



ePDQ Lite

Quick Start Guide

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## Doc Version Control

Version No.	Date Issued.	Reason for Change
2.0	July 2005	Card Scheme rule changes for Switch, Solo and Maestro cards
3.0	August 2007	ePDQ software upgrade version 5.9
4.0	March 2009	Barclaycard Re-brand

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## Introduction

Welcome to the ePDQ Lite Quick Start guide. This guide provides you with information to start using ePDQ Lite. Once you have familiarised yourself with the basic functions of ePDQ Lite you should reference the main user documents to learn more.

You have chosen to use ePDQ Lite to enable you to manually key credit and debit card details directly into the ePDQ payment engine. This can be used for eCommerce, Mail Order and Telephone order transactions.

This guide provides three basic instructions; logging into your store, entering a transaction and reconciling your store.

## Before you Start

We recommend you make a note of these top tips. Further tips are provided in the main ePDQ user guide.

1. Before you can trade using ePDQ Lite you must request activation of your account. To do this, complete the "account activation form" on the next steps web page as indicated on your welcome letter.
2. Once you have activated your store, transactions must be processed in Production (P) mode. All other processing modes are test modes.
3. You **MUST** select the **POS Environment** to match the type of transaction you are processing (either eCommerce, Mail Order or Telephone Order).

**IMPORTANT! It is your responsibility to ensure that transactions are processed correctly.**

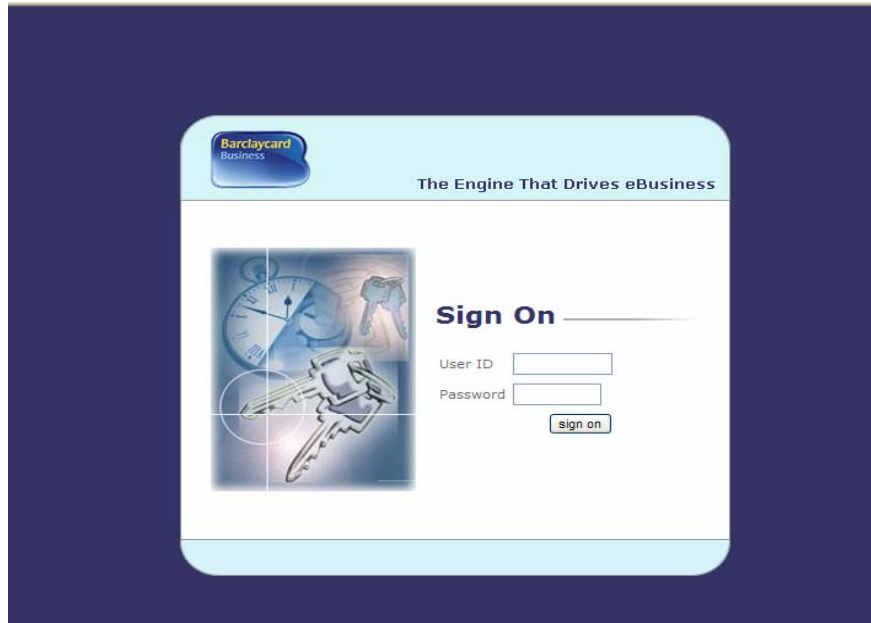
4. We recommend you always use the **Current Batch** within **Orders**, or **Settlement Reports** within **Reports** to assist you with reconciliation. These will confirm which transactions have been paid to you.
5. **\*PreAuth** transactions will not be processed until they have been marked as shipped. Check the Unshipped report regularly to ensure that there aren't any transactions waiting to be shipped.
6. Ensure that any **\*PreAuth** transactions for goods/service that cannot be delivered (ever) are voided, as this will help with reconciliation.
7. If a **Partial Credit** is required, the sub total must be amended to the amount that you wish to refund before selecting **Partial Credit**. If not amended it will generate a full refund. You need to specify the amount to be refunded and not the new value of the order.

**\* Please note that PreAuth is not permitted on Solo or Maestro Cards**

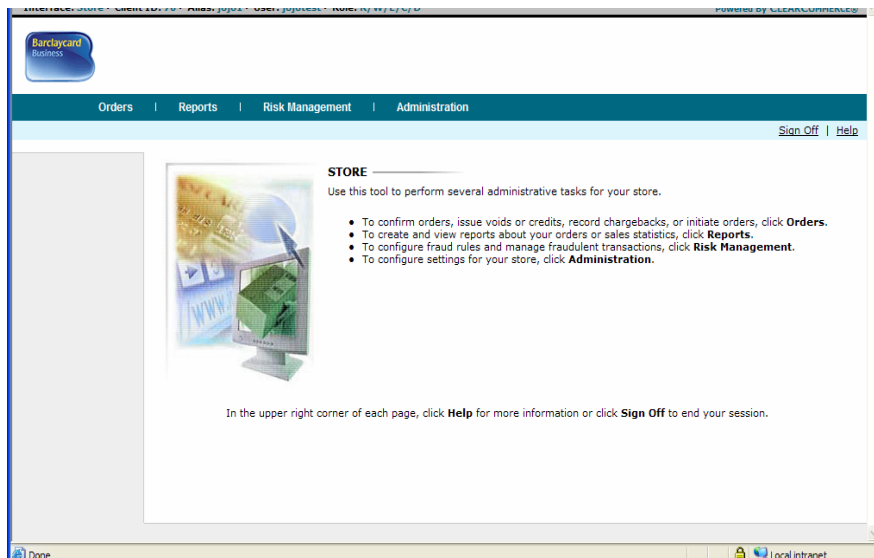
## Logging on to ePDQ Lite

After successful application to ePDQ Lite, you will have received an email from us confirming the web address of your ePDQ Lite store, user ID and contact details to obtain your password. If you have not already done so, you could contact us on 0844 822 2099 to obtain your password.

