

# ORDER POWER!

## Type 2 Multi-Tender Payments

**User Guide Supplement**

Release 3.3.2



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**Type2 Multi-Tender Users Guide**

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# ***ORDER POWER!***

## **Type 2 Multi-Tender Payments**

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## *Type 2 Multi-Tender Payments*

Until this release, **ORDER POWER!** allowed entry of multiple **Tenders**, but only for **Type 1** orders (even when the method of payment was credit card). It was only possible to use a single **Tender** per order for **Type 2** and **Type 3** orders. It was not possible to combine an Accounts Receivable **Tender** with any other **Tender** within a single order.

This enhancement now permits the entry of any combination of **Tenders** within an order, and applies the correct processing cycle to each one.

### When is a Tender not a Tender?

**Type 2 Multi-Tenders** are not an actual form of payment, but rather a trigger that tells **ORDER POWER!** to allow an order to be paid using more than one **Tender**. You can still use the existing **Additional Pay** feature to combine payments, but this feature allows you to combine processing cycles as well, rather than enforcing the **Type 1** cycle for all.

In **ORDER POWER!**, each **Order Type** follows a different process through the order fulfillment cycle. **ORDER POWER!** determines the **Order Type** by the **Tender** (method of payment) you enter during **Order Entry**. Each **Tender** is associated with a specific order type on the *Tender Update Panel 1* (figure 2) when you create the **Tender Code**.

#### **Type 1 Orders**

This is used when the order is accompanied by a payment (for example a “mail-in” order accompanied by a check for the merchandise). **Type 1** orders are pre-billed and paid orders that are authorized and prepaid (typically by cash, check, or possibly credit card) for the entire amount of the order at order time, regardless of what can be shipped at that time. All tenders are considered prepayments.

#### **Type 2 Orders**

This is used for most single credit card purchases, *and* orders using the new **Type 2 Multi-Tender Payments**.

- **Single credit card** - The credit card is charged only when the merchandise is shipped. The order is preauthorized and post-billed. The order is authorized before order release, then charged at the time of shipment for the merchandise shipped (plus shipping and handling, a proration of applicable tax, and any other miscellaneous charges).
- **Type 2 Multi-Tender Payments** – Allow the entry of any combination of **Tenders** within an order, and applies the correct processing cycle to each one.

#### **Type 3 Orders**

This is used for orders that are paid from a customer’s Accounts Receivable account or with Cash on Delivery (COD). **Type 3 Orders** are post-billed and post-paid orders. These are traditional Accounts Receivable or COD orders where payment is remitted after shipment. An invoice is printed for the amount shipped with appropriate sales tax and shipping/handling.

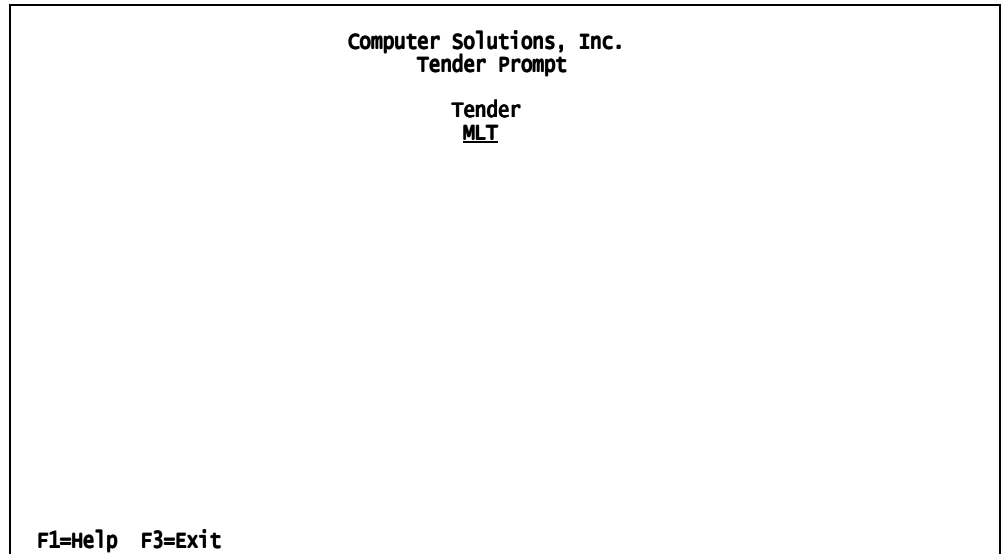
## Setting up Type 2 Multi-Tenders

These areas require setup:

- **Tender Code**.....*see below*
- **Company Profile** .....*see page 4*

### To define a Type 2 Multi-Tender code

1. From the **ORDER POWER! Main Menu**, select: **Work with Files > Tenders > F6** to display the *Tender Prompt panel (figure 1)*.



