

## Technical Bulletin

### ISS45 V7 Setup With the Concord Interface

ISS45-TECH-07:24  
November 20, 2007

The following pages provide the instructions for configuring and installing the Concord Interface with ISS45 V7.

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## Setup Procedures for ISS45 Version 7 Concord EFT

### Package contents:

concord.dk1 = Back office installation

WPvvvvv.CC or vvvvvvv.cc = post installation where vvvvvv = ISS 45 version.

NOTE: The post may consist of more than one file, particularly for patch releases.

### Preparation:

- Unzip the concord.dk1 file to a floppy, memory stick, or disk directory.
- Unzip the post file(s) to a floppy, memory stick or disk directory.

If more than one post file is present, and you are installing from a memory stick or disk directory, simply unzip them all to a common location and ignore the error you will get about over writing common files.

### Over view of installation steps.

#### On the MFS:

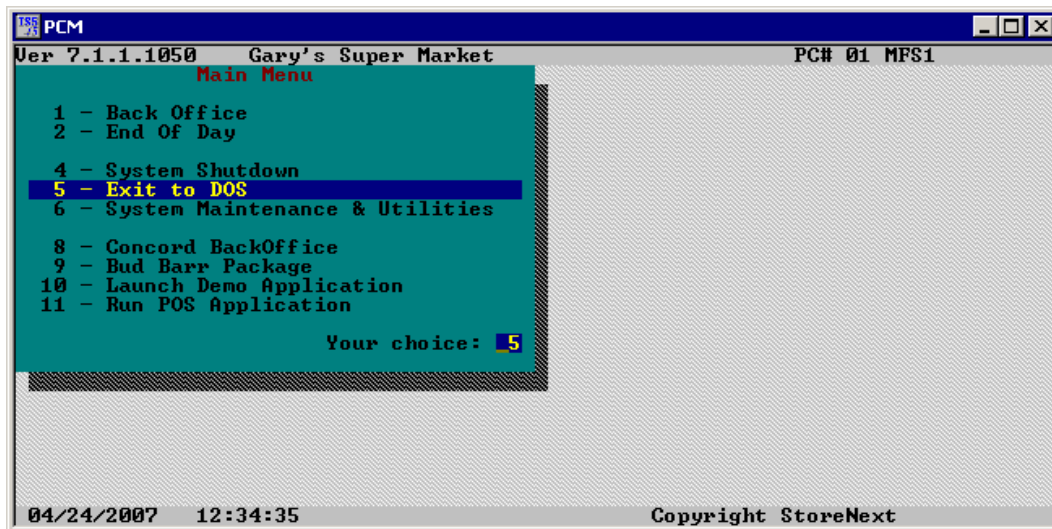
- Install the Concord maintenance program from the location when you unzipped the concord.dk1 file (page 2).
- Make changes to Post Configuration for each post. (page 3).
- Insure templates are set up to support multi-part receipts (page 5).
- Add tenders to the tender file for each EFT tender (page 7)
- Add card ranges for any tender that requires them (page 12)
- Optionally, add control checks 96 and 98. (page 15)
- If selling Phone and/or Gift Cards, add departments (page 17).
- Run CONMAINT to set up unique Concord parameters (page 18)
- If selling Phone and/or Gift Cards, or allowing balance inquiry for EBT or Gift Cards, set up specified hooks in system (page 19)
- Optionally, add keyboard functions 747 through 750 (page 21)
- If selling Phone and/or Gift Cards, set up PLUs needed to sell them.

#### On each Post:

- Run “install” from the media where you unzipped the CC file. See readme file from the post patch for specific installation instructions.

NOTES: The menu examples are from a standard system. The store menu may differ. This document explains settings that are unique to Concord. It is not intended to eliminate the need for official ISS45 back office documentation.

## Install Concord Back Office Parameter Program

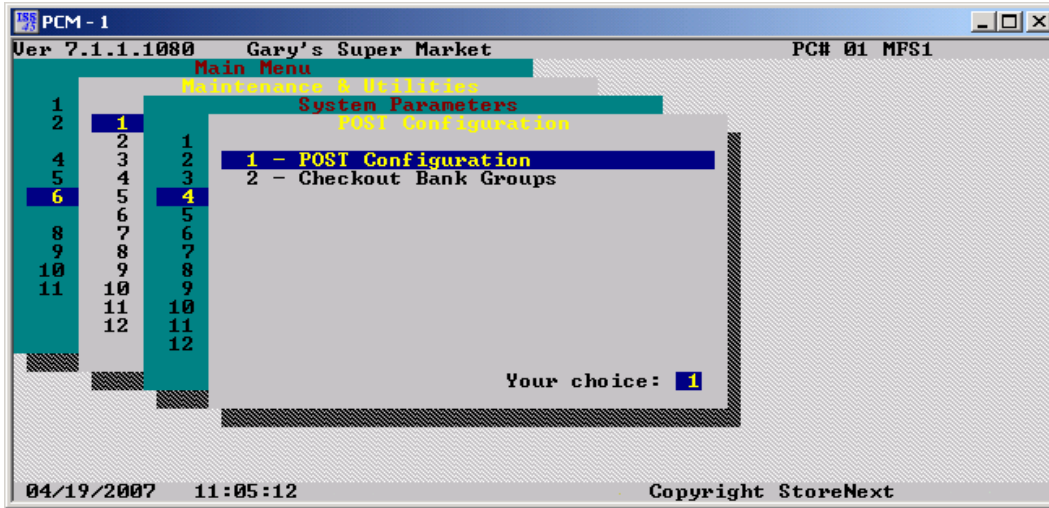


Exit to DOS from the Back office menu  
Insert media containing the unzipped concord.dk1 files.  
For this example, we will assume it was to a floppy.

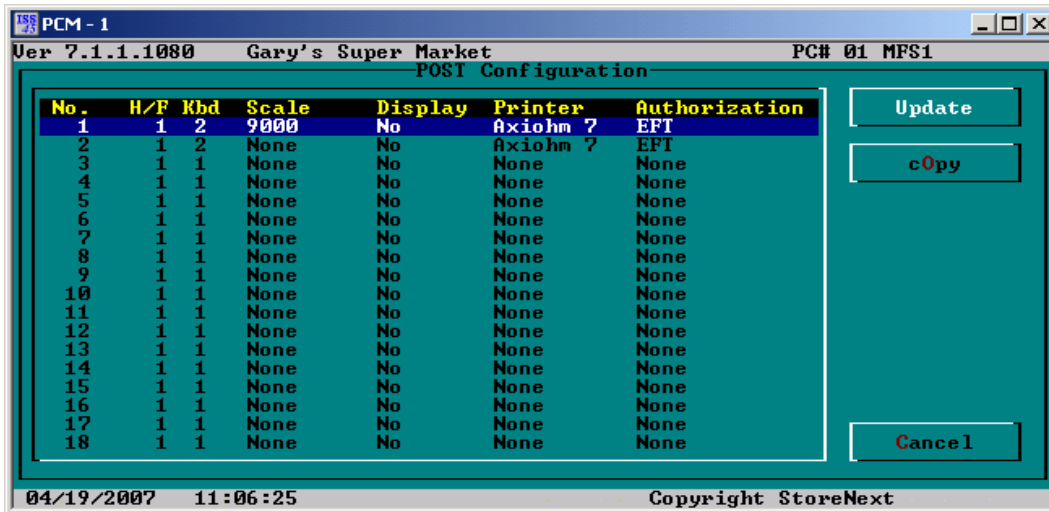


Type: A:\install on the command line, then hit ENTER.  
Answer any question posed by the installation program

