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Document release date: May 2017
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About this Guide

The *Marketplace Point-of-Sale 7.0 Guide* is for the administrators, merchant managers, and store managers who will maintain Marketplace stores and products for point-of-sale transactions using the Marketplace Operations Center. This guide is also for users who will process transactions using the Marketplace Point-of-Sale application and either mobile or countertop devices.

This guide does not describe all the Operations Center settings for stores and products. The guide only discusses configuration that is specific for Point-of-Sale. For descriptions of basic Marketplace configuration settings, see the *Marketplace User Guide*, which describes how to create stores and products.

**To Contact Customer Care**

For technical assistance, continuing customer support, or other questions, contact us at:

<table>
<thead>
<tr>
<th>Telephone:</th>
<th>888-621-4451 or 913-599-6699</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax:</td>
<td>913-599-5588</td>
</tr>
<tr>
<td>E-mail:</td>
<td><a href="mailto:CustomerCare@touchnet.com">CustomerCare@touchnet.com</a></td>
</tr>
<tr>
<td>Web site:</td>
<td><a href="https://clientcommunity.touchnet.com/web">https://clientcommunity.touchnet.com/web</a></td>
</tr>
</tbody>
</table>
| Address:       | TouchNet Information Systems, Inc.  
|                | 15520 College Boulevard  
|                | Lenexa, Kansas 66219         |

TouchNet Customer Care is available Monday through Friday between 7:00 a.m. and 7:00 p.m. Central Time. Extended support hours are available by agreement with TouchNet.
1.0 About Marketplace Point-of-Sale and TouchNet Safe Commerce™ Technology

Marketplace Point-of-Sale is an extension of TouchNet Marketplace uStores. It uses TouchNet Safe Commerce technology to open the door for mobile, in-person payments that are fully integrated into your core Marketplace platform. It provides you with the ability to expand uStores so that attended payments can be taken anywhere on campus. Marketplace Point-of-Sale also provides a countertop solution.

**Point-of-Sale Hardware**

For mobile transactions, Marketplace Point-of-Sale works with a handheld payment-card-reader/barcode-scanner/key-pad device—the Ingenico iSMP, the Ingenico iSMP Companion, or the Ingenico iCMP—and a touchscreen-based, multi-purpose handheld computer using iOS (version 6.1 or later) as its operating system (such as the iPod touch, the iPhone, the iPad mini, and iPad Air). Point-of-Sale sales attendants can easily carry these devices across your campus and take payments wherever customers might be.

A mobile printer (the Epson TM-P60II or the Blue Bamboo PocketPOS™ 25i) can optionally be used for printing receipts (or receipts can be sent by e-mail or text message).

**Important!** For countertop transactions, Marketplace Point-of-Sale works with a countertop payment-card-reader/key-pad device—the Ingenico iSC250—and a Windows PC with internet access.

**Point-of-Sale Software**

For mobile transactions, Marketplace Point-of-Sale uses an application (available as "TouchNet Marketplace" in the Apple Web Store) that must be installed on the iOS device. This application uses TouchNet Safe Commerce technology to provide secure communication between the Ingenico payment device and the iOS device. This application displays Marketplace Point-of-Sale stores and products, and uses a shopping cart that is integrated with a checkout process.

For countertop transactions, Marketplace Point-of-Sale requires the attendant to use Firefox or Internet Explorer while targeting a TouchNet DataCenter installation of the Marketplace Point-of-Sale web application.

Marketplace Point-of-Sale stores and products are configured via the Marketplace Operations Center.
Key Features

Here are some of the key features of Marketplace Point-of-Sale:

- Marketplace Point-of-Sale integrates seamlessly with your existing Marketplace application, allowing for integrated reporting, real-time general ledger system updates, a unified product database, and shared inventory.

- Marketplace Point-of-Sale uses the latest P2PE (point-to-point encryption) technology—as well as TouchNet Safe Commerce technology—to protect cardholder information.

- Marketplace Point-of-Sale is hosted in TouchNet’s PCI DSS compliant DataCenter.

- For mobile transactions, Marketplace Point-of-Sale sales attendants can scan printable product barcodes (printed via the Marketplace Operations Center) with an Ingenico device to add products quickly to a shopping cart. (Barcode scanning is not available with the Ingenico iCMP.)

- Marketplace Point-of-Sale Device Manager (part of the Marketplace Operations Center) allows you to manage the handoff of Point-of-Sale payment devices and to record device information and history. Device Manager also allows you to disable and enable each Ingenico device.

The Payment Process

With Marketplace Point-of-Sale, a sales attendant works with the customer to identify a product that the customer would like to purchase (or an event they would like to attend or a donation they would like to make). The attendant locates the product by taking one of the following actions:

- Scanning a barcode,

- Searching for the product using the Point-of-Sale application’s product search functionality, or

- Navigating to the product using menus displayed by the Point-of-Sale application.

The sales attendant uses the Marketplace Point-of-Sale application to add the product to the Point-of-Sale shopping cart. When the customer has identified all the products they would like to purchase and these items have been placed in the shopping cart, the sales attendant then initiates the payment process. Point-of-Sale can accept payments with EMV chip cards and magstripe cards (as well an NFC enabled cards). Both payment cards and debit cards can be used with Marketplace Point-of-Sale. (The ability to process a debit card with a PIN entry by the customer requires a separate TouchNet license.)
The sales attendant then works with the customer to complete the payment process. Depending on the card type, the payment may require the customer to sign a signature or enter a PIN (if PIN-entry functionality has been licensed through TouchNet).

After the payment is processed, the sales attendant prints a receipt (or sends a receipt by e-mail or by text message).

**Required Configuration**

Configuration for Marketplace Point-of-Sale takes place with the Marketplace Operations Center. Most configuration settings are part of the basic configuration required for all Marketplace stores and products (including both Marketplace uStores and Mobile Marketplace). Little needs to be done in the Marketplace Operations Center to make stores and products ready for sale through Marketplace Point-of-Sale except for the following:

- Selecting a Payment Gateway merchant to use for "card present" transactions,
- Enabling Point-of-Sale availability for stores and products,
- Entering a physical address to be used as the tax location for the store's Point-of-Sale transactions, and
- Selecting which payment methods will be available for the store's Point-of-Sale transactions.
- Granting the Point-of-Sale attendant role to one or more users who will be responsible for using the Point-of-Sale application at the site where payments will be taken.
2.0 About Marketplace Point-of-Sale and TouchNet Safe Commerce™ Technology

Marketplace Point-of-Sale is an extension of TouchNet Marketplace uStores. It uses TouchNet Safe Commerce technology to open the door for mobile, in-person payments that are fully integrated into your core Marketplace platform. It provides you with the ability to expand uStores so that attended payments can be taken anywhere on campus. Marketplace Point-of-Sale also provides a countertop solution.

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- Marketplace Point-of-Sale is hosted in TouchNet’s PCI DSS compliant DataCenter.
- For mobile transactions, Marketplace Point-of-Sale sales attendants can scan printable product barcodes (printed via the Marketplace Operations Center) with an Ingenico device to add products quickly to a shopping cart. (Barcode scanning is not available with the Ingenico iCMP.)
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The sales attendant then works with the customer to complete the payment process. Depending on the card type, the payment may require the customer to sign a signature or enter a PIN (if PIN-entry functionality has been licensed through TouchNet).

After the payment is processed, the sales attendant prints a receipt (or sends a receipt by e-mail or by text message).

**Required Configuration**

Configuration for Marketplace Point-of-Sale takes place with the Marketplace Operations Center. Most configuration settings are part of the basic configuration required for all Marketplace stores and products (including both Marketplace uStores and Mobile Marketplace). Little needs to be done in the Marketplace Operations Center to make stores and products ready for sale through Marketplace Point-of-Sale except for the following:

- Selecting a Payment Gateway merchant to use for "card present" transactions,
- Enabling Point-of-Sale availability for stores and products,
- Entering a physical address to be used as the tax location for the store's Point-of-Sale transactions, and
- Selecting which payment methods will be available for the store's Point-of-Sale transactions.
- Granting the Point-of-Sale attendant role to one or more users who will be responsible for using the Point-of-Sale application at the site where payments will be taken.
3.0 Point-of-Sale Mobile Devices

This section discusses the mobile devices that can be used with Marketplace Point-of-Sale. Marketplace Point-of-Sale works with an Ingenico mobile payment device and an iOS mobile device. Optionally, a printer can also be used. The following table shows the combinations of devices that can be used:

<table>
<thead>
<tr>
<th>Ingenico Payment Device</th>
<th>Mobile Device</th>
<th>Printer (Optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ingenico iSMP</td>
<td>iPod touch 4</td>
<td>Epson TM-P60II</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> The mobile device must be running iOS 6.1 or greater.</td>
<td></td>
</tr>
<tr>
<td>Ingenico iSMP Companion</td>
<td>iPod touch 5 OR iPhone 5 or 6 OR iPad mini or Air</td>
<td>Epson TM-P60II OR Blue Bamboo PocketPOS™ P25i</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> The mobile device must be running iOS 9.0 or greater.</td>
<td></td>
</tr>
<tr>
<td>Ingenico iCMP</td>
<td>iPod touch 5 OR iPhone 5 or 6 OR iPad mini or Air</td>
<td>Epson TM-P60II OR Blue Bamboo PocketPOS™ P25i</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> The mobile device must be running iOS 9.0 or greater.</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** If a printer is not used, a receipt can be sent to the customer by e-mail or by text message via the Marketplace Point-of-Sale web application.
3.1 Ingenico Mobile Payment Devices

Ingenico mobile payment devices are used with iOS mobile devices upon which the Marketplace Point-of-Sale application has been installed. An attendant uses the Marketplace Point-of-Sale application to locate a product and add it to a shopping cart. When a payment is required during the checkout process, the Marketplace Point-of-Sale application communicates with the Ingenico payment device.

Three Ingenico mobile payment devices can currently be used with Marketplace Point-of-Sale: 1) the Ingenico iSMP, 2) the Ingenico iSMP Companion, and 3) the Ingenico iCMP. These devices can accept payments via a magstripe reader and an EMV chip reader. In addition the Ingenico iSMP and the Ingenico iSMP Companion devices feature a barcode reader that can be used with the Marketplace Point-of-Sale application to add products to the Point-of-Sale shopping cart.

Ingenico payment devices must be purchased from TouchNet so that device history can be established and therefore PCI compliancy can be ensured.

Ingenico iSMP

The iSMP front face has a black-and-white LED display (128 pixels by 64 pixels), a key pad, function keys, and action keys. The iSMP back has a cradle built to house an iPod touch 4th Generation. A payment card reader is built into the side of the Ingenico iSMP, and a barcode reader is built into the top.

After the Marketplace Point-of-Sale application (available via the Apple Web Store) is installed on the iPod touch and the iPod touch is inserted in the iSMP’s cradle, the Marketplace Point-of-Sale application can communicate with the Ingenico iSMP. The result is a secure means for accepting payment card transactions.
An attendant uses the iPod touch for navigating in the Marketplace Point-of-Sale application, adding products to a shopping cart, and checking out. When a payment is required, the iPod touch hands off the transaction to the iSMP. The attendant then uses the iSMP for swiping or inserting (or manually entering) the customer’s payment card and finalizing the transaction.

**Ingenico iSMP Companion**

The Ingenico iSMP Companion is similar in many respects to the Ingenico iSMP. It has the same keypad, the same LED display, the same barcode scanner, the same magstripe reader, and the same EMV chip reader; however, while the Ingenico iSMP has a cradle for holding the iPod touch, the Ingenico iSMP does not.
Unlike the Ingenico iSMP, the back of the Ingenico iSMP Companion does not have a cradle for an iOS mobile device.

The iSMP Companion uses Bluetooth connectivity to communicate with a mobile device running iOS 9.0 or greater. The following iOS devices are currently supported for use with the iSMP Companion: iPod touch 5, iPhone 5 or 6, iPad Air (all versions), and iPad mini (all versions).

An attendant uses the iOS mobile device for navigating in the Marketplace Point-of-Sale application, adding products to a shopping cart, and initiating the check out process. When a payment is required, the iOS device communicates with the iSMP Companion via a Bluetooth connection. The iSMP Companion is then used by an attendant to accept the customer's payment card information.

**Ingenico iCMP**

The Ingenico iCMP is a lightweight, pocket-sized payment device that connects to any iOS device via Bluetooth. The iCMP front face has a black-and-white LED display (128 pixels by 64 pixels), a key pad, function keys, and action keys. A payment card reader is built into the top of the Ingenico iCMP.

**Note:** Unlike either the Ingenico iSMP or the Ingenico iSMP Companion, the Ingenico iCMP does not feature a bar code reader.

After the Marketplace Point-of-Sale application (available via the Apple Web Store) is installed on an iOS device, the Marketplace Point-of-Sale application can communicate with the Ingenico iCMP. The result is a secure means for accepting payment card transactions.
An attendant uses the iOS mobile device for navigating in the Marketplace Point-of-Sale application, adding products to a shopping cart, and initiating the checkout process. When a payment is required, the iOS device communicates with the iCMP Companion via a Bluetooth connection. The iCMP Companion is then used by an attendant to accept the customer’s payment card information.

**Turning the Power On and Off**

To power on the Ingenico iSMP or the iSMP Companion, press the green key on the bottom right of the key pad. To power on the Ingenico iCMP, press the small black button on the right hand edge of the device (beside the charging port).

To power off an Ingenico payment device, press the # key and the yellow key at the same time.

**Establishing Bluetooth Connectivity**

To use the Ingenico iSMP Companion or the Ingenico iCMP with an iOS device, you must pair these devices for Bluetooth connectivity. This process is described in "Establishing Bluetooth Connectivity Between an Ingenico Mobile Device and an iOS Device" on page 53.
Using the Magstripe Reader with Payment Cards

To use the magstripe reader with payment cards, hold the Ingenico payment device with the keypad side facing you. Insert a payment card into one end of the reader—with the back of the payment card facing you and the black magstripe placed in the payment card reader (as shown in the photo above). Swipe the card through the payment card reader.
The Ingenico iSMP and iSMP Companion devices can scan barcodes.

**Using the Barcode Reader**

Both the Ingenico iSMP and the Ingenico iSMP Companion (but not the Ingenico iCMP) include a barcode reader. The barcode reader becomes active when the Barcode icon is selected in the Marketplace Point-of-Sale application (see "Taking Orders by Scanning Barcodes" on page 72). Then press one of the side buttons on the Ingenico device to emit a red laser beam. This laser beam comes from the top of the Ingenico device. Hold the Ingenico device so that the laser beam can be directed at a barcode.
Using the EMV Reader with Payment Cards

Ingenico payment devices include an EMV reader. To use the EMV reader with payment cards, hold the Ingenico payment device with the keypad side facing you. Insert a payment card into the EMV slot on the bottom of the Ingenico device—with the front of the payment card facing you and the EMV icon on the payment card inserted into the slot (as shown in the photo above). Wait for the device to acknowledge the payment card, and do not remove the card until the device prompts you.

**Important!** EMV support is included in Marketplace 6.5 Service Pack 26. Customers who used Marketplace Point-of-Sale before Service Pack 26 will need to return their Ingenico devices to TouchNet so that the devices can be upgraded for EMV support. Please contact your TouchNet representative for details regarding an upgrade for your Ingenico payment devices.

**Important!** EMV support also requires that the MPOS Premier application is installed on the iOS device.

Charging and Ingenico Payment Devices

Each Ingenico payment device comes with a charger for plugging the device into an electrical outlet. The Ingenico devices also come with a USB cable. The USB cable can be used for charging the Ingenico devices via a computer USB port.
Charging the iSMP and the iPod touch 4th Generation

When the iPod touch 4th Generation is inserted in the Ingenico iSMP cradle and the iSMP is charging with the wall charger, the iPod touch will also charge. There may be a delay before the iPod touch starts to charge. When the iPod touch begins to charge, you will hear a two-note tone and a lightning bolt will appear on the battery icon in the upper right corner of the iPod touch display.

Note: The USB cable may be used in the future for Ingenico iSMP firmware updates, so please do not discard this cable.

Forcing the iPod touch 4th Generation to Charge

If the iPod touch 4th Generation does not charge when the Ingenico iSMP is charging with the wall charger or the USB cable, you can force the iPod touch to charge:

1. Plug in the wall charger cable or the USB cable to the Ingenico iSMP.
2. Plug in the charger to an electrical outlet, or plug in the USB cable to a USB port on a computer (or other electronic device).
3. Turn off the iSMP (by pressing the # key and the yellow key at the same time).
4. Hold down the red button when the iSMP restarts. (When the iSMP is charging, it will automatically restart after you turn it off in Step 3.)

For More Information on the Ingenico Devices

For more information on the Ingenico payment devices, please see the Ingenico user guide for your payment device. This guide is included when you purchase an Ingenico payment device from TouchNet.

3.2 iPhone

The iPhone uses a multi-touch graphical user interface. It can wirelessly connect to the internet via Wi-Fi or a cellular connection.
The iPhone allows you to launch applications—such as Marketplace Point-of-Sale—that have been installed via the Apple App Store. After Bluetooth connectivity has been established with the Ingenico iSMP Companion or the Ingenico iCMP, transactions can be processed on the iPhone with the Marketplace Point-of-Sale application.

**Install Marketplace Point-of-Sale**

The Marketplace Point-of-Sale application is available through the Apple App Store. You must download and install this application on the iPhone before it can be used with the Ingenico iSMP Companion or the Ingenico iCMP.

For more information, see "Installing the Point-of-Sale Application on iOS Mobile Devices" on page 52.

**Wi-Fi and Cellular Connectivity**

In order to use the Marketplace Point-of-Sale application, the iPhone must have access to either a Wi-Fi network or a cellular network. To use a Wi-Fi network go into the settings panel on the iPhone and activate Wi-Fi connectivity for the appropriate network.

**Important!** Before you attempt to establish Wi-Fi access on an iPhone, be sure you have contacted the administrator of the Wi-Fi network. The administrator may need to provide you with a network username and a password.
If internet access is not available, you will not be able to login to the Marketplace Point-of-Sale application.

**Bluetooth Connectivity**

To use an Ingenico payment devicewith an iOS device, you must pair these devices for Bluetooth connectivity. This process is described in "Establishing Bluetooth Connectivity Between an Ingenico Mobile Device and an iOS Device" on page 53.

Bluetooth connectivity is also required in order to print receipts with the Epson TM-P60II mobile printer or the Blue Bamboo PocketPOS 25i mobile printer. To turn on Bluetooth connectivity, go into the Settings panel on the iphone, choose the Bluetooth button, and select On. Then select TM-P60II or Blue Bamboo PocketPOS 25i from the Bluetooth Devices list.

**Important!** In order to print to the Epson TM-P60II or the Blue Bamboo PocketPOS, you must also turn on print functionality once you have logged in to the Marketplace Point-of-Sale application. For more information, see "Turning On Mobile Printing" on page 71.

**For More Information on the iPhone**

For more information on the iPhone, please see the *iPhone User Guide*. This guide is available by download from the Apple web site.

### 3.3 iPad Air and iPad mini

The iPad Air and the iPad mini are tablet computers with a multi-touch graphical user interface. These devices can wirelessly connect to the internet via Wi-Fi or a cellular network.
The iPad allows you to launch applications—such as Marketplace Point-of-Sale—that have been installed via the Apple App Store. After Bluetooth connectivity has been established with the Ingenico iSMP Companion or the Ingenico iCMP, transactions can be processed on the iPad with the Marketplace Point-of-Sale application.

**Install Marketplace Point-of-Sale**

The Marketplace Point-of-Sale application is available through the Apple App Store. You must download and install this application on the iPad before it can be used with the Ingenico iSMP Companion.

For more information, see "Installing the Point-of-Sale Application on iOS Mobile Devices" on page 52.

**Wi-Fi and Cellular Connectivity**

In order to use the Marketplace Point-of-Sale application, the iPad must have access to either a Wi-Fi network or a cellular network. To use a Wi-Fi network go into the settings panel on the iPad and activate Wi-Fi connectivity for the appropriate network.

**Important!** Before you attempt to establish Wi-Fi access on an iPad, be sure you have contacted the administrator of the Wi-Fi network. The administrator may need to provide you with a network username and a password.

If internet access is not available, you will not be able to login to the Marketplace Point-of-Sale application.
Bluetooth Connectivity

To use an Ingenico payment device with an iPad, you must pair these devices for Bluetooth connectivity. This process is described in "Establishing Bluetooth Connectivity Between an Ingenico Mobile Device and an iOS Device" on page 53.

Bluetooth connectivity is also required in order to print receipts with the Epson TM-P60II mobile printer or the Blue Bamboo PocketPOS 25i mobile printer. To turn on Bluetooth connectivity, go into the Settings panel on the iPad, choose the Bluetooth button, and select On. Then select TM-P60II or Blue Bamboo PocketPOS 25i from the Bluetooth Devices list.

Important! In order to print to the Epson TM-P60II or the Blue Bamboo PocketPOS 25i, you must also turn on print functionality once you have logged in to the Marketplace Point-of-Sale application. For more information, see "Turning On Mobile Printing" on page 71.

For More Information on the iPad Air or iPad mini

For more information on the iPad Air or the iPad mini, please see the iPad User Guide. This guide is available by download from the Apple website.

3.4 Epson TM-P60II Mobile Printer

The Epson TM-P60II device is a wireless mobile printer that supports Bluetooth wireless protocol. It prints receipts on thermal paper. A Marketplace Point-of-Sale attendant can attach this device to their belt (using a belt clip) or place the printer on a nearby flat surface.
Unlike the Blue Bamboo PocketPOS P25i printer, the Epson TM-P60II printer prints a barcode on each receipt. This barcode receipt can be scanned to display the order in the Marketplace Point-of-Sale application.

The Epson TM-P60II mobile printer can be purchased from a third-party retailer. This printer is not sold by TouchNet.

**Turning the Power On and Off**

The power button is located on the front face of the printer, in the control panel. Press the power button to turn the printer on or off.

**Pairing With an iOS Mobile Device**

Before an iOS mobile device can be used with the Epson TM-P60II mobile printer, it must be paired for Bluetooth connectivity. Use the Bluetooth connectivity settings on the iOS mobile device for pairing these devices.

**For More Information on the Epson TM-P60II**

For more information on the Epson TM-P60II (including instructions on installing or replacing roll paper and much more), please see the *TM-P60II User’s Manual* or the *TM-P60II Technical Reference Guide*. Both guides are available by download from the Epson web site. The *TM-P60II User’s Manual* is typically included in the box when you purchase a new TM-P60II.
3.5 iPod touch

The iPod touch provides a multi-touch graphical user interface that can wirelessly connect to the internet via Wi-Fi.

The iPod touch allows you to launch applications—such as Marketplace Point-of-Sale—that have been installed via the Apple App Store. The iPod touch 4th Generation can be inserted in the Ingenico iSMP's cradle, while the iPod touch 5 can be used with an iSMP Companion after Bluetooth connectivity has been established. When these iPod devices are integrated with an Ingenico iSMP payment device, transactions can be processed with the Marketplace Point-of-Sale application.
Slide the iPod touch into the iSMP cradle.

Inserting the iPod touch 4th Generation

To insert the iPod touch 4th Generation into the Ingenico iSMP, you must open the cradle on the iSMP. Push the top edge of the iSMP cradle frame up, along the same plane as the face of the cradle. After you push the top frame up, it can be rotated away from the face of the frame. Then slide the iPod touch into the cradle. The back of the iPod touch should face the Ingenico iSMP. Slide the bottom of the iPod touch into the cradle first. Rotate the top frame over the iPod touch and push the frame toward the top of the iPod touch until it snaps into place.

Turning the Power On and Off

When you turn on the power for the Ingenico iSMP, the iPod touch 4th Generation will automatically be turned on as well.

If you need to turn on/off the iPod touch 4th Generation separately from the Ingenico iSMP, press and hold the grey button on the top edge of the Ingenico iSMP's cradle.
Install Marketplace Point-of-Sale

The Marketplace Point-of-Sale application is available through the Apple App Store. You must download and install this application on the iPod touch before it can be used with an Ingenico payment device.

For more information, see "Installing the Point-of-Sale Application on iOS Mobile Devices" on page 52.

