



# Elavon July Release Notes

Merchant-Release-182

# Overview

## Retail, Restaurant, and Lodging

01 Error Message Improvements

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01 Multi-MID

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01 Hide Receipt Types

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01 Business Settings on HQ

Retail, Restaurants,  
Supermarkets, and Lodging

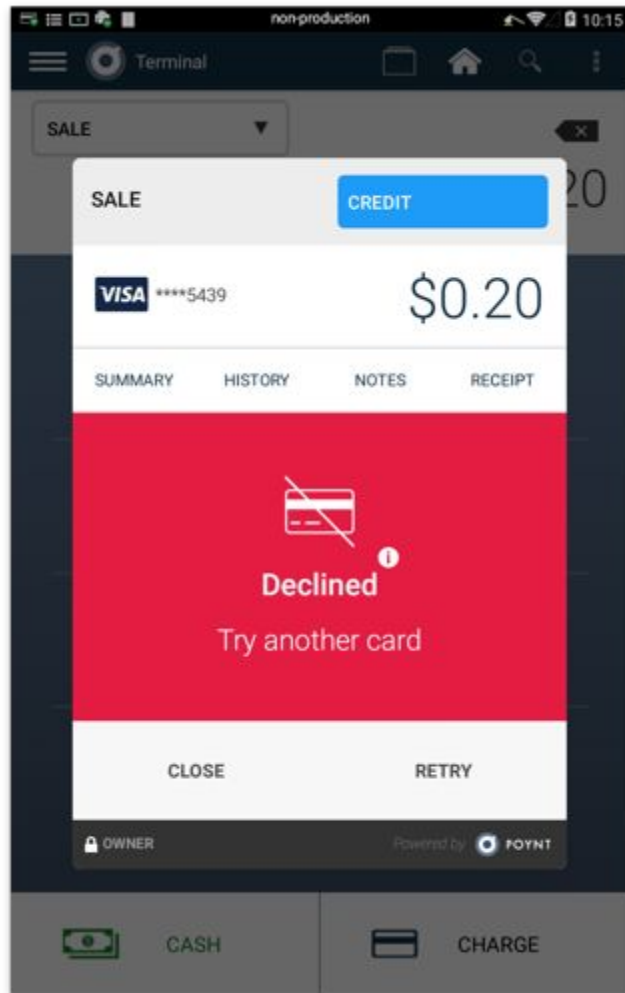
# 01 Error Message Improvements

# Improved Error Messages

Elavon merchants will have clearer messaging and calls to action when their terminal experiences a decline or server error.

Most common errors from Elavon server:

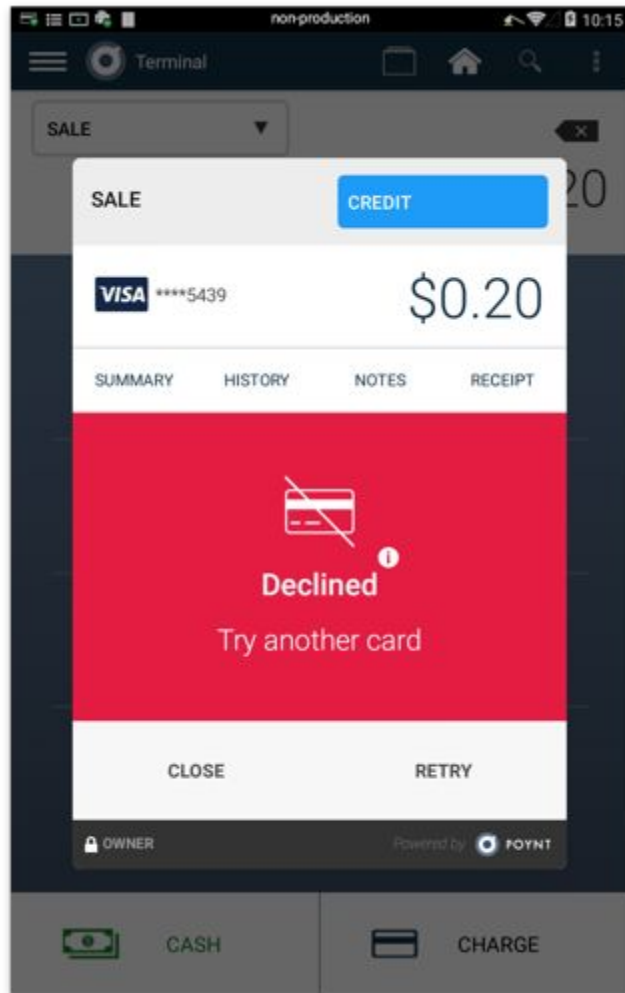
- DECLINED
- INVALID CARD
- INCORRECT PIN
- SERV NOT ALLOWED
- CALL AUTH CENTER
- PLEASE RETRY5270



# DECLINED

When a card is declined from Elavon's server, the merchant will receive this message.

