

# **Aloha EDC v19.9**

## **User Guide**

Last Updated: April 17, 2024

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## Revision Record

Date	Description of Change
11/01/2021	Updated the document to include NPP Processor details.
08/23/2023	Added text for non-support of downward adjustments when processing American Express cards using the TSYS processor (VisaNet protocol).
01/29/2024	Updated document to reflect NCR Voyix branding.
04/16/2024	Removed the 'System and hardware requirements' section and added a reference to the Aloha Solution Requirements Guide - HKS1626.

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# Preface

## Is this guide for you?

The Aloha<sup>®</sup> Electronic Draft Capture (EDC) User Guide is intended for both the novice and experienced users of Aloha EDC. A new user might read the overview information for any given function to gain an understanding of what the function is and how it is designed to operate. An experienced user that already has the basic knowledge to use Aloha EDC might access this guide to learn about specific options, or to find out more about the various functions and screens in Aloha EDC, to gain a higher return on their investment.

This guide assumes you have the following knowledge:

- Basic understanding of restaurant terminology and concepts.
- Basic understanding of PCs and Microsoft<sup>®</sup> Windows<sup>®</sup>.
- Understanding of the operation of a computer mouse and keyboard.
- Basic understanding of how to work with Microsoft Windows-based menu structures and basic application components, such as scroll bars, buttons, drop-down lists, text boxes, radio buttons, and check boxes.

## How this guide is organized

This guide is designed to help you familiarize yourself quickly with the Aloha EDC. It is organized as follows:

### Chapter 1: About Aloha EDC

This chapter discusses the preparatory requirements for the Aloha EDC software. This includes the steps required to interface with the Aloha Point-of-Sale (POS) system, as well as instructions to set up the modem(s), processor(s), credit cards, and more.

### Chapter 2: Interfacing the POS with Aloha EDC

This chapter discusses the available menu commands and their functionality within Aloha EDC, as well as how Aloha EDC works in relation to the Aloha POS system.

### Chapter 3: Configuring Aloha EDC

This chapter discusses tips for optimizing your use of the Aloha EDC program, processor errors, and installation guidelines.

### Chapter 4: Using Aloha EDC

This chapter details how to use Aloha EDC Client.

### Processor matrix

This appendix provides details of supported and non-supported processors.

## Field definitions

This appendix discusses tips for optimizing your use of the Aloha EDC program, processor errors, and installation guidelines.

## Troubleshooting Aloha EDC

This appendix provides you with solutions when experiencing issues using Aloha EDC.

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## System and hardware requirements

The system and hardware requirements for both the Back-of-House (BOH) and Front-of-House (FOH) depend on the Aloha POS version as well as the number of modules installed.



### Reference

Refer to the Aloha Solution Requirements Guide - HKS1626 for additional information regarding requirements for the Aloha POS system.

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## Introducing Aloha EDC

Aloha Electronic Draft Capture (EDC) is an application in the Aloha POS system suite of restaurant software products and is a critical component for operations that depend on payment cards, such as credit cards and debit cards, as a form of payment. It runs as a background process on the file server, constantly monitoring the system for payment card activity, and provides authorization and settlement capabilities for payment card transactions, using one or more processors of your choice. Depending on your merchant agreement, each processor will debit your merchant account for "processing fees" either monthly, daily, or both. You should become familiar with the agreement you have with your processors and be aware of the transactions for which you will incur a processing fee.

### What is authorization?

When a cardholder presents his or her card to you as payment, authorization begins. Aloha EDC transmits the information of the cardholder and the details of the transaction to the appropriate processor. The processor routes the information through the appropriate card network, either Banknet (MasterCard) or VisaNet (Visa), to the issuing bank of the cardholder to be approved or declined. The issuing bank verifies the information is valid and the cardholder has a sufficient balance or credit limit to make the purchase and sends a response code back through the card network to the processor, who in turn sends the response code back to Aloha EDC. If approved, Aloha EDC stores the transaction in a batch file, which is a group of transactions awaiting settlement. Authorization does not actually result in a charge on the payment card; think of it more as a temporary credit hold on the payment card until the approval code settles with a final amount, usually different than the authorized amount because of added tips or other edits.

### What is settlement?

Settlement is the process of sending and balancing already approved transactions in a batch file with the credit card processor. Usually, you settle batches on a daily basis, but it is possible to have multiple batches per day, or even batches that span multiple days. You begin by sending a batch file to your processor, typically at the close of each business day. The processor reconciles and transmits the batch of transactions to the appropriate card network. The processor deposits funds from the sales in the batch file to your merchant account. It is at this time that the transaction is final and the cardholder is billed. Do not wait too long to settle a batch; it is possible for the system to reject authorized transactions because the host system decided they were "discarded." In this event, you must enter and reauthorize the transactions again.

### System and hardware requirements

Confirm your hardware meets the minimum requirements. Refer to RKS ID 10485 Aloha Hardware and OS Specifications to view the BOH file server hardware recommendations. Refer to RKS ID 10486 Aloha POS and Order Entry Terminal Specifications to view the FOH terminal hardware recommendations. The FOH terminal hardware requirement list does not include peripherals, such as receipt printers, magnetic stripe readers, customer displays, and more.

## Installing Aloha EDC

For new installations and upgrades, beginning with Aloha EDC v14.1, it is a requirement to use Aloha Suite Installer. Refer to the Aloha Suite Installer Quick Reference Guide.

## Things you should know

In this section, we provide information regarding the EDC folder structure, the EDC settlement process, and more.

## Using CFC versus EDC Client

As early as EDC v7.0, you can use either Aloha Configuration Center (CFC)/Aloha Manager (AM) or Aloha EDC Client to configure EDC. This document assumes you are using CFC/AM to configure EDC.

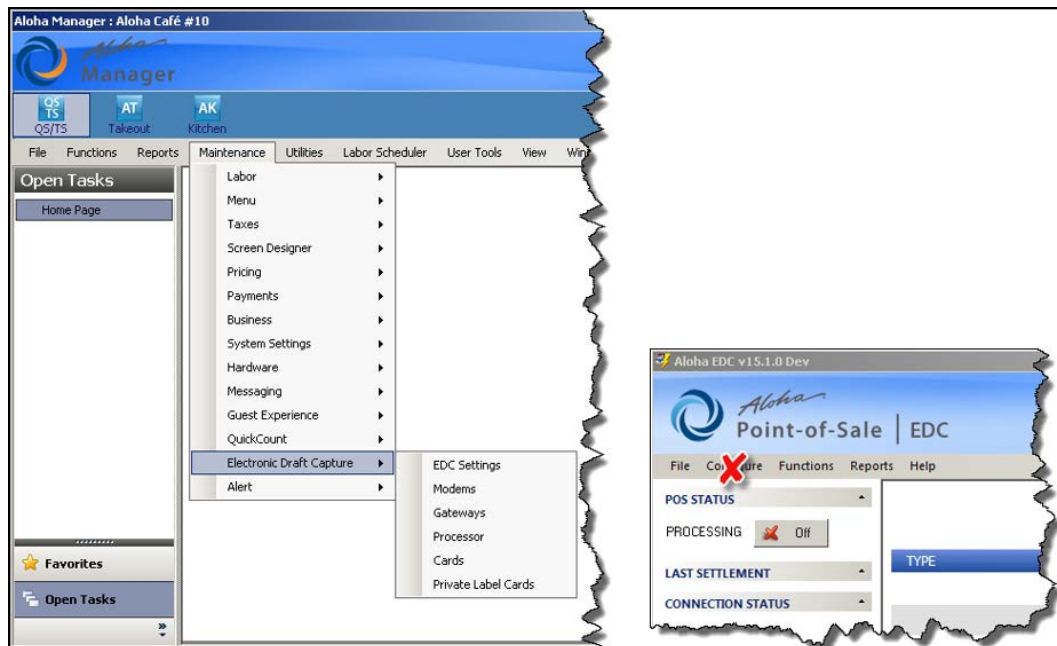


Figure 1 EDC Applet in CFC (Left) and EDC Client (Right)

If you currently use CFC or Aloha Manager as your configuration management tool for the Aloha POS system, upon upgrade to EDC v14.1, it is highly recommended you also begin using CFC or Aloha Manager as the configuration management tool for EDC and that you not use EDC Client.

Configuration changes made using EDC Client do not update EDC configuration in Aloha Configuration Center or Aloha Manager.

 **Caution**

Before you begin, be aware that CFC and Aloha Manager replace the existing EDC.ini file at each 'active' store with an EDC.ini file containing the data you configure in CFC/AM. If you arbitrarily create a new record for EDC in CFC or Aloha Manager (click New and then click Save without actually making selections), a new record with established default values is written to EDC.ini. CFC and Aloha Manager read this as new configuration data and export a new EDC.ini file to the 'active' stores, essentially overriding the pre-existing EDC.ini for each active store.

**The best practice for configuring EDC once you migrate to CFC or Aloha Manager is to:**

1. Enable **Electronic Draft Capture** in Configuration Center/Aloha Manager.
2. Perform all **EDC configuration** necessary to make EDC operable at a store, or multiple stores, if applicable.
3. If using Configuration Center, select the **Active Stores** function, and move the appropriate stores to the 'Active' list. **Note:** Do not make a store active until you complete the EDC configuration required for that store.

## Overrides by CFC Exports

In EDC v14.1, any configuration in CFC/Aloha Manager overrides configuration performed directly in EDC Client (Edc.exe), if a record exists in Maintenance > Electronic Draft Capture > EDC Settings. Effective in v15.1, to prevent an accidental override from CFC if you continue to use EDC Client, navigate to the EDC folder and create a NoConfig file (no file extension). For example, D:\Bootdrv\Aloha\Edc\Noconfig.

 **Note**

The debout.edc file notates the existence of the NoConfig file with the following: 'Noconfig flag file has been found in EDC folder, it will not be allowed to configure EDC with EDC client.'

## EDC version independence

In earlier versions of the Aloha POS software, Table Service, Quick Service, and EDC all released on the same release schedule and you were required to use the same Aloha POS and EDC version number. Beginning with version 6.4, Aloha EDC became an independent application. It no longer relies on the installed version of the Aloha Quick Service or Table Service applications. This independence makes it possible to meet the ever-changing needs associated with payment cards

without having to upgrade the entire Aloha POS installation. To support this version independence, we added EDC to Aloha Update as a separate product suite.

 **Note**

While the EDC version is independent from the Aloha POS version, the major version of EDC must be at least equal to or greater than the Aloha POS version and must be a supported version.

## Terminal and host capture platforms

A Terminal Capture platform requires the system to temporarily keep card data for purposes of making adjustments, such as adding a tip to a check, and requires you to run a batch settlement process before you can receive the funds from the processor. A Host Capture platform processes the funds in real time and is more suited to an environment in which you do not make adjustments for things such as tips. Terminal Capture is the standard platform for all supported processors in EDC; however, EDC also supports Host Capture for the Vantiv, and Worldpay processors. Both provide the ability to use Host Capture in an environment where you can make adjustments, you just need to configure the processor accordingly.

## Point-to-Point encryption

Effective with Aloha POS v12.3 and EDC v12.3, or later, Point-to-Point Encryption (P2PE) provides sites regulated by Payment Card Industry Data Security Standards (PCI DSS) with the potential to reduce their compliance obligations. Using P2PE removes cardholder data from your environment by encrypting the data at the moment of capture, without the ability to decrypt. When the data is sent to a secure on-premises vault or the payment processor, Format-Preserving Encryption (FPE) is enforced. In the case of First Data, (CES), a token is provided to the Aloha POS system in place of the cardholder data.

Once you implement P2PE functionality, guests and employees can only process credit, debit, and EBT payment cards with the PIN pad device. Any attempt to slide one of these cards through an MSR attached to an Aloha POS terminal results in an error that guides you to use the PIN pad device instead. For other types of payment cards, such as gift cards, you still use a magnetic stripe reader (MSR).

In summary, the PIN pad device supports only the following transactions:

- Credit cards
- Debit cards
- EBT cards
- You must still use a magnetic stripe reader for these features:
- Employee MAG cards
- Gift cards

Should you decide to implement P2PE, it is necessary to work with TSYS or First Data CES to ensure all requirements are in place and you order and receive the PIN pad devices preloaded with encryption software specific to your sites. If you currently pass payment information to the Aloha POS system from another Aloha application, such as Aloha Orderman, you cannot implement a P2PE solution at this time.



**Note**

Refer to the P2PE Feature Focus Guide for more information.

## Understanding the Aloha EDC process

After you complete the installation requirements and start POS processing, EDC transactions process seamlessly from the FOH to the EDC server. The following explains the normal file process for credit card transactions, assuming POS processing is on and the EDC service is active.

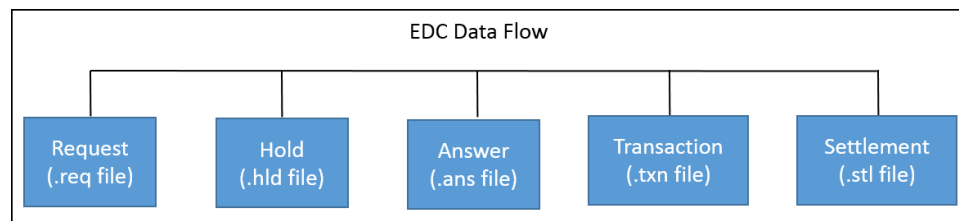


Figure 2 EDC File Process

### What happens when I use EDC to apply, adjust, or void a payment?

1. The master terminal creates a request (.req) file in the \EDC folder on the site controller.
2. EDC scans the \EDC folder for request files an average of once per second and, when found, immediately renames a request file to a hold (.hld) file of the same name in the \EDC folder, indicating that processing has begun.



**Note**

If EDC does not receive a response (does not discover the request file) and you are not set up to perform mock authorizations, the FOH times out after three minutes, and an 'Err/No Response' message appears. The system deletes the request file, and you must request another form of payment from the guest.

If you are set up to perform mock authorizations, the system activates spooldown mode, and converts the hold file to a spooling (.spl) file with the same name in the \EDC folder on the master terminal. If an \EDC folder does not exist on the master terminal, one is created at this time.

3. After EDC processes a request file, it writes the response from the processor to an answer (.ans) file in the \EDC folder and deletes the hold file. The 'Approved' field in the answer file indicates whether the action was successful, and the 'Auth' or 'Error' fields provide additional information.
4. EDC also writes the response to a transaction (.txn) file in the processor folder for the processor that will handle the batch for this transaction and deletes the answer file. Transaction (.txn) files are sequentially numbered, and are identical to the answer file.

When you make an adjustment to a transaction in the BOH, transaction and answer files are also generated. The FOH picks up the answer file and updates the FOH with the BOH changes. If the EDC program goes down while processing an action, then the hold file is left in the \EDC folder. When the EDC service starts, it scans for any .hld files. If EDC finds .hld files, it errors all of them out because it does not know if they processed or not. This is indicated by the 'HLD File not processed' error message.

### What happens when I initiate batch settlement?

1. EDC creates a SETTLING marker file in the folder of the processor being settled.

#### Note

If you settle a transaction using a processor other than the one that authorizes the transaction, the transaction file resides in the folder for the settlement processor rather than the folder for the authorization processor.

2. EDC communicates with the processor and sends detailed information about all transactions in the folder to the processor for settling.

#### Note

Some processors support the ability to write rejected transactions in a batch to a separate file, allowing a merchant to settle a batch that would otherwise be rejected as a whole. The merchant must then review the rejected transactions and take the necessary actions. As of this writing, BA Merchant Services, First Data Buypass, First Data CES, First Data Nabanco, Paymentech, VisaNet, and Worldpay support removing rejected transactions from a batch into a separate file so that settlement can occur.

3. If settlement succeeds, EDC deletes the SETTLING marker file and attempts to archive the transactions in the folder by creating a settlement file called `yyyymmdd.stl`, where `yyyymmdd` is the current system date, not the Date-of-Business. If a settlement file by that name already exists, the system names the new settlement file `yyyymmdd.A`, `yyyymmdd.B`, and so on. Settlement files accumulate until you manually delete them or until you manually archive them for reporting purposes.
4. If the system is able to archive the transactions in the folder, the system deletes the transaction (.txn) files and creates a SETTLED marker file.

-OR-

If the system is not able to archive the transactions in the folder, the following message appears five times, indicating you have a serious problem: "Settlement succeeded, but error nn occurred. CONTACT TECHNICAL SUPPORT and WRITE DOWN the settlement authorization (Error message x of 5)." This message indicates the batch successfully settled but was not cleared out, raising the risk of double-billing customers. Contact Technical Support, who may direct you to use the Force Settlement function. While rarely used, this function archives and clears out the current batch without performing any actual settlement with the processor. It is intended for use only when a batch successfully settles without the Aloha POS system knowing about it, such as when settlement is interrupted as described above, or when the processor manually settles a batch on their end to solve a problem.

You also need to contact Technical Support if a batch settlement fails for a processor for which "Remove rejected transactions" is not supported.

## EDC folder structure

Normally, the primary EDC folder resides in the EDC folder under <lberdir> on the BOH site controller, e.g. C:\Aloha\EDC, which you can override using the EDCProcPath environment variable.

The FOH uses EDCPath to find EDC on the server.

Under the EDC folder, each processor has its own folder. For example: \EDC\Amex or \EDC\Visanet.

Here is a description of the files found in the EDC folder:

File	Description
EDC\Edc.ini	EDC Configuration File
EDC\*req	Request files from FOH
EDC\*.hld	FOH requests currently being processed
EDC\*.ans	Completed requests
EDC\Changed	Marker file indicating to the FOH that at least one file has changed
EDC\ProcessorName\Txn*	Txn files making up the current batch for the processor
EDC\ProcessorName\Settling	Marker file indicating that settlement is currently in progress for the processor
EDC\ProcessorNameSettled	Marker file indicating that settlement has been completed for the processor
EDC\ProcessorName\YYYYMMDD.stl	Settlement file containing all of the txn* files for a settled batch

## EDC settlement process

The following steps occur during settlement:

- EDC creates a Settling file in the folder of the processor being settled.
- EDC dials out to the processor and sends detailed information about all of the transactions in the batch. The processor may approve or reject the batch.
- EDC deletes the Settling file.
- The txn file for the settlement transaction is written out.
- If settlement failed, nothing else happens.
- If settlement succeeded, Aloha EDC attempts to archive the current batch.
- A settlement file is created that contains a header with some batch information and the text of all .txn files in the batch. The name of the settlement file is typically YYYYMMDD.stl, where YYYYMMDD is the current date. If a settlement file already exists with that name, the settlement file is named YYYYMMDD.A, YYYYMMDD.B, and so on.
- If the settlement file is successfully created, the .txn files are deleted.
- A Settled marker file is created.
- If the archive batch process fails, it is a serious problem. Aloha EDC displays the following message five times: 'Settlement succeeded, but error nn occurred. Contact Technical Support and Write Down the Settlement authorization (Error message x of 5).' The reason this is serious is that the batch was settled, but was not cleared out for some reason. This raises the risk of settling the same batch twice and double-billing customers.

## Configuring EDC outside of Bootdrv share

Aloha EDC is capable of storing data files related to credit card processing outside the established 'Iberdir' path, by using the environment variable, EDCProcPath. This change affords more data security and customer protection by moving non-temporary files related to transaction authorizations and settlements outside the 'Bootdrv' share currently used by the Aloha POS system. Data not stored within the shared file structure is much less likely to be available to anyone entering the system from an external location. You can configure Windows and the Aloha POS system together to permit only the system administrator access to these files. Most likely you configured EDC outside the bootdrv share during installation.

### To move non-temporary EDC files outside the Iberdir file structure:

1. Settle all pending batches, prior to continuing with this procedure.
2. On the EDC server (typically the Aloha BOH file server), create a **new path** for EDC outside the \Bootdrv file structure. For example, if the current file structure is C:\Bootdrv\Aloha\EDC, you could use C:\AlohaEDC\EDC.
3. Log in to **Aloha EDC** and select **File > Stop POS Processing**.



4. Log out, and close **Aloha EDC**, and close any remote instances of EDC running on other computers on the network, such as a manager workstation.
5. Stop the **EDCSvr** Windows service.
6. Create a new **environment variable**, **EDCProcPath**, specifying the new location for the EDC folder created above.
7. Move the **contents** of the old EDC folder to the new location.
8. Start the **EDCSvr** Windows service.
9. Open and log in to **Aloha EDC**.
10. Select **File > Start POS Processing**.

When you configure the system in this manner, the system (Aloha FOH, BOH, or Aloha EDC) writes all authorization request files (.req) to the default EDCPath, and the transaction (.txn) and settlement (.stl) files to the new EDCProcPath location. The system writes answer (.ans) files to the EDCPath location. The FOH deletes .ans files from EDCPath after processing the response, so the file remains in the shared path for only a short time. The system writes .stl and .txn files solely to the EDCProcPath location. EDCSvr reads the EDC.ini and other EDC files in the EDCProcPath location, and monitors the current EDCPath location for incoming .req files.



#### Note

The Aloha POS system assumes %lberdir%\EDC as the default location for the environment variable, EDCPath. It is not necessary to create this variable, as the Aloha POS system assumes this location if you do not. If you want to use a path different from the default for EDCPath, create the new folder, and create a new environment variable, EDCPath, to match the new location. The EDCPath folder must be within the \Bootdrv location.

## EDC and redundancy

1. Attempt to maintain live transaction authorization despite server failure.
2. Simulate live transaction authorization during server or network failure.

## Redundant dial-out

Although dial-up connections are rarely used now, a few restaurants may have only one modem on the BOH computer that is used for EDC dial-out. If this is the case and the BOH goes down, you have lost EDC dial-out capability. Further, if you put a modem in the master terminal, and you run EDC on the master terminal as well as on the BOH, you have some EDC redundancy. Anytime the master terminal takes over as the file server, .req files begin to be spooled to the \EDC folder on the master terminal. If EDC is running on the master, it picks up those files and processes them. The only problem with this approach is that EDC currently does not 'mirror' the .txn files from the BOH on the terminals. Because of this, any transactions started before the file server went down will not be in the batch on the master terminal; therefore they cannot be adjusted or voided until the BOH recovers. New transactions rung after the BOH failure works normally. In this scenario, you must remember that there are two batches, one on the BOH and one on the master terminal. Each batch must be settled.

## Simulated authorization

Few restaurants install redundant modems, so a software-based approach is useful also. The Aloha POS system also supports a 'fake' authorization mode that allows FOH terminals to automatically authorize transactions when the BOH is down.

To enable this functionality, select 'Allow authorization when EDC is offline' in CFC > Maintenance > Business > Store > Store Settings > 'Credit Card' group > 'EDC Setup' group bar. Store and Forward is also available; to enable store and forward, select 'Enable store and forward' in CFC > Maintenance > Electronic Draft Capture > EDC Settings > EDC Settings tab > 'Store and forward' group bar. You can set a maximum amount of fake authorization; type the maximum amount in 'Maximum authorization amount' in CFC > Maintenance > Business > Store > Store Settings > 'Credit Card' group > 'EDC Setup' group bar.

When EDC generates fake authorizations, they are spooled in the \EDC folder on the master terminal as .spl files; store and forward files are stored in %edcprocpath%\edc\processor\storeandforward. The master terminal debout indicates any 'fake' activity that occurs. The Aloha EDC program on the BOH server periodically scans the terminals and picks up these spooled transactions. This scanning is usually invisible, but the /DebugScan option on EDC will cause the Aloha EDC program to output detailed information into the Debout.edc file showing the scanning activity. When Aloha EDC picks up spooled transactions, it performs a real authorization at that point. Typically, the authorization succeeds, and the transaction is added to the current batch and is settled normally. 'Fake transactions' that successfully authorize print on the Aloha EDC batch report with '\*' next to them. If the authorization fails, the merchant is in jeopardy of losing money because the FOH allowed the sale to occur. Therefore, failed authorizations that were spooled using fake authorizations are selected at the bottom of the Aloha EDC batch report. The merchant should review these carefully, if they occur, to avoid losing revenue.

The /ScanRestrict FileName option on EDC will cause the scan to only pay attention to transactions from terminals where the \EDC folder contains FileName; this is helpful if you are running more than one copy of EDC and you want each copy of EDC to pick up transactions from only a particular set of terminals.

The 'fake authorization' mode is only activated when the BOH is down and the master terminal cannot open an .req file on the BOH server. If the BOH is up, fake authorizations do not occur, even if the Aloha EDC program is turned off and is not processing requests. This functionality is intended to handle hardware, not software, failures.

When Aloha EDC attempts to authorize a transaction and EDC is unable to connect to the processor for some reason, it can take up to 45 seconds or longer before receiving a response. Store and Forward (SAF) allows you to set a timeout threshold, such as 10 seconds, for an authorization to occur. If EDC is not able to connect and receive a response from a processor within the allotted time frame, the system places that processor into the 'store and forward' state, meaning the system approves the transaction amount, if it is within the defined limits, stores the transaction, and attempts to authorize it again at a later time. EDC continues to provide immediate responses for subsequent transactions within the defined limits until it is able to re-establish a connection to that processor. Once successfully reconnected, Aloha EDC processes the stored transactions in the queue.

## Anatomy of a transaction (.txn) file

Manually editing or otherwise manipulating .txn files is highly discouraged. However, when troubleshooting, it is useful and important to understand how they work.

The following fields are currently in .txn files:

File	Description
TYPE	Type of action (Authorize, Preauthorize, Adjust, Void, Credit, Force, Settle, ForceSettle).
DOB	Date of business
DATE	System date
TIME	System time
TERMINAL	Originating terminal, or BOH.
MANAGER	If manager approval was required, who did it.
EMPLOYEE	FOH Employee performing the action.
TABLE	Name of table or Quick Service order.
CHECK	Check number.
PAYMENT	Unique payment ID.
AUTHAMT	Amount to authorize.
BATCHAMT	Amount to settle.
BACHTIP	Tip amount to settle.
PROCESSOR	Which credit card processor handles this transaction.
CARDTYPE	Type of card (VISA, MC, Discover, and more).
CARD	Card number, masked.
EXP	Expiration (MMYY).
TRACK1	Track 1 magnetic card information, if available (encrypted).

File	Description
TRACK2	Track 2 magnetic card information, if available (encrypted).
REF	Reference ID that identifies the batch transaction this action is updating. A transaction consists of all the txn files that have the same Ref ID.
APPROVED	YES, if the action succeeded, NOT if failed for any reason.
AUTH	Authorization code for successful authorization.
ERROR	Error text for failed actions.
INFO	Additional internal transaction information.
REASON	For void actions, the explanation for the void.
NOCAPTURE	Indicates that the authorization succeeded but the transaction is not allowed.
PROCNO	Processor number of settlement processor.
FILENO	Number of the txn file.
STANDALONE	Yes, if the action occurred while the FOH was in fake authorization mode. Standalone transactions appear on the batch report with an '*'.
SECCODE	Indicates that a CVV/CID code was presented to the processor.
PINDEX	Processor index. Distinguishes the batch the transaction goes into when you have multiple simultaneous batches for a processor. Note: This setting comes from Terminal Maintenance in the EdclInfo field.
TERMID	Terminal ID. This does not necessarily correspond to the Aloha POS terminal number. This is a specific terminal ID to be sent to the processor so that they can report on credit card activity by terminal. Note: This setting comes from Terminal Maintenance in the EdclInfo field.

The following fields are used for check authorization only (Currently supported for Elavon BOH Processor only):

File	Description
MICR	Magnetic Ink Character Recognition code along bottom of check
DLL	Drivers license
CHECKNO	Check number
STATE	State
ZIP	ZIP code

Additional fields appear in txn files if the Aloha POS system is interfaced to a Property Management System (PMS). See Interfacing PMS with Aloha User Guide for further information.

This section provides lists of environment variables and command line options that impact Aloha EDC.

#### Environment variables that affect EDC

Environment Variable	Default	Description
Iberdir	C:\Aloha or C:\AlohaQS	Root Aloha folder. Must be set for the current Aloha POS version for client\server remote access.
Datadir	Data	Subfolder of <iberdir> containing FOH configuration files.
EDCDir	EDC	Subfolder of <iberdir> containing EDC files.
EDCPath	C:\Aloha\EDC C:\Alohaqs\EDC C:\Aloha\EDCProcPath	Full path of folder containing EDC files.
PMSDir	PMS	Subfolder of <iberdir> containing PMS files.
PMSPath	C:\Aloha\PMS or C:\Alohaqs\PMS	Full path of folder containing PMS files.

#### Command line options that affect EDC

Command Line Option	Description
/NoMutex	Do not enforce mutual exclusion. This means you can run more than one copy of EDC at a time. Not usually recommended. Can be very hazardous.
/Iberdir xxx	Overrides the Iberdir environment variable.

