ACTIVANT

Eclipse Credit Card Authorization

Release 8.6.4 (Eterm)

Legal Notices

Activant® Eclipse™ 8.6.4 (Eterm) Online Help System

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Credit Card Authorization Overview

You must authorize credit card sales through your merchant services network to ensure payment. The Credit Card Authorization companion product automates this process.

> **Note:** You must purchase the Credit Card Level 3 companion product to view Level 3 data. For more information, contact your Eclipse inside salesperson.

Using Credit Card Authorization, you can:

- Define credit card information for customers so that all necessary information is always stored in your Eclipse system.

- Define freight and handling charges to apply to pre-authorized credit card sales.

- Authorize credit card sales with each order from Sales Order Entry.

- Pre-authorize credit card sales for orders that you will ship in the future.

- Void or refund credit card sales.

- Settle all selected credit card payments at the end of each business day.

- Track all charges, collected payments, and credit card payment totals for an identified time frame.

- Store multiple credit card information for each of your customers.

- Apply credit card payments remotely, for instances where your company only has one swipe-machine between several sales-order terminals.

- Review credit card information and charge totals in the Credit Card Summary Report.

These features of Credit Card Authorization work with the Eclipse system so that accepting and tracking credit card payments is efficient.

Credit Card Authorization Setup Overview

When you purchase the Credit Card Authorization companion product, Eclipse support works with your system administrator to set up the Credit Card Authorization utility. Then your company must define how the system processes credit cards and what credit card information is used for customers.

Eclipse support does the following:

- Uses the Credit Card Processor Setup screen to define and assign credit card processors that your company uses to access credit card payment authorization.

- Along with the processors, support defines the following for each processor:

    - Subroutine.

    - Device used to access authorization.

    - TTY setting.

- Sets up the communication device (Igate or modem).

- Use the Credit Card Processor Range screen to define the low and high range for each processor. Any credit card types, such as Mastercard or Visa, that have numbers within a processor's range use that processor. This screen directs the system to use the correct processor for a credit card.

- Use the Credit Card Definitions screen to define low and high ranges for credit card types, such as Mastercard or Visa. These definitions work with the processors' ranges. Each credit card type is given a number range. The number range then matches up to the processor range to determine which processor a credit card uses to gain payment authorization.

    On the Credit Card Definitions screen, support defines the following:

    - Credit card type, such as **MC** for Mastercard.

    - Accounting type, such as **Purchasing**, **Business**, or **Corporate**.

    - Credit card description, such as **Diners Club**.

    - The low and high range for each credit card type.

You perform the following tasks:

- Set control maintenance records and assign authorization keys.

- Assign default credit card information to customers and contacts who are allowed to pay by credit card.

- Set reminder and required prompts at the customer level for credit card information.

- Assign ship via credit card information.

- Set up credit card communication maintenance.
- Test credit card communication settings.

Setup Requirements for Credit Card Authorization

Following are the control maintenance records and authorization keys used for Credit Card Authorization.

Control Maintenance Records

Set the following control maintenance records:

General Control Maintenance Records

- Branch That Controls Branch That Receives Credit For The Sale

- Branch That Receives Credit For The Sale

- Credit Card Administrator

- Credit Card Collection Approval Mode

- Credit Card: Days Pre-Authorization Is Valid

- Credit Card: Default Reference Number

- Credit Card: Required Information

- Default Credit Card Terms Code

- Allow Auto Apply Of Credit Card Payments

- Allow Sending Credit Card Level 3 Data

  Note: You must purchase the Credit Card Level 3 companion product to view Level 3 data. For more information, contact your Eclipse inside salesperson.

- Force Reference Only When No Default Credit Card Assigned To Order

- Override Print Status On Credit Card Denial

- Sales Order Entry Terms Code Override

- User To Be Messaged With Credit Card Communication Errors

- Valid Credit Card Types

- Validate Name In 'Ordered By' Field Against Customer Contacts

Authorization Control Maintenance Records

- Automatic Credit Card Authorization During Invoicing

- Credit Card: Auth Screen In View Only Mode For Reference Only Cards

- Credit Card: Days Pre-Authorization Is Valid

- Default Auth Method For New Credit Cards
- Notification Method When Credit Card Auth Fails

WOE Control Maintenance Records

- Credit Card: WOE Authorization Method
- Force Information To Be Entered On The WOE Credit Card Page
- Display The Credit Care Information Page In WOE

General A/R Accounting Control Maintenance Records

- Credit Card Level III Summary Line Item

  Note: You must purchase the Credit Card Level 3 companion product to view Level 3 data. For more information, contact your Eclipse inside salesperson.

Authorization Keys

Assign the following authorization keys:

- CREDIT.CARD.ACCT
- CREDIT.CARD.MANUALS
- CREDIT.CARD.REQD.OVR
- CREDIT.CARD.RESETTLE
- CREDIT.CARD.SETUP

Defining Default Credit Card Information

Use the Default Credit Card Information screen to define default credit card information for a customer. Each time that customer pays with a credit card, the credit card information is readily available.