Once you have your log in user ID and password, simply click on the web address we supplied in the email. This will direct you to your store log in page.



Enter your user ID and password and select 'sign on'. This will open up your ePDQ store. You now have access to a range of different functions. These are explained in more detail in the main guides.



## Manually Entering Transactions

To use ePDQ Lite, you will manually enter card transactions into the Point of Sale function. You can enter different types of transactions, including basic sales, refunds and voids. These are explained in more detail in the main guide.

The default transaction type on the Point of Sale is Auth. This will authorise the transaction, and place it ready for settlement, and settle the payment to your bank account.

To perform an **Auth** using ePDQ Lite:

1. After you have logged into the ePDQ Lite store, click **Orders** from the top four options.
2. Select **Point of Sale** from the menu on the left.
3. Check that the Activity is **Card Transaction**.
4. Ensure that the Transaction Type is **Auth**.

For a basic transaction, you are only required to enter the mandatory details indicated by an \*.

5. Enter the full **Card Number**.
6. Select the **Expiry Date** from the drop down lists.
7. Enter the **Total** amount of the order. This must be the amount you wish to charge the card including any tax, shipping and discount.
8. You **MUST** select the **POS Environment** to match the type of transaction you are processing (either eCommerce, Mail Order or Telephone Order). You are not permitted to use the eCommerce environment for International Maestro cards
9. Ensure the **Processing Mode** is set to **Production**.
10. Select **Process Transaction**. ePDQ will then obtain an authorisation code and deliver a **Point of Sale – Receipt** confirming the result of the transaction. If approved the transaction will be placed in the current batch, ready for settlement.

There are a number of optional fields available for a Point of Sale Auth transaction. These are detailed in the main guide under "Performing an Auth Transaction".

## Performing Test Transactions

Where practical, it is advisable to perform test transactions to familiarise yourself with the Point of Sale.

To perform a 'Test' transaction using ePDQ Lite:

1. After you have logged into the ePDQ Lite store, click **Orders** from the top four options.
2. Select **Point of Sale** from the menu on the left.
3. Check that the Activity is **Card Transaction**.
4. Ensure that the Transaction Type is **Auth**.

For a basic transaction, you are only required to enter the mandatory details indicated by an \*.

5. Enter the full **Card Number** 4111 1111 1111 1111.
6. Select the **Expiry Date** from the drop down lists.
7. Enter the **Total** amount of the order. This must be the amount you wish to charge the card including any tax, shipping and discount.
8. You **MUST** select the **POS Environment** to match the type of transaction you are processing (either eCommerce, Mail Order or Telephone Order). You are not permitted to use the eCommerce environment for International Maestro cards
9. Ensure the **Processing Mode** is set to **Approved or Decline**.
10. Select **Process Transaction**. ePDQ will then obtain an authorisation code and deliver a **Point of Sale – Receipt** confirming the result of the transaction. If approved the transaction will be placed in the current batch, ready for settlement.

## Reconciling Transactions

ePDQ Lite provides two simple ways to view which transactions will be paid to you. For transactions that are waiting to be settled, you can use the **Current Batch** report.

Any transactions listed here will be picked up at the end of the day, or whenever your store next settles transactions. (More information on how you control the settlement of your store can be found in the main guide, Section D Administration).

To view the **Current Batch**:

1. After you have logged into the ePDQ Lite store, click **Orders** from the top four options.
2. Select **Current Batch** from the menu on the left.
3. All orders to be settled will be displayed. Next to each order will be an option of **Void**. This can be selected if you wish to cancel an order and not settle it.

To **Void** a transaction in the Current Batch:

1. From the list of orders displayed, select the ones you wish to Void by clicking the **Void** box on the order.
2. Once selected, click **Void** from the **Operations** menu on the left.
3. A **Transaction Management** screen will be displayed confirming that you have voided the transaction. If you have activated digital receipts, the cardholder will receive an email to advise them that the transaction has been cancelled.

Any voided transactions will be removed from the current batch and will not be settled. Once a transaction has been voided you cannot alter its status (i.e. resubmit it).

You are able to view details on the order within the Current Batch by selecting either the Order ID or Transaction ID. This will display the order detail and transaction detail pages respectively.

You can view historic settlement reports (transactions that you have already been paid for) by viewing the **Settlement** reports within the main **Reports** menu.

1. After you have logged into the store, click **Reports** from the top four options.
2. Select **Settlement** from the menu on the left. The **Settlement** search screen will be displayed.
3. Select the display criteria you wish to see. The best option is:
  - **All**. Displays all settlement batches during the specified time.

By using the two reports above, you will be able to reconcile ePDQ Lite transactions to your bank account. Please remember that you will only see daily totals in your bank account, and not individual transactions.