



ICINITI Credit Card
User Guide

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Revision History

Date	Revision	By	Description of Change
March 26, 2003	1.0	RM	Initial version
April 23, 2003	1.2	RM	Updated for version 1.2 features
October 14, 2004	1.3	LK	Updated for version 2.0 features
October 24, 2004	1.4	CF	Editing.
April 11, 2005	1.5	CF	ACCPAC 5.3 and DB2
September 28, 2005	1.6	DJ	Added Miscellaneous Receipt Capture
November 23, 2005	1.7	DJ	Added Lost Opportunity Manager, screenshot updates

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Introduction

ICINITI Credit Card allows you to:

- Pre-Authorize and/or prepay credit card payments before shipping orders.
- Capture and apply payments against authorized, posted and open invoices.
- Apply refunds to invoices from orders, or apply manual refunds.
- Process credit card receipts.
- Print reports that will help reconcile statements from your merchant bank and credit card processor.
- Dump and Load the ICINITI Credit Card data tables (via the Setup module).

All ICINITI Credit Card applications must be launched within the ACCPAC System Manager Environment. ICINITI Credit Card software includes the following application modules:

Credit Card Authorization and Prepayments

This application module is used to prepay an order or pre-authorize credit payment on an order before shipping any merchandise.

Payment Authorization

Use the pre-authorize method to preauthorize an order after you have posted the order and obtained an *order number*.

An *authorization* is requested by a merchant (you) to confirm that a customer's account has sufficient credit to pay for a purchase. When the bank issues an Authorization Number, a hold is placed on the customer's credit funds on behalf of the merchant. The funds are not transferred from the customer account to the merchant account until goods are actually shipped and a capture request is issued by the merchant.

Once you have obtained an authorization, you can print an invoice and ship the merchandise, knowing that the customer's payment has been set-aside on your behalf.

Prepayment

Use the pre-payment method when you need to collect funds at the point of order entry.

Prepayment performs credit card authorization, payment capture, and creates a prepaid order record in ACCPAC.

Credit Card Capture

When you ship merchandise to a customer, an invoice is generated and payment is due.

The Credit Card Capture application allows you to obtain payment once you have an invoice number. "Capture" is the point at which funds are actually transferred from the cardholder's account and ultimately deposited to your merchant account.

Delayed Capture

ICINITI Credit Card implements "Delayed Capture" processing. The term "Delayed Capture" means that the transaction that actually captures a payment occurs some time after the order and payment authorization are received. The agreement with the bank operating your merchant account normally requires a merchant to delay capture until merchandise is actually shipped to the customer. The Delayed Capture request references the previously obtained Authorization number.

When ICINITI Credit Card captures a credit card payment, it will make an AR receipt batch entry if the invoice has been posted. The payment will be applied to the invoice that has been captured.

The payment capture application looks at the schedule of payments for open invoices and only issues a capture request for those payments that have become due. All payments due are grouped by customer so that a single capture transaction may be applied to one or more invoice payments.

If an invoice has not yet been posted (for example, if you have not yet run end of day processing to create an AR invoice batch), then the payment record is kept in a separate file and it can be moved into a receipt batch at a later time using the Credit Card Receipts application.

Credit Card Receipts

The Credit Card Receipts application creates AR Receipt Batch entries using payment records previously saved by the Credit Card Capture application (as described above). These receipt entries can only be made when the invoice has been posted from an invoice batch. Therefore, you will use this application after posting the AR Invoice batch created by the previous end of day procedure. Any payments captured prior to running the end of day procedure can now be added to an AR receipt batch and applied against the posted invoice.

Credit Card Refunds

Use the Credit Card Refunds application to issue a refund to any credit card account. A record of the refund transaction is kept on file in the ICINITI Credit Card data tables. You can attach a note to any refund transaction.

The Refunds application, in this version, does not make any adjustment entries in ACCPAC. Once you have issued a refund to a credit card account, you must make any associated adjustment entries manually. This may involve inventory returns adjustments, or applying the refund to an open credit note etc.

Manual Credit Card Refunds

This module allows the merchant to issue refunds to customers who may have been processed manually, directly through a payment gateway's website, or through another credit card payment processing system. If payments were made through one of these other systems, their transactions would not have been recorded into the ICINITI Credit Card database tables. This application is intended to help merchants in their transition from one of these other systems to ICINITI Credit Card.

Miscellaneous Receipts

Use this application to capture payments for which no order or invoice is known. A payment can be applied as an Unapplied Cash receipt if a customer number is known, or as a Miscellaneous receipt applied to user-specified account distributions if not.

Credit Card Reports

Use this application to prepare reports that will help reconcile merchant account statements and transaction reports from the payment gateway. You can view payment transaction summary, refund transaction summary, and invoice payment details. Reports can be filtered by customer as well as date ranges.

ICINITI Credit Card Setup

The ICINITI Credit Card Setup module is used to configure the database connection, re-create ICINITI Credit Card data tables, select which payment gateway to use, set up system credit card types, perform backups (dump/load) of the ICINITI Credit Card data tables and activate the product.

Customer Credit Card Number Data

In order to process credit card payments for invoices with scheduled payments, or payments due at a later date, ICINITI Credit Card must maintain customer credit card numbers.

Credit card numbers are stored in an encrypted format.

Credit Card Fraud Prevention Features

Credit card issuers now offer a number of fraud prevention features that help to mitigate the risk of taking credit card orders over the phone or over the Internet. ICINITI Credit Card supports these features.

The Card Security Code (CSC) is a number printed, but not embossed, on the back of a credit card. Because the CSC is not embossed on the card, it protects against use of credit card numbers obtained from discarded receipts. If a customer can provide you with the CSC, then you are reasonably sure they are in physical possession of the credit card.

Note:

It is not permitted to record and store CSC digits. The ICINITI Credit Card does not store these digits in the credit card number data.

The Address Verification System (AVS) is a further level of security provided by credit card processors. ICINITI Credit Card passes the address line and zip code of a cardholder when authorizing payments. When this information is provided to the card processor, it will be compared to the information on file at the issuing bank. If this information does not match the information provided by the customer, the transaction will be authorized with a warning.

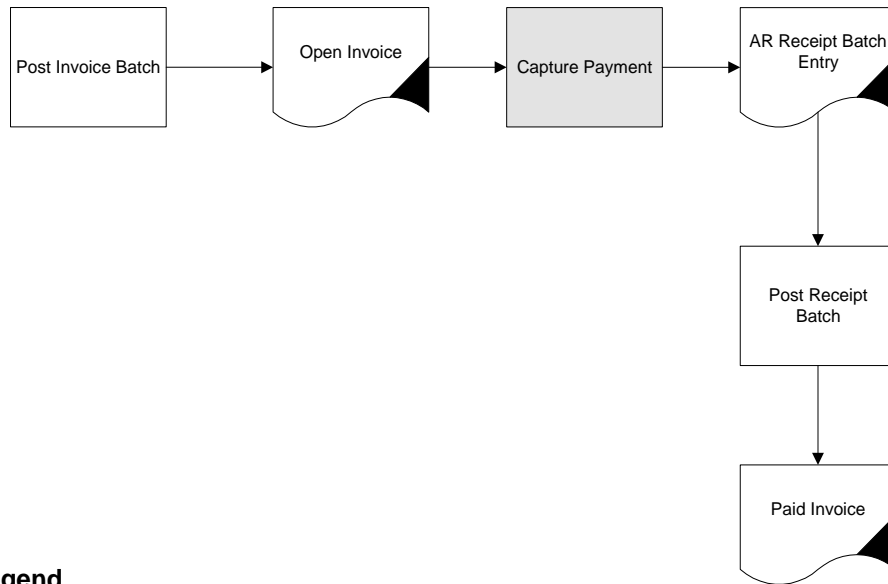
ICINITI Credit Card stores address line 1 and zip code information for the credit card holder in its credit card number data.

An Overview of Payment Processing

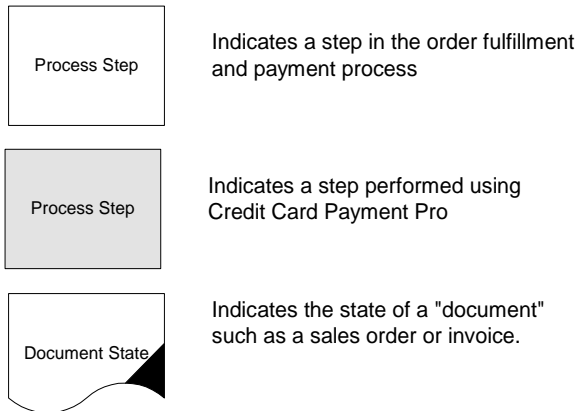
Credit Card Payment Processor offers considerable flexibility in how you receive and post credit card payments. The actual procedure you follow will depend on the nature of your business and the degree of trust you have in your credit card customer.

Depending on your business practice, you may adopt a One Step, Two Step or Three Step payment process as described below.

One Step Payment Processing



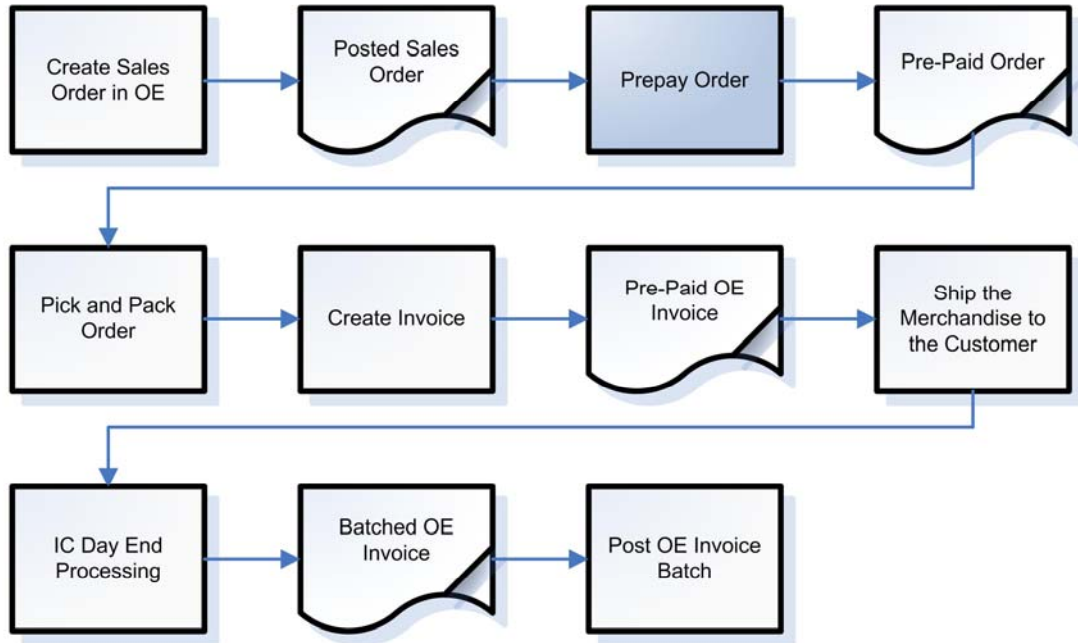
Legend



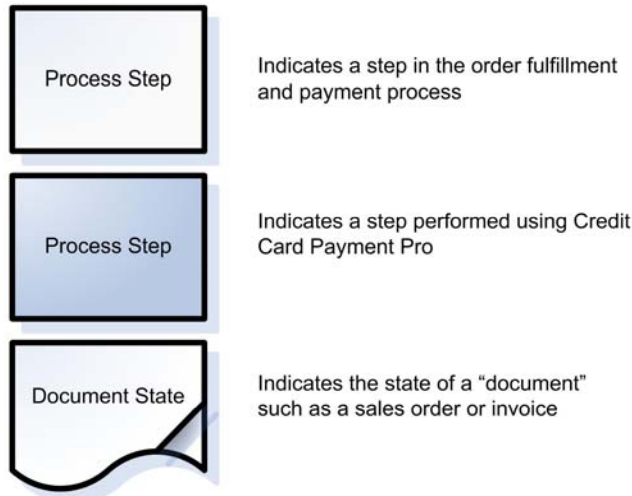
This process authorizes invoices, captures payment and creates AR Receipt batch entries in one easy step. This procedure is only applicable to open invoices that have been posted to accounts receivable, and where the customer already has a credit card number on file.

You should use this process to capture scheduled payments for invoices having multiple payment terms.

One Step Prepayment Processing

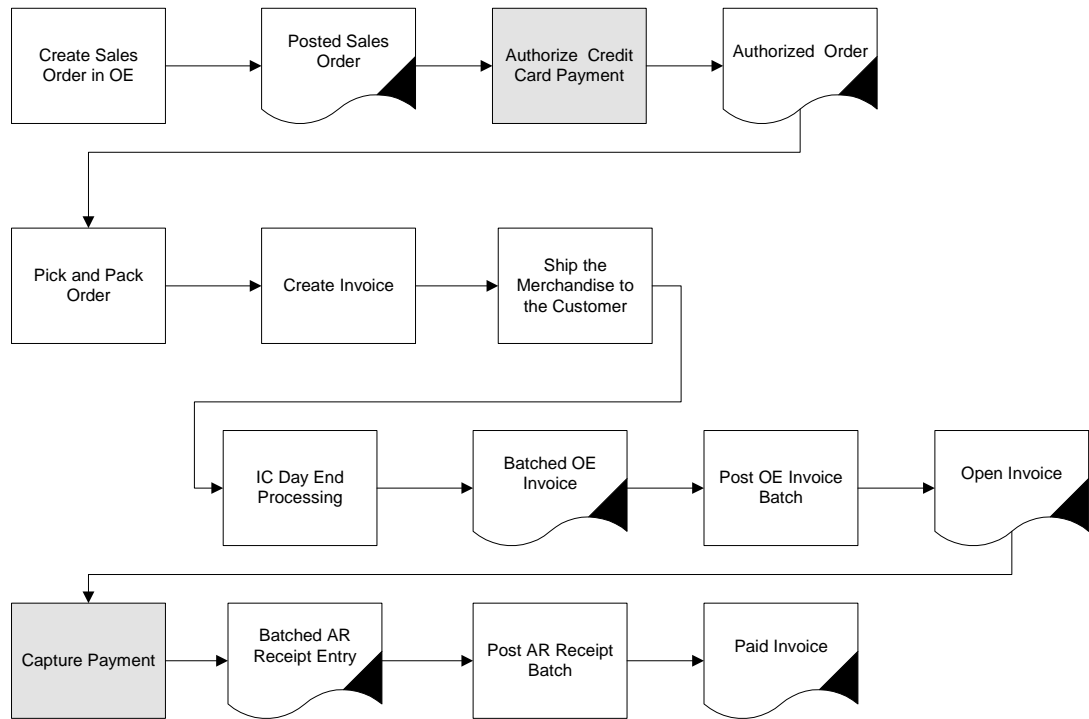


Legend

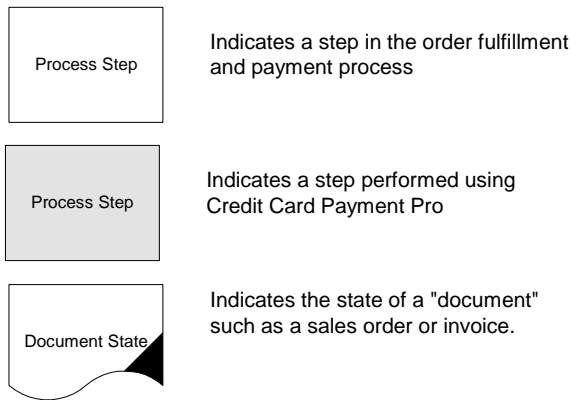


This process authorizes and captures payment against existing orders and creates AR Receipt batch entries all in one step. Use the pre-payment method when you want to collect funds right after an order has been placed.

