Priority Payments Guide

This guide to ***Priority***'s one-stop payments solution, Priority Payments, explains how to set up and work with the following components:

- Clearing Payments, to collect credit card and other forms of payment from your customers, including opening a business account, transmitting transactions, receiving a credit card token, and debiting standing orders.
- Click2Pay, a secure payment link that allows your customers to pay directly from the invoice with the click of a button or by scanning a QR code
- Payments Portal by which your customers can make credit card payments via a secure, convenient dashboard

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CLEARING PAYMENTS IN PRIORITY

GETTING STARTED

Requirements

- In order to clear credit cards in ***Priority***, you must have the Priority Payments module.

Setups

Stage I: Setting up Server Connections

For users with a local installation (not on Priority's cloud service), your system administrator must enable access to the clearing house servers:

- https://preprod.paymeservice.com/ (Testing server)
- https://ng.paymeservice.com/ (Production server)

Stage II: Opening a Business Account

In order to work with the ***Priority*** payment gateway, first open a business account for your company or subsidiary. In the program input, provide information about the company/subsidiary and the employee who will act as the contact person vis-à-vis the clearance service.

In addition to input information, the system automatically sends data to the payment gateway for the company or subsidiary (as recorded in the Company Data or Subsidiaries forms, respectively), as well as data recorded in the Personnel File form for the designated contact person. Make sure the details listed below are filled in *before* you open the business account.

Completing Company and Contact Data

1. In Company Data or Subsidiaries form, make sure the following fields are filled in:
   - **Country** in which your company's main office is located
   - **E-mail Address** — main e-mail address of the company
   - **Company Number** — the official entity registration number of the company
   - **VAT Number** (or **Federal Tax ID**) — the company's tax file No. as recognized by the tax authorities
2. In the Personnel File form, retrieve the designated contact person and make sure the following fields are filled in:

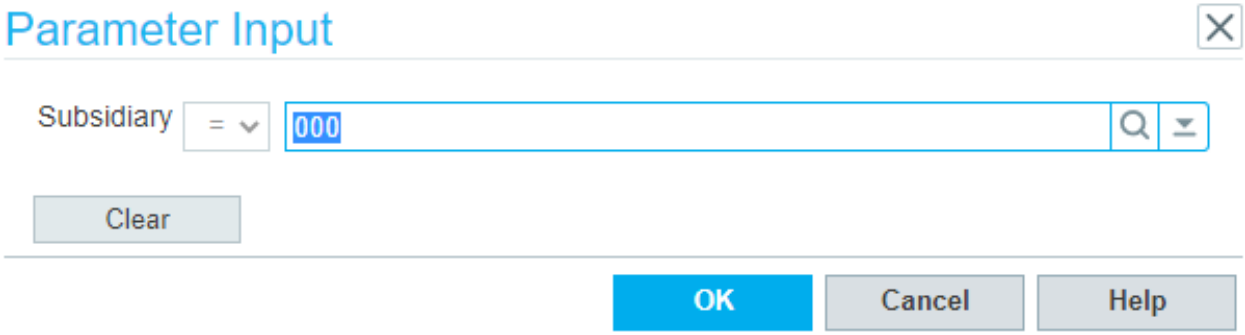
- First Name
- Last Name (or Surname)
- ID Number
- Gender
- E-mail

3. In the **Personal Details** sub-level form, record the contact's **Birth Date**.

Opening a Business Account

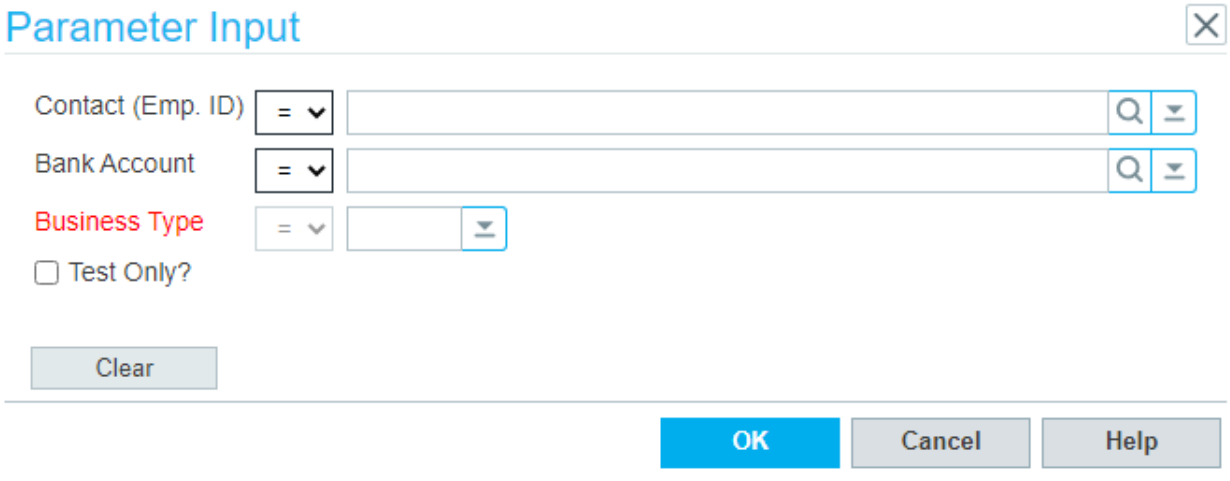
1. Run the Open Business Account program (menu path: **Financials** > **Accounts Receivable** > **Receipts** > **Priority Payments**).

   If you work with subsidiaries, the following window opens; continue to the next step. If you do *not* work with subsidiaries, skip to step 3.



2. If you are defining an account for a specific subsidiary, designate the subsidiary; otherwise, leave the preset value of **000**. Click OK.

   You must define a separate account for each subsidiary that will be transmitting transactions to ***Priority***'s payment gateway.

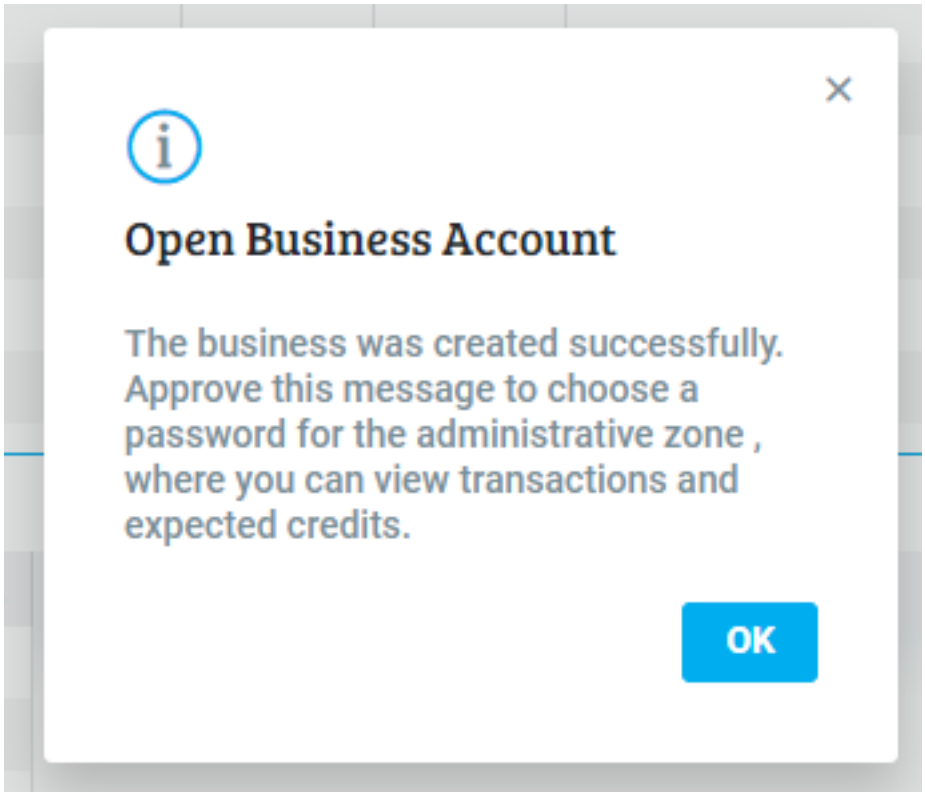


3. In the **Contact (Emp. ID)** field, specify the employee number of the contact person from your company or subsidiary who will interact with the clearance service.

4. In the **Bank Account** field, enter the bank account in the system that will receive the credit card payments.
5. In the **Business Type** field, choose the description that is relevant to your business.
6. Mark the **Test Only** box, if you want to open a business account for testing purposes only. You should not open a live account from a test company, nor a test account from a live company. In a test account, transactions will not actually be carried out. Click OK.
7. In the input window that opens, specify the contact's email and mobile phone number. Make sure that the phone number starts with the country prefix (e.g., 1 for a U.S. number). Click OK.
   - The system automatically populates a number of fields based on the details in the system for this company and employee.
8. In the Pricing Plan input window that may open, specify a credit card pricing plan according to your expected monthly processing volume. Clearing fees are set according to your declaration of the expected processing volume. If this differs from the actual monthly clearing volume, the difference will be credited or debited in the following month.

Results

- After opening a business account, a system message will ask you to complete registration with the payment gateway.

