SAGE 300 ERP

Version 1 REV072020

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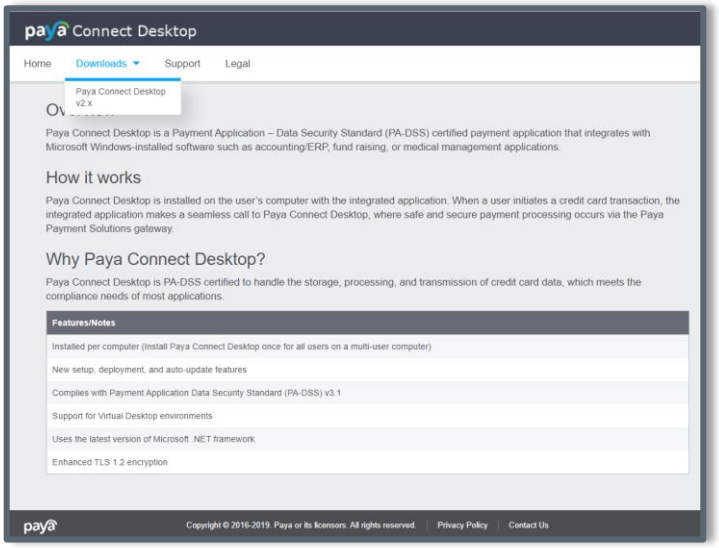
Paya Connect Desktop Installation

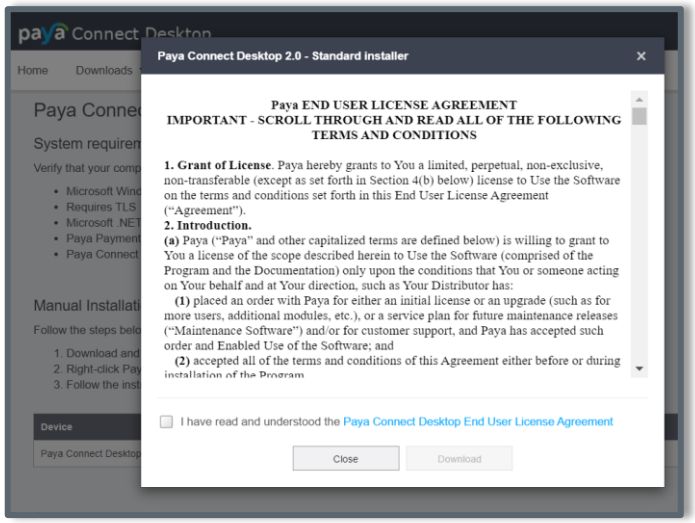
Before credit card processing can begin, the Paya Connect Desktop module will need to be downloaded on the computer/server. Paya Connect Desktop is a PA-DSS (Payment Application – Data Security Standard) certified payment application that integrates with Sage 300 ERP. For all credit card processing that involves the storage, processing or transmission of credit card data, the Sage 300 ERP software product will engage the Paya Connect payment application to perform these functions.

To install the Paya Connect Desktop module:

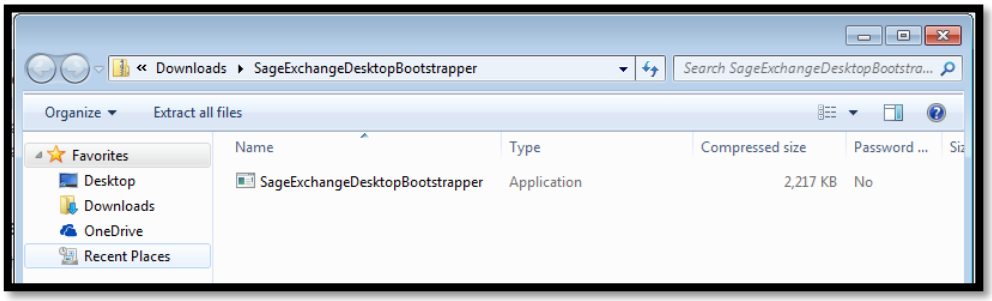
1. Go to **https://www.sageexchange.com/install**. From the Downloads tab, select **Paya Connect Desktop v2.x:**

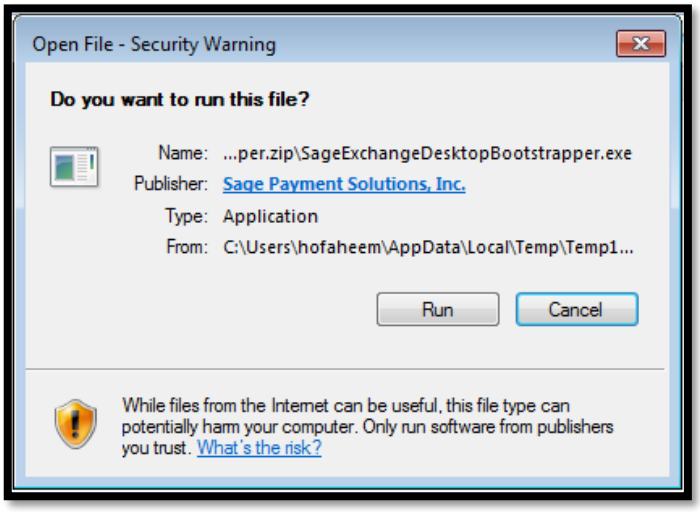


2. You will then click on **Download Installer** for the Standard Installer and agree to the Terms and Conditions and click on **Download.**

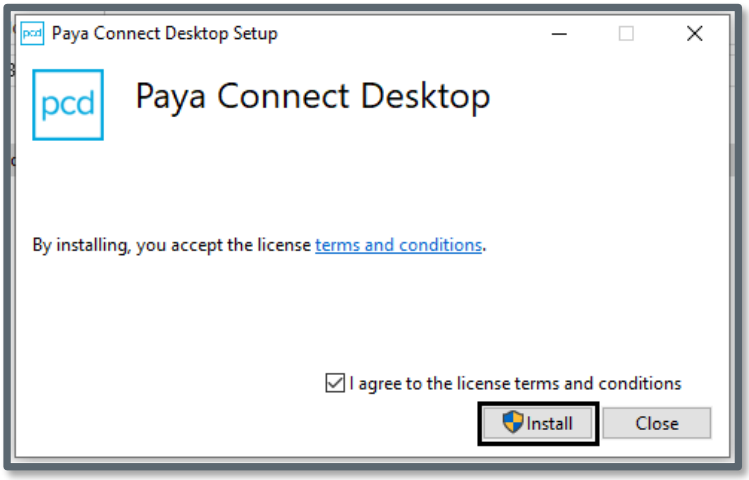


3. **Save** the file and double click the Download, "**SageExchangeDesktopBootstrapper"** and click on **Run**

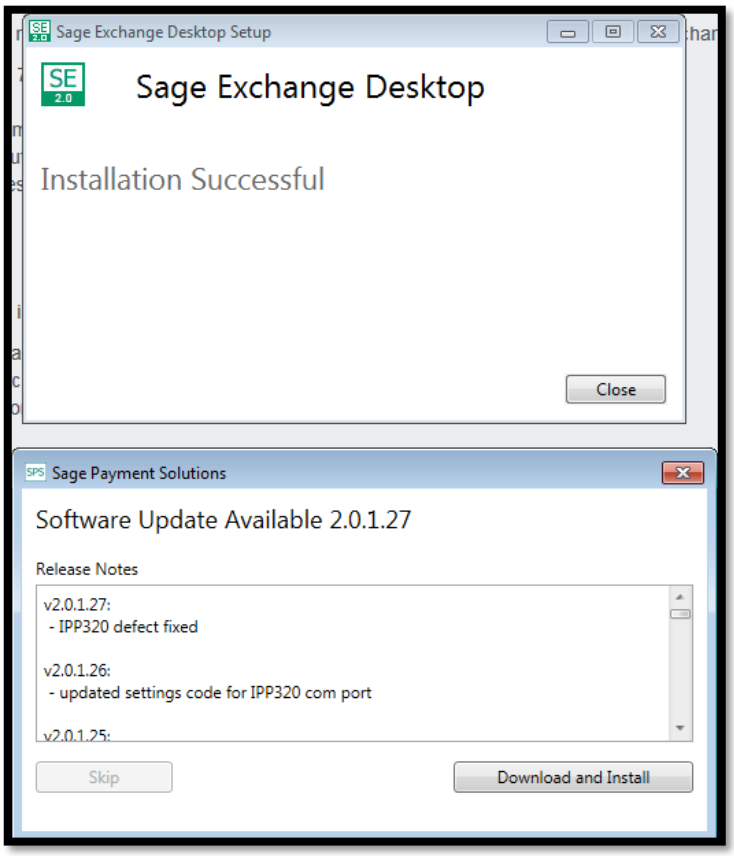




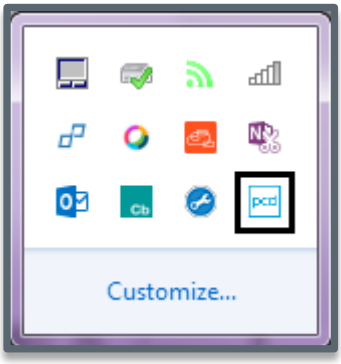
4. **Agree** to the Terms and Conditions and **Install:**



5. **Close** Installation Successful. You will then see the second part of the Download; click on **Download and Install**



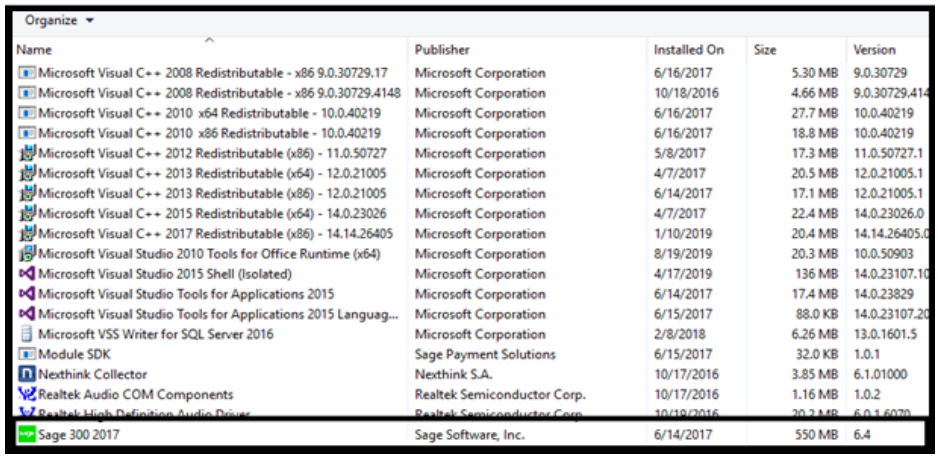
6. The application will download to the computer and when complete, the icon will show in application tool bar and is now ready to use.



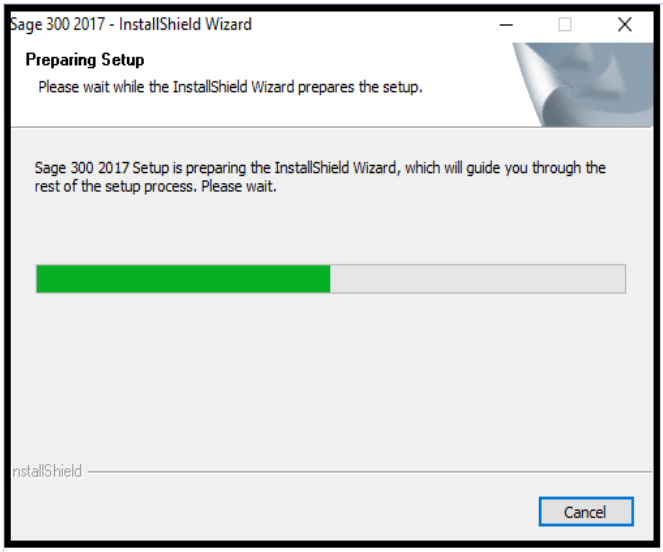
Adding the Payment Processing Module

1. From the merchant's computer, navigate to the **Control Panel**, then select the **Programs and Features** option.

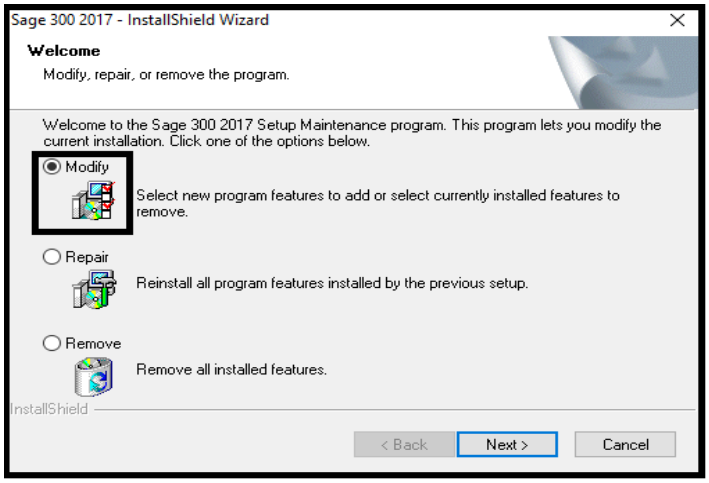
2. The **Program** list will populate. Highlight the **Sage 300** program, then select the **Change** option from the top toolbar.



