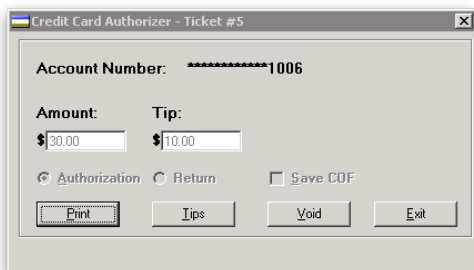
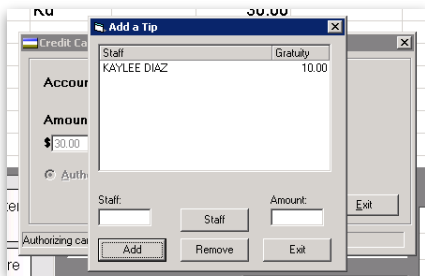
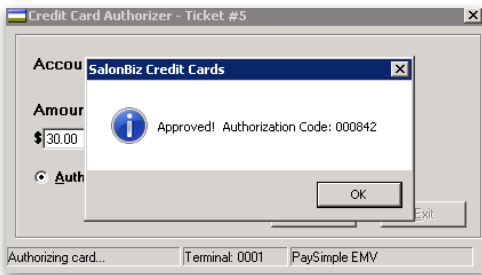
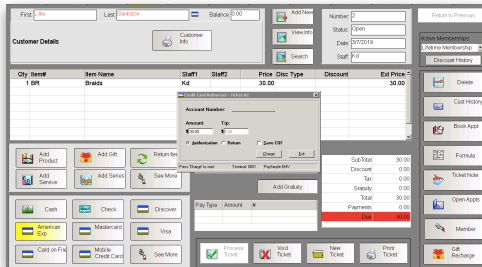


Use this guide to process credit cards with SalonBiz and PaySimple.

Authorizing a Credit Card Sale

- From a ticket, select the credit card type. The Authorizer will appear:
 - the ticket number will be automatically entered
 - the sale amount will be automatically entered
 - the authorization field will be automatically checked
- Click the Charge button.
- Insert or Swipe the card in the EMV machine.
 - * If you manually type the card number, include the expiration date and billing zip code.
 - * If you swipe a card the client will have to select if it is a credit or debit card on the machine.
- From the EMV Machine the client will be prompted with the following.
 - Confirm the amount of the sale
 - Enter a tip amount
 - * If a tip is added to the ticket prior to authorization the client will not be prompted on the machine to enter a tip amount.
 - Enter Pin # for card if needed
 - Confirm the total sale amount after tip has been added.
- A message will appear indicating the transaction has been approved with the authorization code. Click the Ok button.
- If the client adds a tip you will be prompted to distribute the tip to the appropriate staff.
 - * This will update the tip on the ticket in SalonBiz as well.
- Both a Client and Merchant receipt will print.
- Click the Exit button to close out of the Credit Card Authorizer.
- Click the Process Ticket button.



Adding a Tip from a Ticket

Once a chip card has been authorized, you cannot change the amount or update or add a tip.

- From the ticket, double click on any part of the complete payment line in the Pay Type Amount field to engage the Credit Card Authorizer.
- Click the Tip button. Enter a tip amount and select the staff members to assign the tip to.
 - * If you have authorized a tip on a chip card you can re-assign tip to different staff members if needed. You cannot exceed the authorized tip amount.
- Click the Exit button.
- A message will prompt you indicating that the tip has been updated. Click the OK button, and then click the Exit button.

Credit Card Return

1. Create a return ticket and select the credit card type. The Authorizer will appear:
 - the ticket number will be automatically entered
 - the return amount will be automatically entered
 - the return field will be automatically checked
2. Click the Return button.
3. Insert or Swipe the card in the EMV machine.
 - * If you manually type the card number, include the expiration date and billing zip code.
 - * If you swipe a card the client will have to select if it is a credit or debit card on the machine.
4. A message will prompt you indicating the transaction has been approved. Click the Ok button.
5. Both a Client and Merchant receipt will print.
6. Click the Exit button to close the Authorization screen, continue to process the ticket as usual.

