

Contact	DateTime	Tech	OnSite	Network	Dealer	Package	CallType	CustType	Product	Notes
Vivian	8/14/15 01:54 PM	Jim D	0	LNK	Write Business Solutions Inc.	Problem-Database	Dealer	NETePay	IMV - Net epay issue - this may be resolved but vivian wants to wait until monday to reinstall SQL	
Angel	8/14/15 10:12 AM	Adam	0		Wesite Touch POS	Problem-Auth/Settlement	Dealer	NETePay	Missing batches. Elvion doesn't see any transactions or batches for the merchant call for FRANK Net epay issue - they can't access the server because it's offline.	
Vivian	8/13/15 07:15 PM	Jim D	0		Team Business Solutions Inc.	Problem-Database	Dealer	NETePay	Help with deployment activation for netepay 5.0 moving one server to another.	
Dan	8/13/15 10:04 AM	Adam	0		Hospitality Tech Partners (Dan Maynard)	Problem-Installation/Activation Support	Dealer	NETePay	Help with deployment activation for netepay 5.0 moving one server to another.	
Mack Jones	8/12/15 04:55 PM	Jim D	0	V52	today software	Problem-Auth/Settlement	Systems Integrator	NETePay	his test NETePay wasn't working yesterday.	
Jon	8/12/15 11:10 AM	Adam	0	NDC	merchant solutions	Problem-Database	Dealer	NETePay	Error. 014 inv account 00014	
Steph	8/12/15 09:25 AM	Adam	0		WorSPay US	Problem-Auth/Settlement	Processor	NETePay	On Tap Cuyahoga Falls bad batch from yesterday	
Brian	8/12/15 08:59 AM	Adam	0		Signature Control Systems LLC (OH)	Problem-Dataware	Dealer	NETePay	Dataware SRS	
Stacy	8/12/15 07:53 AM	Dan	0		Mercury Payment Systems	Problem-Firewall/Router	Processor	NETePay	Want's to know what ports to keep open for netepay.	
Alex	8/11/15 01:04 PM	Jim D	0	MDX	TigerPOS	Question-Product/Documentation	Systems Integrator	NETePay	question about <Memo> element that Mercury requires.	
Sara Heartland	8/11/15 10:12 AM	Adam	0		Quality Cash Register Sys. (FL)	Problem-Auth/Settlement	Dealer	NETePay	license warning	
Chris	8/11/15 09:36 AM	Dan	1	CIT	RDS of Florida ***USE DAT688***	MAITRE'D	Dealer	NETePay	error - setting batch - error from server: invalid trans code	
Clay	8/11/15 09:00 AM	Adam	0		Cabaret Systems Inc.	Problem-Installation/Activation Support	Dealer	NETePay	PSCS error. Can't connect to server - help with upgrade netepay 4.0 to 5.0 with dataware SRS. Error in PSCS. Can't connect to remote server	
Miguel Softech	8/10/15 06:30 PM	Frank	0	CIT	Softec Systems Inc.	Problem-Auth/Settlement	Dealer	NETePay	help with upgrade netepay 4.0 to 5.0 with dataware SRS.	
Timothy Edwards	8/10/15 02:21 PM	Frank	0	ADH	Skidata	Problem-Auth/Settlement	Dealer	NETePay	can't close batch	
Orlando	8/10/15 02:12 PM	Frank	0	ADH	Skidata	Problem-Auth/Settlement	Dealer	NETePay	Problem at Orlando Airport	
Adam	8/10/15 12:28 PM	Jim D	0		PERSITE TECHNOLOGIES	Question-Product/Documentation	Dealer	NETePay	New dealer has questions about his first site	
M K	8/10/15 10:34 AM	Jim O	1	NDC	Microcomputer Sys Support Inc	FUTURE POINT OF SALE	Dealer	NETePay	cannot batch - cannot clear batch - processor is forcing the batch but he can't clear it.	
Ben	8/10/15 08:37 AM	Dan	1	HRT	National Computer Computers	FUTURE POINT OF SALE	Dealer	NETePay	New instal - Frank instruction don't apply to this setup in regards to the Netepay admin.	
James	8/10/15 11:26 AM	Jim O	0	MDX	National Computer Corp	Problem-Auth/Settlement	Dealer	NETePay	getting eze related error when trying to test with mercury.	
