

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/>

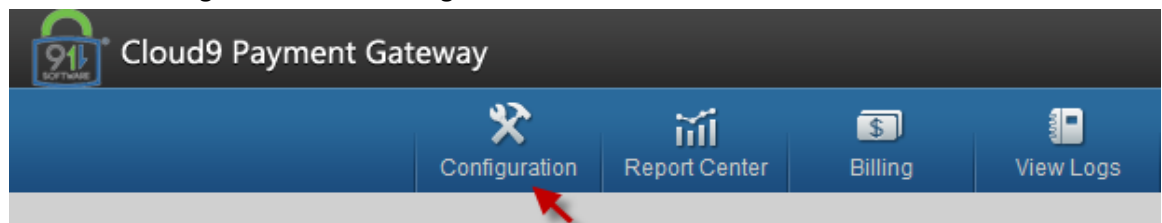
Please input Your Email, Password, and Verification Code, then click Login button.

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

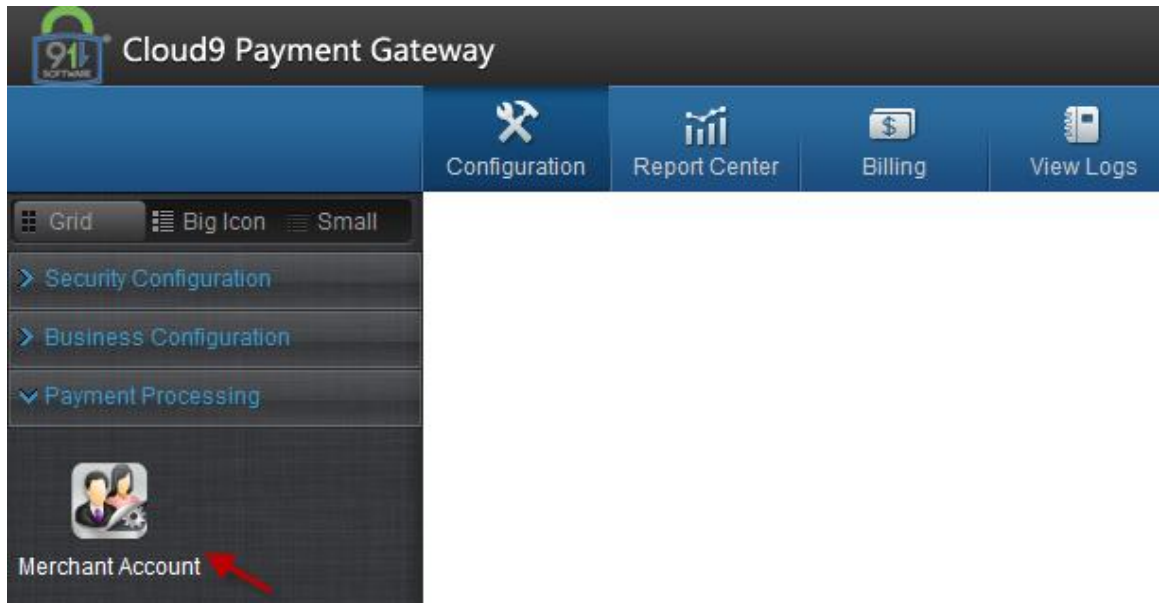
A screenshot of the Cloud9 website's login page. The page has a blue background with three main sections on the left: 'Strong Reports Coverage' (with a pencil icon), 'User Friendly Interface' (with a smiley face icon), and 'Access Management Control' (with a padlock icon). On the right, there is a 'Login' form with a red border. The form contains three input fields: 'Your Email', 'Password', and 'Verification code'. The 'Verification code' field contains the text 'b u m b'. Below the input fields are links for 'Forgot password?' and a 'Login' button. The Cloud9 logo is in the top right corner of the page.

1.2 Create Merchant Account.

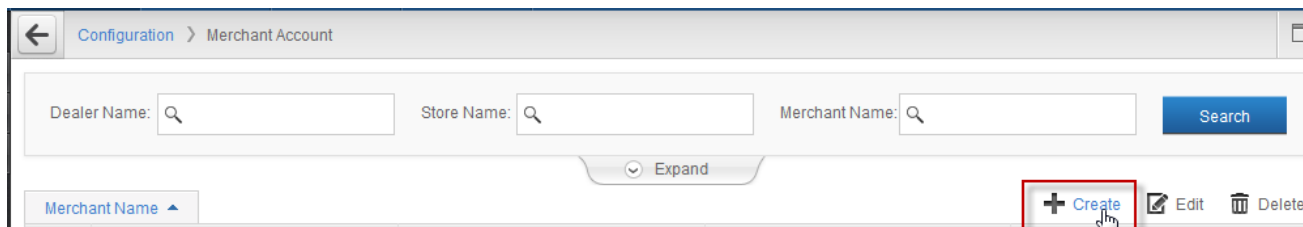
1.2.1 Click Configuration on the navigation.



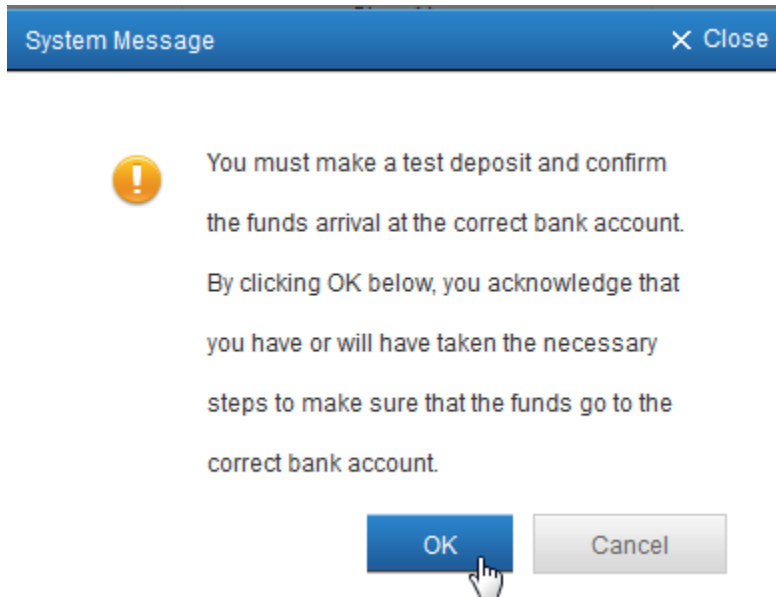
1.2.2 Click Merchant Account under Payment Processing.



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
<input type="checkbox"/>	<input type="checkbox"/>	1	Merchant1 Using USAT as Processor	1000000035	GT00000000186	DeviceNo1

2. Configure CreditLine.

2.1 Install CreditLine

Please download *CreditLine4.1.3Build1186.6SP3.exe* or newer version.

