

## **VinNOW-TSYS Integration Setup**

**Once your account is established with TSYS, and installation appointment should have been arranged. If not, contact your sales representative as these steps should be done for the first time with the assistance of TSYS support.**

**TSYS Support Contact Number: 855-882-0507**

Customers switching to TSYS should be on VinNOW version **2110.5.31** or greater. In order to determine what version you are on, from the VinNOW login screen double click on your winery name and the version will display. You can also view this from within VinNOW, under the Help Menu, About VinNOW.

### **Overview**

TSYS credit card processing communications to the gateway is done via LAN internet linked PAX payment terminals, and a back office web connection to their "Transit" website.

The PAX terminals supplied by TSYS have your merchant account information preloaded into the terminals and VinNOW does not store this information. Each PAX payment terminal needs to be linked to a VinNOW workstation by the payment terminal's serial number and IP address. VinNOW recommends each individual VinNOW POS (point-of-sale) workstation should have its own corresponding PAX payment terminal device. It is possible to share the device between workstations, however, keep in mind the PAX terminal can only process a single workstation's transaction at a time and so you need to be aware that sharing a payment terminal for transactions can cause Tasting Room POS sales to have to wait for access to the PAX terminal and may time out if other transactions are processing.

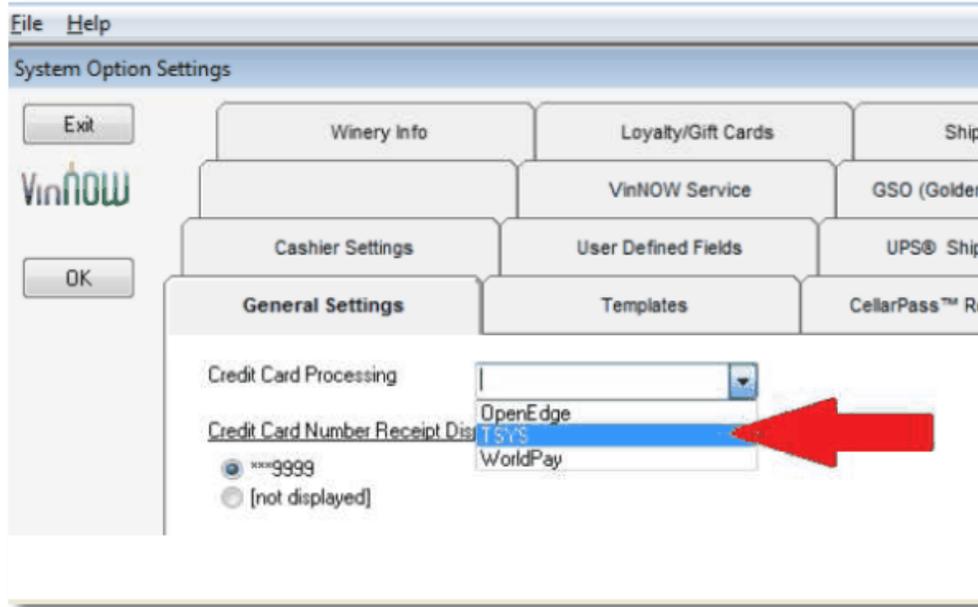
VinNOW recommends that all TSYS PAX payment terminals be set up to use STATIC IP address settings instead of the default DHCP setting. In order to accomplish this you will first need to set your network up to use a STATIC IP. Please contact your IT support for assistance with your network. See [TSYS/PAX STATIC IP Setup](#) for information on setting up the PAX device once you have a static IP.

This document describes:

