Gold Line® ACW Credit Card System Operations, Setup & Programming Manual

TABLE OF CONTENTS

IMPORTANT!

ABOUT THIS MANUAL

With credit card use growing at a steady rate, it is easy to see how this form of payment is impacting nearly every consumer. In order to keep up with this trend, Hamilton Manufacturing offers the ability to accept credit cards as payment for a car wash at the automatic car wash bay. Some benefits to accepting credit cards are:

- Ease of customer payment and the reduced amount of cash handling.
- Customers have a tendency to choose the highest priced wash when paying with credit.

This manual provides detailed instructions describing the operations of the credit card system, how to setup the credit card system and programming of the credit card system via the hand-held remote.

For further information or questions, please contact Hamilton's Credit Card Support Department at (800) 837-5561.

I. Definition Of Terms

This section of the manual offers an explanation of the functions of the Credit Card System.

In order to understand the credit card acceptance process, it is very important to first understand the various terms used in the credit industry. A list of the more important terms has been included below. These terms are used throughout this manual to describe other processes, so study them carefully.

Bank / Credit Service Provider

The service provider is the local bank or company contacted to set up the car wash owners Merchant Account. The service provider acts as a middleman between the car wash owner and the Credit Processor. Their job is to create new accounts and service existing accounts by answering the car wash owners banking questions and providing account statements.

Merchant Account

An account with a Bank / Credit Service Provider where credit card funds are deposited.

Credit Processor

A company whose business is strictly handling credit card verification and electronic transfer of funds. This company is called for both credit card transactions and settlements. This company manages huge computer databases that are able to access specific credit card account information and transfer funds between individual bank accounts. It is important to realize that this is not the local bank or service provider that was called to set up the car wash owners Merchant Account. **VITAL®** is one of the major Credit Processors in the country. **VITAL® is the only credit card processor supported for use with the Hamilton Credit Card System.**

Merchant Information

Information provided by a Bank / Credit Service Provider when a Merchant Account is opened. A copy of this information should be sent to Hamilton Manufacturing. To aid in getting the correct information, a **Merchant Setup Sheet** is provided on the last page of this manual. It must be filled in completely to avoid delays in processing.

EIC

External Interface Computer. This is the computer used to process credit card transactions and communicate with other external devices. It is located on the left inside cabinet wall.

Download

This is a process in which the EIC places a phone call to a computer at Hamilton Manufacturing and receives information from this computer. This provides a means of updating the EIC software without requiring an exchange of the EIC Controller.

Credit Card Transaction

 This is the process of verifying a credit card sale. First, the card information and amount being charged is obtained. This information is then sent to the Credit Processor via modem to verify the card is valid and is not a stolen card. A determination is then made by the Credit Processor to accept or deny the transaction. This response is sent back to the EIC and the call is terminated.

Post

This is sometimes referred to as a "settlement." During the posting process, the EIC calls the Credit Processor. The EIC then sends all the information necessary for the Credit Processor to electronically transfer the funds from the customer's account to the account set up by the owner of the car wash. This is typically done once per day and includes all charges that have occurred since the last successful post.

II. Equipment Needed

Hamilton Equipment

1.   A Hamilton Gold Line® Autocashier with Credit Card capabilities (including EIC).

2.   The Hand-held Remote that connects to one of the serial port connectors on the EIC (See Figure 2-1). This remote allows the user to program various features and receive feedback regarding current operations. **The Hand-held Remote is not intended for outdoor use, so it is advised to remove the remote and cable from the machine and store it in a safe place once programming or data retrieval is complete.**

Figure 2-1 shows the connections of all the credit card components.

