

PAX Store and Forward Guide

Rev 05/2020



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Overview

PAX **Store and Forward** (SAF) offers merchants the ability to continue business operations in the case of internet loss or loss of connection with the credit processor. You can easily enable or disable this function in CRE settings. PAX also offers controls to help balance loss mitigation with business sales.

Prerequisites

- Must be running CRE 13.10152 or higher
- Must be using a PAX S300 unit
- Must be using PAX Arizona version 01.01.06E
- Must be processing with Heartland Payments
- Must have these credentials from Heartland Processing/Portico:
 - License ID
 - o Site ID
 - Device ID
 - User Name
 - Password

Note: We also recommend that you have a copy of the PAX Setup Manual for CRE.

To initiate the boarding process, dealers must complete and submit the PAX SAF Boarding Form in Salesforce. Refer to the Completing PAX SAF Boarding form in Salesforce section for steps.

To submit the form, you will need:

- The total number of PAX devices to be boarded for SAF.
- Each device's serial number.
- Halo and Ceiling amounts.
 - Halo Amount: The maximum dollar amount, per transaction, per card type.
 - **Total Ceiling Amount:** The total processed credit card amount allowed by the merchant when in an offline state.
 - **Ceiling amount by Card type:** The total processed credit card amount allowed by the merchant by card type when in an offline state.

Attention: By opting to use SAF, merchants acknowledge and accept the risk of financial loss resulting from offline processing since there is no guarantee that stored transactions will be approved.



Complete PAX SAF Boarding Request in Salesforce

- 1 Log in to the <u>Heartland POS Salesforce page</u>.
- 2 Navigate to the account for which you'd like to enable Store and Forward.
- 3 On the right side of the screen, click the dropdown next to **Generate Central API Credentials**, then select **PAX SAF Boarding** to display the form.

Heartland PC	Heartland POS Q. Search							🌲 🔔 Ted Raymundo 📼					
n 1	Leads	Accounts	Contacts	Opportunities Salesfo	Quotes	Reports 🗸	Resources ∨	Forms ↓ M-F 9am-6pm E	Products ↓ ST.	Content	Cases		
Te Ac	ccount esting M	lerchant 321							Edit	New Note G	enerate Central API Cre	dentials	•
Parent Ac	count	Phone 1112223333	HPY 6500	Merchant ID 00078965432	Contract Renew	ral Status						(Manage POS Integrations PAX SAF Boarding
													Gift Application
DETAIL	s i	FEED						💷 Co	ntacts (1)			Ne	Docusign Primary Gift Application

4 Complete the form. Note that the form uses the account information on file to automatically populate some fields for you, as noted below. Complete the remaining fields as indicated.

PAX SAF Boarding								
PAX SAF Boardin	ng							
Merchant Information								
*Account		* Merchant ID						
Testing Merchant 321	×	650000078965432						
Dealer Information								
Dealer Name		* Dealer Contact Phone						
Canpango Dealer		(444) 444-3333						
* Dealer Contact Name		* Dealer Contact Email						
Ted Raymundo		docusignuser06@gmail.com						
Ordering Information								
* Order Type		Is merchant using only PAX S300's						
Enabling PAX SAF	•							
*Equipment/POS Type 🕕		*Software Version Number						
None	•							
*Number of PAX 300's		* PAX Serial Numbers (comma delimited)						

- > Merchant Information: These values will automatically populate based on the selected account.
 - Account
 - o Merchant ID
- **Dealer Information:** These values will automatically populate based on the selected account.
 - o Dealer Name
 - Dealer Contact Phone

Register

-xpress

- Dealer Contact Name
- Dealer Contact Email
- Ordering Information

Heartland

- Order Type: Defaults to Enabling PAX SAF.
- Is merchant using only PAX S300's: If you are using only PAX300's, choose Yes from the drop-down.
- Equipment/POS Type: Select the POS product (for example, CRE) from the list.
- **Software Version Number:** Enter the software version number in numeric format including any decimals (for example, 13.1015).
- **Number of PAX 300's:** Enter the number of PAX 300 devices you are currently using as a numeric value (for example, 2).
- **PAX Serial Numbers (comma delimited):** Enter the serial numbers of each of your devices using a comma to separate each number.
- **Halo Amount:** Enter the maximum dollar amount allowed, per transaction, per card (for example, \$500).
- **Total Ceiling Amount:** Enter the total processed credit card amount allowed by the merchant when in an offline state (for example, \$500).
- Merchant Detail:
 - **Primary Contact Full Name:** This field will automatically populate based on the selected account.
 - **Home Phone:** Enter a 10-digit numeric phone number (for example, 1234567890). Do not use spaces or special characters.
 - **Cell Phone:** Enter a 10-digit numeric phone number (for example, 1234567890). Do not use spaces or special characters.
 - Site Manager Email: Enter the contact email address (for example, joe.frank@em.com).