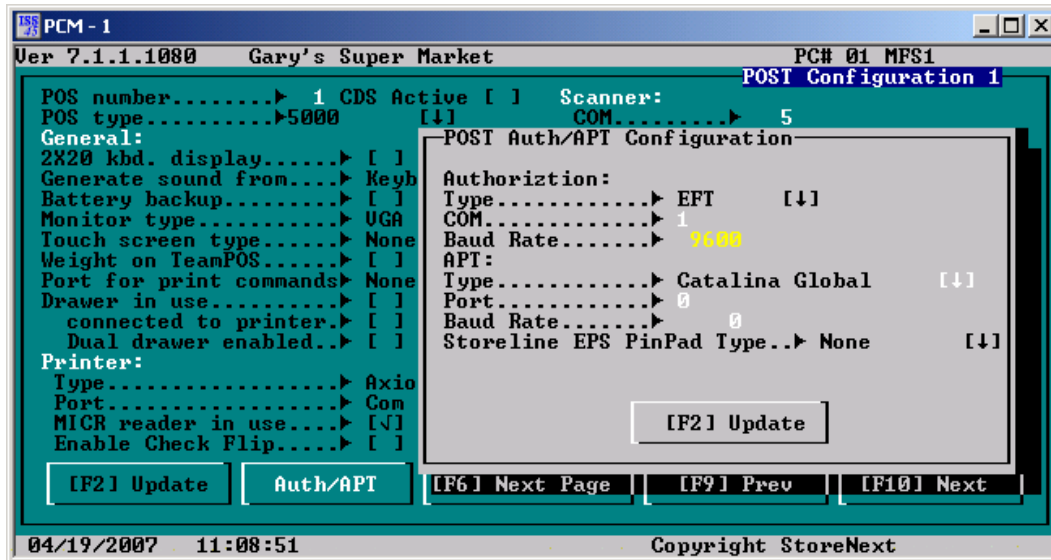
# POST Configuration Setup.



Post Configuration Menu Screen



Select Post where Concord EFT will be allowed. This must be done on all EFT Posts.

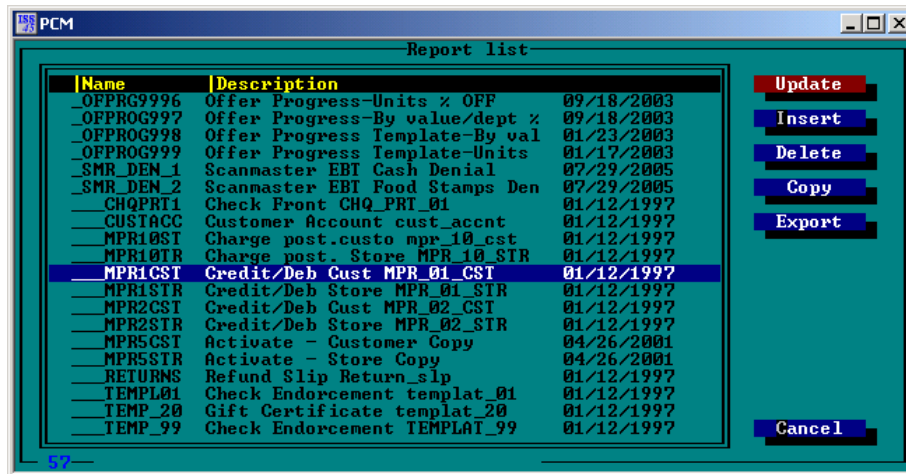
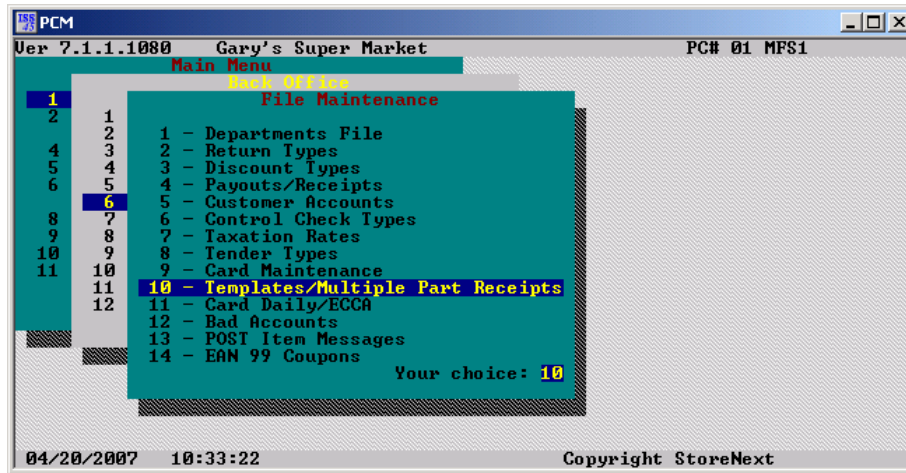


Select the Auth/APT tab.

In the Authorization section:

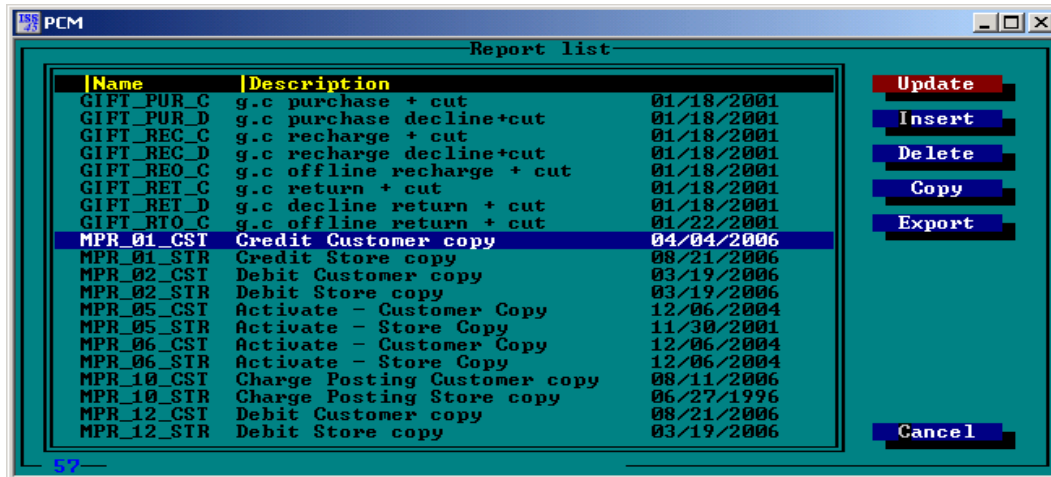
- Type: = EFT
- COM = RS232 port connected to the Pin Pad
- Baud Rate: Set to 9600. You can set this to any value other than 9600 and it will generate a log file, used for diagnostic purposes. The log, called poscon.log, will grow unchecked on the post. To automatically truncate, a batch file called UPOS\_EOD.BAT has been included with this install. This can be placed in the "program files\posware\winpos" directory of the post to control the size of the log. Feel free to modify the truncation size if you wish.

