USER MANUAL



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Introduction



Legal

Proprietary Statement & Limitation of Liability

Proprietary Statement

Copyright (C) 2011 AAkonsult Pty Ltd

This document contains confidential and proprietary information and is the property of AAkonsult Pty Ltd. This document was prepared for the requesting party for the sole purpose of evaluating the products and services proposed. It is submitted to you in confidence, on the condition that you and your representatives have, by receiving it, agreed not to reproduce or copy it, in whole or in part, or to furnish such information to others, or to make any other use of it except for the evaluation purposes stated above, and to return it to AAkonsult Pty Ltd upon request. The previous statement shall not apply to the extent that such statement violates any federal or state laws requiring such information to be made available to the public. In the event this document results in a contract, you may retain this document for use, including making any necessary copies related to the products and services covered by such contract. The offerings and prices presented in this document, excluding any leasing quotes or rates, shall remain valid for a period of 120 days from the document date unless AAkonsult Pty Ltd authorizes an extension.

Limitation of Liability

User Manual

To the fullest extent permitted by law, and not withstanding any other provision of this Agreement, the total liability, in the aggregate, of the AAkonsult Pty Ltd and the AAkonsult Pty Ltd's officers, directors, partners, employees and sub-contractors, and any of them, to the Client and anyone claiming by or through the Client, for any and all claims, losses, costs or damages, including attorneys' fees and costs and expert-witness fees and costs of any nature whatsoever or claims expenses resulting from or in any way related to the Project or the Agreement from any cause or causes shall not exceed the total compensation received by the AAkonsult Pty Ltd under this Agreement. It is intended that this limitation apply to any and all liability or cause of action however alleged or arising, unless otherwise prohibited by law.



What is AAkonsult Payments?

What is AAkonsult Payments?

AAkonsult Payments is a cloud based software application that captures, processes and manages payments. This includes credit cards, cash, cheques, direct debit and money orders. Using Salesforce.com technology, AAkonsult Payments provides customised reports, workflow rules, approval processes, validation rules and much more.

The application is built for both the not-for-profit and corporate organisations with features especially designed for donations, memberships, supply payments, subscriptions and internal/ external payments.

The product has been developed by the team at AAkonsult Pty Ltd who are happy to customise the product to your company and organisation requirements.

What does it do?

AAkonsult Payments allows you to CAPTURE, PROCESS and MANAGE payments coming into your organisation.

CAPTURE

Capture online and manual payments simply and securely using your website with all details recorded in salesforce.com.

PROCESS

Administrative procedures such as receipting, reconciliation, refunds, payment status and managing recurring payments become automatic.

MANAGE

To help you manage your business, AAkonsult Payments has included a number of pre-built reports and dashboards. Information stored allows for event and subscription management which can be enhanced with Salesforce features such as Chatter and specialised customisation.

EXTRA

Of course, payment systems need to be able to handle tax calculations, surcharges, CAPTCHA, freight and currency conversion with ease.



What can I do with AAkonsult Payments?

AAkonsult Payments allows you to CAPTURE, PROCESS and MANAGE payments coming into your organisation.

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EXTRA

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What are the key features of AAkonsult?

Online Payment Forms

- Secure
- Unlimited number of forms
- Tailor with your own text, logo and Terms & Conditions and select from one of 22 different colour themes
- · Configurable options, including memberships, recurring payments, suggest amounts etc
- Suggested suburbs and postcodes allow for quick entry and better quality of address information

Receipting

- Generate PDF email receipts instantly
- Donor care can utilise workflow to identify and manage donors that make a larger amount, or are first time donors
- Annual Statements

Memberships

- Organisation and/or Contact level memberships
- · Flexible membership types and terms
- Auto reminders of renewal

Events

- Movie ticket style (eg. buy 2 tickets and turn up), or Conference style (eg. buy 2 tickets and need to specify each of the attendess)
- Multiple Ticket Types, including: Free, Members Only, Groups, Teams
- Multiple Page Layouts, allowing for some events to capture custom fields such as dietary requirements

Shopify Integration

- Quick and simple setup of integration between <u>Shopify</u> and Salesforce
- · Can create Opportunities and optionally create opportunity line items in Salesforce
- All purchased information details stored in Salesforce. Integration de-duplicates contacts purchasing multiple times

Direct Debits

- · Sign up for Direct Debits online
- Uploads transactions into your internet banking for processing
- · Works with all Australian Banks and 4 key New Zealand banks.

Matching



- Automatic or Manual matching of payers details with existing contacts/person accounts inside of salesforce.com
- Automatically create new contacts/accounts for first time payers

Recurring payments

- Automatic opt-in from online payment form
- Workflows to remind of card expiry
- · Update of cards details should they change or dates expire

Refunds

- · Refunds original transactions with a push of a button by select groups of users
- · Approval workflows to allow request/approve/process capabilities

Manual payments

 Easily capture other payment types within salesforce. These include cheque/money order/ cash etc

Address Validation

- Integration with Google Places and DataTools Kleber
- Auto-complete for online forms and manual payments



How does AAkonsult Payments work?

Website Visitor

- fills in customized payment form (provided)
- presses [PAY NOW] button

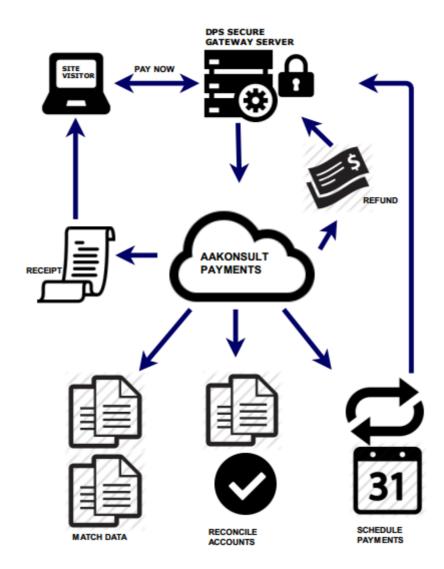
Payment Gateway

- securely processes transaction through the selected Payment Gateway (Payment Express, Authorize.net or PayPal)
- Payment Gateway validates transactions and transfers the funds to your organisations Merchant Facility.

AAkonsult Payments

- · sends a receipt to the visitor
- matches and reconciles data (deduplicating payments made by the same contact)
- manages linking of transactions to memberships, events/Campaign, Opportunity etc.
- sends refund via the secure gateway (if required)







How does Salesforce work?

Salesforce is a powerful CRM (Customer Relationship Management) system that uses cloud based technology. It does not require any software to be installed, just an internet connection. AAkonsult Payments is an add-on application to Salesforce providing a complete payment solution for your organisation. AAkonsult Payments is available from the Salesforce App directory call the AppExchange.

You will need to understand how Salesforce works and we strongly recommend following their <u>online tutorial</u> to become familiar with features and navigation.



CAPTURE



Web Form Design



How does the web form work?

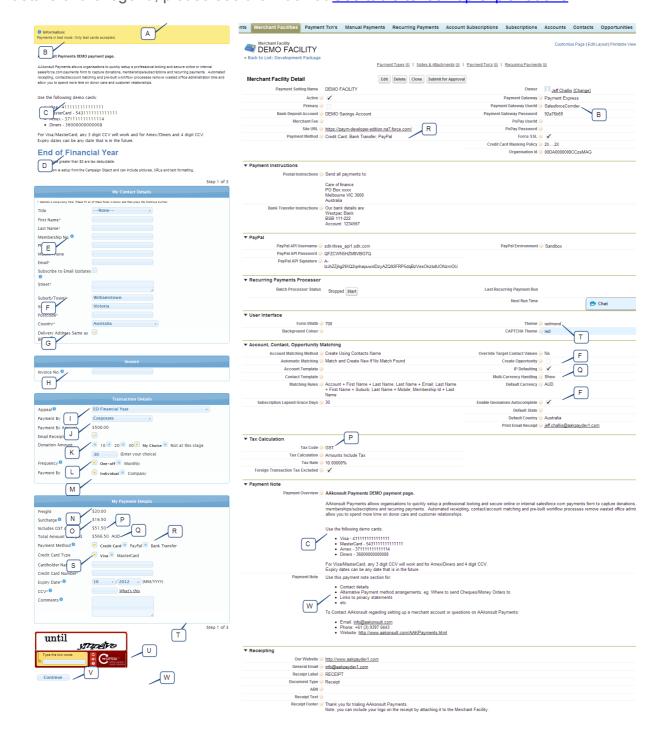
This is an overview of the source information for the web form.

The checkout/web form is maintained by configuration data that is stored in Salesforce in both the Merchant Facility Tab and the Merchant Facility related Payment Forms.



1. Match letters with fields from the Merchant Facilities tab main page

The screenshot below shows the various sections on the Checkout form and the related data in the Merchant Facility that controls what data is shown and when those components appear on the form. For details of the legend, please see the index at <u>Use table to look up explanations</u>





2. Match letters with fields from the Merchant Facilities tab / Payment Forms / Online Payment



The screenshot above shows the various sections on the Checkout form and the related data in the Payment Form (related to the Merchant Facility) that controls what data is shown and when those components appear on the form. For details of the legend, please see the index at <u>Use table to look up explanations</u>



3. Use table to look up explanations





How to create a web form

1. Navigate to the Merchant Facility tab

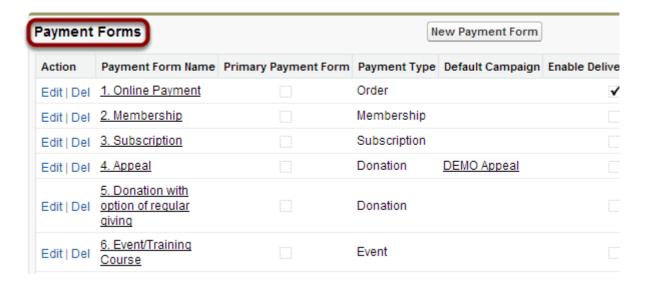


Merchant Facility Detail

The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce - Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

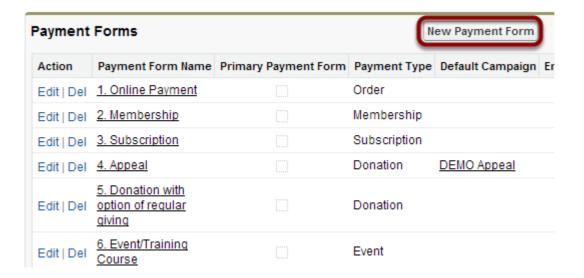
Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

2. Scroll down to the Payment Forms heading

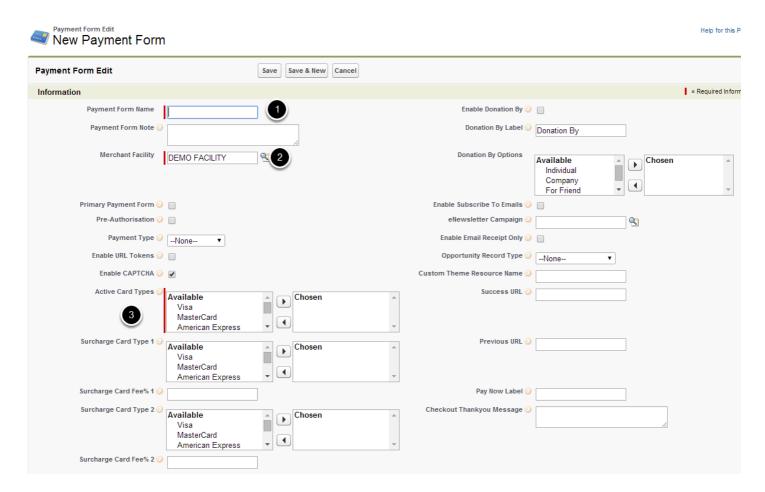




3. Select the 'New Payment Form' button



4. Fill in the fields relevant to your form and SAVE



The form must have:

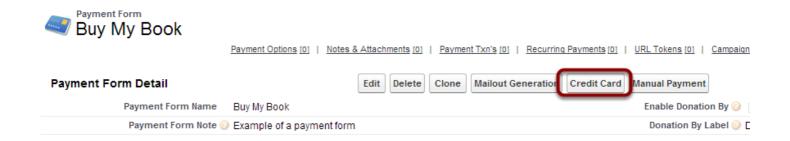
1. Name



- 2. Merchant facility
- 3. Credit Card types

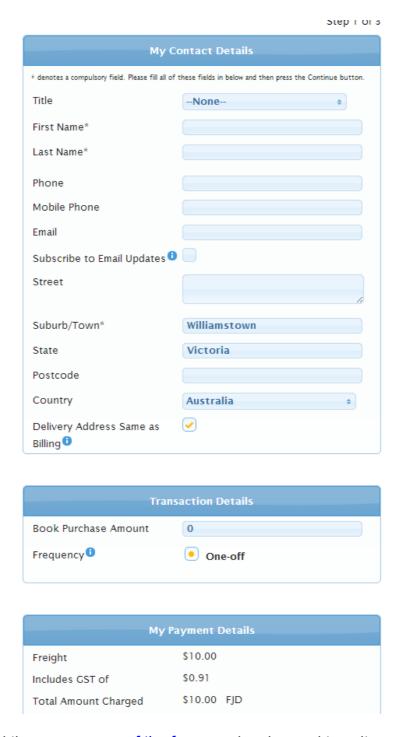
There are many options available to tailor to your requirements.

5. Test your form by selecting the 'Credit Card' button





6. View your creation



The <u>order of fields</u> and the <u>appearance of the form</u> can be changed to suit your organisation.

There are a few more steps required to <u>publish your web form</u>



How to clone a web form

Navigate to the Merchant Facility tab

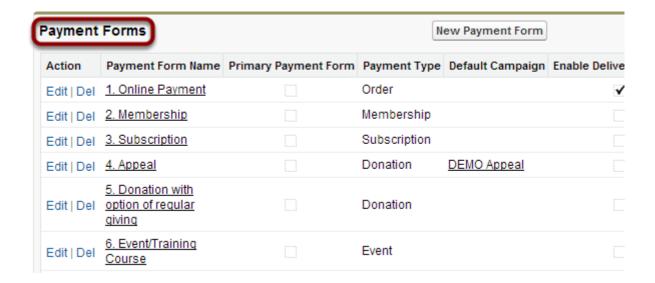


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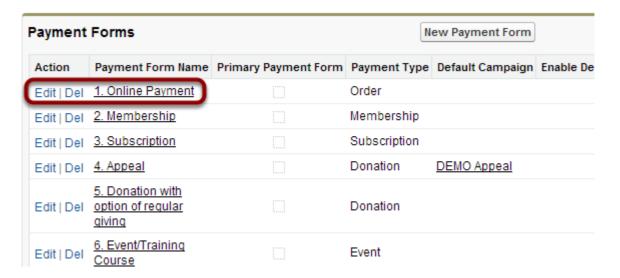
Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

Scroll down to the Payment Forms heading

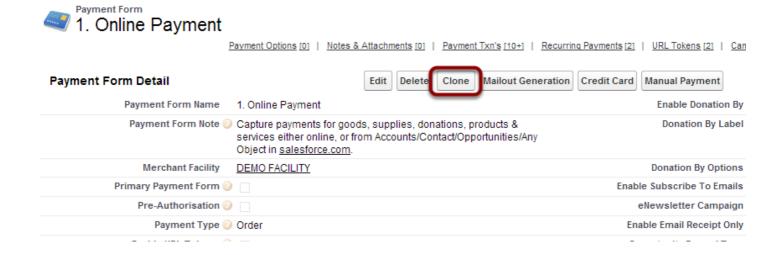




Select the web form you would like to clone

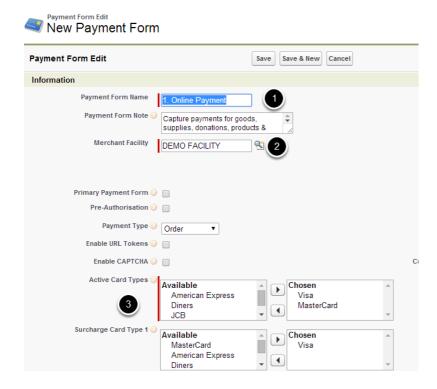


Select the 'Clone' button





Change the fields relevant to your form and SAVE

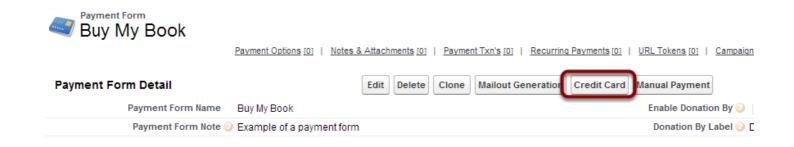


The form must have:

- 1. Name
- Merchant facility
- 3. Credit Card types

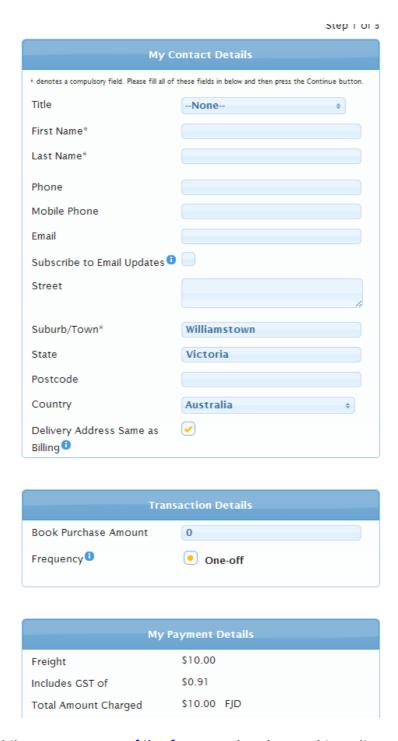
There are many options available to tailor to your requirements.

Test your form by selecting the 'Credit Card' button





View your creation



The <u>order of fields</u> and the <u>appearance of the form</u> can be changed to suit your organisation.

There are a few more steps required to <u>publish your web form</u>

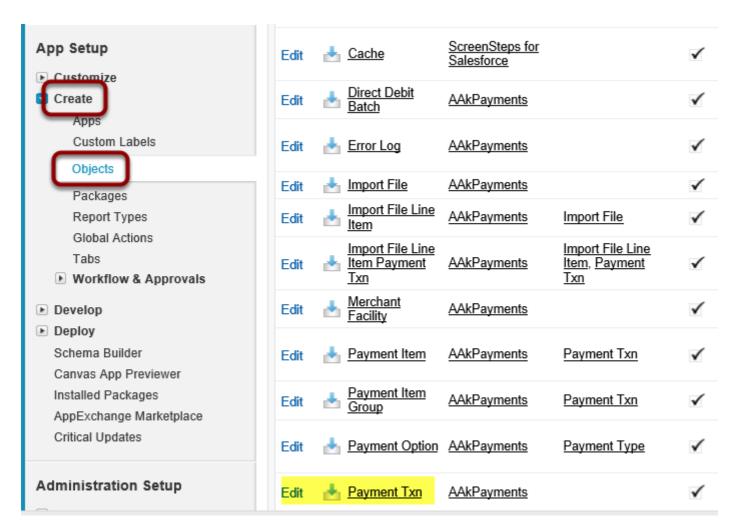


How to rearrange fields on a web form

To provide the best possible flexibility, AAkonsult Payments makes extensive use of the Salesforce CRM fieldset capabilities. This enables administrators to easily add custom fields or move/hide existing fields used on the forms. The hiding of fields should only be used if there is not a standard Payment Form configuration setting as described in the previous section of this manual.

If you have added your own custom fields, please ensure you make the fields publically accessible, see: How to make a custom field visible on public web forms

1. Navigate to Setup > Create > Objects > Payment Txn



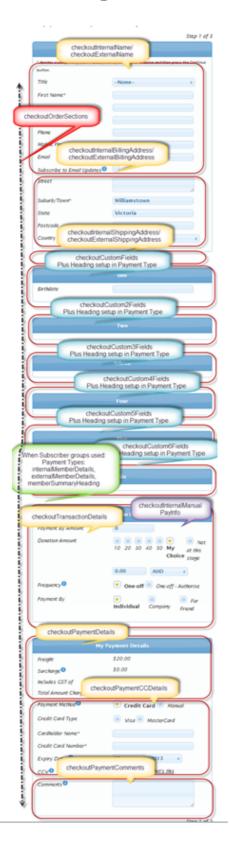


2. Enter the Payment Txn screen and scroll down to Field Sets

ield Set	s	New		
Action	Field Label	Installed Package	API Name	Where is th
Edit 📥	checkoutComplete	<u>AAkPayments</u>	AAkPaycheckoutComplete	Payments (payment.
Edit 📥	checkoutCompleteBankTransfer	<u>AAkPayments</u>	AAkPay_checkoutCompleteBankTransfer	Shown on o
Edit 📥	checkoutCompleteDirectDebit	<u>AAkPayments</u>	AAkPay_checkoutCompleteDirectDebit	Shown on o
Edit 📥	checkoutCompleteEventsFree	<u>AAkPayments</u>	AAkPay_checkoutCompleteEventsFree	Events Pay completion payment is
Edit 📥	checkoutCompleteEventsPaid	<u>AAkPayments</u>	AAkPay_checkoutCompleteEventsPaid	Events Pay completion Payment by
Edit 📥	checkoutCompleteInvoiceMe	<u>AAkPayments</u>	AAkPay_checkoutCompleteInvoiceMe	Shown on o
Edit 📥	checkoutCompleteManual	<u>AAkPayments</u>	AAkPay_checkoutCompleteManual	Payments (Manual pay
Edit 📥	checkoutCompletePostal	<u>AAkPayments</u>	AAkPay_checkoutCompletePostal	Shown on o
				Payments - on paymen
Edit 📥	checkoutCustom2Fields	<u>AAkPayments</u>	AAkPay_checkoutCustom2Fields	Displays un above the t
				Allows for a field set and
				Payments - on paymen
Edit 📥	checkoutCustom3Fields	<u>AAkPayments</u>	AAkPay_checkoutCustom3Fields	Displays un above the to
				Allows for a field set and

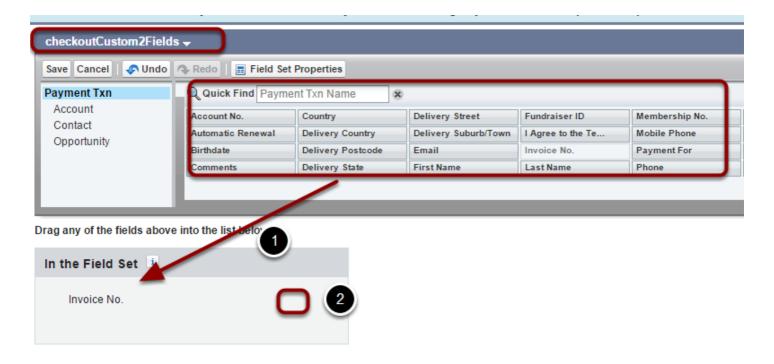


2.1 Note each field set name on the diagram below





3. Rearrange Fields



Locate the particular fieldset you wish to update, then press the edit link next to it.

