

# **Oracle® Retail Xstore Settlement**

User Guide  
Release 2.0.0  
E66806-01

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# Preface

Introduction text which is in this template is hidden below this paragraph. Reveal the hidden text, select the text for the appropriate type of document you are working on and turn off the “hidden” feature. Make sure to correctly list the product name and acronym.

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## Related Documents

For more information, see the following documents in the Oracle Retail Xstore Settlement Release 2.0.0 documentation set:

- Oracle Retail Xstore Settlement Installation Guide
- Oracle Retail Xstore Settlement Release Notes
- Oracle Retail Xstore Settlement Operations Guide
- Oracle Retail Xstore Settlement Online Help

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- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

## Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 13.3) or a later patch release (for example, 13.3.1). If you are installing the base release or additional patch releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch releases can contain critical information related to the base release, as well as information about code changes since the base release.

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<http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html>

(Data Model documents are not available through Oracle Technology Network. You can obtain them through My Oracle Support.)

## Conventions

**Navigate:** This is a navigate statement. It tells you how to get to the start of the procedure and ends with a screen shot of the starting point and the statement “the Window Name window opens.”

This is a code sample

It is used to display examples of code

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# Introduction

## Overview

Host Settlement is an application for settling, reversing, editing, creating new transactions, and reconciling existing transactions. Use the Settlement program group to access the programs of the application. This section includes information about:

- Program group layout
- The components in the Host Settlement application
- Details about each component

## Objective

This section gives an overview of the Host Settlement application. Later sections explain each program in detail.

## Host Settlement Program Group at a Glance

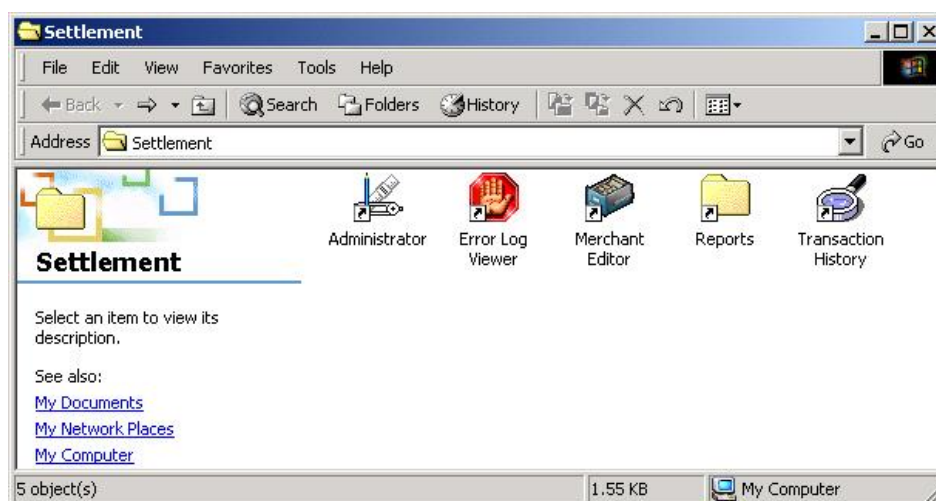
The Host Settlement program group is a folder on the desktop or start menu that contains the programs that interface into the application. Use these programs for all manual interaction with the application. Double-click a program icon in the program group or select the option on the start menu to initiate the program

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**Note:** Program availability depends on the licenses that were purchased.

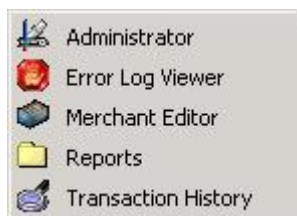
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## Windows Folder








This program group is located on the desktop and is available to all users on the server. If a workstation is configured to access the server applications, this program group may only be available to the current user.

## Start Menu



This program group is located on the start menu under **Settlement** and is available to the same users as the program group on the desktop.

