



## Reference Guide



# ITRANS Payment Terminal Reference Guide

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This symbol is used throughout the reference guide to indicate an item of particular importance.



## *PIN Pad Installation*

You should receive a PIN Pad from Chase Paymentech within 10 Days of opening your merchant account that will look like the following:



The PIN Pad will come with a “harness” that has 3 ends. In order from left to right:

- 1. Serial Connection**  
Plugs into your computer.
- 2. RJ45 Connection**  
Plugs into the back of the PIN Pad.
- 3. A/C Adapter**  
Plugs into power source.



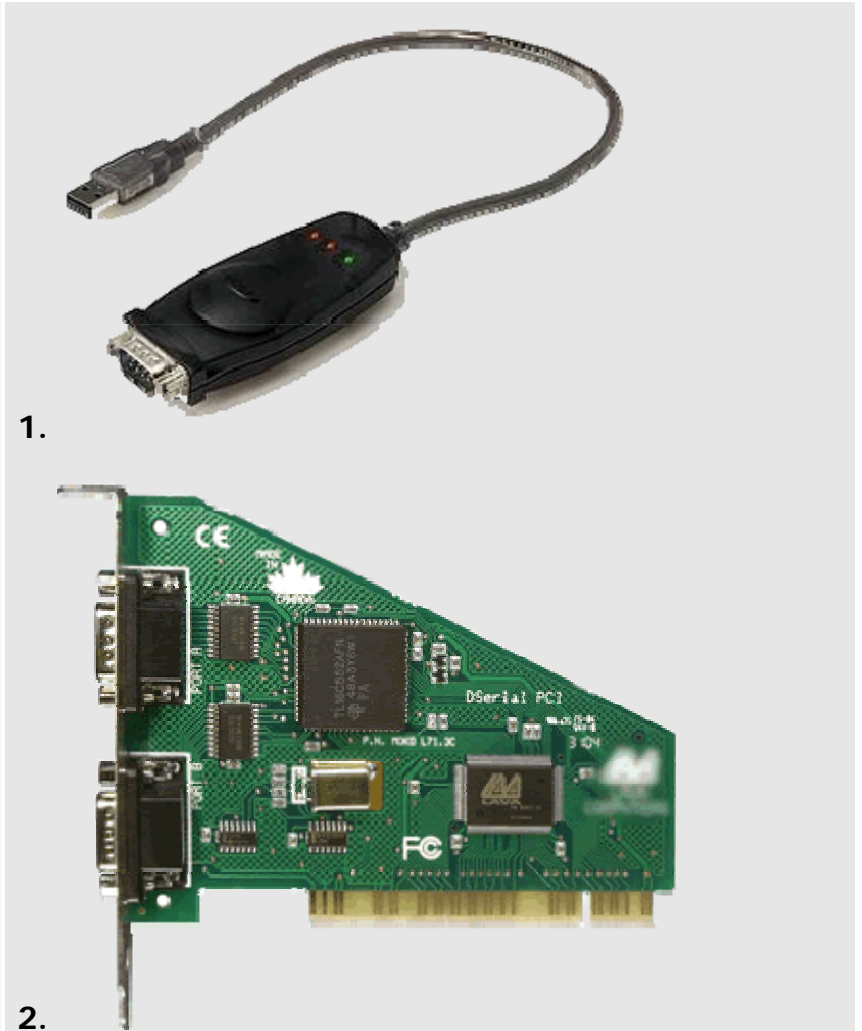
## *PIN Pad Installation (cont'd)*

If there is no serial port available on the computer the following are two ways you can add one:

1. With an available USB port clients can purchase a "USB to Serial" adapter.
2. With an available PCI Slot clients can purchase a "PCI to Serial" card.

Note:

You will need to install the "driver" if you choose to use a Serial to USB" adapter or "PCI to Serial" card.



When the PIN Pad has power it will "Boot up" and then display "CPX" followed by a series of numbers.

