Worldline (Six Payment Services)



Card payment with Worldline (last accessed on 7/12/2023).

PC CADDIE can work with card payment terminals from Worldline (until 2018 SIX Payment Services AG, previously known as SIX Card Solutions AG and until 2008 as Telekurs). This means that the payment amounts from the PC CADDIE cash register are transferred directly to the terminal. Conversely, PC CADDIE knows immediately whether the payment is successful and with which card type (Visa, MasterCard, Maestro, Postcard, etc.) the payment was made and can post this accordingly.

TWINT payment app

If you would like to enable your customers to use TWINT, the PC CADDIE checkout software can accept this booking via the integrated SIX payment terminals that have a display. At the Worldline payment terminal, a QR code is displayed to customers when they cash in, which they scan with their smartphone using their TWINT app. The procedure at the payment terminal is exactly the same as for card payments.

According to Worldline, setting up TWINT is very simple. We will be happy to help you with the technical PC CADDIE installations as part of your maintenance contract (possible additional costs depending on the service offer) or advise you on how to integrate Worldline into your PC CADDIE cash register.

To use contactless payment, your customers must have an account with one of the bank providers, such as UBS, Zürcher Kantonalbank, PostFinance, RAIFFEISEN, CREDIT SUISSE, BCV and many more, and install the TWINT payment app on their smartphone.

Source: TWINT.ch (last accessed on 24.10.2018)

PC CADDIE supports the QR code variant, i.e. numbers with QR code. The prerequisite for this is a terminal that can read the QR code (see https://www.six-payment-services.com/dam/download/manuals/TWINT/110042401_MA_TWINT_Usermanual__CHE_DE_opt.pdf).

PC CADDIE does not support the BEACON variant. This works via RFID.



Status 07/19

Conversion

In order to be able to use an existing Worldline terminal with PC CADDIE, a „conversion contract“ must be ordered from Worldline, signed and returned. Keywords for the enquiry at Worldline are **cash register-integrated operation** and **TIM server**. Worldline requires the full address of the club and the terminal ID of the card payment terminal. The terminal ID is usually printed on a sticker at the top of the terminal and consists of 8 digits.

Models

The models **DaVinci**, **Yomani**, **Xenta** and **Xentissimo** are supported.

With the **DaVinci** we have had good experience.

The **Xentissimo** can only be used with PC CADDIE if it is operated via WLAN. The GSM version cannot be integrated into the cash register. It should also be borne in mind that smooth operation requires a very reliable, uninterrupted WLAN connection is essential for smooth operation.

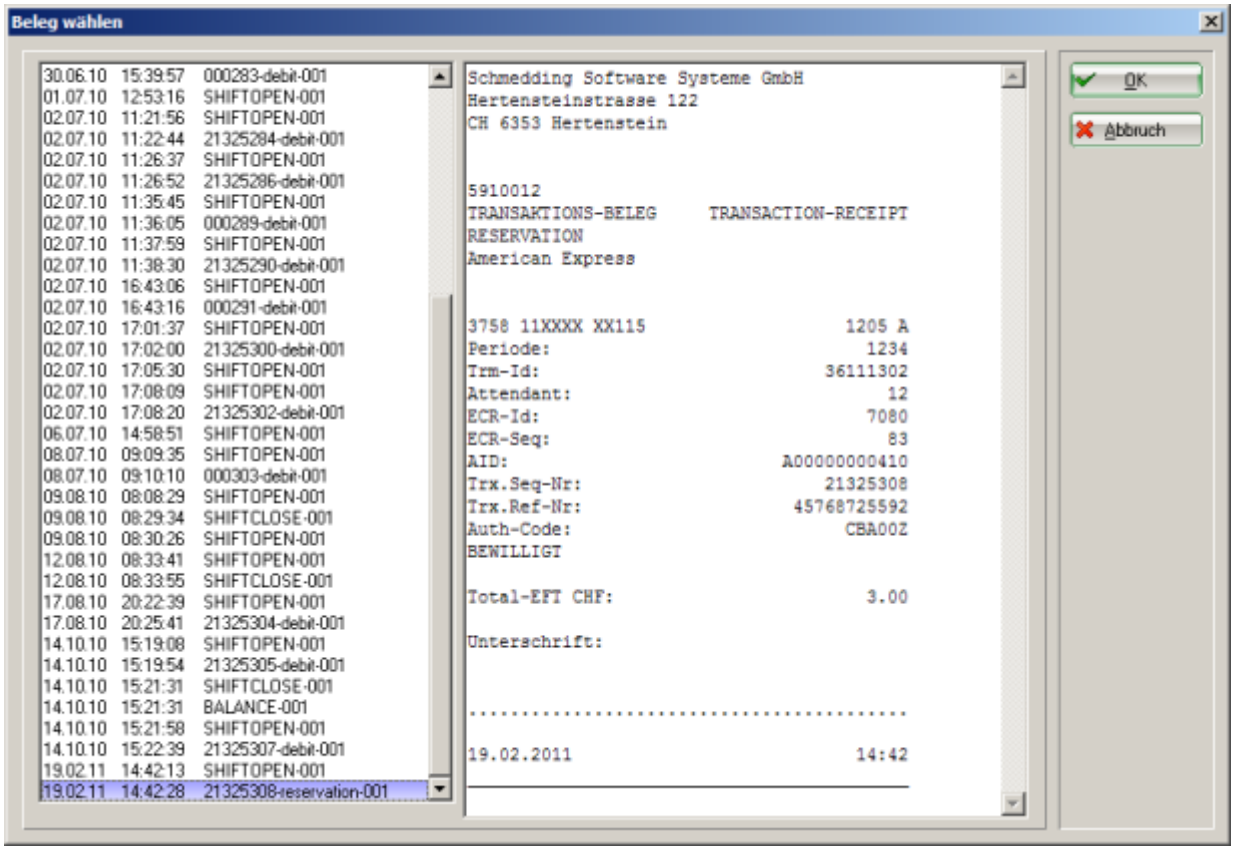
For other devices, please ask for for.

