Credit Card Processing
For Sage 100 ERP

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Installation Instructions and Cautions

PLEASE NOTE: SAGE 100 ERP must already be installed on your system before installing any IIG enhancement. If not already done, perform your SAGE 100 ERP installation and setup now; then allow any updating to be accomplished automatically.
Once SAGE 100 ERP installation and file updating is complete, you may install your IIG enhancement product by following the procedure below.

Wait! Before You Install – Do You Use CUSTOM OFFICE?

*THIS IS AN IMPORTANT CAUTION: If you have Custom Office installed, **and** if you have modified any SAGE 100 ERP screens, you must run **Customizer Update** after you do an enhancement installation.*

*But wait! BEFORE you run **Customizer Update**, it is **very important** that you **print all of your tab lists.** Running **Customizer Update** will clear all Tab settings; your printed tab list will help you to reset your Tabs in Customizer Update. **Custom Office** is installed on your system if there is an asterisk in of the screens. The asterisk indicates that the screen has been chan*
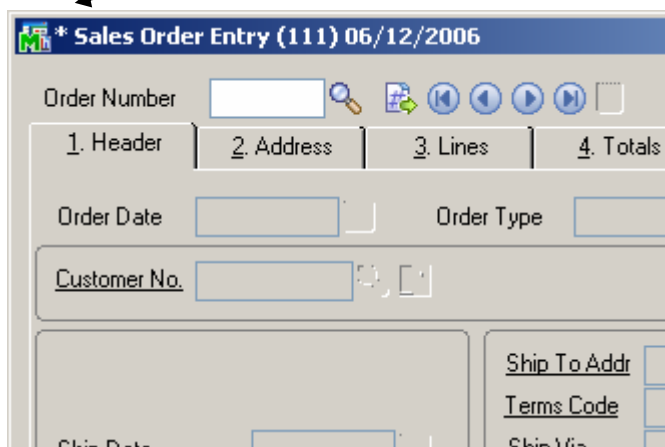
An ***asterisk*** in a window's title bar indicates that the screen has been modified. This means that **Custom Office** is installed.

Follow all the instructions on this page before you run **Customizer Update**!

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Registering IIG products

IIG Enhancement should be registered to be able to use it. If registration is not performed, the enhancement will work in a demo mode for a limited time period. The registration can be still done during the demo period.

Select the **IIG Product Registration** program under the **Library Master Setup** menu of the SAGE 100 ERP.

If this option is not listed under the Library Master Setup menu, go to the main menu, and select **Run** from the **File** menu. Type in SVIIGR and click **OK**.


Enter **Serial Number** and **Unlocking Key** provided by IIG, and click **OK**.

If multiple IIG Enhancements are installed, Serial Numbers and Unlocking Keys should be entered for each enhancement.

Use the **Print Registration Form** button to print
IIG Registration Form.

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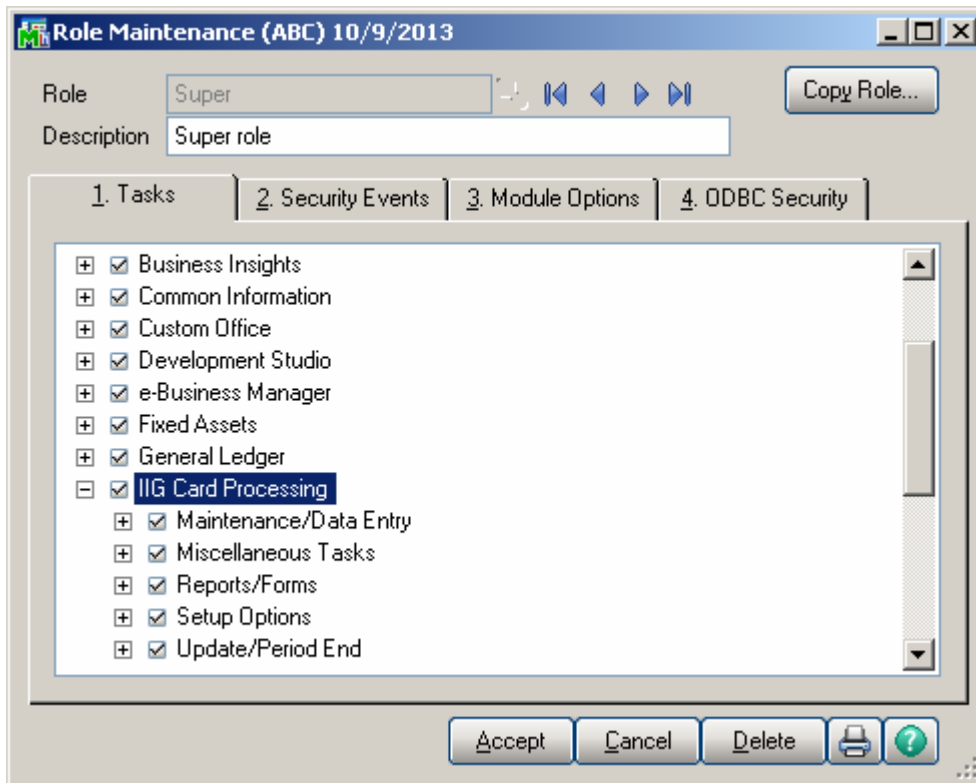457 PALM DRIVE   WWW.IIGSERVICES.COM
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ODBC Security

After installing an **IIG Enhancement**; it is **very important to verify** whether or not the **Enable ODBC Security within Role Maintenance** check box is selected in the **System Configuration** window of your system. If it is selected you must assign ODBC security permissions and allow access to custom data tables/fields for the Roles defined in your system.
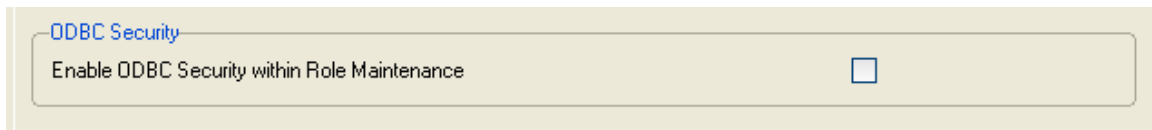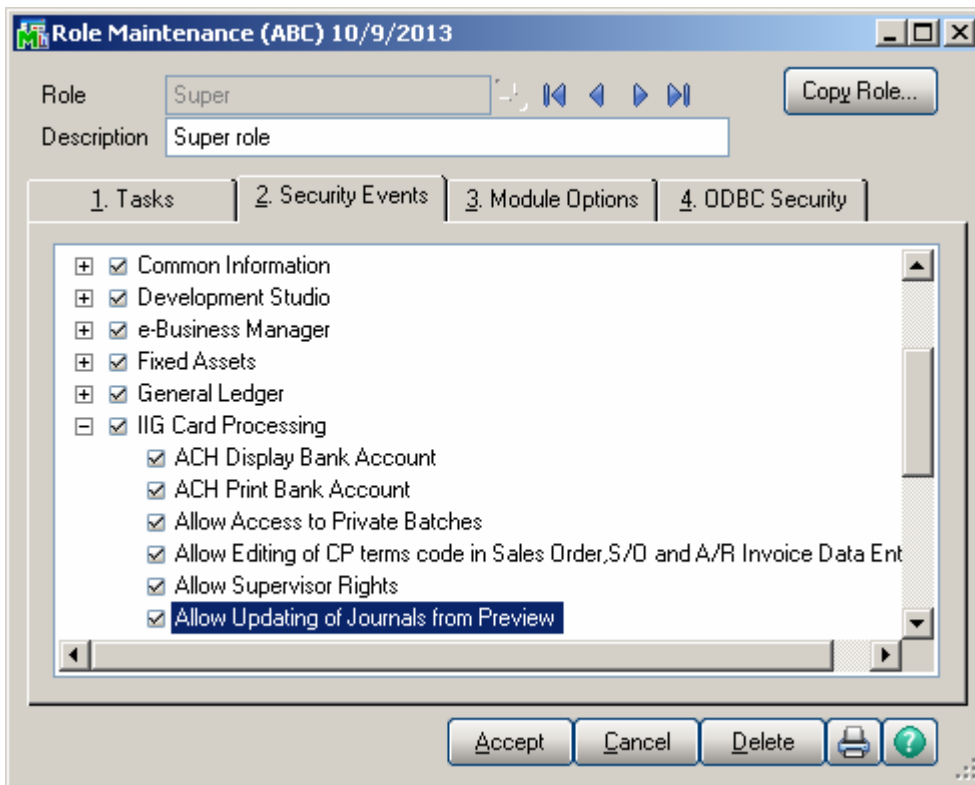

Role Maintenance

After installing an **IIG Enhancement**, permissions must be configured for newly created Tasks and Security Events.

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Use the **Security Events** tab to assign security events available for **IIG Card Processing** for the current role:

Allow Access to Private Batches- Makes any batch marked Private available to the user.

Allow Editing of CP Terms code in Sales Order, S/O and A/R Invoice Data Entries –Allows the user to edit the CP Terms Code in the Sales Order, S/O and invoice Data Entries.

Allow Updating of Journals from Preview- This security event allows users to update CP journals and registers from the Preview window without printing a hard copy of the register.

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Introduction

Credit Card Processing (CCP) enhancement is designed for payment processing. CCP links to Accounts Receivable, Sales Order, Point of Sale, General Ledger, and Bank Reconciliation. **CCP** tracks all transactions for auditing and security. Approved transactions cannot be deleted, only reversed. **CCP** supports all the most popular credit cards, VISA, MasterCard, Discover, American Express/Optima, T&E cards such as Diner's Club and JCB cards, and as well as checks. Debit cards are supported for certain card processors. Check Guarantee authorizations are also supported, with some limitations, depending on the card-processing package integrated (PC-CHARGE). Please note that your check processor and your credit card processor do not have to be the same.

CCP is controlled on a terminal and module basis. Terminals that are not authorized for access do not see **CCP** functions.

Credit card input and validation occurs at the Accounts Receivable Invoice, Sales Order, Invoice, or IIG Point of Sale **Totals** screen. Depending on the setting selected for the terminal, Credit Card entry may be enabled or disabled by terminal and module (A/R Invoice, Sales Order, Invoicing, or Point of Sale). Magnetic card "swipe" readers may or may not be configured for each terminal as well.

The programs allow for manual entry of unreadable cards, and also verbal (forced) approvals. In the Interactive mode the authorization cycle takes 20-40 seconds, and will handle multiple simultaneous requests per cycle. If a terminal's request comes too late in the cycle, the terminal's request is buffered, and the program automatically will start a new cycle and process the buffered requests. In IP mode the cycle time is typically 3-5 seconds
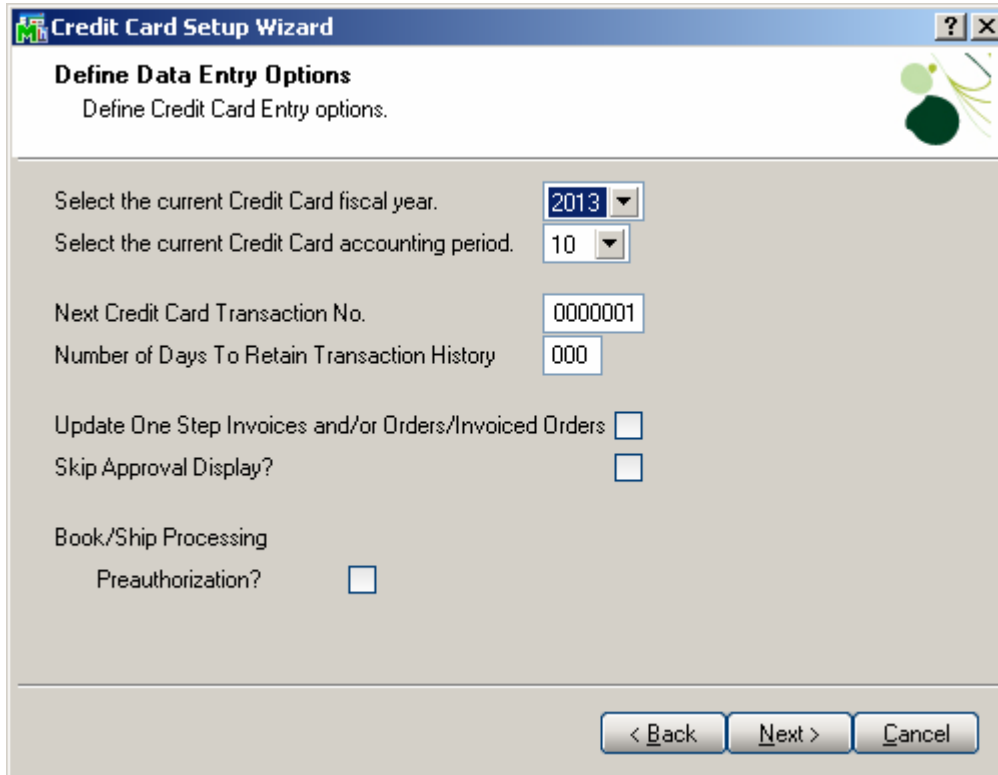
Two registers are provided. The linked card processing package (WEB AUTHORIZE, PC-CHARGE) module will generate an audit report of cards and checks processed. This should balance to the Daily Deposit Journal produced during the Credit Card Processing Journal Update. The audit report by the card-processing package will have the terminal ID and user ID (if used) in each transaction. The audit report can be printed by terminal ID if needed.

