AIO Wireless

RQ4

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Elavon Setup

RQ4 v4.12.1

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Elavon Setup

Elavon has a single setup selection and is configured for auto batching. Each terminal must have a unique 3 digit terminal ID number (TID) and the RQ4 system will enforce this. If you need to re-use a terminal number the system will ask for manager override permissions and record the override for reporting. If you use the same terminal number on multiple machines transactions may overwrite each other and cancel the payments!

Users do not have to take action for you to get the funds! Once you receive your merchant configuration information from your Elavon rep you can complete the payment integration setup in RQ4 using the guide below.

For each location you will need the following to complete the setup:

- Merchant Number (unique per location) 10 digit code
- Terminal Number (unique per workstation) last 3 digits of TID code
- Bank Number (unique per merchant) 6 digit code
- Swipe Device = VeriFone MX915

There are 2 ways to enter merchant credentials, either workstation by workstation or you can enter the setup information for other locations. Each workstation will have to have the MX915 device driver installed before you attempt to take payment.

# Company Level Setup – Suggested Best Practice

From a single location you can enter payment credentials for all locations. Click the settings icon on the home screen.
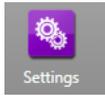
Then proceed to Company Settings/Payment Processing Setup.
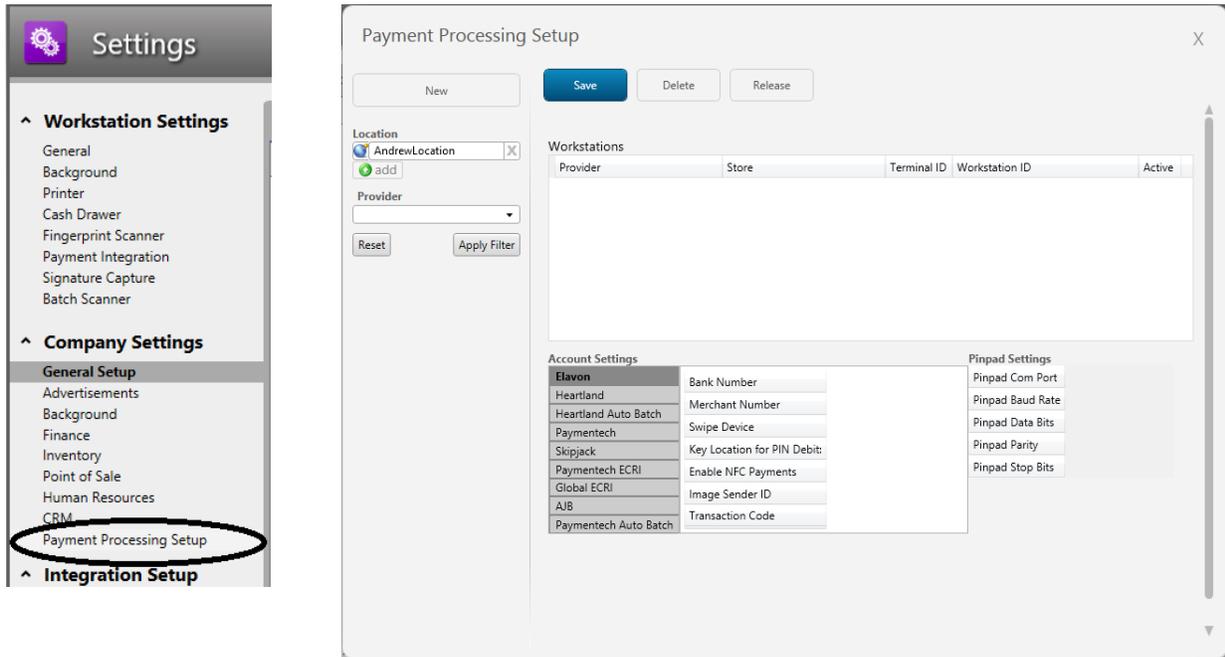
The company wide setting screen will default to show settings for the current logged into location. Select locations to view by clicking the location picker to the left of the location name. Use the location picker to select a specific location and click "Apply Filter" to view.
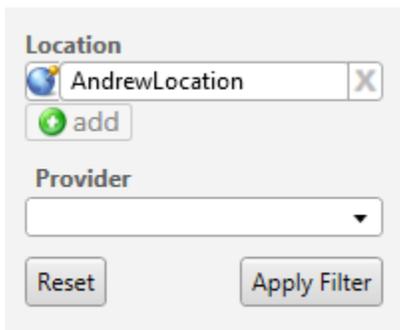
To add new setups click the "New" button. The system will add a row to the workstations grid for the location in the picket. This can be changed later.

