



Infor SyteLine Credit Card Interface User Guide

Release 9.01.x

Important Notices

The material contained in this publication (including any supplementary information) constitutes and contains confidential and proprietary information of Infor.

By gaining access to the attached, you acknowledge and agree that the material (including any modification, translation or adaptation of the material) and all copyright, trade secrets and all other right, title and interest therein, are the sole property of Infor and that you shall not gain right, title or interest in the material (including any modification, translation or adaptation of the material) by virtue of your review thereof other than the non-exclusive right to use the material solely in connection with and the furtherance of your license and use of software made available to your company from Infor pursuant to a separate agreement, the terms of which separate agreement shall govern your use of this material and all supplemental related materials ("Purpose").

In addition, by accessing the enclosed material, you acknowledge and agree that you are required to maintain such material in strict confidence and that your use of such material is limited to the Purpose described above. Although Infor has taken due care to ensure that the material included in this publication is accurate and complete, Infor cannot warrant that the information contained in this publication is complete, does not contain typographical or other errors, or will meet your specific requirements. As such, Infor does not assume and hereby disclaims all liability, consequential or otherwise, for any loss or damage to any person or entity which is caused by or relates to errors or omissions in this publication (including any supplementary information), whether such errors or omissions result from negligence, accident or any other cause.

Without limitation, U.S. export control laws and other applicable export and import laws govern your use of this material and you will neither export or re-export, directly or indirectly, this material nor any related materials or supplemental information in violation of such laws, or use such materials for any purpose prohibited by such laws.

Trademark Acknowledgements

The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All rights reserved. All other company, product, trade or service names referenced may be registered trademarks or trademarks of their respective owners.

Publication Information

Release: Infor SyteLine 9.01.x

Publication Date: November 11, 2020

Document code: csbi_9.01.x_credit_card_config_op_sl_en-us

Contents

- Contacting Infor.....4**
- Chapter 1: Credit Card Interface.....5**
 - About the Credit Card Interface.....5
 - Setting Up the Credit Card Interface.....8
 - Auto Post Open Payment.....11
 - Pre-authorizing Credit Card Amounts or Percentages.....11
 - Adding Customer Credit Card Information.....12
 - Updating Customer Credit Card Information.....15
 - Shipping and Invoicing Credit Card Orders.....15
 - Handling Single Shipments for a Credit Card Order.....15
 - Handling Multiple Shipments for a Credit Card Order.....16
 - Reauthorizing a Credit Card upon Shipment.....16
 - Viewing Credit Card Transactions.....18
 - Processing Customer Credits>Returns on Credit Cards.....19
 - Processing a Return as a Credit Memo.....19
 - Processing a Return as an Open Credit.....20
 - Using the External Option to Create Links to Other Gateways.....20
 - Troubleshooting Inrix Error Messages.....21

Contacting Infor

If you have questions about Infor products, go to Infor Concierge at <https://conciierge.infor.com/> and create a support incident.

The latest documentation is available from docs.infor.com or from the Infor Support Portal. To access documentation on the Infor Support Portal, select **Search > Browse Documentation**. We recommend that you check this portal periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

Chapter 1: Credit Card Interface

About the Credit Card Interface

Use the Credit Card Interface to bill a customer's credit card through a third-party credit card processing service and to accept credit cards for payment. The credit card is authorized for validity when an order is placed, but it is not charged until the invoice is generated. The interface communicates with a gateway provider such as Intrix or CenPOS, which in turn communicates with the credit card processing company such as Visa or Master Card. (See the *Credit Card Interface Configuration Guide* for a list of supported gateway options.) To preserve security, this application does not store any credit card information; it only stores a transaction number or token that links to the gateway provider's application.

Level II and Level III Processing

The CenPOS and BridgePay gateways support Level II and Level III credit card processing. The T-Gate gateway only supports Level II processing.

Note: BridgePay does not support Level II and III data on captures, so we cannot send Level II and Level III data for those transactions.

System Setup

Use the **Credit Card Interface Parameters** form and the **Credit Card Systems** form to set up the interface after it is installed.

For more information, see [Setting up the Credit Card Interface](#) on page 8.

Collecting, Viewing, and Reusing Credit Card Information

Click the **Pay with Credit Card** button on these forms to display the **Credit Card Payments** form, where you can specify the credit card details and quickly check that the card is valid:

- **Customer Orders**
- **Service Orders**
(This applies if Service is licensed.)
- **A/R Posted Transaction Summary**
- **A/R Posted Transaction Detail**

You can also access the **Credit Card Payments** form from the main menu, to set up payment information for customers at any time.