The A/R Invoice, Sales Order, Invoice, and IIG Point of Sale forms provide the ability to print the transaction type, card number, authorization number and amount charged.

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Credit Card Setup

When starting the CCP module for the first time, the Credit Card Setup Wizard appears allowing you to configure defaults for data entry, form printing options and some other options.

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Credit Card System Options

Select the **Credit Card System Options** program under the **IIG Card Processing Setup** menu.

Main tab

The **Allow CC For All Terms** check box is intended to allow use of credit cards for all terms codes. If checked, the terms code checking for CCP is disabled in Sales Order, S/O and A/R Invoice Entries. Note that this modification does not affect the batch programs that use the CCP terms code as the trigger for processing.

Note that if the Customer has the CCP terms code, the lockout of changing this terms code remains in effect and ignores this checkbox.

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On the **Main** tab, the first three options are defaulted from the **Accounts Receivable Options**. They can be changed for the **Credit Card** module.

Check the **Require Division Processing** box to process customers by divisions.

Select from the **G/L Segment for Postings** drop-down list **Department**, **Location**, or **None** if you do not want to post by segments.

Check the **Post To The General Ledger In Detail** box to make detailed postings. This check box can be changed also when divisions are not used.

Here are the options of the next section of **Main** tab:

The **Order Deposits Account** field is used to enter the account to which the CCP will post as the payment offset account. Please note this Deposits Account must be the same as the Deposits Account assigned in Sales Order Options.

The **CCP** module handles checks and credit cards. We recommend that you use our register system if cash is handled frequently.

*Note: The standard **MAS 90** system will post the net invoice amount from Sales Order Invoice to the Accounts Receivable detail, showing the Check Number received. The **CCP** module will post individual payments in detail to the A/R history.*

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The **Current Credit Card System Fiscal Period And Year** field is used to enter the current period or month and the current fiscal year. This is needed for correct posting to the General Ledger and Period End Processing.

The **Next Credit Card Transaction Number** is used to generate a slip number for receipts when used in the restaurant environment. Used in IIG custom packages only.

Number Of Days To Retain Transaction History - Type the number of days to retain transaction history. Transaction history past the number of days entered will be purged automatically during period-end processing.

*If the **Number Of Days To Retain Transaction History** is set to 999 no transactions will be purged during the **Period End Processing**.*

Enter the **Accounts Receivable Terms Code For Credit Cards**. This is the code that CCP will activate on to accept entry for credit cards and checks and for processing of orders and invoices.

Additional tab

Check the **Book/Ship Processing** box to indicate that this company is using the Book/Ship preauthorization system for Mail Order companies. This allows longer pre-authorization times, up to 30 days, by payment type. The length of time per payment

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type is card processor dependent. Check with your credit card processor if this includes the day of transaction. You will set the number of days until preauthorization expiration in the payment type maintenance.

Note: Your credit card processor may not support book/ship. Check with your card processor.

Check the **Preauthorization** box to indicate that this company will use pre-authorization for credit cards. If Book/Ship is selected above, Pre-Authorization is automatically selected and locked. Also, if IIG's Business To Customer Enhancement for the e-Business Manager is installed, Pre-authorization is automatically turned on. Pre-authorizations differ from Book/Ship in that Pre-authorizations are only valid for five (5) calendar days. Check with your credit card processor if this includes the day of transaction.

Note: Book/Ship and Preauthorization options are currently not available with NOVUS/Discover.

Check the **Multi-Merchant Processing** to indicate multiple merchant IDs and open the next field where ID Number will be added. Note that no merchant code can be selected until the global merchants are set up in a later step.

The **Default Merchant Code** and the **Internet Merchant Code** are the Card Processor Merchant Account codes for this MAS 90 company code. The **Internet Merchant Code** will be used for EBM.
These Codes will be used, if neither of the **Default Merchant Codes** is specified for the current Terminal in the **Terminal Control Maintenance**.

Check the **Skip Approval Display** box to not display Approval messages when entering deposits in Sales Orders, S/O Invoices, and A/R Invoices. Note that Decline messages (if deposit is not approved but declined) will be always displayed independent of this option.

Check the **Update One Step Invoices and/or Orders/Invoiced Orders option** and the **CP journal** will be updated only for one step invoices. In this case the **S/O Order Deposit Journal** will update the orders not invoiced yet and the ones already invoiced.

When this option is cleared and you are running the **S/O Invoice Payment Journal** program, the **CP journal** will be updated for one step invoices and orders already invoiced.
And in case of running the **S/O Order Deposit Journal** program (without selecting this option) only the orders not invoiced yet will be updated.

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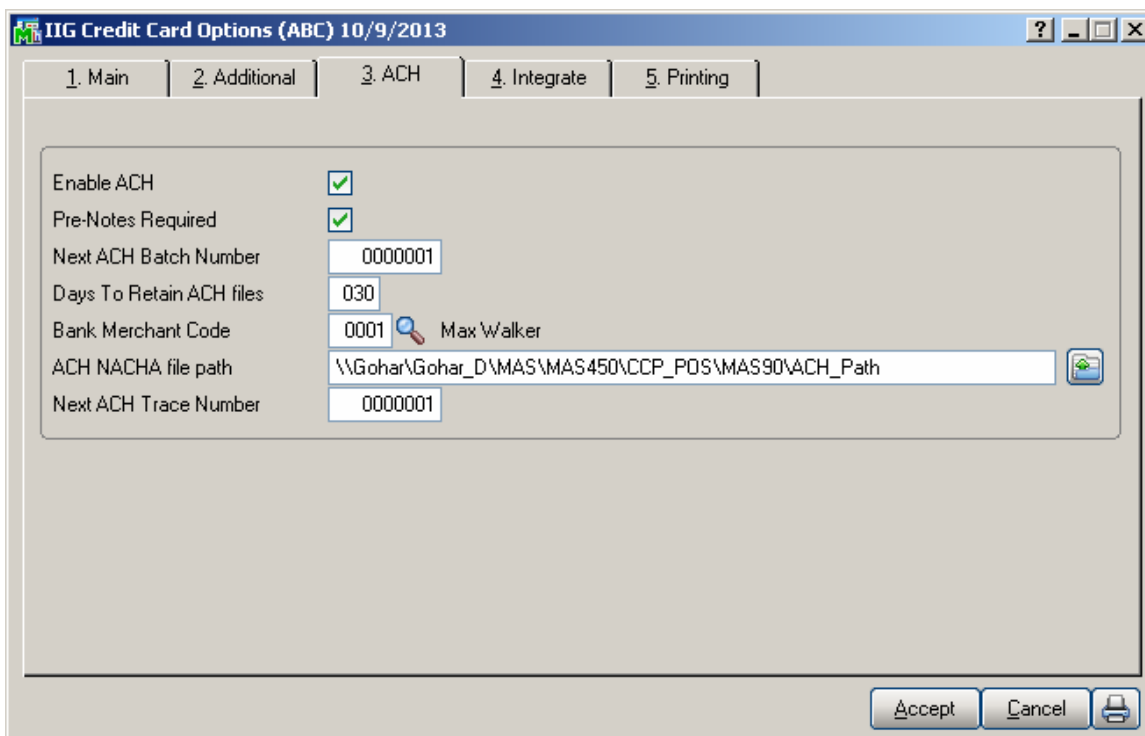
Click the **Set up Payment Types** button to create all the necessary Payment Type records in both **C/C Payment Type Maintenance** and **A/R Payment Type Maintenance**.

If POS is installed the **"CHNGE"** Payment Type record will be created in C/C Payment Type Maintenance and A/R Payment Type Maintenance.
The **"CHNGE"** Payment Type should be setup same as CASH record and should use the same accounts.

ACH tab

Enable ACH? – Select this checkbox to enable ACH processing (Refer to ACH Processing section for details).

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Pre-Notes Required? – Check this box only if your bank requires Pre-Notes. Leave unchecked to disable pre-note processing.

Next ACH Batch Number –Is the sequential batch number the system uses to track pending and submitted batches. This is the next batch number the system will open.

Number of Days to Retain ACH Transaction files – A period from 1 to 999. If zero the system will keep the files indefinitely. However, this will slow down the system if many batches and transmission files are retained. We recommend 90 days.

Bank Merchant Code – This is used for processing in the CCP code to separate the ACH transactions in the CCP reports by merchant code.

ACH NACHA File Path – This is the location where the upload files will be placed for upload. If left blank the system will generate the files in the company CP data directory.

The directory button ![directory button] to the right of the field is used for browsing to the directory. Note, the directory can't be over 50 characters and must be under the MAS90 folder.

Integrate tab

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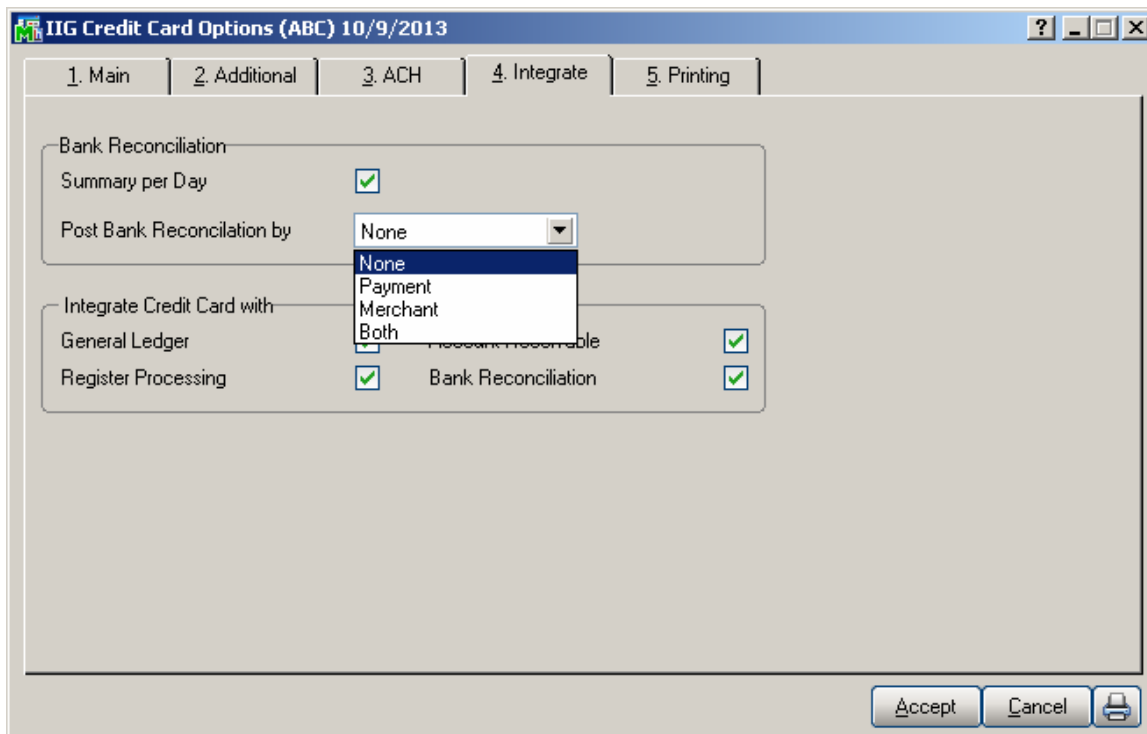
In the **Bank Reconciliation** section, select the **Summary per Day?**
option to post one record as a summary of all deposits for all journals
updated based on the current day date. This option is available only
when the **Integrate Credit Card with Bank Reconciliation** box is
checked.

