See also:
"Setting Up and Using Credit Cards
and Approval Link 3.0"

Setting Up and Using Credit Cards and Approval Link 2.0

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ddms distribution software

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Contents

About Credit Card Processing

Processing credit cards through your DDMS system is easier and more flexible than ever. Recent enhancements give you:

- Level 3 line item detail
- Bill-complete flow and credit card authorization flow merge
- Control of approval numbers and dollars
- Greater prepay transaction flexability.

To process credit cards electronically at Level 1 or Level 2, you need:

- Automated authorization and capture software , such as POS-partner. POS-partner lets you receive authorizations, store transactions, settle transactions with your clearing house, report on your transaction dollars by type of card and communicate electronically using Internet TCP / IP.
- Approval Link™ 2.0 is the interface between your DDMS system and POS-partner.

To process payments with Level 3 item detail, you need Approval Link + and POS-partner. (Approval Link + is only available with Ensite Pro Version 7.6 software.)

Together, Approval Link 2.0 and POS-partner cut costs for processing credit card transactions. Approval Link 2.0 and POS-partner let you:

- Be compatible with all major credit card services
- Accept procurement, corporate, major and private label credit cards
- Accept multiple merchant IDs
- Approve Level 1 and Level 2 transactions
- Change prepay orders
- Make fast, reliable TCP / IP connections from your server to POS-partner
- Use approved DDMS point-of-sale equipment
- Authorize credit card orders placed through Dealer Station.

Hardware and Software Requirements

✓ IBM compatible PC
- Windows® 2000 operating system (This program is not UNIX-compatible.)
- 100 megabytes of hard disk space
- Network connection

✓ Internet access via TCP/IP

✓ DDMS Server
- DDMS version 7 or later
- TBL version 2.77 or later
- Network connection

✓ Network Connection
- Server must be connected to a Microsoft Windows 2000 network with minimum system requirements.

What You Need To Set Up

Use the following steps to set up Approval Link 2.0:

Do not install POS-partner on your DDMS server.

1. Request authorization.
2. Install and configure POS-partner on a machine other than your DDMS server. Enable your Internet TCP/IP connection. Send a test request from your POS-partner machine before connecting to DDMS.
3. Install the latest Version 7 software included with your update.
4. Configure the Utility Extension program for Approval Link 2.0. See the heading **Configuring the Utility Extension Program**.
5. If you are using multiple merchants by location, set up the (+VI) Approval Link ID Setup screen. See **Setting Up Multiple Merchants by Locations**.

Warning: If you are not using multiple merchants by location, do not set up the (+VI) screen.

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6. Enable workstations in the (+VJ) Multiple Text Based Ids screen. See **Enabling Workstations**.
7. Set parameters for Level 3 credit card processing. See **Setting Up and Using Level 3 Processing**.

Requesting Authorization

Contact DDMS support to request authorization for Approval Link 2.0.

The customer reference ID feature requires additional authorization. Contact ECI^2 sales for more information.

Installing POS-partner

Install POS-partner using the directions that came with your POS-partner software. For help, contact Vital Processing Services at www.pos-partner.com or call 1-800-847-2772.

Note: During installation, set up POS-partner as a database server.

When you install POS-partner, you must also create folders to store your Request and Response files. There are several ways to do this. One example is shown below. You can name your new folders as you wish, but note their location for future reference.

Reboot your POS-partner server at least once a week.

1. Using Explorer, click the D: drive in the left pane.
2. In the right pane, right-click the white area.
3. Select New, then Folder.
4. In the New Folder box, type **POS** and press Enter.
5. In the right pane, double-click the POS folder.
6. In the right pane, right-click the white area.
7. Select New, then Folder.
8. In the New Folder box, type **XML** and press Enter.
9. In the right pane, double-click the XML folder.
10. In the right pane, right-click the white area.
11. Select New, then Folder.
12. In the New Folder box, type **Request** and press Enter.
13. In the right pane, right-click the white area.
14. Select New, then Folder.
15. In the New Folder box, type **Response** and press Enter.
16. Close Explorer.

Configuring POS-partner

The values you set in the API Service Runs On box, the Request Port box and the Response Port box must exactly match those set in your UtilExt_AppLink Util.ini file. See ***Configuring the Utility Extension Program****.*

An application program interface (API) is the bridge between POS-partner and your DDMS system. Once POS-partner is installed, you must configure the API to work with your DDMS system.

1 On your POS-partner PC's desktop, double-click the POS-partner icon.

2 In the Logon box, enter a user name and password.

3 Open the POS-partner Control Panel and double-click API Settings.

4 The API Configuration Manager window opens, as shown in Figure 1. In The API Service Runs On box, click the down arrow. From the dropdown list, select your POS server address.

5 In the File Transfer Method pane, check the TCP / IP box. If the File Drop box is checked, clear it.

Note: Be sure the Use Encryption box in the Encryption Parameters pane is clear.

