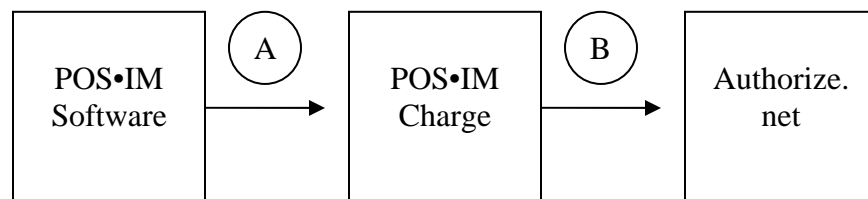


POSIM Charge for Windows

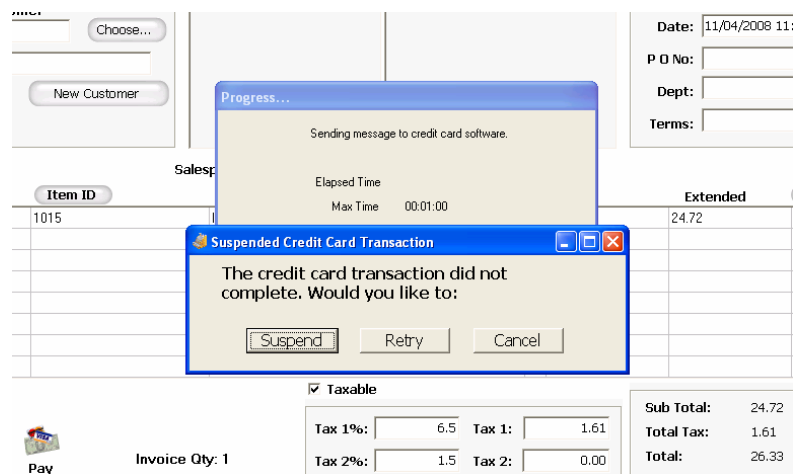
Suspended Transactions

(Only available if Store Card Data was selected during POS•IMCharge setup)

If POS•IM Charge cannot establish a connection to Authorize.net or to the internet in general, an option to suspend a transaction is available. Suspending a transaction allows the user to post the invoice without processing the credit card transaction. The credit card transaction will be held until the user indicates that they want the sale processed because the appropriate connections are now available. Below is a diagram that demonstrates the suspended transaction process.



1. POS•IM software sends the transaction to POS•IM Charge. POS•IM Charge then sends the transaction to Authorize.net to be approved. If the connection between POS•IM software and POS•IM Charge (A) is not established, the user will receive the following warning: “Socket Connection Error.” In this case the user won’t have the option to suspend a transaction.
2. Once the connection between POSIM•IM Software and POS•IM Charge is established, POS•IM Charge will next attempt to send the transaction to Authorize.net (B). If a connection between POS•IM Charge and Authorize.net is ***not*** established the following dialog box appears allowing the user to choose to Cancel, Retry, or Suspend.



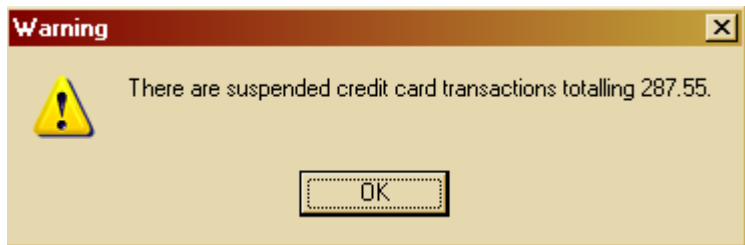
- To suspend a transaction, click on the “Suspend” button. This will allow the invoice to process without processing the credit card transaction.

NOTE:
 You should only use the Suspend feature if you are comfortable with the risk that the card may be declined. You assume all risk involved with allowing the customer leave with the goods before the transaction is finalized. Ensign is not responsible for suspended transactions that are not approved.