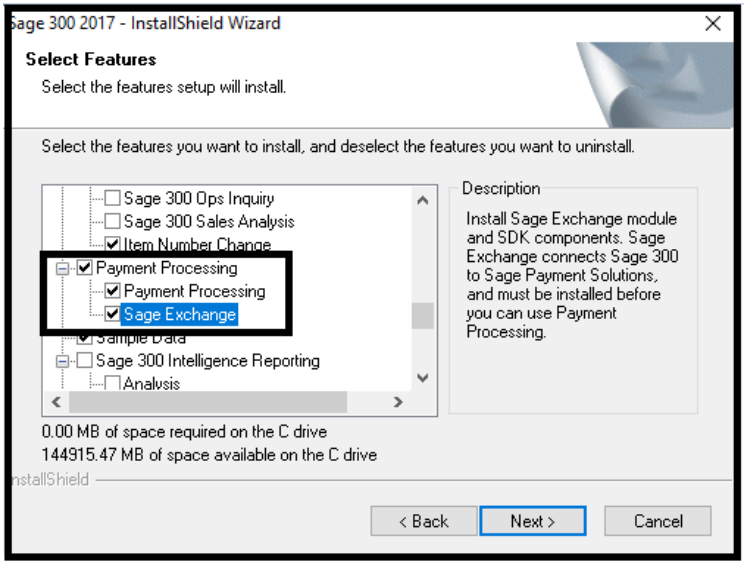
3. The **Preparing Setup** window will appear.



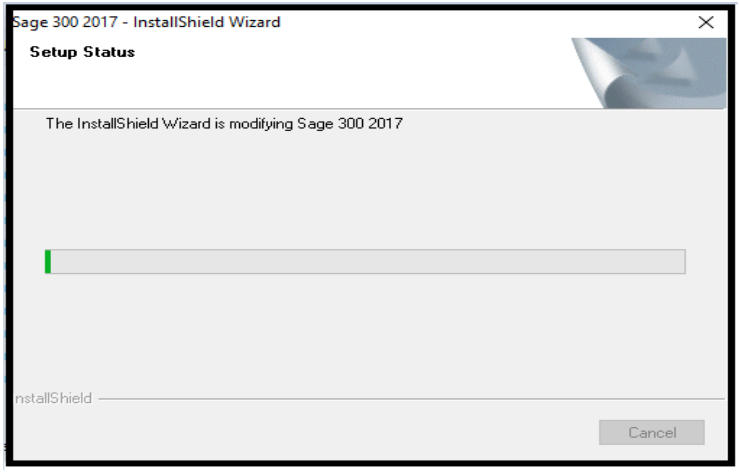
4. From the **InstallShield Wizard** screen, select the **Modify** option. Click **Next**.



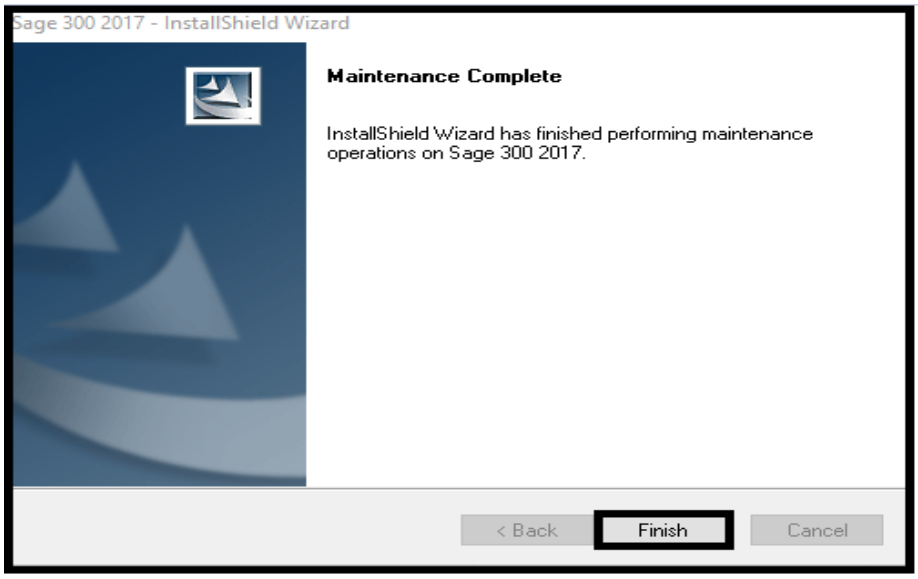
5. The **Sage 300** features will appear. Scroll down the list to find **Payment Processing**. Check the ***first*** Payment Processing box (this will check all the boxes within that group). Click **Next**.



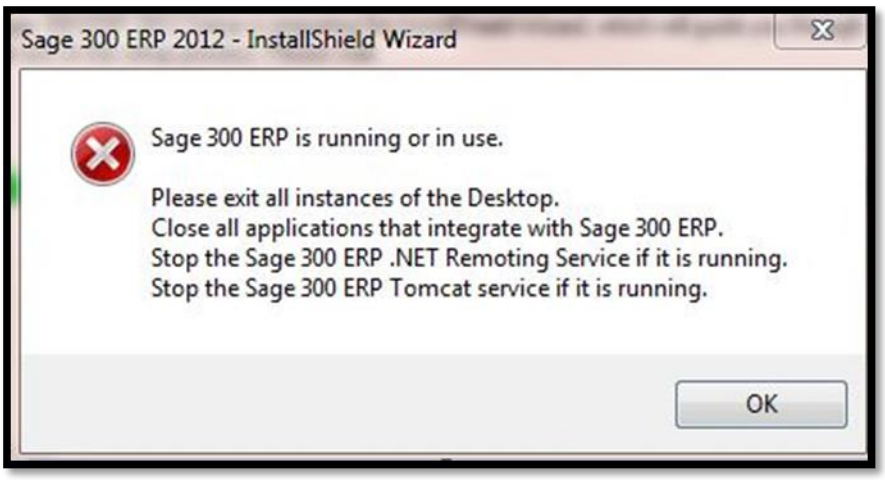
The **Setup Status** will appear and will automatically close when completed.



6. The **Maintenance Completed** window will appear. Click **Finish**.



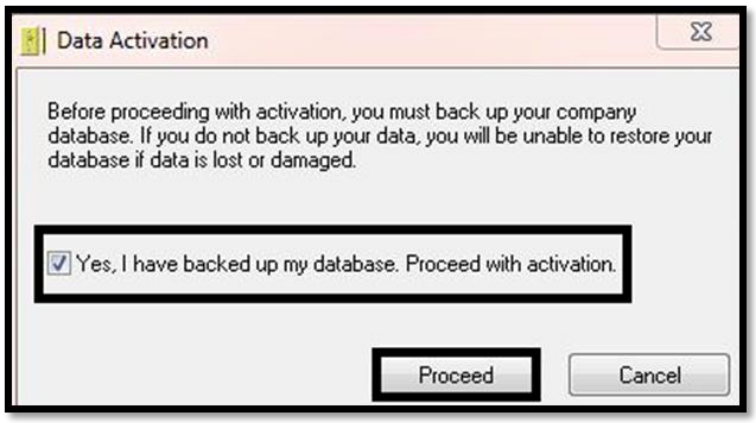
***NOTE*: Sage 300 will need to be closed for this process to happen. If users are still in the software, the following error message will appear:**



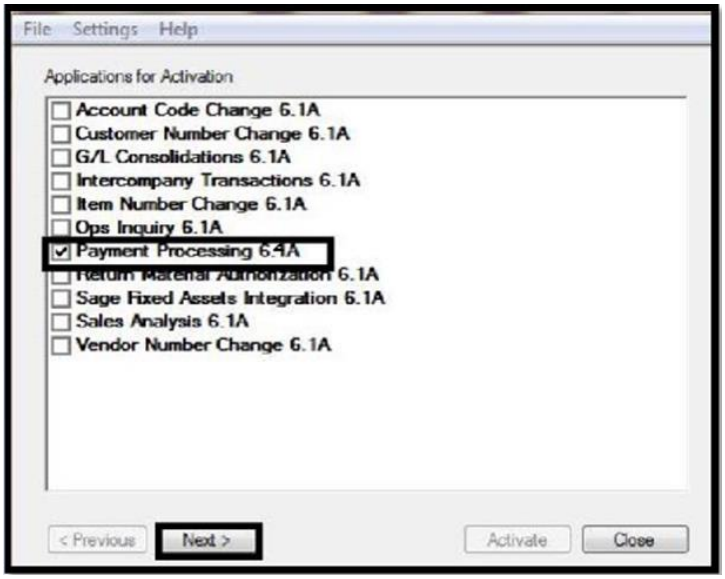
Activating the Credit Card Module

Sage 300 Path: Administrative Services->Data Activation

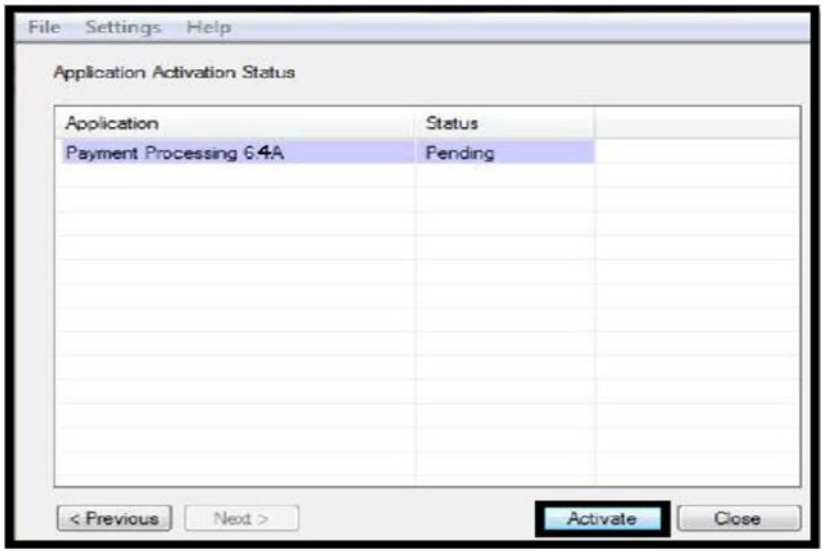
1. Once the payment processing module has been added to the software, you will need to activate it. To do this, click on the **Data Activation** icon. The Data Activation window will appear. Check the box that says **"Yes, I have backed up my database. Proceed with activation"**. Click the **Proceed** button.



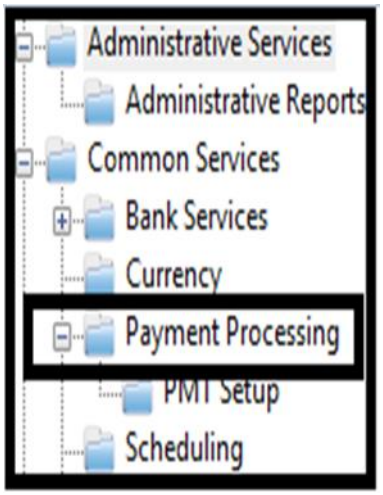
2. That **Data Activation Applications** window will appear. Select the **Payment Processing** box, then click the **Next** button.



3. From the next window, click the **Activate** button.



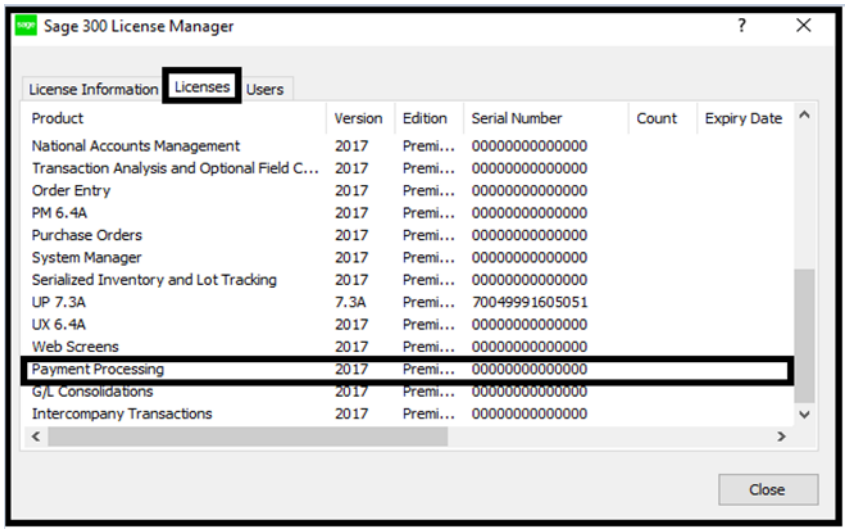
4. When activated, the **Payment Processing** module will appear under the **Common Services** module in Sage 300.



