INNERVATION INTEGRATION

P R E F A C E

This is the Innervation Integration reference guide for IQ Business & IQ Enterprise software systems.

The document will aid in understanding and configuration of the Innervation Integration for it to function correctly.

Although every effort has been made to keep this Innervation Integration document up to date, some of the screen examples may not be 100% the same as the ones reflected in previous versions of IQ Enterprise & IQ Business. This is due to the continuous development and improvement of IQ Enterprise & IQ Business.

Unfortunately, there will be a discrepancy from time to time. We do apologize for the inconvenience that it may cause.

Should you feel that the Innervation Integration document is inadequate or requires further explanation or more and better examples, please feel free to email us.

We would love to have some feedback to improve the Innervation Integration document in some way or another.

Regards,

IQ Retail (PTY) LTD

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INTRODUCTION

IQ Retail integrated with Innervation to provide the user with a secured card payment solution.

Innervation supports a point to point encryption solution, which protects card information, reduces the security risk and ongoing cost related to Payment Card Industry Data Security Standards (PCI DSS).

Innervation can process payments in South Africa, Namibia, Botswana, Lesotho and Swaziland, with expansion plans into other South African Development Countries.

Once Innervation has been installed successfully and the user is trading, the TradeRoot web recons can be accessed which enables you to view transactions that have been processed on each terminal at any given day. These reconciliations can be viewed and / or downloaded for future reference.

SETUP

The user must enable the Innervation integration in Company Default Settings (2) and setup the socket service in the mobile parameters. Once this is done, the customer's card information can be captured on the system for a manual EFT or get authorisation for an automatic EFT payment.

DEFAULT SETTINGS (2)

From The IQ main menu → Utilities, Setup → Company Details → Default Settings (2).
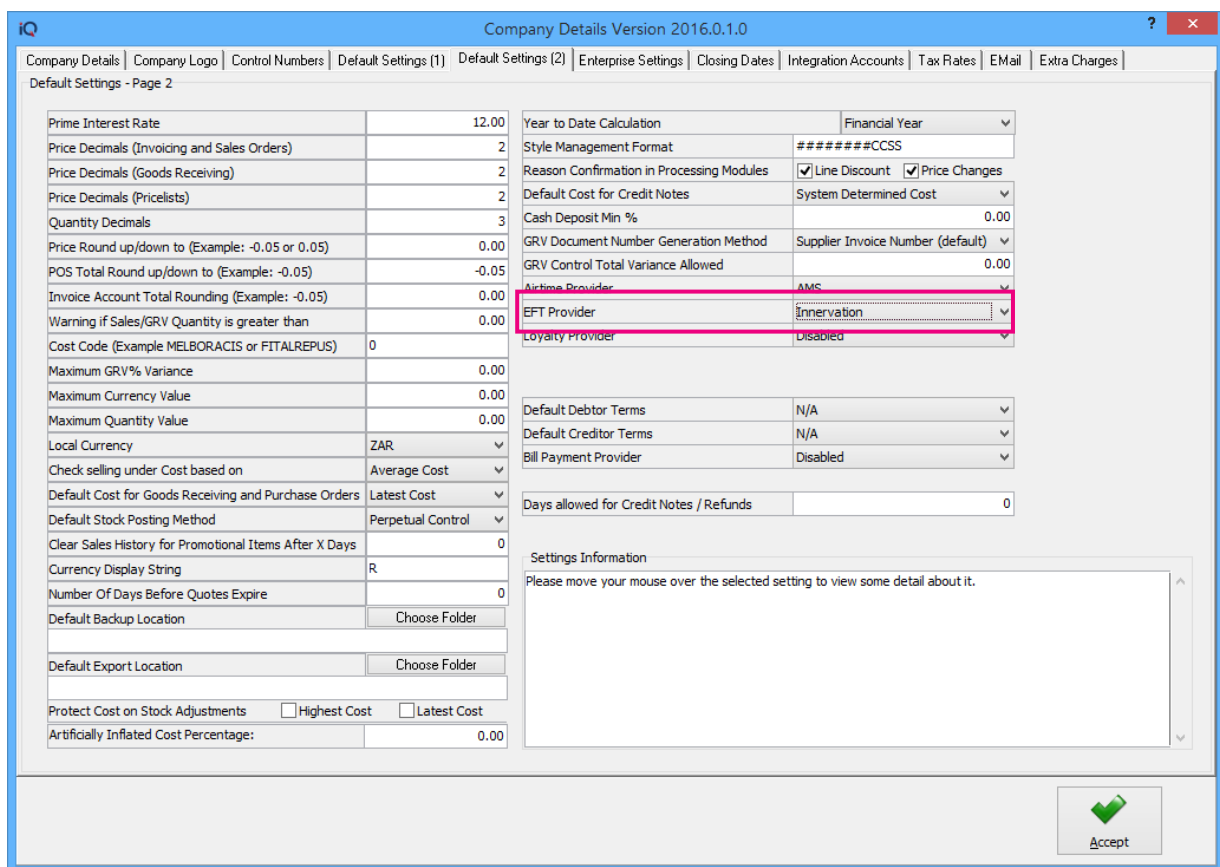
Select Innervation from the drop-down menu next to the EFT Provider.

