InterWeave Credit Card Payment Gateway Help & Training Guide

InterWeave Credit Card Payment Gateway for Salesforce and Web Site

Help & Training Guide

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by Integration Technologies, Inc.

Welcome to the InterWeave Help & Training Manual. This manual was designed to provide customers clear, consise document for Solution registration, configuration and instructions for the management and monitoring of Solutions.

InterWeave Credit Card Payment Gateway
Help & Training Guide

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Publisher

Bruce F. Magown

Managing Editor

Barbara Assante

Technical Editors

Dmytro Zotkin
Inna Levytska

Cover Designer

Rodolfo Elmore

Team Coordinator

Kathryn McDowell

Production

Bruce F. Magown

Special thanks to:

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Foreword

We look forward to your
comments and cretique of this
document. Please send all
comments to
document@interweave.biz

Section I

1 Welcome to the InterWeave Solutions Portal for Salesforce Solutions

Welcome to InterWeave Smart Solutions®

Customers today are looking for Solutions that meet their specific requirements and provide them unlimited flexibility. At Integration Technologies, **Inter**Weave **Smart** Solutions provide our customers unlimited options in both. **Smart** Solutions offers the industries first and only: CRM, Financial, ERP, eCommerce, Billing, Telephony, Customer Service applications ready to integrate and configure in a “Self-Service SaaS” model. You configure your integration between the applications with 100’s of configurable options available per Solution. With **Smart** Solutions, the Solution is the Difference:

- Complete, pre-built integration Solutions - between "Best of Breed" applications
- All processes, workflow logic, mapping is ready for you to configure - with a mouse and the web
- The Solution is completely Configurable by the customer with picklists, drop downs or custom fields
- Start-ups, SMB or Enterprise - select exactly the right configuration for you - modify any time
- Extensive portfolio of integration Solutions waiting for you to configure
- Complete outsource packages available - no software, no hardware, no developers, no overhead - just sign and go

InterWeave **Smart** Solutions, v2.5, has the additional benefit of the **Integration Manager** (**IM**), a separate application that works in combination with your Solution that is focused on managing your Scheduled Flows, the data moving between your "Best of Breed" applications and your connection status. The **IM** monitors your data and connections in real-time, with email alerts directly to you or your System Administrator.

Additionally, we continue to add more functionality to our **Smart** Solutions; the Payment Gateway (Credit Card and ACH processing, multiple merchants), the Database Gateway (any ODBC), CloudConnect® (integrates any application, process, gateway, protocol, partner > our customers < in the world), FedEx integration and many more.

This chapter contains the following sections:

- **Smart** Solutions Configuration Guide
- **Smart** Solutions Set-up & Process Guide
- **Integration Manager** Process Guide
- Common Error Messages

Section II

2 Introduction to The InterWeave Help & Training Guide for the Credit Card Processing Gateway

Welcome to the award-winning, **Inter**Weave, the on-demand service designed for you to manage your Solutions, integrate with other systems, and even build your own Solution.

The **Inter**Weave service includes the following components:

InterWeave **Smart** Solutions

Smart Solutions includes pre-built integration Solutions between the "Best of Breed" applications in the market today ranging from CRM to Financial to ERP to Billing to eCommerce to Telephony to Customer Service, Data Base, Web Services, etc.

InterWeave **Smart** Solutions **Platform**

The **Inter**Weave **Smart** Solutions platform is the first Platform as a Service (PaaS), enabling developers to create and deliver any kind of integrated business Solution, entirely on-demand and without software. The platform IDE includes easy-to-use, point-and-click customization tools to create solutions for your unique business requirements, without any programming experience.

The Credit Card Processing Gateway Process Description:

Background on Merchant Accounts

A merchant bank is a financial institution that provides business level accounts to merchants for collecting payments from consumer bank or credit card accounts. If you're already selling products from a retail location, you probably have a Card Present (CP) merchant account. However, to sell from your Web site, you'll also need a Card Not Present (CNP) merchant account. A CNP account is used by merchants that receive payments via the Internet or in situations when a payment is not physically presented to the merchant by the consumer at the time of the transaction (e.g. telephone orders).

In the payments industry, Independent Sales Organizations (ISOs), Merchant Services Providers (MSPs), and Value-Add Resellers (VARs) are most often the organizations that provide merchant accounts. The First Data Reseller Directory located at http://www.firstdatacardprocessing.com/aboutus.html and lists numerous such companies. You can also contact your current banking partner to find out if they provide CNP merchant accounts.

Smart Payment Gateway Details

Connecting a CRM application or Web site to the payment processing networks is exceptionally difficult and typically beyond the expertise and technical resources of most online customers. Instead, customers can easily integrate the InterWeave Smart Payment Gateway (ISPG) with their application and connect with payment processors like First Data, Authorize.Net, Intuit Merchant Services, PayPal and many more. ISPG provides the data structure, workflow and complex processing logic, support and security necessary to ensure fast, reliable and secure transmission of transaction data. ISPG manages the routing of transactions just like a traditional credit card swipe machine you find in the physical retail world, however, ISPG uses the Internet instead of a phone line. Once installed, ISPG is available 24/7 for processing transactions.

Credit Card Payment Flow

The electronic payment process may be difficult to understand at first. The diagram below illustrates the flow of payment information and funds from a customers Salesforce.com or Web site to their selected payment processors and back.

- Step 1: A customer submits a credit card or electronic check transaction in Salesforce.com. SugarCRM or their Website. The transaction then integrates with the selected payment processor (Authorize.Net) via a secure connection.
- Step 2: First Data receives the secure transaction information and passes it via a secure connection to your bank's processor (a financial partner that provides credit card processing on behalf of the credit card associations, for example, Visa or MasterCard).
- Step 3: Your bank's processor submits the transaction to the Credit Card Interchange (a network of financial entities that communicate to manage the processing, clearing, and settlement of credit card transactions).
- Step 4: The Credit Card Interchange routes the transaction to your customer's Credit Card Issuer.
- Step 5: The Credit Card Issuer approves or declines the transaction based on the customer's available funds and passes the transaction results, and if approved, the appropriate funds, back through the Credit Card Interchange.
- Step 6: The Credit Card Interchange relays the transaction results to your bank's processor.
- Step 7: Your bank's processor relays the transaction results to Authorize.Net.
- Step 8: Authorize.Net stores the transaction results and sends them to you and/or your customer. This communication process averages three seconds or less!
- Step 9: The Credit Card Interchange passes the appropriate funds for the transaction to your bank, which then deposits funds into your merchant bank account.

Automated Recurring Billing

Automated Recurring Billing (ARB) is a convenient and easy-to-use tool for submitting and managing recurring, or subscription-based transactions. You can take advantage of ARB's flexible features to enhance customer service and build customer loyalty, while reducing authorization declines and overall administrative costs.

Customers recurring payment schedules are located in the transaction object; includes the customer's payment information, a billing amount, and payment schedule.

2.1 Using the Help & Training Guide

All information in the online help applies to All Editions, unless otherwise noted.

The Inter Weave **Smart** Solutions **Help & Training window offers the resources you need to be successful. You can:**

- Find Answers to Your Questions
- Consult, Print, or Email Online Help Topics

- Download Tip Sheets and Best Practice Guides
- Review Documentation for Force.com Developers
- Take Free Training
- Contact Customer Support

Find Answers to Your Questions

Click Help & Training at the top of any page. Enter your keywords in the Search box and click Go!. The search returns online help topics, knowledge base solutions, and recommended training classes that match the keywords you entered.

Tips for searching within the Help & Training window:Consider these tips when searching:

- Search returns online help topics, knowledge base solutions, and recommended training classes that include all or any of your keywords. For example, searching for data loader may return results with just data, just loader, or both keywords in any order. Items that include more of your keywords are listed higher in results, and items that contain your keywords as a phrase or near each other are also listed higher.
- Use multiple keywords to narrow your search results. For example, create lead assignment rules returns more specific results than just assignment rules.
- Search is not case-sensitive. Mail Merge is the same as mail merge.
- Search finds variants of your keywords, for example, searching for creating finds items containing create, creation, or creating.
- Commonly used words such as the, about, and, and not are ignored.
- Search wildcards, such as * and ?, and operators, such as AND, OR, and AND NOT, are treated like any other keyword. For example, searching for outlook AND cases is treated exactly the same as outlook cases.

