

C9 Tillpay Terminal integration

Overview

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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 \rightarrow main setup screen.

Goto EFTPOS / Paypal

Click on Tillpayments terminal config button:

>>	Application Setup						
Printers General Spares Spares 2 Workshop Workshop 2 Timesheet Cust 1 Cust 2 Supplier							
Payments Deposits EFTPO	S / Paypal Ordering Freight Networking Networking 2 Notifications						
Notifications 2 Y Daily Workshop	Daily Followup / Other Y Email Body Templates Y System						
Integrated EFTPOS (this termina							
O No Integrated EF IPOS	PC-EFTPOS O Tyro Payments O Tilipayments						
PC EFTPOS Config	Tillpayments Terminal Config						

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

Tillpay Terminal Setup								
Till Payments Integration								
Platform: O Sandbox / Testing O Live								
Merchant ID 5345	_							
API Key 9PM								
Terminal to use on this computer								
 Any - Select at point of sale 								
◯ Specific Terminal: ???								
Allow MOTO transactions								
✓ Print a docket receipt								
	Continue							

To test it, click on the specific terminal button:



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

	Select TillPay Terminal					
ID	Name	Status				
O VF02		AVAILABLE				
• VF02		AVAILABLE				

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 \rightarrow main setup screen.

Goto EFTPOS / Paypal

Click on Tillpayments terminal config button:

Terminal to use on this computer					
Arru - Select at point of sale					
🔵 Specific Terminal: ???					
☐ Allow MOTO transactions ✓ Print a docket receipt					

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 \rightarrow main setup screen.

Goto EFTPOS / Paypal

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

۲	Application Setup							
Prin	nters { General } Spares } Spares 2 } Workshop } Workshop 2 } Timesheet } Cust 1 } Cust 2 } Suppliers } Units }							
Pay	yments Deposits EFTPOS / Paypal Ordering Freight Networking Networking 2 Notifications							
Not	Notifications 2 Daily Workshop Daily Followup / Other Email Body Templates System							
r I	Integrated EFTPOS (this terminal only)							
	○ No Integrated EFTPOS ○ PC-EFTPOS ○ Tyro Payments							
	PC EFTPOS Config Tillpayments Terminal Config							

2.4 Enabling integrated processing on a payment method

There is one final configuration setting.

setup \rightarrow main setup screen.

Payments

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

۲			Ap	plication Setup 🛛 🔀				
Printers General Spares Spares 2 Workshop Workshop 2 Timesheet Cust 1 Cust 2 Suppliers Units Payments Deposits EFTPOS / Paypal Ordering Freight Networking Networking 2 Notifications Notifications 2 Daily Workshop Daily Followup / Other Email Body Templates System								
	☑ Request Instrument/Device details where appropriate Bank Mappings:							
CA	ASH	&Cash	More	Floorplan + + x Bank				
Inst	trument #2:	&EFT/Card	More	Rebates: + X Bank				
Inst	trument #3:	Che&que	More	Unit Costs: +				

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

	Modify Instrument 🛛 🛛 🔀							
Name:	&EFT/Card Make this instrument the default instrument							
	☑ Open Till at Point of Sale							
	Tender Change at Point of Sale							
	✓ Count this instrument every day as part of cash till							
	Cash Till : Default entire amount of this as settled/banked							
	Include individual txns in bank reconciliation for related bank							
	Indirect Settlement							
	⊖ Same Day							
	○ Next Day							
	O Next weekday							
	☑ Integrate into PC-EFTPOS / Tyro							
	Add a Surcharge to this payment instrument							
	Locked Surcharge %: 1.00%							
	Min Spend to trigger Surcharge \$:							

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 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 \rightarrow 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 accidently 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.

	Existing EFTPOS Payments
	INCOMPLETE EFTPOS TRANSACTIONS
	The system processed transactions receently to the value of 5.00 but these have not yet been allocated to a transaction (possibly due to power failure). Do you want to allocate them now?
Details	
EFT 5.0	00 177/24 15:50 VISA CREDIT ********1111
	<u>7</u> •
	YES - Transaction was actually successful. Use amount now.
	NO - Those Txns are accounted for, never ask me this again
	NO - I am not sure what happened, ask me again later

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 \rightarrow reports \rightarrow eftpos journals

13/3/24	11.44	miray.remma	Jaie	UN	shares				1.00	CANCELLED
13/5/24	11:45	TillPay:Terminal	Sale	ОК	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