Command Line Option	Description
/DataDir xxx	Overrides the DataDir environment variable.
/EDCDir xxx	Overrides the EDCDir environment variable.
/EDCPath xxx	Overrides the EDCPath environment variable.
/PMSTDir xxx	Overrides the PMSTDir environment variable.
/PMSPPath xxx	Overrides the PMSPPath environment variable.
/DEBugExt xxx	Changes the extension of the Debug file. The default is EDC. When you have multiple copies of EDC running, this option lets you specify different extensions for their debugging output files.
/Title xxx	Specifies text to display in the title of the EDC program window. Also useful when running multiple copies of EDC.
/ReportMode	Runs in a mode that only allows the user to run batch reports. Sometimes useful for setting up extra copies of EDC on remote stations that do not interfere with regular EDC operation. /Iberdir is typically required if you are using /ReportMode on a remote machine, so that EDC can find the EDC.ini file and related security key information.
/ScanRestrict xxx	Specifies that EDC is to scan for standalone transactions (.spl files) only on FOH terminals that have an .xxx file in their EDC folder. Useful when running multiple copies of EDC in SuperSites.
/DebugScan	Outputs detailed debugging information when scanning for .spl files on FOH terminals. Not recommended for normal operation because of the large volume of debugging, but can be useful in helping you understand how EDC and redundancy work together.

## Downgrades

Downgrades are transactions that are charged at a higher rate than the preferred rate. Merchants become very unhappy when downgrades occur regularly. For a transaction to receive the preferred rate, the following must occur:

- The magnetic stripe from the card must be read. Manually keyed card numbers are downgraded because they present a higher risk of fraud.
- The transaction must be settled for an amount, which is not more than 20% over the original authorization amount, and not less than 20% below the original authorization amount.

Tip adjustments never dial out for additional authorization, no matter how large the tip. Tip authorization percentage is configurable, and defaults to 20%. This setting is in Aloha.ini as EDCAuthTipPercent and can be set from Aloha Manager under Maintenance > Store Settings > Credit Card Group. (Note: In Aloha.ini, 20% is represented as .20, not 20. In Aloha Manager, 20% is entered as 20, with no decimal point. This means that if a customer has a \$10 order, the credit will be authorized for \$12. As long as the settlement amount is between \$9.60 (80% of \$12) and \$14.40 (120% of \$12), the transaction is not downgraded. This is normally the case. If the customer leaves more than a 44% tip, it is downgraded. Establishments that have a lot of very large tips might consider raising the default tip.

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## Chapter 2: Interfacing the POS with Aloha EDC

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## Enabling EDC

Before you can use Aloha EDC to process transactions, you must establish the interface between Aloha EDC and the Aloha POS system. This chapter discusses the setup requirements within the configuration management tool, either Aloha Configuration Center or Aloha Manager, including making the configuration options available in the configuration management tool.



### Reference

Refer to the Aloha Quick Service or Table Service Reference Guides for more information on options on the Credit Card group and the Tenders function.

To begin, you must enable EDC options to view the EDC features in the Aloha POS system. Once selected, you can set up EDC to use Aloha EDC or a third party payment application.

### To enable EDC options to appear in the configuration management tool:

1. Select **Maintenance > Business > Additional Features**. (If using Aloha Configuration Center, log in as a corporate user, and access **Maintenance > Business > Corporate Administration**).

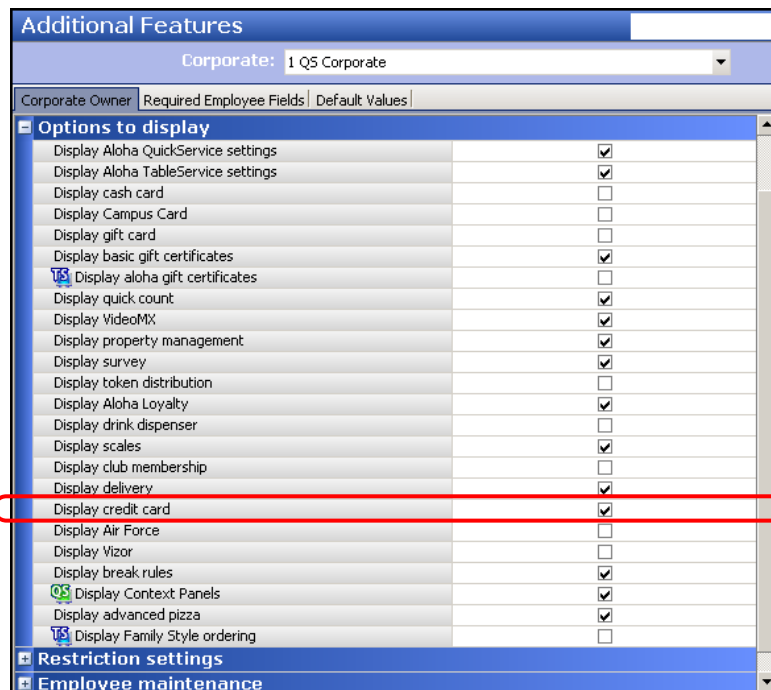


Figure 1 Business - Additional Features

2. Under the 'Options to display' group bar, select **Display credit card**.
3. Click **Save** and exit the **Additional Features** function.
4. Log out of and back in to the **configuration management tool**. The Credit Card group now appears on the Store Settings tab in Maintenance > Business > Store.

**To enable Aloha EDC functionality in the Aloha POS system:**

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
3. Select the **Credit Card** group, located at the bottom of the screen.

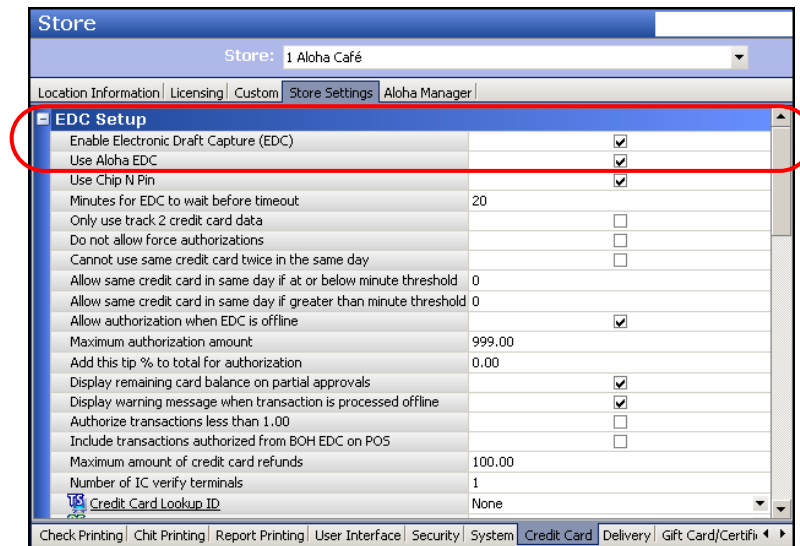


Figure 2 Store Settings tab - Credit Card group

4. Under the 'EDC Setup' group bar, select **Enable Electronic Draft Capture (EDC)** to activate EDC functionality in the Aloha POS system. Selecting this option without selecting 'Use Aloha EDC' indicates you are using a third party system for credit card processing.
5. Select **Use Aloha EDC** to indicate you are using the native Aloha EDC system for your credit card processing and not a third party system.
6. Click **Save** and exit the **Store** function.

## Establishing EDC security parameters

In today's world of technology, it is important to establish security parameters for non-cash payments. Use the procedure below to ensure the recommended safety practices.

### To establish EDC security parameters:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
3. Select the **Credit Card** group, located at the bottom of the screen.

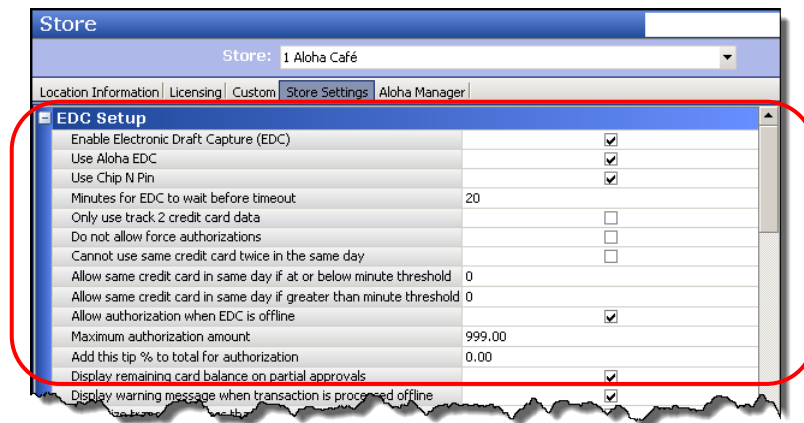


Figure 3 EDC Setup Group Bar

4. Under the 'EDC Setup' group bar, select **Only use track 2 credit card data** if you want the mag card reader to only read track two of the magnetic stripe on the back of the credit card.
5. Select **Do not allow force authorizations** to stipulate all credit card payments are to be electronically approved rather than forced to tender. If cleared, the 'Force' button does not appear on the FOH Close screen.
6. Select **Cannot use same credit card twice in same day** to prohibit the system from allowing the same credit card number for payment twice in the same business day.
7. Specify the **number of minutes**, from 0 to 9999, at, or under which a guest can use the same credit card on the same day to make a purchase in 'Allow same credit card in same day if at or below minute threshold.' If a guest uses the same credit card outside of the threshold, manager approval is necessary.
8. Specify the **number of minutes**, from 0 to 9999 over which a guest can use the same credit card on the same day to make a purchase in 'Allow same credit card in same day if greater than minute threshold.' If a guest uses the same credit card outside of the threshold, manager approval is necessary.
9. Type the **highest amount** an employee can refund to a credit card in 'Maximum amount of credit card refunds.'

10. Type the **percentage of the order** to add to the check total for authorizations in 'Add this tip % to total for authorization.' For example, if this tip percentage is set to 15%, and a customer charges \$20.00 on a credit card, the authorization builds in 15% on top of the original \$20.00 for a total authorization of \$23.00. There is a leeway of + or - 20% for restaurants and + or - 15% for retail before a downgrade fee is charged. If a restaurant does not have tipping, type 0.
11. Select **Display remaining card balance on partial approvals** to allow the card balance of prepaid cards to appear on the FOH. If cleared, the card balance does not appear on the FOH. The card balance prints on the customer voucher; it does not appear on the merchant copy.

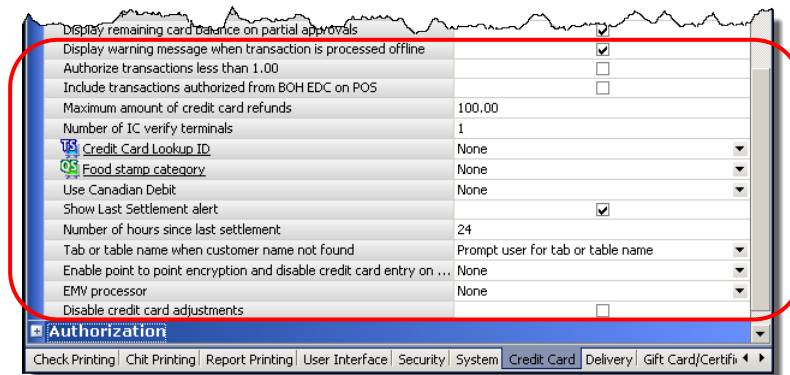


Figure 4 EDC Setup Group Bar

12. Select **Display warning message when transaction is processed offline** to display a message on the FOH alerting the employee when EDC cannot connect to the system.
13. Select **Authorize transactions less than 1.00** to indicate you want to allow credit payments that are less than a dollar.
14. Select **Include transactions authorized from BOH EDC on POS** to enable an employee to process BOH EDC transaction from the FOH.
15. If using Quick Service, select the **category of items** from which guests can make purchases using their EBT food benefits card. Most laws require you not to include tobacco and alcohol items in this category.



### Reference

Refer to the EBT Payment Cards Feature Focus Guide for detailed instructions.

16. Select **Show Last Settlement alert** to indicate you want a warning message to appear on the Login screen letting you know you need to run a settlement. The 'Number of hours since last settlement' option appears.
17. Type the **number of hours** that must pass since your last settlement before the warning message appears on the Login screen in 'Number of hours since last settlement.'

18. Select a **processor**, such as Elavon or Moneris, from the 'EMV Processor' drop-down list, to force employees and guests to insert or slide chip-enabled cards into a wireless PIN pad device to complete a transaction. If an employee attempts to slide the card using the MSR on an Aloha POS terminal, an error message, 'EMV enabled cards may not be swiped on POS terminals,' appears on the FOH; however, the employee can manually enter the card data at the Aloha POS terminal.



### Reference

Refer to the EMV Elavon Feature Focus Guide for more information.

19. If you select **Moneris** as the 'EMV Processor,' select **Allow standard credit card processing on POS terminals** to allow employees and guests to slide a chip-enabled card on a magnetic stripe reader (MSR) or enter the card manually on the FOH only as a backup method. Selecting this option may impede EMV functionality; however, if you do, you have the choice of having the FOH display an EMV liability warning message.
20. Select **Display EMV liability warning** to enable the alert, 'Processing credit cards at this POS terminal could result in liabilities and fees due to EMV requirements. Would you like to proceed?' on the FOH when you use a chip-enabled card as a magnetic stripe card, or enter the card number manually in the FOH.
21. Select **Disable credit card adjustments** to prevent an employee from making adjustments to credit card amounts.
22. Click **Save** and exit the **Store** function.

## Supporting pre-authorizations

You usually use pre-authorizations in a bar tab environment. How you configure and use pre-authorizations in the Aloha POS system could determine if you are at risk for increased processor fees as a result of merchant policy changes from major card brands. If you currently use pre-authorizations, we recommend you turn this feature off, or, at the very least, turn off the subsequent authorization functionality, if applicable, as this functionality can cause multiple authorizations for the same check. If you continue using the pre-authorization feature without the subsequent authorization functionality and the final purchase amount exceeds the original pre-authorization amount by more than 20%, chances are you will still incur additional fees.

### To support pre-authorizations in Table Service:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
3. Select the **Credit Card** group, located at the bottom of the screen.

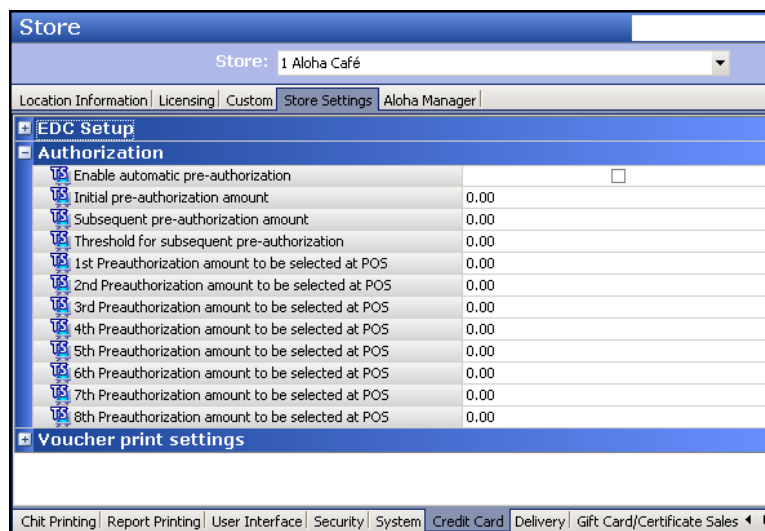


Figure 5 Authorization Group Bar

4. Under the 'Authorization' group bar, select **Enable automatic pre-authorization** to automatically contact the processor and perform a pre-authorization when the check total exceeds the amount in 'Initial pre-authorization amount.'
5. Type the **amount** for the system to use for the first pre-authorization in 'Initial pre-authorization amount.'
6. Type the **amount** by which to increase the authorized amount when the guest check exceeds the pre-authorized amount in 'Subsequent pre-authorization amount.' For example, if the initial pre-authorization amount is \$50.00 and the subsequent pre-authorization amount is \$25.00, the next amount sent to the processor for pre-authorization is \$75.00.

7. Type the **amount** at which the system warns the server when the guest check total is approaching the authorized amount in 'Threshold for subsequent pre-authorization.' The top of the FOH guest check window changes to red.
8. Type the **amounts** from which an employee can choose after pressing the Preauthorization button on the FOH in '1st Preauthorization amount to be selected at POS' through '8th Preauthorization amount to be selected at POS.' Use these amounts to manually perform pre-authorizations when you do not activate automatic pre-authorizations.
9. Click **Save** and exit the **Store** function.

## Supporting offline authorizations

When the EDC server is offline, meaning it cannot connect to the processor for approval, you can have the system do a 'mock' authorization, meaning it can appear to approve the transaction so that you can go ahead and accept the card as payment. The transaction is 'spooled' and approved later when the EDC server is back online. You can minimize the risk involved in not receiving approval while the guest is still in your restaurant by establishing a maximum amount allowed for mock authorization.

### To support offline authorizations:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
3. Select the **Credit Card** group, located at the bottom of the screen.

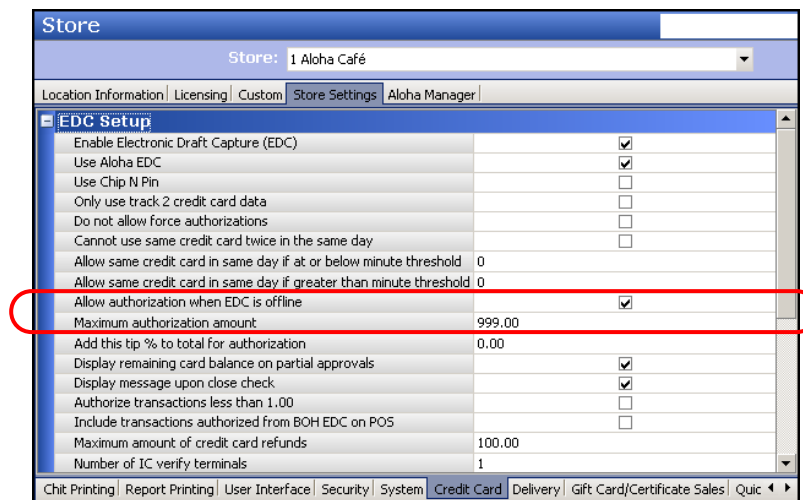


Figure 6 Allow Authorizations When EDC is Offline

4. Under the 'EDC Setup' group bar, select **Allow authorizations when EDC is offline** to permit the FOH to perform 'mock' authorizations for sales less than a pre-defined amount if the EDC credit card server is down. When selected, if the FOH attempts to do a credit card authorization when the EDC server is down, a 'mock' authorization is done immediately and the transaction is

spooled later for an actual authorization. An .spl file is created in the \EDC directory on the master terminal. As soon as the EDC file server becomes available, the EDC program on the server scans for spooled transactions (.spl files).

5. Type the **maximum dollar amount** to authorize when the server is down and the FOH is performing mock authorizations.
6. Click **Save** and exit the **Store** function.

## Supporting auto-detection of credit card type

The Aloha POS system offers the ability to automatically detect the card type based on the card prefix. In Quick Service the feature is referred to as Auto Detection of Payment Cards. In Table Service, this feature is referred to as Credit Card Lookup. Both allow you to slide a card across the magnetic stripe reader (MSR) or a proximity reader (RFID) without having to choose the type of card first, reducing the number of button touches required to close the check. The check must be appearing in the guest check window at the time of detection.



### Reference

For Quick Service, refer to the Auto Detection of Payment Cards in QS Feature Focus Guide for detailed instructions on using this feature. For Table Service, refer to RKS ID 7317 for detailed instructions on using this feature.



## Supporting chip and PIN

Traditional magnetic stripe cards contain static data on the back of each card that can easily be duplicated using low cost equipment that is readily available for purchase on the Internet. Once duplicated, a criminal can use the copied card to commit fraud anywhere in the world that accepts the specific brand of credit card. Chip and PIN allows for dynamic information to pass through with each payment transaction. Because the data is dynamic and not static, duplication of any one card is very difficult, making Chip and PIN more secure.

### To use Chip and PIN functionality in Aloha EDC:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
3. Select the **Credit Card** group, located at the bottom of the screen.

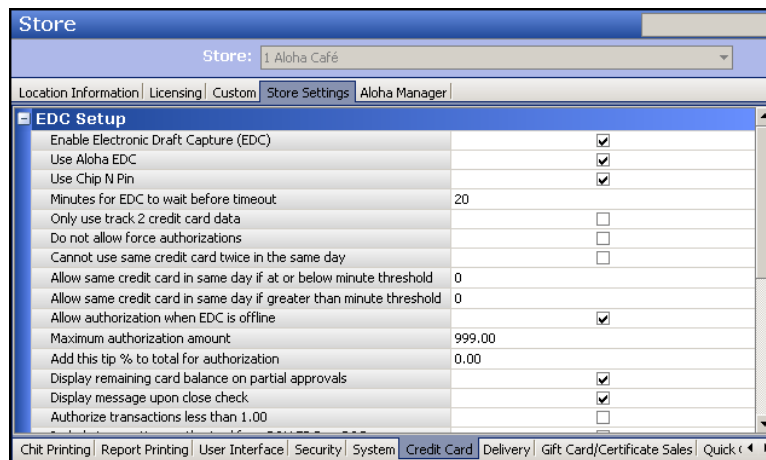


Figure 7 Use Chip N Pin

4. Under the 'EDC Setup' group bar, select **Use Chip N Pin** if your processor supports chip and PIN and you wish to use this functionality. Chip and PIN cards contain an embedded microchip, specifically constructed for interacting with Chip and PIN devices, that contains encoded cardholder data. Selecting this option enables the 'Minutes for EDC to wait before timeout' option.
5. If using Chip and PIN, define the **number of minutes** for EDC to wait for credit card authorization from the processor before timing out, forcing you to tap the card again or select another form of payment, in 'Minutes for EDC to wait before timeout.'
6. Click **Save** and exit the **Store** function.

## Configuring voucher printing

Use the 'Voucher print settings' group bar to determine voucher print style, define your credit card masking, enter customized text, and more.

### To configure basic voucher printing:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.
3. Select the **Credit Card** group, located at the bottom of the screen.

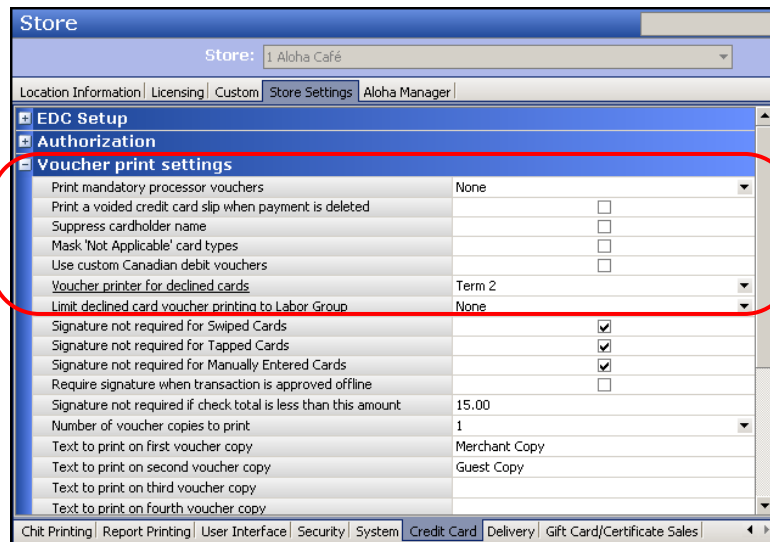


Figure 8 Voucher Print Settings Group Bar

4. Under the 'Voucher print settings' group bar, select **Print a voided credit card slip when payment is deleted** to print a voided receipt when you delete a credit card payment. The voucher reflects the full amount that was deleted, including the tip amount.
5. Select **Suppress cardholder name** to prevent the name of the cardholder from printing on the credit card voucher. When using a magnetic stripe reader, the system replaces the 'Magnetic Card present: <cardholder name>' line on the voucher with 'Magnetic Card present: Yes.'
6. Select the **printer** at which to print a voucher when a card is declined from the 'Voucher printer for declined cards' drop-down list, regardless of signature rules you have in place that may prevent the printing of a voucher. This is helpful in environments for which there is either no immediate interaction with the guest, and you want to ensure someone sees and intercepts the decline voucher, providing you the opportunity to let the guest know to bring another form of payment.
7. Select a **labor group** from the 'Limit declined card voucher printing to Labor Group' drop-down list to print a decline voucher only when the order originates from a specific labor group. Labor groups consist of specific job codes. This feature is helpful in situations where a guest is not

present or on the telephone, such as with Aloha Online Ordering when instant approval is not in use, or future orders with saved credit card information.



### Note

It is not necessary to select this option in environments where the decline message appears on the on-screen guest check, prompting you to request another form of payment.

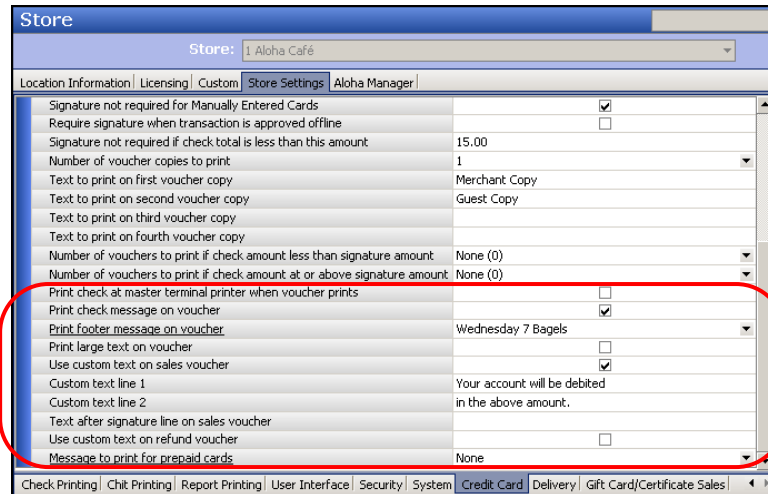


Figure 9 Voucher Print Settings Group Bar

8. Select **Print check at master terminal printer when voucher prints** to print an additional check at the master printer whenever a voucher prints at the voucher printer.
9. Select **Print check message on voucher** to print the text from the active guest check message on the voucher. The active guest check is either message ID 01 or a guest check message you activate using a Set Guest Check Message event.
10. Select a **guest check message** from the 'Print footer message on vouchers' drop-down list, to include a legal declaration in the footer of the voucher that states the guest is responsible for paying their debt.
11. Select **Print large text on voucher** to print the text on the voucher in a larger font size.
12. Select **Use custom text on sales voucher** to print custom text on the sales voucher, directly above the signature line.
13. Type the **custom text**, up to 40 characters each, to print on the sales voucher in 'Custom text line 1' and 'Custom text line 2.' For example, type 'Your account will be debited' in the first text box and 'in the above amount.' In the second text box.'
14. Type the **text** to indicate where the customer is to sign the voucher, such as 'Cardholder signature' in 'Text after signature line on sales voucher.'
15. Select **Use custom text on refund voucher** to print custom text on the refund voucher, directly above the signature line.

16. Type the **custom text**, up to 40 characters each, to print on the refund voucher in 'Custom text line 1' and 'Custom text line 2.' For example, type 'Your account will be credited' in the first text box and 'in the above amount.' In the second text box.'
17. Type the **text** to indicate where the customer is to sign the voucher, such as 'Cardholder signature' in 'Text after signature line on sales voucher.'
18. Select the **guest check message** created just for printing a legal disclaimer on credit card vouchers for guest checks paid with a prepaid card. You must clear 'Do not print vouchers' in Maintenance > Payments > Tenders > Authorization tab for the prepaid card tender and create the legal disclaimer message in Maintenance > Messaging > Guest Check Message.
19. Click **Save** and exit the **Store** function.

## Configuring signature rules

For consumer convenience and faster service, some credit card companies allow merchants to waive a signature if the amount of the purchase is under a certain amount. In addition, credit card companies may offer a discount for purchases where you capture the card information using a magnetic stripe or RFID reader. The Aloha POS system offers the ability to configure signature rules based on the transaction amount, and how you capture the transaction, such as manually or offline, thus increasing the speed of service.



### Reference

Refer to ["To designate this tender as one for which signature line rules apply:" on page 2-24](#) for information on how to designate a tender as one for which signature rules apply.

