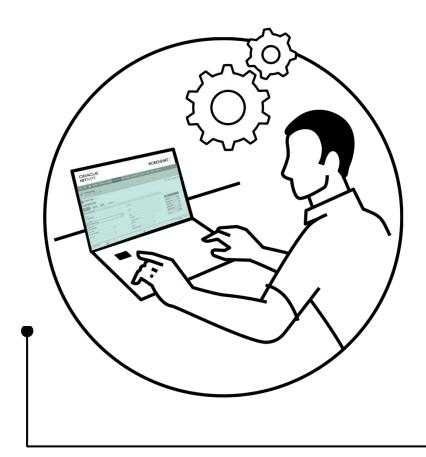


User Guide for

SuiteApp Bundles for SuitePayments.

Step-by-step instructions for enabling additional options for SuitePayments in NetSuite



ORACLE
NETSUITE
SuiteCloud Developer Network

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Key Contacts

Information/Assistance	Contact Info
After you have set up SuitePayments, if you have questions about payments, authorization, declines, settlement and chargebacks, contact MerchantE Customer Care.	help@MerchantE.com
If you have questions during set-up of MerchantE for SuitePayments, or learning how to use it, contact your MerchantE sales representative.	Your MerchantE Sales Representative
Questions about how to setup and use any of the MerchantE services for NetSuite.	NetSuite section of the MerchantE <u>User Guide Library</u>
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.	Your MerchantE Sales Representative or NetSuite@MerchantE.com



Card Swipe

Introduction

With MerchantE Card Swipe for SuitePayments, you can accept card present transactions inperson and on-the-go. Card Swipe is built for NetSuite and seamlessly integrates into the standard ERP order flows, providing a business-ready solution for merchants of all sizes.

MerchantE Card Swipe is a SuiteApp Bundle available through Suiteapp.com and is easily installed using the SuiteBundler option within your NetSuite account. As part of your MerchantE merchant account, Card Swipe enables lower card-present interchange rates that are easily tracked through consolidated billing statements.

Features, Functions and Benefits of Card Swipe:

- > USB card readers for secure plug-and-play capability with any PC
- > Portable card readers enable merchants to easily take payments on-the-go
- > Leverages card present pricing for reduced interchange fees
- > Integrated into existing NetSuite workflows for ease of usage
- Easily installed using the SuiteBundler option within NetSuite for quick implementation and activation
- > Improves efficiency and accuracy in accepting credit card payments
- > Eliminates the need for costly investments in payment terminals

Supported Card Readers for Card Swipe for SuitePayments:

MagTek Dynamag USB (KB) Card Reader

While Card Swipe for SuitePayments does not support EMV cards at this time, we do offer an EMV device. If you would like more information, inquire at NetSuite@MerchantE.com.

If you have any questions at any point during the installation or use of Card Swipe, contact MerchantE Customer Care at help@MerchantE.com or 888.288.2692.



How to Use Card Swipe for SuitePayments

The Card Swipe functionality has been added to five screens within NetSuite:

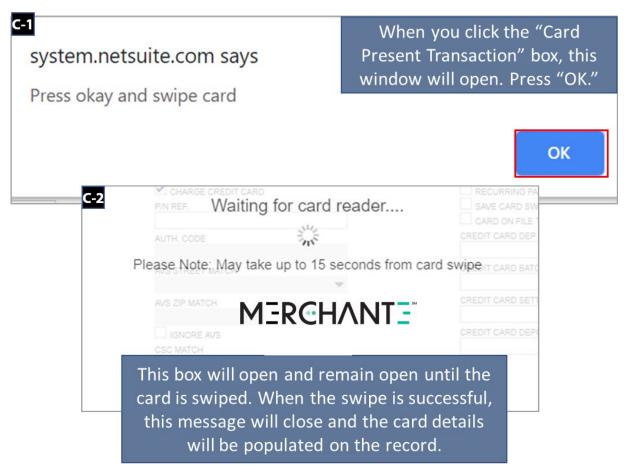
> Cash Sale

- > Sales Order
- > Accept Customer

- Customer Refund
- Create Deposit
- Payments (Invoice)

Each of these screens is pictured in the pages that follows, identifying where to find the "Card Present Transaction" checkbox to initiate a card swipe. For all screens the general process to accept card present payment is as follows:

- A. Within appropriate payment screen, click the "Billing" tab (or "Payment Method" or "Refund Method" the name of this tab may vary due to your company's customizations.)
- B. Click "Card Present Transaction"
- C. Follow prompt to swipe card



