

eCommerce Advantage 7.0 User Guide



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Introduction

Microsoft Great Plains eCommerce is a software package that provides integration between online storefronts built on Microsoft Commerce Server and the Microsoft Great Plains business management solutions specifically Dynamics and eEnterprise.

One of the most important features of eCommerce storefront is its replication support for front office databases such that it operates independently of the back office eEnterprise or Dynamics databases. Customers can enter orders, view existing orders, check pricing and item availability, or browse through a catalog, regardless of whether the back office server is up and running.

Nodus ECOMMERCE ADVANTAGE provides the additional but necessary functionality of processing credit card payments directly from the eCommerce web site. It's a complete solution that permits users to verify payments over the web and updates Dynamics / eEnterprise back-end database all at once.

It works in conjunction with Credit Card Advantage (CCA), letting users further process sales transactions submitted through eCommerce web site from within Great Plains environment. CCA included with ECOMMERCE ADVANTAGE is a fully functional version that integrates with each of the main sales modules. Credit cards can be processed individually in real-time mode or saved to a batch for efficient bulk processing.

ECOMMERCE ADVANTAGE's credit card processing features allows you to interface with multiple processors and Payment Gateways. Its web-based design provides fast and secure processing with no modem hassles.

Product Features

Nodus ECOMMERCE ADVANTAGE is designed to work seamlessly with Dynamics / eEnterprise. Features include:

- Credit card authorization (Sale) and delayed-authorization & capture (Book) from eCommerce web site.
- Credit card verification from all Dynamics/eEnterprise Sales data entry screens
- Real Time (on the fly) verification
- Batch mode verification
- Complete multi-user capability
- Numerous processors to choose from
- Web-base design eliminates modem problems

Terms Used in this Guide

Various terms are used throughout the credit card industry. Often several different terms may have the same meaning. This section will tell you which terms we have chosen to use and what they mean. You can also find terms not used in this guide along with the terms we are using in their place.

Terms referring to specific transaction types are not covered in this section. For example, a 'Pre-Authorize' transaction at one processor may be called a 'Book' transaction by a different processor. Transaction Types terms are covered in their own section *Transaction Types*.

Back Engine	Referred to as Payment Gateway
Payment Gateway	The software and / or service that transmit the credit card transactions to the processor. ECOMMERCE ADVANTAGE sends transactions from your accounting software through the Payment Gateway. Examples of a Payment Gateway are VeriSign and Paylinx. A Payment Gateway is also referred to as a back-engine, gateway or processing engine.
Processing Engine	Referred to as Payment Gateway
Processor	The Processor is also known as a network. The Processor is a middle-man between the merchant and the customer's bank. The Processor allows the merchant to connect to the approving bank (cardholder's bank) to check the validity of the card and the availability of the funds and sends a response to through a Payment Gateway.
eCommerce Integration	The eCommerce Integration is where the credit card transactions are initiated. If the transaction gets approved they are submitted to Accounting System for further processing.
Accounting System Integration	The Accounting System Integration is where the credit card transactions are entered. It is also the piece that writes the proper payments to your accounting data. AKA "Back Office Support", "Back Office Integration", "UI", "User Interface".
Transaction Server	The Transaction Server is part of ECOMMERCE ADVANTAGE that allows eCommerce Integration process transactions and submit approved transactions to Accounting System.
Payment Gateway Connector	The Payment Gateway Connector is the part of ECOMMERCE ADVANTAGE that connects your Accounting System Integration to the Payment Gateway. AKA "Com Component".

How it All Works

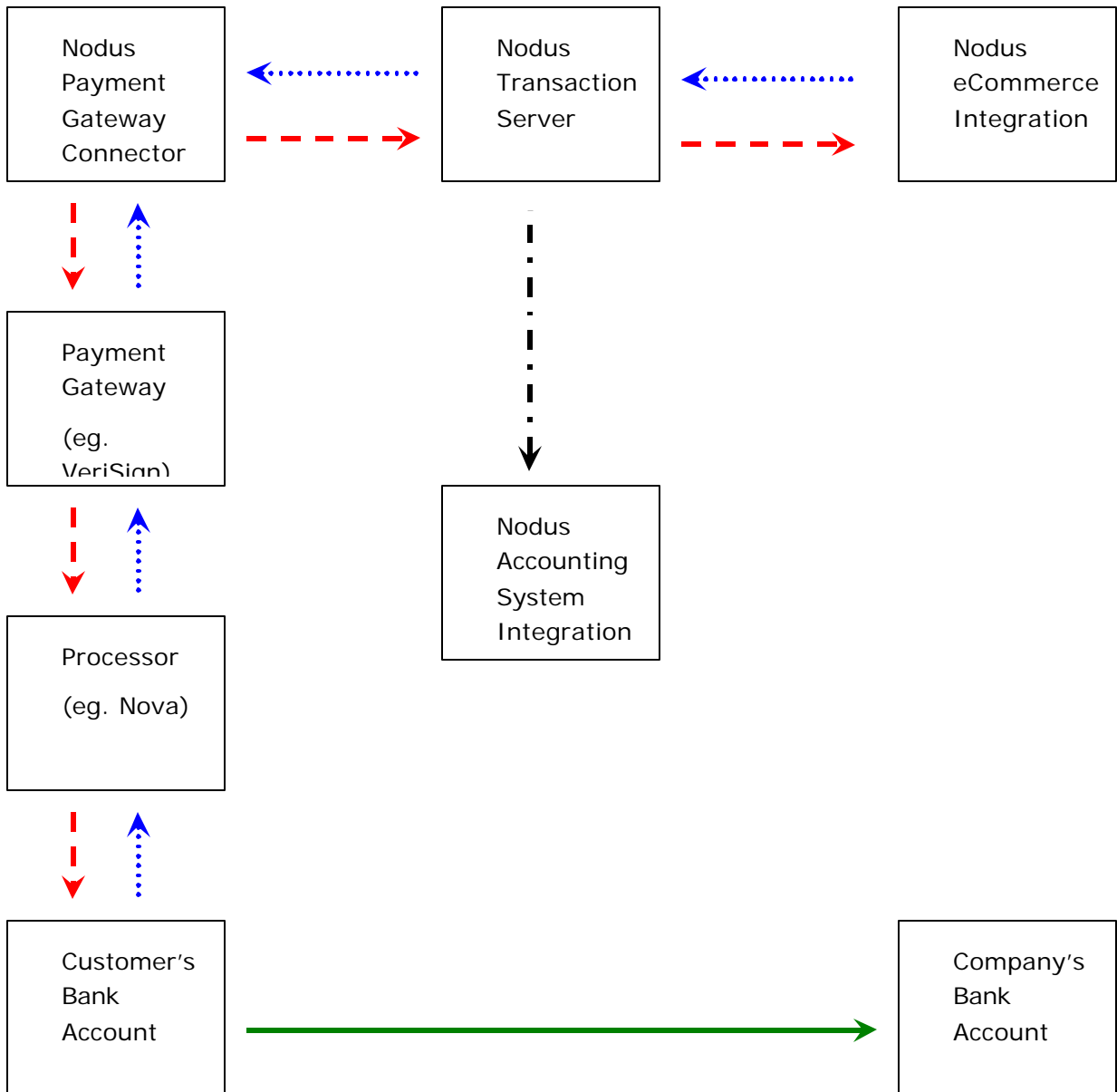
Below is a graphic representing the transaction flow when using ECOMMERCE ADVANTAGE.

The red dashed line represents the **Request**.

The blue dotted line represents the **Response**.

The green solid line represents **Settlement**.

The black dashed/dotted line represents **Approved Transaction**.

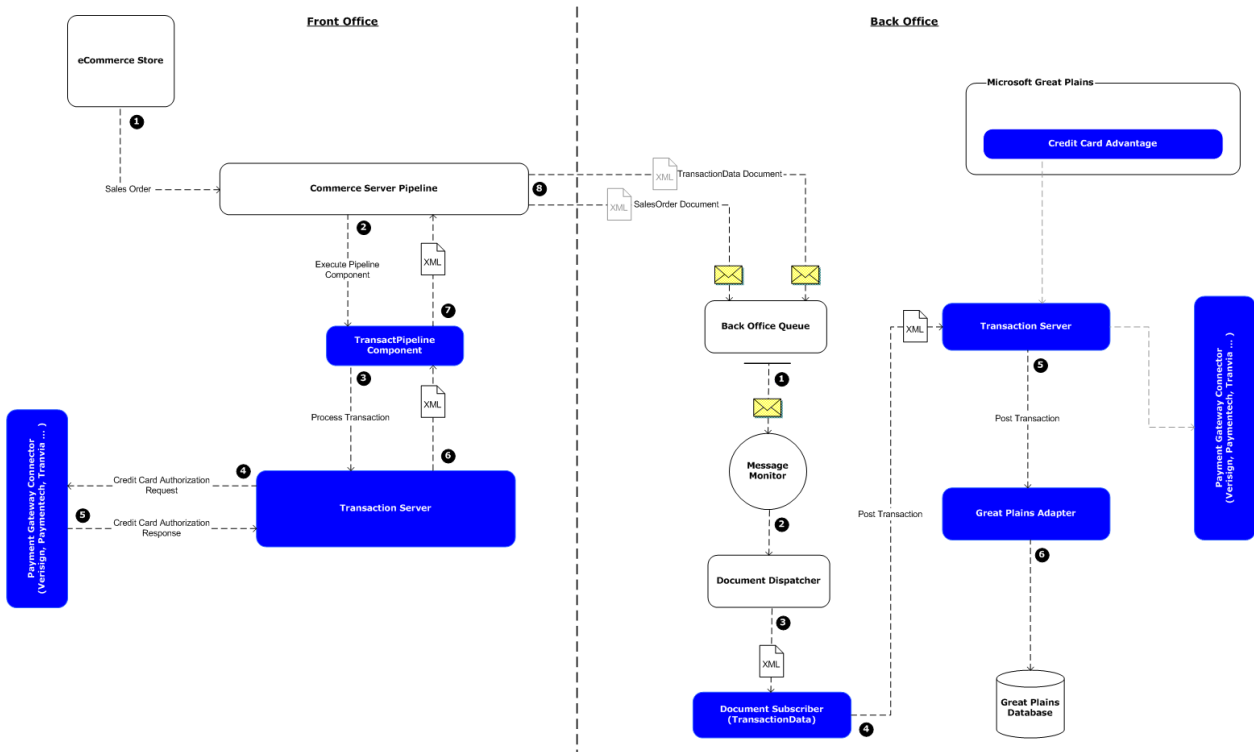


System Overview

Microsoft Great Plains eCommerce operates in a disconnected state, where web storefront (Front Office) and eEnterprise/Dynamics business environment (Back Office) are linked through Business Document Exchange (BDX) framework.

BDX provides a message-oriented link between back office and replicated, front office databases. It lets the eCommerce storefront operate independently of eEnterprise/Dynamics environment. In this way storefront is always up and running. Customers can enter orders, view existing orders, check pricing, item availability, and browse a storefront's catalog regardless of the status of the back office database server.

Nodus ECOMMERCE ADVANTAGE brings the necessary real-time electronic payment processing support to eCommerce storefronts. Its seamless front and back office integration makes the complicated process of accepting electronic payments a breeze. In addition it works with existing Credit Card Advantage Suite providing a complete solution for your electronic payment processing needs.



About Your Payment Gateway

VeriSign

VeriSign works with a number of different processors. If using VeriSign you have your choice of any of the processors VeriSign supports. If you have not already set up an account with VeriSign, you will be given an application when you purchase ECOMMERCE ADVANTAGE. The VeriSign application asks for information about your company, your bank and the processor you have chosen. The VeriSign application also allows you to choose a log-in and password for your VeriSign account. When entering Setup Ids in ECOMMERCE ADVANTAGE the following information will be helpful.

Processing Server Name – Test mode:	test-payflow.verisign.com
Processing Server Name – Live mode:	payflow.verisign.com
Port:	443
VeriSign Partner ID:	If you signed up through Nodus – “nodus” If you signed up directly with VeriSign – “verisign” If you signed up through a different VeriSign partner, check with that partner for the Partner ID.
Website	https://manager.verisign.com

Testing

ECOMMERCE ADVANTAGE can be tested with your live or test database to confirm your setups. For evaluation purposes, ECOMMERCE ADVANTAGE can also be tested with The World On-Line before purchase.

To Test ECOMMERCE ADVANTAGE with VeriSign:

1. Install ECOMMERCE ADVANTAGE according to the instructions in this guide.
2. Setup ECOMMERCE ADVANTAGE according to the instructions in this guide. Use “test-payflow.verisign.com” as the IP address. If testing in The World On-Line use User ID, Vendor ID = “NodusTech”, Password = “nodus!”, and Partner ID = “Nodus”.

3. Open eCommerce web site. After going through the login screen, create a new order, add items, and select submit. At the "Shipping Information" page select credit card as the payment type and press "Total" to continue.
4. Enter transaction as normal using this test account number: 4111-1111-1111-1111. Use any future expiration date. Transactions for \$999.99 or less should be approved. Transactions for \$1000.00 or more will be denied.