TO PHONE LINE

EIC INTERFACE

PRINTER   TEL CO

DISTRIBUTION PANEL

CARD READER

FIGURE 3
EIC FRONT VIEW

CRC HANDHELD

FIGURE 4
EIC LEFT SIDE VIEW
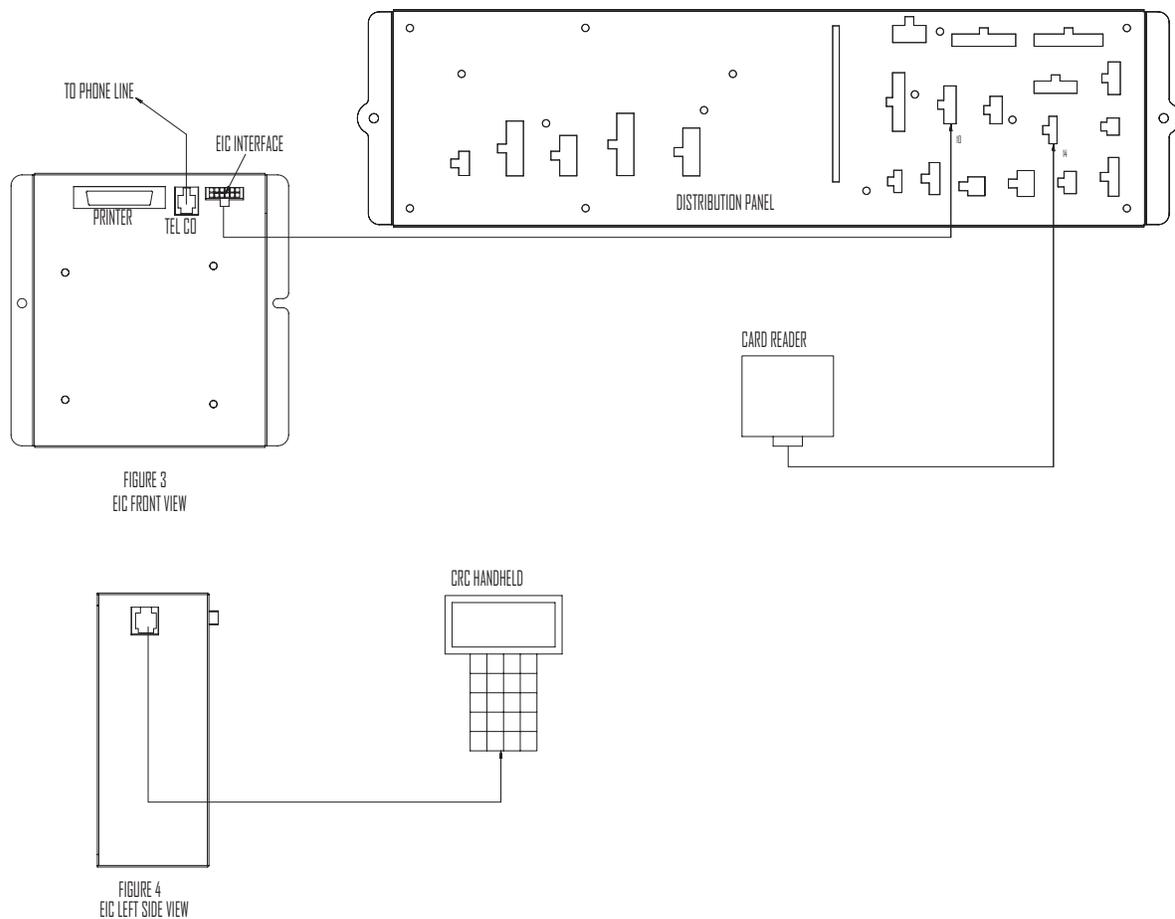
Figure 2-1

Phone Lines

There must be a dedicated phone line, installed in a separate conduit, connected to each machine. A single line with splitters will not allow proper operation.

III. Merchant Account Setup

Contact a Bank or Credit Service Provider who uses VITAL® for credit processing to accept the desired credit cards. This should be done as soon as possible since it can take 2-4 weeks to make all the necessary arrangements. The Bank or Credit Service Provider will provide important information that should be carefully recorded on the **MERCHANT SETUP SHEET** provided at the end of this manual (page 27). This information should be copied and forwarded to Hamilton Manufacturing. A Hamilton representative will contact you once this information is verified with VITAL® to schedule an appointment for a download. If a Merchant Account has already been set up, you can skip to the Installation and Testing section.

> **Note: It is important to set up a Merchant Account as soon as possible. This process can take as long as 2-4 weeks.**

When choosing a Credit Service Provider, please consider the following:

- VITAL® is the only Credit Processor supported for use with the Hamilton Credit Card System. However, VITAL® is one of the most commonly used processors and most Banks and Credit Service Providers do offer VITAL® as one of their options.

- Bank or Credit Service Provider charges for VITAL® accounts will vary.

- Some of the Credit Service Providers offer additional reporting features.

- Some Service Providers offer their own help desk for customer assistance.

- Some Service Providers do not accept all four major cards through an account (VISA®, MasterCard®, American Express®, and Discover®).

Below is a list of topics to discuss with the Bank or Credit Service Provider:

- Visa® and MasterCard® regulations require you to inform the Bank or Credit Processing Service that you are requesting this account for a self-service limited amount terminal.

- A separate Merchant Setup Sheet must be completed for each terminal. Also, each terminal must have it's own Terminal ID number.

- Service Providers deposit the day's transactions gross (the entire value) or net (less the service fees) to your account each settlement.

- Are they willing to work directly with Hamilton to expedite the setup?

*If adding AMEX® and/or Discover® at a later time, please keep the following in mind:
- Your Bank or Credit Service Provider must send the necessary information to VITAL®.

- When AMEX® and/or Discover® have been activated by VITAL®, it is your responsibility to inform Hamilton Mfg.

- Hamilton Mfg. will then enable the software to accept AMEX® and/or Discover® cards.

At least five days before bringing the credit card system on-line, you are required to fax the merchant banking information to Hamilton. (See the Merchant Set-up Sheet on page 27 for fax number.) It will take 1-5 days to verify the setup information and put it into the proper format for downloading. At this time, you will be contacted by Hamilton to set up an appointment to download the software.

