



Pinewood Pay+

User Guide

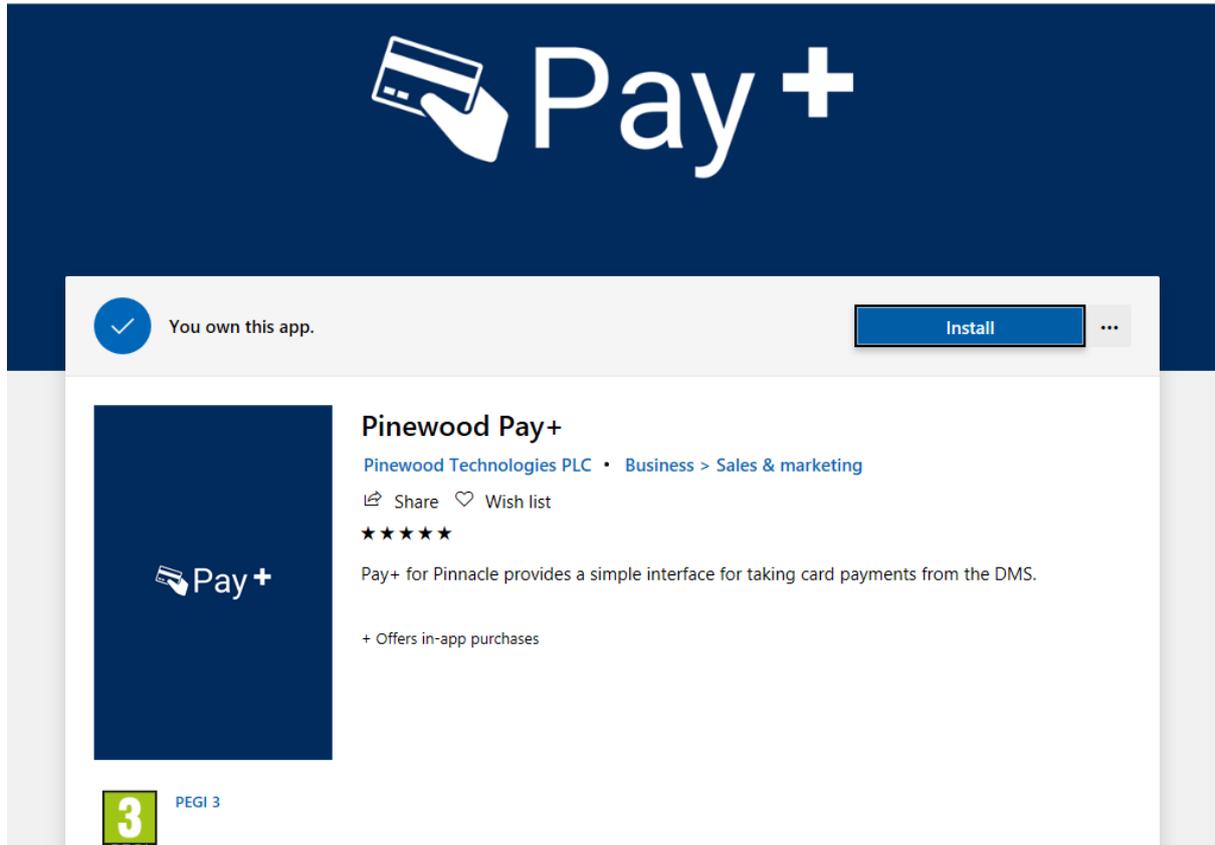
For any issues relating to any of the items included please contact the Pinewood Helpdesk at support.portal@pinewood.co.uk

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Installing the App

To install the Pinewood Pay+ Application for Windows devices, you will need to obtain this from the Windows App Store and search for Pinewood Pay+. Select the Install button to Install.



This can also be downloaded to IOS or Android devices.

Login and Initial Set Up

Pinewood DMS Set Up

To begin set up within Pinewood DMS navigate to -

Accounts > Nominal Ledger > Nominal Ledger Parameters > Parameters >
Card Payment Parameters **Manage Terminals**

Terminals that will be used need to be specified here.

Name – this is to identify the handset

IP Address – this is the local network IP Address (should be the same local network as the machine that the Pay+ App will be running on)

Location – Where in the dealership is this device? (Example, Workshop, Parts Department, Sales.)

Click Add and the device will appear in the list below.

To amend a device just double click on it and make your changes and then click Save.

To delete a device, click on the Red Cross and it will ask you if you're sure you want to delete.

Enterprise Selection

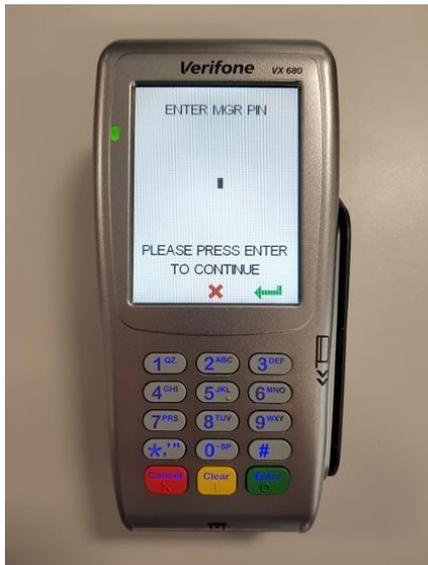
If you are working on more than one single enterprise, this will require the terminal to be set in every enterprise. Once this has been completed, the terminal details will then be retained across logins and changes of enterprise. For this to be completed please refer to the below:

The Pay+ app will send a login request to the VX680 when the 'Pay Using' button is pressed.