Wi-Fi Connectivity

In order to use the Marketplace Point-of-Sale application, the iPod touch must have access to a Wi-Fi network at the location where transactions will be processed. Go into the Settings panel on the iPod touch and activate Wi-Fi connectivity for the appropriate network.

**Important!** Before you attempt to establish Wi-Fi access on the iPod touch, be sure you have contacted the administrator of the Wi-Fi network. The administrator may need to provide you with a network username and a password.

If internet access is not available, you will not be able to login to the Marketplace Point-of-Sale application.

Bluetooth Connectivity

To use the Ingenico iSMP Companion with an iPod touch 5, you must pair these devices for Bluetooth connectivity. This process is described in "Establishing Bluetooth Connectivity Between an Ingenico Mobile Device and an iOS Device" on page 53.

Bluetooth connectivity is also required in order to print receipts with either the Epson TM-P60II mobile printer or the Blue Bamboo PocketPOS 25i mobile printer. To turn on Bluetooth connectivity, go into the Settings panel on the iPod, choose the Bluetooth button, and select On. Then select the TM-P60II or the Blue Bamboo PocketPOS 25i from the Bluetooth Devices list.

**Important!** In order to print to the Epson TM-P60II or the Blue Bamboo PocketPOS 25i, you must also turn on print functionality once you have logged in to the Marketplace Point-of-Sale application. For more information, see "Turning On Mobile Printing" on page 71.

Charging the iPod touch

The iPod touch 5 can be charged with the included charger.
When the iPod touch 4th Generation is inserted in the Ingenico iSMP’s cradle and the iSMP is charging with the wall charger, the iPod touch will also charge. There may be a delay before the iPod touch starts to charge. When the iPod touch begins to charge, you will hear a two-note tone and a lightning bolt will appear on the battery icon in the upper right corner of the iPod touch display.

**Note:** If the iPod touch does not charge when the Ingenico iSMP is charging, you can force the iPod touch to charge as described in "Ingenico Mobile Payment Devices" on page 10.

In addition, you can also use the charging cable that came with your iPod touch to charge it after you have removed this device from the Ingenico iSMP cradle.

**For More Information on the iPod touch**

For more information on the iPod touch and its many features, please see the *iPod touch User Guide* by Apple. This guide is available by download from the Apple web site.

## 3.6 Blue Bamboo PocketPOS™ P25i Mobile Printer

The Blue Bamboo PocketPOS P25i device is a wireless mobile printer that supports Bluetooth wireless protocol. It prints receipts on thermal paper. A Marketplace Point-of-Sale attendant can attach this device to their belt (using a belt clip) or place the printer on a nearby flat surface.

*The Blue Bamboo PocketPOS P25i mobile printer works with Marketplace Point-of-Sale.*
Unlike the Epson TM-P60II printer, the Blueje Bamboo PocketPOS P25i printer does not print barcodes on receipts. The Blue Bamboo PocketPOS P25i can be purchased from either TouchNet or a third-party retailer.

**Turning the Power On and Off**

The power button is located on the front face of the printer, in the control panel. Press the power button to turn the printer on or off.

**Pairing With an iOS Mobile Device**

Before an iOS mobile device can be used with the Blue Bamboo PocketPOS P25i mobile printer, it must be paired for Bluetooth connectivity. Use the Bluetooth connectivity settings on the iOS mobile device for pairing these devices.

**Note:** The PIN for each Blue Bamboo PocketPOS P25i is located below the print paper roll. The paper roll must be removed to view the PIN.

**For More Information on the Blue Bamboo PocketPOS™ 25i**

For more information on the Blue Bamboo PocketPOS 25i (including instructions on installing or replacing roll paper and much more), please see the *P25 Printer Quick Installation Guide*. This guide is available by download from the Blue Bamboo web site. This guide is also typically included in the box when you purchase a new Blue Bamboo PocketPOS 25i.
4.0 Point-of-Sale Countertop Devices

This section discusses the countertop devices that can be used with Marketplace Point-of-Sale. The following table shows the combinations of devices and software that can be used:

<table>
<thead>
<tr>
<th>Ingenico Payment Device</th>
<th>Software Requirements: Operating System, Java Version, and Browser</th>
<th>Printer (Optional)</th>
</tr>
</thead>
</table>
| Ingenico iSC250         | **Operating System** Windows Vista SP2, Windows 7 SP1, 8, or 10.  
                           **Java Version** Java 8 32-bit version (also known as Java SE Development Kit 8).  
                           **Browser** Firefox (recommended) or Internet Explorer 10 or more recent. The browser must be a 32-bit version (applies to both Firefox and IE).  
                           **Note:** The Chrome browser does not support the required Java plug-in. | Any Windows-capable printer  
                           **Note:** If a printer is not used, a receipt can be sent to the customer by e-mail or by text message via the Marketplace Point-of-Sale web application. |

About Barcode Scanners

If a barcode scanner is connected to the PC that is being used with the Marketplace Point-of-Sale web application, then that barcode scanner can be used to automate the product search process by scanning a barcode printed from the Marketplace Operations Center. It can also be used to scan Point-of-Sale printed receipts when an attendant needs to view the Order Details—as is necessary when a customer asks for a refund.

4.1 Ingenico Devices for Countertop Payments

The Ingenico iSC250 payment device is a countertop payment terminal that can be used with Marketplace Point-of-Sale. The attendant uses the Marketplace Point-of-Sale application on a PC to locate a product and add it to a shopping cart. (The PC must be running Windows, and Firefox must be installed.)
When a payment is required during the checkout process, the Marketplace Point-of-Sale application communicates with the Ingenico iSC250 payment device. The customer then uses the Ingenico iSC250 for inserting their payment card in the EMV chip reader, swiping their payment card through the magstripe reader, or tapping their NFC-enabled payment card. This device has a black-and-white LED display that can be used with the attached stylus for recording on-screen selections, as well as for recording the customer’s signature. The device also has a keypad that can be used for entering a payment card PIN.

**Important!** Ingenico payment devices must be purchased from TouchNet so that device history can be established and therefore PCI compliancy can be ensured.

**Plugging in the iSC250**

The Ingenico iSC250 must be connected to a USB port on a PC with Windows installed. The cable provided with the iSC250 must be used. Once the iSC250 is connected, it will automatically receive power and be ready to communicate with the PC for accepting transactions.

You can restart the iSC250 by pressing the Clear key and the [-] minus key simultaneously. The device can also be restarted by disconnecting and reconnecting the cable.
Using the Magstripe Reader with Payment Cards

The iSC250 device’s magnetic stripe reader (MSR) includes two MSR heads, facing both left and right. As a result, as long as cards are inserted with the magstripe down, the payment card’s magstripe can face either left or right. In addition, the card can be swiped either from back to front or front to back.

Using the EMV Chip Reader with Payment Cards

The iSC250 payment device includes an EMV reader. To use the EMV reader with payment cards, the customer should insert a payment card into the EMV slot on the lower edge of the Ingenico device (below the keypad)—with the front of the payment card facing up and the EMV icon on the payment card inserted into the slot. The attendant should instruct the customer to wait for the device to acknowledge the payment card and to not remove the card until the device prompts them to do so.

**Important!** EMV support is included in Marketplace 6.5 Service Pack 27. Customers who used Marketplace Point-of-Sale before Service Pack 27 will need to return their Ingenico devices to TouchNet so that the devices can be upgraded for EMV support. Please contact your TouchNet representative for details regarding an upgrade for your Ingenico payment devices.

Using NFC-Enabled Payment Cards

The iSC250 device can read NFC-enabled payment cards that have been tapped against the device's display.

For More Information on the Ingenico Devices

For more information on the Ingenico iSC250 payment device, please see the iSC250 Installation and Quick Reference Guide. This guide is included when you purchase an Ingenico iSC250 payment device from TouchNet. This guide includes additional information about connecting the stylus, connecting the device to a PC, selecting the device location, and securing the device.
5.0 Getting Started

This section provides brief summaries of the main steps for Point-of-Sale configuration. These steps involve configuration in Payment Gateway and configuration in the Marketplace Operations Center. In addition, if a mobile device will be used, the Marketplace Point-of-Sale application must be installed on the iOS device. (If the Ingenico iSMP Companion or the Ingenico iCMP payment devices will be used, Bluetooth connectivity must be configured with the iOS devices.)

5.1 Taking Payments

The accepted payment methods for each store in Marketplace Point-of-Sale depend on how the store has been configured (as well as the configuration for the Payment Gateway merchant used by that store). Ideally, the store manager will have handed off the following information to the Point-of-Sale attendant:

- a list of the accepted payment methods,
- instructions on whether debit cards can be processed with PIN entry by the customer (requires licensing of TouchNet’s debit card module),
- instructions on whether EMV chip cards should be processed by inserting the cards in the Ingenico payment device’s EMV chip reader or by swiping these cards through the magstripe reader,
- instructions on whether cash and check transactions can be accepted,
- instructions on establishing Bluetooth connectivity, including the names of the Ingenico payment devices and the iOS devices.

Should You Insert or Swipe an EMV Card?

The answer for whether to insert or swipe an EMV card rests on the following information:

- Do your Ingenico payment devices support EMV transactions?
- Has your institution's payment card processor certified TouchNet's EMV solution?
- Does the Point-of-Sale application installed on the iOS devices support EMV?

If the answer to all these questions is Yes, then you should always insert EMV chip cards. EMV chip cards provide an additional level of security not provided when you swipe a card with a magstripe.

If the answer to any of the three questions above is No, then you must swipe EMV chip cards.
Continue reading for more information about EMV.

**Do Your Ingenico Payment Devices Support EMV Transactions?**

In order to support EMV transactions, Ingenico payment devices must be running RBA version 14.0.4 or greater. If you are unsure whether your Ingenico payment devices support EMV functionality, you can check each device by using either of the following methods:

- Restart the Ingenico payment device and watch the display of the device. When the copyright page appears, look for the Program field. This field will provide a "Retail Base" number. This number must be version 14.0.4 or greater to support EMV functionality.
- Launch the Point-of-Sale application and pull out the right side menu. At the very top of this menu, the "RBA" number will be displayed. This number must be version 14.0.4 or greater to support EMV functionality.

**Has Your Institution's Credit Card Processor Certified TouchNet's EMV Solution?**

In order to support EMV transactions, your institution's payment card processor must have certified TouchNet's EMV solution. If you are unsure whether your institution's payment card processor has certified TouchNet’s EMV solution, your Marketplace administrator should contact your TouchNet representative.

**Does the Point-of-Sale Application Installed on the Ingenico Device Support EMV?**

In order to support EMV functionality on mobile devices, the MPOS Premier application must be installed on the iOS device. If the Point-of-Sale application has any other name, such as MPOS or MPOS sled only, then it does not support EMV functionality. If the RBA number is 14.0.4 or greater, you can upgrade the MPOS application to MPOS Premier by visiting the Apple App Store.

If the RBA number is less than 14.0.4, contact your Marketplace administrator: This device needs to be returned to TouchNet so that the RBA version can be updated.

**Important!** Do not attempt to install MPOS Premier on devices with an RBA version before 14.0.4.
Make Sure the Attendant Understands How to Identify EMV Cards and How to Process Payments

It is very important that the store manager describes to each attendant how to identify EMV chip cards and how to process payments. A payment card with an EMV chip looks like this:

An EMV chip card.

An EMV card is easily identified by the small chip on the front of the card. This chip is in approximately the same position regardless of the card type: American Express, Discover, MasterCard, Visa, etc.

If your Ingenico payment devices have been upgraded for EMV functionality, the store manager will need to hand off the following information to the Point-of-Sale attendant:

- how to identify an EMV chip card,
- how to process an EMV chip card by inserting it in the EMV card slot of the Ingenico payment device (or by requesting the customer insert the card), and
- how many times an EMV chip card must be retried (when the payment device fails to read the EMV chip) before the fallback method of swiping can be used (depends on the regulations of your institution’s payment card processor).
5.2 Payment Gateway Configuration

Marketplace Point-of-Sale cannot use the same Payment Gateway host system account as Marketplace uStores or Mobile. Transactions that are processed when a payment card is physically present at the time of the transaction (as with Point-of-Sale) are processed differently by Payment Gateway than transactions in which the payment card is not present (as with uStores and Mobile).

Therefore, additional configuration in Payment Gateway is required for Marketplace Point-of-Sale. The following configuration must be done for each Marketplace merchant.

A Payment Gateway Credit Card Merchant must be available that has been configured for "Inline payment card [RETAIL]", and if such a Payment Gateway Credit Card Merchant does NOT exist, one must be created.

To add a Payment Gateway merchant for Point-of-Sale, a Payment Gateway administrator must follow these instructions:

1. Log in to U.Commerce Central.
2. In U.Commerce Central’s top navigation bar, navigate to Applications > Payment Gateway. Payment Gateway then opens.
3. In the left navigation menu of Payment Gateway, go to Payment Processing Setup > Credit Card > Merchant Configuration > Add Merchant. The Add Merchant - Credit Card page appears.
For Point-of-Sale, the Target Market Environment field must say "Inline payment card [RETAIL]". For complete instructions on setting up a new Payment Gateway Credit Card Merchant, see the Payment Gateway Business User's Guide. In addition, contact the bank that handles the payment card processing to determine the processor identifier (Merchant ID) used by the bank. Also confirm the other merchant configuration settings with the bank.

To configure a host system account for Point-of-Sale, a Payment Gateway administrator must follow these instructions:

1. Log in to U.Commerce Central.
2. In U.Commerce Central’s top navigation bar, navigate to Applications > Payment Gateway. Payment Gateway then opens.
3. In the left navigation menu of Payment Gateway, go to Commerce Configuration > Host Systems. The Host Systems page appears.
4 Select View/Edit Accounts button for the Marketplace host system. The Host Systems Account page appears.

5 In the Add Host System Account section, enter a name for the new host system account. We recommended including "POS" as part of this name so that the host system account can be easily identified. Then click the Add button. The new host system account will now appear in the Host System Accounts section of this same page.

6 Select the Link Payment Methods button for this new host system account. The Link Payment Methods page appears.

For each payment card payment method, choose a TPG Merchant that has been configured for card-present transactions.

7 For each payment method that will be available for Point-of-Sale transactions (including cash transactions and paper check transactions), choose a payment method from the Payment Method dropdown list.

8 From the TPG Merchant dropdown list, choose the Payment Gateway merchant that you created as described in "Payment Gateway Merchant Configuration" on page 36.

   Note: For cash and check payment methods, select None because these payments do not go through Payment Gateway.

9 In the Host Payment Method ID field, enter a code for how the payment should be reported to your general ledger ledger system. Contact your general ledger administrator for the applicable codes.

10 Complete the other fields as appropriate. For complete instructions on linking payment methods, see the Payment Gateway Business User’s Guide.
11 Select the Add button.

12 Repeat Steps 7 through 10 for each payment method that will be used with Point-of-Sale.

5.3 Using the Marketplace Operations Center

The following sections describe the configuration needed for Marketplace Point-of-Sale within the Marketplace Operations Center.

This section provides brief instructions intended to help you get going with Point-of-Sale as soon as possible. For comprehensive descriptions of all Point-of-Sale configuration, see "Point-of-Sale Configuration in the Marketplace Operations Center" on page 147.

**Important!** If changes take place in the Operations Center, those changes will not be seen in a current active session of the Point-of-Sale application. To see these changes, the Point-of-Sale attendant must log out and log in.

---

**Text Messaging**

Administrators must set up the basic configuration for text messaging by entering the carrier names and the carrier URLs. This information is maintained on the Text Messaging page.

This confirmation is not specific to Point-of-Sale: This configuration is used by Marketplace uStores and Mobile Marketplace, as well as Point-of-Sale. If your school already uses uStores, this configuration may already have been completed.

**Important!** If text messaging configuration has NOT been completed (as described in this section), Point-of-Sale attendants will not be able to send text message confirmation messages.

To view the text messaging settings, go to Marketplace Home > System Administration > Settings > Communications. The Marketplace Communications page then opens.
The Text Messaging page is used to set up text messaging carriers.

In order for text messaging to be available to customers, an administrator must select Yes for "Enable text message alerts" and configure the carriers.

**Note:** The Point-of-Sale application uses a standardized format for text messages. Unlike Marketplace uStores, in which store managers can choose which information to include in text messages, the Point-of-Sale application uses a standardized format for all stores. Therefore, the text messaging configuration available in store-level settings on the Marketplace Operations Center does not apply to Point-of-Sale.

**To Add a New Text Message Carrier**

To add a new message carrier, you must enter a carrier name in the Carrier Name text box and a carrier URL in the Carrier URL box. Then select the Add link.

For example, to add Verizon Wireless for text messaging, you might enter Verizon in the Carrier Name text box (this name is displayed to customers when they select their text messaging carrier in their user profile) and vtext.com for the Carrier URL.
To Edit an Existing Message Carrier

To edit an existing text message carrier, click the Change link for the corresponding carrier. Once you click this link, the Carrier Name and Carrier URL fields become editable. Enter your changes and then click the Save Changes link.

To Delete an Existing Text Message Carrier

To delete an existing text message carrier, simply click the Delete link for the corresponding carrier.

Merchant Settings

Before a store can use Point-of-Sale, its Marketplace merchant must be configured for the Payment Gateway host system account that has been configured for "card present" transactions. After the host system account has been configured, as described in "Payment Gateway Configuration" on page 36, a user with the merchant manager user role must go to the Merchant Settings page in the Marketplace Operations Center.

Navigate to Marketplace Home > [merchant name] > Settings

<table>
<thead>
<tr>
<th>Merchant Information</th>
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</thead>
<tbody>
<tr>
<td>Merchant Id:</td>
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<tr>
<td>Merchant Name:</td>
</tr>
<tr>
<td>Payment Gateway Host System Account Name:</td>
</tr>
<tr>
<td>Payment Gateway Host System Account Id:</td>
</tr>
<tr>
<td>Point of Sale Payment Gateway Host System Account Id:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Credit Card Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorize Credit Card at Order Time:</td>
</tr>
</tbody>
</table>

The Merchant Settings page shows the Payment Gateway host system accounts used by the merchant’s stores.

The selection from the Point-of-Sale Payment Gateway Host System Account ID field must be different than the value displayed in the Payment Gateway Host System Account Name field.

uStores, uPay, and Mobile all use the host system account specified with the Payment Gateway Host System Account Name field; and all transactions processed with this host system account are "card not present" transactions. In contrast, Point-of-Sale only uses "card present" transactions, so two different host system accounts must be maintained for each Marketplace merchant.

This configuration must be done just once for each Marketplace merchant.

Important! You must select a host system account on the Merchant Settings page before you can enable a store for Point-of-Sale.
The Store Point-of-Sale page contains two sets of fields:

- **Tax Address Info**—These fields contain the default address that will be used when computing taxes for Point-of-Sale transactions. Be sure to keep this address up-to-date with the location where transactions will be processed so that taxes will be correctly assessed. This address should be the location where transactions will be processed with the Point-of-Sale devices.

- **Payment Methods**—Instead of using the payment methods selected in the product configuration (like uStores and Mobile Marketplace), Point-of-Sale uses payment methods configured on the Store Point-of-Sale page.

Follow these steps for configuring the Store Point-of-Sale settings:


Point-of-Sale stores have their own address and payment methods.
2 Enter a default address in the Tax Address Info section. This address will be used when computing taxes for Point-of-Sale transactions.

**Important!** To ensure taxes are being assessed correctly, be sure to keep this address up to date with the location where transactions will be processed with the Point-of-Sale devices.

3 Select the checkbox for each payment method that should be available with Point-of-Sale. These payment methods will be offered for this store instead of the payment methods that are configured for each product.

**Note:** If you would like to offer customers both signature (credit) and PIN-entry (debit) options when they use a debit card, be sure to select ATM/Debit as an allowed payment method. If ATM/Debit is not listed, contact your Payment Gateway administrator. If you do not choose ATM/Debit as a payment method (or this option is not available), debit cards can only be processed with a customer signature (which may result in your payment card processor assessing a higher transaction fee).

4 Click the Save button.

For more information, see "Store Point-of-Sale Settings" on page 152.

**Important!** You must assign a tax address and one or more Point-of-Sale payment methods before you can enable a store for Point-of-Sale.

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**Featured Items Category**

The Featured Items product category is only for use by Marketplace Point-of-Sale. We recommend you assign key, high-volume products to the Featured Items category. By taking this action, users with the Point-of-Sale devices will be able to easily locate the main products that your store is selling.

Use these steps to assign products to the Featured Items category:

Chapter 4

The Store Products page.

2. Select the checkbox for each product that you would like to add to the Featured Items Category.

3. Mouse over the Gear icon in the column header. A flyout menu appears.

4. Select "Assign Multiple Store Categories" from the flyout menu. The Assign Multiple Store Categories window appears.

5. Select Featured Items in the left column. It will then move to the right column.
6 Scroll to the bottom of the Assign Multiple Store Categories window and select the Save button.

For more information, see "Product Categories" on page 158.

### Enable Products

By default, products are initially disabled in Marketplace Point-of-Sale. (The disable/enable product status settings are separate for uStores, Mobile, and Point-of-Sale.) After the product configuration for a product has been completed, you are ready to enable the product.

To enable products for Point-of-Sale, follow these instructions:


2. Select the checkbox for each product that should be available through Point-of-Sale.

3. Mouse over the Gear icon in the column header. A flyout menu will appear.

![Diagram of product settings](image)

When you mouse over the Gear icon, a flyout menu appears.

4. Select Change Point-of-Sale Availability > Available from the flyout menu.

For more information, see "Managing Products" on page 156.

### Enable Your Store

By default, stores are initially disabled in Marketplace Point-of-Sale. (The disable/enable settings are separate for uStores and Point-of-Sale.) After the configuration for a store has been completed, you are ready to enable the store.

Follow these instructions to enable a store:

To make the store immediately available, choose ENABLED from the POS Store Status dropdown list in the Update Current Status section. (You can also make a store immediately available by navigating to the Marketplace home page and choosing Change Point of Sale Availability > Available from the Gear flyout menu for the desired store.)

OR

To schedule when the store will be available, find the "Schedule Point-of-Sale status" fields in the Schedule Status Update section. Then choose ENABLED from the New Status dropdown list, enter a date in the Update Status Date field (or click the calendar icon to display the calendar widget), and select an hour from the Update Status Hour dropdown list. Then click the Save Schedule button.

For more information, see "Store Status Management" on page 151.

Important! In order to enable a store for Point-of-Sale, you must have assigned a tax address and one or more Point-of-Sale payment methods. These values must be set as described on "Store Point-of-Sale Settings" on page 42. In addition, you must have selected a host system account, as described in "Merchant Settings" on page 41.
About Barcodes

The Marketplace Operations Center allows a store manager or merchant manager to print a list of all the product barcodes for the store (for those products that are available with Point-of-Sale). Point-of-Sale attendants can use this list of barcodes when a customer wants to purchase a specific product. The attendant then refers to the printed barcodes list and scans the corresponding product barcode.

To print a list of product barcodes for a store ...

**Navigate to Marketplace Home > [merchant name] > Stores > [store name] > Store Settings > Products**

On the Products page, select the Product Barcode button. A pop-up window will appear. A PDF will be generated and appear in the browser window. This PDF will contain barcodes for all products for this store that have a current Point-of-Sale status of Available/ENABLED.

![Sample barcodes](image)

Use your browser controls to print the barcode list. The list can then be made available to Point-of-Sale attendants, who can post the barcode list at the sales location or otherwise ensure the barcode list is within easy reach.

When a customer asks to purchase a product, the attendant can use a barcode scanner (such as the barcode scanners built into the Ingenico iSMP or the Ingenico iSMP Companion) to scan the barcode and initiate the product search process.
**Note:** The Ingenico iSMP and the Ingenico iSMP Companion will only read barcodes that have been generated for Point-of-Sale with the Marketplace Operations Center. The Ingenico iCMP does not have a barcode reader.

For more information about using the Ingenico iSMP or the Ingenico iSMP Companion to scan barcodes, see *"Taking Orders by Scanning Barcodes"* on page 72.

**About Point-of-Sale User Roles**

Two user roles are available for Point-of-Sale users: Point-of-Sale attendant and Point-of-Sale attendant refunder. For a user to log in to the Point-of-Sale application, the user must have been granted the Point-of-Sale attendant role. This role allows the user to process transactions. If the user also needs the ability to refund orders, the user must have been granted both the Point-of-Sale attendant role and the Point-of-Sale attendant refunder user role. (The Point-of-Sale attendant refunder role alone does not allow the user to log in to the Point-of-Sale application.)