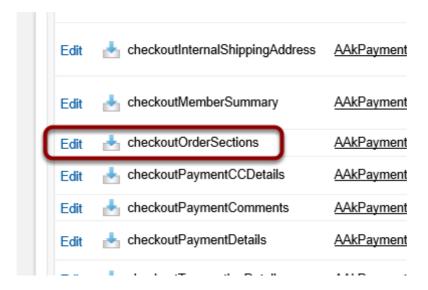
- 1. Drag fields from the pallet on/off the fieldset.
- 2. When hovering over the field on the pallet double click or press the wrench icon to make required. Some fields that are set by AAkonsult Payments are required cannot be made optional.



4. Rearrange Sections

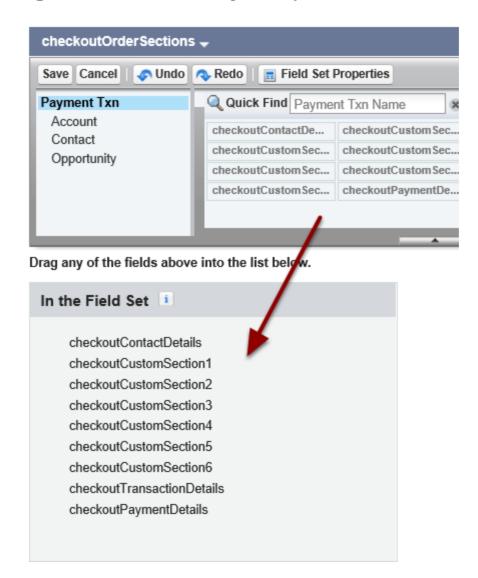
You can re-arrange the various sections on the payment form, for example you can move the transactions amount details to the top of the form.

4.1 Select the fieldset called 'checkoutOrderSections'





4.2 Drop and Drag fields into the order you require





How to publish a web form using URL tokens (preferred method)

This method of publishing your web form is useful if you have more than one merchant facilities or more than one payment form.

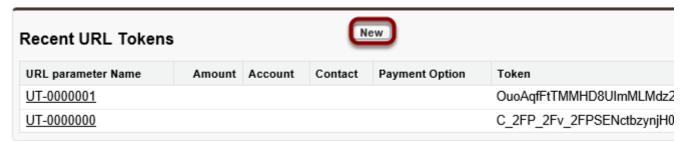
Before starting this step, make sure your Merchant Facility has a Site URL specified on it. To setup the Site URL, please see <u>How to connect your new site to your Merchant Facility</u>

1. Navigate to the URL Tokens tab



2. Select 'New'

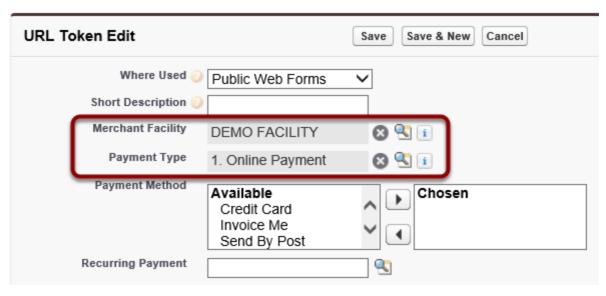




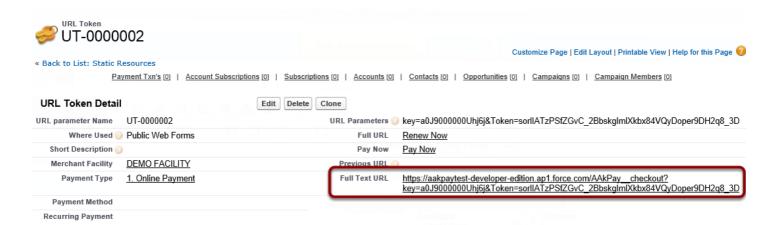


3. Select 'Merchant Facility' and 'Payment Type' from the drop down menu and Save





4. Use this URL for your website



For adding the web form to your website, please see the installation manual <u>How to add your form to your website</u>



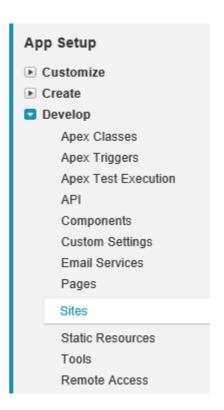
How to publish a web form

Before making payment forms visible externally, the installation of AAkonsult Payments and post implementation configurations need to be completed as detailed in the AAkonsult Payments Installation guide.

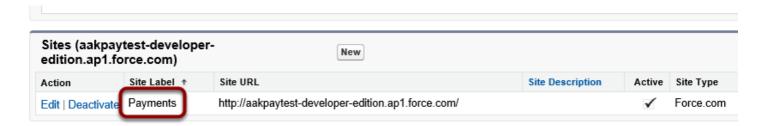
After installation and post installation configuration, at least one Merchant Facility and one Web Payment Form for the Merchant account should be setup.

If you are looking for notes on how to add the payment for URL to your website, please see <u>How to add your form to your website</u>

1. Navigate to Setup > App setup > Develop > Sites

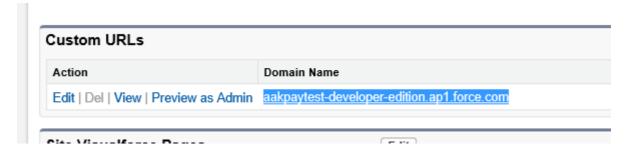


2. Select your site





3. Find your website name



4. Copy this into your browser with https:// as a prefix

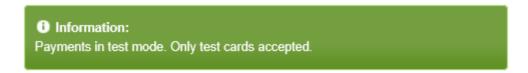


5. Add 'aakpay__checkout' at the end.





6. Enter to see your web form online



AAkonsult Payments DEMO payment page.

AAkonsult Payments allows organisations to quickly setup a professional looking and secure online or internal salesforce.com payments form to capture donations, memberships/subscriptions and recurring payments. Automated receipting, contact/account matching and pre-built workflow processes remove wasted office administration time and allow you to spend more time on donor care and customer relationships.

Use the following demo cards:

- · Visa 4111111111111111
- MasterCard 5431111111111111
- Amex 371111111111114
- Diners 36000000000008

For Visa/MasterCard, any 3 digit CCV will work and for Amex/Diners and 4 digit CCV.

Expiry dates can be any date that is in the future.

Step 1 of 3



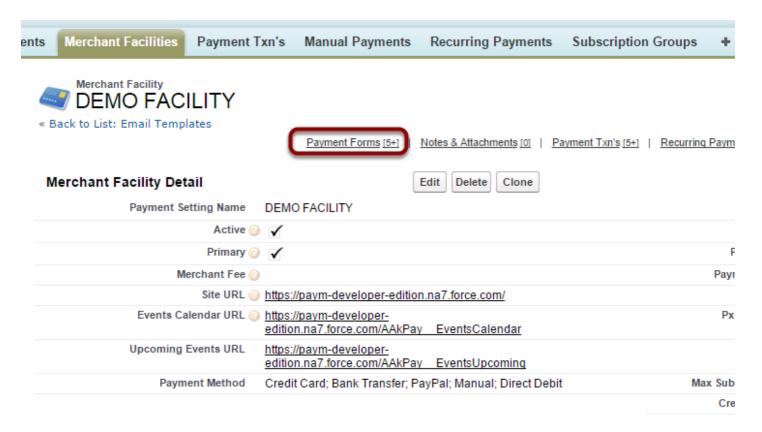
7. Use this URL for your website

For adding the web form to your website, please see the installation manual <u>How to add your form to your website</u>



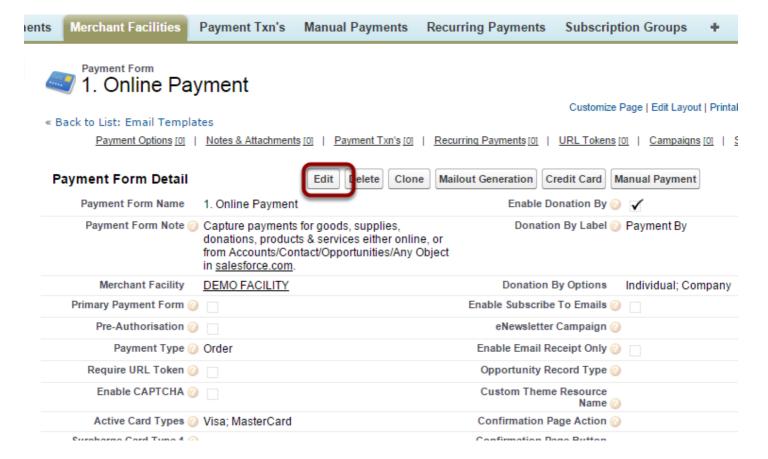
How to add custom fields on a web form

- 1. Enable Custom Fields
- 1.1 Navigate to the Merchant Tab / Payment Types



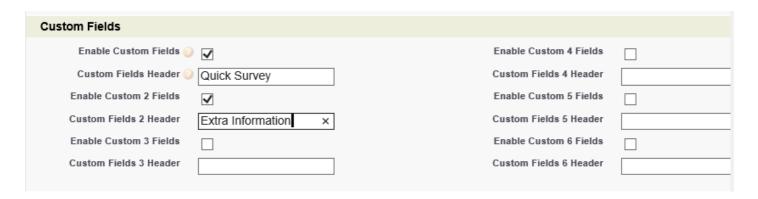


1.2 Select Online Payment and select 'Edit'





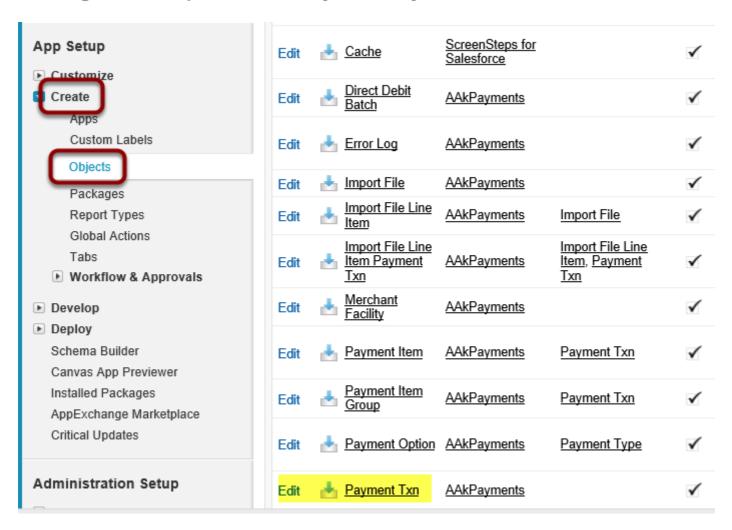
1.3 Scroll down to Custom Fields and enable Custom Fields with the tick box.



Create a Header names for your new fields.

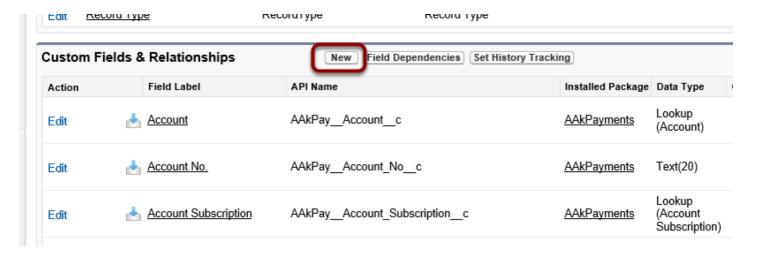
2. Create Custom Fields

2.1 Navigate to Setup > Create > Objects > Payment Txn





2.2 Scroll Down to 'Custom Fields & Relationships' and select 'New'





2.3 Specify the type of field you would like and select 'Next'

New Custom Field

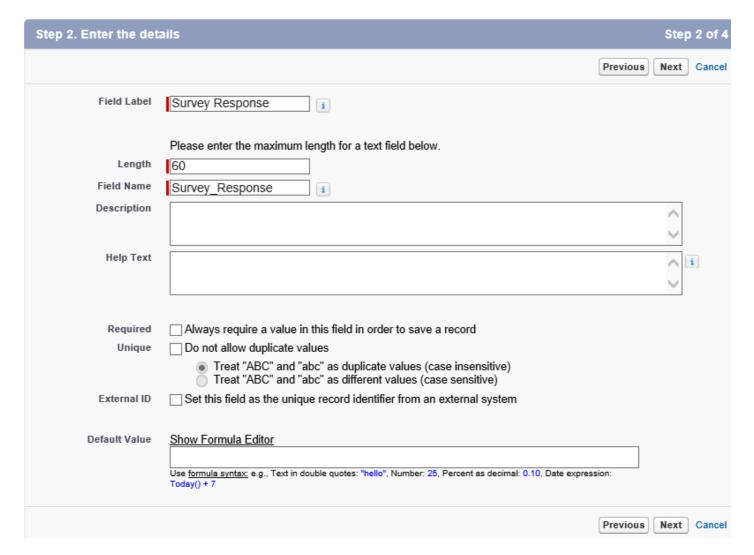
Step 1. Choose the field type				
Specify the type of information that the custom field will contain.				
Data Type				
O None Selected	Select one of the data types below.			
O Auto Number	A system-generated sequence number that uses a incremented for each new record.			
OFormula	A read-only field that derives its value from a formul when any of the source fields change.			
O Roll-Up Summary	A read-only field that displays the sum, minimum, or count of all records listed in a related list.			
O Lookup Relationship	Creates a relationship that links this object to anotl a lookup icon to select a value from a popup list. T			
○ Master-Detail Relationship	Creates a special type of parent-child relationship object (the parent, or "master") where: • The relationship field is required on all detail re • The ownership and sharing of a detail record at • When a user deletes the master record, all detail • You can create rollup summary fields on the matter relationship field allows users to click on a look object is the source of the values in the list.			



2.4 Enter details for your field and select 'Next'

Payment Txn New Custom Field





The fields showing a red bar are compulsory.



2.5 Set field security for your new field

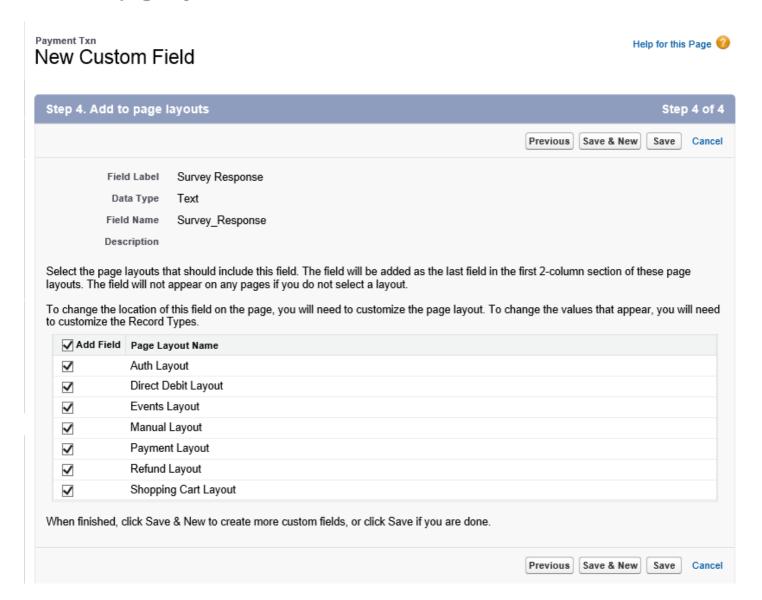
New Custom Field



Step 3. Establish field-level security Step 3 o			
			Previous Next Cancel
Field Label Survey Respons Data Type Text Field Name Survey_Respond Description Select the profiles to which you want to grain add it to field-level security.	ise	el security. The field will b	e hidden from all profiles if you do
Field-Level Security for Profile		Visible	Read-Only
Contract Manager		✓	
Cross Org Data Proxy User		✓	
Custom: Marketing Profile		\checkmark	
Custom: Sales Profile		✓	
Custom: Support Profile		\checkmark	
Force.com - App Subscription User		✓	



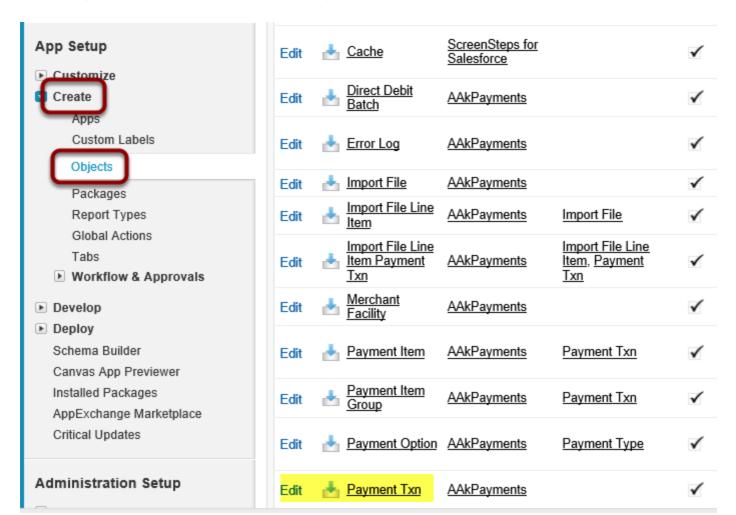
2.6 Add to page layouts and 'Save'



3. Add Custom Fields to your web form



3.1 Navigate to Setup > Create > Objects > Payment Txn



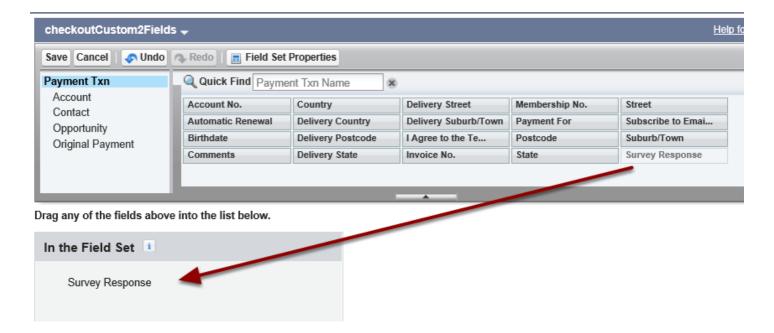


3.2 Scroll down to 'Field Set's and select 'Edit' for your custom field

Field Sets		New	
Action	Field Label	Installed Package	API Name
Edit 🏄	checkoutComplete	AAkPayments	AAkPaycheckoutComplete
Edit 📥	checkoutCompleteBankTransfer	<u>AAkPayments</u>	AAkPaycheckoutCompleteBankTransfer
Edit 📥	checkoutCompleteDirectDebit	AAkPayments	AAkPaycheckoutCompleteDirectDebit
Edit 📥	checkoutCompleteEventsFree	<u>AAkPayments</u>	AAkPaycheckoutCompleteEventsFree
Edit 📥	checkoutCompleteEventsPaid	AAkPayments	AAkPaycheckoutCompleteEventsPaid
Edit 📥	checkoutCompleteInvoiceMe	<u>AAkPayments</u>	AAkPay_checkoutCompleteInvoiceMe
Edit 📥	checkoutCompleteManual	<u>AAkPayments</u>	AAkPay_checkoutCompleteManual
Edit 📥	checkoutCompletePostal	<u>AAkPayments</u>	AAkPay_checkoutCompletePostal
Edit 🕹	checkoutCustom2Fields	<u>AAkPayments</u>	AAkPaycheckoutCustom2Fields
Edit 📥	checkoutCustom3Fields	<u>AAkPayments</u>	AAkPay_checkoutCustom3Fields



3.3 Drop and drag your new field into the web form layout



- 3.4 Select 'Save'
- 4. Check your web form



4.1 Navigate to 'About AAkonsult Payments' tab and select the web form you have modified



Getting S	starte	ed	
	•		MO account for evaluation and test purn nanual links provided in the 'Quick Links
Setup V	/iew	Payment Type	Notes
Setup V	/iew	1. Online Payment	Capture payments for goods, supplies, Accounts/Contact/Opportunities/Any O
Setup V	/iew	2. Membership	Memberships can be setup at Contact reminders. Members ld + Lastname ca
Setup V	/iew	3. Subscription	Subscriptions can be setup with varying renewed and have freight amounts add
Setup V	/iew	4. Appeal	Appeals are linked to Campaigns. Setu Tab. Multiple Appeals can be running at the
Setup V	/iew	5. Donation with option of regular giving	Regular giving is easy to setup. Updatisalesforce.com. Tokens are used for a
Setup V	/iew	6. Event/Training Course	Events/Training courses is an optional registration. A variety of ticket types are

4.2 View your new fields in the web form





How to change field names, section heading names and information messages

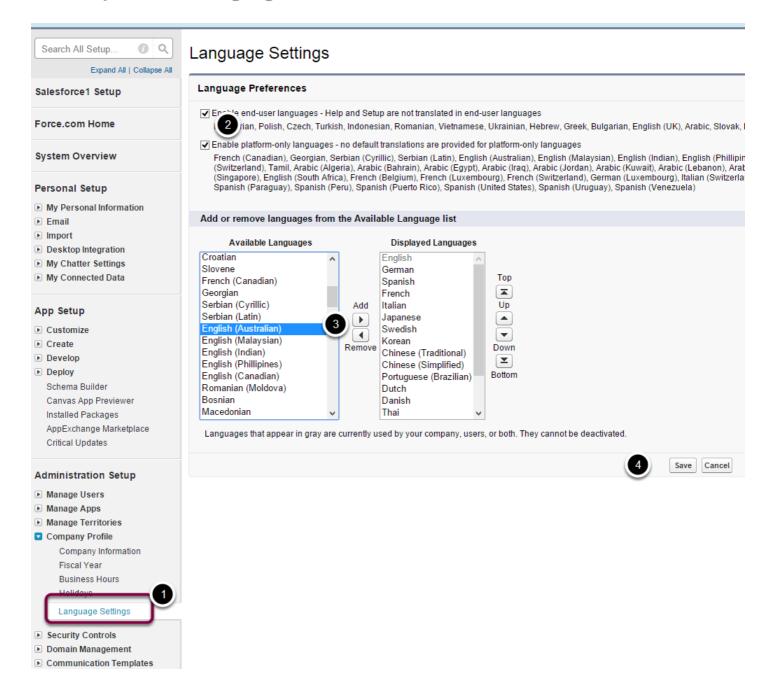
As AAkonsult Payments is part of a managed package, you cannot update the object field labels using the normal administration options. However, you can use the translation workbench to achieve the same outcome.

To update labels, you will need to first enable the translation workbench, then update the object label or the custom label settings.

