

Connected Payments Release Notes

Version 2.23

October 2013

Retalix

Retail Future Ready™

Retalix, a division of  NCR

Copyright © 2013 Retalix Ltd.

All rights reserved.

Israel

10 Zarhin Street
P.O. Box 2282
Ra'anana 43000, Israel
Tel.: +972 9 7766677
Fax: +972 9 7400471
Web site: <http://www.retalix.com>

USA

6100 Tennyson Parkway
Suite 150, Plano, TX 75024 USA
Tel.: +1 469 241 8400
Web site: <http://www.retalix.com>

Retalix technical documentation and the product(s) described herein are protected by one or more U.S. copyrights, patents, foreign patents, or pending applications. No part of this publication may be reproduced or transmitted into any human or computer language in any form or by any means, stored in a retrieval system, transmitted, redistributed, translated or disclosed to third parties, or de-compiled in any way including, but not limited to, photocopy, photograph, electronic, mechanical, magnetic or manual without the expressed written permission of Retalix Ltd., or its licensors, if any. All copies, so authorized, shall contain a full copy of this copyright notice.

Retalix products are licensed products. The product licenses convey the right to use only those specific products, components, modules, features and/or functions specified in the license agreement or contract. This publication may mention or reference products, components, modules, features and/or functions that are not part of a particular license agreement. The customer is not entitled to the receipt of, or use of, any other products, components, modules, features and/or functions that may be referenced in any documentation provided to customer unless additional license fees are paid and an appropriate license agreement is duly executed. Retalix's obligations with respect to its products and services are governed solely by the agreements under which they are provided.

U.S. Government Users Restricted Rights: If the Customer is a United States Government entity, the Retalix products described herein are "commercial computer software" as defined by current Federal Acquisition Regulation ("FAR"), Department of Defense Federal Acquisition Regulation Supplement ("DFAR"), or other applicable Agency regulation provisions. If the Retalix products described herein are other than "commercial computer software," then the United States Government Customer shall receive no greater than Restricted Rights, as defined in the currently applicable version of the FAR, DFAR, or other applicable Agency regulation. In the event that alternative regulatory rights allocation provisions are available to the parties, the provision which provides the Customer with the narrowest rights allocation permitted by law and regulation shall apply. For Civilian Agencies: Restricted Rights. Use, reproduction or disclosure is subject to restrictions set forth in subparagraph (a) through (d) of the Commercial Computer Software Restricted Rights clause at 52.227-19, as applicable, and the limitations set forth in standard Retalix license agreements for software and technical documentation.

This publication is furnished for informational use only and should not be construed as a commitment by Retalix. The information could include technical inaccuracies or typographical errors. Every effort has been made to make this publication as complete and accurate as possible, but it is provided "as is" without warranty of any kind either expressed or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. Retalix may make improvements and/or changes in the program(s), product(s), and/or applications described in this publication at any time without notice. Due to continuous development of Retalix Ltd. products, information published in this document may become obsolete.

Third-party products, services, or company names referenced in this document may be trademarked or copyrighted by their respective owners, and are for identification purposes only.

Copyrights, trademarks and license agreements shall be governed and construed in accordance with the laws of the State of Texas and the Federal Arbitration Act, and shall benefit Retalix, its successors, and assigns.

Table of Contents

Enhancements and Changes	4
Fixed Issues and Enhancements.....	4
Web GUI Changes.....	4
Terminal Changes.....	8
Stand Beside Solutions.....	8
Host Changes.....	8
Enhancement Information	14
Voucher Management.....	14
TAVE.....	18

Enhancements and Changes

Fixed Issues and Enhancements

Web GUI Changes

Enhancement	Description
1. IE6 No Longer Supported	<ul style="list-style-type: none"> Notice Internet Explorer version 6 is no longer supported for use with the Web Client. Incompatibility issues affect printing.
2. Web Client supports the use of IE10	<ul style="list-style-type: none"> Certification The Web Client has been certified to support IE10, as well as previous versions as early as IE6.
3. Known Compatibility issue with IE10 and Microsoft Print Control	<ul style="list-style-type: none"> Notice There is a known issue with printing in IE10 because of an incompatibility between the Microsoft Print Control and IE10. When using old print settings (rsprint), a crash may occur when attempting to print.
4. Add the Host Response Code to the transaction details screen in transaction search	<ul style="list-style-type: none"> Enhancement Added the Host Response Code to the Transaction Search details page. The Host Response Code that is returned by the bank is now displayed.
5. Remove "Search Current Transactions" option from Host Settlement and Exceptions Reports	<ul style="list-style-type: none"> Enhancement As current day transactions have not been settled, they will never appear in host settlement reports. To avoid confusion, the "Search Current Transactions" radio button has been removed from the Host Settlement Report (HST01) and the from Host Settlement Exceptions (HST02) report.