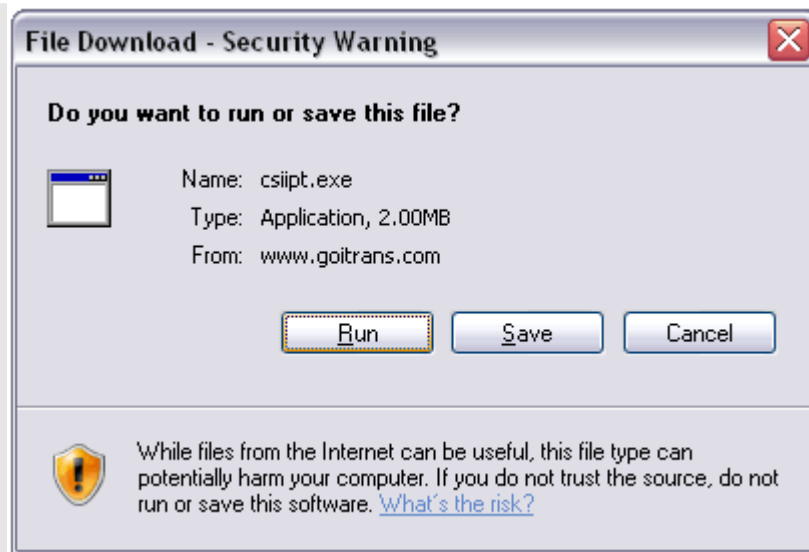
Once you have all 3 connections made you are ready to move on to the ITRANS Payment Terminal Application Installation section of the reference guide.

## Application Installation

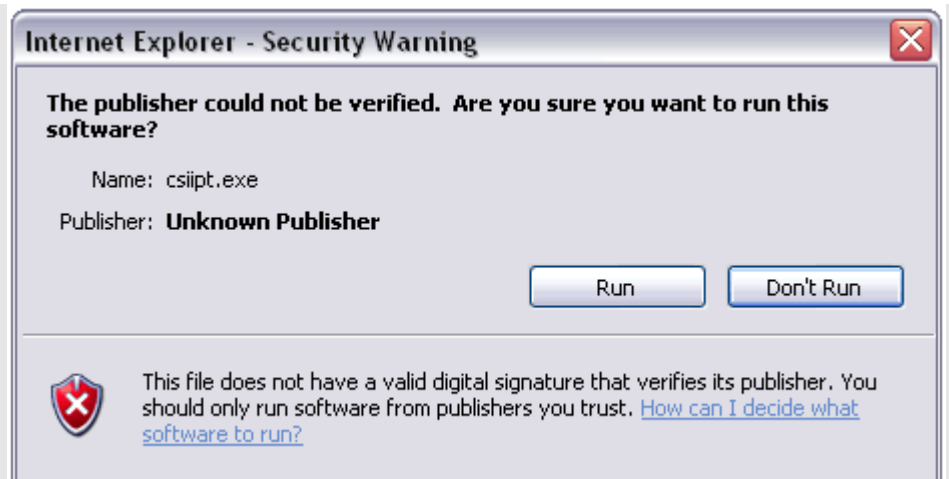
To download the latest version of the ITRANS Payment Terminal Application visit <http://www.goitrans.com/csiipt> in your web browser.

or [Click Here](#) if your are reading the electronic version of this manual.

Click on "Run" or "Open" when the following dialog box appears.

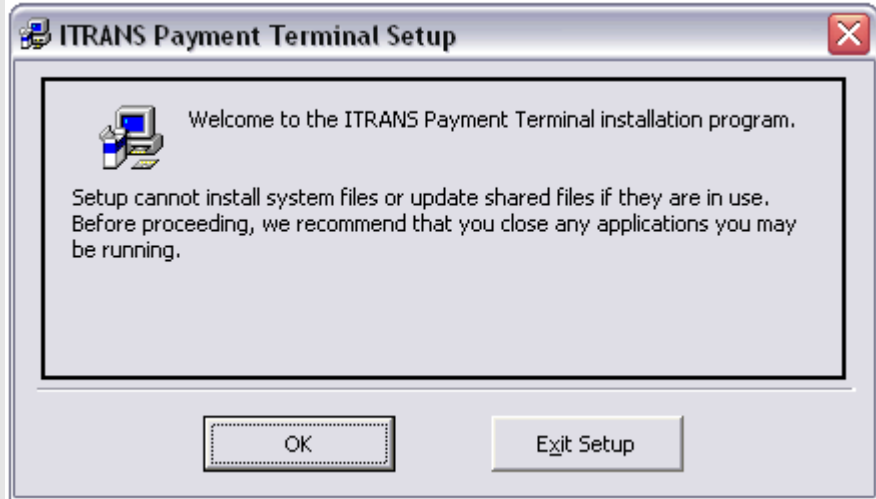


Click on "Run" if the following security warning appears.