### To configure signature rules:

1. Select **Maintenance > Business > Store**.
2. Select the **Store Settings** tab.

3. Select the **Credit Card** group, located at the bottom of the screen.

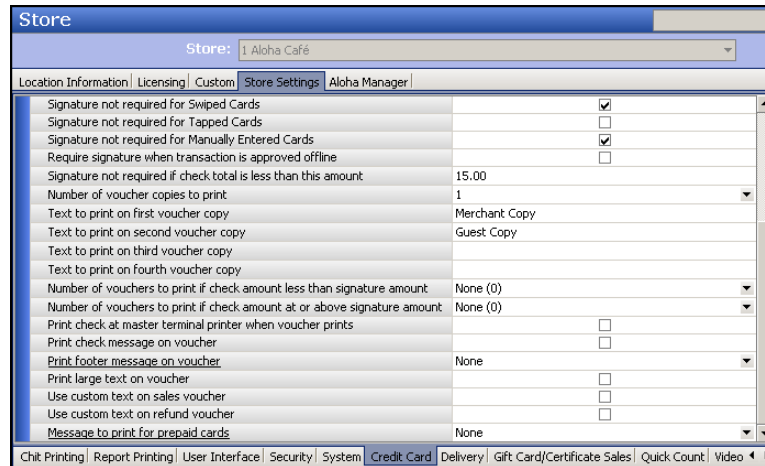


Figure 10 Signature Rules

4. Under the 'Voucher print settings' group bar, type the **amount** up to which you do not require a guest signature for a transaction in 'Signature not required if check total is less than this amount.'
5. Select **Signature not required for Swiped Cards** to apply signature rules to transactions for which you use a magnetic stripe reader to capture the card information. Clear this option to ignore signature rules and require a signature for all transactions for which you use a magnetic stripe reader to capture the card information.
6. Select **Signature not required for Tapped Cards** to apply signature rules to transactions for which you use an RFID reader to capture the card information. Clear this option to ignore signature rules and require a signature for all transactions for which you use an RFID reader to capture the card information.
7. Select **Signature not required for Manually Entered Cards** to apply signature rules to transactions for which you manually enter the card information. Clear this option to ignore signature rules and require a signature for all transactions for which you manually enter the card information.
8. Select **Require signature when transaction is approved offline** to ignore signature rules and require a signature for all transactions processed while the system is in offline mode and cannot connect to the processor for approval. Clear this option to apply signature rules to a transaction even when it is processed offline.
9. Select the **number of vouchers**, from 0 to 4, to print for each transaction from the 'Number of voucher copies to print' drop-down list. This option works with the Tenders function, when you select either 'Voucher' or 'Signature lines' from 'Print when the signature ceiling is met or exceeded.'
10. Type the **text** to print on the first through fourth voucher copies. It is only necessary to type text for up to the maximum number of copies you are printing.

11. Select the **number of vouchers** to print when the check amount is less than signature ceiling amount.
12. If you select anything but None (0) in the prior step, select **Print signature line on x voucher** where x corresponds with the copy of the voucher, for each voucher on which to print a signature line.
13. Select the **number of vouchers** to print when the check amount is at or greater than the signature ceiling amount.
14. If you select anything but None (0) in the prior step, select **Print signature line on x voucher** where x corresponds with the copy of the voucher, for each voucher on which to print a signature line.
15. Click **Save** and exit the **Store** function.

## Creating a credit card tender

Before you can use EDC to process transactions, you must create the necessary tenders in the Aloha POS system. Depending on your operations, this could require several tender types, including 'Credit card,' 'Debit,' 'Gift card,' and more. For the purposes of this guide, we focus solely on creating credit card tenders. If you support other types of payment cards in your operation, refer to the respective Feature Focus Guide for more information. Refer to the Table Service or Quick Service Reference Guides for detailed explanations of the options available in the Tenders function.

### Credit card quick tips:

- You can use the auto-detect payment cards feature to minimize the number of buttons required on the Tenders screen and reduce the number of screen touches. For Quick Service, refer to the Auto Detection of Payment Cards Feature Focus Guide. For Table Service, refer to RKS ID 7317 - Supporting Credit Card Lookup to ensure this is how you want to operate within EDC.
- Determine if you want to waive a customer signature if the amount of the purchase made with a credit card is under a certain amount and, if yes, configure credit card tenders to respect signature rules.
- Establish the credit card provider on the Type tab in the Tenders function.
- To create more secure credit card tenders, select 'Use Magnetic Cards ONLY' located on the Type tab to prevent manual credit card entry without manager approval. Clear 'Print on check' located on the Identification tab, to prevent the card account number from printing on the guest check. This option helps to prevent unauthorized use of credit card account numbers at the site. Refer to the Aloha POS Data Security Handbook for more information.
- For private label credit or gift cards, use 'Prefix checking' to define a valid prefix for these tenders.

The following procedure includes the required or suggested settings for setting up a credit card tender.

### To create a credit card tender:

1. Select **Maintenance > Payments > Tenders**.
2. Click the **New** drop-down arrow, select **Credit card**, and click **OK**.
3. Accept the **system assigned number** or click the **ellipsis (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.

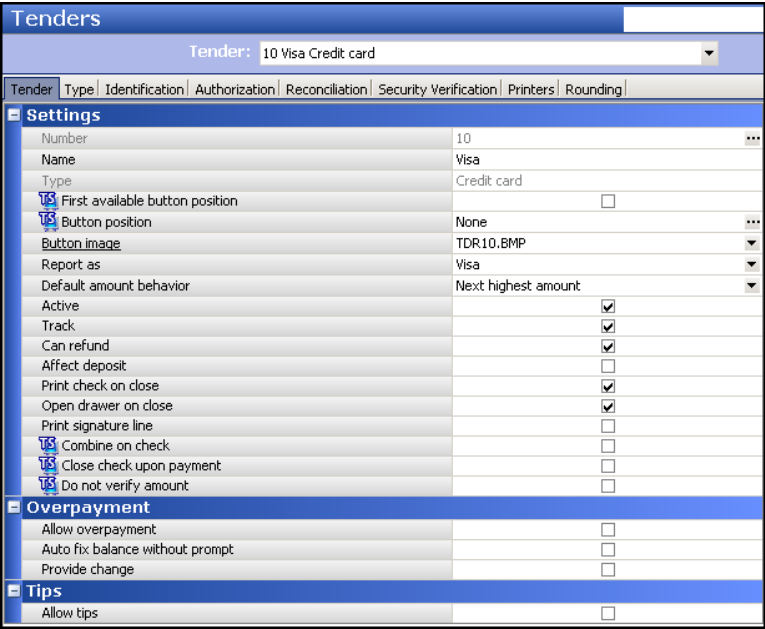


Figure 11 Tender tab

- 4. Under the 'Settings' group bar, type a **name** to identify the credit card, such as Visa.

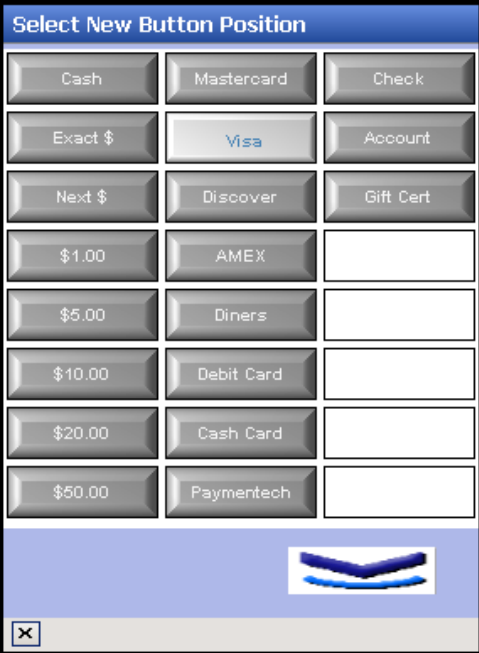


Figure 12 Select New Button Position - Table Service

- 5. For Table Service, select **First available button position** to allow the system to place the tender button in the first available position of the FOH Close screen.



-OR-

Click the **ellipsis (...)** to display the Button Position dialog box and select an **available position** for the credit card tender.

6. Select an **image**, such as the credit card logo, to appear on the button in place of the name, from the 'Button image' drop-down list.
7. Select the **tender** under which you want the credit card to report, if you do not want it to report as itself, from the 'Report as' drop-down list.

-OR-

Leave the **default value of Current** if you want the credit card to report as itself.

8. Select **how the tender behaves** in the FOH when selected for payment from the 'Default amount behavior' drop-down list, if you want it to behave differently than the default choice of 'Ask for amount.' The other choices are 'Next highest amount,' 'Exact amount due,' and 'Specific amount.'
9. Select **Active** to make the tender available for use. If not active, an error message appears in the FOH when you select this tender for payment.
10. Select **Can refund** to indicate you can perform a refund for this tender from the Aloha POS FOH. You must select this option for non-cash tenders that allow refunds. An employee assigned to an Aloha POS access level with appropriate access must perform the refund.
11. Clear **Affect deposit** since credit cards do not affect the total cash amount you have on hand for deposit.
12. Select **Print check on close** to print a copy of the guest check at the time you close the check using this tender. To save paper, clear this option to turn off printing of the guest check at close in environments where you provide a copy of the guest check to the guest prior to applying payment. The guest typically does not require another copy of the guest check after you tender and close the check.
13. Select **Open drawer on close** to open the drawer each time you apply payment and close a check to this tender.
14. Clear **Print signature line**. Use this option for non-cash tenders for which you require a signature from the guest, such as 'House account' and 'Property management' tender types. Do not confuse this option as one having to do with signature line rules that control when to print signature lines on credit card vouchers.
15. For Table Service, clear **Combine on check**.
16. For Table Service, select **Close check upon payment** to automatically close a check when the payments applied to the check meet or exceed the guest check amount.
17. For Table Service, clear or select **Do not verify amount** to determine the placement of the cursor on the FOH tender screen and whether you are able to change the amount to something less than the balance of the check. When you select this option, cursor focus is always just below the amount and you are unable to change the amount at all. When you clear this option, cursor focus is on the amount. You can change the amount to something less than the balance of the check but attempts to change the amount to something greater result in an error message. If the

tender allows tips, you can change the amount to something greater than the balance of the check; however, the system calculates the difference and moves the excess amount to the tip amount

18. Under the 'Tips' group bar, select **Allow tips** to allow guests to add a tip to the guest check and pay it with this credit card.
19. Enter the **maximum allowable tip percentage** in 'Maximum tip %.' Enter the percentage as a number and two decimal places. For example, enter a percentage of 50% as 50.00.
20. For Table Service, type the **percentage of tips** to recover from employees for the cost of processing the transaction in 'Tip refund %.' Enter the percentage as a number and two decimal places. For example, enter a percentage of 50% as 50.00.
21. Select **Remove tip line if auto gratuity** to not print a tip line on guest checks paid with this tender, if you add an automatic gratuity.
22. Select the **Type** tab.

The screenshot shows the 'Tenders' application window with the 'Type' tab selected. The tender is identified as '10 Visa Credit card'. The settings are organized into several sections:

- Type settings:**
  - Credit card provider: VISA
  - Apply a surcharge to this tender: None
- Property management settings:**
  - Post to PMS:
- Foreign Currency:**
  - Foreign currency: None
- Options settings:**
  - Use magnetic card only:
  - Expiration:
  - Verify expiration:
  - Verify signature:
  - Get common service tender prefix:
  - Display tender screen on card swipe:

Figure 13 Type tab

23. Under the 'Type settings' group bar, select the **credit card provider** from the drop-down list. Selecting a provider also selects 'Expiration,' which requires the entry of the expiration date when manually entering a credit card number.
24. Select the **surcharge** to pass along to the guest to help recoup extra charges, such as the credit card processing fee, from the 'Apply a surcharge to this tender' drop-down list, if applicable.
25. Under the 'Options settings' group bar, select **Use magnetic card only** to prevent an employee from manually entering a credit card number without manager approval when applying this tender as payment. To override this setting for a certain employee and allow them to enter the number manually without manager approval, select 'Manual credit card number' for the

appropriate access level in Maintenance > Labor > Pos Access Levels, and then assign that access level to the employee.

26. Select **Verify expiration** to have the system compare the credit card expiration date against the system date to verify the card has not expired.
27. Select **Verify signature** to display a prompt reminding the employee to verify the signature on the card matches the signature on the credit card voucher.
28. For Quick Service, select **Display tender screen on card swipe** if you want the employee to verify the amount, or allow them to change the amount, applied to the card. If cleared, the system automatically sends the full amount of the transaction as soon as you slide the card across the reader.
29. Click **Save** and continue to the **next procedure**.

**To configure a credit card tender to be more secure:**

1. Select the **Identification** tab.

Tenders	
Tender: 10 Visa Credit card	
Tender	Type
<b>Identification</b>	
Require identification	<input checked="" type="checkbox"/>
Prompt	Card #
Minimum	12
Maximum	19
Numeric only	<input checked="" type="checkbox"/>
Print on check	<input checked="" type="checkbox"/>
Validate	<input type="checkbox"/>
Valid	<input checked="" type="radio"/> Include <input type="radio"/> Exclude
Prompt twice for manual entry	<input type="checkbox"/>
<b>Prefix checking</b>	
Prefix 1	4
Prefix 2	
Prefix 3	
Prefix 4	
Digits to validate	0

Figure 14 Identification tab

2. Under the 'Identification' group bar, select **Require identification** to force employees to enter information, such as the card number, minimum and maximum digits to enter, and more. Selecting this option also enables the Security Verification tab, which allows you to establish more stringent security requirements, such as the entry of the zip code, for address verification, or the card security code (i.e. CVV, CID).
3. Type the **text to prompt for the card number** on the FOH tender screen, such as 'Card #,' in 'Prompt.'

4. Type the **minimum and maximum number of digits** required for the card number. The system supports payment cards up to 19-digit PANs.
5. Select **Numeric only**.
6. Clear **Print on check**.
7. Select the **Security Verification** tab.
8. Under the 'Address' group bar, select **Enter address verification code** to require the entry of the cardholder's ZIP Code on the FOH Security Verification screen. Selecting this option enables the remaining options under the 'Address' group bar.
9. Select **Verify address on all cards** to require the entry of the ZIP Code for all transactions, whether you enter the card number manually or electronically. Clear this option to prompt for the ZIP Code for manually entered card numbers only.
10. Type the **minimum number of characters or digits** you can enter for a ZIP Code in 'Number of characters.'
11. Select **Numeric only** to display a numeric keypad that only allows you to enter numeric values for the ZIP Code. Clear this option to allow the entry of characters from an alphanumeric keypad.
12. Type the **text to prompt for the ZIP Code** on the FOH Security Verification screen in 'Verify address prompt.'
13. Under the 'Validation code' group bar, select **Enter validation code** to require the entry of the security code, such as the CVV or CID number printed on the exterior of a credit card, on the FOH Security Verification screen. Selecting this option enables the remaining options under the 'Validation code' group bar.
14. Select **Require code entry** to enforce the entry of the security code. A manager is not able to bypass the entry of the code. If you select this option, you have no choice but to enter the code or cancel the payment.
15. Select **For all cards manual or electronic** to require the entry of the security code for all transactions, whether you enter the card number manually or electronically. Clear this option to prompt for the security code for manually entered card numbers only.
16. Select **Presence indicator** to display additional buttons on the FOH Security Verification screen, allowing you to provide a reason for not entering the security code. If you also select 'Require code entry,' these buttons do not appear in the FOH.
17. Select **Print response code** to print the response code returned from the processor for a security code submission on the voucher.
18. Type the **minimum number of characters required**, up to 10, when entering the security code. For example, if the security code in your region contains three digits, select or type 3.
19. Type the **maximum number of characters required**, up to 10, when entering the security code. You must select or type a number equal to or greater than the one chosen for 'Minimum number of characters required.'
20. Select **Numeric entry only** to stipulate the entry of numeric values only for the security code. Clear this option to allow the entry of characters from an alphanumeric keypad.

21. Select **Enter code twice** to require the entry of the security code twice, when entering the card number manually instead of reading it electronically from a magnetic stripe reader. A Re-enter Code # prompt appears. Both entries must match before you can proceed.
22. Type the **text to prompt for the security code** on the FOH Security Verification screen in 'Text to display on prompt.' You can enter up to 20 characters.
23. Click **Save** and continue to the **next procedure**.

**To establish prefix checking for a credit card tender:**

1. Under the 'Prefix checking' group bar, type up to four **prefixes** to compare against the card number to ensure the card number is valid.  
-OR-  
If you need to validate a range of numbers for this tender, not just a prefix, or have more than four prefixes to validate, select **Validate** to enable the Validation tab, on which you add a list of IDs or a range of IDs to validate against the account number entered on the FOH screen.
2. Select **Include** to stipulate the IDs on the Validation tab are valid IDs; select **Exclude** to stipulate the IDs on the Validation tab are invalid IDs.
3. Select the **Validation tab** and add the **list of IDs** or a **range of IDS** to validate against.
4. Click **Save** and continue to the **next procedure**.

**To force the entry of an authorization code for a credit card tender:**

1. Select the **Authorization** tab.

Tenders		17					
Tender: 10 Visa Credit card							
Tender	Type	Identification	Authorization	Reconciliation	Security Verification	Printers	Rounding
<b>Authorization</b>							
Require authorization			<input checked="" type="checkbox"/>				
Authorization prompt			Authorization #				
Maximum length			6				
Print on check			<input checked="" type="checkbox"/>				
Authorize using EDC			<input checked="" type="checkbox"/>				
Allow pre-auth with EDC			<input type="checkbox"/>				
Do not print vouchers			<input type="checkbox"/>				
Apply signature line rules for vouchers			<input type="checkbox"/>				

Figure 15 Authorization tab

2. Select **Require authorization** to force the entry of an authorization code, either one returned by Aloha EDC or one you manually enter, on the FOH tender screen.
3. Type the **text**, such as 'Authorization #,' in 'Authorization prompt.' This text appears on the FOH tender screen, and prints on the guest check if you also select 'Print on check.' You can enter up to 15 characters.
4. Type the **maximum number of digits** allowed for an authorization code in 'Maximum length.'
5. Select **Print on check** to print the authorization code on the guest check.
6. Select **Authorize using EDC** to have EDC electronically return an authorization code. If you clear this option, you must manually enter an authorization code on the FOH tender screen before you can continue.
7. Click **Save** and continue to the **next procedure**.

### To designate this tender as one for which signature line rules apply:

You define the requirements for signature line rules under the 'Voucher print settings' group bar in the Credit Card group on the Store Settings tab in Maintenance > Business > Store. Once defined, you then specify for which tenders the signature line rules apply.



#### Reference

Refer to ["Configuring signature rules" on page 13](#) for information on how to configure signature rules.

1. On the Authorization tab, select **Apply signature line rules for vouchers**.
2. From the 'Print when the signature ceiling is met or exceeded drop-down list,' which appears when you select 'Apply signature line rules for vouchers,' select **Signature lines** to designate this tender as one for which signature line rules apply. The system prints all vouchers with signature lines when the payment is at or above the amount, but no vouchers when payment is below the amount.  
-OR-  
Select **Voucher** to designate this tender as one for which signature line rules DO NOT apply. The system prints all vouchers with signature lines regardless of the payment amount.  
-OR-  
Select **Both** to designate this tender as one for which signature line rules apply and the selections under the 'Voucher print settings' group bar in the Credit Card group control the number of copies to print when the payment is at or above the amount, when it is below the amount, and on which copies to print a signature line.
3. Click **Save** and exit the **Tenders** function.

## Providing the ability to perform a credit card refund

To provide the ability to perform a credit card refund from the Aloha POS FOH to offset a transaction for a closed check that was ordered incorrectly or when a guest asks for their money back, you must give an employee, such as a manager, an access level with sufficient access to perform a credit card refund. The Aloha POS access level controls performing a refund from the Aloha POS FOH. To perform a refund from the BOH using Aloha EDC, an employee must have a sufficient BOH security role.

### To provide the ability to perform a credit card refund from the Aloha POS FOH:

1. Select **Maintenance > Labor > Pos Access Levels**.
2. Select an **access level**, such as 'Manager,' from the 'POS Access Level' drop-down list.

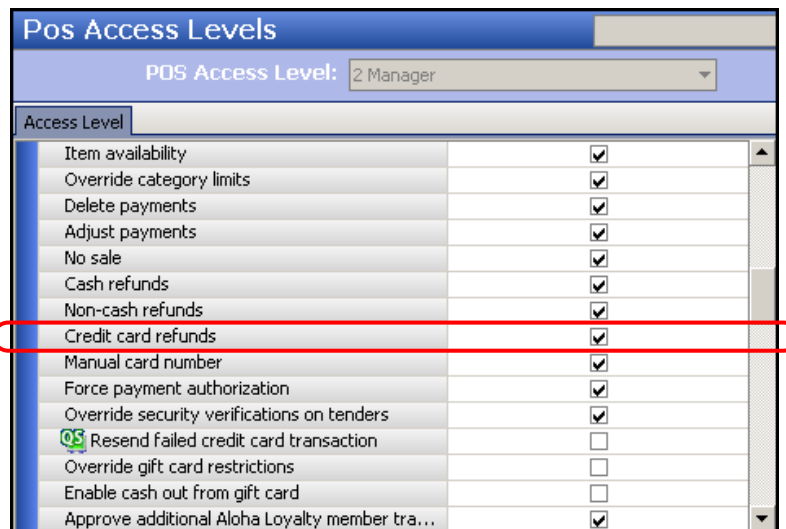


Figure 16 Pos Access Levels - Financial Group Bar

3. Under the 'Financial' group bar, select **Credit card refunds**.
4. Click **Save**.
5. Repeat this **procedure** for other access levels that need the ability to perform a credit card refund.
6. Exit the **Pos Access Levels** function.



## Providing the ability to resend a failed credit card transaction (QS only)

In Quick Service, employees with the required access level can now resend a transaction that fails due to the network connectivity, time-outs, or for actual declines to the host without additional card slides from the guest. If the card is declined again, resending the transaction results in additional transaction fees.

### To provide the ability to resend a failed transaction:

1. Select **Maintenance > Labor > Pos Access Levels**.
2. Select an **access level**, such as manager, from the 'POS Access Level' drop-down list.

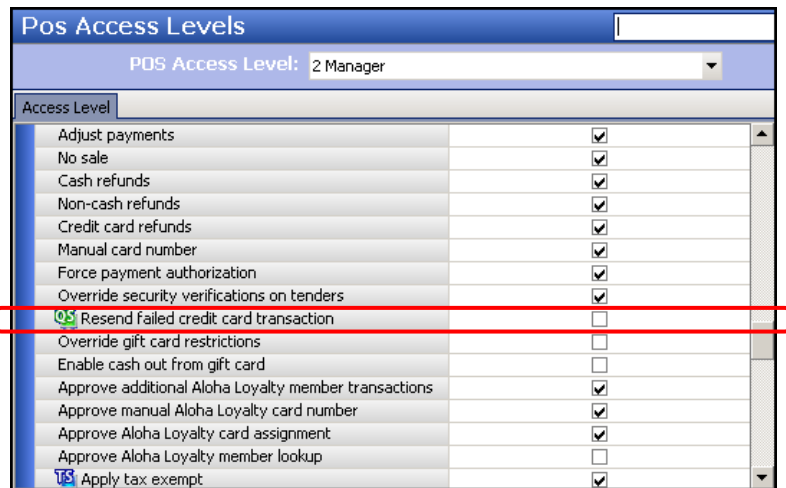


Figure 17 Pos Access Levels - Financial Group Bar

3. Under the 'Financial' group bar, select **Resend failed credit card transaction** to enable any employee clocked in with this access level to send a failed transaction to the host again for authorization.
4. Click **Save**.
5. Repeat this **procedure** for each access level that needs the ability to resend a failed credit card transaction.
6. Exit the **Pos Access Levels** function.

### To add a Resend Failed Credit Card Transaction button to a panel:

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.
2. Select **Work with Panels**.

3. Select **Panel > Open Panel**, select a **panel**, such as 'Mgr Functions,' and click **OK**.  
-OR-  
Create a **new panel**.
4. Right-click the **panel** and select **New Button**. The Properties dialog box appears.

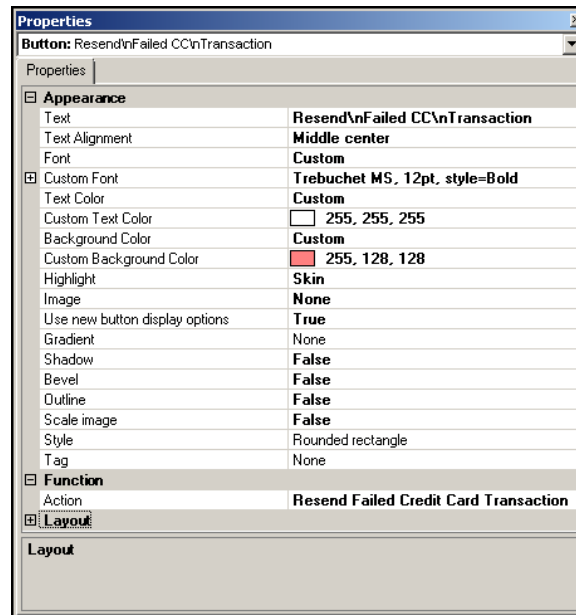


Figure 18 Resend Failed Credit Card Transaction

5. In the Properties dialog box, select **Resend Failed Credit Card Transaction** from the 'Action' drop-down list.
6. Under the 'Appearance' group bar, type a **name** for the button, such as 'Resend Credit Card. To display text on multiple lines, insert '\n' without spaces for line breaks.
7. Configure the **remaining options** as you would for any other button.
8. Select **Panel > Save Panel** and exit the **Quick Service Screen Designer** function.

## Adding text to clarify decline error messages

When an electronic payment declines, an error message appears on the front-of-house (FOH) terminal. Each processor sends a unique set of error messages; the wording of which may confuse employees. Due to the difference between the processors and the messages they provide, it is difficult for restaurants to effectively train their employees. Using the Aloha POS system, you can define additional text to appear when the original electronic payment decline error message fails to instruct the cashier on what steps to take to assist the guest.

### Tip

We recommend you contact your processors and obtain a complete list of all possible electronic payment decline error messages; the system reads the existing key phrase of the processor error message, and displays additional text that you provide, giving guidance to your employees when an error message appears. Your text also appears in the guest check window.

### To add additional text to clarify decline error messages:

1. Select **Maintenance > Messaging > Custom EDC Response Messages**.
2. Click **New**.

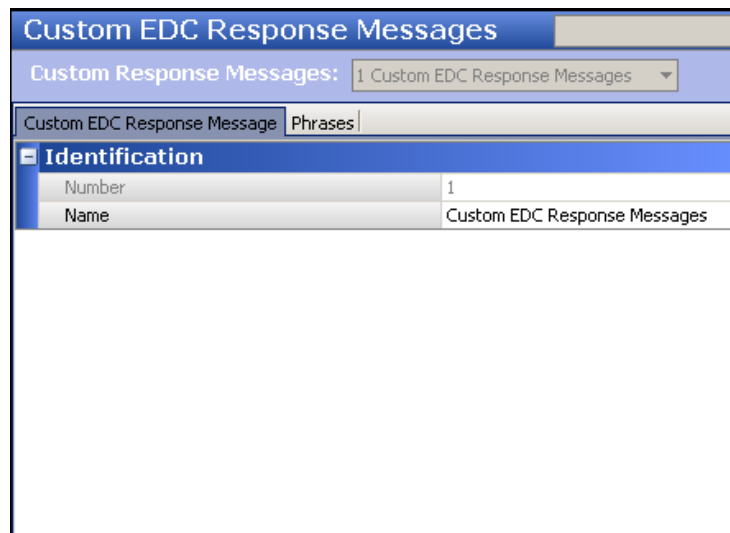


Figure 19 Custom EDC Response Message tab

3. Type a **name** for the custom EDC response messages.

4. Select the **Phrases** tab.

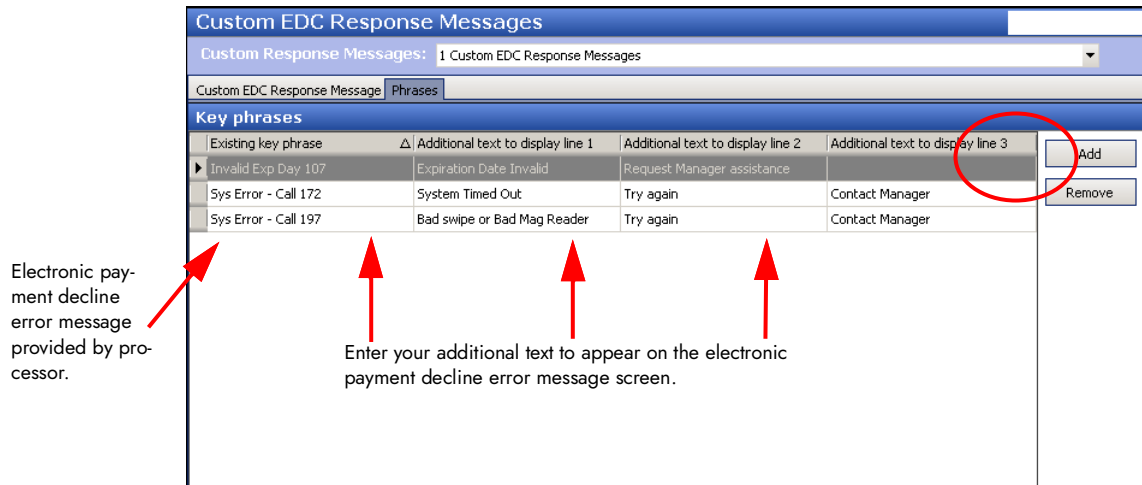


Figure 20 Phrases tab

5. Click **Add**.
6. Type the **decline message**, obtained from the processor, up to 30 characters, in 'Existing key phrases.' For example, 'Sys Error-Call 197.'
7. Type **additional information**, up to 30 characters, in 'Additional text to display 1.' For example, 'Bad swipe or Bad Mag Reader.'
8. Type **additional information**, up to 30 characters, in 'Additional text to display 2,' if necessary. For example, 'Try again.'
9. Type **additional information**, up to 30 characters, in 'Additional text to display 3,' if necessary. For example, 'Contact Manager.'
10. Click **Add** and repeat this procedure for any additional key phrases that you want to provide instructions.
11. Click **Save** and exit **Custom EDC Response Messages**.