The table below lists the programs, together with a brief description of their function. Some of these programs are optional or may be installed as stand-alone programs; the Host Settlement program group and start menu may not display all of the programs listed below.

| Icon  | Program name        | Description  |
|---|---------------------|--|
|    | Administrator       | Used to setup the database connection and other settings.  |
|    | Error Log Viewer    | Used to view/correct any transactions that were rejected due to an error.                                  |
|    | Merchant Editor     | Used to add merchant numbers for the stores to be settled. Also used to enable/disable stores temporarily. |
|  | Reports             | Folders containing a detailed report for each run of the settlement process.                               |
|  | Transaction History | Used to find, reverse, re-submit, or create new transactions.  |

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# Administrator

The Administrator program is primarily used to setup the Host Settlement application. It is also used to adjust the amount of history to keep on an on-going basis. It is also used change database connections. The first time the program is run it will setup and populate the necessary registry keys and values.

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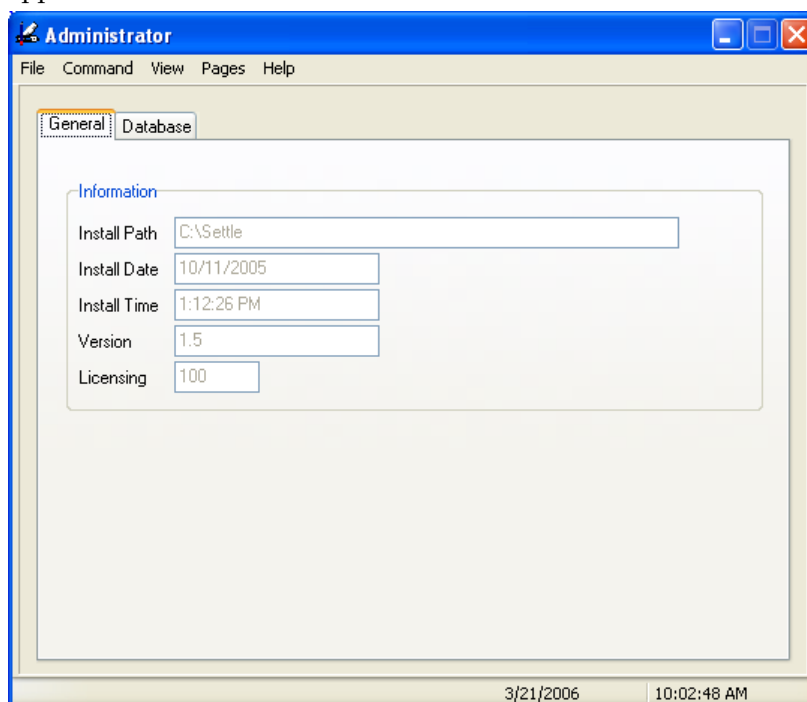
**Note:** On Win NT, 2000, and XP users will need to be logged on as an administrator to be able to write to the registry.

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The main portion of the Administrator window consists of two tabs: General and Database.

## The Administrator General Tab

The General tab displays information about the initial install of the Host Settlement application.

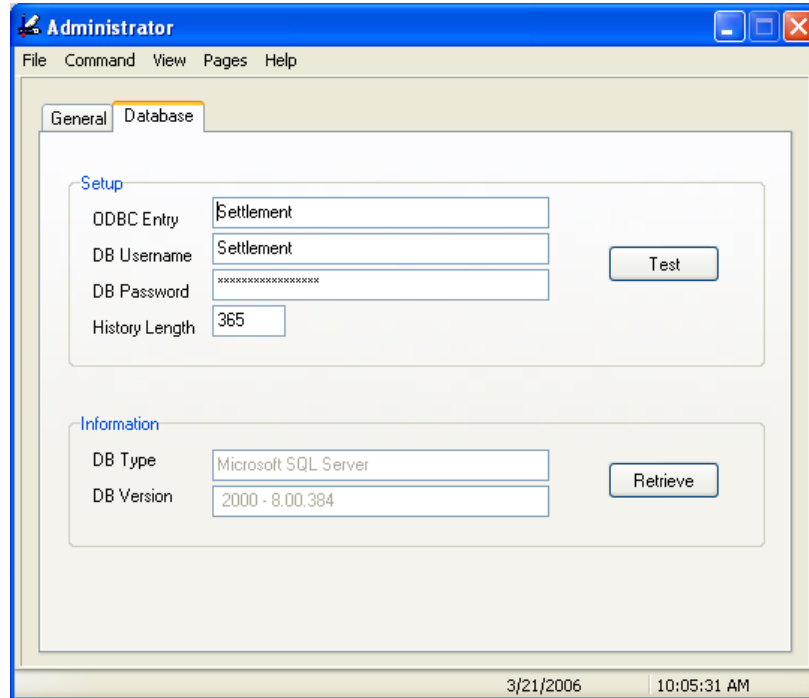


The following fields are displayed:

| Field        | Description   |
|--------------|---|
| Install Path | Location of the folders that contain the required components      |
| Install Date | Date the application was installed and configured on this machine |
| Install Time | Time the application was installed and configured on this machine |
| Version      | Version of the Host Settlement application                        |
| Licensing    | Number of stores that you are licensed to settle                  |