Service Mobile users can collect credit card information and signatures using their mobile devices.

Customer Portal users can enter credit card information through the portal.

If you select **Store for Future Orders** on the **Credit Card Payments** form, a record of the customer's credit card information is saved.

This reduces the time to enter subsequent orders and provides a better experience for repeat customers. If you do not select **Store for Future Orders**, the credit card information is used only for the current order and cannot be retrieved for future orders.

Note: The application does not store the actual credit card number for legal reasons. It stores a reference into the third-party credit card processing software where the encrypted credit card information is stored.

You can associate more than one card with the same customer number.

Use the **Customer Credit Cards** form to look for credit cards on file or to remove stored credit card information from the system. You cannot edit the information on this form.

Use the **Credit Card Payments** form to update or add credit card information for a customer.

For security reasons, only the last four digits of the credit card number are displayed. The card type and expiration date are displayed for each customer Ship To number, to distinguish between multiple cards on file for that customer.

Note: If you use the CenPOS gateway, you do not specify the credit card information directly in the **Credit Card Payments** form. Instead, click **Authorize** in that form to display the **Credit Card Web Payment** form, which calls the CenPOS virtual terminal. You enter and submit the customer's credit card information in the CenPOS virtual terminal and click **Submit**. A token is returned and stored in SyteLine.

Pre-Authorizing the Card

When you take an order using a credit card, the system can pre-authorize the card for a percentage of the sale amount, or for a specific default amount, or just verify that the card is valid and authorize the actual amount later. This is a system setting that must be handled the same way for all customers. See [Pre-authorizing Credit Card Amounts or Percentages](#) on page 11.

Authorizing (or Reauthorizing) the Card When the Order Ships

Use the **Credit Card Shipping Authorization** utility to reauthorize the customer's credit card prior to physically shipping the item, to validate that the card is still valid and funds are available.

See [Reauthorizing a Credit Card upon Shipment](#) on page 16.

Credit Card Transactions

All credit card transactions that are sent through the interface are stored in the application database to allow auditing. Each transaction is stamped with the date and time so you can track daily transaction volume through the **Credit Card Transactions** form. The actual credit card number is stored in a separate third-party database that is encrypted and certified to record such information.

Handling Multiple Currencies through Gateways

You can set up multiple credit card processing gateways within one site. Each gateway is associated with a bank code. A currency code is associated with the bank.

When you enter a customer's credit card information as part of a transaction, the customer's currency is compared to the currencies of banks associated with gateways. One **Default Credit Card System** can be defined for each currency on the **Credit Card Systems** form. On credit card transactions, the default gateway that matches the customer's currency is used. You can select a different gateway for the transaction. If that gateway uses a different currency than the customer's currency, the **Total Amount** that is displayed for the transaction is adjusted to match the gateway currency, so customers see the actual amount that will be charged on their card. The posting of the A/R payment is also adjusted to match the currency of the A/R invoice.

Reversing Credit Card Transactions

You can reverse a transaction against the original credit card.

See [Processing Customer Credits>Returns on Credit Cards](#) on page 19.

Invoicing and Credit Cards

During order invoicing, if the order is associated with a credit card, the system calculates the amount of the invoice and executes a transaction through a third-party application to charge the credit card. The amount charged to the credit card is displayed on the invoice. The invoice also indicates whether credit card processing was successful or failed.

Accounts Receivable

You can accept a credit card for an invoice during collection calls with customers and initiate a transaction through a third-party application to charge the credit card. Upon successful completion of the credit card transaction, the payment is applied to the specific invoice. Partial and overpayments are supported.

If there are multiple invoices, you can accept a credit card to apply an Open payment during collection calls with customers and initiate a transaction through a third-party application to charge the credit card. Upon successful completion of the credit card transaction, the payment is created, and you can use the Quick Pay feature to associate multiple outstanding invoices with the payment.

Note: Partial payments and over-payments are permitted from A/R Posted Transactions.

Debugging

If transactions are not processing correctly, select **Debug** on the **Credit Card Interface Parameters** form. This creates entries in the Application Debug Log table. You can view these entries on the **Application Debug Log Listing** form.

Caution: Because this feature can cause performance issues in your live system, it should not be used unless you are trying to troubleshoot an issue while working with support.

Setting Up the Credit Card Interface

Prerequisites

Use the *Credit Card Interface Configuration Guide* to install and implement the Credit Card Interface.