★ **Once Hamilton Mfg. has downloaded the merchant information into the machine and it is accepting credit cards, any change in the merchant information (including changing the merchant account) will result in a $100 reprogramming fee per machine.**

IV. INSTALLATION

Complete installation and setup of the credit card system can be broken down into three sections:

- Opening a Merchant Account. (Outlined in the previous section.)
- Installing and testing the ACW.
- Downloading Merchant information from the Hamilton Manufacturing Credit Card Support Help Desk.

Installation and Testing

The installation of the machine should proceed as outlined in the Installation chapter of the Gold Line® ACW Manual (document #101-0041). In addition to those instructions, follow the procedures outlined below.

- The telephone line used for the ACW must be a dedicated line. No other phones or equipment can be connected with the same line (the use of line splitters is not permitted). If more than one ACW with credit card acceptance is to be installed at the same location, a dedicated phone line must be run to each machine.
- Each phone line should be run in a separate conduit. If any other wiring is run in the same conduit, communication problems could occur.
- At least 5 days before bringing the Credit Card System online, you are required to FAX the Merchant Set-Up Sheet to Hamilton. (See the last page of this manual.) It will take 1-5 days to verify the setup information and put it into the proper format for downloading. At this time, you will be contacted by Hamilton to set up an appointment to download the software.
- After the machine has been installed, test the credit card operation by completing the following steps:

  1. Verify that the ACW is functioning by testing with cash.
  2. Plug in the hand-held.
  3. Swipe a card as indicated on the front panel. The display should read "CARD SWIPE DETECTED PLEASE MAKE SELECTION". Press a wash selection. The display will read "CHECKING CREDIT…". This indicates it is working properly.
  4. After 90 seconds, the display will read "CARD UNREADABLE" and return to the welcome prompt.
  5. Verify that the telephone line is active. To do this, take a phone out to the Autocashier and plug the phone line inside the machine into the telephone. Pick up the handset to make sure there is a dial tone, then make a phone call to ensure there is no static on the line. When finished, remove the phone line from the telephone and plug it into the EIC.
  6. The last step is to call the Hamilton Manufacturing Credit Card Support Help Desk at the appointed time to download the banking information file to the EIC.

Download Merchant Information

A Hamilton Representative will contact you once they have received your Merchant Information to schedule an appointment for the download. See the Credit Card Set-up Instructions for complete details of this process.

When calling for the download at the appointed time, please have the following ready:

- A dedicated phone line, run through a separate conduit, for each machine
- The CRC Hand-held Remote
- A valid credit card for testing purposes

Please call from a telephone that is not connected to the machine phone line (for example, a cellular phone or a cordless phone connected to another line). You must be near the machine during the download.

V. OPERATIONS

The operation of the credit card system can be broken down into five different categories.

1. Operations occurring inside the Hamilton machine when a card is swiped.
2. External operations occurring between the Hamilton machine and the Credit Processor to approve a transaction.
3. External operations occurring between the Hamilton machine, the Credit Processor, and the issuer of the customer's credit card during an end of day post.
4. Reporting operations.
5. User interface and programming.

Information pertaining to user interface and programming is found in the PROGRAMMING AND OPTIONS section of this manual. Each of the other operational categories is covered in detail below.

Internal Authorization Operations

The actions taken inside the machine when a credit card is swiped occur in a very specific order.

1. When a card is swiped in the Card Reader, it sends the card information to the EIC via the Distribution Panel.
2. The ACW Controller is notified of the card swipe and waits for the customer to make a wash selection. Once a selection has been made, the controller sends the selected wash price to the EIC.
3. The EIC uses the credit card and price information to call the Credit Processor, via modem, for transaction approval.
4. When the Credit Processor has determined whether to approve the transaction or not, it sends it's decision back to the EIC.
5. The EIC then hangs up the phone and sends the Credit Processor's response to the waiting controller.
6. If the transaction was approved, the controller will start the car wash.

External Authorization Operations

1. When the EIC receives a card swipe, it calls the Credit Processor via modem. It is possible for the Credit Provider's telephones to be busy due to heavy use. If this happens, the EIC will try calling up to three times before canceling the transaction request and sending a denial response back to the ACW Controller.
2. After a connection has been established between the EIC and the Credit Processor, the customer's card information is exchanged. This information is then processed by the Credit Processor computer system to determine if the transaction will be approved. Some of the checks implemented include: checking to see if the card has been reported stolen; checking to see if it is a valid card number; checking whether or not the card has expired; and checking to see if the customer has already over-extended his credit limit. It is important to understand that no money has actually changed hands at this

point. That occurs during the posting operation. This is merely a check to verify the validity of the card.

3. Once these checks have been completed, the Credit Processor's computer system sends the response back to the EIC. Following this, the phone line is released and the appropriate action is taken by the ACW. Typically, the entire credit card approval sequence takes approximately 25 – 35 seconds, but longer times are possible due to phone line problems and the volume of calls being received by the Credit Processor.

