Infor Distribution FACTS 7.8.0
Electronic Payments Guide

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Publication Information

Release: Infor Distribution FACTS Release level 7.8.0

Publication date: March 14, 2013

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About this guide

This document describes the steps necessary to integrate automatic credit card processing using Payflow Pro and IC*VERIFY,* third-party credit card processing software packages and services, with Infor Distribution FACTS.

Intended audience

This guide is for FACTS end users, managers, in-house analysts, and trainers who require an understanding of the automatic credit card processing and how to use it.

Related documents

You can find the documents in the product documentation section of the Infor Xtreme Support portal, as described in "*For information about other Infor Distribution FACTS modules or basic usage information, see the users guides in the Infor Distribution FACTS PDF Library. Access these guides from the bookmarks of this document: FACTSDocNavigation.pdf.*

Contacting Infor" on page 5.

For information about other Infor Distribution FACTS modules or basic usage information, see the users guides in the Infor Distribution FACTS PDF Library. Access these guides from the bookmarks of this document: FACTSDocNavigation.pdf.

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If you have questions about Infor products, go to the Infor Xtreme Support portal at www.infor.com/inforxtreme.

If we update this document after the product release, we will post the new version on this Web site. We recommend that you check this Web site periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

Chapter 1 Credit Card Handling

1

Overview

FACTS offers two methods for processing credit card transactions: manual and automatic. Manual credit card processing can be done via voice authorization. Automatic credit card processing is possible by integrating the FACTS system with PayPal's Payflow Pro software or ICVERIFY and using optional magnetic stripe devices, which are purchased separately. (Visit www.paypal.com or www.icverify.com more information.)

With either method, FACTS users can perform sales, credits and voids.

Credit Card Processing with Payflow Pro or IC*VERIFY*

Payflow Pro and IC*VERIFY* are third-party credit card processing software packages and services that can be integrated with FACTS to provide automatic credit card processing capabilities.

Those companies also offer or support several types of magnetic card stripe readers. No device drivers or link files are required for most of these devices, as they are primarily "keyboard wedge" devices. Credit card processing companies often offer higher discounts to companies using card swipe devices.

Credit Card Processing with Payflow Pro

The interface between FACTS and PayPal's Payflow Pro service employs Infor's TCP/IP Manager for Electronic Payments product. The TCP/IP Manager must be installed on a Windows machine that is available via TCP/IP to the server FACTS is installed on.

FACTS communicates with the TCP/IP Manager via the TCP/IP Protocol, and the TCP/IP Manager in turn communicates with the Payflow Pro web service.

All of the Payflow Pro settings are stored in FACTS and are sent electronically to the TCP/IP Manager.

When processing with Payflow Pro, FACTS uses the Credit Card Processing program (SOC610) to gather all information, based on selections made in Credit Card Control F/M (SOF957).

When PayPal updates their web interface, Infor evaluates whether a change is needed to the TCP/IP Manager and releases new versions accordingly.

Credit Card Processing with ICVERIFY

IC*VERIFY* is a software product that gets installed on a machine that is accessible from the FACTS server. Communication between FACTS and IC*VERIFY* is accomplished by flat file exchanges made in a directory both system are able to access.

Support for IC*VERIFY* is limited to specific versions of IC*VERIFY*, so be very careful to determine what version is supported for your FACTS release, and only install that version of IC*VERIFY*.

Chapter 2 TCP/IP Manager for Electronic Payments

2

This section provides an overview of the TCP/IP Manager for Electronic Payments and all of the information that you need to install, start, and configure your application.

NOTE: The TCP/IP Manager for Electronic Payments is required only if you are using Payflow Pro with FACTS.

You can download the TCP/IP Manager from Infor's Download Center located at www.inforxtreme.com.

The TCP/IP Manager includes the installation of PayPal's software, so there is no need to install it separately.

Installing the TCP/IP Manager for Electronic Payments

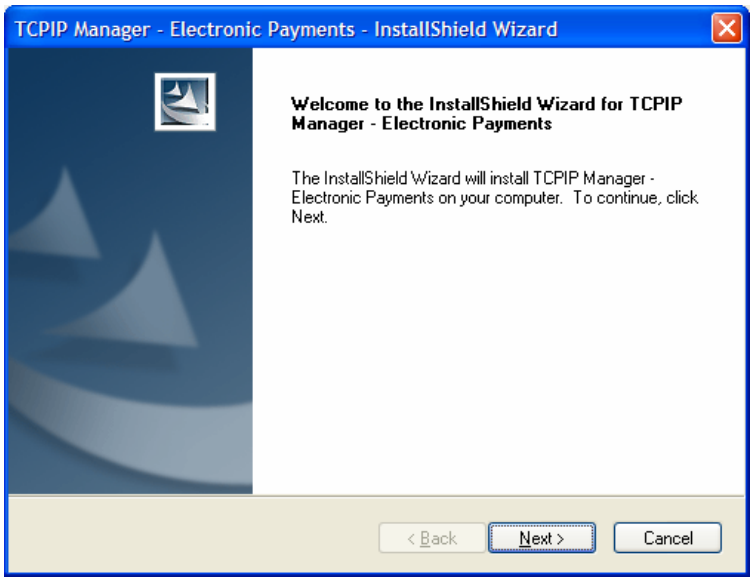
In this section, you will install the TCP/IP Manager - Electronic Payment on the same PC where you installed Payflow Pro. The installation program allows you to select the destination disk drive and directory for the installation and copies the TCP/IP files to the destination disk drive.

