



# Interface to Acquirint Payment Processing

With the interface to Acquirint payment processing, you can process credit and debit cards automatically in TireMaster. In addition to handling all major credit cards, Acquirint can also be used to do the following:

- ◆ Process Bridgestone and Firestone credit cards (also referred to as CFNA cards)
- ◆ Submit customer applications for Bridgestone and Firestone credit cards (in TireMaster 8.5.0 and higher and TireMaster Point of Sale 3.8.5 and higher)

If you have questions about setting up or using Acquirint that are not answered in this document, call TireMaster Support at **800-891-7437**.

**Note:** Acquirint is a proprietary brand of Innuity, a Redmond, Washington-based provider of integrated payment processing systems. Innuity also does business under the name Merchant Partners.

This document includes the following sections:

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## Requirements

To use Acquirint payment processing, it's recommended that TireMaster 8.5.0 or TireMaster Point of Sale 3.8.5 (or a newer version of either product) is installed on your computers.

**Note:** Although TireMaster versions going back to 8.3.0 and 3.8.3 are compatible with Acquirint, some features of that card-processing application are available only when used with newer versions of TireMaster.

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# Installing the Acquirint Card Processing Application

When you install Acquirint, run the installation on *each* computer that will be used to process credit and debit cards. Installing Acquirint payment processing is a two-step process. First, locate the installation program using one of the following methods:

- ◆ Access the automatically-deployed installer from the **apps** shared directory. For more information, see [“Accessing an Automatically-Deployed Installer” on page 2.](#)
- ◆ Download the installer from the TireMaster Support site. For more information, see [“Downloading the Acquirint Installer” on page 2.](#)

Once you’ve located an installer, complete the installation. For instructions, see [“Completing the Acquirint Installation” on page 3.](#)

**Note:** To use Acquirint payment processing, it’s recommended that TireMaster 8.5.0 or TireMaster Point of Sale 3.8.5 (or a newer version of either product) is installed on your computers. Although TireMaster versions going back to 8.3.0 and 3.8.3 are compatible with Acquirint, some features of that card-processing application are available only when used with newer versions of TireMaster.

## Accessing an Automatically-Deployed Installer

If your TireMaster system is set up to download automatically-deployed installers as part of the nightly backup process, the installer for the Acquirint payment processing interface is already available to you. Typically, installers are placed in one of the following locations:

- ◆ **c:\TireMaster\apps**
- ◆ **c:\TMPOS\apps**
- ◆ **d:\QDSTM\apps**
- ◆ **c:\QDSTM\apps**
- ◆ **d:\TireMaster\apps**
- ◆ **d:\TMPOS\apps**

**Note:** If your installers are downloaded to a different location, go to that folder instead.

### To access an automatically-deployed installer

1. On the desktop of your TireMaster server, double-click **My Computer**. The My Computer screen appears.
2. Double-click the letter or icon for the drive in which TireMaster is installed. (Usually, it’s the **c:** or **d:** drive.)
3. Double-click the TireMaster program folder (usually **c:\qdstm**, **d:\qdstm**, **c:\tiremaster**, **d:\tiremaster**, **c:\tmpos**, or **d:\tmpos**).

Double-click the **apps** folder, and locate the file **TMAcquirint00000000-01004000.exe**. Once you’ve located the installer, complete the installation. For instructions, see [“Completing the Acquirint Installation” on page 3.](#)

## Downloading the Acquirint Installer

The installer for Acquirint is available on the TireMaster Support site. Download the installer and save it on your computer.

**Note:** If you cannot download the installer from the TireMaster Support site, call TireMaster Support at **800-891-7437** and request a CD.

## To download the Acquirint installer

1. Log on to **http://support.tiremaster.com**.
2. On the menu, click **Download Programs**. The Download Center page appears.
3. Click **Acquirint Interface V1.0.40.0**. The File Download screen appears.
4. Depending on your operating system, click **Save** or select **Save this program to disk**. The Save As screen appears.
5. Select the location where you want to save the installer, and click **Save**.
6. When the download is complete, click **Close**.

## Completing the Acquirint Installation

Once you've located the installer for Acquirint, you can complete the installation. Install Acquirint on *each* computer that will be used to process payment cards.