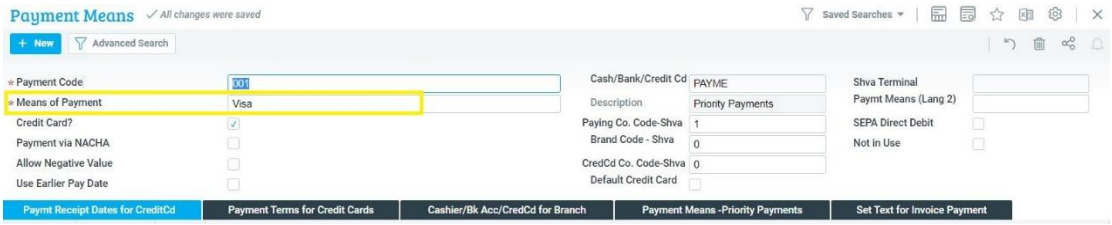


When you OK the message, you will be redirected to an online form to fill out. (You have the option to do so later by running the **Complete Web Registration** program from list of actions in the Priority Payments Definitions form). You will be asked to create a password for the dashboard, your administrative zone for all credit card activity in the company. When the process is finished, the dashboard opens. It is recommended to save the dashboard address in your browser's favorites: https://priority.paymeservice.com/system/login/auth.

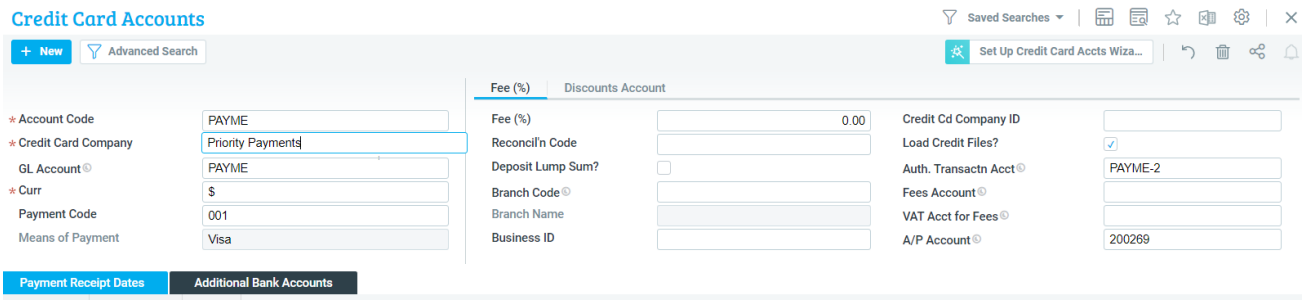
- The company's registration appears in the Priority Payments Definitions form.
- The clearance service provider will conduct a standard KYC process with your company and require any additional details relevant to the type of business and territory in which you operate. After KYC is complete the service provider will approve and activate the business account and notify the assigned contact person. Until that happens, you cannot process transactions.

Stage III: Defining Payment Means

- In the Payment Means form, in the **Means of Payment** field, enter the credit card type your company accepts. The card names must be defined according to the list below. Make sure you type the exact string as per this list:
- *Visa*
- *Mastercard*
- *PrivateLabel* (for American Express, Discover, and JCB credit cards)
- *Diners*
- *Isracard* (for Israeli companies only)



- We recommend setting up a dedicated credit card company for Priority Payments in the Credit Card Accounts form and assigning it to all relevant payment means.



Note: For more information on setting up a credit card company and linking it to a payment means, see the relevant sections in this SOP.

Stage IV: Defining Currencies

- In the Currencies form, make sure that all currencies in which you intend to collect have a currency code in the **Currency (Lang 2)** field.

Notes:

- By default, only the main currency of your company's country, Euro (code EUR), and the US dollar (code USD) are enabled for collections. If you intend to make collections in other currencies, inform the service provider during the KYC process.
- The currency code of the Israeli shekel must be defined as *ILS*.

Stage V: Setting Up PayMe as a Vendor

The clearing service is provided by PayMe, who will bill your company directly for commissions and any other advanced services you choose to use. In order to process these charges, it is recommended that you set up PayMe as a vendor in your system.

To define PayMe as a vendor:

- Follow the instructions in our SOP on Opening a Vendor.
- In the Vendors form, enter the following contact details in the relevant fields:
  Vendor Name: PAYME LTD
  Street Address: 18 Totzeret Haaretz
  City: TEL AVIV-JAFFA
  Zip Code: 6789112
  Country: Israel
  Phone No.: +972-3-7220533
  Web Site: https://www.paymeservice.com/
- In the Financial Parameters for Vendors form (also an action from the Vendors form), enter the following details:
  Co. Registration No.: 515033553
  Regist No.-W. Tax (for non-US users): 939704813

Procedures

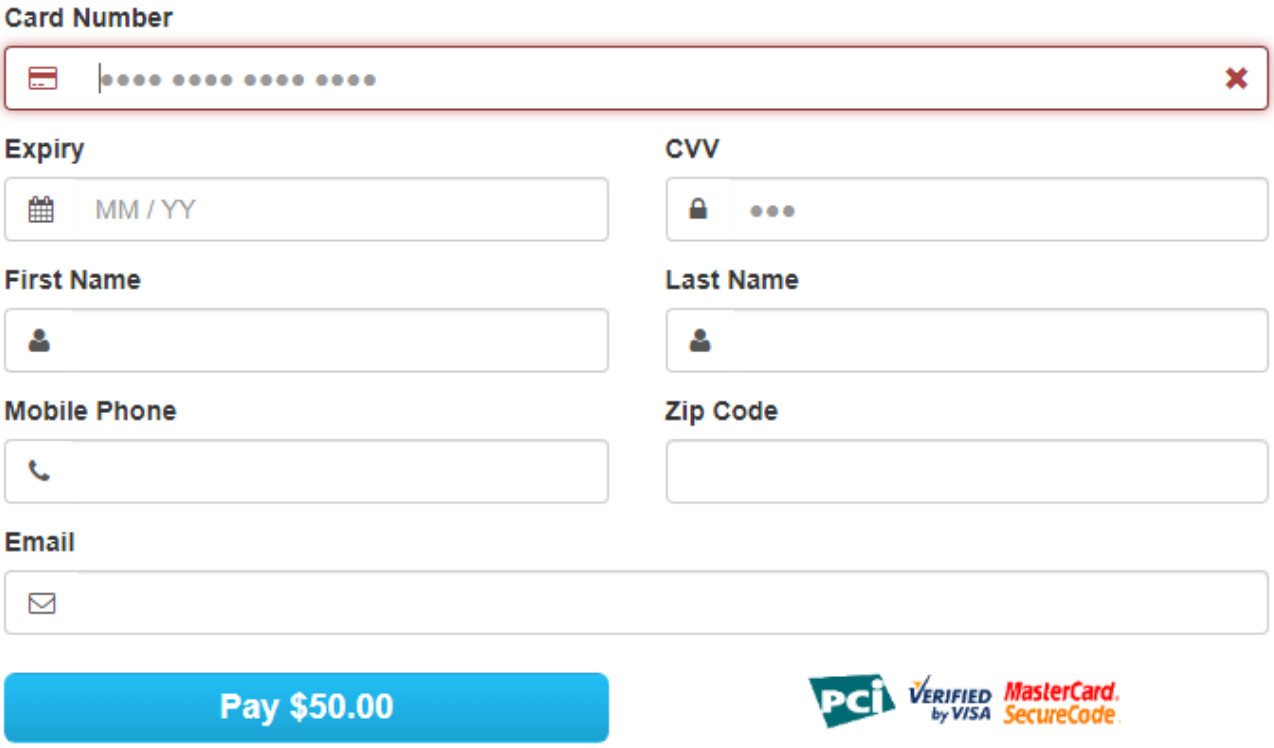
You can process payments by transmitting a single transaction or preparing and submitting a batch of transactions.

1. Transmitting a Single Transaction

You can transmit a single transaction to the payment gateway for authorization of payment for a receipt or over-the-counter invoice.

To transmit a transaction for authorization:

1. Retrieve or create the receipt/invoice in the Receipts form or Over-the-Counter Invoices form**.**
2. In the **Other Forms of Payment** sub-level form, specify:
   - **Payment Code** (defined in the Payment Means form) – You can choose an unidentified credit card payment code, and the system will update the relevant payment code after clearing the payment.
   - **Payment Amount**
   - **Payment Date**
3. Run the Authorize With Priority Payments program from the list of actions.



4. In the input window that opens, record the credit card and cardholder details.
   - If a token is recorded for this customer, order, or contract (and appears in this receipt/invoice in the **Token ID** field), the program will run directly without opening an input window. For more information, see Receiving a Token below.

2. Canceling a Single Transaction

To cancel an approved transaction:

1. In the Receipts or Over-the-Counter Invoices form, retrieve the payment you want to cancel.

2. From the list of actions, run the Cancel Document (Original Date) or Cancel Document for Date program.
3. A cancellation receipt is created (and a reversing journal entry is recorded).
4. Retrieve the cancellation receipt.
5. In the **Other Forms of Payment** sub-level form, run the Authorize With Priority Payments program from the list of actions.

Results

- When the Authorize With Priority Payments program is finished, you will receive a message that the sent transaction was either approved or declined, along with the reason for the decline (for example, the card expired).
- In the receipt, if approved, the **Confirmation Number** field (in the **Other Forms of Payment** sub-level) will be populated with the reference number from the payment gateway that confirms payment, and the **Approved** field will be flagged.

3. Partially Crediting a Customer's Card

You partially credit a customer's credit card by creating a receipt with a negative amount as follows:

1. Open the Receipts form and specify the customer details.
2. In the **Other Forms of Payments** sub-level form, fill in the following fields:
   - **Payment Code** – This is the code of the payment means (defined in the Payment Means form). For more information about the credit card payment means, refer to Stage III: Defining Payment Means above.
   - **Payment Amount** – The amount to credit (negative).