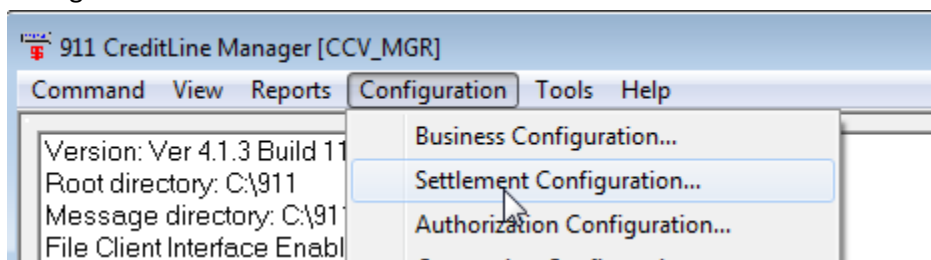
You can download the latest version on 911software's website:

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

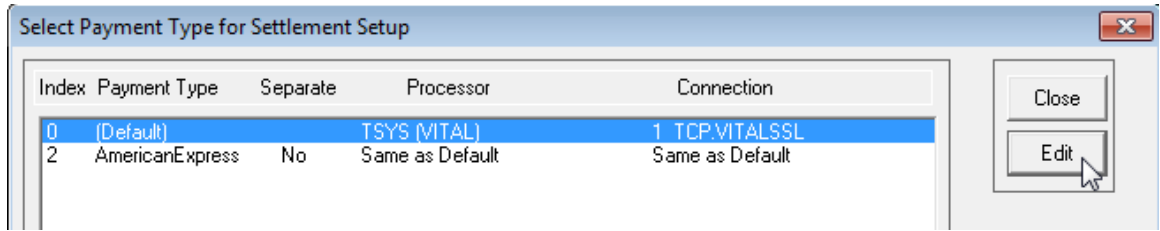
Install *CreditLine4.1.3Build1186.6SP3.exe*

2.2 CreditLine Settlement, Authorization and Connection Configuration

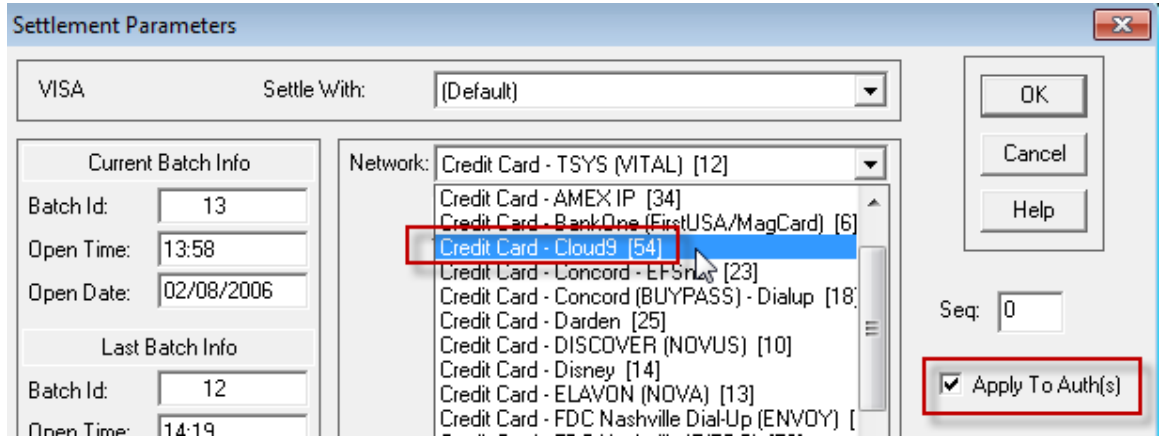
2.2.1 Please logon CreditLine Manager then navigate to Configuration->Settlement Configuration.



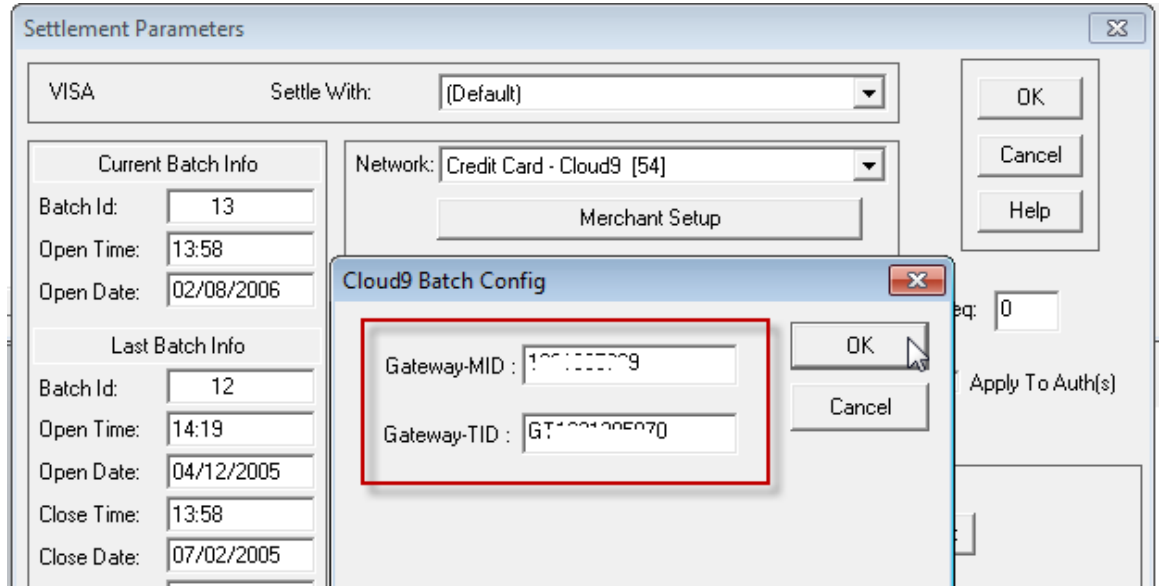
2.2.2 Click Edit



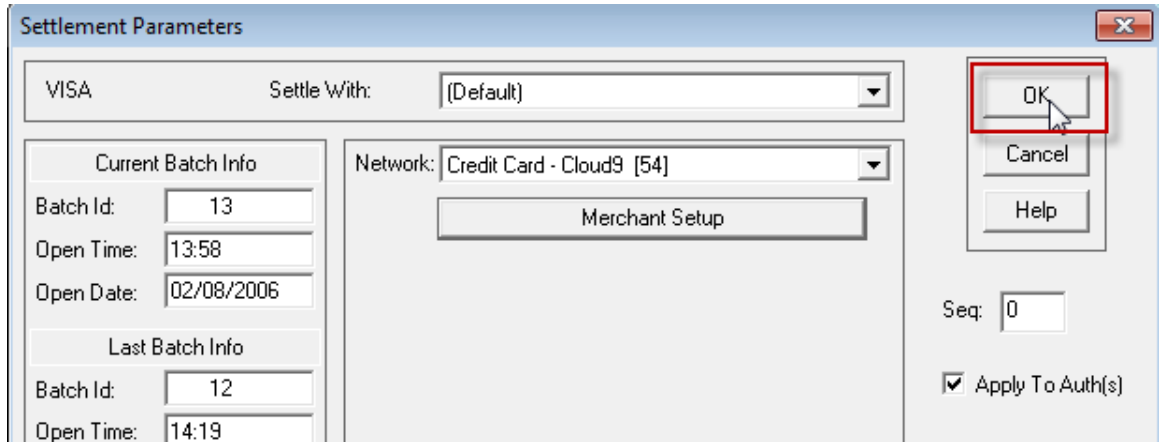
2.2.3 Ensure the Apply to Auth(s) is checked, then select Credit Card-Cloud9 in the Network drop-down box.