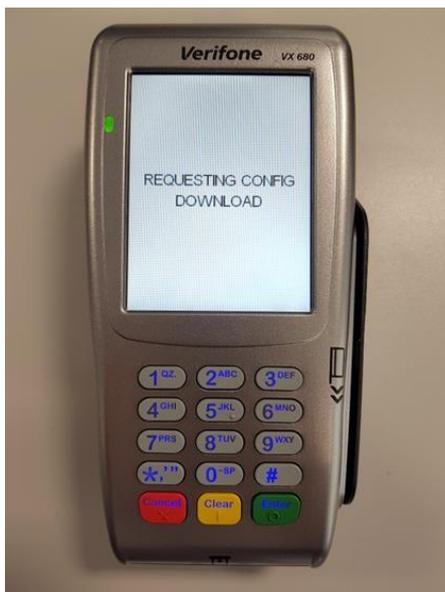
If the login being sent to the device does not match the last one that was used in that terminal, the following screen is displayed and the message 'Unexpected Login ID' is displayed in the Pay+ app:



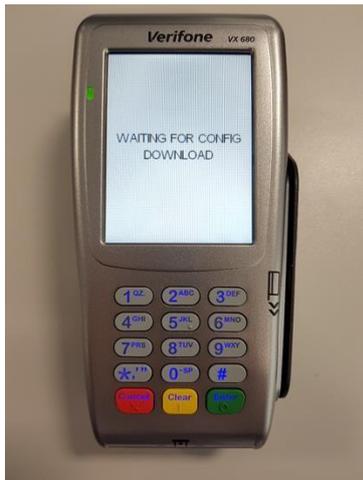
Select the 'Replace Account' button in the bottom left of the screen and then complete the following:



Currently the default manager pin is set to '5555', once keyed select the green button to continue. The Terminal will then log in and attempt to download a config file as shown below:



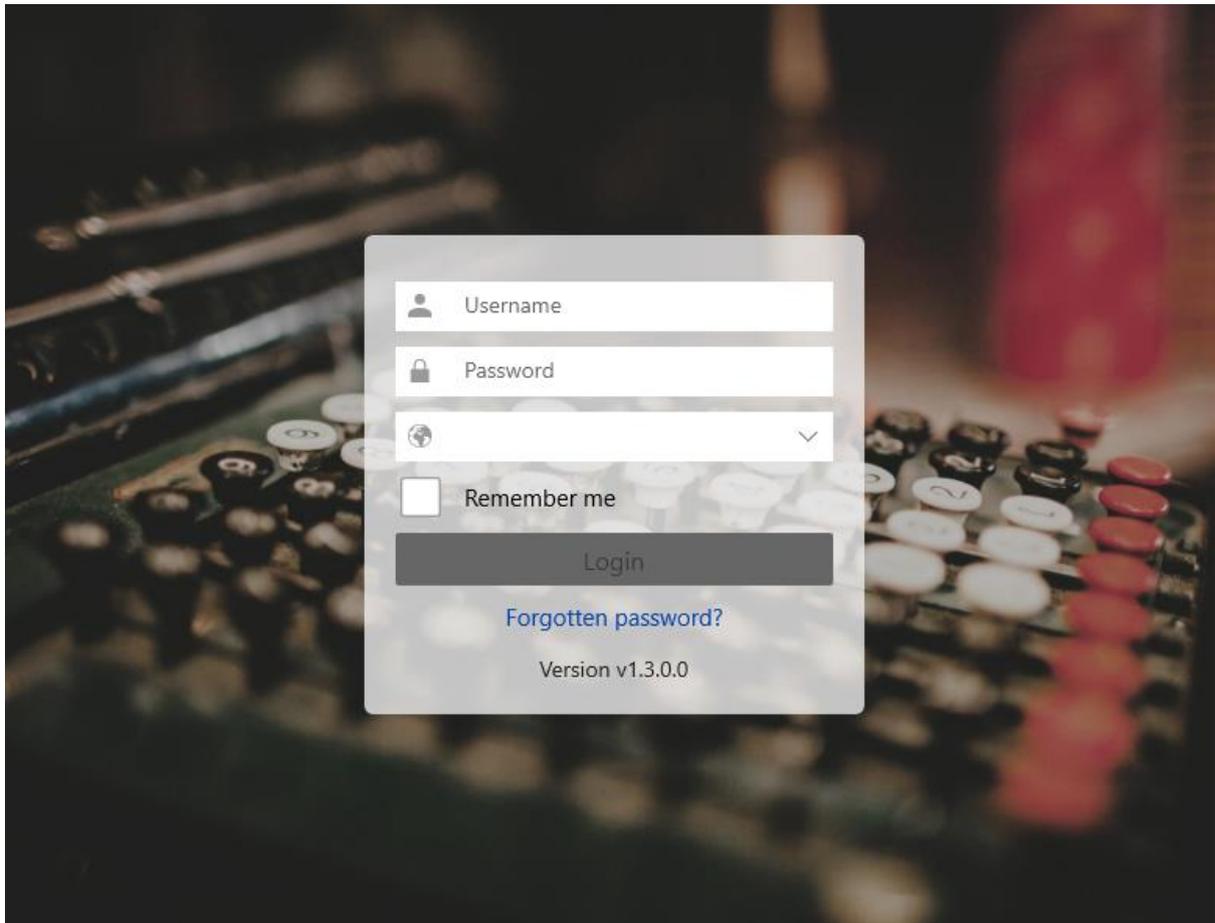
Once a connection has been established, the device will show the below:



Once this has completed download, the device will update and you can continue with the transaction.

App Setup

To login to the Pay+ app please use your Pinnacle login details, as shown in the example below -



When first logging in you need to ensure you select UK from the country dropdown.

If when trying to log in it states that is unable to be authenticated, on Pinewood DMS on your Desktop use the Forgot Password link to reset and this should resolve the issue.

