

-  *Connected Payments*
-  *Release Notes*
-  *Release 2.17*
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## Connected Payments Release Notes

<b>Date of Issue</b>	<b>Product ID Number</b>	<b>Part Number</b>	<b>Brief Description</b>
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Other Releases: 89000445, 89000460, 89000474, 89000477, 89000486, 89000487, 89000513			
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# Section 1

## Connected Payments Fixed Issues and Enhancements

### Web GUI Changes

Enhancement	Description
1. New Web Interface	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• The web interface has been redesigned in order to provide an improved customer experience.</li> <li>• The Web GUI now uses a Menu Bar of dropdown boxes along the top of the screen for navigation; previous links have been revised to make frequently used pages more accessible.</li> <li>• As a general enhancement, a number of ‘access points’ throughout the Web Interface have been added, allowing fluid transitions from a page to related content. Many numbers, values, and names on frequently accessed pages have become links to other pages and related content.</li> <li>• User groups and rights levels have been revised to provide a configurable hierarchy of relative user permissions. This will enable companies to set up tiered access levels for groups and administration of groups and accounts.</li> <li>• <a href="#">Full details on this are included in Section 2.</a></li> </ul>
2. Alerting Service	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• The Store Status Monitoring service which is currently undergoing a Customer Technology Preview has a new Alerting Service feature that is available for review.</li> <li>• The Store Status Monitoring service now features configurable threshold limits.</li> <li>• Using the customer-configured threshold limits, the new Alerting Service is designed to send out configurable alerts to users when various alert thresholds are exceeded.</li> <li>• <a href="#">Full details on this are included in Section 2.</a></li> </ul>

Section 1 – Connected Payments Fixed Issues and Enhancements  
**Web GUI Changes**

Enhancement	Description
<p>3. Added 2 new Offline Queue Reports</p>	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• To go along with the new data center offline queue, two new reports have been created:  Offline Pending Report (OFL10)  Offline Final Disposition Report (OFL11)</li> <li>• The Offline Pending Report shows the transactions currently in the offline queue. The Offline Final Disposition Report shows offline transactions that are no longer in the queue and have received a final disposition, either approval or decline.</li> <li>• The data center offline queue and the offline reports are only available when using the new OpenEPS 826.2 version, which is required to pass the stored transactions up to the data center.</li> <li>• <a href="#">See the Transaction Processing Changes section for additional information on the Offline Queue</a></li> </ul>
<p>4. CSV Transaction Data export service</p>	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• A new service is now available to all customers which provides daily transaction information for their company as a CSV export.</li> <li>• Customers may retrieve the CSV export on a daily basis and can process the data using their own external applications.</li> <li>• <a href="#">Full details on this are included in Section 2.</a></li> </ul>
<p>5. Display both offline and final authorization numbers on reports</p>	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• Reports have now been enhanced to provide a listing of both the initial offline authorization number as well as listing the final authorization number supplied by the host when the transaction is forwarded for approval. Previously the reports provided only the final authorization number supplied by the host.</li> <li>• During offline processing, a local authorization number is provided for tracking purposes, and that number is printed on the receipt. To assist in locating the final transaction, the Transaction Search has been updated so that it is now possible to search for transactions based on the initial local authorization code.</li> </ul>
<p>6. Move non-sales transactions to 'Memo' section on Store Summary Reports</p>	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• To improve readability and reconciliation, transactions that are generally not counted as 'sales' have been removed from the main section of the Store Summary Reports, and moved to a memo section so they can be reviewed separately.</li> <li>• These non-sales transactions include Gift Card and Phone Card activations, deactivations, and other similar transaction types. Blackhawk transactions have also been separated from in-house gift card programs to provide an additional level of visibility.</li> <li>• <a href="#">Full details on this are included in Section 2.</a></li> </ul>

Section 1 – Connected Payments Fixed Issues and Enhancements  
**Web GUI Changes**

Enhancement	Description
7. Search by Pin Pad Serial Number	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• Transaction Search now allows the option to search for transactions by Pin Pad Serial Number.</li> </ul>
8. Inactive stores not available in Configuration Manager	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• Inactive stores will no longer be shown in the Configuration Manager.</li> <li>• Previously stores marked as inactive would show up in the Configuration Manager. This caused some confusion, as inactive stores that are sent transactions have those transactions rejected with an invalid store decline.</li> </ul>
9. Transaction Search new Reversal column	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• A new Reversal column was added to the Transaction Search page to allow the ability to filter by Voids and TORs within the transaction search results.</li> </ul>
10. Partial checkmarks	<ul style="list-style-type: none"> <li>• Fixed</li> <li>• As part of the improvement process, new menu options have been added. In some cases these menu items were displayed with a partially checked box (gray checkbox); this has been corrected so that the checkboxes show the proper status.</li> </ul>

## Transaction Processing Changes

Enhancement	Description
1. Data Center Offline Queue	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• Offline processing now supports a new data-center-based offline queue designed to move offline transactions out of the local store environment and up to the secure data centers as soon as lane communication is reestablished.</li> <li>• During offline processing, while OpenEPS has no data center connection, offline transactions are queued up at the lane. Once connection to one or both the data centers has been reestablished, the offline queue is transferred to the data center and removed from storage at the lane. Once at the data center, the offline transactions are processed to the authorizing host as normal.</li> <li>• Storing offline transactions at the data centers allows detailed tracking and reporting on them. See the related item on the new offline reports.</li> <li>• The data center offline queue and the offline reports are only available when using the new OpenEPS 826.2 version, which is required to pass the stored transactions up to the data center.</li> </ul>
2. Support Pre-Paid Credit BIN file	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• Added support for the Pre-Paid Credit BIN file that contains the BIN ranges for stored value credit cards, allowing those cards to be identified.</li> <li>• By default, while using this new BIN file, cards identified as Pre-Paid Credit will not be stood in for during offline processing. Merchants may specifically configure their system to stand in for Pre-Paid Credit via a setting in the Card Processing Profile, if desired.</li> <li>• Using the new Pre-Paid Credit BIN file requires the use of the new 826.2 OpenEPS.</li> </ul>
3. New Dial Backup Client	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• A new Dial Backup client has been created that will replace the older Proxy Client software.</li> <li>• The Dial Backup software has been streamlined to provide dial backup support for Connected Payments without the requirement to install the .Net framework onto the computer on which it is running.</li> <li>• The Dial Backup software will feature an automated update process similar to the method OpenEPS uses to remain updated.</li> <li>• A new Setup.Txt keyword has been created for the new Dial Backup client: PROXYSERVER=XXX.XXX.XXX.XXX:PORT</li> <li>• Where XXX.XXX.XXX.XXX is the IP address of the machine running the Dial Backup Client.</li> </ul>
4. In Style Project	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• Added custom development for In Style project.</li> </ul>

