

Cloud9 Quick Start Guide

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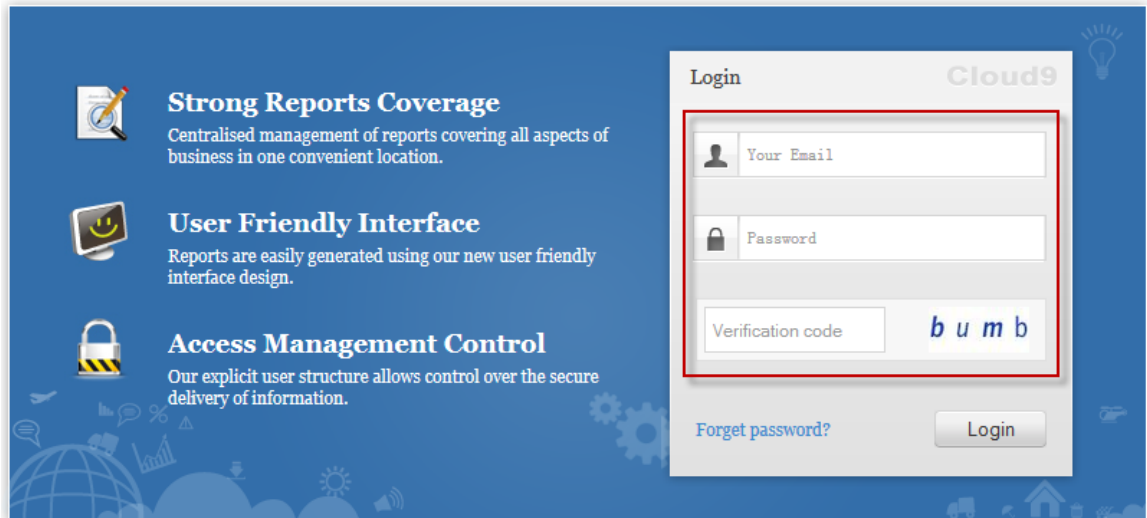
1. Create Merchant Account on Cloud9's website

1.1 Logon Cloud9's website as Dealer Admin

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

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

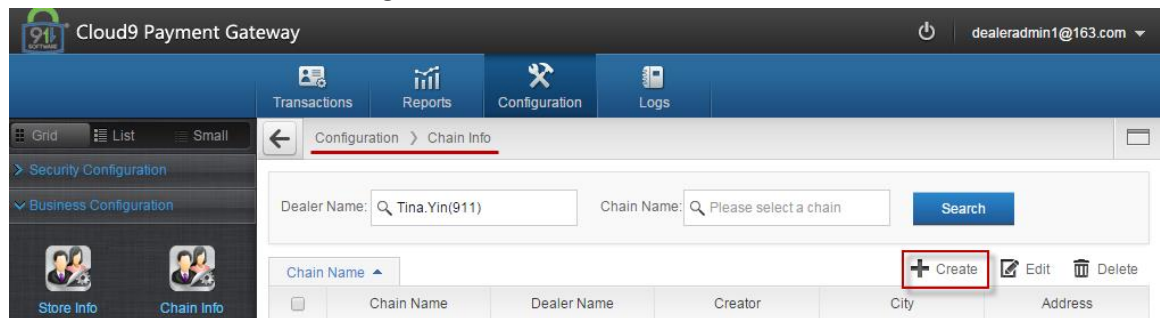
If you do Not have account, please contact 911software's support.



1.2 Create Chain (Optional)

1.2.1 Navigate to Configuration->Business Configuration->Chain Info

1.2.2 Click Create icon on the right



1.2.3 Please input the Chain Name, select the Dealer as mandatory fields. Please input the Address, Suite, City, State, Zip Code, Contact, Phone and Notes as optional fields. Then click Submit button.

Cloud9 Payment Gateway

Transactions | Reports | Configuration | Logs

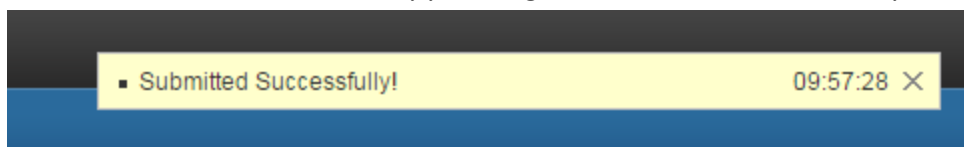
Grid | List | Small

Configuration > Chain Info > Add Chain

* Chain Name	Fast Food Restaurant
* Dealer	Tina.Yin(911)
Address	1730 S Federal HWY
Suite	#389
City	BOCA RATON
State	FL
Zip Code	33481
Contact	Jim Min
Phone	561-392-9606
Notes	If you have any question please contact us.

Submit | Cancel

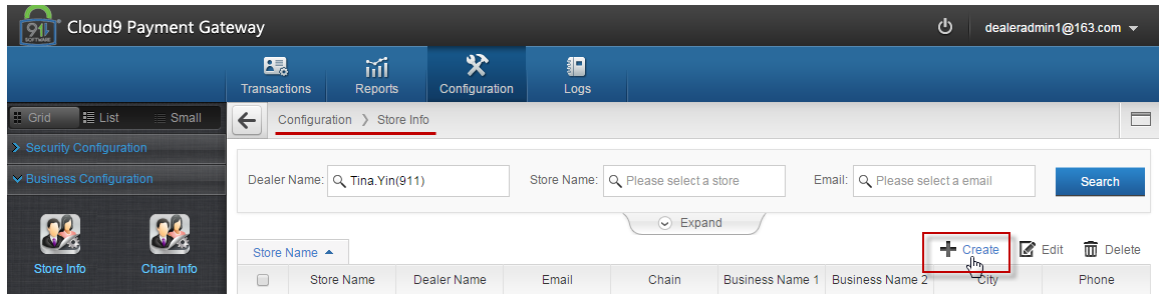
If the Chain is created successfully you will get the "Submitted Successfully" message.



1.3 Create Store

1.3.1 Navigate to Configuration->Business Configuration->Store Info

1.3.2 Click Create icon on the right



1.3.3 Please input the Store Name, Email, City and State, select the Dealer as mandatory fields. Please select Chain, input Business Name 1, Business Name 2, Address, Suite, Zip Code, Contact, Phone, and Notes as optional fields. Then click Submit button.