*Tender Prompt panel (figure 1)*

2. Complete this field:

#### **Tender**

Type a code for the new **Tender** you want to define.

3. Press **Enter** to display *Tender Update Panel 1 (figure 2)*. The **Tender** code you entered on the previous panel is already displayed.

| Computer Solutions, Inc.<br>Tender Update |   |                          |                       |
|---|---|--------------------------|-----------------------|
| Tender Description                        | MLT<br><u>Type 2 Multi-Tender Payment</u> |                          |                       |
| Order Type                                | <u>2</u>                                  | ?Check Digit Calc Method | <u>N</u>              |
| Reference Required                        | <u>N</u>                                  | Min Tender Ref Length    | <u>    </u>           |
| Required First Character                  | <u>    </u>                               | Second Character         | <u>    </u>           |
| Authorization Required                    | <u>N</u>                                  | New Pre-Auth per Shpmnt  | <u>N</u>              |
| Voucher Printed By System                 | <u>N</u>                                  | Floor Limit              |                       |
| Days to Clear                             | <u>    </u>                               | Merchant Number          | <u>12300000000004</u> |
| ?Hold Code                                |   |                          |                       |
| ?Terms Code                               |   |                          |                       |
| GL Department/Account                     | <u>000 00000</u>                          |                          |                       |
| Discount/Upcharge                         | <u>    </u>                               | Amt/Pct                  |                       |
| Misc Charge Description                   | <u>    </u>                               |                          | Amount                |
|   |   |                          | Delete                |
| F1=Help F3=Exit F4=?List F23=User         |   |                          |                       |

Tender Update Panel 1 (figure 2)

- Complete these fields as indicated, and any others as your company requires:

**Description** (required)

Type a description of the **Tender**. It's a good idea to indicate that this is a **Type 2 Multi-Tender Payment** code in the description.

**Order Type** (required)

Type **2**.

- When you create a **Type 2 Multi-Tender** code by typing **Y** in the **Multi-tender** field on *Tender Update Panel 2 (figure 3)*, **ORDER POWER!** will automatically override any values in the following fields (so don't enter anything):

**Authorization Required**  
**New Pre-Auth per Shpmnt**  
**Merchant Number**



When processing **Type 2 Multi-Tender Payments**, **ORDER POWER!** refers to the individual **Merchant Numbers** used for each credit card.

- Press **Enter** to display *Tender Update Panel 2 (figure 3)*.

| Computer Solutions, Inc.<br>Tender Update |            |                             |          |
|---|------------|-----------------------------|----------|
| Tender Description                        | MLT        | Type 2 Multi-Tender Payment |          |
| Order Type                                | 2          | Multi-tender                | <u>Y</u> |
| Enter Sh/Hnd at Ship Time                 |            |                             |          |
| Misc at Ship Time                         |            |                             |          |
| Computer Auth Good For                    |            |                             |          |
| Computer-to-Computer                      |            | Authorization               |          |
| Address Verification                      |            | Center Tender               |          |
| Days Between Retrys                       | <u>000</u> |                             |          |
| F1=Help F3=Exit F12=Cancel F23=User       |            |                             |          |

Tender Update Panel 2 (figure 3)

- Complete these fields as indicated, and any others as your company requires:

**Multi-tender** (required)  
Type **Y**.

**Authorization Center Tender** (required)  
Type any text so that this field is no longer blank. **ORDER POWER!** will still refer to the individual **Authorization Center Tenders** used for each credit card.

- Press **Enter** to update the record.

### To set up Type 2 Multi-Tender Payments in the Company Profile

- From the **ORDER POWER!** Main Menu, select: **Work with Files > Company Profile > F15=Maint > Order Release/Processing**, then press **Enter** twice, to display *Profile Inquiry Panel 5.1* (figure 4).

| Company # 001                        | Computer Solutions, Inc.<br>Profile Update | Panel 5.1 |
|--------------------------------------|--|-----------|
| <b>Order Release/Processing:</b>     |  |           |
| Lines Per Order Required             |  |           |
| To Have Sufficient Qty .....         |  |           |
| Merchandise Amt Req'd to Rel ..      | A A/P                                      |           |
| Replenishment Default Hold Code      | RPL  |           |
| Require Preauth Type 2 .....         | Y Y/N                                      |           |
| Pick by Locn Type/Location ....      | Y Y/N                                      |           |
| Manually Confirm by .....            | 2 1=PB# 2=Ord# 3=Seg#                      |           |
| Print Manifest Before Post.....      | Y Y/N                                      |           |
| Print all Items on Invoice ....      | Y Y/N                                      |           |
| Print Adj Pick Ticket                |  |           |
| For Box/Mail/Always:                 | B/M/A                                      |           |
| 2 .....                              | A  |           |
| 3 .....                              | A  |           |
| Print Invoice if Bill to             |  |           |
| and Ship to Differ:                  | Y/N  |           |
| 2 .....                              | Y  |           |
| 3 .....                              | Y  |           |
| F1=Help F3=Exit F12=Cancel F22=Audit |  |           |

Profile Inquiry Panel 5.1 (figure 4)



- Complete this fields as indicated, and any others as your company requires:

**Require Preauth Type 2** (required)  
Type **Y**.

- Press **Enter** to update the record.

