

# Cloud9 Quick Start Guide for 365 Retail Markets

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## 1. Create Merchant Account on Cloud9's website.

### 1.1 Logon Cloud9's website as Dealer Admin or Store Admin:

Click <https://www.c9pg.com/cloud9/web/>

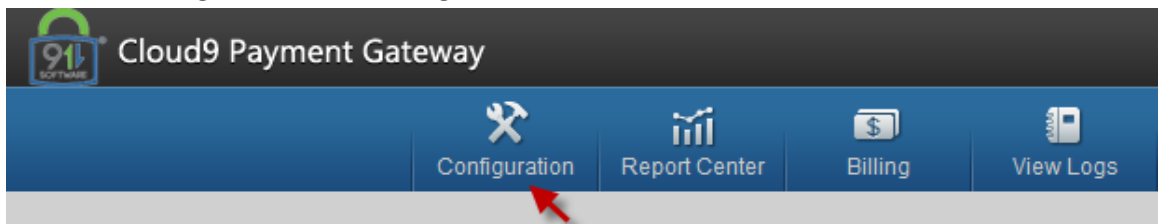
Please input Your Email, Password, and Verification Code, then click Login button.

If your do Not have account, please contact your dealer or 911software's support.

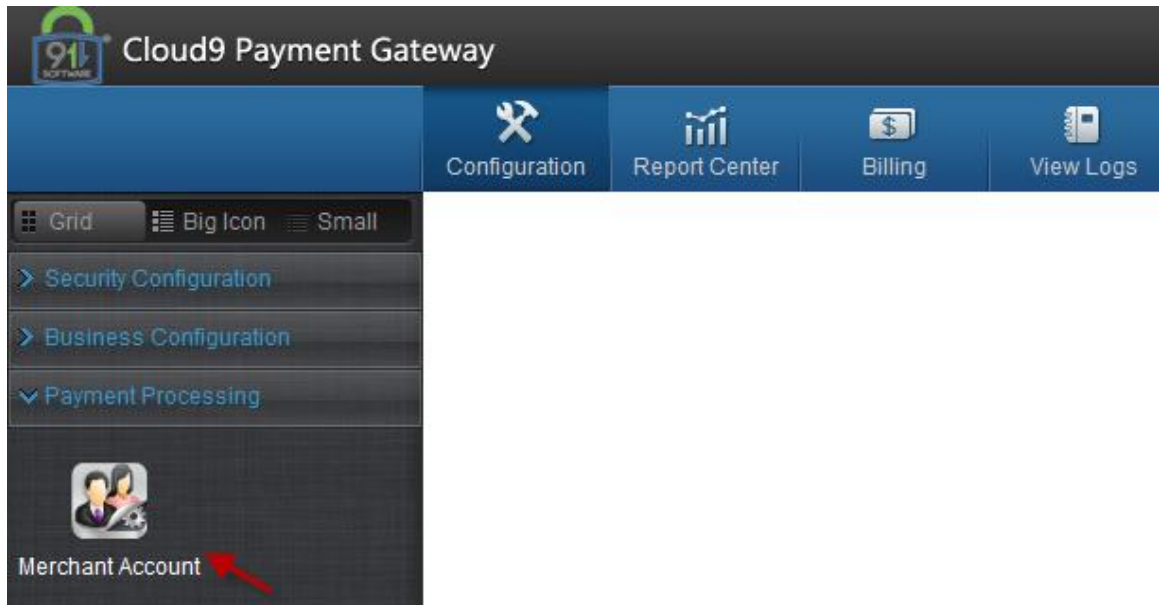
A screenshot of the Cloud9 login page. The page has a blue background with three feature highlights on the left: 'Strong Reports Coverage', 'User Friendly Interface', and 'Access Management Control'. On the right, there is a 'Login' form with a red border. The form contains three input fields: 'Your Email', 'Password', and 'Verification code'. Below the 'Verification code' field, the text 'b u m b' is displayed. At the bottom of the form, there is a 'Login' button and a 'Forget password?' link.

### 1.2 Create Merchant Account.

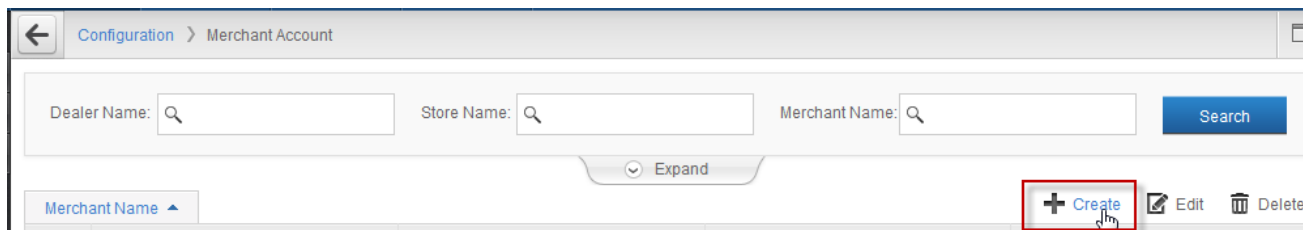
1.2.1 Click Configuration on the navigation.



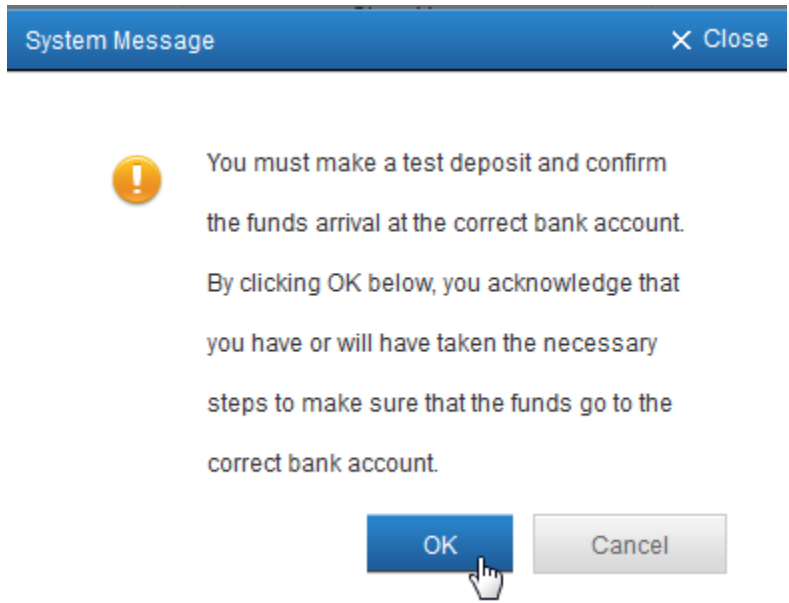
1.2.2 Click Merchant Account under Payment Processing.



