

# Heartland Restaurant Advanced Training

*Datacap Integration - DC Direct EMV / PAY API*

# Agenda

1. What is DC Direct & PAY API?
2. Limitations, Important Information and Open Items
3. Boarding Process
4. Expected Release Date and Support Information
5. Demo, Roles, and Resources
6. Q/A

# What is Datacap DC Direct?

The **DC DIRECT payment platform** by **Datacap Systems** is a comprehensive payment processing solution designed for merchants to securely accept electronic payments across various processors.

Datacap is a well-established provider of payment solutions, and DC DIRECT is one of its key products that focuses on helping merchants integrate payments into their point-of-sale (POS) systems, e-commerce platforms, and mobile apps.

**DC Direct- Brick and mortar EMV Device Processing**

**NETePay- Ecommerce Processing- OLO**

**Datacap Gift- Gift Payments Ecomm and Brick and Mortar**

## **Note about Monetary Migration:**

This is **not** intended to process the migration of existing Monetary users to Datacap, but is intended to ensure the product is ready to accept net new merchants who prefer to use Datacap for their 3rd Party Processing.



# Monetary Transcloud Vs. DC Direct Emv Processing



# Processors and Supported Payment Terminals

## DC Direct Supported Processors

- Trust Merchant Services
- Beyond
- Bold Integrated Payments
- Chase
- Electronic Merchant Systems
- Electronic Payments
- Evo Snap
- Fiserv
- Global Payments
- Global Payments Canada
- Heartland
- Integrity Merchant Solutions
- Priority Payments MX
- TSYS Summit
- Worldpay
- Worldpay IP



# Important Information

## Key Dates & KPI's

General Availability - **4/21/2025**

**Alpha Start Date - 2/7/2025**

Sites Installed: **6**

TSYS: **4**

Portico/HPS: **2**

Transactions: **23,374**

\$ Processed: **\$656,000**

PAX & Ingenico: **19**

## Supported POS

**iOS V1 ONLY**

## Supported Devices

Any device supported by Datacap (17 in total), a list can be found [here](#).

- Pax A Series
- Ingenico Tetra Line

## Limitations

- Gift tipping is not supported on Ingenico devices
- Gift partial payments is not supported
- No Store and Forward
- No Line Item Display
- No Monetary MSR - In development with Datacap
- Scan to Pay
- Kiosk
- EMV Return Token
- Mobile V2 Not Supported

# Supported Transactions

## In Store

- Sale
- Void
- Tip Adjust
- Pre-Auth/ Capture
- Card on File
- Return/ Record No
- Card on File

## Datacap Gift

- Issue
- Void
- Balance
- Sale

## Online Pay API

- Sale
- Void Sale
- Return
- Sale/Adjust
- PreAuth/Capture
- AuthOnly

## Coming Soon

- Token return on EMV
- Scan to Pay Support
- **MSR** (blocked by Datacap)

# Heartland Restaurant - DC Direct Boarding Process

1

Merchant's HPOS Dealer will work with the Third Party Processor to obtain all the credentials required for processing with the provider.

\*Dealer must have reseller contract with Datacap.

To become a reseller:  
<https://datacapssystem.com/reseller-application>

2

When ready to engage our team. Dealer will create a quote in HPOS Salesforce with the correct SKU

3

Order Fulfillment/ Implementation will enable Datacap in Heartland Restaurant:  
Location>Billing>  
Enable Datacap Gateway & All Processors for DCap.

4

HPOS Dealer's are required to use the [POS Portal](#) or [UCP Attended Solutions](#) to order the DC Direct [supported hardware payment device](#).

5

- HPOS Dealer will set up the devices & update the credentials for processor [Datacap PSCS website](#).
- HPOS Dealer will confirm that the devices/POS software are configured properly and perform a test sale to ensure the Datacap integration is working properly.



# POS Configuration - EMV and Gift

## DC Direct EMV Device (Instore):

1. Dealer must work with Datacap to Order and configure devices
2. Log into the Admin Portal
3. Select Location>Location Setup>Payment Gateway
4. In the EMV Solution dropdown, chose **DC Direct**
5. Check Allow Manual Entry to activate manual entry on the EMV device.
6. **Save** Changes

## Datacap Gift:

1. Dealer must work with Datacap to Order and configure devices for gift
2. Select Location>Location Setup>Payment Gateway
3. In the Gift Card dropdown, chose Datacap

\* Tips are supported on Pax.