Jason Meritage	8/6/15 06:55 PM	Frank	0	ENV	Meritage Technologies	Problem-Auth/Settlement	Dealer	NETePay	Help With AccountPSCS Ticket Id 120 As per Frank No Charge Original Call was at 6:55 Problem Resolved	
Sara Heartland	8/6/15 03:35 PM	Frank	0	HRT	Quality Cash Register Sys. (FL)	MAITRE'D	Dealer	NETePay	license warning	
Rozbie	8/6/15 02:14 AM	Dan	0	CIT	SOFT TOUCH POS	Problem-Auth/Settlement	Dealer	NETePay	license warning	
Ben	8/5/15 02:15 PM	Jim O	0		Microsae POS Systems	Question-Product/Documentation	Dealer	NETePay	dsiEMVUS - question about batching	
Ben	8/5/15 12:24 PM	Jim O	0		Microsae POS Systems	Question-Product/Documentation	Systems Integrator	NETePay	questions about SequenceNo and partial auths dsiEMVUS.	
Rich Performance POS	8/5/15 12:15 PM	Adam	0	WRT	Performance POS	Problem-Auth/Settlement	Dealer	NETePay		
Jerry	8/5/15 10:49 AM	Frank	0	MDX	Mercury Payment Systems	Question-Product/Documentation	Processor	NETePay		
William	8/4/15 10:06 AM	Adam	0		Restaurant Technology Services	Problem-Installation/Activation Support	Dealer	NETePay	Activation for netepay 4.0 and email LF file for Rutherford Pancake House. William installed ML when it should be SL. Had him uninstall ML and install SL and dropped the LF file in netepay for activation.	
Tom	8/3/15 10:47 PM	Jim O	0	HPH	retail data	LOGIVISION	Dealer	NETePay	went live with heartland portion and got error from logi when trying to process ebt (your host does not support EBT)	
Ben	8/3/15 11:08 AM	Jim O	0		Microsae POS Systems	Question-Product/Documentation	Systems Integrator	NETePay		
James	7/31/15 11:31 AM	Jim O	0	PNH	National Computer Corp	Problem-Auth/Settlement	Systems Integrator	NETePay	trouble testing debit cards.	
Sean	7/31/15 08:59 AM	Adam	0		First Data Merchant Services	Services-BuildFile/Create Dial In User	Processor	NETePay	Has a dealer setting up a deployment for Nashville	
Sam	7/30/15 03:33 PM	Jim D	0		Esylpays Inc.	Question-Product/Documentation	Systems Integrator	NETePay	question about moving a deployment	
Vic	7/30/15 10:47 AM	Frank	0	PNH	Ausphan Software Corporation	Problem-Installation/Activation Support	Dealer	NETePay	5.0 related error	
Chip * urgent	7/30/15 09:19 AM	Adam	0	CIT	GlobalTech POS	RESTAURANT MANAGER GATEWAY	Dealer	NETePay	Dataware - needs to have them running by 11:00 sent all merchant info in an email yesterday	
Gilbert POS HI	7/30/15 08:36 AM	Adam	0		Cabaret Systems Inc	Problem-Installation/Activation Support	Dealer	NETePay	Help with upgrade from 4.0 to 5.0 netepay	
Dave Mettster	7/29/15 10:59 AM	Adam	0	CIT	POS Hawaii	FUTURE POINT OF SALE	Dealer	NETePay	Error on tsys platform. 004104e 000 3 d13. Dave sent the database	
Art	7/29/15 09:42 AM	Adam	0	LNK	Art Gordon Cash Registers	Problem-Auth/Settlement	Dealer	NETePay	dup charges when adding a tip.	