Enhancement	Description
<p>6. Navigation renovation</p>	<ul style="list-style-type: none"> ▪ Enhancement ▪ Navigation menus in the web portal have been renovated for easier navigation. ▪ The Personal section that previously resided on the main navigation bar has been moved to the Header area in the top right of the screen and is now labeled “My Account”. ▪ The links to Customer Service and Terms and Conditions have been combined into a new “Help” option that resides in the top right of the screen. ▪ When using a Management Company, upon selection of a specific company to manage the theme (title, logo, etc.) will change to indicate you are now managing a single company. <p>Section 2 on this</p>
<p>7. Transaction Search improvements</p>	<ul style="list-style-type: none"> ▪ Enhancement ▪ Minor cosmetic improvements have been made to the Transaction Search interface to improve customer experience.
<p>8. Transaction Search for amount searches both Transaction Amount and Approved Amount fields</p>	<ul style="list-style-type: none"> ▪ Enhancement ▪ When performing a Transaction Search for an amount, the search routine will search both the Transaction Amount and Approved Amount fields for matches.
<p>9. Update OFL11 & OFL01 reports for consistency with other OFL reports</p>	<ul style="list-style-type: none"> ▪ Enhancement ▪ Cosmetic changes were made to the Offline Approved Transactions and Offline Final Disposition Report to provider consistency with other offline reports.
<p>10. Store Monitoring Lane Display Enhancements</p>	<ul style="list-style-type: none"> ▪ Enhancement ▪ Cosmetic changes have been made to the lane details in Store Status Monitoring to improve customer experience.
<p>11. After regenerating a key in SSM, the create request button is greyed out for subsequent lanes.</p>	<ul style="list-style-type: none"> ▪ Fixed ▪ Corrected an issue with the Web Client Store Status Monitoring section where selecting the option to regenerate new keys for a lane would cause other lanes’ request button to also be grayed out. ▪ This has been corrected such that the button is grayed out only for the selected lane, and only until the request has been processed.
<p>12. Clicking Transaction Search while already viewing results causes an error</p>	<ul style="list-style-type: none"> ▪ Fixed ▪ Fixed an issue where clicking Transaction Search while viewing search results search caused an error.

Enhancement	Description
<p>13. SSR02 and SSR03 reports get an error if a transaction has a non-numeric lane number or cashier number</p>	<ul style="list-style-type: none"> ▪ Fixed ▪ Corrected an error in the Store Sales Summary by Store and Lane and Store Sales Summary by Store and Cashier reports that caused the reports to not be displayed if the lane number or cashier number had a non-numeric character.
<p>14. Corrected Filtering Transaction Search results by missing fields</p>	<ul style="list-style-type: none"> ▪ Fixed ▪ Fixed an issue in Transaction Search where filtering by a value that was not present in the results caused an error.
<p>15. Can't see filter options when grid displays no results</p>	<ul style="list-style-type: none"> ▪ Fixed ▪ In the WebClient, when a limited number of records are returned, and they were filtered such as to display no information, the grid controls would often become inaccessible. ▪ This has been corrected such that an "Empty" template is displayed that contains all search and filter controls.
<p>16. Error with Store Groups in User Management</p>	<ul style="list-style-type: none"> ▪ Fixed ▪ Corrected issue with Store Groups containing inactive Store.
<p>17. Gift Card Deactivations showing as positive amount in host settlement report</p>	<ul style="list-style-type: none"> ▪ Fixed ▪ Fixed an error in host settlement reports where Gift Card Deactivations were incorrectly showing up as a positive amount instead of negative. ▪ Gift Card Deactivations will now show as a negative amount.
<p>18. Host Code Translation incorrect</p>	<ul style="list-style-type: none"> ▪ Fixed ▪ Corrected an issue with incorrect Host Code Translation for store specific entries.
<p>19. Store Monitoring null reference error</p>	<ul style="list-style-type: none"> ▪ Fixed ▪ Fixed an issue in Store Monitoring where a lane with an invalid drive space value would cause an exception.
<p>20. Users in new groups don't get reports until SAMS is cycled</p>	<ul style="list-style-type: none"> ▪ Fixed ▪ Fixed an issue in scheduled reports where users in new groups would not receive reports immediately.