Verifying Credit Card Module Status

Sage 300 Path: Help->Licenses->License Manager->Licenses

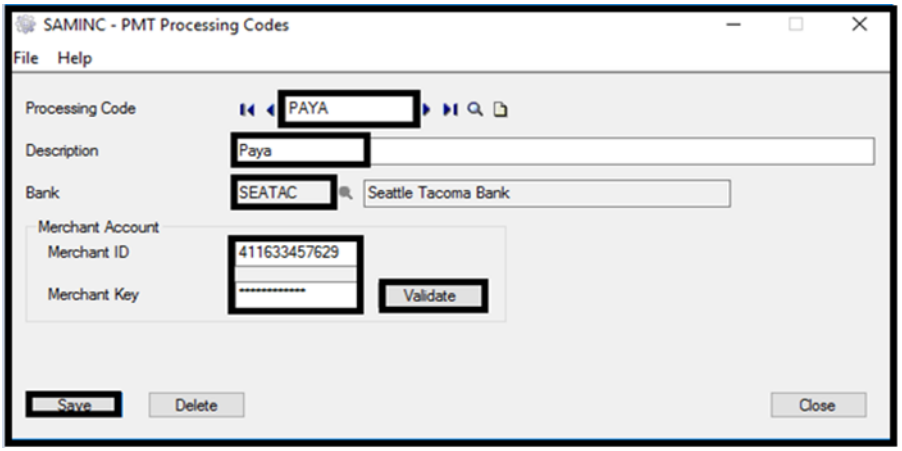
To verify the license for the Payment Processing module, click the **Licenses** tab from the **License Manager** window and look for **Payment Processing**. The version and edition will already be entered. If the Serial Number and Activation Code fields are not populated, you can enter these codes by clicking inside their respective fields. Click the **Close** button to close the License Manager window.



Setting Up Payment Processing – Processing Codes

Sage 300 Path: Common Services->Payment Processing->PMT Setup->Processing Codes

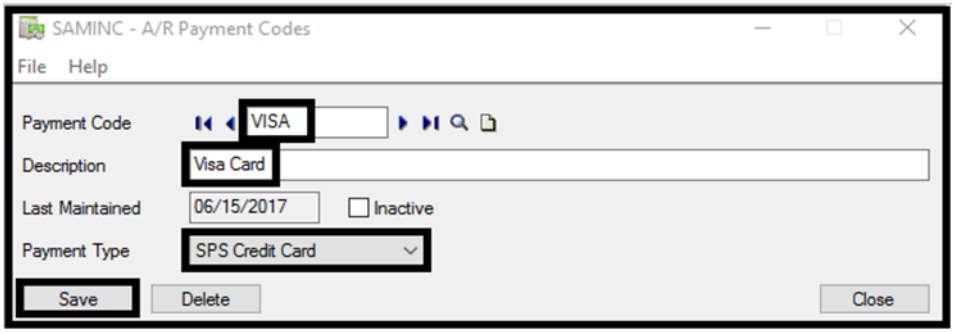
Follow the above path to open the Processing Code window. With the **Processing Code** field blank, enter a name for the processing code. A recommendation is to use PAYA to reflect how the payments are processed, but it can be anything the merchant chooses. In the **Description** field, enter a description for the processing code. In the **Bank** field, indicate what bank will be used to process transactions. Enter the **Merchant ID** and **Merchant Key**, then click **Validate**. This will validate the credentials that were entered. Click **Add** to add the processing code. Click **Close** to exit the processing code window.



Setting Up Payment Processing – Payment Codes

Sage 300 Path: Accounts Receivable->A/R Setup->Payment Codes

To setup payment codes, navigate to the **Payment Codes** window. In the **Payment Code** field, enter the name of the payment code (Visa, MC, AMEX, etc...). In the **Description** field, enter the description of the payment code. For the **Payment Type**, click the down arrow key to select the payment type **SPS Credit Card**. This will be the processing code that was established in the previous section of this manual. Select the **Save** button, then click **Close** to exit the payment code window.

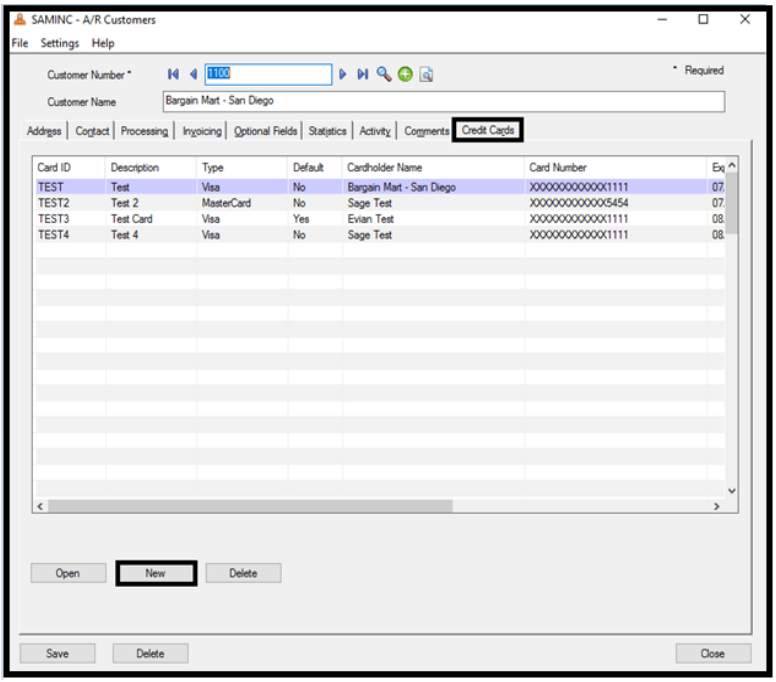


Vault Storage – Storing Credit Cards

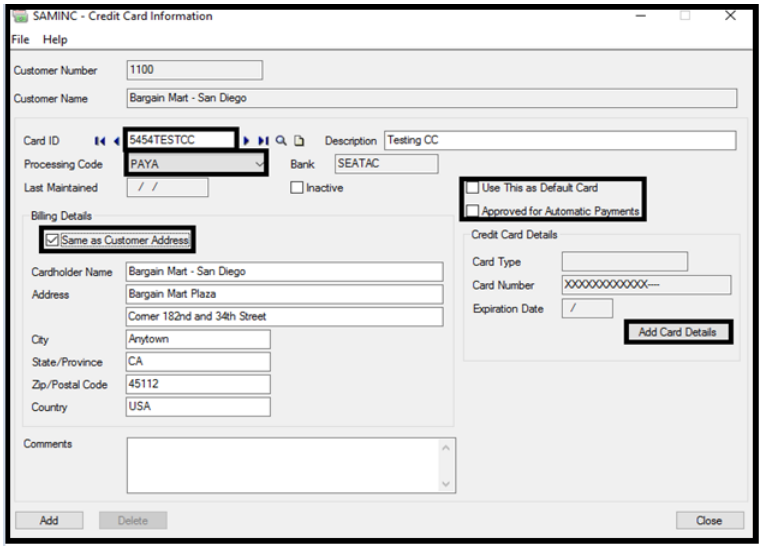
Sage 300 Path: Accounts Receivable->A/R Customers->Customers

1. Open the Customers module and click on the Search Tool to bring up an existing customer. You can also add a new customer if desired by click on the New Record icon.

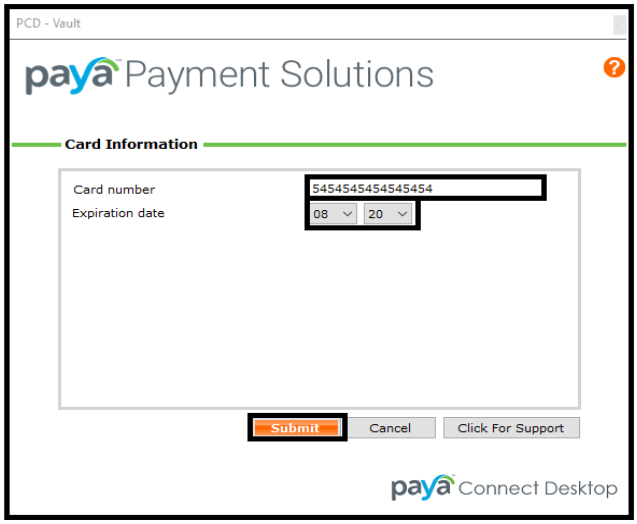
2. Once the customer information is filled in, go to the **Credit Cards** tab, then select the **New** button at the bottom of the window.



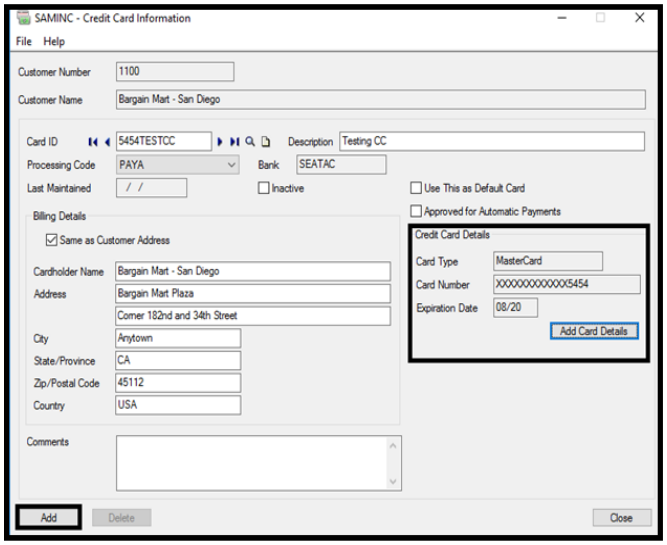
3. The next screen is the **Credit Card Information** screen. In the **Card ID** field, enter the name of the card. Enter a description of the card in the **Description** field. The **Processing Code** will automatically populate. If desired, the **Use This as Default Card** box can be checked to make this the default credit card. **Approved for Automatic Payments** allows you to set the Default Card for Quick Charge. You can also check the **Same as Customer Address** box to automatically populate the address fields. This CAN be changed if needed. Click **Add Card Details**.



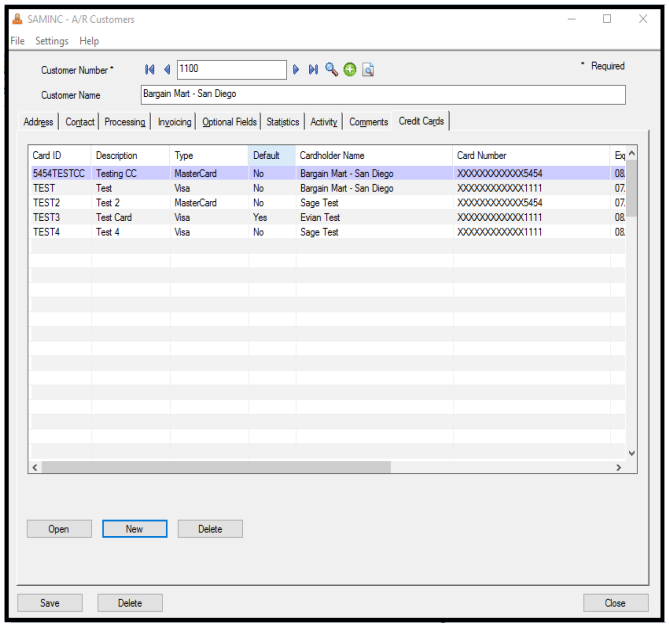
4. The **Paya Connect Desktop** window will appear where the credit card number and expiration date can be entered. Please note the CVV field is not available. The reason for this is because the CVV code is not allowed to be stored in any instance. Click **Submit** to add the credit card.



5. After the **Submit** button is clicked, the next screen will show the **Credit Card** Information. You will now see the **Credit Card Details** populated with the card information that was just entered. Only the last 4 digits of the credit card are shown for Payment Card Industry (PCI) purposes. Click the **Add** button at the bottom of the window.



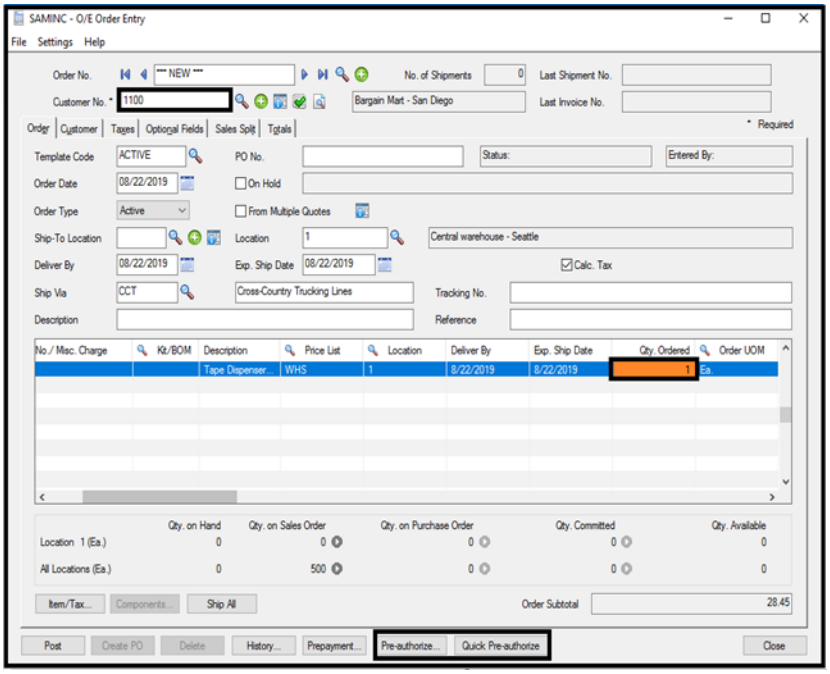
6. Once the **Add** button is clicked, the next screen will show a summary of the credit cards saved for this customer. Click the **Close** button to exit the Customers screen.



