



User Guide

Reconciliation for SuitePayments

A step-by-step guide to set up and utilize Automated Reconciliation with MerchantE for SuitePayments



**ORACLE
NETSUITE**

SuiteCloud Developer Network



Table of Contents

Introduction to Automated Reconciliation for SuitePayments..... 1
Reconciliation Process 2
International Transactions..... 2

Bundle Installation 3
Pre-Installation Preparations..... 3
Installation of the Automated Reconciliation Bundle 4
Set Up the Batch Report Configuration..... 4
Set Up Customized Transaction Fields..... 5

Using the Reconciliation Bundle 6
Reconciliation of Credit Card Transactions..... 6
ACH Reconciliation..... 7
Viewing Deposit Details 7



Key Contacts

Information/Assistance	Contact Info
<p>After you have set up SuitePayments, if you have questions about payments, authorization, declines, settlement, and chargebacks, contact MerchantE Customer Care.</p>	<p>help@MerchantE.com</p>
<p>If you have questions during set-up of MerchantE for SuitePayments, or learning how to use it, contact your MerchantE sales representative.</p>	
<p>Questions about how to setup and use any of the MerchantE services.</p>	<p>MerchantE User Guide Library MerchantE Knowledge Base</p>
<p>With questions about other MerchantE products and services, contact your MerchantE sales representative. If you don't know who to contact, use the NetSuite@MerchantE.com mailbox.</p>	<p>NetSuite@MerchantE.com</p>

Copyright 2023 Merchant eSolutions, Inc. All rights reserved.

© This publication is for information purposes only and its content does not represent a contract in any form. Furthermore, this publication shall not be deemed to be a warranty of any kind, either express or implied. MerchantE expressly disclaims, and you expressly waiver, any and all warranties, including without limitation those of merchantability and fitness for a particular purpose. MerchantE reserves the right to alter product specification(s) without notice. No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopy, recording, or any information storage or retrieval system, without MerchantE's permission.

Merchant e-Solutions, Inc. is a registered Agent of KeyBank, Cleveland, OH, and a registered ISO/MSP of Synovus Bank, Columbus, GA and FFB, Fresno, CA.
July 18, 2023 | July 2023

1150 Sanctuary Parkway, Suite 300, Alpharetta, GA 30009

©2023 Merchant eSolutions, Inc. All rights reserved.

www.merchante.com



Introduction to Automated Reconciliation for SuitePayments

Reconciliation is the process of comparing documented transactions with actual settlement results. Automated Reconciliation for SuitePayments is a SuiteApp Bundle that takes advantage of the comprehensive, web-based reporting system available from MerchantE (ME). Using NetSuite SuiteCloud technology, the bundle makes calls to the MerchantE reporting API to bring back settlement and deposit details for transactions and updates the associated records in NetSuite.

With the settlement amounts and deposit dates populated by ME within NetSuite, it is easy to confirm agreement or disagreement with the corresponding NetSuite records. NetSuite records that reconcile with the settlement data will show no discrepancy. Records that have a discrepancy are quickly revealed, including where a NetSuite record cannot be found for a transaction reported as settled.

With this bundle, the NetSuite Make Deposit form is augmented to facilitate quick and easy reconciliation by allowing for credit card payments to be filtered by batch records. Once discrepancies are corrected, the batch totals will match bank deposit amounts for easy, accurate accounting deposits.

This bundle utilizes custom NetSuite fields, records, files (JavaScript), saved searches, and SuiteScripts. It builds on and interacts with:

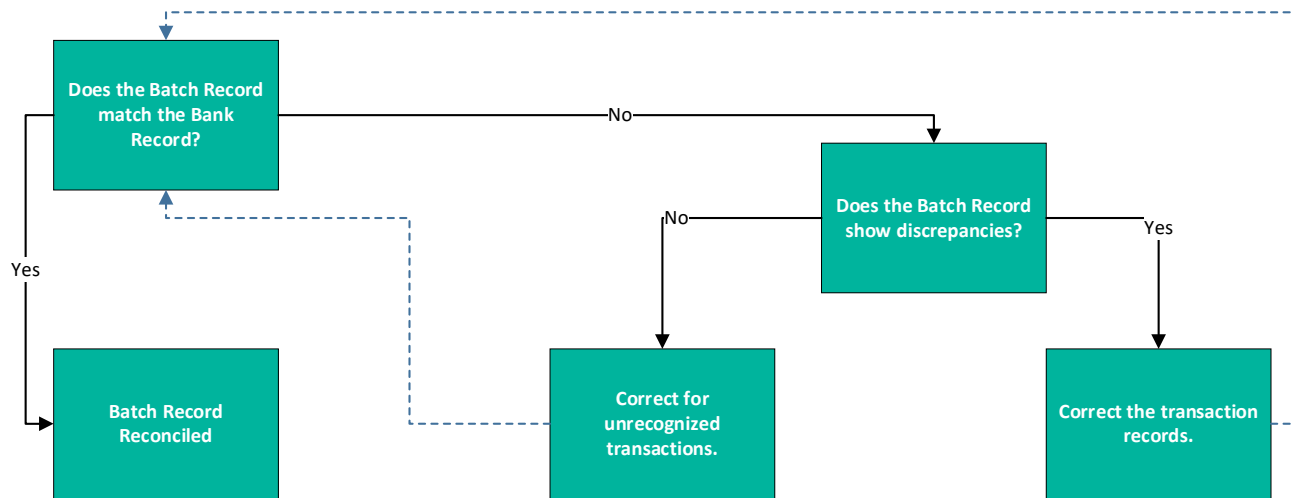
- Cash Sale
- Cash Refund
- Customer Payment
- Customer Refund
- Make Deposit
- Unrecognized Credit Card Transaction (custom)

Since each customer's reporting access in MerchantE is unique, the user must add their MerchantE Reconciliation credentials to the script parameters. This allows NetSuite to automatically collect settlement and deposit information from your MerchantE Reporting Portal.

Script Deployment schedules, which manage the frequency of updates from MerchantE Reporting Portal to your NetSuite account, are established by you and may be modified to suit your business needs.



Reconciliation Process



Order management in NetSuite allows you to record card authorization and settlement request activity as part of the order workflows. Thanks to Automated Reconciliation for SuitePayments, the initial gateway transaction ID value that MerchantE carries all the way through the settlement process can be used to tie actual settlement results back to the order record in NetSuite.

After the bundle is installed and the parameters are set for your account, a script is scheduled to run periodically to retrieve the settlement and deposit details from MerchantE that will update the various sales records within your NetSuite account. With the records in NetSuite updated in this way, you need only to reconcile between the batch total in NetSuite and the deposit amount posted. If a credit card transaction is reported as settled, but without a corresponding record in NetSuite, the bundle includes the Unrecognized Credit Card Transactions report to help identify these transactions.

International Transactions

International Transactions will be automatically included in the Batch Records. However, you will first need to set up your NetSuite account to use the MerchantE International Gateway. After the international gateway has been set up, reconciliation will follow the same process. For information on setting up the international gateway, see [International Gateway for NetSuite](#).



Bundle Installation

Pre-Installation Preparations

Before beginning installation, you must:

- **Activate credit card payments for MerchantE for SuitePayments.** For more information, see [MerchantE SuitePayments in NetSuite](#).
- **Request your MerchantE credentials for NetSuite Reconciliation.** These will be necessary to allow NetSuite to access your merchant account and deposit records from the MerchantE Reporting Portal.

You must request NetSuite-specific Login Credentials from MerchantE. These credentials are different than those sent to you in your Welcome Email. Contact MerchantE Customer Care to request “User ID and Password for NetSuite Reconciliation.”

- Confirm that each of your credit card Payment Methods is set to Group with Undeposited Funds. To check this setting, follow these steps:
 - **Navigate: Setup → Accounting → Accounting Lists**
 - Select **Edit** for each credit card brand.
 - On the **Account** subtab, check the box for **Group with Undeposited Funds**.



