

SERVICE BULLETIN

Subject: PCCharge Support

Date: 5/6/11

Bulletin No. SB11-2

The following information is presented to assist Brunswick's Vector Plus customers with maintaining support for the PCCharge Application.

PCCharge™ software is used to provide a secure payment-accepting interface between Brunswick's Vector Plus Center Network System and a payment card provider. Technical support for PCCharge is provided by the support team at Verifone. Please review the information contained in this bulletin and, if further clarification is required, contact Brunswick Technical Support (BTS) at 1-800-YES-BOWL or techsupport@brunbowl.com.

PCCharge Server Application

- PCCharge Vector Plus software version 2.7.X or higher to operate.
- The Vector Plus Payment Card Application uses PCCharge™ software to send information to your payment card provider for processing credit card information.
- PCCharge requires you to select and purchase service from a payment card provider such as First Data, Heartland, Payment Tech, etc.
- PCCharge works best when the Vector Plus Server is connected to a high speed internet connection. However, it will also work with a phone modem but processing speed can be an issue.
- PCCharge can be run in Retail or Restaurant modes.
 - Restaurant mode allows for add on transactions (like gratuities) by printing the receipt without totals until all information is entered and payment mode is processed. This mode also can assign the transaction to a wait staff member.
 - Retail mode prints the receipt with the subtotal but gratuity and grand total are printed when transactions are cashed out.
- The original purchase of PCCharge comes with one year of telephone technical support from Verifone.

PCCharge Support

- Brunswick recommends contacting Verifone prior to the end of your first year's support plan with Verifone to renew your PC Payments Support Assurance Plan to insure uninterrupted technical support for PCCharge.
- Verifone sends U.S. Mail notifications to all PC Charge customers 45-60 days prior to end of the current Verifone support coverage.
 - Make sure you respond in a timely manner to avoid gaps in your Verifone support agreement.
 - Your center contact information (including E-mail address) should be kept current to make sure notifications are received promptly. If your email address has changed, visit the www.estimate.verifone.com website to update your customer account information.

- The latest versions of PCCharge (Version 5.9.1 and higher) have Administrator password expiration to help promote a secure environment in your center. The Admin password that is used to access the PCCharge applications on the server must be changed every 3 months to avoid being locked out of the application. The password is used to make configuration changes or to manually process credit cards. If you get locked out of your PCCharge Application, you must contact Verifone's technical support to reset your password.
- Note that Brunswick cannot provide this support for the PCCharge application. If the Administrator password has expired, you must contact Verifone by calling their 877-659-8981 Support Number to reset the password.
- Visit the Verifone website to check the dates of your support coverage by creating an account on their website at www.estore.verifone.com.

