

Testing a Keyboard Credit Card Swipe

Problem: Customer calls and says that his credit card swipe is now taking double the normal time to populate the credit card number field (when swiped)
This is a multi-location company. He thinks it is happening at all locations!

Solution- From the Host site...

- a. Have the customer login at root, on a workstation where the problem can be replicated.
- b. From the prompt have the customer type # nte cctest then hit the enter key
- c. The customer will be asked " Do you want to create the file" Answer "Y" for yes.
- d. When your White Screen appears.....have your credit card ready. Swipe it now!
- e. Time your swipe of the credit card, until it finishes populating your newly created file.
- f. Write this time down. Do the test again...to confirm the time.

Now...

- a. Have the customer then type "clist", and select his host site Dataset.
- b. From the Main Menu select>Other Options>Credit Verification System>Test CC Swipe
- c. When prompted, swipe your card.
- d. From the time you swipe, until the time the screen is populated, keep track of the time.
- e. Take the test again, to confirm the swipe.

From the Remote Site....

- a. Have the customer login at root, on a workstation where the problem can be replicated.
- b. From the prompt have the customer type # nte cctest then hit the enter key
- c. The customer will be asked " Do you want to create the file" Answer "Y" for yes.
- d. When your White Screen appears.....have your credit card ready. Swipe it now!
- e. Time your swipe of the credit card, until it finishes populating your newly created file.
- f. Write this time down. Do the test again...to confirm the time.

Now...

- a. Have the customer then type "clist", and select his remote site Dataset.
- b. From the Main Menu select>Other Options>Credit Verification System>Test CC Swipe
- c. When prompted, swipe your card.
- d. From the time you swipe, until the time the screen is populated, keep track of the time.
- e. Take the test again, to confirm the swipe.

Compare all of your findings.... see if one test is different than the other.