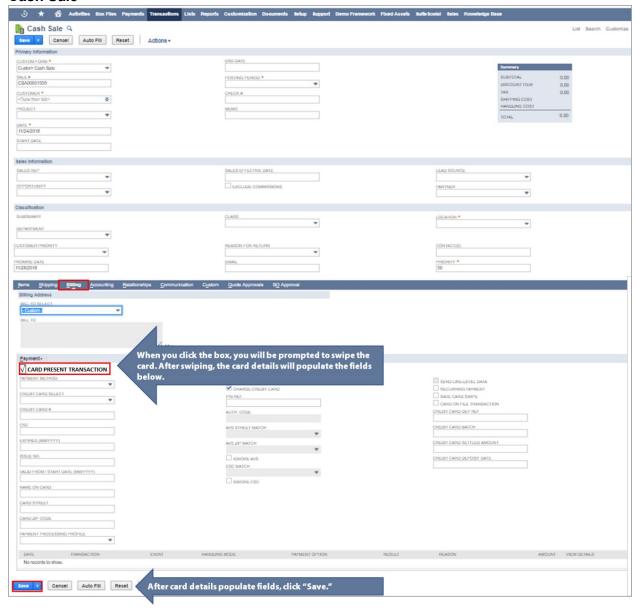
- D. Review credit card information that populated the fields to ensure it is correct
- E. When ready, click "Save"
- F. Transaction is processed; print receipt, if applicable
- G. Complete steps of payment according to payment type





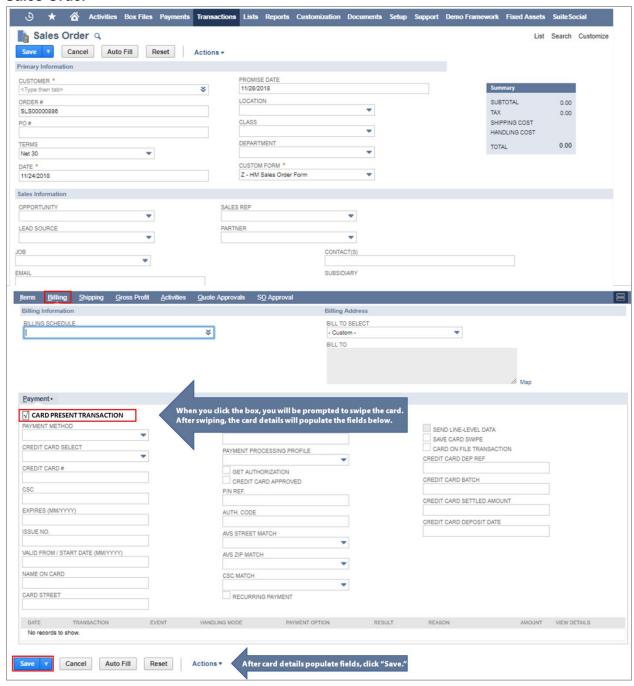
Payment screens where card swipe can be found

