

Credit Card Module

for SyteLine



LOGICDATA®

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The Challenge

More and more business customers are placing orders and wanting to use credit cards for payment, creating a new set of challenges

- Tracking the card
- Getting authorization for the order amount
- Ensuring credit is still available prior to shipment
- Capturing funds against the invoice as payment in accounts receivable, and
- Doing all of this while remaining compliant with Payment Card Industry (PCI) security standards.

The Solution

LogicData Credit Card Module for SyteLine gives you a secure and automated system enabling your staff and customers to

- Accept credit cards from your customers at the time of customer or service order entry
- Pay existing invoices on their account
- Split payments across multiple cards
- Store and re-use customer cards
- Use SyteLine Pick/Pack/Ship

all while maintaining strict security of customer credit card information by saving all credit card information on the Authorize.net website, not your database.

Process credit cards for customer orders

- Eliminate credit problems
- Automate authorization
- Automate funds capture
- Improve security
- Minimize errors
- Speed collections

The Process

With Credit Card Module your customers' credit card information is input into a secure environment. The credit card payment is entered against the specific customer order, repair order or customer account, along with the credit card billing information and required security codes. Once entered, the credit card number is masked from view, encrypted and stored in the Authorize.net (transaction gateway provider) database.

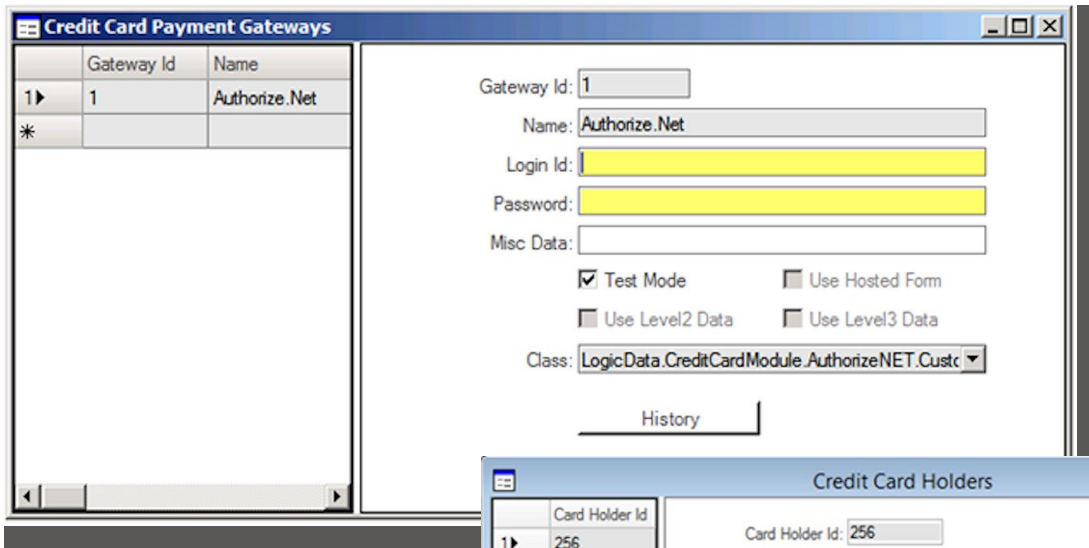
After the customer's order is entered with any freight, sales tax and additional charges, Credit Card Module allows you to

- Acquire credit authorization against the customer's card
- Validate the credit card information, OR
- Generate a credit hold against the customer's credit card account.

The authorization process secures the needed credit on the card for up to 30 days, giving you time to build and ship the product, knowing you are covered for payment. Should authorization fail, the customer order can be placed on credit hold for review.

Nightly processes check for any expired authorizations and place those orders on credit hold in SyteLine to prevent accidental shipment where payment may not be guaranteed. A report is provided to the credit manager with notification of all orders with expired authorizations.