The installation will occur in two parts. The interface that enables TireMaster to communicate with Acquirint will be installed first, followed by the Acquirint payment processing application itself.

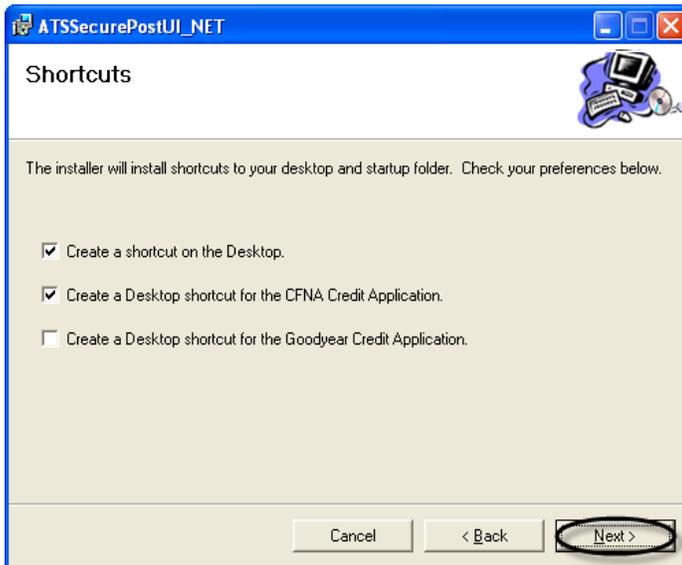
**Note:** In TireMaster 8.5.0 and TireMaster Point of Sale 3.8.5 (or a newer version of either product), installing Acquirint will update your credit card descriptions in TireMaster so they match the descriptions used by Acquirint.

## To complete the Acquirint installation

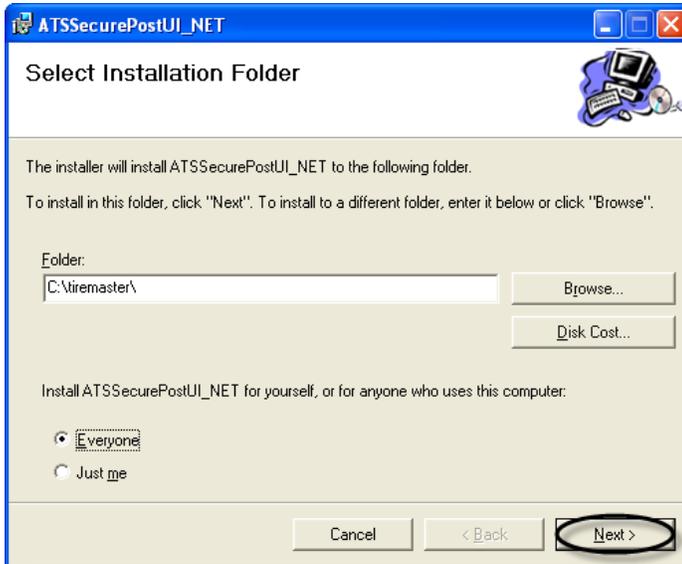
1. Close all other applications.
2. Navigate to the location where you saved the Acquirint installer, and double-click **TMAcquirint00000000-01004000.exe**.
3. Install the interface that links TireMaster to Acquirint.
  - a. On the TireMaster Installation Program screen, click **OK**. The TireMaster - Search Results screen appears.
  - b. Select the TireMaster location in which you want to install the interface and click **Install**. When this part of the installation is finished, the ATSSecurePostUI\_Net screen appears.
4. Install Acquirint.
  - a. Click **Next**. The installation prompts you to define desktop shortcuts for the card-processing application.

**Note:** A separate shortcut is available for CFNA cards.

- b. Select or clear the check boxes as needed. Then click **Next**. The installation prompts you to define an installation folder.



- c. Leave the default entry in the **Folder** field alone.
- d. If the desktop icon for Acquirint should be available regardless of who is logged on to the computer, select **Everyone**. Otherwise, leave the **Just Me** selected.
- e. Click **Next**.



