How To Add Tips After the Transaction/Batch is Closed via Datacap

Before we begin, please be aware that there are two gateways used with Heartland Restaurant POS; Monetary/Datacap and BridgePay. These instructions are only for transactions processed through those. If you're not sure what credit card processing gateway you are using, see the document titled "How to Identify Your Point of Sale Payment Gateway"

Also, these instructions are not for any transactions that may have been processed through your EMV (chip) reader. You must contact your credit card processor to get credit card information for any and all transactions processed through your EMV terminals

It is also very important to note that in order to proceed, you must have credentials to be able to log into your Datacap portal. You must also have access to the Datacap Virtual Terminal as well as your "Secret Key". If you do not have all of these, you must contact the Spark Solutions Group Help Desk (support@sparksg.co or 800-338-9319, option 1)

There are two processes required to be able to adjust a transaction via Datacap

1. Recovering the "Token" from the initial transaction

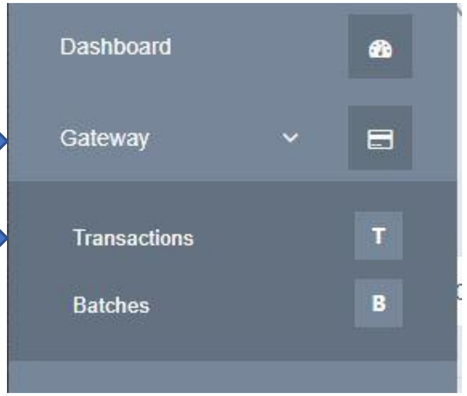
2. Processing an adjustment (ie; additional amount or a return/refund)

Recovering the Token

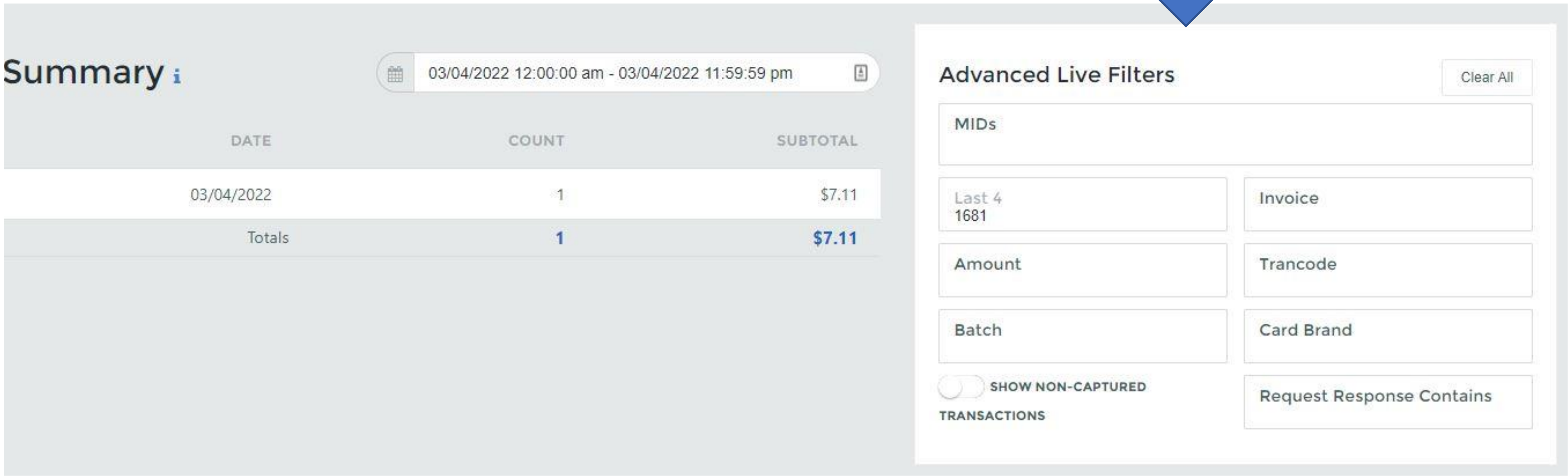
1. Navigate your web browser to *monetary.portal.co*

Remember, if you do not have credentials to access the portal, you must stop and contact Spark Solutions Group.

2. Once logged into the portal, hover cursor over the (left) sidebar and select “Gateway”, then “Transactions”



3. This will bring up a “Transaction Dashboard”, with a Live Filters Window. You should be able to view the initial transaction info with just the last 4 digits of the credit card from that transaction, but there are more filtering options available if needed



4. Below the Transaction Summary, you will see the transaction info listed below. Upon locating your transaction, click on "Details" at the far right.

