CREDIT SALE

CARD PRESENT (SWIPE)

This method is used for payments made in-person in which the card is physically present.

1. On the **Run Transactions** menu, click **[Sale]**
2. Select Department and Payment Item
3. Enter a Reference ID (not required)
4. Enter the Transaction Amount *(some are locked to a set amount)*
5. Click **[Add Item]**
6. Payment Item is added to Transaction Summary
   (you can remove a Payment Item from the transaction at any time by clicking [Remove] next to that item in the Transaction Summary)
7. Add any additional Payment Items to Cart
8. Click **[Continue]** to proceed to the Checkout
9. Disclose the Convenience Fee Amount to the Customer
   (if customer refuses fee, click [Cancel Sale] and collect via another approved method. To edit/add additional items click [Edit Items] to return to previous screen)
10. Swipe the Customer's Card
    (if card will not swipe, see Key-Entered instructions)
11. If approved, **Print 2 Copies of Receipt**, One for the Customer, One for the Municipality
12. Customer Must Sign all Signature Lines on Municipality's Copy
13. Click **[Back to Sale]** once transaction is complete to return to the **Transaction-Sale** screen

CARD NOT PRESENT (KEY ENTRY)

This method is used for payments by phone/mail in which card is not present or if a card will not swipe due to a bad magnetic strip on back of card during a card present sale.

1. On the **Run Transactions** menu, click **[Sale]**
2. Select Department and Payment Item
3. Enter a Reference ID (not required)
4. Enter the Transaction Amount *(some are locked to a set amount)*
5. Click **[Add Item]**
6. Payment Item is added to Transaction Summary
   (you can remove a Payment Item from the transaction at any time by clicking [Remove] next to that item in the Transaction Summary)
7. Add any additional Payment Items to Cart
8. Click **[Continue]** to proceed to the Checkout
9. Disclose the Convenience Fee Amount to the Customer
   (if customer refuses fee, click [Cancel Sale] and collect via another approved method. To edit/add additional items click [Edit Items] to return to previous screen)
10. Click the **[Key Enter]** button
11. Enter Credit Card Information Manually by Field:
    - **First Name:** Customer's first name on card
    - **Last Name:** Customer's last name on card
    - **Card Number:** Full card number, no spaces
    - **Exp Date** (MMYY)**:** Expiration date on card, 4 digits only, no slash
    - **Street Address:** House # only of customer's billing address
    - **Zip Code:** Zip code of customer's billing address, 5 digits only
    - **CVV2/CVC2/CID Code:** 3 - 4 digit security code, usually on the back of the card
12. If approved, **Print 2 Copies of Receipt**, One for the Customer, One for the Municipality
13. Customer Must Sign all Signature Lines on Municipality's Copy
14. Click **[Back to Sale]** once transaction is complete to return to **Transaction-Sale** screen

CREDIT VOID

CARD PRESENT (SWIPE)

This method is used to void a same-day sale when the card is physically present. *(Sales from previous days cannot be voided, see Credit Return)*

1. On the **Run Transactions** menu click **[Void]**
2. Locate the **Sale** to **Void** *(search using 1 or more criteria or leave blank to see all current day transactions)*
3. Click the **[Void]** link for the **Sale**
4. Swipe the Customer's Card *(if card will not swipe, see Key Entry)*
5. **Print 2 Copies of Receipt** showing void, one for the customer, one for the municipality

CARD NOT PRESENT (KEY ENTRY)

This method is used to void a same-day sale when the card is not present or if card will not swipe due to a bad magnetic strip on back of card during a card present void.

1. On the **Run Transactions** menu click **[Void]**
2. Locate the **Sale** to **Void** *(search using 1 or more criteria or leave blank to see all current day transactions)*
3. Click the **[Void]** link for the **Sale**
4. Click the **[Key Entered]** button
5. Enter Credit Card info manually by field:
   - **First Name:** Customer's first name on card
   - **Last Name:** Customer's last name on card
   - **Card Number:** Full card number, no spaces
   - **Exp Date** (MMYY)**:** Expiration date on card, 4 digits only, no slash
   - **Street Address:** House # only of customer's billing address
   - **Zip Code:** Zip code of customer's billing address, 5 digits only
   - **CVV2/CVC2/CID Code:** 3 - 4 digit security code, usually on the back of the card
6. **Print 2 Copies of Receipt** showing void, One for the Customer, One for the Municipality

CREDIT RETURN

CARD PRESENT (SWIPE)

This method is used to return funds from a sale made on a previous day when the card is physically present.