### Template maintenance:



The import function will deposit 6 templates in the file, namely:

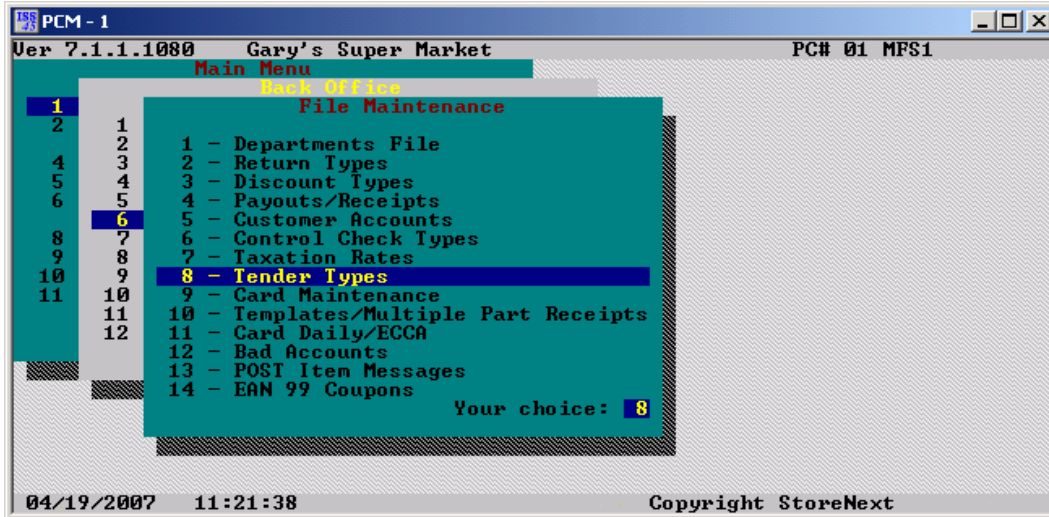
- :\_\_MPR1CST and \_\_MPR1STR : Customer and Store copy, with signature line
- \_\_MPR2CST and \_\_MPR2STR: Customer and Store copy, without signature line
- \_\_MPR5CST and \_\_MPR5STR Customer and Store copy, activation style



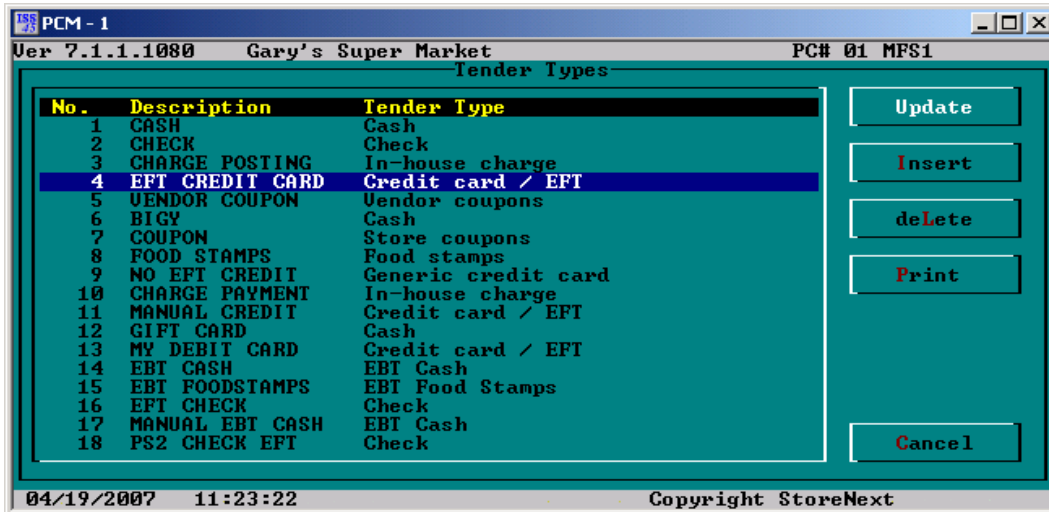
Using the copy function, copy one or all the off the original templates to a number in the form of MPR\_xx\_CST and MPR\_xx\_STR. i.e, if you want just a customer copy of a credit slip, copy \_\_\_MPR1CST to MPR\_01\_CST. If you want a store copy as well, then copy \_\_\_MPR1STR to MPR\_01\_STR. You would then enter a '1' into the multi-part receipt number of the tender record to tie the template to the tender. You can also modify the templates as you see fit. The only fields needed are labeled EFT\_DAT\_01 through EFT\_DAT\_10, which is where up to 10 lines of receipt information are printed when received from Concord.

NOTE: The template numbers 1, 2 and 5 are arbitrary. You can copy these to any unused number that you wish., that isn't being used. For example, you could copy \_\_\_MPR1CST to MPR\_27\_CST.

## Tender Records Setup



Tender Maintenance Menu Screen



Sample tender list after addition of tenders for EFT

PCM  
Ver 7.1.1.1050 Gary's Super Market PC# 01 MFS1  
Tender Maintenance Page 1

Tender number.....>> 4  
Tender name.....>> EFT CREDIT CARD  
Type of tender.....>> Credit card / EFT  
Maximum value.....>> 999.99 CC.>> 0  
Minimum value.....>> .01 CC.>> 0  
Maximum value in ticket.>> 999.99 CC.>> 0  
Maximum times in ticket.>> 3 CC.>> 0  
Overtender value.....>> 1000.00 CC.>> 0  
Floor limit.....>> 10.00 CC.>> 4  
Loan amount.....>> .00 CC.>> 0  
Maximum purchase amount.>> .00 CC.>> 0  
Open drawer.....>> None  
Automatic purchase of...>> None

[ ] Overtender allowed [ ] SUR at Cancel/subtract  
[ ] Refund allowed [ ] Value not required  
[ ] Tender bankable [ ] Value not req. for neg.  
[ ] SUR keylock required [ ] Purchase allowed  
[ ] Cancel/subtract inhibit [ ] Tender has float  
[ ] ROA/Payout allow [ ] Automatic opening float

[F2] Update  
[F4] Control Checks  
[F6] Next Page  
[F8] List  
[F9] Prev  
[F10] Next

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Example of Tender screen : This one for is for credit cards. You must set up a tender record for each type of tender you will allow to be entered by the customer, and also for each type of tender you will allow to be entered by the cashier (manual entry).

Type of tender:

- Credit card = Credit card/ EFT
- Debit card = Credit card/EFT
- EBT Cash = EBT CASH
- EBT Food stamps: EBT Food Stamps
- Gift card = Cash
- ACH = General Tender
- EFT Check = check

Purchased allowed: Optional for anything but Credit and EBT Food stamps.  
Over tender Allowed: Optional for anything but Credit cards.

PCM Ver 7.1.1.1080 Gary's Super Market PC# 01 MFS1 Tender Maintenance Page 2

EFT CREDIT CARD SWIPE CARD

Account prompt.....> SWIPE CARD

MCR timeout.....> 0

MCR misread.....> 0

MCR misread number 0-9...> 4

Endorsement temp number...> 0

Print template.....> [ ]

Template number.....> 0

EFT description.....> Print multi-part receipt [↕]

Multi-part receipt.....> 120

ECA timeout value.....> Entered by customer [↕]

Acc. number required.....> [ ]

Check number required...> [ ]

Bank number is required...> [ ]

Card type.....> Credit [↕]

Scan barcode as account...> None [↕]

Multiple-Part receipt No.> 1

[ ] CDU on account [ ] Use ECA log on this media

[ ] Use ECA on this media [ ] Signature check

[ ] Check bad account [ ] MCR allowed

[ ] Check enhanced bad acc.[ ] Use card ranges

[ ] Author. on receipt [ ] Print receipt on denial

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Page 2 example (for non-check tenders)