Before you begin the installation:

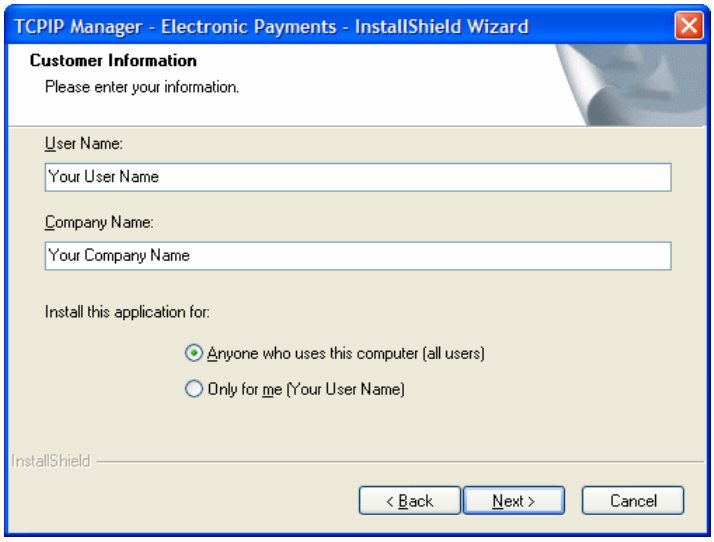
- Disable any anti-virus software products.
- Exit all Windows programs.
- Disable all screen savers.

To install the application:

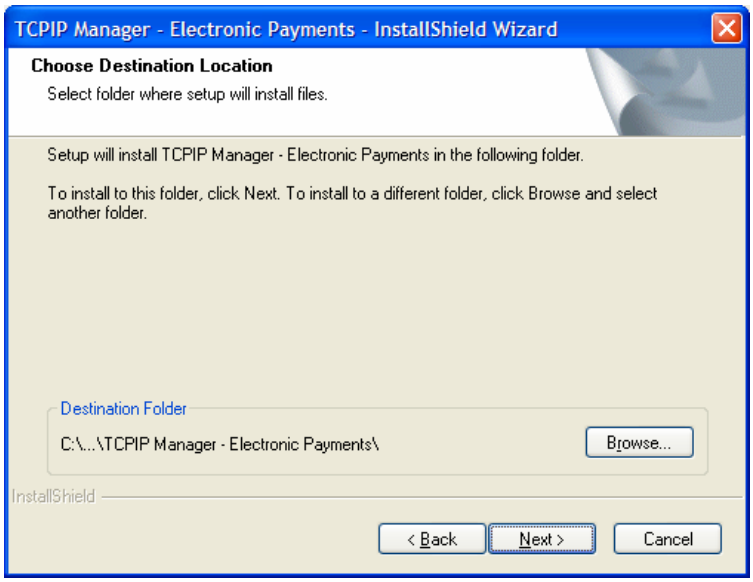
1 Insert the TCP/IP Manager installation CD-ROM into the CD-ROM drive of the PC where you installed Payflow Pro. After a few seconds, the setup application will run automatically. If your system does not support AutoPlay on the CD-ROM drive, select the *Run* command from the *Start* menu, enter D:\setup.exe (where *D* is the letter of your CD-ROM drive) and click OK. A progress bar displays while the InstallShield Wizard is being prepared.



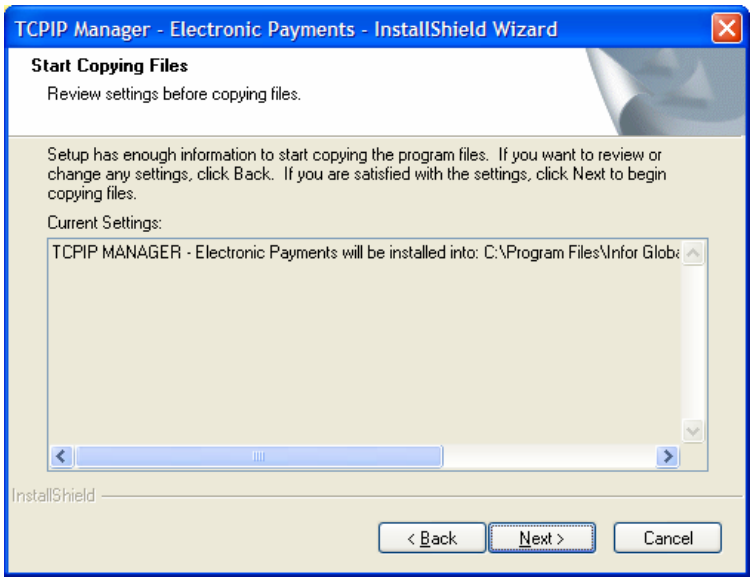
2 Click **Next**. The Customer Information Window appears. Enter your user name and company information.



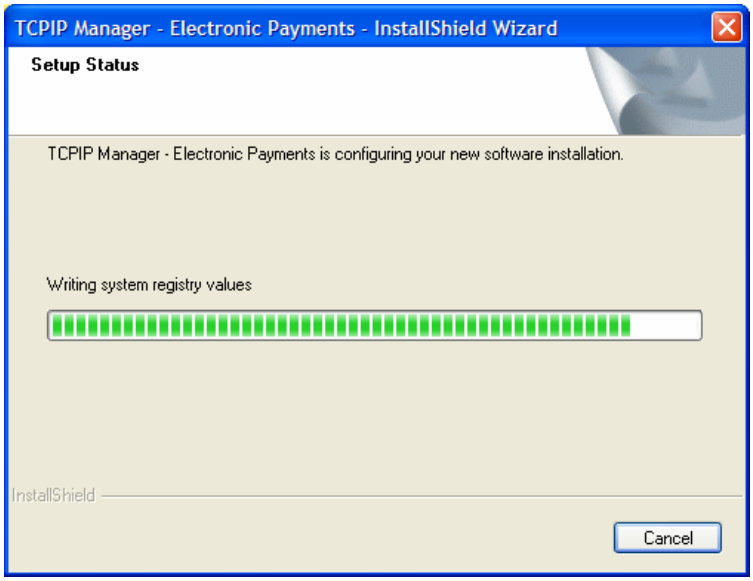
3 Click **Next**. The Choose Destination Location window appears. By default, the TCP/IP Manager will be installed in C:\Program Files\Infor Global Solutions\TCPIP Manager - Electronic Payments\. If you do not want the TCP/IP Manager to be installed in this directory, click the Browse button and select a new location.



