

# PAYLINE® USER GUIDE – EFTPOS

Payline® is a web-based payment management client that can be used to manage transactions and run reconciliation reports. It can also be used to monitor your EFTPOS in real time.

## LOGGING INTO PAYLINE®

Please logon to the Payline® through the DPS website ([www.paymentexpress.com](http://www.paymentexpress.com)) using the username and password provided with your account. There is a logon button at the top right hand corner of the DPS homepage. If you have any problems with logging on, or if you don't have a username and password, please contact DPS support via email on [support@paymentexpress.com](mailto:support@paymentexpress.com).

## CREATING A REPORT

Using Payline®, merchants can process 'on demand' reports. These reports are available in **PDF** and **CSV** formats. Merchants can also process reports specific to date ranges and transaction types (Please contact [sales@paymentexpress.com](mailto:sales@paymentexpress.com) for more information on the various reporting features available). To create a report, click on '**Reports**' and click on the '**Create New Report**' button. Select the report type you wish to create. The 'Standard' report, reports on all transactions on a calendar day (IE. between midnight and midnight). The 'Standard (Settlement Date)' report reports on all transactions that settled on the date selected and thus will match to your bank statement automatically. By default, the date range is set to the previous day. These ranges can be reset to meet your requirements as outlined below.

### Reports

Create New Report

### Create Report

Report: Standard (Settlement Date) [v]  
Create Back

Report: Standard (Settlement Date)

**Parameters**

Report Name: Reconciliation Report - Sep 06

Format: PDF [v]

Types:  Purch  Auth  Complete  Refund

Results: All [v]

Start Date: 01/09/2006 [calendar]

Start Time: 00 [v] 00 [v]

End Date: 30/09/2006 [calendar]

End Time: 00 [v] 00 [v]

Group Account: All [v]

Sort: Desc [v]

Create Back

Once you have entered all the required information, click on '**Create**'. Once your report has been generated, it will appear under the '**Ready Reports**' section. You can periodically check if the report you have just created is ready, by clicking on '**Refresh List**'. All new reports have their status set to 'Unread'.

<b>Report Name</b>	Free text field to enter a meaningful report name.
<b>Format</b>	Select from PDF or CSV format. This by default is set to PDF.
<b>Types</b>	Select the types of transactions you wish to report on.

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<b>Results</b>	Select the types of transaction results you wish to report on.
<b>Start</b>	The start date from which you would like to report on. Enter dates in DD / MM / YYYY format. You can also enter specific times you want to report on in the corresponding fields. By default, this is set to 00:00.
<b>End</b>	The end date for which the report will be generated for. Enter dates in DD / MM / YYYY format. You can also enter specific times you want to report on in the corresponding fields. By default, this is set to 00:00.
<b>Group Account</b>	This option is only available to merchants that have more than one account and allows them to choose which account they wish to report on.
<b>Sort</b>	Select either ascending or descending based on how you would like records returned.

This is an example of what your 'REPORT' should look like. The final step is to print or save the report to your hard drive.

**Direct Payment Solutions**  
Standard EFTPOS      Date Range: 10 Mar 2005 00:00:00 - 18 Dec 2008 00:00:00

**5 Dec 2008**

Time	Type	Outcome	Reference	Auth Code	Cur	Amount	Cashout	Card Num	Card Type	Card Holder Name	Device Id
09:17:25	P	Accepted		000025	CAD	44.44	0.00	478909.....74	Visa	CAD DPSTEST	2009844398

Type	Count	Total	Cash Total	
Visa	P	1 CAD	44.44	0.00
CAD		1	44.44	0.00

**3 Dec 2008**

Time	Type	Outcome	Reference	Auth Code	Cur	Amount	Cashout	Card Num	Card Type	Card Holder Name	Device Id
13:53:08	P	Accepted		000008	NZD	1.00	0.00	499999.....09	Visa	TEST1 DPS	209298173
13:51:47	P	Accepted		000047	NZD	1.00	0.00	499999.....09	Visa	TEST1 DPS	209298173
13:51:29	P	Accepted		000029	NZD	19.95	0.00	499999.....09	Visa	TEST1 DPS	209298173
12:54:15	P	Accepted	R001000003	000015	NZD	12.00	0.00	499999.....08	Visa	TEST2 DPS	2009844398
09:58:34	P	Accepted		000034	NZD	5.00	0.00	499999.....08	Visa	TEST2 DPS	2009844398
09:58:05	P	Accepted		000005	NZD	5.00	0.00	999999.....08	EFTPOS	TEST4 DPS	2009844398

