

Technical Bulletin

ScanMaster EMV Transaction Reversals

POS-TECH-16:06
September 6, 2016

VERSIONS AFFECTED

2.09.00-140 and above when EMV has been implemented using Verifone MX915 with signature capture.

PROBLEM

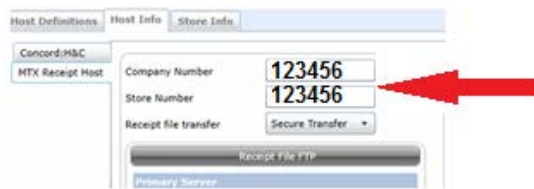
ScanMaster transactions can be reversed shortly after being approved. This can occur if an EMV card is removed from PIN pad before the transaction is completed.

SOLUTION

1. Go to Host
2. Change the ERC setting from "NOT DEFINED" to "MTX Receipt Host"



3. Apply the change
4. Go to MTX Receipt Host options
5. Add the Connected Payments Company number and Store Number



This should resolve the problem.