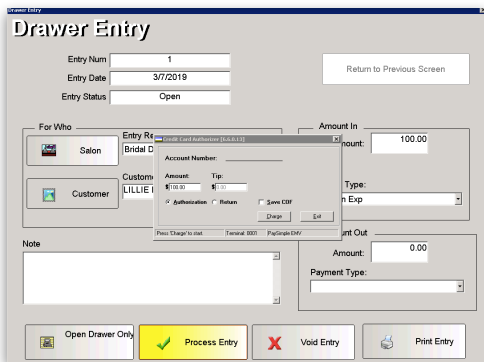
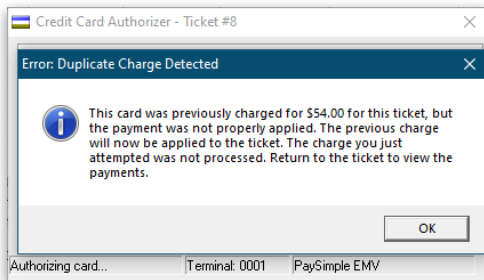
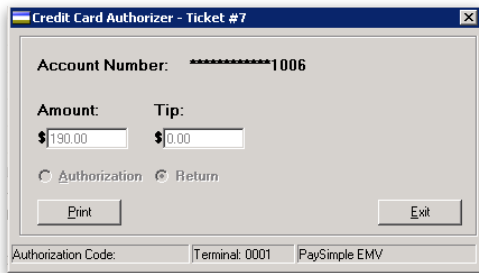
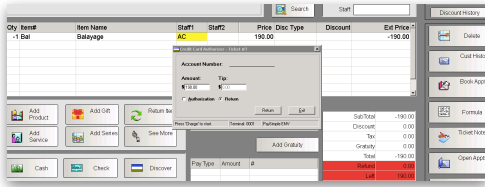
Duplicate Transaction Check

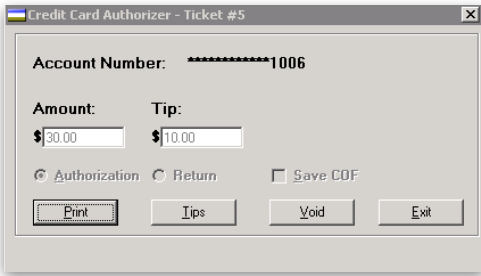
If a payment fails to write to a ticket and a staff runs a credit card a second time, the system will perform an automatic duplication check.

1. From a ticket, select the credit card type. The Authorizer will appear:
2. Click the charge button
3. When a duplicate transaction is detected the staff will get the prompt 'This card was previously charged for \$54.00 for this ticket, but the payment was not properly applied. The previous charge will now be applied to the ticket. The charge you just attempted was not processed. Return to the ticket to view the payments.'
4. Click Ok
5. The payment will now show on the ticket and the staff can process.

Drawer Entry

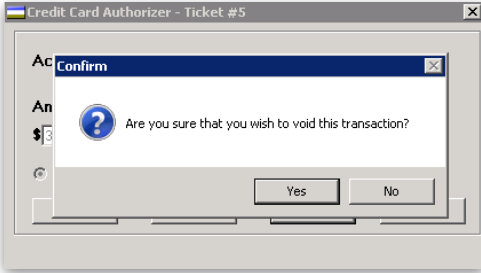
1. From the Ticket screen, click the Drawer Entry button.
2. Complete the appropriate fields for the drawer entry.
3. Enter the amount of payment in the Amount In field.
4. Select a credit card type from the Payment Type drop down menu.
5. Click the Process Entry button.
6. The credit card authorizer will appear allowing you to process the credit card as you normally would on a ticket.
7. A message will prompt you indicating the transaction has been approved. Click the Ok button.
8. Click the Exit button to close the authorizer and drawer entry window.
 - * If you need to void a Drawer Entry, you can choose to also void the credit card transaction at the same time.
 - * You cannot add a tip to a Drawer Entry transaction.





View and Print a Specific Transaction

1. From the main menu bar, click on the Ticket icon.
2. Locate the ticket that you wish to view and/or print and double click the credit card transaction.
3. This Credit Card Authorizer has a “Print” button, allowing you to print a customer copy of the transaction to the assigned receipt printer.
 - * You are only able to update tip information.

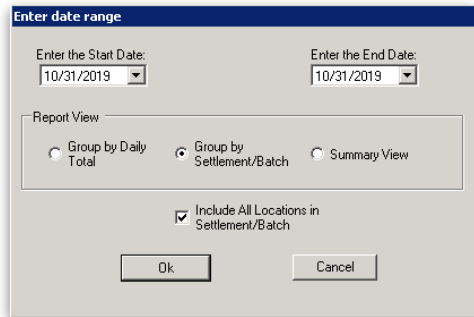


Voiding a Transaction

1. From the Ticket screen, locate the ticket you wish void.
2. Double click the credit card transaction on the ticket.
3. Click the “Void” button on the Credit Card Authorizer.
4. Answer “Yes” to void the transaction and remove it from the ticket.