TRANSACT > TRANSACTIONS

Summary

03/04/2022 12:00:00 am - 03/04/2022 11:59:59 pm

DATE	COUNT	SUBTOTAL
03/04/2022	101	$1,913.37
Totals	**101**	**$1,913.37**

TRANSACTION DETAILS FOR DATE RANGE (03/04/2022 12:00:00 AM - 03/04/2022 11:59:59 PM)

DATE/TIME	MID	TRAN...	STAT...	CARD...	LAST 4	EXPI...	BATC...	INVOI...	AMO...	TIP	DETA...
03/04/2022 04:03:45 PM	1 - POS	Adjust	Appro...	M/C	1959	01/25	191	16464...	$8.61	$1.00	Details ...

5. This will bring up the "Transaction Details" window. Scroll to the bottom and you will see the "Token" from this transaction. Copy this token (highlight + CTRL C). Be sure to highlight ALL characters, including the word "card", but not the quotation ("") marks.

Response

Status: 200
Content-Type: application/json; charset=utf-8

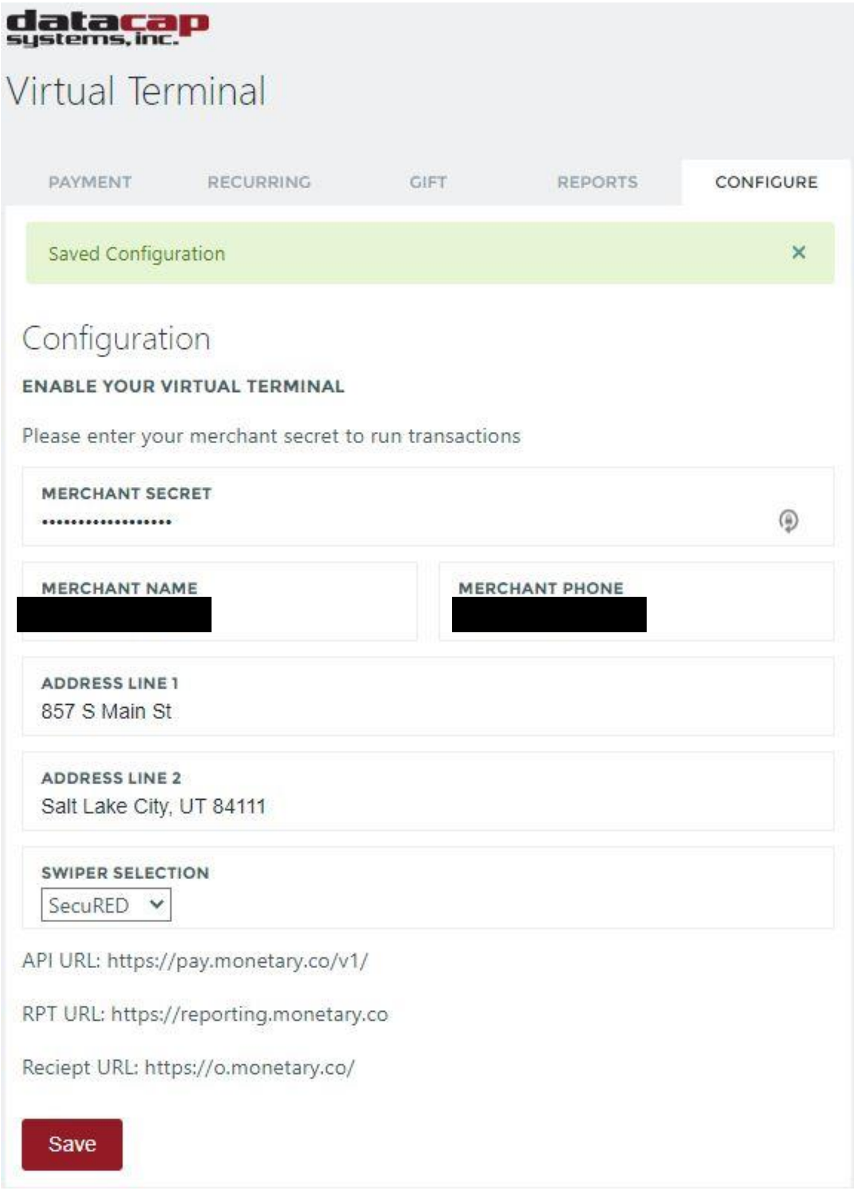
{
"ResponseOrigin": "Processor",
"ReturnCode": "000000",
"Status": "Approved",
"Message": "COMPLETED",
"Account": "XXXXXXXXXXXX1681",
"Expiration": "XXXX",
[redacted]
"Amount": "6.51",
"Tip": "0.60",
"Authorized": "7.11",
"Token": "card3X4G7PHZAG5SR"
}

