

## Technical Bulletin

### ISS45 V8 Setup With the Concord Interface

ISS45-TECH-07:25  
November 20, 2007

The following pages provide the instructions for configuring and installing the Concord Interface with ISS45 V8.

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## Setup Procedures for ISS45 Version 8 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.

### Overview 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/card validation for any tender that requires them (page 12)
- Optionally, add control checks 96 and 98. (page 16)
- If selling Phone and/or Gift Cards, add departments (page 18).
- Run CONMAINT to set up unique Concord parameters (page 19)
- If selling Phone and/or Gift Cards, or allowing balance inquiry for EBT or Gift Cards, set up specified hooks in system (page 20)
- Optionally, add keyboard functions 747 through 750 (page 22)
- If selling Phone and/or Gift Cards, set up PLUs needed to sell them (page 23)

#### 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. These may vary from release to release, and the store menu may differ.

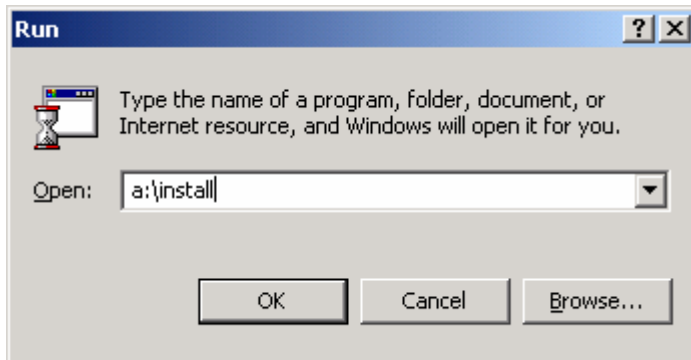
This document explains settings that are unique to Concord. It should be used in conjunction with the official ISS45 back office documentation.

## Install Concord Back Office Parameter Program

Go to “Start”, “Run”

Insert media containing the unzipped concord.dk1 files.

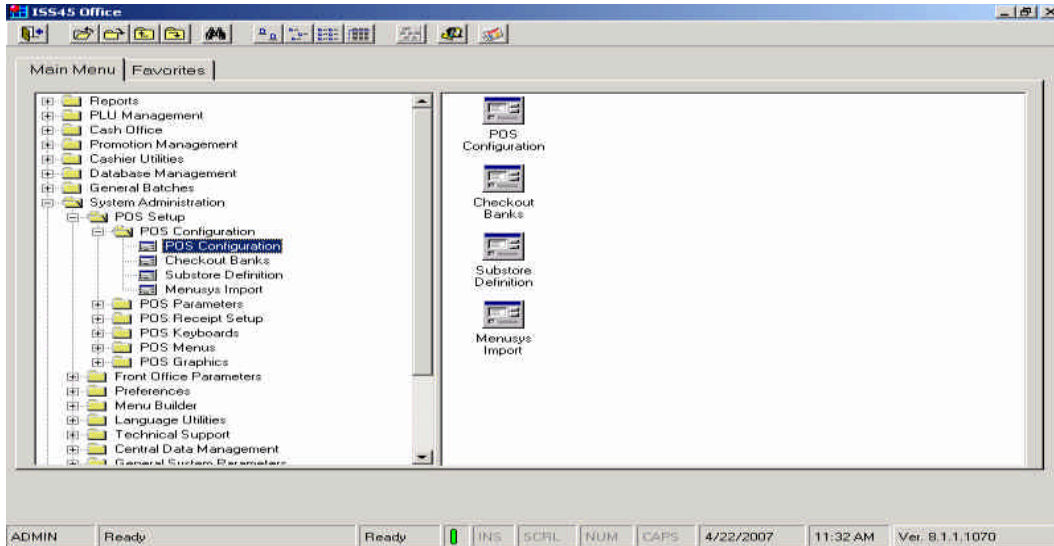
For this example, we will assume it was to a floppy.



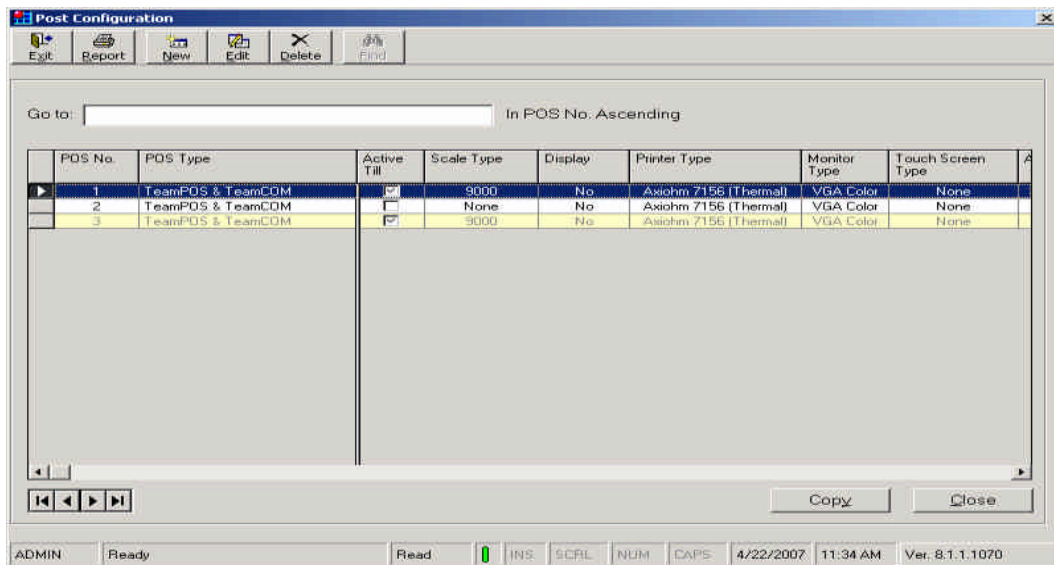
Type: A:\install, then hit ENTER.

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.

The screenshot shows the 'Post Configuration' dialog box with the 'Auth - EFT - I/F' tab selected. The 'Authorization' section is expanded, showing 'Type' set to 'EFT', 'Port' set to 'Com1', and 'Baud Rate' set to '9600'. The 'Interfaces' section shows 'Type' set to 'None', 'Port' set to 'None', and 'Baud Rate' set to 'None'. The 'EFT' section includes 'Location' set to '0', 'Host's IP address' (empty), 'Host's Port number' set to '0', 'EFT Application program Version' (empty), 'EFT Application parameters Version' (empty), 'PinPad Unit type' (empty), 'Allow Reconciliation' (unchecked), and 'PinPad Customer Display' (unchecked). The 'Storeline EPS' section shows 'PinPad type' set to 'None'. Navigation buttons (Back, Forward, OK, Cancel, Apply) are at the bottom.