- f. Click **Next** again.
- g. At the end of the ATSSecurePost installation, click **Close**. A black command prompt screen appears, followed by the TireMaster - Installation Program screen.
5. Click **Finish**.

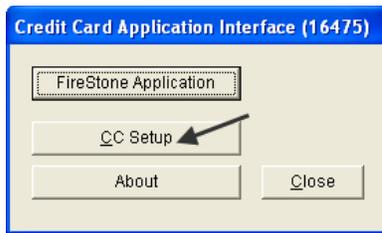
# Setting Up Acquirint Payment Processing

Before you can process payment cards with Acquirint, you need to complete settings that give you authorization to do business with this card processor. The settings for Acquirint payment processing need to be completed on *each* computer that will be used to process credit and debit cards.

**Note:** To complete these settings, you need to belong to a TireMaster security group that's assigned the permission **Credit Card Setup**.

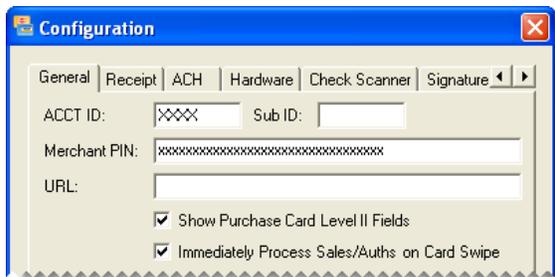
## To set up Acquirint payment processing

1. Plug the card-swiping device that you will be using into the computer.
2. If TireMaster isn't already running, log in to it.
3. From the **Interfaces** menu, select **Firestone Credit Card**. The Credit Card Application Interface appears.
4. Click **CC Setup**. The Acquirint Configuration screen appears.

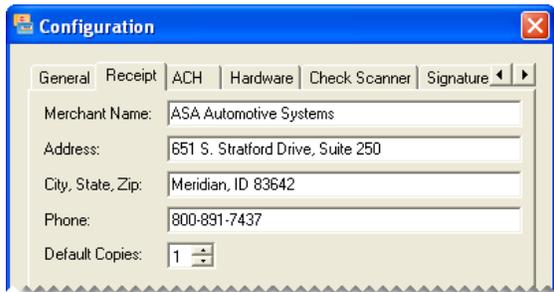


**Note:** The Acquirint Configuration screen can also be accessed at point of sale by clicking **CC Setup** on the Invoice Entry screen and the Card Authorization Box.

5. On the **General** tab, type the account number and merchant PIN provided to you by Acquirint. The Sub ID and URL can be left blank. Whether you need to select the check boxes depends on the following:
  - ♦ If you want to include Purchase Card Level II fields on the credit card processing screen. These fields let you record purchase order, supplier reference, and cardholder reference numbers, along with charge descriptions, when processing cards.
  - ♦ If you want to process sales as soon as cards are swiped.



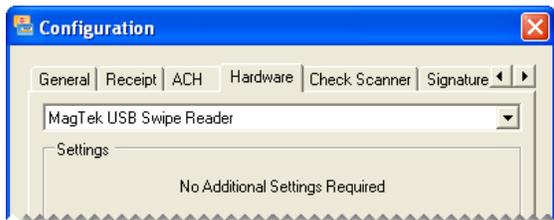
6. Click the **Receipt** tab. Then type your contact information and define the default number of receipts to print.



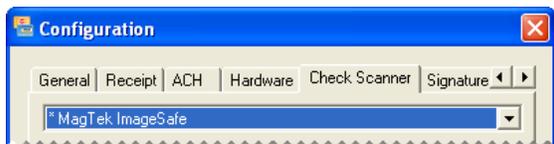
7. If you use Automated Clearing House processing, click the **ACH** tab. Then type the terminal city and state, select the ACH method and default SEC code, and define whether check verification is enabled or disabled.



8. Click the **Hardware** tab. Then make sure that the card-swiping device listed from the drop-down list is the same kind of device that's plugged into your computer. Depending on the device you're using, you might be prompted download and install an additional application.



