



Bluefin[®]
Payment Systems

PayC**nex**

Instruction Manual

PayConex Manual V3.0

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Overview and Bluefin Support

Overview

PayConex is Bluefin's proprietary payment gateway. It can be used independently, integrated with software, or integrated with QuickSwipe, our mobile solution for iPhones and iPads. PayConex was the first payment gateway in North America to offer PCI-validated Point-to-Point Encryption (P2PE). For more information about Bluefin products, including P2PE, please contact us or visit our website: www.bluefin.com.

Contact Information

PHONE: 800-675-6573 Option 2

EMAIL: service@bluefin.com

ESCALATION EMAIL: servicemanagers@bluefin.com

ONLINE SUPPORT RESOURCES: <https://www.bluefin.com/merchant-support/>

Our online support page includes informational videos, additional user guides, FAQ's, security tips, and more.

Response Times

PHONE: Average hold time is 30 seconds; hold times over two minutes are rare

VOICEMAIL: Call back within four hours during business hours

EMAIL: Response within 24 hours

Hours

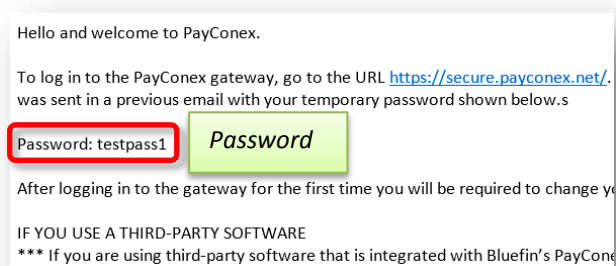
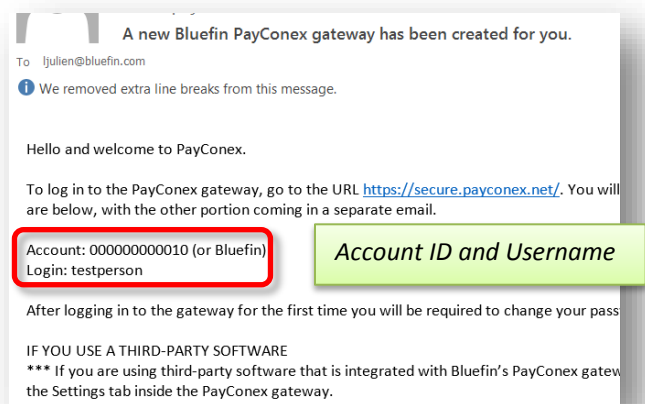
Monday – Friday: 7:00 am – 6:00 pm Central

Saturday: 8:00 am – 4:30 pm Central

Logging In

You will receive two welcome emails – one that contains your account ID and login name and another with a temporary password.

- 1) Navigate to <https://secure.payconex.net/>
- 2) Enter the account, login, and password and then click “Login”
- 3) You will be prompted to update your password

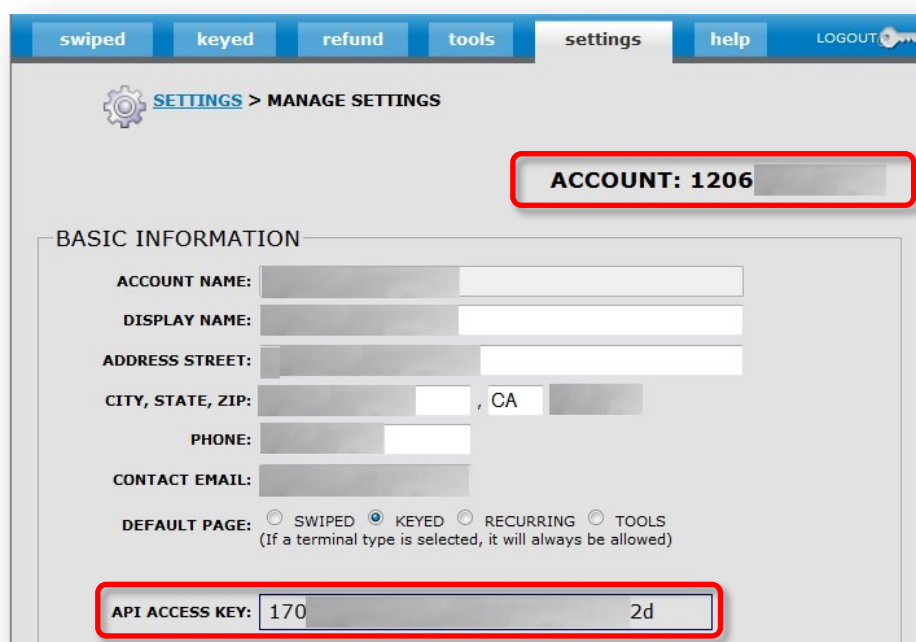


A screenshot of the PayConex login form. The form has a header with the PayConex logo. Below the logo, there are three input fields labeled "ACCOUNT:", "USERNAME:", and "PASSWORD:". A "Login" button is located below the password field. At the bottom of the form, there is a link that says "Forgot your password?".

Integration with Software

Many software companies have integrated their software to PayConex, allowing you to process transactions directly in your software. To securely link your PayConex account with your software, you will need your account ID and API Access Key. Your account ID simply identifies your account, while your API access key is like a password that lets the system know that it is being accessed by an authorized source. Protect your API access key as you would any password to prevent unauthorized access to your account.

- 1) Click on “Settings” and then “Manage Settings”
- 2) Your Account ID will be in the top right corner
- 3) Your API Access Key is found at the bottom of the Basic Information section
- 4) Enter these numbers where indicated in your software or give them to your web developer to integrate into your website



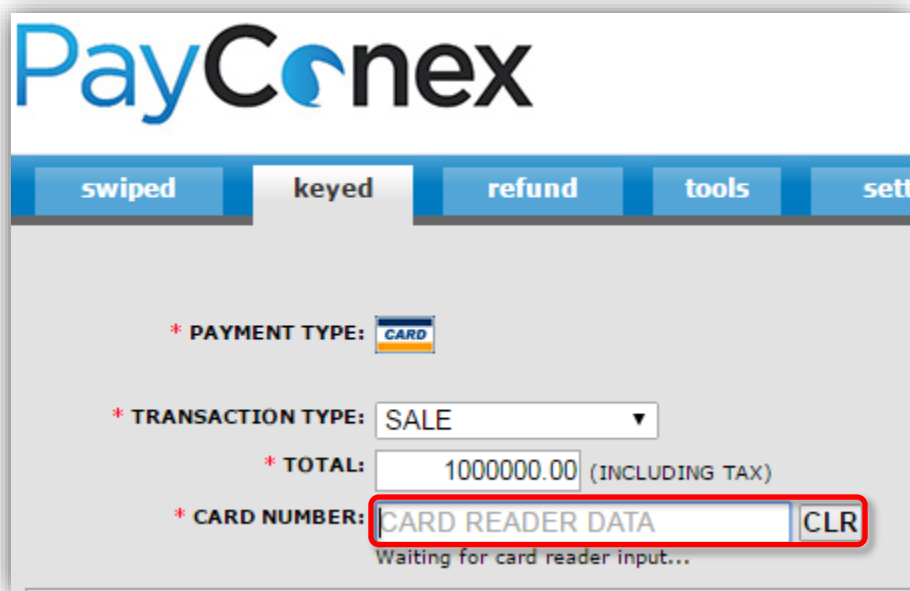
Processing

Processing a Transaction

Please note: If you are processing through integrated software, transactions should be run within the software. These instructions are for processing transactions directly in PayConex.

Swiped Transactions

- 1) Click on the “swiped” tab
- 2) Enter the amount
- 3) Put cursor in “SWIPE” field and swipe card in card reader, the card information will populate
- 4) For reporting purposes only, you can fill in the additional fields such as email address and phone number
- 5) Click “PROCESS TRANSACTION”



The screenshot shows the PayConex interface with the 'swiped' tab selected. The form contains the following fields:

- * PAYMENT TYPE:** A dropdown menu showing 'CARD' with a card icon.
- * TRANSACTION TYPE:** A dropdown menu showing 'SALE'.
- * TOTAL:** A text input field containing '1000000.00' with '(INCLUDING TAX)' to its right.
- * CARD NUMBER:** A text input field containing 'CARD READER DATA' and a 'CLR' button to its right. This field is highlighted with a red border.

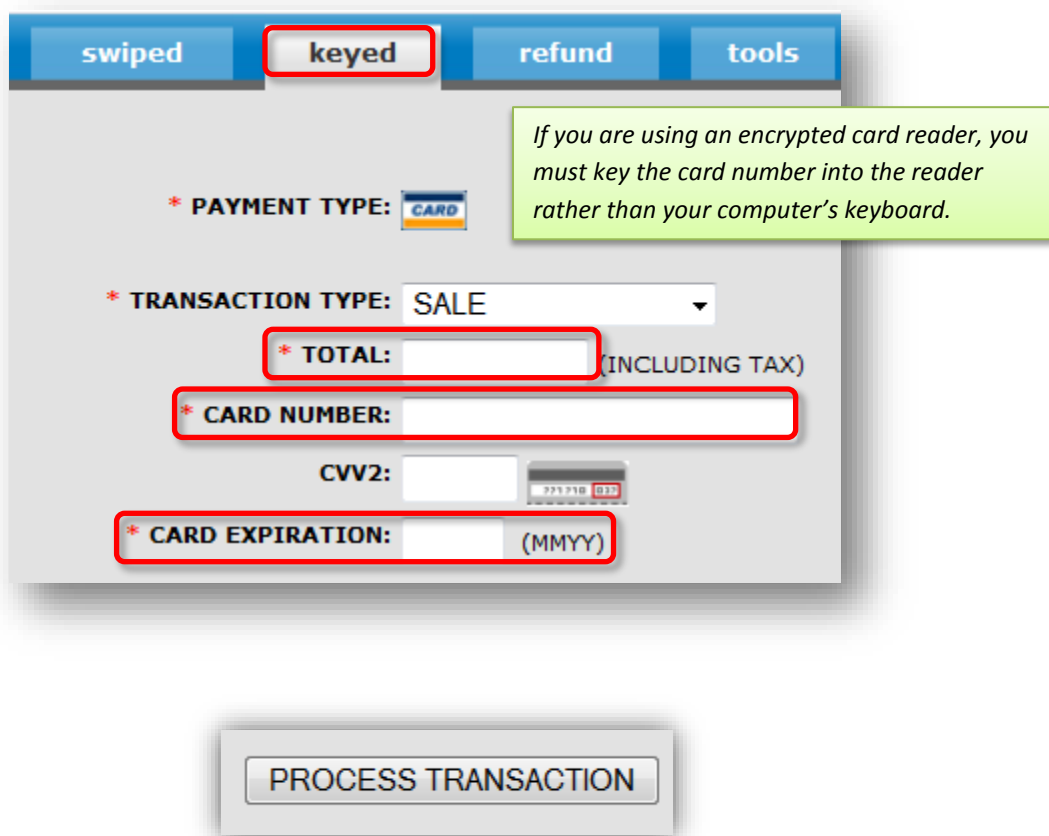
Below the 'CARD NUMBER' field, the text 'Waiting for card reader input...' is displayed.

PROCESS TRANSACTION

Keyed Transactions

To reissue an existing transaction for any amount, please [click here](#).

- 1) Click on the “keyed” tab
- 2) Enter the amount
- 3) Key in the card number and expiration date (if you are using an encrypted swiper, you must type in the card number to the swiper itself)
- 4) For reporting purposes only, you can fill in the additional fields such as email address and phone number
- 5) Click “PROCESS TRANSACTION”



The screenshot shows the 'keyed' tab selected in the top navigation bar. The form contains the following fields and elements:

- PAYMENT TYPE:** A dropdown menu with 'CARD' selected.
- TRANSACTION TYPE:** A dropdown menu with 'SALE' selected.
- TOTAL:** A text input field with a red border, followed by '(INCLUDING TAX)'.
- CARD NUMBER:** A long text input field with a red border.
- CVV2:** A short text input field with a red border.
- CARD EXPIRATION:** A text input field with a red border, followed by '(MMYY)'.
- PROCESS TRANSACTION:** A large button at the bottom.


A green callout box on the right side of the form contains the text: "If you are using an encrypted card reader, you must key the card number into the reader rather than your computer's keyboard."

Reissuing a Transaction

The process for reissuing a transaction, or running another transaction on a card that has been used before, is as simple as navigating to the transaction and clicking “reissue.” There are multiple ways to navigate to a transaction; here is just one way that it can be done.