The system will prompt the user to warn that Innervation is enabled as an EFT Service. Click on OK and then on the Accept button at the bottom of the screen.
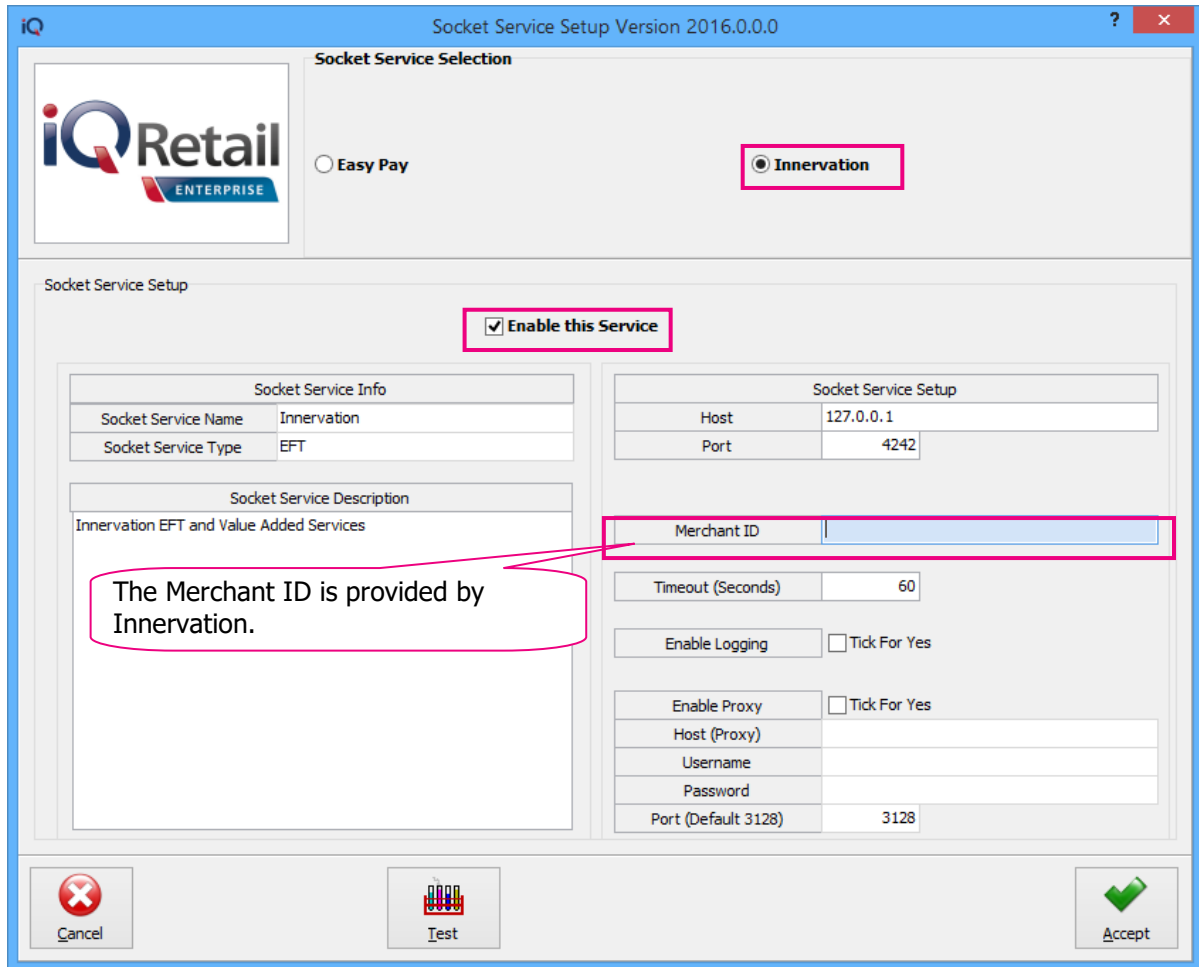
MODULE PARAMETERS