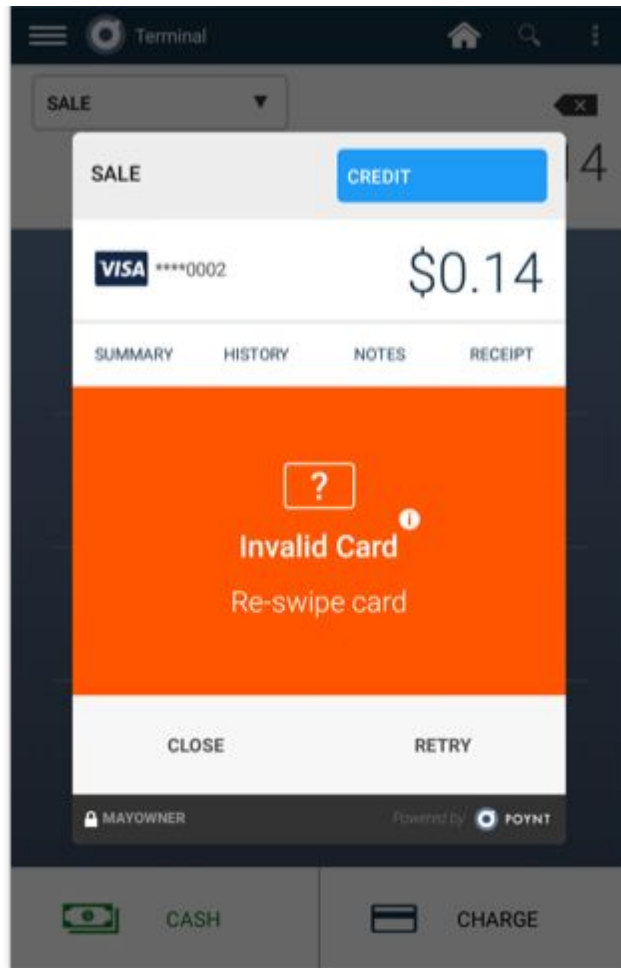
The buttons on the bottom will display the option to either Close or Retry for the first 2 attempts. If Retry is selected, the payment fragment will reopen with the same amount. Then after the third failed try the button will only offer the option to "Close".



# INVALID CARD

When a card is deemed invalid by Elavon's server, the merchant will receive this message.

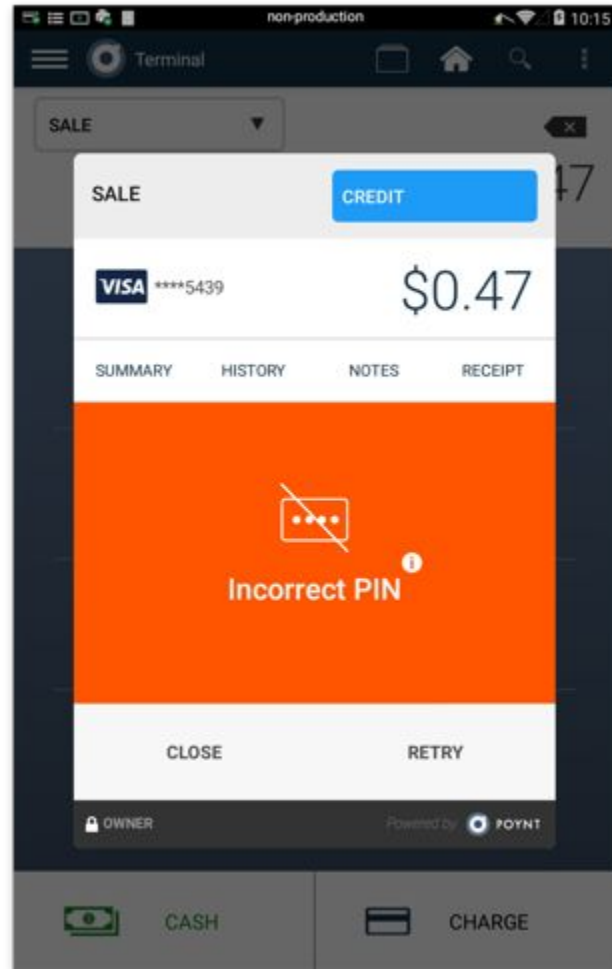
The buttons on the bottom will display the option to either Close or Retry for the first 2 attempts. If Retry is selected, the payment fragment will reopen with the same amount. Then after the third failed try the button will only offer the option to "Close".