1. Enabling Translation Workbench



1.1 Setup available languages

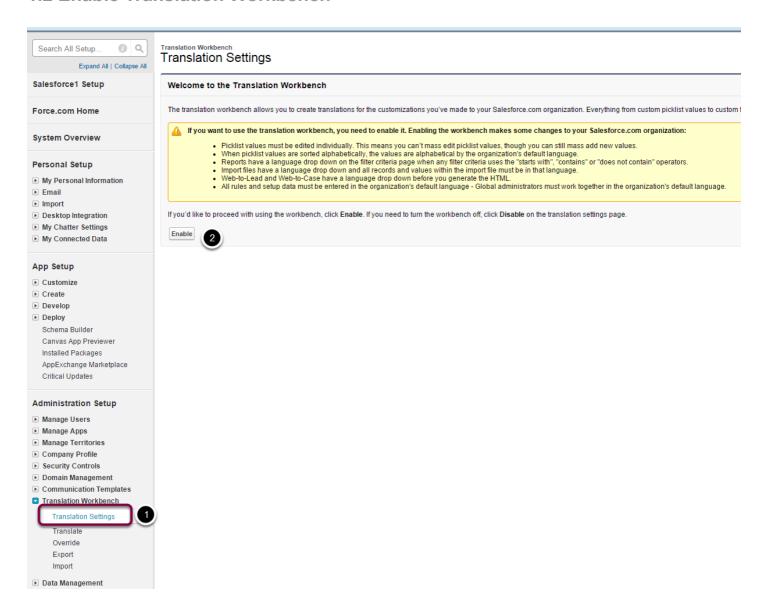


This option is necessary if you are going to be changing field labels to a language that is not available as standard. This can include variations of English that are not US English, for example en-AU for Australia locale.

- 1. To maintain the list of available languages, navigate to Administration setup > Company Profile > Language Settings.
- 2. Check both "Enable End User Language" and "Enable Platform Only Languages"
- 3. If your language is not one of the standard ones, then select that language from the Available Languages and move this to the Selected Languages
- 4. press SAVE button



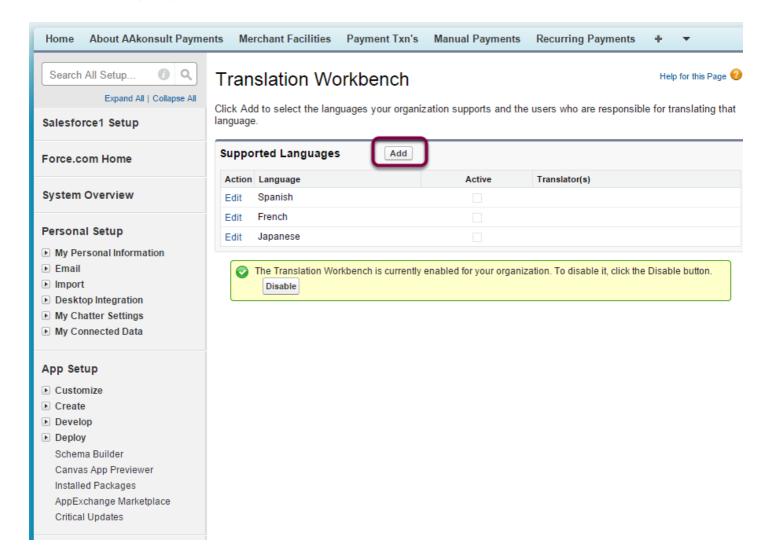
1.2 Enable Translation Workbench



- 1. Under setup > administration setup > Translation Workbench > Translation Settings
- 2. Click ENABLE



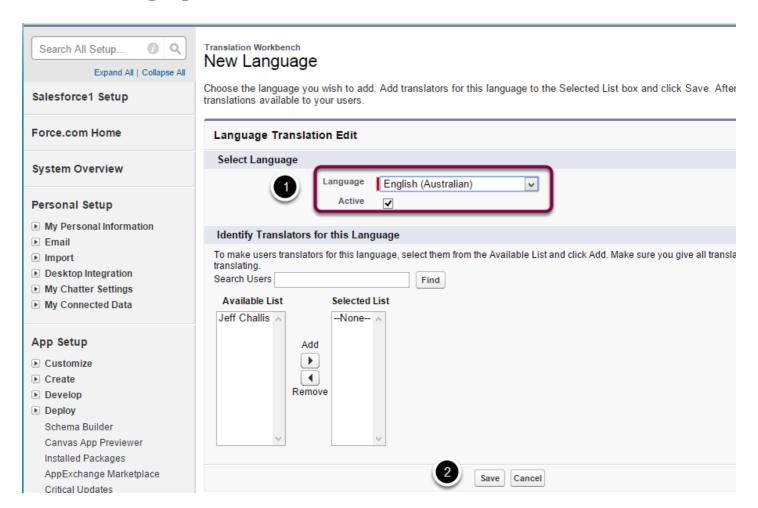
1.3 Add Languages for Translation Workbench



Then add a translation language.



1.4 Select Language to Add to Translation Workbench

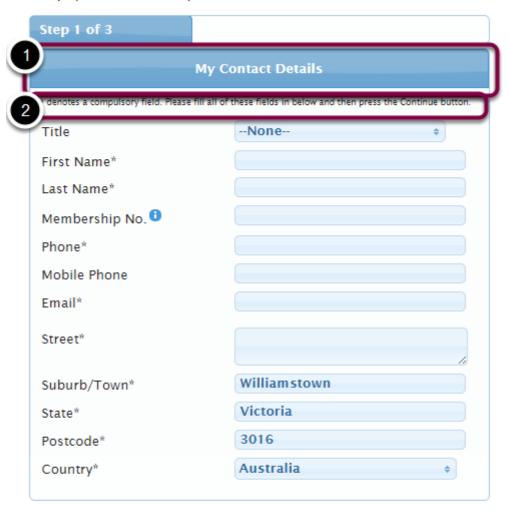


- 1. Add English if you need to override standard labels provided by AAkonsult.
- 2. Press SAVE button



2. Change Section Headings and Messages

Expiry dates can be any date that is in the future.





This procedure walks you through steps on updating section headers and custom messages. If you are looking at changing the field labels then please see Overriding Field Labels

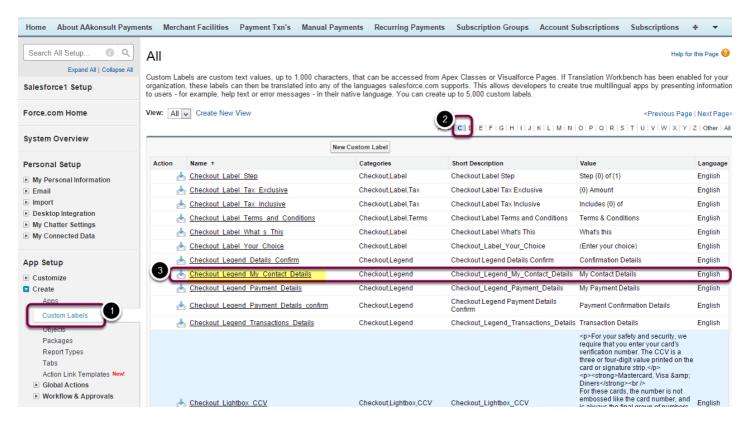
 Section headers are the names at the top of a group of fields. If you are using custom sections, then these can be updated in the Payment Form > Custom Headings section. Examples of sections headers that are applicable to this procedure are: "My Contact Details" and "Transaction Details"



 Messages are text on the form that display helpful information or error messages. They are also used for labels on buttons. An example of a message is "* denotes a compulsory field...."

All of these updates are maintained under the Custom Labels section in Salesforce

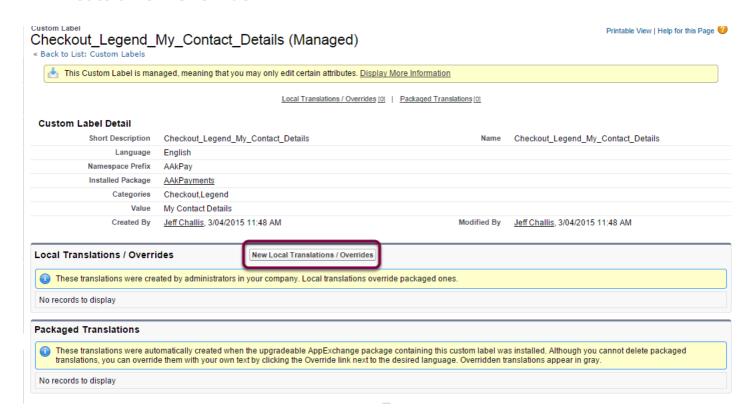
2.1 Locate Custom Label



- Navigate to setup > create > custom labels
- 2. Press "C" in the rolladex to locate labels beginning with "C". For the checkout form, almost all labels used begin with "Chechout..."
- 3. Locate the label and click into

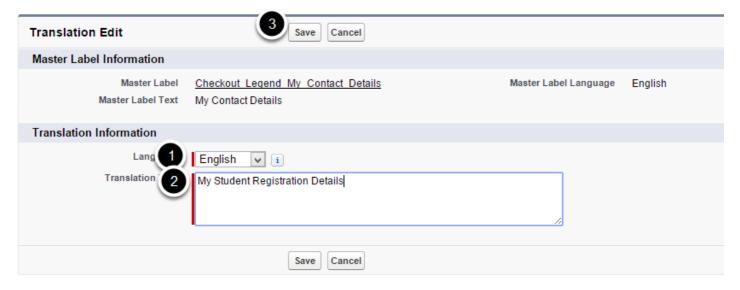


2.2 Create a new Override



2.3 Enter your new label text

New Translation



- 1. Select Language Eg. English
- 2. Enter your new label details
- 3. Press SAVE button



2.4 Review your updates







3. Overriding Field Labels

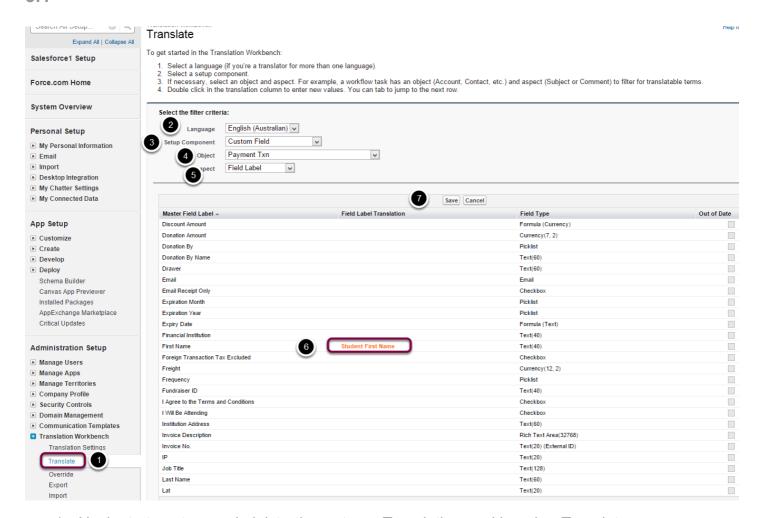


This procedures takes you through the steps in changing field label for a field such as first name.

If you are looking at changing Section headings, button labels or messages, please see: <u>Change Section Headings and Messages</u>



3.1



- 1. Navigate to setup > administration setup > Translation workbench > Translate
- 2. Select your language eg. English (Australia)
- 3. Select "Custom Fields" for the component
- 4. Select "Payment Txn for the Object"
- 5. Select "Field Label" for the Aspect.
- 6. Locate the field you wish to update double click into the "Field Label Override" area.
- 7. Press SAVE button.



3.2 Review your updates

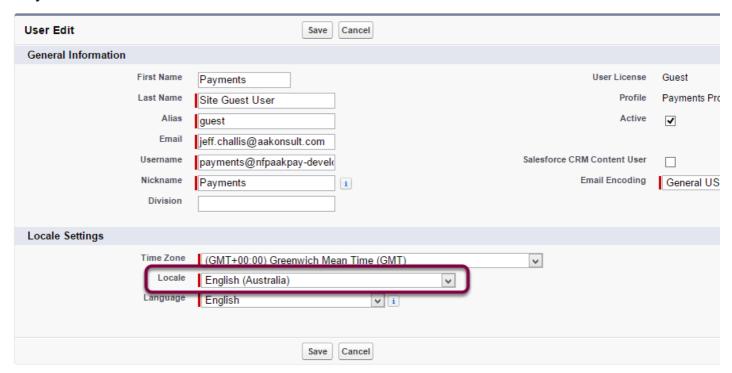


4. Translation Trouble Shooting



4.1 Check your selected language matches the Sites user language

User Edit Payments Site Guest User



When you added a language to the Translation Workbench, ensure that this language matches the locale for the user setup for the "Sites" User.

le. Under Setup > Develop > Sites. Click into your website. Click on Public Access Settings button, click onto View Users/Asssigned User button. Click Edit next to the users and review/update the Locale. For more information and steps on this users, please see the installation manual: How to set up external site security (older version) - in particular the Name and TimeZone section.



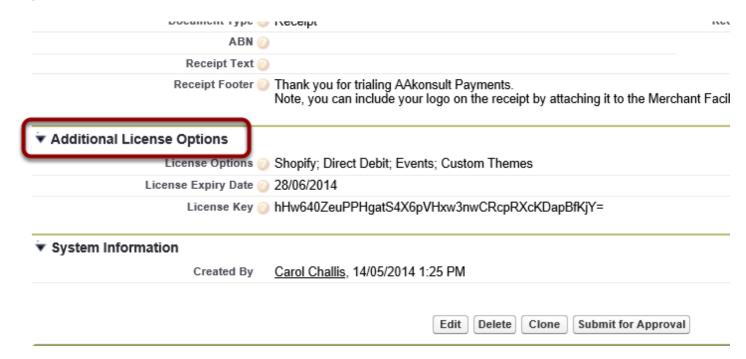
How to create a custom theme

In addition to the standard themes that are available, you can define our own custom theme. This is available as an additional license option. Please contact info@aakonsult.com for more info.

Please note, AAkonsult Payments is currently compatible with jquery themes 1.9.2. This may change as new releases of AAkonsult Payments comes out or JQuery updates their themeroller. AAkonsult does not warrant forward/backward compatibility, so please check new themes out thoroughly before deploying.

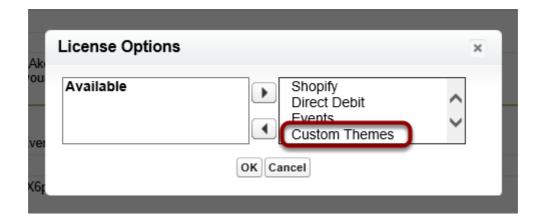
1. Activate Custom Themes

1.1 Navigate to 'Merchant Facilities' tab and scroll down to 'Additional License Options'





1.2 Select 'Custom Themes' from available additional licenses.



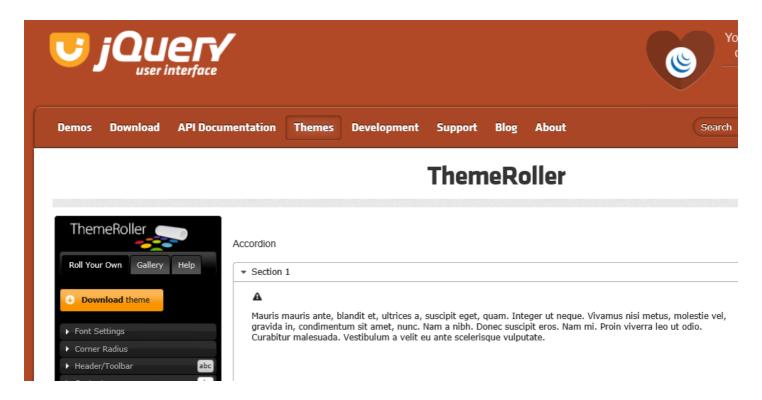


1.3 Enter 'License Expiry Date' and 'License Key' to activate

▼ Additional License Options				
License Options	 Shopify; Direct Debit; Events; Custom Themes 			
License Expiry Date	28/06/2014			
License Key	② h:			

2. Create a custom theme

2.1 Navigate to http://jqueryui.com/themeroller/



http://jqueryui.com/themeroller/



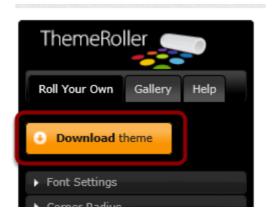
2.2 Design your theme



Themes can be configured to suit your organisation's style



2.3 Download your theme



Step through the Download Builder

2.4 Save the theme to your hard drive

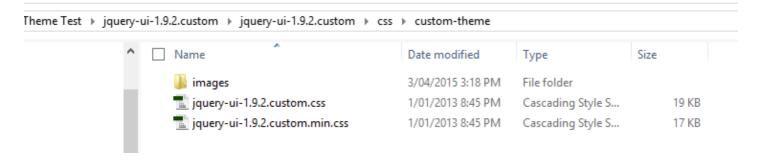


3. Prepare file for loading

Before starting this section, we recommend that you have the option to see file extensions turned on and that these steps are carried out on a PC.

To turn on file extensions to be shown, open windows file explorer - then click on the view menu option, then options - change folder and search options. Then click on the View Tab and untick the option "Hide Extensions for known file types".

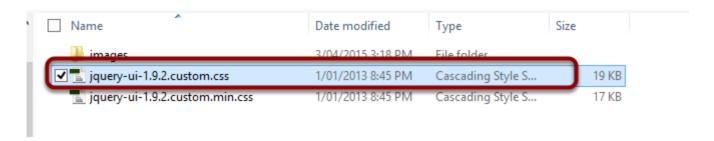
3.1 Unzip and open folder



Navigate through the unzipped folder structure until you come across a folder with images and the css. for example jquery-ui-1.9.2.custom\css\custom-theme



3.2 Select the file containing the name "jquery-ui-.....custom.css"

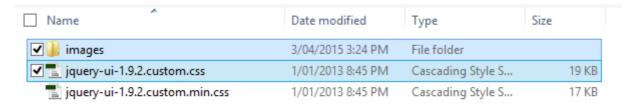


3.3 Rename the file to 'jquery-ui.custom.css'



The name must be exact

3.4 Select the "jquery-ui.custom.css" and images folder



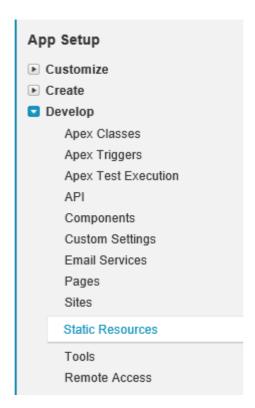


3.5 Zip these files together

Name	Date modified	Туре	Size
📗 images	18/07/2014 3:19 PM	File folder	
📆 jquery-ui.custom.css	18/07/2014 3:07 PM	Cascading Style S	28 KB
Zipped file	18/07/2014 3:22 PM	Compressed (zipp	110 KB

4. Load custom theme into Salesforce

4.1 Navigate to Setup > Develop > Static Resources



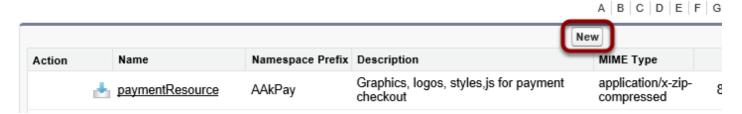


4.2 Select 'New'

Static Resources

Use static resources to upload content that you want to reference in a Visualforce page, including .zip and .jar files, in





4.3 Enter details for the Custom Theme and 'Save'

Static Resource



- 1. Provide a name for the theme (no spaces)
- 2. Upload the zipped file (that you created) from the folder
- 3. Set Cache Control to 'Public'
- 4. Save
- 4.4 Navigate to the Merchant Facilities tab and scroll to 'User Interface'





4.5 Change Theme to 'Custom Theme'

▼ User Interface	
Form Width 🥝 500	Theme 🕢 Custom theme 🗸 🛭
Background Colour 🍪	Custom Theme Resource Name 🕜
	CAPTCHA Theme 🙆 red

4.6 Enter your new Custom Theme name



- 4.7 Save
- 5. Test custom theme
- 5.1 Navigate to 'About AAkonsult Payments' tab and select a web form



Getting Started				
AAkonsult Pty Ltd provides a sample DEMO account for evaluation and test pur Please review the installation and user manual links provided in the 'Quick Links				
Setup View Payment Type	Notes			
Setup View 1. Online Payment	Capture payments for goods, supplies, Accounts/Contact/Opportunities/Any O			
Setup View 2. Membership	Memberships can be setup at Contact reminders. Members Id + Lastname ca			
Setup View 3. Subscription	Subscriptions can be setup with varying renewed and have freight amounts add			
Setup View 4. Appeal	Appeals are linked to Campaigns. Setu Tab. Multiple Appeals can be running at the			
Setup View 5. Donation with option of regular giving	Regular giving is easy to setup. Updatissalesforce.com. Tokens are used for a			
Setup View 6. Event/Training Course	Events/Training courses is an optional registration. A variety of ticket types are			



5.2 View your new custom theme

1 Information:

Payments in test mode. Only test cards accepted.

AAkonsult Payments DEMO payment page.

AAkonsult Payments allows organisations to quickly setup a professional looking and secure online or internal salesforce.com payments form to capture donations, memberships/subscriptions and recurring payments. Automated receipting, contact/account matching and pre-built workflow processes remove wasted office administration time and allow you to spend more time on donor care and customer relationships.

Use the following demo cards:

- · Visa 4111111111111111
- MasterCard 5431111111111111
- Amex 371111111111114
- Diners 36000000000008

For Visa/MasterCard, any 3 digit CCV will work and for Amex/Diners and 4 digit CCV.

Expiry dates can be any date that is in the future.

Step 1 of 3





Credit Cards



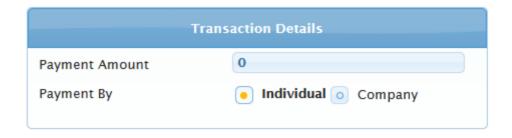
How to take a Credit Card Payment

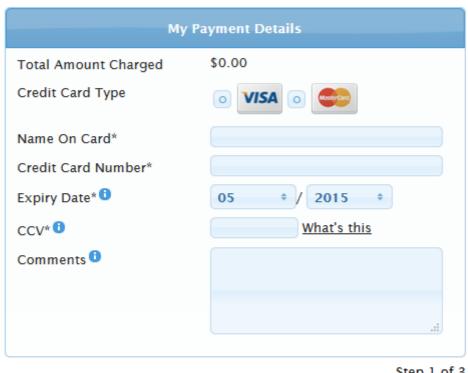
There are several ways of taking a Credit Card payment and the option you choose will depend on your needs. Options include:

- 1. Public website taking an online payment
- 2. From within Salesforce, taking a payment against an Account, Contact, Opportunity or any object
- 3. Charging a card already stored on file. For example, if you have rental equipment and the item is returned damaged.