From the IQ main menu → Utilities → Setup → Module Parameters → Services→ Socket Services → Click on the Setup button.
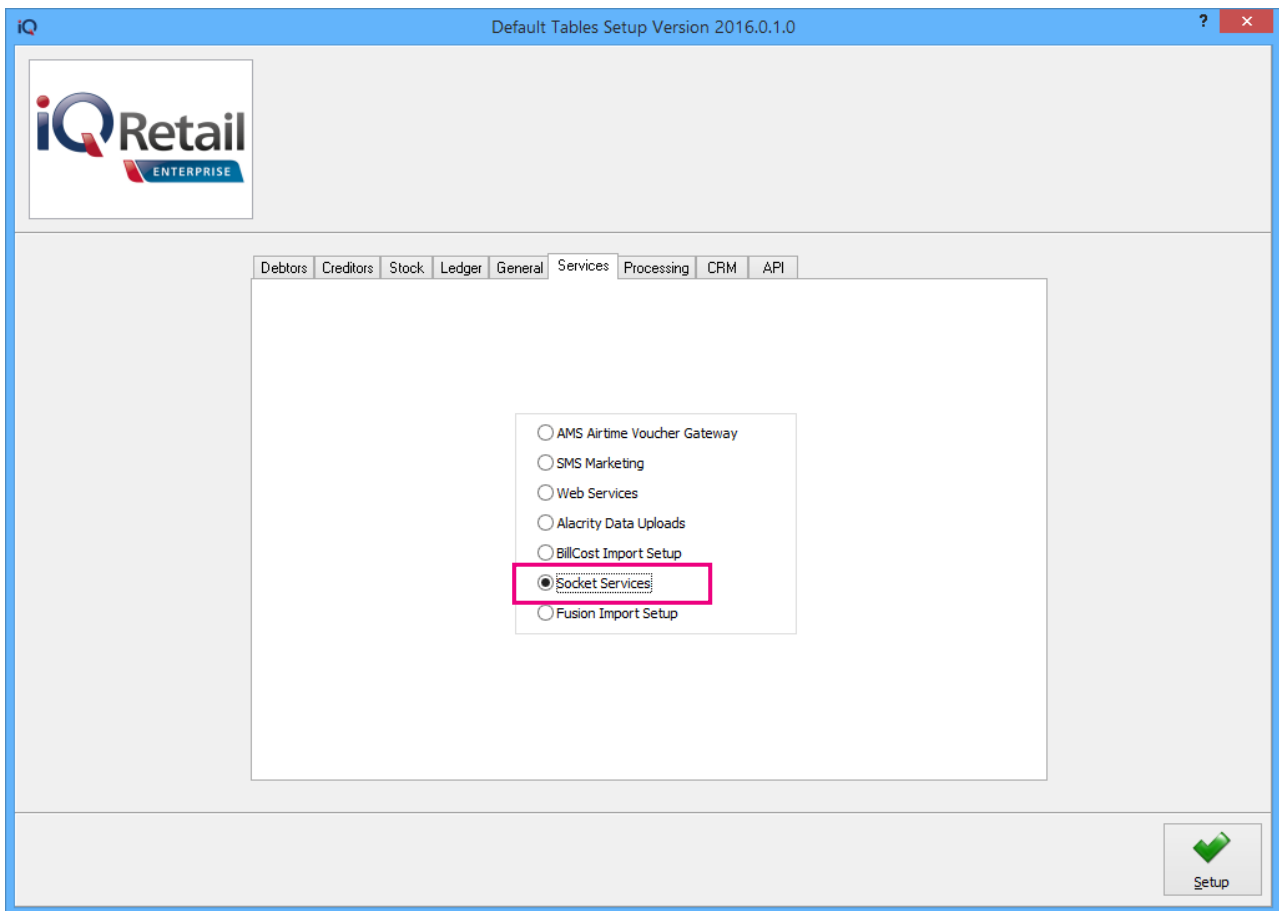
IMPORTANT: It is very important to **keep** the **IQ Terminal number** and the **linked PED together**. Everything fails if it is changed.