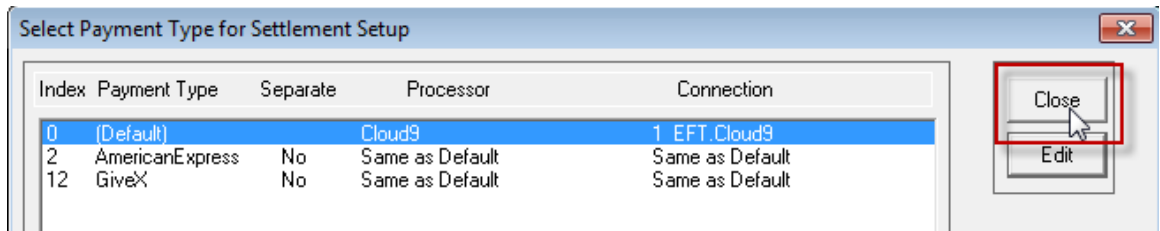
2.2.4 Please enter the Gateway-MID and Gateway-TID recorded in [1.2.12](#) then click OK.



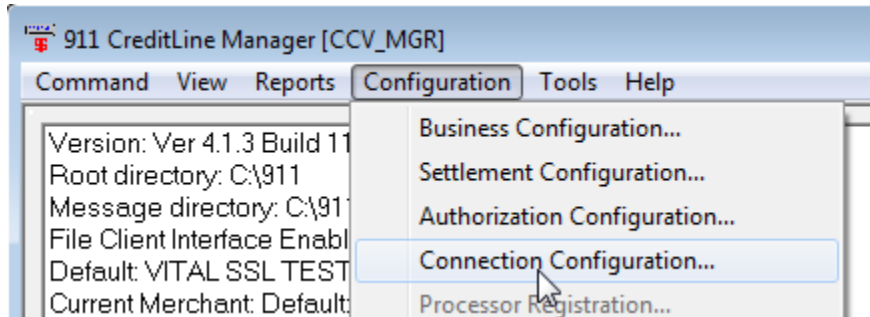
2.2.5 Click OK.



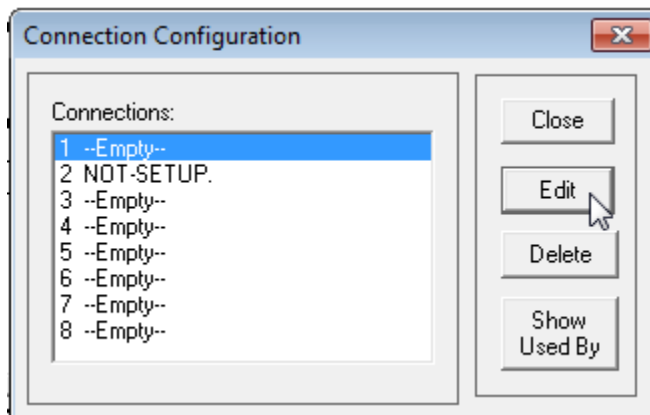
2.2.6 Click Close.



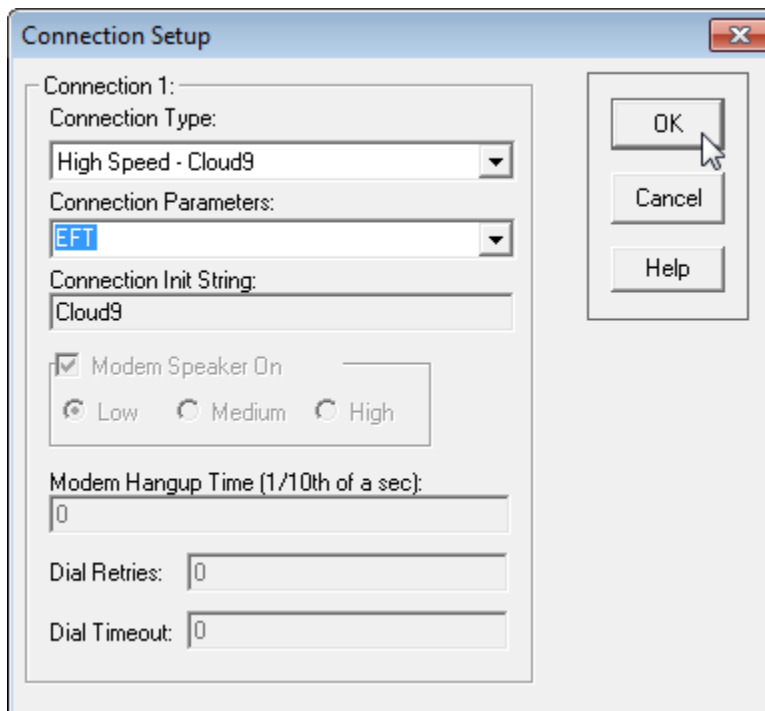
2.2.7 Navigate to Configuration->Connection Configuration then click Edit on the popup page.



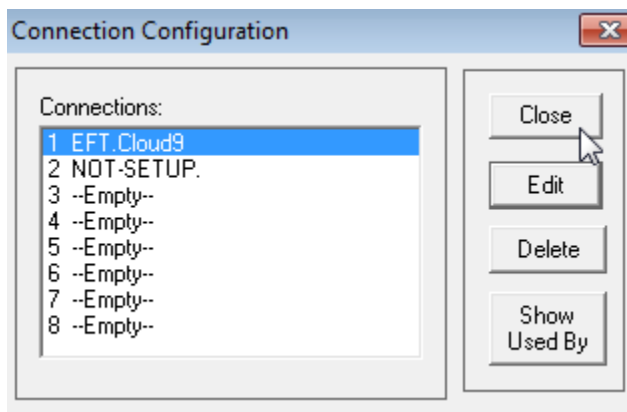
2.2.8 Click Edit.



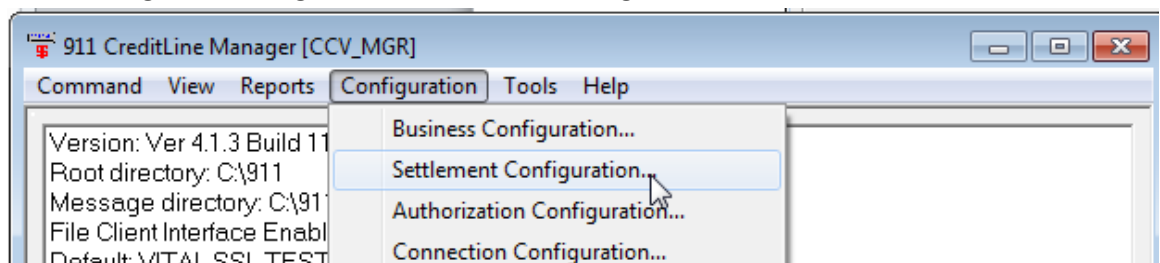
2.2.9 Select High Speed-Cloud9 as Connection type, select EFT as Connection Parameters, then click OK.