Once logged in, using the provided company structure selector please pick a branch or department you are working in, e.g. sales, parts or workshop.

Location Selector

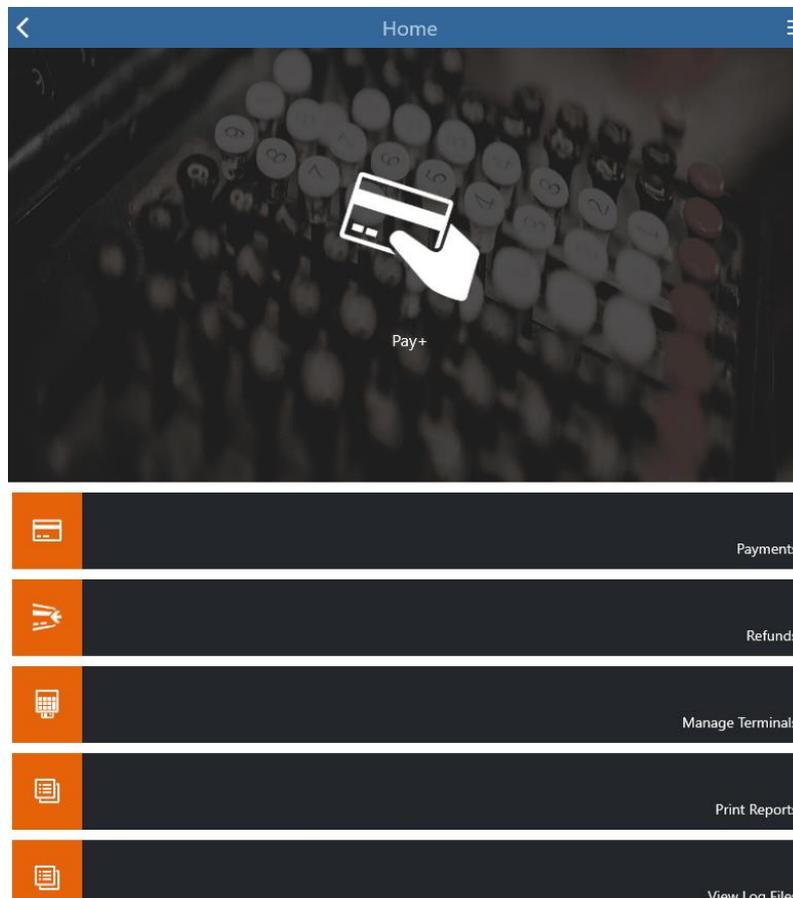
Division

training

Displaying top 50 of 65 locations. Use the search field above to find a specific location.

- Pinnacle Training
- Contracts Division
- Contracts Division
- Contracts Division
- Training Division
- Training Division
- Training Division

You will be taken to the Main Menu page.



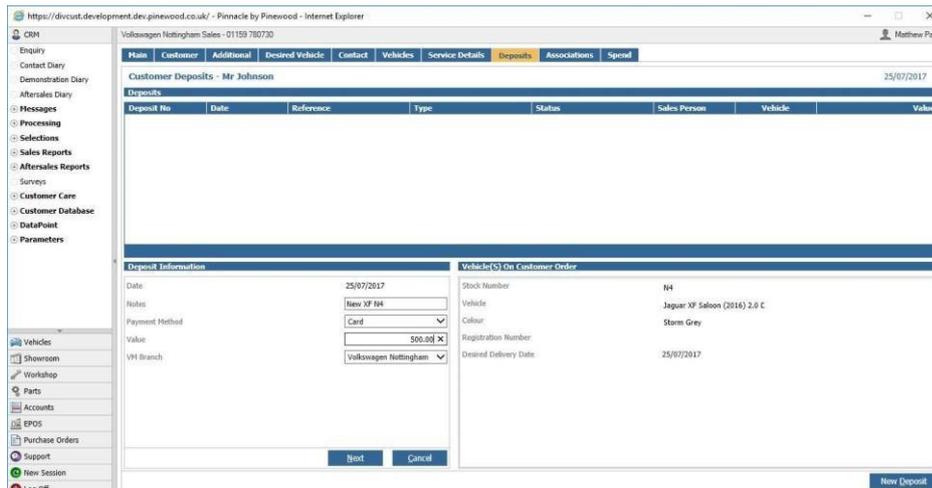
Taking a Payment

Cardholder Present

Payments must be initiated from within Pinewood DMS and can be created from any of the processes where payments can be taken today.

Create an invoice or a vehicle deposit or Sales Ledger payment (Allocate Cash), as you normally would, selecting 'Card' as the payment method.

Example: In Pinnacle go to CRM > Enquiry > Search for a customer > Deposits tab:



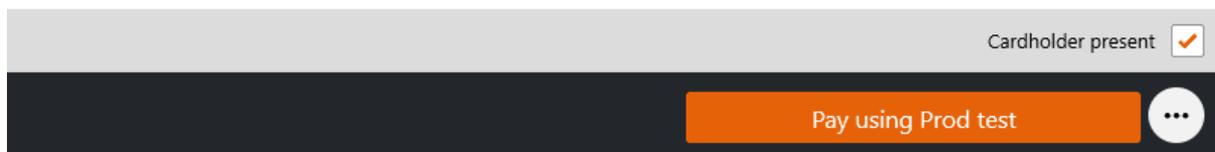
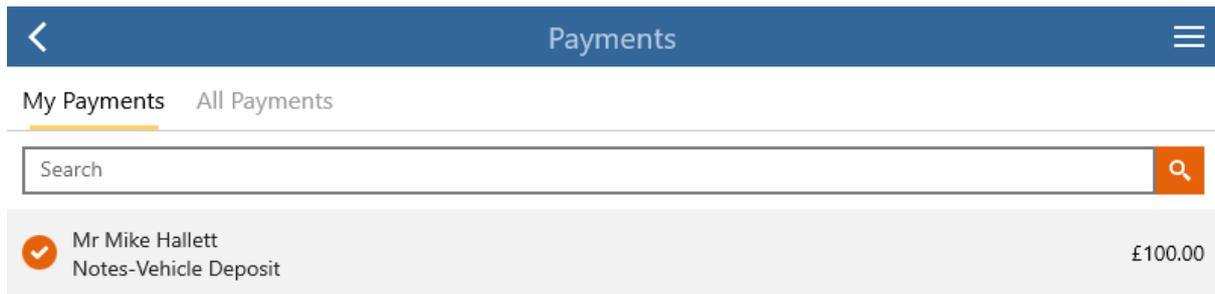
Process of initiating a card deposit remains as is today. By clicking next, you will be presented with the following window:



This directs you to continue in the Pay+ App.

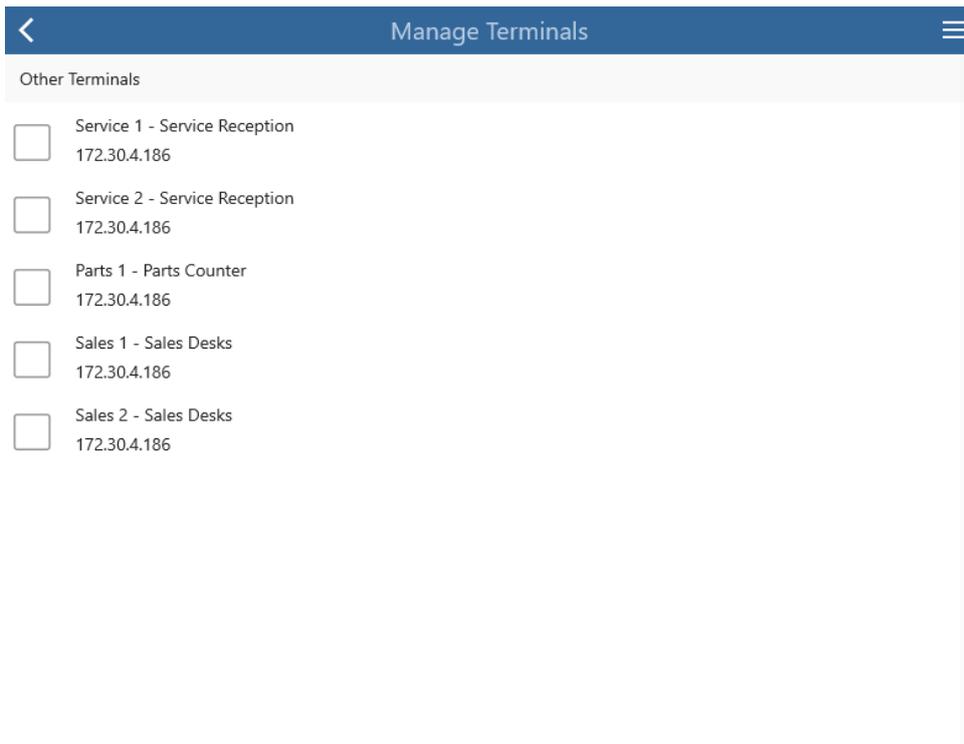
Please note that this pop up does not timeout so it will stay there until the payment has been taken.

To continue, open Pinewood Pay+ app and via Main Menu navigate to Payments section. By default, this will take you, a screen headed 'My Payments' which contains a list of pending payments created by you. In most instances, there will only be one entry in this list for you to select. Select the payment and more options will become available at the bottom of the screen.



To process the payment, tick it and continue by clicking 'Pay using...' button. By default, the app treats each payments as that cardholder present. However, if you are processing a cardholder not present (CNP) payment, then just untick the box.

Pay+ will try to take the payment using your default terminal, if you wish to select another because your default terminal is unavailable press the circular button containing three horizontal dots and you will be prompted to select from your list of enabled terminals



Once you have decided which terminal you wish to use you click on 'Pay using...' button and the app will automatically start connecting to the chip & pin machine and send selected payment details:

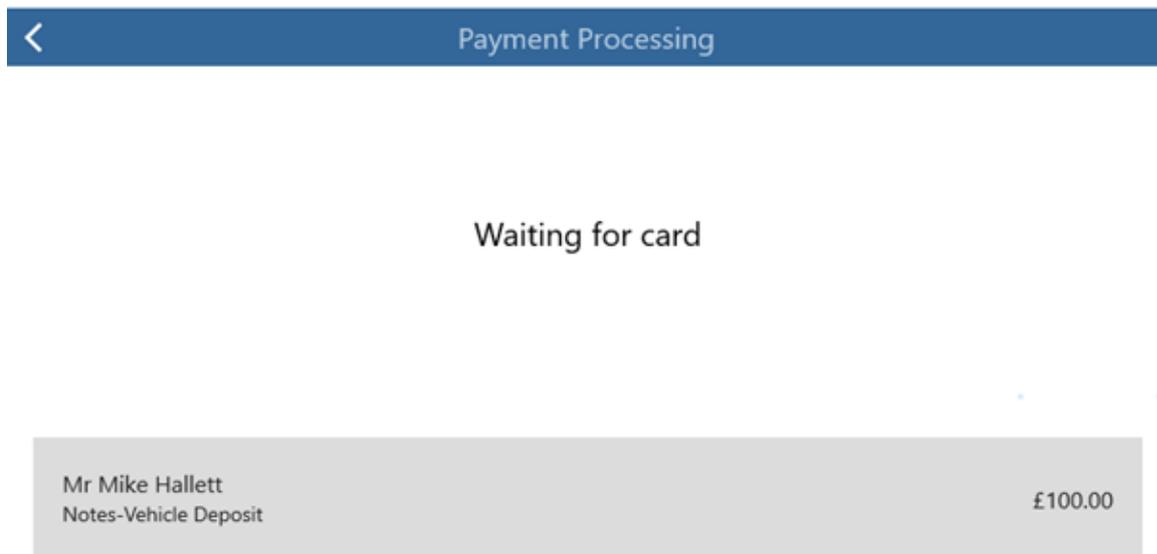


Connecting...