   If you receive an error message saying that you cannot record a negative amount—in the Payment Means form, mark the **Allow Negative Value** checkbox for this code. The error message will turn into a warning message.
3. Run the **Authorize With Priority Payments** program from the list of actions.
4. In the window that opens, fill in the original receipt number that was recorded during payment, and click OK.

Result

The system validates that the original transaction balance is higher or equal to the credit amount. If so, the transaction is transmitted to the customer's credit card account.

ADVANCED TOPICS

Transmitting a Transactions Batch (Billing)

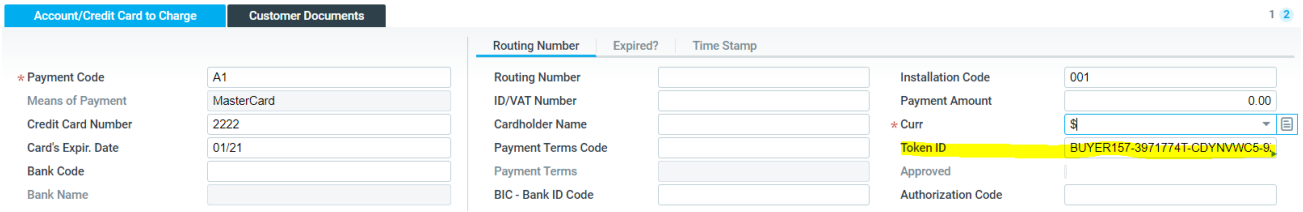
In order to transmit a credit card transaction file (for collecting installment payments or standing orders)— first validate the customer's card with the payment gateway and receive a unique token ID. Then prepare a batch of payment transactions and transmit the file.

1. Setup: Validating Credit Card Details and Receiving a Token

Receiving a token from the clearing service is only relevant when you want to create a standing order and use it to collect future payments.

- The token defined for a customer can be used for all credit card transactions of that specific customer.
- You can also receive a token for a specific service contract or sales order. In that case, the system will use that token to bill invoices based on those documents.

The token is saved in the system in the **Token ID** field in the **Account/Credit Card to Charge** sub-level of the relevant form.



Receiving a Token

1. Enter the **Account/Credit Card to Charge** form (a sub-level of the Financ. Parameters for Customers, Service Contracts, and Sales Orders forms), and choose the **Payment Code** and enter the **ID/VAT Number**.
2. Run the Get Token for Priority Payments program from the list of actions.
3. In the input window that opens, record the following credit card details:
   - Card number
   - Expiration date
   - CVV (last three numbers on the back of the card)
   - First and last name, mobile phone number, and email of the cardholder
4. Repeat this procedure for each customer whose payments you will now be clearing through ***Priority***'s payment gateway.

Results

- After the program runs, you will receive a token that is stored in the **Account/Credit Card to Charge** sub-level form (in the **Token ID** field). When transmitting a transaction batch for authorization, the token along with payment details are sent to the payment gateway.

Reserving a Credit Line for an Order

You can reserve a credit line for a future order, ensuring that the transaction will be authorized when the payment time arrives. To do so:

1. Open the Sales Orders form and retrieve the relevant order.
2. In the **Account\ Credit Card to Charge** sub-level form, update the following fields:
   - **Payment Code** – Choose the relevant credit card code.
   - **Payment Amount** – The amount of the order for which you want to reserve a credit line.
   - **ID/VAT number –** Enter the customer contact's ID number.
3. Run the program **Pre-Auth. W/ Priority Payments** program from the list of actions.
4. In the window that opens, fill in the details, and click OK.

Result

- A unique token ID is received and saved in the **Sales Orders** > **Account/Credit Card to Charge** form.
- When a receipt is opened for this order, the system will use this token ID to clear the payment.
- The credit line will be reserved for 48 hours only. If it is necessary to extend the credit reservation period in your company, please send a written request to PayMe.

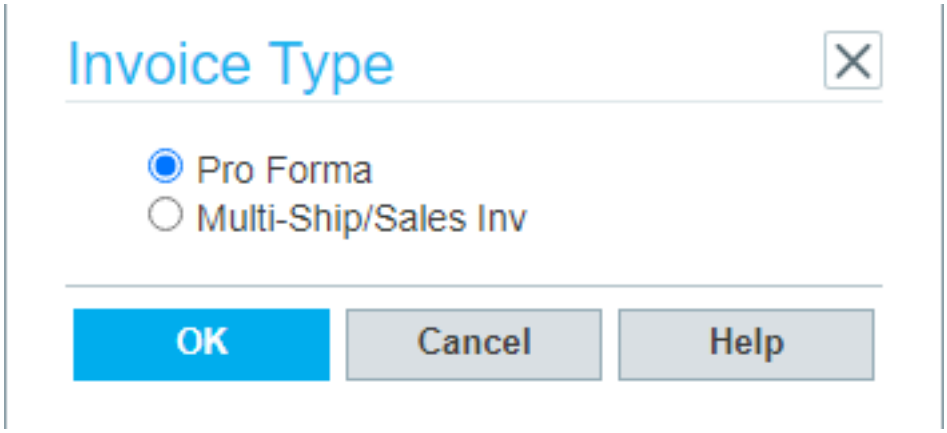
2. Procedure: Transmitting Multiple Transactions (Billing)

Stage I: Preparing Receipts for Standing Orders

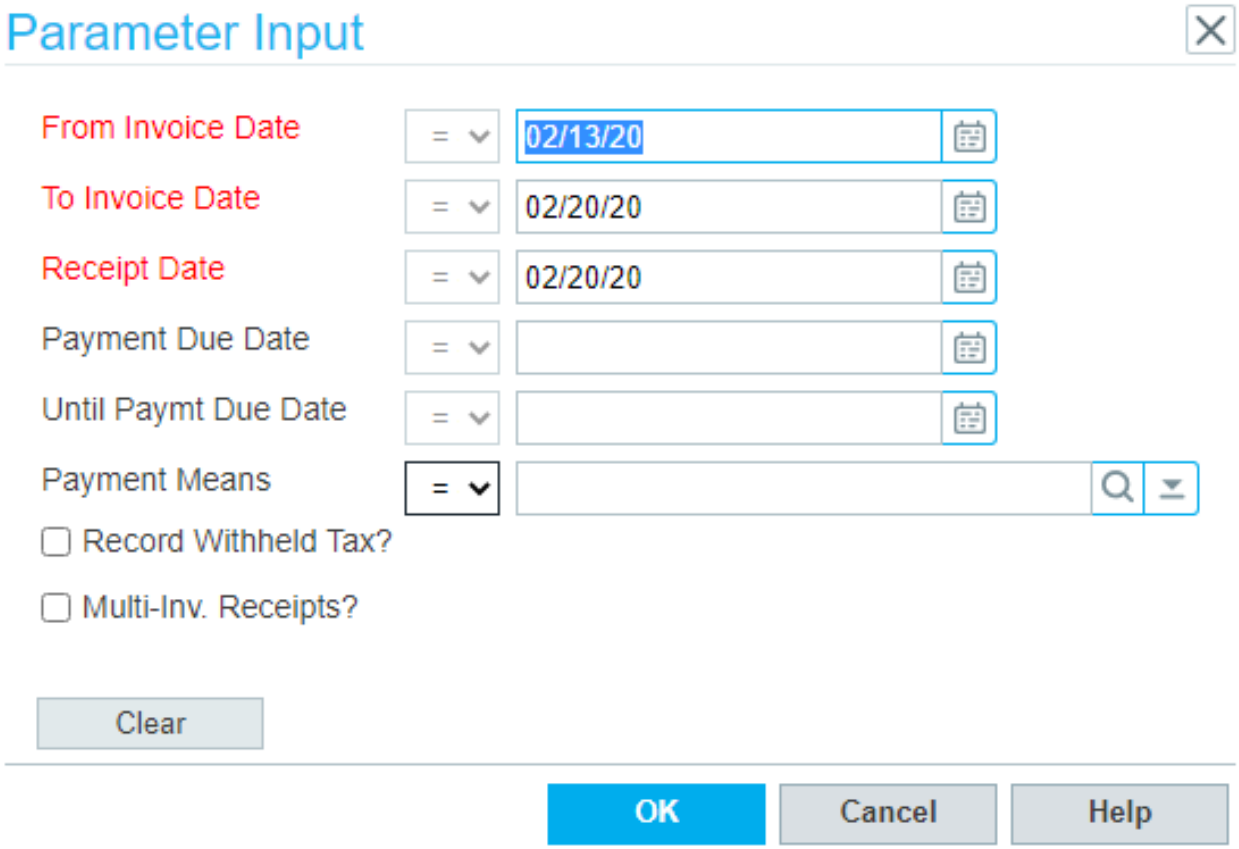
When you have various financial documents (e.g. multi-shipment invoices) with standing order payment details (in the **Account/Credit Card to Charge** sub-level form), you can prepare a batch of receipts for payments due and transmit a transaction batch for authorization via the payment gateway.

To prepare a batch of receipts for standing order payments:

1. Run the Prep Receipts for Standing Order program (path: **Financials** > **Accounts Receivable** > **Receipts** > **Prep receipts for Standing Order**).



2. Choose whether you want to prepare receipts for pro forma invoices or for multi-shipment and sales invoices. Click OK.
3. Choose a preparation method, and click OK:
   - Select **Range of Dates** to prepare receipts for invoices recorded during a specific period.



4. In the input window that opens, specify the start date and end date for which to run the program. Only invoices recorded on or between these dates are taken into account.