# INCORRECT PIN

When a customer uses the incorrect PIN and Elavon's server returns this error, the merchant will see this message displayed on their terminal.

The buttons on the bottom will display the option to either Close or Retry for the first 2 attempts. If Retry is selected, the payment fragment will reopen with the same amount. Then after the third failed try the button will only offer the option to "Close".

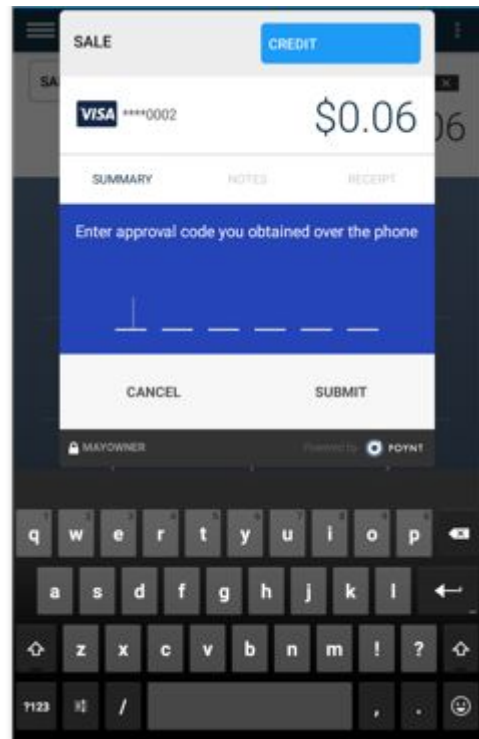
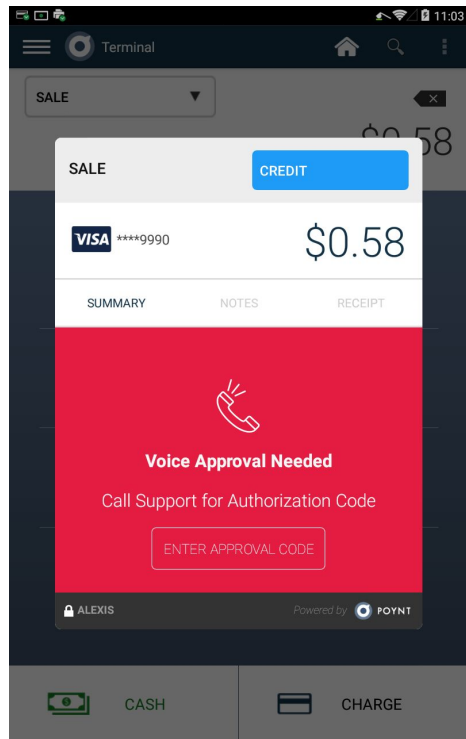




# CALL AUTH CENTER

When Elavon's server returns the need for a Voice Approval, the merchant will receive this message.

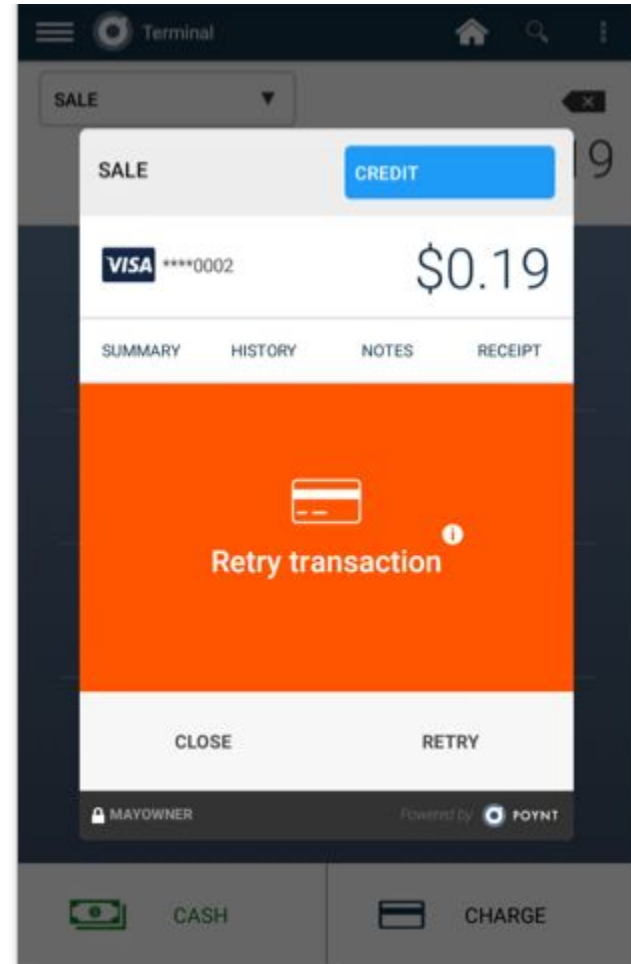
In the next screen they will enter their voice approval code they obtain after calling Elavon support.