On the Default Credit Card Information screen, you can specify in what phase of an order to authorize the customer's credit card payment. You can enter term codes that override special terms set up in Terms Maintenance for customers. Also indicate if the system should apply sales tax to orders when the customer pays for an order with this credit card.

You can define as many credit cards as needed for any customer. You can also set up credit cards for contacts. For example, a customer issues a credit card to one of their employees who is responsible for purchasing goods for their company. You enter default information for this contact. The system applies this credit card information to any purchases that this contact makes.

> **Important:** The customer account to which credit card information must be the default branch account. If it is not, then the system will not save the information.

▶**To define default credit card information:**

1. From the **Files** menu, select **Customer** to display the Customer Maintenance screen.

2. Enter the customer name or number, and press **Enter** to display the customer record.

3. Use one of the following hot keys to display the Default Credit Card Information screen:

    - **Credit** – Use this hot key to display the Credit Control Parameters screen, where you can define credit card information for a customer. Use the **Default Credit Card Info** hot key to display the Default Credit Card Information screen.

    - **Contacts** – Use this hot key to display the Contact Maintenance screen, where you can define credit card information for a contact. Use the **Default Credit Card Info** hot key to display the Default Credit Card Information screen.

4. On the Default Credit Card Information screen, press **Enter** to select **New**, or select an existing card that contains customer credit information.

5. In the following fields, enter the credit card and credit card holder's information:

Field	Description
Card #	The 16-digit credit card number.
Card Type	The credit card's type, such as **DS** for Discover. Press **F10** and select a credit card type.
Exp Date	The credit card's expiration date.
Card Holder	The name of the card holder, as it is printed on the credit card.
Zip Code	The zip code for the card holder.
Street Address	The billing address for the card holder.

6. In the **Auth Method** field, enter the authorization method, or press **F10** for a list. This method displays in Sales Order Entry when the card is selected for payment.

    - **Pre-Authorize Before Shipment** – Sets money aside from the credit card, guaranteeing funds for the order total plus any freight charges, without actually transferring the money over to your account. Once the order is final, either the Credit Card Authorization Phantom or the automated shipping program collects the payment. Potential charges from your credit card processor may apply if you pre-authorize payment from a customer.

    - **Authorize Before Shipment** – Authorizes and transfers payment to your account for the order amount before shipping. The pick ticket prints upon authorization.

    - **Reference Only –** Uses information on the Credit Card Authorization screen for reference only at the order level.

    - **Authorization After Review** – Authorizes and transfers payment to your account for the order amount after the invoice is sent through batch printing and the shipping ticket prints. The pick ticket prints upon authorization.

    Note: If you do not define the parameters for this field when entering information for a new credit card, the system defaults to the settings in the Default Auth Method For New Credit Cards control maintenance record.

7. In the optional **Terms Override** field, enter the terms code you want to use for any orders where this credit card is used for payment. Press **F10** to select from a list of term codes.

    For example, if this customer normally has discounts applied to their orders when they pay in cash and you do not want the discount to apply when they pay with a credit card, enter the term code to override the discount.

8. In the **Charge Tax** field, enter **Y** or **N** to indicate if you want tax applied to any orders paid for with this credit card.

    For example, customers could be exempt from tax if they pay using a credit card specific to their company. If you do not want to charge tax to payments made with such credit cards anyway, enter **N**.

9. In the **Default Ref No** field, enter a default reference number for this customer. Reference numbers are defined in the Credit Card: Default Reference Number control maintenance record.

10. Use the following hot keys, as necessary:

Hot Key	Function
Add'l Info	Displays the Additional Information screen. Use this screen to include additional credit payment data about the customer.
	This information does not have a direct effect on any other part of the system, and displays for informational purposes only.

Hot Key	Function
Delete	Deletes this default credit card information.
	For example, if a customer changes credit card companies, you can delete the credit card information from the system.

11. Press **Esc** to save the information and return to the Credit Control Parameters screen.

Defining Prompts for Additional Credit Card Information

Use the Additional Customer Credit Data screen to apply a security level to customer credit card information. For example, you can have the system prompt the order writer to ask the customer for additional credit card information during order entry.

> **Note:** You must purchase the Credit Card Level 3 companion product to view Level 3 data. For more information, contact your Eclipse inside salesperson.

▶**To define prompts for additional credit card information:**

1. From the **Files** menu, select **Customer** to display the Customer Maintenance screen.

2. In the **Customer/New** field, type the name of a customer and press **Enter**. The system populates the field on this screen with the customer's information.

3. Use the **Credit** hot key to display the Credit Control Parameters screen.

4. Use the **Add'l Credit Data** hot key to display the Additional Customer Credit Data screen. For more information about this screen, see Entering Additional Customer Credit Data.

5. The **Credit Card Information** field is one of two fields on this screen that pertains to credit card transactions. To show which level of credit card information is required for this customer, press **F10** and select one of the following:

   - **None** – Requires no additional information to save the order.

   - **Prompt** – Prompts the user to enter credit card information for the order.

   - **Required** – Requires credit card information to save the order, unless you are assigned the CREDIT.CARD.REQD.OVR authorization key.