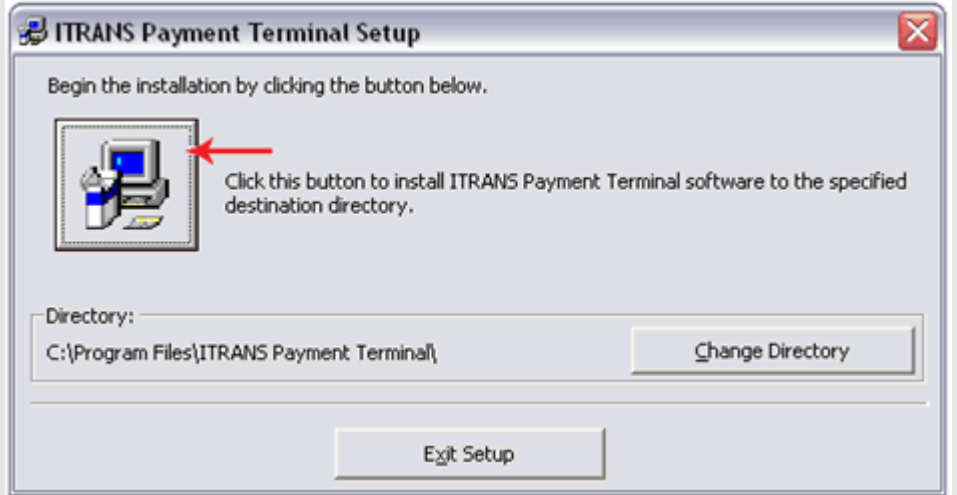


## Application Installation (cont'd)

Click on "OK".

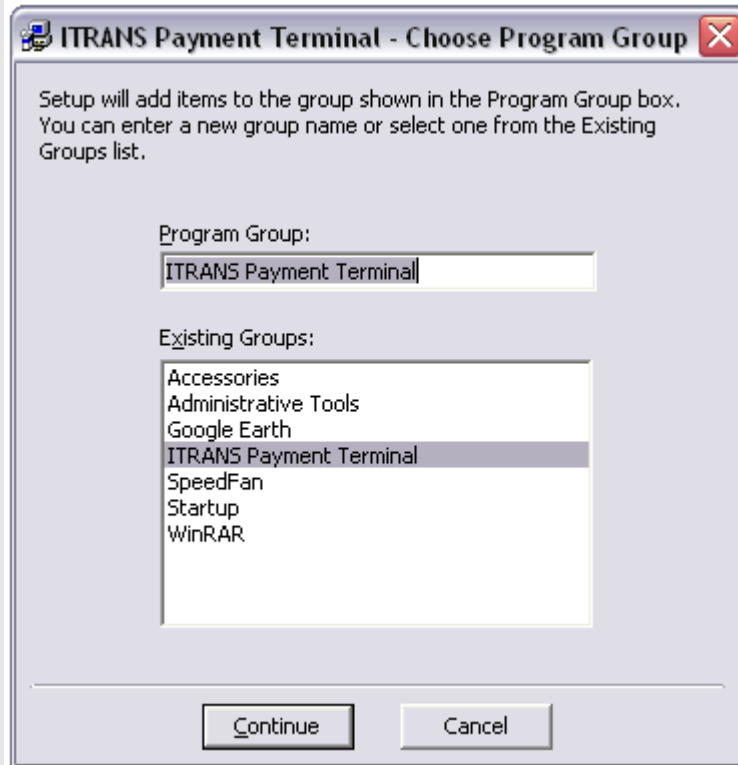


Click on the computer icon specified or click on the "Change Directory" button if you would like to change the installation folder.



## Application Installation (cont'd)

Click on "Continue" or enter a new name for the Program Group.



Click on "OK".

You are now ready to move onto Application Configuration section of the reference guide.



## Application Configuration

Start the ITRANS Payment Terminal by clicking on the ITRANS Payment Terminal Shortcut on your desktop.



Or

Start the ITRANS Payment Terminal by clicking on the  button and then “Programs” or “All programs”, select the “ITRANS Payment Terminal” program group and then click on the “ITRANS Payment Terminal” Shortcut.

