Credit Card Processing

B L U E B I R D ®
AUTO RENTAL SYSTEMS

RentWorks

Version 4

Credit Card Processing (CCPRO) User Guide

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Overview

When processing credit cards, there is a difference between Retail and Auto Rental. This explanation should help you understand how auto rental credit card transactions SHOULD be treated. This may also assist in keeping your discount fees to a minimum by making you aware of the requirements.

Visa requires all auto rental merchants to pass the following data on all transactions regardless of the processing method (retail format or auto rental format):

- Car pick up date
- Estimated number of rental days
- Rental agreement number
- Car drop off date

Retail Processing Method

For transactions to qualify for the retail rate, the following must occur:

- Card must be swiped
- Transaction is authorized and captured electronically
- Cardholder signature must be obtained
- One authorization per transaction
- Authorized and settled amount must match
- Transaction must be settled within 24 hours of authorization date
- Visa transaction must be a consumer card
- Auto rental addendum data must be present on each transaction

Benefits
- Lower discount rate
- Improved cash flow

Drawbacks
- Increased credits
- Increased discount fees (discount is paid on full amount authorized regardless of credits given)
- Rental extensions are separate transactions requiring additional card swipe or pay surcharge fee for key entered transactions
- Additional fees due at drop off are separate transactions requiring additional card swipe or pay surcharge fee for key entered transactions
- Increased customer billing issues

Auto Rental Method

To qualify for this rate and avoid surcharge, the following must occur:

- Card must be swiped
- Transaction is authorized and captured electronically
- Cardholder signature must be obtained
- Multiple authorizations and one reversal are permitted to ensure settled amount is within 15% of authorized amount
- Car drop off date becomes transaction date and transaction must be settled within 24 hours
- Visa transaction must be a consumer card
- Auto rental addendum data must be present on each transaction

Benefits
- Incremental authorization allowed
- Transaction date becomes drop off date
- Discount paid on transaction amount, not authorized amount
- Total charge done in one transaction reducing potential customer billing issues

Drawbacks
- Higher discount rate
- Transactions funded at return rather than at pick up of car

How to Run a Draft Capture

Regardless of which processor you have, you will run your draft capture through the RentWorks software when using the magnetic swipe readers.

1. Select "Reports", "Counter", "Draft Capture".
2. Select the location you are drafting for.
3. Check "Proof Run".
4. Enter desired cutoff Date/time.
5. Enter output destination. You may print the proof run to the screen, the printer or a file.
6. Verify Proof Run to your Daily Business Report to make sure the totals balance.

When "Proof Run" is accurate:

1. Select "Reports", "Counter", "Draft Capture".
2. Select the location you are drafting for.
3. UNCheck "Proof Run"
4. Enter cutoff date used in "Proof Run".
5. Enter output destination. You may either print the Draft to the printer or a file. If you choose file the output destination is "Draft (location code) (99/99/99).txt. This will place a notepad format text file on your hard drive of the draft capture report.
6. Verify your draft with your bank statements.

We recommend that you print draft captures to "File" rather than print them directly. Draft capture reports cannot be recreated if they happen to jam in the printer or are lost. Having a text file of the report allows you to back it up and print any number of copies you feel you need.

Note: If you are a *NetRent* customer using a Web Client, any report printed to "File" will be saved on your local hard drive.

Draft Capture Failures

If for some reason you're draft capture should fail to complete successfully, there are a number of places you can check to see why it may have failed. The first of which is the draft capture report itself.

A great amount of information can be found at the bottom of the final draft capture report. For many of these failures the resolution is very simple. It may be as simple as a missing authorization code or an expired credit card. These situations should be able to be handled without the intervention of Bluebird Staff.

Should the report fail to indicate a direct problem you have the ability to check the log file which tracks each and every step of the process when drafting for CCP or SDC.

Go to "Settings" "Data Links" "Display Log Messages".

