

PCCharge

Plug-in for Maitre'D Hospitality POS Setup Guide



Copyright May 2006, VeriFone Inc.

Before you begin

Carefully review the hardware, software and operating system requirements before proceeding. Install **PCCharge** and configure your merchant accounts in **PCCharge**, then install Maitre'D Back-Office Server prior to installing the Maitre'D Plugin. The Maitre'D Plugin, **PCCharge**, and Maitre'D Back-Office Server should all reside on the same computer.

Maitre 'D Plugin System Requirements

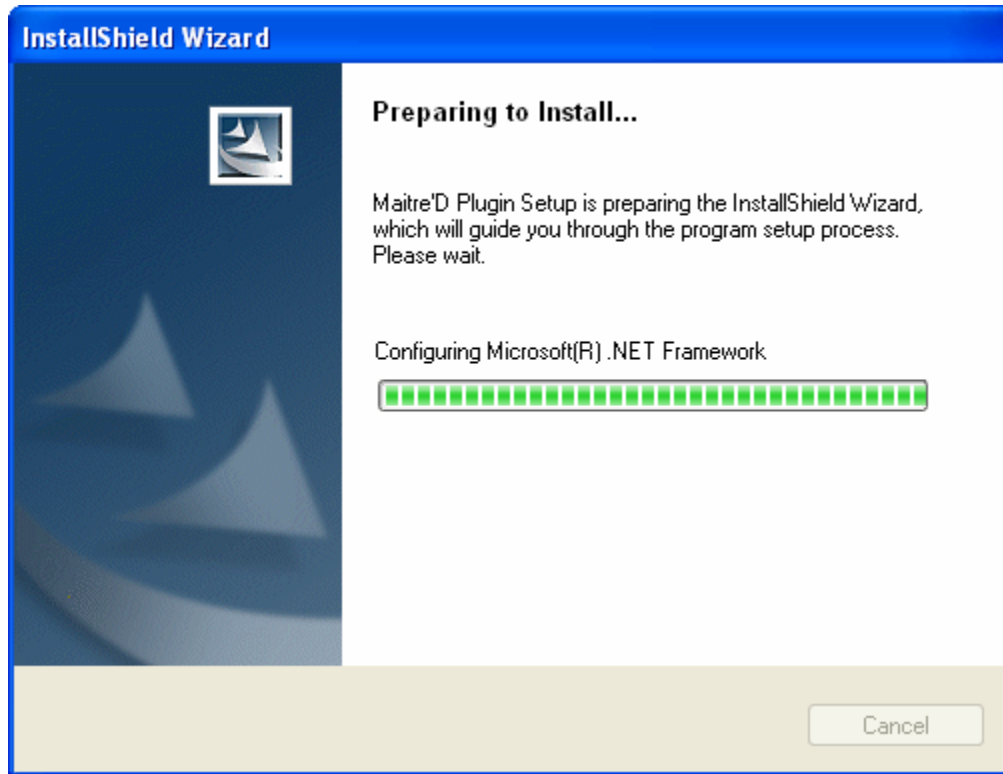
- The Maitre'D Plugin must be installed on the same computer as PCCharge
- The Maitre'D Plugin requires either Windows XP, Windows 2000 or Windows Server 2003
- Regional and Language settings must be set to English (United States)
- 64 MB minimum of RAM, 128 MB preferred
- 30 MB free space on hard drive, 100 MB recommended
- Hayes compatible modem (capable of 1200 baud or less) with an analog phone line OR an Internet connection
- CD-ROM drive
- Merchant Account
- 400 MHz or higher processor
- MS Internet Explorer v6 or higher
- Latest MS service packs installed

Maitre'D Plugin Installation Instructions

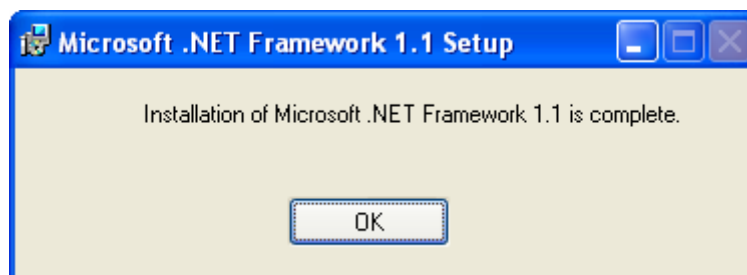
1. Double-click `setup.exe` to begin the Maitre'D Plugin installation process. You may be prompted to install Microsoft .NET Framework 1.1, a prerequisite product. If you are prompted, Click **Yes**, and continue to the next step. If the **InstallShield Wizard for Maitre'D Plugin** panel appears, skip to Step 5.
2. Next, The **License Agreement** panel will appear. Review the EULA and Check "**I agree**", then Click **Install** to begin the Microsoft .NET Framework 1.1 installation.



3. **Note:** Microsoft .NET Framework 1.1 installation may take several minutes.



