



Setting Up and Using Credit Card Processing in Canada



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Setting Up and Using Credit Card Processing in Canada

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About Credit Card Processing in Canada

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

- Bill-complete flow and credit card authorization flow merge
- Control of approval numbers and dollars
- Greater prepay transaction flexibility.

To process credit cards electronically, you need:

- Paradata Systems, Inc., automated authorization and capture software. Paradata's suite of easy-to-use Internet payment products minimizes integration time and maximizes profitability, so you can accept Internet payments without delay.
- Approval Link™ 2.0 is the interface between your DDMS system and Paradata.

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

- Be compatible with all major credit card services
- Accept procurement, corporate, major and private label credit cards
- Approve Level 1 and Level 2 transactions
- Change prepay orders
- Make fast, reliable TCP/IP connections from your server to Paradata
- 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
 - 100 megabytes of hard disk space
 - Network connection
- ✓ High speed Internet connection
- ✓ DDMS server
 - DDMS version 7 or later
 - TblServer version 6.11 or later
 - Network connection
 - Java™ 2 version 1.4.2 (included on your DDMS Ensight Pro™ CD)
 - Utility extension 3.0 (included on your DDMS Ensight Pro CD).
- ✓ Network connection
 - DDMS Windows 2000 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:

- 1 Contact Paradata.
- 2 Enable your Internet TCP/IP connection.
- 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 Enable workstations in the (+VJ) Multiple Text Based Ids screen. See **Enabling Workstations**.

Contacting Paradata

There is no Paradata software to install. However, you must contact Paradata to set up an account with them. Call 1-800-604-3282 or go to www.paradata.com. You and Paradata will agree on a password. Then Paradata emails you with a user name and setup information.



Configuring the Utility Extension Program

The Utility Extension program is the interface between Approval Link 2.0 and Paradata.

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 1.

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

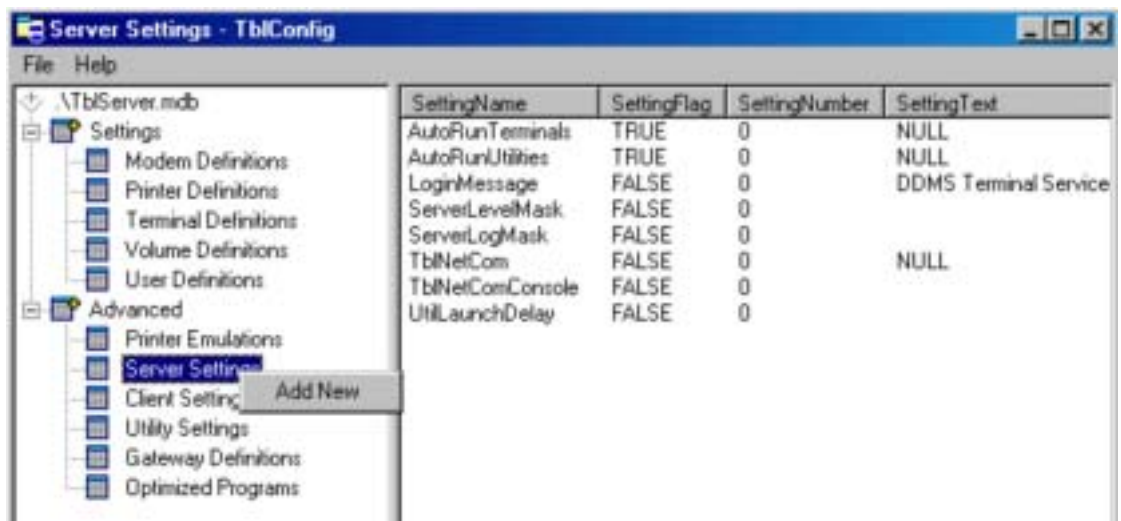
Step 5: Check the Flag box to see the monitoring program running in a window. DDMS recommends checking the Flag box. If you leave the Flag box blank, the program runs in the background.

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.

Figure 1: From the Advanced list, right-click Server Settings and click Add New



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

3 Configure the UtilExt_Applink.ini file.

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

Step 2: Double-click the file UtilExt_Applink.ini.

Step 3: Using Wordpad to edit the file, UtilExt_Applink.ini, change the Paradata setting to Demo. See Figure 2. This lets you test your setup without actually transmitting live information. When you are ready to go live, enter your Paradata 64-character token as the Paradata setting.

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 4: Save your changes.