After you find the answer you need, you can click the Email Page link at the top of the window to send a URL for the help topic or knowledge base solution to yourself or anyone else.

Consult, Print, or Email Online Help Topics.

Click the Help for this Page link to open a context-sensitive online help topic describing that page. On any related list in **Inter**Weave, click the Help link to open an online help topic describing that related list.

To print a PDF version of the online help, click the Help tab of the Help & Training window and click Printable User Guide in the taskbar.

To email the URL for any online help topic to another person, click the Email this Page link in the top right of the Help & Training window.

Download Tip Sheets and Best Practice Guides

Select the Help tab of the Help & Training window and click Tips & User Guides in the taskbar to view and download tip sheets, implementation guides, and best practices for specific features.

Visit www.interweave.com/community to browse and access more tips, best practices, and tools for success with **Inter**Weave.

Review Documentation for Force.com Developers

If you are building a Solution on the **Inter**Weave **Smart** Solutions platform, see Documentation Resources for **Inter**Weave **Smart** Solutions Developers for more information.

Take Free Training

Select the Training tab of the Help & Training window, choose your role and geographic location, and click View Classes! to find free, online training classes to help you learn how to use **Inter**Weave.

Contact Customer Support

Select the My Cases tab of the Help & Training window to access customer support options. Click Log a Case to submit your question or issue directly to **Inter**Weave Customer Support. Click View Cases to see your previously submitted cases.

To contact **Inter**Weave Customer Support directly, use the following numbers depending on your location:

* Americas: (800) 671-8692 x701
* Canada: (416) 242-7910
* EMEA: (800) 671-8692 x701
* APAC: (800) 671-8692 x701
* Japan: (800) 671-8692 x701

For more information about the most efficient ways to receive the customer support assistance you need, see the Contacting Customer Support tip sheet or email support@interweave.biz.

2.2 InterWeave Service, Product, Hybrid and OEM Models

Customers today are looking for Solutions that meet their specific requirements and provide them unlimited flexibility. At Integration Technologies, **Inter**Weave **Smart** Solutions provide our customers unlimited options in both. **Smart** Solutions offers the industries first and only: CRM, Financial, ERP, Billing, eCommerce, Telephony and Customer Service applications ready to integrate and configure in a “Self-Service SaaS” model. You configure your integration between the applications with 100’s of configurable options available per Solution.

InterWeave **Smart** Solutionss are available in three options.

I. **Smart** Solutions **-** Customers can use **Smart** Solutions SaaS, hosted model, paying an annual subscription fee for the use of the **Inter**Weave **Smart** Solutions they select.
II. **Smart** Solutions **On Site -** Customers can select to own and install own perpetual software license(s) and create and run **Smart** Solutions in their environment, or
III. **Smart** Solutions **Hybrid and OEM -** Customers can select option i, but utilize the **Inter** Weave IDE to develop, maintain and extend their Solutions. All options take advantage of the benefits realized with **Inter**Weave support and maintenance.

No matter what your Integration needs are, Integration Technologies has the solution for you. Visit our Solution Directory for a list of Solutions available in your vertical or call 800-671-8692 ext 701. Email is sales@interweave.biz.

2.3 Contact Information

Business Offices

Integration Technologies, Inc. serves our global clients from several North American locations. If you have any questions, or require additional information regarding our products, we would be pleased to answer them for you. We may be reached through our office locations and contact information provided below.

Corporate Headquarters

250 W. 57th Street
Suite 1316 (57th and Broadway)
New York, NY
Phone: (800) 671-8692 ext 701
Fax: (801) 439-3476
E-mail us: bmagown@interweave.biz

Regional Office: Northeast United States

24 Hill Top Avenue
Essex, CT, USA, 06426
Phone: (203) 274-5226
Fax: (801) 439-3476 ext 701
E-mail us: info@interweave.biz

Regional Office: Canada

3300 Bloor Street, West, Suite 3140
Toronto, ON, CANADA, M8X 2X3
Phone: (416) 242-7910
Fax: (801) 439-3476 ext 703
E-mail us: toronto@interweave.biz

General Contacts

General Information:	info@interweave.biz
Sales:	sales@interweave.biz
Partners:	partners@interweave.biz
Support:	support@interweave.biz
Website:	webmaster@interweave.biz

Section III

3 Credit Card Payment Gateway

Please see various Credit Card Payment Gateway **Smart** Solutions below.

3.1 Salesforce_CC Processing Gateway

Smart Solution **Set Up and Testing**

The main customer portal login is located at www.interweave.biz – select **"Login"** on the main title bar. Your **Smart** Solutions Technical Specialist will work with you to execute the steps below:

Step 1 – Create custom fields in Salesforce

- Customize/update SalesForce with custom fields as identified below

Step 2 – Registration & Solution Configuration on the Inter Weave **Solutions Portal**

- Select New Company? Please Register Here
- Enter your unique registration information (and remember it – it is case sensitive)
- Select your Solution and walk through the Configuration with your **Inter**Weave Technical Specialist
  - This takes about 10 minutes

Step 3 – Activation of CC Flows and Testing

- Log into the **Inter**Weave Solutions Portal
- Log in and commence testing individual Flows (objects)

  SF Object Testing:

  - Salesforce.com (or Web Site)User ID and Password
  - Merchant Services Provider (MSP) User ID and Password
  - Other Properties
  - Products/Items testing (test again a test account at your MSP)

3.1.1 Step 1 - Create custom CC fields in Salesforce

Salesforce or Web Site Custom Fields

Mandatory

If you are running Salesforce.com or using your Web Site, you will need to choose from the selection of fields below to support real-time, batch and recurring Credit Card Payment Processing.

In SalesForce or Web Site

1. **Credit Card Processing.** If you want to use payment method and credit card information in your Accounts or Opportunities, follow the process below:

   - **For Salesforce centric Credit Card,Scheduled and Recurring Payments Processing**, we need three Sections created and populated with the following custom fields with the following names.

- **Credit Card & E-Check (ACH) Payment Details (Scheduled)**

Custom Field	Custom Field Type	Picklist Values	API Field Name
Payment Method	Picklist	Check American Express Diners Club Discover MASTERCARD VISA Wire Transfer CaribbeanWay	Payment_Method__c
Last Date Of Authorized Payment	Date		Last_Authorized_Payment_Date__c
Manual CREDIT CARD Amount to Charge	Currency (15,2)		Gross_Monthly_Charge__c
Manual E-Check (ACH) Amount to Process	Currency (15,2)		Total_Balance__c
ACH	Checkbox		ACH__c
Customer Status from MSP	Picklist	Active Cancelnopay Cancelled	Client_Status__c
Next Automated Date for CC/ACH Payment			Card_Bills_On_2dt__c
Manual CREDIT CARD Amount to Charge	Currency (15,2)		Gross_Monthly_Charge__c
Automated CREDIT CARD Amount to Charge	Currency (15,2)		Gross_Monthly_Chargedt__c
Automated E-Check (ACH) Amount to Process	Currency (15,2)		Total_Balancedt__c
DO NOT Automatically run CC/ACH	Checkbox		Special_Billing_2__c

- **Bank Account & Credit Card Details**

Custom Field	Custom Field Type	Picklist Values	API Field Name
Name on Bank Account	Text(80)		Customer_Account_Name__c
Bank Account Type	Picklist	Checking Savings	Account_Type__c
Bank Account Number	Text(18)		Client_Acct__c
Bank Routing Information	Text(100)		Routing__c
Billing Company Street	Text Area		Billing_Company_Street__c

	(255)	
Billing City	Text(31)	Billing_City__c
Billing State	Text(21)	Billing_State__c
Billing Postal Code	Text(13)	Billing_Postal_Code__c
Billing Country	Text(31)	Text(31
Billing Email	Text(255)	Billing_Email__c
First Name	Text(30)	First_Name__c
Last Name	Text(60)	Last_Name__c
Credit Card Number	Text (Encyp 20)	Credit_Card_Client__c
Credit Card Number 1	Text (Encyp 20)	Credit_Card_Client_1__c
CC Exp Date (MM/YY) (i.e.01/15)	Text(7)	CC_Exp_Date_00_00__c
CVM Value	Text(4)	CVM_Value__c
Number of Declines	Number (4.0)	Number_of_Declines__c