The following Socket Service Setup screen will appear:

SOCKET SERVICE SELECTION

Select the Innervation option.

SOCKET SERVICE SETUP

ENABLE THIS SERVICE

Once the service is setup, the user must tick this box to enable the service.

SOCKET SERVICE INFO

The Socket Service Name is: Innervation.

The Socket Service Type: EFT.

SOCKET SERVICE DESCRIPTION

The Socket Service description states that it is Innervation EFT and Value Added Services.

SOCKET SERVICE SETUP

HOST

The default Host for Innervation is 127.0.0.1.

PORT

The default port for Innervation is 4242.

MERCHANT ID

The Merchant ID is a number which will be provided by Innervation, as soon as the user is registered on their system.

TIMEOUT (SECONDS)

The Timeout represents the quantity of seconds the service should run in the instance where there are network or internet problems, before it times out. The timeout value defaults to 60 seconds and should not be changed.

ENABLE LOGGING

If the user wants to keep a log of this integration process, the block must be ticked for Yes.

ENABLE PROXY

If the user uses another computer which serves as a hub through which internet requests are processed, that Proxy must be enabled. The user must enter the proxy host, username, password and port. The default port for the proxy is 3128.

BUTTON FUNCTIONALITY

CANCEL

The Cancel option allows the user to exit the Socket Services Setup, without saving any information captured.

TEST

The Test option saves the settings and test the connection. If the connection fails, the system will provide an error message.
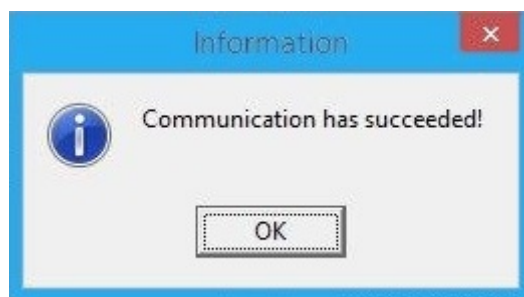
If the connection to the server was established, a message will appear that the connection was successful.

ACCEPT

The Accept option saves all the settings and exit then the socket services setup.

TENDER SETUP

The user can either create a new Tender Type for the EFT payments, or an existing Tender Type can be edited.

From the IQ main menu → Utilities → Setup → Tender Setup → either edit an existing Tender Type or Add a New Tender Type.

IMPORTANT: Tick the "Enable EFT Services" option to enable it and click on Accept to save the information.

TRADEROOT MERCHANT

Once the setup is done, an additional Traderoot Merchant must be installed, so that IQ can communicate to a PED device (machine used to read the card information), which communicates the transaction to the bank and gets approval.

For the Traderoot Merchant to be installed, the user can contact the Sales Department at Innervation at telephone number 0861 111 665, fax number 086 619 4298 or visit their website at www.innervation.co.za.

Innervation will provide the user with a form to be completed, and which should be returned to them.

The Traderoot Merchant program will be installed on the user's computer and the user will receive a Merchant ID number to enter the Socket Services Setup (Module Parameters).

IMPORTANT: It is very important to keep the IQ Terminal number and the linked PED together. Everything fails if it is changed.

HOW DOES IT WORK?

