

# Heartland

Cash  
**Register**  
Express

PAX Store and Forward Guide

Rev 05/2020

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<b>Date</b>	<b>Doc Version</b>	<b>Author</b>	<b>Summary</b>
04/29/2020	1.0	BG	Initial release

## 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
  - 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.

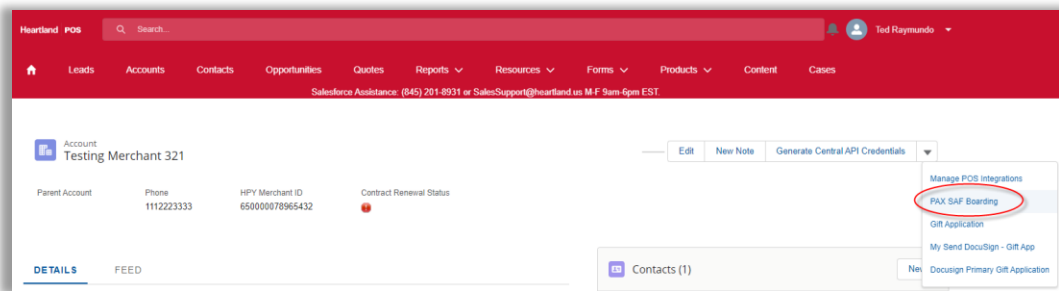
To submit the form, you will need:

- ▶ 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 [Heartland POS Salesforce page](#).
- 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.



- 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 Boarding**

**Merchant Information**

* Account Testing Merchant 321	* Merchant ID 650000078965432
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**Dealer Information**

Dealer Name Canpango Dealer	* Dealer Contact Phone (444) 444-3333
* Dealer Contact Name Ted Raymundo	* Dealer Contact Email docusignuser06@gmail.com

**Ordering Information**

* Order Type Enabling PAX SAF	Is merchant using only PAX S300's <input type="checkbox"/>
* Equipment/POS Type --None--	* Software Version Number
* Number of PAX 300's	* PAX Serial Numbers (comma delimited)

- ▶ **Merchant Information:** These values will automatically populate based on the selected account.
  - **Account**
  - **Merchant ID**
- ▶ **Dealer Information:** These values will automatically populate based on the selected account.
  - **Dealer Name**
  - **Dealer Contact Phone**
  - **Dealer Contact Name**
  - **Dealer Contact Email**
- ▶ **Ordering Information**
  - **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).

The screenshot shows a web form for configuring PAX Store and Forward. At the top, there are two input fields: '\* Halo Amount' and '\* Total Ceiling Amount', both with information icons. Below these is a section titled 'Merchant Detail'. This section contains four input fields: '\* Primary Contact Full Name' (populated with 'John Smith'), 'Home Phone', 'Cell Phone' (populated with '8459200800'), and '\* Site Manager Email' (populated with 'docusignuser01@gmail.com'). At the bottom of the form are three buttons: 'Cancel', 'Save', and 'Save and Send'. A separate 'Cancel' button is located at the bottom right of the form's container.

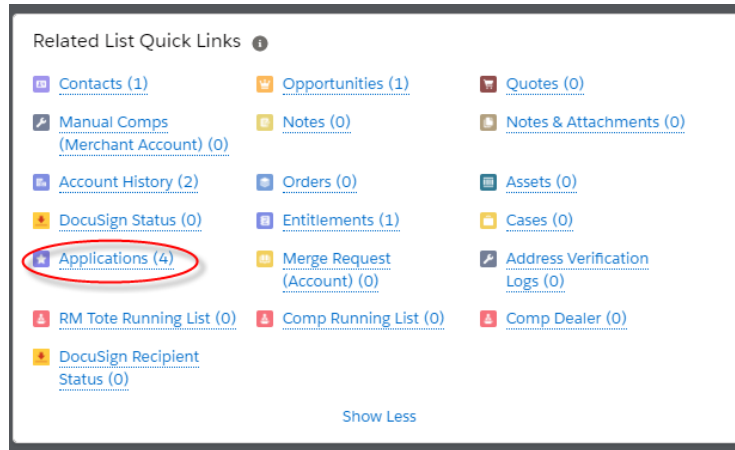
- 5 Once you have completed the form and are ready to submit, click **Save and Send** to automatically send the form to PAXSupport@e-hps.com.

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**.