Enter the merchant information for each terminal in that location. When the workstation comes online it will collect the unused merchant information and apply it to itself. You must enter:

- Provider = Elavon (US)
- Store Name
- Terminal ID
- Active = checked (unchecked means workstations will not claim the settings)
- Merchant Number
- Bank Number
- Swipe Device = VeriFone MX 915

You can see here how the form will look with 1 terminal setup completed. All fields are filled in and waiting for a workstation to claim them.

Repeat this process for each terminal in the location. Click "Save" to complete the entry.

The column Workstation ID will populate with the computer name once the merchant credentials have been claimed.

Payment Processing Setup   X

New

| Save | Delete | Release |

Location
| 🌐 AndrewLocation | X |

⊕ add

Provider
| ▼ |

| Reset | Apply Filter |

Workstations

Provider	Store	Terminal ID	Workstation ID	Active
Elavon (US)	AndrewLocation	999	Workstation Name	☑
Elavon (US)	AndrewLocation	998		☑

Account Settings

Elavon
Heartland
Heartland Auto Batch
Paymentech
Skipjack
Paymentech ECRI
Global ECRI
AJB
Paymentech Auto Batch

Bank Number	999999
Merchant Number	9999999999
Swipe Device	VeriFone MX915
Key Location for PIN Debit:	Slot 11
Enable NFC Payments	☐
Image Sender ID	
Transaction Code	