- **Credit Card & E-Check (ACH) Payment Details (Recurring)**

Custom Field	Custom Field Type	Picklist Values	API Field Name
Check if Recurring Monthly Payment	Checkbox		Check_if _Recurring_Monthly_Payment__c
Recurring Payments Start Month	Date		Recurring_Payments_Start_Month__c
Number of Months Recurring	Text (2)		Number_of_Months_Recurring__c
Day of Month to Bill On	Picklist	01st of month	Day_of_Month_to_Bill_On__c
		02nd of month	
		03rd of month	
		04th of month	
		05th of month	
		06th of month	
		07th of month	
		08th of month	
		09th of month	
		10th of month	
		11tht of month	
		12tht of month	
		13tht of month	
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		21st of month	
		22nd of month	
		23rd of month	
		24th of month	
		25th of month	
		26th of month	
		27th of month	
		28th of month	
		29th of month	
		30th of month	
		31st of month	
Recurring Monthly Payment Amount	Currency (15,2)		Recurring Monthly Payment Amount
Customer Total Balance	Currency (15,2)		Customer_Total_Balance__c

- **You now need to create a Custom Object in Salesforce to support the Credit Card Processing work flows**. Go to Setup, App Setup, click on Customize - then click on Objects below. The name of the Object is Transaction. The fields required are below:

Custom Field	Custom Field Type	Picklist Values	Field Description
Amount	Currency(10, 0)		Transaction Amount
Approval Status	Picklist	Approved Declined NSF Error Held for Review Canceled	Transaction Status returned by MSP
Auth.net Transaction ID	Text(50)		Authorize.net Transaction ID
Authorization	Text(50)		Authorization Text Detail
Client	Master-Detail (Account)	Master-Detail (Opportunity) if processing CC from Opportunity	Field that supports CC process from Account or Opportunity
Date Ran	Date		Date Transaction Ran
Date Received	Date		Date Transaction was

			Received
Date Sent	Date		Date Transaction was Sent
Declined Comments	Text Area(255)		Detail comments if Transaction Declined
Due Date Override	Checkbox (no, yes)		Override Due Date
Payment Type	Picklist	First Payment Recurring Payment Refund Chargeback ACH Chargeback Credit Card Chargeback Reversal	Transaction Payment Type
Transaction Amount	Currency(10,2)		Transaction Amount
Transaction Status	Picklist	Pending Sent Received Processed	Transaction Status
Transaction Type	Picklist	ACH Credit Card Refund Chargeback	Transaction Type
Routing Bank	Text(80)		Routing Bank
First Recurring	Picklist	First Payment Recurring Payment	Recurring Payment Information

- **If you selected the Professional, Premier or Small Business Model - you now need to create a Custom Button to invoke the Credit Card process at the Account or Object level (the one you selected). The examples below are for CC Process Integration with Authorize.net. We will also provide examples for integration with First Data.**
  - **For Account** - Go to Setup, App Setup, Accounts, Buttons and Links, click on Custom Buttons and Links, new, then New
    - Label - Credit Card Processing
    - Display Type - Detail Page Button
    - Behavior - Display in new window without sidebar
    - Content Source - URL
    - Then enter the following Text Area
  - http://67.192.84.146:8080/SF2AuthNet/transform?__QUERY_ID__=SFAcct2AuthQ&applicationname=iwtransformationserver&SFURL=https://www.salesforce.com/services/Soap/u/9.0&QueryStartTime=2007-01-

10
23:32:02.515&tranname=SFLogin_CM&__GETCONFIG__=yes&__COMPANY__ = **Your Company Here**&__TOKEN__= **Your Token Here** &TransactionSourceName={!Opportunity.Id}&TestMode=true

note: TestMode=true is testing. TestMode=false if production.

- **For Opportunity** - Go to Setup, App Setup, Opportunity, Buttons and Links, click on Custom Buttons and Links, new, then New
  - Label - Credit Card Processing
  - Display Type - Detail Page Button
  - Behavior - Display in new window without sidebar
  - Content Source - URL
  - Then enter the following Text Area
- http://67.192.84.146:8080/SF2AuthNet/transform?__QUERY_ID__=SFOpp2AuthQ&applicationname=iwtransformationserver&SFURL=https://www.salesforce.com/services/Soap/u/9.0&QueryStartTime=2007-01-10 23:32:02.515&tranname=SFLogin_CM&__GETCONFIG__=yes&__COMPANY__ = **Your Company Here**&__TOKEN__= **Your Token Here** &TransactionSourceName={!Opportunity.Id}&TestMode=true

note: TestMode=true is testing. TestMode=false if production.

- **If you are running Quickbooks and sourcing Credit Card Processing from there**, we need custom fields with the following names. Create a new Section and call it QB Credit Card Processing.

Custom Field	Custom Field Type	Picklist Values	Field Description
Preferred Payment Method	Picklist (QB defaults)	Cash Check American Express Discover MasterCard Visa Debit Card Gift Card	Payment Method
Credit Card Number	Text (25)		Credit Card Number
Expiration Month	Number (2,0)		CC Expiration Month
Expiration Year	Number (4,0)		CC Expiration Year
Name On Card	Text (41)		CC Name on Card
Credit Card Address	Text (41)		CC Address

Credit Card Postal Code	Text (41)	CC Postal Code

3.1.2 Step 2 - Registration & CC Solution Configuration

Register

The first step is to Register and Configure yourself and your company in the **Inter**Weave Solutions Portal (ISP).

1. Go to the ISP home page, select *New Company? Please register here*
2. Enter your Company/Organization (exactly as you want it)
3. Enter your Administrator's E-Mail Address (this can be you also)
4. Enter Administrators First Name, Last Name, Password and Confirm Password
5. Select your Integration Solution (ex. Salesforce to Quickbooks)

With the assistance of your **Inter**Weave Solutions Specialist, select the Configuration Options that invoke the object/field configuration you want. During this Configuration step, you may create/define as many custom fields in Salesforce as you wish – which correlate to Quickbooks fields – and enter then into your Configuration options.

Certain mandatory fields are required in Salesforce and Quickbooks to make your Solution operates smoothly (**See Create custom fields in Salesforce)**. Depending on your selections, certain optional fields are also mandatory fields required.

InterWeave **Solutions Portal** Profile

Some of the options you've specified for your Solution in the **Inter**Weave Solutions Portal (ISP) configuration may require presence of specific custom fields in SalesForce and QuickBooks. The following documents those requirements; it may be helpful to login and have your profile information on-screen.

> **Edit Company Profile** - You can review and change your company profile information in the ISP by clicking the "*Edit company profile*" link in the main login page. Enter the company name (exactly as it was specified in the initial setup), administrator email and the password. Then click "**Load Company Profile**". The rest can be navigated using the "**Next**" button. Click the "**Finish**" button on the very last page to commit configuration changes.
>
> Make sure that the configuration information is correct, as the flows will not work otherwise. Also, make sure that the SalesForce login as well as the QODBC URI are specified (the latter should have been provided by support).

NOTE: if you have changed profile settings, you must log out and then log back in from the Transaction Flow Manager screen (use the log out link near the top of the page).

3.1.3 Step 3 - Activation of CC Flows and Testing

Receiving your Email

Upon completion of the step above, you will receive the following email from **Inter**Weave Support personnel.

1. Your **Inter**Weave company name is: [Company Name Here]

2. Your company token is: [Token issued by **Inter**Weave here]

3. You may need to add a few custom fields to your SalesForce application and the QuickBooks company file. Use the guide above to make sure that your installation is correct; some of this has already been taken care of during the initial setup call.

    1. In some cases, a similar custom field may already exist, e.g. due to prior integration efforts; in that case, just modify existing field to match the expected API name.

Create an Administrative User

There can be multiple users per company profile in the **Inter**Weave Solutions Portal (ISP). The administrator user is the user with the same email as the "administrator email" you have specified in the company profile.

Follow these steps to create it:

1. In the main login screen, click on the "*Register Here*" link right after "*New user?*" text

2. Most fields are self-explanatory; all need to be filled out

3. Copy the company name exactly as it is in the email (no spaces, etc.). Copy the Token into “QB Integration Password/Token” and confirm.