Two buttons were added to the Tender screen, Manual EFT Off & Authorization.
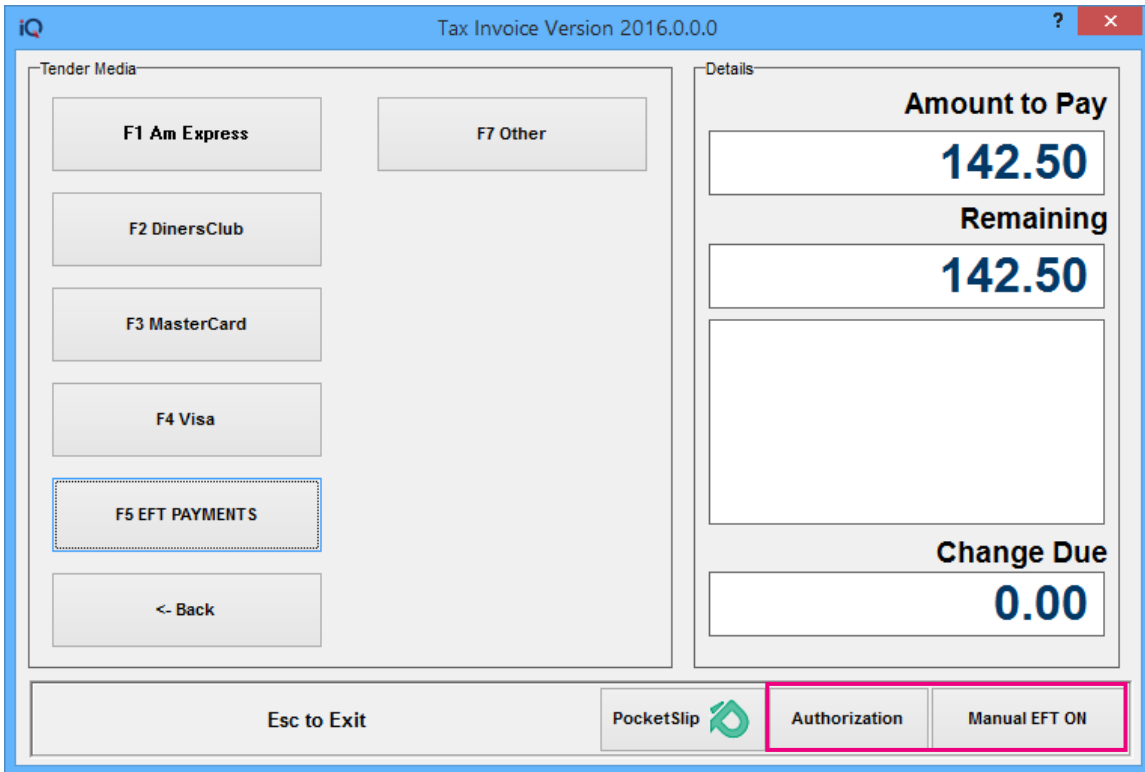
The Manual EFT Off button is a toggle button, that can be used to switch between a Manual transaction or an Automatic transaction.

If a Bank Authorization Code is needed, the Authorization button will provide help.

MANUAL EFT OFF

When one of the Tender Media (which was setup as Innervation) and an amount is selected to be paid, the following screen will appear to show communication with the PED device.

NOTE: In our example, F5 (= EFT Payments) was setup as the Innervation Integration Tender Medium.
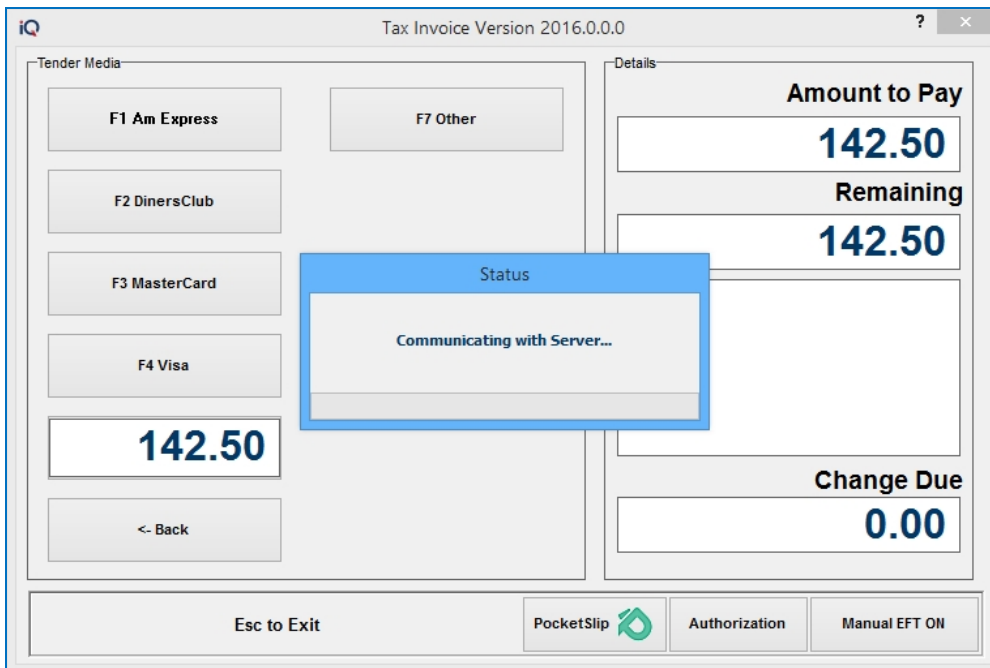
MANUAL EFT ON

When the Manual transactions is switched on, the following screen will appear to enter the card details:

CARD HOLDER NAME

The Card Holder Name must be entered as it appears on the card.