## The Administrator Database Tab

The Database tab is used to configure how the application will connect to the Database, and the amount of history to retain. It also displays information about the database server.



The database tab is divided into two sub-tabs, Setup and Information.

### Setup Sub-Tab

The Setup section is used to enter the information that will be used to connect to the database.

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**Note:** Administrators must create an ODBC entry from within control panel before attempting to add the information here. The setup section contains the following fields.

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| Field          | Description  |
|----------------|--|
| ODBC Entry     | Name of the ODBC entry created with control panel  |
| DB Username    | Username used to connect to the database   |
| DB Password    | Password used to connect to the database   |
| History length | Number of days to retain history for. The default is 365. This number is used in the duplicate checking process so it is not recommended that this number is below 90. |
| Test Button    | Used to test initial setup or any changes to database connectivity   |

## Information Sub-Tab

The Information section will display the Type and Version of the database server that was setup in the above configuration. Use **Retrieve** to obtain this information. Note: You must first configure and test the setting in the Setup sub-tab.





## Error Log Viewer

The Error Log Viewer allows users to correct any errors that prevented a transaction from being processed in a normal fashion. The most common errors are **Invalid Card Number**, **Missing Merchant Number**, and **Store Not Active**. Running this program will display a list of all transactions that had errors during processing.

### The Error Log Viewer List Tab

| Store | Invoice | Line # | Amount | Account Number | Tran Date | Auth Code | Tran Type | Card Type  |
|-------|---------|--------|--------|----------------|-----------|-----------|-----------|------------|
| 41    | 454     | 3001   | 1100   | XXXXXXXXXX0026 | 20060303  | OK3663    | SALE      | VISA       |
| 41    | 455     | 3001   | 2100   | XXXXXXXXXX0026 | 20060303  | 444444    | SALE      | VISA       |
| 41    | 457     | 3001   | 1100   | XXXXXXXXXX0026 | 20060303  | OK3689    | SALE      | VISA       |
| 41    | 458     | 3001   | 2100   | XXXXXXXXXX0026 | 20060303  | 444444    | SALE      | VISA       |
| 41    | 461     | 3001   | 1100   | XXXXXXXXXX1732 | 20060303  | OK3761    | SALE      | MASTERCARD |
| 41    | 462     | 5001   | 2100   | XXXXXXXXXX1732 | 20060303  | 444444    | SALE      | MASTERCARD |
| 41    | 463     | 3001   | 1100   | XXXXXXXXXX1732 | 20060303  | OK3792    | SALE      | MASTERCARD |
| 41    | 464     | 6001   | 2100   | XXXXXXXXXX1732 | 20060303  | 444444    | SALE      | MASTERCARD |
| 41    | 465     | 7001   | 1100   | XXXXXXXXXX1111 | 20060303  | OK3828    | SALE      | MASTERCARD |
| 41    | 465     | 8001   | 2100   | XXXXXXXXXX1111 | 20060303  | 444444    | SALE      | MASTERCARD |
| 41    | 465     | 9001   | 1100   | XXXXXXXXXX1111 | 20060303  | OK3837    | SALE      | MASTERCARD |
| 41    | 465     | 10001  | 1100   | XXXXXXXXXX8431 | 20060303  | OK3843    | SALE      | AMEX       |
| 41    | 466     | 4001   | 2100   | XXXXXXXXXX8431 | 20060303  | 444444    | SALE      | AMEX       |
| 41    | 468     | 4001   | 1100   | XXXXXXXXXX8431 | 20060303  | OK3869    | SALE      | AMEX       |
| 41    | 468     | 5001   | 2100   | XXXXXXXXXX8431 | 20060303  | 444444    | SALE      | AMEX       |
| 41    | 468     | 6001   | 1100   | XXXXXXXXXX0009 | 20060303  | OK3881    | SALE      | DISCOVER   |
| 41    | 468     | 7001   | 2100   | XXXXXXXXXX0009 | 20060303  | 444444    | SALE      | DISCOVER   |
| 41    | 468     | 8001   | 1100   | XXXXXXXXXX0009 | 20060303  | OK3894    | SALE      | DISCOVER   |
| 41    | 469     | 6001   | 2100   | XXXXXXXXXX0009 | 20060303  | 444444    | SALE      | DISCOVER   |
| 41    | 470     | 3001   | 2500   | XXXXXXXXXX9011 | 20060303  | 212116    | SALE      | DEBITCARD  |