Once started your ITRANS Payment Terminal application will look like the following:



The screenshot shows the ITRANS Payment Terminal application interface. It features a light green background with various input fields and buttons. At the top, there is a dropdown menu for "Merchant Account". Below this, there are two sections for "Card Type" and "Transaction". The "Card Type" section has radio buttons for "Credit" and "Debit". The "Transaction" section has radio buttons for "Purchase" (which is selected), "Void (same day only)", and "Refund". A red instruction reads: "Leave the card number and expiry date blank to use the Pin Pad." Below this, there are input fields for "Card Number", "Card Expiry" (with "Month" and "Year" dropdowns), and "AMOUNT". There are also input fields for "Office Reference (Optional)" (with a note "(Will print only on Merchant copy)") and "Authorization Number" (with a note "(enter for Voids or Telephone authorized only)"). At the bottom of this section are buttons for "SUBMIT", "Print Duplicate Receipt", "Reprint Last Receipt", and "CLEAR". Below this is a "Printer" dropdown menu. Further down, there are labels for "Transaction #:" and "Status:". A "Note:" section contains three buttons: "Print Daily Totals", "Print Daily Details", and "Print Daily Activity". At the very bottom, there are three buttons: "Initialize Pin Pad", "Parameters", and "Configure".

Click on the  button.

## Application Configuration (cont'd)

**Mandatory Selection**

Select a receipt printer.

Receipt Printer

**Mandatory Selection**

Select a report printer.

Report Printer

Here you can select if you would like print both a client and merchant receipt after a given transaction or simply a merchant receipt.

Receipt Type

Both Receipts

Here you can specify a maximum amount that can be refunded in a given transaction.

Refund Limit

Here you can specify a password that will be requested to change a Refund Limit that has been set.

Password

Check this box if you would like to change the user interface to French.

Français?

Here you can specify if the ITRANS Payment Terminal application should pause between printing the client and merchant receipts. Some receipt printers require this to allow the user time to "tear off" the 1<sup>st</sup> receipt.

Pause Printing Between Receipts?

Here you can specify if the local time of your computer is to be printed on your receipts.

Print Local Time?

**Mandatory Selection**

Select the "ITRANS Digital Certificate" of the doctor which has setup a Chase Paymentech merchant account.

Digital Certificate

Here you can specify a different merchant name for the profile.

Merchant Name

## Application Configuration (cont'd)

### **Mandatory Selection**

Enter your Customer ID provided to you by the CSI Help Desk.

Customer ID

### **Mandatory Selection**

Select the operator number for this station.

Op #

### **Mandatory Selection for PIN Pad Setup**

Select the type of device you will be using to swipe cards.

Pad Type


### **Mandatory Selection for PIN Pad Setup**

Select the COM port that your PIN Pad or Card Swipe is connected to.

Pad Port

Specify the Automatic Batch Close time you have setup with Chase Paymentech.

Automatic Batch Close [local Time]

 Please see the "Additional Notes" in the Reports section of this reference guide for more information on "Settling your accounts or "Day End".

Here you can choose to enable logging. This is generally used for troubleshooting technical issues.

Logging Enabled

Here you can choose to append to the log if you have logging enabled.

Append to Log

Because the ITRANS Payment Terminal keeps logs of all your transactions here you can choose to delete files that are older than 90 Days.

Delete Activity and Details Files Older than 90 Days

### **Click on Save**

Clicking on save will exit you from the configuration section and return you to the main window to complete the setup.

Save

## Application Configuration (cont'd)

Click on the "Initialized Pin Pad" button.

**Initialize Pin Pad**

If everything correctly configured the PIN Pad will display "Welcome/Bonjour" and you will see the following dialog box.

Note:

If the PIN Pad does not initialize go back to the configuration section and try selecting a different COM port until the PIN Pad is successfully initialized.



Click on the "Parameter" button.

**Parameters**

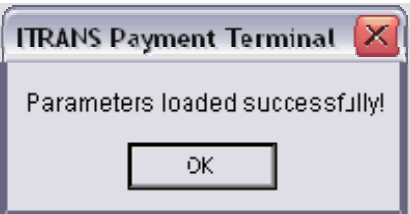
Note:

Be patient as it will take a few moments for the PIN Pad to load its parameters.

If everything is correctly configured you will see the following dialog box.

Note:

If the parameters do not load successfully please contact the ITRANS Help Desk.






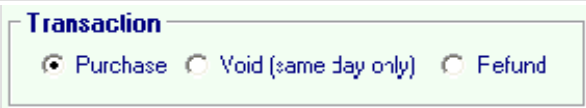


Press the "CLEAR" button

**CLEAR**

You are now ready to process transactions. To find out more Please consult the "Processing Transactions" section of this reference guide.