# Please Retry5270

When Elavon's server prompts a merchant to please retry, they will receive this message.

The buttons on the bottom will display the option to either Close or Retry for the first 2 attempts. If Retry is selected, the payment fragment will reopen with the same amount. Then after the third failed try the button will only offer the option to "Close".



# Retail and Restaurant and Supermarkets

# 01 Multi-MID

# Multi-MID

The Multi-MID feature allows a single physical terminal to be associated with multiple (up to 10) MIDs/TIDs.

This is used for businesses like salons where each stylist owns their own business and has a unique Merchant ID.

Merchants can easily swap between MIDs by switching the user on the device.

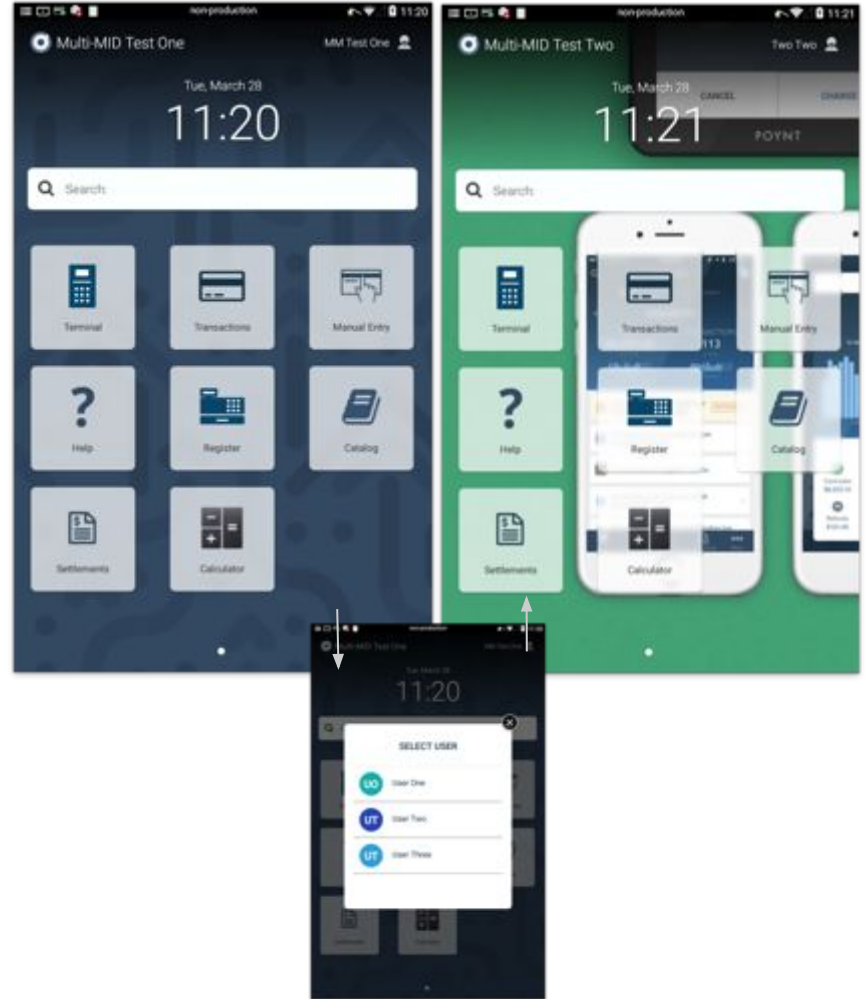


# Merchants: Switching MIDS

Once onboarding, activation, and approval is completed by the Reseller and Poynt support team the merchant will be able to switch between MIDs just as they switch users on the terminal.

**Step 1:** Select the current user in the top right corner from your Home screen and select user. This will swap the MID.

**Note:** You will be able to see the store name in the top left corner change when you swap. This indicates the change in MID.