From the **Post Bank Reconciliation by** drop-down box you can select
an option to post the bank reconciliation deposit entries for each
journal updated. The following options are available:

- **None** – select this option to summarize the journal posting for each bank code and post only the net totals for the journal. The CP journal number is the bank reconciliation reference note. This is the default configuration.
- **Payment** – select this option to summarize the bank reconciliation entries for the journal by the payment type.
- **Merchant** – select this option to summarize the bank reconciliation by bank code and merchant code. The bank reconciliation reference will show the CP journal number and the merchant code.
- **Both** – select this option to summarize the bank reconciliation by merchant code and payment type. In this case the program will post to bank reconciliation grouped by merchant code and payment type.

In the **Integrate Credit Card** with section, check the boxes to integrate the Credit Card
with corresponding modules.

Check the **General Ledger** box to post the transactions to the General Ledger. Clear
the box to post transactions to a Recap File.

Check the **Accounts Receivable** box to access the CCP module from Accounts
Receivable and Sales Order Processing.

Check the **Register Processing** box to use processing register. This is available only if
the Point of Sale module is installed.

Check the **Bank Reconciliation** box to post cash deposits to the Bank Reconciliation
module.

Printing tab

On this tab you can specify whether you want to print payments in **Sales Order, Sales Invoice** or/and **A/R Invoice** printings by selecting corresponding option.

The **Fast Sale Invoices** option allows the user to select Graphical/Character format for **IIG Fast Sale Receipt** printing. Select the checkbox to print the Fast Sale Receipts in a graphical format using Crystal Reports. Clear this checkbox to print in a non-graphical (character) format

Customer Payment Entry –in this section the user can select the number of copies for Customer Payment report to print. This allows printing multiple copies of the report just when the Customer Payment Entry is accepted.

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Terminal Control Maintenance

Select the **Terminal Control Maintenance** program under the **IIG Card Processing Setup** menu.

Enter the **Terminal ID** or click the **Current Terminal ID** button to select the current terminal.

Enter the **Description** and **Location**, if needed.

Check the **Credit Card Allowed in Sales Order** box to allow IIG Card Processing in Sales Order Entry.

Check the **Credit Card Allowed in Invoicing** box to allow IIG Card Processing in S/O Invoice Data Entry.

Check the **CC Swipe Reader Installed** box, if the program is installed in your system.

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The **Default Merchant Code** is the PC Charge Merchant Account code for this MAS 90 company code, and will be used if the **Multi-Merchant Processing** option is selected in the **Credit Card Options**. It must be exactly the same as the one set up in the PC Charge setup.
The first Code (Swiped) will be used, if specified. If no, the second (Keyed) will be used. If neither of the **Default Merchant Codes** is specified for the current Terminal here, the **Default** from the **Credit Card Options** will be used.
The **Merchant Code Gift Cards** is used for Gift Card processing.

The **IIG POS/Fast Sale Setup** section is available only if IIG **POS** enhancement is installed.

C/P Payment Type Maintenance

Select the **C/P Payment Type Maintenance** program under the **IIG Card Processing Setup** menu.

Payment Types are the Credit Cards and Checks that CCP system supports. The program will load the most common types that it supports automatically. You may wish to delete those cards that you do not wish to accept. However, you may not delete a payment type with activity, or the default payment types of MC, VISA, AMEX, DISC, CASH, or CHECK.

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For a new type, enter the **Payment Type** and **Description**.

Supported payment types are: ACH, ACHCR, MC (Master Card); DISC
(Discover/Novus); VISA (VISA Card); AMEX (American Express/Optima); JCB
(Japanese Carte Blanc); DC (Diner's Club); CB (Carte Blanc-American); JAC
(Japanese Bank Card-Bank of Japan); CHECK (Checks); CASH (Cash); and CCDPV
(Used internally by the credit card system to indicate partial deposit used from Sales
Orders).

The **Open Drawer For This Payment Type** option only applies if using Register
Processing.

Check the **Use Mag Stripe Reader For This Payment Type** box to set up the default
descriptions for the user defined fields. This will also allow the swipe reader to activate
if one is configured in Terminal Control Maintenance.

Check the **Default Payment Amount To Balance Due** box to select the invoice amount due as the payment amount. Default is checked.

Check the **Include This Payment Type In Bank Deposit** box for the Deposit Journal to include this payment type to update to the Bank Code in the next field.

The next four fields are set up automatically by the system if the **Use Mag Stripe For This Payment Type** box is checked above. These fields are required for the **CCP** system and should not be changed.

User Defined Payment Data Entry Field 1: If this field is blank it will be skipped during entry of Credit Card data. For Credit Card types this will be **ACCOUNT NUMBER**.

User Defined Payment Data Entry Field 2: If this field is blank it will be skipped during entry of Credit Card data. For Credit Card types this will be **ACCOUNT NAME**.

User Defined Payment Data Entry Field 3: If this field is blank it will be skipped during entry of Credit Card data. For Credit Card types this will be **EXP. DATE**; for the CHECKS type, it will be **DATE OF BIRTH**.

User Defined Payment Data Entry Field 4: If this field is blank it will be skipped during entry of Credit Card data. For Credit Card types this will be **APPROVAL CODE**.

The **Bank Code To Use For Payment Deposit** field is available if Bank Reconciliation is installed and selected in the Credit Card Options. This code is needed for the Bank Deposit Journal. This will be the account that cash will be credited to.

The **Debit Payments To The G/L Account** field contains the Bank G/L number to deposit the cash to. This must be the bank account G/L, not the deposit G/L account. You may override to specify a sub-account for easier auditing.

The **Preauthorization Expiration Period (Days)** field will appear if Preauthorization or Book/Ship is selected. Enter the number of days to allow pre-authorization. Check with your credit card processor to determine if this includes the day of transaction.

The next four fields are normally maintained by the system. Any changes made here will NOT show in any journals.

Enter the **Payments Received** for this payment type in the current period and year to date. Normally system maintained.

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Enter the **Payments Refunded** for this payment type in the current period and year to date. <u>Normally system maintained.</u>

Global Interface Control

Select the **Global Interface Control** program under the **IIG Card Processing Setup** menu.

The settings of this program will be sent to the program processing Credit Card. Credit Card interface control options affect all the companies, system-wide.

The **Process Charges** is checked by default. This is for Charge Sales.

The **Process Credits** is checked by default. This is for refunds.

The **Process Pre-Authorizations** is cleared by default. Pre-authorizations are used for the Hotel and Mail Order industry. Pre-Authorizations expire in 5-7 days. Process Forced Transactions must be selected if this is activated.

The **Process Forced Transactions** is cleared by default. This is used for Verbal authorizations (such as American Express).

The **Process Card Verifications** is cleared by default. If selected, the program checks cards, but does not reserve credit. Used in the Mail Order industry. Only some card processors support this function. This feature allows the system to send the zip code and

address of the purchaser to the card processor for verification. This reduces fraud in mail order (and qualifies for a lower discount rate). You must notify your card processor to activate this feature.

The **Process Address Verifications** takes the first 20 characters of the billing address and the ZIP Code and uses this information for verification. Important for internet and mail orders.

The **Checks Business State Code** is cleared by default. Enter your business state abbreviation.

In the **Check Process Type Code** field, select **Automatic**, **Driver's License**, or **MICR Reader**. Automatic is to accept checks for payment without verifying. Driver's license and MICR (Magnetic Ink Code Recognition) records will be verified.

In the **CC Interface** field, select the installed Card processor.

PCC Use Sockets – Check this to use the TCP/IP interface of PC Charge Payment Server, which is the normal mode. If unchecked, you must enter the full PcCharge path.

Multiuser – Normally check this, it will allow more than one transaction at a time to the PC Charge Payment Server.

PCC IP Address – IP address of the PC Charge Server when using TCP/IP. Note this is the resolved IP address, not the DNS name. For local host, use 127.0.0.1.

PCC Port Number – Port number used by PC Charge to listen for charge requests. Default is 31419, but use the port assigned in the PC Charge under Setup>Configure System>Advanced>Configure IP Settings>Standard TCP/IP configuration (as of PC Charge Payment Server 5.8.1).

PcCharge Path – UNC path to the Active-Charge directory. Ex: \\maspcc\apps\pcc\active-charge\ Note the trailing "\" as it is required. You can use the Open Directory button to the right of the field, but only from the MAS200 server if using MAS200. We do not recommend using the file method for MAS90.

For the **PcCharge CC Interface**, the **Convert Best Pre-Auths to IIG CCP** program added under the **IIG Card Processing Utilities** menu can be used. This program converts Best pre-authorizations to IIG pre-authorizations, and works only when **Pre-Authorizations** are checked in **Options**.

Global Merchant Maintenance

Select the **Global Merchant Maintenance** program under the **IIG Card Processing Setup** menu.

Enter the **Merchant Code** and **Name**.
Fill in the contact information.

Enter the actual bank **Merchant Number**. For PC Charge this is your PC Charge merchant number. If the **PcCharge** is selected as **CC Interface**, enter the **Processor Code**, which is the PcCharge Processor Code that is used.

Enter the **Voice Authorization Data**. The left column is the phone number to call and the right column (Merchant #) is your company's merchant number for that card processor or bank.

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Credit Card Operations

Sales Order Entry

Select the **Sales Order Entry** program under the **Sales Order Main** menu.

If the Terms Code of the Customer selected in Sales Order Entry matches the one of CP Options, then user cannot change the Terms Code if corresponding security is not on in the Roles. The field is disabled if the customer is a credit card customer.

If the **Allow CC For All Terms** check box is not selected in the **Credit Card Options** the **Terms Code** checking is performed while applying **Deposit.** If the specified Terms Code is not a Credit Card Terms Code, only CHECK and CASH payment types are allowed for deposit entry.

Click the **Totals** tab of the **Sales Order Entry** screen.

Click the **Booking/Preauthorize** button to perform preauthorization for this order, or enter deposit in the **Deposit Amount** field.

Note: Either a deposit amount can be entered OR pre-authorization can be done for the order. These options cannot be used simultaneously.

Clicking in the **Deposit Amount** field opens the **Deposit/Prepayment Entry** screen.

Use the **Lookup** button to select the Payment Type from the list.

The **SEL** button is available if the customer has credit card information set up.
If the default Credit Card is expired, clicking the **SEL** button displays a selection of all the cards set up for the customer.

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CCP Payment Detail Entry

Payment Type   AMEX

CCP Pa   Save Credit Card Information, Alt-S

Credit Card Number   37173-39689-51019

Cardholder Name   American Business Futures

Address   2131 N. 14th Street

Zip/Postal code   53205-1204   CVV2

Expiration Date   9/2015

Approval   N

Amount   343.51

OK   Cancel

Upon entering a new Account Number and the Exp. Date the Save button is enabled to allow saving the Credit Card Information.
The Credit Card Information will be saved in the Customer Credit Card Maintenance.

Customer Credit Card Maintenance

Card Number   ************1019   Primary

CC Pymt Type   AMEX   American Express

Cardholder Name   John Q.Future

Expiration Date   9/2015

Address   2131 N. 14th Street

ZIP Code   53205-1204

City   Milwaukee   State   WI

Comment

Corporate ID/PO

EBM Enabled Card   IT Users...

Accept   Cancel   Delete

The **Address**, **Zip Code** and the **City/State** information is defaulted from the Sales Order's **Bill To Address.**
In case of saving the **Credit Card Information** from the **S/O Invoice Data Entry Payment Detail Entry** screen the **Address, Zip Code** and the **City/State** information is loaded from the **Bill To Address** fields of the **S/O Invoice Data Entry.**

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While saving the **Credit Card Information** from the **A/R Invoice Data Entry Payment Detail Entry** screen the **Address, Zip Code** and the **City/State** information is loaded from the **Main** tab of the **Customer Maintenance.**

Click **OK** to accept the Payment Type.
The **Detail** button next to the Deposit Amount field will open the **Deposit** detail Inquiry screen:

Note: If Sales Order Terms Code is not Credit Card Terms Code and the Allow CC for All Terms Code option is not selected in the IIG Credit Card Options , only CHECK and CASH are allowed.