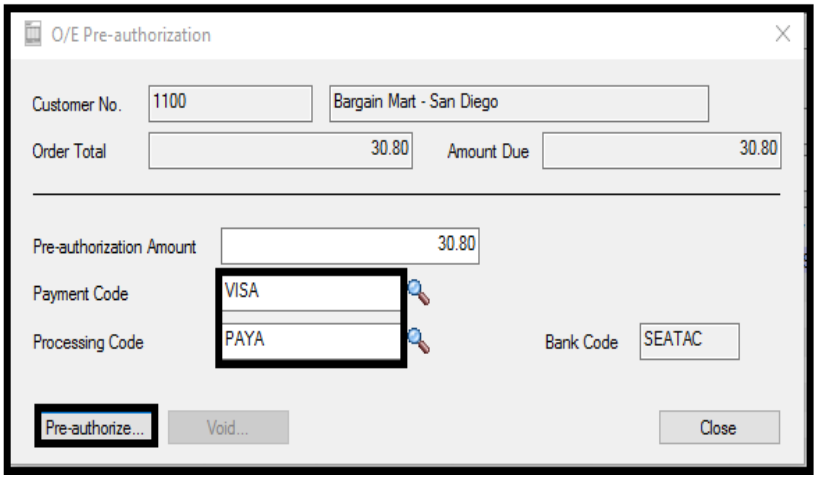
Processing Credit Card Payments – Order Entry (Pre-Authorization)

Sage 300 Path: Order Entry->O/E Transactions->Order Entry (Double Click Icon)

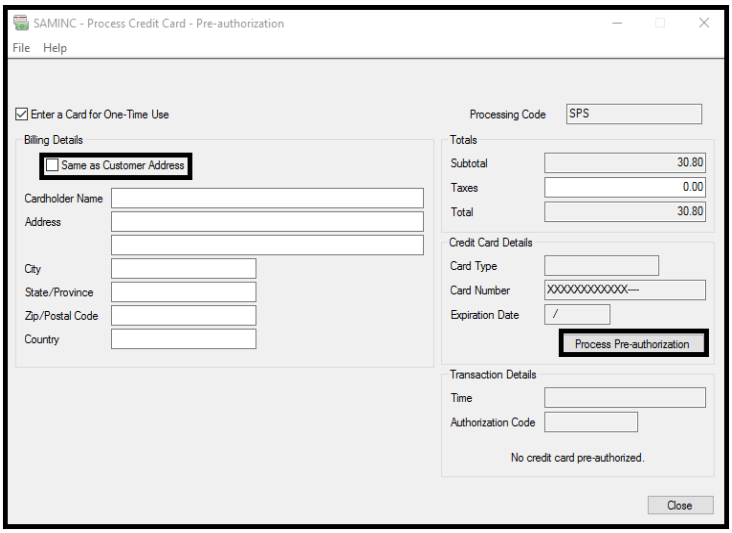
1. When pre-authorizing a credit card, open the Order Entry module to create an order. Populate the **Customer No.** field by clicking on the Search tool icon and choosing a customer. Once this is done, the buttons at the bottom of the order entry page will highlight. Place your cursor in the **Line Item** box to choose the items to be sold. Make sure the **Qty. Ordered** field is populated – if this is not populated, the system will give an error message. Click the **Pre-Authorize** button at the bottom of the screen.



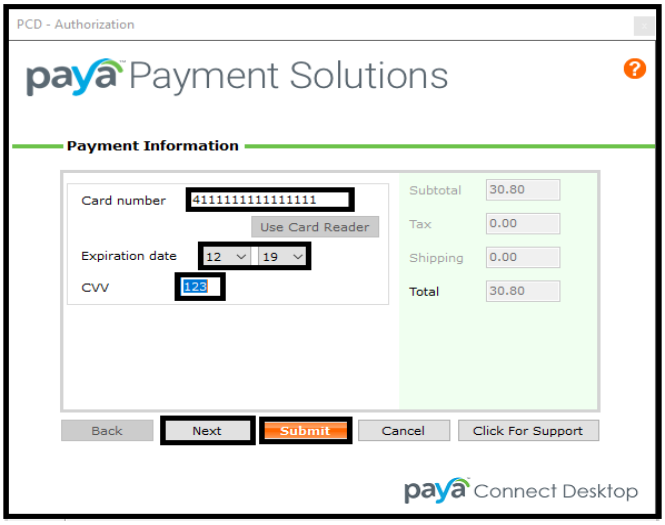
2. The **Pre-Authorization** window will appear where you will select the **Payment Code** and **Processing Code** by clicking the Search Tool icon. Click **Pre-Authorize**.



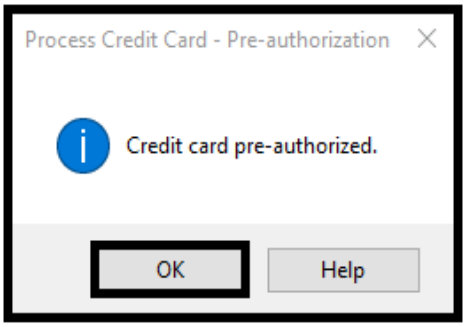
3. Select the **Card ID** on the next window by clicking on Search Tool icon to see the stored credit cards. If no cards are stored, check the box that says **Enter a Card for One-Time Use**. Enter the **Billing Details** for the customer. If the billing information is the same as the customer information, check the **Same as Customer Address** box and the billing information will automatically populate. Click on **Process Pre-authorization**.



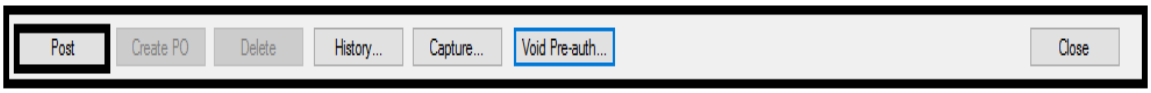
4. The **Paya Connect Desktop** window will appear where the credit card information can be entered. Select the **Next** button to verify the correct billing address, then click **Submit**.



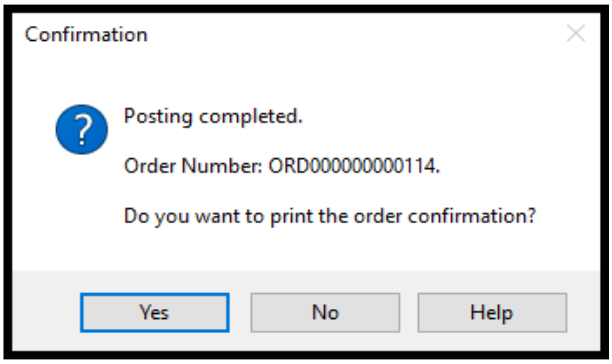
5. A message window will appear that says **Credit card pre-authorized**. Click **OK**.



6. Close the **Credit Card Pre-Authorization** windows to return to the original Order Entry screen. To save this order, you need to **Post** the order. Do this by clicking the **Post** button at the bottom of the Order Entry window.



7. A confirmation window will appear giving you the order number of the order. Select Yes or No to print and order confirmation.

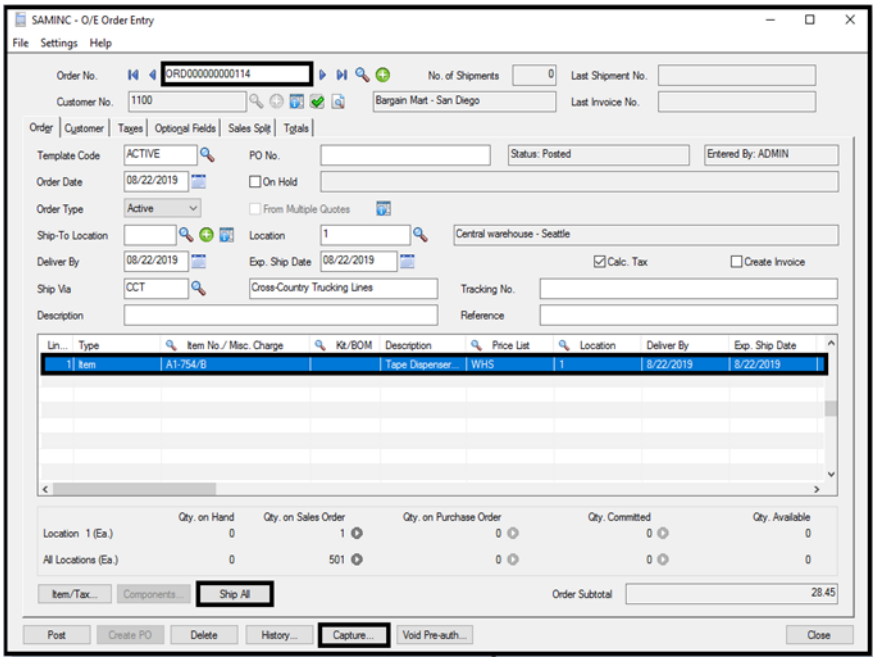


8. You can now close the **Order Entry** window.

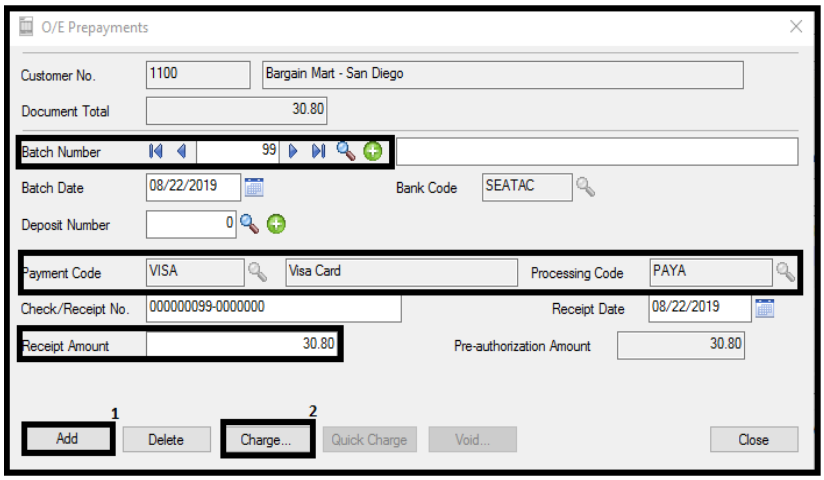
Capturing Pre-Authorized Credit Card Payments – Order Entry

Sage 300 Path: Order Entry->O/E Transactions-> Order Entry

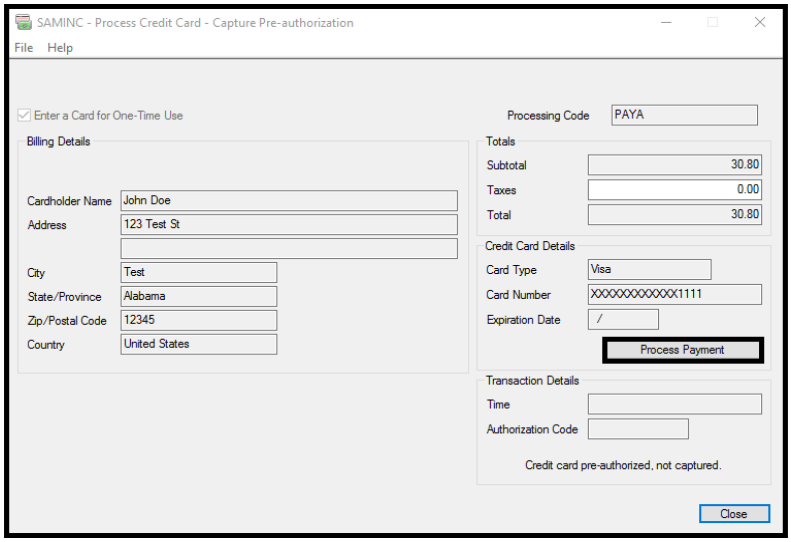
1. In the **Order Entry** screen, select the **Order No.** that you want to capture the pre-authorization. Click the **Create Invoice** checkbox. On the line items, you must enter the Qty. Shipped to capture the credit card amount. If everything on the order is to be shipped, you can click on the **Ship All** button near the bottom of the window. Click the **Capture** button.

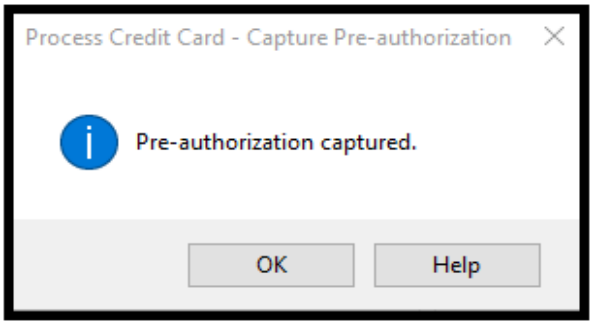


2. The **O/E Prepayments** window will appear. Select the batch number. You can create a new batch number by clicking the New Number icon or you can choose from a batch number that has already been created by clicking on the Search Tool icon. Make sure the **Payment Code** says **Credit Card**. Enter the **Receipt Amount** – this could be a different amount that the original pre-authorization amount. Click the **Add** button, then click the **Charge** button (this button will be highlighted on the next screen).

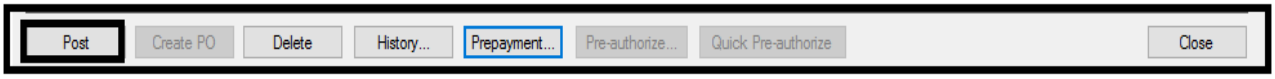


3. On the next screen, click **Process Payment**. A window will appear that says **Pre-Authorization captured**. Click **OK**, then click **Close** on the **Capture Pre-authorization** screen, then click **Close** again on the **O/E Prepayments** window.