* Store Name	<input type="text" value="Store11"/>
* Email	<input type="text" value="store11@911software.com"/>
* Dealer	<input type="text" value="Tina.Yin(911)"/>
Chain	<input type="text" value="K.F.C"/>
Business Name 1	<input type="text" value="HPS TEST"/>
Business Name 2	<input type="text" value="TEST"/>
Address	<input type="text" value="1730 S Federal HWY"/>
Suite	<input type="text" value="#389"/>
* City	<input type="text" value="BOCA RATON"/>
* State	<input type="text" value="FL"/>
Zip Code	<input type="text" value="33481"/>
Contact	<input type="text"/>
Phone	<input type="text" value="561-392-9606"/>
Notes	<input type="text"/>

Submit

Cancel

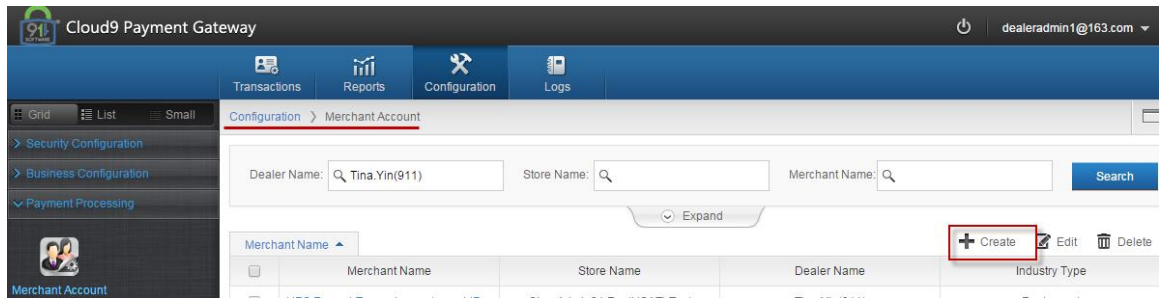
If the Store is created successfully you will get the “Submitted Successfully” message.



1.4 Create Merchant Account

1.4.1 Navigate to Configuration->Payment Processing -> Merchant Account

1.4.2 Click Create icon on the right.



1.4.3 Click OK button on the popup page.




You must make a test deposit and confirm the funds arrival at the correct bank account. By clicking OK below, you acknowledge that you have or will have taken the necessary steps to make sure that the funds go to the correct bank account.



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

Processor Config



* Merchant Name	<input type="text" value="Merchant111 Using USAT as Processor"/>
* Dealer	<input type="text" value="Tina.Yin(911)"/>
* Store	<input type="text" value="Store11ForTina"/>
* Industry Type	<input type="text" value="Retail"/>
* Credit Processor	<input type="text" value="USAT"/> <input type="button" value="Processor Config"/> 

1.4.5 Please enter the configuration info from USAT(the selected Processor). Then click Submit.

If you do NOT have the configuration info, please contact USAT(the selected Processor)'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

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

eway

Submitted Successfully!

Transactions Reports Configuration Logs Billing

Configuration > Merchant Account

Processor Config Card Config

1 2

* Merchant Name	Merchant111 Using USAT as Processor
* Dealer	Tina.Yin(911)
* Store	Store11ForTina
* Industry Type	Retail
* Credit Processor	USAT <input type="button" value="Processor Config"/>
Debit Processor	<input checked="" type="checkbox"/> Same As Credit <input type="text"/>
EBT Processor	<input checked="" type="checkbox"/> Same As Credit <input type="text"/>
Prepaid Processor	<input checked="" type="checkbox"/> Same As Credit <input type="text"/>
Gift Processor	<input checked="" type="checkbox"/> Same As Credit <input type="text"/>
Current Credit	1800.00

1.4.7 Click Next.

Processor Config



Merchant Name	Merchant111 Using USAT as Processor
Industry Type	Retail
Credit Processor	USAT
Debit Processor	USAT
EBT Processor	USAT
Prepaid Processor	USAT
Gift Processor	USAT

 Next

1.4.8 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

1.4.9 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

1.4.10 Please input 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:

1.4.11 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 checked="" type="checkbox"/>	<input type="checkbox"/>	1	Merchant1 Using USAT as Processor	1000000035	GT0000000186	DeviceNo1

2. Configure CreditLine.

2.1 Install CreditLine

Please download *CreditLine4.1.3Build1186.26SP3.exe* or newer version.

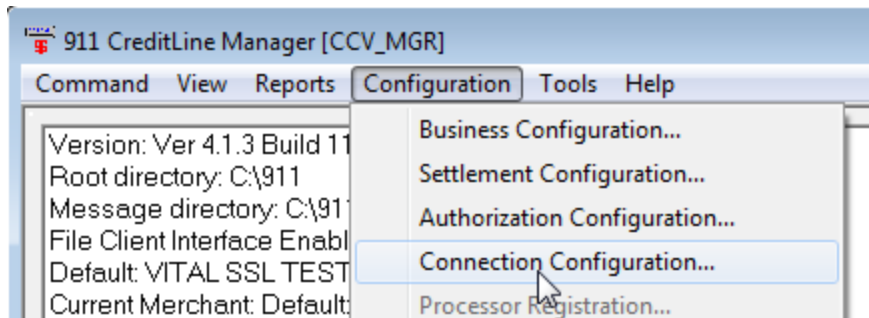
You can download the latest version on 911software's website:

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

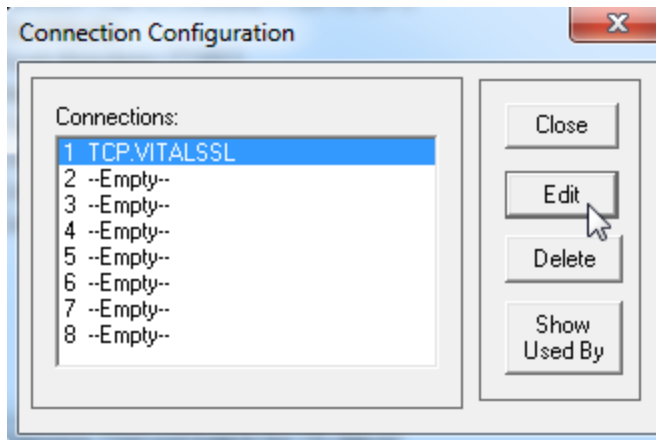
Install *CreditLine4.1.3Build1186.26SP3.exe*

2.2 CreditLine Settlement, Authorization and Connection Configuration

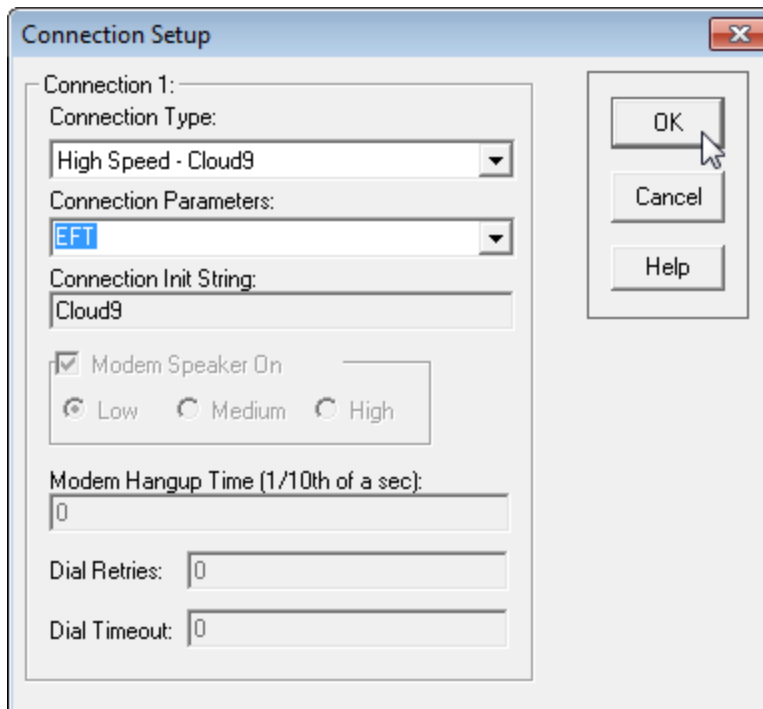
2.2.1 Please logon 911 CreditLine Manager then navigate to Configuration->Connection Configuration.