The **CCP Payment Detail Entry/Look Up** screen looks different for Check and Cash payment types.
For the Cash type:
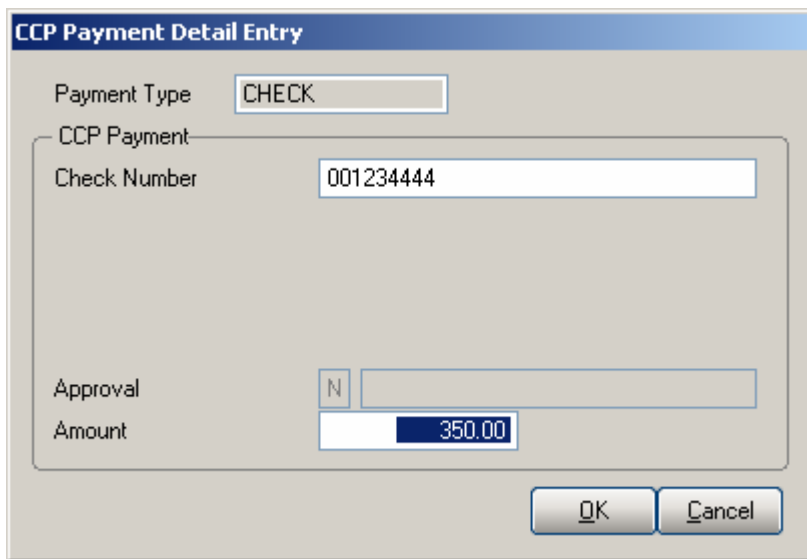
For the Check type:

After selecting Payment Types, click **Proceed** on the **Deposit/Prepayment Entry** screen to process the deposit amount.

If the **Skip Approval Display** option is not selected in the **Credit Card Options**, a screen will display the approval status, which is followed by the message of the transactions approved. Decline message will be displayed independent of the **Skip Approval Display** option.

Note: To reverse a previously applied deposit, enter the deposit amount as a negative number.

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Pre-Authorization Entry

If no Deposit/Prepayment is entered (**Deposit Amount** displays zero), click the
Booking/Preauthorize button on the **Totals** tab of the **Sales Order Entry** screen.

On the **Booking/Preauthorization Data Entry** screen, click the **SEL** button to select
the default payment type information. This button is available only if there is credit card
information for the customer.

If there is no credit card information for the customer, select **Payment Type** from the
list using the **Lookup** button. Enter other necessary information.

Click **Book**. The program will pre-authorize the data and display a message that the
amount is booked.

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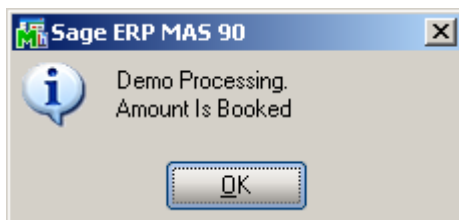
If there is amount already booked, clicking the **Booking/Preauthorize** button displays the screen with display-only information, which is for informational purposes only.

*Note: **Pre-authorization** approves available credit for 3 to 7 days. **Book** reserves funds for a specified period of time (up to 30 days depending on the card processor).*

Click the **Void** button to delete the previously booked amount. By performing a Void, the card does not reserve funds.

Note: Be aware that some card processors may levy a charge for voided transactions.

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S/O Invoice Data Entry

Select the **Invoice Data Entry** program under the **Sales Order Main** menu.

If the Terms Code of the Customer selected in Invoice Data Entry matches the one of CP Options, then user cannot change the Terms Code if corresponding security is not on in the Roles. The field is disabled if the customer is a credit card customer.

If credit card is to be used for deposit, the **Terms Code** should be the same as the **Terms Code for Credit Cards** set in the **Credit Card Options** program.

If the **Terms Code** is not the Credit Card Terms Code, only CHECK and CASH payment types will be allowed to be used for deposit entry.

Click the **Totals** tab of the **Invoice Data Entry** screen.

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If a deposit was previously made to the Sales Order, the amount will appear in the **Deposit Amount** field.

If no deposit was applied, amount can be entered in this field.

Click the **Add. Deposit** button to add new or additional deposit for the Sales Order. The **C/P Deposit/Prepayment Entry** screen is displayed. It works exactly as in the **Sales Order Entry** screen.

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The **Add Deposit** button is not displayed for one-step invoices.

Note: One-step invoices do not use pre-authorizations. All charges are immediate as a charge credit or charge sale (in the case of Credit Memos). Credits given in Credit Memos are immediately applied to the customer's credit card.

A/R Invoice Data Entry

Select the **Invoice Data Entry** under the **Accounts Receivable Main** menu.

If credit card is to be used for deposit, the **Terms Code** should be the same as the **Terms Code for Credit Cards** set in the **Credit Card Options** (if the **Allow CC For All Terms** check box is not selected) program.

If the **Terms Code** is not the Credit Card Terms Code, only CHECK and CASH payment types are allowed for deposit entry.

Click the **Totals** tab of the **Invoice Data Entry** screen.

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Clicking in the **Deposit** field opens the **Deposit/Prepayment Entry** screen.

It works exactly the same way as in the **Sales Order Entry** program.

IIG Fast Sale Entry

In the Fast Sale Entry program the change due display is popup when "CASH" Payment Type is applied for the Deposit Amount greater than the Invoice amount.

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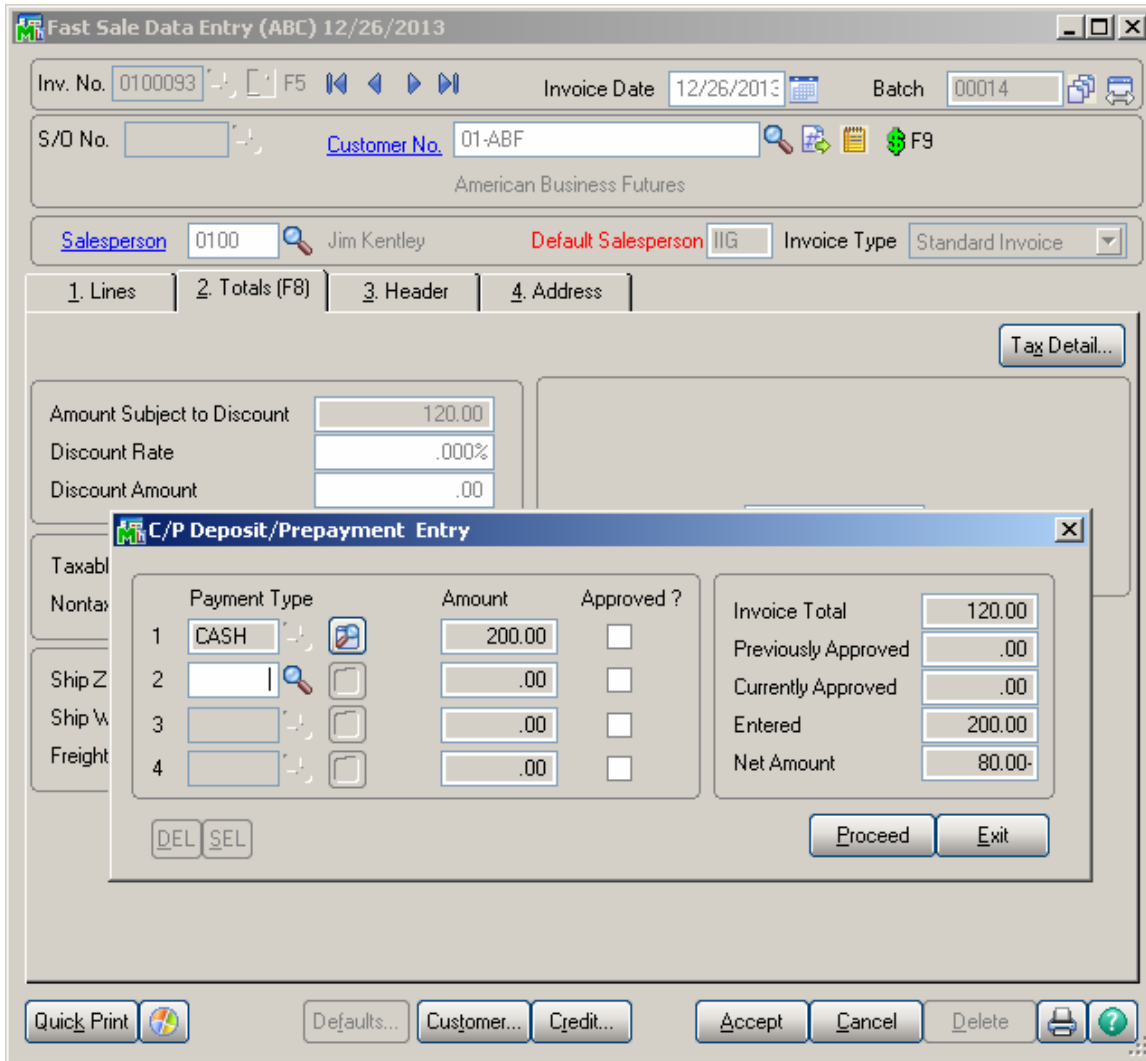
If the CASH Amount is greater than the Invoice Total amount the following message is popup upon pressing Proceed button and a "CHNGE" record is processed as a negative record instead of adjusting the amount entered when cash is entered.
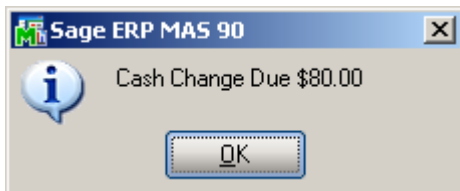
Deposit Detail Inquiry

Invoice No.   0100093

Date	Type	Account/Chk#	Approval Code	Amount	Term
12/26/2013	CASH		YDEMO APPROVAL-R	200.00	T101
12/26/2013	CHNGE		YDEMO APPROVAL-R	80.00-	T101

Total   120.00

OK

The negative record with respective "CHNGE" Payment Type is printed on the IIG Receipt Printing:

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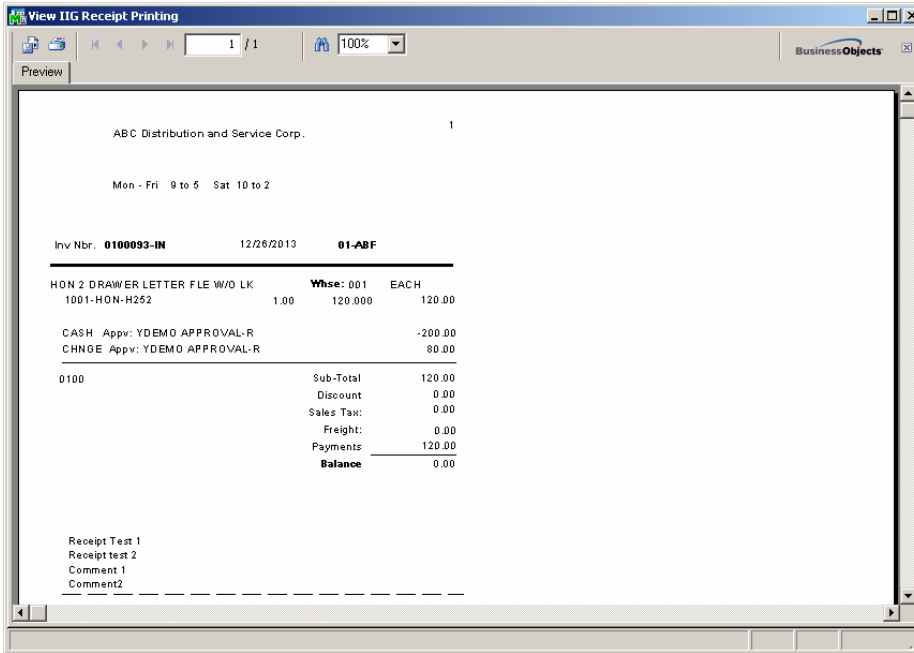
Customer Payment Entry

The **Customer Payment Entry** program enables entry of customer payments and applying them to Sales Orders, S/O and A/R Invoices, as well as credit customer's account.