5. In the **Receipt Date** field, specify the date that will be assigned to all newly created receipts.

6. In the **Payment Due Date** field, specify the payment date to be assigned to each payment listed in all newly created receipts. This will appear as the due date in all lines in each receipt.

7. To restrict the prepared receipts to payments recorded up to a specific payment date, specify that date in the In the **Until Paymt Due Date** field. Receipts will only be prepared for payments with a payment date on or before this date.

8. In the **Payment Means** field, choose the desired means to restrict receipts to a particular means of payment.

9. Flag the **Record Withheld Tax** field if you want to withhold taxes in the newly opened receipts (and fill in the **Taxes Deducted** and **% Withheld Tax** fields).

10. Flag the **Multi-Inv. Receipts** field to prepare one receipt for multiple invoices whose standing order payment details are identical.

    – Select **Retrieval from Form** to select specific invoices for which to prepare receipts from a form.

    – A form opens in which you can retrieve the desired invoices. Make sure that all invoices you want to include appear in the form (clear any unwanted lines using F7), and then exit the form (press Esc) to continue running the program.

    – In the input window that opens, specify the receipt and payment due dates and other options as needed.

Result

- When the program finishes running, a batch of receipts is opened that includes the standing order payment details (token). These receipts are automatically assigned the status that is flagged in the **Init-Standing Order** field of the Statuses for Receipts form.

Stage II: Transmitting a Transaction Batch

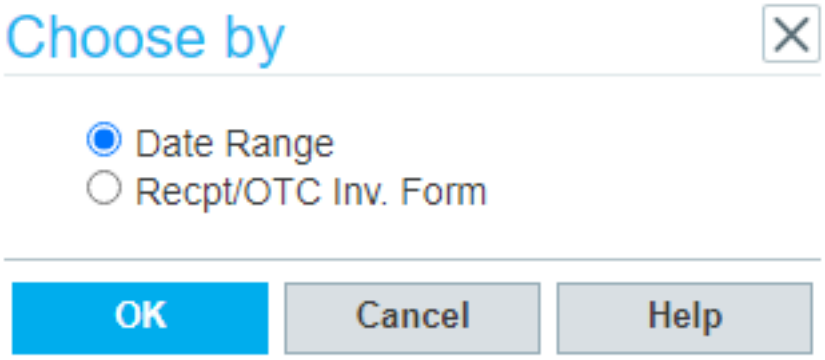
After preparing a batch of receipts that include standing order details (the token), you can transmit the batch to the payment gateway for authorization.

To transmit a batch of transactions:

1. Run the Approve Credit Card Transactions program (path: **Financials** > **Accounts Receivable** > **Receipts** > **Cr. Card Transaction Interface**).

2. If you work with subsidiaries, in the window that opens, specify the subsidiary for which you are transmitting transactions. To transmit transactions for the main company, leave the preset value of 000. Otherwise, skip to the next step.

3. If you have a test environment and you want to transmit the file in test mode, mark the **Test Only** checkbox. Click OK.



4. Choose a method by which the system will retrieve receipts and over-the-counter invoices for transmission, and click OK.

   – Select **Date Range** to retrieve transactions recorded within a specified date range.

I. In the input window that opens, specify the start date and end date for which to run the program. Only unauthorized transactions whose document date falls on or between these dates are taken into account.

II. Select **Pending Receipts** if you want to authorize pending receipts and over-the-counter invoices only. Leave it empty to authorize final receipts and over-the-counter invoices.

III. Select **Include Canceled** to also include canceled transactions (canceled receipts and over-the-counter invoices) in the file transmitted to the payment gateway. In this case, the **Pending Receipts** option should not be selected.

```
- Select **Recpt/OTC Inv. Form** to open a form from which to retrieve
transactions for authorization by the payment gateway.
```

Tip: Retrieve the desired invoices (using F11 and specifying parameters). Make sure that all invoices you want to include appear in the form (clear any unwanted lines using F7), and then exit the form (press Esc) to continue running the program.

Results

- You will receive a message that the transactions were either approved or declined, along with the reason for the decline (for example, the card expired).
- In the receipt, if approved, the **Confirmation Number** field (in the **Other Forms of Payment** sub-level) will be populated with the reference number from the payment gateway that confirms payment, and the **Approved** field will be flagged.
- The Priority Payments Transactions form is populated with the payment details from any credit card slip that was included in a successfully processed transaction.

Tip: Use this form to search for a transaction according to its unique external sale ID in the **External Transact.ID** field. This ID matches the sale ID in the dashboard.

Generating Reports

- Run the Transmitted Transactions report to review transactions that were transmitted to the payment gateway and authorized. In the report's input window, specify the time period for which authorized transactions should be displayed.
- Run the Transaction Transmission Errors report to review the transaction errors returned by the payment gateway. In the report's input window, specify the time period of transmissions for which transaction errors should be displayed.

Importing Additional Forms of Payment

Priority allows you to import additional payment means other than credit cards, as long as you first register for the payment means in the dashboard.

The additional payment means currently supported are **Bit** in Israel, **ACH** in the US, **SEPA** in Europe, **bacs** in England and **PayPal** globally:

- For **ACH**, **SEPA** and **bacs** you must apply directly with PayMe support.
- To register for Bit services in the dashboard, go to the Marketplace & apps zone in the dashboard and choose to sign up for Bit. In the course of registering, you will be asked to provide company credit card details as security.
- To register for PayPal services in the dashboard, go to the Marketplace & apps zone in the dashboard and choose to sign up for PayPal. Registering for PayPal requires having a business PayPal account since the funds will be transferred there and not to your bank account as with other means of payment.

  After registering the additional payment means in the dashboard, define them in ***Priority*** as well.

To define additional payment means:

1. In the Priority Payments dashboard, run the Import Paymt Means from Pri.Pay. program.
2. If you work with subsidiaries, choose the relevant subsidiary in the program input, and click OK.

Result

- The payment means in Priority Payments are updated in the **Payment Means** form. If you work with subsidiaries, each payment means is marked as available in the **Payment Means –Priority Payments** sub-level form. If you do not want to use this payment means, just remove the checkmark.

Note: Make sure to link the additional payments means to the same credit card company that you linked the credit card brands to (in the Payment Means form > **Means of Payment** field).

Using Additional Payment Means

- Companies that uses **ACH**, **SEPA** and **bacs** should use the **eCheck**, **sepa** and **bacs** payment means respectively, to create a bank transfer. The transfer is authorized within 48 hours. To update the confirmation of the transaction in the system, run the Update Trans. Confirmations program. It is recommended to set up scheduled runs using the Tabula Task Scheduler (TTS).

- **Bit** for Israeli customers – After choosing the Bit payment means and running the **Authorize With Priority Payments** program from the Receipts > **Other Forms of Payments** form, a QR code is displayed (instead of the credit card details form). The rest of the process is done in the Bit application. In the same form, as an alternative to scanning the QR code, you can send a link via text message to the mobile phone of the billing customer.

** Notes for working with the BACS and PayPal payment means:**

- These payment means can be used by end customers when they pay your company via the **Payment Portal** or directly from a document using the **Click2Pay** module. They are not available for the company users while creating receipts.

- When you choose one of these payment means, a designated window opens for **BACS** or **PayPal** and therefore you should make sure that your browser enables redirecting and pop-up windows.

Priority Mobile: Transmitting a Single Transaction

In Priority Mobile, after finalizing a customer invoice (sales invoice, over-the-counter invoice, multi-shipment invoice, or pro forma invoice) — you can transmit a single transaction.

Note: To learn how to generate a mobile app, see the Priority Application Generator SOP.

To transmit a transaction:

1. From the invoice card, click the **Secure Payment** button from the three dots menu. The payment amount is displayed.

2. Press the payment button.

3. In the window that opens, fill in the payment and cardholder details:

Results

- After running the program, you receive authorization of invoice payment. The authorization code is copied to the invoice itemization.

- If the transaction is declined, you receive notification with the reason (e.g., the card is not valid).
- A receipt is recorded, finalized, and reconciled with the invoice.

Credit Card Reconciliation

The Priority Payments solution is fully integrated with ***Priority***'s credit card reconciliation module.

For more information on reconciling credit card statements with statements in Priority, see our SOP.

E-commerce Adaptors

If you sell via an online store, you may benefit from the ready adaptors for receiving payments in the online shop that the service provider offers for WooCommerce, Shopify, and more.

To explore and download the adaptors, visit the marketplace in your dashboard

CLICK2PAY

Aim

The following procedures explain how to activate the Click2Pay component, which allows customers to make a payment directly from Orders, Price Quotations and Invoice documents with a click of a button or by scanning a QR code. Credit card payments and payments via other means are made easily and quickly through a secure payment page.

Click2Pay uses Priority Connect, a cloud service that connects your ***Priority*** installation to the cloud. Your data will never be stored anywhere outside of your installation, and no user credentials are sent to the cloud.

Requirements

- You have an application license for Click2Pay and the Renew License program has been run.
- **For local installations only**: An application server has been installed (see Installing the Application Server). Priority Gateway has been installed (see Setting Up Priority Gateway).
- An external access ID was defined for the company for which you want to activate the service. This definition is made by running the **Register with Priority Connect** program from the list of actions in the Define Priority Connect User form.

Procedure

Stage I: Setting Up a User to Work with Click2Pay

Activities recorded in Click2Pay will be registered under a particular ***Priority*** user. (For example, the receipt created in Priority is opened via this user.) Therefore, it is recommended that you run the Add New User program and define a dedicated user with an email and user name that properly represents your company, such as the company name, with the relevant privileges and restrictions.