1.2.3 Click Create icon on the right.




1.2.4 Click OK button on the popup page.



1.2.5 Please input the Merchant Name, select the Dealer/Store, Industry Type and Credit Processor. Then click Processor Config button.

← Configuration > Merchant Account

Processor Config 1 Card Config 2

|                    |   |
|--------------------|---|
| * Merchant Name    | <input type="text" value="Merchant1 Using USAT as Processor"/>  |
| * Dealer/Store     | <input type="text" value="Dealer_Admin"/> <input type="text" value="DA_Store"/>   |
| * Industry Type    | <input type="text" value="Retail"/>   |
| * Credit Processor | <input type="text" value="USAT"/> <input type="button" value="Processor Config"/>  |

1.2.6 Please enter your User Name, Serial Number, Password from USAT. Then click Submit.

If you do NOT have the configuration, please contact USAT's support.

processor × Close

| Basic Information |               |
|-------------------|---------------|
| Name              | USAT          |
| Capture           | Host Capture  |
| Support Industry  | Retail        |
| E2E Encryption    | Not available |

| Detailed Information |             |
|----------------------|-------------|
| * User Name          | 9112...User |
| * Serial Number      | K...001     |
| * Password           | W...IT9     |

1.2.7 If you got the Submitted Successfully message, then click Submit button under the website.

teaway

Submitted Successfully! 09:39:57 X

Configuration Report Center Billing View Logs

Configuration > Merchant Account

Processor Config Card Config Terminal Config

1 2 3

|                    |  |
|--------------------|--|
| * Merchant Name    | Merchant1 Using USAT as Processor                  |
| * Dealer/Store     | Q Dealer_Admin Q DA_Store                          |
| * Industry Type    | Retail   |
| * Credit Processor | USAT Processor Config                              |
| Debit Processor    | <input checked="" type="checkbox"/> Same As Credit |
| EBT Processor      | <input checked="" type="checkbox"/> Same As Credit |
| Prepaid Processor  | <input checked="" type="checkbox"/> Same As Credit |
| Gift Processor     | <input checked="" type="checkbox"/> Same As Credit |

Submit Cancel

1.2.8 Click Next.

← Configuration > Merchant Account

Processor Config 1 Card Config 2

|                   |                                   |
|-------------------|-----------------------------------|
| Merchant Name     | Merchant1 Using USAT as Processor |
| Industry Type     | Retail                            |
| Credit Processor  | USAT                              |
| Debit Processor   | USAT                              |
| EBT Processor     | USAT                              |
| Prepaid Processor | USAT                              |
| Gift Processor    | USAT                              |

Next

1.2.9 Please configure your accepted card type, then click Next.

Configuration > Cards Config

Processor Config 1      Card Config 2      Terminal Config 3

| Serial# | Card Type       | Accepted |
|---------|-----------------|----------|
| 1       | VISA            | YES      |
| 2       | MasterCard      | YES      |
| 3       | AmericanExpress | YES      |
| 4       | Discover/NOVUS  | YES      |
| 5       | DinersClub      | YES      |
| 6       | JCB             | YES      |
| 7       | EBT CashBenefit | NO       |
| 8       | EBT FoodStamp   | NO       |
| 9       | Debit Card      | NO       |
| 10      | Prepaid Card    | YES      |
| 11      | Gift Card       | YES      |

Back      Next

1.2.10 Please click Create icon on the right.

Configuration > Terminal Management

Processor Config 1      Card Config 2      Terminal Config 3

+ Create

| Edit | Delete | Serial# | Merchant Name | Gateway-MID | Gateway-TID | Device Number |
|------|--------|---------|---------------|-------------|-------------|---------------|
|      |        |         |               |             |             |               |

Back      Finish

1.2.11 Please enter the Device Number then click Submit button.

If you have multiple POS terminal, you can create multiple Terminal with different Device Number, such as 001~009.



**Add Terminal** X Close

**Basic Information**

\* Device Number

1.2.12 Please record the Gateway-MID and Gateway-TID, then click Finish button. The Gateway-MID and Gateway-TID is used to configure CreditLine.

Configuration > Terminal Management

Processor Config 1 — Card Config 2 — Terminal Config 3

| Edit | Delete | Serial# | Merchant Name                     | Gateway-MID | Gateway-TID   | Device Number |
|------|--------|---------|-----------------------------------|-------------|---------------|---------------|
|      |        | 1       | Merchant1 Using USAT as Processor | 1000000035  | GT00000000186 | DeviceNo1     |

## 2. Configure CreateLine.

### 2.1 Install CreateLine

Please download *CreateLine4.1.3Build1186.6SP3.exe* or newer version.

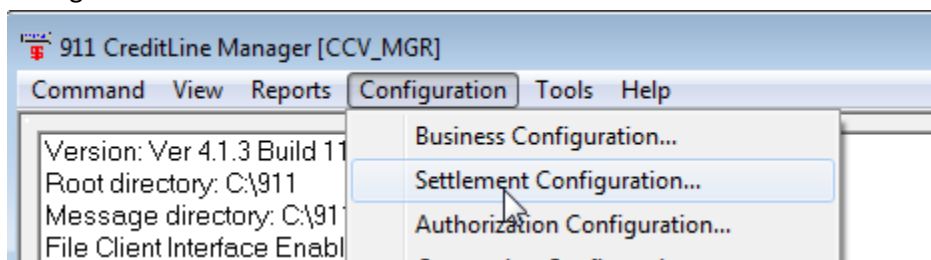
You can download the latest version on 911software's website:

<https://www.911software.com/downloads/>

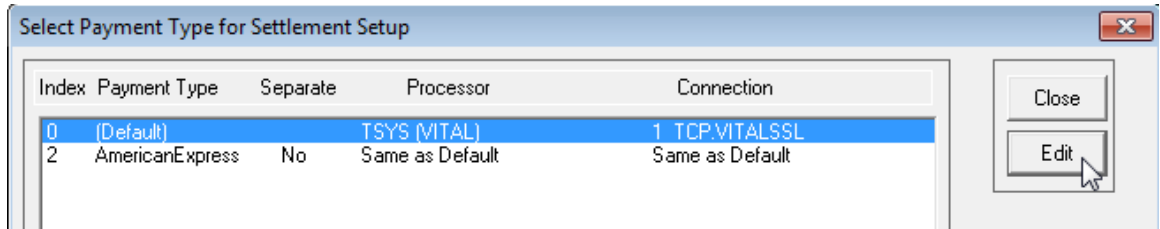
Install *CreateLine4.1.3Build1186.6SP3.exe*