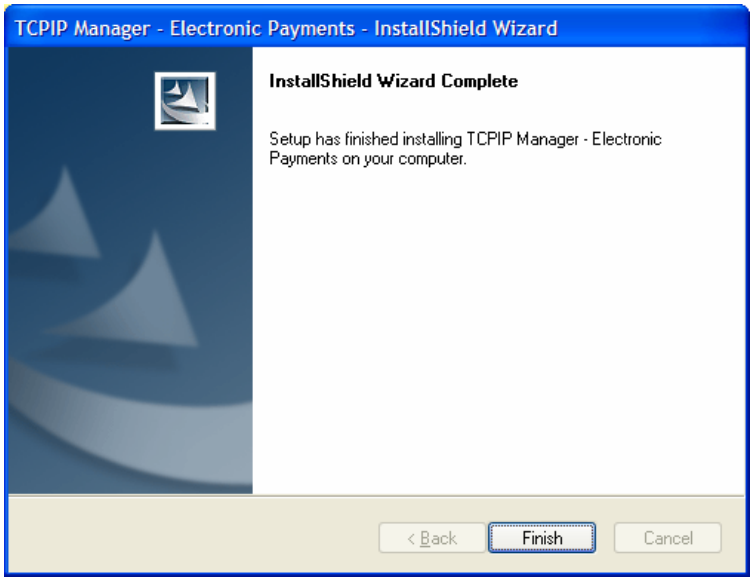
4 Click **Next**. The Start Copying Files Window appears. Review the installation settings. Click **Back** to make any changes.



5 Click **Next**.



6 When the installation is complete, the Install Shield Wizard Complete Window appears.



7 Click **Finish**. You have completed the installation of the TCP/IP Manager - Electronic Payments application.

Upgrading the TCP/IP Manager to the latest version

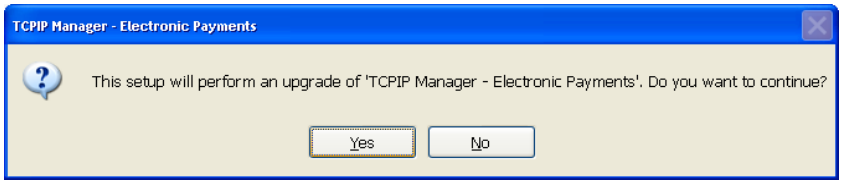
If you have a previous version of the TCP/IP Manager installed, follow these instructions to upgrade your version of the TCP/IP Manager to version 1.3.0.

1 Shut down the TCP/IP Manager on the desktop if it is running.

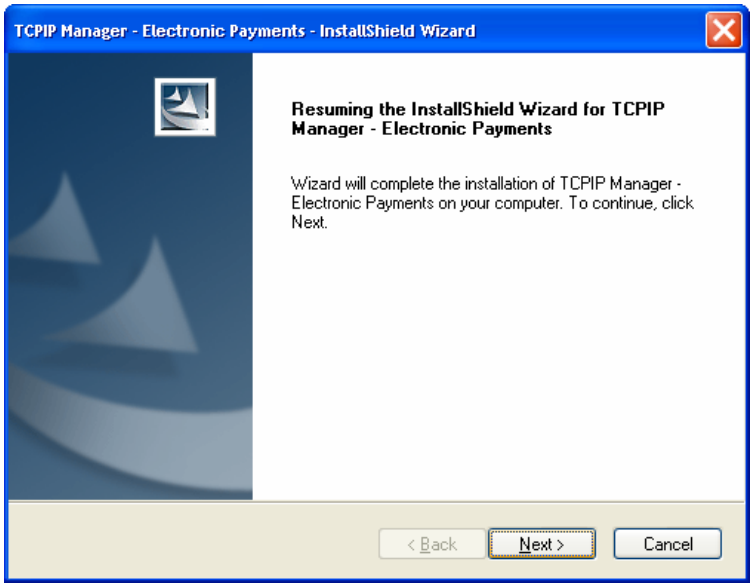
2 If you have set TCP/IP Manager to run as a service, you must stop the service and uninstall it. To remove a previous version of the TCP/IP Manager that used the srvany method, go to a command prompt and type: **instsrv** *MyService* **remove**

3 Insert the TCP/IP Manager installation CD-ROM into the CD-ROM drive of the PC which has the previous version of the TCP/IP Manager installed. After a few seconds, the setup application will run automatically. If your system does not support AutoPlay on the CD-ROM drive, select the *Run* command from the *Start* menu, enter D:\setup.exe (where *D* is the letter of your CD-ROM drive) and click **OK**.

The following prompt appears



4 Click **Yes** to perform the upgrade. The Resuming the InstallShield Wizard for TCPIP Manager – Electronic Payments window will appear.



5 Click **Next**. A progress bar displays while the software is being updated.

6 The Update Complete Window appears. Click **Finish**.

7 The upgrade of the TCP/IP Manager to the latest version is complete. Restart the TCP/IP Manager.

Starting the TCP/IP Manager - Electronic Payments

1 Double-click the Launch TCP/IP Manager - Electronic Payments icon.

2 The TCP/IP Manager - Electronic Payments Window appears.

3 You have connected to the TCP/IP Manager for Electronic Payments. Electronic Payment transactions from FACTS will be processed as long as the TCP/IP Manager is running.