Paymentech Processor

If you plan to use Paymentech processor, you will be given an application when you purchase ECOMMERCE ADVANTAGE. The Paymentech application asks for information about your company, and your bank. You need to sign a Paymentech account through Nodus in order to use eCommerce Advantage with Paymentech processor. When entering Setup Ids in ECOMMERCE ADVANTAGE the following information will be helpful.

Processing Server Name – Test mode:	epayhipvar.paymentech.net
Processing Server Name – Live mode:	epayhip.verisign.com
Port:	443
Website	https://www.paymentech.net/manager

To Test ECOMMERCE ADVANTAGE with Paymentech:

1. Install ECOMMERCE ADVANTAGE according to the instructions in this guide.
2. Setup TRANSACT ADVANTAGE according to the instructions in this guide. Use "epayhipvar.paymentech.net" as the IP address. Use Merchant ID = "700000000403", BIN = "000002", and Terminal ID = "001".
3. Open eCommerce web site. After going through the login screen, create a new order, add items, and select submit. At the "Shipping Information" page select credit card as the payment type and press "Total" to continue.
4. Enter transaction as normal using this test account number: 4111-1111-1111-1111. Use any future expiration date. Transactions for \$999.99 or less should be approved. Transactions for \$1000.00 or more will be denied.

Card Name	Card Number for Testing
Visa	4111111111111111
Visa	4012888888881
Visa	4055011111111111
Master	5454545454545454
Master	5405222222222226
American Express	371449635398431
Discover	6011000995500000
Diners	36438999960016
JCB	3566002020140006

Amount	Auth Response	Response
XX.00	00	Approved
XX.01	05	Do Not Honor
XX.02	01	Call/Refer to Card Issuer
XX.03	04	Pickup
XX.04	19	Re-enter Transaction
XX.05	14	Invalid Credit Card Number
XX.06	74	Invalid Expiration Date
XX.07	L5	Invalid Issuer
XX.10	03	Invalid Merchant Number
XX.12	13	Bad Amount
XX.13	12	Invalid Transaction Type
XX.16	43	Lost / Stolen Card
XX.21	06	Other Error

Reconciling VeriSign with ECOMMERCE ADVANTAGE

The settlement reports in ECOMMERCE ADVANTAGE can be used to reconcile credit card transactions recorded in your accounting system with those recorded on the VeriSign website. The ECOMMERCE ADVANTAGE settlement reports can be compared to the VeriSign Daily Activity reports. The steps to run the VeriSign Daily Activity reports follow. For the steps to run the ECOMMERCE ADVANTAGE daily settlement reports, see *End of Day Procedure*.

To Run VeriSign Daily Activity Reports:

1. Go to the VeriSign website <<https://manager.verisign.com>>.
2. Enter Partner ID. For Logon enter your Merchant ID.
3. Choose Reports.
4. Select Daily Activity Reports
5. From drop-down, choose to view live transactions.
6. Choose Submit.

Transaction Type Names

Following is a list of the transaction type names used by VeriSign and the equivalent terms in Credit Card Advantage.

VeriSign	eCommerce Advantage
Authorize	Book
Delayed Capture	Ship
Sale	Sale
Credit	Credit
Void	Void
Force	Force

Reconciling Paymentech with ECOMMERCE ADVANTAGE

The settlement reports in ECOMMERCE ADVANTAGE can be used to reconcile credit card transactions recorded in your accounting system with those recorded on the Paymentech website. The ECOMMERCE ADVANTAGE settlement reports can be compared to the Paymentech reports. The steps to run the Paymentech Daily Activity reports follow. For the steps to run the ECOMMERCE ADVANTAGE daily settlement reports, see *End of Day Procedure*.

To Run Paymentech Reports:

1. Go to the Paymentech website:
<<https://www.paymentech.net/manager>>.
2. Enter Group ID (mid), User ID and Password.
3. Choose Review.
4. Select Batch Search or Transaction Search.
5. Select Date range or Batch # or Document #.
6. Choose Search.

Installation / Registration Instructions

There are several steps to installing ECOMMERCE ADVANTAGE. Each section below covers one of the steps. This chapter contains the following sections:

- **Running the Install Program (ECOMMERCE*.exe)**
- **Registering eCommerce Advantage Pipeline Component**
(Front Office only)
- **Setting up eCommerce Advantage Connections**
(Front Office only)
- **Configuring eCommerce Advantage Pipeline Component**
(Front Office only)
- **Configuring BDX Inbound Documents**
(Back Office only)
- **Entering Payment Gateway Connector Key(s)**

Following steps are only applicable to Credit Card Advantage Installation for Back Office

- **Including New Code**
(Back Office only)
- **Attaching the Registration Window**
(Back Office only)
- **Running Installation Routines**
(Back Office only)
- **Entering Accounting System Integration Key**
(Back Office only)

Requirements

Before installing ECOMMERCE ADVANTAGE be sure your system meets the minimum requirements:

Front Office Installation

- Operating System must be Windows 2000 Server with eCommerce storefront (front office) already installed and configured.
- Server must have a live connection to the Internet in order to process credit card transactions.

Back Office Installation

- Operating System must be Windows Server with eCommerce back office already installed and configured
- The latest service pack of Dynamics / Enterprise must be installed.
- Server must have live connection to the Internet in order to process credit card transactions.

Running the Install Program

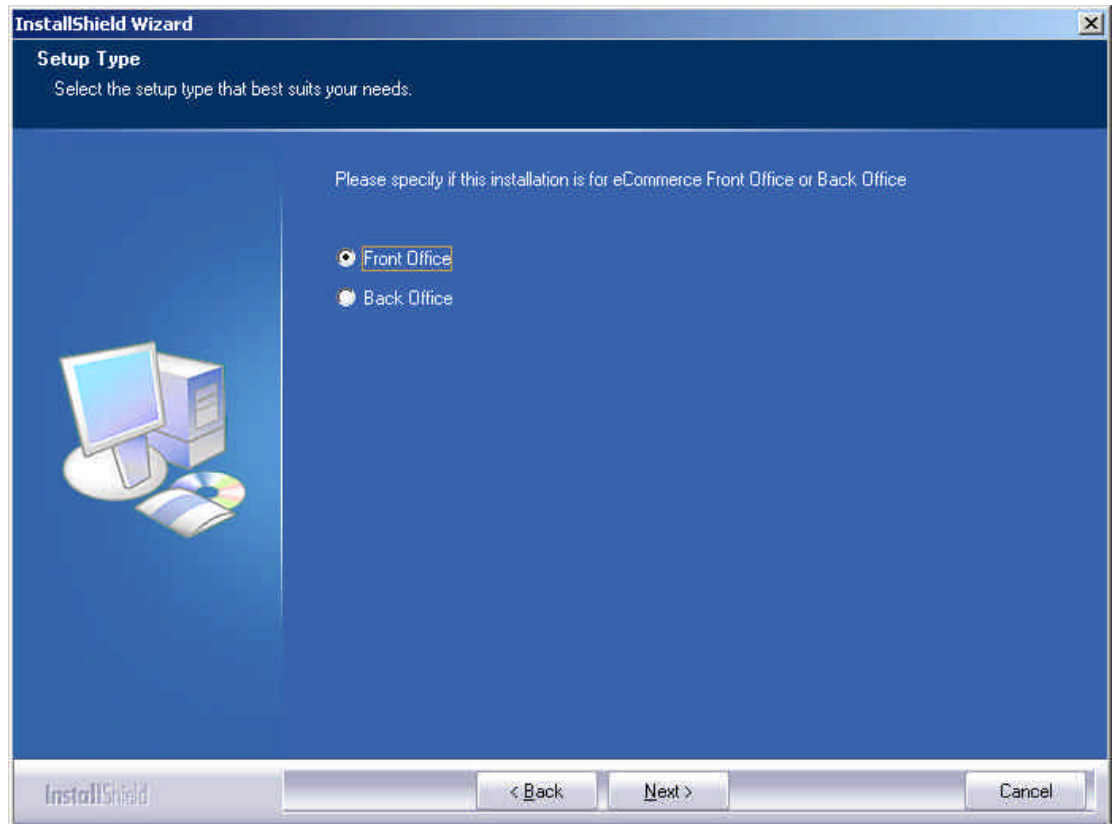
You will need administrative privileges on your server in order to run the Install Program (ECOMMERCE*.exe). In addition you have to run this routine on both front and back office servers. The install program will do the following:

Front Office Installation

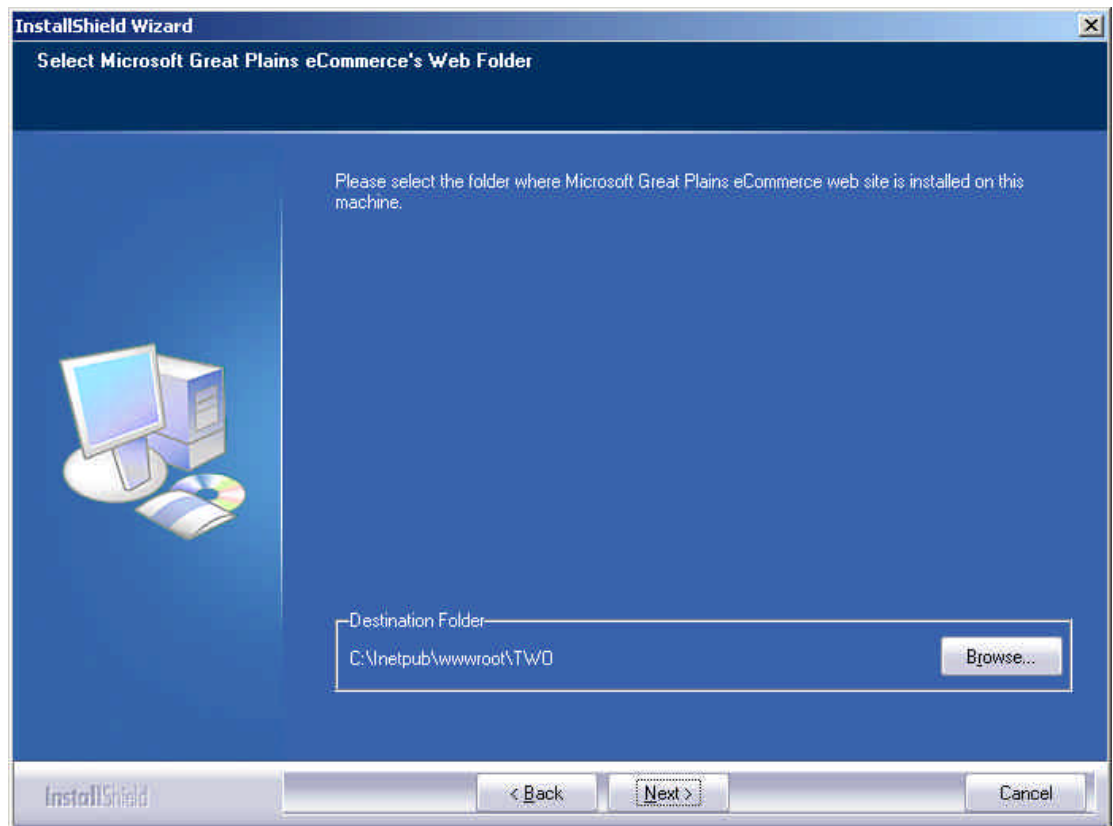
- Create a backup of your existing storefront
- Install updated storefront web pages and pipeline configuration files
- Install stylesheets for Custom BDX Document Dispatchers
- Install Payment Gateway software to your local drive
- Install Transaction Server to your local drive
- Install Payment Gateway Connector to your local drive
- Install the User Guide and Release Notes to your Windows Start menu
- Install various .dlls and system files

To install eCommerce Advantage on Front Office:

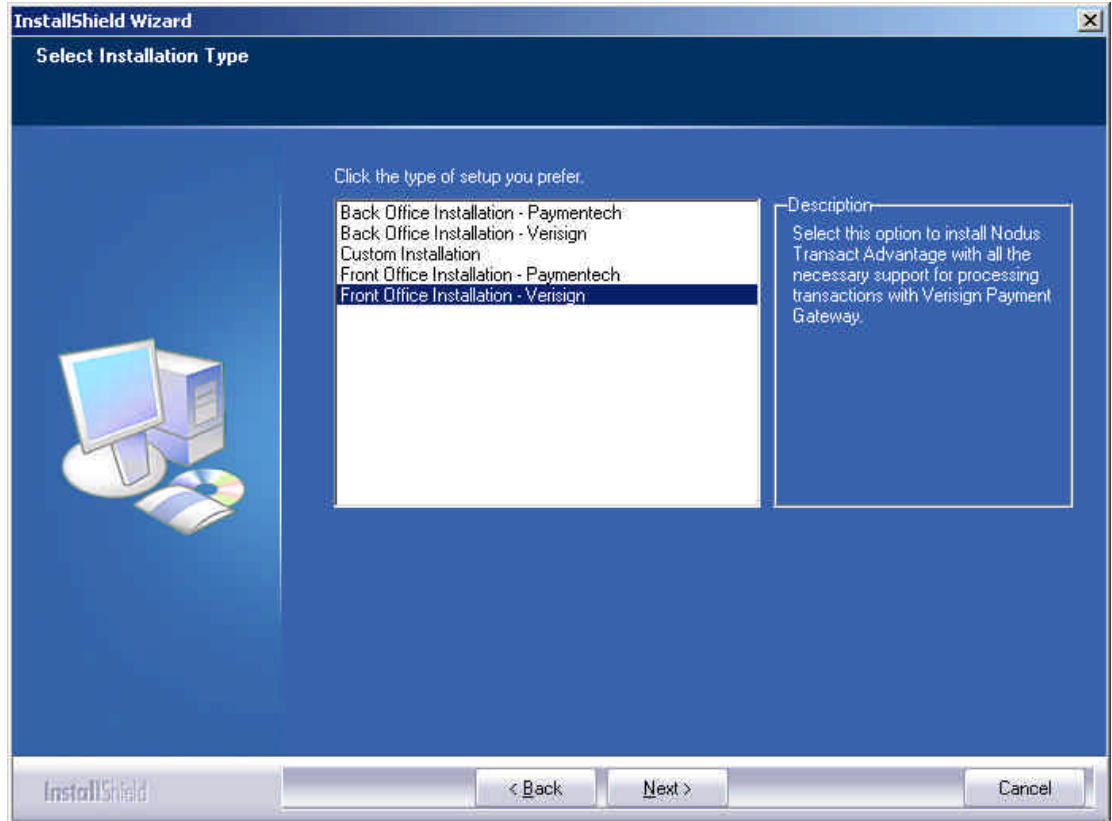
7. Double-click the ECOMMERCE*.exe file.



