



# Pay+ Frequently Asked Questions

For any issues relating to any of the items included please contact the Pinnacle Helpdesk at [support.portal@pinewood.co.uk](mailto:support.portal@pinewood.co.uk)

# Contents

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Q. What is Pay+ .....	4
Q. Why do we need to use a separate app to process payments through the new platform? .....	4
Q. Can I use my existing standalone Vx680 terminals with Pay+? .....	4
Q. On which platforms is Pay+ available? .....	4
Q. What version of Windows do I need to use the Pay+ App on my Desktop/Laptop? .....	4
Q. What versions of IOS do I need in order to use Pay+ on my Apple device? .....	4
Q. Does Pay+ need to be installed and used from the same computer that I use Pinnacle on? ...	5
Q. What integration version do the VX680 devices need to be configured to use in order for Pay+ to be able to communicate properly with the devices.....	5
Q. Are there any other configuration changes that need to be made or checked in order to use the Pay+ app with the devices?.....	5
Q. How do I connect the VX680 devices to my network? .....	5
Q. Are there any specific addresses I need to allow through my firewall to ensure I can connect to the VeriFone gateway .....	6
Q. Is there a particular process I need to follow the first time I set up a VX680 for use? .....	6
Q. I want to use some more terminals, but, when I try to add them into nominal Ledger parameters, I get a message indicating that I have already reached my limit. Why am I seeing this? .....	7
Q. It's the first time I've tried to log in and I get an 'Invalid credentials message when I try to log in, what do I do? .....	7
Q. Once the new card solution is enabled, can I still use the old handsets to take payments? ....	7
Q. I want to refund some money taken on the old card system, how do I do this? .....	8
Q. Do I need the customer's card or card details in order to process a refund for a payment I took using the Pay+ app? .....	8
Q. Can I use pay+ with tokenisation (account on file) disabled in my VeriFone account? .....	8
Q. I am trying to refund a deposit, but receive a message stating that an invalid or expired token has been provided. How do I process the refund? .....	8

Q. Can I make a refund to a card other than the one from which the payment was taken? .....	9
Q. Can I refund part of a vehicle deposit using Pay+ .....	9
Q. Can I refund part of a Parts Invoice using Pay+ .....	9
Q. Can I refund part of the value of a workshop invoice using Pay+? .....	9
Q. Does the cashbook process change when I start using the new card system? .....	9
Q. Can I use the cards report in Pinnacle to reconcile payments taken using Pay+ .....	10
Q. How do I access Webcom? .....	10
Q. Where do I find the transaction reports in Webcom? .....	10
Q. What do I do if I don't have any log in details? .....	10
Q. What card types can I take payments from? .....	10
Q. What happens if I lose my internet connection? .....	10
Q. The Cards report in Pinnacle's sales ledger shows an entry for the payment I have taken, but the status is set to 'submitted' and hasn't changed even though I have received the money into my bank account. Is this right? .....	11
Q. I have used the Pay+ app to take a payment and I have confirmed that this completed successfully on the VeriFone terminal. On returning to Pinnacle, I accidentally closed the payment processing popup before confirmation of the transaction was received back by Pinnacle and now I have no invoice. What do I do? .....	11
Q. I've had a problem taking a payment and Pinewood have asked me to send log files for the app. How do I do this? .....	12
Q. How do I have the name of my dealer appear on the printed receipt slips produced by the VX680 terminal? .....	12
Q. I want more information on how Webcom works and what I can do with it. Where do I get this from? .....	12

## Q. What is Pay+

A. Pay+ is a multi-platform app that we have developed to integrate with the BMS/VeriFone Connect Plus payments solution. It communicates with Pinnacle and with Vx680 card Terminals provided by VeriFone to facilitate taking card payments using their service and integrating that process into Pinnacle.

## Q. Why do we need to use a separate app to process payments through the new platform?

A. Communication with the VeriFone Vx680 wireless handsets cannot be achieved today from within Internet Explorer. As a result, a separate app is necessary.

## Q. Can I use my existing standalone Vx680 terminals with Pay+ ?

A. No. BMS provide devices on a rental basis, any intention to work outside of this model would need to be discussed with Barclays.

