



MyChoice Gateway

Merchant Operator's Manual

Table of Contents

1. Welcome to the MyChoice Gateway software.....	2
1.1. IMPORTANT FACTS	2
1.2. PC Requirements.....	2
1.3. Input Device.....	2
2. Using the MyChoice Gateway software.....	3
2.1. Starting the software	3
2.1.1. Desktop Icon “MyChoice Gateway”	3
2.1.2. Windows Program list	3
2.1.3. Gateway toggle.....	3
2.2. How to do a MyChoice Transaction.....	3
2.2.1. Steps to complete a transaction with a card.....	4
2.2.2. Steps to complete a transaction without a card.....	6
2.3. Administration settings	7
2.3.1. Reports	8
2.3.2. Gateway Settings.....	8
2.4. Active Card Options.....	11
2.4.1. Admin.....	12

1. Welcome to the MyChoice Gateway software

Merchants that join MyChoice to take advantage of its many benefits, in return, have agreed to give a discount percentage to patrons carrying a MyChoice card and to pay an Ad Fee for each transaction. In order to make this process as quick and easy as possible, the merchant will use a software application that was designed specifically for MyChoice called the “MyChoice Gateway”.

The MyChoice Gateway is a remote server driven application that is installed on any Merchant computer. The Merchant simply starts the software, enters in the pre-tax amount of the MyChoice card holder’s bill and the software does the rest. It records and calculates the discount, the Ad Fee, and displays the new total. Upon completion of the transaction, the MyChoice Gateway prints a receipt. All transactions are recorded and summarized for monthly Merchant billing. The Merchant even has the capability to do reporting on its own transactions through quick reports built into the MyChoice Gateway.

1.1. IMPORTANT FACTS

- The “MyChoice Gateway” will get an error on start up, if the internet is down or it cannot communicate through the internet to the remote server. There is no way around this issue. The internet must be active.
- You must see 4 parallel lines on the MyChoice Gateway’s top border. That means the software is active and ready to accept a swipe. If those lines are missing, simply left mouse click anywhere inside the borders of the “MyChoice Gateway” window.
- PROCESS RULE - If you have the card you will swipe it. In the special cases when a merchant needs to do a transaction without the card being present, they can select the “Card Search” button and manually enter the 16 digit card serial number to do the transaction.
- If you see more than one page defined in the upper right corner of the MyChoice Gateway window (Page 1/1), you can see the other pages by selecting the “page up” and “page down” buttons on your keyboard.
- Esc keyboard button – The Escape button (“Esc”) will cancel any operation in the Gateway. So, if you get into a Gateway window and decide not to complete the operation then select the Escape button to cancel and return to the previous page.

1.2. PC Requirements

- Windows© 2000 Service Pack 3, Windows© Server 2003, Windows© ME, Windows© XP Service Pack 2, Windows© Vista
- Ability to connect a Magstripe Reader device. (USB connection, PS/2 port or other). Please check with Debit Design about compatibility
- Hard drive with 5 MB space free
- 256 MB of system RAM
- Windows© compatible report and receipt printers (ASCII mode for receipt printer)

1.3. Input Device

The MyChoice Gateway software was designed to use standard magstripe cards and standard magstripe card readers. A Standard Magstripe Reader (aka wedge reader) is a reader that is connected directly to the computer through a USB or PS/2 connection. Many of the newer Point of Sales systems already use

these types of readers for credit card processing. So, if the Merchant already has one of these readers connected to the computer the MyChoice Gateway will also be able to use it.

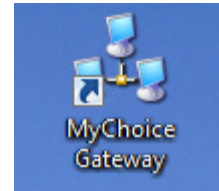
2. Using the MyChoice Gateway software

2.1. Starting the software

The MyChoice Gateway software can be started in a number of ways.

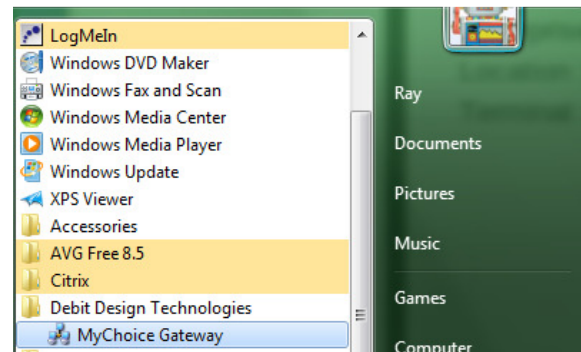
2.1.1. Desktop Icon “MyChoice Gateway

Double left click on the “MyChoice Gateway” Icon on your desktop.