8. Follow the instructions on-screen. When prompted for Setup Type select Front Office and hit Next to continue.



9. When asked for eCommerce web site folder, don't select the directory where eCommerce Program Files are installed, it should point to eCommerce web site folder, which is usually located under "inetpub\wwwroot\<Site Name>".



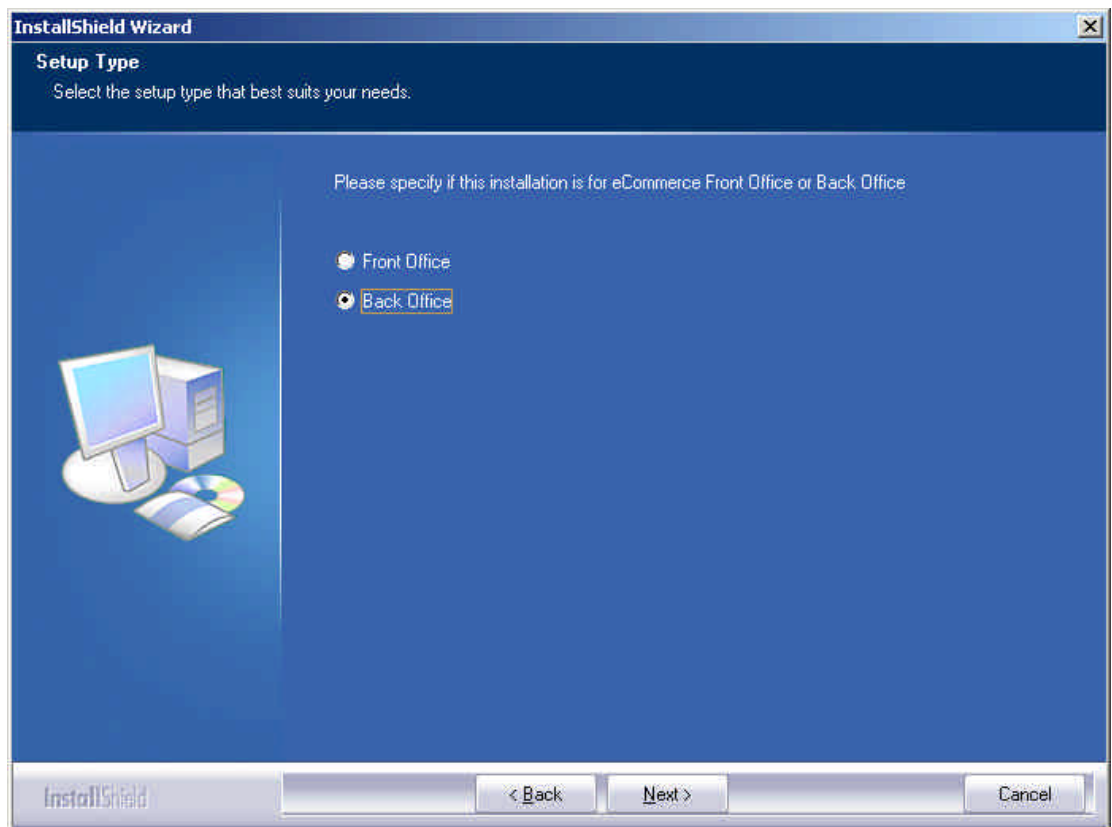
- 10.** When prompted for Installation Type select the appropriate front office installation.
- 11.** Continue through the InstallShield windows, and follow the instructions on screen.
- 12.** To complete the installation, reboot the computer when prompted.
- 13.** After reboot you will be asked to register the eCommerce Advantage Pipeline component, and to enter setup information for eCommerce Advantage. Please consult the "Registering eCommerce Pipeline Component" and "Setting up eCommerce Advantage Connections" topics for details

Back Office Installation

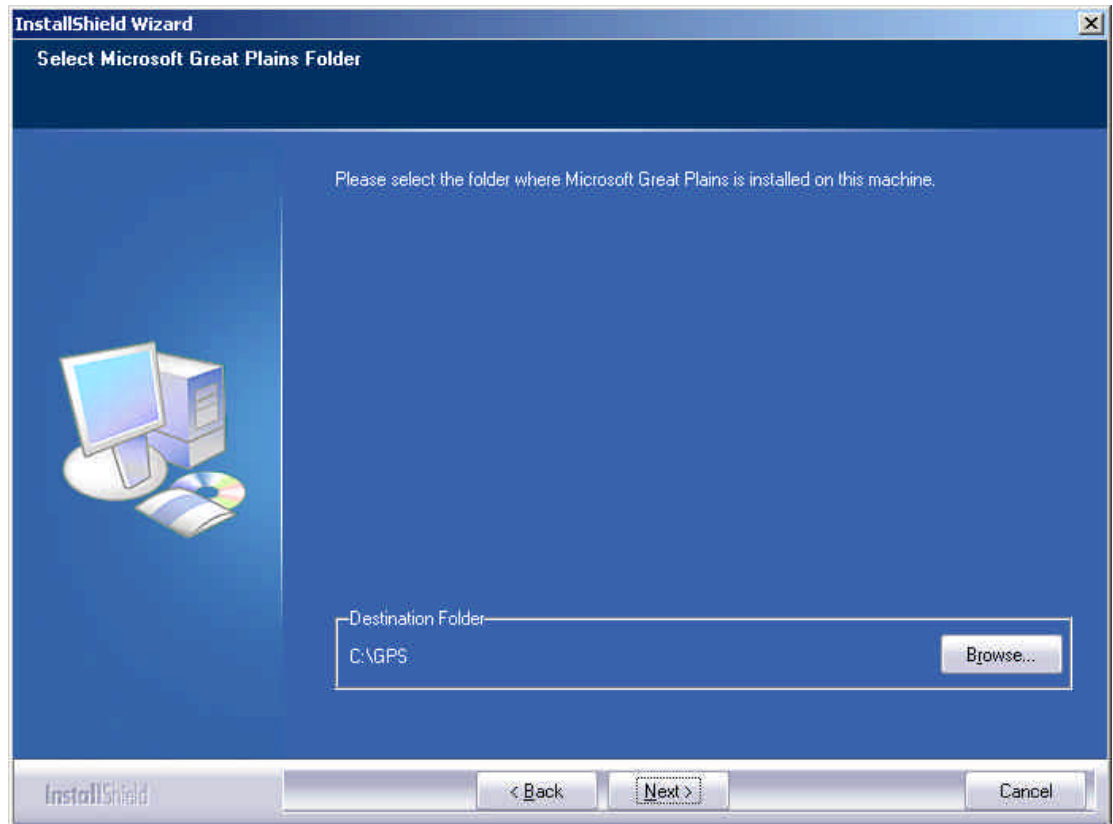
- Install stylesheets for BDx Document Subscribers
- Copy the cca*.cnk file to your Dynamics / eEnterprise launch directory
- Install Payment Gateway software to your local drive
- Install Transaction Server to your local drive
- Install Payment Gateway Connector to your local drive
- Install Great Plains Business Adapter to your local drive
- Install the User Guide and Release Notes to your Windows Start menu
- Install various .dlls and system files

To install eCommerce Advantage on Back Office:

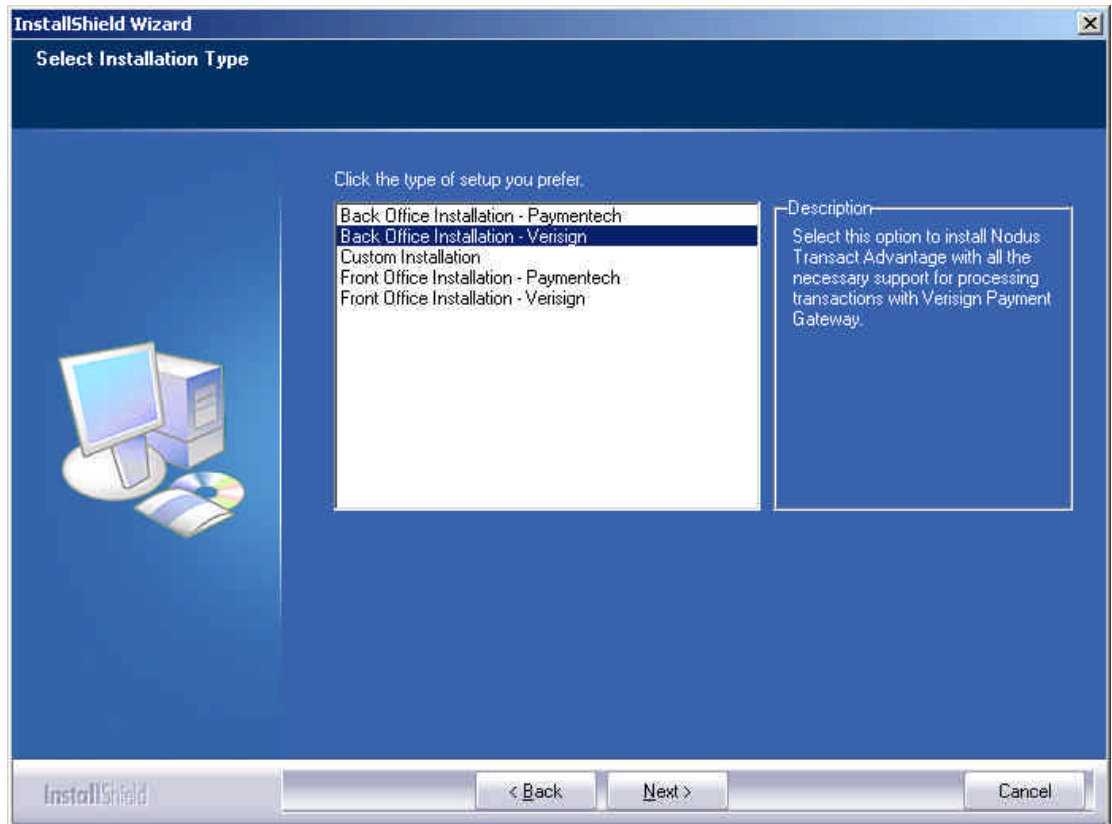
1. Double-click the ECOMMERCE*.exe file.



2. Follow the instructions on-screen. When prompted for Setup Type select Back Office and hit Next to continue.



3. When asked where Dynamics / eEnterprise is installed, accept the default path, if correct, or use the browse button to indicate your Dynamics / eEnterprise launch directory.