Section 1 – Connected Payments Fixed Issues and Enhancements  
Transaction Processing Changes

Enhancement	Description
5. Create Declined Advice on Fatal PIN Entry	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• To assist in monitoring, declined advice messages will be created each time a Fatal PIN Entry error occurs. This type of error generally occurs when the PIN pad is not injected with an encryption key.</li> </ul>
6. Support Multiple Bin Entries Based on Network ID	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• OpenEPS has been updated to support BIN files that include multiple entries of the same BIN range from different Debit networks. When determining if stand-in is allowed, if multiple networks cover the same BIN range that the card is found in, if any of the providers are configured to not allow stand in, then no stand in will occur.</li> <li>• The search routine for debit BINs has been optimized by reading the file into memory instead of performing a file search to identify a card's BIN during a transaction.</li> </ul>
7. No Host Defined Access Violation	<ul style="list-style-type: none"> <li>• Fixed</li> <li>• If no host as configured for debit, an access violation would occur if a debit transaction was attempted, and no decline receipt would print. This has been corrected to prevent the access violation and allow the printing of a decline receipt.</li> </ul>
8. Certify OpenEPS Windows 7	<ul style="list-style-type: none"> <li>• Certification</li> <li>• OpenEPS is now certified to work on Windows 7, 32 bit and 64 bit operating systems.</li> </ul>
9. Certify OpenEPS Windows Server 2008	<ul style="list-style-type: none"> <li>• Certification</li> <li>• OpenEPS is now certified to work on Server 2008, 32 bit and 64 bit operating systems.</li> </ul>
10. Corrected Pre-Processing Journal logging	<ul style="list-style-type: none"> <li>• Fixed</li> <li>• When Pre-Processing offline files, the logging was not being written to the correct journal file. This has been corrected so that logging is to the correct file.</li> </ul>

## Terminal Changes

Enhancement	Description
1. Hypercom L4150 PCI 2.0 Terminal Support	<ul style="list-style-type: none"><li>• New Terminal</li><li>• Added support for the new Hypercom L4150 PCI 2.0 Terminal. This terminal is supported separately from the existing L4150 terminal, and utilizes its own separate terminal type settings.</li></ul>
2. Improve Mx800 Serial writes	<ul style="list-style-type: none"><li>• Enhancement</li><li>• To improve RS232 communications with the MX800 series terminals, message packets written to the COM port will now be flushed, causing them to be sent immediately after they are written.</li></ul>

## Stand Beside Solutions

### VeriFone Vx570

Enhancement	Description
1. -No Change to Vx570 -	<ul style="list-style-type: none"><li data-bbox="565 464 630 485">• ---</li></ul>

## Host Changes

### ACI

Enhancement	Description
1. Send Terminal Type	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• In each initial transaction request message, the terminal type (Attended or Unattended) will now be sent up to the ACI host.</li> </ul>

### ADS

Enhancement	Description
1. -No Change to Host -	<ul style="list-style-type: none"> <li>• ---</li> </ul>

### Chase Paymentech

Enhancement	Description
1. Set partial auth flag for debit transactions	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• Debit transactions will now be sent to Chase with the partial authorization flag set; this will allow the host to send back partial authorization approvals.</li> </ul>

### Concord: EPC Format

Enhancement	Description
1. FuelEPS	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• FuelEPS is a new lightweight in-store product that provides streamlined communication between fuel lanes and the data centers. Once installed, FuelEPS can be configured using the standard online web interface.</li> <li>• For locations that were previously using the WinEPS to connect their fuel lanes to the data centers, FuelEPS provides the same connectivity in a smaller package and moves configuration to the online web interface for added convenience.</li> <li>• FuelEPS is currently undergoing certification. Please check with a sales representative for that latest FuelEPS product status.</li> </ul>

## Concord: H&C Format

Enhancement	Description
1. Add eWIC to Concord H&C Interface	<ul style="list-style-type: none"> <li>Enhancement</li> <li>eWIC support has been added to the Concord H&amp;C interface; however, eWIC has not yet been tested or certified.</li> <li>For eWIC prefixes, user configurable State Codes that can be configured per card prefix.</li> </ul>
2. Send Track1 data to Concord H&C	<ul style="list-style-type: none"> <li>Enhancement</li> <li>When processing transactions to the Concord H&amp;C host, if Track1 data is acquired from the card swipe, this will be passed to the host for use by the American Express fraud prevention service, where the customer name in the track1 data is matched against the cardholder name on file.</li> </ul>
3. Support balance for Debit and Credit	<ul style="list-style-type: none"> <li>Enhancement</li> <li>Added support for receiving balance information on Credit and Debit transaction from the Concord H&amp;C host. Balances received will be printed on the receipt.</li> <li>Debit balances are not printed to the customer receipts at this time because some hosts have incorrectly returned checking account balances and not just pre-paid card balances. See <a href="#">Patches to Previous Releases</a> section.</li> </ul>

## Elavon

Enhancement	Description
1. -No Change to Host -	<ul style="list-style-type: none"> <li>---</li> </ul>

## Lynk

Enhancement	Description
1. -No Change to Host -	<ul style="list-style-type: none"> <li>---</li> </ul>

### MPS (Fifth Third)

Enhancement	Description
1. Set partial auth flag for debit transactions	<ul style="list-style-type: none"> <li>• Enhancement</li> <li>• Debit transactions will now be sent to MPS (Fifth Third) with the partial authorization flag set; this will allow the host to send back partial authorization approvals.</li> </ul>
2. Debit voids incorrectly declined	<ul style="list-style-type: none"> <li>• Fixed</li> <li>• Debit Voids were being incorrectly declined at the lane; this has been corrected to allow Debit Voids for the MPS 5/3 host.</li> </ul>

### Shazam

Enhancement	Description
1. -No Change to Host -	<ul style="list-style-type: none"> <li>• ---</li> </ul>