2.1.2. Windows Program list

Select the Windows “Start” button. Select “All Programs”. Select Debit Design Technologies. Select “MyChoice Gateway” to initiate the routine.



2.1.3. Gateway Toggle Button

It is possible to have this static Gateway Toggle button installed that always stays on top of anything running. It can be mapped to a specific area on your monitor that is out of the way. This allows you to start up the MyChoice Gateway with a simple click. Perfect for Touchscreen POS systems where there is no access to the Windows Start button or desktop shortcuts.



2.1.4. Gateway toggle routine

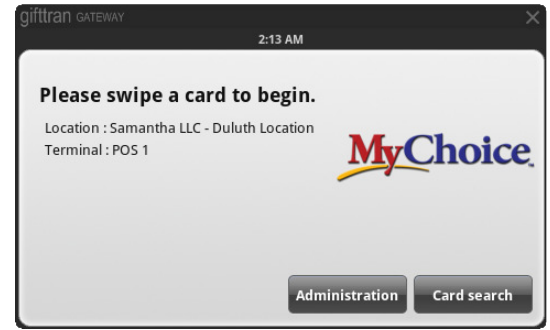
There is a toggle routine that can be set up to start the MyChoice Gateway from a button in your Point of Sale software. (Consult with Debit Design Technologies for details.)

2.2. How to do a MyChoice Transaction

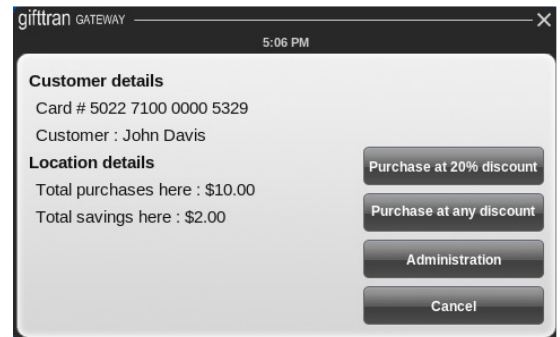
(Note: the Esc keyboard button (“Esc”) will cancel any operation and return you to the previous page.)

2.2.1. Steps to complete a transaction with a card

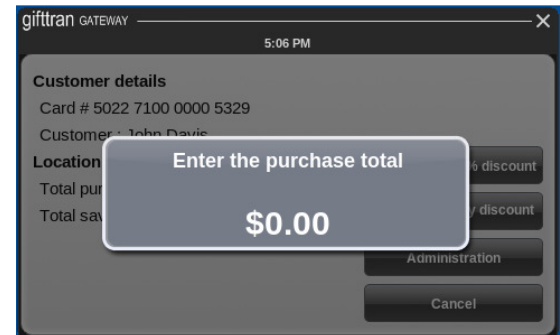
- 1) Start the MyChoice Gateway software or re-open the window from the minimized tray. Verify your business name in the Enterprise field.
- 2) Verify that you see a line across the top of the MyChoice Gateway window. If not there, then left click inside the window of the software.
- 3) Swipe a MyChoice Card. A successful swipe will take you to see customer related data.
- 4) Select type of Purchase discount:



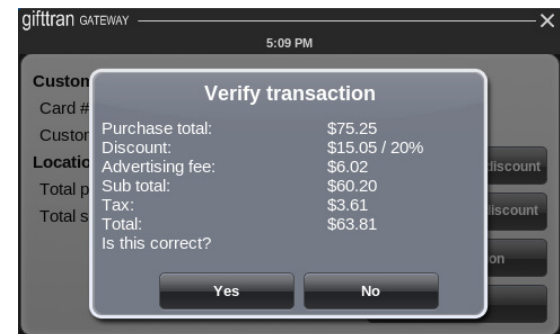
- a. Purchase at X% discount
(Default discount percentage)
 - i. If giving a default discount, then select the “Purchase at X% discount” button to initiate the transaction.



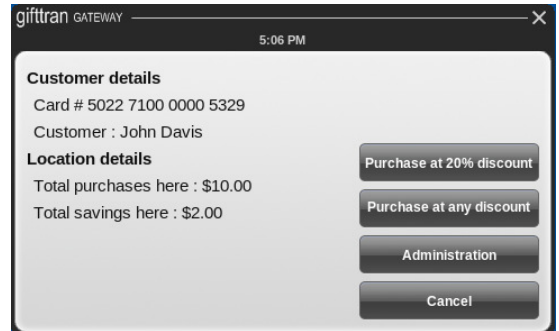
- ii. Enter the Pre-tax amount of the MyChoice customer’s bill on your keyboard and then hit “enter”.



