



**ConligoPay
Version 5**

User's Guide

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Introduction

ConligoPay Credit Card allows you to:

- Pre-authorize (authorize) and/or prepay credit card payments before shipping orders.
- Capture and apply payments against authorized, posted and open invoices.
- Capture and apply payments as Unapplied Cash or Miscellaneous Receipts.
- Apply refunds to credit notes, prepayments, receipts, and unapplied cash documents.
- Create receipt entries for credit card payments.
- Print reports that will help reconcile statements from your merchant bank and credit card processor.

All ConligoPay Credit Card applications must be launched from within Sage 300 ERP Desktop. ConligoPay Credit Card software includes the following application modules:

Authorizations

This application module is used to maintain credit card information, prepay an order, or pre-authorize a credit card payment on an order before shipping any merchandise.

Credit Card Information

ConligoPay Credit Card stores customer credit card transaction information in its own tables that will be added to your Sage 300 ERP company database. Some card details are stored as well (i.e., cardholder, expiration), but not the card numbers, themselves. The Authorizations module is used to locate customers and add or update credit card information on file.

You can save multiple credit cards per customer, each with their own cardholder information. The ConligoPay software only uses credit card numbers added or updated through the ConligoPay software; it does not look at credit card information stored on the Customer Record in A/R.

Payment Authorization

Use the authorization module to pre-authorize an order after you have posted the order and have obtained an order number.

An *authorization* is requested by a merchant (you) to confirm that a customer's credit card has sufficient credit to pay for a purchase. When the bank issues an authorization number, a hold is placed on the customer's credit card funds on behalf of the merchant. The funds are not transferred from the customer account to the merchant account until a capture request is issued by the merchant. It's typical not to capture funds until after the goods have shipped. Your merchant account agreement with your payment gateway may have more details on when you can take payment.

The authorization is held by the issuing bank until such time as the authorization is either captured against or it expires, which is generally about 5 - 7 business days from the authorization date. The exact amount of time varies from one card issuer to the next.

Once you have obtained an authorization, you can print an invoice and ship the goods, knowing that the customer's payment has been set aside on your behalf.

Prepayment

Use the pre-payment method when you need to collect funds at the time of order entry.

The prepayment method performs a credit card authorization followed immediately by a capture and creates a prepayment entry applied to the order number within Sage 300 ERP's A/R Receipt batch.

Capture

When you ship merchandise to a customer and generate an invoice, then, depending on the terms code, payment is due.

The Capture module allows you to obtain payment once you have an invoice number. "Capture" is the point at which funds are requested to be transferred from the cardholder's account and deposited to your merchant account.

Delayed Capture

The term "Delayed Capture" means that the transaction that captures a payment occurs sometime after the order and payment authorization are received. The agreement with the bank operating your merchant account may require you to delay capturing funds until merchandise is shipped to the customer. The delayed capture request references the previously obtained authorization number, causing it to be closed off. When capturing an amount less than what was authorized, the balance of the authorization is released as well and is once again available to the cardholder.

When ConligoPay Credit Card captures a credit card payment, it will make an A/R receipt batch entry provided the invoice batch has been posted in A/R. The receipt will be applied to the invoice. If the invoice has not yet been posted in A/R then ConligoPay Credit Card will store the transaction record as usual, but also keep a note for itself that the corresponding receipt entry hasn't been made. After the invoice is posted, the Pending Receipts module can be used to make the receipt entry. (See description for Pending Receipts below).

The Capture application looks at the schedule of payments for open invoices and presents for capture those scheduled payments that have or will come due within the date range of the search.

Pending Receipts

The Pending Receipts application creates A/R Receipt Batch entries using payment records previously saved by the Capture module (described above). These receipt entries can be made only when the invoice batch has been posted. Therefore, you will use this application after posting the A/R invoice. Any payments captured prior to running the end of day procedure can now be added to an A/R receipt batch and applied against the posted invoice.

Miscellaneous Receipts

Use this application to capture payments for which no order or invoice is known. A payment can be applied as an Unapplied Cash receipt or Prepayment if a customer number is known. It can also be used to create a Miscellaneous Receipt applied to user-specified account distributions.

Credit Card Refunds

Use the Credit Card Refunds module to issue a refund against a previous capture transaction. A record of the refund transaction is kept on file in the ConligoPay Credit Card data tables. The Credit Card Refunds application performs 'referenced credits' which means the refund request references the original payment transaction number. Some payment gateway providers will only allow these types of refunds. Because the refund contains a reference to a previous capture, the payment gateway can restrict the amount of the refund such that it does not exceed the original captured amount.

The Credit Card Refunds module does not make adjustment entries in Sage 300 ERP. Once you have issued a refund to a credit card account, you must make any associated adjustment entries manually. This may involve inventory returns adjustments, applying the refund to an open credit note, etc.

Manual Credit Card Refunds

This module allows the merchant to issue refunds to customers for whom captures may have been done using other software or a terminal. If payments were made through one of these other systems, their transactions would not have been recorded into the ConligoPay Credit Card database tables. This application is intended to help merchants in their transition from one of these other systems to ConligoPay.

All refunds performed through this module are done as 'non-referenced credits'. This means the refund request does not contain a reference to the original capture transaction.

The Manual Refunds module does not make adjustment entries in Sage 300 ERP. Once you have issued a refund to a credit card account, you must make any associated adjustment entries manually. This may involve inventory returns adjustments, applying the refund to an open credit note etc.

WARNING! Since the Manual Refunds module doesn't use information from a previous capture transaction and, therefore, is not limited to the captured amount of a previous transaction, this module could be used for wrongful purposes. It is recommended to disallow access to this module via Sage 300's security groups if it is not needed.

Integrated Refunds

Credit card refunds can be applied as refunds within Sage 300 ERP automatically. Credit Notes, Unapplied Cash Receipts, Prepayments, and regular Receipts can have refunds entered against them.

This module may or may not be able to perform a referenced credit. For example, when refunding a regular receipt, it will look up the invoice that the receipt is for and see if there's a capture transaction for that invoice. If there is and if it was for an amount greater than or equal to the refund amount, then it will allow you to include that capture transaction reference in the refund request.

If the receipt covered two invoices, each with their own capture, then neither capture will be suitable as a reference because the total refund amount exceeds the amount of each capture. Note that only one capture can be referenced when performing a refund. In this scenario, the refund will be performed as a 'non-referenced credit'.

Check your merchant account configuration at the payment gateway to see if non-referenced credits are supported.

Reports

Use this application to prepare reports that will help reconcile merchant account statements and transaction reports from the payment gateway. You can view payment transaction summary, refund transaction summary and invoice payment details. Reports can be filtered by customer as well as date ranges.

Setup

The Setup module is used to configure the database connection, mappings of credit card types to receipt and refund batches, and other options.

Order Reader - Regular

The Order Reader downloads orders from our eCommSuite web store or XML Gateway products and writes them to Sage 300 ERP Order Entry. Customer and ship-to location creation are also supported.

Order Reader - Standalone

The Standalone Order Reader is like the regular Order Reader but runs outside of Sage 300 ERP. It is capable of reading orders from multiple eCommSuite sites and can write to more than one Sage 300 ERP company. Because it runs outside of Sage 300 ERP, it consumes a LanPak license.

Online Invoice Receipts

This module brings invoice downloads payment information from eCommSuite and OneView and writes them into Accounts Receivable.

1 An Overview of Payment Processing

ConligoPay Credit Card offers considerable flexibility in how you receive and post credit card payments. The actual procedure you follow will depend on the nature of your business and the degree of trust you have in your credit card customer.

Depending on your business practice, you may process credit transactions and receipt entries in one, two or three steps; this is dependent upon how you process, ship, and bill your orders in your Sage 300 ERP software.

The number of processing steps it takes to record a receipt against an order or invoice within Sage 300 ERP depends upon the state of the Sage 300 order or invoice. In the following discussion, the number of steps is in reference to the ConligoPay Credit Card modules. There will be other interactions with Sage 300 ERP that are not included in the count.

Your business practice may be that you must prepay all credit card orders. Orders are in a state within Sage 300 ERP to accept prepayments (unshipped) and therefore you can prepay an order using ConligoPay Credit Card to perform the credit transaction and prepayment entry all in **one processing step**.

Your business practice however may be that you charge credit card invoices all at once at the end of the day. After you have run Day-End Processing and posted the invoice batches, you can use ConligoPay Credit Card to pay invoices by credit card in **one processing step** as well. Invoices that are in a posted invoice batch allow receipt entries to be made against them.

Another scenario may be that you wish to capture each invoice as the goods ship, rather than waiting until the end of the day. These invoices may not be posted to A/R yet. Unposted invoices cannot have a receipt entry made against them. In this case it will take **two processing steps** - one to perform the capture transaction and one, later, to record the receipt entry. Here you must perform the capture transaction first and then, after running Day-End Processing and posting your invoice batch lists, you will use the Pending Receipts module to generate the receipt entries.

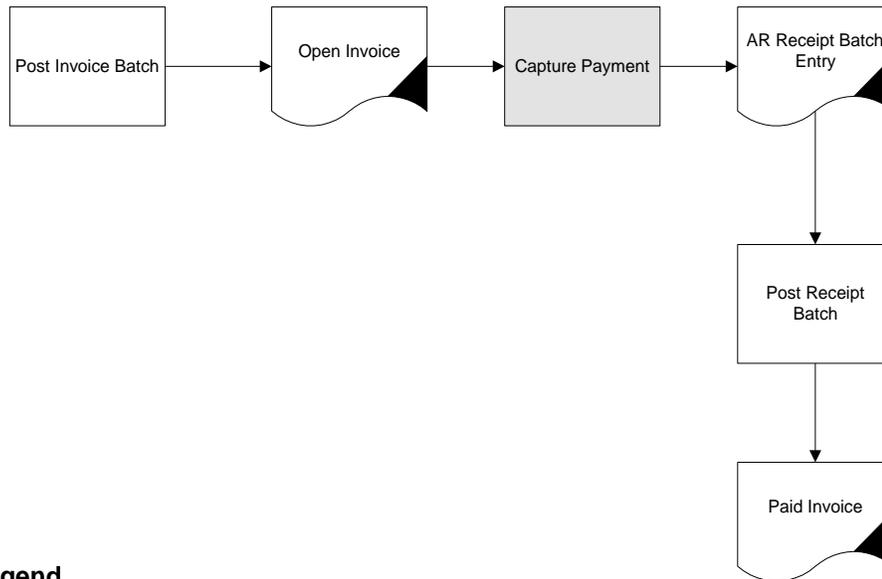
Another **two-step process** involves your business practices dictating that you must pre-authorize orders first to ensure that the customer has sufficient credit card funds and then you capture the funds after the invoice has been generated and posted in A/R. Here, you will first pre-authorize and, later, you will capture against the posted invoice. Because the invoice is already posted, the receipt entry can be written automatically.

The last scenario takes **three processing steps**. In this scenario, you first pre-authorize the order to ensure that the customer has sufficient credit card funds, capture immediately after shipping but before running Day-End Processing, then use the Pending Receipts module to generate receipt entries that couldn't be made during the capture step because the invoice batch hadn't been posted yet.

You must determine what processing steps suit your business practices.

Review the following diagrams of the different processing steps to ensure you have chosen the correct methods.

One Step Payment Processing



Legend



Indicates a step in the order fulfillment and payment process



Indicates a step performed using Credit Card Payment Pro

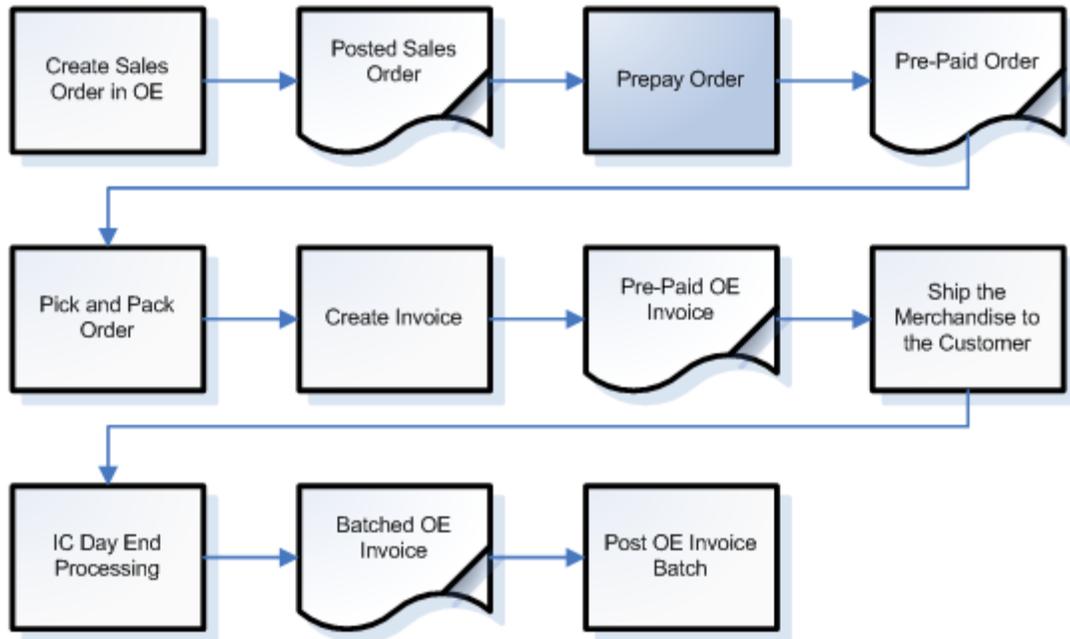


Indicates the state of a "document" such as a sales order or invoice.

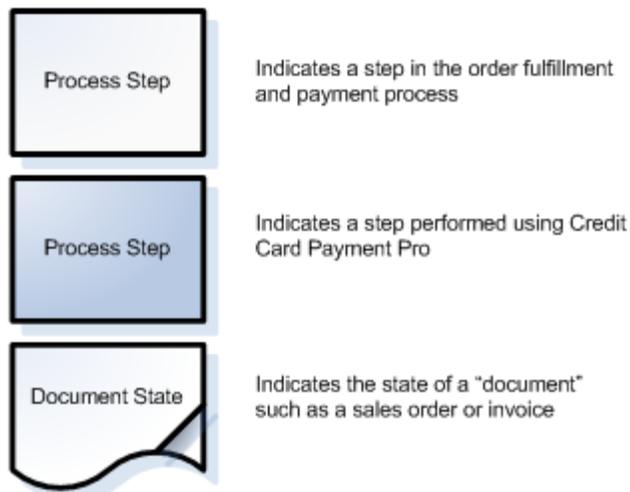
This process captures payment against a posted invoice and creates A/R Receipt batch entries in one easy step. This procedure is only applicable to open invoices that have been posted to accounts receivable.

You should use this process to capture scheduled payments for invoices having multiple payment terms.

One Step Prepayment Processing



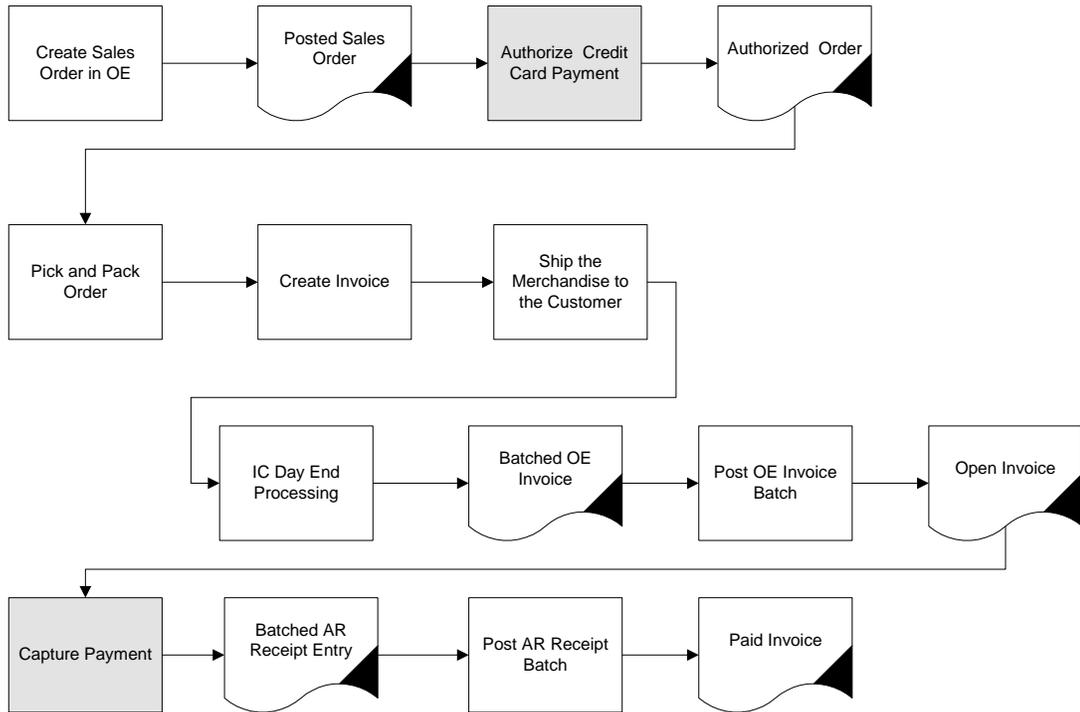
Legend



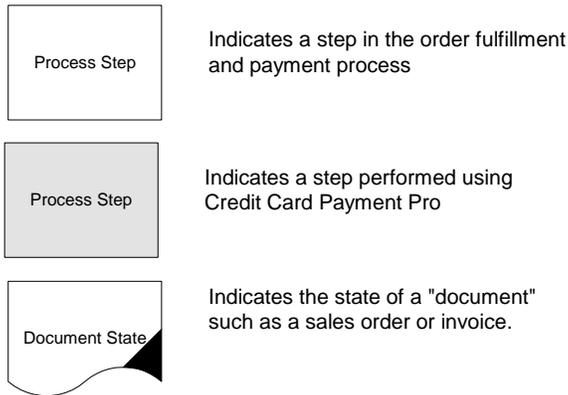
This process authorizes and captures payment against an order and creates A/R Receipt batch entries all in one step. Use the prepayment method when you want to collect funds right after an order has been placed.

Note: The prepayment will appear in A/R as a prepayment against the order. Normally, Sage 300 will apply the prepayment against the invoice once the invoice batch is posted.