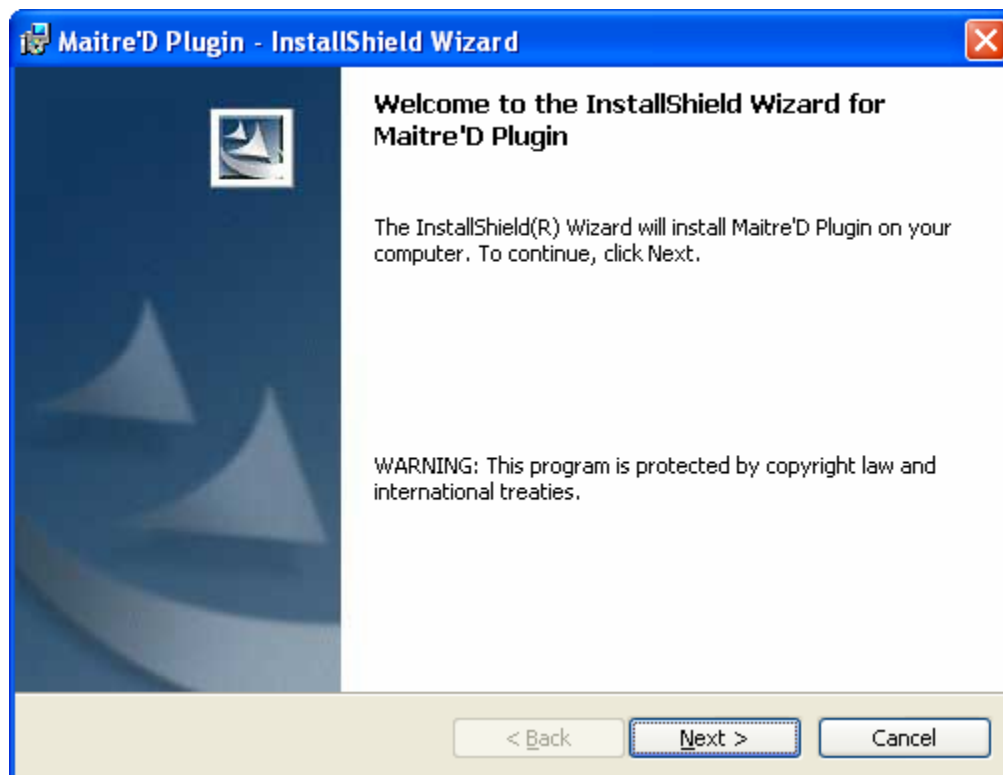
After the Microsoft .NET Framework 1.1 installation is complete, Click **OK**.



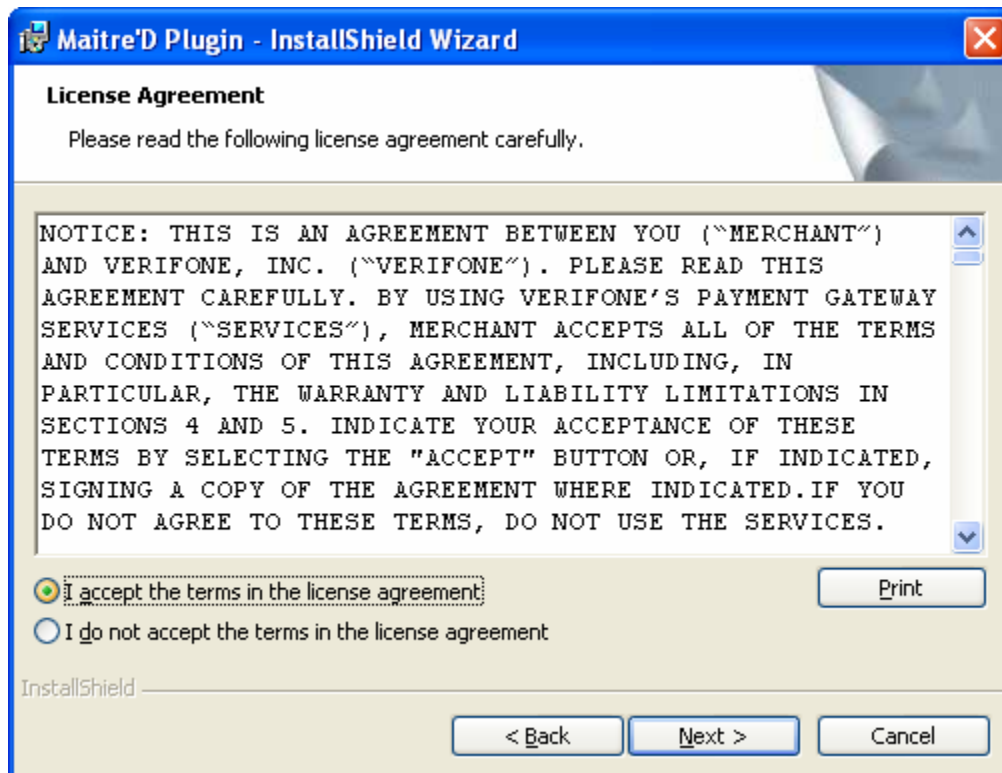
4. When the system prompts for a reboot, Click **Restart**.



5. **Welcome to the InstallShield Wizard for Maitre'D Plugin** panel. Click **Next** to continue.



6. Review the License Agreement, and then Check **“I accept the terms in the license agreement”**. Click **Next** to continue.



7. Verify your Customer Information, and check the appropriate application use option. Click **Next** to continue.

Maitre'D Plugin - InstallShield Wizard

Customer Information
Please enter your information.

User Name:
Test Customer

Organization:
VeriFone Inc.

