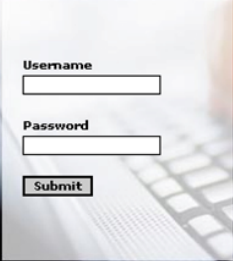




New User? Please [register here](#)      New Company? Please [register here](#)



**Username**

**Password**

[Change Password](#)  
[Edit Profile](#)  
[Change Company Password](#)  
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# InterWeave Credit Card/ACH Payment Gateway Help & Training Guide

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# **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, concise document for Solution registration, configuration and instructions for the management and monitoring of Solutions.*

# InterWeave Credit Card/ACH Payment Gateway Help & Training Guide

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# Foreword

We look forward to your  
comments and critique of this  
document. Please send all  
comments to  
[document@interweave.biz](mailto: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, **InterWeave 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

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

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

### **The InterWeave 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 **InterWeave 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 CRM or Web site to their selected payment processors and back.

- Step 1: A customer submits a credit card or electronic check transaction in CRM. 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 InterWeave 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 **InterWeave**, 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](http://www.interweave.com/community) to browse and access more tips, best practices, and tools for

success with **InterWeave**.

### **Review Documentation for Force.com Developers**

If you are building a Solution on the **InterWeave Smart** Solutions platform, see Documentation Resources for **InterWeave 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 **InterWeave**.

### **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 **InterWeave** Customer Support. Click View Cases to see your previously submitted cases.

To contact **InterWeave** 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](mailto: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, **InterWeave 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** Solutions 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 **InterWeave 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 **InterWeave** IDE to develop, maintain and extend their Solutions. All options take advantage of the benefits realized with **InterWeave** 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](mailto: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](mailto: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](mailto:info@interweave.biz)

#### Regional Office: Canada

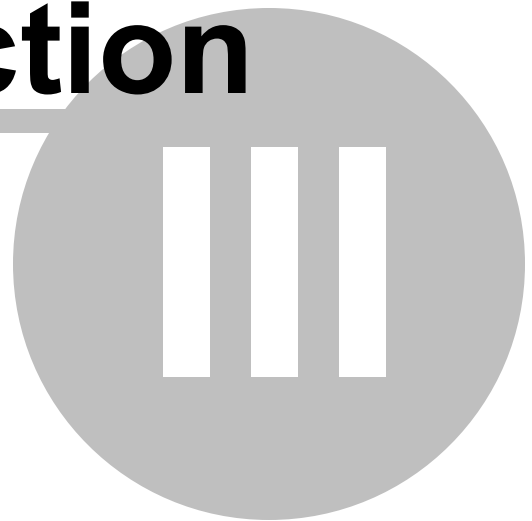
First Canadian Place  
Yonge Eglinton Center  
2300 Yonge Street, Suite 1600  
Toronto, ON M4P 1E4 Canada  
Phone: (416) 242-7910  
Fax: (801) 439-3476 ext 703  
E-mail us: [toronto@interweave.biz](mailto:toronto@interweave.biz)

#### General Contacts

General Information: [info@interweave.biz](mailto:info@interweave.biz)  
Sales: [sales@interweave.biz](mailto:sales@interweave.biz)  
Partners: [partners@interweave.biz](mailto:partners@interweave.biz)  
Support: [support@interweave.biz](mailto:support@interweave.biz)  
Website: [webmaster@interweave.biz](mailto:webmaster@interweave.biz)

# Section

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## 3 Credit Card Payment Gateway

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

### 3.1 CRM\_CC Processing Gateway

#### Smart Solution Set Up and Testing

The main customer portal login is located at [www.interweave.biz](http://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 CRM

- Customize/update CRM with custom fields as identified below

##### Step 2 – Registration & Solution Configuration on the InterWeave 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 **InterWeave** Technical Specialist
  - This takes about 10 minutes

##### Step 3 – Activation of CC Flows and Testing

- Log into the **InterWeave** Solutions Portal
- Log in and commence testing individual Flows (objects)
  - SF Object Testing:**
    - CRM (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

