Portal Prodigy™

Payments Features in Detail

Chapter Excerpt from Software User & Administration Guide
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www.portalprodigy.com

1.1 Introduction

The Payments Feature is used to enter payments and apply payments, credit memos and debit memos to Orders. It is also used to create credit memos and issue refunds.

Payments feature benefits include:

- Accept online payments for event registration, donations, product purchases, subscriptions and membership dues.
- If desired, accept payments for online use of PortalProdigy features such as Exchanges and Press Release.
- Works with Internet merchant account payment systems and accept Visa, Master Card, American Express, and Discover credit card payments as well as online checks.
- Provides both automated credit card authorization and manually entered authorization.
- Provides electronic credit card settlement upon order fulfillment.
- Provides secure SSL 128 bit encryption protection.
- Supports CSC and AVS verification for additional fraud protection.
- Allows for "pay on account" option.
- Ability to distribute a single payment to multiple orders.
- Retrieve orders for payment distribution by Company or Individual.
- Time saving automatic payment distribution option.
- Manages refunds and credits.
- Publish payment, collection and receivable reports.
- Automatically creates GL entries. GL entries are created in GAP format.

Some of the components, fields and settings of the Payments feature, discussed in detail in this chapter, are:

Payment Features Management page
Payment Types section
Payment Type

- VISA
- Master Card
- American Express
- Discover

- Check
- Cash
- Money Order
- Credit Memos

- Debit Memos

Pay Online
Pay By Mail
Pay At Event
Pay On-Account
Address Required
Check Information section:
Check Payable To
Payment Mailing Address 1
Payment Mailing Address 2
Payment Mailing City
Payment Mailing State
Payment Mailing Zip
Payment Mailing Country
Automated Card
Authorization
Credits
Credit Terms section:
Add Terms Document
Average Time to Process
Credit

1.2 The Visitor Experience

The visitor experience is dependent on which of the payment methods and options you have enabled. When making payments online, the visitor experiences the payment process as an integral part of the order process for each feature component. Visitors that have terms assigned to their account are presented with the option to place their order on account.

1.3 Components

The following components comprise the Payments feature.

1.3.1 Payment Features Management:

Used to enable and configure payment options.

Payment Types section:

Payment Types

Payment Type	Pay Online	Pay By Mail	Pay At Event	Pay On-Account	Authorization Required	Address Required
Visa:	☑	☑	☐	☐	☑	☑
	Payment Deposit:		Payment Deposits			
	Cash:		Cash			
Master Card:	☑	☑	☐	☐	☑	☑
	Payment Deposit:		Payment Deposits			
	Cash:		Cash			
American Express:	☑	☑	☐	☐	☑	☑
	Payment Deposit:		Payment Deposits			
	Cash:		Cash			
Discover:	☐	☐	☐	☐	☐	☐
	Payment Deposit:		--			
	Cash:		--			
Check:	☑	☑	☐	☐	☐	
	Payment Deposit:		Payment Deposits			
	Cash:		Cash			
Cash:	☑	☑	☐	☐	☐	
	Payment Deposit:		Payment Deposits			
	Cash:		Cash			
Money Order:	☑	☑	☐	☐	☐	
	Payment Deposit:		Payment Deposits			
	Cash:		Cash			
Credit Memo:	☐	☐	☐	☑	☐	
	Payment Deposit:		Payment Deposits			
	Cash:		Cash			
Debit Memo:	☐	☐	☐	☑	☐	
	Payment Deposit:		Payment Deposits			
	Cash:		Cash			
REFUND:	☐	☐	☐	☐	☐	
	Payment Deposit:		--			
	Cash:		--			

- **Payment Type** - PORTALPRODIGY supports the following payment types:
    - VISA
    - Master Card
    - American Express
    - Discover
    - Check
    - Cash
    - Money Order
    - Credit Memo
    - Debit Memo
    - Refund

- **Pay Online** - check to offer the Payment Type as a choice during online payment entry.
- **Pay By Mail** - check to offer the Payment Type as a choice when Pay By Mail is selected. PORTALPRODIGY will print this Payment Type on the invoice.
- **Pay At Event -** check to list this Payment Type as a choice when Pay at Event is selected.
- **Pay On-Account -** check to allow the Payment Type as choice when payment is being entered for invoices charged on account (given terms).
- **Authorization Required -** check to require authorization of the payment for the Payment Type. This setting works in conjunction with the Automated Card Authorization setting.
    - If authorization is required and Automated Card Authorization is set to "Yes", PORTALPRODIGY will send an electronic authorization request via the Internet to the configured Authorization Gateway. PORTALPRODIGY displays the message "Please wait while authorizing payment" until an authorization response is received. If the authorization request is approved, PORTALPRODIGY will set the payment's Payment Status to "Approved" and will store the returned authorization code and other applicable data. If the authorization request is denied, PORTALPRODIGY will display message "We are sorry but your payment request was declined" along with the reason returned by Authorization Gateway and will display applicable options.
    - If authorization is required and Automated Card Authorization is set to "No", PORTALPRODIGY will complete the transaction and set the payment's Payment Status to "Pending". Payments with Payment Status set to "Pending" are processed but cannot be posted until Payment Status is set to "Approved".
- **Address Required -** check to require an address to be provided along with the payment information. If Automated Card Authorization is set to "Yes", the address will be sent to the Authorization Gateway and must match the Credit Card billing address for the account.

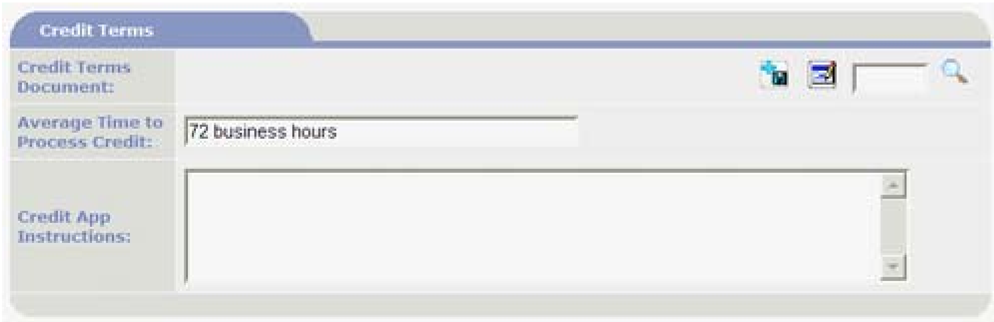
Check Information section

This section provides payment information for customers that are sending payment by mail; rather than making their payment online at the time of the transaction.

