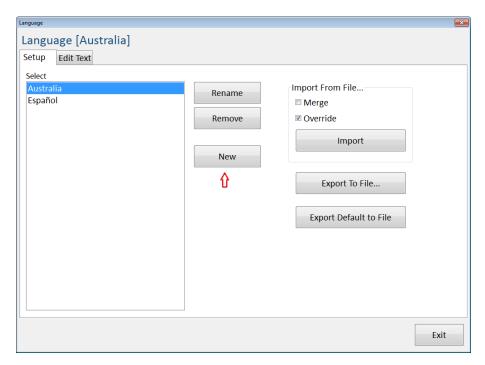
§ion end

Localization

To change the verbiage of some captions and messages. Pixel provides options to do that by creating language sets.

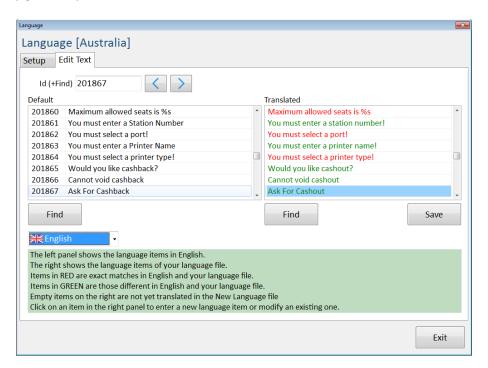
Go to Point of Sale/Language.

- 1. Select the tab **Setup**.
- 2. Click on the button **New**. A virtual keyboard will open to enter the name of the language set (use the buttons **Rename** and **Remove** to edit it).





3. Select a language set from the list and then the tab **Edit Text** (the box with the background in money green explains what is in the view).



4. Click on the button **Find** of the left panel, search for a language item and select it. Type, in the same row but in the right panel, the new verbiage for the item selected. Notice items rendered in red match those from the default set, while items in green are the ones changed by the user. In this case the key word "Cashback" has been replaced with "Cashout".



POS Operation

The integration supports the following operations.

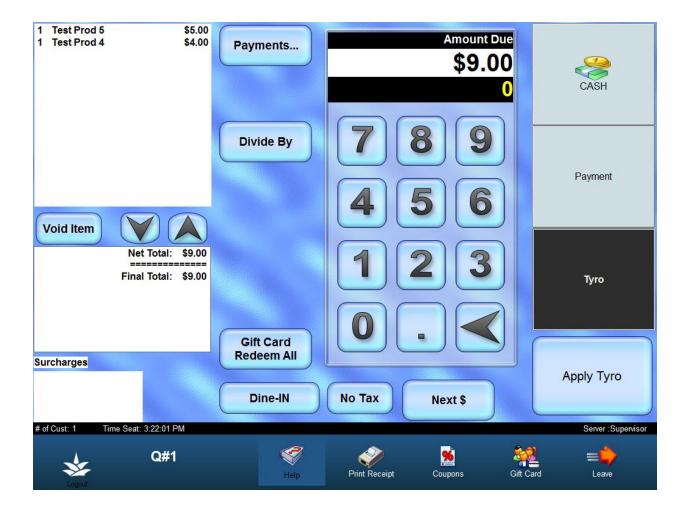
- 1. Purchases
- 2. Split Payments
- 3. Refunds
- 4. Tipping
- 5. Cashout
- 6. Surcharge
- 7. Customer Signature
- 8. Reports
- 9. Settlement

Orders in the POS are created in the Order Form by adding items.



And paid in the Finish Form.





The newly created Method of Payment named "Tyro" is available on the list of methods of payment. Any operation involving this method will require the user to select the method and click on the button **Apply** that will be recaptioned as **Apply Tyro**.

Purchases

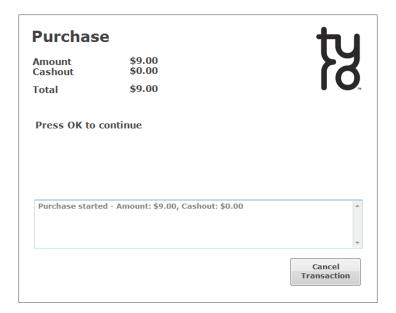
- 1. Create an order with an amount greater that zero.
- 2. Click on Apply Tyro.
- 3. The POS will ask for cashout amount confirmation.