External Post Operations

As mentioned earlier, the credit transaction does not actually transfer funds from the customer to the owner of the machine, it only reserves the funds. This is the job of the posting process. The posting operation is usually done only once, at the end of each business day. In Hamilton EICs, the posting process is set up to automatically post at some predetermined time each day.

AUTHORIZATION MODE

1. Whether posting manually or automatically, the EIC begins by calling the Credit Processor. As is the case with the credit transaction, if the line is busy, the EIC will attempt to call up to three times before canceling the request.

2. After the connection has been established, the EIC begins sending the information pertaining to all transactions that have occurred since the last completed post. With this information, the Credit Processor's computer system is then able to call each of the customers card issuers (for example Citibank, Chemical Bank, Chase Bank, etc.) to notify them of the charged amount. The total charged amount is then deposited in the EIC owner's Merchant Account at the Credit Service Provider's bank.

3. When this process is finished, the Credit Processor sends back several pieces of information. Once this information is stored in the EIC, the telephone line is released.

   NOTE: If the post should not be completed successfully the EIC will attempt to repeat the posting process at one hour intervals until the post is successful. **During this time following a post failure all further credit authorizations will be denied until a post is completed** *successfully*.

Report Generation

There are five reports that can be obtained from the EIC. These reports not only provide complete auditing information, but also give detailed reporting of credit card use. There are four different credit card usage reports and one audit report showing information gathered by the controller. The four possible credit reports differ in the time period that is reported. A description of each report is listed below.

There are two options to receive a physical printout of any of these reports. These options include either faxing the report to your home or office or printing the report on a parallel port style printer at the machine. When the

faxing option is selected, the EIC may ask for the phone number of the fax machine to be called if it has not been programmed already. When completed, the Hand-held Terminal screen will change to display the Main Menu.

If the Printer Port option is to be selected, make sure the printer is powered ON, the data cable is attached to both the printer and the parallel port of the EIC, and the printer is "online". If these are ready, selecting the Printer Port option on the Hand-held Terminal will initiate the printing process.

REPORTS

UnPosted Report - The UnPosted Report provides a detailed report of credit card transactions that have occurred since the last successful post.
(S, C, M), (Card Number), (Amount), (Date), (Time), (Seq. #), (Approval)

Last Post Report – The Last Post Report provides a detailed report of credit card transactions that were included in the last successful post. This is the same report that can be faxed to you automatically each evening.
(S, C, M), (Card #), (Amount), (Date), (Time), (Seq. #), (Approval), (Totals), (Avg.'s), (Settlement Date)

Current Month – The Current Month Report provides a compilation of all Last Post Reports that have occurred during the current calendar month. This report provides a convenient way of reviewing credit card usage and trends. Again, this report is a compilation of the Last Post Reports. There is no new data.

Previous Months Report – The Previous Months Report provides a compilation of all Last Post Reports that have occurred during one of the three previous calendar months. (The user may select which of the three previous months to report on.) This report can be used to look up past transactions for disputes or other matters. Again, this report is a compilation of the Last Post Reports. There is no new data.

Each of these reports, based on credit card usage, will contain information including the user's card number, date and time used, the amount charged, sequence number and approval code. The report also gives a total dollar amount of activity including charges, sales and manual credits given by the ACW owner or attendant.

All of these reports can be initiated manually by using the hand-held programmer at the machine to make the correct option selections. The reports can either be faxed to a fax machine of your choice or printed on paper using the optional hand-held thermal printer. The Last Post Report, however, can be set up to be faxed automatically following the nightly post. A detailed explanation of the credit card menus can be found in the PROGRAMMING AND OPTIONS section.

Audit Report - This report gives a complete view of system use. It tracks the resettable and non-resettable values for total cash deposited into the machine, which items were selected and the total dollar amount of credit card sales. There are many other useful categories as well. When this report is requested, the EIC interrogates the controller to receive these values. Because of this, it may take some time to generate this report. For a complete list of audit categories refer to the AUDITS section of this manual. The audit report can be initiated manually by using the Hand-held Terminal, or the system can be programmed to fax the audit report with the nightly credit report. A detailed explanation of the credit card menus can be found in the PROGRAMMING AND OPTIONS section.

VI. PROGRAMMING AND OPTIONS

All options and settings of the EIC can be broken down into three categories. These categories are reflected in the Main Menu screen that is displayed on the Hand-held Terminal when the system is idle. (If the system is already powered up and running before plugging in the Hand-held Terminal, you must first press the 'ESC' key to get to the Main Menu.) When the 'ESC' key is pressed, the hand-held will briefly display the following before going to the Main Menu:

SOFTWARE VERSION HCS
CAR WASH NAME (NOT DISPLAYED UNTIL AFTER DOWNLOAD)
SERIAL #
DATE & TIME

"**HCS**"-Support for the Hamilton Code System is enabled.

If the Main Menu is already displayed, simply press the 'ESC' key to view the above information. After a brief period, the hand-held display will return to the Main Menu.

MAIN MENU: Each of these categories and their sub-menus will be discussed in detail.

