Paymetron Troubleshooting Guide

Issues and solutions:

Issue: **How do I view a report of all my charges?**

Paymetron will generate a report automatically at the end of the Settlement process. You can also use Paymetron Reporting at any time to view the information in a customizable format. (See User Guide; Custom Reporting section)

Issue: **Settlement will not run. Message is displayed, "Could not complete settlement transaction. The total number of refunds…"**

1. This is a security measure. Your total charges at settlement time must be greater than your total refunds.
2. Settlement can be retried once your total charges are greater than total refunds.

Issue: **Paymetron displays the message, "The Paymetron license is invalid or has expired…."**

View the "Paymetron License" page under the "Setup" tab. Your current license status is displayed toward the top of the page. If the text is displayed in red, provide customer support with your Site Code to receive a new license key.

Issue: **Some payments are not approved with the response, "SERV NOT ALLOWED - Merchant is not entitled to this card type."**

You may not have set up your merchant account to charge this type of card. You may be trying to charge a Discover card, but you are only set up to charge Visa and MasterCard. Contact your merchant account customer support for additional help. There have been a few cases where a Visa or MasterCard will receive this response for a decline. Ask the customer for a different card.

Issue: **What do I do when I receive non-approval response of "HOLD - CALL CTR" or a response that I do not understand?**

Consult your Merchant Services Program Guide. If that does not help, contact your merchant provider customer support. The program guide was emailed to you when you signed up for your account. If you cannot find this guide, contact info@epaymentsdirect.com

Issue: **How can I determine what version of Paymetron I have?**

Run Paymetron through Start > All Programs > Paymetron > Paymetron Terminal. Open the "Preferences" page under the "Setup" tab. Click the "About" button to view version information.

Issue: **How do I know if I have the latest version of Paymetron?**

Find the version number of Paymetron that you currently have installed (see previous Issue) then go to http://www.paymetron.com/. Once you login, the latest version can be accessed by clicking on Customers (at the top) then click Support.

Issue: **I authorized and settled some transactions but I do not see them in my bank account yet.**

First use Paymetron "Reports" to verify that they indeed have a status of "Settled" It can take 2-3 business days for the funds to arrive in your bank account. Some banks can take an additional 2-3 days before their systems are updated to display or report transactions.

Issue: **I do not know what this charge is on my merchant account statement.**

Call your merchant account provider and they will walk you through your statement. Contact support@paymetron.com if you do not have your merchant account provider contact information.

Issue: **I accidentally authorized a card one too many times and need to release the extra authorization. How do I do that?**

Call First Data's service center; provide them with your Omaha Merchant ID and the authorization number for the authorization you would like to remove.

Issue: **I have lost my Merchant ID and Terminal ID information.**

Send an email to support@paymetron.com and provide us with your club name, location (city and state), and owner(s) name(s). We will then reply to that email and provide you with that information.

Issue: **My monthly merchant statement shows some transactions were processed at the Un-qualified rate.**

Possible Reasons:

1. Approved charges were not settled within 1-2 days.
2. Some members have missing or incorrect billing address or billing zip. View the "Address and Card Code Warning"

report under the "Reports" tab to view billing address problems found during authorization.

For more detailed information, refer to your Merchant Services Program Guide. If you are unable to resolve this issue please contact Paymetron customer support.

Issue: How can Paymetron reports be viewed in Excel?

When viewing the Paymetron report click ctrl-A (hold down the Control key and click "A") to select all. Then select the "Edit" menu on top and click "Copy". Open an empty spreadsheet in Excel, select Excel's "Edit" menu on the top and click "Paste".

Now you can sort, run calculations, or move data to other applications.

Issue: When making bank deposits in Go Figure, Paymetron does not appear.

Please verify the following:

1. Check to ensure that Paymetron is enabled in Go Figure.

   (Please refer to the Installation and Setup Guide for more details).