Enhancement	Description
21. Transaction hosts page should only lock on host family and environment	<ul style="list-style-type: none">▪ Fixed▪ Corrected an internal issue where using the transaction hosts page for a single host prevented working on other related hosts.▪ This has been corrected to lock only the specific host and family environment in use.

Terminal Changes

Enhancement	Description
<p>1. Support TAVE: VeriShield P2PE with FirstData</p>	<ul style="list-style-type: none"> ▪ Enhancement ▪ Support is now offered for TAVE (TransArmor VeriFone Edition), a Point to Point Encryption (P2PE) methodology processed through First Data, using VeriFone terminals. ▪ TAVE uses Format Preserving Encryption (FPE) to make the encrypted data appear in the same format as standard card numbers. The PAN portion of the track data sent from the pinpad to the host will have the same first 6 and last 4 digits as the real PAN, but the middle 6 digits will be an encrypted representation of the middle 6 digits of the real card number. The host will return a token that is formatted the same as a PAN that can be used for any follow up transactions such as Voids or Pre-Auth Completions as well as analytics, but that cannot be used to perform a new purchase. ▪ TAVE is available for use with the VeriFone MX9XX devices. ▪ Merchant setup for the use of TAVE includes either purchasing new MX9XX devices that will ship to the merchant already encrypted, or will require the merchant to ship any existing terminals to a specified Key Injection Facility (KIF) to be injected. Typical TAVE setup procedures require an in-depth, multi-part implementation process that includes testing within the merchant environment to ensure that TAVE can be properly supported, as well as signing up with both First Data and VeriFone.

Stand Beside Solutions

VeriFone Vx570

Enhancement	Description
<p>1. No Change to Stand Beside</p>	---

Host Changes

All Hosts

Enhancement	Description	Version
<p>1. ECA Receipt Text for all hosts</p>	<ul style="list-style-type: none"> ▪ Fixed ▪ Corrected ECA Receipt Text to be correctly provided for all hosts. Previously it had only been provided for the BYL and TRN hosts. ▪ Default ECA text has been created for all other hosts. 	

ACI

Enhancement	Description	Version
<p>1. New ACI Interfaces</p>	<ul style="list-style-type: none"> ▪ New Host ▪ Added new, customer specific ACI host interfaces. ▪ 	
<p>2. Support Raw MICR in ALL ACI Hosts</p>	<ul style="list-style-type: none"> ▪ Enhancement ▪ All ACI hosts now support Raw MICR. 	
<p>3. Support for EBT, Fleet, FSA, Phone Card, Blackhawk Gift Card, CVV2, AVS in ACI</p>	<ul style="list-style-type: none"> ▪ Enhancement ▪ Support for EBT, Fleet, FSA, Phone Card, and Blackhawk tenders have been added to ACI hosts. ▪ Support for CVV2 and AVS fields have also been added. 	
<p>4. Change the processing code for Private Debit</p>	<ul style="list-style-type: none"> ▪ Fixed ▪ Corrected the processing code sent to ACI for Private Debit transactions to match the ACH code. 	
<p>5. Odometer reading for Private Credit</p>	<ul style="list-style-type: none"> ▪ Send odometer reading to ACI host if received from the lane on Private Credit fuel transactions. 	
<p>6. Update ACI host & Add Voucher Clear Functionality</p>	<ul style="list-style-type: none"> ▪ Enhancement ▪ Updated ACI host interface to meet customer requirements. ▪ Add support for Voucher Clear application functionality. 	