Two Step Payment Processing



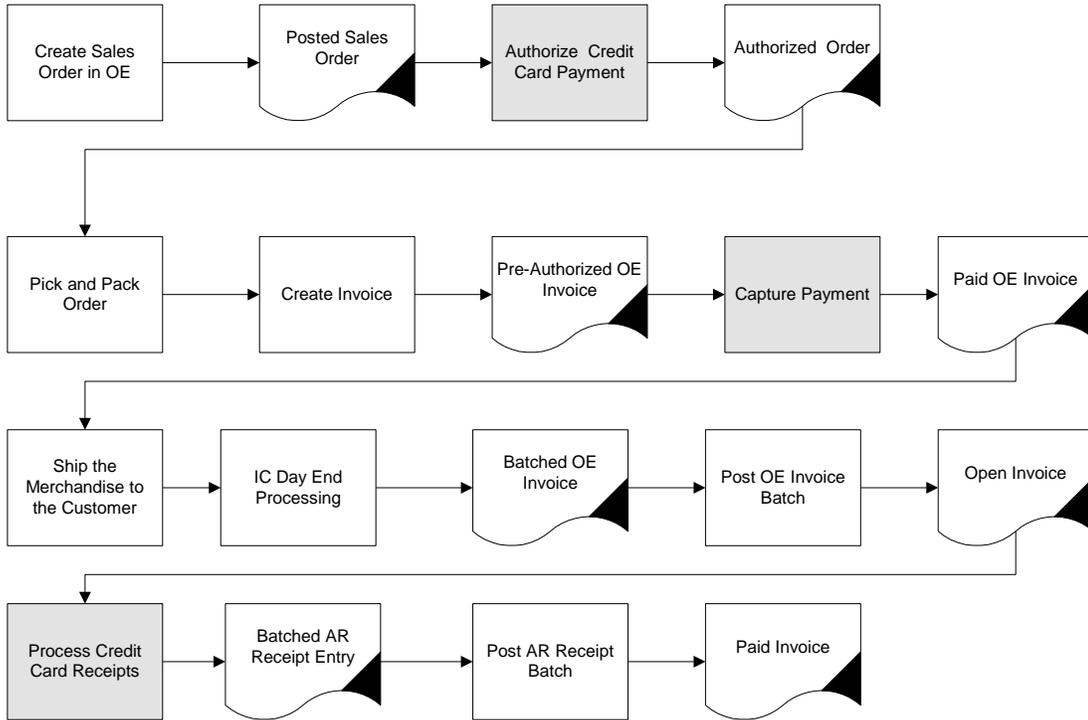
Legend



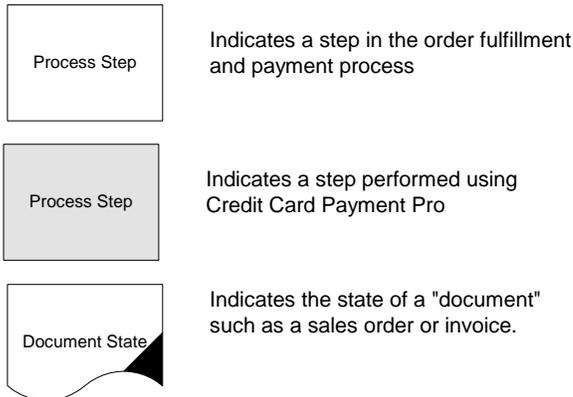
Use this process if you wish to pre-authorize credit card payments prior to shipping merchandise to a customer. The pre-authorization ensures that payment is set aside on your behalf before you commit to shipping merchandise.

After you generate an O/E invoice, follow the normal end of day procedure to create the invoice batch in A/R, and post the invoice batch. These posted invoices are available to be paid. You will use the Capture module to capture the pre-authorized payment and create an A/R receipt entry in one easy step.

Three Step Payment Processing



Legend



Use this procedure if

- you want to capture payment before physically shipping merchandise
- you want to receive funds in the shortest possible time after invoicing

The three-step process allows you to capture payments as soon as you generate an O/E invoice. You cannot create an A/R Receipt Batch entry until the invoice batch has been posted in A/R.

2 Account Selectors

ConligoPay Credit Card supports using multiple merchant accounts on a single payment gateway or multiple gateways. For example, you might have one merchant account that you use for USD transactions and another that you use for CAD transactions. The following describes how ConligoPay Credit Card chooses which merchant account to use.

When you're merchant account login information is set up in the ConligoPay system, you will also specify an identifier called an Account Selector. This identifier, usually, is just the currency code of the Sage 300 customer. In other words, you'd use the values 'USD' and 'CAD' as the names of your account selectors.

When you load a customer into the Authorizations module, for example, the currency code of that customer will be read. Let's say the currency code is 'USD'. ConligoPay will use the payment gateway and merchant account that has been set up under the 'USD' account selector.

Some ConligoPay Credit Card modules have a dropdown that lists the available Account Selectors. The dropdown will default to match the currency code of the customer in question, but many modules let you choose a different account selector in case you need to.

In some cases, you cannot change the account selector. For example, on the Payment Capture module on the Preauthorize O/E Invoices tab, you cannot change the account selector that will be used. This is because follow-up operations (e.g., captures) on a preauthorization must be done on the same account that the preauthorization was done on.

3 ConligoPay Credit Card Setup

Before running the application, you must test your database connection settings, and configure the credit card types you will use.

There is also a data dump and load utility that can be used to back up and restore the ConligoPay Credit Card database tables.

To begin the configuration, log in to Sage 300 ERP as an administrator, locate the ConligoPay Credit Card application folder and open the “Setup” module.

3.1 Databases

The Databases tab is used to identify your Sage 300 ERP company database.

Note: ConligoPay Credit Card uses a direct SQL connection to read data from the database rather than using Sage 300 ERP's database interface because it is faster. For writing, however, it uses Sage 300 ERP's application interface.

The database connection test will check the database login and password settings and will test if the database tables have already been created in your company database. If the database tables are not there, you'll be prompted to redo the Data Activation step.

The screenshot shows a window titled "SAMLTD - (Build 0)" with the Conligo logo and "Setup & Options" text. The "Database" tab is selected, showing fields for "Server:", "User Name:", "Password:", "Database Name:", and "Database Engine:" (set to "Microsoft SQL Server"). There are "Test Connection" and "Data Maintenance" buttons. Below is a "Tenant" section with a "Tenant ID:" field and a "Save" button. At the bottom are "About..." and "Close" buttons.

- a) Click the Databases tab.
- b) In the Server field, type the name of the SQL server (and instance) that hosts your Sage 300 ERP company database.

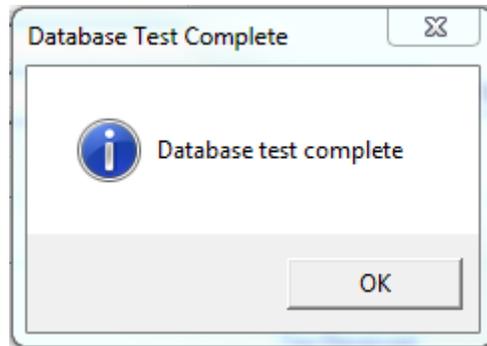
- c) Enter the database login name and password assigned by your database administrator and the name of your company database.
- d) Click the “Test Connection” button.

If you get a message saying to run Data Activation or the AlterTable program, you should contact Conligo’s support team for assistance.

If the server name, login name or password is invalid, an error message will be displayed. See your database administrator to confirm that your database login information is correct.

If the login information is correct, then the program will test whether the ConligoPay Credit Card database tables are installed, have all the required columns and that they are the correct sizes.

- e) When the connection test is successful, you will see the following status message:

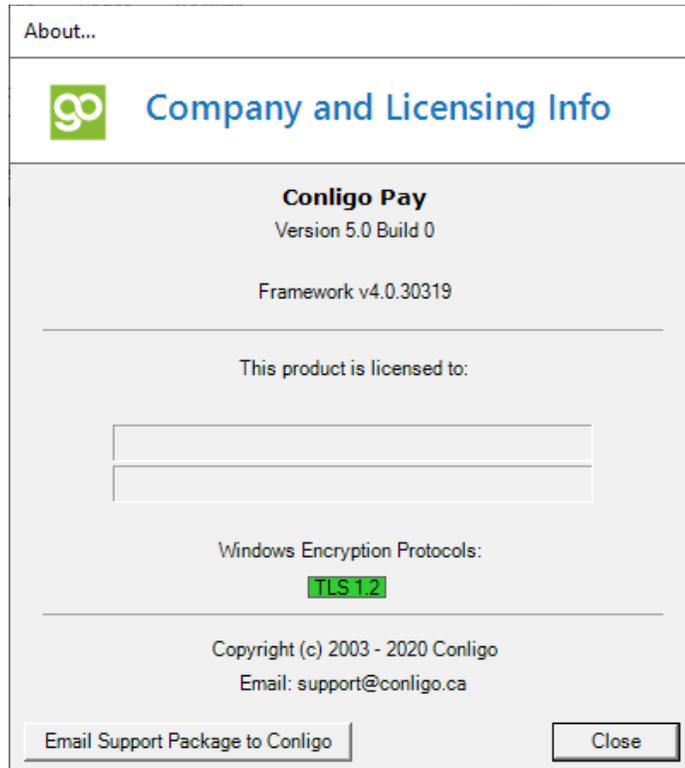


Note: You should always click the *Test Connection* button to verify the database settings since a working database connection is required by other parts of the Setup module.

Note: The configuration file, ccpp.xml, must be re-read after the database settings are initialized. To ensure this happens, close the Setup module now and then reopen it.

This is extremely important for multi-company setups. Multi-company setups allow different settings to be used for each Accpac company.

Each module also contains an About... button which allows you to view the specific ConligoPay Credit Card program information and allows you to send your configuration and log files to Conligo Corporation for support.



3.2 Credit Card Types

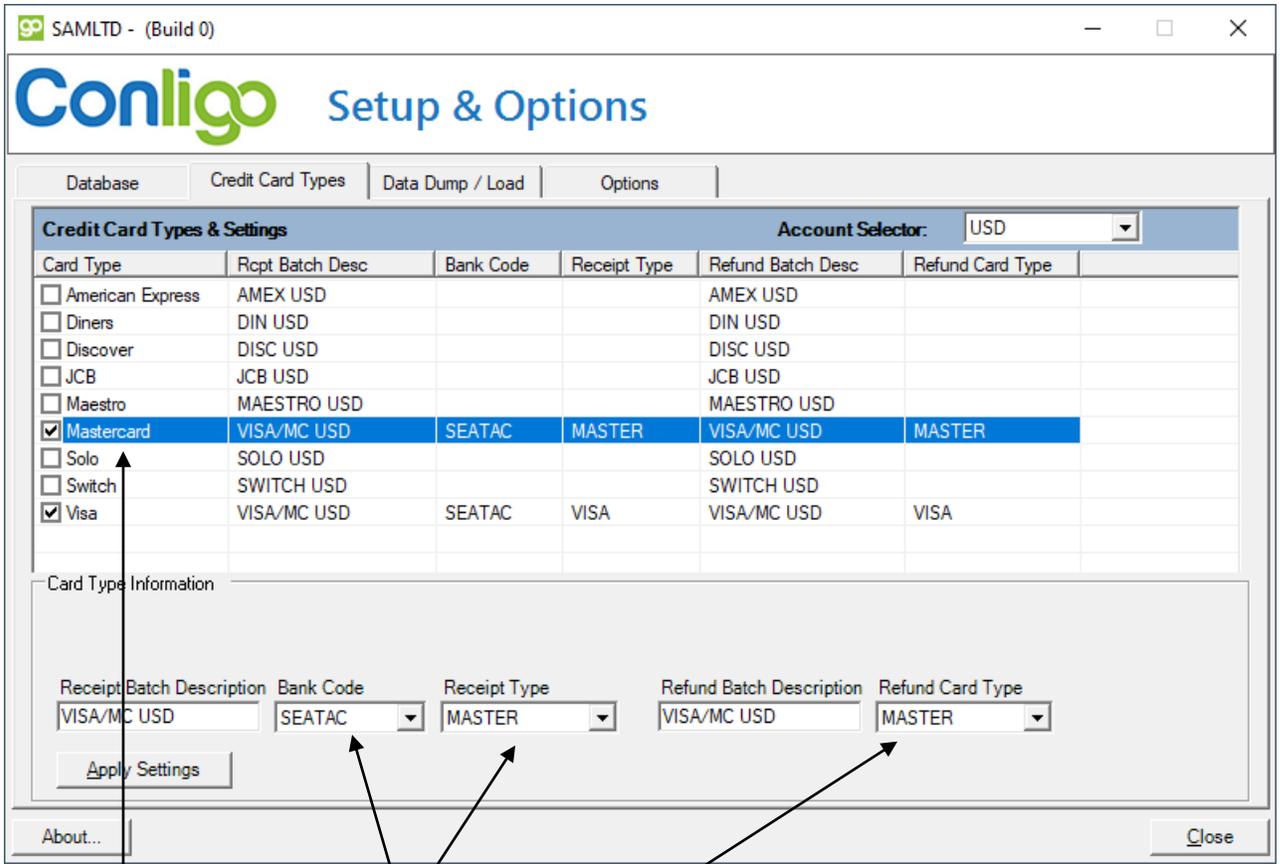
You can configure which credit card types will be used for credit card payments.

For each card type you wish to accept:

1. Choose the Account Selector.
2. Check the checkbox next to the credit card type.
3. The default Receipt Batch Description consists of the credit card type and the account selector. (e.g., VISA/MC USD). When ConligoPay Credit Card needs to create a new receipt batch, this description will be used and have the current date appended (e.g., "VISA/MC USD 2022-10-23").
4. Select a bank code for the batch. The available bank codes will appear in the Bank Code selection lists. This list is populated from the list found in Common Services -> Bank Services -> Banks.
5. Choose one of the receipt type codes from each of the Receipt Type selection lists. These are the receipt types that are currently configured in Accounts Receivable -> A/R Setup -> Payment Codes.
6. The default Refund Batch Description consists of the credit card type and account selector. (e.g., VISA/MC USD). When ConligoPay Credit Card needs to create a new refund batch, this description will be used and have the current date appended (e.g., "VISA/MC USD 2022-03-31").
7. Pick one of the credit card type codes from the Refund Card Type selection list. These are the credit card types that are currently configured in Common Services -> Bank Services -> Bank Setup -> Credit Card Types.
8. Click the "Apply Settings" button to save changes. The "Credit Card Types and Settings" list will be updated to display your settings for the selected credit card.
9. Repeat for **each additional credit card type** you will be using.

The above steps must be repeated for **each** credit card type accepted.

Receipt entries for credit card transactions are placed into batches based on the Receipt Batch Description. If the user would like all card types to have its own separate receipt batch, make sure that the Receipt Batch Description value is unique for each card type. The same applies to refund batches.



Credit Card Types

Credit Card Type Information

NOTE: If you see no choices in the "Refund Card Type" menu, you need to launch Sage 300 ERP → Common Services → Bank Services → Bank Setup → Credit Card Types and configure values that are appropriate to your business.

3.3 Options

This tab allows you to control the way ConligoPay Credit Card works.

The screenshot shows the 'Options' tab in the Conligo Setup & Options window. The window title is 'SAMLTD - (Build 0)'. The main title is 'Conligo Setup & Options'. The 'Options' tab is selected, showing settings for Gateway, Authorization Amount, Auto Reauthorization, Misc. Options, and Credit Card Authorization Verification Requirements.

Gateway

Batch Cut-off Time: 10:59:59 PM

Assume Authorizations to be Expired after 7 days

Authorization Amount

Set an additional amount on top of the base order amount to be added to the authorization.

\$ 0.00 or 0.000 %

Whichever is Higher Lower

Auto Reauthorization

If the amount to capture is more than the authorized amount, auto reauthorize if amount is less than 0.00

For higher amounts Skip Ask

Misc. Options

Allow Single-Use Credit Card Entry

Deduct Terms Code Discounts from Captures

Deduct Order-based Prepayments from Invoice Amounts to Capture? No

Reapply Prepayments from Orders to Invoices? No

Credit Card Authorization Verification Requirements

Required Field	Mismatch Handling
Address <input checked="" type="checkbox"/>	<input type="radio"/> Ignore <input type="radio"/> Decline <input checked="" type="radio"/> Ask
Zip/Postal <input checked="" type="checkbox"/>	<input type="radio"/> Ignore <input type="radio"/> Decline <input checked="" type="radio"/> Ask
Security Digits (CVV) <input type="checkbox"/>	<input type="radio"/> Ignore <input type="radio"/> Decline <input checked="" type="radio"/> Ask

Batch Cut-off Time

Specify the time of day that your payment gateway settles your daily credit card transactions into your merchant account. Ensure you consider time zones.

E.g., If your payment gateway settles your daily transactions at 4AM EST and you are in PST, ensure you set your Batch Cutoff Time to 1AM so that your local workstations will accurately report your credit transactions.

Assume Authorizations to be Expired after X days

The card issuer sets an expiration time for each authorization transaction. This timeframe differs from bank to bank. If an authorization transaction is not captured before the expiration time, the hold on the funds is removed and the cardholder has access to those funds again.

This expiration tends to occur after five to seven days but can vary.

If the Capture module needs to capture against an authorization that may be expired, it will perform a 'Sale' transaction instead. A 'Sale' transaction is a combination of authorization and capture done together in a single request.

Authorization Amount

You can have the authorization amount increased to include an additional amount to cover expected additional costs where the exact cost might not be known at the time of authorization. E.g., shipping charges.

The amount can be increased by a flat amount or a percentage of the order total. You can also specify to take the greater or the lesser of the two values.

Auto Reauthorization

For orders that have been previously authorized against a credit card and the invoice amount to capture is more than the original authorization, ConligoPay Credit Card will automatically perform a 'Sale' transaction based on the options you have specified when you capture the invoice.

Allow Single-Use Credit Card Entry

This option allows you to take credit card payments but have the card flagged to be used only once. The definition of 'used once' here is that the card has a successful capture (or sale) done against it. Customers will have to provide their credit card number each time they wish to use it. Note that the card remains 'on file' but is merely flagged not to be used again. If the card is entered a second time, it simply removes the flag.

Deduct Order-based Prepayments from Invoice Amounts to Capture?