Cash Sale



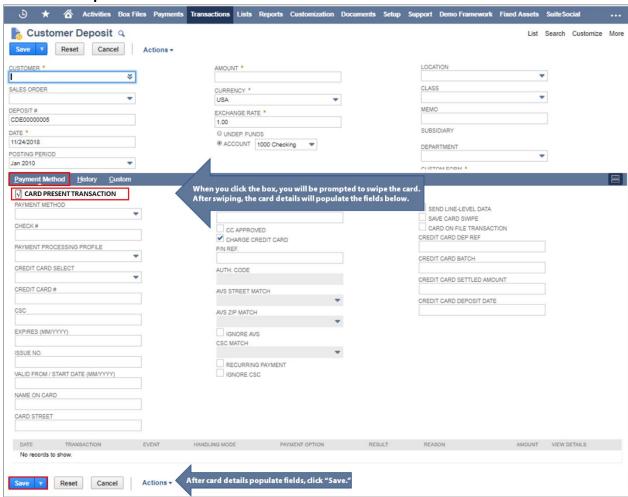


Sales Order



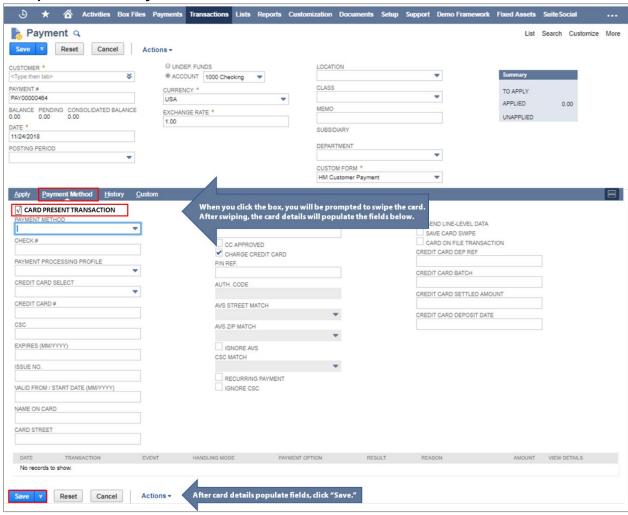


Customer Deposit





Accept Customer Payment

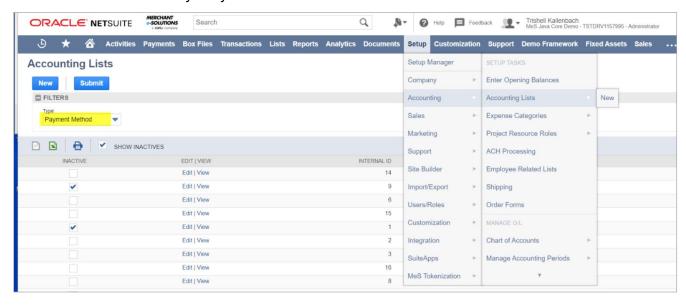




Setting Up a Payment Method

Merchants choosing to utilize Card Swipe in NetSuite will need to set up a payment method.

- 1. **Navigate**: Setup → Accounting → Accounting Lists
 - A. Filter by "Payment Method"

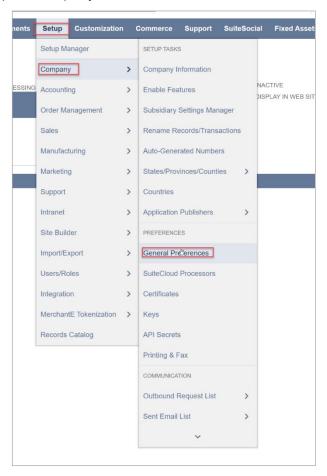


- B. Click "New" at the top of the page
- C. Name the new payment method (e.g., "American Express Swipe")
- D. "Payment Type" needs to be set as "Payment Card Swipe"
- E. Highlight the "Associated Payment Processing Profile" if only adding Card Swipe. If simply setting up NetSuite, you will choose the Payment Method when creating the Payment Processing Profile.
- F. Click on "Group with Undeposited Funds"
- G. Click "Save"

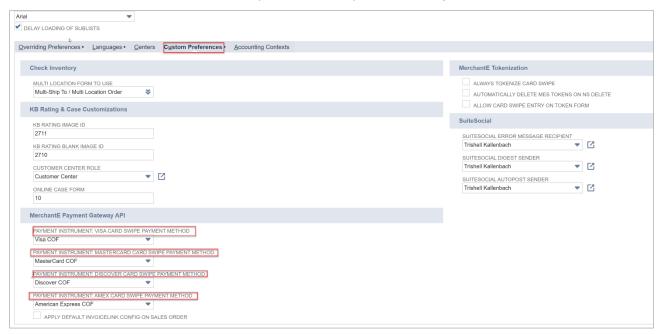








- A. Scroll down to the navigation bar and select "Custom Preferences"
- B. Under this tab, select the desired Payment Method for each card type under the "MerchantE Payment Gateway API" heading





Note:

To tokenize Card Swipe into a NetSuite Payment Card Token by default:

- First, you must be using MerchantE Tokenization, and you must choose to store the card on file.
- Check the box for "Generate Token for Card Swipe Payments" within the Payment Processing Profile



 Lastly, under Tokenization, you must check the box for "Replace Payment Card by Token", and you must choose a payment method from the "Payment Card Token Payment Method" dropdown menu.



Tokenization

Introduction

With MerchantE Card on File Tokens for SuitePayments, you can securely store cards on file to speed up future payments without storing actual credit card information within NetSuite. MerchantE Card Tokenization enables you to store a unique identifier in place of card information and removes the need to request credit card information from customers for each purchase.

Tokens can be used to process in-person, key-entered, MO/TO, eCommerce, subscription, and recurring transactions, and are compatible with all payment solutions integrated to MerchantE, even solutions outside of NetSuite. The Token Import Tool enables the import of payment card details from external systems into NetSuite to centralize financials and streamline the payment experience for customers.

