

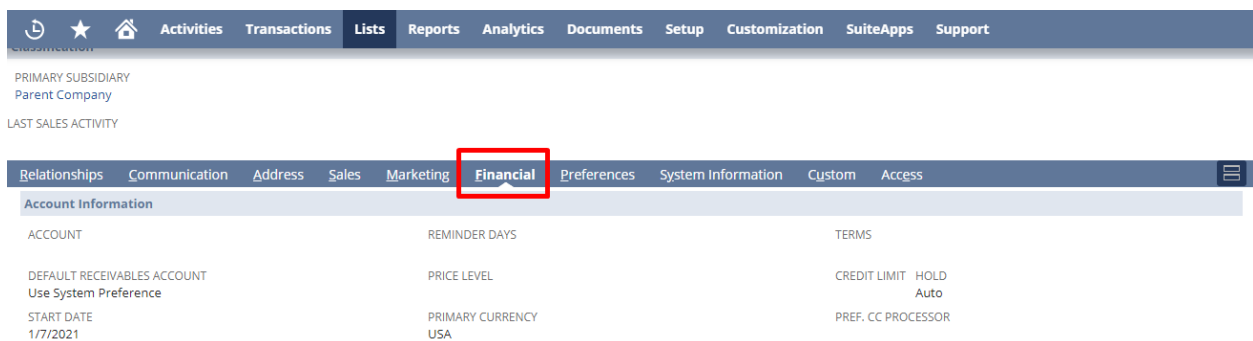
NetSuite Bundle User Guide

1) Payment Methods

Managing a Customer's Payment Methods

On a customer record:

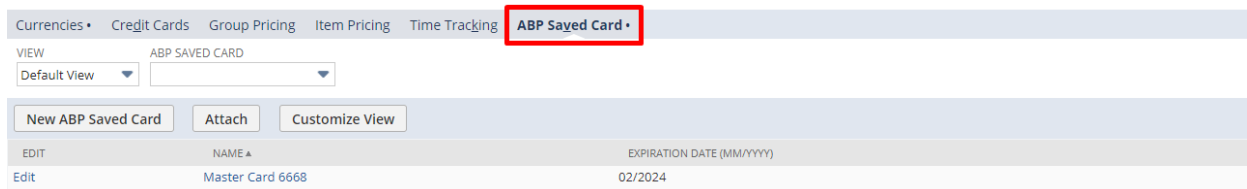
- Navigate to the *Financial* subtab.



The screenshot shows the NetSuite interface for a customer record. The top navigation bar includes 'Activities', 'Transactions', 'Lists', 'Reports', 'Analytics', 'Documents', 'Setup', 'Customization', 'SuiteApps', and 'Support'. Below this, the 'Financial' subtab is highlighted with a red box. The 'Account Information' section displays the following details:

ACCOUNT	REMINDER DAYS	TERMS
DEFAULT RECEIVABLES ACCOUNT Use System Preference	PRICE LEVEL	CREDIT LIMIT HOLD Auto
START DATE 1/7/2021	PRIMARY CURRENCY USA	PREF. CC PROCESSOR

- Click the *ABP Saved Card* subtab



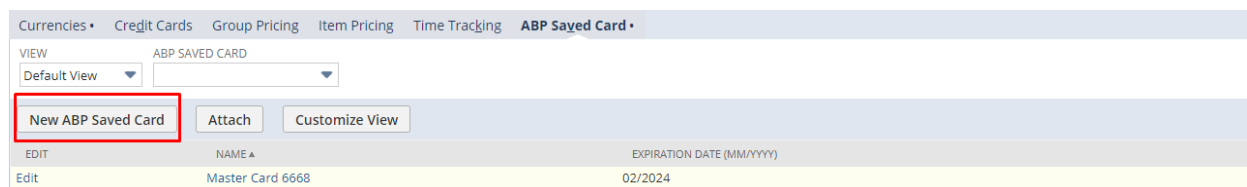
The screenshot shows the 'ABP Saved Card' subtab highlighted in red. The interface includes a 'VIEW' dropdown set to 'Default View' and a search field for 'ABP SAVED CARD'. Below the search field are buttons for 'New ABP Saved Card', 'Attach', and 'Customize View'. A table lists the saved payment methods:

EDIT	NAME ▲	EXPIRATION DATE (MM/YYYY)
Edit	Master Card 6668	02/2024

- You'll see a list of the customer's saved payment methods.

Adding a New Payment Method for a Customer

- Click *New ABP Saved Card*.



The screenshot shows the 'ABP Saved Card' subtab with the 'New ABP Saved Card' button highlighted in red. The interface is identical to the previous screenshot, showing the search field and the table of saved payment methods.

- You'll be redirected to the New Payment Method screen.