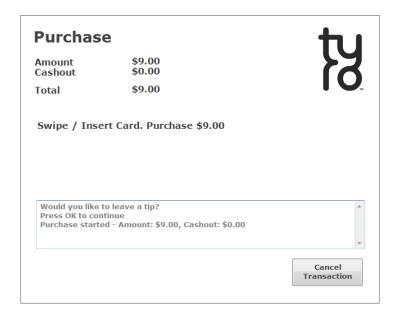
4. Then the payment is processed by the TTA.



1. Present Operation Type and Amount

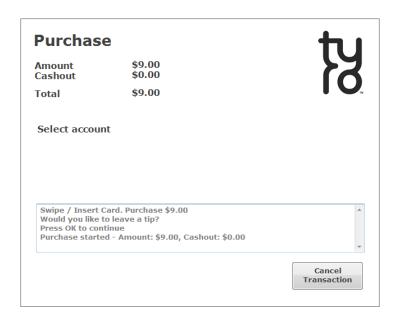


2. Ask for card swipe or insert.



3. Request Account selection.





After finishing processing the payment the control comes back to the POS that prints the receipts according to the configuration.

Payment slip with the Merchant Copy



Order Receipt and Payment slip with Customer



A confirmation dialog on the POS tells if the payment was Approved or Declined.





Split Payments

Purchases can be paid with multiple Payments.

1. The user goes into the Finish Form and using the keypad will type the first Amount to pay.



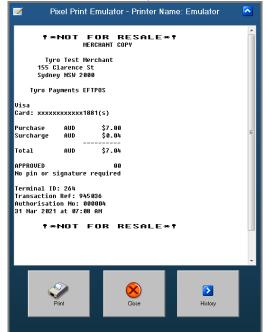
2. Select the method Tyro and apply. The Payment is processed and the slip with the Merchant Copy of the first Payment printed.



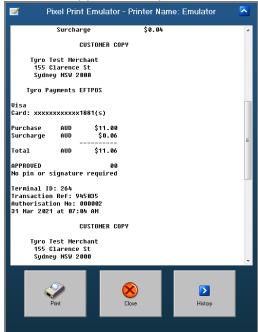


- 3. Next enter the second Amount or just leave the remaining Amount to be paid in full. Click on **Apply Tyro** again.
- 4. The POS will generate the following printouts.

Payment slip with the Merchant Copy of the second Payment



Order Receipt and Payment slips with Customer Copy of both Payments

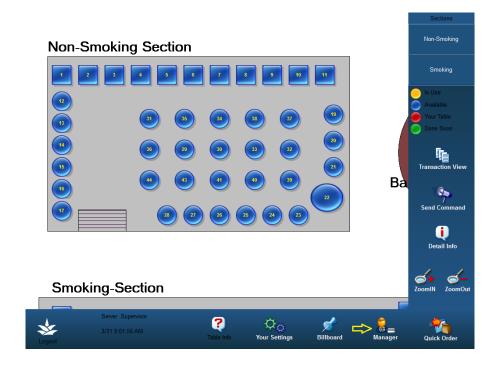




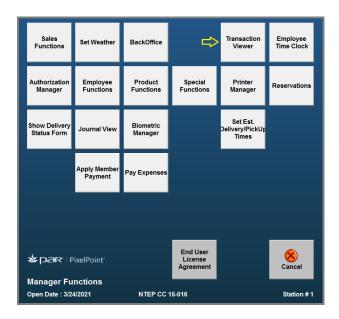
Refunds

The user can Refund payments individually (split payments) or an entire order if it was fully paid with a single payment. In any case the user must find the order they want to refund first.