### Solupay/Echo

Enhancement	Description
1. -No Change to Host -	<ul style="list-style-type: none"> <li>• ---</li> </ul>

## Patches to Previous Releases

Enhancement	Description
1. Do not print Debit account balances	<ul style="list-style-type: none"><li>• Enhancement</li><li>• In order to assist customers whose checking account balances were being printed on receipts, balances will no longer be returned on any debit transaction until a permanent resolution is available.</li></ul>
2. Correct duplicate ranges for 'mtxbin' original file format	<ul style="list-style-type: none"><li>• Fixed</li><li>• Improvements to the BIN process for a new type if BIN file resulted in retaining overlapping BIN's from the different debit networks in the original BIN file format; however, the OpenEPS version that processes the original BIN file format cannot properly import overlapping BIN ranges.</li><li>• The BIN file process was patches to eliminate the duplicate BIN ranges sent to OpenEPS in the original file format.</li></ul>

# Section 2

## New Features

### New Web GUI

The web interface has been redesigned in order to provide an improved customer experience. The following section provides details on the changes and improvements. Additional information on these features and the entire Web GUI interface can be found in the User's Guide.

### Web GUI Highlights

The following section highlights the improvements made to the new web GUI.



The most significant enhancement is that the menu list previously stationed on the left side of the screen has been replaced with a Menu Bar of dropdown boxes along the top of the screen. This improvement frees up additional horizontal space to provide more on-screen information as well as conveniently collapses page selection options when they are not in use.

Two frequently-used selections have been given their own buttons: Transaction Search and Reports have their own selection buttons in the Menu Bar.

Two less frequently used sections, My Profile and Company Profile, have been merged to a single My Company Profile opting displaying both sets of data, and have been grouped under the Personal dropdown list.

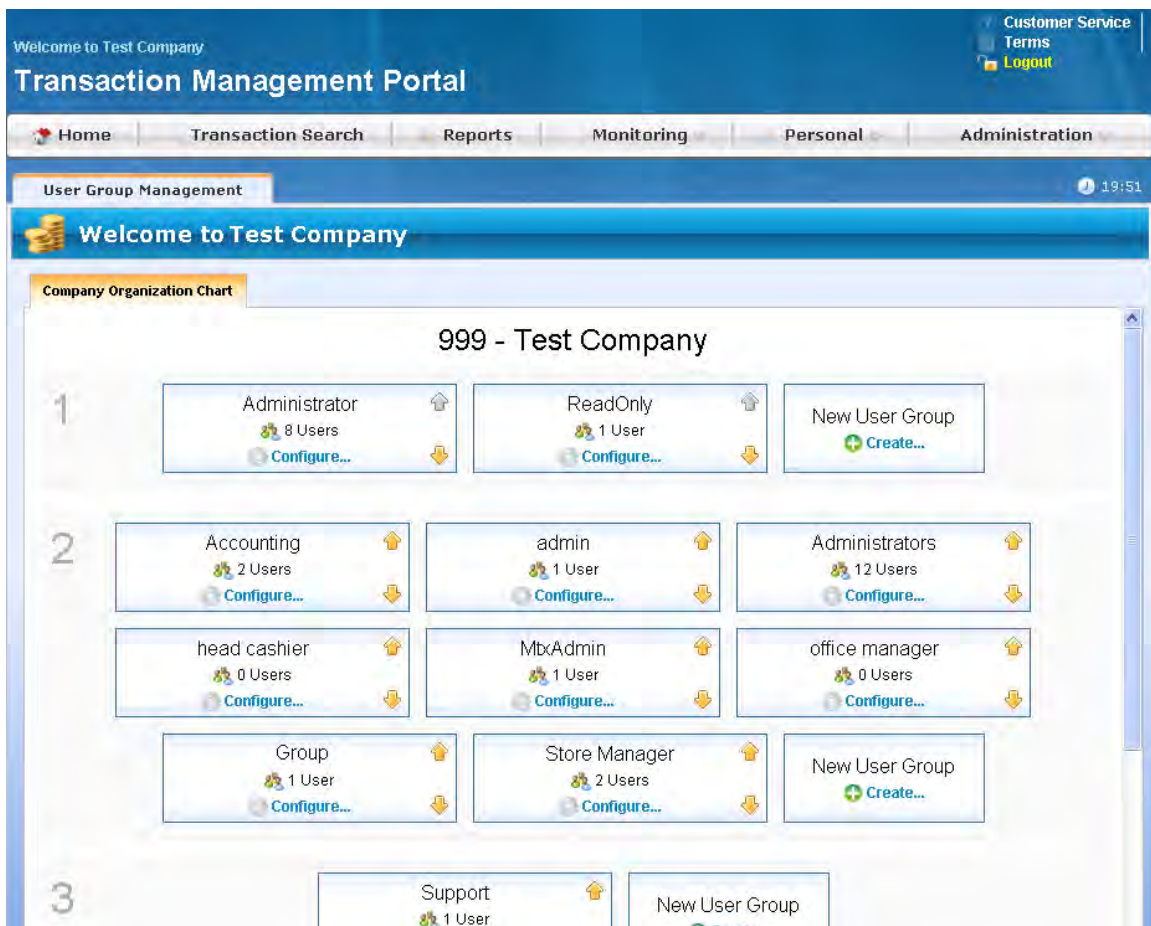
The new Menu Bar added a Home button to easily return a user to the main home screen. Home was previously a link in the upper right corner.

As a general enhancement, a number of ‘access points’ throughout the Web Interface have been added, allowing fluid transitions from a page to related content. Many numbers, values, and names have become links to other pages and related content.

## Group Management Enhancement

User Group Management now has adjustable permission levels for each User Group, displayed graphically in a Company Organization Chart. The permission level a User Group belongs to controls what Users and User Groups members of a User Group will be able to manage. For example, a User Group at permission level "1" will be able to modify users in any User Group of a permission level "2" or higher. Conversely, members of a User Group at permission level "3" will not be able to manage users at permission level "1" or "2."

You can reach the new User Group Management page by selecting Administration > User Management, Edit Permissions link.