F1   REPORTS
F2   CREDIT MENU
F3   SETUP
LAST POST:

HOW TO SET THE CURRENT DATE AND TIME

1.   To set the current date and time, start at the Main Menu and press the following keys on the Hand-held Remote:

- **F3 Setup**
- **F1 Set Date/Time**

The time should be entered in military time. For example, 9:00 AM = 09:00, 12:00 PM = 12:00, 9:00 PM = 21:00, and 12:00 AM = 24:00.

2.   Make changes using the arrow keys and the number pad with the following format:

13:30   06/07/1999

3.   Press F1 to save, and F4 to return to the Main Menu.

NOTE: ALL TIMES MUST BE ENTERED IN MILITARY TIME

HOW TO DO A CREDIT CARD TRANSACTION

1. With the Welcome Prompt displayed, swipe the credit card with the magnetic strip to the top and to the left in the card reader. The display should read "Card swipe detected/Please select wash".

2. Select a wash and the display will read "Checking Credit" . This should take about 30 seconds, but it can take up to 1 ½ minutes. The message should then read "Credit accepted, please drive ahead".

HOW TO DO A MANUAL SALE

1. Starting from the Main Menu, press the following on the hand-held:

    - **F2 Credit Menu**
    - **F3 Sale**

2. Enter the credit card number and press "Y" for yes.

3. Enter the expiration date, by month and year (0499) and press "Y" for yes.

4. Enter the amount of the sale in cents. $20.00 would be entered as 2000 and press "Y" for yes.

5. The Hand-held will then say "Charge $XXXX to account #(card number). If this is correct, press "Y".

6. The display will then read either "Sale Approved" or "Sale Not Approved". Press F4 to return to the Main Menu.

NOTE: MAXIMUM SALE OR CREDIT IS $100.00 AT A TIME

HOW TO CREDIT A CARD

1. To credit a card, start at the Main Menu and enter the following on the Hand-held Remote:

    - **F2 Credit Menu**
    - **F1 Credit**

2. Enter the card #, and press "Y" for yes.

3. Enter the expiration date by month and year (0499), then press "Y" for yes.

4. Enter the amount to credit in cents (for example, to credit $6.00, enter 600), then "Y" for yes.

5. The display will ask "Credit $xx.xx to (card number)". If this is correct, press "Y" for yes.

6. The display will either read "Credit Applied" or "Unable to Credit". In an "Unable to Credit" situation, there could be an error in entered information. Press F4 then try the procedure again.

7. Press F4 to return to the Main Menu.

HOW TO ENTER THE FAX

1.   To enter a new FAX #, or change the existing FAX #, start at the Main Menu and enter the following on the Hand-held Remote:

   - **F3 Setup**
   - **F3 Set Phone #'s**
   - **F1 Fax**

The following will appear on the display:

> *ENTER PHONE NUMBER*
> *OLD: 5555555*
> *NEW:*
>
> *F1 SAVE   F4 EXIT*

2.   Enter the FAX number where it says "NEW", and then press F1 to save. (If the fax number is a local number, do not enter the "1" or the area code unless required in your area.)

3.   Press F4 once to return to the previous menu, or three times to return to the Main Menu.

HOW TO DO A MANUAL POST

1.   To do a manual post, start at the Main Menu and enter the following on the Hand-held remote:

   - **F2 Credit Menu**
   - **F2 Post**

2.   The display will read "Are you sure (Y/N)". Press "Y" for yes. The Hand-held will then say "Sending Post, Please Wait". This usually takes about 45 seconds or more. If the EIC is programmed to fax the credit report immediately following a post, it will do so at this time. This may take approximately 2-3 minutes depending on the size of the report. When it is done faxing, it will return to the Main Menu and should show today's date as the last post date at the bottom of the display on the Hand-held.

3.   If the post was unsuccessful, the display will read "Post did not finish". Press F4 to return to the Main Menu. The Main Menu will then show "Last Post Error" at the bottom of the display.

4.   If there has not been any card activity, the Hand-held will say "Nothing to Settle". Press F4 to continue. When you press F4 it will then say "Auto Report Busy Faxing, Please Wait". It should then fax a statement showing there is nothing to settle. It will then return to the Main menu and the last post date will not change.

> **NOTE: If the post was unsuccessful, the display will read "Post did not finish". In this situation, the EIC ignores further card swipes**

until a successful post occurs. The EIC will attempt to auto-post every hour after a failed attempt, until the post is successful. A manual post can be attempted at any time. However, it is important to note that a manual failure does not initiate the repeat posting sequence.

HOW TO SET THE AUTO POST TIME

1.   To set the Auto Post time, start at the Main Menu and enter the following on the Hand-held Remote:

- **F3 Setup**
- **F2 Config Auto Post**
- **F1 Set Post Time**

The following will appear on the display:

> *AUTO POST TIME*
> *OLD: 2330*
> *NEW:*
>
> *F1 SAVE   F4 EXIT*

2.   The EIC should already be set to Auto Post at 2330 (Military time for 11:30 PM). If this is an acceptable time, press F1 to save and F4 to return to the previous menu.