1. On the main screen of the POS click on the button Manager.

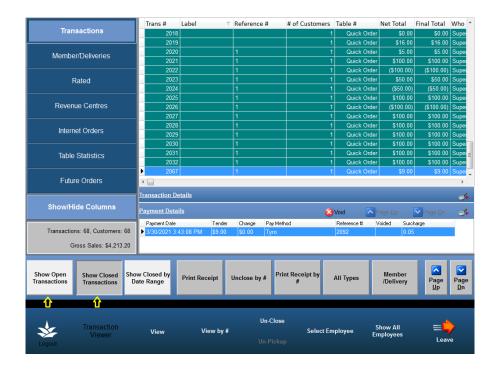


2. Click on the function button Transaction Viewer.



3. Click on the button **Show Open Transactions** or **Show Closed Transaction** to show the list of open or closed transactions respectively.





The above screen shows the view of the orders that have been closed. Notice the order with reference number 2067 was paid with one payment, so it can be refunded entirely.

- 1. Go to the Order Form.
- 2. Click on the button **Return Entire Transaction**. A keypad shows up.
- 3. Type the reference number found via **Transaction Viewer** and click **OK**.



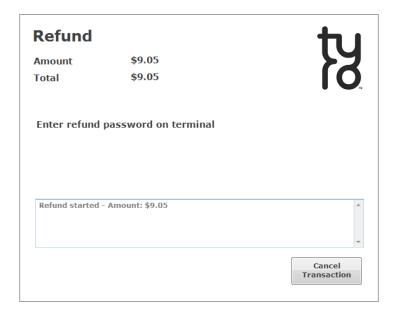


4. The Finish Form shows the negative Amounts. Notice the Surcharge applied on the original transaction is retrieved and displayed. Select Tyro and click on Apply.



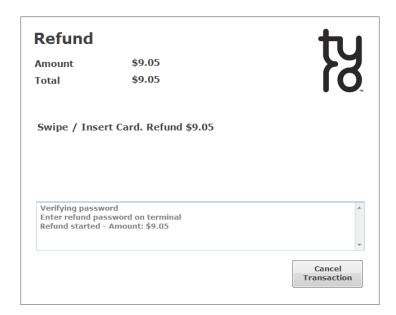
Here is the general sequence for a Refund.

1. Prompt for Refund password.

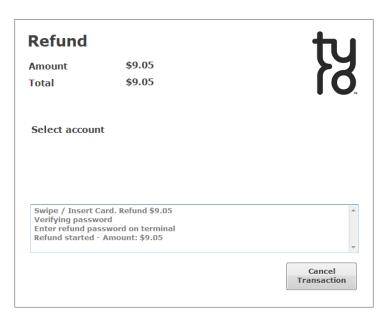




2. Ask for card swipe or insert.

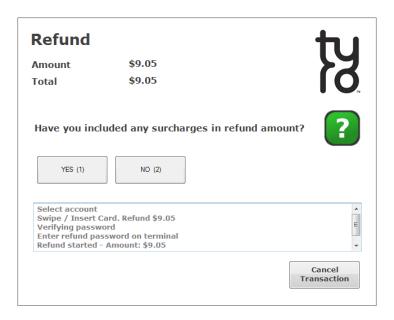


3. Request Account selection.



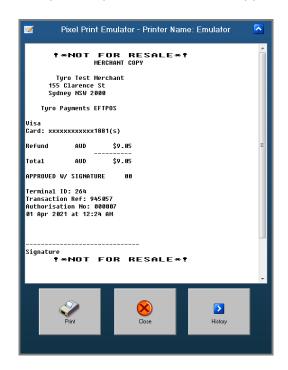
4. Confirm the Surcharge is included in the Amount to Refund.





The POS generates the following receipts.