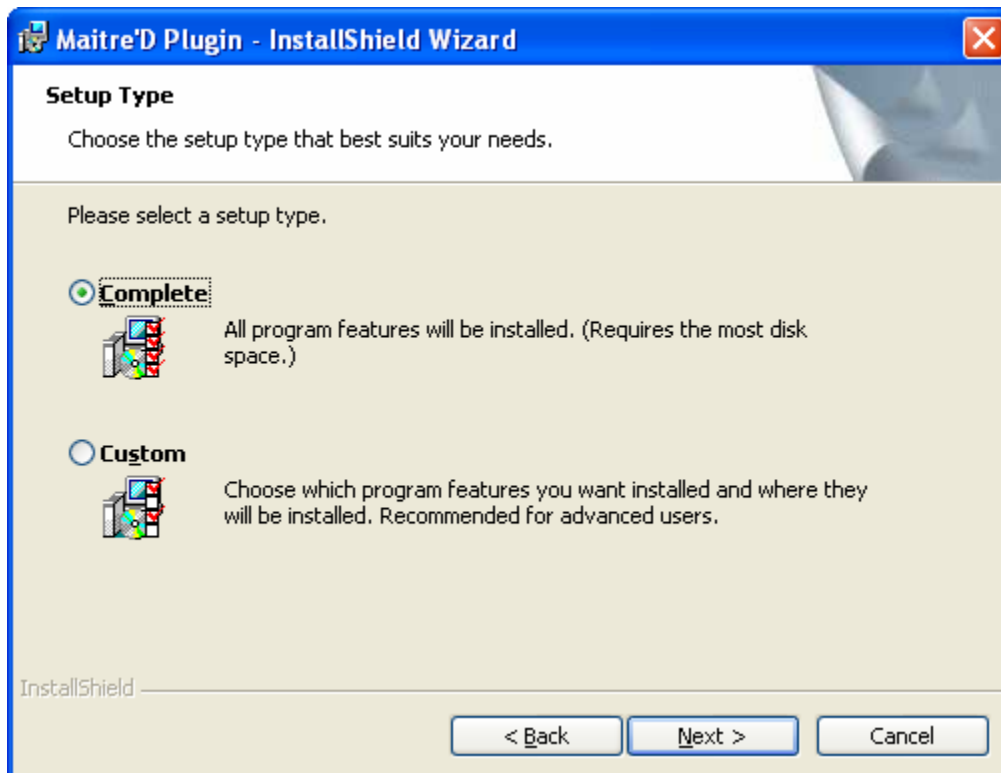
Install this application for:

- Anyone who uses this computer (all users)
- Only for me (John Simpson)

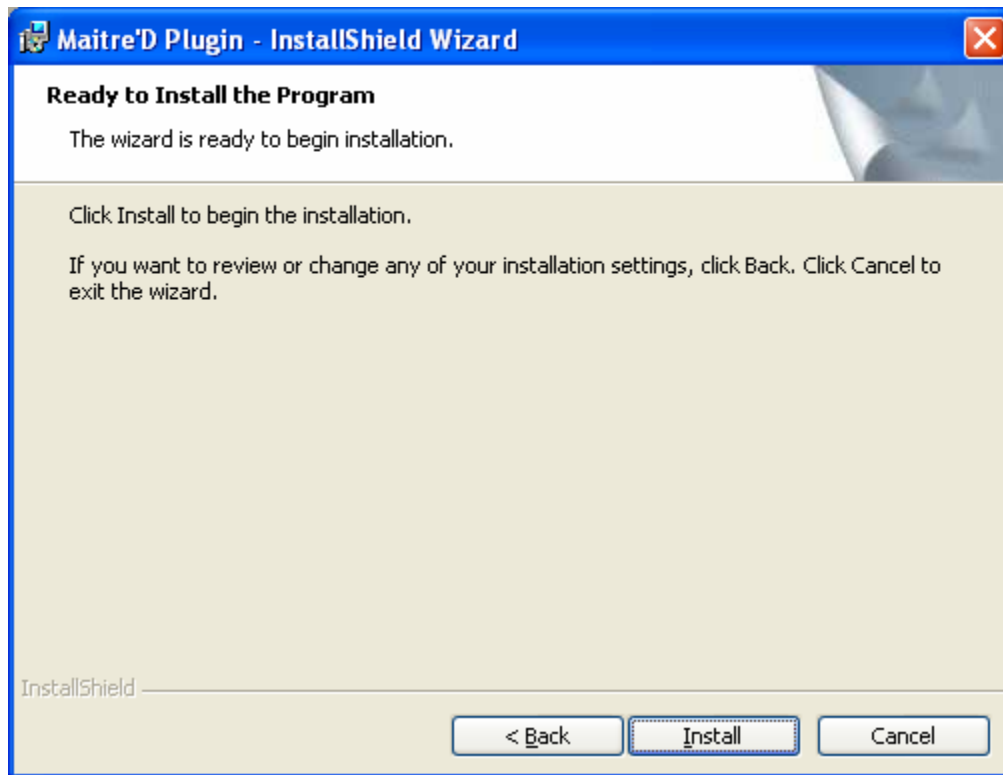
InstallShield

< Back Next > Cancel

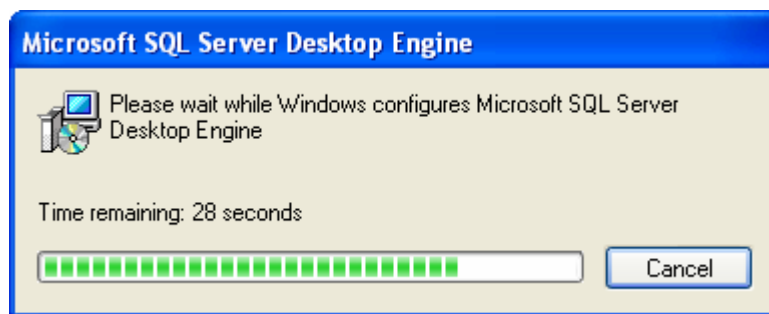
8. Select the **Complete** installation Setup Type, which will install to the default location. Click **Next** to continue.