##### CRM or Web Site Custom Fields

###### Mandatory

If you are running your CRM 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 CRM 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 CRM 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	Field Name
Payment Method	Picklist	Check American Express Diners Club Discover MASTERCARD VISA Wire Transfer CaribbeanWay	Payment_Method
Last Date Of Authorized Payment	Date		Last_Authorized_Payment_Date
Manual CREDIT CARD Amount to Charge	Currency (15,2)		Gross_Monthly_Charge
Manual E-Check (ACH) Amount to Process	Currency (15,2)		Total_Balance
Bank Name	Text (50)		Bank_Name
Bank Check Number	Text (16)		Bank_Check_Number
Echeck Type	Picklist	(WEB is default) WEB, ARC, BOC, CCD, PPD, TEL	Echeck_Type
ACH Customer Status from MSP	Checkbox Picklist	Active Cancel noplay Cancelled	ACH Client_Status
Next Automated Date for CC/ACH Payment	Date		Card_Bills_On_2dt
Automated CREDIT CARD Amount to Charge	Currency (15,2)		Gross_Monthly_Charged
Automated E-Check (ACH) Amount to Process	Currency (15,2)		Total_Balancedt
DO NOT Automatically run CC/ACH	Checkbox		Special_Billing_2

- **Bank Account & Credit Card Details**

Custom Field	Custom Field Type	Picklist Values	Field Name
Name on Bank Account	Text(80)		Customer_Account_Name
Bank Account Type	Picklist	Checking Savings	Account_Type



Bank Account Number	Text(18)	Client_Acct
Bank Routing Information	Text(100)	Routing
<b>Billing Company Street</b>	Text Area (255)	Billing_Company_Street
<b>Billing City</b>	Text(31)	Billing_City
<b>Billing State</b>	Text(21)	Billing_State
<b>Billing Postal Code</b>	Text(13)	Billing_Postal_Code
<b>Billing Country</b>	Text(31)	Billing_Country
Billing Email	Text(255)	Billing_Email
First Name	Text(30)	First_Name
Last Name	Text(60)	Last_Name
Credit Card Number	Text (Encyp 20)	Credit_Card_Client
Credit Card Number 1	Text (Encyp 20)	Credit_Card_Client_1
CC Exp Date (MM/YY) (i.e.01/15)	Text(7)	CC_Exp_Date_00_00
CVM Value	Text(4)	CVM_Value
Number of Declines	Number (4.0)	Number_of_Declines

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

Custom Field	Custom Field Type	Picklist Values	Field Name
Check if Recurring Monthly Payment	Checkbox		Check_if_Recurring_Monthly_Payment
Recurring Payments Start Month	Date		Recurring_Payments_Start_Month
Number of Months Recurring	Text (2)		Number_of_Months_Recurring
Day of Month to Bill On	Picklist	01 <sup>st</sup> of month 02 <sup>nd</sup> of month 03 <sup>rd</sup> of month 04 <sup>th</sup> of month 05 <sup>th</sup> of month 06 <sup>th</sup> of month 07 <sup>th</sup> of month 08 <sup>th</sup> of month 09 <sup>th</sup> of month 10 <sup>th</sup> of month 11 <sup>th</sup> of month 12 <sup>th</sup> of month 13 <sup>th</sup> of month	Day_of_Month_to_Bill_On

		14 <sup>th</sup> of month	
		15 <sup>th</sup> of month	
		16 <sup>th</sup> of month	
		17 <sup>th</sup> of month	
		18 <sup>th</sup> of month	
		19 <sup>th</sup> of month	
		20 <sup>th</sup> of month	
		21 <sup>st</sup> of month	
		22 <sup>nd</sup> of month	
		23 <sup>rd</sup> of month	
		24 <sup>th</sup> of month	
		25 <sup>th</sup> of month	
		26 <sup>th</sup> of month	
		27 <sup>th</sup> of month	
		28 <sup>th</sup> of month	
		29 <sup>th</sup> of month	
		30 <sup>th</sup> of month	
		31 <sup>st</sup> of month	
Recurring Monthly Payment Amount	Currency (15,2)		Recurring_Monthly_Payment_Amount
Customer Total Balance	Currency (15,2)		Customer_Total_Balance

