



C9 Tillpay Terminal integration

1 Overview

This document outlines how to configure c9 to integrate directly into TillPay terminals

1.1 Version History

- July 2024 : initial draft
- Aug 2024 : added notes on surcharging

2 Configuration and Operation

2.1 API credentials and test

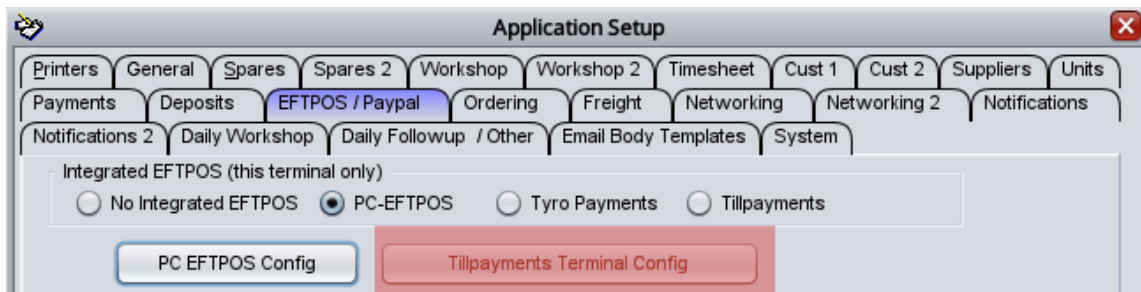
TillPay will provide you with a Merchant ID and API key via an email

Once you have this you feed it into c9.

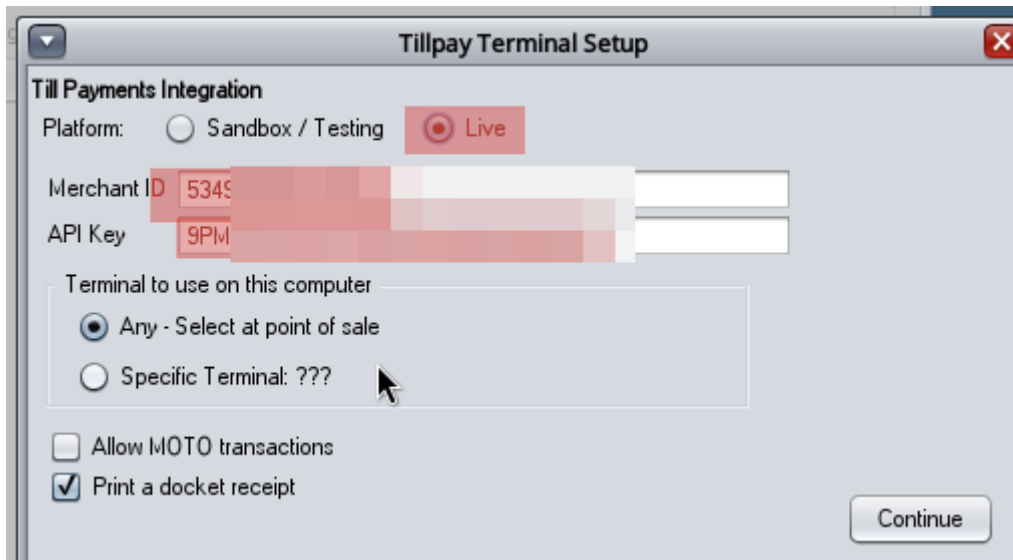
In c9 goto setup → main setup screen.

Goto EFTPOS / Paypal

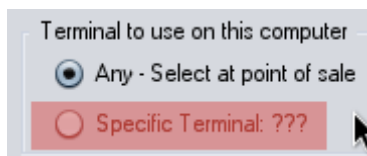
Click on Tillpayments terminal config button:



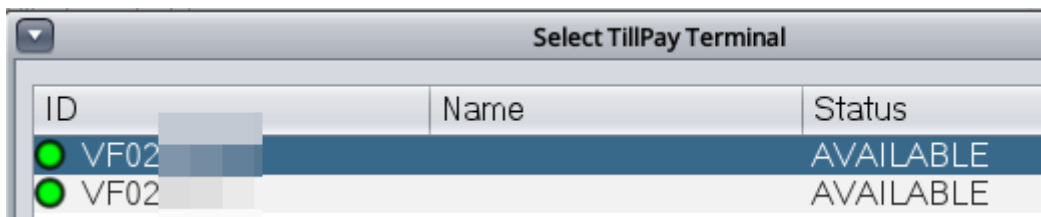
In the next screen key in Merchant ID and API key as provided. Make sure you select Live



To test it, click on the specific terminal button:



If the configuration is successful you will see a screen where you select a terminal. The screen may be completely empty or it may contain some rows. The important thing is the screen opens up. Click on close without selecting anything once you confirm it is okay.