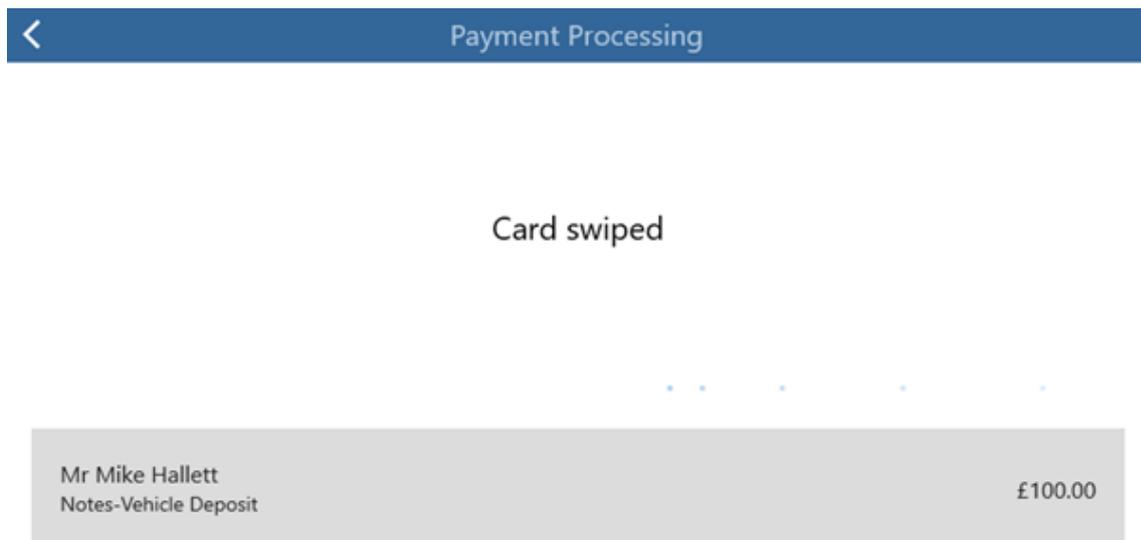


Mr Mike Hallett Notes-Vehicle Deposit	£100.00
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When login is complete and device is ready to take the payment from the customer, the app will display the following message as it waits for the card:



If the card has been swiped and authorised, the following screen will be shown:



The card terminal will then send update back to the Pay+ app describing the progress of the transaction. The app will log on to the Vx680 terminal and initiate a payment transaction and will prompt you for your customer to enter their card, PIN, and so on.

As the customer is completing the payment, these are the following status messages presented on the app:



Connecting...



Mr Mike Hallett Notes-Vehicle Deposit	£100.00
--	---------



Merchant print complete

Mr Mike Hallett Notes-Vehicle Deposit	£100.00
--	---------



Authorising

Mr Mike Hallett
Notes-Vehicle Deposit

£100.00

Follow the instructions on the VX680 terminal, this will generally involve tearing the customer print of a receipt and pressing the enter key to continue. If you have swiped a non-Chip and PIN card, then you will also be asked to confirm that the signature on the customer's card matches the signature provided on the receipts slip.

If payment is successful, then the below will be displayed:



Payment completed



Mr Mike Hallett
Notes-Vehicle Deposit

£100.00

Return to Home Page

Reprint Customer Receipt

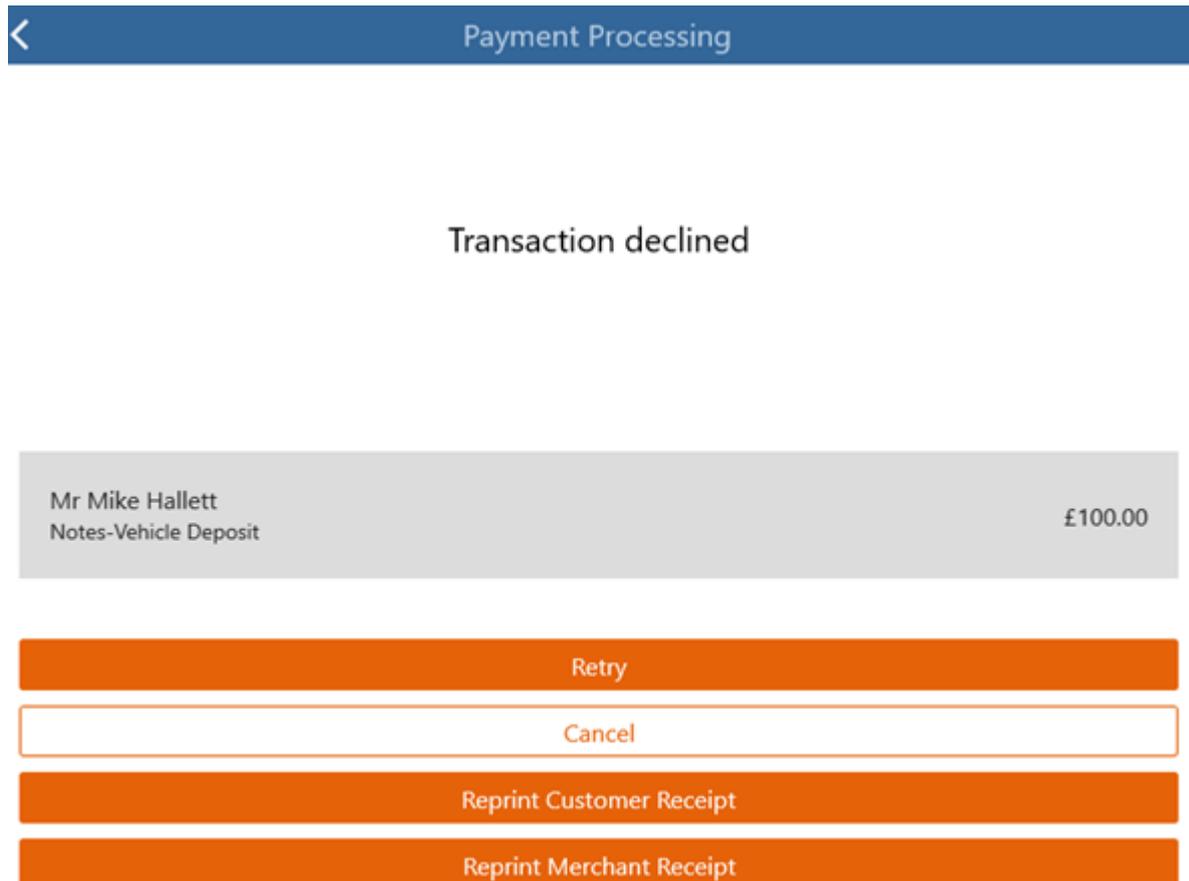
Reprint Merchant Receipt

At this point, information from the app is sent back to the DMS, updating the appropriate screen. An invoice is generated automatically. If a referral is required, instructions for this will be shown on the screen of the VX680 Terminal with a message showing 'voice referral' being displayed in the Pay+ app.

There are a number of reasons why a transaction may not complete or may be declined, for instance if the VX680 terminal is left on the 'Waiting for card' screen for too long, then the terminal will automatically cancel the transaction and the app will update, giving you the option to retry.

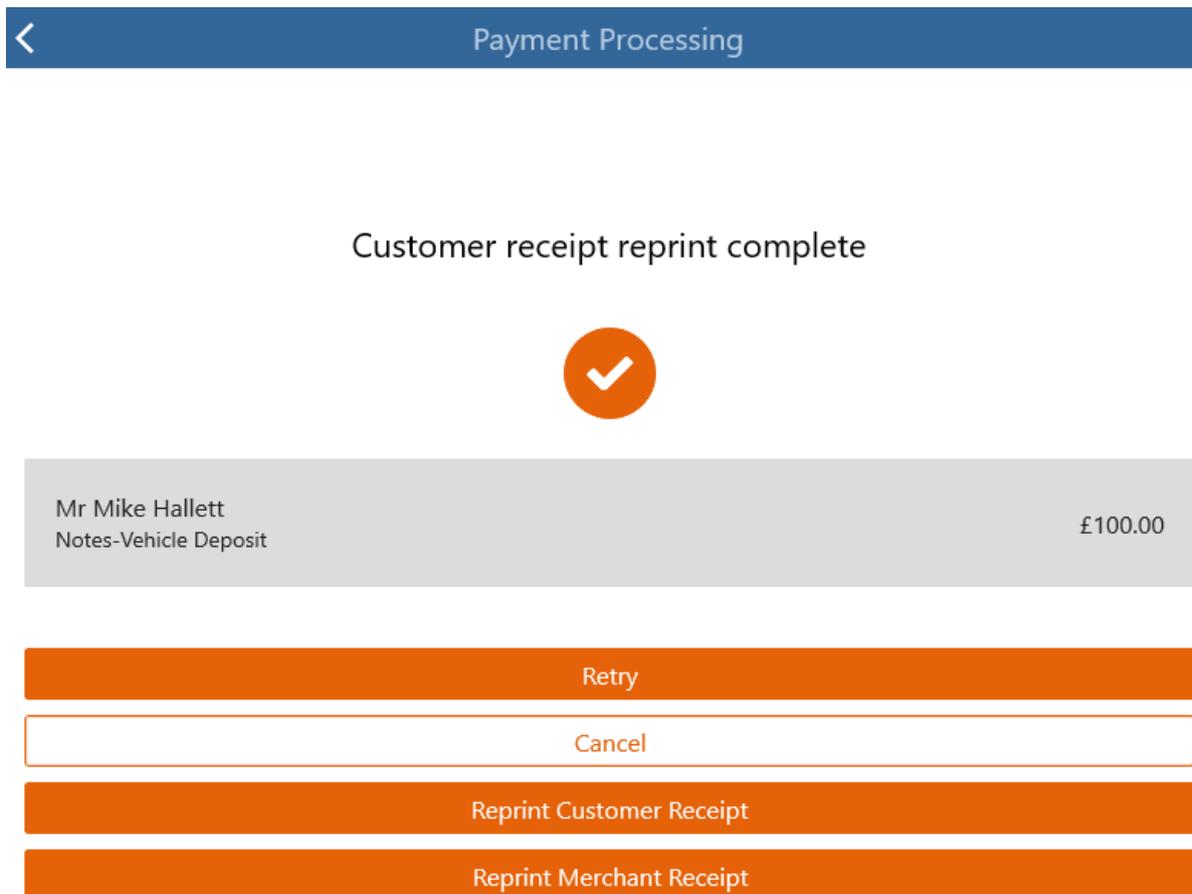
A transaction could be declined for a number of reasons, an incorrect PIN or a decline from the bank.