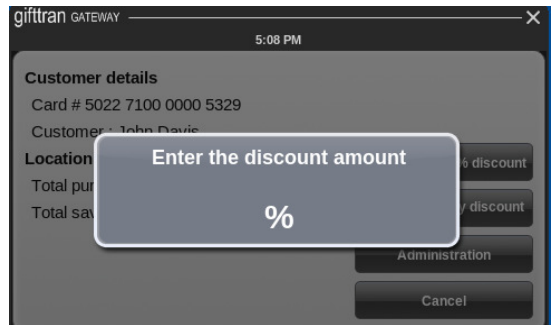
- iii. Verification - Verify that the transaction amount is correct. If correct then select the “yes” button to complete the transaction. “No” will cancel the transaction.



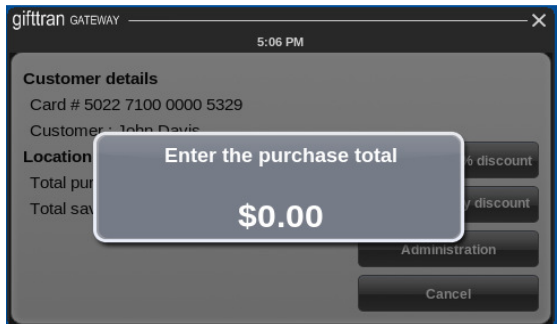
- b. Purchase at any discount
(Adjustable discount percentage)
 - i. If doing a special discount percentage then select the “Purchase at any discount” button to initiate a transaction.



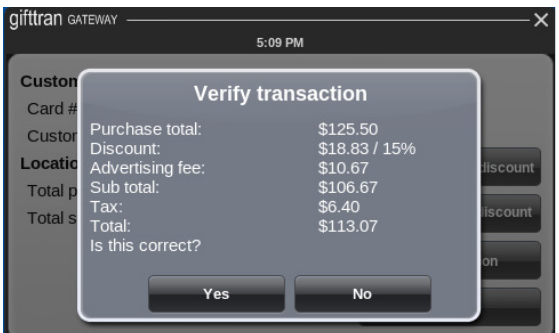
- ii. Enter the discount percentage for this transaction on your keyboard and then hit “enter”.



- iii. Enter the Pre-tax amount of the MyChoice customer’s bill on your keyboard and then hit “enter”.



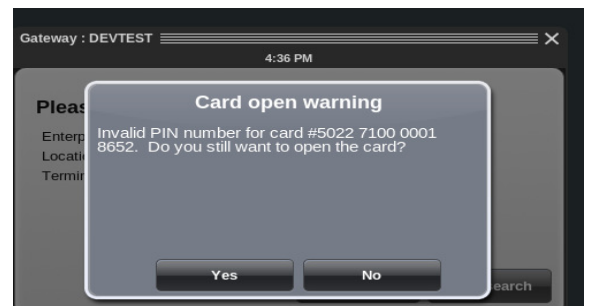
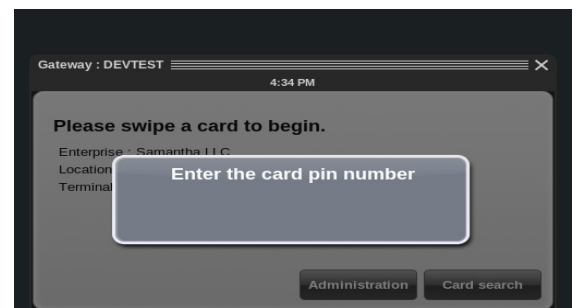
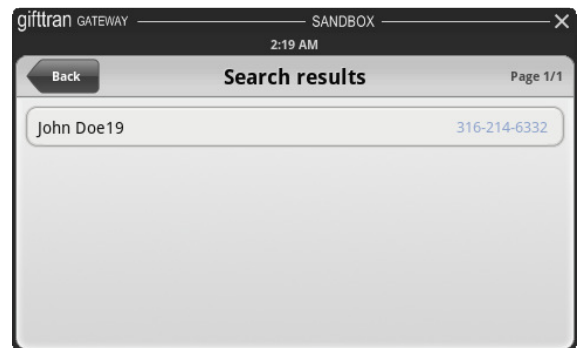
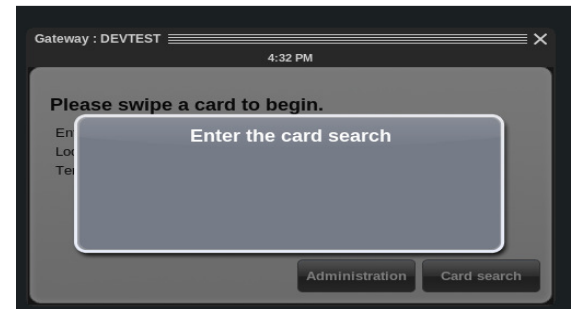
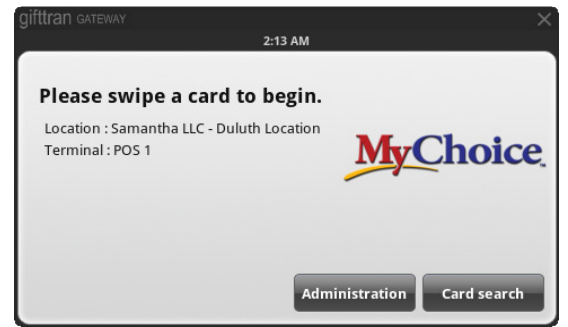
- iv. Verification - Verify that the transaction amount is correct. If correct then select the “yes” button to complete the transaction. “No” will cancel the transaction.



