

Bookstore Manager

Technical Information Document

Using MAPP in BSMGR

Document Information:

Category	Software	O/S	Windows	Last Modified	09/26/2003
Author	SP			EzHelp	

Document Summary

This document provides information on setting up and using MAPP in BSMGR.

Document Contents

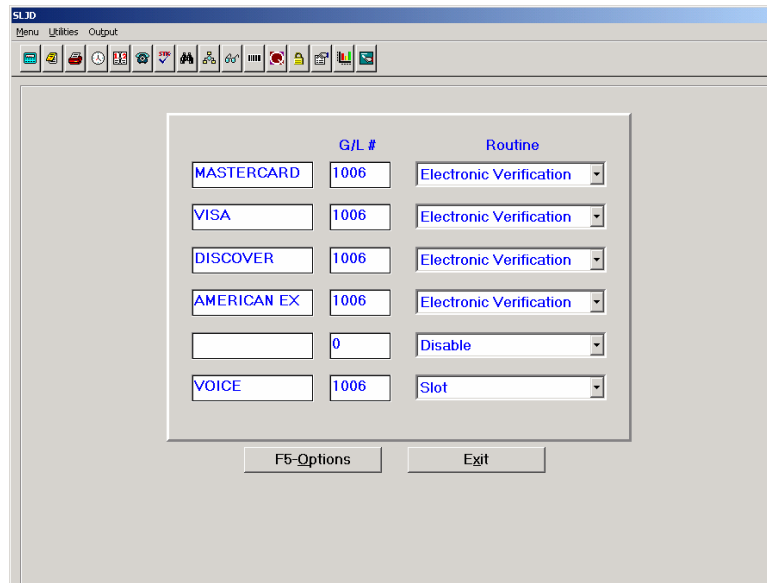
Overview

The MAPP credit card program in BSMGR communicates with the MasterCard Automated Point-of-Sale Processing (MAPP) computer via modem. MAPP uses a host draft capture system. This means that when you process a credit card, it is not only authorized, it is also captured for deposit. The MAPP system automatically closes all open batches between 2 a.m. and 3 a.m. each day, so you do not have to manually settle your credit card batches. You use the MAPP program (described later in the document) to read overall batch totals, card type batch totals, etc directly from the MAPP system.

NOTE: BSMGR uses only Track 1 data from credit card swipes for MAPP authorizations.

SLJD Setup

In BSMGR, run SLJD. Enter store number 1, then choose "Credit Cards / Credits". You will need to configure the card types. The left-hand field is the label that will show in POS on the sub-total screen. The right-hand combo-box has the various actions to perform for that card. You will need to set up at least one of these as "Electronic Verification". You don't have to split them all out like I have shown here. Since American Express and Discover card transactions are generally broken out on credit card statements, you may want to list them separately the easily distinguish between them in the sales journal.



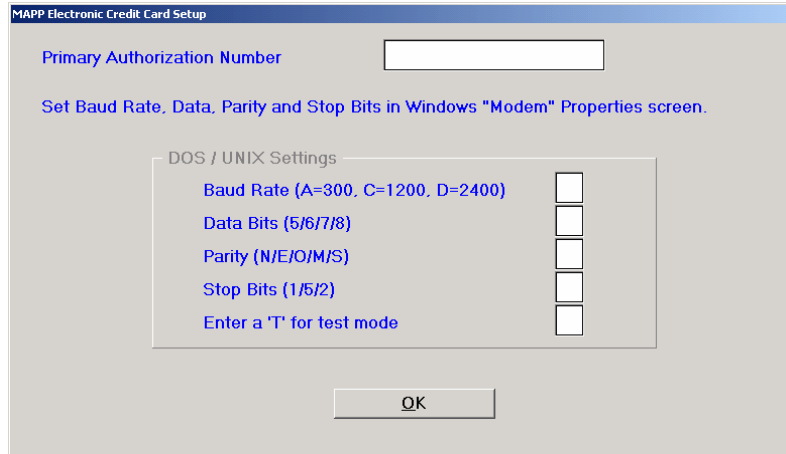
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SYS | Config File Setup

In BSMGR, go into SYS | Config File | Change Misc. Configurations | #7011. A window pops up that allows you to enter the required settings for credit card communication. For Windows, the phone number field is the only used field. Enter the primary authorization number provided by your merchant service provider.



Environment Setup

You need to set up your assigned terminal identification number in Bookstore Manager, using SYS | Environment | Store Environment. If this is the first time to configure your system for electronic credit card authorization, add a new line using the “Add Entry = F6” button. On the new line type in:

TID EA0000000000

(Where EA0000000000 is the unique TID assigned by your merchant provider.)