Select **Customer Number** to display the Sales Orders, S/O and A/R Invoices. From the Customer Payment Entry the user can enter Partial Payment, insert prepayment by creating a Prepayment Invoice number and transfer deposits as well.

The "CHNGE" Payment Type with negative amount may be applied in the Customer Payment Data Entry only on POS terminal with an open register.

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Partial Payment

Select any **Sales Order**, **S/O** or **A/R Invoice** and click the **Partial** button.

Enter the amount to be applied to the selected document.
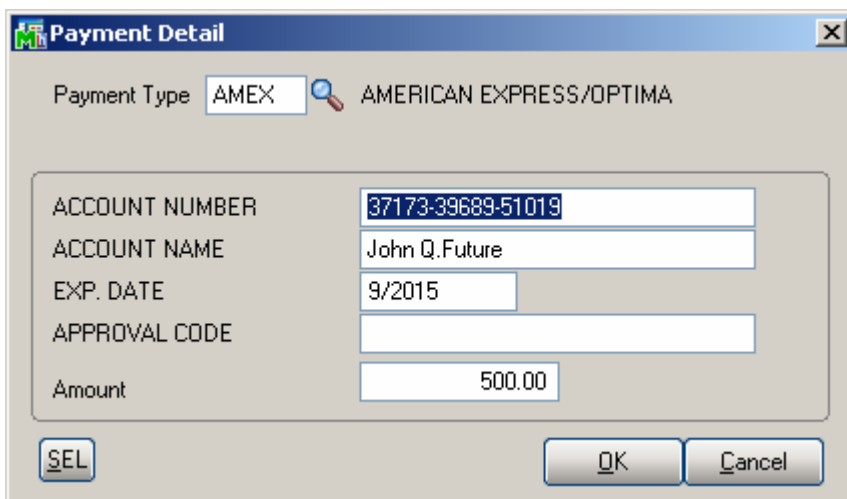
Click the **Insert** button to launch the Payment Detail screen and specify the Payment
Type for current payment:

You can use the **SEL** button to select a Credit Card.

After the inserted payment is accepted the **Customer Payment Entry** report will be opened to allow printing/previewing the payment information:

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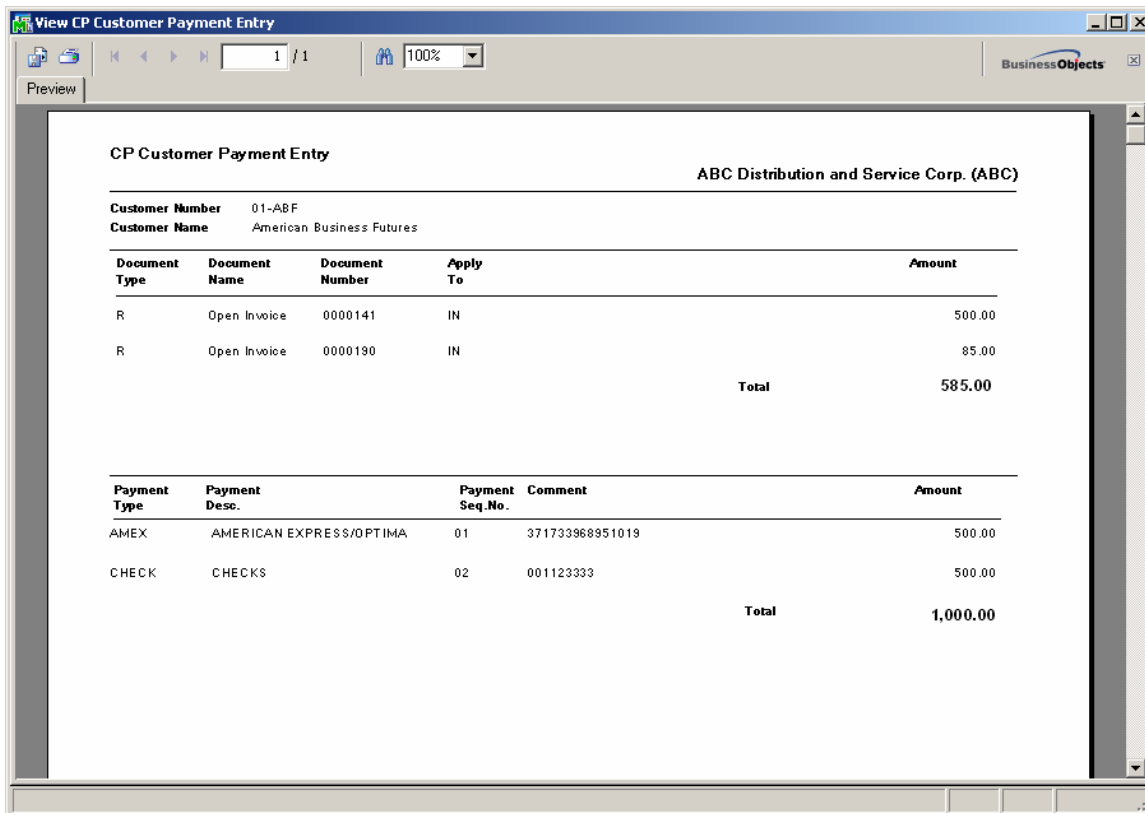
In case the amount paid partially exceeds the Invoice Balance the following message appears:
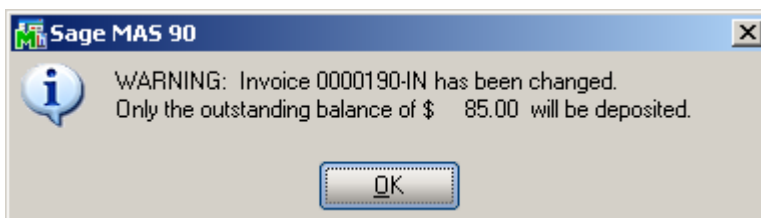
In this case a prepayment Invoice (with Invoice number starting with Z) will be generated to credit the remains to the customer account.

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Customer Payment Entry

ABC Distribution and Service Corp.

Customer Payment Entry

Payment Summary

Customer Number: 01 –ABF
Customer Name: American Business Futures

Type	Number	Amount
Prepayment	Z000000-PP	415.00
Open Invoice	0000190-IN	85.00
	Total	500.00

Type	Comment	Amount
CHECK	000123333	500.00
	Total	500.00

Page:1

Customer CP Transaction History

Customer No.   01-ABF   American Business Futures

Payment Type
Reference Number   Load

Payment Type	Reference Number	Payment Date	Invoice Number	Amount
AMEX	************1019	10/09/2013	0100061-IN	343.51
CASH		10/10/2013	0100076-IN	200.00
CHECK	122223333	10/10/2013	0000190-IN	85.00

Total   628.51

OK

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Creating Prepayment Invoice Number

The **Customer Payment Entry** program allows the user to enter the Invoice number for the **Prepayment Invoice** being created when payment is inserted without selecting orders, S/O invoices, A/R invoices.
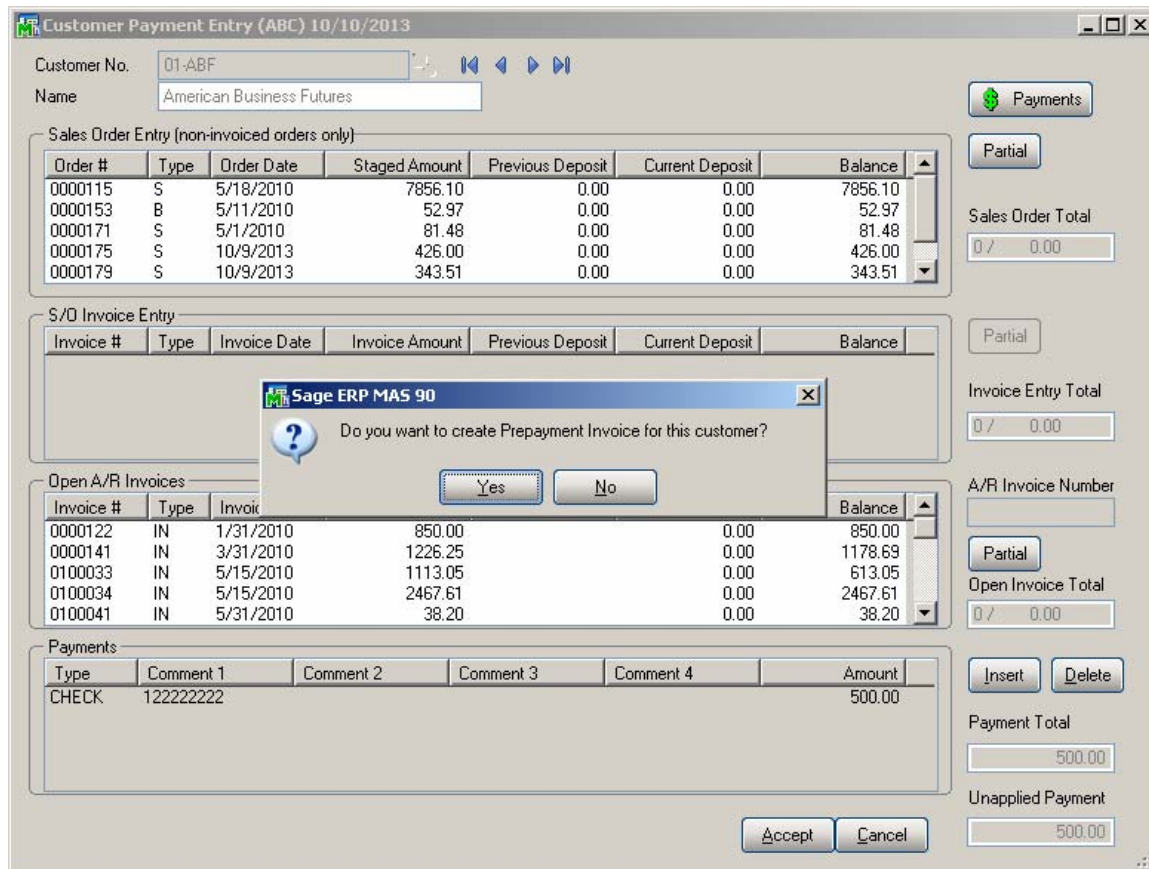
If **Yes** is selected in the message to confirm creation of **Prepayment Invoice** the **Prepayment Entry** screen is opened where the user can enter the prepayment Invoice number and process the request.
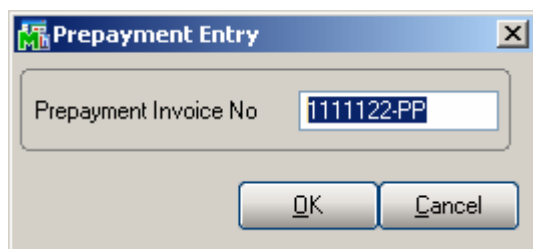
Upon processing the request checking is performed and if the
entered Invoice number is found in the Customer's A/R history the
original invoice Amount is increased by the amount of current
payment.
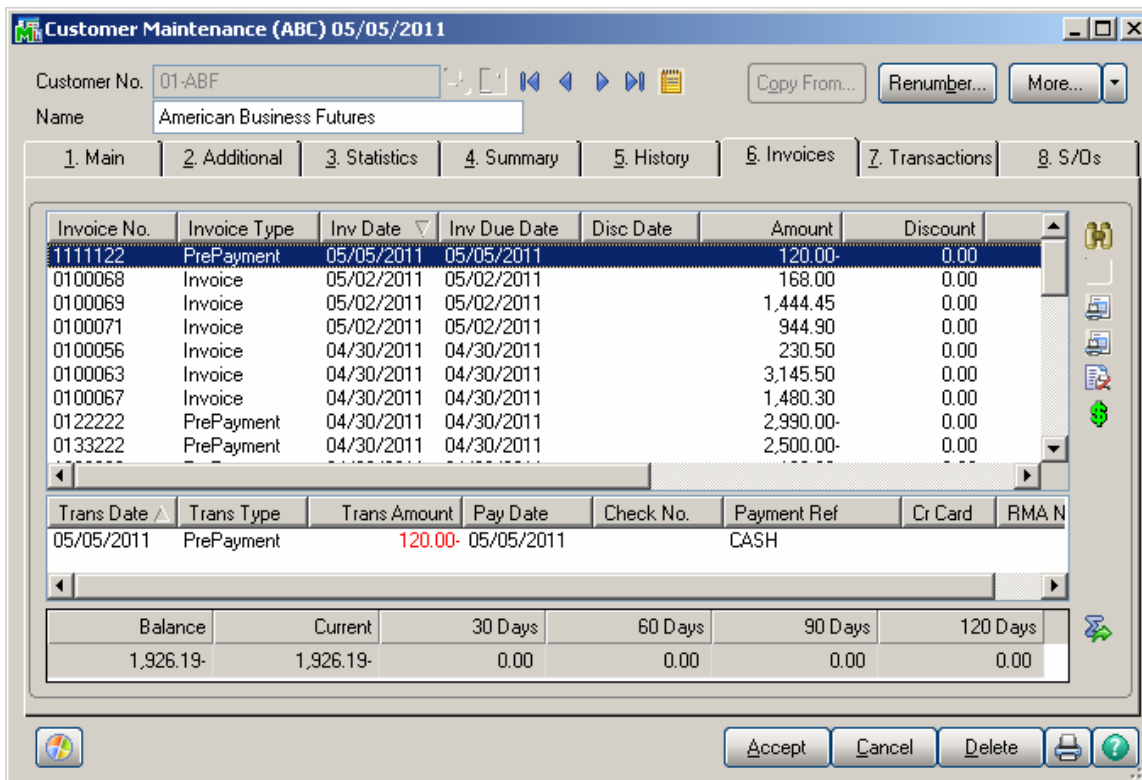
To register payments to **Sales Orders** and **S/O Invoices**, the **Daily S/O Payment Deposit Journal** should be updated.