During this process you must have this information for each gateway:

- A valid account with a supported credit card system such as CenPOS or Intrix Payment Gateway. For a full list of the supported credit card systems (gateways), see the *Credit Card Interface Configuration Guide*.
- An RP (merchant) number if the supported system is Hypercom
- A Merchant ID if the supported system is CenPOS
- An Encryption Key and API Key if the supported system is CenPOS and is to be used with the IPF portals
- A Vendor ID if the supported system is Intrix
- The URL of the Web Service used for credit card processing by the supported system
- The bank and currency used by the supported system

This information is recorded on the **Credit Card Systems** form during the implementation.

Note: A test URL and test credit card numbers are provided in the *Credit Card Interface Configuration Guide*.

Adding Bank and Currency Information

Use the **Bank Reconciliations** form to add a bank code and currency for each supported credit card system.

Adding Connection Information

In the **Credit Card Systems** form, specify this information to connect to each supported credit card system:

Card System ID and Description

Specify an ID that briefly describes the credit card system. This ID can be viewed on the credit card payment and transaction forms. It should describe the system succinctly, for example, Cen_USD_VM for a CenPOS gateway that uses USD as the currency and supports Visa and MasterCard.

Specify a description that thoroughly describes the credit card system. For example, "CenPOS gateway, USD, accepts Visa and MC" This description is displayed in the drop-down list when you select a different credit card system during entry of a payment.

Credit Card System

Specify the provider to which the credit card transactions are sent. Select **External** if you have developed an interface to a gateway that is not currently supported by the standard application.

See [Using the External Option to Create Links to Other Gateways](#) on page 20.

Caution: See "If You Switch Credit Card Systems," below.

Currency

Specify the currency code to be used with this credit card system. This currency is used during A/R payment processing of credit card payments. If you specify the **Bank Code** first, the currency associated with that bank is displayed here.

Bank Code

Specify the code for the bank that the credit card system uses. If you specify the **Currency** value first, only banks whose currency matches the specified currency are available for selection.

User ID and Password

Specify the user ID and password provided by the third-party system to access their credit card processing software.

Payment Server

Specify the URL of the web service used for credit card processing. See the *Credit Card Interface Configuration Guide* for the appropriate URL.

RP Number

This field is displayed only if the credit card system is Hypercom. Specify the merchant number supplied by Hypercom.

Vendor ID

This field is displayed only if the credit card system is Intrix. Specify the vendor ID supplied by Intrix.

Merchant ID

This field is displayed only if the credit card system is CenPOS. Specify the Merchant ID supplied by CenPOS.

Encryption Key

This field is displayed only if the credit card system is CenPOS, and the encryption key is used only with the IPF portals. Generate the encryption key on the CenPOS WebPay administration **Global Configuration** page and then enter it here. Refer to your portal administration guide for additional CenPOS configuration requirements.

API Key

This field is displayed only if the credit card system is CenPOS, and the API key is used only with the IPF portals. Copy the API key on the CenPOS WebPay administration **Global Configuration** page and enter it here. Refer to your portal administration guide for additional CenPOS configuration requirements.

Default for Currency Code

Select this check box to use this credit card system as the default gateway in transactions where the customer's currency is the same as the currency defined for this credit card system.

For more information, see [About the Credit Card Interface](#) on page 5.

Active

Select this check box to indicate that this credit card system is available to be selected during a credit card transaction.

Specifying General Information About How the Interface Is Used

In the **Credit Card Interface Parameters** form, specify this information:

- Select **Auto Return** if you want transactions to be sent to the credit card processing software for credit memos that are linked to an invoice (through the **Apply To Invoice** field) and that were originally paid by credit card. The original credit card number is used.
When a credit memo is linked to an invoice that was previously paid by credit card, and **Auto Return** is selected, then a "return" transaction is generated for that credit card when the credit memo is posted.
If **Auto Return** is not selected, and a credit memo is issued that is linked to an invoice that was previously paid by credit card, then an open credit exists and you must manually return the amount to the credit card.
- Select **Auto Post Open Payment** to create an open payment in Accounts Receivable for the credit card payment amount. If you do not select this option, you must manually apply payment to a specific invoice.
For more information, see [Auto Post Open Payment](#) on page 11.
- Select **Level Three Reporting** if you want the credit card interface to send additional information in order to qualify for Level 3 processing. Otherwise, data qualified for Level 2 processing is collected and sent to the credit card system.
For more information, see [Level Three Reporting](#) on page 21.
- If you will pre-authorize purchase amounts as well as credit card numbers, specify a **Default Authorization** method (percent or amount) and then specify the value to be pre-authorized (fixed amount or percentage of the gross sale).
For more information, see [Pre-authorizing Credit Card Amounts or Percentages](#) on page 11.