- 1) Click on the “tools” tab and then “TRANSACTION SEARCH”
- 2) Enter the search criteria and click “Search”
- 3) Once the transaction is pulled up, click the icon that contains a green arrow next to the transaction
- 4) On the next screen, edit the amount or any other fields that you need to and click “PROCESS TRANSACTION”

#	TRANSACTION DATE	NAME	LAST 4	AMOUNT	TRANS TYPE	ACTION
1	2015-03-02 16:48:05			\$195.00	SALE	

* PAYMENT TYPE: 

* TRANSACTION TYPE: SALE

* TOTAL: 195.00 (INCLUDING TAX)

* CARD NUMBER: 4xxxxxxxxxxx New Card

* CARD EXPIRATION: (MMYY) Edit Date

Refunding a Transaction

The process for refunding a transaction is as simple as navigating to the transaction and clicking “refund.” There are multiple ways to navigate to a transaction; here is just one way that it can be done.

- 1) Click on the “reports” tab and then “TRANSACTION SEARCH”
- 2) Enter the search criteria and click “Search”
- 3) Once the transaction is pulled up, click the red “X” to the far right of the transaction
- 4) On the next screen, click “REFUND TRANSACTION”

For a partial refund, change the amount to what you want to refund

#	TRANSACTION DATE	NAME	LAST 4	AMOUNT	TRANS TYPE	ACTION
1	2015-03-02 16:48:05			\$195.00	SALE	

*** TRANSACTION ID:** (12 digits) (printed on receipt)

AMOUNT: (If blank, will refund original amount)




COMMENTS:

Voiding a Transaction


It is only possible to void a transaction when it has not yet batched out. PayConex will automatically void transactions that are refunded before the batch is settled. To void a transaction, just follow the instructions above for a refund and it will run as a void if it has not been batched out yet.

Multiple Refunds

If a partial refund is issued, you can later go in and issue additional refunds up to the amount of the original sale. Please see the previous page for instructions on issuing subsequent refunds.

#	TRANSACTION DATE	NAME	LAST 4	AMOUNT	TRANS TYPE	ACTION
1	2016-05-03 10:20:28 CDT	Card Holder	5454	\$2.00	REFUND	
2	2016-05-02 09:28:58 CDT	Card Holder	5454	\$5.00	SALE	 

A partially refunded transaction will still display as "SALE"


TOOLS > REPORTS > TRANSACTION DETAILS

Transaction ID	000000000141
Refunded By	000000000161
Refund Balance Available	3.00
Issue Date/Time	2016-05-02 09:28
Terminal Type	KEYED
Payment Type	CARD
Transaction Type	SALE
Amount	5.00
Auth Message	APPROVED
Auth Code	999999

When you click the magnifying glass next to the original sale to view details, the "Refunded By" field contains a link to the refund.

The "Refund Balance Available" field shows the amount of the transaction still available to be issued as a refund.

* TRANSACTION ID: 000000000141 (12 digits) (printed on receipt)

AMOUNT: (amount)

COMMENTS:


ATTENTION
Maximum refund allowed is: \$3.00
OK

Required fields are marked with an asterisk (*).






If a refund is attempted over the amount of the refund balance, an error message will be displayed


























































Refund Display

When a refund or void is run, both the original sale and the refund are displayed in "Transaction History" chronologically. The sale maintains its timestamp from when it was originally run but is marked as "SALE/REFUNDED," letting you know both when it was run and that it was ultimately refunded. The refund is a separate line item marked "REFUND." If a partial refund is run, the original transaction still says "SALE."


TOOLS > REPORTS > TRANSACTION HISTORY

[<< Previous](#)
50 Transactions

 = DETAILS
  = REFUND
  = CAPTURE
  = REISSUE
  = RECEIPT

#	TRANSACTION DATE	NAME	LAST 4	AMOUNT	TRANS TYPE	ACTION
1	2016-04-29 12:00:52 EDT	LISA	8616	\$2.00	REFUND	  
2	2016-04-27 09:16:32 EDT		8616	\$1.00	SALE	  
3	2016-04-27 00:00:04 EDT		1111	\$62.00	SALE	  
4	2016-04-27 00:00:03 EDT		1111	\$52.00	SALE	  
5	2016-04-27 00:00:02 EDT		1111	\$42.00	SALE	  
6	2016-04-26 17:38:15 EDT		6012	\$1.00	SALE/DECLINED	  
7	2016-04-26 17:37:32 EDT		6570	\$1.00	SALE	  
8	2016-04-26 17:09:43 EDT		8616	\$1.50	SALE	  
9	2016-04-26 17:01:57 EDT		8616	\$2.50	SALE	  
10	2016-04-26 16:54:14 EDT		8616	\$1.50	SALE	  
11	2016-04-26 16:45:43 EDT		8616	\$1.00	SALE	  
12	2016-04-26 16:35:31 EDT		8616	\$1.00	SALE	  
13	2016-04-26 15:57:15 EDT		8616	\$2.00	SALE	  
14	2016-04-26 15:56:43 EDT		8616	\$1.50	SALE	  
15	2016-04-26 15:48:10 EDT		8616	\$1.00	SALE	  
16	2016-04-26 15:46:40 EDT		8616	\$1.00	SALE	  
17	2016-04-26 14:58:53 EDT		8616	\$1.00	SALE	  
18	2016-04-26 14:41:09 EDT	LISA	8616	\$2.00	SALE/REFUNDED	  
19	2016-04-26 00:00:05 EDT		3333	\$1.00	ACH/SALE	  

Refund is listed chronologically when it was issued

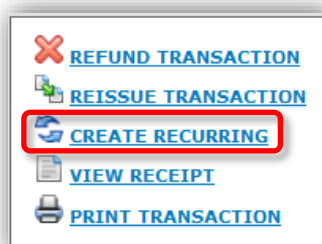
Original transaction continues to be listed when it was originally run, but also indicates that it was ultimately refunded

Setting up Recurring Transactions

Many software companies that are integrated with PayConex do recurring billing by storing the recurring schedule within their software and reissuing it to PayConex as if it is a new sale each time it is scheduled. The instructions below are for initiating and processing recurring transactions directly within PayConex, which will not show up in a third party software system.

1 of 2: SETTING UP A RECURRING TRANSACTION ON A PREVIOUSLY USED CARD

- 1) Locate a previous record of the card being run ([click here](#) for instructions)
- 2) Click the magnifying glass next to the transaction
- 3) Click "CREATE RECURRING"
- 4) The card number will already be populated – just enter the amount and frequency, etc.



Recurring Options

* RECURRING AMOUNT:

* PAYMENT SCHEDULE: 1st and 15th of every month

START DATE: 2015-03-18

NEXT RECURRING DATE: 2015-04-01

NUMBER OF PAYMENTS: (Leave blank to continue without stop)

Billing Information

* CARD NUMBER:

CARD EXPIRATION: 0916

2 of 2: SETTING UP A RECURRING TRANSACTION ON A NEW CARD

- 1) Go to the "tools" tab and then click "RECURRING"
- 2) Click "Add Customer"
- 3) Enter in the amount, start date, frequency, card data, and customer info and click "ADD CUSTOMER"



Recurring Options

* RECURRING AMOUNT:

* PAYMENT SCHEDULE: 1st and 15th of every month

START DATE: 2015-03-18

NEXT RECURRING DATE: 2015-04-01

NUMBER OF PAYMENTS: (Leave blank to continue without stop)

Billing Information

* CARD NUMBER:

Waiting for card reader input...

Customer Information

Editing Recurring Transactions

- 1) Go to the “tools” tab and then click “RECURRING”
- 2) Navigate to the transaction
 - a. This can be done by entering the search criteria and clicking “Search”
 - b. This can be done by clicking the headings at the top of the page to sort by each of the various columns
- 3) Click on the transaction you want to edit
- 4) Click “edit”

Search Filters [HIDE]

HIDE DISABLED: <input type="checkbox"/>	SHOW CANCELED: <input type="checkbox"/>
STATUS: --Choose One--	BILLING PERIOD:
CUSTOMER NAME:	RECURRING LABEL:
ACCOUNT LAST-4:	RECURRING AMOUNT: 0.00
RECURRING ID:	TOKEN ID:

ID	RECURRING LABEL	NAME	STATUS	AMOUNT	BILLING PERIOD	ACTION
784		Merchan				
764						
1204			DISABLED	\$10.00	Monthly on the 1st	
964			DISABLED	\$10.00	Monthly on the 1st	

Click on any of these headings to sort by them

Recurring Amount:	5.00
Payment Schedule:	Monthly on the 1st
Next Recurring Date:	2016-05-01
Payments Left:	Continuous

Recurring Options

* RECURRING AMOUNT: 80.00

* PAYMENT SCHEDULE: Monthly

* REFERENCE DATE: 2014-09-01

* START DATE: 2014-09-01

NEXT RECURRING DATE: 2016-05-01

PAYMENTS LEFT: (Leave blank to continue without stop)

DISABLE: ☐



Billing Information

* CARD NUMBER: *****8723

* CARD EXPIRATION: 1116 (MMYY)







Cancelling Recurring Transactions

- 1) Go to the "tools" tab and then click "RECURRING"
- 2) Navigate to the transaction using the instructions on the previous page
- 3) Click the "X" toward the right
- 4) Click "OK" to confirm

 = VIEW CUSTOMER  = CANCEL RECURRING

<< Previous 1 2 3 4 5 ... 12 Next >> All

Page: 1 Items per page: 25

ID	RECURRING LABEL	NAME	STATUS ▲	AMOUNT	BILLING PERIOD	ACTION
526			■ RUNNING	\$49.99	Monthly on the 23rd	 
552			■ RUNNING	\$49.99	Monthly on the 28th	 
552			■ RUNNING	\$348.00	Monthly on the 25th	 

×

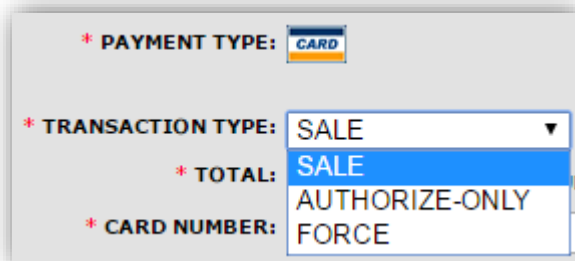
agent.payconex.net says:

Are you sure you want to Cancel this customer?

OK
Cancel

Transaction Types

When you run a transaction in PayConex, you may notice that the “Transaction Type” field defaults to “SALE.” There are two other options as well which are defined here.



The screenshot shows the transaction form with the following fields:

- * PAYMENT TYPE:** CARD
- * TRANSACTION TYPE:** A dropdown menu with options: SALE, AUTHORIZE-ONLY, and FORCE. The 'SALE' option is currently selected.
- * TOTAL:** SALE
- * CARD NUMBER:** FORCE

SALE: Card is authorized and will batch out at next batch time.

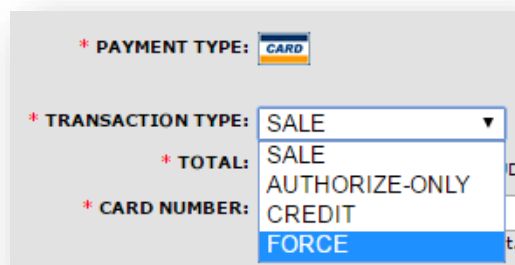
AUTHORIZE-ONLY: Card is authorized but will not batch out until manually captured (see instructions [on next page](#)).

FORCE: Only used when you already have an authorization code obtained from a different source.

Forcing a Transaction

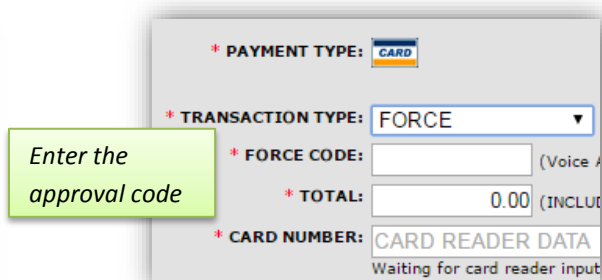
“Forcing a transaction” refers to running a transaction in which you have already obtained an authorization from another source. When processing a transaction this way, the card is not authorized a second time. This might be used if you or the cardholder contacted the card issuer to obtain an authorization code, or if you were processing on a standalone terminal that stopped working and were not able to batch out your transactions.

