## STORE AND FORWARD

Store and Forward can be set as a Favorite. In the event it is not, below shows you how to navigate to the Store and Forward Menu.

This section also shows how to Turn On Store and Forward mode, and use all functionality of Store and Forward.

Store & Forward (Offline Mode) will give the following options:
- Settings  ■ Current Setting  ■ Forward  ■ Report  ■ Delete Failed

\* <u>Important information on Store & Forward</u>: SnF allows transactions in offline mode, there is no authorization at the POS, the authorization is done at the time of batch when communication is available.

**Merchants should do a manual card imprint of SnF transactions, in the event the transaction fails (card is declined) for re-entry and upload at a later time.**

All failed (declined) SnF transactions need to be deleted from the batch in order for the batch to close. **SEE PAGE 111**

## SNF SETTINGS – MODE

Use this option to turn on or off the Store and Forward Mode. Choose from the following options:

| Mode | Definition |
|------|------------|
| Enable | Turn Store and Forward ON. |
| Disable | Turn Store and Forward OFF. |
| Auto | Turn Store and Forward ON when No other Communication available. (ie: GPRS Coverage) |

| Step | Action | Display |
|------|--------|---------|
| 1. | From the idle prompt press the **OK Key** to access the Core Menu. | 02/01/08          2:03<br>Swipe<br>or Enter Card#<br><br>Favorites |
| 2. | From the Core Main Menu use the down arrow to highlight **APPLICATIONS**.<br>Press the Green OK key to select. | Core Menu<br><br>Utility →<br>Retrieve Password →<br><br>Applications → |

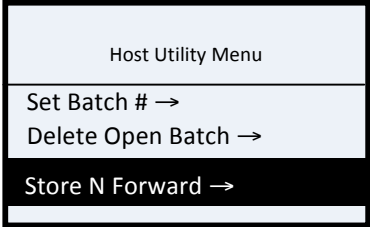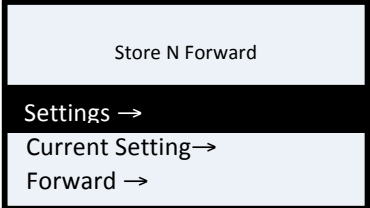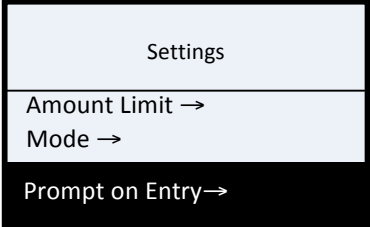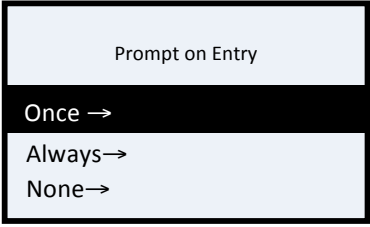| Step | Action | Display |
|------|--------|---------|
| 3. | Use the arrow keys to highlight **CREDIT/DEBIT** application.<br>Press the Green OK key to select. | Applications<br><br>Credit / Debit → |
| 4. | Use the ▲ up or down ▼ arrow keys to highlight **HOST UTILITY** and press the Green OK Key. | Credit / Debit Menu<br>Run a Transaction →<br>Reports →<br>Host Utility → |
| 5. | Use the ▲ up arrow key to highlight **STORE AND FORWARD** and press the Green OK Key. | Host Utility Menu<br>Set Batch # →<br>Delete Open Batch →<br>Store N Forward → |
| 6. | Use the down ▼ arrow key to highlight **SETTINGS** and press the Green OK Key. | Store N Forward<br>Settings →<br>Current Setting→<br>Forward → |
| 7. | Use the down ▼ arrow key to highlight **MODE** and press the Green OK Key. | Settings<br>Amount Limit →<br>Prompt on Entry→<br>Mode → |
| 8. | Highlight the desired **MODE** option then press the Green OK key.<br><br>Terminal display will flash with the response…" SNF Mode Set to XXX."  and return to the Store and Forward Settings menu. 🛑 | Mode<br>Enable →<br>Disable→<br>Auto→ |