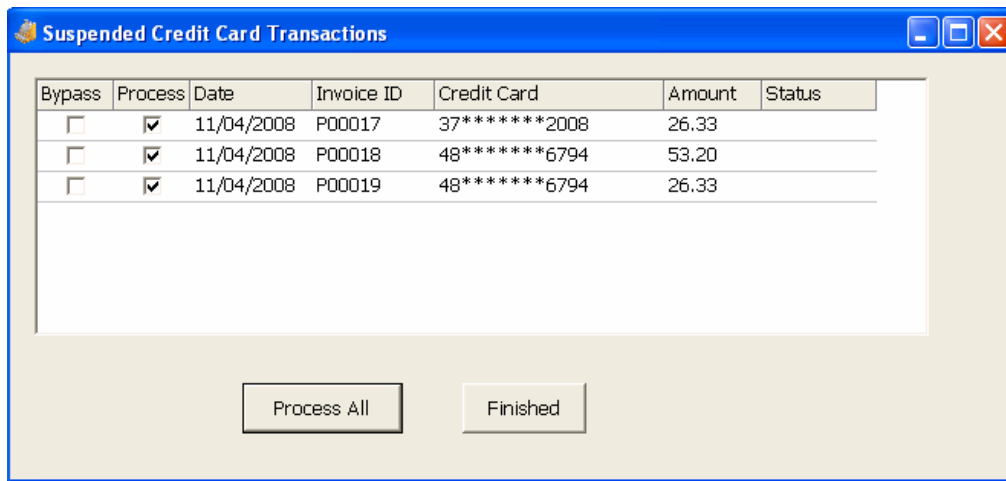
- During this process, a token is assigned to the credit card transaction so the actual credit card information is not visible.
- Suspended transactions can be viewed in the Credit Card Audit Report. The Reference Transaction ID number is normally followed by the POS•IM Charge transaction ID. If a transaction has been suspended the word SUSPENDED will appear instead of the reference transaction ID.

Credit Card Audit Report						
Created November 12, 2008						
From Date	10/23/2008					
To Date	10/29/2008					
Group By	Invoice Date					
Transaction Date	Invoice ID	Card Type	Credit Card Number	Token	Reference Number	Amount
10/23/2008	P00032	Visa	41*****1111 1111	4	2147707118 65	(223.65)
10/23/2008	P00033	Visa	41*****1111 1111	4	2147707212 68	543.15
10/23/2008	P00036	Visa	41*****1111 1111	4	2147708698 89	127.80
10/23/2008	P00037	Visa	41*****1111 1111	4	SUSPENDED 70	127.80
10/23/2008	P00038	Visa	41*****1111 1111	4	2147708702 71	(127.80)
10/23/2008	P00039	MC	54*****5454 0909	2	2147708707 72	200.11
10/23/2008	P00039	Visa	41*****1111 1111	4	2147708709 73	215.24
10/23/2008						862.65
10/29/2008	P00040	Visa	41*****1111 1111	4	BYPASS 87	543.15
10/29/2008	P00041	Visa	41*****1111 1111	4	2147728279 88	159.75
10/29/2008	P00042	MC	54*****5454 0909	2	2147728511 89	83.90
10/29/2008						766.80
Grand Total						1,629.45