CARD NUMBER

The Card Number of the client, capture it without any spaces.

CVV NUMBER

On the back side of the credit card is a code printed. The CVV number is the last 3 numbers of this code.

EXPIRY DATE (MM/YYYY)

The Expiry date must be captured as it is printed on the card.

BUDGET PERIOD

The budget will only show when the entered amount is greater than R300.

CARD TYPE

Select one of the four (4) card types: Savings Account, Cheque Account, Credit Account or Loyalty Account for the drop-down menu at the end of the field.

Once all the information is captured. The user can click on the Accept button to continue with the transaction.

NOTE: The system will not allow the user to continue with the transaction unless all the information is captured.
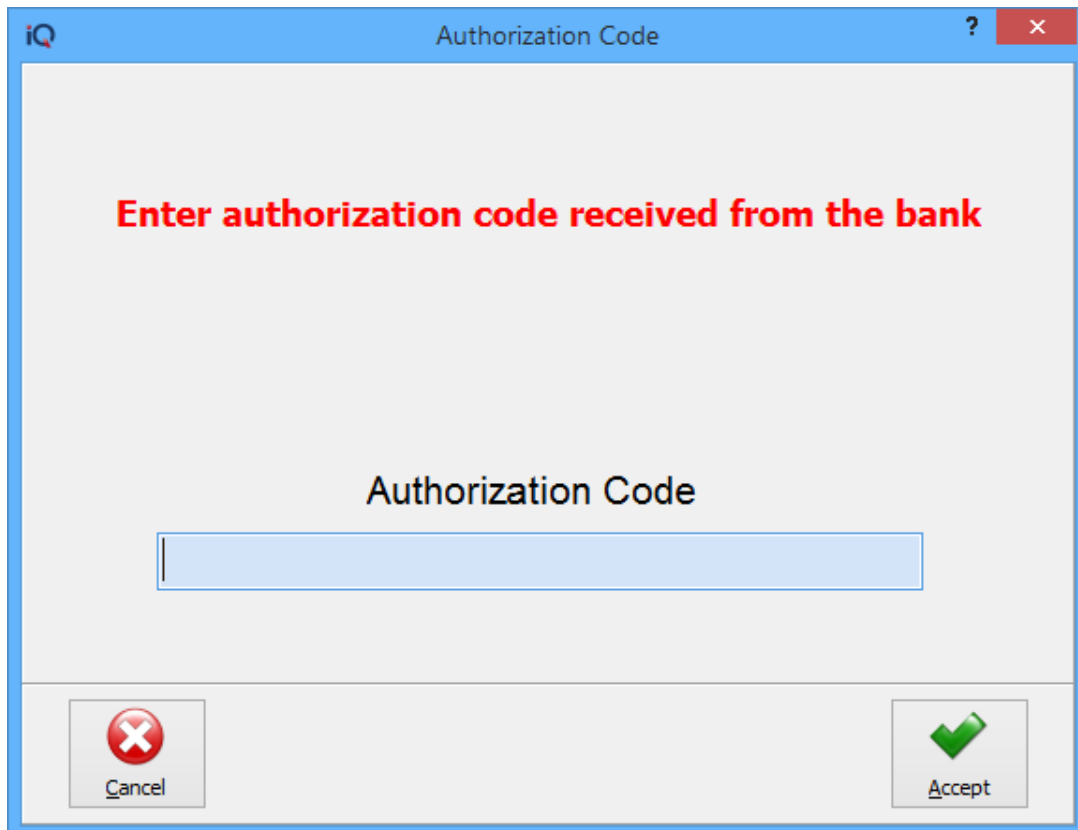
AUTHORIZATION

When the issuing bank decides to query the transaction (one of the reasons could be suspected fraud) – they will return a "01" response code (refer to issuer) to POS. The teller will then relay this to the customer, who will in turn call their bank to confirm the transaction. If the bank decides to proceed with the transaction, the Authorisation ID is provided telephonically.

This Bank Authorization Code (ID) is needed for the transaction to be completed, the Authorization button at the bottom of the Tender Screen provides help.