The column headers can be used to group the transactions in the order required. If there are too many transactions listed, the number can be reduced by filtering them. To do this select the **Filter** option from the menu bar or right click menu.

**Note:** Most options that are available on the menu bar are also available on the right click menu.

Double click on any entry in the list box to view the detail along with any errors that occurred during processing. Transaction details can also be viewed by clicking on the **Detail** tab or by selecting Detail from the right click menu.

## The Error Log Viewer Detail Tab

The screenshot shows the 'Error Log Viewer' application window with the 'Detail' tab selected. The window contains a form with various transaction details and an error section.

|              |      |             |      |             |                  |
|--------------|------|-------------|------|-------------|------------------|
| Store Number | 41   | Terminal    | 2    | Tran Date   | 20060303         |
| Invoice      | 454  | Line Number | 3001 | Tran Time   | 10:14:55         |
| Tender Type  | SALE | Card Type   | VISA | Acct Number | XXXXXXXXXXXX0026 |
| Exp Date     | 0712 | Amount      | 1100 | Auth Code   | OK3663           |
| Cash Drawer  | T01  | Employee    |      |             |                  |

|            |                         |          |                                     |                                |        |
|------------|-------------------------|----------|-------------------------------------|--------------------------------|--------|
| Errors     | Missing MerchantNumber. |          |                                     |                                |        |
| Promo Code | 045401                  | Swiped   | <input checked="" type="checkbox"/> | Debit/Credit                   | CREDIT |
| DPS 2000   |                         | CPS 2000 |                                     | E016062971171704G830 000000000 |        |

At the bottom of the form are two buttons: 'Release' and 'Purge'.

The status bar at the bottom of the window shows 'Filter - Off', the date '3/21/2006', and the time '10:09:11 AM'.

The Detail tab contains all the information about a specific transaction. In this example, the error was **Missing Merchant Number**. Once this error is corrected, release the transaction by clicking **Release**, or by selecting Release from the Command menu. Once the transaction is released, it will be removed from the error list and placed back out to be processed during the next settlement run.

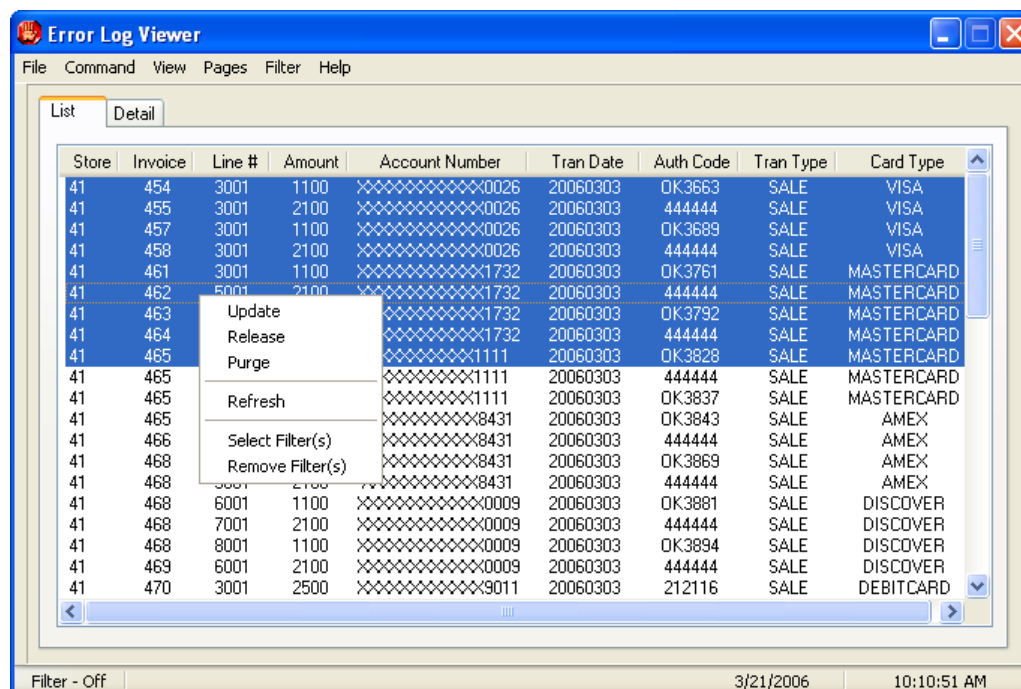
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**Note:** If the error was not corrected before releasing the transaction, it will re-appear in the Error Log Viewer.