Specifying Payment Information

For each of your customers who will pay by credit card, you can set up credit card information on the **Credit Card Payments** form and click **Store for Future Orders** to save the information.

(You can also fill out this form during entry of an order for the customer.)

Only a token to the credit card is recorded; no credit card numbers are stored in the ERP system.

Specifying Shipping Information

Set up ship methods to use on items shipped to credit card customers.

Debugging the Interface

If it becomes necessary to track problems in your credit card interface, select **Debug** on the **Credit Card Interface Parameters** form. This creates entries in the Application Debug Log table. You can view these entries on the **Application Debug Log Listing** form.

Caution: Because this feature can cause performance issues in your live system, it should not be used unless you are trying to troubleshoot an issue while working with support.

If You Switch Credit Card Systems Before Posting

If you change the credit card system for a certain transaction after authorization is done but before the invoice is posted to charge the customer's card, authorizations must be posted using the original gateway token. The original credit card system is stored with the transaction to ensure that this occurs.

If you change the credit card system for a transaction on the **Credit Card Payments** form before you click **Process**, any credit card details currently entered in the fields are cleared, and the drop-down list of available cards is refreshed.

Auto Post Open Payment

Select this option on the **Credit Card Interface Parameters** form to automatically create an open payment in Accounts Receivable for the credit card payment amount. If you do not select this option, you must manually apply payment to a specific invoice.

If you select this option, the Accounts Receivable balance is immediately reduced. This is useful for Credit Card Interface users who do not want to run **Quick Payment Application** prior to posting the payment.

This option does not impact the collection of credit card information during order entry. It does impact credit card information that is collected after the sale using the A/R Collections process. The order entry process always applies the payment to the specific invoice as the invoice is generated.

Reference	Auto Post Flag	Result
Open	Yes	Creates an open payment in A/R that can later be manually applied to invoices.
Open	No	Creates an unposted payment. You can then distribute the payment amount across multiple invoices using the standard Quick Payment functionality.
Invoice	N/A	Creates a posted A/R Payment and applies it to the invoice number.
Cus-tomer/Sales Order, SRO	N/A	Performs a pre-authorization against the customer order, sales order, or SRO to be captured when the invoice is run.

Pre-authorizing Credit Card Amounts or Percentages

When credit card authorization is performed, by default the amount authorized is assumed to be one currency unit (for example, one dollar or one Euro). However, some companies need to validate funds

upon authorization, as well as the credit card number. This can be done using the **Default Authorization** field on the **Credit Card Interface Parameters** form:

- To specify a fixed default amount to be authorized with every credit card authorization, set the **Default Authorization** field to **Amount** and then specify the value of currency that should be authorized. When the user clicks the **Pay with Credit Card** button during an order entry, the **Total Amount** field is populated with the fixed value default from the **Credit Card Interface Parameters** form. By default, this value is set to zero in compliance with industry standards. (The Point of Sale feature does not obey this default; instead it performs authorizations for the full payment amount, which could be different than the total sales amount.)
- To specify a fixed default percentage to be authorized with every credit card authorization, set the **Default Authorization** field to **Percent** and then specify the percent of the order value that should be authorized. When the user clicks the **Pay with Credit Card** button during an order entry, the **Total Amount** field is populated with the default authorization percentage from the **Credit Card Interface Parameters** form, multiplied by the order total.

If you also specify a **Ship Method** on the **Credit Card Payments** form, the **Total Amount** is recalculated with the estimated freight added in.

Adding Customer Credit Card Information

When you add a customer's credit card information in your system, you can choose to store the information for reuse on later orders by that customer. You can store information about multiple credit cards for one customer, using different Ship To addresses for the customer.

To add credit card information for a customer:

- 1 (Optional) From the **Customer Orders**, **Service Orders**, **A/R Posted Transaction Summary**, or **A/R Posted Transaction Detail** forms, click **Pay with Credit Card** to display the **Credit Card Payments** form.
- 2 On the **Credit Card Payments** form, specify this customer credit card information that will be used to pay the invoice when it is generated. (If this form is called from another form, relevant information is already filled in.)