In event of an error, you will instead see an error message. Double check merchant ID and api key, double check with TillPay then escalate to c9.

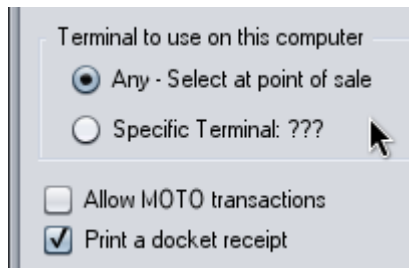
Then click continue and click on OK in the main setup screen to save changes.

2.2 Basic Configuration

There are a few settings in the terminal screen you need to mess with setup → main setup screen.

Goto EFTPOS / Paypal

Click on Tillpayments terminal config button:



2.2.1 Terminal to use

There are two modes you can use tillpay terms in for a given terminal. Either a c9 terminal will always connect to the one pos terminals or pos terminals can roam and you pick one at point of sale

If you want to select at point of select, select 'Any' option. But if you want to bind a copy of c9 to a specific terminal then pick 'Specific terminal' and select the terminal in question.

2.2.2 Allow Moto

Allow moto is when you want to be able to punch in card details into the terminal instead of swipe. To be used when you take card details over the phone for example. Generally with tillpay you want to use links instead but in case you want to ever process moto initiated by c9 you need to enable this option.

2.2.3 Print a docket receipt

TillPay terms will print their own receipts. But if you want c9 to print one too then enable this option.

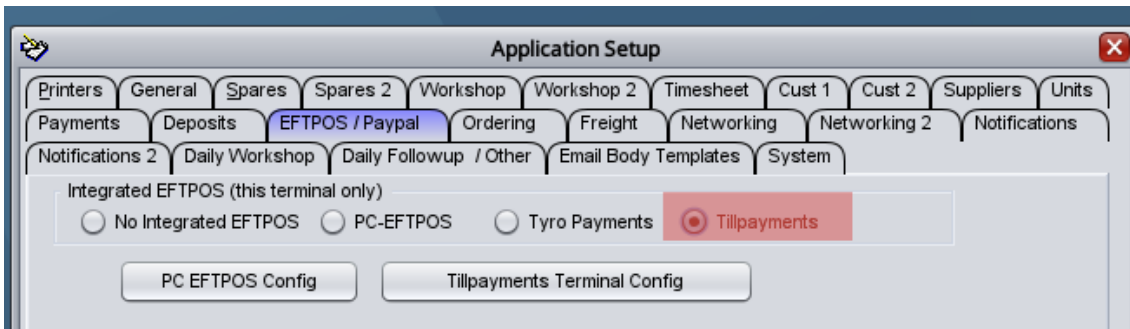
2.3 *Enabling tillpay on a specific computer*

On every computer you want to use tillpay on you need to do this for each:

setup → main setup screen.

Goto EFTPOS / Paypal

Make sure the tillpayments option is selected e.g.:



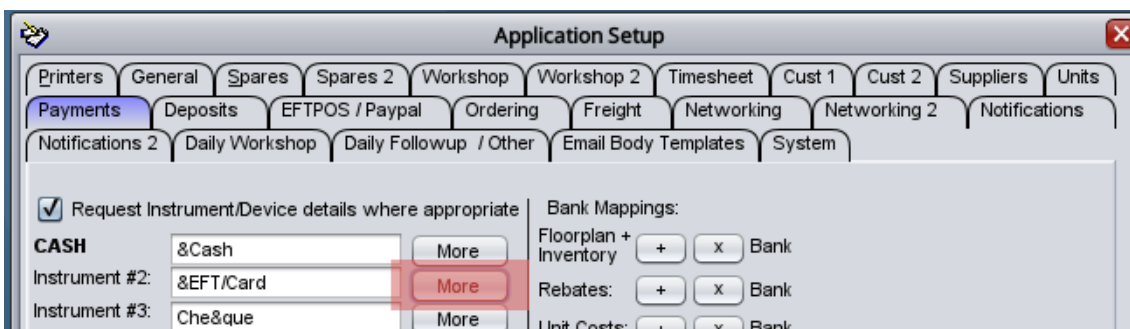
2.4 *Enabling integrated processing on a payment method*

There is one final configuration setting.