- 1) Click on the “keyed” tab
- 2) Next to “TRANSACTION TYPE:” choose “FORCE”
- 3) An additional field called “FORCE CODE” will be displayed; enter the authorization code (also called “approval code”) into that field
- 4) Enter the remaining required fields
- 5) Click “PROCESS TRANSACTION”



The screenshot shows the transaction form with the following fields:

- * PAYMENT TYPE:** CARD
- * TRANSACTION TYPE:** A dropdown menu with options: SALE, AUTHORIZE-ONLY, CREDIT, and FORCE. The 'FORCE' option is currently selected.
- * TOTAL:** SALE
- * CARD NUMBER:** CREDIT



The screenshot shows the transaction form with the following fields:




- * PAYMENT TYPE:** CARD
- * TRANSACTION TYPE:** FORCE
- * FORCE CODE:** (Voice A)
- * TOTAL:** 0.00 (INCLUD
- * CARD NUMBER:** CARD READER DATA

A green callout box points to the FORCE CODE field with the text: "Enter the approval code".

Capturing an Auth-Only Transaction

“Capturing a transaction” refers to manually settling a transaction that was previously run as “AUTHORIZE-ONLY.” This may be used if you want to validate that funds are on a card before services are rendered. Please note: if the new transaction amount is considerably more than the original authorization total, to avoid potential chargebacks or higher processing fees, it is better to void the authorization and reissue as a new sale.

- 1) Navigate to the transaction ([click here for instructions](#))
- 2) Click on the green “+” toward the right side of the transaction
- 3) On the next screen, change the amount, if needed, and click “CAPTURE TRANSACTION”

#	TRANSACTION DATE	NAME	LAST 4	AMOUNT	TRANS TYPE	ACTION
1	2016-05-03 13:50:22 CDT	Lisa Test	5454	\$50.00	AUTH	
2	2016-05-03 10:20:28 CDT	Card Holder	5454	\$2.00	REFUND	
3	2016-05-02 09:28:58 CDT	Card Holder	5454	\$5.00	SALE	

*** TRANSACTION ID:** (12 digits) (printed on receipt)

AMOUNT: (If blank, will capture original amount)

CAPTURE TRANSACTION

Voiding an Auth-Only Transaction

- 1) Navigate to the transaction ([click here for instructions](#))
- 2) Capture transaction (instructions above)
- 3) Immediately refund the transactions ([click here for instructions](#))

Batch File Processing

In this context, “batch processing” refers to uploading a document with a list of transactions to be processed in a “batch.” Please note – though the batch is processed through PayConex, you do not upload the file within the PayConex interface. If this is something you would like to do, please contact Bluefin for access to the SFTP site where the file is to be uploaded. *FOR MORE DETAILED INSTRUCTIONS, CONTACT THE BLUEFIN SUPPORT TEAM AT SERVICE@BLUEFIN.COM*

- 1) Log into <https://sftp.cardconex.com/>
- 2) Create a CSV file (specifications below)
- 3) Locate directory /Batch-Prod/IN/account_number
- 4) Drop file in the directory
- 5) Check in OUT directory for response file indicating if data transfer was successful

NOTE: Please [click here](#) for a full list of column headers

SAMPLE FILE:

There are additional column header options not pictured here →

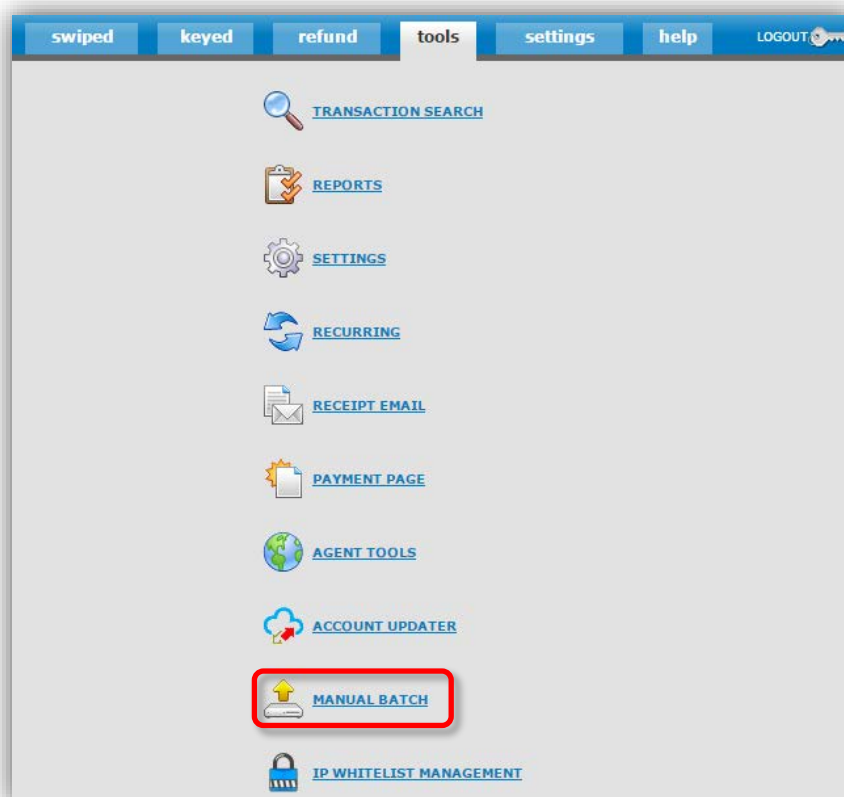
HDR	account_id	api_access_key	batch_date				
HDR	1800000000029	ab9f34cdee8fa2ff3f	2013-05-20				
TX	uid	transaction_type	token_id	method	tender_type	card_number	card_expiration
TX	0000123456	AUTHORIZE		C	CARD	4444333322221110	0123
TX	0000123457	AUTHORIZE		C	CARD	5454545454545450	1215
TX	0012345668	SALE		C	CARD	4444333322221110	0117
TX	0000123459	SALE		C	CARD	4444333322221110	0616
TX	0000123460	SALE		C	CARD	5454545454545450	1113
TX	0000123461	SALE		C	CARD	4444333322221110	0918
TX	0000123462	REFUND		C	CARD	4444333322221110	0514
TX	0012334463	REFUND		C	CARD	4444333322221110	0123
TX	0000123464	CREDIT		C	CARD	4444333322221110	0515
TX	0000123465	CAPTURE		C	CARD	5454545454545450	0918
TX	0000123466	FORCE		C	CARD	4444333322221110	0416
TX	ABC533456001DSB	SALE	000121020111	T	CARD		
TX	ABC333456002DSB	SALE	010324354378	T	CARD		
TX	AGH23456003DSB	SALE	004568777444	T	CARD		0617
TX	AHG123456004DSB	SALE	045687131111	T	CARD		
TX	AQY123456005DSB	SALE		A	ACH		
TX	ABC144356006DSB	SALE		A	ACH		
TX	ABC123456007DSB	SALE	003124444511	T	ACH		
TX	ABC123456008DSB	SALE	001199998503	T	ACH		
FTR	batch_count	batch_total					
FTR	19	4586.79					

Data in red is to be deleted before actual upload

Manual Batching

PayConex automatically batches out each evening but there is also the option of manually batching out. Merchants may do this occasionally for reporting reasons or to ensure they meet a batch cutoff time. If a batch is manually settled and additional transactions are run afterward, the batch will still settle again at the scheduled time. Please note: this is not possible for non-terminal capture processor setups. For details on batch times, [click here](#).

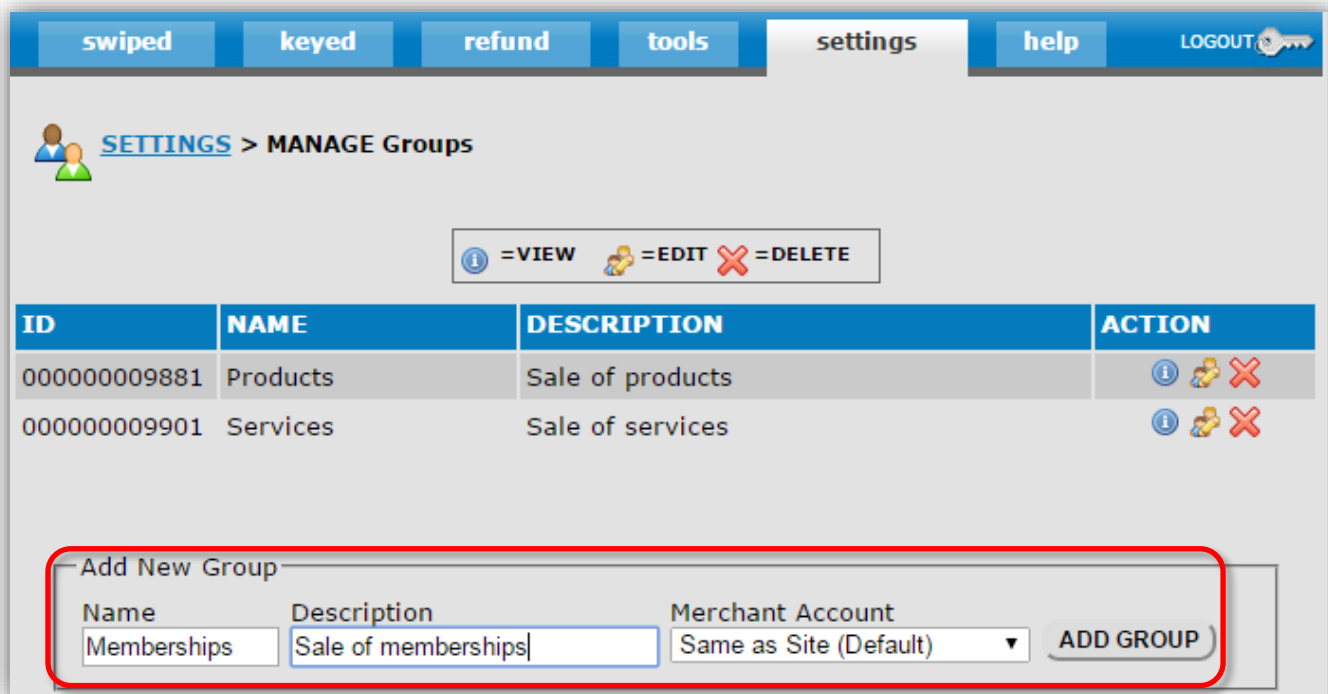
- 1) Go to the “tools” tab and then click “MANUAL BATCH”
- 2) Click “MANUAL SETTLEMENT”



Creating “Groups”

PayConex has the ability to separate transactions into different “groups” either for reporting purposes or to separate transactions into different merchant accounts. The instructions below are for creating groups for reporting purposes. If you want your groups to point to completely separate merchant accounts, contact Bluefin for assistance as we will need to reconfigure your account.

- 1) Click on the “Settings” tab and then “Manage Groups”
- 2) Under the “Add New Group” box, enter the name and description of the group and click “ADD GROUP”
- 3) Next time you run a transaction, you will have the option of attributing it to a group



ID	NAME	DESCRIPTION	ACTION
000000009881	Products	Sale of products	[i] [person] [X]
000000009901	Services	Sale of services	[i] [person] [X]

Add New Group

Name:
 Description:
 Merchant Account:



CUSTOM ID:

DESCRIPTION:

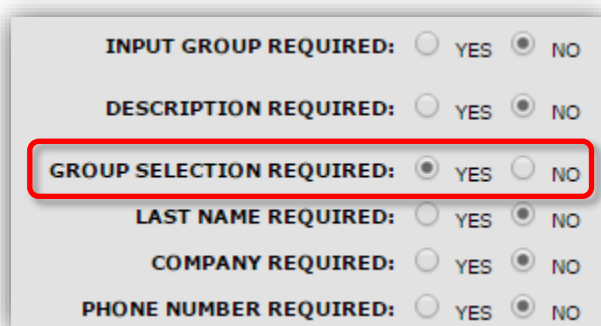
GROUP:
 NONE
 Memberships
Products
 Services

This is how it shows up on the transaction processing screen

Making Group Fields Required

If you want to ensure that all of your transactions are attributed to one group or another, follow the instructions below to make the group field required. Please note: if you are processing via a 3rd party software that connects to PayConex, there is not a way to enforce required fields and your software may not have the capability to pass the “group” field.

- 1) Click on the “settings” tab and then click “MANAGE SETTINGS”
- 2) Scroll down to the “KEYED/SWIPE FIELD VALIDATION” section
- 3) Put “YES” for “GROUP SELECTION REQUIRED”
- 4) Scroll down to the bottom of the page and hit “UPDATE SETTINGS”



INPUT GROUP REQUIRED: ☐ YES ☒ NO

DESCRIPTION REQUIRED: ☐ YES ☒ NO

GROUP SELECTION REQUIRED: ☒ YES ☐ NO

LAST NAME REQUIRED: ☐ YES ☒ NO

COMPANY REQUIRED: ☐ YES ☒ NO

PHONE NUMBER REQUIRED: ☐ YES ☒ NO

Changing Label of “Group” Function or Other Field

Below are instructions for changing “groups” to a different name, so that they are no longer referred to as “groups” and are instead referred to as a label of your choosing. These instructions can also be used to change the name of other fields.