This option is specific to companies using the "Prepay" button from the Credit Card Authorizations module. If an invoice is returned in the search on the "Posted Invoices" tab of the Capture module and there was a prepayment applied to the order that the invoice was created from, then the user can choose how they want that prepayment amount handled. (See Section 8.1 for more details).

There are three options, Yes, No, and Ask. If you choose Yes, then the prepayment amount will be deducted from the invoice total before the capture is done. If you choose No, then it will not be deducted. Choosing "Ask" results in being prompted each time the software returns an invoice that has a prepayment on the associated order number and lets you choose on a per invoice basis.

Reapply Prepayments from Orders to Invoices?

This option is specific to companies using “Prepay” button from the Credit Card Authorizations module and the option to “Deduct Order-based Prepayments from Invoice Amounts to Capture”. If the prepayment amount is deducted from the amount to capture, the user can choose if that prepayment document should be re-applied to the invoice or not.

There are three options (Yes, No, Ask). If you choose Yes, then the prepayment document will always be re-applied to the invoice when the prepayment amount was deducted from the invoice total; if you choose No, then the prepayment document will not be re-applied and will remain applied to the order; and if you choose Ask, a prompt will appear each time this situation occurs to ask what you would like to do.

Note: The prepayment options are used for the Posted Invoices tab of the Capture module only.

Credit Card Authorization Verification Requirements

You need to specify which authorization verifications are required and how to handle credit card transactions when verification responses indicate a mismatch against Address, Zip Code or Security Digits.

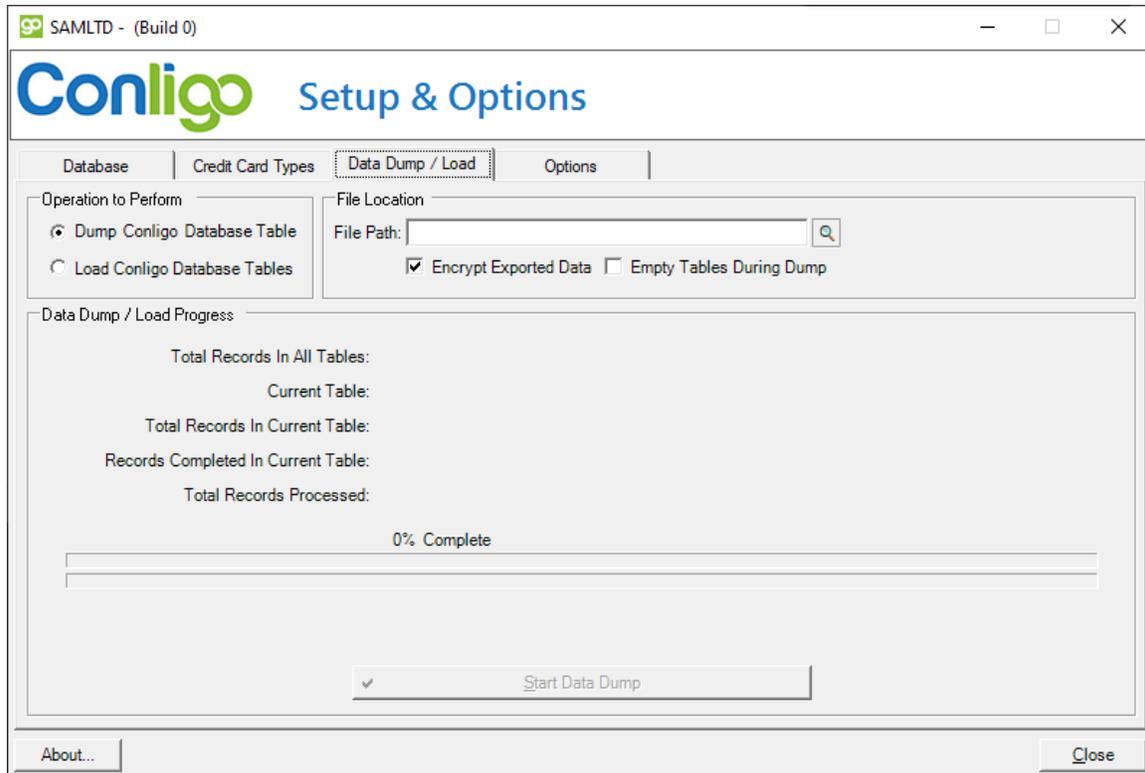
Note: These settings affect the Authorizations module only.

Note: Check with your payment gateway as they may have a much broader set of controls that should be used in place of the controls offered in the Setup module.

3.4 Data Dump/Load

Data Dump/Load allows you to export/import ConligoPay Credit Card data. You may use this simply as a backup feature (export data to a disk file) or to perform database migration from an existing company database to new company database. This dumps and loads data from the ConligoPay Credit Card database tables only.

Note: ConligoPay Credit Card is also integrated with Sage 300 ERP's data dump and load tools; its tables are dumped and loaded together with Sage 300's tables. The ConligoPay data dump and load tools are still available for use when upgrading from one major version of ConligoPay Credit Card to another but are not required when doing a Sage 300 ERP data dump and load.



3.4.1 Exporting Data

Data export saves your existing ConligoPay Credit Card data to a disk file which can be used later to import from or just for a backup of existing data. To export your existing ConligoPay Credit Card data perform the following steps:

1. Select *Dump Conligo Database Tables* operation from *Operations To Perform* panel.
2. Specify the physical path where the file will be saved on your hard drive. Use the search  button to choose your disk directory.
3. Select whether you want:
 - a. Data to be encrypted as it is written to the file. This allows you to protect sensitive information since the data is now available as an XML formatted file on your disk. To encrypt data, check *Encrypt Exported Data* checkbox.
 - b. Clear data from the tables that just have been exported to the file. To clear data, check *Empty Tables During Dump* checkbox.
4. Click *Start Data Dump* button to begin data export.

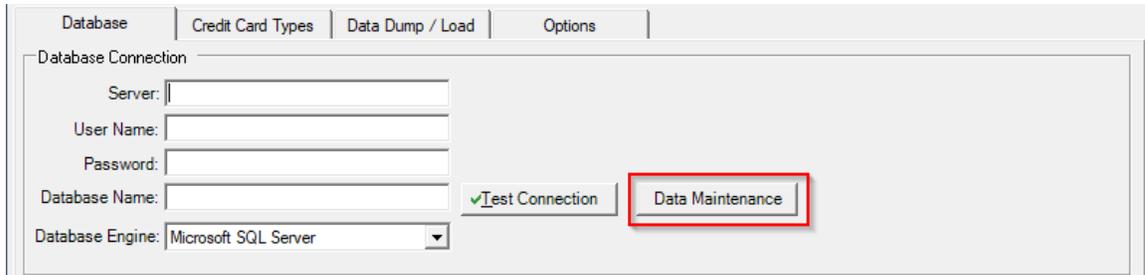
3.4.2 Importing Data

Data import allows you to import data that was previously exported. When importing data, you must make sure that your Conligo Credit Card tables are empty. To import data, perform the following steps:

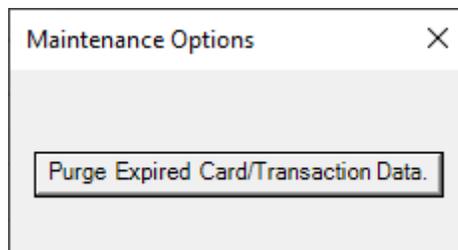
1. Select *Load Conligo Database Tables* operation from *Operations To Perform* panel.
2. Specify the physical path where the backup export file exists on your hard drive. Use the search  button to browse and select the export file.
3. Click *Start Data Load* button to begin data export.

4 Data Maintenance

Go to the 'Database' tab in the Setup module and click 'Data Maintenance'.

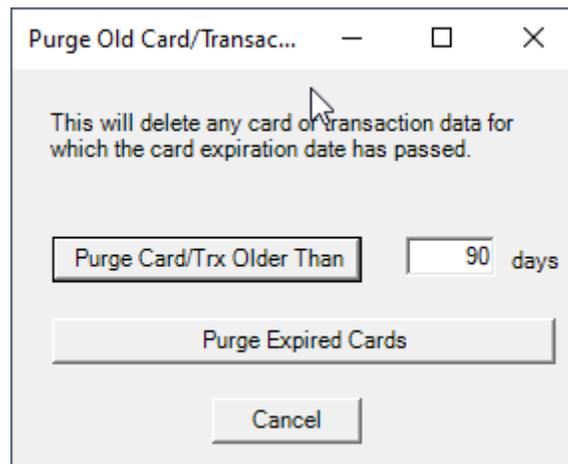


The following window will display:



4.1 Clearing old card data

Click 'Purge Expired Card/Transaction Data'.



To clear out data based on when the cards were modified or transactions were executed, set the age in the 'days' text field. To delete card records and transactions older than 90 days, put '90' into the field as shown above. To delete all records created today or earlier, enter '0'. Note, some records won't be deleted if they have records that are dependent upon them. For example, a card record won't be deleted if it has an authorization record that hasn't been captured yet, or if it has been captured, but the receipt entry has not been made in Sage 300.

5 Adding or Updating Customer Credit Cards

Several of the modules have a 'New' or 'New Card' button that allows you to enter new credit card information. Clicking this button opens the following window which will be populated with the Customer, Order and Invoice numbers depending on which module you're in.

The screenshot shows a 'New Credit Card' dialog box with the following fields and values:

- Customer Information:**
 - Customer: 1200
 - Order: (empty)
- Credit Card Information:**
 - Merchant Account Selector: USD
 - Card Number: (empty)
 - Expiry Date (mm/yyyy): (empty) / (empty)
 - Security Digits (CVV): (empty)
 - Currency Code: USD
 - Start Date (mm/yyyy): (empty) / (empty)
 - Issue Number: (empty)
 - Budget Period: (empty)
 - Cardholder Name: (empty)
 - Street Address: (empty)
 - City: (empty)
 - State / Prov Code: (empty)
 - Country Code: (empty)
 - Zip / Postal Code: (empty)

Buttons at the bottom: Save, Use Once, Cancel.

Depending on your settings, you might have only one or both of the 'Save' and 'Use Once' buttons. The availability of the 'Use Once' button is configured in the Setup module.

One of the modules that this window is available from is the Authorizations module, so we'll demonstrate with that.

To add or update a customer credit card number:

1. Start the Authorizations module using the following icon in the Conligo Credit Card program group:



The Credit Card Authorization screen will appear as shown below.

The screenshot shows the "Conligo Credit Card Authorizations" application window. The title bar reads "SAMLTD - Braintree (Vault) - Build 0". The main window has a header with the "Conligo" logo and "Credit Card Authorizations". Below the header, there are two tabs: "Single" (selected) and "Batch". The interface is divided into several sections: 1. "Order / Customer" section with fields for "Order Number" and "Customer Number", each with a search icon. 2. "Payment Status" section with fields for "Order Total", "Total Invoiced Amount", "Credit Notes", "Posted Invoice Receipts", "Pending Receipts", "Prepayments", "Order Balance", "Additional Amount", and "Total to Authorize/Prepay". 3. "Credit Card Information" section with a "Merchant Account Selector" dropdown (set to "USD"), "Card Number" dropdown, "Expiry Date (mm/yyyy)" and "Start Date (mm/yyyy)" fields, "Budget Period" and "Issue Number" fields, "Cardholder Name", "Street Address", "City", "State / Prov Code", "Country Code", "Zip / Postal Code", and "Security Digits (CWV)" fields. 4. "Processing" section with "Options" (checkboxes for "Ship All", "Create Invoice", "Take Off Hold", "Apply Options to Authorizations too"), "Authorize" and "Prepay" buttons, "Authorization Details" (fields for "Reference Number", "Authorization Number", "Authorized Amount", "Date"), and "Prepayment Details" (fields for "Doc", "Batch", "Entry"). At the bottom, there are "New", "Save", "Deactivate", and "Sort" buttons. The status bar at the very bottom shows "About...", "Ready", and "Close" buttons.

There are two tabs, Single and Batch. The Single tab is used to perform just one authorization or prepayment against an order. The Batch tab is used to perform authorizations or prepayments on several orders.

The Single tab is also used for card management, allowing you to enter new cards and update existing cards.

2. Enter the customer number in the space provided and press the <tab> key. Alternatively, use the search button () to find a customer number if you do not know it.
3. Once a valid customer number is entered the application will fill in customer information fields. If the customer has credit cards on file, then the credit card information fields will also be populated.
4. To enter a new card, use the 'New' button to open the 'New Credit Card' window.
5. Update an existing card by making any necessary changes directly on the Authorizations module's window and click the Save button to update the information in the database.

Note: The Save button will not be available until a valid card number and expiration date have been entered.

Note: For security and legal reasons, the Security Digits (often called 'CVV') are not stored. There is no need to enter this value when updating a customer's credit card.

Note: The Start Date and Issue fields are specific to European Cards only. This information can be left blank for non-European cards.

Note: If you wish to deactivate a credit card from a customer's account, bring the credit card number into view using the "Card Number" pull down and click the Deactivate button. Deactivating a credit card will remove it from the customer's list of credit card numbers but will keep all transaction history using that card intact. Because the card has been vaulted, it remains in the system, but is marked as inactive.

6 Credit Card Fraud Prevention Features

Credit card issuers now offer fraud prevention features meant to mitigate the risk of taking credit card orders over the phone or over the Internet. ConligoPay Credit Card supports some of these features.

The Card Verification Value (CVV), sometimes called Card Security Code (CSC), is a three- or four-digit number printed, but not embossed, on the back of a credit card. Because the CVV is not embossed on the card, it protects against use of credit card numbers obtained from discarded receipts. If a customer can provide you with the CVV, then you are reasonably sure they are in possession of the credit card.

Note: PA-DSS compliance does not permit storage of CVV digits beyond the time it takes to perform an authorization. ConligoPay Credit Card **does not store these digits.**

The Address Verification System (AVS) is another level of security provided by credit card processors. ConligoPay Credit Card passes the address line and zip/postal code of a cardholder when authorizing payments. When this information is provided to the card processor, it will be compared to the information on file at the issuing bank. If this information does not match the information provided by the customer, the otherwise good transaction will still be authorized but with a status flags included indicating the nature of the mismatch.

ConligoPay Credit Card stores the first address line and the zip/postal code information for the cardholder in its database tables. The card number, itself, is not stored in the ConligoPay Credit Card database tables.

7 Credit Card Authorization Procedure

Follow this procedure to:

- Pre-authorize a credit card payment for an order *prior to invoicing and shipment*. In Sage 300 ERP, you will have created and posted an order, but you have not yet shipped or created an invoice.

When you have completed this procedure, credit card funds will have been reserved for payment of the order. You will ship, invoice and capture payment for the order at a later time.

Note: If you have already generated an invoice, do not use this procedure. Instead, use the *Capturing Unauthorized Invoice Payments* under *Credit Card Payment Capture Procedure*.

Note: If an order has multiple scheduled payments, use this procedure to authorize and capture the first payment. For subsequent payments, follow the *Payment Capture Procedure* for open invoice payments.

1. Start the Credit Card Authorizations module using the following icon in the ConligoPay program group:



The Credit Card Authorizations screen will appear as shown below.

The screenshot shows the "Conligo Credit Card Authorizations" window. The window title is "SAMLTD - Build 0". The main header displays the "Conligo" logo and the text "Credit Card Authorizations". Below the header, there are two tabs: "Single" (selected) and "Batch". The interface is divided into several sections: "Order / Customer" with fields for "Order Number" and "Customer Number"; "Payment Status" with various financial summary fields; "Credit Card Information" with fields for "Merchant Account Selector", "Card Number", "Expiry Date", "Start Date", "Budget Period", "Issue Number", "Cardholder Name", "Street Address", "City", "State / Prov Code", "Country Code", "Zip / Postal Code", and "Security Digits (CV)"; "Processing" with checkboxes for "Ship All", "Create Invoice", "Take Off Hold", and "Apply Options to Authorizations too", along with "Authorize" and "Prepay" buttons; "Authorization Details" with fields for "Reference Number", "Authorization Number", "Authorized Amount", and "Date"; and "Prepayment Details" with fields for "Doc" and "Batch". At the bottom, there are "About...", "Ready", and "Close" buttons.

There are two tabs, Single and Batch. The Single tab is used to perform just one authorization or prepayment against an order. The Batch tab is used to perform authorizations or prepayments on several orders.

2. Single Tab

- a. Enter the order number in the space provided and press the <tab> key. Use the search button () to find an order number if you do not know it.

Tip: After you post the order in Sage 300 ERP, copy the order number to the Windows clipboard and then open the Authorizations module. The module will load the order information automatically.

- b. The customer number will be filled in based on the order number.
- c. The Account Selector will be preselected based on the customer information, but you may choose a different account selector if you have more than one configured.
- d. Enter the customer's credit card information using the 'New' button or choose an existing card from the dropdown list.

If the selected customer has a credit card number on file, it will appear in the card number field as soon as you tab into or click on this field.

- e. Enter the card expiration date into the space provided. Enter the year with four digits.
- f. If you are authorizing a phone-in order, you may ask the customer to provide you with the card's security digits (CVV) printed on their credit card. Enter these digits in the Security Digits field.

The security code is printed near the signature area on the back of VISA and MASTERCARD credit cards as shown in the illustration below:



If you are not able to obtain the CVV digits (for example, you are not speaking to the customer on the telephone), then you can leave the Security Digits field blank. (The Setup module's Options tab must not have the CVV marked as a required field if you don't have the CVV.)

- g. *Remaining Total* and *Authorize Amount* will be automatically filled using the order total amount. You may manually change the authorization amount to obtain a larger authorization if needed. Doing so can be beneficial if shipping charges are yet to be determined. You could increase the authorization amount to include the expected shipping costs.

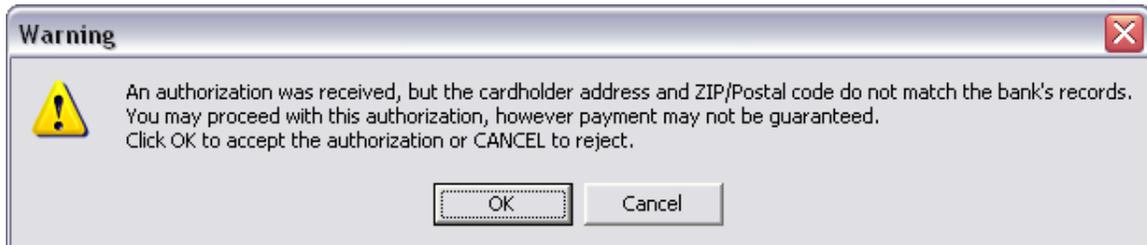
- h. Verify the correct cardholder and address. If the customer did not previously have a credit card number on file, then the cardholder name and address fields are initialized from the A/R customer information.