Type	Count	Total	Cash Total	
EFTPOS	P	1 NZD	5.00	0.00
Visa	P	5 NZD	38.95	0.00
NZD		6	43.95	0.00

**21 Nov 2008**

Time	Type	Outcome	Reference	Auth Code	Cur	Amount	Cashout	Card Num	Card Type	Card Holder Name	Device Id
10:43:52	P	Accepted		000052	NZD	44.44	0.00	473104.....78	Visa	CHF DPSTEST	2009844398

Type	Count	Total	Cash Total	
Visa	P	1 NZD	44.44	0.00

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## Report type - Standard EFTPOS and Standard EFTPOS (Settle Date)

These types of reports allow you to sort transactions by 'Device ID'.

The 'Device ID' is usually the same as the serial number of the EFTPOS PINpad. If you run the report in CSV format, you may sort the CSV document using the parameter 'Device ID' as a filter to obtain the transaction history of individual EFTPOS PINpads.

Auth Code	Cur	Amount	Cashout	Card Num	Card Type	Card Holder Name	Device Id
000008	NZD	1.00	0.00	499999.....09	Visa	TEST1 DPS	209298173
000047	NZD	1.00	0.00	499999.....09	Visa	TEST1 DPS	209298173
000029	NZD	19.95	0.00	499999.....09	Visa	TEST1 DPS	209298173
000015	NZD	12.00	0.00	499999.....08	Visa	TEST2 DPS	2009844398
000034	NZD	5.00	0.00	499999.....08	Visa	TEST2 DPS	2009844398
000005	NZD	5.00	0.00	999999.....08	EFTPOS	TEST4 DPS	2009844398

## Report type - Standard (CAID) and Settlement (CAID)\*

These types of reports allow you to sort transactions by 'Merchant ID'. However, these types of reports only include EFTPOS and credit card transactions. **They do NOT report on cash transactions.**

The 'Merchant ID'\* is issued by your merchant bank. It usually corresponds to the 'terminal' number on the EFTPOS receipt.

Merchant Id	Auth Code	Cur	Amount	Card Num	Card Type	Card Holder Name
18805803001	000008	NZD	1.00	499999.....09	Visa	TEST1 DPS
18805803001	000047	NZD	1.00	499999.....09	Visa	TEST1 DPS
18805803001	000029	NZD	19.95	499999.....09	Visa	TEST1 DPS
18805803001	000015	NZD	12.00	499999.....08	Visa	TEST2 DPS
18805803001	000034	NZD	5.00	499999.....08	Visa	TEST2 DPS
18805803001	000005	NZD	5.00	999999.....08	EFTPOS	TEST4 DPS

**Note:** If a transaction is from a foreign card issuer, it will be recorded as equivalent value in New Zealand/Australian Dollars. For example, 'Cur: EUR' and 'Amount: 50' means the card holder has been charged 50-New-Zealand-dollar worth of European dollars.

\*In New Zealand the 'Merchant ID' refers to the ETSL merchant ID issued by the merchant bank. Each EFTPOS PINpad is associated with a unique merchant ID.

## TRANSACTION SEARCH

The transaction search feature allows you to search for all transaction types you have processed. You can also choose to view transactions based on a particular date range. Please note that the date range specified must be **less than 30 days**.

To view details of a transaction, click on '**Details**' in the last column.

<b>Start Date:</b>	29	▼	August	▼	2006	▼	0	0	0
<b>End Date:</b>	30	▼	September	▼	2006	▼	0	0	0
<b>Card Number:</b>	<input type="text"/>								
<b>Merchant Ref:</b>	<input type="text" value="48290312"/>								
<b>Card Holder:</b>	<input type="text" value="A J CARDHOULD"/>								
	<input type="button" value="Search"/>								

Date	Card Number	Amount	Name	Merchant Ref	Type	
✓ 26 Sep 2006 20:35:54	411111.....11	1.23	A J CARDHOULD	Order1234	Auth	<a href="#">Details</a>

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## PASSWORD MANAGEMENT

DPS recommend that you change your password periodically and that you do not store this in an easily accessible location. To reset your password, click on '**Change Password**' and enter your old password once. You will be prompted to enter your new password twice. Be aware that passwords are case sensitive and that your password must contain **at least 8 characters, with at least 1 being a digit**.