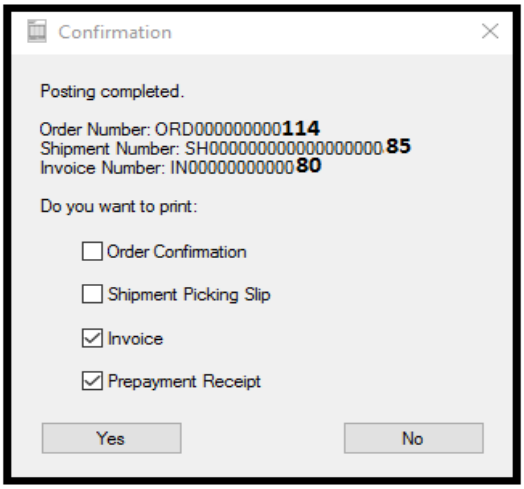




4. From the **Order Entry** screen click the **Post** button at the bottom of the window.



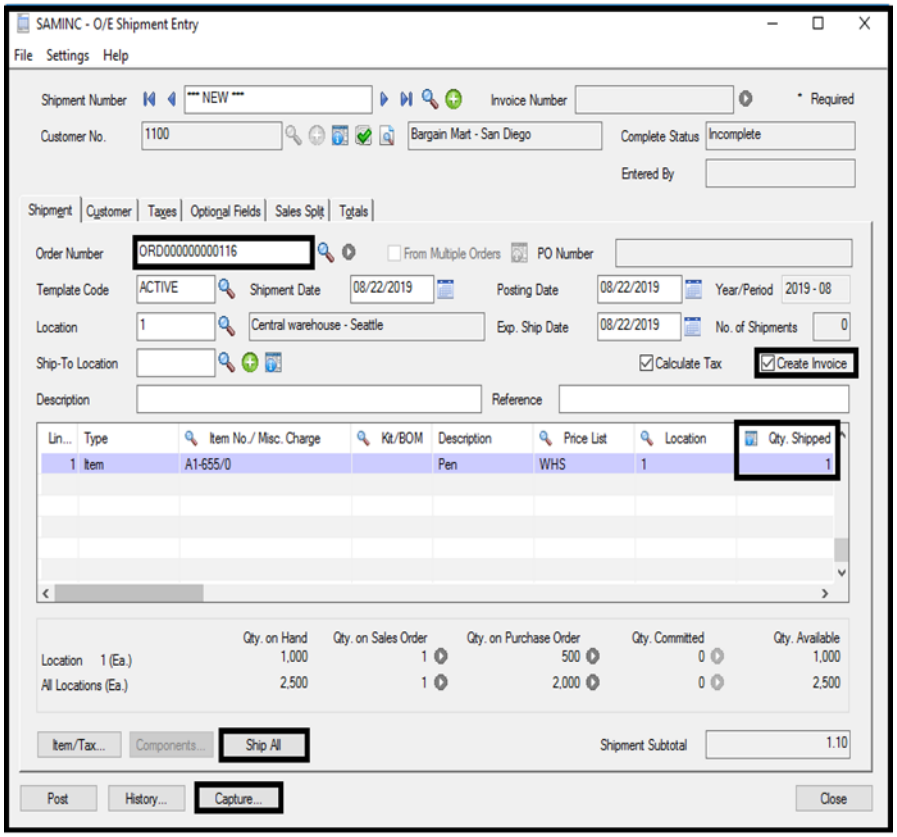
5. A **Confirmation** window will appear to where you can print several documents. Click Yes or No depending on what you want to print. Click **Close** to exit the Order Entry window.



Capturing Pre-Authorized Credit Card Payments – Shipment Entry

Sage 300 Path: Order Entry->O/E Transactions-> O/E Shipment Entry

1. When capturing a pre-authorization in the Shipment Entry module, an invoice must be created. To capture the pre-authorization, click on the O/E Shipment Entry icon. Select the order number that corresponds with the pre-authorization. In the Line Items section, make sure the Qty. Shipped field is populated or if all items will be shipped, click the Ship All button at the bottom of the window. Check the Create Invoice box. Select Capture.



2. All other procedures are the same as in the Order Entry module. **See Page …..**

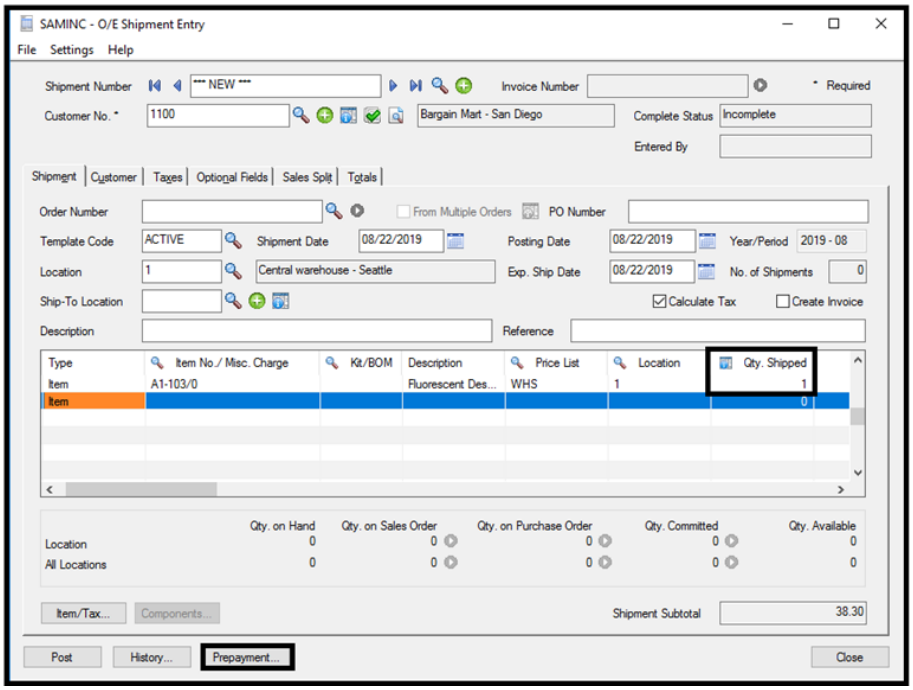
Processing Credit Card Payments – Order Entry (Prepayment)

1. The steps to process a credit card payment using the **Prepayment** method is the same as a pre-authorization except for choosing **Prepayment** on the bottom toolbar of the Order Entry screen. All other steps are the same.

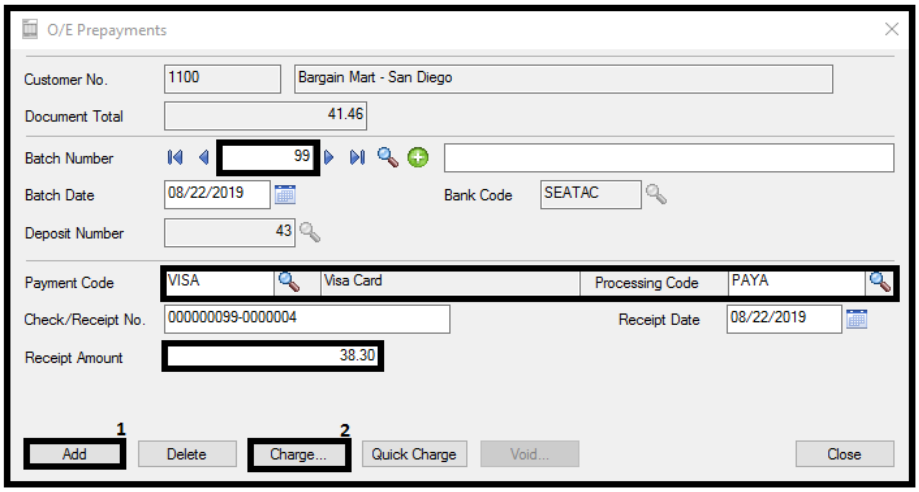
Processing Credit Card Payments – Shipment Entry

Sage 300 Path: Order Entry-> O/E Transactions-> O/E Invoice Entry

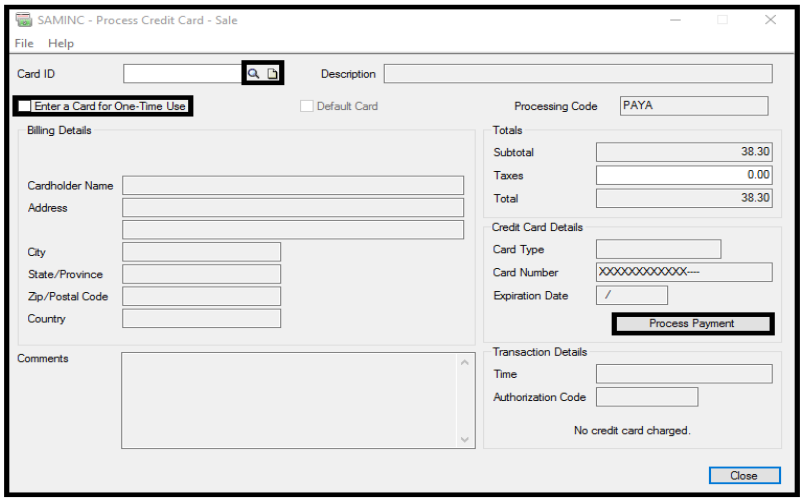
1. Open the **O/E Invoice Entry** module. Select the **Customer No.** by clicking on the Search Tool icon. Add the Line Items for the shipment making sure that the **Qty. Shipped** field is populated. Click **Prepayment**.



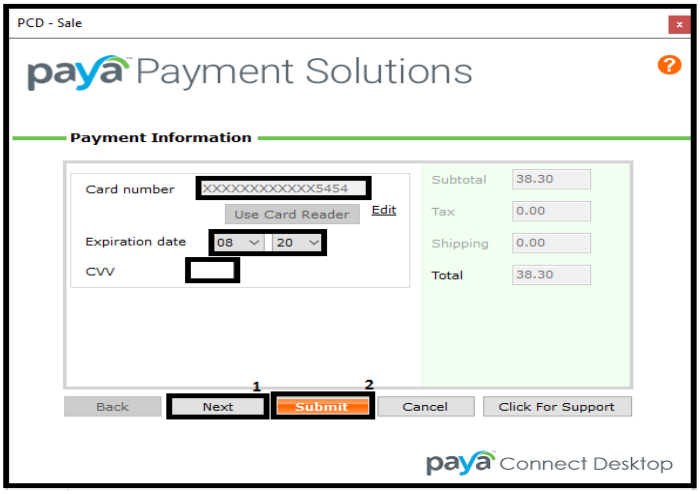
2. On the next screen (**O/E Prepayments**), choose an existing batch number by clicking on the Search Tool icon or create a new batch by clicking on the **New batch** icon. Change the **Payment Code** to **Credit Card**. Enter the **Receipt Amount** of the order. Click **Add**, then click **Charge**.



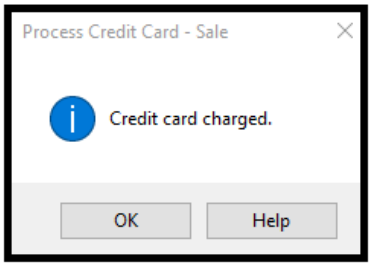
3. On the next screen (**Process Credit Card – Sale**), click the Search Tool to look for a saved credit card or check the box that says, **"Enter a Card for One-Time Use"**. Enter the Billing Information for the credit card. If this information is the same as the customer information, simply check the **"Same as Customer"** box. Click the **Process Payment** button.



4. Enter the credit card information if required. Click the **Submit** button twice.



5. A window will appear that says **Credit card charged**. Click **OK.**

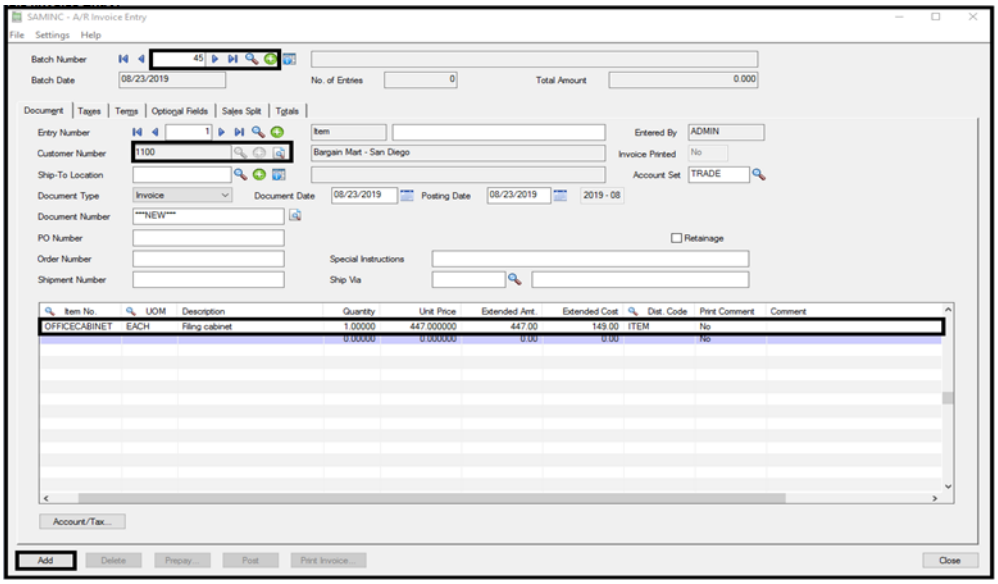


6. Click the **Close** button on the **Process Credit Card** screen and the **OE Payments** screen. Click the **Post** button on the **O/E Shipment Entry** screen, then click the **Close** button.

