

## Introduction

True Value<sup>®</sup> offers customers credit cards to use on their purchases. As a dealer, you can now process credit card applications for True Value. This document provides instructions for setting up and using the True Value Quick Credit Application (TV QCA).

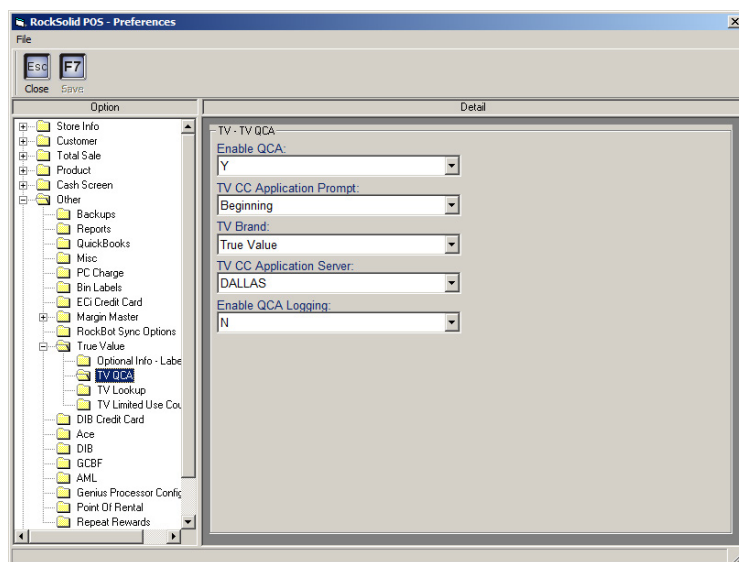
**Note:** In order for this feature to work, you must first install the Cayan Root Certificate on each workstation. For instructions, see the document [Installing the Cayan Root Certificate](#) (pdf).

## Setting up the TV QCA

Before you can use the TV QCA, you must first enable it in ROMan.



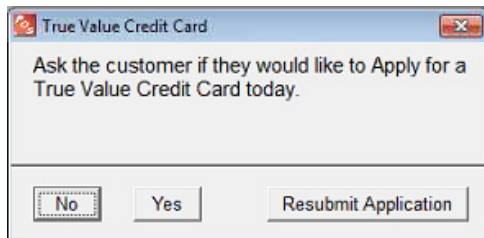
1. In ROMan, click Utilities and select
2. From the Option menu, click Other.
3. Click True Value.
4. Click TV QCA. The TV QCA window opens.
5. Click the Enable QCA drop-down menu and select Y.
6. Click the TV CC Application Prompt drop-down menu, and select when to prompt customers to apply for a True Value credit card. You can select Beginning or End.
7. Click the TV Brand drop-down menu and select the brand for which your customers apply for credit cards. You can select from True Value, Grand Rental Station, Home and Garden, or Taylor Rental.
8. Click the TV CC Application Server box and select the server to use when processing True Value credit card applications.
9. Click the Enable QCA Logging drop-down menu and determine whether to allow a log of QCA transactions to be kept by the system. You can select Y or N.



10. Click F7 Save.

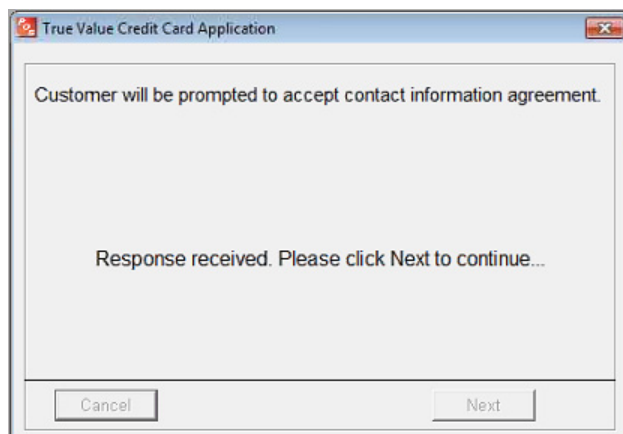
## Submitting True Value<sup>®</sup> Credit Applications

1. At the beginning or end of a transaction, you are prompted to ask the customer if they would like to apply for a True Value credit card. This is determined by your response in **Step 6** under the **Setting Up the TV QCA** heading.