Additional text to display examples:

Existing Key Phrase	Additional Text To Display 1	Additional Text To Display 2	Additional Text To Display 3
Invalid Exp Day 107	Expiration Date Invalid	Request Manager assistance	
Sys Error - Call 172	System Timed Out	Try again	Contact Manager
751 Auth Declined  Declined - Over Limit Amount	Card has insufficient funds	<Blank>	Request alternate payment.
752 Trans Denied  Insufficient Funds	Card has insufficient funds	<Blank>	Request alternate payment.

FOH additional text example:



Figure 21 Additional Text Appears

## Chapter 3: Configuring Aloha EDC

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<b>Configuring gateways</b> .....	3-5
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## What you should know before configuring Aloha EDC

After preparing the Aloha POS system for integration with Aloha EDC, you need to access the Electronic Draft Capture menu and configure EDC-specific menu options, such as additional EDC settings, processors, gateways, modems, and more.

Before you configure Aloha EDC, you need to understand the methods of communication used in the industry for processing transactions.

**Dial-Up Support** — Uses a conventional telephone line to establish a connection to the Internet and send data to/receive data from the host. Although not as common, dial-up is still used where other methods are not available or the cost is too high, such as in some rural or remote areas. Dial-up communication requires a dedicated phone line, provides slow response times, and is the least reliable of the available communication methods.

**TCP/IP Frame Support** — Uses a broadband Internet connection to send and receive data packets to and from the host. EDC resorts to dial-up as a backup method of communication, if configured to do so.

**TCP/IP Internet Secure or Encrypted Support (SSL/TLS)** — Uses a broadband Internet connection to send and receive encrypted and protected data packets, with the help of the HTTPS protocol, to and from the host. EDC resorts to dial-up as a backup method of communication, if configured to do so.

**Gateway Support** — Uses a secure socket layer (SSL) connection over TCP/IP that acts as a bridge between the site and the host. Currently Aloha EDC supports two gateways: First Data IPN and FDS Secure Transport. This method of communication is not available for every processor. Refer to [Configuring gateways](#) for more information. EDC resorts to dial-up as a backup method of communication, if configured to do so.

## Defining additional EDC settings

Additional EDC options include defining the maximum refund amount for credit cards, defining how frequently EDC retries an SSL connection, enabling Store and Forward, and more.

1. Select **Maintenance > Electronic Draft Capture > EDC Settings**.

Settings	
Number	1
Name	EDC Settings
Credit card refund limit	200.00
Retry SSL every this many connections	30

Offline recovery	
Mock authorize until offline transactions are processed	<input checked="" type="checkbox"/>
Start live processing with this many queued transactions	0

Store and forward	
Enable store and forward	<input checked="" type="checkbox"/>
Authorization timeout threshold	0
Number of seconds to wait before attempting recovery	30
Floor for transaction amount	0
Maximum number of offline transactions	0

Figure 1 Electronic Draft Capture - EDC Settings

2. Under the 'Settings' group bar, type the **maximum dollar amount**, up to \$9999.00, you can refund a credit card. Use this function to prevent employees from entering incorrect amounts accidentally. For example, '200.00.'
3. Type the **consecutive number of attempts** that Aloha EDC uses to retry SSL connection.
4. Under the 'Offline recovery' group bar, select **Mock authorize until offline transactions are processed** to allow the FOH to perform 'mock' authorizations for sales less than the defined amount when the site is unable to communicate with the host. When the FOH attempts to authorize a payment transaction, EDC "approves" the authorization and the transaction is held as a spooling (.spl) file in the EDC directory. **When EDC is again able to connect, it scans for and sends all spooling files to the host for approval.**



### Caution

The monies from spooling files are not realized until EDC receives an authorization and settles a batch.

'Mock Authorization' mode is only activated when EDC is unable to communicate with the processor. If EDC is able to communicate with the processor, 'mock authorizations' do not occur,



even if the EDC program is turned off and is not processing requests. EDC is able to go into spool-down without losing network connection.

5. Specify the **number of queued transactions** for the system to reach to initiate live processing. For example, '20.' Once the system reaches 20 queued transactions, the system initiates live processing.
6. Under the 'Store and forward' group bar, select **Enable store and forward** to enable the Store and Forward (SAF) feature. If EDC does not receive an authorization from the processor within the allotted time frame, the system provides a premature authorization and stores the transaction. EDC continues to provide authorizations for each additional FOH transaction until it is able to reconnect to the processor, at which time Aloha EDC processes the stored transactions in the queue.
7. Type the **number of seconds**, from zero to 30, allowed for attempting to authorize a transaction.
8. Type the **number of seconds**, from zero to 900, to wait before attempting to authorize the oldest transaction placed in the queue by Store and Forward.
9. Type the **dollar amount** above which the system will not 'store and forward' the transaction, in 'Floor for transaction amount.' If EDC does not receive an authorization before the allotted time frame for a transaction greater than this amount, the system declines the transaction. If you define the floor limit as zero, the system allows EDC to 'store and forward' any transaction amount.
10. Type the **highest number of transactions**, per processor, to allow EDC to 'store and forward' in 'Maximum number of offline transactions.' When the system attempts to authorize an offline transaction greater than this number, the transaction is declined and the guest must provide another form of tender.



### Reference

Refer to the Store and Forward (SAF) Feature Focus Guide for more information.

11. Click **Save** and exit **EDC Settings**.

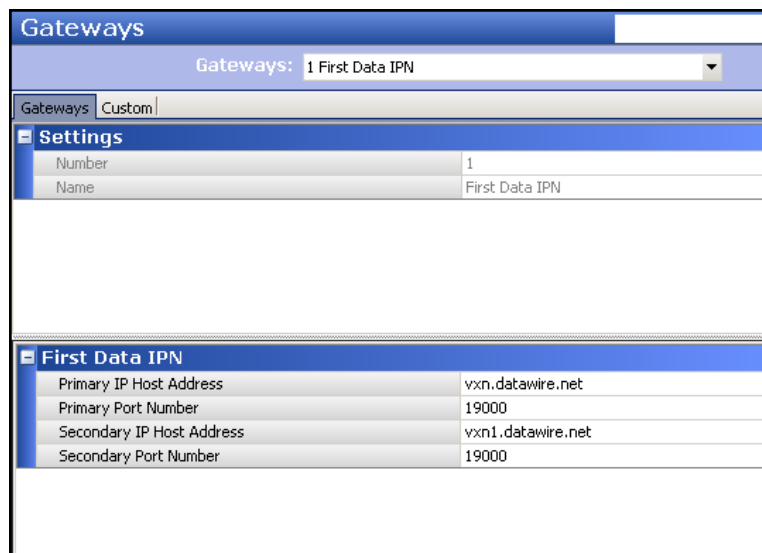
## Configuring gateways

Use the Gateways menu option to configure a secure portal, via the Internet, used to transmit and convert encrypted information into a language that is compatible with the protocols used by the receiving network. In terms of Aloha EDC, a gateway acts as a medium between the client and the host to process credit card authorizations and settlements, using a method of encryption. The merchant communicates through the gateway using a Secure Socket Layer (SSL) connection over TCP/IP, thereby, adding security and speed for transactions.

We currently support two gateways, both for use only with First Data processors: First Data IPN (First Data Nabanco) and FDS Secure Transport (First Data CES and First Data Bypass). Records already exist in the Gateways function, you only need to update the applicable record with information specific to your site.

### To configure a First Data IPN gateway:

1. Select **Maintenance > Electronic Draft Capture > Gateways**.



The screenshot shows a 'Gateways' configuration window. At the top, there is a dropdown menu labeled 'Gateways:' with '1 First Data IPN' selected. Below this is a 'Custom' tab. The 'Settings' section is expanded, showing a table with two rows: 'Number' with value '1' and 'Name' with value 'First Data IPN'. Below the settings is a section for 'First Data IPN' with a table of configuration values:

First Data IPN	
Primary IP Host Address	vxn.datawire.net
Primary Port Number	19000
Secondary IP Host Address	vxn1.datawire.net
Secondary Port Number	19000

Figure 2 Configuring a First Data IPN Gateway



### Note

The default values in this dialog box are used for staging. You must type the IP host addresses and port numbers supplied by the processor.

2. Select **First Data IPN** from the 'Gateways' drop-down list. **Note:** You cannot create a new gateway.
3. Under the 'First Data IPN' group bar, type the **primary IP host address** to use for connecting to the gateway.

4. Type the **port number** for the primary IP address.
5. Type **secondary IP host address** to use when you are unable to connect to the gateway using the primary IP host address.
6. Type the **port number** for the secondary IP address.
7. Click **Save** and exit the **Gateways** function.

**To configure an FDS Secure Transport gateway:**

1. Select **Maintenance > Electronic Draft Capture > Gateways**.

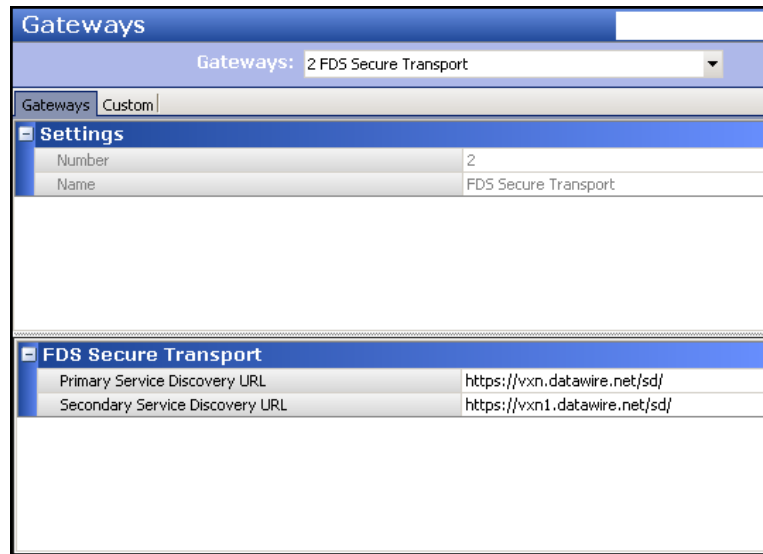


Figure 3 Configuring an FDS Secure Transport Gateway

2. Select **FDS Secure Transport** from the 'Gateways' drop-down list. **Note:** You cannot create a new gateway.
3. Under the 'FDS Secure Transport' group bar, type the **Primary Secure Discovery URL** to use for connecting to the gateway.
4. Type the **Secondary Secure Discovery URL** to use when you are unable to connect to the gateway using the primary secure discovery URL.
5. Click **Save** and exit the **Gateways** function.

## Configuring processors

Use the Processor function to select and configure the payment card processors used by the restaurant to authorize and settle electronic payment transactions paid for with a credit card, debit card, gift card, and more. Use the processor worksheets when you contact the processor to obtain the necessary information, such as Merchant ID, Terminal ID, Internet addresses, TCP/IP settings, phone numbers, and more.

If a Dialing tab appears for a selected processor, the processor supports a dial-up connection. Some sites now rely solely on a broadband connection for their secure socket layer (SSL) authorizations and do not install an analog modem on the BOH computer. The typical protocol for Aloha EDC is in the event the system cannot connect to the host using an SSL connection, the system automatically attempts a dial-up connection regardless if a physical modem is installed. This causes delays for each transaction while the system tries to find the modem to dial out. If you are using Paymentech, you can configure the Paymentech processor to not roll over to a modem connection. Do this by selecting 'No modem failover' in the Paymentech processor dialog box.

You can configure multiple processors for a single restaurant, depending on your needs, such as one processor for handling authorizations, and another for handling settlements. While the processor type list box offers many processors, Aloha EDC currently supports the following processors. The remaining processors are no longer supported.

The following procedure walks you through the basic configuration of a processor; depending on the processor you select, some options may not be available. Refer to Appendix B for definitions for the options available for each processor.

### To configure a processor:

1. Select **Maintenance > Electronic Draft Capture > Processor**.
2. Click the **New** drop-down arrow, select a **specific processor**, such as CES, and click **OK**.
3. Accept the **system assigned number** or click the **ellipsis (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.
4. Under the 'Identification' group bar, select **Active** to indicate the processor is in use.
5. Type a **number**, usually '1,' in 'Index,' if necessary. If you set up multiple merchant IDs for the same credit card processor, use this option to indicate another processor record with a different merchant ID, such as '2.' For example, if you already defined CES as a processor, and required another CES record with a different merchant ID, set the Index to '2' on the second record. The system combines the processor name and the specified index number to create a new processor, 'CES-2.'
6. Select **each tab** and type the **information** specific to the processor and your site. Refer to Appendix B for definitions of the options available for the each processor.
7. Click **Save**.

8. Repeat this **procedure** for each processor you need to configure.
9. Exit the **Processor** function.

## Assigning cards to processors

Currently, Aloha EDC provides for these major credit cards: MasterCard, Visa, American Express, Diners, Carte Blanche, Discover, Enroute, JCB, and Military. The Aloha system recognizes Diners and Carte Blanche as being the same, thus you should configure Diners/Carte Blanche as one credit card type in the Maintenance > Payments > Tenders function.

### To assign cards to processors:

1. After you configure your processors, select **Maintenance > Electronic Draft Capture > Cards**.

Common Credit Cards	
Number	1
Name	EDC Cards
MC	Paymentech
Visa	CES
AMEX	CES
Diners/CB	Paymentech
Discover	Paymentech
Enroute	None
JCB	None
Military	None

Private Label Credit Cards	
Private Label 1	Paymentech
Private Label 2	None
Private Label 3	None
Private Label 4	None
Private Label 5	None

Gift Cards	

Debit Cards	

Other cards	

Figure 4 Electronic Draft Capture - Cards

2. Select the **processor** to use for each card type. Unless you are using multiple processors, you would use the same processor for all types. Select 'None' for any card you do not accept.

### Tip

Be aware that you cannot perform a downward adjustment for American Express® cards when using TSYS (VisaNet protocol) as the processor. Refer to [“Understanding payment reversals” on page 4-8](#) for more information.

- Under the 'Private Label Credit Cards' group bar, select the **processor** to use for each private label card type. Unless you are using multiple processors, you would use the same processor for all types. Select 'None' for any card you do not accept.
- Under the 'Gift Cards' group bar, select the **processor** to use for the corresponding gift card you

The screenshot shows the 'Cards' configuration interface. At the top, there is a header 'Cards' and a dropdown menu showing '1 EDC Cards'. Below this, there are several expandable sections for different card types. Each section contains a list of card types and a corresponding processor selection dropdown.

Card Type	Processor
<b>Common Credit Cards</b>	
<b>Private Label Credit Cards</b>	
<b>Gift Cards</b>	
Paymentech	Paymentech
ValueLink	CES
Comdata	Comdata
Vantiv	Vantiv Terminal Capture
Private	Independent
Private independent processor	Valutec
Heartland Payment Systems	None
<b>Debit Cards</b>	
US Debit	Paymentech
<b>Other cards</b>	
Chip 'N Pin	None
EBT	CES
Campus card	None

Figure 5 Electronic Draft Capture - Cards

accept. In most cases, such as Paymentech and Stored Value, you can select only one supporting processor for the gift card. Select 'None' for any card you do not accept.

- Under the 'Debit Cards' group bar, select the **processor** from the 'US Debit' drop-down list.  
**Note:** Selecting a processor as the US Debit processor disables the Canadian Debit option.
- Under the 'Other cards' group bar, select the **processor** to use for 'Chip 'N Pin,' 'EBT,' and 'Campus card,' if necessary.
- Click **Save** and exit the **Cards** function.

## Configuring modems

Use the Modems function to configure a modem to use for communicating with a processor. You typically only use a modem as a backup method of communication to use when you are unable to connect through the Internet or gateway. We recommend using a high speed modem with a baud rate over 9600; however, due to the limitations of some credit card processors, you may have to turn off all modem intelligence.

We also highly recommend you use an external modem, rather than internal. Credit card processors have very short time-outs when negotiating a connection. With advanced modem features enabled, the modem takes too long when trying to establish a high-speed connection, and the processor modem often disconnects before making a connection.



### Note

If the processor is Amex, at least a 9600 baud modem is required to settle a batch. Amex is the only processor that requires a modem faster than 2400 baud.

## What you should know before configuring a modem

There are several common problems encountered when setting up a modem, all of which you should solve before attempting to configure a modem and assign it to a processor. The most frequently encountered difficulties are:

**Incorrect COM port** — This is a common problem encountered when installing internal modems. Most internal modems have jumpers used to hardware-select both the COM port and the IRQ. These jumper settings must match the software settings or the computer will not communicate with the modem. Device conflicts are common when an internal modem and an on-board IO port share the same IRQ. In this case, it is best to disable the on-board IO port using the conflicting IRQ. This is seldom a problem with external modems.

**Incorrect IRQ** — As a general rule, IRQ settings cannot be shared between devices, thus when two devices are assigned the same IRQ, the result is a device conflict that prevents either from functioning properly, if at all. Under normal circumstances, COM1 and COM3 are assigned to IRQ 4, and COM2 and COM4 are assigned to IRQ 3. There are ways to configure Windows to allow two COM ports to share an IRQ, however, it is recommended that the modem used by Aloha EDC be assigned to its own IRQ and COM port. This is seldom a problem with external modems.

**Incorrect Init Strings** — If an unlisted modem is installed, the correct register settings must be entered for 'Authorization Init String' and 'Settlement Init String' located in Configure > Processors > Dialing Properties. An incomplete or incorrect initialization string does not normally prevent the system from communicating with the modem, but can prevent the modem from making a connection with the credit card processor. Consistent failure to connect is a common symptom of an incorrect initialization string.

**Telephone Line Interference** — EDC requires a dedicated phone line. The phone line should not interact with any internal telephone or PBX system. Static, crosstalk, or other examples of degraded quality in the telephone system or phone lines will cause difficulties in modem connections with the processor.



**Note**

This guide does not document how to install modems. Refer to the documentation supplied with the modem.

If you install an unlisted modem, it is up to you to enter the correct register settings for 'Authorization Init String' and 'Settlement Init String' located in the Dialing Properties dialog box. An incomplete or incorrect initialization string does not normally prevent the system from communicating with the modem, but can prevent the modem from making a connection with the credit card processor. Consistent failure to connect is a common symptom of an incorrect initialization string.

Each initialization string should begin with the Attention Command (AT) followed by the commands to:

- Reset modem to factory settings.
- Disable DCE flow control.
- Disable v.42/MNP data compression.
- Disable XON/XOFF or RTS/CTS flow control.
- Enable direct data link only.

Consult the user manual shipped with the modem and determine the appropriate commands.

For example, the init string for a Hayes modem is ATZ&K0&M0&C1&D2 where

AT	Attention command. Alerts modem to subsequent commands
Z	Resets factory defaults.
&K0	Disables flow control.
&M0	Turns off the modem speaker.
&C1	Turns DCD on when the carrier from the remote modem is detected.
&D2	Sets the Data Terminal Ready status to that needed by Aloha EDC.
\S	Additional register setting to the Init String by adding S??= where ?? is the Sregister to set, followed by the desired number to the right of the equal sign.



**Note**

Most modems have register settings to set the dialing speed of the modem. Set the dialing speed of the modem to 50 milliseconds to speed up the authorization process.



For example, the init string for a GVC 14.4 modem is AT&F5%C0\G0\Q0\N1S11=50 where:

AT	Attention command. Alerts modem to subsequent commands.
&F5	Resets factory defaults. This is important, otherwise you may end up with an init string that works on one modem but not another, due to a setting which is not in the init string.
%C0	Compression off
\G0	Disable DCE flow control
\Q0	Hardware flow control off
\N1	Direct data link only
S11=50	Set touch tone time to 50 milliseconds. This enables quicker dialing.

You must select a supported modem for EDC to use. You can configure multiple modems for a restaurant, depending on your needs, such as one modem for handling transactions for all credit card processors, a modem for each credit card processor, or multiple modems for the same credit card processor.

**To configure a modem:**

1. Select **Maintenance > Electronic Draft Capture > Modems**.

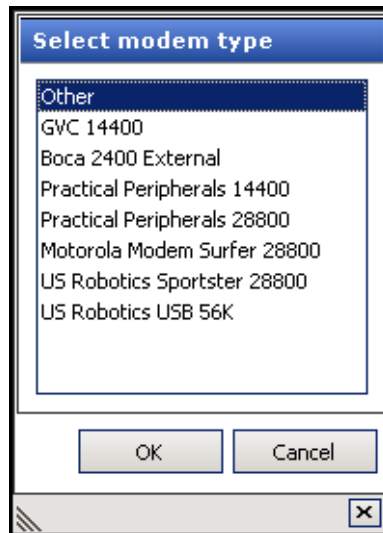


Figure 6 Select Modem Type Dialog Box

2. Click the **New** drop-down arrow, select the appropriate **modem type**, and click **OK**. The modems available in the list box have been tested with Aloha EDC and have the correct initialization strings stored in the system.

The screenshot shows the 'Modems' configuration window. At the top, there is a dropdown menu for 'Modem' with the selected item '1 Practical Peripherals 28800 Practical Peripherals 28800'. Below this is a 'Modem' tab and a 'Custom' tab. The 'Settings' section is expanded, showing a table of configuration options:

Setting	Value
Number	1
Type	Practical Peripherals 28800
Description	Practical Peripherals 28800
COM Port	1243
Phone Prefix	9
Authorizing Init String	AT&F0&K0&Q6546=0511=55&C1&D2X4
Settlement Init String	AT&F0&K0&Q6546=0511=55&C1&D2X4

Below the settings is the 'Override Processor Specific Init Settings' section, which contains a table with columns for 'Processor', 'Authorizing Init String', and 'Settlement Init String'. There are 'Add' and 'Remove' buttons to the right of this table.

Figure 7 Selecting a Modem

3. Accept the **system assigned number** or click the **ellipsis (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.
4. Type the **name** of the modem.
5. Type an **unused COM port** to designate the com port to use for the modem. If you use multiple modems of the same type, we recommend adding the com port number to the end of the modem description. Modems are assigned to credit card processors and this helps to differentiate between the modems. **Note:** If the specified com port is used for another modem, an error message, 'This Com Port is already in use. you must select a different port,' appears.
6. Type the **Phone Prefix** to specify the number(s) the system must dial prior to dialing the phone numbers configured on the Dialing tab in Maintenance > Electronic Draft Capture > Processor. For example, type '9' if you must dial 9 to get an outside line.
7. If you selected Other as the modem type, under the 'Override Processor Specific Init Settings' group bar, click the **Add** drop-down arrow, select the **processor**, and click **OK**.
8. Type the **Authorizing Init String**.
9. Type the **Settlement Init String**.
10. Click **Save**.
11. Repeat this **procedure** for any other modem you want to configure.
12. Exit the **Modems** function.

## Configuring private label cards

Use the Private Label Cards function to configure up to five private label cards owned by private institutions, such as a Sears card or a campus meal card. Typically, these are cards that carry credit for purchases, but are valid only if used at a location found within the company, such as an in-house cafeteria.

### To configure a private label card:

1. Select **Maintenance > Electronic Draft Capture > Private Label Cards**.
2. Click the **New** drop-down arrow, select **Private1**, and click **OK**.
3. Accept the **system assigned number** or click the **ellipsis (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.

Settings	
Name	Private1
Number	1
Type	Private1
Card name	AlohaCafeCard
High range	13000005
Low range	12999999
Maximum length	16
Minimum length	00
Check digit	<input checked="" type="checkbox"/>
Prompt for expiration date	<input checked="" type="checkbox"/>
Optional text	

Figure 8 Electronic Draft Capture - Private Label Cards

4. Type the **name** of the private label card.
5. Type the **High range** to denote the eight-digit prefix of the card number, which represents the upper range of card numbers.
6. Type the **Low range** to denote the eight-digit prefix of the card number, which represents the lower range of card numbers.
7. Type the **maximum card digit length** in Maximum length.
8. Type the **minimum card digit length** in Minimum length.
9. Select **Check digit** to verify the number of digits in the private label card.
10. Select **Prompt for expiration date** to specify a required entry of the expiration date for private label card approval.
11. Type **additional information** about the private label card in 'Optional text.'

12. Click **Save**.
13. Repeat this **procedure**, for up to four more additional private label cards, that you want to configure.
14. Exit the **Private Label Cards** function.

## Chapter 4: Using Aloha EDC

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## Launching Aloha EDC and logging In

Effective with EDC v7.0 and later, the EDC main screen now has a new 'look and feel' with a new interface. Aloha EDC functions the same as before, but areas of the screen are rearranged into logical elements for easier readability: POS STATUS, LAST SETTLEMENT, and CONNECTION STATUS.

### To launch Aloha EDC and log in to access the EDC main screen:

1. Using CFC or Aloha Manager, select **File > Launch EDC**.  
-OR-  
Launch the **Aloha EDC program** from the Start menu or a shortcut placed on the desktop.
2. Click **Login** or press **ALT + L**. The Aloha EDC Login dialog box appears.

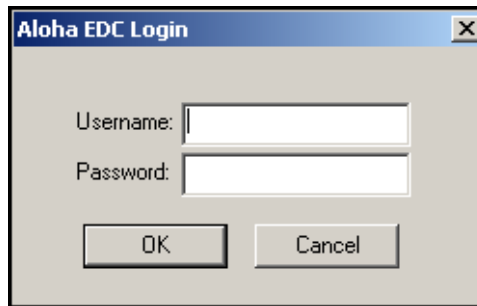


Figure 4 - 1 Aloha EDC Login Dialog Box

3. Type your **user name**.
4. Type your **password**.
5. Click **OK**. The EDC main screen appears.

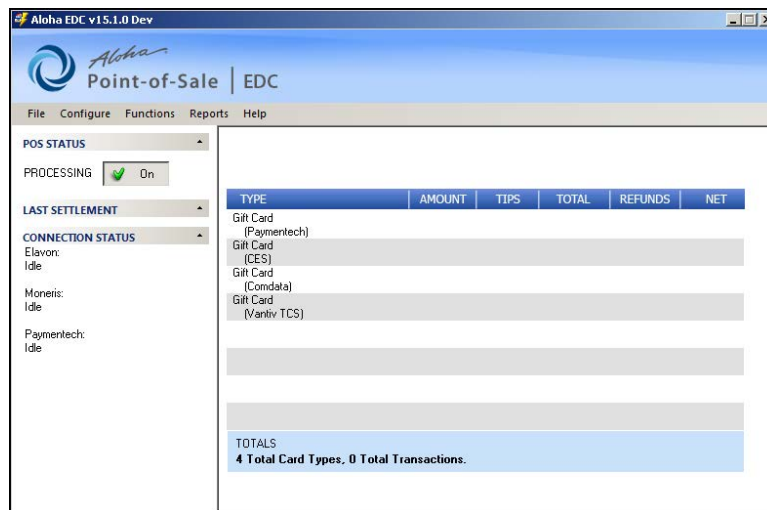


Figure 4 - 2 EDC Main Screen

Use the Aloha EDC main screen to determine the status of POS processing and turn it either on or off, as necessary, and to view activity for each transaction processed through EDC. You also determine the status of the processors in use and when you last settled a batch.



#### Note

POS processing should be active at all times, except during setup and configuration.

If gift card transactions occurred offline during a time in which EDC was unable to connect to the gift card host, the total appears in red at the top of the screen. To realize the monies from these transactions, you must review and process these transactions.



#### Tip

Refer to the Feature Focus Guide pertaining to the gift card you are using, for more information on gift cards.