Repeat receipt printing

In the cash register **F4 F6**.
Or *Settings / Programme settings / Card payment / Repeat receipt printing F8*.
If the item *card payment* is missing, you are either not in the correct area (e.g. CLUB instead of SALES) or the card payment interface is not activated at this workstation. In the latter case, please switch to a checkout station and try again.

TIP If you click on *Repeat receipt printing* the Shift key ( ) while clicking on Repeat receipt printing, the receipts of all card payment terminals (all cash register stations and self-check terminals) will be displayed.
If you hold down the Shift key until the window shown below appears with the receipts, the terminal

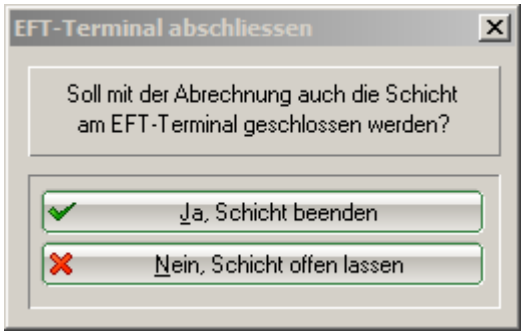
ID is also displayed in the list on the left after the time.



The daily closing documents are labelled in the list on the left-hand side of the window with the English term *BALANCE* in the list on the left-hand side of the window.
The right-hand side of the window shows a preview of the document.

Shift document

If an EFT terminal has been installed by Worldline, PC CADDIE will also ask at Operator billing whether a shift closure should be made:



```
Schmedding Software Systeme GmbH
Hertensteinstrasse 122
CH 6353 Hertenstein


SCHICHTENDE

Act-Id:                                216
Attendant:                              12
ECR-Id:                               7080

Maestro-CH
                     CHF    1        283.00

PostCard
                     CHF    1      1'152.20

TOTAL
                     CHF    2      1'435.20

00.00.2000                           00:00

_____________________________________________
```

Installation

Connecting the terminal

The terminal is connected to the local computer network LAN (Ethernet).

The Windows service 'TIM Server' from Worldline must be installed on the server PC (if one is available).
If there is no server PC, the TIM server (formerly MPD) can alternatively be installed on the cash register PC(s). The terminal can then of course only be used from PC CADDIE if this PC is running.

Installing the TIM server

The TIM server can be downloaded as a package from the PC CADDIE Software Tools.

Install MPD (obsolete)

On the PC intended for this purpose, switch to the desired area in PC CADDIE, e.g. ***SALES.*** Then call up the Telekurs settings dialogue via the „tk“ macro. (Later this dialogue is also available via ***Settings/Programme settings/Card payment***)

Click on the tab ***Administration*** tab and ***Install Telekurs MPD*** press .





If, while pressing ***Install Telekurs MPD*** the Shift key is held down, the file will always be copied

from the server. Otherwise only if it has never been loaded.



Here you can now select how the terminal is actually connected.

If you make a mistake here, e.g. with the COM port, you can simply repeat the MPD installation later to select a different setting. The EFT-MPD service is automatically restarted and the new settings are applied.



It is important that the penultimate line reads: EFT Multiprotocol Driver was started successfully. (The middle lines look slightly different when installing for the first time).

PC CADDIE Telekurs interface

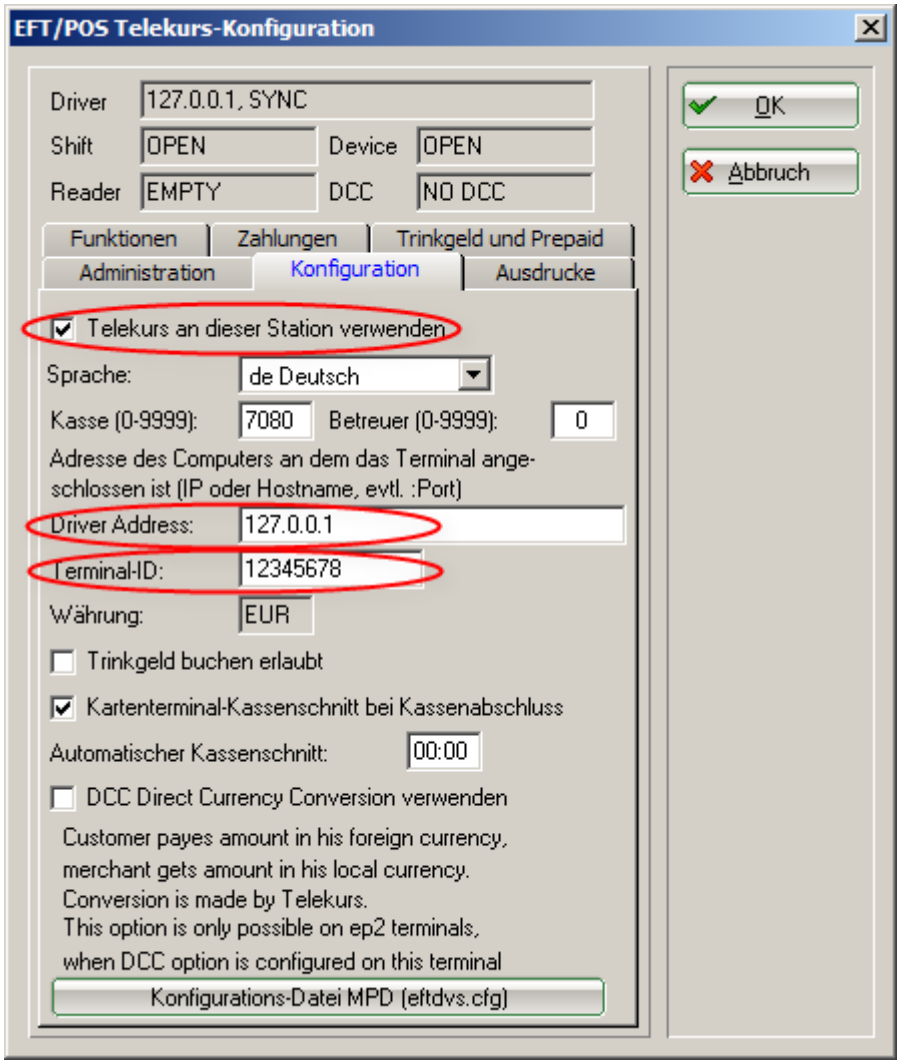
The interface must be installed on every POS PC that is to be able to access a Telekurs terminal.

