



## ECRS Point of Sale Terminal: Store and Forward Acknowledgement and Waiver v1.2 01/24/2020

Store and Forward technology allows ECRS CATAPULT POS to approve electronic tenders when the payment processor is unreachable due to network interruptions or downtime. Store and Forward stores the approval request locally at the POS until the processing interruption is resolved, and then resends the request for final approval. ECRS CATAPULT POS will continually attempt to reach the payment processor for final approval until either a response is received or an extended time period has passed. The temporarily approved request will be approved or denied at that time.

ECRS feature is titled P2PE Secure Offline Authorization (P2PE-SOA) as we ensure the card data is encrypted at the touchpad device before storing for retry authorization; then encrypted again by CATAPULT before storing for subsequent processing.

When enabling P2PE-SOA, you, the Customer, accept the inherent risk that payments temporarily approved when the payment processor is unreachable, may be declined once the system is able to communicate with the payment processor. The Customer understands that **all** payments will be approved by ECRS CATAPULT POS while the system is offline, regardless of availability of funds, and later approved or declined once the payment processor is reached. The Customer, and not ECRS, assumes the responsibility for all funds lost due to credit or debit card transactions which are temporarily approved by the system, but later declined. Customer enables P2PE-SOA at its own risk, and shall have no recourse against ECRS and releases ECRS from all losses or damages arising from use of the P2PE-SOA technology.

If transactions are declined during the Store and Forward process, P2PE-SOA will email an alert to the Store Contact/Manager. To ensure receipt of alert, Customer must populate the Store Contact/Manager field with a valid email address and the Transaction Security Profile must have the Email (SMTP) settings populated with a functional setup.. Customer and not ECRS assumes the responsibility of declined transactions and lost funds whether or not an alert is sent or received by Customer.

**Company Name**

(Print): \_\_\_\_\_

**Customer Name**

(Print): \_\_\_\_\_

**Authorized Customer**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Each Remote store in a chain can be configured differently. If you want to utilize this option please complete the attached document for each store.**

**Store Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

### **Card Brands**

The following Cards can be accepted in stand in mode. Please remember debit cards cannot work in stand in mode. (choose each brand you would like to accept offline)

- Visa
- Mastercard
- Amex
- Discover
- Diners
- JCB

### **Retries**

This setting is how many normal retries are necessary before Store and Forward confirmation dialog appears.

### **Default Value: 1**

Enter Value for Number of Retries: \_\_\_\_\_

### **Confirmation Required**

By default a confirmation dialog shows when a timeout occurs which lets the cashier put the failed activation into the stand in queue. This is because our default confirmation setting is 'true' so any amount above the auto-floor limit will display a confirmation dialog before being put into queue. The merchant could set this value to 'false' and eliminate the confirmation dialog from displaying and the activation would be automatically put into the stand in queue unless an override is required first.

**Default Value:** true

Should the system prompt for confirmation: \_\_\_\_\_

### **Auto Floor**

The auto-floor limit represents an amount considered safe for stand in without confirmation or overrides, if the authorization security Stand In Confirmation is on the cashier. Stand In brands at or under the floor limit go into the stand in queue automatically upon the first timeout.

**Default Value:** \$5.00 **Maximum:** \$1,000

Enter Value between \$5 and \$1000: \_\_\_\_\_

### **Floor**

The floor limit represents an amount considered mostly safe for Stand In. Stand In brands at or under the floor limit require security permission "Stand In Confirmation". Most cashiers should be given this permission. Anything above the floor limit represents an amount considered more risky for Stand In processing. Stand In brands above this limit require security permission "Stand In Over Max". This is generally a permission for managers.

**Default Value:** \$25.00 **Maximum:** \$1,000

Enter Value between \$25 and \$1000: \_\_\_\_\_

### **Limit**

Limit represents the amount that ECRS believes is the acceptable threshold for stand in. This is a hard limit and any authorization above this amount is not eligible for stand in.

**Default Value:** \$50.00 **Maximum:** \$1,000

Enter Value between \$50 and \$1000: \_\_\_\_\_

### **Validate Limit**

This is a limit for new cards. Cards that have never been used at the merchant are more risky than cards that have been used and successfully processed. This limit defines the maximum amount allowed for a card that's never been processed and in effect vetoes other limits if needed. **Default Value:** \$25.00  
**Maximum:** \$1,000

Enter Value between \$25 and \$1000: \_\_\_\_\_

**Max Minutes**

The Off Line Limit represents the amount of time a processor is allowed to be continuously unavailable before we display a dialog and require a manager with "Stand In Reset Timeout" security permission to continue allowing stand in for another duration of the same value. This time reset can be done up to 6 times before the reset is unavailable. **Default Value:** 30 (in minutes) **Maximum:**4320

Enter Value between 30 and 4320: \_\_\_\_\_