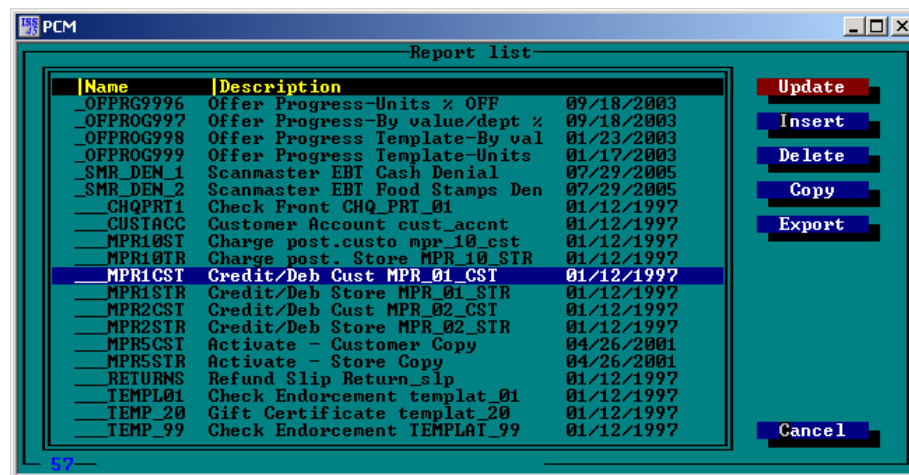
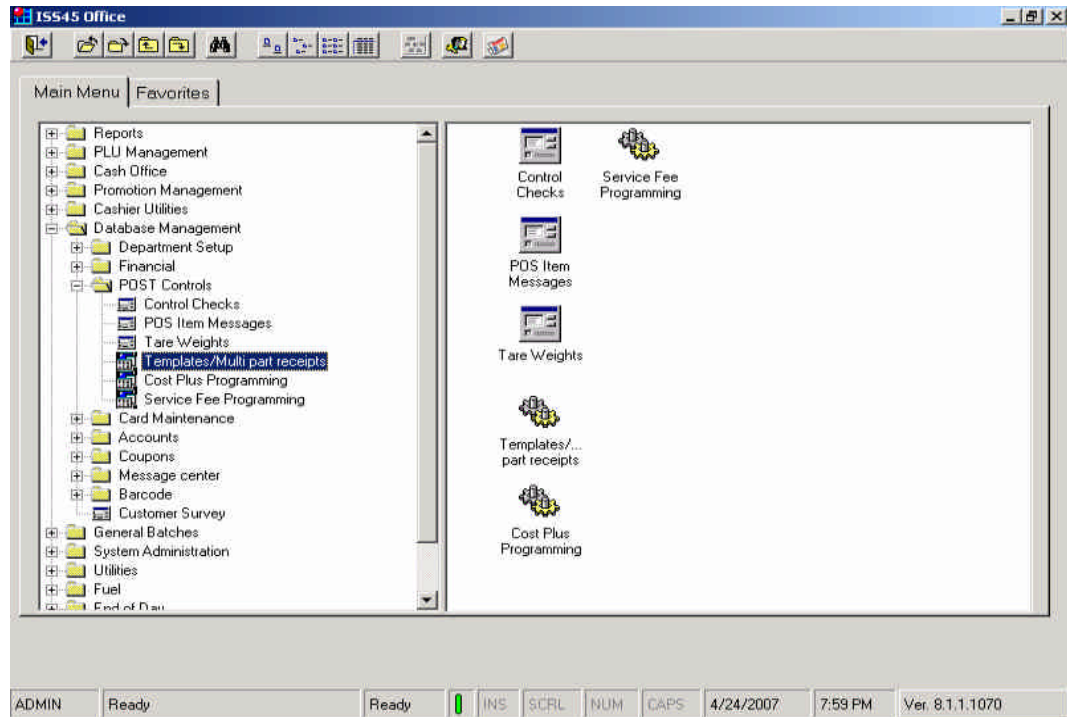
Select the Auth/APT tab.

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.

The other sections are not used for Concord.

## Template maintenance:



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

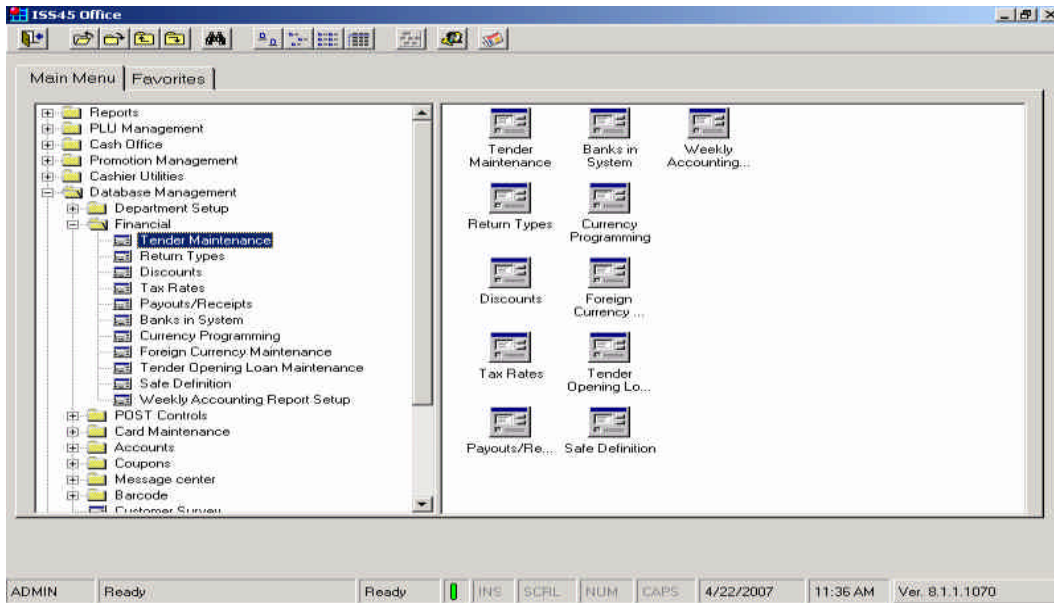
- :\_\_MPR1CST and \_\_MPR1STR : Customer and Store copy, with signature line
- \_\_MPR2CST and \_\_MPR2STR: Customer and Store copy, without signature line
- \_\_MPR5CST and \_\_MPR5STR Customer and Store copy, activation style

Name	Description	
GIFT_PUR_C	g.c purchase + cut	01/18/2001
GIFT_PUR_D	g.c purchase decline+cut	01/18/2001
GIFT_REC_C	g.c recharge + cut	01/18/2001
GIFT_REC_D	g.c recharge decline+cut	01/18/2001
GIFT_REO_C	g.c offline recharge + cut	01/18/2001
GIFT_RET_C	g.c return + cut	01/18/2001
GIFT_RET_D	g.c decline return + cut	01/18/2001
GIFT_RTO_C	g.c offline return + cut	01/22/2001
<b>MPR_01_CST</b>	<b>Credit Customer copy</b>	<b>04/04/2006</b>
MPR_01_STR	Credit Store copy	06/21/2006
MPR_02_CST	Debit Customer copy	03/19/2006
MPR_02_STR	Debit Store copy	03/19/2006
MPR_05_CST	Activate - Customer Copy	12/06/2004
MPR_05_STR	Activate - Store Copy	11/30/2001
MPR_06_CST	Activate - Customer Copy	12/06/2004
MPR_06_STR	Activate - Store Copy	12/06/2004
MPR_10_CST	Charge Posting Customer copy	08/11/2006
MPR_10_STR	Charge Posting Store copy	06/27/1996
MPR_12_CST	Debit Customer copy	08/21/2006
MPR_12_STR	Debit Store copy	03/19/2006