Processing Credit Card Payments – A/R Invoice Entry

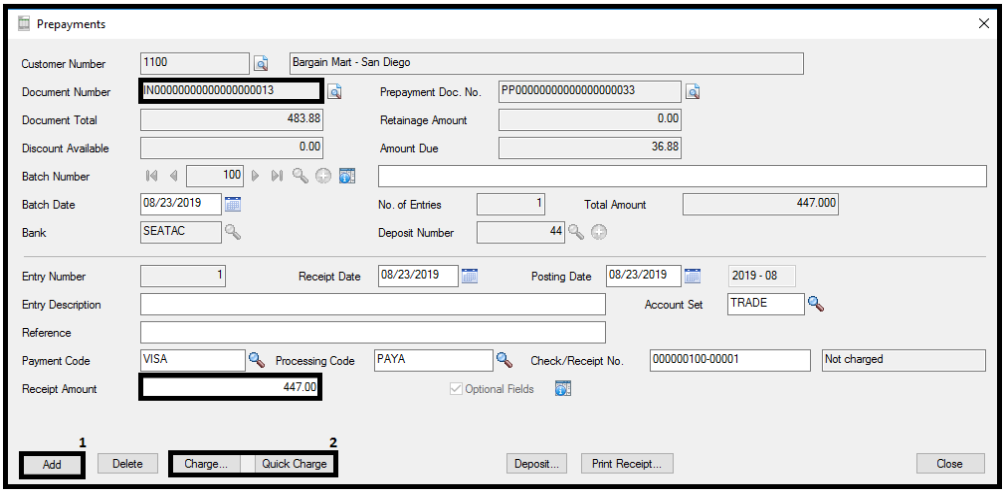
Sage 300 Path: Accounts Receivable-> A/R Transactions-> Invoice Entry

1. In **A/R Invoice Entry** module, click on the **New Batch No.** icon to create a new batch. Select the **Customer No.** Fill in the line items for the invoice. Click **Add**.

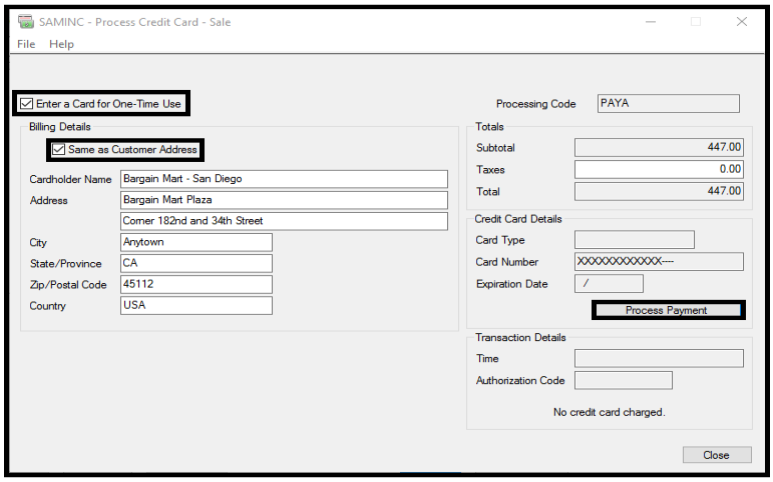


2. Click the **Prepay** button at the bottom of the screen.

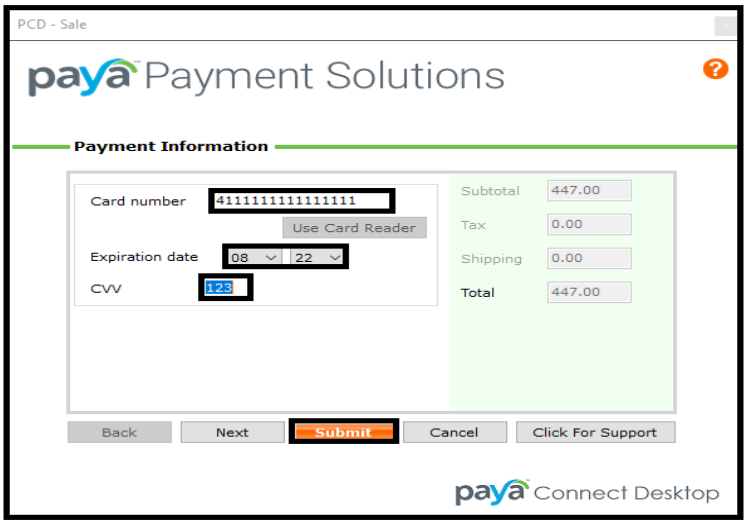
3. On the **Prepayments** window, you will see the Document Number field populated. Create a **new Batch No.** Enter the receipt amount of the order. Click the **Add** button. Then click the **Charge** button at the bottom of the window.



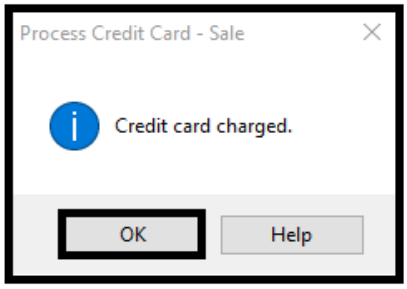
4. On the **Process Credit Card – Sale** screen, select the **Card ID** if there is a saved card. Otherwise, check the **Enter a Card for One-Time Use** box, then enter the Customer's billing information. If this information is the same as the address information, check the box that says **Same as Customer Address**. Click the **Process Payment** button.



5. Enter the credit card information and click the **Submit** button twice.



6. The next window will be a Confirmation window that says **Credit card charged**. Click **OK**.

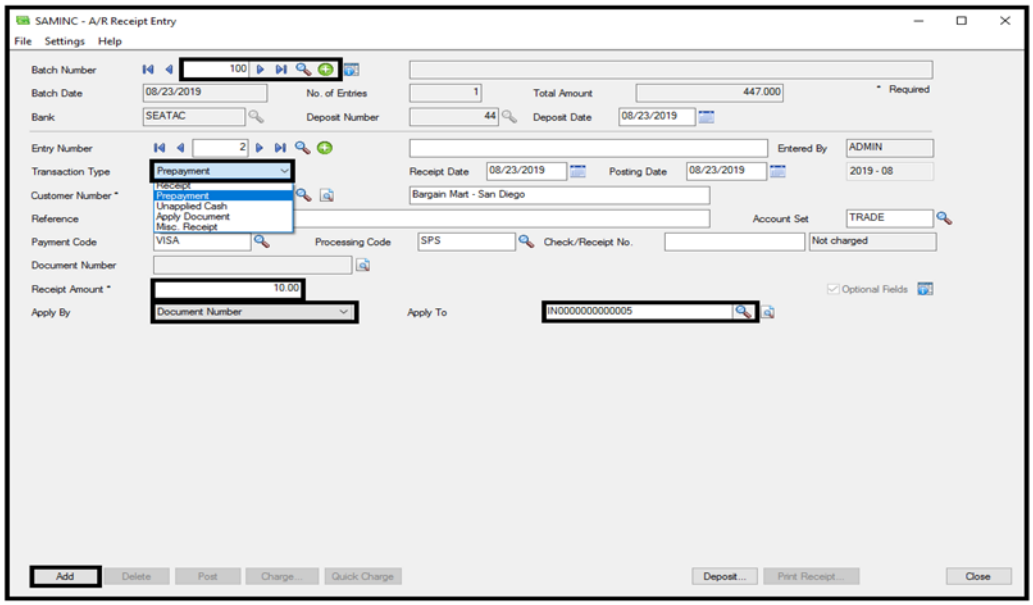


7. Click the close window on the **Process Credit Card – Sale** screen, the **Prepayments** screen and the **A/R Invoice Entry** screen. You have now processed a credit card in the **Invoice Entry** module.

Processing Credit Card Payments – A/R Receipt Entry

Sage 300 Path: Accounts Receivable-> A/R Transactions-> A/R Receipt Entry

1. Open the **A/R Receipt Entry** module. Create a new batch number or select from an existing batch. Select the **Transaction Type** by clicking on the down-arrow key. Select the **Customer No**. Enter the **Receipt Amount**. Select the down-arrow key next to the **Apply By** field to choose where the payment will be applied. Click **Add**.

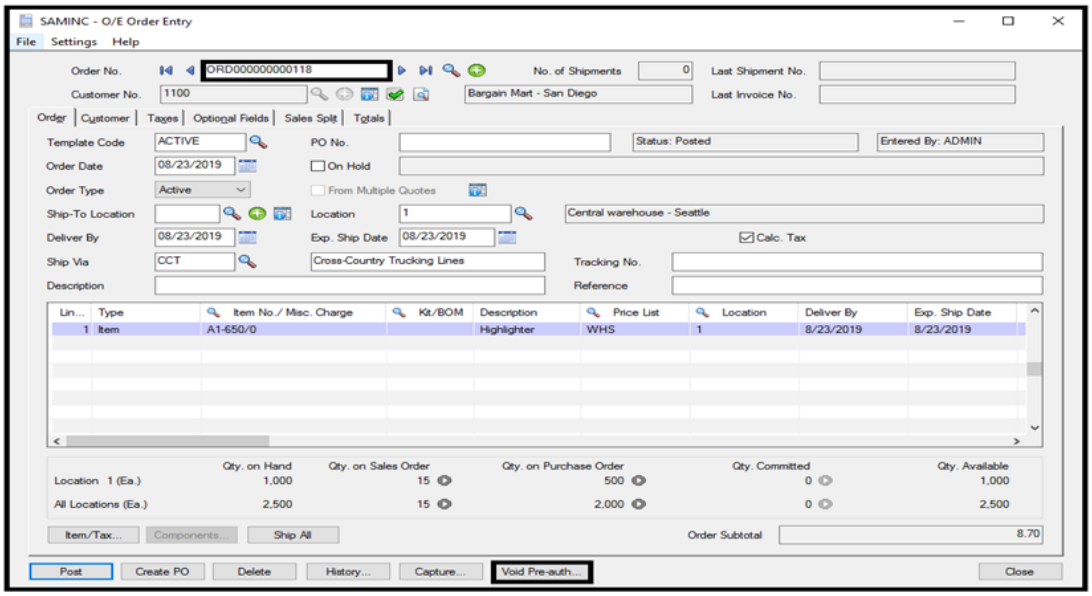


2. Click the **Charge** button at the bottom of the screen.
3. Follow the prompts to charge the credit card.
4. After the credit card is charge, click the **Close** button to close the **A/R Receipt Entry** module.

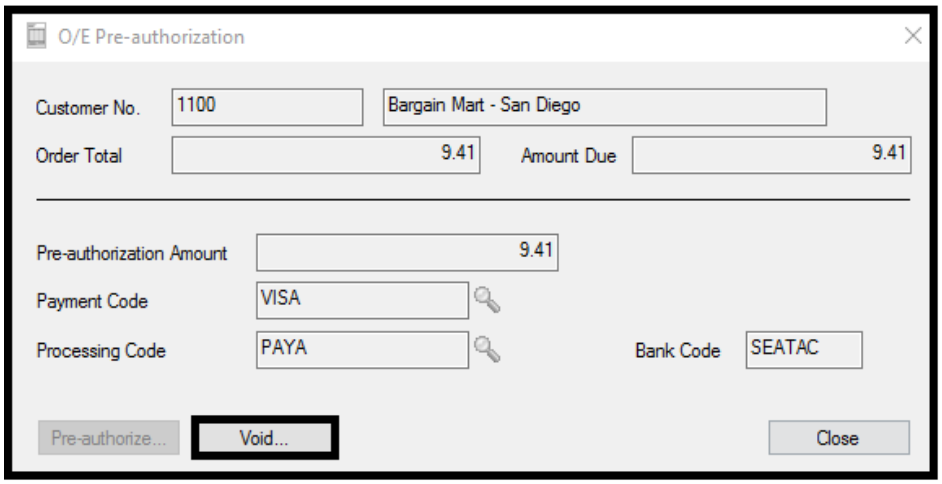
Void Credit Card Transactions: Pre-Authorizations

Sage 300 Path: Order Entry->O/E Transactions->Order Entry (Double click icon)

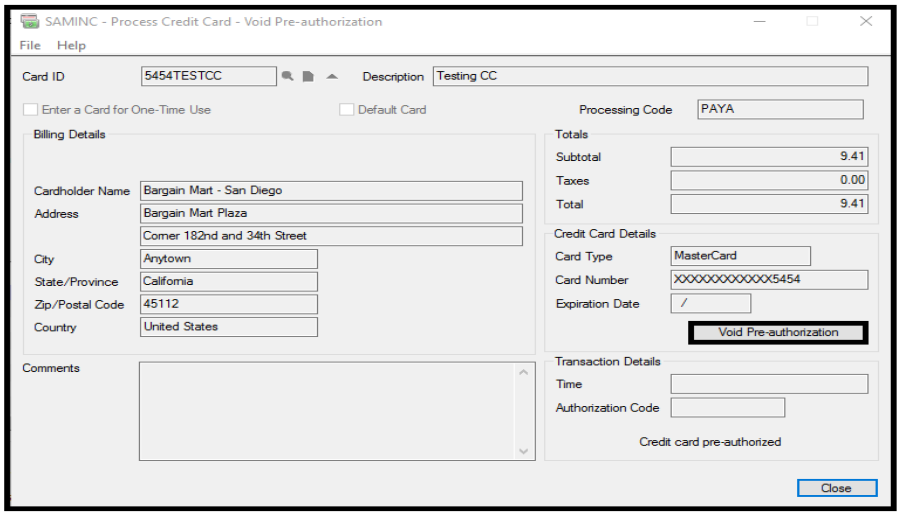
1. In the **Order Entry** module, select the order number that you want to void by clicking on the Search Tool icon. At the bottom of the window, select **Void Pre-auth**.