<b>Change Password</b>
Old Password: <input type="password" value="....."/>
New Password: <input type="password" value="....."/>
Re-Enter New Password: <input type="password" value="....."/>
<input type="button" value="Update"/> <input type="button" value="Back"/>

## MONITORING EFTPOS PINPADS\*

- EFTPOS Terminals
- EFTPOS Events
- Eftpos Terminal Data**
- Reports
- Transactions
- User Accounts
- Exit

### Eftpos Term Data

Status:

SerialNumber	Group	LocalIpAddress	Status	LogonText	
2009844343	SampleEftpos	192.168.100.162	Offline	DPS TEST NEW ZEALAND...	<a href="#">Details</a>
2009844398	SampleEftpos	169.254.2.2	PinPad Offline	DPS TEST NEW ZEALAND...	<a href="#">Details</a>
2081111111	SampleEftpos		Inactive		<a href="#">Details</a>

### Eftpos Terminal Data Details

<p>SerialNumber: 2009844343          Group: SampleEftpos          DeviceId: DPS63          LocalName:          LocalIpAddress: 192.168.100.162          Status: Offline</p>	<p>DateLastTransaction: 04/02/2009 15:13:04          DateLastLogon: 03/02/2009 17:36:33          DateLastUpdate: 18/02/2009 17:13:40          LastTransactionReCo: 00          LastLoonReCo: 00</p>
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Click on 'EFTPOS Term Data' menu item. Select the status of the EFTPOS PINpads from the 'Status' drop down menu. Once you have clicked on the 'Search' button, a status table of EFTPOS PINpads will be returned according to the selected status. If you select nothing for 'Status' and search, it will simply return information on all EFTPOS PINpads connected to your EFTPOS 'Payline Manager' account.

To check more details of a particular EFTPOS PINpad, click on the 'Details' button.

You may find some useful and straight forward information in the 'EFTPOS Terminal Data Details' section such as 'DateLastTransaction' and 'DateLastLogon'. However, some information in this section may be technical, such as 'LastTransactionReCo'. We recommend that you contact DPS directly if you are uncertain of the information in this section.

<b>Serial Number</b>	It is unique for each EFTPOS PINpad and it is printed under the bar code on the back of the unit.
<b>Group</b>	DPS user group (named in DPS naming convention) which the EFTPOS PINpad belongs to. It usually indicates the store/office site.
<b>Local IP Address</b>	The LAN IP address of the computer/server the PINpad is connected to
<b>Status</b>	Online: The PINpad has been connected to DPS server at some point of time. It does <b>not</b> reflect the PINpad status in real time. Inactive: The EFTPOS PINpad is not in use. PINpad Offline: There has been a problem with connection between the PINpad and the computer/server. Offline: There has been a problem with the network or internet.
<b>Logon Text</b>	Card acceptor name. It indicates the store/office site name returned from banking network. It is usually specified in merchant agreement with the merchant bank.

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## DIAGNOSTICS

The 'EFTPOS Events' feature allows you to search for activities of different EFTPOS PINpads on remote sites. DPS recommends using 'Serial' as a search parameter. You can also choose to view PINpad activities based on a particular date range. 'Severity', 'Event', 'Site' and 'Reco' can also be used as search parameters, however they are not recommended.

The screenshot shows the 'EFTPOS Terminal Events' search interface. The search criteria are as follows:

- StartDate: 18 February 2009 00:00:00
- EndDate: 19 February 2009 00:00:00
- Severity: All
- Event: All
- Site: All
- Serial: (empty)
- ReCo: (empty)

The search results table is as follows:

Type	Date	Event	Terminal	Site	ReCo	Text
Info	18/02/2009 17:13:35	Shutdown PXPP	2009844343	Ians place	ZI	Shutdown