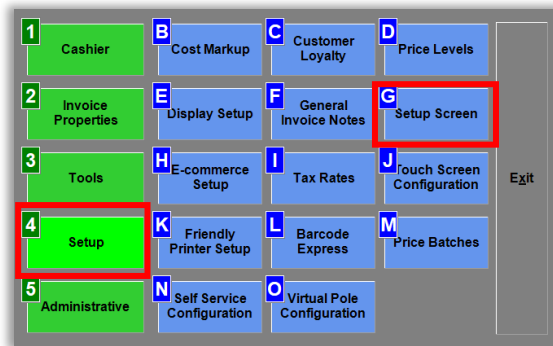


If you have questions about this process, boarding, or require assistance verifying settings, please contact [PAXSupport@e-hps.com](mailto:PAXSupport@e-hps.com).

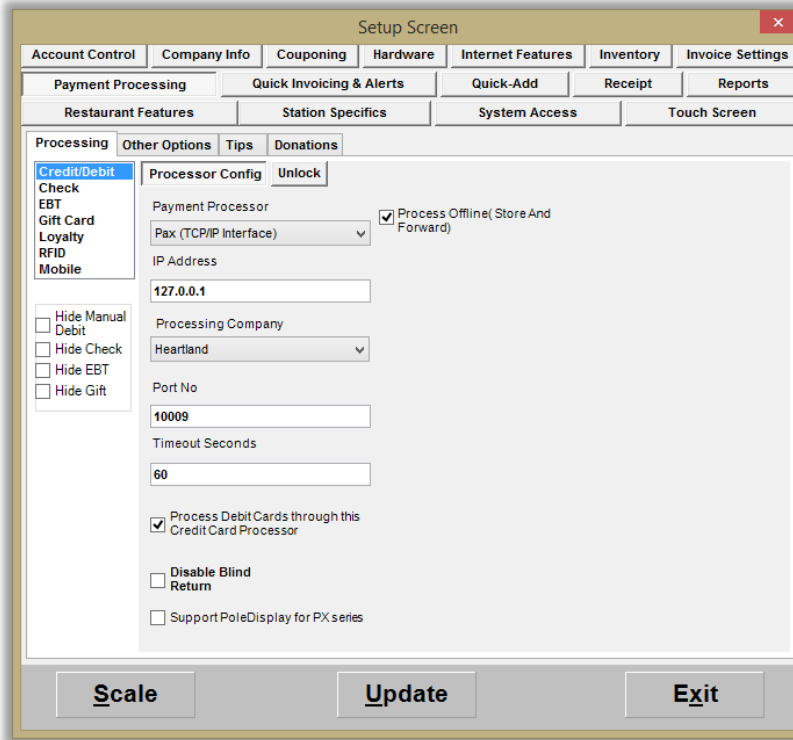
## Enable / Disable SAF in CRE

### Switch to Offline SAF Mode

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



- 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.



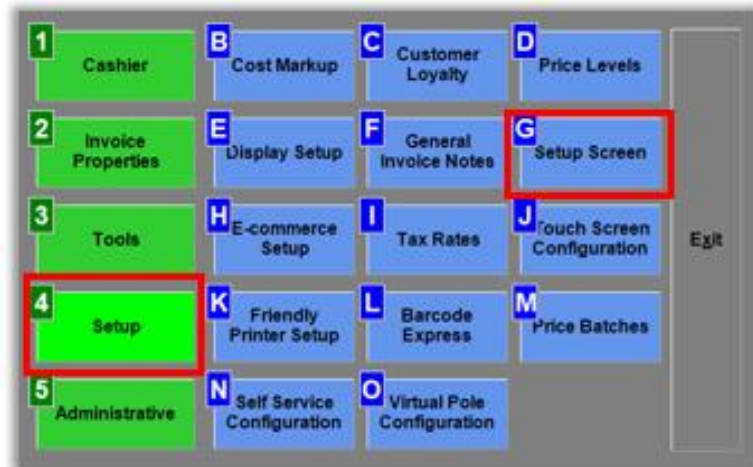
- Check the **Process Offline (Store and Forward)** box and click **Update**.
- Close and restart CRE at **ALL STATIONS** to effect the change.



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**.