Enhancement	Description	Version	TPS
7. Telecheck Host Interface	<ul style="list-style-type: none"> New host interface for Telecheck 		

ADS

Enhancement	Description
1. No Change to Host	---

Chase Paymentech

Enhancement	Description
1. No Change to Host	---

Concord: EPC Format

Enhancement	Description
1. Fleet Product Data, Service Level Entry	<ul style="list-style-type: none"> Fixed Corrected an issue with sending an incorrect 'Service Level' value to Concord EPC under certain conditions.
2. Incorrect values in the SettlementBatchTotals table	<ul style="list-style-type: none"> Fixed Fixed an issue with calculating Connected Payments totals for the Concord EPC host on the Host Settlement Report.

Enhancement	Description
<p>3. Incorrect Cash Back Amount in Reversal Request</p>	<ul style="list-style-type: none"> ▪ Fixed ▪ When building a Reversal message for Concord EPC, Connected Payments was incorrectly using the Requested Cash Back amount instead of Approved Cash Back Amount. ▪ This has been corrected so that the reversal message uses the amount that was actually approved.

Concord: H&C Format

Enhancement	Description
<p>1. Send Discover the Retrieval Reference Number on secondary transactions</p>	<ul style="list-style-type: none"> ▪ Enhancement ▪ Concord is now returning the Discover Retrieval Reference Number on Discover Card transactions. This value is now sent to the host on all secondary Discover Card transactions.
<p>2. Return balance on GC Declines.</p>	<ul style="list-style-type: none"> ▪ Fixed ▪ Fixed an issue where the gift card balance was not being sent back to the lane on declined gift card for Concord H&C. ▪ SPP Blackhawk gift cards do not return balances.

Elavon

Enhancement	Description
<p>1. Send lane number to Elavon host</p>	<ul style="list-style-type: none"> ▪ Enhancement ▪ Added lane number to transaction messages sent to Elavon.

InComm Host

Enhancement	Description
1. No Change to Host	---

Lynk

Enhancement	Description
1. No Change to Host	---

MPS (Fifth Third) / Vantiv

Enhancement	Description
1. Vantiv eWIC support	<ul style="list-style-type: none"> ▪ Enhancement ▪ Added eWIC support to Vantiv host interface. ▪ Certification to the Vantiv host is ongoing and has not been completed yet.

Shazam

Enhancement	Description
1. No Change to Host	---

Solupay/Echo

Enhancement	Description
1. No Change to Host	---

SVDot Gift Card Host

Enhancement	Description
1. No Change to Host	---

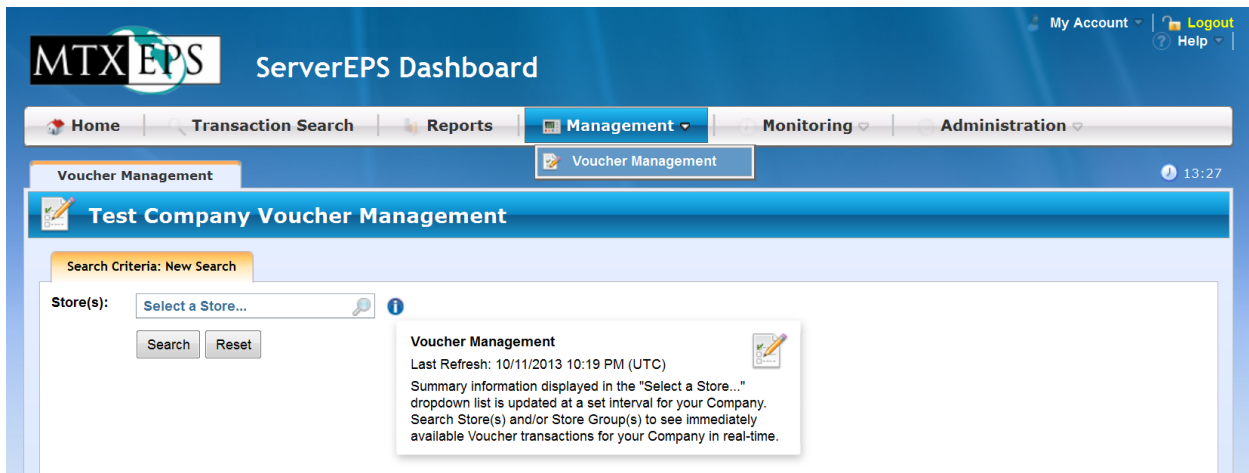
TDMS (TD Merchant Services)