If you wish to program the EIC to fax at a different time, enter the time where it says "New". Press F1 to save, and F4 to return to the previous menu.

HOW TO SET FAX CREDIT REPORT

1.   To program the EIC to fax a copy of the Credit Report each night after it settles with VITAL®, from the Main Menu press:

- **F3 Setup**
- **F2 Config Auto Post**
- **F2 Fax Credit Report**

The following will appear on the display:

> *CREDIT REPORT*
>
> *F1 ON*
> *F2 OFF*
> *F4 EXIT*

2.   Turning this feature ON will automatically fax the report after the EIC Auto Settles with VITAL®. Press F4 to return to the Main Menu.

HOW TO SET FAX AUDIT REPORT

1.   To program the EIC to fax a copy of the audit report immediately following the Credit Report, from the Main Menu press:

- **F3 Setup**
- **F2 Config Auto Post**
- **F3 Fax Audit Report**

The following will appear on the display:

AUDIT REPORT

F1 ON
F2 OFF
F4 EXIT

2.   Turning this feature ON will automatically fax the report after the credit report. Press F4 to return to the Main Menu.

NOTE: THE AUDIT REPORT IS THREE ADDITIONAL PAGES EVERY NIGHT. Receiving the Audit Report nightly does not zero out the totals in the ACW Controller. This has to be done manually.

HOW TO GENERATE A HISTORY REPORT OR AN AUDIT REPORT

1.   To generate a Credit Card Transaction History Report or Audit Report, start at the Main Menu and enter the following on the Hand-held Remote:

- **F1 Reports**
- **F3 History/or F2 Audit (then go to step 2)**
- **F1 for Current Month or F2 for a Previous Month (up to 3 months back)**

2.   The Hand-held will then say "Generating Report, Please Wait".

3.   After the report is generated, the display will show:

F1 PRINTER PORT
F2 FAX
F4 EXIT

4.   Select the desired element to have the report printed to. It will ask you to please wait and then return to the Main Menu when finished.

NOTE: WHEN CHOOSING THE 'PRINTER PORT' OPTION, THE PRINTER MUST BE CONNECTED TO THE EIC BEFORE INITIATING THE REPORT. FAILURE TO DO SO WILL CAUSE CONTROLLER TO LOCK UP IN "PRINTING REPORT" AND WILL REQUIRE A SHUTDOWN TO CORRECT IT.

HOW TO BLOCK AN UNWANTED CREDIT CARD

The ACW now supports Card Blocking. Up to 50 cards can be added to a list, which is checked each time a credit card is swiped. If the swiped card is in the list, the card is immediately denied. This list is maintained per machine and it is the owner's responsibility to add/remove cards from this list. Adding a card to the list does **not** send any information the Credit Processor, it just blocks the card at the ACW.

1.   To add or remove a card from the Card Block List, start at the Main Menu and enter the following on the Hand-held remote:

- F3 Setup
- -> NXT
- F2 Card Blocking

2.   The display should now read:

>   *F1 ADD TO LIST*
>   *F2 REMOVE FROM LIST*
>   *F3 PRINT LIST*
>   *F4 EXIT*

         Note: F3 Print List goes directly to the Fax.

ENABLE/DISABLE THE HCS (HAMILTON CODE SYSTEM)

1.   To enable HCS:

- F3 SETUP
- -> NXT
- F3 HCS SETUP
- F1 ON
- F4 EXIT

2.   To disable HCS:

- F3 SETUP
- -> NXT
- F3 HCS SETUP
- F2 OFF
- F4 EXIT

VII. TROUBLESHOOTING

1.   Does the machine operate normally for cash transactions?

No   Correct this problem before troubleshooting the credit card system.

Yes   Proceed to step 2.

2.   Does the machine recognize a card swipe? It should display the message "CARD SWIPE DE-TECTED" and then "CHECKING CREDIT . . ." after making a wash selection.

Yes   Proceed to step 7.

No   Proceed to step 3.

3.   Check the EIC transmit and EIC receive status lights on the distribution panel. Both of these lights should flash about every two seconds.

If both lights are flashing proceed to step 6.

If neither light is flashing proceed to step 4.

If only the EIC transmit light is flashing proceed to step 5.

4.   Check the controller programming to be sure that EIC COM MODE is enabled. Suspect a bad controller, DC2 harness, or distribution panel. Contact Hamilton for further assistance.

5.   Check the EIC harness connections at the EIC and distribution panel. Suspect a bad EIC or EIC harness. Contact Hamilton for further assistance.

6.   Check the card reader light on the distribution panel. Every time a card is swiped this light should flash. Does the card reader light flash when a card is swiped?

No   Check for any obstruction in the card reader. Check the continuity of the card reader harness. Replace card reader. Contact Hamilton for further assistance.

Yes   Check the EIC harness connections at the EIC and distribution panel. Suspect a bad EIC or EIC harness. Contact Hamilton for further assistance.