Two Step Payment Processing



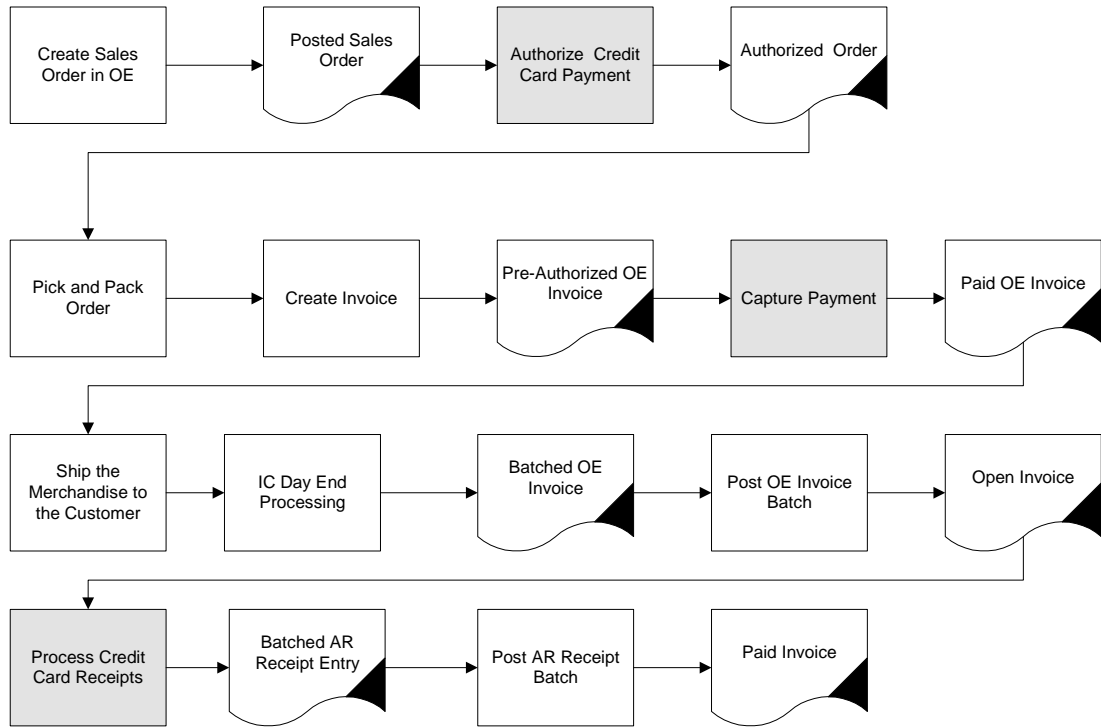
Legend



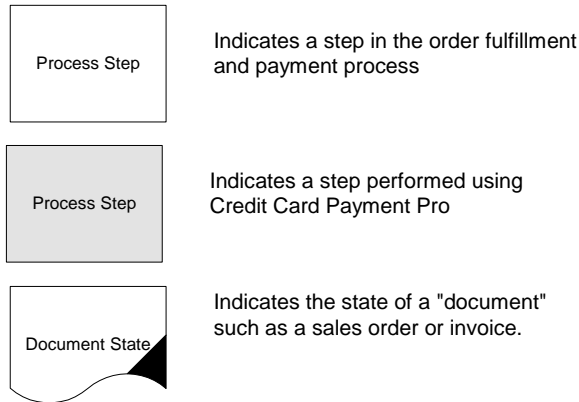
Use this process if you wish to pre-authorize credit card payments prior to shipping merchandise to a customer. The pre-authorization ensures that payment is set-aside on your behalf before you actually commit to shipping merchandise.

After you generate an OE Invoice, follow the normal end of day procedure to create the Invoice batch in AR, and then post the invoice batch. These posted invoices are available to be paid. You will use the Capture Payment application to capture the pre-authorized payment and create an AR Receipt batch entry in one easy step.

Three Step Payment Processing



Legend



Use this procedure if

- You want to capture payment before physically shipping merchandise
- You want to receive funds in the shortest possible time after invoicing

The Three Step process allows you to capture payments as soon as you generate an OE invoice. You cannot create an AR receipt batch entry until you perform end of day processing and post the Invoice batch in accounts receivable.

Handling Invoices with Scheduled Payments

ICINITI Credit Card is designed to handle invoices having a terms code that specifies a schedule of payments. For example, you may set up a terms code for annual membership fees that are due on a quarterly basis.

The Payment Capture application queries the ACCPAC database to find open invoices that have payments due. You can run this procedure every day to easily capture payments from customers who have made credit card payment arrangements with you.

You can authorize and capture the first payment of an OE Invoice with scheduled payments even before the invoice is posted to accounts receivable. You can capture subsequent payments as they become due, after the OE invoice is posted to accounts receivable as an open invoice.

Handling Backordered Invoices

This scenario occurs when you have partially shipped your order and have items on back order. Therefore, you have an authorized order payment for the full original amount of the order but have captured payment only against the invoiced items that were shipped. In order to capture payment for the remaining invoices, invoices that will be generated once back ordered items are ready for shipment, you have 2 options:

1. Capture the invoices that have been posted in an AR Invoice batch using the Capture Payments application.

OR

2. **You must re-authorize for the amount of the invoice(s) before capturing payment against the invoice(s).**

Use option 1 only if you do not need to obtain a preauthorization for an order. Otherwise, use option 2 to reauthorize the remaining order total.

To illustrate option 2, here is an example:

You received an initial order for an \$80 item and a \$20 item. You obtain an initial authorization for \$100 when the order is placed.

When you fill the order, the \$20 item is out of stock, so you ship the \$80 item, leaving the \$20 item on back order. When you ship the \$80 item, ACCPAC generates an OE invoice for \$80 and reduces the outstanding order amount to \$20 - the value of the unshipped items.

At this point, you would use the Payment Capture program to capture payment of \$80 for the actual amount of the OE invoice. The capture transaction references the original \$100 authorization. (It is not uncommon to capture an amount less than the authorization amount -- you just can't capture more than the authorization amount). The "Capture" transaction completes the original authorization transaction.

Now you have a paid invoice of \$80 and an unauthorized back order for \$20 in ACCPAC.

When you are ready to fill the \$20 back order, you should use the Authorization application to obtain a new authorization for the \$20 amount. Enter the original order number into the Authorization screen, and it will retrieve the customer information and outstanding order amount. The screen should show the amount to be authorized as \$20.00 in this example.

When you have obtained the new authorization for the back ordered amount you can use the ACCPAC Order Entry screen to ship the backordered item and generate a second OE invoice. In this example, the invoice amount would be \$20.00. Once you have the second invoice number you are able to capture the invoice payment using the \$20.00 pre-authorization obtained in the previous step.

Adding or Updating Customer Credit Card Numbers

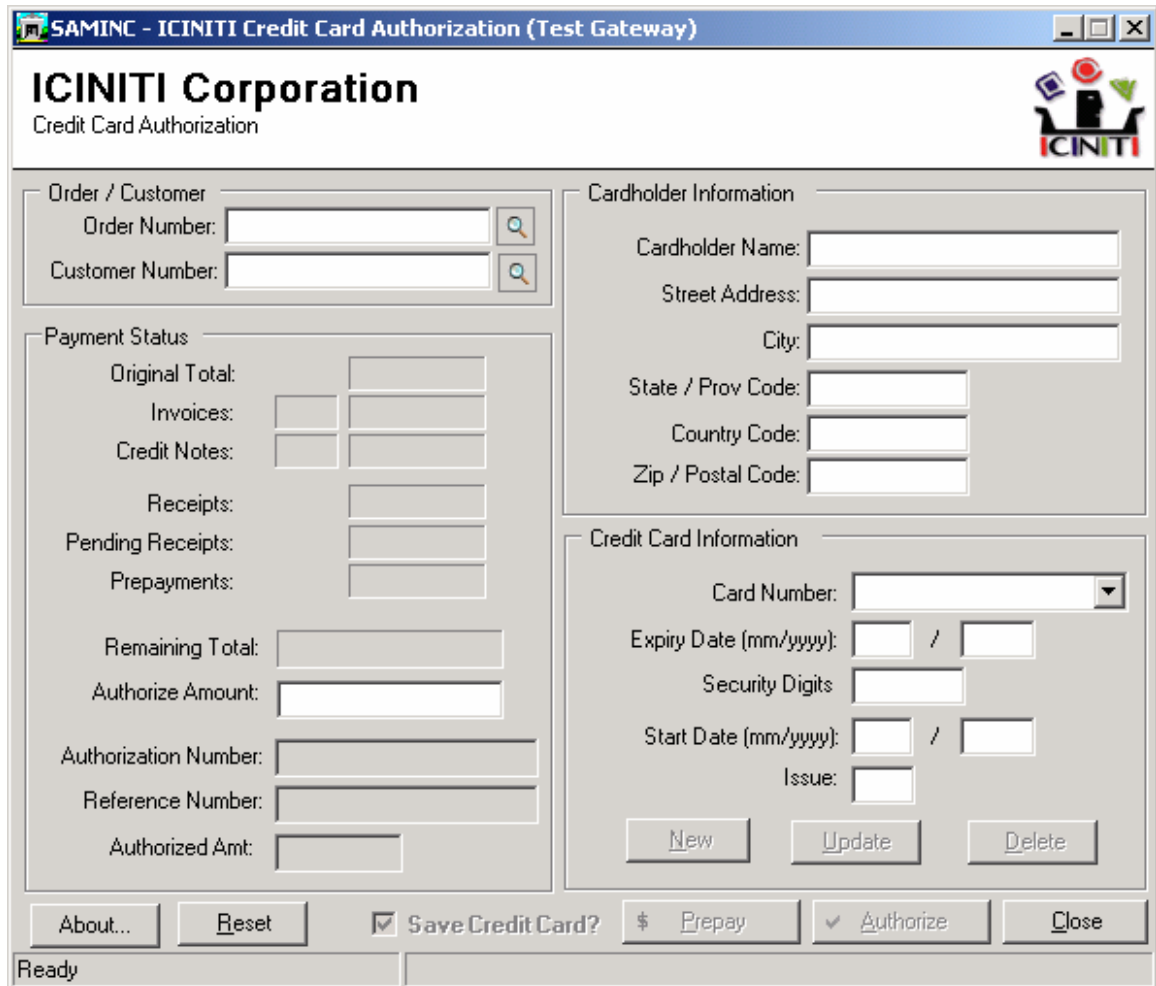
Customer credit card numbers are saved automatically when a payment authorization is obtained on any order. You can also create or modify a customer credit card number record using the Credit Card Authorization application.

To add or update a customer credit card number:

1. Start the Credit Card Authorization module using the following icon in the ICINITI Credit Card program group:



The Credit Card Authorization screen will appear as shown below.



2. Enter customer number.
3. Once a valid customer number is entered the application will fill in customer information fields and credit card information fields if the customer has a credit card associated with him/her.
4. Make any necessary changes and click the Update button to save the information. If new credit card information was supplied, the new credit card will be added to the customer's file.

Credit Card Authorization Procedure

Follow this procedure to:

- Pre-authorize a credit card payment for an order *prior to invoicing and shipment*. In ACCPAC, you will have created and posted an ORDER but you have not yet created an INVOICE.

When you have completed this procedure, funds will have been set aside for payment of the order. You will invoice, ship and capture payment for the order at a later time.

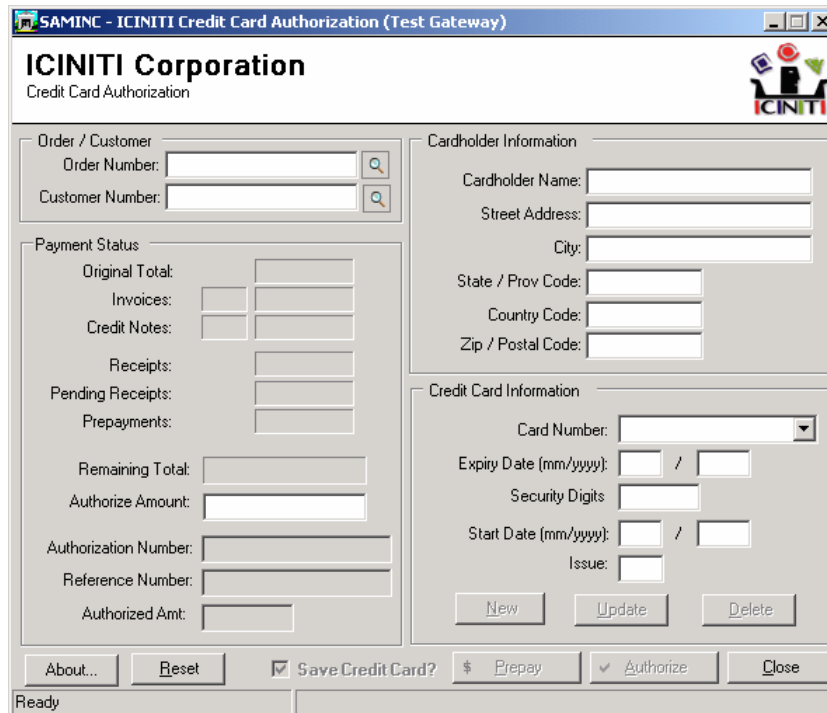
If you have already generated an invoice, do not use this procedure. Instead use the *Capturing Unauthorized OE Invoice Payments* under *Credit Card Payment Capture Procedure*.


If an order has multiple scheduled payments, use this procedure to authorize and capture the first payment. For subsequent payments, follow the *Payment Capture Procedure* for open invoice payments.

1. Start the Credit Card Authorization program using the following icon in the ICINITI Credit Card program group:



The Credit Card Authorization screen will appear as shown below.



2. Enter the order number in the space provided. Use the locator button  to find an order number.

Tip: When you post the order in ACCPAC, copy the order number to the Windows clip board before opening the Credit Card Authorization screen. If the clipboard contains an order number, it will be automatically copied to the order number field on this screen.

3. The customer number will be automatically filled in based on the order number.
4. Enter the customer's credit card number in the field provided.

If the selected customer has a credit card number on file, it will appear in the card number field as soon as you tab into or click on this field. Otherwise, you must enter a valid credit card number in this field.

Note: If you are in VeriSign Test Mode, you can use the following test credit card numbers:

VISA	4111111111111111 4012888888881881
MASTERCARD	5105105105105100 5555555555554444
AMERICAN EXPRESS	378282246310005 371449635398431
DISCOVER	6011111111111117 6011000990139424
DINERS CLUB	38520000023237 30569309025904

5. Enter the card expiry date into the space provided. You can enter a 2 or 4 digit year.
6. If you are authorizing a phone-in order, you may ask the customer to provide you with the Card security Code Digits (also called CVV2 by VISA/MASTERCARD) printed on their credit card. Enter these digits in the Security Code field.

The security code is printed near the signature area on the back of VISA and MASTERCARD credit cards as shown in the illustration below:

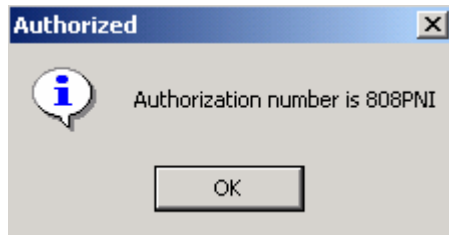


If you are not able to obtain the CSC digits (for example, you are not speaking to the customer on the telephone), then you can leave the Security Code field blank.

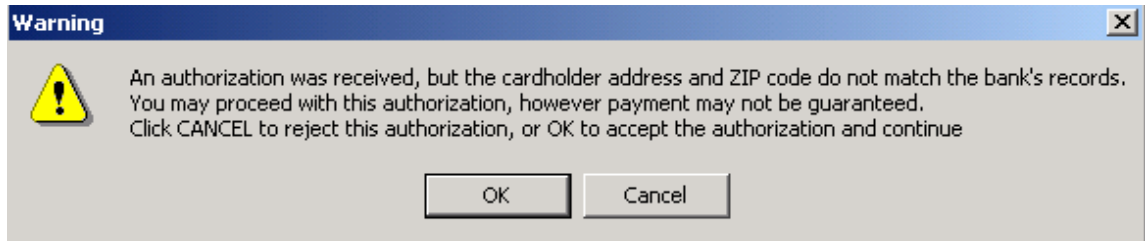
7. *Amount Due* and *Authorize Amount* will be automatically filled using the order total amount. You may manually change the authorization amount to obtain a larger authorization if needed.
8. Verify the correct cardholder name and address. If the customer did not previously have a credit card number on file, the cardholder name and address fields are initialized from the AR CUSTOMER information.

The cardholder name and address may not be the same as the customer name and address, so confirm that these fields are correct.

9. Click the *Authorize* button to obtain an authorization number. After a brief delay, you will obtain the authorization number. The ICINITI Credit Card remembers this authorization number, so you do not need to make a record of it.



10. If you filled in the cardholder address and ZIP/Postal code, VeriSign will use the Address Verification System to request a match on these fields. A warning message is returned if these address fields do not match the values on file at the card-issuing bank. In this case, the following message will appear.



If you are speaking to the customer on the phone while obtaining the credit authorization, you should confirm the accuracy of the address information.

If you are not speaking with the customer, you may choose to place the order on hold until the customer can be contacted to resolve the discrepancy. You should click the OK button in this case.

You may also choose to reject the authorization and cancel the order. Choose Cancel in this case.

Even though you may reject an authorization, a hold remains on the cardholder's funds until the authorization expires. This is a limitation of the credit card processing networks, not the ICINITI Credit Card software.