- 1) Click on the “settings” tab and then click “MANAGE SETTINGS”
- 2) Scroll down to the “KEYED/SWIPE FIELD VALIDATION” section
- 3) Next to “GROUP LABEL,” change to name of your choosing
- 4) Scroll down to the bottom of the page and hit “UPDATE SETTINGS”

KEYED/SWIPE FIELD VALIDATION

CUSTOM ID:

All Characters ▼

INPUT GROUP:


All Characters ▼


DESCRIPTION:


All Characters ▼

GROUP LABEL:

Groups will now be referred to by the new label


[MANAGE SETTINGS](#)


[CHANGE YOUR PASSWORD](#)


[MANAGE USERS](#)


[MANAGE SEGMENT](#)


[REPORTS](#)

Settings

Processor Compatibility and Capability

NOTE: This chart was created to show differences between the processors. Basic credit card processing functionality is not included because it works on all processors.

PROCESSOR NAME	Capture Type		Other		Transaction Type				Batch Times
	HOST***	TERMINAL	PARTIAL AUTHS*	REVERSALS*	EMV*	BALANCE INQUIRY*	EBT*	PIN DEBIT*	
A "processor" is the bank that does the funding. If you utilize PayConex for your processing, you likely are using Elavon or First Data Omaha.									All are in Central Standard Time (CST) To change your batch time, please contact Bluefin. See below for definition of batch time.
Elavon		X	X	X	X	X	X	X	5:00, 18:00, 19:00, 20:00, 21:00, 22:00, 23:00
First Data Omaha		X	X		**			X	00:55, 1:55, 2:55, 3:55, 4:55, 5:55, 6:55, 7:55, 8:55, 9:55, 10:55, 11:55, 12:55, 13:55, 14:55, 15:45, 16:45, 17:45, 18:55, 19:55, 20:55, 21:55, 22:55, 23:55
First Data Rapid Connect	X				**				NA- batch time is determined at the processor
Chase Paymentech NetConnect	X			X					NA- batch time is determined at the processor
Chase Paymentech		X		X	**				1:15, 2:15, 3:15, 4:15, 5:15, 6:15, 7:15, 8:15, 9:15, 10:15, 11:15, 12:15, 13:15, 14:15, 15:15, 16:15, 17:15, 18:15, 19:15, 20:15, 21:15, 22:15, 23:15, 00:15
TSYS		X							1:10, 2:10, 3:10, 4:10, 5:10, 6:10, 7:10, 8:10, 9:10, 10:10, 11:10, 12:10, 13:10, 14:10, 15:10, 16:10, 17:10, 18:10, 19:10, 20:10, 21:10, 22:10, 23:10, 0:10

*If you are using PayConex through a software integration, these features may not be available due to software limitations. Additionally, certain devices do not support some of these features.

**Coming soon

***Please note that host capture does not allow for PayConex to produce accurate batch reports which can lead to trouble reconciling.

Host capture: Batching is done at the processor. In this setup, we are unable to produce a batch report.

Terminal capture: Batching is done within PayConex.

Partial auth: If a sale or authorization is attempted and funds for the full amount are not available, the card is authorized for the maximum amount it can be and the amount is displayed. NOTE: This setting must be enabled by Bluefin; please contact us if you would like this enabled.

Reversal: Removes an authorization request in real time by communicating with the card issuing bank and cancelling an authorization.

EMV: Europay, MasterCard and Visa technology, also referred to as “Chip card” technology

Balance inquiry: Ability to request monetary balance on debit or Electronic Benefits Transfer (EBT) Card

EBT: Electronic Benefits Transfer, electronic version of what was formerly known as “food stamps”

PIN Debit: Card directly linked to a checking account that utilizes a 4-digit PIN number

Batch Time: Time in which all transactions since the previous batch are sent to processor for funding

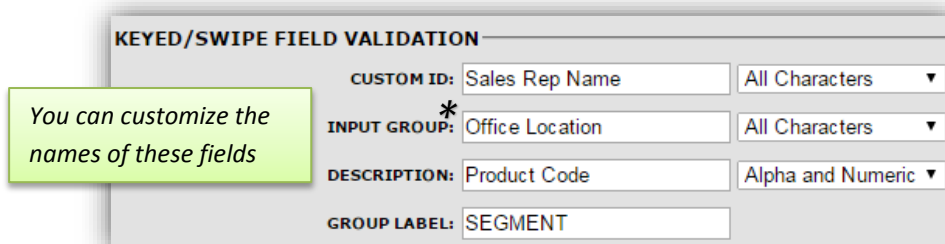
Batch Times

We optimize your batch time so that you get the fastest possible funding from the processing bank. In many cases, we are able to adjust batch time for merchants who find that the optimal batch time causes difficulty reconciling deposits. Delaying batch time causes deposits to be delayed a full business day. Please contact Bluefin if you would like to discuss adjusting your batch time. [Options available are listed here.](#)

Creating Custom Fields

PayConex allows you to create custom fields that are particular to your business.

- 1) Click on the “settings” tab and then click “MANAGE SETTINGS”
- 2) Scroll down to the “KEYED/SWIPE FIELD VALIDATION” section
- 3) You can change the names of the “CUSTOM ID,” “INPUT GROUP,”* and “DESCRIPTION” fields
- 4) Click “UPDATE SETTINGS” at the bottom of the page



KEYED/SWIPE FIELD VALIDATION

CUSTOM ID: Sales Rep Name All Characters ▼

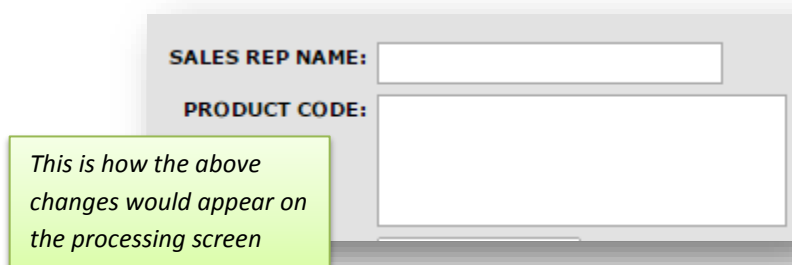
INPUT GROUP*: Office Location All Characters ▼

DESCRIPTION: Product Code Alpha and Numeric ▼

GROUP LABEL: SEGMENT

You can customize the names of these fields

**Input group is currently a non-functional field*



SALES REP NAME:

PRODUCT CODE:

This is how the above changes would appear on the processing screen

Making Fields Required

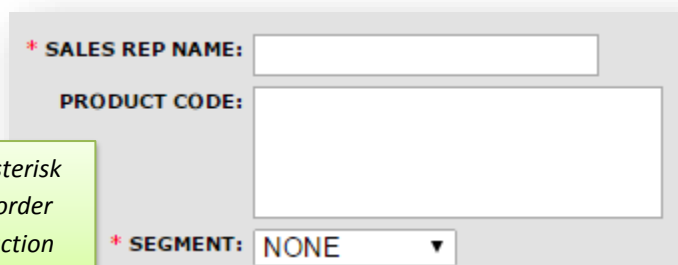
When you make a field required, you will be unable to process a transaction without inputting a value into the field. This only applies when processing directly in PayConex; fields cannot be made required when processing through a 3rd party software or through the API.

- 1) Click on the “settings” tab and then click “MANAGE SETTINGS”
- 2) Scroll down to the “KEYED/SWIPE FIELD VALIDATION” section
- 3) Put “Yes” next to the fields that should be required
- 4) Click “UPDATE SETTINGS” at the bottom of the page



CUSTOM ID REQUIRED: ☒ YES ☐ NO **MAX LENGTH:**
INPUT GROUP REQUIRED: ☐ YES ☒ NO **MAX LENGTH:**
DESCRIPTION REQUIRED: ☐ YES ☒ NO **MAX LENGTH:**
GROUP SELECTION REQUIRED: ☒ YES ☐ NO
LAST NAME REQUIRED: ☒ YES ☐ NO
COMPANY REQUIRED: ☐ YES ☒ NO
PHONE NUMBER REQUIRED: ☐ YES ☒ NO
EMAIL REQUIRED: ☐ YES ☒ NO
ADDRESS REQUIRED: ☐ YES ☒ NO

Fields with a red asterisk will be required in order to process a transaction

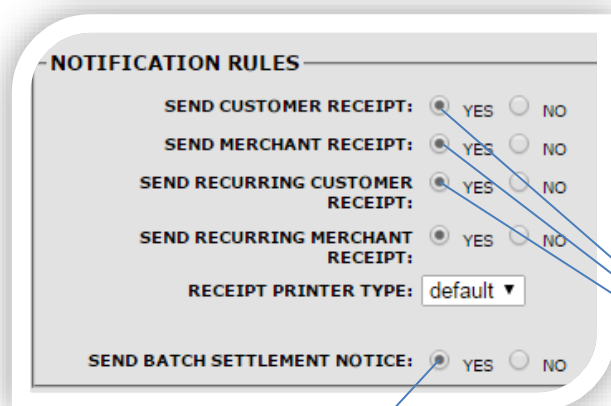


* **SALES REP NAME:**
PRODUCT CODE:
 * **SEGMENT:**

Email Notification Settings

You can customize email notification settings in PayConex. For instructions on editing the receipt email itself, please [click here](#).

- 1) Click on the “settings” tab and then click “MANAGE SETTINGS”
- 2) Scroll down to the “NOTIFICATION RULES” section
- 3) Put “YES” next to the email notifications you want turned on



NOTIFICATION RULES

SEND CUSTOMER RECEIPT: ☒ YES ☐ NO

SEND MERCHANT RECEIPT: ☒ YES ☐ NO

SEND RECURRING CUSTOMER RECEIPT: ☒ YES ☐ NO

SEND RECURRING MERCHANT RECEIPT: ☒ YES ☐ NO

RECEIPT PRINTER TYPE: default ▼

SEND BATCH SETTLEMENT NOTICE: ☒ YES ☐ NO



Mon 5/2/2016 9:29 AM

@bluefin.com

Transaction Receipt

To: @bluefin.com

Customer Information

Name: Card Holder

Address:

City:

State:

Zip Code:

Country:

E-mail: @bluefin.com

Phone:

Description: 631

Custom ID: Lisa

Billing Information

Transaction Type: SALE

Card Brand: MASTERCARD

Account Number: 5xxxxxxxxxxxxx5454

Exp Date: 0519

Amount: \$5.00

Trans Date: 2016-05-02 09:28:58 CDT

Transaction ID: 000000000141

In order for a receipt to go out to the customer, an email address needs to be entered into the email field at the time the transaction is processed

From: support@bluefin.com [mailto:support@bluefin.com]
Sent: Monday, April 04, 2016 2:06 PM
To: You!
Subject: PayConex Batch Settlement Notification

Batch Settlement Report for 2016-04-04

SUMMARY

ACCOUNT ID: 1206***** (Business Name)

