C9 Online Card Processing Workflows and screen grabs

1　Overview

Outline end user experience for card processing with tillpay; from point of view of dealership clients and staff at dealership.

Secure card processing is concerned with minimising chargeback risks for dealerships through better card handling hygiene. Principals

- Dealers and staff never need to know what a card number is
- Where cards are provided by customers they are validated using 3d secure or similar mechanisms

Components of this:

- Web order : customer inputs card as a once off
  - Card input on web
  - Card processing from c9 once order arrives
- Web order : customer inputs card and flags that it can be reused
  - Card input on web
  - Card processing from c9 once order arrives
- Non web order : ability to request customer to input their card no in and bill it later

1.1　Version History

- v5 Jan 2026 : document streamlined finalize order workflows and how to move captured funds off a web order onto a customer AR / Deposit balance
- v4 Jan 2025 : added initial section of fraud and chargeback risk
- v3 july 2024
  - Include some more details on how to reconcile tillpay. Targeting dealers who do not use c9 for bank rec
- v2 July 2024
  - Outline capture on website option
  - update reconciliation to describe clearing gl codes

- - outline process for handling cancelled orders
- V1 Nov 2023 : initial draft

2 Fraud and Charge Back risk

Important : payment gateways like till provide enhanced fraud protection but there remain fraud risks where chargebacks can still happen

The main mechanism for moving liability of fraud from you to the banks is called 3D secure : which is where additional verification of identity happens as part of checkout. Liability only moves it 3D secure successfully happens.

Normally when 3D secure fails the whole txn fails, but there are some narrow circumstances where 3D secure fails but the transaction happens anyway. The banks have allowed a txn that has failed security checks but you as the merchant are still at risk.

C9 will present these txns to you but you need to assess if you want to fill those transactions or not. Such a transaction will show a 3D secure result in c9 highlighted in red. If you do not know / trust the customer it is recommended you cancel the order or at a minimum contact the customer and request further proof of identity.

For example:
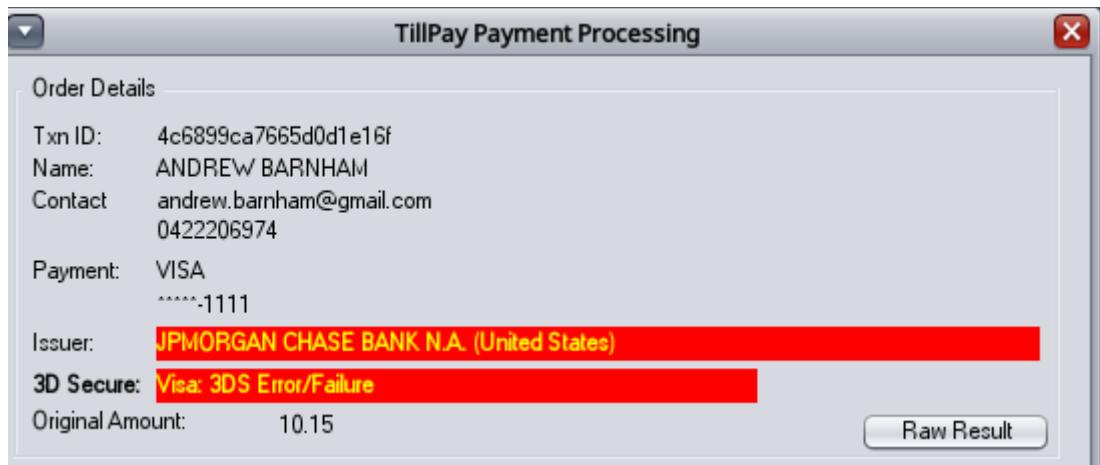
In above c9 has highlighted a 3DS failure result.

It has also highlighted the issuer. Issuers overseas will be highlighted in c9 as a possible indicator of suspicious transactions.

By default c9 websites are configured to handle 3D Secure optionally. You can request us to configure your c9 website so that only 3D secure transactions can proceed; making 3D secure mandatory. This can generate false positives although and may result in missed sales.

Note that for recurring transactions (more below), c9 will force mandatory 3D secure verification.