4. The e-mail is what is used to log in, and must be the same as the "administrator email" in the company profile

4. When done, click "*Register*"

Working with Flows

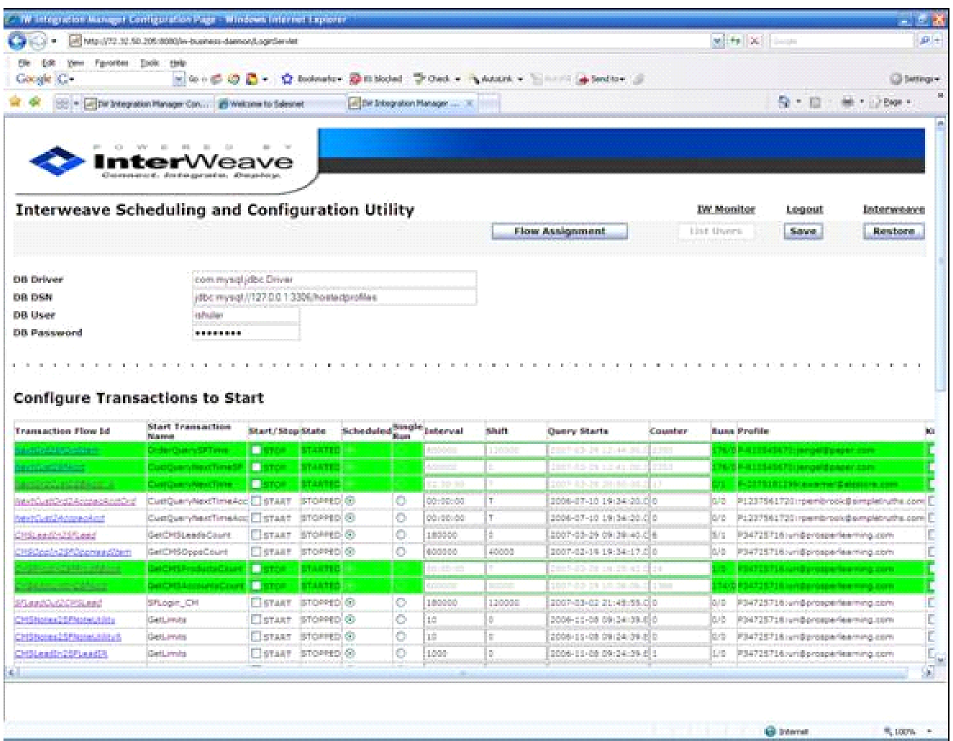
InterWeave works based on "Flows", which are batch jobs importing a subset of data from one system to another.

After having created the administrator user, use those credentials to login on the main Profile Login screen in the ISP. You should see a list of flows currently available, with a few checkboxes and other fields in each row.

Each flow can be configured by clicking on its name (which is a link). The bottom frame of the window should then show the available parameters for the flow.

To start a flow, check the checkbox on the same row as the flow name, and then click the "Submit" button at the bottom of the screen.

The row should be highlighted green. To keep checking the status of running flows, just click "Submit" when no checkboxes are selected - that is equivalent to refreshing the page.



Sales Force Object Testing

Salesforce objects (Accounts, Contacts, Opportunities, Products, etc.) may now be tested one at a time; Salesforce to Quickbooks, then QuickBooks to Salesforce. All parameters need to be entered prior to starting the Flow.

Enterprise Model Testing

If you have the Enterprise Model, testing is done using special Single-Object Flows (or “Utility Flows”, which always end in letter "N". Each of these has a required parameter that specifies that single object by name. This is done to limit the potential damage done by mis-configured Flows. Please refer to **Inter** Weave Solutions Portal regarding details of specifying options to individual flows and running them.

Account Example

SF -> QB flow (SFAcct2QBCustN)

This Flow takes a new account in SF that would be expected to generate a QB customer (e.g. set the appropriate opportunity stage to "Closed-Won", etc). Plug in the name of that account into this flow's "AccountName" parameter and run it. This customer should appear in QuickBooks.

QB -> SF flow (QBCust2SFAcctN)

Edit the QuickBooks customer created in the last flow - e.g. change the "Phone" field. Then plug in the name of that customer into this flow's "CustomerName" parameter and run it. The changes should be propagated back into SalesForce.

Professional, Premier and Small Business Model Testing

If you have the Professional, Premier or Small Business Model, testing is done using the buttons you have created at the Object level (Accounts, Opportunities, Products, etc.) and the Home Page Custom Links.

3.1.4 Professional, Premier and Small Business CC Buttons and Links

The Salesforce_Quickbooks **Smart** Solutions is available in four models;

- Professional
- Premier
- Small Business, and
- Enterprise.

Objects are eligible for configuration are available depending on model selected.

3.1.4.1 Professional, Premier and Small Business CC Buttons on Salesforce

The Professional, Premier and Small Business Models use custom links and buttons that you create

- In Salesforce on the Object Pages (Accounts, Opportunities) for the Salesforce to Credit Card Processing Gateway Flows

- These links activate your configured Object Flows in **Inter**Weave

1. **Salesforce to Credit Card Processing Gateway (uni-directional) on the Object Pages (you select the ones you want to build and display)**

❖ For **SF Account to CC Merchant Services Providers**

1) This is the link that will invoke the **Salesforce Account** to the CC Processing flow with the configuration you have created.
   a. Go to Setup, App Setup, Customize, Accounts
   b. Select Custom Buttons and Links, New. You will be creating your custom link or button - **SFTransactions2Auth** is the name
   c. Enter **SFTransactions2Auth** into the Label Field - it will automatically create the name field.
      1. Display Type
         a) If Object Page, select Detail Page Button
         b) If Home Page, select Link
      2. Behavior - Display in existing window without sidebar or header
      3. Content Source - URL
      4. In the main area - copy the following below

      http://67.192.84.146:8080/SF2AuthNet/transform?__QUERY_ID__=SFAcct2AuthQ&applicationname=iwtransformationserver&SFURL=https://www.salesforce.com/services/Soap/u/20.0&QueryStartTime=2007-01-10 23:32:02.515&tranname=SFLogin_CM&__GETCONFIG__=yes&__COMPANY__= **Your Company Here**&__TOKEN__= **Your Token Here** &TransactionSourceName={!Opportunity.Id}&TestMode=true

      note: TestMode=true is testing. TestMode=false if production.

      Click Save

❖ For **SF Opportunites to CC Merchant Services Providers**

2) This is the link that will invoke the **Salesforce Opportunities** to the CC Processing flow with the configuration you have created.
   d. Go to Setup, App Setup, Customize, Opportunites
   e. Select Custom Buttons and Links, New. You will be creating your custom link or button - **SFTransactions2Auth** is the name
   f. Enter **SFTransactions2Auth** into the Label Field - it will automatically create the name field.
      2. Display Type

c) If Object Page, select Detail Page Button

d) If Home Page, select Link

5. Behavior - Display in existing window without sidebar or header
6. Content Source - URL
7. In the main area - copy the following below

http://67.192.84.146:8080/SF2AuthNet/transform?__QUERY_ID__=SFOpp2AuthQ&applicationname=iwtransformationserver&SFURL=https://www.salesforce.com/services/Soap/u/20.0&QueryStartTime=2007-01-10 23:32:02.515&tranname=SFLogin_CM&__GETCONFIG__=yes&__COMPANY__= **Your Company Here**&__TOKEN__= **Your Token Here** &TransactionSourceName={!Opportunity.Id}&TestMode=true

note: TestMode=true is testing. TestMode=false if production.

Click Save

Page Layout Section
Select the Page Layout (you may have more than one page layout) - let's start with the standard layout.

For the Object Pages

This is the link that will invoke the Salesforce Accounts and Opportunities to the CC Process flow with the configuration you have created.

1. Go to Setup, App Setup, Customize, (Accounts or Opportunities) - select Button and Links
2. Select New - your now in Custom Button Edit. You will be creating your custom button - **SFTransactions2Auth** is the name.
3. Enter **SFTransactions2Auth** into the Label Field - it will automatically create the name field
4. Display type

   a) If Object Page, select Detail Page Button
5. Behavior - Display in existing window without sidebar or header
6. Content Source - URL - Product Layout. Select Edit, then top left, click on Button.

Now drag your newly created Button down to the Custom Button Area - then Save.