Figure 2:
**Change the
Paradata Setting**

```
AppLinkUtil_class=ApprovalLinkUtility
AppLinkUtil_appname=ApprovalLinkUtility
AppLinkUtil_key=$G
AppLinkUtil_port=54321
AppLinkUtil_address=127.0.0.1
AppLinkUtil_serverport=5432
AppLinkUtil_serveraddress=127.0.0.1
AppLinkUtil_securetransact=false
AppLinkUtil_consoledebug=true
AppLinkUtil_POSServerAddress=127.0.0.1
AppLinkUtil_POSRequestPort=2113
AppLinkUtil_POSResponsePort=2115
#AppLinkUtil_POSRequestPath=\\ServerName\RequestPath
#AppLinkUtil_POSResponsePath=\\ServerName\ResponsePath
AppLinkUtil_POSVNumber=71009999
AppLinkUtil_POSTimeout=115
AppLinkUtil_Paradata=Demo
```



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), assigned to G, which is the Paradata 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 3, 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 2 to your Paradata 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 Paradata.

Figure 3: 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
    
```



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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.

To find the graphical client's terminal ID:

- 1 In the Ensate 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 4. (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.

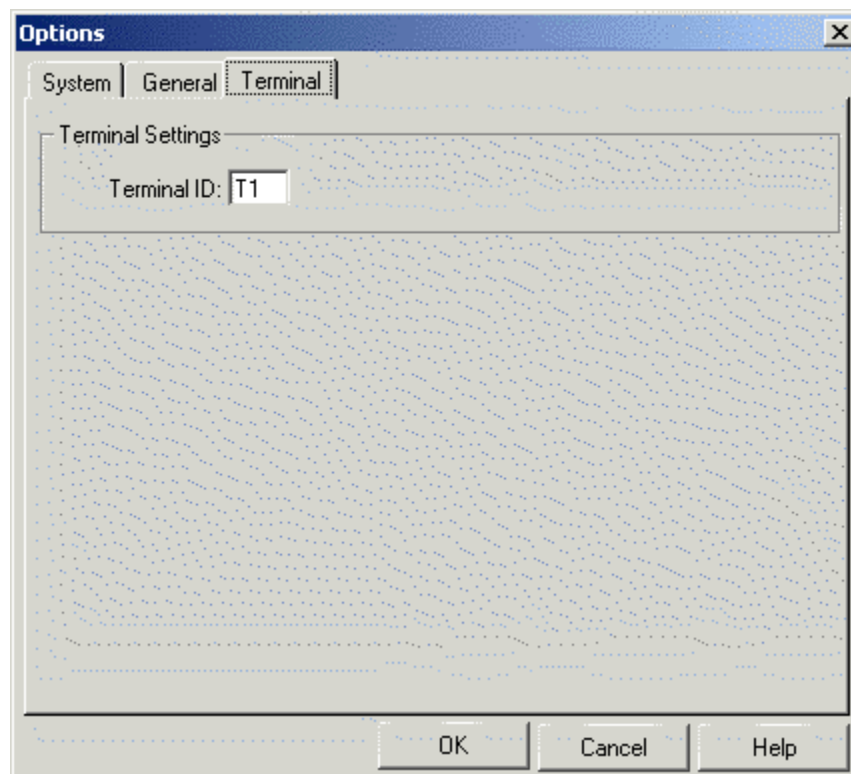


Figure 4:
Finding the
Graphical
Client's
Terminal ID



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 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.

Step 3: Tab to the Allow Credit Card Payments In A/R Quick Pay field. To accept credit card payments in the Accounts Receiv-

Figure 5: 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 [ ] + [ , , , , , ]
=====
    
```

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able Posting window (or the (BQ) screen), type **Y**.

Step 4: Tab to the Require Authorization On Credit Card Payments field. See Figure 5. Use this field to require an authorization number on credit card transactions. If you use Paradata, 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 Paradata, 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.

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.

Figure 6: 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 [ ] [ ] [ ] [ ] [ ] [ ] [   ] [   ] [   ] [ ] [   ] [   ]

```

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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 6.

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).

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

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

Figure 7: The Credit Card Dialog box

Card ID	Card Type	Account #	Exp. Date	Auto-Bill	Skip Val.	Prepay Amt
<Default>	Other			<input type="checkbox"/>	<input type="checkbox"/>	
dinclub				<input type="checkbox"/>	<input type="checkbox"/>	
F	Master Card					
	Visa					
	American Express					
	Diners Club					
	Carte Blanche					
	Discover					


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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 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.

Step 5: Click . A blank line appears. Click the boxes to enter information, as shown in Figure 7.

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.

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Type **Y** for the customer's auto bill invoices to default to pre-pay (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.

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