**Note:** Before a user can be assigned a Point-of-Sale user role, the user must have been created within the U.Commerce Central User Management application.

**Important!** Make sure you have assigned the Point-of-Sale Attendant user role to the users who will be using the Point-of-Sale devices. Only users who have been assigned the Point-of-Sale Attendant role can log in to the Marketplace Point-of-Sale web application to process transactions.

To assign a Point-of-Sale user role, a merchant manager or store manager must follow these instructions:

1. Navigate to **Marketplace Home > [merchant name] > Stores > [store name] > Store Settings > Users.** The Users page then appears. This page lists all user roles for the store, including both the Point-of-Sale attendant user role and the Point-of-Sale attendant refunder user role.
The Users page lists all Point-of-Sale attendants for the store. In this example, three users have been granted the Point-of-Sale attendant user role and one user has been granted the Point-of-Sale attendant refunder user role.

2. For any user displayed on the Users page, click the Edit User link in the Action column. The Edit User page appears.

   OR (If the user you would like to give the Point-of-Sale attendant user role is not listed ...)

   Select the View U Commerce Users button (near the top of the page) to view a list of all the available users, and then for one of these users, select Edit User link in the Action column. The Edit User page appears.
For a user to process transactions with Marketplace Point-of-Sale, that user must be assigned the Point-of-Sale attendant role.

3 In the Available Roles column, select the Point-of-Sale Attendant checkbox and then click the Save button.

4 In addition, for each location in which Marketplace Point-of-Sale will be used to process transactions, at least one user should be granted the Point-of-Sale attendant refunder role so that refunds can be processed directly at the point of sale. This step is optional. Refunds can also be processed via the Operations Center by a store fulfiller with cancel/refund rights. (For more information about refunding with the Point-of-Sale application, see "Order Search & Refunds" on page 133.)

About Device Manager

Device Manager allows you to keep track of who is responsible for each device. You are not required to use Device Manager, but it does provide important functionality that you can use for checking out and checking in devices (as well as other functionality). In order to start taking transactions, you should check out Point-of-Sale devices to the users who will be processing these transactions.

An administrator, merchant manager, or store manager can use Device Manager to checkout a device by following these instructions:

1 Navigate to Marketplace Home > Device Manager. The main Device Manager page then appears.
2. Find the device that you would like to check out and review the status of this device. The device must have a status of Available.

3. Mouse over the Gear icon for the desired device and choose Check Out Device from the flyout menu. The Marketplace Device Check Out page appears.

   OR

   Select the checkbox beside the names of multiple devices and then mouse over the Gear icon in the header row. Choose Check Out Multiple Devices from the flyout menu. The Marketplace Device Check Out page appears.

4. Choose a Point-of-Sale Attendant from the Checked Out To dropdown list. If more than one device is being assigned, be sure to choose a Point-of-Sale Attendant for each device.

   **Note:** In the dropdown list, administrators will see all Point-of-Sale Attendants for all the stores. Merchant managers will see all Point-of-Sale Attendants for the stores that they serve as a merchant manager. Store managers will see all Point-of-Sale Attendants for the stores that they serve as store manager.

5. Enter an Expected Return Date
6  (Optional) Enter Comments.
7  Click the Check Out button.

After completing this process, be sure to hand off the device(s) to the assigned attendant(s) or otherwise make the device(s) available to the attendant(s).

For more information about using "Device Manager," see "Device Manager and Safe Commerce™" on page 164.

5.4 Installing the Point-of-Sale Application on iOS Mobile Devices

The Marketplace Point-of-Sale application is available through the Apple App Store. For mobile transactions, you must download and install this application on each iOS device that will be used with Marketplace Point-of-Sale. This application must be installed in order for the iOS device to communicate with an Ingenico payment device.

There are two Marketplace Point-of-Sale applications available at the Apple App Store.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>EMV Support</th>
<th>RBA Version*</th>
</tr>
</thead>
<tbody>
<tr>
<td>TouchNet Marketplace</td>
<td>Supports use of the Ingenico payment device’s EMV chip reader.</td>
<td>Requires RBA version 14.0.4 or greater on the Ingenico payment device in order to support EMV transactions. However, RBA versions 12 and 13 will work with Ingenico payment devices for non-EMV transactions.</td>
</tr>
<tr>
<td>MPOS for sled only</td>
<td>Does not support use of the EMV chip reader on the Ingenico payment device</td>
<td>Should only be installed if the RBA version is earlier than 14.0.4. Should ONLY be installed on the Ingenico iSMP. Do not use with either the Ingenico iSMP Companion or the Ingenico iCMP.</td>
</tr>
</tbody>
</table>

*For more information about determining the RBA version of an Ingenico payment device, see "Taking Payments" on page 33.

To install the Marketplace Point-of-Sale application on an iOS mobile device ...

1  Ensure the iOS device is connected to a Wi-Fi network, or ensure the iOS device has a cellular connection.
2 Press the Home button once on the iOS device. This button is located below the display. The iOS home screen is displayed.

3 Touch the App Store icon. The Apple App Store opens.

**Note:** You will need to create an account at the Apple App Store. We recommend you use the same account for installing the Marketplace Point-of-Sale application on all the iOS devices that will be used with Point-of-Sale. Be sure to sign out of the Apple App Store after you install the application on each iOS device. This will allow you to reuse the same account.

4 Touch the Search button in the bottom navigation menu of the Apple App Store application. The search bar and the keypad appear.

5 Enter **TouchNet Marketplace** in the search field and touch the Search button. The TouchNet Marketplace application appears in the search results.

6 Select the **TouchNet Marketplace** application.
   
   Or, for Ingenico iSMP devices with RBA version earlier than 14.0.4, select **MPOS for sled only**.

7 Tap the Cloud/Download button.

The application will be downloaded and installed. Afterwards, the application icon will be displayed on the iOS home screen. The label below the icon will say **MPOS Premier**. You can tap this icon to launch the Marketplace Point-of-Sale application.

Or if in Step 6 you chose **MPOS for sled only**, the icon label with say **MPOS**.

---

5.5 Establishing Bluetooth Connectivity Between an Ingenico Mobile Device and an iOS Device

To use the Ingenico iSMP Companion or the Ingenico iCMP with an iOS device, you must pair these devices for Bluetooth connectivity. Bluetooth connectivity allows these devices to communicate and work together during the Marketplace Point-of-Sale payment process.

**Important!** You must pair your Ingenico mobile payment device with an iOS device before you launch the Marketplace Point-of-Sale application.

**Note:** The instructions in this section may not apply to Ingenico devices purchased from TouchNet prior to November 16, 2015. If your institution's Ingenico devices were purchased prior to this date (or if your Ingenico devices fail to behave as described in this section), please contact your TouchNet representative.
Bluetooth Pairing

If an Ingenico mobile device is not currently paired with an iOS device, the “BT Pairing Required” menu will automatically be displayed when the Ingenico device is turned on.

This menu allows you to initiate Bluetooth pairing.

If the “BT Pairing Required” menu appears, follow these steps to pair the Ingenico device with an iOS device:

1. On the Ingenico device …
   Press F1 to select “IOS.”
   A scroll box will then appear that lists all the Bluetooth devices in the vicinity.

   This scroll box allows you to select which iOS device to use.

2. On the iOS device …
   Turn on Bluetooth Connectivity (Settings > Bluetooth > On).
   It will help if you know the name of the iOS device (Settings > General > About > Name). If necessary, you may want to edit the name of the iOS device so that the name is unique and easy to identify.

3. Using the scroll box on the Ingenico device …
   Press the F2 key to scroll down (and the F3 key to scroll up), until your target iOS device is highlighted.

4. Press the Green key.
   A message will now appear on the Ingenico device that identifies the Bluetooth name of the Ingenico device and provides a PIN number.
This panel shows the PIN number for Bluetooth pairing.

Soon afterwards, a prompt will appear on the iOS device, asking for a PIN number entry.

Notice this panel includes the Bluetooth name of the Ingenico device that is attempting to connect to the iOS device. For more information about Bluetooth names, see "About Bluetooth Names" on page 57.

Note: In some situations—such as during the first time that you pair an Ingenico device with an iOS device—the Ingenico device name may temporarily receive an unexpected name (such as "Cordless Phone") on the Bluetooth panel of the iOS device; however, if you proceed and pair the devices, the name will typically change to the expected
name (i.e., to the name displayed on the BT Pairing panel of the Ingenico device).

5 Enter the PIN number displayed on the Ingenico device in the PIN field on the iOS device, and then press Pair on the iOS device.

The devices are now paired.

The Ingenico device will now show as “Connected” in the “My Devices” section of the iOS device’s Bluetooth panel.

And “Marketplace POS” will appear on the Ingenico device’s display.

![Marketplace POS](image)

*Once Bluetooth pairing has been established, the "Marketplace POS" panel appears on the Ingenico device.*

**Removing a Paired Device**

If the “BT Pairing Required” menu does not automatically appear when the Ingenico mobile device is started—if instead “Marketplace POS” is displayed on the Ingenico display panel when it is turned on—then the device has already been paired to an iOS device. It will continue to assume it is paired until you remove the pairing. To remove the paired device …

Press the F key four times within two seconds.

The “BT Pairing Required” menu will now appear. You can go to "BluetoothPairing" on page 54 to pair the Ingenico device with an iOS device.

**Note:** If an Ingenico device is paired to an iOS device and subsequently the pairing is removed on the iOS device, the Ingenico device will attempt to reconnect to the iOS device—and the PIN prompt panel will appear on the iOS device—but the Ingenico device will not display a PIN number at this time. In this situation, you must remove pairing on the Ingenico device, as described above. Then, Bluetooth connectivity can be established as described in "BluetoothPairing" on page 54.

**Re-Connecting Devices**

If you have previously paired an Ingenico mobile device and an iOS device, these devices will automatically be re-paired whenever they are both turned on (and Bluetooth is set to On for the iOS device)—as long as these devices are within Bluetooth range (typically no more than 30 feet). Bluetooth connectivity is always turned on for Ingenico devices.
If you do not want these two devices to be connected—or if you do not know which iOS device the Ingenico device is connected to—you can remove the pairing by following the instructions in "Removing a Paired Device" on page 56.

**About Bluetooth Names**

If multiple Ingenico mobile devices and iOS devices will be used in the same area, you must pay attention to the names of the devices.

You can find the iOS device name by navigating to the following location on the iOS device: Settings > General > About > Name. This name will appear on the Ingenico device during the pairing process. See Step 1 of "Bluetooth Pairing" on page 54.

The Bluetooth name of the Ingenico device is displayed when you attempt to connect the Ingenico device to an iOS device, as described in Step 4 of "Bluetooth Pairing" on page 54.

![BT Name: iSMPc-20278465](image)

This panel shows the Bluetooth name used by the Ingenico device.

This Bluetooth name will also be displayed on the Bluetooth panel of any iOS device in the vicinity for which Bluetooth has been turned on.

**Important!** We recommend you print the Ingenico device’s Bluetooth name on a label that you affix to the Ingenico device. By clearly labeling each Ingenico device, you will eliminate any confusion that may result when multiple Ingenico devices are used in the same area. Likewise, we recommend you clearly label each iOS device with its Bluetooth name, as well as any printers.

### 5.6 Final Preparation

After you have completed configuration for a store, products, and users in the Marketplace Operations Center, there are several additional things that must be done in preparation for taking payments:

- **Ensure the devices have been fully charged**—Ensure the Ingenico mobile payment devices and the iOS mobile devices (and printers, if applicable) have all been fully charged. Also, as necessary, assign charging units for each device.
- **Ensure Wi-Fi connectivity is available**—Only necessary for iOS devices that do not have cellular access. For example, some iPods and iPads may not have cellular access. In order for iOS mobile devices to access the internet and process transactions, Wi-Fi connectivity must be available in the area where the Point-of-Sale attendants will be taking payments or the iOS device must otherwise have cellular access. Contact campus IT to determine if Wi-Fi connectivity is available in the projected sales area, and ensure the Point-of-Sale attendants have the name of the Wi-Fi network and login credentials.

- **Ensure the printers have paper**—If the Point-of-Sale attendants will be giving customers the option of receiving a printed receipt at the transaction site, you should either make sure the printer has sufficient paper or provide additional printer paper rolls.

- **Ensure the Point-of-Sale attendant has received login credentials for U.Commerce**—Before a transaction can be processed with the Marketplace Point-of-Sale application, the attendant must log in using their U.Commerce login credentials. If the user is a new U.Commerce user, make sure the user has received their U.Commerce login credentials.

- **Handoff instructions for pairing Ingenico mobile payment devices and iOS devices**—If the Ingenico iSMP Companion or the Ingenico iCMP will be used, make sure the attendants have received instructions for establishing Bluetooth connectivity with iOS devices.

- **Handoff the product barcodes to the attendant**—By using printed product barcodes, attendants can quickly add products to the Marketplace Point-of-Sale shopping cart. Be sure to print the barcodes and make them available to the attendant(s).

- **Provide list of allowed payment methods to the attendant**—The attendant will need to know which payment methods the store is configured to accept. Provide the attendant with a list of the accepted payment cards and instructions on whether debit cards can be processed with PIN input from the customer.

- **Provide instructions on how to process EMV cards**—Be sure the attendants know whether EMV cards should be inserted in the EMV chip reader on the Ingenico devices or whether these cards should be swiped in the magstripe reader.
6.0 Using Marketplace Point-of-Sale

This section describes how to process transactions using the Marketplace Point-of-Sale application. This section is written for Point-of-Sale attendants. For instructions on configuring stores and products, see "Using the Marketplace Operations Center" on page 39.

6.1 Turning On Devices and Preparing to Log In

The following instructions describe the process of turning on Point-of-Sale devices and preparing to log in.

**Important!** The following steps must be performed before you attempt to launch the Point-of-Sale application. If you have already attempted to launch the Point-of-Sale application, you must close the Point-of-Sale application before turning on an Ingenico payment device. If you do not follow these instructions, the Ingenico payment device may not be able to communicate with the Point-of-Sale application.

1. Turn on the Ingenico payment device.
2. Turn on the iOS device
   
   **Note:** If you are using an iPod touch 4 that has been inserted in the cradle of an Ingenico iSMP, the iPod touch 4 is automatically turned on when the Ingenico iSMP is turned on.

3. Connect to a Wi-Fi network with the iOS mobile device. If you use an iOS device with a cellular plan, a Wi-Fi network is not required. In order to use the Marketplace Point-of-Sale application, the iOS device must have internet access at the location where transactions will be processed.

   **Important!** If you will be using a Wi-Fi network, be sure you have communicated with the Wi-Fi administrator and acquired the name of the Wi-Fi network, a username, and a password. Be sure you understand how to log in.

4. If you plan to print receipts, turn on the printer.
5. If you plan to print receipts, you must pair the printer with the iOS device for Bluetooth connectivity.
6.2 Choosing an Environment

TouchNet provides three environments for installations of 
Marketplace: production, test, and SafeCopy. These environments can be 
selected by using the Settings panel on the iOS device.

A visual reminder of the active environment appears when you navigate to 
the login page for the Point-of-Sale application: for the test environment, a 
bright red border is wrapped around the pages, and for the SafeCopy 
environment, a bright yellow border is wrapped around the pages.

![A bright border identifies the test environment.]

**Important!** Before you start processing transactions with the Point-of-Sale 
application, be sure you are using the correct environment. If you process 
transactions on the test environment or the SafeCopy environment, the 
payment cards will not be charged. However, if you process transaction 
on the production environment, the payment cards will be charged.

To choose an environment, follow these instructions:

1. Navigate to the Settings panel for the iOS device.
2. Select "MPOS" or "MPOS Premier". The MPOS settings panel is 
displayed.
3 Tap the Environment button. The Environment panel then appears.

4 Tap one of the environment options. The following options are available:
   - Production—The production environment is used for processing real transactions.
   - Test—The test environment can be used for testing the Point-of-Sale application. Any transactions processed with the test environment are not presented for payment to payment card processors.
- **SafeCopy**—The SafeCopy environment can be used for testing the Point-of-Sale application—with this difference: the SafeCopy environment is used for testing major software upgrades before these upgrades are applied to the production environment. Any transactions processed with the SafeCopy environment are not presented for payment to payment card processors.

**Important!** Never choose the SafeCopy environment without first talking to your Marketplace administrator. Once the SafeCopy environment is chosen, it takes 24 to 48 hours for the device to be activated for SafeCopy. And during this time, the device cannot be switched back to another environment. Your Marketplace administrator is responsible for contacting TouchNet Customer Care and ensuring a SafeCopy environment has been created.

After you have completed these steps for choosing an environment, you can log in to the Point-of-Sale application, as described in "Logging In" on page 62.

### 6.3 Logging In

This section describes the process of launching the Point-of-Sale web application and logging in.

**Important!** Before a user can login, the user must have been granted the Point-of-Sale attendant role by a Marketplace administrator, chief administrator, merchant manager, or store manager. For more information, see "Point-of-Sale Users" on page 154.

**Launch the Point-of-Sale Application**

To open the Point-of-Sale application, follow these instructions:

1. Touch the Point-of-Sale icon on the iOS device's home screen. (The name "MPOS" or "MPOS Premier" appears below the icon.)
Note: The location of the Point-of-Sale icon on the iOS device’s home screen depends on how the device has been configured. The Point-of-Sale icon may appear with all the other application icons, or it may be docked at the bottom of the home page—as in the screenshot above.

The Point-of-Sale login page then appears.

2 Enter your user ID and password and press the Sign In button.
Note: Unlike the U.Commerce Central login page, the User ID field of the Marketplace Point-of-Sale login page does not require a realm. For example, if you log into U.Commerce Central as T0001.jdoe (and T0001 is your realm and jdoe is your username), you should only enter jdoe in the User ID field of the Point-of-Sale login page.

If the User ID and password that you entered is valid, the Point-of-Sale home page then appears.

Launching the Application for the First Time

When you launch the Point-of-Sale application for the first time, you may encounter a Device Restarting message. Typically, this message appears for only a few seconds and then goes away. You can then restart the Point-of-Sale application.

If this process does not complete successfully, you should follow the instructions in "Device Maintenance and Troubleshooting" on page 181

6.4 About the Interface

The Marketplace Point-of-Sale application is built with responsive design, which means it will work on mobile iOS devices (such as an iPod or an iPad), as well as on PCs running Windows. The application resizes gracefully for the screen size of each device. However, depending on the available display space, the Point-of-Sale application will look slightly different.

The following sections describe the interface for the Marketplace Point-of-Sale application. These sections include descriptions of the major differences between how the interface looks on an iPod (or an iPhone) versus an iPad. These sections also include discussions of differences in how the Marketplace Point-of-Sale application works with PCs running Windows.

Important! In this guide, the sample screens are primarily from the iPod display, but please keep in mind that the Marketplace Point-of-Sale application looks very similar (but wider) on both the iPad display and on the monitors of PCs running Windows.

About the Home Page

After you log in, the Point-of-Sale home page is displayed. The Point-of-Sale home page displays links to all stores for which the user has been granted the Point-of-Sale attendant user role. In the following example—which shows how the home page looks on an iPod and an iPad—the user has access to two stores: 1) Event Place and 2) Union Store.
And on the iPad and PCs running Windows, the home page looks like this:

![Order Summary on iPad](image)

*When Point-of-Sale appears on an iPad, the Order Summary section is included.*

For devices with a display large enough to accommodate the Order Summary section, this section appears on the right side of the screen, and it appears throughout the shopping process. In contrast, the iPod and the iPhone do not have sufficient display area for displaying the Order Summary, so it is not displayed until the attendant navigates to the shopping cart. In addition, the search field is always displayed on the iPad.
display (and on PCs running Windows), whereas you must first touch the search icon in the header of the iPod or iPhone display before the search entry field appears.

### About the Interface: Top Bar

The horizontal bar at the top of the Point-of-Sale interface provides the dollar amount of the items that have been added to the cart. As each item is added to the cart of the same customer, the dollar amount is updated.

![The top bar of Marketplace Point-of-Sale.](image)

The top bar also provides the following functionality:

- **Menu button**—Touch the menu button on the left side of the top bar and a menu appears. Additional information can be displayed by touching the menu buttons.

![The left slide out menu.](image)

- **About**—Touch the About button to display the About page. This page shows the version number of the Point-of-Sale application. It also displays the session ID number. Knowing the session ID number may be valuable when troubleshooting.

- **Order Search**—Touch the Order Search button to display the Order Search page. For more information about using this page, see "Order Search & Refunds" on page 133

- **Help**—Touch the Help button to launch the help system for the Point-of-Sale application. This help system will launch in a
separate browser window. After you are done with the help system, you will need to close this window to return to the Point-of-Sale application.

**Log Out**—Touch the Log Out button to log out of Marketplace Point-of-Sale. Once the user has logged out, only the log in page will be displayed on the device until this user, or another user with the Point-of-Sale attendant role, logs in.

- **Search button**—On an iPod or iPhone, touch the magnifying glass button to search for a product. The Look Up field then appears. Touch the Look Up field to activate the iOS keypad display.

![Using the iPod touch keypad with the Look Up field.](image)

Enter a product name (or a portion of a product name), a stock number, or a barcode number. Then touch the Search button. The search results are then displayed. Touch any displayed product in the search results to navigate to the Product Details page. For more information, see "Taking Orders by Searching for a Product" on page 83.

On an iPad display (and on countertop PCs), the Search button does not appear in the top bar. Instead, search functionality appears in the gray bar immediately below the top bar.

### About the Interface: Bottom Navigation Bar

The Point-of-Sale application includes a bottom navigation bar when viewed on an iPod or iPhone. This bar contains a Home button, a Scan button, and a Cart button. (On an iPad and PCs, the Point-of-Sale application does not display a bottom navigation bar.)
• **Home button**—Touch the Home button to return to the Marketplace Point-of-Sale home page.

  **Note:** On an iPad and PCs, you can navigate to the home page by touching the Home link in the breadcrumbs.

• **Scan button**—Touch the Scan button to initiate the scanning process. The scanning process is used to read barcodes with the Ingenico iSMP and the iSMP Companion. These devices have a built-in scanner. When the scan button is touched in Marketplace Point-of-Sale, the scanner is activated. When a barcode is successfully scanned, the item will be added to the customer’s cart. For more information, see "Taking Orders by Scanning Barcodes" on page 72.

  **Note:** On an iPad, the Scan button appears to the right of the Search field. On a PC, no Scan button appears, but if a scanner is hooked up to the PC, the scanner is always available for providing input on the selected field.

• **Cart button**—The total number of items in the customer’s cart is displayed to the right of the Cart icon. Touch the button with the shopping cart icon to navigate to the Order Summary page for the customer. This page shows all the items that have been added to the customer’s cart. From the Order Summary page, the checkout process can be initiated.

  **Note:** On an iPad or PC, the cart is always displayed as the Order Summary.

---

**About the Store Home Page**

When you navigate to a store in the Point-of-Sale application, the Featured category is shown by default. In the following example, the store’s Featured category contains three products and these products are displayed in the thumbnail display.
The Point-of-Sale store home page on an iPod.

And on iPads and PCs, the Featured category for the store home page looks like this when the thumbnail display is used:

When Point-of-Sale appears on an iPad, the Order Summary is included.

As described in "About the Home Page" on page 64, the Order Summary section appears on the right side of the screen for iPad devices and PCs, and it appears throughout the shopping process. In contrast, the iPod and the iPhone do not have sufficient display area for displaying the Order Summary, so it is not displayed until the attendant navigates to the shopping cart. In addition, the search field is always displayed on the display for iPads and PCs, whereas you must first touch the search icon in
the header of the iPod or iPhone display before the search entry field appears.

**The iOS Pull Out Menu**

The iOS interface also contains a pull out menu on the right side. To access this menu, swipe your finger across the iOS display, from the right side of the Marketplace Point-of-Sale interface to the left. The iOS pull out menu will then appear.

![The right side slide out menu.](image)

This menu provides the following information and functionality:

- **[version numbers]**—The top line (immediately below the Wi-Fi indicator, time, and battery indicator) contains software and firmware version numbers. The RBA number is the firmware version used by the Ingenico device. The SDK is the Software Development Kit version number. And the App number is the version number for the Marketplace Point-of-Sale application. If you call TouchNet for support with Point-of-Sale, you may need these version numbers.

