

Credit Card Interface

Infor ERP SyteLine

Frequently Asked Questions

1. Q: What role does Hypercom play in processing the credit card payment?

A: Hypercom Smart Payments Server is the payment processing software application installed on a server at your company providing the secure IP (Internet Protocol) which enables routing packets of information between the company, the customer's bank and the company's merchant account.

2. Q: Is Hypercom Smart Payment Server purchased through Single Source? Is it included in the cost of the Credit Card Interface?

A: Hypercom Smart Payment Server is purchased separately from Hypercom. Pricing starts at \$549 per site plus \$99 per year for phone & email support. Your Single Source Account Manager can answer your questions about pricing and how to contact Hypercom for more information.

3. Q: Is the interface certified by PABP, PCI and/or CISP?

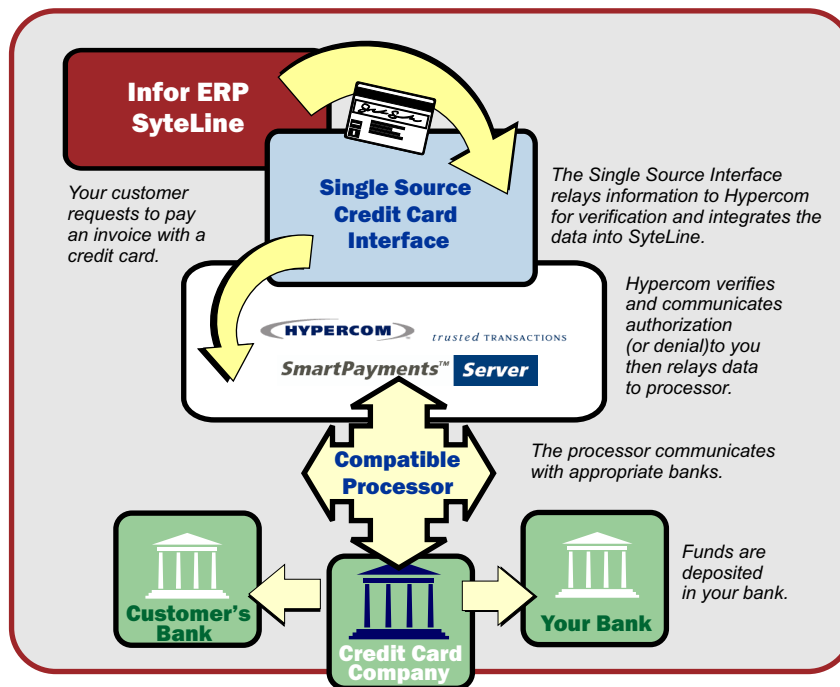
A: No. The Credit Card Interface for Infor ERP SyteLine does not store the credit card data so certification is not applicable. Security certification requirements only apply to the Hypercom software. Hypercom Smart Payment Server is PABP certified and is PCI/CISP certifiable. Software products, like Hypercom Smart Payment Server, are not in themselves PCI certified. The company using the system has to have its specific installed system certified. According to the experts at Hypercom, your company will not need to have your system certified if you are only processing your own transactions and not the transactions of other merchants. Hypercom will be glad to answer any questions you may have regarding certification.

4. Q: Will I need any other services in order to start processing credit cards?

A: If you are already accepting credit card payments, the only services you likely will need are installation, setup and support services provided by Single Source and Hypercom – typically no more than one day of professional services. A company not already accepting credit card payments will need to establish a merchant account with its bank.

5. Q: Is Hypercom Smart Payment Server the only electronic payment processing software supported by the Credit Card Interface for Infor ERP SyteLine?

A: Yes. At this time, the interface only works with Hypercom Smart Payment Server. Single Source will consider evaluating other electronic payment processing applications for future product development or custom development requests for quote.



The Credit Card Interface streamlines the process, integrates data into SyteLine and enables a smooth, secure flow of information from SyteLine to Hypercom, the IP which verifies and routes packets of information between appropriate banks.



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FREQUENTLY ASKED QUESTIONS

6. Q: *What happens if the credit card's authorization is denied? What will the invoice show?*

A: The payment record is simply not created. The invoice still shows a balance due and includes the message that the credit card verification was attempted and denied. You can offer the customer other options, such as using another credit card or mailing a check.

7. Q: *What are the credit cards types that are supported?*

A: This is dictated by your merchant account agreement. Hypercom can process payments from all major credit cards: MasterCard, Visa, American Express, Discover, Diner's Club, Carte Blanc, JCB and JAL.



8. Q: *Can you accept multiple credit cards to pay one invoice?*

A: Yes, but only one card can be charged at the time of order entry. Multiple cards can be applied to a single invoice (or multiple invoices) from the AR Posted Transaction screens in SyteLine.

9. Q: *What if the address on the credit card doesn't match the ship to address?*

A: You can log that the AVS match is not available, but still process payment. This is up to your discretion.

10. Q: *When we process the credit card payment, do we receive the cash immediately? If not, there will be a period of time when the ledger does not actually match the funds in the account. How do we accommodate this lag?*

A: The length of time it takes to receive the funds in your merchant account is dictated by how often you batch payments and your agreement with your merchant account. Until the funds are received, the transaction is handled as a "deposit in transit" much like you probably handle checks that you have entered as applied payments in SyteLine but have not yet taken to the bank to deposit.

11. Q: *When entering orders for repeat customers, will we have to ask the customer for their credit card information again or will the software be able to retrieve it for us automatically?*

A: We don't store the credit card information in SyteLine. We store a transaction number that links to the transaction in the Hypercom Smart Payment Server database. We can reuse the credit card information that was previously entered by passing in the previous transaction number and asking Hypercom's system to charge the same card again. We can NOT retrieve the credit card information that is stored in Hypercom's system. We would get something like "*****5454" if we tried. Authorized users can also retrieve the customer's credit card information manually by logging into the Hypercom software and running a report.

Processing a credit card involves several steps which can be time consuming if handled manually. The Credit Card Interface and Hypercom Smart Payments Server change that, saving time, improving accuracy, ensuring security and enhancing customer satisfaction.



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