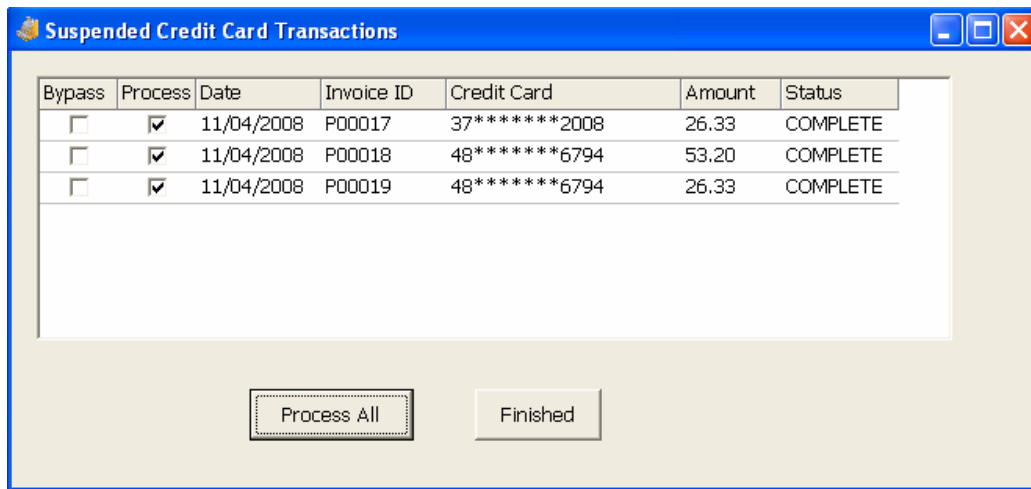
- If there are suspended transactions a warning will appear when processing the ending tills.



- To process suspended transactions, click on the Reports tab on the Sales menu bar and select Suspended Credit Card Transactions. From this screen you can select the transactions you wish to process, and then click “Process All”.



- Once a transaction is processed the Status column will change to “Complete.” If the process was unsuccessful it will change to “Failed.”



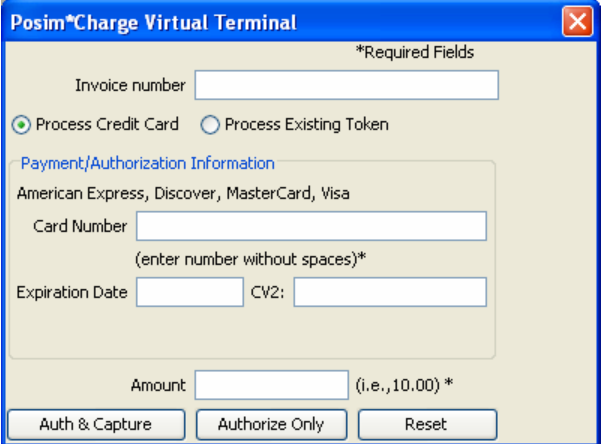
- When the transaction is successfully processed, POS•IM will automatically update the Credit Card Audit Report and change the Reference Number from a “Suspended” to the actual reference number.

Example of when to suspend a transaction:

Joe sells customized jewelry at the local fair each year. Joe takes his laptop with POS•IM and POS•IM Charge software to the fair to manage and record the sales. While at the fair, Joe does not have access to the internet, so his recorded transactions are not actually processed. When he gets home, he connects his laptop to the internet. Once connected, Joe goes into his Suspended Credit Card Transactions and processes all of his sales.

Virtual Terminal

1. To access the virtual terminal, click on Tools in the POS•IM Charge menu bar. Then select virtual terminal.
1. Choose to either process a credit card or use an existing token and fill in the appropriate fields.
2. You can choose to either Authorize Only or to Authorize and Capture the credit card information.
 - a) Authorize Only will simply approve the transaction without processing it.
 - b) Authorize and Capture will approve and process the transaction.



The screenshot shows a software window titled "Posim*Charge Virtual Terminal". At the top right of the window is a close button (X). Below the title bar, there is a label "*Required Fields". The form contains the following elements:

- An "Invoice number" text input field.
- Two radio buttons: "Process Credit Card" (which is selected) and "Process Existing Token".
- A section titled "Payment/Authorization Information" containing:
 - A text input field for "Card Number" with the instruction "(enter number without spaces)*" below it.
 - Text input fields for "Expiration Date" and "CV2:".
- An "Amount" text input field with the instruction "(i.e., 10.00) *" to its right.
- Three buttons at the bottom: "Auth & Capture", "Authorize Only", and "Reset".