- **Check Payable To -** enter the Payee name required on the check.
- **Mailing Address 1 -** enter the street address, street name and suite.
- **Mailing Address 2 -** when Payment Mailing Address 1 does not provide enough room, this provides an additional address line.
- **Mailing City -** enter the city.
- **Mailing Country -** select the country. "USA" is the default value.
- **Mailing State -** select the State from the list box.
- **Mailing Zip/Postal Code -** enter the 5 digit zip code. You may optionally enter the 4 digit zip code extension. Enter in format "123450001", i.e. without dash between main code and extension.
- **Email –** enter the email address customers should use to send emails regarding payment.
- **Phone -** enter the phone number customers should use to contact you regarding payment.
- **FAX -** enter the FAX number where customer should send faxes regarding payment.

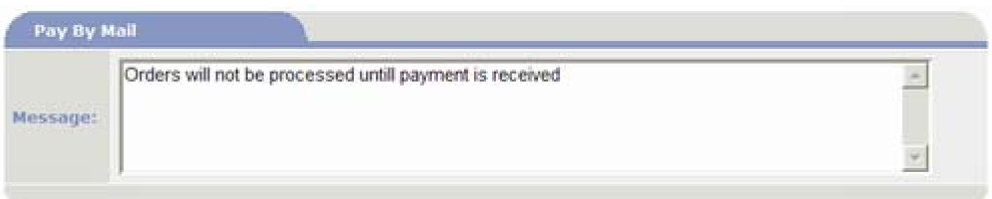
Credit Terms section:

This information is displayed as part of the credit application process.



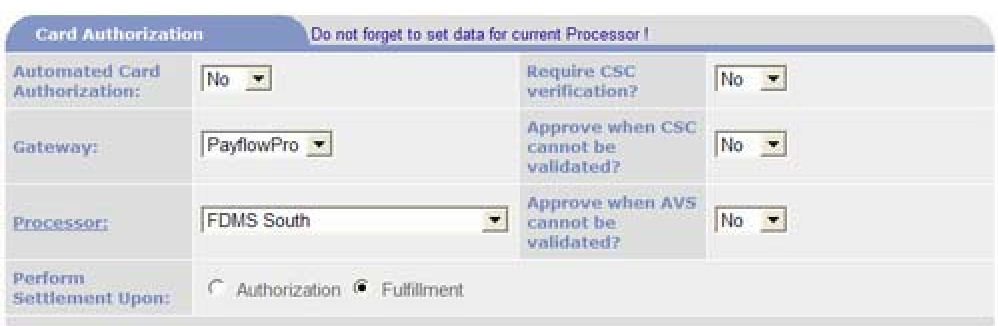
- **Credit Terms Document –** used to display a terms document from the Product Catalog and during the Checkout process in the Visitor portion of the Website. The following options  provide the choice to load a new document, edit an existing document or select a document from the PORTALPRODIGY Resource Library.
- **Average Time to Process Credit –** used to provide information. If Credit Application feature is enabled, enter text description of average time to process credit applications. After submission of a Credit Application, PORTALPRODIGY displays. Example values: “48 hours”, “One Week”, and “3 days”.
- **Credit App Instructions –** enter instructions to be displayed on the Credit Application form.

Check Information section



- **Message** – enter instructions to be displayed during the Order Checkout Process when the customer selects to pay by mail.

Card Authorization section



- **Automated Card Authorization -** select *Yes* to enable electronic authorization via the Internet. *No* is the default value.

- **Require CSC verification? –** set to *Yes* to require customer to enter a Card Security Code (CSC). This is a 3 or 4 digit code that appears on the back of credit cards.

- **Gateway** – select credit card gateway from list of gateways supported by PORTALPRODIGY.

- **Approve when CSC cannot be validated? –** set to *No* to require CSC verification for authorization. Set to Yes to not require CSC verification when verification is not available from the Credit Card Processor.

- **Processor** – select credit card processor from list of processors supported by PORTALPRODIGY.

- **Approve when AVS cannot be validated?** - set to *No* to require Address verification for authorization. Set to Yes to not require Address verification when verification is not available from the Credit Card Processor.

- **Perform Settlement Upon:** This option only applies to Product Orders. Set to *Authorization* if you want settlement to occur for Product Orders at the same time as credit card authorization. Set to *Fulfillment* if you want settlement for Product Orders to be postponed until the order is fulfilled. Exchanges and Press Releases are always settled at the same time as the credit card authorization. Events are settled based on Fulfillment setting for Events. If Event Registrations are fulfilled at the time of registration then settlement will be performed at the same time; otherwise settlement will be postponed until fulfillment is processed.

Processor section

- **Processor ID –** read only. This is the PortalProdigy ID assigned to the Processor.
- **Type** – read only. This is the name of the Gateway Provider and Service.
- **User –** enter the login name to access your processor.
- **Password** – enter the password for your gateway merchant account
- **Confirm Password –** enter the password a second time.
- **Partner** – if using Verisign's Payflow, enter the Partner ID of the Authorized Reseller that registered you with the service.
- **Vendor –** if using Verisign's Payflow, enter your Verisign Vendor ID.
- **Host Address –** enter the processor's URL. E.g. Test-Payflow.Verisign.com
- **Host Port –** enter the processor's port number. E.g. 443

- **Email of Merchant Account** – if using PayPal enter the email address that PayPal should send administrator notifications to.

- **PayPal Info**: if sing PayPal enter the instructions to be displayed to the customer when the customer selects PayPal as their payment method.

- **AVS & CSC –** read only. Displays the services supported by the selected Processor.

Proxy section

This section is used when your site is on a Web Server that is behind a firewall and uses a proxy server to connect to the public Internet.

- **Use Proxy for Card Authorization? -** set to *Yes*, if you are using a Proxy Server; otherwise leave as *No*, which is the default value. When set to *No*, the other Proxy fields are ignored.

- **Proxy Address –** URL used by the Proxy Server.

- **Proxy Port –** Port used by the Proxy Server.

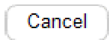
- **Proxy Login –** Login required.

- **Proxy Password –** Password required.

1.3.2 Payment Entry:

Used to enter payments and distribute payments to orders/invoices.

Payment Entry Step 1:

- **Payment by**: select the payee type as either *Company* or *Individual*. The default selection is *Company*.
- **Order / Invoice #**: if known enter the Order Number.
- **Contact ID**: if known enter the Contact ID.
- **Company ID**: if known enter the Company ID.
- 

: use to cancel the payment entry. Closes the page without saving anything.
- 

: use to proceed to the next step of the payment entry process. The next step is dependent on the information entered in step 1. If either Order/Invoice#, Contact ID, or Company ID are entered; the Search for Contacts/Companies step is skipped.