- Multi-part receipt: Select “Print multi-part receipt”
- ECA timeout value: 120 suggested
- Acc. Number required: Entered by Customer or Entered by Cashier.
- Card type: Credit for Credit Card, Debit for Debit Card and EBT. Use the “don’t care” selection for all others
- Multiple-part receipt no. Refers to the MPR\_xx.CST or MPR\_xx\_STR templates in the template file. A ‘1’ (one) will print MPR\_01\_xxx, while a ‘2’ (two) would print MPR\_02\_xxx. Traditionally, MPR\_01\_xxx includes a signature line, while MPR\_02\_xxx does not. However, you can add your own templates using template maintenance for any numbers up to 99.
- Use ECR on this media (mandatory)
- Authorization on receipt: Optional but suggested.
- Signature check: Do not use.
- MCR optionally allowed for “Entered by Cashier”.
- Use card ranges. Suggested for “Entered by Customer”, mandatory for “Entered by Cashier”.
- Print receipt on denial. Optional

PCM Ver 7.1.1.1080 Gary's Super Market PC# 01 MFS1 Tender Maintenance Page 2

EFT CHECK

Account prompt.....> EFT CHECK

MCR timeout.....> 0

MCR misread.....> 0

MCR misread number 0-9...> 0

Endorsement temp number...> 0

Print template.....> [ ]

Template number.....> 0

EFT description.....> [F5] Prev Page

Multi-part receipt.....> No receipt [↓]

ECA timeout value.....> 120

Acc. number required.....> Entered by cashier [↓]

Check number required...> [ ] [F6] Next Page

Bank number is required...> [✓]

Card type.....> Don't care [↓]

Scan barcode as account...> None [↓]

Multiple-Part receipt No...> 0 [F8] List

[ ] CDU on account [✓] Use ECA log on this media [F9] Prev

[✓] Use ECA on this media [ ] Signature check

[ ] Check bad account [ ] MCR allowed

[ ] Check enhanced bad acc.[ ] Use card ranges [F10] Next

[ ] Author. on receipt [✓] Print receipt on denial

04/19/2007 14:29:31 Copyright StoreNext

Page 2 for check tenders (where cashier enters the check information)

- Multi-part receipt: set as you wish.
- Acc. Number required: Entered by cashier
- Bank number required: Required
- Card type: Don't care
- Multi-part receipt: set as you wish
- Use ECA on this media: Required

PCM Ver 7.1.1.1080 Gary's Super Market PC# 01 MFS1 Tender Maintenance Page 3

EFT CHECK

Fee table number(0-5).....> 0

Fee type.....> Cashback [↓]

Multiple endorsement.....> [ ]

Endorsement start line.....> 0

Endorsement number of lines.....> 0

Currency rate.....> .000

MICR reader in use.....> [ ]

MICR account number format.....> None [↓]

Use check definition file.....> [ ]

Use ECCA on this media.....> [ ]

ECCA template.....> 0

Preset amounts.....>

.00	.00	.00	.00	.00
.00	.00	.00	.00	.00

[ ] State code required

[ ] Payment prohibited

[ ] Foreign currency

[ ] Foreign currency change allow

[ ] Additional tender information

[ ] Gift Certificate

[F2] Update

[F5] Prev Page

[F8] List

[F9] Prev

[F10] Next

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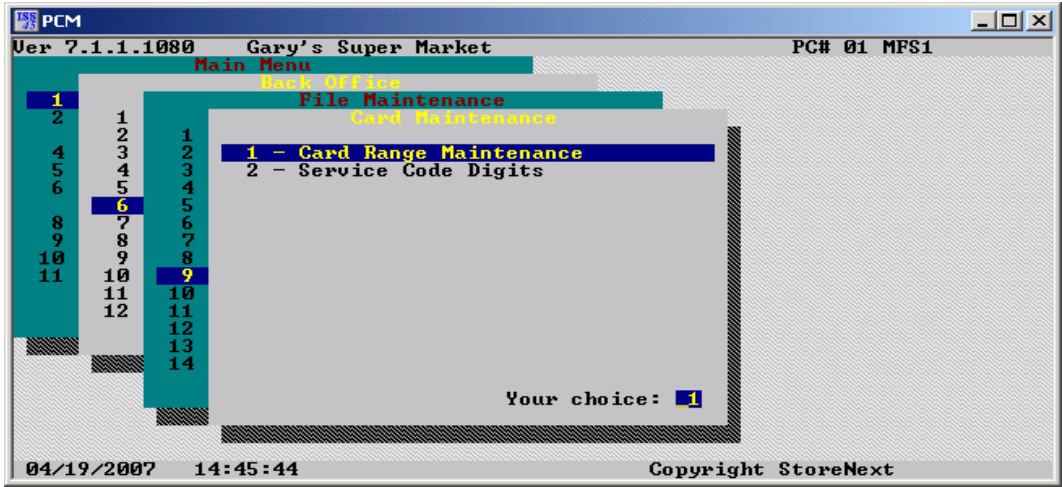
Page 3 for check tenders (where cashier enters the check information):

- MICR reader in use (if the post has one). You must also set the ‘MICR reader in use’ in the Post Configuration for the post.
- Manual keyboard entry will require the cashier to enter the checking account number, followed by the bank number, when prompted.

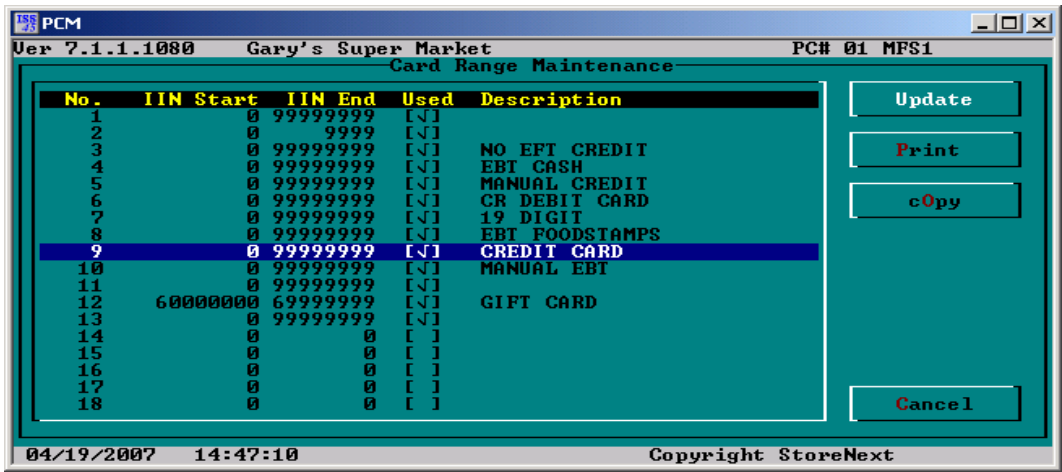
NOTE: If you wish to read the check via an external check reader that is attached via the PS2 keyboard port on the Post:

- Set account number required: Entered by customer.
- External reader must be programmed to send the bank number, immediately followed by the checking account number (no gaps).
- Manual keyboard entry will require the cashier to enter the bank number, immediately followed by the checking account number, when prompted.

# Card Range Maintenance



Card Range Maintenance menu screen.



Card Range selection screen.