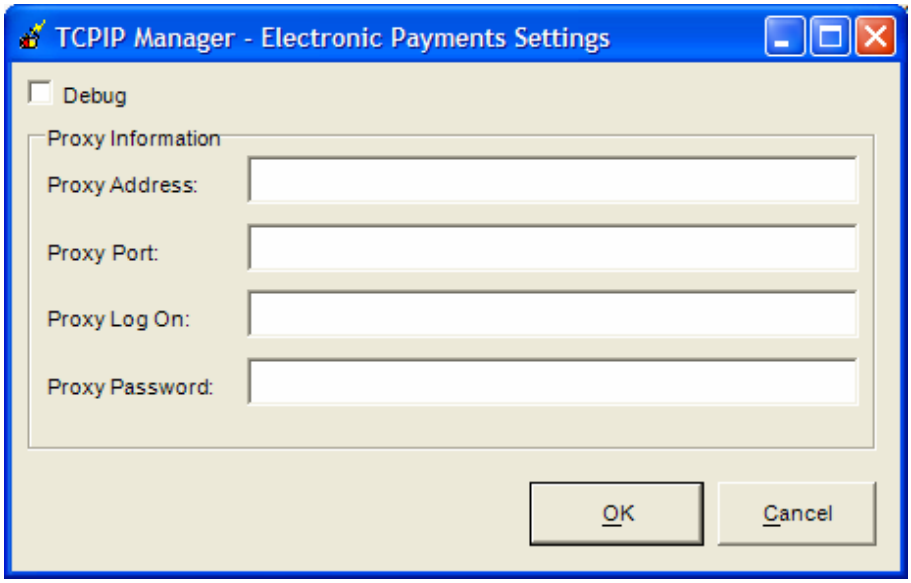
4 From this window you can

- Select Exit from the File menu to close the TCP/IP Manager - Electronic Payments.
- Select Configure from the Tools menu to activate debugging or set the proxy server settings. Configuration of the TCP/IP Manager for Electronic Payments is necessary if you are using a proxy server. If you are using a proxy server, refer to Setting the Proxy Server Settings. If you need to troubleshoot processing, refer to Using the Debugging Feature.
- Select About from the Help menu to display information about your release level.

Setting the Proxy Server Settings

Configuration of the TCP/IP Manager for Electronic Payments is necessary if you are using a proxy server for your Internet connection. If you are not using a proxy server, leave these settings blank.

1 Select Configure from the Tools menu. The TCP/IP Manager - Electronic Payments Settings Window appears.



2 Set the following:

TCP/IP Manager - Electronic Payments Settings Window Fields and Buttons

Field/Button	Description
Debug	Select this check box if you want the TCP/IP Manager for Electronic Payments to run in debug mode. Refer to **Error! Reference source not found.** for more information.
Proxy Address	Enter the IP address of the proxy server.
Proxy Port	Enter the port number used to access the proxy server.
Proxy Log On	Enter the user ID for logging on to the proxy server.
Proxy Password	Enter the password for the user ID.

3 Click OK to save your settings.

Using the Debugging Feature

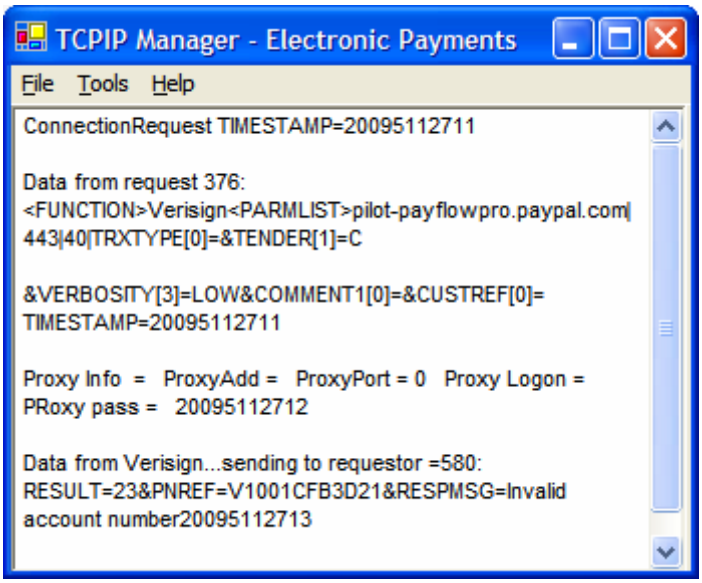
You can activate the debugging feature to help you troubleshoot if you are having communication issues.

To activate debugging:

1 Select Configure from the Tools menu. The TCP/IP Manager - Electronic Payments Settings Window appears.

2 Select the *Debug* field and click OK. You are returned to the TCP/IP Manager - Electronic Payments Window.

3 As transactions are processed, the processing information will display in the TCP/IP Manager - Electronic Payments Window.



Chapter 3 PayPal Payflow Pro

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PayPal Payflow Pro Installation and Implementation Tips

PayPal's Payflow Pro service is a 3rd-party product, and Infor does not support or provide instructions for the use of Payflow Pro. Therefore, you should contact PayPal directly to establish your merchant account and for any help with their product.

You can contact PayPal on the web at http://www.paypal.com

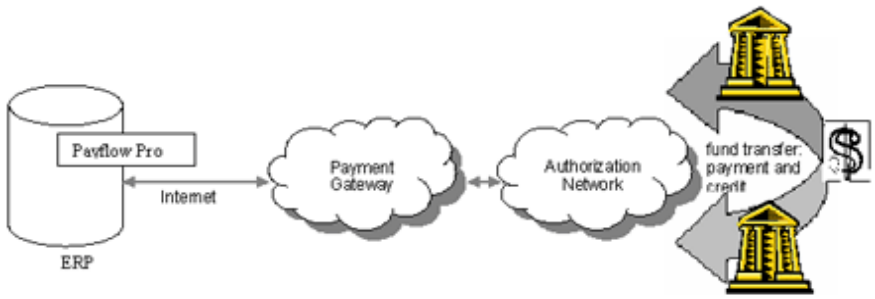
Credit card numbers can be entered manually or through a magnetic stripe reader, which can be purchased separately through PayPal.

This section provides information on FACTS' integration with PayPal's Payflow Pro online credit card processing service. For installation instructions, refer to chapter 2 – TCP/IP Manager for Electronic Payments.

Integration with Payflow Pro

Infor's TCP/IP Manager for Electronic Payments is a standalone product developed by Infor that handles all transactions being sent from FACTS to Payflow Pro. This product must be downloaded and installed on a secure Windows (XP, 2000 or 2003) computer, which is located behind your firewall, is visible to the FACTS server via TCP/IP, and has access to the internet to communicate with PayPal.

FACTS communicates with the TCP/IP Manager, and the TCP/IP Manager in turn communicates with PayPal's Payment Gateway.