7.   At this point all the credit card system hardware is responding normally. If the machine fails to authorize a known good credit card check to be sure your merchant information has been downloaded to the machine. Check the phone line to be sure it is working and that no other device is connected to the line. Contact Hamilton for further assistance.

VIII. HELP DESK

The Hamilton Manufacturing Credit Card Help Desk offers a number of services for both new and existing EIC operators. One of the many services is to provide information on both the setup and installation, and the continued operation of the EIC. If any problems, questions or concerns arise, call the Hamilton Credit Card Support Help Desk @ (800) 837-5561. Remember, however, it is very important to read and understand this manual completely, for this may lead to the quickest solution to a problem.

Another service provided by the Hamilton Help Desk is the continued maintenance of the EIC programming. This is accomplished using the EIC's internal modem and a special server at Hamilton Manufacturing. With this combination, it is possible for the Hamilton Manufacturing server to call the EIC and download any program enhancements as they are released. This keeps the machine running optimally with very little down time.

The Help Desk is capable of performing the diagnosis of system problems. If any problems arise (for example, customer money is not being deposited into your Merchant Account) it may be possible for the Hamilton Manufacturing Help Desk technician to upload information from your EIC. The contents of this information may point to the cause of the problem.

IV. DATA-LOSS DISCLAIMER

When a credit card user initiates a credit card transaction, the Credit Processor (VITAL®) verifies funds are available for the transaction. This function is referred to as authorization. Funds are not transferred as a part of, or during this function. Funds are transferred as a batch of all transactions performed within a specified period of time. This function is referred to as settling or posting.

Hamilton Manufacturing Corp. does not authorize or approve credit cards or the transactions initiated by credit card users. The equipment provided by Hamilton Manufacturing Corp. transfers the file packet located on the credit card to the Credit Processor which returns the authorization to complete the transaction.

During the period of time between authorization and settling, the accumulated transaction data is stored electronically and is subject to loss. If lost, this data may be unrecoverable. **Hamilton Manufacturing Corp. shall not be liable or responsible for such losses and hereby specifically disclaims all liability including, but not limed to, actual or consequential damages of any kind. The sole remedy for such losses shall be limited to repair or replacement of the equipment as more fully set forth in the Hamilton Manufacturing Corp. limited warranty.**

In order minimize the risk of Lost Unrecoverable Data, Hamilton Manufacturing Corp. recommends settling the batch of transactions a minimum of one (1) time in each twenty-four (24) hour period. Manual settlement can be initiated at any time utilizing the provided hand-held terminal. Automatic daily settlement may also be accomplished by using the Hamilton Manufacturing Corp. Credit Card Software. In order to function properly, the automatic settlement equipment must be installed and programmed correctly. The main power source to said equipment must be ON and uninterrupted during the settlement time which is programmed by the equipment owner. Additionally, a dedicated noise-free phone line connection is required for proper operation. Failure to properly install, program, utilize or maintain said equipment increases the risk of Lost Unrecoverable Data for which Hamilton Manufacturing Corp. shall not be held liable or responsible.

LIMITED WARRANTY AGREEMENT
OF HAMILTON MANUFACTURING CORP.

Hamilton Manufacturing Corp., an Ohio Corporation, ("Seller") warrants to Purchaser that all new equipment shall be free from defects in material and factory workmanship for a period of one (1) year from the original shipping date. Hamilton Manufacturing Corp. further warrants if any part of said new equipment in Seller's sole opinion, requires replacement or repair due to a defect in material or factory workmanship during said period, Seller will repair or replace said new equipment. Purchaser's remedies and the liabilities and obligations of Seller herein shall be limited to repair or replacement of the equipment as Seller may choose, and Seller's obligation to remedy such defects shall not exceed the Purchaser's original cost for the equipment. Purchaser EXPRESSLY AGREES this is the EXCLUSIVE REMEDY under this warranty. There are no other express or implied warranties which extend beyond the face hereof. All warranty repair service must be performed by either a Factory Trained Service Representative or **HAMILTON MANUFACTURING CORP., 1026 Hamilton Drive, Holland, Ohio 43528 PHONE (419) 867-4858 or (800) 837-5561, FAX (419) 867-4867.**

The limited warranty for new equipment is conditioned upon the following:

1. The subject equipment has not, in the Seller's sole opinion, been subjected to: accident, abuse, misuse, vandalism, civil disobedience, riots, acts of God, natural disaster, acts of war or terrorism.
2. The Seller shall not be liable for any expense incurred by Purchaser incidental to the repair or replacement of equipment and Purchaser shall assume full responsibility for any freight or shipping charges.
3. The coverage of this warranty shall not extend to expendable parts.
4. Purchaser shall have a warranty registration card on file with Seller prior to any claim in order for warranty protection to apply.
5. No warranty coverage is applicable to any equipment used for currency other than that specified at the time of the purchase.
6. Seller expressly disclaims any warranty that counterfeit currency will not activate said equipment.
7. Seller expressly disclaims any warranty for any losses due to bill manipulation or theft or loss of cash under any circumstances.

