

PAX S500 Semi-Integrated

Quick Reference Guide




ePAY2PE_S500SemiIntegratedNewQRG_061219




Credit/Debit Sale

ePay Dashboard	Action
Make A Payment - Payment Information - Add Payment Information	Enter the Payment Category, Payment Type and Payment Amount . Then press Add Item and Checkout .
How would you like to pay?	Select the S300 device. Then press Process Card .
Pax Transaction	Select the payment method (Credit/Debit).
Terminal Display	Action
Insert/Tap/Swipe Card/ Device	On the terminal, Insert, Tap or Swipe the card.
Trans. Approved PLS Sign Your Name	Sign for the payment. Then tap Accept .

Return

ePay Dashboard	Action
Return/Void- Payment Search- Search Criteria- Search Text	Using the search bar, search for the payment that needs to be returned.
	Press the red process credit button next to the payment that should be returned.
Amount To Credit	Confirm the amount to be returned, the payment details and add notes in the Notes field if needed.
Process Credit	Press Process Credit .

Void

ePay Dashboard	Action
Return/Void- Payment Search- Search Criteria- Search Text	Using the search bar, search for the payment that needs to be returned.
	Press the red process credit button next to the payment that should be returned.
Amount To Credit	Confirm the amount to be returned, the payment details and add notes in the Notes field if needed.
Process Void	Press Process Void .
<p><i>Note: Voids are only available the day that the payment is made – payments cannot be voided after it has settled. Payments that have already settled will need to be refunded.</i></p>	


Re-Print Receipt

ePay Dashboard	Action
Search bar	Using the Search bar, search for the payment you would like to re-print the receipt for.
Confirmation Number	Click the Confirmation Number next to the payment to view the payment's receipt.
<i>Optional Step</i>	To email or print the receipt, press the Email To or Print Button .

Reporting

ePay Dashboard	Action
Reports	Press Reports on the top bar.
Category	In the Category dropdown, select the report type that will be run.
Report Parameters	Under Report Parameters enter the desired additional information to drill down to specific transaction(s).
Run Reports	Press Run Reports .

Setup or Technical Support Questions?

 1-855-226-7337

 https://www.illinoistreasurer.gov/Local_Governments/ePAY_Overview

Note: Before proceeding, please ensure your S500 packaging has not been tampered with.

Point to Point Encryption (P2PE)

Immediate data encryption keeping your clients data secure.

Technical Requirements:

- Standard 110 volt power outlet
- An ethernet switch port for each device
- A fixed IP address on your internal network that is reachable from the workstation that will be used for payment processing

What's included:



S500 POS power cord



Ethernet cable

Connecting your terminal:

1. Verify your bag number in your ePAY portal <https://epay.jetpayportal.com> to ensure you have received the correct terminal. For more information on where to confirm your bag number, please refer to page 9 on our P2PE Instruction Manual (PIM), which can be found at: <https://www.jetpay.com/pim>.
2. Complete **one** of the following depending on how you connect to the internet:
 - Connect the ethernet cable to the 'LAN' port.
 - Connect the line cable into the 'LINE' port.
3. Plug the power cable into the POWER Port.