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There is also the option of purging the transaction to remove it from the Error Log Viewer. Once a transaction is purged, it will not be processed again. Purge can be invoked by the **Purge** button or by selecting Purge from the **Command** or right click menus.

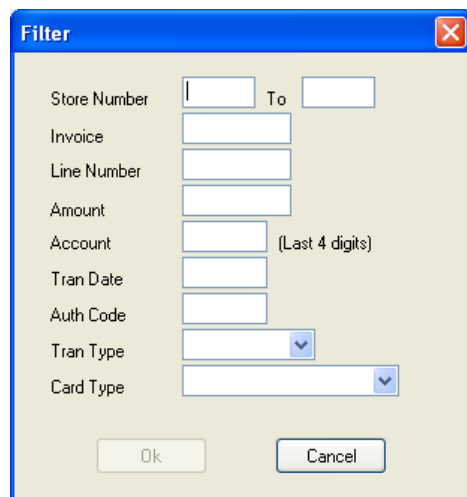
Multiple transactions can be purged or released by selecting multiple lines in the main list box.



After selecting the transactions to release, right click on any of the selected entries and selected **Release** from the Command or right click menus.

**Note:** You should only release multiple transactions if they are all of the same error (for example. Store Not Active), and the error has already been corrected.

The Filter window allows the list of transactions to be reduced to a more manageable number. Once you have entered the filter options, select **Ok** to narrow the list. You can repeatedly continue to filter by selecting **Select Filter(s)** again and adding the additional information. Selecting **Ok** will filter the information further.