**Note:** If you need to manually start the TV QCA, type **Ctrl + F5** in POS.

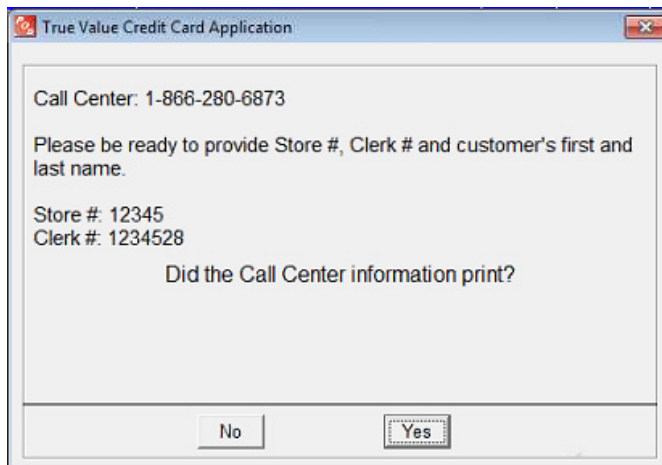
2. Click Yes. The True Value Quick Credit Card Application dialog box opens.
3. Enter the customer's email address. This is optional.
4. Click OK.
5. You are prompted to have the customer swipe an existing credit card. Once the customer swipes the credit card, their name displays in the TV QCA dialog box.
6. Verify the customer's name is correct and click Next.
7. Prompt the customer to enter their social security number (SSN). Click Next.
8. Prompt the customer to confirm their SSN. Click Next.
9. Prompt the customer to enter their date of birth. Click Next.
10. Prompt the customer to enter their house number. Click Next.
11. Prompt the customer to enter their zip code. Click Next.
12. Prompt the customer to accept the Contact Agreement. The customer must accept this agreement to complete the credit application.



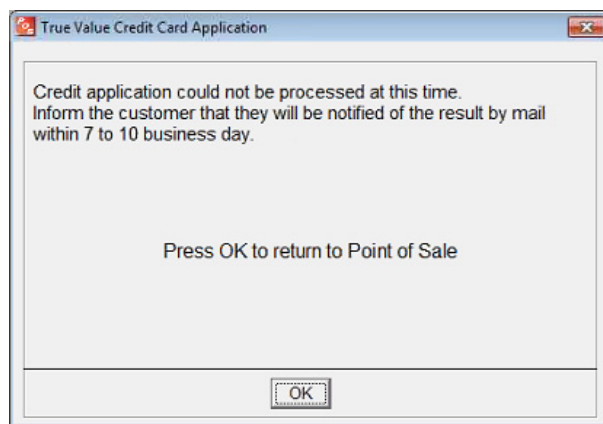
13. Prompt the customer to enter their mobile number. Click Next.
14. Prompt the customer to enter an alternate phone number, if needed. This step is optional. Click Next.
15. The Application Ready to be Submitted message displays. Click Submit Application.

If the application is accepted, go to **Step 17**.

If the application requires more information, the Call Center message displays and a receipt prints. The customer can then call the call center to provide the necessary information. If the credit card company decides to approve the card, you can then resubmit the application. For more information, see the **Resubmitting an Application** heading.



If the application is rejected, a message stating that the customer will be notified of the result by mail in seven to ten business days displays. Click OK to return to POS. This concludes the application process.



16. If the application was accepted, a temporary card prints, and, on the CED, the Customer Agreement displays the customer's account number and credit limit. Prompt the customer to accept the agreement.

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**Note:** The temporary pass is only active for a few hours. Customers receive their permanent card by mail.