Brian	7/29/15 09:15 AM	Adam	0	BUY	BMC	Problem-Firewall/Router	Dealer	NETePay	Failed to start netepay. DNS	
Mave	7/28/15 03:22 PM	Jim O	0		scan soft pos	Question-Product/Documentation	Systems Integrator	NETePay	call for jim o	
Dave Mettster	7/28/15 10:09 AM	Adam	0		Inland Data Services	Problem-Auth/Settlement	Dealer	NETePay	Error on tsys platform. 004104e 000 3 d13. Dave sent the database	
Jerry	7/27/15 04:59 PM	Jim O	0	HRT	Scan Plus Inc.	SCANPlus POS	Dealer	NETePay	questions about HBA version required	
Terry	7/27/15 11:24 PM	Jim D	0	NDH	GwerdePOS	Question-Product/Documentation	Systems Integrator	NETePay	having trouble testing debit transaction	
Eric	7/27/15 11:31 AM	Adam	0		Granbury Solutions	Problem-Installation/Activation Support	Dealer	NETePay	Help installing netepay with two registers	
Sleve	7/23/15 04:53 PM	Frank	0	CIT	Inborne Technology	Problem-Auth/Settlement	End User	NETePay	Cannot do Tips through the POS but can register epy	
Debra Kruse	7/23/15 12:05 PM	Frank	0	SSH	Steering Payment Technologies	Question-Product/Documentation	Processor	NETePay	has a meeting at 1	
Ineke	7/22/15 10:03 AM	Jim O	0		CLASSIC POS INC	Problem-Auth/Settlement	Systems Integrator	NETePay	8660.26.9999999 NETePay Mercury/global test EMV	
Alexey KID	7/21/15 03:53 PM	Jim O	0	MEH	premy corpr 360 pet?	Question-Product/Documentation	Systems Integrator	NETePay	EMV questions - says he a dealer	
Keith BMC	7/20/15 06:15 PM	Frank	0	BUY	Wesite Business Machines Company Inc.	Problem-Auth/Settlement	Dealer	NETePay	Pin Error 4 R	
Jerry	7/20/15 05:08 PM	Jim O	0		TigerPOS	Question-Product/Documentation	Systems Integrator	NETePay	questions about dsiEMVUS	
Shane	7/20/15 01:18 PM	Jim O	0	PNS	Northwest Point of Sale	Question-Product/Documentation	Systems Integrator	NETePay	got weird error when testing to paymentech	
Michael	7/19/15 08:51 AM	Jim O	0	MSH	Techno 90 LTD	Problem-Installation/Activation Support	Dealer	NETePay	merchant replaced pinpads now parameter download won't work. dealer isn't clear on why this was done.	
Geno Cortez	7/19/15 05:49 AM	Adam	0	PNS	RDS of Florida ***USE DAT688***	MAITRE'D	Dealer	NETePay	renaming - not an existing socket connection	
Zhen	7/16/15 04:44 PM	Jim O	0	HPH	today software	Question-Product/Documentation	Systems Integrator	NETePay	questions about testing NETePay	
David Crupiter	7/15/15 06:37 PM	Frank	0	V52	TIBA Parking LLC	Problem-Auth/Settlement	Dealer	NETePay	Cannot Process since July 2nd	
Brent TSY	7/15/15 06:37 PM	Frank	0	V52	TIBA Parking LLC	Problem-Auth/Settlement	Processor	NETePay	Cannot Process since July 2nd	
Marco Tiba parking	7/15/15 06:36 PM	Frank	0	V52	TIBA Parking LLC	Problem-Auth/Settlement	Dealer	NETePay	Cannot Process since July 2nd	
David Crupiter	7/15/15 06:04 PM	Frank	0	V52	TIBA Parking LLC	Problem-Auth/Settlement	Dealer	NETePay	Has not Processed since July 2nd	
Brent TSY	7/15/15 06:03 PM	Frank	0	V52	TIBA Parking LLC	Problem-Auth/Settlement	Processor	NETePay	HS Not processed since July 8ND	
Marco Tiba parking	7/15/15 06:02 PM	Frank	0	V52	TIBA Parking LLC	Problem-Auth/Settlement	Dealer	NETePay	Cannot Process since July 2nd	
Brandon	7/15/15 04:34 PM	Jim O	0		Birmingham Toledo Inc.	Question-Product/Documentation	Dealer	NETePay	just received EMV kit	
Julliana	7/15/15 03:49 PM	Jim O	0	HRH	Abbott and Shapiro inc (The Edge POS)	The Edge POS	Systems Integrator	NETePay	Merchant ID does not match license error from edge	
Shannon	7/15/15 02:29 PM	Jim O	0	HRH	heartland payment systems	Problem-Auth/Settlement	Processor	NETePay	questions about merchant having a setup issue	
Gino Cortez	7/15/15 10:41 AM	Jim O	0		RDS of Florida ***USE DAT688***	Problem-Database	Dealer	NETePay	call for ADAM Customers net epy (snt seeing seqal datacap	
Richard	7/15/15 08:29 AM	Dan	0	CIT	Innovative Computer Services LLC	CAP Software	Dealer	NETePay	pscs ticket 115 resolved by DQ.....dealer needed srs reset. called and email dataware to have this done. dealer was able to load parameters after reset. he was also able to auth and settle before completion of after hours call	
Richard	7/14/15 10:22 PM	Dan	0	CIT	Innovative Computer Services LLC	CAP Software	Dealer	NETePay	pscs ticket 115 resolved by DQ.....dealer needed srs reset. called and email dataware to have this done. dealer was able to load parameters after reset. he was also able to auth and settle before completion of after hours call	
Dave	7/14/15 08:00 PM	Adam	0	MDX	New England POS	Problem-Installation/Activation Support	Dealer	NETePay	Help with upgrading	
Dave	7/14/15 03:37 PM	Adam	0	MDX	New England POS	Problem-Installation/Activation Support	Dealer	NETePay	Help with upgrading	
Dave	7/14/15 03:24 PM	Adam	0	MDX	New England POS	Problem-Installation/Activation Support	Dealer	NETePay	Help with upgrading	
Dave	7/14/15 03:00 PM	Adam	0	MDX	New England POS	Problem-Installation/Activation Support	Dealer	NETePay	Help with upgrading	
Jay	7/14/15 01:46 PM	Adam	0	NDC	Dynamic Products Midwest	Problem-Installation/Activation Support	Dealer	NETePay	Doing an upgrade	
Mike	7/14/15 10:10 AM	Adam	0		ECR Cash Register	Problem-Installation/Activation Support	Dealer	NETePay	help with backup netepay	
Yearady Castillo	7/13/15 12:07 PM	Jim O	0		MSI Retail	Question-Product/Documentation	Dealer	NETePay	questions about Batch summary and closing the batch from the client interface.	