Installation of the Automated Reconciliation Bundle

The MerchantE Reconciliation of Payments bundle is found in the Production Account location. When logged into the NetSuite account as an Administrator, search for the bundle.

Navigate: Customization → SuiteBundler → Search & Install Bundles

1. In the **SuiteBundler** section of the **Customization** tab, select **Search and Install Bundles**.
2. In the **Search & Install Bundles** screen, search for **MerchantE**.
3. Select **MerchantE Reconciliation of Payments** and click Install.

Bundle Details

MerchantE Reconciliation of Payments

NAME	NO. INSTALLS
MerchantE Reconciliation of Payments	188
ID	PRODUCT
340507	NetSuite, NetSuite OneWorld
COPIED FROM	VERTICAL
338099	Agriculture, Computer Software, Computer Software Web-based, Construction & Contracting, Distribution & Wholesale, eCommerce, Education, Energy / Utilities, Finance & Insurance, Government, IT Developer / Reseller / VAR, Manufacturing, Nonprofit, Real Estate, Restaurant & Hospitality, Retail, Services : Accounting, Services : Advertising & Marketing Services, Services : Computer & IT Services, Services : Consulting, Services : Engineering, Architecture & Design, Services : Healthcare Services, Services : Legal, Services : Media/Publishing, Services : Other, Services : Personal Services, Services : Professional Services, Services : Telecommunications, Services : Transportation Services
Account:TSTDRV1158506	
VERSION	LANGUAGES
3.0.0	English (U.S.)
COMPANY	AVAILABILITY
ME Deployment New (Trailing) - TSTDRV2219586	Public
<input type="checkbox"/> MANAGED	ADMIN DOCUMENTATION
AVAILABLE SINCE	
8.7.2020	

Set Up the Batch Report Configuration

1. In NetSuite, search for **MerchantE Recon**. Select **MerchantE Recon Batch Reporting Config**.
2. Click **New MerchantE Recon Batch Reporting Config**.

MerchantE Recon Batch Report Config

List Search Customize More

Primary

NAME * NOTES START DATE *
END DATE

Credential

MERCHANT ACCOUNT REPORTING USER NAME * MERCHANT MERCHANT ID * TEST (INTEGRATION SERVER)
MERCHANT ACCOUNT REPORTING PASSWORD *

Email

EMAIL NOTIFICATION TO * EMAIL SUBJECT - PULL REPORT * EMAIL SUBJECT - PROCESS REPORT *
MerchantE Reconciliation of Credit Card Paym MerchantE Reconciliation of Credit Card Paym

System

INACTIVE

TITLE	MEMO *	DATE	TIME	TYPE	DIRECTION
		7.7.2023	12:32 pm		

3. Enter the following information:

1150 Sanctuary Parkway, Suite 300, Alpharetta, GA 30009
©2023 Merchant eSolutions, Inc. All rights reserved.

www.merchante.com



- a. Name - Enter a name for the configuration.
- b. Start Date - Select a date when the reconciliation should start.
- c. End Date - Select the date when the Batch Report should end.

Note: Once configured the start and end dates will change automatically. They do not need to be changed once the configuration has been saved.

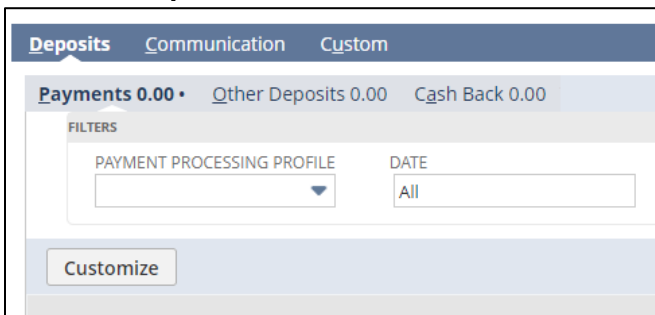
- d. Merchant Account Reporting User Name - Enter the username used to access the Business Portal
 - e. Merchant Account Reporting Password - Enter the password for the Business Portal.
 - f. MerchantE Merchant ID - Enter your MerchantE Merchant ID.
 - g. Email Notification To - Select the user that will receive the reconciliation report results.
4. Click **Save**.