Section IV

4 Integration Manager Process Guide

Integration Manager Process Guide - General Overview

The Transaction Flow ID's correspond to the transaction definitions that you have configured. Clicking on the transaction will open up a properties page at the bottom of the screen where login credentials, data set names, drivers, order numbers and Solutions numbers can be set for a transaction prior to running it. All transaction properties must be set correctly before running the transaction.

Generally, the default settings should suffice for any given transaction. Only order number or Solutions number ranges should be changed by the user without a **Smart** Solutions Specialist assistance. Change the property and click SUBMIT. The properties are now set.

To change the transaction's run time behavior (start/stop, setting up scheduled or single run, interval between starts, shift (time lag between transaction start and execution), Query Start time, and Page counter, simply select the option or enter the value and click SUBMIT.

4.1 Salesforce_Quickbooks Solution

See detail areas below.

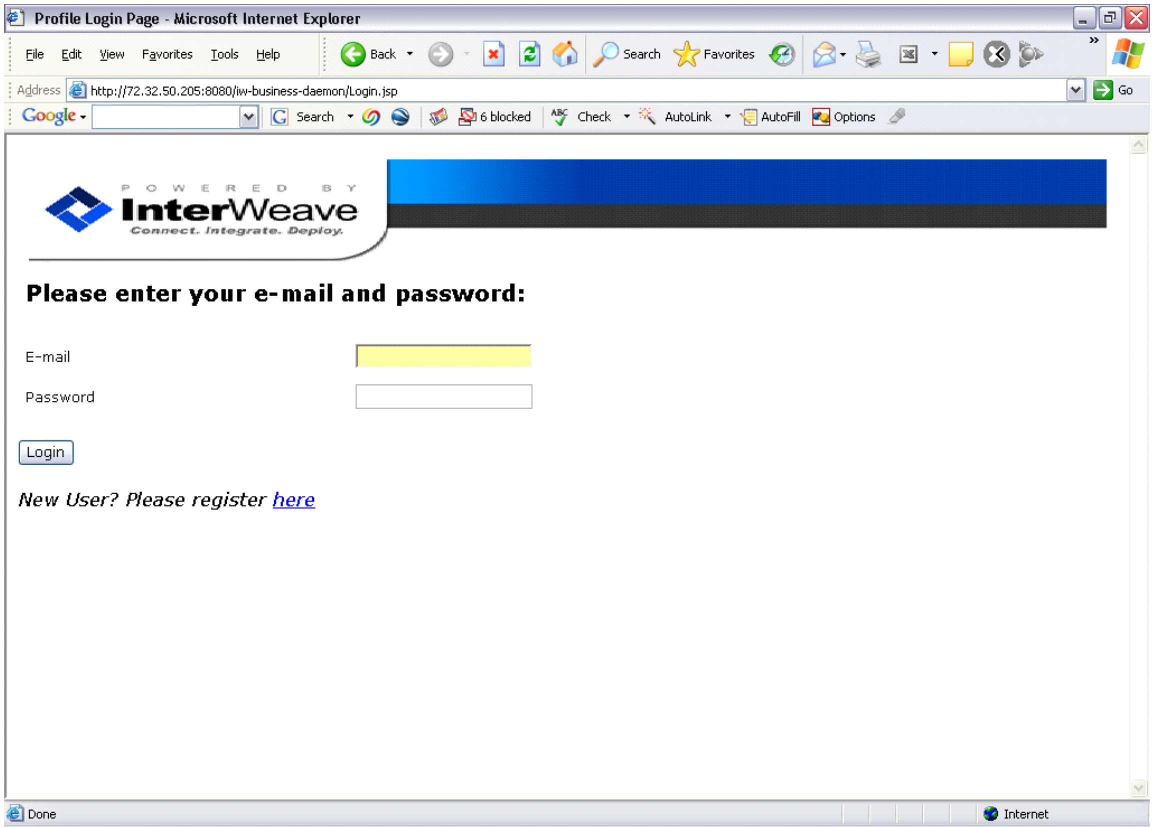
4.1.1 User Creation and Receipt of Token

(Under Build)

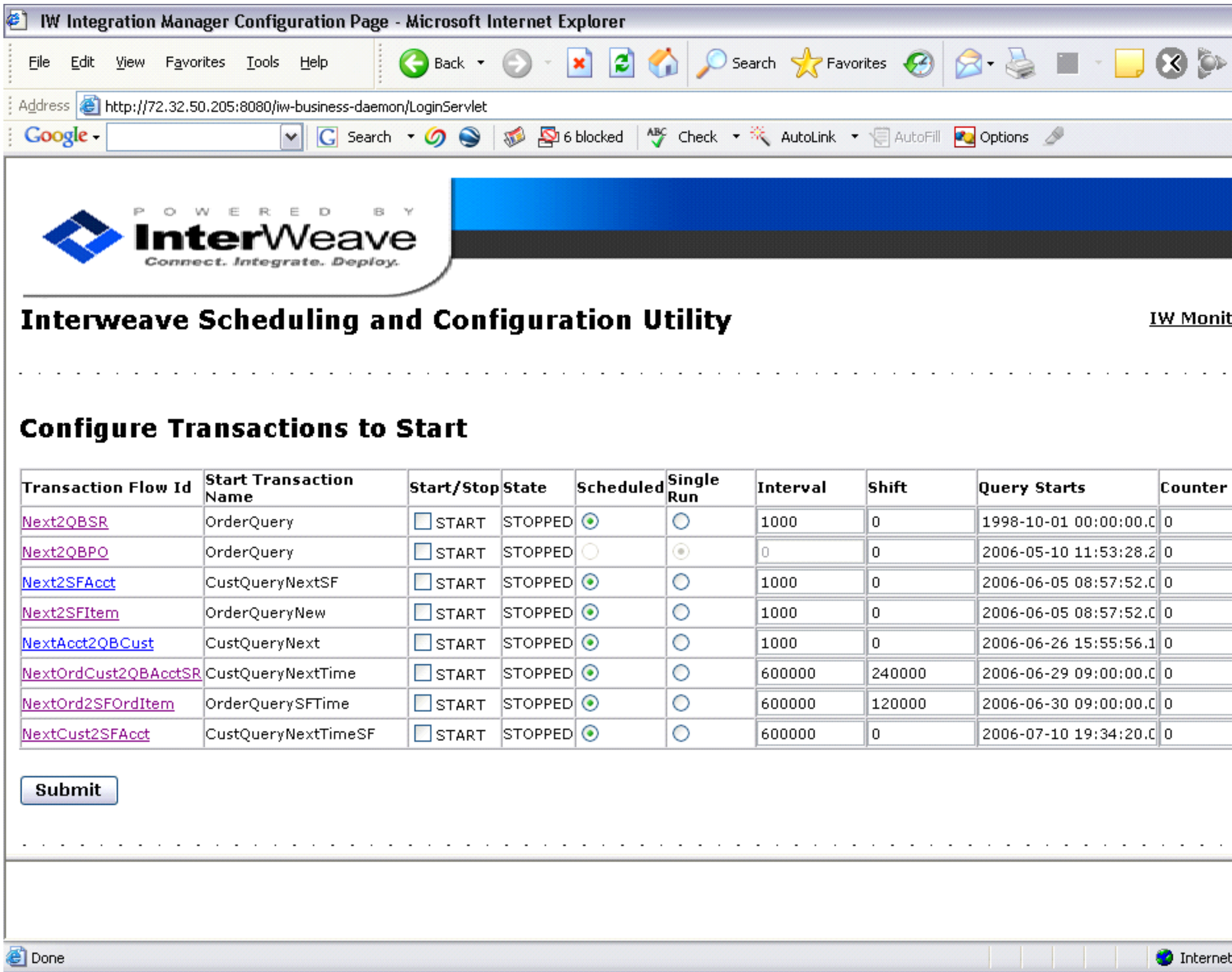
4.1.2 Setting and Scheduling your Transactions

Setting and Scheduling your transactions using the Integration Manager

Executing your transactions is done through the InterWeave Solutions Portal which launches after you login to the InterWeave Solutions Portal. After you have completed your initial configuration and logged in – your Flows will appear in the Integration Manager.