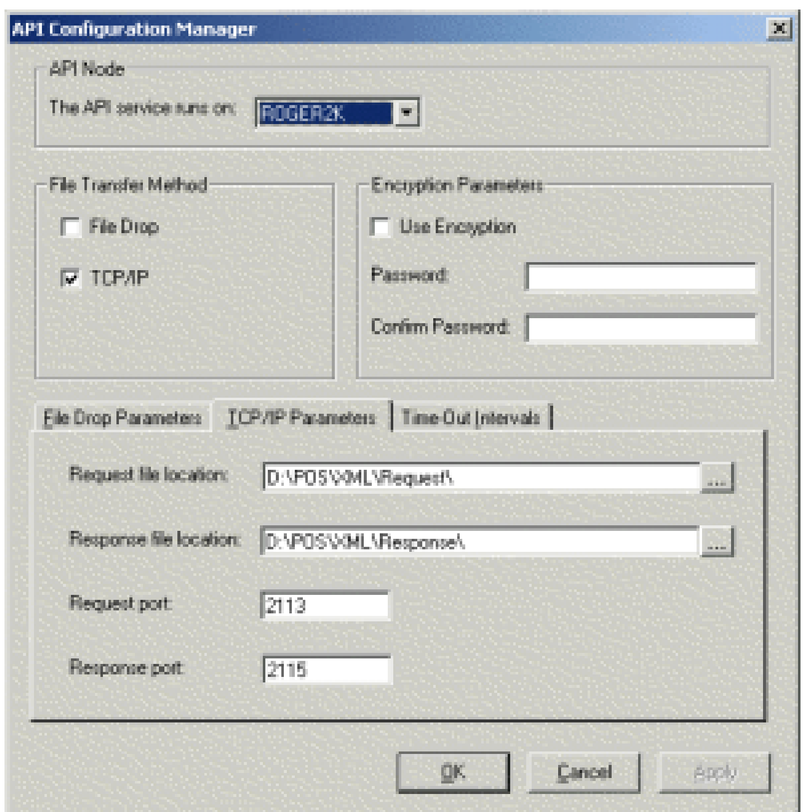


Figure 1: The API Configuration Manager window

6. Click the TCP / IP Parameters tab in the lower half of the screen.
7. When you installed POS-partner, you created a request file. In the Request File Location box, enter its location, for example, D:\POS\XML\Request\.
8. When you installed POS-partner, you created a response file. In the Response File Location box, enter its location, for example, D:\POS\XML\Response\.

Reboot your POS-partner server at least once a week.

9. In the Request Port box, you can accept the default, 2113, or enter another request port address.
10. In the Response Port box, you can accept the default, 2115, or enter another response port address.
11. Click Apply, then OK.
12. Click the Time Out Intervals tab and change the default time out interval to one minute. (The current default is two minutes.)

Note: Do not skip this step.

When you start your POS-partner PC, API runs automatically. If it does not, click Start, then click Programs. From the Program menu, select POS-partner 2000, then click API. In the API window, click OK. The API icon appears in the tray in the lower right corner of the screen when the program is running.

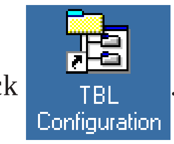
Before continuing, send a test request from your POS-partner machine. If the test is successful, you're ready to configure your DDMS system. If the test fails, contract Vital at www.pos-partner.com or call 1-800-847-2772.

Configuring the Utility Extension Program

The Utility Extension program is the interface between Approval Link 2.0 and POS-partner.

Note: The Utility Extension program requires Java™ 2 Technology Edition, which is included on the DDMS Ensite Pro™ CD.

1 Set your system to monitor the Utility Extension Program.

Step 1: On your desktop, double-click 

.

Step 2: In the left pane, click Advanced.

Step 3: From the Advanced list, right-click Server Settings and click Add New. See Figure 2.

Step 4: The Server Setting dialog box opens. In the Setting box, type **UtilExtConsole**, exactly as shown. (This box is case sensitive.)

Step 5: Check the Flag box to see the monitoring program running in a window. DDMS recommends checking the Flag box. If you leave the Flag box blank, the program runs in the background.

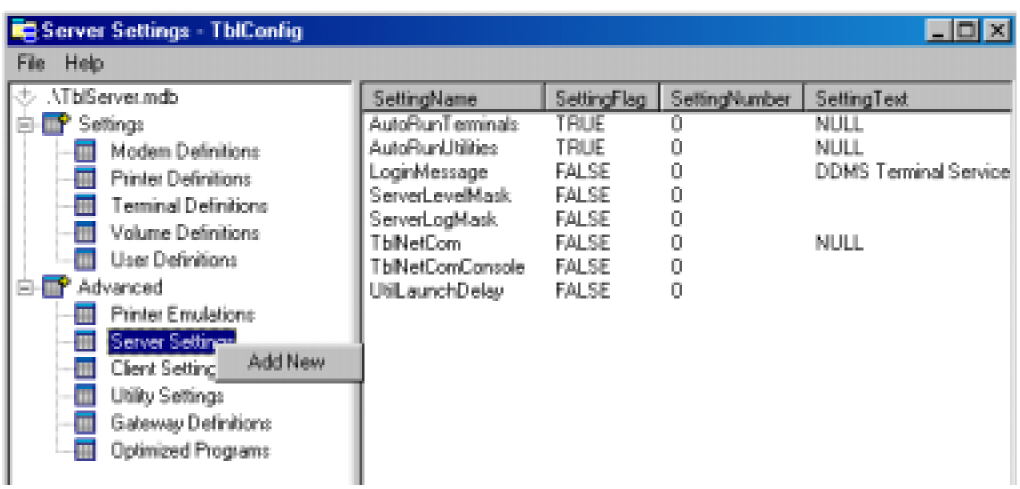
Step 6: Click OK.

