DATACOR NEWSBREAKS
The "Chempax Product Features" Resource

CHEMPAX C/S: CREDIT CARD PAYMENT PROCESSING

Chempax C/S offers a newly integrated payment-processing module via Datacor's partnership with Singular Payments. Chempax C/S users can now seamlessly process payments made by credit cards directly within Chempax C/S. Therefore, businesses can more efficiently and cost-effectively manage payments, improve cash flows and lower overall operating costs relating to the facilitation of payments.

OVERVIEW

The credit card payment processing with Chempax C/S can be directly assigned to an invoice and paid immediately. It can also create an authorization for payment and be paid at a later date. Users will need to initially setup the system and establish a merchant account with Singular Payments to begin utilizing these features within Chempax C/S.

MAKING A CREDIT CARD AUTHORIZATION

At the end of the Order Entry process the following Create Authorization Only Transaction screen will appear if the payment term requires credit card authorization. Upon pressing the OK, Chempax C/S will make the authorization request via Singular Payments. The order will be taken off credit hold if the authorization was successful. If you are not ready to process the credit card authorization at the end of the order then press Exit and the order will remain on credit hold. The same screen will appear in Credit Status Evaluation when trying to take the sales order off credit hold.

When the order is shipped and the shipment's invoice is posted to A/R, the system will mark the authorization for settlement and automatically apply the cash to the A/R item created. If the amount marked for settlement equals the A/R item's amount the item will be paid in full and will be closed and no further action will be required to collect the receivable.

UPCOMING TRADE SHOWS

Meet Datacor Representatives at upcoming industry trade shows.

May
10 - 11: Suppliers' Day 2016
17 - 18: NACD Washington Fly-In

June
6 - 8: SUR/FIN 2016
8 - 10: RDC Annual General Meeting
13 - 15: NACD Central Region Meeting

Register Today!

interAXions
CHEMPAX User Conference

May 11 - 13, 2016
Wyndham Hamilton Park
Hotel & Conference Center
Florham Park, NJ

PROCESSING A CREDIT CARD PAYMENT

Credit Card payments can be made in the Cash Application by selecting a Payment Method of CrdtCrd. Once the payment method has been selected a Card Nickname fill-in will be displayed allowing the selection of the card to be used in the transaction.

- Entry of a Payment ID is now optional when processing a credit card transaction. If left blank the credit card authorization code will be written out to the Payment ID.

- If you wish to charge the credit card and place the payment as Cash On Account instead of applying it to open A/R items press the OK button without selecting any items for payment.

- If you wish to apply the payment across A/R items, select them from the browser and then press the OK button.

PROCESS CREDIT CARD PAYMENT

The following Process Credit Card Payment screen will appear when information above is entered and the user presses the OK button.


1. The Customer PO will be filled in with the first non-blank Customer PO of the selected A/R items but can be overridden.

2. The Tax Amount is calculated from the items being paid.

3. Enter optional payment remarks.

4. Press OK to charge the credit card via Singular Payments. Unlike the authorization which happens during the order entry process these payments are marked for immediate settlement.