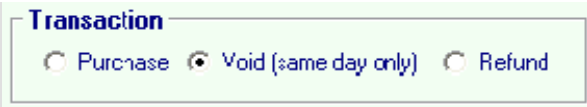


## Processing Transactions

### Debit Card Purchase

If the "Next Transaction" button is present press it to begin the next transaction.	
Confirm the correct merchant account is selected.	
Select "Debit" from the "Card Type" menu.	
Select "Purchase" from the "Transaction" menu.	
Enter the amount of the purchase in the "AMOUNT" field.	
Click on the "SUBMIT" button.	
Swipe the debit card once the PIN Pad prompts you to do so.	
The client will be prompted to OK the "Purchase", to select their account and enter their PIN.	
Once the transaction has completed a receipt will be printed.	


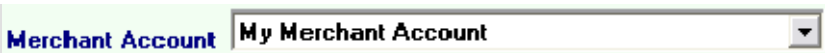

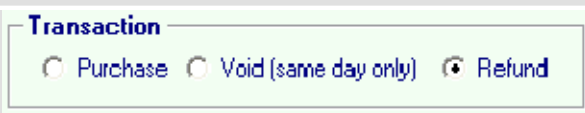


## Processing Transactions (cont'd)

### Debit Card Void

If the "Next Transaction" button is present press it to begin the next transaction.	
Confirm the correct merchant account is selected.	
Select "Debit" from the "Card Type" menu.	
Select "Void" from the "Transaction" menu.	
Enter the amount of the void in the "AMOUNT" field.	
Enter the Authorization Number for the transaction you would like to void.  Note: You can find the Authorization Number on the original receipt of the transaction in question where it states "Auth # :".	
Click on the "SUBMIT" button.	
Swipe the debit card once the PIN Pad prompts you to do so.	
The client will be prompted to OK the "Purchase Correction", to select their account and enter their PIN.	
Once the transaction has completed a receipt will be printed.	




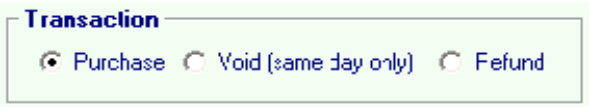


## Processing Transactions

### Debit Card Refund

If the "Next Transaction" button is present press it to begin the next transaction.	
Confirm the correct merchant account is selected.	
Select "Debit" from the "Card Type" menu.	
Select "Refund" from the "Transaction" menu.	
Enter the amount of the refund in the "AMOUNT" field.	
Click on the "SUBMIT" button.	
Swipe the debit card once the PIN Pad prompts you to do so.	
The client will be prompted to "OK" the "Refund", to select their account and enter their PIN.	
Once the transaction has completed a receipt will be printed.	


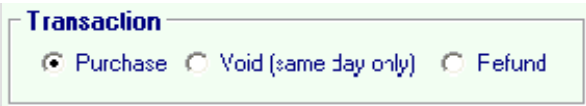





*Processing Transactions (cont'd)*

**Credit Card Purchase with a PIN Pad**

If the "Next Transaction" button is present press it to begin the next transaction.	
Confirm the correct merchant account is selected.	
Select "Credit" from the "Card Type" menu.	
Select "Purchase" from the "Transaction" menu.	
Enter the amount of the purchase in the "AMOUNT" field.	
Click on the "SUBMIT" button.	
Swipe the credit card once the PIN Pad prompts you to do so.	
Once the transaction has completed a receipt will be printed.	



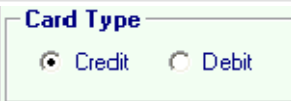




## Processing Transactions (cont'd)

### Credit Card Purchase without a PIN Pad

If the "Next Transaction" button is present press it to begin the next transaction.	
Confirm the correct merchant account is selected.	
Select "Credit" from the "Card Type" menu.	
Select "Purchase" from the "Transaction" menu.	
Enter the credit card number in the "Card Number" field.	
Select the month of the expiry date from the "Month" drop down menu.	
Select the year of the expiry date from the "Year" drop down menu.	
Enter the amount of the purchase in the "AMOUNT" field.	
Click on the "SUBMIT" button.	
Once the transaction has completed a receipt will be printed.	