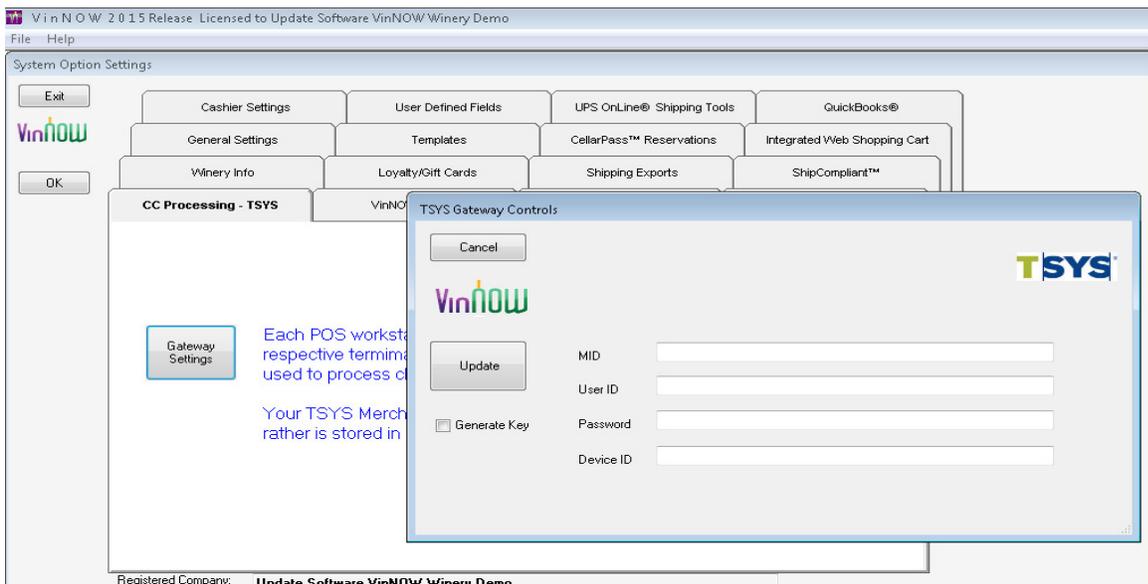
- I. How to enable TSYS credit card processing in VinNOW
- II. How to enable your back office processing via Transit
- III. How to link a PAX terminal to a workstation
- IV. Test transactions script to verify the integration is working correctly
- V. Tokenizing credit cards-on-file.

## I. Enable TSYS credit card processing in Systems Option Settings of VinNOW

Once you have established your account with TSYS and received your PAX machine(s) and are ready to install them, in VinNOW System Option Settings select TSYS as your credit card processor and click "OK":

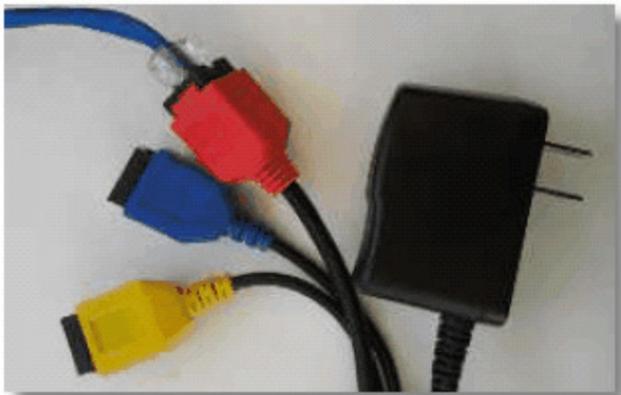


BackOffice workstations will be able to process credit card sales without a PAX machine when your TSYS "Transit" credentials have been entered into VinNOW System Option Setup. You will not be able to view credit cards on file, tokenize credit cards or run a wine club without transit credentials. VinNOW Support does not have access to this information, please contact TSYS support. The information needed is **MID**, **USER ID**, **PASSWORD** and **DEVICE ID**. After filling in the information check the "Generate Key" and "Update".

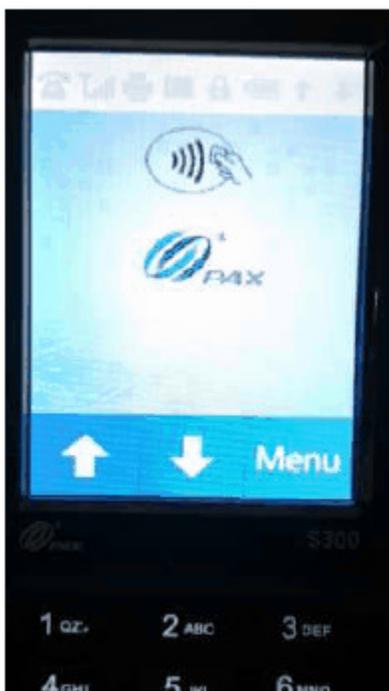


**Set up the PAX and find the terminal IP address:**

- a. Connect the PAX terminal to the LAN (with internet access) using the Ethernet connection plug (usually colored red.)
- b. Connect the PAX terminal to an AC power source.



