

Payment Configuration



1. Log into your Seedlive account (username will your email address and password that one that was sent over as default by Cantaloupe or if you already assign a password use it, if you don't know your password click on forgot password) (<https://seedlive.com/logout.i?selectedMenuItem=105>)

A screenshot of the Seed Live login page. It features the Seed Live logo at the top. Below the logo are two input fields: "User Name:" and "Password:". To the right of the "Password:" field is a "Sign In" button. Below the input fields, there is a yellow highlighted link that says "Forgot your password?" and a blue link that says "Sign up today!".

User Name:

Password:

Sign In

[Forgot your password?](#)

[Sign up today!](#)

2. Go into the General Tab>Devices.

A screenshot of the Seed Live dashboard. At the top is the Seed Live logo. Below the logo is a navigation bar with several tabs: "general", "administration", "configuration", "device management", "release notes", and "reports". Below the navigation bar is a green bar with more links: "logout", "home", "customers", "dashboard", "devices", "transfer device", "users", "change password", and "help". Below the green bar is a notification: "Your password expires in 363 day(s). You may change it by [clicking here](#)". Below the notification is a "Welcome," message followed by four buttons: "Sales Rollup Report", "Full Device Health Report", "Device Exception Report", and "Device Details Report". Below these buttons is a large grey box with the following text:

Welcome to SeedLive

Your hub for device reports and settings

The buttons on this page are fast links to our most frequently used reports.
For more reports go to the Reports Tab and select Saved Reports
For device setup and settings go to Configuration and select Devices

If you need assistance, please contact Customer Service at +1 888-561-4748 or customerservice@cantaloupe.com

For more help, visit our new Help Center at www.Cantaloupe.com/help-center to watch our videos and to view solutions for common problems.

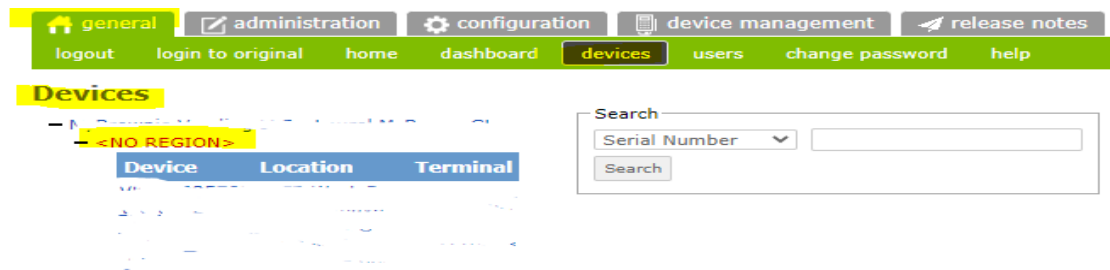
Devices

Search

Serial Number

Search

3. You'll see your company name and your name> click on it.
4. If you assigned a region, the region name will show up, if not, it will say NO REGION> click on it.



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Devices

<NO REGION>

Device	Location	Terminal

Search

Serial Number

Search

5. If your devices are activated, you'll see the devices serial number (if it's a G10/G11 the serial number starts with VK or with VJ, if it's an eport Engage the serial number starts with K3CT).
6. Click on the device which you want to work with, it'll take you to the Device's Profile, all information concerning the device and its location can be added there. You'll see the following sections:
 - a). - Terminal
 - b). - Device Information
 - c). - Location Information
 - d). - Machine Information
 - e). - Payment Information
 - f). - Contact Information

Terminal

Device Information

Device Serial Number

Client

Status Active

Billing End Date: 2023-03-20 00:00:00.0

Credit Card Statement Information

Override Doing Business As , shown on credit card statements, overrides customer setup parameter

Override Customer Service Phone

Override Customer Service Email

Location Information

Region

Location Name*

Address*

Specific Location at this Address*

Phone Number at this Location

Location Type*

Location's Time Zone*

Machine Information

Account ID

Machine Asset Number*

Machine's Make and Model*

Product Type*

Machine picture

Customer Device Picture: No file chosen

Payment Information

Owner

Bank Account to pay*

Payment Schedule*

Business Type* Vending

Inactivity Days to Turn Off ePort Connect Fees

Contact Information

Primary Contact*

Secondary Contact

* Required Fields

* If pending approval, no payments will be made for revenue generated by this device until the bank account is approved.

* Please contact Customer Service to change this

- Once you're inside the Device's Profile, scroll down and choose Payment Configuration.