Display Name: Business Name

Settlement Count: 1

Transaction Count: 3

Gross Settlement: \$458.85

Net Settlement: \$458.85

Total Debits: \$458.85

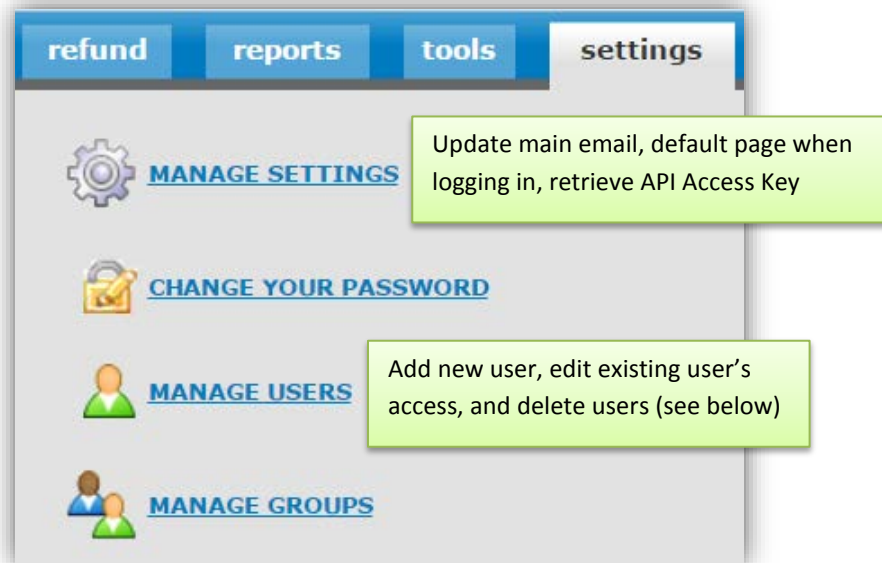
Total Credits: \$0.00

DETAILS

SETTLE_D ATE	BATCH ID	RESPON SE	TX_CO UNT	GROSS	NET	DEBITS	CREDITS
2016-04-04	00000000 5884		3	458.85	458.85	458.85	0.00

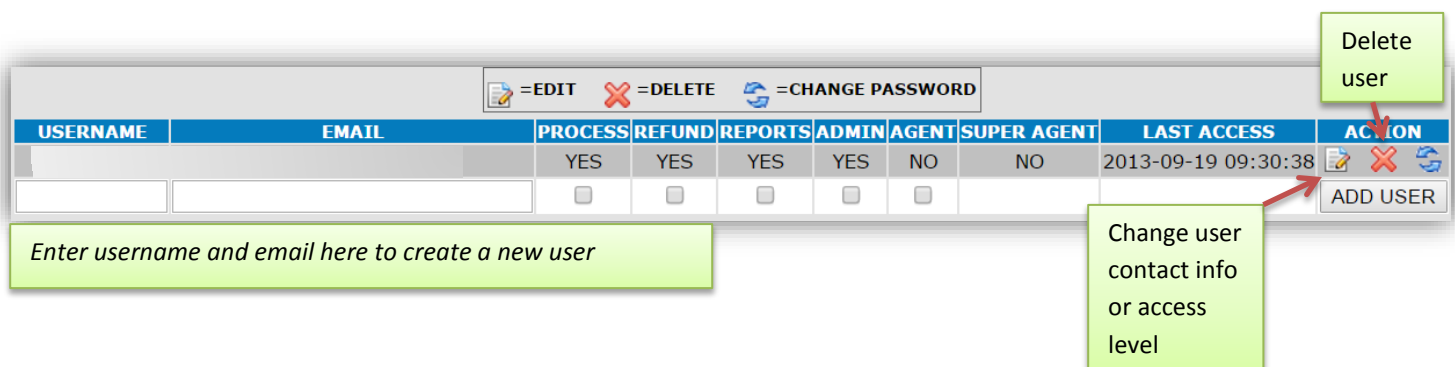
Settings Menu Overview

The amount of customizable settings varies based on your access level. If you are missing functionality, please either contact the main user for your business to update your settings or contact Bluefin if you are the main user.



Managing Users

Detailed instructions on following page



Change an existing user's password

- 1) Click the third button to the right with the arrows next to their username
- 2) Enter their new password in both fields

NOTE: This will NOT generate an email notification to the user

Add a user

- 1) In the first blank fields, enter a username and email address
- 2) Check the appropriate boxes depending on if you want them to have the ability to process transactions, refund transactions, see reports, or have admin privileges. Admin privileges will allow them to create additional users and update settings.

NOTE: If they have refund ability, they will only be able to refund existing sales

- 3) Click "ADD USER"
- 4) Create a password and click "ADD USER"

A welcome email will be generated for them

Edit the email address or access level of a user

- 1) Click the first button under the "ACTION" heading next to their username
- 2) Edit the information that you need to and click "EDIT USER"

Delete a user

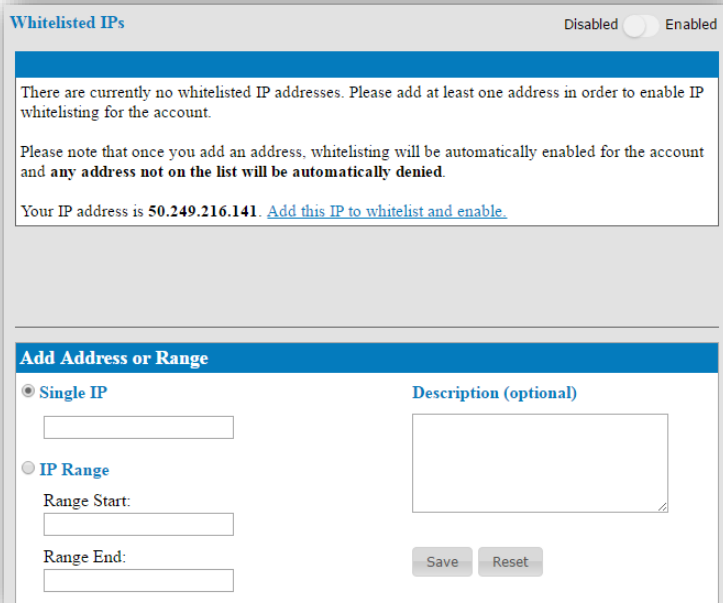
- 1) Click the red "X" under the "ACTION" heading next to their username
- 2) Confirm that you want to delete the user

IP Whitelist Management

PayConex allows you to restrict the locations that transactions can be processed from by only allowing transactions to be processed from specified IP addresses.

- 1) Go to "tools" then "IP WHITELIST MANAGEMENT"
- 2) To add the IP address that you are currently using, click "Add this IP to whitelist and enable." THIS MEANS THAT YOU WILL NOT BE ABLE TO PROCESS TRANSACTIONS FROM ANY OTHER IP ADDRESSES.

To add additional IP addresses, add them to the “Add Address or Range” section below



Whitelisted IPs Disabled ☐ Enabled ☐

There are currently no whitelisted IP addresses. Please add at least one address in order to enable IP whitelisting for the account.

Please note that once you add an address, whitelisting will be automatically enabled for the account and any address not on the list will be automatically denied.

Your IP address is 50.249.216.141. [Add this IP to whitelist and enable.](#)

Add Address or Range

☒ **Single IP**

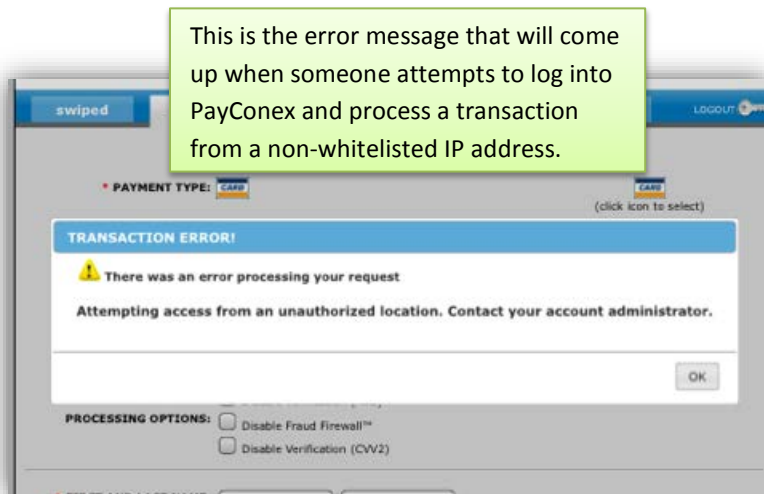
Description (optional)

☐ **IP Range**

Range Start:

Range End:

Once this setting is enabled, it will still be possible to login from other IP addresses, but you will not be able to process transactions from them. Users attempting to process from non-whitelisted IP addresses will receive an error message and you will receive an email notification.



This is the error message that will come up when someone attempts to log into PayConex and process a transaction from a non-whitelisted IP address.

TRANSACTION ERROR!

There was an error processing your request.

Attempting access from an unauthorized location. Contact your account administrator.

PROCESSING OPTIONS:

☐ Disable Fraud Firewall™

☐ Disable Verification (CVV2)

This is the email notification you will receive when someone attempts to process a transaction from a non-whitelisted IP address



Mon 5/2/2016 11:12 AM

noreply@bluefin.com

SYSTEM NOTIFICATION (cert)

To: [redacted]@bluefin.com

SYSTEM NOTIFICATION (cert)

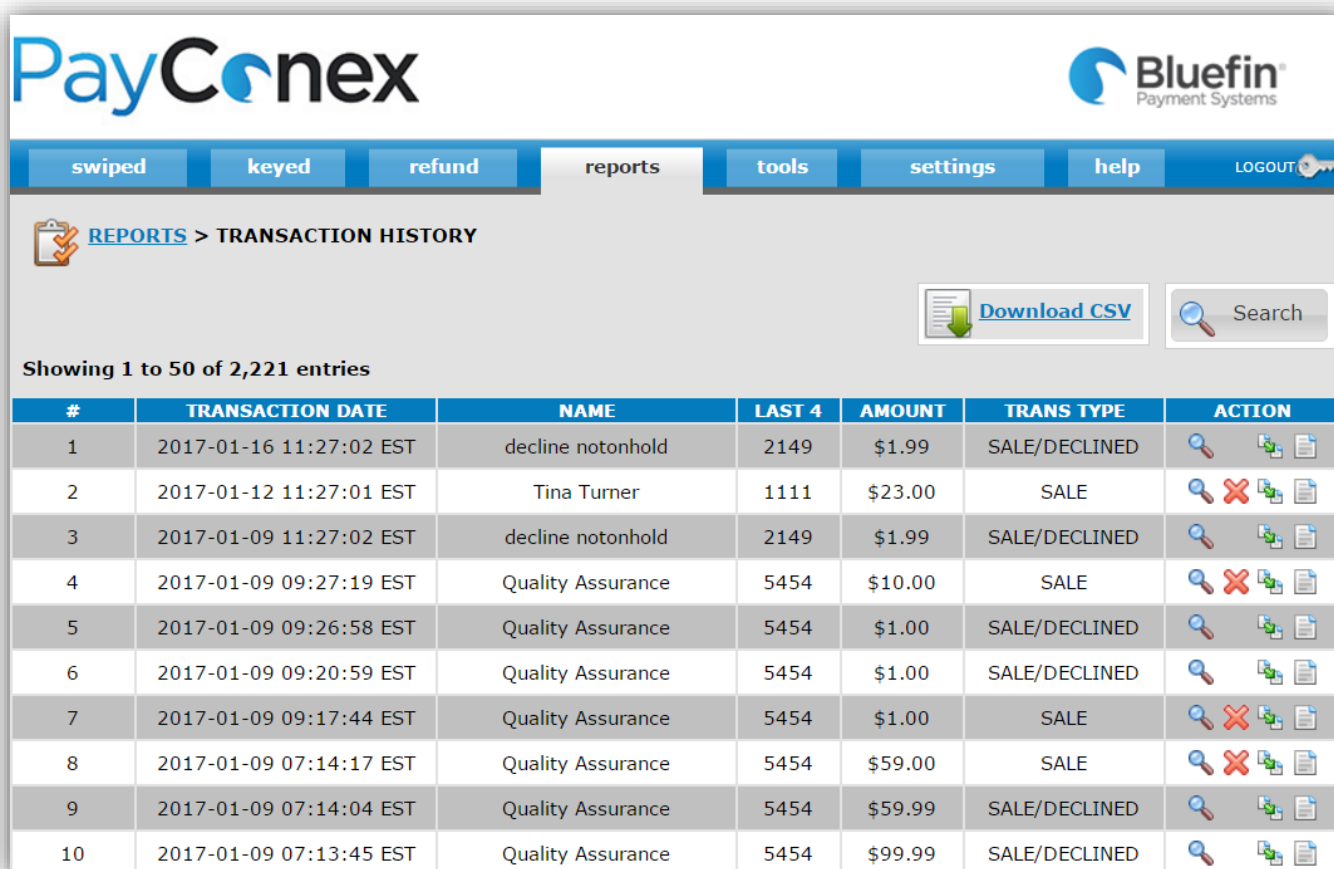
There has been an IP address violation which is

Reporting

Viewing Recent Transactions

To quickly view a list of the most recent transactions, follow the instructions below

- 1) Click on the “reports” tab
- 2) Click on “TRANSACTION HISTORY”; all transactions will be displayed with the most recent on top































PayConex Bluefin Payment Systems

swiped keyed refund **reports** tools settings help LOGOUT

REPORTS > TRANSACTION HISTORY

[Download CSV](#) Search

Showing 1 to 50 of 2,221 entries

#	TRANSACTION DATE	NAME	LAST 4	AMOUNT	TRANS TYPE	ACTION
1	2017-01-16 11:27:02 EST	decline notonhold	2149	\$1.99	SALE/DECLINED	  
2	2017-01-12 11:27:01 EST	Tina Turner	1111	\$23.00	SALE	  
3	2017-01-09 11:27:02 EST	decline notonhold	2149	\$1.99	SALE/DECLINED	  
4	2017-01-09 09:27:19 EST	Quality Assurance	5454	\$10.00	SALE	  
5	2017-01-09 09:26:58 EST	Quality Assurance	5454	\$1.00	SALE/DECLINED	  
6	2017-01-09 09:20:59 EST	Quality Assurance	5454	\$1.00	SALE/DECLINED	  
7	2017-01-09 09:17:44 EST	Quality Assurance	5454	\$1.00	SALE	  
8	2017-01-09 07:14:17 EST	Quality Assurance	5454	\$59.00	SALE	  
9	2017-01-09 07:14:04 EST	Quality Assurance	5454	\$59.99	SALE/DECLINED	  
10	2017-01-09 07:13:45 EST	Quality Assurance	5454	\$99.99	SALE/DECLINED	  

Report of All Processing in Date Range

- 1) Click on the “reports” tab and then “TRANSACTION SEARCH”
- 2) Enter “Start Date:” and “End Date:” fields as well as any additional fields you want to filter by; you may want to filter out declined transactions on the “Transaction Status” field
- 3) Click Search
- 4) Click on either “Download CSV” at the top of the page or “Download Lite CSV” at the bottom of the page
 - a. “Download CSV” will export all columns (see the next page for a list of columns)
 - b. “Download Lite CSV” will export only the more commonly used columns

Payment Type:

Transaction Status:

Trace Number:

Batch ID:

Start Date: (yyyy-mm-dd)

End Date: (yyyy-mm-dd)

Cancel Search Reset

Use any of these fields to filter your report. You may want to filter out declined transactions using the “Transaction Status” field.