Note: If UtilExt is not in the Setting Name column, repeat **Steps 3 - 6**. In the Setting box, type **UtilExt**, exactly as shown.

2 Restart TBL Server.

3 Configure the UtilExt_Applink.ini file.

Figure 2: From the Advanced list, right-click Server Settings and click Add New



Step 1: Using Windows Explorer, find and open the folder, ddms\utilext. (This is probably on your D: drive.)

Step 2: Double-click the file Example-UtilExt_Applink.ini. Highlight and copy the POS settings. See Figure 3.

Step 3: Double-click the file UtilExt_Applink.ini. (If this file doesn't exist, you can rename the Example-UtilExt_AppLink file to UtilExt_AppLink.ini.)

Step 4: Using Wordpad, edit the file, UtilExt_Applink.ini, as follows:

- Change the request and response port settings to those specified when you configured the API Configuration Manager. For example, enter 2113. See Figure 3.
- Change the server address setting to that of the server on which POS-partner is loaded.
- The POS V Number is assigned by Vital. You can contact them at www.pos-partner.com or by calling 1-800-847-2772. Your V Number should be eight numeric digits. If your number starts with V, substitute the number 7. For example, if Vital assigns you the V Number of V1234567, you would enter 71234567.
- Change the POS timeout setting to 65.

Check your Caps Lock key before editing the UtilExt_ Applink.ini file.

Note: To view the tracedebug file, use Explorer to open the file logs\ApprovalLink1\ApprovalLink1Trace.log. This file is located in your UtilExt directory and is used for troubleshooting.

Step 5: Save your changes.

Figure 3: Copy these lines of the Example-UtilExt_ Applink.ini file to the UtilExt_ Applink.ini file

```
AppLinkUtil_class=ApprovalLinkUtility
AppLinkUtil_appname=ApprovalLinkUtility
AppLinkUtil_key=$G
AppLinkUtil_consoledebug=true
AppLinkUtil_POSServerAddress=YourAddressHere
AppLinkUtil_POSRequestPort=YourRequestPort
AppLinkUtil_POSResponsePort=YourResponsePort
AppLinkUtil_POSVNumber=71006025
AppLinkUtil_POSTimeout=65
```

Setting Up Multiple Merchants by Locations

If you have multiple locations, each must be properly identified. In addition, for each location, you must enter its V Number in the Merchant ID field. Multiple locations are set in the (+VI) screen.

Note: If you are using one merchant in POS-partner, leave this screen blank.

1 In the (+VI) screen, type **A** in the Action field.

Note: If the (+VA) screen opens with the cursor in the 1) field, type **2**. Press Enter.

If you are not using multiple merchants by location, do not set up the (+VI) screen.

2 The Location field lets you assign a numeric identifier to the location you are setting up. You must set up each general ledger location with a merchant ID. In the Location field, enter a location number and press Tab. See Figure 4.

3 In the Store Name field, enter the store name that matches the location number. The Store Name field defaults to the name in the (LØ) screen.

4 In the Merchant ID field, enter the V Number assigned to you by POS-partner and press Tab. (To find yours, in the POS-partner Control Panel, click Terminal Settings.)

5 To return to the (+V) screen, press Esc twice.

Figure 4: The (+VI) screen

```
11:59:30        (VI) Approval Link Id Setup  Rev.  (06/13/03)          09/11/03
================================================================================
Action ? [ ]   (A=Add, C=Change, D=Delete, N=Next Page, F=First Page)
================================================================================
Location :__   Store Name :____________________________
Merchant Id :__________________  Allow Check Approval Y/N ?_
     (Note: If Location Doesn't Exist, Merchant Id Will Default to Location 1)
Loc Merchant Id         Store Name         Loc Merchant Id         Store
 1  567891              Office Supplies
 2  467891              School Supplies
================================================================================
```

Enabling Workstations

In the (+VJ) screen, you must assign each of your workstations or users a terminal ID and a text-based ID. The text-based ID denotes the group to which each workstation is assigned in the Approval Link Configuration program. For example, you might have three workstations (T1, T2, T3), assined to G, which is the POS-partner server.

Use the following to set up text-based IDs:

1. In the (+VJ) screen, type **A**.

Note: If the (+VA) screen opens with the cursor in the 1) field, type **2**. Press Enter.

2. In the Terminal ID field, shown in Figure 5, assign a code to the terminal to set up. For example, enter T3.
3. In the Text Based ID field, type **G**. This links the terminal named in Step 3 to your POS-partner server.
4. At the Are You Sure prompt, type **Y**.
5. To add more terminals, repeat Steps 1 through 4. When you finish, press Esc twice to return to the (+V) screen.

Note: Terminals not set up in the (+VJ) screen cannot communicate with POS-partner.

To use credit cards with your graphical DDMS software, you must set up a terminal ID for your graphical client, as detailed in the above steps.