Note: A customer's credit card information can be entered remotely, from the Service Mobile application.

This information can also be entered from a Customer Portal.

Customer

Specify the customer number.

Ship To

Specify the customer Ship To address (also known as the Customer Sold To location). If the field is left blank, the zero Ship To address is used.

Name

The customer name is displayed.

Transaction Type

Specify the action to be requested from the credit card processing software:

- **Sale:** Submit a charge against the credit card.
- **Return:** Submit a credit against the credit card.
- **Authorize:** Request validation of credit card information (not authorizing the amount of the sale).

Note: The authorization process submits a charge for the either a fixed amount or a percentage of the sale based on the credit card interface parameter setting.

Ship Method

Select a ship method to calculate the freight (shipping) charges for this credit card order and include that in the Total Amount. This field is optional. If you leave it blank, you must use standard application procedures to calculate the freight charges. (For orders placed through the Customer Portal, this field is display-only and shows the ship method selected by a Customer Portal user when placing a credit card order.) This field is enabled only when Transaction Type is Authorize and Reference Type is Customer Order.

Total Amount

Specify the total amount to be invoiced. If you specified a Default Authorization method on the **Credit Card Parameters form**, a calculated amount is filled in automatically for pre-authorizations.

See [Pre-authorizing Credit Card Amounts or Percentages](#) on page 11.

Reference

Specify the reference to which the credit card should be applied:

- **Invoice:** Apply to an existing invoice in the system.
- **Customer Order:** Apply to the selected customer order.
- **SRO:** Apply to the selected service order.
- **Open:** Apply an open credit for the selected customer.

Customer Reference

Specify the name of the person who authorized the credit card transaction. This value is provided by the customer, typically to track the employee or representative in their organization who authorized the transaction. This reference is mainly used for business, corporate or government GSA purchasing cards. This value can be passed to the third-party credit card system to qualify for Level 2 or 3 reporting.

Card System ID

Select the credit card system to use for this transaction, or accept the default. If you select a different credit card system, the Currency Code is updated to match the currency of the credit card system's bank, and the Total Amount is recalculated to use the proper currency conversion. The default credit card system for the specified customer currency is defined on the **Credit Card Systems form**.

Card Number

If you use the CenPOS gateway, use one of these options:

- Leave the **Card Number** blank if you plan to specify a new credit card (you will specify the number in the next step) or
- Select the last 4 digits from the drop-down list to select a stored credit card token

If you use another gateway, specify the 16-digit number listed on the front of the customer's credit card. If the credit card has been used and stored by the customer previously, you can select the number from the drop-down list.

The list of card numbers is dependent on the credit card system; only numbers for supported credit card types are listed.

Note: The credit card number is not stored locally; it is transmitted only for authorization purposes

Store for Future Orders

If you use the CenPOS gateway, you can select this field even for a blank credit card number.

Credit card information is entered through the CenPOS virtual terminal; a token ID is stored locally for reference. When you authorize and submit the credit card information to CenPOS, SyteLine creates an entry in the **Customer Credit Cards** form.

If you use another gateway, select this option to save the information in the back end system for future use. The actual card number is not saved in the system; only a pointer to the information in the third-party system is saved. When you click **Process**, SyteLine creates an entry in the **Customer Credit Cards** form.

Note: For security purposes, only the last four digits of the credit card number are stored. A reference to the third-party credit card processing application, where the full credit card number is securely stored, is used to access the full credit card number during processing.

Expiration Date

Specify the card expiration date in the form *MM/YY*. For CenPOS, this field is not available.

Name on Card

Specify the card holder's name exactly as it appears on the credit card. For CenPOS, this field is not available.

CV Number

Specify the security number that is found on the card. For CenPOS, this field is not available.

Address (Street, City, Prov/StatePostal/Zip)

Specify the billing address information for the card holder.

- 3** If you use the CenPOS gateway, click **Authorize** to display the **Credit Card Web Payment** form with the CenPOS virtual terminal. Here you specify the card number, expiration date, name on the card, last four digits, and optionally an email address. If the card was previously saved for this customer, the information is already filled in. If this form is associated with an order, the invoice number is filled in.

Click **Submit** to send the information to CenPOS; then click **OK** to close the **Credit Card Payments** form.

If you use another gateway, click **Process** to send the completed information to the third-party system where it can be authorized.

Note: To prevent additional fees, if you try to perform a second authorization against an order, a warning message is displayed to confirm the request. Click **Yes** to confirm or **No** to deny the re-authorization.