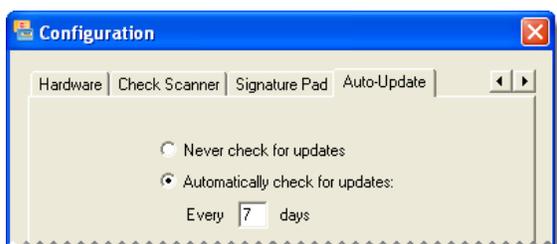
9. If you use a check scanner, click the **Check Scanner** tab. Then select your check-scanning device from the drop-down list.



10. If you collect signatures electronically, click **Signature Pad**. Then select your signature-capturing device from the drop-down list. Depending on the device you're using, you might be prompted download and install an additional application.



11. Click the **Auto-Update** tab. You might need to click the right arrow button (▶) to see it. Then define whether you want your card-processing system to automatically check for updates from Acquirint, and if so, how often.



12. To save your settings, click **OK**.

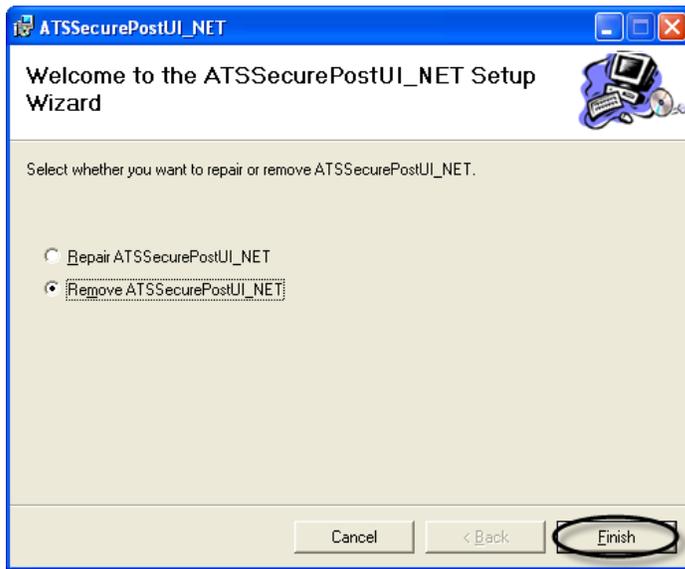
## Removing Acquirint from a Computer

If you no longer use a computer to process payment cards, you can remove Acquirint from it.

### To remove Acquirint from a computer

1. Locate the installer for the installer for Acquirint. If it isn't in the **apps** directory for your **TireMaster** folder, you can download it from the TireMaster Support site. For more information, see [“Accessing an Automatically-Deployed Installer” on page 2](#) or [“Downloading the Acquirint Installer” on page 2](#).
2. Navigate to the location where you saved the Acquirint installer, and double-click **TMAcquirint00000000-01004000.exe**. The TireMaster - Installation Program screen appears.
3. Click **OK**. The TireMaster - Search Results screen appears.
4. Make sure the location for your TireMaster program directory is selected, and click **Install**. The ATS Secure PostUI\_Net screen appears.

5. Select **Remove ATSSecurePostUI\_Net** and click **Finish**.



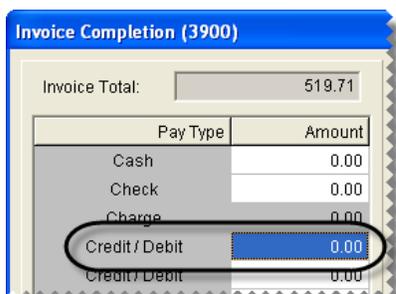
6. When the removal is complete, close the ATSSecurePostUI\_Net screen. The TireMaster - Installation Program screen appears.
7. Click **Finish**.

## Processing Sales with Acquirint

When a customer presents a credit card or debit at point of sale, you can launch the payment process in TireMaster, seamlessly move to Acquirint to capture the card information, and return to TireMaster to complete the invoice.

### To process a sale with Acquirint

1. On the Open Work Order List, select the work order you want to complete and click **Select**. The Invoice Entry screen appears.
2. Click **Complete**. The Invoice Completion screen appears.
3. Select the first **Credit/Debit** row. Then press  to fill in the exact invoice amount, or type the amount being paid with the card and press **Enter**. The Card Authorization Box appears.