1. Make sure that the dedicated Click2Pay user has the following permissions (see detailed instructions on defining privileges in the Web or Windows interface).
   - Write privileges to the **Documents for Click2Pay** form (path: System Management > System Maintenance > Internet Definitions > Auxiliary Forms for Apps)
   - Write privileges to the **Receipts** form (path: Financials > Accounts Receivable > Receipts)
   - Run privileges to the following printing programs: **Order confirmation**, **Print Price Quotation**, **Print Sales Invoice**, **Print Invoice/Credit Memo**, **Print Export Invoice**, **Print Pro Forma Invoice**, and **Print Receipt**.
2. In the Personnel File form, define an **API User Name** for the user. This username will enable access to Click2Pay via API.
3. Run the Define Priority Connect User program and specify this user.

   Note: If you use ***Priority***'s digital signature, Click2Sign, this user should be the same as the Priority Connect user for Click2Sign. See Working with Click2Sign.
4. In the Applications for License form, select the Click2Pay application license, and in the **Users for Applications** sub-level (in the **User Name** field), enter the user defined for working with Click2Pay (for detailed instructions, see Application Licenses).

Stage II: Sign Up the Company for Priority Connect

Important! Priority Connect is installed on the application server. To allow customers to make payments via Click2Pay whenever they want, the application server must always be available.

Ensure that a unique external identifier for Priority Connect has been created for each company that will make invoice payments via Click2Pay. You can see whether or not an external identifier exists for a company in the **External Access ID** field of the Companies form.

If no identifier appears in the **External Access ID** field. You must create one manually.

To manually create an external identifier:

1. Run the **Register with Priority Connect** program from the Actions list in the Companies form.
2. In the **Modify Company Name** field, specify the unique external identifier. The identifier must contain between 5 to 32 characters and consist only of alphanumeric characters, numbers and a hyphen (-).
3. Click OK to create the identifier.

Note: Repeat this process for each company that will be receiving payments via Click2Pay.

Stage III: Activating Click2Pay for Users

- In the Financ. Parameters for Customers form, flag the **Add Payment Link** checkbox for the relevant customers. The Click2Pay payment link will only appear on documents for customers that have this field flagged.

Note: A payment link will not appear for a customer who already has a standing order for payments (i.e., a token appears in the **Token ID** field of the **Account/Credit Card to Charge** sub-level form).

Stage IV: Settings for Printing/Viewing documents

A. Defining the Company Logo That Appears on the Payment Page

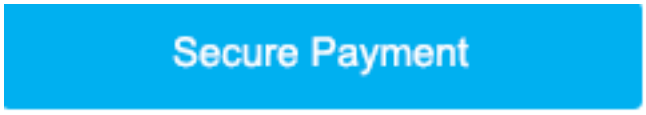
- In the Company Data form, or the Subsidiaries form (if a subsidiary exists), define the company logo in the relevant **Logo** fields.

Note: The logo will appear when the customer pays with Click2Pay. The size of the logo should be 30X150. If the logo is set to a different size, the system will try to match the logo to the desired size.

B. Adding Payment Button/QR Code to Printed/Emailed Documents

Click2Pay's button/QR code enables customers to pay directly from the Orders, Price Quotations and Invoice documents.

- When you email the document as a system document (an HTML or PDF file), a button for payment via Click2Pay automatically appears on the document.



Note: A QR code is displayed only on document printouts.

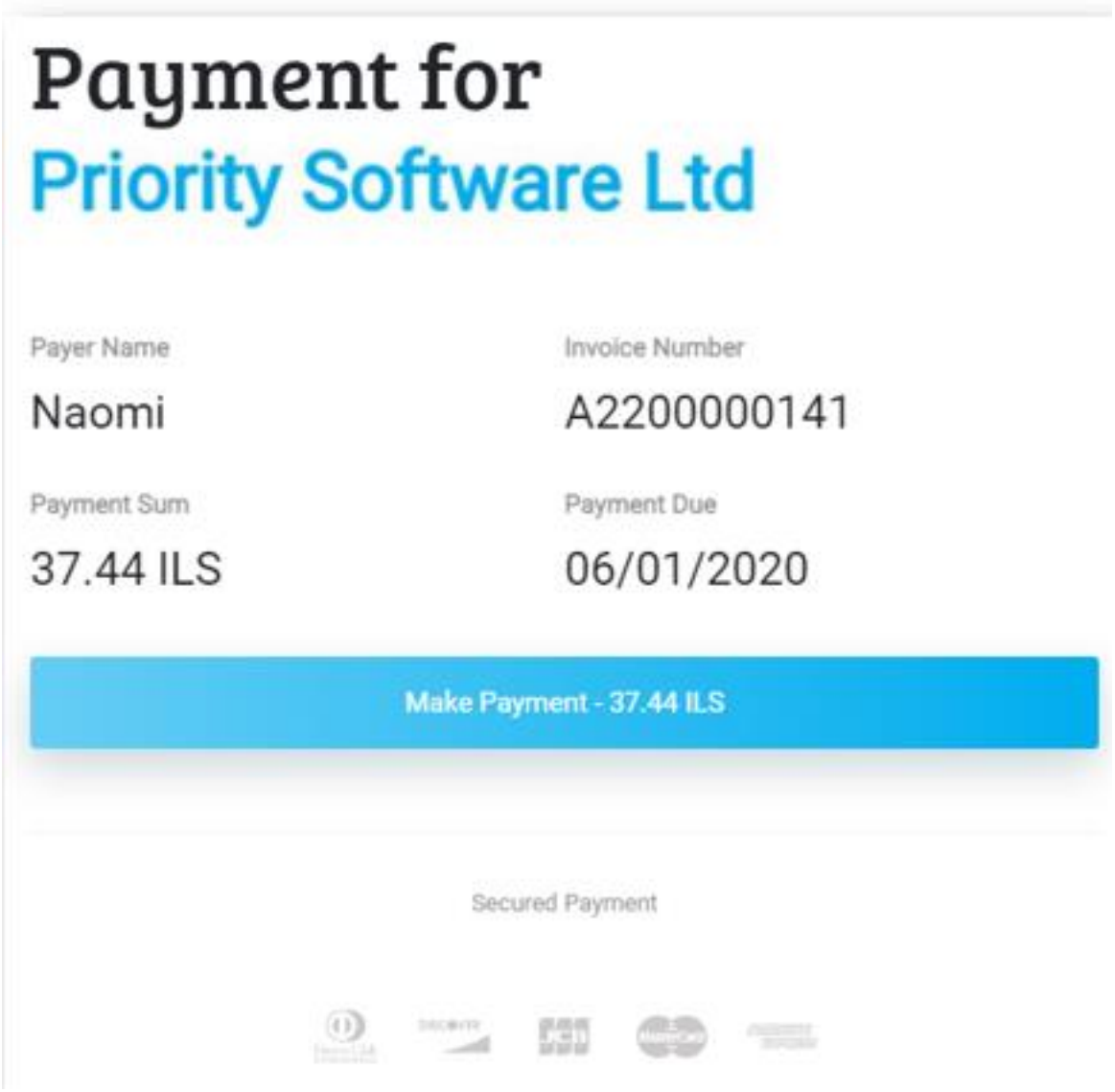
- When you send/print the Order, Price Quotation or invoice as a template document, the document will be generated according to the defined Word template. Add the relevant tag (from the **Additional_Details** tab, see image below) to the template of the document printout:
- To send documents via email with a payment button, add this dynamic tag: **Payment_Link___Pic_**

- To print documents with a QR code, add these dynamic tags: **QR_Title**, which contains an explanation for scanning the code, and **QR_Code_for_Payment**, which contains the QR picture.

Note: For information on customizing Word templates, see our video or operating procedures on the subject. For more information on sending e-mails and defining Word templates with set text (containers), see the **User Interface Guide**.

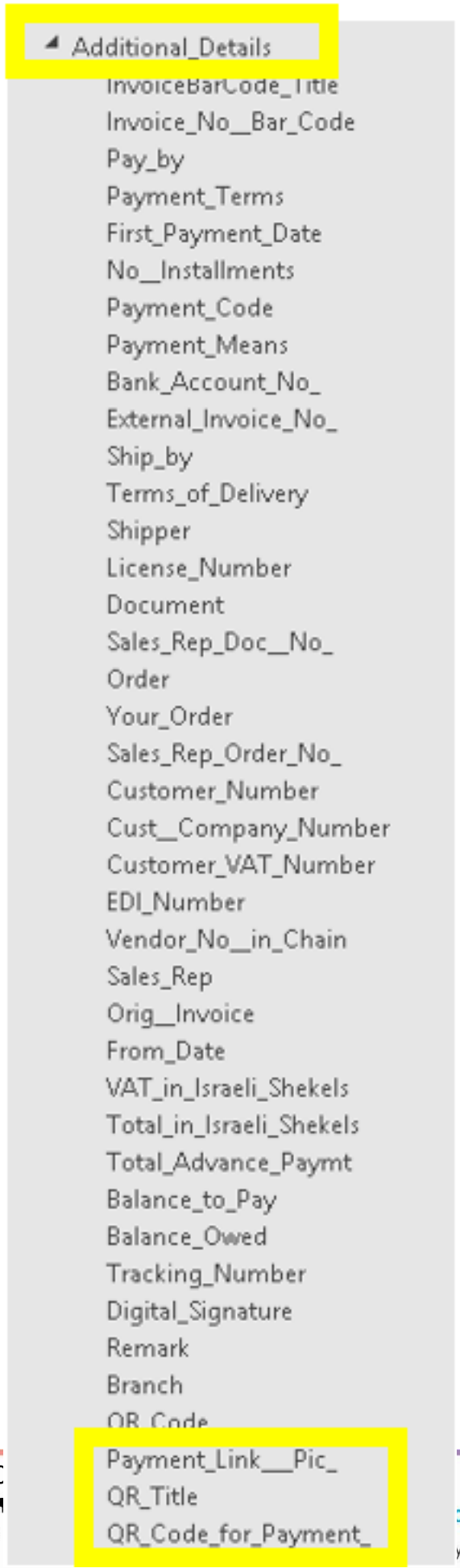
Notes:

- Complete this step separately for each document type (sales order, price quotation and sales invoice) that is prepared with a Word template in which you want to add theClick2Pay component.
- When you send a document by email or choose the display option, the link for payment via Click2Pay will appear as a button (as shown above). The graphic of the button is saved in *system/images/Click2Pay_button_en.png*. You can create a custom image and replace the image in the system as desired, however, we recommend saving the original photo in case you decide to revert back to the default button.
- When customers click the payment button, they are transferred to a web page in which they can make the payment, as shown below:



The page displays the invoice details, including the billing customer, payment date, and the sum for payment.