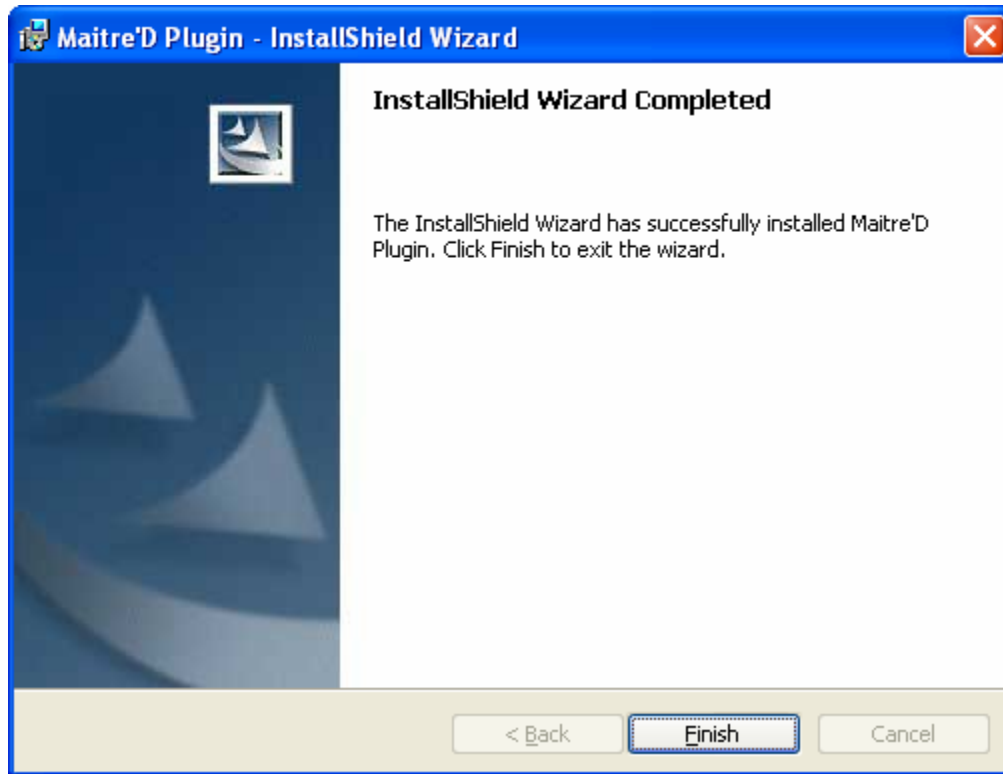
9. Click **Install** to begin the installation of the Maitre'D Plugin.
Note: Setup may take several minutes.



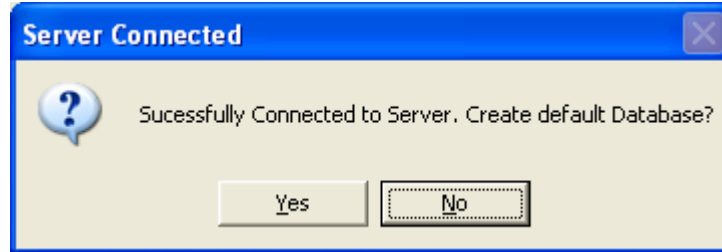
Setup may launch Microsoft SQL Server Desktop Engine installation. This may take several minutes.



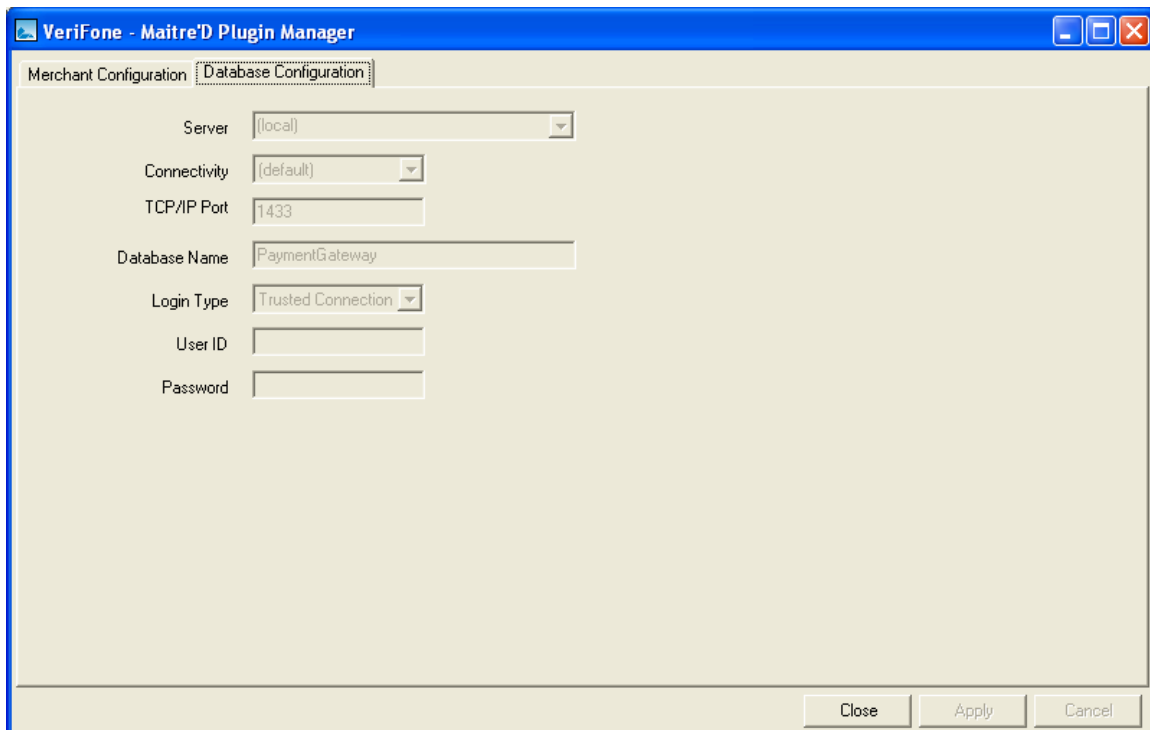
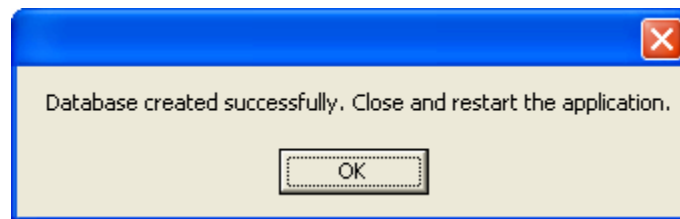
10. Once the Maitre'D Plugin has been successfully installed, Click **Finish**.