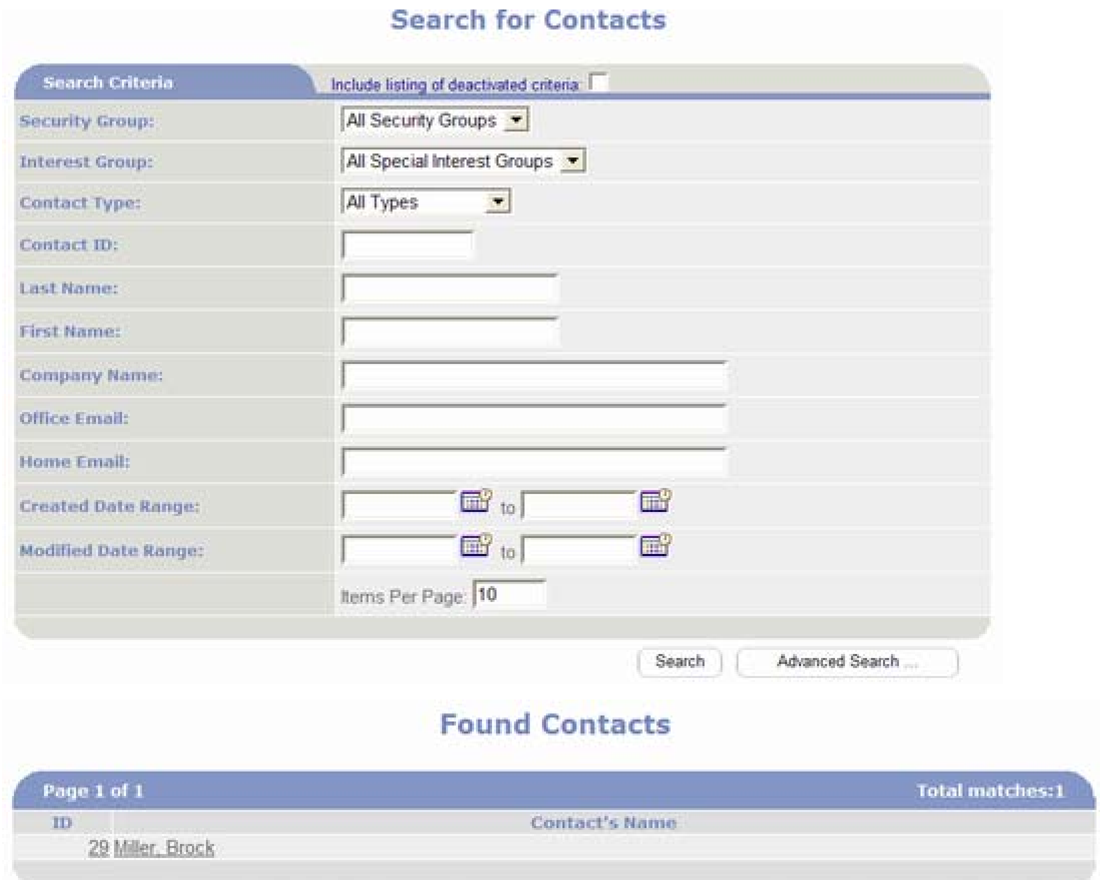
Search for Companies:

This step occurs when you set Step 1: Payment By to *Company*. The purpose of this step is to identify the payee.

- **ID –** this column lists the Company IDs as links that when clicked on displays the companies' record in the Company Management page. When a Company Name is listed without an ID, this means that the company name was entered into a contact record but a company record has not been created.
- **Company Name –** this column lists the company names. When the Company Name is listed as a link (underlined) this means a company record has been created for the company and you may click on the link to retrieve the company record in the Company Management page. If the Company Name is listed without link (not underlined), this means the company name was entered into a contact record but a company record has not been created. See Contact Management feature for additional information.
- **Select –** click on the select link to select the company and proceed to Payment Entry Step 2.

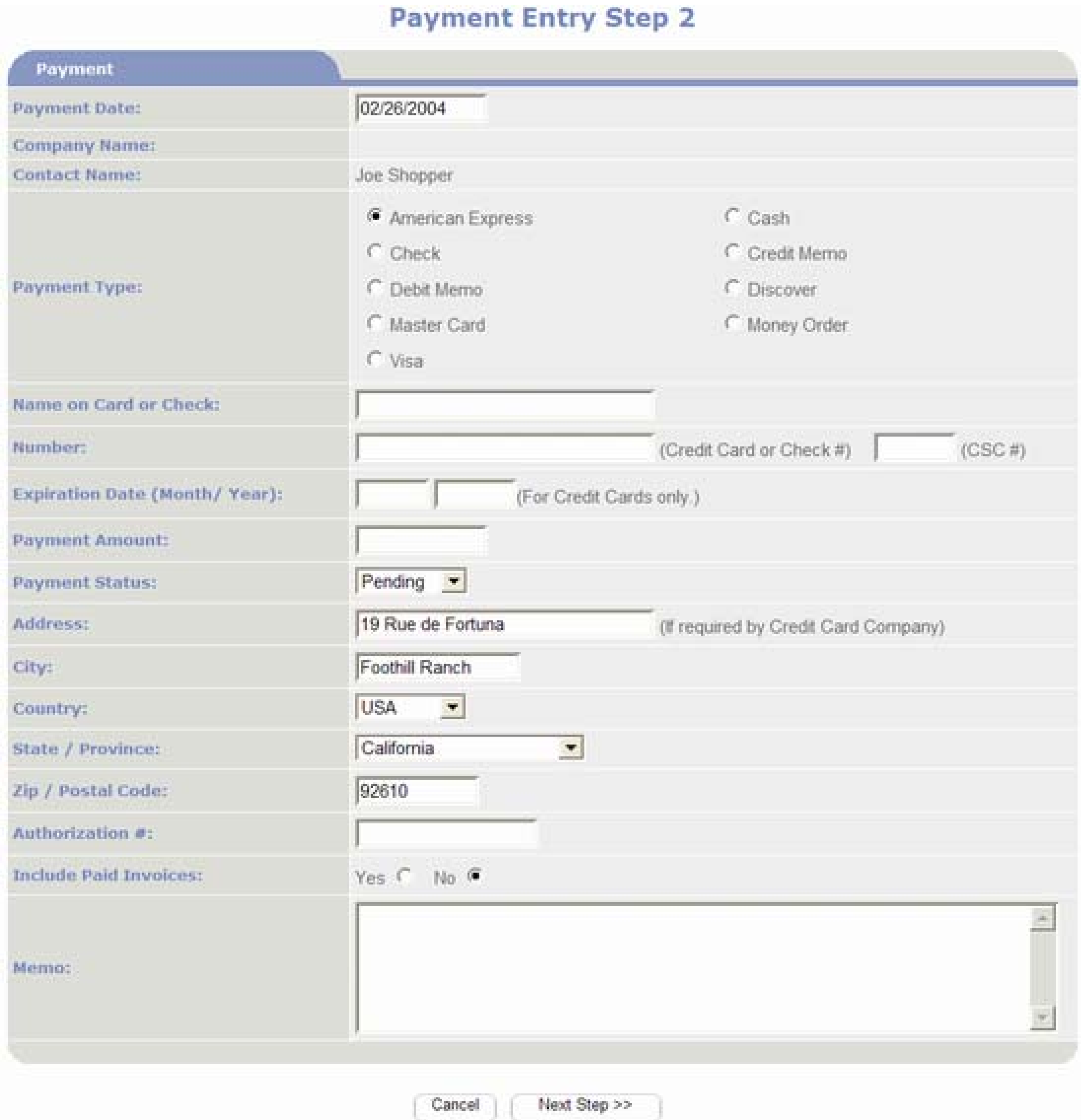
Search for Contacts:

This step occurs when you set Step 1: Payment By to *Individual*. The purpose of this step is to identify the payee.