Adjusting the Transaction

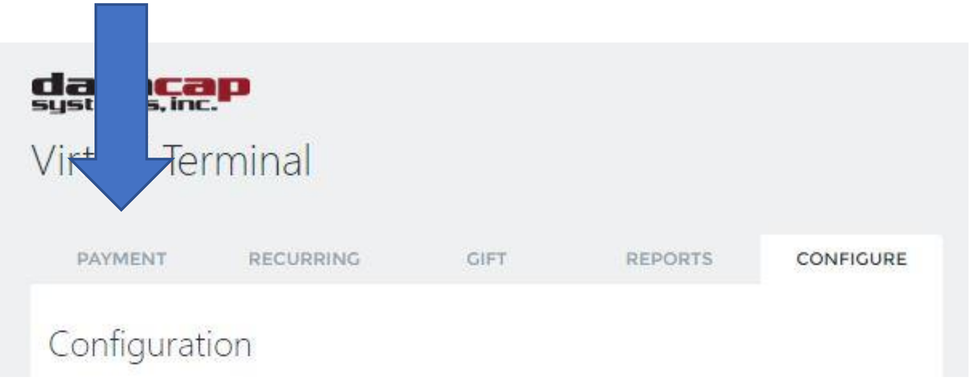
1. Navigate in a new window in your web browser to the Virtual Terminal (vt.monetary.co)

*If you have not already configured your Virtual Terminal, you will need to do this first. If you DO NOT have your site's "Secret Key" you must contact Spark Solutions Group.

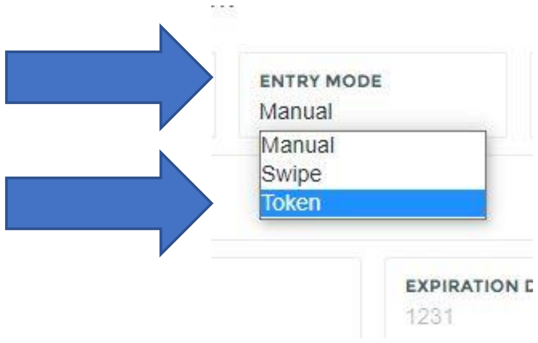
2. Enter your site's Name, Address, Phone # and Secret Key and use the dropdown to select "SecuRED" in the Swiper Selection field, then click to Save



3. Click on the "Payment" tab at the top of the box

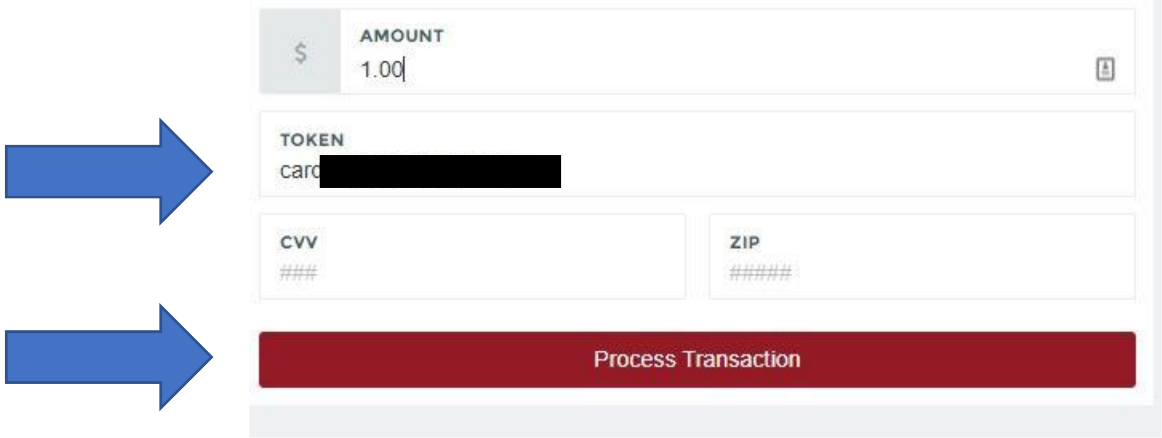


4. Click on "*Entry Mode*" and select "*Token*"



5. Select the Transaction Type. If you are adjusting a tip, then you would select *Sale.* If you are performing a Refund, select *Return*

6. Enter the amount you intend to adjust, paste (CTRL + V) “Token”, then click on “*Process Transaction*”



7. Following this, you will see the this bar appear, confirming that your adjustment has been completed and approved