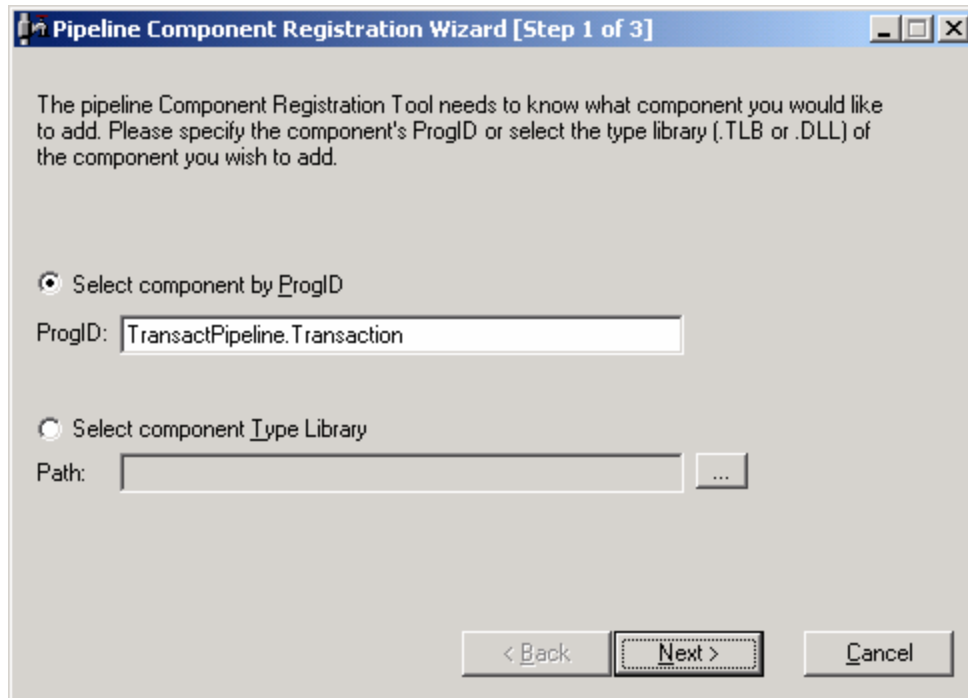


4. When prompted for Installation Type select the appropriate back office installation.
5. Continue through the InstallShield windows, and follow the instructions on screen.
6. To complete the installation, reboot the computer when prompted.

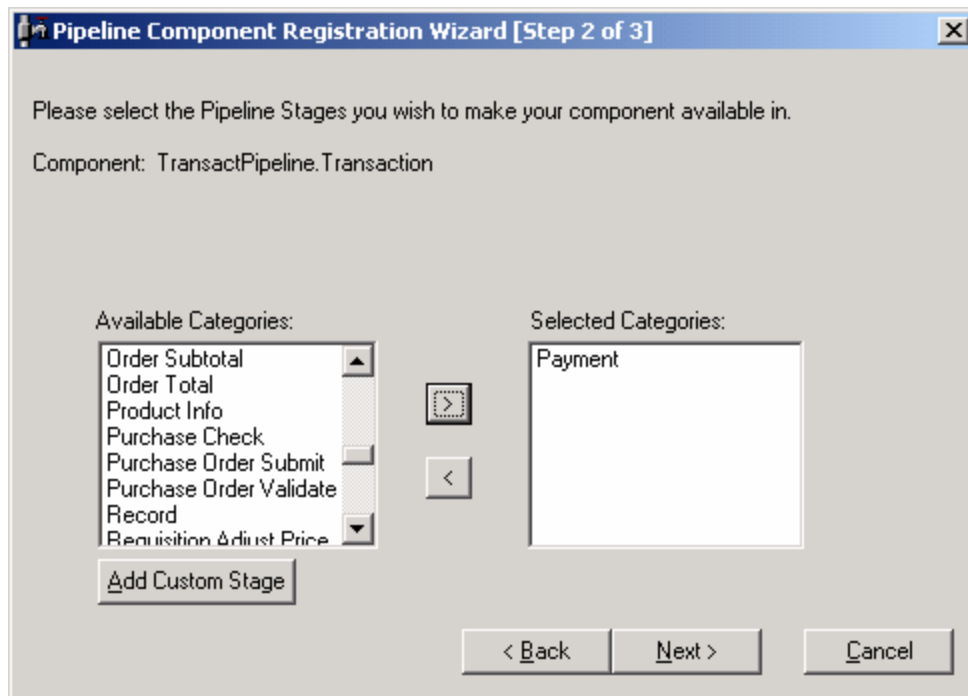
Registering eCommerce Advantage Pipeline Component (Front Office Only)

To Register Pipeline Component:

7. After Reboot you will be asked to register eCommerce Advantage Pipeline component. The Pipeline Component Registration Wizard will guide you through these steps.



8. Use "TransactPipeline.Transaction" when asked to enter the ProgID.



9. When prompted to enter Pipeline Stage, select "Payment" from "Available Categories" and use ">" to add it to "Selected Categories".



screen Shot]

10. On the Registration screen select "Register components only" and click "Next" to complete the registration.

Setting up eCommerce Advantage Connections (Front Office Only)

To Setup eCommerce Advantage Connections:

1. After Pipeline Component registration you will be asked to enter eCommerce Advantage Setup IDs. Alternatively you can open the eCommerce Advantage Setup Screen through:

Start Menu >> Programs >> Nodus Technologies >> eCommerce Advantage Setup

Transact Advantage Setup

Save Delete Clear

Setup ID: eCommerce Connection

Connector

Connector: Verisign

Processor: American Express 800-297-5555

Card Class: Credit

Parameter	Value
Server.Address	test-payflow.verisign.com
Server.Port	443
Server.ProxyAddress	
Server.ProxyPort	

Installed Adapters

Adapter: Great Plains Adapter Activate

Parameter	Value
Driver	{SQL Server}
Server	NABOO
Database	TWO

Connection String: Driver={SQL Server};Server=NABOO;Database=TWO;

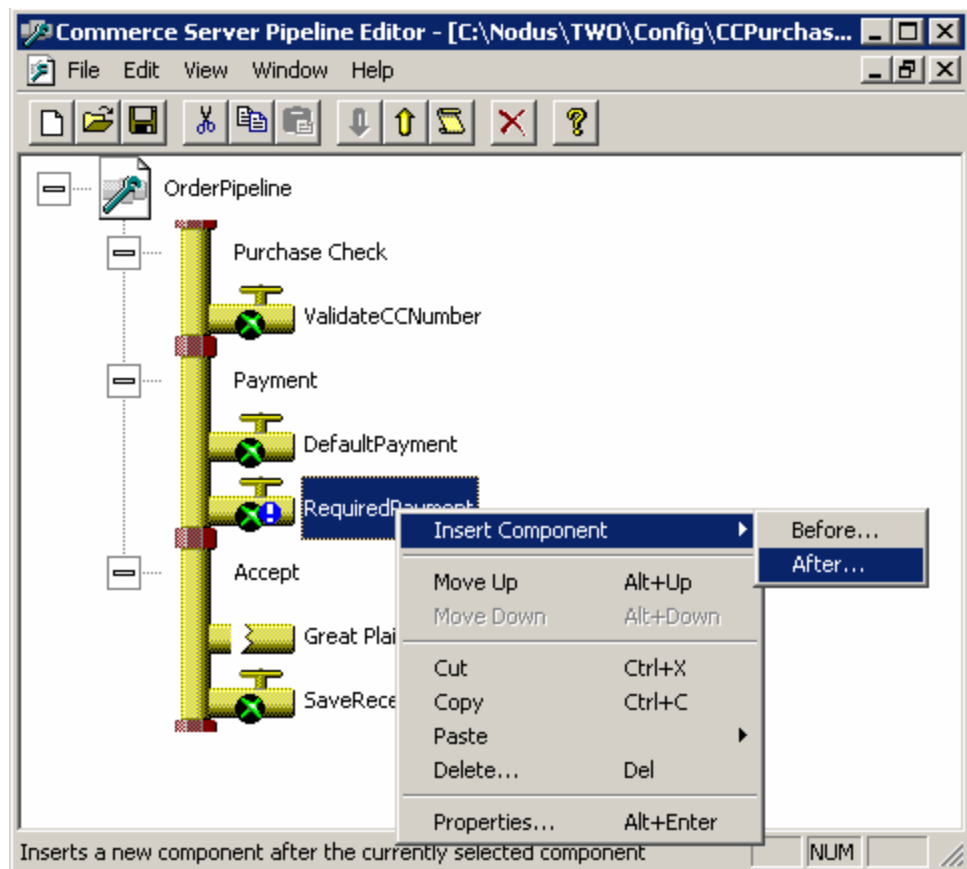
2. Enter Setup ID, you can use any name as the Setup ID as long as it doesn't contain these "\ / : * ? " < > |" characters.
3. Select Payment Gateway Connector, Processor and Card Class.
4. Specify database information for connecting to the eCommerce Back Office <COMPANY > database.
5. Enter the Payment Gateway's connection details.
6. Choose Save.
7. Close the window by clicking "X" on top right corner.

Configuring eCommerce Advantage Pipeline Component (Front Office Only)

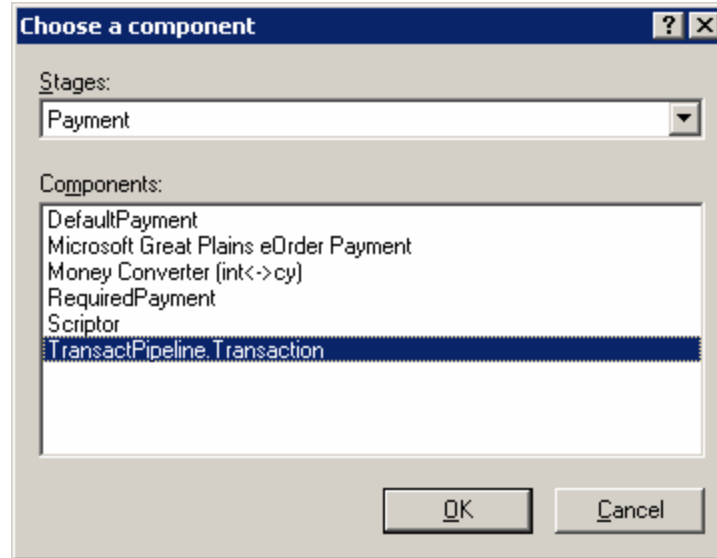
To Configure Pipeline Component:

1. Goto your eCommerce web site folder and open "CCPAYMENT.PCF" pipeline configuration file. It would be located under

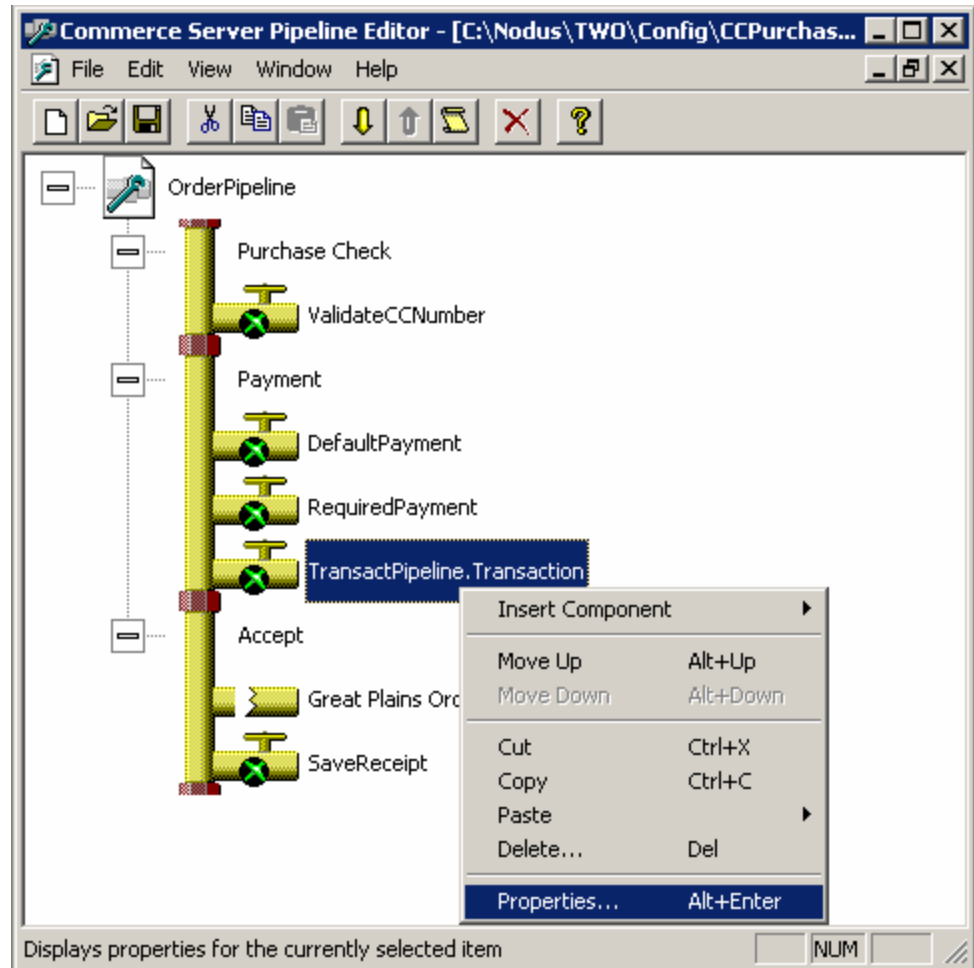
C:\inetpub\wwwroot\ <Site Name>\Config\CCPurchase.pcf



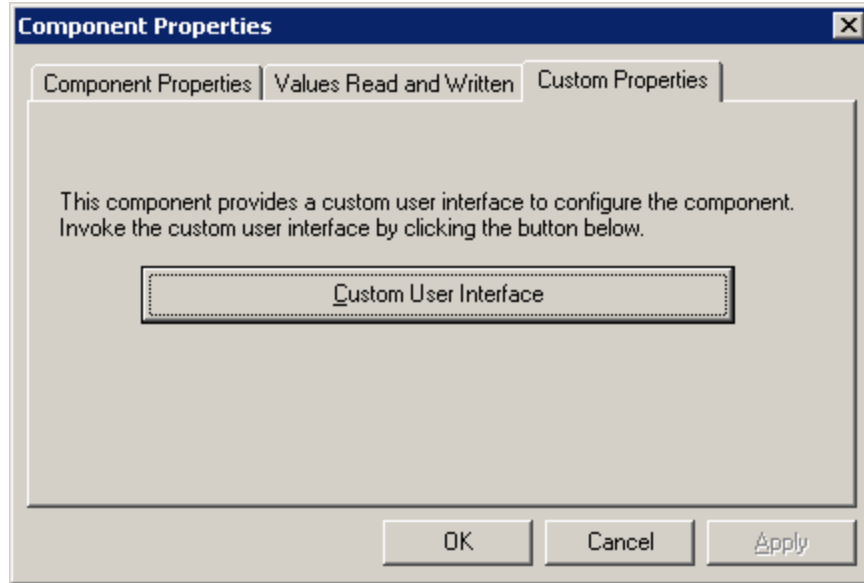
2. Right click on "RequiredPayment" component and select "Insert Component >> After...".