Install interface

Call up the Telekurs settings dialogue. Switch to the Administration tab and select ***Install Telekurs interface*** click. (The eftapi.dll file should now be in the PC CADDIE programme directory).

Configuration

Switch to the Configuration tab: (Macro: EFT)



- ***Tick Use telekurs at this station.***
  A number between 0 and 9999 must be entered in the Cashier and Supervisor field. These numbers are printed on the receipts and saved in the PC CADDIE log files. They have no functional significance for PC CADDIE. (The carer ID, for example, has nothing to do with the PC CADDIE users).
  The Driver Address must contain the IP address of the PC on which the MPD is running. This is usually the address of the server in the case of a network connection. If the MPD is running locally on the POS PC that is currently being configured, the loop device 127.0.0.1 can also be specified.
- ***Cash register*** should be filled in with the cash register number from the PC CADDIE cash register basic settings, especially if there is more than one cash register. If a different EFT till number (ECR ID) is not set for each till, the end-of-shift receipts will not be correct.
- ***ID of the terminal*** should always be filled in with the terminal ID, even if there is only one terminal. The terminal ID is written on a sticker at the top of the terminal and has 8 digits. Telekurs also encloses a configuration page with the terminal ID with the terminal when it is delivered.
- ***Tip booking permitted*** is only relevant for payments with credit cards. If it is activated, a line for tips appears on the receipt. Provided that corresponding card contracts exist. Generally only used for catering cash registers.
- ***Card terminal cash cut on cash register closing*** Automatically triggers a cash cut of the card terminal when the PC CADDIE till is closed. The data of the last transactions are only transmitted to Telekurs and the cash flow triggered when the card terminal is cut.

- ***Automatic cash cut*** Triggers a daily cash cut of the card terminal at the selected time, provided that transactions have taken place since the last cash cut. The entry 00:00 deactivates this option.
- ***DCC*** allows customers with foreign currency cards to pay in their own currency. In this case, the conversion is carried out by Telekurs and not the card issuer. If the option is activated and there are corresponding contracts with Telekurs and a customer pays with a foreign currency card, a window appears in PC CADDIE with the exchange rate and the amount in the foreign currency. The cashier has another option here to force payment in local currency.
  It is also possible to pay with foreign currency cards without DCC. The only difference is that the customer is not shown how much he will be charged in his own currency.
- ***Configuration file MPD (eftdvs.cfg)*** opens the configuration file with Notepad. As a rule, this should not be changed manually. PC CADDIE creates the file when the MPD is installed.
  Changes to the file only take effect when the EFT MPD service is restarted.

Payment methods

Create

First switch to the desired account area, e.g. ***SALES.*** Then call up the Telekurs settings dialogue using ***Settings/Macro*** and enter tk. Click on the button ***Administration*** button and ***Create payment methods for card payment*** click.

Cash register

Under ***Settings/Programme settings/Cash register payment methods*** the „Contribution“ ***Card payment <TK>*** to be set. The other payment methods such as ***Maestro CH <TK>***, ***Mastercard <TK>***etc. are used by PC CADDIE to book the specific card type used after payment has been made. PC CADDIE receives this information from the terminal. In the checkout, the payment method ***card payment <TK>*** and PC CADDIE then makes the assignment.

Restart PC CADDIE

Only after restarting PC CADDIE (macro *res*) you can pay by card from the cash register. Then there are also new menu items under ***Sales*** (*card payment*, *card credit* and *card terminal checkout*) and under ***Settings/Programme settings*** *Card payment.*

Check whether the installation was successful

In the desired area (e.g. ***SALES***), call up the Telekurs settings dialogue. Click on the tab *Administration* tab and select *Connect/Disconnect (MPD)* click.



PC CADDIE could not load the Telekurs interface EFTAPI.DLL.
The file EFTAPI.DLL should be located in the PROGRAM directory of PC CADDIE.

Alternatively, it also works if it is located in the C:\Windows\System32 directory.



PC CADDIE could not reach the MPD. (The message also tells us that EFTAPI.DLL has been loaded successfully).

- Check driver address.
- Check whether the MPD service is running. PC CADDIE macro ***srv*** or ***Start/Run/services.msc.***
  
- Check whether the PC can be reached with the MPD (e.g. with ping) and whether port 8137 is open on this PC if the Windows firewall (or another firewall) is switched on there.



PC CADDIE has been able to reach the MPD.

If this has worked so far, you can call up Applications (accepted cards and balances), for example. A list of payment methods (e.g. VISA, Postcard, Maestro, etc.) for which contracts have been activated should appear. If the list does not meet your expectations: With Initialise (accept new card contracts), the terminal retrieves the list of accepted cards from the Telekurs server.

Finally, a payment and a cancellation of the same should finally show that everything is OK. (If it does not work from the PC CADDIE cash register, you can also call up the functions directly from the configuration dialogue.

This then runs completely unnoticed by the PC CADDIE cash register! Just as if the payment/cancellation was triggered manually at the terminal, without PC CADDIE).

Firewalls / Ports

PC CADDIE tries to configure the Windows firewall during the installation of the MPD. As a rule, no manual adjustments are necessary. PC CADDIE reports if the firewall could not be configured (e.g. no admin rights).

Background

The MPD acts as an intermediary between the PC CADDIE and the card terminal. PC CADDIE and terminal never communicate directly with each other, but both contact the MPD, which forwards the requests and responses.

PC CADDIE connects to the MPD (Multi Protocol Driver) via TCP. The standard port is ***TCP 8137.***

The MPD waits for a connection from the terminal via TCP or COM. If a COM port is to be used, it must be entered in eftdvs.cfg. If TCP is to be used, port ***TCP 8138*** must be accessible. With regard to updates and info, the port **UDP 33333** must also be free.