Once the Authorization button is clicked, the following screen will appear:
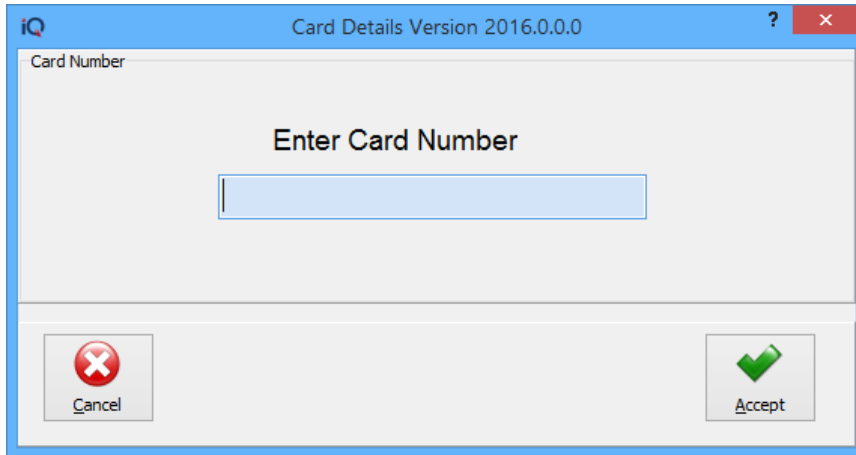
The user must capture the client's card number and click on the Accept button.

The Authorization Code screen will appear, where the user must capture the code received from the bank.

If more than one card is used to pay for one transaction, the system will hold the settlement until the Amount to Pay is equal to zero (0). A Customer slip and a Merchant slip will be printed for every card after each transaction completion. It will print from the last card to the first card used.

OPTIONS WHEN EFT TRANSACTIONS FAIL

When doing an automatic transaction and the transaction fails on the PED device, the user will be asked if a manual transaction should be done. The user can continue with the same card details, or new details can be entered.

IMPORTED: If more than one card was used for payment and the last card fails, the whole transaction will fail because the Amount to Pay is not yet equal to zero (0).

REFUNDS ON TRANSACTIONS

On a Credit Card, the user must do a refund to cancel the transaction at the bank.

On a Debit Card, cash must be given instead of a refund on the Innervation system.

EFT SLIPS

VIEW SALES

A button "EFT Slips" has been added to the View Sales option in Point of Sale.

From the IQ main menu → Point of Sale → View Sales → search or filter for the specific transaction and click on the EFT Slips button.