# Resellers: Managing Multi-MID

Resellers may manage merchants with Multi-MID terminals as they do with any terminal with one MID.

**Step 1:** To see which additional MIDs are activated with a given terminal, simply select one of the Terminals and note the (+3 more) next to the serial number.

**Step 2:** Select that (+3 more) link and you will see all of the MIDs associated with that device. Click the link to manage that business, store, and terminal.

POYNT ORGANIZATION TERMINALS RESELLERS SUPPORT

Terminals **2363263636363** @ Victors Shared TID Demo 589 (+3 more) Test merchant

P61JNB239F5000376

LAST CHECKIN 3/15/17 @ 1:40 am 6d

BATTERY 100% 3/14/17 @ 11:33 pm

LAST TXN 3/14/17 @ 10:57 am 7d

NETWORK Never

MCM/TID/WING mobile.all\_none

multi mid shows up here

charles@poynt.co admin.terminal\_ids.activate from web  
POST /api/a/terminalids/2370c14-a7a6-11e6-886e-0606c84e0ff1/act

charles@poynt.co admin.terminal\_ids.activate from web  
POST /api/a/terminalids/06fd2af-16c6-40c9-a491-e6735507273d/act

charles@poynt.co admin.terminal\_ids.activate from web  
POST /api/a/terminalids/2356c71e-a7a6-11e6-886e-0606c84e0ff1/act

charles@poynt.co admin.terminal\_ids.activate from web  
POST /api/a/terminalids/2356c71e-a7a6-11e6-886e-0606c84e0ff1/act

View activations for P61JNB239F5000376

**Snow City Cafe**

MID: 326326236236  
TID: 2363263636363  
Acquirer: Elavon  
Processor: Elavon  
Activated: 3/20/17 @ 7:11 pm

**AK Must Love Dogs, LLC 87** **AK Must Love Dogs, LLC**

MID: 12521512521  
TID: 5125125125  
Acquirer: Elavon  
Processor: Elavon  
Activated: 3/21/17 @ 11:11 am

# 02 Multiple Peripheral Configuration

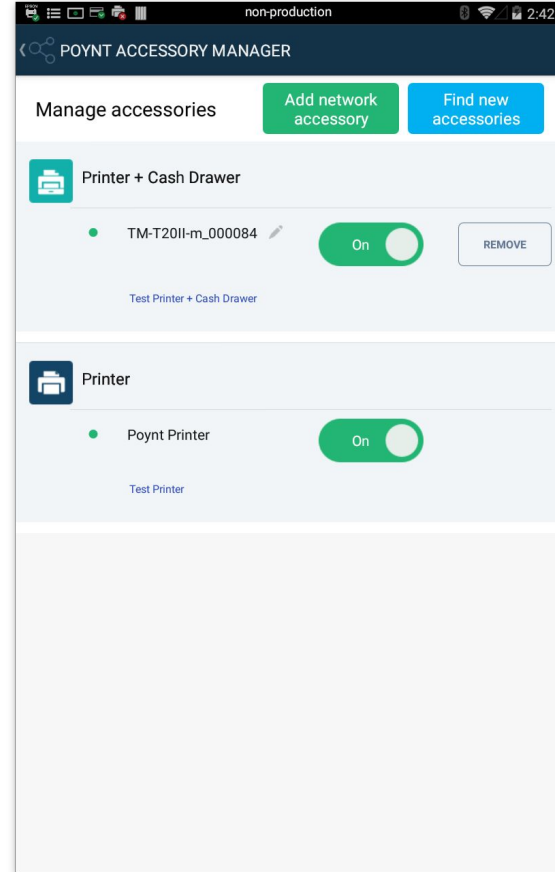


# Multiple Peripheral Configuration

Elavon merchants may now utilize multiple peripheral and terminal configurations.

- Connect multiple terminals to 1 external LAN printer.
- Connect 1 terminal to 1 LAN printer and 1 USB printer.
- Connect multiple terminals to 2 External LAN printers
  - 1 Epson and 1 Star or 2 Epsons or 2 Stars
- Connect terminals with both Ethernet and WiFi connections to external LAN printer.

Configure within the Accessory Manager. To access, go to Settings > Accessory Manager.