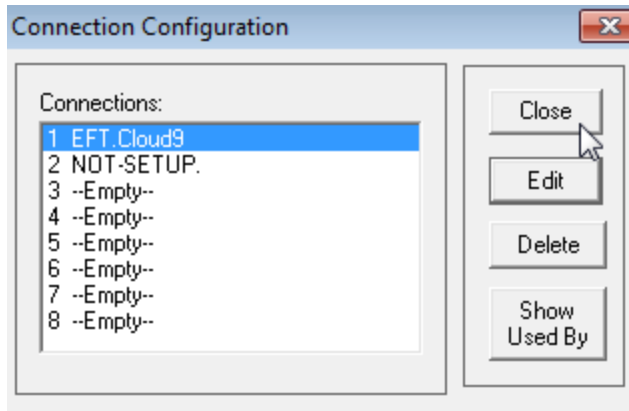
2.2.2 Click Edit.



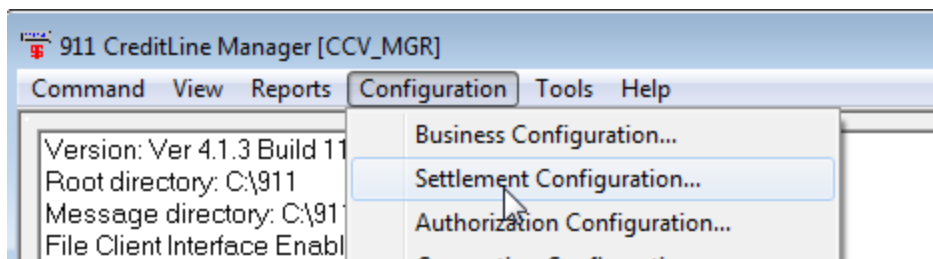
2.2.3 Select High Speed-Cloud9 as Connection type, select EFT as Connection Parameters, then click OK.



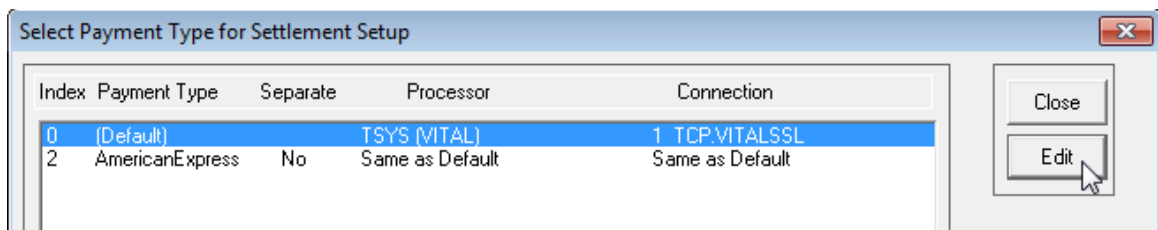
2.2.4 Click Close.



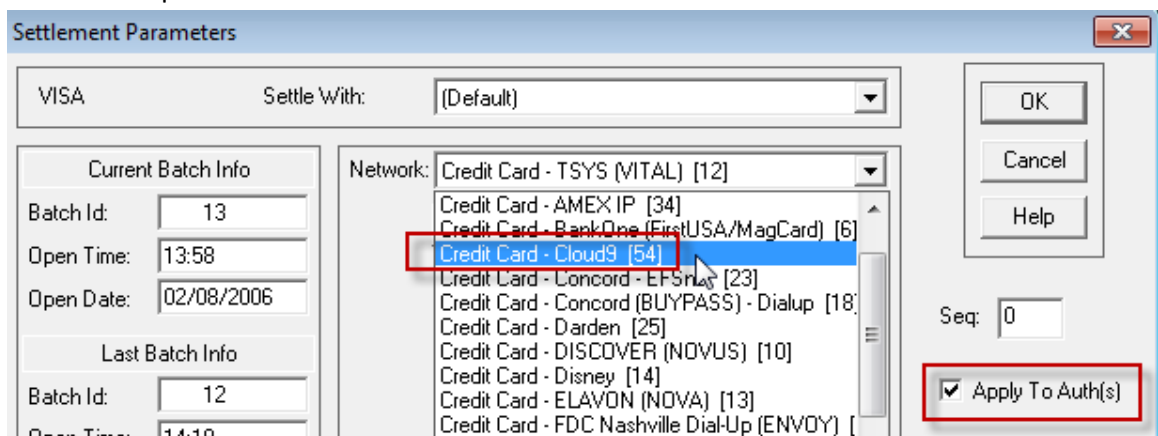
2.2.5 Then navigate to Configuration->Settlement Configuration.



