Creating Prepay Orders

ECi DDMS®

March 2008 Item # H-PPAY

Contents

About Prepay Orders

When you place a credit card order in Order Entry, select PrePay in the Paycode box. Using this pay code lets you access the Available Tender Types box so you can select the credit card option. Once you choose the credit card option, you can enter the credit card information. This saves all the credit card information for the order. Afterwards, you can use the Pay on Prepay action code to manually invoice each pick ticket. Or you can use the batch capturing and invoicing feature to bill the customer's credit card and invoice the order. Batch capturing and invoicing improves prepay flow for all DDMS users.

Credit Card Prepay Order Flow for All DDMS Users

You can change a prepay order if no payment has been made.

When you place a credit card prepay order, you can change the Due $ box to reflect a zero amount due for orders with in-stock items. This lets your customers wait to receive the order until all backordered items have arrived. This way, customers receive only one invoice for the entire order. In addition, the prepay order is not ended as an invoice. Instead, you can end the ticket using the status set up in the T-I-C-K-E-T-S St field in the (L1) Terminal and Ticket Parameters screen, preferably a status 6.

Batch Capturing and Invoicing Prepay Orders

When you print invoices, you can print a copy of the Credit Card Transmission Report. This report provides detailed information about the status of the pick tickets in the P-CC file and can give you a daily, dated backlog of problem pick tickets. The report lists which pick tickets were not moved to an invoice after the batch capture and details why the pick ticket was not invoiced.

This report prints in pick ticket number order and includes the pick ticket number; order date; customer name; program name (name of the program that was used to move the ticket to an invoice); hold date (date you attempted to move the pick ticket to an invoice); hold time (time you attempted to move the pick ticket to an invoice); amount of the pick ticket; credit card type; pick ticket status (indicating whether the pick ticket was invoiced); and status message.

1. In the (TR) screen, select the [P] Credit Card Service Capture and Invoicing of Prepay Orders action code. See Figure 1.
2. In the Modem field, press Enter to accept the default.
3. In the Route / To fields, you can specify a range of delivery route numbers to include. When you enter a range of numbers, you can specify whether the number from the Route box in the Customer Master tab is used or the number in the Route box in the Customer Buyers / Manifest tab is used.

Note: When limiting to a single value, you can enter the beginning of the range in the first field, and leave the To field blank.

To not set limits, press Enter. The cursor moves to the Sort Order 1 field. Go to **Step 6**.

4 In the R/M field, specify whether to use the number from the Route box in the Customer Master tab or the number in the Route box in the Customer Buyers/Manifest tab. Type **R** to use the route number from the Customer Master tab. Type **M** to use the route number from the Customer Buyers/Manifest tab.

5 In the Zip #/To # fields, you can limit the invoices by specifying a range of zip codes.

Note: When limiting to a single value, you can enter the beginning of the range in the first field and leave the To field blank.

6 In the Loc field, press Tab to accept the default location or enter the inventory location for which to print information. To print information for all inventory locations, press the Spacebar to move past the Loc field.

7 In the Printer field, press Tab to accept the default printer or enter the logical name for another printer.

8 In the Format field, press Tab to accept the default (the format specified in the T-I-C-K-E-T-S Form field in the (L1) screen), or enter another.