- c. Wait for the PAX terminal to boot up to the PAX logo screen.
- d. On the lower right-side of the screen, press the Menu button.



e. You will be prompted for a password. (Note: The password is supplied by TSYs customer service.) Key in the number using the pin pad on the terminal and press the green Enter key.

f. Press the Down Arrow on the screen.

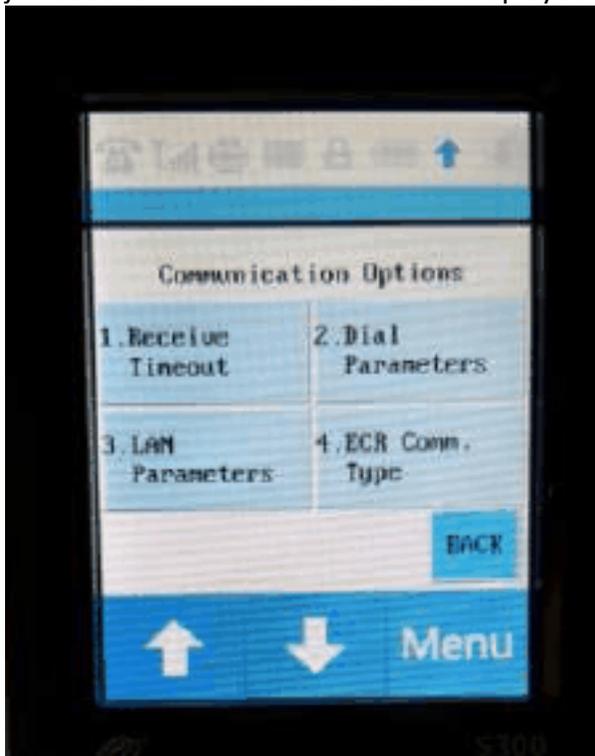
g. Press the Communications button displayed on right side of the screen.



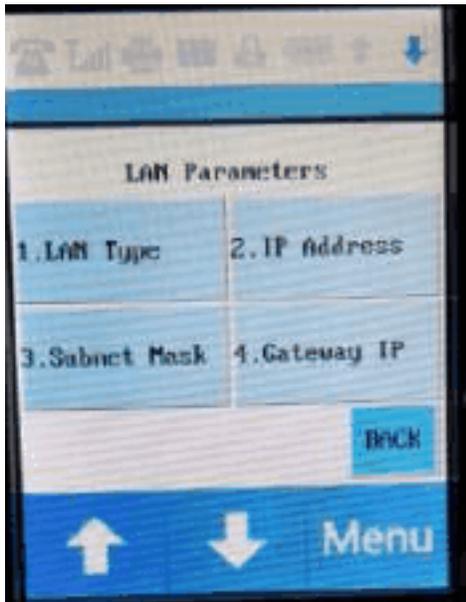
h. Enter the password at the prompt.

i. Press the Down Arrow

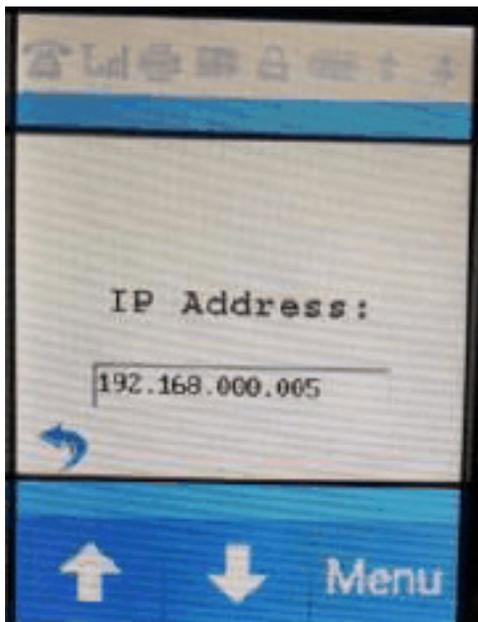
j. Press the LAN Parameters button displayed on the lower left side of the screen.



k. Press the IP Address button which will be displayed on the upper right side of the screen.