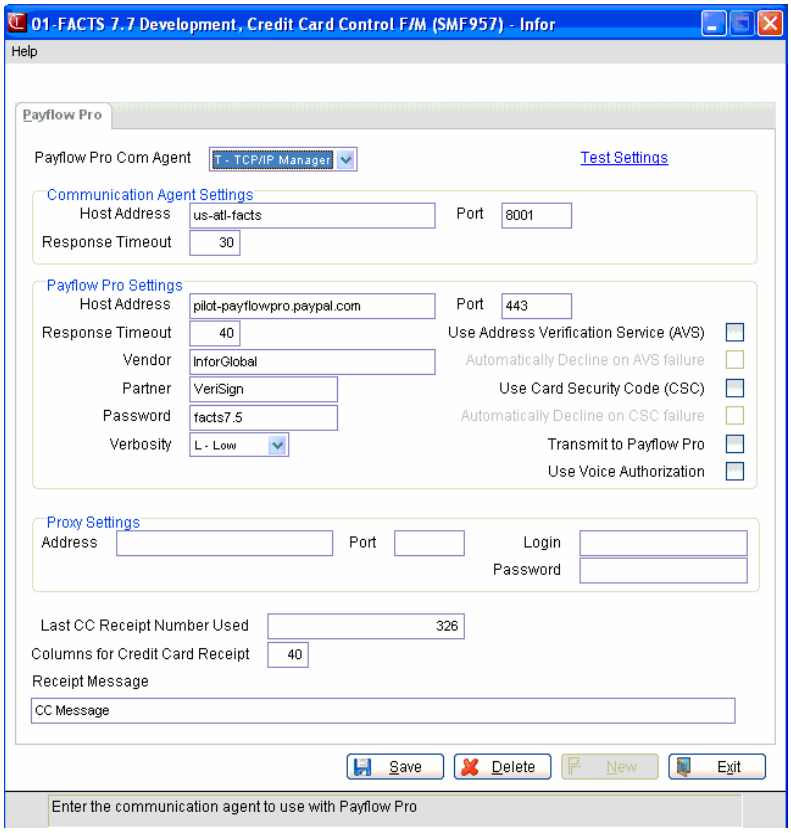
The installation of Infor's TCP/IP Manager automatically installs Payflow Pro, so there is no need for a separate install.

When you create a Payflow Pro account through PayPal, you should first establish a test account. Initially you will configure FACTS to work with the test account, and after you have confirmed that it is working, you will then switch to your live merchant account.

Using Payflow Pro with FACTS

Configuring FACTS to use Payflow Pro

1. If you haven't already done so, download and install the TCP/IP Manager from Infor's Download Center, which will also install the files needed for Payflow Pro.
2. Set up a *cash* type terms code in the Accounts Receivable Terms Code F/M. Credit cards must be cash type payments, not an A/R type. The General Ledger Number you choose must be a cash G/L account number.
3. Complete the Company Control F/M set up for credit card processing.
   - Select P – Payflow Pro as the Credit Card Processor on the General tab
4. Complete the Credit Card Control F/M setup:



a Payflow Pro Com Agent:

Should be set to T – TCP/IP Manager

b In the Communication Agent Settings section:

- **Host Address**

  Host address for the TCP/IP Manager
- **Port**

  Host port for the TCP/IP Manager (should be always be 8001)
- **Response Timeout**

  Number of seconds until timeout connecting to TCP/IP Manager

c In the Payflow Pro Settings section:

- **Host Address**

  Payflow Pro host address or test host address. For test settings, use pilot-payflowpro.paypal.com

  When you switch to a live account, you will need to remove the pilot- from this field.
- **Port**

  Payflow Pro host port (should always be 443)
- **Response Timeout**

  Number of seconds until timeout connecting to Payflow Pro
- **Vendor**

  The PayPal login name (your Merchant Login when you created your PayPal account, case sensitive)
- **Partner**

  Name of authorized PayPal reseller (usually PayPal)
- **Password**

  Authorized PayPal account password (case sensitive)
- **Verbosity**

  Level of detail of responses. You can select from L-Low or M-Medium
- **Use Address Verification Service (AVS)**

  Requires users who process credit cards to enter customer addresses during credit card transactions. This is intended to offer the customer an additional level of security by asking them to supply additional information
- **Automatically Decline on AVS failure**

  Indicates whether you want the system to automatically void a transaction that fails customer address verification
- **Use Credit Card Security Code (CSC)**

  Requires users to enter the security code from the back side of the customer's credit card when using magnetic stripe readers during credit card transactions
- **Automatically Decline on CSC failure**

Indicates whether you want the system to automatically void a transaction that fails credit card security code verification

- **Transmit To Payflow Pro**

  When selected, FACTS will attempt to process transactions as they are entered. All transactions must be processed before you can run the Daily Sales Register (DSR).

  When unselected (not recommended), credit card transactions will require voice authorization and the transactions will collect in the Process Pending Transactions program (under the Invoices menu).

  When you are ready to transmit, select the "Transmit to Payflow Pro" checkbox, then use the Process Pending Transactions program to transmit the pending transactions to the credit card processor. For more information, refer to the Process Pending Transactions program topic.

- **Use Voice Authorization**

  Forces the user to enter a voice authorization code for all transactions

d In the Proxy Settings section:

- **Address**

  Proxy Server address

- **Port**

  Proxy Server port

- **Logon**

  Proxy Server logon name

- **Password**

  Proxy Server password

- **Columns for Credit Card Receipt**

  This sets the width of your credit card receipts, which can range from 30 to 80 columns wide. Enter 0 if you do not want a receipt to print.

- **Receipt Message**

  Enter the message (up to 25 characters) that you want printed at the bottom of your receipts.