Credit Card Prepaid Order Procedure

Follow this procedure to:

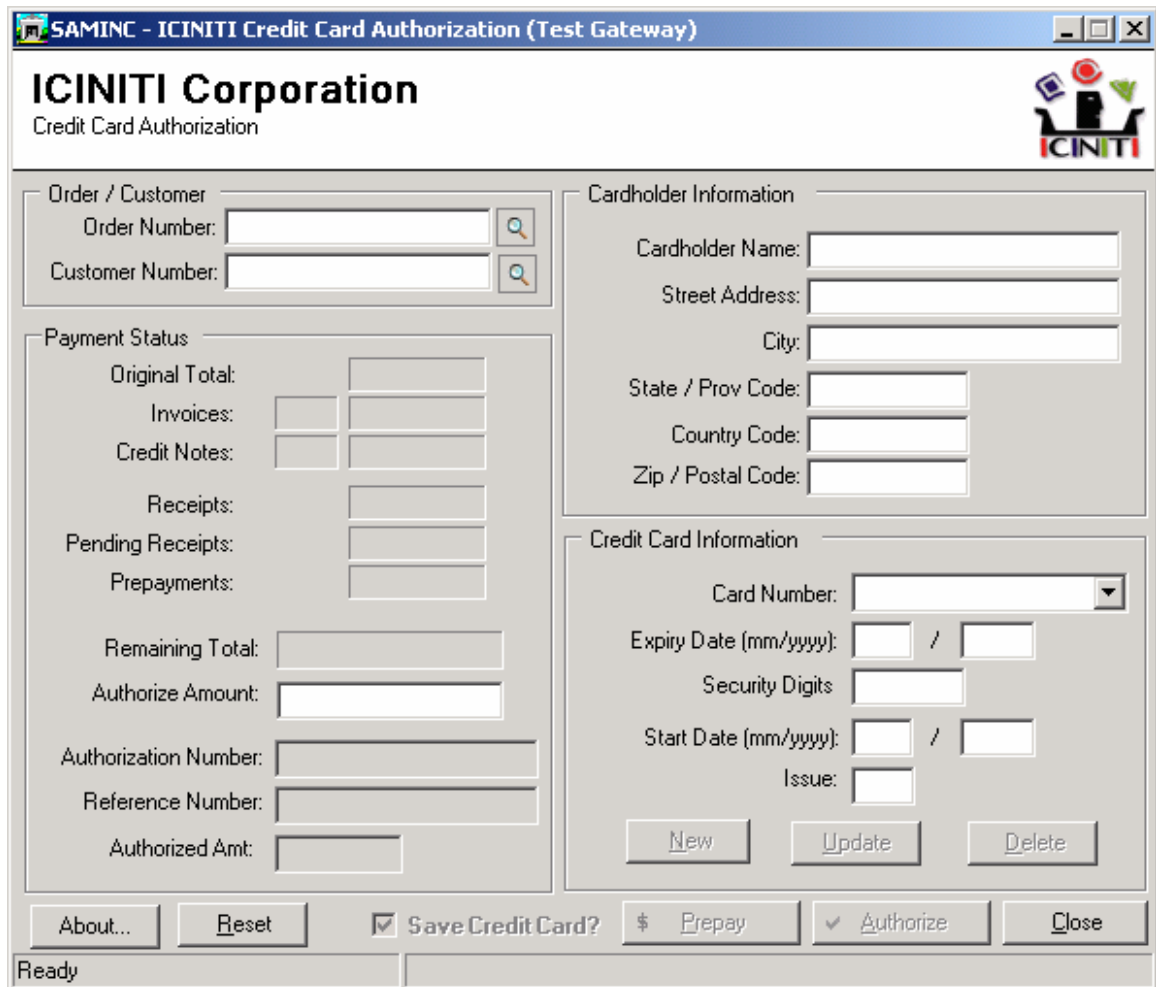
- Prepay for an order using a credit card *prior to invoicing and shipment*. In ACCPAC, you will have created and posted an ORDER but you have not yet created an INVOICE.


Once you have completed this procedure, the order amount has been authorized and captured and prepaid order record has been created in ACCPAC.

1. Start the Credit Card Authorization program using the following icon in the ICINITI Credit Card program group:



The Credit Card Authorization screen will appear as shown below.



2. Enter the order number in the space provided. Use the locator button  to find an order number.

Tip: When you post the order in ACCPAC, copy the order number to the Windows clip board before opening the Credit Card Authorization screen. If the clipboard contains an order number, it will be automatically copied to the order number field on this screen.

3. The customer number will be automatically filled in based on the order number.
4. Enter the customer's credit card number in the field provided.

If the selected customer has a credit card number on file, it will appear in the card number field as soon as you tab into or click on this field. Otherwise, you must enter a valid credit card number in this field.

Note: If you are in VeriSign Test Mode, you can use the following test credit card numbers:

VISA	4111111111111111 4012888888881881
MASTERCARD	5105105105105100 5555555555554444
AMERICAN EXPRESS	378282246310005 371449635398431
DISCOVER	6011111111111117 6011000990139424
DINERS CLUB	38520000023237 30569309025904

5. Enter the card expiry date into the space provided. You can enter a 2 or 4 digit year.
6. If you are authorizing a phone-in order, you may ask the customer to provide you with the Card security Code Digits (also called CVV2 by VISA/MASTERCARD) printed on their credit card. Enter these digits in the Security Code field.

The security code is printed near the signature area on the back of VISA and MASTERCARD credit cards as shown in the illustration below:

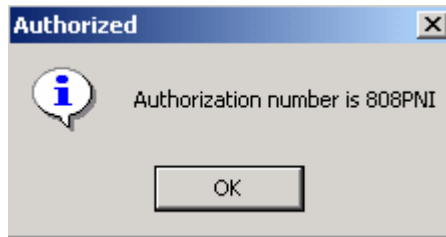


If you are not able to obtain the CSC digits (for example, you are not speaking to the customer on the telephone), then you can leave the Security Code field blank.

7. *Amount Due* and *Authorize Amount* will be automatically filled using the order total amount. You may manually change the authorization amount to obtain a larger authorization if needed.
8. Verify the correct cardholder name and address. If the customer did not previously have a credit card number on file, the cardholder name and address fields are initialized from the AR CUSTOMER information.

The cardholder name and address may not be the same as the customer name and address, so confirm that these fields are correct.

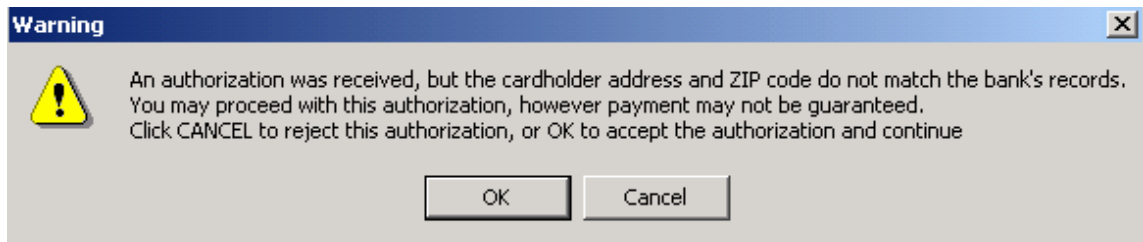
9. Click the *Prepay* button. After a brief delay you will obtain the authorization number. ICINITI Credit Card remembers authorization number so you do not need to make a record of it.



Click the *OK* button to see prepayment status of the order.



10. If you filled in the cardholder address and ZIP/Postal code, VeriSign will use the Address Verification System to request a match on these fields. A warning message is returned if these address fields do not match the values on file at the card-issuing bank. In this case, the following message will appear.



If you are speaking to the customer on the phone while obtaining the credit authorization, you should confirm the accuracy of the address information.

If you are not speaking with the customer, you may choose to place the order on hold until the customer can be contacted to resolve the discrepancy. You should click the OK button in this case.

You may also choose to reject the authorization and cancel the order. Choose Cancel in this case.

Even though you may reject an authorization, a hold remains on the cardholder's funds until the authorization expires. This is a limitation of the credit card processing networks, not the ICINITI Credit Card software.

Credit Card Payment Capture Procedure

Follow this procedure to:

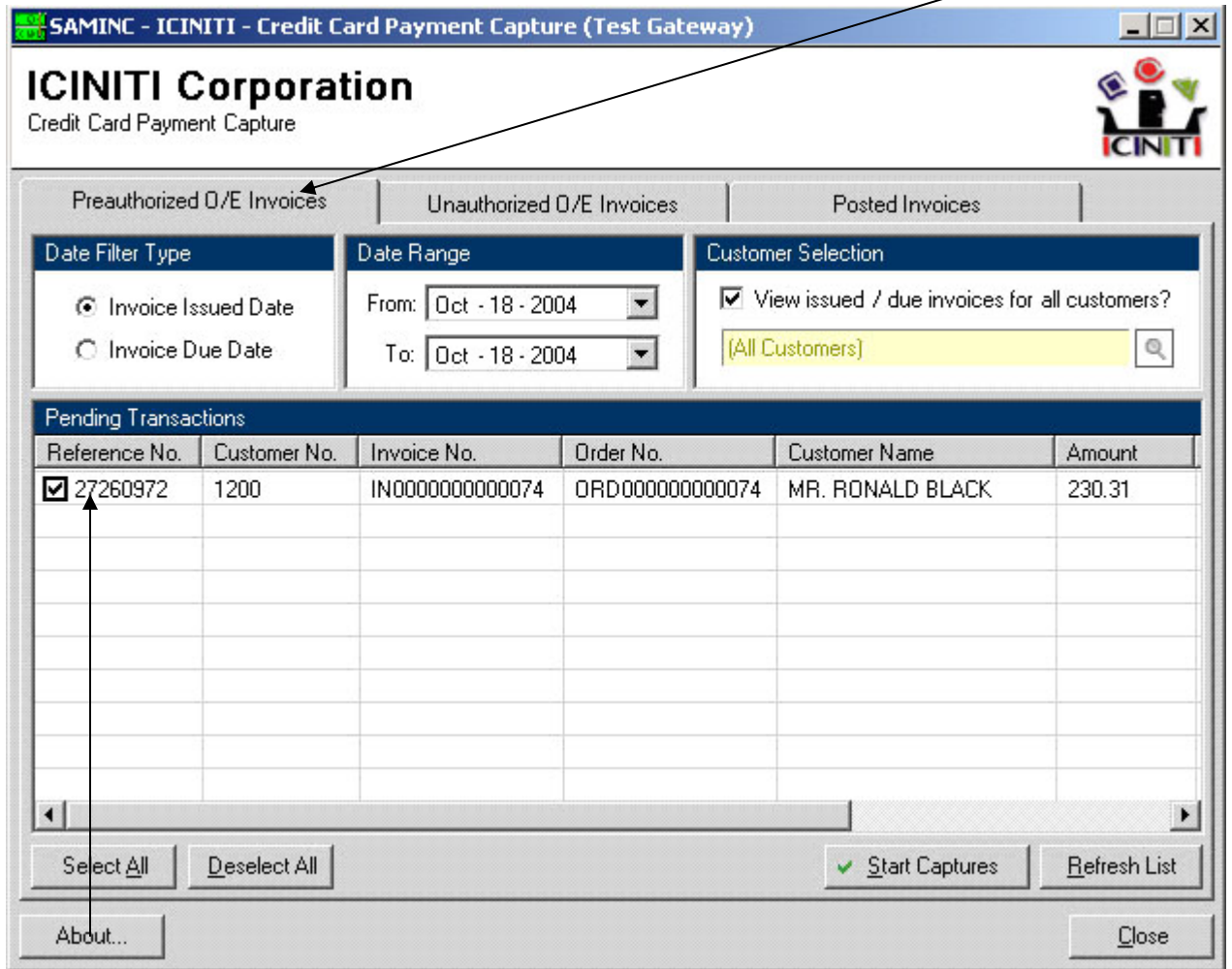
- Capture pre-authorized payments for un-posted OE Invoices (Three step payment processing). In ACCPAC, you will have created an OE Invoice for a previously authorized ORDER. You have not yet run the end of day procedure, so the invoice has not yet been posted to accounts receivable. You want to capture payment immediately to secure the funds in the shortest possible time, or to secure the funds before physically shipping merchandise to the customer.
- Capture and make receipt entries for pre-authorized Open Invoices (Two step payment processing). In ACCPAC, you have created an OE Invoice for a previously authorized order. You have already performed end of day processing and posted the OE Invoice batch. The OE Invoice is now an Open Invoice in accounts receivable.
- Authorize, capture, and make receipt entries for unauthorized Open Invoices (One step payment processing). In ACCPAC, you have created and posted an AR or OE invoice. A credit card authorization has not yet been obtained.
- Capture payments for un-posted OE Invoices that belong to an order that has not been authorized. For example, if you forgot to authorize an order before shipment entry and do not want to wait until end of day to post the invoices and capture payment.

Locate and double-click the ICINITI Credit Card Payment Capture icon to start the application:



Capturing Pre-Authorized OE Invoice Payments (Three Step Processing)

Initially, the Payment Capture screen displays outstanding pre-authorized OE Invoices, as illustrated below.



These invoices represent previously authorized orders. These invoices have not yet been posted to accounts receivable, so the Credit Card Payment Capture application will not be able to make AR Receipt Batch entries for the payments received.

You will use the Credit Card Receipts application to make AR Receipt batch entries at a later time.

The REFNO column displays payment gateway transaction number for the previously obtained Authorization.

To capture payment for a pending transaction

1. Mark the checkbox for the pending transaction(s) you wish to capture, or click the "Select All" button to select all pending transactions at once.

Pending Transactions					
Reference No.	Customer No.	Invoice No.	Order No.	Customer Name	Amount
<input checked="" type="checkbox"/> 27260972	1200	IN00000000000074	ORD0000000000074	MR. RONALD BLACK	230.31

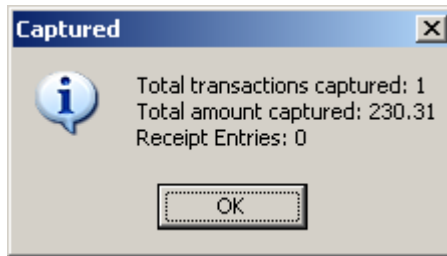
2. Click *Start Captures* button to issue a capture transaction for each marked record.

As each transaction is performed, the transaction status will appear in the status display area at the top of the screen.

The status of each record will be changed to "Captured" after the payment has been captured.

Pending Transactions						
	Order No.	Customer Name	Amount	Credit Card	Currency	Status
074	ORD0000000000074	MR. RONALD BLACK	230.31	VISA	USD	Captured

When all transactions have been completed, an information message is displayed.



Notice that this message indicates 0 receipt entries were made. Remember that because the captured invoice has not yet been posted to accounts receivable, it is not possible to create a receipt entry at this time.

Capturing Payments against Open Invoices (One Step and Two Step Processing)

You can capture payments against Open Invoices that have already been posted to accounts receivable. Because these invoices are already posted, the Capture Payments application can create an AR Receipt Batch entry immediately.

To begin, in *Payment Capture* application select the *Posted Invoices* Tab:

You must indicate all of the invoice payment terms codes that should be used to construct the list of invoices that should be captured.

You must check at least one of the terms codes in the list provided.

Next, click the *Refresh* button to begin searching for Open Invoices.

The application will remember the terms codes you have selected. The next time you select the *Open Invoices* radio button, the application will automatically start to build the list of Open Invoices.

When complete, the screen will appear as shown below:

Each invoice will be displayed separately from other invoices even though it may belong to the same customer.

If you do not wish to capture any of the listed payments at this time, uncheck the invoices using *Deselect All* button and click *Close* button.

VeriSign Customers

Your VeriSign Security Page settings may limit the amount of any single transaction. If a customer has outstanding invoices that exceed the transaction limit, you will need to remove one or more invoices from the pending transaction list until the transaction amount is less than the maximum allowed. Consult your system administrator to learn what VeriSign Security Page settings may affect you.

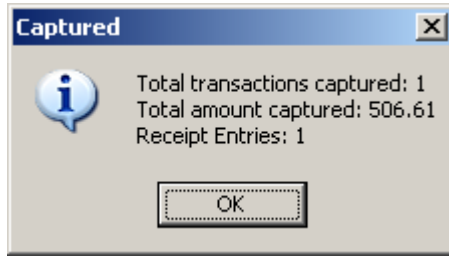
See the section below entitled *VeriSign Security Page Settings* for more information.

You are now ready to process the list of pending invoices. Since these payments are not pre-authorized, the ICINITI Credit Card Payment Capture module will authorize and capture each payment in a single operation.

To proceed:

1. Check off invoices you wish to capture, or click the *Select All* button to select all pending invoices at once.
2. Click the Process button *Start Captures* button.