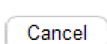


- **ID –** this column lists the IDs as links that when clicked on displays the contact's record in the Company Management page.
- **Contact Name –** this column lists the contact names as links that when clicked on displays the contact's record in the Company Management page.
- **Select –** click on the select link to select the contact and proceed to Payment Entry Step 2.

Payment Entry Step 2



- **Payment Date:** defaults to the current date. Typically this is used to record the date the payment was received.
- **Company Name:** if the payee is a company, the companies name is displayed here.
- **Contact Name:** if the payee is an individual, the individuals name is displayed here.
- **Payment Type:** select one from one of the available payment types. Payment types enabled in Payments Feature Management.
- **Name on Card or Check:** enter the name exactly as it is printed on the check or credit card.
- **Number:** enter the credit card number or the check #. When the payment type is set to a credit card, a number is required. PORTALPRODIGY will verify the correct starting number and quantity of digits based on the type of credit card. When entering checks, the check number is optional.

- **CSC#:** optional input used for credit card payments only. Some credit card processor requires CSC verification. This is a number that is typically printed on the back of the credit card and is used as an extra security precaution to minimize fraudulent use of credit cards.
- **Expiration Date (Month /Year):** if payment is by credit card, a credit card expiration date is required. Enter the month using numbers, e.g. 1 for Jan., 12 for Dec. The year should be entered as a 4 digit number, e.g. 2007.
- **Payment Amount:** enter the dollar amount of the payment. Cents are entered using a decimal, e.g. enter 9.95 for $9 and 95 cents.
- **Payment Status:** when the selected payment type requires authorization this field is used to set and track the authorization status.   The default value is *Pending*. This value can be changed to either *Approved* or *Declined*. Orders requiring pre-payment prior to fulfillment/shipment require the applied payments to have their Payment Status set to *Approved*. If you will be entering an authorization number, this field can be left blank. When PORTALPRODIGY processes the payment it will automatically set the Payment Status to *Approved* when an authorization number has been entered.
- **Address:** for credit card payments, if your processor requires address verification, you must enter the billing address for the credit card. Enter the street address into this field.
- **City:** for credit card payments, if your processor requires address verification, you must enter the billing address for the credit card. Enter the City into this field.
- **Country:** for credit card payments, if your processor requires address verification, you must enter the billing address for the credit card. Enter the Country into this field. It defaults to the value specified in User Signup Features Management.
- **State /Province:** for credit card payments, if your processor requires address verification, you must enter the billing address for the credit card. When country is set to USA, Canada or Mexico, this field is displayed as a list box listing the corresponding States/Provinces. For all other countries the field is set to a text box. It defaults to the value specified in User Signup Features Management.
- **Zip / Postal Code:** for credit card payments, if your processor requires address verification, you must enter the billing address for the credit card. Enter the Zip /Postal Code into this field.
- **Authorization #:** used to enter either the check or credit card authorization number provided by your processor or banking institution.
- **Include Paid Invoices:** defaults to *No*. Set to *Yes*, when you want to view Paid Orders/Invoices on the Payment Distribution page.
- **Memo:** use this for internal purposes to record notes about the payment. This field is useful for noting problems settling the payment.
- 

: use to cancel the payment entry. Closes the page without saving anything.
- 

: use to proceed to the next step of the payment entry process which is paymet distribution.

Payment Distribution:

Used to apply payment to Orders/Invoices. Payments that are entered at the time an Order is entered are automatically applied to the Order. Payments entered using Payment Entry feature are applied using this process which allows a single payment to be distributed to multiple orders/invoices.

- Company Name: lists the customer's name.
- Contact Name: lists the contact's name.
- Payment Type: lists the payment type entered in Step 2.
- Payment Amount: lists the total amount of the payment entered in Step 2.
- Unapplied Amount: lists the amount of the payment that has not been distributed.

Grid listing all Order/Invoices for the selected customer including previous payment distributions if this option was selected in Step 2.

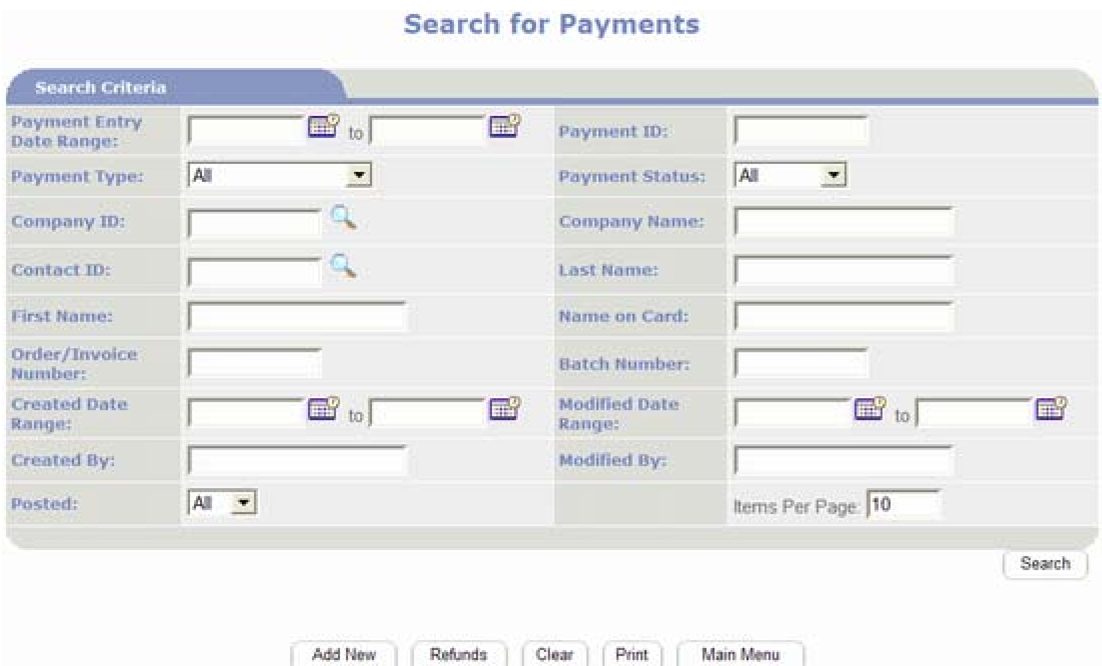
- **Type:** indicates the order type. I = Invoice, D = Debit Memo, C = Credit Memo.
- **Order/Invoice #:** lists the Order number the distribution was made to.
- **Date:** list the date the distribution was made.
- **Total:** lists the total amount of the order.
- **Amount Due:** lists the unpaid amount of the order.
- **Applied Amount:** this is where you enter the amount of the payment to apply to the Order listed on the row. Negative values can be entered to reverse previous distributions. The Auto Apply option can be used to auto fill this field.
- 

: click on this to return to Payment Entry Step 2 page where you can make changes, then return to this page.