### 2.2 Configure CreateLine

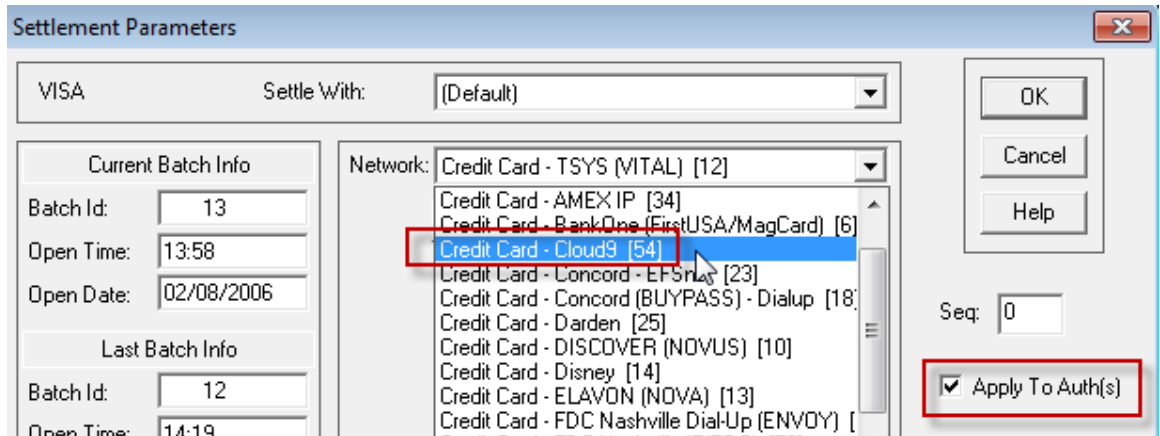
2.2.1 Please logon CreditLine Manager then navigate to Configuration->Settlement Configuration.



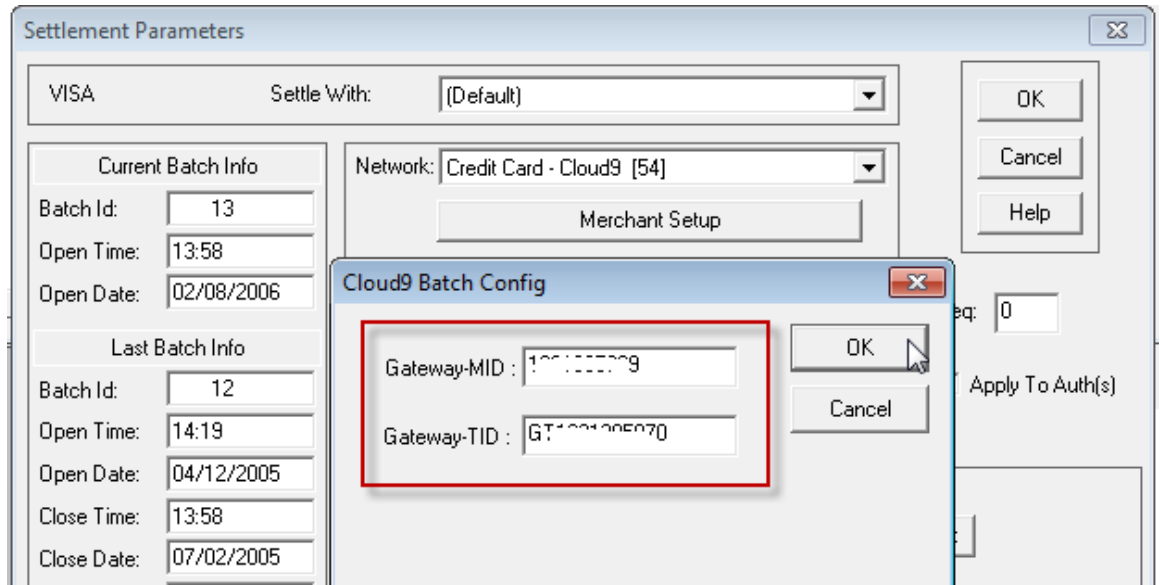
2.2.2 Click Edit



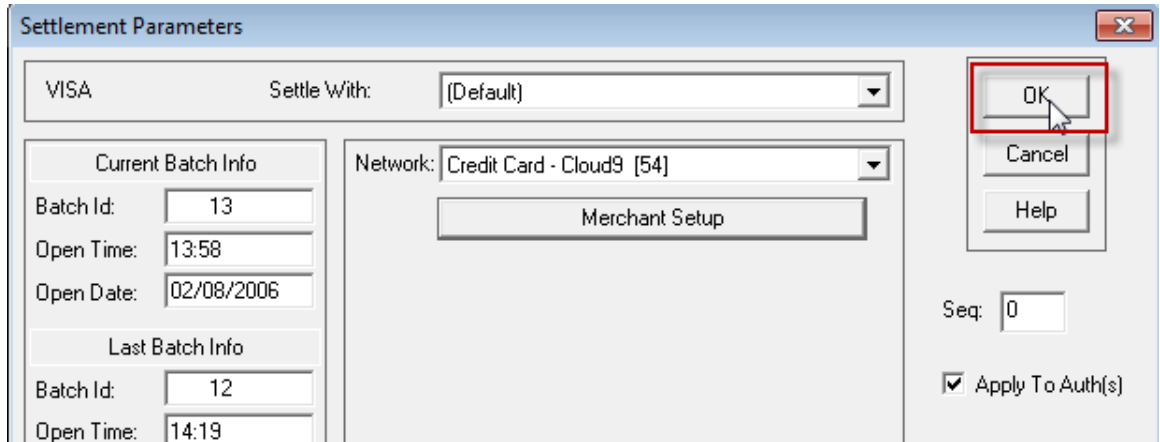
2.2.3 Ensure the Apply to Auth(s) is checked, then select Credit Card-Cloud9 in the Network drop-down box.



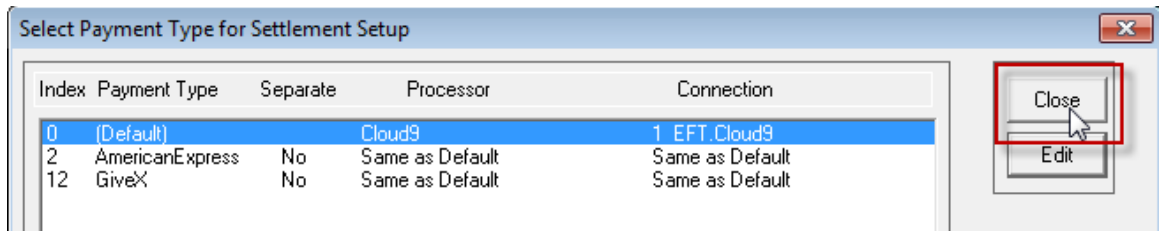
2.2.4 Please enter the Gateway-MID and Gateway-TID recorded in [1.2.12](#) then click OK.