## Using Type 2 Multi-Tender Payments: Supplement to Order Entry

A **Tender** defined as a **Type 2 Multi-Tender** is not an actual form of payment, but rather a trigger that tells **ORDER POWER!** to allow an order to be paid using more than one **Tender**. These steps are written for **ORDER POWER!** users already familiar with the existing **Order Entry** process.

### To use a Type 2 Multi-Tender Payment

- Create an order with whatever items you need, then press **Enter** to display the *Tender Information window* (figure 5).

|  |       |  |            |        |
|--|-------|--|------------|--------|
| Order #  | 53829 | Computer Solutions, Inc.<br>Order Entry Item Selection | Limit Used |        |
| Customer #   | 9473  |  | Mdse       | 5.00-  |
| CSI's Favorite Customer  |       |  |            | 359.88 |
| ----- Selected Items -----   |       |  |            |        |
| 2=Change 4=Delete 5=Pricing 6=Extended Description 7=Line Item Notes |       |  |            |        |
| 8=View Personalization   |       |  |            |        |
| Quantity   | Item  | Description  | Price      | U/M    |
| 12.000   | DS_18 | Test Item  | 29.9900    | EA     |

**Tender Information Panel**

?Tender MLT Type 2 Multi-Tender

Tender Number \_\_\_\_\_ Exp \_\_\_\_ Bank \_\_\_\_\_

?Terms Code N30 Net 30 days

Gift Order N Y/N ?Coupon

F1=Help F2=Unprotect F3=Exit F4=?List F10=Add'l  
F12=Cancel F18=Header Notes F22=Delete F24=More

Opt

*Tender Information window (figure 5)*

- Complete this field:

**Tender** (required)  
Type the code you have defined for **Type 2 Multi-Tender Payments**.



- Press **Enter**, then **F19=Add'l Pay** to display *Tender Information Entry window* (figure 6). Notice the total amount due on the order already appears in the **Amount** field.

Remember....the *Tender Information window* (figure 5) is where you enter the **Type 2 Multi-Tender Payment** code, not actual forms of payment and amounts. You'll do that on the *Tender Information Entry window* (figure 6).

|                         |           |                                |                                     |
|-------------------------|-----------|--------------------------------|-------------------------------------|
| Order #                 | 53829     | Computer Solutions, Inc.       |                                     |
| Customer #              | 9473      | Order Totals                   |                                     |
| CST's Favorite Customer |           | Save as Bid N Y/N              |                                     |
| Cust Notes Exist        |           | Tender Information Panel       |                                     |
| ?Terms Code             | N30       | Order Total 387.21             |                                     |
| Gift Order              | N         | Tender Information Entry Panel |                                     |
| 2=Change                | 5=Display | ?Tender                        |                                     |
| Opt                     | Seq#      | Amount                         | Amount                              |
|                         |           |                                | _____ 387.21                        |
|                         |           |                                | Tender #/Comment                    |
|                         |           |                                | Tender Expiration                   |
|                         |           |                                | Tender Bank #                       |
|                         |           |                                | Authorization                       |
| F1=Help                 |           |                                | F1=Help F3=Exit F4=?List F12=Cancel |
| F12=Cancel              | F14=Notes |                                |                                     |

*Tender Information Entry window (figure 6)*

- Complete these fields:

**Tender** (required)

Type the code established to define the method of payment.

**Amount** (required)

Type the amount being paid using this **Tender**.

**Tender #/Comment**

Type the number that appears on the payment. For example type the check, credit card or gift certificate number.

**Tender Expiration**

Type the Expiration Date.

**Tender Bank #**

Type the non-imprinted bank number. This number often appears on the back of the credit card.