1. On the **Run Transactions menu** click **[Return]**
2. Locate the **Sale to Return** *(search using 1 or more criteria or leave blank to see all current day transactions)*
3. Click the **[Return]** link for the **Sale**
4. Swipe the Customer's Card *(if card will not swipe, see Key Entry)*
5. **Print 2 Copies of Receipt** showing return, one for customer, one for municipality

CREDIT RETURN

CARD NOT PRESENT (KEY ENTRY)

This method is used to return funds from a sale made on a previous day when the card is not present or if card will not swipe due to a bad magnetic strip on back of card during a card present return.

1. On the **Run Transactions menu** click **[Return]**
2. Locate the **Sale to Return** *(search using 1 or more criteria or leave blank to see all current day transactions)*
3. Click the **[Return]** link for the **Sale**

4. Click the [Key Entered] button
5. Enter Credit Card info manually by field:
   - **First Name:** Customer's first name on card
   - **Last Name:** Customer's last name on card
   - **Card Number:** Full card number, no spaces
   - **Exp Date (MMYY):** Expiration date on card, 4 digits only, no slash
   - **Street Address:** House # only of customer's billing address
   - **Zip Code:** Zip code of customer's billing address, 5 digits only
   - **CVV2/CVC2/CID Code:** 3 - 4 digit security code, usually on the back of the card
6. **Print 2 Copies of Receipt** showing return, One for Customer, One for Municipality

REPORTING

TODAY'S ACTIVITY

1. On the menu click [Today's Activity]
2. Select from the following reports:
   - **By Batch:** View current day's activity by payee *(deposit account)*
   - **By Item:** View current day's activity by dept. / payment item
   - **By User:** View current day's activity by user

HISTORICAL ACTIVITY

1. On the menu click [Historical Activity]
2. Select from the following reports:
   - **By Batch:** View previous days' activity by payee *(deposit account)*
   - **By Item:** View previous days' activity by dept. / payment item
   - **By User:** View previous days' activity by user.
   - Search Transactions: Search for transactions from current or previous days based on a variety of criteria.

MODIFYING USER ACCOUNTS

Must have Administrative rights to modify user accounts.

ADD NEW USER

1. On the menu click [Account Settings] then [Users]
2. Click on [Add New User]
3. Enter user info by field:
   - **Name:** First and last name
   - **Department:** Department user is assigned to
   - **Login:** Username used to access site
   - **Password:** Password used to access site
4. Click [Save Changes]

DELETE EXISTING USER

1. On the menu click [Account Settings] then [Users]
2. From the drop-down menu select User to Delete
3. Click [Delete User]

EDIT EXISTING USER

1. On the menu click [Account Settings] then [Users]
2. From the drop-down menu select User to Edit
3. Once information is updated, click [Save Changes]

CREDIT CARD RESPONSE INFORMATION

MUNICIPAY RESPONSES

AT THIS TIME CARD TYPE IS NOT ALLOWED
The type of card swiped is not authorized for municipal payments.

CARD READ ERROR
When swiped the card reader could not read the card information contained within the card's magnetic strip. If card continues to give this error, then this strip may be faulty; in this case the card info can be manually entered via the key-entered option.

NETWORK RESPONSES

AP DUP
Approval duplicate. The card has already been authorized for the requested amount during the current day. This is a network safeguard to prevent duplicate charges to a customer. This can happen when a customer makes separate payments to municipal departments on the same day which equal the same amount.

INV ACCT (Invalid Account)
The card number entered is not a valid credit card number.

INVLD EXP DATE
The card has expired and is no longer valid.

CARD - ISSUING BANK RESPONSES

APPROVED
Cardholder's issuing bank has approved the sale. An approved transaction will return an authorization code and reference number, listed on the receipt as **Auth#** and **Ref#**.

The authorization code is a positive response from the cardholder's issuing bank indicating that the requested funds are on hold for the municipality until they are transferred.

DECLINED
Cardholder's issuing bank has declined the sale. A decline can be issued for a number of different reasons including insufficient funds, lost/stolen card, inactive account, etc. If a customer feels this is an incorrect response they should be advised to contact their card-issuing bank.