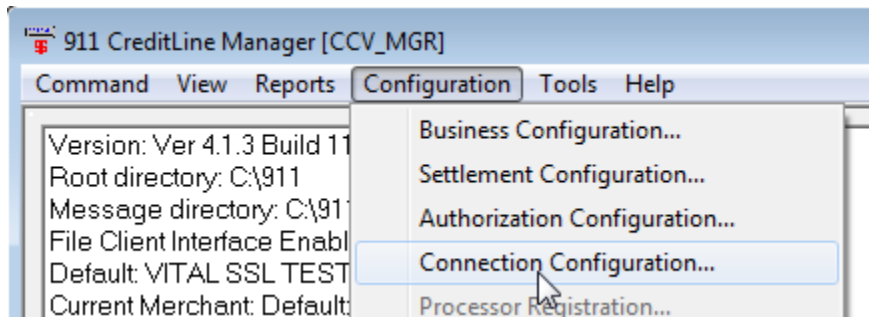
2.2.5 Click OK.



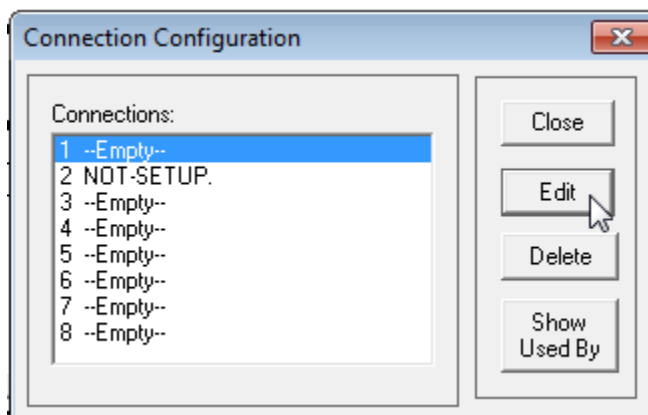
### 2.2.6 Click Close.



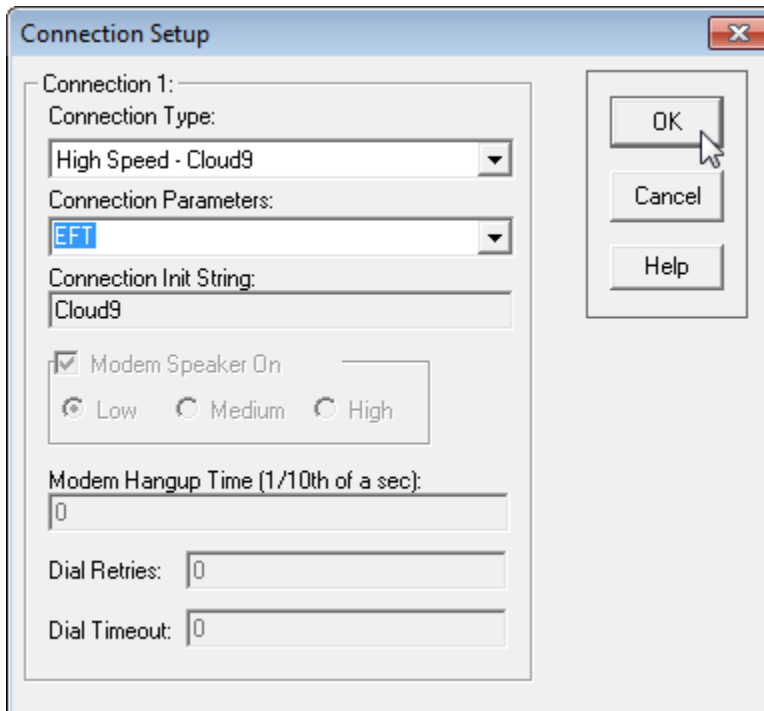
### 2.2.7 Navigate to Configuration->Connection Configuration then click Edit on the popup page.



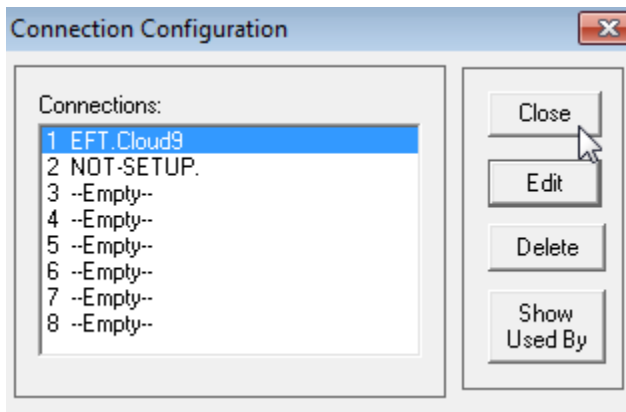
### 2.2.8 Click Edit.



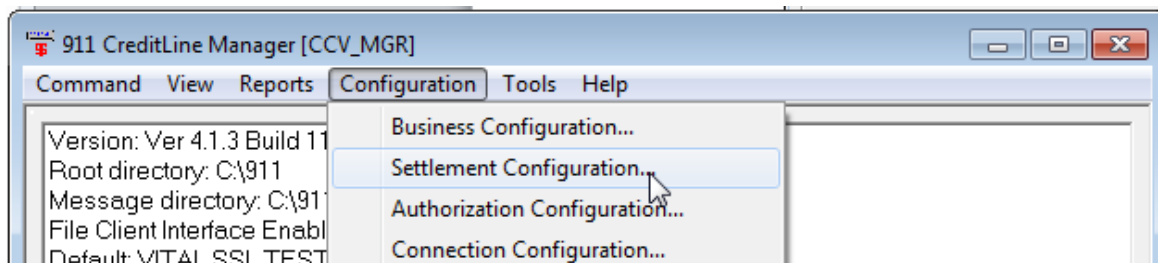
2.2.9 Select High Speed-Cloud9 as Connection type, select EFT as Connection Parameters, then click OK.



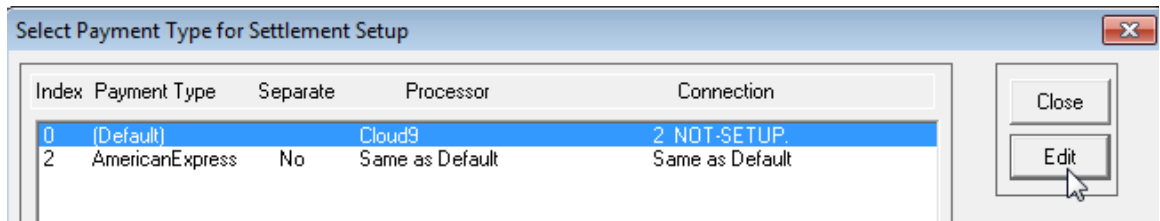
2.2.10 Click Close.