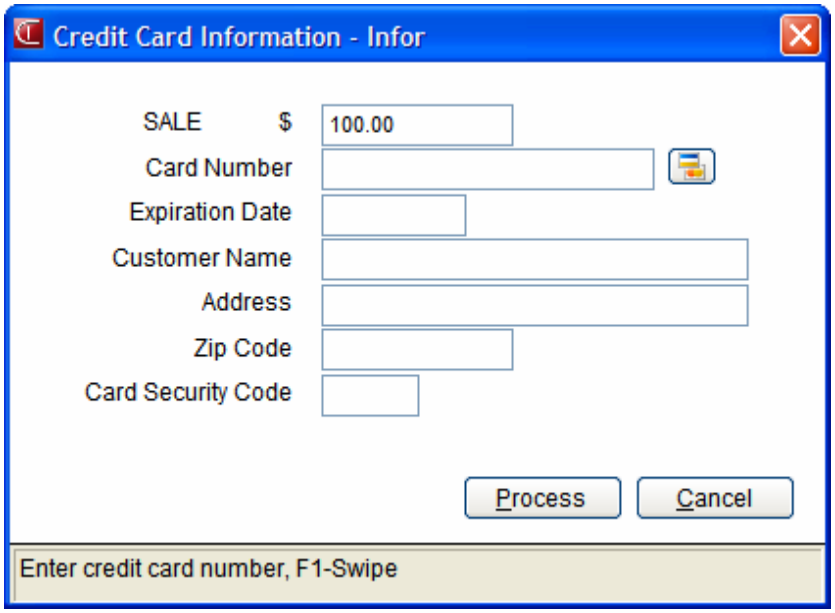
e Press the Test Settings link to test the connection to Payflow Pro using the information provided on this screen. Note: You must save the information BEFORE testing the settings.

Note: This will only test the success or failure of the *communication* between FACTS, the communication agent, and PayPal. It does not validate account names, passwords or transaction settings.

5 (Optional) To print credit card receipts, set up SOP610 in Program F/M. Then select the printer usage and normal printer for each terminal (the entries for fields 2-8 are arbitrary) so credit card receipts will print. This allows you to have one credit card receipt printer for all terminals, or a different printer for some terminals, as necessary.

Processing Credit Cards with FACTS and Payflow Pro

After entering the terms code and the purchase amount, the credit card pop-up window appears:



Note: The Address and Zip Code fields appear only if “Use Address Verification is selected in Credit Card Control F/M, and the Card Security Code field appears only if “Use Card Security Code (CSC)” is selected.

1 Enter the credit card number or swipe the card through the reader.

2 Enter the expiration date. If you swiped the card, the system automatically enters this data.

3 If you selected the **Use Address Verification** checkbox in the Credit Card Control F/M, enter the customer’s street address and Zip code.

4 If you selected the **Use CSC** checkbox in the Credit Card Control F/M, enter the customer’s credit card security code.

5 Click **Process** to process the transaction.

A mini dialog box will appear, telling you the system is waiting for a response.

If the credit card processing company does not answer or respond within the time set in the Credit Card Control F/M, the system gives you either a recognition timeout (if the provider does not respond at all) or a response timeout (if the provider’s system answers but does not approve or decline within the response time).

Recognition timeouts. You may wait again or cancel the transaction. Canceling a document after a recognition timeout creates no problems because the processing company is not aware of the transaction.

Response timeouts. You have the option to wait or hold the document. If you choose to hold, you must call the processing company to determine whether the transaction has been approved

or declined.

If for some reason the swipe device isn't working, the card processing company is offline or the Voice Authorization flag in the Credit Card Control F/M is set to Y, the person entering the credit card transaction will need to call the processing company and enter the provided authorization code in the prompt that appears.

At the end of the transaction, FACTS checks to see if you are signed on to a cash drawer. If not it asks you to do so. Press F2 to search.

Using the Process Pending Transactions program (Communications down)

In cases where your processing company is offline or Payflow Pro is down, you can still force sales and reconcile the transactions later.

At the end of the shift or day, enter the Process Pending Transactions program from the Invoices menu. If transactions are pending, enter YES to begin processing. *This program must be run before the daily Sales Register is updated.*

If everything runs smoothly, the system tells you the "Batch Processing of Pending Transactions Is Complete," and you can press Enter (CR) to return to the Invoices menu.

If a transaction is declined, it must be resolved (e.g. with another method of payment), and the Process Pending Transactions program must be run again.

As with single credit card transactions, recognition and response timeouts sometimes occur. If you get a recognition timeout, you can wait or press F3 to stop processing.

If you are faced with a response timeout, you can either wait or abort the process. Be advised that when you abort the process, you will need to call your processing company and verify which transactions they received. Those they did not receive will have to be settled through the Payflow Pro software.

- Refer to the Sales Orders manual for more information on Credit Card Handling F/M and Process Pending Transactions.

You can use the following dummy credit card numbers when in test mode to test communications:

MasterCard: 5555555555554444

Visa: 4111111111111111

American Express: 371449635398431

Different transaction amounts will return different return codes from Payflow Pro while in test mode. Refer to the Payflow Pro documentation for more details.

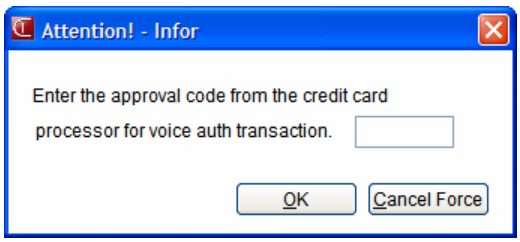
Credit Card Processing with Voice Authorization

When voice authorization is required, either because the Credit Card Processor in Company Control F/M is set to **M - Manual**, the "**Voice Authorization**" box is checked in Credit Card F/M, or a failure occurred when communicating to the credit card processor, FACTS opens a pop-up window, which confirms that you are in voice-authorization mode and the amount of the purchase and whether the transaction is a sale, void sale, credit or void credit.

In this window, enter the customer's credit card number and the expiration date.

The system then asks whether it is OK to process a sale.

Select OK to continue with the sale, and call your credit card processing company to authorize the sale. Enter the authorization code in the prompt provided.