3 Basic Web order workflow

3.1 Customer initiates order

On checkout screen, credit card input looks similar to this:

Customer hits the checkbox to memorise the card if you wish then clicks on Enter Card details

This redirects them to tillpay where they input card details. Like so:

Push on and close the order as normal. Note you can see that c9 is able to access some of details of the card used, but not the full card:

3.2   *Weborder processing in c9*

Weborder processing in c9 looks very similar to paypal. Instead of paypal order platform shows as tillpay

As you process payment it works like paypal, it wants all money upfront to secure the preauthorisation:

Payment method locks to tillpay:
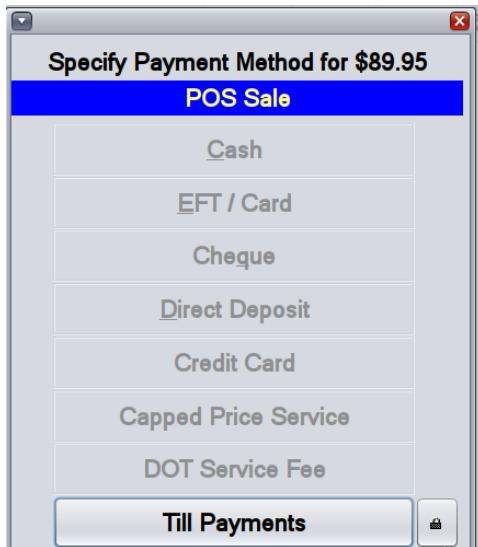
As you press on you will see a screen very similar to paypal. Click on ok to apply captures and secure money then press on as usual.

Initial:

Apply to capture:

TillPay Payment Processing

Order Details

Txn ID: 450352420fbc0e08399b
Name: ***ANDREW BARNHAM
Contact: andrew.barnham@gmail.com
0422 206 974
Payment: VISA
*****-0109
3D Secure: Visa: 3DS Secured OK
Original Amount: 176.50

Raw Result

TXN ID	Date	Time	Type	Status	Amount
2371234549fb05af6fd0	6.11.23	4:01:45PM	CAPTURE	OK	$89.95
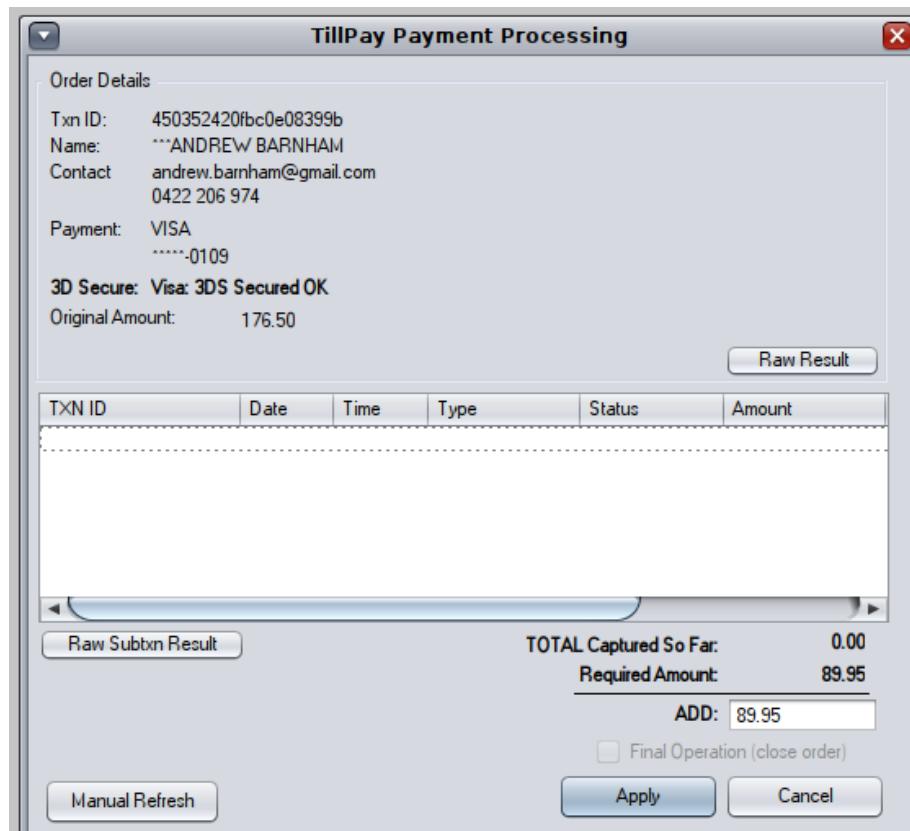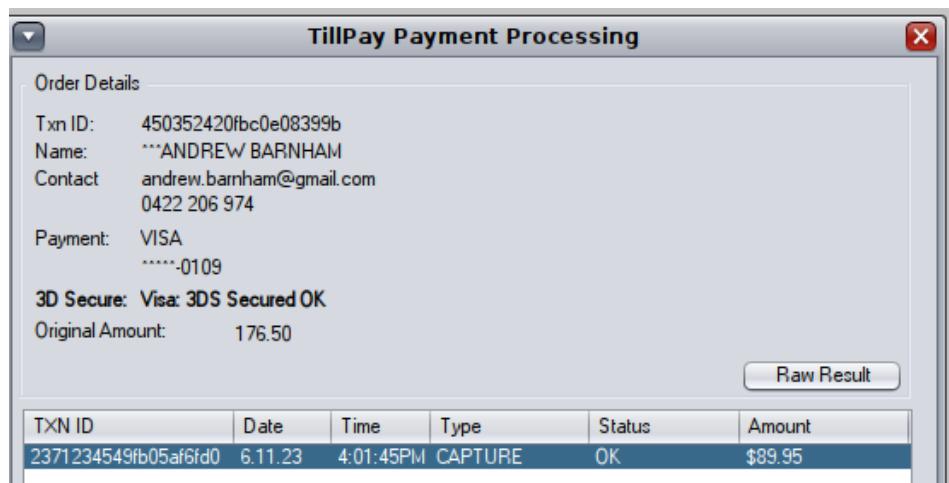
Apply again to press on.