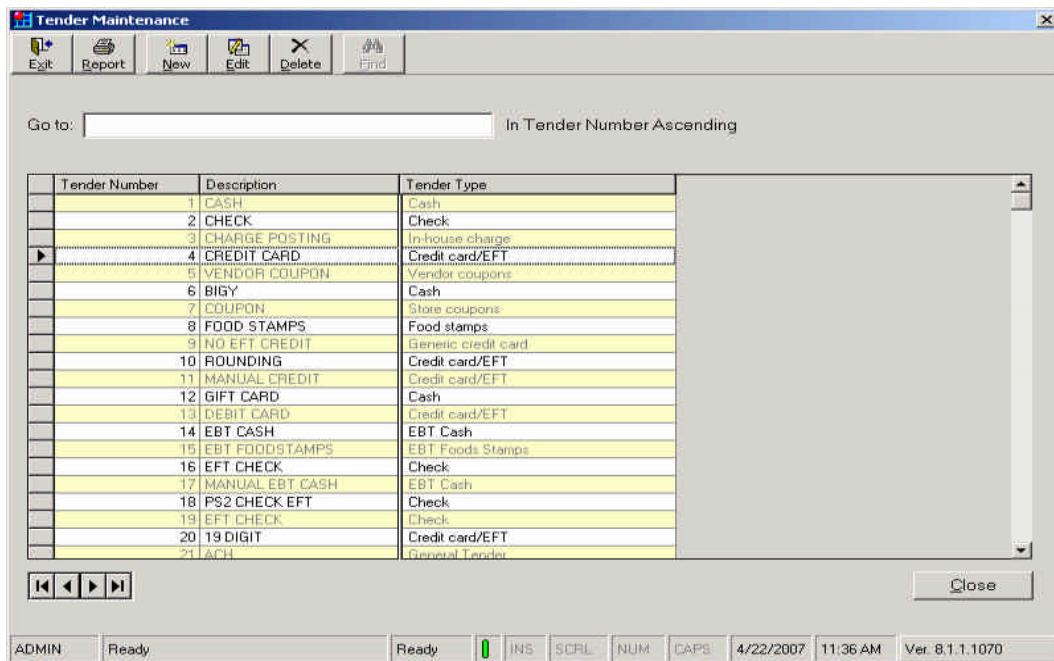
Using the copy function, copy one or all the off the original templates to a number in the form of MPR\_xx\_CST and MPR\_xx\_STR. i.e, if you want just a customer copy of a credit slip, copy \_\_\_MPR1CST to MPR\_01\_CST. If you want a store copy as well, then copy \_\_\_MPR1STR to MPR\_01\_STR. You 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



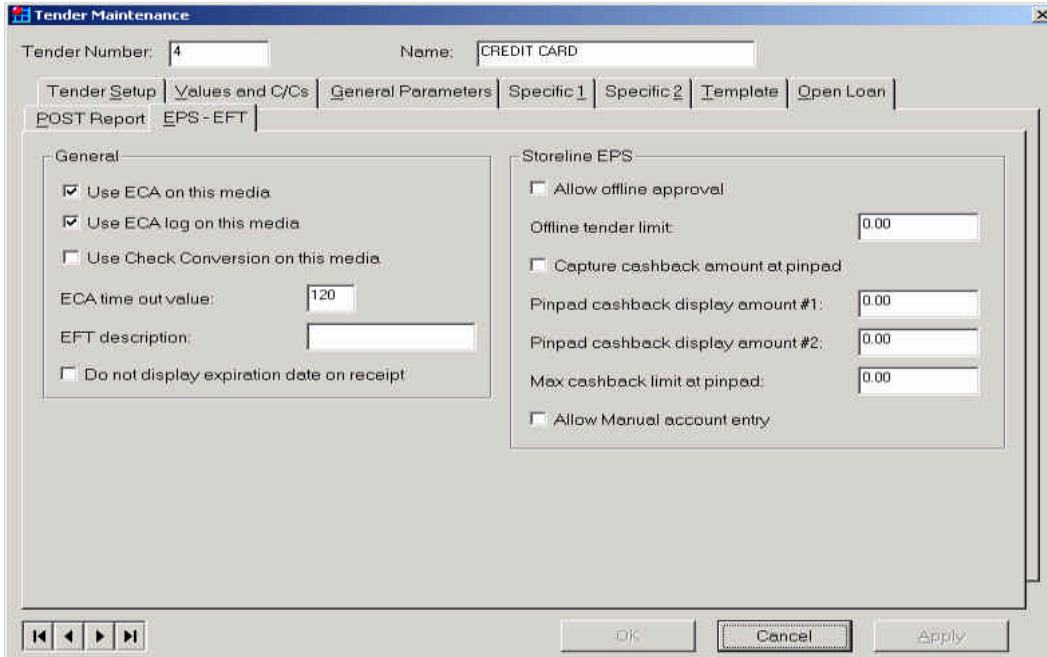
Sample tender list after addition of tenders for EFT

The screenshot shows a window titled "Tender Maintenance". At the top, there are two input fields: "Tender Number:" with the value "4" and "Name:" with the value "CREDIT CARD". Below these are two tabs: "POST Report" and "EPS - EFT". A series of sub-tabs are visible: "Tender Setup", "Values and C/Cs", "General Parameters", "Specific 1", "Specific 2", "Template", and "Open Loan". The "Tender Setup" sub-tab is active. It contains a "Tender Type:" dropdown menu set to "Credit card /EFT". Below this is a section titled "General Control Checks" which includes three dropdown menus: "Daily Value:", "Repeat Tender:", and "Repeat Card No.:" (set to "Number 10"). At the bottom of the window are navigation arrows and three buttons: "OK", "Cancel", and "Apply".

Example of Tender setup screen: This one 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).

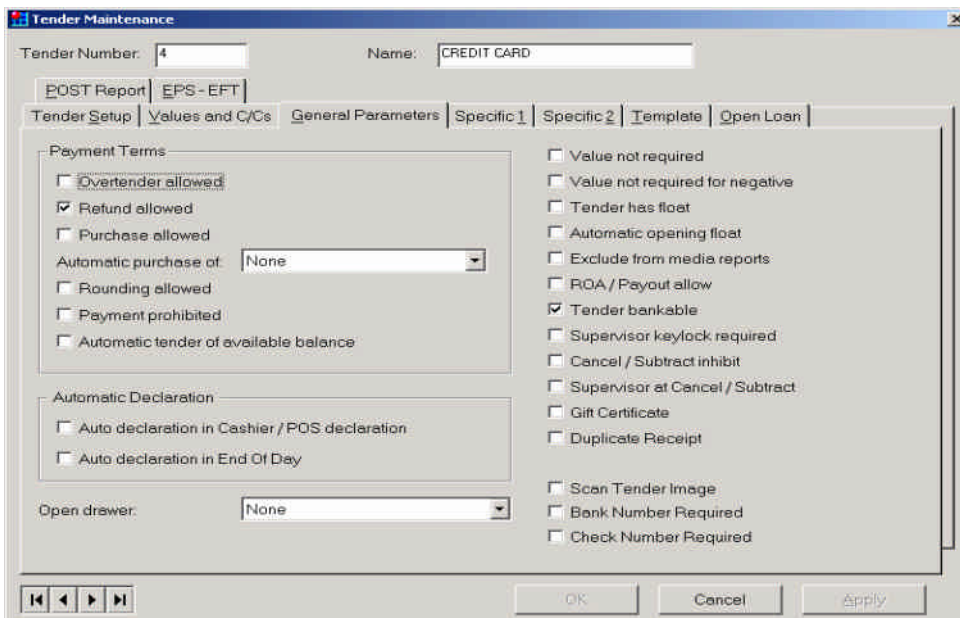
Type of tender:

- 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



Example of EPS-EFT Screen

- Use ECA on this media (mandatory)
- ECA timeout value: 120 suggested
- Use ECA Log on this media
- EFT Description (optional)
- Do not display expiration date on receipt (optional)
- Storeline EPS Section – not used by Concord



## Example of General Parameters Screen:

- Over tender Allowed: Select if overtending is allowed (not for credit cards).
- Refund allowed: Selected if refunds are allowed
- Purchased allowed: Select if this tender can be purchased: For example, check cashing possibilities for a check tender.
- Automatic purchase of: Select option that fits the situation.
- Bank number required is needed for Check tender
- All other options are at the discretion of the store.

