SLIMCD- EMV GUIDE

INTRODUCTION

This guide is for retailers who use SlimCD as their credit card gateway and want to implement EMV. The topics below provide important information about software changes required for EMV and instructions for how to setup EMV with SlimCD and RICS:

- RICS Integration Changes
- Order EMV Hardware
- SlimCD EMV Setup
- Enable EMV in RICS

RICS INTEGRATION CHANGES

SLIMCD SOFTWARE
A SlimCD for PC software upgrade is required to enable EMV (Retailers must contact SlimCD to upgrade).

END SALE PROCESS
When a Cashier clicks the End Sale button on the RICS POS, ticket details will transmit to SlimCD for PC. SlimCD for PC will initialize the EMV device and transmit the sale information. Customers will then be prompted for all credit card interactions on the EMV device. When all customer interactions are complete on the EMV device; information will be sent to RICS and receipts will print.

APPROVAL CODE ON SALES JOURNAL
The approval code for each transaction will now print on the RICS Sales Journal along with the last 4 digits of the credit card number. This enables reconciliation of RICS transactions with SlimCD transactions.

PARTIAL AUTHENTICATION AND REFUNDS
If a credit card is partially approved for less than the amount due on the ticket, the RICS POS will prompt for another tender to cover the difference. If another tender is not provided, the cashier will be prompted to void the partial approval and return to tender screen to re-enter payment.

In the event that a customer is refunded, a negative amount will be refunded to their credit card to constitute a Credit. This is not a void of the original transaction, but a transaction of a negative amount credited back to the card.

MERCHANT AND CARDHOLDER RECEIPTS

Cardholder Receipt

At the conclusion of the transaction, cardholder receipts will print according to what is entered in the "# of Receipts to Print" field in the RICS Back Office screen. All EMV information returned from the credit card processor will be present on the cardholder receipt, below the tender information. If multiple credit cards are used by a customer, the EMV information will be present for each credit card on the cardholder receipt (see below).

Note: If a reprint of the cardholder receipt is required, use the RICS Back Office.

```
                RICS Retail
               123 1st Street
            Rics Town, RICS 99999
             www.ricssoftware.com

3/22/2016 08:28 AM              5/bjo/113

Regular Sale by bjo:Olesen, Brian
Free Time, in BLACK
   FREETIME/BLK 7.5 M             130.00

                 Subtotal:    130.00
                 6% Tax:        7.80
                County Tax:     3.90
                   Total:     141.70
                 3- Visa       75.00
         Visa #XXXXXXXXXXX8928
            Approval #SWP372
         6- Am Express        66.70
AmericanExpress #XXXXXXXXXX2005
            Approval #SWP798

            Items Sold: 1

TYPE: PURCHASE
AMOUNT: $75.00
DATE/TIME: 03/22/2016 08:28:10
CARD TYPE: VISA
CARD #: XXXXXXXXXXX8928
ENTRY METHOD: SWIPED
APPROVAL: SWP372

BUYER AGREES TO PAY TOTAL AMOUNT ABOVE
ACCORDING TO CARDHOLDER'S AGREEMENT
WITH ISSUER


*** CUSTOMER COPY ***
TYPE: PURCHASE
AMOUNT: $66.70
DATE/TIME: 03/22/2016 08:28:20
CARD TYPE: AMERICAN EXPRESS
CARD #: XXXXXXXXXXX2005
ENTRY METHOD: SWIPED
APPROVAL: SWP798

BUYER AGREES TO PAY TOTAL AMOUNT ABOVE
ACCORDING TO CARDHOLDER'S AGREEMENT
WITH ISSUER


*** CUSTOMER COPY ***
           Rics Support!
   No returns on worn Shoes. Must be
accompanied with receipt within 30 days
           of purchase.|
```

Multiple Credit Card EMV Transaction Detail

```
                RICS Retail
               123 1st Street
            Rics Town, RICS 99999
             www.ricssoftware.com

3/22/2016 08:26 AM              5/bjo/112

Regular Sale by bjo:Olesen, Brian
Free Time, in BLACK
   FREETIME/BLK 8 M             130.00

                 Subtotal:    130.00
                 6% Tax:        7.80
                County Tax:     3.90
                   Total:     141.70
                 3- Visa      141.70
         Visa #XXXXXXXXXXX8928
            Approval #SWP951

            Items Sold: 1

TYPE: PURCHASE
AMOUNT: $141.70
DATE/TIME: 03/22/2016 08:26:14
CARD TYPE: VISA
CARD #: XXXXXXXXXXX8928
ENTRY METHOD: SWIPED
APPROVAL: SWP951

BUYER AGREES TO PAY TOTAL AMOUNT ABOVE
ACCORDING TO CARDHOLDER'S AGREEMENT
WITH ISSUER




*** CUSTOMER COPY ***
           Rics Support!
   No returns on worn Shoes. Must be
accompanied with receipt within 30 days
           of purchase.
```

Single credit card EMV receipt detail

Merchant Receipt

Printing a merchant receipt is mandatory and it will include the transaction details. If multiple credit cards are used by a customer, a signature line will be present for each credit card on the merchant receipt.

Note: If a reprint of the merchant receipt is required, use SlimCD's online portal or SlimCD for PC software to obtain that receipt.

Single Signature Receipt

Multiple Signature Receipt

Declined Receipt

If a credit card is declined, RICS will print a merchant and cardholder receipt reflecting that the transaction was declined.

ORDER EMV HARDWARE

INFINTECH

Infintech will identify and explain EMV device options, order hardware, and ship the device(s) to the merchant within one week.

- Phone:
  - o Ken Harwell - (513) 395-9483
  - o Ben Sicnolf – (513) 338-8471
- Email:
  - o ken.harwell@infintechllc.com
  - o ben.sicnolf@infintechllc.com

  Note: If Infintech is not your processor, contact SlimCD directly (contact information below).

SLIMCD

SlimCD will identify and explain EMV device options, order hardware, and drop ship the device(s) to the merchant. EMV devices can also be purchased online through SlimCD.

- Phone: (877) 475-4623 ask for Scott Amato
- Email: support@slimcd.com attn.: Scott Amato
- Website: www.SlimCD.com

SLIMCD EMV SETUP

Contact SlimCD after receiving your EMV device(s). SlimCD will enable the merchant account for EMV and schedule the SlimCD for PC software installation/setup (contact information above).

ENABLE EMV IN RICS

Prior to enabling EMV in RICS, contact SlimCD for SlimCD EMV setup.

BACK OFFICE

Update your POS Credit Card Processing Options (Required):

1. In the RICS Back Office, go to **Home :: Setup :: Manage Store :: Setup Settings**

2. To select a store, enter or search for the store number in the Store Number field

3. After the store loads, click the POS Credit Card Processing tab

4. Click the SlimCD – Application Name checkbox and use the dropdown to select SlimCD for PC

5. Click the SlimCD – EmvEnabled checkbox and use the dropdown to select Yes

6. Click the SlimCD – Require Signature checkbox and use the dropdown to select Yes if an EMV Signature Capture device is used to collect a customer signature; if not select No.

   Note: A signature line will only print on Merchant receipts if No is selected. By selecting Yes, customer signatures will be collected by your EMV Signature Capture device and the credit card gateway partner is storing them.

7. Click Save

POINT OF SALE

Update Point of Sale (Required):
Update your Point of Sale (click here) to version 3.0.313.XXX or higher to utilize SlimCD EMV functionality.

Perform a test transaction (Optional):
Confirm the EMV update is working by performing a test sales transaction.

1. Log into the RICS Point of Sale

2. Ring a transaction as normal