Tyler Small	7/13/15 10:34 AM	Jim O	0		Montgomery County Ohio	Question-Product/Documentation	Merchant	NETePay	Merchant; Montgomery County Ohio - Merchant has two parking location - using Netepay - EMSM software support question (actually merchant needs advise: not sure if he can test his dealer)	
Juan Gomez	7/13/15 09:54 AM	Dan	1	CIT	Merchant 1 Systems	Problem-Auth/Settlement	Dealer	NETePay	unable to batch out	
Juan Gomez	7/13/15 09:32 AM	Dan	1	CIT	Merchant 1 Systems	Problem-Auth/Settlement	Dealer	NETePay	unable to batch out	
Janie	7/10/15 04:24 PM	Jim O	0		M.M. Hayes Co Inc	Problem-Database	Dealer	NETePay	sql server stopped yesterday and he can't get it going again.	
Andy	7/10/15 09:36 AM	Adam	0	BUY	PSI Usage Program	Problem-Database	Dealer	NETePay	Dataware SRS. Contacted dataware	
Rich	7/10/15 09:30 AM	Adam	0	BUY	Innovative Computer Services LLC	Problem-Installation/Activation Support	Dealer	NETePay	Help with netepay 5.0	
Bret Burke	7/10/15 09:16 AM	Adam	0	BUY	Centres Systems Corp (NI)	Problem-Installation/Activation Support	Dealer	NETePay	wants to activate a customer's netepay	
Jason	7/9/15 09:33 AM	Adam	0		Enterprise Business Solutions	Problem-Auth/Settlement	Dealer	NETePay	Dataware SRS	
Clinton	7/9/15 08:31 AM	Adam	0		Paragon Retail Systems	Problem-Auth/Settlement	Dealer	NETePay	rejected batch error. sending logs.	
Bruce	7/9/15 08:22 AM	Adam	0		Apex Solutions Inc.	Problem-Firewall/Router	Dealer	NETePay	908 bad header: 205 0000.	
Terry	7/8/15 02:59 PM	Jim O	0	V52	WarePOS	Problem-Auth/Settlement	Systems Integrator	NETePay	ran some test transactions to day and getting declines "invalid merchant id"	
Joe Avis Solutions	7/8/15 02:41 PM	Frank	0	WPH	Advanced POS Solutions	Problem-Auth/Settlement	Dealer	NETePay		
Bill	7/8/15 10:10 AM	Jim O	0		High Meadow Business Solutions	Question-Product/Documentation	Systems Integrator	NETePay	call for jim o	
Tom	7/8/15 08:34 AM	Adam	0	HRT	C&M Business Machines	Problem-Installation/Activation Support	Dealer	NETePay	Help with 5.0 install. Dealer installed rental when it is purchased.	
Kevin Anderson	7/7/15 02:15 PM	Dan	0		RDS Ohio Valley	LOGIVISION	Dealer	NETePay	DSR error msg..... fix dat shiznil!	
Zack	7/7/15 02:52 AM	Jim O	0		FastTrackPOS	Question-Product/Documentation	Dealer	NETePay	questions about L3300	
Jeff King	7/6/15 02:40 PM	Jim O	0		Specialty Soft	Question-Product/Documentation	Systems Integrator	NETePay	questions about using dsPODCK with EMV.	