Seller further warrants all repair or service work performed by a factory trained representative or Hamilton Manufacturing Corp. for a period of ninety (90) days from the date the repair or service work was performed. Purchaser's remedies and the liabilities and obligations of Seller herein shall be limited to repair or replacement of equipment as Seller may choose, and Seller's obligation to remedy such defects shall not exceed the Purchaser's depreciated value of the equipment. Purchaser EXPRESSLY AGREES this is an EXCLUSIVE REMEDY under this warranty. There are no other express or implied warranties on repair or service work performed by a factory trained representative or Hamilton Manufacturing Corp. which extend beyond the face hereof.

(See next page for additional provisions)

The limited warranty for repair and service work is conditioned upon the following:

1. The subject equipment has not, in the Seller's sole opinion, been subjected to: accident, abuse, misuse, vandalism, civil disobedience, riots, acts of God, natural disaster, acts of war or terrorism.

2. The Seller shall not be liable for any expense incurred by Purchaser incidental to the repair or replacement of equipment and Purchaser shall assume full responsibility for any freight or shipping charges.

3. The coverage of this warranty shall not extend to expendable parts.

4. Purchaser shall have a warranty registration card on file with Seller prior to any claim in order for warranty protection to apply.

5. No warranty coverage is applicable to any equipment used for currency other than that specified at the time of the purchase.

6. Seller expressly disclaims any warranty that counterfeit currency will not activate said equipment.

7. Seller expressly disclaims any warranty for any losses due to bill manipulation or theft or loss of cash under any circumstances.

8. No person or entity other than a factory trained representative or Hamilton Manufacturing Corp. has performed or attempted to perform the subject repair or service.

THIS AGREEMENT IS MADE WITH THE EXPRESS UNDERSTANDING THAT THERE ARE NO IMPLIED WARRANTIES THAT THE EQUIPMENT SHALL BE MERCHANTABLE, OR THAT THE GOODS SHALL BE FIT FOR ANY PARTICULAR PURPOSE. PURCHASER HEREBY ACKNOWLEDGES THAT IT IS NOT RELYING ON THE SELLER'S SKILL OR JUDGMENT TO SELECT OR FURNISH EQUIPMENT SUITABLE FOR ANY PARTICULAR PURPOSE AND THAT THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THAT WHICH IS DESCRIBED HEREIN.

The Purchaser agrees that in no event will the Seller be liable for direct, indirect, or consequential damages or for injury resulting from any defective or non-conforming new, repaired or serviced equipment, or for any loss, damage or expense of any kind, including loss of profits, business interruption, loss of business information or other pecuniary loss arising in connection with this Limited Warranty Agreement, or with the use of, or inability to use the subject equipment regardless of Sellers knowledge of the possibility of the same.

MERCHANT SETUP TERMINOLOGY

The terminology on the Merchant Set-Up Sheet (located on the following page) is used by VITAL®. The following definitions have been included to provide assistance.

BIN Number: The Bank Identification Number.

Merchant Number: The account # assigned to the Merchant by VITAL®.

Node Phone #:   The phone # the machine calls to get authorization for a credit card.

Settlement Phone #:   The phone # the machine calls to settle all accounts and to transfer funds.

Terminal Number: Sometimes more than one machine is used at a location. To differentiate between the machines, they must be numbered, starting with 0001.

Terminal ID: The Terminal ID is also referred to as the V#. Each machine will have it's own Terminal ID.

MERCHANT SETUP SHEET

NOTE: Complete one set up sheet for each machine in use. Also, each machine must have it's own Terminal ID number. Complete and accurate information is needed to avoid installation delays.

Merchant Information (Please fill in the contact name and phone number, along with the location name and address)

Contact Name_____

Company Name_____

LOCATION Street Address_____

City_____State_____Zip Code_____

Contact Phone Number_____

MAILING Street Address_____

City_____State_____Zip Code_____

Banking Information (To be filled in by your bank or credit service provider)

NOTE: This information is being provided for a self-service terminal.

	BIN Number* (6 #'s)
Merchant Number* (12 #'s)	Store Number* (4 #'s)
Terminal Number* (4 #'s)	Category SIC / MCC Code* (4 #'s)
Country Code* (3 #'s)	Zip code*
Time Zone Differential* (3 #'s)	
Agent Number* (6 #'s)	Chain Number* (6 #'s)
Location* (5 #'s)	Terminal ID* (8 #'s – should begin with a V or 7)
Novus (Discover) SE Number*	ACW / Changer Phone #
American Express SE Number*	Machine Model and Serial # *

If you have any questions, please call Hamilton's Credit Card Support Department at 800-837-5561.

When completed, please FAX to (419) 867-4857 or email to advancedsystems@hamiltonmfg.com

★ Please note, once Hamilton has downloaded the merchant information into the machine and it is accepting credit cards, any change in the merchant information (including changing the merchant account) will result in a $100 reprogramming fee per machine.