Features, Functions and Benefits of Tokenization:

- > Remove friction and speed up customer checkout
- > Simplify PCI Compliance requirements
- > Tokenize existing stored credit cards and securely import to NetSuite all at once
- > Utilize the same token across NetSuite and MerchantE payment applications

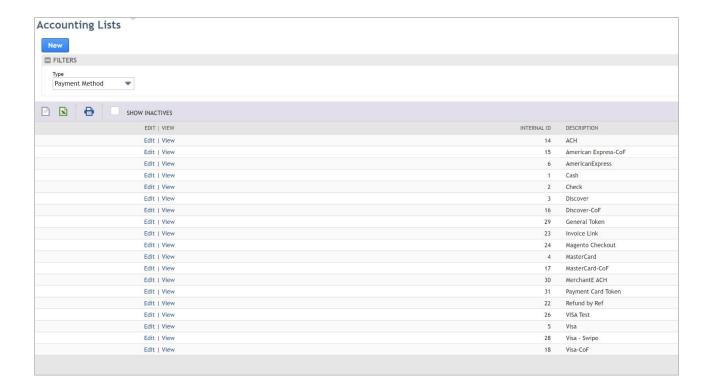
Card on File Tokens with Account Updater reduces the number of declined card-on-file transactions. Updated account information is automatically applied to stored card data, addressing changes due to lost or expired cards, and ensuring tokens are always linked to active credit card accounts.

Setting Up a Payment Method

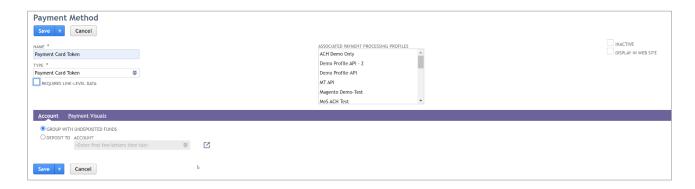
Merchants choosing to utilize Tokenization in NetSuite will need to set up a payment method for the payment card token.

- 1. **Navigate**: Setup → Accounting → Accounting Lists
 - A. Filter by "Payment Method"
 - B. Click "New" at the top of the page



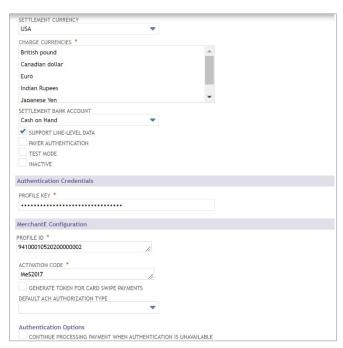


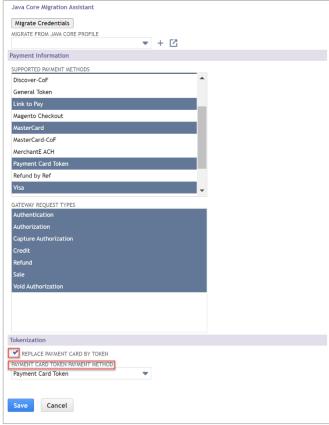
- C. Create a "Name" for the new payment method; this can be very generic, or more specific (e.g., "Payment Card Token")
- D. Set the "Type" to "Payment Card Token"
- E. If the Payment Processing Profile is showing in the "Associated Payment Processing Profile" box, select/highlight the profile
- F. Ensure that "Group with Undeposited Funds" is selected under the "Account" tab.
- G. Click "Save"





- 2. If creating a new Payment Processing Profile, follow the steps below
 - A. Enter a "Name" for the profile and select the correct "Subsidiary"
 - B. Set the currency to "USA", and select the "Settlement Bank Account" in which the transactions will be deposited
 - C. Check the box for "Support Line-Level Data"
 - D. Enter the "Profile Key", "Profile ID" and "Activation Code"
 - E. Select all "Supported Payment Methods" that apply
 - F. Check the box for "Replace Payment Card by Token"
 - G. Under "Payment Card Token Payment Method", choose the payment method that was set up above.
 - H. Click "Save"







Automated Clearing House (ACH) Transactions

Introduction

ACH with MerchantE offers you a safe, simple and secure means to accept payments directly from customers' bank accounts. As businesses transition to electronic payment options for their customers, ACH is a cost-effective, secure alternative to checks.