PC CADDIE and MPD do not necessarily have to run on the same PC. If not, the IP of the PC with the MPD must be entered in PC CADDIE ***Settings/Programme settings/Card payment*** must be entered.

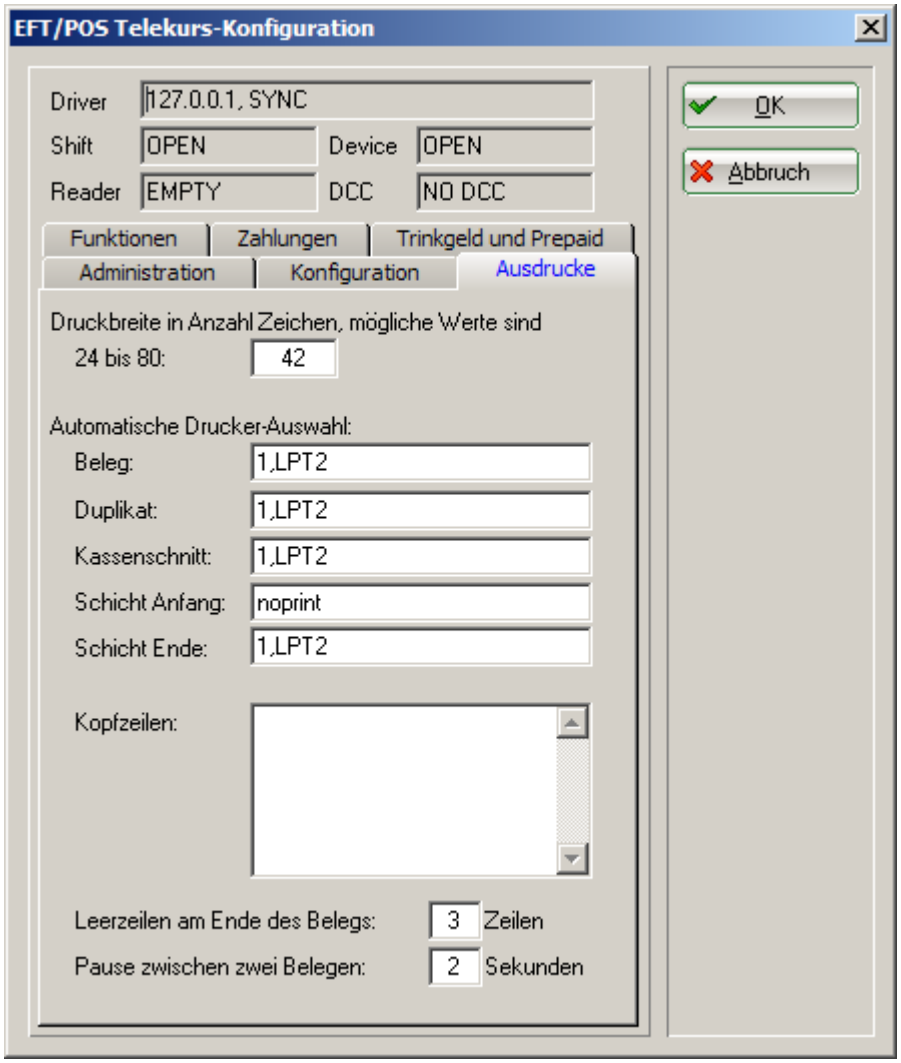
Whether the terminal connects to the MPD via COM or TCP must be selected when setting up the terminal. The selection can only be changed by resetting the terminal. This requires two passwords (Telekurs support will probably have to be contacted for this).

If the terminal is to communicate with the MPD via TCP, it must be in the same subnet, as it searches for the MPD with broadcasts.

The terminal needs access to the Internet. With a serial connection, the PC to which the terminal is connected serially needs access to the Internet.

Printouts

In the desired area (e.g. ***SALES***), call up the Telekurs settings dialogue. So PC CADDIE ***Settings/Programme settings/Card payment*** or macro *tk*. Select the tab ***Printouts tab.***



Printer

If nothing is entered in a printer selection field, the usual PC CADDIE print dialogue with the printer selection opens when printing. If you want to print directly, the printer must be entered here. One

part of the name is sufficient. The number after the semicolon ; determines which button of the PC CADDIE print dialogue should be pressed automatically.

	What is printed?
Receipt	The normal receipt
Duplicate	Second receipt for credit cards with signature
Cash register cut	Payment terminal cash register cut is usually made with End of the day . Contains the totals per card type since the last cash register cut.
Shift	The shift end receipt also contains the totals per card since the last shift start. Can be made with Operator billing .

In each printer selection field you can also enter ***noprint*** or ***0*** can also be entered in each printer selection field to completely suppress the printout of this category.

Examples for the printer selection:

LPT2;1	Windows driver is used
1,LPT2	PC CADDIE driver is used
TTP7030;1;TERMINAL	printer name;simulate the 1st button;layout name
noprint	No document is printed
0	no receipt is printed
	The printer selection dialogue appears every time

Header

Headers can be specified to overwrite the standard Telekurs header. The standard Telekurs header is very limited in the number of characters, so that e.g. designations such as „Schmedding Software Systeme“ or „Hertensteinstrasse 122“ would not be printed in full. If the header is specified here, it is not implicitly limited. If the field is left blank, the standard Telekurs header will be printed.

Blank lines and pause

Blank lines at the end of the receipt and pause between two receipts is intended for receipt printers that do not cut themselves, so that you have space and time to tear off the receipts by hand.

Log / LOG files

Both the TIM server from Worldline and PC CADDIE log the communication with the terminal.

When Worldline support asks for LOG files, they always mean **always** the LOG files of the MPD or TIM server. Worldline cannot do anything with the log files from PC CADDIE.

PC CADDIE does not store unencrypted card numbers.

PC CADDIE

Every payment, cancellation, registration, deregistration, cash register cut are saved by PC CADDIE in separate LOG files. These are typically stored under

```
C:\PCCADDIE\Telekurs\
```

can be found. There is a subdirectory for each terminal (each terminal ID). The DEFAULT directory is used if PC CADDIE does not know the terminal ID because it has not been entered in the configuration. In this case, please complete the configuration.