Figure 5: The (+VJ) screen

```
11:43:31       (VJ) Setup Multiple Text Based Ids. (06/13/03)          09/11/03
================================================================================
Action ? [ ]   (A=Add, C=Change, D=Delete, N=Next Page, F=First Page)
================================================================================
Terminal ID   :__
Text Based ID :_  (G-Z)(ID used to Communicate with Approval Link)

Terminal Id  Text Based Id              Terminal Id    Text Based Id
  T1           G
  T3           G

================================================================================
```

To find the graphical client's terminal ID:

1. In the Ensite Pro master menu, click View.
2. From the View menu, click Options.
3. In the Options dialog box, click the Terminal tab. The terminal ID is specified in the Terminal ID box. See Figure 6. (The ID's first digit must be a letter T.)
4. Click OK.
5. Return to the (+VJ) screen and set up the terminal ID.

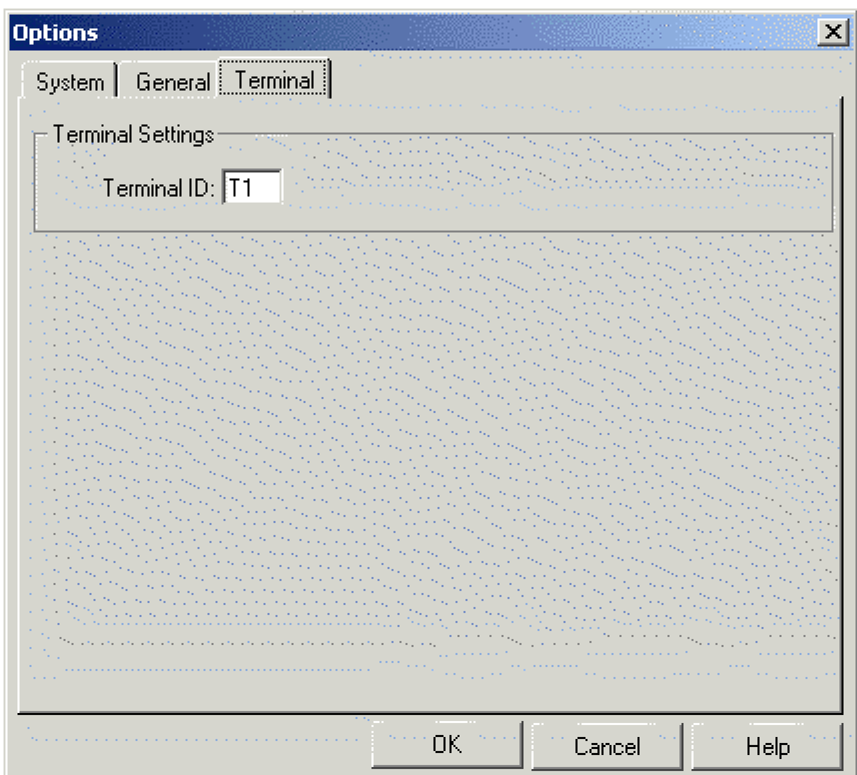


Figure 6: Finding the Graphical Client's Terminal ID

Setting Up and Using Level 3 Processing

Level 3 credit card processing is required by GSA (Federal Government), some state governments, and various corporations. It lets them audit their purchases. Because not all users require Level 3 credit card transactions, you can turn it on or off by customer.

Note: Level 3 transactions currently work only with non-taxable orders and Visa credit cards.

You won't see any difference between a Level 1 or 2 transaction, and a Level 3 transaction. The difference is on the POS-partner end. Check with your POS-partner retailer to make sure you're set up for Level 3 processing.

To use Level 3 processing, you must set up:

- (+V) screen
- Customer categories
- Backorder parameters
- Your customers' credit cards.

Setting Up the (+VK) Screen

1. In the (+V) screen, type **K** in the Requested Action field. The Setup Level 3 screen opens. See Figure 7.
2. In the Action field, type **C** to change or create a new record.
3. In the Location field, enter the location to use to set up Level 3.

Figure 7: Setting Up the (+VK) Screen

```
12:52:27                (VK) Setup Level 3 (MM/DD/YY06/04/04
================================================================================
Action ? [C]   (C=Change, I=Inquire)                     Location [ 1]
================================================================================
Send Level 3 Item Detail Y/N ?Y
Commodity Code :OFFICE SUPPL

For Customer Accounts with These Categories :
Which Category to Check 1-4 :
Category From [    ] to [    ] + [    ,     ,     ,     ,     ]
================================================================================
```

4 In the Send Level 3 Item Detail field, type **Y** to enable Level 3 transactions.

5 In the Commodity Code field, enter the appropriate code. The Commodity Code is a general description of a product group, for example, Office Supplies. It is user-defined and you can set it by customer.

6 In the Which Category to Check field, enter 1, 2, 3, or 4 to indicate which category field to check.

7 Use the Category From / To / + fields to enter a range of categories. You use these categories to limit Level 3 transactions to customers with categories that match the category field you defined in Step 6.

8 When you finish, press Enter.

Setting Up Customer Categories

You can select which categories to use for each customer in either Ensite Pro's Customer window or in the (AQ) Customer Service Quality screen.