Aaron Skinner	7/6/15 12:39 PM	Adam	0	V52	A6 Technology Solutions	Problem-Auth/Settlement	Dealer	NETePay	batch as cleared	
Heath	7/6/15 12:02 PM	Jim O	1		Hech Inc.	FUTURE POINT OF SALE	Dealer	NETePay	Dsi client error	
Cakc Chaney * URGENT	7/6/15 10:49 AM	Dan	0	V52	The General Store (Crichlow DS)	Problem-Auth/Settlement	Merchant	NETePay	Merchant - cannot batch out - General Store (Joe tel: 863-616-1211) informed to call us nothing to do with them - Transfirst exprienced the PinPAD - Transfirst can see the credit card but merchant cannot batch out.	
Peter	7/6/15 10:35 AM	Adam	0	ADH	Precision Time/Letco	Question-Product/Documentation	Dealer	NETePay	Question about loads	
GIRARDO	7/6/15 09:59 AM	Jim O	0		MicroSys International Inc	Question-Product/Documentation	Systems Integrator	NETePay	questions about batch close	
Fred	7/6/15 09:33 AM	Adam	0		Touch Solutions Sales	Problem-Auth/Settlement	Dealer	NETePay	server crashed over the weekend	
Mark	7/2/15 05:50 PM	Jim O	0		Business Technology Solutions	Question-Product/Documentation	Systems Integrator	NETePay	has new terminal from POSX EVO	
Jason	7/2/15 05:14 PM	Adam	0		Enterprise Solution Industries	Problem-Installation/Activation Support	Dealer	NETePay	activation	
Mark	7/2/15 04:45 PM	Jim O	0		Business Technology Solutions	Question-Product/Documentation	Systems Integrator	NETePay	has new terminal from POSX EVO	
Brandon & bob dejne	7/2/15 02:02 PM	Frank	0	HRT	De Jane Business Machines	Problem-Auth/Settlement	Dealer	NETePay		
Matt	7/2/15 01:03 PM	Jim O	0		Keystone Cash Register	Problem-Installation/Activation Support	Dealer	NETePay	upgrading sharp shopper	
Winlow	7/2/15 09:04 AM	Adam	0		Eastern Business Machines	Problem-Installation/Activation Support	Dealer	NETePay	Deactivation and activation	
Keith	7/1/15 04:33 PM	Jim O	0	V52	InfoTouch Corporation	Problem-Auth/Settlement	Systems Integrator	NETePay	declines when processing offline transactions	
City	7/1/15 09:39 AM	Adam	0	CIT	MHE Solutions Inc	Problem-Dataware	Dealer	NETePay	Dataware ID	
Matt	7/1/15 09:25 AM	Adam	0	HRT	Hospitality Control Systems	SOFT TOUCH POS	Dealer	NETePay	Deactivating heartland rental deployment to use a new deployment	

Eva	6/29/15 09:41 PM	Isabelle	0	HRT	Cash Register Systems (Indianap)	WIN POS	Problem-Auth/Settlement	Merchant	NETePay	2nd call at 9:15 - the dealer is no longer in service and they need help closing their batch from the 25th.
Bob de Jane	6/29/15 07:10 PM	Frank	0	HRT	De Jane Business Machines	National Computers (NETePay)	Problem-Auth/Settlement	Dealer	NETePay	Off Line Transactions Never Batched will need the Database
Bob de Jane	6/29/15 07:08 PM	Frank	0	HRT	De Jane Business Machines	National Computers (NETePay)	Problem-Auth/Settlement	Dealer	NETePay	Off Line Transactions Never Batched will need the Database
Sean	6/29/15 03:59 PM	Jim O	0	HLT	A.D. Business Solutions	NCC Reflection	Question-ProductDocumentation	Dealer	NETePay	question about NETePay
John	6/29/15 01:41 PM	Adam	0	BUY	Cash Register World	Voice Over Ip / Digital Line	Dealer	NETePay	NETePay	Going to dial up
Gary	6/29/15 12:59 PM	Jim O	0	BUY	Keystone Cash Register	DATASYM	Question-ProductDocumentation	Dealer	NETePay	Keystone Cash Register account and EMV
Fred	6/29/15 09:30 AM	Adam	0	BUY	Touch Solutions	Problem-Auth/Settlement	Dealer	NETePay	NETePay	error closing batch. Changed batch number to close the batch.