Adding a New Payment Method on a Transaction

- Click the *Billing* tab.
- Find the *ABP SAVED CARD SELECT* field.
- Instead of selecting a payment method, click the plus icon.

The screenshot shows a software interface with a navigation bar at the top containing 'Items', 'Shipping', 'Billing', 'Accounting', 'Relationships', and 'Communication'. The 'Billing' tab is selected and highlighted with a red box. Below the navigation bar is the 'Billing Address' section, which includes a 'BILL TO SELECT' dropdown and a 'BILL TO' address field with a 'Map' link. The 'Payment' section is below, containing several fields: 'PAYMENT METHOD' (Master Card), 'ABP PROCESSING PROFILE' (Test Profile), 'CREDIT CARD APPROVED' (checkbox), 'P/N REF.', 'ABP SAVED CARD SELECT' (Master Card 6668), and 'ABP CVV'. A red box highlights the plus icon (+) next to the 'ABP SAVED CARD SELECT' field, and a red arrow points to it. Another red arrow points to the 'New' button in the table header below. The table has columns for DATE, TRANSACTION, EVENT, HANDLING MODE, PAYMENT OPTION, RESULT, REASON, AMOUNT, and VIEW DETAILS. The text 'No records to show.' is displayed below the table.

- You'll be redirected to the New Payment Method screen.

New Payment Method


- Select a Payment Method Type. Either a credit card type or ACH, Cash, or Check.
- Check *Default Card* to make this the default payment method used on transactions.
- Leave the Payment Processing Profile empty to use the default Payment Processing Profile. Alternatively select a Payment Processing Profile to have the new Payment Method always use this Payment Processing Profile.

[Activities](#)
[Transactions](#)
[Lists](#)
[Reports](#)
[Analytics](#)
[Documents](#)
[Setup](#)
[Customization](#)
[SuiteApps](#)
[Support](#)


NAME *
To Be Generated

CUSTOMER *
3 Accept Blue Test Customer

TYPE *
Master Card

DEFAULT CARD  Click here to mark this the default card for this customer.

INACTIVE

ABP PROCESSING PROFILE
Test Profile  Choose a processing profile if you have more than one.

Card Details

CARDHOLDER NAME

CREDIT CARD NUMBER

EXPIRATION DATE (MM/YYYY)

ADDRESS

ZIPCODE *

Credit Cards

- If *Type* is one of the credit card types:
- Enter cardholder's name.
- Enter credit card number.
- Enter expiration date.
- Click *Save*.
- After saving only the last 4 digits of your card will be displayed.
- The "token" received from Accept Blue to identify your card will also be displayed.

TIP!

- **Your card number is not stored in NetSuite. Your card number is sent to Accept Blue. NetSuite receives a "token" that enables it to identify your card when communicating with Accept Blue.**

ACH

- Enter a name for this account.

- Enter the account number.
- Enter the routing number.
- Click *Save*.

Cash & Check

- These don't require any further setup; they simply allow you to select them as an available payment method for this customer.

2) Authorization

Making Authorizations on a card

Sales Orders

- Transaction > Sales > Enter Sales Order.
- Enter a customer and item(s).
- Click the *Billing* tab.
- Navigate to the *Payment* subtab.
- Select a saved **credit card** from *ABP SAVED CARD SELECT*.
- The *Payment Method* and *Payment Processing Profile* will be filled automatically.
- Leave *ABP Get Authorization* checked. (Alternatively, uncheck to save sales order without placing an authorization on the card).
- Save the sales order.

Payment

<p>PAYMENT METHOD Master Card</p> <p>ABP SAVED CARD SELECT Master Card 6668</p> <p><input checked="" type="checkbox"/> ABP GET AUTHORIZATION</p> <p>ABP PROCESSING PROFILE Test Profile</p> <p><input type="checkbox"/> CREDIT CARD APPROVED</p>	<p>P/N REF. <input type="text"/></p> <p>ABP CVV <input type="text"/></p> <p>AVS: 1228 Hickory street_08755 <small>NOTICE: AVS is required for processing</small></p>
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DATE	TRANSACTION	EVENT	HANDLING MODE	PAYMENT OPTION	RESULT	REASON	AMOUNT	VIEW DETAILS
No records to show.								

Save
Cancel
Auto Fill
Reset
Actions

IMPORTANT!

- Selecting a saved payment method that is not a credit card will have no effect, even if ABP Get Authorization is checked.

Confirming Authorization Was Successful

- Click the *Billing* tab.
- Navigate to the *Payment* subtab.
- Look at the latest *Accept Blue Transaction Logs*.
- A line with command *auth* and status code of *A* assures that the authorization was placed.