The screenshot shows the 'Tender Maintenance' window with the 'General Parameters' tab selected. The tender is identified as 'CREDIT CARD' with a number of '4'. The 'Account Number' section includes options for 'Scan barcode as account' (None), 'Account number required' (Entered by customer), and 'Account prompt' (SWIPE CARD). There are checkboxes for 'CDV on account', 'State code required', 'Check Bad Account', 'Check Enhanced Bad Account', and 'Use card ranges' (checked). The 'MCR allowed' checkbox is unchecked, with input fields for 'MCR timeout', 'MCR misread', and 'MCR misread number 0-9'. The 'Authorization' section has 'Author. on receipt' checked and 'Signature check' unchecked. The 'Service Fee' section shows 'Fee table number (0-5)' as '1' and 'Fee type' as 'Cashback'. The 'Credit/Debit card' section has 'Card type' set to 'Credit'. The 'Check Reader' section has 'MICR reader in use' unchecked and 'MICR Acc. number format' set to 'None'. Navigation buttons (back, forward, home, end) and 'OK', 'Cancel', and 'Apply' buttons are at the bottom.

## Example of Specific 1 screen

- Account Number required: Entered by Customer or Entered by Cashier.
- Use card ranges. Suggested for “Entered by Customer”, mandatory for “Entered by Cashier”.
- MCR optionally allowed for “Entered by Cashier”.
- Authorization on receipt: Optional but suggested
- Signature check: DO NOT USE!!. You don’t want to reject a tender that Concord has already accepted.
- Card type: Credit for Credit Card, Debit for Debit Card and EBT. Use the “don’t care” selection for all others
- MICR reader in use: For checks entered by cashier
- Manual keyboard entry for checks will required the cashier to enter the checking account number, followed by the bank number, when prompted.
- Check Bad Account or Check Enhanced Bad Account. DO NOT USE. Same reason as Signature Check

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

The screenshot shows the 'Tender Maintenance' dialog box with the 'Template' tab selected. The 'Tender Number' is 4 and the 'Name' is 'CREDIT CARD'. The 'Template' tab contains the following fields and options:

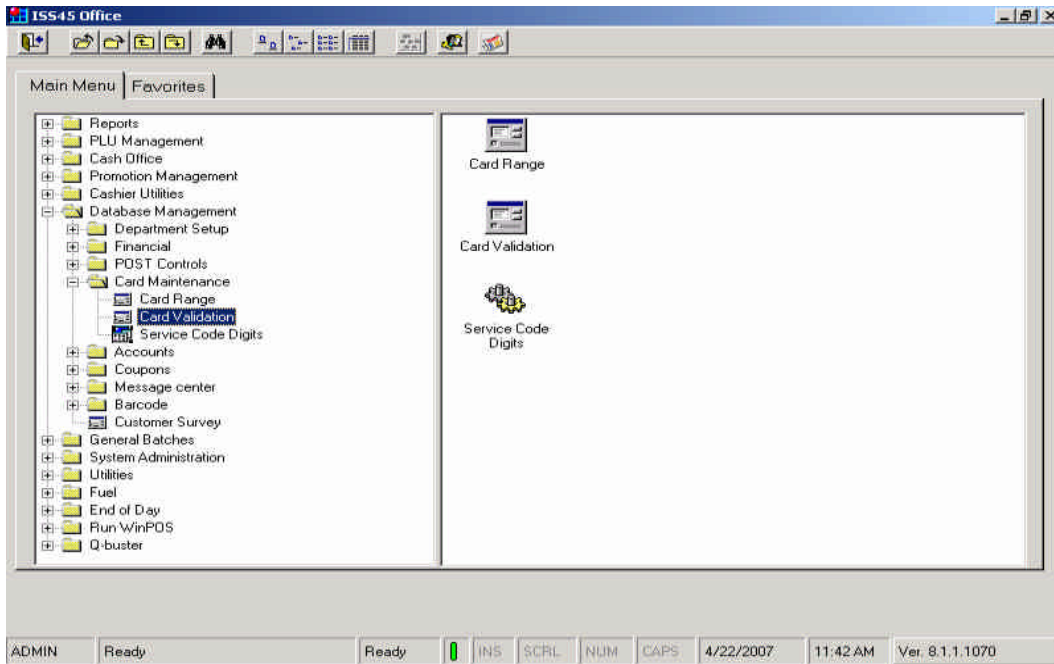
- Print template
- Template number: 0
- Endorsement template No.: 0
- Multi-part receipt: Print Multi-Part Receipt (dropdown menu)
- Multiple-part receipt No.: 1
- Multiple endorsement
- Endorsement start line: 0
- Endorsement number of line: 0
- Retailer information: 0
- Print receipt on denial
- Additional tender information

At the bottom of the dialog box are navigation arrows and buttons for 'OK', 'Cancel', and 'Apply'.

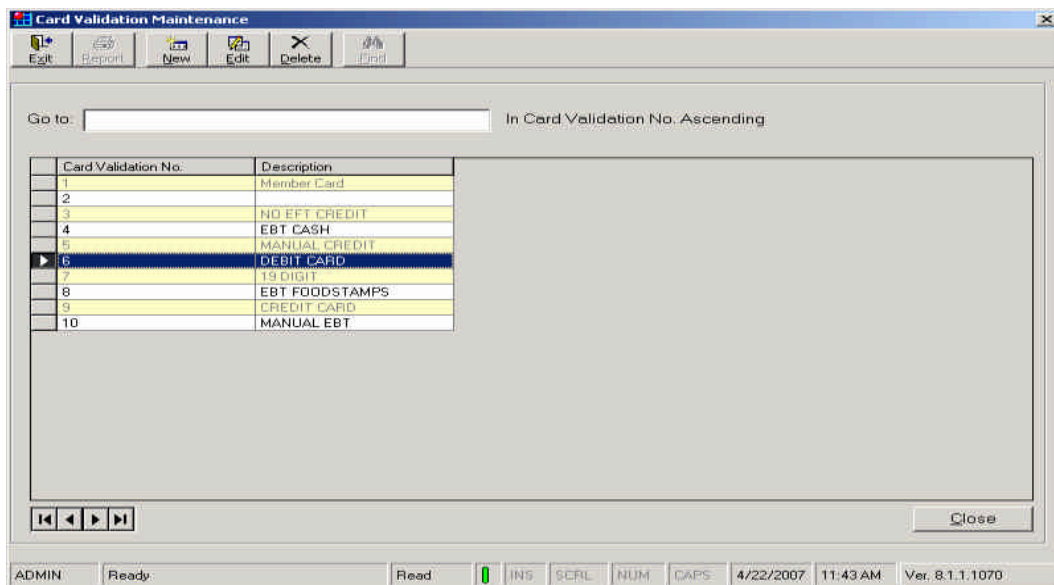
#### Example of Template Screen

- Multi-part receipt: Select "Print multi-part receipt"
- 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.
- Print receipt on denial. Optional

## Card Validation and Card Range Maintenance



Card Range and Maintenance menu screen.