The current transaction activity appears on this screen, including totals by card for all transactions in the current batch. As FOH order entry terminals pass new requests to Aloha EDC, the system updates this information, providing running totals and a monitor on the credit card activities.

## Starting POS processing

After you configure the Aloha EDC program, you must start POS processing for the EDC program to communicate with the FOH and process transactions.

To start POS processing, select **File > Start POS Processing**.

## Stopping POS processing

To configure EDC, you must stop EDC processing to access the Configure menu. This disables the EDC program from sending transactions and performing any authorizations or adjustments. When you finish configuring EDC, you must restart POS processing.

**To stop POS processing:**

1. Select **File > Stop POS Processing**, or click **On**, which acts as a toggle button. The following message appears.

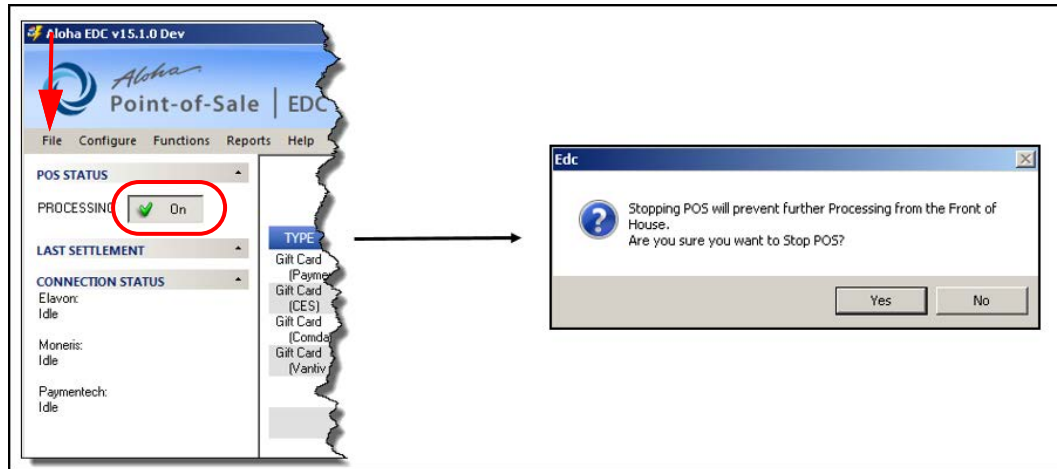


Figure 5 Aloha EDC - POS Processing On

2. Click **Yes**.

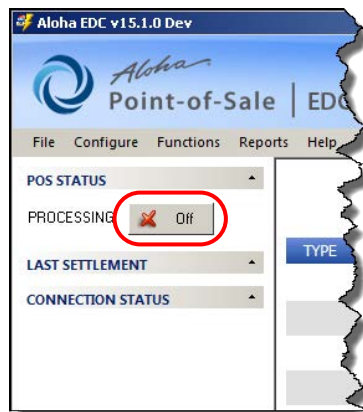


Figure 6 Aloha EDC C - POS Processing Off

'Off' and an 'x' appear on the 'Processing' toggle button, indicating the POS has stopped.



## Performing EDC functions from the BOH

Perform such things as authorizing, adjusting, forcing, refunding, and voiding transactions from the Aloha FOH whenever possible; however, you can use the Functions menu available on the Aloha EDC main screen to perform these functions from the BOH for your convenience or when the FOH is down. In all cases, ensure POS processing is started so that EDC can communicate with the processor and receive real-time authorization. The Functions menu also provides access to batch processing commands.

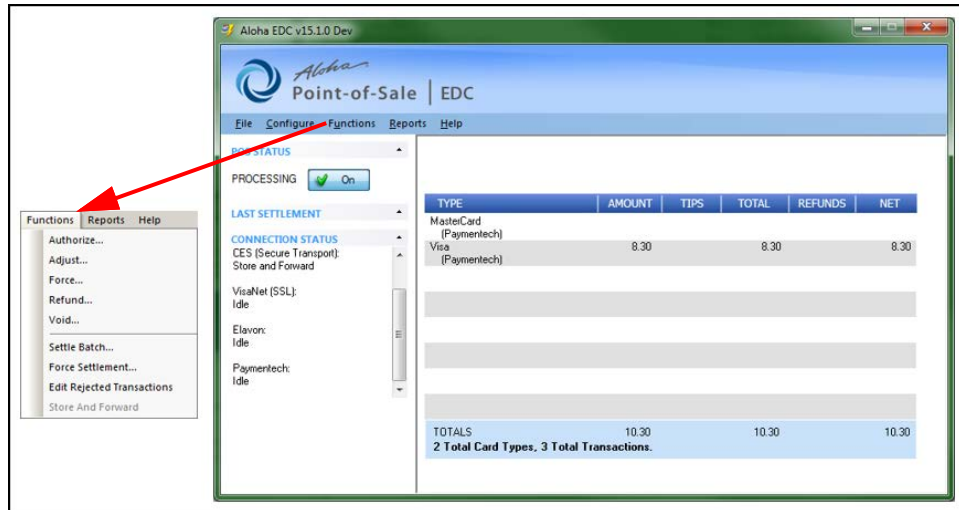


Figure 7 Functions Menu

When you use the Authorize, Force, and Refund functions, the actions do not impact data in the Aloha POS FOH. These actions do not impact a specific FOH guest check nor do they affect any totals that report FOH activity. The system does, however, write manual transactions to the current batch file and these transactions become part of the EDC reporting history. Keep this in mind when comparing/balancing FOH totals with credit card receipts.

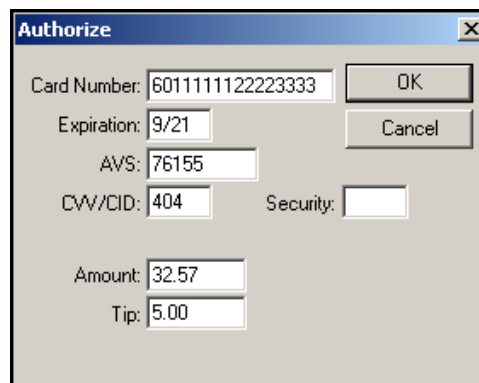
When you use the Adjust and Void commands, the actions impact the data in the Aloha POS FOH because the transaction originally started with a check in the FOH. These actions require you to select the FOH check and if you recall the check prior to running the EOD, the activity appears on the guest check and the totals on the FOH reflect the adjusted amount.

## Authorizing a manual credit card

When possible, authorize and scan cards from the FOH. When this is not possible, use the Authorize function to enter and authorize a transaction independent of the FOH. Transactions entered using the Authorize function become part of the current batch, but are not associated with a guest check in the FOH. Use this only in special circumstances that require you to override or supplement the FOH transactions for the day.

### To enter and authorize a manual transaction from the BOH:

1. Log in to **Aloha EDC**.
2. If POS processing is not started, select **File > Start POS Processing**.
3. Select **Functions > Authorize** to display the Authorize dialog box.



The screenshot shows a dialog box titled "Authorize" with a close button (X) in the top right corner. The dialog box contains the following fields and buttons:

- Card Number: 6011111122223333
- Expiration: 9/21
- AVS: 76155
- CVV/CID: 404
- Security: (empty)
- Amount: 32.57
- Tip: 5.00
- Buttons: OK, Cancel

Figure 8 Authorize Dialog Box

4. Type the **credit card number**.
5. Type the **expiration date, month** and **year**, of the credit card.
6. Type the **ZIP code** of the guest, such as '76155,' for the address verification system (AVS).
7. Type the **security code** of the credit card, if necessary.
8. Type the **total amount** of the guest check.
9. Type the **tip**, if necessary.
10. Click **OK** to receive the approval number and return to the main screen.

## Adjusting a payment amount

When possible, if you need to correct a payment amount applied to a guest check, adjust the transaction from the FOH before you run the EOD. When this is not possible, such as when you have already run the EOD or you generated the original transaction using the Authorize function, use the Adjust function to select the transaction and modify the payment amount independent of the FOH. You must select the actual transaction and make the adjustment prior to settling the batch.

### To adjust the payment amount of a transaction from the BOH:

1. Log in to **Aloha EDC**.
2. If POS processing is not started, select **File > Start POS Processing**.
3. Select **Functions > Adjust** to display a list of transactions to adjust. The Select Transaction dialog box appears.

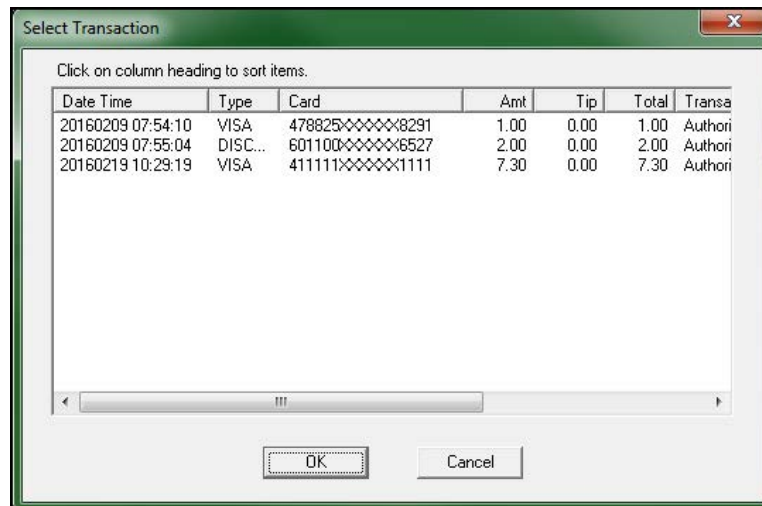


Figure 9 Select Transaction Dialog Box

4. Select the **transaction** to adjust and click **OK**. The Adjust dialog box with the transaction detail appears.

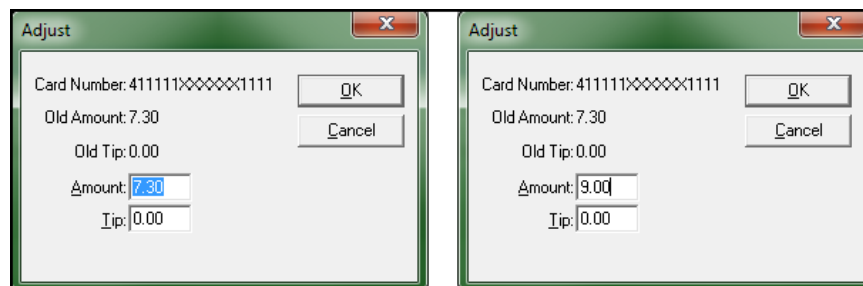


Figure 10 Original Amount (Left) and Adjusted Amount (Right)

5. Type the **new amount** and click **OK** to save the adjustment. A confirmation message appears.

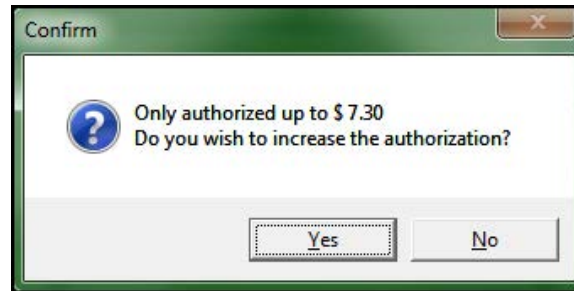


Figure 11 Confirm Dialog Box

6. Click **Yes** to confirm the new amount. The Result dialog box appears.

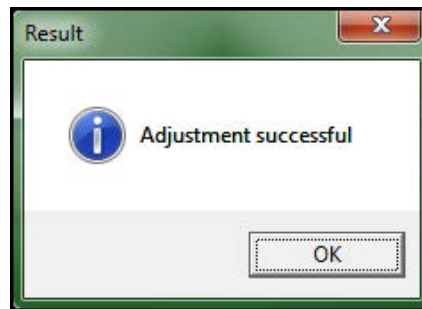


Figure 12 Result Dialog Box

7. Click **OK** to return to the main screen.

### Understanding payment reversals

A payment reversal, also referred to as credit card reversal, reversal payment, partial reversal, or chargeback, is when the funds a cardholder used in a transaction are returned to the cardholder's bank. This can be initiated by the cardholder, merchant, issuing bank, acquiring bank, or card association. For example, a \$10.00 payment is authorized, and then later the amount is increased for such things as adding a tip to the amount. The reversal could also reflect a downward adjustment on

a payment. For example, a \$10.00 payment is authorized, and then later the amount is lowered to \$5.00.

 **Tip**

Due to a limitation with American Express<sup>®</sup>, you cannot perform a downward adjustment when you process an American Express card payment using TSYS (VisaNet protocol) as the processor. When you attempt to perform a downward adjustment, a message stating, “The adjustment of the payment has failed. Partial reversal not supported for this card” appears.

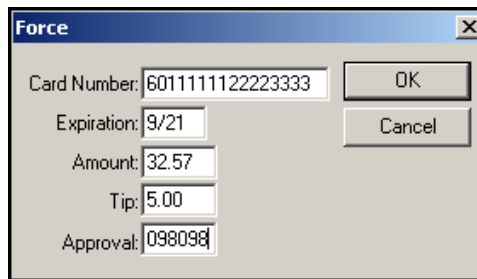
The following text is written to Debout.edc: “PerformAdjust: Cannot do a partial reversal on an Amex Card as it is not supported by the processor. Please void/refund and redo the transaction if possible.”

## Forcing a transaction

Use the Force function as a backup procedure to use when a card does not process automatically, or when the processor requires a manual authorization. A forced transaction is not associated with a guest check on the FOH. The force command usually requires you to initiate a voice connection to the processor help desk to obtain an approval code.

### To force a transaction from the BOH:

1. Log in to **Aloha EDC**.
2. If POS processing is not started, select **File > Start POS Processing**.
3. Select **Functions > Force** to display the Force dialog box.



The screenshot shows a 'Force' dialog box with the following fields and values:

Field	Value
Card Number	6011111122223333
Expiration	9/21
Amount	32.57
Tip	5.00
Approval	098098

Buttons: OK, Cancel

Figure 13 Force Dialog Box

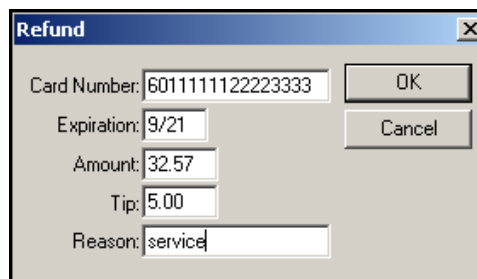
4. Type the **credit card number**.
5. Type the **expiration date**, month and year, of the credit card.
6. Type the **total amount** of the guest check.
7. Type the **tip**, if necessary.
8. Type the **approval code** received from the processor help desk.
9. Click **OK**. A confirmation prompt appears.
10. Click **OK** to return to the main screen.

## Refunding a transaction

When possible, issue a refund to a customer from the Aloha POS FOH before you run the EOD. When this is not possible, use the EDC Refund function to issue a refund to a customer and credit their account independent of the Aloha POS FOH. A refund using this function is not associated with a guest check and it does not affect FOH totals. A refund does not communicate with the processor; however, it will post a credit amount to the current batch. Use the Void function to delete a refund.

### To refund a transaction from the BOH:

1. Log in to **Aloha EDC**.
2. If POS processing is not started, select **File > Start POS Processing**.
3. Select **Functions > Refund** to display the Refund dialog box.



The screenshot shows a 'Refund' dialog box with the following fields and values:

Field	Value
Card Number	6011111122223333
Expiration	9/21
Amount	32.57
Tip	5.00
Reason	service

Figure 14 Refund Dialog Box

4. Type the **credit card number**.
5. Type the **expiration date**, month and year, of the credit card.
6. Type the **total amount** of the guest check. The amount is entered as a positive number.
7. Type the **tip**, if necessary.
8. Type the **reason** for the refund.
9. Click **OK**. A confirmation prompt appears.
10. Click **OK** to return to the main screen.

## Voiding a transaction

When possible, perform a void from the Aloha POS FOH before you run the EOD. When this is not possible, use the EDC Void function to void a transaction independent of the Aloha POS FOH. You must select the actual transaction and perform the void prior to settling the batch.

### To void a transaction from the BOH:

1. Select **Functions > Void** to display a list of transactions in the batch.

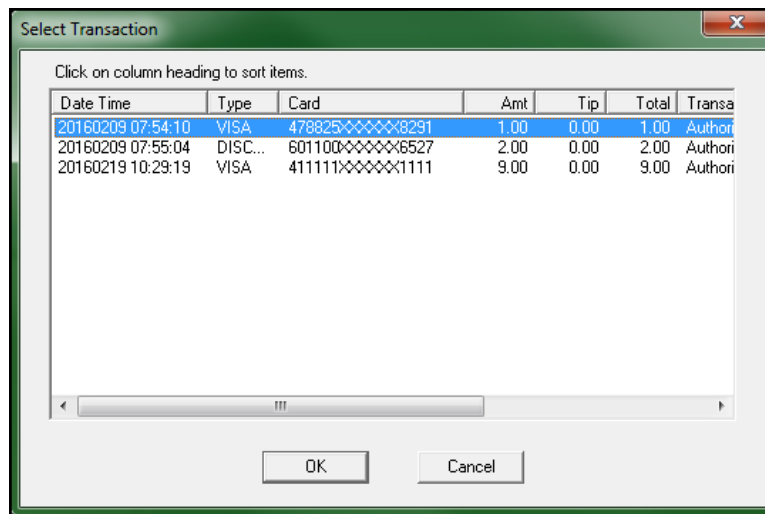


Figure 15 Select Transaction Dialog Box

2. Select the **transaction to void** and click **OK**. The Void dialog box with the transaction detail appears with a confirmation prompt.

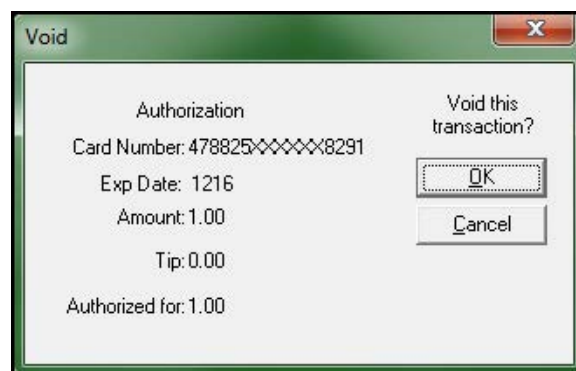


Figure 16 Void Dialog Box



3. Click **OK** to void the transaction, or click **Cancel** to cancel the void. The Result dialog box appears.



Figure 17 Result Dialog Box

4. Click **OK** to return to the main screen.

## Settling a batch

As the FOH accepts payments, the monies from credit card payments are not realized until you settle a batch. A batch is a collection of transactions processed through Aloha EDC that is sent to the respective host for finalization. Collecting of actual payments are outside of the Aloha EDC program.

A batch does not rely on the End-of-Day process. You can settle multiple batches in one day, or combine several days into one settlement. You must always verify batch totals before settling a batch. In restaurants with split-settlement—that is, settlement is handled through more than one processor—the system prompts for the processor to settle.

When you settle a batch, you cannot perform any other functions until the settlement ends. The system initiates the data connection with the processor, carries out the settlement procedures, and finalizes the process by writing the transactions to a dated settlement file, with the format of `yyyymmdd.stl` in the `\EDC\ folder. For example, if you use CES for settlement, settlement files appear in the \EDC\CES folder. Aloha EDC starts a new batch file to accept transactions. The settlement files provide a history of all transactions settled through each processor, and remain on the system until you manually delete them. The decision of when to delete the files is left to restaurant management.`

Use the Settle Batch function to settle the current batch, which is usually part of a normal management routine each day. An alternative to manually executing the Settle Batch function is to automate the process using the Winhook batch file or, if available, the auto-settlement options provided in the processor-specific configuration.

### To settle a batch:

1. Log in to **Aloha EDC**.
2. If POS processing is not started, select **File > Start POS Processing**.
3. Select **Functions > Settle Batch**.

4. Select a **processor**. The Settle Batch dialog box appears.

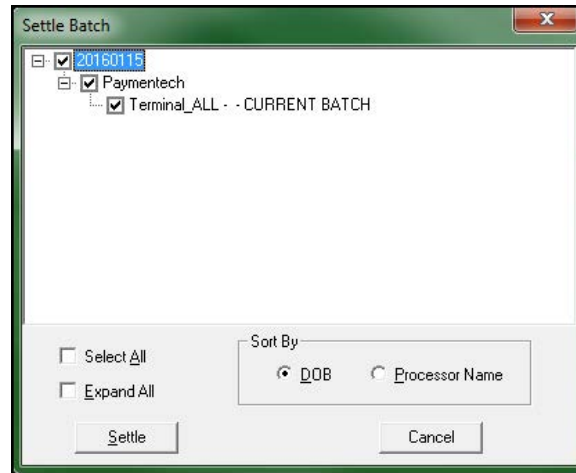


Figure 18 Settle Batch Dialog Box

5. Under the 'Sort By' box, select **DOB** to sort the batch by business date, or select **Processor Name** to sort the batch by processor. In this example, we sort by DOB.
6. Select the **business date** and click **Settle**. The Confirm dialog box appears.

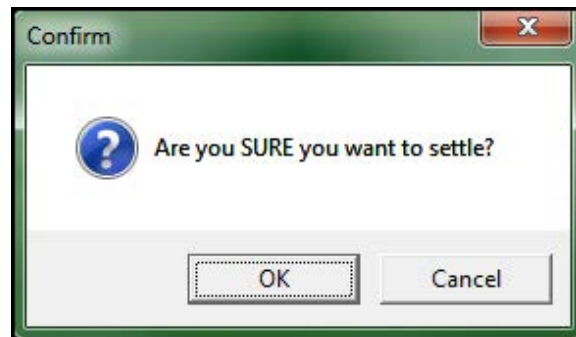


Figure 19 Confirm Dialog Box

7. Click **OK** to settle the batch. The Batch Settlement Results dialog box appears.

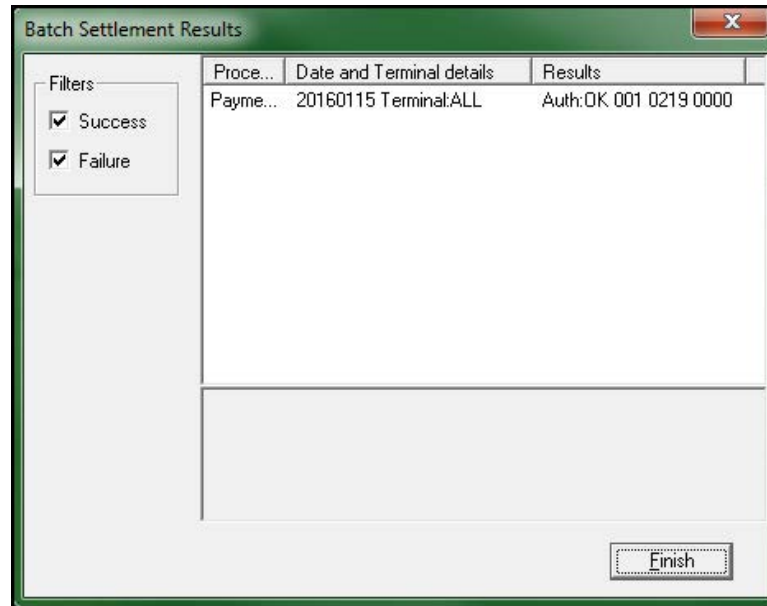


Figure 20 Batch Settlement Dialog Box

8. Click **Finish** to return to the main screen.

## Forcing a settlement

When a settlement is interrupted or when the processor manually settles a batch on their end to solve a problem, the transactions are settled on the processor end but the EDC server does not receive the confirmation from the credit card processor and the files do not get archived in Aloha EDC. Unless corrected, it is possible to charge a customer more than once for the same transaction. Use the Force Settlement function to archive the current batch without performing the normal settlement procedures. You only want to force a settlement in unusual circumstances, and usually at the direction of a support technician.



### Caution

Use Force Settlement only when a batch has already been confirmed and settled. The restaurant receives no revenue from a batch if the Force Settlement function is used on a batch that has not yet been settled. Do not use this function unless you have received instructions from the technical support personnel to do so.

### To force a settlement:

1. Log in to **Aloha EDC**.
2. If POS processing is not started, select **File > Start POS Processing**.
3. Select **Functions > Force Settlement**.

4. Select a **processor**. The Settle Batch dialog box appears.

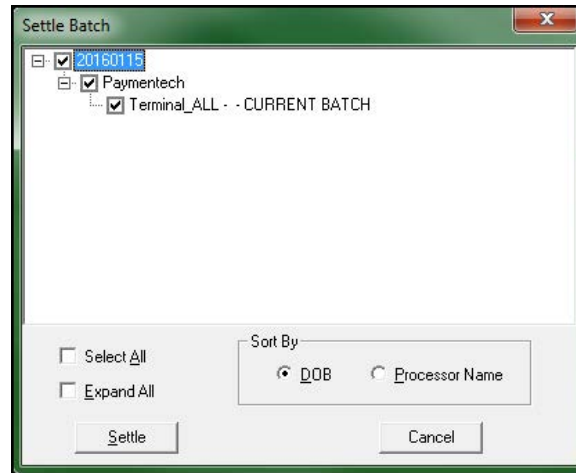


Figure 21 Settle Batch Dialog Box

5. Under the 'Sort By' group box, select **DOB** to sort the batch by business date, or select **Processor Name** to sort the batch by processor. In this example, we sort by DOB.
6. Select the **business date** and click **Settle**. The Confirm dialog box appears.

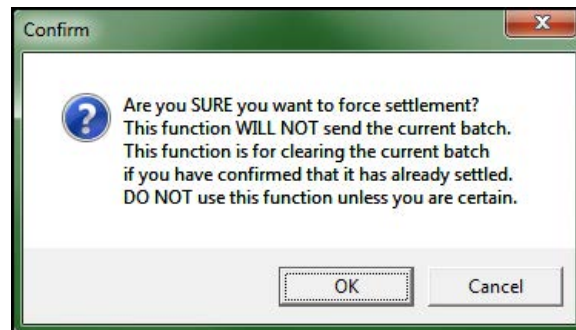


Figure 22 Confirm Dialog Box

7. Click **OK** to clear the current batch, if you have confirmed that it has in fact settled. The Re-Confirm message appears.

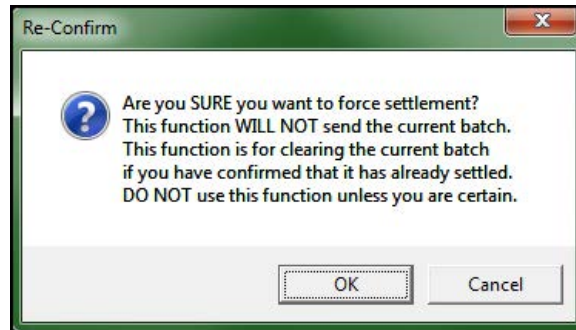


Figure 23 Re-Confirm Dialog Box

8. Click **OK** to continue. The Force Settlement dialog box appears.

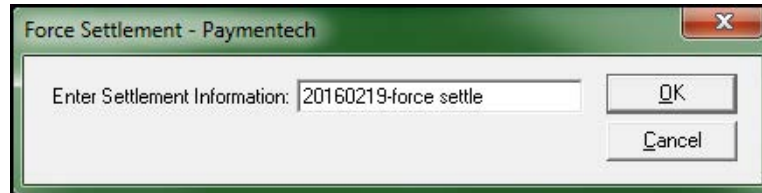


Figure 24 Force Settlement Dialog Box

9. Type the **settlement information**, such as '20160219 - force settle,' and click **OK**. The Batch Settlement Results dialog box appears.