6. In the **Allow Sending Credit Card Level 3 Data for Customer** field, enter one of the following to send level 3 data in the credit card settlement process:

   Note: This setting overrides the Allow Sending Credit Card Level 3 Data control maintenance record:

   - **Y** – The system does not send level 3 data. This option provides a cost savings if your company does not use level 3 information.

   - **N** – The system sends level 3 data. This is the default.

7. Press **Esc** to save the information and return to the Credit Control Parameters screen.

Assigning Credit Card Information to Ship Vias

Use the Ship Via Credit Card Information screen to assign a default upcharge to a ship via. An upcharge is a percentage of the total order used to estimate freight and handling charges. During pre-authorization, the system adds this amount to the total order amount. This additional amount ensures that there are enough pre-authorized funds to pay for the goods and potential shipping and handling fees.

▶**To assign credit card information to a ship via:**

1. From the **Files** menu, select **Ship Via** to display the Ship Via Maintenance screen.

2. In the **ShipVia** field, enter the ship via to which you want to assign the information.

3. Use the **Cred Card** hot key to display the Ship Via Credit Card Information screen.

4. In the **Percent Upcharge** field, enter the percentage of the total order amount to add to the pre-authorization amount to cover any shipping or handling fees.

5. In the **Minimum Upcharge** field, enter the minimum upcharge to add to the total if the upcharge determined by the percent in the **Percent Upcharge** field is less than this amount.

6. Press **Esc** to save this information and return to the Ship Via Maintenance screen.

Defining Multiple Credit Card Authorizations

Use the credit card communication maintenance function to set up your system to have multiple credit card services running on different machines. You can set up your system to allow credit card authorization from more than one machine, or remove or add credit card services on an as-needed basis.

▶**To define multiple credit card authorizations:**

1. From the **System > System Files > Credit Card Setup** menu, select **Credit Card Communication Maintenance** to display the Credit Card Communication Maintenance screen.

2. In the **Status** field, press **F10** and select one of the following:

   - **On** – Indicates this credit card service entry is usable. Credit Card authorizations use the first credit card service entry that is marked as on.

   - **Off** – Indicates this credit card service entry is not usable.

   Note: The system might flag the status to **Error** in case of failed connections.

3. In the **Host/IP** field, enter one of the following:

   - A valid computer name.

   - An IP address of a computer.

4. In the **Port** field, enter a number between 25 and 65535.

   This number represents the connection port of the credit card servicing computer on which the credit card service is listening for requests. You set this port in the INI file of the service, either during setup or by locating and editing the INI file in a text editor.

5. Use the **Connection Test** hot key to establish connection to the service. One of the following messages displays:

   - **Connection Successful** – Indicates that there is a successful connection between the host and the port.

   - **Connection Failed!** – Indicates that there is not a successful connection between the host and the port. To fix the connection, you must ensure that the host/IP and port information is correct, and test the connection again.

6. Press **Esc** to exit this screen and save this information.

Testing Credit Card Communication

Use this program to determine if your credit card setup is functioning correctly.

▶**To test credit card communications:**

1. From the **System > System Files > Credit Card Setup** menu, select **Credit Card Communication Maintenance** to display the Credit Card Communication Maintenance screen.

2. Use the **Connection Test** hot key to run the test.

   The system displays the message "Testing Credit Card Service Connection," and one of the following occurs:

   - If your test is successful, the system displays the following message: Connection Successful.

   - If your test fails, check the status of your server to ensure that it is running. Check port connections, as well, on the Credit Card Communication Maintenance screen.

3. When you are finished, press **Esc** to return to the Credit Card Communication Maintenance screen.

Authorizing Credit Card Sales Overview

From Sales Order Entry, you can authorize credit card payment in two ways:

- At the time of sale
- Automatically before shipment

When dealing with retail customers, you typically process the credit card authorization at the time of sale. But, you can also set up the authorization process beforehand so the system handles it automatically. This setup is useful when you want to collect a credit card payment when the shipping ticket prints, for example, on an order due next week. In this case, you provide the authorization information ahead of time.

Either way, you can also *pre-authorize* a sale amount, to put a hold on that amount before actually debiting it. Pre-authorization ensures that the customer has enough credit available to purchase the order, but without actually debiting the customer's account. A pre-authorization allocates that amount of the customer's credit limit until you authorize the sale, or the pre-authorization expires, often within seven days. Check whether your credit card processor charges for pre-authorization. You can pre-authorize sales manually or automatically.

Using Credit Card Authorization, you can also void or refund credit card charges.

Pre-authorizing and Authorizing Sales Automatically

To automatically pre-authorize and authorize sales, use the SOE Totals screen's **CC Info** hot key, which opens the Credit Card Default Billing Information screen. The Credit Card Authorization Phantom uses the information on this screen to automatically charge the customer's credit card when the order is ready to be shipped.

To begin the automatic pre-authorization process, the Credit Card Authorization Phantom tries to pre-authorize the amount of the sale. If the transaction is declined or fails for other reasons, the system changes the order status to Call When Complete. Your credit card administrator is notified by the User Job Queue. The transaction also is listed in the Credit Card Payment Review Queue.

