# Cloud9 Store&Forward (Rush Mode) User Guide

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### **1.** Compatibility

Requires Version: 1.0+

#### 2. Function

Store&Forward (Rush Mode) is an optional transparent offline mode, that allows POS to continue taking credit cards without delays, during connectivity failures. After an unsuccessful transaction caused by network connection failure, rush mode is initiated, and the credit card transactions are recorded offline, for later processing. Once Cloud9 Payment Device Controller enters Store & Forward, Cloud9 Payment Device Controller will start a Store & Forward background task. This task will periodically (default is 1 minute) check the connection status. As soon as the connection is restored, Cloud9 Payment Device Controller starts to upload automatically approved transactions to Cloud9 server. Store&Forward is optional and has to be enabled to become active.

#### 3. Enabling

3.1 Navigate to Cloud9 Payment Device Controller->Settings->Store&Forward Configuration

🔒 Cloud9 Payment Device Controller



3.2 Select "Enable" and "Agree", and click OK

🗟 Store&Forward Configuration
Store&Forward(Rush Mode):  © Enable  © Disable
Please, review the terms of service below before enabling the Store&Forward(Rush Mode). By selecting "Agree" and clicking OK, you acknowledge that you understand the risks associated with Store&Forward (Rush Mode) and will not hold 911 Software and Cloud9 liable for any losses direct or consequential, associated with this functionality. In particular, you acknowledge that you have been informed of and understand the following:
STORE&FORWARD (RUSH MODE) RISKS 1. Store&Forward (Rush Mode) approved transaction may be denied or partially approved by the processor. Rush mode cannot check the validity of payment or available credit without a connection to the processor. 2. Temporary transaction data, recorded during Store&Forward (Rush Mode), may be lost due to many factors prior to being able to be uploaded to the processor.
Agree O Disagree
OK Cancel

3.3 According to the reminder, please click Cloud9 Payment Device Controller->Tools->Quit to quit Cloud9 Payment Device Controller and restart it.

🔒 Resta	rt 💌
1	Please, RESTART Payment Device Controller (PDC) to APPLY CHANGES.
	ОК
1 Aftor	an unsuccessful transaction caused by naturally connection failure. Cloud 0. D

3.4 After an unsuccessful transaction caused by network connection failure, Cloud9 Payment Device Controller will switch to Store&Forward Mode. You can see the Cloud9 Payment Device Controller title change to "Cloud9 Payment Device Controller – Store&Forward Mode".

🔒 Clou	d9 Payment	Device Controller	+	🔒 Clou	d9 Payment	Device Controller -	Store&Forward Mode
Tools	Settings	Help		Tools	Settings	Help	S

#### 4. Viewing Store&Forward Mode Approved Transactions

All Auth Codes (Approval Codes) obtained in Store&Forward Mode start with prefix "Rush". To view rush approved transactions, select Cloud9 Payment Device Controller->Tools->Store&Forward.

Store&Fo	orward(Rush I	Mode)									?
Fransact	tion Categor	y: Live(Not	Forwarded) Transa	ictions 💌	1						
Rec #	TransType	Card Type	Account Num	Amount	Tip	Total	Auth Code	RspCode	RspText	Auth Tm	Finalize Tm
1	Sale	Credit	401200*****0016	5.00	1.00	6.00	Rush01	00	Approved	07/22 15:50	07/22 15:50
2	Sale	Credit	411111******1111	5.50	1.00	6.50	Rush02	00	Approved	07/22 15:51	07/22 15:51

Note: Rush approval transactions cannot be viewed on Cloud9 website, unless they are uploaded to Cloud9 Server after the network recovery.

#### 5. Uploading Rush Approval Transactions to Cloud9 Server

5.1 This step is only available after the connectivity is restored.

5.2 Once the network connectivity has been restored, Store&Forward Mode turns off automatically, after 1 minute.

You will see the Cloud9 Payment Device Controller title change from "Cloud9 Payment Device Controller – Store&Forward Mode" to "Cloud9 Payment Device Controller".

🔂 Cloud9 Payment Device Controller - Store&Forward Mode 🚽	Cloud9 Payment Device Controller
Tools Settings Help	Tools Settings Help

5.3 After 5 minutes of continuous successful network connectivity, Cloud9 Payment Device Controller will automatically upload the Stored Transactions to Cloud9 Server. At this point, the Stored Transactions will be authorized by the processor and obtain real Auth Codes. You can view these transactions on Cloud9 website or by going to Cloud9 Payment Device Controller->Tools->Store&Forward->Forwarded Transactions.