Switching from a Test Account to a Live Merchant Account

When you are finished testing Sales Orders in your test environment and you are ready to begin using electronic payments in a live environment, you complete the steps in this section to switch to a live merchant account.

1 Apply for a merchant account with PayPal.

PayPal provides an automated online application that you will use to apply for a merchant account.

a Log in to your PayPal account at https://manager.paypal.com.

b Follow the instructions for applying for a merchant account. You will need 5-10 minutes to complete the application. Account approvals typically take 24 hours.

2 Set up your Credit Card Options for the merchant account.

At minimum, in Credit Card Control F/M, you will need to change the host address to the merchant account address (payflow.PayPal.com). You may also need to change your user ID and password.

3 Verify your PayPal Security Transaction Settings.

a Log in to your account at https://manager.paypal.com. When logging in, your partner ID is PayPal (or VeriSign on older accounts). Use the user ID and password you specified when you created the account.

b In the PayPal Manager, select the *Account Administration* link at the top of the page. Then select the *Manage Security* settings link.

c In the *Transactions Settings* section, make sure the Allow Non-referenced Credits setting is Yes.

d Verify that the remaining settings in the *Edit Your Transactions* section are correct.

Card Reader Requirements

Your card reader must be configurable to match the following requirements:

- Returning both card tracks
- Prefacing the read (or the first track) with a header of "%"
- Terminating each track w/either a carriage return ($0D$) or a line feed ($0A$)

Chapter 4 Using ICVerify

4

Using ICVerify with FACTS

This section provides information on FACTS' integration with the IC*VERIFY* credit card processing service. IC*VERIFY* is a 3rd-party product, and Infor does not support or provide instructions for the use of IC*VERIFY*. Therefore, you should contact IC*VERIFY* directly to establish your merchant account and for any help with their product.

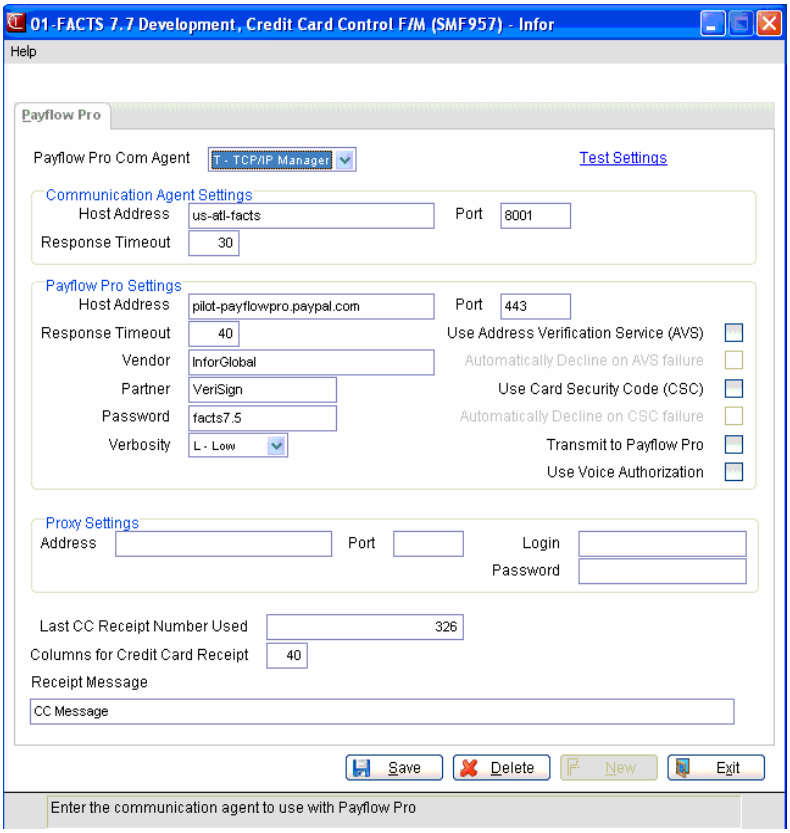
You can contact IC*VERIFY* on the web at http://www.icverify.com

Credit card numbers can be entered manually or through a magnetic stripe reader, which can be purchased separately through IC*VERIFY*.

Configuring FACTS to use IC*VERIFY*

1. Go to the System Management System Control F/M. Enter the number of IC*VERIFY* licenses your company purchased at the IC*VERIFY* Licenses field. FACTS supports up to 999 licenses.
2. Set up a *cash* type terms code in the Accounts Receivable Terms Code F/M. Credit cards must be cash type payments, not an A/R type. The General Ledger Number you choose must be a cash G/L account number.
3. In System Control F/M, choose I – ICVerify 3.1 as your Credit Card Processor. FACTS' integration to IC*VERIFY* supports very limited versions of the IC*VERIFY* product, be very careful to determine what version is supported with your FACTS release.