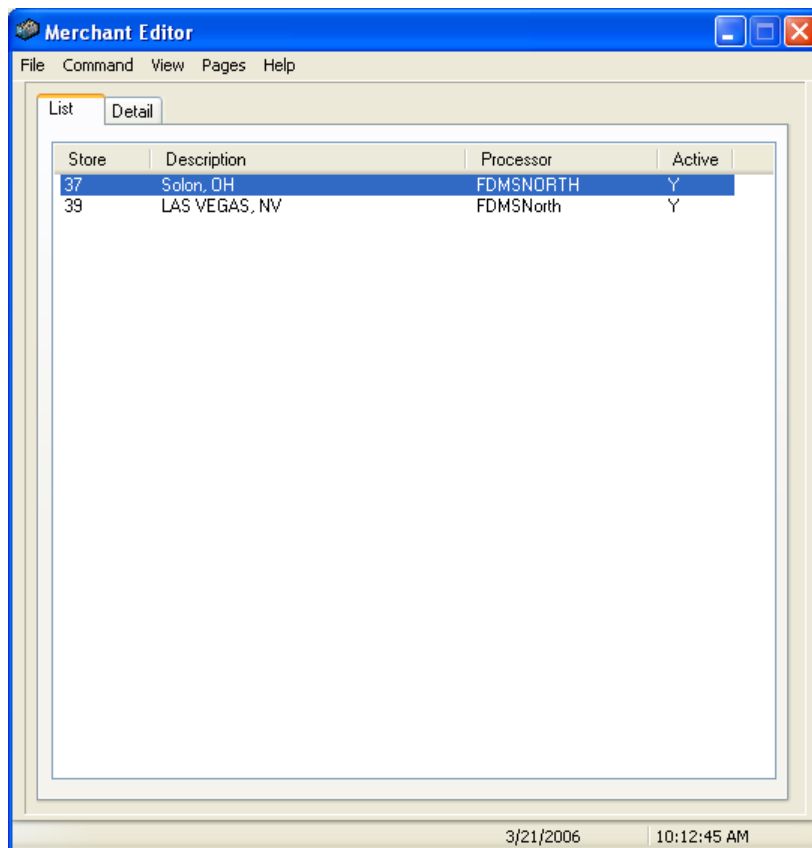




## Merchant Editor

The Merchant Editor is used to add store information and merchant numbers. The interface allows information to be entered manually. Alternatively, it can be input from a .csv file.

### The Merchant Editor List Tab



The **List** tab displays a list of all stores that have been defined with some basic information. From this screen users can add a new store, delete a store, import a list of merchant numbers, export the current list, or select a store to update. All of these options are available from the main menus, the context menu, or by switching to the Detail tab.

To view the right click menu, right click anywhere in the main list box.



### Importing / Exporting Lists

From the **List** tab select **Import** or **Export** from the File or right click menus. Depending on the choice, an Open or Save dialog box will appear.

## Exporting Lists

To export the current list of merchant numbers that are in the system, select the destination file.

## Importing Lists

To import a list of merchant numbers, locate and select the .csv file that contains the merchant information for import. If the list that for import has an entry that is already in the system, that entry will be ignored. The .csv that you use to import merchant number must have data in the following sequence:

Store, City, State, Zip Code, Processor, Merchant ID, Active, DBA, Comment, Bin Number, Agent Number, Chain Number, Store ID, Terminal Number, TID

## The Merchant Editor Detail Tab

The screenshot shows the 'Merchant Editor' application window with the 'Detail' tab selected. The form contains the following fields:

- Store Number: 37
- City: Solor
- State: OH
- ZipCode: 44139
- Merchant Number: 1234567890
- Processor: FDMSNORTH
- DBA: QA Test Lab
- Active: ☒
- Comments: (empty text area)
- Acquirer BIN: (empty text box)
- Agent Number: (empty text box)
- Chain Number: (empty text box)
- Store ID: (empty text box)
- Terminal Number: (empty text box)
- Terminal ID: (empty text box)

The status bar at the bottom indicates the date 3/21/2006 and time 10:14:29 AM.

The **Detail** tab is used to enter or update the information required to settle transactions for a given store. Fill in the blanks then click back to the List tab to save the changes.

**Note:** If you have multiple merchant numbers to add see the preceding section on Importing/Exporting Lists.

## Reports Folder

The Reports Folder contains the reports that are generated during every settlement run. The name of the report will match the name of the file that is transmitted to the processor. The report name is in the format of Daily<Sequence Number><Julian Date>.txt. The Sequence Number is the number of the run for the day. The first run will

be 1, the second 2, and so on. The Julian Date is number of days from the beginning of the year. January 1 will be 001, and December 31 will be 365 (except on a leap year).

| Settlement Process Report           |          |        |        |        |            |          |      |        |          |        |    |          |
|-------------------------------------|----------|--------|--------|--------|------------|----------|------|--------|----------|--------|----|----------|
| Created 01/09/03 11:25              |          |        |        |        |            |          |      |        |          |        |    |          |
| Sales Date 02/06/2002 to 02/06/2002 |          |        |        |        |            |          |      |        |          |        |    |          |
| Store                               | DISCOVER |        | AMEX   |        | MASTERCARD |          | VISA |        | Total    |        |    |          |
| #                                   |          | Amount | #      | Amount | #          | Amount   | #    | Amount | #        | Amount | #  | Amount   |
| 820                                 | 1        | WT     | 213.79 | 54     | WT         | 35061.05 | 19   | WT     | 7075.77  | 33     | WT | 11832.28 |
|                                     | 1        | DB     | 213.79 | 55     | DB         | 41977.20 | 22   | DB     | 13468.97 | 37     | DB | 12662.31 |
|                                     | 0        | CR     | 0.00   | 12     | CR         | 6916.15  | 3    | CR     | 6332.20  | 4      | CR | 80.03    |
|                                     |          |        |        |        |            |          |      |        |          |        | 19 | CR       |
|                                     |          |        |        |        |            |          |      |        |          |        |    | 14118.38 |
| <b>TOTALS</b>                       |          |        |        |        |            |          |      |        |          |        |    |          |
| NET                                 | 1        | WT     | 213.79 | 55     | WT         | 41977.20 | 22   | WT     | 13468.97 | 37     | WT | 12662.31 |
| DEBIT                               | 1        | DB     | 213.79 | 55     | DB         | 41977.20 | 22   | DB     | 13468.97 | 37     | DB | 12662.31 |
| CREDIT                              | 0        | CR     | 0.00   | 0      | CR         | 0.00     | 0    | CR     | 0.00     | 0      | CR | 0.00     |
|                                     |          |        |        |        |            |          |      |        |          |        | 19 | CR       |
|                                     |          |        |        |        |            |          |      |        |          |        |    | 14118.38 |