Lodging

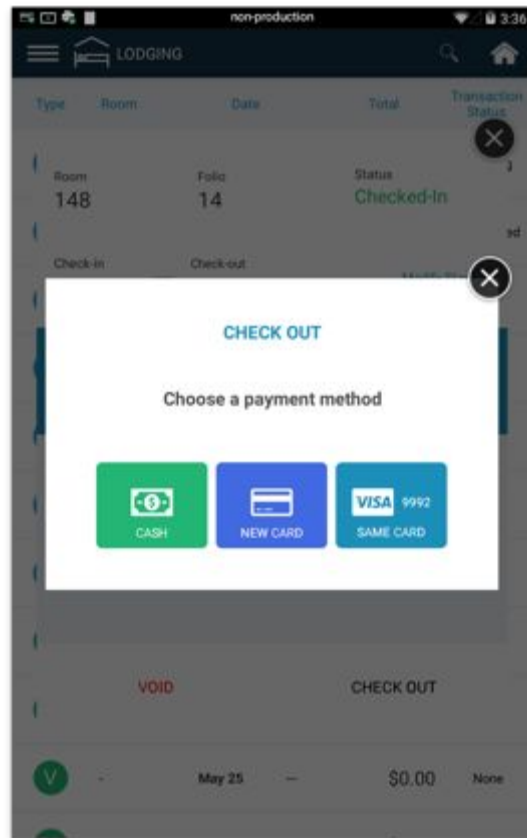
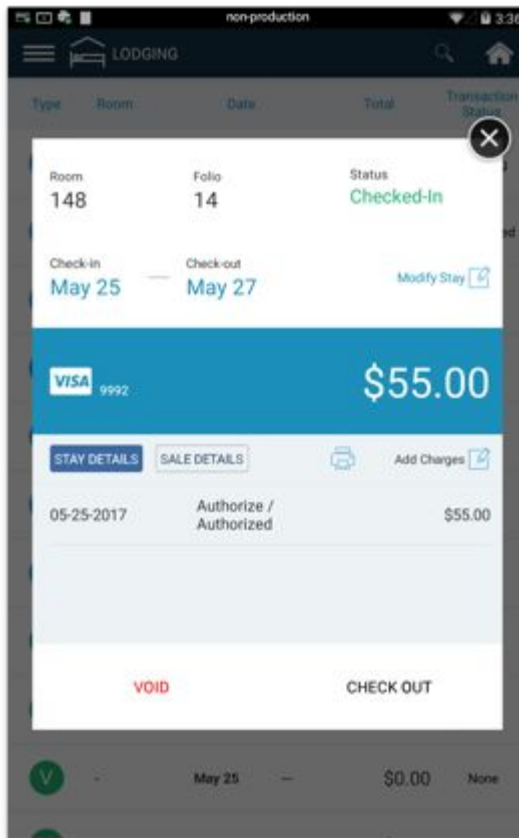
# 01 Accepting Cash Payments

# Check-Out Cash Payment

In the Lodging app, merchants may now accept cash payments during the Check-Out.

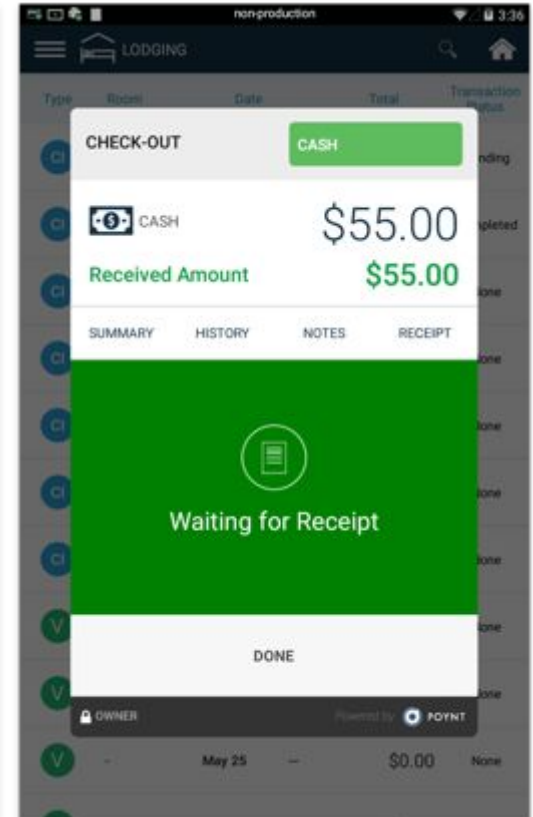
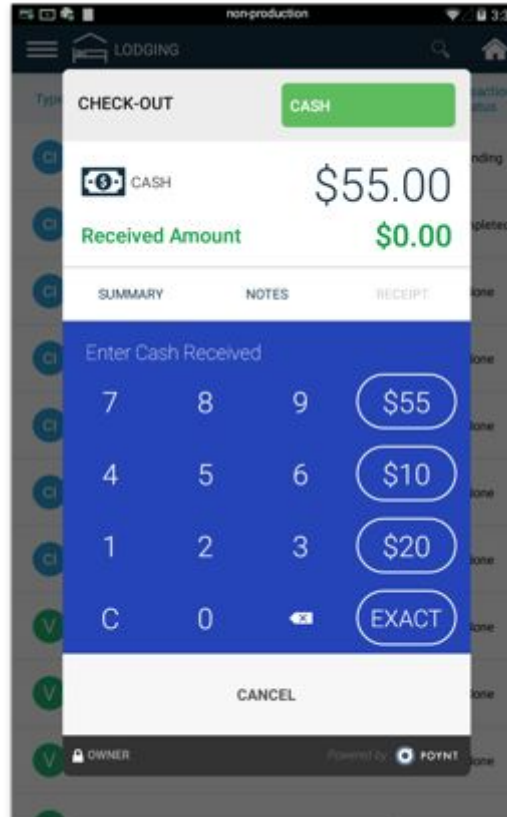
A credit card is required to process any check-in. However, upon check-out, the guest may opt to pay in cash instead.