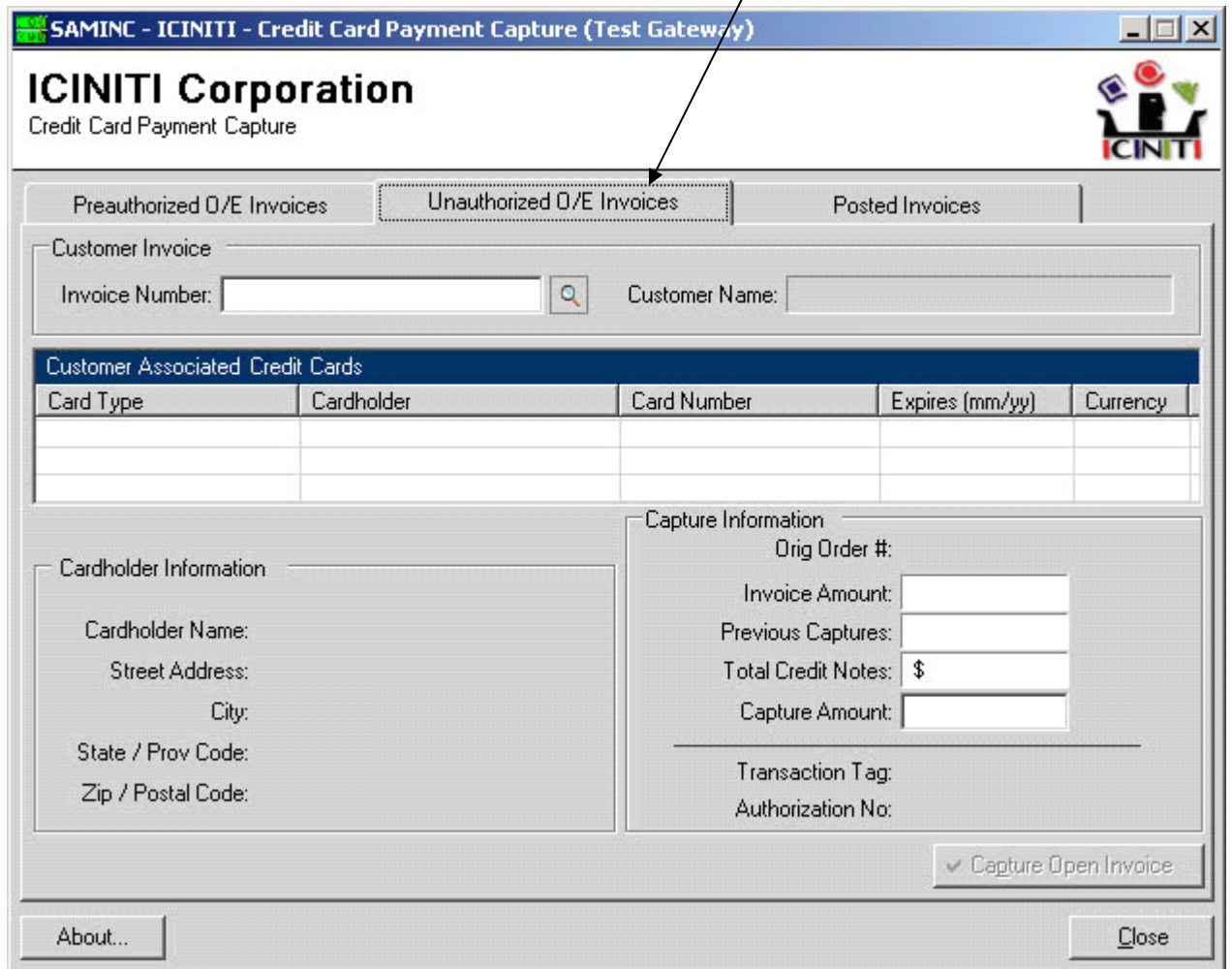
Upon successful payment authorization and capture you should see the following message:




Capturing Unauthorized OE Invoice Payments

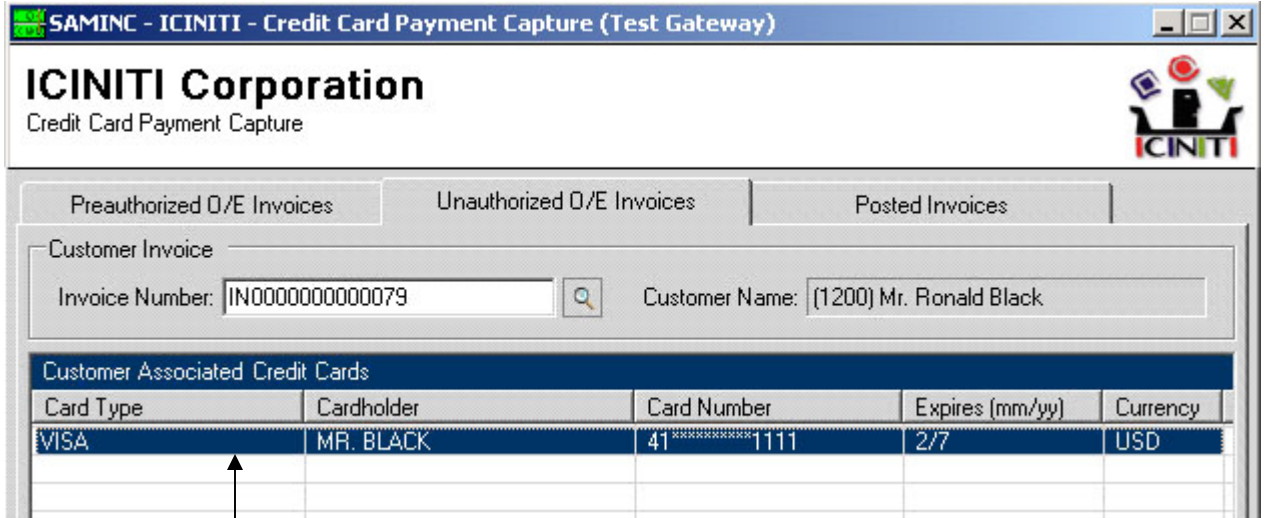
You can capture payments against Open Invoices that have not been authorized nor posted to accounts receivable.

To begin, in *Payment Capture* application select the *Unauthorized O/E Invoices* Tab:



Enter an invoice number or click on the locator  button to perform extended search for an invoice.

Once you have found/entered the invoice number, using your mouse select the credit card from the *Customer Associated Credit Cards* list.

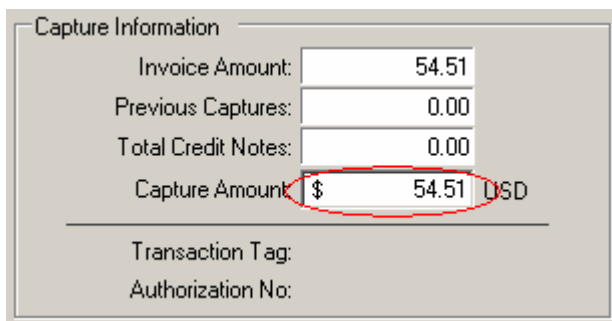


Selected credit card

Click on *Capture Open Invoices* button to go ahead with payment capture.

After successful capture you will notice that the *Capture Amount* field was changed from set amount to capture to \$0.00 and the *Previous Captures* field was updated with the amount captured. The screen shots below illustrate this.

Before capture:



After capture:

Capture Information	
Invoice Amount:	54.51
Previous Captures:	54.51
Total Credit Notes:	0.00
Capture Amount:	\$ 0.00 USD

Transaction Tag:
Authorization No:

Creating Credit Card Payment Receipt Entries

This module will create AR Receipt Batch entries for credit card payments captured against un-posted OE Invoices (Three Step Payment process). In ACCPAC, you will have run the IC end of day procedure to create an AR Invoice batch and then post invoice batch list. The already captured payments must now be applied against these open invoices.

To begin, launch *Credit Card Receipts* module from the ICINITI Credit Card program group using the icon shown below:



The Credit Card Receipts Importer screen will appear.

SAMINC - ICINITI - Import Credit Card Receipts (Test Gateway)

ICINITI Corporation
Import Credit Card Receipts

Batch Summary					
Credit Card Type	Count	Total	Receipts	Receipt Total	
AMEX USD	0	\$0.00	0	\$0.00	
VISA/MC USD	1	\$92.12	0	\$0.00	

Captured Payments						
Transaction No.	Invoices	Amount	Posted	Batch	Status	
27273437	1	92.12	Yes	VISA	Ready	

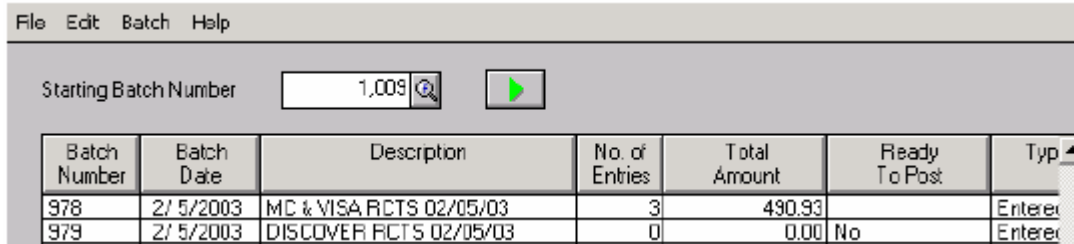
About... Refresh Remove Start Processing Close

- The batch summary list displays the number of captured transactions for each credit card type and the batch total.
- The captured payments list displays the individual payments that have been captured against posted invoices.

- The status "Ready" appears if the OE invoice has been posted. If day end processing and OE Invoice batch posting has not been completed, then these payment records will display the status "Not Ready".

Remember, you can only import payments and apply them against posted invoices. A payment cannot be applied to an invoice that has not been posted. To process all of the "Ready" payments, simply click the Start Processing button. The application will then perform the following steps:

1. Group all invoices by batch type: VISA/MASTERCARD, AMEX, DISCOVER.
2. Create a new daily receipt batch if one does not already exist.



3. Add credit card payment receipt entry into the batch for each payment captured. The payment is applied on a per invoice basis.

When all applicable receipt entries have been made, the application screen will be updated as shown below:

Batch Summary

Credit Card Type	Count	Total	Receipts	Receipt Total
AMEX USD	0	\$0.00	0	\$0.00
VISA/MC USD	1	\$92.12	1	\$92.12

Captured Payments

Transaction No.	Invoices	Amount	Posted	Batch	Status
27273437	1	92.12	Yes	Received	Ready

Buttons: About... Refresh Remove Start Processing Close

Processing Refunds

The *Credit Cards Refunds* application allows you to submit credit transactions to a payment gateway so that refunds can be issued when purchases are returned. The refunds form allows a merchant to filter orders in three ways: by customer, by date range, and by single invoice.

Launch *Credit Card Refunds* module from the ICINITI Credit Card program group using the icon shown below:



The Credit Card Refunds screen will appear:

SAMINC - ICINITI - Credit Card Refunds (Test Gateway)

ICINITI Corporation
Credit Card Refunds

Customer Selection: View captured transactions for all customers?
 [All Customers] [Search]

Date Range: From: Nov - 16 - 2005 To: Nov - 23 - 2005


Order No	Customer No	Transaction Id	Invoices	Total Amount	Card Type	Currency

Document No	Transaction Id	Customer No	Amount Paid	Refund Amount	Previous Refunds

Refund Information


Document Number: <none selected> Refund Amount: [] [Apply Amount]

[About...] [Refresh] [Issue Refunds] [Close]

- If the user wants to find orders for all customers, the “View captured transactions for all customers” checkbox should be checked. The user can further narrow down the result set by selecting a shorter date range, for example, a date range of one week, or even just a few days.
- The user can also choose to select a specific customer number. If so, the “View captured transactions for all customers” checkbox should not be checked, and the user can use the finder icon  to search for a specific customer number. Again, date ranges are applied to the search filter.
- Once the customer filter and the date filters have been set, the user must click the Refresh button to refresh the form with the new search results. If orders are found, the Transactions list will be updated to show the orders for the selected search criteria.
- When the user selects an order in the transactions list, all invoices for the selected order will be displayed in the Invoices list. Refunds are issued on these invoices, not on the orders in the transactions list.
- The user must select an invoice from the invoices list and enter an amount into the Refund Amount field. The amount in this field cannot be larger than the amount paid minus all previous refunds on this invoice. For example: If the amount paid was \$10.00, and there was a previous refund on this invoice for \$2.00, then the total possible refund amount that can be entered is \$8.00.

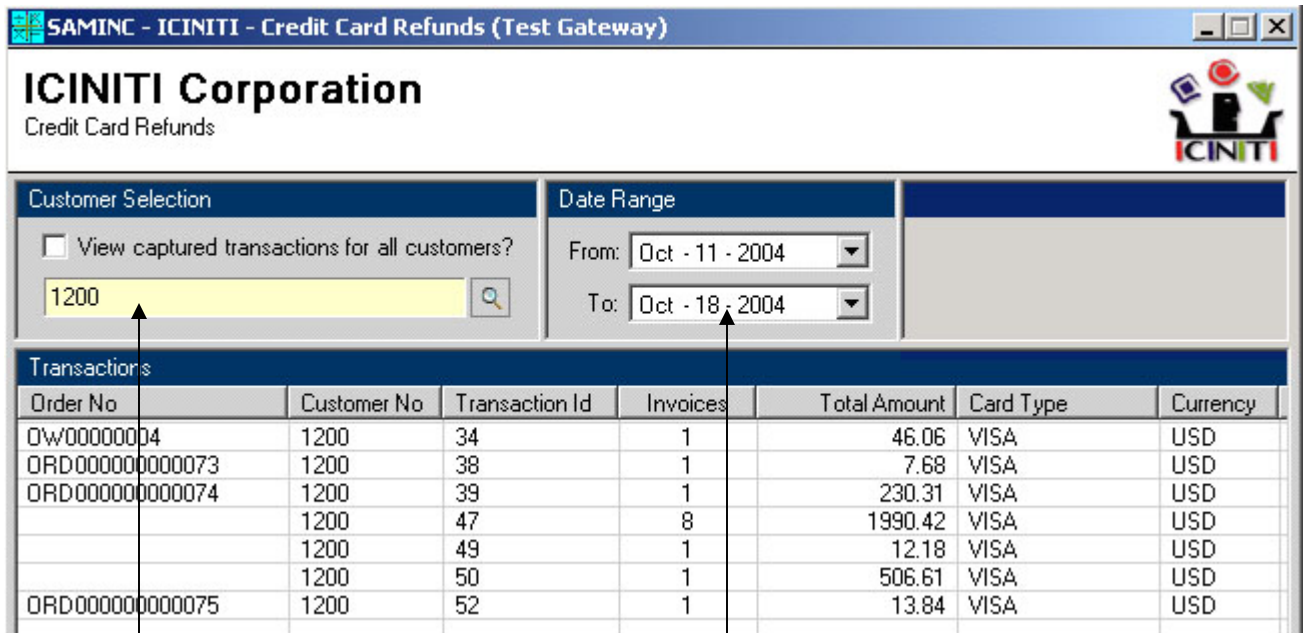
Note: In its current version, the Refunds application does not make any adjustment entries in ACCPAC – users must make any required adjustments manually.

Step 1 – Find Invoice(s) based on Search Criteria

In the *Customer Selection* frame uncheck *View captured transactions fall all customers?* checkbox and enter customer number in the supplied textbox or click on  button to perform extended customer search.

Once you have selected the customer you are able to further filter down your order search by specifying the date range.

Click on the *Refresh* button below to query for orders based on your search criteria. You will see the following screen as a result if there were any orders found for search criteria specified.



Order No	Customer No	Transaction Id	Invoices	Total Amount	Card Type	Currency
0w00000004	1200	34	1	46.06	VISA	USD
ORD000000000073	1200	38	1	7.68	VISA	USD
ORD000000000074	1200	39	1	230.31	VISA	USD
	1200	47	8	1990.42	VISA	USD
	1200	49	1	12.18	VISA	USD
	1200	50	1	506.61	VISA	USD
ORD000000000075	1200	52	1	13.84	VISA	USD

Current Customer

Date Range

Step 2 – Refund an Invoice

Select an order from *Transactions* pane by moving your mouse pointer over an order entry and left clicking on the order. You will notice that the pane below was updated with invoice(s) that belong(s) to selected order. Remember, refunds are performed on invoice bases.

Customer Selection

View captured transactions for all customers?

1200

Date Range

From: Oct - 11 - 2004

To: Oct - 18 - 2004

Order No	Customer No	Transaction Id	Invoices	Total Amount	Card Type	Currency
OW000000004	1200	34	1	46.06	VISA	USD
ORD000000000073	1200	38	1	7.68	VISA	USD
ORD000000000074	1200	39	1	230.31	VISA	USD
	1200	47	8	1990.42	VISA	USD
	1200	49	1	12.18	VISA	USD
	1200	50	1	506.61	VISA	USD
ORD000000000075	1200	52	1	13.84	VISA	USD

Document No	Transaction Id	Customer No	Amount Paid	Refund Amount	Previous Refunds
IN0000000000075	52	1200	13.84	0.00	0.00

Refund Information

Document Number: <none selected> Refund Amount:

Apply Amount

About... Refresh Issue Refunds Close

Invoices that belong to the order

Current Order

Using your mouse pointer select the invoice you want to refund from this order and enter the refund amount in the *Refund Amount* textbox below.