Logging In: Select "Secure Portal Login" at www.interweave.biz. This will bring you to the InterWeave Solutions Portal. Enter your email and password and a page similar to the one above will load:



General Overview: The Transaction Flow ID's correspond to the transaction definitions that you have configured. Clicking on the transaction will open up a properties page at the bottom of the screen where login credentials, data set names, drivers, order numbers and Solutions numbers can be set for a transaction prior to running it. All transaction properties must be set correctly before running the transaction. Generally, the default settings should suffice for any given transaction. Only order number or Solutions number ranges should be changed by the user without an **Inter**Weave Solutions Specialist assistance. Change the property and click SUBMIT. The properties are now set. To change the transaction's run time behavior (start/stop, setting up scheduled or single run, interval between starts, shift (time lag between transaction start and execution), Query Start time, and Page counter, simply select the option or enter the value and click SUBMIT.

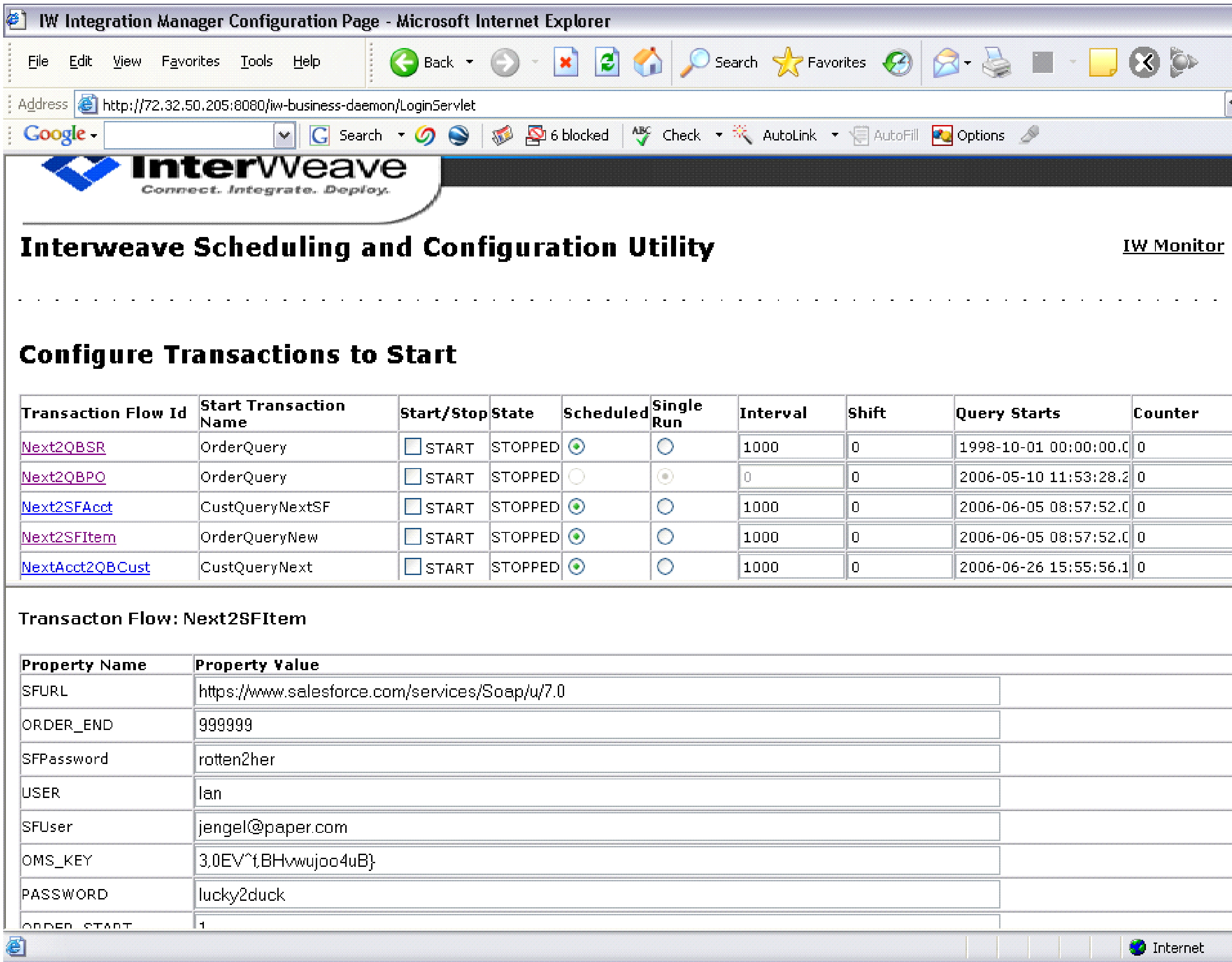
4.1.3 Managing your Transactions

Setting up a Transaction

To setup your transaction, enter a date and time in the Query Starts column (You must enter a start time in the Query Starts column, in the following format (yyyy-mm-dd hh:mm:ss.s.), set the counter to '1', enter an interval value in milliseconds (60000 milliseconds equals one minute), and enter a shift in milliseconds if desired.

Shift means the length of time the system will wait before starting the transaction. For example a shift value of 120000 will instruct the system to wait for 2 minutes after the start command is given before processing the transaction. This is useful when you have several dependent transactions running in scheduled mode and need to run one or more transactions before others.

After entering your values, select the START checkbox and click ‘SUBMIT’.



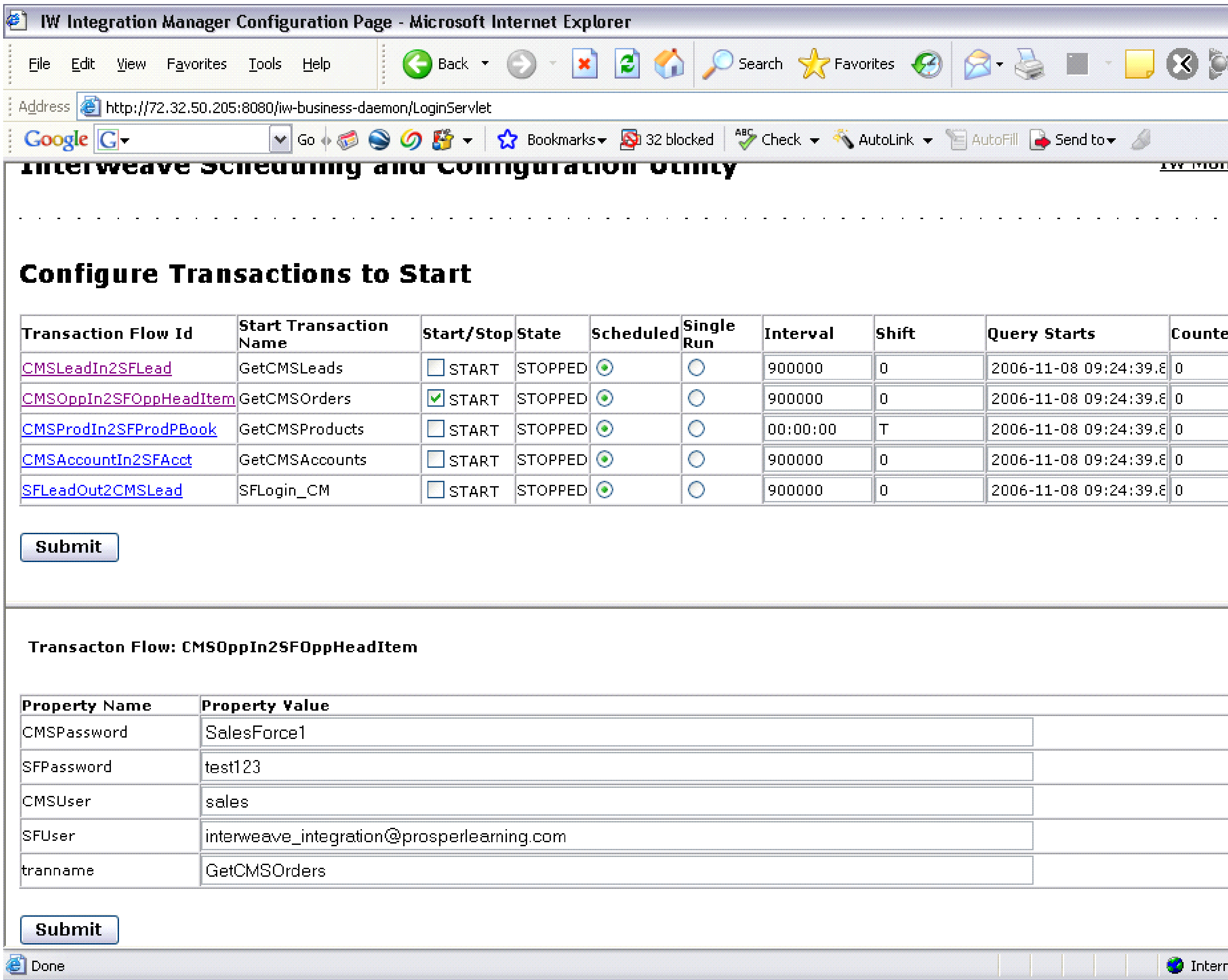
Transaction Flow Id	Start Transaction Name	Start/Stop	State	Scheduled	Single Run	Interval	Shift	Query Starts	Counter
Next2QBSR	OrderQuery	START	STOPPED	⦿	○	1000	0	1998-10-01 00:00:00.0	0
Next2QBPO	OrderQuery	START	STOPPED	○	⦿	0	0	2006-05-10 11:53:28.2	0
Next2SFAcct	CustQueryNextSF	START	STOPPED	⦿	○	1000	0	2006-06-05 08:57:52.0	0
Next2SFItem	OrderQueryNew	START	STOPPED	⦿	○	1000	0	2006-06-05 08:57:52.0	0
NextAcct2QBCust	CustQueryNext	START	STOPPED	⦿	○	1000	0	2006-06-26 15:55:56.1	0