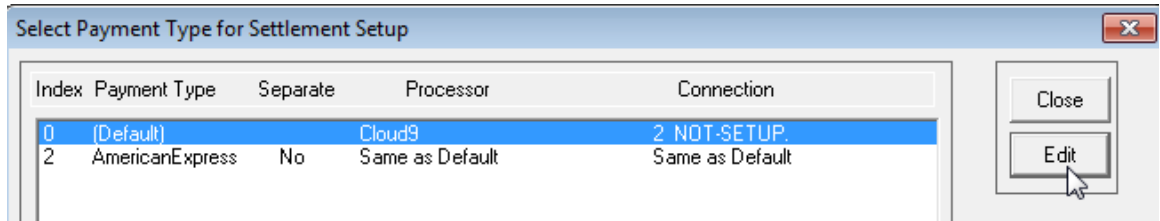
2.2.10 Click Close.



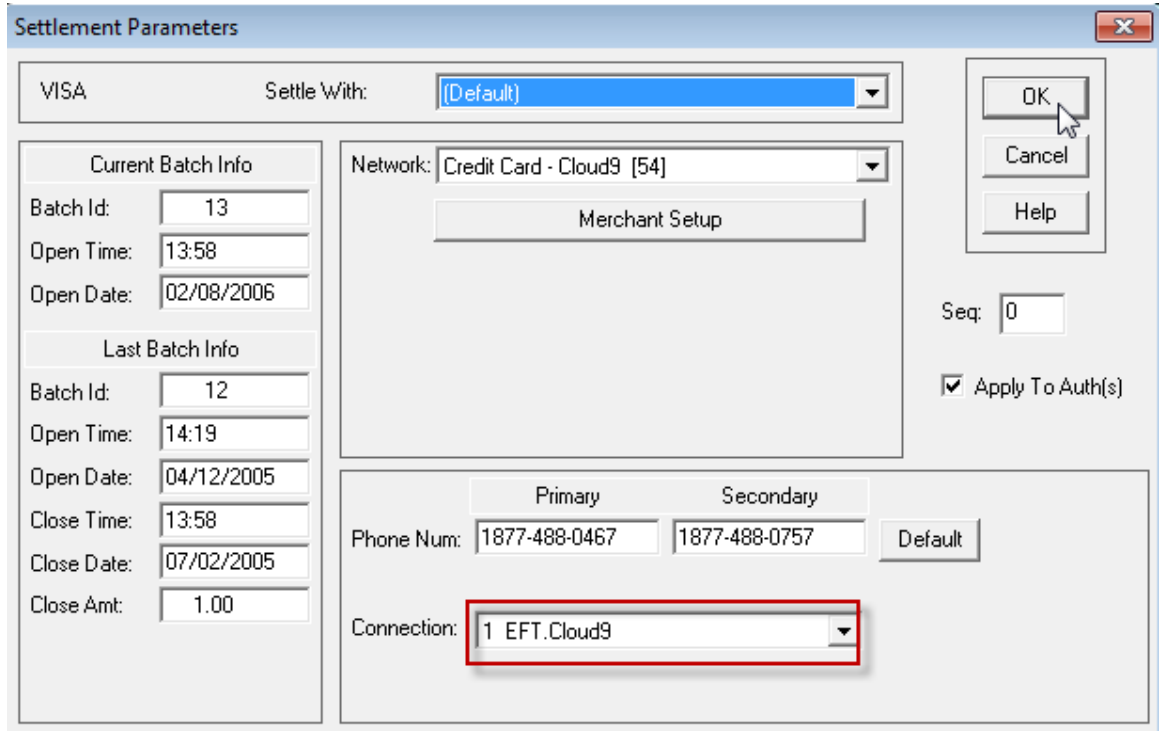
2.2.11 Navigate to Configuration->Settlement Configuration.



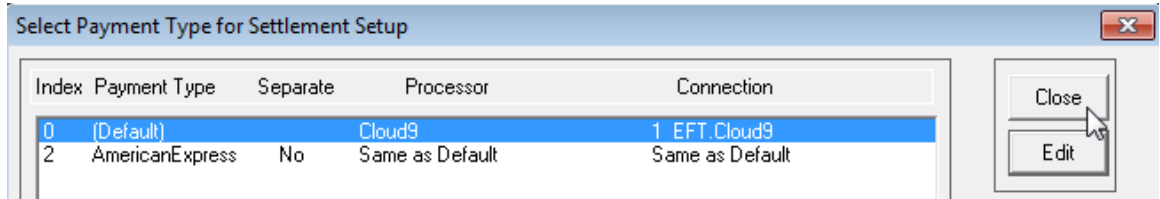
2.2.12 Click Edit.



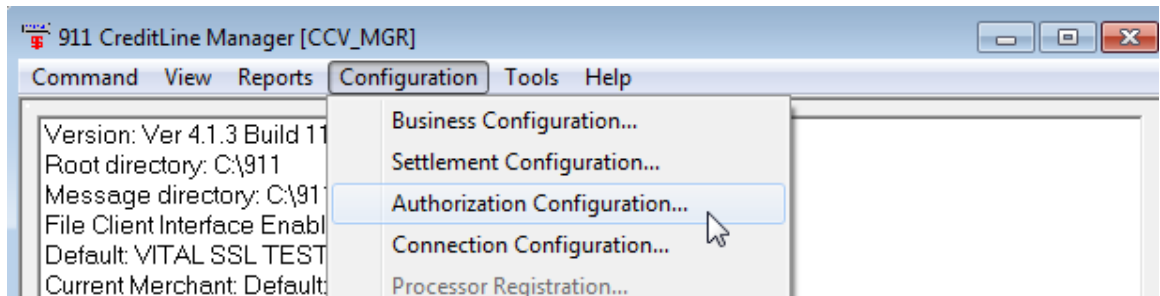
2.2.13 Ensure the Connection is EFT.Cloud9, then click OK.



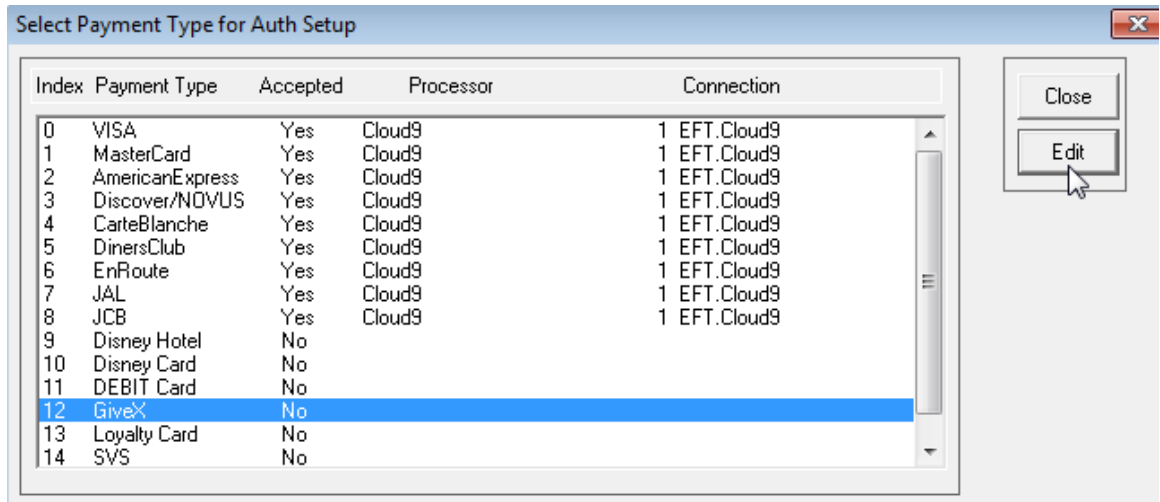
2.2.14 Click Close.