These LOG files do not contain any credit card numbers. The plain text number is not forwarded to PC CADDIE by the MPD. The LOGs are necessary so that PC CADDIE knows the transaction number in the event of a cancellation. Or also for a subsequent TIP booking.

Worldline

The LOGs of the TIM server or the older MPD can usually be found in one of these folders

```
C:\Programme\Telekurs Card Solution AG\Trace
C:\Programme\SIX Card Solution AG\Trace
C:\Trace
```

This can be set in the file *eftdvs.cfg*file, which can be accessed from Konfiguration in PC CADDIE.

Error messages

101 Data connection timeout

The MPD (a software from SIX Card Solution) cannot communicate with the terminal. So the terminal is not responding? This can have various causes:

- Does the terminal ID entered in PC CADDIE match the number on the sticker on the terminal?
- Does the terminal have power?
- Is the terminal connected correctly? connected correctly? (LAN or RS232)
- Is the firewall blocking firewall block port 8138?
- Is the terminal initialised initialised?
- When converting existing terminals: Have you had the terminal configured for POS-integrated operation by SIX Card Solutions?
- The terminal may require a software update. Please contact SIX Card Solution.
- Is the terminal in the same subnet as the MPD server? (The terminal tries to find the server via broadcast messages).

202 Device used by other ECR

The terminal thinks it is already in use by another ECR.

PC CADDIE works with 1:1 assignments between cash registers (PC CADDIE) and terminal.

Possible causes of the error message:

- The same terminal ID has been accidentally entered for two cash registers under *Settings / Programme settings / Card payment* has been entered.
- It may happen if a cash register PC has been given a new IP without PC CADDIE having been terminated before the IP was changed (and therefore without PC CADDIE (the cash register) having logged out of the terminal).

Remedy:

1. Check the terminal IDs of all PC CADDIE cash registers - none may occur twice. The correct ID is printed on the back of the terminals.
2. Terminate PC CADDIE
3. De-energise the terminal, wait approx. 15 seconds and reconnect to the power supply.
4. Wait for the terminal to start until the end (display of the card symbols).
5. Start PC CADDIE

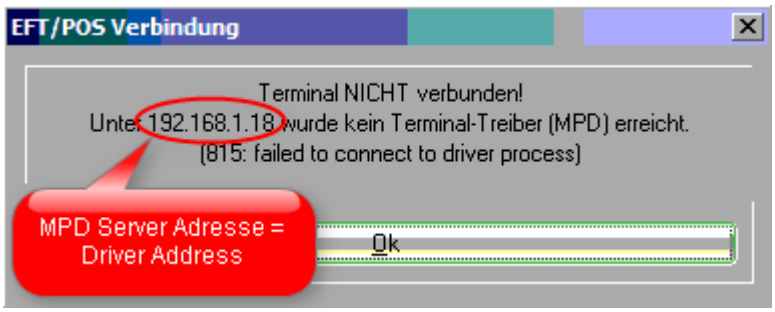
If the above does not help:

1. Exit PC CADDIE
2. Restart the terminal driver service (MPD) in the Windows services. This service is usually called *EFT Multiprotocol Driver*but the name may vary.
3. Start PC CADDIE

804 Transaction not prepared

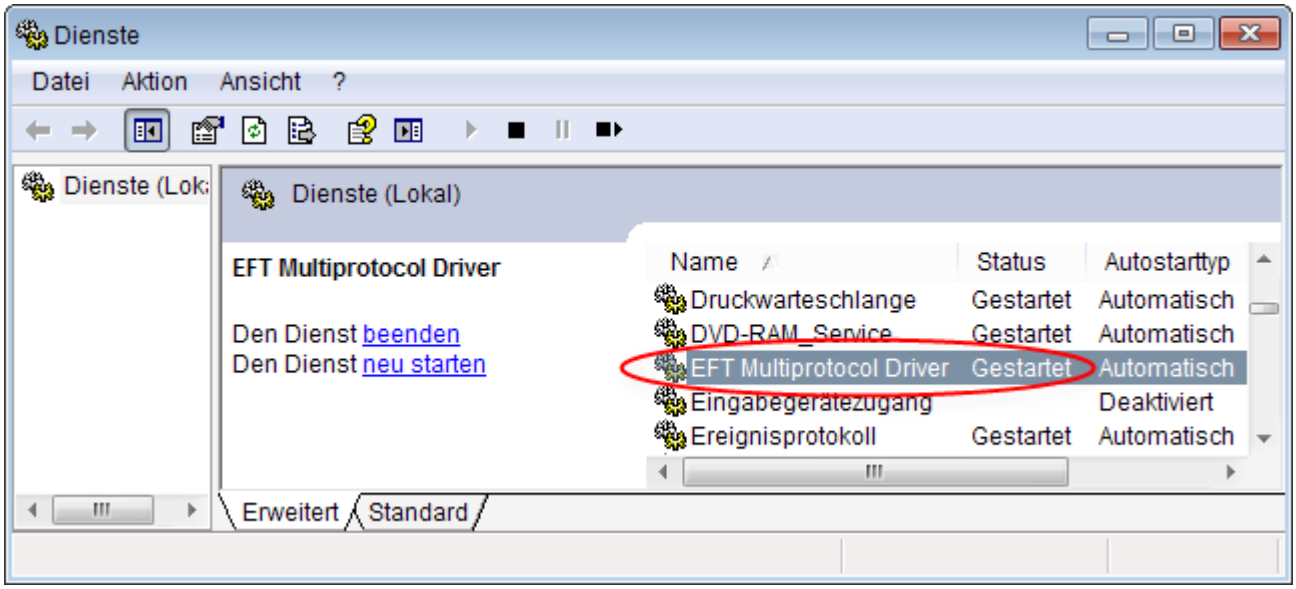
If this message appears when selling green fees at self-service terminals, check whether rules for the course and time are stored in the timetable. If there are no rules or if no green fee article is defined in these rules, the self-service terminal does not know which amount should be collected. Therefore, no payment is started, the above error message is generated by the payment terminal and the customer receives the green fee free of charge.