At the time of actual payment collection, the Credit Card Authorization Phantom picks up the order information and runs an authorization approval to collect the order total. For example, the pre-authorization amount is $110.00, and the order total with shipping charge is $107.75. In this case, the Credit Card Shipping Phantom collects $107.75, and releases $2.75 back to the card's credit limit.

Authorizing Credit Card Sales

You must authorize credit card sales through your merchant services network to ensure payment. After entering a credit card payment on the SOE Totals screen, the Credit Card Authorization screen displays. Provide the information necessary for authorization.

▶**To authorize a credit card sale:**

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry screen.

2. Use the **Totals** hot key to display the Totals screen for the order.

3. In the **CrCard Recvd** field, enter the amount of the payment. The Credit Card Authorization screen displays.

4. If the customer has credit card information on file, select a card from the list, which displays the card's information for editing. Otherwise, create a new authorization by entering the required field information. You can enter information manually, or by swiping the card through a reader and using the Swipe hot key.

Field	Description
Order Total	Total due for the selected ship date generation. **Note:** The system will not authorize an order with a balance of zero (0).
Status	Authorization status, letting you know whether the sale was approved or declined.
Charge Amount	Amount being charged to credit card.
Card #	Credit card number.
Exp Date	Card's expiration date. Use the MMYY format; for example, enter 0703 for July 2003. **Note:** If the credit card you entered has an expired date, the system prevents you from saving your changes and exiting. You must enter a current expiration date.
Card Type	Card type, such as Visa. Press **F10** for a list.
Card Holder	Name of person, exactly as it appears on card.
Zip Code	Card holder's zip code.
Street Address	Card holder's street address. You should use the address used for credit card billing
Terms Override	Any different billing terms for using the credit card. Press **F10** for a list.
Charge Tax	Override tax-exempt status when using a credit card. Enter **Y** to override.
Auth Code	Authorization code for the transaction.

Field	Description
Reference No	Displays the reference number, populating the information from one of the following sources, in the order given: • Release number on the order. • Customer purchase order number. • Invoice number as designated on the control record or customer credit information. You can accept this default number or enter a new one.

5. Use the any of the following hot keys to process the information:

Hot Key	Function
Pre-Auth	Pre-authorizes the amount. Use to reserve credit, without debiting the customer's card.
Auth	Authorizes the **Charge Amount**. If successful, the **Auth Code** field displays the authorization code. If declined, the **Status** field displays a message.
Void	Cancels the authorization.
Swipe	Prepares the system before swiping the credit card through the card reader.
List	Displays a list of customer's credit cards saved on file.
Save	Saves the information to the customer file; specify whether to save to bill-to or ship-to account. You can recall the information from a list, and use the same card in future. If the sales order is for a generic customer and the **Do NOT allow Credit Cards to be saved to this account** field is set in the Additional Customer Credit Data screen in Customer Maintenance, this hot key is disabled.
CVV ID	Allows manual entry of the three or four digit credit card identification number for use in transactions where the card is not physically present at time of purchase. The number is located on the back of the following credit cards and is referred to differently by each company: • **VISA** – The last three digits of the number printed on the back signature panel of the card called the CVV or Card Validation Value. • **MasterCard** – The last three digits of the number printed on the back of the signature panel of the card called the CVC or Card Validation Code. • **American Express** – A four digit number printed on the front side of the card above the main number referred to as the CID or Card Identification Number. If you try to process the credit card without entering a CVV ID number, the system prompts you to enter the ID.

Authorizing Credit Card Sales Automatically

You must authorize credit card sales through your merchant services network to ensure payment. Use Credit Card Authorization to automate this process by setting up sales authorization information beforehand so it is handled automatically.

Counter sales are frequently authorized at the time of sale. But in the case of an order due next week, you may want to collect a credit card payment at the time a shipping ticket prints. To do this, use the Totals screen's **CC Info** hot key to display the Credit Card Default Billing Information screen. Working with the information on this screen, the Credit Card Authorization Phantom can handle the authorization details at the necessary times. For example, you can pre-authorized the sale for the expected sale amount. Then when the order is ready to ship, the system can handle the final authorization, making any necessary adjustments to the authorized amount.

Automatically authorizing a sale requires you to first provide the customer's default information for the credit card billing.

▶**To authorize credit card sales automatically:**

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry screen.

2. Use the **Totals** hot key to display the Totals screen for the order.

3. On the Totals screen, use the **CC Info** hot key to display the Credit Card Default Billing Information screen.

4. In the **Auth Method** field, press **F10** and select which authorization method to use. By default, this field displays the preference from the Default Credit Card Information screen in Customer Maintenance.

    -   **Pre-Authorize Before Shipment** – Sets money aside on the credit card, guaranteeing funds for the order total plus any freight charges, without actually transferring the money to your account. After the order is final, either the Credit Card Authorization Phantom or the automated shipping program collects the payment. Potential charges from your credit card processor may apply if you pre-authorize payment from a customer.

    -   **Authorize Before Shipment** – Authorizes and transfers payment to your account for the order amount before shipping. The pick ticket prints upon authorization.

    -   **Reference Only** – Uses information on the Credit Card Authorization screen for reference only at the order level.

