

PROBLEM SUMMARY

In rare occasions, NCR Counterpoint will freeze prior to a sale ticket being completed. This will require Counterpoint to be restarted and the ticket re-rang. For credit card transactions using NCR Secure Pay, it becomes possible for the credit card to be authorized twice, causing the customer to be charged twice for a single transaction.

PROBLEM DETAILS

When using CP Gateway for credit card processing, card authorizations were stored in the customer database tied directly to any completed tickets in Counterpoint. If the ticket in Counterpoint was voided, deleted from the database, or canceled before it was completed then the authorization request would be canceled and the customer would not be charged during the credit card settlement.

With NCR Secure Pay, the successor to CP Gateway, credit card authorizations are not stored within Counterpoint. During a credit card transaction, Counterpoint requests authorization from NCR's secure servers and, if successful, those servers will provide a receipt, or "token," that this authorization has occurred. Counterpoint retains this "token" that matches a different "token" stored at NCR's secure datacenter.

Once this token is created at the NCR datacenter, the card can be charged from the NCR Secure Pay portal without any further communication back to Counterpoint.

If, for any reason, NCR Counterpoint freezes after the credit card authorization (and the creation of the token on the NCR Secure Pay servers) but before the ticket being completed, then re-ringing the sale and re-ringing the credit card will result in a second token being created on the NCR Secure Pay website.

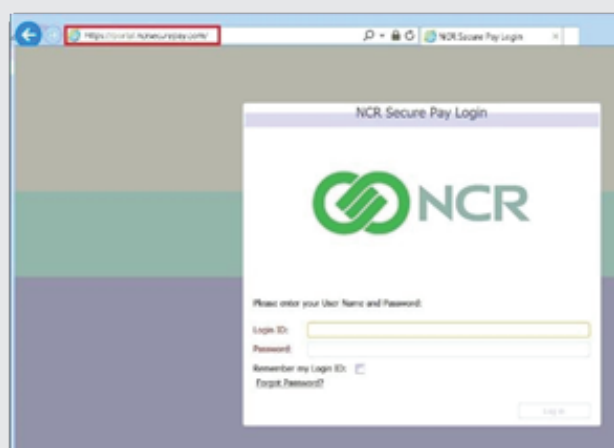
This will result in the customer being charged twice at the time of credit card settlement, once for the failed ticket and once for the successful, saved, ticket.

****Please note:** *If this problem occurs and the credit card batch has already been settled in Secure Pay, then the customer will need to either refund the card in Counterpoint or contact their credit card processor to reverse the charge.*

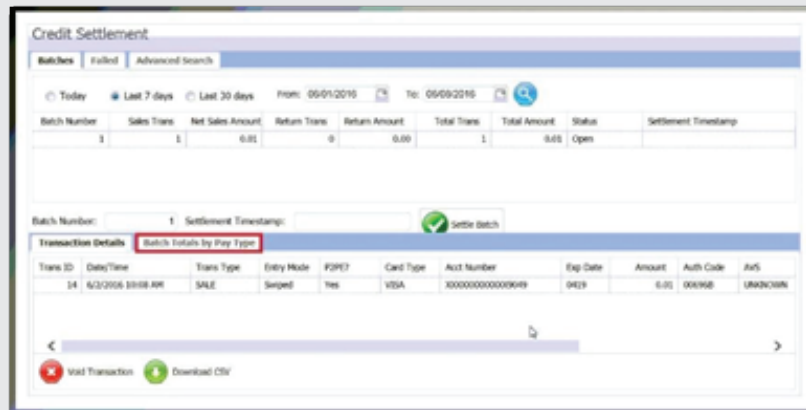
Solution

NCR is currently working on a long term solution for this issue. In the interim, Retail Control Systems recommends the following steps anytime Counterpoint requires a mid-sale restart during the day. These steps must be performed prior to posting tickets or settling credit cards.

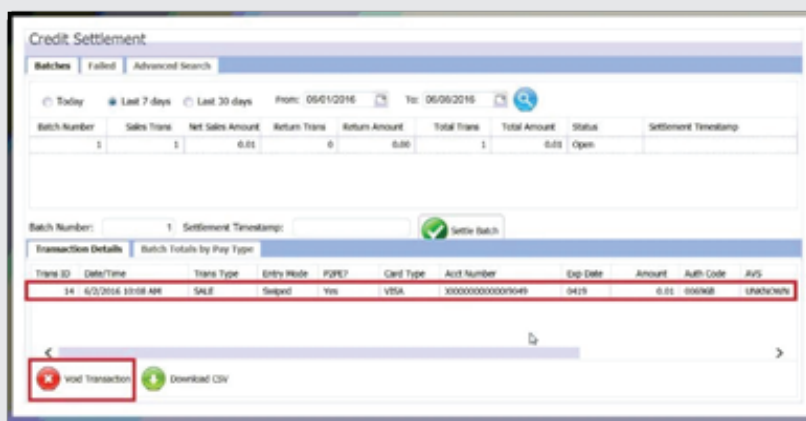
1. Have an authorized user login to the NCR Secure Pay Settlement Portal
 - a. Navigate to <https://portal.ncrsecurepay.com> and login with your portal credentials.



2. Select "Batch Totals by Pay Type" on the Credit Settlement Screen, note the totals listed here.



3. Open NCR Counterpoint, and run the Ticket Edit List for today's date.
 - a. In the "pay code recap" section note the totals listed for each credit card.
4. If the Secure Pay portal reflects a higher pre-settlement amount than the Ticket Edit List, attempt to identify the duplicate charge on the Secure Pay portal
5. Once identified, select and void the transaction in the Secure Pay Portal



6. Repeat as needed; once the balances match between the NCR Secure Pay portal and NCR Counterpoint, tickets and credit cards can be posted and settled as normal.