Credit Card Module



Credit Card Payment Gateways

	Gateway Id	Name
1 ▶	1	Authorize.Net
*		

Gateway Id:

Name:

Login Id:

Password:

Misc Data:

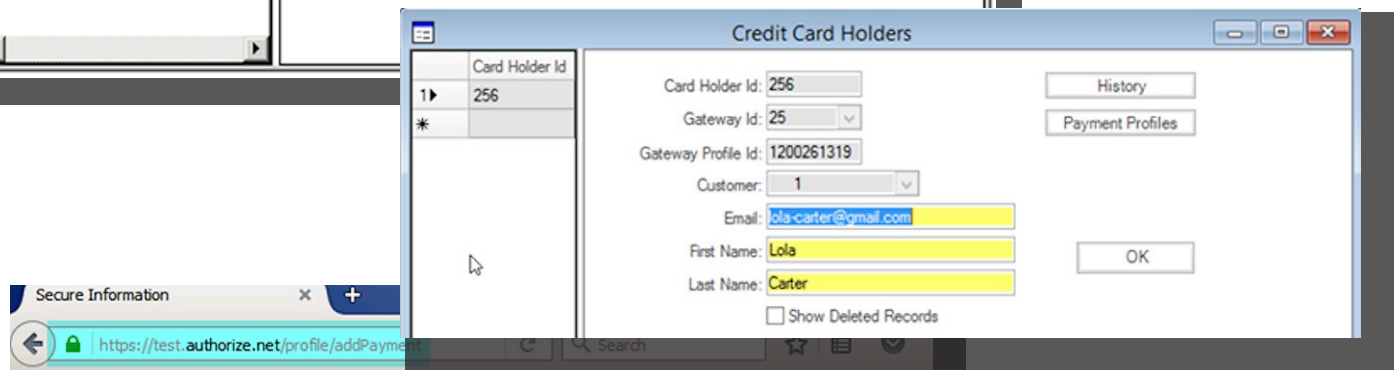
☒ Test Mode ☐ Use Hosted Form

☐ Use Level2 Data ☐ Use Level3 Data

Class:

History

Fig. 1: Gateway login screen. First step of security.



Credit Card Holders

	Card Holder Id
1 ▶	256
*	

Card Holder Id:

Gateway Id:

Gateway Profile Id:

Customer:

Email:

First Name:

Last Name:

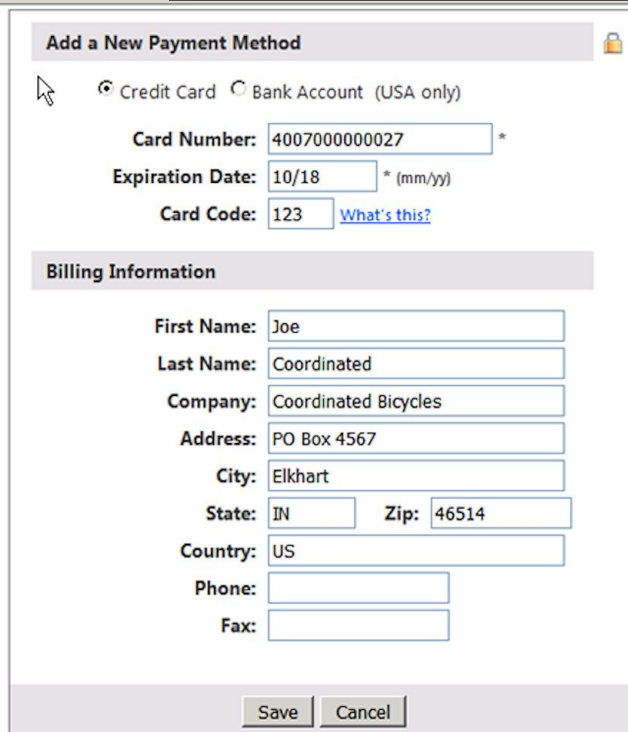
☐ Show Deleted Records

History

Payment Profiles

OK

Fig. 2: Account entry for order.