- **Device Name**—The model number of the Ingenico device, typically iMP350 for the Ingenico iSMP (which is shorthand for Ingenico iSMP 350) and iCM122 for the Ingenico iCMP.

- **S/N**—The Ingenico assigned serial number.

- **Device Status**—The device status as reported by the Ingenico device. Typically, this field typically says "Connected."
• **Battery Level**—The percentage of the remaining battery level for the Ingenico device.

• **Charge State**—If the device is currently being charged, this field will say "Charging". Otherwise, this field will say "Discharging".

• **Printer**—If the iOS device has been paired for Bluetooth connectivity with a printer, this field will say "Connected," and if the button is touched, a window will display the printer name. If no printer has been paired with the iOS device, this field will say "Disconnected."

• **Overrides**—This field always says "Reset." You can touch this button to reset the connection between the iOS device and the Ingenico payment device: the Point-of-Sale log in page will then appear.

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**Turning On Mobile Printing**

This section applies if you will use an Epson TM-P60II or Blue Bamboo PocketPOS P25i for printing receipts with mobile devices. If you will not use either of these printers for mobile printing, skip to the next section.

To turn on printing, you must first pair the printer with the iOS device, as described in "Point-of-Sale Mobile Devices" on page 9. Then follow these steps to turn on printing for the Point-of-Sale application...

1. Swipe your finger across the iOS display, from the right side of the Marketplace Point-of-Sale interface to the left. The iOS pull out menu will then appear.

![The right side slide out menu.](image-url)
2 In the Printer section, touch the Disconnected button once. The Printer list appears.

Note: If the Printer button says Connected, the printer is already connected to the Marketplace Point-of-Sale application.

3 Select the printer name.
The Marketplace Point-of-Sale application can now print receipts.

### 6.5 Taking Orders by Scanning Barcodes

Once a Marketplace store manager has printed barcodes for products in a store, a Point-of-Sale attendant can use the scanning ability of the Ingenico iSMP (or the iSMP Companion) to scan barcodes and quickly add products to the Point-of-Sale shopping cart. A scanner can also be used with PCs; however, these scanners are not part of the Ingenico hardware and must be acquired separately.

Note: The Ingenico iCMP does not support scanning barcodes.

#### Scan Mode for iOS Devices

Before you scan barcodes with an Ingenico payment device that is connected to an iOS device, you should consider which scan mode to use. Marketplace Point-of-Sale provides two scanning modes:

- **Multi-Scan On**—This scan mode allows you to scan multiple products and add these products to the shopping cart. When you are done scanning, you must manually exit the scanning process.

- **Multi-Scan Off**—This scan mode allows you to scan a single product, add the item to the cart, automatically exit the scanning process, and go to the cart.

To select the scan mode ... 

1 Press the Home button once on the iOS device.
The iOS home screen is then displayed.

2 Touch the Settings icon.

3 Touch the MPOS button. The MPOS panel is displayed.
4 Tap the Multi-Scan On/Off button until the desired state is selected.

*Note:* The instructions in "How to Scan Product Barcodes Using Ingenico Devices" on page 73 assume that Multi-Scan is turned On.

---

**How to Scan Product Barcodes Using Ingenico Devices**

Follow these instructions to find a product by scanning a Marketplace Point-of-Sale barcode with an Ingenico payment device:

*Note:* Only items from the same store may be purchased at the same time (i.e., using the same shopping cart).

1 When a customer has identified a product that they wish to buy (or a donation that they wish to make), touch the Scan button in the bottom navigation bar of the Marketplace Point-of-Sale application. (On an iPad, the Scan button is instead located to the right of the search field.)

   The Scanner Ready window appears. You can now start scanning barcodes.
2 Point the top of the Ingenico iSMP (or the iSMP Companion) at a Marketplace product barcode.

**Note:** Barcodes for all products in a store can be printed from the Store Products page in the Marketplace Operations Center. For more information, see "Managing Products" on page 156.

3 Press the scanner activation key on either side of the Ingenico iSMP (or the iSMP Companion).
When the activation key is pressed, the Ingenico iSMP (or the iSMP Companion) emits a wide, red laser beam.

4 Adjust the Ingenico iSMP (or the iSMP Companion) in relation to the product barcode so that the red laser covers the entire width of the barcode.

![Scanning a barcode with the Ingenico iSMP.](image)

Continue to scan the barcode until the Ingenico device beeps. The beep indicates the barcode has been successfully read.

**Note:** If you do not immediately hear a beep, try varying the angle of the Ingenico device to the barcode or the distance between the Ingenico device and the barcode.

5 If the customer has identified additional products that they would like to buy, repeats steps 2 through 4 for each product.

6 After you have scanned all the items that the customer would like to purchase, slide the scanner bar to the right. The Scanner Ready page will go away.
If any of the products are donation products or if the products have modifiers, then additional selections or entries must be made before that product can be placed in the cart—otherwise, the product immediately goes into the customer’s cart.

Any scanned products that require additional selections or entries appear on the Scan Results page:

Select each product and complete the required selections and entries.

If this page does not appear (the scanned products are not donations and have no modifiers), go to Step 8. If this page does appear, take
the following actions as appropriate for each item that appears on the Scan Results page:

If the product is a donation ...

The Product Detail page appears so that a donation amount can be entered or selected (depending on how the donation product has been configured).

![Image of the Union Donation screen]

*Select a donation amount.*

Select a donation amount or enter a donation amount (depending on the product configuration) and touch the Add Item button.

If the product has modifiers ...

The Modifier Selection page appears.

![Image of the Union Event screen]

*Select modifiers.*
Complete the modifiers fields and touch the Add Item button. In order to select/enter modifier values, you must work with the customer and give them the modifier questions and available selections.

8  Review the Order Summary page with the customer.

Order Summary page.

If any of the scanned products require additional actions (i.e., require modifier or donation selections), the Scanned Items button appears on the Order Summary page. You MUST select the Scanned Items button and complete the outstanding actions before you can proceed with the order.

9  Take one of the following actions as appropriate for the situation:

*If the customer would like to purchase an additional product ...*
Select the Add New button to return to step 1 and add another item to the customer's cart.

OR

*If the customer would like to change the order quantity for an item in the cart ...*
Select the Pencil icon to the left of a product name. The quantity field then becomes editable. Touch the Quantity field and enter a new quantity. Then select the Update button. (If the product has dynamic modifiers, you cannot modify the quantity ordered. You can only update the chosen modifiers.) (And then repeat Step 9 for any remaining items on the Order Summary page.)

OR

*If the customer would like to remove an item in the cart ...*
Select the Pencil icon to the left of a product name. Then select the
Remove button. (And then repeat Step 9 for any remaining items on the Order Summary page.)

OR

If the customer would like to remove all items from their cart ...
Touch the Clear button. All products in the cart will be removed.

OR

If the customer is ready to pay ...
Select the Pay Now button to begin the payment process. The Pay Now page appears.

The Pay Now page.

Proceed to "Processing a Payment" on page 91.

Important! Avoid any lengthy delays once you have added items to the cart. After 15 minutes of inactivity, the Point-of-Sale application will automatically terminate the session.
How to Scan Product Barcodes When Using Countertop Devices

Follow these instructions to find a product by scanning a Marketplace Point-of-Sale barcode with a scanner that is connected to a PC:

**Note:** Only items from the same store may be purchased at the same time (i.e., using the same shopping cart).

1. When a customer has identified a product that they wish to buy (or a donation that they wish to make), point the scanner at a Marketplace product barcode and press the activation key.

   **Note:** Barcodes for all products in a store can be printed from the Store Products page in the Marketplace Operations Center. For more information, see "Managing Products" on page 156.

   If the product is not a donation and it has no modifiers ... The matching product automatically appears in the Order Summary. Go to Step 3.

   If the product is a donation product or it has modifiers ... The scanned item(s) will appear in a list of scanned items that require further action. Go to Step 2.

2. The attendant must select and resolve each item (one by one) that appears in the "Scanned items requiring further input" list. The Pay Now button in the Order Summary is not available until the scanned items have been resolved.

![Scanned items requiring further input](image)

*Scanned items that require action appear in a list.*
This item includes modifiers that must be selected/entered.

The attendant must review each item with the customer and determine the appropriate selections/entries.

As each item is resolved, it is removed from the "Scanned items requiring further input" list and instead appears in the Order Summary. The attendant can select the Scanned Items button in the Order Summary to return to the "Scanned items requiring further input" list.

After all items have been resolved, the Pay Now button in the Order Summary can be selected (and the Scanned Items button goes away).

Items added to the cart appear in the Order Summary.

3. Review the Order Summary with the customer and then take one of the following actions as appropriate for the situation:
If the customer would like to purchase an additional product ... 
Return to Step 1 and scan another product barcode.

OR

If the customer would like to change the order quantity for an item in the cart ... 
Select the Pencil icon to the left of a product name. The quantity field then becomes editable. Select the Quantity field and enter a new quantity. Then select the Update button. (If the product has dynamic modifiers, you cannot modify the quantity ordered. You can only update the chosen modifiers.) (And then repeat Step 3 for any remaining items in the Order Summary.)

OR

If the customer would like to remove an item from the cart ... 
Select the Pencil icon to the left of a product name. Then select the Remove button. (And then repeat Step 3 for any remaining items in the Order Summary.)

OR

If the customer would like to remove all items from their cart ... 
Select the Clear button in the Order Summary. All products in the cart will be removed.

OR

If the customer is ready to pay ... 
Select the Pay Now button to begin the payment process.

Proceed to "Processing a Payment with Countertop Devices" on page 116.

Important! Avoid any lengthy delays once you have added items to the cart. After 15 minutes of inactivity, the Point-of-Sale application will automatically terminate the session.
6.6 Taking Orders by Searching for a Product

Follow these instructions to find a product by entering a search criteria:

Note: Only items from the same store may be purchased in the same order.

1 When a customer has identified a product that they wish to buy (or a donation that they wish to make), touch the magnifying glass icon in the top bar. The Look Up field then appears. (On an iPad or a PC, the search field is always visible. Skip to Step 2.)

2 Select the Look Up field. For iOS devices, the iOS keypad then appears.

3 Enter a search criteria and select the Search button. Accepted search criteria:
   ▪ Product names (partial values can be entered).
   ▪ Stock numbers (full stock number must be entered).
   ▪ Barcode numbers (full barcode number must be entered).

The search results page then appears.

Note: If you search by entering a barcode, the matching product is automatically added to the cart.
4. Select the product that the customer desires. The Product Detail page then appears.

If the product is a donation product, the donation amount fields will appear. If the product has options (such as color or size), the option selection menus will appear.

You can select the View Details button on the Product Detail page to view a product description.
5 Select option values (if applicable), select or enter a donation amount (if applicable), enter item quantity (if applicable), and then select the Add item button.

If the product has modifiers, the Modifier Selection page appears. Go to Step 6. If the product does not have modifiers, the product is added to the cart and appears in the Order Summary. Go to Step 7.

6 Select modifier values and then select the Add Item button. The Order Summary page appears.

In order to select/enter modifier values, you must work with the customer and give them the modifier questions and available selections.

7 Review the Order Summary with the customer and then take one of the following actions as appropriate for the situation:

If the customer would like to purchase an additional product ...
Select the Add New button to return to step 1 and add another item to the customer’s cart.

OR

If the customer would like to change the order quantity for an item in the cart ...
Select the Pencil icon to the left of a product name. The quantity field then becomes editable. Select the Quantity field and enter a new quantity. Then select the Update button. (If the product has dynamic modifiers, you cannot modify the quantity ordered. You can only update the chosen modifiers.) (And then repeat Step 7 for any remaining items in the Order Summary.)

OR
If the customer would like to remove an item in the cart ...
Select the Pencil icon to the left of a product name. Then select the Remove button. (And then repeat Step 7 for any remaining items in the Order Summary.)

OR

If the customer would like to remove all items from their cart ...
Select the Clear button. All products in the cart will be removed.

OR

If the customer is ready to pay ...
Select the Pay Now button to begin the payment process.

Proceed to "Processing a Payment" on page 91.

Important! Avoid any lengthy delays once you have added items to the cart. After 15 minutes of inactivity, the Point-of-Sale application will automatically terminate the session.
6.7 Taking Orders by Browsing for Products

Follow these instructions to find a product by browsing via store pages and category pages:

Note: Only items from the same store may be purchased in the same order.

1 When a customer has identified a product that they wish to buy (or a donation that they wish to make), navigate to the store by choosing the store name from the Marketplace Point-of-Sale homepage.

Note: On iOS devices, you can navigate to the Point-of-Sale home page by selecting the Home icon in the bottom navigation bar. On PCs, use the Home link in the breadcrumbs.

The Point-of-Sale home page displays links to all stores for which the user has been granted the Point-of-Sale attendant user role. In the above example, the user has access to two stores: 1) Event Place and 2) Union Store.

When you choose a store, the Store Home page will load and the Featured category will be displayed.

2 The Featured category is displayed by default. If you would like to display a different store category, select the gray bar that says Featured when the store initially loads. The Store Category dropdown menu will then be displayed.
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All categories configured for the store will appear in this dropdown list.

3 Select the desired product category. The selected category name will now appear in the gray bar, and thumbnails for products in that category will now be displayed.

In the above example, "Donations" was chosen from the category dropdown menu, which displayed the product thumbnails for the Donations category.
4 Select the product thumbnail that the customer would like to purchase. The Product Detail page will be displayed.

Left: The Product Detail page for a donation product. Notice the donation amount fields. Right: The Product Detail page for a product with a size option available via a dropdown menu.

If product is a donation product, the donation amount fields will appear. If the product has options (such as color or size), the option selection menus will appear.

You can select the View Details button on the Product Detail page to view a product description.

5 Select option values (if applicable), select or enter a donation amount (if applicable), enter item quantity (if applicable), and then select the Add Item button.

If the product has modifiers, the Modifier Selection page appears. Go to Step 6. If the product does not have modifiers, the product is added to the cart and appears in the Order Summary. Go to Step 7.
6 Select modifier values and then select the Add Item button. The Order Summary page appears. In order to select/enter modifier values, you must work with the customer and give them the modifier questions and available selections.

7 Review the Order Summary with the customer and then take one of the following actions as appropriate for the situation:

- **If the customer would like to purchase an additional product …**
  Select the Add New button to return to step 1 and add another item to the customer's cart.

- **OR**

- **If the customer would like to change the order quantity for an item in the cart …**
  Select the Pencil icon to the left of a product name. The quantity field then becomes editable. Touch the Quantity field and enter a new quantity. Then select the Update button. (If the product has dynamic modifiers, you cannot modify the quantity ordered. You can only update the chosen modifiers.) (And then repeat Step 9 for any remaining items on the Order Summary page.)

- **OR**

- **If the customer would like to remove an item in the cart …**
  Select the Pencil icon to the left of a product name. Then select the Remove button. (And then repeat Step 7 for any remaining items on the Order Summary page.)

- **OR**
If the customer would like to remove all items from their cart ...
Touch the Clear button. All products in the cart will be removed.

OR

If the customer is ready to pay ...
Select the Pay Now button to begin the payment process. The Pay Now page appears.

Proceed to "Processing a Payment" on page 91.

Important! Avoid any lengthy delays once you have added items to the cart. After 15 minutes of inactivity, the Point-of-Sale application will automatically terminate the session.

6.8 Processing a Payment

After products have been added to the cart for the customer, you can process the customer’s payment by starting at the Order Summary. (On an iPad, the Order Summary appears as part of all pages in the Marketplace Point-of-Sale application.)

The Order Summary page.

If you are using an iPod or iPhone and are not already on the Order Summary page, you can navigate to this page by touching the Cart icon in the bottom navigation bar.

The Cart icon is in the bottom navigation bar.
From the Order Summary, you can press the Pay Now button to start the payment process. All payments must be done with payment cards.

The Marketplace Point-of-Sale application (and for mobile devices, the display on the Ingenico payment device) will lead you through the process. So pay close attention to the prompts. The prompts will identify the appropriate actions that must be taken. If you are using a mobile device, be sure to watch the iOS device display and the Ingenico device’s LCD display panel for instructions on how payments must be completed.

### Payment Methods

Marketplace Point-of-Sale and Ingenico payment devices support the following methods for taking payments:

- swiping payment cards via magstripe readers,
- inserting EMV cards into EMV card readers,
- tapping NFC cards against the display panel of the Ingenico payment device, and
- accepting cash and paper checks.

### About EMV Cards

If an EMV card is swiped through the magstripe reader, the attendant will typically be prompted to insert the card instead in the EMV card reader. When EMV cards are used for payments, the Ingenico payment device will not typically allow the magstripe reader to be used unless the EMV card reader has first failed to read the EMV chip. After a pre-determined number
of attempts (typically three) have failed in the EMV reader, the Ingenico payment device will allow the magstripe reader to be used as the fallback method (or the attendant may instead manually enter the payment card information on the Ingenico payment device).

Depending on store/merchant configuration, EMV may not be available. In addition, your Ingenico payment devices may need to be upgraded in order to support EMV cards. If EMV is not available on the payment device, attendants can swipe EMV cards through the magstripe reader on the Ingenico payment device.

**Important!** Before you start taking payments, be sure you understand whether your store and its payment devices have been configured/upgraded to support EMV cards. For information on EMV cards, contact your store manager or your Marketplace administrator. This information will have a major impact on how you take payments.

**Note:** In order to accept EMV cards, the Ingenico payment device must be running RBA version 14.0.4 or greater, and the MPOS Premier application must be installed on the iOS device. To determine the RBA version, launch the Point-of-Sale application and pull out the right side menu. At the very top of this menu, the "RBA" number will be displayed. To determine the name of the MPOS application, look for the name of the application icon on the iOS home screen.

**About NFC Cards**

If a customer presents a card with the Near Field Communication symbol, the customer can simply tap the card against the display panel of the Ingenico payment device. This process is very similar to swiping a payment card through the magstripe reader.

**About Cash and Checks**

If the Payment Gateway Host System Account used by the Marketplace merchant has been configured with a payment method for cash and a payment method for checks, then these payment methods are available for Point-of-Sale.
Is it an EMV Chip Card?  

For Ingenico payment devices that have been updated to support EMV payments, the decision about how to process a payment card depends on whether the card includes an EMV chip. A payment card with an EMV chip looks like this:

An EMV card can be easily identified by the small chip on the front of the card. This chip is in approximately the same position regardless of the card type: American Express, Discover, MasterCard, Visa, etc.
For Ingenico payment devices that have been updated to support NFC transactions, payment cards with the NFC symbol can be used to initiate a payment by simply tapping the card against the display panel area of the Ingenico payment device.

![The NFC symbol.](image)

An NFC card can be easily identified by the NFC symbol on the face of the card. The position of the NFC symbol may vary depending on the payment card type. The logo symbol may also vary.

### 6.9 Processing a Payment with Mobile Devices

This section describes how to process a payment using mobile devices with the Marketplace Point-of-Sale application.

For an overview of payment methods, see "Processing a Payment" on page 91.

For information about using countertop devices, see "Processing a Payment with Countertop Devices" on page 116.

#### Inserting EMV Chip Cards in Mobile Devices

The following instructions describe how to process a payment when a customer presents an EMV chip card and the attendant is using a mobile payment device. These instructions assume you have placed an item in the cart and the Order Summary is displayed. These instructions also assume the attendant has identified the customer's payment card as an EMV chip card.

1. **Select the Pay Now button in the Order Summary section to begin the payment process.**
   
   A Take Payment prompt will appear that asks your to select the payment type (only configured payment types appear).

2. **The attendant must ask the customer which payment type they will be using.** In this example, we will assume the customer would like to pay with a payment card that is an EMV chip card. So the attendant selects the Credit Card button.
The Pay Now page appears.

![Image of Pay Now page]

3 Press the Capture Card Data button and ask the customer for their payment card. The Capture Card Data overlay panel appears.

![Image of Capture Card Data overlay panel]

When the Capture Card Data overlay panel appears, "Insert, Swipe or Tap Card" appears on the display panel of the Ingenico payment device.
4 Insert the customer’s payment card into the Ingenico device’s EMV card reader on the bottom of the device (or have the customer insert their own payment card). The front of the payment card and the front of the Ingenico payment device should both be facing the attendant (or the customer), with the EMV chip portion of the card inserted within the reader.

The following message then appears on the Ingenico payment device’s display panel: "Please wait... Do not remove the card.”

This message is typically followed by a message displaying the payment type.

Important! Leave the EMV card in the reader until you are prompted to remove the card. If you remove the card too soon, the transaction will not complete successfully.

5 If the card was successfully read ...

The Ingenico payment device will ask the customer to confirm the amount of the transaction. Hand off the Ingenico payment device to the customer so that the customer can make a choice.
The customer presses F1 for YES (or F3 for NO or F4 for CANCEL). Go to Step 5.

**Note:** Depending on the configuration of the customer’s payment card, an additional prompt may appear in which the customer must select an account. This prompt typically appears for payment cards that support multiple accounts.

*If the card was not successfully read or the payment card was not valid ...*

An error message will appear on the iOS device. Here are messages that may appear:

- **Unable to authorize.**—The expiration date for the payment card may have passed.
- **Card type is not accepted.**—The store is not configured to accept this type of payment card.
- **Bad Read. Try Again.**—The payment card did not pass through the card reader as expected. Retry the card.

6. The Ingenico payment device will either ask for the customer to sign their signature or ask for the customer to enter their PIN.

*If the Ingenico payment device asks for the customer’s signature ...*

A "Card Accepted" message will appear on the Ingenico payment device’s panel. Also, a signature panel will appear on the iOS device.
Instruct the customer to use their finger to sign their name on the signature panel and then press the Done button. The Receipt page then appears. Go to Step 6.

If the customer makes an error during the signature, they can press the Clear button to erase their entry on the Signature page. Then they can again try to sign their name.

If the customer would like to cancel the transaction at this time, the customer can touch the Cancel button.

**If the Ingenico payment device asks for the customer’s PIN ...**

A prompt asking for the customer’s PIN will appear on the display panel of the Ingenico payment device. If the customer is not already holding the Ingenico payment device, pass the device to the customer.

![Please enter your PIN:](image)

Instruct the customer to use the keypad on the Ingenico device to enter their PIN and then to press the green key.

The customer can press the yellow key to backspace and the red key to cancel the payment.

After the customer enters their PIN and presses the green key, take the device from the customer. Go to Step 6.

If the customer enters an incorrect PIN, the message "Incorrect PIN" appears on the display panel of the Ingenico payment device. The customer will be given additional opportunities to enter a correct PIN. After four failures, the message "Unable to Complete Transaction" will appear on the iOS device.

**Note:** The required validation method (signature vs. PIN) is determined by the payment card’s configuration. The customer cannot choose which validation method to use.

7 The attendant takes the device back from the customer.

*If the signature or PIN was accepted ...*

The Ingenico payment device confirms that that payment was accepted and then the Receipt page is displayed on the iOS device.
You can now remove the payment card from the EMV card reader and hand the payment card back to the customer. Proceed to "Providing Receipts to Customers" on page 126.

If the signature or PIN was not accepted ...
An error message will appear on the iOS device. Here are messages that may appear:

- **Unable to complete transaction.**—The communication between the Ingenico payment device and the iOS device failed for an unspecified reason.

- **Card has declined this transaction.**—This message typically appears if the PIN number entry was not valid and the customer exceeded the number of allowed entry attempts.

The following instructions describe how to process a payment when a customer presents a magstripe card and the attendant is using a mobile payment device. If the payment card has an EMV chip—and your Ingenico devices support EMV payments—then you must instead process the payment by inserting the card into the EMV card reader. Go to "Inserting EMV Chip Cards in Mobile Devices" on page 95. If you swipe an EMV card instead of inserting it, the Ingenico payment device will typically display the "Insert card in chip reader" prompt.

The following instructions assume you have placed an item in the cart and the Order Summary is displayed. These instructions also assume the attendant has determined the customer's payment card is not an EMV chip card.
1. Select the Pay Now button in the Order Summary section to begin the payment process.
   A Take Payment prompt will appear that asks you to select the payment type (only configured payment types appear).

2. The attendant must ask the customer which payment type they will be using. In this example, we will assume the customer would like to pay with a payment card that is not an EMV chip card. So the attendant selects the Credit Card button.
   The Pay Now page appears.

3. Press the Capture Card Data button and ask the customer for their payment card. The Capture Card Data overlay panel appears.
When the Capture Card Data overlay panel appears, "Insert, Swipe or Tap Card" appears on the display panel of the Ingenico payment device.

4 Take the payment card from the customer, and then swipe the card by inserting it into the Ingenico device's payment card reader and pulling the card through the reader in a single, quick stroke.
Using the payment card reader.

Be sure the payment card's magstripe runs through the reader, and be sure the back of the card (with the magnetic stripe) faces the Ingenico device's keypad side.

**If the card was successfully read and the payment card was valid ...**

A "Card accepted" message briefly appears on the Ingenico display. What happens next depends on the payment card configuration and store/merchant configuration (e.g., whether the payment card is a payment card or a debit card and whether the store is configured to allow PIN entry with debit cards).

- **A signature panel appears on the iOS device**—A customer signature is required. Go to Step 4.
- **A PIN entry field appears on the Ingenico payment device**—The customer must enter the PIN for the payment card. Go to Step 4.

**If the card was not successfully read or the payment card was not valid ...**

An error message will appear on the iOS device. Here are messages that may appear:

- **Unable to authorize.**—The expiration date for the payment card may have passed.
- **Card type is not accepted.**—The store is not configured to accept this type of payment card.
- **Bad Read. Try Again.**—The payment card did not pass through the card reader as expected. Retry the card, using a single, quick stroke through the Ingenico card reader.

5  *If the signature panel appears ...*

When the Signature panel appears, hand off the iOS device to the customer.

![The Signature page.](image)

The customer now uses their finger to sign their name on the Signature page and then presses the Done button. The Receipt page then appears. Go to Step 5.

If the customer makes an error during the signature, they can press the Clear button to erase their entry on the Signature page. Then they can again try to sign their name.

If the customer would like to cancel the transaction at this time, the customer can touch the Cancel button.

*If the Ingenico payment device asks for the customer’s PIN ...*

A prompt asking for the customer’s PIN will appear on the display panel of the Ingenico payment device. If the customer is not already holding the Ingenico payment device, pass the device to the customer.

![Please enter your PIN:](image)

Instruct the customer to use the keypad on the Ingenico device to enter their PIN and then to press the green key.

The customer can press the yellow key to backspace and the red key to cancel the payment.

After the customer enters their PIN and presses the green key, take the device from the customer. Go to Step 5.
If the customer enters an incorrect PIN, the message "Incorrect PIN" appears on the display panel of the Ingenico payment device. The customer will be given additional opportunities to enter a correct PIN. After four failures, the message "Unable to Complete Transaction" will appear on the iOS device.

**Note:** If the customer says they would prefer to use their debit card as a payment card, tell the customer to press the red button on the Ingenico payment device. The signature panel is then displayed on the iOS device.

6  
After the customer signs their signature or enters their PIN, the attendant takes the device back from the customer.

**If the signature or PIN was accepted ...**  
The message Payment Accepted appears on the Ingenico payment device and the Receipt page is now displayed on the iOS device.

6.0  Using Marketplace Point-of-Sale

You can now hand the payment card back to the customer. Proceed to "Providing Receipts to Customers" on page 126.

**If the signature or PIN was not accepted ...**  
An error message will appear on the iOS device. Here are messages that may appear:

- **Unable to complete transaction.**—The communication between the Ingenico payment device and the iOS device failed for an unspecified reason.

- **Card has declined this transaction.**—This message typically appears if the PIN number entry was not valid and the customer exceeded the number of allowed entry attempts.
The following instructions describe how to process a payment when a customer would like to use an NFC enabled card.

The following instructions assume you have placed an item in the cart and the Order Summary is displayed. These instructions also assume the attendant has determined the customer’s payment card is not an EMV chip card.

1. Select the Pay Now button in the Order Summary section to begin the payment process.

   A Take Payment prompt will appear that asks for the payment card type: Campus Card or Credit Card. If the Campus Card option has not been configured, only "Credit Card" card will appear as an option.

2. The attendant must ask the customer which payment type they will be using. In this example, we will assume the customer would like to pay with a payment card that is NFC enabled. So the attendant selects the Credit Card button.

   The Pay Now page appears.

   ![The Pay Now page.](image)

3. Press the Capture Card Data button and ask the customer for their payment card. The Capture Card Data overlay panel appears.
When the Capture Card Data overlay panel appears, "Insert, Swipe or Tap Card" appears on the display panel of the Ingenico payment device.

4 Hold the Ingenico payment device and instruct the customer to tap their payment card against the display panel.

If the card was successfully read and the payment card was valid ...
A "Card accepted" message briefly appears on the Ingenico display. What happens next depends on the payment card configuration and store/merchant configuration (e.g., whether the payment card is a payment card or a debit card and whether the store is configured to allow PIN entry with debit cards).

- A signature panel appears on the iOS device—A customer signature is required. Go to Step 4.
- A PIN entry field appears on the Ingenico payment device—The customer must enter the PIN for the payment card. Go to Step 4.

If the card was not successfully read or the payment card was not valid ...
An error message will appear on the iOS device. Here are messages that may appear:
● **Unable to authorize.**—The expiration date for the payment card may have passed.

● **Card type is not accepted.**—The store is not configured to accept this type of payment card.

● **Bad Read. Try Again.**—The payment card did not pass through the card reader as expected. Retry the card.

5 **If the signature panel appears ...**

When the Signature panel appears, hand off the iOS device to the customer.

The customer now uses their finger to sign their name on the Signature page and then presses the Done button. The Receipt page then appears. Go to Step 5.

If the customer makes an error during the signature, they can press the Clear button to erase their entry on the Signature page. Then they can again try to sign their name.

If the customer would like to cancel the transaction at this time, the customer can touch the Cancel button.

**If the Ingenico payment device asks for the customer’s PIN ...**

A prompt asking for the customer’s PIN will appear on the display panel of the Ingenico payment device. If the customer is not already holding the Ingenico payment device, pass the device to the customer.

Instruct the customer to use the keypad on the Ingenico device to enter their PIN and then to press the green key.
The customer can press the yellow key to backspace and the red key to cancel the payment.

After the customer enters their PIN and presses the green key, take the device from the customer. Go to Step 5.

If the customer enters an incorrect PIN, the message "Incorrect PIN" appears on the display panel of the Ingenico payment device. The customer will be given additional opportunities to enter a correct PIN. After four failures, the message "Unable to Complete Transaction" will appear on the iOS device.

**Note:** If the customer says they would prefer to use their debit card as a payment card, tell the customer to press the red button on the Ingenico payment device. The signature panel is then displayed on the iOS device.

After the customer signs their signature or enters their PIN, the attendant takes the device back from the customer.

**If the signature or PIN was accepted ...**

The message Payment Accepted appears on the Ingenico payment device and the Receipt page is now displayed on the iOS device.

You can now hand the payment card back to the customer. Proceed to "Providing Receipts to Customers" on page 126.

**If the signature or PIN was not accepted ...**

An error message will appear on the iOS device. Here are messages that may appear:

- **Unable to complete transaction.**—The communication between the Ingenico payment device and the iOS device failed for an unspecified reason.
Manually Entering Payment Card Data

The following instructions describe how to process a payment by manually entering payment card data.

If the payment card has an EMV chip—and your Ingenico devices support EMV payments—then you must instead process the payment by inserting the card into the EMV card reader: Go to "Inserting EMV Chip Cards in Mobile Devices" on page 95. Attendants can only manually enter card data for an EMV card if the EMV card reader failed three attempts to read the EMV chip.

The following instructions assume you have placed an item in the cart and the Order Summary is displayed.

1. Select the Pay Now button in the Order Summary section to begin the payment process.

   A Take Payment prompt will appear that asks for the payment card type: Campus Card or Credit Card. If the Campus Card option has not been configured, only "Credit Card" card will appear as an option.

2. The attendant must ask the customer which payment type they will be using. In this example, we will assume the customer would like to pay with a payment card. So the attendant selects the Credit Card button.

   The Pay Now page appears.

   ![The Pay Now page.](image)
3 Press the Capture Card Data button and ask the customer for their payment card. The Capture Card Data overlay panel appears.

![The Capture Card Data overlay panel.](image)

When the Capture Card Data overlay panel appears, "Insert, Swipe or Tap Card" appears on the display panel of the Ingenico payment device.

4 When "Insert, Swipe or Tap Card" appears, press F1 on the Ingenico payment device.

Panels will now appear on the Ingenico LCD display for entering payment card data.

5 First, the "Enter Card Number" prompt appears. Enter the card number and press the green key on the Ingenico payment device.

6 Then, the "Enter Expiration Date" prompt appears. Enter the expiration date and press the green key on the Ingenico payment device.

7 Finally, the "Enter CVV or CID from card" prompt appears. Enter the CVV or CID printed on the payment card and press the green key on the Ingenico payment device.

**Note:** Press the green key on the Ingenico device to confirm each entry. Press the yellow key to backspace. Press the red key to cancel manual entry.
8 If the card data was accepted...

The message Payment Accepted appears on the Ingenico payment device and the Receipt page is now displayed on the iOS device.

*The Receipt page.*

You can now hand the payment card back to the customer. Proceed to "Providing Receipts to Customers" on page 126.

If the card data was not accepted ... An error message will appear on the iOS device. Here are messages that may appear:

- **Unable to authorize.**—The expiration date for the payment card may have passed.
- **Card type is not accepted.**—The store is not configured to accept this type of payment card.
- **Card type not accepted by store.**—The store is not configured to accept this type of payment card.

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**Processing Cash Payments**

The following instructions describe how to process a cash payment. This process does not use an Ingenico payment device and is completely handled with the Point-of-Sale application.

The following instructions assume you have placed an item in the cart and the Order Summary is displayed.

1 Select the Pay Now button in the Order Summary section to begin the payment process.
A Take Payment prompt will appear that asks you to select the payment type (only configured payment types appear).

2 The attendant must ask the customer which payment type they will be using. In this example, we will assume the customer would like to pay with cash. So the attendant selects the Cash button. The Enter Cash Amount field then appears.

3 Enter the amount of cash that the customer hands to you. For example, if the total amount due is $44.57 and the customer hands
you two $20 bills and one $10 bill, enter $50 in the Enter Cash Amount field. Then select the Complete Payment button. The Receipt page will then appears. And it shows how much change to give the customer.

4. Give the customer the amount of change displayed in the Change field of the Receipt page. In the example described in Step 3, you would now give the customer $5.43 in change.

5. Proceed to "Providing Receipts to Customers" on page 126.

### Processing Check Payments

The following instructions describe how to process a check payment. This process does not use an Ingenico payment device and is completely handled with the Point-of-Sale application.

The following instructions assume you have placed an item in the cart and the Order Summary is displayed.

1. Select the Pay Now button in the Order Summary section to begin the payment process.

   A Take Payment prompt will appear that asks your to select the payment type (only configured payment types appear).
2 The attendant must ask the customer which payment type they will be using. In this example, we will assume the customer would like to pay by check. So the attendant selects the Check button.

The Enter Check # field then appears.

3 Enter the check number printed on the customer’s check. Then select the Complete Payment button.

The Receipt page then appears. Notice the Receipt page includes the Check Number.
6.10 Processing a Payment with Countertop Devices

This section describes how to process a payment using mobile devices with the Marketplace Point-of-Sale application.

For an overview of payment methods, see "Processing a Payment" on page 91.

For information about using countertop devices, see "Processing a Payment with Countertop Devices" on page 116.
Processing a Payment Card with Countertop Devices

The following instructions describe how to process a payment with Marketplace Point-of-Sale countertop devices. (For information about using mobile devices, see "Processing a Payment with Mobile Devices" on page 95.) These instructions assume the Order Summary shows that you have placed an item in the cart.

1. Select the Pay Now button in the Order Summary section to begin the payment process.
   
   A Take Payment prompt will appear that asks you to select the payment type (only configured payment types appear).

2. The attendant must ask the customer which type of payment they will be using and then make the corresponding choice.

The Pay Now button becomes active when an item is in the cart.

The Marketplace Point-of-Sale application is waiting for input from the customer.
The Marketplace Point-of-Sale application prompts the attendant that it is waiting for the customer to "swipe or insert" their payment card. (The customer may also tap NFC enabled cards.)

**Note:** After the attendant presses the Pay Now button, the attendant may need to wait briefly while the "Point-of-Sale Client" launches.

3. The Ingenico iSC250 payment device now prompts the customer to "Insert, Swipe or Tap Card."

![Image of Ingenico iSC250](image)

*The customer views the display panel on the Ingenico iSC250.*

If necessary, the attendant may instruct the customer to follow the prompts on the payment terminal to complete the transaction. The customer can insert, swipe, or tap their payment card (depending on the features of the card).

**Notes on swiping magnetic stripe cards**
The customer may swipe their payment card in either direction through the magstripe reader, and the payment card may be facing either left or right (the iSC250 has magstripe reader heads for both directions). However, be sure the customer has placed the card with the magstripe within the reader. For best results, the customer should slide the card with a single continuous motion.

If the customer attempts to swipe an EMV card, they will likely encounter the following message on the Ingenico payment terminal: "Insert card in chip reader." The attendant may need to instruct the customer to use the EMV chip reader instead of the magstripe reader.

**Notes on inserting EMV chip cards**
The customer must insert the left side of the card—the side with the EMV chip—into the EMV chip reader. The front of the EMV card must be facing up. If necessary, instruct the customer to leave the payment card in the reader until the payment terminal prompts them to remove the card. (Some customers may not realize that they must leave their card in the EMV chip reader until the payment terminal prompts them to remove it.) For more about EMV chip cards, including how to
identify an EMV chip card, see "Is it an EMV Chip Card?" on page 94.

**Notes on tapping NFC-enabled magnetic stripe cards**

If the customer has an NFC-enabled magnetic stripe card, it will typically have an NFC symbol on the face of the card. These customers can initiate a payment by tapping their cards against the display panel of the Ingenico iSC250. For more about NFC enabled cards, including how to identify an NFC enabled card, see "Is it an NFC Enabled Card?" on page 95.

**Notes on manually entering payment card numbers**

The customer may also touch the Enter Card button in the lower right corner to manually enter their payment card number.

The customer must follow the prompts on the payment terminal to complete the payment process. Depending on the features of the card, the transaction may require a signature or a PIN number. The terminal will prompt the customer as necessary.

**Notes on signatures**

If the customer is required to sign their signature, the attendant may need to encourage the customer to use the stylus. The signature panel requires use of the stylus, for both the signature as well as the OK, Clear, and Cancel buttons.

![Signature Panel](image)

* A stylus must be used with the Ingenico iSC250's signature panel.

The customer must then confirm the amount by touching the OK button on the Ingenico iSC250 display. If the customer entered a signature, the Marketplace Point-of-Sale application will display this signature. Go to Step 4.
Notes on PIN numbers

If the customer is required to enter a PIN, the customer must then confirm the amount by touching the Yes button on the Ingenico iSC250 display. If the customer entered the correct PIN, the transaction will complete without any additional action by the attendant. The Receipt page will appear. Go to Step 5.

**Important!** If the customer uses an EMV chip card, watch to make sure the customer leaves the card in the EMV chip reader until the transaction has been completed. If the customer removes the card too soon, the transaction will not complete successfully. The Ingenico iSC250 will prompt the customer to remove their card.

5 The attendant must review the signature entered by the customer and determine if it was properly recorded. The attendant must then either select the Accept button or the Request New button.

6 If the signature or PIN was accepted ...

The Ingenico payment device briefly displays an Accepted message. Then the Marketplace Point-of-Sale application displays the Receipt page. Proceed to "Providing Receipts with Countertop Devices" on page 130.
If the signature or PIN was not accepted ...
An error message will appear in the Marketplace Point-of-Sale application. Here are messages that may appear:

- **Unable to complete transaction.**—The communication between the Ingenico payment device and the Marketplace Point-of-Sale application failed for an unspecified reason.

- **Card has declined this transaction.**—This message typically appears if the PIN number entry was not valid and the customer exceeded the number of allowed entry attempts.

### Processing Cash Payments with Countertop Devices

The following instructions describe how to process cash payments with Marketplace Point-of-Sale countertop. (For information about using mobile devices, see "Processing a Payment with Mobile Devices" on page 95.)

This process does not use an Ingenico payment device and is completely handled with the Point-of-Sale application.

The following instructions assume you have placed an item in the cart and the Order Summary is displayed.
Chapter 5

The Pay Now button becomes active when an item is in the cart.

1 Select the Pay Now button in the Order Summary section to begin the payment process.

A Take Payment prompt will appear that asks you to select the payment type (only configured payment types appear).

2 The attendant must ask the customer which type of payment they will be using and then make the corresponding choice. In this example, we will assume the customer would like to pay with cash. So the attendant selects the Cash button.

The Enter Cash Amount prompt then appears.
The Enter Cash Amount prompt.

3 Enter the amount of cash that the customer hands to you. For example, if the total amount due is $21.75 and the customer hands you a $50 bill, enter $50 in the Enter Cash Amount field. Then select the Complete Payment button.

The Receipt page will then appear. And it shows how much change to give the customer.

The receipt for a cash transaction includes the amount of change.

4 Give the customer the amount of change displayed in the Change field of the Receipt page. In the example described in Step 3, you would now give the customer $28.25 in change.

5 Proceed to "Providing Receipts to Customers" on page 126.
The following instructions describe how to process check payments with Marketplace Point-of-Sale countertop. (For information about using mobile devices, see "Processing a Payment with Mobile Devices" on page 95.) This process does not use an Ingenico payment device and is completely handled with the Point-of-Sale application.

The following instructions assume you have placed an item in the cart and the Order Summary is displayed.

1. Select the Pay Now button in the Order Summary section to begin the payment process.

   A Take Payment prompt will appear that asks you to select the payment type (only configured payment types appear).

The Pay Now button becomes active when an item is in the cart.
2 The attendant must ask the customer which type of payment they will be using and then make the corresponding choice. In this example, we will assume the customer would like to pay by check. So the attendant selects the Check button.

The Enter Check # prompt then appears.

The Enter Cash Amount prompt.

3 Enter the check number printed on the customer’s check. Then select the Complete Payment button.

The Receipt page then appears. Notice the Receipt page includes the Check Number.

The receipt for a check transaction includes the check number.

4 Proceed to "Providing Receipts to Customers" on page 126.
6.11 Providing Receipts to Customers

After the payment process is completed, the attendant can provide the customer with a receipt. This section discusses the various options for receipts that are available from the Marketplace Point-of-Sale application’s Receipt page.

Providing Receipts with Mobile Devices

After the payment process is completed, the attendant can use the Marketplace Point-of-Sale application to provide the customer with a receipt. Receipt options are available from the Point-of-Sale Receipt page.

The Receipt page.

The attendant should ask the customer how they would like to receive a receipt. The following options are available:

- A printed receipt.
- A text message receipt.
- An e-mail receipt.

The attendant should then use the following instructions depending upon the type of receipt that the customer requested (and the types of receipts that the campus supports):

If the customer asks for a printed receipt ...

The attendant presses the Print button on the Receipt page. When the button is pressed, Marketplace Point-of-Sale prints a receipt on the printer.
that has been paired to the iOS device (using Bluetooth connectivity). The attendant tears off the receipt and hands it to the customer.

**Example receipts:** The left example was printed on a Blue Bamboo PocketPOS P25i. The right example was printed on an Epson TM-P60II. Both receipt examples show extra fields that only appear for EMV transactions. Notice the barcode in the Epson TM-P60II example: the Epson printer is capable of printing barcodes, but the Blue Bamboo printer is not.

Before receipts can be printed on the Epson TM-P60II or the Blue Bamboo PocketPOS P25i, the following setup must be completed: 1) Bluetooth connectivity must be established between the iOS device and the printer (as described in "Point-of-Sale Mobile Devices" on page 9) and 2) printer connectivity must be turned on within the Marketplace Point-of-Sale application (as described in "Turning On Mobile Printing" on page 71).
Important! Terminal ID is included on printed receipts. Terminal ID can be used to determine which payment device was used to process a transaction. If you need to determine the payment device represented by a particular Terminal ID, contact your Marketplace administrator (who can look up information about the device by using the Device Manager page in the Marketplace Operations Center).

If the customer asks for a text message receipt ...

The attendant presses the Text Message button on the Receipt page. Two additional fields then appear.

Text message fields on the Receipt page.

Ask the customer for the name of their mobile carrier, and then select this carrier from the Select Mobile Carrier dropdown menu. (In order to appear in this dropdown menu, a mobile carrier must be configured in the Marketplace Operations Center.) Then enter the customer’s ten-digit phone number in the 10-Digit Phone Number field. Touch the Send button.

A message then appears on the Point-of-Sale Receipt page, confirming that the text message was sent. (If the phone number is not formatted correctly, an error message will be displayed.)

If the customer asks for an e-mail message receipt ...

The attendant presses the Email button on the Receipt page. An additional field then appears.
Ask the customer for their e-mail address and enter it in the Email Address field. Touch the Send button. A message then appears confirming that the e-mail message was sent.

Here is a sample e-mail receipt:

You have received this email from MallDevLab@touchnet.com in response to your Order.

**Order Receipt**

Mall Thank You Statement

Order ID: 3910  
Terminal ID: 2505  
Store: Union Store  
Date/Time: September 8, 2014 1:32:40 PM CDT  
Total: $23.92

**Payment Information:**
Payment Type: Debit Card  
Card Number: **********0002  
Reference Number: 20140908000003  
Card Type: Visa

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<td></td>
<td></td>
<td>$23.92</td>
<td></td>
</tr>
</tbody>
</table>

For questions, comments, or Order status, send email to MallDevLab@touchnet.com and refer to Order 3910.
Important! Terminal ID is included on e-mail receipts. Terminal ID can be used to determine which payment device was used to process a transaction. If you need to determine the payment device represented by a particular Terminal ID, contact your Marketplace administrator (who can look up information about the device by using the Device Manager page in the Marketplace Operations Center).

Providing Receipts with Countertop Devices

After the payment process is complete, the attendant can use the Marketplace Point-of-Sale application to provide the customer with a receipt. Receipt options are available from the Point-of-Sale Receipt page.

The Receipt page.

The attendant should ask the customer how they would like to receive a receipt. The following options are available:

- A printed receipt.
- A text message receipt.
- An e-mail receipt.

The attendant should then use the following instructions depending upon the type of receipt that the customer requested (and the types of receipts that the campus supports):

If the customer asks for a printed receipt ...

The attendant selects the Print button on the Receipt page. When the button is selected, Marketplace Point-of-Sale launches the Windows print dialog. The attendant selects the OK button. The receipt then printers. The attendant can hand off the printed receipt to the customer.
**Important!** Terminal ID is included on printed receipts. Terminal ID can be used to determine which payment device was used to process a transaction. If you need to determine the payment device represented by a particular Terminal ID, contact your Marketplace administrator (who can look up information about the device by using the Device Manager page in the Marketplace Operations Center).

If the customer asks for a text message receipt …

The attendant selects the Text Message button on the Receipt page. Two additional fields then appear.

![Text message fields on the Receipt page.](image)

Ask the customer for the name of their mobile carrier, and then select this carrier from the Select Mobile Carrier dropdown menu. (In order to appear in this dropdown menu, a mobile carrier must be configured in the Marketplace Operations Center.) Then enter the customer’s ten-digit phone number in the 10-Digit Phone Number field. Select the Send button.

A message then appears on the Point-of-Sale Receipt page, confirming that the text message was sent. (If the phone number is not formatted correctly, an error message will be displayed.)

Here is a sample text confirmation message:

```
```

If the customer asks for an e-mail message receipt …

The attendant selects the Email button on the Receipt page. An additional field then appears.
Chapter 5

The Email Address field on the Receipt page.

Ask the customer for their e-mail address and enter it in the Email Address field. Select the Send button. A message then appears confirming that the e-mail message was sent.

Here is a sample e-mail receipt:

![Sample e-mail receipt]

A sample e-mail receipt.

**Important!** Terminal ID is included on e-mail receipts. Terminal ID can be used to determine which payment device was used to process a transaction. If you need to determine the payment device represented by a particular Terminal ID, contact your Marketplace administrator (who can look up information about the device by using the Device Manager page in the Marketplace Operations Center).
6.12 Order Search & Refunds

The Point-of-Sale application provides order search functionality that allows attendants to locate orders for which payments have already been processed. If necessary, refunds can be processed.

Order search can be initiated when a Point-of-Sale attendant enters an order search criteria manually in the Point-of-Sale application or when a Point-of-Sale attendant scans a barcode that was printed on a Point-of-Sale receipt.

**Note:** The Epson TM-P60II printer prints barcodes on receipts; however, the Blue Bamboo PocketPOS P25i does not.

When an order is located, the order details can be viewed. When the order details are viewed, the attendant can choose to refund/return one or more items in the order.

To issue a refund, the user must have the Point-of-Sale attendant user role AND the Point-of-Sale attendant refunder user role. A user does not need the Point-of-Sale attendant refunder role in order to search for an order or to view details for that order. However, to complete the refund process, the user must have the attendant refunder role (or a user with the attendant refunder role must be available to validate the refund request by entering their username and password).

**Entering a Search Criteria**

Follow these instructions to search for an order by manually entering a search criteria:

1. Tap the menu icon in the upper left corner of the the Point-of-Sale application. The left menu slides out. This menu contains a button for "Order Search."

2. Tap the Order Search button. The Order Search page now appears.
Enter a search criteria The following criteria fields are available for order searches:

- **Select a Store** (only appears if the attendant has access to more than one store)
- **Order #**
- **Last Name On Card**
- **Receipt Delivery Method: Text Message** (This search method can only be used if the receipt was delivered via text message.)
- **Receipt Delivery Method: Email** (This search method can only be used if the receipt was delivery via e-mail message.)
- **Receipt Reference #**

**Note:** Order search supports the use of multiple criteria. It also supports partial entries.

Select a date range. The following choices are available:

- **Last 3 days** (default)
- **Last 7 days**

**Note:** If an order is more than seven days old, it can only be located with the Point-of-Sale application if the customer can provide the order number. Order number searches are not limited by the date range selection.

Tap the Search button. The Order Search Results page then appears.
The newest orders appear at the top of the page. The following columns are displayed:

- **Order ID**
- **Amount** (The amount displayed in this column represents the amount available for refunds. If a refund has already taken place, this amount represents the total for the order less the amount of the refund.)
- **Name/Email/Phone** (The information displayed in this column depends on how the receipt was delivered to the customer.)

You can sort the displayed orders by tapping the column headers. You can sort by either ascending order or descending order.

**Note:** The maximum number of orders displayed in the search results is 200.

6. Tap the desired order. The Order Details page then appears.

The following fields appears on the Order Details page:

- **Store**
- **Name**
- **Email/Phone** (The information displayed in this field depends on how the receipt was delivered to the customer.)
- **Method**
- **Account #** (The last four digits of the payment card are displayed. The other digits are masked with asterisks.)
If a refund/return has been processed for this order, the order information will also include the following information:

- **Return Amount**
- **Return Date** (includes date, time, and time zone)

If the customer would like a refund, proceed to "Issuing a Refund" on page 141.

### Scanning a Receipt Barcode with a Mobile Device

If a customer has their receipt and the receipt contains a barcode, the Point-of-Sale attendant can use the Ingenico iSMP or the Ingenico iSMP Companion to scan the barcode and thus navigate directory to the Order Details page in the Point-of-Sale application. (The Ingenico iCMP device does not have barcode scanner.)

**Note:** The Epson TM-P60II printer is capable of printing barcodes on receipts, but the Blue Bamboo PocketPOS P25i printer is not.

Follow these instructions to search for an order by scanning a barcode:

1. Tap the scan/barcode icon in the bottom navigation bar. (Or on an iPad, tap the Scan icon to the right of the search field.) The Scanner Ready window appears. The Ingenico device’s scanner is now ready.

2. Point the top of the Ingenico device at a barcode printed on a Point-of-Sale receipt.

3. Press the scanner activation key on either side of the Ingenico device.
A scanner activation key is located on both sides of the Ingenico iSMP.

When the activation key is pressed, the Ingenico device emits a wide, red laser beam.

4 Point the top of the Ingenico device at a barcode on a Point-of-Sale receipt.
5 Adjust the Ingenico device in relation to the receipt barcode so that the red laser covers the entire width of the barcode.

Continue to scan the barcode until the Ingenico device beeps. The beep indicates the barcode has been successfully read.

**Note:** If you do not immediately hear a beep, try varying the angle of the Ingenico device to the barcode or the distance between the Ingenico device and the barcode.

6 Slide the scanner bar to the right. The Scanner Ready page will go away and the Order Details page will appear.
The following fields appear on the Order Details page:

- **Store**
- **Name**
- **Email/Phone** (The information displayed in this field depends on how the receipt was delivered to the customer.)
- **Method**
- **Account #** (The last four digits of the payment card are displayed. The other digits are masked with asterisks.)
- **Reference #**
- **Purchase Amount** (includes any applicable taxes)
- **Purchase Date** (includes date, time, and time zone)

And if a refund/return has been processed for this order, the order information will also include the following information:

- **Return Amount** (includes applicable taxes)
- **Return Date** (includes date, time, and time zone)

If the customer would like a refund, proceed to "Issuing a Refund" on page 141.

### Scanning a Receipt Barcode with a Countertop Device

If a customer has their order receipt and the receipt contains a barcode, the Point-of-Sale attendant can scan the barcode and thus navigate directly to the Order Search Results page in the Point-of-Sale application.

Follow these instructions to search for an order by scanning a barcode:
1  Point the scanner at the order barcode on a Point-of-Sale receipt and press the scanner’s activation key. (The barcode is located at the bottom of the printed order receipt.)

A sample printed receipt.

After the order barcode is scanned, the Order Search Results page then appears.

The Order Search Results page appears when a receipt barcode is scanned.

Note: The Point-of-Sale application can be on any page when the barcode scanner’s activation key is pressed and the order receipt barcode is scanned. The result is the same: the Order Search Results page will then appear with the order listed.

2  To view the details for an order, click the row with the same Order ID as the barcode. The Order Details page then appears.
To return items, select the View Items to Return button.

The following fields appears on the Order Details page:

- **Store**
- **Name**
- **Email/Phone** (The information displayed in this field depends on how the receipt was delivered to the customer.)
- **Method** (The payment method used.)
- **Account #** (The last four digits of the payment card are displayed. The other digits are masked with asterisks.)
- **Reference #**
- **Purchase Amount**
- **Purchase Date** (includes date, time, and time zone)

If a refund/return has been processed for this order, the order information will also include the following information:

- **Return Amount**
- **Return Date** (includes date, time, and time zone)

If the customer would like a refund, proceed to "Issuing a Refund" on page 141.

**Issuing a Refund**

After locating an order that has already been processed with the Point-of-Sale application, a user with the Point-of-Sale attendant user role AND the Point-of-Sale attendant refunder user role can issue a refund or process a return (or a user with the attendant refunder role must be available to validate the refund request by entering their username and password).

**Important!** To issue a refund, the user must have the Point-of-Sale attendant user role AND the Point-of-Sale attendant refunder user role.
A user does not need the Point-of-Sale attendant refunder role in order to search for an order or to view details for that order. However, to complete the refund process, the user must have the attendant refunder role.

Follow these instructions to issue a refund (or to process a return):

1. Locate an order as described in "Issuing a Refund" on page 141 or "Issuing a Refund" on page 141.

2. While viewing the Order Details page for an order, tap the "View Items to Return" button. The Order Return page then appears for the selected order.

This page contains the following fields and functionality:

- **Return All** — Select this checkbox to return all items in the order.

- **Select Quantity To Return** — This drop-down list appears for each item ordered. You can use the drop-down list to select the quantity of items that will be returned.

- **Total Available For Return** — This field displays the total amount available for refund, including any applicable taxes.

**Note:** If all items in the order have been returned, a message is displayed: "Ordered quantity of [#] has previously been returned.

3. Select either the Return All checkbox to return all the items in the order or use the Select Quantity To Return drop-down list to select a quantity to return.

4. Tap the Submit button.
If the user has the Point-of-Sale attendant refunder role ...
A message appears confirming that you want to process a refund. Go to Step 6.

If the user does not have the Point-of-Sale attendant refunder role ...
The following message appears in a pop-up prompt: "Return Authorization. [Username] is not authorized to process returns. Please enter credentials of an authorized user or contact your Marketplace Administrator." Go to Step 5.

In order to process the refund, a user with the Point-of-Sale attendant refunder user role must now enter their username, password, and tap the Submit button.

The following warning message appears: "You are about to post a credit to the customer’s card. Do you wish to continue?"

Confirm that you would like to process the refund by tapping the OK button. The Return Receipt page then appears.
8 Provide the customer with the receipt options, as described in "Providing Receipts to Customers" on page 126.

Notes on Refunds

The following conditions and limitations apply to refunds and returns that are processed with the Point-of-Sale application:

- Refunds can also be processed with the Marketplace Operations Center. To process a refund with the Marketplace Operations Center, the user needs the ‘fullfiller with refund/cancel rights’ user role for the store in question.
- Any refunds processed with the Point-of-Sale application will be communicated to the general ledger system.
- All items returned with the Point-of-Sale application will be placed back into the available inventory for the store in question.
- Refunds/returns can only be processed with the Point-of-Sale application for items that were purchased with the Point-of-Sale application (i.e., refunds/returns cannot be processed for transactions that were processed with Marketplace uStores or Mobile Marketplace).
- Refunds/returns are not allowed for PIN debit transactions and cannot be processed with either the Point-of-Sale application or the Marketplace Operations Center. If an attendant views the order
details for an order that was processed with PIN debit, the following message appears on this page: "This transaction was paid using PIN debit. Returns must be handled at the business office."

- A user with the Point-of-Sale attendant role can only process refunds with the Point-of-Sale application for stores in which they have also been granted the Point-of-Sale attendant refunder role.
7.0 Point-of-Sale Configuration in the Marketplace Operations Center

This section provides a comprehensive discussion of all Point-of-Sale functionality in the Marketplace Operations Center. For a quick introduction to Point-of-Sale functionality, see "Using the Marketplace Operations Center" on page 39.

About Point-of-Sale Configuration

Many of the same settings in the Marketplace Operations Center apply for all three Marketplace shopping applications: uStores, Mobile Marketplace, and Marketplace Point-of-Sale. The base settings for product names, prices, options, and modifiers apply regardless of the web application.

Several settings in the Marketplace Operations Center are specific to Point-of-Sale and must be configured separately. Here are some brief examples of configuration that is specific to Point-of-Sale:

- **Host system account**—Each Marketplace merchant must be configured to use a new Payment Gateway host system account to be used for Point-of-Sale transactions. This host system account must be different than the host system account used by uStores, uPay, and Mobile Marketplace. For more information, see "Merchant Configuration" on page 149.

- **Payment methods**—Point-of-Sale does not use the payment methods that are selected in the product settings. Instead, the payment methods for Point-of-Sale must be selected per store, and these payment methods apply to all products in a store. For more information see "Store Point-of-Sale Settings" on page 152.

- **Tax address info**—When determining the applicable taxes for a transaction, Point-of-Sale uses an address that is configurable for each store. For more information see "Store Point-of-Sale Settings" on page 152.

- **Point-of-Sale attendant user role**—The Point-of-Sale attendant user role must be granted to any user who will process Point-of-Sale transactions. For more information, see "Point-of-Sale Users" on page 154.

- **Featured Items category**—A new product category is available for Point-of-Sale. This category is named "Featured Items." This category works with the Point-of-Sale web application to make products in this category easy to locate. For more information, see "Product Categories" on page 158.

- **Device Manager**—Functionality is built into Marketplace that allows you to manage device information and track the handoff of devices. For more information, see "Device Manager and Safe Commerce™" on page 164.
In addition to these examples, Marketplace also provides new functionality for enabling Point-of-Sale stores and Point-of-Sale products.

The following sections provide descriptions of all the Operations Center fields that affect Point-of-Sale.

### 7.1 The Marketplace Operations Center Home Page

When a Marketplace user logs in (who has user roles for one or more stores), the Marketplace Operations Center home page displays a list of all stores. For each store, the "Point of Sale" column contains a single word—Enabled or Disabled—that indicates the store’s status.

![Marketplace Operations Center Home](image)

The "Point of Sale" column indicates which stores are enabled for Point-of-Sale.

Marketplace users can change the availability of stores for which they have the store manager user role.

To change the availability of an individual store, mouse over the Gear icon in the far right column. A flyout menu appears.

![Gear flyout menu](image)

The Gear flyout menu allows you to change the availability of stores.

Choose Change Point-of-Sale Availability > Available.
To change the availability of multiple stores, select the checkbox (in the far left column) for each store. Then mouseover the Gear icon in the column header. A flyout menu appears. Choose Change Point-of-Sale Availability > Available.

7.2 Merchant Configuration

Before a store can use Point-of-Sale, its Marketplace merchant must be configured for a Payment Gateway host system account that has been configured for "card present" transactions. After the host system account has been configured, as described in "Payment Gateway Configuration" on page 36, go to the Merchant Settings page.

To display the Merchant Settings page ...

Navigate to Marketplace Home > [merchant name] > Settings

The Merchant Settings page then appears.

The Merchant Settings page shows the Payment Gateway host system accounts used by the merchant’s stores.

### Merchant Information

#### Payment Gateway Host System Account Name

This field displays the Payment Gateway host system account that will be used for uStores, uPay, and Mobile. These applications all use "card not present" transactions. In contrast, Point-of-Sale uses "card present" transactions, so it cannot use the same Payment Gateway host system account as the other Marketplace web applications. Therefore, the Point-of-Sale Payment Gateway Host System Account ID field is necessary.

**Note:** The Payment Gateway Host System Account Name displayed on the Marketplace Merchant Settings screen is for informational purposes only.

#### Point-of-Sale Payment Gateway Host System Account ID

This field displays the host system account that will be used by Point-of-Sale. This Payment Gateway host system account must be different than the one used for uStores, uPay, and Mobile. Marketplace will not allow the
same host system account to be used for both host system account fields. The dropdown list for Point-of-Sale Payment Gateway Host System Account ID will not display the host system account already selected for the Payment Gateway Host System Account Name field.

7.3 Store and Product Settings

Before a store and its products are available for sale with the Point-of-Sale web application, the store and its products must be configured for Point-of-Sale.

This section describes all the store and product settings in the Marketplace Operations Center that involve Point-of-Sale.

Store General Settings

The Store General Settings page contains many settings that are used by uStores, Mobile, and Point-of-Sale—such as Store Name, Store Contact Email Address, Email Messages, Admin Settings, and the Return Policy; however, the only functionality on this page that exists solely for Point-of-Sale is the Point-of-Sale Status row.

To display the Store General Settings page ...

Navigate to Marketplace Home > [merchant name] > Stores > [store name] > Store Settings > General

The Store General Settings page then appears.

| General Settings |  
|-----------------|-----------------------------|
| **Store Id:** | 1  
| **Store Name:** | Campus Wear  
| **Store Display Name:** | Campus Wear  
| **Store Contact Email Address:** |  
| **Store Status:** | ENABLED  
| **Mobile Status:** | ENABLED  
| **Point of Sale Status:** | ENABLED  
| **Store Home Page Layout:** | Default (Top Level Products and Categories)  
| **Applies only to store and products Management Status:** |  
| **Time Zone:** | Central Standard Time - America/Chicago (-06.00)  

*Point-of-Sale status* displays whether the store is "ENABLED" or "DISABLED."

This field has two possible values—ENABLED or DISABLED—and it displays a link named "Manage Status" that when clicked displays the Store Status Management page (and this page allows the store status to be changed).
For more about changing the status of a store, see "Store Status Management" on page 151.

Store Status Management

The Store Status Management page determines whether stores are available for taking orders, including whether stores are available for Point-of-Sale.

To display the Store Status Management page...

Navigate to Marketplace Home > [merchant name] > Stores > [store name] > Store Settings > Status Management

The Store Status Management page then appears.

You can schedule a Point-of-Sale status change for a store.

Update Current Status

The Update Current Status section allows you to immediately change the status of a store. Only two status values are available in the POS Store Status dropdown list—DISABLED and ENABLED.

Schedule Status Update

You can schedule a Point-of-Sale status change for a store by following these instructions:

1. Find the "Schedule Point-of-Sale status" row in the Schedule Status update section.
2. Select a store status from the "New status" dropdown list.
3 Enter a date in the "Update Status Date" field (or select the calendar icon to choose a date using the calendar widget). If you enter a date, you must use this format: mm/dd/yy. For example, enter October 29, 2014 as **10/29/14**.

4 Select an hour from the Update Status Hour dropdown list. This dropdown list shows hours in military time. For example, to choose 11 p.m. as the Update Status Hour, select **23**.

5 Choose the Save Schedule button.

**Scheduled Status Updates**

Once a status update has been scheduled, it appears in the Scheduled Status Updates table. The "Update" column will show POS for any scheduled status changes for the Point-of-Sale application.

```
<table>
<thead>
<tr>
<th>Update</th>
<th>Scheduled Status</th>
<th>Scheduled Date</th>
<th>Scheduled Hour</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>POS</td>
<td>ENABLED</td>
<td>10/31/13</td>
<td>8:00</td>
<td>Delete</td>
</tr>
</tbody>
</table>
```

*Scheduled status updates appear in this table.*

You can delete a schedule status update by selecting the Delete link in the Action column.

**Scheduled Status History**

Once the scheduled date and time have passed, the status-change record moves from the Scheduled Status Updates table to the Scheduled Status History table.

Any history items can be deleted by clicking the Delete link in the Action column.

**Store Point-of-Sale Settings**

The Store Point-of-Sale page contains settings that are unique for Point-of-Sale.

To display the Store Point-of-Sale page ...

Navigate to Marketplace Home > [merchant name] > Stores > [store name] > Store Settings > Point-of-Sale

The Store Point-of-Sale page then appears.
Point-of-Sale has its own tax address info and payment methods.

### Tax Address Info

With uStores and Mobile, taxes are computed based on the shipping address. However, with Point-of-Sale, no shipping takes place. The item is picked up at the time of the purchase. Therefore, in order to figure taxes on Point-of-Sale transactions, Marketplace needs an address that specifies where transactions will take place. For Point-of-Sale transactions, this address is typically the location where transactions will be processed with the Point-of-Sale devices. Be sure to keep this address up-to-date. The store manager can enter this address in the Tax Address Info fields.

### Payment Methods

When you create a product in the Marketplace Operations Center, you can select which payment methods are accepted for that product. However, the payment methods that you select on the Product Settings page do NOT apply to Point-of-Sale transactions. Instead, for Point-of-Sale, the payment methods are chosen on the Point-of-Sale Settings page, and these payment methods apply to ALL products for this store.
Be sure to select the checkboxes for all transaction types that should be available for Point-of-Sale transactions for this store, and then click the Save button.

If you would like to accept debit cards, be sure to select ATM/Debit as an allowed payment method. If ATM/Debit is not listed, contact your Payment Gateway administrator.

**Important!** You must assign a tax address and one or more Point-of-Sale payment methods before you can enable a store for Point-of-Sale.

**Point-of-Sale Users**

For a store to sell products with the Marketplace Point-of-Sale application, the Point-of-Sale attendant user role must have been assigned by a store manager (or a merchant manager). A store can have multiple Point-of-Sale attendants. Point-of-Sale attendants can be assigned on the Store Users page.

To display the Store Users page ...

**Navigate to Marketplace Home > [merchant name] > Stores > [store name] > Store Settings > Users**

The Store Users page then appears.

All Point-of-Sale attendants for a given store are displayed on the Store Users page.

**Point-of-Sale Attendants**

Review the Point-of-Sale Attendants section to determine if any Point-of-Sale Attendants have been assigned. If none have been assigned, you can assign the Point-of-Sale Attendant role to any user displayed on this page. Simply click the Edit User link in the Action column for the user to whom you would like to grant the Point-of-Sale attendant role. The Edit User page then appears.
The Point-of-Sale attendant role can be assigned on the Edit User page.

In the Marketplace Roles section, the Available Roles column displays all the available roles. Select the Point-of-Sale Attendant checkbox and then click the Save button. (Subsequently, the selected role moves to the Assigned Roles column.)

If the user to which you would like to grant the Point-of-Sale attendant role has NOT been previously granted a role for this store, the user will not be listed on the Store Users page. In this case, click the View U.Commerce Users button near the top of the Store Users page. A complete list of all U.Commerce users will then appear on the U.Commerce Users page. Select the Edit User link for the user to whom you would like to grant the Point-of-Sale attendant user role. Select the Point-of-Sale Attendant checkbox and then click the Save button.

Note: If the desired user does not appear on the U.Commerce Users page, then that user has not yet been added to U.Commerce User Management. See your U.Commerce user administrator to get this user added to U.Commerce.

#### Point-of-Sale Attendant Refunder

If a user also needs the ability to refund orders, the user must have been granted both the Point-of-Sale attendant role and the Point-of-Sale attendant refunder user role. (The Point-of-Sale attendant refunder role alone does not allow the user to log in to the Point-of-Sale application.)
You can assign the Point-of-Sale attendant refunder user role to any user displayed on the Store Users page. Simply click the Edit User link in the Action column for the user to whom you would like to grant the Point-of-Sale attendant role. The Edit User page then appears.

In the Marketplace Roles section, the Available Roles column displays all the available roles. Select the Point-of-Sale Attendant Refunder checkbox and then click the Save button. (Subsequently, the selected role moves to the Assigned Roles column.)

If the user to which you would like to grant the Point-of-Sale attendant refunder role has NOT been previously granted a role for this store, the user will not be listed on the Store Users page. In this case, click the View U.Commerce Users button near the top of the Store Users page. A complete list of all U.Commerce users will then appear on the U.Commerce Users page. Select the Edit User link for the user to whom you would like to grant the Point-of-Sale attendant refunder user role. Select the Point-of-Sale Attendant checkbox and then click the Save button.

**Note:** If the desired user does not appear on the U.Commerce Users page, then that user has not yet been added to U.Commerce User Management. See your U.Commerce user administrator to get this user added to U.Commerce.

**Managing Products**

With Point-of-Sale, a new column is added to the Store Products page.

To view the Store Products page ...

**Navigate to Marketplace Home > [merchant name] > Stores > [store name] > Store Settings > Products**

The Store Products page then appears.

![The Store Products page.](image)
The Point-of-Sale column on this page describes whether each product is available for Point-of-Sale: "Enabled" for available and "Disabled" for not available.

How to Change Product Availability for Point-of-Sale

Additional functionality for Point-of-Sale is available through the Gear column. To change the availability of an individual product, mouse over the Gear icon on the same row as the product name. The Gear flyout menu appears.

![The Gear flyout menu for individual products.](image)

To make an individual product available for Point-of-Sale, choose Change Point-of-Sale Availability > Enable.

You can also change the availability of multiple products at the same time. Select the checkbox for each product that you would like to make available for Point-of-Sale, and then mouse over the Gear icon in the column header. The Gear header flyout menu appears.

![The Gear flyout menu for the column header.](image)

Choose Change Point-of-Sale Availability > Enable.

How to Change Category Assignments

The Store Products page also provides functionality that can be used for changing product category assignments. The Gear flyout menu for an individual product contains an Assign Category option. And the Gear flyout menu in the column header provides several options for modifying product category assignments. The category assignment functionality is relevant for
a discussion of Point-of-Sale because a new category is available for Point-of-Sale. This category is called Featured Items. For more about the Featured Items category, see "Product Categories" on page 158.

How to Print Product Barcodes
The Products page also provides the ability to print product barcodes. To use this functionality, simply select the Product Barcode button near the top of the page.

A pop-up window will then appear. A PDF will be loaded in the pop-up window. This PDF will include a barcode for every product that is available for Point-of-Sale from the active store.

The barcode PDF appears in a pop-up window.

The barcode PDF can be printed for use by the Point-of-Sale attendants. By using the printed output, Point-of-Sale attendants—using an Ingenico iSMP or an Ingenico iSMP Companion (or a PC with a connected barcode scanner)—will be able to scan the barcode for the item that the customer requests and quickly locate the product in the Point-of-Sale application. The printed barcode list can be stored in a binder or folder or even taped to a wall—whatever is most convenient for use by the Point-of-Sale attendants.

Note: Point-of-Sale attendants are not required to use the barcode list. However, when used in conjunction with the barcode scanning ability of the Ingenico iSMP or the Ingenico iSMP Companion (or a PC with a connected barcode scanner), the barcode list represents an easy and efficient way to initiate the transaction process.