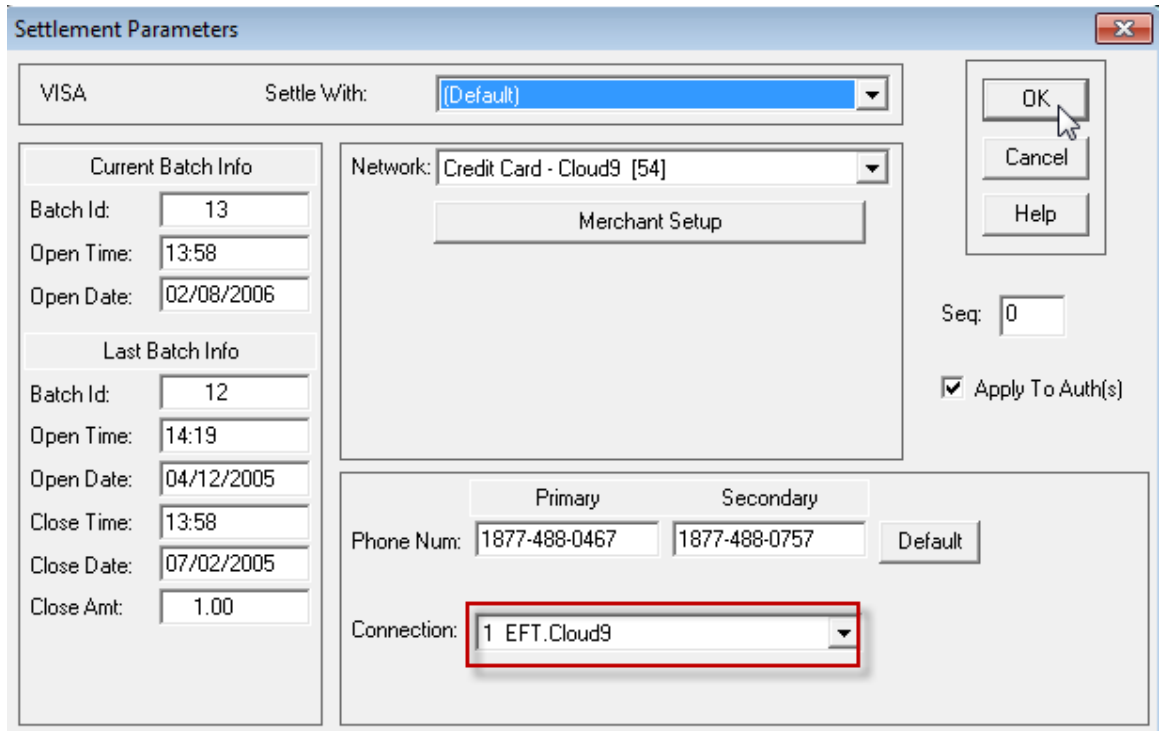
2.2.11 Navigate to Configuration->Settlement Configuration.



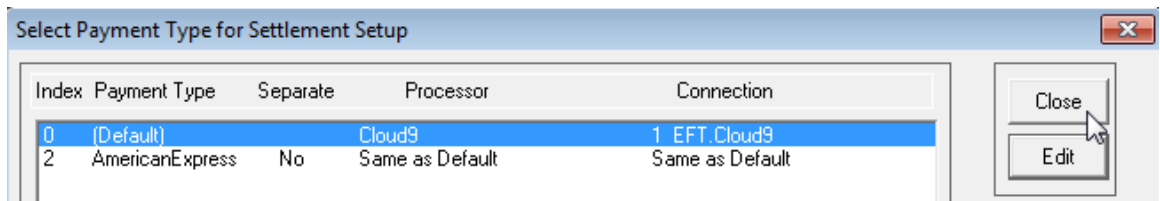
2.2.12 Click Edit.



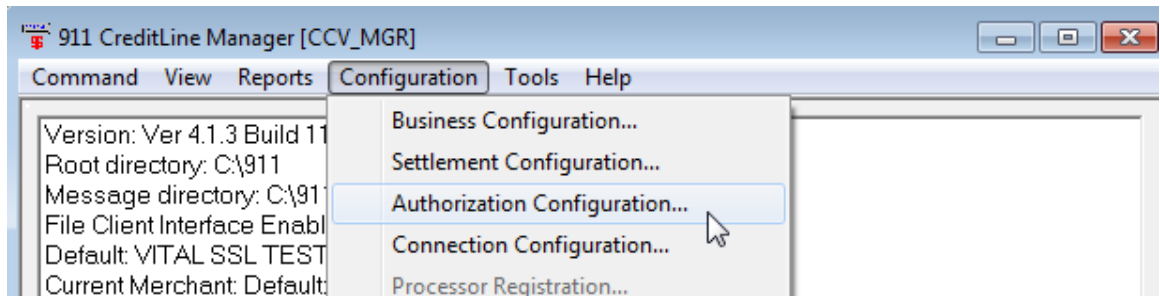
2.2.13 Ensure the Connection is EFT.Cloud9, then click OK.



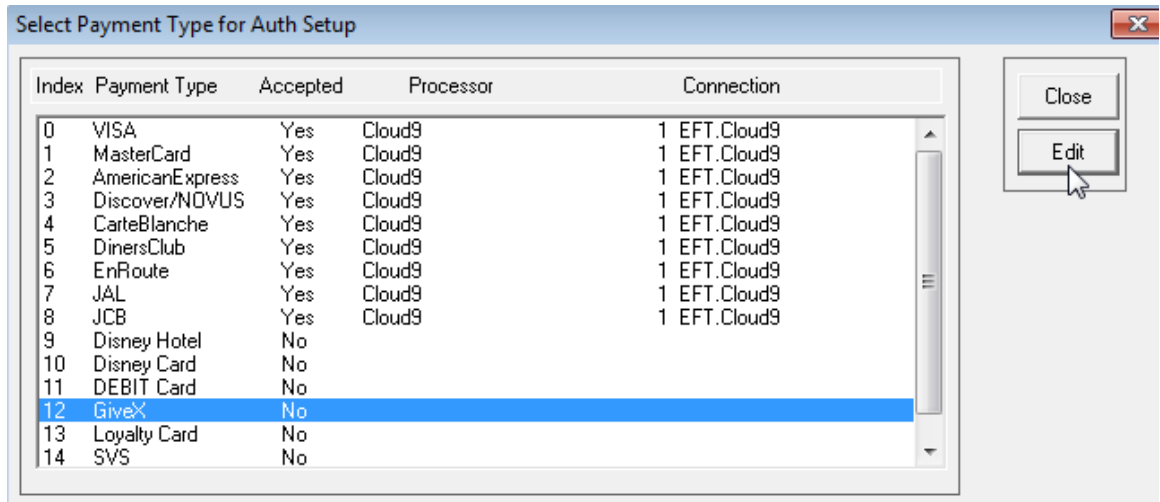
2.2.14 Click Close.



