


Simplify your receivables with the online accounts receivable remittance features released in ecInteractive and is.D-Force 2® 6.8 and 7.4. Let specified user accounts access their outstanding A/R balances from the backend system. It includes not only Web orders, but all outstanding balances associated with the Customer's A/R account in the back-end system. Online A/R can be turned on for selected customers based on customer group. Customers can then select invoices to pay, print a remittance form to mail with payment, or use a credit card.

**Before You Begin: Set Up Back-End Customer Credit Card and A/R Batch Number**

Before your shoppers can use credit cards on their front end site:

- You must set up their  customer credit card information in the Customer database of your back office business system.
- **DDMS Only:** To allow paying A/R invoices online in DDMS, you must enter an A/R batch number in the Gateway A/R Payments Batch # field in the text-based (LA2) A/R Parameters screen, as shown below. We recommend you enter a number between 0001 and 7999. (Since DDMS uses batch numbers between 8000 and 9999 for automatic batches, your transactions could be included with other postings.) If this field is left blank, the shopper is notified by email that the payment is being processed. But without a batch number specified, DDMS will reject the posting.

```

17:51:43                (LA2) A/R Parameters                04/12/11
=====
          Action [I] (C=Change, I=Inquiry )   G/L Location [ 1]
=====
Floating Credit Y/N ?Y                Purge by Latest Date Y/N ?
User-Selected Date for AR-MASTER ?   (N=Net Date or S=Statement)
  Net Date Number of Days #         (30) Deposits & Credits Always Current Y/N ?
Prompt for Period When Releasing Batches by Loc Y/N ?
Build Customer P/O Index Y/N ?
Scanning Customer Number Y/N ?         Use Up-to-Date as Cutoff Date Y/N ?
Journalize Purged Invoices Y/N/X ?X (X=Archive Specials)

Allow Credit Card Payments In A/R Quick Pay Y/N ?Y
Require Authorization Number on Credit Card Payments Y/N ?
Prompt for Address Verification on Credit Card Payments Y/N ?Y
Pre-Authorize Credit Cards through the Gateway when Zero Amount is Due Y/N ?Y
Do Not Use Address Verification on Credit Cards through the Gateway Y/N ?
Gateway "Punchout" Accounts: Cat.1 [   ] to [   ] + [   ,   ,   ,   ,   ]
Gateway A/R Payments Batch #5555

```

### Activate the Online AR Customer Service

To set up the online A/R feature, first follow these steps in the Admin Control Panel:

1. Under **SiteInfo**, select **Remit A/R Settings**.
2. Choose the appropriate **Location** from the pull down menu.

---

**Note:** You can enter a separate address for each location you set up in **Location Management**.

---

3. Click the **Add** button.
4. Specify the address customers should use when mailing payments.
5. Click the **Update** button.

**Location**

Default ▾

<b>Company Name*</b>	<input type="text" value="My Company"/>
<b>Address Line 1*</b>	<input type="text" value="12 Main Street"/>
Address Line 2	<input type="text"/>
<b>City*</b>	<input type="text" value="Anytown"/>
<b>State*</b>	<input type="text" value="Texas"/> ▾
<b>Zip Code*</b>	<input type="text" value="77777"/>
<b>Comments</b>	<p>The ZIP code field allows alphanumeric characters to accommodate, for example, Canadian postal codes.</p> <p>0 of 250 character limit (This will print at the bottom of the remittance statement.)</p>
<b>Make Check Payable To*</b>	<input type="text" value="My Company"/>

## Allow Customers to Use Online A/R Remittance

Once Remittance is set up, follow these steps in the Admin Control Panel:

1. Under **CustomerSettings**, select **Feature**.
2. **Edit** an existing group (or **Add** a new group).

3. Toward the bottom of the General tab, click the **Allow Online AR Remittance** checkbox. This will activate the “Pay Invoices” link on the user’s page.

The screenshot shows the 'Create or Edit Feature Settings' page. At the top, there is a 'Select Setting' dropdown menu with 'Default' selected. Below this, there is a section titled 'Select the options for selected setting:' with an 'Update' button. The 'General' tab is active, and the 'Setting Name' field is visible with 'Default' as the value. The 'Allow Online AR Remittance' checkbox is checked.

The screenshot shows a single checkbox labeled 'Allow Online AR Remittance' which is checked, indicated by a green checkmark icon.

4. Click the **Save** or **Update** button.

### Customer Steps: View Outstanding Invoices, Select and Print Invoices, Pay Online

Once a customer group is set up for online A/R, they can print invoices or pay online:

1. Log in to your shopping site as a user.
2. Hover over **My Account** on the top navigation bar and choose the **Pay Invoices** option.
3. If your user account is associated with multiple accounts, you can **Choose an Account**. The selected account number and name will determine what invoices are displayed from the back-end system's Accounts Receivable history.

---

**Note:** If you are set up to be able to shop for other users or departments, your currently selected Department overrides the Account choice. To change this selection, click the My Account menu and select Choose Account. You can also logout and back in to return to your default account settings.

---

4. To limit to current invoices, or over 30, 60 and 90 Days, click the appropriate tabs.
5. To drill down to individual invoices, click the **+** button.
6. To select which invoices you would like to pay, mark each checkbox or **All**.
7. To print a statement that can be mailed with payment, click **Print Remit Form**.

---

**Note:** Pop-ups must be allowed for this site to print the remittance form.

---

8. To pay online, click **Pay by Credit Card**.
9. To edit your billing information, click **Edit**, make changes as needed, and click **Save**.
10. If default credit cards are set up for your master account in the back-end system, you can use the default (for example, Visa ending in 1234), select from the list if it exists, or enter a new credit card type, number, and expiration date.

The screenshot shows a web interface for paying invoices. At the top, there are tabs for 'Current', 'Over 30 Days', 'Over 60 Days', and 'Over 90 Days'. Below the tabs, the 'Outstanding Balance' is listed as \$376.82. A table displays a list of invoices with columns for 'All', 'Order #', 'Date', 'Days', 'Dept', 'Department Name', 'Long PO', 'Short PO', 'Debits', 'Credits', 'Balance', and 'Remarks'. Three invoices are listed, each with a checkbox for selection. Below the table is a summary row with columns for 'Current Amount', '31-60 Days Past Due', '61-90 Days Past Due', 'Over 90 Days Past Due', and 'Total Amount Due'. The values are \$0.00, \$0.00, \$0.00, \$376.82, and \$376.82 respectively. Below the summary is a 'Payment Method' section with a radio button for 'Enter credit card information'. The form includes fields for 'Card Type' (set to American Express), 'Number', and 'Expiration Date' (set to 1 / 2008). A 'Process Payment' button is at the bottom.

---

**Note:** This allows you to use the credit card for a one-time payment. It does not sign you up for automated payments.

---

11. Click **Process Payment**. While you are online, the system will submit your payment to the back-end system and query your credit card carrier's authorization status.
  - **Complete:** The system notifies you of the transaction number, and that your credit card is approved, your outstanding balance updated, and a confirmation email sent.
  - **Declined:** You are prompted to enter a different card or contact customer support.
  - **Error:** The system notifies the administrator. To avoid duplicate payments, do not re-attempt payment until you have confirmed with Customer Support that it is necessary.
  - **In Process:** If authorization is not complete within a few seconds, the system notifies you that you should expect a confirmation email.