If a payment is declined, then the below will be displayed:

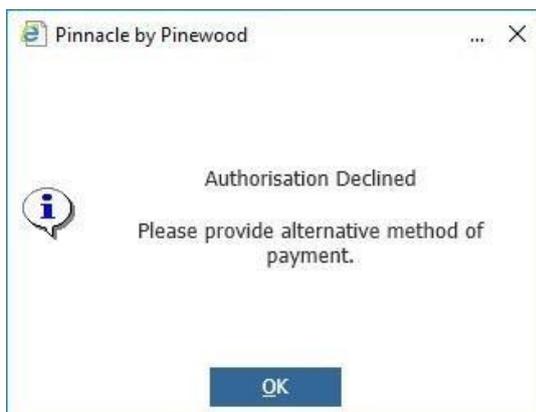


You will have the option to retry taking the payment, as above.

You can click on reprint option to print the last receipt details:



If you click Retry, then the same payment is initiated and information is sent to the chip & pin device. If you click Cancel, then the payment is removed from the Payments list on the app, and the following message is displayed on Pinewood DMS.

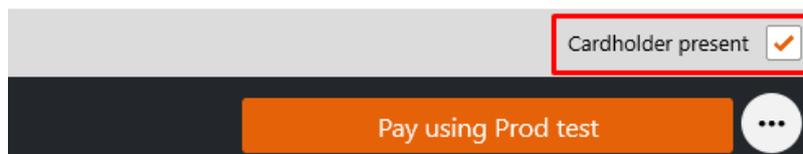
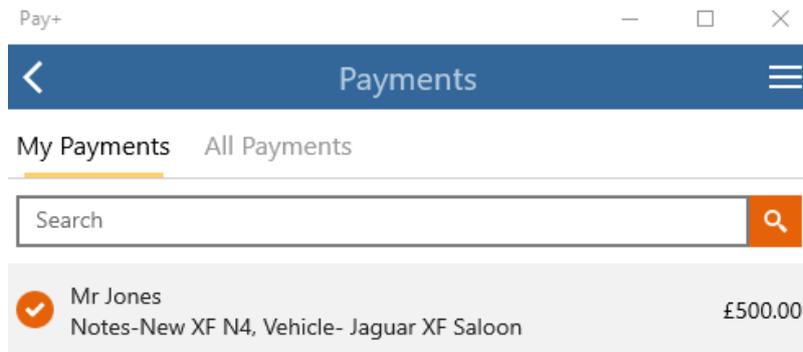


You are then sent back to the payment type selection screen, which you can then select another payment method on.

Cardholder Not Present (CNP)

Cardholder not present transactions are handled in much the same way as a record ICC or swipe transaction.

The difference is that when selecting a terminal to take the payment on in Pay+ you must also tell the app that the customer is not present. The tick box in the lower corner that displays as 'Cardholder present' will need to be unticked.



Initiate a deposit in Pinewood DMS, and locate payment in the Payments list on the Pay+ app. Before you choose 'Pay using...' option, untick the 'Cardholder present' check box. Follow through with instructions presented on the payment device. These are the following status message (in order of appearance) that you can expect to see on the app as you complete a CNP payment:

Keyed expiry date entry



Mr Jones	£500.00
Notes-New XF N4, Vehicle- Jaguar XF Saloon	

Address line 1 entry



Mr Jones	£500.00
Notes-New XF N4, Vehicle- Jaguar XF Saloon	

Please note that postcode entry will only be the numbers, not the letters.



Authorising



Mr Jones

Notes-New XF N4, Vehicle-
Jaguar XF Saloon

£500.00

If entered details are correct and matched, payment will be completed successfully and the following screen will be displayed (same as successful chip & pin or swiped transaction):



Payment completed



Mr Jones

Notes-New XF N4, Vehicle-
Jaguar XF Saloon

£500.00

[Return to Home Page](#)[Reprint Customer Receipt](#)[Reprint Merchant Receipt](#)

Issuing a Refund

The process to issue a refund through Pay+ is nearly identical to the process for taking a payment. From Parts or Workshop, raise a credit and ensure that the original document reference is provided. From Vehicles, follow the normal deposit refund procedure. In each case the refund payment type will be automatically identified as Card and a refund will be created in Pay+

Refunds can only be issued to payments that have a Token ID stored against it. Token is issued to each payment taken with the new credit card solution. It increases security, as a customer is not required to present a card; refund will be automatically issued to the original payment card.

The process to complete this is Pay+ mimics the process for taking a payment. Navigate to the main home menu and press the refunds button. From the list select, the refund you wish to process and press the 'Pay using...' button.

Pay+ will connect to the terminal and issue the refund, during which process the VX680 will ask the user to confirm the refund by pressing the enter key on the terminal.

When complete the Pay+ app will display a message stating that the refund completed successfully and you will then have the option to return to the main menu screen.

Because Pay+ requests a token for the card when the original payment transaction is created, the customer's card is not required to process a refund on to and the all refunds will be automatically processed back on to the original card.

Using tokenisation to complete refund transactions means that refund can never be issued erroneously to the wrong card.