Click *Apply Amount* button to set refund amount. You will notice that the *Refund Amount* column was updated from 0.00 to refund amount entered. You may change refund amount by repeating this step.

SAMINC - ICINITI - Credit Card Refunds (Test Gateway)

ICINITI Corporation
Credit Card Refunds

Customer Selection: View captured transactions for all customers?
1200

Date Range: From: Oct - 11 - 2004 To: Oct - 18 - 2004

Order No	Customer No	Transaction Id	Invoices	Total Amount	Card Type	Currency
OW00000004	1200	34	1	46.06	VISA	USD
ORD0000000000073	1200	38	1	7.68	VISA	USD
ORD0000000000074	1200	39	1	230.31	VISA	USD
	1200	47	8	1990.42	VISA	USD
	1200	49	1	12.18	VISA	USD
	1200	50	1	506.61	VISA	USD
ORD0000000000075	1200	52	1	13.84	VISA	USD

Document No	Transaction Id	Customer No	Amount Paid	Refund Amount	Previous Refunds
IN00000000000075	52	1200	13.84	10.55	0.00

Refund Information: Document Number: IN00000000000075 Refund Amount: 10.55 **Apply Amount**

Buttons: About... Refresh **Issue Refunds** Close

Amount to refund

To apply invoice refund simply click on the *Issue Refunds* button. You will notice that the *Previous Refunds* column has been updated to indicate that your refund was processed.

Invoices					
Document No	Transaction Id	Customer No	Amount Paid	Refund Amount	Previous Refunds
IN0000000000075	52	1200	13.84	0.00	10.55

When the transaction is processed, the payment gateway will return a transaction reference number. This transaction number will be maintained by the ICINITI Credit Card application in its local Refunds history file.

Manual Credit Card Refunds

This application module allows a user to refund funds to customer's credit card. The customer credit card must already be in the ICINITI Credit Card data tables. Unlike the Credit Card Refunds application, Manual Credit Card Refunds will allow a user to specify any monetary amount to refund back to the selected customer credit card, but this does not guarantee that the refund amount specified will actually be applied to the credit card. As a security measure, the payment gateway could possibly refuse a refund depending on its security and fraud prevention rules.

The Manual Refunds application does not make any adjustment entries into the ACCPAC system. Once you have issued a refund to a credit card account, you must make any associated adjustment entries manually. This may involve inventory returns adjustments or applying the refund to an open credit note, etc.

To apply a manual refund, use the following method:

- If you know the customer number, type it into the customer number field and press the TAB key. If the customer number is found, the Name field and customer credit cards list will be filled in.

If there are no customer associated credit card numbers found for the selected customer, you will have to add a credit card number through the Credit Card Authorization application. (See section on *Adding or Updating Customer Credit Card Numbers*)

- It is possible for a customer to have more than one credit card number on file. If there are customer credit cards listed, the user must select one. Once selected, the Cardholder Information area will show the cardholder name and address, along with other information. In some cases, the customer name and the cardholder may not be the same. This is not uncommon as some customers may use company credit cards for purchases.
- Once a credit card is selected, the user must enter an amount to be refunded. There is also an optional *Note* field that can be used to show details of why the refund was submitted.
- When all of the required information and the refund amount is supplied you can click the *Issue Refund* button to process the refund transaction through the payment gateway. If the transaction is successful an authorization number will appear on the form. If the transaction was declined for any reason an error message window will be displayed telling the user the reason why the transaction was declined.

Note: In its current version, the Refunds application does not make any adjustment entries in ACCPAC – users must make any required adjustments manually.

Miscellaneous Receipts

This module allows you to capture funds and record receipts without requiring an order or invoice number.

Unapplied Cash

The Unapplied Cash tab allows you to search for a customer, select a previously stored credit card number, capture a payment and record a receipt.

SAMINC - ICINITI - Miscellaneous Receipts (Test Gateway)

ICINITI Corporation
Miscellaneous Receipts

Unapplied Cash | Misc. Receipt

Customer Information

Customer Number: Customer Name:

Customer Associated Credit Cards

Card Type	Cardholder	Card Number	Expires (mm/yy)	Currency

Cardholder Information

Cardholder Name:
Street Address:
City:
State / Prov Code:
Zip / Postal Code:

Capture Information

Transaction Type: Unapplied Cash
Capture Amount:

Transaction Tag:
Authorization No:

About... Clear Close

To process an Unapplied Cash transaction, use the following method:

- If you know the customer number, type it into the customer number field and press the TAB key. If the customer number is found, the Name field and Customer Associated Credit Cards list will be filled in.

If there are no customer associated credit card numbers found for the selected customer, you will have to add a credit card number through the Credit Card Authorization application. (See section on *Adding or Updating Customer Credit Card Numbers*)

- It is possible for a customer to have more than one credit card number on file. If there are customer credit cards listed, the user must select one. Once selected, the Cardholder Information area will show the cardholder name and address, along with other information. In some cases, the customer name and the cardholder may not be the same. This is not uncommon as some customers may use company credit cards for purchases.
- Once a credit card is selected, the user must enter an amount to be captured.
- When all of the required information and the capture amount is supplied, you can click the *Capture Amount* button to process the transaction through the payment gateway. If the transaction is successful an authorization number will appear on the form. If the transaction was declined for any reason an error message window will be displayed telling the user the reason why the transaction was declined.

Normally, the customer credit card must already be in the ICINITI Credit Card data tables. However, if the 'Use Non Account Credit Cards' option is enabled in the *Setup* module's Credit Card Types tab, you'll have the option to supply credit card information. A credit card supplied in this way does not get stored to the database. If you want the credit card information stored, you must use the *Credit Card Authorization* module.

Miscellaneous Receipt

The Misc. Receipt tab allows you to capture a payment without specifying a customer. Instead, you must specify distribution codes to identify the accounts the payment is to be applied to. Several distribution codes may be specified. The capture amount is the sum of the amounts specified in the distributions.

ICINITI Corporation
Miscellaneous Receipts

Unapplied Cash | Misc. Receipt

Card Holder Information

Cardholder Name:
 Street Address:
 City:
 State / Prov Code:
 Country Code:
 Zip / Postal Code:

Credit Card Information

Card Number:
 Expiry (mm/yyyy): /
 Security Digits:
 Start Date (mm/yyyy): /
 Issue:

Distribution Information

Dist. Code:
 Account:

Amount	Dist. Code	Account
25.00	BSM	4011500
13.25	EPM	4420000

Capture Information

Transaction Type: Miscellaneous Receipt
 Capture Amount: 38.25
 Transaction Tag:
 Authorization No:

To process a Miscellaneous Receipt transaction, use the following method:

- Enter all the card holder and credit card information. Start Date and Issue are only for European cards.
- Use the dropdown boxes to specify the distribution codes to apply the payment to. For each distribution code you need for this payment, set the dropdowns and click 'Add Dist'. Your choices will appear in the grid.
- For each distribution in the grid, click on line you want to change and then click the amount. This will make the amount editable. Enter a dollar amount and press ENTER or TAB. The total amount to be captured will be displayed beside the currency dropdown box.

- Click 'Capture Amount'. If the transaction is successful an authorization number will appear on the form. If the transaction was declined for any reason, an error message window will be displayed telling the user the reason why the transaction was declined.

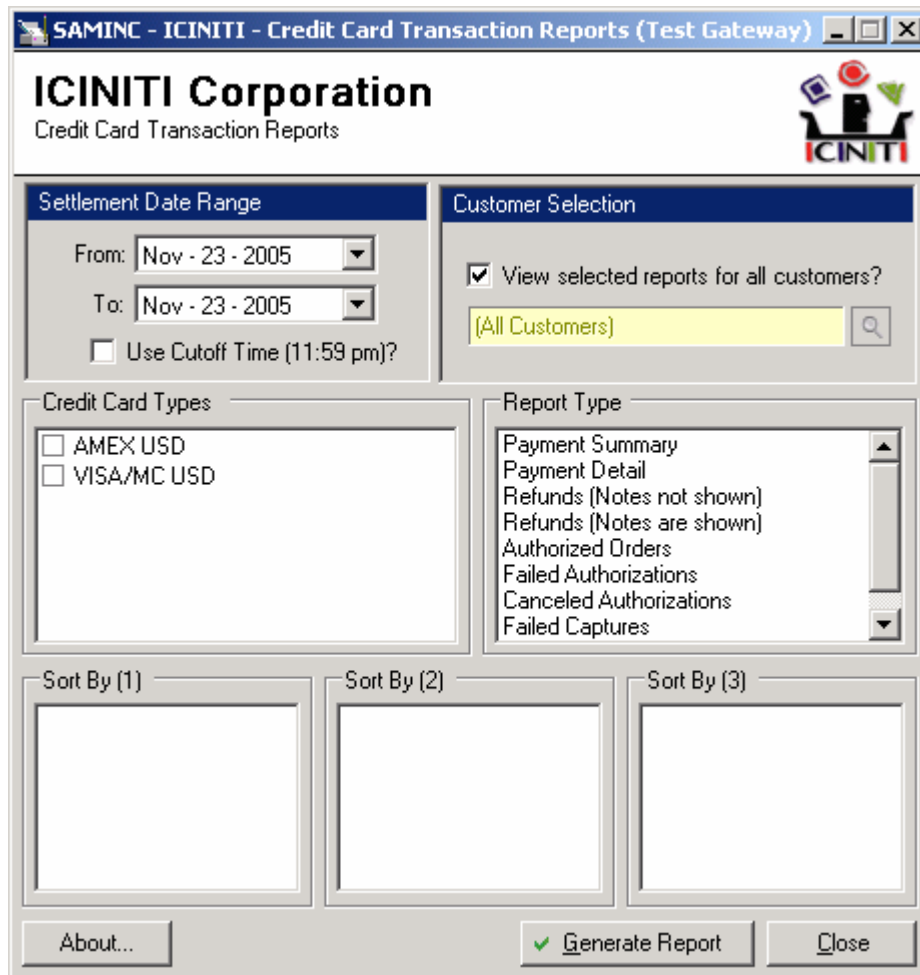
Reports

Use the reports application to list and print transaction records for a specific time period. These reports will help you reconcile your merchant account statements and transaction statements received from your credit card processor.

Start the *Reports* module from the ICINITI Credit Card program group using the icon shown below:



The reports screen allows you to select a report type, and to filter the report by date range, customer number and credit card types.



The screenshot shows the 'SAMINC - ICINITI - Credit Card Transaction Reports (Test Gateway)' application window. The title bar includes the application name and standard window controls. The main window features the ICINITI Corporation logo and the text 'Credit Card Transaction Reports'. The interface is divided into several sections: 'Settlement Date Range' with 'From' and 'To' dropdown menus (both set to 'Nov - 23 - 2005') and a checkbox for 'Use Cutoff Time (11:59 pm)?'; 'Customer Selection' with a checked checkbox for 'View selected reports for all customers?' and a search box containing '(All Customers)'; 'Credit Card Types' with checkboxes for 'AMEX USD' and 'VISA/MC USD'; 'Report Type' with a list box containing 'Payment Summary', 'Payment Detail', 'Refunds (Notes not shown)', 'Refunds (Notes are shown)', 'Authorized Orders', 'Failed Authorizations', 'Canceled Authorizations', and 'Failed Captures'; and three empty 'Sort By (1)', 'Sort By (2)', and 'Sort By (3)' fields. At the bottom, there are buttons for 'About...', 'Generate Report', and 'Close'.

Report Types

Payment Summary Report

This report is most useful to reconcile settlement reports from your credit card processor.

Payment Detail Report

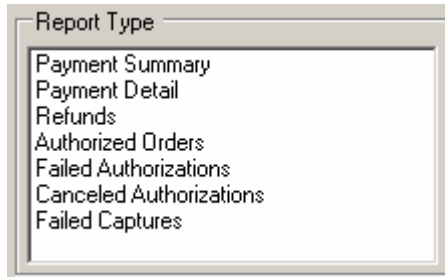
This report provides details regarding each invoice payment that was captured within a selected date range. You can select a specific customer if you are attempting to resolve a customer enquiry concerning a credit card transaction.

Refunds Report

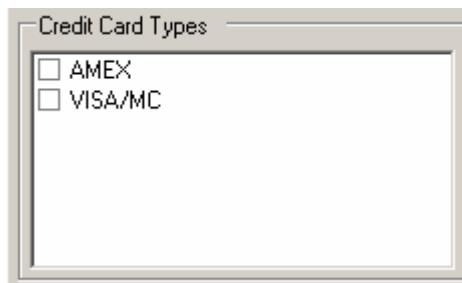
This report summarizes all of the credit card refund transactions you have issued through Credit Card Payment Pro within a selected date range. It is another useful tool for reconciling merchant bank statements and transaction reports from your credit card processor.

To run a report, follow the steps below:

1. Select a report type from the report options list




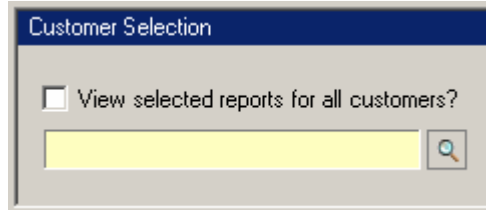
2. Check the credit card types that should be included in the report



Credit card types are grouped according to the receipt batch descriptions you have configured using the ICINITI Credit Card *Setup* module.

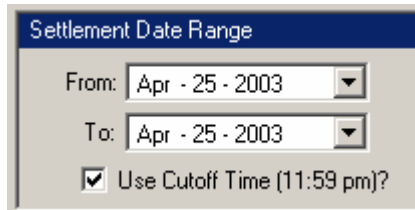
3. Select a Customer, or All Customers

If you are trying to reconcile receipts for a particular customer, you can enter the customer number in the space provided. Use the locator  button to perform extended search on a customer.



Only transactions for that customer will be included in the report. Otherwise, check the box labeled "View selected reports for all customers?" to view transactions for all customers.

4. Select Date Range



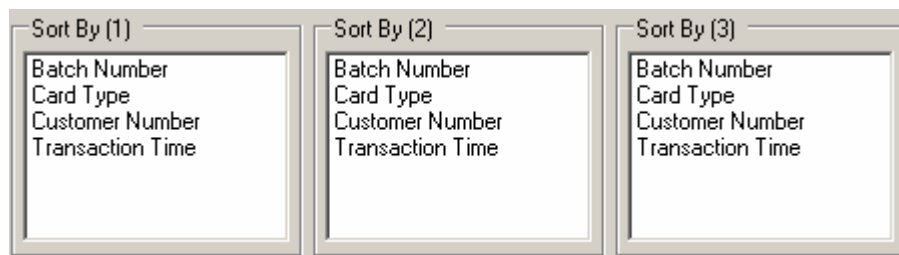
Check the box labeled **Use Cutoff Time** to report transactions from the beginning of the settlement period for the start date to the end of the settlement period of the end date.

In the illustration above, the batch cutoff time is 11:59:00 PM. The settlement period for April 25/2003 begins at 11:59:00 PM on April 24 and ends at 11:59:00 PM on April 25.

Clear the checkbox to select transactions between midnight of the start date to 11:59:59 PM of the end date.

5. Select Sorting Options

You can specify up to three sort fields. Do not select any of the listed sort options if you do not need to sort the report listing.



For example, to sort the report by customer number then transaction time, select "Customer Number" from the first list, "Transaction Time" from the second list, and leave the third selection not selected.

6. Run the report

Click the *Generate Report* button to run the report and view it in the report viewer. Use the *Print Report* button to print the report. Sample output is show below.