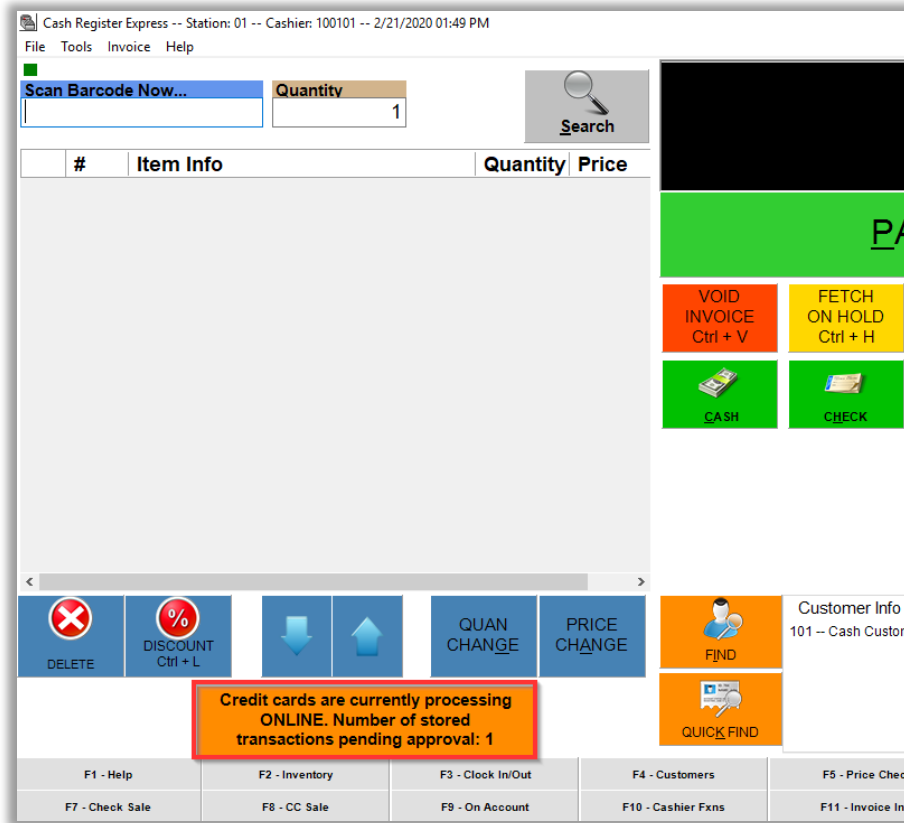
- 3 Go to the **Payment Processing** tab. Under **Payment Processor**, you should have either **PAX (TCP/IP Interface)** or **PAX (Serial Interface)**, depending on your setup.

The image shows the 'Setup Screen' window with the 'Payment Processor' configuration tab selected. The 'Process Offline (Store and Forward)' checkbox is unchecked. The 'Update' button is highlighted.

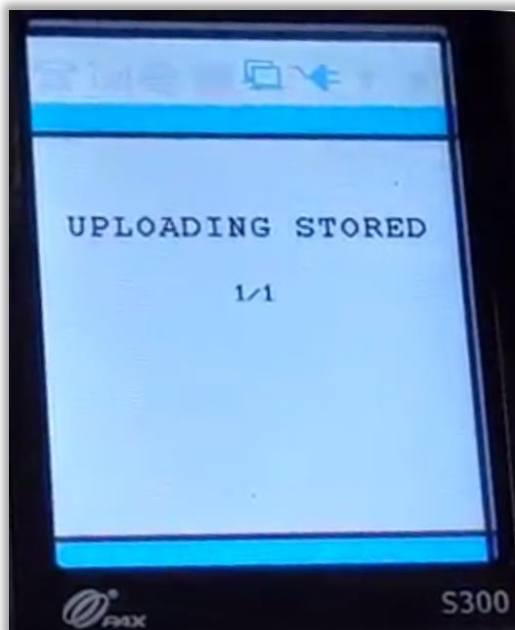
- 4 Uncheck the **Process Offline (Store and Forward)** box and click **Update**.
- 5 Close and restart CRE at **ALL STATIONS** to effect the change.