Contact Information

Primary Contact*

Secondary Contact

* Required Fields
* If pending approval, no payments will be made for revenue generated by this device until the bank account is approved.
+ Please contact Customer Service to change this

- It'll take you to Payment Types, you'll need to select a Date Range to gain access to the information concerning the transactions.

seedlive

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Payment Types

Transaction History From 06/03/2023 06:38:08 To 06/03/2023 10:38:08

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- Select the date range.

Payment Types

Transaction History From 05/01/2023 06:38:08 To 06/03/2023 10:38:08

May, 2023

Today

wk	Sun	Mon	Tue	Wed	Thu	Fri	Sat
17		1	2	3	4	5	6
18	7	8	9	10	11	12	13
19	14	15	16	17	18	19	20
20	21	22	23	24	25	26	27
21	28	29	30	31			

Select date

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- Click LIST so you can see all the history of payments from that specific credit card reader.

Payment Types [List](#)

Transaction History From 05/01/2023 06:38:08 **To** 06/03/2023 10:38:08 [List](#)

? **May, 2023** x

<< < **Today** > >>

wk	Sun	Mon	Tue	Wed	Thu	Fri	Sat
17		1	2	3	4	5	6
18	7	8	9	10	11	12	13
19	14	15	16	17	18	19	20
20	21	22	23	24	25	26	27
21	28	29	30	31			

Select date

11. The list of all the transactions (whether they're cash or cashless (meaning credit card) will be reviewed here, it'll give the description of the payment type, whether it was Cash, Tap, Swipe, Apple pay, etc.



Report Requests:
Pending (0)
Ready (13)

[general](#)
[administration](#)
[configuration](#)
[device management](#)
[release notes](#)
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[logout](#)
[login to original](#)
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[dashboard](#)
[devices](#)
[users](#)
[change password](#)
[help](#)

Payment Types [List](#)

Transaction History From 05/01/2023 06:38:08 **To** 06/03/2023 10:38:08 [List](#)

Tran ID	Time	State	Payment Type	Entry Method	Card Data	Amount	Consumer Email
	06/03/2023 00:44:29	TRANSACTION_COMPLETE	Cash	Cash		1.75	
	06/03/2023 00:43:58	TRANSACTION_COMPLETE	Cash	Cash		1.25	
	06/02/2023 23:07:28	TRANSACTION_COMPLETE	Visa (Track 2) - RapidConnect - USA	Apple Pay Cash EMV		3.75	
	06/02/2023 23:06:43	PROCESSED-CLIENT_CANCELLED_VEND	Visa (Track 2) - RapidConnect - USA	Apple Pay Cash EMV		0.00	
	06/02/2023 23:06:11	PROCESSED-CLIENT_CANCELLED_VEND	Visa (Track 2) - RapidConnect - USA	Apple Pay Cash EMV		0.00	
	06/02/2023 23:05:21	PROCESSED-CLIENT_CANCELLED_VEND	MasterCard (Track 2) - RapidConnect - USA	EMV Contactless		0.00	
	06/02/2023 22:27:57	TRANSACTION_COMPLETE	MasterCard (Track 2) - RapidConnect - USA	EMV Contactless		1.75	
	06/02/2023 20:19:49	TRANSACTION_COMPLETE	Visa (Track 2) - RapidConnect - USA	Swiped		1.25	
	06/02/2023 20:19:26	TRANSACTION_COMPLETE	Visa (Track 2) - RapidConnect - USA	Swiped		2.75	
	06/02/2023 00:22:59	TRANSACTION_COMPLETE	Visa (Track 2) - RapidConnect - USA	EMV Contactless		3.75	
	06/01/2023 20:31:38	TRANSACTION_COMPLETE	Visa (Track 2) - RapidConnect - USA	EMV Contactless		3.75	
	06/01/2023 20:30:53	PROCESSED-CLIENT_CANCELLED_VEND	Visa (Track 2) - RapidConnect - USA	EMV Contactless		0.00	
	06/01/2023 19:15:53	TRANSACTION_COMPLETE	Cash	Cash		3.00	
	06/01/2023 12:45:38	TRANSACTION_COMPLETE	MasterCard (Track 2) - RapidConnect - USA	Swiped		2.75	
	06/01/2023 12:44:57	TRANSACTION_COMPLETE	MasterCard (Track 2) - RapidConnect - USA	Swiped		2.75	

Range 1 - 15 of 140 Records

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[2](#)
[3](#)
[4](#)
[5](#)
[6](#)
[7](#)
[8](#)
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[10](#)

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12. It will also show, the amount that was charged for that transaction or sale and describe whether it was a successful vend, cancelled vend (by user or vending machine) or if it failed, here are some of the most common messages that you may see to identify what the credit card reader is REPORTING to the website.