To register payments to **Open A/R Invoices** and **credit customers**, the **Open A/R Payment Journal** should be updated.

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Transferring deposits in Customer Payment Entry

To be able to transfer deposits in the Customer Payment Entry it is necessary to have corresponding payment types setup in the system. It is done through the **Set up Payments Type** button located on the **Additional** tab of the **Credit Card Options**.

After pressing the button, **TRANS** and **DPXFR** payment types will be added.
- **TRANS** is used for transferring from an order to the order deposit.
- **DPXFR** is used for transferring from order deposit to A/R.

Transferring Deposits from Sales Orders/Prepayments to another Orders/AR Open Invoices/SO Invoices

The program provides the following abilities:

- Allow user to enter negative partial payment amount to an order with deposit, and put this amount into the Unapplied Payment amount.
- The "TRANS" payment type is written to the order deposit history as a transaction record.
- Applying unapplied deposit to A/R invoices will generate a transaction that must update the G/L.
- Unapplied deposit can be added to deposits on account. Also G/L must be updated.
- If no deposits on account, and there is unapplied deposit, system asks user to put unapplied amount on account and update the G/L.
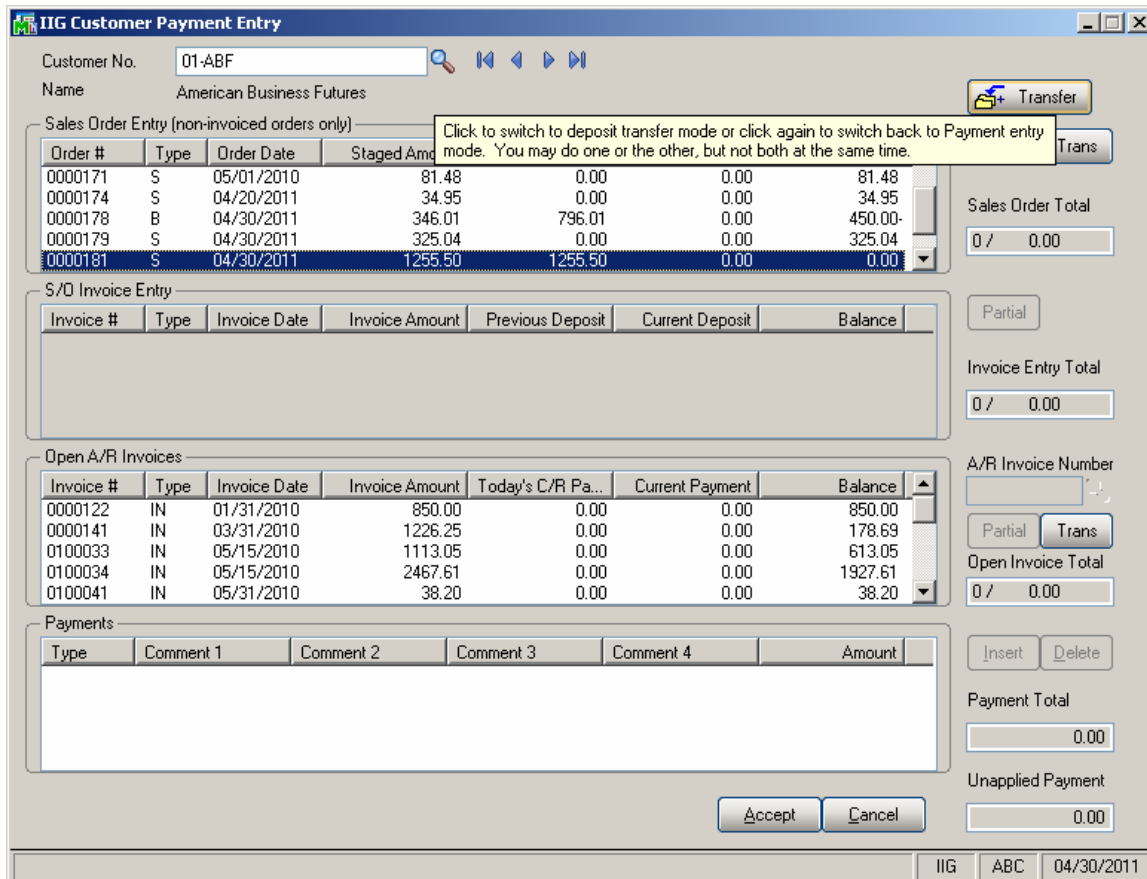
The **Transfer** button has been added which disables the **Insert**, **Partial** and **Delete** buttons.

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So the user can either transfer amounts or set them with partial buttons. Enabled will be only one of two functions mentioned.

Notes:
- ***Transfer is performed from only Sales Orders and Prepayments.***
- ***Once a Deposit Transfer is started, the user can't do payments until this is cancelled or accepted. So he/she can transfer funds or he/she can take payments, but not both at the same time.***

This allows entering a negative payment in Customer Payment Entry to return money to the customer's card (refund of deposit on the customer's account).

Click the **Transfer** button to switch to deposit transfer mode or click again to switch back to Payment entry mode. You may do one or the other, but not both at the same time.

The user must select sales order or prepayment from which the amount should be transferred by pressing the **Trans** button.

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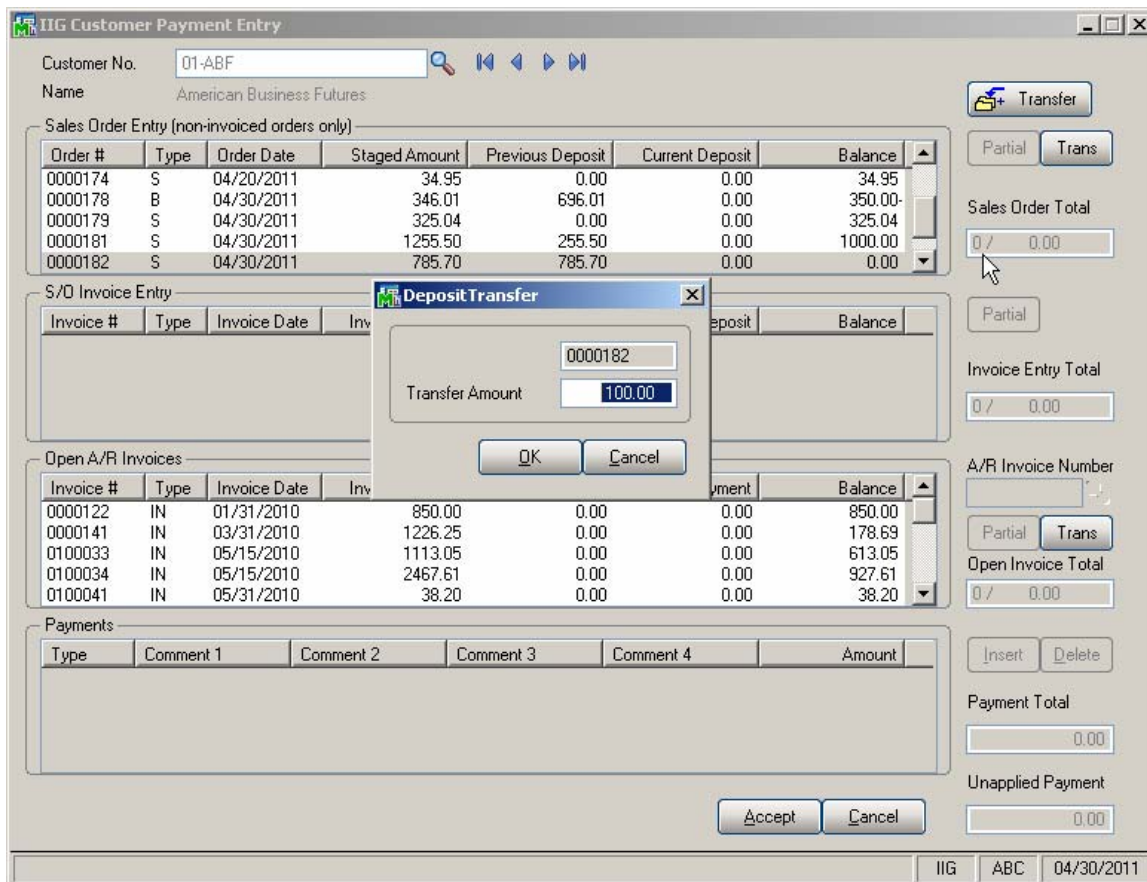
Only negative amount must be entered in the **Transfer Amount** field, otherwise the following message box will be displayed:

After negative amount is entered, the following screen will be displayed:

Specify an amount to take off from an order, then specify into which Sales Order/SO Invoice/AR Open Invoice put the deposit. The program allows applying the unapplied payment to any open A/R invoices or S/O invoices.

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So during an order to order transfer, the program will post a negative TRANS record to the order the deposit was pulled from and will post a positive TRANS record for each of the orders the deposit was positive to. If applying the deposit to the A/R invoices, the program will write a negative TRANS record for the order from which it is pulled.

In this screen only the Orders can be selected which:
- Don't have Negative/Zero Balance.
- Aren't Invoiced or Booked.
- Are Standard or Back Orders.

Only the SO Invoices can be selected which don't have Negative/Zero Balance.
Only the AR Open Invoices can be selected which don't have Zero Balance.

The entered amount should be Positive and not exceed Balance or Total Amount.

Here is an example with a selected Order to which the amount should be transferred:

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After specifying the Sales Order/SO Invoice/AR Open Invoice, press the **Close** button. The program returns to the **Customer Payment** screen where the result of transferring is displayed.

In the following example it will be:
The Amount of 100$ is transferred from Sales Order# 0000182 to SO# 0000174.