Note: In invoices, if you defined an early payment discount, the amount for payment shown in the invoice includes the discount.

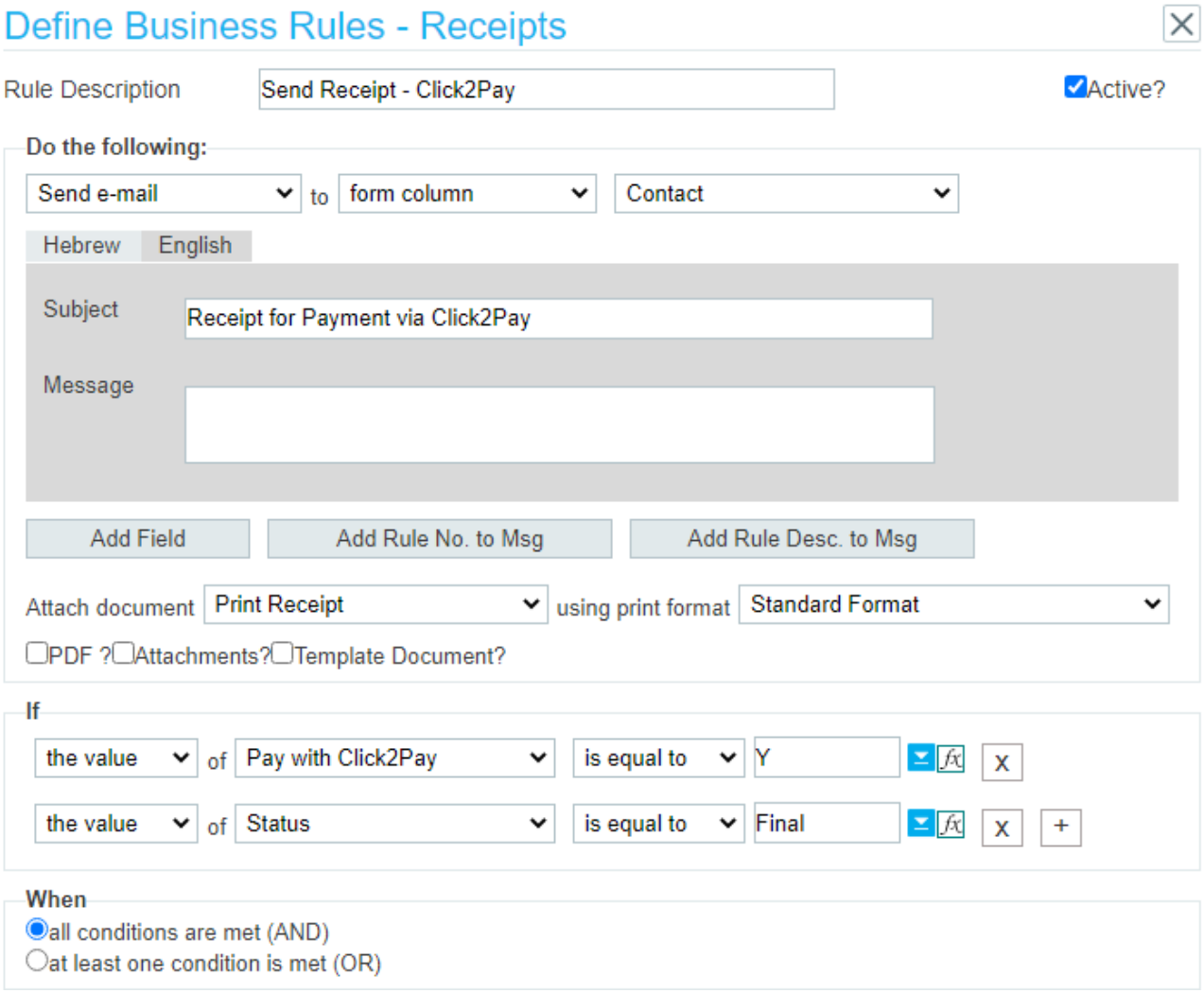

Additional_Details
InvoiceBarCode_Title
Invoice_No__Bar_Code
Pay_by
Payment_Terms
First_Payment_Date
No__Installments
Payment_Code
Payment_Means
Bank_Account_No_
External_Invoice_No_
Ship_by
Terms_of_Delivery
Shipper
License_Number
Document
Sales_Rep_Doc__No_
Order
Your_Order
Sales_Rep_Order_No_
Customer_Number
Cust__Company_Number
Customer_VAT_Number
EDI_Number
Vendor_No__in_Chain
Sales_Rep
Orig__Invoice
From_Date
VAT_in_Israeli_Shekels
Total_in_Israeli_Shekels
Total_Advance_Paymt
Balance_to_Pay
Balance_Owed
Tracking_Number
Digital_Signature
Remark
Branch
QR_Code
Payment_Link___Pic_
QR_Title
QR_Code_for_Payment_

XML tags for adding a button/QR code to invoice

Stage V: Receipt Settings

A receipt is opened in Priority after the user completes the payment in Click2Pay, reconciled to the invoice (if it was paid based on an invoice), and automatically closed. In addition, you can define that the receipt will be automatically sent to the email address that the payer left when making the payment via Click2Pay.

To define the next step in the system after payment through Click2Pay occurs, set a business rule in the Receipts form as shown below.



[]{#_Toc76655828 .anchor}Monitoring Payments and Handling Errors

Open the Payments via Click2Pay form to view all documents that were paid using Click2Pay and the receipts created for them. In case receipts were not created, a suitable error message will appear in the record.

You can run the program **Check Payment and Create Receipt** from the Actions menu to run a procedure that creates receipts for payments made, where missing. If a receipt is

generated by this procedure, its number is updated in the record. In case of an error, the error description appears in the record.

PAYMENTS PORTAL

The payments portal is a tool for your end customers that allows them to quickly and easily make payments via a secure payment experience. The payments portal uses Priority Connect, a cloud service that connects your ***Priority*** installation to the cloud. Your information never leaves the borders of your installation, and your user details are not sent to the cloud.

Aim

These procedures explain how to set up the payments portal component to allow end customers to:

- View and pay multiple invoices
- View payments made and the receipts created for them
- Save credit card details for future use
- Setting up direct debit payment method

Requirements

You have purchased the Priority Payments module and

- defined credit card clearing in ***Priority*** **according to the instructions above.**
- set up Click2Pay according to the instructions above.

Setups

Stage I: Setting Up a User to Work in the Payments Portal

Some of the actions performed in the portal are carried out under the credentials of an external party (the end customer) who is given permissions to work in the portal. Procedures in the portal are carried out in your company's ***Priority*** system under this user, which is the same dedicated user defined for working with Click2Pay, as explained above.

To set up a system user to be used by your end customers in the portal:

1. In the Users > **User Permissions** form, flag the **Contacts' API User** field for the dedicated user.
2. Make sure that the user has full write privileges to these forms and their sub-levels:

- **Invoices for Click2Pay** (path: System Management > System Maintenance > Internet Definitions > Auxiliary Forms for Apps)
- **Payments via Payments Portal** (same path)
- **Receipts** (path: Financials > Accounts Receivable > Receipts > Receipts)

Note: See detailed instructions on SOP: Users and Privileges - Web in the Web interface.

Stage II: Inviting Contacts to Work in the Portal

End users of the portal are always individuals with an e-mail address. As such, you invite end customers to work in the payments portal by inviting the contacts recorded for the customer in the Customers > **Customer Contacts** form.