Workstation Level Setup

To enter the credentials proceed to Settings/Workstation Settings/Payment Integration. Begin by clicking the settings icon from the home screen.
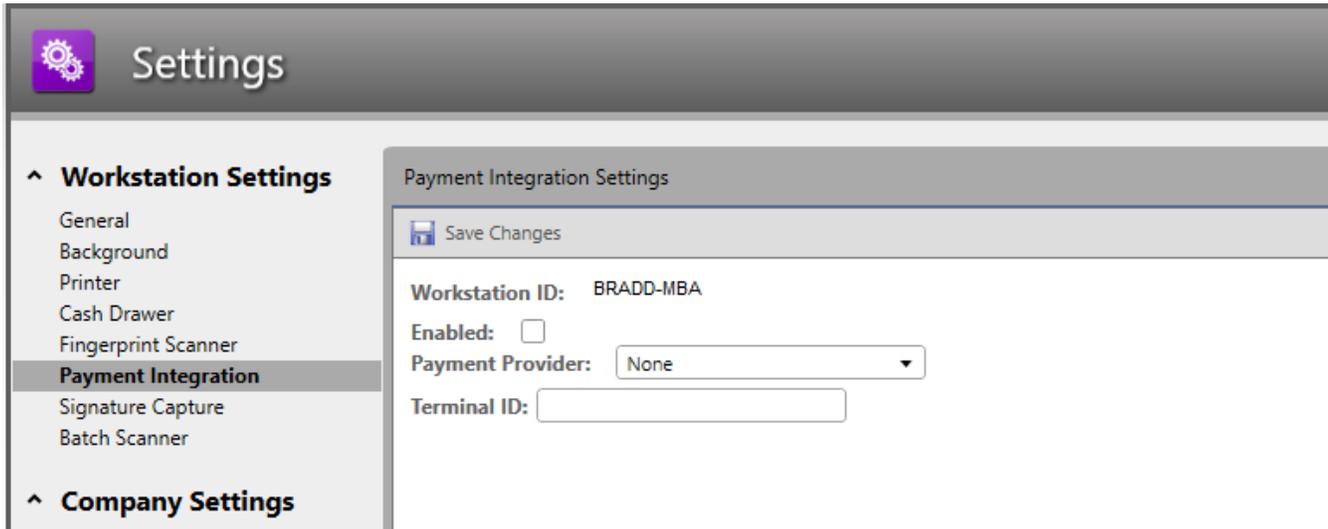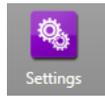
Check off the "Enabled" check box to activate the workstation and select Elavon (US). Complete the workstation setup by entering the remaining information for the location/terminal.
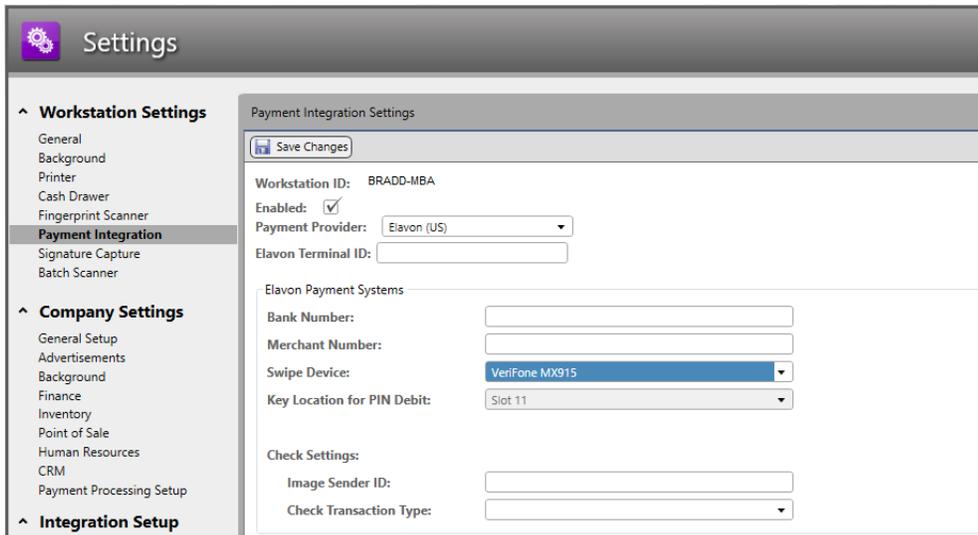
When you have completed entering the information click "Save Changes" to finish.

Payment Integration Settings	»

Save Changes

Workstation ID: BRADD-MBA

Enabled: ☑

Payment Provider: Elavon (US) ▾

Elavon Terminal ID: 999

Elavon Payment Systems

Bank Number:	999999
Merchant Number:	999999999
Swipe Device:	VeriFone MX915 ▾
Key Location for PIN Debit:	Slot 11 ▾
Enable NFC Payments:	☐
Check Settings:	
Image Sender ID:	
Check Transaction Type:	▾

Need Help?

Call the iQmetrix support line, email, or chat from your RQ4 workstation.

Support line: 1.888.888.8170

Chat support available in RQ4, click support and Chat Support in the top right corner of any RQ4 installation.
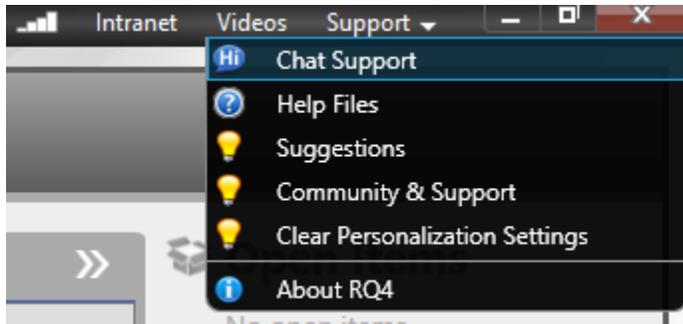
Email Support: support@iQmetrix.com

Support Link: http://www.iqmetrix.com/services/support