Updating Customer Credit Card Information

To change stored credit card information for a customer:

- 1 In the **Customer Credit Cards** form, delete the existing record.
- 2
- 3 In the **Credit Card Payments** form:
 - If you use the CenPOS gateway, click **Store for Future Orders** and click **Authorize** to display the CenPOS virtual terminal, where you can specify and submit the credit card information.
 - If you use another gateway, specify the new credit card information for the customer and select **Store for Future Orders**. Click **Process**.

A new **Customer Credit Cards** record is created and stored.

Shipping and Invoicing Credit Card Orders

You can invoice and ship in a single shipment or multiple shipments.

- To invoice and ship in a single shipment, see [Handling Single Shipments for a Credit Card Order](#) on page 15.
- To invoice and ship in multiple shipments, see [Handling Multiple Shipments for a Credit Card Order](#) on page 16.

Note:

- To prevent additional fees, if you try to perform a second authorization against an order, a warning message is displayed to confirm the request. Click **Yes** to confirm or **No** to deny the reauthorization.
- Consider the authorization and the sale as two separate transactions. A sale does not require an authorization, although it can reference one and attempt to convert it. This is called a capture.
- A \$0 authorization (card verification) is never captured. Any charges against the card that was used for authorization are handled as sale transactions. In a partial shipment scenario where you plan to use the **Credit Card Shipping Authorization** utility, the initial authorization is typically for \$0. Then you use the reauthorization utility before invoicing to authorize the correct amount for the shipments that have been posted but not yet invoiced. Then invoicing captures the authorization that was created by the reauthorization utility.

Handling Single Shipments for a Credit Card Order

- 1 Enter a new order for a customer and click **Pay with Credit Card**.
- 2 On the **Credit Card Payments** form, specify the appropriate information.
See [Adding Customer Credit Card Information](#) on page 12. Then authorize the credit card according to the pre-authorization method your system uses. For more information, see [Pre-authorizing Credit Card Amounts or Percentages](#) on page 11.
- 3 Specify the **Ship Method**.
- 4 Ship the order.

- 5 (Optional. This step is usually performed only if the order fulfillment process takes more than a few days and you want to verify that funds are still available.) Run the **Credit Card Shipping Authorization Utility**, which reauthorizes the credit card for the amount of the order that has been shipped but not invoiced.
Note: If the authorization fails, you should reverse the shipment within the system to prevent the order from being fulfilled without proper funds. If the order remains shipped, your company runs the risk that the credit card processing might fail when invoicing is performed.
- 6 To charge the credit card for the amount due, run order invoicing.

Handling Multiple Shipments for a Credit Card Order

- 1 Enter a new order and click **Pay with Credit Card**. This indicates that the order is to be paid by credit card, and all future invoices generated from the order will attempt to charge the same card.
- 2 On the **Credit Card Payments** form, specify the appropriate information.
See [Adding Customer Credit Card Information](#) on page 12. Then authorize the credit card according to the pre-authorization method your system uses. For more information, see [Pre-authorizing Credit Card Amounts or Percentages](#) on page 11.
- 3 Partially ship the order in the system.
- 4 (Optional. This step is usually performed only if the order fulfillment process takes more than a few days and you want to verify that funds are still available.) Run the **Credit Card Shipping Authorization Utility**, which reauthorizes the credit card for the amount of the order that has been shipped but not invoiced. Assuming that the authorization is successful, the order leaves the warehouse. Invoicing is not yet performed.
- 5 Perform another partial shipment to complete the same order.
- 6 (Optional. See above.) Run the **Credit Card Shipping Authorization Utility**, which reauthorizes the credit card for the amount of the order that has been shipped but not invoiced.
Note: If the authorization fails, reverse the second shipment for the order. Run the **Credit Card Shipping Authorization Utility** again, to try to reauthorize the order for the original amount of the first shipment. If this try is successful, the funds will be held until invoicing and nothing further needs to be done. If the order remains shipped after a failed attempt, the company runs the risk that the credit card processing may fail at the time invoicing is performed.
- 7 To charge the credit card for the amount due, run order invoicing.

Reauthorizing a Credit Card upon Shipment

You can avoid reserving funds against the customer's card too early, but still ensure that the customer has the necessary funds before you ship the product. To do this, run a pre-authorization of 0 dollars (or whatever currency is being used) during order entry. Then use the **Credit Card Shipping Authorization Utility** to perform another authorization for the full amount of the order just before you ship the product.