* Halo Amount 🕚	* Total Ceiling Amount 🕕
Merchant Detail	
* Primary Contact Full Name	Home Phone
John Smith	
Cell Phone	* Site Manager Email
8459200800	docusignuser01@gmail.com
S Cancel	변 Save _ 변 Save and Send
	Cat



5 Once you have completed the form and are ready to submit, click **Save and Send** to automatically send the form to PAXSupport@e-hps.com.

Note that, after clicking Save and Send, you can no longer make changes to the form.

6 If you find that you **do not** have all the required information to complete the form, click **Save** to save your changes. When you are ready, you can then return to the form, and then **Save and Send**.

To access your saved **PAX SAF Boarding** form to make changes, go to the **Accounts** tab and select the **Related List Quick Links** section. From there, select **Applications**, and then select your application from the list.

Tip: The name of the application will appear in the format: <account name> - PAX SAF.

Related List Quick Links	0	
Contacts (1)	Opportunities (1)	Quotes (0)
Manual Comps (Merchant Account) (0)	Notes (0)	Notes & Attachments (0)
Account History (2)	Orders (0)	Assets (0)
DocuSign Status (0)	Entitlements (1)	Cases (0)
Applications (4)	Merge Request (Account) (0)	Address Verification Logs (0)
A RM Tote Running List (0)	Comp Running List (0)	Comp Dealer (0)
DocuSign Recipient Status (0)		
	Show Less	

If you have questions about this process, boarding, or require assistance verifying settings, please contact <u>PAXSupport@e-hps.com</u>.

Enable / Disable SAF in CRE

Switch to Offline SAF Mode

- 1 Select Manager or Options and enter credentials if prompted.
- 2 Select Setup | Setup Screen.





3 Go to the **Payment Processing** tab. Under **Payment Processor**, you should have either **PAX** (TCP/IP Interface) or **PAX** (Serial Interface), depending on your setup.

				Setup Scre	en		×
Account Contro	Company	/ Info	Couponing	Hardware	Internet Features	Invent	ory Invoice Settings
Payment Pro	ocessing	Q	uick Invoicing &	Alerts	Quick-Add	Recei	pt Reports
Restaurant	Restaurant Features Station Sp			ifics	System Access		Touch Screen
Processing 0	ther Options	Tips	Donations				
Credit/Debit Check EBT Gift Card Loyalty RFID Mobile Hide Manual Debit Hide Manual Debit Hide Check Hide EBT Hide Gift	Processor Payment Pr Pax (TCP/IP IP Address 127.0.0.1 Processing Heartland Port No 10009 Timeout Se 60 Process Credit C: Disable Return Support	Config ocesso Interfac g Comp conds Debit Cr ard Proc Blind PoleDis	Unlock r e) any ards through this ressor	v Proce v Forwa	ss Offline(Store And rd)		
<u>S</u> ca	ale			<u>U</u> pdat	e		E <u>x</u> it

- 4 Check the Process Offline (Store and Forward) box and click Update.
- 5 Close and restart CRE at **ALL STATIONS** to effect the change.

Cash Register Express S File Tools Invoice Help Scan Barcode	tation: 06 Cashier: 100101 12/4/2019 04:23 F Now	Quantity 1		€	Sub Total			- ® × 0.00\$
#	ltem info		Quantity	<u>S</u> earch Price	Tax Grand Total			\$0.00
						<u>P</u> /	۹Y	
					VOID INVOICE Ctrl + V	FETCH ON HOLD Ctrl + H	TS Lookup	<u>O</u> ptions
					<₽ <u>c</u> ash	снеск	(1) С <u>в</u> ерпиревіт	ACCO <u>U</u> NT
8			QUAN CHAN <u>G</u> E	PRICE CH <u>A</u> NGE	in the second se	Customer Info Custo 101 Cash Customer	omer Notes	
DELETE	Cred Numbe	it cards are currently proce r of stored transactions per 1	ssing offline. nding approval:					
Minimize Program								

While in offline mode, CRE will display a red banner with an offline notification and transaction count, as pictured here:



Switch to Online SAF Mode

- 1 Select Manager or Options and enter credentials if prompted.
- 2 Select Setup | Setup Screen.

Cashier	Cost Markup	Customer Loyalty	Price Levels	
2 Invoice Properties	Display Setup	General Invoice Notes	C Setup Screen	
3 Tools	E-commerce Setup	Tax Rates	Configuration	Egi
4 Setup	Friendly Printer Setup	Barcode Express	Price Batches	
5 Administrative	Self Service Configuration	Virtual Pole Configuration		

3 Go to the **Payment Processing** tab. Under **Payment Processor**, you should have either **PAX** (TCP/IP Interface) or **PAX** (Serial Interface), depending on your setup.