- 5) Receipt. If you have a printer connected to the MyChoice Gateway, it will automatically print a receipt for the MyChoice customer.
- 6) After a completed transaction, the software will go back to the initial “swipe card” screen. You have to select the “X” in the upper right corner to exit the software completely. NOTE: There is a Windows setting that will allow the software to stay active, but minimize and go to the bottom tray after a successful transaction. Then you just have to select it from the tray to reactivate the software.

2.2.2. Steps to complete a transaction without a card.

- 1) Select the “Card search” button.
- 2) Enter the 16 digit card serial number (on your keyboard), for the card that you want to perform the transaction against. Then hit the “enter” key on your keyboard.
- 3) Select the name of the card holder. There should only be one name displayed to select.
- 4) Pin Number – MyChoice does not use a pin number, so without entering anything just hit the “enter” key on your keyboard.
- 5) Click the “yes” button on the warning screen to continue opening the card.



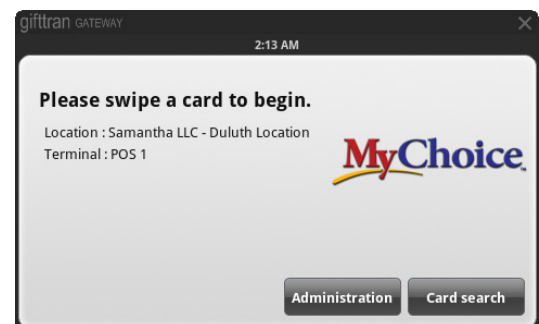
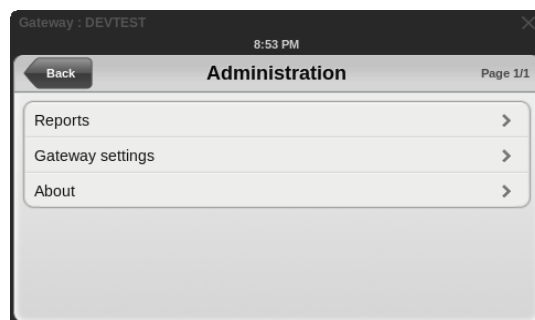
(Complete transaction with same steps as shown in 2.2.1 (with card)).

- 6) Select type of Purchase discount:
 - a. Purchase at X% discount (Default discount percentage)
 - i. If giving a default discount, then select the “Purchase at X% discount” button to initiate the transaction.
 - ii. Enter the Pre-tax amount of the MyChoice customer’s bill on your keyboard and then hit “enter”.
 - b. Purchase at any discount (Adjustable discount percentage)
 - i. If doing a special discount percentage then select the “Purchase at any discount” button to initiate a transaction.
 - ii. Enter the discount percentage for this transaction on your keyboard and then hit “enter”.
 - iii. Enter the Pre-tax amount of the MyChoice customer’s bill on your keyboard and then hit “enter”.
- 7) Verification - Verify that the transaction amount is correct. If correct then select the “yes” button to complete the transaction.
- 8) Receipt. If you have a printer connected to the MyChoice Gateway, it will automatically print a receipt for the MyChoice customer.
- 9) After a completed transaction, the software will go back to the initial “swipe card” screen. You have to select the “X” in the upper right corner to exit the software completely. NOTE: There is a Windows setting that will allow the software to stay active, but minimize and go to the bottom tray after a successful transaction. Then you just have to select it from the tray to reactivate the software.