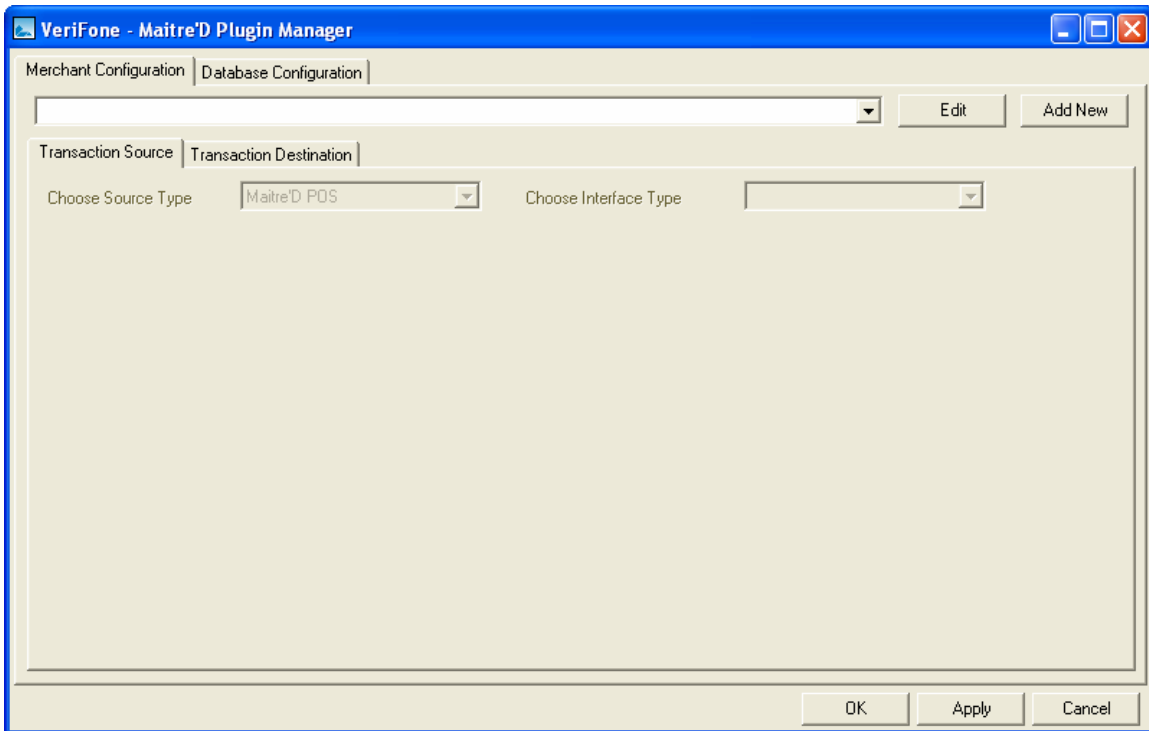
11. Next, double-click the **MPManager** icon on your Desktop. The Maitre'D Plugin will try to connect to the server and create the default database. Click **Yes** to create default database.



12. Once the database is successfully created, you will be prompted to Close and restart the application. Click **OK**, and then click **Close**.



13. Double-click the MPManager icon on your desktop to launch the Maitre'D Plugin application again. The Maitre'D Plugin will launch. Click on the **Add New** button on the upper right portion of the panel to add a new merchant account.



14. To set up an EFT (Credit Card) account, you will need to populate:

Description - a brief description of the merchant account

Processor ID - must contain the Processor ID code

Merchant ID - the Merchant Number

Select the **EFT** radio button

Place a checkmark in the **Active?** box to make the Merchant ID the Active Merchant Number - the merchant number you will be processing transactions to. *There can only be one active EFT (credit card) merchant number and one active gift card merchant number at any one time.*

Click **OK**.

The screenshot shows a dialog box titled "Add Merchant". It contains the following fields and controls:

- Description:** Text box containing "VITAL EFT Account".
- Merchant ID:** Text box containing "1234567890".
- Processor ID:** Text box containing "VITAL".
- Processor Type:** Radio button group with "EFT" selected and "Gift Card" unselected.
- Active?:** Checkmark box that is checked.
- Buttons:** "OK" and "Cancel" buttons at the bottom right.

15. To set up a Gift Card account, you will need to populate:

Description - a brief description of the merchant account

Processor ID - must contain the Processor ID code

Merchant ID - the Merchant Number

Select the **Gift Card** radio button

Place a checkmark in the **Active?** box to make the Merchant ID the Active Merchant Number - the merchant number you will be processing transactions to. *There can only be one active EFT (credit card) merchant number and one active gift card merchant number at any one time.*

Click **OK**

Add Merchant

Description: VTEC Gift Account

Merchant ID: 1234567890

Processor ID: VTEC

Processor Type: EFT Gift Card

Active?

OK Cancel

16. Transaction Source Tab:

Browse to the Maitre'D INT folder to populate the **Folder to watch** field. This folder will contain the Maitre'D request and response files created during processing. The default location is: C:\POSERA\MaitreD\DATA\INT.

Leave all other options as default.