If you are setting up a new TID, but have been using BSMGR’s integrated credit card authorization program, you will need to change the existing TID settings. The TID could be set in the Environment file, the AUTOEXEC.BAT file, or the environment settings screen in Windows NT/2000.

NOTE: *The TID number identifies your store to MasterCard. Bookstore Manager Software cannot be held liable for misdirected funds due to an incorrectly entered TID number. We strongly encourage you to confirm the first several deposits from MAPP to your bank account.* If you are sharing one phone line for all modems in the system: in BSMGR, go to SYS | Environment | Store Environment, and change the line:

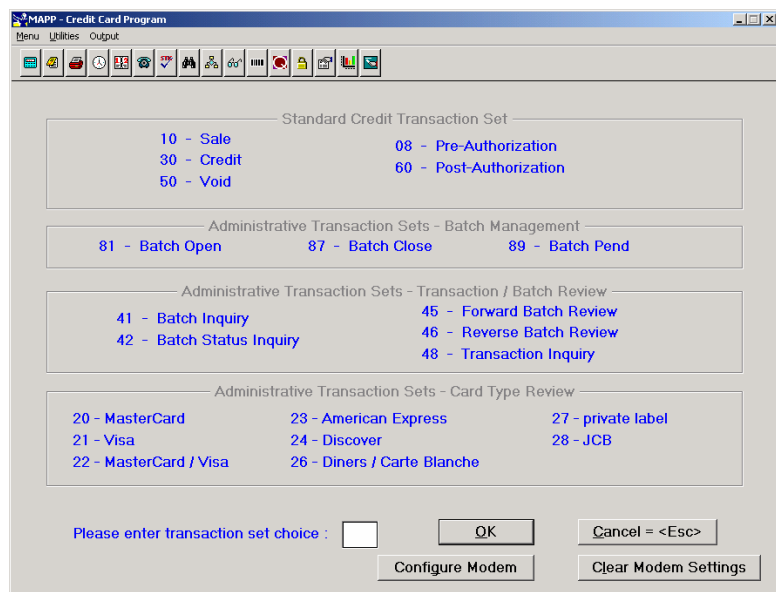
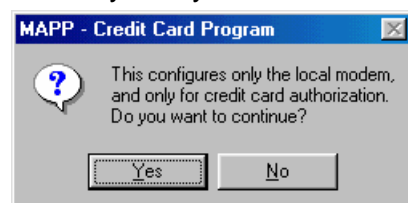
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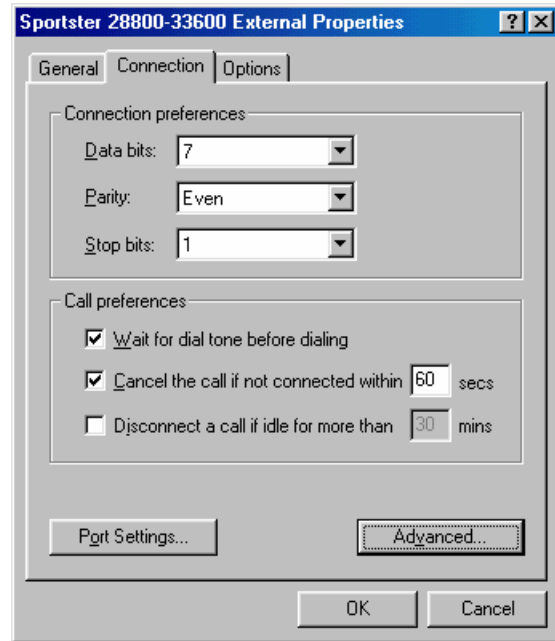
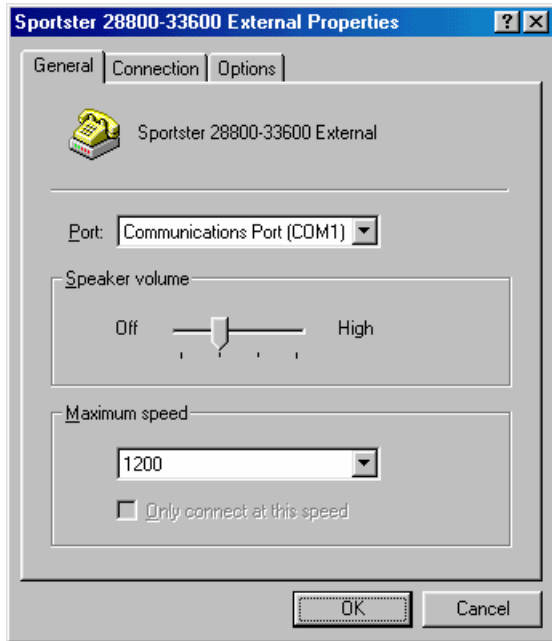
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Configuring Modems for MAPP

Click on the “Configure Modem” button. After clicking the “Yes” button, you should see the Windows modem configuration dialog. If you do not, make sure that you have MAPP32.exe in the ACU directory and that the ACU directory is in your PATH.