Card validation list showing completed entries for EFT

Card Validation No.  Description:

PAN and Dates | General

PAN  
 PAN length:   
 Variable PAN length  
 Max. PAN length:

Track 2  
 Minimum length:   
 Date is MMY Y

Date required  
 Start Date   
 Expiry Date   
 Validation Period:   
 Expiry Date on key entry  
 Ask Issue Date for Key Entry  
 Date format for Key Entry:

Locations:

Navigation: [Home] [Left] [Right] [End] [OK] [Cancel] [Apply]

- You must set up a card range for each PAN length accepted for that tender. Follow the rules established by the EFT system. NOTE: You may set up just one card range to cover multiple tenders if you use the variable PAN Length option. In this case, set the PAN Length entry to the minimum length, the Max 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 “Expiry Date on key entry” flag and “Date format for Key Entry” to MMY Y. NOTE: IF the Concord system is at a level greater than 1.6, then the date is not mandatory for EBT.

Card Range Maintenance

Go to:  In Card Range No. Ascending

Card Range No.	IIN Start	IIN End	Used	Description
1	0	99999999	<input checked="" type="checkbox"/>	Member Card
2	0	9999	<input checked="" type="checkbox"/>	
3	0	99999999	<input checked="" type="checkbox"/>	NO EFT CREDIT
4	0	99999999	<input checked="" type="checkbox"/>	EBT CASH
5	0	99999999	<input checked="" type="checkbox"/>	MANUAL CREDIT
6	0	99999999	<input checked="" type="checkbox"/>	DEBIT CARD
7	0	99999999	<input checked="" type="checkbox"/>	19 DIGIT
8	0	99999999	<input checked="" type="checkbox"/>	EBT FOODSTAMPS
9	0	99999999	<input checked="" type="checkbox"/>	CREDIT CARD
10	0	99999999	<input checked="" type="checkbox"/>	MANUAL EBT

Navigation: [Home] [Left] [Right] [End] [Close]

ADMIN | Ready | Read |  INS | SCRL | NUM | CAPS | 4/22/2007 | 11:44 AM | Ver. 8.1.1.1070

Card Range selection screen.

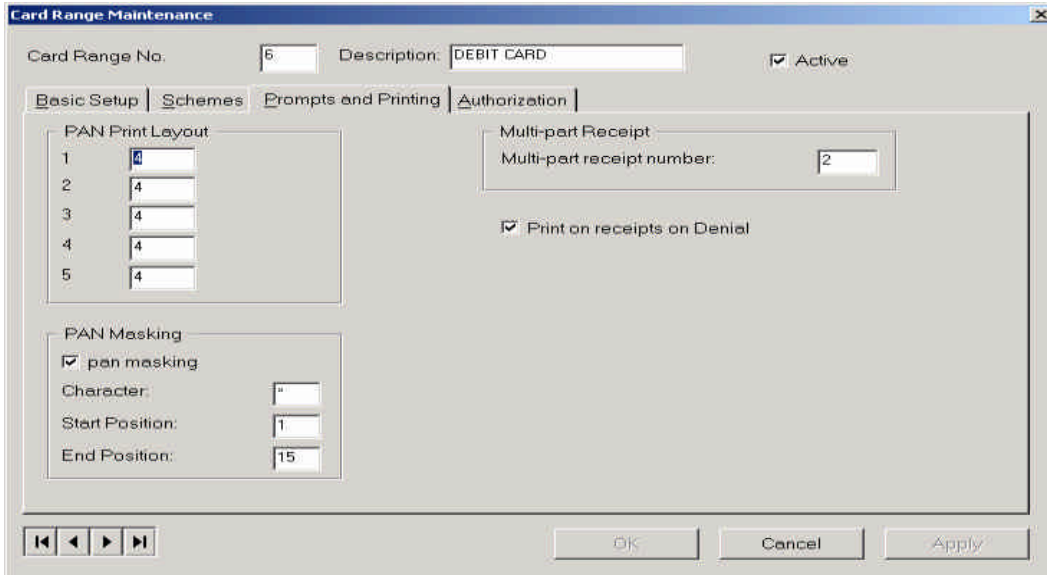
The screenshot shows the 'Card Range Maintenance' dialog box with the 'Basic Setup' tab selected. The 'Card Range No.' is 8 and the 'Description' is 'DEBIT CARD'. The 'Active' checkbox is checked. The 'IIN' section has 'Start' at 0 and 'End' at 99999999. The 'Linked Tenders' section has 'Tender 1' set to 'DEBIT CARD' and 'Type' set to 'Credit card /EFT'. The 'Tender is' section has 'Debit' selected. The 'Card Validation' section has 'Validation' set to 'DEBIT CARD' and 'Continue on validation failure' checked. The 'Allow' section has 'Sales' and 'Refunds' checked, and 'Purchase' unchecked. The 'General' section has 'Card Usage' set to 'Swipe only' and 'Fly Buys' checked. Navigation buttons (back, forward, OK, Cancel, Apply) are at the bottom.

### Basic Setup Screen.

- Only used if “check card ranges” is selected in the tender record.
- If you don’t need to be specific, you can set up a general range which starts at zero and ends with 99999999.
- 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.
- The “Tender Type” and “Credit or Debit” settings must match the settings in the tender record.

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.

### Prompts and Printing Screen



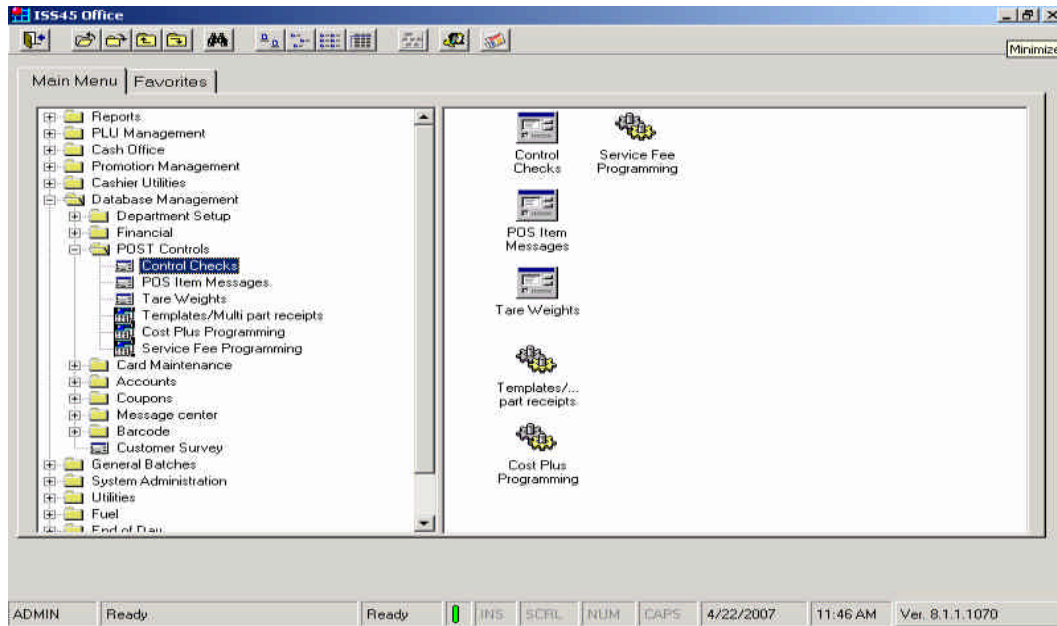
- If you set the Multi-part receipt number to anything other than zero, it will override the multi-part receipt number in the tender record.
- PAN Layout 1-5: Indicates how the account number will be displayed on the receipt and audit.
- PAN Masking. Check the pan masking box to enable pan masking, then specify mask character, followed by the start and end mask positions.