Click **Apply**.

The screenshot shows the 'VeriFone - Maitre'D Plugin Manager' window with the 'Transaction Source' tab selected. The 'Merchant Configuration' section shows 'VITAL EFT Account (1234567890)' with 'Edit' and 'Add New' buttons. The 'Transaction Source' section includes 'Choose Source Type' set to 'Maitre'D POS' and 'Choose Interface Type' set to 'File'. Under 'Inbound Files from Maitre'D', the 'Folder to watch' is 'C:\POSERA\MaitreD\DATA\INT', with 'EFT Request File Format' as 'REFT*.XML' and 'Gift Request File Format' as 'RGIF*.XML'. Under 'Outbound Files to Maitre'D', the checkbox 'Use the same directory as inbound' is checked, and the 'Folder for Output' is also 'C:\POSERA\MaitreD\DATA\INT', with 'EFT Answer File Format' as 'AEFT*.XML' and 'Gift Answer File Format' as 'AGIF*.XML'. The bottom of the window has 'OK', 'Apply', and 'Cancel' buttons.

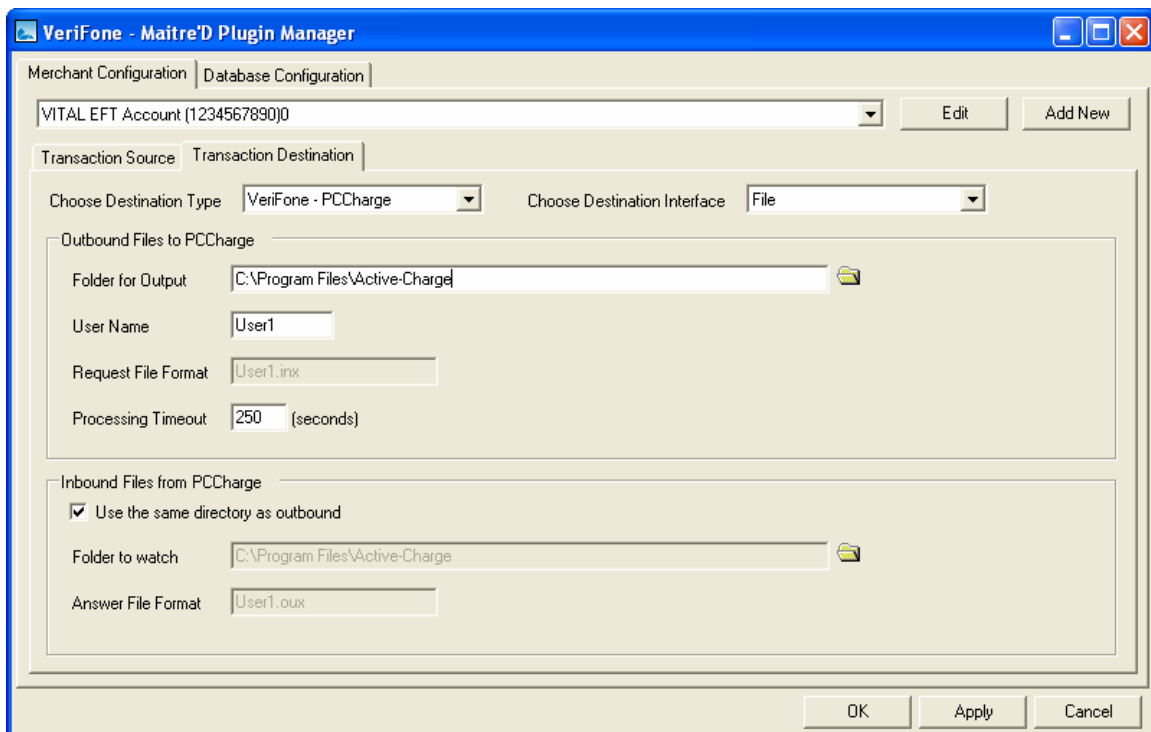
17. Click on the **Transaction Destination** tab.

Browse to the **Active-Charge** folder to populate the **Folder for Output** field. This folder will contain the **PCCharge** request and response files created during processing. The default location is:
C:\Program Files\Active-Charge.