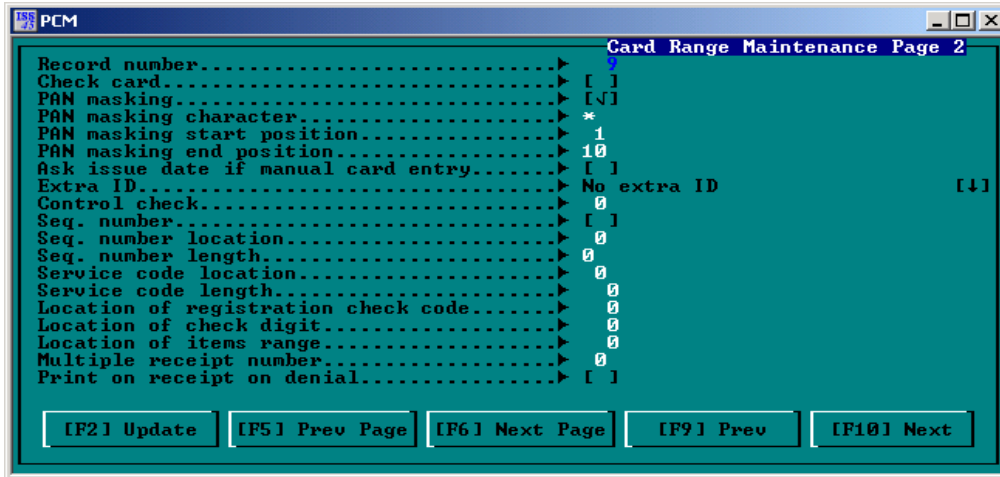
PCM Card Range Maintenance Page 1

Record number.....	9		
IIN start...>	0	End...>	99999999
PAN length.....>	13		<input type="checkbox"/> Range in use
Maximum PAN length.....>	19		<input type="checkbox"/> Sales allowed
Minimum length Track 2.....>	0		<input type="checkbox"/> Refund allowed
Tender number.....>	4	EFT CREDIT CARD	<input type="checkbox"/> Purchase allowed
Tender description.....>	CREDIT CARD		<input type="checkbox"/> Force authorization
Tender type.....>	Credit card / EFT		<input type="checkbox"/> Credit or Debit
Scheme min value.....>	-.00		<input type="checkbox"/>
Scheme max value.....>	.00		<input type="checkbox"/> Use following flags:
Scheme floor option.....>	Tender amount		<input type="checkbox"/> Expiry Date required
Scheme daily count.....>	0		<input type="checkbox"/> Card Issue required
Expire date start position.....>	0		<input type="checkbox"/> Start Date required
Scheme floor limit.....>	-.00		<input type="checkbox"/> Date format
Scheme daily limit.....>	-.00		<input type="checkbox"/> [ ]=MMYY, [ ]=YYYY
PAN layout 1.....>	5		<input type="checkbox"/> Cont. on valid. fail
PAN layout 2.....>	5		<input type="checkbox"/> Tender predefined
PAN layout 3.....>	5		<input type="checkbox"/> Variable PAN Length
PAN layout 4.....>	4		<input type="checkbox"/> Fly buys
PAN layout 5.....>	0		

[F2] Update [F6] Next Page [F8] List [F9] Prev [F10] Next

- Only used if “check card ranges” is selected in the tender record.
- Must be set up to mirror the card ranges allowed by the Concord EFT system. i.e. If entered by the customer, you don’t want to reject a card that has been accepted by the EFT system.
- If you don’t need to be specific, you can set up a general range which starts at 0 and ends with 99999999,
- You must set up a card range for each PAN length accepted for that tender. Again, follow the rules established by the EFT system.  
NOTE: You may set up just one card range for the tender if you use the variable PAN Length option. In this case, set the PAN Length entry to the minimum length, the Maximum PAN length to the maximum length, and set the Variable PAN length flag on.
- If the card range is used with a manual entry tender, then you must set the “Use following flags” and “Expiry Date Required” flags. NOTE: IF the Concord system is at a level greater than 1.6, then the date is not mandatory for EBT.
- The “Tender Type” and “Credit or Debit” settings must match the settings in the tender record.
- Set “Minimum length Track 2” to zero.
- If you set the Multi-part receipt number to anything other than zero, it will override the multi-part receipt number in the tender record.
- PAN Layout 1-5: Indicates how the account number will be displayed on the receipt and audit.

NOTE: The system reads the card range file from beginning to end. Once the entered number fits a card range record (the first 8 digits fall from the start to the end numbers), the other characteristics (PAN Length, tender type, card type) are checked against the tender record that is indicated in the card range. If it fails to check out, the search will terminate with an error UNLESS the “Continue on validation fail” flag is set.



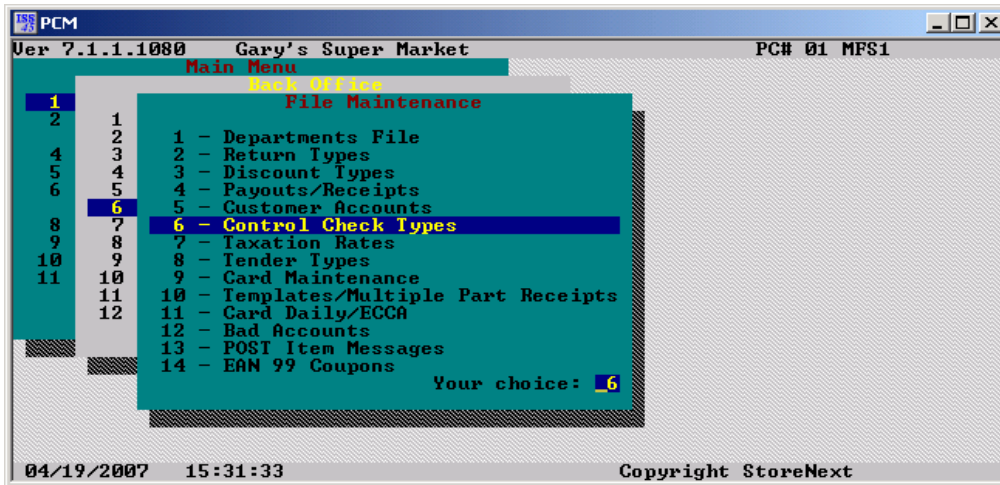
Card Range Maintenance Page 2 is used to set up the PAN Masking.

NOTE: For variable PAN Length, the actual ending mask position is calculated using the formula: Actual Account number size – PAN Length + Masking End

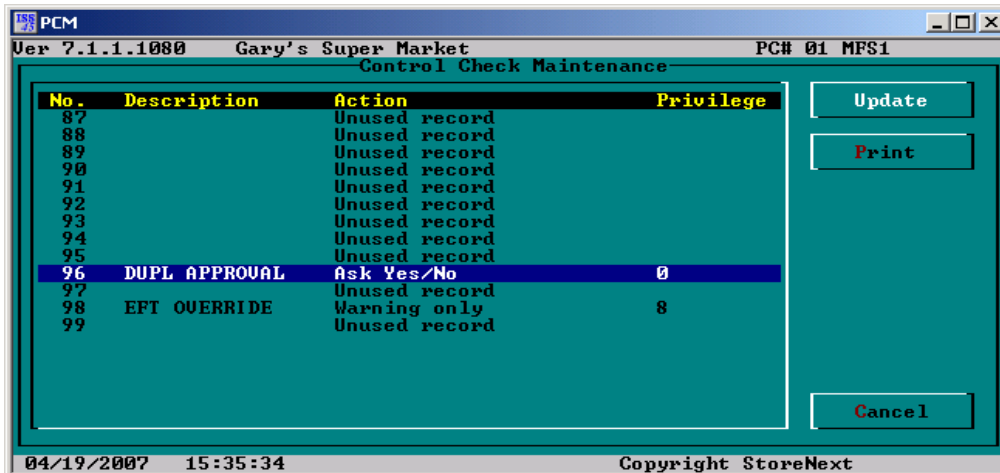
For example:      Pan Length : 13  
                       Max PAN Length: 19  
                       Masking start: 3  
                       Masking end: 10