1. Public Website





Step 1 of 3

Continue



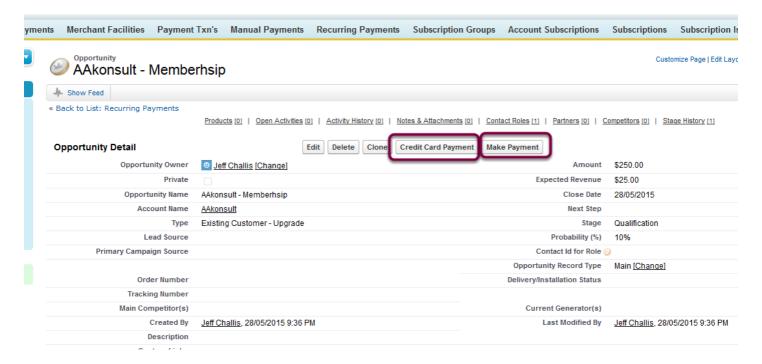
Privacy Policy

Online payments can be captured directly from your website, or by sending a link to your customer/ donor asking for payment.

Please see the installation manual <u>How to add your form to your website</u> for more information on adding your form to the website or locating the URL's where the public facing web form is located.



2. From within Salesforce



Pre-defined buttons exist for charging a Credit Card against and Account, Contact or Opportunities. Custom buttons can be added to any object in Salesforce.

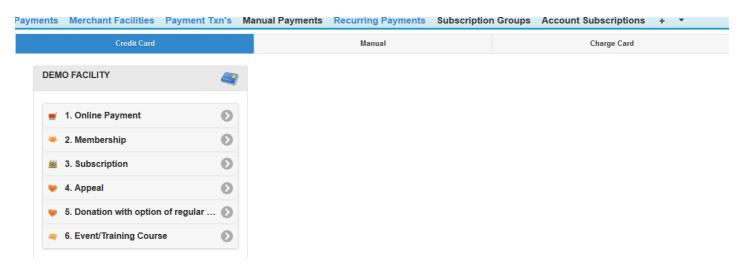
Please see the Installation Manual <u>Buttons - Optional</u> section for setting up buttons in your instance of Salesforce.

There are two button options available as Standard.

- 1. Credit Card Payment. This button simply launches the online checkout form and pre-fills the related information (eq. Contact details if available)
- 2. Make Payment. This button prompts for some options on the type of payment and related options such as Subscription/Membership Renewal or Token Card Charge.



2.1 Make Payment Example



After selecting the Make Payment Option in the previous section, the following screen is shown. This allows for quick selection of any of the currently setup Payment Forms. Also, going across the top is "Credit Card", "Manual Payment" or "Charge Card" options providing different ways/menthods of transacting.

The Charge Card option will only appear if there is a valid related Recurring Payment associated with the contact. This allows for a card to be tokenised, saved and then later on charged.

3. Charging a previously tokenised card

With the appropriate permissions, you can charge a card that has been previously tokenised and stored.

Please see <u>How to make an additional payment to a recurring payment (Token Charge)</u> for more information.



How to set up credit cards

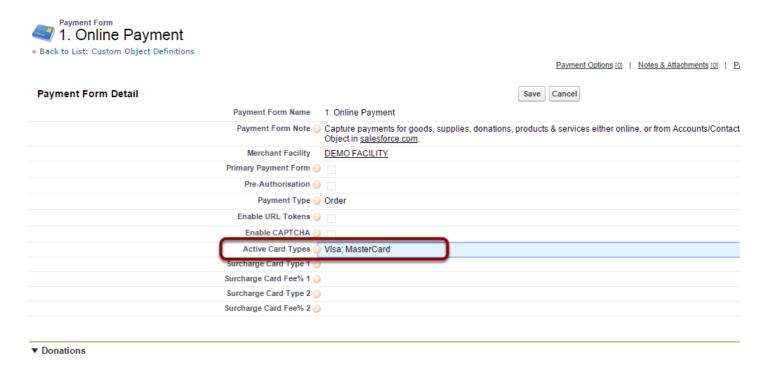
1. Configuring Credit Cards

Before you can take Credit Card Payments, you must have a merchant facility.

Please see Setting up <u>Merchant Facilities</u> (Installation Manual) for details about Merchant Facilities and how to get one.

Generally speaking, Visa and MasterCard are provided by your bank or a Merchant Facility Provider. Others such as American Express and Diners are provided by those vendors. So, you may need to have multiple Merchant Facilities setup with various providers.

1.1 Cards types to Accept



The various types of cards that you wish to accept for a web form are maintained on the Payment Form.

To locate the Payment Form, navigate to the "+" at the end of the tabs and select Merchant Facility. Then press the [GO] button and click into a Merchant Facility. Scroll down the Merchant Facility Form to the related Payment Forms and then click into the appropriate form.

Update the Active Card Types with the Cards you would like to process. Please note, if a Merchant Facility has not been requested and activated by AAkonsult then you will not be able to accept that type of card.



2. Credit Card Process Flows



Depending on your country and bank you have your Merchant Facility with will determine which of the following process flows will be used for taking Credit Card Payments

The sections below provide more details of the process flows. The colour coding used in the processes are:

- AAkonsult Payments pages are those pages using salesforce.com sites functionality
- External web is a non salesforce.com page, such as Pay Pal.
- Payee Actions are manual steps that a payee needs to do. These could include sending payments.

Internal Staff are actions required by internal users of AAkonsult Payments where they need to perform a manual step within Salesforce.

2.1 Credit Card (hosted) Payment Express or Authorize.Net



The most common flow process is using the Credit Card (hosted) option. This takes the payee through 3 simple steps. These being entering of the details, confirming of the payment and the payment complete screen.

This option works when the Payment Gateway is set as "Payment Express" or "Authorize.Net" and the payment method is set as Credit Card.

2.2 Credit Card PxPay Non-Hosted



Some organisations may already have a Payment Express PxPay account and wish to continue with this, or for organisations that their banks require a DPS hosted payment option.



For this option, the payee enters their core payment details. When they press continue, they are taken to the payment express page to capture the credit card details and confirm the transactions. They are later returned to AAkonsult Payments and shown the payments screen.

The 3D Secure process will only occur if your merchant facility with the bank and payment express is setup for this option and the person making the payment is enrolled or their bank supports 3D Secure.

2.3 Credit Card PxFusion Non-Hosted



The Payment Express PxFusion option would be selected by customers where their bank requires them to have 3D Secure facilities or their bank requires this option over the hosted (Payment Express) option.

From a user perspective, this option is very similar to the Hosted Payment Express option where they user normally only sees the AAkonsult Payments Checkout forms. The user would only leave these forms when 3D Secure is enabled and the payees bank also supports 3D secure. In this case, they will be taken to the appropriate 3D secure site, such as verified by visa.

2.4 Payment Methods comparison

	Credit Card Transactions	Pre-Authorisation / Complete	Regular Payments	Refund Electronically	3D Secure Support	PayPal	Pay Later
Payment Express	✓	✓	✓	✓			
Payment Express PxPay	✓	✓	✓	✓	✓		
Payment Express PxFusion	✓	✓	✓	✓	✓		
PayPal		✓		✓	✓	✓	
Checkout and Pay Later							✓
Authorize.Net	✓	✓	✓	✓			



How to manage expired credit cards

Approximately 45 days before a card is expired, an internal email notifying staff off the upcoming expiry.

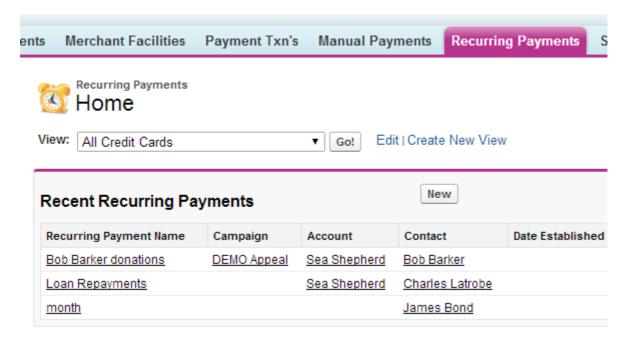
Alternatively you can also get a list of expiring cards, but navigating to the Recurring Payments Tab, then creating or selecting an existing list view filter based on the Card Expiry Date. Also, make sure you enter the details in straight away and staff do not write them down for updating later.

1. Contact payee for instructions

You'll need to call the payee or ask them to phone you with the new details. Please ensure they don't email you the Credit Card details.

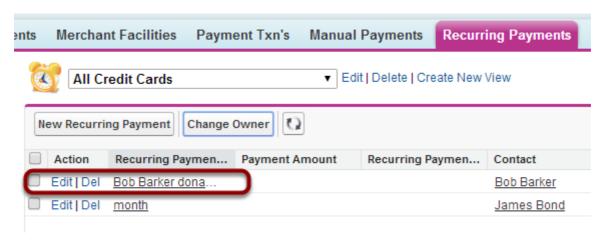
If their card expiry date is the only option to have been updated, then you can select that option, vs. getting the full card details again.

1.1 Navigate to the Recurring Payments tab



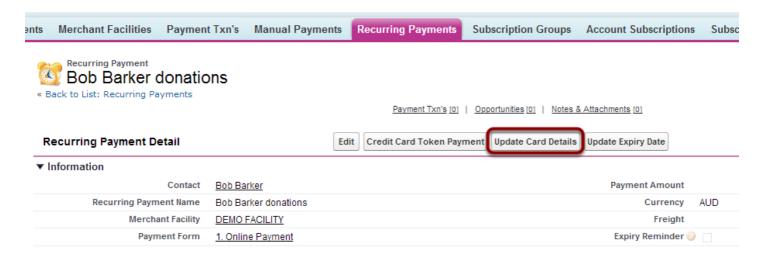


1.2 Find the recurring payment name



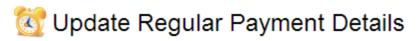
2. New Card

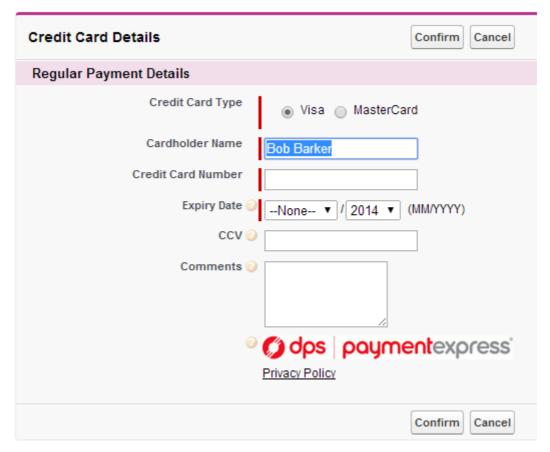
2.1 Select the Update Card Details button



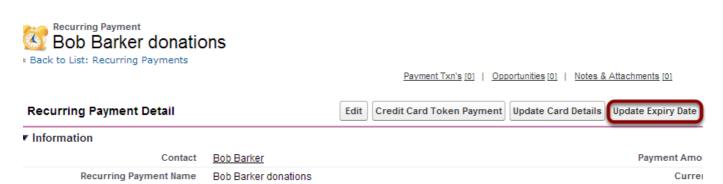


2.2 Update details and confirm





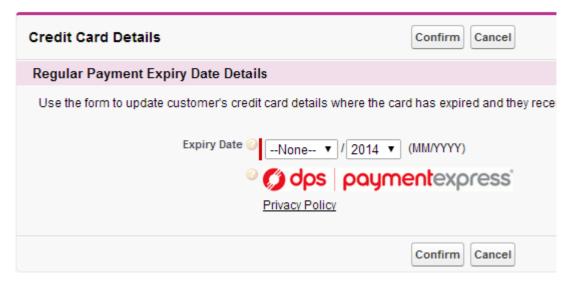
- 3. New Expiry Date
- 3.1 Select the Update Expiry Date button





3.2 Update details and confirm

🔯 Update Regular Payment Details





How to set up PayPal

Please see the installation manual How to set up PayPal

1. Enabling PayPal



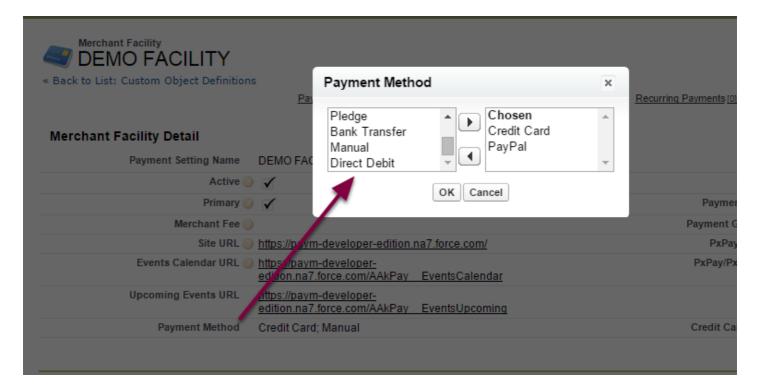
After Setting up PayPal as per the installation manual procedure <u>How to set up PayPal</u>, you can make the option available by locating the Merchant Facility.

The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.



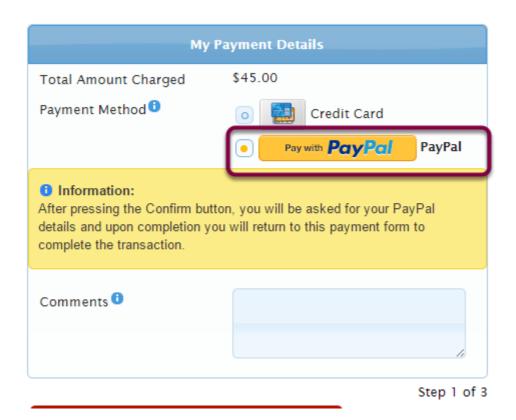
1.1 Enabling PayPal



- 1. Locate the Payment Method field and double click
- 2. Select PayPal and then press OK button followed by the SAVE button



1.2 Checkout preview



On the Merchant Facility, you can click on the Site URL and this will show you the updated checkout form. This will now include the newly included payment options.

2. PayPal Process Flow Overview



The sections below provide more details of the process flows. The colour coding used in the processes are:

- AAkonsult Payments pages are those pages using salesforce.com sites functionality
- External web is a non salesforce.com page, such as Pay Pal.
- Payee Actions are manual steps that a payee needs to do. These could include sending payments.

Internal Staff are actions required by internal users of AAkonsult Payments where they need to perform a manual step within Salesforce.



2.1 PayPal Process Flow



For payee's that wish to use their PayPal accounts to pay salesforce.com, they will need to enter their core details in the first/capture screen, then they need to login to their PayPal Account and confirm the transactions, followed by Confirming the payment in salesforce.com.

This option is available when the PayPal is selected as one of the Payment Method options.

Please see the AAkonsult Payments Installation manual for details on How to set up PayPal



Direct Debits



How to activate direct debit payments

The Direct Debit option (available as an additional license) allows your customers/members/donors to pay regular payments or membership/subscriptions directly from their bank account as an alternative option to paying by credit card.

Currently, AAkonsult Payments supports direct debits in the following countries:

- Australia (All Banks)
- New Zealand (ANZ,ASB, BNZ, Westpac)

Before you can use a direct debit with AAkonsult Payments, you will need to contact your bank and arrange to have a Direct Debit facility setup. You will need to ask for the option where you can upload a direct debit file for processing. This option is normally added to your internet banking.

More information:

Australian Direct Debits

Australian Payments Clearing Association (APCA) was established in February 1992 to oversee and manage the development and operation of the Australian payments clearing system.

Most Australian bank use the Australian Banking Association (ABA) format for direct debit transactions. The following links provide more information about this.

- Direct Entry fact sheet: http://www.apca.com.au/docs/about-payments/direct entry fact sheet.pdf
- For information about the ABA Text file format generated, please see: http://www.cemtexaba.com/aba-format/cemtex-aba-file-format-details.html
- Westpac upload guide: http://www.westpac.com.au/docs/pdf/bb/BOLStepbyStep-Aug2006.pdf

New Zealand Direct Debits

When setting up direct debits in New Zealand, you'll need to ensure the following:

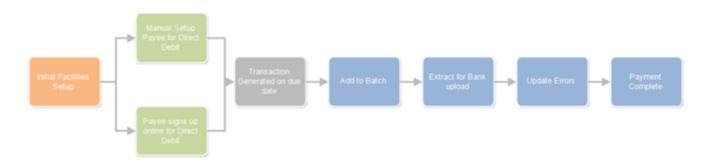
- The "Direct Debit Authority Number" assigned by your bank is entered into the "User Identification Number Field".
- The Bank and Branch number are entered into the "BSB No." field. These are in the format of 99-9999
- The Account number and suffix are entered into the "Account No." field. These are in the format of 9999999-999
- Enter your company name or account name into "User Preferred Specification" on the Merchant Facility.



You can see more information on the extracted file standards at:

- ANZ: http://www.anz.com/Documents/AU/corporate/clientfileformatsH2H.pdf
- BNZ: https://www.bnz.co.nz/static/www/docs/online-banking/ib4b-file-format-guide.pdf
- Westpac NZ: <a href="http://www.westpac.co.nz/assets/Business/Accounts-and-Online-Services/Business/Accounts-and-Online-Services/Business/Accounts-and-Online-Services/Business/Business/Accounts-and-Online-Services/Business/Business/Accounts-and-Online-Services/Business/Accounts-and-Online-Services/Business/Accounts-and-Online-Services/Business/Accounts-and-Online-Services/Business/Accounts-and-Online-Services/Business/Accounts-and-Online-Services/Business/Accounts-and-Online-Services/Business/Accounts-and-Online-Services/Business/Accounts-and-Online-Services/Business/Accounts-and-Online-Services/Business/Busine
- ASB Bank: https://fnb.asb.co.nz/content/fnb help/pdf/fnb import export quide.pdf

1. Overview



Once you have setup the Merchant Facility with the required Direct Debit fields and licensing options, the direct debit process overview is as follows:

- 1. When a new person wants to pay by direct debit, setup their details in the Recurring Payments Tab with a new entry of type "Direct Debit".
- 2. The Recurring Payments processor runs everyday. It looks for payments that are due that day and creates a Payment Txn entry for the payment with a status of "Direct Debit Start".
- 3. When you are ready to process Direct Debit transactions, you create a new "Direct Debit Batch" and add all Payments Txn generated in step 2 above.
- 4. The "Direct Debit Extract" process is run to create a text file containing all transactions in the correct format for uploading. This file is then uploaded into your Internet Banking Direct Debit upload facility and the transactions are processed through that.
- 5. Should any transactions fail during bank processing (eg. Insufficient funds), then you need to locate the transaction(s) in Salesforce and Mark these as being in error. Should the errors happen more than the allowed retry count, then the transaction Recurring Payment will be marked as being in a suspended status and any related subscriptions/memberships will be canceled.
- 6. Once all updates have been completed, the Batch is marked as complete and the Payee Recurring Payment is updated to reflect the successful payment.

2. AAkonsult Payment License

2.1 Purchase an additional license for Direct Debits

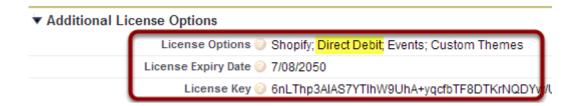
Contact info@aakonsult.com for details



2.2 Navigate to the Merchant Facilities tab and scroll down to the Additional License Options

▼ Additional License Options	
License Opti	ions ② Shopify; Direct Debit; Events; Custom Themes
License Expiry	Date ② 7/08/2050
License	Key @ 6nLThp3AlAS7YTlhW9UhA+yqcfbTF8DTKrNQD

2.3 Enter license details and SAVE

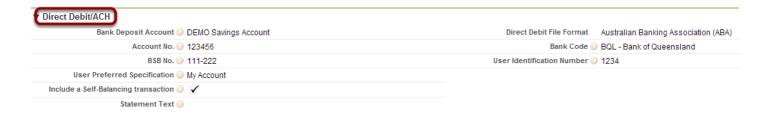


3. Bank details

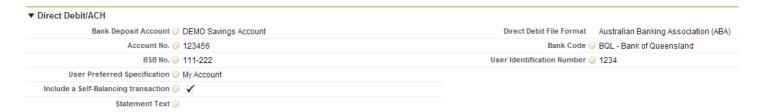
3.1 Contact your bank to create direct debit facility

Confirm with your bank if a Self-balancing transaction is required or not.

3.2 Navigate to the Merchant Facilities tab and scroll down to the Direct Debit/ ACH heading



3.3 Enter details from your bank and SAVE



All fields must be entered except the Statement Text field.

Check if a Self-Balancing transaction is required



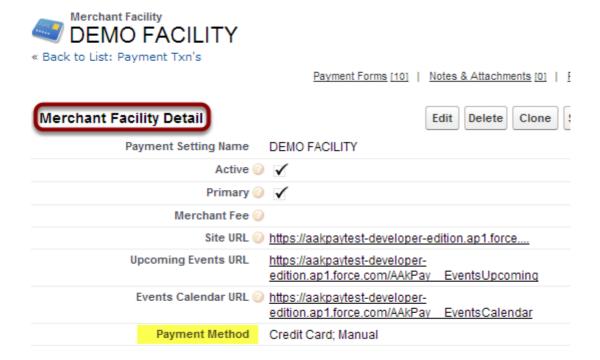
3.4 Scroll down to the Direct Debit/ACH T&C heading



3.5 Enter Terms & Conditions (T&C) as required by your bank and SAVE

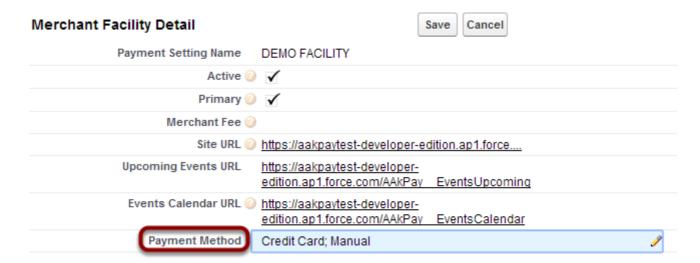
4. Enable Direct Debits

4.1 Scroll up to the Merchant Facility Detail heading

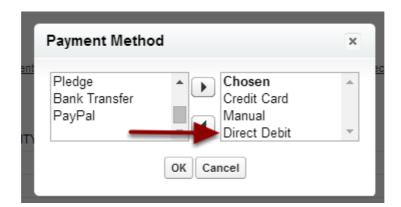




4.2 Edit the Payment Method field



4.3 Move Direct Debit to the RHS, select OK and SAVE

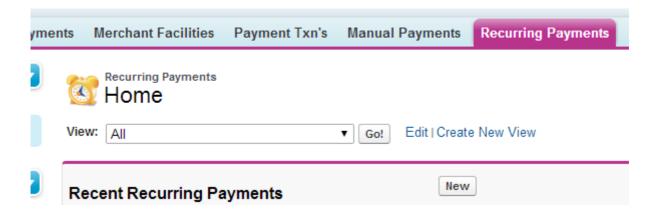




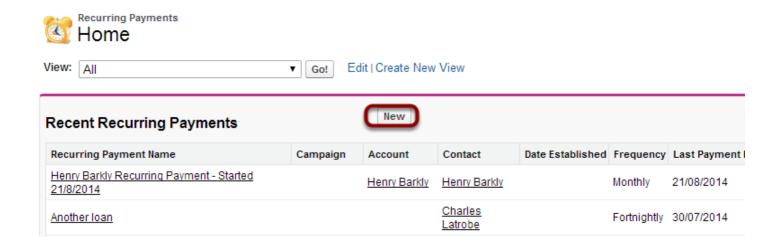
How to set up a direct debit manually

A Direct Debit can be setup manually by your organisation or a payee can sign up online. This procedure is for organisation setting up a new Direct Debit from within Salesforce.