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



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

### FLASH REPORT

3/31/2020 11:45:00 AM  
3/31/2020 11:59:59 PM

SALES TOTALS	
Net Sales	\$10.10
Net Sales - Taxed	\$0.00
Net Sales - NOT Taxed	\$10.10
Exempt Sales	\$0.00
Liability Sold	\$0.00
Taxes	\$0.00
Gross Sales	\$10.10

MEDIA TOTALS	
Cash	\$0.00
Checks	\$0.00
Credit/Debit	\$10.10
EBT	\$0.00
On Account	\$0.00
Mobile Payment	\$0.00
Mobile Offers	\$0.00
Bad Debt	\$10.10

PERFORMANCE STATISTICS

**PRINT** **EXPORT** **EXIT**

DETAILED DAILY REPORT

3/31/2020 11:45:00 AM  
Printed: 3/31/2020 12:57:37 PM  
Cashier: ALL  
Restaurant Service w/PRPE

SALES TOTALS	
Net Sales	\$10.10
Net Tax	\$0.00
Net Tax 2	\$0.00
Net Tax 3	\$0.00
Net Tax 4	\$0.00
Net Tax 5	\$0.00
Net Tax 6	\$0.00
Grand Total Sales	\$10.10

Net Taxed Sales	\$0.00
Net Non-Taxed Sales	\$10.10
Net Tax Exempt Sales	\$0.00
Grand T + GC/SC/Tips	\$10.10
Grand T + GC/SC/Tips - DISC for GC	\$10.10

BREAKDOWN BY PAYMENT TYPE

Cash	\$0.00
Check	\$0.00
Total Cash + Checks	\$0.00
Total On Account	\$0.00
Total Debit Cards	\$0.00
Discover 1	\$10.10
Bad Debt	\$10.10
Total Credit Cards	\$10.10
Total Mobile Payment	\$0.00
Total Mobile Offers	\$0.00
Gift Cards Issued	\$0.00
Food Stamps	\$0.00

Breakdown by Categories

NONE - NONE	\$10.10
1 items sold --	\$0.00
Total Cat Line Disc:	\$0.00
Net Cat Sales:	\$10.10
Total All Cats:	\$10.10
Total Coupons:	\$0.00
Total Cat Line Disc:	\$0.00
Net All Cats:	\$10.10

BREAKDOWN BY DEPARTMENT

Department ID: NONE -- NONE

Total Dept Line Disc:	\$0.00
Total Dept Sales:	\$10.10
Net Dept Sales:	\$10.10
Dept Item Count:	1
Total All Depts:	\$10.10
Total Coupons:	\$0.00
Total Line Discounts:	\$0.00
Net All Depts:	\$10.10
Total Item Count:	1

**Financial Summary** Page

<b>Sales Totals</b>	Net Sales \$10.10	Coupons Redeemed NONE
	Net Tax \$0.00	
	Net Tax 2 \$0.00	
	Net Tax 3 \$0.00	
	Net Tax 4 \$0.00	
	Net Tax 5 \$0.00	
	Net Tax 6 \$0.00	
<b>Grand Total</b>	<b>\$10.10</b>	
	Gift Cards Sold \$0.00	
	Store Credits Issued \$0.00	
<b>Grand Total + Gift Cards/Tips</b>	<b>\$10.10</b>	
	Discount For GC \$0.00	
<b>GT - DISC for GC</b>	<b>\$10.10</b>	
	Total Payouts \$0.00	
	Total Pickups \$0.00	
	Total Deposit \$0.00	
<b>Remaining</b>	<b>\$10.10</b>	
<b>Sale Types</b>	Total Voided Sales \$0.00	
	Net Taxed Sales \$0.00	
	Net Non-Taxed Sales \$10.10	
	Net Tax Exempt Sales \$0.00	
<b>Payment Types</b>	Cash \$0.00	
	Check \$0.00	
	Total Cash + Checks \$0.00	
	On Account \$0.00	
	Total Debit Cards \$0.00	
	Discover 1 \$10.10	
	BadDebt \$10.10	
	Total Credit Cards 1 \$10.10	
<b>Expected Deposit Breakdown</b>	Total Cash Sales \$0.00	
	Total Debit/EBT Cashback \$0.00	
	Total AR Cash Payments \$0.00	
	Total Cash Payouts \$0.00	
	Total Expected Cash \$0.00	
	Total Check Sales \$0.00	
	Total AR Check Payments \$0.00	
	Total Expected Checks \$0.00	
	Total Expected Deposit \$0.00	

**Sales Breakdown**

Cat: NONE

Dept: NONE	**** your de	\$10.10	1	\$10.10
NONE Subtotal:			1	\$10.10
Dept % of Total Sales:				100.000%
NONE Subtotal:			1	\$10.10
Cat % of Total Sales:				100.000%
<b>CATEGORIES TOTAL:</b>			<b>1</b>	<b>\$10.10</b>