2.3. Administration settings

There is a number of Administration settings for making your MyChoice Gateway perform to your specific requirements.

Select the “Administration” button from the main screen.



Administration Options

2.3.1. Reports

Select the “Reports” option to drill down to available reports. NOTE: you will not even see the “Reports” option if a valid report printer has not been selected in the printer settings.

Select the report from the list that you want and it will print to the chosen report printer. Notice the status of the print job on the right side of the report line.

NOTE: If you are looking for detailed transaction reports, they will be found in the Web Manager.

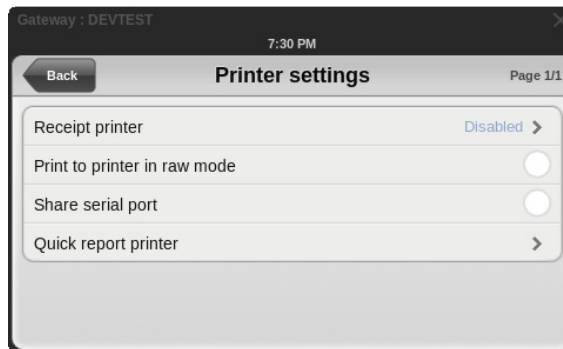
2.3.2. Gateway Settings

Select Gateway settings to drill down to options or other folders.



2.3.2.1. Printer Settings

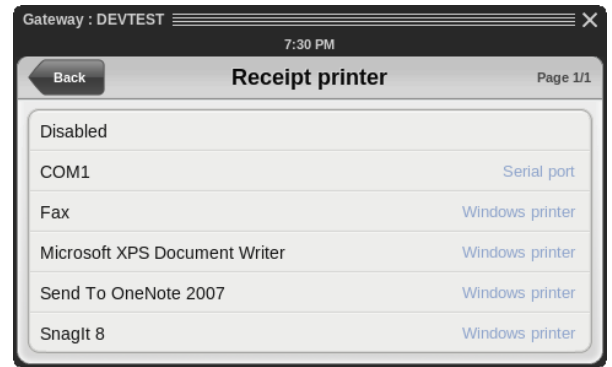
Under the “Gateway settings” option, select the “Printer settings” option to drill down to the area where you can make printer settings changes



1) Receipt printer

- a) Select the “receipt printer” option to drill down to select a printer from the Windows printer list.

- b) Select a printer from the list where you want to print receipts and card history data. (If you see something other than “Page 1/1” in the upper right corner of the window, you can use the “page up” and “page down” buttons on your keyboard to see them.



- c) Use the “Back” button in the upper left corner to get back to the main page. Your selections are saved automatically.

2) **Print to printer in raw mode (Receipt)**

Some of the older receipt printers need to receive the printing data in raw mode. Only use this setting if the receipt printer requires raw data to print.

To set receipt printer data to raw, select the field and a blue check mark will appear. It saves automatically. Just use the “Back” button to return to main screen.

3) **Share serial port**

Some of the older Point of Sale merchant systems do not use the windows printer manager. They just control a serial port and print through it to a receipt printer. Since they code directly to the port, the receipt printer connected to that port is not available to be shared with any other software running on that computer. This share setting overrides the POS capability so that it can be shared with a windows printer you set up to print to through the same port.

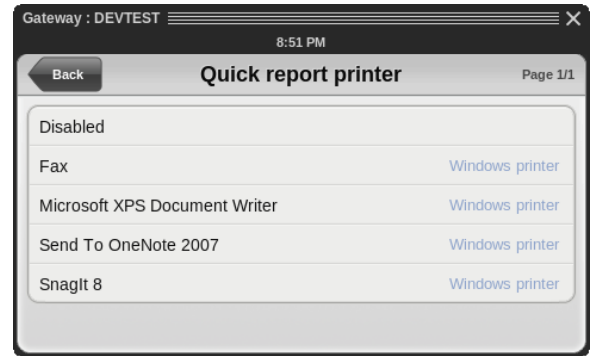
NOTE: Consult with MyChoice Technical staff and Debit Design Technologies before choosing to use this feature.