**Step 1:** When Check-Out is selected, a modal will prompt the merchant to select a payment method.



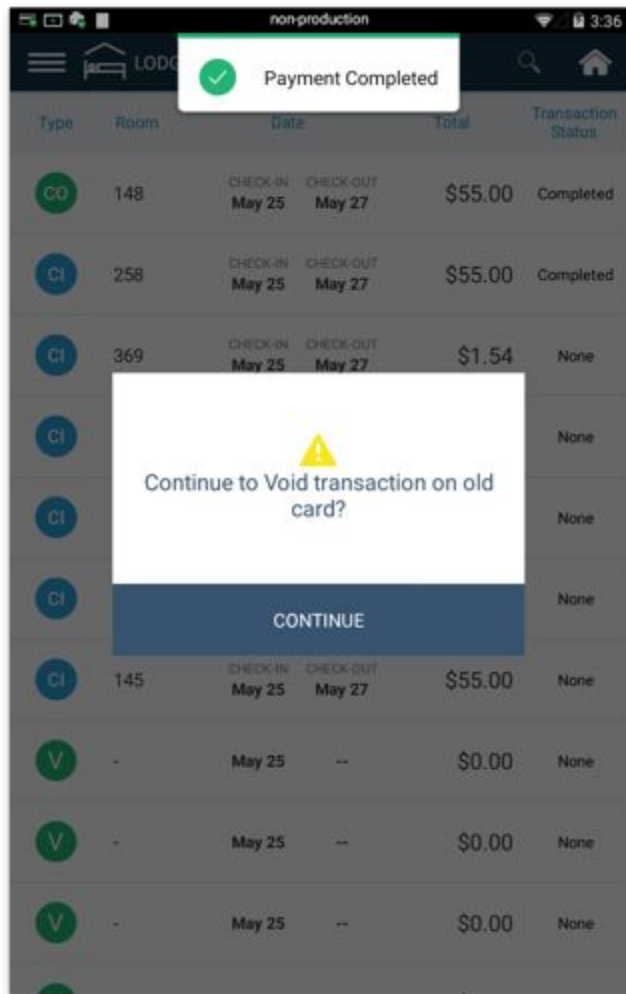
# Check-Out Cash Payment

**Step 2:** If a merchant selects cash, it will prompt a normal cash transaction to be completed.



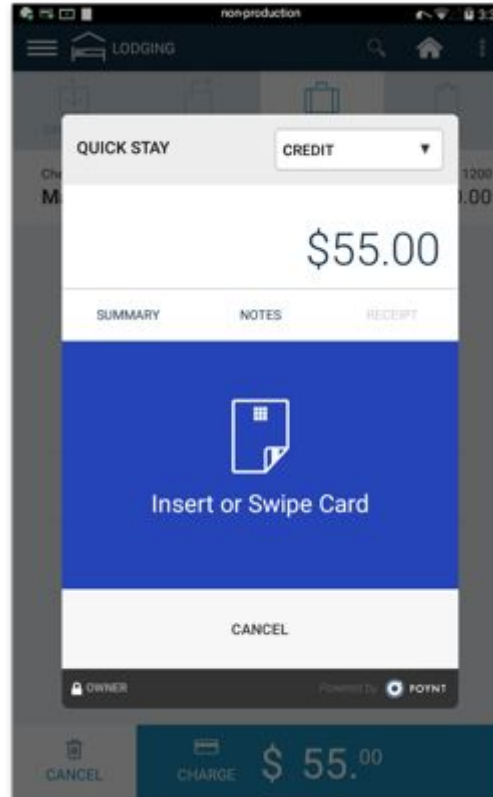
# Check-Out Cash Payment

**Step 3:** Once the cash payment is complete, it will immediately prompt for the authorization during check-in to be voided.