815 Failed to connect to driver process



Terminal NOT connected! PC CADDIE could not reach the MPD at the specified address. Possible causes:

- Please check whether the address of the MPD (Driver Address) is entered correctly in PC CADDIE (macro eft), bearing in mind that these settings are area-dependent. They must be checked in all areas in which the terminal is used (e.g. SALES, SHOP, ACCUEIL, PROSHOP). Call eft once in each of these areas.
- Check whether the MPD is running on the specified computer. To do this in the services (PC CADDIE macro srv) for *EFT Multiprotocol Driver* search.



- The PC acting as the MPD server must have a fixed IP (no DHCP). To determine its IP, you can use the macro *cmd* macro in PC CADDIE and then in the black window that opens *ipconfig* or *ipconfig /all* and press Eingabetaste .
- A firewall blocks port 8137.

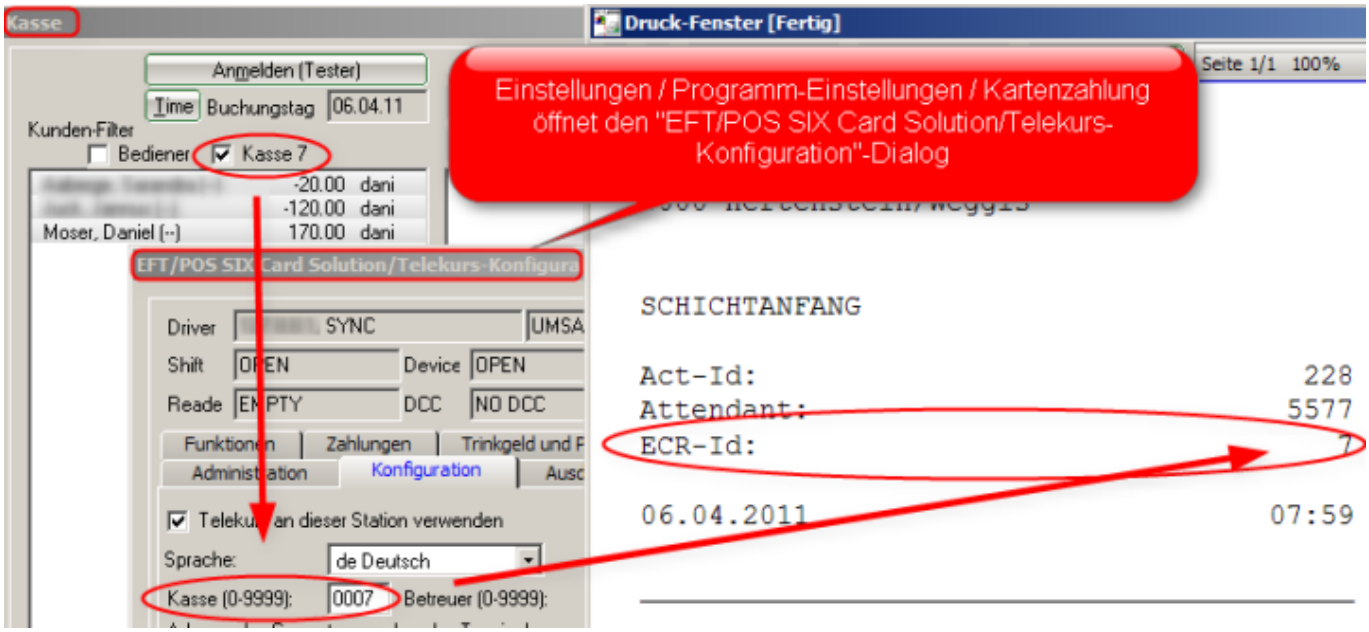
Initialise

If the terminal does not respond and the error message *101 Data connection timeout* appears in PC CADDIE, the terminal may need to be reinitialised.

To do this, in the configuration dialogue with the MPD connected, initialise via ***Initialise (Accept new card contracts)*** in the configuration dialogue:

Differences between end-of-shift and end-of-day documents

If there are several EFT terminals at a location, the following must be entered for each cash register in the *EFT/POS SIX Card Solution/Telekurs configuration* under *Cash register (0-9999)* a different cash register number must be entered for each cash register. Otherwise the end-of-shift receipts will not be correct.



Missing postings on daily closing document

One reason for this may be that the terminal itself carries out an automatic daily closing before the daily closing (balance) triggered by PC CADDIE. PC CADDIE is not aware of this.

The automatic daily closing by the terminal itself can only be changed or issued by SIX.