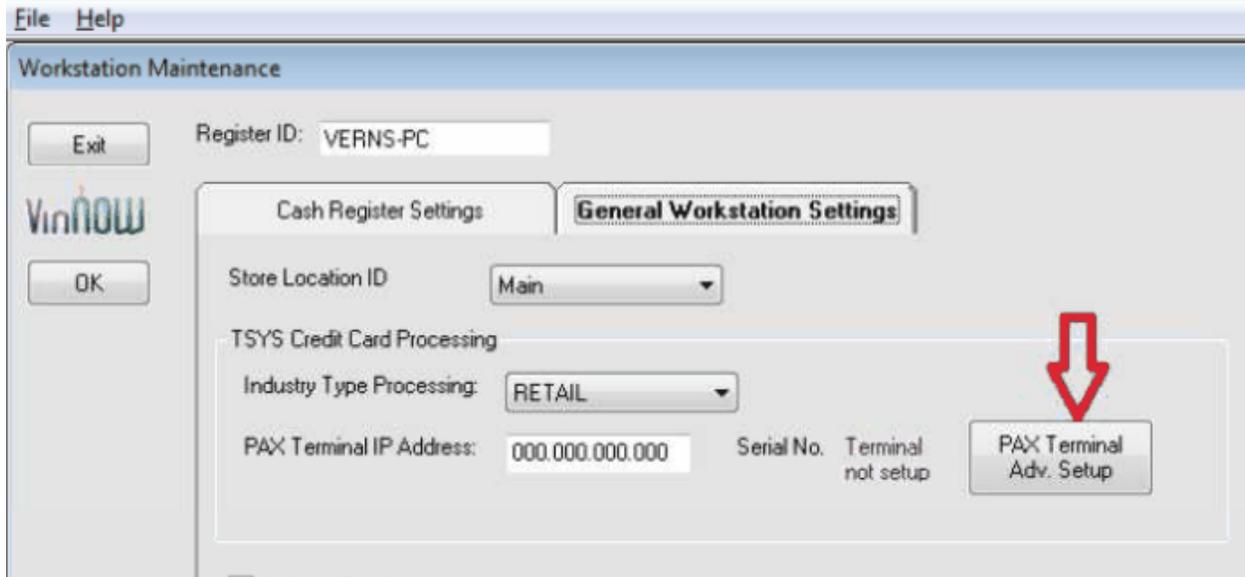


l. Write down IP address displayed.

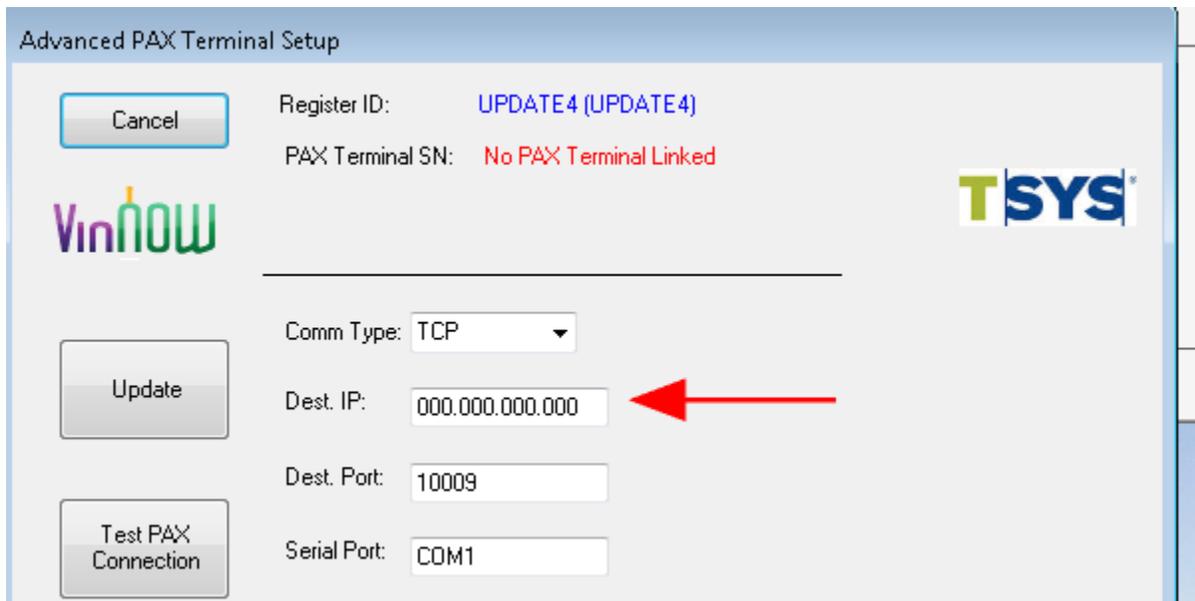


## II. Link a workstation to a PAX payment terminal in Cash Register/Workstation Setup.

In VinNOW, SetUp Menu, Cashier Workstation Setup, enter the “PAX Terminal IP Address” click the PAX Terminal Advanced Setup button to launch the set up window.