# Quick Stay Cash Payment

In the Lodging App, merchant may now accept cash payments for a Quick Stay.



# Sale Cash Payment

In the Lodging App, merchant may now accept cash payments for a Sale transaction.





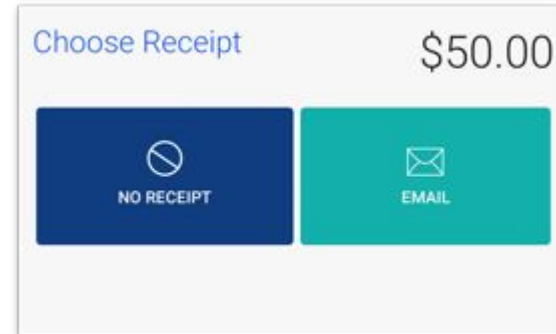
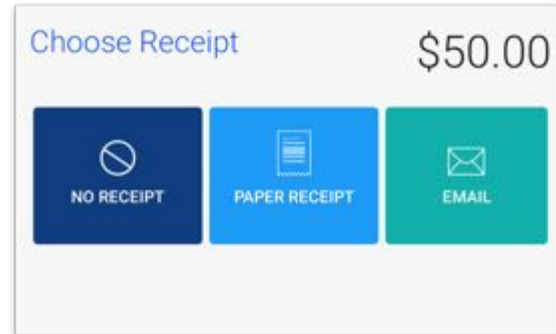
# Poynt.net Merchant Portal

# 01 Hide Receipt Types

# Hide Receipt Types

On the Poynt.net web portal, merchants may now elect to disable certain receipt types so that they do not display during the checkout flow. The customer-facing screen will then only display the remaining options.

If the merchant elects to disable all 3 receipt types, the checkout flow will simply skip that screen during checkout and go straight to the end of the transaction.



# Hide Receipt Types

Under the Business tab on the Merchant's web portal, select Manage Store.

Within the transaction receipts tab, you'll see toggles that allow you to turn each receipt types off and on.

To the right of these toggles, you'll see a preview of the customer screen with the selected receipt types.

The screenshot displays the 'Cool Cafe' merchant dashboard. At the top, there are navigation tabs: 'Basic info', 'Payment settings', 'Device screens', 'Login settings', and 'Txn receipts'. A 'SAVE STORE' button is visible in the top right corner. Below the tabs, there are several sections:

- Receipt footer:** A text box containing 'Thanks for coming by! We hope to see you again soon :)'. Below it, a note states 'The following will only appear on the email receipt:'.
- Open hours:** A text box with 'Mon-Fri 9am-5pm', 'Sat 9am-8pm', and 'Sun closed'.
- Website link:** A text box with 'https://cool-cafe.com'.
- Facebook link:** A text box with 'https://facebook.com/cool-cafe'.
- Twitter link:** A text box with 'https://twitter.com/cool-cafe'.
- Yelp link:** A text box with 'https://yelp.com/biz/cool-cafe'.

To the right of these settings are three toggle switches for receipt types:

- Paper receipts:** ON (toggle is to the right)
- Email receipts:** OFF (toggle is to the left)
- SMS receipts:** ON (toggle is to the right)

Below the toggles is a 'Choose Receipt' section for a \$2.85 transaction. It features three buttons: 'NO RECEIPT' (blue), 'PAPER RECEIPT' (blue), and 'SMS RECEIPT' (green). Below this are two preview boxes:

- Email/SMS receipt:** A dashed border box containing a 'Thank you!' message, the cafe's address (555 Middlefield Rd, Atherton, CA 94027), hours, phone number (650) 322-5311, website link, and social media icons. It ends with the footer message.
- Paper receipt:** A solid border box showing a 'TOTAL \$8.00' and the 'Thank you!' message with the footer message.

HQ Mobile App

# 01 Business Settings

# Business Settings

On the mobile HQ app, merchants may now manage their store settings directly from the the palm of their hand.

This includes the ability to update store display name, address, and customize the tip amounts that display on their terminals.