This report summarizes the transactions by card type that were processed for each store, as well as totals for that store. The bottom of the report displays the summary for all stores processed during that run. The detail of each transaction is not shown in the report. To view the detail, use the **Transaction History** program.





## Transaction History

The Transaction History program can be used to look-up, reverse, or re-submit existing transactions. It can also be used to create a new transaction to be processed. Due to the number of transactions that can exist in the database, when the program starts it will require at least one filter to be applied.

### Transaction History: Filter

Enter at least one filter condition and then select **Ok** to retrieve the transactions. The following is a list of the available filters and the format that should be used:

| Field        | Description  |
|--------------|--|
| Store Number | The store number. It can be an individual store or a range of store numbers.   |
| Invoice      | The invoice or transaction number  |
| Amount       | The amount of the transaction without the decimal and no \$ at the beginning. Example: If the amount was \$101.00, you would enter "10100" |
| Account      | The credit card number   |
| Tran Date    | Date of the transaction in the format yyymmdd  |
| Settle Date  | Date of the transaction in the format yyymmdd  |
| Reconciled   | Yes or No radio buttons. If neither is selected both types will be retrieved   |
| Card Type    | Select from the drop down list.  |

Once the filter has been applied, transactions will be displayed in the main list box. Clicking on the column headers will sort the entries in the list box by that column. More detail can be obtained about any transaction by going to the **Detail** tab. To get more detail use one of the following methods:

- Double click the transaction.
- Highlighting the transaction and selecting **Update** from the File Menu.
- Right clicking on the transaction and selecting **Update** from the right click menu.
- Highlighting the transaction and selecting the **Detail** tab.

## Transaction History: List

| St... | Invoice | Line # | Amount | Account Number   | Tran Date | Settle Date | Reconciled | Card Type  |
|-------|---------|--------|--------|------------------|-----------|-------------|------------|------------|
| 39    | 468     | 6001   | 1100   | XXXXXXXXXXXX0009 | 20060303  | 20060306    | N          | DISCOVER   |
| 39    | 468     | 7001   | 2100   | XXXXXXXXXXXX0009 | 20060303  | 20060306    | N          | DISCOVER   |
| 39    | 468     | 8001   | 1100   | XXXXXXXXXXXX0009 | 20060303  | 20060306    | N          | DISCOVER   |
| 39    | 469     | 6001   | 2100   | XXXXXXXXXXXX0009 | 20060303  | 20060306    | N          | DISCOVER   |
| 39    | 470     | 3001   | 2500   | XXXXXXXXXXXX9011 | 20060303  | 20060306    | N          | DEBITCARD  |
| 39    | 471     | 5001   | 2500   | XXXXXXXXXXXX1118 | 20060303  | 20060306    | N          | DEBITCARD  |
| 39    | 471     | 6001   | 100    | XXXXXXXXXXXX...  | 20060303  | 20060306    | N          | DEBITCARD  |
| 39    | 472     | 4001   | 3100   | XXXXXXXXXXXX3211 | 20060303  | 20060306    | N          | DEBITCARD  |
| 39    | 474     | 4001   | 2500   | XXXXXXXXXXXX9011 | 20060303  | 20060306    | N          | DEBITCARD  |
| 39    | 475     | 4001   | 2500   | XXXXXXXXXXXX9011 | 20060303  | 20060306    | N          | DEBITCARD  |
| 39    | 476     | 6001   | 2500   | XXXXXXXXXXXX9011 | 20060303  | 20060306    | N          | DEBITCARD  |
| 39    | 476     | 7001   | 2500   | XXXXXXXXXXXX1118 | 20060303  | 20060306    | N          | DEBITCARD  |
| 39    | 477     | 6001   | 100    | XXXXXXXXXXXX...  | 20060303  | 20060306    | N          | DEBITCARD  |
| 39    | 477     | 7001   | 3100   | XXXXXXXXXXXX3211 | 20060303  | 20060306    | N          | DEBITCARD  |
| 39    | 480     | 4001   | 2154   | XXXXXXXXXXXX1111 | 20060303  | 20060306    | N          | MASTERCARD |
| 39    | 486     | 6001   | 1100   | XXXXXXXXXXXX0026 | 20060303  | 20060306    | N          | VISA       |
| 39    | 486     | 7001   | 2100   | XXXXXXXXXXXX0026 | 20060303  | 20060306    | N          | VISA       |
| 39    | 487     | 6001   | 1100   | XXXXXXXXXXXX0026 | 20060303  | 20060306    | N          | VISA       |
| 39    | 487     | 7001   | 1100   | XXXXXXXXXXXX0026 | 20060303  | 20060306    | N          | VISA       |
| 39    | 488     | 4001   | 2100   | XXXXXXXXXXXX0026 | 20060303  | 20060306    | N          | VISA       |