Add a New Payment Method

☒ Credit Card ☐ Bank Account (USA only)

Card Number:

Expiration Date: * (mm/yy)

Card Code: [What's this?](#)

Billing Information

First Name:

Last Name:

Company:

Address:

City:

State: Zip:

Country:

Phone:

Fax:

Save Cancel

Fig. 3: Credit card entry screen on Authorize.net secure site. Credit card information is stored there.

After shipment and invoicing, an automated process captures funds against the customer's credit card and creates an AR payment record against the specific invoice.

Tools are included to re-authorize a card transaction in which the card authorization has expired, allowing manual capture of funds if necessary releasing the customer order from credit hold and permitting shipment.

All credit card data is entered directly into the Authorize.Net webpage called from SyteLine and stored in the Authorize.net database, easing PCI security requirements and minimizing your exposure to fraud and liability.

Credit Card Module also allows you or your customers to

- Enter a credit card as a payment in Accounts Receivable Payment Processing, select the invoices to pay and capture funds immediately
- Capture and store multiple credit cards per cardholder, and
- Store multiple cardholders per customer account.

Adherence to PCI Compliance

- ✓ Firewall protected system
- ✓ Encrypted transmission of cardholder data
- ✓ Maintain a vulnerability management program
- ✓ Restrict access to cardholder data by business need-to-know
- ✓ Restrict physical access to cardholder data
- ✓ Regularly monitor and test networks
- ✓ Maintain an information security policy

These requirements are addressed and adhered to by LogicData programming and integration with the transaction gateway provider, Authorize.net. This degree of security adherence alleviates the pain of previous online transaction system audits, and ensures your audits and reports are simple to conduct.

System Requirements

- SyteLine 7.05 or above
- Authorize.net credit card gateway
- Your own merchant account for credit card transactions
- High speed internet connection

Credit Card Module

The screenshot displays the 'Customer Orders' window. At the top, the title bar reads 'Customer Orders'. The main form contains the following fields:

- Order: 190, Order Date: 06/13/2016, Status: Ordered
- Cust PO: (empty), Order Type: Regular, Warehouse: MAIN
- Customer: 1, Coordinated Bicycles
- Ship To: 0, Coordinated Bicycles
- Terms: CC, Credit Card, Originating Site: Demo
- Ship Via: UPS, United Parcel, Demanding Site: (empty)
- LCR: (empty), External Order: (unchecked), Demanding Site PO: (empty)
- Est Total Price: 0.00, Confirmation Reference: (empty)

On the right side, there is a vertical menu with buttons: Lines, Releases, Reserve, Order Verification Report, and Interactions.

Below the main form, there are tabs: Address, General, Contacts, Amounts, Tax Info, Credit Card, D/FOT, and User Defined. The 'Credit Card' tab is selected.

Under the 'Credit Card' tab, the following sections are visible:

- Exchange Rate:** Fixed Rate (unchecked), Currency: USD, Rate: 1.000
- Current:** Prepaid: 0.00, Freight: 0.00, Misc Charges: 0.00
- Estimated:** Sales Tax: 0.00, Total Price: 0.00
- Order Discount Type:** Percent, Discount Percent: 0.0000, Discount Amount: 0.00
- Accumulated:** Prepaid: 0.00, Freight: 0.00, Misc Charges: 0.00, Sales Tax: 0.00

At the bottom of the 'Credit Card' tab, there is a section for 'Credit Hold' with the following fields:

- ☒ Credit Hold
- Reason: CC, Credit Card
- User: elb, Date: 06/13/2016

Three green arrows point to the 'Credit Hold' section: one to the 'Credit Hold' checkbox, one to the 'Reason: CC' dropdown, and one to the 'Credit Card' text field.

Fig. 4: Customer order with credit card information, indicating credit hold.