In-Store Settings Online Settings Heartland In-Store Settings Heartland Gift Settings BridgePay Settings >>

Gateway \*

None

EMV Solution

DC Direct

Datacap

☒ Sets gateway to use Datacap

Allow Manual Entry for Credit Cards

☒ Allowing POS users to enter credit cards manually may be accompanied with additional fees.

Gift Card

Datacap

Discard Changes Save

# POS Configuration - Ecommerce & eGift

## NETePay Ecommerce :

1. Dealer must work with Datacap to get MID and Token Key required for Configuration
2. Log into the Admin Portal
3. Select Location>Location Setup>Payment Gateway
4. Check the box to use the Datacap Gateway
5. Select the Datacap Settings Tab
6. Enter in the **ECOMM** DC MID
7. Enter in the **ECOMM** TOKEN KEY
8. **Save** Changes

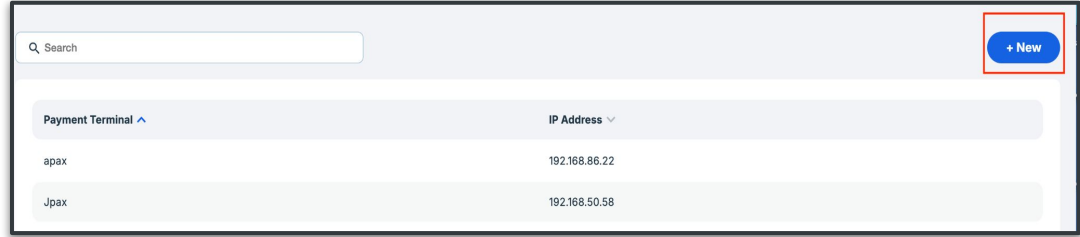
The screenshot displays the POS Configuration interface for Ecommerce & eGift. The top section, titled 'EMV Solution', shows a dropdown menu with 'DC Direct (Pending)' selected. Below this, a checkbox labeled 'Datacap' is checked, with the text 'Sets gateway to use Datacap' next to it. The bottom section, titled 'Datacap Settings', contains two input fields: 'Datacap MID' and 'Datacap Token Key'. Red arrows point to these fields. The 'Datacap Settings' tab is highlighted with a red box. At the bottom right, there are two buttons: 'Discard Changes' and 'Save'. The 'Save' button is highlighted with a red box.

**Note:** DCGift is built into the MID for ECOMM and In-Store  
No additional Configuration needed except to select DC  
Gift in Gift Drop down.