WARNING MESSAGES

Users will be alerted with a message similar to the one below if there are any issues processing a payment. The system will bring the user back to the Cash Application where they can adjust the payment amount, select a different card, change the payment method, etc. before processing the transaction again.
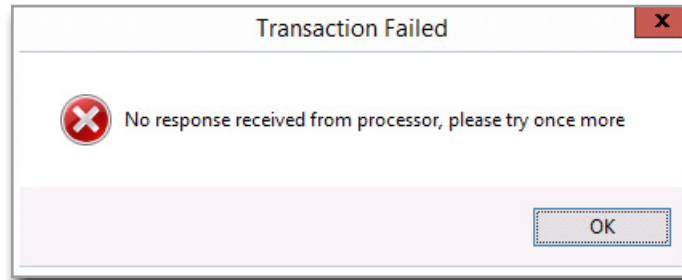
In the unlikely event the credit card payment is successfully processed but the A/R payment cannot be applied to the selected A/R items due to another user updating the records, the system will create a cash on account (CA) A/R item for the amount changed on the card. The CA can then be manually applied against the A/R items to reduce their open amounts.
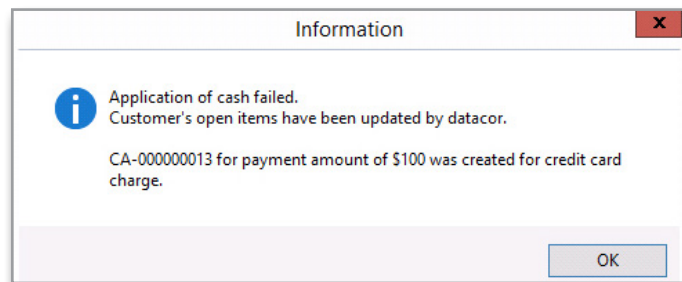
INITIAL SETUP

To process credit card payments within Chempax C/S, users need to do the following setup:

1. **Apply Chempax C/S 2015-04 or higher.**

2. **Sign up with Singular Payments by calling 1-877-533-8976.**

3. **Contact Datacor to install and configure the back end processing files required to integrate Chempax C/S and Singular Payments.**

4. **Enter Singular Credentials into Chempax C/S – System Control Maintenance**

A. Enter your Singular API Key and Singular Merchant ID (both provided to you by Singular) into the fields at the bottom of the System Control Maintenance screen.

B. The Credit Card processing has the ability to place an "authorization charge" on a card making sure the card has available credit for a future charge. If you wish to utilize authorization charges please confirm with Singular your account is configured for authorization charges prior to clicking on the "Singular Allows Authorization Only" option. Once activated Chempax C/S will use Credit Holds to keep the order on hold until the authorization is obtained for transactions requiring Credit Card Authorization.

5. Populate the Singular Currency Code

Enter the three character code for US Dollars (USD) and/or Canadian Dollars (CAD) in the Currency and Foreign Exchange Rates.
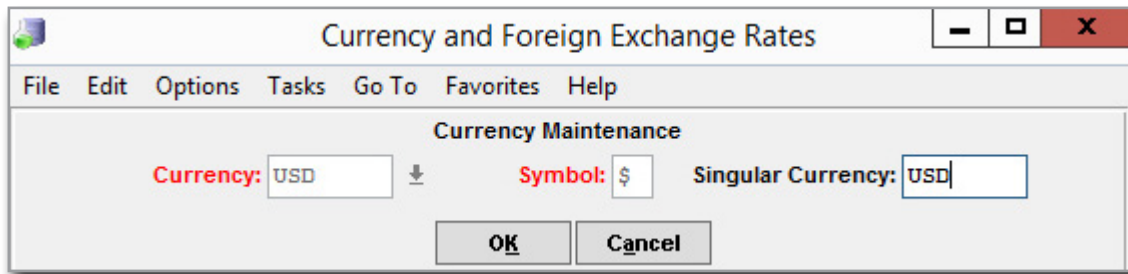
6. Configure Payment Terms to require Credit Card Authorization