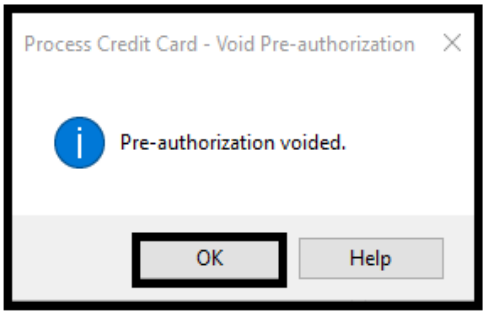
2. The **O/E Pre-authorization** window will appear. Click the **Void** button at the bottom of the window.



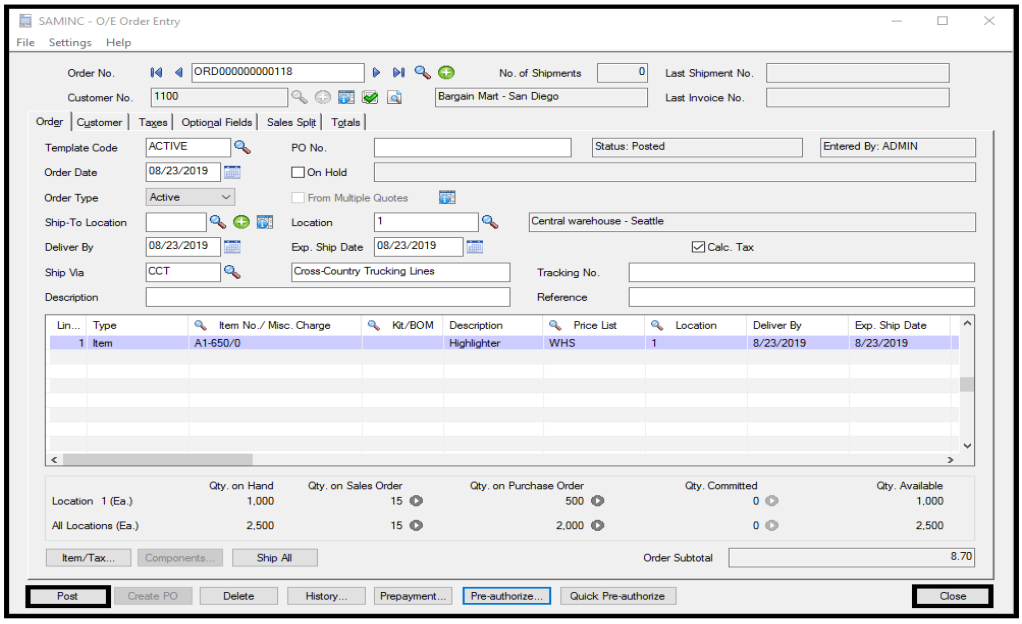
3. Click the **Void Pre-authorization** button on the next screen, **Process Credit Card – Void Pre-authorization**.



4. The next window will be a confirmation that the **Pre-authorization** was voided. Click **OK**.



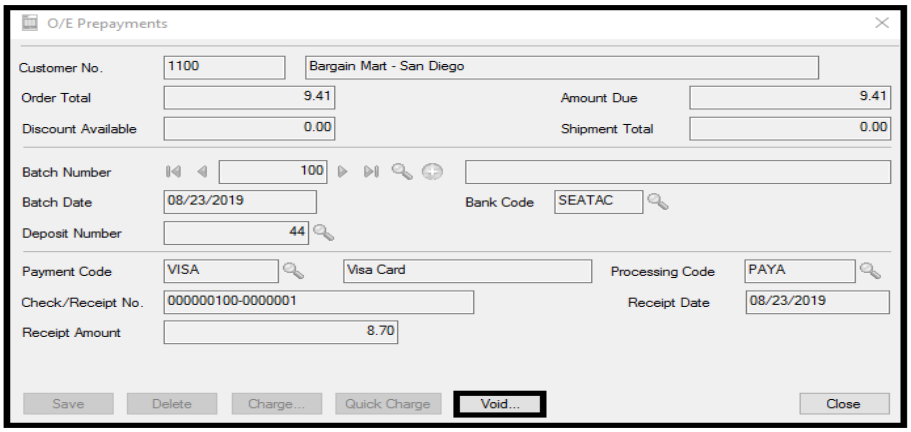
5. Close the **O/E Pre-authorization** and **Void Pre-authorization** windows. After this, you will be back at the **Order Entry** window. Click the **Post** button, then click the **Close** button. You have now voided a **Pre-authorization** transaction.



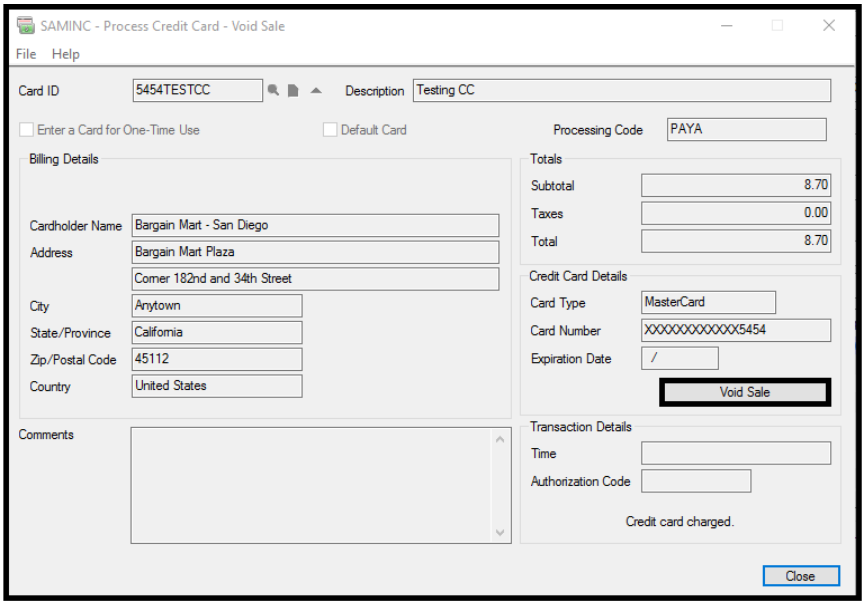
Void Credit Card Transactions – Prepayment

***NOTE*: A Prepayment credit card transaction can only be voided *PRIOR* to posting the order. Once the order is posted, a Prepayment cannot be voided in Sage 300. The void will have to be processed in the Virtual Terminal.**

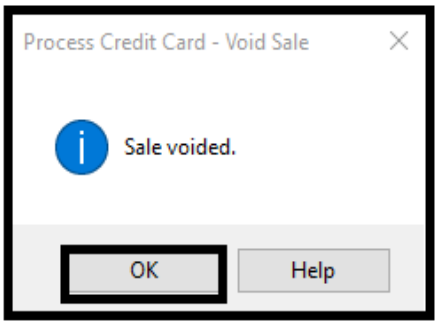
1. After the **Prepayment** transaction is completed, you will be at the **O/E Prepayments** window. Click the **Void** button from the toolbar at the bottom of the window.



2. The next window will be the **Process Credit Card – Void Sale**. Click the **Void Sale** button located on the right side.



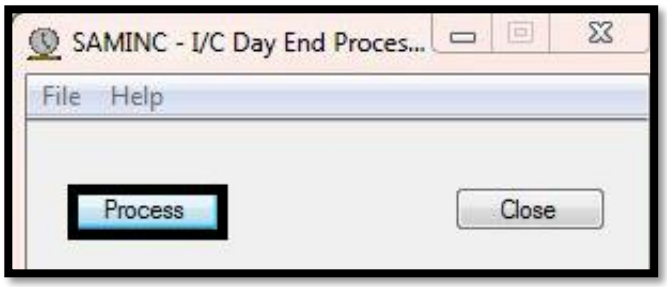
3. When the **Void** successfully processes, the **Sale Voided** window will appear. Click the **OK** button, then close the remaining Order Entry screens



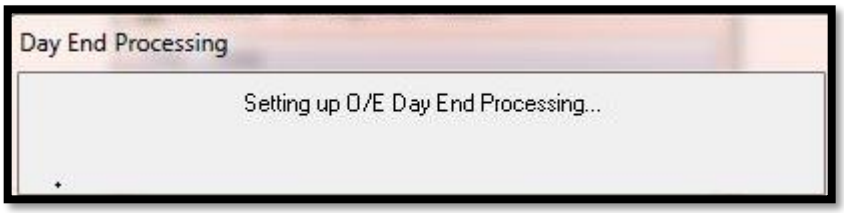
Day End Processing

Sage 300 Path: Inventory Control->I/C Periodic Processing->Day End Processing

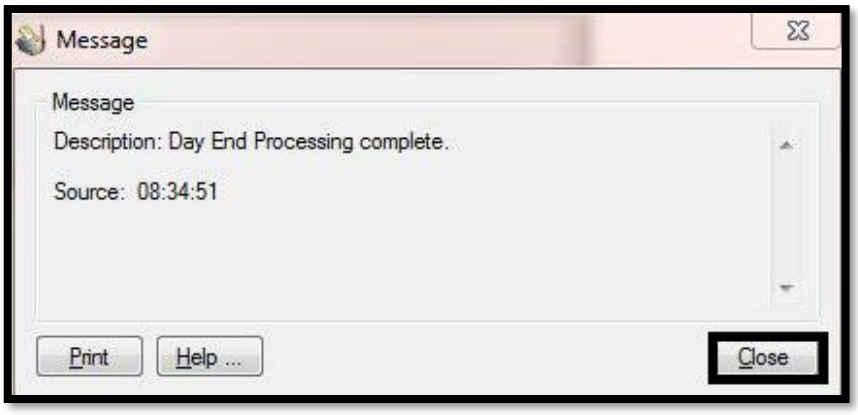
1. Day End processing is typically done at the end of the day when all order/invoices/credits have been entered. This process essentially closes/posts the transaction in Sage 300. To perform **Day End** processing, follow the Sage 300 Path above. When the **Day End Processing** icon is selected, the following window will appear. Click the **Process** button to start.



The Day End Processing will run through several options.



2. When finished. The **Day End Processing complete** window will appear. You can print the report if needed; otherwise click the **Close** button to exit the window.

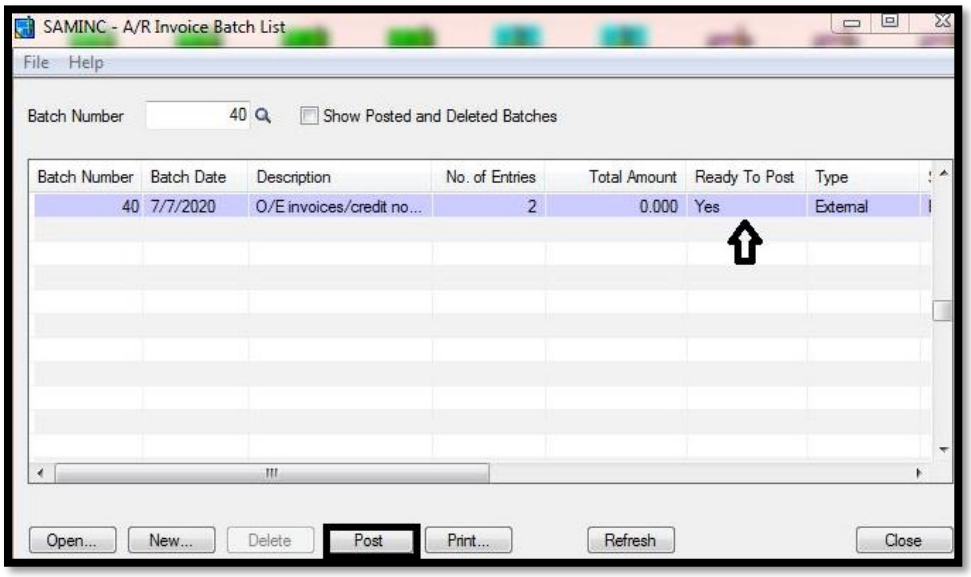


Posting Invoices in Accounts Receivable

Sage 300 Path: Accounts Receivable->A/R Transactions->Invoice Batch List

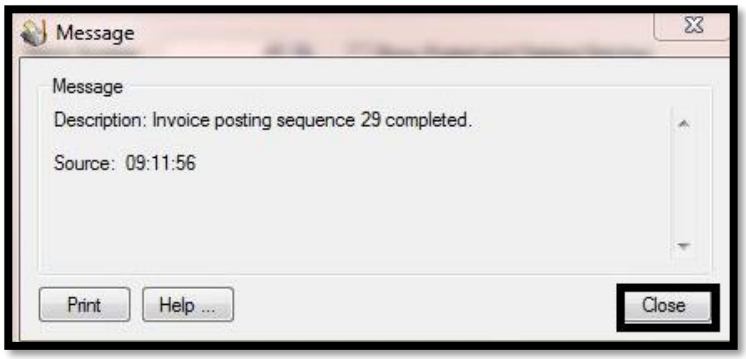
***NOTE*: Posting A/R Invoices is done AFTER the Day End Processing is completed.**

1. Click on the **Invoice Batch List** icon to open the batch window. When a batch is ready to post, the **Ready to Post** Column will say **YES**. Highlight the batch you want to post and click **Post** from the bottom toolbar of the window.