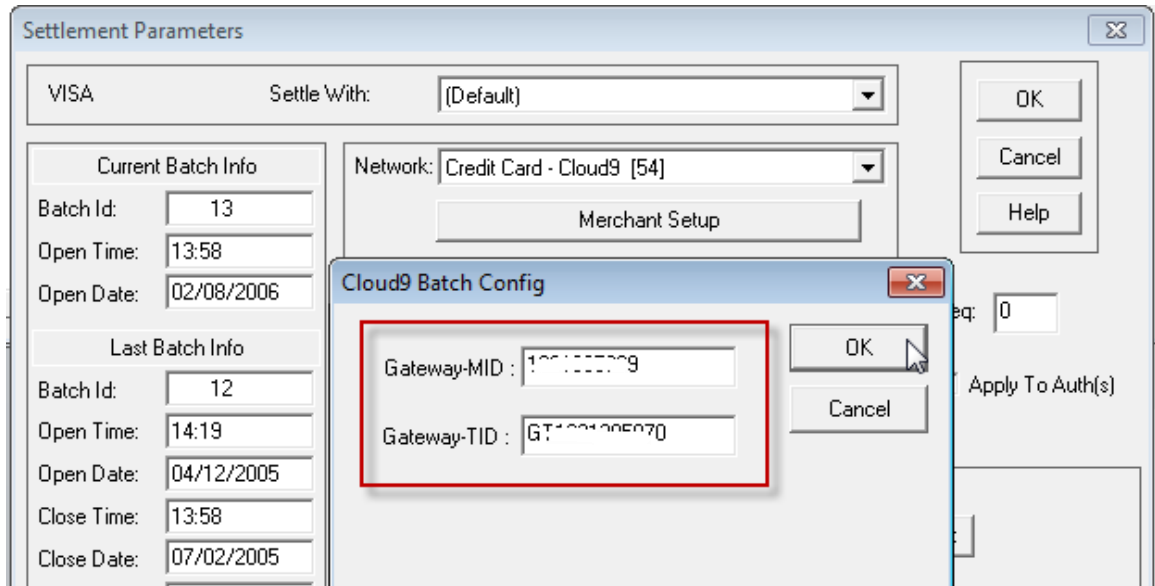
2.2.6 Click Edit



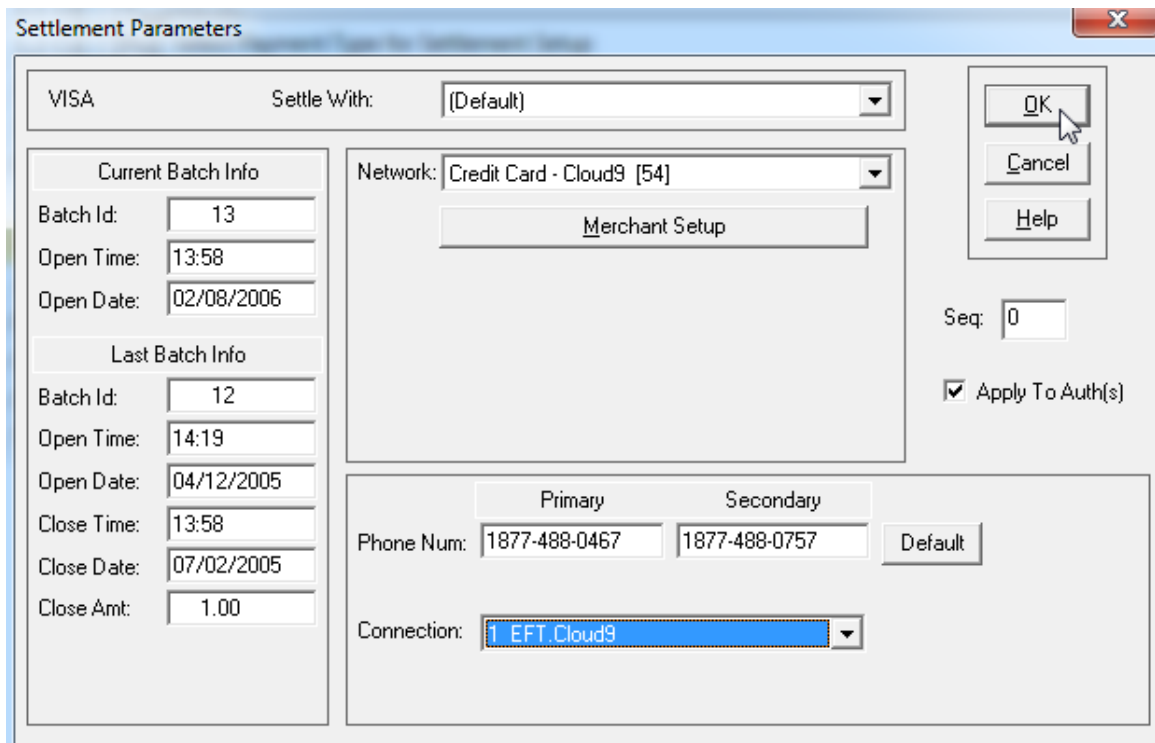
2.2.7 Ensure the Apply to Auth(s) is checked, then select Credit Card-Cloud9 in the Network drop-down box.



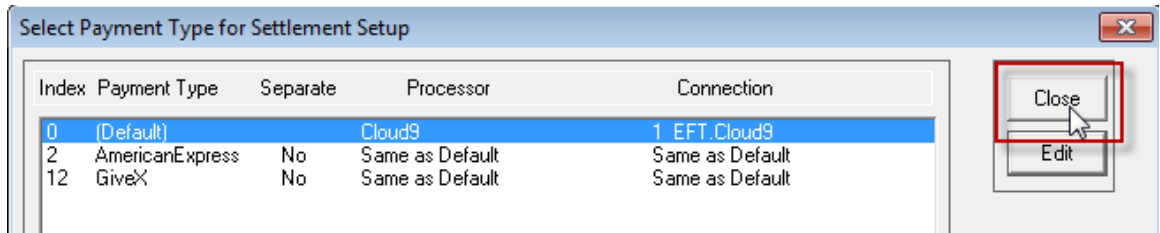
2.2.8 Please enter the Gateway-MID and Gateway-TID recorded in [1.4.11](#) then click OK.



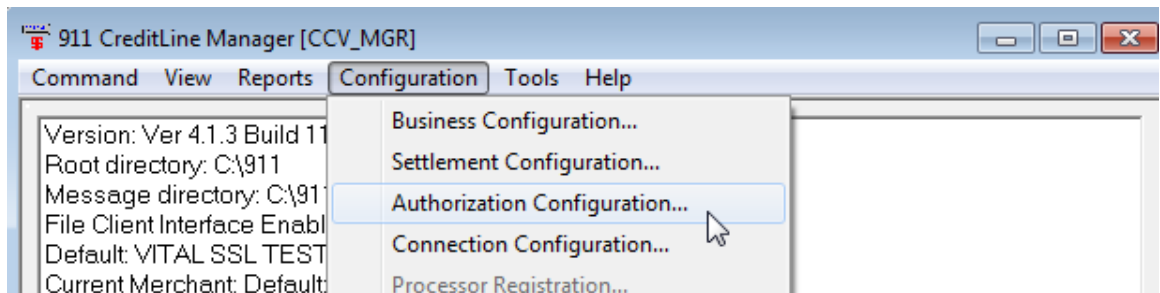
2.2.9 Ensure the Connection is EFT.Cloud9 then click OK.



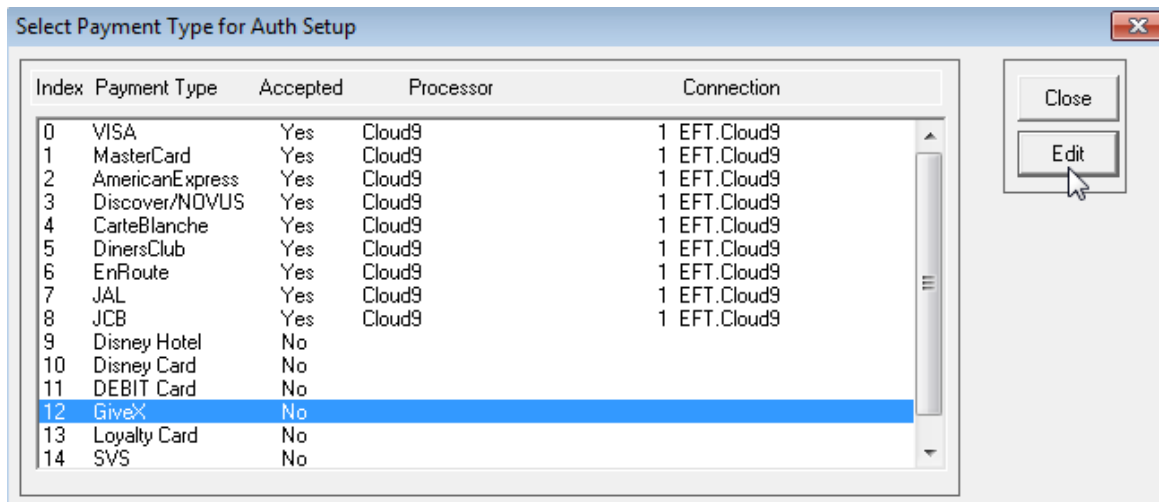
2.2.10 Click Close.