		Transacti	ions	Reports	<b>X</b> Configuration	Logs										
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			Dea	ler: 🔍 Tina.Yin(	911)	Sto	ore: 🔍 Sto	reAdmin31	for WorldPay		Merchant	٩		Se	arch	
									0	Expand						
ansactions	Transactions	Rec#	• T	rans Type C	ard Number	Amount	Total Amour	nt Auf	th Code	Auth Time			4	🕈 Edit 🕂 🕂	Add Tip 🖈 Void	🗹 Batch
			Rec#	Trans Type	Trans#	Invo#	Card Typ	e Ca	ard Number	Entry	Amount	Tip	Total Amount	Auth Code	Auth Time	Finalize Ti
			1	Sale	0001		Credit Ca	rd 4012	200*****0016	Swipe	5.	00 1.00	6.00	20365A	07/22/2015 04:05	07/22/2015 0
			2	Sale	0002	000	Credit Ca	rd 411	111*****1111	Manua	I 5.	50 1.00	6.50	20366A	07/22/2015 04:05	07/22/2015
Store&F	orward(Rush	Mode) ry: Fo	rward	ed Transac	tions	•	]		-	_						?
Rec #	TransType	Card	Туре	Accour	nt Num	Amount	Tip	Total	Auth (	Code	RspCode	RspTe	ext A	uth Tm	Finalize	Tm
1	Sale	Credit		401200***	***0016	5.00	1.00	6.00	203654	4	0000	APPRO\	VED 07/2	22 15:50	07/22 15:5	0
2	Sale	Credit		411111****	**1111	5.50	1.00	6.50	203664	4	0000	APPRO\	VED 07/2	22 15:51	07/22 15:5	1
									÷	_						

#### 6. Deleting Store& Forward History

6.1 Please navigate to Cloud9 Payment Device Controller->Tools->Store&Forward->Live(Not Forwarded) Transactions/Forwarded Transactions.

ransact	ion Categor	y: Live(Not	Forwarded) Transa	ctions 🔻	1							
Rec #	TransType	Card Type	Account Num	Amount	Тір	Total	Auth Code	RspCode	RspText	Auth Tm	Finalize T	m
1	Sale	Credit	401200*****0016	5.00	1.00	6.00	Rush01	00	Approved	07/22 15:50	07/22 15:50	
2	Sale	Credit	411111******1111	5.50	1.00	6.50	Rush02	00	Approved	07/22 15:51	07/22 15:51	
		4	Are you su than 30 da	re you want ys?	t to de	elete live	(Not Forwar	ded) transa	No			
ansact Dele	ion Record ete Tran	Clean sactions Old	ler Than 30	• Days							CI	ose
tore&Fo	rward(Rush M	/lode) /: Forwarded	Transactions	•								8
ransacti Rec #	rward(Rush M ion Category TransType	fode) Forwarded Card Type	I Transactions	• n Amo	ount	Tip	Total	Auth Co	de RspCode	e Rsp	oText	8
tore&Fo ransacti Rec #	ion Category TransType Sale	forwarded Card Type Credit	Transactions Account Nur 401200*****0016	• n Ama 5.00	ount 1	Tip 1.00	Total 6.00	Auth Cod 20365A	de RspCod	e Rsp APPROVED	oText	8
tore&Fo ransacti Rec # I	ion Category TransType Sale Sale	forwarded Forwarded Card Type Credit Credit	1 Transactions Account Nur 401200*****0016 411111******1111	n Ama 5.00 5.50	ount 1	Tip 1.00 1.00	Total 6.00 6.50	Auth Coo 20365A 20366A	de RspCode 0000 0000	<ul> <li>Rsp</li> <li>APPROVED</li> <li>APPROVED</li> </ul>	oText	8 0 0
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ransacti Rec # 2 ransacti	ion Category TransType Sale Sale Sale	fode)	I Transactions Account Nur 401200*****0016 411111******1111 Warning Warning Are you s 20 days?	n Ama 5.00 5.50 ure you wan	nunt 1 1 nt to de	Tip 1.00 1.00 elete fail	Total 6.00 6.50 ed forwarded	Auth Cod 20365A 20366A I transaction Yes	de RspCode 0000 0000 E Ins older than	e Rsp APPROVED APPROVED	oText	8           0           0           0

#### 6.2 Select the Transaction Category for deletion and click Delete button.