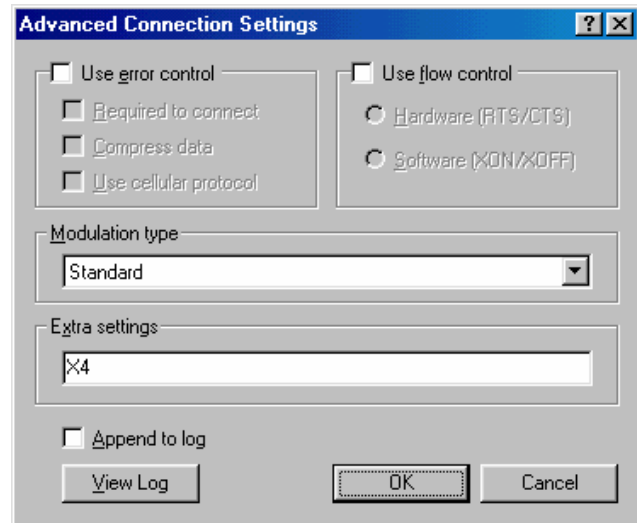


You need to change the “Maximum speed” on the first tab to “1200”. On the “Connection” tab, you need to set the “Data bits” to “7”, set the “Parity” to “Even”, and set the “Stop bits” to “1”.



Click on the “Advanced” button. Clear the check boxes for “Use error control” and “Use flow control”. If you have a US Robotics modem, you can add “X4” to the “Extra settings” entry field. This tells US Robotics modems to correctly recognize both “No Dial Tone” and “Busy” signals. If you do not have a US Robotics, check you modem manual before adding commands to this field.

Click the “OK” button on the “Advanced Connection Settings” dialog box, then click “OK” on the modem’s properties box.



You have to follow this procedure for all the computers in your network that will interface electronically with the MAPP computer.

MAPP Credit Card Reports (SLCC)

The credit card program for Windows supports the daily log file that is read by "SLCC". At the end of the day, before you do your daily closeout, you can run "SLCC" in BSMGR at the "Enter Program Name" prompt to see a list of the recent credit card transactions. This log file automatically gets cleared out by the "SLTP" program. You must run "SLCC" before running "SLTP" to see the log file. You can print the log file when you press the "Options = <F5>" button in "SLCC".

Date	Time	User	Status & Auth	Ref Num.	Amount
2000-08-09	09:27:47	02	CAPTURE 025267	22301002	20.33
2000-08-09	09:36:20	01	CAPTURE 035206	22301004	16.99
2000-08-09	11:28:35	03	CAPTURE 406148	58271001	1.00
2000-08-09	11:42:55	02	CAPTURE 989350	03251001	1.00
2000-08-09	11:44:17	01	CAPTURE 226140	03251002	1.00
2000-08-09	11:52:56	01	APPROVAL 663450		
2000-08-09	11:53:37	01	CAPTURE COMPLETE	03251003	6.00 CR
2000-08-09	12:16:52	01	CAPTURE COMPLETE	03251004	5.50 CR
2000-08-09	12:21:17	01	CAPTURE COMPLETE	03251005	4.25 CR
2000-08-09	12:26:53	02	CAPTURE 347220	03251006	1.01
2000-08-09	12:28:00	01	VOID COMPLETE	03251007	1.01 CR
2000-08-09	14:48:39	03	APPROVAL 310663		
2000-08-09	14:59:30	05	APPROVAL 102256		

24 Captures/Approvals | 5 Credits | 11 Voids | Batch Balance \$ 10.82

Report Generated at 10:45 am on 08/10/2000 Filter Misc. Messages

Options=F5 | By Date/Time | By User | By Status

Using the MAPP Program from POS

There are two ways to use the program. The first is to change the credit card routine to 'Electronic Verification.' This is set in the SYS | Config File | Cash Register Config | Credit Cards / Credits. All credit cards that have this option turned on will attempt to use the electronic credit card verification program. The verification program will make the call and verify the card transaction. If the sale is captured for deposit by MAPP, the receipt printer will print out the remainder of the transaction with the approval number on it. The POS terminal will be at the end of the transaction and you will see the mailing list phone number prompt, you will be asked for the employee number, or you will be at Enter Item # (depending on your POS setup). If MAPP reports a problem, the message will be displayed and you will have to press <Enter> to continue with the transaction. Some problems include: a **DENIED** credit card (because over limit or excessive transactions), a message to **PICK UP** the credit card, or **CALL CENTER** for unspecified problems.