    -   **Authorization After Review** – Authorizes and transfers payment to your account for the order amount after the invoice is sent through batch printing and the shipping ticket prints.

5. Enter the other remaining field information:

Field	Description
Card Number	Credit card number.
Exp Date	Card expiration date. Use the MMYY format; for example, enter 0703 for July 2003. **Note:** If the credit card you entered has an expired date, the system prevents you from saving your changes and exiting. You must enter a current expiration date.
Card Type	Card type, such as Visa. Press **F10** for list.
Cardholder	Name of person, exactly as it is printed on the card.
Zip Code	Card holder's zip code.
Street Address	Card holder's street address. You should use address used for credit card billing.
Terms Override	Any different billing terms for using credit card. Press **F10** for a list.
Charge Tax	Override tax-exempt status when using a credit card. Enter **Y** to override.

6. Use any of the following hot keys as necessary to process the information:

Hot Key	Function
Swipe	Prepares the system before swiping the card through your card reader.
List	Displays a list of customer's credit cards saved on file.
Save to Customer	Saves the information to the customer file. You can recall the information from a list, and use same card in the future.
Clear	Removes all information from the screen. Clears the card as the order-level default.
CVV ID	Allows manual entry of the three or four digit credit card identification number for use in transactions where the card is not physically present at time of purchase. The number is located on the back of the following credit cards and is referred to differently by each company: • **VISA** – The last three digits of the number printed on the back signature panel of the card called the CVV or Card Validation Value. • **MasterCard** – The last three digits of the number printed on the back of the signature panel of the card called the CVC or Card Validation Code. • **American Express** – A four digit number printed on the front side of the card above the main number referred to as the CID or Card Identification Number. If you try to process the credit card without entering a CVV ID number, the system prompts you to enter the ID.

7. Press **Esc** to save the information and exit the screen.

Pre-authorizing, Voiding, or Refunding Credit Card Sales

In addition to authorizing credit card sales, you may need to:

- Pre-authorize a credit card sale.
- Void a credit card sale.
- Refund a credit card sale.

Pre-Authorizing Credit Card Sales

You can pre-authorize a credit card sale, which ensures that the customer has enough credit available, but without actually debiting the customer's account. A pre-authorization allocates that amount of the customer's credit limit until you authorize the sale, or the pre-authorization expires, often within seven days. You can manually pre-authorize a credit card sale or set up the system to do it automatically.

> **Note:** Set the Credit Card: Days Pre-Authorization Is Valid control maintenance record to determine what the set number of days that a pre-authorization is valid. For more information, see Credit Card Authorization Control Maintenance Records.

▶**To pre-authorize a credit card sale:**

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry screen.
2. Use the **Totals** hot key to display the Totals screen for the order.
3. In the **CrCard Recvd** field, enter a payment. The Credit Card Authorization screen displays.
4. Enter or edit field information on the Credit Card Authorization screen. The screen opens when one of the following happens:
   - After you enter an amount in the **CrCard Recvd** field.
   - After you use the **CredtCrd** hot key.
5. Use the **Pre-Auth** hot key to pre-authorize the amount.

Voiding Credit Card Sales

If a customer makes a change to an order, you can void a credit card sale and start over. You can void a credit card sale if a customer notices an error, or needs to add more items to the order before finishing. Void the original credit card sale, and authorize the new sale after making changes.

▶**To void a credit card sale:**

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry screen.

2. Use the **Totals** hot key to display the Totals screen for the order.

3. Use the **Pymnts** hot key to select the sale to void.

4. Use the **CredtCrd** hot key to display the Credit Card Authorization screen. Verify that the screen information is correct, and edit the information if necessary.

5. Use the **Void** hot key to void the sale.

   Note: The **Void** hot key is only available if the sale amount has not been settled. If it is too late to void a transaction, you can refund instead.

Refunding Credit Card Sales

When a customer paid by credit card, credit any refunds or returns back to the same credit card account. Because a returned product is linked to its original sales order, the original credit card information is used as the default credit card information for the return order.

▶**To refund a credit card sale:**

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry screen.

2. Create a return order.

3. Use the **Totals** hot key to display the Totals screen for the order.

4. In the **CrCard Recvd** field, enter the refund as a negative amount. For example, for a $30.00 refund, enter **-30.00**.

5. Display the Credit Card Authorization screen. The screen opens automatically if the original order was paid by credit card, or after entering an amount in the **CrCard Recvd** field.

6. Verify that the Credit Card Authorization screen information is correct. Edit as necessary, for example to update the expiration date.

7. Use the **Auth** hot key to authorize the refund amount.

Using Remote Credit Card Swiping

With the remote swipe function, you can enter an order at a terminal that does not have the swipe-machine. You can then swipe the credit card at the terminal with the swipe machine, and the credit card is entered for the correct order. Close the order at the original terminal.

Use the credit card remote swipe function when you have only one terminal with a swipe machine but enter orders from many different terminals.

►**To use remote credit card swiping:**

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry screen.

