

# ***RecChat CardConnect HPPV2 Conversion Edition – Frequently Asked Questions***

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## RecChat HPPv2 CardConnect Edition – Frequently Asked Questions

### Cost

#### What is the cost?

CardConnect Hosted Payment Page v2 (HPPV2) has no costs associated from either Vermont Systems or CardConnect.

### The Conversion Process

#### Who is affected by this?

Departments who use CardConnect as their credit card gateway, who also accept eCommerce payments (payments through WebTrac), and who are using HPPv1. This is only for CardConnect accounts set up prior to August of 2019.

#### Is there a conversion date deadline?

Yes. Everyone using CardConnect for ecommerce needs to be using HPPV2 by November 11, 2019.

#### Why is CardConnect making this change?

HPPV2 provides a more modern, secure, and customizable option.

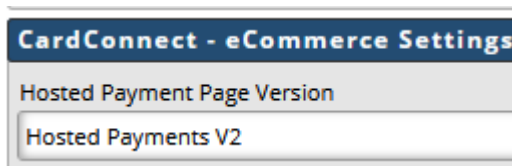
HPPV2 will also open up new options for using the interface. VSI Development currently is investigating the benefits of this.

#### What will happen if we don't meet the conversion deadline?

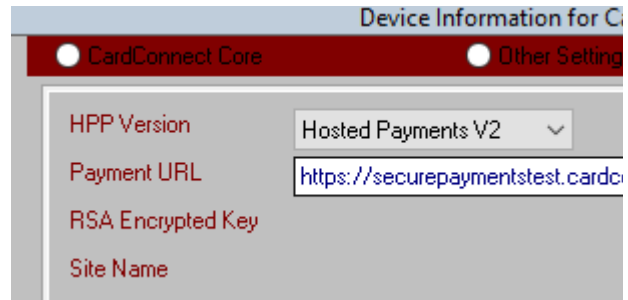
WebTrac will be unable to interface with CardConnect, which means your customers will not be able to make credit card payments in WebTrac.

## How do I verify which payment page I'm using?

Access the Credit Card profile (3.1) / Credit Card device (10.3) that is linked to your WebTrac User ID (typically the WWW user). Verify the hosted Payment page version 2.



**RecTrac 3.1**



**RecTrac 10.3**

## What if I'm already running HPPV2?

Then you're good to go!

## What if I'm not running HPPV2?

Then you need to convert by November 11<sup>th</sup>! Please schedule time with VSI Support to do the conversion.

There are also conversion documents available, if you choose to try it yourself. It takes about 10 minutes to set up and another 10-15 minutes to test.

- RecTrac 3.1 Customers: [Click here](#).
- RecTrac 10.3 Customers: [Click here](#).

## How can I schedule assistance?

Simply email [support@vermontsystems.com](mailto:support@vermontsystems.com) and mention you are ready to transition to HPPV2. A VSI Support professional will be there to assist you!



## Is there a version requirement in order to convert?

Yes.

- RecTrac 3.1.09.02 or greater.
- RecTrac 10.3z01 or greater.

## General Questions and Information

### Do installment billing accounts need to be switched to HPPv2?

Typically, we do not see the Installment billing profile/device linked for the WWW user with CardConnect, since they use a universal token that is good across all Merchant IDs (MIDs) and therefore it is not necessary. IF you do continue to link the IB MID to your WebTrac user, then that should also be transitioned to HPPv2.

### Notices from CardConnect

CardConnect has sent a number of emails since early September. (Emails were sent to owners.)

Multiple emails have gone out; subject reads, "New HPP User Account for <custom url>" from Corecommerce.com

**Note:** This is different from the CardPointe portal where you would administer transactions.

### How can I request that email from corecommerce.com if it was not received?

Contact the CardPointe support at CardConnect and ask that the HPPv2 url and login credentials for your e-commerce MD be emailed to your email address.

[CardpointeSupport@cardconnect.com](mailto:CardpointeSupport@cardconnect.com)

### Do I need to make any changes in RecTrac?

Yes. To run the conversion, you'll need access to Credit Card profile/device in RecTrac.

## What should I test?

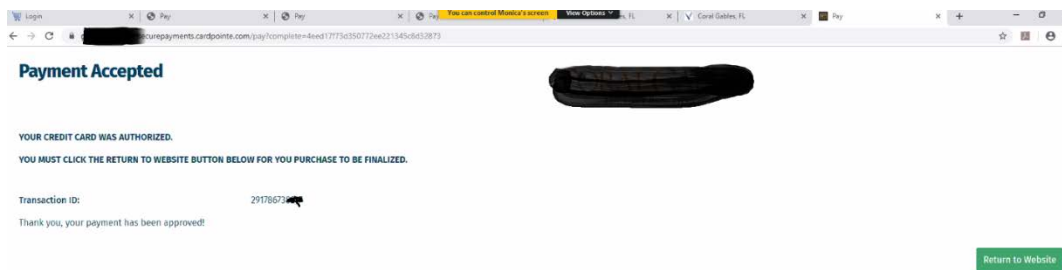
Use (or create) a test household account. Like a valid credit card to it, and perform some test transactions after running the conversion.

## Optional

Customize your logo. Size to 320x42 at 72dpi.

## What to watch out for

- 1 WebTrac Payments will be suspended for a few minutes while the conversion is happening.
- 2 **Return to Website button.** VSI Development is actively working with CardConnect on a method to bypass this button. HTML can be added to the page for more obvious workflow. Proposed solution would be a toggle on the Credit Card profile to bypass. Sample screen with Return to Website button and HTML is shown here.



- 3 RecTrac admin users might see WebHook emails. This indicates the transaction did not take the normal route to completion, but it has completed in both systems, and they are ok to ignore. VSI has a development task to suppress these messages.
- 4 We've requested a delay in the cut-off deadline to at least 12/31/2019 but have not heard anything definite from CardConnect as of 10/18/19.