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 Card Is Accepted

Is Default for Class

CardRange:

Low	High
630000----639999	

Modify Add Delete

Len:

Code:

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 (MITAL) Debit
- Debit Card - WorldPay/RBSLynk Det
- Gift Card - Cloud9
- Gift Card - FDC North Valuelink G
- 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:

Connection:

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	

Modify Add Delete

Len:

Code:

Check LRC

Ignore Exp Date

Network: Gift Card - Cloud9

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.

Authorization Parameters

Name: More Card
Class: Gift Card

Network: Gift Card - Cloud9

Merchant Setup

Card Is Accepted
 Is Default for Class

CardRange:
Low High
630000----639999

Line Delay: 5 Floor Limit:
Tip Rate: Upper Limit: 0.00

OK
Cancel
Help

Apply To All
 No Auth
 No Sale
 No Force
 No Credit
 M. C. T.

2.2.20 Click Close.

Select Payment Type for Auth Setup

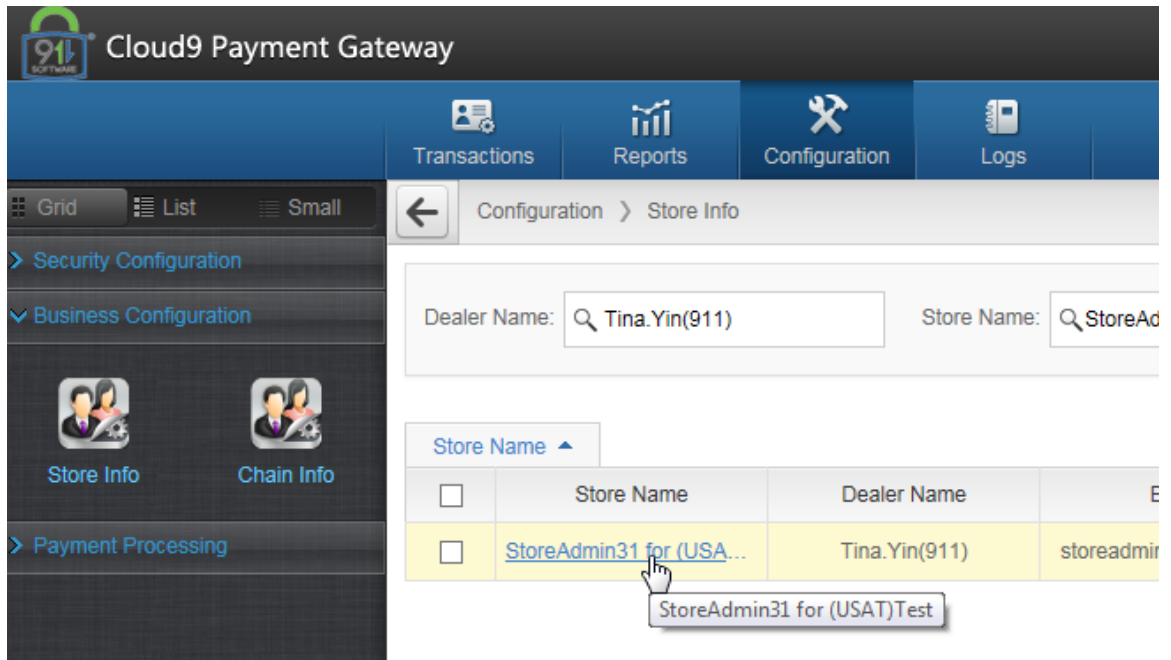
Index	Payment Type	Accepted	Processor	Connection
0	VISA	Yes	Cloud9	1 EFT.Cloud9
1	MasterCard	Yes	Cloud9	1 EFT.Cloud9
2	AmericanExpress	Yes	Cloud9	1 EFT.Cloud9
3	Discover/NOVUS	Yes	Cloud9	1 EFT.Cloud9
4	CarteBlanche	Yes	Cloud9	1 EFT.Cloud9
5	DinersClub	Yes	Cloud9	1 EFT.Cloud9
6	EnRoute	Yes	Cloud9	1 EFT.Cloud9
7	JAL	Yes	Cloud9	1 EFT.Cloud9
8	JCB	Yes	Cloud9	1 EFT.Cloud9
9	Disney Hotel	No		
10	Disney Card	No		
11	DEBIT Card	No		
12	More Card	Yes	Cloud9	1 EFT.Cloud9
13	Loyalty Card	No		

Close
Edit

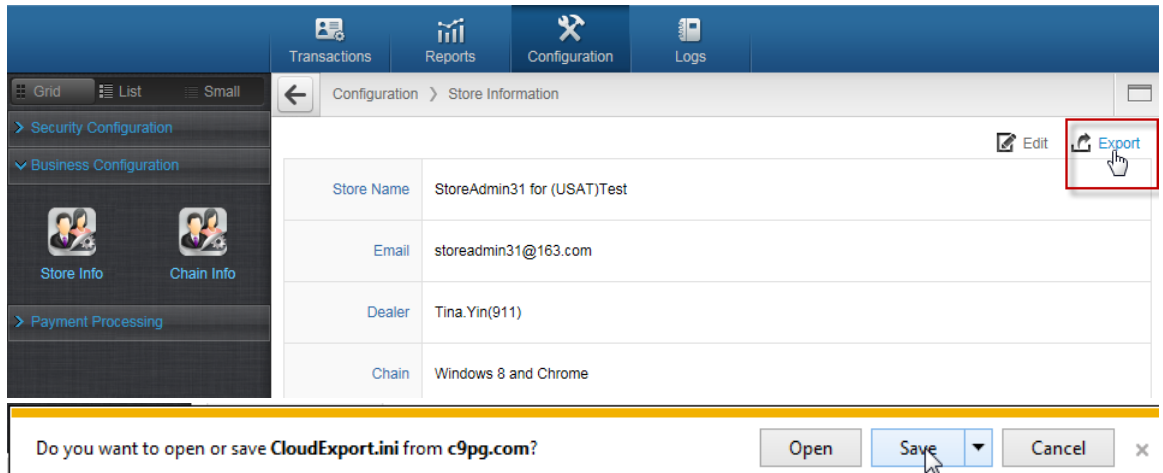
2.3 CreditLine Business Configuration

2.3.1 Logon Cloud9' website as Dealer Admin or Store Admin, then navigate to Configuration->Business Configuration->Store Info.