Figure 1: The (TR) Order Entry Reports screen

```
12:04:23           (TR) Order Entry Reports  rev. (12/02/02)           03/11/03
================================================================================
A. Picking Tickets.            B. Invoices.             C. Quotes.
D. Shipping Labels/Manifest ....................................... Type ?. L/M/T
E. Pick File Report .. Reindex ?.  Today's ?.  Paycode ?. To ?.  Status ?. To ?.
F. Daily Invoice Register         ** Must Be Done Before Backup (MA) **
G. Flush Backorders            ** Do Not Release Receipts Until Finished **
H. Stock Receipts Report .......................... Release To On-Hand ?. Y/N
                            Labels ?. Y/N/B   Alignment ?. Y/N   Class ?. To ?.
I. Exception Report ....................... Lost Sales ?. Y/N   Delete ?. Y/N
J. Invoice Copies.                      K. Gateway Credit Cards Report.
L. Scan Items to Check Against Pick Tickets.
M. Send Invoices Electronically.
P. Credit Card Service Capture and Invoicing of Prepay Orders.    Modem ?1
V. Auto Verify with Batch Printing.
    P/O  #.......... To #..........      Vendor #.......... To #..........
    Pick #........-. To #........-.      Route  :.... To :....  ?. R/M
    Zip  #.....-.... To #.....-....      Writer :.... To :....
    Name :............................. To :.............................
    Sort Order 1). 2).   #=Pick Nbr, C=Cust Name, M=Shipping Route, R=Route,
                         D=Date, S=Slsm, T=Taker, Z=Zip
============================================ File ?P-MASTER    Volume ?SR?? ===
Report [P]  Loc [ 1] Printer [1] Format [....] Status [.] Copies [..] Totals [.]
```

9 The Print Transmission Report prompt appears. The Credit Card Transmission Report shows all tickets not moved from a pick ticket to an invoice, along with a reason code. Type **Y** to print the Credit Card Transmission Report while the invoices print. Type **N** to not print the report.

10 In the Printer field, specify the logical name of the printer to print the Credit Card Transmission Report or press Tab to accept the default.

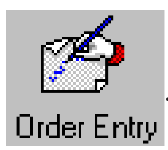
11 At the Ready To Transmit And Invoice prompt, type **Y** to batch capture and invoice prepay orders. This sends the tickets in the P-CC file to your merchant processor, invoices and prints completed tickets, and prints the Credit Card Transmission Report if you so specified. The cursor returns to the Report field.

Creating a Retail Ticket

Once you have set up the hardware and the necessary system information, you can create a ticket in commercial order entry or point-of-sale order entry. The pay codes you use most often are Cash, Prepay and Cash Return.

Note: If you know the customer pays, or to wait to authorize the card until all the merchandise is shipped, you can skip the credit card authorization process when you complete the order. You do this by checking the Skip Val box in the Credit Card dialog box.

---

1 Double-click 

. The Order Entry window opens, displaying the Global tab.

2 Click the down arrow in the Action Code list box and select Order.

3 If the Order Style list box does not default to Retail, click the down arrow and select Retail. The Cash customer displays as the customer for this order.

4 The Item Detail tab opens, and the cursor moves to the Item Number box. Select the item to place on this order as you normally would.

5 After you select an item, the cursor moves to the Order box. Press Tab to accept the quantity of one or enter the quantity to order.

6 In the Sell Price box, you can accept the default selling price of this item or enter a different selling price.

7 To add the item to the order, click Accept.

8 You can continue to add as many items as necessary. When you finish, click the Order Totals tab.

9 The Order Totals tab opens. The Due $ box displays the amount due for the shipped items on the order. The available tenders appear at the bottom of the tab, with credit card shown as the default tender.

Note: The default amount due is determined by the pick ticket status set in the T-I-C-K-E-T-S ST field in the (L1) Terminal and Ticket Parameters screen, and the amount set in the Default Prepay Due As % Of Backorders field in the (LG5) Additional Order Entry Parameters screen. For more details on how the default amount due is calculated for a prepay order, refer back to **About Prepay Orders**.

Select the method of payment for this order. You can choose cash, checks, credit cards, manufacturer's coupons, in-store coupons, dollar and percent discounts, gift certificates and miscellaneous tender. If the customer has default credit cards set up in the Credit Card dialog box, the Available Credit Cards window opens so you can select the credit card for the order.

To accept the customer's credit card as payment, click Visa / MC / Amex / Diners / Disc, as shown in Figure 2.