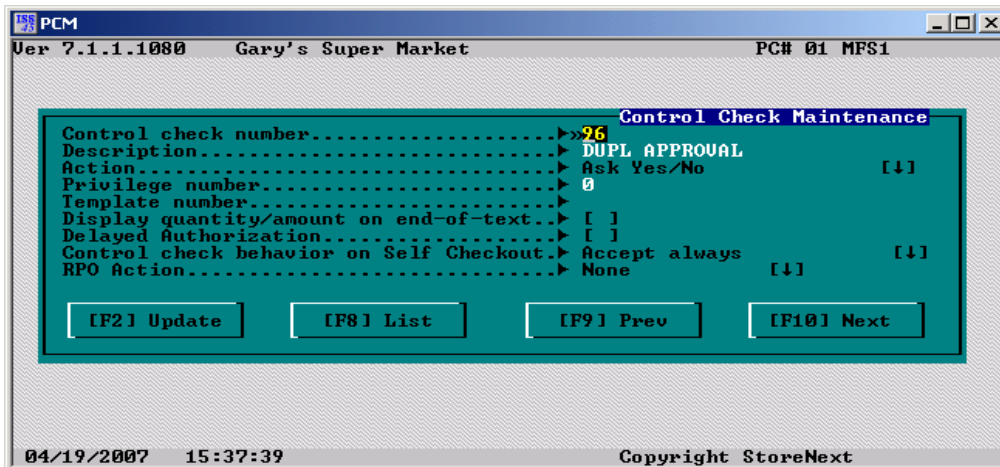
Account Number size	Adjusted Mask Ending	Resulting Mask
13	10	12** ***** **123
14	11	12** ***** **1 23
15	12	12** ***** ***** 123
16	13	12** ***** ***** *123
17	14	12** ***** ***** **12 3
18	15	12** ***** ***** ***1 23
19	16	12** ***** ***** **** 123

## Control Check Maintenance

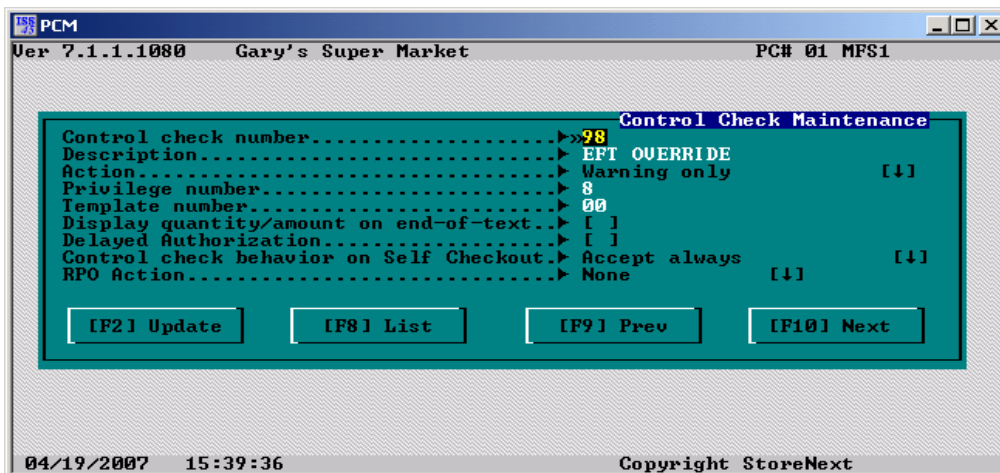


Control Check menu screen.





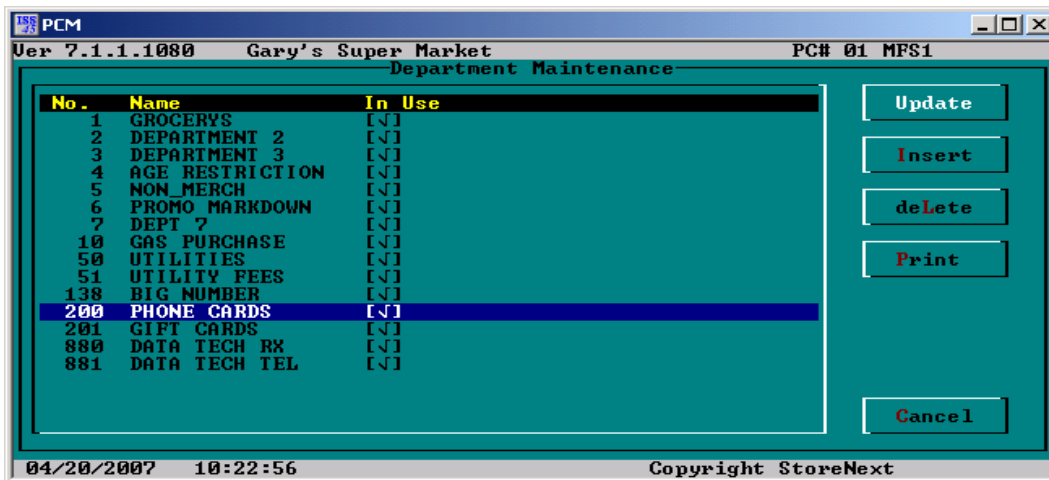
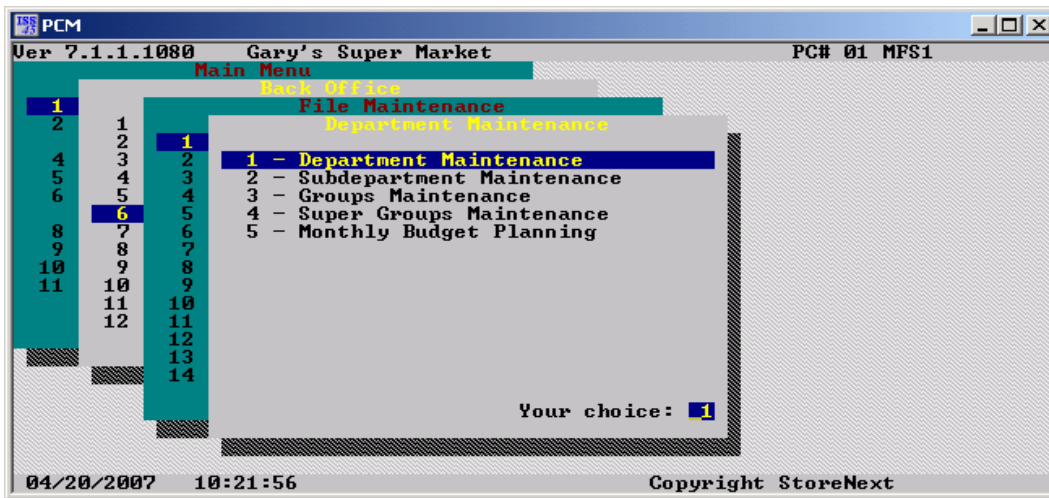
DUPLICATE APPROVAL Control Check. You may optionally set a control check to warn the operator (and possibly ask for manager approval) if Concord rejects a transaction due to a duplicate condition. The control check number must be 96.



Check of ACH Override Control Check. If the host returns this message, a control check 98 will be called. In this case, Concord is looking for a manager number to approve the override. Consequently, the following rules apply:

- You must set up a Control check with a privilege number that the cashier does not have and the Action set to “warning only”. This will cause the system to ask for a supervisor number to accept the control check.
- The actual manager number sent to Concord consists of the entered supervisor number preceded by four 9’s. For example, if the supervisor number is 36, then 99990036 will be sent to Concord. The store must insure that all valid manager numbers are sent to Concord to be set up in the host system. Otherwise, Concord will respond to the override message with an “Invalid Manager” error.