4   Recurring payment processing

4.1   Recurring payments Setup during checkout

When operator selects recurring payment. Then we see this on initial sync screen:

A secure token is a way we track cards without tracking card details for future txns.

Normal card processing there isn't a token, but when user selects recurring then one will be created.

The token on the left is new token coming in, the one on the right happens to be one on file already. For first token, there will be no token on right.

When you merge the token on order will be default update token on file, removing past token if any.

Press the ? Button to see raw details about the token. Generally don't need to do this and information isn't designed to be easily read but it is there if needed.

4.2   *Using a token*

You can use a token in spares point of sale like so.

When you pick a customer with a token c9 will offer an option on payment methods to use it. Like so:
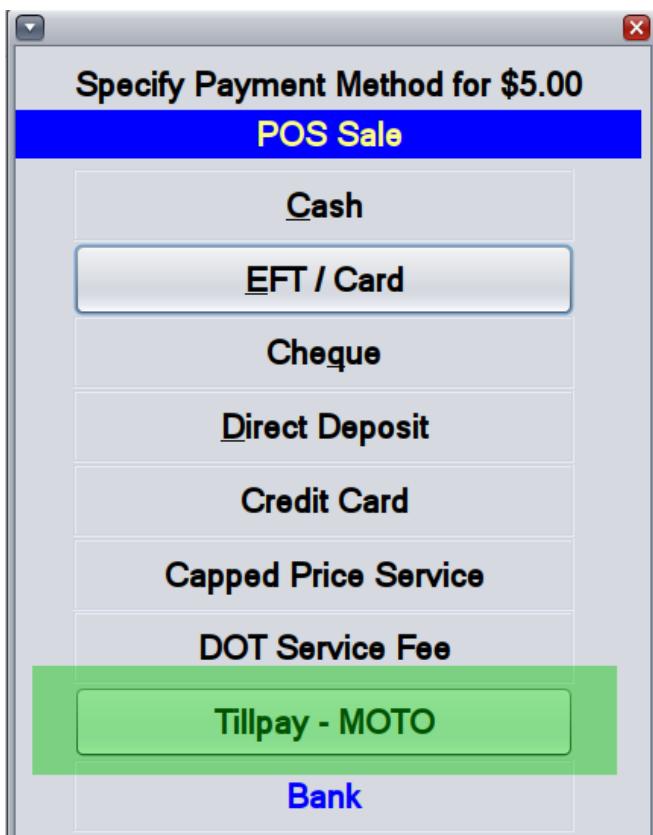
This only appears in point of sale when you select a customer, as a receipt sale, and that customer has a valid secure token.