**Authorization**

- Press **Enter** to process that **Tender** and amount. The *Tender Information Entry window (figure 6)* redisplay, adjusting the **Amount** field to the remaining amount still due on the order. This window will reappear after each entry until the balance due is zero or less, the **ORDER POWER!** displays the *Tender Information summary window (figure 7)*.

```

Computer Solutions, Inc.
Order Totals
Order #      53919
Customer #   9473
CSI's Favorite Customer
Save as Bid N Y/N

Tender M/L Tender Number Exp Bank
Cust Notes Exist Tender Information Panel

?Terms Code N30 Order Total 282.32
Gift Order N Total Tendered 216.99
Balance 65.33

2=Change 5=Display

Opt Seq# Amount Tnd Tender Number Auth Number
- 1 100.00 CHK 426 Approved
- 2 17.00 AMX Approved
- 3 99.99 $ Approved

Bottom
F1=Help F3=Exit F4=?List F6=Create F7=Bkwd F8=Fwd F10=Addtl
F12=Cancel F14=Notes F16=Cust Info F18=Bottom F19=Und Cust F23=User

```

Tender Information summary window (figure 7)

6. Press **Enter** to complete the payment.

## Order processing cycle overview:

### **Order Entry**

You can use any mix of **Type 1** (Cash type) and **Type 2** (credit card) tenders, when entering additional payment tenders in **Order Entry**. You cannot use any **Type 3** (open AR) after a **Type 1** or **Type 2** tender. The sum of all the tenders entered may be greater or less than the order total.

If a **Type 3** (open AR) tender is entered as the only additional payment, the order will automatically be converted from a **Type 2** (credit card) to a **Type 3** order. **ORDER POWER!** switches the order's primary tender from the **Type 2 Multi-Tender Payment** to whichever **Type 3** tender was entered.

### **Credit Card Authorization**

Any credit card tender entered as a form of payment will be pre-authorized by **ORDER POWER!**. Both **Manual Authorization** entry and **Computer-to-Computer Authorization** can be used for pre-authorization. The amount authorized will be the maximum amount entered, less any amount already used from prior tenders.

### **Order Release (Pick Ticket Print)**

**ORDER POWER!** will not release any order (printed the pick ticket) until all tenders entered which require authorization are authorized.

### **Ship Confirmation Posting**

All segment(s) for a **Type 2 Multi-Tender** order, once it is ship confirmed, will be awaiting the AUTH step (Credit Card Settlement) to be run. This will be true even if the segment(s) shipped for an order will be entirely paid for using **Type 1** (cash type) tenders.

### **Credit Card Settlement**

All segments for a **Type 2 Multi-Tender** order must go through the Credit Card Settlement Process. This is required since at least one of the tenders entered will usually have been a **Type 2** (credit card) tender. If this is not the case, then the order probably should have been entered using a **Type 1** (cash type) tender as the primary tender.

During the Credit Card Settlement Load, each segment will be reviewed to determine which tender or tenders are needed to 'pay for' the segment's items. To do this, the programs will look through all tenders entered for the order. **Type 1** (cash type) tenders will be reviewed and 'used up' first. Only after all **Type 1** (cash type) tenders have been fully 'used up' will the **Type 2** (Credit Card)'s be reviewed and 'used up'. Ignoring cancellations, a tender will be considered 'used up' once the amount used equals the maximum amount. If a segment is 'paid for' entirely by **Type 1** (cash type) tender(s), the segment will be moved past the Settlement Step and ready for the Invoicing Step. This is true even if a credit card tender was used which was also defined as a **Type 1** tender.

It is now possible for a segment to be paid for by more than one **Type 1** (cash type) tender and also more than one **Type 2** (credit card) tender at the same time during settlement. In this event, the all **Type 2** (credit card) tenders will be transmitted for settlement while the **Type 1** tenders will be ignored, deferring the **Type 1** tender processing for **Order Entry** payments.

### ***Invoicing***

Any **Type 2 Multi-Tender** orders will be invoiced according to the company profile and mail list rules defined within **ORDER POWER!**. But, the customer's AR detail will be updated by invoicing to reflect the invoicing and payment(s) entries necessary for the order's segments being invoiced.

Before **Type 2 Multi-Tenders** were introduced, existing **Type 2** orders would be paid for entirely by only one credit card tender. Therefore, the Invoicing process would create Invoice and Payment AR transactions for the same amount. Now, with **Type 2 Multi-Tender** orders, it will be possible for the Invoicing Step to create Invoice records for a different dollar amount than the Payment record(s) created. This is true because any **Type 1** (cash type) tenders used for an order will be processed as a prepayment and will be posted to the customer's AR when Cash Posting is run.

### ***Cash Posting***

When you run **Cash Posting**, all tenders entered for **Type 2 Multi-Tender** orders will be reviewed for posting. At that time, any **Type 1** (cash type) tender will be fully cash posted to the customer's AR. In the event that a credit card tender is defined as a **Type 1** tender it will be treated as a prepayment to the order and will as well be fully posted to the customer's AR.