- Cancel : use to cancel the payment entry. Closes the page without saving anything.
- Clear : use to clear applied amounts.
- Auto Apply : use to automatically apply the payment starting with the oldest invoice first, applying to subsequent invoices in chronological order until the payment amount is fully distributed. Any remaining unapplied amount is stored as a credit memo.
- Save and Process : used when finished with distribution to go to next step.

Search for Payments:

Used to search and retrieve payments that were previously entered.



- **Payment Entry Date Range:** this searches on the date entered.
- **Payment ID:** this searches on the unique record ID assigned to each payment.
- **Payment Type:** defaults to *All*. Provides option to search for a specific payment type. The following payment types are available:
    - American Express
    - Cash
    - Check
    - Credit Memo

  - Debit Memo
  - Discover
  - Master Card
  - Money Order
  - Refund
  - Visa
- **Payment Status:** default to All. Provides option to search for a specific status. The following types are available:
  - Approved
  - Declined
  - Pending
- **Company ID:** Provides option to search on Company ID of payee.
- **Company Name:** Provides option to search on the Company Name of the payee.
- **Contact ID:** Provides option to search on the Individual's Contact ID of the payee.
- **Last Name:** Provides option to search on the Contact/payee's Last Name.
- **First Name:** Provides option to search on the Contact/payee's First Name.
- **Name on Card:** Provides option to search on the cardholder's name.
- **Order / Invoice Number:** Provides option to search on Orders / Invoices the payment has been distributed to.
- **Batch Number:** Provides option to search on the payment posting batch number.
- **Created Date Range –** this searches on the date that is automatically stored by the system when the payment record is created.
- **Modified Date Range –** this searches by date last modified range. Works the same as Created Date Range.
- **Posted:** defaults to *All*. Setting to *No* eliminates posted payments from being retrieved. Set to *Yes* to only include posted payments.
- **Items Per Page** – used to control how many matches are listed at a time. Defaults to **10**. If the number of matches is greater than the specified Items Per Page, PORTALPRODIGY provides navigation options for the additional pages of matches This feature minimizes network traffic.

Options:

Search	Submits criteria to server and returns matching Payments.
Add New	Opens the Payment Entry Step 1 page to add a new payment.
Refunds	Opens the Refund page.

Clear	Clears the search criteria.
Print	Prints the website page to the user's local printer.
Main Menu	Closes the page and returns to the Site Administration Menu.

1.3.3 Payment Authorization:

Used to manually authorize payments. PORTALPRODIGY provides the ability to require authorization for specified payment types. This is configured individually for each Payment Type in PORTALPRODIGY Payment Feature Management. Orders requiring payment prior to fulfillment/shipping will be held until the payment has been approved. Upon approval, the Order's Financial Status is automatically set to *Approved* and the order is released for fulfillment and shipment.

- **Payment Entry Date Range:** this searches on the date entered.
- **Payment ID:** this searches on the unique record ID assigned to each payment.
- **Payment Type:** defaults to *All*. Provides option to search for a specific payment type. The following payment types are available:
    - American Express
    - Cash
    - Check
    - Credit Memo

    - Debit Memo
    - Discover
    - Master Card
    - Money Order
    - Refund
    - Visa
- **Payment Status:** default to All. Provides option to search for a specific status. The following types are available:
    - Approved
    - Declined
    - Pending
- **Company ID:** Provides option to search on Company ID of payee.
- **Company Name:** Provides option to search on the Company Name of the payee.
- **Contact ID:** Provides option to search on the Individual's Contact ID of the payee.
- **Last Name:** Provides option to search on the Contact/payee's Last Name.
- **First Name:** Provides option to search on the Contact/payee's First Name.
- **Name on Card:** Provides option to search on the cardholder's name.
- **Order / Invoice Number:** Provides option to search on Orders / Invoices the payment has been distributed to.
- **Batch Number:** Provides option to search on the payment posting batch number.
- **Created Date Range –** this searches on the date that is automatically stored by the system when the payment record is created.
- **Modified Date Range –** this searches by date last modified range. Works the same as Created Date Range.
- **Posted:** defaults to *All*. Setting to *No* eliminates posted payments from being retrieved. Set to *Yes* to only include posted payments.
- **Items Per Page** – used to control how many matches are listed at a time. Defaults to **10**. If the number of matches is greater than the specified Items Per Page, PORTALPRODIGY provides navigation options for the additional pages of matches This feature minimizes network traffic.

Options:

Search	Submits criteria to server and returns matching Payments.
Add New	Opens the Payment Entry Step 1 page to add a new payment.
Refunds	Opens the Refund page.

Clear	Clears the search criteria.
Print	Prints the website page to the user's local printer.
Main Menu	Closes the page and returns to the Site Administration Menu.

Found Payments

Page 1 of 2 — Total matches: 11

ID	Payment Date	Payment Type	Card/Check #	Name on Card/Check	Amount	Entry
34	02/28/2004	Visa	4123456789012345	Linda Miller	$200.00	
30	11/01/2003	Visa	4123456789012345	Jo Smith	$43.04	
29	11/01/2003	Visa	4123456789012345	Joe Smith	$595.38	
20	07/25/2003	Visa	4123456789012345	Jane Applicant2	$101.25	
14	07/06/2003	Visa	4123456789012345	Linda Miller	$591.94	
13	06/30/2003	Visa	4123456789012345	Ryan Miller	$124.22	
8	06/12/2003	Visa	4123456789012345	Stacy Margolin	$32.06	
7	06/06/2003	Visa	4123456789012345	Nicole Miller	$5,244.75	
4	03/16/2003	Visa	123	First1 Last1	$1,327.50	
2	02/24/2003	Visa	12345	John Ableman	$22.50	

- **ID –** the payment record ID. Each payment is assigned a unique record ID at the time of entry.
- **Payment Date –** the date of payment entered in payment entry.
- **Payment Type** - one of the following:
    - American Express
    - Cash
    - Check
    - Credit Memo
    - Debit Memo
    - Discover
    - Master Card
    - Money Order
    - Refund
    - Visa
- **Card/Check #** - the entered credit card number or check number.