The cardholder and address may not be the same as the customer's name and address in the accounting system, so confirm that these fields are correct.

- i. Click the *Authorize* button. After a brief delay, you will obtain the authorization number. This number is stored in the ConligoPay Credit Card database tables and is used later to perform the capture.



If you filled in the cardholder address and ZIP/postal code, the payment gateway will use the Address Verification System (AVS) to request a match on these fields. Depending on the options you chose for AVS checks within the Setup module, a warning message is displayed if these address fields do not match the values on file at the card-issuing bank. In this case, a message like the following will appear.

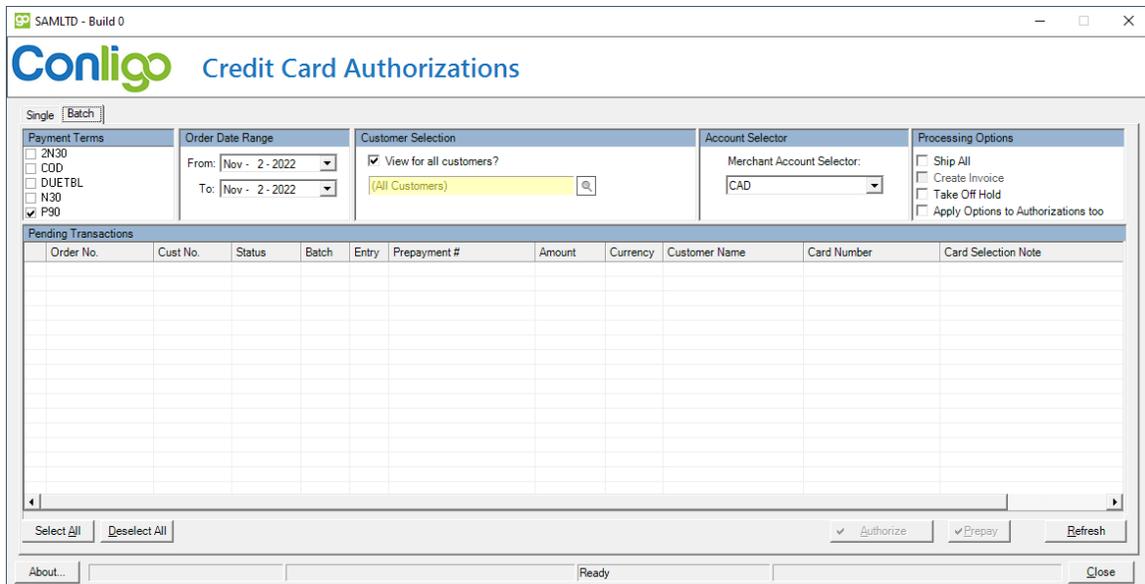


If you are speaking to the customer on the phone while obtaining the authorization, you should confirm the accuracy of the address information.

If you are not speaking with the customer, you may choose to place the order on hold until the customer can be contacted to resolve the discrepancy. You should click the OK button in this case.

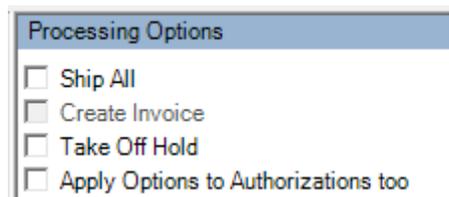
You may also choose to reject the authorization and cancel the order. Choose Cancel in this case.

Note: If you reject the authorization, an Authorization Reversal request is sent to release the funds.



3. Batch Tab

- a. Choose the Payment Terms codes for the orders you wish to authorize or prepay.
- b. Select a date range.
- c. Choose a specific customer or leave the default of 'All Customers'.
- d. Choose the Account Selector for the merchant account you defined in the Setup module. Usually, this will be a currency code, but some companies have merchant account defined under other names.
- e. Choose the post-processing options you need. These options take effect only after a successful transaction. Normally, you would only use these for prepayments, but the option to apply them when doing authorizations is available if you have a business need for it.



These are the same as clicking the same options in the Order Entry window.

- f. Click 'Refresh' to generate the list of orders you can perform transactions against. This list is filtered to those orders whose customers have credit cards on file under the Account Selector you chose.

This means that if you need to authorize/prepay orders for USD and CAD merchant accounts, you'll need to process twice, once for the USD merchant account and once for the CAD merchant account.

8 Credit Card Prepaid Order Procedure

Follow this procedure to:

- Prepay an order using a credit card *prior to shipment and invoicing*. In Sage 300 ERP, you will have created and posted an order, but you have not shipped it nor created an invoice.

When you have completed this procedure, the order amount has been authorized and captured and a prepayment record has been created in Sage 300 ERP.

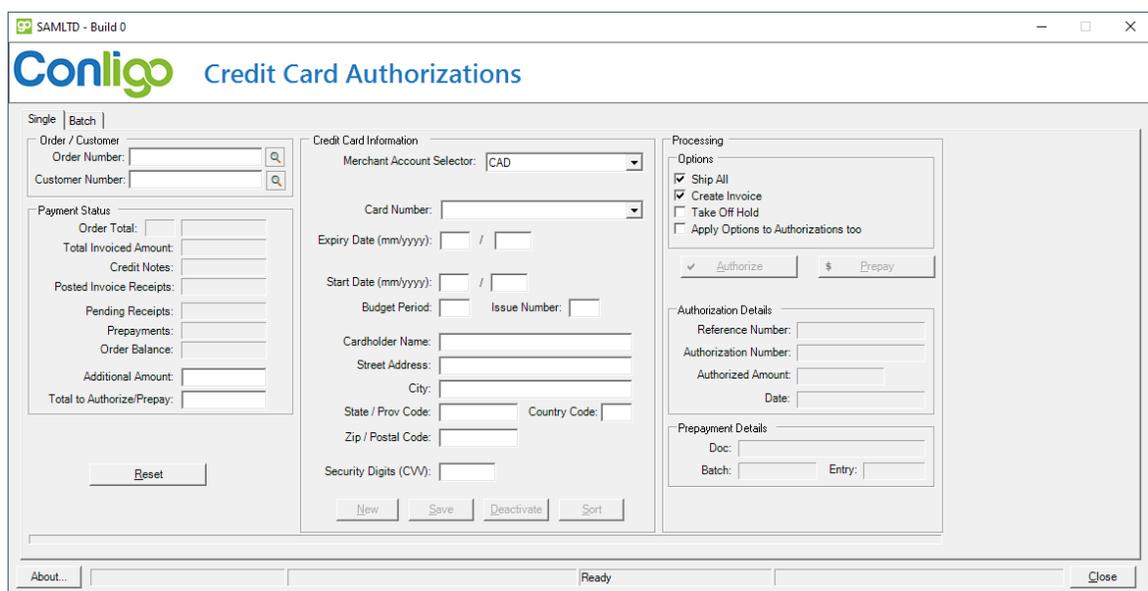
Note: The prepayment document that is created in Sage 300 ERP is applied to the order, not to the invoice. When the prepayment has been posted and the subsequent invoice created and posted, Sage 300 will match the prepayment to the invoice.

Note: When Sage 300 ERP's O/E Order Entry module is used to record a prepayment, its behaviour is often thought to be different to how Conligo Credit Card does a prepayment. In Order Entry, if you create an order, ship, invoice and enter prepayment information all in the same 'Post' operation, Sage 300 ERP will assign the resulting prepayment record to the invoice generated by that post operation immediately. However, if you create the order and prepayment and then post without shipping and invoicing, then load the order again, ship, invoice, and post again, the prepayment is left applied to the order, not the invoice. This latter scenario applies to ConligoPay Credit Card as well.

1. Start the Credit Card Authorizations program using the following icon in the Conligo Credit Card program group:



The Credit Card Authorizations screen will appear as shown below.



2. Enter the order number in the space provided and press the <tab> key. Use the search button () to find an order number if you do not know it.

Tip: After you post the order in Sage 300 ERP, copy the order number to the Windows clipboard and then open the Credit Card Authorization module. The Authorizations module will load the order information automatically.

3. The customer number will be automatically filled in based on the order number.
4. The Account Selector will be preselected based on the customer information, but you may choose a different account to use if you have more than one configured.
5. Enter the customer's credit card number in the field provided.

If the selected customer has a credit card number on file, it will appear in the card number field as soon as you tab into or click on this field. Otherwise, you must enter a valid credit card number in this field.

6. Enter the card expiry date into the space provided. Enter the year with four digits.
7. If you are authorizing a phone-in order, you may ask the customer to provide you with the CVV digits printed on their credit card. Enter these digits into the Security Digits field.

The security code is printed near the signature area on the back of VISA and MasterCard credit cards as shown in the illustration below:



If you are not able to obtain the CVV digits (for example, you are not speaking to the customer on the telephone), then you can leave the Security Digits field blank.

8. *Remaining Total* and *Authorize Amount* will be filled in with the order total amount. You can prepay any amount up to the amount that is due. Unlike authorizations, you cannot prepay a larger amount.
9. Verify the correct cardholder and address. If the customer did not previously have a credit card number on file, the cardholder and address fields are initialized from the A/R customer information.

Note: The cardholder and address may not be the same as the customer name and address, so confirm that these fields are correct.

10. Click the *Prepay* button. The prepayment is done in two steps, first an authorization request is sent, and upon success, it is captured. After a brief delay, you will obtain the authorization number. This number is stored in the Conligo Credit Card database tables and is used later when the capture is done.

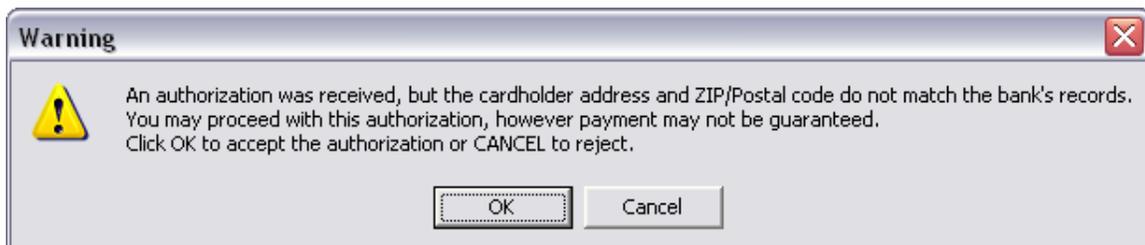


Click the *OK* button to see the prepayment status of the order.



Note: Remember that the prepayment will appear as a prepayment against the order and not the invoice in A/R receipts.

11. If you filled in the cardholder address and ZIP/postal code, the payment gateway will use the Address Verification System (AVS) to request a match on these fields. Depending on the options you chose for AVS checks within the Setup module, a warning message is returned if these address fields do not match the values on file at the card-issuing bank. In this case, a message like the following will appear.



If you are speaking to the customer on the phone while obtaining the credit authorization, you should confirm the accuracy of the address information.

If you are not speaking with the customer, you may choose to place the order on hold until the customer can be contacted to resolve the discrepancy. You should click the *OK* button in this case.

You may also choose to reject the authorization and cancel the order. Choose *Cancel* in this case.

Note: If you reject the authorization, an Authorization Reversal request is sent to release the funds.

8.1 Processing Invoices that already have Prepayments

If you have an invoice whose corresponding order has a prepayment against it, you can capture remaining payments using the “Posted Invoices” tab of the Payment Capture module. The Posted Invoices tab has special handling for prepayment records against orders. The specific handling depends on how the Setup module is configured. See Chapter 3.3 for details.

If you have the settings set as:

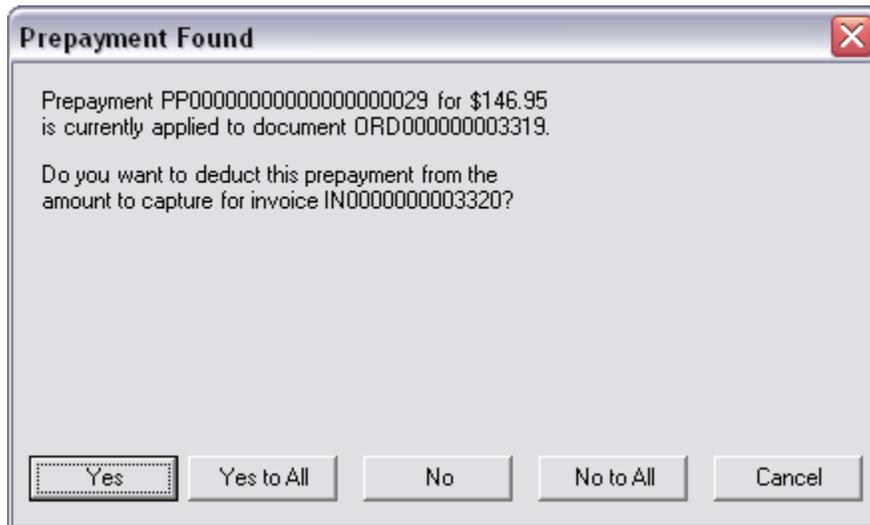
Reapply Prepayments from Orders to Invoices? **No**

Then the setting for “Deduct Order-based Prepayments from Invoice Amounts to Capture?” is automatically set to “No.” With this configuration there will be no consideration of these prepayments when the Posted Invoices tab is used; the entire invoice amount will be sent for capture.

If you have prepayments against orders instead of invoices (such as the Authorization module will do) then it is recommended that you configure these settings as follows:

Reapply Prepayments from Orders to Invoices? **Ask**
Deduct Order-based Prepayments from Invoice Amounts to Capture? **Ask**

These settings suggest you will be asked how to handle existing prepayments when attempting to capture using Posted Invoices. When trying to capture funds against invoices that have prepayments associated with their orders you will see the following prompt appear:



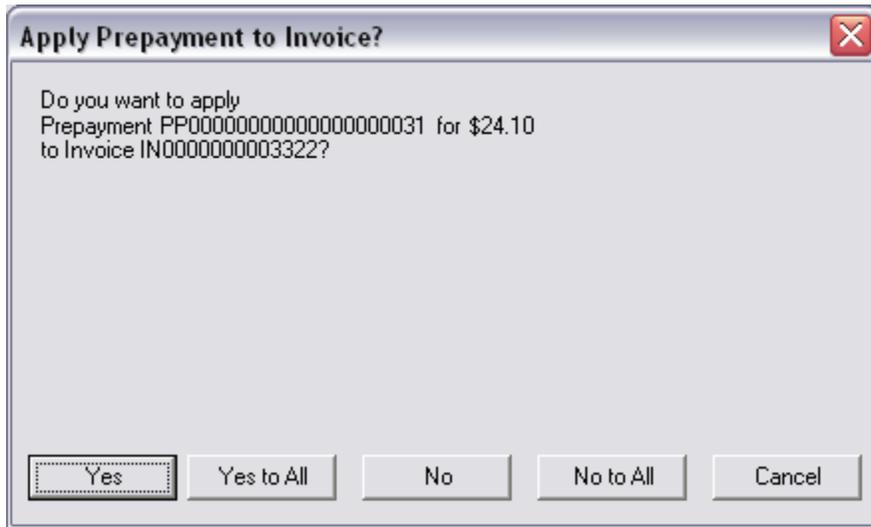
Clicking on *Yes* will deduct this prepayment amount from the amount due prior to submitting the capture request to the payment gateway. The outstanding balance of the invoice after prepayment deductions is the amount submitted for capture if there's a balance remaining at all.

If you click *No*, then the prepayment amount will not be deducted from the invoice balance. You will capture the full balance of the invoice.

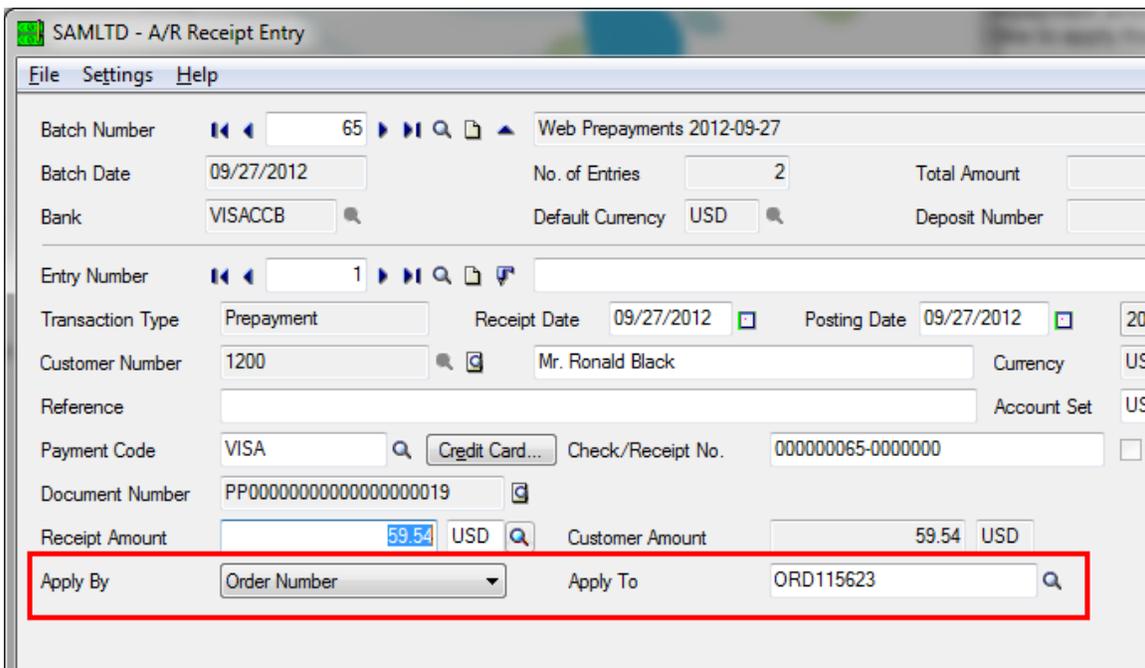
WARNING: If you choose not to deduct the prepayment amount, then you might overcharge your customer.

At this point you should consider manually applying the prepayment document to the invoice before capturing to avoid overcharging. It is recommended to use either *Yes* or *Yes to All* so that the prepayment amounts are deducted from the invoice amounts. Alternatively, you can defer capturing until the batches containing those payments have been posted.