Note: This utility is intended to be run after the order has shipped in SyteLine but before the product is physically shipped from the building.

- 1 In the **Credit Card Shipping Authorization Utility**, specify criteria that the utility uses to select the transactions to process:

Order

Specify the starting and ending customer order numbers to reauthorize.

Date Shipped

Specify the date range of shipped orders to reauthorize.

Ship Via

Specify a shipping carrier, or a range of carriers, to limit the reauthorization only to orders handled by that carrier, or range of carriers. This is useful if you want to run the utility multiple times based on when a certain shipper is due to arrive each day.

- 2 Select a report generation option:
 - **Always:** Show all processed transactions regardless of success or failure.
 - **On Error:** Show transactions only when an error occurs during processing. This is useful if you run the utility in the background and only want to be notified when a problem occurs.
 - **Never:** Never show transactions. This is useful if you already monitor transactions through the Credit Card Transactions form or some other data analysis.
- 3 Click **Process**. The report output displays the credit card transaction details. The reference pointer to the third-party credit card processing application is displayed in place of the actual credit card number.

Note:

- You can run this utility on the background queue so that it processes during off-business hours or periodically throughout the day. The Background Task Definition for this report is SSSCCIShippingAuthorizationReport.
- Depending on the way that the user's credit card processor handles voids and authorizations, using the **Credit Card Shipping Authorization Utility** to reauthorize a credit card could cause extra charges to the customer's account. Reauthorization is intended to reduce the number of transactions by checking to see if a previous authorization for the same amount has already been done for the shipment, but if you run the utility multiple times, it could cause multiple transactions, which in turn could cause multiple transaction fees.
- You could possibly "double reserve" a customer's credit card if you preauthorize the full amount during order entry and then authorize again during the shipment process. The intended process when using the Shipping Authorization method is to only authorize a small amount (0 or 1 dollar) during order entry and then specify the full amount at time of shipping. However, the solution allows users to authorize full amounts in both places, to support transactions with a longer lead time where the preauthorization might expire.
- If you change the credit card system for a transaction after authorization is done but before the invoice is posted to charge the customer's card, any reauthorizations must be posted using the original gateway token. The original credit card system is stored with the transaction to ensure that this occurs.

Viewing Credit Card Transactions

To view or audit transactions that were processed through the credit card interface, use the **Credit Card Transactions** form.

Some field values on this form are copied from the values specified for credit card payment during order entry

- 1 Use these fields to view the transaction information:

Sequence

This value is automatically assigned by the system.

Customer

The customer number is displayed.

Date

This value is the system date and time when the audit log entry was made.

Success

If selected, this field indicates the transaction was processed without error through the interface.

Original Site and Site Sequence

In a system with a centralized customer order entry, these fields display the site and site sequence where the credit card information was entered. For more information about using credit cards in a multi-site system with centralized order entry, see the *Credit Card Interface Configuration Guide*.

Card System ID

This field shows the ID of the credit card system, as defined on the **Credit Card Systems** form.

Credit Card System

This field shows the name of the third-party system to which the transaction was sent.

Transaction Type

This field indicates the type of credit card transaction, for example **Authorize** or **Return**.

Total Amount

This field shows the amount of the transaction.

Customer Reference

This field contains a reference from the customer. This additional information is required to qualify for Level 3 authorization.

Response

This field contains the message that was received from the third-party system for this credit card transaction request. The content and amount of detail that is provided depends on the third-party system.

Auth Code

This field contains a value received from the third-party system to indicate that the credit card information you sent is valid.

Expiration Date

This field shows the credit card expiration date. This field is not available if you use the CenPOS gateway.

Reference

This field displays the type of application transaction.

Reference Num

This field contains the number associated with the Reference.

Remote Transaction

This field contains a unique transaction ID generated by the credit card system.

Created By

This field indicates the ID of the user who requested the transaction.

Transaction ID

This field identifies the credit card transaction.

- 2 Close the form.

Processing Customer Credits>Returns on Credit Cards

You can credit a customer credit card in multiple ways using the Credit Card Interface. You can credit an order automatically or manually by generating a credit memo:

- [Processing a Return as a Credit Memo](#) on page 19
- [Processing a Return as an Open Credit](#) on page 20

Processing a Return as a Credit Memo

To process a return by generating a credit memo, use these steps:

- 1 Create and post the credit memo using the standard process.
- 2 If **Auto Return** is selected on the **Credit Card Interface Parameters** form, the system generates a credit on the customer credit card for the amount paid on the original invoice, and you can skip the next step.
- 3 If **Auto Return** is not selected, you must manually apply the credit memo to the applicable invoice. On the **A/R Posted Transactions Detail** form, select the new credit memo and click **Pay With Credit Card**. Use a reference of Invoice with the applicable credit memo number.