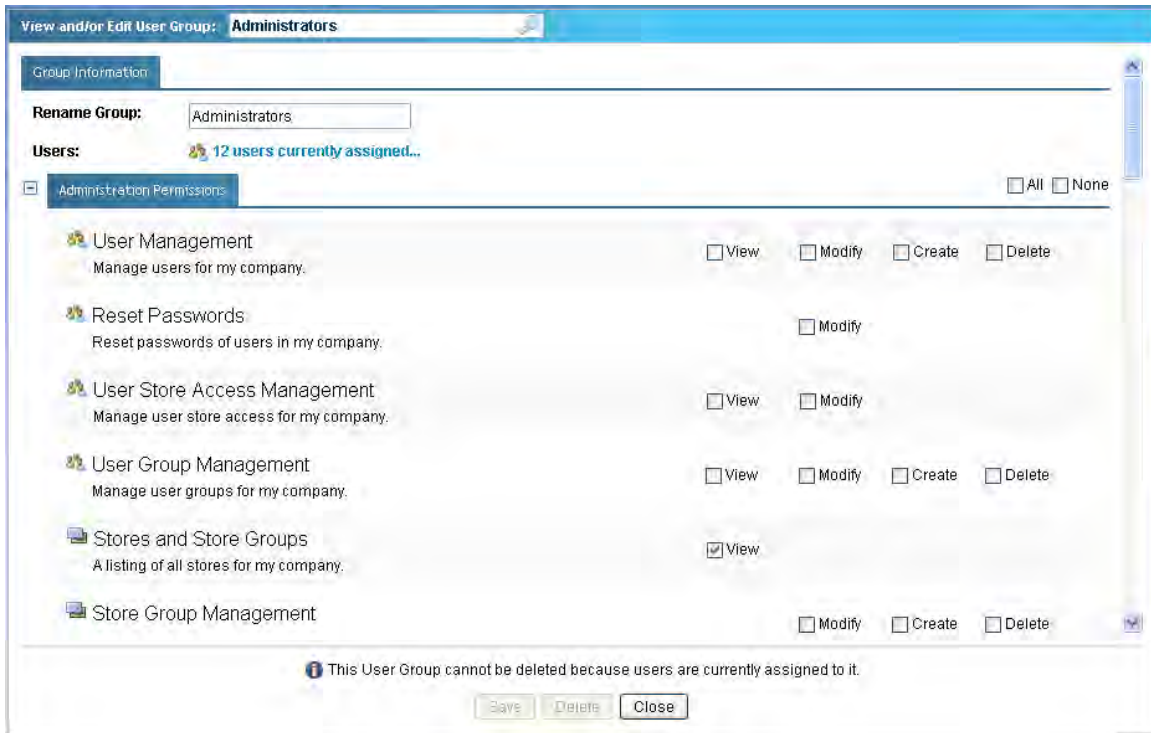


This allows a user to see at a glance which groups are ‘above’ or ‘below’ other groups, and have greater or lesser relative permission access: Groups at the top of the chart have greater

permissions and are used to manage the groups and users that are lower on the chart (and have a higher number value).

There is no limit to the number of levels available; User Groups can easily be created in a hierarchy by adding new groups and then adjusting their relative position using the up and down arrow buttons.

Reviewing the rights of a user has become easier, with access from both the Group Management page as well as while viewing an individual user account.

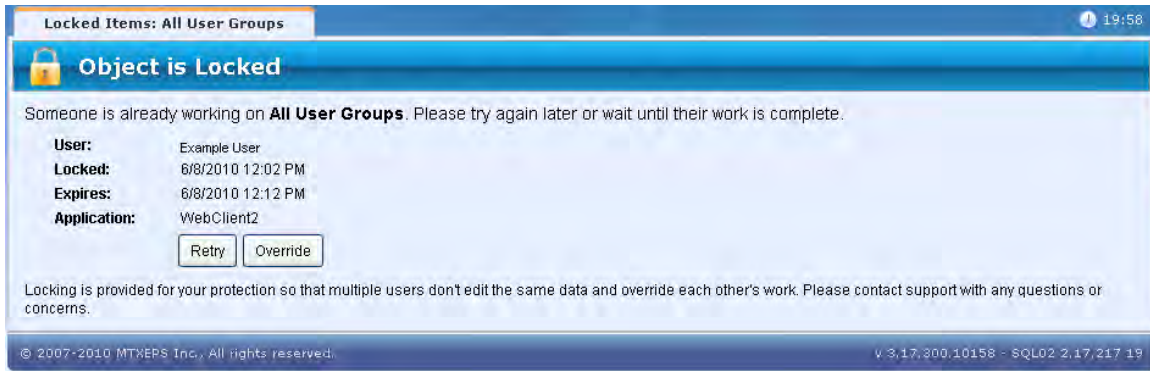


If a user group has the View or Modify access to User Management then any user in that group can view any user account in the company that does not belong to a root admin.

Users with the right to Reset Passwords may reset passwords of user accounts in any group of the same access level on the Company Organization Chart or any group with a number higher than its own (higher numbers indicates lower permissions and are farther down on the Company Organization Chart).

### Safety Lock

The Web GUI is designed to allow multiple users to access their accounts at the same time, and to make and save setting changes that can affect other accounts or global configuration settings. In order to provide for this environment safety locks have been implemented so that multiple users cannot modify the same settings at the same time.