If credit card authorization is desired toggle on the "Require Credit Card Authorization" for each payment term in Payment Terms Maintenance. Once toggled on any order with the payment term will be placed on credit hold and cannot be taken off credit hold until a credit card authorization is obtained for the sales order. When the first invoice associated with a sales order with credit card authorization is posted to A/R the system will automatically mark the authorization charge for settlement. When a charge is marked for settlement the amount will be placed against the credit card. If the invoice amount differs from the authorized amount the system will mark for settlement the lesser of the authorized or invoice amounts. If the invoice amount is greater than the authorized amount then the difference in amounts will remain open in accounts receivable pending processing in Cash Application. If an authorized order is cancelled or the payments terms change from a payment term requiring authorization to one that doesn't require authorization the system will send a void transaction cancelling the authorization applied to the card. If the payment terms on a sales order is updated to one that requires credit card authorization the system will place the order on credit hold until the authorization is obtained.
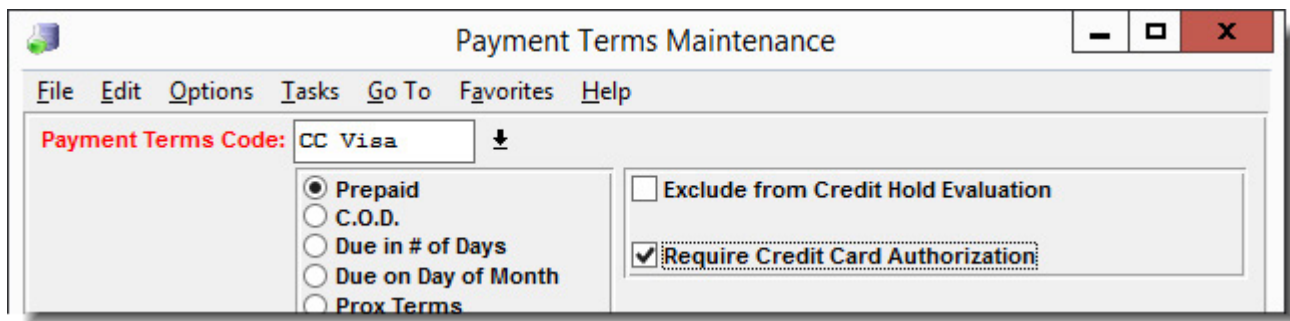
## 7. Assign permission to Customer Credit Card Maintenance

Run Program User/Group Security Maintenance to grant access to user/user groups that should have access to define and maintain customer credit card information in Customer Credit Card Maintenance.

ADDING A NEW CREDIT CARD FOR A CUSTOMER

Users can easily enter new and/or update customers' credit card information in Chempax C/S through the Customer Credit Card Maintenance screen.
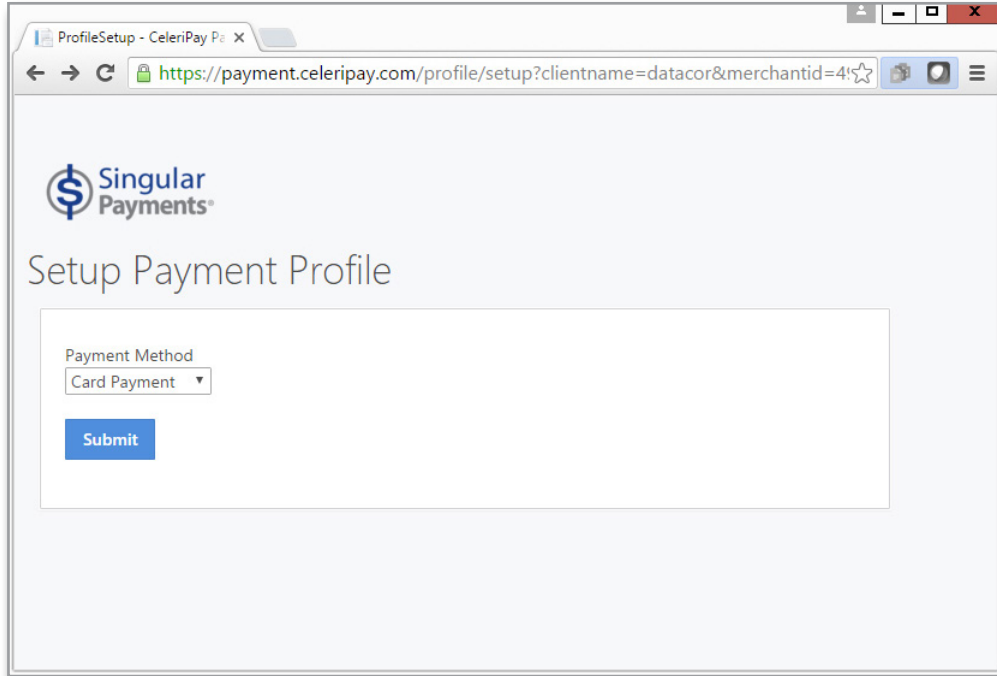
CUSTOMER CREDIT CARD MAINTENANCE

- Press **New**, to create a new credit card entry, or **Update** to maintain an existing value.