Download CSV

Search

Showing 1 to 10 of 10 entries

#	TRANSACTION DATE	NAME	LAST 4	AMOUNT	TRANS TYPE	ACTION
1	2016-05-03 13:50:22		5454	\$50.00	SALE	
2	2016-05-03 10:20:28		5454	\$2.00	REFUND	
3	2016-05-02 09:28:58		5454	\$5.00	SALE	
4	2016-04-29 13:40:07		5454	\$5.00	SALE	
5	2016-04-12 09:08:33		5454	\$25.00	SALE	
6	2016-04-11 14:35:39		5454	\$13.00	SALE	
7	2016-04-11 14:33:51		5454	\$13.00	SALE/DECLINED	
8	2016-04-11 14:32:06		5454	\$13.00	SALE/DECLINED	
9	2016-04-11 14:31:15		5454	\$13.00	SALE/DECLINED	
10	2016-04-11 14:27:11		5454	\$13.00	SALE/DECLINED	

= DETAILS
 = REFUND
 = CAPTURE
 = REISSUE
 = RECEIPT

Download Lite CSV

Glossary of Columns of Exported Report

Column Name	English	Description
TRANS_ID	Transaction ID	Unique ID assigned to the transaction
ACCOUNT_ID	PayConex Account ID	Your PayConex account number that you use to login
PAY_TYPE	Payment Type	C for Credit, K for ACH
TRANS_TYPE	Transaction Type	S for Sale, X for Refund, A for Authorization, R for Sale that has been refunded
TERM_TYPE	Terminal Type	S for Swiped, K for Keyed
AMOUNT	Amount	Amount of transaction
NAME	Name	Name entered
BRAND	Card Brand	Indicates whether transaction is Visa, MasterCard etc.
LAST4	Last Four Digits	Last four digits of card number
EXPIRATION	Expiration Date	Indicates when the card expires in the format of MMY
DESCRIPTION	Description	If the "description" field is filled in at the time the transaction is run the information is displayed here
USER_DATA	User Data	Some integrated software vendors populate data into this field
AUTH_MSG	Authorization Message	Indicates whether transaction is approved or declined
AUTH_CODE	Authorization Code	Approval code sent from card issuer authorizing funds
AVS_CODE	Address Verification	Indicates "Y" if address information matches and "N" if it does not. Remains blank if address verification was not attempted.
CVV2_CODE	CVV Code	If CVV code from back of card matches, "M" is displayed. If a match was not attempted, field is blank.
IP	IP Address	Displays the IP address of the computer the transaction was run on if transaction was either run directly in PayConex or if software sent over the IP address.
CASHIER	Person who ran the transaction	If transaction was run directly in PayConex, the login used will be displayed. If it was run in a separate software program, it will display as "QSAPI".
EMAIL	Email address	Will display the email address associated with the transaction. If field is blank and transaction was run in a separate software program, the software did not send us the email data.
GROUP_TAG	Group Tag	If processing on multiple accounts using one agent login, the group tag indicates which account the transaction was sent to.
REFUND_ID	Refund Transaction ID	If the sale was eventually refunded, the transaction ID of the refund is listed here
CUSTOM_ID	Custom ID	Displays a custom identification number either determined by software or recurring billing record

Batch Report

A batch is a group of transactions that are sent to the processing bank to be funded.

- 1) Click on the “reports” tab and then “Card Batch Report”
- 2) The individual batch totals that have been sent to the processing bank are displayed
 - a. Click the magnifying glass to see a list of all transactions
 - b. Click “CARD” to see a breakdown by card type (see screenshot below)
 - c. Click “D/L” to export a CSV file of all transactions

#	BATCH ID	BATCH DATE	BATCH NUMBER	BATCH NET	COUNT	LIST	CARDS	D/L
1	0000000111	2015-03-16 22:05:07		\$1 .54	1			
2	0000000111	2015-03-13 22:05:08		\$.36	2			
3	0000000111	2015-03-12 22:05:10		\$.08	2			
4	0000000110	2015-03-11 22:05:07		\$2,0 .93	1			
5	0000000110	2015-03-10 22:05:09		\$4 .92	4			
6	0000000110	2015-03-09 22:05:06		\$1 .83	1			
7	0000000109	2015-03-04 22:05:06		\$1,3 .00	5			

DATE	TIME	NAME	LAST 4	AMOUNT	SALE
2015-03-15	21:11:57		44	\$1 .00	SALE
2015-03-15	21:11:54		55	\$1 .00	SALE
2015-03-15	21:11:52		28	\$1 .00	SALE

A	B	C	D	E	F	G	H	I	J	K
TRANS ID	ACCOUNT	AUTH DATE	PAY TYPE	TRANS TY	TERM TY	AMOUNT	NAME	BRAND	LAST4	EXPIRATION
1	1	2/1/2015 9:55	C	S	K	252	Gor	VISA	81	10/1
1	1	2/1/2015 10:21	C	S	K	262.5	Lie	VISA	101	10/1
1	1	2/1/2015 11:32	C	S	K	52.5	Cat	VISA	61	10/1
1	1	2/1/2015 14:57	C	S	K	26.25	Lau	VISA	101	10/1
1	1	2/1/2015 16:00	C	S	K	252	Ma	VISA	61	10/1

BATCH NUMBER:		
CARD TYPE	NET SALES	COUNT
VISA SALES	\$3 .00	2
VISA REFUNDS	.00	0
MASTERCARD SALES	\$.00	1
MASTERCARD REFUNDS	.00	0
AMERICAN EXPRESS SALES	\$.92	1
AMERICAN EXPRESS REFUNDS	.00	0
TOTAL SALES	\$4 .92	4
TOTAL REFUNDS	.00	0
TOTAL NET	\$4 .92	4


Daily Totals

Below are instructions for pulling totals per calendar day which may or may not correspond to batch totals, depending on your batch time.

- 1) Click the "reports" tab
- 2) Click on "DAILY CARD TOTALS"
- 3) Totals per calendar day in Central time zone will be displayed

PayConex

swipedkeyedrefundreports**tools**

 [REPORTS](#) > DAILY CARD TOTALS


DAY	NET SALES
TODAY	0.00
1/16/2017	0.00
1/15/2017	0.00
1/14/2017	0.00
1/13/2017	0.00
1/12/2017	23.00
1/11/2017	0.00

Daily Payment Type Summary Report

This report shows summarized totals per calendar day in the time zone the account is set up in.



- 1) Go to “reports” tab and click on “DAILY PAYMENT TYPE REPORT”
- 2) Choose a day (it defaults to “Today”)

swiped
keyed
refund
reports
tools
settings
help
LOGOUT


REPORTS > DAILY PAYMENT TYPE REPORT

Choose in day in the past 14 days
6 days ago

Click “Download CSV” to export into Excel, or “PRINT” to print or save to PDF


[Download CSV](#)

[PRINT](#)

Credit Card Activity		
Description	Count	Total
Sales/Captures	1	\$23.00
Refunds	0	\$0.00
Voids	0	\$0.00
Net Credit Card Activity	1	\$23.00
Authorizations	0	\$0.00
Authorization Declines	0	\$0.00
Authorization Reversal	0	\$0.00
Sales Declines	0	\$0.00
Visa	1	\$23.00
MasterCard	0	\$0.00
American Express	0	\$0.00
Discover	0	\$0.00
Other Cards	0	\$0.00

ACH Activity		
Description	Count	Total
Settlements	0	\$0.00
Returns	0	\$0.00
Credit/Refunds	0	\$0.00
Net ACH Activity	0	\$0.00

Creating and Saving Custom Reports

- 1) Go to “reports” tab and click on “CUSTOM REPORTS”
- 2) Click “Create New Report”
- 3) Add a title and description and specify what else should be on the report
 - a. “Data fields to include on report” section – select columns that you want to appear on the report, i.e. if you choose “name”, the report will feature a column in which the cardholder name appears
 - b. “Order by” section – decide how you would like the report to be sorted, i.e. if you choose “authorization_date” and “desc”, it will show transactions sorted by the authorization date descending, with the most recent ones at the top of the report
 - i. If “Output sub-totals in report” is checked, it will also show totals by each change in the field selected in the “order by” field, so in addition to displaying each transaction – it will also display totals per day
 - c. “Report period” – timeframe to include on report
- 4) Click “Add Filters” to add any filters necessary, enter filters and then click “Update Filter.” For example, you may want to filter out declined transactions.
- 5) Click “Create” to save

Create Report

All declined transactions last week

This report shows all transactions that received a "decline" instead of an "approval"

Data fields to include in report

<input checked="" type="checkbox"/> transaction_id*	<input type="checkbox"/> card_expiration	<input type="checkbox"/> state	<input type="checkbox"/> recurring_id
<input checked="" type="checkbox"/> account_id*	<input type="checkbox"/> description	<input type="checkbox"/> zip	<input type="checkbox"/> input_group
<input checked="" type="checkbox"/> authorization_date*	<input type="checkbox"/> user_data	<input type="checkbox"/> country	<input type="checkbox"/> invoice_entry
<input checked="" type="checkbox"/> tender_type*	<input checked="" type="checkbox"/> authorization_msg	<input type="checkbox"/> phone	<input type="checkbox"/> trace_num
<input checked="" type="checkbox"/> transaction_type*	<input checked="" type="checkbox"/> authorization_code	<input type="checkbox"/> email	<input type="checkbox"/> company
<input checked="" type="checkbox"/> transaction_amount*	<input checked="" type="checkbox"/> avs_response	<input type="checkbox"/> group	<input type="checkbox"/> term_type
<input type="checkbox"/> keyed	<input checked="" type="checkbox"/> cvv2_response	<input type="checkbox"/> refund_id	<input type="checkbox"/> status
<input type="checkbox"/> swiped	<input checked="" type="checkbox"/> ip_address	<input type="checkbox"/> refund_balance	<input type="checkbox"/> batch_id
<input checked="" type="checkbox"/> name	<input type="checkbox"/> cashier	<input type="checkbox"/> custom_id	<input type="checkbox"/> batch_date
<input checked="" type="checkbox"/> card_brand	<input type="checkbox"/> street_address1	<input type="checkbox"/> action_date	
<input checked="" type="checkbox"/> last4	<input type="checkbox"/> city	<input type="checkbox"/> noc_data	

* Indicates mandatory field

Select All | Deselect All

Order by

authorization_date

DESC

☐ Output sub-totals in report

Report Period

☐ Today
 ☐ Week to date
 ☐ Month to date

☐ Yesterday
 ☒ Previous week
 ☐ Previous month

Filtered Field	Filter Value	Exact	Options
See next page for filter settings			

Add Filters

Each of these checked boxes will translate to a column on the report

In this example, transactions will be sorted by authorization date with the most recent on top and data will not be summarized by date, it will just list all transactions

(Continued from previous page)

Add Filter

name: Cardholder Name

custom_id:

transaction_amount: e.g. 0-100 or 60

description:

cashier:

company:

transaction_type(s): All Types or...

group(s):

card_brand(s): All Brands or...

tender_type: All Pay Types or...

status: Declined

batch_id: e.g. 21,22,23 or 22

Exact Match

Exact Match

Exact Match

Exact Match

Exact Match

Based on this filter, only declined transactions will show up

Reset

Cancel

Update Filter

All declined transactions last week

This report shows all transactions that received a "decline" instead of an "approval"

Month to date [override](#)

Run

Edit

Delete

Create: (01-18-2017 at 16:31 EST), Last Updated: (01-18-2017 at 16:52)

Once report is saved, this is how it will appear. Click "Run" to generate an Excel file.