- **Name on Card /Check –** the name of the company or person that was entered as being on the credit card or check.

- **Amount –** the total amount of the payment.

- **Entry –** click on the icon to display the Payment Authorization page for the selected Payment. The Payment Authorization page is used to view the payment details and to enter an authorization number.

- **Payment Date:** the date of payment that was entered in payment entry. Read only.

- **Payment Type:** read only. One of the following:
  - American Express
  - Cash
  - Check
  - Credit Memo
  - Debit Memo
  - Discover
  - Master Card
  - Money Order
  - Refund
  - Visa

- **Payment Amount:** the total amount of the payment. Read only.

- **Payment Status:** defaults to Pending. The following choices are available.
  - Pending – this value temporarily prevents the payment from being posted.

   - Approved – this value allows the payment to be posted. It is automatically selected when an Authorization Number is entered and the Save and Process button is clicked.
   - Declined – this value permanently prevents the payment from being posted. It causes the payment to be voided.

- **Account Number:** the credit card number or check number for the payment.
- **Name on Account:** the name of the company or person that was entered as being on the credit card or check.
- **Expiration Date:** the credit card expiration date. For other payment types it left blank.
- **Account Address:** the credit card billing address or the address printed on the check. If Address verification is not required this value is left blank.
- **Authorization #:** enter credit card or check guarantee authorization number provided by the bank or processor. When a value is entered here, it is not necessary to manually change Payment Status from *Pending* to *Approved*, as this will be done automatically when the Save and Process button is clicked.
- Cancel - closes the page without saving your entries. Returns to the Search for Payments to Authorize page.
- Save and Process - click this button to save your entry process the payment accordingly. If a value was entered in Authorization #, the Payment Status is automatically set to *Approved*. If the payment is linked to an order that requires payment prior to delivery, the Orders Financial Status will be automatically set to *Approved*.

1.4 Feature Administration

Access to the Payment Management page is granted using the Security Groups Management feature. User must be granted Edit rights to Administration of Payments. See the Security Features Chapter for more information.

Using Payment Management, authorized administrators can enter, edit and delete payment records for the various different Payment Types supported by PORTALPRODIGY. They can also distribute payments to order/invoices and post payment distributions.

Before you can begin to utilize the Payment Management feature, you need to first configure the following options in Features Administration:

- Payment Features
- GL Features (Only required when you elect to use GL Journal Transaction feature)

PORTALPRODIGY provides the ability to electronically authorize and settle credit card payments using Payment Processing services. PORTALPRODIGY currently supports the following Processors:

- Verisign Payflow
- Verisign Payflow Pro
- PayPal

Most processors require you to have a Merchant Bank Account. Please contact your PORTALPRODIGY Account Representative for additional information.

If you plan to offer credit terms you will need to prepare a credit terms document. This document is typically used as a legal agreement with the customer. You can attach an existing HTML document or use the PORTALPRODIGY HTML Editor to create the document.

1.5 Tutorials

This section describes how to process payments.

1.5.1 Enter a Credit Card Payment

This tutorial describes how to enter a credit card payment using Payment Entry. Note that payments can also be entered from Order Management and via the Administrator Entry feature in the visitor user interface.

Payment Entry Step 1:

The purpose of the first step is identify the customer, if possible, or to inform the system whether to lookup a company record or a contact (individual) record.

First select whether the Payment is being made by a Company or Individual.

If you have either: the Order/Invoice#, Contact ID, or Company ID, enter it; otherwise leave these fields blank.

Next, click Next Step >> button to proceed to the next step of the payment entry process. The next step is dependent on the information entered in step 1. If either Order/Invoice#, Contact ID, or Company ID are entered and found; the Search for Contacts/Companies step is skipped.

Search for Companies (Optional):
This step occurs when you set Step 1: Payment By to *Company*. The purpose of this step is to identify the payee in your Companies database.

Enter search criteria such as the company name and click Search.

If you identify the correct company in the Found Companies results, click the corresponding Select option (on same row as Company).

If you need to view more information about the company in order to identify it, click on the company name. This will display the Companies Management page for the corresponding company. When finished viewing the company record click on the Close button; this will return you to the Search for Companies page with the Found Companies where you can select the company, select another company, or modify your search criteria and click Search again.

Once you have selected a company, skip to Payment Entry Step 2.

Search for Contacts (Optional):

This step occurs when you set Step 1: Payment By to *Individual*. The purpose of this step is to identify the payee in your Contacts database.

Enter search criteria such as the Last Name and First Name, then click Search.

If you identify the correct contact in the Found Contacts results, click the corresponding Select option (on same row as Contact).

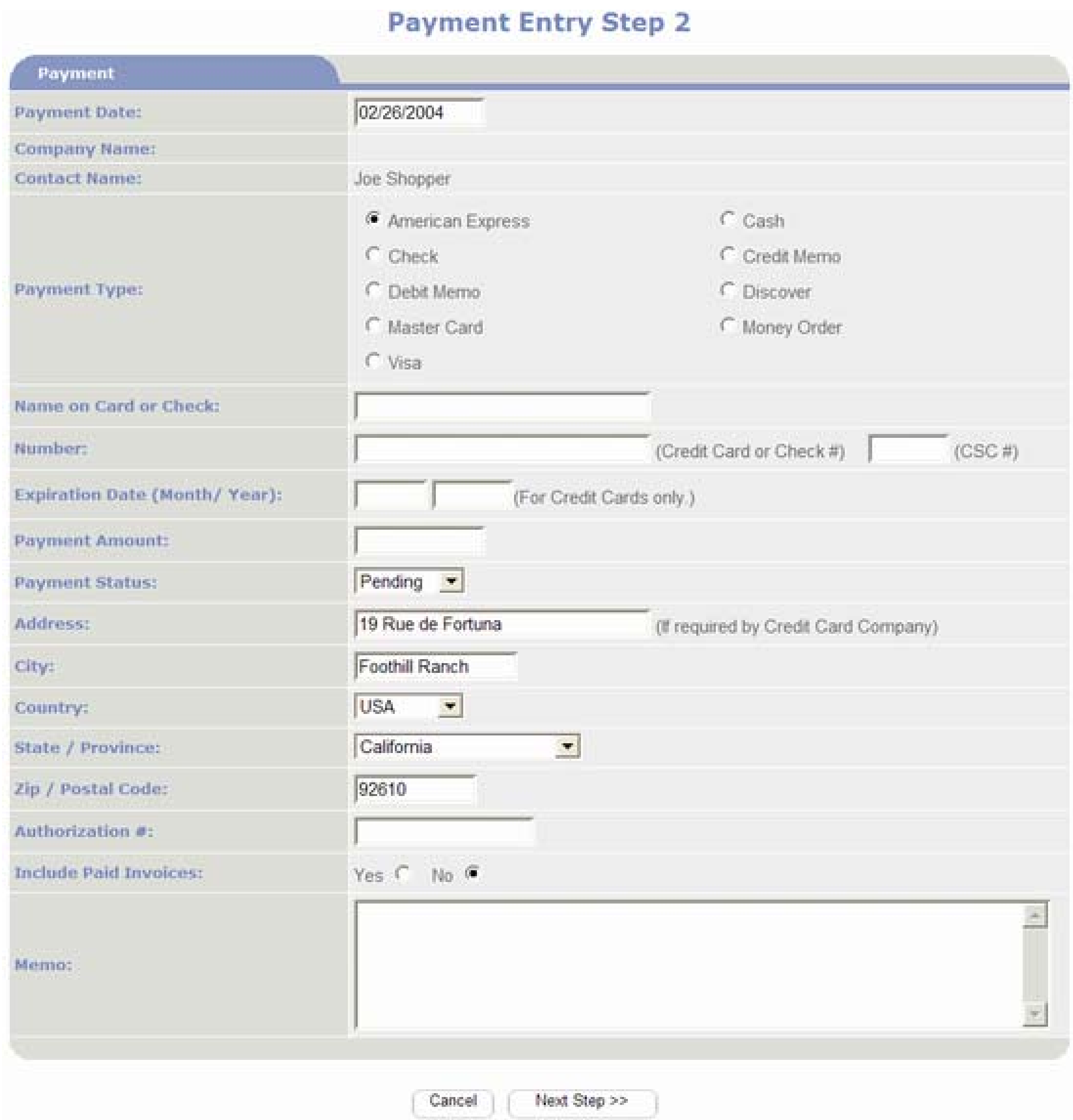
If you need to view more information about the contact in order to identify it, click on the contact name. This will display the Contact Management page for the corresponding contact.