- **Card Nickname:** This is a name that you or your customer can use to reference the card. For security purposes, do not enter the actual credit card number here! A warning will be raised if the system detects a format match on a card number.

- **Card Status:** System maintained – display card's current status at Singular. "Success" means the card is available for use. "Problem" means the card has an issue and cannot be used.

- **Credit Card #:** System Maintained – Masked value of Card stored in Singular. <u>Note</u>: The card number is not stored within Chempax C/S.

- **Card Exp. Date:** Card expiration date currently on file with Singular. The value can be updated from Chempax C/S to Singular in a MM/YY format.

- **Validate Date:** The date the card was last validated with Singular and the card status is "success"

- **Active:** Used to prevent use of the card in transactions. Note: A Card must be Active and have a Cards Status of "Success" to be used in transactions.

- **Default:** A customer can have one or none default cards, indicated by toggling on this value. The default card will default in when processing credit card transactions.

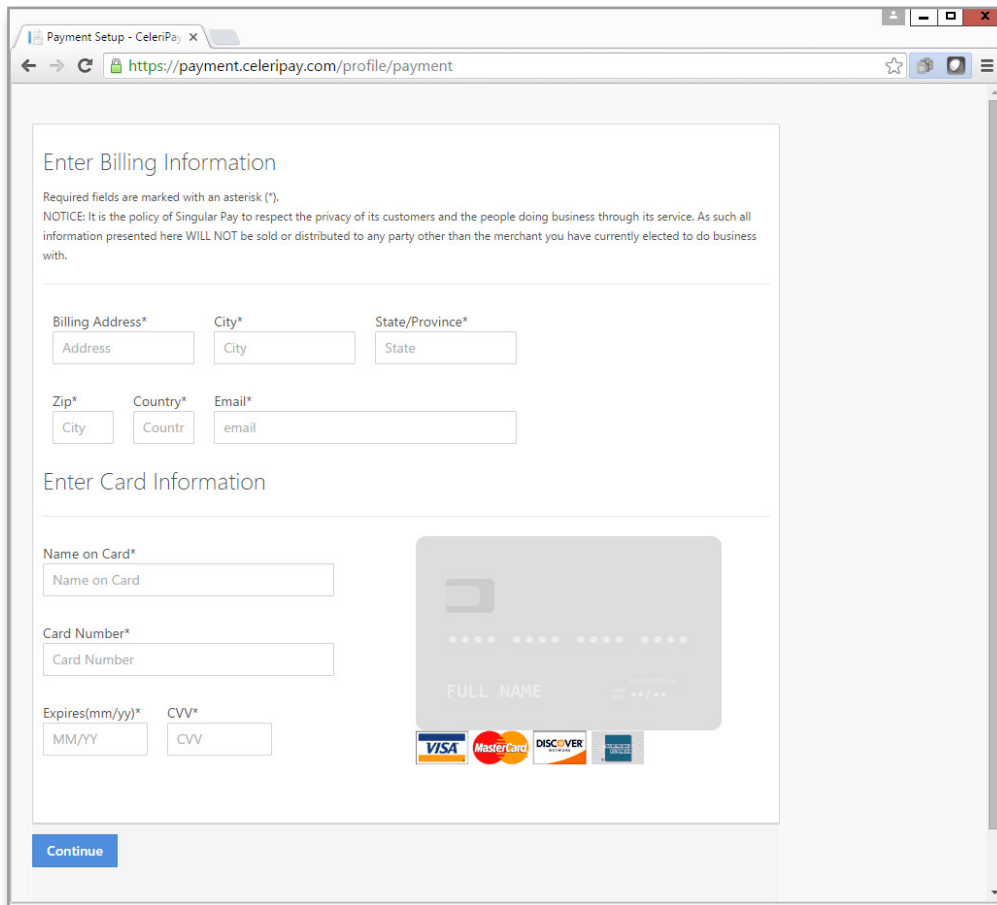- **Description:** A free form text description of the card
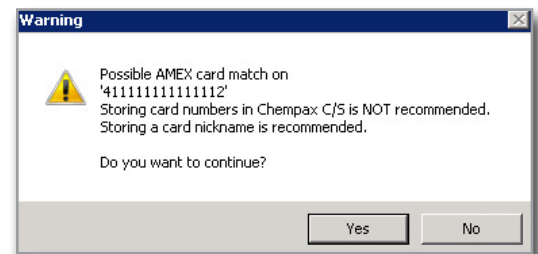
SINGULAR PAYMENTS