2.2.11 Navigate to Authorization Configuration.



2.2.12 Select Index12 then click Edit.



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

Authorization Parameters

Name: Class:

Card Is Accepted
 Is Default for Class

CardRange:

Low	High
630000	639999

Len:

Code:
 Check LRC
 Ignore Exp Date

Network:

- 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 - FDC North Valuebank Gift C
- 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 - Valutec Gift Card
- Gift Card - Vantiv/Fifth Third Bank Gll
- Gift Card - WorldPay/RBSLynk Gift
- Loyalty Card - Givex Loyalty

Line Dela: Tip Rate:

Primary Secondary
Phone Num:

Connection:

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

2.2.14 Input the Gateway-MID and Gateway-TID record in [1.4.11](#).

Authorization Parameters

Name: Class:

Card Is Accepted
 Is Default for Class

CardRange:

Low	High
630000	639999

Len:

Code:
 Check LRC
 Ignore Exp Date

Network:

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

Cloud9 Auth Config

Gateway-MID :

Gateway-TID :

2.2.15 Ensure the Connection is EFT.Cloud9 then click OK.

Authorization Parameters

Name: More Card
 Class: Gift Card

Card Is Accepted
 Is Default for Class

CardRange:
 Low High
 630000----639999

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

Primary Secondary
 Phone Num: Default

Connection: 1 EFT.Cloud9

Modify Add Delete
 Len: 19 0 0 0
 Code: GC
 Check LRC
 Ignore Exp Date

OK Cancel Help
 Apply To All
 No Auth
 No Sale
 No Force
 No Credit
 No Chg Tip
 No Void

2.2.16 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

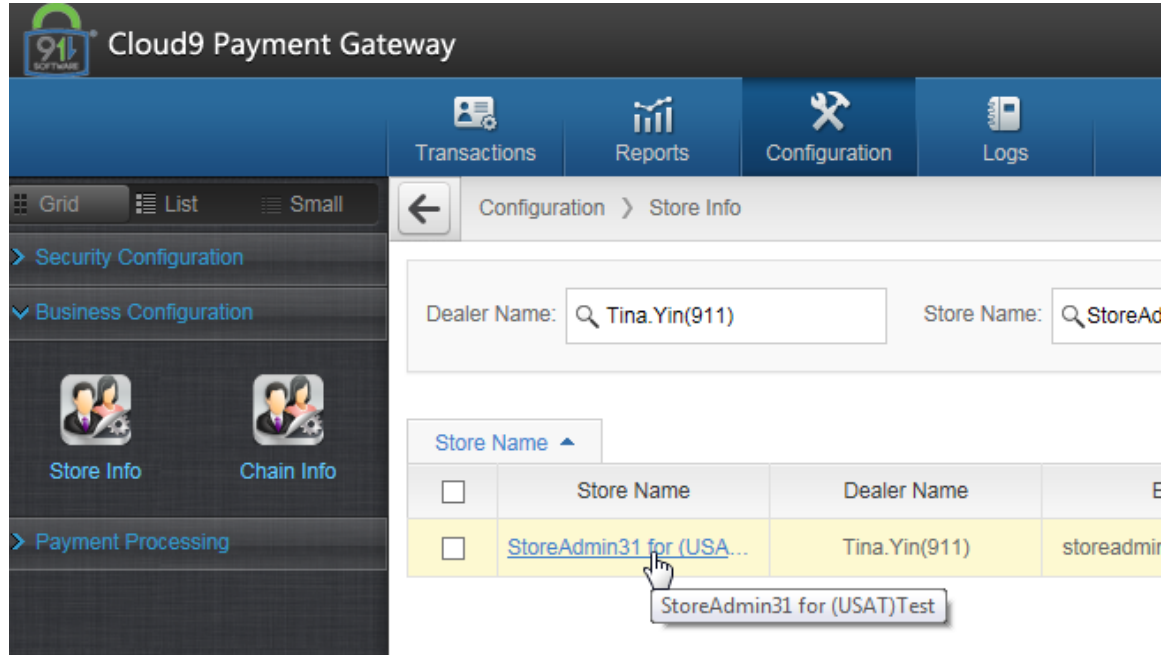
Note: If you need to set up multiple merchant, please refer to the link below:

http://911software.com/credit_card_processing_software/index.php?title=CreditLineMultiple_Merchant_Account_Setup

2.3 CreditLine Business Configuration

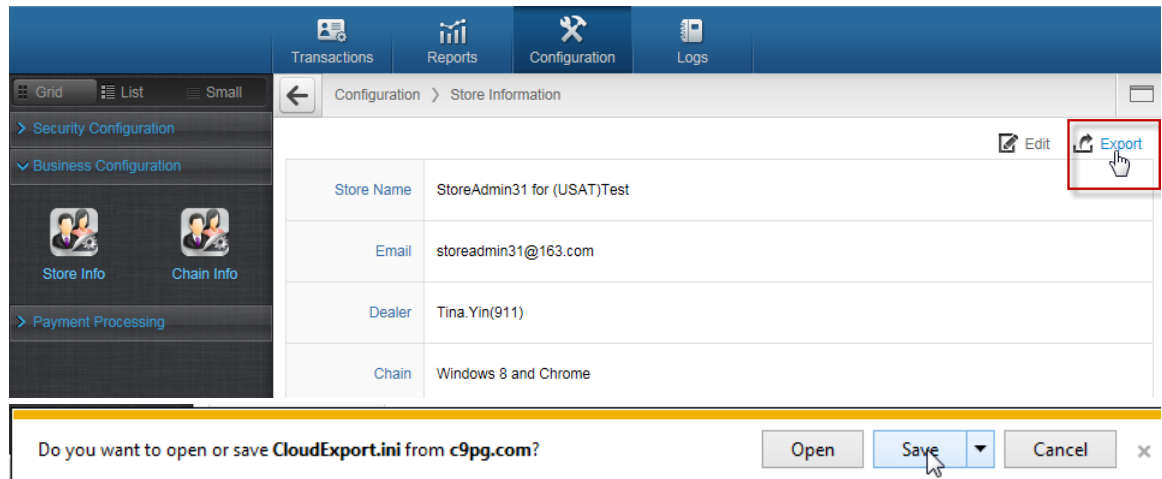
2.3.1 Logon Cloud9' website as Dealer Admin or Store Admin, then navigate to Configuration->Business Configuration->Store Info.