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

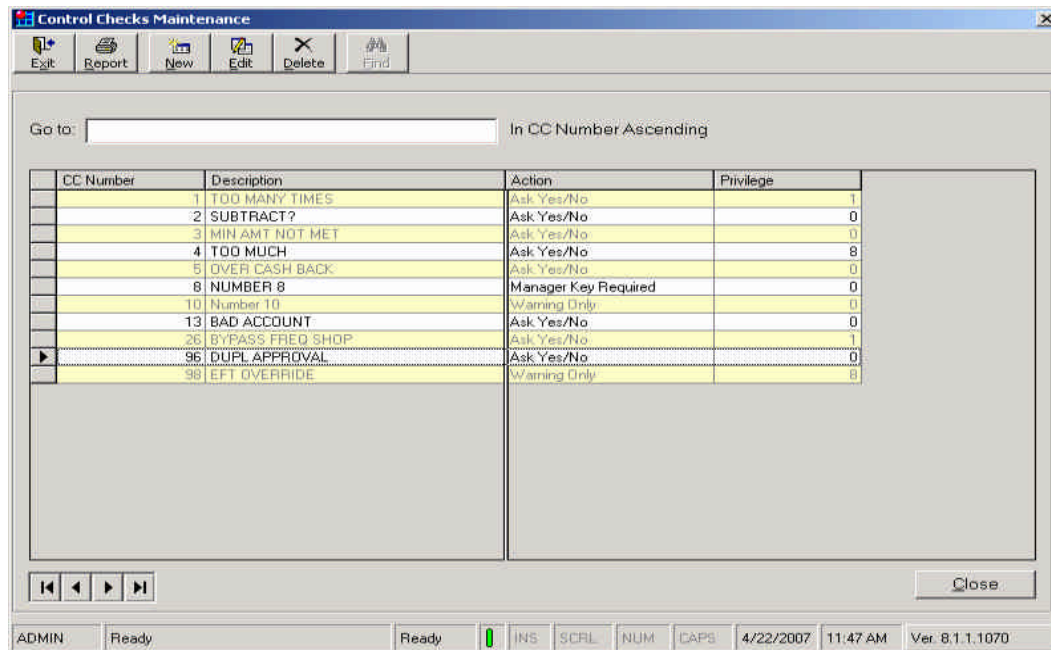
For example:     Pan Length : 13  
                   Max PAN Length: 19  
                   Masking start: 3  
                   Masking end: 10

Account Number size	Adjusted Mask Ending	Resulting Mask
13	10	12** ***** **12 3
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.



Control Checks Maintenance

CC Number: 98

Description: EFT OVERRIDE

Control Check Type: Warning Only

Privilege: 8

Template Number: 0

Control Check Type for Self Checkout: Accept Always

Write to Transaction File When: Not Active

Display Quantity/Amount at end-of-text

RPO Action

None  Inform Only  Allow Approval

Navigation buttons: [Back] [Forward] [Home] [End]

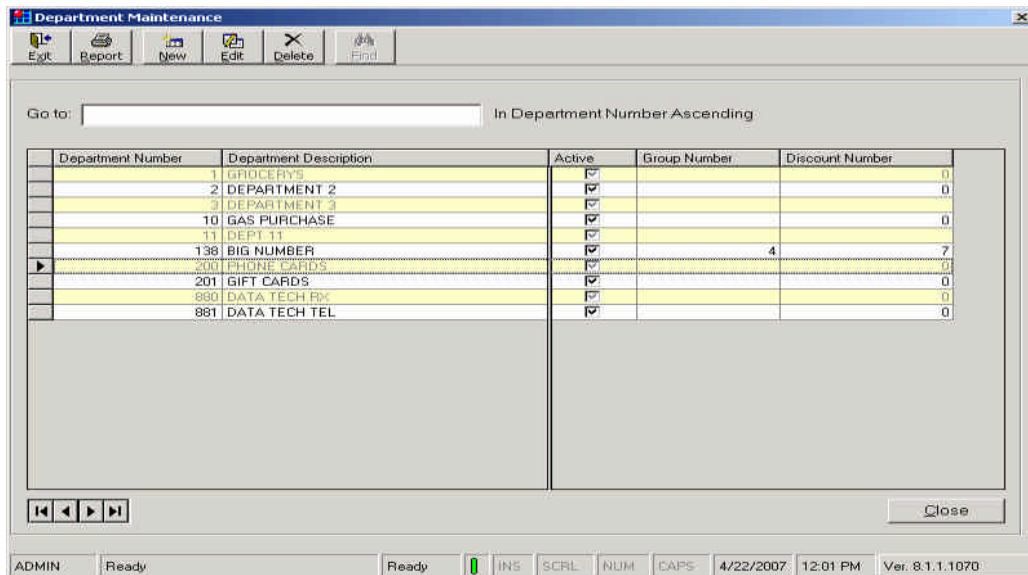
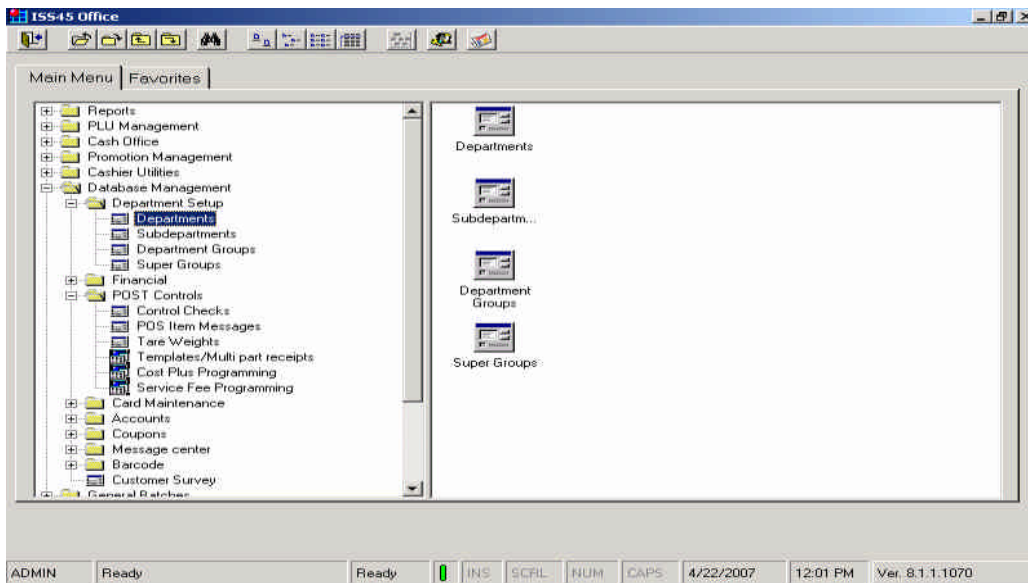
Buttons: OK Cancel Apply