Enhancement	Description
1. No Change to Host	---

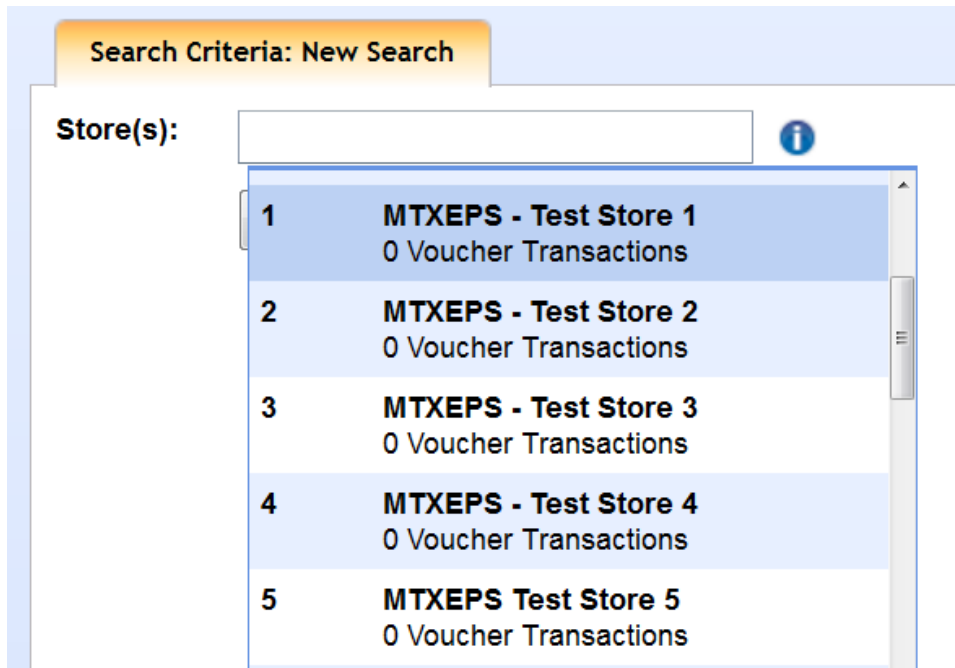
Enhancement Information

Voucher Management

Voucher Management is available through the main Dashboard dropdown list, under the Management dropdown.



The store list dropdown will display your list of stores, and the number of Voucher transactions associated with that store.



You can use the drop down to select any store that has associated Voucher transactions to view a listing of those transactions.

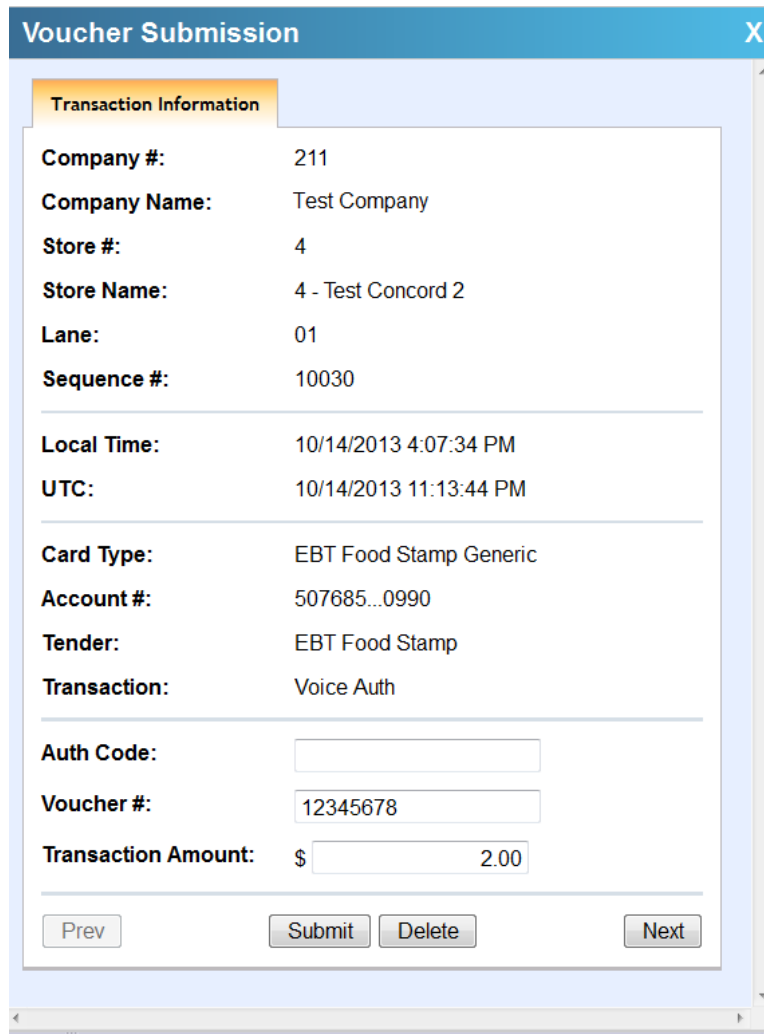
Once the listing is displayed, you can select any of the displayed transactions to update.