<u>TRAN ID</u>	<u>TIME</u>	<u>STATE</u>	<u>PAYMENT TYPE</u>	<u>ENTRY METHOD</u>	<u>CARD DATA</u>	<u>AMOUNT</u>	<u>CONSUMER EMAIL</u>
DETAILED INFORMATION CONCERNING THE TRANSACTION	WHAT TIME WAS THAT TRANSACTION MADE OR PROCESSED	DECLINED SUCCEFUL COMPLETE CANCELLED BY VENDING MACHINE OR USER	CASH VISA MATERCARD CASH DISCOVERY AMERICAN EXPRESS ETC	CASH APPLE PAY EMV EMV CONTACTLESS SWIPED	LAST FOUR DIGITS OF THE CARD THAT WAS USED	AMOUNT THAT WAS CHARGED FOR THAT TRANSACTION	N/A

13. If you want to have more access to the transaction's information, on the far-left column you have TRAN ID, click on it to gain access to the detailed information.



Transaction								
Tran ID			Start Time				06/03/2023 00:44:29	
Reference Tran ID			End Time				06/03/2023 00:44:29	
Created	06/03/2023 02:44:32		Upload Time				06/03/2023 02:44:32	
Last Updated	06/03/2023 02:44:32		Consumer Account ID					
State	TRANSACTION_COMPLETE		Result					
Device Tran ID			Global Trans No					
Auth Call ID			Client Payment Type				Mc-Cash	
Sale Call ID	3FD25ESD8CB11795		Payment Entry Method				Cash	
Account Data			Payment Type				Cash	
Auth Hold Used			Device Serial #					
Imported	Y		Device Type				ePort G11	
Intended Purchase	0/60		Actual Purchase				1/\$1.75	
Payment Type	Cash		Payment Category					
Sale Type	Cash		Sale Result				Successful	
Sale Start Time	06/03/2023 00:44:29		Sale End Time				06/03/2023 00:44:29	
Sale Amount	\$1.75		Device Batch ID					
Receipt Result			Duplicate Count				0	
Payment Action Type	Purchase		Consumer Pass ID					
Line Items								
Line Item ID	Host ID	Batch Type	Item Type	Purchase	Description	Timestamp	Sale Result	
		Actual Batch	ePort Vend	1/\$1.75	0034	06/03/2023 00:44:29	Successful	
Processing Details								
Detail ID	Type	State	Amount	Timestamp	Result			
Ledger Details								
Ledger ID	EFT ID	Customer	Timestamp	Entry Type	Ledger Status	EFT Status	Fee	Ledger Amount

14.- On the detailed report, you can see which device was use, the payment method, and what's most important, the actual amount that was charged, and how many items were sold.

Payment Entry Method	Cash
Payment Type	Cash
Device Serial #	
Device Type	ePort G11
Actual Purchase	1/\$1.75
Payment Category	Not Applicable
Sale Result	Successful
Sale End Time	06/03/2023 00:44:29

15.- On the ACTUAL PURCHASE it'll say how many items were sold in that transaction (1 or more) and what was charged over to the customer, same thing for the Line items.

Line Items						
Item Type	Purchase	Description	Timestamp	Sale Result		
ePort Vend	1/\$1.75	0034	06/03/2023 00:44:29	Successful		

If it was a cashless transaction, it may have more detailed such as this.

Line Items						
Host ID	Batch Type	Item Type	Purchase	Description	Timestamp	Sale Result
...	Actual Batch	ePort Vend	1/\$3.75		06/02/2023 23:07:37	Successful

Processing Details					
Type	State	Amount	Timestamp	Result	
Live Auth	SUCCESS	\$10 (\$5 Override)	06/03/2023 01:07:28	Successful	
Pre-Authed Sale	SUCCESS	\$3.75	06/03/2023 01:07:41	Successful	

Ledger Details							
Customer	Timestamp	Entry Type	Ledger Status	EFT Status	Fee	Ledger Amount	
	06/03/2023 01:07:42	Credit Card	Settled	Open		3.75	
	06/03/2023 01:07:42	Process Fee	Settled	Open	5.95% + 0.00 (0.00 min)	-0.223125	

16.- That's how you can get more detailed information of the transactions that are being registered on your credit card reader on the Seedlive website.

For more information please visit: <https://vendnetusa.com/pages/software>