When finished viewing the contact record click on the Close button; this will return you to the Search for Contacts page with the Found Contacts where you can select the contact, select another contact, or modify your search criteria and click Search again.

Once you have selected a contact, skip to Payment Entry Step 2.

Payment Entry Step 2:

This step involves entering the details about the payment.



The payment date defaults to the current date. You may enter a different date such as the actual date the payment was received.

Select the credit card type, either American Express, Master Card, Visa, or Discover.

Enter the card holders name printed on the card.

Enter the credit card number into the Number field. If your organization or authorization processor requires CSC verification, enter the CSC number in the field to the right of Number.

Enter the Expiration Date in numeric format as Month and Year.

Enter the dollar amount of the payment.

The payment address will default to the customer's billing address. If your bank or credit card processor requires address verification, verify that this address is the billing address for the credit card; if it is not, change the address to the correct credit card billing address.

If you have already authorized the credit card transaction, enter the authorization number now; otherwise this can be entered as separate process using the Payment Authorization feature.

Click Next Step >> button to proceed to the payment distribution process where you apply the payment to orders/invoices. See the tutorial Apply a Payment to Orders (Payment Distribution) for instructions on completing the credit card payment entry process.

1.5.2 Enter a Check or Cash Payment

This tutorial describes how to enter a check payment using Payment Entry. Note that payments can also be entered from Order Management and via the Administrator Entry feature in the visitor user interface.

Payment Entry Step 1:

The purpose of the first step is identify the customer, if possible, or to inform the system whether to lookup a company record or a contact (individual) record.

First select whether the Payment is being made by a Company or Individual.

Often clients will write their account or order number on their checks or they will include a copy of their invoice with their payment. If you have either: the Order/Invoice#, Contact ID, or Company ID, enter it; otherwise leave these fields blank.

Next, click Next Step >> button to proceed to the next step of the payment entry process. The next step is dependent on the information entered in step 1. If either Order/Invoice#, Contact ID, or Company ID are entered and found; the Search for Contacts/Companies step is skipped.

Search for Companies (Optional):
This step occurs when you set Step 1: Payment By to *Company*. The purpose of this step is to identify the payee in your Companies database.

Enter search criteria such as the company name and click Search.

If you identify the correct company in the Found Companies results, click the corresponding Select option (on same row as Company).

If you need to view more information about the company in order to identify it, click on the company name. This will display the Companies Management page for the corresponding company. When finished viewing the company record click on the Close button; this will return you to the Search for Companies page with the Found Companies where you can select the company, select another company, or modify your search criteria and click Search again.

Once you have selected a company, skip to Payment Entry Step 2.

Search for Contacts (Optional):

This step occurs when you set Step 1: Payment By to *Individual*. The purpose of this step is to identify the payee in your Contacts database.

Enter search criteria such as the Last Name and First Name, then click Search .

If you identify the correct contact in the Found Contacts results, click the corresponding Select option (on same row as Contact).

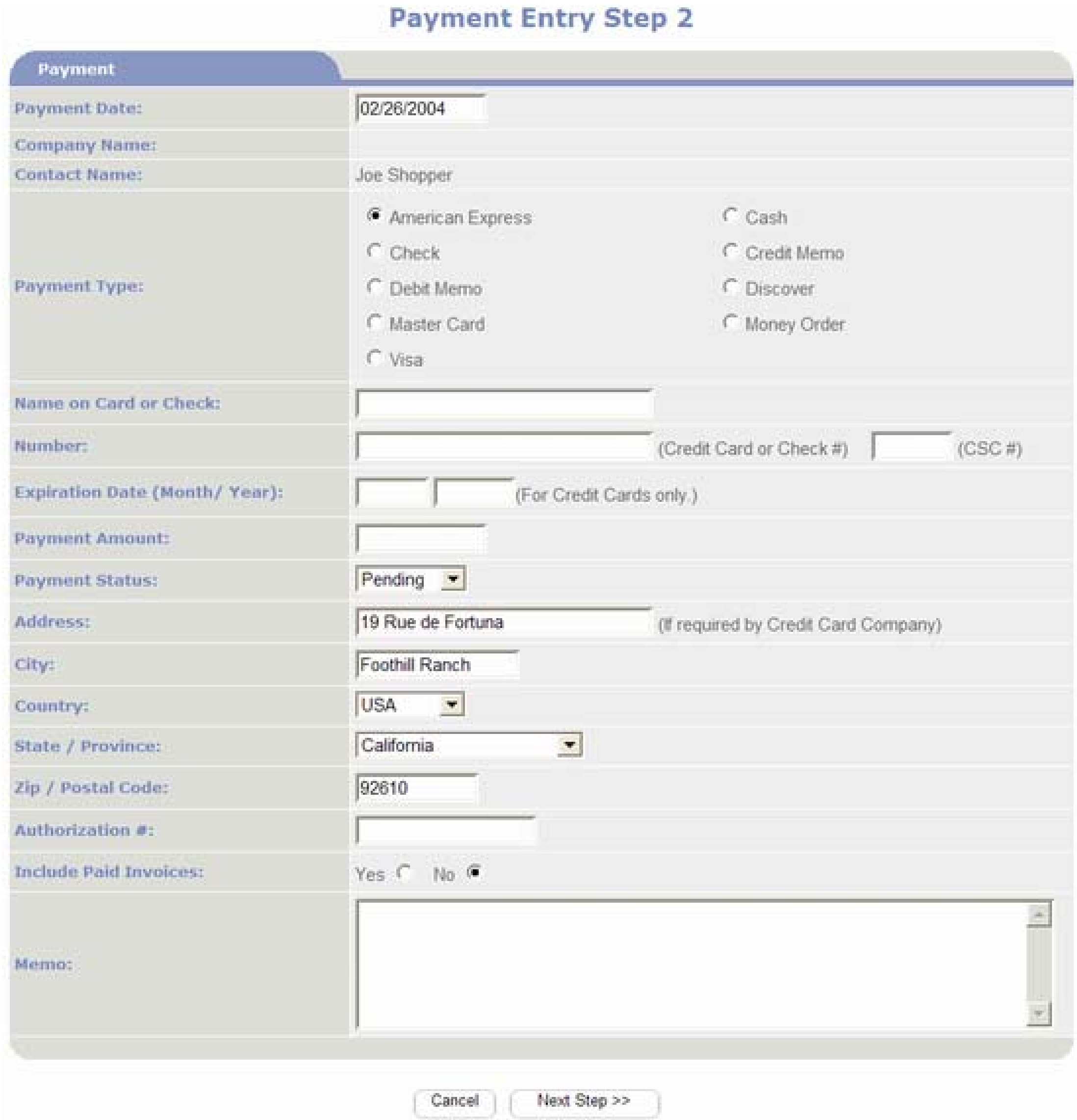
If you need to view more information about the contact in order to identify it, click on the contact name. This will display the Contact Management page for the corresponding contact.

