

## Processing a Credit Card Using the IDTech SREDKey Device

To comply with the Payment Card Industry (PCI) standards, Massey Services is adding the PCI compliant IDTech SREDKey device in all areas of our company where debit and credit cards. This includes all Service Centers, Customer Care, and Accounts Payable. There are no changes to the E-Checking process.

This device is the only way to charge a card within the Service Center, Customer Care, and Accounts Payable. Technicians, when accepting a credit card payment for a service in the field, will be able to only charge a card on file. If the customer wishes to pay with a new card, not on file in Service Pro, the Team Member providing the service must call the Service Center to call to complete the payment.

The device plugs in via a USB port and are easily moved around. Once plugged in, it will work immediately. Please handle the SREDKey devices with care. Do not drop or spill anything on a device. They have tamper sensors that will fire if a hard impact occurs, or someone attempts to disassemble the device. Once a tamper sensor is triggered the device will have to be replaced.

To process a single credit card payment or add a credit card to the EBA account, follow these steps:

1. Make sure the SREDKey device is plugged into the thin client you are entering the credit card information. If you are taking a payment from a computer without the device, place the customer on a brief hold to retrieve one not in use, and plug it in the USB port on your thin client.
2. After you fill out all required fields and click “Enter Card Info”, the “Billing Information” box appears. Review, validate, and correct the information as needed.
3. Click the blue “Enter Card Info”.
4. If you wish to save this credit card to the customer’s account, check the “Save this info to my account” box.

**2** Billing Information

Name On Account  \*

Address  \*

Secondary Address

City, State, Zip  \*,  \*,  \*

Email Address  (Optional)

[Clear Billing](#)

Total Amount: \$25.00

**3**

**4**  Save this info to my account

[Close](#)

- The blue “Enter card info” box appears, which means Service Pro is ready to accept the credit card data from the IDTech SREDKey.



- Make sure the IDTech SREDKey is on the “Credit Card Number:” screen.
- If not, press cancel to return to the “Credit Card Number:” screen.
- Enter the 15- or 16-digit credit card number into the IDTech SREDKey and press Enter. **Do NOT enter the credit card data using your regular keyboard. Do NOT move your mouse or change the selected window.**
- Enter the expiration date from the credit card in the MMY format when the menu “Exp Date(MMY):” appears.
- Press Enter.



11. The screen will revert to billing info page. The green “Credit card information entered.” tells you the credit card was successfully entered. Click “Save” and the card will be processed. You are done.

The screenshot shows a web form titled "Billing Information" with the following fields and values:

- Name On Account: Bev Waterfield \*
- Address: 315 Brigadoon Cir \*
- Secondary Address: (empty)
- City, State, Zip: Leesburg \*, FL \*, 34788 \*
- Email Address: dboperators@masseyservi (Optional)

Below the form, there is a link "Clear Billing" and a "Total Amount: \$25.00". A blue bar labeled "Account Information" contains an "Edit Card Info" button. A red callout bubble with the number "11" points to a green message: "Credit card information entered." Below this message is a checkbox "Save this info to my account" which is unchecked, and a "Save" button. A "Close" link is at the bottom.

12. If you enter the credit card data incorrectly you will get a message that states “This payment is declined. Please try another account. Message: DECLINED”
13. Click “Close” and attempt to repeat the payment process to try again.

The screenshot shows the same "Billing Information" form as above, but with a red callout bubble containing the number "12" pointing to a red message: "This payment is declined. Please try another account. Message: DECLINED". The "Save" button is now disabled (greyed out). A red callout bubble with the number "13" points to the "Close" link. The "Clear Billing" link and "Total Amount: \$25.00" are still visible.