Tom Osborn	6/26/15 04:16 PM	Jim O	0	BUY	Ross Data Systems	Problem-Dataware	Dealer	NETePay	NETePay	Sent email about dataware id release
Tom Osborn	6/26/15 11:22 AM	Jim O	0	BUY	Ross Data Systems	Problem-Dataware	Dealer	NETePay	NETePay	Sent email about dataware id release
Jack Oconnor	6/25/15 11:09 AM	Adam	1	VS2	Business Systems Mgmt	RMS Touch	Problem-Installation/Activation Support	Dealer	NETePay	Help with loading deployment
Mike	6/25/15 10:08 AM	Adam	0	BUY	Liquor Control Inc	Problem-Installation/Activation Support	Dealer	NETePay	NETePay	Questions about moving a netepay to a new server.
Mike	6/25/15 09:45 AM	Adam	0	VS2	Texhoma Cash Register Inc	NCC Reflection	Problem-Auth/Settlement	Dealer	NETePay	Emailled Logs this morning with another error.
MIKE	6/25/15 09:38 AM	Adam	0	SRT	Cash Control Systems	Microscale	Problem-Auth/Settlement	Dealer	NETePay	NETePay
Gary	6/25/15 09:07 AM	Jim O	0	BUY	Keystone Cash Register	Question-ProductDocumentation	Dealer	NETePay	NETePay	says new locations on bypass are taking 5 to 9 seconds to authorize a transaction when they only took 2 on concord
Josh International Forum	6/24/15 02:25 PM	Frank	0	LNK	International Forum System	Pixel Point (NETePay)	Problem-Auth/Settlement	Dealer	NETePay	Calling World Pay
Josh International Forum	6/24/15 01:38 PM	Frank	0	LNK	International Forum System	Pixel Point (NETePay)	Problem-Auth/Settlement	Dealer	NETePay	NETePay
Andy Auphan	6/23/15 06:29 PM	Frank	0	ENV	Auphan Software Corporation	Auphan Software	Problem-Auth/Settlement	Dealer	NETePay	NETePay
Joseph	6/23/15 04:35 PM	Jim O	0	ADV	Advanced POS Solutions	LOGIVISION	Question-ProductDocumentation	Dealer	NETePay	Update settings
Rob Neighbors	6/23/15 02:15 PM	Frank	0	PNS	Metroplex POS	Problem-Auth/Settlement	Dealer	NETePay	NETePay	Has Not batch since the 13th We need logs and the Backup of the DataBase
Rob Crichlow	6/23/15 10:14 AM	Dan	0	CIT	The General Store (Crichlow DS)	The General Store	Problem-Dataware	Dealer	NETePay	NETePay
Rob Crichlow	6/23/15 09:05 AM	Dan	0	CIT	The General Store (Crichlow DS)	The General Store	Problem-Dataware	Dealer	NETePay	NETePay
Ken Buch	6/22/15 02:06 PM	Jim O	0	CIT	RBA Software	Question-ProductDocumentation	Systems Integrator	Dealer	NETePay	call for jim o
Jeff	6/22/15 11:49 AM	Jim O	0	CIT	AM/PM Service	LOC Software	Problem-Firewall/Router	Dealer	NETePay	Help with setting up 2nd lane netepay
Derek or Quintin	6/19/15 11:54 PM	Jim O	0	CIT	Cash Register Systems (NM)	NCC Reflection	Problem-Auth/Settlement	Dealer	NETePay	merchant hasn't been able to settle their batch since sunday, now its full and they can't take any more transactions.
Richard	6/19/15 04:55 PM	Frank	0	BUY	Innovative Computer Services LLC	Problem-Dataware	Dealer	NETePay	NETePay	merchant trying to get their NETePay setup but can't connect to database.
Wesley	6/19/15 02:18 PM	Jim O	0	HNH	heartland payment systems	Problem-Auth/Settlement	Processor	NETePay	NETePay	2nd call @ 5:08 ANGRY... -Sent in logs - ebt is declining on net epay - says its urgent
Jerry	6/17/15 08:42 AM	Adam	0	NDH	JPOS Software	Evaluation Unit	Problem-Installation/Activation Support	Dealer	NETePay	Test Account
Steve	6/16/15 07:07 PM	Frank	0	CIT	Metrotouch Inc	Pixel Point (NETePay)	Problem-Auth/Settlement	Dealer	NETePay	Help Loading CarNet He load the Wrong App
Steve	6/16/15 06:03 PM	Frank	0	CIT	Metrotouch Inc	Pixel Point (NETePay)	Problem-Auth/Settlement	Dealer	NETePay	Help Loading CarNet
Dave	6/15/15 09:17 AM	Adam	0	BUY	First Data	Problem-Installation/Activation Support	Dealer	NETePay	NETePay	Help with moving netepay 4.0 to another server.