Search Criteria: Edit Previous Search Search Results: 0 Record(s)

Refresh Export Print

Local Date & Time	UTC	Store #	Lane	Tender	Transaction	Seq #	Account	Trans Amt	Auth Code	Voucher #	Attempts	Last Attempt Time (UTC)	Last Attempt By	Status
10/14/2013 4:07 PM	10/14/2013 11:13 PM	4	01	EBT Food Stamp	Voice Auth	10030	507685..0990	\$2.00		12345678	0			Ready
10/14/2013 4:08 PM	10/14/2013 11:15 PM	4	01	EBT Food Stamp	Voice Auth	10032	507685..0990	\$1.32		12345678	0			Ready
10/14/2013 4:08 PM	10/14/2013 11:17 PM	4	01	EBT Food Stamp	Voice Auth	10034	507685..0990	\$4.00		12345678	0			Ready
10/14/2013 4:09 PM	10/14/2013 11:19 PM	4	01	EBT Food Stamp	Voice Auth	10036	507685..0990	\$1.00		12345678	0			Ready
10/14/2013 4:09 PM	10/14/2013 11:21 PM	4	01	EBT Food Stamp	Voice Auth	10038	507685..0990	\$2.00		12345678	0			Ready
10/14/2013 4:10 PM	10/14/2013 11:23 PM	4	01	EBT Food Stamp	Voice Auth	10040	507685..0990	\$5.00		12345678	0			Ready
10/14/2013 4:11 PM	10/14/2013 11:25 PM	4	01	EBT Food Stamp	Voice Auth	10042	507685..0990	\$1.32		12345678	0			Ready
10/14/2013 4:12 PM	10/14/2013 11:26 PM	4	01	EBT Food Stamp	Voice Auth	10044	507685..0990	\$4.32		12345678	0			Ready
10/14/2013 4:12 PM	10/14/2013 11:29 PM	4	01	EBT Food Stamp	Voice Auth	10046	507685..0990	\$6.00		12345678	0			Ready
10/14/2013 4:12 PM	10/14/2013 11:30 PM	4	01	EBT Food Stamp	Voice Auth	10048	507685..0990	\$6.32		12345678	0			Ready
10/14/2013 4:13 PM	10/14/2013 11:32 PM	4	01	EBT Food Stamp	Voice Auth	10050	507685..0990	\$5.00		12345678	0			Ready

Click the transaction to update and the update screen will display.



The screenshot shows a window titled "Voucher Submission" with a close button (X) in the top right corner. The window contains a "Transaction Information" tab. The data is organized into several sections separated by horizontal lines:

- Company Information:** Company #: 211, Company Name: Test Company, Store #: 4, Store Name: 4 - Test Concord 2, Lane: 01, Sequence #: 10030.
- Time Information:** Local Time: 10/14/2013 4:07:34 PM, UTC: 10/14/2013 11:13:44 PM.
- Card Information:** Card Type: EBT Food Stamp Generic, Account #: 507685...0990, Tender: EBT Food Stamp, Transaction: Voice Auth.
- Input Fields:** Auth Code: (empty text box), Voucher #: 12345678, Transaction Amount: \$ 2.00.

At the bottom of the form are four buttons: "Prev", "Submit", "Delete", and "Next".

From this screen, you can update the Voucher's Auth Code, the Voucher #, and the Transaction Amount; however the Transaction Amount can never be increased, only decreased. After filling out all missing information, you may click the Submit button to submit the voucher for processing to the host. A voucher may not be submitted until all missing information is provided.