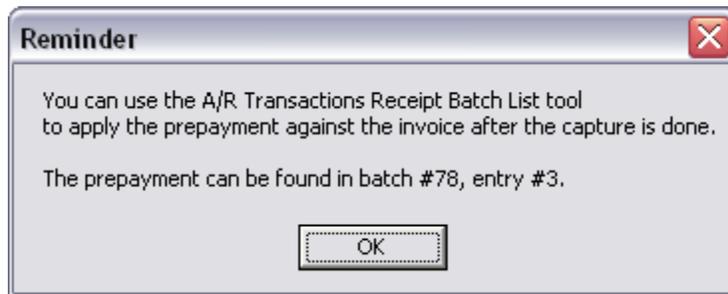
After this prompt, if you have chosen to deduct the prepayment amount from the invoice total you will see the next prompt which asks if you would like to apply the prepayment to the invoice:



Clicking on *Yes* will apply this prepayment from the order to the invoice listed in the prompt. This is analogous to using Sage 300 ERP's A/R Receipts module and changing the 'Apply By' and 'Apply To' entries shown below. It saves you from doing this step manually.



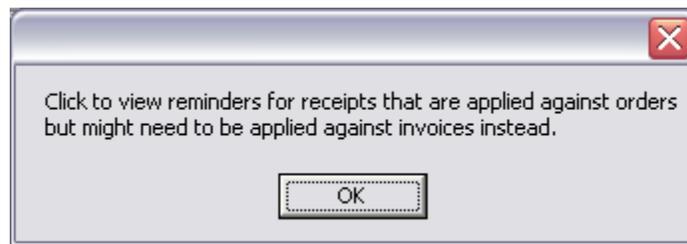
Clicking on *No* will skip applying the prepayment to the invoice. You will see the following reminder with information about the receipt batch and entry number you'll need to manually apply the prepayment:



It is recommended to use either *Yes* or *Yes to All* to have prepayments applied against the invoices automatically.

Once the prompts have been addressed, you're ready to capture. At this point put checkmarks beside the remaining invoices that you wish to capture and click the *Start Captures* button.

If you chose not to apply any prepayments to the invoices automatically you will see the following popup which will open a document listing the prepayments and the invoices they need to be applied against:



9 Credit Card Payment Capture Procedure

Follow this procedure to:

- Capture pre-authorized payments for unposted O/E invoices (three-step payment processing). In Sage 300 ERP, you have created an O/E invoice for a previously authorized order. You have not yet run Day End Processing, so the invoice has not yet been posted to A/R. You want to capture payment immediately to secure the funds in the shortest possible time, or to secure the funds before physically shipping merchandise to the customer.
- Capture and make receipt entries for pre-authorized invoices (two-step payment processing). In Sage 300 ERP, you have created an O/E invoice for a previously authorized order. You have already run Day End Processing and posted the O/E invoice batch, so the O/E invoice is now an open invoice in A/R.
- Authorize, capture, and make receipt entries for unauthorized open invoices (one-step payment processing). In Sage 300 ERP, you have created and posted an A/R or O/E invoice. In the case of an O/E invoice, you have run Day End Processing so that the invoice has moved into A/R and the invoice batch has been posted. A credit card authorization has not yet been obtained.
- Authorize, capture, and make receipt entries for unauthorized open invoices that have had a credit card prepayment on the associated order. You have created an order, obtained a prepayment using the Authorizations module, and created and posted an O/E invoice for that order. Day End Processing has been run and the invoice batch has been posted in A/R.
- Capture payments for unposted O/E invoices associated to an order that has not been authorized. For example, if you forgot to authorize an order before it shipped and do not want to wait until end of day to post the invoices and capture payment.

Launch the Capture module:



Capture

9.1 Capturing Preauthorized O/E Invoice Payments (Three-Step Processing)

Initially, the Capture window displays outstanding Preauthorized O/E Invoices tab, as illustrated below.

The screenshot shows the 'Conligo Credit Card Payment Capture' application window. The 'Preauthorized O/E Invoices' tab is active. The interface includes a search bar with '(All Customers)' and a date range filter set to 'Nov - 2 - 2022'. Below the filters is a table titled 'Pending Transactions' with the following data:

Reference No.	Customer No.	Status	Invoice No.	Order No.	Customer Name	Amount	Currency	Credit Card
638029964...	1200		IN000000000147	ORD000000000178	MR. RONALD BLACK	10.38	USD	(USD) VISA 41*****1111

Buttons at the bottom include 'Select All', 'Deselect All', 'Capture', 'Refresh List', and 'Close'.

These invoices represent previously authorized orders. Their invoice batches may or may not have been posted. If they have, the Payment Capture module will attempt to make A/R receipt entries upon successfully capturing.

If the invoice batches have not been posted, you will use the Pending Receipts module to make the receipt entries at a later time.

The Reference No. column displays the payment gateway transaction number for the previously obtained authorization.

To capture payment for a pending transaction

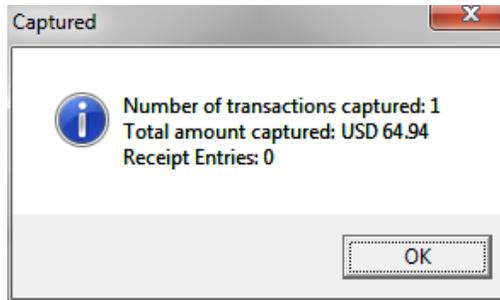
1. Mark the checkbox for the pending transaction(s) you wish to capture or click the "Select All" button to select all pending transactions at once.

Pending Transactions								
Reference No.	Customer No.	Status	Invoice No.	Order No.	Customer Name	Amount	Currency	Credit Card
<input checked="" type="checkbox"/>	634855645958300536	1200	IN00000000000068	ORD0000000000091	MR. RONALD BLACK	64.94	USD	VISA

2. Click the *Start Captures* button to issue a capture transaction for each marked record. As each transaction is performed, the transaction status will appear in the status display area at the top of the screen.
3. The status of each record will be changed to "Captured" after the payment has been captured.

Pending Transactions								
Reference No.	Customer No.	Status	Invoice No.	Order No.	Customer Name	Amount	Currency	Credit Card
<input type="checkbox"/>	634855645958300536	Captured	IN00000000000068	ORD0000000000091	MR. RONALD BLACK	64.94	USD	VISA

When all transactions have been completed, a message is displayed.



Notice that this message indicates 0 receipt entries were made. Remember - if the invoice batch has not been posted to A/R, it is not possible to create a receipt entry at this time.

9.2 Capturing Payments against Open Invoices (One-Step and Two-Step Processing)

You can capture payments against invoices that have already been posted to A/R.

Because these invoices are already posted, the Payment Capture module can create an A/R receipt entry immediately.

To begin, in the *Capture* module, select the *Posted Invoices* Tab:

You must indicate all of the invoice payment terms codes that should be used to construct the list of invoices that should be captured.

The module will remember the terms codes you have selected on this computer.

Next, click the *Refresh* button to begin searching for open invoices.

If you do not see the invoice that you are looking for on this list, then verify that the customer has a credit card number on file in the Authorizations module and that it's been configured in the Setup module's Credit Card Types tab. The Posted Invoices tab of the Payment Capture module will only show invoices based on the search criteria when a customer has a credit card number on file or if you have selected the "Allow Single Use Credit Card Entry" option in the Setup module.

Each invoice will be displayed separately from other invoices even though it may belong to the same customer. Also, invoices that have scheduled payments may show multiple entries, one per scheduled payment.

You are now ready to process the payments. Since these payments are not pre-authorized, the Capture module will perform a 'Sale' transaction for each payment.

To proceed:

1. Place a checkmark on each invoice you wish to capture or click the *Select All* button to select all invoices at once.
2. Verify the card number that is selected. If more than one card is available, you may open the dropdown list and choose another card.

Note: The 'Card Selection Note' column may suggest a card to use. The suggestion favours a card most strongly when it's the only card on file. If multiple cards are on file, then the one with the highest priority is favoured. The background colour helps to indicate how strongly the card is favoured. The colours are white, yellow and red with white being the most favoured and red being the least. Red doesn't mean you shouldn't use the card. It just means there are other card options and one card wasn't favoured more than any other card.

3. Click the *Start Captures* button.

Upon successful payment authorization and capture you should see a message like the following:



9.3 Capturing Unauthorized O/E Invoice Payments

You can capture against open invoices that have not been preauthorized nor posted to A/R.

To begin, in the *Payment Capture* module select the *Unauthorized Invoices* Tab:

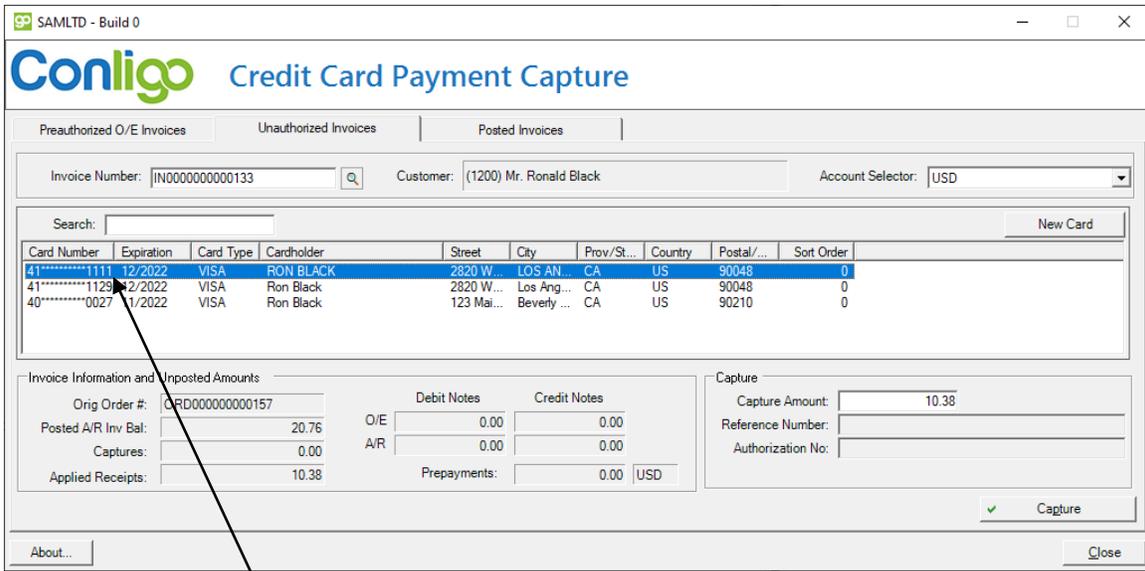
The screenshot shows the 'Unauthorized Invoices' tab selected in the 'Credit Card Payment Capture' module. The interface includes a search bar for invoice numbers, a table of credit cards, and various input fields for invoice details and capture information.

Enter an invoice number or click on the search  button to find an invoice.

Once you have found and entered the invoice number, use your mouse to select the credit card from the list.

The account selector should default to an appropriate account based on the customer record if more than one merchant account has been configured. You can select a different account if necessary. Because ConligoPay works only with vaulted payment gateways, changing the account selector will cause the credit card list to refresh. Only cards vaulted using the indicated account selector will be displayed.

If the Setup module has the "Allow Single Use Credit Cards" option enabled, the 'Provide Credit Card' button will be available. This will open a window allowing you to enter a credit card for one-time use. The card will not be displayed on card listings for this customer for future transactions.

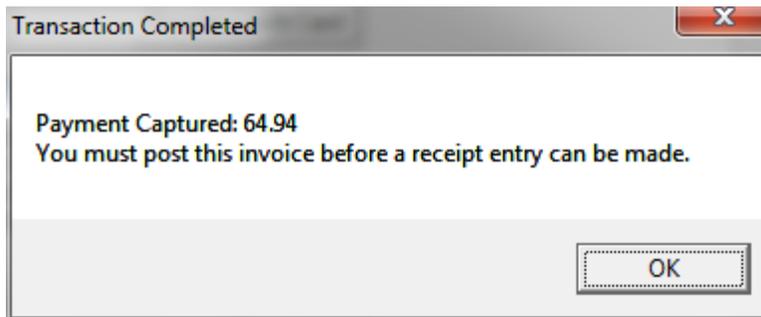


Selected credit card

Click on *Capture* button to process the payment.

After a successful capture you will notice that the *Capture Amount* field has changed to \$0.00 and the *Previous Captures* field has been updated with the amount captured. The screenshots below illustrate this.

After clicking *Capture* button (If successful), you will see a message appear:



and the amounts in the Invoice Information section will be updated.

9.4 Handling Invoices with Scheduled Payments

ConligoPay Credit Card can handle invoices with terms codes that specify a schedule of payments. For example, you may set up a terms code for annual membership fees that are due on a quarterly basis.

The Payment Capture module finds open invoices that have **payments due** within a user-specified period. You can run this procedure every day to easily capture payments from customers who have made credit card payment arrangements with you.

10 Handling Backordered Invoices

This scenario occurs when you have a pre-authorized order and have partially shipped your order and have items on backorder. The preauthorization will have been for the full order amount. When you capture the amount of the shipped items, the capture will be a lesser amount than the authorization.

To capture payment for the subsequent invoices as the remaining items are shipped, you have 2 options:

1. As the invoices are created and their invoice batches are posted in A/R, capture payments using the Posted Invoices tab of the Capture application, or
2. Preauthorize the remaining order balance to hold the credit card funds before capturing payment against the invoice(s).

Use option 1 only if you do not need to obtain a pre-authorization for an order. Otherwise, use option 2 to reauthorize the remaining order total.

To illustrate option 2, here is an example:

You received an initial order for an \$80 item and a \$20 item. You obtain an initial authorization for \$100 when the order is placed.

When you fill the order, the \$20 item is out of stock, so you ship the \$80 item, leaving the \$20 item on backorder. When you ship the \$80 item, Sage 300 ERP generates an O/E invoice for \$80 and reduces the outstanding order total to \$20 - the value of the unshipped items.

At this point, you would use the Capture program to capture payment of \$80 for the actual amount of the O/E invoice. The capture transaction references the original \$100 authorization. (It is not uncommon to capture an amount less than the authorization amount -- you just can't capture more than the authorization amount). The "Capture" transaction completes the original authorization transaction. The remaining \$20 from the authorization is released back to the card.

Now you have a paid invoice of \$80 and an unauthorized backorder for \$20 in Sage 300 ERP.

When you are ready to fill the \$20 backorder, use the Authorizations module to obtain a new authorization for \$20. Enter the original order number into the Authorizations window, and it will retrieve the customer information and outstanding order amount. The window should show the amount to be authorized as \$20.00 in this example.

When you have obtained the new authorization for the backordered amount you can use the Sage 300 ERP Order Entry screen to ship the backordered item and generate a second O/E invoice. In this example, the invoice amount would be \$20.00. Once you have the second invoice number you can capture the invoice payment using the \$20.00 pre-authorization obtained in the previous step.

The status “Ready” appears if the O/E invoice batch has been posted. If the O/E invoice batch has not been posted, then these payment records will display the status “Not Ready” and a posted value of 'No'.

Remember, you can only import payments and apply them against posted invoices. A payment cannot be applied to an invoice that has not been posted. To process the “Ready” payments, simply click the *Start Processing* button. The application will then perform the following steps:

- Group all invoices by batch type: VISA/MASTERCARD, AMEX, DISCOVER, etc.
- Create a new daily receipt batch (or batches) if one does not already exist.
- Add a receipt entry into the batch for each payment captured.

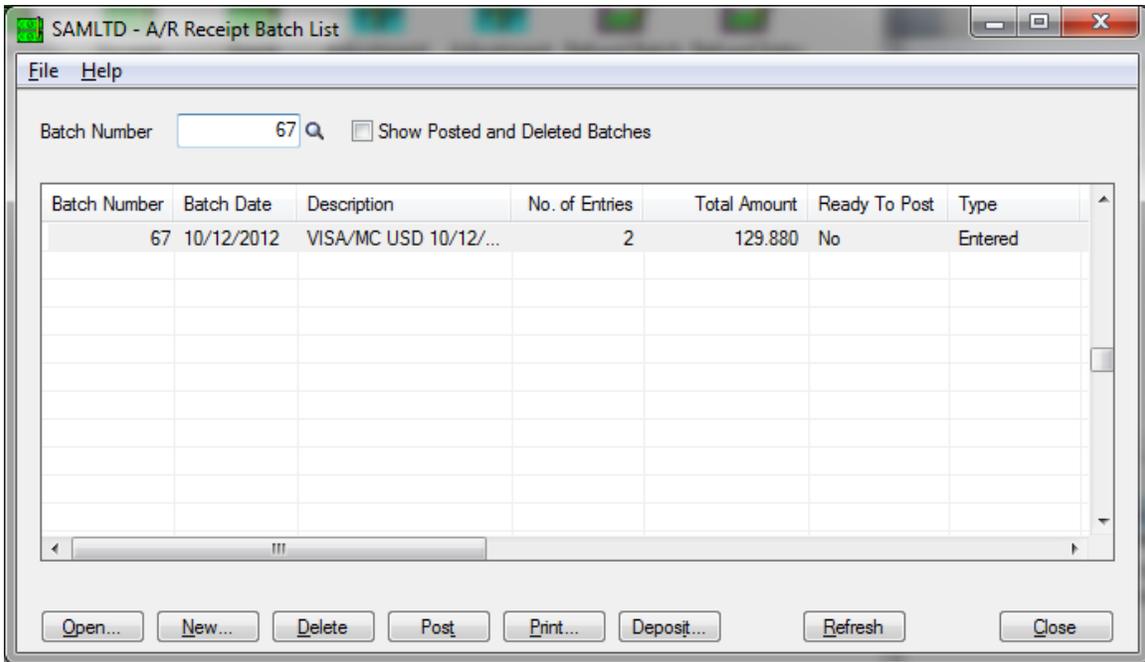
The payment is applied on a per invoice basis.

When processing finishes, the batch summary list displays the number of captured transactions for each account and the batch total.

The screenshot shows a window titled "SAMLTD - Build 0" with the Conligo logo and "Pending Receipts" text. Below this is a "Batch Summary" table with the following data:

Batch Number	Description	Bank	Acct Sel	Count	Total	Currency
112	VISA/MC USD 2022-11-02	SEATAC	USD	1	10.38	USD

As receipt entries are made, the batch number, description and total are displayed.