## Gift and Phone card Sales: Department File Maintenance:

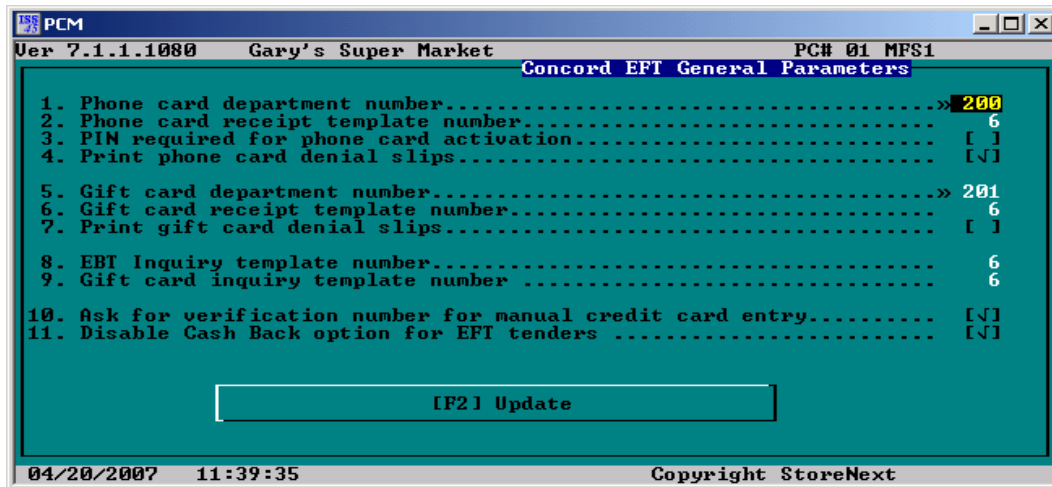


- If you sell phone cards, set up a department specifically for phone cards.
- If you sell gift cards, set up a department specifically for gift cards.  
You will later tie a PLU to one of these departments, which is how the system detects the presence of a gift card or phone card sale in the customer transaction.

## Concord Special Parameter Maintenance:

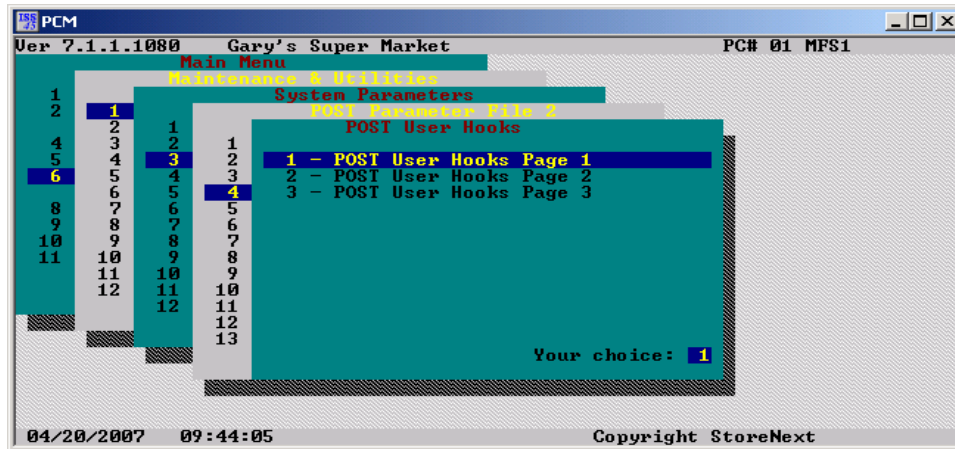
From the main ISS45 menu, you must first exit to DOS.

On the command line, enter: conmaint

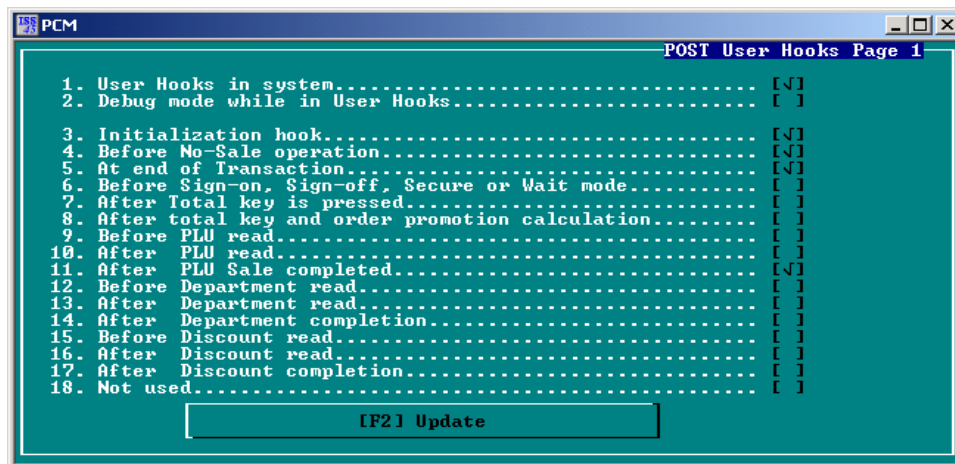


- Enter the phone card department number. Use F8 to get a list of departments.
- Enter the phone card receipt template number
- Check the box if PIN is required for phone card activation
- Check the box if denial slips are to be printed when called for.
- Enter similar information for gift cards.
- Enter a template number for EBT and Gift card inquiries.
- Check the box if you are required to supply a verification number for manual credit card entry
- Check the box if you don't want a Cash Back option to be offered.

## EBT/Gift Inquiry and Gift/Phone Card Activation

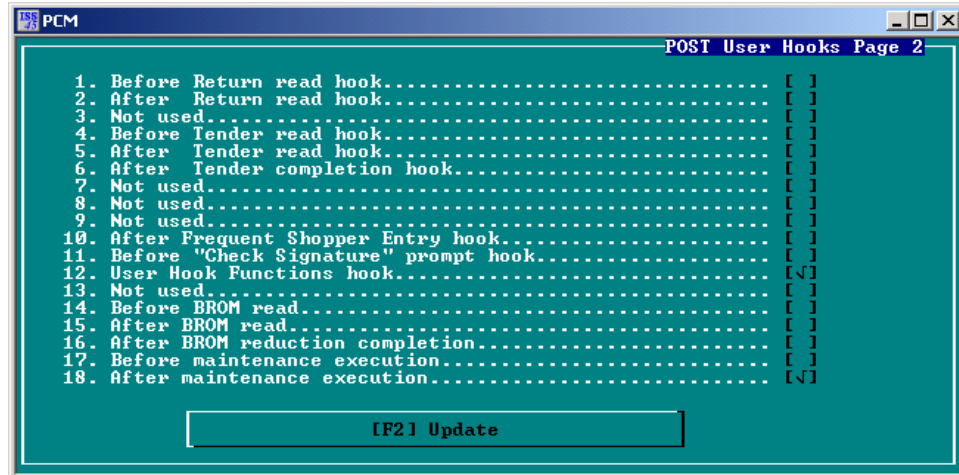


Menu selection for POST User Hooks Page 1 and Page 2



Set on the following flags on Page 1.