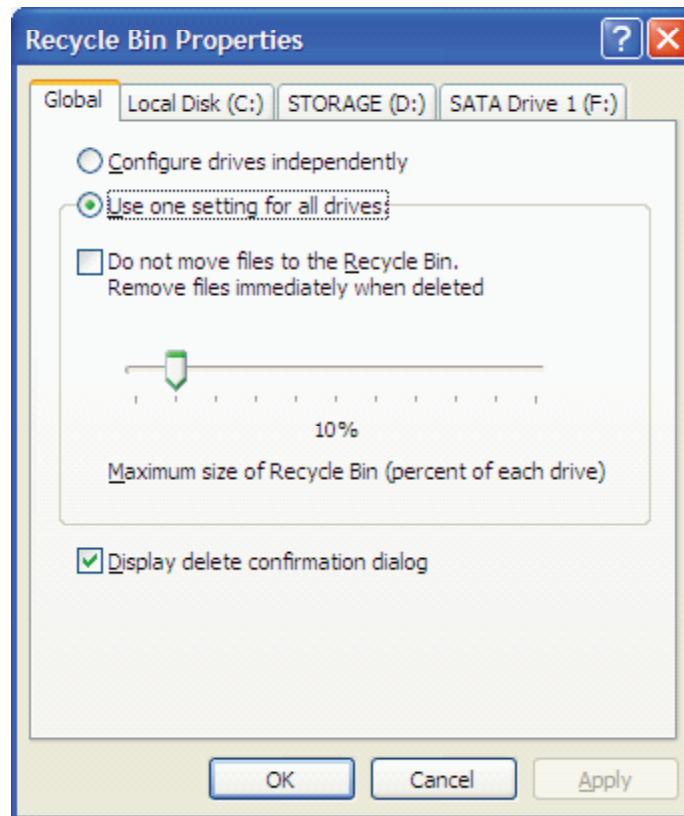
Troubleshooting

- **Can't process a transaction automatically.**
 - If you are experiencing problems processing a credit card transaction from the Vector Plus Desk Application, go to the PCCharge application in the office and manually process the credit card. If the card can be manually processed within the PCCharge application, contact BTS for help resolving the issue.
 - Make sure you are selecting the credit card type, prior to swiping the card.
 - If you see an error message that indicates you are forcing the card payment, you may end up with a duplicate payment in PCCharge. (Check the Pre-settlement report for possible duplicates.)
- **Can't process a transaction manually.**
 - Verify proper internet access by opening the Internet Explorer browser. If IE opens properly, you have access.
 - Test two or more credit cards to make sure the credit cards being used are valid.
 - If you are still experiencing problems processing a manual credit card transaction from the PCCharge application, contact **Verifone's** technical support for assistance.
- **Duplications of credit card transactions.**
 - Duplication can be caused by the PCCharge batch process being unable to complete due to the recycle bin being full. The batch process sends the current batch file into the recycle bin for deletion. If the bin is full, the file continues to build and sends duplicate information to your processor. You may see files such as xxxx.Ifz, xxxx.ENC, normal pccw.mdb files and many others in the computer's Recycle Bin. The xxxx.xxx files naming convention will depend on the payment card processor you have selected. All vendors have their own file types that can be sent to the recycle bin. You can test for this problem by creating a document file and then try to delete the file. If the file can not be sent to the recycle bin it will tell you the bin is full.

To eliminate this issue, one of the following three options must be undertaken.

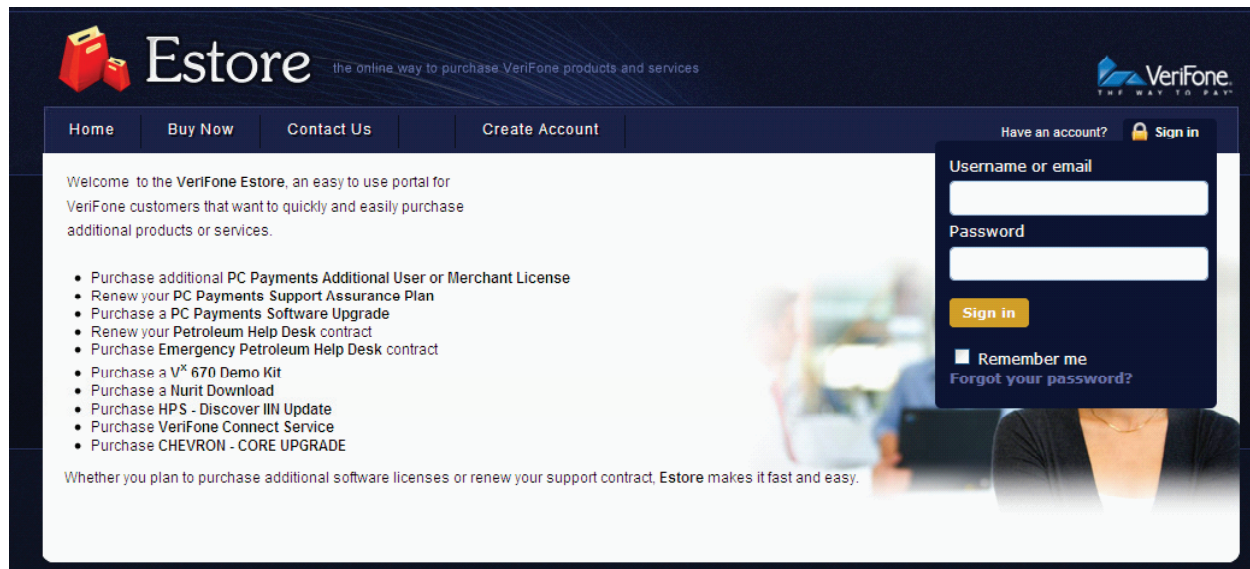
1. Choose to delete files immediately by selecting “**Do not move Files to the Recycle Bin.**”
2. Increase the disk space used for the Recycle Bin on each disk by selecting “**Configure drives independently**” or “**Use one setting for all drives.**”
3. Empty the Recycle Bin manually on a weekly basis.

Right Click on the Recycle Bin and select Properties to get this screen.



Verifone Support for PCCHarge


- www.estore.verifone.com



You have the following options for contacting Verifone:

- PCCharge Technical Support Phone Number: 877-659-8981
Email: support@pccharge.com.
(For technical problems)
- Email: SalesInfo@verifone.com
(For licensing and support plan inquiries)
- Address: PCCharge Payment Server
Verifone, Inc.
8001 Chatham Center Dr. Suite 500
Savannah, Ga. 31405

If you have questions regarding the information contained in this Service Bulletin, please contact Brunswick Technical Support at 1-800-937-2695 or 231-725-4966, FAX 231-725-4667, or Email techsupport@brunswickbowling.com Visit <http://www.brunswickbowling.com/service-support/tech-support/> for electronic files of this and other Service Bulletins.


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