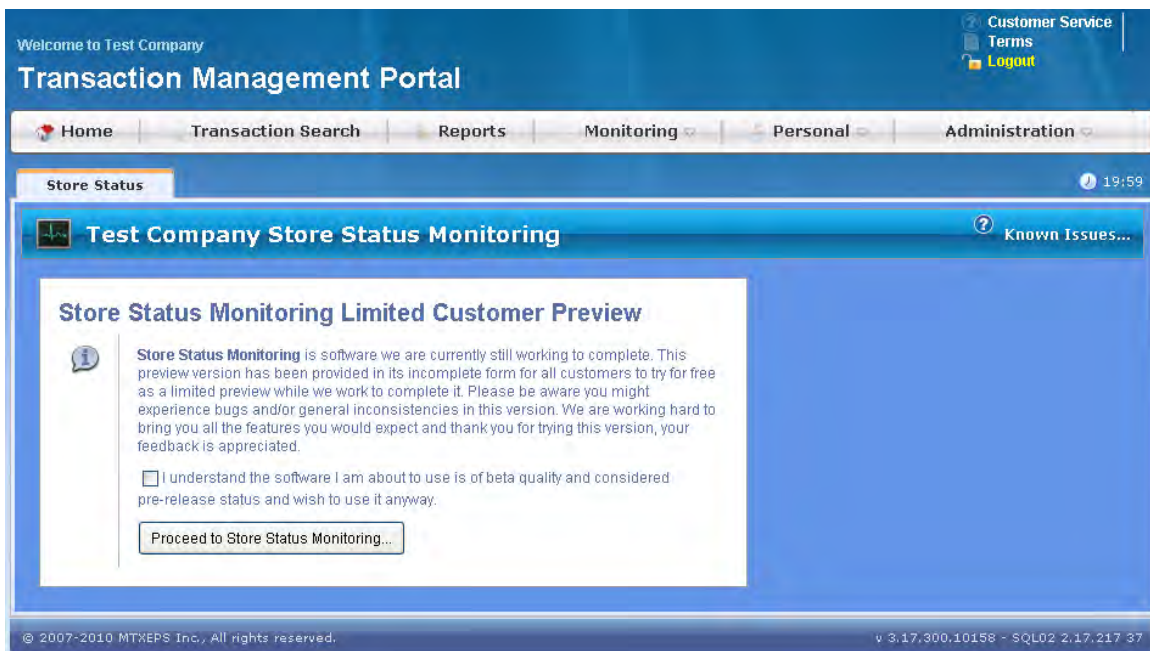
Users trying to access or modify a locked item will see a locked screen, informing the user of the status of the object, when the object was initially locked and when they can expect the lock to expire. The lock may expire prior to the listed expiration time if the user currently working on the locked page exits the screen.

A user may click the retry button in order to perform the check again to see if the page is now available. If the user has exited, then the new user will be granted access to the previously locked page.

Some administrative user accounts will also have the option to Override the lock. Overriding the lock will prevent the previous user from saving any changes they had made, so it should be used carefully.

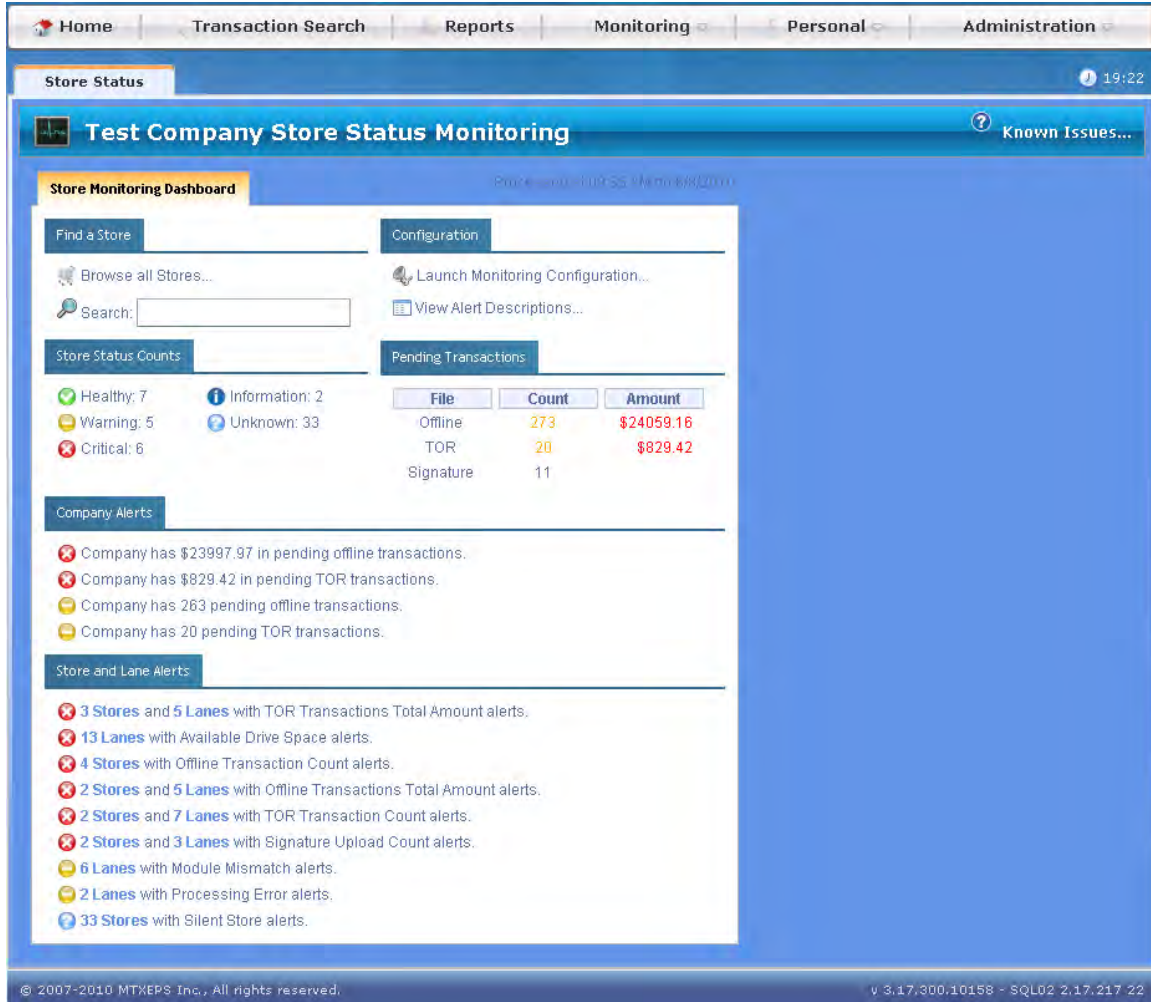
## Store Status Monitoring and Alerting Service

The Store Status Monitoring service remains in its Technology Preview phase available to all customers during this time. In addition to refining the interface, a new Alerting Service feature has been added.