2.3.2 Click the store name.



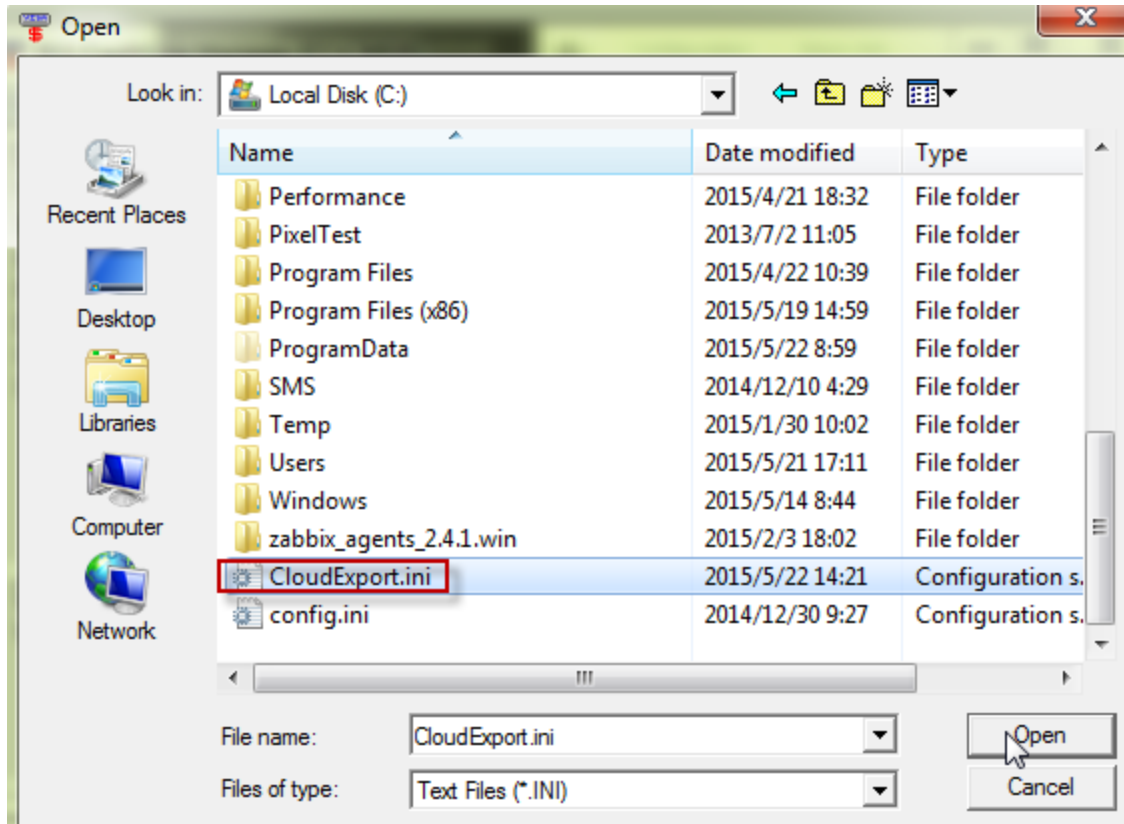
The screenshot shows the Cloud9 Payment Gateway interface. The top navigation bar includes 'Transactions', 'Reports', 'Configuration', and 'Logs'. The left sidebar shows 'Security Configuration', 'Business Configuration', 'Store Info', 'Chain Info', and 'Payment Processing'. The main content area displays 'Configuration > Store Info'. There are search boxes for 'Dealer Name' (Tina.Yin(911)) and 'Store Name'. Below these is a table with columns for 'Store Name', 'Dealer Name', and 'Email'. The table contains one row with 'StoreAdmin31 for (USAT)Test' as the store name, 'Tina.Yin(911)' as the dealer name, and 'storeadmin' as the email. A tooltip is visible over the store name, showing 'StoreAdmin31 for (USAT)Test'.

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

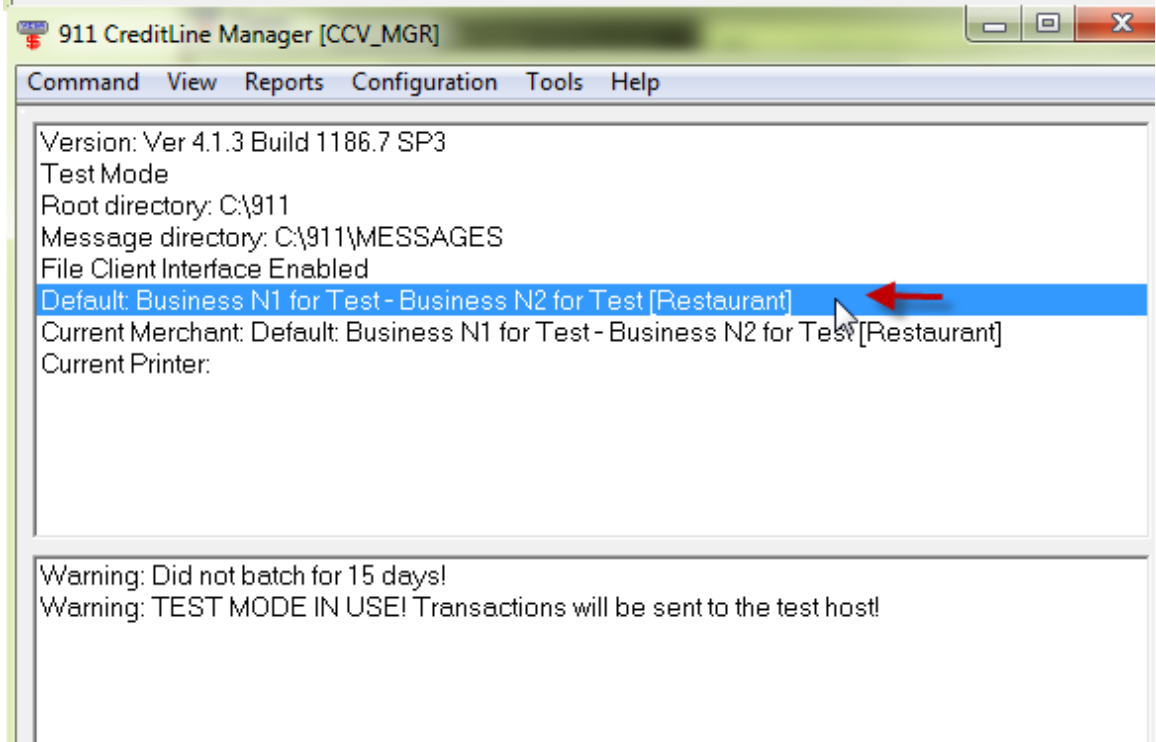
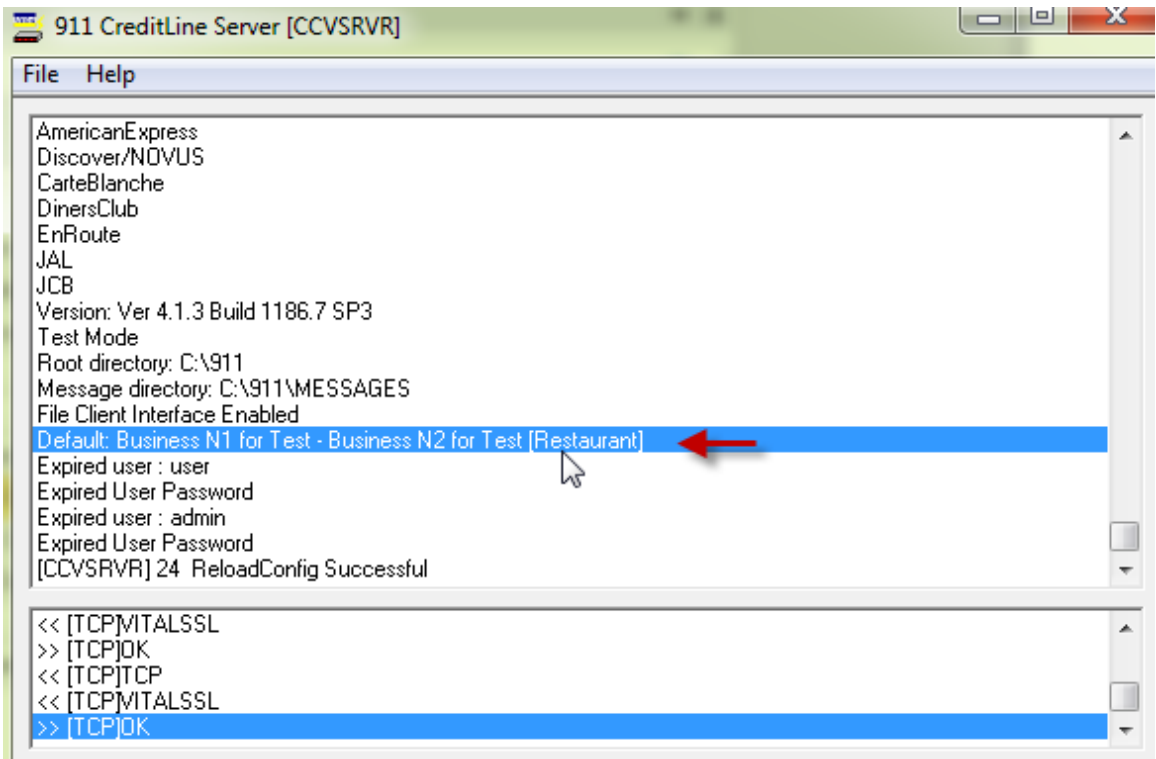