Setting Categories in Ensite Pro

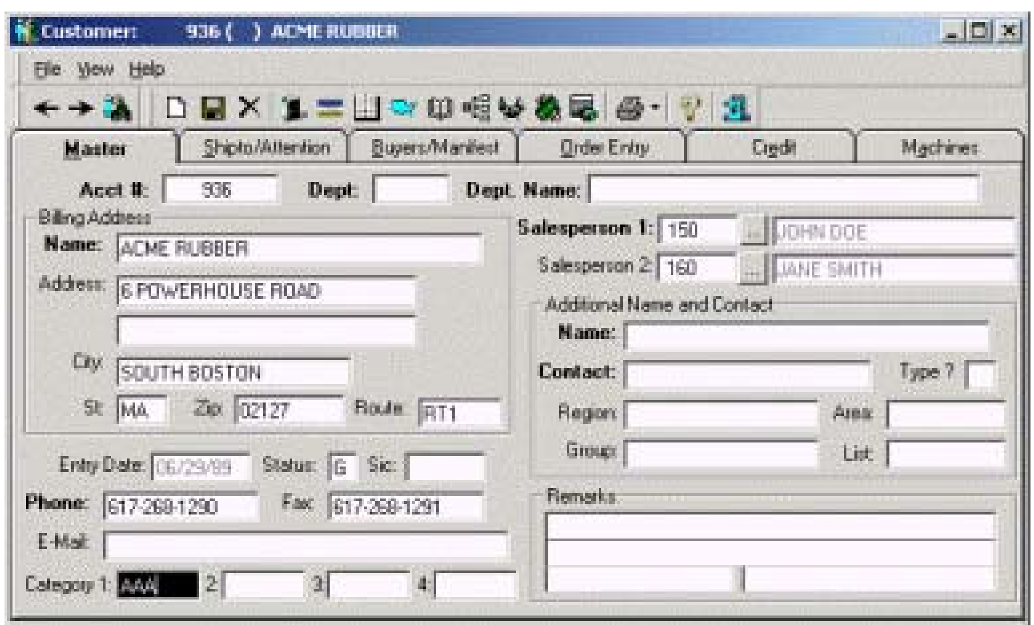
1 In the Customer window, retrieve the customer. (For details, see your online help.)

2 Click the Category box you specified in the (+VK) screen. See Figure 8.

3 Enter one of the categories set up in the (+VK) screen.

4 When you finish, click .

Figure 8: Setting Categories in the Customer Window



Setting Categories in the (AQ) Screen

1. In the (A) Customer Master screen, type **Q** in the Action field.
2. In the (AQ) screen, type **C** in the Action field.
3. Retrieve the customer.
4. Tab to the Additional Info record. In the Category field you specified in the (+VK) screen, enter the category information that you also set up in the (+VK) screen.
5. Press Enter to return to the Action field.

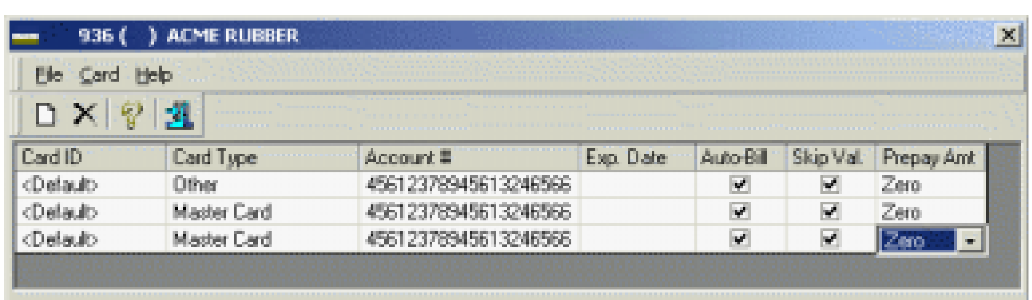
Setting Up Your Customers' Credit Cards

Because your authorization amount and order totals must match to the penny on Level 3 transactions, you cannot require a prepay amount for back-ordered items purchased with a credit card. You must set your customers' credit card prepay amounts to zero.

Setting Credit Card Prepays to Zero in Ensite Pro

1. In the Customer window, retrieve the customer. (For details, see your online help.)
2. Click or press Ctrl + C to open the Credit Card Information dialog box.
3. Click the Prepay Amt box of the credit card to change.
4. From the list box, click Zero. See Figure 9.
5. When you finish, close the Credit Card Information dialog box, then click to save your changes.

Figure 9: Setting the Prepay Amount to Zero in the Credit Card Information Dialog Box