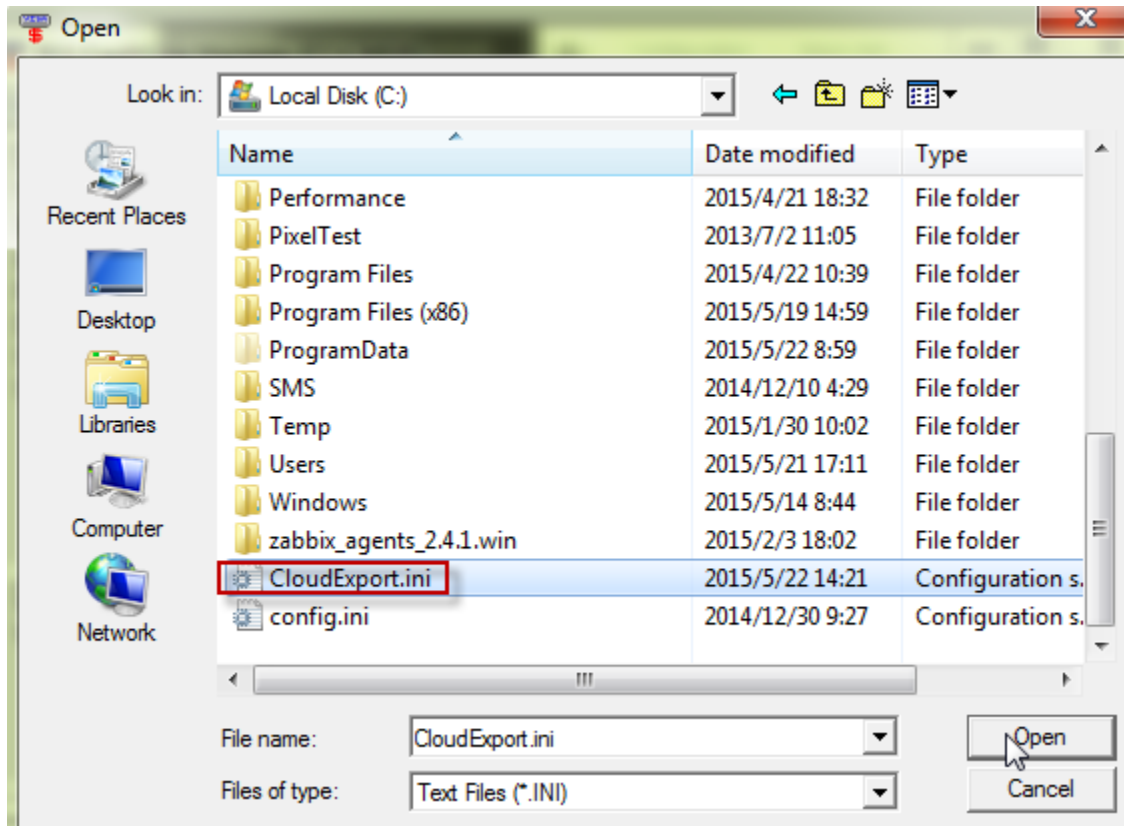
2.3.2 Click the store name.



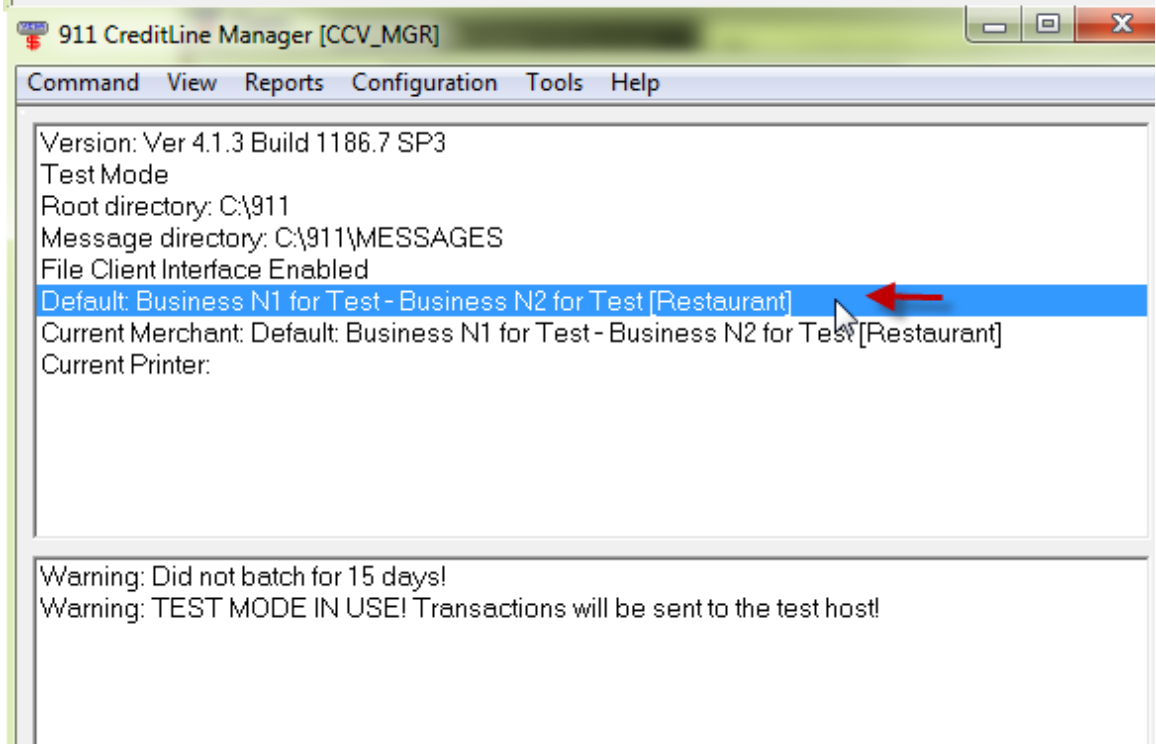
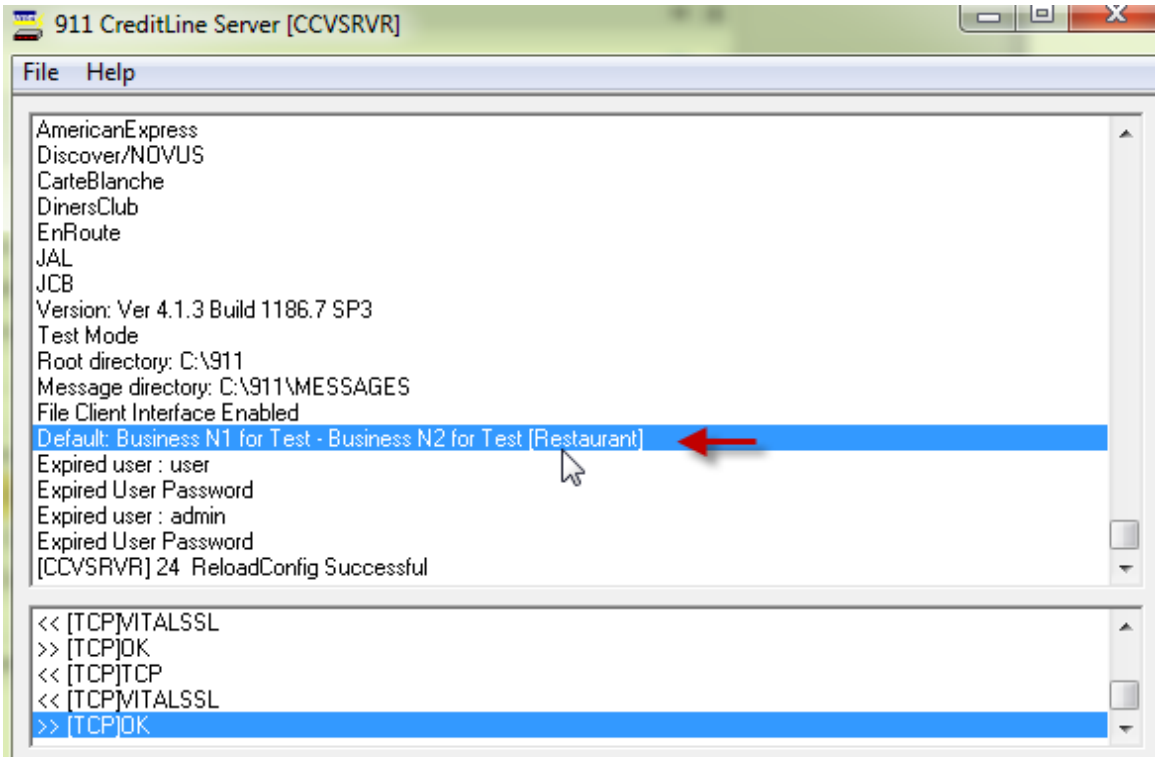
2.3.3 Click Export on the right and save the export file.