With MerchantE for SuitePayments integrated to native NetSuite, you have a centralized payment acceptance environment that supports your customers to pay with their preferred method, selecting from ACH, credit, debit or prepaid cards.

ACH can be used for one-time and recurring payments and is supported in NetSuite ERP, SuiteCommerce Advanced and MerchantE Invoice Link.

Features, Functions and Benefits of ACH Payment Method:

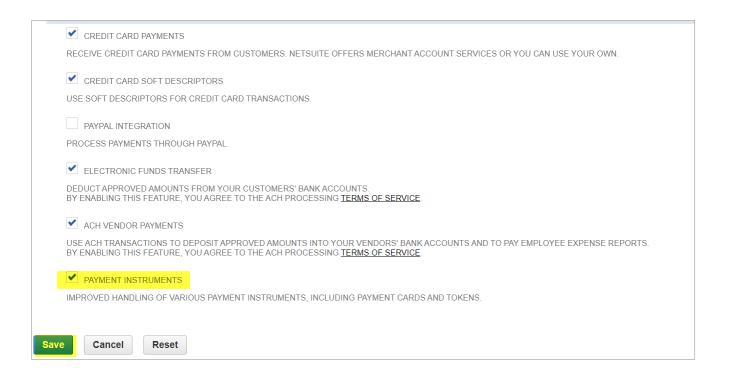
- > Compelling option for businesses still paying by check
- > Typically, lower cost than credit cards or check processing
- > Eliminates employee intervention handling of checks
- Accelerates receipt of funds compared to checks
- > Reduces risk of fraud and cost of returned checks
- > Deposits for ACH transactions can be reconciled right within NetSuite

Pre-Installation

Merchants choosing to add ACH to credit card processing in NetSuite will first have to enable Payment Instruments.

- 1. **Navigate**: Setup → Company → Enable Features
 - A. Click on the "Transaction" sub tab
 - B. Scroll down and click the box next to "Payment Instruments"
 - C. Click "Save"

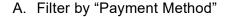


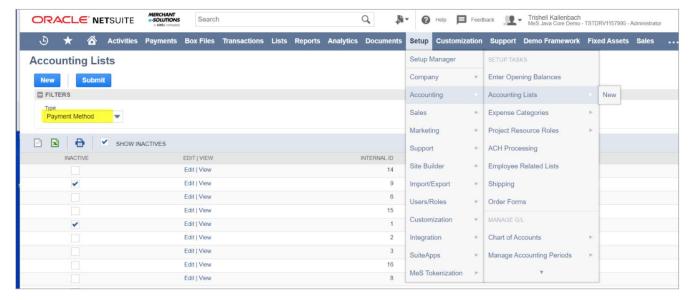


Setting up ACH in NetSuite

Now that Payment Instruments have been enabled, you can add an ACH payment method.

1. Navigate: Setup \rightarrow Accounting \rightarrow Accounting Lists



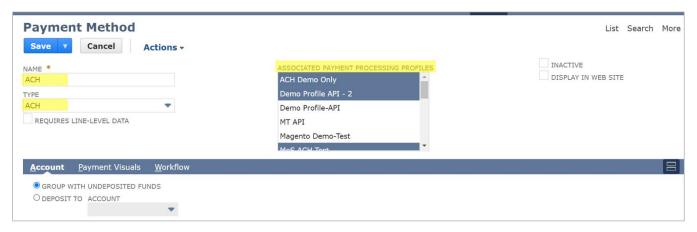




- B. In the list of payment methods, check to see if ACH is listed.
- C. If ACH is not listed, click "New"



- D. Enter "ACH" as the "Name" of the Payment Method
- E. For "Type", select "ACH"
- F. Highlight any Payment Processing Profiles you want to be able to process ACH transactions through
- G. Click "Save"



Once you have the payment method set up and added to the payment processing profile, you are ready to process an ACH transaction. To do this you will need to open one of the following: sales order, cash sale, payment, or deposit.

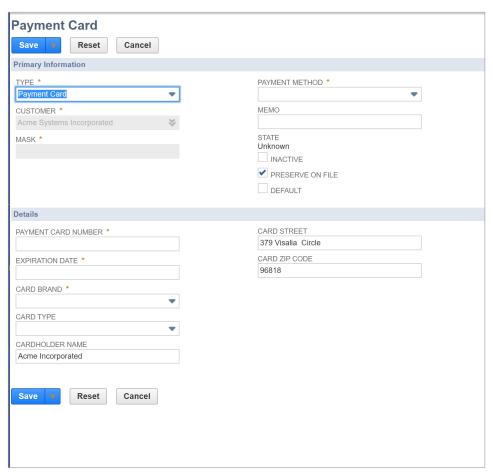
After setting up the sales order, cash sale or payment, you will need to go to the payment tab or billing tab, depending on the form.