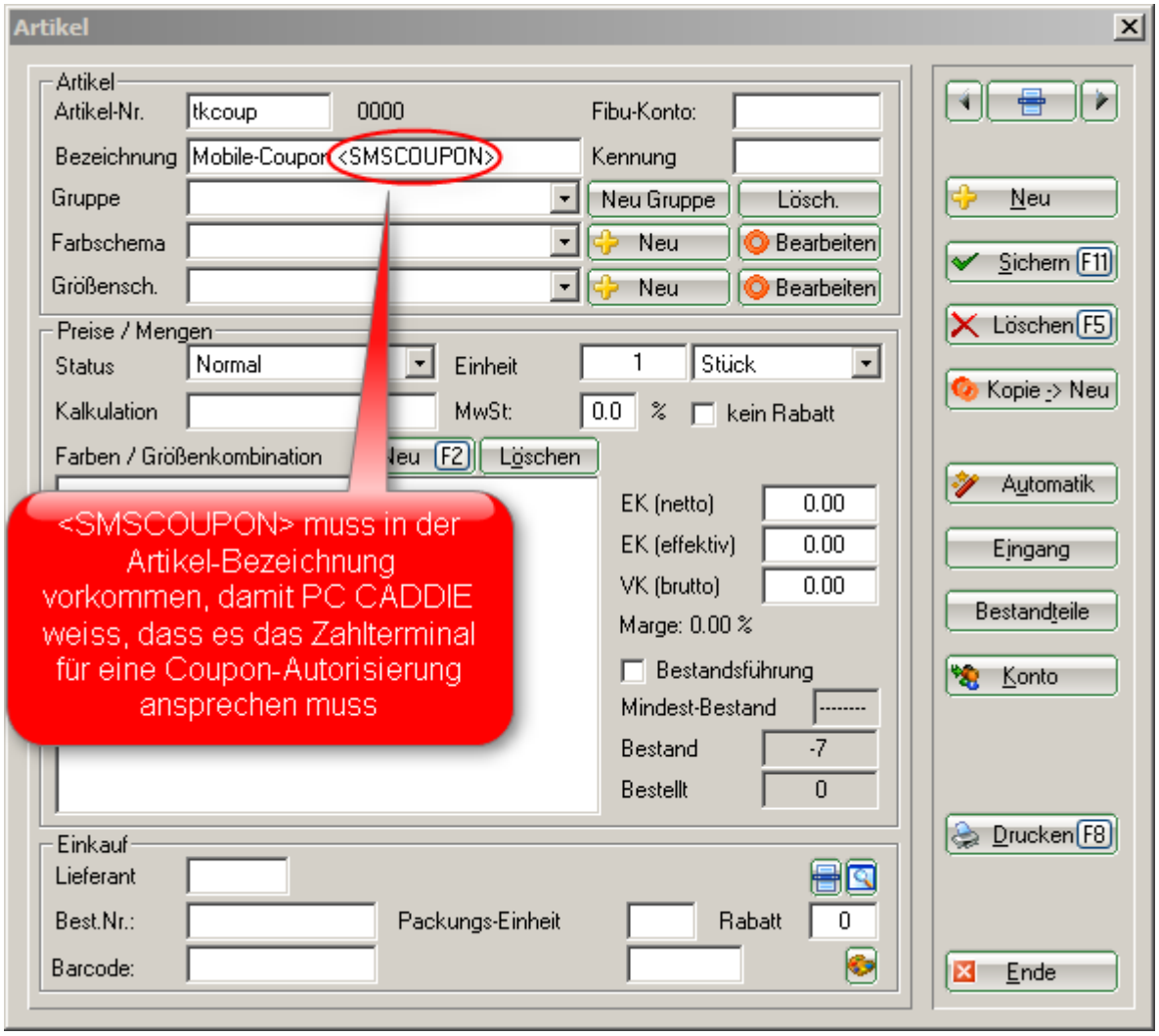
If such an automatic daily closing is installed by the terminal itself (ask SIX), then this is usually configured for around 22:30. This is why this effect is usually only noticeable with catering cash registers or self-service terminals.

Mobile coupon

Mobile-Coupon is a voucher system from SIX Card Solution that works with SMS instead of the traditional, cut-out vouchers in print media.

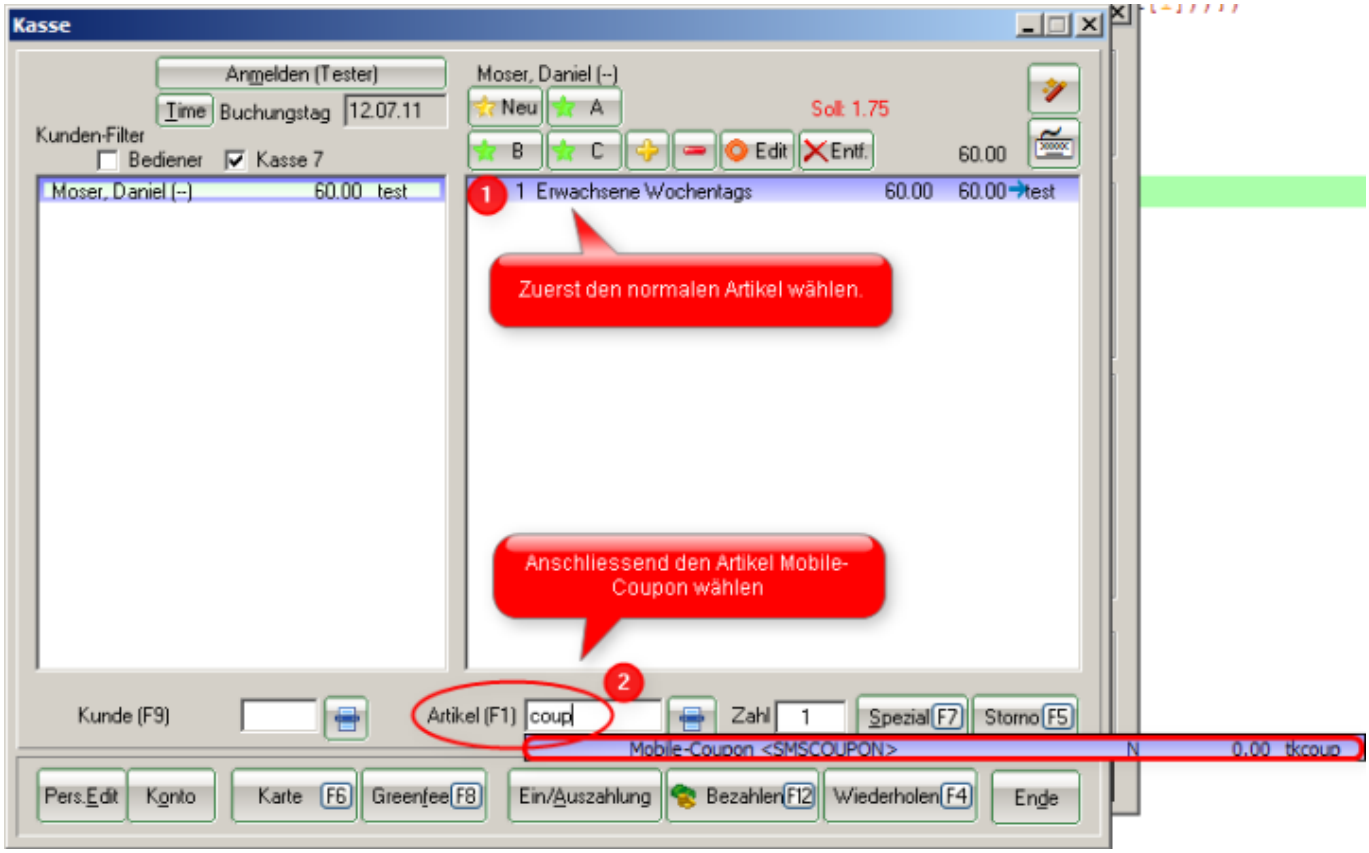
Mobile coupon article

Please create the following article in the cash register before booking:

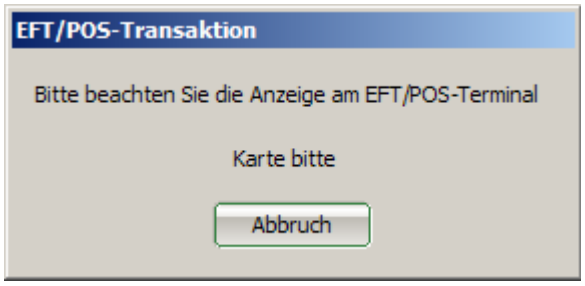


Processing with the PC CADDIE cash register

1. First enter normal items in the cash register
2. To redeem a mobile or SMS coupon, select the article ***mobile coupon*** book



The customer is now asked to enter the SMS code received into the SIX terminal.




```
Schmedding Software Systeme GmbH
Herstensteinstrasse
6000 Hertenstein/Weggis

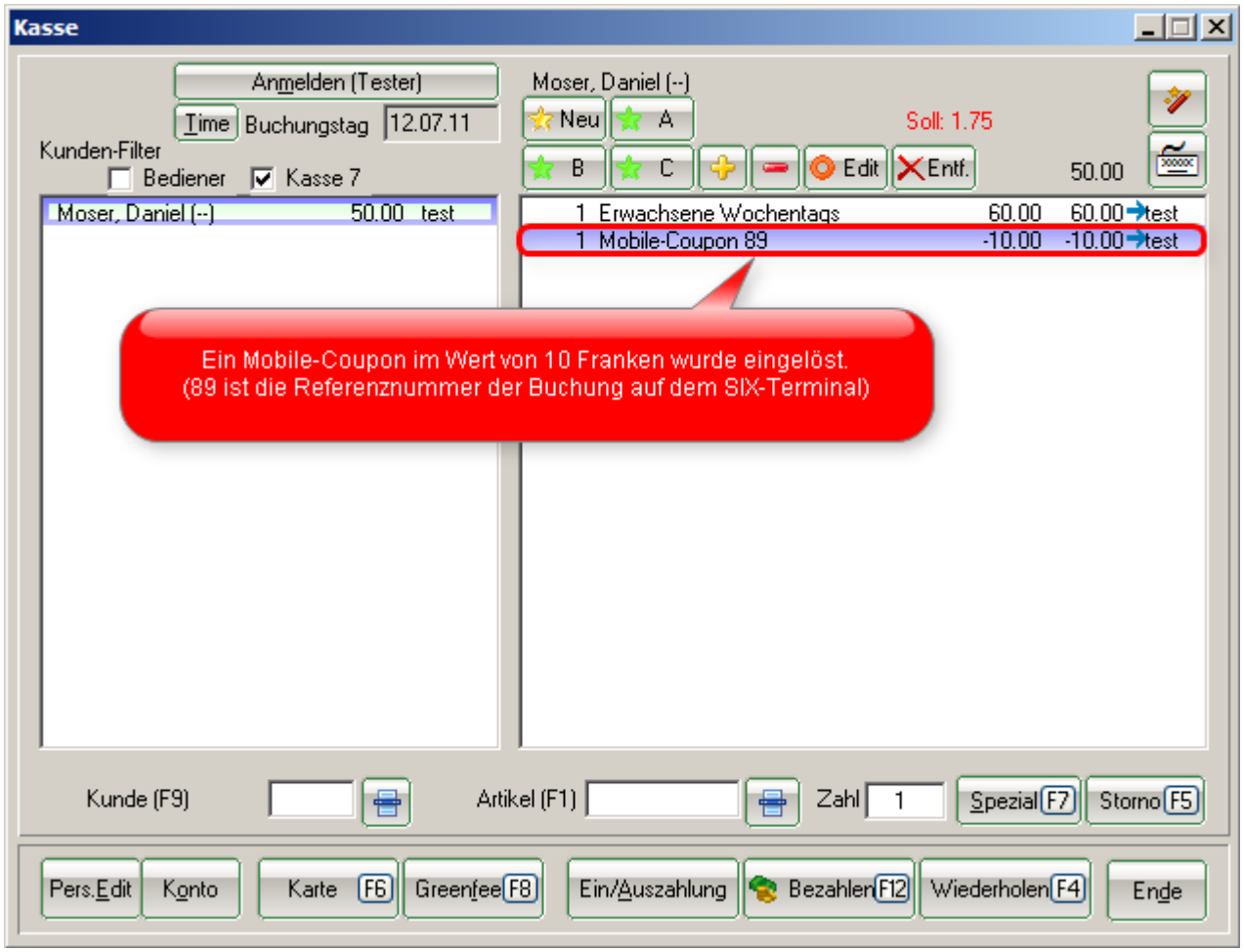

Gutschein                    Mobile Coupon

12.07.2011                          10:40
Trm-Id:                       36111302

Promotion:                           234
Type:                                 01
Ref-Number:                           89
Wert:                         chf 10.00

Coupon for fix amount
```

If the entry is valid, PC CADDIE automatically deducts the corresponding amount in the cash register. The rest is paid as normal via the *pay*-button.



Mobile coupon types

There are 3 types:

- Fixed Amount - fixed amount, e.g. CHF 10.00, as in the example above
- Precentage - percentage discount, e.g. 10%, on everything that was in the checkout before the coupon was booked
- Goods - goods voucher, currently not supported by PC CADDIE