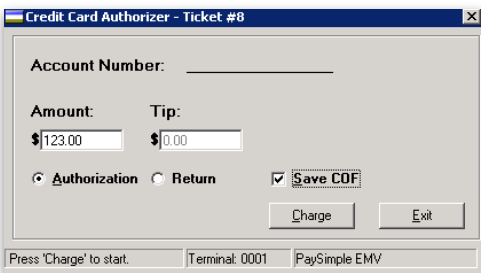
Settling the Batch

Batches are automatically settled at 3:00 AM MST



Running the Transactions Report

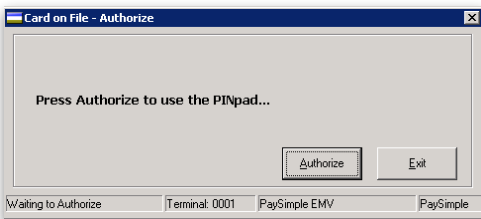
1. From the main menu bar, click on the Reports icon
2. Double click on Credit Card Transactions Report from the report list side navigation. You will find it under the Credit Card category.
3. Enter a starting and ending date range.
4. Select how you want to view the listings.
5. If Multi-Location select if you want to include all locations in Settlement/Batch
6. Your transactions will be listed between the date range.



Card on File

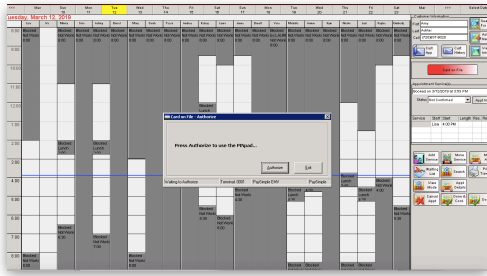
Saving a Card on File from a Ticket

1. Before processing a credit card, click the Save COF button on the authorizer screen.
2. After the card has been authorized and tips assigned the Card on File window will appear. The account number will be listed in the Account Number field in the Current Card section. Click the Save Card button.
 - * If the customer already has a card saved, you can choose to save the current card to replace the existing card on file. Click the Exit button when you are finished.



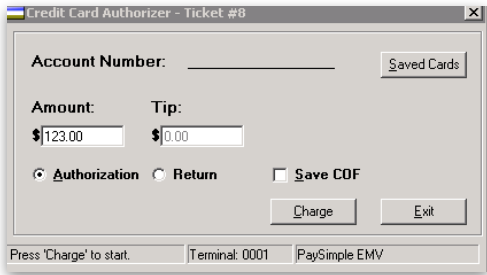
Saving a Card on File from Client file

1. From the client file select the Custom Info tab.
2. Click the Card on File button.
3. Click add next to primary or alternate, if you want to save a second card.
4. Click Authorize from the authorization screen.
5. Swipe the card
 - * Only non-chip credit and debit cards can be swiped on the Ingenico card readers. Click the enter card number and manually enter the card number, expiration and zip code.
 - * Verifone card readers will allow you to swipe both a chip card and a traditional swipe credit card. If you need to manually enter a card number on the Verifone machine click the X on the machine and you will be prompted to enter the card number, expiration and zip code.



Saving a Card on File from Appointment Book

1. From the clients appointment click the Card on File button.
2. Click add next to primary or alternate, if you want to save a second card.
3. Click Authorize from the authorization screen.
4. Swipe the card
 - * Only non-chip credit and debit cards can be swiped on the Ingenico card readers. Click the enter card number and manually enter the card number, expiration and zip code.
 - * Verifone card readers will allow you to swipe both the chip and non-chip credit and debit card. If you need to manually enter a card number on the Verifone machine click the X on the machine and you will be prompted to enter the card number, expiration and zip code.
5. Click Ok to the account created pop-up.



Using a Card on File

1. From a ticket, select the Card on File payment type to open the Credit Card Authorizer.
2. Click the Saved Cards button.
3. Verify that the card(s) displayed are correct, click the Use Primary or Use Alternate button.
4. The Account Number and Expiration Date fields will automatically populate for you based on the card information stored.
5. Click the Charge button.
6. A message will prompt you indicating the transaction has been approved.
7. Click the Tip button. Enter a tip amount and select the staff members to assign the tip to.
8. Click the Exit button to close out of Credit Card Authorizer
9. Continue to process ticket as usual.

