

Using PaymentMate® Windows Edit to Manage Credit Card Transactions

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Overview

PaymentMate® computer software saves you time and effort managing credit card transactions. Whether transactions were done moments ago or months ago, the software helps you quickly void, recharge, refund or reprint receipts.



How PaymentMate Works

PaymentMate runs on Microsoft® Windows® 10, Windows 8 and Windows 7 operating systems. You may use PaymentMate to quickly find any credit or debit card previously processed. The software will search for the card by the last four digits of the card number, by the date when the card was processed, by the customer's name, or by the transaction identifier. Once the software finds the card, you may reprint a receipt, void the payment, refund the card, or recharge it.

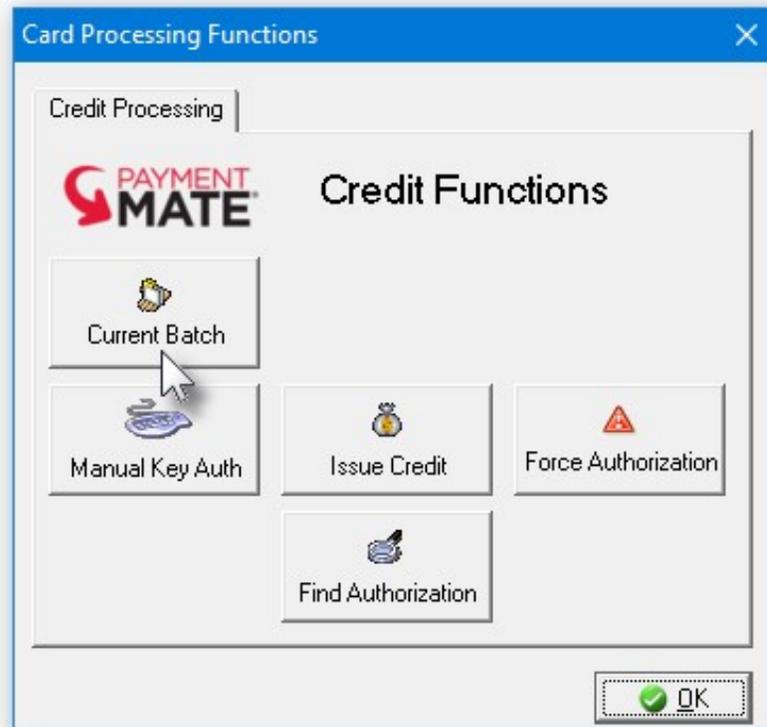
Finding a Card Authorization in the Current Batch

You may view the current day's credit and debit card batch and void an authorization, reverse a transaction or reprint a receipt. To view the current batch:

1. Right-click the PaymentMate icon, next to the date and time in the Windows **Notification Area** and select **Manager Functions** on the menu.
2. On PaymentMate, select **Credit Card** to open the **Credit Functions** dialog box.



3. Select the **Current Batch** button.



4. You may use the **Batch Detail Browser** that opens to view the current day's batch details. There are nine columns displayed:

Batch Detail

Batch Detail Browser Service Name: Show All Station: Show All

Auth Date	Type	Auth Code	Card Acct #	Card	Tran Amt	Tip	Transaction Ident/Ref	Customer Num/Ident	Profile
2/29/2012 9:29:59 AM	DEBIT	131533	XXXXXXXXXXXXXXXX1119	VISA	\$25.00		ABS-709		2053
2/23/2015 9:37:05 AM	CREDIT		XXXXXXXXXXXXXXXX1119	VISA	\$5.00		ABS-709		2053
2/23/2015 9:38:45 AM	SALE	DK1765	XXXXXXXXXXXXXXXX0009	DISC	\$701.70		BN2-654		2053
2/23/2015 9:40:55 AM	SALE	DK1805	XXXXXXXXXXXXXXXX5675	VISA	\$30.89		Q15-321		2053
2/23/2015 9:44:42 AM	SALE	DK1865	XXXXXXXXXXXXXXXX7510	AMEX	\$728.97		GPY-456		2053
2/29/2015 9:48:34 AM	SALE		XXXXXXXXXXXXXXXX08431	AMEX	\$93.33		TJM-963		2053
2/29/2015 9:48:39 AM	SALE	DK1975	XXXXXXXXXXXXXXXX5454	MC	\$893.73		JFK-753		2053
2/29/2015 9:50:41 AM	VOID	DK2045	XXXXXXXXXXXXXXXX8291	VISA	\$63.36		H51-951		2053

Card Name: FDCS/CHECKCARD Batch Serial: 0 Station: ADMIN PC
 Ticket Num: Tran Serial: 250278 Void Date:
 Cust Code: Non/Auth Reason Service: CARD
 Employee Code: Profile: 0306 TLI: 00000476