2. Use the **Totals** hot key to display the Totals screen for the desired order.

3. In the **CrCard Recvd** field, enter a payment. Once you do, the Credit Card Authorization screen displays.

4. From the Credit Card Authorization screen, with the credit card information displayed, use the **Swipe** hot key.

5. Go to the terminal with the swipe machine.

6. Swipe the credit card.

   If the system does not recognize the swipe, then perform the following steps:

   • From the **System > Custom > Add On Products > Credit Card Authorization** menu, select **Credit Card Remote Swipe** to display the Remote Scan screen.

   • If the order is not already displayed, enter the order ID in the **Order ID** field. Press **F10** to select from a list of current transactions.

   • In the **Customer** field, verify that the correct customer displays. Edit the customer name, if necessary.

7. Go back to the original terminal and complete the order.

See Also:

Authorizing Credit Card Sales Overview

Using the Credit Card Authorization Phantom

Use the Credit Card Authorization Phantom to select invoices on which to authorize payment. If open pre-authorizations are found among the invoices, the Phantom authorizes payment for the actual invoice amount. Then, the Phantom releases any additional monies set aside in the pre-authorization.

For example, the pre-authorization amount is $110.00, and the order total, with shipping charges, is $107.75. The Credit Card Authorization Phantom collects $107.75 and releases $2.25 back to the credit limit.

▶**To select invoices for payments:**

1. From the **A/R > Utilities** menu, select **Credit Card Authorization Phantom** to display the Credit Card Authorization Phantom screen.

2. In the **Br/Tr/All** field, enter the branch or territory from which you want the Phantom to select invoices. To include all branches or territories, type **All**.

3. In the **Print Stat** field, enter one of the following to select invoices with a particular print status:

Value	Description
P	Selects the invoice and includes it in the Detailed Invoice Preview report. This is a typical print status setting for an invoice.
Q	Selects the invoice and includes it in the Invoice Preview Queue, if that program is used before the Detailed invoice Preview report.
N	Assigns a "no print" status to the invoice.
B	Makes the invoice available to the Print Invoices program.
M	Places a flag on the manifest.

4. When you have populated the fields on this screen, use one of the following hot keys to run the Phantom:

- **Begin** – Immediately runs the authorization.

- **Schedule** – Schedules the authorization to run at a later time.

Viewing the Credit Card Payment Review Queue

Use the Credit Card Payment Review Queue to view all failed, declined, and pre-authorized credit card charges. When these charge types are made, whether they are live or Phantom charges, they are placed in this queue. Use the information in this queue to help you with approvals for pre-authorizations, on re-charges for failed or declined transactions, or to call the customer to get a different credit card number. Declined or failed transactions with a balance due display in the queue. Once a complete payment is made on a transaction, the transaction does not display in the queue, even if a transaction was previously declined.

▶**To view the Credit Card Payment Review Queue:**

1. From the **A/R** menu, select **Credit Card Review Queue** to display the Credit Card Payment Review Queue screen.

2. In the **Br/Tr/All** field, enter the branch or branches for which you want to view information.

3. In the **Select Items** field, press **F10** and select one of the following transaction types:

   - **All** – Includes all items in the queue.

   - **Pre-Authed –** Includes only those transactions that were pre-authorized.

   - **Declined** – Includes only those transactions that were declined. For each transaction, only the mostly recently declined transaction is displayed in the queue.

   - **Failed** – Includes only those transactions that failed.

4. Press **Enter**.

   The system populates the screen with the following information:

Column	Description
A	The status of whether or not you want to approve the transaction. Enter **Y** or **N**.
Order	The order number of the transaction.
Customer	The customer who initiated the transaction.
Date/Time	The date and time the transaction was originally made.
Auth Method	The method of authorization, whether at the time of purchase or through a pre-authorization process.
Status	The status of the transaction, whether approved, failed, or declined.
Payment Amt	The credit amount owed on the transaction.

5.

6. Use the following hot keys to view more information about each invoice, change the status of a transaction, or to change the sort order of the transactions:

Hot Key	Function
View	Displays the sales order related to the selected invoice in view-only mode.
Edit	Displays the sales order related to the selected invoice in edit mode.
Approve	Attempts to approve the selected transaction that the cursor is on.
Approve Declined	Attempts to re-authorize all declined items.
Approve Flagged	Attempts to authorize all items that are flagged **Y** in the **A** column.
Auth Message	Provides a message regarding the transaction, whether it was approved, failed, or declined. If the transaction failed or was declined, the message includes error information.
Select	Allows you to view a subset of transactions by the authorization method: • All • Pre-Authorized • Declined • Failed
Sort	Allows you to sort the transactions by one of the following methods: • Date/Time • Status • Customer • Authorization Method
Delete	Deletes the selected line item from the queue, however, the payment record remains in the system.
Delete All	Clears all items from the queue, however the payment records remain in the system.

6. Press **Esc** to exit the screen.

Viewing the Credit Card Logging Queue

Use the Credit Card Logging Queue to view authorization request and responses, as well as settlement requests and responses. When you display this information, you can track how long a transaction takes, and determine quickly if there is a problem with a transaction. This queue typically only shows declined and failed transactions, unless your system is set to show authorizations, as well. See your system administrator for more information on the LOG.CC.AUTHS control record.