2.2.15 Navigate to Authorization Configuration.



2.2.16 Select Index12 then click Edit.



2.2.17 Please enter the Name, check the Card Is Accepted, input the Card Range then select Gift Card-Cloud9 as Network.

**Authorization Parameters**

Name: More Card  
Class: Gift Card

Card Is Accepted  
 Is Default for Class

CardRange:  
Low High  
630000----639999

Modify Add Delete

Len: 19 0 0 0  
Code: GC  
 Check LRC  
 Ignore Exp Date

Network: Gift Card - Givex Gift Card  
Debit Card - Chase Debit Canada  
Debit Card - ELAVON (NOVA) Debit  
Debit Card - FDC North (CES) Debit  
Debit Card - HPS Debit  
Debit Card - Moneris eSelect  
Debit Card - Paymentech (GENSAR)  
Debit Card - TSYS (VITAL) Debit  
Debit Card - WorldPay/RBSLynk Det  
Gift Card - [Local]  
**Gift Card - Cloud9**  
Gift Card - FDC North valuelink  
Gift Card - Givex Gift Card  
Gift Card - HPS Gift  
Gift Card - Paymentech Gift Card  
Gift Card - SVS Gift Card - Dialup  
Gift Card - SVS Gift Card - IP  
Gift Card - Valutech Gift Card  
Gift Card - Vantiv/Fifth Third Bank GI  
Gift Card - WorldPay/RBSLynk Gift  
Loyalty Card - Givex Loyalty

Line Dela  
Tip Rate:

Primary Secondary

Phone Num: [ ] [ ] Default

Connection: 2 NOT-SETUP

OK  
Cancel  
Help

Apply To All  
 No Auth  
 No Sale  
 No Force  
 No Credit  
 No Chg Tip  
 No Void

2.2.18 Input the Gateway-MID and Gateway-TID record in [1.2.12](#)

**Authorization Parameters**

Name: More Card  
Class: Gift Card

Card Is Accepted  
 Is Default for Class

CardRange:  
Low High  
630000----639999

Network: Gift Card - Cloud9  
Merchant Setup

OK  
Cancel  
Help

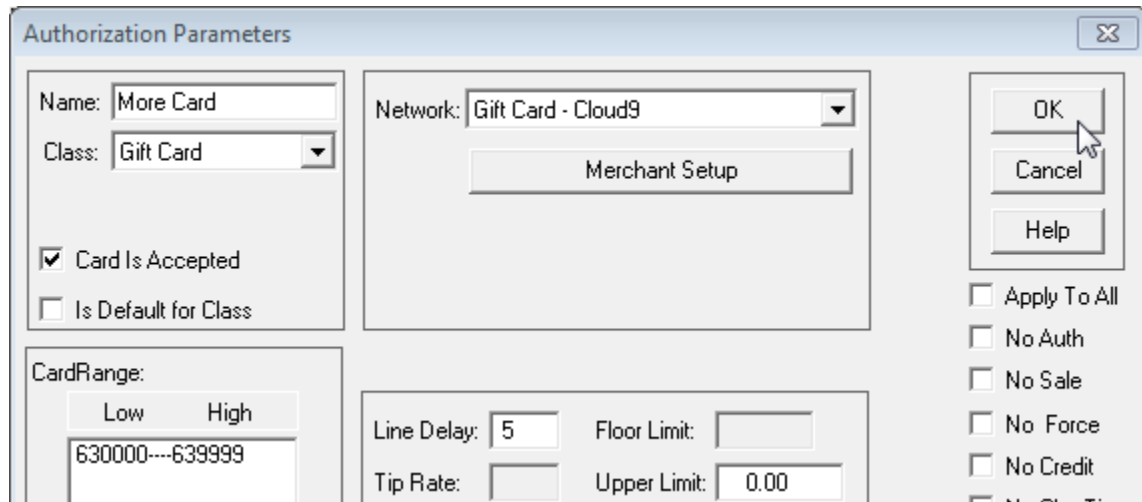
Apply To All  
 No Auth  
 No Sale  
 No Force  
 No Credit  
 No Chg Tip  
 No Void

**Cloud9 Auth Config**

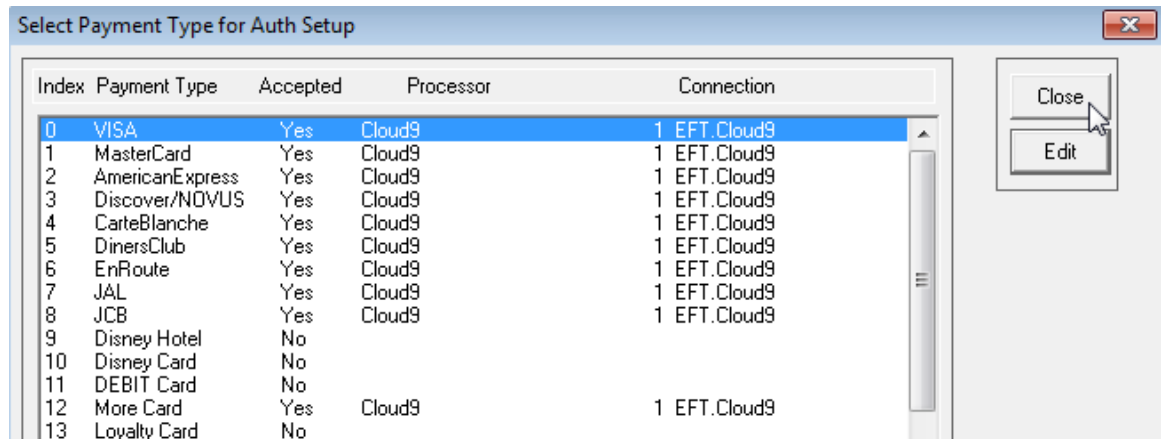
Gateway-MID : 1000000006  
Gateway-TID : GT.001004007

OK  
Cancel

2.2.19 Click OK.



2.2.20 Click Close.



### 3. Integrate your POS with CreditLine as before.

### 4. Configure and Run the Cloud9's FrontEnd.

4.1 Please download the latest Cloud9's FrontEnd:

<http://www.911software.com/files/Cloud9/FrontEnd/>

4.2 Copy the FrontEnd into the POS merchant.

4.3 Double click ...\\FrontEnd\\conf\\com.jjjesoft.gateway.frontend.ini

Set *Gift=0* as the following screenshot.