The screenshot shows the Cloud9 Payment Gateway interface. The top navigation bar includes 'Transactions', 'Reports', 'Configuration', and 'Logs'. The left sidebar shows 'Security Configuration', 'Business Configuration', 'Store Info', 'Chain Info', and 'Payment Processing'. The main content area displays 'Configuration > Store Information'. There are 'Edit' and 'Export' buttons. The 'Export' button is highlighted with a red box. Below the screenshot is a file dialog box with the text 'Do you want to open or save CloudExport.ini from c9pg.com?' and buttons for 'Open', 'Save', and 'Cancel'.

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.

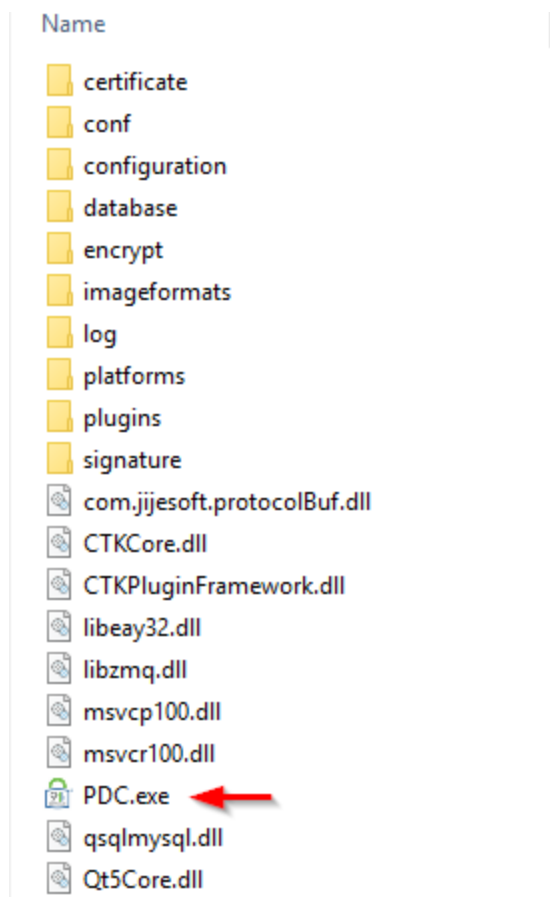
4. Configure and Run the Cloud9's PDC(Payment Device Controller).

4.1 Please download the latest Cloud9's PDC:

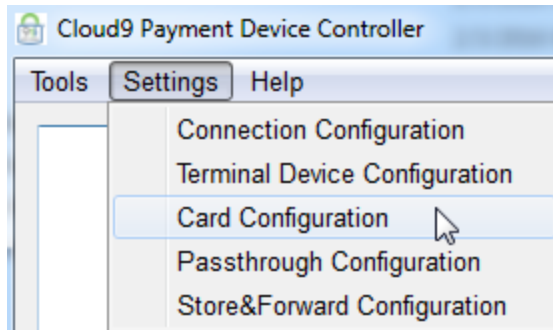
<http://cloud9paymentgateway.com/files/?dir=PDC>

4.2 Copy the install file to the client machine.

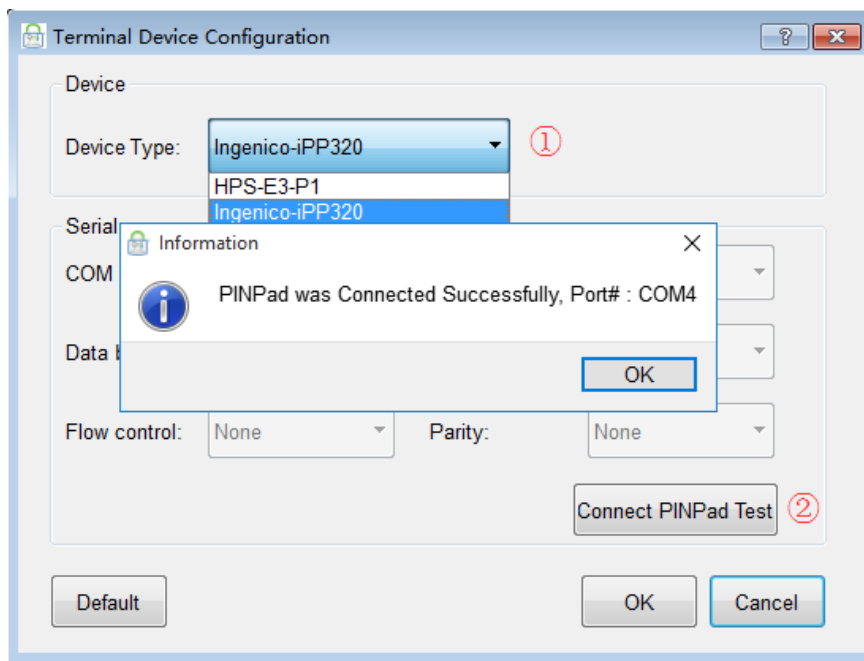
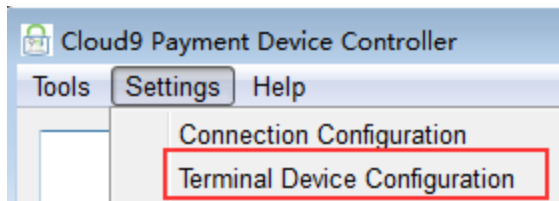
4.3 Double click ... C9PG\PDC\PDC.exe