Type the IP address into the “*Dest. IP*” field on the VinNOW Advanced PAX Terminal Setup screen. For best results drop the leading zeroes from the IP address. For example, if the IP Address on the terminal is displayed as 192.168.000.005, type 192.168.0.5 into the “*Dest. IP*” field.



Make sure the following values are in place:

**COM Type: TCP**

**Dest Port: 10009**

**Serial Port: COM1**

**Baud Rate: 9600**

**Time Count: 50000**

**Industry: Retail** (for retail sales) or **Restaurant** (for preauth sales if your account is set up for this type of processing).

Click the “Test PAX Connection” button.

Advanced PAX Terminal Setup

Registrar ID: VERNS PC (VERNS PC)

PAX Terminal SN: 53003586

Terminal ID: 73156150

Merchant ID: 000052227035

Comm Type: TCP

Dest. IP: 192.168.0.5

Dest. Port: 10009

Serial Port: COM1

Baud Rate: 9600

Time Out: 50000 milliseconds

Signature Capture

Industry: RETAIL

Notes:

If the test is successful; the PAX terminal serial number, the terminal ID number, and the merchant ID number will be displayed at the top of the screen. If the connection test is unsuccessful an appropriate message describing the connection problem will be displayed instead. Contact TSYS support for issues with your PAX machine or set up.

**Note: The last 10 digits of Merchant ID displayed on the screen should match the last 10 digits of the client’s merchant identification number. (If the last 10 digits of the account numbers do not match, contact TSYS customer service.)**

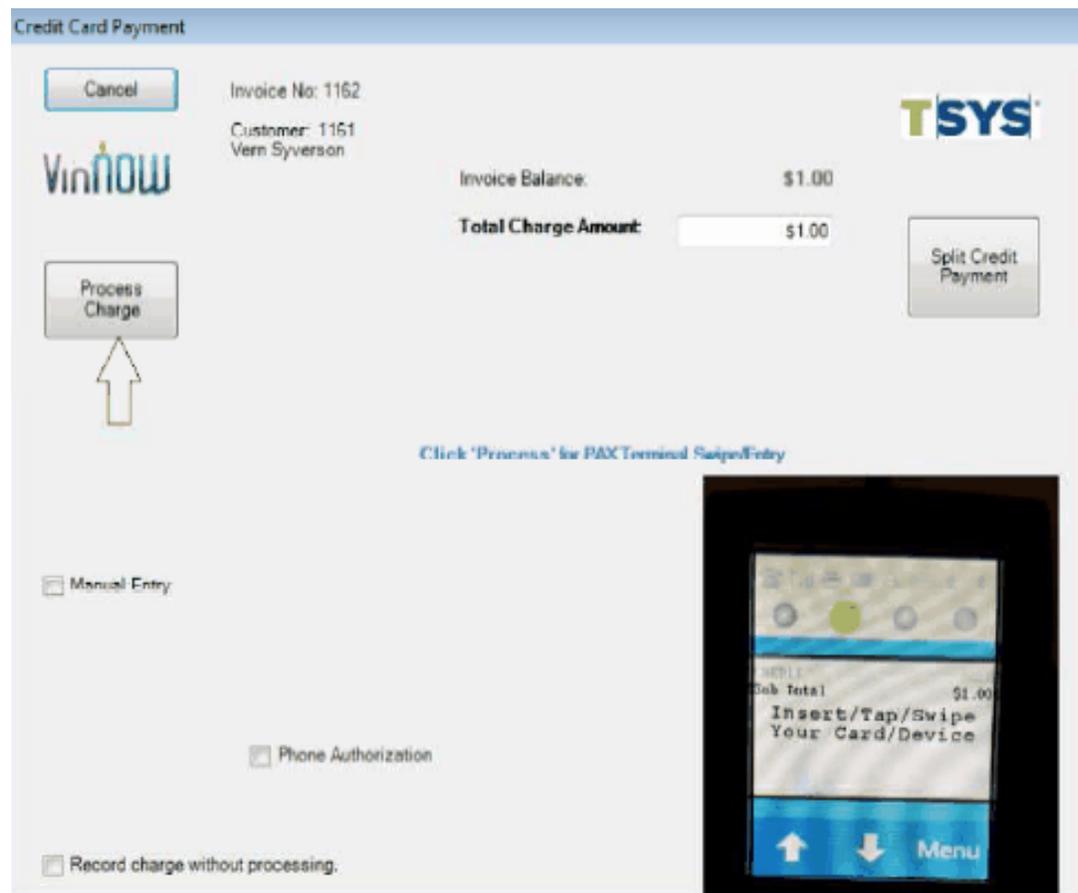
When you have a successful connection, click the “Update” button to link the PAX terminal to the workstation; and then click “Cancel” to return to the Workstation Maintenance screen. The PAX terminal is now linked to the workstation. Finish setting the Cashier settings and click “Update” to save workstation settings.