Transaction Search

The transaction search feature allows completely customizable reports that can be exported. For more information on exported reports and how to read them, [click here](#).

- 1) Go to the “reports”, and then “TRANSACTION SEARCH”
- 2) Search by any parameters you choose and click “Search”
- 3) Once the results come up, either click “Download CSV” at the top of the page to export every column, or “Download Lite CSV” to download the most commonly used columns.

Search Transactions

Last 4 Digits of Card or Check:
Customer Name:
Custom ID: ☐ Exact Match
Amount:
Description:
Cashier:
Company: ☐ Exact Match
Transaction IDs: (Separate Multiples with ",")
Transaction Type(s): All Types or...
Group(s): All Groups or...
Card Brand(s): All Brands or...
Payment Type: All Pay Types or...
Transaction Status: All Transaction Status or...
Trace Number:
Batch ID:
Start Date: (yyyy-mm-dd)
End Date: (optional) (yyyy-mm-dd)

Use these fields to pull a report of all transactions from a specific customer or amount

Enter “Start Date” and “End Date” to view transactions in date range

Cancel Search Reset

#	TRANSACTION DATE	NAME	LAST 4	AMOUNT	TRANS TYPE	ACTION
1	2015-03-13:16:24	Tom	95	\$.00	SALE	
2	2015-02-23:00:12	Tom	95	\$.00	SALE/DECLINED	
3	2015-02-21:10:56	Tom	95	\$.00	SALE/DECLINED	
4	2015-01-21:16:13	Tom	95	\$.00	SALE	
5	2014-12-21:12:22	Tom	95	\$.00	SALE	
6	2014-11-21:11:17	Tom	95	\$.00	SALE	
7	2014-10-08:46:31	Tom	95	\$.00	SALE	
8	2014-10-09:06:37	Tom	95	\$.00	SALE	

Download CSV

(filtered from 2,221 total entries)

DATE	NAME	LAST 4	AMOUNT	TRANS TYPE	TERM
02 EST	decline notonhold	2149	\$1.99	SALE/DECLINED	

Click “Download CSV” at top of page for detailed exported report

TRANS_ID	ACCOUNT	AUTH_DA	PAY_TYPE	TRANS_TY	TERM
112	1	#####	C	S	S
112	1	#####	C	S	S
112	1	#####	C	S	S
112	1	#####	C	S	S
112	1	#####	C	S	S
112	1	#####	C	S	S

For a less detailed report, click “Download Lite CSV” at bottom of page

Download Lite CSV

Event Log

Event log allows you to see when each user logged into the PayConex portal. It does not specify if they ran a transaction because each transaction record already displays the login name of the person who ran it.

- 1) Go to the “reports” tab
- 2) Click on “EVENT LOG”
- 3) A list of logins will be displayed including username, date, and IP address

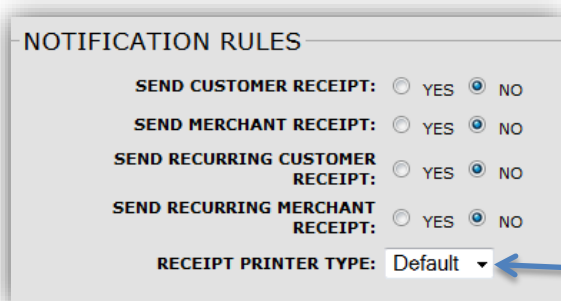
#	TYPE	USER	EVENT	TIMESTAMP
1	INFO	Displays username	Successful login by [redacted] from 67.2[redacted].182	2016-04-28 12:32:21 EDT
2	INFO	[redacted]	Successful login by [redacted] from 50.249.[redacted].141	2016-04-28 12:24:38 EDT
3	INFO	[redacted]	Successful login by [redacted] from [redacted].110	2016-04-28 12:19:01 EDT
4	INFO	[redacted]	Successful login by [redacted] from 50.[redacted].141	2016-04-28 12:16:33 EDT
5	INFO	[redacted]	Successful login by [redacted] from 67.214.[redacted]	2016-04-28 12:14:12 EDT

Receipts

Printable Receipt Settings

You can purchase a receipt printer and change the receipt layout to be compatible. We recommend the inexpensive Dymo Turbo 450 Label Printer, used with receipt paper. All other printers are not tested and are not guaranteed to work.

- 1) Go to Settings and then "MANAGE SETTINGS"
- 2) Scroll down to the bottom and look under the "NOTIFICATION RULES" heading
- 3) Adjust "RECEIPT PRINTER TYPE"

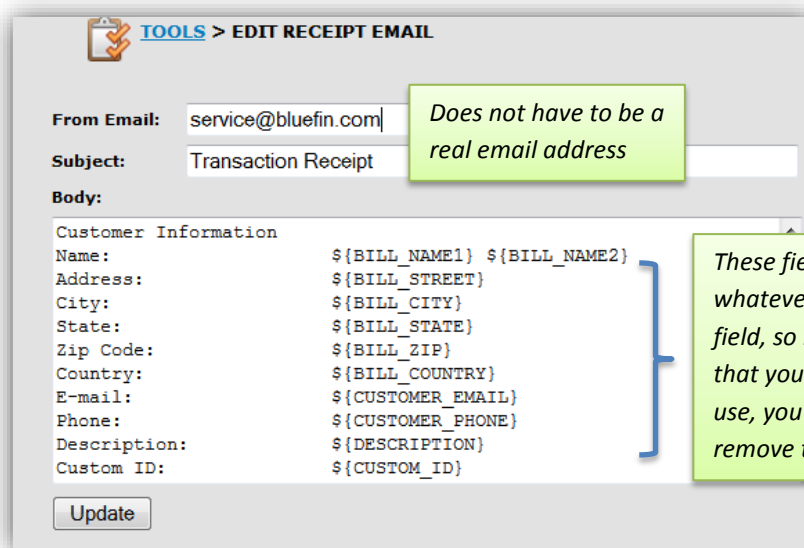


Default: Regular 8.5" x 11" paper
Narrow: Receipt printer/paper

Receipt Email Template

PayConex offers the option of customizing the receipt email that goes out to you and your customer.

- 1) Go to the "tools" tab and click on "RECEIPT EMAIL"
- 2) Edit whatever you would like and click "Update"



Printing a Receipt

If you run a transaction directly in PayConex, you will have the option of printing the receipt directly after the transaction is run. These instructions are for printing a receipt for a past transaction.

- 1) Locate the transaction you are trying to print a receipt for ([click here for instructions](#))
- 2) Click the "View Receipt" button
- 3) Click "Print"

Note: If you have a receipt printer or label printer with receipt paper, your receipt settings need to be adjusted to "narrow." This can be done in the "settings" tab; see the previous page for detailed instructions.

<div> = DETAILS = REFUND = CAPTURE = REISSUE = RECEIPT </div>						
#	TRANSACTION DATE	NAME	LAST 4	AMOUNT	TRANS TYPE	ACTION
1	2015-03-18 14:59:05			\$.00	SALE	
2	2015-03-18 14:50:59			\$.00	SALE	

Transaction Approved

Date/Time: 2015-03-18 14:59:05
 Transaction:
 Cashier:

VISA SALE
 ACCOUNT # xxxxxxxxxxxx EXPIRE 0818
 AUTH CODE MESSAGE APPROVED

Reissue

Recurring

Refund

Done

Print

Save





Help

Creating a Payment Page

A *Payment Page* is a public page on the internet where your customers can submit payment to you. It is an ideal way to accept web payments for merchants who either accept donations or only sell a few products. Below are instructions for setting up a payment page. If some of these options do not appear for you, please reach out to Bluefin's Merchant Support department to make sure that you have payment pages enabled.

- 1) Go to the "tools" tab and click "PAYMENT PAGE"
- 2) Click "Create New"
- 3) Name the page and click "Add"
- 4) Fill in the fields and click "Update Form"

Detailed instructions in next few sections

#	FORM ID	DESCRIPTION	ACTION
<div>  = EDIT  = PREVIEW  = DELETE  = BUTTON/LINK WIZARD </div>			
(CREATE NEW)			

#	FORM ID	DESCRIPTION	ACTION
		Special Products	<div style="border: 2px solid red; padding: 2px;">Add</div>

General

DESCRIPTION:

AMOUNT:

RECURRING: ☐ Yes ☒ No

LEVEL 2: ☐ Yes ☒ No

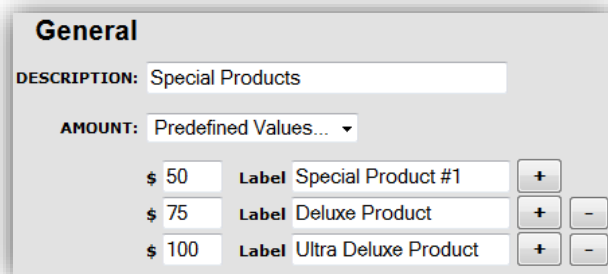
PHONE:

EMAIL:

Adding Multiple Products

([Click here](#) for instructions for initial payment page setup)

- 1) In the “Amount” field, select “Predefined Values” which will make additional fields appear
- 2) Enter the price and label for each product



General

DESCRIPTION: Special Products

AMOUNT: Predefined Values...

\$ 50	Label	Special Product #1	+	
\$ 75	Label	Deluxe Product	+	-
\$ 100	Label	Ultra Deluxe Product	+	-

Adding Custom Fields

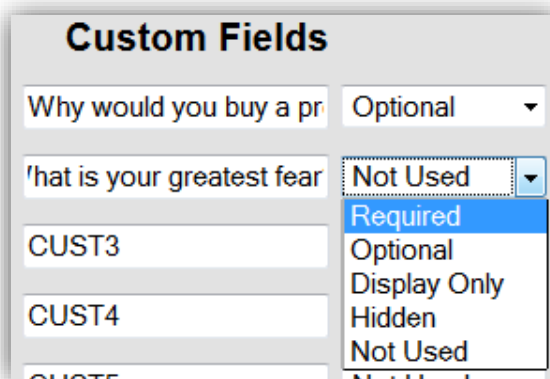
([Click here](#) for instructions for initial payment page setup)

- 1) Toward the bottom of the form, under the “Custom Fields” section, click on “Click here to edit this section” which will make more fields appear
- 2) Enter the name of each field and whether or not it is visible or required



Custom Fields

[Click here to edit this section.](#)



Custom Fields

Why would you buy a pr	Optional
What is your greatest fear	Not Used
CUST3	Required
CUST4	Optional
CUST5	Display Only
	Hidden
	Not Used

Customizing Appearance

([Click here](#) for instructions for initial payment page setup)

- 1) Click edit next to the form; or while in edit mode of a new form, at the top under the “Appearance” heading click “Click here to edit this section.”
- 2) You may choose a logo or alter any of the colors

Appearance

[Click here to edit this section.](#)

Appearance

LOGO: No file selected. [\(Delete current logo\)](#)

Logo must be of type (JPG/PNG/GIF) and no larger than 600x100 pixels.

BACKGROUND COLOR: #FF00CC

BORDER COLOR: #FF33CC

FORM BACKGROUND COLOR: #FF6699

FONT COLOR: #FFFF00

FONT TYPE: Tahoma ▼

PAGE TITLE: BUY THESE THINGS! BUY THEM!

HEADER TEXT:

WELCOME TO OUR SPECIAL PRODUCTS
 TEST PAYMENT
 PAGE!!!!!!!!!!!!!!!!!!!!!! WE ARE
 SO GLAD YOU ARE HERE!

Before...

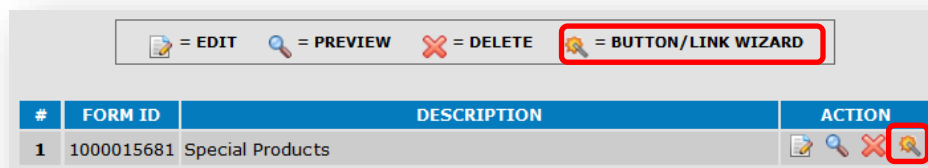


After!



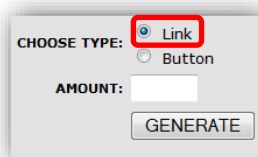
Creating a Link or a Button

Click the “BUTTON/LINK WIZARD” button next to your payment page.