Set Up Customized Transaction Fields

You can customize the fields presented for a transaction to make reconciliation easier. This is done by modifying the **Make Deposits** option in NetSuite.

Navigate: Transactions → Bank → Make Deposits

1. In the **Bank** section of the **Transactions** tab, select **Make Deposits**. The Deposit screen appears.
2. In the **Deposits** tab, click **Customize**. The **Customize Sublist** screen appears.



3. The following fields are available in the **Additional Columns** tab. Fields marked with an asterisk are optional.

- a. MerchantE: Deposit Anticipated*
- b. MerchantE: Deposit Date
- c. MerchantE: Deposit Reference
- d. MerchantE: Settled Amount
- e. MerchantE: Settlement Batch
- f. MerchantE: Settlement Date*
- g. MerchantE: Settlement Discrepancy

4. Navigate to the **Additional Filters** tab. Enable the **MerchantE: Settlement Batch** filter.
5. Click **Save**.



Using the Reconciliation Bundle

Reconciliation of Credit Card Transactions

This section describes how to use the Reconciliation bundle. The Deposit form is used for reconciliation.

Navigate: Transactions → Bank → Make Deposits

1. In the **Bank** section of the **Transactions** tab, select **Make Deposits**. The Deposit screen appears.

Note: After completing the installation and customization steps, you may need to log out and log in again to see the new fields.

2. Enter the **Credit Card Batch** number you need to reconcile.
3. Mark all/check the boxes for the transactions that need reconciliation. The **Amount** will be automatically updated with the selected transactions.

4. If your **Amount** is not the same as the amount your bank has reported, view the **MerchantE: Settlement Discrepancy** column.
 - a. If discrepancies are found by the bundle:
 - i. View the transaction by clicking the [Date](#).
 - ii. Determine the reason and make corrections to the sales records accordingly.
 - iii. Confirm that adjustments resolve disparity between **Amount** and bank deposit amount.
 - b. If no discrepancies are found by the bundle:
 - i. Type **MerchantE Unrecognized Credit Card Transactions** into the search bar.
 - ii. Look for any sales records missing from NetSuite for the batch.

MerchantE Unrecognized Credit Card Transactions: Results							
Return To Criteria		Edit this Search					
FILTERS							
<div style="display: flex; justify-content: space-between; align-items: center;"> EDIT VIEW INTERNAL ID INACTIVE RECORD ID BATCH REPORT ▲ STATUS MESSAGE TRANSACTIONS </div>							
Edit View	1802	No	1802	1-10	No Match	Unrecognized Credit Card Trans	

- iii. Create new sales records as appropriate. This scenario could occur if you accept payments outside of NetSuite, such as a website, that may have been included in the batch.
- iv. Confirm that the totals match when you adjust for the unrecognized transactions.



5. Click **Save** to update **Sales Order** forms and **Reports**.

ACH Reconciliation

The Reconciliation bundle can also be used with ACH transactions. Follow the steps outlined above, and note the following:

- **Payment Method** will show as “ACH”.
- **Batch Number** for all ACH transactions will begin with “ACH_...”.
- **Deposit Reference Number** should match the number shown on your bank statement.

Viewing Deposit Details

As the credit card payment reconciliation application runs, it will periodically update your NetSuite records with the settlement and deposit details. These details will appear on the **Billing** or related subtab found on each of the following records:

- **Cash Sale** (Billing)
- **Cash Refund** (Refund Method)
- **Customer Payment** (Payment Method)
- **Customer Deposit** (Payment Method)

Note: the name of the subtab where these details reside may vary if your company has customized your NetSuite screens.