Property Name	Property Value
SFURL	https://www.salesforce.com/services/Soap/u/7.0
ORDER_END	999999
SFPassword	rotten2her
USER	Ian
SFUser	jengel@paper.com
OMS_KEY	3,0EV^f,BHvwujoo4uB}
PASSWORD	lucky2duck
ORDER_START	1

Changing a Transaction

In the example below, the shift was changed from 0 to 1000 milliseconds, and the counter was set to ‘1’. By selecting Start and clicking SUBMIT, the Next2SFItem transaction will run in scheduled mode for orders between 1 and 999999 , with a 1 second interval between transaction starts and a shift or lag of 1 second after the transaction starts.

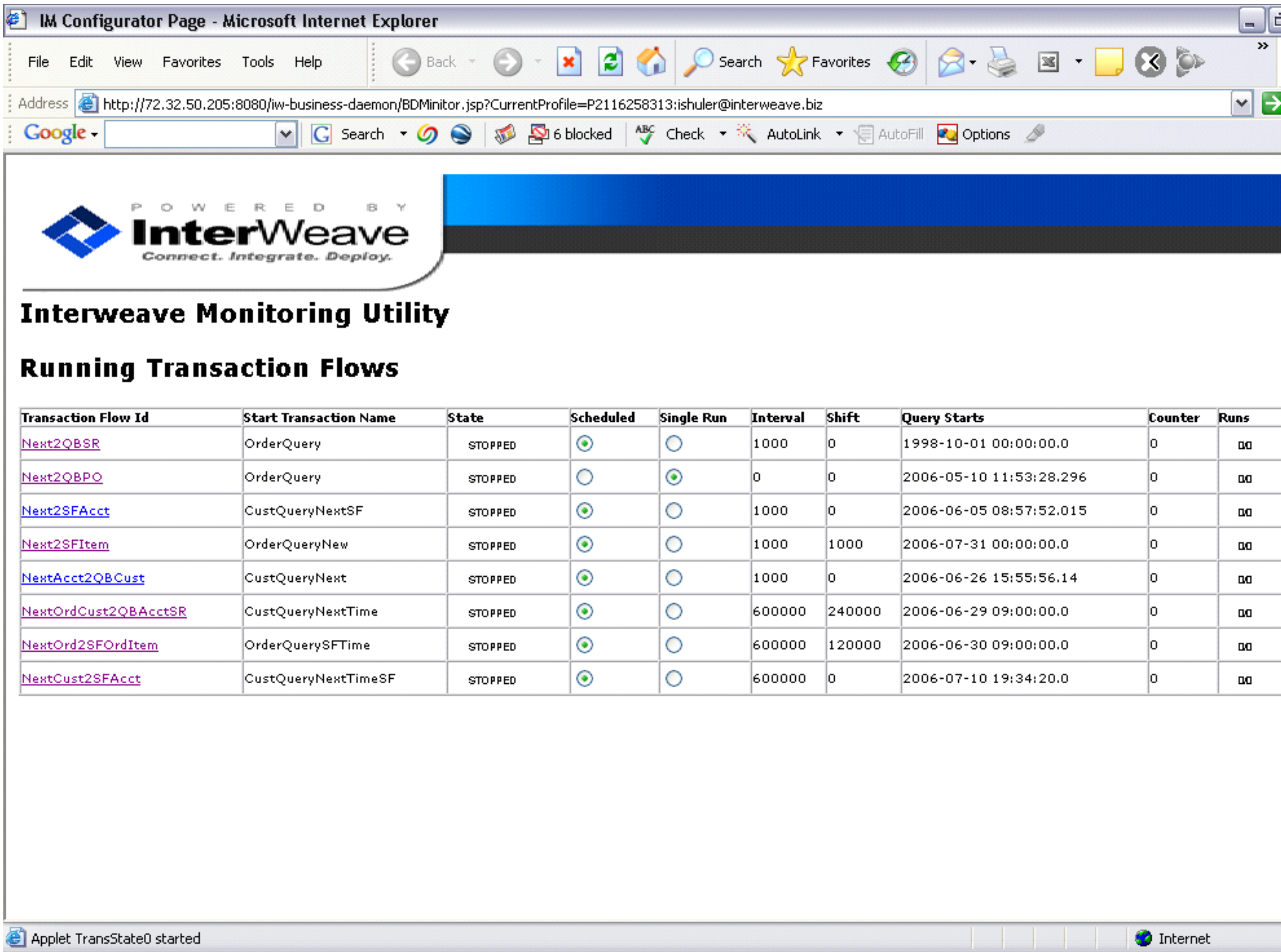
To change the properties of a running transaction you must first shut it down then change the properties. Transactions with a value in the Shift column must first “wake-up” from their wait mode then run. After the transaction has finished, you can then re-start it with the new parameters.



Monitoring your Transactions

If you wish to see the status of transaction initiated from your login profile, select the IW Monitor link in the top right-hand corner of the screen. A new window will open and you will see the status of all transactions assigned to you and that you have initiated. If you did not start a transaction, all statuses will be shown as stopped.

The IW Monitor screen looks like the one above. You can check this screen prior to stopping or altering any of the transactions you have access to.



Transaction Flow Id	Start Transaction Name	State	Scheduled	Single Run	Interval	Shift	Query Starts	Counter	Runs
Next2QBSR	OrderQuery	STOPPED	●	○	1000	0	1998-10-01 00:00:00.0	0	
Next2QBPO	OrderQuery	STOPPED	○	●	0	0	2006-05-10 11:53:28.296	0	
Next2SFAcct	CustQueryNextSF	STOPPED	●	○	1000	0	2006-06-05 08:57:52.015	0	
Next2SFItem	OrderQueryNew	STOPPED	●	○	1000	1000	2006-07-31 00:00:00.0	0	
NextAcct2QBCust	CustQueryNext	STOPPED	●	○	1000	0	2006-06-26 15:55:56.14	0	
NextOrdCust2QBAcctSR	CustQueryNextTime	STOPPED	●	○	600000	240000	2006-06-29 09:00:00.0	0	
NextOrd2SFOrdItem	OrderQuerySFTime	STOPPED	●	○	600000	120000	2006-06-30 09:00:00.0	0	
NextCust2SFAcct	CustQueryNextTimeSF	STOPPED	●	○	600000	0	2006-07-10 19:34:20.0	0	

4.2 InterWeave Transaction Definition and Execution Overview

InterWeave Transaction Definition and Execution Overview for Customer

The Customers solution contains 10 primary transaction flows. This document provides the transaction definition, execution process and best practice recommendations for those transaction flows.

There are two types of **Inter**Weave Flows; Scheduled and Utility. Flows typically are at object level, i.e. SF Account to QB Solutions, or SF Opportunity to QB Invoice. In the Utility category, we have additional sub-categories by Name, Full Name or Date Range.