1. Navigate to the Recurring Payment tab



2. Select the New button

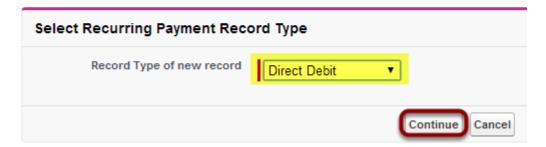




3. Select Direct Debit from the pick list and select Continue

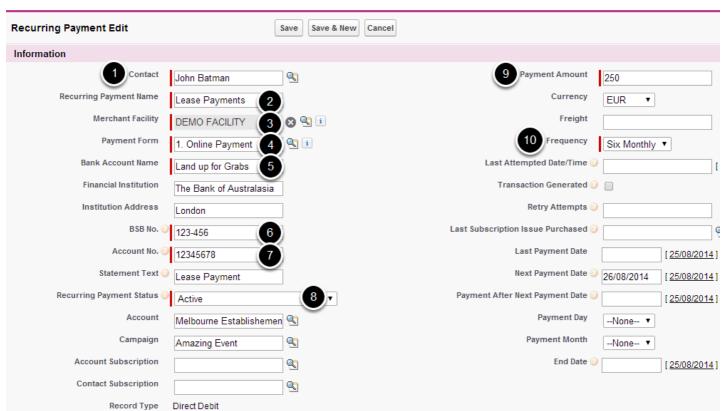
New Recurring Payment Select Recurring Payment Record Type

Select a record type for the new recurring payment. To skip this page in the future, chan



4. Enter details for the recurring payment and SAVE





- 1. Link to a Contact name or add if details are not found
- 2. Create a name for the recurring payment
- 3. Link to your Merchant Facility
- 4. Link to your online form
- 5. Enter bank details
- 6. Enter BSB No (For Australia, the format is: 999-999)



- 7. Enter Account No
- 8. Set Recurring Payment Status to Active
- 9. Enter payment amount
- 10. Select frequency



How to set up a direct debit online

A Direct Debit can be setup manually by your organisation or a payee can sign up online. This procedure is for a Payee Signing up for Direct Debits online.

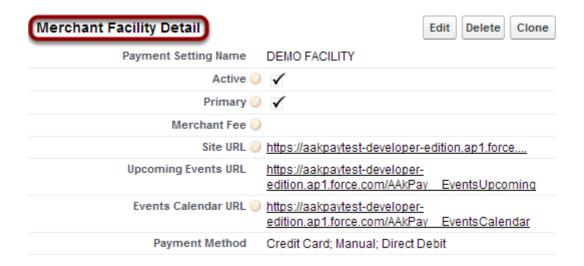
To set up direct debits online:

- 1. Check set up
- 2. Activate Workflow for email template
- 3. Review email template

1. Set up

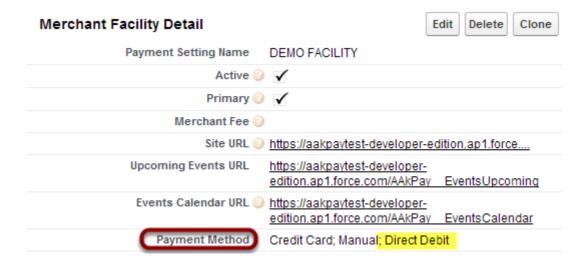
These items may already be set up

1.1 Navigate to the Merchant Facility tab and scroll to the Merchant Facility Details heading





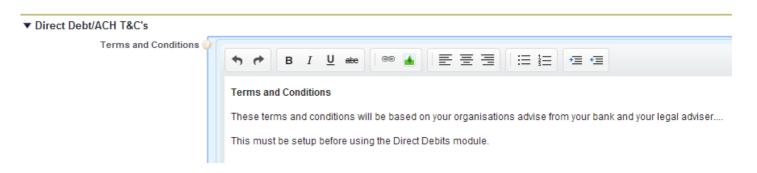
1.2 Check for Direct Debit in the Payment Method field



1.3 Scroll to the Direct Debit/ACH T&C heading



1.4 Check that your organisation's Terms & Conditions about Direct Debits has been updated



2. Workflow for Direct Debit Sign-up forms

An email template is automatically sent to a payee for direct debit verification



2.1 Navigate to Setup > App Setup > Create > Workflow & Approvals > Workflow Rules





2.2 Read Understanding Workflow and select Continue

Understanding Workflow

Many of the tasks you normally assign, the em: it automatically.

What is Workflow?

Workflow automates the following types of acti

- :: Tasks—Assign a new task to a user, role
- :: Email Alerts-Send an email to one or n
- :: Field Updates-Update the value of a fie
- :: Outbound Messages-Send a secure, c

For example, workflow can:

- :: Assign follow-up tasks to a support rep (
- :: Send sales management an email alert
- :: Change the Owner field on a contract thr
- :: Trigger an outbound API message to an

Each workflow rule consists of:

- :: Criteria that cause the workflow rule to ru
- :: Immediate actions that execute when a r
- :: Time-dependent actions that queue whe high-value opportunity is still open ten days
- Don't show me this page again

Continue



2.3 Use the alphabet search function to locate Send Client Direct Debit Signup forms



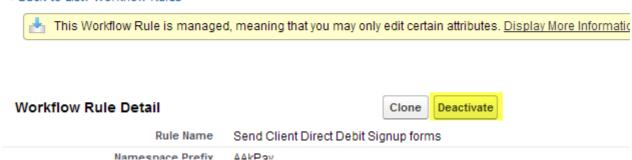


2.4 Check that the workflow is activated

Workflow Rule

Send Client Direct Debit Signup forms (Managed)

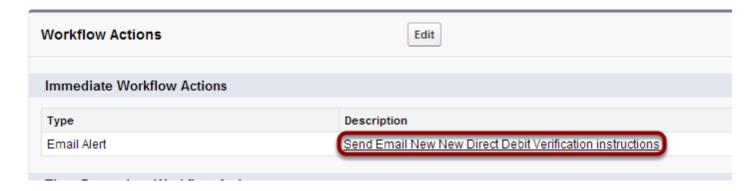
« Back to List: Workflow Rules



The "Deactivate" button will be set if the form has already been activated. If this is the case, then you do not need to do anything more. If the button says Activate, then please press to Activate.

3. Review email wording for direct debit sign-up

3.1 Select email Workflow Action

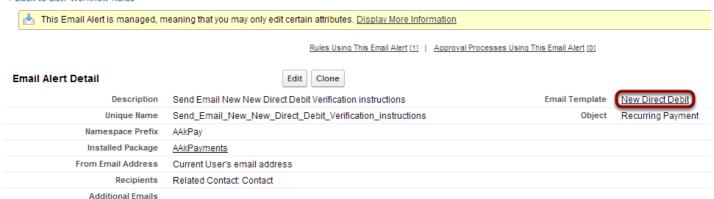


3.2 Select Email Template 'New Direct Debit'

Email Alert

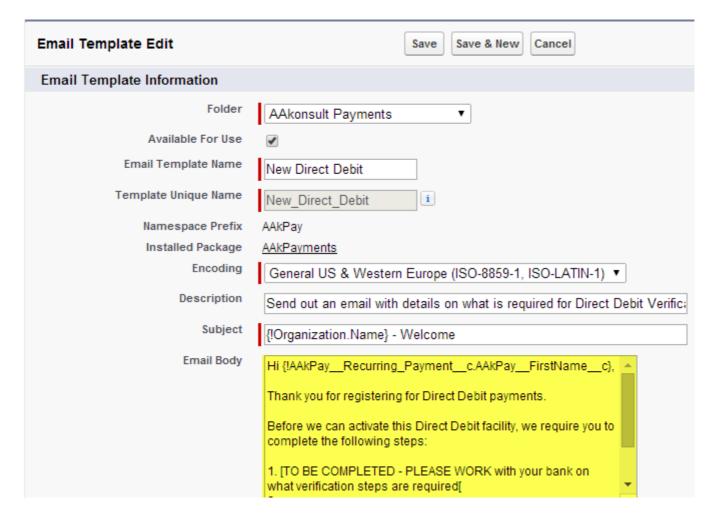
Send Email New New Direct Debit Verification instructions (Managed)

« Back to List: Workflow Rules



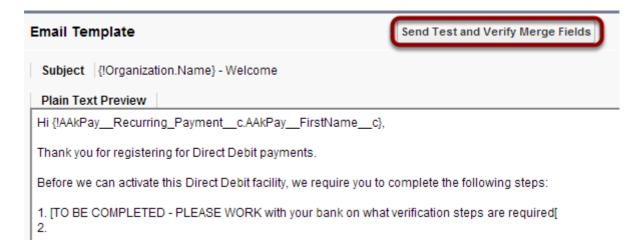


3.3 Edit and review email wording and SAVE



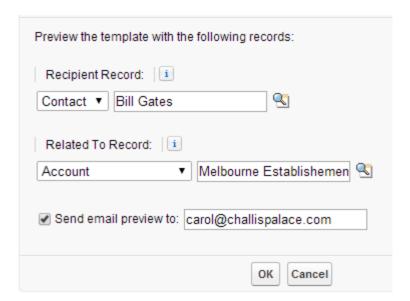
The email template text should be updated as required. You may wish to add supporting forms and documents into the attachments section (after the form is saved).

3.4 Test email





3.5 Fill in test data and select OK



3.6 Check test email

Hi,

Thank you for registering for Direct Debit payments.

Before we can activate this Direct Debit facility, we require you to

[TO BE COMPLETED - PLEASE WORK with your bank on wh.
 2.

Regards

AAKonsult



How to process direct debit payments - before banking

Using the online web forms, a payee can enter their details and choose to pay by direct debit. An email template is automatically sent to them asking for authorisation. Once this authorisation is returned, the direct debit payments can be processed.

You will need to:

- 1. Verify the direct debit set-up
- 2. Run the Batch Processor
- 3. Create a new batch
- 4. Add transactions to the new batch
- 5. Extract the batch to create an ABA file for your bank

After the bank has imported your file, you will need to:

- 1. Check errors
- 2. Mark transactions as complete (this will activate recurring payment processes)

Refer: How to process direct payments - after banking

1. Verify Direct Debit setup

Step 3 of 3

Thank you for signing up for regular Direct Debit Payments. We will be in contact with you shortly where we will ask for verification of ownership of this account and authority to set-up this Direct Debit facility. Upon successful verification, we will then activate the account. Please quote reference PAY-0000042 should you have any queries. First Name William Last Name Hobson

A payee can sign up for Direct Debits online. After the press the submit button, they will see the Confirmation Screen (Screenshot above), plus they will receive an email asking them to verify their

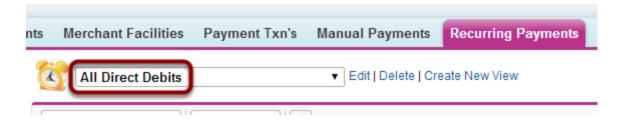


banking details. The type of information they need to provide will be a requirement that your bank will specificify.

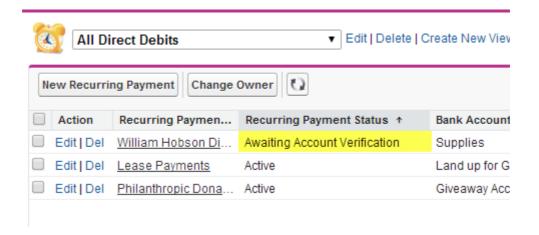
All Direct Debits that are signed up for online are recorded in Recurring Payments and Subscriptions/Account Subscriptions with a status of "Awaiting Account Verification".

Once the payee has returned the verification details requested, their recurring direct debit payment can be and activated. The following steps detail how you would activate the Direct Debit for a payee.

1.1 Navigate to the Recurring Payment tab and use the picklist to find All Direct Debits

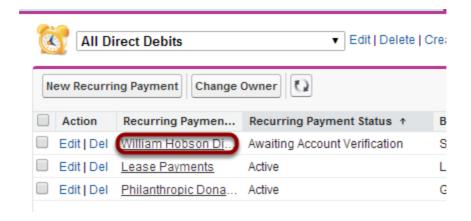


1.2 Sort using the Recurring Payment Status to find all direct debits awaiting account verification

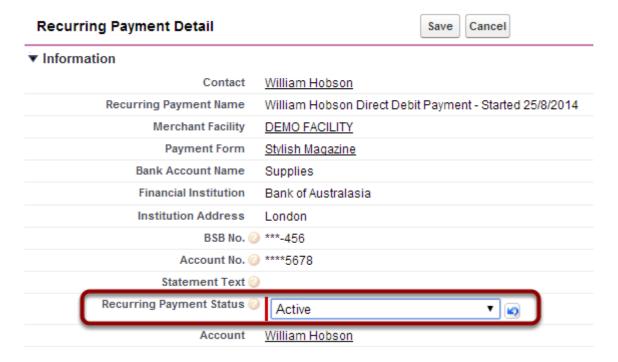




1.3 Select each direct debit payment



1.4 Change the Recurring Payment Status to Active and SAVE



Refer: How to process direct debit payments

2. Run Batch Processor

A nightly process looks for all recurring payments that due for processing. To do this, it checks to see if the "Next Payment" date is on or before today, has a status of Active and has is not already being considered for processing.

The processor creates a new "Payment Txn" record with a status of "Direct Debit Started".



2.1 Navigate to the Merchant Facility tab and scroll down to the Batch Payments Processors heading



2.2 Check that the Recurring Payments Processor and Batch Payments Processor Status is set to 'Started'



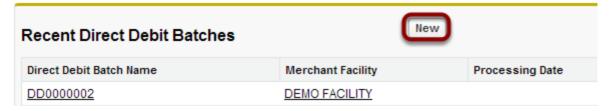
- 3. Create a new batch
- 3.1 Navigate to the Direct Debit Batches tab





3.2 Select the New button







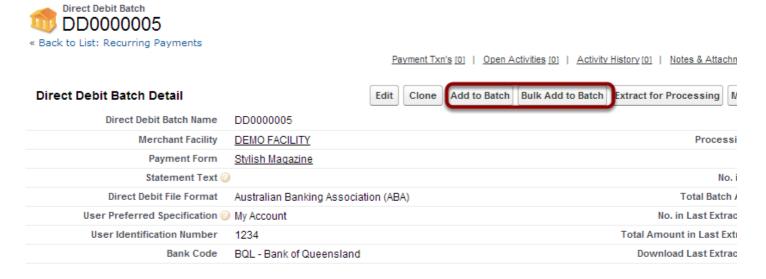
3.3 Enter the Merchant Facility and Payment Form you are extracting unprocessed direct debits from and SAVE





4. Add transactions to new batch

4.1 Select the Add to Batch button



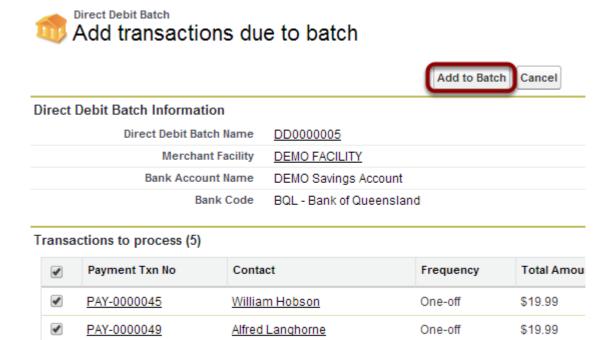
Note: If you have a large quantity of transactions to process, use the Bulk Add to Batch button which will run the processor in the background and notify you by email when the process is complete.



4.2 Check transactions to be included

Trans	actions to process (5)					
•	Payment Txn No	Contact	Frequency	Total Amount	Status	Recurring Paym
•	PAY-0000045	William Hobson	One-off	\$19.99	Direct Debit Start	William Hobson
•	PAY-0000049	Alfred Langhorne	One-off	\$19.99	Direct Debit Start	Alfred Langhorn
•	PAY-0000050	Andrew Chirnside	One-off	\$19.99	Direct Debit Start	Thomas Chirnsi
•	PAY-0000051	Elizabeth Dalgarno	One-off	\$19.99	Direct Debit Start	Elizabeth Dalgaı
•	PAY-0000054	Edward-Garland Figg	One-off	\$19.99	Direct Debit Start	Edward-Garlanc

4.3 Select the Add to Batch button



5. Extract batch to file

1

*

PAY-0000050

PAY-0000051

PAY-0000054

Clicking the "Extract for Processing" button on the batch will generate a text file in a format enabling the transactions to be uploaded by your banks Direct Debit facility.

Andrew Chirnside

Elizabeth Dalgarno

Edward-Garland Figg

One-off

One-off

One-off

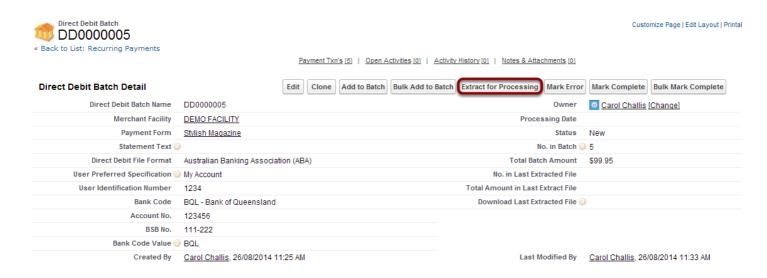
\$19.99

\$19.99

\$19.99



5.1 Select the Extract for Processing button



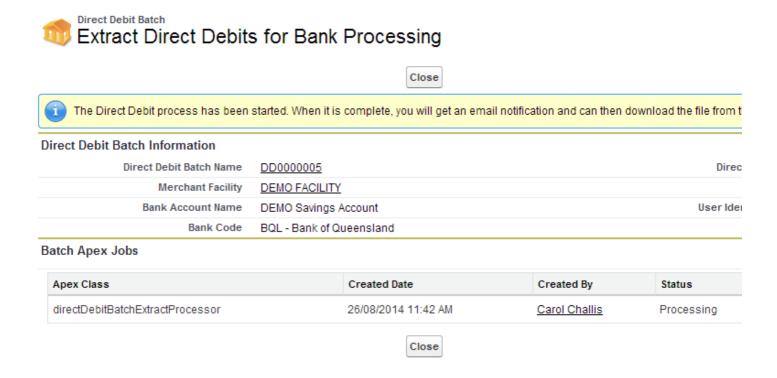
5.2 Select Extract Transactions







5.3 Await processing and select Close



5.4 Download file for bank from the Notes & Attachment heading



5.5 Import ABA file to your bank

After the bank has imported your file, you will need to:

- Check errors
- 2. Mark transactions as complete (this will activate recurring payment processes)

Refer: How to process direct debit payments - after banking



How to process direct debit payments - after banking

After the bank has imported your file, you will need to:

- 1. Check errors
- 2. Mark transactions as complete (this will activate recurring payment processes)

1. Check errors

1.1 Check bank report for transaction errors

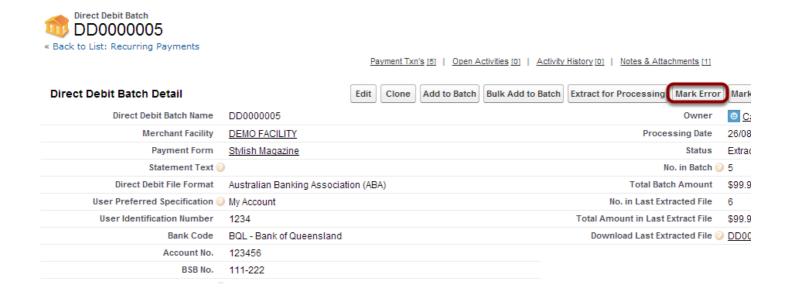
If accounts are incorrect or have insufficient funds, the bank will return a list of transaction errors

1.2 Navigate to the Direct Debit Batch tab and select the relevant batch



Recent Direct Debit Batche	s	lew		
Direct Debit Batch Name	Merchant Facility	Processing Date	Status	No. in Batch
DD0000005	DEMO FACILITY	26/08/2014	Extracted	5
DD0000004	DEMO FACILITY		New	
DD0000003	DEMO FACILITY		New	
DD000000	DEMO EVOLUTY		Mann	

1.3 Select the Mark Error button





1.4 Select the transaction(s) in error



	Mark As Error Cancel				
Direct Debit Batch Information					
Direct Debit Batch Name	DD0000005				
Merchant Facility	DEMO FACILITY				
Bank Account Name	DEMO Savings Account U				
Bank Code	BQL - Bank of Queensland				

....

Transactions to process (5)

	Payment Txn No	Contact	Frequency	Total Amount	Status
	PAY-0000045	William Hobson	One-off	\$19.99	Direct Debit Processing
•	PAY-0000049	Alfred Langhorne	One-off	\$19.99	Direct Debit Processing
	PAY-0000050	Andrew Chirnside	One-off	\$19.99	Direct Debit Processing
	PAY-0000051	Elizabeth Dalgarno	One-off	\$19.99	Direct Debit Processing
	PAY-0000054	Edward-Garland Figg	One-off	\$19.99	Direct Debit Processing

1.5 Select the Mark as Error button

Direct Debit Batch Mark transactions as error

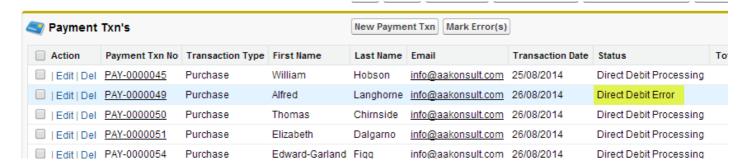


Transactions to process (5)

	Payment Txn No	Contact	Frequency	Total Amount
	PAY-0000045	William Hobson	One-off	\$19.99
1	PAY-0000049	Alfred Langhorne	One-off	\$19.99
	PAY-0000050	Andrew Chirnside	One-off	\$19.99



1.6 Check the status of the transaction in error



When a Payment Transaction is Marked in error, the status is updated to "Direct Debit Error".