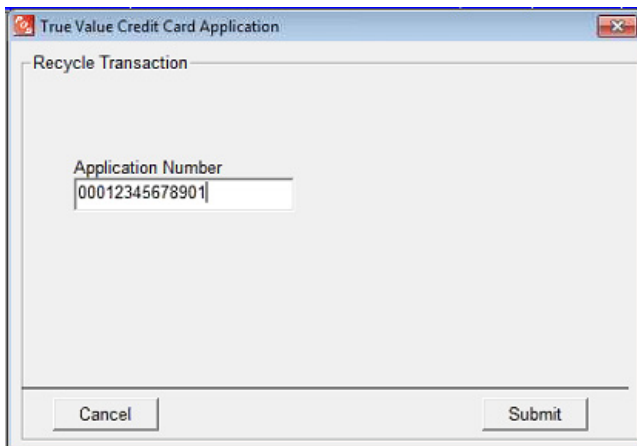
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17. Click Yes. The TV QCA dialog box closes.

## Resubmitting an Application

If an application required more information, the customer called the credit card company, and the company decided to approve the application, you can resubmit the application.

1. Type **Ctrl + F5** to manually start the TV QCA.
2. Click Resubmit Application.
3. Scan the barcode on the receipt that printed, or manually enter the number.

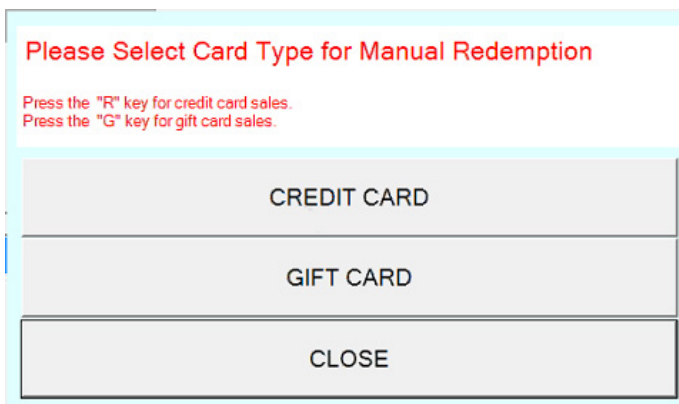
A screenshot of a Windows-style dialog box titled "True Value Credit Card Application". The dialog box has a "Recycle Transaction" label at the top. Below it, there is a text input field labeled "Application Number" containing the text "00012345678901". At the bottom of the dialog box, there are two buttons: "Cancel" on the left and "Submit" on the right.

4. Click Submit.

## Redeeming the Temporary Credit Card

Once a customer is approved for a True Value credit card, they can use the temporary pass that prints to complete their transaction.

1. Place items on a transaction.
2. Press F9 Total.
3. Type **S**.
4. Click F12 Manual. The Please Select Card Type for Manual Redemption dialog box opens.

A screenshot of a dialog box titled "Please Select Card Type for Manual Redemption" in red text. Below the title, there are two lines of red text: "Press the 'R' key for credit card sales." and "Press the 'G' key for gift card sales." Below this text are three large, light gray buttons stacked vertically: "CREDIT CARD", "GIFT CARD", and "CLOSE".

5. Click Credit Card. The Card Services dialog box opens.
6. Scan the barcode on the temporary receipt, or manually enter the number.
7. In the Expiration Date box, type **1248**.

The screenshot shows a 'Card Services' dialog box. At the top, a green banner with a lock icon says 'Enter your credit card information below and click Submit.' Below this, the 'Sale Amount' is \$23.31. The form contains several input fields: 'Card Number' (masked with asterisks), 'Expiration Date' (containing '1248'), 'CVV' (3 or 4 digits), 'Cardholder' (Name on the card), 'Street Address' (Address for the card), and 'Zip Code' (Zip code for the card). Each field has an information icon to its right. Below the fields, a note states: 'Not entering the street address or zip code may result in additional fees.' At the bottom of the form are two buttons: 'SUBMIT' with a checkmark icon and 'Cancel' with an 'X' icon. A link 'Click here to swipe card' is located below the buttons. A 'CLOSE' button is in the bottom right corner of the dialog box.

8. Click Submit. The transaction is processed and completed.

## For Further Assistance

For further assistance, please contact ECi RockSolid<sup>™</sup> support

- **E-mail:** [rs\\_support@ecisolutions.com](mailto:rs_support@ecisolutions.com)
- **ECi RockSolid Customer Support Web Portal:** <http://support.ecisolutions.com>
- **Call Toll Free:** 800-588-5128, Option 2, Monday through Friday 7 AM–7 PM EST, Saturday 9 AM–4 PM EST