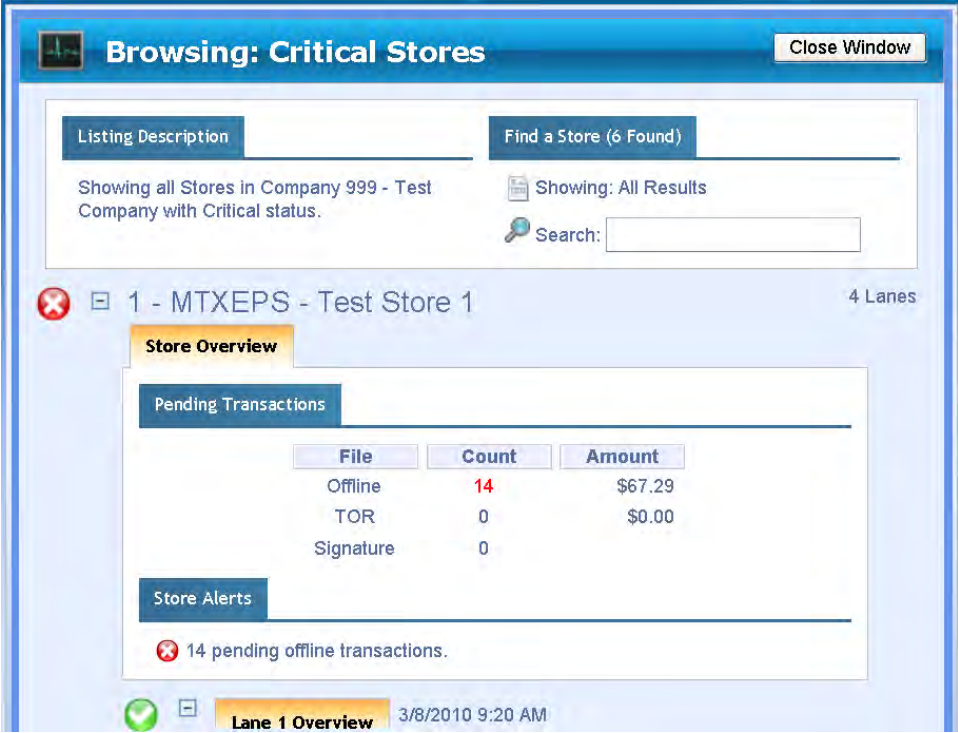


### Store Status Monitoring Improvements

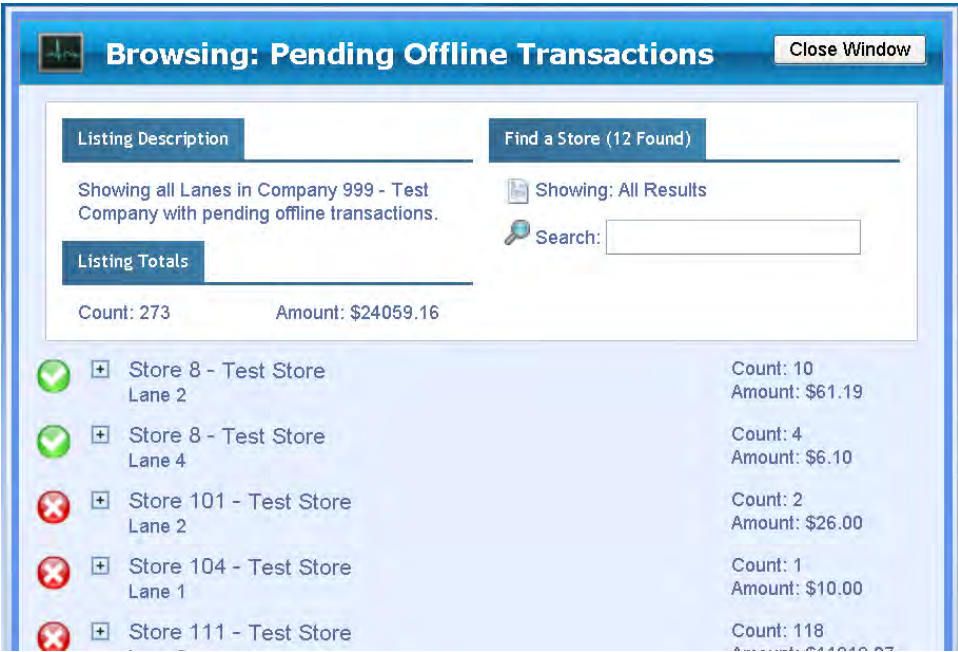
The Store Status Monitoring tool is designed to quickly and easily display an overview of company and individual store offline and TOR statuses as well as other information reported by the lanes.



The Status interface screen has been refined based on customer feedback to provide quicker and easier access to review specific alerts and highlighted information. Nearly every section of the Status screen displays alerts, alert types, or values that can be clicked on directly in order to bring up an immediate review screen for the selected data. It is no longer necessary to expand several menu items in order to locate information on any given alert or value.



For example, by selecting “Critical” under the Store Status Count, a list of all the critical stores is immediately displayed. Choosing a store to view and selecting the Offline count from this screen will further refine the search and display only the lanes of the selected store which currently have offlines to process. If instead you wanted a complete list of all stores and lanes with offlines to process, you can return to the main screen and select the Offline count under Pending Transactions.



### New Alerting Service

Complementing the Monitoring Service, the new Alerting Service allows users to specify their own Warning and Critical thresholds for individual Lanes, Stores and Company-wide, and to provide e-mail address to which alerts can be sent when those thresholds are met.

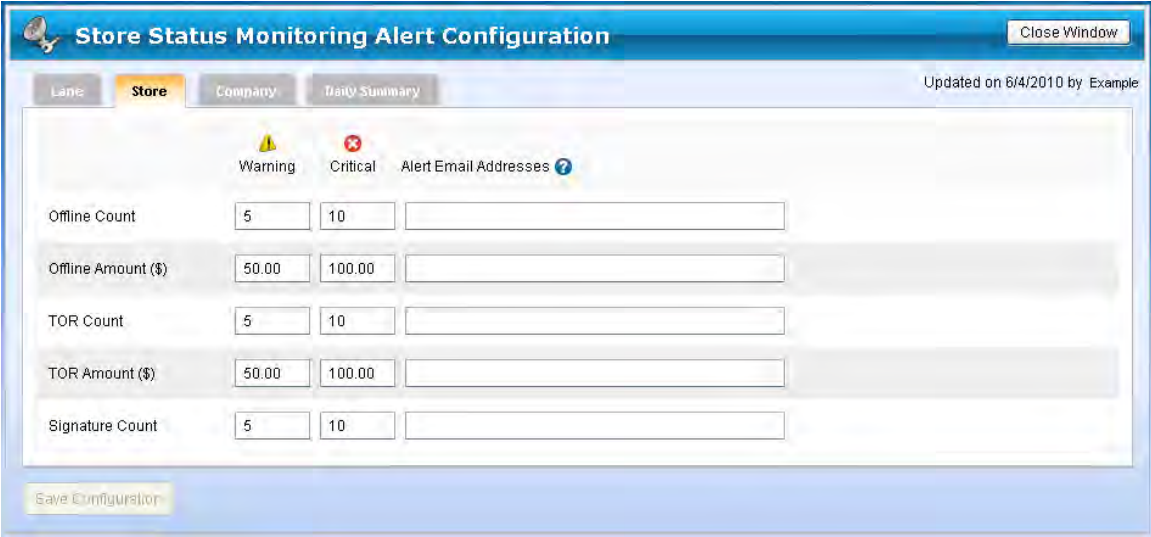
The Store Status Monitoring Alert Configuration is available from the Store Status Monitoring page through the Launch Monitoring Configuration link, and consists of 4 pages displayed as tabs along the top of the section: Lane, Store, Company, and Daily Summary.