3. Select "TransactPipeline.Transaction" from the list and press "OK" to continue.



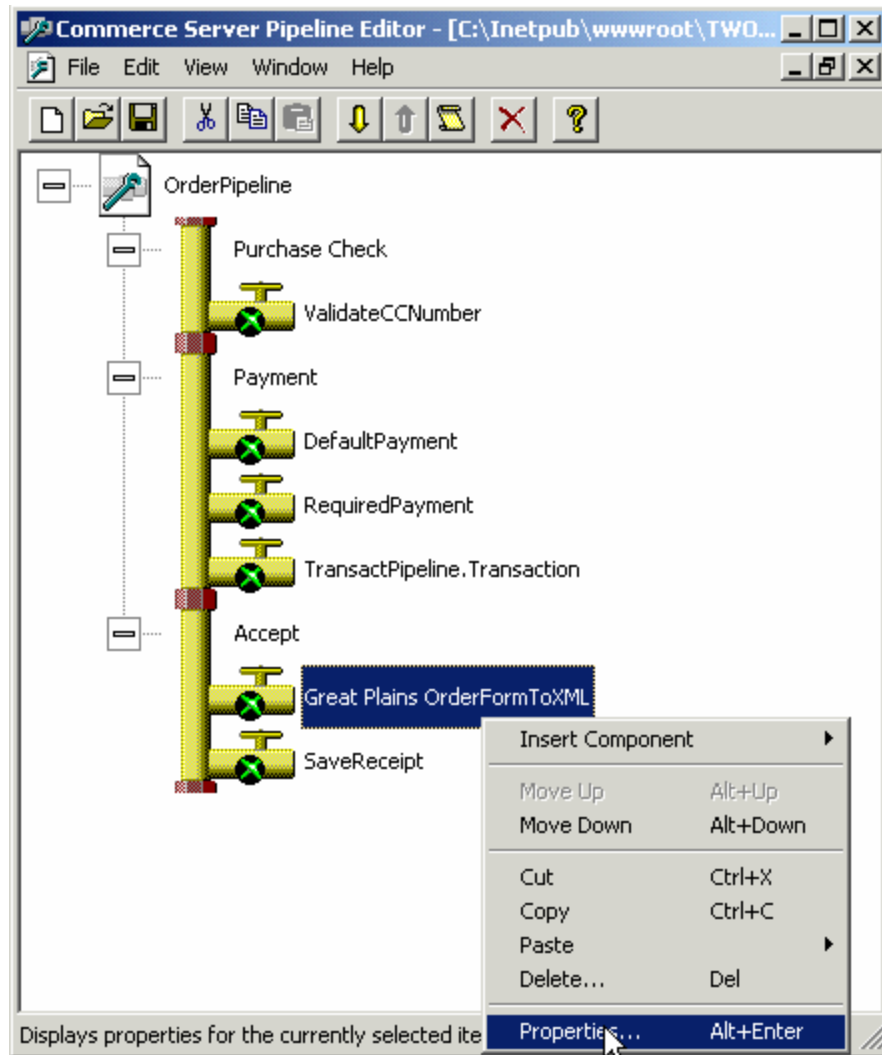
4. Right click on "TransactPipeline.Transaction" component and select "Properties..."



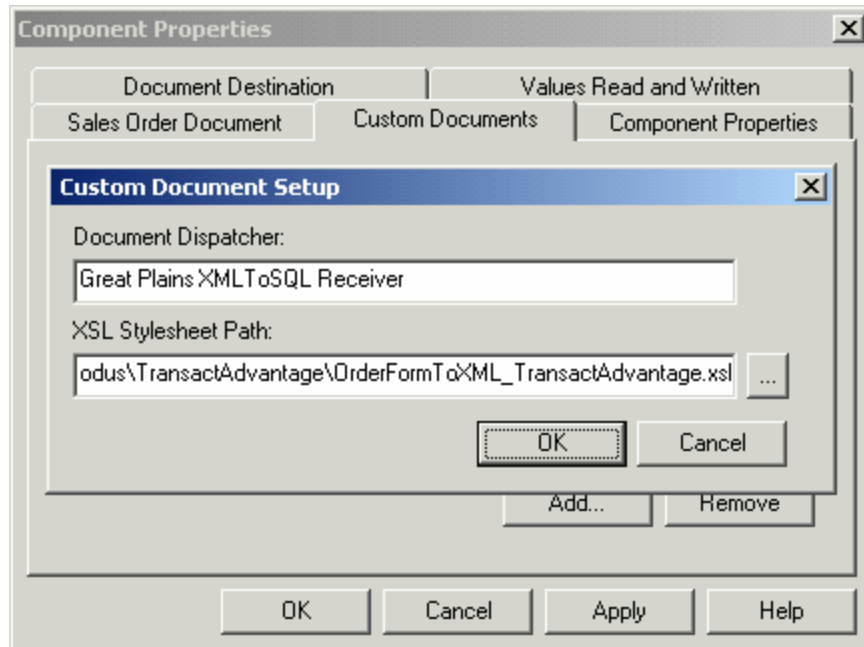
5. On the "Component Properties" window goto "Custom Properties" tab and click on "Customer User Interface".



6. From the dropdown list select the Setup ID you created during the Front Office installation. Click "OK" to close "Transact advantage Pipeline Component" window. Press "OK" again to close "Component Properties" window.



7. Right click on "Great Plains OrderFormToXML" component and select "Properties...".



8. Goto "Custom Documents" tab and select "Add". In the "Custom Document Setup" enter "Great Plains XMLToSQL Receiver" for the Document Dispatcher and for the XSL Stylesheet Path use following path

**<Nodus Install Directory>\TransactAdvantage\
OrderFormToXML_TransactAdvantage.xsl**

Click "OK" to close the window. Click "OK" again to close "Custom Properties" window.

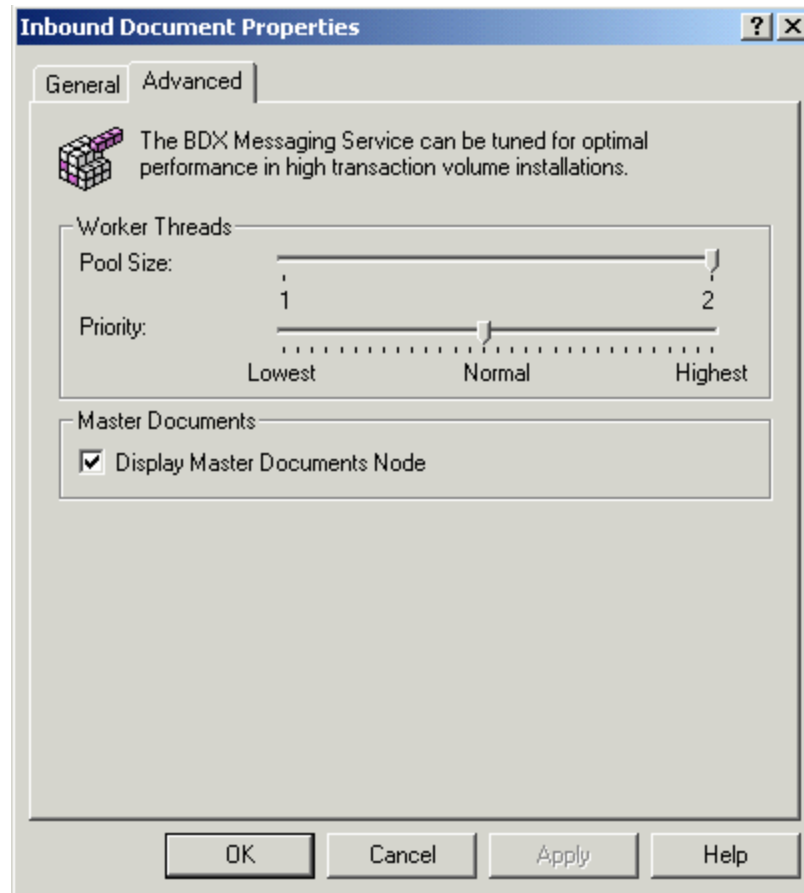
9. Select "File >> Save" to save the pipeline configuration and close the pipeline editor.

Configuring BDX Inbound Documents (Back Office Only)

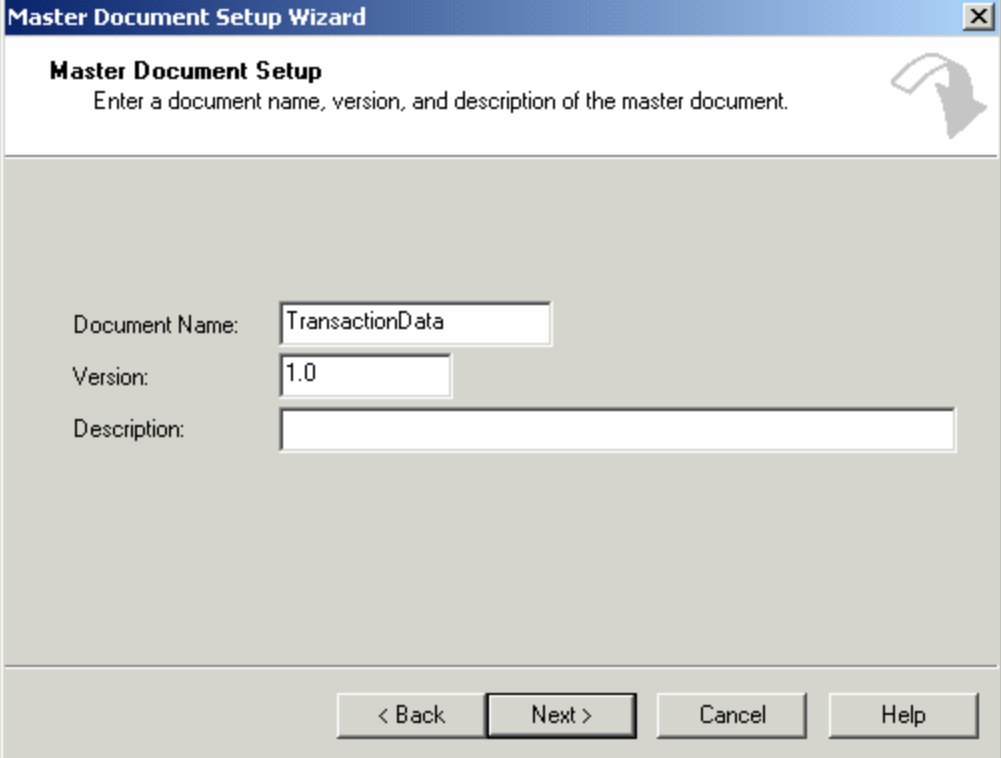
To Configure BDX Inbound Documents:

1. Open BDX Console from

**Start Menu >> Programs >> Microsoft Great Plains eCommerce
>> Business Document Exchange Management Console**

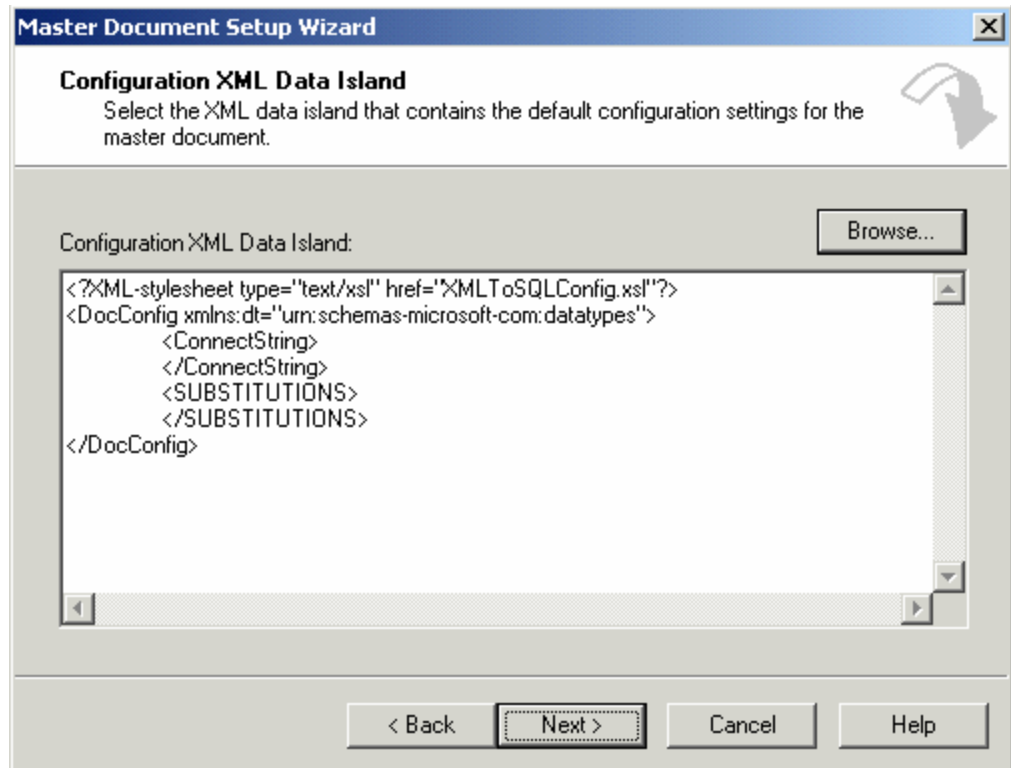


2. First make sure Master Documents are visible under Inbound Documents. Goto "Inbound Document Properties", on the "Advanced" tab check the "Display Master Document Node" option.



The screenshot shows a dialog box titled "Master Document Setup Wizard" with a close button (X) in the top right corner. Below the title bar, the text "Master Document Setup" is displayed, followed by the instruction "Enter a document name, version, and description of the master document." A right-pointing arrow icon is located in the top right corner of the main content area. The main area contains three input fields: "Document Name:" with the text "TransactionData", "Version:" with the text "1.0", and "Description:" with an empty text box. At the bottom of the dialog, there are four buttons: "< Back", "Next >", "Cancel", and "Help".

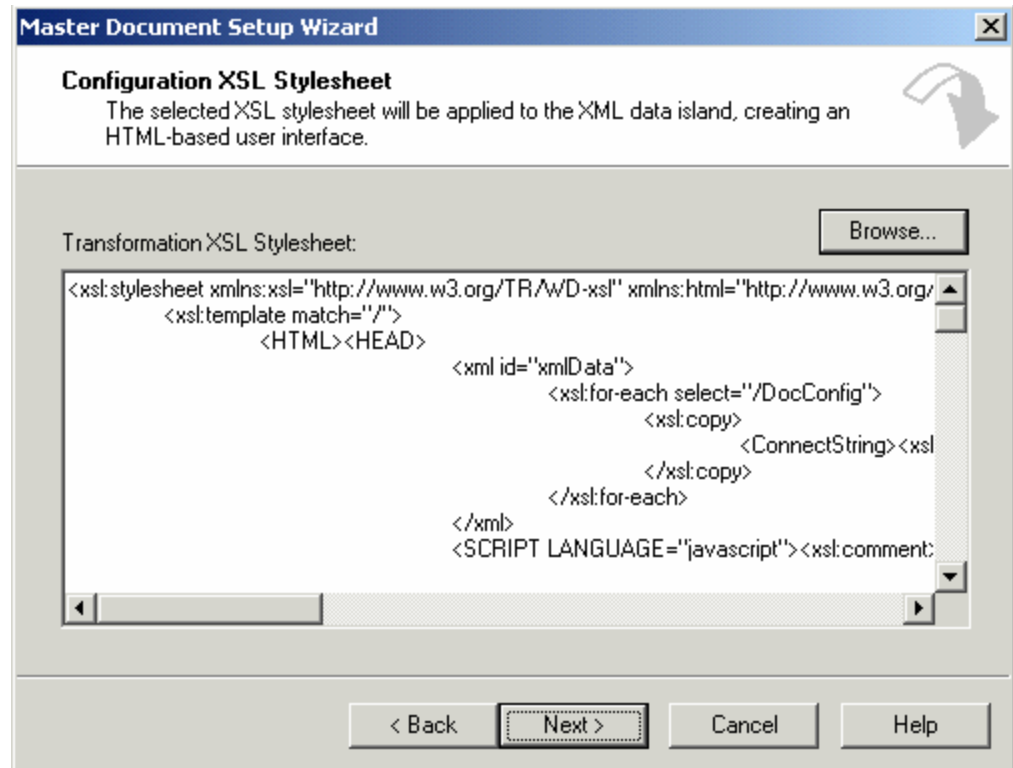
3. Right click on the "Master Document" node under "Inbound Documents" and select "Add Master Document...". On the "Master Document Setup Wizard" enter "Transaction Data" for the document name and "1.0" for the version. Select "Next" to continue.



4. In the "Configuration XML Data Island" window browse to the "XMLToSQLConfig.xml" file. This file is installed by default at

**C:\Program Files\Great Plains\Business Document Exchange\
Schemas\Configuration\XMLToSQLConfig.xml**

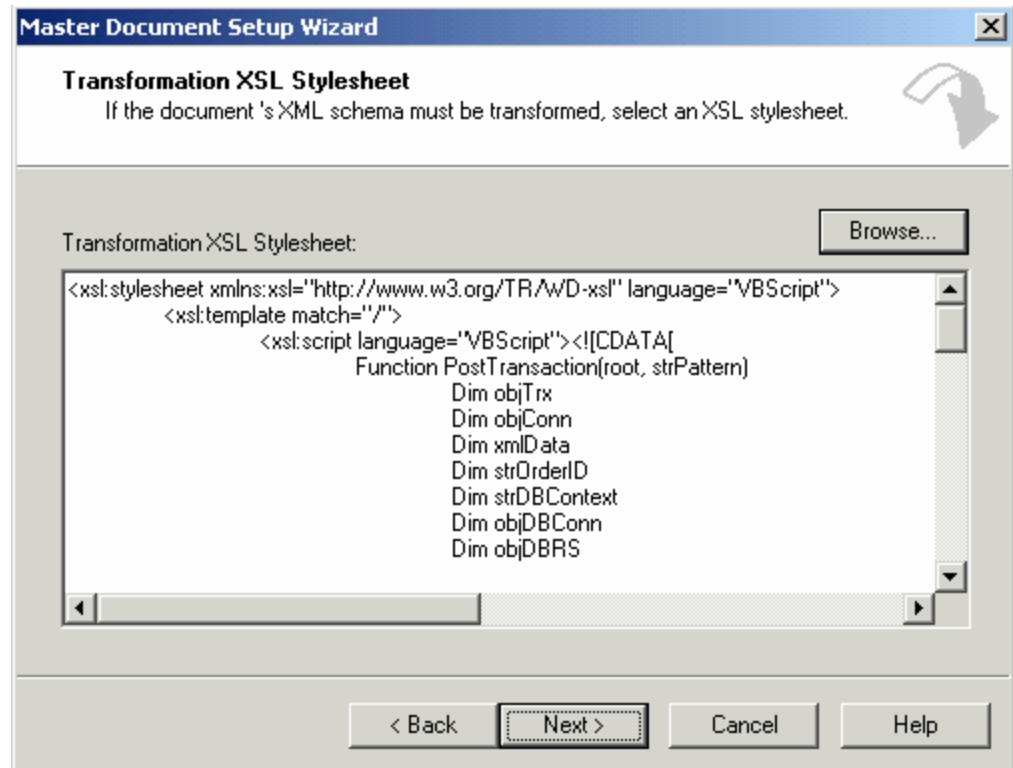
Click "Next" to continue.



5. In the "Configuration XSL Stylesheet" window browse to the "XMLToSQLConfig.xml" file. This file is installed by default at

**C:\Program Files\Great Plains\Business Document Exchange\
Schemas\Configuration\XMLToSQLConfig.xml**

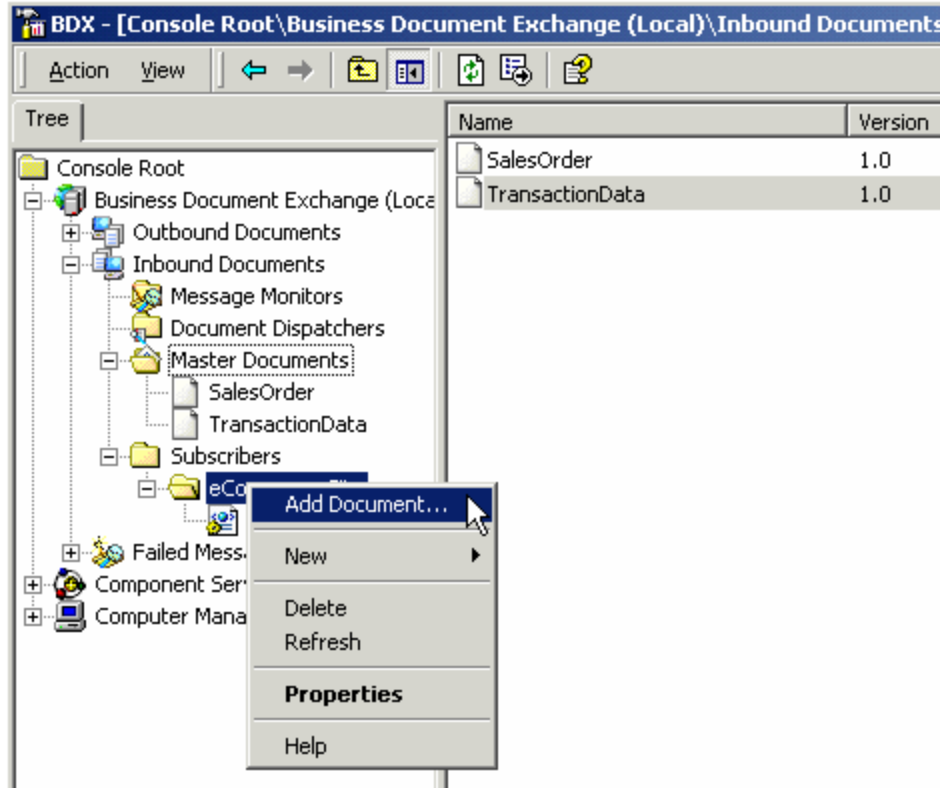
Click "Next" to continue.



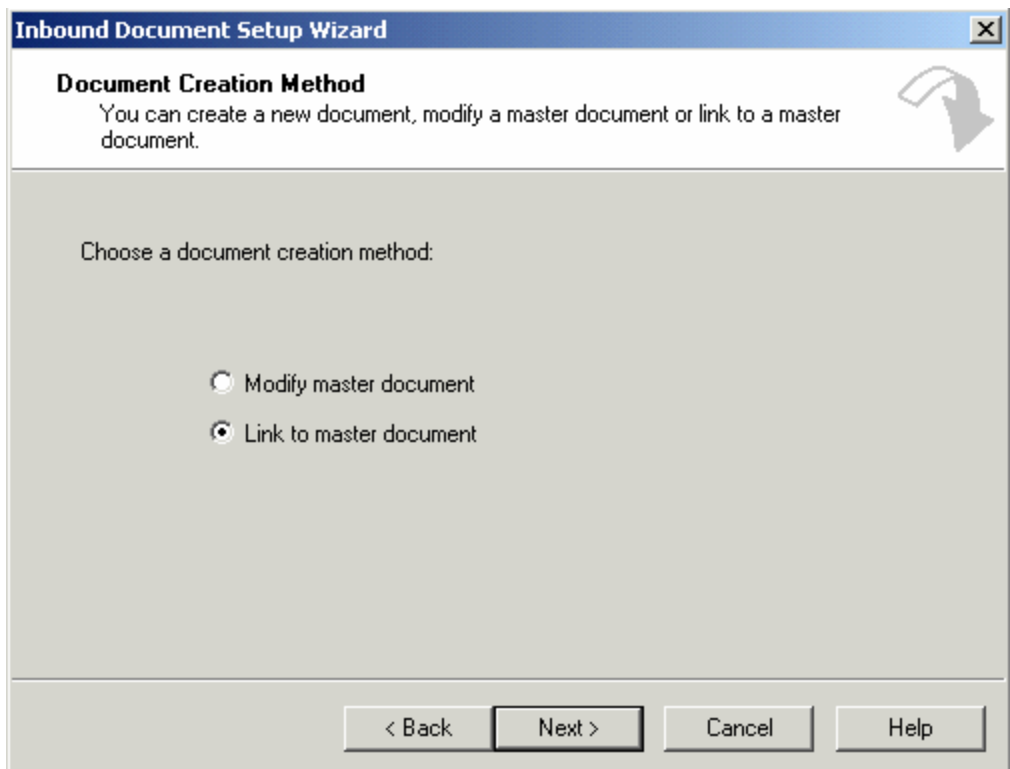
6. In the "Transformation XSL Stylesheet" window browse to the "TransactionData" stylesheet. This file is installed at