Press on and you'll see some screens telling you what is going on.
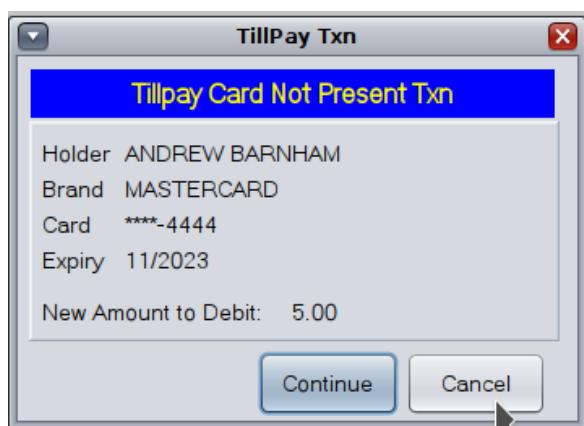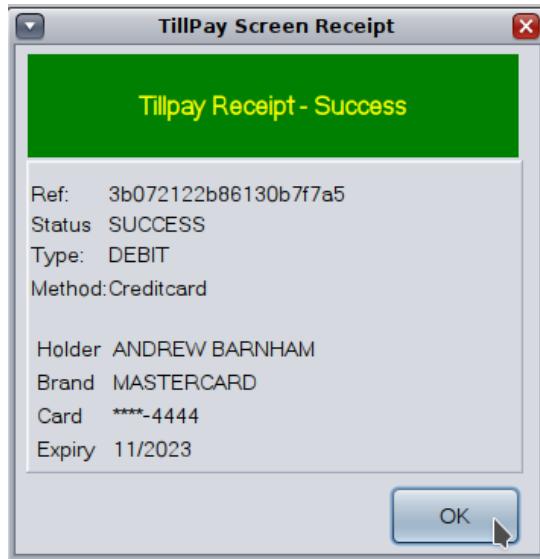
4.3   *Requesting a Customer to provide card details*

In view contact, details tab : two buttons for token.

Details gets current token details

Request card generates a new token request

Request screen once you press on:
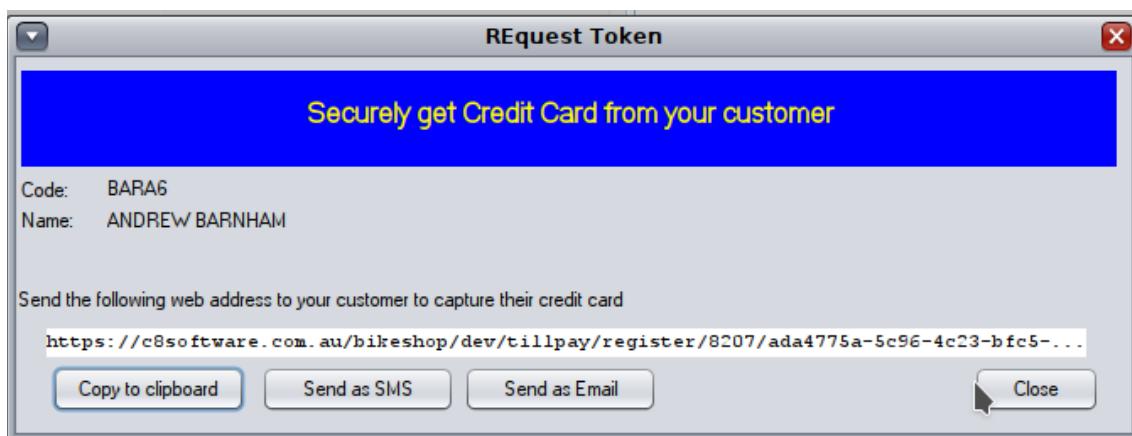
Send them the address shown and they can input their card into your website

Send sms/email are convenience buttons to send them an alert for address
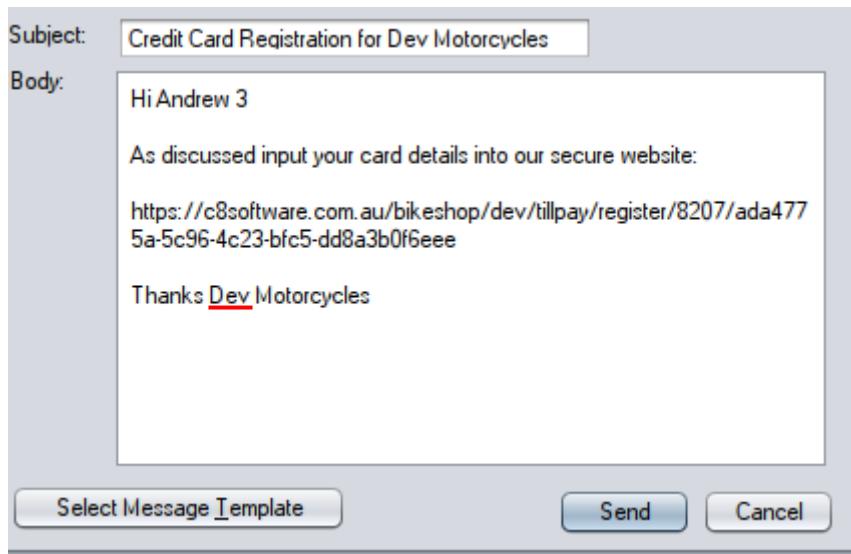
The website the customer will goto:

They will follow the link and input card.

