



# Configuring the ICVerify/FACTS Integration

FACTS offers two methods for processing credit card transactions. FACTS by itself allows you to process these transactions manually via voice authorization. Automatic credit card processing is possible by integrating the FACTS system with ICVERIFY software and magnetic stripe devices, which are purchased separately from ICVERIFY, Inc. (See [www.icverify.com](http://www.icverify.com) for more information.)

With either method, FACTS users can perform sales, credits and voids.

## **Setting up credit card handling for voice authorization**

1. Set up a *cash* type terms code in the Accounts Receivable Terms Code F/M. Credit cards must be cash type payments, not an A/R type. The General Ledger Number you choose must be a cash G/L account number.
2. Go to the Credit Card Control F/M in Sales Order Infrequent File Maintenances.

- Set the Use Voice Authorization Only flag to Y (or select the box in GUI mode).
- Set the User Address Verification flag to Y or N. If set to Y, the system requires that you enter the customer's address and Zip code on all transactions.
- Set the Use Last 4 Digit Security to Y (or select the box in GUI mode). Credit card transactions work with this flag set to N; however, for your customers' benefit, it is recommended that you activate this flag.
- Enter the number of columns over which you want the credit card receipts to print. The available range is between 30 and 80 columns (30 gives you a 2½-inch wide receipt).
- Enter the message you would like printed on the receipts. This entry is optional.

#### Credit Card Processing with Voice Authorization

When you enter a credit card payment, FACTS opens a pop-up window, which confirms that you are in voice-authorization mode and the amount of the purchase and whether the transaction is a sale, void sale, credit or void credit.

In this window, enter the customer's credit card number and the expiration date.

The system then asks whether it is OK to process a sale.

Enter Y to continue with the sale, and call your credit card processing company to authorize the sale. Enter the authorization code in the prompt provided.

### **Credit Card Processing with ICVERIFY**

ICVERIFY is a third-party credit card processing software package that can be integrated with FACTS to provide automatic credit card processing capabilities. The company also offers several types of magnetic card stripe readers that interface with FACTS terminals. Since the card readers are recognized as keyboard devices, no device drivers or link files are needed.

#### **Configuring FACTS to work with ICVERIFY**

1. Go to the System Management System Control F/M. Enter the number of ICVERIFY licenses your company purchased at prompt 11. FACTS supports up to 999 licenses.
2. Set up a credit card terms code in the Accounts Receivable Terms Code F/M if you have not already done so. Credit cards must be set up as a *cash* type; so the General Ledger number you choose must be a cash G/L account number.
3. Edit the Credit Card Control F/M.
  - Enter the Transaction Polling Directory. This is the path to the server acting as your ICVERIFY “master” station (see the ICVERIFY user manual for more information on its setup). The path must be 60 characters or less.
  - Set the recognition time out value up to 999 seconds.
  - Set the response time out value.
  - Set the Use Address Verification flag to Y or N. If this flag is set to Y, then anyone running a credit card transaction will be required to enter the customer’s address after swiping their card.
  - Set the Use Voice Authorization Only flag to N.
  - Set the Use Last 4 Digit Security to Y or N.
  - Set the Transmit to ICVERIFY flag to Y.
  - Enter the number of columns over which you want the credit card receipts to print. The available range is between 30 to 80 (30 columns will give you a 2½-inch wide receipt).
  - Enter the message you would like printed on the receipts. This entry is optional.

**Working with automatic credit card transactions**

After entering the terms code and the purchase amount, the credit card pop-up window appears.

VOID \$50.00  
CARD NUMBER 5424 1800 0855 5002  
EXPIRATION DATE 01/99



1. Enter the credit card number or swipe the card through the reader.
2. Enter the expiration date. If you swiped the card, the system automatically enters this data.
3. If you set the Use Address Verification flag to Y in the Credit Card Control F/M, enter the customer's street address and Zip code.
4. The system now asks whether to proceed with the sale. Enter Y and press CR.

A mini dialog box will appear, telling you the system is waiting for recognition and then a response.

If the credit card processing company does not answer or respond within the time set in the Credit Card Control F/M, the system gives you either a recognition timeout (if the provider does not respond at all) or a response timeout (if the provider's system answers but does not approve or decline within the response time).

**Recognition timeouts.** You may wait again or cancel the transaction. Canceling a document after a recognition timeout creates no problems because the processing company is not aware of the transaction.

**Response timeouts.** You have the option to wait or hold the document. If you choose to hold, you must call the processing company to determine whether the transaction has been approved or declined.

If for some reason the swipe device isn't working, the card processing company is offline or the Voice Authorization flag in the Credit Card Control F/M is set to Y, the person entering the credit card transaction will need to call the processing company and enter the provided authorization code in the prompt that appears.

At the end of the transaction, FACTS checks to see if you are signed on to a cash drawer. If not it asks you to do so. Press F2 to search.

**Using the Process Pending Transactions program  
(Communications down)**

In cases where your processing company is offline or ICVERIFY is down, you can still force sales and reconcile the transactions later.

At the end of the shift or day, enter the Process Pending Transactions program from the Invoices menu. If transactions are pending, press CR to begin processing. *This program must be run before the Daily Sales Register is updated.*

If everything runs smoothly, the system tells you the "Batch Processing of Pending Transactions Is Complete," and you can press CR to return to the Invoices menu.

If a transaction is declined, it must be resolved (e.g. with another method of payment), and the Process Pending Transactions program must be run again.

As with single credit card transactions, recognition and response timeouts sometimes occur. If you get a recognition timeout, you can wait or press F3 to stop processing.

If you are faced with a response timeout, you can either wait or abort the process. Be advised that when you abort the process, you will need to call your processing company and verify which transactions they received. Those they did not receive will have to be settled through the ICVERIFY software.

➤ Refer to the *Sales Orders* manual for more information on Credit Card Handling F/M and Process Pending Transactions.