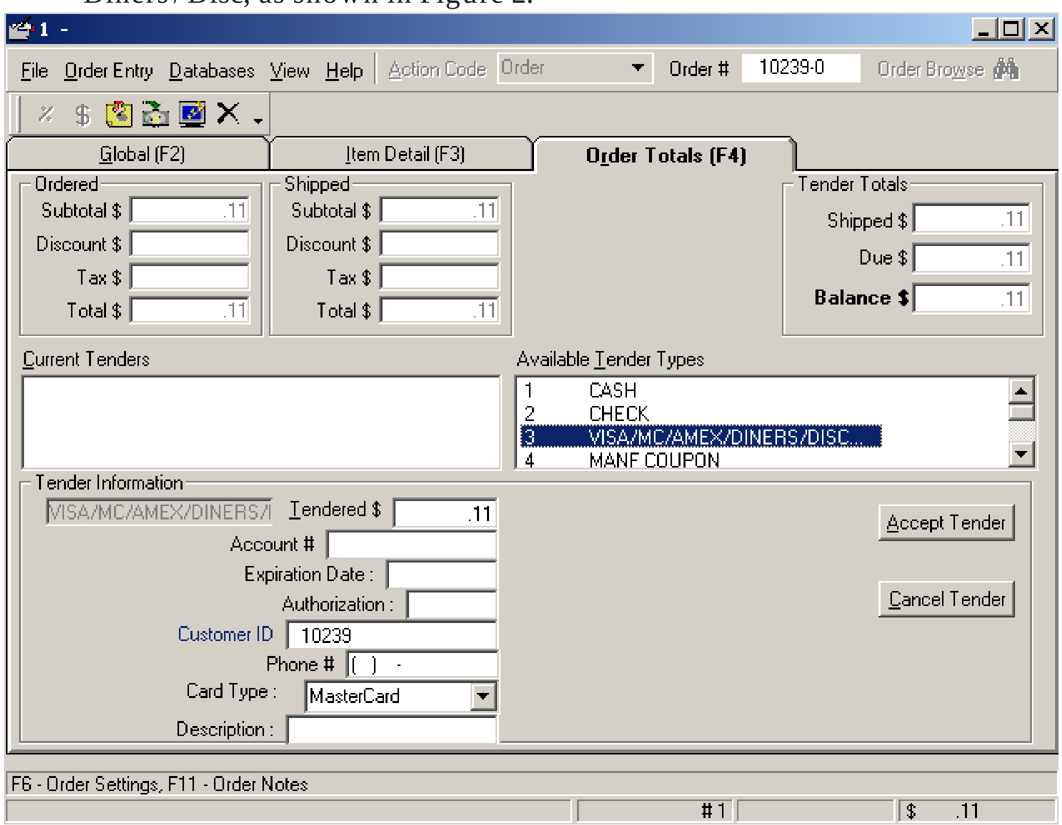


Figure 2: Select the Method of Payment

10 In the Tendered $ box, enter the amount of the charge to the credit card. Include the decimal point when you enter the dollar amount. For example, if the customer gives you four dollars and 50 cents, you must enter 4.50. If you enter 450, the amount is recorded as $450.00.

If you need to enter credit card information, go to **Step 11**.

If the credit card information displayed is correct, go to **Step 17**.

11 In the Account # box, enter the customer's credit card number.

12 In the Expiration Date box, enter the expiration date of the customer's credit card, omitting the slashes that separate day, month, and year.

13 If you use a credit card verification service, you can use the Authorization box to enter the authorization code.

14 In the Phone # box, enter the customer's telephone number.

15 The Card Type box is filled in automatically based on the card number. Go to **Step 16**.

16 In the Description box, enter any text that describes the type of credit card the customer is using.

17 After the correct credit card information is specified, click Accept. The order is ended at the status you selected. Unless you indicated not to print any pick tickets, the number of pick tickets you entered print. In addition, the pick tickets are faxed or emailed if you so specified. The cursor returns to the Global tab.

Note: For the Scan Card Now prompt to appear, your terminal must be set to @ in the (L1) screen Option field.