In Sage 300 ERP, the receipts can be found in the A/R Receipt Batch tool. You can find the batch by using the batch number displayed in the Pending Receipts module.

12 Miscellaneous Receipts

This module allows you to capture funds and record receipts without requiring an order or invoice number.

12.1 Unapplied Cash

The Unapplied Cash tab allows you to search for a customer, select a previously stored credit card number, capture a payment, and record a receipt.

SAMLTD - Build 0

Conligo Miscellaneous Receipts

Unapplied Cash | Prepayment | Misc. Receipt

Customer Information

Customer Number: CAD

Search:

Card Number	Expiration	Card Type	Cardholder	Street	City	Prov/St...	Count
-------------	------------	-----------	------------	--------	------	------------	-------

Capture Information

Outstanding Balance: \$0.00 Capture Amount:

Pending Balance: \$0.00 Transaction Ref #:

Authorization #:

To process an Unapplied Cash transaction, use the following method:

- If you know the customer number, type it into the customer number field and press the TAB key. If the customer number is found, the Name field and credit cards list (if any) will be filled in.
- The account selector should default to the correct Account Selector for the customer selected. If necessary, you can choose another Account Selector.
- It is possible for a customer to have more than one credit card number on file. If there are multiple cards listed, the user must select one. Once selected, the Cardholder Information area will show the cardholder's name and address, along with other information. In some cases, the customer's name and the cardholder may not be the same. This is not uncommon as some customers may use company credit cards for purchases. When using a vaulted gateway, the cards listed are filtered to just those that have been vaulted using the account selector chosen.
- If the customer has a lot of cards on file, you can type search criteria into the Search field. The list will filter down as you type.
- Once a credit card is selected, the user must enter an amount to be captured.
- When all of the required information and the capture amount is supplied, you can click the *Capture* button to process the transaction through the payment gateway. If the transaction is successful, then an authorization number will appear in the window. If the transaction was declined for any reason, then an error message will be displayed.

Normally, the credit card must already be in the ConligoPay Credit Card data tables. However, if the 'Allow Single Use Credit Card Entry' option is enabled in the *Setup* module's Credit Card Types tab, you'll have the option to supply credit card information.

12.2 Prepayment

The Prepayment tab allows you to search for a customer, select a previously stored credit card number, capture funds and record as a prepayment.

The screenshot shows a web application window titled "SAMLTD - Build 0" with standard window controls. The main header features the "Conligo" logo and the text "Miscellaneous Receipts". Below the header are three tabs: "Unapplied Cash", "Prepayment" (which is selected), and "Misc. Receipt".

The "Prepayment Information" section contains a "Customer Number" field with a search icon, a currency dropdown menu set to "CAD", and an "Apply By" dropdown menu set to "Document Number".

A "Search" field is located above a table. A "New Card" button is positioned to the right of the search field. The table has the following columns: "Card Number", "Expiration", "Card Type", "Cardholder", "Street", "City", "Prov/St...", and "Count". The table is currently empty.

The "Capture Information" section includes a "Capture Amount" field with a spinner, a "Transaction Ref #" field, and an "Authorization #" field. A "Capture" button with a green checkmark is located at the bottom right of this section.

At the bottom of the window are three buttons: "About...", "Clear", and "Close".

To process a Prepayment transaction, use the following method:

- If you know the customer number, type it into the customer number field and press the TAB key. If the customer number is found, the Name field and credit cards list (if any) will be filled in.
- The account selector should default to the correct merchant account for the customer selected. If it does not, you can choose another merchant account.
- It is possible for a customer to have more than one credit card number on file. If there are multiple cards listed, the user must select one. Once selected, the Cardholder Information area will show the cardholder's name and address, along with other information. In some cases, the customer's name and the cardholder may not be the same. This is not uncommon as some customers may use company credit cards for purchases. When using a vaulted gateway, the cards listed are filtered to just those that have been vaulted using the account selector chosen.
- If the customer has a lot of cards on file, you can type search criteria into the Search field. The list will filter down as you type.
- Once a credit card is selected, the user must enter an amount to be captured.
- When all of the required information and the capture amount is supplied, you can click the *Capture* button to process the transaction through the payment gateway. If the transaction is successful, then an authorization number will appear in the window. If the transaction was declined for any reason, then an error message will be displayed.

Normally, the credit card must already be in the ConligoPay Credit Card data tables. However, if the 'Allow Single Use Card Entry' option is enabled in the *Setup* module's Credit Card Types tab, you'll have the option to supply credit card information.

12.3 Miscellaneous Receipt

The Misc. Receipt tab allows you to capture a payment without specifying a customer. Instead, you must specify distribution codes to identify the accounts the payment is to be applied to. Several distribution codes may be specified. The capture amount is the sum of the amounts specified in the distributions.

SAMLTD - Build 0

Conligo Miscellaneous Receipts

Unapplied Cash | Prepayment | **Misc. Receipt**

Distribution Information

Dist. Code: CACCSE [v] Add Dist.
Account: 401010030 [v] Remove Dist.

Amount	Dist. Code	Account
5.00	CACCSE	401010030

Capture Information

Account Selector: USD [v]
Capture Amount: 5.00 USD [v]

Transaction Tag:
Authorization No:

✓ Capture

About... Clear Close

To process a Miscellaneous Receipt transaction:

- Use the dropdown boxes to specify the distribution codes to apply the payment to. For each distribution code you need for this payment, set the dropdowns, then click 'Add Dist'. Your choices will appear in the grid.
- For each distribution in the grid, click on the line you want to change and then double-click in the empty cell to enter the amount. This makes the cell editable. Enter a dollar amount and press ENTER or TAB. The total amount to be captured is displayed beside the currency dropdown box.
- Use the Account Selector dropdown list to choose the merchant account you want to process the payment through.
- Click 'Capture'. A window will open to prompt for card information.

The screenshot shows a 'New Credit Card' dialog box with the following fields and controls:

- Customer Information:**
 - Customer: [Text Input]
 - Order: [Text Input]
 - Invoice: [Text Input]
- Credit Card Information:**
 - Merchant Account Selector: [Dropdown Menu] (Current selection: CAD)
 - Card Number: [Text Input]
 - Expiry Date (mm/yyyy): [Text Input] / [Text Input]
 - Security Digits (CVV): [Text Input] [Text Input] Currency Code: [Text Input]
 - Start Date (mm/yyyy): [Text Input] / [Text Input]
 - Issue Number: [Text Input] Budget Period: [Text Input]
 - Cardholder Name: [Text Input]
 - Street Address: [Text Input]
 - City: [Text Input]
 - State / Prov Code: [Text Input]
 - Country Code: [Text Input]
 - Zip / Postal Code: [Text Input]
- Buttons:** Save, Use Once, Cancel

- Fill in the information and click "Save" or "Use Once". The transaction will be processed.
- If the transaction is successful, an authorization number will appear on the form in the bottom right-hand corner. If the transaction was declined for any reason, an error message window will be displayed.

13 Processing Refunds

13.1 Credit Card Refunds

The *Credit Card Refunds* module allows you to submit credit transactions so that refunds can be issued when purchases are returned. The refunds window allows a merchant to filter orders in three ways: by customer, by date range, and by single invoice.

Launch the *Credit Card Refunds* module from the Conligo Credit Card program group using the icon shown below:



The Credit Card Refunds screen will appear:

The screenshot shows the 'Conligo Credit Card Refunds' application window. The window title is 'SAMLTD - Build 0'. The main header displays the 'Conligo' logo and the text 'Credit Card Refunds'. Below the header, there are two main sections: 'Customer Selection' and 'Date Range'. The 'Customer Selection' section includes a checkbox for 'View captured transactions for all customers?' (checked) and a search box containing '(All Customers)'. The 'Date Range' section includes 'From:' and 'To:' dropdown menus, with 'From:' set to 'Oct - 26 - 2022' and 'To:' set to 'Nov - 2 - 2022'. Below these sections are two tables. The first table, 'Payment Transactions', has columns: Order No, Customer No, Total Amount, Card Type, Currency, Transaction ID, Authorization, and Invoices. The second table, 'Invoices / Source Documents', has columns: Document No, Receipt Id, Customer No, Amount Paid, Refund Amount, and Previous Refunds. At the bottom, there is a 'Refund Information' section with a 'Document Number: <none selected>' field and a 'Refund Amount:' field with an 'Apply Amount' button. The footer contains 'About...', 'Refresh', 'Issue Refund', and 'Close' buttons.

- If the user wants to find orders for all customers, the “View captured transactions for all customers” checkbox should be checked. The user can narrow down the result set by selecting a shorter date range.
- The user can also select a specific customer number. If so, the “View captured transactions for all customers” checkbox must be unchecked, and the user can use the finder icon  to search for a specific customer number. Again, date ranges are applied to the search filter.
- Once the customer filter and the date filters have been set, the user must click the Refresh button to refresh the form with the new search results. If transactions are found, they will be displayed in the Payment Transactions list.
- When the user selects a transaction from the Payment Transactions list, the invoice (or other source document) for the selected transaction will be displayed in the Invoices/Source Documents list.
- The user must select an invoice (or other document) from the list and enter an amount into the Refund Amount field. The amount in this field cannot be larger than the amount captured minus all previous refunds against this transaction. For example, if the amount paid was \$10.00, and there was a previous refund for \$2.00 against the transaction, then the maximum refund amount that can be entered is \$8.00.

Note: The Credit Card Refunds module does not make any adjustment entries in Sage 300 ERP – users must make any required adjustments manually.

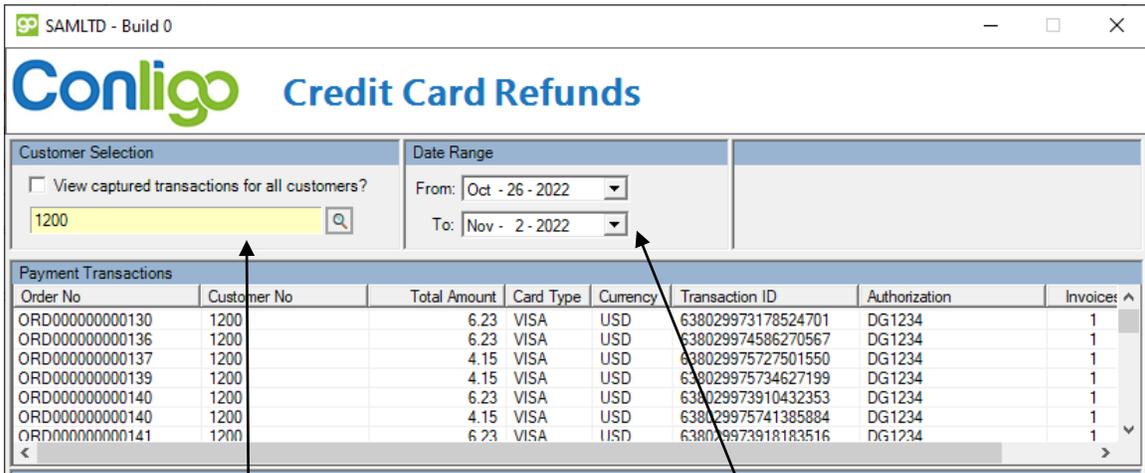
Step 1 – Find Invoice(s) based on Search Criteria

In the *Customer Selection* frame, uncheck the *View captured transactions for all customers?*

checkbox and enter the customer number in the supplied text box or click on the search  button to perform an extended customer search.

Once you have selected the customer you are able to filter down your order search by specifying the date range.

Click on the *Refresh* button at the bottom of the window to query for payment transactions based on your search criteria. You will see the following screen as a result if there were any matches found for the search criteria specified.



Order No	Customer No	Total Amount	Card Type	Currency	Transaction ID	Authorization	Invoice#
ORD000000000130	1200	6.23	VISA	USD	638029973178524701	DG1234	1
ORD000000000136	1200	6.23	VISA	USD	638029974586270567	DG1234	1
ORD000000000137	1200	4.15	VISA	USD	638029975727501550	DG1234	1
ORD000000000139	1200	4.15	VISA	USD	638029975734627199	DG1234	1
ORD000000000140	1200	6.23	VISA	USD	638029973910432353	DG1234	1
ORD000000000140	1200	4.15	VISA	USD	638029975741385884	DG1234	1
ORD000000000141	1200	6.23	VISA	USD	638029973918183516	DG1234	1

Current Customer

Date Range

Step 2 – Refund an Invoice

Select a transaction from the *Payment Transactions* pane. You will notice that the pane below is updated with invoice or other source documents that were paid by the selected transaction.

Customer Selection

View captured transactions for all customers?

(All Customers) [Search]

Date Range

From: Oct - 26 - 2022

To: Nov - 2 - 2022

Order No	Customer No	Total Amount	Card Type	Currency	Transaction ID	Authorization	Invoices
ORD000000000139	1200	4.15	VISA	USD	638029975734627199	DG1234	1
ORD000000000140	1200	6.23	VISA	USD	638029973910432353	DG1234	1
ORD000000000140	1200	4.15	VISA	USD	638029975741385884	DG1234	1
ORD000000000141	1200	4.15	VISA	USD	638029975748284092	DG1234	1
ORD000000000142	1200	6.23	VISA	USD	638029973924964291	DG1234	1
ORD000000000142	1200	4.15	VISA	USD	638029975755095541	DG1234	1
ORD000000000143	1200	4.15	VISA	USD	638029975762245525	DG1234	1

Document No	Receipt Id	Customer No	Amount Paid	Refund Amount	Previous Refunds
IN0000000000115	PY00000000000000000179	1200	4.15	0.00	0.00

Refund Information

Document Number: <none selected>

Refund Amount: [Text Box] [Apply Amount]

[About...] [Refresh] [Issue Refund] [Close]

Invoices paid by the selected transaction

Reference number of capture transaction

Select the invoice you want to refund and enter the refund amount into the *Refund Amount* text box. Click the *Apply Amount* button to set the refund amount.

You will notice that the *Refund Amount* column was updated from 0.00 to the amount entered. You may change the refund amount by repeating this step.

SAMLTD - Build 0

Conligo Credit Card Refunds

Customer Selection

 View captured transactions for all customers?

Date Range

From: Oct - 29 - 2022
 To: Nov - 2 - 2022

Payment Transactions							
Order No	Customer No	Total Amount	Card Type	Currency	Transaction ID	Authorization	Invoice: ^
ORD000000000139	1200	4.15	VISA	USD	638029975734627199	DG1234	1
ORD000000000140	1200	6.23	VISA	USD	638029973910432353	DG1234	1
ORD000000000140	1200	4.15	VISA	USD	638029975741385884	DG1234	1
ORD000000000141	1200	4.15	VISA	USD	638029975748284092	DG1234	1
ORD000000000142	1200	6.23	VISA	USD	638029973924964291	DG1234	1
ORD000000000142	1200	4.15	VISA	USD	638029975755095541	DG1234	1
ORD000000000143	1200	4.15	VISA	USD	638029975762745525	DG1234	1

Invoices / Source Documents					
Document No	Receipt Id	Customer No	Amount Paid	Refund Amount	Previous Refunds
IN000000000115	PY00000000000000000179	1200	4.15	4.15	0.00

Refund Information

Document Number: IN000000000115 Refund Amount:

Amount to refund

To process the refund, simply click on the *Issue Refunds* button. You will notice the *Previous Refunds* column has been updated to indicate that your refund was processed.

Invoices / Source Documents					
Document No	Receipt Id	Customer No	Amount Paid	Refund Amount	Previous Refunds
IN000000000115	PY00000000000000000179	1200	4.15	0.00	4.15

When the transaction is processed, the payment gateway will return a transaction reference number. This transaction number is stored and is available in the refund reports.

Note: All refunds performed by this module are 'referenced credits'. This means they refer to a previous capture transaction and cannot exceed, in total, the original amount captured.

13.2 Manual Credit Card Refunds

This module allows a user to refund funds to customer's credit card. Unlike the Credit Card Refunds application, this module allows a user to specify any amount to refund back. As a security measure, the payment gateway could refuse a refund depending on its security and fraud prevention rules. Otherwise, there is no limit imposed.

WARNING! Since this module allows refunds of arbitrary amounts (that is, they're not limited to the amount from a previous capture), access to this module should be restricted.

The screenshot shows the 'Conligo Manual Credit Card Refunds' application window. At the top, the title bar reads 'SAMLTD - Build 0'. The main header features the 'Conligo' logo and the title 'Manual Credit Card Refunds'. Below the header, there are input fields for 'Customer Number' (containing '1200'), a search icon, 'Mr. Ronald Black', and an 'Account Selector' dropdown menu set to 'USD'. A 'Search:' field is present above a table of credit cards. The table has columns for Card Number, Expiration, Card Type, Cardholder, Street, City, Prov/St..., Country, Postal/..., and Sort Ord. Three cards are listed: 41*****1111 (12/2022, VISA, RON BLACK), 41*****1129 (12/2022, VISA, Ron Black), and 40*****0027 (11/2022, VISA, Ron Black). Below the table, there are 'Results' and 'Refund Information' sections. The 'Results' section has fields for 'Reference:' and 'Authorization No:'. The 'Refund Information' section has fields for 'Refund Amount:' and 'Optional Note:'. At the bottom, there are buttons for 'About...', 'Issue Refund', and 'Close'. The status bar at the very bottom shows 'Ready'.

Card Number	Expiration	Card Type	Cardholder	Street	City	Prov/St...	Country	Postal/...	Sort Ord
41*****1111	12/2022	VISA	RON BLACK	2820 W...	LOS AN...	CA	US	90048	
41*****1129	12/2022	VISA	Ron Black	2820 W...	Los Ang...	CA	US	90048	
40*****0027	11/2022	VISA	Ron Black	123 Mai...	Beverly ...	CA	US	90210	

Like the Credit Card Refunds module, the Manual Refunds module also does not make any adjustment entries into the Sage 300 ERP system. Once you have issued, you must make any associated adjustment entries manually. This may involve inventory returns adjustments or applying the refund to an open credit note, etc.

To process a manual refund:

- Enter the customer number into the Customer Number field and press the TAB key. If the customer number is found, the Name field and credit card list will be filled in.
- If there are no credit card found for the selected customer, you can add a card using the 'New Card' button.
- The Account Selector should default to the correct merchant account for the customer selected. You can choose a different Account Selector if required.