**<Nodus Install Folder> \TransactAdvantage\
TransactionData_eCommerce.xsl**

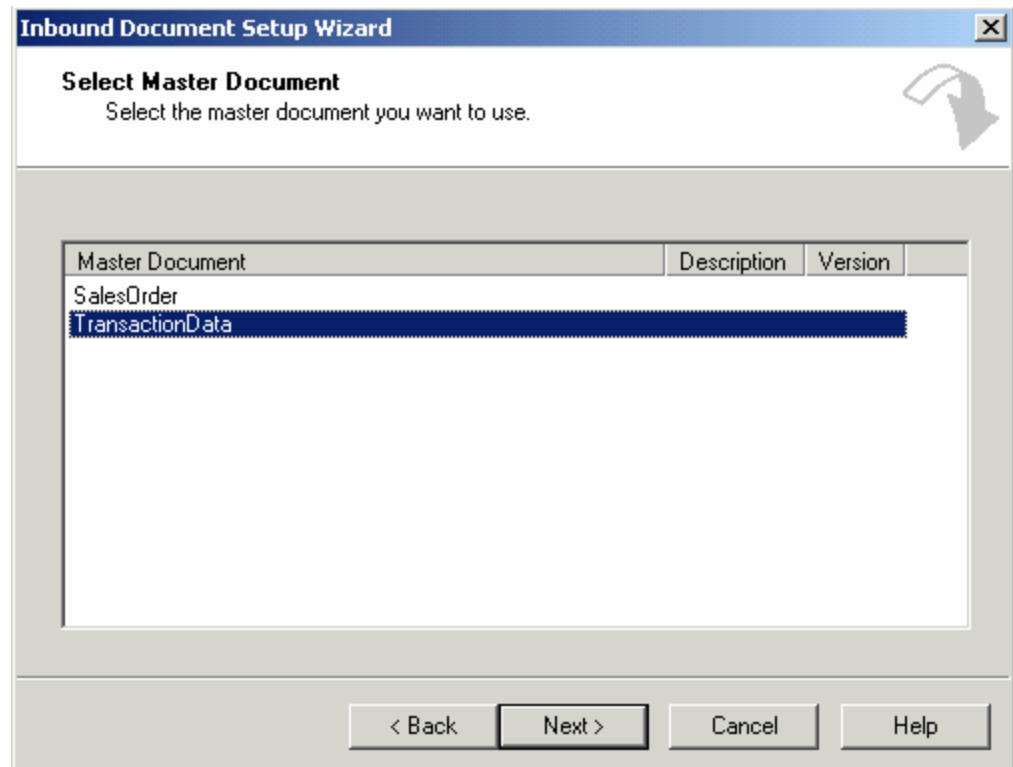
Click "Next" to continue. At the confirmation screen just hit "Finish" to complete the configuration.



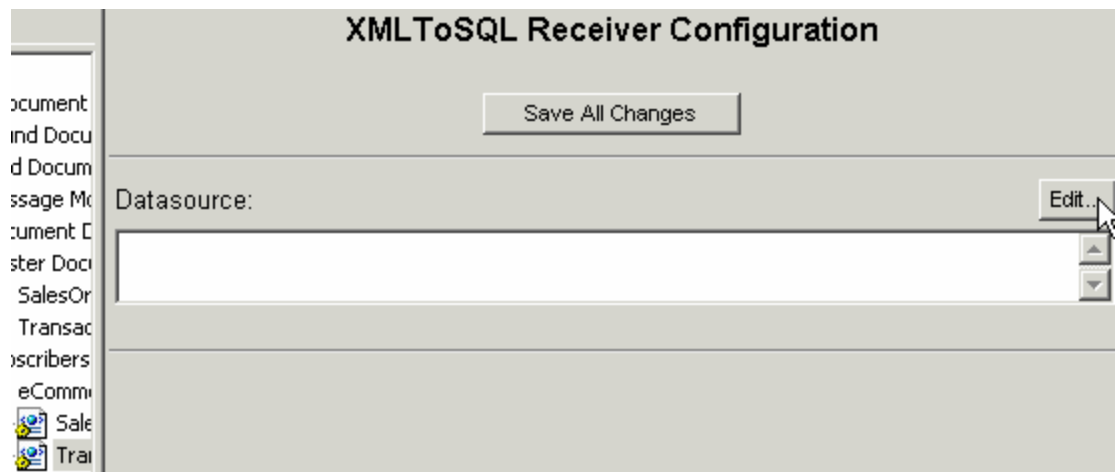
7. Right click on "eCommerce Site" under "Inbound Documents >> Subscribers" and select "Add Document..." option



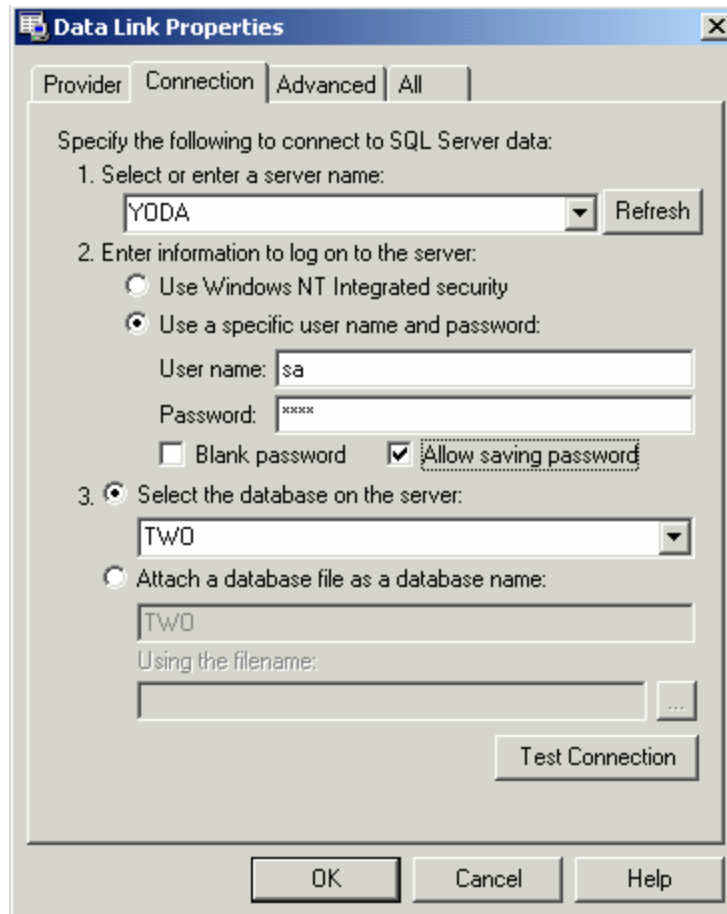
8. In the "Document Creation Method" window select "Link to master document". Click "Next" to continue.



9. In the "Select Master Document" window select "TransactionData" and click "Next". Click "Finish" to close the "Inbound Document Setup Wizard".



10. Select "TransactionData" subscriber from "Inbound Documents >> Subscribers >> eCommerce Site" and click "Edit..." button on the "XMLToSQLReceiver Configuration".




11. In the "Data Link Properties" window enter the Back Office SQL Server name, User name and Password. Select the <Company> database. Click "Test Connection" to make sure connection details are right, also make sure "Allow saving password" option is checked. Click OK to close the window.

12. Close BDx Console. This completes your Back Office BDx Configuration

Entering Payment Gateway Connector Keys

Each workstation requires an individual Payment Gateway Connector key. To obtain each workstation's Payment Gateway Connector key the workstation's Site ID must be transmitted to Nodus. When the Site ID is transmitted to Nodus a Payment Gateway Connector key will be sent back which can then be entered on the workstation.



Software Registration

You will need a registration key to unlock this application. Please email the following Site ID to support@nodustech.com to get your registration key.

Site ID: 7da64640

Registration Key:

Unlock Cancel

To enter Payment Gateway Connector keys:

1. On each installed workstation go to Start ⇒ Programs ⇒ Nodus ⇒ eCommerce Advantage ⇒ Register eCommerce Advantage Plugin. The Software Registration window will open.
2. Transmit the Site ID from the window along with a screen shot of the Dynamics / eEnterprise Registration window to Nodus: support@nodustech.com. The Dynamics / eEnterprise registration can be found at Setup > Registration. If you are registering several workstations, more than one Site ID may be included in a single e-mail. (NOTE: This step is a temporary procedure for the initial release of ECOMMERCE ADVANTAGE. For future releases Payment Gateway Connector keys will be obtainable through the Nodus website www.nodustech.com. Please check the website for updates.)
3. When you receive the Payment Gateway Connector key from Nodus enter it on the Software Registration window.

Repeat steps 1–3 for each installed workstation.

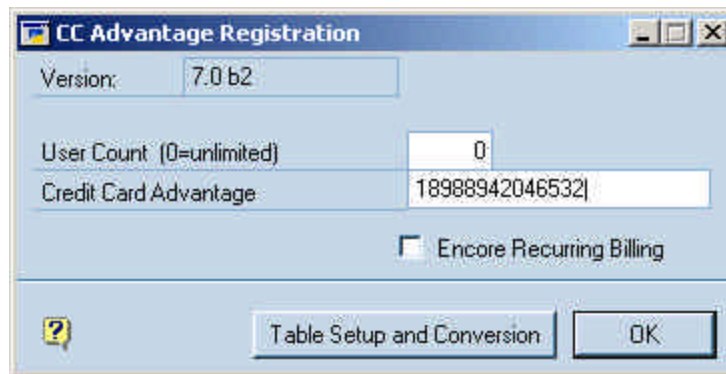
Including New Code

To include new code:

4. When the InstallShield has finished, launch Dynamics / eEnterprise.
5. When prompted, choose **Yes** to include new code.

Attaching the Registration Window

After purchasing ECOMMERCE ADVANTAGE, Nodus will give you an Accounting System Integration key. This number will activate the software for use with your company data. If you would like to preview ECOMMERCE ADVANTAGE before purchase, the software is fully functional, without a registration key, in "The World On-Line, Inc". To use the product with your actual company data, you must enter the Accounting System Integration key provided by Nodus.



To attach the Registration form to your Shortcuts bar:

1. On the shortcuts menu bar, click "Add".
2. Choose "Other Window".
3. Click the "+" next to eCommerce Advantage
4. Click the "+" next to 3rd Party.
5. Select "CC Advantage Registration".
6. Click on the "Add" button.
7. Click on the "Done" button.

Running Installation Routines

Running the installation routines consists of opening the CC Advantage Registration window and choosing the Table Setups and Conversions button. The installation routines will create tables and stored procedures and set permissions on those objects for those users running on an MS-SQL database. These procedures will also convert any existing data for users who are upgrading from a previous version. In addition, a procedure will be run that will automatically attach the ECOMMERCE ADVANTAGE Palette to the *Sales Transaction* palette. If recurring billing is also integrated with the system, the option Encore Recurring Billing should be selected in order to create the tables for processing recurring billing transactions in Batch Verification window.

To run installation routines:

1. From the Shortcuts bar, choose CC Advantage Registration.
2. Click Table Setups and Conversions.



Clicking the Table Setups and Conversions button is necessary every time a new build is installed. This needs to be done once for each company. This should be done no matter which database is being used: Pervasive, Ctree, or MS-SQL. These procedures will handle all table setups, stored procedure creation, table and stored procedure permissions and data conversions.

Entering Accounting System Integration Key

Only one key is necessary to activate ECOMMERCE ADVANTAGE with all the companies in your accounting system. The Accounting System Integration key need only be entered once. It can be entered from any installed workstation and from within any company. The key will activate the accounting system integration for all companies from all installed workstations.

To enter Accounting System Integration key:

1. From the Shortcuts bar, choose CC Advantage Registration.
2. If you are using temporary test keys, go to Options > Key Expiration Date to open the Registration Key Expiration Date window. Enter the key expiration date in the field provided. Click OK.

- 3.** Enter the Nodus user count. Generally, this will be 0 or blank to reflect unlimited users.
- 4.** Enter the Accounting System Integration key provided by Nodus.

Setting Up ECOMMERCE ADVANTAGE

Required Dynamics/eEnterprise Setup for ECOMMERCE ADVANTAGE

Before using ECOMMERCE ADVANTAGE some additional setup is necessary in Dynamics/eEnterprise. For each credit card type your firm accepts (Visa, MasterCard, etc.), you need to set up a Card Name record in the Dynamics/eEnterprise Financial module. Credit Cards processed through ECOMMERCE ADVANTAGE must be setup as Charge Cards.