David	6/12/15 05:00 PM	Jim O	0	NDH	Korus Business Inc	JKSoft	Question-ProductDocumentation	Dealer	NETePay	needs to ask me about EBT procedure with JK Soft
Michael	6/12/15 02:19 PM	Frank	0	HLT	Information Systems & Supplies	FUTURE POINT OF SALE	Problem-Auth/Settlement	Dealer	NETePay	socket connect fail
Jim	6/11/15 04:22 PM	Adam	0	CIT	RDS Of Minnesota	Problem-Installation/Activation Support	Dealer	NETePay	NETePay	Help change a setting in netepay
Shaw	6/11/15 03:03 PM	Adam	0	MDX	Micro Quest	RESTAURANT MANAGER	Problem-Installation/Activation Support	Dealer	NETePay	installed the wrong netepay
Aruna Disanayaka	6/11/15 10:19 AM	Adam	0	BUY	Action Systems Inc	Problem-Dataware	Dealer	NETePay	NETePay	Dataware SRS
Chris	6/11/15 09:57 AM	Adam	0	BUY	Southern Time Equipment Co.	Problem-Installation/Activation Support	Dealer	NETePay	NETePay	deactivation and activation
Gary	6/10/15 01:50 PM	Jim O	0	BUY	Keystone Cash Register	Question-ProductDocumentation	Dealer	NETePay	NETePay	question about sharp shopper
Rick Schmause	6/10/15 12:35 PM	Frank	0	VS2	Schmaus Cash Register Co	MAITRE'D	Problem-Auth/Settlement	Dealer	NETePay	As Per TVSY NPC Turned off the account on 5/15
Brad	6/10/15 11:41 AM	Isabelle	0	HLT	Alternate Techworks LLC	Total Touch	Problem-Auth/Settlement	Processor	NETePay	has merchant on conf. call - cannot close batch. - called dealer - advised to have dealer call us
Rick	6/10/15 10:32 AM	Jim O	0	VS2	POS Management	Question-ProductDocumentation	Systems Integrator	Dealer	NETePay	equinox ES80
Rick	6/10/15 10:11 AM	Adam	0	VS2	Schmaus Cash Register Co	MAITRE'D	Problem-Installation/Activation Support	Dealer	NETePay	Building a activated deployment in PSCS
Pete	6/10/15 09:13 AM	Adam	0	BUY	Micro Peripherals Inc.	Problem-Firewall/Router	Dealer	NETePay	NETePay	Firewall problems
Alan	6/9/15 01:18 PM	Jim O	0	BUY	TigerPOS	Problem-Auth/Settlement	Systems Integrator	Dealer	NETePay	no connection to any server when trying to test NETePay.
David Robinson	6/8/15 06:53 PM	Frank	0	VS2	M.M. Hayes Co Inc	M.M. Hayes POS Anywhere	Problem-Auth/Settlement	End User	NETePay	NETePay
David Robinson	6/8/15 06:52 PM	Frank	0	VS2	M.M. Hayes Co Inc	M.M. Hayes POS Anywhere	Problem-Auth/Settlement	End User	NETePay	NETePay
David Robinson	6/8/15 06:50 PM	Frank	0	VS2	M.M. Hayes Co Inc	M.M. Hayes POS Anywhere	Problem-Auth/Settlement	End User	NETePay	NETePay
Tyler	6/8/15 06:32 PM	Frank	0	PNS	Secure Retail POS	LOGIVISION	Problem-Auth/Settlement	Dealer	NETePay	NETePay
Bill JPOS	6/8/15 02:06 PM	Frank	0	VS2	JPOS Software	JPOS SOFTWARE	Problem-Auth/Settlement	Dealer	NETePay	File built by mistake Frank put on No Charge Buy Pass
Bill JPOS	6/8/15 01:10 PM	Frank	0	VS2	JPOS Software	JPOS SOFTWARE	Problem-Auth/Settlement	Dealer	NETePay	File built by mistake Frank put on No Charge Buy Pass
David Robinson	6/5/15 04:07 PM	Frank	0	VS2	M.M. Hayes Co Inc	M.M. Hayes POS Anywhere	Problem-Auth/Settlement	Dealer	NETePay	NETePay
Danny	6/5/15 11:15 AM	Adam	0	BUY	Easyplus Inc	Problem-Installation/Activation Support	Dealer	NETePay	NETePay	upgrading netepay. Danny made a mistake this morning and set the account on the wrong platform.