- **The Transaction Object.** You now need to create a Custom Object in CRM to support the Credit Card Processing work flows. Go to Setup, App Setup, click on Customize - then click on Objects below. 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 Client	Text(50) Master-Detail (Opportunity)	Master-Detail (Opportunity)	Authorization Text Detail 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 Transaction Payment Type Recurring Payment Refund Chargeback ACH Chargeback Credit Card Chargeback Reversal
Transaction Amount	Currency(10,2)	Transaction Amount
Transaction Status	Picklist	Pending Sent Received Processed ACH Credit Card Refund Chargeback
Transaction Type	Picklist	Transaction Type
Routing Bank	Text(80)	Routing Bank
First Recurring	Picklist	First Payment Recurring Payment Information Recurring Payment

- **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&SFU](http://67.192.84.146:8080/SF2AuthNet/transform?__QUERY_ID__=SFAcct2AuthQ&applicationname=iwtransformationserver&SFU)

RL=https://www.CRM/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.

- **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.CRM/services/Soap/u/20.0&QueryStartTime=2007-01-1023:32:02.515&tranname=SFLogin\\_CM&\\_\\_GETCONFIG\\_\\_=yes&\\_\\_COMPANY\\_\\_=Your Company Here&\\_\\_TOKEN\\_\\_=Your Token Here&TransactionSourceName={!Opportunity.Id}&TestMode=true](http://67.192.84.146:8080/SF2AuthNet/transform?__QUERY_ID__=SFopp2AuthQ&applicationname=iwtransformationserver&SFURL=https://www.CRM/services/Soap/u/20.0&QueryStartTime=2007-01-1023:32:02.515&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 **InterWeave** 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. CRM to Quickbooks)

With the assistance of your **InterWeave** 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 CRM as you wish – which correlate to Quickbooks fields – and enter then into your Configuration options.

Certain mandatory fields are required in CRM and Quickbooks to make your Solution operates smoothly (**See Create custom fields in CRM**). 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 **InterWeave** Solutions Portal (ISP) configuration may require presence of specific custom fields in CRM 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 CRM 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 **InterWeave** Support personnel.

1. Your **InterWeave** company name is: [Company Name Here]
2. Your company token is: [Token issued by **InterWeave** here]

3. You may need to add a few custom fields to your CRM 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 **InterWeave** 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*"



## Sales Force Object Testing

CRM objects (Accounts, Contacts, Opportunities, Products, etc.) may now be tested one at a time; CRM to Quickbooks, then QuickBooks to CRM. 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 CRM.

### 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 CRM\_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 CRM on the Object Pages (Accounts, Opportunities) for the CRM to Credit Card Processing Gateway Flows



- These links activate your configured Object Flows in **InterWeave**

**1. CRM 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 **CRM Account** to the CC Processing flow with the configuration you have created.

- Go to Setup, App Setup, Customize, Accounts
- Select Custom Buttons and Links, New. You will be creating your custom link or button - **SFTransactions2Auth** is the name
- Enter **SFTransactions2Auth** into the Label Field - it will automatically create the name field.

1. Display Type

- If Object Page, select Detail Page Button
- 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.CRM/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 Opportunities to CC Merchant Services Providers**

2) This is the link that will invoke the **CRM Opportunities** to the CC Processing flow with the configuration you have created.

- Go to Setup, App Setup, Customize, Opportunities
- Select Custom Buttons and Links, New. You will be creating your custom link or button - **SFTransactions2Auth** is the name
- 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__=SF0pp2AuthQ&applicationname=iwtransformationserver&SFURL
=https://www.CRM/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 CRM 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 - you 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.

#### 3.1.4.1.1 Real time ACH and CC Process and Scheduled

Enter topic text here.

## 3.2 How to operate the CC Process Gateway

Below are the process step to operate the CC Process Gateway

### 3.2.1 Real time ACH and CC Process and Scheduled

#### For real time ACH and Scheduled processing

##### The Sections of the CC Processing Gateway

There are three (3) sections to the CC Processing Gateway:

1. Credit Card & E-Check (ACH) Payment Details (Scheduled)
2. Credit Card & E-Check (ACH) Payment Details (Recurring), and
3. Bank Account & Credit Card Details

#### To process real time Credit Cards and ACH in your Opportunity or Accounts in CRM.

At a minimum, you will Section 1 and Section 3 to process a transaction. In section 3, all customer detail needs to be filled out for proper processing. If ACH, bank and routing information is required. Most customers send a CC Authorization Form to their customer, receive that back and then input from there.