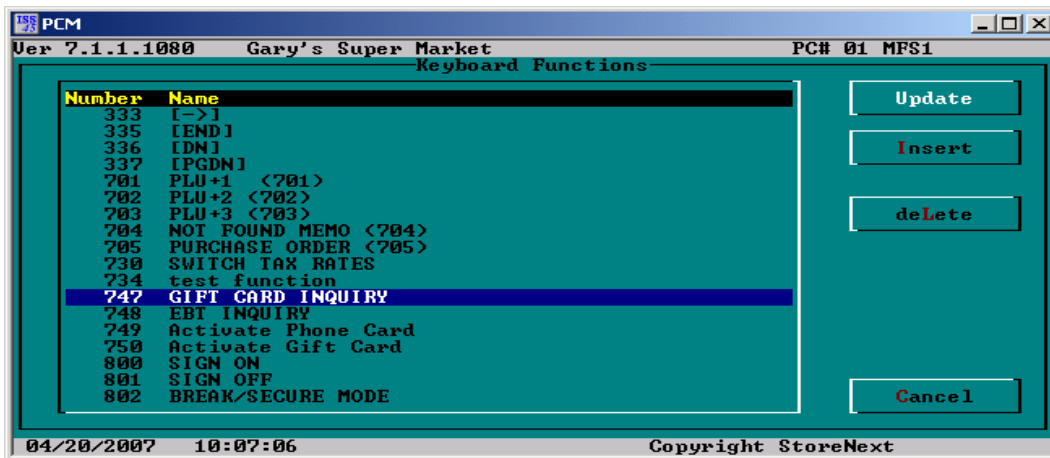
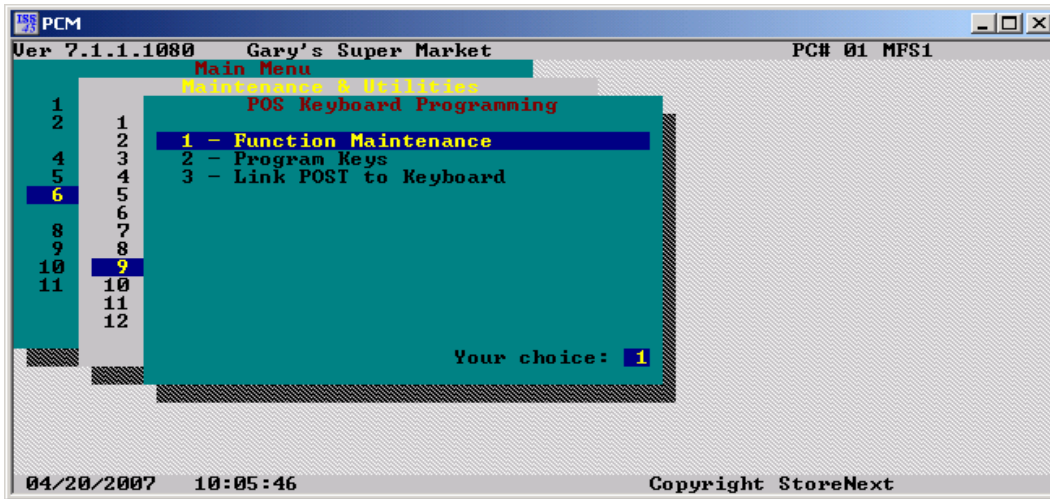
- 1. User hooks in system
- 3. Initialization hook
- 4. Before No-Sale operation
- 5. At end of transaction
- 11. After PLU sale completed



Set the following flags on Page 2:

- 12 User Hook Functions hook (Optional – to activate unique key functions (see next section).
- 18. After maintenance execution.

## Optional Keys: Gift/Phone activation, EBT\Gift Inquiry

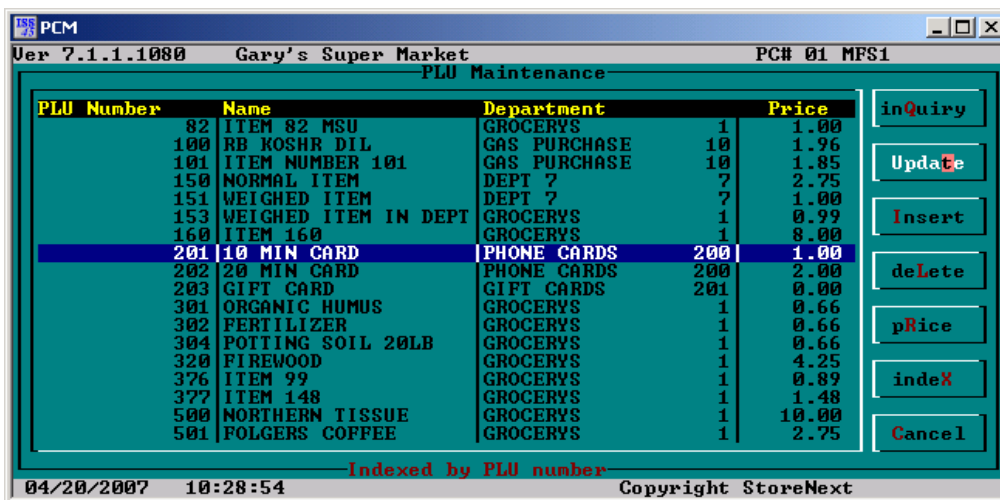
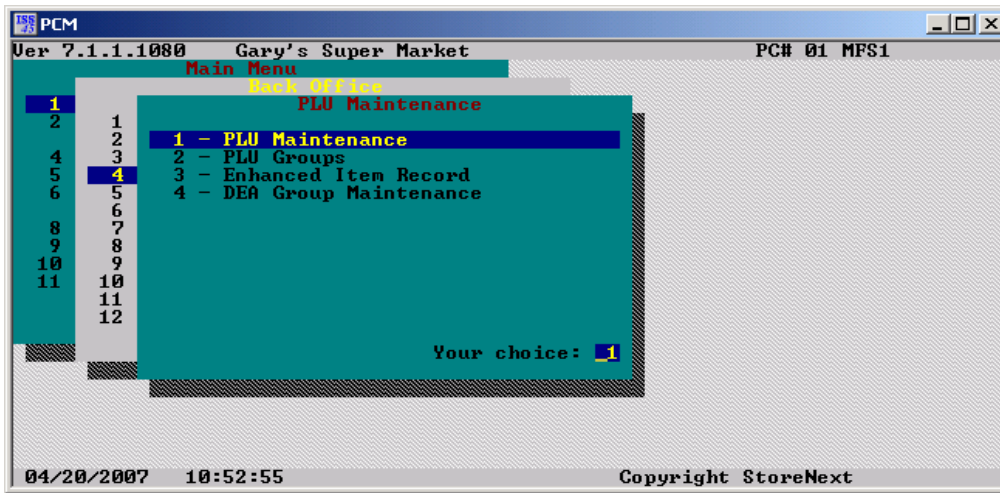


You can optionally add the following functions to your system, and subsequently assign the functions to a key on your keyboard, or add to the back office sales menu.

- Function 747 – Used to obtain balances from a gift card.
- Function 748 – Used to obtain balances from an EBT card.
- Function 749 – Used to manually activate a phone card
- Function 750 – Used to manually activate a gift card

NOTE: Phone and gift card activation will occur automatically, if a purchase is detected in the order. Functions 749/750 would only be used on special occasions, and probably from a service desk, under high privilege or managerial control.

## Gift and Phone card sales: PLU Maintenance.



- Set up as many phone cards as you wish, assigning them to the phone card department
- Set up as many gift cards as you wish, assigning them to the gift card department.
- Set the 'Inhibit qty/repeat' flag on.
- Enter a meaning title in the first 16 characters of the POST item description, since this will be displayed on the pin pad. i.e. "10 MIN PHONE CRD" or "\$25 GIFT CARD".