**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 or 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.

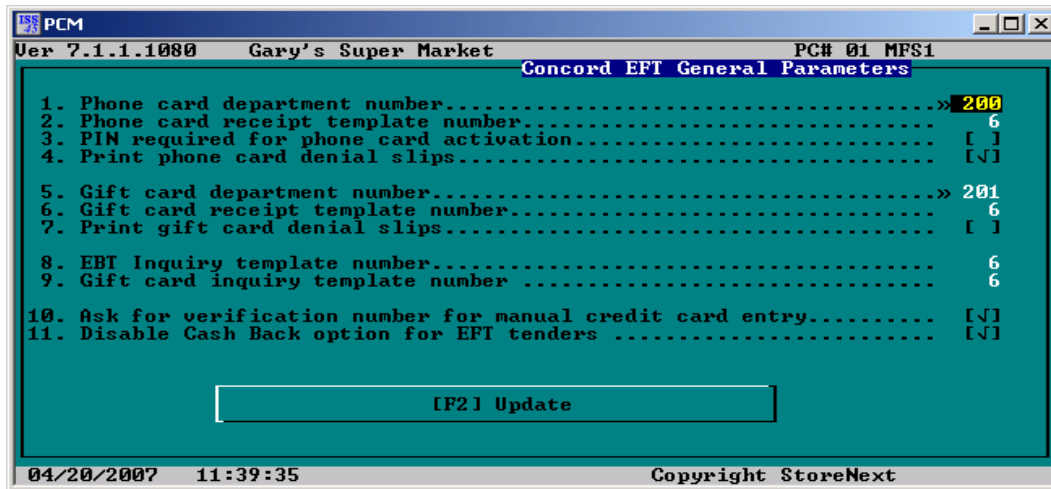
## Gift and Phone card Sales: Department File Maintenance:



- 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.

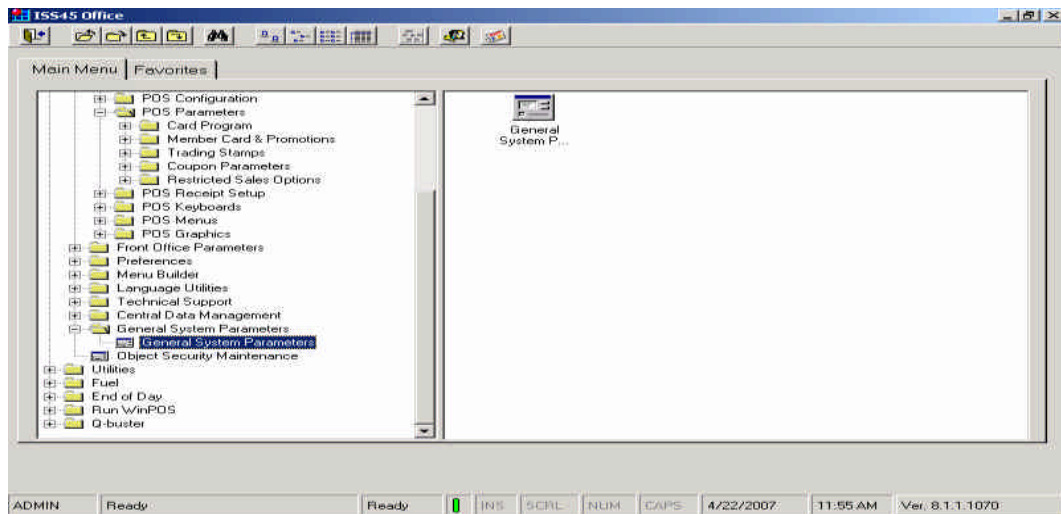
## Concord Special Parameter Maintenance:

Go to “Start”, “Run”, and enter c:\pcmaster\conmaint

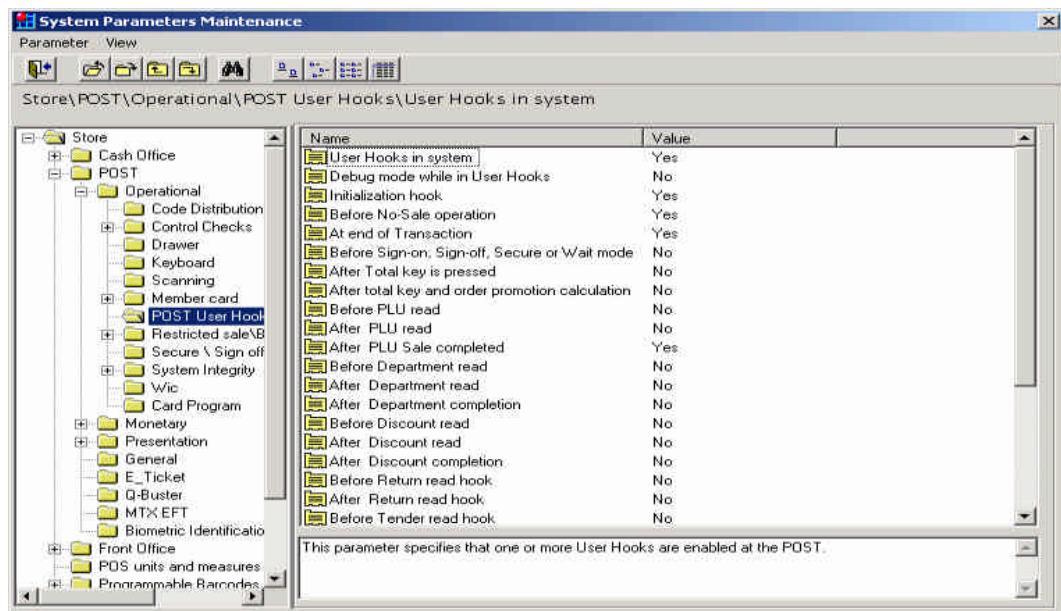


- Enter the phone card department number. Use F8 to get a list of departments.
- Enter the phone card receipt template number
- Check the box if PIN is required for phone card activation
- Check the box if denial slips are to be printed when called for.
- Enter similar information for gift cards.
- Enter 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



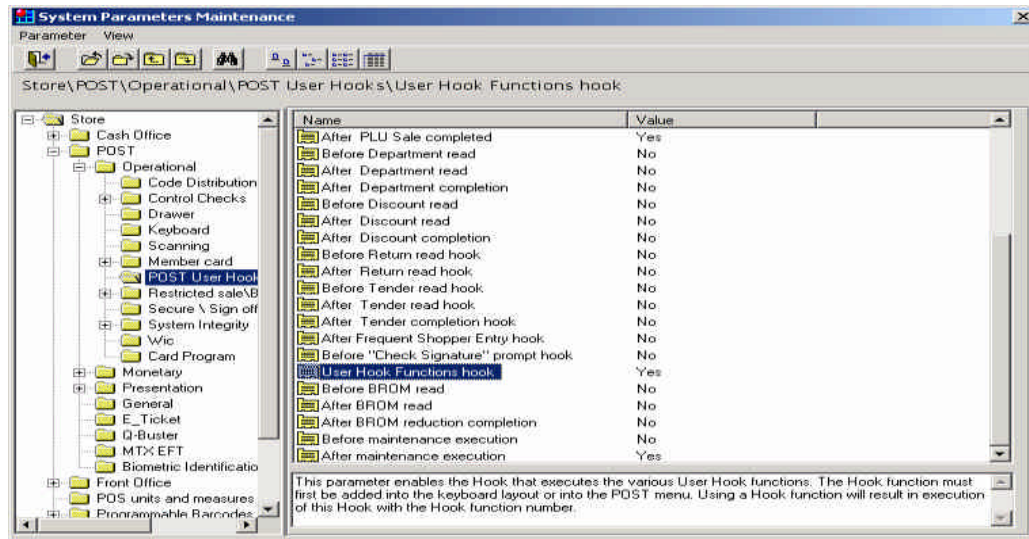
Menu selection for General System Parameters