H. From the Payment page of the order form, select "New" for Payment Option





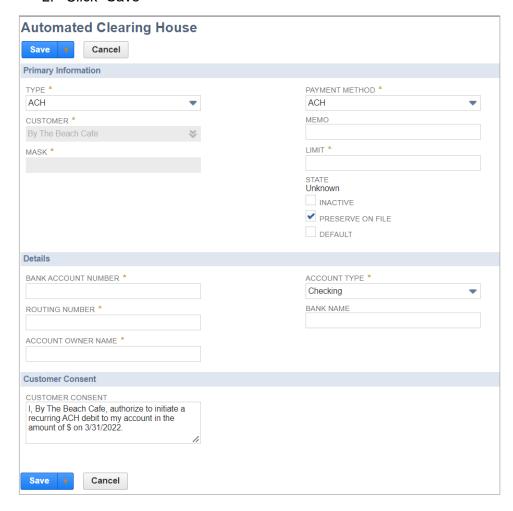
When selecting "New", the Payment Instrument box will populate on your screen. This is where you will set up the ACH record.



- I. On this page, change "Type" to "ACH"
- J. Change "Payment Method" to "ACH"
- K. Fill in the "Account Type", "Account Number", "Routing Number" and "Limit"



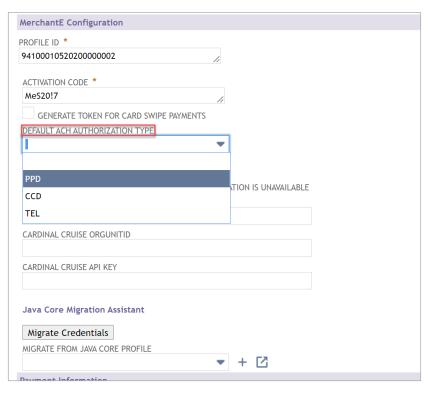
L. Click "Save"



You will be directed back to the Payment page where you will now have more options available.

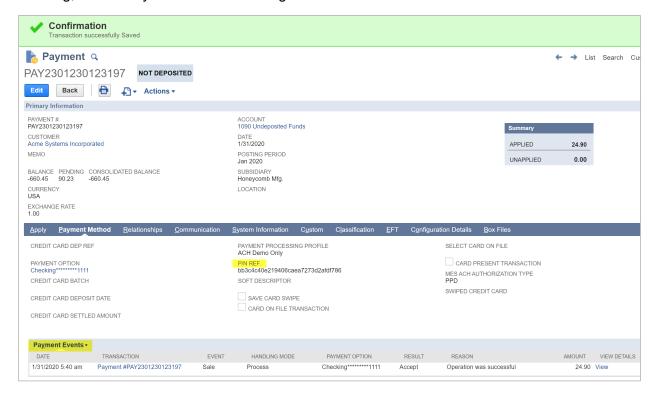
- M. Verify that the Payment Processing Profile is correct
- N. "Handling Mode" should be set to "Process"
- O. Select the appropriate "Default ACH Authorization Type"
 - "PPD" Prearranged Payment and Deposit entry. Used to credit or debit a consumer account.
 - "CCD" Corporate Cash Disbursement. Primarily used for business-tobusiness transactions.
 - "TEL" Telephone Initiated-Entry.





P. Click "Save"

You will receive a confirmation screen once you save. Scroll down to the "Payment Method" tab to verify the request went through. If successful, you should have an alphanumeric "P/N REF" value showing, and a "Payment Event" showing.





<u>Note</u>: You can also override the Default ACH Authorization Type on a per-transaction basis once the default type has been saved.

- 2. **Navigate**: Sales Order \rightarrow Billing tab \rightarrow Payment section.
 - A. Select the desired "*MerchantE* ACH Authorization Type" to override your saved *Default* setting for this single transaction.
 - "PPD" Prearranged Payment and Deposit entry. Used to credit or debit a consumer account.
 - "CCD" Corporate Cash Disbursement. Primarily used for business-tobusiness transactions.
 - "TEL" Telephone Initiated-Entry.

If you leave this field blank, your saved 'Default ACH Authorization Type' will be used.