ICINITI Corporation
Generated Reports Viewer

Payment Summary Report

Reference	Time	Card Type	Customer	Invoices	Amount	Batch	Entry
27260735	10/18/2004 10:46:44 AM	VISA	1200	1	7.68	27	5
27261025	10/18/2004 10:52:00 AM	VISA	1200	1	230.31	27	6
27265630	10/18/2004 11:57:43 AM	VISA	1200	8	1990.42	27	1
27265737	10/18/2004 12:01:30 PM	VISA	1200	1	12.18	27	2
27266118	10/18/2004 12:08:35 PM	VISA	1200	1	506.61	27	3
27268860	10/18/2004 1:18:54 AM	VISA	1200	1	13.84	27	7
27273437	10/18/2004 3:07:51 AM	VISA	1200	1	92.12	27	8

Summary:

Card Type	Count	Total Amount
VISA/MC USD	7	2853.16

Report for 10/17/2004 11:59:59 PM to 11/18/2004 11:59:59 PM

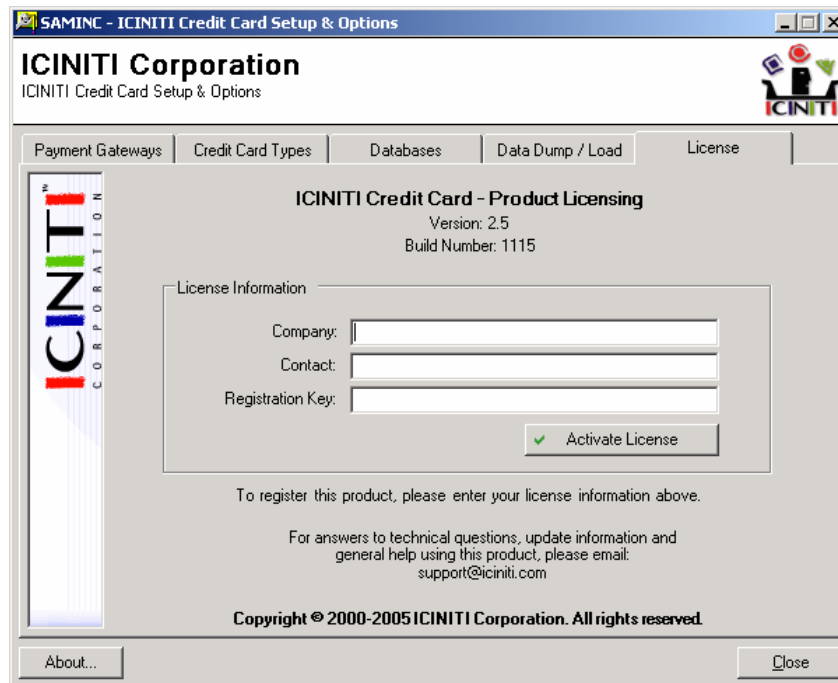
Print Report Close

ICINITI Credit Card Setup

The *Setup* module is the main starting point after installing the ICINITI Credit Card software. This is where you will configure ICINITI Credit Card for use with specific ACCPAC databases, payment gateways, credit card types and user registration. The Setup module also contains a data dump and load utility that can be used to backup and restore the ICINITI Credit Card database tables which contain transaction information stored while using ICINITI Credit Card.

Setup - License Activation

The License tab in the Setup module is where the user will enter their license information. Licensing information along with a valid license file can be obtained directly from ICINITI Corporation. If you are upgrading from a previous version of ICINITI Credit Card, a new license file and license information will be needed to activate version 2 of ICINITI Credit Card.



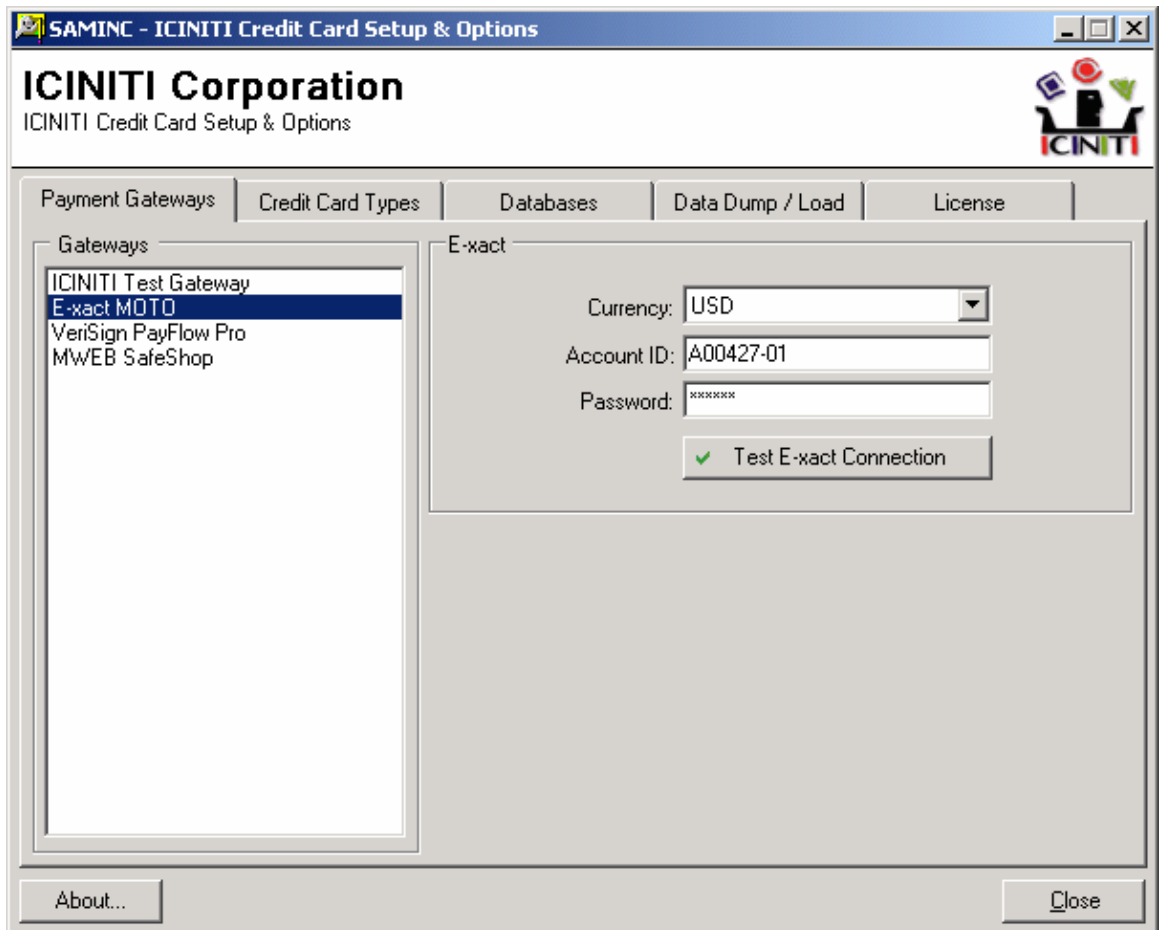
The license tab also contains a link to the ICINITI support forums. Registered users of ICINITI Credit Card will be able to obtain a valid user login to these support forums where they can find answers to technical questions, update information and find general help using ICINITI Credit Card. For other support and ICINITI contact information consult Appendix A at the back of this user's guide.

Setup – Payment Gateways

The ICINITI Credit Card *Setup* module allows users to configure which payment gateway(s) to use for credit card transaction processing. When the setup application is launched, it will automatically detect the supported payment gateways that are installed on the user's system. Users may have many gateways installed but only those that are supported by ICINITI Credit Card will be listed.

E-xact Payment Gateway

The following figure shows what is needed to setup the E-xact payment gateway. The user must select default currency the gateway should use. The user must also supply a registered E-xact account id and password. If the user does not have an account with E-xact, one can be set up by contacting E-xact directly. See Appendix A for E-xact contact information.



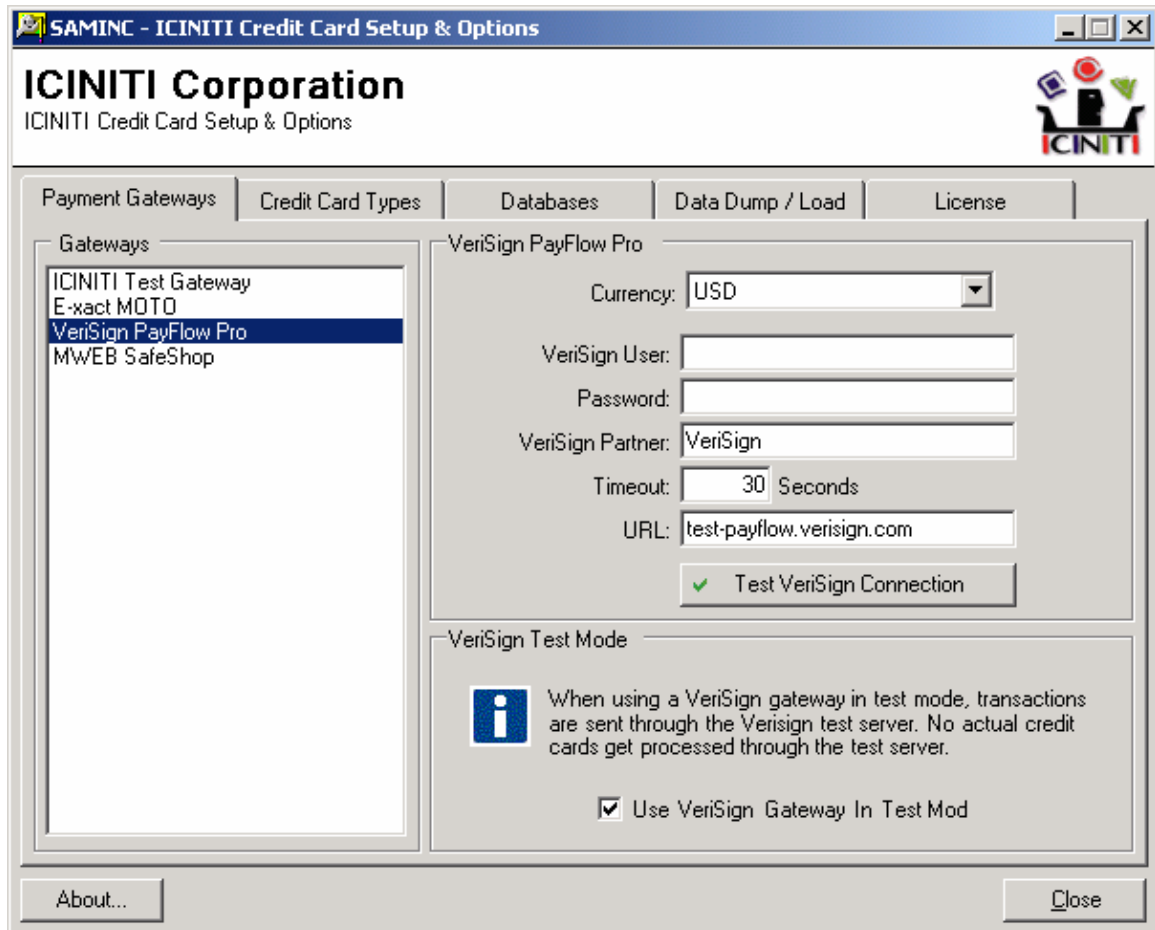
Once the user has entered the proper account information, the gateway connection should be tested by clicking on the *Test E-xact Connection* button. This test will connect to the E-xact test gateway and perform a dummy

transaction using a test credit card number. If E-xact returns a valid response to the test transaction then ICINITI Credit Card is ready to use the E-xact gateway.

Note: It is very important that the user tests E-xact Connection if E-xact should be the desired default gateway. If the gateway test is omitted this gateway will not become the default gateway.

VeriSign Payment Gateway

The following figure shows what is needed to set up the VeriSign payment gateway. The user must select default currency the gateway should use. The user must also supply a registered VeriSign account id and password. If the user does not have an account with VeriSign, one can be set up by contacting VeriSign directly. See Appendix A for VeriSign contact information.



Once the user has entered the proper account information, the gateway should be tested by clicking on the *Test VeriSign Connection* button. This test will connect to VeriSign test gateway and perform a dummy transaction using a test credit card number. If VeriSign returns a valid response to the test transaction then ICINITI Credit Card is ready to use the VeriSign gateway.

If the user checks "Use VeriSign Gateway in Test Mode", all credit card transactions are sent through the VeriSign test server. When in test mode, no transactions or credit card information is sent to any banking institutions.

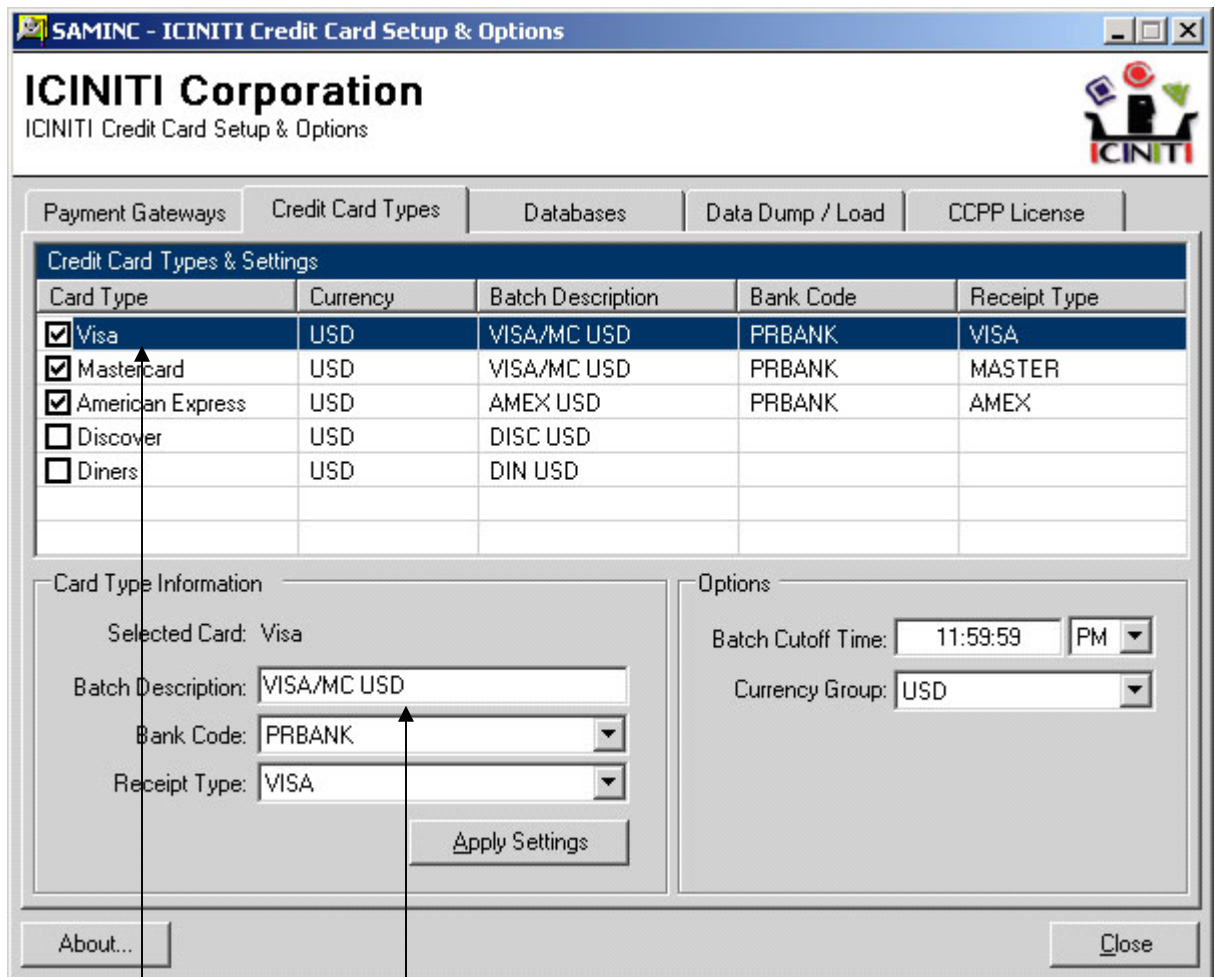
Note: It is very important that the user tests VeriSign Connection if VeriSign should be the desired default gateway. If the gateway test is omitted this gateway will not become the default gateway.

Setup - Credit Card Types

In ICINITI Credit Card you can configure which credit cards will be used for credit card payments. Follow the steps below to configure ICINITI Credit Card to use credit cards of your choice.

1. From the credit cards list, check off each credit card that you accept.
2. Select *Bank Code* and *Receipt Type* in the *Card Type Information* panel.
3. Click on *Apply Settings* button to save the settings for this card.

The above steps must be repeated separately for each credit card.