4 Go to the Credit Card Control F/M in System Management File Maintenances.

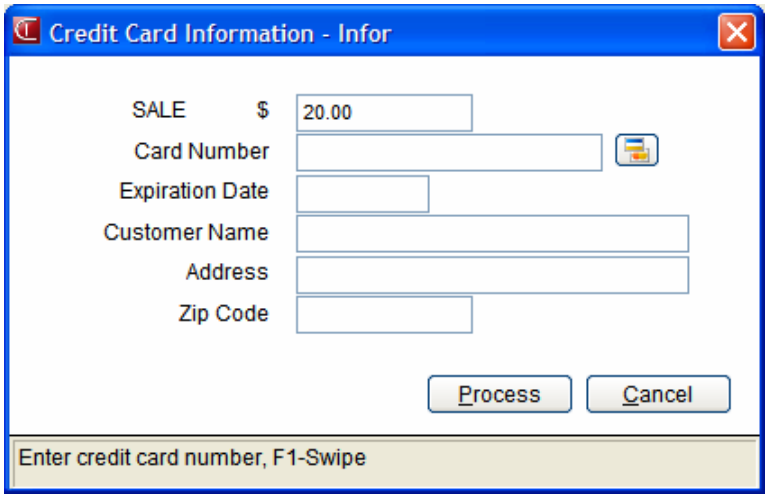


- Enter the Transaction Polling Directory. This is the path to the server acting as your IC*VERIFY* "master" station (see the IC*VERIFY* user manual for more information on its setup). The path must be 60 characters or less.
- Set the recognition time out value up to 999 seconds.
- Set the response time out value.
- Select the **Use Voice Authorization Only** checkbox.
- Select the **User Address Verification** checkbox based on your company needs. If you select this checkbox, the system requires that you enter the customer's address and Zip code on all transactions.
- Select the **Use Last 4 Digit Security** checkbox. Credit card transactions work with this flag set to N; however, for your customers' benefit, it is recommended that you activate this flag.
- Select the **Transmit to IC*VERIFY*** flag checkbox.
- Enter the number of columns over which you want the credit card receipts to print. The available range is between 30 and 80 columns (30 produces a 2½-inch wide receipt).
- Enter the message you would like printed on the receipts. This entry is optional.

5 (Optional) To print credit card receipts, set up SOP610 in Program F/M. Then select the printer usage and normal printer for each terminal (the entries for fields 2-8 are arbitrary) so credit card receipts will print. This allows you to have one credit card receipt printer for all terminals, or a different printer for some terminals, as necessary.

Processing Credit Cards with FACTS and IC*VERIFY*

After entering the terms code and the purchase amount, the credit card pop-up window appears if the "**Use Address Verification**" option checked in Credit Card Control F/M.



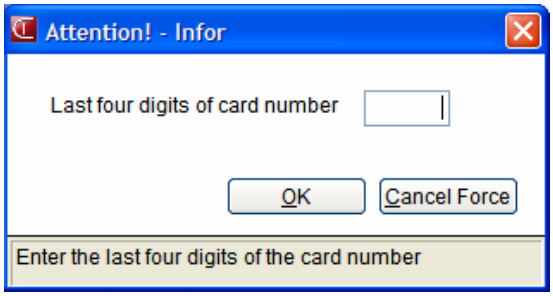
Note: The Address and Zip Code fields only appear if you have "**Use Address Verification**" selected in Credit Card Control F/M.

1 Enter the credit card number or swipe the card through the reader.

2 Enter the expiration date. If you swiped the card, the system automatically enters this data.

3 If you select the Use Address Verification checkbox in the Credit Card Control F/M, enter the customer's street address and Zip code.

Note: If you swiped the card and "**Use Last 4 Digit Security**" is checked in Credit Card Control F/M, FACTS displays the screen below so you can enter the last four digits of the credit card. Press **OK** or **Cancel Force** to not require the last four digits.



4 When you return to the Credit Card Information screen, click **Process** to process the transaction.

5 A mini dialog box will appear, telling you the system is waiting for recognition and then a response.

If the credit card processing company does not answer or respond within the time set in the

Credit Card Control F/M, the system gives you either a recognition timeout (if the provider does not respond at all) or a response timeout (if the provider's system answers but does not approve or decline within the response time).

Recognition timeouts. You may wait again or cancel the transaction. Canceling a document after a recognition timeout creates no problems because the processing company is not aware of the transaction.

Response timeouts. You have the option to wait or hold the document. If you choose to hold, you must call the processing company to determine whether the transaction has been approved or declined.

6 If for some reason the swipe device isn't working, the card processing company is offline or the Voice Authorization flag in the Credit Card Control F/M is set to Y, the person entering the credit card transaction will need to call the processing company and enter the provided authorization code in the prompt that appears.

At the end of the transaction, FACTS checks to see if you are signed on to a cash drawer. If not it asks you to do so. Press F2 to search.

Using the Process Pending Transactions program (Communications down)

In cases where your processing company is offline or IC*VERIFY* is down, you can still force sales and reconcile the transactions later.

At the end of the shift or day, enter the Process Pending Transactions program from the Invoices menu. If transactions are pending, enter YES to begin processing. *This program must be run before the daily Sales Register is updated.*

If everything runs smoothly, the system tells you the “Batch Processing of Pending Transactions Is Complete,” and you can press Enter (CR) to return to the Invoices menu.

If a transaction is declined, it must be resolved (e.g. with another method of payment), and the Process Pending Transactions program must be run again.

As with single credit card transactions, recognition and response timeouts sometimes occur. If you get a recognition timeout, you can wait or press F3 to stop processing.

If you are faced with a response timeout, you can either wait or abort the process. Be advised that when you abort the process, you will need to call your processing company and verify which transactions they received. Those they did not receive will have to be settled through the IC*VERIFY* software.

Refer to the *Sales Orders* manual for more information on Credit Card Handling F/M and Process Pending Transactions.

Credit Card Processing with Voice Authorization

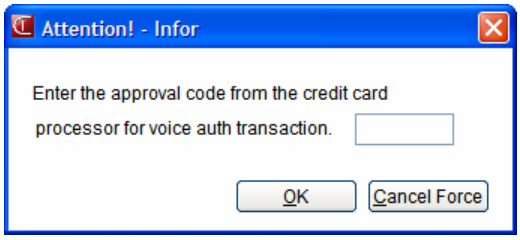
When voice authorization is required, either because the Credit Card Processor in Company Control F/M is set to **M - Manual**, the "**Voice Authorization**" box is checked in Credit Card F/M, or a failure occurred when communicating to the credit card processor, FACTS opens a pop-up window, which confirms that you are in voice-authorization mode and the amount of the purchase and whether the transaction is a sale, void sale, credit or void credit.

In this window, enter the customer's credit card number and the expiration date.

The system then asks whether it is OK to process a sale.

Select OK to continue with the sale, and call your credit card processing company to authorize the sale. Enter the authorization code in the prompt provided.

Enter the authorization code in the prompt provided and select **OK** to process. Select **Cancel Force** to not require security code entry for the transaction.



Card Reader Requirements

Your card reader must be configurable to match the following requirements:

- Returning both card tracks
- Prefacing the read (or the first track) with a header of "%"
- Terminating each track w/either a carriage return ($0D$) or a line feed ($0A$)