Each page is used to configure both the Warning and Critical threshold levels that will apply to that section, and also the e-mail address or addresses to which alerts should be mailed when those thresholds are met. An alert e-mail is sent when the Warning level is met, and a second alert e-mail is sent if and when the Critical level is met.

The Lane configuration page sets thresholds for individual lanes. If any individual lane exceeds any of the thresholds listed here, an alert e-mail is sent to the address(es) specified for type of alert, if any addresses are configured. Email addresses should be specified in the usual format of user@domainname.com. Multiple email addresses should be separated by semicolons.

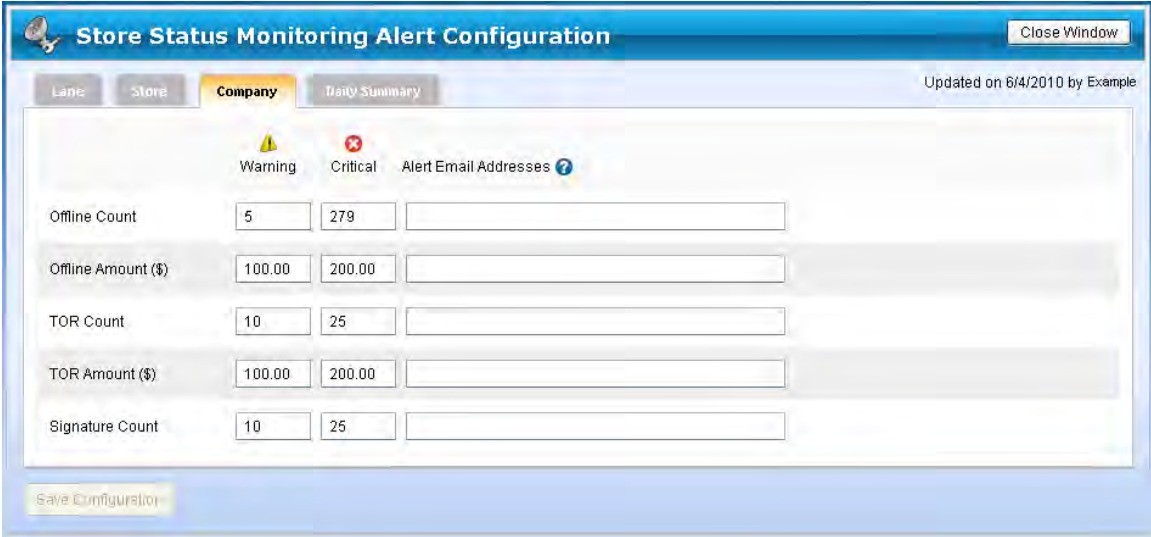
This page includes alerting for a mismatch of the OpenEPS DLL file, which can occur if the DLL fails to update successfully either because of an error or because downloading is disabled for that lane due to configuration.

Low disk space alerts trigger when a lane is running out of hard drive space on the disk where OpenEPS is running. Alerts for low disk space are provided at the following thresholds: Information notice at 25% remaining; Warning at 10% remaining; Critical at 5% remaining.

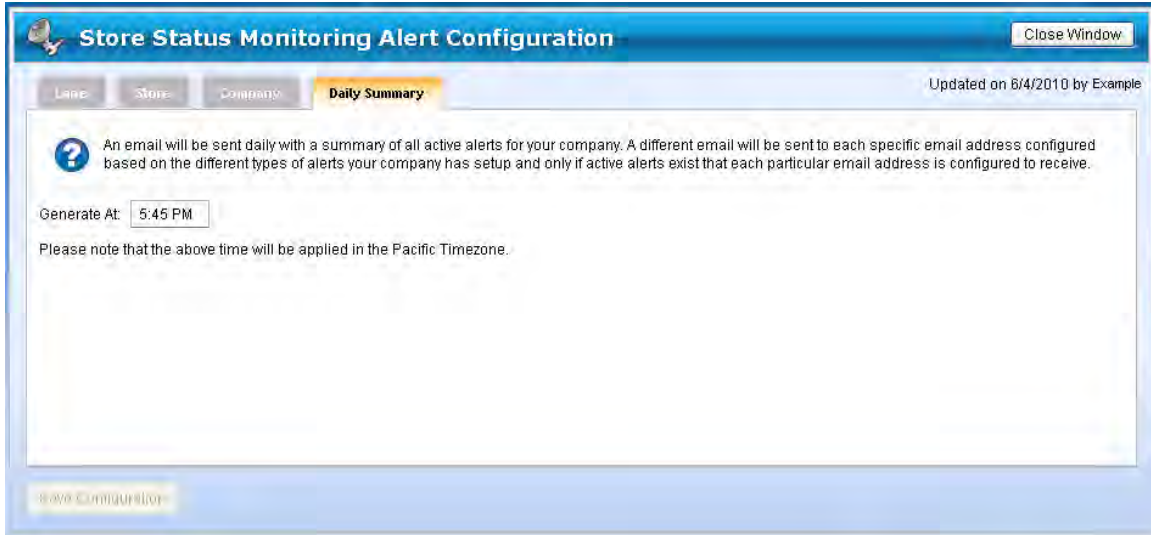


The Store configuration page sets thresholds for individual stores. The alerts are generated by summing the values of all alert related items for a store’s lanes and then comparing them to the alert thresholds set.