When finished viewing the contact record click on the Close button; this will return you to the Search for Contacts page with the Found Contacts where you can select the contact, select another contact, or modify your search criteria and click Search again.

Once you have selected a contact, skip to Payment Entry Step 2.

Payment Entry Step 2:

This step involves entering the details about the payment.


Payment Entry Step 2

Payment

Payment Date: 02/26/2004

Company Name:

Contact Name: Joe Shopper

Payment Type: American Express, Cash, Check, Credit Memo, Debit Memo, Discover, Master Card, Money Order, Visa

Name on Card or Check:

Number: (Credit Card or Check #) (CSC #)

Expiration Date (Month/ Year): (For Credit Cards only.)

Payment Amount:

Payment Status: Pending

Address: 19 Rue de Fortuna (If required by Credit Card Company)

City: Foothill Ranch

Country: USA

State / Province: California

Zip / Postal Code: 92610

Authorization #:

Include Paid Invoices: Yes No

Memo:

Cancel | Next Step >>

The payment date defaults to the current date. You may enter a different date such as the actual date the payment was received.

Select the applicable payment type, Check or Cash.

If it is a check enter the name printed on the check.

Unless you have a separate check authorization process, set Payment Status to Approved.

Enter the dollar amount of the payment.

The payment address will default to the customer's billing address. You may change this to enter the address printed on the check.

Click Next Step >> button to proceed to the payment distribution process where you apply the payment to orders/invoices. See the tutorial Apply a Payment to Orders (Payment Distribution) for instructions on completing the credit card payment entry process.

1.5.3 Apply a Payment to Orders (Payment Distribution)

Payment Distribution is accessed by clicking on the Next Step >> button located at the bottom of the Payment Entry page. This is where the payment is applied to Orders/Invoices.

All unpaid Order/Invoices for the selected customer are displayed below the payment information. You can instruct PortalProdigy to include paid orders/invoices (previous distributions) by selecting this option in Payment Entry Step 2.

You have the option of either manually distributing the payment or automatically distributing it.

To automatically distribute the payment, click on the Auto Apply button. This will automatically apply the payment to the oldest invoice first, applying to subsequent invoices in chronological order until the payment amount is fully distributed. Any remaining unapplied amount is automatically stored as a credit memo.

To manually distribute the payment, for each Order/Invoice enter the applicable amount in the Applied Amount text box.

When finished with distribution click on Save and Process

Type: indicates the order type. I = Invoice, D = Debit Memo, C = Credit Memo.

Order/Invoice #: lists the Order number the distribution was made to.

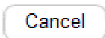
Date: list the date the distribution was made.

Total: lists the total amount of the order.

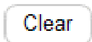
Amount Due: lists the unpaid amount of the order.

Applied Amount: this is where you enter the amount of the payment to apply to the Order listed on the row. Negative values can be entered to reverse previous distributions. The Auto Apply option can be used to auto fill this field.

: click on this to return to Payment Entry Step 2 page where you can make changes, then return to this page.



: use to cancel the payment entry. Closes the page without saving anything.



: use to clear applied amounts.

: use to automatically apply the payment starting with the oldest invoice first, applying to subsequent invoices in chronological order until the payment amount is fully distributed. Any remaining unapplied amount is stored as a credit memo.

: use to proceed to the next step of the payment entry process which is payment distribution.

1.5.4 Apply a Credit Memo to Orders

1.5.5 Issue a Refund

1.5.6 Approve a Payment

This process is used to manually enter credit card authorization numbers and approve or decline payments.

1.5.7 Print a Chargeback Report

1.5.8 Print a Deposit Slip

1.5.9 Configure Versign's PayFlowPro

1. Open a merchant account with a merchant bank to accept credit cards.
2. Determine which Processor your merchant bank supports.
3. Log onto the Verisign Manager site using instructions provided by Verisign.
4. Change your User name and Password.
5. Using Verisign Manager, select the Processor determined in Step 2.
6. Enter the information required by the Processor.
7. Record the following information which you will need to enter into Portal Prodigy's Payment Features Management page:
    a. User
    b. Password
    c. Host Address:
8. Log onto your Portal Prodigy site and go to Payment Features Management page.
9. Configure the following settings in Payment Features Management:
    a. Automated Card Authorization: set to "Yes"
    b. Gateway: set to "PayFlowPro"
    c. Processor: set to "FDMS First Data South" or other Processor which we may have to add for you.
    d. Require CSC Verification: set to "Yes" or "No" depending on your requirements.
    e. Approve when CSC cannot be validated: "Yes" or "No" depending on your requirements.
    f. Approve when AVS cannot be validated: "Yes" or "No" depending on your requirements.
    g. User: enter your Verisign user name.
    h. Partner: set to "Verisign".
    i. Host Address: enter your Verisign Host Address.
    j. Password: enter your Verisign Password.
    k. Vendor: no entry required.
    l. Host Port: set to "443".
    m. Proxy section: not required.
10. See Portal Prodigy User Guide for additional information about setting up Payment options.