When in New mode the system will open Singular Payments secure website where the credit card information is entered and registered:

1. Select Payment Method of "Card Payment" and press Submit.

2. Enter required billing information and press Continue.

3. Press Finish on the Verify and Confirm Screen
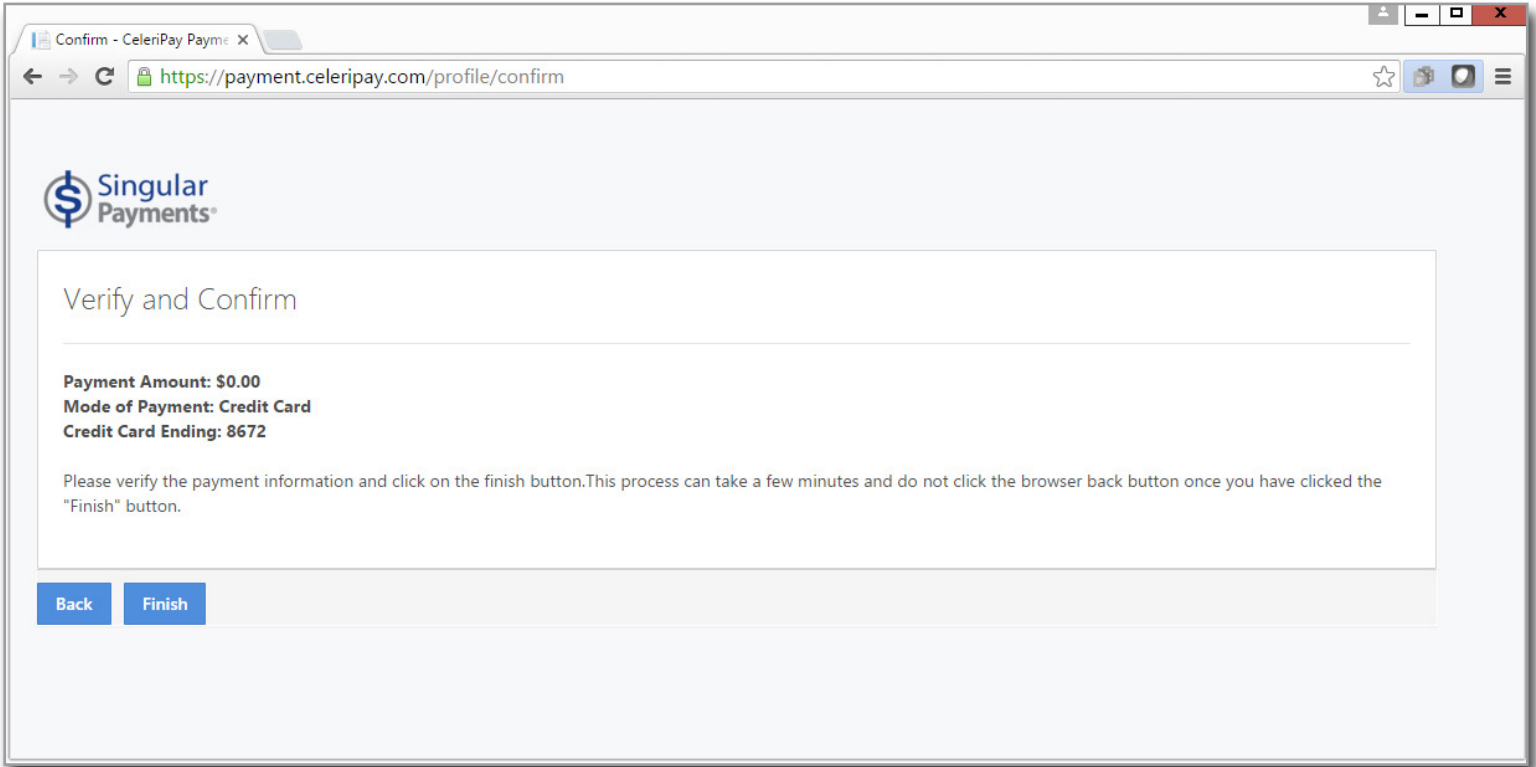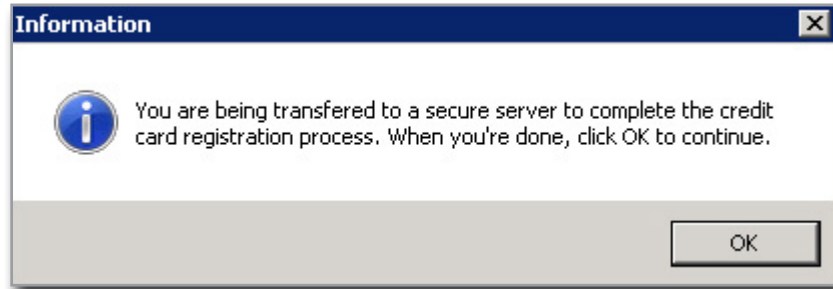