TO CREATE A LINK

- 1) Check “Link”
- 2) In the “AMOUNT” field, leave blank unless you are accepting donations and want a link that already has a certain amount filled in
- 3) Click “GENERATE”; anyone with this link will be able to access your payment page



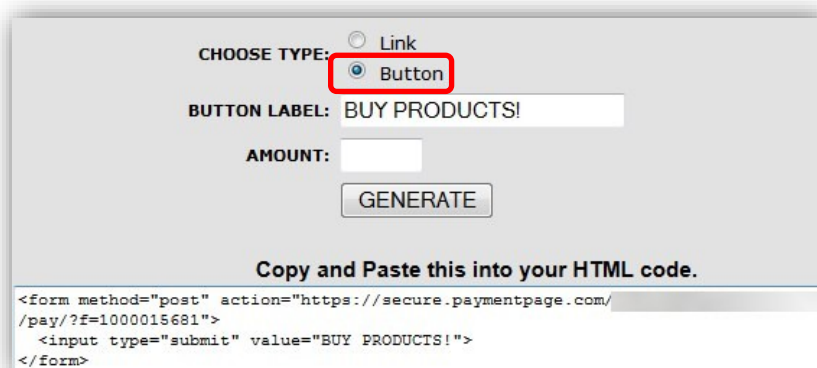
CHOOSE TYPE: ☒ Link ☐ Button

AMOUNT:

GENERATE

TO CREATE A BUTTON

- 1) Click “Button”
- 2) Label the button
- 3) A string of code will be produced; give the code to your web developer or enter onto your website to create a button



CHOOSE TYPE: ☐ Link ☒ Button

BUTTON LABEL:

AMOUNT:

GENERATE

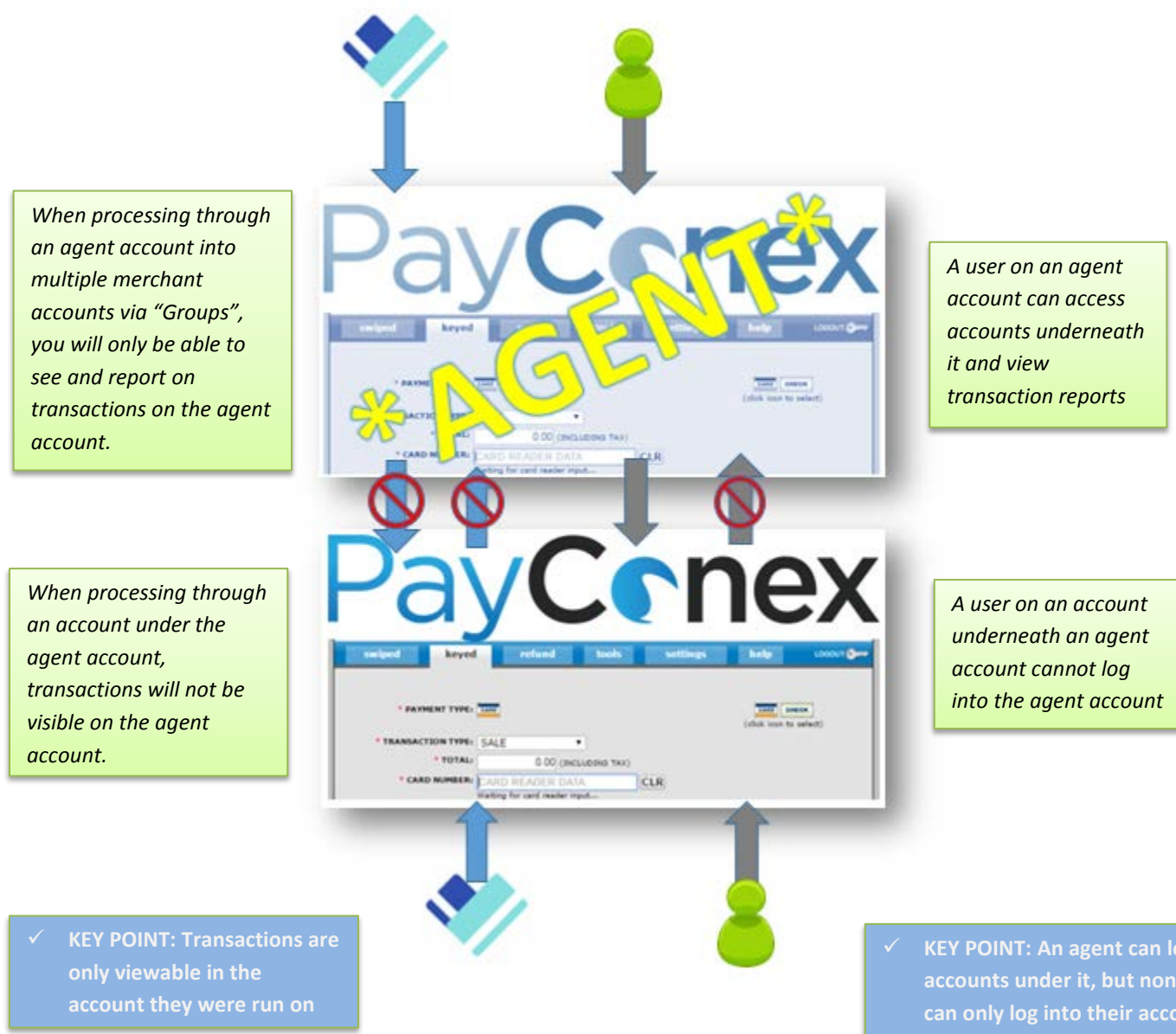
Copy and Paste this into your HTML code.

```
<form method="post" action="https://secure.paymentpage.com/pay/?f=1000015681">
  <input type="submit" value="BUY PRODUCTS!">
</form>
```

Additional Functionality

Multi-Merchant Processing

PayConex offers different ways to handle multi-merchant processing. Please see the diagram of how it works as well as use cases on the following page. Please note – if you process via a third party software or via the API, the use cases may not be possible.



Multi-Merchant Examples

USE CASE EXAMPLE #1:

- ✓ Multiple Locations
- ✓ Need to Report on Combined Activity
- No need to have separate logins for each location

SOLUTION:

Process through the agent account and use "Groups" to split into different merchant accounts.

PROS	CONS
<ul style="list-style-type: none"> • Can use groups to separate transactions into different merchant accounts • Can run combined report of all transactions 	<ul style="list-style-type: none"> • Does not allow option of creating users just for one location • Makes creating non-combined reports more complicated

USE CASE EXAMPLE #2:

- ✓ Multiple Locations
- No Need to Report on Combined Activity
- ✓ Need ability for separate logins for each location

SOLUTION:

Build location accounts underneath agent, do not use groups at all

PROS	CONS
<ul style="list-style-type: none"> • Individual locations can login and see their activity but will be unable to see other locations activity • Users with access to agent account can "jump" over to the location accounts and view processing information 	<ul style="list-style-type: none"> • Cannot view combined reports showing all location's transactions

USE CASE EXAMPLE #3:

- ✓ Multiple Locations
- No Need to Report on Combined Activity
- ✓ Need ability for separate logins for each location
- ✓ Need ability to process for various locations at agent level

SOLUTION:

Use groups at agent level to process for individual locations plus have locations as separate accounts underneath agent.

PROS	CONS
<ul style="list-style-type: none"> • Individual locations can login and see their activity but will be unable to see other locations activity • Users with access to agent account can "jump" over to the location accounts and view processing information 	<ul style="list-style-type: none"> • Cannot view combined reports showing all location's transactions • Transactions processed at agent level for individual locations using groups would not show up within individual locations' accounts






Agent Accounts


If you have multiple locations that you would like connected via an agent account, please contact Bluefin support.

HOW TO "JUMP" TO LOCATION ACCOUNTS FROM AGENT LOGIN

- 1) Once you are logged into the agent account, go to "tools" and then "AGENT TOOLS"
- 2) Click on "MANAGE ACCOUNTS"
- 3) Click on the account you wish to log into
- 4) On the top right, there is a link with the account number, click the link to jump into that account

NOTE: You will know you are in the other account because that account name will display in the top right corner

<< Previous 1 ... 7 8 9 10 11 Next >> All					Page: 10	Items per page: 50
ACCT NAME	DISPLAY NAME	ACCT NUMBER	STATUS	ACTION		
Test Account 5 netconnect	Test Account 5 netconnect	220614965481	SETUP	 		
Test Account 5 north	Test Account 5 north	220614965501	SETUP	 		
Test Account 5 vital	Test Account 5 vital	220614965561	SETUP	 		


[TOOLS](#) > [AGENT TOOLS](#) > [MANAGE ACCOUNTS](#) > MANAGE MERCHANT SETTINGS


ACCOUNT NAME: Thanks for being a Bluefin customer

ACCOUNT #: [220614973181](#)

BASIC INFORMATION

* ACCOUNT STATUS:


* ACCOUNT NAME:




Thanks for being a Bluefin customer

[swiped](#)
[keyed](#)
[refund](#)
[tools](#)


Look at the top right corner to see what account you are logged into

[LOGOUT](#) 

* PAYMENT TYPE: 

* TRANSACTION TYPE:

* TOTAL: (INCLUDING TAX)

 (click icon to select)

Account Updater

“Account Updater” is a tool for managing recurring payments. Merchants enrolled submit a file and receive updated cardholder information, including new card number and expiration dates for participating issuers. If you wish to enroll in Account Updater, please contact Bluefin for information and pricing. Below is the procedure for merchants who are ALREADY enrolled.

UPLOAD FILE SPECIFICATIONS AND PROCESS

- 1) Create a CSV file with card numbers or tokens you want to check
- 2) Upload file to secure FTP system
- 3) Response file will be available 3-5 days later
- 4) Update recurring records as needed (see page 12 for instructions)

Cell A1 should always say “MHDR”

For full card number, should say “CARD”, for token, should say “TKN”

	A	B	C	D	E
1	MHDR	000001	PayConex Account ID	API Access Key	
2	CARD	000002	Full Card Number	Expiration Date in format MMY	Optional 50-character reference field
3	CARD	000003	Full Card Number	Expiration Date in format MMY	Optional 50-character reference field
4	CARD	000004	Full Card Number	Expiration Date in format MMY	Optional 50-character reference field
5	TKN	000005	Token ID	Do not need expiration date if using token	Optional 50-character reference field
6	TKN	000006	Token ID	Do not need expiration date if using token	Optional 50-character reference field
7	CARD	000007	Full Card Number	Expiration Date in format MMY	Optional 50-character reference field

Example Request File

```
MHDR,000001,120614961789,9c62606abc4a73af0086ba2ffb65e482
CARD,000002,4503300000001238,1218
CARD,000003,5415244444444444,1222
CARD,000004,5424180001234506,1218
CARD,000005,4002960001111116,0416
CARD,000006,4005571701111111,0416,Reference 12345
CARD,000007,5424180011113336,1218,trans 123-456-abc
CARD,000008,4159282222222221,1215,account a-b-456
...
CARD,000032,4124939999999990,1215
MHDR,000033,120614961797,0444eebb71418c7d23aed96880d0d6e8
TKN,000034,000000143347
TKN,000035,000000114608
TKN,000036,000000142160
TKN,000037,000000116520,Reference 12345
TKN,000038,000000125027,account a-b-456
```

RESPONSE FILE KEY AND EXAMPLE

CODE	RESPONSE	DESCRIPTION
A	Match - Update PAN	New account number and expiration date. Use going forward.
B	Match - Update Expiry	New expiration date, same account number. Use going forward.
C	Match - Closed	Account is marked as closed. Cardholder should be contacted.
D	Match - Contact Cardholder	Unknown reason and cardholder should be contacted.
E	Match - No Change	No update and it matches, so continue to use.
F	No Match - BIN in range	No match to the data provided.
G	No Match - BIN out of range	No match to the data provided.
H	Error - Non-numeric PAN	Bad PAN data (not valid characters or format).
I	Error - Failed Luhn	Doesn't match a Luhn (Mod 10) check (not a valid card value)
J	Error - Invalid Expiry	Expiration date was not properly formatted.
K	Error - Invalid MID	MID for the file is incorrect.

Example Response File

```

FHDR,000000,pass,20151223152623
MHDR,000001,120614961789
CARD,000002,A,4862345634563454,1221
CARD,000003,E,,
CARD,000004,G,,
CARD,000005,G,,
CARD,000006,B,,0418,Reference 12345
CARD,000007,G,,,trans 123-456-abc
CARD,000008,B,,1217,account a-b-456

```

CODE A: New card number and expiration date will be displayed

CODE B: New expiration date will be displayed