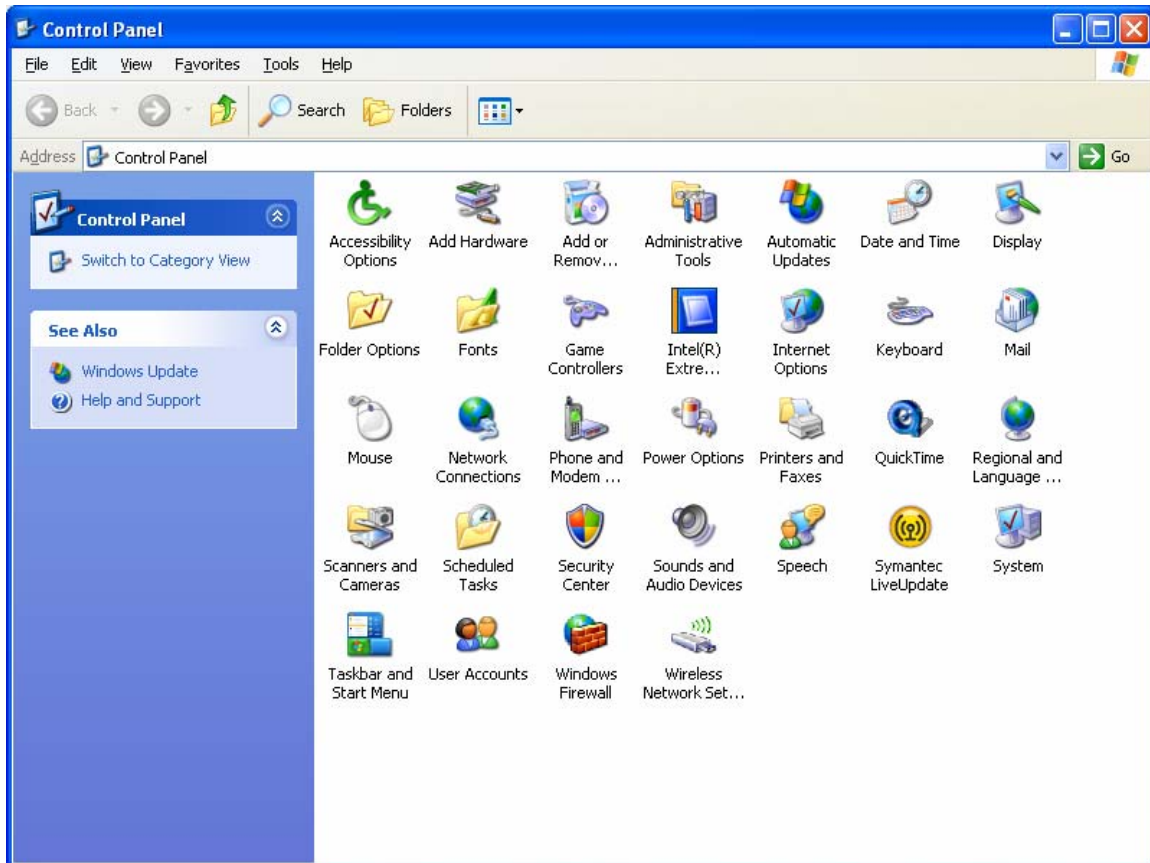
Leave the **Processing Timeout** at 250 seconds.

Leave all other options as default.

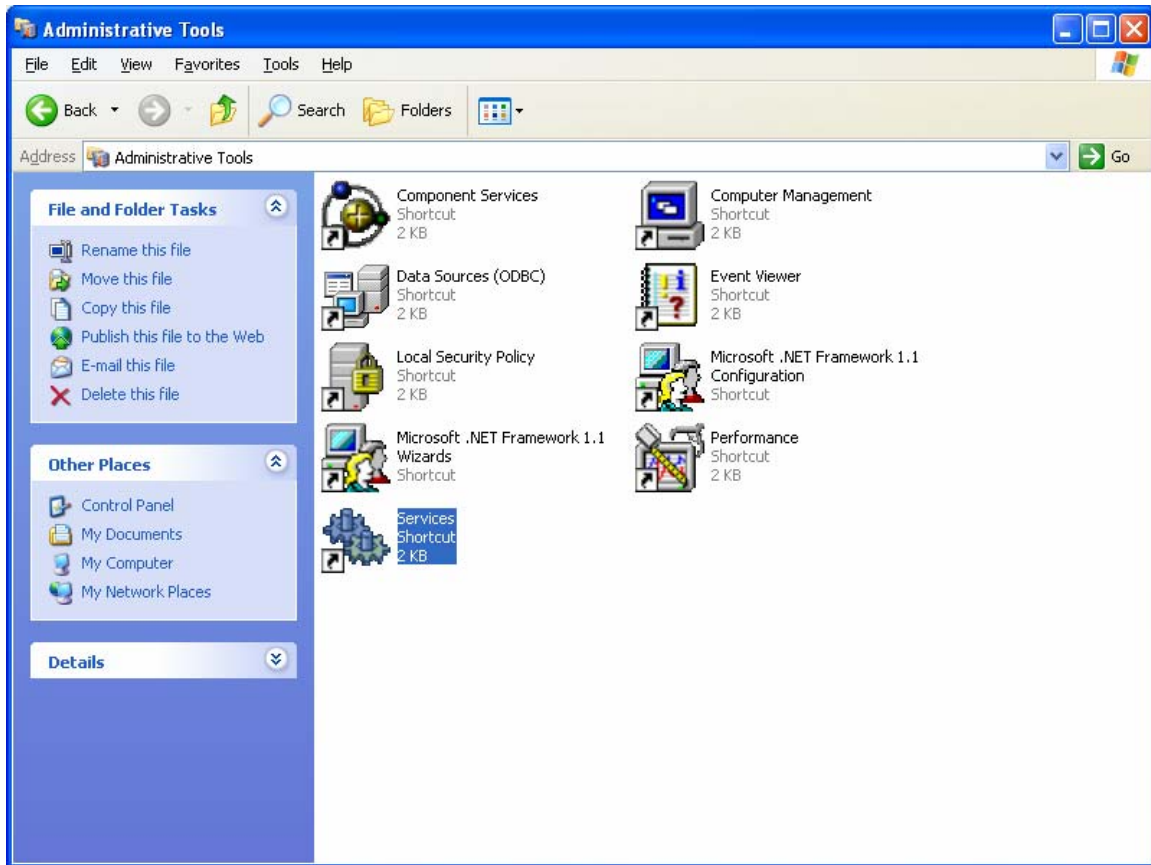
Click **OK** to save settings.