### III. Run live test transactions.

The following transactions should be run to test the connection and tokenization of your new TSYS set up:

#### Basic Cashier Sale:

- 1) Open a Cash Register shift
- 2) Add yourself as a customer to the sale
- 3) Add a product to the sale
- 4) Click "Credit"
- 5) Click "Process" which will cause the terminal to prompt for card swipe as shown below:



6) Swipe a card, or insert a chip card, or use a phone with an NFC payment app to make a payment. The terminal will process the payment and when the approval is received, a receipt will be printed to complete the sale.

7) Now start a new sale:

- a. Add your customer you previously used to the sale
- b. Add a product to the sale
- c. Click “Credit” to display the Card Payment screen:

**Credit Card Payment**

Cancel Invoice No: 1163  
Customer: 1161  
Vern Syverson

Invoice Balance: \$1.00

**Total Charge Amount:** \$1.00

Process Charge

Get Card On File

Manual Entry

Record charge without processing.

TSYS

Credit Card Number: \*\*\*\*5733

Expiration Date: 0216 (MMYY) Card Type: MasterCard

Card Present CVM Code:

Card Member Name First: VERLYN L Last: SYVERSON

Zip Code: 92101

Address 1: 1010 Trade St

Split Credit Payment

9) Click the “Get Card On File” button to pull in the customer’s card added to the customer’s record in the previous sale.

10) Click “Process Charge” to process the payment. (This is a test of a tokenized card-on-file transaction.)

11) Exit the Cashier screen going to the Customer Search screen

12) On the Maintenance menu, select the option: “Credit Card Processor Maint. – TSYS”:

Credit Card Processing Maintenance

Cancel

VinNOW

PAX Terminal SN: 53003556  
Terminal ID: 73156150  
Merchant ID: 000052227035

TSYS

Status: Batch #11 is open.

	Count	Total
Credit Payments:	2	\$2.00
Debit Payments:	0	\$0.00

Close Batch

Independent Return Credit

Void Return Credit

The Batch totals shown on this screen should reflect the total of two credit sales you have just completed.

**Note: This screen only shows transactions that have been done using the PAX terminal linked to the current workstation. With TSYS credit card processing each terminal maintains its own unique batch of transactions. Therefore this screen will not include any transactions done on other PAX terminals.**

13) Navigate back the Customer Search screen, and select the customer record that was added for the two previous credit sales.

14) On the Customer Maintenance Billing tab select the credit card on file to display the "Customer Credit Card Maintenance" screen:

Customer Credit Card Maintenance

Cancel

VinNOW

Customer: 1161 Vern Syverson  
Billing Name: Vern Syverson

TSYS

Primary card on file

Update

New

Credit Card Number: \*\*\*\*5733 

Expiration Date: 0216 (MMYY) Card Type: MasterCard

Card Present CVV Code: \_\_\_\_\_

Card Member Name First: VERLYN L Last: SYVERSON

Zip Code: 92101

Address 1: 1010 Trade St

Remove

Last Update: 8/27/2015 12:02:14 AM  
User ID: Admin

15) Click the “Update” button to test the “VERIFY” transaction which returns to VinNOW a token representation of the card which is then stored in VinNOW for subsequent card-on-file wine club sales.

**Note: The “VERIFY” transaction type is used to add/update cards-on-file if they are Visa, MasterCard, or Discover. American Express, however, does not allow the use the “VERIFY” transaction to add/update cards-on-file, so they are updated with a “\$1.00 AUTH” transaction followed by a “VOID” transaction.**

16) Navigate back to the Customer Search screen, and log in on to the Cashier.