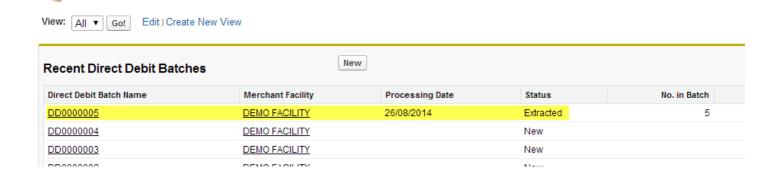
Each time a recurring payment has a transaction in error, this increments the number of retries and if the number of retries should exceed the Payment Form - Maximum retries then the Recurring Payment status is changed to "Suspended Max retries exceeded" and the transaction will not be considered for future processing. If the suspended recurring payment is associated with a membership/subscription then the membership/subscription is also cancelled.

2. Complete transactions

Direct Debit Batches
Home

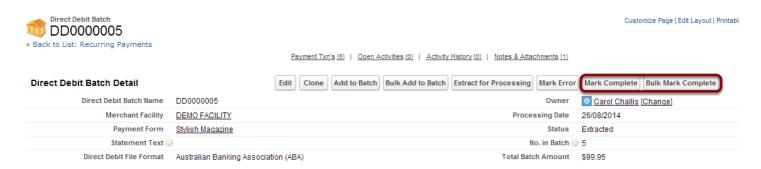
Marking transactions as complete is a necessary step and closes off all non-errored payment transactions. Failing to do this will mean the recurring payment will not be considered for future processing/generation.

2.1 Navigate to the Direct Debit Batch tab and select the relevant batch



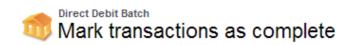


2.2 Select the Mark Complete button



Note: If you have a large quantity of transactions to process, use the Bulk Mark Complete button which will run the processor in the background and notify you by email when the process is complete.

2.3 Select the Mark as Complete button



Direct Debit Batch Information				
Direct Debit Batch Name	DD0000005			
Merchant Facility	DEMO FACILITY			
Bank Account Name	DEMO Savings Account Use			
Bank Code	BQL - Bank of Queensland			

Mark As Complete | Cancel

Transactions to process (4)

•	Payment Txn No	Contact	Frequency	Total Amount	Status
•	PAY-0000045	William Hobson	One-off	\$19.99	Direct Debit Processing
•	PAY-0000050	Andrew Chirnside	One-off	\$19.99	Direct Debit Processing
•	PAY-0000051	Elizabeth Dalgarno	One-off	\$19.99	Direct Debit Processing
•	PAY-0000054	Edward-Garland Figg	One-off	\$19.99	Direct Debit Processing



2.4 Check transactions now have 'Receipting Complete'

Payment Txn's				New Payment Txn Mark Error(s)			
Action	Payment Txn No	Transaction Type	First Name	Last Name	Email	Transaction Date	Status
Edit Del	PAY-0000045	Purchase	William	Hobson	info@aakonsult.com	25/08/2014	Receipting Complete
Edit Del	PAY-0000049	Purchase	Alfred	Langhorne	info@aakonsult.com	26/08/2014	Direct Debit Error
Edit Del	PAY-0000050	Purchase	Thomas	Chirnside	info@aakonsult.com	26/08/2014	Receipting Complete
Edit Del	PAY-0000051	Purchase	Elizabeth	Dalgarno	info@aakonsult.com	26/08/2014	Receipting Complete
Edit Del	PAY-0000054	Purchase	Edward-Garland	Figg	info@aakonsult.com	26/08/2014	Receipting Complete



Pay Later



How to set up 'Checkout & Pay Later' option

There are several options where the Payee might be allowed to pay later, these include: Invoice Me, Send By Post and Bank Transfer.

For these options, the payee commits to the payment/donation on the webform checkout and then later posts in (or bank transfers) the amount. An internal staff member receives the payment and marks the payment as received.

1. Enabling Pay Later Options

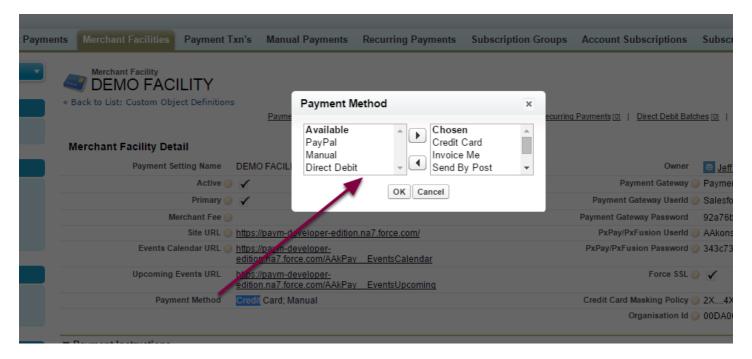


The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.



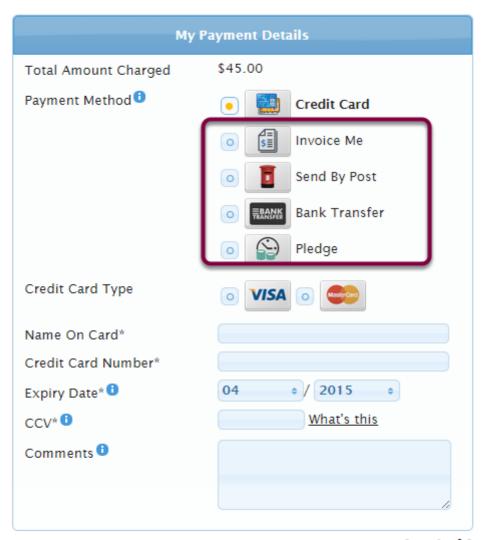
1.1 Select the allowable Payment Methods



- 1. Locate the Payment Method field and double click
- 2. Select PayPal and then press OK button followed by the SAVE button



1.2 Checkout preview



Step 1 of 3

On the Merchant Facility, you can click on the Site URL and this will show you the updated checkout form. This will now include the newly included payment options.

2. Pay Later Process Overview



The sections below provide more details of the process flows. The colour coding used in the processes are:

AAkonsult Payments pages are those pages using salesforce.com sites functionality



- External web is a non salesforce.com page, such as Pay Pal.
- Payee Actions are manual steps that a payee needs to do. These could include sending payments.

Internal Staff are actions required by internal users of AAkonsult Payments where they need to perform a manual step within Salesforce.

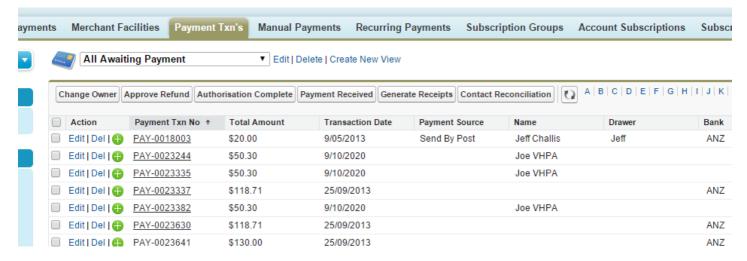
2.1 Pay Later Process Flow



In many cases, organisations will need to provide other options from Credit Card as methods of payments. These could include:

- Invoice Me. For this option, the payee is expecting your organisation to send an invoice.
- · Send By Post or Pledge.
- · Bank Transfer.

3. Pay Later Payment Received



Once a payment is received, you need to locate the Payment and then mark the Payment as received.

You can optionally record details about the payment such as cheque, method of payment etc.

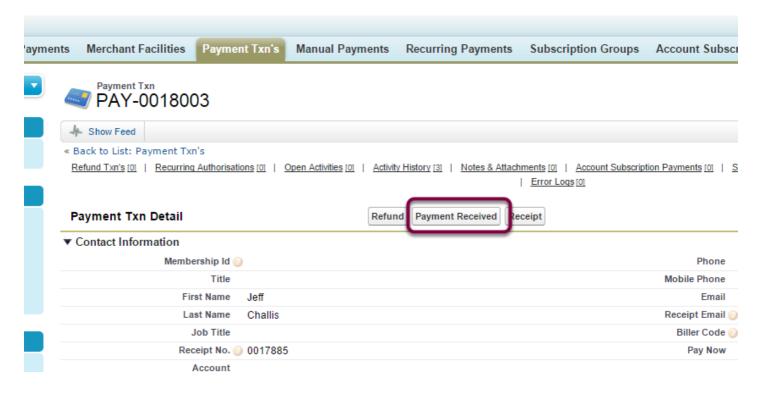
To locate the Payment Txn, you can either:

1. Do a global search based on the bank transfer reference



- 2. Navigate to the Payment Txn, select the list view "All Awaiting Payment" (Shown in screenshot above)
- 3. Locate the Contact or Account and see the related Payment Txn records

3.1 Marking a Payment as Received

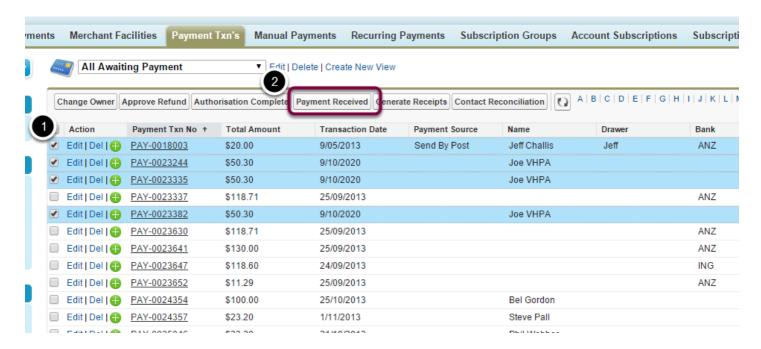


Click into the Payment Txn that you wish to mark as received.

Press the PAYMENT RECEIVED button.



3.2 Mass Marking Payments are received



Navigate to the Payment Txn Tab, Select listview filter of "All Awaiting Payment" and Press the GO button.

- Select the transactions you wish to mark as payment received
- 2. Press the PAYMENT RECEIVED button



Manual Payments



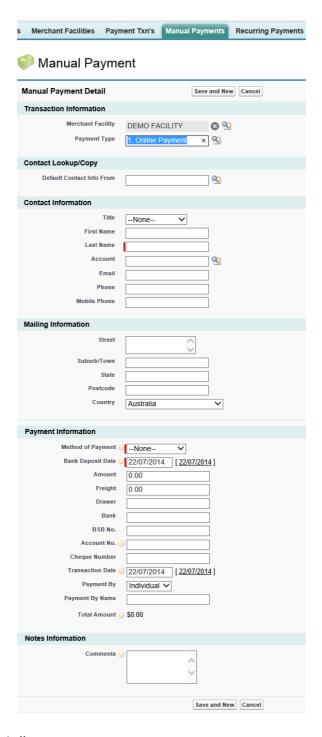
How to do manual payments

Manual payments can be made for all non-credit card type payments. This allows for cheques, money orders, bank transfers etc. to be recorded in salesforce.com.

When using Manual Payments in conjunction with Subscriber Group (family members), please ensure you read details in the "<u>Subscription Groups (Family Membership)</u>" section.



1. Navigate to the Manual Payments tab



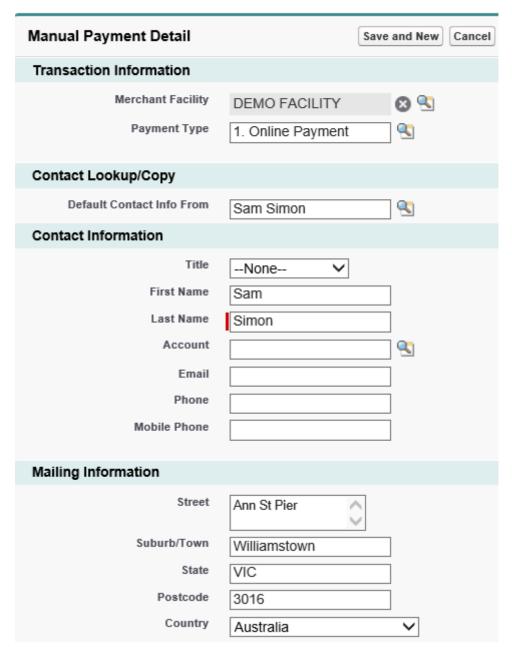
For quick entry of contact details.

- 1. Uses the lookup next to the Default Contact Info From section
- 2. Enable Membership Search on the Payment Form (Merchant Facility scroll down to related Payment Forms). This will allow you to use a membership number/supporter number to quickly locate the contact
- 3. Press the Manual Payment button from an existing contact



2. Enter details and Save

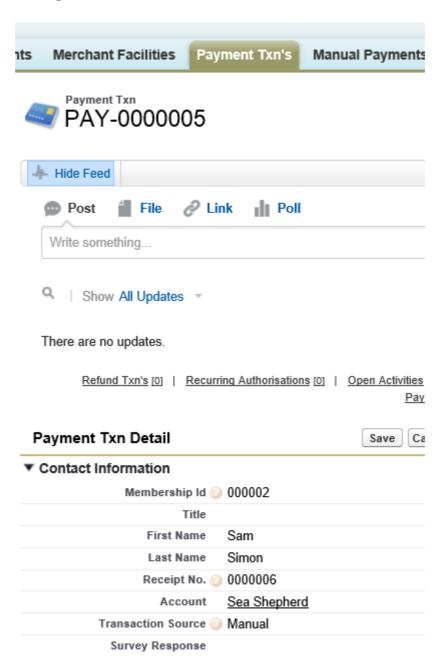




3. Check payment processing has occurred.

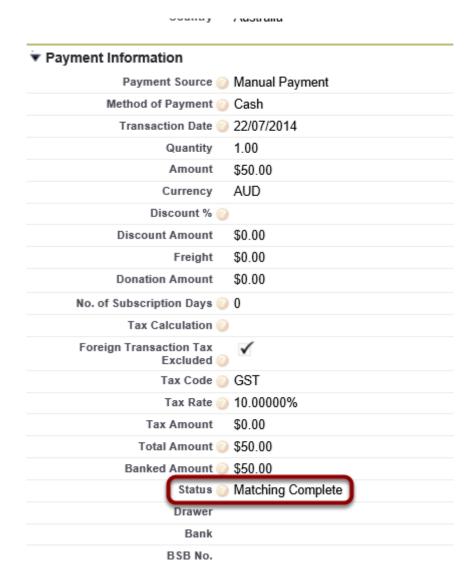


3.1 Navigate to the Payment Txn's tab





3.2 Scroll down to check that matching is complete



This means that the payment has been processed and a receipt has been sent to the payee.

If the status is showing as Receipting Complete, then this means the Batch Processor mode is being used and that has not yet run. This may take up-to 10 minutes to run.



How to do Manual Payments with Soft Credits

Soft credits are when a person organising the donations gets recognition for getting other peoples donations. For example, sponsorship for completing a fun run. The AAkonsult Soft Credits are designed to work in conjunction with the Non-profit Stater pack.

When a person is marked to be credited with a soft credit, the processing of a Payment Txn will Create an opportunity for the donation and will also add the person to be soft credited with as a related contact to that opportunity. The Non profit starter pack opportunity roll-ups then updates the Soft Credit person amounts on their contact record.

Soft Credits entry is available through the Manual Payments Screen. To enable this option, select "Yes" for Enable Soft Credits on the Payment Form record (Under the "Donations" section). This option should be used in conjunction with the Create Opportunities set to Yes on the Merchant Facility.

Once enabled, the person to Soft Credit Section will appear on the manual payment forms.

1. Enabling Soft Credits



Navigate to the Merchant Facility.

The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.



1.1 Enable Create Opportunity on Merchant Facility

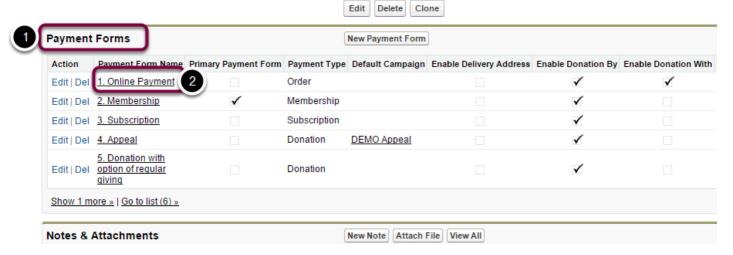


Scroll down the screen to the "Account, Contact, Opportunity Matching" section

Enable Create Opportunity

Press SAVE button

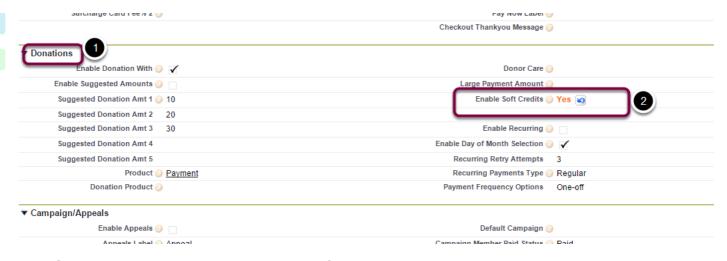
1.2 Click into the Payment Form



- 1. Scroll down to the related Payment Form Section
- 2. click into the required Payment Form

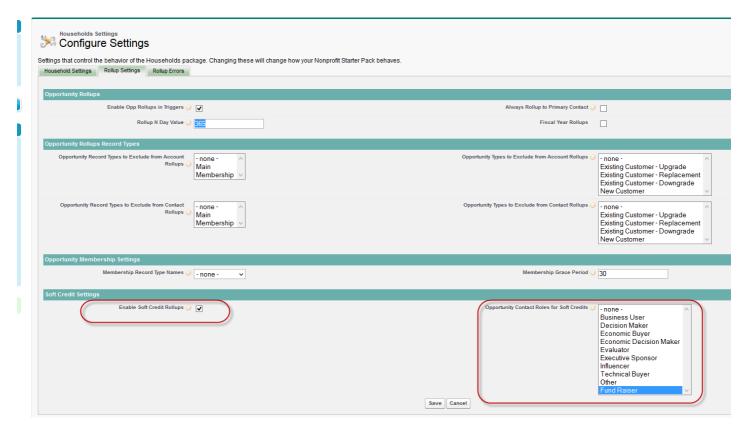


1.3 Enable Soft Credit on Payment Form



- 1. Scroll down to the Donations section of the Payment Form
- 2. Select Yes for Enable Soft Credits

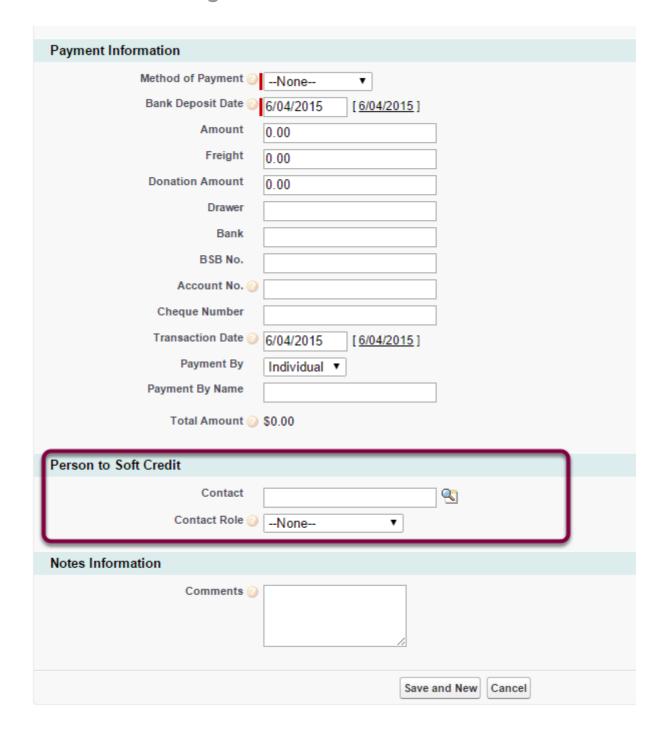
1.4 Non Profit Starter Pack - Soft Credits



When using Soft Credits with the Non Start Profit Pack, ensure household settings have been enabled for the soft credit Contact roles.



2. Soft Credit Processing



When entering manual payments, you can now link the payment with a Contact to Soft Credit.

If you need to add/update the contact roles, then edit the picklist "Contact Role" on the Payment Item Custom Object. You should also keep these contact roles aligned with the Opportunity Contact Roles (as maintained under setup > App Setup> Customize > Opportunities > Contact Roles.

If you need to change which fields are prompted for then edit the FieldSet "manualSoftCredits" on the Payment Item Custom Object.



Import Files



Import Files Overview

Import files enables organisations to import payment transactions from virtually any system that can generate a comma separated value (CSV) file.

Import files are capable of handling CSV files with more than 40,000 rows. The main exception to this is GiveNow file format where headers and totals are left making the limit around 10,000 rows.

The import file process consist of the following broad steps:

- 1. Select the import file
- 2. Match the column Headings from the spreadsheet with fields in AAkonsult Payments
- 3. Upload the CSV file
- 4. Review the imported data and make sure all is OK
- 5. Process the Imported details. This creates Payment Txn records which are then processed by the Batch Processor as normal Credit Card or Manual Payments would be processed.

For some import files, they may bring in values for Fundraiser first name, Fundraiser last name and Fundraiser ID. For these import types, the Payment Txn Generated will have a related Payment Item created of type "Soft Credit". It is recommended that the following settings be enabled:

- 1. The Merchant Facility Tab has Matching rules that include "Fundraiser ID", eg. First Name + Last Name + Fundraiser ID
- 2. The Payment Form has "Enable Soft Credits" set to Yes
- 3. You are using the Non-profit starter pack as this has special functionality for Soft Credits

Should the import line item be matched to a Campaign Name and there is a value in this data, then the line will be linked to an active Campaign with the same name. If an active campaign does not exist then the line item will be marked as being in error.

Whilst the import process is generic, it has built in templates to make the process much simpler for:

- Australia GiveNow
- Australia GoFundraise
- Australia Everyday Hero
- Australia BPAY CBA
- Paypal

Please see related sections for details on items where specific logic exists for each of the above import types.



How to import CSV files

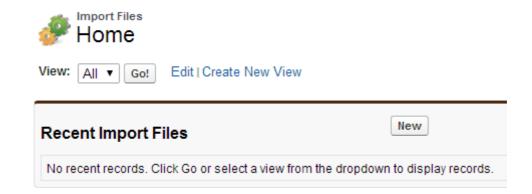
The Import files tab enables organisations to import payment transactions from virtually any system that can generate a comma separated value (CSV) file.