Card Details

Fields marked with * are mandatory

First Name*	ANDREW
Last Name*	BARNHAM
Credit Card Number*	4111 1111 1111 1111 VISA MasterCard
Expiration Date*	11 ⌄ 2023 ⌄
CVC/CVV*	200

Your card will not be charged, it will however be validated before being added to our system

Submit

They will finally see:

Register Your Credit Card

Code	BARA6
Name	ANDREW BARNHAM
Email	andrew.barnham@gmail.com
Phone	0422 206 974
Status	SUCCESS
Card	****-1111
Expiry	11/2023

You can now use the token in c9 via tillpay – moto payment method shown above

4.4   Weborder recurring card

Finally, when customer logs into website and does a checkout, if they have a valid secure token on file c9 will let them use that. It functionally works same as prior existing card option : c9 doesn't capture more details. Once in c9 you use tillpay – moto to processes

Use Existing Credit Card

Card Holder	ANDREW BARNHAM
Existing Card	****-4444
Expiry Date	11/2023

[Continue]

5   Configuration

5.1   Capture Mode

The default mode when setting up tillpay online processing is to delay capture of funds until order is processed in c9.

There are some issues with this approach, firstly it doesn't align with typical user e-commerce experience where when buying stuff online your card is debited immediately. It also creates some issues with cards near or on their limit and you attempt to capture more than what was previously pre-authorised.

The recommendation is instead capture at website checkout as part of checkout. To configure this, Setup → Main setup screen. Goto EFTPOS / Paypal and configure tillpay terminal config.
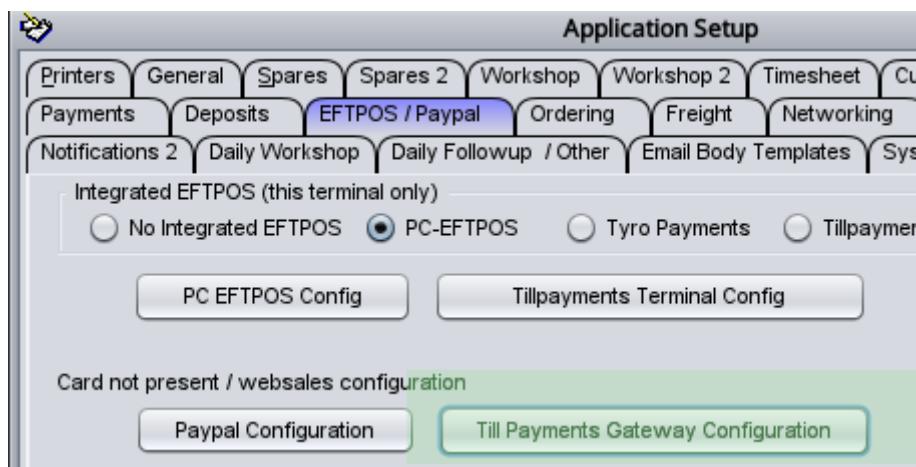
Toggle the option for pre-capture to Capture on website. Highlighted below. Make sure you click on 'ok' in main screen for this change to save:
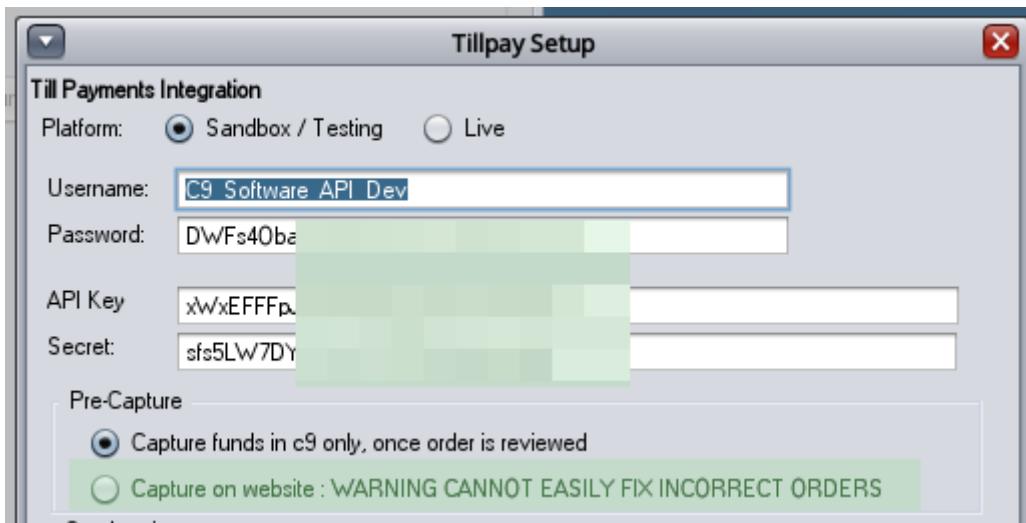
6 Back office – reconciliation etc

6.1 General Ledger structure

C9 uses two codes to manage tillpayments processing. One is to log capture of funds via tillpay and the other is log usage of those funds to pay for txns, log deposits on orders etc.