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After pressing **Accept**, the following report will be displayed:

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Here is an example in case the amount is transferred from prepayment:

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Customer Payment Entry

Customer Payment Entry

Payment Summary

Customer Number: 01 −ABF
Customer Name: American Business Futures

Type	Number	Amount
Open Invoice	0100033-IN	55.00
Open Invoice	0100034-IN	45.00
Open Invoice	0133222-PP	100.00-
	Total	0.00

Type	Comment	Amount
DPXFR		55.00
DPXFR		45.00
DPXFR		100.00-
	Total	0.00

Page:1
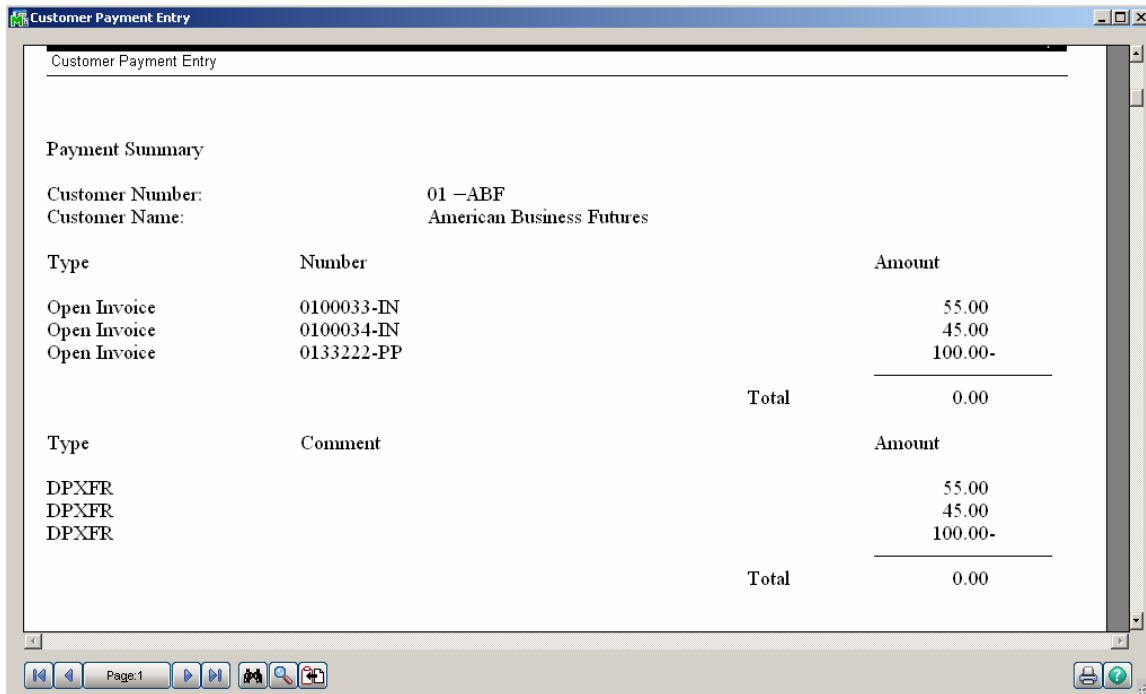
The following record will be written on the **Invoices** tab of **Customer Maintenance**.

Customer Maintenance (ABC) 04/30/2011

Customer No. 01-ABF
Name American Business Futures

| 1. Main | 2. Additional | 3. Statistics | 4. Summary | 5. History | 6. Invoices | 7. Transactions | 8. S/Os |

Invoice No.	Invoice Type	Inv Date	Inv Due Date	Disc Date	Amount	Discount
0100056	Invoice	04/30/2011	04/30/2011		230.50	0.00
0100063	Invoice	04/30/2011	04/30/2011		3,145.50	0.00
0100067	Invoice	04/30/2011	04/30/2011		1,480.30	0.00
0122222	PrePayment	04/30/2011	04/30/2011		2,990.00-	0.00
0133222	PrePayment	04/30/2011	04/30/2011		2,500.00-	0.00
1222222	PrePayment	04/30/2011	04/30/2011		120.00-	0.00
Z000000	PrePayment	04/30/2011	04/30/2011		415.00-	0.00
Z000001	PrePayment	04/30/2011	04/30/2011		65.05-	0.00
0000191	Invoice	05/31/2010	06/30/2010		2,416.25	0.00

Trans Date	Trans Type	Trans Amount	Pay Date	Check No.	Payment Ref	Cr Card	RMA
04/30/2011	PrePayment	2,500.00-	04/30/2011		CASH		
04/30/2011	Payment	100.00	04/30/2011		DPXFR		

Balance	Current	30 Days	60 Days	90 Days	120 Days
1,952.19-	1,952.19-	0.00	0.00	0.00	0.00

Accept   Cancel   Delete

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Transferring Deposits from One Customer to Another

Ability has been added in the **Transfer Deposit** screen to replace the Customer by pressing the **Change** button. The amount will be put to transfer to another selected customer on file as a payment on account.

After changing the Customer, the **Apply To** group information will be updated according to the last selected Customer.

See the Transferring Deposits from Sales Orders/Prepayments to another Orders/AR Open Invoices/SO Invoices section for more details.

The Customer Payment report shows the Customer Number the funds are transferred to.

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Batch Processing

The following four batch processing programs are available:
1. **A/R Invoice Batch Charging**: this will process all invoices in the A/R invoice file.
2. **Sales Order Batch Charging**: this will process all orders in the Sales Order file.
3. **S/O Invoice Batch Charging**: this will process all invoices in the S/O invoice file.
4. **Sales Order Batch Pre-Authorizing**: this will reserve funds on all orders in the Sales Order file.

IMPORTANT: The Credit Card Scanning Process uses the following criteria to select orders or invoices to process:

- The sales order or invoice must be assigned the **Credit Card Terms Code** as defined in the **Credit Card Options** program.
- No deposit is allowed on the order *and* the order total must be greater than zero. For invoices, the total must not be equal to zero. This allows the processing of credit memos.
- No prior CC activity flags (CCAPRV) in the check field.
- For order pre-authorization, a valid credit card and expiration date must be on file. The expiration date must be a future date later than the accounting date.
- For invoice charging, either a valid pre-authorization or a valid card with expiration date must be on file. The charge programs will use the pre-authorization first, then the card. If neither is valid, the invoice is skipped and then displays a message indicating the charge was not approved.
- Pre-authorization comes in the following two forms:
  - Book/Ship – This pre-authorization's expiration is dependent on the payment type and card processor. The number of days the authorization lasts is maintained in the CC Payment Type Maintenance window.
  - Pre-Auth/Force - This pre-authorization type lasts only five (5) days.

As an example, consider this processing scenario, common in the mail order business.

An order is taken by phone or keyed in. At the totals, pre-authorizations are done. This guarantees that funds are available. The order is then released for shipment, and after shipment, **Credit Card Batch Invoice Charging** is used to settle the funds. This is the most common mail order scenario.

*A second mail order scenario involves **high volume**.*

Orders are entered, and the orders are accepted. Then, periodically, **Batch Booking for Sales Order** is run to gather pre-authorizations. This requires someone to review the approval logs and retrieve any non-approved orders for manual processing.

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*A third scenario involves orders that are entered (or imported) and **put on hold**.*

Credit Card Batch Charging for Sales Order is used. **Process Orders On Hold** is selected, as is **Release Orders On Hold for Printing**. This charges the card, and only those orders that are approved are printed and released to the warehouse for shipping. This is used where freight amounts are calculated and orders are shipped complete, most commonly in the fulfillment market.

The program will print an error log to assist the operator with declined transactions (not meeting the requirements above).
Deposits processed in Batch are updated through the Payments Journals. Nothing is updated to the system unless it is included in a journal update.

Credit Card Journal

In order to post transactions from Credit Card Module, the Payments Journal must be run and updated. Select the **Daily Payment/Deposit Journal** program under the **IIG Card Processing Main** menu. Posted transactions will be printed.

S/O Invoice Payment Journal

The **S/O Invoice Payment Journal** program has been added to the **Main** menu of the **IIG Card Processing** module to update CP journal for S/O Invoices separately.

S/O Order Deposit Journal

The **S/O Order Deposit Journal** program has been added to the **Main** menu of the **IIG Card Processing** module to update CP journal for Sales Orders separately.

End Of Day Processing

At the end of the business day, you will want to run the **Daily S/O Payment/Deposit Journal** for each of the companies in which you are running **CCP**. The total of all of those companies should equal your settlement, unless you are running **Multi-Merchant.** In that case, each company's total should match that merchant's total.

While that's printing, run your card interface settlement, i.e. PC Charge.

You will need to run the **Sales Journal** for Sales Order and/or Accounts Receivable, if you have any activity in that module.

Note that the sales journals in both the Accounts Receivable and Sales Order modules will not let you update until you have closed your Daily S/O Payment/Deposit Journal.

Should the journals be out of balance with the card interface settlement, you must *promptly* investigate the difference.

Bank Reconciliation

If the **Integrate Credit Card with Bank Reconciliation** box is checked in the **Credit Card Options**, the cash deposits will be posted to the **Bank Reconciliation** module.

When the **Post Bank Rec by Payment Type** box is checked in the **Credit Card Options**, the bank reconciliation deposit entries will be posted by payment type for each journal updated, if the payment type is to post to Bank Reconciliation. When the check box is cleared, the summary of all deposits for that bank code for the journal will be posted.

Division posting will only occur if payment type does not post to a bank code in Bank Reconciliation.

In the example below, the first line of the two C/P postings was with post by payment type, and the second line was with the normal post by bank code only.

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Customer Maintenance

The **CP Payment History** button has been added to the **Customer Maintenance** program.

When clicking the **Payment History** button, the **Customer Payment History** screen is opened to display the history of the payments done by the selected Customer.

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Payment Type	Reference Number	Payment Date	Payment Amount	Apply To	Apply To Amount
AMEX	***********1019	10/09/2013	343.51	0000176-SO	343.51
CASH		10/10/2013	200.00	0100076-IN	200.00
CHECK	122223333	10/10/2013	85.00	0000190-IN	85.00
CASH		11/26/2013	781.20	0000182-SO	781.20
CASH		11/26/2013	279.95	0100080-IN	279.95
AMEX	***********1019	11/26/2013	482.25	0000183-SO	482.25
AMEX	***********1019	11/26/2013	400.80	0000184-SO	400.80
CHECK	012333333	11/26/2013	421.95	0000186-SO	421.95

Click the **Payments** button for the selected line to see its details.

Date	Type	Account/Chk #	Approval Code	Amount	Term
11/26/2013	AMEX	***********1019	YDEMO APPROVAL-R	482.25	T101

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The **CP Trans. History** button added to the **Customer Maintenance** program allows for displaying the history of CP transactions processed by the selected customer.

When clicking the **Trans. History** button, the **Customer Transaction History** screen is opened. Upon clicking the **Load** button the CP transactions are loaded in the grid. The **Payment Type** and **Reference Number** fields allow applying filters to the records being loaded in the grid.

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The **Credit Card Activity for this Customer** button added to the **Invoices** tab of **Customer Maintenance** allows for displaying CP activities for the customer.
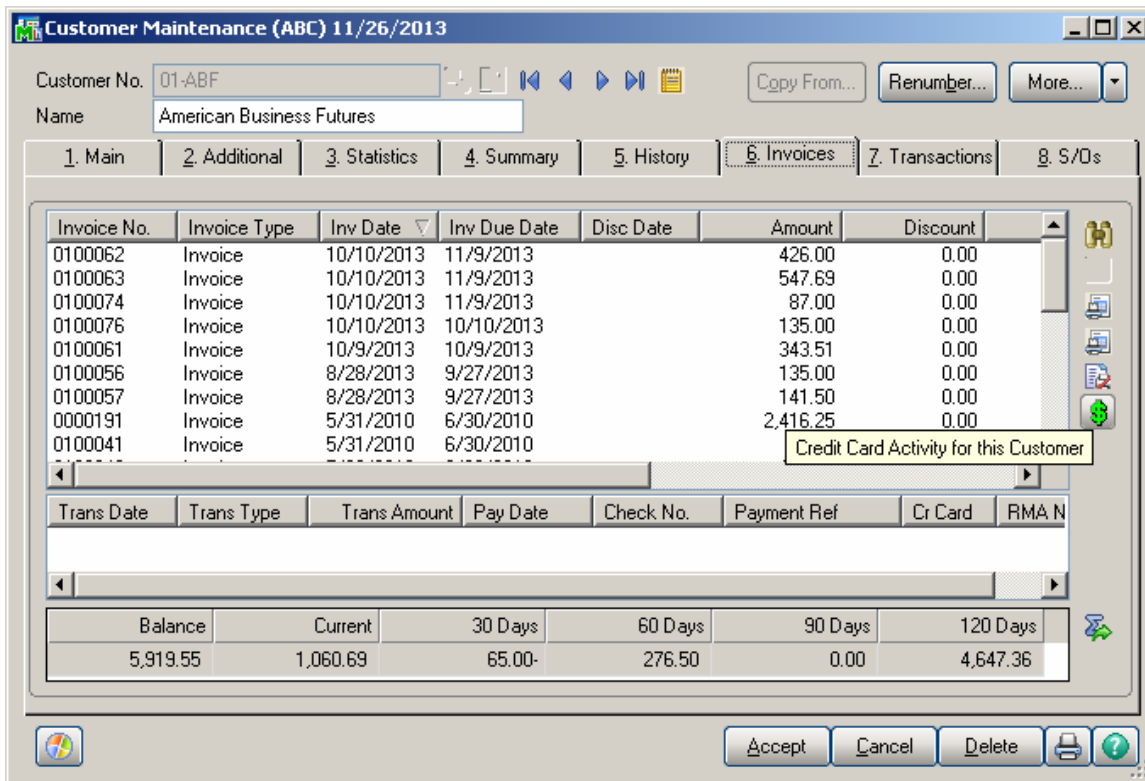
The transactions of current customer are displayed in the **IIG Customer Account Credit Activity** screen.