The system will perform the batch close.

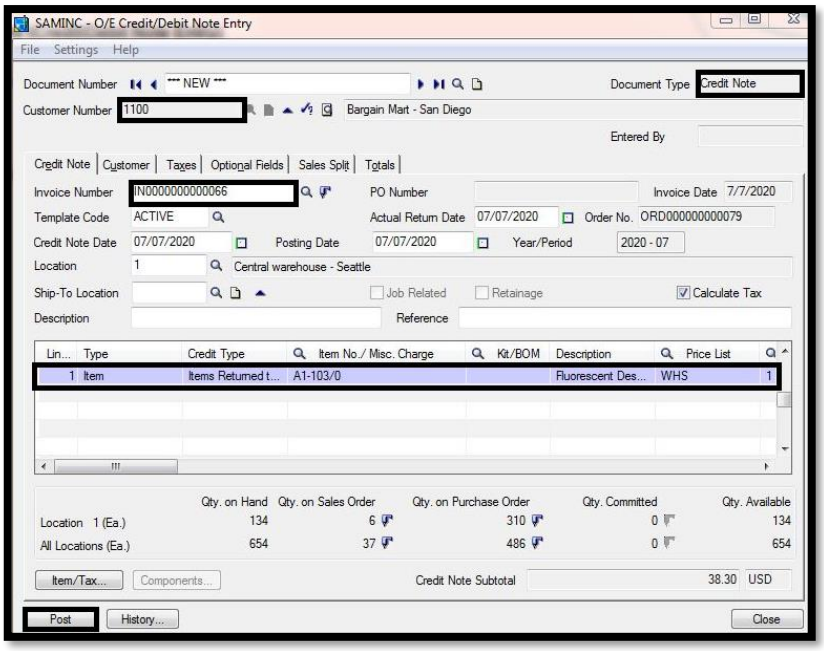
2. The next window that appears will tell you the posting is complete. Click the **Close** button to exit.



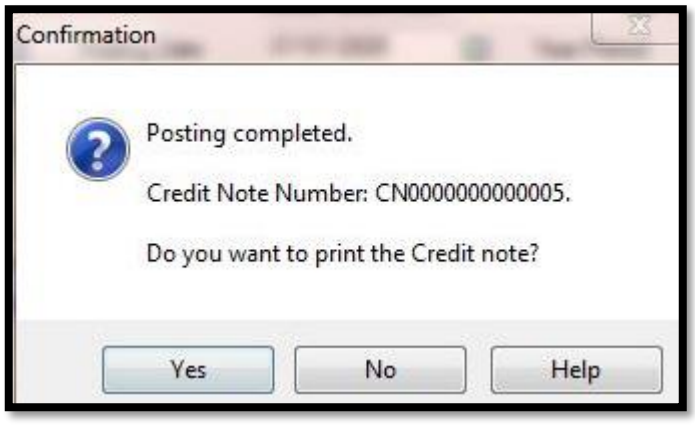
Processing a Credit Memo

Sage 300 Path: Order Entry->O/E Transactions->Credit/Debit Note Entry

1. From the **Credit/Debit Note Entry** window, make sure the **Document Type** to the right says **Credit Note**. Enter the **Customer Number** that corresponds with the original sale transaction. Click the Search tool next to **Invoice Number** to select the corresponding invoice **(If the invoice number does not appear, then either the Day End Processing or A/R Batch Close was not performed)**. When the invoice number is selected, it will bring in the items on the invoice. Click the **Post** button to post the credit memo.



2. When the posting is complete, a **Confirmation** window will appear. Click the **Yes/No** buttons to choose whether you want to print the credit memo.



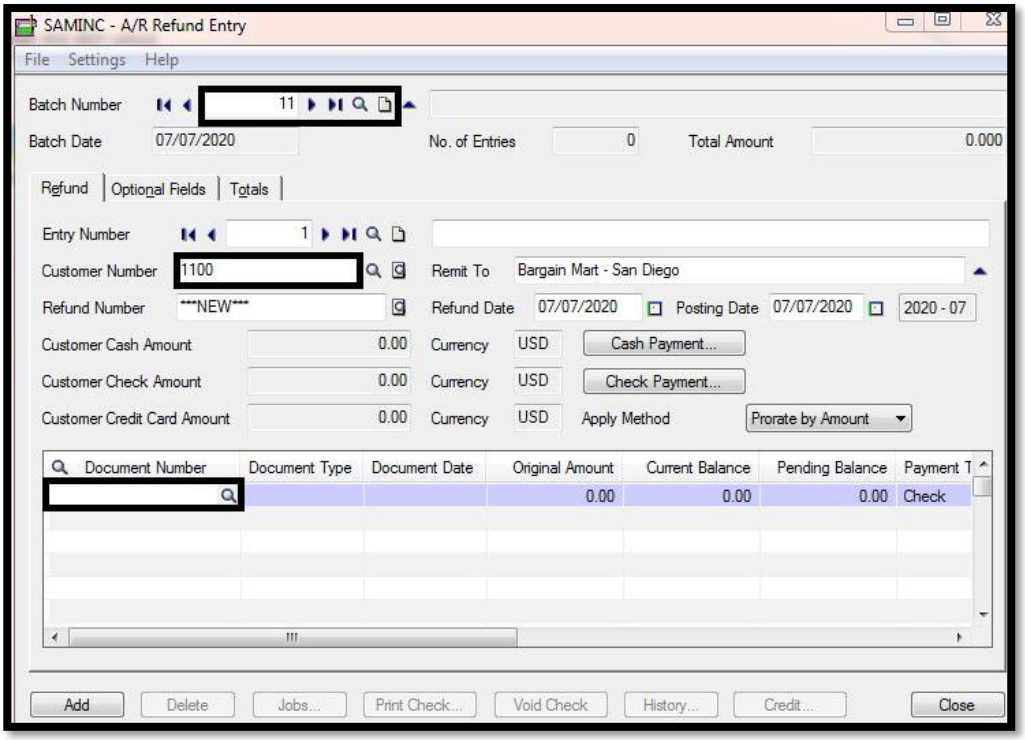
3. The next step is to complete the **Day End Processing**, then post the credit memo in the **A/R Batch List**.

Refunding a Transaction

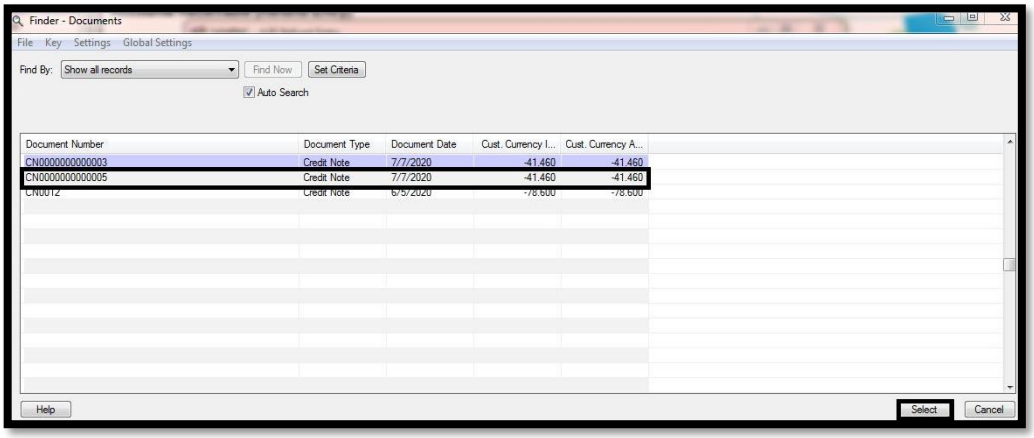
Sage 300 Path: Accounts Receivable->A/R Transactions->Refund Entry

***NOTE*: Refunding a transaction is a multi-step process. Please be sure that the Day End Posting and A/R Batch Posting is complete as well as a Credit Memo. If any of these are not done, a refund cannot process.**

1. On the **Refund Entry** screen, select the batch number that will be used for the refund. Select the **Customer Number** that corresponds with the original sale. In the document window, double-click inside the **Document Number** field and click the search tool to view the available credit memos.

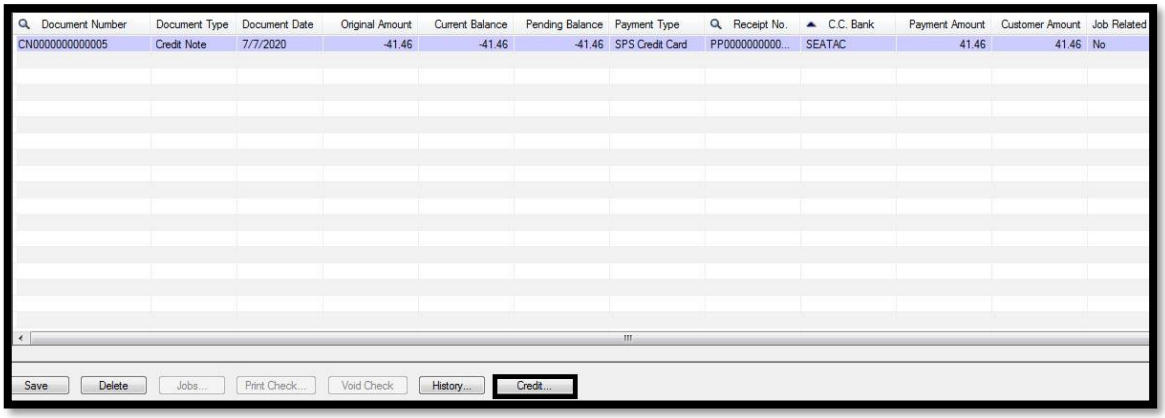


2. From the **Document Finder** window, highlight the associated credit memo, then click the **Select** button.

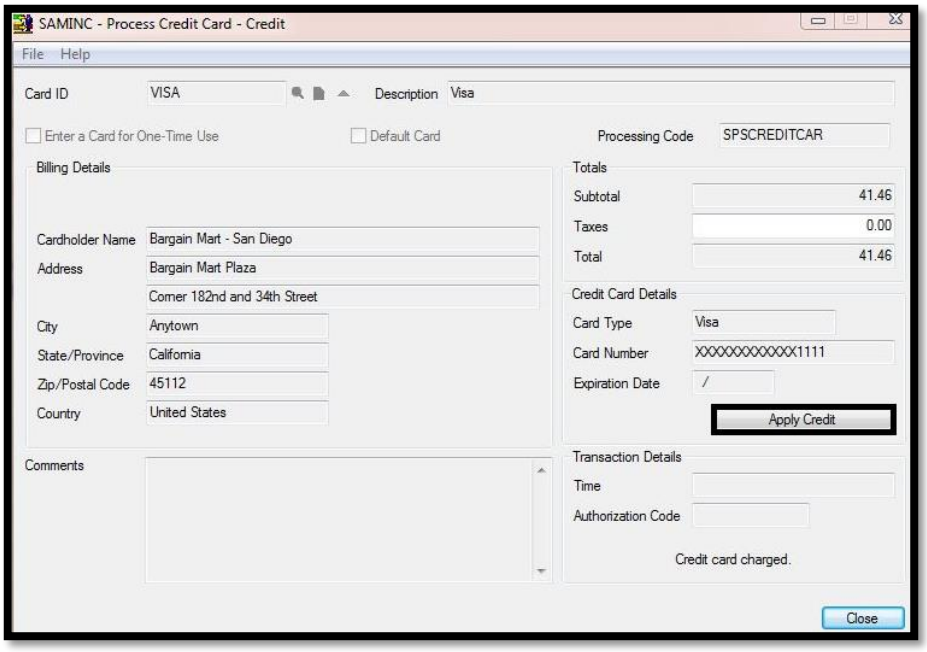
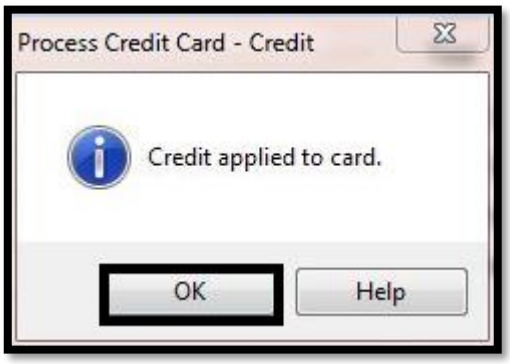


3. Once the credit memo is selected, the information will populate in the document window. You will need to fill in the following fields by clicking on the Search Tool within each field:
    a. Payment Type
    b. Receipt No.
    c. C.C. Bank
    d. Payment Amount (amount to be refunded)

4. Once this information is completed, click the **Add** button from the bottom toolbar, then click the **Credit** button.



5. The next window that appears is the **Process Credit Card –Credit**. Click the **Apply Credit** button on the right side of the window.



6. When the credit has successfully processed, the **Credit applied to card** window will appear. Click **OK** to close this window, then exit the Refund Entry module.