

# **NEWSBREAKS**

*Your Product Features Resource Guide to Chempax and eChempax*

## CHEMPAX C/S: INTEGRATED CREDIT CARD PROCESSING

Datacor recently formed a new partnership to offer customers enhanced, integrated credit card processing capabilities within Chempax C/S. Our new partner, CardConnect, a First Data company, will act as the sole provider of backend processing and customer support for all integrated credit card processing. The integrated credit card solution allows you to process customers' credit cards directly within Chempax C/S, saving time and preventing errors all while lowering fees. Accepting credit cards from customers reduces time spent on collections, speeds up receivables (improving cash flow), and enhances customer service by allowing for an additional payment method.



### CUSTOMER TESTIMONIALS

Over 50 Datacor customers already utilize Chempax Integrated Credit Card Processing and report the following:



#### Time Saved

Average of 90 seconds saved per A/R item processed compared to using non-integrated credit card processing



#### Improved Working Capital

Average working capital improvement of \$100K vs. not accepting credit cards



#### Lowered Fees

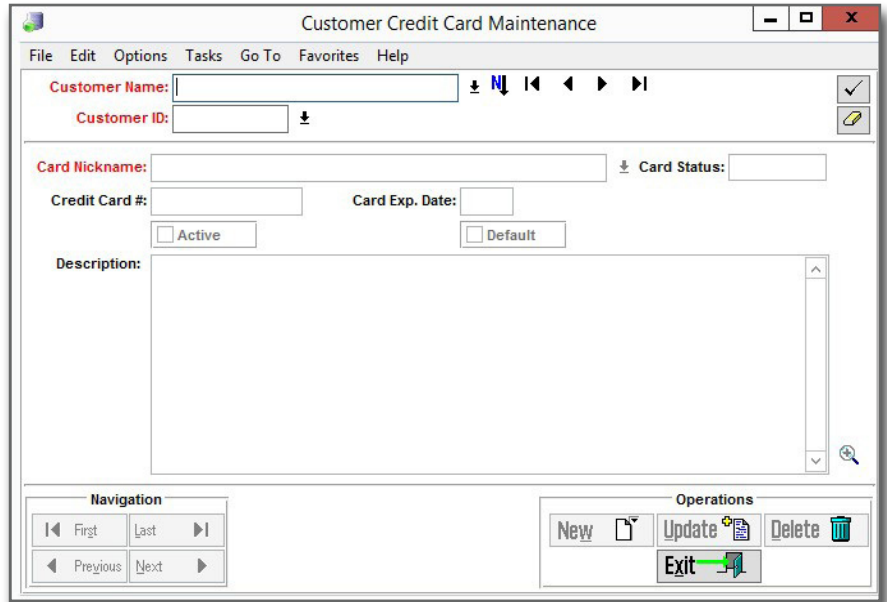
Average fee reduction of 0.23% vs. existing processing solution, can amount to \$1,000's per year saved

Key Features	Benefits
<ul style="list-style-type: none"> <li>Securely store credit cards on customer profiles</li> <li>Charge customers' credit cards and apply to open A/R items all at once within Cash Application</li> <li>Option to require credit card authorization upon order entry allows customers otherwise on credit hold to place orders</li> <li>Ability to charge transaction fees to customers offsets cost of processing</li> <li>Selective permissioning allows you to control who can manage credit card information</li> </ul>	<ul style="list-style-type: none"> <li><u>Save time</u> by storing and charging credit cards directly within Chempax C/S using PCI tokenization technology</li> <li><u>Speed up</u> receivables by collecting funds 30-45 days faster than with check or ACH</li> <li><u>Reduce time</u> wasted on collections by requiring credit cards for authorization from slow payers</li> <li><u>Track and trace</u> all credit card processing directly within Chempax C/S</li> </ul>

# ADDING OR UPDATING A 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.

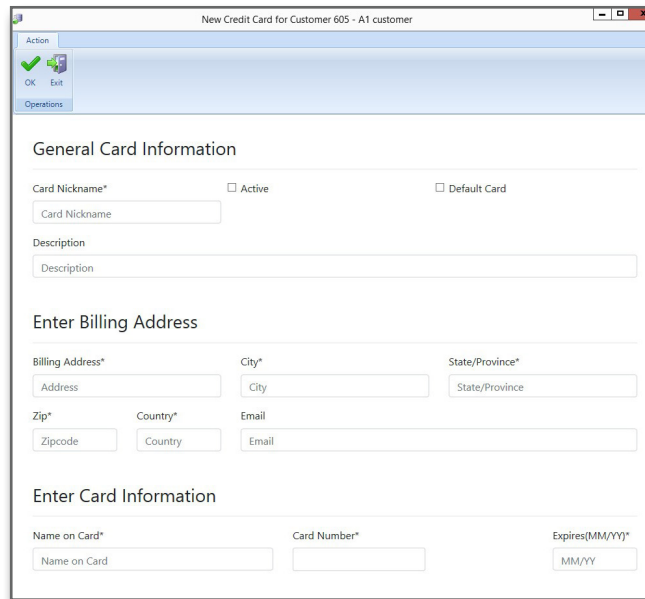
- Press **New** to create a new credit card entry, or **Update** to maintain an existing value.
- **Card Nickname:** This is a name that's used to refer to the credit card. For security purposes, do not enter the actual credit card number here! A warning is raised if the system detects a format match on a card number.
- **Card Status:** This is a system maintained field that displays the card's current status. "A" means the card is available for use. "C" means the card has an issue and cannot be used.
- **Credit Card #:** This is a system maintained field that displays a masked value of the card number stored in CardConnect. *NOTE: The card number is not stored within Chempax C/S.*



- **Card Exp. Date:** This is the card expiration date currently on file with CardConnect. The value can be updated from Chempax C/S in a MM/YY format.
- **Active:** This flag is used to prevent use of the card in transactions. A card must be Active and have a Card Status of "A" to be used in transactions.
- **Default:** This field indicates whether the selected card is the default card for the customer. The credit card marked as default will automatically populate in Cash Application when processing credit card payments.
- **Description:** This field is a free form text description of the card.