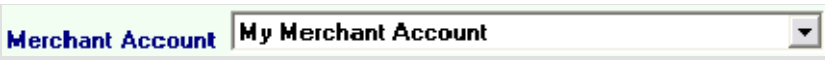

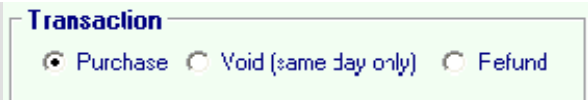






*Processing Transactions (cont'd)*

**Credit Card Telephone Authorized Purchase with a PIN Pad**







If the "Next Transaction" button is present press it to begin the next transaction.	
Confirm the correct merchant account is selected.	
Select "Credit" from the "Card Type" menu.	
Select "Purchase" from the "Transaction" menu.	
Enter the amount of the void in the "AMOUNT" field.	
Enter the Authorization Number that was obtained from Chase Paymentech Merchant Services.	
Click on the "SUBMIT" button.	
Swipe the credit card once the PIN Pad prompts you to do so.	
Once the transaction has completed a receipt will be printed.	

## Processing Transactions (cont'd)

### Credit Card Telephone Authorized Purchase without a PIN Pad



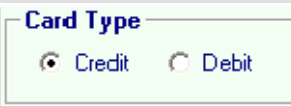
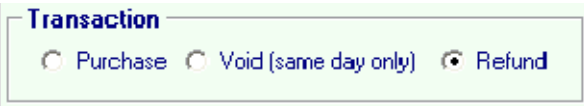





If the "Next Transaction" button is present press it to begin the next transaction.	
Confirm the correct merchant account is selected.	
Select "Credit" from the "Card Type" menu.	
Select "Purchase" from the "Transaction" menu.	
Enter the credit card number in the "Card Number" field.	
Select the month of the expiry date from the "Month" drop down menu.	
Select the year of the expiry date from the "Year" drop down menu.	
Enter the amount of the refund in the "AMOUNT" field.	
Enter the Authorization Number that was obtained from Chase Paymentech Merchant Services.	
Click on the "SUBMIT" button.	
Once the transaction has completed a receipt will be printed.	

*Processing Transactions (cont'd)*  
**Credit Card Refund with a PIN Pad**

If the "Next Transaction" button is present press it to begin the next transaction.	
Confirm the correct merchant account is selected.	
Select "Credit" from the "Card Type" menu.	
Select "Refund" from the "Transaction" menu.	
Enter the amount of the refund in the "AMOUNT" field.	
Click on the "SUBMIT" button.	
Swipe the credit card once the PIN Pad prompts you to do so.	
Once the transaction has completed a receipt will be printed.	



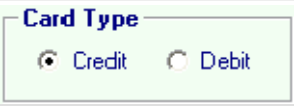
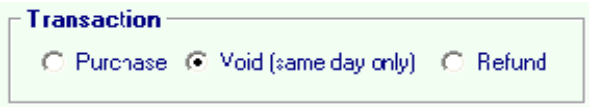

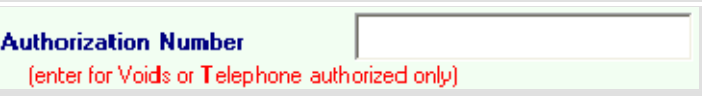

*Processing Transactions (cont'd)*

**Credit Card Refund without a PIN Pad**

If the "Next Transaction" button is present press it to begin the next transaction.	
Confirm the correct merchant account is selected.	
Select "Credit" from the "Card Type" menu.	
Select "Refund" from the "Transaction" menu.	
Enter the credit card number in the "Card Number" field.	
Select the month of the expiry date from the "Month" drop down menu.	
Select the year of the expiry date from the "Year" drop down menu.	
Enter the amount of the refund in the "AMOUNT" field.	
Click on the "SUBMIT" button.	
Once the transaction has completed a receipt will be printed.	

## Processing Transactions (cont'd)

### Credit Card Void with a PIN Pad

If the "Next Transaction" button is present press it to begin the next transaction.	
Confirm the correct merchant account is selected.	
Select "Credit" from the "Card Type" menu.	
Select "Void" from the "Transaction" menu.	
Enter the amount of the void in the "AMOUNT" field.	
Enter the Authorization Number for the transaction you would like to void.  Note: You can find the Authorization Number on the original receipt of the transaction in question where it states "Auth # :"	
Click on the "SUBMIT" button.	
Swipe the credit card once the PIN Pad prompts you to do so.	
Once the transaction has completed a receipt will be printed.	