<b>Reco and Text</b>	Refer to Appendix. Contact DPS if you wish to interpret them.
<b>Event*</b>	<p><b>Magstripe Read Error:</b> The EFTPOS PINpad has failed to read the card. Try and swipe the card again.</p> <p><b>Printer Error:</b> Problem with printer settings or hardware. Contact IT administrator for assistance.</p> <p><b>PINPad Online:</b> The EFTPOS PINpad has been connected to 'DPS EFTPOS Client' software on the computer/server.</p> <p><b>PINPad Offline:</b> The EFTPOS PINpad has lost its connection to 'DPS EFTPOS Client' software on the computer/server.</p> <p><b>Startup PXPP OK:</b> The 'DPS EFTPOS Client' software has started successfully.</p> <p><b>Download:</b> The EFTPOS client has downloaded resources for upgrade.</p> <p><b>Diagnostic:</b> The EFTPOS PINpad has returned an error/diagnostic message. Contact DPS if you wish to interpret the message.</p>
<b>Terminal</b>	The serial number of the EFTPOS PINpad.
<b>Site</b>	It usually indicates the store/office site in DPS naming convention

\*Not all types of events are included in this user guide.

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## APPENDIX: EFTPOS RESPONSE CODES\*

\* EFTPOS Response Codes are provided as information only and they are subject to change. Contact DPS if you wish to interpret them.

A0 CANCELLED	BE CurrencyId Not Valid	ZD PINPad offline
A1 Cannot read Card	BF Init terminal 2	ZE PINPad Back Online
A2 Invalid Slot	BG EnableCurrencyConversion Not Allowed	ZF No unit selected
A3 AutoLogon Failed TX	BH CurrencyRate longer than 7 digits including decimal place	ZG Unknown command
A4 AutoLogon Failed Timeout	BI Invalid Date	ZH Service Shutdown
A5 AutoLogon Failed MAC	E0 EMV Download completed	ZI PC Shutdown
A6 AutoLogon Comms Error	E1 App Blocked	ZJ System Startup
A7 Cannot save terminal state	E2 TxnRef Error / Transaction not found	ZK System Startup but PIN Pad Offline
A8 Invalid ReceiptLineTerminator from POS	E3 No offline Pin support	ZL PIN Pad serial Swapout - serial number changed
AC Invalid ReceiptLineTerminator from SysParam	E4 DCC CurrencyId invalid	
AD Invalid ReceiptREset from SysParam	E5 DCC AcquirerId Invalid	
AE Invalid ReceiptSeparator from POS	E6 DCC CurrencyRate Invalid	
AF Invalid ReceiptSeparator from SysParam	E7 EMV card removed	
AG Invalid ReceiptEject from SysParam	E8 ICC Declined	
AH Invalid ReceiptEject from SysParam	F0 Please log on - offline transactions not allowed	
AI Select Account timeout	F1 Offline exceeded - either num transactions or offline duration	
AJ GetPin timeout	F2 Invalid offline transaction (not purchase only)	
AK Invalid cash out Amount	F3 Declined offer to process offline	
AL Invalid Amount	F4 Offline over purchase limit / Tip limit exceeded	
AM Invalid Amount - Too High	F5 Offline transaction already stored for this card	
AN Zero amount transaction not allowed	F6 Only signature supported	
AO Operator Cancel During Enter card	F7 Timeout waiting for merchant to allow offline transaction	
AP Operator Cancel During Manual PAN entry	F8 Timeout waiting for merchant to allow excess offline amount	
AQ Operator Cancel During Select Account entry	F9 Timeout waiting for PIN Pad MAC Generate	
AR Operator Cancel During PIN Entry	U9 Timeout for Transaction	
AS Invalid Amount - Cash out for purchase only	UA Power Fail	
AT Terminal parameters not set	UB Auto Logon timeout during transaction	
AU Card Read error	UC Timeout for reversal (CANNOT PROCESS)	
AV MAC Validation Error	UD Auto Logon Failed	
AX Message Validation Error	Z1 Link Down	
AY Invalid Response Code	Z2 Busy	
AZ Invalid field48	Z3 MacGen Error	
B0 AmountPurchase or AmountCashOut not zero for Balance transaction	Z4 Printer Offline or error	
B1 AmountCreditLimit Invalid	Z5 Busy - PINPad Offline	
B2 Invalid Card - is loyalty card, not purchase card		
BA Operator Cancel During Select Currency (DCC only) entry		

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