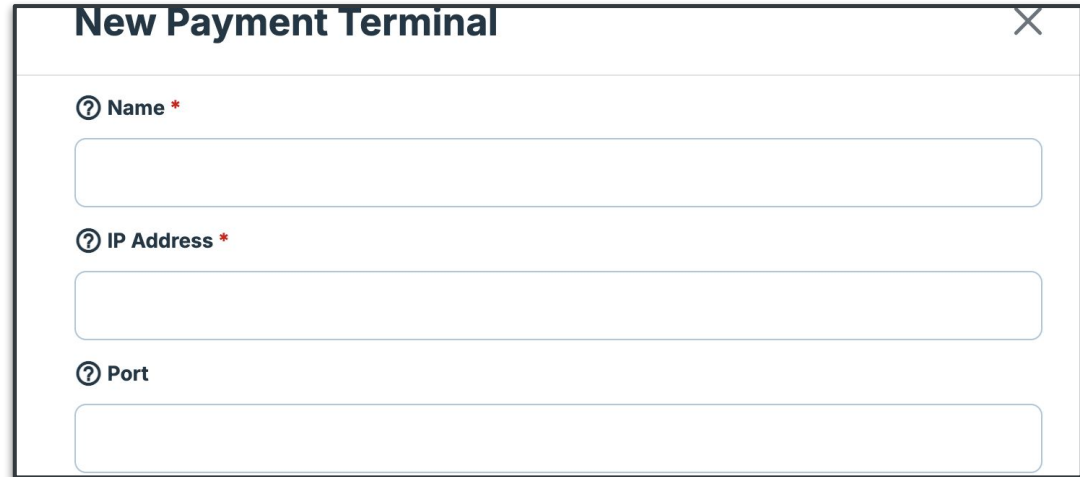
# POS Configuration - Payment Devices

## Payment Device Configuration:

1. Dealer must work with Datacap to Order and configure devices
2. Log into the Admin Portal
3. Select Location>Location Setup>Payment Terminals
4. In the top right corner, Select **+New**
5. Enter **Device Name** (Counter, Server)
6. Enter **IP Address** for Device
7. Enter Communication Port #:
  - a. **PAX: 8080**
  - b. **Ingenico:80**
8. **Save** Changes



Payment Terminal	IP Address
apax	192.168.86.22
jpax	192.168.50.58



### New Payment Terminal

? Name \*

? IP Address \*

? Port

\* DC Direct is Host batching, based off the processor.

# Processing - Duplicate Checking Support

## This is what to expect:

DC requires the Invoice # to be used for each transaction which we implemented. This means every ticket created has its own unique Invoice # we send with the transaction.

When a transaction is sent DC Direct duplicate checks across the following info up to one day **(24 hours)**:

- Acct or Token
- Invoice #
- Amount
- TranCode
- In closed Batches if within 24 hours
- No Dup checking across tickets at all.
- No Duplicate checking across devices.
- POS does not prompt similar to our own implementation with PAX.

**be  
aware  
and  
share.**



# Release Date and Support Information

## Release

Monday, April 21, 2025.

### Client Services/Fulfillment

The associated SKUs and fees for:

- **3RD-PARTY-CREDIT-DCAP-TSYS-1**
- **3RD-PARTY-CREDIT-DATACAP-ALPHA**

As this integration moves to the next phase General Availability, the SKUs will move out of the Alpha SKU section into the general available SKUs.

### POS Support/Implementation

- HPOS Dealer will help implement and troubleshoot issues reported by the merchant.
- Escalation Path for DC Direct:
  - For general production issues you're experiencing with your partners;  
[support@dcap.com](mailto:support@dcap.com)

When Submitting a ticket with DataCap be sure to include the following information:

- Identifier (Deployment ID or Datacap MID)
- Detailed description of the error/ issue

# Common Questions & Answers

How much will this offering cost?

- Wholesale TSYS Partner/ISO: \$0.00 SKU
- All other merchants \$199 one time fee for 3rd party processing

How will Store and Forward be supported on the DC Direct integration and is SAF supported on the Ingenico Lane devices?

Store and Forward is not supported. Once we are able to release the MSR the Offline Failover will work as it did with Montary.

What is UCP?

A 3rd party company we purchase devices from. Heartland does not stock devices from them, but merchants are allowed to purchase from UCP.

What is the process for Resellers? Is this still the correct process?

Dealers can work directly with Datacap to follow/understand processes for ordering equipment.

Are we still entering processor credentials on the back end?

All processor set up is done directly with Datacap, and not through the admin portal. This will be done with the dealer who will be ordering devices and entering credentials.

# Common Questions & Answers

Will the SKU for the credit also apply for Online Ordering or will there need to be another SKU?

For now it will be the single SKU. Online ordering for Pay API works the same as it did previously.

Is Datacap providing instructions to support on how to build/enter credentials?

No, since the dealers will be implementing Datacap Direct for the merchant.

Does Support need to assist with boarding?

Dealer or support can plug in keys if they have access to the admin portal.

Will functionality be more similar to PAX or Monetary in regards to transferring to CCs and tokens?

We are working to implement all the of the features that were supported with Monetary as a quick follow along.

# Resources

1. **POS User Guide**

*(Link will be added soon)*

2. [Internal Boarding Process Guide](#)

3. [DC Direct information](#)

4. [Video of this Training](#)

(recording will be uploaded to the Helpdesk)





QUESTIONS

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# Q & A

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ANSWERS



Thank You!

Heartland