

Cloud9 Store&Forward (Rush Mode) User Guide

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1. Compatibility

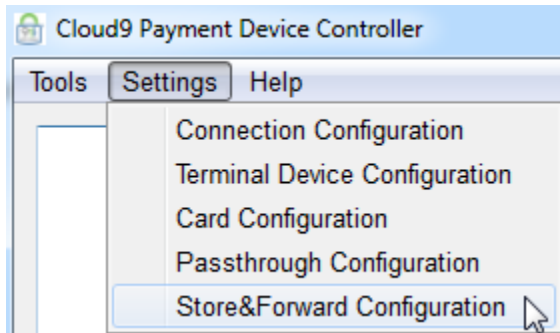
Requires Version: 1.0+

2. Function

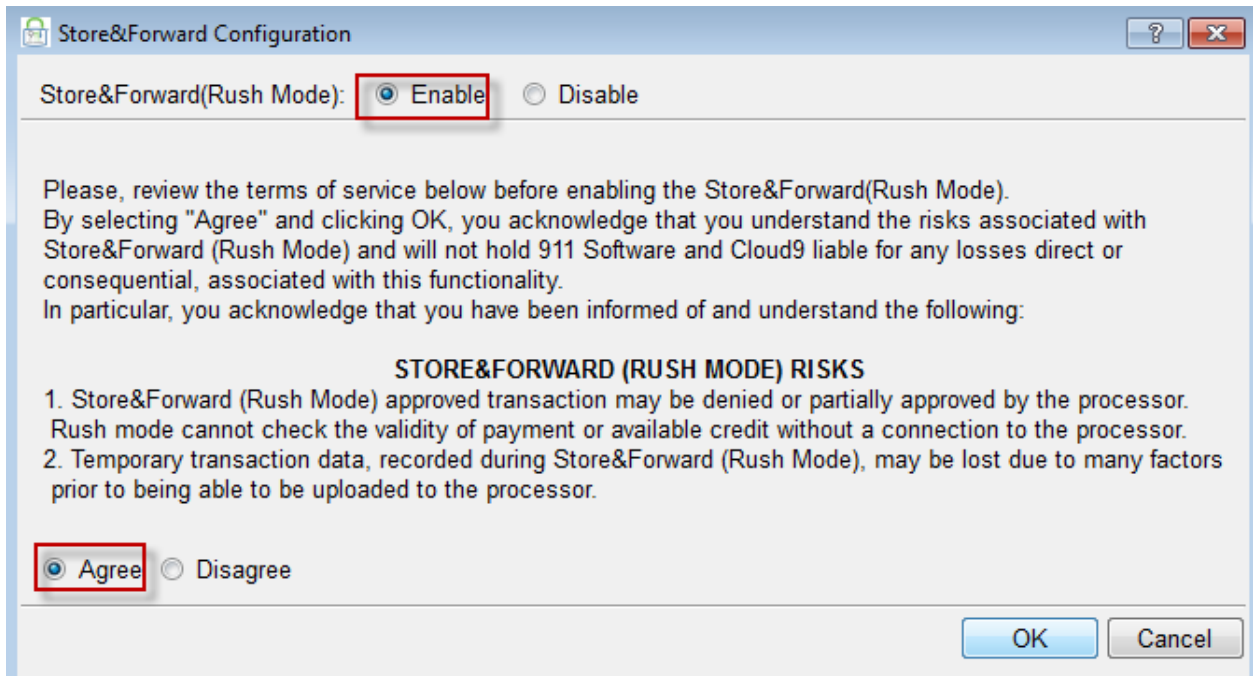
Store&Forward (Rush Mode) is an optional transparent offline mode, that allows POS to continue taking credit cards without delays, during connectivity failures. After an unsuccessful transaction caused by network connection failure, rush mode is initiated, and the credit card transactions are recorded 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

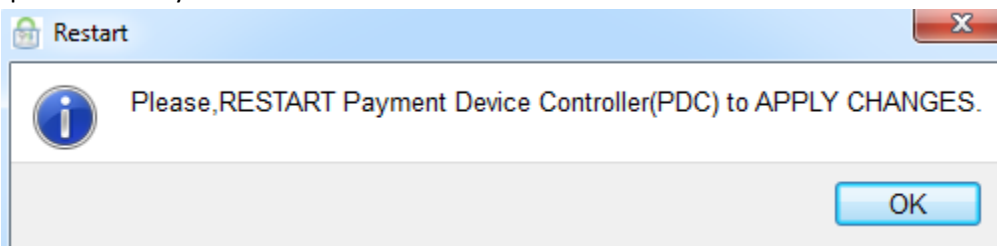
3.1 Navigate to Cloud9 Payment Device Controller->Settings->Store&Forward Configuration



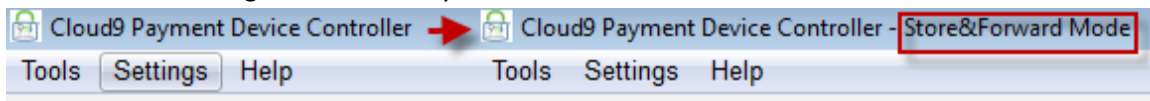
3.2 Select "Enable" and "Agree", and click OK



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



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".



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.

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

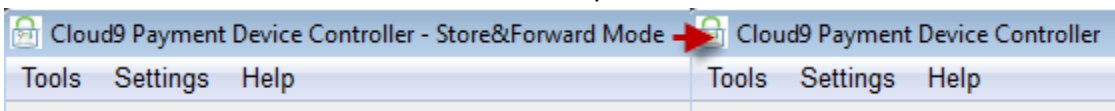
Note: Rush approval transactions cannot be viewed on Cloud9 website, unless they are uploaded to Cloud9 Server after the network recovery.

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”.



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.

Rec#	Trans Type	Card Number	Amount	Total Amount	Auth Code	Auth Time
1	Sale	0001			20365A	07/22/2015 04:05
2	Sale	0002	000...		20366A	07/22/2015 04:05

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	20365A	0000	APPROVED	07/22 15:50	07/22 15:50
2	Sale	Credit	411111*****1111	5.50	1.00	6.50	20366A	0000	APPROVED	07/22 15:51	07/22 15:51

6. Deleting Store& Forward History

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

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

Store&Forward(Rush Mode)

Transaction Category: **Live(Not Forwarded) Transactions**

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

Warning
Are you sure you want to delete live(Not Forwarded) transactions older than 30 days?
Yes No

Transaction Record Clean
Delete **Transactions Older Than 30** Days Close

Store&Forward(Rush Mode)

Transaction Category: **Forwarded Transactions**

Rec #	TransType	Card Type	Account Num	Amount	Tip	Total	Auth Code	RspCode	RspText	
1	Sale	Credit	401200*****0016	5.00	1.00	6.00	20365A	0000	APPROVED	07/2
2	Sale	Credit	411111*****1111	5.50	1.00	6.50	20366A	0000	APPROVED	07/2

Warning
Are you sure you want to delete failed forwarded transactions older than 20 days?
Yes No

Transaction Record Clean
Delete **Failed** Forwarded Transactions Older Than **20** Days Close