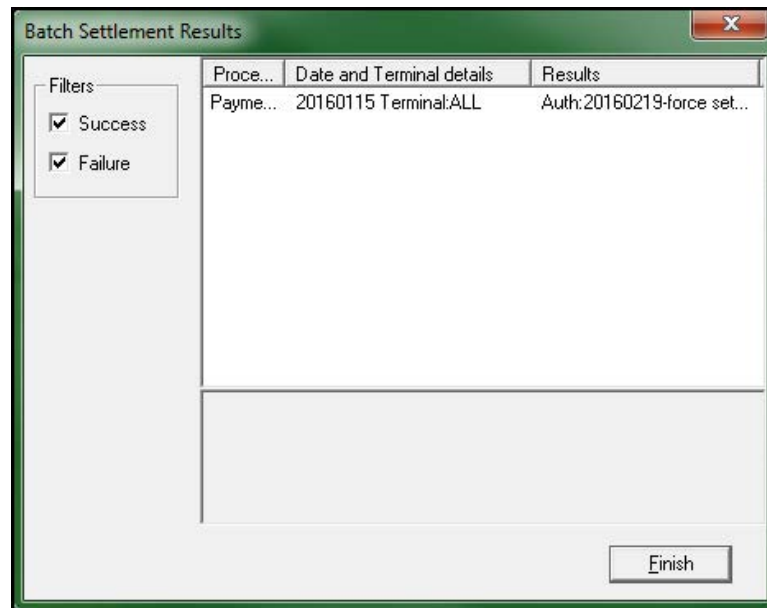


Figure 25 Batch Settlement Results Dialog Box

10. Click **Finish** to return to the main screen.

## Editing a rejected transaction

Use the Edit Rejected Transactions function to edit transactions that are rejected during a batch settlement and written to a reject (rej) file, if supported by the processor. You can recall the transaction, edit the information, and then re-add it to the current batch for processing during the next batch settlement. The Edit Rejected Transactions menu option is only accessible if you select 'Remove rejected transactions' on one or more of the processor specific dialog boxes that support the Edit Rejected Transactions functionality.



### Reference

Refer to the supported processors section to determine if the processor supports editing rejected transactions. If you use a processor that does not support this function, the Edit Rejected Transaction menu option is unavailable.

#### To edit a rejected transaction:

1. Log in to **Aloha EDC**.
2. If POS processing is not started, select **Start POS Processing**.
3. Select **Functions > Edit Rejected Transactions** to display a list of transactions on file.

4. Select the **rejected transaction (.rej)** to edit and click **OK**. The Edit Rejected Transaction dialog box with the transaction detail appears.
5. Make the **necessary** changes to the information.
6. Click **Re-add**. The edited transaction is reinserted into the current batch.



### Note

When you click Re-add or Delete, the POS status momentarily changes to 'Off' on the Aloha EDC main screen. Once the system puts the rejected transactions back into the current batch, the POS status returns to 'On.'

To remove a transaction from the batch, click **Delete**.

7. Exit the **Edit Rejected Transactions** function.

## Reporting EDC

Use the Report menu to view and print EDC transactions, offline transactions, and export reports to a common format. You can report information from the current batch, previous settlement batches in the history files, or a combination of current and previous batches.

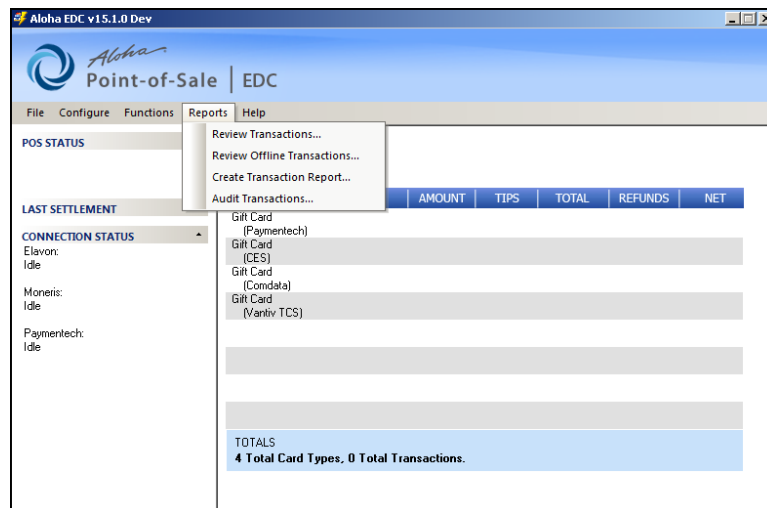


Figure 26 Report Drop-down Menu



### Reference

Refer to the Gift Card Feature Focus Guide pertaining to the gift card you use, for information on using the Offline Transaction Report.

## Viewing and printing the batch transaction report

View and print the Batch Transaction report to monitor and keep track of transactions for current and settled batches. You can include multiple batches, card types, and have up to two sorts. Perform this procedure before or after settling a batch.

### To view and print the Batch Transaction report:

1. Log in to **Aloha EDC**.
2. If POS processing is not started, select **Start POS Processing**.
3. Select **Reports > Review Transactions** to display the Batch Transaction Report dialog box.

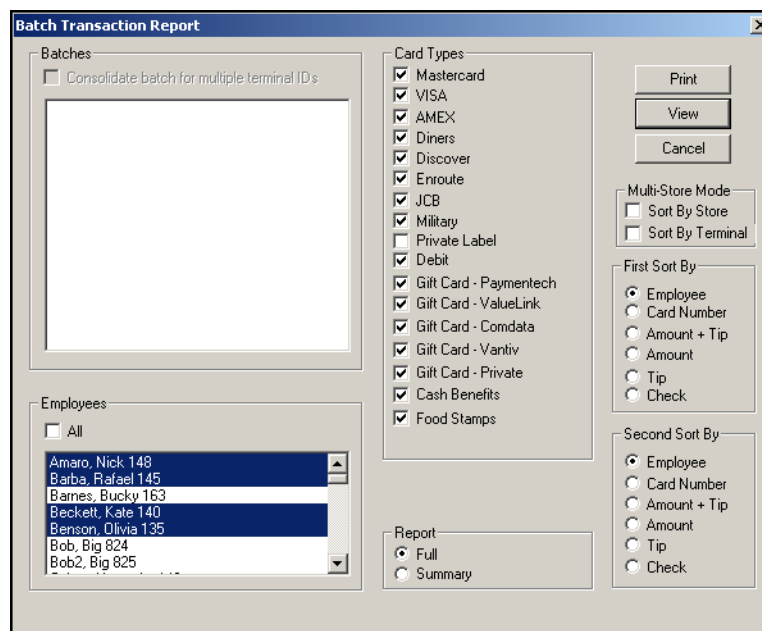


Figure 4 - 1 Batch Transaction Report Dialog Box

4. Select the **batch(es)** to include in the report from the list of batch files that exist on the system. These appear in date order with the current batch for each processor at the top of the list, followed by the batch history files (\*.stl). You can generate a report from the batches listed here, using data from the current batch, a particular date, a combination of the current batch and multiple dates, or all dates.



### Note

The date on the .stl file is the actual date settled, not the date of business. If a restaurant settles their credit cards after midnight, the settlement date will not match the date of business. Any batch history files (\*.stl) manually deleted from the system do not appear in the Batches box.

5. Select the **employee(s)** to include in the report or select 'All to include all employees.



6. Select the **credit card type(s)** to include in the report. All card types are listed.
7. Select the **report type** to determine the level of detail, either 'Full' or 'Summary,' of the report.
8. Select **Multi-Store Mode** to sort and total the report by store or by terminal. Used in locations that have several stores within the same site. In this case, the report sorts by the selection made here first, then the selections made in 'First Sort By' and 'Second Sort By.'



**Note**

You must configure your terminal ID, revenue center, and store in Maintenance > Hardware > Terminals for the report to sort by store.

9. Make a selection from the **First Sort By** inset to determine the first sort order. This option determines the criteria to use as the first sort order of the report. In this case, the data is sorted first by Employee, then by Card Number.
10. Make a selection from the **Second Sort By** inset to determine the second sort order after 'First Sort By'. This option determines the criteria to use as the second sort order of the data on the report. In this case, the data is sorted first by Employee, then by Card Number.

11. Click **View** to preview the report.

**1** EDC Transaction Report  
02/08/2016 – 02/09/2016

Page 1 of 1  
03/15/2016 – 11:56 AM  
14.1.0 DEV  
Printed by: Seeded Administrator

Credit Card / Debit Card Transactions

Employee	Check	Txn	Type	Card	Exp	Auth	Amount	Tip	Total
148 Nick Amaro	10003	Sale	VISA	XXXXXXXXXXXX1938	1219	TAS169	13.54	2.00	15.54
148 Nick Amaro	10002	Sale	VISA	XXXXXXXXXXXX2741	1117	TAS154	15.84	3.00	18.84
148 Nick Amaro	10001	Sale	VISA	XXXXXXXXXXXX1888	1117	TAS761	32.66	4.00	36.66
148 Nick Amaro	10007	Sale	VISA	XXXXXXXXXXXX1778	1016	TAS244	24.22	3.00	27.22
148 Nick Amaro	10012	Sale	VISA	XXXXXXXXXXXX0941	0916	TAS527	34.84	5.00	39.84
148 Nick Amaro	10006	Sale	VISA	XXXXXXXXXXXX1448	1016	TAS751	41.22	5.00	46.22
148 Nick Amaro	10014	Sale	VISA	XXXXXXXXXXXX0047	0919	TAS415	12.35	2.00	14.35
145 Rafael Barba	10009	Sale	VISA	XXXXXXXXXXXX3395	0917	TAS482	16.44	2.00	18.44
145 Rafael Barba	10010	Sale	VISA	XXXXXXXXXXXX4559	0516	TAS145	18.25	2.00	20.25
140 Kate Beckett	10006	Sale	VISA	XXXXXXXXXXXX1116	0218	TAS475	24.44	4.00	28.44
140 Kate Beckett	10008	Sale	VISA	XXXXXXXXXXXX0155	0416	TAS425	14.95	2.00	16.95
140 Kate Beckett	10015	Sale	VISA	XXXXXXXXXXXX9988	0517	TAS411	33.24	6.00	39.24
135 Olivia Benson	10011	Sale	VISA	XXXXXXXXXXXX1644	0816	TAS667	34.11	5.00	39.11
<b>Terminal 1 VISA Total 13 transactions</b>							<b>316.10</b>	<b>45.00</b>	<b>361.10</b>
148 Nick Amaro	10073	Sale	DISCOVER	XXXXXXXXXXXX3844	1219	TAS119	27.26	5.00	32.26
148 Nick Amaro	10072	Sale	DISCOVER	XXXXXXXXXXXX4127	1117	TAS114	32.44	6.00	38.44
145 Rafael Barba	10061	Sale	DISCOVER	XXXXXXXXXXXX8818	1117	TAS711	15.69	3.00	18.69
145 Rafael Barba	10067	Sale	DISCOVER	XXXXXXXXXXXX7817	1016	TAS214	14.59	3.00	17.59
145 Rafael Barba	10042	Sale	DISCOVER	XXXXXXXXXXXX4109	0916	TAS517	36.87	5.00	41.87
145 Rafael Barba	10056	Sale	DISCOVER	XXXXXXXXXXXX4814	1016	TAS711	34.51	5.00	39.51
145 Rafael Barba	10064	Sale	DISCOVER	XXXXXXXXXXXX4700	0919	TAS435	52.12	9.00	61.12
145 Rafael Barba	10089	Sale	DISCOVER	XXXXXXXXXXXX9533	0917	TAS412	26.26	3.00	29.26
145 Rafael Barba	10040	Sale	DISCOVER	XXXXXXXXXXXX5945	0516	TAS115	29.58	4.00	33.58
140 Kate Beckett	10086	Sale	DISCOVER	XXXXXXXXXXXX1611	0218	TAS415	21.95	4.00	25.95
<b>Terminal 1 DISCOVER Total 10 transactions</b>							<b>291.27</b>	<b>47.00</b>	<b>338.27</b>
148 Nick Amaro	10073	Sale	MC	XXXXXXXXXXXX9951	1219	TAS144	33.25	7.00	40.25
148 Nick Amaro	10072	Sale	MC	XXXXXXXXXXXX4831	1117	TAS133	19.28	3.00	22.28
145 Rafael Barba	10061	Sale	MC	XXXXXXXXXXXX7778	1117	TAS744	27.77	3.00	30.77
145 Rafael Barba	10067	Sale	MC	XXXXXXXXXXXX3699	1016	TAS288	14.09	3.00	17.09
<b>Terminal 1 MC Total 10 transactions</b>							<b>94.39</b>	<b>16.00</b>	<b>316.11</b>

Page 1 of 1   Close   Print Page   3/15/2016 11:56 AM   140%

Figure 5 EDC Transaction Report Preview

Number	Description
1	Report title
2	Report page number
3	Navigation: Move forward or backward in the report.
4	Close / Exit the report.
5	Print options: print only the page, or the entire report.
6	Magnifying glass. Zoom up to 140%
7	Horizontal scroll bar
8	Vertical scroll bar

Use the arrow keys to maneuver around within the report. Click the magnifying icon located on the bottom of the dialog box and then click the area of the report you wish to magnify, to zoom in on a particular area of the report.

12. Click **Print** to print the report, if desired.

13. Close the **report**.

A legend appears at the bottom of the Transaction Report and only appears if the transaction occurred.

- \* = Automatic authorization occurred in standalone mode.
- F = Forced Transaction
- C = Contactless entered card number
- M = Manually entered card number
- ( ) = No Capture: The transaction in batch was not part of settlement. This does not refer to a voided transaction. Possible causes: Uncompleted PreAuth, or card type not enabled on this Merchant ID.
- O = Offline transaction
- P = Partial authorization
- V = Voided gift card transaction.



**Note**

The 'No Capture' indication only happens with CES processors. It is not to be confused with voided transactions that are placed in parenthesis from processors that require voids to remain in the batch. Currently, Elavon is the only supported processor that has these indications.

## Exporting the batch transaction report

The EDC reports in the Aloha POS system display the net results of all transactions per card type and not the transaction history of adjustments, voids, declines, reversals, and other types of communication. This information has typically been retrieved from .txn and .stl files, however, the implementation of masking and encrypting card numbers compromises the ability to trace transactions related to an account. The restaurant must be able to trace card activity for the following reasons:

- For instances when balances become out of sync between Aloha POS reports and the gift card host.
- For discrepancies from customers about transactions. For example, the customer may inquire why there are multiple transactions when an employee applies their credit card to the wrong check, voids the transaction, and then applies the payment to the correct check.

With the ability to create an EDC Batch Transaction report, the restaurant can provide a history of card use, in the order that it occurred, for a date, or a range of dates, export the file into an application, such as MSEXcel©, and save the history to a disk, if necessary. The restaurant can then compare the transaction history recorded at the store to the history at the processor or host.

## Creating and exporting the batch transaction report

You must create the EDC Batch Transaction report from the Reports menu in EDC and export the file to an application that supports a comma separated value (CSV) format. You select the batches to include in the report, as well as the card types on which you want to report, and the employees who performed the transactions.

### To create and export the EDC transaction report:

1. Log in to **Aloha EDC**.
2. Select **Reports > Create Transaction Report**.
3. Select the **batch** on which you want to report.  
To select **multiple batches in a row**, hold down the **Shift** key, select the **first batch** and the last batch to include in the report.
4. Select the **card types** to include in the report.
5. Select the **employee** who performed the transactions.  
To select **multiple employees in a row**, hold down the **Shift** key, select the **first employee** and the **last employee** to include in the report.  
To select **multiple employees not in a row**, hold down the **Ctrl** key, and select the **employees** to include in the report.
6. Click **Export**. The information writes to a **.csv file** and a confirmation message appears.
7. Click **OK**.

To view the EDC Batch Transaction report, double-click the .csv file to open MSExcel and display the transaction history. A portion of this report is shown in the following example:

Type	DOB	Date	Time	Employee	Table	Check	Auth Amt
Authorize	20160217	20160217	11:36:39	148 Nick Amaro	Table 12	10002	19.22
Adjust	20160217	20160217	11:53:41	148 Nick Amaro	Table 12	10002	19.22
Void	20160217	20160217	12:05:16	148 Nick Amaro	Table 12	10002	

The column titles appear on the first row. The card field appears as un-encrypted and adds spaces for every fourth digit to help with cell formatting. Blank fields are left blank and not filled with \$0.00.

**To change the file path of the export file:**

1. From the Batch Transaction Export dialog box, click **Export Settings** to display the Export Settings dialog box.
2. Type the **file path** and the **name** of the export file.
3. Click **Save**.

## Automating the batch transaction report

The Batch Transaction report details transaction information processed through EDC, such as authorized amount, return codes, offline status, card balance before and after a transaction occurred, and much more. You can electronically export the file to a comma separated value (csv) format. You can now automate the creation of the file during the End-of-Day (EOD) process.

### To automate the EDC Batch Transaction export:

1. Open the Winhook batch file using Notepad.
2. Add an additional command, using the following parameters in the command line, to pass the information to EDC.exe.

Parameter	Description
/Date *	Indicates the date of a dated subdirectory, or the current date if you are exporting today's activity. You can also use /Date Latest to query file extensions, such as .stl, .A, and .B, and disregard the /BatchOffset parameter. Example: /Date 20050505 or /Date Current or /Date Latest.
/ExportFile *	Represents the full path and the name of the export file. You can point to a dated subdirectory using a variable. Example: /ExportFile <iberdir>/Exports/Transactions.csv
/ProcessorNumber *	Represents the ID number of the processor. Refer to the Processor ID table in this section for more information. Example: /ProcessorNumber 6.
/Index	Used if there are multiple instances of a processor, such as CES 1 and CES 2. Example: /Index 2
/BatchOffset	Used if there are multiple batches for the processor, for a given day. The parameter defaults to the current batch or the first settlement file. Example: /BatchOffset 1
/Help	Writes the command parameters with their corresponding description to Debout.edc. Example: /Help or /?

\* Indicates a required parameter in the command line.

When finished, your command line might look like the following:

Date Current /ExportFile AlohaQS/Exports/Transactions.csv /ProcessorNumber 2 / Index 2.

3. Select **File > Save** to save the Winhook batch file, and close **Notepad**. The export file generates during the next EOD.

The following table lists the processors currently supported by the Aloha POS system and the processor ID number used for the parameter in the EDC Export file:

Processor ID	Currently Supported Processor Name
3	AMEX
	BA Merchants Services (settlement only)
11	Chase Paymentech
18	Comdata (VisaNet protocol)
8	Elavon
10010	First Data Buypass
1	First Data CES
	First Data Nabanco
2	Heartland (VisaNet protocol)
23	Moneris
2	TSYS (VisaNet protocol)
17	Vantiv Host Capture
17	Vantiv Terminal Capture
16	Worldpay
17	WorldPay Host Capture

## Appendix A: Processor matrix



### Warning

While the processor type list box offers many processors, Aloha EDC currently supports only those provided in this matrix. The remaining processors are no longer supported. The following table provides a quick overview of the processors supported by Aloha EDC:

Processor	Host Capture	Credit Card	Debit Card	Gift Card	EBT Card	Dial-Up	TCP/IP	SSL	Gateway
AMEX	No	Yes	No	No	No	Yes	No	Yes	No
BA Merchant Services (settlement only)	No	Yes	No	No	No	Yes	No	No	No
Chase Paymentech	No	Yes	Yes	Yes	No	Yes	Yes	Yes	No
Comdata (VisaNet protocol)	No	No	No	Yes	No	Yes	Yes	Yes, credit cards only?	No
Elavon	No	Yes	No	No	No	Yes	No	Yes	No
First Data Bypass	No	Yes	Yes	No	Yes	Yes	No	Yes	FDS Secure Transport
First Data CES	No P2PE	Yes	Yes	Yes	Yes	Yes	Yes	Yes, for credit cards only?	FDS Secure Transport
First Data Nabanco	No	Yes	No	Yes	No	Yes	Yes	Yes, for credit cards only?	First Data IPN
Heartland (VisaNet protocol)	No	Yes	No	No	No	Yes	Yes	Yes, credit cards only?	No
Moneris	No	Yes	Yes			Yes	No	Yes	No



Processor	Host Capture	Credit Card	Debit Card	Gift Card	EBT Card	Dial-Up	TCP/IP	SSL	Gateway
TSYS (VisaNet protocol)	No P2PE	Yes	Yes QS only	No	Yes	Yes	Yes	Yes, credit cards only.	No
Vantiv Host Capture	Yes	Yes	No	No	No	Yes	Yes	Yes	No
Vantiv Terminal Capture	No	Yes	No	Yes	No	Yes	Yes	Yes	No
Worldpay	No					Yes	Yes	Yes	No
Worldpay Host Capture	Yes	Yes	Yes	No	No	Yes	Yes	Yes	No

### Processors no longer supported

As early as Aloha EDC v7.0, EDC no longer supports the following processors, as these processors no longer meet compliance standards. All user interface support for these processors is completely removed.

- \$\$\$ in the Bank (Shift4)
- Aloha Net
- CardSmith
- Direct Net
- Global Payments
- Independent
- Maverick
- PayPal Basic Check-in
- Tender Retail
- Visa Net

If you are upgrading to Aloha EDC v12.3 or later, and using one of these processors, you must change to a supported processor before or at the time of the upgrade.



#### Caution

Prior to upgrading to Aloha EDC, please ensure you settle all transactions first. If you fail to settle transactions, you may encounter issues after the upgrade.

## Appendix B: Field definitions

### Cards

Select **Maintenance > Electronic Draft Capture > Cards** to access this function.

#### Cards tab

##### Group Bar: Credit Cards

Select the processor to use for each credit card type you accept from a guest. Select 'None' as the processor for any credit card type you do not accept. Current credit card types available are:

- MC
- Visa
- AMEX
- Diners/CB
- Discover
- Enroute
- JCB
- Military

##### Group Bar: Private Label Credit Cards

Select the processor to use for each credit card type you accept from a guest. Select 'None' as the processor for any credit card type you do not accept. Aloha EDC allows you to configure up to five private label credit card types.

- Private Label 1
- Private Label 2
- Private Label 3
- Private Label 4
- Private Label 5

##### Group Bar: Gift Cards

Select the processor to use for each gift card type you accept from a guest. Select 'None' as the processor for any gift card type you do not accept.

- Paymentech
- ValueLink
- Comdata
- Vantiv
- Private
- Heartland Payment Systems

### Group Bar: Debit Cards

Select the processor to use for the debit card you accept from a guest. Once you select a processor for one debit card type, the other debit card option becomes unavailable.

- US Debit
- Canadian Debit

### Group Bar: Other cards

Select the processor to use for the cards you accept from a guest. Select 'None' as the processor for any card type you do not accept.

- Chip 'N Pin
- EBT
- Campus card

## EDC Settings

Select **Maintenance > Electronic Draft Capture > EDC Settings** to access this function.

### EDC Settings tab

Use the EDC Settings tab to define the refund limit, the method for offline recovery, and more.

#### Group Bar: Settings

**Credit card refund limit** — Specifies the maximum dollar amount, up to \$9999.00, you are allowed to refund on a credit card.

**Retry SSL every this many connections** — Specifies the consecutive number of times Aloha EDC uses a dial-up connection before trying to connect again using an SSL connection. This reduces the time spent waiting for a message that the SSL connection is down. For example, if you enter three, the system notices the Internet connection is lost, uses a dial-up connection for three consecutive transactions, and attempts an SSL connection on the fourth transaction.

#### Group Bar: Offline Recovery

**Mock authorize until offline transactions are processed** — Allows the FOH to perform 'mock' authorizations for sales less than the defined amount when the site is unable to communicate with the host. When the FOH attempts to authorize a payment transaction, EDC "approves" the authorization and the transaction is held as a spooling (.spl) file in the EDC directory. When EDC is again able to communicate, it scans for and sends all spooling files to the host for approval.

**Start live processing with this many queued transactions** — Defines the number of transactions remaining in the spooldown queue at which you want the system to begin live processing when EDC is able to communicate with the processor again. This is helpful when coming out of mock authorization mode. The system processes the remaining transactions in the queue before it can authorize a live transaction, which can cause the authorization of the live transaction to take a long time if there

are a lot of transactions in the queue, forcing the customer to wait. Consider making this a small number, such as five. The system continues to spool each new transaction as though it were still in mock authorization mode until the number of transactions remaining in the queue reaches the number you specify here, at which time it starts live processing. **Required Options:** You must select 'Mock authorize until offline transactions are processed' to enable this option.

### Group Bar: Store and forward

**Enable store and forward** — Enables the Store and Forward (SAF) feature, allowing you to set a timeout threshold, such as 10 seconds, for an authorization to occur. If EDC does not receive an authorization from the processor within the allotted time frame, the system provides a premature authorization and stores the transaction. EDC continues to provide authorizations for each additional FOH transaction until it is able to reconnect to the processor, at which time Aloha EDC processes the stored transactions in the queue. **Documented Version:** v14.1.

**Authorization timeout threshold** — Defines the number of seconds, from zero to 30, to allow for receiving an authorization from the processor when using 'Store and Forward.' If EDC does not receive an authorization from the processor within the allotted time frame, EDC provides a premature authorization for the transaction and stores it for authorization at a later time. If the timeout threshold is set to zero, the system follows the default timeout process, which may require up to 45 seconds or longer before providing a response to the FOH. **Required Options:** You must select 'Enable store and forward' to view this option. **Documented Version:** v14.1.

**Number of seconds to wait before attempting recovery** — Defines the number of seconds to wait, from zero to 900, before attempting to authorize the oldest transaction placed in the queue by Store and Forward. For example, if you type '30,' the system attempts to authorize the transactions in the queue every 30 seconds until achieving a successful authorization. Note: We recommend 30 seconds to avoid delays and/or memory issues. If you set the number of seconds to zero, you must manually attempt recovery using the Attempt Recovery button available on the Store and Forward Transaction List for any employee with a sufficient security role. **Required Options:** You must select 'Enable store and forward' to view this option. **Documented Version:** v14.1.

**Floor for transaction amount** — Designates the amount above which the system will not 'store and forward' the transaction. If EDC does not receive an authorization before the allotted time frame for a transaction greater than this amount, the system declines the transaction. For example, if you type '20,' the system declines transactions equal to or greater than \$21.00. If you define the floor limit as zero, the system allows EDC to 'store and forward' any transaction amount. **Required Options:** You must select 'Enable store and forward' to view this option. **Documented Version:** v14.1.

**Maximum number of offline transactions** — Allows you to define the highest number of transactions, up to 999, to allow EDC to 'store and forward,' per processor. For example, if you type 200 as the maximum, once there are 200 'store and forward' transactions for a processor, the system

declines the next transaction for that processor. If you set the maximum number to zero, there is no limit to the number of transactions you can 'store and forward.' **Required Options:** You must select 'Enable store and forward' to view this option. **Documented Version:** v14.1.

## Custom tab

Use the Custom tab to establish a value other than one that is hard-coded or not available for a setting in Aloha Configuration Center or Aloha Manager for EDC.

### Group Bar: Custom

**Setting** — Designates the name of the variable as it exists in EDC.ini.

**Value** — Designates the new, custom value for the setting.

## Gateways

Currently, only First Data processors use a gateway to process payment card authorizations and settlements. Select **Maintenance > Electronic Draft Capture > Gateways** to access this function.

### Gateways tab

The options on the Gateways tab vary depending on the type of gateway you select: First Data IPN or FDS Secure Transport.

#### Group Bar: First Data IPN

**Primary IP Host Address** — Allows the gateway and processor to communicate with each other using a primary, globally-unique IP address.

**Primary Port Number** — Associates with an IP address of a host; a 16-digit number which completes the destination identifies a specific process to which an Internet or other network message is to be forwarded when it arrives at server A port is always associated with an IP address of a host and the protocol type of the communication, and thus completes the destination or origination address of a communications session. A port is identified for each address and protocol by a 16-bit number, commonly known as the port number.

**Secondary IP Host Address** — Allows the gateway and processor to communicate with each other using a secondary, globally-unique IP address.

**Secondary Port Number** — Associates with a secondary IP address of a host; a 16-digit number which completes the destination identifies a specific process to which an Internet or other network message is to be forwarded when it arrives at server A port is always associated with an IP address of a host and the protocol type of the communication, and thus completes the destination or origination address of a communications session. A port is identified for each address and protocol by a 16-bit number, commonly known as the port number.

## Custom tab

Use the Custom tab to establish a value other than one that is hard-coded or not available for a setting in Aloha Configuration Center or Aloha Manager for EDC.

### Group Bar: Custom

**Setting** — Designates the name of the variable as it exists in EDC.ini.

**Value** — Designates the new, custom value for the setting.

## Modems

Select **Maintenance > Electronic Draft Capture > Modem** to access this function.

### Modem tab

Use the Modem tab to establish the modem you are using to send transactions and enter the COM port and a phone prefix, if required, used by the modem.

### Group Bar: Settings

**COM Port** — Designates the com port to use for the modem. The default com port for a selected modem is input here when a new modem is added.

**Phone Prefix** — Specifies the numbers that must be dialed prior to dialing phone numbers specified on the Dialing tab in Maintenance > Electronic Draft Capture > Processor. For example, type '9' if the system must first dial 9 to get an outside line.

**Authorizing Init String** — Designates the series or string of commands to initialize the modem for authorization of a transaction.

**Settlement Init String** — Designates the series of string of commands to initialize the modem for settlement of a transaction.

### Group Bar: Override Processor Specific Init Settings

**Processor** — Designates the processor for which the modem communicates.

**Authorizing Init String** — Designates the new series or string of commands to override a specific processor for authorization of a transaction.

**Settlement Init String** — Designates the new series or string of commands to override a specific processor for settlement of a transaction.