Setting Credit Card Prepays to Zero in the (AX) Screen

1 In the (A) Customer Master screen, type **X** in the Action field.

2 In the (AX) screen, type **C** in the Action field.

3 Retrieve the customer.

4 At the Change prompt, type **C**.

5 At the Enter Line # prompt, enter the line number of the credit card to change.

6 Tab to the Prepay Amt to Zero, All, Parm field and type **Z**.

7 To save your changes, press Esc until the cursor returns to the Action field.

Figure 10: Setting the Prepay Amt To Zero Field to Z

```
17:03:30            (AX) CUSTOMER ATTENTIONS REV. (01/13/04)           06/01/04
================================================================================
         ACTION [C] (A=Add, C=Change, D=Delete, I=Inquiry, B=Back to A)
================================================================================
Acct  #    ACME   Dept :
Name  :ACME RUBBER
Addr. :                            KELLER                TX
========= A-T-T-E-N-T-I-O-N =========-====== S-H-I-P-P-I-N-G  A-D-D-R-E-S-S ====
Name :............................. | S.ID  :..........
  ID :..........                    | Name  :.............................
S.ID :..........  CC.ID :.......... | Suite :.........................
====== * Credit Card Listing * =====| Addr. :.........................
0            Visa              05/06 | City  :....................
                                    | State :..  Zip #..... [....]  Route :....
                                    | Contact [....................]
                                    | Nat. DS Y/N ?.  Taxable Y/N :. Dist :....
                                    |============== CREDIT CARD ===============
                                    |       CC.ID  :
                                    |    Account # [123456789           ]
                                    | Exp.:05/15/06   Use During Auto-Bill ?Y
                                    |  Card Type ?1   Skip Card Validation ?Y
                                    |  Prepay Amt to Zero, All, Parm Z/A/P ?Z
================================================================================
Enter Line #, <A> to Add, <L> to Lookup ID, or <SPACE> to Continue ?0
```

Using Credit Cards

You need to set up general ledger numbers for your credit card accounts. You do this in the (L21) Additional G/L Master Numbers screen.

Using your DDMS system, you can accurately track your credit card resources at any time. You decide how to handle credit cards for each of your customers. With established customers, you can wait to charge the card after all items are delivered, rather than charging them for merchandise they haven't received. You can also charge the customer for either a percentage of the order or you can charge the entire order amount at the time the order is placed.

You can also specify whether to authorize the card when the order is entered. If you know the customer will pay you, skipping the authorization step can save time. You can also post payments by credit card in the Accounts Receivable Posting window (or the (BQ) A/R Quick Pay screen).

These options are set in the Customer Master tab (or the (A) Customer Master screen) and the (LA2) A/R Parameters screen.

What You Need To Set Up

To set up your system to use credit cards:

1 Set parameters in the (LA2) screen.

Step 1: In the (LA2) screen, select the [C] Change action code.

Step 2: The cursor moves to the G/L Location field. Enter the location for which to set parameters or press Tab to accept the default.

Figure 7: The (LA2) screen

```
14:19:53                     (LA2) A/R Parameters                     03/31/05
===============================================================================
              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  (N=Net Date or S=Statement)
 Net Date Number of Days # 30  (30)  Deposits & Credits Always Current Y/N ?

Prompt for Period When Releasing Batches by Loc Y/N ?Y

Build Customer P/O Index Y/N ?Y
Scanning Customer Number Y/N ?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 ?Y
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 ?Y
Gateway "Punchout" Accounts: Cat.1 [    ] to [    ] + [    ,    ,    ,    ,    ]
================================================================================
```

Step 3: Tab to the Allow Credit Card Payments In A/R Quick Pay field. To accept credit card payments in the Accounts Receivable Posting window (or the (BQ) screen), type **Y**.

Step 4: Tab to the Require Authorization On Credit Card Payments field. See Figure 7. Use this field to require an authorization number on credit card transactions. If you use POS-partner, the authorization number is automatically assigned. If you do not, you can manually enter an authorization number.

Type **Y** to require an authorization number. If you do not use POS-partner, you must enter the number manually.

Type **N** if you do not require authorization numbers for credit card transactions.

Step 5: In the Prompt for Address Verification on Credit Card Payments field, type **Y** to use AVS (Address Verification System).

Type **N** if you do not use AVS.

If you are not a Dealer Station user, got to **Step 2**.

Step 6: Use the Pre-Authorize Credit Cards Through the Gateway When Zero Amount is Due field to pre-authorize credit cards.

Figure 8: The (L1) Terminal/Ticket/Printer Parameters screen

```
09:23:08            (L1)  TERMINAL/TICKET/PRINTER PARAMETERS          03/12/03
================================================================================
  ACTION [C] (C=CHANGE, I=INQUIRY, H=HELP, W=WINDOWS, L=LASER, P=O/E PRINTERS)
================================================================================
              Starting Terminal to have Order Entry as Master [TZ]
        KEY:  AHD=Ahead, ST.=Status, ONL=Print online, P=Printer number
   LOG.       KEY  O/E   T-I-C-K-E-T-S      SLIP      LABELS     INVOICES
   TER. LOC. AHD TYPE  ST. ONL  FORM P    FORM P    FORM P    ONL  FORM P  OPTION
 1 [T0] [ 1] [ ]  [ ]  [6] [Y] [4T   0]  [      ]  [      ]  [Y] [8I   0]  [@  ]
 2 [T1] [ 2] [ ]  [ ]  [6] [Y] [4T   0]  [      ]  [      ]  [Y] [8I   0]  [B  ]
 3 [__] [__] [_]  [_]  [_] [_] [____ _]  [____ _]  [____ _]  [_] [____ _]  [___]
 4 [__] [__] [_]  [_]  [_] [_] [____ _]  [____ _]  [____ _]  [_] [____ _]  [___]
 5 [__] [__] [_]  [_]  [_] [_] [____ _]  [____ _]  [____ _]  [_] [____ _]  [___]
 6 [__] [__] [_]  [_]  [_] [_] [____ _]  [____ _]  [____ _]  [_] [____ _]  [___]
 7 [__] [__] [_]  [_]  [_] [_] [____ _]  [____ _]  [____ _]  [_] [____ _]  [___]
 8 [__] [__] [_]  [_]  [_] [_] [____ _]  [____ _]  [____ _]  [_] [____ _]  [___]
 9 [__] [__] [_]  [_]  [_] [_] [____ _]  [____ _]  [____ _]  [_] [____ _]  [___]
10 [__] [__] [_]  [_]  [_] [_] [____ _]  [____ _]  [____ _]  [_] [____ _]  [___]
11 [__] [__] [_]  [_]  [_] [_] [____ _]  [____ _]  [____ _]  [_] [____ _]  [___]
12 [__] [__] [_]  [_]  [_] [_] [____ _]  [____ _]  [____ _]  [_] [____ _]  [___]
13 [__] [__] [_]  [_]  [_] [_] [____ _]  [____ _]  [____ _]  [_] [____ _]  [___]
14 [__] [__] [_]  [_]  [_] [_] [____ _]  [____ _]  [____ _]  [_] [____ _]  [___]
15 [__] [__] [_]  [_]  [_] [_] [____ _]  [____ _]  [____ _]  [_] [____ _]  [___]
```

