Infor Distribution FACTS 7.9.0 Electronic Payments Guide

Publication Information

Release: Infor Distribution FACTS 7.9.0

Publication date: November 6, 2014

Contents

About this guide

This document describes the steps necessary to integrate automatic credit card processing using Payflow Pro and CenPOS, 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 "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.

Contacting Infor

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

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

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Overview

Credit Card Processing with Payflow Pro or CenPOS

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

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. Refer to the TCP/IP Manager Installation Guide for instructions on installing and configuring the TCP/IP Manager.

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 CenPOS

The interface between FACTS and CenPOS service employs the use of CenPOS POS (Point of Sale) APIs and their web services. The CenPOS APIs are solely responsible for collecting all credit card data, and processing the transaction. The FACTS CENPOSUI.pvc object uses Internet Explorer on the client's PC to present the base URL specified in SM Credit Card Control F/M for the user to complete the transaction.

Chapter 2   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.

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 the TCP/IP Manager Installation Guide.

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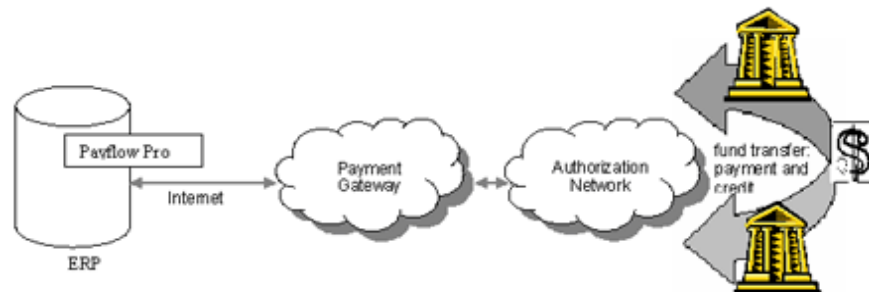
The installation of Infor's TCP/IP Manager automatically installs Payflow Pro, so there is no need for a separate install.

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:

Payflow Pro Com Agent:

> Should be set to T – TCP/IP Manager

a In the Communication Agent Settings section:

- **Host Address**

    Host address for the TCP/IP Manager

- **Port**

    Host port for the TCP/IP Manager (should always be 8001)

- **Response Timeout**

    Number of seconds until timeout connecting to TCP/IP Manager

b 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

c   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.

d   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.

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.
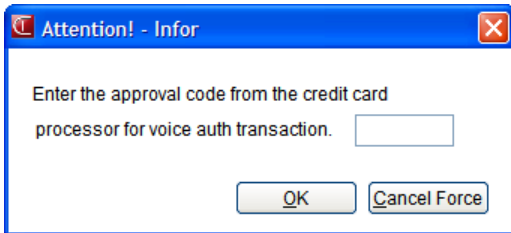
Switching from a Test Account to a Live Merchant Account

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 3   Using ICVerify

Using ICVerify with FACTS

IC*VERIFY* is a 3rd-party product, and Infor does not support or provide any integration to it or instructions for its use.

Chapter 4   Using CenPOS

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Using CenPOS with FACTS

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

You can contact CenPOS on the web at http://www.cenpos.com

This section provides information on FACTS' integration with CenPOS credit card processing service.

Integration with CenPOS

The FACTS' integration with CenPOS requires that any workstation that will be processing a credit card have Internet Explorer 7 or higher installed, TLS enabled, and SSL3 disabled. All of the CenPOS interface is managed through CenPOS and is displayed in an Internet Explorer window. The TCP/IP Manager is not used for the CenPOS integration.

Additionally, the FACTS server must have secure internet access and have TLS enabled. The FACTS server will utilize web services calls to the CenPOS servers to handle API transactions with credit cards.

Configuring FACTS to use CenPOS

1   Navigate to System Management>File Maintenances>Company Control F/M.

2   Choose CenPOS in the Credit Card Processor field.

3   Set up a credit card terms code in the Accounts Receivable Terms Code F/M (Accounts Receivable>File Maintenances>Infrequent File Maintenances>Terms Code F/M) if you have not already done so. Credit cards must be set up as a cash type —that is, Type 1-4 — so the General Ledger number you choose must be a cash G/L account number.

4 Edit the Credit Card Control F/M. (System Management>File Maintenances>Infrequent File Maintenances).

- Specify the URL for the CenPOS interface as the Base URL
- The default is https://www3.cenpos.net/POSintegration/posintegration/default.aspx.
- Specify the Merchant account ID for CenPOS and the CenPOS password.
- Enter the user id used with cookies to allow processing without logging in each time. This value is used to log into CenPOS cookie information that is stored in an Internet browser and used for credit card processing.
- Select Validate Cookies to allow connecting to CenPOS with the user id entered above, without requiring logging in each time. If checked, CenPOS ignores any stored cookie information concerning the CenPOS login and uses login info provided in the request. If no info is provided, the user will be prompted to log in.
- Select Use Last Four Digit Security to require the entry of the last 4 digits of the credit card when swiping a card. If unchecked, the last four digits field is disabled and does not require the last four digits to be entered when swiping a card.
- The last credit card receipt number used will display in this field.

- Specify the number of columns over which you want the credit card receipts to print in Columns for Credit Card Receipt. The available range is between 30 to 80 (30 columns will give you an approximately 2½-inch wide receipt). Enter 0 if you do not want a receipt to print.

5   (Optional) To print credit card receipts, in Program F/M, load SOP610 and set the printer usage and normal printer for each location 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 CenPOS

After entering the credit card amount, the CenPOS Credit Card Entry pop-up window appears with the Amount and document number from FACTS:

Note: The required fields are marked with an asterisk *and highlighted in red.

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   Enter additional information as needed based on your settings in CenPOS.

4   Click **Submit** to process the transaction.

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

   If there is no internet connection, the system will give a recognition timeout. If the card processing company does not answer or respond within the time set in CenPOS, the system gives you a response timeout. In both cases, the transaction is cancelled and nothing will have been charged on the user's credit card.

   Offline Voice Authorization is not supported with CenPOS due to PCI compliance rules.

5   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.

Process Pending Transactions (SOU610) program (Communications down)

With CenPOS, we do not support offline transactions, so this program is not used when CenPOS is the credit card processor.

Using Storefront with FACTS and CenPOS

You can also implement CenPOS credit card processing for Infor's B2C Storefront product. Storefront has its own CenPOS configuration and interface. Refer to the Storefront documentation for installation and configuration of this solution.

When CenPOS is configured in Storefront, Storefront will perform an authorization against the credit card and pass the authorization information to FACTS via the API. FACTS will then capture the amount and record the payment as a deposit against the order.

If CenPOS is enabled in Storefront, you must have CenPOS setup as your credit card processor in FACTS. For the interface with FACTS to work, you must have version 3.5 or higher of the FACTS Storefront Integration Server, and you must have enabled Extended Classes in Storefront.

If you have CenPOS as your credit card processor in FACTS, it is NOT required that it also be setup in Storefront. If it is not setup in Storefront, Storefront will simply pass the credit card number to FACTS, where FACTS will perform a Sale transaction via CenPOS web services.

Credit Card Processing with Voice Authorization

Credit Card Processing with Voice Authorization is not supported with FACTS and CenPOS