Excel Credit Refund Reprint Receipt Print Batch Summary
 Summary by Station Summary Report Charge Again OK

- **Auth Date** is the date when the card payment or refund was processed.
 - **Type** is the type of card payment or refund processed.
 - **Auth Code** is the authorization code for the card payment.
 - **Card Acct #** is the credit card or debit card number for payment or refund processed.
 - **Card** is the type of card processed— Visa, MasterCard, American Express, or Discover.
 - **Tran Amt** is the amount of the card payment or refund.
 - **Tip** is the tip amount added to the payment (used by restaurants).
 - **Ref/Tran Num** is the transaction identifier of the software when the card was processed.
 - **Profile** is the gateway profile assigned to the card-processing account.
5. A row represents each card processed. The color coding and the word in the **Type** column indicates the kind of authorization for each card displayed:
- **SALE** in a black font indicates a credit card that was approved.
 - **SALE** in a red font indicates a credit card that was declined.
 - **VOID** in a blue font indicates a credit card approved, but later voided.

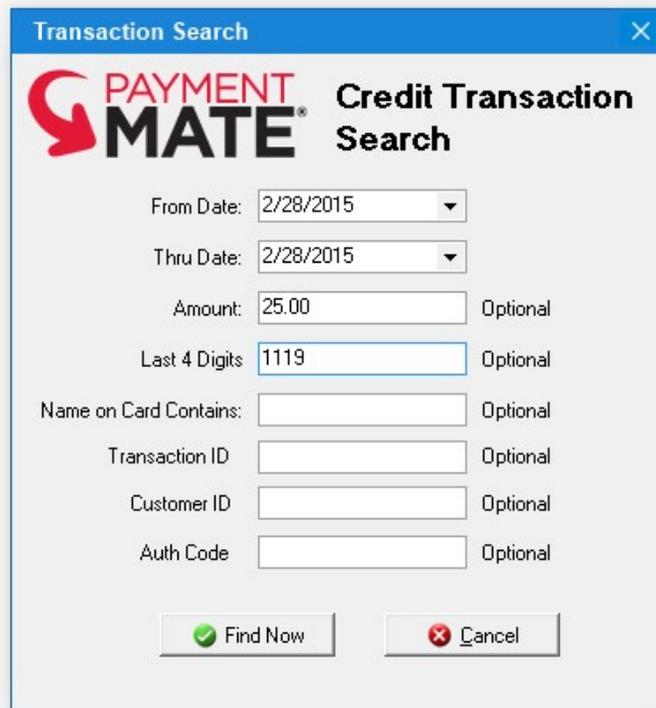


- **DEBIT** in a black font indicates a debit card approved.
 - **DEBIT** in a red font indicates a debit card declined.
 - **CREDIT** in a green font indicates a refund of a debit card.
 - **AUTH** in a purple font indicates a transaction that tests the validity of the card. It puts a hold on the card holder's available to buy but does not settle until converted to SALE.
6. To view the information for an authorization, select its row. The **Browser** displays the information in the lower section, as follows.
- **Card Name** indicates the name printed on the card that was swiped through a magnetic card reader. (If no name is displayed, the card was)
 - **Ticket Number** is the number printed on the transaction receipt.
 - **Cust Code** is the customer number or name typed by the user of the software when he or she processed payment.
 - **Employee Code** is the Windows User of the person who processed the payment.
 - **Batch Serial** is the number assigned to the batch you're viewing. (This is also the number printed on the batch)
 - **Tran Serial** is the number assigned to the selected card authorization. (This is also the number printed on the receipt).
 - **TranSerial Charged Again** is the number from the original transaction if the transaction was "Charged Again"
 - **Non Auth Reason** is the reason why the card was declined. (This is in a red font and is displayed only if the card was)
 - **Profile** is the ID number for the card-processing account.
 - **Station** is the name of the computer on which the card was processed.
 - **Void Date** is the date when the selected card was voided. (This is displayed only if the selected card was voided.)
 - **Service** is the name of the card- processing service used to process the payment. (This will be different for some cards if you are using two or more different card-processing services.)
- TLI** is the Terminal Lane Indicator and is part of the EMV requirements
- Reversal Date** is the date the transaction was reversed.
Reversal Reason is the reason the reversal occurred. By default, the reason is "USER REQUESTED".
Reversal Amt is the \$ amount of the original sale to zero out the amt

Finding a Card Authorization from a Previous Day's Batch

The Tempus Technologies payment gateway automatically closes the current batch every 24 hours. When the batch closes on the gateway, a batch report prints at the printer you set up in the software. After the batch closes, you may reprint a batch report for the closed batch using the **Batch History Browser**. To open the **Browser**:

1. Right-click the PaymentMate icon (next to the date and time in the Windows **Notification Area**) and select **Manager Functions** on the menu.
2. On PaymentMate, select **Credit Card** to open the **Credit Functions** dialog box.
3. On the dialog box, select the **Find Authorization** button. The **Credit Transaction Search** dialog opens.