If you wish to remove a Voucher, you may select the Delete option; this option will remove the voucher from the queue. Be certain you wish to do this, as there is no confirmation required – pressing the Delete button will remove the voucher immediately.

The Prev and Next buttons can be used to cycle through the vouchers that are displayed, without the need to leave the Voucher Submission screen.

Once you are done, you may exit the Voucher Submission screen by clicking the X at the top right corner.

TAVE

Support is now offered for TAVE (TransArmor VeriFone Edition), a Point to Point Encryption (P2PE) methodology processed through First Data, using VeriFone terminals.

TAVE is available for use with the VeriFone MX9XX series devices.

TAVE uses Format Preserving Encryption (FPE) to make the encrypted data appear in the same format as standard card numbers. The PAN portion of the track data sent from the pinpad to the host will have the same first 6 and last 4 digits as the real PAN, but the middle 6 digits will be an encrypted representation of the middle 6 digits of the real card number. The host will return a token that is formatted the same as a PAN that can be used for any follow up transactions such as Voids or Pre-Auth Completions as well as analytics, but that cannot be used to perform a new purchase.

Initial boarding by First Data and VeriFone involve a series of steps that must be performed by the Merchant in order to enable TAVE. These steps include injecting the MX device with the proper keys and signed configuration files. Generally this requires that terminals be purchased for the solution already set up, or the terminal must be shipped to VeriFone in order to process the injection. These files may include custom settings for unique keys per device and BIN exclusions. This injection must be done per VeriFone requirements.

Once the merchant has completed all necessary setup steps with First Data and VeriFone, setup within the Connected Payments environment is simple, and requires that Retailix Operations be contacted and informed about the desire to implement TAVE so they can perform the needed back end setup, and that the Merchant configure their lanes with the "VeriShield Enabled" options as shown below, in the PIN Pad Configuration tab of the Integrated Terminal Configuration.

Integrated Terminal Configuration

Config Name Language 1 2 3

Tender Configuration | Transaction Sequence | PIN Pad Configuration | Miscellaneous | Misc Prompts

OpenEPS PIN Pad Type

OpenEPS PIN Pad

SCAT Com Port

Screen File Name

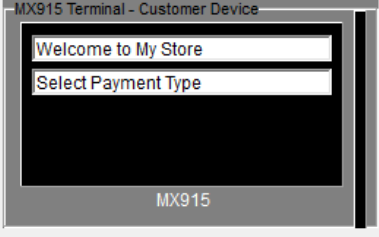
	Tender	Button Label
Button 1	<input type="text" value="Credit"/>	<input type="text" value="Credit"/>
Button 2	<input type="text" value="Debit"/>	<input type="text" value="Debit"/>
Button 3	<input type="text" value="EBT"/>	<input type="text" value="EBT"/>
Button 4	<input type="text"/>	<input type="text"/>
Button 5	<input type="text"/>	<input type="text"/>
Button 6	<input type="text"/>	<input type="text"/>

Allow Enter=YES / Clear=NO in addition to screen buttons

Allow Customer-Entered Cash Back in Cents (instead of Whole Dollars)

Verishield Enabled

Terminal



MX915 Terminal - Customer Device

Welcome to My Store

Select Payment Type

MX915

POS Controlled PIN Pad

Card Reader Attached to POS

PIN Pad Attached to POS

At the initial lane sign on, OpenEPS will register the TAVE-enabled PINPad device with First Data. Once the registration process is successful the device will be available for use. Should the device registration fail, OpenEPS will mark the terminal as dead as a safety measure and the PINPad will be unable to process financial transactions.

Contact Information



Retalix Global Payments

85 Argonaut

Suite 150

Aliso Viejo CA, 92656

Tel: 949-614-1600

E-mail: ConnectedSupport@retalix.com

Web site: <http://www.mtxeps.com/>

Retalix Ltd. Corporate Headquarters

10 Zarhin Street

P.O. Box 2282

Ra'anana 43000, Israel

Tel.: +972 9 7766677

Fax: +972 9 7400471

Retalix USA Inc. Headquarters

6100 Tennyson Parkway

Suite 150, Plano, TX 75024 USA

Tel.: +1 469 241 8400

E-mail: info@retalix.com

Web site: <http://www.retalix.com>