

Credit Card Payment Update for DTD POS (Vantiv)

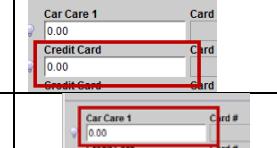
Purpose To guide employees on the proper way of entering a credit card number into the new DTD POS payment software.

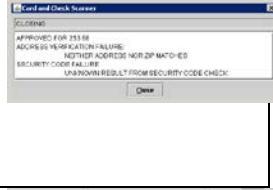
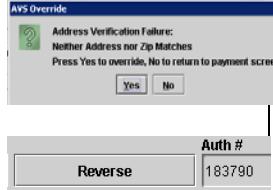
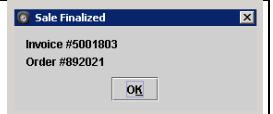
Important: This is for all credit card payment types including Discount Tire Card payments. Credit Cards are never to be written down for future use.

The customer is charged the moment we receive the Authorization code. If you are unable to process the card, always click the "Reverse" button.

Entering Payment Information

Follow the steps in the table below to complete the task.

Step	Action							
	Once at Payment Screen, enter the dollar amount of the payment into the Credit Card payment field.							
1	<table border="1"> <thead> <tr> <th>If customer is paying with a...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>VISA, MC, AMEX, DISC,</td> <td>Enter dollar amount in the credit card field.</td> </tr> <tr> <td>Discount Tire Card,</td> <td>Enter dollar amount in the Car Care 1 field.</td> </tr> </tbody> </table>	If customer is paying with a...	Then...	VISA, MC, AMEX, DISC,	Enter dollar amount in the credit card field.	Discount Tire Card,	Enter dollar amount in the Car Care 1 field.	
If customer is paying with a...	Then...							
VISA, MC, AMEX, DISC,	Enter dollar amount in the credit card field.							
Discount Tire Card,	Enter dollar amount in the Car Care 1 field.							
2	Select Magazine Code from drop down.							
3	Click Finalize to open the Credit Card Authorization screen.							
4	Enter Credit Card number.							
5	Enter Expiration date (MMYY format).							
6	Enter CVV number. Note: This is a requirement for all charges.							
7	Click Submit.							
8	Wait for a Response Code to populate before proceeding.							
	<table border="1"> <thead> <tr> <th>If Response is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Success,</td> <td>Proceed to step 9.</td> </tr> <tr> <td>Declined,</td> <td>Verify the card number with the customer and repeat steps 3-7.</td> </tr> </tbody> </table>	If Response is...	Then...	Success,	Proceed to step 9.	Declined,	Verify the card number with the customer and repeat steps 3-7.	 <p>Note: This process only verifies that the card number is correct (not available funds).</p>
If Response is...	Then...							
Success,	Proceed to step 9.							
Declined,	Verify the card number with the customer and repeat steps 3-7.							
9	Once you receive a Success Response Code, click Done.							
10	Once the "Approved For" message is available, click Close.							
	<table border="1"> <thead> <tr> <th>If Response is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Approved,</td> <td>Proceed to step 11.</td> </tr> <tr> <td>Declined,</td> <td>The customer will need to provide a different method of payment or contact their bank to resolve the issue.</td> </tr> </tbody> </table> <p>Note: If the customer wants to use another card number, enter the card number in the next available credit card field.</p>	If Response is...	Then...	Approved,	Proceed to step 11.	Declined,	The customer will need to provide a different method of payment or contact their bank to resolve the issue.	 <p>Note: This approval is to get the authorization for the purchase amount.</p>
If Response is...	Then...							
Approved,	Proceed to step 11.							
Declined,	The customer will need to provide a different method of payment or contact their bank to resolve the issue.							

11	Once you click Close, the credit card information and authorization number will automatically be imported into the POS Payment Screen.							
12	<p>Note: The AVS & CVV match is also verified at this point.</p> <table border="1"> <thead> <tr> <th>If AVS/CVV is a...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Success,</td> <td>Proceed to step 15.</td> </tr> <tr> <td>Failure,</td> <td>Click Close and proceed to step 13.</td> </tr> </tbody> </table>	If AVS/CVV is a...	Then...	Success,	Proceed to step 15.	Failure,	Click Close and proceed to step 13.	
If AVS/CVV is a...	Then...							
Success,	Proceed to step 15.							
Failure,	Click Close and proceed to step 13.							
13	<p>Select Yes or No on AVS Override option</p> <table border="1"> <thead> <tr> <th>If Answer is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Yes,</td> <td>Enter AVS Override Password on next pop-up and proceed to step 15.</td> </tr> <tr> <td>No,</td> <td>You will need to select the Reverse button in order to cancel out the authorization number that was obtained, and then cancel the order.</td> </tr> </tbody> </table>	If Answer is...	Then...	Yes,	Enter AVS Override Password on next pop-up and proceed to step 15.	No,	You will need to select the Reverse button in order to cancel out the authorization number that was obtained, and then cancel the order.	
If Answer is...	Then...							
Yes,	Enter AVS Override Password on next pop-up and proceed to step 15.							
No,	You will need to select the Reverse button in order to cancel out the authorization number that was obtained, and then cancel the order.							
	<p>NOTE: If you are unable to process the order you must click no and select the Reverse button in order to not charge the customer. Please be aware the customer will see a pending transaction on their account up to 5-10 business days depending on their bank.</p>							
14	<p>If the customer has multiple forms of payments, follow the steps below:</p> <table border="1"> <thead> <tr> <th>If paying with...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>More than one credit card,</td> <td>Repeat steps 1-13 for each credit card.</td> </tr> <tr> <td>More than one credit card and Discount Tire Card,</td> <td>Repeat steps 1-13 for each credit card and then process payment for Discount Tire Card.</td> </tr> </tbody> </table>	If paying with...	Then...	More than one credit card,	Repeat steps 1-13 for each credit card.	More than one credit card and Discount Tire Card,	Repeat steps 1-13 for each credit card and then process payment for Discount Tire Card.	
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More than one credit card,	Repeat steps 1-13 for each credit card.							
More than one credit card and Discount Tire Card,	Repeat steps 1-13 for each credit card and then process payment for Discount Tire Card.							
15	The Order # and Invoice # box will automatically pop-up showing that the sale has been finalized.							

Credit Card Information

- Credit card numbers will no longer be saved in our system. The only information you will see are the first six and last four digits of the credit card number.
- We will not have any access as Super Users to gather credit card numbers.
- If you should need a credit card number, the customer must be contacted.

Refunds

	If ...	Then...
	You are refunding the original invoice with a credit card payment,	The refund can be completed using the credit card information that will automatically populate from the original payment information.
	You are refunding a new invoice/manually creating a refund (customer satisfaction issue),	You will need to contact the customer to get the following information: <ul style="list-style-type: none"> • Credit card number • Expiration date • CVV number
	You are refunding a new invoice and unable to get a hold of the customer,	Send email request to DTD_Cash and they will obtain the information for the order, if possible. Note: They are unable to get a credit card number for a charge as the CVV number is required and that info cannot be obtained through any of our systems.

Important: When doing refunds, do not delete dollar amount from credit card field and click to a different field. Doing so will remove the credit card information causing you to start the refund process over.

Web Orders

Step	Action	
1	Once order has gone through the proper fitment checks, click Finalize	
2	If authorization is...	Then...
	Approved,	Order has been completed.
	Declined,	A pop up screen will appear in Evolve to contact customer for correct payment information.

Note: If you are unable to process the order after you click Finalize, you must select the Reverse button in order to not charge the customer. Please be aware the customer will see a pending transaction on their account up to 5-10 business days depending on their bank.

Contact

Please see your manager if you have any questions.