▶**To view the Credit Card Logging queue:**

1. From the **System > System Files > Credit Card Setup** menu, select **Credit Card Logging Queue** to display the Credit Card Logging Queue screen.

2. To include a specific processor, in the **Processor** field, press **F10** and select one of the following:

   - **All** – Includes all processors. This is the default.

   - **Vital**

   - **NDC**

   - **FDMS**

   - **NBSI**

   - **BOM**

3. To include a specific branch or territory, in the **Br/Tr/All** field, enter the branch or territory. To include all branches or territories, type **All**.

4. To include a specific merchant, In the **Merchant #** field, enter the merchant ID number.

5. To include a specific batch number, in the **Batch #** field, enter the number assigned to a group of transactions. This number is assigned when the Credit Card End of Day Settlement Report runs.

6. In the **Start Date** field, enter the first date of the period you want to include in this report. The default is the current date.

7. In the **End Date** field, enter the last date of the period you want to include in this report. The default is the current date.

8. Use any of the following hot keys to further process the information:

Hot Key	Function
View Request	Displays the actual data for the request sent to the processor.
View Response	Displays the actual data for the request received from the processor.
Print	Sends the report to your Hold file where you can view or print the information.

9. Set options, if needed, and generate the report.

Tracking Credit Card Payments Overview

When credit card transactions are authorized in the Credit Card Authorization program, they are not immediately settled. Instead, the system assembles authorized payments in a queue until you settle them.

You must set a phantom to collect payment. Then, with two reports, you can make sure that all payments have been collected.

Use the following three functions to collect and track credit card payments from sales orders:

- Credit Card End of Day Settlement Report – Collects selected payments at the end of every business day.

- Credit Card Summary Report – Displays all credit card transactions for an indicated date and time frame.

- NDC Totals Report – Lists credit card transaction totals for a specific processor on a given day.

Running the Credit Card End of Day Settlement Report

Run the Credit Card End of Day Settlement Report to settle credit card transactions on a daily basis. A group of transactions is also known as a batch. When you run this report, you send transaction information through your company's processor to the credit card companies. There, the information is settled and forwarded to the bank, who then forwards the appropriate amount of money to your company. Settling the batch transfers funds from the card holder's account to the merchant's account.

On successful completion of the settlement, you receive confirmation and a copy of the Credit Card Summary Report, which details the batch for each merchant and for every selected processor and merchant ID number. In addition, information from the End of Day Settlement is entered into the Change Log related to that payment generation. For more information about how to view this information, see Viewing Changes to Orders.

▶**To run a Credit Card End of Day Settlement Report:**

1. From the **A/R > Reports/Journals** menu, select **Credit Card End of Day Settlement** to display the Credit Card End of Day Settlement screen.

2. In the **Processor** field, press **F10** and select one of the following to determine the processor that you want to use:

   - **All** – Includes all processors. This is the default.

   - **Vital**

   - **NDC**

   - **FDMS**

   - **NBSI**

   - **BOM**

3. In the **Merchant #** field, enter the ID number of the merchant for whom you are running the report. This number is assigned to you by your chosen processing firm.

4. In the **Start Date** field, enter the first date of the period you want to include in this report. The default is the current date.

5. In the **Start Time** field, enter the time in military format at which you want the report to start.

6. In the **End Date** field, enter the last date of the period you want to include in the report. The default is the current date.

7. In the **End Time** field, enter the time in military format at which you want the report to stop.

8. Set options, if needed, and run the report.

One of the following occurs:

- If the settlement is successful, the system sends you a confirmation message, a batch number, and a copy of the Credit Card Summary Report in your Hold file.

- If the settlement is not successful, the system sends you an error message, a report on the errors, and suggestions as to how to correct them. If you receive an error message, try running the batch two or three times before calling Eclipse support.

Running the Credit Card Summary Report

Run a Credit Card Summary Report to list all the approved credit card transactions for a specific date range or batch number. Both manual- and system-authorized credit card transactions display in this report. Use the totals on this report and compare them to the totals on the Cash Box Journal when run for credit card types. For more information, see Cash Box Journal.

The report provides the following information:

- The **Order #** column identifies the number assigned to the sales order.

- The **Br** column identifies the branch where the transactions occurred

- The **Type** column identifies the credit card type, such as VI for Visa, and MC for Master Card.

- The **Tran Amount** column identifies the dollar amount requested as credit. Compare the total of this column with the total of the **CCard** column for reconciliation purposes on the Cash Box Journal report.

- The **Collect Amount** identifies the dollar amount to collect. The amount in this column should match the amount in the **Tran Amount** column, except for pre-authorizations, as pre-authorizations are not actual payments.

- The **Auth Amount** column identifies the authorization method used for this transaction, for example, whether this was an automatic or manual authorization.

- The **Tran Dt** column identifies the date when the transaction occurred.

- The **Collect Dt** column identifies the date when the funds were collected from the bank.

- The **Batch #** column identifies the number assigned to a group of transactions. This number is assigned when the Credit Card End of Day Settlement Report runs.

- The **Settle Dt** column identifies the date when the settlement occurred.