Payment slip with the Merchant Copy

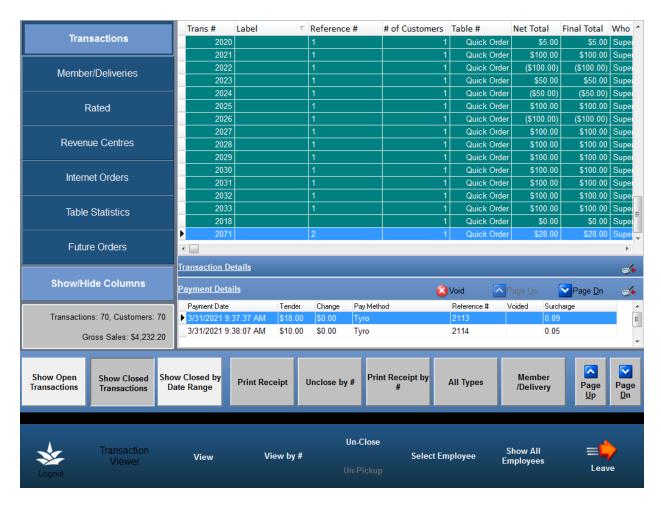


Order Receipt and Payment slip with Customer



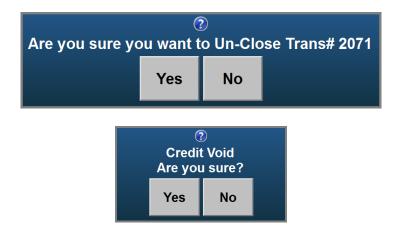
Back in the Transaction Viewer Payments can be refunded one by one.





The screen above shows an Order with reference number 2071 and two Payments.

- 1. Select one payment at a time and click on the button **Void** (this button is enabled only is the Payment hasn't been voided yet).
- 2. Confirm the operation twice.

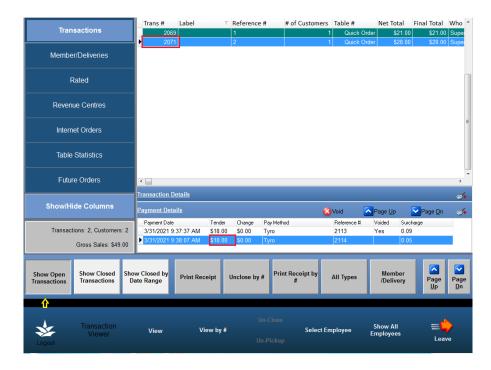


3. Upon Refund approval the POS will give the option of start using the Oder.





4. It is recommended to answer **No**, and continue voiding the remaining Payments. The Order with reference 2071 has now been reopen and so moved to the open transactions view.



5. Click on the button **Void** but this time say **Yes** to "Would you like to use this Transaction now" to open it with the Order Form. Now there is an outstanding amount that needs to be cancelled. Repeatedly click on the button **Void** Item for each item in the Order. Select the appropriate reason every time.



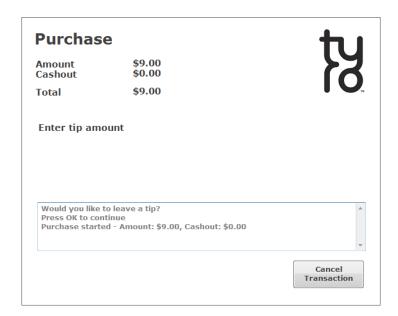




6. Finally, on the Finish Form apply a Cash Payment over the zero amount.

Tipping

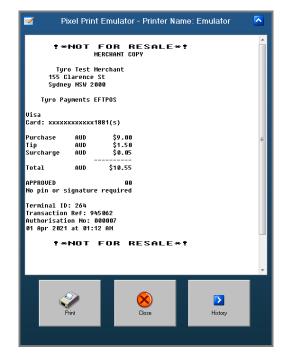
The integration relies on the TTA to apply tips. After confirming the Purchase Amount, the Payment Terminal asks if the customer is leaving a tip. If Yes, it prompts for the Tip Amount.



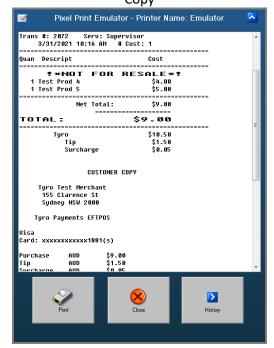


The POS will print the corresponding receipts with the Tips included.

Payment slip with the Merchant Copy



Order Receipt and Payment slip with Customer Copy



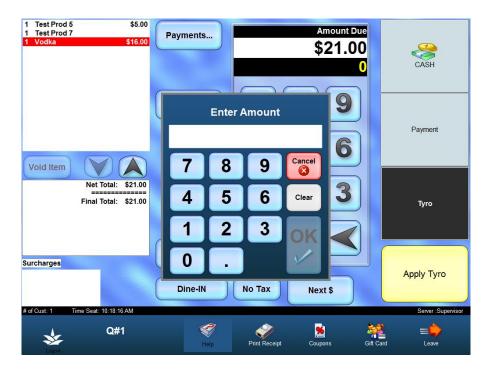
Cashout

Before sending the Payment over the TTA the POS will ask if the customer wants a Cashout Amount.