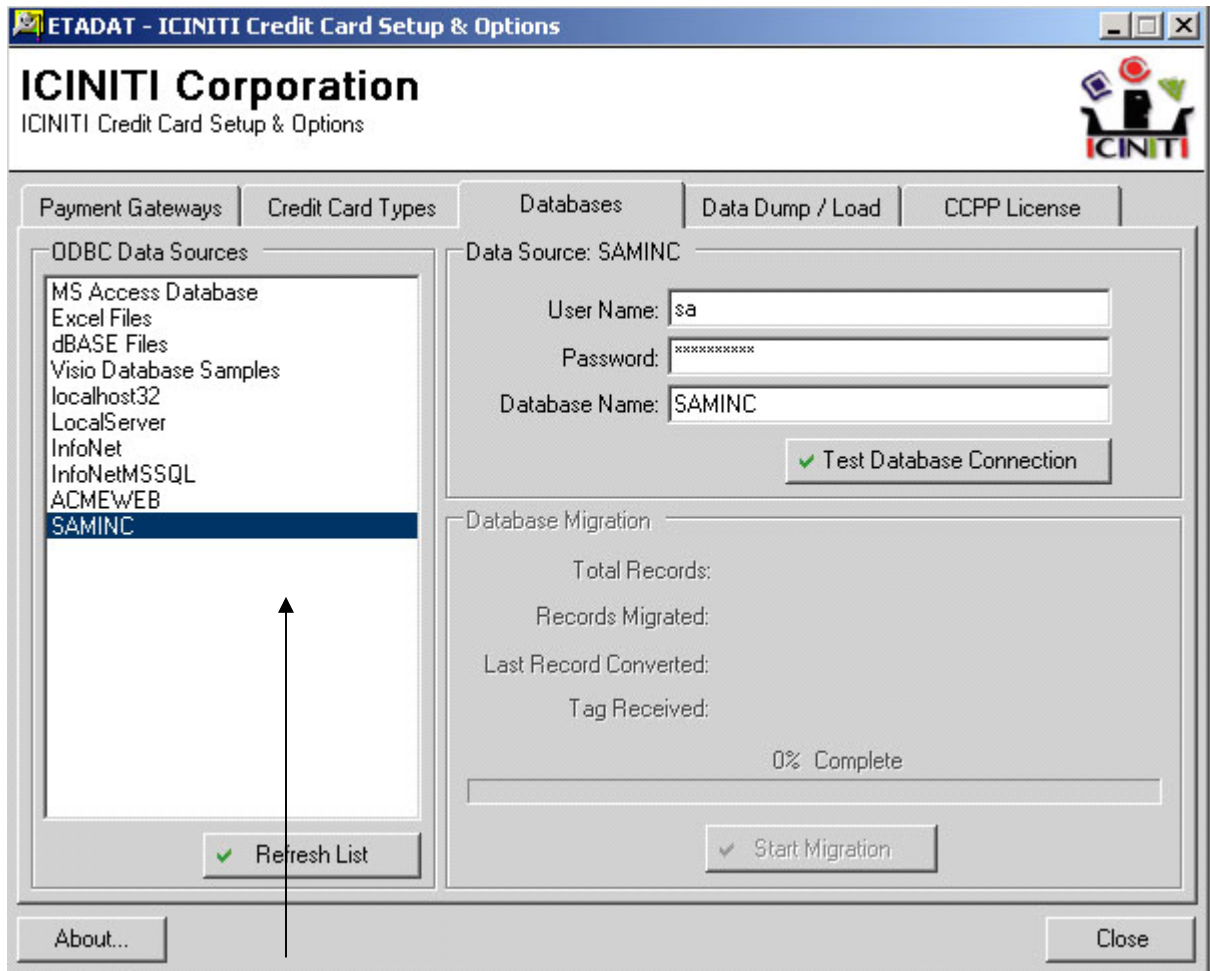


Credit Card Types Credit Card Type Information

Setup - Databases

The Databases tab is used to select which database will be used by ICINITI Credit Card during Credit Card Payment processing and should be set to your company database.

A connection to a database is set via ODBC Data Source Name (DSN) interface and once setup and configured properly it will show up in the ODBC Data Sources list view as illustrated by the screen shot below.



From the list of available database connections select required connection and provide User Name, Password, and Database Name information. Click *Test Database Connection* button to complete your database setup and test your database connectivity.

You should always click *Test Database Connection* button to complete the database setup since the setup may require to execute table scripts that are used by ICINITI Credit Card.


Setup - Data Dump/Load

Data Dump/Load setup allows for export/import of ICINITI Credit Card data. You may use this simply as a backup feature (export data to a disk file) or to perform database migration from an existing company database to new company database.

You should always do your imports on empty tables. Do not try to import data on tables that already contain data.


Exporting Data

Data export saves your existing ICINITI Credit Card data to a disk file which later can be used as import or just for the sake of creating a backup of existing data. To export your existing ICINITI Credit Card data perform the following steps:

1. Select *Dump ICINITI Database Tables* operation from *Operations To Perform* panel.
2. Specify the physical path where the file will be saved on your hard drive. Use the locator  button to choose your disk directory.
3. Select whether you want:
 - a. Data to be encrypted as it is written to the file. This allows you to protect sensitive information since the data is now available as an XML formatted file on your disk. To encrypt data, check *Encrypt Exported Data* checkbox.
 - b. Clear data from the tables that just have been exported to the file. To clear data, check *Empty Tables During Dump* checkbox.
4. Click *Start Data Dump* button to begin data export.

Importing Data

Data import allows you to import data that was previously exported. This could be a restore of an existing backup or when migrating between databases. When importing data, you must make sure that your ICINITI Credit Card tables are empty. To import data perform the following steps:

1. Select *Load ICINITI Database Tables* operation from *Operations To Perform* panel.
2. Specify the physical path where the backup export file exists on your hard drive. Use the locator  button to browse and select the export file.
3. Click *Start Data Load* button to begin data export.

VeriSign Security Page Settings

The VeriSign Security Settings page allows you to establish rules that govern how refunds will be processed. To access the Security Settings page, login to the VeriSign Manager page and select Security->Transaction Settings from the menus.



There are 3 security settings that must be properly set to process credit card transactions (i.e. Refunds) through the ICINITI Credit Card application:

1. Maximum Amount for Credits
2. Allow Non-referenced Credits (must be YES for CCPP)
3. Credits may exceed original transaction amount (must be YES when using non-referenced credits)

The present version of ICINITI Credit Card only implements Non-referenced credits. Support for Referenced credits may be provided in a future release.

You can read more about the VeriSign Security Settings screen in chapter 4 of the VeriSign document "Manager_Guide.pdf", which you can download from the VeriSign web site.

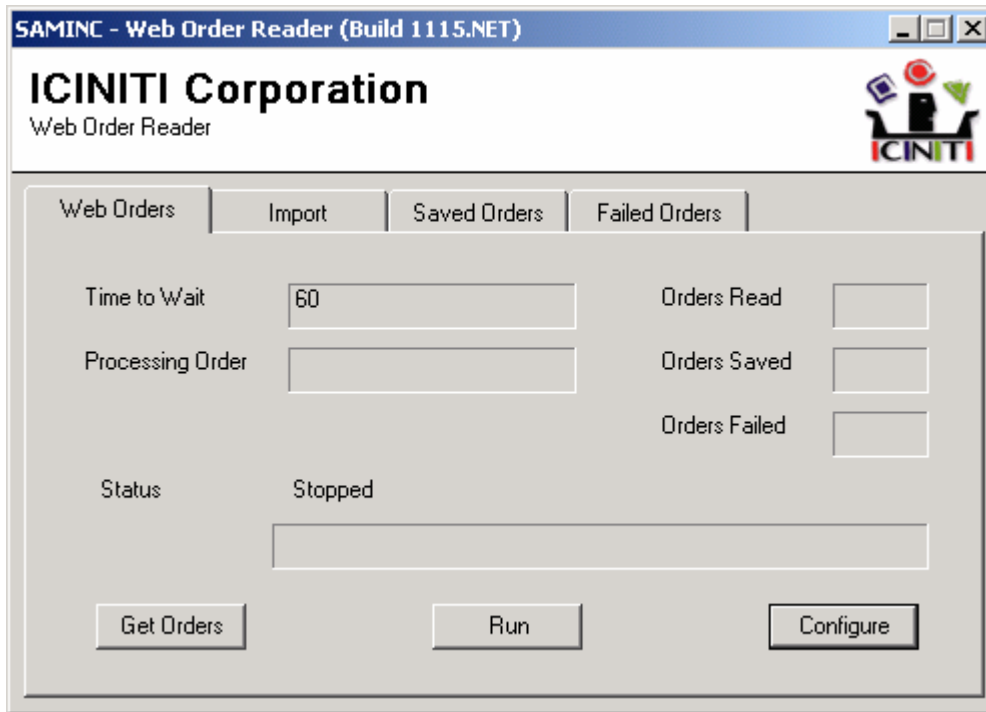
EcommSuite Order Reader

As part of the EcommSuite website integration, this application module allows a user to import online orders into ACCPAC from the website. The ACCPAC customer would place an order on the website and the order is recorded on the website, waiting to be imported into ACCPAC.

When an ACCPAC user opens the Order Reader, the main tab is the summary of orders imported into ACCPAC since the last time the Order Reader was opened.

The Order Reader will tell you whether it is running or paused, you can toggle between these two states using the Run button.

If you have the Order Reader paused, you can use the Get Orders button to send an immediate request to download orders, bypassing the Time To Wait metric.



Configuration

Network Configuration

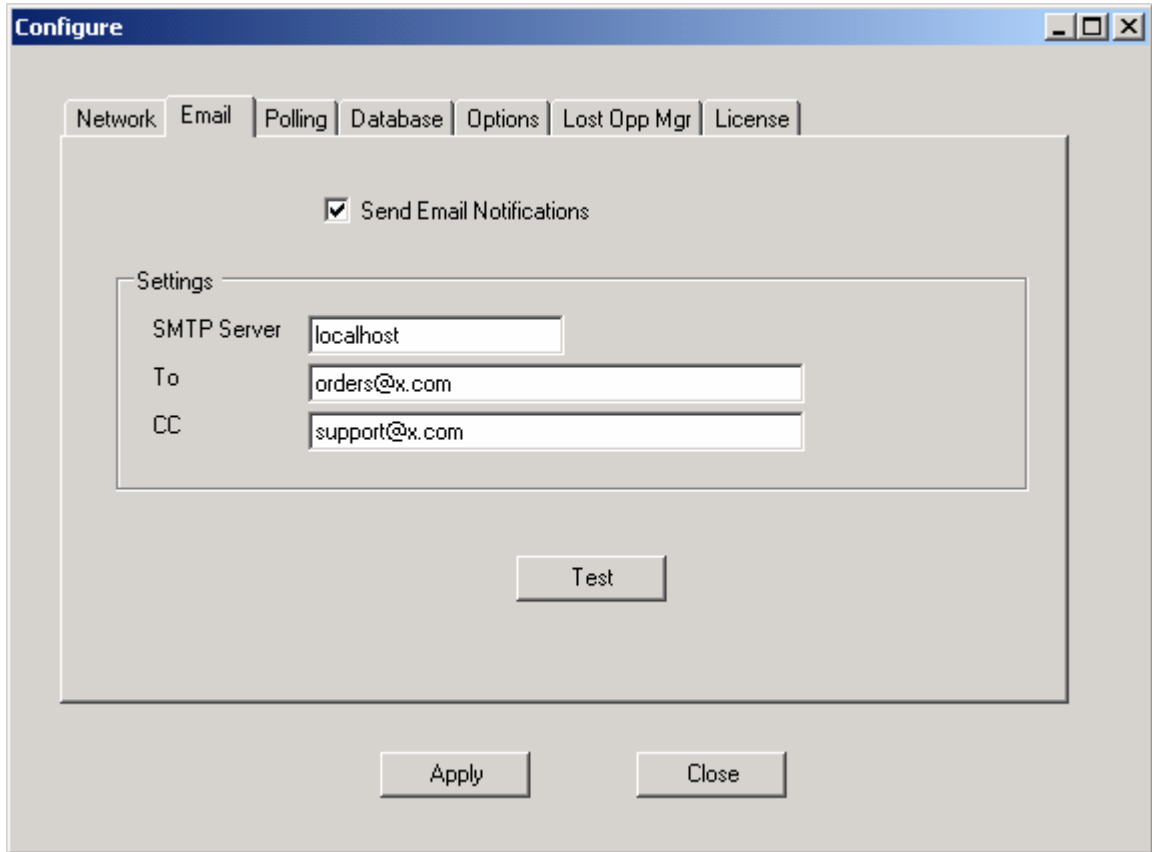
To set up the Order Reader you must go into the Configure window from the Web Orders tab by clicking the Configure button.

The first tab in configuration is Network. You need to specify the website URL to retrieve the orders, the login name and password for Windows authentication for browsing to this page.

The screenshot shows a 'Configure' window with a blue title bar and standard window controls. It features a tabbed interface with the following tabs: Network, Email, Polling, Database, Options, Lost Opp Mgr, and License. The 'Network' tab is selected. Inside this tab, there is a 'Web Server' section with four input fields: 'URL' (containing 'http://localhost/services/ReadOrder.aspx'), 'Login Name' (containing 'siteuser'), 'Password' (containing 'xxxxx'), and 'Confirm Password' (containing 'xxxxx'). At the bottom of the window are two buttons: 'Apply' and 'Close'.

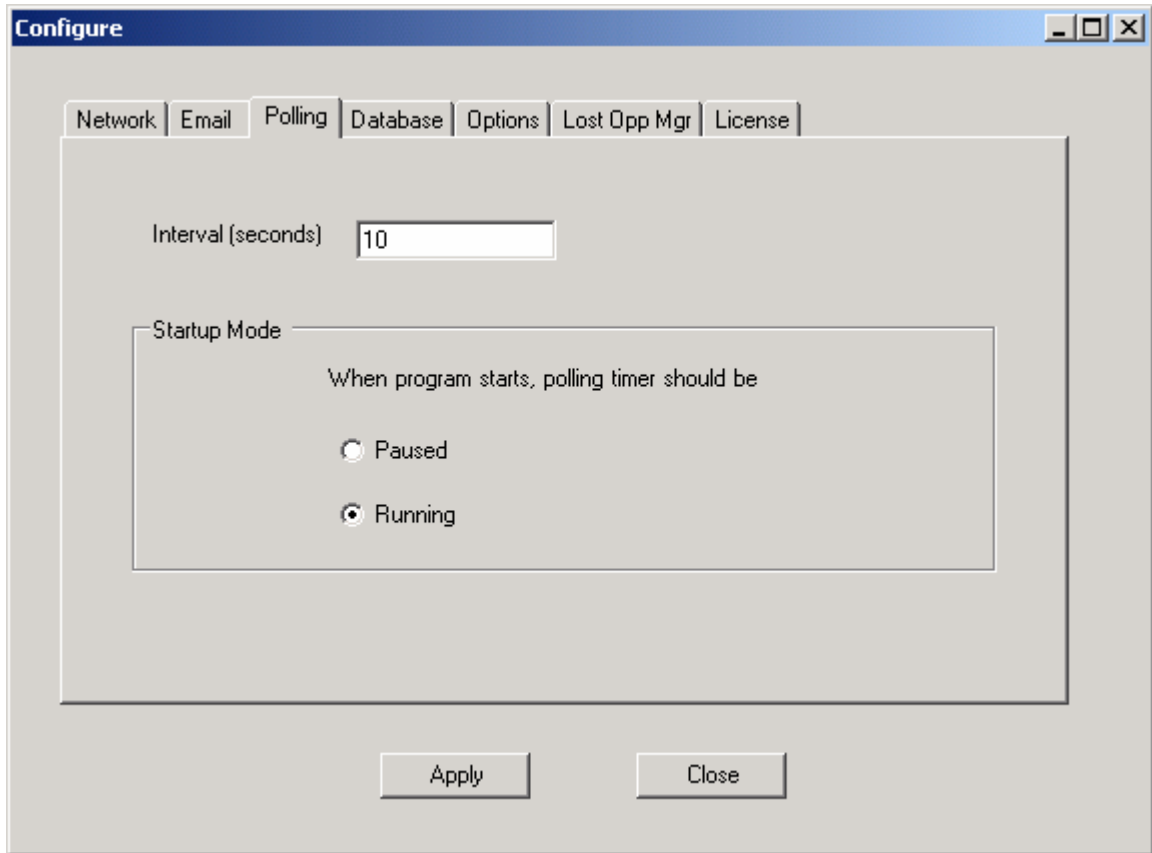
Email Configuration

The second tab in configuration is Email. Email support is used when there is an order which is not able to import into ACCPAC. If these settings are valid, the Order Reader will send the failed order error message to the specified email addresses. You may test the email by clicking the Test button.



Polling Configuration

This is where you specify the polling interval (time to wait) between requests to the web site for orders. You may also specify whether the Order Reader is, by default, Running or Paused when it is opened in ACCPAC.



Database Configuration

This is similar to the Database tab of the ICINITI Credit Card Setup module. It is provided here for those systems running just the Order Reader program without the rest of the ICINITI Credit Card package.