## NEW CREDIT CARD FOR CUSTOMER SCREEN

When adding a new credit card for a customer, the system will open this screen where credit card information can be securely entered.



## PROCESSING A CREDIT CARD PAYMENT

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

Payment Amount:	0.00	Transaction Fee:	0.00	Payment Method:	CrdtCrd
Payment Date:	03/06/2018				
Trade Account:				Card Nickname:	Visa

Entry of a Payment ID is now optional when CardConnect is configured and processing a credit card transaction. If left blank, the credit card authorization code is written out to the Payment ID. *NOTE: All credit card transaction details are written out to a new Credit-Card-Transaction table which includes the card's authorization code. These details can be seen in Customer Credit Card Maintenance.*

If the user wishes to charge the credit card and place the payment as Cash On Account instead of applying it to open A/R items, then press the OK button without selecting any items for payment. If the user wants to apply the payment across multiple A/R items, they select them from the browser and then press the OK button. The following Process Credit Card Payment screen appear, upon pressing OK.

**Process Credit Card Payment** X

Customer Name: <input type="text" value="A1 customer"/>	Customer ID: <input type="text" value="605"/>
Card Nickname: <input type="text" value="Visa"/>	
Amount to Pay: <input type="text" value="10.00"/>	Tax Amount: <input type="text" value="0.00"/>
Customer PO: <input type="text"/>	Paid Currency: <input type="text" value="USD"/>
Order Date: <input type="text"/>	Ship From Zip: <input type="text"/>
Ship To Country: <input type="text"/>	Ship To Zip: <input type="text"/>
Remarks: <div style="border: 1px solid gray; height: 40px; width: 100%;"></div>	

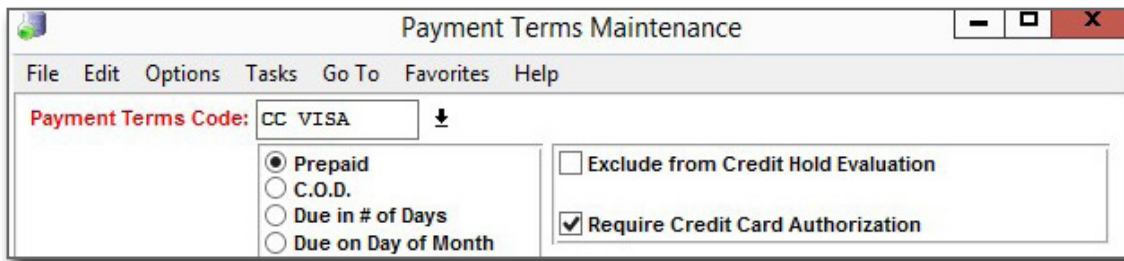
The Customer PO is filled in with the first non blank customer PO of the selected A/R items but can be overridden by the user. The Tax Amount is calculated from the items being paid. This amount is not updatable and is used along with the Customer PO number for interchange optimization. The user also has the option to enter remarks for the payment.

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

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 creates a cash on account (CA) A/R item for the amount charged to the card. The CA can then be manually applied against the A/R items to reduce the open amounts.

## 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 selected payment term is 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 automatically marks the authorization charge for settlement. When a charge is marked for settlement, the amount is placed against the credit card. If the invoice amount differs from the authorized amount, the system marks 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 remains 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 sends a void transaction cancelling the authorization applied to the card. If the payment term on a sales order is updated to one that requires credit card authorization, the system places the order on credit hold until the authorization is obtained.



## MAKING A CREDIT CARD AUTHORIZATION

At the end of the order entry process, the Process Credit Card Payment screen appears if the payment term requires credit card authorization. Upon pressing OK, the system makes the authorization request via CardConnect, taking the order off credit hold if the authorization is successful. If the order is not ready for credit card authorization, press exit and the order remains on credit hold pending credit card authorization. The same screen appears in Credit Status Evaluation when trying to take the sales order off credit hold.

## ASSIGN PERMISSION TO CUSTOMER CREDIT CARD MAINTENANCE

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

### UPCOMING INDUSTRY EVENTS

Meet a Datacor representative at an upcoming industry event.

- **Apr. 9<sup>th</sup> - 12<sup>th</sup>** *American Coatings Show*
- **Apr. 10<sup>th</sup> - 11<sup>th</sup>** *Supply Side East*
- **Apr. 17<sup>th</sup> - 21<sup>st</sup>** *NACD Western Region Meeting*
- **Apr. 19<sup>th</sup> - 21<sup>st</sup>** *ILMA Management Forum*

### ANY QUESTIONS?

If you have any questions, please e-mail [cs-support@datacor.com](mailto:cs-support@datacor.com) or call us at (973) 822-1551.

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