Derrick	6/5/15 10:19 AM	Adam	0	ENV	Midland Office Equipment Inc	NCC Reflection	Problem-Installation/Activation Support	Dealer	NETePay	NETePay
Mike	6/5/15 09:42 AM	Adam	0	ADH	Entry Guard Systems	FEDERAL APD	Problem-Installation/Activation Support	Dealer	NETePay	NETePay
Mike	6/5/15 08:52 AM	Adam	0	ADH	Entry Guard Systems	FEDERAL APD	Problem-Installation/Activation Support	Dealer	NETePay	NETePay
Dave	6/5/15 08:33 AM	Adam	0	BUY	Vivonet Acquisition Ltd.	MAITRE'D	Sales / Pricing	Dealer	NETePay	Upgrades for eegee's
Jeff	6/4/15 12:29 PM	Jim O	0	CIT	BNG Technologies LLC	RESTAURANT MANAGER GATEWAY	Problem-Auth/Settlement	Dealer	NETePay	Net epay getting invalid merchant id error message
Keel	6/4/15 11:11 PM	Jim O	0	ENV	Intercard Inc	INTERCARD	Question-ProductDocumentation	Dealer	NETePay	Wants to set up auto batch
Melvin	6/3/15 12:51 PM	Frank	0	WPH	Advanced POS Solutions	LOGIVISION	Problem-Auth/Settlement	Dealer	NETePay	Pinpad UICpp795
Shaw	6/3/15 08:44 AM	Adam	0	BUY	Micro Quest	Problem-Installation/Activation Support	Dealer	NETePay	NETePay	Sever crashed. Activation for netepay
Mike	6/2/15 10:28 AM	Adam	0	NDK	cash register sales	MAITRE'D	Problem-Installation/Activation Support	Dealer	NETePay	NETePay
Phil	6/2/15 09:33 AM	Adam	0	CIT	Restaurant Management Systems	Problem-Installation/Activation Support	Dealer	NETePay	NETePay	Help with new load. Called back with error. No internet at location. Dial only
Nat	6/2/15 09:21 AM	Adam	0	CIT	Restaurant Technology Services	SOFT TOUCH POS	Problem-Installation/Activation Support	Dealer	NETePay	NETePay
Nat	6/2/15 09:05 AM	Adam	0	CIT	Restaurant Technology Services	SOFT TOUCH POS	Problem-Installation/Activation Support	Dealer	NETePay	NETePay
Will	6/2/15 08:35 AM	Adam	0	BUY	Financial Services	Problem-Auth/Settlement	Dealer	NETePay	NETePay	deactivation 8660.56.204765. Can't deactivate
Phil	6/2/15 08:32 AM	Adam	0	BUY	Restaurant Management Systems	Problem-Installation/Activation Support	Dealer	NETePay	NETePay	Help closing batch
Tom	6/1/15 02:52 PM	Jim O	1	BUY	Tak Imex & Company	Problem-Auth/Settlement	Dealer	NETePay	NETePay	Help with new load.
Greg	6/1/15 11:57 AM	Jim O	0	BUY	ECR Software Corporation	Problem-Auth/Settlement	Dealer	NETePay	NETePay	Can't settle batch
Dale	6/1/15 11:47 AM	Adam	0	CIT	Rainer Office Machs. & Equip	Problem-Auth/Settlement	Dealer	NETePay	NETePay	JimO - Can you call or email goliver@ecrssoft.com. Error "Lost Carrier Waiting". Teds IGA had the phone lines checked twice
Aurthor	6/1/15 10:37 AM	Jim O	0	ENV	ECR Software Corporation	CATAPULT/ECR SOFTWARE	Problem-Auth/Settlement	Dealer	NETePay	Company sold
Brandon	6/1/15 10:15 AM	Adam	0	ENV	POS Management	E Z Touch	Problem-Auth/Settlement	Dealer	NETePay	Net epay error busy message
Tom	6/1/15 10:11 AM	Adam	0	ENV	Century Cash Register (AR)	E Z Touch	Problem-Installation/Activation Support	Dealer	NETePay	error: inv data
Brandon	6/1/15 09:49 AM	Adam	0	ENV	pos mana	E Z Touch	Problem-Auth/Settlement	Dealer	NETePay	activation server crashed
Greg	6/1/15 09:06 AM	Jim O	0	ENV	ECR Software Corporation	Problem-Auth/Settlement	Dealer	NETePay	NETePay	error: inv data