The import file process involves three steps:

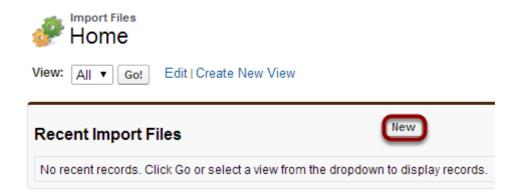
- 1. Preparing the import file and matching column headings in the spreadsheet with fields in AAkonsult Payments
- 2. Uploading and reviewing data
- 3. Processing data to create Payment Txn's records which are processed by the Batch Processor

1. Prepare import file

1.1 Navigate to the Import Files tab

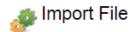


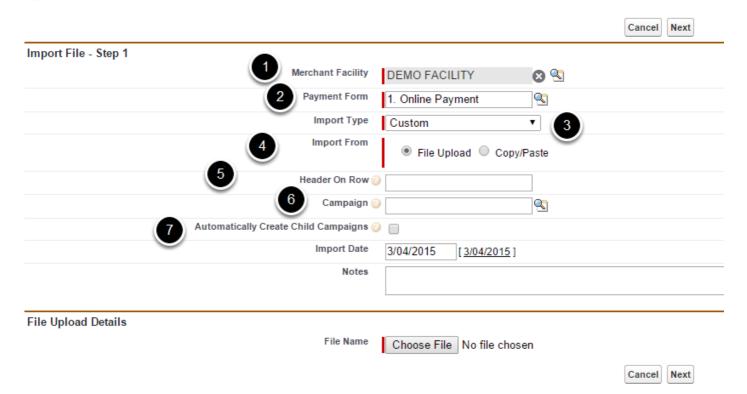
1.2 Select the New button





1.3 Enter details for import file and select Next

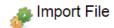


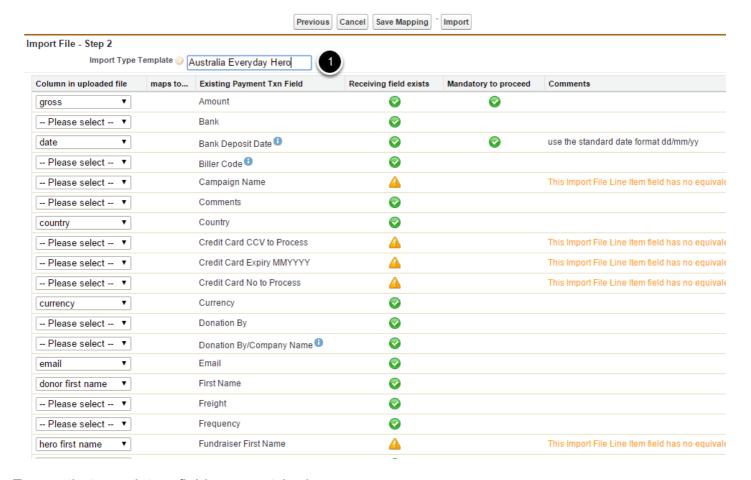


- 1. Select your merchant facility
- 2. Select the Payment Form that the data will be matched with
- 3. Match the Import Type. This should match the source system you are importing form or you can start with your own custom mapping
- 4. Select the source for your import File (file upload, or Copy/Paste). If this is changed, then file upload section will be changed to reflect the option selected. If you wish to email the CSV file, then see the installation manual How to setup Import Files Email Listner
- 5. If the import file does not have the headings on the first row, then you can specify the row the headers are actually on
- 6. Allocate a campaign (optional). If selected, then the transactions will be associated with this campaign
- 7. If the campaign was selected and the import file includes campaign names and these campaign names don't already exist, then this option enables campaigns to be automatically created and linked to the Campaign as specified in point (6)



1.4 Match the data fields





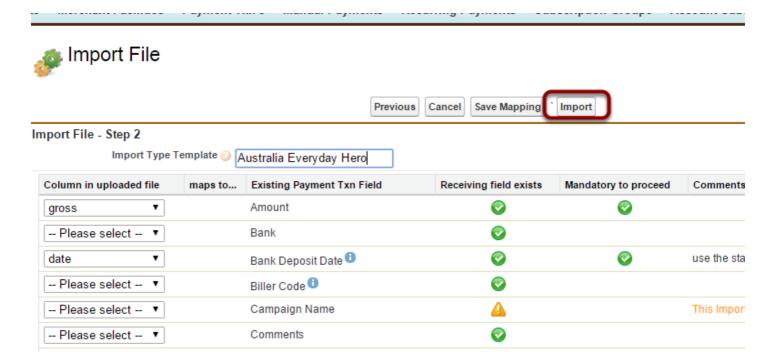
Ensure that mandatory fields are matched

 These mappings can be saved and used for future imports. If saving, then the best practice is to use the predefined name + short description after. For example "Australia Everyday Hero - custom"

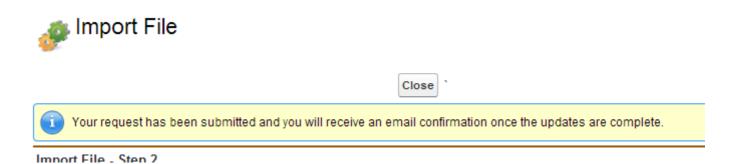
2. Import and review import file



2.1 Select the Import button when data matching is complete

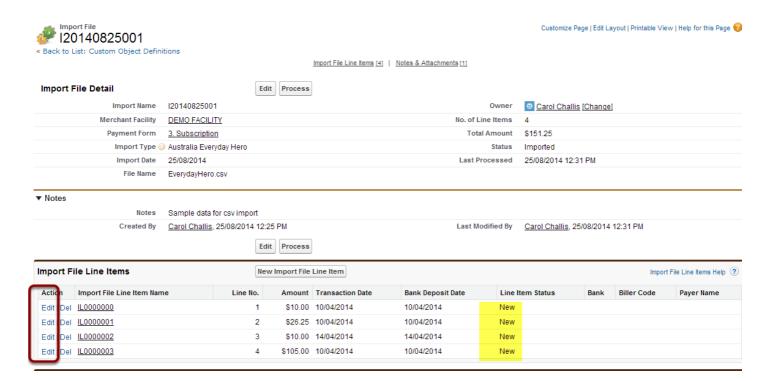


2.2 Await email when processing is complete and select Close





2.3 Review imported data and correct errors



Note: All Line Item Status values should have a status of New. If they have "Error" then you'll need to check/update.

3. Process import file

This will create Payment Txn's records for the new file

3.1 Select the Process button to accept the data

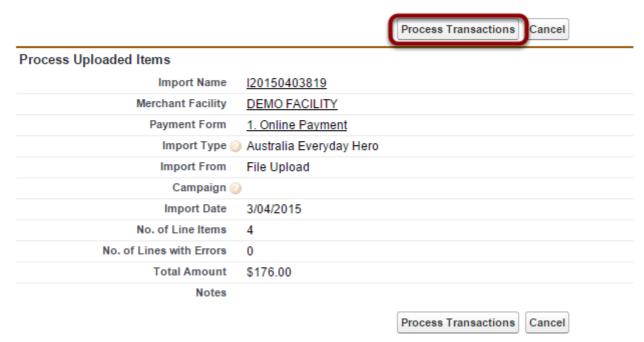


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3.2 Select the Process Transactions to confirm







3.3 Await email when processing is complete and select Close



No. of Lines with Errors

0

Close

1

Your request has been submitted and you will receive an email confirmation once the updates are complete.

Process Uploaded Items Import Name 120140825001 Merchant Facility **DEMO FACILITY** Payment Form 3. Subscription Import Type @ Australia Everyday Hero 25/08/2014 Import Date No. of Line Items **Total Amount** \$151.25 Notes Sample data for csv import Campaign ()

Updating Progress

Your request has been submitted and you will receive an email confirmation once the updates are complete.

Apex Class	Created Date	Created By	Status	
importFileProcessor	25/08/2014 12:43 PM	Carol Challis	Completed	100%

Close



How to handle BPAY Australia import files

The import file process allows for a CSV file to be uploaded and automatically match payment details with existing Payment Transactions generated by the Payment Schedule processor (invoices).

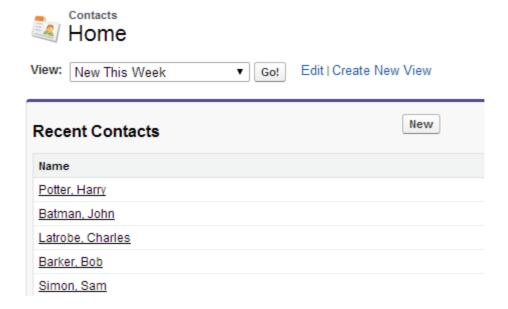
The matching process:

- 1. The processor searches for Payment Txn's with a status 'Awaiting Payment' that match the Biller Code and the amount.
- 2. If there are no Payment Txns with the Same Amount for that Biller Code, then it will look for other transactions and will start applying the amount from the oldest to the newest. If it able to allocate all the funds and have some left over, then it will apply the remainder to the oldest invoice. If it the Payment Txn amount is greater than the founds amount, then the Payment Txn will be made to the same amount as the funds amount and a new Payment will be generated for the shortfall and will have a status of "Awaiting Payment"
- 3. If there are no Payment Txn's on file, then a new Payment Txn will be generated using the contact details that have the biller code allocated.
- 4. If there are no contacts with the biller code on file, then the payment will be uploaded with as much details as possible from the imported file. This will need to be manually edited before it can be processed.

1. Set up Biller Codes

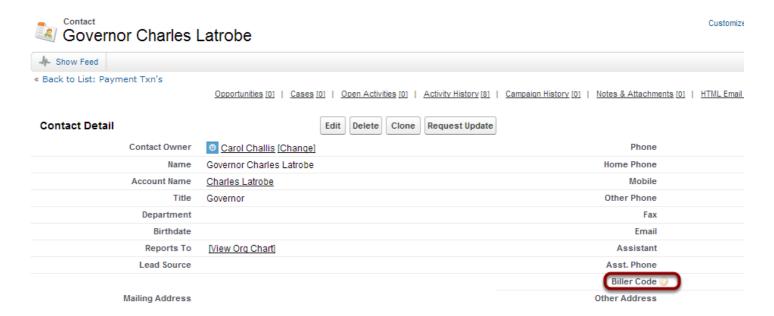
Biller Codes or Customer Reference Numbers (CRN) can be generated by programs downloaded from your bank. For more information go to the BPAY help page.

1.1 Navigate to the Contact tab





1.2 Enter the unique Biller Codes for each contact



1.3 Importing and Processing BPAY Transactions

To process BPAY transactions, follow the steps in How to import CSV files



How to handle GiveNow import files

The standard CSV file provided by GiveNow includes some details before the first heading line and also some totals after the last line.

The AAkonsult Payments supports either having the header and total information in the file, or having this removed prior to the import. If the heading information is left in, the value after "Appeal Name:" will be read and the associated campaign will be found and applied to every line on the import file. In addition, the header and total sections will be removed before the CSV file is saved and attached to the main "Import File" batch object in salesforce.

The GiveNow CSV file has two rows of data for each donor. The first line contains donor details and the second line contains the GiveNow merchant fee. These lines contain the text "Bank Fee for XXXX" where XXXX is a reference for the row that has the fee.

The import Processor CSV import process will correctly handle the 2 line format of a GiveNow CSV file. To process GiveNow transactions, follow the steps in How to import CSV files



How to upload and bulk process Credit Cards

Import Files includes the ability to bulk upload and bulk process credit cards.

Before doing this process, ensure your have some good policies and processes in place and that you comply with your PCI Compliance requirements. This particularly includes your processes outside of Salesforce where you capture and store the card details in a spreadsheet. You should ensure that these spreadsheets are just being used for processing and are not stored/saved or emailed at all to anyone.

The CSV file to be used can include the Credit Card Number, CCV and Expiry date. If the Credit Card Number or CCV is included then it is encrypted during the upload process and is cleared out when the card has been attempted to be charged.

The CSV file is temporarily stored against the import file. It is therefore important to make sure only authorized staff with login access have access to the Import File. Please consult your Salesforce CRM consultant or Salesforce online manuals for information on object level permissions based on profiles.

It is important that after uploading the CSV file, that if the file is still stored against the related list that you make sure it is deleted. This file should not be visible after the upload and would only be still left there should their be an unexpected error.

The process is similar to the other CSV methods mentioned earlier where the CSV is uploaded, the column headings are mapped to Salesforce fields and the details are imported into Salesforce. The line items are reviewed and when complete the Process button is pressed. The main difference with the Credit Card Imports, vs. the normal CSV processing is that a separated process runs after the main "Process" where the cards are actually charged.

To process Credit Card upload transactions, follow the steps in <u>How to import CSV files</u> The main difference in processing is that the final step will trigger a second batch processor that goes through and actually charges the cards.



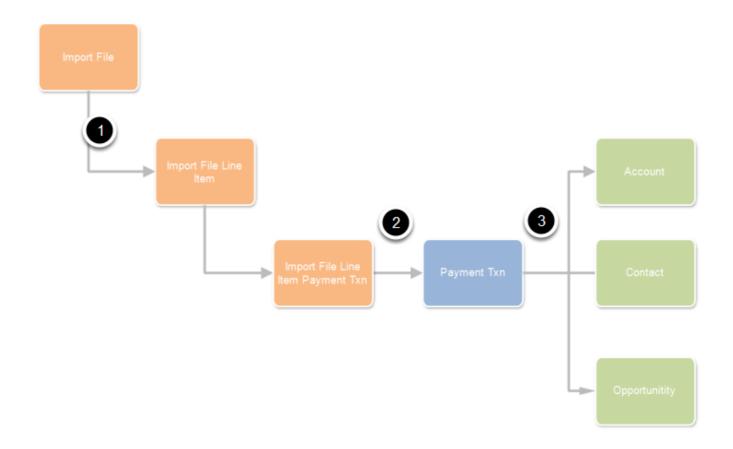
How to add custom fields to Import Files

The import file process allows for extra fields to be added and processed.

Quick Steps:

- 1. Add a new Custom field to the "Import File Line Item" Custom Object
- 2. Add a new Custom field with the same API name to "Payment Txn" Custom Object
- 3. Optionally add a new Custom field with the same API name to Account, Contact or Opportunity

1. Data Model and the Processes



Before adding new fields, it is useful to understand which Objects are updated and when.

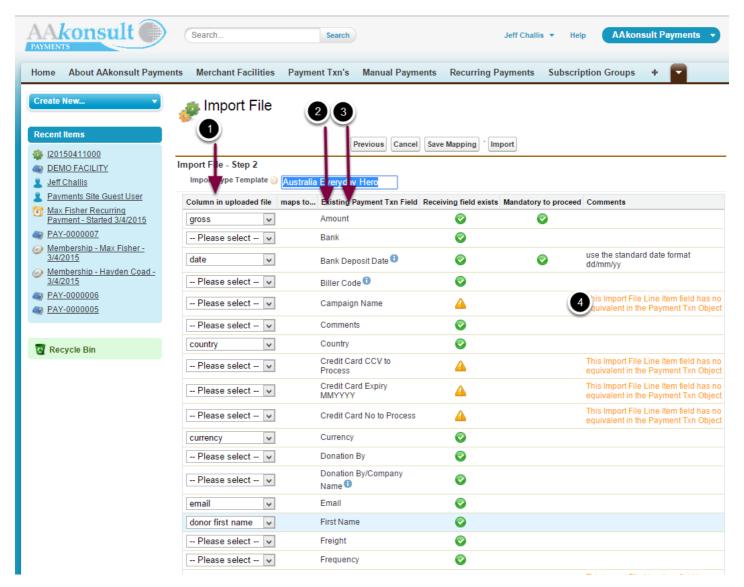
The above process shows the data model being used as part of the Import Files Process

- 1. When you add a new Import File, select the CSV to upload, match the columns to the field names in Salesforce and press the "Import" button. This creates the "Import File" and "Import File Line Item (s)". Each import line item represents a row in the CSV file imported.
- 2. On the Import File screen in Salesforce, when you press the "Process" button, followed by "Process Now", this process creates the "Import File Line Item Payment Txn" record and an



- "Payment Txn" record. The records are created for every "Import File Line Item" record. The main reason why a "Import File Line Item" is not matched directly to a "Payment Txn" record, and the "Import File Line Item Payment Txn" record is created is because one "Import File Line Item" (row in a CSV file) could match to multiple "Payment Txns". Eg. when using BPAY and a person over pays a payment.
- 3. The Batch Processor runs every 10 minutes and processes Payment Txn records. For more info about the Batch Processor, see: How does the Batch Payments Processor work

2. Field Mappings



- 1. The first column has picklists that match the column headings in the CSV import file (selected in prior step of the wizard)
- 2. The second column has fields from the "Import File Line Item" Object
- 3. If the "Payment Txn" Object does NOT have a field with the same API Name as the "Import File Line Item" Object then a warning message is shown.



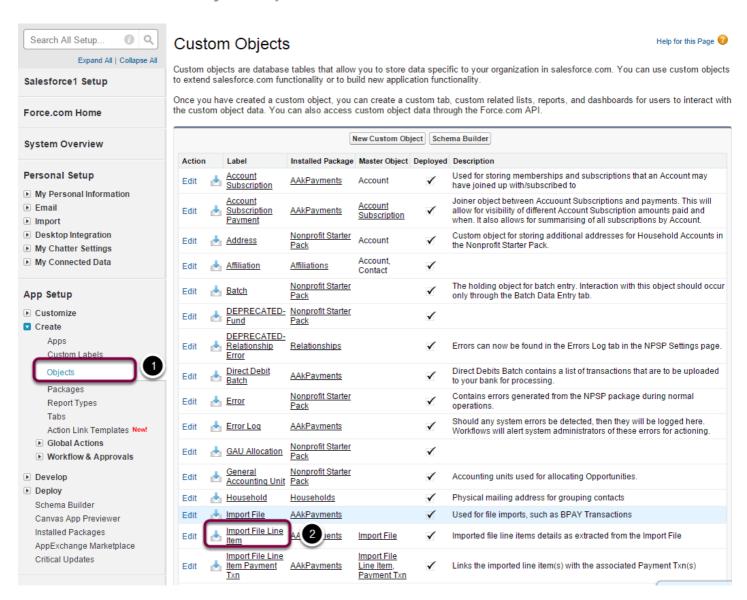
If your CSV file (1) contains a column that you wish to import and store in Salesforce, then you need to create a new custom field (2) on both "Import File Line Item" Object and the "Payment Txn" Object.

The next steps will take you through adding a new example field for "Fee"

3. Adding a new custom field to Import File Line Item

During this process, we will add an example field called "Fee" that is of type Currency.

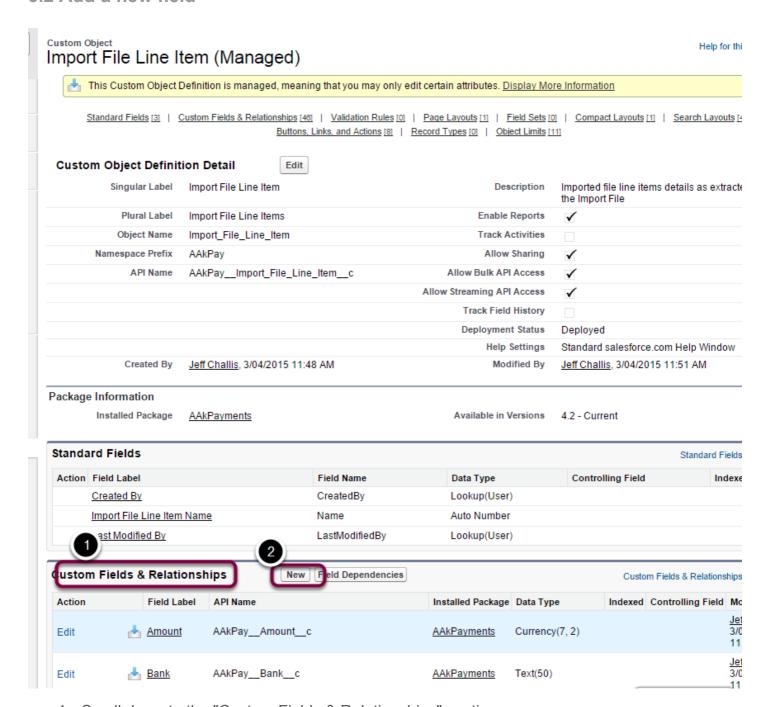
3.1 Locate Custom Object Import File Line Item



- Navigate to Setup > Create > Objects
- 2. Click into "Import File Line Item"



3.2 Add a new field



- 1. Scroll down to the "Custom Fields & Relationships" section.
- 2. Press NEW button



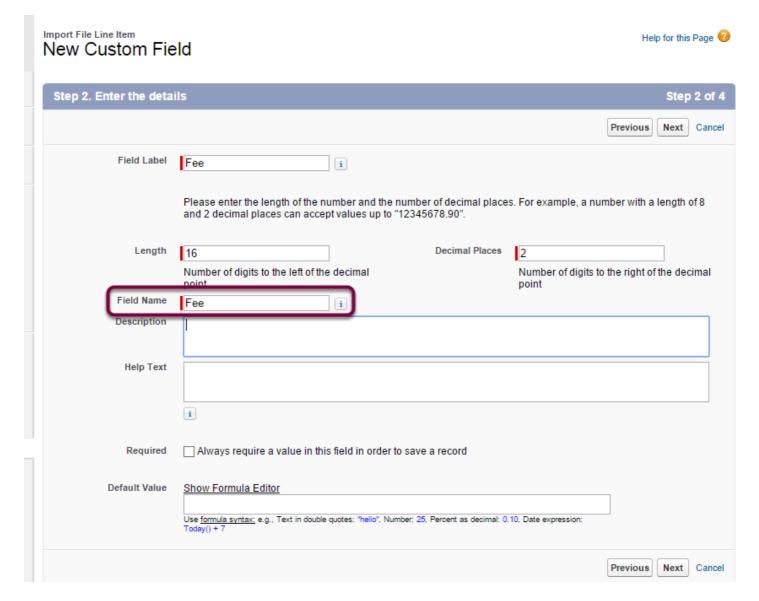
3.3 Choose field data type

ітрогі гне ште цет Help for this Page W **New Custom Field** Step 1. Choose the field type Step 1 Cancel Specify the type of information that the custom field will contain. Data Type Select one of the data types below. O None Selected A system-generated sequence number that uses a display format you define. The number is automatically O Auto Number incremented for each new record. A read-only field that derives its value from a formula expression you define. The formula field is updated when any O Formula A read-only field that displays the sum, minimum, or maximum value of a field in a related list or the record count of O Roll-Up Summary all records listed in a related list Creates a relationship that links this object to another object. The relationship field allows users to click on a lookup O Lookup Relationship icon to select a value from a popup list. The other object is the source of the values in the list. Creates a special type of parent-child relationship between this object (the child, or "detail") and another object Master-Detail Relationship (the parent, or "master") where: · The relationship field is required on all detail records. The ownership and sharing of a detail record are determined by the master record . When a user deletes the master record, all detail records are deleted You can create rollup summary fields on the master record to summarize the detail records. The relationship field allows users to click on a lookup icon to select a value from a popup list. The master object is the source of the values in the list. Creates a relationship that links this object to an external object whose data is stored in an external data source. External Lookup Relationship Allows users to select a True (checked) or False (unchecked) value. Checkbox Allows users to enter a dollar or other currency amount and automatically formats the field as a currency amount. Currency This can be useful if you export data to Excel or another spreadsheet. Allows users to enter a date or pick a date from a popup calendar. O Date Allows users to enter a date and time, or pick a date from a popup calendar. When users click a date in the popup, O Date/Time that date and the current time are entered into the Date/Time field. Allows users to enter an email address, which is validated to ensure proper format. If this field is specified for a O Email contact or lead, users can choose the address when clicking Send an Email. Note that custom email addresses cannot be used for mass emails. Allows users to define locations. Includes latitude and longitude components, and can be used to calculate O Geolocation

- 1. Select Field data type. In our example, we are adding a new Currency field.
- 2. Press the NEXT button



3.4 Enter field Label and Continue with Wizard



The key item in this step is the "Field Name" value. This field is also known as the API Name.