Two codes are

`1-1041-0002` : Till Payments

`1-1410-0002` : Till payments clearing

When a txn for say $100 is logged from tillpay, c9 will create the following posting:

Code	DR	CR
`1-1041-0002` : Till Payments	100	
`1-1410-0002` : Till payments clearing		100

When that money is applied, e.g. to fund a sale , the clearing code is DR'd bringing clearing back to zero.

Code		DR	CR
`4-1100` : spares sales			90.91
`2-2200` : GST Collected			9.09
`1-1410-0002` : Till payments clearing		100	

6.2 Reconciling received funds from Tillpay

As above tillpay online txns txns , both preautorised txns and txns involving previously stored secure tokens all sync to new GL code 1-1041-0002

You can access bank reconciliation via business → Cash rec

Pick Gateway Ins - ??? then pick Tillpay

6.2.1 Main reconcile screen

You will be presented with a screen showing tillpay takings like so. Put in date range you are reconciling. e.g. for single day:

It will show txns that require reconciliation since last reconcile. You cross check these txns against what tillpay report shows to make sure they align. Double clicking and / or changing dates on txns so they all align using tools in this screen

e.g.

6.2.2   Input settlement

The total should tally to what tillpay settle to you. To record the settlement select
Other misc and select transfer to bank. Key in the amount received into your bank.


6.2.3   Verify and save

With settlement logged the tillpay gl code should close at zero. Once this is confirmed
press save to save the reconciliation.

6.3   Reconciling received funds to applied txns

The existing business → reports → deposits held report can be used to give you a list of all tillpay txns where funds capture and funds allocation is non zero. Use this to verify periodically captured funds are appropriately used
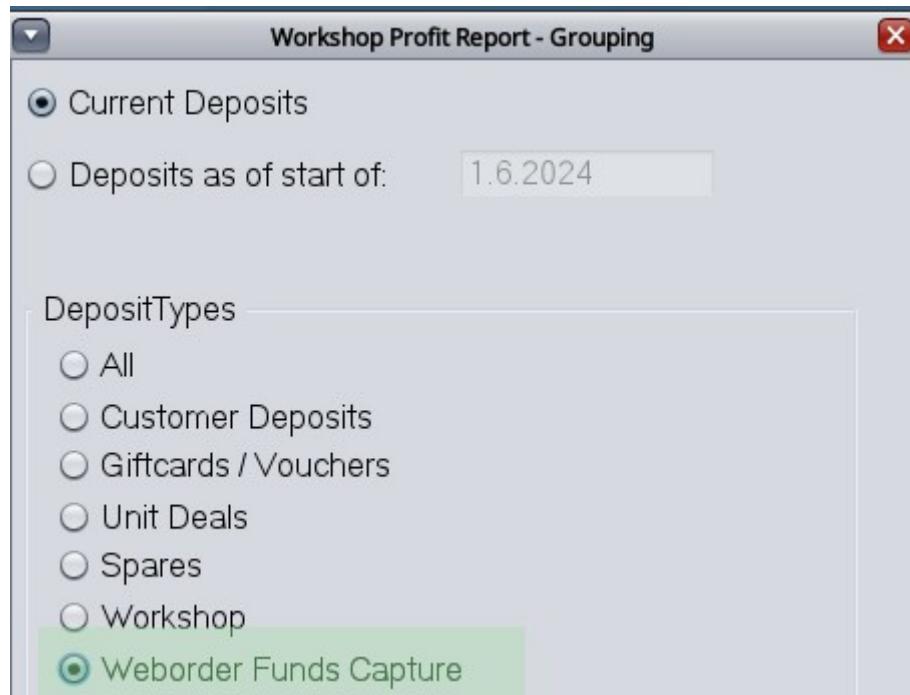
6.4   Cancelling a received order

If you need to cancel an order in business → website → orders there is an additional step beyond 'cancel' that needs to be performed to signal to tillpay that the order is cancelled.