To set to share a serial port, select the field and a blue check mark will appear. It saves automatically. Now select “Receipt printer” and select the COM Port that you want to share. Use the “Back” button to return to main screen.

4) **Quick report printer**

- a) Select the “Quick report printer” option to drill down to select a printer from the Windows printer list. No reports will show in the Reports list if a report printer has not been selected in the Quick report printer settings.

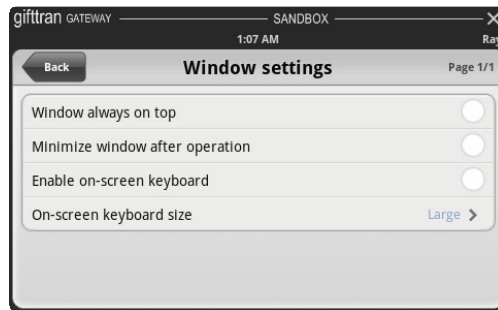
- b) Select a printer from the list where you want to print receipts and card history data. (If you see something other than “Page 1/1” in the upper right corner of the window, you can use the “page up” and “page down” buttons on your keyboard to see them.



- c) Use the “Back” button in the upper left corner to get back to the main page. Your selections are saved automatically.

2.3.2.2. Windows Settings

Under the “Gateway settings” option, select the “Printer settings” option to drill down to the area where you can make printer settings changes



1) **Windows always on top**

Select this option if you want the MyChoice Gateway to remain on top of all other software when it is active.

Simply click into the field and the check mark will appear to make the setting active. It saves automatically. Just use the “Back” button to return to main screen.

2) **Minimize window after operation**

Select this option if you want the MyChoice Gateway to stay active, but minimize to the tray after a successful transaction. This is the recommended setting to speed the use of the software since it does not need to reconnect on start up each time.

Simply click into the field and the check mark will appear to make the setting active. It saves automatically. Just use the “Back” button to return to main screen.

3) **Enable on-screen keyboard**

Select this option if you want the MyChoice Gateway to present on-screen keyboards for touch screen monitors. Selecting this option will disable keyboard entry and enable data entry through the on-screen keyboards.

Simply click into the field and the check mark will appear to make the setting active. It saves automatically. Just use the “Back” button to return to main screen.

4) **On-screen keyboard size (used with “Enable on-screen keyboard option)**

Select this option to set the size of the on-screen keyboard. There are 3 size options {Small, Medium, Large}.

Click on the On-screen keyboard size field and they system will take you to another page where you will have 3 options {Small, Medium, Large}. Select one of the options. Just use the “Back” button to return to main screen.

2.3.2.3. **About**

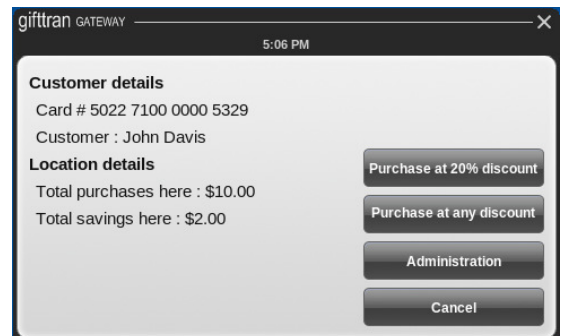
This option gives you information about the software that is currently installed on your computer. It includes current settings and versions. Strictly information data.

2.4. **Active Card Options**

There are a set of features that are only available when the MyChoice Gateway has an active card established.

There are 4 options:

- 1) Administration (features described in this section 2.4.1)
- 2) Purchase at X% Discount (described in section 2.2 How to do a MyChoice transaction)
- 3) Purchase at any discount (described in section 2.2 How to do a MyChoice transaction)
- 4) Cancel



2.4.1. Administration

The Admin button is a drill down for functions available while a card is active in the system.

2.4.1.1. Void Transaction

The main function is for the Merchant to be able to void a transaction that may have been done in error or if a product was returned.

Steps to void a transaction

- 1) Swipe the card or use the card search to make the card that has the bad transaction active.
- 2) Select the “Admin” button.
- 3) Select the “Void transaction” option
- 4) You will see a list of transactions performed on that card at this location.
- 5) Select the transaction from the list that you wish to void.
- 6) Verify the data for the transaction and if correct, select the “Void this transaction” option at the bottom.
- 7) The transaction will be voided, a receipt will print and the software will go back to the active card screen.