4. Once you receive the Profile Setup Successfully screen, close your browser and return to Chempax C/S.
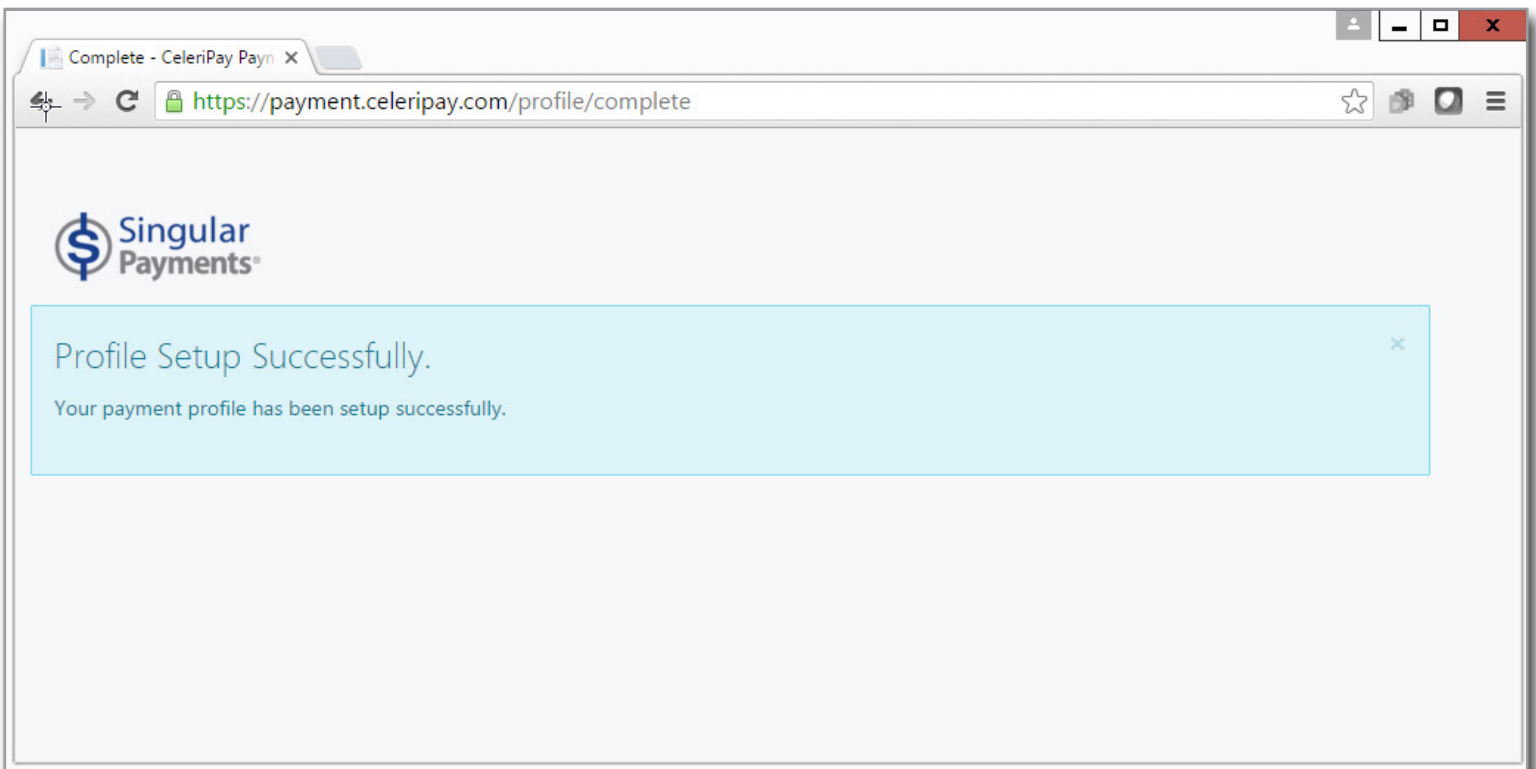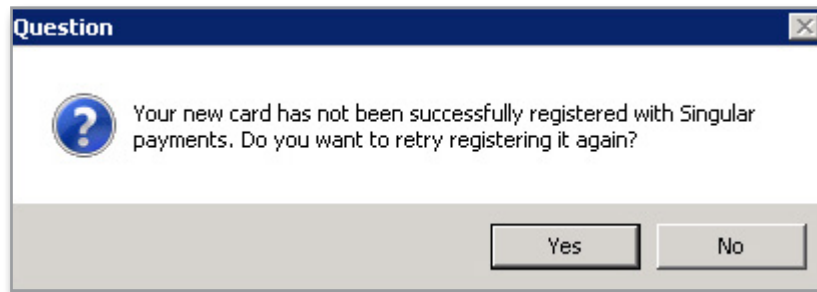
5. You should see the following message:

- Chempax C/S will verify that the new credit card has been registered.

6. If the card was not successfully registered the following message will appear. Selecting Yes will open a web browser allowing the entry of card information again.

- Pressing No will not retry the registration. The card will not be added to Chempax C/S until the system can verify the card has been properly defined on Singular's site. You will have to abort adding the customer's credit card if the system cannot verify the card exists by pressing the "Exit" button.

- The number one reason Chempax C/S cannot validate the card is due to an incomplete registration process on the Singular site. Please confirm the "Profile Setup Successfully" screen has been displayed for the newly entered card.

7. The card is now ready for payment processing.
- Credit Card Transaction History can be viewed by pressing the history button.

- For completed transactions the Singular OrderID can be used to match the transactions on the Singular Merchant Services website. This is useful should you need to fully or partially reverse the transaction.

- NOTE: Cards cannot be deleted from Chempax C/S but can be made inactive preventing them from being used in transactions.

CONTACT US

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ANY QUESTIONS?

If you have any questions regarding Credit Card Payment Processing in Chemapx C/S please e-mail cs-support@datacor.com.

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