In the top right corner click on "Credit Card Proc" as shown below. This log displays everything that happens regarding your credit card processing and authorizations. You can scroll through this log to determine where along the line of a draft capture the failure occurred. A listing of the status codes follows this illustration. As an indication of how the process works, no data is sent to the processor until status step 10 as shown on the next page.
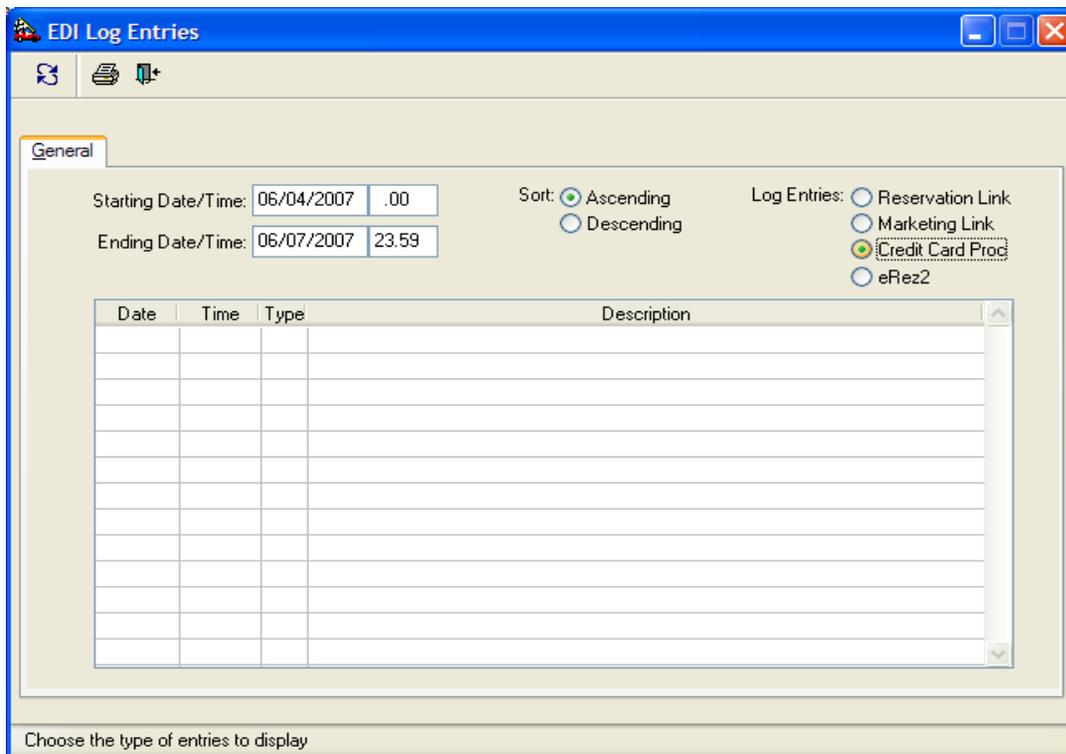
CCPRO Draft Statuses

1 -   Start of record selection process.
2 -   Start of report printing.
3 -   Start of reversal process.
4 -   Reversal process complete. (Does not imply success)
6 -   Completed building batch file. (Does not imply success)
8 -   Batch totals do not equal the expected totals during verify process.
9 -   End of successful verify process.
10 -   Start settlement process.
13 -   Some type of error was detected in close process. This is a temporary status and will normally go to either 91 or 92 immediately.

Common Credit Card Processing Issues

1) Expired Card – contact the customer for the new expiration date and adjust the deposit or payment directly from the RentWorks software.

2) Invalid Track Data- This indicates that the swipe of the credit card is faulty. Basically there is not enough information gathered in the swipe to correctly process this transaction. You <u>may</u> have been able to get an authorization with this data (unlikely), but it is not enough to draft the transaction. To correct this you must void the transaction from RentWorks and either swipe the card again or create a new payment record <u>completely hand entered</u>. If the software asks if you wish to use the authorization on file you **MUST** answer No. Answering yes will only use the same faulty swipe data again. These transactions are most commonly identified in the RentWorks software by a payment or deposit that shows "Swiped Yes" and "Voice Auth Yes" at the bottom right corner of the screen.

3) "Reponse Timed Out" errors – This error can result from a number of issues. Basically the processor took too much time to reply to data RentWorks has sent. Check the "Display Log Messages" file and rerun the draft. If you continue to have problems contact Bluebird Support for more assistance.

4) Multiple Transactions for the same card, the same amount and same date – Most credit card processors see these as errors or accidental retransmissions. The credit card processor may flag this batch as "pending" and you will need to contact them in order for the batch to be released.

5) Batch Totals Are Not Correct – This usually indicates a prior failure of a draft capture. The failure has left files on the server or workstation and now the draft capture retry is adding new transactions on top of the old ones. Please contact Bluebird Support for correcting this issue.

6) Any and all other error messages you receive please refer to Bluebird Support.

Addendum

TriPOS (Chip & PIN) Overview

TriPOS is Element/Vantiv Payment Processing's EMV software solution. The TriPOS software is provided by Element and must be installed on each RentWorks PC where payment processing is required.

EMV is the technical interoperability standard that ensures chip-based payment cards and terminals are compatible around the world. The term refers to Europay, MasterCard and Visa, the three companies that originally developed the specifications in 1994. Today the EMV standard is managed by EMVCo LLC, which is equally owned by American Express, JCB, MasterCard and Visa. A chip-based payment transaction occurs when a microprocessor (smart chip) embedded in a plastic card or a personal device such as a key fob or mobile phone connects to an EMV-enabled POS terminal. The smart chip in the payment instrument securely stores information about the cardholder's account and the issuer's payment application. It performs cryptographic processing for validating the integrity of the card number and certain static and dynamic data used in the transaction. This provides a strong form of card authentication, validating the legitimacy of the payment type being used.

TriPOS EMV is used in conjunction with a chip and pin credit card device. The current approved devices are the VeriFone VX 805, and the VeriFone MX 915.

TriPOS benefits for card fraud protection

A combination of card number validation via the chip and authentication of the user via PIN provides stronger protection against common consumer-level attacks such as fraudulent use of lost or stolen cards, counterfeit cards and skimming (whereby the magnetic stripe of a card is read without the consumer's knowledge). In the TriPOS environment, EMV enhances the security of the payment transaction by attaching a dynamic cryptogram to each authorization and clearing transaction. This offers some protection against tampering of card and TriPOS data during transaction processing. You can think of this as a unique password for the card that is only good for a single use. A separate process called Offline Data Authentication provides security against skimming and counterfeiting for a merchant performing a card transaction without an online issuer host data connection (commonly referred to as an "offline transaction"), a common authorization process outside of the U.S. The primary motivation for implementation of EMV by some of the networks and issuers is the belief that it is fundamentally more resistant to fraud than magnetic stripe cards. Given that the U.S. market is the largest market in the world for the use of payment cards, the potential to reduce fraud in the U.S. system is appealing.

Changes in RentWorks

Transaction Flow in the TriPOS Environment

The process is initiated in RentWorks by choosing the PAID checkbox + AUTH button, in either the Res/Rental Summary screen, the Charges/Payments screen, deleting a payment, or executing the Element Transaction Inquiry.   You will then follow the device prompts.
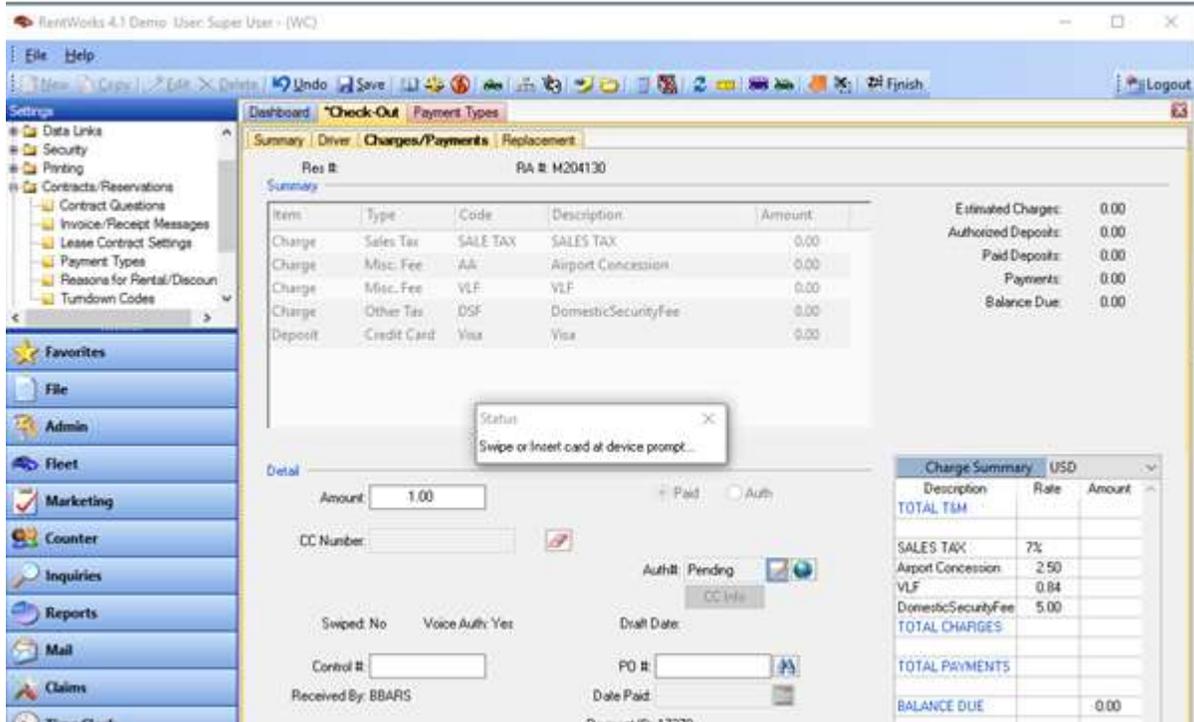
Authorizations received can be converted to PAID during Check In, or in Contract Modify.   RentWorks will prompt you to use any outstanding authorizations during the Check In process (like you're used to). The change will occur from Contract Modify. You will highlight the AUTHORIZATION → CLICK EDIT → Click the PAID radio button (changing it from AUTH) → Click SAVE.   NEW Payments will not use existing AUTHS from Contract Modify.

The Settlement Process

Transactions processed through TriPOS are settled through a time-initiated batching process at Element. We no longer use the RentWorks Draft Capture for settlement. This process happens at a defined time each day. The time of day for TriPOS users can be specified by the merchant, so they can set it to 12:00 am to coordinate their batches to the DBR. To view your settled transactions, login to core reporting at https://www.coremanagementsystem.com using your MID as the login. Go to Batch History. Bluebird will assist in training.

Implementation

Element Acquired Account VS Element Gateway Account

If not already an acquired account, you will need to sign up with Element. Gateway only accounts are not currently supported. A payment gateway allows merchants like you to process credit, debit and alternative payments. Since retailers are prohibited from sending a customer's payment information directly to a payment processor, the payment gateway acts as the go-between, ensuring customer data is encrypted and secure. From there, the data is sent to the end processor for deposit into your merchant account. An "Acquired Account" thru Element uses them for *BOTH* stages of the transmission. If you are using a different party as your end processor, you will need to sign up with Element to use TriPOS.
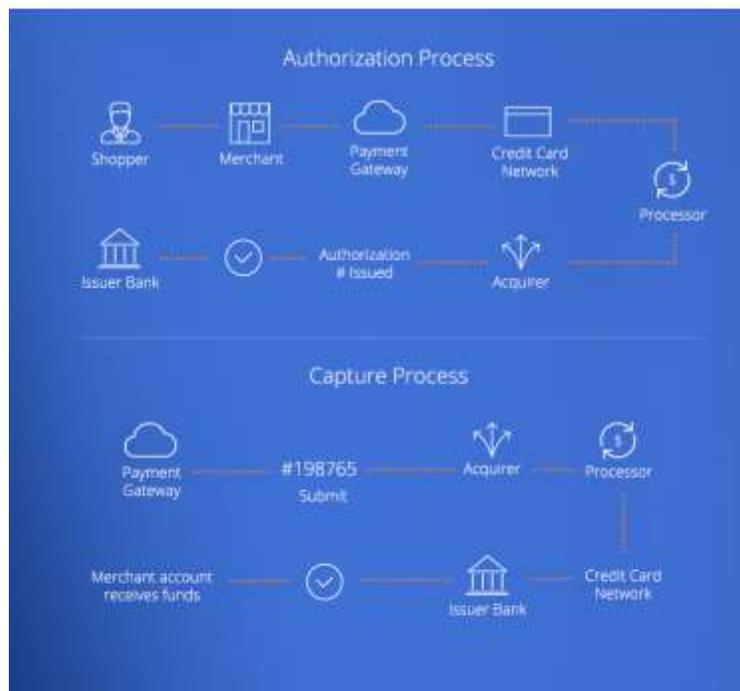
PASS Agreement

A PASS Agreement with Element/Vantiv is also required for TriPOS. PASS stands for **P**ayment **A**ccount **S**ecured **S**torage. Each time an authorization or sale is approved, RentWorks makes a second request to Element for a token by submitting the TransactionID from the authorization or sale response. This second component returns a "token" to the merchant in lieu of the live credit card number in the processing response.

Tokenization is the process of replacing sensitive data with surrogate values that remove risk but preserve value to the business. There are no extra fees for token storage, and they will be stored for 6 months. Your Bluebird account representative can assist you with this.

How do I get my TriPOS Verifone Devices?

Your Bluebird account representative can assist you, as we must provide them.

Customer Responsibility

Closing out your last Draft Captures

Since the backend platform is changing, we must have all the draft captures caught up before making the switch.

Setting up your Verifone Device

A Bluebird support representative will assist with the bulk of the setup, but we will need you to get the device plugged in. There is a tiny "hinge screw" on the bottom that opens up the back plate. Once opened, you will see where the male plug attaches to the device. The Power Adapter connects on the other side, and the USB goes into an open port on the computer.

A PSA will then access your system (using TeamViewer) to complete the installation.

Frequently Asked Questions

Q) Can I run transactions on work stations without a device attached?
A) Yes, you can! Using the hosted payment option, a window will appear for you to type in the CC#.

Q) How do debit cards work with TriPOS ?
A) If a debit card is swiped, the device will ask if it's a US DEBIT or a VISA Debit (or other card provider). If the VISA Debit (or AMEX DEBIT etc.), the user will not be prompted for a PIN and the transaction will process as if it's a credit card. For your debit transactions to process as debit, select US DEBIT.

Q) Will the Equifax integration still be supported after the change?
A) Currently Equifax is not supported by Vantiv. You will need to run manual Equifax checks if necessary.