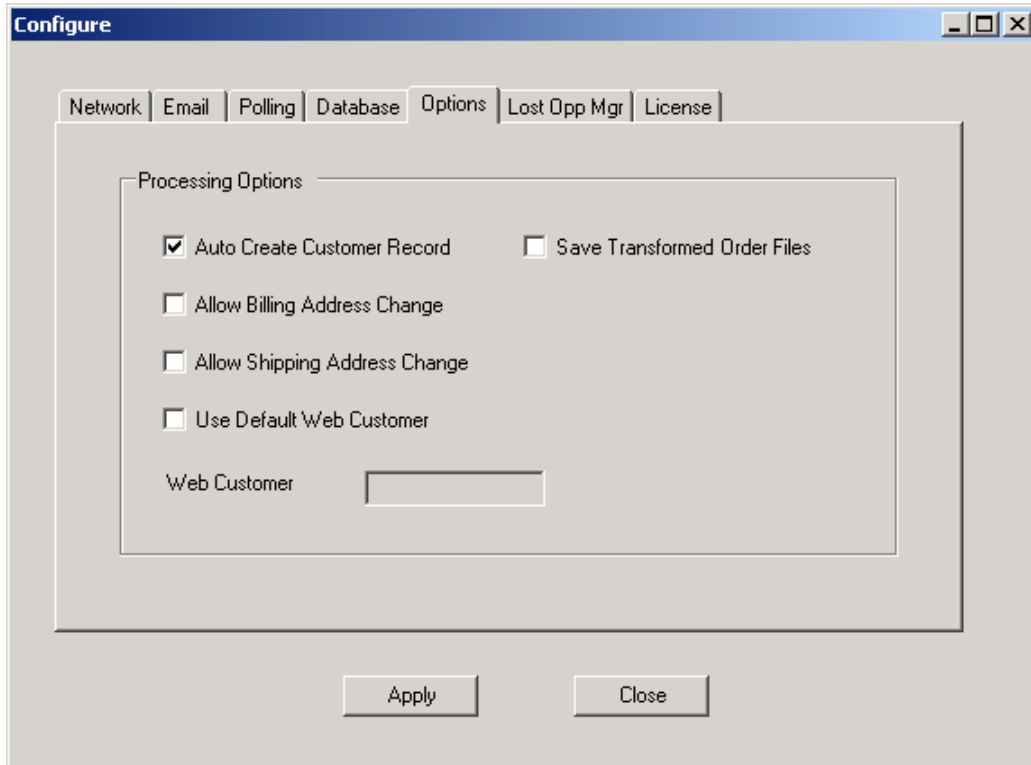
The DSN Name dropdown box will be populated with all ODBC connections on the computer. You must choose the appropriate DSN and specify the user, password and database name.

If you've already configured ICINITI Credit Card via its Setup module, then these settings should already be correct.

The screenshot shows a 'Configure' dialog box with a blue title bar and standard window controls. It features a tabbed interface with tabs for 'Network', 'Email', 'Polling', 'Database', 'Options', 'Lost Opp Mgr', and 'License'. The 'Database' tab is active. The form contains the following fields and controls:

- DSN Name:** A dropdown menu with 'saminc' selected.
- DB User:** A text box containing 'sa'.
- DB Password:** An empty text box.
- Database Name:** A text box containing 'SAMINC'.
- Database Version:** A text box containing 'Unknown'.
- Test:** A button located to the right of the DB User field.
- Apply:** A button at the bottom center.
- Close:** A button at the bottom right.

Options Configuration



Auto Create Customer Record

- Set this option to have the Order Reader create a new customer record in ACCPAC when it writes an order for which the customer doesn't yet exist. You cannot use this option with the 'Use Default Web Customer' option.

Allow Billing Address Change

- Set this option to have the Order Reader update the customer's billing address based on what they entered when they placed their web order.

Allow Shipping Address Change

- Set this option to have the Order Reader update the customer's shipping address based on what they entered when they placed their web order.

Use Default Web Customer

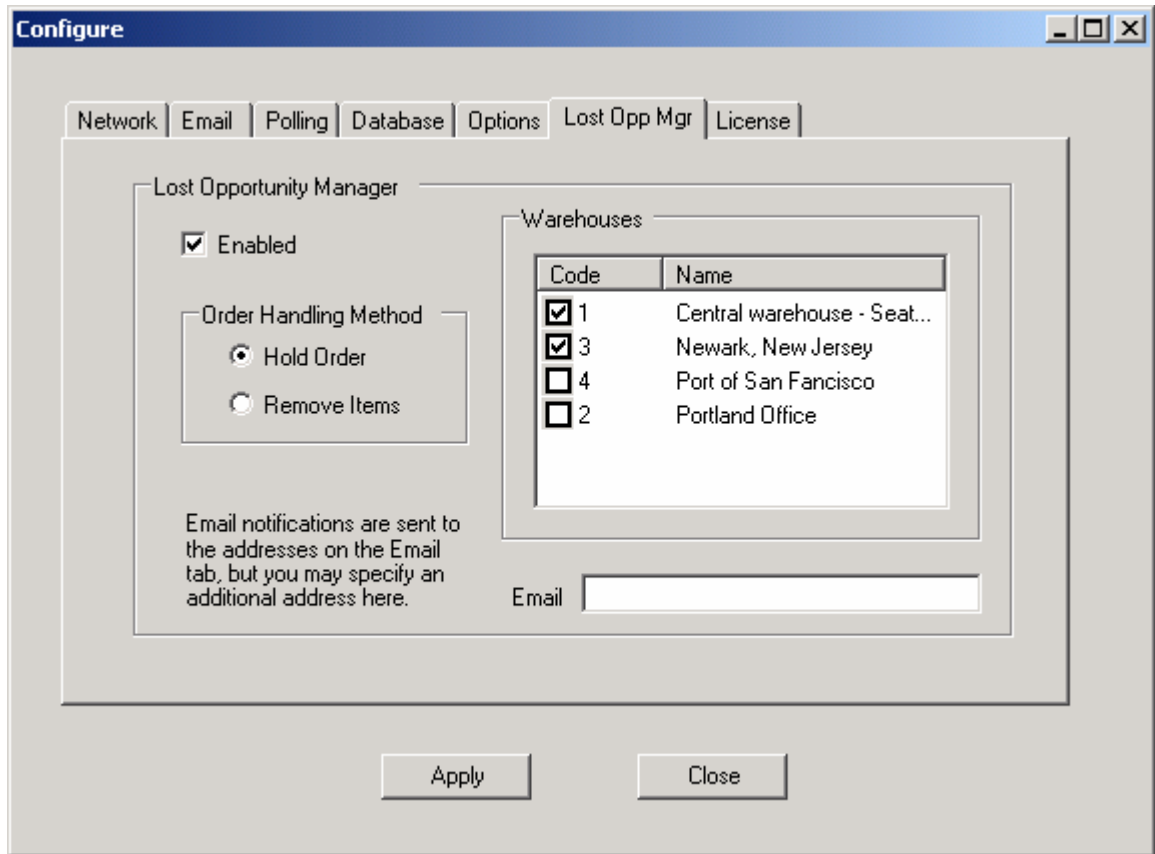
- Set this option to have all web orders placed under a single ACCPAC customer record. To use this option, you must provide a customer number in the Web Customer text box.

Save Transformed Order Files

- When the Order Reader reads an order from the web site, it will modify part of the order to reflect certain business rules required for your company. Setting this option will cause the transformed order to be written to the 'Failed Orders' folder.

Lost Opportunity Manager Configuration

Note: Additional licensing is required to enable this feature.



When this feature is enabled, orders that have items that are out of stock are handled specially.

Hold Order

When selected, an order with out-of-stock items is automatically placed on hold. All items remain on the order.

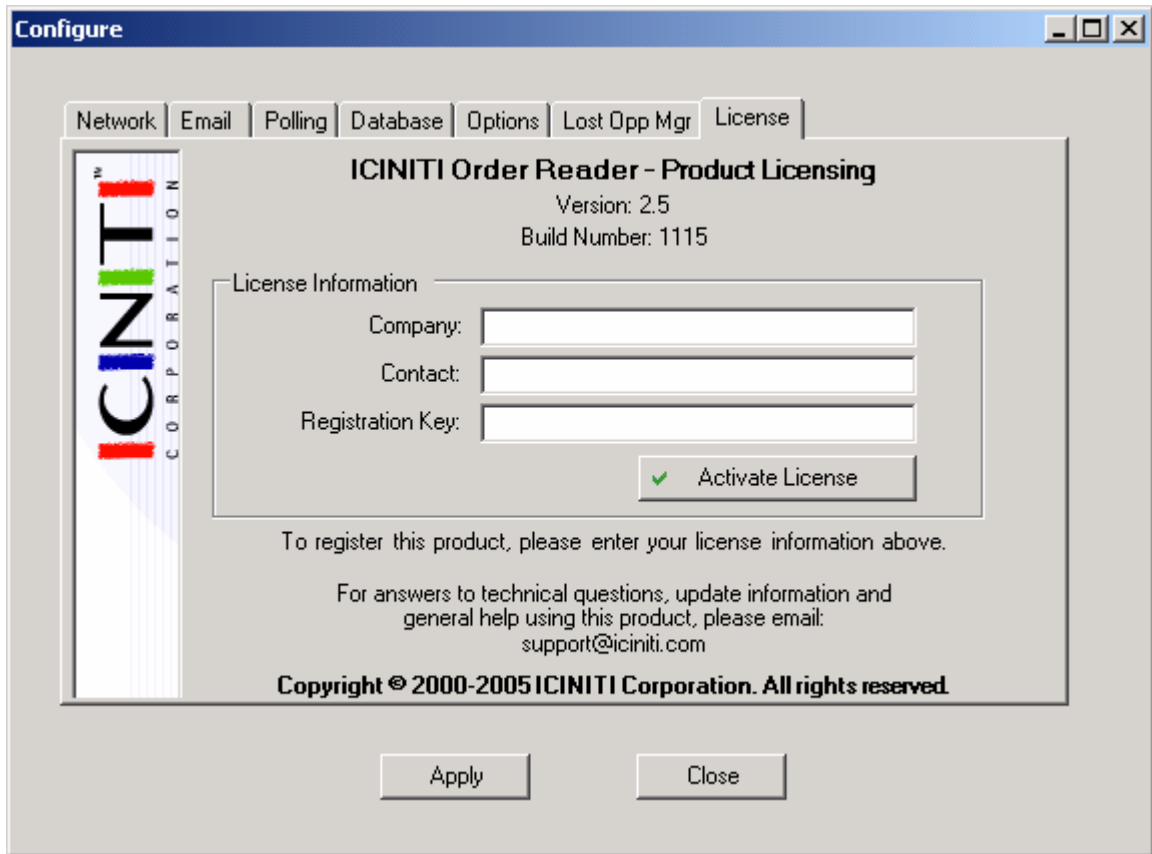
Remove Items

When selected, the order will have out-of-stock items automatically removed from the order. The order will then be entered into ACCPAC as normal and will not be placed on hold.

Regardless of the option chosen, an email will be sent to the address(es) specified on the Email tab and also to the address (if any) specified on this screen.

You must select one or more warehouses to be checked for item availability. The algorithm used looks only at selected warehouses having a positive inventory count (ACCPAC allows negative inventory levels). If a quantity of 3 of an item is ordered and one warehouse has 1 count of the item and another warehouse has 2 of the item, the item will be considered in stock.

License Configuration



Licensing is required for the Lost Opportunity Manager. Normal operation of the Order Reader does not require a license.

If you have ICINITI Credit Card installed and have applied its license, the Order Reader will share that license and present the license information here.

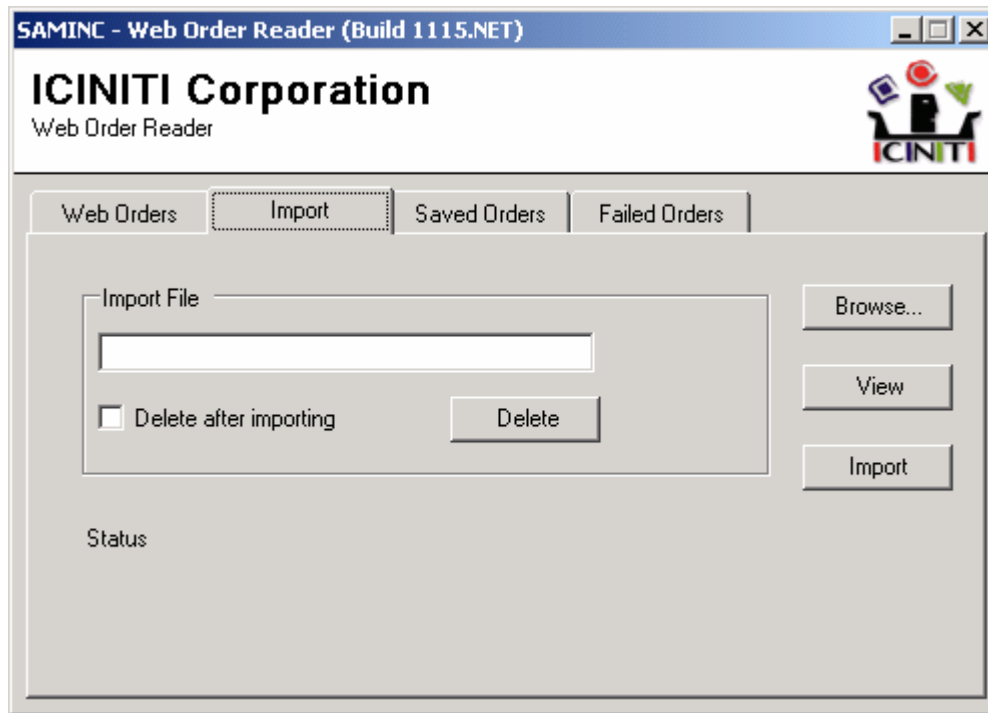
Import Tab

The second tab of the Order Reader is the Import tab. This tab allows an ACCPAC user to import an XML formatted order from a saved file into ACCPAC. This functionality is useful when an order failed to import into ACCPAC.

If there's a failed order, the order xml is saved onto disk in the OW10A\failedOrders folder. The error message is recorded for support purposes. Once the specific error is resolved, the ACCPAC user can browse for the failed order xml file by using the Browse button and re-import the order into ACCPAC.

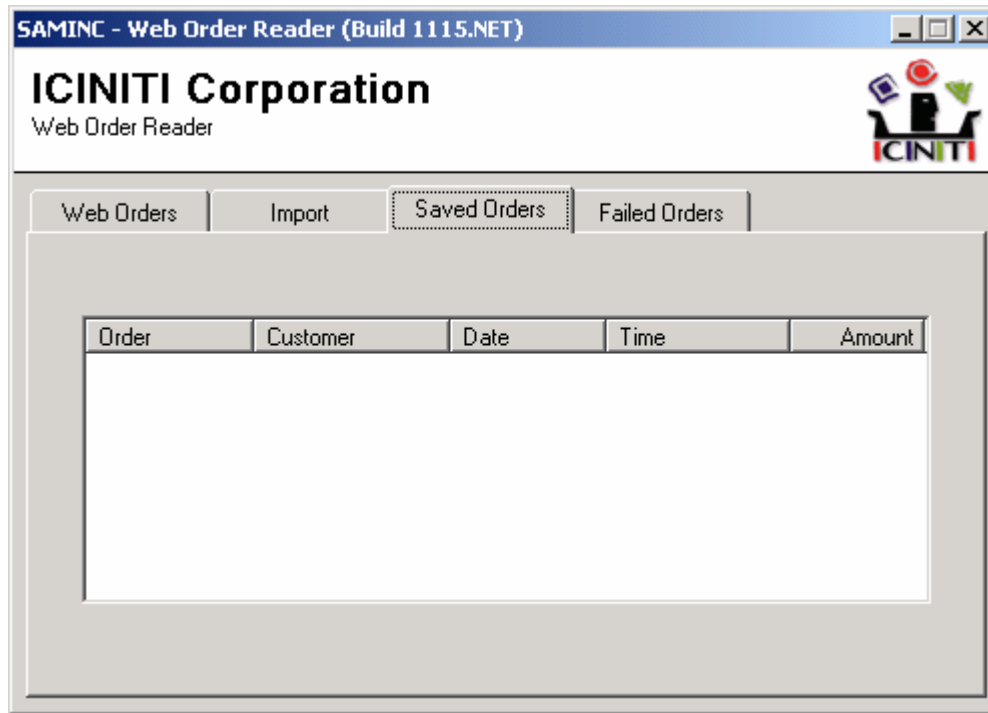
If you want the failed order xml file to be deleted when the order is successfully imported, check the Delete after importing checkbox and then click Import. The user can also manually click the Delete button after import.

You may also view the failed order xml in Internet Explorer by browsing for the file and clicking the View button.



Saved Orders Tab

The third tab of the Order Reader displays all of the successfully saved orders since the Order Reader has been opened last.



Failed Orders Tab

This tab of the Order Reader displays the failed orders since the Order Reader was last opened. The error message is displayed here as well. For long error messages you can double-click any failed order listed and the entire error message from ACCPAC will be displayed in a pop-up window.