4. Select the card type.

**Note:** If auto authorization was enabled in the card's settings, the **Auto Authorize** check box in the lower-left corner of the screen will be selected by default.

5. Click **OK**. The Credit Card Sale screen appears.

Card Authorization Box (4000)

Card Type:

- 0 - DEBIT CARD
- A - AMEX
- B - CFNA
- D - Discover Network
- M - MasterCard**
- V - VISA

Ref Number:

Card Holder:

Expr. Date:

Amount:

Auth. Code:

Auto Authorize           

6. Click **Swipe**.

Credit Card

Type:

Name:

Number:

Expiration:   CVV:

This is a Card Present transaction

7. Swipe the card. The customer's name and card information fills in.
8. Click **Process**. A transaction status message appears.

Credit Card Sale

Order

Order Number:

Order Amount:

Tax Amount:

Tax Exempt

Address

City:  State:  Zip:

Phone:

Email:

Credit Card

Type:

Name:

Number:

Expiration:   CVV:

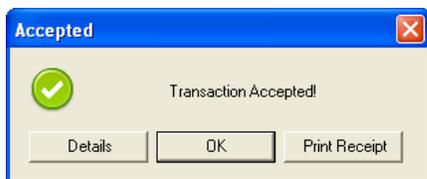
This is a Card Present transaction

Voice Auth Capture

Voice Authorization Capture

Auth Code:

9. Do one or more the following as needed:
  - ◆ To see information about the sale and finish processing, click **Details**.
  - ◆ To finish processing, click **OK**.
  - ◆ For a copy of a credit-card receipt, click **Print Receipt**.



**Note:** The receipt that prints is generated by the card-processing application. It includes information such as transaction and order identification numbers.

10. Complete and print the TireMaster invoice. Then have the customer sign it. Instructions for completing invoices are available in the TireMaster help system and user guide.

**Note:** If you cancel a sale in TireMaster after swiping a card, you'll be prompted to void the payment in Acquirint. When the Process Credit Card screen appears, click **Process** to void the payment.

## Processing Refunds with Acquirint

When a customer returns an item that was originally purchased with a credit or debit card, you need to perform a return sale in TireMaster and process the refund to the cardholder with Acquirint. The manner in which you process the refund depends on whether card processing for the original sale was handled by Acquirint or another processor.

Refund processing instructions are available in the following sections:

- ◆ [“Processing Refunds for Sales Originally Handled by Acquirint” on page 10](#)
- ◆ [“Processing Refunds for Sales Originally Handled by Another Processor” on page 12](#)

### Processing Refunds for Sales Originally Handled by Acquirint

If card processing for the original sale was handled by Acquirint, you can process the return sale and the cardholder's refund directly from TireMaster. The majority of your credit and debit card refunds will be handled in this manner.

**Note:** Credit and debit card returns cannot be processed with TireMaster's invoice reversal feature. Although this type of transaction backs out the original sale, it does not process the cardholder's refund through Acquirint.

#### To process refunds for sales originally handled by Acquirint

1. Start a work order, adding each item that's being returned at a negative quantity. Instructions for performing return sales are available in the TireMaster help system and user guide.

Quantity	Size	Description
-1.00	215/45ZR17/XL	Goodyear Eagle GT

2. Click **Complete**. The Invoice Completion screen appears.

Work Order **Complete** Quit Tax: -4.92 Total: -86.92

3. Select the first **Credit/Debit** row. Then press  $\square$  to fill in the exact invoice amount, or type the amount being refunded and press **Enter**. The Card Authorization Box appears.

Invoice Completion (3900)

Invoice Total: -86.92

Pay Type	Amount
Cash	0.00
Check	0.00
Charge	0.00
<b>Credit / Debit</b>	<b>0.00</b>
Credit / Debit	0.00

4. Select the card type.

**Note:** If auto authorization was enabled in the card's settings, the **Auto Authorize** check box in the lower-left corner of the screen will be selected by default.