Type **Y** to validate the credit card with your service. You must have the Default Prepay Due As % Of Backorders field in the (LG5) Additional Order Entry Parameters screen set to Ø.

Type **N** to skip this step.

Step 7: Leave the Do Not Use Address Verification on Credit Cards Through The Gateway field blank if you use AVS. Type **Y** if you do not.

Step 8: After you enter your response, the cursor returns to the action code field.

2 If you use a credit card scanner, set a parameter in the (L1) screen to prompt you when to scan the card.

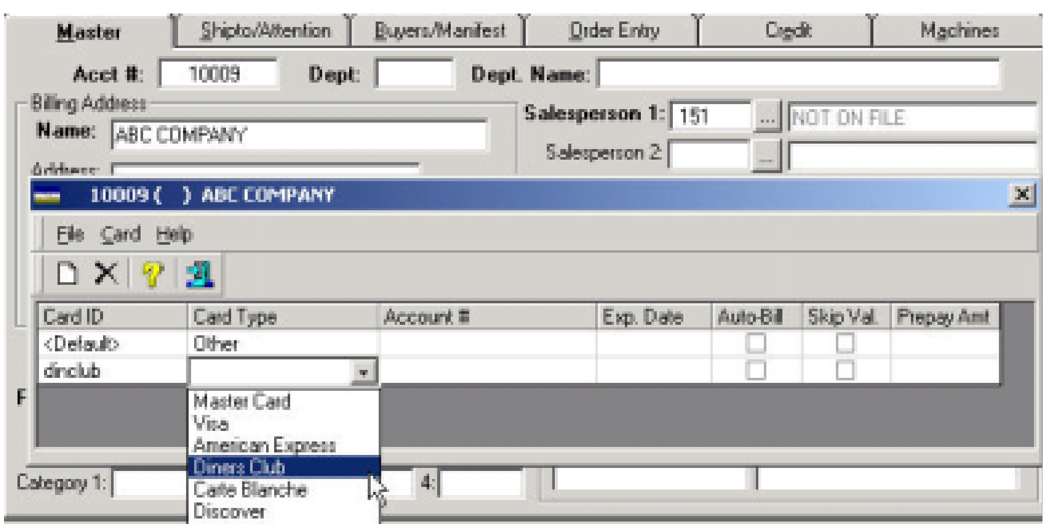
Step 1: In the (L1) screen, select the [C] Change action code.

Step 2: Tab to the Option field on your terminal's line. Type **@** or **K**. (This is determined by your card reader model number.) See Figure 8.

Step 3: Press Enter through the rest of the lines in the screen to save your change.

3 Add a credit card to a customer's account. You can do this manually, however, it is strictly optional. If a customer has a credit card record, the information displays during credit card transactions. After you complete an order with credit card as the payment type, a window opens with the following information: credit card number, expiration date, and type of card (Amex, Discover, or so forth).

Figure 9: The Credit Card Dialog box



To add a credit card to a customer's account in Ensite Pro:

Step 1: In the Customer window, select the customer to use.

Step 2: Click .

Step 3: In the Credit Card Password box, enter the password from the Credit Card field in the (LA) screen. If no password is set, click OK to continue.

Step 4: The Credit Card dialog box opens. The customer name and account number display in the title bar.

For customers with more than one department, you must set up credit cards for each department separately. The information does not default to each department.

Step 5: Click . A blank line appears. Click the boxes to enter information, as shown in Figure 9.

Step 6: When you finish adding credit cards for this customer, click .

Step 7: Click in the Customer window to save your changes.

To create a text-based credit card record:

Step 1: In the (A) screen, select the [O] Other action code.

Step 2: At the Enter Selection prompt, type **F** to select the Credit Cards action code.

Step 3: The Enter Password prompt appears. If a password is set in the Credit Card field in the (LA) Customer and A/R Parameters screen, enter the password. If no password is set, press Tab.