Processing a Return as an Open Credit

If a credit is displayed as an open credit to be applied later to an invoice, use these steps to credit the order:

- 1 On the **Credit Card Payments** form, select the customer.
- 2 In the **Transaction Type** field, specify **Return**.
- 3 In the **Reference** field, specify **Open**.
- 4 To automatically process the open payment:
 - a Select **Auto Post Open Payment**.
 - b Specify the credit card information and click **Process**. A Posted Open Payment is generated on the **A/R Posted Transactions Detail** form.
- 5 Alternately, to manually process the open payment:
 - a Clear the **Auto Post Open Payment** check box.
 - b Specify the credit card information and click **Process**. An Open Payment is generated on the **A/R Payments** form.
 - c Use the standard process to apply the payment to the specific invoice, if applicable.
 - d Use the standard process to post the payment.

Using the External Option to Create Links to Other Gateways

Integrators can create links to other (external) credit card gateways. To set this up:

- 1 SSSCCIPProcessCardExternalSp is a stored procedure that calls your extension procedure EXTSSCCIPProcessCardExternalSp, if it exists. Look in SSSCCIPProcessCardExternalSp to see what parameters are being passed to the extension procedure.
- 2 Create the extension procedure named EXTSSCCIPProcessCardExternalSp to handle processing to the external gateway, using the parameters passed from SSSCCIPProcessCardExternalSp. Add this stored procedure to the application database.
- 3 Select the **External** option in the **Credit Card System** field on the **Credit Card Systems** form so that, during credit card processing, the application checks for the existence of your extension procedure and calls it, if it exists.
- 4 See [Setting Up the Credit Card Interface](#) on page 8 for additional steps to perform.
Note: On this form, specify the external gateway user ID and password credentials and the URL for the target web service. If these values are not set up, then when users try to authorize a credit card payment for an order, an error message is displayed.

The Credit Card System list can be specialized with an inline list value that is more descriptive than External, to better describe the actual target gateway. The logic in the middle and back-end layer executes the external logic when the value is something other than CenPOS, Hypercom, Intrix, or TGate.

For External gateways, the integrator must determine security. This application does not encrypt the password on the **Credit Card Systems** form for these external gateways.

If an integrator requires a password to be encrypted or additional setup information for the external gateway, use UETs and form personalizations to acquire that information.

Troubleshooting Intrix Error Messages

When configuring the interface with the Intrix Card System, it is possible to encounter one of these error messages:

- Store Card Error: Error.WS01
- Store Card Error: Error.WS02

If you received the WS01 error, Intrix recognized the user ID and password, but encountered an issue with the internal user or password. If you received the WS02 error, Intrix did not recognize the credentials provided.

To troubleshoot these errors, verify the user ID and password that were specified on the **Credit Card Systems** form.

Level Three Reporting

The credit card processing system has three levels of reporting, which are used to determine if a certain transaction is a qualified transaction:

- Level 1 Reporting is the basic level.
- Level 2 Reporting extends beyond Level 1 by including the invoice number, customer reference ID, and tax amounts.
- Level 3 Reporting extends beyond Level 2 by including tax ID, discount, commodity code, freight, duty, ZIP/postal code and additional line item details.

The specific data collected is unique to each credit card gateway and credit card type.

Select **Level Three Reporting** on the **Credit Card Interface Parameters** form if you want the credit card interface to send additional information in order to qualify for Level 3 processing. Otherwise, data qualified for Level 2 processing is collected and sent to the credit card system.

Caution: Receiving a Level 3 approval from the credit card gateway only indicates that transactions qualify for Level 3. You must verify with your bank that the transaction was accepted as Level 3 and not downgraded to Level 2 or Level 1. If the transaction is downgraded, additional processing fees could be included on that transaction.

This application does not store tax amount detail at the invoice line item level. In order to send line level tax information (for Level 3 reporting) the effective tax rate for the whole invoice based on the tax

amount is calculated and then spread over each individual line. This can result in an individual line showing as taxed even though it was exempt.

The Inrix API does not separate customer purchase order and customer reference code. This interface uses the customer reference code as the purchase order in Inrix Level 2 data; the actual customer PO is not used.