- It is possible for a customer to have more than one credit card number on file. If there are other credit cards listed, the user must select one. Once selected, the Cardholder Information area will show the cardholder and address, along with other information. In some cases, the customer's name and the cardholder may not be the same. This is not uncommon as some customers may use company credit cards for purchases.
- If the customer has many cards on file, you can type search criteria into the Search field. The list will filter down as you type.
- Once a credit card is selected, the user must enter an amount to be refunded. There is also an optional *Note* field that can be used to enter details of why the refund was submitted.
- When all of the required information and the refund amount is supplied you can click the *Issue Refund* button to process the refund transaction through the payment gateway. If the transaction is successful, an authorization number will appear on the form. If the transaction is declined for any reason, an error message is displayed.

Note: The Manual Credit Card Refunds module does not make any adjustment entries in Sage 300 ERP – users must make any required adjustments manually.

13.3 Integrated Refunds

This module allows you to submit credit transactions to a payment gateway so that refunds can be issued when purchases are returned. A merchant can filter orders in three ways: by customer, by date range and by document type.

Launch the *Integrated Refunds* module from the ConligoPay Credit Card program group using the icon shown below:



The Integrated Refunds window will appear:

A screenshot of the 'Conligo Credit Card Refunds' window. The window title is 'SAMLTD - Build 0'. The main header shows the 'Conligo' logo and 'Credit Card Refunds'. Below the header are four filter sections: 'Customer Selection' with a checkbox for 'View pending refunds for all customers?' and a search box containing '(All Customers)'; 'Date Range' with 'From: Jul - 5 - 2022' and 'To: Nov - 2 - 2022'; 'Document Types' with checkboxes for 'Credit Notes', 'Receipt', 'Prepayment', and 'Unapplied Cash'; and 'Other Filters' with a checkbox for 'Include Documents Requiring Non-Referenced Credits'. The main area is a table titled 'Documents Awaiting Refunds' with columns: Document, Type, Chk/Rcpt #, Customer, Amount Due, Currency, Card Suggestion, Status, Refund Reference, Prev Refunds, and Capture Ref #. The table is currently empty. At the bottom, there is a 'Refund Information' section with fields for 'Document Number: <none selected>', 'Account Selector: Please choose', 'Credit Cards:' with a 'New Card' button, and 'Refund Amount:' with a 'Refund' button. There are also 'About...', 'Refresh', and 'Close' buttons at the very bottom.

SAMLTD - Build 0

Conligo Credit Card Refunds

Customer Selection

 View pending refunds for all customers?

Date Range

From: Jul - 5 - 2022
 To: Nov - 2 - 2022

Document Types

 Credit Notes Receipt
 Prepayment Unapplied Cash

Other Filters

 Include Documents Requiring Non-Referenced Credits

Document	Type	Chk/Rcpt #	Customer	Amount Due	Currency	Card Suggestion	Status	Refund Reference	Prev Refunds	Capture Ref #
PP00000000000000000000...	PP	637967807815746...	1200	1.00	USD	A capture '637967807815746786' usi...		6379678078157467...		
PP00000000000000000000...	PP	637968654817265...	1200	0.04	USD	A capture '637968654817265060' usi...		6379686548172650...		
PY00000000000000000000...	RC	637982519529784...	1200	0.19	USD	(USD) VISA 41*****1111				
PY00000000000000000000...	RC	637982528783233...	1200	0.19	USD	(USD) VISA 41*****1111				
PY00000000000000000000...	RC	637982532443786...	1200	0.19	USD	(USD) VISA 41*****1111				
PY00000000000000000000...	RC	637983235127933...	1200	1.81	USD	(USD) VISA 41*****1111				
PY00000000000000000000...	RC	637983250099369...	1200	0.31	USD	(USD) VISA 41*****1111				

Refund Information

Document Number: PY00000000000000000000116 Account Selector: USD Credit Cards: VISA 41*****1111 Refund Amount: 1.81

- If you want to find documents available for refunds for all customers, check the “View pending refunds for all customers” checkbox. The user can narrow down the results by selecting a shorter date range.
- You can also select a specific customer number. If so, uncheck the “View captured transactions for all customers” checkbox, then use the finder icon to search for a specific customer number. Date ranges are applied to the search filter.
- You can reduce the result list further by filtering on the document type. In Sage 300 ERP, you can create refund entries against Credit Notes, Receipts, Prepayments and Unapplied Cash receipts.
- Once the customer, date filter and document type filters have been set, click the Refresh button to start the search.
- The user selects a document from the listing and enters an amount into the Refund Amount field. The amount in this field cannot be larger than the document amount minus all previous refunds already applied to this document. For example: If the amount paid was \$10.00, and there was a previous refund on this invoice for \$2.00, then the maximum refund amount that can be entered is \$8.00.
- The Account Selector defaults to a value according to the customer record associated with the document being refunded. You're free to choose a different account. When you change the Account Selector, the Credit Card dropdown list refreshes. When using a vaulted gateway, only cards vaulted using the chosen Account Selector will be listed.
- The Integrated Refunds module will try to find a capture transaction that's associated in some way with the document being refunded. For example, if the document is a credit note against an invoice, it will look up the invoice and try to find a capture that was done against that invoice. If it finds one and it's for an amount greater than or equal to the amount of the credit note, then it will suggest that you refund against that capture record.

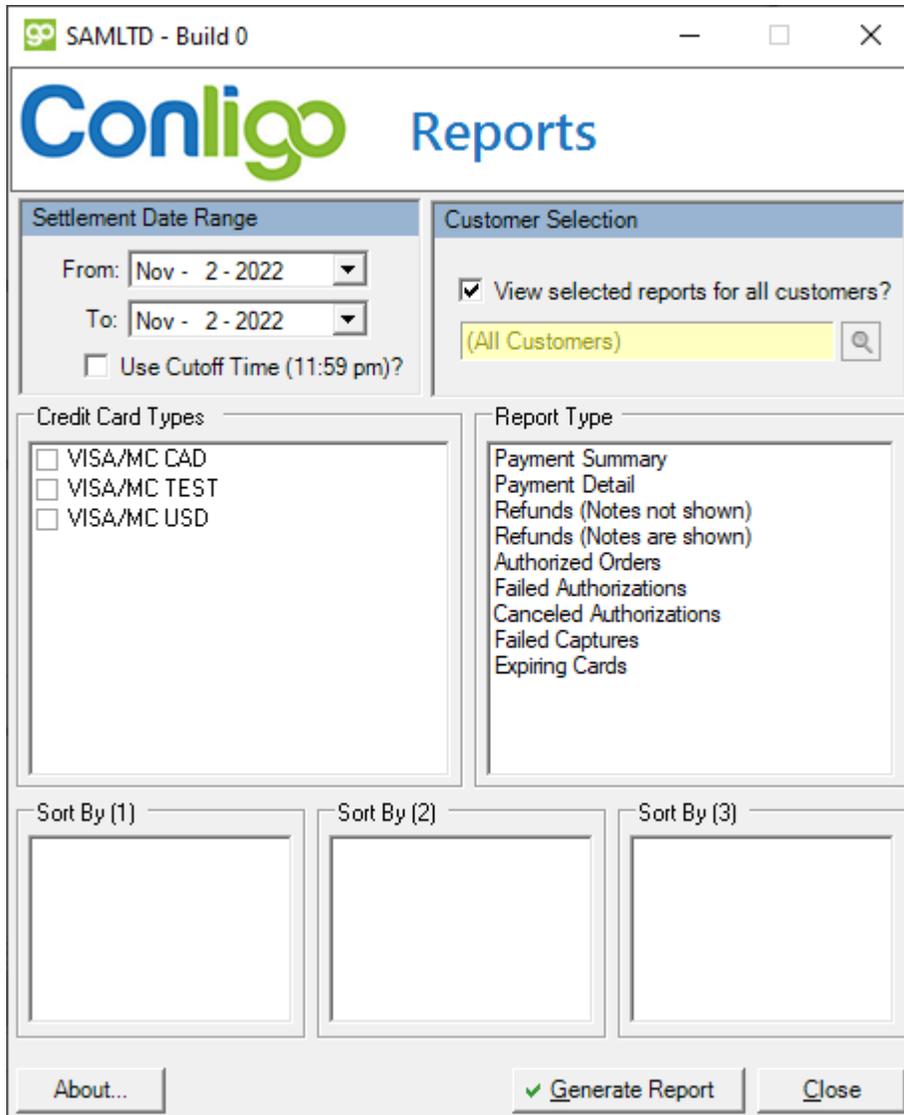
14 Reports

Use the reports application to list and print transaction records for a specific time period. These reports will help you reconcile your merchant account statements and transaction statements received from your credit card processor.

Start the *Reports* module from the ConligoPay program group using the icon shown below:



The reports screen allows you to select a report type and to filter the report by date range, customer number and credit card types.



The screenshot shows the 'Conligo Reports' application window. The window title is 'SAMLTD - Build 0'. The main header displays the 'Conligo Reports' logo. The interface is divided into several sections:

- Settlement Date Range:** Includes 'From' and 'To' dropdown menus, both set to 'Nov - 2 - 2022'. There is a checkbox for 'Use Cutoff Time (11:59 pm)?' which is currently unchecked.
- Customer Selection:** Includes a checked checkbox for 'View selected reports for all customers?' and a search box containing '(All Customers)'.
- Credit Card Types:** A list of checkboxes for 'VISA/MC CAD', 'VISA/MC TEST', and 'VISA/MC USD', all of which are currently unchecked.
- Report Type:** A list of report options: 'Payment Summary', 'Payment Detail', 'Refunds (Notes not shown)', 'Refunds (Notes are shown)', 'Authorized Orders', 'Failed Authorizations', 'Canceled Authorizations', 'Failed Captures', and 'Expiring Cards'.
- Sort By:** Three empty boxes labeled 'Sort By (1)', 'Sort By (2)', and 'Sort By (3)'.
- Buttons:** 'About...', 'Generate Report' (with a green checkmark icon), and 'Close'.

14.1 Report Types

14.1.1 Payment Summary Report

This report is useful to reconcile settlement reports from your credit card processor.

14.1.2 Payment Detail Report

This report provides details regarding each invoice payment that was captured within a selected date range. You can select a specific customer if you are attempting to resolve a customer inquiry concerning a credit card transaction.

14.1.3 Refunds Report

This report summarizes all of the credit card refund transactions you have issued through ConligoPay Credit Card within a selected date range. It is another useful tool for reconciling merchant bank statements and transaction reports from your credit card processor.

14.1.4 Authorized Orders Report

This report lists all orders that have been authorized in the ConligoPay Credit Card and await capture.

14.1.5 Failed Authorizations Report

This report lists any authorizations that were attempted using the Authorizations module were unsuccessful.

14.1.6 Cancelled Authorizations Report

This report shows authorizations that were cancelled by a user clicking the “Cancel Auth” button from the Credit Card Authorizations module. Authorizations cancelled in this way cannot be captured against using ConligoPay Credit Card.

14.1.7 Failed Captures Report

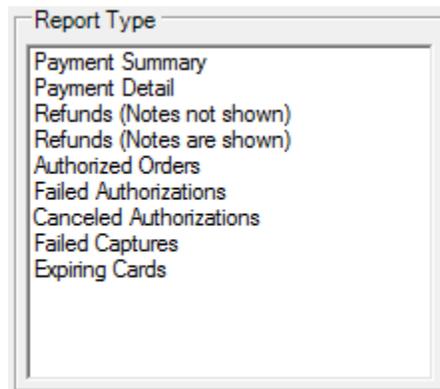
This report shows any unsuccessful capture attempts. The “Note” column shows the failure message that was received from the payment gateway. If this message is blank or unclear, the payment gateway should be able to provide more information.

14.1.8 Expiring Cards Report

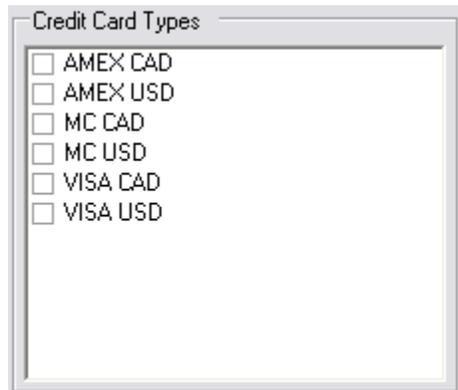
This report will list customers who have a credit cards that are expired, or will be expiring based on the month selected for the “To” value in the settlement date range. For example, if you set the settlement date range to be Oct 7, 2008 to Nov 7, 2008 then any card that expires on or before Nov 30, 2008 will appear on this report.

To run a report, follow the steps below:

1. Select a report type from the report options list.



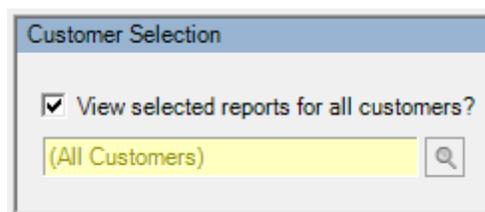
2. Check the credit card types that should be included in the report. (This list may have different contents on your system.)



Credit card types are grouped according to the receipt batch descriptions you have configured using the *Setup* module.

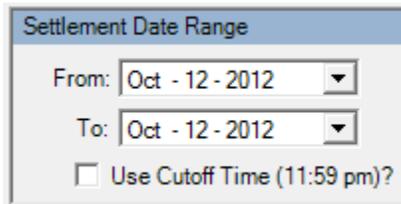
3. Select a single customer, or All Customers.

If you are trying to reconcile receipts for a particular customer, you can enter the customer number in the space provided. Use the search  button to find a customer.



Only transactions for that customer will be included in the report. Otherwise, check the box labeled "View selected reports for all customers?" to view transactions for all customers.

4. Select the Date Range.



Settlement Date Range

From: Oct - 12 - 2012

To: Oct - 12 - 2012

Use Cutoff Time (11:59 pm)?

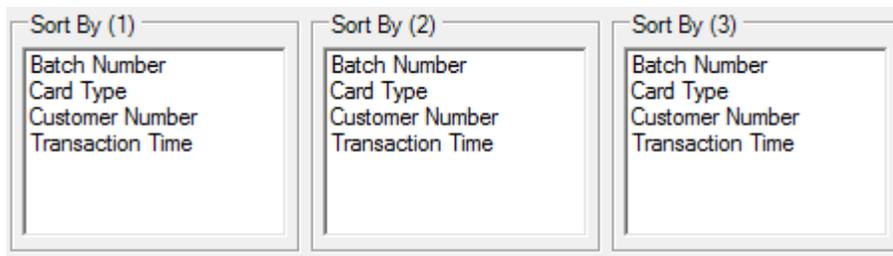
Check the box labeled **Use Cutoff Time** to adjust the range according to the cutoff time (see the Setup module) that the gateway settles transactions. For example, a cutoff time of 10pm would mean the report will include transactions up to 10pm and transactions after that would appear on the next day's report. The start date and time is also adjusted for the cutoff time difference.

In the illustration above, the batch cutoff time is 11:59:00 PM. The settlement period for October 12/2012 begins at 11:59:00 PM on October 11 and ends at 11:59:00 PM on October 12.

Clear the checkbox to select transactions between midnight of the start date to 11:59:59 PM of the end date.

5. Select Sorting Options

You can specify up to three sort fields. Do not select any of the listed sort options if you do not need to sort the report listing.



Sort By (1)

Batch Number
Card Type
Customer Number
Transaction Time

Sort By (2)

Batch Number
Card Type
Customer Number
Transaction Time

Sort By (3)

Batch Number
Card Type
Customer Number
Transaction Time

For example, to sort the report by customer number then transaction time, select "Customer Number" from the first list, "Transaction Time" from the second list, and don't select anything from the third list.

6. Run the report.

Click the *Generate Report* button to run the report and view it in the report viewer. Use the *Print Report* button to print the report. Sample output is shown below.

Conligo Report Viewer

Payment Summary Report

Reference	Time	Card Type	Card Number	Customer	Invoices	Amount Charged	Applied Credit	Curr	Batch	Entry
638018826078097287	2022-10-20 17:10:07	VISA	41***1111	1200	1	10.38		0.00 USD	110	4
638018828716251412	2022-10-20 17:14:31	VISA	41***1111	1200	1	10.38		0.00 USD	109	1
638018866654614683	2022-10-20 18:17:45	VISA	41***1129	1200	1	10.38		0.00 USD	109	2
638018869039935913	2022-10-20 18:21:44	VISA	41***1129	1200	1	10.19		0.00 USD	110	5
638018870277871987	2022-10-20 18:23:47	VISA	41***1111	1200	1	10.00		0.00 USD	109	3
638019449085565851	2022-10-21 10:28:28	VISA	41***1111	1200	1	20.76		0.00 USD	110	1
638019449085565851	2022-10-21 10:28:28	VISA	41***1111	1200	1	20.76		0.00 USD	110	1
638019449085565851	2022-10-21 10:28:28	VISA	41***1111	1200	1	20.76		0.00 USD	110	1
638019727634744534	2022-10-21 18:12:43	VISA	41***1111	1200	1	10.38		0.00 USD	110	2

Summary:

Receipt Type	Count	Total Amount
VISA/MC USD	7	82.47

Report for 2022-09-24 11:59:59 PM to 2022-10-24 11:59:59 PM

Print Report Close

15 Order Reader (Standard)

The Order Reader reads online orders into Sage 300 ERP from the Conligo eCommSuite web store. The Sage 300 ERP customer would place an order on the website and the order is recorded on the website, waiting to be imported into Sage 300 ERP.

This document describes the Standard Conligo Order Reader only. This Order Reader pulls orders from one Conligo web store (or a non-Conligo store using the Conligo XML Gateway software) into the Sage 300 ERP company it was launched from.

(Other versions of the Order Reader software are available; please contact Sales (sales@conligo.ca) or Support (support@conligo.ca) for information about other Order Reader solutions.)

This module is available with the Credit Card software provided a Conligo Store has also been purchased.

When a Sage 300 ERP user opens the Order Reader, the 'Web Orders' tab is shown. It shows a count of orders read into Sage 300 ERP since the Order Reader was opened.

The Order Reader tells you whether the reading process is running or paused. You can toggle between these two states using the Run/Pause button.

If the Order Reader is paused, you can use the Get Orders button to send an immediate request to download orders, bypassing the Time to Wait countdown.