17) Go to the Sales Tape.

18) VOID both the credit sales done previously.

19) Finally, Close the register shift

Close Register Shift

Register ID: VERN5-PC

Cancel

Close

Close Pending

Denomination	Count	Total Amount
Hundreds	0	
Fifties	0	
Twenties	0	
Tens	0	
Fives	0	
Ones	0	
Dollar coins	0	
Half dollars	0	
Quarters	0	
Dimes	0	
Nickels	0	
Pennies	0	

**Rolled Coin**

Quarters (\$10)	0	
Dimes (\$5)	0	
Nickels (\$2)	0	
Pennies (\$50)	0	

**Total Cash** \$0.00

Checks U \$0.00

**Drawer Total** \$0.00

**Register Shift Sales**

Shift start time: 8/26/2015 10:57:07 PM

Cash Sales:	\$0.00
Check Sales:	\$0.00
Credit Sales:	\$2.00
Other:	
<b>Total Shift Sales:</b>	<b>\$2.00</b>

**Final Drawer Calculation**

Total Closing Cash In Drawer	\$0.00
Less Cash Left In Drawer	\$0.00
<b>Total Cash Out:</b>	<b>\$0.00</b>

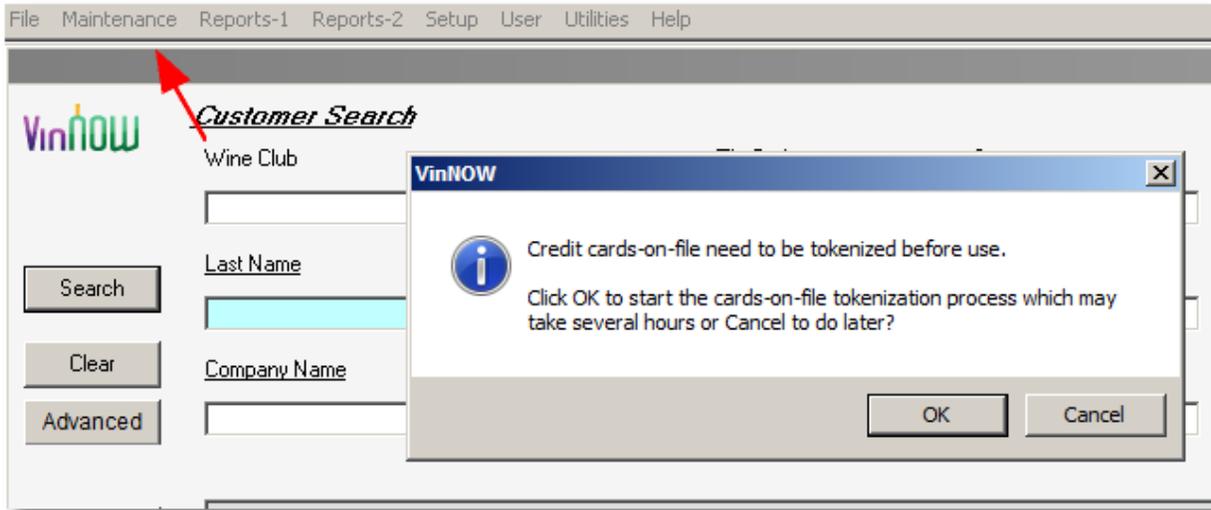
Close TSYS PAX batch

**Notes**

Notice the new check-box to “Close TSYS PAX batch” on the screen. This check-box is checked by default and when checked it automatically closes the batch of charges in the payment terminal when the register shift is closed. This concludes the transactions test script.

#### IV. Tokenize Your Database.

If you are switching to TSYs processing, you must tokenize any credit cards in your database prior to being able to see your cards on file or run a wine club. To accomplish this, go to the Maintenance Menu, credit Card Processor Maintenance and you will get a screen that lets you know you have cards-on-file that need to be tokenized.



This process can be started and stopped at any time but must be finished prior to running a wine club or using cards on file. The speed at which the cards tokenize is determined by your machine speed, internet connectivity, and TSYs processing speed. The process will display how many cards you have to process, and will have a counter letting you know how quickly it is processing. Click the OK button to launch the tokenization process. A status window similar to the following will be displayed:



If you click "Cancel", the system will proceed to display the normal TSYs Credit Card Processing Maintenance screen.