## Q. On which platforms is Pay+ available?

A. Pay+ is supported on Windows, Android and IOS and is available in the official app store for each platform.

## Q. What version of Windows do I need to use the Pay+ App on my Desktop/Laptop?

A. Windows Version 10 onwards are supported.

## Q. What versions of IOS do I need in order to use Pay+ on my Apple device?

A. IOS versions 10 and up are supported.

Q. Does Pay+ need to be installed and used from the same computer that I use Pinnacle on?

A. No, whilst this might be the most convenient arrangement, the app can be installed on any supported device on the same network as the VX680 terminals. This allows payments to be processed on a separate device if necessary.

Q. What integration version do the VX680 devices need to be configured to use in order for Pay+ to be able to communicate properly with the devices.

A. The VX680s must be configured to use Version 8 of VeriFone Payware Ocius integration.

Q Are there any other configuration changes that need to be made or checked in order to use the Pay+ app with the devices?

A. Status messages must be enabled for the VX680 terminal, without this, progress updates about a transaction are not sent back to Pay+ from the card terminal. Account on File functionality also needs to be enabled, both on the merchant account and in the configuration for the terminal.

Q. How do I connect the VX680 devices to my network?

A. The devices connect over Wi-Fi and must be connected to the same network that the device on which the Pay+ app is running and ideally should have a static IP address, as this is how the Pay+ app locates and communicates with each terminal.

## Q. Are there any specific addresses I need to allow through my firewall to ensure I can connect to the VeriFone gateway?

A. Yes, Three addresses need to be accessible by the VX680 terminals, these are:

LIVE Transaction Sever

IP Address: 91.207.36.31

RSA Port: 29006

Fallback SSL Port: 29002

IP Address: 91.207.36.33

SSL Port: 29002

Non SSL Port: 29005

LIVE Download Server (for Terminal software and configuration updates)

IP Address: 91.207.36.37

RSA Port: 29006

Fallback SSL Port: 29002

Webcom Online Merchant Tool

IP Address: 91.207.36.37

## Q. Is there a particular process I need to follow the first time I set up a VX680 for use?

A. Terminals provided by VeriFone may require some additional setup in order to be used with Pay+, as described elsewhere in this document Status Messaging and Account on file functionality should be enabled on the handset via a configuration update. A First time setup generally entails the following steps:

1. Unpack and charge device.
2. While charging add an appropriate configuration to the device via VeriFone Webcom system
3. Power on and wait for terminal to start up.
4. Add WIFI Configuration so that the terminal can connect to update servers.
5. Log in using dealer log in username and password provided by VeriFone.

6. When prompted, confirm you wish to switch account.
7. Enter manager PIN to confirm.
8. Enter System ID provided by VeriFone.
9. Restart terminal.
10. Wait for update to complete.

Q. I want to use some more terminals, but, when I try to add them into nominal Ledger parameters, I get a message indicating that I have already reached my limit. Why am I seeing this?

A. The total number of terminals that available to be used is limited by your subscription. Contact Pinewoods Business Support team via email [business.support@pinewood.co.uk](mailto:business.support@pinewood.co.uk) to enquire about increasing this limit.

Q. It's the first time I've tried to log in and I get an 'Invalid credentials message when I try to log in, what do I do?

A.1. Check the username and password you are using is correct.

A.2. Check that Single Sign On is enabled for the URL you are logging into

A.3. Reset the password for your user account using the forgotten password link on the Pinnacle Home page. Follow the link in the email you will be sent to reset your password, this will also ensure that Single Sign On is setup for your user account. You will now be able to log in using your new credentials.

Q. Once the new card solution is enabled, can I still use the old handsets to take payments?

A. No, when the new integration is enabled the old card solution is automatically disabled and you won't be able to use the old handsets.

Q. I want to refund some money taken on the old card system, how do I do this?

A. Refunds processed through the TLG card system cannot be completed using Pay+ and the new card system. A payment should be issued manually via cheque or bank transfer.

Q. Do I need the customer's card or card details in order to process a refund for a payment I took using the Pay+ app?

A. No, Pinnacle stores a token identifying the customer's Card and will use to complete the transaction when processing refund.

Q. Can I use pay+ with tokenisation (account on file) disabled in my VeriFone account?

A. Yes, but Pinnacle will not be able to process refunds as tokens are mandatory in the Pinnacle refund process.

Q. I am trying to refund a deposit, but receive a message stating that an invalid or expired token has been provided. How do I process the refund?