- The **Settle Info** column identifies any information relative to the settlement of the transaction, for example, whether the credit was accepted or declined.

- The **Merchant #** column identifies the merchant ID number.

- The **Processor** column identifies the type of processor used for the transaction, such as Vital or NDC.

▶**To run a Credit Card Summary Report:**

1. From the **A/R > Reports/Journals** menu, select **Credit Card Summary Report** to display the Credit Card Summary Report screen.

2. In the **Processor** field, press **F10** and select one of the following to determine the processor that you want to use:

   - **All** – Includes all processors. This is the default.

   - **Vital**

- **NDC**
- **FDMS**
- **NBSI**
- **BOM**

Note: If you enter new information in the **Processor** field, the system removes the information in the **Merchant #** field until you press **Enter** to confirm the information in the **Br/Tr/All** field.

3. In the **Filter Br/Tr/All** field, enter the branch or territory for which you want to run the report. Type **All** to run the report for all branches. You can enter multiple branches by listing them, separating each branch number by a comma. For example, to display a report on branches 1, 3, and 5, list them as follows: 1,3,5.

   Keep in mind the following:

   - If you enter a particular branch or territory, or combination of branches and territories, and then press **F10** in the **Merchant Number** field, the system displays a list of only those merchant numbers that are defined for the specified branches and territories.

   - If you specify a merchant number and that merchant number is also used by a branch that you did not select, any orders for that merchant number at that branch are included in the report, even though you did not select that branch. When you specify a merchant number, you are saying that you want to see all orders for that merchant number at all branches where that merchant number is used.

4. In the **Merchant #** field, enter the ID number of the merchant for whom you are running the report. This number is assigned to you by your chosen processing firm.

5. In the **Report Br/Tr/All** field, enter the branch or territory for which you want to run the report. Type **All** or leave this field blank to run the report for all branches. You can enter multiple branches by listing them, separating each branch number by a comma. For example, to display a report on branches 1, 3, and 5, list them as follows: 1,3,5.

6. In the **Start Date** field, enter the first date of the period you want to include in this report.

7. In the **End Date** field, enter the last date of the period you want to include in this report.

8. In the **Batch Number** field, enter the batch number assigned by the End of Day Settlement report.

9. In the **Sort by** field, press **F10** and select one of the following to determine how to sort the report:

   - **Card Type** – Sorts by the type of credit card used, for example, Visa or American Express.

   - **Auth Method** – Sorts by the type of authorization used, either manual or automatic.

   - **Processor** – Sorts by the processor company used by your firm, for example Vital or NDC.

- **Merchant Number** – Sorts by the merchant ID number.
- **Payment Date** – Sorts by the date the authorization was processed.
- **Branch** – Sorts by the branches in your company.
- **Batch Number –** Sorts by batch numbers for each batch processed.

10. In the **Select by Date** field, if you have changed the payment date on a credit card transaction, select one of the following to determine which date to run the report by:

- **Cash Box** – Uses the override date.
- **Authorized** – Uses the original authorization date.

11. Set options, if needed, and run the report.

Running the Credit Card Settlement Exception Report

Run a Credit Card Settlement Exception Report to list all the duplicate processing and incomplete processing of credit cards within a given period of time. Typically, you run this report at the end of the day, however you can run it at any time for any branch or date.

▶**To run the Credit Card Settlement Exception report:**

1. From the **AR > Reports/Journals** menu, select **Credit Card Settlement Exception** to display the Credit Card Settlement Exception Report screen.

2. In the **Br/Tr/All** field, enter the branch or territory number you want to query. Enter **All** to query all branches and territories.

3. In the **Start Date** field, enter the first date of the period you want to include in this report. The default is the current date.

4. In the **End Date** field, enter the last date of the period you want to include in this report. The default is the current date.

5. In the **Processor** field, press **F10** and select one of the following to determine the processor that you want to select for your report:

   - **All** – Includes all processors. This is the default.
   - **Vital**
   - **NDC**
   - **FDMS**
   - **NBSI**
   - **BOM**

6. Set options, if needed, and run the report.

Running the NDC Totals Report

Run an NDC Totals Report to list credit card transaction totals for a specific processor on a given day. This report takes four hours to generate on the bank side, so you have to wait that long before getting totals back from the processor. We recommend that you run the Credit Card End of Day Settlement Report during after-business hours, and then schedule the NDC Totals report to run first thing in the morning.

▶**To run an NDC Totals report:**

1. From the **A/R > Reports/Journals** menu, select **Credit Card NDC Totals Report** to display the NDC Totals Report screen.

2. In the **Merchant Number** field, enter the merchant's ID number for whom you want to process the report.

3. In the **Charge Date** field, do one of the following to define the date for which you want to run the report:

   - To immediately run the report, enter a date and use the **Print** or **Hold** hot key.

   - To schedule the report to run on a regular basis, enter **MO/DA/YR** and use the **Opts** hot key to set the Phantom Scheduler to run the report using the current date each time the report runs.

   - To schedule the report to run after midnight on a regular basis, enter **MO/-1/YR** and use the **Opts** hot key to set the Phantom Scheduler to run the report using the current date and specified time each time the report runs.

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