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The **Credit Card Activity** button is available also on the **Customer Credit Card Maintenance** screen launched from the **Additional** tab of **Customer Maintenance.**

The transactions of the current credit card are displayed in the **IIG Credit Card Detail Activity** screen.

IIG Credit Card Detail Activity

Card No. ************1019   Name John Q.Future

Account Acctivity

Date	Time	Type	Document	Card/Check #	Action	Approval Code/Decline Reason	Amount
10/09/2013	15:34:34	AMEX	0-0000176	************1019	Sale	DEMO APPROVAL-R	343.51
10/09/2013	17:16:21	AMEX	0-0000181	************1019	Book	DEMO APPROVAL-R Booked	809.10
11/26/2013	16:18:33	AMEX	0-0000183	************1019	Sale	DEMO APPROVAL-R	482.25
11/26/2013	16:55:28	AMEX	0-0000184	************1019	Sale	DEMO APPROVAL-R	400.80

OK

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Period End

The **Period End** processing is available from the **IIG Card
Processing** menu. Period End Processing is normally performed at
the end of each accounting period (usually the last business day of
each month) to close the current period and cycle the accounting
period forward to the next period.

From the Period End Processing screen, you can select specific
options of period end processing. For IIG Card processing menu
the following options are available:

- Full Period End Processing
- Full Period and Year End Processing
- Only Clear Payment Information
- Purge Expired Credit Cards

After selecting an option, click **Proceed**.
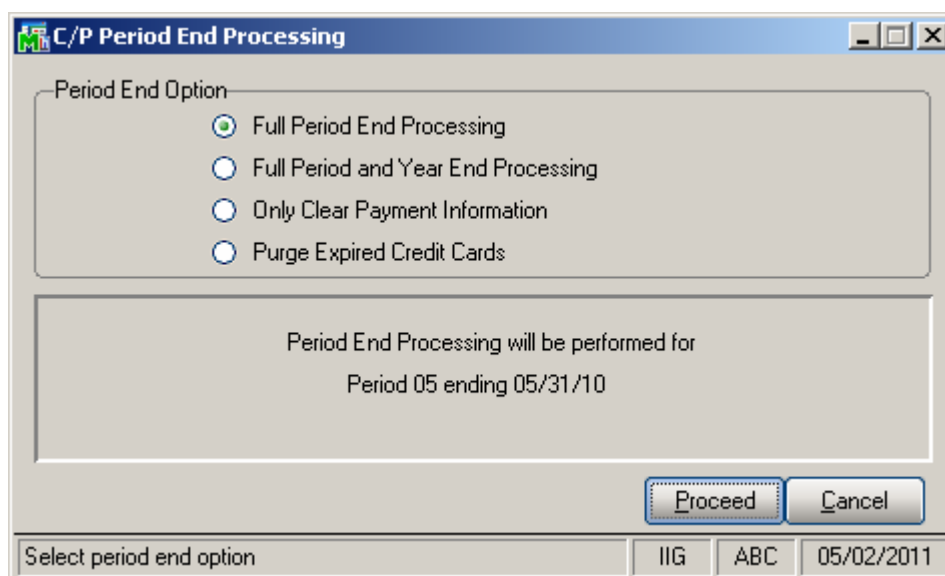
1. By selecting the **Full Period End Processing** option, the Period End processing
    will be performed for the period which is specified in the **Current Credit Card
    System Fiscal Period** field of **Credit Card Options**, and the ending date will
    be the last date of that period.

2. By selecting the **Full Period and Year End Processing** option, the Period End
    and Year End processing will be performed for the period which is specified in

the **Current Credit Card System Fiscal Period** field of **Credit Card Options**, and the ending date will be the last date of that period.

3. The payment information is purged if done on or before the date which is 30 days before system date.

4. The original AR Customer Credit Card information that has been expired on or before 30 days of the system date is purged.

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Reports

IIG has added the following new reports.

On the **IIG Card Processing Main** menu:

- **S/O Payment Deposit Journal:** This journal shows payments processed through the credit card system for the Sales Order Module. If Bank Reconciliation option is selected, this journal will also print the CCP Bank Deposit Journal. By specifying credit card payment type, a report can be generating showing bank account deposit detail.

- **A/R Payments Journal:** This journal shows payments processed through the credit card system for the Accounts Receivable Module. If Bank Reconciliation option is selected, this journal will also print the CCP Bank Deposit Journal. By specifying credit card payment type, a report can be generating showing bank account deposit detail.

On the **IIG Card Processing Report** menu:

- **Credit Card Detail Report**
- **Detail Audit Report**
- **Monthly Recap by Division**
- **General Ledger Detail Report**
- **Open Deposit on Sales Orders**
- **Expiring Card Report**
- **Duplicate Card on File Report**
- **IIG Payment Report**

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Credit Card Detail Report

Select the **Credit Card Detail Report** program under the **IIG Card Processing Reports** menu.

You can select to print the report sorted by **Card Number** or **Customer Number**. You can **Print** the transactions information or **Preview** it.

Here is an example of printout:

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Detail Audit Report

Select the **Detail Audit Report** program under the **IIG Card Processing Reports** menu to print an audit report for all credit card transactions.

Select **Payment Type** from the **Sort Options** drop-down list.

Select records to be printed by **Transaction Dates**, **Terminals**, **Payment Type**, and **Order/Invoices**.

Records can be printed only from the selected modules – **Sales Order**, **S/O Invoice**, **A/R Invoice**, **Point of Sale**. To print from all the modules, check the **All** box.

You can set to print **Approved** as well as **Declined** transactions. Here is an example of printout:

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Monthly Recap by Division

This report allows printing transactions by customers, summarized by divisions.

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Selection by **Customer Number,** transaction **Processed Date** and **Terminal** ID are available.

Here is an example of printout:

General Ledger Detail Report

This is the same report as original **General Ledger Detail Report**.

Open Deposit on Sales Orders

This report shows the deposits that are currently present on Orders.

If the **Exclude Invoices Orders?** check box is selected; the Invoiced Orders are not displayed in the report:

Expiring Card Report

This report shows credit cards on file that will be expiring during the specified time period.

Here is an example of printout:

Duplicate Card on File Report

This report scans customer accounts, listing any duplicate credit card numbers and the associated customer number, name and expirations date.

Here is an example of printout:

IIG Payment Report

The **IIG Payment Report** has been added under the **IIG Card Processing -> Report** to allow printing payment information from the **Customer CP Transaction History** file.

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The **Current Period** date is defaulted to the **Current Credit Card System Fiscal Period and Year** field set in the **Credit Card Options**:

Payment Date range is determined by the following way:
Starting Day: the first day of **Current Credit Card System Fiscal Period and Year**
Ending Day: the last day of **Current Credit Card System Fiscal Period and Year**

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The information displayed in the **Customer CP Transaction History** screen will be printed on the report.

The following **Sort Options** are available for sorting the data being printed:
- Bank Code-Deposit Date
- Customer Number
- Payment Type

The report enables printing as the summary Payment information as well as payment detail information.

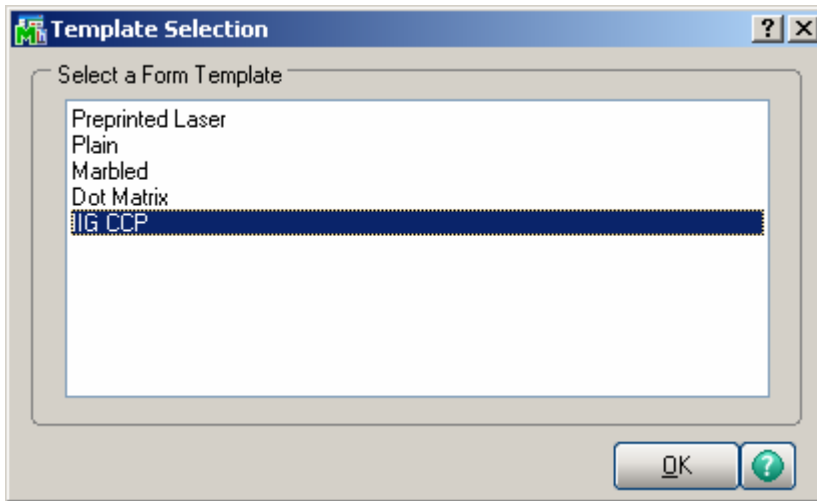Here is an example of summary printout:

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Here is the detail report; printed with the **Print Payment Detail** check box selected:

Sales Order/Invoice Printing

The IIG **CCP** form template has been added to the Sales Order and S/O Invoice Printing to be used for printing CC payments on the Sales Order or S/O Invoice reports if respective options are selected on the Printing tab of the **IIG Credit Card Options**.

Below are examples of Sales Order and Invoice reports printed based on the IIG CCP form.

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The same changes are done also in the AR Invoice and AR Invoice History Printings.

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Appendix

Gift Certificate Processing in IIG Credit Card and IIG POS

Processing Gift Certificates requires tracking the liability the store has generated by accepting payments in advance, which is really what a gift certificate is. There are several methods, with pros and cons for each.

One issue that we must stress is that Gift Certificates have a fairly long life. There are both Federal and State statues that cover how long these must honored, and what the merchant may do to limit the liability. We suggest that you consult an experienced business attorney for your store (or stores) area on what requirements you must meet for gift certificates.

Preprinted Gift Certificates:

These are generally in fixed denominations in logical steps (5, 10, 20, 25, 50, etc.) with a certificate number that is sequential. These are loaded into the system as a serial number item (ex: GIFTC05, serial number A000152). This allows you to see all non-issued certificates.

When sold at the register, the operator selects the correct certificate denomination and the serial number on the sheet. She would sell as many as the customer needed.

When the certificate was redeemed, it would be treated as a miscellaneous payment type of GIFTC. To redeem:
Set up a GIFTC payment type, and use the Gift Certificate number as the check/account number.
Use a different Bank or G/L code to reconcile at the end of the week or month.
Any balance remaining on the certificate would be paid out in cash.
Some issues to consider:
With today's printers and scanners, it is easy for criminals to forge US currency, let alone something simple like a gift certificate. You will need to keep tight control over the number of gift certificates you have in circulation.
The same holds true internally. Gift Certificates are just like checks, and just like checks, you must keep track of what was issued and what is remaining.
Gift certificates cost money to print, process, and redeem, in the form of labor and the certificates themselves. We suggest that you keep a close eye on these costs, because in most retail markets, there isn't a whole lot of room in the margin.

On Demand Gift Certificates:
These are generated using the Sales Order Invoice function, and using a custom form to print the certificate. We recommend printing on check stock, where the lower third is

the gift certificate, and the upper two sections (stubs) would print a duplicate receipt of the monies received. Unlike the pre-printed gift certificates, you must process these individually, because the invoice is the certificate.

Because these are generated "on demand" you won't be able to track them as serialized inventory. So you would use either a generic item number (GIFT CERT) or a miscellaneous item or charge.

Redeeming them is the same as with pre-printed gift certificates.

Some issues to consider:

We strongly suggest that you turn on the Retain Detailed Invoice/Shipping History, Retain Deleted Invoices, and Retain Comment Lines in History as a precaution. Periodically review the value of sold gift certificates versus redeemed gift certificates. This is your Open Gift Certificate Liability.

Special Gift Certificate Programming
IIG can assist you with programming to meet your specific industry and business needs, and we are also happy to assist you or your reseller in setting up Gift Certificate Processing.

Gift Card Processing:
Gift card processing is quite different from Gift Certificates. Gift Cards fall into two categories:

Rewritable, which requires special equipment to write the value of the amount and the amount remaining on the card.

Gift processor that treat the gift card like a credit card through the credit card software. Both of the above require special setup. Contact IIG for more information.