A/R Quick Payment Application (Linked)

Customer: 1 Coordinated Bicycles
 Type: Wire Receipt Date: 05/22/2016 Payment Type: Check
 Credit Memo: Payment Due Date: Corporate
 Number: 20160621 Deposit Date:

☐ Transfer Cash Bank Code: BK1

Payment: USD Payment Exchange Rate: Customer: USD Euro: EUR Domestic: USD
 Amount: 264.60 1.000 264.60 0.00 264.60
 Applied: 264.60 264.60 Exchange Rate: 264.60
 Remaining: 0.00 0.00 1.000 0.00

G/L Reference: ARCC 928 Description: CC Payment 928 - 20001845709

Select All Deselect All Apply

Credit Card

Selected	Customer	Type	Invoice	Chk/Ref	Amt To Apply	Order	Ste	Delivery
1▶	1	Credit Memo	Open	1	45,000.00	112	Demo	

Fig. 5: Accounts Receivable Payment Application screen taking payment with credit card.

Fig. 6: Payment authorization returned from Authorize.net.

Credit Card Manage Transactions (Modal)

Customer: 1 Order: 190
 Gateway Filter: 25 ☐ Show Corporate
 Card Holder: Maintain Cardholder
 Payment Method: Maintain Payment Method

Create Transaction
 Amount: 0.00
 Card Code: Authorize Validate Only

Card Holder Id: Gateway Id:
 Gateway Payment Profile Id: Payment Profile Id:

Payment Transaction Details: History Void/Remove

Select	Payment Transaction Id	First Name	Last Name	Gateway Name	Credit Card	Amount	Gateway Transaction Id	Type
1	917	Lola	Carter	Eric	XXXX1234	0.00	20001630858	Void
2	915	Lola	Carter	Eric	XXXX1234	0.00		Auth
3▶	914	Lola	Carter	Eric	XXXX1234	2,910.60	20001454284	Authorize

Customer: 1 Order: 199
 Gateway Filter: 25 ☐ Show Corporate
 Card Holder: Carter Lola [lola-carter@gmail.com] Maintain Cardholder
 Payment Method: XXXX1234 Maintain Payment Method

Create Transaction
 Amount: 2,910.60
 Card Code: 232 Authorize Validate Only

Card Holder Id: 256 Gateway Id: 25
 Gateway Payment Profile Id: 1200191686 Payment Profile Id: 82

Payment Transaction Details: History Void/Remove

Select	Sequence	Payment Transaction Id	First Name	Last Name	Gateway Name	Credit Card	Gateway Payment Profile Id
1▶	1		Lola	Carter	Eric	XXXX1234	1200191686

Fig. 7: Validate a credit card and leave your customer's credit untouched.

Credit Card Module

Order Shipping

Order: 190 Order Status: Ordered
Customer: 1 Current Warehouse: MAIN
Starting Due Date: CO Line/Release Status: Ordered
Ending Due Date: Transaction Date: 06/22/2016

☒ Ship Early
☒ Ship Partial
☐ EInvoice
☐ On Hand Negative

Consignment: ☐ Consignment
Warehouse:
Container: ☐ By Container
Container:

Add Select All Deselect All Process

Select	Line	Release	Quantity	U/M	CR Return	Return To Stock	Reason Code	EU By Consign...	Ship Stat	Manufacturer	Manufacturer
1▶	<input type="checkbox"/>	1	0	10.00	EA	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Ordered		

Detail Serial Numbers Customer Credit Return Pieces

Location: FIN-1 Quantity Available: 1,650.00 Qty Ordered: 10.00
Lot: 4 On Hand: 2,455.00 Qty Returned: 0.00
Import Doc ID: Due Date: 07/13/2016 Qty Shipped: 0.00
DO/BOL: Last Ship: Qty Invoiced: 0.00000
DO Line: Packing Slip: Drop Ship U/M: EA
Item: FA-10000 Source: Inventory 0 0
Bicycle, Model-30.26" Export Doc ID:
Manufacturer:
Manufacturer Item:

Fig.8: Utilizing shipping and Pick/Pack/Ship. Keep credit card orders and terms orders separate.



Credit Card Module for SyteLine