EFT SLIPS
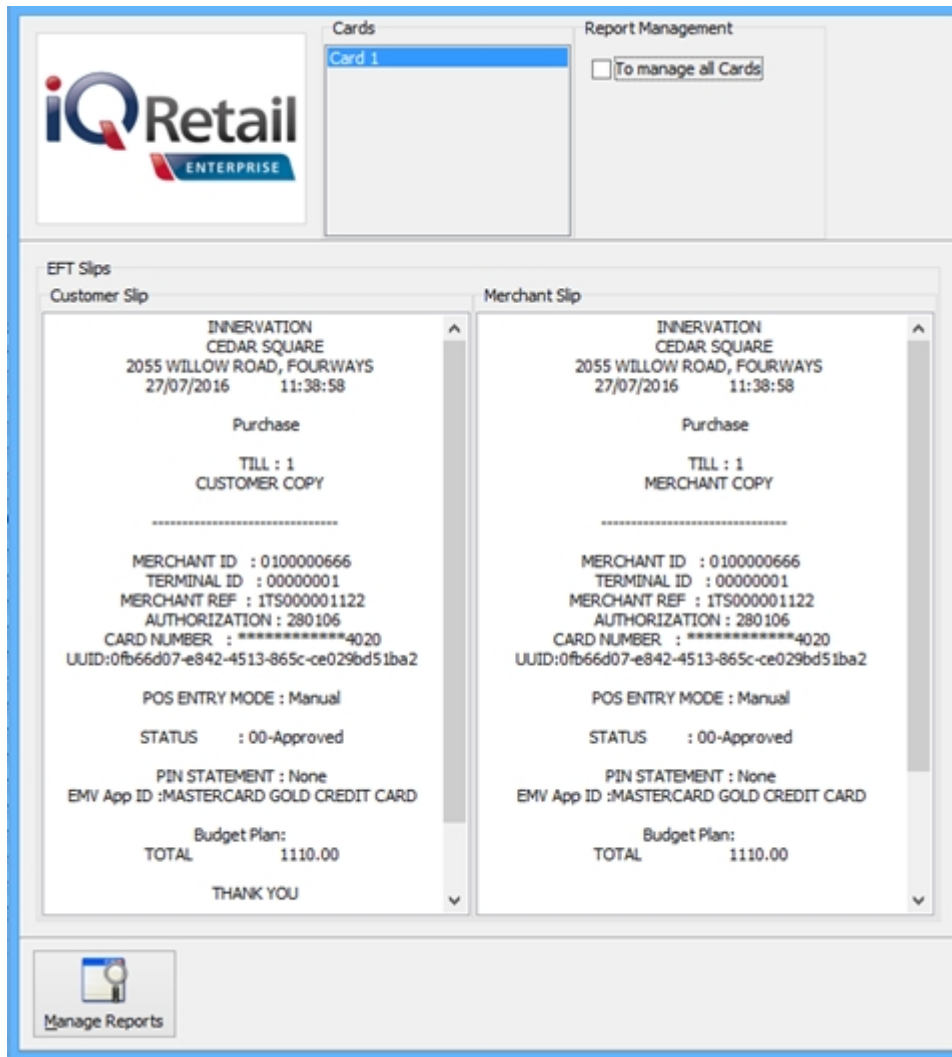
CARDS

All the cards that were used in the transaction are listed here. The last card used will print first and thereafter the others in sequence.

Click on each card to view the specific payment.

REPORT MANAGEMENT

Tick the checkbox to select all the cards used, to print or preview.

EFT SLIPS

The EFT Slips grid is divided into the Customer Slip on the Left hand and the Merchant Slip on the right.
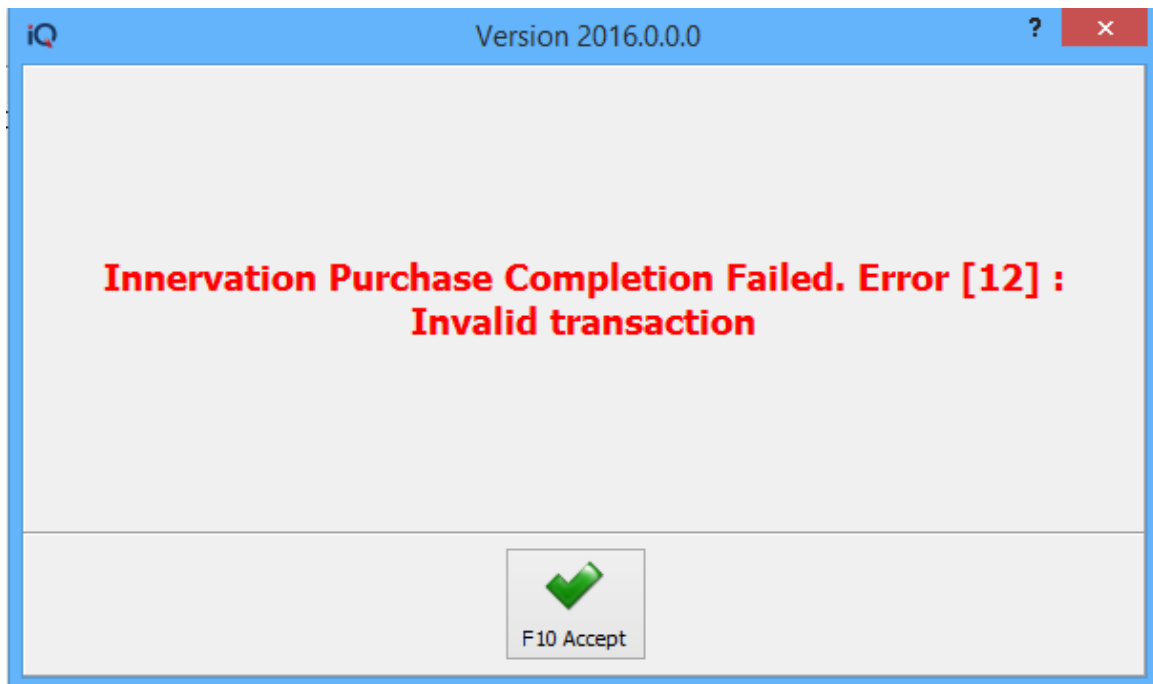
MANAGE REPORTS BUTTON

The Manager Reports option allows the user to preview, edit or print the slips.

ERROR MESSAGES

The user might get error messages when processing the EFT transaction. Innervation will provide the user of a list of possible error messages and what the user should do when they get them.

An example of an error message:

- End of Document -