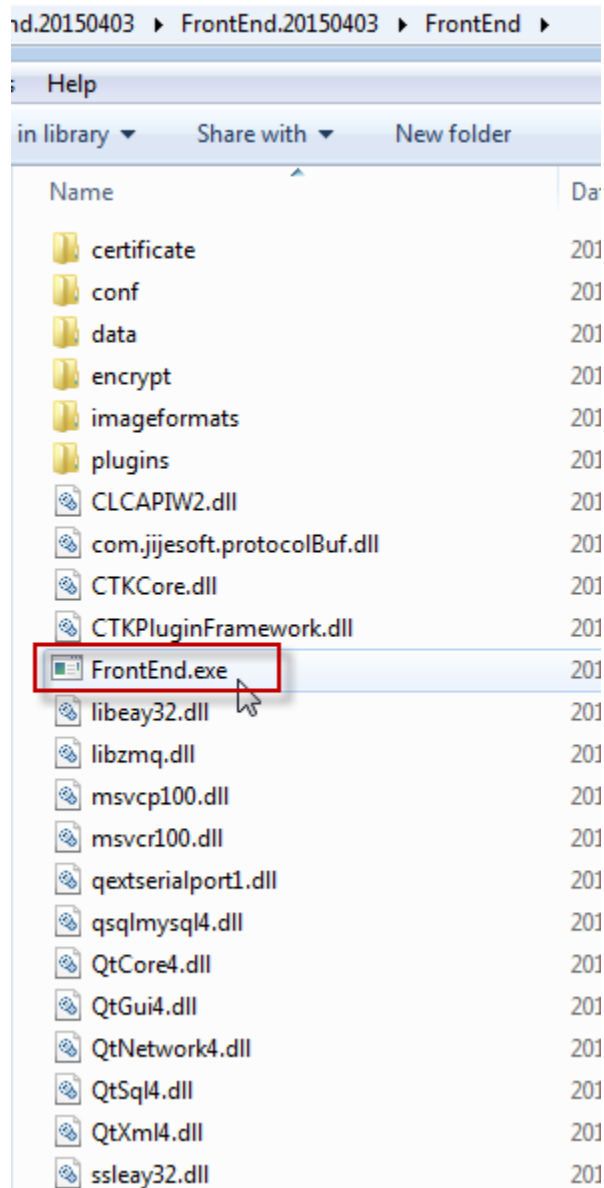
```
com.jjiesoft.gateway.frontend.ini - Notepad
File Edit Format View Help
[FRONT_END]
ProxyServerIP=72.13.8.1
ProxyServerPort=5558
ProxyTimeout=40
ProxyListenIPEnable=false
SOAPListenIP=127.0.0.1
SOAPListenPort=5557
SOAPListenIPEnable=false
SOAPTimeout=300
WorkMode=1
AllowedEntryTrackData=1

[Encryption]
Enable=0

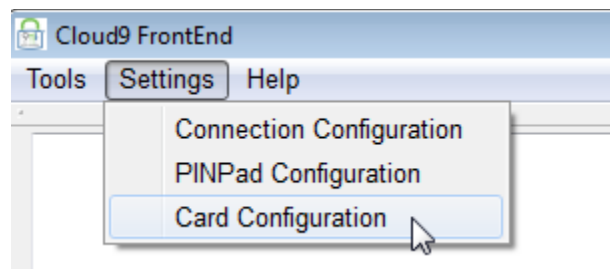
[CardConfiguration]
Credit=-1
Debit=0
Gift=1
Prepaid=1
EBT_Food=0
EBT_Cash=0

[PassThrough]
Gift=0 ←
[TXT_CARDNUMBER]
Left=33
Top=13
Width=341
Height=31
```

4.4 Double click ... \FrontEnd\FrontEnd.exe

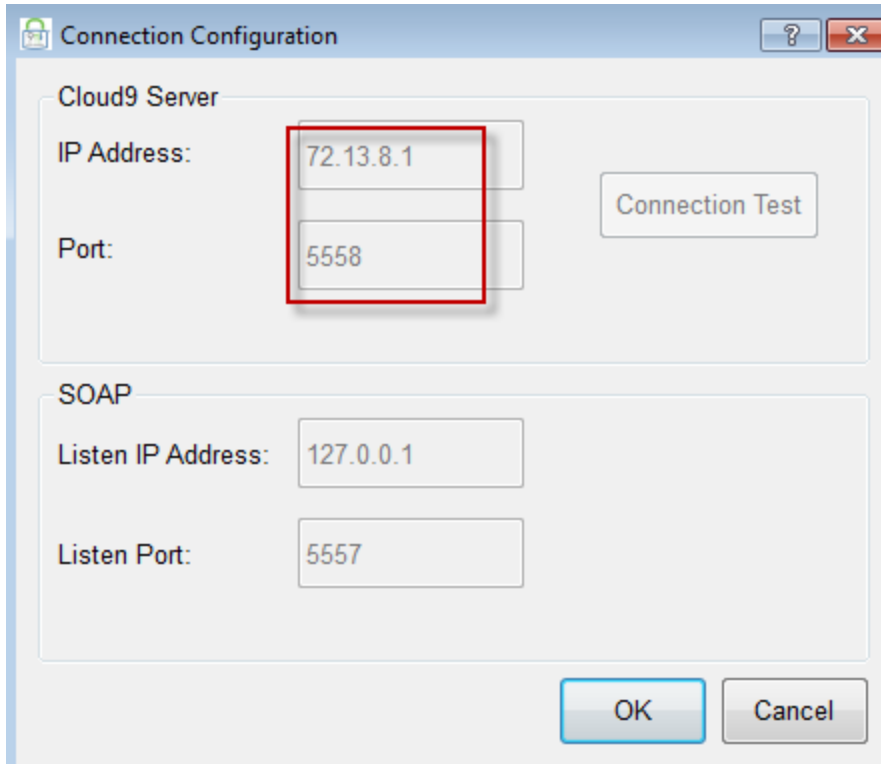


4.5 Configure the Card if you need.



4.6 Ensure Cloud9's FrontEnd is running.

Ensure the FrontEnd's machine can access Cloud9 Server(72.13.8.1). If you turn on your firewall, please add port 5558 to exception.



Then do some transactions.

## 5. Check the Report.

Logon Cloud9's website as Dealer admin, Dealer user, Store admin or Store user. Then click Report Center on the navigation, then click Current Transactions to view the transactions in [4.6](#)

The screenshot shows the Cloud9 web application interface. The navigation bar at the top has 'Configuration', 'Report Center', and 'View Logs'. The 'Report Center' is selected, and the 'Current Transactions' report is displayed. The report shows a table with columns: Rec#, Trans Type, Card Number, Amount, Total Amount, Auth Code, and Auth Time. The table contains three rows of transaction data.

| Rec# | Trans Type   | Card Number | Amount | Total Amount | Auth Code       | Auth Time |      |      |
|------|--------------|-------------|--------|--------------|-----------------|-----------|------|------|
| 1    | Auth(Failed) | 14280...    | 0      | Credit Card  | 478825*****8291 | Swipe     | 1.00 | 0.00 |
| 2    | Sale(Failed) | 14280...    |        | Credit Card  | 401200*****0016 | Swipe     | 5.00 | 1.00 |
| 3    | Sale         | 14283...    | 0      | Credit Card  | 545454*****5454 | Manual    | 1.00 | 0.00 |