Highlight the order and click on the button manual paypal.

You need to do two things.

1) the total captured must equal total applied.

2) make sure 'Final operation' is selected.

For step 1 one above, you need to key in the applied amount less the captured amount. So if captured is 100 and applied is 25 you need to key in -75 to refund the excess captured amount.

Be very careful to input the correct amount. An error here cannot be undone.

6.4.1 Example , no capture on website regime.

With a web order where there is no onsite capture, a cancelled order will typically have captured and applied both 0. So finalize amount is 0.

6.4.2 Automating cancellation

In latest verrsions of c9, cancelling an order automatically pops tillpay screen ready to perform refund / void simplying above process.

6.4.3 Example , capture on website regime.

With a web order where there is on website capture, a captured amount will generally be higher than applied amount. In this case make sure the difference is inputted as a -ve then finalise. e.g.

TXN ID	Date	Time	Type	Status	Amount
f19bdda71b51ab2cdff2	24.6.24	2:52:12PM	CAPTURE	OK	$18.05

Payment: VISA
     *****-1111
3D Secure: Visa: 3DS Secured OK
Original Amount: 18.05

Raw Result

Raw Subtxn Result

TOTAL Captured So Far: 18.05
Total Applied So Far: 0.00

Required Amount: 0.00

REFUND: -18.05

☑ Final Operation (close order)

Manual Refresh

Manual Refresh - Force update

Apply   Cancel

6.5   *General Order review and repair*

Business → website → orders .

If you goto processed orders orders are colour coded to help guide on orders in progress or completed orders that require action.

Green orders are orders still in progress.

Red orders are finalised orders but where there is some sort of funds or balance issue still open.

Red orders can be red for 3 reasons

- unallocated deposits on spares order
- Funds received from till but not applied
- web order used funds exceeds what was actually received from till

6.5.1 Un-allocated Deposits

An unused invoice deposit balance that hasn't been dealt with. View the invoice and use add/refund deposit to refund (or forfeit) the balance you are holding.

Typically solution here is to refund the unused deposit. If unused deposit = unapplied funds, usually a refund deposit to till clears both simultaneously.

6.5.2 Funds received but not applied

Usually this happens with a cancellation or partial cancellation. You collected more money than needed to fund a web order. In this case we just need to do a refund to return those funds. If you click on 'finalize clearing' button while txn is highlighted you will open the till payment screen preset with required refund. Press on and funds will be returned.

6.5.3 Insufficient funds received.

This rarer situation can happen a couple of ways. Most common is in incorrectly issued till refund reduced effective funds collected.

Like funds received above you can try and use finalize clearing to collect missing funds . Funds collection for till only works if the web order was originally submitted with 'remember my card' details selected. Otherwise to resolve you need to move cleared funds onto account and deal with it as a account's receivable . See below.

6.6 Move funds clearing from web order onto customer

Cleared funds can be moved from web order to elsewhere.