# SNF SETTINGS – PROMPT ON ENTRY

This option will set the terminal to prompt for Store and Forward at the point of sale allowing the user to decide if Store and Forward is a desired option at that time. Choose from the following options:

| Setting | Definition |
|---------|------------|
| Once | The terminal will prompt one time when out of coverage – if YES is selected the terminal will go into Store N Forward Mode. |
| Always | The terminal will prompt for Store N Forward for every transaction. |
| None | The terminal will not prompt for Store N Forward during the transaction. ALL Transactions will be in Store and Forward |

| Step | Action | Display |
|------|--------|---------|
| 1. | From the idle prompt press the **OK Key** to access the Core Menu. | 02/01/08      2:03 <br> Swipe or <br> Enter Card# <br> **Favorites** |
| 2. | From the Core Main Menu use the down arrow to highlight **APPLICATIONS.** <br> Press the Green OK key to select. | Core Menu <br> Utility → <br> Retrieve Password → <br> **Applications →** |
| 3. | Use the arrow keys to highlight **CREDIT/DEBIT** application. <br> Press the Green OK key to select. | Applications <br> **Credit / Debit →** |
| 4. | Use the ▲ up or down ▼ arrow keys to highlight **HOST UTILITY** and press the Green OK Key. | Credit / Debit Menu <br> Run a Transaction → <br> Reports → <br> **Host Utility →** |

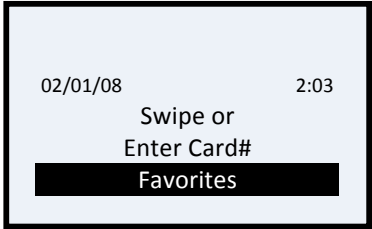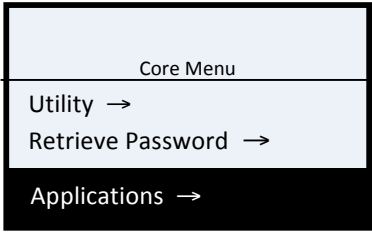| Step | Action | Display |
|------|--------|---------|
| 5. | Use the ▲ up arrow key to highlight **STORE AND FORWARD** and press the Green OK Key. | Host Utility Menu<br>Set Batch # →<br>Delete Open Batch →<br>**Store N Forward →** |
| 6. | Use the down ▼ arrow key to highlight **SETTINGS** and press the Green OK Key. | Store N Forward<br>**Settings →**<br>Current Setting→<br>Forward → |
| 7. | Use the ▲ up or down ▼ arrow keys to highlight **PROMPT ON ENTRY** and press the Green OK Key. | Settings<br>Amount Limit →<br>Mode →<br>**Prompt on Entry→** |
| 8. | Highlight the desired **PROMPT** option then press the Green OK key. | Prompt on Entry<br>**Once →**<br>Always→<br>None→ |
| 9. | Terminal display will flash with the response… "Entry Prompt Set to XXX" and return to the Store and Forward Settings menu. 🛑 | |

## SNF - FORWARD TRANSACTIONS

Use this menu option to upload stored offline transactions. Choose from the following options:
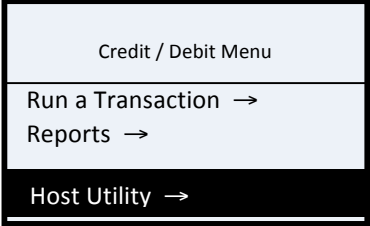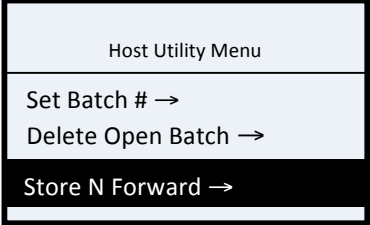
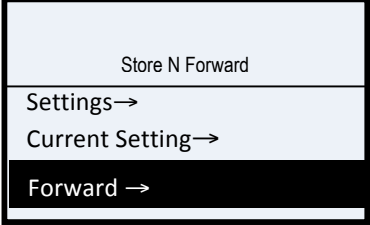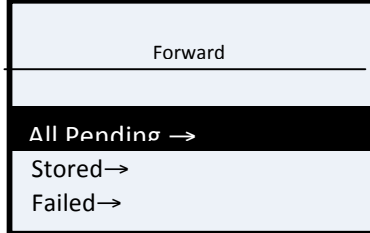| Setting | Definition |
| --- | --- |
| All Pending | Forward All pending SnF transactions. |
| Stored | Forward All pending and failed SnF transactions. |
| Failed | Forward failed SnF transactions. |

**NOTES:**
1. If there are offline transactions in the terminal to be forwarded for approval, the user will also be prompted when they try to settle to "FORWARD PENDING TRANSACTIONS?"

2. Closing a batch all failed transactions need to be approved or deleted. Please show discretion when deleting failed because card information cannot be retrieved

| Step | Action | Display |
| --- | --- | --- |
| 1. | Before attempting to submit the Store and Forward Transactions for approval, please make sure you are properly connected to your desired communication. | <table><tr><th>If</th><th>Then</th></tr><tr><td>If Connecting via Modem…</td><td>Confirm there is a Modem line plugged into the Modem connection.</td></tr><tr><td>If Connecting via Ethernet…</td><td>Make sure you have an Ethernet cable plugged into the Ethernet Port.</td></tr><tr><td>If connecting via GPRS…</td><td>Make sure you have sufficient signal strength.</td></tr></table> |
| 2. | From the idle prompt press the **OK Key** to access the **Core Menu.** | 02/01/08                    2:03<br>Swipe or<br>Enter Card#<br>Favorites |
| 3. | From the Core Main Menu use the up ▲ arrow to highlight **APPLICATIONS.**<br><br>Press the Green OK key to select. | Core Menu<br>Utility →<br>Retrieve Password →<br><br>Applications → |

| Step | Action | Display |
|------|--------|---------|
| 4. | Use the arrow keys to highlight **CREDIT/DEBIT** application.<br>Press the Green OK key to select. | Applications<br>Credit / Debit → |
| 5. | Use the ▲ up or down ▼ arrow keys to highlight **HOST UTILITY** and press the Green OK Key. | Credit / Debit Menu<br>Run a Transaction →<br>Reports →<br>Host Utility → |
| 6. | Use the ▲ up arrow key to highlight **STORE AND FORWARD** and press the Green OK Key. | Host Utility Menu<br>Set Batch # →<br>Delete Open Batch →<br>Store N Forward → |
| 7. | Use the ▲ up or down ▼ arrow keys to highlight **FORWARD** and press the Green OK Key. | Store N Forward<br>Settings→<br>Current Setting→<br>Forward → |
| 8. | Highlight the desired **FORWARD** option then press the Green OK key. | Forward<br>All Pending →<br>Stored→<br>Failed→ |
| 9. | The Terminal display will flash with the response…"Forward XXX" AND then display "Connecting …Receiving" as it communicates with the Host to get an Approval. 🛑 | |

# SNF – Forward Transactions, cont'd…

After the Forward is complete, a report will print showing the transactions that have been given Approval codes.

Failed transactions (Decline, etc), will also print. If there is no section labeled "Failed" then all transactions have been forwarded successfully and given Approval. You can now Settle Daily Batch.

**If there are ANY failed transactions. The terminal will not attempt to batch until you DELETE FAILED.**

At which point the merchant will have to contact their customer and obtain a new card # or the customer must advise the merchant when it is OK to run the same card again. The merchant will have to get the same card # from their customer to re-enter it.

```
. . . . . . . . . . . . . . . . . . . . . . . . .
  CARDWORKS RETAIL TEST
        FROM MMSX
     TEMPLATE #1172
- - - - - - - - - - - - - - - - - - - - - - -
 SnF Report - FORWARDED
===========================
03/09/2011            16:26
- - - - - - - - - - - - - - - - - - - - - - -
Terminal Number:
              4608020060
Merchant     999999993500
Batch Number:            3
- - - - - - - - - - - - - - - - - - - - - - -
Transaction #            1
Sale                  1.00
Trans. Date:     03/09/11
Trans. Time:        16:25
Entry:              Swipe
Card Type:     MASTERCARD
Acct:    *************1732
Resp:            APPROVAL
Code:              025116
===========================
Transaction #            2
Sale                  2.00
Trans. Date:     03/09/11
Trans. Time:        16:25
Entry:              Swipe
Card Type:     MASTERCARD
Acct:    *************1732
Resp:            APPROVAL
Code:              025125
===========================
Records:                 2
Total:                3.00
- - - - - - - - - - - - - - - - - - - - - - -
   SnF Report - FAILED
===========================
Trn Crd Tp Acct $Amount
***************************
  3 DIS SL 0123     3.00
- - - - - - - - - - - - - - - - - - - - - - -
Records:                 1
Total:                3.00
     End of Report
```
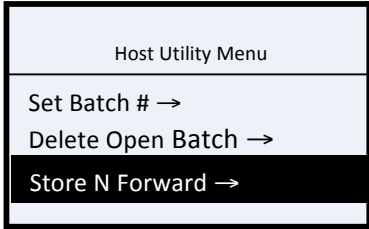
**Example of Forward Report**
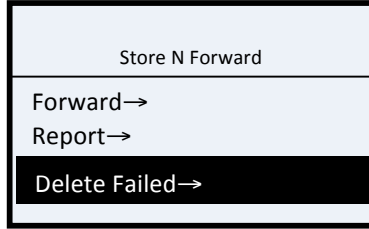
# SNF – DELETE FAILED
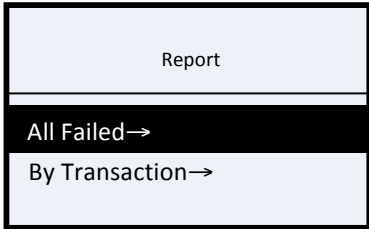
ℹ️ **Use this menu option to delete failed stored offline transactions. Choose from the following options:**

| Setting | Definition |
|---|---|
| All Failed | Deletes all failed SNF transactions stored in the terminal. |
| By Transaction | Allows the user to delete failed transactions by transaction #. |

| Step | Action | Display |
|---|---|---|
| 1. | From the idle prompt press the **OK Key** to access the Core Menu. | 02/01/08       2:03<br>Swipe or<br>Enter Card#<br>**Favorites** |
| 2. | From the Core Main Menu use the down arrow to highlight **APPLICATIONS**.<br>Press the Green OK key to select. | Core Menu<br>Utility →<br>Retrieve Password →<br><br>**Applications →** |
| 3. | Use the arrow keys to highlight **CREDIT/DEBIT** application.<br>Press the Green OK key to select. | Applications<br>**Credit / Debit →** |
| 4. | Use the ▲ up or down ▼ arrow keys to highlight **HOST UTILITY** and press the Green OK Key. | Credit / Debit Menu<br>Run a Transaction →<br>Reports →<br><br>**Host Utility →** |

| Step | Action | Display |
|------|--------|---------|
| 5. | Use the ▲ up arrow key to highlight **STORE AND FORWARD** and press the Green OK Key. | Host Utility Menu<br>Set Batch # →<br>Delete Open Batch →<br>**Store N Forward →** |
| 6. | Use the ▲ up or down ▼ arrow keys to highlight **DELETE FAILED** and press the Green OK Key. | Store N Forward<br>Forward→<br>Report→<br>**Delete Failed→** |
| 7. | Highlight the desired option then press the Green OK key. | Report<br>**All Failed→**<br>By Transaction→ |
| 8. | The Terminal display will flash with the response…"Deleted XXXX" and return to the Delete Failed options Menu. 🛑 | |

**Example of Deleted Report**

```
. . . . . . . . . . . . . . . . . . . . . . . .
CARDWORKS RETAIL TEST
        FROM MMSX
     TEMPLATE #1172
------------------------
 SnF Report - DELETED
========================
03/09/2011         16:32
------------------------
Terminal Number:
             4608020060
Merchant   999999993500
Batch Number:          3
------------------------
Transaction #          3
Sale               3.00
Trans. Date:    03/09/11
Trans. Time:       16:25
Entry:             Swipe
Card Type:      DISCOVER
Acct:     ************0123
Resp:
========================
Records:               1
Total:             3.00
------------------------
    End of Report
```
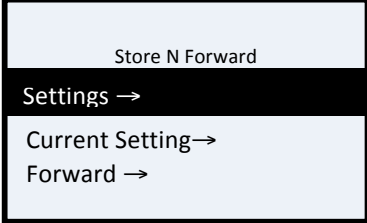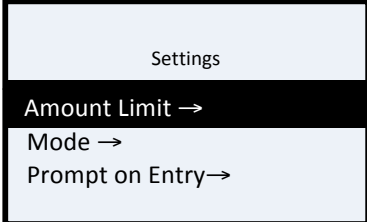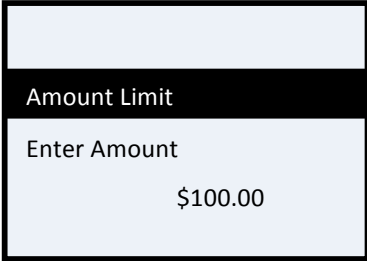
## SNF SETTINGS - AMOUNT LIMIT

ℹ️ Use this option to set the transaction amount limit for each store and forward transaction. Any transactions attempted over the set limit will prompt user to go out over GPRS live mode.

| Step | Action | Display |
|------|--------|---------|
| 1. | From the idle prompt press the **OK Key** to access the Core Menu. | 02/01/08      2:03<br>Swipe or<br>Enter Card#<br>**Favorites** |
| 2. | From the Core Main Menu use the down arrow to highlight **APPLICATIONS**.<br>Press the Green OK key to select. | Core Menu<br>Utility →<br>Retrieve Password →<br>**Applications →** |
| 3. | Use the arrow keys to highlight **CREDIT/DEBIT** application.<br>Press the Green OK key to select. | Applications<br>**Credit / Debit →** |
| 4. | Use the ▲ up or down ▼ arrow keys to highlight **HOST UTILITY** and press the Green OK Key. | Credit / Debit Menu<br>Run a Transaction →<br>Reports →<br>**Host Utility →** |
| 5. | Use the ▲ up arrow key to highlight **STORE AND FORWARD** and press the Green OK Key. | Host Utility Menu<br>Set Batch # →<br>Delete Open Batch →<br>**Store N Forward →** |

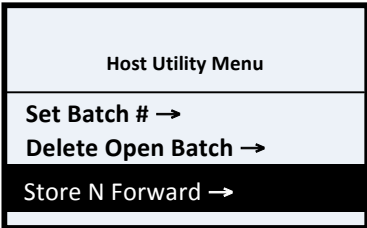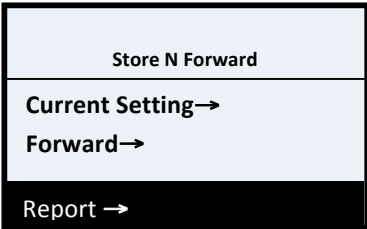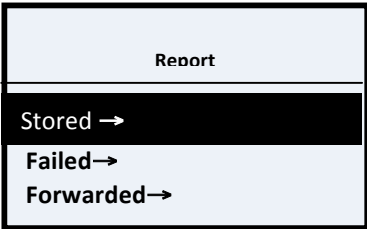| Step | Action | Step |
|------|--------|------|
| 6. | Use the down ▾ arrow key to highlight **SETTINGS** and press the Green OK Key. | Store N Forward<br><br>**Settings →**<br><br>Current Setting→<br>Forward → |
| 7. | Press the Green OK Key to select AMOUNT LIMIT. | Settings<br><br>**Amount Limit →**<br>Mode →<br>Prompt on Entry→ |
| 8. | Using the keypad input the maximum dollar amount to be accepted for transactions being processed while in Store and Forward Mode.<br><br>Press the Green OK Key to confirm entry. | **Amount Limit**<br><br>Enter Amount<br><br>$100.00 |
| 9. | The Terminal screen will flash with the response, "Amount Limit Set To…($X..XX)" and return to the Store and Forward Settings menu. 🛑 | |