5. Click **OK**. The Prior Credit Card Invoices screen appears.

Card Authorization Box (4000)

Card Type:

- 0 - DEBIT CARD
- A - AMEX
- B - CFNA
- D - Discover Network
- M - MasterCard**
- V - VISA

Ref Number:

Card Holder:

Expr. Date:

Amount:

Auth. Code:

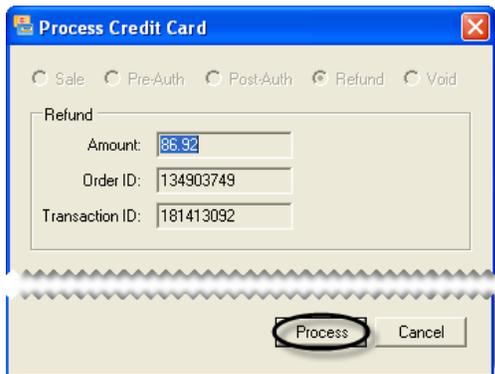
Auto Authorize  **OK**

6. Make sure the original invoice is selected, and click **OK**. The Process Credit Card Screen appears.

Prior Credit Card Invoices

Invoice	Amount	Date	Card
103	21.20	1/20/2011	5454
120	505.07	2/12/2011	5454
<b>141</b>	<b>86.92</b>	<b>4/20/2012</b>	<b>5454</b>

- Click **Process**. The Credit Card Refund screen appears.



- If the customer originally paid with a credit card, click **Process**. If the customer originally paid with a debit card instead, click **Swipe Debit Card** and ask the customer to swipe the card. Then click **Process**.



- Complete and print the invoice. Then have the customer to sign it. Instructions for completing invoices are available in the TireMaster help system and user guide.

## Processing Refunds for Sales Originally Handled by Another Processor

When the credit or debit card payment for a customer's purchase was originally handled by a processor that is not Acquirint, you need process the refund manually. For manual refund processing, contact Acquirint customer service for assistance. You will also need to disable auto authorization for the payment card in TireMaster. This scenario is most likely to affect you if you recently switched to Acquirint from another card processing application.

### To process refunds for sales originally handled by another processor

- Add each item that's being returned to the work order at a negative quantity. Instructions for performing return sales returns are available in the TireMaster help system and user guide.

Quantity	Size	Description
-1.00	215/45ZR17/XL 9	Goodyear Eagle GT

- Click **Complete**. The Invoice Completion screen appears.



3. Select the first **Credit/Debit** row. Then press  to fill in the exact invoice amount, or type the amount being refunded and press **Enter**. The Card Authorization Box appears.

Pay Type	Amount
Cash	0.00
Check	0.00
Charge	0.00
Credit / Debit	0.00
Credit / Debit	0.00

4. Select the card type
5. Clear the **Auto Authorize** check box.

6. Type the last four digits of the card number, the cardholder's name, and expiration date.
7. Call Acquirint customer service at **866-242-9933** to authorize the cardholder's refund. Acquirint will e-mail a receipt for the refund to you.
8. Type the authorization number from Acquirint in TireMaster's **Auth Code** field.
9. Click **OK**.

10. Complete and print the invoice. Then have the customer to sign it. Instructions for completing invoices are available in the TireMaster help system and user guide.

## Submitting Bridgestone and Firestone Credit Card Applications

If you accept CFNA credit cards, you can use Acquirint to submit customers' applications for this payment method. Acquirint's program for submitting CFNA card applications can be accessed from within TireMaster, or if you prefer, the computer's desktop.

## To submit Bridgestone and Firestone credit card applications

1. Launch the CFNA credit card application program:
  - ♦ In TireMaster, select Bridgestone credit card from the **Interfaces** menu to open the Credit Card Application Interface. Then click **Firestone Application**.
  - ♦ On the desktop, double-click the **CFNA Credit Application** icon.The CFNA Credit Application screen appears.
2. On the **Applicant** tab, enter the applicant's name, birth date, social security number, driver's license number and state, contact information, and annual income. Then click **Next**. An asterisk (\*) identifies required information.
3. On the **Address** tab, enter the address for the applicant's place of residence. If correspondence and statements should be sent elsewhere, select the **Use a Different Address** check box and type the mailing address. Then click **Next**.
4. Ask the applicant to write an electronic signature, using the mouse. Then click **Submit**.