Depending on the values configured, a store alert may be triggered at the same time as a lane alert, or it may be triggered before if there are lower thresholds or multiple lanes whose cumulative values exceed the store thresholds, but not individual lane thresholds, or a store alert may be triggered after lane alerts if the store threshold values are higher. Generally store alert values are higher than individual lane alert values, but they do not have to be, depending on business needs.



The Company configuration page sets thresholds for the whole company. In the same way the Store thresholds work, the alerts are generated by summing the values of all alert related items for all of a company’s lanes and then comparing them to the alert thresholds set.



When a threshold is met, an alert e-mail is immediately sent to the designated e-mail account(s), but only one e-mail is triggered by hitting the threshold. To provide ongoing statuses, a Daily Summary e-mail is also sent at the configured time. This e-mail is sent to each e-mail account configured in the Lane, Store, and Company with a summary of all the alerts configured for that e-mail address for any alerts that are still ongoing.

In this way, a configured account will receive the alerts that it is configured to receive immediately upon the target threshold being met, and the account will receive a daily summary of any alerts that still meet or exceed the threshold value once a day at the configured time.

E-mail accounts are only sent a summary on the active alerts they are configured to receive, and if no alerts are ongoing for a given account, then no summary e-mail will be sent.

# Store Summary Reports

To improve readability and reconciliation, transactions that are generally not counted as ‘sales’ have been removed from the main section of the Store Summary Reports, and moved to a memo section so they can be reviewed separately.

This change affects the following reports:

- Store Sales Summary (SSR01)
- Store Sales Summary by Store and Lane (SSR02)
- Store Sales Summary by Store and Cashier (SSR03)
- Store Sales Summary by Store (SSR04)

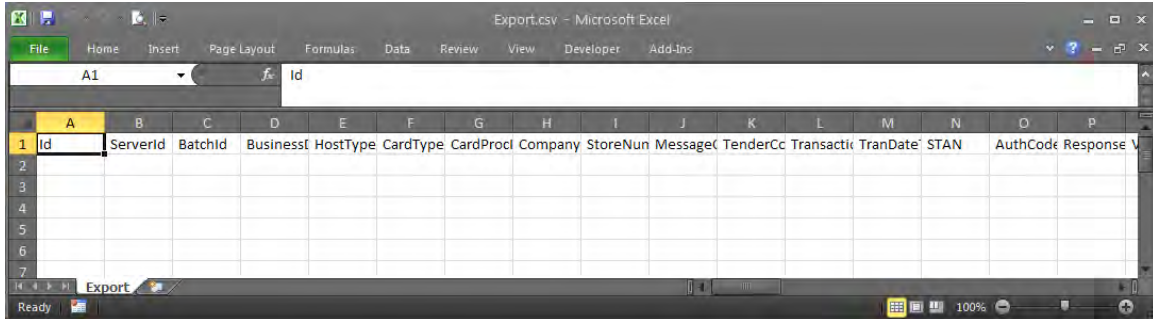
Sales Summary Report Store Totals by Lane											
		Test Company				Run by :Example					
		Date : Current									
Store 9 - Lane 03											
Type	#	Purchase Amount	Cash Back Amount	Voice Authorization Amount	Returns Amount	Net Amount					
Debit	1	\$1.00				\$1.00					
American Express											
Discover											
MasterCard	1	\$5.00				\$5.00					
VISA											
Other											
Check Auth											
Electronic Check											
Food Stamps	1	\$11.00				\$11.00					
Cash Benefits											
Gift Card											
Blackhawk Gift Card											
Private Debit											
Private Credit											
Subtotal	3	\$17.00				\$17.00					
Type	#	Activation Amount	Recharge / Refresh Amount	Deactivate Amount	Net Amount						
Gift Card											
Blackhawk Gift Card											
Phone Card											
Subtotal											
Total							3	\$17.00			
Store 102 - Lane 02											
Type	#	Purchase Amount	Cash Back Amount	Voice Authorization Amount	Returns Amount	Net Amount					

These non-sales transactions include Gift Card and Phone Card activations, deactivations, and other similar transaction types. Blackhawk transactions have also been separated from in-house gift card programs to provide an additional level of visibility.

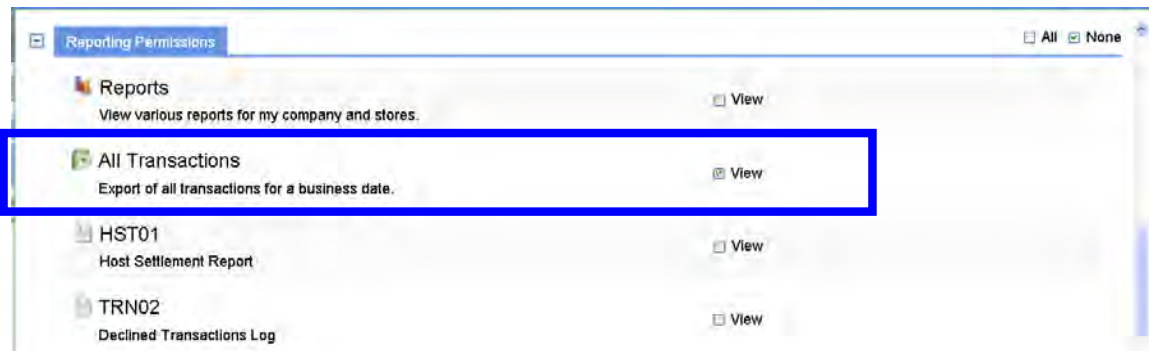
## CSV Export

The CSV Export is a new service that is available to all customers which provides daily company-wide transaction data as a CSV export. The CSV export is provided in addition to the standard Connected Payments reporting to allow customers to utilize the raw data to generate their own custom reports through outside programs.

As with the Web GUI reporting interface, the CSV export contains no sensitive card data, such as PAN or track data.



The CSV export requires the use of an external URL; in order to properly access this URL and export transaction data, the user account used to access this URL must be a member of a group that has been preconfigured with the right to export transaction data.

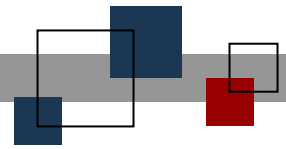


This ensures that only company users with the appropriate right can export a company's transaction data.

For detailed information on acquiring the CSV export and the contents of the export, refer to the Connected Payments User's Guide.







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