## Custom tab

Use the Custom tab to establish a value other than one that is hard-coded or not available for a setting in Aloha Configuration Center or Aloha Manager for EDC.

## Group Bar: Custom

**Setting** — Designates the name of the variable as it exists in EDC.ini.

**Value** — Designates the new, custom value for the setting.

## Private Label Cards

Select **Maintenance > Electronic Draft Capture > Private Label Cards** to access this function.

### Private Label tab

Use the Private Label tab to configure cards owned by private institutions, such as a Sears card or campus meal card.

**Card name** — Specifies the name of the private label card.

**High range** — Designates the eight-digit prefix of the card number, which represents the upper range of card numbers to use when validating a private label card. You can enter up to eight numbers.

**Low range** — Designates the eight-digit prefix of the card number, which represents the lower range of card numbers to use when validating a private label card. You can enter up to eight numbers.

**Maximum length** — Designates the maximum card digit length.

**Minimum length** — Designates the minimum card digit length.

**Check digit** — Verifies the number of digits in the private label card.

**Prompt for expiration date** — Displays a prompt to require an entry of the expiration date for the private label card approval.

**Optional text** — Denotes any additional information about the private label card you wish to add.

### Custom tab

Use the Custom tab to establish a value other than one that is hard-coded or not available for a setting in Aloha Configuration Center or Aloha Manager for EDC.

**Setting** — Designates the name of the variable as it exists in EDC.ini.

**Value** — Designates the new, custom value for the setting.

## Processor

Select **Maintenance > Electronic Draft Capture > Processor** to access this function. There are several types of processors from which to choose when you configure the processors for payment card transactions. Depending on your operation, you may need to configure more than one processor type. Click the **down arrow** next to 'New' to select a processor type. While the processor type list box offers many processors, Aloha EDC currently supports only those provided in this matrix. The remaining processors are no longer supported.

### Processors supported

The supported processors from which can choose are:

- [AMEX](#)
- [BA Merchant Services](#)
- [Chase Paymentech](#)
- [Comdata \(Use VisaNet protocol\)](#)
- [Elavon](#)
- [First Data Bypass](#)
- [First Data CES](#)
- [First Data Nabanco](#)
- [VisaNet \(Use VisaNet protocol\)](#)
- [Moneris](#)
- [NCR Payment Processor \(NPP\)](#)
- [TSYS \(Use VisaNet protocol\)](#)
- [Vantiv Enhanced Host Capture](#)
- [Vantiv Terminal Capture](#)
- [VisaNet](#)
- [Worldpay](#)
- [Worldpay Host Capture](#)

As requirements vary from processor to processor, we provide field definitions pertaining to each unique processor; however, each processor 'shares' an 'Identification' group bar.

**Active** — \*Indicates the processor is active and in use.

**Index** — Allows you to set up multiple merchant IDs for the same credit card processor, but normally set to '1.' For example, if you already defined CES as a processor, and require another CES record with a different merchant ID, set the Store Index to '2' on the second record. The system combines the processor name and the specified store index to create a new processor (in this example, CES2). The store index number does not have to be incremented in sequential order.



## Processors no longer supported

As early as Aloha EDC v7.0, EDC no longer supports the following processors, as these processors no longer meet compliance standards. All user interface support for these processors is completely removed.

- \$\$\$ in the Bank (Shift4)
- Aloha Net
- CardSmith
- Direct Net
- Global Payments
- Independent
- Maverick
- PayPal Basic Check-in
- Tender Retail

If you are upgrading to Aloha EDC v12.3 or later, and using one of these processors, you must change to a supported processor before or at the time of the upgrade.



### **Caution**

Prior to upgrading to Aloha EDC, please ensure you settle all transactions first. If you fail to settle transactions, you may encounter issues after the upgrade.

## AMEX

The following options appear for AMEX.

### Processor tab

Use the Processor tab to define options specific to the Amex processor.

#### Group Bar: Amex

Contact the processor and obtain information to complete the available options residing under the 'Amex' group bar.

- SE number
- Submitter identification
- Invoice batch

**Enable prepaid card processing** — Supports partial authorizations on Amex prepaid cards and offers two options for authorization.

**Authorize with balance** — If the authorization request (meal plus tip) is greater than the balance remaining on the card, AMEX returns a decline, and the current card balance. If the authorization request (meal plus tip) is less than or equal to the balance remaining on the card, Amex returns an approval, along with the card balance after the transaction.

**Partial authorization** — If the authorization request (meal plus tip) is greater than the balance remaining on the card, Amex returns a 'partially authorized' value, and the card balance, which in this case is always zero. The Aloha POS system adjusts the amount due on the check in accordance with the amount approved by the processor and the guest must present an additional method of payment for the balance of the check. If the authorization request (meal plus tip) is less than or equal to the balance remaining on the card, AMEX returns an approval and the card balance after the transaction.

### TCP/IP tab

Use the TCP/IP tab to enable authorization and settlement settings.

#### Group Bar: Authorization Settings

**Connect using HTTPS (Secure HTTP)** — Authorizes payment transactions using a high-speed SSL (HTTPS) connection.

#### Group Bar: Settlement settings

**Connect using FTPS (Secure FTP)** — Settles payment transactions using a secure, high-speed FTPS connection. This feature enables the required American Express credentials. Contact the processor to complete the 'User name,' 'Password,' and 'File name' options.

## Dialing tab

Use the Dialing tab to record helpful telephone numbers, enable a settlement processor, modem, and baud rates.

### Group Bar: Phone numbers

Contact the processor and obtain the telephone contact numbers to complete the available options residing under the 'Phone numbers' group bar.

- Authorization
- Voice authorization
- Settlement assistance
- Help desk

### Group Bar: Modem

**Current modem** — Specifies the supported modem defined in Configure > Modems. When you select a modem, the corresponding initialization strings used by the modem when performing credit card authorizations and settlements are automatically populated.

### Group Bar: Configurable baud rate

**Authorization baud rate** — Designates the baud rate used for the modem connection during authorization.

## Custom tab

Use the Custom tab to establish a value other than one that is hard-coded or not available for a setting in Aloha Configuration Center or Aloha Manager for EDC.

### Group Bar: Custom

**Setting** — Designates the name of the variable as it exists in EDC.ini.

**Value** — Designates the new, custom value for the setting.

## BA Merchant Services

BA Merchant Services is used for settlement only. The following options appear for BA Merchant Services.

### Processor tab

Use the Processor tab to define options specific to the BA Merchant Services processor.

#### Group Bar: BA Merchant Services

Contact the processor and obtain information to complete the available options residing under the 'Amex' group bar.

- Compuserve routing
- Merchant number
- Terminal number
- Store number
- Merchant category code

**Inquiry only** — Contacts the processor without proceeding to apply the tender.

**Remove rejected transactions** — Enables EDC to remove rejected transactions from a settlement batch and logs a Reject.txn file to the current batch, similar to a voided transaction. This functionality is used in conjunction with Functions > Edit Rejected Transactions. Some processor dialog boxes have this option grayed out so you cannot select it.

### Dialing tab

Contact the processor and obtain the telephone contact numbers to complete the available options residing under the 'Phone numbers' group bar.

- Authorization
- Voice Authorization
- Settlement
- Settlement assistance
- Help desk

#### Group Bar: Settlement processor

**Enable settlement processor** — Enables you to use one processor to authorize transactions and another processor to settle transactions.

**Processor** — Allows you to select a configured processor in which to settle payment transactions.

### Group Bar: Modem

**Current modem** — Specifies the supported modem defined in Configure > Modems. When you select a modem, the corresponding initialization strings used by the modem when performing credit card authorizations and settlements are automatically populated.

### Group Bar: Configurable baud rates

**Authorization baud rate** — Designates the baud rate used for the modem connection during authorization.

**Settlement baud rate** — Designates the baud rate used for the modem connection during settlement.

### Custom tab

Use the Custom tab to define custom values for such things as when a processor requests a value other than one that is hard-coded or not available in Aloha Configuration Center or Aloha Manager for EDC.

**Setting** — Designates the name of the variable as it exists in EDC.ini. For example, type IPHOST if you want to enter a custom value for a URL.

**Value** — Designates the new, custom value for the setting.

## Chase Paymentech

When configuring Chase Paymentech, select Paymentech from the 'Select Owner' list box. The following options appear for Chase Paymentech. Formerly know as Paytech.

### Processor tab

Use the Processor tab to define options specific to the Chase Paymentech processor.

### Group Bar: Paymentech

Contact the processor and obtain information to complete the available options residing under the 'Paymentech' group bar.

- Client ID
- Terminal ID
- Merchant ID

**Enable multiple transactions** — Enables multiple authorization transactions during a single dial-up connection. This is necessary when the system has initiated an authorization call to a processor and a second authorization request is sent from an order entry terminal in the FOH. When you select this option, the system passes the second authorization request to the processor before hanging up the connection, substantially speeding up the transaction. 'Enable Multi-trans' is selected by default on all the configuration dialog boxes in EDC, except NPC. Clear this option, if you allow only one authorization per call.

**Remove rejected transactions** — Enables EDC to remove rejected transactions from a settlement batch and logs a Reject.txn file to the current batch, similar to a voided transaction. This functionality is used in conjunction with Functions > Edit Rejected Transactions. Some processor dialog boxes have this option grayed out so you cannot select it.

## Group Bar: Offline gift card transactions

**Support offline transactions and retries** — Supports the ability to obtain an authorization by telephone in the event that the system is unable to connect to the processor in order to process a transaction.

No offline Gift Card transactions — Disables the system to prevent gift card transactions when internet is unavailable.

Allow offline transactions auto retry — Allows the EDC server to repeatedly attempt to send transactions when the internet is unavailable.

Maximum amount allowed for activation — Defines the maximum amount allowed for activation for offline authorization when in offline mode.

Maximum amount allowed for redemption — Defines the maximum amount allowed for redemption for offline authorization when in offline mode.

Allow offline transactions without retries — Allows the EDC server to attempt to send transactions once when the internet is unavailable.

Maximum amount allowed for activation — Defines the maximum amount allowed for activation for offline authorization when in offline mode.

Maximum amount allowed for redemption — Defines the maximum amount allowed for redemption for offline authorization when in offline mode.

## Group Bar: Credit Card prepaid transaction

### Processing and authorization

Authorization only — Verifies with the processor if the prepaid card has sufficient funds during the transaction.

Authorization with balance — Verifies with the processor if the prepaid card has sufficient funds, provides the authorization and the remaining balance of the card.

Partial authorization — Verifies with the processor the remaining balance of the prepaid card and applies the amount to the transaction while the guest must provide another form of payment to complete the transaction.

## Group Bar: Debit

**PIN debit partial authorization** — Allows this processor to support the authorization of a portion of the original transaction amount, if that amount exceeds the available balance on the PIN debit prepaid card.

## TCP/IP tab

Use the TCP/IP tab to enable authorization and settlement settings.

### Group Bar: Network Settings

Secure Socket Layer Connection type

**Secure socket layer** — Enables the standard security technology to establish an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral. Requires an SSL certificate.

### Group Bar: Secure Internet authorization

Contact the processor and obtain information to complete the available options in the 'Secure internet authorization' group bar.

- Host address
- Resource
- User name
- Password

TCP/IP Connection type

**Primary authorization IP address** — Designates the first IP address in which the EDC server attempts to connect. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '78.125.0.209.'

**Primary authorization port** — Specifies the first 16-bit number which denotes a communication endpoint in the TCP transport for the IP network protocol.

**Secondary authorization IP address** — Designates the second IP address for communicating with the processor. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '73.127.4.979.'

**Secondary authorization port** — Specifies the second 16-bit number which denotes a communication endpoint in the TCP transport for the IP network protocol. If this fails and you configure Store and Forward (SAF), SAF begins.

**Primary settlement IP address** — Designates the first settlement IP address in which the EDC server attempts to connect. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '78.125.0.209.'

**Primary settlement port** — Specifies the first 16-bit number which denotes a communication endpoint in the TCP transport for the IP network protocol.



**Secondary settlement IP address** — Designates the second settlement IP address in which the EDC server attempts to connect. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '78.125.0.209.

**Secondary settlement port** — Specifies the second 16-bit number which denotes a communication endpoint in the TCP transport for the IP network protocol.

## Dialing tab

Contact the processor and obtain the telephone contact numbers to complete the available options residing under the 'Phone numbers' group bar.

- Authorization
- Voice authorization
- Settlement
- Settlement assistance
- Help desk

## Group Bar: Settlement processor

**Enable settlement processor** — Enables you to use one processor to authorize transactions and another processor to settle transactions.

**Processor** — Allows you to select a configured processor in which to settle payment transactions.

## Group Bar: Modem

**Current modem** — Specifies the supported modem defined in Configure > Modems. When you select a modem, the corresponding initialization strings used by the modem when performing credit card authorizations and settlements are automatically populated.

## Group Bar: Configurable baud rates

**Authorization baud rate** — Designates the baud rate used for the modem connection during authorization.

**Settlement baud rate** — Designates the baud rate used for the modem connection during settlement.

## Reversal tab

Many credit card companies require real-time reversal support for credit and debit card authorizations, to prevent delays in guests regaining access to their funds when a sale is not

completed. Select the credit card(s) for which you want the ability to support real-time reversals from the available list.

- Master Card
- Visa
- American Express
- Discover
- Diners
- Enroute
- JCB

### Custom tab

Use the Custom tab to define custom values for such things as when a processor requests a value other than one that is hard-coded or not available in Aloha Configuration Center or Aloha Manager for EDC.

**Setting** — Designates the name of the variable as it exists in EDC.ini. For example, type IPHOST if you want to enter a custom value for a URL.

**Value** — Designates the new, custom value for the setting.

## Elavon

The following options appear for Elavon, formerly known as Nova.

### Processor tab

Use the Processor tab to define options specific to the Elavon processor.

#### Group Bar: Nova

Contact the processor and obtain information to complete the available options residing under the 'Nova' and 'SSL' group bars.

- Bank ID number (BIN)
- Terminal ID
- Internet address

#### Group Bar: SSL

**Internet address** — Designates the numerical label assigned to each device, such as a computer or printer, that participates in a computer network that uses the Internet Protocol for communication. An IP address serves two principal functions: host or network interface identification and location addressing.

### Dialing tab

Contact the processor and obtain the telephone contact numbers to complete the available options residing under the 'Phone numbers' group bar.

- Authorization
- Authorization backup
- Settlement
- Settlement backup

#### Group Bar: Settlement processor

**Enable settlement processor** — Enables you to use one processor to authorize transactions and another processor to settle transactions.

**Processor** — Allows you to select a configured processor in which to settle payment transactions.

#### Group Bar: Modem

**Current modem** — Specifies the supported modem defined in Configure > Modems. When you select a modem, the corresponding initialization strings used by the modem when performing credit card authorizations and settlements are automatically populated.

## Group Bar: Configurable baud rates

**Authorization baud rate** — Designates the baud rate used for the modem connection during authorization.

**Settlement baud rate** — Designates the baud rate used for the modem connection during settlement.

## Options tab

### Group Bar: Partial authorization

**Credit prepaid transaction** — Allows this processor to support the authorization of a portion of the original transaction amount, if that amount exceeds the available balance on the prepaid credit card.

## Reversals tab

### Group Bar: Real time reversal

Many credit card companies require real-time reversal support for credit and debit card authorizations, to prevent delays in guests regaining access to their funds when a sale is not completed. Select the credit card(s) for which you want the ability to support real-time reversals from the available list.

- Master Card
- Visa
- American Express
- Diners/CB
- Discover
- Enroute
- JCB

## Custom tab

Use the Custom tab to define custom values for such things as when a processor requests a value other than one that is hard-coded or not available in Aloha Configuration Center or Aloha Manager for EDC.

**Setting** — Designates the name of the variable as it exists in EDC.ini. For example, type IPHOST if you want to enter a custom value for a URL.

**Value** — Designates the new, custom value for the setting.

## First Data Buypass

When configuring First Data Buypass, select FDS Buypass from the 'Select Owner' list box. The following options appear for First Data Buypass.

### Processor tab

Use the Processor tab to define options specific to the First Data Buypass processor.

#### Group Bar: FDS BuyPass

Contact the processor and your assigned Merchant ID number residing under the 'FDS BuyPass' group bar.

**Connect using FDS s secure transport** — Enables high speed, secured communication between the processor and FDS transport.

**Enable host capture** — Allows you to authorize transactions without having to store transaction details between the authorization and settlement.

#### Group Bar: Partial authorization

**Credit prepaid transaction** — Allows this processor to support the authorization of a portion of the original transaction amount, if that amount exceeds the available balance on the prepaid credit card.

**PIN debit transactions** — Allows this processor to support the authorization of a portion of the original transaction amount, if that amount exceeds the available balance on the PIN debit prepaid card.

### Dialing tab

Contact the processor and obtain the telephone contact numbers to complete the available options residing under the 'Phone numbers' group bar.

- Authorization
- Voice authorization
- Settlement
- Settlement assistance
- Help desk

#### Group Bar: Settlement processor

**Enable settlement processor** — Enables you to use one processor to authorize transactions and another processor to settle transactions.

**Processor** — Allows you to select a configured processor in which to settle payment transactions.

### Group Bar: Modem

**Current modem** — Specifies the supported modem defined in Configure > Modems. When you select a modem, the corresponding initialization strings used by the modem when performing credit card authorizations and settlements are automatically populated.

### Group Bar: Configurable baud rate

**Authorization baud rate** — Designates the baud rate used for the modem connection during authorization.

### Reversals tab

Use the Reversals tab to enable real-time reversal support for credit authorizations, to prevent delays in guests regaining access to their funds when a sale is not completed.

### Group Bar: Real time reversal

Select the credit card(s) for which you want the ability to support real-time reversals from the available list.

- MC
- Visa
- Diners/CB
- Discover
- Enroute
- JCB

### Auto Settlement tab

Use the Auto Settlement tab to activate or deactivate auto settlement, or activate force auto settlement.

### Custom tab

Use the Custom tab to define custom values for such things as when a processor requests a value other than one that is hard-coded or not available in Aloha Configuration Center or Aloha Manager for EDC.

**Setting** — Designates the name of the variable as it exists in EDC.ini. For example, type IPHOST if you want to enter a custom value for a URL.

**Value** — Designates the new, custom value for the setting.

## First Data CES

When configuring First Data CES, select CES from the 'Select Owner' list box. The following options appear for First Data CES. Formerly known as First Data North, FDMS North, and Cardnet.

### Processor tab

Use the Processor tab to define options specific to the First Data CES processor.

#### Group Bar: CES

Contact the processor and obtain information to complete the available options residing on the Processor tab.

- Credit card merchant ID
- Gift card merchant ID
- Terminal ID
- BOH terminal ID
- Gift card alternate merchant ID
- EBT merchant FNS ID

**Enable multiple transactions** — Enables multiple authorization transactions during a single dial-up connection. This is necessary when the system has initiated an authorization call to a processor and a second authorization request is sent from an order entry terminal in the FOH. When you select this option, the system passes the second authorization request to the processor before hanging up the connection, substantially speeding up the transaction. 'Enable Multi-trans' is selected by default on all the configuration dialog boxes in EDC, except NPC. Clear this option, if you allow only one authorization per call.

**Remove rejected transactions** — Enables EDC to remove rejected transactions from a settlement batch and logs a Reject.txn file to the current batch, similar to a voided transaction. This functionality is used in conjunction with Functions > Edit Rejected Transactions. Some processor dialog boxes have this option grayed out so you cannot select it.

#### Group Bar: Point to point encryption

**Enable point to point encryption and disable credit card entry in EDC** — Removes cardholder data from your environment by encrypting data at the moment of capture, without the ability to decrypt and prevents employees from entering credit card numbers in EDC. Enables the Authentication code.

### Options tab

Use the Options tab to support partial authorizations and offline gift card transactions.

## Group Bar: Partial authorization

**Credit prepaid transaction** — Allows this processor to support the authorization of a portion of the original transaction amount, if that amount exceeds the available balance on the prepaid credit card.

## Offline gift card transactions group bar

### Retries —

Automatically offline mode retries — Allows automatic approval of transactions with offline authorizations, when EDC cannot connect to the host for an electronic response.

Is currently offline and tries once — Enables the system to go into automatic offline mode after one attempt to connect to the host.

**Maximum amount allowed for activation** — Defines the maximum amount allowed for activation for offline authorization when in offline mode.

**Maximum amount allowed for redemption** — Defines the maximum amount allowed for redemption for offline authorization when in offline mode.

## TCP/IP tab

Use the TCP/IP tab to enable authorization and settlement settings.

## Group Bar: TCP/IP or Gateway connection

Connect using FDS Secure Transport - Contact the processor to obtain the credit card terminal ID and service name.

TCP/IP Connection type

**Primary authorization IP address** — Designates the primary IP address for communicating with the processor. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '78.125.0.209.'

**Primary authorization port** — specifies the primary 16-bit number which denotes a communication endpoint in the TCP transport for the IP network protocol.

**Secondary authorization IP address** — Designates the secondary IP address for communicating with the processor. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '73.127.4.979.'

## Dialing tab

Contact the processor and obtain the telephone contact numbers to complete the available options residing under the 'Phone numbers' group bar.

- Authorization
- Voice Authorization



- Settlement
- Settlement assistance
- Help desk

#### Group Bar: Settlement processor

**Enable settlement processor** — Enables you to use one processor to authorize transactions and another processor to settle transactions.

**Processor** — Allows you to select a configured processor in which to settle payment transactions.

#### Group Bar: Modem

**Current modem** — Specifies the supported modem defined in Configure > Modems. When you select a modem, the corresponding initialization strings used by the modem when performing credit card authorizations and settlements are automatically populated.

#### Group Bar: Configurable baud rates

**Authorization baud rate** — Designates the baud rate used for the modem connection during authorization.

**Settlement baud rate** — Designates the baud rate used for the modem connection during settlement.

#### Reversals tab

Use the Reversals tab to enable real-time reversal support for credit authorizations, to prevent delays in guests regaining access to their funds when a sale is not completed.

#### Group Bar: Real time reversal

Select the credit card(s) for which you want the ability to support real-time reversals from the available list.

- Master Card
- Visa
- American Express
- Diners/CB
- Discover
- Enroute JCB

#### Auto Settlement tab

Use the Auto Settlement tab to activate or deactivate auto settlement, or activate force auto settlement.

## Custom tab

Use the Custom tab to define custom values for such things as when a processor requests a value other than one that is hard-coded or not available in Aloha Configuration Center or Aloha Manager for EDC.

**Setting** — Designates the name of the variable as it exists in EDC.ini. For example, type IPHOST if you want to enter a custom value for a URL.

**Value** — Designates the new, custom value for the setting.

## First Data Nabanco

When configuring First Data Nabanco, select Nabanco from the 'Select Owner' list box. The following options appear for First Data Nabanco.

### Group Bar: Nabanco

Contact the processor and obtain information to complete the following options residing under the 'Nabanco' group bar.

- Credit Card merchant ID
- Gift Card merchant ID
- Gift Card alternate merchant ID
- Terminal serial number
- Qual code
- State
- Country
- Postal code
- Category code
- Amex merchandise description
- Amex SE
- JCB SE
- Diners SE
- Discover SE

**Enable multiple transactions** — Enables multiple authorization transactions during a single dial-up connection. This is necessary when the system has initiated an authorization call to a processor and a second authorization request is sent from an order entry terminal in the FOH. When you select this option, the system passes the second authorization request to the processor before hanging up the connection, substantially speeding up the transaction. 'Enable Multi-trans' is selected by default on all the configuration dialog boxes in EDC, except NPC. Clear this option, if you allow only one authorization per call.

**Remove rejected transactions** — Enables EDC to remove rejected transactions from a settlement batch and logs a Reject.txn file to the current batch, similar to a voided transaction. This functionality is used in conjunction with Functions > Edit Rejected Transactions. Some processor dialog boxes have this option grayed out so you cannot select it.

#### Group Bar: Offline Gift Card transactions

**Support offline transactions** — Supports the ability to obtain an authorization by telephone in the event that the system is unable to connect to the processor in order to process a transaction.

Automatically offline mode retries — Allows automatic approval of transactions with offline authorizations, when EDC cannot connect to the host for an electronic response.

Is currently offline and tries once — Enables the system to go into automatic offline mode after one attempt to connect to the host.

**Maximum amount allowed for activation** — Defines the maximum amount allowed for activation for offline authorization when in offline mode.

**Maximum amount allowed for redemption** — Defines the maximum amount allowed for redemption for offline authorization when in offline mode.

#### TCP/IP tab

Use the TCP/IP tab to enable authorization and settlement settings.

#### Group Bar: TCP/IP or Gateway connection

Connect using FDS Secure Transport - Contact the processor to obtain the credit card terminal ID and service name.

#### TCP/IP Connection type

**Primary authorization IP address** — Designates the primary IP address for communicating with the processor. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '78.125.0.209.'

**Primary authorization port** — specifies the primary 16-bit number which denotes a communication endpoint in the TCP transport for the IP network protocol.

**Secondary authorization IP address** — Designates the secondary IP address for communicating with the processor. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '73.127.4.979.'

## Dialing tab

Contact the processor and obtain the telephone contact numbers to complete the available options residing under the 'Phone numbers' group bar.

- Authorization
- Voice Authorization
- Settlement
- Settlement assistance
- Help desk

### Group Bar: Settlement processor

**Enable settlement processor** — Enables you to use one processor to authorize transactions and another processor to settle transactions.

**Processor** — Allows you to select a configured processor in which to settle payment transactions.

### Group Bar: Modem

**Current modem** — Specifies the supported modem defined in Configure > Modems. When you select a modem, the corresponding initialization strings used by the modem when performing credit card authorizations and settlements are automatically populated.

### Group Bar: Configurable baud rates

**Authorization baud rate** — Designates the baud rate used for the modem connection during authorization.

**Settlement baud rate** — Designates the baud rate used for the modem connection during settlement.

## Auto Settlement tab

Use the Auto Settlement tab to activate or deactivate auto settlement, or activate force auto settlement.

## Custom tab

Use the Custom tab to define custom values for such things as when a processor requests a value other than one that is hard-coded or not available in Aloha Configuration Center or Aloha Manager for EDC.

**Setting** — Designates the name of the variable as it exists in EDC.ini. For example, type IPHOST if you want to enter a custom value for a URL.

**Value** — Designates the new, custom value for the setting.

## Moneris

The following options appear for Moneris.

### Processor tab

Use the Processor tab to define options specific to the Moneris processor.

#### Group Bar: Moneris

Contact the processor and obtain information to complete the available options residing under the 'Moneris' and 'SSL' group bars.

- Merchant ID
- BOH terminal ID

#### Group Bar: SSL

- Internet address

### Options tab

Use the Options tab to support credit prepaid transactions, EMV, and disabling adjustments.

#### Group Bar: Credit Card Prepaid Transaction

**Credit prepaid transaction** — Allows this processor to support the authorization of a portion of the original transaction amount, if that amount exceeds the available balance on the prepaid credit card.

#### Group Bar: EMV

**Process EMV transactions** — Enables the Moneris processor to process the EMV transactions.

#### Group Bar: Options

**Disable adjustments** — Prevents an employee from adjusting a credit card payment, such as for adding a tip, once the payment has processed. Use this feature in conjunction with **Maintenance > Business > Store > Store Settings** tab > **Credit Card** group > **EDC Setup** group bar > **Disable credit card adjustments** to prevent the adjustments. **Documented Version:** v15.1.

- If you select both 'Disable adjustments' in EDC and 'Disable credit card adjustments' in the Aloha POS system, the system prevents an employee from adjusting a processed credit card payment.
- If you select 'Disable adjustments' in EDC and clear 'Disable credit card adjustments' in the Aloha POS system, the employee can adjust the processed credit card payment; however, EDC stops the transaction and an 'Adjustments were disabled at the time of this transaction' error message appears.
- If you clear 'Disable adjustments' in EDC and select 'Disable credit card adjustments' in the Aloha POS system, the FOH prevents the employee from adjusting the processed credit card payment.

## Dialing tab

Contact the processor and obtain the telephone contact numbers to complete the available options residing under the 'Phone numbers' group bar.

- Authorization
- Voice authorization
- Settlement
- Settlement assistance
- Help desk

## Group Bar: Modem

**Current modem** — Specifies the supported modem defined in Configure > Modems. When you select a modem, the corresponding initialization strings used by the modem when performing credit card authorizations and settlements are automatically populated.

**Number of dial attempts** — Designates the number of times the modem attempts to connect to the processor.

## Group Bar: Configurable baud rate

**Authorization baud rate** — Designates the baud rate used for the modem connection during authorization.

**Settlement baud rate** — Designates the baud rate used for the modem connection during settlement.

## Custom tab

Use the Custom tab to define custom values for such things as when a processor requests a value other than one that is hard-coded or not available in Aloha Configuration Center or Aloha Manager for EDC.