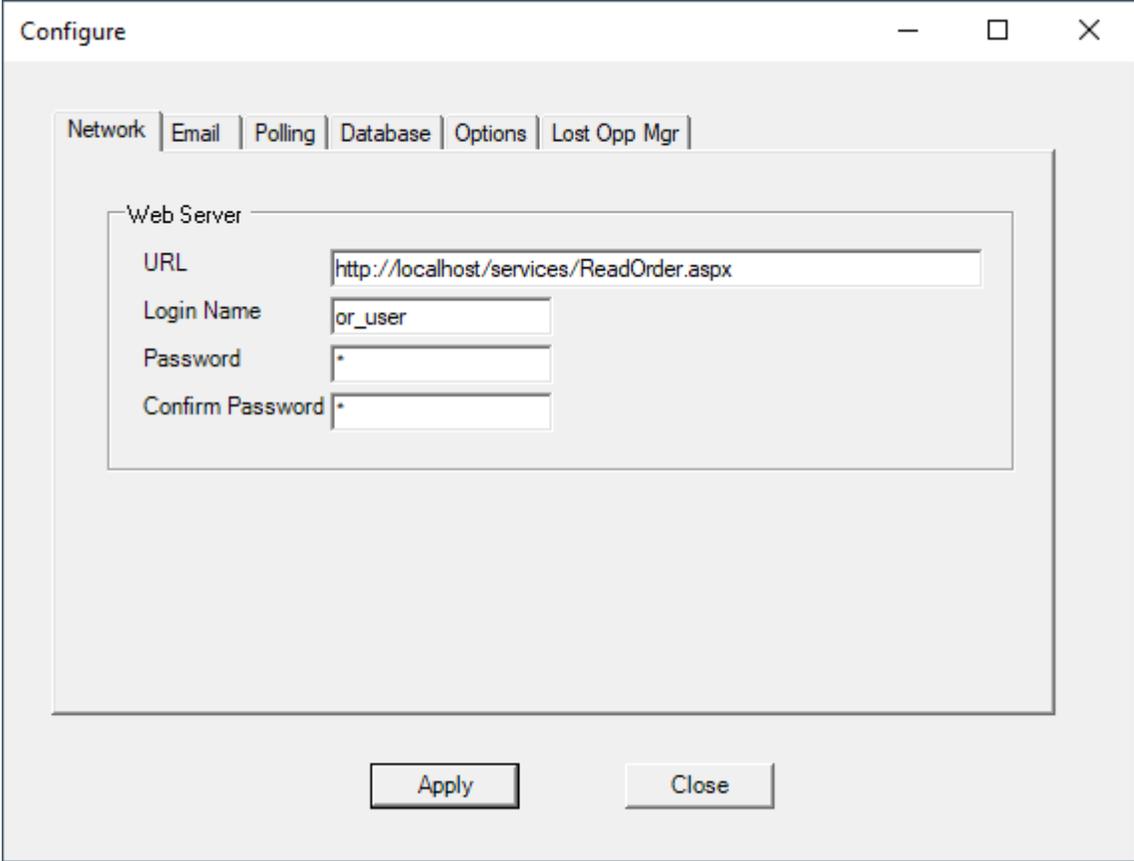


15.1 Configuration

15.1.1 Network Configuration

To set up the Order Reader you must go into the Configure window from the Web Orders tab by clicking the Configure button.

On the Network tab, specify the website URL to retrieve the orders, the login name and password for Windows authentication for browsing to this page. When reading from a Conligo web store, the URL should end with “/services/ReadOrder.aspx”.



The image shows a screenshot of a 'Configure' window with a 'Network' tab selected. The window contains a 'Web Server' section with the following fields:

Field	Value
URL	http://localhost/services/ReadOrder.aspx
Login Name	or_user
Password	*
Confirm Password	*

At the bottom of the window, there are two buttons: 'Apply' and 'Close'.

15.1.2 Email Configuration

An email can be sent when there is an order which is not able to import into Sage 300 ERP. If the email settings are valid, the Order Reader will send the failed order error message to the specified email addresses. You may test the email configuration by clicking the Test button.

The image shows a 'Configure' dialog box with the 'Email' tab selected. The 'Send Email Notifications' checkbox is checked. Below it, the 'Settings' section contains three text boxes: 'SMTP Server' with the value 'mailserver', 'To' with the value 'orders@yourcompany.com', and 'CC' with the value 'sales@yourcompany.com'. At the bottom of the dialog, there are three buttons: 'Test', 'Apply', and 'Close'.

15.1.3 Polling Configuration

This is where the user specifies the polling interval (time to wait) between order query requests to the web store. They may also specify whether the Order Reader is, by default, running or paused when it is opened.

The image shows a 'Configure' dialog box with several tabs: Network, Email, Polling, Database, Options, and Lost Opp Mgr. The 'Polling' tab is active. It contains an 'Interval (seconds)' text box with the value '60'. Below this is a 'Startup Mode' section with the text 'When program starts, polling timer should be'. There are two radio buttons: 'Paused' (which is selected) and 'Running'. At the bottom of the dialog are 'Apply' and 'Close' buttons.

15.1.4 Database Configuration

This is similar to the Database tab of the Setup module. It is provided here for those systems running just the Order Reader program without the rest of the ConligoPay Credit Card solution.

Specify the server's name, user, password, and database name.

If you've already configured ConligoPay Credit Card via its Setup module, then these settings should already be filled in and correct.

The image shows a screenshot of a software configuration window titled "Configure". The window has a standard Windows-style title bar with minimize, maximize, and close buttons. Below the title bar, there are several tabs: "Network", "Email", "Polling", "Database", "Options", and "Lost Opp Mgr". The "Database" tab is currently selected. Inside the main area of the dialog, there are five input fields and one dropdown menu:

- "Server": A text input field.
- "DB User": A text input field.
- "DB Password": A text input field.
- "Database Name": A text input field.
- "Database Engine": A dropdown menu with "Microsoft SQL Server" selected.

Below these fields is a "Test" button. At the bottom of the dialog, there are two buttons: "Apply" and "Close".

15.1.5 Options Configuration

Configure

Network | Email | Polling | Database | Options | Lost Opp Mgr

Processing Options

Create Customer Records Create Ship-To Records
 Update Customer Records Update Ship-To Records [Advanced...](#)

Use Default Web Customer Web Customer

If you use multi-currency, you can specify Default Web Customers for each currency code, by entering them separated by commas.

Temporarily Reactivate Inactive Items

[Apply](#) [Close](#)

Create Customer Records

- Set this option to have the Order Reader create a new customer record in Sage 300 ERP when it writes an order for which the customer doesn't yet exist. You cannot use this option with the 'Use Default Web Customer' option.

Update Customer Records

- Set this option to have the Order Reader update the customer's billing address based on what they entered when they placed their web order. This updates the record in A/R Customers.

Create Ship-To Records

- Set this option to have the Order Reader create a new customer ship-to record in Sage 300 ERP when it writes an order for which the customer has selected to create a new ship-to address on the web store.

Update Ship-To Records

- Set this option to have the Order Reader update the customer's shipping address based on what they entered when they placed their web order.

Use Default Web Customer

- Set this option to have all web orders, for which the customer doesn't exist, placed under a single Sage 300 ERP customer record. To use this option, you must provide a customer number in the Web Customer text box.

Temporarily Re-activate Inactive Items

- When the Order Reader reads an order from the web site and one of the items on the order is marked as “inactive” in Sage 300 ERP the Order Reader can temporarily mark the item as “active”, write the order to Sage 300 ERP’s Order Entry, and then set the item back to “inactive”.

	XSL Transformation File Name	
Orders	OEORDView.xml	Edit
Insert Customer	ARCUSViewInsert.xml	Edit
Update Customer	ARCUSViewUpdate.xml	Edit
Insert Ship-To	ARCSPViewInsert.xml	Edit
Update Ship-To	ARCSPViewUpdate.xml	Edit
Preprocess		Edit

Always Save Transformed Files

Apply Cancel

XSL Files

- When the Order Reader reads an order from the web site, it rewrites the file into a format that more directly represents the actions it will perform in Sage 300. The XSL files control how the file is rewritten. Typically, there’s no need to change these files. However, they can be modified to reflect certain business requirements like, for example, setting an Optional Field to indicate the order was from a web store.

Always Save Transformed Order Files

- Setting this option will cause the rewritten order file to be saved to the ‘Failed Orders’ folder.

15.1.6 Lost Opportunity Manager Configuration

Configure

Network | Email | Polling | Database | Options | Lost Opp Mgr

Lost Opportunity Manager

Enabled

Order Handling Method

Hold Order

Remove Items

Email notifications are sent to the addresses on the Email tab, but you may specify an additional address here.

Warehouses

Code	Name
<input checked="" type="checkbox"/> 1	Central warehouse - Seat...
<input type="checkbox"/> TRANS	Goods in Transit
<input checked="" type="checkbox"/> 3	Newark, New Jersey
<input checked="" type="checkbox"/> 4	Port of Vancouver
<input checked="" type="checkbox"/> 2	Portland Office

Email

Apply Close

When this feature is enabled, orders that have items that are out of stock are handled specially.

Hold Order

An order with out-of-stock items is automatically placed on hold. All items remain on the order.

Remove Items

The order will have out-of-stock items automatically removed from the order. The order will then be entered into Sage 300 ERP as normal and will not be placed on hold.

Regardless of the option chosen, an email is sent to the address specified on the Email tab and to the address (if any) specified on this screen.

You must select one or more warehouses to be checked for item availability. The algorithm used looks only at selected warehouses having a positive inventory count (Sage 300 ERP allows negative inventory levels). If a quantity of 3 of some item is ordered and one warehouse has 1 count of the item and another warehouse has 2 of the item, the item will be considered in stock.

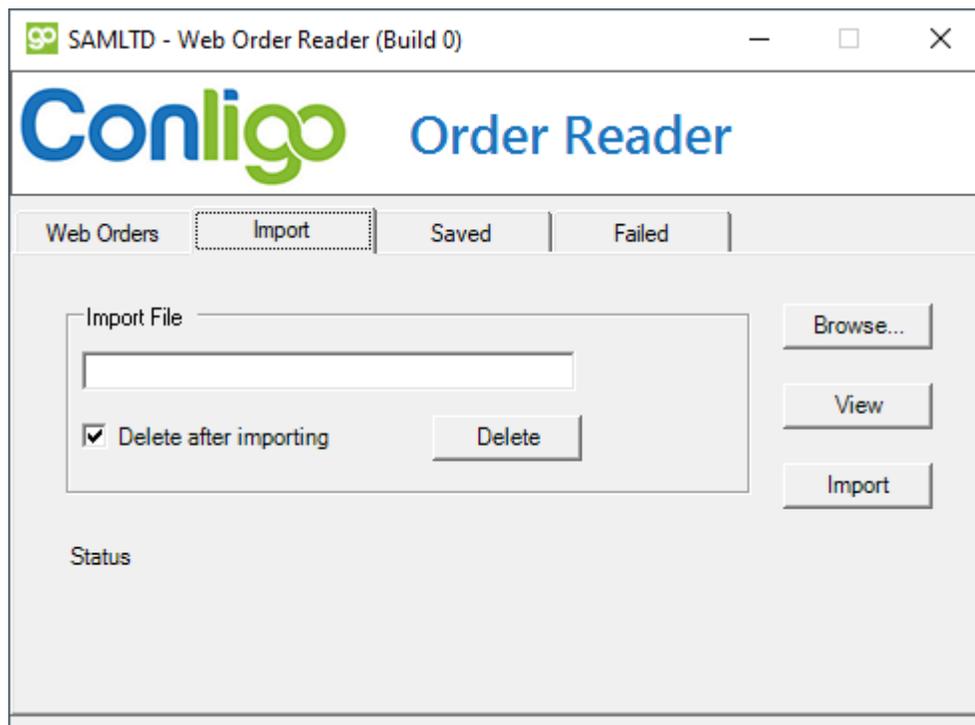
15.2 Import Tab

The second tab of the Order Reader is the Import tab. This tab allows a Sage 300 ERP user to import an XML-formatted order from a saved file into Sage 300 ERP. This functionality is useful when an order fails to import into Sage 300 ERP.

If an order fails, the order xml is saved onto disk in, OWnnA\<companyid>\FailedOrders where 'nn' is the Sage 300 version number and <companyid> is the six-character ID for your Sage 300 ERP company. The error message is recorded for support purposes. Once the specific error is resolved, the Sage 300 ERP user can browse for the failed order XML file by using the Browse button and re-import the order into Sage 300 ERP. (Usually, this is done with the help of our support team.)

If you want the failed order file to be deleted when the order is successfully imported, check the "Delete after importing" checkbox before importing. The user can also manually click the Delete button after import.

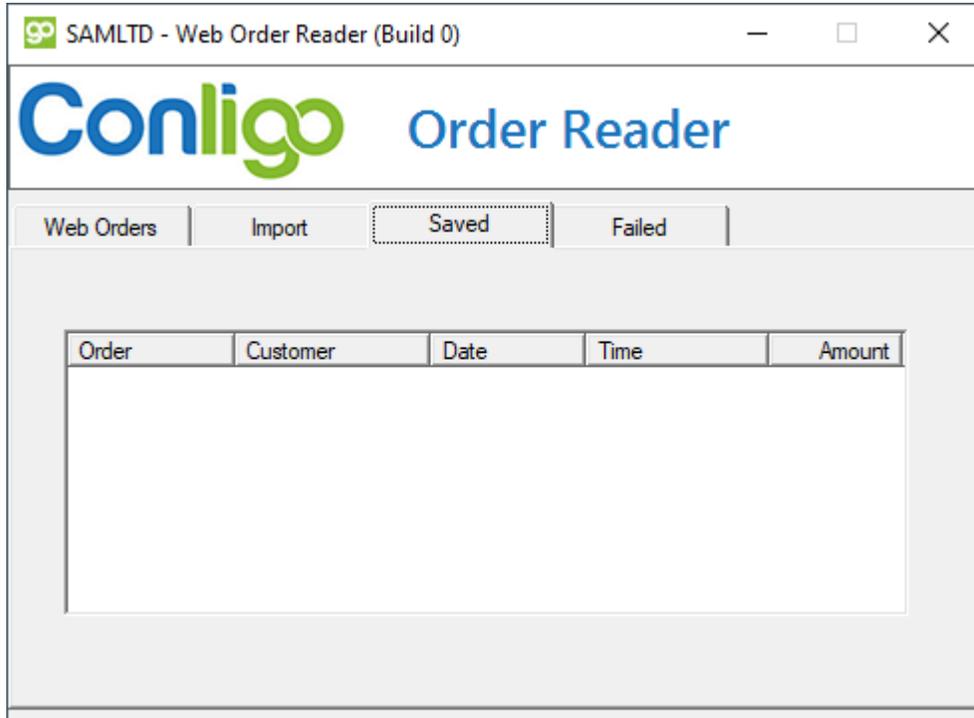
You may also view the failed order file in a web browser clicking the View button.



The screenshot shows a web browser window titled "SAMLTD - Web Order Reader (Build 0)". The main header displays the "Conligo" logo and "Order Reader". Below the header is a navigation bar with four tabs: "Web Orders", "Import" (which is selected and highlighted with a dotted border), "Saved", and "Failed". The main content area is divided into two sections. The top section is for file import, featuring an "Import File" label above a text input field. To the right of the input field is a "Browse..." button. Below the input field is a checkbox labeled "Delete after importing" which is checked, and a "Delete" button to its right. To the right of the "Delete" button are two more buttons: "View" and "Import". The bottom section is labeled "Status" and is currently empty.

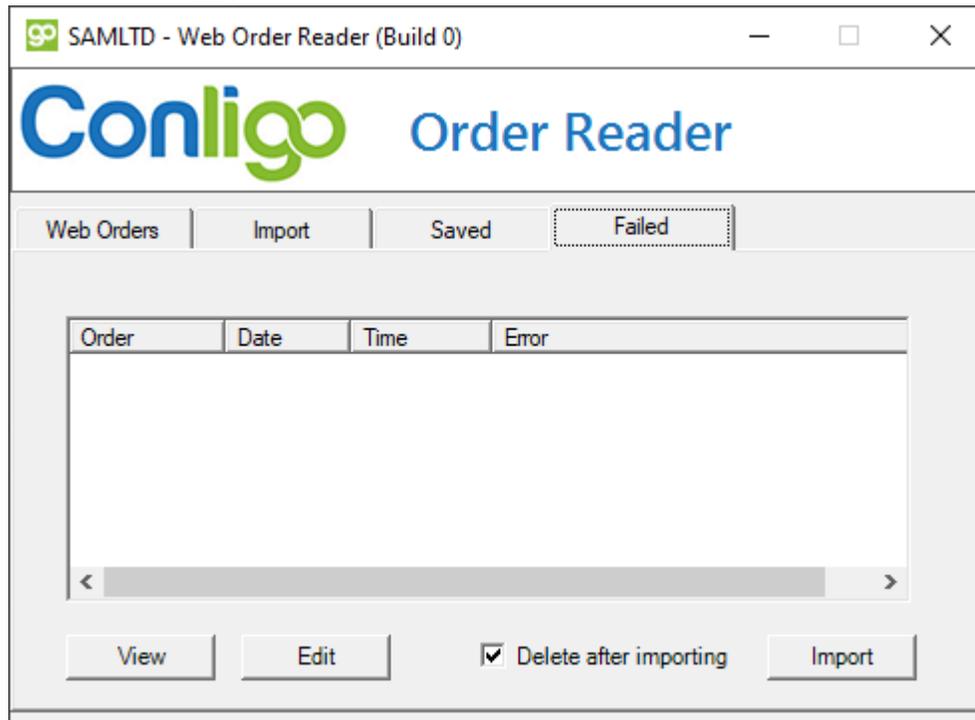
15.3 Saved Orders Tab

The third tab of the Order Reader displays all of the successfully saved orders since the Order Reader was opened.



15.4 Failed Orders Tab

This tab of the Order Reader displays the order that failed since the Order Reader was opened. The error message is displayed here as well. For long error messages you can double-click any failed order listed and the entire error message from Sage 300 ERP will be displayed in a pop-up window.



View

Opens the selected order's xml file.

Edit

Allows you to make changes to the selected order using Notepad. Only make changes here if you know how to edit the file.

Delete after importing

When checked, deletes the selected order from the failed orders folder after the order is read into Sage 300 ERP successfully.

Import

Attempts to import the selected failed order into Sage 300 ERP.