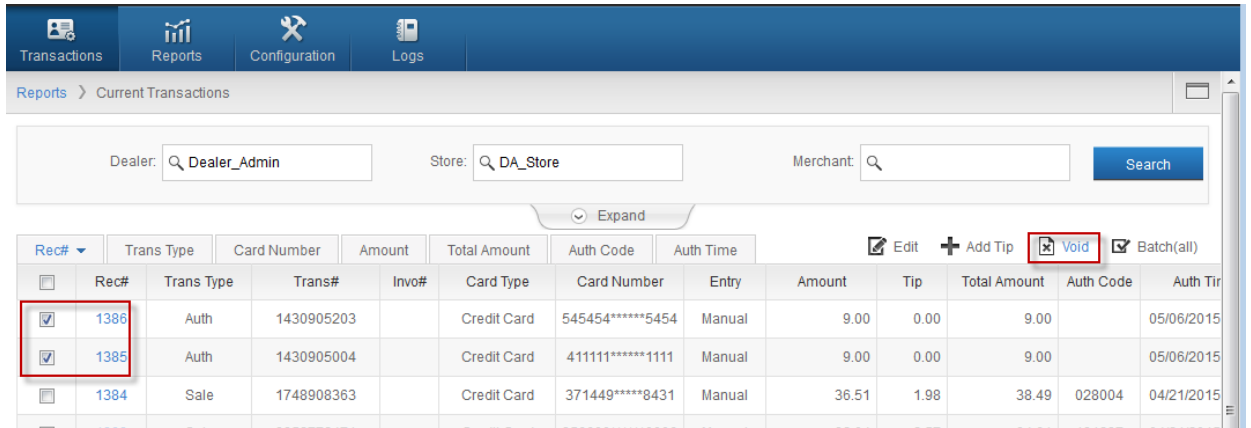
## 6. The operations of the transactions on website.

Logon Cloud9's website as Store Admin and navigate to Transactions->Current Transactions.

Note: USAT not support "Edit", "Add Tip", "Batch" operation, if you click these icon you will get the message "Submit failed.Reason:This kind of transaction is not allowed."

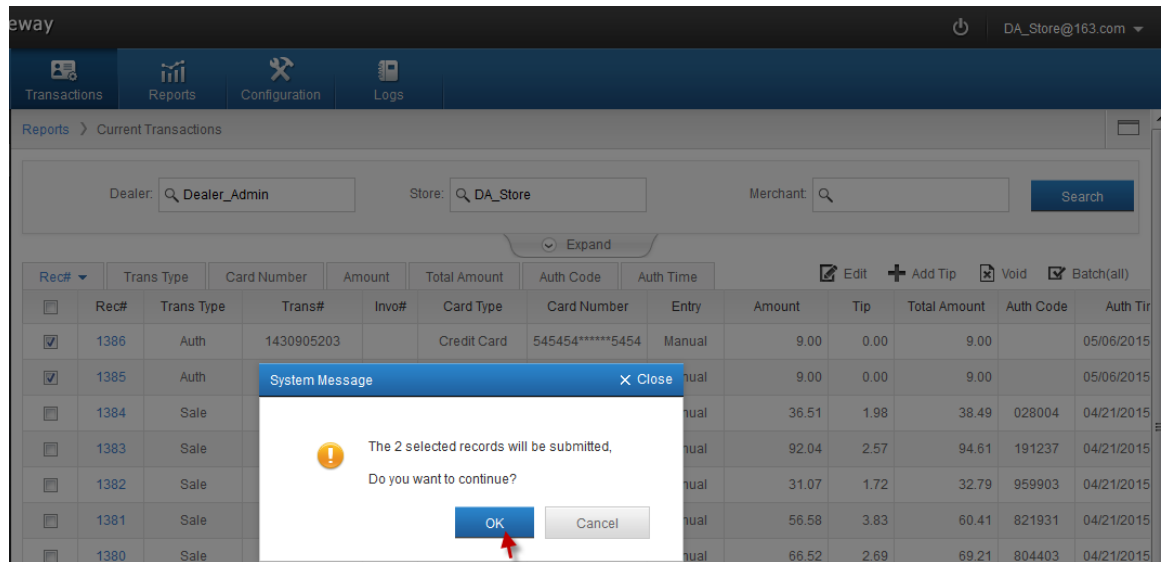
The "Void" operation is supported, the following is the steps to void the transactions:

6.1 Select the transactions you want to void and then click Void on the right.



The screenshot shows the 'Current Transactions' page in the Cloud9 website. The page has a navigation bar with 'Transactions', 'Reports', 'Configuration', and 'Logs'. Below the navigation bar, there are search filters for 'Dealer' (Dealer\_Admin), 'Store' (DA\_Store), and 'Merchant'. A table of transactions is displayed with columns: Rec#, Trans Type, Card Number, Amount, Total Amount, Auth Code, and Auth Time. The table has three rows: 1386 (Auth, Credit Card, 545454\*\*\*\*5454, 9.00), 1385 (Auth, Credit Card, 411111\*\*\*\*1111, 9.00), and 1384 (Sale, Credit Card, 371449\*\*\*\*8431, 36.51). The 'Void' button is highlighted in red in the top right corner of the table.

6.2 Click OK on the popup page.



The screenshot shows the 'Current Transactions' page with a 'System Message' popup dialog box. The dialog box has a title bar 'System Message' and a 'Close' button. The message text reads: 'The 2 selected records will be submitted, Do you want to continue?'. There are two buttons: 'OK' and 'Cancel'. A red arrow points to the 'OK' button.

6.3 If void transactions successfully, you will get the message "Submitted Successfully".

Submitted Successfully! 14:54:30

Reports > Current Transactions

Dealer: Dealer\_Admin

Store: DA\_Store

Merchant:

Search

Expand

| Rec#                     | Trans Type | Card Number | Amount     | Total Amount | Auth Code   | Auth Time       |        |       |      |       |        |            |
|--------------------------|------------|-------------|------------|--------------|-------------|-----------------|--------|-------|------|-------|--------|------------|
| <input type="checkbox"/> | 1386       | Auth(Void)  | 1430905203 |              | Credit Card | 545454*****5454 | Manual | 9.00  | 0.00 | 9.00  |        | 05/06/2015 |
| <input type="checkbox"/> | 1385       | Auth(Void)  | 1430905004 |              | Credit Card | 411111*****1111 | Manual | 9.00  | 0.00 | 9.00  |        | 05/06/2015 |
| <input type="checkbox"/> | 1384       | Sale        | 1748908363 |              | Credit Card | 371449*****8431 | Manual | 36.51 | 1.98 | 38.49 | 028004 | 04/21/2015 |