POST User Hooks:

Set on the following flags.:

- User hooks in system
- Initialization hook
- Before No-Sale operation
- At end of transaction
- After PLU sale completed

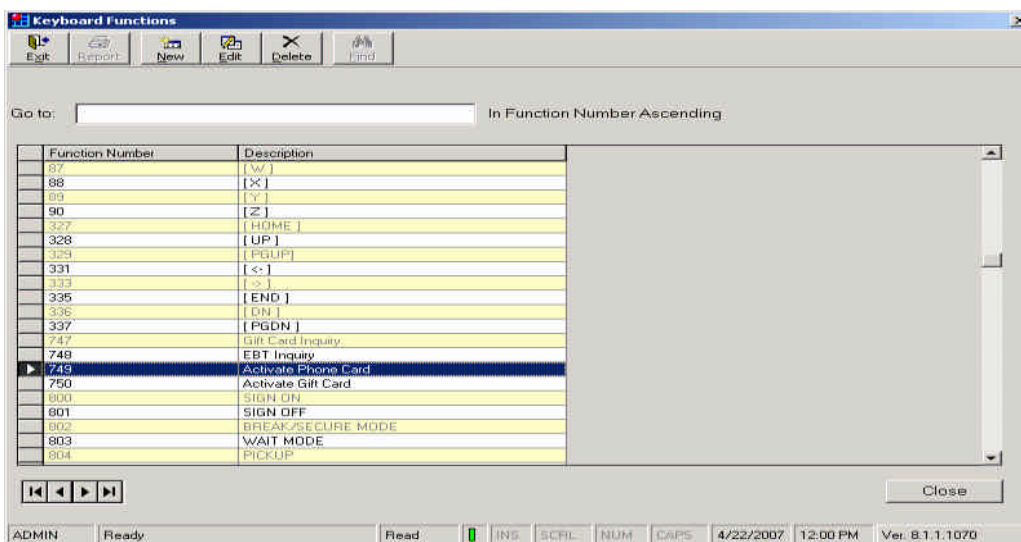
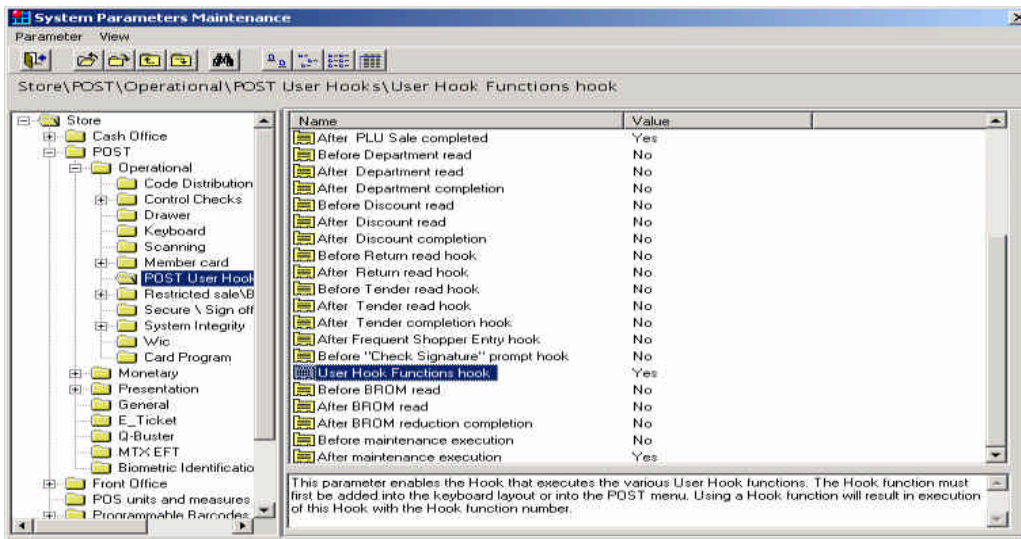


### POST User Hooks (continued)

Then set the following flags:

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

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

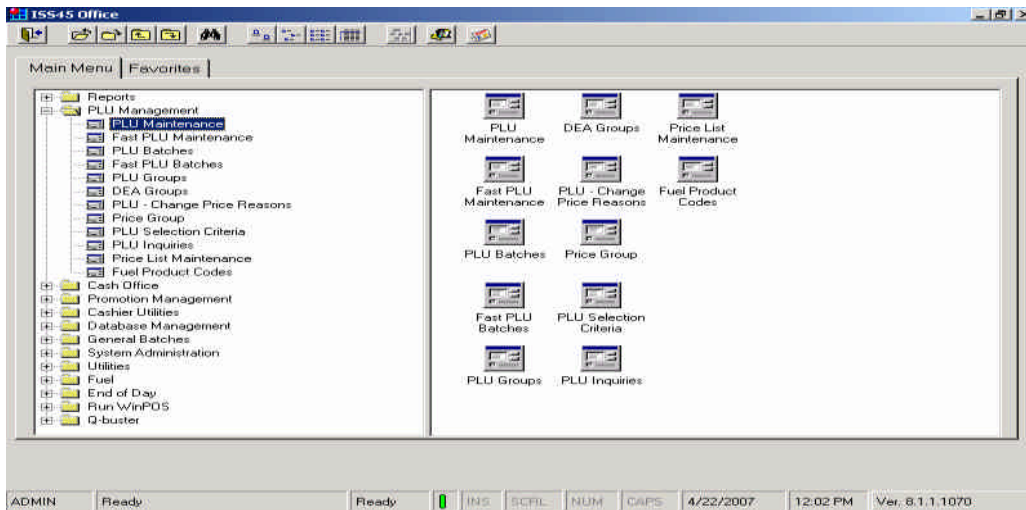


You can optionally add the following functions to your system, and subsequently assign the functions to a key on your keyboard, or add to the back office sales menu.

- 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.



The screenshot shows the 'PLU Maintenance' dialog box for item 201. The 'Item Number' field contains '201' and the 'Description' field contains '10 MIN CARD'. The 'Basic Setup' tab is selected, showing fields for 'POST Description' (10 MIN CARD), 'Department' (200 - PHONE CARDS), 'Subdepartment', 'Price' (1.00), and 'Quantity' (1). There are checkboxes for 'Tax 1' through 'Tax 8'. The 'Frequent Shopper' section has a 'Type' dropdown set to 'None', a 'Value' field set to '0', and 'Item Limitation' and 'FS Quantity' fields set to '0'. There are also fields for 'Change Price Reason', 'Fuel Item', 'Car Wash Item', and 'Exchange Tender ID'. The bottom of the dialog has navigation arrows and buttons for 'Clear', 'OK', 'Cancel', and 'Apply'.

- 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".