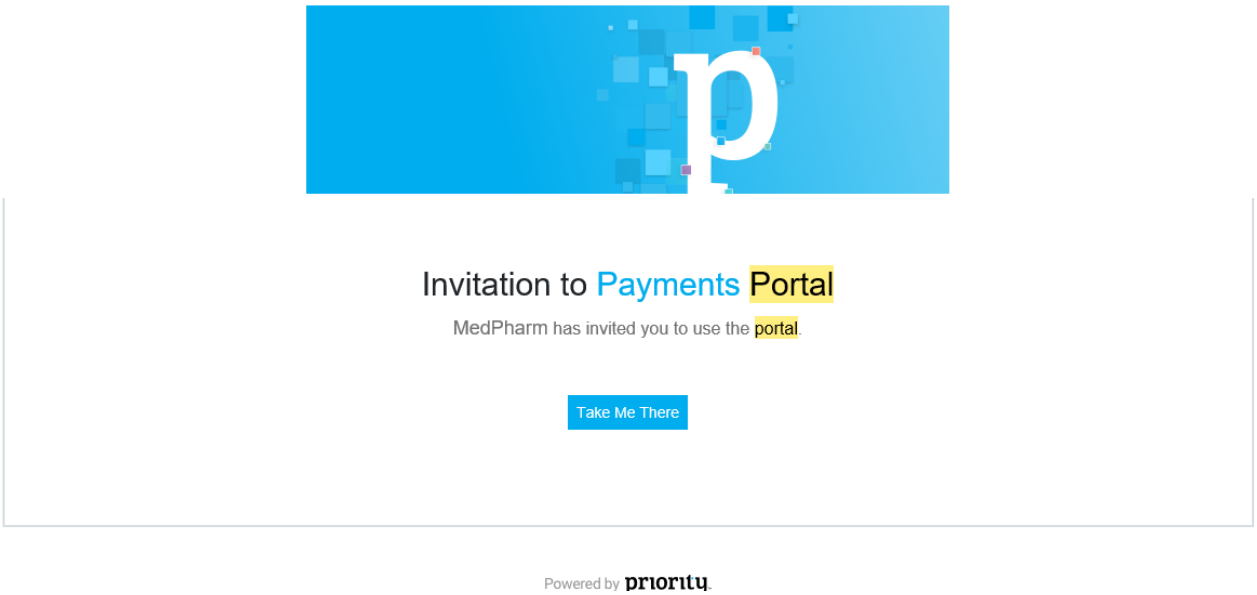
Make sure your end users are defined in the Contacts form with accurate e-mail addresses.

To invite contacts to work in the payments portal:

1. In the Contacts form, retrieve the contact you want to invite to work in the Payments Portal, and make sure that an e-mail address is defined for him/her.
2. Mark the Sign Up in P.Connect box.
3. Run the **Invite to Payments Portal** program from the list of actions.

Result

- The contact receives an e-mail invitation.



Procedure: Using the Payments Portal

The following procedure must be followed by the end user (that is, the contact who receives your e-mail invitation and will be working in the payments portal).

A separate document that directly addresses your portal users is available here. You can send it to them as necessary. It is copied below for your reference.

Use the ***Priority*** payments portal to make payments by credit card and other payment means, quickly and easily, via secure connection to the clearing house.

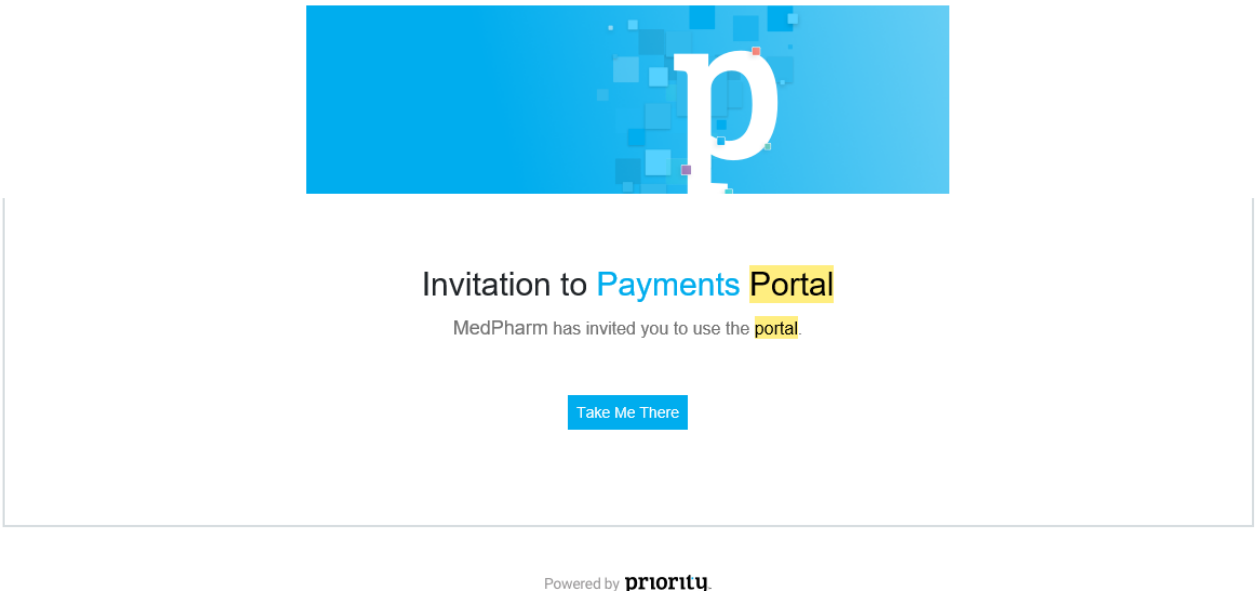
Aim

These procedures explain how to work with the payments portal to:

- View multiple invoices and pay for them
- View payments made and their receipts
- Save credit card details for future use

Requirements

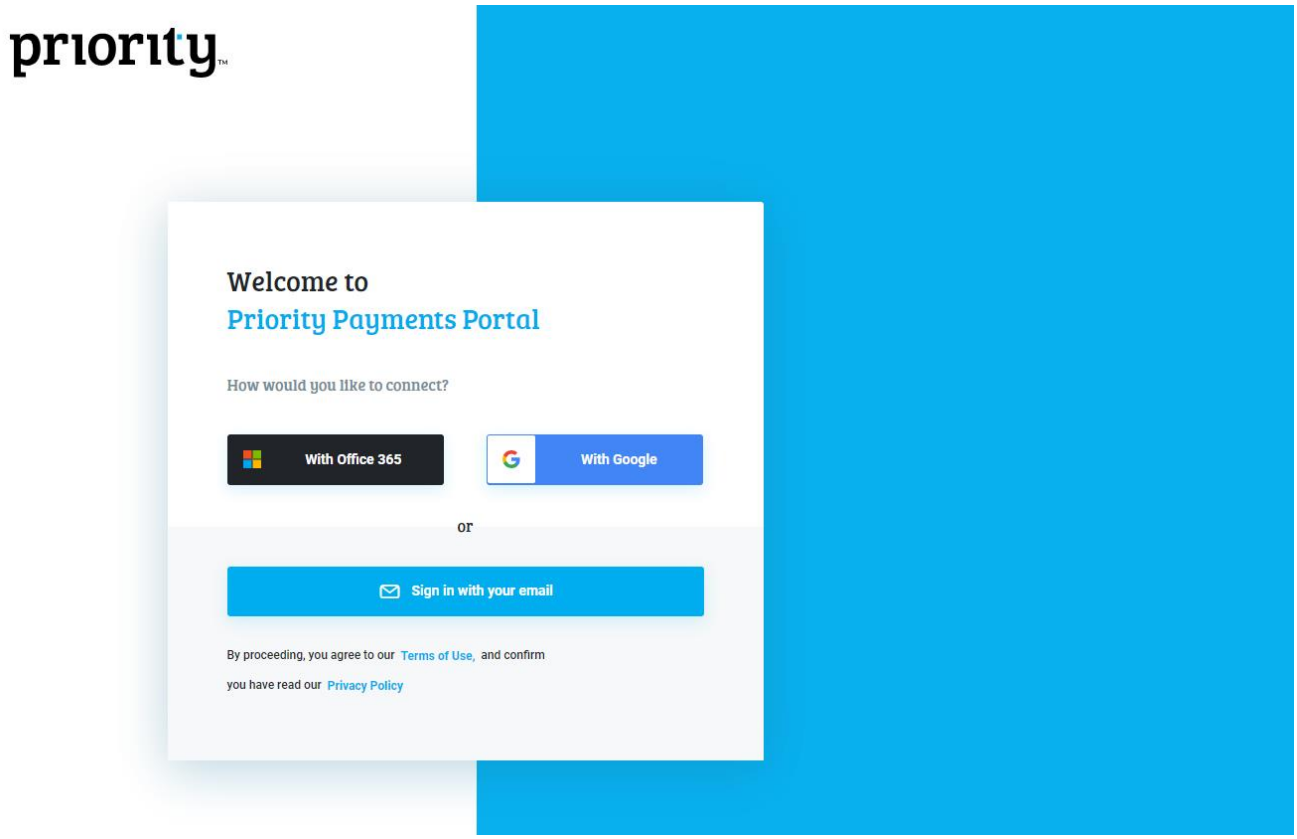
A ***Priority*** user has sent you an e-mail invitation to the payments portal.



Procedure

Stage I: Logging in

1. In the e-mail invitation, click the **Take Me There** button. You are transferred directly to the portal.



2. Log in using a Google or Office365 account, or alternatively, create a ***Priority*** account with an e-mail and password.

Note: Every time you open the payments portal, you will need to identify yourself using the method chosen when signing up for the service (that is, when logging into the portal via the e-mail invitation).