# SNF - REPORT

> Use this menu option to print reports for offline transactions. Choose from the following options:

| Setting | Definition |
|---------|------------|
| Stored | Prints a report on all offline transactions stored in the current batch. |
| Failed | Prints a report of all previously failed (Declined) offline transactions. |
| Forwarded | Prints a report of offline transactions successfully forwarded.. |

| Step | Action | Step |
|------|--------|------|
| 1. | From the idle prompt press the **OK Key** to access the Core Menu. | 02/01/08          2:03<br>**Swipe or<br>Enter Card#**<br>F    **Favorites** |
| 2. | From the Core Main Menu use the down arrow to highlight **APPLICATIONS**.<br>Press the Green OK key to select. | **Core Menu**<br>**Utility →**<br>**Retrieve Password →**<br>Applications → |
| 3. | Use the arrow keys to highlight **CREDIT/DEBIT** application.<br>Press the Green OK key to select. | **Applications**<br>Credit / Debit → |
| 4. | Use the ▲ up or down ▼ arrow keys to highlight **HOST UTILITY** and press the Green OK Key. | **Credit / Debit Menu**<br>**Run a Transaction →**<br>**Reports →**<br>Host Utility → |

| Step | Action | Step |
|------|--------|------|
| 5. | Use the ▲ up arrow key to highlight **STORE AND FORWARD** and press the Green OK Key. | **Host Utility Menu**<br><br>**Set Batch # →**<br>**Delete Open Batch →**<br>Store N Forward → |
| 6. | Use the ▲ up or down ▼ arrow keys to highlight **REPORT** and press the Green OK Key. | **Store N Forward**<br><br>**Current Setting→**<br>**Forward→**<br><br>Report → |
| 7. | **Highlight** the desired **REPORT option** then press the Green OK key. | **Report**<br><br>Stored →<br>**Failed→**<br>**Forwarded→** |
| 8. | The Terminal display will flash with the response…"Report XXXX" as it prints out the requested report and returns to the Report Menu. 🛑 | |

# SNF – REPORT - EXAMPLES

```
CARDWORKS RETAIL TEST
       FROM MMSX
    TEMPLATE #1172
----------------------------
SnF Report - STORED
============================
03/09/2011          16:38
----------------------------
Terminal Number:
                4608020060
Merchant    999999993500
Batch Number:           3
----------------------------
Transaction #           4
Sale                 5.00
Trans. Date:     03/09/11
Trans. Time:        16:37
Entry:              Swipe
Card Type:     MASTERCARD
Acct:    *************1732
Resp:     SnF Transaction
Code:     SnF Transaction
============================
Records:                1
Total:               5.00
     End of Report
----------------------------
```

**Example Stored Report**

```
CARDWORKS RETAIL TEST
       FROM MMSX
    TEMPLATE #1172
----------------------------
SnF Report - FORWARDED
============================
03/09/2011          16:37
----------------------------
Terminal Number:
                4608020060
Merchant    999999993500
Batch Number:           3
----------------------------
Transaction #           1
Sale                 1.00
Trans. Date:     03/09/11
Trans. Time:        16:25
Entry:              Swipe
Card Type:     MASTERCARD
Acct:    *************1732
Resp:            APPROVAL
Code:              025116
============================
Transaction #           2
Sale                 2.00
Trans. Date:     03/09/11
Trans. Time:        16:25
Entry:              Swipe
Card Type:     MASTERCARD
Acct:    *************1732
Resp:            APPROVAL
Code:              025125
============================
Records:                2
Total:               3.00
     End of Report
```

**Example Forwarded Report**

```
CARDWORKS RETAIL TEST
       FROM MMSX
    TEMPLATE #1172
----------------------------
SnF Report - FAILED
============================
03/09/2011          16:32
----------------------------
Terminal Number:
                4608020060
Merchant    999999993500
Batch Number:           3
----------------------------
Transaction #           3
Sale                 3.00
Trans. Date:     03/09/11
Trans. Time:        16:25
Entry:              Swipe
Card Type:      DISCOVER
Acct:    *************0123
Resp:            DECLINE
============================
Records:                1
Total:               3.00
     End of Report
----------------------------
```

**Example Failed Report**