2. Make sure the "Payment" type is setup as "Credit" in Go Figure.

3. Confirm that the amount being paid appears in the "Credit" column.

Issue: An error has occurred during startup containing one or more of the following messages: *"Procedure entry point,""…msdart.dl…,"* "…dot.net data…," or "…OLE DB provider requires MDAC 2.6 or later…"

Make sure that you have the latest Microsoft Windows® updates installed on your computer.

1. Make sure your computer is connected to the Internet.
2. From the Start menu, click the icon labeled "Windows Update"

If you do not see the "Windows Update" icon on the Start menu, then open a web browser and in the "Address" field near the top of the window, enter the following text as it appears here: http://v4.windowsupdate.microsoft.com/en/default.asp

Issue: **A payment was approved, but I received a message that the address, zip code, or verification code did not match.**

The payment is approved and can be settled; however, the customer's credit card bank is informing you that there is a mismatch of information. This can happen for a number of reasons such as a new code that has been assigned for the back of the credit card, but the card holder has not yet received the card. It can also be a flag that the credit card should not be accepted. It is up to the merchant to decide if the transaction is safe to continue settlement. You can continue with settlement of the payment or ask the customer for another credit card.

Issue: **"Merchant is not setup on host system. Verify merchant ID and terminal ID are entered correctly under merchant information."**

Please do the following:
1. Launch Paymetron
2. Select "Merchant Information"
3. Ensure that the "Merchant ID" and the "Terminal ID" are entered correctly.
4. If the problem persists, please call ePayments direct at 1-866-854-0015.

If you are using an existing merchant account provider, other than the provider offered by ePayments, please make sure your provider processes utilizing First Data's CardNET North platform. If not, then you will have to either find a merchant account provider that does utilize the North platform, or you may use our provider, MerchantWarehouse. In order to do this you will have to apply online at www.paymetron.com.

Issue: **How can I cancel an authorized (approved) payment?**

Solution: Delete the transaction in Paymetron. *
1. From the Main Menu of Paymetron, find the horizontal line toward the bottom of the window above the Exit button.
2. Right-click below the line
3. Left-click on "Browse All Payments"
4. Select the member that you wish to cancel
5. Click the "Delete" button

*Only proceed if you are certain you want to delete the payment. If you have any questions, please call ePayments Technical Support at 1-866-854-0015

Issue: A report is displaying the same person twice, suggesting they have been charged twice.

This usually happens when a member in Go Figure is paying for more than one member, an "add-on." To find out which member has "add-ons," create an "Add-On Member List" report from "Member Reports" in Go Figure.

Issue: When viewing a report, the format of the report is not correct.

The format of the report is a result of downloading Microsoft Service Pack 2. To correct the format of the report,
Select View > Encoding > Auto-select.

Issue: When trying to do a refund, the screen does not come up with a refund option or a refund box.

Paymetron might not be enabled in Go Figure *(Please refer to the Installation and Setup Guide for instructions on enabling Paymetron in Go Figure)*. If Paymetron is already enabled in Go Figure, please take the necessary steps in order to uninstall, and then reinstall Paymetron.

Issue: How do charges appear on the monthly Merchant Account Statement?

All charges are itemized. Visa and MasterCard charges are categorized together; however, American Express and Discover are not. Please refer to the sample statement for more information.

Issue: **Does the Paymetron window have to be open in order to charge a credit card?**

No, processing is done through Go Figure. The state of Paymetron (open or closed) has no effect on Go Figure and charging.

Issue: **Double Charges – How can they occur?**

A double charge may occur when there is a problem saving a newly entered member file into Go Figure, such as not saving a member's payment information and having to enter this information again. To prevent a double charge from occurring, verify the charge using Paymetron reports *(Please refer to the Installation and Setup Guide)* to see if the payment information has been processed. When a report indicates the member's payment is "Approved," and payment information is re-entered into Go Figure, a double charge will result.