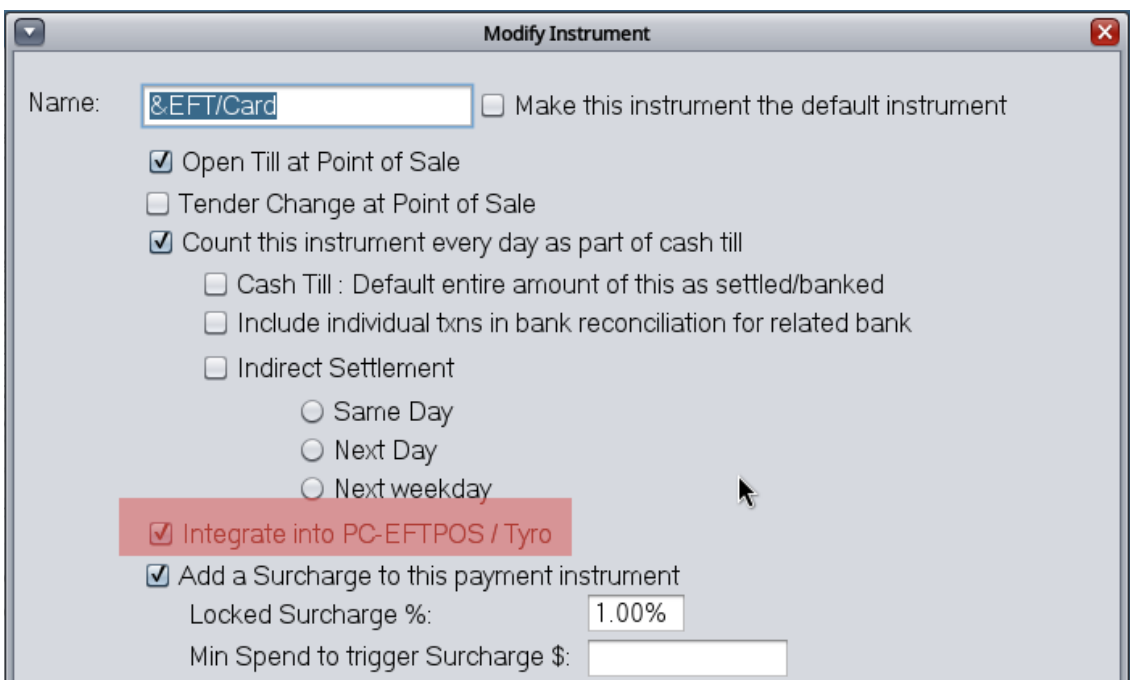
setup → main setup screen.

Payments

Click on more for the payment(s) that represent the tillpay devices.



Here you can configure integration option applies for this payment method (although wording doesn't say tillpay it applies for all integrations, including tillpay)



2.5 **Surcharging**

There are two options for surcharging.

- Compute surcharge on card reader
- Compute surcharge in c9

2.5.1 **Surcharge on Card Reader [Recommended]**

Compute on card reader is recommended setup as the card reader is able to tailor the surcharge rate based on type of card swiped; something surcharging in c9 cannot do. Contact till configure surcharge in this instance.

C9 will automatically pickup and add surcharge to tax invoice; including ensuring the surcharge is tax coded correctly

2.5.2 **Surcharge in c9**

You can configure surcharge in c9 itself.

Goro setup → main setup screen.

Payments TAB

Click on more for the payment(s) that represent the tillpay devices.

Make sure the 'Add a surcharge' checkbox is selected. Key in % rate too if you want the rate to be locked and not editable at point of sale.

2.5.3 **Doubled up surcharge issues**

If you configure surcharge in c9 and terminals both systems will try and apply a surcharge. It will 'work' but will result in surcharging being doubled up. C9 will signal to till an amount that includes % surcharge, and till will signal back additional surcharge to apply again.

So for example if you configure 1% in both till and c9. C9 will send \$20.20 to the machine, and till will send back \$20.42, resulting in an effective surcharge of 2.1%

The repair to simply remove surcharge option in c9 and rely on the till terminal to compute surcharge.