Highlight the web order in business → website → orders

Click on manual payment gateway

On the next screen click the 'browse (?) ' button
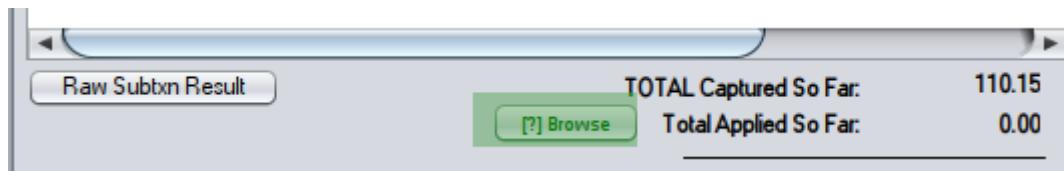
In next screen is a button 'Advanced : manually move applied elsewhere'
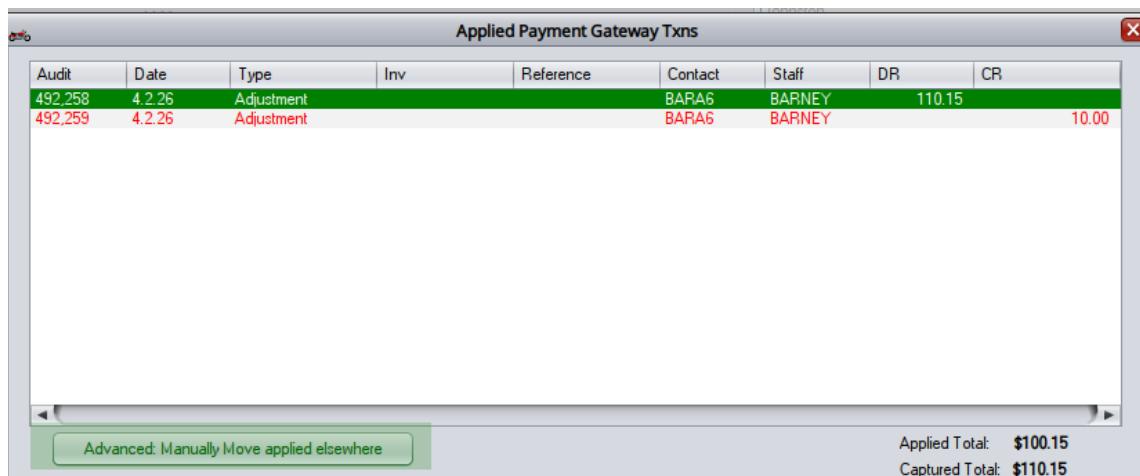
this allows you to sink cleared funds to an accounts receivable account / deposit account.
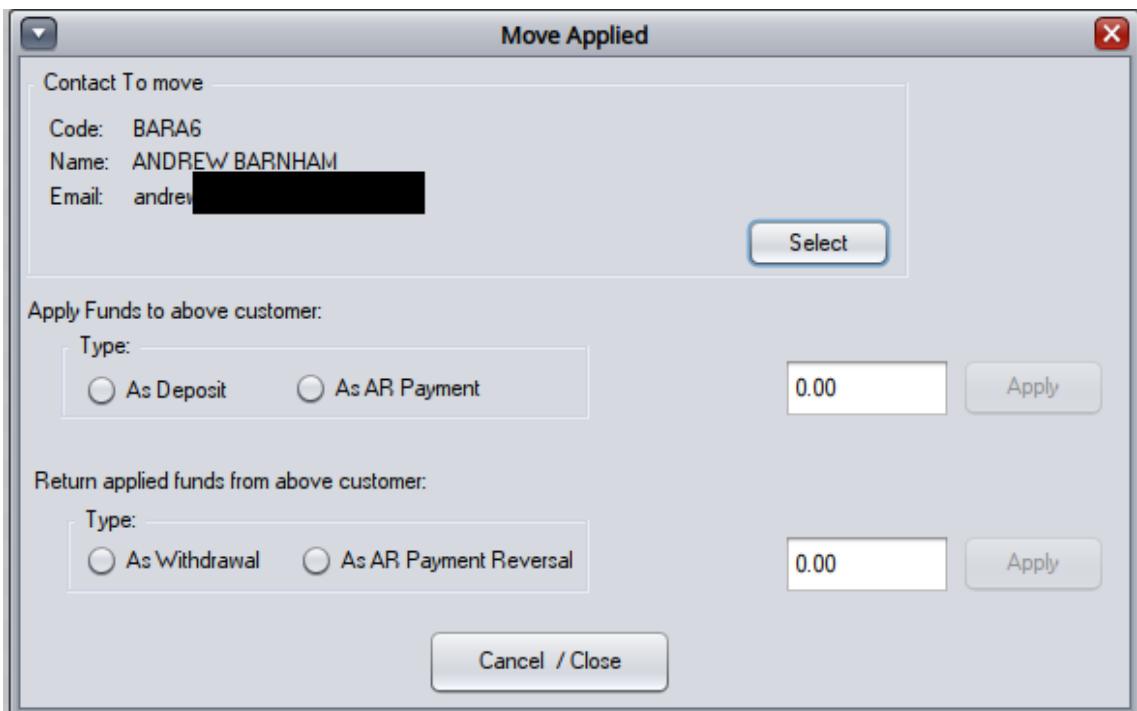
For example 110.15 can be returned onto account as a deposit like so:
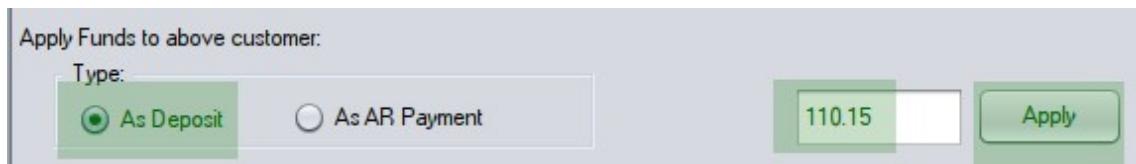
The txn will now appear in contacts → view transactions where you can deal with any followup action as needed like any other ordinary AR / Deposit balance. Any errors can be deleted here too in view transaction screen: