

worldpay
from FIS

MultiPay POS User Guide

Version 1.0

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MultiPay POS

Introduction

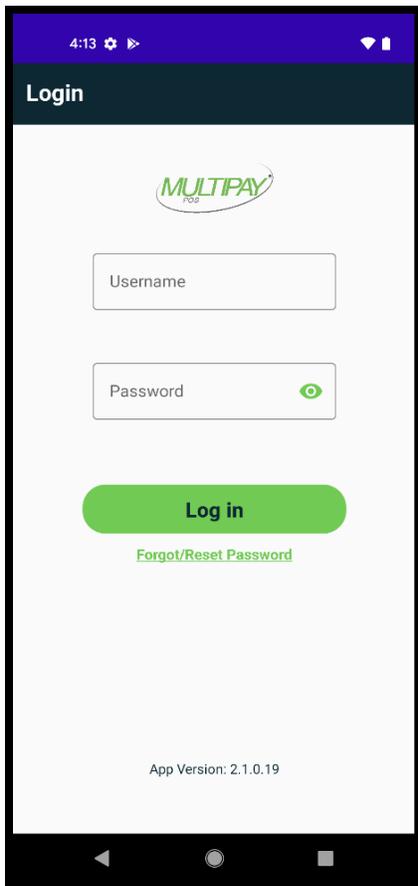
This guide describes how to use the MultiPay® POS application features. Please refer to the MultiPay POS setup guide for more detail on how to set up the terminal.

Login

1. On the device, open the MultiPay POS app published by Fidelity Information Services Inc.

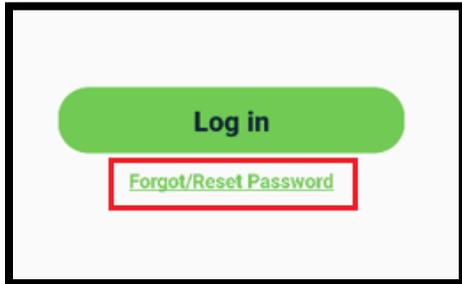


2. On the Login screen, enter your Username and Password.
3. Select **Log in**.

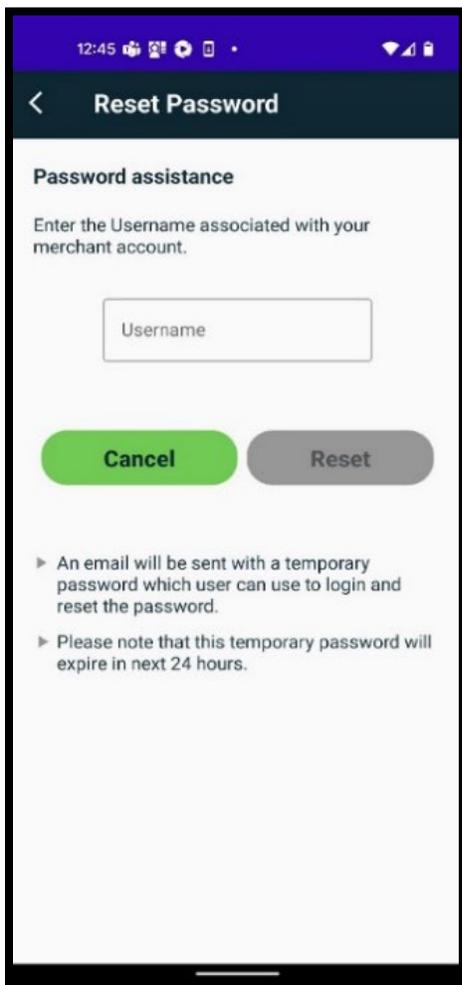


Forgot/Reset Password

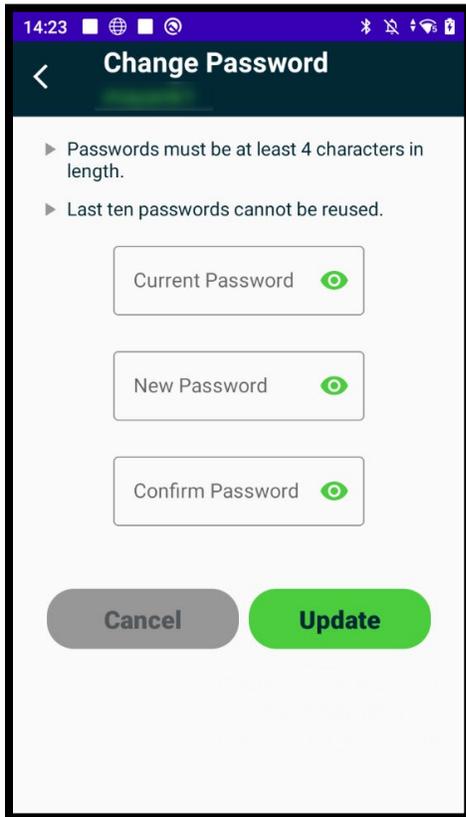
1. If you have forgotten your password or want to reset it, click the Forgot/Reset Password link.



2. Enter your username and select **Reset**.



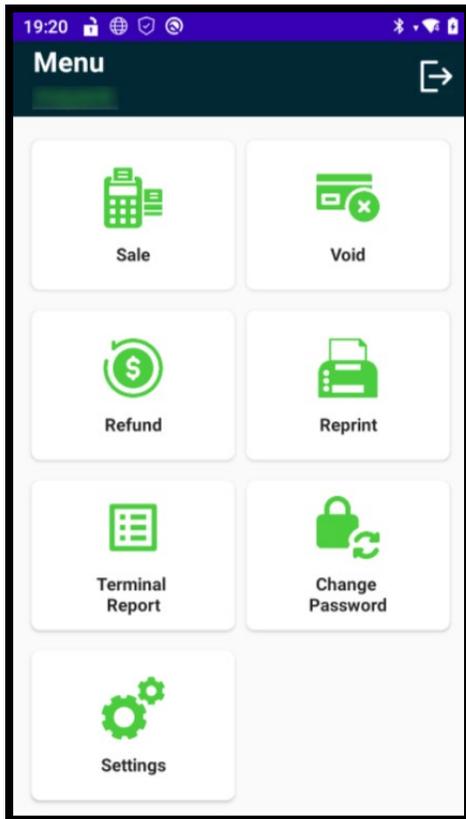
3. You will receive a temporary password to the registered e-mail with a validity of 24 hours.
4. Login with the temporary password.
5. On the Change Password screen, enter the Current Password (temporary password), New Password, and then confirm the new password by entering it again in the Confirm Password field.



6. Login with your new password.

Menu

On the main Menu screen there are options available for **Sale**, **Void**, **Refund**, **Reprint**, **Change Password** and **Settings**.



- [Sale](#)
- [Void](#)
- [Refund*](#)
- [Reprint](#)
- [Terminal Report](#)
- [Change Password](#)
- [Settings*](#)

***Note:** Admin override will be required to perform refunds and to modify the receipt settings.

Sale

1. Select **Sale** from the **Menu** screen to display the Select to Pay options.
2. Select line item(s) to pay and select **Continue**.

14:43

Select to Pay

Fees: \$0.00

Entry fee:

Amount Due \$10.00

Parking fee:

Amount Due \$15.00

Attractions: \$0.00

Total payment amount, including any applicable fees, must be between \$0.01 and \$5000.00.

Subtotal: \$0.00

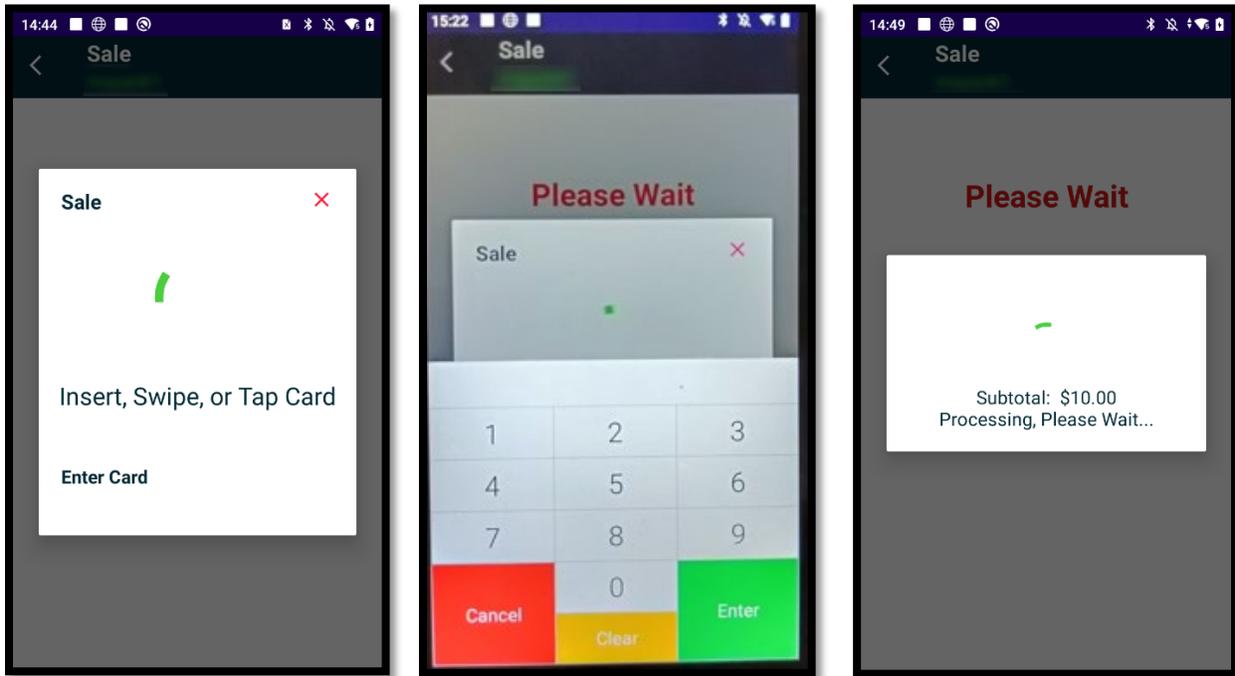
Cancel Continue

Notes:

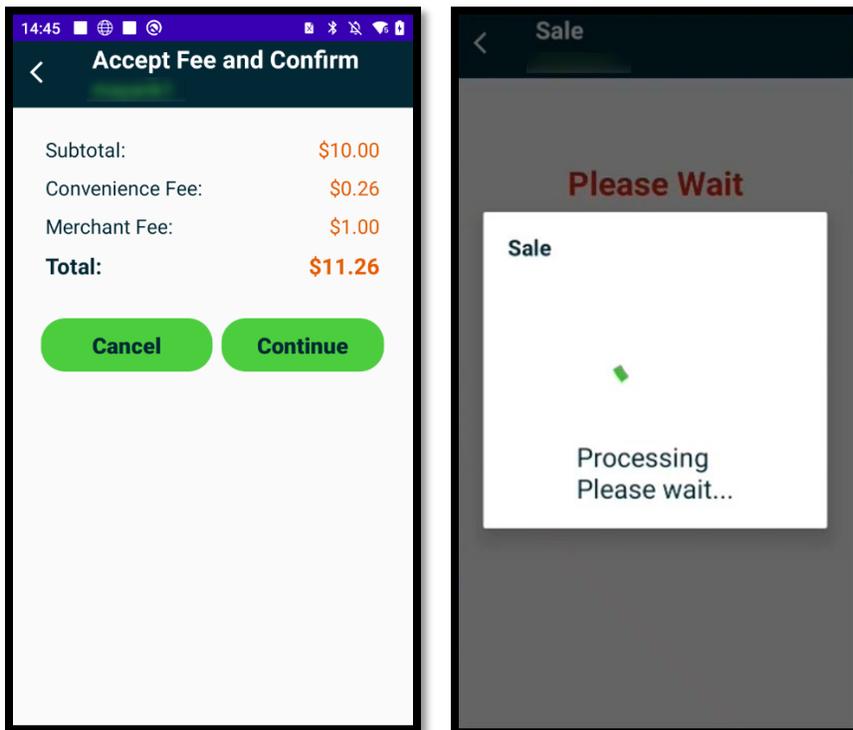
- Depending on the business needs, pre-configured line items will be presented with necessary options and amount details.
 - Amount can be edited when under or over payment is allowed.
 - Line items will be grouped into categories.
 - If a user is allowed to purchase multiple units, quantity options will be available. The line-item level amount will reflect unit price times the quantity (where amount cannot be modified).
- Category header will show the subtotal for each category of selected items.
- Overall subtotal for all categories will be displayed above the Continue button.
- Subtotal will be evaluated based on the predefined business rules, and the appropriate error messages display when they are not met.
- The Transaction ID # is the Express Transaction ID.

3. Insert, swipe, tap, or key in card details manually.

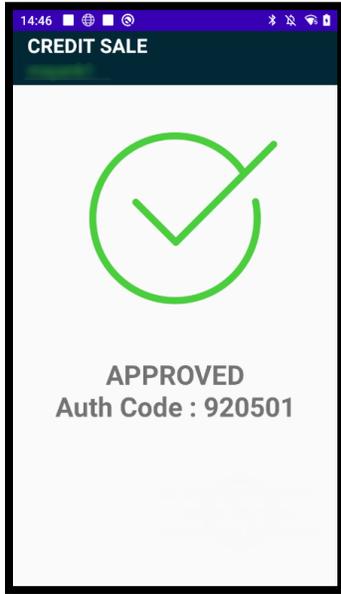
Note: If the card is a dual function Credit / Debit card, you are prompted to select Credit or Debit.



4. Verify the amounts and agree to the applicable fee(s) assessed.



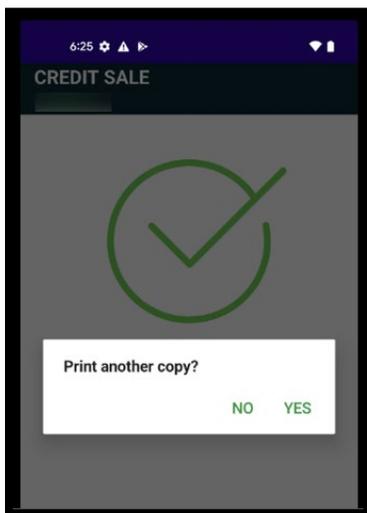
- 5. The payment processing result is displayed.



Note: For any transaction that cannot be completed, the result will display as a red X with a DECLINED error. Refer to the [Common Error Messages](#) for a resolution.



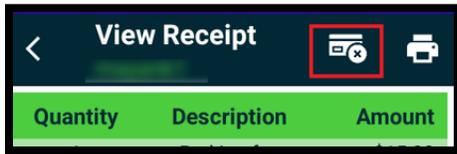
- 6. The receipt is then printed. Select the appropriate option when prompted to print another copy.



Void

1. Select **Void** from the **Menu** screen.

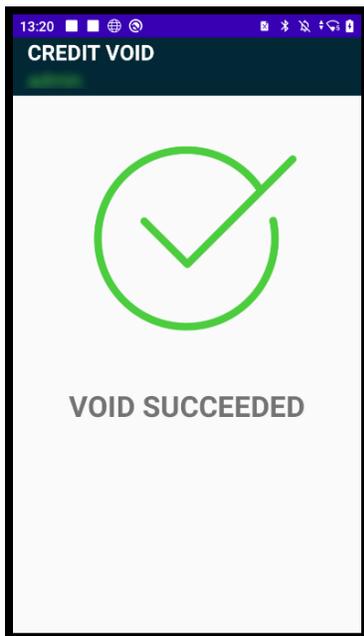
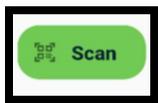
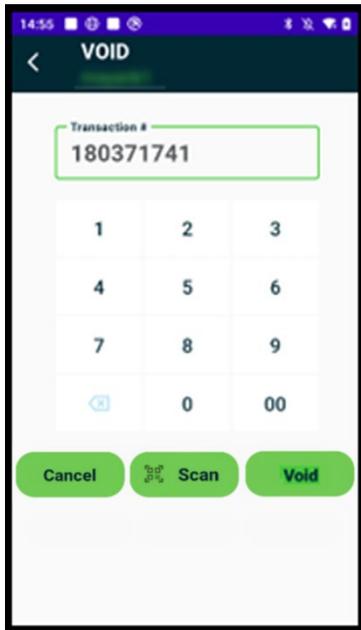
Note: To view the details prior to voiding, use the **Reprint** option and select to View the transaction #. The Void icon is also available on the **View Receipt** screen:



Note: Only original transactions that have not already been voided and have not processed are eligible to be voided.

Label	Description
<p>SALE</p> <p>09/13/22 07:40 PM SALE</p> <p>MASTERCARD *****0681 \$105.04</p>	<p>Represents an original transaction. A void for an original transaction will fail if it has already been voided, or if the original transaction has already been processed.</p>
<p>VOID</p> <p>09/13/22 07:42 PM VOID</p> <p>MASTERCARD *****0681 \$105.04</p>	<p>Represents a voided transaction that is created when a sale transaction has already been voided. The void transaction cannot be voided again.</p>

- 2. After validating the admin credentials, enter the **Transaction #** or select **Scan** to scan the receipt QR code and prepopulate them.



The Void processing result is displayed.

Note: For any transaction that cannot be voided, the result will display as a red X with a VOID FAILED message. Refer to the [Common Error Messages](#) for a resolution.



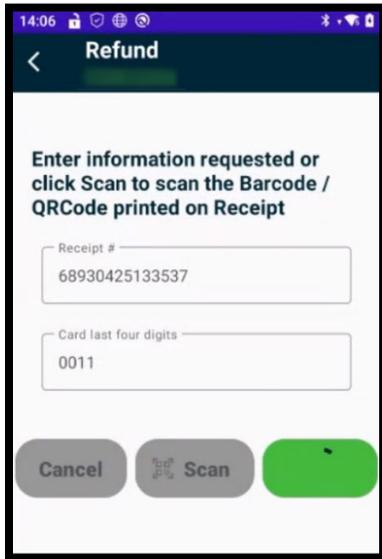
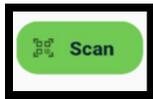
Refund

1. Select **Refund** from the **Menu** screen.
2. Admin override is required. An **Admin/Supervisor** can enter their username and password, and then select **Validate**.

A screenshot of a mobile application screen for admin override. It features two input fields: 'Username' and 'Password'. The 'Password' field has a green eye icon to its right. Below the fields is a red instruction: 'Enter Admin credentials to perform this action.' At the bottom are two buttons: a green 'Cancel' button and a grey 'Validate' button.

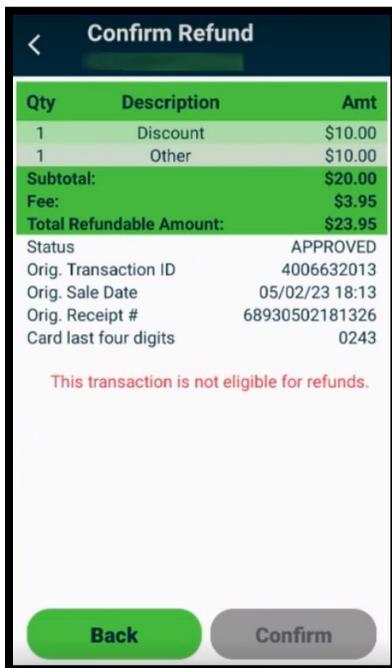
3. Enter **Receipt #** and **Card last four digits**, or select **Scan** to scan the receipt QR code and prepopulate them.

A screenshot of a mobile application screen titled 'Refund'. It contains the instruction: 'Enter information requested or click Scan to scan the barcode printed on Receipt'. Below this are two input fields: 'Receipt #' and 'Card last four digits'. At the bottom are three buttons: a green 'Cancel' button, a green 'Scan' button with a QR code icon, and a grey 'Submit' button.



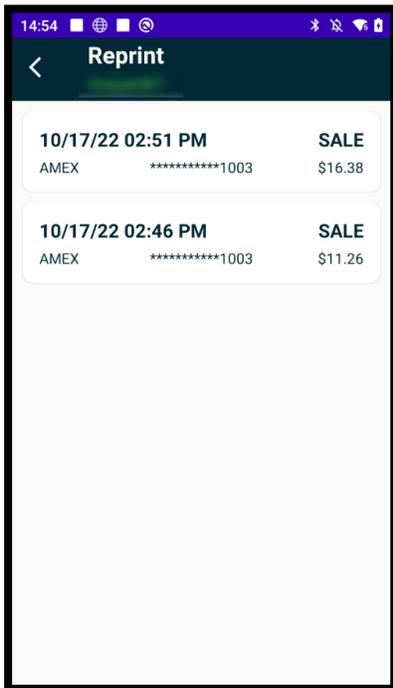
4. Select **Submit**.
5. Click **Confirm**.

Note: The **Confirm** button will not be activated unless the transaction can be refunded. Only a settled transaction can be refunded and its details including line items, fees, subtotal, card last 4 digits will be returned.



Reprint

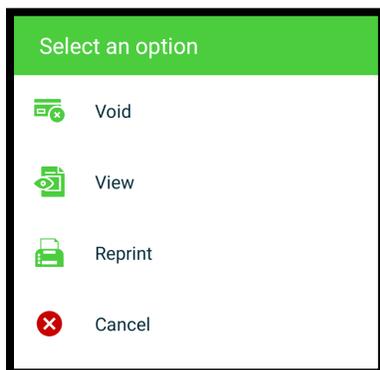
1. Select **Reprint** from the **Menu** screen.
2. Choose the transaction of interest.



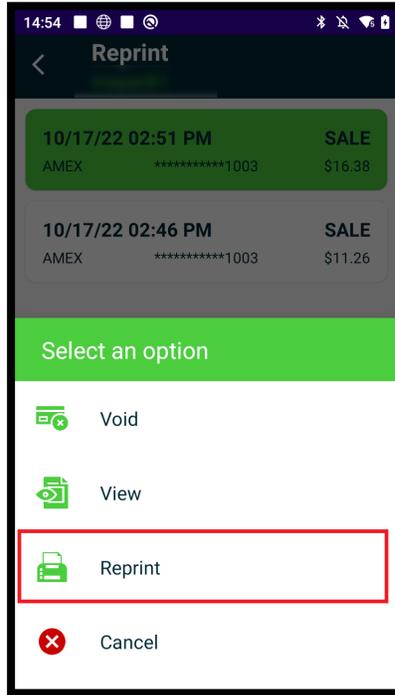
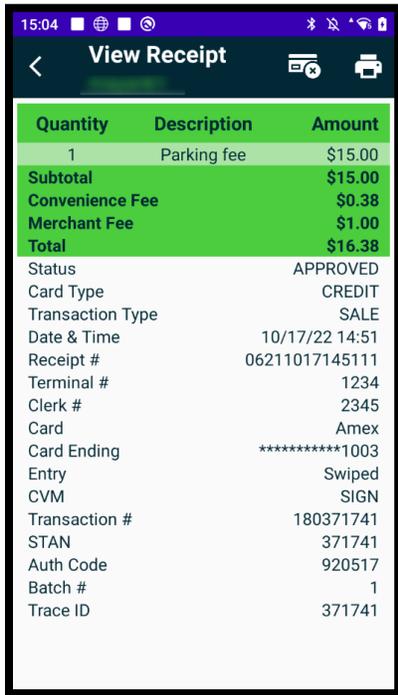
Note: All transactions of the day are listed. Each transaction displays the following details:

- Date and timestamp
 - Type of transaction (Void/Sale)
 - Card brand
 - Last 4 digits of card #
 - Amount
3. Void, View, Reprint and Cancel options are available.

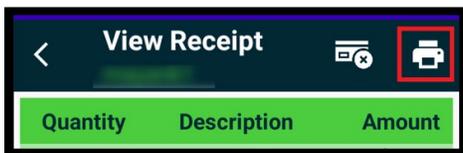
Note: Void is only enabled if the transaction is eligible for a void transaction.



4. Select **View** for receipt details. Select **Reprint** option to print.

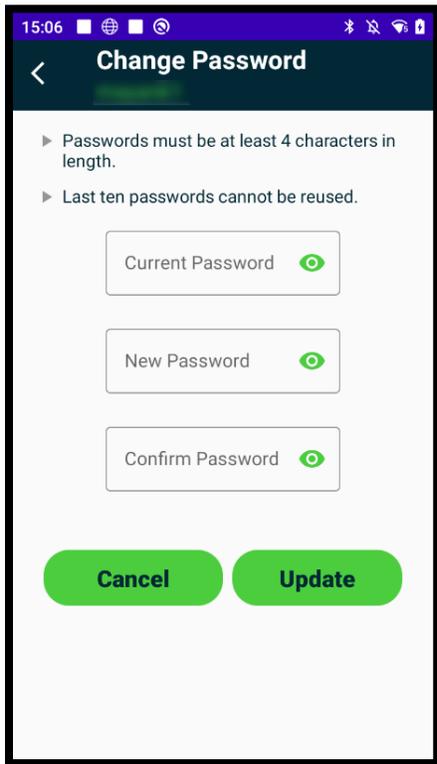


Note: Print icon is also available on the top right corner beside the Void icon on the view screen.



Change Password

1. Select **Change Password** from the **Menu** screen.
2. Enter the old and new passwords, and then confirm the new password.



15:06

< Change Password

▶ Passwords must be at least 4 characters in length.

▶ Last ten passwords cannot be reused.

Current Password 

New Password 

Confirm Password 

Cancel Update

3. Select **Update**.

Terminal Detail Report

The Terminal Detail Report is the report printed in support of the close drawer process, typically at the end of the day's processing. This report is used to reconcile the terminal to the cash drawer/receipts. The report shows each transaction processed on the terminal on that day along with sub totals and a grand total.

Clerk level and Admin/Supervisor level users generate two different reports:

- **Clerk** – When Clerk generates report, that Clerk's transactions are reported for that terminal for that day. To indicate, the Clerk # is displayed in header area.
- **Admin/Supervisor** – When an Admin/Supervisor generates report, all transactions are reported for that terminal for that day. To indicate the report was printed for the terminal, the Terminal # is displayed in header area.

To print the terminal detail report, complete the following:

1. Select **Terminal Report**.

Note: If no transactions have been run, an error message displays.

2. The Terminal Detail Report prints automatically:

- Below is a sample of the Terminal Detail Report generated by a Clerk.

DETAIL REPORT		
03/02/2023		12:12
Terminal ID		1234
Clerk ID		2345
SALE / REFUND / VOID ITEMS		
Type	Amount	Receipt#
AM	\$10.00	08240302121207
Total Transactions		1
Sale Total	\$10.00	
Refund Total	-\$0.00	
Void Total	\$0.00	
Grand Total	\$10.00	
END OF REPORT		

- Below is a sample of current Terminal Detail Report generated by an Admin/Supervisor.

DETAIL REPORT		
03/02/2023		12:13
Terminal ID		1234
SALE / REFUND / VOID ITEMS		
Type	Amount	Receipt#
AM	\$15.00	08240302121029
AM	\$10.00	08240302121207
Total Transactions		2
Sale Total	\$25.00	
Refund Total	-\$0.00	
Void Total	-\$0.00	
Grand Total	\$25.00	
END OF REPORT		

Transactions include:

- Sale Transactions
- Refunds (shown as a negative)
- Void Transactions (shown as a negative)

Transaction display:

- Pay Method (VI, MC, etc.)
- Transaction Amount
 - Merchant Amount (Amount not including fee(s))
- Receipt # (for reference in reconciliation)

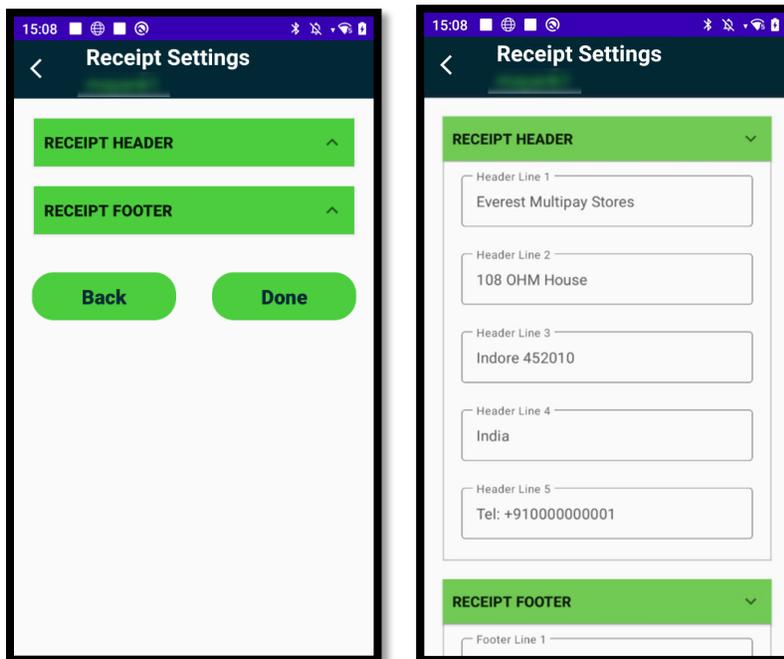
Totals include:

- Total Transactions
- Sale Total
- Refund Total (shown as negative)
- Void Total (shown as negative)
- Grand Total (Net of Sales, Voids, and Refunds)

Settings

Admin override is required. An **Admin/Supervisor** can enter their username and password, and then select **Validate**.

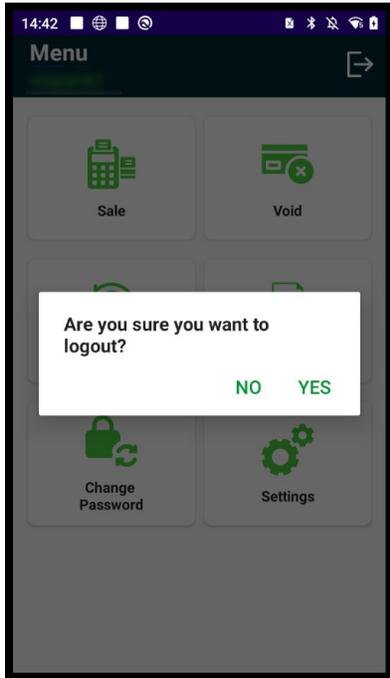
1. Select **Receipt Settings**.
2. The header and footer settings for the receipt can be reconfigured.



3. Click **Done** to save any changes.

Logout

1. Click **Logout** icon on the top right of the title bar.
2. Select **Yes** to logout, or **No** to return to the **Menu** Screen.



Receipt Format

All receipts printed from the device will contain the following information.

Field	Description
Status	APPROVED / DECLINED
Transaction Type	Transaction type (CREDIT SALE / DEBIT SALE / VOID / REFUND).
Date & Time	The date in MM/DD/YYYY and the time HH:MM.
Receipt #	The number for the receipt printed. Reference for refunds when searching in DataPointe. The receipt number is 14 digits.
Terminal #	The number for the specific terminal used.
Clerk #	The number associated with the clerk logged in for the transaction.

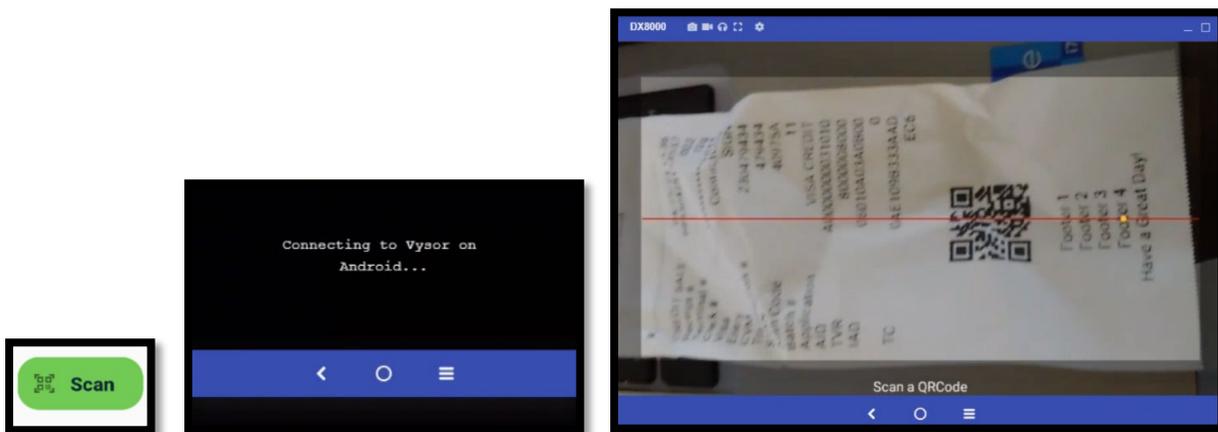
Field	Description
Card Type	Card type for the card: Visa, MasterCard, US DEBIT
Card Ending	The last four digits of the card used for the transaction.
Entry	Entry type for the card: Swiped, Keyed, ContactChip, Contactless Chip
CVM	The type of Card Verification Method (CVM) applied for the card: SIGN, SIGN Verified, NONE, PIN, PIN Verified, ON DEVICE
Transaction #	Unique Express transaction identifier. Should be stored for research purposes or to void or refund a previous Express transaction.
STAN	The System Trace Audit Number (STAN) is a unique six-digit numeric code assigned to a credit card transaction as it moves through the payment flow.
Auth Code	The authorization code is the response code from the issuing bank returned to at the time of authorization/sale.
Batch #	The batch number for the transaction.
Application	The application label corresponding to the AID.
AID	Application Identifier (AID).
TVR	Terminal Verification Results.
IAD	Issuer Application Data.
TC	Transaction Certificate.

Receipt QR Codes

The QR code printed on receipts can be used to perform refunds and voids on completed transactions.



Clicking the **Scan** button on the **Refund** or **Void** screen will prompt the camera to display for QR scan:



After scanning the QR code with the device camera, the receipt details are populated for reference.

Complete the process in the [Refund](#) section above to perform a refund and the [Void](#) section above to perform a void.

Refund/Voids in DataPointe

DataPointe contains both full and partial refund/void functions to allow the user to refund/void transactions quickly. If a user has Refunding permissions, this feature is available.

Unless previously refunded or voided:

- Credit transactions less than six months old may be refunded.
- PINless debit transactions processed through Paymentech and less than six months old may be refunded
- Transactions that have not yet batched are voided. In this case the customer's account will not be debited. If the transaction is voided, the message on the Refund Results page indicates that the transaction has been voided.

This transaction has been voided.

Refund Transaction Id: [REDACTED]	Original Transaction Id: [REDACTED]
Refund Amount: \$40.00	Original Amount: \$40.00
Refund Reason: OTHER	
Comment: (Refunded By: [REDACTED]) Payment Refunded	

Locate the transaction to be refunded/voided using Search. The Reversal Status field indicates whether a transaction is eligible for refund/void. If a transaction is not eligible for refund/void, the Reversal Status field will provide a clear explanation why.

Payment ID / Transaction ID Search

Transaction ID or Payment ID:

Payment Overview (edffef2a-e4b0-4da6-8375-6393b2f3d3e8)

Merchant Amount: \$5.00	<input type="button" value="Payment Refund"/>
Convenience Fee: \$0.00	
Payment Amount: \$5.00	

Transaction Overview (5006801293, Amount: \$5.00, Type: PRINCIPAL)

Billing Name: John Stewart

Address: 5 Euclid Ave Bristol VA 24201	Merchant Amount: \$5.00
Email: sburleson@fisgov.com	Convenience Fee: \$0.00
Phone: 2234918225	Transaction Amount: \$5.00

Transaction Date: 12/27/2018 7:39:09 AM	Transaction Type: PRINCIPAL
Local Date: 12/26/2018 9:39:09 PM	Proc Merchant Code: PAYDR-GARIM-DEMO3-VIP
Pay Method: VI	Processor Code: Y
Expiration Date: 12/2025	Processor Description: Paymentech / Spectrum
Account Last 4: *1111	Merchant Code: PAYDR-GARIM-DEMO3-W
Return Reason: NA	Source: Gateway_2018.12.21.1
Reversed By:	Clerk:
	Terminal:

Reversal Status: Eligible

Full Refund/Void

To initiate a full refund/void select 'Full Refund' or 'Full Void' in the Transaction Overview section.

You must select a Refund Reason and enter a comment. Select 'Refund' to proceed. To cancel the action without completing the refund/void and be returned to the previous page, click Cancel.

Full Refund

Transaction Overview (5006579033, Amount: \$5.00, Type: COMBINED)

Merchant Amount:	\$4.00
Convenience Fee:	\$1.00
Transaction Amount:	\$5.00

Transaction Date: 3/22/2019 2:32:09 AM

User Parts

UserPart1: _____ UserPart4: _____
 UserPart2: _____ UserPart5: _____
 UserPart3: _____ UserPart6: _____

Line Items

Number	Settle Merchant Code	Item Quantity	Item Amount	Merchant Amount	Fee Amount	Total Amount	Refund Amount	Refund Fee Amount	Refund Merchant Amount
> 1	PAYDR-SANDE-DEMO3-00	1	\$4.00	\$4.00	\$1.00	\$5.00	\$0.00	\$0.00	\$0.00

Refund

Refund Reason: * Select One

Comment: *

The Refund Results page is displayed with details about the transaction refund. You can click on the Refund or Original Transaction Id to view details of the transaction.

Refund Results

This transaction has been refunded.

Refund Transaction Id: 5005905049	Original Transaction Id: 5005874080
Refund Amount: \$5.95	Original Amount: \$5.95
Refund Reason: Customer requested refund	
Comment: (Refunded By: _____) Customer paid wrong account	

Refund Date: 10/17/2017 2:38:08 PM
 Local Refund Date: 10/17/2017 2:38:08 PM

An email is sent to the customer to inform them that a refund has been submitted. The email will include the confirmation number (refund transaction id), last four digits of the account number, refund amount and time of refund.

Partial Refund/Void

To initiate a partial refund/void select 'Partial Refund' or 'Partial Void' in the Transaction Overview section.

The line items that can be refunded are displayed. If dropdown list is available for Settle Merchant Code, select the settle merchant code. Enter the amount to be refunded.

You must select a Refund Reason and enter a comment. Select 'Refund' to proceed. To cancel the action without completing the refund/void and be returned to the previous page, click Cancel.

Partial Reversal

Transaction Overview (5006579033, Amount: \$5.00, Type: COMBINED)

Merchant Amount:	\$4.00
Convenience Fee:	\$1.00
Transaction Amount:	\$5.00

Transaction Date: 3/22/2019 2:32:09 AM

User Parts

UserPart1: UserPart4:
 UserPart2: UserPart5:
 UserPart3: UserPart6:

Line Items

Number	Settle Merchant Code	Original Amounts	Refunded Amounts	Refundable Amounts
> 1	PAYDR-SANDE-DEMO3-00	Merchant: \$4.00	Merchant: \$0.00	Merchant: \$4.00
		Fee: \$1.00	Fee: \$0.00	Fee: \$0.00
		Total: \$5.00	Total: \$0.00	Total: \$4.00
				Amount To Refund: <input style="width: 50px;" type="text"/>

Refund

Refund Reason: * Select One ▼

Comment: *

The Refund Results page is displayed with details about the transaction refund. You can click on the Refund or Original Transaction Id to view details of the transaction.

Refund Results

This transaction has been refunded. Export to PDF

Refund Transaction Id: 5006579051	Original Transaction Id: 5006579033
Refund Amount: \$3.00	Original Amount: \$5.00
Refund Reason: Customer requested refund	
Comment: (Refunded By: ██████████) Test refund	

Refund Date: 4/8/2019 10:08:40 AM

Local Refund Date: 4/8/2019 8:08:40 AM

An email is sent to the customer to inform them that a refund has been submitted. The email will include the confirmation number (refund transaction id), last four digits of the account number, refund amount and time of refund.

Cancel Refund

A refund transaction that has not settled can be canceled. The full amount of the refund transaction will be canceled.

Locate the refund transaction using Search. If the transaction is eligible to be canceled, the 'Cancel Refund' button will be available.

Transaction Overview (5006441900, Amount: (\$28.00), Type: COMBINED)

Billing Name: Test BillingName Export to PDF

Address: 100 Test BillingAddress Test BillingCity TN 12345	Merchant Amount: (\$26.00)
Email: Test@billingemail.com	Convenience Fee: (\$2.00)
Phone: 1234567890	Transaction Amount: (\$28.00)

Cancel Refund

Transaction Date: 6/21/2018 9:24:52 AM	Transaction Type: COMBINED
Local Date: 6/21/2018 9:24:52 AM	Proc Merchant Code: L2GOV-TESTG-TSTPT-VIP
Pay Method: VI	Processor Code: Y
Expiration Date: 12/25	Processor Description: Paymentech / Spectrum
Account Last 4: *4113	Merchant Code: L2GOV-TESTG-TSTPT-G
	Source: Gateway_2018.06.20.2
	Clerk:
	Terminal:

Reversal Status: Eligible

To cancel the transaction, select 'Cancel Refund' in the Transaction Overview section.

On the Full Refund screen, select a Refund Reason and enter a comment. Select 'Refund' to proceed.

Full Refund

Transaction Overview (5006441900, Amount: (\$28.00), Type: COMBINED)

Merchant Amount:	(\$26.00)
Convenience Fee:	(\$2.00)
Transaction Amount:	(\$28.00)

Transaction Date: 6/21/2018 9:24:52 AM

User Parts

UserPart1:	UserPart4:
UserPart2:	UserPart5:
UserPart3:	UserPart6:

Line Items

Number	Settle Merchant Code	Item Quantity	Item Amount	Merchant Amount	Fee Amount	Total Amount	Refund Amount	Refund Fee Amount	Refund Merchant Amount
> 1	L2GOV-TESTG-TSTPT-00	1	(\$26.00)	(\$26.00)	(\$2.00)	(\$28.00)	\$0.00	\$0.00	\$0.00

Refund

Refund Reason: * Select One

Comment: *

The Refund Results page is displayed with details about the transaction void. You can click on the Refund or Original Transaction Id to view details of the transaction.

Refund Results

This transaction has been voided. Export to PDF

Refund Transaction Id: 5006603500	Original Transaction Id: 5006603500
Refund Amount: (\$40.00)	Original Amount: (\$40.00)
Refund Reason: Other reason	
Comment: (Refunded By: [Redacted]) Test Cancel	

Refund Date: 8/24/2018 10:27:34 AM

Local Refund Date: 8/24/2018 10:27:34 AM

Once the refund transaction has been canceled, the Reversal Status for the refund transaction will be 'Voided'.

Transaction Overview (5006441900, Amount: (\$28.00), Type: COMBINED)

Billing Name: Test BillingName		Export to PDF
Address: 100 Test BillingAddress Test BillingCity TN 12345	Merchant Amount: (\$26.00)	
Email: Test@billingemail.com	Convenience Fee: (\$2.00)	
Phone: 1234567890	Transaction Amount: (\$28.00)	

A refund cannot be performed for this transaction.

Transaction Date: 6/21/2018 9:24:52 AM	Transaction Type: COMBINED
Local Date: 6/21/2018 9:24:52 AM	Proc Merchant Code: L2GOV-TESTG-TSTPT-VIP
Pay Method: VI	Processor Code: Y
Expiration Date: 12/25	Processor Description: Paymentech / Spectrum
Account Last 4: *4113	Merchant Code: L2GOV-TESTG-TSTPT-G
	Source: Gateway_2018.06.20.2
	Clerk:
	Terminal:

Reversal Status: Voided

An email is sent to the customer to inform them that a refund has been canceled. The email will include the confirmation number, last four digits of the account number, refund amount and time of refund.

FAQ – Frequently Asked Questions

Q: Can I enter the PIN number for the customer on a debit transaction?

A: No, the customer must enter the PIN number.

Q: Am I required to swipe the card?

A: No, the customer can swipe the card as well. Customers can also 'tap' a contactless enabled card or use a mobile wallet. We support Apple Pay, Google Pay, or Samsung Pay.

Q: Which receipt do I give to the customer?

A: First copy of the receipt is automatically printed. If the customer wants a copy of the receipt, then select 'Yes' when asked 'Print Another Copy?'. If you do not select either 'Yes' or 'No' a second copy will be printed.

Q: What do I do if the card won't swipe?

A: Manually enter the card number on the Credit Sale screen and click Confirm. Enter additional information, if required, such as expiration date, CSC*, and/or address and zip code. If the payment type is a PIN debit card, manual entry is not allowed, and the customer will need to use another card.

Note*: For the CSC field, the Card Security Code (CSC) or Card Verification Value (CVV, CVV2, CVC, CVC2) must be entered.

Q: Who can I call if I am having technical difficulties?

A: You may contact an FIS representative at 844-300-5510.

Q: How can I determine the reason a card was declined?

A: You can look up the transaction in the DataPointe Client Console.

(<https://datapointe.link2gov.com/>) or contact an FIS representative at 844-300-5510 for further clarification.

Q: Can I use the terminal to process payments called or mailed in?

A: Yes, but they must be credit card or signature (non-PIN) debit transactions only. You will manually enter the card number and expiration date along with the Billing Zip Code, if AVS is enabled. Please note that this is not a best practice. Manually entering card numbers will result in downgraded interchange rates.

Q: Can I cancel a transaction?

A: Yes. Select 'Cancel' on any screen before processing the transaction (swiping/entering the card). This will return you to the Menu screen. If the transaction has already been processed, it must be voided.

Q: What is the difference between a void and a refund?

A: A void will eliminate the transaction and is processed the same day as the transaction (before the batch cut time). No record of this transaction will appear on the customer's card statement (a Debit void

may still show as a debit and then credit on the bank holder's statement). A void can be completed on the point-of-sale device used for the original transaction. You will need the transaction number, which can be found on the receipt.

A refund is performed any time after the original transaction date and the customer will see a charge and then a refund on their card statement. A refund cannot be completed on the point-of-sale device. A refund must be completed in the DataPointe Client Console.

Q: Will I automatically be logged out of the device after a period of time?

A: No. You will not be logged out of the device automatically. You must log out by selecting 'Logout' on the Menu screen.

Common Error Messages

Current Password cannot be blank.

A password must be entered in the Current Password field. Enter a current password.

New password cannot be blank.

A password must be entered in the New Password field. Enter a new password.

Confirm Password cannot be blank.

A password must be entered in the Confirm Password field. Re-enter the new password to confirm.

Passwords must match.

The passwords entered in the New Password and Current Password fields must match. Enter matching passwords in the New Password and Current Password fields.

Cannot use previous password.

The password entered cannot match any of the last ten passwords set for your user account. Create a new and unique password.

Current Password Invalid.

The password entered in the Current Password field is not the correct current password. Re-enter current password.

Passwords must be at least 4 characters in length.

The password must be 4 characters or longer. Create a password that is 4 characters or more.

The New Password does not follow password history rules, it must be different from the last 10 previously created password(s).

The password entered for New Password cannot match any of the last ten passwords set for your user account. Enter a new and unique password in the New Password field.

Initialization Error – Internet Connection

Check internet connection and retry. See User Manual for connectivity troubleshooting.

Communication Error - No response

Communication error. Check internet/wi-fi connection. Try again later, and if the problem persists, contact support.

The change password could not be processed. Please try again later.

Your account has been locked. Please retry after 30 minutes. If the problem persists, please contact your administrator.

Currently unable to login. Please try again later.

A system error occurred. Check internet/wi-fi connection. Try again later, and if the problem persists, contact support.

Initialization Error – Server Unavailable: Try again later. Contact Support if the problem persists.

Initialization cannot be completed because the server is unavailable. Check internet/wi-fi connection. Try again later, and if the problem persists, contact support.

Access Error: Cannot authenticate device. Please contact support.

Device authentication cannot be completed. If the problem persists, contact support.

Error encountered during processing. Transaction will be voided.

Transaction processing cannot be completed and will be voided. If the problem persists, contact support.

No Transactions Found

There are no transactions available to reprint. Only successful transactions for the current day for this device are available for reprint. Transactions from previous days and declined or invalid transactions can be accessed through the MultiPay DataPoint Console.

Print failed: Device is not Initialized or Connected.

The print cannot be completed because the device is not connected. Check internet/wi-fi connection. Try again later, and if the problem persists, contact support.

Print failed: Out of paper.

The print cannot be performed because the printer is out of paper. Refill the printer and try again.

Your account has been locked. Please retry after <timeperiod>.

An account is locked when the user enters the wrong username/password combination too many times. Try again after the specified period of time. If the problem persists, contact an Admin user that is set up on the device to have the account unlocked.

Your account has been locked.

Displayed when a clerk is performing a void and the Admin credentials provided are locked. Please provide valid Admin credentials. The locked credentials can be unlocked by another Admin user that is set up on the device.

You do not have any permission. Please contact your administrator.

Admin credentials are required. The username entered does not have Admin credentials. Please contact your administrator.

Communication Error - No response: The validation could not be processed. Please try again later.

Check internet/wi-fi connection. Try again later, and if the problem persists, contact support.

VOID FAILED: The transaction has already been voided.

The transaction has already processed and is no longer eligible to be voided.

VOID FAILED: Unable to retrieve record. Please try again later.

Try again later, and if the problem persists, contact support.

VOID FAILED: Comm Error

Check internet/wi-fi connection. Try again later, and if the problem persists, contact support.

Automatic void failed. Please use admin portal to reverse the initial transaction.

The automatic void did not complete. Contact your system administrator. If the problem persists, contact support.

VOID FAILED: Return Amount Exceeds Original Transaction Amount.

Please review and correct all errors. Try again later, and if the problem persists, contact support.

Invalid length: Value is below the allowable minimum length.

Please review and correct all errors. Try again later, and if the problem persists, contact support.

Invalid length: Value is above the allowable minimum length.

Please review and correct all errors. Try again later, and if the problem persists, contact support.

Initialization Error – Workflow Error, 2000 (General Failure) Please try again later.

General failure. Try again later, and if the problem persists, contact support.

Initialization Error – Workflow Error, 2001 (No Records Found) No items currently available for the information provided.

No records were found. Review your records, and if the problem persists, contact support.

Initialization Error – Workflow Error, 2002 (Multiple Records Found When Configured as Single Line Item Merchant) Please contact support.

Configuration error. Check your system configuration, and if the problem persists, contact support.

General Assess Fees Failure: Workflow Error, 2100 (General Assess Fees Failure). If the problem persists, please call support.

The workflow has failed during the assess fees process. The payment did not complete. Try again later, and if the problem persists, contact support.

General Failure: Workflow Error, 2200 (Submit Payment Failure). Please try again later.

The workflow has failed during payment submission. The payment did not complete. Try again later, and if the problem persists, contact support.

Assess Fees Under Payment Failure: Workflow Error, 2101 (Assess Fees Under Payment Failure) Payment cannot be made because amount due is less than the minimum allowed.

The workflow has failed during payment submission under assess fees. The payment did not complete. Try again later, and if the problem persists, contact support.

Assess Fees Over Payment Failure: Workflow Error, 2102 (Assess Fees Over Payment Failure) Payment cannot be made because amount due is more than the maximum allowed.

Please review and correct all errors. Try again later, and if the problem persists, contact support.

Assess Fees for Payment by IVR Not Allowed: Error, 2103 (Assess Fees for Payment by IVR Not Allowed) Only applicable for IVR.

Only applicable for IVR. If the error message persists, contact support.

Assess Fees for Payment by Debit/Credit Not Allowed: Error, 2104 (Assess Fees for Payment by Debit/Credit Not Allowed) Please use another payment method.

Please review and correct all errors. Try again later, and if the problem persists, contact support.

Assess Fees for Payment by ACH Not Allowed: Error, 2105 (Assess Fees for Payment by ACH Not Allowed) Please use another payment method.

Please review and correct all errors. Try again later, and if the problem persists, contact support.

Assess Fees Data Collected Invalid: Error, 2106 (Assess Fees Data Collected Invalid) Invalid information provided. Please review and reenter.

Please review and correct all errors. Try again later, and if the problem persists, contact support.

Assess Fees for ACH Billing Name Not Provided: Error, 2107 (Assess Fees for ACH Billing Name Not Provided) Billing Name required for ACH payment.

Please review and correct all errors. Try again later, and if the problem persists, contact support.

Assess Fees for ACH Invalid Email: Error, 2108 (Assess Fees for ACH Invalid Email) Invalid email address. Please provide a valid email address.

Please review and correct all errors. Try again later, and if the problem persists, contact support.

SESSION TIMED OUT

The session has exceeded the set limit and timed out. Try again later, and if the problem persists, contact support.

No transaction data available to generate reports. Please regenerate report after performing some transactions.

The Terminal Detail Report can only be generated after a transaction has been processed by the terminal. Try again after performing a transaction, and if the problem persists, contact support.

Validation failed: Errors found. Please review and correct all errors.

Please review and correct all errors. Try again later, and if the problem persists, contact support.

Validation failed: Your total payment is less than the minimum amount allowed. Total payment amount, including any applicable fees, must be between \$%s and \$%s.

Please review and correct all errors. Try again later, and if the problem persists, contact support.

Validation failed: Your total payment is more than the maximum amount allowed. Total payment amount, including any applicable fees, must be between \$%s and \$%s.

Please review and correct all errors. Try again later, and if the problem persists, contact support.

Validation failed: Amount for item(s) selected is not within acceptable limits. Please review and correct errors.

Please review and correct all errors. Try again later, and if the problem persists, contact support.

Duplicate transaction: This transaction appears to be a duplicate payment. You can retry using the same payment method or cancel.

Please review and correct all errors. Try again later, and if the problem persists, contact support.

Invalid Scan Result: Invalid Barcode, Please Scan Again.

Please scan the rescan the barcode. Try again later, and if the problem persists, contact support.

Initialization Error – Transaction Error: Please try again later Error: 30002.

The transaction did not complete due to an invalid initialization. Try again later, and if the problem persists, contact support.

Initialization Error – Transaction Error: Invalid information provided. Please review and reenter. Error: 2106.

The initialization did not complete due to invalid information being provided. Please review and correct all errors. Try again later, and if the problem persists, contact support.

Communication Error: No response: The Reset password could not be processed. Please try again later.

The password reset did not complete due to a communication error. Try again later, and if the problem persists, contact support.

Failed to initialize triPOS Mobile.

Try again later, and if the problem persists, contact support.

Device battery drained out.

The device battery has no power remaining. Replace battery and if the problem persists, contact support.

Not Connected

The device is not connected. Check internet/wi-fi connection. Try again later, and if the problem persists, contact support.

Device is not Initialized or Connected.

The device is not connected, or initialization hasn't completed. Check internet/wi-fi connection. Try again later, and if the problem persists, contact support.

Transaction Cancel Timeout

The transaction cancel session has exceeded the set limit and timed out. Try again later, and if the problem persists, contact support.

Please select a device to continue. If the required device is not listed in here, please pair the device from Bluetooth settings.

Please review and correct the device Bluetooth settings. Refer to the MultiPay POS Setup Guide for details on this setting, and if the problem persists, contact support.

DECLINED: CARD INPUT STATUS=1

The card number input is not valid. Refer to the card issuer.

DECLINED/INV CARD NUMBER

The card number provided is not valid. As an example, this can happen if a credit card is provided when debit is chosen as the Card Type.

DECLINED/SWITCH COMM ERROR

A system error occurred. Check internet/wi-fi connection. Try again later, and if the problem persists, contact support.

Contact Us

FIS Support: 844-300-5510

Version History

Version	Change Date	Change Description
1.0	8-22-2023	Published.