*Processing Transactions (cont'd)*  
**Credit Card Void without a PIN Pad**

<p>If the "Next Transaction" button is present press it to begin the next transaction.</p>	<p><b>Next Transaction</b></p>
<p>Confirm the correct merchant account is selected.</p>	<p><b>Merchant Account</b> My Merchant Account</p>
<p>Select "Credit" from the "Card Type" menu.</p>	<p><b>Card Type</b>  <input checked="" type="radio"/> Credit <input type="radio"/> Debit</p>
<p>Select "Void" from the "Transaction" menu.</p>	<p><b>Transaction</b>  <input type="radio"/> Purchase <input checked="" type="radio"/> Void (same day only) <input type="radio"/> Refund</p>
<p>Enter the credit card number in the "Card Number" field.</p>	<p><b>Card Number</b> <input type="text"/></p>
<p>Select the month of the expiry date from the "Month" drop down menu.</p>	<p><b>Month</b> <input type="text"/></p>
<p>Select the year of the expiry date from the "Year" drop down menu.</p>	<p><b>Year</b> <input type="text"/></p>
<p>Enter the amount of the refund in the "AMOUNT" field.</p>	<p><b>AMOUNT</b> <input type="text"/></p>
<p>Enter the Authorization Number for the transaction you would like to void.</p> <p>Note:          You can find the Authorization Number on the original receipt of the transaction in question where it states "Auth # :".</p>	<p><b>Authorization Number</b> <input type="text"/>          (enter for Voids or Telephone authorized only)</p>
<p>Click on the "SUBMIT" button.</p>	<p><b>SUBMIT</b></p>
<p>Once the transaction has completed a receipt will be printed.</p>	

## Reports

### Print Daily Totals

This report will provide:

- A total for all debit card transactions.
- A total for all credit card transactions.
- A total adding both debit and credit card transaction together.

The information obtained from this report is only for the current day, and will encompass all the transactions up to when the report is requested.

The information for this report comes directly from Chase Paymentech.

Using this report does not “close” or “settle” the account for the day. Please see the Additional Notes at the end of this section.

### Print Daily Details

This report will provide:

- A list of all “Authorized” and “Approved” transactions.
- A total “Authorized” and “Approved” transactions.
- Merchant Totals, which contains a break down of the totals between the merchant accounts setup.
- Card Transaction Summary, which contains a break down of, purchases, voids and refund for both debit and credit cards.
- Card Type Summary, which contains a breakdown of the totals between the different types of credit cards.

The information from this report comes from the data stored on the client’s computer locally.

As long as the ITRANS Payment Terminal logs are never deleted a client can obtain the Daily Details for any date ITRANS Payment Terminal was used to process transactions.

Using this report does not “close” or “settle” the account for the day. Please see the Additional Notes at the end of this section.



**Do not use this report to confirm the status of a transaction if a receipt was not printed. Refer to the troubleshooting section of this guide if you are experiencing technical issues.**

## Reports (cont'd)

### Print Daily Activity

This report will provide:

- A list of all "Authorized" and "Approved" transactions.
- A list of all "Declined" transactions.
- A list of all failed transactions.

The information from this report comes from the data stored on the client's computer locally.

As long as the ITRANS Payment Terminal logs are never deleted a client can obtain the Daily Details for any date ITRANS Payment Terminal was used to process transactions.

Using this report does not "close" or "settle" the account for the day. Please see the Additional Notes at the end of this section.



**Do not use this report to confirm the status of a transaction if a receipt was not printed. Refer to the troubleshooting section of this guide if you are experiencing technical issues.**

### Additional Notes:

- We recommend clients print both the "Daily Totals" and the "Daily Details" at the end of each day. This will enable clients to compare the totals of both reports making sure they reconcile. If the "Daily Totals" and the "Daily Details" differ contact the help desk as soon as possible.
- Client accounts are all settled automatically by Chase Paymentech at the time specified when the merchant account was setup with Chase Paymentech. The default time is 2am EST. Clients can contact Chase Paymentech Merchant Services at 1-800-265-5158 to have this modified.

## Troubleshooting

### ! IMPORTANT INFORMATION

- If a receipt is not printed and there is an error listed in either the “Note” or the “Status” field, contact the ITRANS Help Desk immediately. **Do not process any transaction for a second time.**
- This procedure has been put in place to avoid possibly charging or refunding the same client twice.