The screenshot shows a dialog box titled "Transaction Search" with a close button (X) in the top right corner. The dialog features the PaymentMate logo and the text "Credit Transaction Search". It contains several input fields for search criteria, each with a label and a "Optional" indicator:

- From Date: 2/28/2015 (dropdown menu)
- Thru Date: 2/28/2015 (dropdown menu)
- Amount: 25.00 (text input)
- Last 4 Digits: 1119 (text input)
- Name on Card Contains: (text input)
- Transaction ID: (text input)
- Customer ID: (text input)
- Auth Code: (text input)

At the bottom of the dialog are two buttons: "Find Now" (with a green checkmark icon) and "Cancel" (with a red X icon).

4. Type the information for the payment or payments you want to find:
 - Type the beginning date for the batch or batches in the **From Date** box (required).
 - Type the ending date in the **Through Date** box (required).

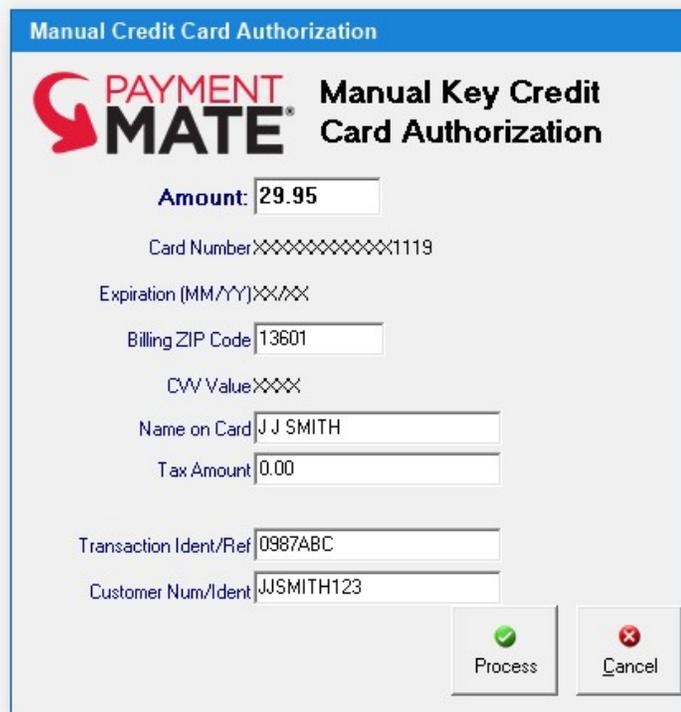


- Type information in the **Amount**, **Last 4 Digits** and **Name on Card Contains** boxes only if you know what these are (optional).
 - If you know the payment amount, type it in the **Amount** box (optional).
 - If you know the last four digits of the card number, type these in the **Last 4 Digits** box (optional).
 - If you know the first or last name printed on the credit or debit card, type it in the **Name on Card Contains** box (optional).
 - Select **Find Now**.
5. The **Batch Detail Browser** opens and displays the card payment or payments found. Information for each payment is displayed in the same format as cards in the current batch, as described earlier. Select the card you want to void, refund, recharge, or for which you want to reprint a receipt.

Voiding, Refunding, Recharging and Reprinting a Receipt

After you find the card authorization in either the current open batch or a previously day's closed batch, you may void it, refund it, recharge it, or reprint a receipt for it, as follows.

1. If more than one authorization is displayed in the **Batch Detail Browser**, select the one you want to void, refund, recharge, or for which you want to reprint a receipt.
2. To void the selected payment, select the **Void** button, and select **Yes** to the message asking if you are sure you want to void it.
3. To refund the selected card, select **Credit Refund**, type the amount to refund in the **Amount** box, and select **Process Now** and **OK**.
4. To cancel a refund of the selected payment, select **Delete Credit** and **Yes**.



Manual Credit Card Authorization

PAYMENT MATE Manual Key Credit Card Authorization

Amount: 29.95

Card NumberXXXXXXXXXXXXXXXX1119

Expiration (MM/YY)XXXX

Billing ZIP Code 13601

CVV ValueXXXX

Name on Card J J SMITH

Tax Amount 0.00

Transaction Ident/Ref 0987ABC

Customer Num/Ident JJSMITH123

Process Cancel

5. To recharge the card, select **Charge Again**, enter the amount to charge in the **Amount** box and select **Process**.
6. To reprint a receipt for the selected payment, select **Reprint Receipt**.