Example refund for a vehicle deposit in Pinnacle, go to Vehicles > Reporting > Accounts > Deposits. Search for a deposit that needs a refund; double click on it and in the displayed popup select Refund option:

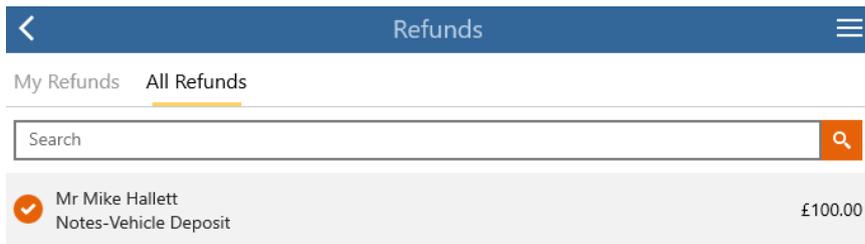
Refund / Surrender Deposit 29/11/2019

Deposit Number	348
Type	Card
Date	28/11/2019
Reference	Vehicle Deposit
Tax	16.67
Total	100.00
Customer	Mr Mike Hallett
Refund	<input type="radio"/>
Surrender	<input type="radio"/>
Transfer	<input type="radio"/>
Notes	

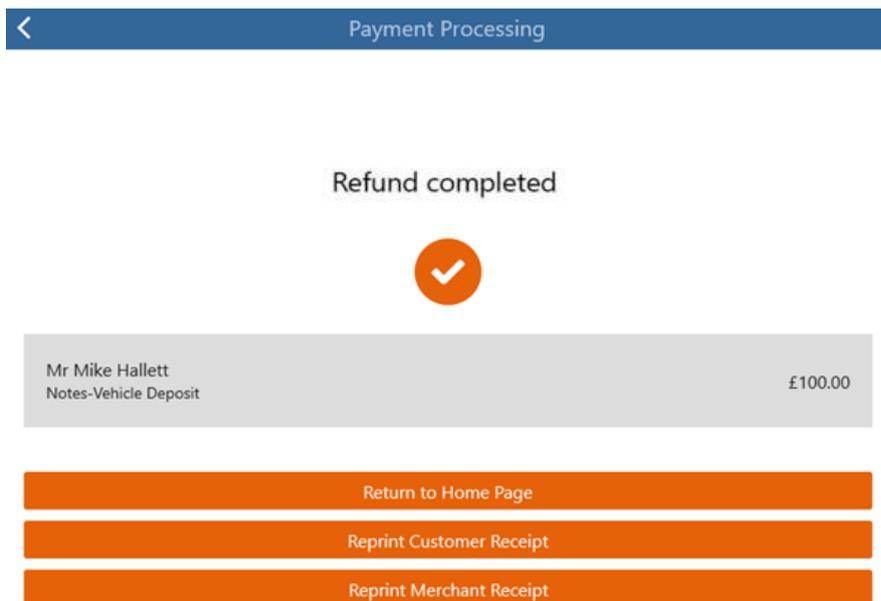
Next Cancel

Click Next; details for refund are now sent to the Pay+ app.

Via Main Menu navigate to Refunds page and locate the refund request.



Click on the 'Pay using...' button to send refund details to a chip & pin machine. Once refund is complete, the app will display the following status screen:



For Parts, a refund can be issued by posting a Credit Note. For Workshop, first Raise Credit and use the **Reference field** to link it with the original invoice number. Then continue with Produce Credit routine to send refund instruction to the Pay+ app.

Log Files

Within the Pay+ App and Print Reports you can send the log files.

Log files are in date order.

Log Files will be deleted if the application is Uninstalled.

Files are sent to the address from the Nominal Ledger Parameters within Pinewood DMS.

Reporting

Reporting of transactions created through Pay+

Whilst the Sales Ledger card report will continue to serve as a repository for transactions taken using the Pay+ system, it will no longer be possible to update the status of those transactions in the same way as it was using the previous payment system. As such, transactions appearing on the Sales Ledger Cards report will display a Status of 'Submitted'.

Status	Date / Time	Value	Bank Value	Auth Code	Customer	Reference	User	CHP
Submitted	19/09/2017 12:33	500.00	0.00	7890E	Mr David Simons	5	Max Zorin	✓
Submitted	19/09/2017 14:45	-500.00	0.00	10348	Mr David Simons	143	Max Zorin	✓
		0.00	0.00					

Further transaction level reports can be generated from within VeriFone's Webcom system.

Reporting in Webcom

In your web browser navigate to <https://reports.paywareocius.com> and log in using your username (email) and password.



05.00.02.06 (Live)

Welcome to WebCom

Username:

Password:

[Forgot your password?](#)

After logging in navigate to the 'Reports' menu button at the top of the page and click 'Transactions'.

System id: 20024811

TMS Nectar **Reports** Setup

Reports -> Transaction Report

Category: Transactions Report Source: Live Store

Filter By Field: Currency: Found Sterling

Report Layout: Transaction Search From Date: 19/09/2017 00:00:00

Report Layout Style: WebCom V To Date: 19/09/2017 23:59:59

DropDown Calendar

Captured Date Submitted Date ICC Date

Select a date range and if you wish to look at transactions processed today, select 'Live Store' from the 'Report Source' field otherwise, select 'Submitted Transactions' from the same field and this will report on transaction submitted to the bank on previous days. 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 your email address.

Pay + Frequently Asked Questions

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 Pinewood DMS and with Vx680 card Terminals provided by VeriFone to facilitate taking card payments using their service and integrating that process into the DMS.

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 Pinewood DMS 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.

While charging add an appropriate configuration to the device via VeriFone Webcom system

Power on and wait for terminal to start up.

Add WIFI Configuration so that the terminal can connect to update servers.

Log in using dealer log in username and password provided by VeriFone.

When prompted, confirm you wish to switch account.

Enter manager PIN to confirm.

Enter System ID provided by VeriFone.

Restart terminal.

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 Pinewood to enquire about increasing this limit. You can contact our Business Support team for further assistance on business.support@pinewood.co.uk.

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?

Check the username and password you are using is correct.

Reset the password for your user account using the forgotten password link on the Pinewood DMS 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. 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, Pinewood 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 Pinewood will not be able to process refunds as tokens are mandatory in the DMS 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, the DMS 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 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 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, 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 Pinewood DMS 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, so you should wait for your connection to be restored before proceeding

Q. The Cards report in the Pinewood DMS 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 the DMS, I accidentally closed the payment processing popup before confirmation of the transaction was received back 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 the DMS 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.