				Setup Scre	en .		×
Account Control	Company	Info	Couponing	Hardware	Internet Features	Inventory	Invoice Settings
Payment Prov	geliese	0	ulek Involuting	& Alerts	Quick-Add	Receipt	Reports
Restaurant	Features		Station Spe	killios	System Access		Touch Screen
Processing Op	her Options	Tips	Donations				
CrecktOnion Check BBT Gift Card Loyally BTD Mobile Hide Manual Debt Hide Check Hide EST Hide Gift	Processor Payment Pri Pax (TCP/P IP Address 127.6.8.1 Processing Heartland Port No 10009 Timeout Set 66 Process Credit Cr Return	Config ocesso Interfac) Comp-) Comp- conds conds Debt Co and Proc	Unlock r #) #hy wds through th #stor	v Proces	s Offline(Store And		
	Support	PoleDis	play for PX ser	105			
<u>S</u> ca	le			<u>U</u> pdat	e		E <u>x</u> it

- 4 Uncheck the Process Offline (Store and Forward) box and click Update.
- 5 Close and restart CRE at **ALL STATIONS** to effect the change.



As CRE processes stored transactions, it will display an orange banner indicating the status and the number of transactions as pictured here:

Cash Register Expr File Tools Invoice	ress Stat : Help	ion: 01 Cashier: 100101 2/	21/2020 01:49	РМ				
Scan Barcode N	low	Quantity	1		<u>S</u> e	arch		
# It	em Inf	io		Quan	tity	Price		
								PA
							VOID INVOICE Ctrl + V	FETCH ON HOLD Ctrl + H
							<u>م</u>	ГТЭ С <u>н</u> еск
<						>		
DELETE		г 📮 🚖	CH	QUAN IAN <u>G</u> E	P CH	RICE <u>A</u> NGE		Customer Info 101 Cash Custom
		Credit cards are curre ONLINE. Numbe transactions pendir	ently proce r of stored ng approva	essing I al: 1			QUIC <u>K</u> FIND	
F1 - Help		F2 - Inventory	F3 - (Clock In/Out		F4 -	Customers	F5 - Price Check
F7 - Check Sale	•	F8 - CC Sale	F9 - 0	On Account		F10 - 0	Cashier Fxns	F11 - Invoice Info

During the process, the PAX device will also display the activity. In our example, only one transaction was processed in offline mode.







Settlement Reports and Bad Debt

As mentioned in the overview, using offline mode introduces risk of financial loss. In order to account for cases where transactions processed in offline mode are not approved when online mode is restored, CRE has added a **Bad Debt** category to reports, and it assigns this category to failed transactions. Any such amounts will be clearly reflected in settlement reports.

Here are some examples of reports that include **Bad Debt**:

FLASH REPORT	DETAILED DAILY REPORT	Financial S	Summar	v		Page
FLASH REPORT	3/31/2020 11:45:00 AM Printed: 3/31/2020 12:57:37 PM	Sales Totals	\$10.10	Coupons Redeemed NONE		
3/31/2020 11:45:00 AM 3/31/2020 11:59:59 PM	Cashier: ALL Restaurant Service w/RPE	Net Tax Net Tax Net Tax 2 Net Tax 3 Net Tax 4	\$0.00 \$0.00 \$0.00 \$0.00	Sales Breakdown Cat: NONE		
SALES TOTALS Net Sales \$10.10 Net Sales - Taxed \$0.00	SALES TOTALS Net Sales 510.10 Net Tax 50.00	Net Tax 5 Net Tax 6 Grand Total	\$0.00 \$0.00 \$10.10	Dept: NONE your de \$10.10	1	\$10.10
Net Sales NOT Taxed \$10.10 Exempt Sales \$0.00 Liability Sold \$0.00 Taxes \$0.00	Net Tax 2	Gift Cards Sold Store Credits Issued Grand Total + Gift Cards/Tips	\$0.00 \$0.00 \$10.10	Dept % of Total Sales: NONE Subtotal: Cat % of Total Sales:	1	100.000% \$10.10 100.000%
Gross Sales \$10.10	Grand Total Sales	GT - DISC for GC Total Payouts Total Pickups	\$0.00 \$10.10 \$0.00 \$0.00	CATEGORIES TOTAL:	1	\$10.10
Cash \$0.00 Checks \$0.00 Credit/Debit \$10.10 EBT \$0.00 On Account \$0.00	Net Tax Exempt Sales	Total Deposit Remaining Sale Types	\$0.00 \$10.10			
Mobile Payment \$0.00 Mobile Offers \$0.00 Bad Debt \$10.10	BREAKDOWN BY PAYMENT TYPE	Total Voided Sales Net Taxed Sales Net Non-Taxed Sales Net Tax Exempt Sales	\$0.00 \$0.00 \$10.10 \$0.00			
PEBFORMANCE STATISTICS M PRINT EXPORT EXIT	Cash	Payment Types Cash Check Total Cash + Checks On Account Total Debit Cards Discover 1 BadDebit Total Credit Cards 1	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$10.10 \$10.10	I		
	Breakdown by Categories Breakdown by Categories Breakdown by Categories NONE - NONE 1 Hems sold	Expected Deposit Breakdown Iotal Cash Sales Total Debit/EBT Cashback Total AR Cash Payouts Total Cash Payouts Total Expected Cash Total Check Sales Total AR Check Payments Total Expected Checks Total Expected Deposit	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00			
	Total Coupers: \$0.00 Total Line Discounts: \$0.00 Net All Depts: \$10.10 Total Item Count: 1					