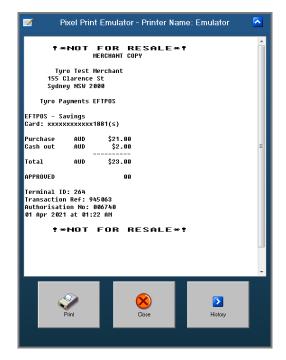
If it does, a keypad opens so that the Cashout Amount is entered.





The Cashout Amount is included in the receipts.

Payment slip with the Merchant Copy

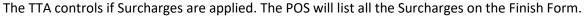


Order Receipt and Payment slip with Customer Copy



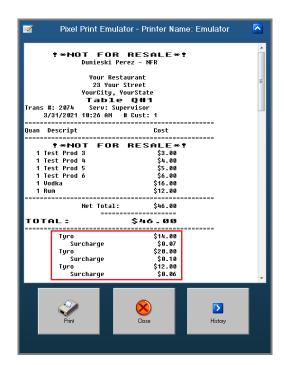


Surcharge





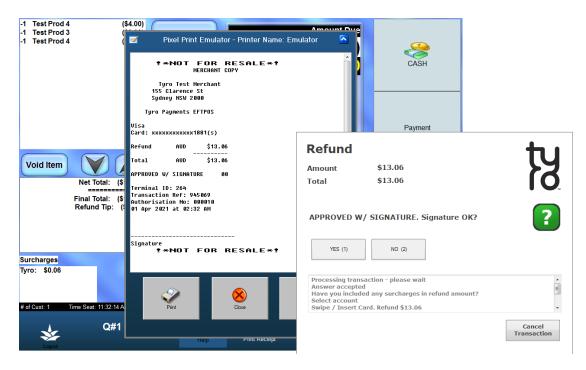
And on the Receipts.





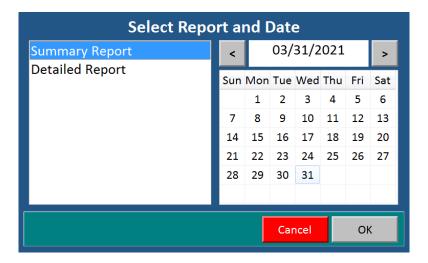
Customer Signature

When a customer signature is required, the POS will print the Payment slip with the Merchant Copy before the customer confirms the Signature.



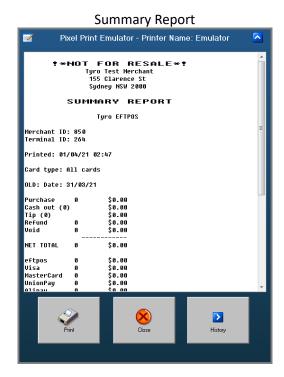
Reports

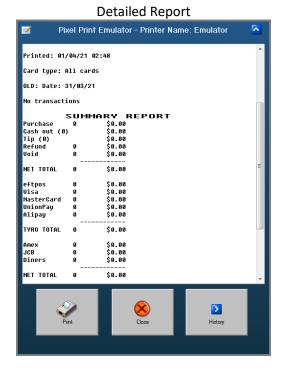
1. Click on the function button **Tyro Reports** in the Order Form. A dialog will open the Reports **Summary Report** and **Detailed Report**.



2. Select a Report from the list and a date to filter out the data by. Then click on the button OK.







Settlement

Settlement of the credit cards is completed on the terminals at a set time, determined by Tyro a manual settlement of the terminals at EOD is not recommended. The PixelPoint software will be configured for this behaviour and will allow Tyro to settle all charges at the set time arranged by Tyro On the end of Day screen, you will see a settle batch button this will be ignored and if pressed will only do PixelPoint housekeeping tasks and will not settle the batch