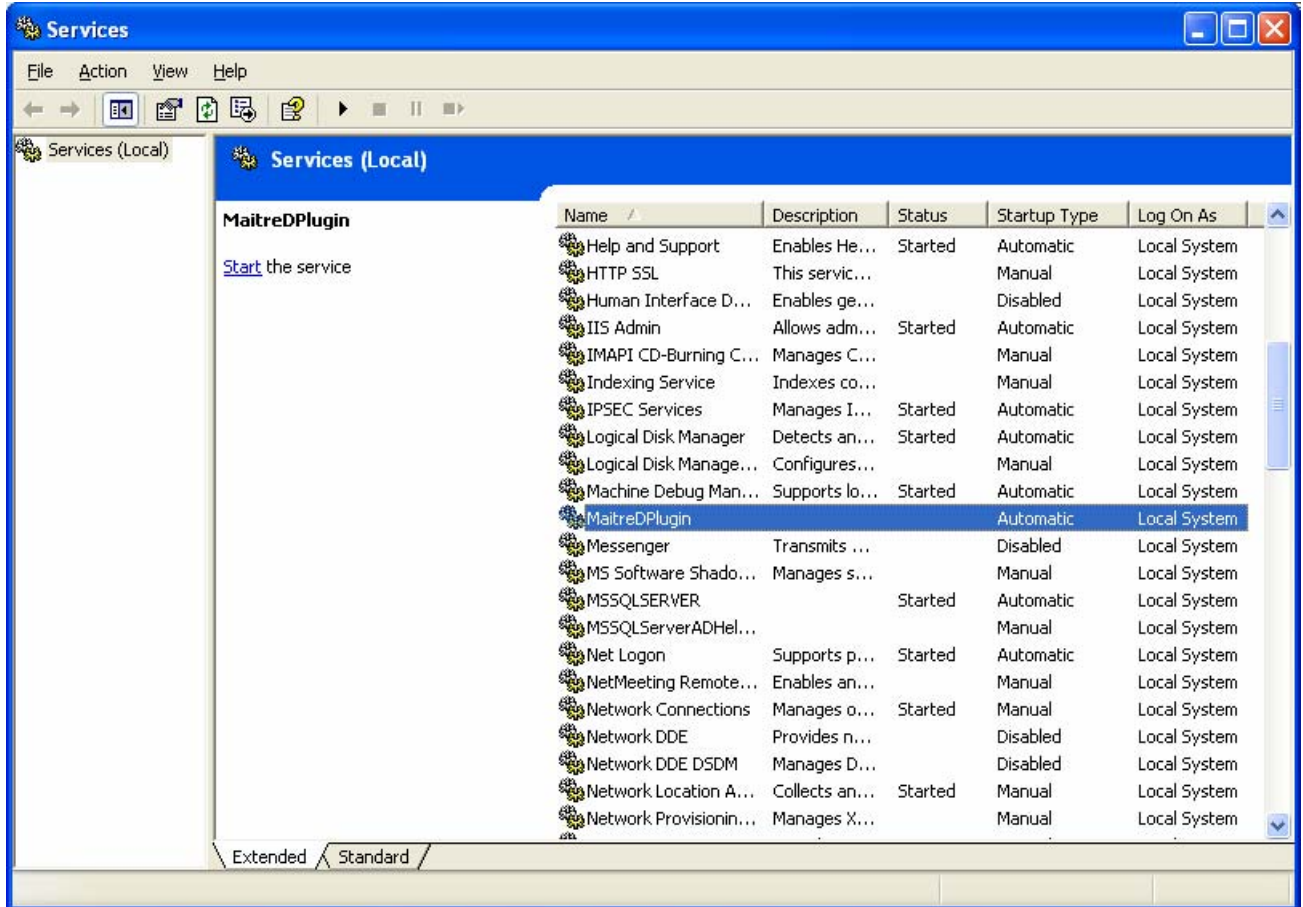
18. Start the Maitre'D Plugin as a Windows service. Keep in mind that any changes that are made to the Maitre'D Plugin interface (e.g., paths, timeouts, processor, merchant ID, etc.) will require the service to be restarted. To start the service, go to **Control Panel** and Double-click on **Administrative Tools**.



19. From the **Administrative Tools** panel, Double-click on **Services**.



20. Select (or Right-click) **MaitreDPlugin**, and Click on **Start** the service.



21. Once the service is Started, **Exit** the window.

22. Finally, install Maitre'D POS on the client computers.

Valid Restaurant EFT and Gift Card Processor IDs

Credit Card

Processing Company	Processor Code
BuyPass, Inc.	BPAS
FDMS South / NaBanco	NB
Fifth-Third Bank – St. Pete	BPS
First Horizon	FTMS
Global Payments-East	NDC
Heartland Payment Systems	HPTS
Lynk Systems, Inc.	LYNK
Paymentech	GSAR
Vital	VISA

Gift

Processing Company	Processor Code
Fifth-Third Bank – St. Pete	BPS
Paymentech	GSAR
Smart Transaction Systems	SMTS
ValueLink	VLNK
Valutec	VTEC

Frequently Asked Questions

Q: Maitre'D POS is responding with a transaction timeout error, what could be the cause?

A: First, make sure the paths are correct in the Maitre'D Plugin for the transaction destination and output. See installation instructions for further information. If the paths are correct, make sure that the Maitre'D Plugin service is started under Windows service. If it Maitre'D Plugin is started, make sure transactions are successful when attempted directly from the **PCCharge** GUI. If the transaction is not successful in the **PCCharge** GUI, please contact technical support at 1-877-659-8981. Have your **PCCharge** serial number ready.

Q: Maitre'D Plugin is encountering errors when launched for the first time. It cannot create a database. What could be the cause?

A: If MSDE is installed due to another application, you may receive this error. In the Maitre'D Plugin database configuration screen, change the login type from Trusted Connection to SQL User ID/Password. Enter the admin user ID and password, and click Apply. You will be prompted to create the correct database.

Q: When processing transactions in Maitre'D, receipts are printing "declined" with errors. What could be the cause?

A: Make sure you have only one active credit card merchant number and one active gift card merchant number in the Maitre'D Plugin at one time. Make sure the merchant numbers and processor ID's match with what is set up in **PCCharge**. For a list of valid credit card and gift card processor IDs, please refer to the previous section.