Payment

PAYMENT METHOD
Master Card

ABP SAVED CARD SELECT
Master Card 6668

ABP GET AUTHORIZATION

ABP PROCESSING PROFILE
Ben's Test

CREDIT CARD APPROVED

P/N REF.
130454.0

ABP CVV

[AVS: 1228 Hickory street_08755](#)
NOTICE: AVS is required for processing

▽ Accept Blue Transaction Logs

EDIT	PAYMENT METHOD	REFERENCE NUMBER	AUTH CODE	AUTH AMOUNT	STATUS	STATUS CODE	COMMAND	SAVED CARD
Edit	Master Card	130454.0	VTLMC1	11	Approved	A	auth	Master Card 6668

DATE TRANSACTION EVENT HANDLING MODE PAYMENT OPTION RESULT REASON AMOUNT VIEW DETAILS

No records to show.

3) Capturing

Capturing an Authorization

Cash Sale for Sales Order

- Capturing is done by creating a cash sale for a previously placed sales order.
- On a sales order, click the *Bill* button.
- If there is an existing authorization on the sales order, a banner will be displayed.

- Save the cash sale.

Confirming the Capture Was Successful

- Click the *Billing* tab.
- Navigate to the *Payment* subtab.
- Look at the latest *Accept Blue Transaction Logs*.
- A line with command *adjust:capture* and status code of *A* assures that the capture was made.

▽ Accept Blue Transaction Logs								
EDIT	PAYMENT METHOD	REFERENCE NUMBER	AUTH CODE	AUTH AMOUNT	STATUS	STATUS CODE	COMMAND	SAVED CARD
Edit		130454.0	VTLMC1	11	Approved	A	adjustcapture	
DATE	TRANSACTION	EVENT	HANDLING MODE	PAYMENT OPTION	RESULT	REASON	AMOUNT	VIEW DETAILS
No records to show.								

Retry Capture

- If the capture is unsuccessful, you can retry by:
- Edit the cash sale.
- Click the *Billing* tab.
- Navigate to the *Payment* subtab.
- Check the *ABP RETRY TRANSACTION* box.
- Save the cash sale.

4) Capturing without an Auth (Charging)

Standalone Cash Sale and Customer Payment

- Alternatively create a standalone cash sale or customer payment to accept a payment without a previous authorization.

- On saving the transaction, we'll attempt to create an authorization and capture it immediately.

▽ Accept Blue Transaction Logs								
EDIT	PAYMENT METHOD	REFERENCE NUMBER	AUTH CODE	AUTH AMOUNT	STATUS	STATUS CODE	COMMAND	SAVED CARD
Edit	Master Card	130456.0	VLMC1	87	Approved	A	authcapture	Master Card 6668
DATE	TRANSACTION	EVENT	HANDLING MODE	PAYMENT OPTION	RESULT	REASON	AMOUNT	VIEW DETAILS
No records to show.								

FAQ

What if I change the amounts on the cash sale from the sales order? Now I want to capture a different amount than was authorized.

If the cash sale is less than the sales order, the authorization will be adjusted and then captured. If the cash sale is for more than the sales order, the authorization will not be used and the cash sale will function like a standalone cash sale.

What if this is the second time I'm (partially) billing the sales order?

If the authorization was captured by the previous cash sale, subsequent cash sales will function like standalone cash sales and auth and capture simultaneously.

What if the authorization failed when I placed the order and now I want to charge?

The cash sale will function like standalone cash sale and attempt to auth and capture simultaneously.

What if I retry the capture when it was already successful?

The cash sale will function like a second standalone cash sale and attempt to auth and capture a second time.

5) Refunds & Credits

Refunding A Cash Sale

- Navigate to a cash sale and click Refund. You'll be directed to the Cash Refund creation page.
- Save the transaction.

Confirming the Capture Was Successful

- Click the *Billing* tab.
- Navigate to the *Payment* subtab.
- Look at the latest *Accept Blue Transaction Logs*.

Refunding without a previous cash sale

Standalone Cash Refund and Customer Refund

- Alternatively create a standalone cash refund or customer refund to refund a payment.

FAQ

Why do I sometimes see a different transaction types of refund:adjust, refund:void, refund:refund, or credit?

An adjustment can be made for credit card payments that have not been settled. We can directly adjust the original charge. This is used for a partial refund.

For a full refund on an unsettled credit card or ACH payment, we can void the original transaction.

Once the transaction is settled we need to provide a new refund transaction as the original transaction cannot be altered.

A credit is made when there is not a direct correlation between the amount refunded and the amount of a previous already settled transaction.

What if I change the amounts on the cash refund from the cash sale?

If the refund is for less than the sale, and the charge is still not settled, the original transaction will be adjusted. If the charge is already settled, or if the refund is greater than the sale, the original charge is left alone and a credit is delivered to the payment method on the refund transaction.

WARNING!

In the event that a credit is applied, the credit is applied to the payment method on this transaction and not the original payment method.