Product Categories
With Marketplace Point-of-Sale, you use the same store product categories that you use for uStores and Mobile—with one exception: there is a new category called "Featured Items" that is for use with Point-of-Sale. We
recommend you use this category for items that you anticipate the greatest demand. The Point-of-Sale attendant can then simply navigate to this category and find most products that you expect customers will purchase.

To assign products to the Featured Items category ... 

**Navigate to Marketplace Home > [merchant name] > Stores > [store name] > Store Settings > Products**

The Store Products page then appears.

![The Store Products page.](image)

**How to Assign Multiple Products to the Featured Items Category**

To add multiple products to the Featured Items category, follow these instructions:

1. Select the checkbox for all products that you would like to assign to the Featured Items category.

2. Then mouse over the Gear Icon in the column header. A flyout menu will appear.

3. Select Assign Multiple Store Categories from the Gear flyout menu.

![To add products to the "Featured Items" category, select "Assign Multiple Store Categories"](image)
4 The Assign Multiple Store Categories window appears. This menu lists all the available product categories for the store, including the "Featured Items" category.

5 Click "(Featured Items - Point-of-Sale only)" in the right column. This category then moves to the left column. (The left column header will then indicate the number of categories that have been selected—such as "1 selected option.")

6 Click the Save button.

How to Assign a Single Product to the Featured Items Category

To add a single product to the Featured Items category, follow these instructions:

1 Mouse over the Gear icon in the same row as the product that you would like to assign to the Featured Items category. The Gear flyout menu appears.

2 Choose Assign Categories. The Manage Category Assignments page appears.
3 Click "(Featured Items - Point-of-Sale only)" in the right column. This category then moves to the left column. (The left column header will then indicate the number of categories that have been selected—such as "1 selected option.")

4 Click the Save button.

Product Settings

Most product settings for an individual product apply to the product regardless of whether the product is available via uStores, Mobile, or Point-of-Sale. However, once Point-of-Sale is licensed and installed, two additional fields appear in the product settings for Point-of-Sale status: 1) Point-of-Sale Status and 2) Point-of-Sale Description.

To view product settings ...

Navigate to Marketplace Home > [merchant name] > Stores > [store name] > Store Settings > Products

The Store Products page then appears, as depicted in "Managing Products" on page 156. To see the product settings for an individual product, click the product name. The Product Settings page then appears.
General Settings

The "Point-of-Sale status" field appears at the bottom of the General Settings section. Two status values are possible: ENABLED and DISABLED. Products that are ENABLED are available for purchase through the Point-of-Sale application.

To change the status of the product, click the "Manage status" link. The Manage Status page then appears. For more information about changing the status of a product, see "Product Status Management" on page 162.

Remember that Point-of-Sale product availability can also be managed from the Products page, as described in "Managing Products" on page 156.

Description Settings

The "Point-of-Sale Description" field appears in the Description Settings section. The description that you enter in this field will only appear in the Point-of-Sale application (i.e., it will not appear in uStores or Mobile Marketplace).

This field is not required. If no Point-of-Sale Description is entered on the Product Settings page then no description will be available via the Point-of-Sale application.

Product Status Management

Product status can be easily changed on the Products page, as described in "Managing Products" on page 156; however, additional functionality for changing product status—such as the ability to schedule status changes—is available when you navigate to the Manage Status page for an individual product.

To change the status of a product using the Manage Status page ...
Navigate to Marketplace Home > [merchant name] > Stores > [store name] > Store Settings > Products

The Store Products page then appears, as depicted in "Managing Products" on page 156. To see the product settings for an individual product, click the product name. The Product Settings page then appears.

On the Product Settings page, find the "Point-of-Sale status" field in the General Settings section and click the "Manage status" link. The Manage Status page then appears.

The Manage Status page.

**Update Status**

The Update Status section allows you to immediately change the status of a store. Only two status values are available in the Point-of-Sale dropdown list—either Disabled or Enabled. Products with the status of Disabled are not available in the Point-of-Sale application. Products with the status of Enabled are available for purchase in the Point-of-Sale application.

**Schedule Status Update**

You can also schedule a Point-of-Sale status change for a product by following these instructions:

1. Find the Schedule Point-of-Sale status row in the Schedule Status Update section.
2. Select a product status from the "New status" dropdown list of the Schedule Point-of-Sale status row.
3 Enter a date in the "Update Status Date" field (or select the calendar icon to choose a date using the calendar widget). If you enter a date, you must use this format: mm/dd/yy. For example, enter October 29, 2014 as 10/29/14.

4 Select an hour from the Update Status Hour dropdown menu. This dropdown list shows hours in military time. For example, to choose 11 p.m. as the Update Status Hour, select 23.

5 Choose the Save Schedule button.

### Scheduled Status Updates

Once a status update has been scheduled, it appears in the Scheduled Status Updates table. The "Update" column will show POS any scheduled status changes for the Point-of-Sale application.

<table>
<thead>
<tr>
<th>Scheduled Status Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Update</strong></td>
</tr>
<tr>
<td>POS</td>
</tr>
</tbody>
</table>

*Scheduled status updates appear in this table.*

You can remove a scheduled update by selecting the Delete link in the Action column.

### Scheduled Status History

Once the scheduled date and time have passed, the status-change record moves from the Scheduled Status Updates table to the Scheduled Status History table.

Any history items can be deleted by clicking the Delete link in the Action column.

### 7.4 Device Manager and Safe Commerce™

The Marketplace Operations Center provides functionality that you can use to manage your Point-of-Sale devices. This functionality is called Device Manager, and it uses TouchNet's Safe Commerce™ technology.

You are not required to use Device Manager, but it does provide important functionality that you can use for checking out devices (as well as other functionality). If you use Device Manager, you can keep track of who is responsible for each device, you can disable lost or stolen Ingenico devices, and you can view detailed information on all your devices.

To view Device Manager ... **Navigate to Marketplace Home > Device Manager**

The main Device Manager page then appears.
Device Manager shows all Ingenico devices, as well as any additional devices that have been added by the campus.

All your Ingenico payment devices automatically appear in Device Manager. Any other devices (such as printers and iOS devices) must be added by each campus.

The main page of Device Manager shows the following information:

- **Device Name**—This field displays the name assigned to the device. If a device name has not been entered, then a default value is displayed. The default value for Ingenico devices is a combination of the Manufacturer field and the Device Type field.

- **Terminal ID #**—This field contains an identifying number for the Point-of-Sale payment device. This number appears on printed receipts and e-mail receipts that were processed with this device. This number also appears for Point-of-Sale transactions on the Order Details page of the Marketplace Operations Center.

**Important!** If a customer questions the validity of a Point-of-Sale transaction and provides a printed receipt or an e-mail receipt, a user with access to Device Manager can locate a Point-of-Sale device with a matching Terminal ID # and (if necessary) disable that device.

- **Serial #**—This field represents the serial number of the device. For Ingenico devices, this field entry is provided by TouchNet.

- **Asset #**—This field is typically used for displaying an identification number that has been assigned by the campus for keeping track of the Point-of-Sale device.

- **Status**—Four status values are available for describing the current status of the device:
  - **Available**—The device has not been checked out.
  - **Checked Out**—The device has been checked out.
▪ **Disabled**—The status of the device was set to disabled by an administrator. This status is typically used for devices that have been lost or stolen.

▪ **Overdue**—The device has been checked out and the Expected Return Date has passed without the device being checked in.

- **Allocated**—The device has been handed off or will be handed off to another administrator, a merchant manager, or a store manager. (The device can then be checked out as necessary.) The name of the user to whom the device has been allocated appears in this field.

- **Checked Out to**—The device has been handed off or will be handed off to a user with the Point-of-Sale attendant user role. The name of the user to whom the device has been checked out appears in this field.

- **Checked Out**—This field is automatically completed with the current date and time when a device is checked out.

- **Expected Return**—The return date and time that was selected when the device was checked out appears in this field.

Device Manager provides the following functionality:

- **Search for devices**—Enter a search criteria in the Search field. As you enter characters in this field, the list of the displayed devices will be filtered to meet your criteria. Filtering takes place on device information displayed in all columns.

- **Filter devices**—Enter a filter criteria in a column header to filter the displayed devices based on the values in the selected column. As you enter characters in this field, the list of the displayed devices will be filtered to meet your criteria.

- **View detailed device information**—Click a device name displayed in the Device Name column to view detailed device information on the selected device. The Marketplace Device Information page appears. For more information, see "Viewing Detailed Device Info" on page 168.

- **Add devices**—Click the Add Device button. The Marketplace Add Device page appears. For more information, see "Adding Devices" on page 170.

- **Allocate devices**—Mouse over the Gear icon for the device you would like to allocate and select Allocate Device from the flyout menu. The Marketplace Device Allocate page appears. For more information, see "Allocating a Device" on page 172.

- **Check out/in devices**—Mouse over the Gear icon for the device you would like to check out/in and select Check Out Device (or Check In Device, if the device is already checked out) from the flyout menu.
The Marketplace Device Check Out page appears. For more information, see "Checking Out a Device" on page 173.

- **Disable/enable devices**—Mouse over the Gear icon for the device you would like to disable/enable and select Disable Device (or Enable Device, if the device has been disabled) from the flyout menu. For more information, see "Disabling/Enabling a Device" on page 174.

- **Edit device information**—Click a device name displayed in the Device Name column to view detailed device information on the selected device (the Marketplace Device Information page appears), and then click the Edit Device button (the Marketplace Edit Device Information page appears). For more information, see "Editing Device Info" on page 175.

- **Add comments**—Click a device name displayed in the Device Name column to view detailed device information on the selected device (the Marketplace Device Information page appears). Enter a comment in the Add Comment field and then click the Add Comment button. You can also add comments when checking in/out a device and when allocating a device. For more information, see "Viewing Detailed Device Info" on page 168.

**User Roles**

The available functionality in Device Manager depends upon the user roles granted to the user. The following table indicates which functionality is available with each user role.

<table>
<thead>
<tr>
<th>Functionality</th>
<th>Chief Admin</th>
<th>Admin</th>
<th>Merchant Manager</th>
<th>Store Manager</th>
<th>Attendant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allocate a Device</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check Out/In a Device</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>View Device Information</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Edit Device Information</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disable/Enable a Device</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add a Device</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
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<tr>
<td>Log Into the Point-of-Sale Application</td>
<td></td>
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</tbody>
</table>
Point-of-Sale Attendant

Devices can be checked out to users with the Point-of-Sale Attendant role, so before you can use Device Manager to check out a device, one or more users must have been assigned the Point-of-Sale Attendant user role. This user role is required for using the Point-of-Sale web application. This user role does not provide the user with any capabilities in the Marketplace Operations Center. For example, a user who only has the Point-of-Sale attendant role will be able to log in to the Marketplace Operations Center but they will only have access to their own profile—and no other Marketplace functionality.

Important! In order for a store to process transactions with the Point-of-Sale devices, at least one user for that store must have been given the Point-of-Sale attendant user role.

Viewing Detailed Device Info

A chief administrator, an administrator, a merchant manager, or a store manager can view detailed device information by clicking a device name in the Device Name column on the Marketplace Device Manager page. The Marketplace Device Information page then appears:

![The Marketplace Device Information page.](image)
Device Information

Device Name
The value in this field is modifiable. The default value is a combination of the Manufacturer field and the Device Type field, as displayed on the Marketplace Device Information page (which can be accessed by clicking the Device Name on the Marketplace Device Manager page).

Manufacturer
This field represents the manufacturer of the device. For Ingenico devices, this field cannot be modified; this field is provided by TouchNet. For all other devices, this field can be modified.

Device Type
A product number or name for the device.

Serial Number
This field represents the serial number of the device. For Ingenico devices, this field cannot be modified; this field entry is provided by TouchNet. For all other devices, this field can be modified.

Asset Number
This field can be used by the campus for entering their own identification number for the device. This field is optional and can be modified.

Device Info
This field can be used by the campus for entering their own text description for the device. This field is optional and can be modified.

Add Comment

[Comment field and Add Comment button]
You can enter a comment in this field and select the Add Comment button to save the comment as part of the device's history, as displayed in the Device History section of this page.

[Disable Device button]
When you click the Disable Device button (visible only to users with the chief administrator or administrator user role), the device will be immediately disabled so that no transactions can be processed. (The disable/enable functionality can only be used with Ingenico devices.) This functionality is typically used when a device has been lost or stolen. For more information, see "Disabling/Enabling a Device" on page 174.
[Enable Device button]
When you click the Enable Device button (visible only to users with the chief administrator or administrator user role), the device will be immediately enabled so that transactions can be processed. (The disable/enable functionality can only be used with Ingenico devices.) For more information, see "Disabling/Enabling a Device" on page 174.

[Edit Device button]
When you click the Edit Device button (visible only to users with the chief administrator or administrator user role), the Marketplace Edit Device Information page appears. For more information, see "Editing Device Info" on page 175.

Device History

[Search field]
You can filter the device history by making an entry in the Search field. As long as any fields in a single history record contain the entered characters then that line of history will be displayed.

Date/Time
This field shows the date and time that the history item was recorded. The history item appears when a device is checked in or out; when a device is allocated; when a comment is added; when device information is modified; when a device is enabled or disabled; or when a device is added.

Action
This field is completed automatically depending on the action that generated the history item. Entries include Allocated, Check Out, Check In, Add Device, Edit Device, Comment, and Status (for when the device is enabled or disabled).

Name
The name of the user responsible for the action that generated the history record.

Comment
If the action column says "Comment," the full text of the comment appears in this field.

Adding Devices
Ingenico devices are automatically added by TouchNet to Device Manager. If you would like other devices to appear in Device Manager, you will need to add these devices.
To add a device to Device Manager, a user with the chief administrator or administrator role clicks the Add Device button on the Marketplace Device Manager page. The Marketplace Add Device page then appears:

![The Marketplace Add Device page.]

**Complete the following fields**

To add a device, enter the following fields and then click the Save button:

**Device Information**

**Device Name**
Enter your name for the device. This entry is optional. If a device name is not entered, a default value is displayed. The default value is a combination of the Manufacturer field and the Device Type field.

**Manufacturer**
Enter the name of the device manufacturer.

**Device Type**
Enter a product number and/or a name for the type of device. For example, for the Epson TM-P60II printer, you might enter Epson in the Manufacturer field and TM-P60II in the Device Type field (or "TM-P60II printer").

**Serial Number**
Enter the serial number for the device.
Asset Number

Enter an identification code (alphanumeric) that your campus will use for identifying this device. This number is assigned by the campus and can be any alphanumeric value. This field is optional.

Device Info

(Optional) Enter a text description of the device. For example, if the device will only be used for a particular type of transaction, you could enter a short descriptive message of this intention.

Allocate vs. Check Out

The process of handing off a Point-of-Sale device so that it can be used for processing transactions includes two possible actions in the Device Manager: 1) allocate and 2) check out.

When you allocate a device, you designate that the device will be handed off to a chief administrator, an administrator, a merchant manager, or a store manager. This user may not immediately use the device for processing transactions. (In fact, this user will not be able to use the device unless they also have the Point-of-Sale Attendant role.) When a device is allocated, it is handed off to a user who will in turn check out the device to a user with the Point-of-Sale attendant user role.

For example, a Marketplace administrator may not know the available Point-of-Sale attendants for a store, so the administrator won’t be able to check out the device directly to a Point-of-Sale attendant. In this situation, the administrator delegates the responsibility of checking out the device by allocating the device to a store manager. The store manager will use their knowledge of the store and its users to decide which user with the Point-of-Sale attendant user role should process Point-of-Sale transactions for the store. The store manager then checks out the device to the Point-of-Sale attendant.

Devices do not need to be allocated before they are checked out. A device can be directly checked out to a user with the Point-of-Sale attendant user role without first allocating the device.

Device Manager provides you with the allocate/check out structure for handing off a device, and you are free to use this structure as it best fits the needs of your campus for keeping track of how Point-of-Sale devices are being used.

Note: Any Point-of-Sale device can be used by any user with the Point-of-Sale attendant user role. However, each attendant will only have access via the Point-of-Sale web application to those stores for which they have been granted the Point-of-Sale attendant user role.

Allocating a Device

A chief administrator or an administrator can allocate a device by following these instructions:

1. Log In to the Marketplace Operations Center.
2 Choose Device Manager in the left navigation. The Marketplace Device Manager page appears.

3 Mouseover the Gear icon for the desired device and choose Allocate Device from the flyout menu.

    OR

Select the checkbox in the left column for each device that you would like to allocate. Then mouseover the Gear icon in the column header. Choose Allocate Multiple Devices from the flyout menu.

The Marketplace Device Allocate page appears.

The Marketplace Device Allocate page.

4 Choose a user from the Allocate dropdown list.

    Note: In the dropdown list, administrators will see 1) other administrators (including chief administrators), 2) the merchant managers for all merchants, and 3) the store managers for all stores.

5 (Optional) Enter a comment.

6 Click the Allocate button.

A user who followed these steps to allocate a device should next physically handoff the device to the user who was selected in Step 4. That user will be responsible for checking out the device to a specific user with the Point-of-Sale attendant user role.

Note: An allocated device will have the status of "Available" until the device is checked out.

Checking Out a Device

A chief administrator, administrator, merchant manager, or store manager can check out a device by following these instructions:

1 Log In to the Marketplace Operations Center.

2 Choose Device Manager in the left navigation.

3 Find the device that you would like to check out and review the status of this device. You cannot check out a device with a status of Checked Out or Disabled.
4 Click the Gear icon for the desired device and choose Check Out Device from the flyout menu. The Marketplace Device Check Out page appears.

OR

Select the checkbox in the left column for each device that you would like to check out. Then click the Gear icon in the column header. Choose Check Out Multiple Devices from the flyout menu. The Marketplace Device Check Out page appears.

Choose a user from the Check Out To dropdown list.

5 Choose a Point-of-Sale Attendant from the Checked Out To dropdown list. (If you are checking out multiple devices, be sure to select a user from the Checked Out To dropdown list for every displayed device.)

Note: In the Check Out To dropdown list, chief administrators and administrators will see all Point-of-Sale Attendants for all stores. Merchant managers will see all Point-of-Sale Attendants for the stores that they serve as a merchant manager. Store managers will see all Point-of-Sale Attendants for the stores that they serve as store manager.

6 Enter/select a date and time in the Expected Return field.

7 (Optional) Enter Comments.

8 Click the Check Out button.

The device will now have a status of Checked Out. The user who followed these checkout steps to allocate the device must next physically handoff the device to the user who was selected in Step 4. That user will be responsible for processing transactions with the device.

Disabling/Enabling a Device

Device Manager’s disable functionality is designed for use with Ingenico devices. If an Ingenico device is lost or stolen or damaged, you may choose to use Device Manager to disable the device.

When an Ingenico device is disabled, it cannot be used for processing transactions until the device is again enabled. This functionality is integrated with the Marketplace Point-of-Sale application and will prevent the device from being used.
**Important!** The disable/enable functionality can only be used with Ingenico devices.

A chief administrator or administrator can use Device Manager to disable (or enable) an Ingenico device by following these instructions:

1. Log In to the Marketplace Operations Center.
2. Choose Device Manager in the left navigation.
3. Find the device that you would like to disable (or enable).
4. Mouseover the Gear icon for the desired Ingenico device and choose Disable Device (or Enable Device if the device is already disabled) from the flyout menu.

OR

Select the checkbox in the left column for each Ingenico device that you would like to disable (or enable). Then mouseover the Gear icon *in the column header*. Choose Disable Multiple Devices (or Enable Multiple Devices) from the flyout menu.

When you disable an Ingenico device, it cannot be used for processing transactions until it is again enabled.

**Editing Device Info**

A user with the chief administrator or administrator user role can edit device information by following these instructions:

1. Log In to the Marketplace Operations Center.
2. Choose Device Manager in the left navigation.
3. Find the device that you would like to edit and click the device name in the Device name column. The Marketplace Device Information page appears.
5 Edit the device information. These fields can be used as your campus desires. See the field descriptions below.

**Note:** For Ingenico devices, the Manufacturer, Device Type, and Serial Number fields cannot be edited: These values are provided by TouchNet.

6 Click the Save button.

**Field Descriptions**

When you edit device information, the following fields are available:

### Device Information

**Device Name**
Enter your name for the device. If no value is entered in this field, a default value will be displayed. The default value is a combination of the Manufacturer field and the Device Type field.

**Manufacturer**
Enter the name of the device manufacturer.
**Device Type**
Enter a product number and/or a name for the type of device. For example, for the Epson TM-P60II printer, you might enter Epson in the Manufacturer field and TM-P60II in the Device Type field (or "TM-P60II printer").

**Serial Number**
Enter the serial number for the device.

**Asset Number**
Enter an identification code (alphanumeric) that your campus will use for identifying this device. This number is assigned by your campus and can be any alphanumeric value. This field is optional.

**Device Info**
(Optional) Enter a text description of the device. For example, if the device will only be used for a particular type of transaction, you could enter a short descriptive message of this intention.

### 7.5 Order Details for Point-of-Sale

Order details for Point-of-Sale transactions can be searched using the existing functionality available from the Marketplace Operations Center home page or from the Store Order Search page. The order details for Point-of-Sale transactions may contain two additional fields. The Buyer Signature field will appear if the customer entered their signature during the payment process, and the Terminal ID field appears for all transactions.

The Buyer Signature field displays the signature that the customer provided on the signature panel during the checkout process. The Terminal ID field shows an identifying number for the payment device upon which the transaction was processed.

Here is an example of the Order Details page:
The customer’s signature can be viewed on the Order Details page.

**Important!** Terminal ID is included on printed receipts. Terminal ID can be used to determine which payment device was used to process a transaction. If you need to determine the payment device represented by a particular Terminal ID, contact your Marketplace administrator (who can look up information about the device by using the Device Manager page in the Marketplace Operations Center).

The Order Details page also lists each item that was purchased, the stock numbers, the item prices, the applicable tax, the total price, the TPG reference number, the date and time of the transaction, and other relevant information (including the return policy and amounts refunded).

### 7.6 Reports for Point-of-Sale

Once Point-of-Sale is licensed and installed, an additional checkbox for "Point-of-Sale" appears in the Application Type section of the Marketplace revenue reports. The following reports have the "Point-of-Sale" checkbox filter:

- Revenue by Merchant Report
- Merchant Revenue Report
- Store Revenue Report

Here is an example of the Merchant Revenue Report:
The "Application Type" checkboxes allow you to determine which Marketplace applications are represented in the reports.

If you want to see only the transactions taken with Point-of-Sale, make sure the checkboxes for Stores, Mobile, and uPay are not selected while the Point-of-Sale checkbox is selected.

In addition, on Product Detail Reports for which the checkbox for Point-of-Sale has been selected, a column for Terminal ID appears.
When the Point of Sale checkbox is selected on the Product Detail Report page, the Terminal ID column appears.

The Terminal ID represents the device that was used to process the order. Terminal ID is included on printed receipts and e-mail receipts.

**Important!** If you need to determine the payment device represented by a particular Terminal ID, contact your Marketplace administrator (who can look up information about the device by using the Device Manager page in the Marketplace Operations Center).
8.0 Device Maintenance and Troubleshooting

This section describes how to upgrade the Point-of-Sale application and how to troubleshoot frequently encountered issues. This section also provides a comprehensive list of all error messages that a Point-of-Sale attendant may encounter. Finally, this section describes how to restart an Ingenico device and the Point-of-Sale application.

8.1 Software and Firmware Upgrades for Mobile Devices

This section is about firmware and software maintenance for your Marketplace Point-of-Sale mobile devices. This software may include the firmware installed on an Ingenico device and the Point-of-Sale software installed on iP POS devices.

Upgrading the Point-of-Sale Application

TouchNet will occasionally release a new version of the Point-of-Sale application for mobile devices. When this happens, the new version will be available for download and installation from the iTunes App Store (use the App Store application on the iOS device). A new version of the Point-of-Sale application may contain bug fixes and/or new features.

Important! Never install a new version of the Point-of-Sale application without first contacting your Marketplace administrator. If you install a version of the Point-of-Sale application that is not compatible with your installation of Marketplace in the TouchNet Data Center, the iOS device may not be able to communicate with your installation of Marketplace—effectively disabling the Point-of-Sale device.