The tokenization process can be interrupted clicking the "Cancel" button. It can be re-started later and it will start at point where it was interrupted.

## Troubleshooting PAX Connections

**These troubleshooting suggestions are based on problems we have seen and solutions that worked for those specific situations. If you have issues with your PAX terminal set up or processing charges, contact TSYS support. VinNOW Support cannot assist you with PAX set up or troubleshooting.**

Message on Adv. PAX Setup and Possible Explanations:

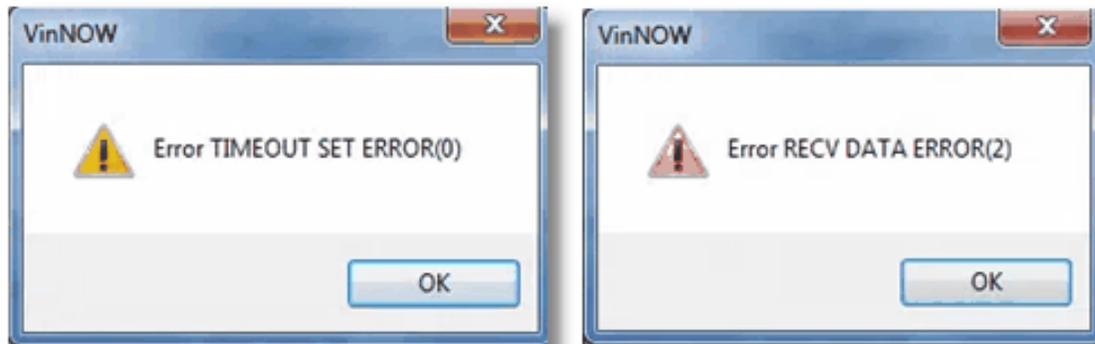
### **Unable to ping Dest. IP :**

- Terminal is not powered on.
- LAN cable is un-plugged.
- Dest. IP is incorrect.
- Dest. Port is being blocked on the LAN

### **Unable to open Dest. Port** (means you can ping the Dest. IP, but cannot open Dest. port)

- Dest. IP is pointing to device which is not a PAX terminal
- Dest. Port setting in the PAX terminal does not match the Dest. Port specified
- Dest. Port is being blocked on the LAN

### **Processing Errors:**



For either of these errors, check your timeout rate on the advanced PAX set up in the cashier/workstation table and make sure it is 50000 milliseconds. If the set up is set correctly or you still get this error, contact TSYS Support.

## **TSYS/PAX STATIC IP Setup**

### **VinNOW / TSYS Integration STATIC IP PAX Terminal Linkage Setup**

VinNOW recommends that all TSYS PAX payment terminals be set up to use STATIC IP address settings instead of the default DHCP setting. (This reason for this is because DHCP has been shown to cause linkage problems when DHCP subsequently assigns a different IP Address after the initial IP address has been assigned to a VinNOW workstation record.) To accomplish this, the following steps need to be performed with a TSYS Merchant Services Support (TMSS) representative on the phone. Do the following steps for each PAX terminal and its associated VinNOW workstation:

- 1) With the PAX terminal connected to the LAN, power-cycle the terminal to boot it up initially using DHCP to obtain an IP Address.
- 2) Then have the TSYS representative walk you through navigating the PAX terminal's menu to get and record the IP address assigned to the terminal.
- 3) On the associated VinNOW workstation in the "Advanced PAX Terminal Setup" screen, type the IP address into the "Dest IP." field; click the "Test PAX Connection" button to make sure the PAX terminal connects successfully. If the connection is successful, click the "Update" button to update the VinNOW workstation record.
- 4) On the PAX terminal, navigate the menu to get the following values for the TSYS representative to be recorded in the TSYS BroadPOS system.
  - A. IP Address
  - B. Subnet Mask
  - C. Gateway IP
  - D. DNS IP
  - E. ECR Comm Type = "Ethernet"
  - F. Communication Port
  - G. Communication Protocol = "TCP/IP"
- 5) Finally set the PAX terminal's LAN Type = "STATIC" and have TSYS representative record the same setting likewise in the TSYS BroadPOS system.
- 6) Now test the settings, by having the TSYS representative reset the terminal from their office and then power cycle the PAX terminal. After PAX terminal has re-booted, on the VinNOW workstation go to the "Advanced PAX Terminal Setup" screen and click the "Test Connection" button to make sure the PAX terminal can still connect to the VinNOW workstation.