The following indicates where the “Note” and “Status” field are located:

ITRANS Payment Terminal Version: 1.0.76

Merchant Account My Merchant Account

Card Type  Credit  Debit

Transaction  Purchase  Void (same day only)  Refund

Leave the card number and expiry date blank to use the Pin Pad.

Card Number

Card Expiry Month  Year  AMOUNT

Office Reference (Optional)   
(Will print only on Merchant copy)

Authorization Number   
(enter for Voids or Telephone authorized only)

SUBMIT Print Duplicate Receipt CLEAR

Reprint Last Receipt

Printer

Transaction #: Status: ←

Note: ←

Print Daily Totals Print Daily Details Print Daily Activity

Initialize Pin Pad Parameters Configure

- Once contacted the help desk will:
  - Confirm if the transaction was processed.
  - Fax a copy of the receipt to the site if necessary.
  - Assist with troubleshooting the source of the communications issue which resulted in the issue.
- If the ITRANS help desk is unavailable clients can contact Chase Paymentech Support Services 24hours a day at 1-800-265-5158. Chase Paymentech will be able to confirm if a transaction was processed. Clients will still need to contact the ITRANS Help Desk during business hours to obtain a copy of the receipt.

*Troubleshooting (cont'd)*

**PIN Pad Reset**

Remove the small cover from the back of the PIN Pad that protects the cable connection.

Unplug the cable from the PIN Pad:



Plug the cable back into the PIN Pad.

Wait until the text on the PIN Pad display remains constant and displays "CPX05".

Start the ITRANS Payment Terminal application.

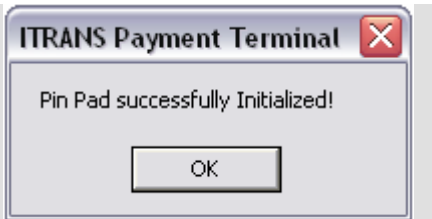
Click on the "Initialized Pin Pad" button.



If everything correctly configured the PIN Pad will display "Welcome/Bonjour" and you will see the following dialog box.

Note:

If the PIN Pad does not initialize go back to the configuration section and try selecting a different COM port until the PIN Pad is successfully initialized.



## Troubleshooting (cont'd)

### PIN Pad Reset

Click on the "Parameter" button.

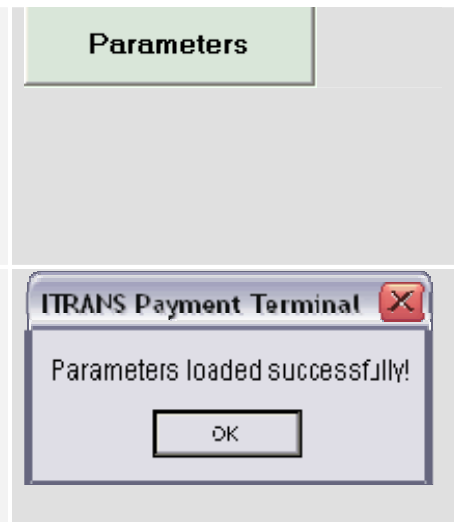
Note:

Be patient as it will take a few moments for the PIN Pad to load its parameters.

If everything is correctly configured you will see the following dialog box.

Note

If the parameters do not load successfully or you are still unable to process transactions contact the ITRANS Help Desk.



## *Troubleshooting (cont'd)*

### **Service Outages**

- If clients are experiencing an outage with either their internet connection or the ITRANS Payment Service itself the “Credit Card Telephone Authorized Purchase” functionality of the ITRANS Payment Terminal can be used to process payments.
- How to process a “Credit Card Telephone Authorized Purchase”:
  - Contact Chase Paymentech Merchant Services at 1-800-265-5158.
  - Request an authorization number for a credit card purchase.
  - Chase Paymentech will request the client credit card information.
  - If approved Chase Paymentech will provide an Authorization number for the purchase.
  - Take note of the client credit card information.
  - Once the outage in question has been resolved process a “Credit Card Telephone Authorized Purchase”.
  - Instructions on how to process a “Credit Card Telephone Authorized Purchase” can be found on p18 and p19 of this reference guide.



 **Continovation Services Inc.**

800 Industrial Ave, Unit 11  
Ottawa, Ontario, K1G 4B8

For support:

Visit our website [www.goitrans.com/support](http://www.goitrans.com/support)

Contact the ITRANS help desk at 1-866-788-1212 or (613) 523-4679

Contact support by email at [support@goitrans.com](mailto:support@goitrans.com)