2.3.4 Logon CreditLine Manager then click Tools->Import Configuration, then browse the exported file in step 2.3.3 to import the file.



2.3.5 You can see the business info has been updated.



3. Integrate your POS with CreditLine as before.

4. Configure and Run the Cloud9's FrontEnd.

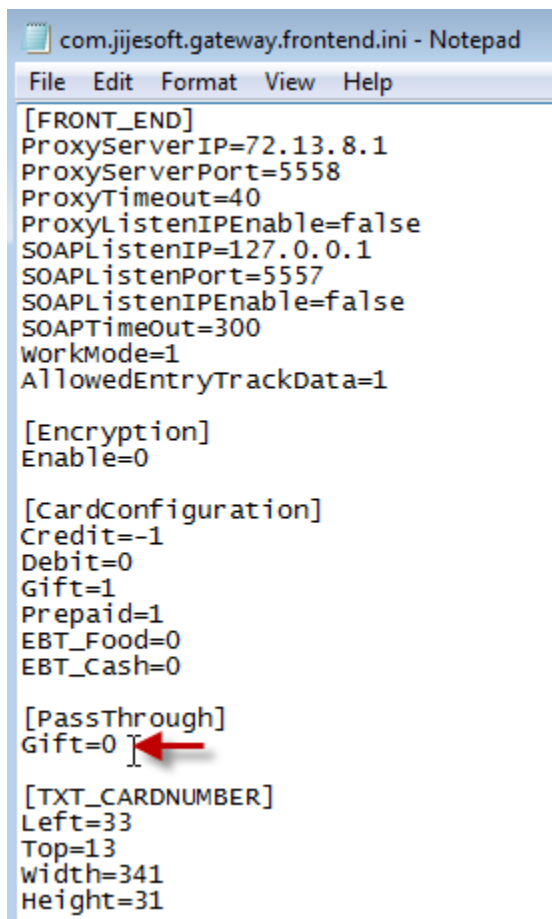
4.1 Please download the latest Cloud9's FrontEnd:

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

4.2 Copy the FrontEnd into the POS merchant.

4.3 Double click ... \FrontEnd\conf\com.jjiesoft.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

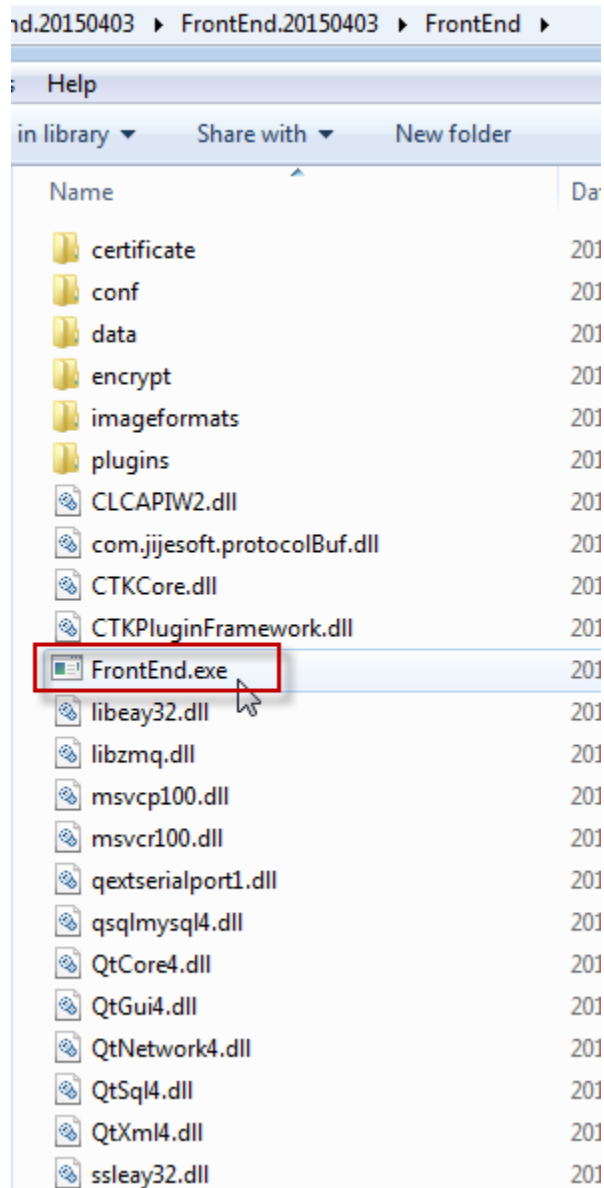
[Encryption]
Enable=0

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

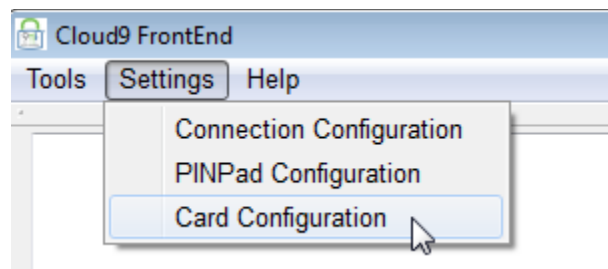
[PassThrough]
Gift=0

[TXT_CARDNUMBER]
Left=33
Top=13
width=341
Height=31
```

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

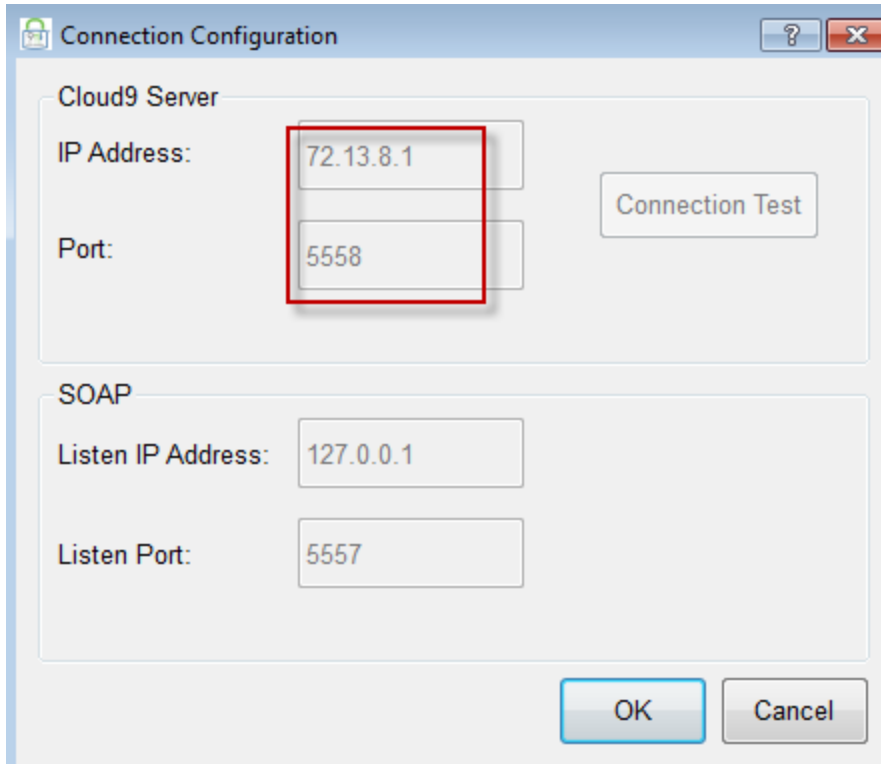


4.5 Configure the Card if you need.



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 'Report Center' interface for 'Current Transactions'. The top navigation bar includes 'Configuration', 'Report Center', and 'View Logs'. Below the navigation, there are search filters for 'Dealer: Tina.Yin(911)', 'Store: StoreForTina', and 'Merchant'. A table displays the 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

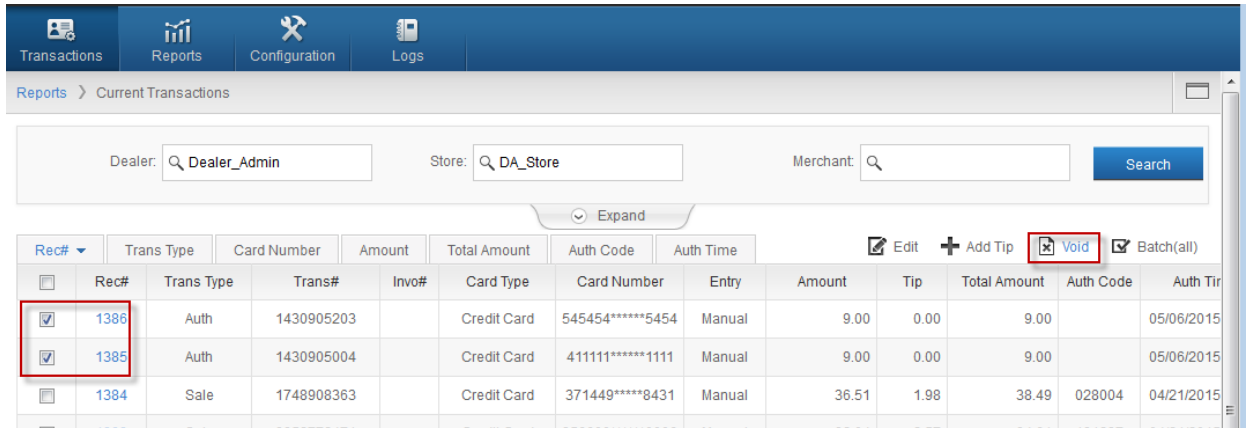
6. The operations of the transactions on website.

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:

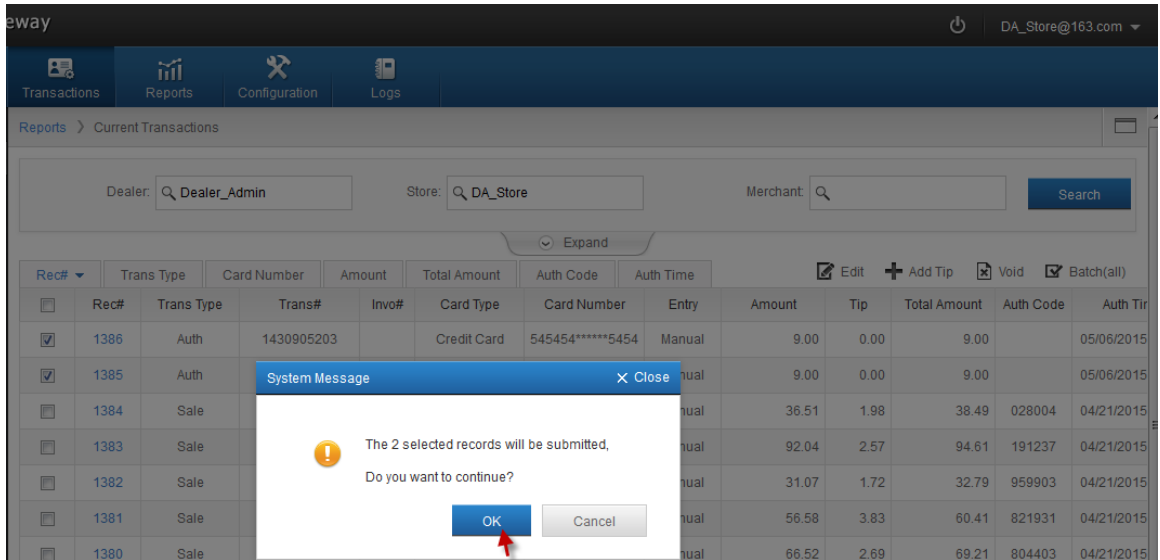
6.1 Select the transactions you want to void and then click Void on the right.



The screenshot shows the 'Current Transactions' page with a search bar and a table of transactions. The 'Void' button is highlighted with a red box.

Rec#	Trans Type	Card Number	Amount	Total Amount	Auth Code	Auth Time						
<input checked="" type="checkbox"/>	1386	Auth	1430905203		Credit Card	545454*****5454	Manual	9.00	0.00	9.00		05/06/2015
<input checked="" type="checkbox"/>	1385	Auth	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

6.2 Click OK on the popup page.



The screenshot shows the 'Current Transactions' page with a 'System Message' popup dialog box. The 'OK' button is highlighted with a red arrow.

System Message

The 2 selected records will be submitted,
Do you want to continue?

OK Cancel

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	Edit	Add Tip	Void	Batch(all)		
<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