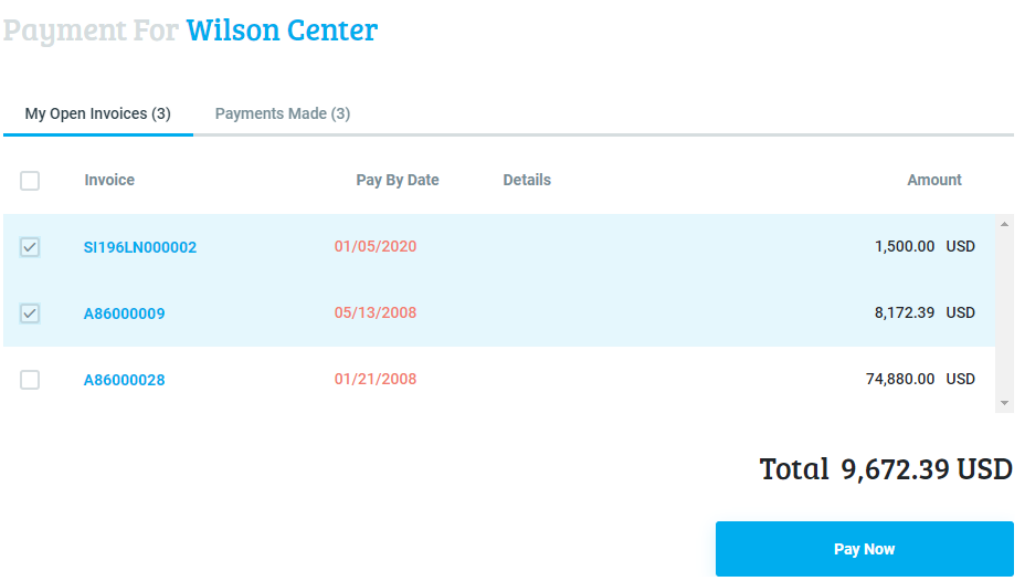
Result

You are transferred to the portal, which displays open invoices. The invoices displayed are those with a balance to pay that belong to the company to which you, as a customer contact, are linked.

Stage II: Viewing Invoices and Making Payments

To view and pay invoices:

1. In the payments portal, flag one or more invoices for payment. The total to be paid is displayed.

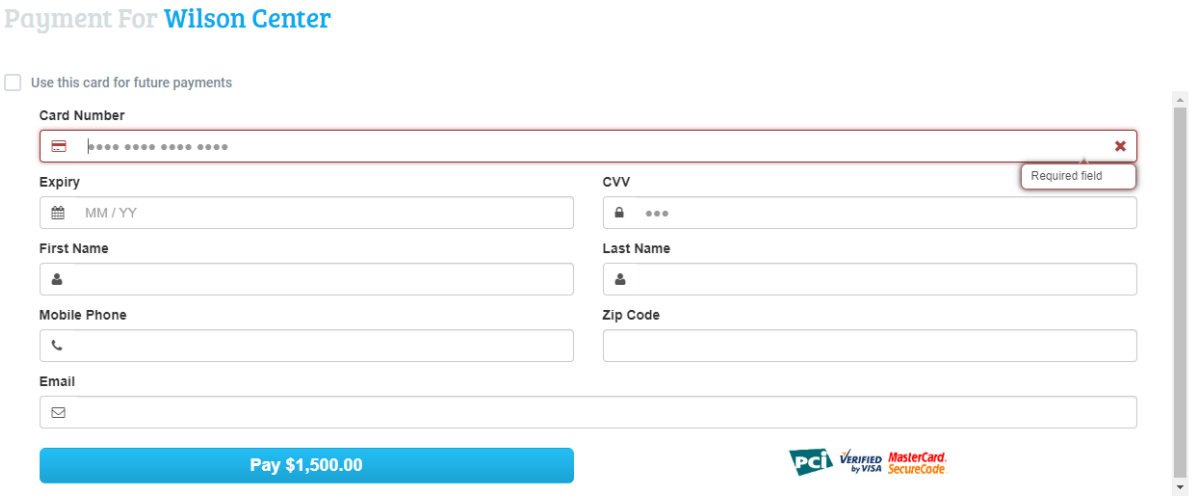


2. To view a printout of an invoice, click the invoice number.

   Note: Printouts are opened in a separate web page, but they might be prevented from opening by the browser's pop-up blocker. If so, check whether the pop-up blocker is enabled. If necessary, disable it and try opening the invoice again.

3. Click **Pay Now** to move to the next page and make the payment.

4. In the input window that opens, record credit card details.



5. If you want to save these credit card details for future use, flag the **Use this card for future payments** option.

6. Click the blue **Pay** button.

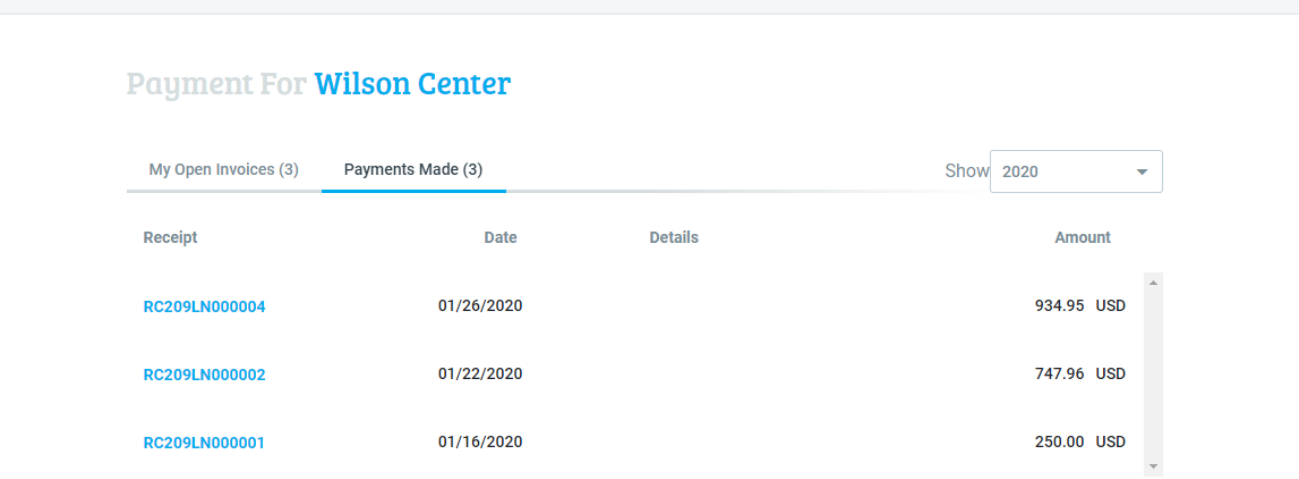
Results

- A message notifies you that the payment was made and displays the number of the receipt that was opened.

Stage III: Viewing Payments Made

After completing the payment, you are transferred to a different tab that displays payments made. You can see the receipt that was created by the last payment as well as previous receipts. You can filter the receipts by date.

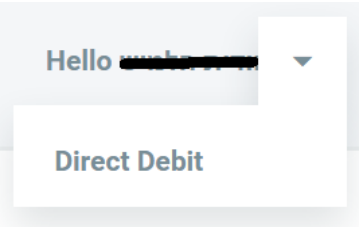
- To view a printout of a receipt, click the receipt number.



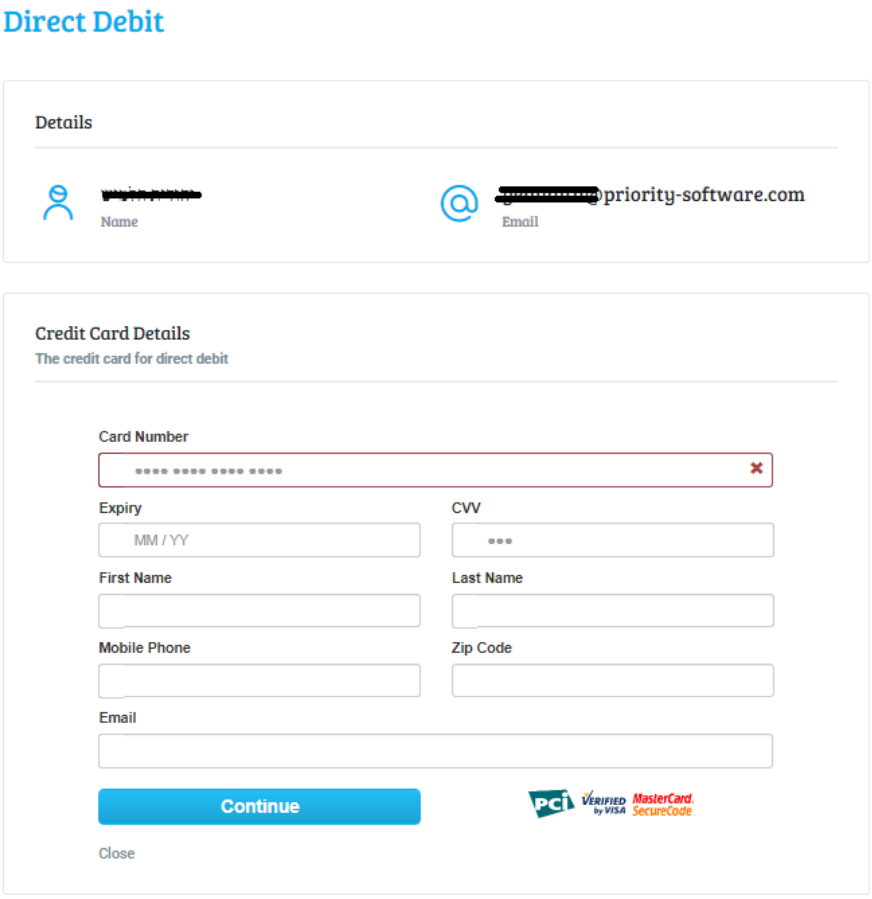
Note: Printouts are opened in a separate web page, but they might be prevented from opening by the browser's pop-up blocker. If so, check whether the pop-up blocker is enabled. If necessary, disable it and try opening the invoice again.

Stage IV: Setting Up a Direct Debit

1. You can create a standing order for credit card payments by clicking on the arrow next to your user name and then choosing the option **Standing Order**.



2. In the window that opens, record the credit card details for payment by direct debit.



Result

- A token (a unique transaction identifier) is added to the customer's record.
- After this, all future payments will use the direct debit method.

Note: You can always edit or delete a direct debit in the Payments Portal.