To setup card names in Dynamics / eEnterprise:

1. Open the Dynamics/eEnterprise *Credit Card Setup* window: Setup ⇒ Company ⇒ Credit Cards.
2. Enter the card name or type (Visa, MC, etc.) in the Card Name field.
3. Mark *Accepted from Customers*.
4. Mark Charge Card.
5. Choose Save.
6. Repeat for each card the company will accept.

Optional Dynamics/eEnterprise Setup for ECOMMERCE ADVANTAGE

For Customers who are already in your company database, you can set up default credit card and address data in their Customer Card records. When a transaction is entered for the customer, the credit card information will appear in the appropriate fields on the Credit Card Entry window when it opens. The information can be overwritten if the customer's account has changed or if they would like to use a different card.

To enter default credit card information:

7. Open the Dynamics/eEnterprise *Customer Maintenance* window: Cards ⇒ Sales ⇒ Customer.
8. Choose the Options button.
9. On the *Customer Maintenance Options* window fill in the three fields: Credit Card ID, Credit Card Number, and Expiration Date. You can use the Look-up on the Credit Card ID field to choose a card that is already on file for the customer. Multiple credit cards may be maintained for the customer.

WARNING:

You should only enter numerical value into the Credit Card field. Please do not enter '-' between the digits. For example, if your card number is 4111111111111111, then you should enter 4111111111111111 instead of 4111-1111-1111-1111.

ECOMMERCE ADVANTAGE Setup

ECOMMERCE ADVANTAGE is designed to support multiple processors and Payment Gateways. The Setup ID entered on the Setup window will designate the appropriate Payment Gateway, along with necessary connection information. The class of transaction (credit card, debit card, etc.) for the specified Setup ID is also set on the Setup window.

There are two ways to setup eCommerce Advantage.

eCommerce Advantage Setup Window

(outside Great Plains)

You can setup eCommerce Advantage by selecting the appropriate Payment Gateway Connector, along with desired Payment Processor and Card Class (credit card, debit card, etc.), specifying the database information for connecting to the eCommerce's Back Office COMPANY database, and entering the Payment Gateway's connection details. Hit save after you have entered the data. Close the window by clicking on the "X" button on the top right corner.

Transact Advantage Setup

Save Delete Clear

Setup ID: eCommerce Connection

Connector

Connector: Verisign

Processor: American Express 800-297-5555

Card Class: Credit

Parameter	Value
Server.Address	test-payflow.verisign.com
Server.Port	443
Server.ProxyAddress	
Server.ProxyPort	

Installed Adapters

Adapter: Great Plains Adapter Activate

Parameter	Value
Driver	{SQL Server}
Server	NABOO
Database	TWO

Connection String: Driver={SQL Server};Server=NABOO;Database=TWO;

To Create a Setup ID using eCommerce Advantage Setup Window:

1. Open the eCommerce Advantage Setup window: Start Menu ⇒ Programs ⇒ Nodus Technologies ⇒ eCommerce Advantage Setup.

- 2.** Enter Setup ID, you can use any name as the Setup ID as long as it doesn't contain these "\ / : * ? " < > |" characters.
- 3.** Select Payment Gateway Connector, Processor and Card Class.
- 4.** Specifying database information for connecting to the eCommerce Back Office COMPANY database.
- 5.** Enter the Payment Gateway's connection details.
- 6.** Choose Save.
- 7.** Close the window by clicking "X" on top right corner.

Credit Card Advantage Setup Window

(inside Great Plains)

eCommerce integration works in conjunction with Credit Card Advantage (CCA) for Dynamics / eEnterprise. You don't need to re-enter Setup information into CCA. In the Credit Card Advantage Setup window leave the checkbook ID blank as eCommerce only accepts Charge Cards.

For more details consult the Credit Card Advantage User's Guide included in the installation.

To Create a Setup ID using Credit Card Advantage Setup Window:

1. Open the eCommerce Advantage Setup window: Transactions ⇒ Sales ⇒ CC Advantage ⇒ Setup.
2. Enter a unique Setup ID in the Setup ID field.
3. Fill in the fields according to the table above.

- 4.** Choose Save.
- 5.** Repeat steps 2 - 4 for each Setup ID that needs to be entered. Each combination of Card Class, Payment Gateway, processor and / or Merchant ID will require a unique Setup ID.

Special ECOMMERCE ADVANTAGE Setup Features

Setting Up Multiple Merchant Accounts

eCommerce Advantage does not support multiple merchant accounts for the sale order submitted through the web site. However you can create multiple merchant accounts from within Great Plains. To do this a separate Setup ID for each account must be created. When entering credit card transactions the Setup ID chosen dictates which merchant account will be used for the transaction. To setup multiple merchant accounts in a single company, follow the steps outlined in *ECOMMERCE ADVANTAGE Setup* section.

Processing Credit Card Transactions

ECOMMERCE ADVANTAGE only supports Sale and Book transaction placed from eCommerce web site. However Credit Card Advantage module that's comes packaged up with eCommerce Advantage supports a wide-range of transaction types only accessible from inside Dynamics/eEnterprise environment.

Transaction Types

This section explains each of the transaction types in ECOMMERCE ADVANTAGE. The steps for processing each of the transaction types are nearly identical. Slight variations are identified and explained in this section Please note: the various names of the transaction types vary by processor. A *Sale* may be called *Capture* by some processors. A *Book* may be a *Pre-Authorize*. There are other variations. The names chosen for ECOMMERCE ADVANTAGE are among the more common but are not universal. Though the names may vary, the processing details do not.

Sale

(supported by eCommerce Web Site and Dynamics/eEnterprise)

An approved *Sale* is an immediate charge to the customer's credit card or account. If a *Sale* is saved to a batch, the charge will not occur until the batch is sent for approval. A *Sale* can only be reversed with a *Void* or a *Credit*.

Book

(supported by eCommerce Web Site and Dynamics/eEnterprise)

A *Book* is a reserve of a specified amount on the customer's credit card or account. A *Book* prevents the customer from using that portion of their credit / funds, but does not actually charge the card nor transfer any funds. A *Book* is useful for companies that ship merchandise one or more days after receiving an order. By issuing a *Book*, a company reserves the necessary amount on the customer's card at the time of the order. This reserve assures an approved *Ship* transaction at the time the merchandise is eventually shipped. A *Ship* transaction is necessary to complete the *Book*. A *Book* can only be entered from the Sales Transaction Entry window.

The number of days a *Book* will stay open is determined by each cardholder's issuing bank. The most common number is 7 to 10 days, but some banks may hold *Books* for as long as four weeks and little as 3 days.

Ship

(supported by Dynamics/eEnterprise only)

A *Ship* can only be issued for a transaction that has been previously a *Book*. Under ordinary circumstances, a *Ship* is assured approval as long as the amount is equal to or less than the original *Book* amount and the *Ship* is sent before the *Book* has expired. A *Ship* results in an immediate charge to the customer's credit card or account. If the *Ship* is for less than the original *Book* amount, the remainder of the original *Book* amount is released back to the customer's credit line or account.

Credit

(supported by Dynamics/eEnterprise only)

A *Credit* is issued to transfer money from the company's account to the customer's account or credit card. When a Return is processed a *Credit* can be issued to return money to the customer.

Force

(supported by Dynamics/eEnterprise only)

A *Force* is used to enter already approved transactions. A *Force* is typically used for a transaction processed through a phone authorization. When entering a *Force* you will be required to enter the authorization code.

Force – Dynamics Only

(supported by Dynamics only)

The Dynamics Only option is used with a Force when the transaction being forced has already settled or it is already in the records of your Payment Gateway. This can happen due to a network failure or other system problem that prevents us from properly receiving the response from the Payment Gateway. The Dynamics Only option enters the information into the Dynamics / eEnterprise records, but nothing is sent out to the processor.

Void

(supported by Dynamics/eEnterprise only)

A Void is issued for an unsettled approved transaction. When a Void is successfully issued, neither the Void nor the original transaction will appear on

the customer's statement. A Void can only be issued against an unsettled transaction. When a Void is sent, if the original transaction has already been settled, the Void will be denied and a warning will be displayed. A settled Sale transaction must be reversed with a Credit.

NOTE:

VeriSign Payment Gateway does not allow reversing Credit transactions. For example, if you enter a Return and verify it, you will have a Credit transaction. You cannot void or delete this Credit transaction if you use VeriSign. However, the Return document can be voided or deleted. If you use Paymentech processor, you will be able to reverse Credit transactions. Paymentech processor does not allow Ship transactions with ship amounts greater than the Book amount.

Entering Credit Card Transactions

The only way to process Credit Card transactions from eCommerce web site is by placing an order, and going through the checkout. The basic steps are:

- Create a new order, add items and submit the order
- Select the Payment Method
- Enter Credit Card details
- Finalize the sale by selecting Purchase.

To Process Credit Card transactions from Dynamics / eEnterprise please consult the Credit Card Advantage User's Guide.

To Enter Credit Card Transactions

1. Open eCommerce web site.
2. After going through the login screen, create a new order, add items, and select Purchase.

Shipping Information

Please enter your shipping address information or select an existing shipping address. Then select a shipping method and enter an optional order comment. If you have terms with The World Online, Inc. and wish to put this order on your account, please select the On-Account option under the Payment Type selection. If you wish to place this order on a Credit Card, select the Credit Card option under the Payment Type selection.

Shipping Method:	Payment Type:
Courier	Credit Card On-Account
Shipping Address:	
WAREHOUSE	
First Name:	Bob
Last Name:	Fitz
Street:	11403 45 St. South
City:	Chicago
State:	IL
ZIP:	60603-0776
Phone:	31255501020000
Customer Comment:	
<input type="text"/>	
<input type="button" value="Total"/>	

3. At the "Shipping Information" page select "Credit Card" from the "Payment Type" list and press Total.

Billing Information

Please enter your billing address information or select an existing billing address. Then enter your credit card information and select the "Purchase" button to complete your order.

Billing Address:		Credit Card Information:	
	PRIMARY ▾	Name on card:	Bob Fitz
First Name:	Bob	Card Number:	4111111111111111
Last Name:	Fitz	Type:	America Charge ▾
Street:	11403 13th Avenue South	Expiration Date:	Apr ▾ 2003 ▾
City:	Chicago	Transaction Type:	Book ▾
State:	IL	CVV2:	123
ZIP Code:	60603-0776		
Phone:	31255501010000		

Order Total:	
Subtotal:	\$159.95
Discount:	\$0.00
Shipping:	\$0.00
Handling:	\$0.00
Tax:	\$11.20
TOTAL:	\$171.15

[Purchase](#)

4. Enter transactions as normal using regular credit card number. If you are using a test merchant account use these values Visa – 4111111111111111, any expiration date in the future, and 123 for "CVV2". Click "Purchase" to continue.

Purchase Confirmation

Status: 1

Origination ID: V63F29148361

Result Code: 0

Authorization Code: 010101

Processor Response Message: Approved

AVS Address Response: X

AVS Zip Response: X

CVV2 Response: Y

Your order number is [2E8DKADWKA8M9N581FMEM64ES3](#). Please record it for referencing your order.

Thank you for shopping at The World Online, Inc.

If you want to continue shopping, simply return to the [lobby](#).

5. If the credit card authorization gets approved you will get "Purchase Confirmation" similar to above. The Response you get on the approval is based on the XSL template stored with the Setup ID being used for eCommerce. For information on how to customize the XSL template to show your own message review the Transact Advantage Users Guide.

Appendix A: Troubleshooting

Problem	Remedies
'Transaction Failure'	<p>Be sure Setup is correct.</p> <p>Be sure Internet connection is live.</p> <p>Be sure operating system is Windows 2000, NT or XP.</p> <p>Be sure Partner ID entered during installation is correct. See <i>About Your Payment Gateway</i>.</p>
Internet connection failed while processing a batch of credit card transactions	<p>Transactions in a batch are sent one-by-one. The transactions that were sent before the connection went down will process as normal. Any transactions left unprocessed in the batch at the time the connection goes down will be mark as 'Denied' and moved to a denied batch. The denied batch may be resubmitted 'as is' when the Internet connection is restored.</p>
'Transaction Type Invalid' for any type	<p>Be sure you have not used the Dynamics Credit Card Payment Process to record a payment. If you have, delete the payment and re-enter it through CCA.</p>

Appendix B: Technical Support

If you have any questions about this program, you should first consult this User's Guide. If you are still having trouble, there are a couple of support options.

Contact the Nodus / Great Plains Partner from whom this software was purchased.

Nodus provides support on a cost-per-incident basis. Pre-paid support is also available. To find out more, contact Nodus directly:

Through	Address/Numbers
e-mail	support@nodustech.com
Web Site	http://www.nodustech.com
Telephone	(909) 476-9796
Fax	(909) 476-6866
Mail	6771 Amberwood Dr. Alta Loma, California 91701