4.4 Configure the Card if you need.

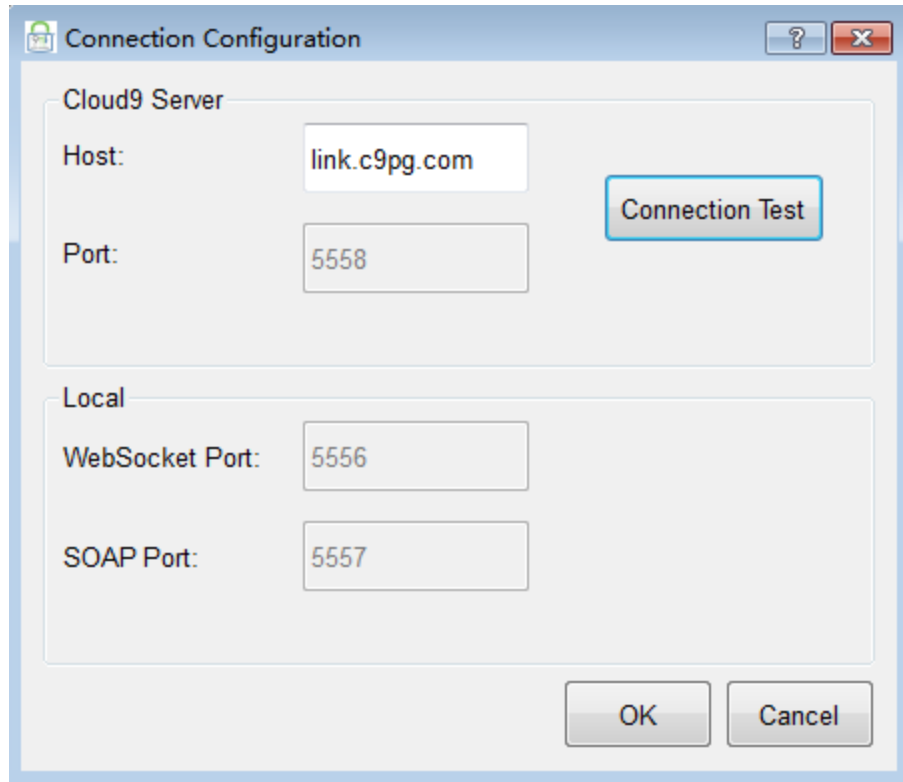


4.5 Configure the Terminal Device



4.6 Ensure Cloud9's PDC is running.

Ensure the PDC's machine can access Cloud9Server(link.c9pg.com). If you turn on your firewall, please add port 5558 to exception.



Then do some transactions.

Note: The latest version of CreditLine has disabled soap protocol, if a communication error occurs with PDC, please change the configuration like below:

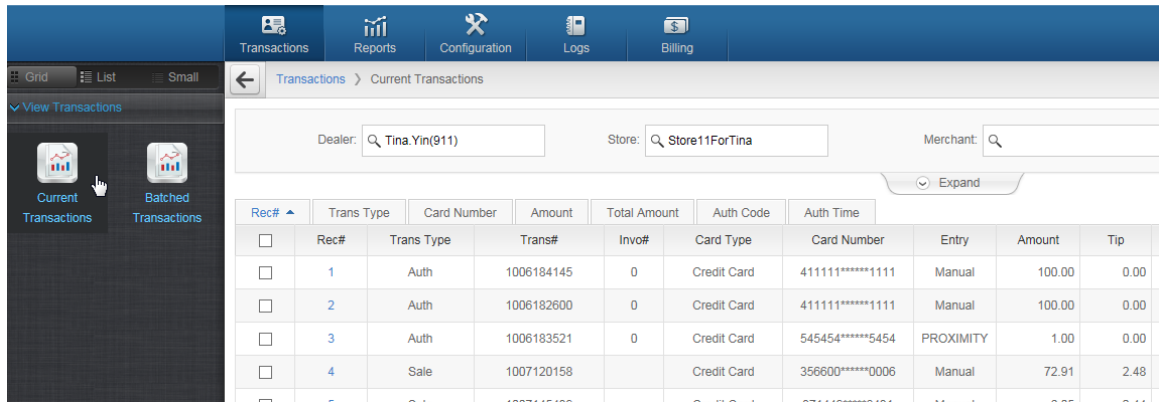
Edit ... C9PG\PDC\conf\com.jjjesoft.gateway.frontend.ini, set "UseSOAPProtocal" as "false".

```
[Operation]
TimeOutInMin=8
PrintReceipt=false
AutoReversal=1
OnlinePINReEntry=0
GetPinBlockByKey=0
UseSOAPProtocal=false
[Encryption]
Enable=0
```

5. Check the Report.

Logon Cloud9's website as Dealer admin, Dealer user, Store admin or Store user.

Then navigate to Transactions->Current Transactions to view the transactions in [4.5](#)



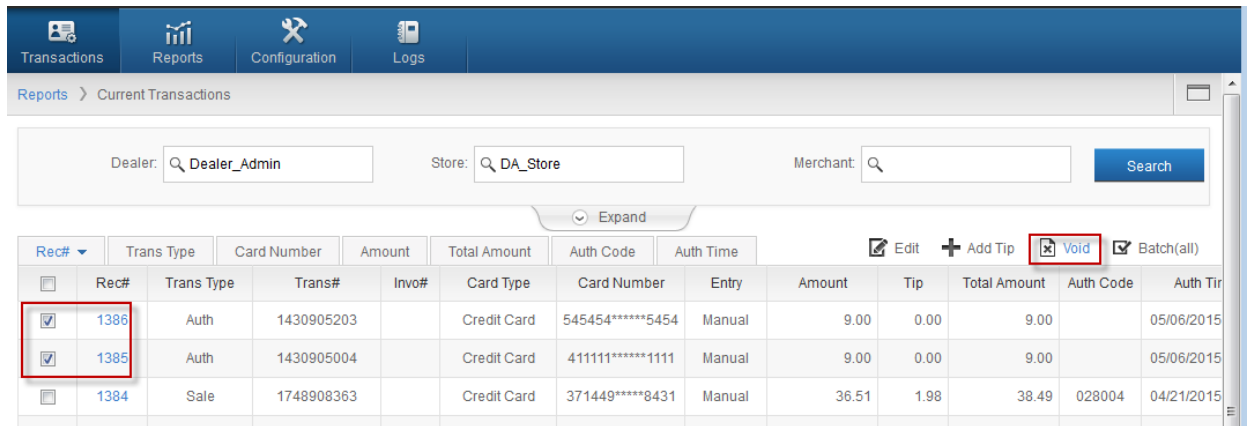
6. The operations of the transactions on website.

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.



6.2 Click OK on the popup page.

eway DA_Store@163.com

Transactions Reports Configuration Logs

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 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						9.00	0.00	9.00		05/06/2015
<input type="checkbox"/>	1384	Sale						36.51	1.98	38.49	028004	04/21/2015
<input type="checkbox"/>	1383	Sale						92.04	2.57	94.61	191237	04/21/2015
<input type="checkbox"/>	1382	Sale						31.07	1.72	32.79	959903	04/21/2015
<input type="checkbox"/>	1381	Sale						56.58	3.83	60.41	821931	04/21/2015
<input type="checkbox"/>	1380	Sale						66.52	2.69	69.21	804403	04/21/2015

System Message Close

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

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

eway DA_Store@163.com

Submitted Successfully! 14:54:30 X

Transactions Reports Configuration Logs

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