Upgrading Ingenico Firmware

TouchNet will inform you if the Ingenico firmware needs to be updated. Typically, firmware updates can only be done by returning Ingenico devices to TouchNet. For example, any Ingenico device that was purchased before the introduction of EMV support (Marketplace 6.5 Service Pack 26) must be returned to TouchNet so that the firmware can be updated. If you have not already heard from TouchNet about firmware updates required for EMV support, please contact your TouchNet representative for instructions on this upgrade process.
8.2 Troubleshooting FAQ

Here is a list of frequently asked questions, along with solutions to the issues.

I entered updates in the Marketplace Operations Center but attendants aren't seeing these updates in the Point-of-Sale application ...

When changes take place in the Marketplace Operations Center, those changes will not be seen in a current active session of the Point-of-Sale application. To see changes, the Point-of-Sale attendant must log out and log in.

I established Bluetooth connectivity between the Epson TM-P60II and the iPod touch, but the Point-of-Sale application won't print receipts.

Before you can print receipts, you must also turn on printing from within the Point-of-Sale application. For instructions on how to connect to the printer, see "Turning On Mobile Printing" on page 71.

When I try to launch the Point-of-Sale application, I keep getting returned to the iPod touch home page.

A timeout is preventing the Ingenico device from communicating with the Point-of-Sale application. Force close the Point-of-Sale application. Restart the Ingenico device. Then relaunch the Point-of-Sale application. (For more information about stopping and restarting Point-of-Sale devices and the Point-of-Sale application, see "How to Restart Point-of-Sale" on page 198.)

I've added a product to the shopping cart, but the Pay Now button is greyed out. So I can't complete the transaction.

Place your finger on the right side of the iPod touch display and drag out the right menu. When the menu appears, confirm that the Device Status field says "Disconnected." In this situation, the Ingenico device has unexpectedly become disconnected from the iPod touch (or possibly the Ingenico device is off). Force close the Point-of-Sale application. Restart the Ingenico device, and then relaunch the Point-of-Sale application. (For more information about stopping and restarting Point-of-Sale devices and the Point-of-Sale application, see "How to Restart Point-of-Sale" on page 198.) You must now add the product to the shopping cart again. The Pay Now button will now be active.
I just used the Point-of-Sale application several minutes ago, but now it says "For security reasons, your session has been closed due to inactivity" ...

The session timeout period was exceeded for the Point-of-Sale application. After 15 minutes of inactivity, a session will automatically be terminated. You must log in to the Point-of-Sale application again.

I attempted to launch the Point-of-Sale application, but it says "No internet available"...

This message typically appears when the iOS device uses a Wi-Fi connection instead of a cellular data connection. In this case, Hi-Fi connectivity was not enabled when you launched the Point-of-Sale application. Ensure Wi-Fi is available. The Wi-Fi icon should appear in the status bar of the iPod touch. Ensure a Wi-Fi network has been selected on the iPod touch and ensure you have logged in (if required) to that network. Try launching a web browser. If internet connectivity is available, you should be able to navigate to web sites. If you cannot navigate to web sites, contact the Wi-Fi network administrator.

I tried to log in but it says "The User does not have rights to a POS enabled store."

In order to log in to the Point-of-Sale application, the user must have been granted the Point-of-Sale attendant user role. When this message appears, one or more Marketplace user roles have been granted to this user, but the user does not have the Point-of-Sale attendant user role.

I tried to launch the Point-of-Sale application but it says "This device is not authorized."

The Ingenico device has been disabled. A Marketplace administrator or store manager has used Device Manager functionality in the Marketplace Operations Center to disable the device. An administrator or store manager may take this action if the device was misplaced or stolen. When a device is disabled, it cannot be used for processing transactions. Contact the Point-of-Sale administrator to determine if the device can be enabled.

I tried to launch the Point-of-Sale application but it says "Device Disconnected."

This message may appear during an active session with the Point-of-Sale application when the connection with the Ingenico device has been lost (for example, if the Ingenico device is accidentally turned off). You must force stop the Point-of-Sale application and restart the Ingenico device. Then restart the Point-of-Sale application. (For more information about stopping and restarting Point-of-Sale devices and the Point-of-Sale application, see "How to Restart Point-of-Sale" on page 198.)
I pressed the barcode icon in the Point-of-Sale application and now I'm pressing the buttons on the side of the Ingenico device but the scanner doesn't emit a red beam.

First, try waiting a few seconds. In some situations, there can be a delay before the Ingenico device responds after you press the barcode icon in the Point-of-Sale application. If the scanner still does not emit a red beam, force close the Point-of-Sale application. Restart the Ingenico device. Then relaunch the Point-of-Sale application. After the application launches, try pressing the barcode icon again. If the scanner still does not emit a red beam, contact your Marketplace administrator. (For more information about stopping and restarting Point-of-Sale devices and the Point-of-Sale application, see "How to Restart Point-of-Sale" on page 198.)

I pulled the iPod touch out of the Ingenico device and reinserted it. Now I can't launch the Point-of-Sale application.

When the iPod touch is removed from Ingenico device, the connection between these two devices is broken. To re-establish the connection, you must restart the Ingenico device after first inserting the iPod touch. Then retry launching the Point-of-Sale application. This message may also appear if the iPod touch has been inserted into the Ingenico device but it is not completely seated (i.e., a good connection has not been established). In this case, try pushing the iPod touch further into the Ingenico device and then retry launching the Point-of-Sale application. If the Point-of-Sale application still will not launch, contact your Point-of-Sale administrator.

8.3 Error Messages

The following error messages may appear when using (or attempting to use) the Marketplace Point-of-Sale application.

Connectivity Errors

Connectivity error messages appear on a purple background with the TouchNet logo at the top of the page. These messages apply to mobile devices and not countertop devices.

Note: During the login process for mobile devices, the Point-of-Sale application sends the serial number of the Ingenico device to the Device Management Service in the TouchNet Data Center. If the serial number is valid, the Device Management Service responds with the URL for the school's Marketplace Point-of-Sale installation in the TouchNet Data Center. The Point-of-Sale application on the iOS device then uses this URL and launches the Point-of-Sale login page. Subsequent activity in Point-of-Sale involves the user navigating Point-of-Sale pages delivered by the Point-of-Sale web application in the TouchNet Data Center. These pages are
displayed courtesy of the Point-of-Sale application that is installed on the iOS device. A connectivity error is displayed when a communication problem exists with any of these components, with the Ingenico device, or with the iOS device.

![Sample connectivity error message](image)

Device Disconnected.

**Cause:** This message may appear during an active session with the Point-of-Sale application when the connection with the Ingenico device has been lost (for example, if the Ingenico device is accidentally turned off).

**Solution:** You must stop the Point-of-Sale application and restart the Ingenico device. Then restart the Point-of-Sale application. (For more information about stopping and restarting Point-of-Sale devices, see "How to Restart Point-of-Sale" on page 198.)

No Internet Available.

**Cause:** This situation may occur if internet connectivity is lost after you have successfully launched the Point-of-Sale application. This message may also appear if internet connectivity was not enabled when you launched the Point-of-Sale application. (This message may appear if there is a temporary drop in Wi-Fi coverage—in which case the message will appear briefly and then disappear.)

**Solution:** Ensure Wi-Fi is available. The Wi-Fi icon should appear in the status bar of the iOS device. Ensure a Wi-Fi network has been selected on the iOS device and ensure you have logged in to that network. To confirm internet access, try launching a web browser. If internet connectivity is available, you should be able to navigate to web sites. If you cannot navigate to web sites, contact the Wi-Fi network administrator.
This device is not authorized for use with Marketplace POS. Please contact your Marketplace administrator.

Cause: The serial number of the Ingenico device is not recognized as a valid serial number for Point-of-Sale. All Ingenico devices used with Point-of-Sale must be purchased from TouchNet.

Solution: Contact your Marketplace administrator. If the Ingenico device was acquired from Touchnet, the Marketplace administrator must contact TouchNet Customer Care and provide the serial number of the device.

A device authorization timeout has occurred. Please retry or contact your Marketplace Administrator.

Cause: The Point-of-Sale application was not able to communicate with the servers in the TouchNet Data Center.

Solution: Retry launching the Point-of-Sale application. If it still doesn't launch, contact your Marketplace administrator. The administrator must contact TouchNet Customer Care and provide the serial number of the Ingenico device.

This device is not configured with a Marketplace POS server. Please retry or contact your Marketplace administrator.

Cause: The Point-of-Sale application on the iOS device communicated with the Device Management Service in the TouchNet Data Center; however, this communication failed to provide the URL for the Point-of-Sale web application.

Solution: Retry launching the Point-of-Sale application. If it still doesn't launch, contact your Marketplace administrator. The Marketplace administrator must contact TouchNet Customer Care and provide the serial number of the Ingenico device.

This device is unable to connect to the Marketplace POS server. Please retry or contact your Marketplace Administrator.

Cause: The Point-of-Sale application on the iOS device communicated with the Device Management Service in the TouchNet Data Center, and the Device Management Service provided the URL for the Point-of-Sale web application. However, the Point-of-Sale application on the iOS device is not able to communicate with the Point-of-Sale web application.

Solution: Retry launching the Point-of-Sale application. If it still doesn't launch, contact your Marketplace administrator. The administrator must contact TouchNet Customer Care and provide the serial number of the Ingenico device.

This device is unable to connect to the Device Management Service. Please retry or contact your Marketplace Administrator.

Cause: The Point-of-Sale application on the iOS device is able to communicate with servers in the TouchNet Data Center, but it cannot communicate with the Device Management Service.

Solution: Retry launching the Point-of-Sale application. If it still doesn't launch, contact your Marketplace administrator. The administrator must
contact TouchNet Customer Care and provide the serial number of the Ingenico device.

**This device is not authorized to connect to the Device Management Service. Please retry or contact your Marketplace Administrator.**

*Cause:* The Ingenico device has been disabled with Device Manager in the Marketplace Operations Center.
*S Solution:* Contact your Marketplace administrator to determine if the device can be enabled.

**This device is not configured with all required Marketplace POS files. Please retry or contact your Marketplace Administrator.**

*Cause:* Files used by the Point-of-Sale application cannot be found.
*S Solution:* Restart the Ingenico device. Then retry launching the Point-of-Sale application. If the application will not launch, you must reinstall the Point-of-Sale application. (For more information about stopping and restarting Point-of-Sale devices, see "How to Restart Point-of-Sale" on page 198.)

**Unable to authorize device for use with Marketplace POS. Please contact your Marketplace Administrator.**

*Cause:* The Point-of-Sale application on the iOS device is able to communicate with servers in the TouchNet Data Center, but it cannot communicate with the Device Management Service.
*S Solution:* Restart the Ingenico device. Then retry launching the Point-of-Sale application. If it still doesn't launch, contact your Marketplace administrator. The administrator must contact TouchNet Customer Care and provide the serial number of the Ingenico device. (For more information about stopping and restarting Point-of-Sale devices, see "How to Restart Point-of-Sale" on page 198.)

**Unable to connect with Device Management Service. Make sure internet is available, or contact your Marketplace Administrator.**

*Cause:* The Point-of-Sale application on the iOS device communicated with the Device Management Service in the TouchNet Data Center, and the Device Management Service provided the URL for the Point-of-Sale web application. However, the Point-of-Sale application on the iOS device is not able to communicate with the Point-of-Sale web application.
*S Solution:* Restart the Ingenico device. Then retry launching the Point-of-Sale application. If it still doesn't launch, contact your Marketplace administrator. The administrator must contact TouchNet Customer Care and provide the serial number of the Ingenico device. (For more information about stopping and restarting Point-of-Sale devices, see "How to Restart Point-of-Sale" on page 198.)

**Device restarting.**

*Cause:* The Ingenico device is restarting. This can happen if the device has been turned on for 24 hours or more: After 24 hours, the device will
automatically restart. This message may also appear the very first time the Point-of-Sale application is launched. 
**Solution:** Retry launching the Point-of-Sale application after the Ingenico device has fully restarted.

## Login Errors
Login errors appear as white text on a light red background, below the Sign In button on the login page.

### The user is not authorized.
**Cause:** The user has been granted the Point-of-Sale attendant role; however, the user has been disabled.
**Solution:** Contact the Marketplace administrator (or store manager) and determine if the user can be enabled.

### The User Id and Password combination was not recognized.
**Cause:** This message may appear for two reasons: 1) The username entered is not valid; or 2) The password entered for the username is not valid.
**Solution:** Ensure you have the correct username and password and attempt to log in again.

**Note:** Unlike the U.Commerce Central login page, the User ID field of the Marketplace Point-of-Sale login page does not require a realm. For example, if you log into U.Commerce Central as T0001.jdoe (and T0001 is your realm and jdoe is your username), you should only enter jdoe in the User ID field of the Point-of-Sale login page.
Authentication Service is unavailable.
Cause: An attempt to authenticate the user as a valid U.Commerce user failed.
Solution: Retry logging into the Point-of-Sale application. If the application still doesn’t launch, contact your Marketplace administrator. The administrator must contact TouchNet Customer Care.

The User does not have rights to a POS enabled store.
Cause: The user has a role in Marketplace but not as a Point-of-Sale attendant.
Solution: Contact the Marketplace store manager and ask to be granted the attendant role for the store in question.

User ID is required.
Cause: No entry was made in the username field.
Solution: Attempt to log in again and ensure you enter a user ID.

Password is required.
Cause: No entry was made in the password field.
Solution: Attempt to log in again and ensure you enter a password.

Shopping Cart Errors
Shopping cart errors appear on Product Detail pages when you attempt to add a product to the shopping cart and the entry fields are not complete or contain problematic data. These messages have red text on a pink background.

A sample shopping cart error message.
Unable to add item. Only items from the same store may be purchased in the same order.

**Cause:** You cannot add items to the shopping cart from two or more stores. All items added to the shopping cart must be from the same store.

**Solution:** If the customer would like to purchase items from a different store, you must first complete the payment process for the item(s) in the cart. You must complete the payment process separately for each store.

All options must be selected.

**Cause:** No selection was made from a product option dropdown menu.

**Solution:** Ensure you have selected an option from the dropdown menu.

Invalid Length: must be between [x] and [y] characters.

**Cause:** The supplied data does not meet the minimum or maximum length requirements of the field.

**Solution:** Modify the entry so the entry length is within the specified range.

Amount is required. Amount must be greater than [x] and less than or equal to [y].

**Cause:** The entered donation/payment amount does not meet the minimum or maximum length requirements of the field.

**Solution:** Modify the donation/payment entry so the amount is within the specified range.

Invalid quantity: must be 1 or more.

**Cause:** The quantity entered is 0 or null or non-numeric.

**Solution:** Modify the quantity entry so the value is valid.

An item with the selected options is not available for sale.

**Cause:** The combination of selected product options is not available.

**Solution:** Notify the customer that no items are available with the selected options. Determine if the customer would accept an alternate option value.

**Inventory Alerts**

These messages are not error messages. Instead, these messages are alerts meant to draw the attendant’s attention to an issue regarding inventory limitations that apply to the order.

These messages appear with red text on a pink background. You must press the Yes button to continue.
This inventory alert appears when the quantity ordered exceeds the maximum allowed for this item.

Alert: Maximum Item Quantity Exceeded

Cause: The quantity ordered exceeds the maximum allowed for this item. The maximum quantity allowed is configured in the Marketplace Operations Center, in the settings for each product.

Solution: Additional text in the alert message specifies the maximum quantity allowed for the product. By pressing the Yes button, the attendant can proceed with the order.

This inventory alert appears when the quantity ordered exceeds the amount in inventory.
Alert: Inventory Depleted

Cause: The quantity ordered exceeds the amount remaining in inventory for this item. The inventory quantity is configured in the Marketplace Operations Center, in the settings for each product.

Solution: Additional text in the alert message specifies the amount available in inventory. By pressing the Yes button, the attendant can proceed with the order. For example, if additional stock was received but the inventory amount was not updated in the producing settings in the Marketplace Operations Center, the attendant may have sufficient inventory on hand when the attendant receives this message. In this case, the attendant may want to proceed with the order by pressing the Yes button. Be careful when proceeding, however, because the customer’s payment card will be charged for the items, so it’s important the attendant is certain that sufficient inventory exists for filling the order before they press the Yes button.

Note: Items cannot be backordered with the Point-of-Sale application.

Session Timeout Errors

In order to protect Point-of-Sale devices from unauthorized use, the Point-of-Sale application will automatically timeout after 15 minutes of inactivity. If a user subsequently needs to process a transaction, the user must log in to the Point-of-Sale application.

Session-timeout errors appear as pop-up prompts. You must press the OK button to continue.

The session timeout message.
For security reasons, your session has been closed due to inactivity.

**Cause:** The session time out period was exceeded. After 15 minutes of inactivity, a session will automatically be terminated.

**Solution:** Click the OK button. Then log in again to the Point-of-Sale application.

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### Payment-Processing Errors

Payment-processing errors appear as pop-up prompts. You must press the OK button to continue.

**Unable to authorize.**

**Cause:** When the Point-of-Sale application attempted to contact Payment Gateway, a timeout occurred.

**Solution:** Click the OK button. Retry the customer’s payment card. If the same message appears, force close the Point-of-Sale application. Restart the Ingenico device, relaunch the Point-of-Sale application, login, and add the product again to the shopping cart. Retry the customer’s payment card. If the same message appears, contact your Marketplace administrator. (For more information about stopping and restarting Point-of-Sale devices, see "How to Restart Point-of-Sale" on page 198.)

**Unable to determine card type.**

**Cause:** The Ingenico device card reader was not able to read the card type from the payment card’s magnetic strip.

**Solution:** Click the OK button. Retry the customer’s payment card. If the same message appears after you swipe the card, you can manually enter the
A signature is required to complete the payment transaction. Please sign and press 'Done' to continue.

Cause: The customer used a payment card (or used a debit card and subsequently chose the Credit option), but they did not enter a signature during the checkout process.

Solution: Click the OK button. Ask the customer if they intended to cancel the transaction. If they did not intend to cancel the transaction, you must swipe the customer’s payment card again.

Card type not accepted by store.

Cause: The store is not configured to accept this type of payment card.

Solution: Click the OK button. All Point-of-Sale attendants must know the accepted types of payment cards (and the store manager must provide a list of the accepted payment card types to the attendants). If the attendant does not know the accepted types of payment cards, they should contact the store manager and get the list of accepted payment card types.

Unable to complete transaction.

Cause: The Point-of-Sale application did not receive input as expected from the customer. This message may appear in two situations: 1) the customer did not sign the signature panel within 60 seconds and 2) the customer did not enter their PIN within 60 seconds.

Solution: Click the OK button. If the customer did not sign the signature panel, the customer can now sign the signature panel (unless the 15 minute timeout has also occurred for the Point-of-Sale application). If the customer did not enter their PIN, the "PIN Entry, User Cancelled" message now appears. If the customer would like to proceed with the transaction, you must swipe the customer’s payment card again.

User has cancelled. No transaction has been processed.

Cause: The customer touched the Cancel button when the signature panel was displayed on the iOS device.

Solution: Click the OK button. Ask the customer if they intended to cancel the transaction. If they did not intend to cancel the transaction, you must swipe the customer’s payment card again.

PIN Entry. User Cancelled.

Cause: This message may appear in two situations: 1) The customer pressed the Red cancel button on the Ingenico device when asked for their debit card PIN and 2) The customer chose the Debit card option but then did not enter their PIN within 60 seconds.

Solution: Click the OK button. Ask the customer if they intended to cancel the transaction. If they did not intend to cancel the transaction, you must swipe the customer’s payment card again.
Receipt Errors

Text message receipt errors and e-mail receipt errors appear on the Receipt page, below the message buttons. These messages appear when the entries are incomplete or are formatted incorrectly. These messages have red text on a pink background.

Unable to send Text Message receipt. Please provide receipt using another method.

Cause: The text message service was not able to send the text message.
Solution: Try sending the text message again. If the same message results, try using an alternate method for providing the receipt. If this problem persists for additional transactions, you should contact your Marketplace administrator. The administrator should contact TouchNet Customer Care and determine if there is a problem with the text message service.

Carrier must be selected.

Cause: The Point-of-Sale attendant did not select a carrier from the drop-down list of carriers.
Solution: Be sure to make a selection from the Mobile Carrier field.

Phone Number [an invalid phone number] is not valid. Please enter phone number in this format: 5551117777

Cause: The phone number entered by the Point-of-Sale attendant must contain ten digits and a valid North American numbering format.
Solution: Be sure the phone number is formatted correctly.
Invalid email address. Please re-enter.

**Cause:** The provided e-mail address does not conform to the formatting standards for e-mail addresses.

**Solution:** Be sure the e-mail address is formatted correctly.

Unable to send receipt email to [an email address] for order with id [an order id].

**Cause:** The e-mail message service was not able to send the e-mail message.

**Solution:** Try sending the e-mail message again. If the same message results, try using an alternate method for providing the receipt. If this problem persists for additional transactions, you should contact your Marketplace administrator. The administrator should contact TouchNet Customer Care and determine if there is a problem with the e-mail message service.

Unable to send receipt email. Please provide receipt using another method.

**Cause:** The e-mail message service was not able to send the e-mail message.

**Solution:** Try sending the e-mail message again. If the same message results, try using an alternate method for providing the receipt. If this problem persists for additional transactions, you should contact your Marketplace administrator. The administrator should contact TouchNet Customer Care and determine if there is a problem with the e-mail message service.

**Text Message Configuration Errors**

Text message configuration errors appear as pop-up prompts. You must press the OK button to continue.
No Text Message Carriers Configured.

**Cause:** No text message carriers have been configured in the Marketplace Operations Center. Only text message carriers that have been configured in the Marketplace Operations Center are available on the Receipt page during the Point-of-Sale application’s checkout process.

**Solution:** A Marketplace administrator must log in to the Marketplace Operations Center and configure one or more text message carriers in the System Administrative settings.

**Fatal Errors**

Fatal errors appear with a large exclamation mark at the top of the error message. These error messages have a Home button (which can typically be used to load the home page of the Point-of-Sale application) and a Reset button (which can be used to return to the login page for the Point-of-Sale application).
A processing error has occurred. If the problem persists, please contact your Marketplace administrator.

Causes: An unexpected error occurred.

Solution: When an unexpected error occurs, the Point-of-Sale functionality the user was attempting was aborted. Try pressing the Home button: In some situations, the Point-of-Sale home page will appear. If the Home button doesn't work, try the Reset button: the Point-of-Sale application's log in page will appear. If you use the Reset button, you must log in again. The error can be investigated further by contacting TouchNet Customer Care. Provide the actions that you took immediately before the error appeared. Also, be sure to provide the session number that appears in the error message.

8.4 How to Restart Point-of-Sale

If you encounter a connectivity error when using a mobile device (as described in "Error Messages" on page 184), you typically must stop the Point-of-Sale application, restart the Ingenico payment device, and relaunch the Point-of-Sale application. Here are instructions for completing this process.

First, you should stop Point-of-Sale application:

1. Press the iOS device’s Home button once to return to the iOS home screen.
2. Press the Home button twice to display a list of the active applications.
3 Press and hold the MPOS icon until a red minus (-) icon is added to the MPOS icon.

```
+---------------------+---------------------+---------------------+---------------------+
<table>
<thead>
<tr>
<th>Videos</th>
<th>Maps</th>
<th>Weather</th>
<th>Point-of-Sale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newsstand</td>
<td>iTunes</td>
<td>App Store</td>
<td>Settings</td>
</tr>
<tr>
<td>---------------------</td>
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</tr>
<tr>
<td>Messages</td>
<td>Camera</td>
<td>Settings</td>
<td>Mail</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------------</td>
<td>---------------------</td>
<td>---------------------</td>
</tr>
</tbody>
</table>
```

The active applications can now be closed.

4 Touch the red minus icon.

The Point-of-Sale application is now stopped.

Next, you restart the Ingenico payment device:

1 At the same time, press the pound/number key (#) and the yellow key. Hold these keys down until the device powers off.

2 Press the green key to power the device on.

3 Wait until “Marketplace POS” is displayed on the Ingenico device’s screen.

The Ingenico device has now restarted.

Finally, you must restart the Point-of-Sale application:

1 Press the iOS device’s Home button once to go to the iOS home screen.

2 Press the MPOS icon to launch the application.

3 Log in to the Point-of-Sale application.