After Section 3 is filled out, to process a Credit Card in real time just fill out Payment Method and Manual Credit Card Amount to Charge - no other fields. If you have selected to have a Custom Button - just click on this and your transaction will be executed. If you selected the automated flows, your transaction will process in the timing interval you selected. You will see the results of your transaction with the filed - Last Date of Authorized Payment - now filled in and you will see a new record of the transaction in the Transaction Object; accept, decline, etc.

- If you select to run this transaction again, be sure to remove the Last Date of Authorized Payment entry - or it will not process.

#### To process Scheduled Credit Cards and ACH in your Opportunity or Accounts in CRM.

Refer to the section above, you will need this information - and you will need the Enterprise version of the **InterWeave** Smart Solution- with automated timing intervals to pick up the Scheduled transaction.

In Section 1, two fields must be filled out - Next Automated Date for CC/ACH Payment and Automated Credit Card Amount to Charge. This will allow the transaction to execute on this date, and create a new record in the Transaction Object.

#### To process Recurring Credit Cards and ACH in your Opportunity or Accounts in CRM.

Refer to the sections above, you will need this information - and you will need the Enterprise version of the **InterWeave** Smart Solution- with automated timing intervals to pick up the Scheduled transactions.

In Section 2, the first five fields must be filled out for the recurring transactions to fire. Again, you will see a new record of the transaction in the Transaction Object.

**Recording the Real Time, Scheduled and Recurring Credit Cards and ACH transaction in your QuickBooks.**

Many customers use work flow with automated email notification regarding transaction (or lack of it - denial) to inform themselves and their customers to the status of a transaction. You can also choose to create an Sales Receipt or Invoice with the "Paid" watermark across it to record the payment in QuickBooks.

# **Section**

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**IV**

## 4 Payment Object

The Payment Object is a custom Object designed to capture all payments made from CRM to QuickBooks, and/or to receive all payments recorded in QuickBooks.

### 4.1 Payment Object Detail

#### Payment Object Detail for CRM to QuickBooks

##### Mandatory

If you are running CRM, you will need to choose from the selection of fields below to support real-time, batch and recurring Payment Processing.

##### In CRM

1. **Payment Processing.** If you want to use payment processing in your Accounts or Opportunities, follow the process below:
  - **The Payment Object. You now need to create a Custom Object in CRM to support the Payment Processing work flows.** Go to Setup, App Setup, click on Customize - then click on Objects below. The fields required are below:

Custom Field	Custom Field Type	Field Description
Payment Number	Text(11)	Payment Number (external id unique)
RefNumber	Text(11)	Reference Number
Opportunity	Master-Detail or Lookup (Parent)	Connects Payment Object to Opportunity
Total Amount	Currency(15,2)	Total Payment Amount
Transaction Date	Date	Payment Transaction Date

# Section

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V

## 5 Credit Memo Object

The Credit Memo Object is a custom Object designed to capture all credits/refunds entered into CRM and then to QuickBooks, and/or to receive all credits/refunds recorded in QuickBooks. .

### 5.1 Credit Memo Object Detail

#### Credit Memo Object Detail for CRM to QuickBooks

##### Mandatory

If you are running CRM, you will need to choose from the selection of fields below to support real-time, batch for Credit Memo's and Refund processing.

##### In CRM

1. **Credit Memo Processing.** If you want to process credit memos and refunds in your Accounts or Opportunities, follow the process below:
  - **The Credit Memo Object. You now need to create a Custom Object in CRM to support the Credit Memo Processing work flows.** Go to Setup, App Setup, click on Customize - then click on Objects below. The fields required are below:

Custom Field	Custom Field Type	Field Description
Credit Memo Name	Text(80)	Credit Memo Name
Credit Remaining	Currency(15,2)	
RefNumber	Text(11)	Reference Number (External Unique ID)
Opportunity	Master-Detail (Opportunity)	Connects Credits/Refunds Object to Opportunity
Total Amount	Currency(15,2)	Total Amount of Credit Memo
Transaction Date	Date	Credit Memo Transaction Date



## Endnotes 2... (after index)

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