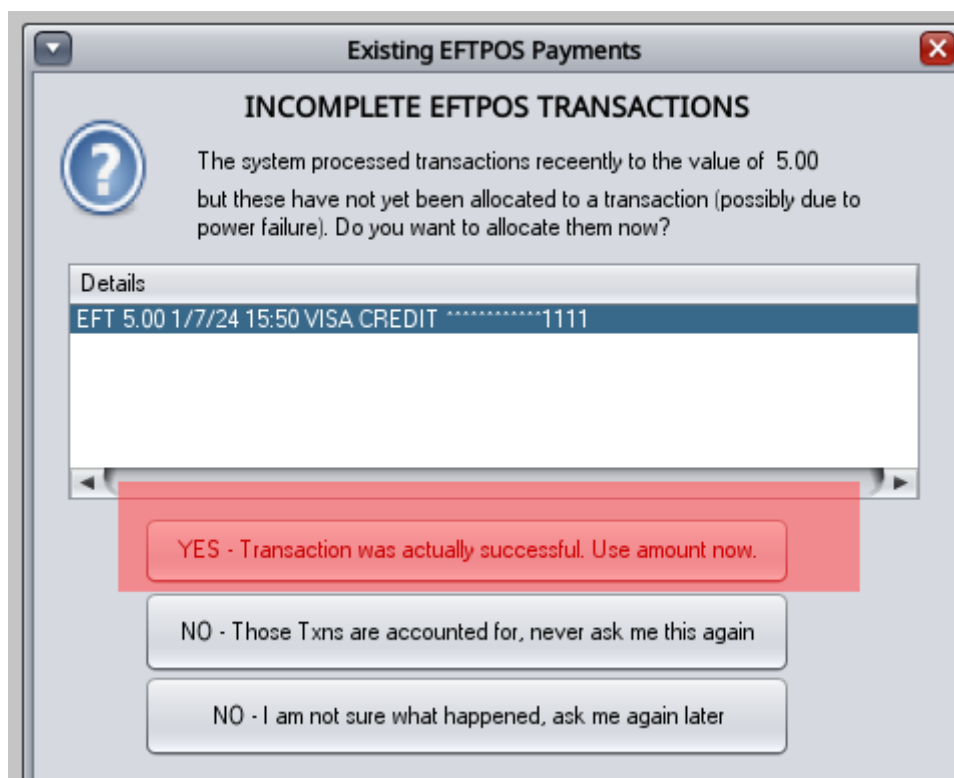
3 Errors and diagnostics

3.1 *Dealing with failed txns*

Errors happen. Most common issue is when a tillpay txn succeeds but for some reason c9 does not complete the operation; some sort of system error or similar prevents the txn from completing.

An example of this may be accidentally backdating a txn into yesterday but yesterday was closed and locked in cash up.

In circumstances like this redo the txn exactly as it happened and c9 will pop a screen advising you of the previously processed but unallocated txn. Select it to bind to the txn you are inputting into c9.



This will link the eft capture done by tillpay to the reattempted txn in c9.

3.2 *EFT Txn audit*

A full audit of integrated eft txns c9 has performed can be seen in business → reports → eftpos journals

13/5/24	11:44	TillPay:Terminal	Sale	OK	Spares			1.00	CANCELLED
13/5/24	11:45	TillPay:Terminal	Sale	OK	Spares	344744	*****1111	VISA CREDIT 1.00	SUCCESS
13/5/24	11:53	TillPay:Terminal	Sale	OK	Spares	344745	*****1111	VISA CREDIT 1.50	SUCCESS
13/5/24	11:55	TillPay:Terminal	Refund	OK	Spares	344746	*****1111	VISA CREDIT 2.50	SUCCESS
13/5/24	11:57	TillPay:Terminal	Sale	OK	Spares	344747	*****1111	VISA CREDIT 1.50	SUCCESS
13/5/24	11:59	TillPay:Terminal	Refund	OK	Spares		*****1111	VISA CREDIT 12.12	CANCELLED
13/5/24	12:00	TillPay:Terminal	Refund	OK	Spares		*****1111	VISA CREDIT 11.11	FAILED
13/5/24	12:02	TillPay:Terminal	Refund	OK	Spares		*****1111	VISA CREDIT 13.13	DECLINED
14/5/24	10:21	TillPay:Terminal	Sale	OK	Spares	344748	*****1111	VISA CREDIT 1.00	SUCCESS
14/5/24	10:21	TillPay:Terminal	Sale	OK	Spares	344749	*****1111	VISA CREDIT 1.00	SUCCESS
14/5/24	10:27	TillPay:Terminal	Sale	OK	Spares	344750	*****1111	VISA CREDIT 1.35	SUCCESS
14/5/24	10:31	TillPay:Terminal	Sale	OK	Spares	344751	*****1111	VISA CREDIT 1.35	SUCCESS
14/5/24	10:36	TillPay:Terminal	Sale	OK	Spares	344752	*****1111	VISA CREDIT 1.35	SUCCESS