The Detail tab shows the detail for the selected transaction.

- If no fields are modified, fields, the transaction can be **Reversed** or **Re-Submitted**.
- Once a field has been modified, the only action that that can be performed on the transaction is to **Submit** it to the processor.
- To discard any changes without saving, click on the **List** tab.

The screenshot shows a 'Transaction History' window with a menu bar (File, Command, View, Pages, Filter, Help) and two tabs: 'List' and 'Detail'. The 'Detail' tab is active, displaying a form with various transaction fields. The fields are organized into two main sections. The top section contains: Store Number (39), Invoice (468), Tender Type (SALE), Exp Date (0712), Terminal (2), Line Number (6001), Card Type (DISCOVER), Amount (1100), Tran Date (20060303), Tran Time (10:48:02), Acct Number (XXXXXXXXXXXX00), and Auth Code (OK3881). The bottom section contains: Reconciled (N), DPS 2000 (empty), Dup In File (20060306.41366.set), Promo Code (046804), Settle Date (20060306), CPS 2000 (N 000), Dup Out File (20060306.41366.Vset), Swiped (Y), Debit/Credit (CREDIT), and Reconciled Info (empty). At the bottom of the form are three buttons: 'Reverse', 'Re-Submit', and 'Submit'. The status bar at the bottom shows 'Filter - ON', the date '3/21/2006', and the time '10:20:41 AM'.

| Button           | Description  |
|------------------|--|
| Reverse Button   | Use this to reverse a transaction. A new transaction will be created and processed like a new transaction. This will prevent a transaction from being reversed more than one time.   |
| Re-Submit Button | Use this to send a transaction to the processor again. Transactions that you re-Submit are NOT checked against duplicates and will be sent again. <b>WARNING:</b> Use this option carefully.   |
| Submit Button    | Once you change any field, this is the only action that you will be able to perform on this transaction. Since the transaction has been modified, pressing this button will cause a new transaction to be created and run through the entire settlement process. |



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## Directories and Maintenance

### Directory Structure

The following directory structure is provided.

| Directory                      | Description   |
|--------------------------------|---|
| <Install Drive>\settle         | Contains all folders and files required             |
| <Install Drive>\settle\In      | Input directory for all processes                   |
| <Install Drive>\settle\Out     | Files to be sent or that have been sent reside here |
| <Install Drive>\settle\Archive | All files processed are archived here               |
| <Install Drive>\settle\Bin     | Main program directory                              |
| <Install Drive>\settle\Reports | Directory containing the Daily summary reports.     |

### Daily Maintenance

On a daily basis the following should be verified:

- There are NO files in the \settle\In directory
- Review the Daily file in \settle\reports for today's processing
- There is a directory under \settle\Out for today's date and all files in it have the extension .snt
- There are no files in the \settle\Out folder.
- Check the Error Log Viewer for transactions that had errors