



## **New Merchant Setup Procedure**

Version 3.1

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## Introduction

The **Trine Commerce System Gateway** provides robust online access to client accounts for payment processing, based on the client's merchant network and account. There are several levels of administrative and transaction processing access, determined by user permissions.

<b>Access</b>	<b>Available to</b>
Administrative	TCS Management staff only
ISO	ISO Staff and Management
Parent Company	Staff and management of ISO-related companies
Merchant/Terminal	Staff and management of Merchants

ISOs may manage multiple Parent Companies. Likewise, Parent Companies may manage multiple merchants and related terminals. The Merchant level is unique in that each account **MUST** have a separate merchant account. However, each Merchant may have an unlimited number of virtual terminals.

Each Parent company may be separately “branded” with their own logo, and the “look and feel” of the virtual terminal is robustly modifiable, depending on the sophistication of the branded company.

### Accessing ISO Administration

<https://www.trinecs.net/virtual/iso>

ISO clients have the ability to setup new Parent Companies and their associated Merchants. Prior to setting up a new merchant you will need setup credentials appropriate to the network you will be using. Valid ISO access credentials are required.

### Step 1: Select or Set up the Parent Company of the Merchant.

- a. Login to your account using your ISO credentials
- b. Go to **Parent / Brand** listing.  
If the Parent Company is new, you will need to set up that account to continue.

### Step 2: Select the Parent Company of the New Merchant

- a. On the resulting page, select [\[Add Merchant\]](#) and complete the new merchant input form. Note that starred fields are required. The Legal Email Address is the address to which the Merchant Agreement is sent. *The Merchant MUST respond to this email and accept the agreement for their Terminals to be activated.*
- b. Set the **Active** option on this page to “Yes” to activate the Merchant account. Setting this field to “No” deactivates the Merchant and all related Terminals.
- c. Set the **Transaction Options** required for the Merchant.

- d. Set the **Card Type Restrictions** (card types you do NOT want to process)
- e. User configurable fields: Merchant 1 and Merchant 2  
The Merchant can set two fields to capture and display information unique to that merchant. You can set the labels to these optional fields. When they are set, the fields will appear in the Card Transaction screen.  
  
*Example:*  
*Merchant 1: Invoice #*  
*Merchant 2: Property ID*
- f. **Submit** the form. The new Merchant should appear in the list on the resulting page.

### Step 3: Set up the Network

- a. Select the Merchant. Click on **Manage** beside the Merchant Name.
- b. Select **Merchant Network** from the menu at the top of the page.
- c. On the Setup page, select the appropriate network from the pull-down item.
- d. Click the **Add Network** button.
- e. On the resulting screen, set the Current Card Network option to “Yes”.
- f. Enter your assigned network credentials.
- g. Select the appropriate Industry (ie., Retail or Ecommerce), if applicable.
- h. Select the **Submit** button.
- i. If changes are needed to the setup, use the Edit capability from the Network list.

### Step 4: Set Up Merchant Terminal(s)

Once the Merchant is created and the Network is selected, you can then proceed to the Terminal Setup process. Each merchant can have an unlimited number of terminals.

- a. The LID is assigned automatically. This is the first part of the user login.
- b. Assign a Username. This will be the second part of the user login.
- c. Assign a Password. The password you assign will need to be changed the first time the user logs in. Passwords of at least 8 characters are required.
- d. Enter email address, First and Last Names.
- e. There are two Terminal Types: Admin and Regular. Admin terminals have special privileges and should be assigned only to management level personnel.

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- f. The terminal hash is automatically assigned by the system. Do NOT change the hash code.
  - g. Set Deleted to "No". This can be used to remove terminals when updating.
  - h. Set permissions regarding types of transactions the terminal is allowed.
    - Permit Card Transactions
    - Permit Card Credit Transactions
    - Permit Check Transactions
    - Permit Check Credit Transactions
  - i. If you are ready for the terminal to be active, set Active to "Yes."
  - j. Set administrative permissions.
    - Permit Terminal Management (allows user to manage other terminals)
    - Permit Recurring Transactions (not yet implemented)
    - Permit Manual Settlement
    - Permit Batch Upload (not yet implemented)
  - k. Set Test Mode to "No." Setting to "Yes" will not send transactions to the network. This is for troubleshooting only.
  - l. Has Convenience Fee? If the merchant does not charge a convenience fee, leave this set to "No." Please contact your merchant representative for regulations concerning charging such fees and with other questions about setting this section up if you are eligible.
    - Minimum Convenience Fee (e.g. 2.00)
    - Convenience Percent Fee (e.g. 2.5 for 2.5%)
    - Convenience Terminal Hash
    - Alternate Pin Fee Pricing (Y/N)
    - Pin Fee Base
    - Pin Fee Percentage
  - m. Report Passcode
    - The Gateway allows xml calls to download transaction history details for a day in xml. The password for access to this function is set here. It can be set on any merchant terminal to download reports for all terminals. Setting this for administrative level terminals is strongly suggested to maintain consistency. (See the Gateway API for more information.)
  - n. Clicking Submit will create the terminal.