Step 4: When the cursor moves to the Name field, retrieve the customer record for which you are creating a credit card record.

Step 5: After you retrieve the correct customer, the Credit Card Record appears, replacing the Remarks Record. The cursor moves to the Account # field. Enter the customer's credit card number and press Tab. You can enter up to 20 alphanumeric characters.

Step 6: In the Exp field, enter the expiration date of the customer's credit card. For example, if the credit card expires on November 30, 2003, enter 11/30/03.

Step 7: In the Use During Auto-Bill field, specify whether to use this credit card information when processing auto bill invoices for this customer. For a customer's auto bill invoices to be paid by credit card, you must set this field to **Y**. Then set up any exceptions (auto bill invoices that are not paid by credit card) in the (AG) Customer Auto Billing screen.

Type **Y** for the customer's auto bill invoices to default to prepay (credit card).

Type **N** for the customer's auto bill invoices to default to the paycode set for them in the (A) screen.

Step 8: In the Card Type field, specify the type of credit card the customer is using. Enter one of the following responses:

Ø	Master Card	**4**	Carte Blanc
1	Visa	**5**	Discover
2	American Express	**6**	Other.
3	Diners Club		

Step 9: Use the Skip Card Validation field to determine how to handle the authorization on a credit card transaction for the customer. You can skip the credit card authorization for the customer until all the merchandise on the order is shipped.

Type **Y** if you do not authorize the credit card if either of the following is true: there are no shipped quantities on the order or the Prepay Amt to Zero, All, Parm field (see below) is set to zero.

Type **N** to authorize the credit card when the prepay order is placed.

Step 10: Use the Prepay Amt to Zero, All, Parm field to require a down payment from a customer on a credit card order.

Type **Z** to set the prepay amount to zero. No down payment is required.

Type **A** to require the customer to prepay all merchandise on the order.

Type **P** to require the customer to pay a percentage. The amount is set in the Default Prepay Due As % Of Backorders field in the (LG5) screen.

Note: If you press Esc before you complete all the fields in this record, the information is not saved.

Step 11: When you finish entering information in this record, the cursor returns to the Name field in the Master record so that you can create credit card records for additional customers. When you finish, with the cursor in the Name field, press Esc. The cursor returns to the action code field.

Using the Customer Reference ID Feature

You can add the customer's P/O number to their statement. You can use either the long or the short P/O.

What You Need To Set Up

To set up the customer reference ID feature:

1. Request authorization. This feature requires additional authorization beyond that you received for using Approval Link 2.0. Contact ECI[2] Sales for more information.
2. Set parameters in the (LG7) Tender Code Master screen.

Step 1: In the (LG7) screen's Action field, type **C**.

Step 2: In the Tender Code field, type **3**. The (LG7) Tender Code 3 screen opens.

Step 3: Tab to the Prompt for Cust ID field. Type **Y** or **R**.

Step 4: Press Enter.

Figure 10: The (LG7) Tender Code Master screen

```
13:43:53                   (LG7)  Tender Code Master                    08/30/05
================================================================================
                                Tender Code [3]
================================================================================
Description :VISA/MC/AMEX/DINERS/DISCOVER    Group :CC  Type :3 (1=Cash,2=Check)
             Display Priority :                             (3=Card,4=Other)
Default Tender to Balance Y/N ?Y  Require Tender Input Y/N ?N  Default $

Prompt for Disc % Y/R/N ?N              Prompt for Account # Y/R/N ?Y
Prompt for Number Y/R/N ?N              Prompt for Name Y/R/N ?N
Prompt for Phone Y/R/N ?Y               Prompt for Drivers License Y/R/N ?N
Prompt for Exp. Date Y/R/N ?Y           Prompt for Birth Date Y/R/N ?N
Prompt for Description Y/R/N ?Y    Prompt for Authorization Y/R/N ?Y Mask Y/N ?N
Prompt for Bill To Addr. Y/N/R ?        Prompt for Cust ID Y/N/R ?Y
Max Change $       .01       Max Discount $                 Max Discount       %

Valid Terminals : [   ] to [   ] + [  ,  ,  ,  ,  ]
Valid Paycodes  : [1,4,R, ]  (1,4,6,ROA)
                                    Tender Password :
Check Bad Numbers Y/N ?Y            Print Receipt Y/N/P ?Y  Printer ?P1
Open Drawer Y/N/P ?N                   Format for Second Copy ?4I  Prompt Y/N ?Y
Auto Check Writer Y/N/P ?N          Acknowledge Check has Printed Y/N ?
Validate Check Y/N/P ?N             Acknowledge Check has Printed Y/N ?
```

3 Set up the Customer database.

Step 1: In the Customer window, retrieve the customer to set up.

Step 2: Click the Order Entry tab.

Step 3: Click the down arrow in the Default Credit Card Cust. Ref. Id box. See Figure 11. You can select:

- Order number
- Short P/O number
- Long P/O number.

Step 4: When you finish, click .

Note: If the Default Credit Card Cust. Ref. Id box does not appear on the Customer Order Entry tab, either you are not properly authorized or the (LG7) parameter is not set. Repeat 1 and/or 2 to correct the problem.

Figure 11: The Default Credit Card Cust Ref Id box