If you have a negative total in POS and choose a credit card with card type 'Electronic Verification', you will see this screen:

- 1 = Void a previous Credit Card Charge that did NOT receive authorization.
- 2 = Credit a previous Credit Card Charge that received previous authorization and the Batch has been closed.
- 3 = Void a previous Credit Card Charge that received previous authorization and the Batch is still open.

- Use (1) if you took this credit card earlier and did not call in and receive an approval or capture of the sale.

- Use (2) if the original sale was prior to 2 a.m. on the current day (see the explanation of #30 below).
- Use (3) if the original sale was after 2 a.m. on the current day (see the explanation of #50 below). You must have the reference number from the earlier transaction!

Using the MAPP Program Directly

The second way to use the program is by entering “MAPP” at the “Enter Program Name” prompt in BSMGR. You will see MAPP interface options screen as pictured earlier in this document.

To run one of the options, all you do is type in the number in front of it. It is not necessary to use this screen to open a batch -- 81 (Batch Open), because when you make your first sale (from this screen or from POS), a batch is automatically opened for you if you have not opened one. You can use this screen to close out your batch at the end of the day. If you choose not to close out your daily batch, the Host processing center will automatically close out the batch and submit the captured transactions for deposit at 2:00 a.m.

A detailed description of each option on the screen above is listed below.

- 08 = Pre-Authorization:** Allows user to approve a sale without capturing it for deposit.
- 10 = Sale:** Allows user to approve and capture a sale transaction for deposit.
- 20 = MasterCard Batch Inquiry:** Displays balance and count for all MasterCard captured transactions in the current batch.
- 21 = Visa Batch Inquiry:** Displays balance and count for all Visa captured transactions in the current batch.
- 22 = MasterCard and Visa Batch Inquiry:** Displays balance and count for all MasterCard and Visa captured transactions in the current batch.
- 23 = American Express Batch Inquiry:** Displays balance and count for all American Express captured transactions in the current batch.
- 24 = Discover Batch Inquiry:** Displays balance and count for all Discover captured transactions in the current batch.
- 26 = Diners and Carte Blanche Batch Inquiry:** Displays balance and count for all Diners and Carte Blanche captured transactions in the current batch.
- 27 = Private Label Batch Inquiry:** Displays balance and count for captured transactions of other card types in the current batch.
- 28 = JCB Batch Inquiry:** Displays balance and count for all JCB captured transactions in the current batch.
- 30 = Credit:** Allows user to process a return or exchange of merchandise. This option is used to credit an amount to a customer’s credit card after the batch in which they purchased the item(s) has been closed or they are returning only a portion of the earlier sale for credit. No reference number is required for a credit transaction. This option is chosen from #2 on the void options screen which you see after choosing a credit card with ‘E’ setup with a negative amount.
- 41 = Batch Inquiry:** Displays status (open, pended, or closed), batch number, count of captured transactions, and balance.
- 42 = Batch Status:** Allows user to review balance and status (open, pended, or closed) for up to four batches at a time.
- 45 = Forward Batch Review:** Displays in ascending order the reference number and amount of transactions in current batch.
- 46 = Reverse Batch Review:** Displays in reverse order the reference number and amount of transactions in current batch.

- 48 = Transaction Inquiry:** Displays data related to a specific transaction when a value for the reference number, account number and/or amount is entered.
- 50 = Void:** Allows user to cancel a transaction in the current batch that was completed incorrectly. This option is used to void a specific transaction from the activity of a customer's credit card. Use a Credit (see 30) if the customer is not undoing the entire sale. To void a transaction, you **must** provide the reference number issued by the processing center. You will be prompted for this number after swiping (or manually entering) the card information at subtotal. This option is chosen from #3 on the void options screen which you see after choosing a credit card with 'E' setup with a negative amount.
- 60 = Post-Authorization:** Allows user to process a transaction after voice approval or pre-authorization.
- 81 = Batch Open:** Allows user to manually open a batch before processing transactions.
- 87 = Batch Close:** Allows user to manually close a batch at the host computer for next-day settlement with member bank.
- 89 = Batch Pend:** Allows user to manually suspend a batch for future balancing before closing it at the host computer.