**Setting** — Designates the name of the variable as it exists in EDC.ini. For example, type IPHOST if you want to enter a custom value for a URL.

**Value** — Designates the new, custom value for the setting.

## NCR Payment Processor (NPP)

The configuration of NCR Payment Processor (NPP) requires you to use the VisaNet protocol. Select **Visa Net** from the 'Select Owner' list box.



### Reference

Refer to the **EDC Supporting NCR Payment Processor QRG** for information on how to configure the NPP processor.

## Processor tab

Use the Processor tab to define options specific to the VisaNet processor.

Group Bar: Visa Net

Contact the processor and obtain information to complete the available options residing under the 'Visa Net' group bar.

- Acquirer BIN
- Merchant number
- Merchant name
- Merchant location (city)
- Merchant category
- Store number
- Location number
- State
- Postal code (nine-digit)
- Time zone
- Enable daylight savings
- Terminal number
- Terminal ID
- Agent number
- Chain number
- Reimbursement attribute
- Enable multiple transactions

## TCP/IP tab

Use the TCP/IP tab to enable authorization and settlement settings.

Group Bar: Network Settings

Secure Socket Layer Connection type

**Secure socket layer** — Enables the standard security technology to establish an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral. Requires an SSL certificate.

## Dialing tab

Contact the processor and obtain the telephone contact numbers to complete the available options under the 'Phone numbers' group bar.

- Authorization
- Settlement

## Group Bar: Configurable baud rate

**Authorization baud rate** — Designates the baud rate used for the modem connection during authorization.

**Settlement baud rate** — Designates the baud rate used for the modem connection during settlement.

## Custom tab

Use the Custom tab to define custom values for such things as when a processor requests a value other than one that is hard-coded or not available in Aloha Configuration Center or Aloha Manager for EDC.

**Setting** — Designates the name of the variable as it exists in EDC.ini. For example, type IPHOST if you want to enter a custom value for a URL and type IPPort if you want to enter a custom port number.

**Value** — Designates the new, custom value for the setting. For example, **IPHOST** is [visnet.processor.ncr.com](http://visnet.processor.ncr.com) and **IPPORT** is **5003**.



## Vantiv Enhanced Host Capture

The following options appear for Vantiv Enhanced Host Capture.

### Group Bar: Vantiv Enhanced Host Capture

Contact the processor and obtain information to complete the available options residing under the 'Vantiv Enhanced Host Capture' group bar.

- Merchant ID
- Bank ID
- Terminal ID
- BOH terminal ID

**Enable multiple transactions** — Enables multiple authorization transactions during a single dial-up connection. This is necessary when the system has initiated an authorization call to a processor and a second authorization request is sent from an order entry terminal in the FOH. When you select this option, the system passes the second authorization request to the processor before hanging up the connection, substantially speeding up the transaction. 'Enable Multi-trans' is selected by default on all the configuration dialog boxes in EDC, except NPC. Clear this option, if you allow only one authorization per call.

**Enable auto close/Disable adjustments** — Indicates the site receives the funds in real time and cannot make adjustments to transactions for such things as adding a tip; however, the site is also not responsible for running a batch settlement at the end of the day to clear out the daily activity. The system automatically clears out the transaction files during the end-of-day process. When cleared, the site still receives the funds in real time and can make adjustments for such things as adding a tip; however, they must manually initiate a batch settlement at the end of the day to clear out the daily activity.

### Options tab

Use the Options tab to support partial authorization.

### Group Bar: Partial authorization

**Credit prepaid transaction** — Allows this processor to support the authorization of a portion of the original transaction amount, if that amount exceeds the available balance on the prepaid credit card.

### TCP/IP tab

Use the TCP/IP tab to enable authorization and settlement settings.

### Group Bar: Network Settings

Secure Socket Layer Connection type

**Secure socket layer** — Enables the standard security technology to establish an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral. Requires an SSL certificate.

TCP/IP Connection type

**Primary authorization IP address** — Designates the primary IP address for communicating with the processor. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '78.125.0.209.'

**Primary authorization port number** — Specifies the primary 16-bit number which denotes a communication endpoint in the TCP transport for the IP network protocol.

**Secondary authorization IP address** — Designates the secondary IP address for communicating with the processor. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '73.127.4.979.'

## Dialing tab

Contact the processor and obtain the telephone contact numbers to complete the available options under the 'Phone numbers' group bar.

- Authorization
- Voice authorization
- Settlement
- Settlement assistance
- Help desk

### Group Bar: Settlement processor

**Enable settlement processor** — Activates the processor for settlements.

**Processor** — Designates the processor used for settlements.

### Group Bar: Modem

**Current modem** — Specifies the supported modem defined in Configure > Modems. When you select a modem, the corresponding initialization strings used by the modem when performing credit card authorizations and settlements are automatically populated.

### Group Bar: Configurable baud rate

**Authorization baud rate** — Designates the baud rate used for the modem connection during authorization.

**Settlement baud rate** — Designates the baud rate used for the modem connection during settlement.

## Custom tab

Use the Custom tab to define custom values for such things as when a processor requests a value other than one that is hard-coded or not available in Aloha Configuration Center or Aloha Manager for EDC.

**Setting** — Designates the name of the variable as it exists in EDC.ini. For example, type IPHOST if you want to enter a custom value for a URL.

**Value** — Designates the new, custom value for the setting.

## Vantiv Terminal Capture

The following options appear for Vantiv Terminal Capture. Formerly known as 'Fifth Third Processing Solutions,' 'Fifth Third Bank,' and '53.'

### Processor tab

Use the Processor tab to define options specific to the Vantiv Terminal Capture processor.

#### Group Bar: Vantiv Terminal Capture

Contact the processor and obtain information to complete the following options residing under the 'Vantiv Terminal Capture' group bar.

- Merchant ID
- Bank ID
- Credit card terminal ID
- Gift card terminal ID
- BOH terminal ID

**Industry** — Allows the selection of the specific hospitality for your site; 'Food/Restaurant,' 'Hotel,' or 'Retail.'

**Enable multiple transactions** — Enables multiple authorization transactions during a single dial-up connection. This is necessary when the system has initiated an authorization call to a processor and a second authorization request is sent from an order entry terminal in the FOH. When you select this option, the system passes the second authorization request to the processor before hanging up the connection, substantially speeding up the transaction. 'Enable Multi-trans' is selected by default on all the configuration dialog boxes in EDC, except NPC. Clear this option, if you allow only one authorization per call.

### Options tab

Use the Options tab to support partial authorization.

### Group Bar: Partial authorization

**Credit prepaid transaction** — Allows this processor to support the authorization of a portion of the original transaction amount, if that amount exceeds the available balance on the prepaid credit card.

### TCP/IP tab

Use the TCP/IP tab to enable authorization and settlement settings.

### Group Bar: Network Settings

Secure Socket Layer Connection type

**Secure socket layer** — Enables the standard security technology to establish an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral. Requires an SSL certificate.

**Primary authorization IP address** — Designates the primary IP address for communicating with the processor. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '78.125.0.209.'

**Primary authorization port number** — Specifies the primary 16-bit number which denotes a communication endpoint in the TCP transport for the IP network protocol.

**Secondary authorization IP address** — Designates the secondary IP address for communicating with the processor. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '73.127.4.979.'

### Dialing tab

Use the Dialing tab to record helpful telephone numbers, enable a settlement processor, modem, and baud rates.

### Group Bar: Phone numbers

Contact the processor and obtain the telephone contact numbers to complete the available options under the 'Phone numbers' group bar.

- Authorization
- Voice authorization
- Settlement
- Settlement assistance
- Help desk

### Group Bar: Settlement processor

**Enable settlement processor** — Activates the processor for settlements.

**Processor** — Designates the processor used for settlements.

## Group Bar: Modem

**Current modem** — Specifies the supported modem defined in Configure > Modems. When you select a modem, the corresponding initialization strings used by the modem when performing credit card authorizations and settlements are automatically populated.

## Group Bar: Configurable baud rate

**Authorization baud rate** — Designates the baud rate used for the modem connection during authorization.

**Settlement baud rate** — Designates the baud rate used for the modem connection during settlement.

## Reversals tab

### Group Bar: Real time reversal

Many credit card companies require real-time reversal support for credit and debit card authorizations, to prevent delays in guests regaining access to their funds when a sale is not completed. Select the credit card(s) for which you want the ability to support real-time reversals from the available list.

- MC
- Visa
- AmEx
- Diners/CB
- Discover
- Enroute
- JCB

## Auto Settlement tab

Use the Auto Settlement tab to activate or deactivate auto settlement, or activate force auto settlement.

## Custom tab

Use the Custom tab to define custom values for such things as when a processor requests a value other than one that is hard-coded or not available in Aloha Configuration Center or Aloha Manager for EDC.

**Setting** — Designates the name of the variable as it exists in EDC.ini. For example, type IPHOST if you want to enter a custom value for a URL.

**Value** — Designates the new, custom value for the setting.

## VisaNet

The following options appear for VisaNet, formerly known as 'Vital,' 'VitalNet,' and 'TSYS Acquiring Solutions.' Use the VisaNet protocol to configure ComData, Heartland, NCR Payment Processor, and TSYS.

### Processor tab

Use the Processor tab to define options specific to the VisaNet processor or a processor that uses the VisaNet protocol, such as Comdata, Heartland, and TSYS.

Group Bar: Visa Net

Contact the processor and obtain information to complete the available options residing under the 'Visa Net' group bar.

- Acquirer BIN
- Merchant number
- Merchant name
- Merchant location
- State
- Postal code
- Time zone
- Enable daylight savings
- Terminal number
- Terminal ID
- BOH terminal ID
- Agent number
- Settlement agent number
- Chain number
- Sharing group
- Reimbursement attribute
- EBT FCS ID
- Authentication code

**Enable multiple transactions** — Enables multiple authorization transactions during a single dial-up connection. This is necessary when the system has initiated an authorization call to a processor and a second authorization request is sent from an order entry terminal in the FOH. When you select this option, the system passes the second authorization request to the processor before hanging up the connection, substantially speeding up the transaction. 'Enable Multi-trans' is selected by default on all the configuration dialog boxes in EDC, except NPC. Clear this option, if you allow only one authorization per call.

**Remove rejected transactions** — Enables EDC to remove rejected transactions from a settlement batch and logs a Reject.txn file to the current batch, similar to a voided transaction. This functionality is used in conjunction with Functions > Edit Rejected Transactions. Some processor dialog boxes have this option grayed out so you cannot select it.

#### Group Bar: Point to point encryption

**Enable point to point encryption and disable credit card entry in EDC** — Removes cardholder data from your environment by encrypting the data at the moment of capture, without the ability to decrypt and prevents employees from entering credit card numbers in EDC. Enables the Authorization feature.

#### Options tab

##### Group Bar: Partial authorization

**Credit prepaid transaction** — Allows this processor to support the authorization of a portion of the original transaction amount, if that amount exceeds the available balance on the prepaid credit card.

**PIN debit transactions** — Allows this processor to support the authorization of a portion of the original transaction amount, if that amount exceeds the available balance on the PIN debit prepaid card.

#### TCP/IP tab

Use the TCP/IP tab to enable authorization and settlement settings.

##### Group Bar: Network Settings

Secure Socket Layer Connection type

**Secure socket layer** — Enables the standard security technology to establish an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral. Requires an SSL certificate.

TCP/IP Connection type

**Primary authorization IP address** — Designates the primary IP address for communicating with the processor. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '78.125.0.209.'

**Primary authorization port number** — Specifies the primary 16-bit number which denotes a communication endpoint in the TCP transport for the IP network protocol.

**Secondary authorization IP address** — Designates the secondary IP address for communicating with the processor. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '73.127.4.979.'

## Dialing tab

Contact the processor and obtain the telephone contact numbers to complete the available options under the 'Phone numbers' group bar.

- Authorization
- Voice authorization
- Settlement
- Settlement assistance
- Help desk

### Group Bar: Settlement processor

**Enable settlement processor** — Activates the processor for settlements.

**Processor** — Designates the processor used for settlements.

### Group Bar: Modem

**Current modem** — Specifies the supported modem defined in Configure > Modems. When you select a modem, the corresponding initialization strings used by the modem when performing credit card authorizations and settlements are automatically populated.

### Group Bar: Configurable baud rate

**Authorization baud rate** — Designates the baud rate used for the modem connection during authorization.

**Settlement baud rate** — Designates the baud rate used for the modem connection during settlement.

## Reversals tab

### Group Bar: Real time reversal

Many credit card companies require real-time reversal support for credit and debit card authorizations, to prevent delays in guests regaining access to their funds when a sale is not completed. Select the credit card(s) for which you want the ability to support real-time reversals from the available list.

## Custom tab

Use the Custom tab to define custom values for such things as when a processor requests a value other than one that is hard-coded or not available in Aloha Configuration Center or Aloha Manager for EDC.

**Setting** — Designates the name of the variable as it exists in EDC.ini. For example, type IPHOST if you want to enter a custom value for a URL.



**Value** — Designates the new, custom value for the setting.

## Worldpay

The following options appear for Worldpay.

### Processor tab

Use the Processor tab to define options specific to the Worldpay processor.

### Group Bar: WorldPay

Contact the processor and obtain information to complete the available options residing under the 'WorldPay' group bar.

- Acquirer BIN
- Merchant number
- Merchant name
- Merchant location
- Merchant category
- Merchant ABA number
- Terminal ID
- Agent number
- Settlement agent number
- Chain number
- Sharing group
- Reimbursement attribute

**Enable multiple transactions** — Enables multiple authorization transactions during a single dial-up connection. This is necessary when the system has initiated an authorization call to a processor and a second authorization request is sent from an order entry terminal in the FOH. When you select this option, the system passes the second authorization request to the processor before hanging up the connection, substantially speeding up the transaction. 'Enable Multi-trans' is selected by default on all the configuration dialog boxes in EDC, except NPC. Clear this option, if you allow only one authorization per call.

**Remove rejected transactions** — Enables EDC to remove rejected transactions from a settlement batch and logs a Reject.txn file to the current batch, similar to a voided transaction. This functionality is used in conjunction with Functions > Edit Rejected Transactions. Some processor dialog boxes have this option grayed out so you cannot select it.

### Group Bar: Point to point encryption

**Enable point to point encryption and disable credit card entry in EDC** — Removes cardholder data from your environment by encrypting data at the moment of capture, without the ability to decrypt and prevents employees from entering credit card numbers in EDC. Enables the Authentication code. (WorldPay only.)

### Options tab

#### Group Bar: Options

**Enable token replacement** — Allows the processor to receive sensitive cardholder data in an encrypted form. The host processes the payment and assigns a unique identifier, or token, to the transaction. The processor sends the token back to the point-of-sale for future reference, thus eliminating the storage of sensitive credit card data in a recognizable form at the site and increases data security.

**Enable transaction decline on CVV mismatch** — Allows the system to refuse payment should an incorrect CVV, or Card Verification Value as the security feature for 'card not present' payment card transactions instituted to reduce the incidence of credit card fraud, be entered in to the Aloha POS system. (WorldPay only.)

#### Group Bar: Partial authorization

**Credit prepaid transaction** — Allows this processor to support the authorization of a portion of the original transaction amount, if that amount exceeds the available balance on the prepaid credit card.

**PIN debit transactions** — Allows this processor to support the authorization of a portion of the original transaction amount, if that amount exceeds the available balance on the PIN debit prepaid card.

### TCP/IP tab

Use the TCP/IP tab to enable authorization and settlement settings.

#### Group Bar: Network Settings

Secure Socket Layer Connection type

**Secure socket layer** — Enables the standard security technology to establish an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral. Requires an SSL certificate.

TCP/IP Connection type

**Primary authorization IP address** — Designates the primary IP address for communicating with the processor. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '78.125.0.209.'

**Primary authorization port** — Specifies the primary 16-bit number which denotes a communication endpoint in the TCP transport for the IP network protocol.

**Secondary authorization IP address** — Designates the secondary IP address for communicating with the processor. This is a set of four numbers, each of which contains one to three digits, with a single dot (.) separating each number or set of digits. For example, '73.127.4.979.'

## Dialing tab

Contact the processor and obtain the telephone contact numbers to complete the available options residing under the 'Phone numbers' group bar.

- Authorization
- Voice authorization
- Settlement
- Settlement assistance
- Help desk

### Group Bar: Settlement processor

**Enable settlement processor** — Enables you to use one processor to authorize transactions and another processor to settle transactions.

**Processor** — Allows you to select a configured processor in which to settle payment transactions.

### Group Bar: Modem

**Current modem** — Specifies the supported modem defined in Configure > Modems. When you select a modem, the corresponding initialization strings used by the modem when performing credit card authorizations and settlements are automatically populated.

### Group Bar: Configurable baud rates

**Authorization baud rate** — Designates the baud rate used for the modem connection during authorization.

**Settlement baud rate** — Designates the baud rate used for the modem connection during settlement.

## Reversals tab

### Group Bar: Real time reversal

Many credit card companies require real-time reversal support for credit and debit card authorizations, to prevent delays in guests regaining access to their funds when a sale is not

completed. Select the credit card(s) for which you want the ability to support real-time reversals from the available list.

- MC
- Visa
- AmEx
- Diners/CB
- Discover
- Enroute
- JCB

### Custom tab

Use the Custom tab to define custom values for such things as when a processor requests a value other than one that is hard-coded or not available in Aloha Configuration Center or Aloha Manager for EDC. For example, you can use the custom tab to specify a different URL for the Worldpay processor when used on a site controller with a Windows 10 operating system. EDC stores these values in EDC.ini.

**Setting** — Designates the name of the variable as it exists in EDC.ini. For example, type IPHOST if you want to enter a custom value for a URL.

**Value** — Designates the new, custom value for the setting. In keeping with the Worldpay example, the custom URL to use on a Windows 10 system is api.lynksystems.com.

## Worldpay Host Capture

The following options appear for Worldpay Host Capture.

### Processor tab

Use the Processor tab to define options specific to the Worldpay Host Capture processor.

#### Group Bar: WorldPay

Contact the processor and obtain information to complete the available options residing under the 'WorldPay' group bar.

- Merchant ID
- Bank ID
- Terminal ID
- BOH Terminal ID
- EBT merchant FCS ID

**Enable multiple transactions** — Enables multiple authorization transactions during a single dial-up connection. This is necessary when the system has initiated an authorization call to a processor and a second authorization request is sent from an order entry terminal in the FOH. When you select this option, the system passes the second authorization request to the processor before hanging up the connection, substantially speeding up the transaction. 'Enable Multi-trans' is selected by default on all the configuration dialog boxes in EDC, except NPC. Clear this option, if you allow only one authorization per call.

### Options tab

#### Group Bar: Partial authorization

**Credit prepaid transaction** — Allows this processor to support the authorization of a portion of the original transaction amount, if that amount exceeds the available balance on the prepaid credit card.

**PIN debit transactions** — Allows this processor to support the authorization of a portion of the original transaction amount, if that amount exceeds the available balance on the PIN debit prepaid card.

### TCP/IP tab

Use the TCP/IP tab to enable authorization and settlement settings.

### Dialing tab

Contact the processor and obtain the telephone contact numbers to complete the available options residing under the 'Phone numbers' group bar.

- Authorization
- Voice authorization
- Settlement

- Settlement assistance
- Help desk

### Group Bar: Modem

**Current modem** — Specifies the supported modem defined in Configure > Modems. When you select a modem, the corresponding initialization strings used by the modem when performing credit card authorizations and settlements are automatically populated.

### Group Bar: Configurable baud rates

**Authorization baud rate** — Designates the baud rate used for the modem connection during authorization.

**Settlement baud rate** — Designates the baud rate used for the modem connection during settlement.

### Custom tab

Use the Custom tab to define custom values for such things as when a processor requests a value other than one that is hard-coded or not available in Aloha Configuration Center or Aloha Manager for EDC. For example, you can use the custom tab to specify a different URL for the Worldpay processor when used on a site controller with a Windows 10 operating system. EDC stores these values in EDC.ini.

**Setting** — Designates the name of the variable as it exists in EDC.ini. For example, type IPHOST if you want to enter a custom value for a URL.

**Value** — Designates the new, custom value for the setting. In keeping with the Worldpay example, the custom URL to use on a Windows 10 system is api.lynksystems.com.

## Appendix C: Troubleshooting Aloha EDC

### Aloha EDC support information

If you cannot troubleshoot a problem with Aloha EDC, you must contact NCR Voyix or your processor help desk for technical support. If you contact the NCR Voyix help desk, provide the following files:

- Dated subdirectory from the day that had the issue.
- Settlement file for the same day, or a set of .txn files if you are unable to settle the batch.
- Debout.edc
- EDC.ini
- A complete description of the issue and when it began.

Verify the dated subdirectory and the settlement file are for the same date of business; if you call the next day, the date on the settlement file is often the morning after the batch is built. For example, there is a dated subdirectory 20160804 and 20160804.stl, but actually the 20160804.stl is a batch from 20160803 that was settled the following morning.

### Debug event

You may need to configure a debug event for the site. The debug event file writes to Debug.cfc in the %lberdir%\Data directory to report data on specific actions by the Aloha POS system for troubleshooting.

#### Note

We recommend that you not add or activate any debugging events unless you are actively troubleshooting problems, and that you remove these debugging event as soon as possible. Additional data added to Debug.cfg can make the files very large.

## To activate an EDC Debug Event:

1. Select **Maintenance > System Settings > Debug Event**.

Type	Activation schedule	Terminal	Text	Active	Start time	Start date	End date
EDC	Always	All		<input checked="" type="checkbox"/>	00:00	None	None

Figure C - 1 Debug Event

2. Click **New**.
3. Under the 'Identification' group bar, type a **name** to identify the debug event.
4. Under the 'Debug Event Terminals' group bar, click the **Add** drop-down arrow, select **EDC**, and click **OK**.
5. Select the **activation schedule** from the drop-down list. The Activation schedules that appear are configured in Maintenance > System Settings > Activation Schedules. If you configure the activation schedule with a start time, start and end dates, the information auto-populates in the remaining options. **Note:** If you configure a debug event you want to repeat on an irregular schedule, you clear Active under the Debug Event Terminals group bar until you want to run the event again, to eliminate the need for recreating the event each time you wish to run it.
6. Select the **terminal** from the drop-down list. The terminals that appear are configured in Maintenance > Hardware > Terminals.
7. Select **Active** to activate the debug event terminal.
8. Click **Save** and exit the **Debug Event** function.

## Interruptions during settlement

If the Aloha EDC program ends unexpectedly during settlement, either because it crashed, or the machine was turned off, the settling file is not deleted. When Aloha EDC starts, it checks to see if there is a leftover settling file from the last time it ran. If there is, it refuses to do anything and displays the following message: 'Your last settlement was interrupted. You need to check whether your batch made it through OK.' Contact technical support to remove this message. The only function available is



the Batch Report; Aloha EDC does not know whether or not the current batch went through successfully.



**Note**

It is extremely important to remove the .txn files out of the processor directory before you start the next business day. You do not want these sales mixed with the sales of the next business day if ultimately you are required to delete the file.

**Course of action:**



**Caution**

Be very careful when performing these actions. A mistake can result in double-settling a batch, causing unhappy guests or losing a batch, causing unhappy customers.

Step	Action	
1	Print a batch report for the current batch.	
2	Exit Aloha EDC entirely; closing the UI does not stop Aloha EDC. Go to Services and stop the Aloha EDC service.	
3	Contact the processor and find out when the last settlement came through and the total amount.	
	<table border="0"> <tr> <td>Current batch unsuccessful? Delete the settling file. Restart Aloha EDC. Resettle batch</td> <td>Current batch successful? Delete the settling file. Restart Aloha EDC. Perform the Force Settlement function to archive the current batch without trying to settle it.</td> </tr> </table>	Current batch unsuccessful? Delete the settling file. Restart Aloha EDC. Resettle batch
Current batch unsuccessful? Delete the settling file. Restart Aloha EDC. Resettle batch	Current batch successful? Delete the settling file. Restart Aloha EDC. Perform the Force Settlement function to archive the current batch without trying to settle it.	
4	<p>If the processor cannot tell whether or not the batch was successful, you must:</p> <p>Get the system up and running immediately.</p> <p>Go to File Manager.</p> <p>Select your processor.</p> <p>In the processor directory, delete the file titled 'Settling.'</p> <p>Create a subdirectory titled 'EDCMMDD.'</p> <p>Cut and past all .txn files into the new subdirectory. You should only have .stl files and a 'Settled' file remaining in the processor directory.</p>	
5	<p>Restart Aloha EDC. There should be no credit card transactions remaining. You may proceed with the business of the day.</p> <p>Do not forget to start the processor from the Aloha EDC main screen, if it has not already started.</p>	

Step	Action	
6	Did you move .txn files into an EDCMMDD subdirectory?	
	<p>If yes, you must:</p> <p>Move the .txn files back into the correct processor directory once the batch is successful.</p> <p>Ensure that there are no .txn files in the current processor directory before you move the files back. The best time to do this is after a settlement.</p> <p>Restart Aloha EDC, as Aloha EDC only reads the .txn files at start-up.</p> <p>Continue to next step.</p>	<p>If no:</p> <p>Continue to next step.</p>
7	<p>Current batch unsuccessful?</p> <p>Delete the settling file.</p> <p>Restart Aloha EDC.</p> <p>Resettle batch</p>	<p>Current batch successful?</p> <p>Delete the settling file.</p> <p>Restart Aloha EDC.</p> <p>Perform the Force Settlement function to archive the current batch without trying to settle it.</p>

### Amex settlement failing with error message

Amex has settlement hosts across the country, and assigns its merchants to a particular settlement host. If you receive a 'You are not authorized to access this host' error message when attempting to settle a batch, (1) ensure that you are authorized to settle directly with Amex, and (2) verify you have the correct telephone number. In rare cases, if you used a different point-of-sale system prior to the Aloha POS system and Amex did not receive updated information regarding Aloha, Amex rejects all settlement attempts.

## Common errors

Processor	Error Messages	Resolution
AMEX	INVL Response to INIT CTL	They have incorrect account information or are connecting at an incorrect baud rate.
AMEX	Y Modem Error during transfer failed error - 618	Lost carrier during settlement (phone line hung up before complete transmission of the settlement file).
CES	Invalid Data Rec #	When sending one of the packets it has found one with incorrect information. Need to turn debug on and find the last 2 transaction it sent. After locating and identifying the 2 transactions, figure out why they are failing and correct the problem or void them.
CES	Batch Full	CES supports a maximum of 349 transactions per batch. In Aloha POS version 5.2.5.104 and later, you can add the 'MaxTransactionPerBatch' variable to the CES section of EDC.ini and assign it a value that represents the expected maximum number of transactions. CES does not recommend changing this value, since it increases the opportunities for errors during settlement.
VISANET	No batch received.	Need to try again later. Possibly too much load on the processors network for it to keep up, processor network is temporarily out of service. Try again later
VISANET	Rejected batch - Parameter record on field x error E.	Usually caused by the Merchant Account information not being correct. Verify account information, including: Bank ID number (BIN), Merchant ID number. Verify that Visanet has not terminated your account. Verify that your account is enabled for Multi-Trans before enabling the Multi-Trans feature.
VISANET	Rejected batch - Detail record nn field y error E	Often caused by an invalid forced transaction in the batch. Also, verify that the merchant is entitled to settle AMEX and Discover transactions if you are trying to settle them. Void the transaction that is numbered nn. Write down all the information so that you can retry the transaction later, and void the transaction to remove it from the batch and try to settle again. If successful, note any differences between the failed transaction and the successful transaction.

Processor	Error Messages	Resolution
VISANET	“Unexpected Bel” or “Unexpected Ack” error when trying to settle	Like LRC errors, this error is usually indicative of a bad connection with the processor. When the Aloha POS system sends a batch to Visanet, it verifies each block sent by alternating between a ‘bel’ or an ‘ack’ response. If the Aloha POS system receives two ‘bels’ in a row or two ‘acks,’ then a block of data was lost. you can immediately attempt to settle the batch and it will typically settle. If the problem persists, try again later.
VISANET	Duplicate batch #xxx on MMDD	If you look at the setup properties of Visanet, you will notice a batch number in the lower left hand corner. Each batch is assigned a number, and this number will increment with each batch. If Radiant Systems, or a dealer has to settle a batch at our office, the batch number will increment in the office but not at the store. Unless the store manually increments the number by one, they will receive this message.
VISANET	Error 51 Declined	When authorizing a credit card, a message is returned with error ‘51 Declined’. This response has been returned by Visa and means ‘Insufficient Funds’ or ‘Insufficient Credit Limit’.

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