InterWeave has additional flows; ex. ETL or Bulk Load flows – these are specialized flows and will be discussed in a later document. Below is a description of both the Utility and Scheduled flows Customer is using. If at any time you have a question as to what flow sequence should be, setting of scheduled transaction timings or running a “catch-up” flow by date, please do no hesitate to contact an **Inter**Weave Support Specialist at support@interweave.com or at one of our contact numbers.

During the initial test phase only column three flows should be run – Utility Flows (One object by Name or Full Name). These are organized uni-directional for test purposes.

Flow Category	Customer Scheduled Flows	Utility Flows (One Object by Name or Full Name)	Utility Flows (Batch of Objects by Date Range)
SF to QB Flows			
Accounts		SFAcct2QBCustN	SFAcct2QBCustDR
Opportunities	SFAcctOpp2QBCustInv	SFOpp2QBInvN	SFOpp2QBInvDR
QB to SF Flows			
Solutions		QBCust2SFAcctNF	QBCust2SFAcctDR
Invoices	QBCustInvoices2SFAcctOpp	QBInvoices2SFAcctOppN	QBInvoices2SFAcctOppDR
IT Reserved Flows	SFAcct2QBCustBind	SFAcct2QBCustBindN	
Disabled Flows	((SFAcctOppQBCustInv))	((QBCust2SFAcctN))	

4.3 Salesforce to Quickbooks Transactions

Enter topic text here.

4.3.1 Utility Transactions

Utility Transactions

Customer's Utility Transactions (Name of Full Name) are based on SF Account/Opportunity and QB Solutions/Invoice fields.

Name Utility Transactions

SFAcct2QBCustN	**Creates new and updates existing Customers in QB from SF Accounts based on (the Name entered) or the primary/secondary keys selected in the ICP user configurations.**

Description: This flow will query SF Accounts based on the single SF Account ID(or Name) entered in the Integration Manager Console for insertion or updating into QB. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in QB due to data problems, etc.

Best Practices: Not applicable – testing run.

SFOpp2QBInvN	**Creates new and updates existing Invoices in QB from SF Opportunities based on (the Name entered) or the primary/ secondary keys selected in the ICP user configurations.**

Description: This flow will query SF Opportunities based on the single SF Opportunity ID (or Name) entered in the Integration Manager Console for insertion or updating into QB. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in QB due to data problems, etc.

Best Practices: Not applicable – testing run.

QBCust2SFAcctNF	**Creates new and updates existing SF Accounts from Customers in QB from based on (the Full Name entered) or the primary/ secondary keys selected in the ICP user configurations.**

Description: This flow will query QB Solutions based on the single SF Account ID (or Full Name) entered in the Integration Manager Console for insertion or updating into SF Accounts. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in SF due to data problems, etc.

Best Practices: Not applicable – testing run.

QBInvoices2SFAcctOppN	**Creates new and updates existing SF Accounts/Opportunities from Invoices in QB based (the Name entered) and on the primary/secondary keys selected in the ICP user configurations.**

Description: This flow will query QB Invoices based on the single QB Invoice ID (or Name) entered in the Integration Manager Console for insertion or updating into SF Accounts and Opportunities. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in SF due to data problems, etc.

Best Practices: Not applicable – testing run.

4.3.2 Date Range Utility Transactions

Date Range Utility Transactions

SFAcct2QBCustDR	**Creates new and updates existing Customers in QB from SF Accounts based on (the Date Range) and the primary/secondary keys selected in the ICP user configurations.**

Description: This flow will query SF Accounts based on the Date Range entered in the Integration Manager Console for insertion or updating into QB. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in QB due to data problems, etc.

Best Practices: Not applicable – testing run.

SFOpp2QBInvDR	**Creates new and updates existing Invoices in QB from SF Opportunities based on (the Date Range) and the primary/ secondary keys selected in the ICP user configurations.**

Description: This flow will query SF Opportunities on the Date Range entered in the Integration Manager Console for insertion or updating into QB. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in QB due to data problems, etc.

Best Practices: Not applicable – testing run.

QBCust2SFAcctDR	**Creates new and updates existing SF Accounts from Customers in QB from based on (the Date Range) and the primary/secondary keys selected in the ICP user configurations.**

Description: This flow will query QB Solutions on the Date Range entered in the Integration Manager Console for insertion or updating into SF Accounts. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in SF due to data problems, etc.

Best Practices: Not applicable – testing run.

QBInvoices2SFAcctOppDR	**Creates new and updates existing SF Accounts/Opportunities from Invoices in from QB based on (the Date Range) and the primary/ secondary keys selected in the ICP user configurations.**

Description: This flow will query QB Invoices on the Date Range entered in the Integration Manager Console for insertion or updating into SF Accounts and Opportunities. This transaction is used for manual record synchronization as a test vehicle for format of configuration changes or as a result of record rejection in SF due to data problems, etc.

Best Practices: Not applicable – testing run.

4.3.3 Scheduled Transactions

Scheduled Transactions

There are 2 scheduled transaction flows: SFAcctOpp2QBCustInv and QBCustInvoices2SFAcctOpp.

Currently, these 2 transaction flows run every 10 minutes as a default setting in the Integration Manager. Access to the Integration Manager is by pointing your browser to: www.interweave.biz and then selecting Secure Portal Login and entering your credentials.

These flows provide the near-time synchronization of data between Salesforce.com (SF) and the Solutions QuickBooks (QB). The descriptions are as follows:

SFAcctOpp2QBCustInv	**Creates new and updates existing Customers and Invoices in QB from SF Accounts and Opportunities based on the primary/**

secondary keys selected and configuration selections in the ICP.

This transaction flow executes 2 queries against QB every ten minutes and populates QB with the results.

An SF Account query is run to look for new and modified Account records. If found, these records are inserted into QB as new Customers, or if they already exist, are updated with new information. The query is based on the Last Updated Date/Time value the SF Account records hold. All Account records whose last updated date/time is less than or equal to the time the transaction starts are captured for processing.

An Opportunity query is also run using the same criteria as the Account query, last update date/time. Records returned from the Opportunity query are inserted into QB as an Invoice or updates to existing Invoice record.

Best Practices: As stated above, this is a scheduled transaction executing 4 operations (2 in SF, 2 in QB) every 10 minutes. In the event this transaction/connection stops in Salesforce.com, the Integration Manager at Rackspace or the Solutions Quickbooks, the transaction will need to be re-started from the time showing in the Query Starts column of the Integration Manager for this Flow. This date/time value should never be greater than 12 hours earlier than the current time. If there is a need to capture records for a period of time greater than 12 hours, the Bulk/ETL transactions should be used as the volume of data will exceed the threshold this transaction was designed for.

In general, scheduled transactions are not to be altered or restarted unless absolutely required due to system or transaction failure or stoppage.

This flow provides the near-time synchronization of data between the Solutions QuickBooks (QB) and Salesforce.com (SF). The descriptions are as follows:

QBCustInvoices2SFAcctOpp	**Creates new and updates existing Accounts and Opportunities in Salesforce from Customers and Invoices in Quickbooks based on the primary/secondary keys selected and configuration selections in the ICP.**

This transaction flow executes 2 queries against QB every ten minutes and populates SF with the results.

A QB Solutions query is run to look for new and modified Solutions records. If found, these records are inserted into SF as new Accounts, or if they already exist, are updated with new information. The query is based on the Last Updated Date/Time value the QB Solutions records hold. All Solutions records whose last updated date/time is less than or equal to the time the transaction starts are captured for processing.

An Invoice query is also run using the same criteria as the Solutions query, last update date/time. Records returned from the Invoice query are inserted into SF as an Opportunity or updates to existing Opportunity record.

Best Practices: As stated above, this is a scheduled transaction executing 4 operations (2 in QB, 2 in SF) every 10 minutes. In the event this transaction/connection stops in Salesforce.com, the Integration Manager at Rackspace or the Solutions Quickbooks, the transaction will need to be re-started from the time showing in the Query Starts column of the Integration Manager for this Flow. This date/time value should never be greater than 12 hours earlier than the current time. If there is a need to capture records for a period of time greater than 12 hours, the Bulk/ETL transactions should be used as the volume of data will exceed the threshold this transaction was designed for.

In general, scheduled transactions are not to be altered or restarted unless absolutely required due to system or transaction failure or stoppage.

Endnotes 2... (after index)

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