A1. The token recorded when the original payment was taken has expired in VeriFone's system. This means that the maximum validity period for the token has been passed. In this case, it is not possible to issue a refund using pay+.

A2. It is possible that the validity period for tokens has been misconfigured in VeriFone's system. Contact VeriFone's technical support to confirm the validity period set for account on file tokens in your system. In this case, it will not be possible to issue a refund from Pay+.

## Q. Can I make a refund to a card other than the one from which the payment was taken?

A. No, the new system will use a Token to perform the refund. This token identifies the original card used and cannot be changed for the purpose of refunds.

## Q. Can I refund part of a vehicle deposit using Pay+

A. No, Pinnacle only supports reversing and refunding the whole value of a vehicle deposit. If a refund is required for another value, a cheque or bank transfer will be required.

## Q. Can I refund part of a Parts Invoice using Pay+

A. Yes. Assuming the original payment was taken using Pay+, then when producing a credit using an original reference number, you can use the existing Pinnacle process to choose which items can be refunded.

## Q. Can I refund part of the value of a workshop invoice using Pay+?

A. Yes, providing that the original payment was taken via pay plus and that the original invoice number is entered when producing the credit.

## Q. Does the cashbook process change when I start using the new card system?

A. If you were using the existing integration previously, then the Cash Book process will remain the same, you will still bank receipts via the 'Card Receipts' option in the main Receipts screen and the nominal code used as the control for the process is the same. If this is the first time you have used either integration within Pinnacle, then the Cash Receipts option will be new to you. See the Accounts guide or contact Pinewood for training on this process.

## Q. Can I use the cards report in Pinnacle to reconcile payments taken using

### Pay+

A. Whilst the cards report will update and show an entry for every payment taken using the new VeriFone card solution, VeriFone are unable to provide status updates for each transaction and so this report cannot be updated to display the current status of a transaction for reconciliation purposes. Additional reporting on transactions is available in Verifone's Webcom system.

## Q. How do I access Webcom?

A. Go to <https://reports.paywareocius.com> and enter your username and password.

## Q. Where do I find the transaction reports in Webcom?

A. After logging in, click the 'Reports' menu button at the top of the page. Select a date range and click 'Start Search'. Either, a report will be displayed on screen or if the content is too large a copy of the report will be sent to you email address.

## Q. What do I do if I don't have any log in details?

A. You should have been provided with a password for this system when the Pay+ card system was installed (the username will be your email address). If you need access to Webcom and do not have these details, please contact VeriFone.

## Q. What card types can I take payments from?

A. Verifone's platform will support all major card types. This is configured with your acquirer and VeriFone. Confirm this with your accountant.

## Q. What happens if I lose my internet connection?

A. You won't be able to create transactions from Pinnacle, so you should wait for your connection to be restored before proceeding.

Q. The Cards report in Pinnacle's sales ledger shows an entry for the payment I have taken, but the status is set to 'submitted' and hasn't changed even though I have received the money into my bank account. Is this right?

A. Yes, VeriFone do not provide transaction status updates in the same way as those that were available on the old system. The status of every transaction taken through Pay+ that appears on the cards report will always be set to 'Submitted'.

Q. I have used the Pay+ app to take a payment and I have confirmed that this completed successfully on the VeriFone terminal. On returning to Pinnacle, I accidentally closed the payment processing popup before confirmation of the transaction was received back by Pinnacle and now I have no invoice. What do I do?

A. If you closed the 'Continue payment in Pay+ popup', while the payment was being processed by the app, you will have seen a second windows asking you to confirm whether the transaction was successfully processed. In there you have 3 options, Yes, No and Continue. If you clicked No, then this cancels the payment process, from Pinnacle's side and you will need to produce the invoice using another payment method, such as 'Unknown' and then advise your accounts department of what has happened.

Q. I've had a problem taking a payment and Pinewood have asked me to send log files for the app. How do I do this?

A. From the main menu screen, press 'View Log files'. Select a date and click send. This will email the logs to Pinewood support.

Q. How do I have the name of my dealer appear on the printed receipt slips produced by the VX680 terminal?

A. Header and footer messages for the printed slips can be configured in Verifone's Webcom system.

Q. I want more information on how Webcom works and what I can do with it. Where do I get this from?

A. A user manual is available from within Webcom itself. You may need to contact VeriFone to enable the option in your Webcom system.