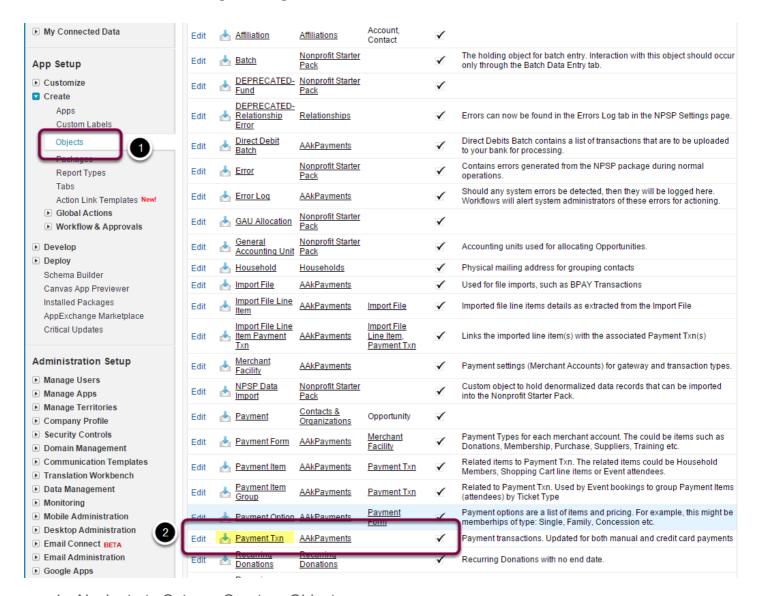
For the matching process, this field name must be exactly the same for all objects.

After entering the required information, press the NEXT button and continue with the wizard all the way through using the default values.

4. Adding a new custom field to Payment Txn



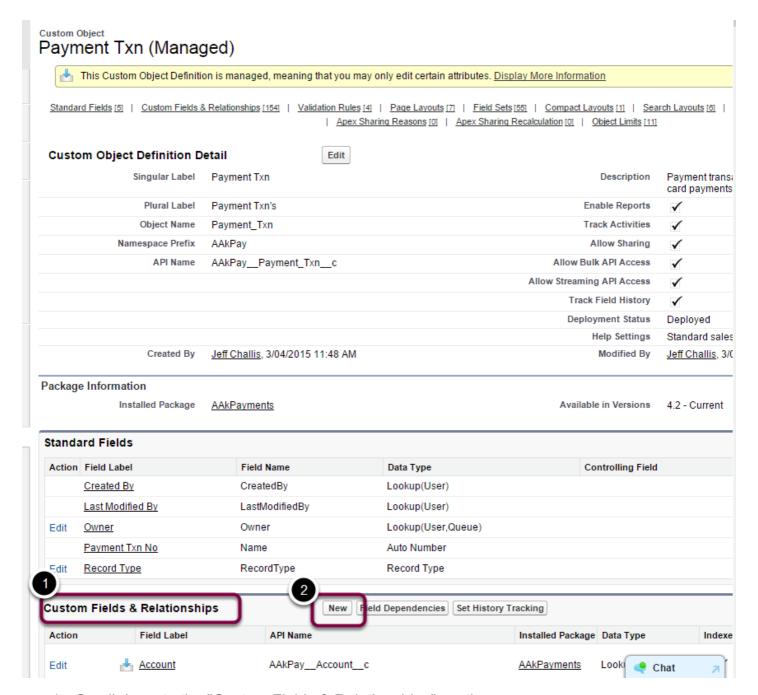
4.1 Locate Custom Object Payment Txn



- 1. Navigate to Setup > Create > Objects
- 2. Click into "Import File Line Item"



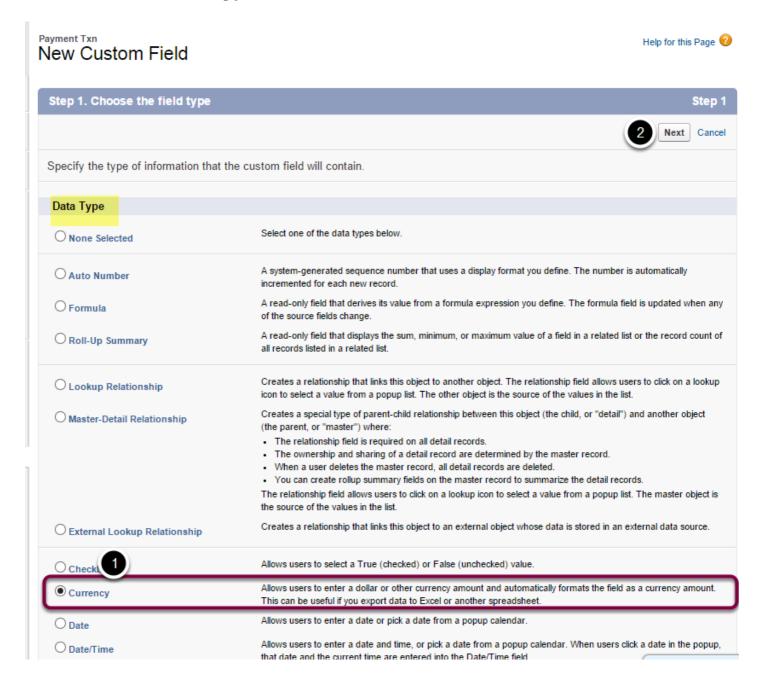
4.2 Add a new field



- 1. Scroll down to the "Custom Fields & Relationships" section.
- 2. Press NEW button



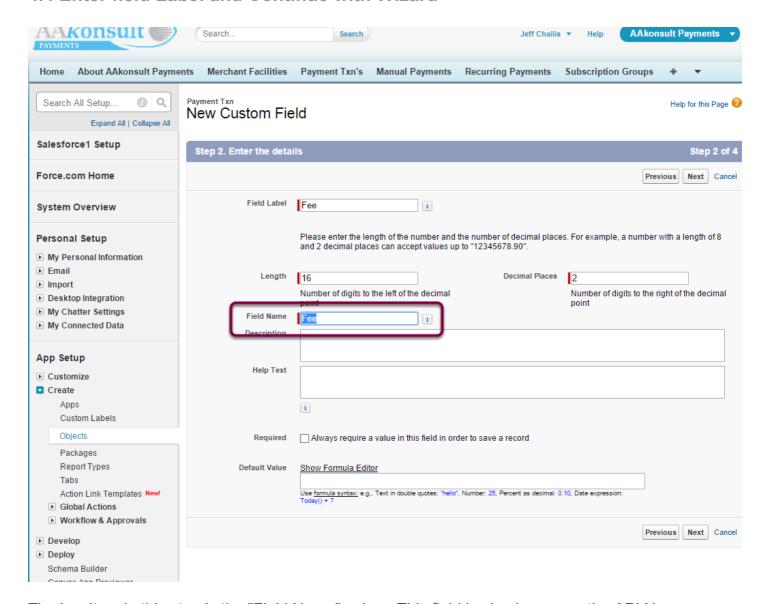
4.3 Choose field data type



- 1. Select Field data type. In our example, we are adding a new Currency field.
- 2. Press the NEXT button



4.4 Enter field Label and Continue with Wizard



The key item in this step is the "Field Name" value. This field is also known as the API Name.

For the matching process, this field name must be **exactly** the same for all objects.

After entering the required information, press the NEXT button and continue with the wizard all the way through using the default values.



PROCESS



Payment Processing



How does the Batch Payments Processor work

When the checkout form is used on a public website, the Salesforce security settings for the Salesforce Sites "Guest" user does not allow for Accounts or Contacts to be updated. For organisations that would like to have contact phone, address etc. details automatically updated from the online payment, then the Batch Processor must be used in conjunction with the Merchant Facility "Override Target Contact Values" setting.

The Batch Processor is required for two reasons:

- 1. It improves the performance of the checkout form processing as the processor does much of processing/updates required
- 2. As the public forms are using a "guest" salesforce user license type; that user does not have the Salesforce license options to update many of the database tables/objects. The online guest user simply populates the Payment Txn object details and then the Batch Processor has the full level of access (based on the user that started it) and it can therefore do updates that would not be otherwise be possible.

The Batch Payments Processor:

- runs every 10 minutes
- activates processes set-up within AAkonsult Payments
- ensures that details entered on web forms are automatically updated into your system
- checks the Payment Status field in the Payment Txn's tab and activates any workflows that you have set up

<u>Workflows</u> are set up when AAkonsult is installed to notify if the Payment Processor was inadvertently or unexpectedly stopped.

If using the batch processor conjunction with the Nonprofit Starter Pack then please read the section on the Nonprofit Starter Pack before enabling.



1. Navigate the Merchant Facilities tab



Merchant Facility Detail

The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce - Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

2. Scroll down to the Batch Payments Processors heading

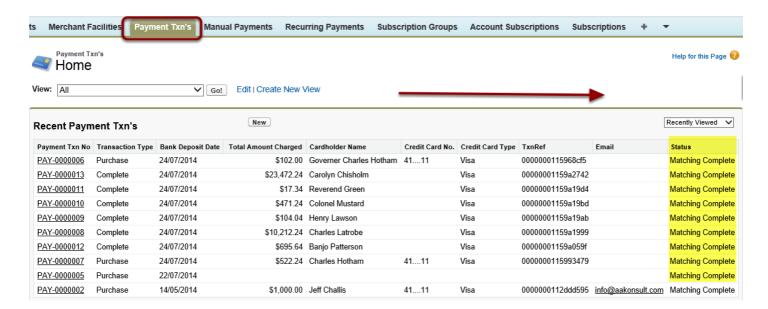


- 1. The Batch Payments Processor can be started, stopped or run immediately
- 2. Shows the date of the last Batch Payments Processor run



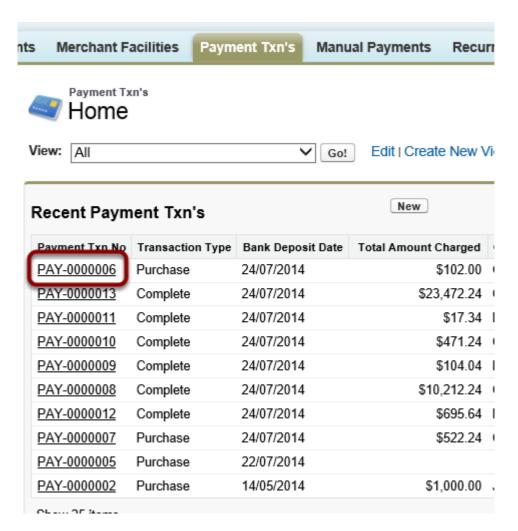
How to check the status of a payment

1. Navigate to the Payment Txn's Tab





2. Select the individual transaction you wish to check





3. Scroll down to the Status field

▼ Payment Information	
Quantity	1.00
Amount	\$1,000.00
Discount %	②
Discount Amount	\$0.00
Donation Amount	\$0.00
Freight	\$0.00
Surcharge	\$0.00
Surcharge Fee%	0.000%
Tax Code	
Tax Calculation	②
Foreign Transaction Tax Excluded	⊘
Tax Rate	2 10.00000%
Tax Amount	\$0.00
Total Amount Charged	\$1,000.00
Banked Amount	\$1,000.00
Currency	AUD
Merchant Fee	②
Cardholder Name	Jeff Challis
Transaction Type	Purchase
Status	Matching Complete
Merchant Facility	DEMO FACILITY
Payment Type	1. Online Payment
URL Token	②
Transaction Date	14/05/2014



4. What are the different status's

Canada	Ness
Status Confirmation	Notes When the website visitor presses the "Continue" button, the Payment Txr record is created with a status of "Confirmation". System administrators can setup validation rules to enforce business rules on this status – for
Confirmation - Checked	example minimum payments/donations. Once a day, after the recurring payment processor has been run, all Payment Txn's that are at a status of Confirmation are checked again to see if they have been processed through the payment gateway. If they have, the Status will be updated to Payment Complete, otherwise they
Awaiting Payment	will be assigned a status of Confirmation Checked. When a payee selects a non-Credit Card or PayPal method for payment through the online payment form, the status will be set at "Awaiting
	Payment". When the payment is received via post or bank transfer then an internal user will click the "Payment Received" on the Payment Txn to complete
Import Payment Start	the payment process. The status is set to Import Payment Start when a batch of records is imported through the import File section and that batch includes Credit Card details. When the "Process" button is pressed, the related transaction are assigned this status before the card is charged and after the card is charged. It will have after Payment Complete or Error status.
Authorisation Start	the card is charged, it will have either Payment Complete or Error status. This status is used in conjunction with "Authorisation Complete". Authorisations transactions will reserve funds, but will not transfer the funds to the organisations bank account. If the Payment Form — "Pre Authorisation" field is checked then payments will be updated to this status when the website visitor (or internal users) presses the "Pay Now"
Refund Start	button. Refund start is the status assigned when a refund payment is submitted. Refunds are designed to be used in conjunction with Approval Workflows that your organisation administrator can setup, or stand alone as by
Recurring Start	installation default. Once the 'Approved' checkbox is selected (either through the User Interface, or by Approval Workflows – field Updates), then the status is changed to Payment Start and this starts the refund process. The Recurring Payments Processor (Start button on the Merchant Facility) looks for all Recurring Payments that are scheduled for that day and creates a Payment Transaction record with a status of Recurring Start Start.
	Stati: If the Recurring Payment Type" on the Payment Form record is set as "Regular" then the status is set to 'Recurring Complete' which automatically triggers that Payment Stati Process. If the "Recurring Payment Type" on the Payment Form record is set as "Variable", then the worldlow "Payments - Recurring Process [ADD TIME BASED WORKFLOW]" worlflow process. This updates the status to Payment Start to trigger the payment process. It can be useful to disable this worlflow rule if regular payments are variable to allow for manual yedness of the amounts and then to manually set the status to "Payment updates of the amounts and then to manually set the status to "Payment".
Payment Start	Start". Payment Start is assigned by various workflow updates and also by the "Pay Now" button on the online checkout form. This status will start the navment transaction through the payment.
Payment Schedule Start	gateway to actually transact between the customer and your organisations bank accounts. Payment Schedule Start status is assigned when a new Payment Txn is created for Recurring Payments of record type "Payment Schedule". These payment transactions are created by the recurring payment processor on the "Next Payment Tate".
Payment Start PxFusion	Insee payment utansactions are cleated by the recurring payment processor on the Nort Payment Day Payment Start PxFusion is assigned when the Payment Gateway seelected is "Payment Express PxFusion" and where the user has committed to pay. The Payment is Marked as "Payment Complete" wher the charge has successfully been made. If for some reason, the browser session is cut off before the payment is completed, the background processor will chock all Payment Tsin's that are this status and ensure
Direct Debit Start	he was on the case and expenditure of the processor of th
Direct Debit Assigned Batch	associated them with that hatch. Once the transaction is assigned to the
Direct Debit Processing	batch, its status is updated to "Direct Debit Assigned Batch" From the Direct Debit Batch Tab, Users click on the "Export Direct Debit" button to create a file for uploading to the direct debit processing solution
Direct Debit Error	This then updates the status to "Direct Debit Processing" After the Direct Debits have been processed by the bank, individual transactions may fall for various reasons, including insufficient funds etc. Transactions are updated to a status of "Direct Debit Error" to flag this
Authorisation Complete	transaction as having errors. Setting the status to Authorisation Complete within 7 days of the authorisation start will change the funds from reserved and will transaction the amount from the customers bank account to your organisations account. This status is set from the "Authorisation Complete" button on the
Payment Complete	Payment Transaction detail screen or on mass from the Payment Transaction List Were and "Authorisation Complete" button. After the "Payment Start" or "Authorisation Complete" transactions have been processed, the status is updated to "Payment Complete". To automate the receipting process, the workflow "sond Receipt Automatic" sends the receipt and changes the status to "Receipting Complete".
Manual Payment	When a Manual Payment Entry is saved, the Payment Transaction record is created with a status of "Manual Payment". To automatically receipt the workflow "Send Receipt Manual" will send
Receipting Start	the receipt. If the workflow "send Receipt Automatic" is not enabled, then users can change the status to Receipting Start, but navigating to the Payment Transaction Tab, then selecting the listview filter "Ready for Receipting", selecting the items to receipt and pressing the "Generate Receipts"
Receipting Complete	button. When receipting is completed by the Visualforce Email "Payment Receipt" then the status is updated to "Receipting Complete". If the PDF receipt Email is not being used, then "Send Interim Receipt" can be used. This can be updated with a workflow field update to change the status to "Receipting Complete".
Matching Start	Please also review the section on 'Batch Payment Processor'. After a receipt is sent and the status changed to 'Receipting Completed', if the Merchant Facility - 'Batch Payments Processor Status' is started, then the status is automatically changed from Receipting Completed to Matching Start when the next schedule starts (approx. every 10 minutes).
	If the Background Processor is not running, then the workflow "set Matching Start" will change the status from Receipting Complete to "Matching Start".
	Once the transaction is marked as "Matching Start" and if the Merchant Facility "Automatic Matching" has any value that is NOT "Do Not Match" then the matching/reconciliation process is automatically run.
Matching	If the Merchant Facility has "Automatic Matching" a value of "Do Not Match", then users can use the manual matching process (see Manual Matching section) The "Matching Start" process triggers all reconciliation and matching to
Matching Complete Error	The "Matching Start" process triggers all reconciliation and matching to happen. All contacts, accounts and associated subscription/memberships etc. are created or updated. At the completio of this process, the status is marked as "Matching Complete" Should an error occur at any stage, then the status is changed to error and an entry is written into the Error Log. Please see the Error log for
	details. The workflow "Error Log Notification" will notify Payment Transaction owner of the error detail. This workflow could be updated by your organisations administrator to update other key payments personal.



Which status applies?

The status field is found in the 'Payment Txn's' tab within each transaction record.

For a definition of Status's please see What are the different status's

Refer to the table below

<u> </u>																				
	Payment Schedule Start	Confirmation	Awaiting Payment	Authorisation Start	Refund Start	Recurring Start	Recurring Complete	Payment Start	Direct Debit Start	Direct Debit Assigned Batch	Direct Debit Processing	Direct Debit Error	Authorisation Complete	Payment Complete	Manual Payment	Receipting Start	Receipting Complete	Matching Start	Matching Complete	Error
Credit Card		Х						Х								Х	Х	Х	Х	Х
Credit Card with pre-authorisation		X		Х									Х	Х		X	X	X	X	X
Credit Card tokenised charge						Х	Х							X		X	Х	X	X	X
Credit Card create Token				Х																
Credit Card Refund					Х									Χ		Х	Х	Х	Х	Х
Credit Card Recurring Payment						Х	Х							X		X	X	X	X	Х
Paypal		Х						Χ						Χ		Χ	Χ	Χ	Χ	Χ
Paypal with pre-authorisation				Χ										Χ		Х	Х	Х	Х	Χ
Paypal Refund					Х								Х	Χ		Х	Х	Χ	Х	Χ
Invoice Me, Pledge, Send by Post, Bank Transfer		X	Х											X		X	X	X	Х	X
Manual Payment															Х	Х	Х	Χ	Χ	Х
Manual Payment with Subscriber Groups		X													X	X	X	X	X	X
Manual Payment Refund					Х									Χ		Х	Х	Х	Х	Х
Direct Debit									Х	Х	Х	Х		Χ		X	Х	Χ	X	Χ
Payment Schedule	Χ		Χ											Χ		Χ	Χ	Χ	Χ	Χ
Shopify		Х															Х	Х	Х	Х



How to automatically match Payee to Contact

AAkonsult Payments can match records both automatically and manually by searching for existing contacts already in the database.

After a receipt has been send, the Payment Txn record is eligible for matching. If automatic matching is enabled this process will start when:

- If the Batch Processor is started, then the Batch Processor will change the status to Matching Start to trigger the update
- If the Batch PRocessor is NOT running, then the process will start when the Receipting is complete.

1. Enabling Automatic Matching

1.1 Navigate to the Merchant Facilities tab



The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.



1.2 Scroll down to the 'Account, Contact, Opportunity Matching' heading



1.3 Select 'Match and Create New if No Match Found' and SAVE

2. How does matching work?

Matching works on the number of fields that match on a payment record to fields on the contact record. Each field that matches is allocated a weighted score. When the score is greater than 50, it is considered a good match.

The weighting for different field values:

- Email + 80
- Mobile + 80
- Phone + 20
- Membership Id + 90
- Street + 30
- Account + 25
- Last Name = 25
- Suburb + 15
- First Name + 20
- Fundraiser Id + 70

3. Match Only - option

Match	Action						
No Match A new Account/Contact record is automatically created							
High Match The payment is automatically linked with the contact							
Low Match	The payment will need to be reconciled manually						

If the Automatic Matching is set to "Match Only", then depending on the <u>score</u> calculated is High/Low or None then the resulting action as shown in the table above will apply.



Low matches need to be reconciled manually



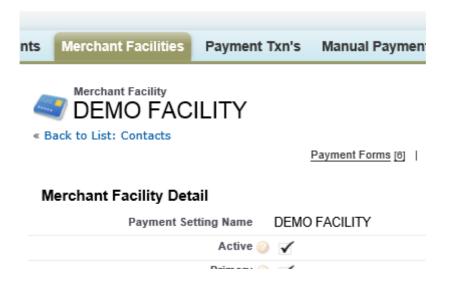
How to manually match Payee to Contact

Manual reconciliation is used when:

- low match score is found for contacts/payee matching
- · <u>automatically generated</u> contacts are not required

1. Set to 'No Match'

1.1 Navigate to the Merchant Facilities tab

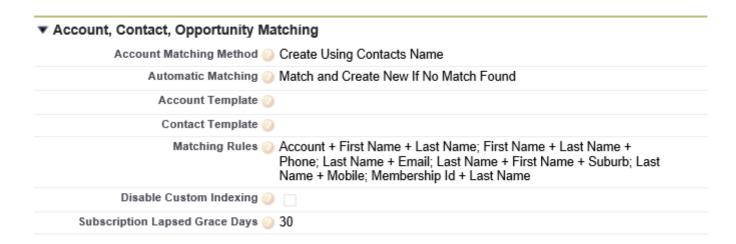


The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

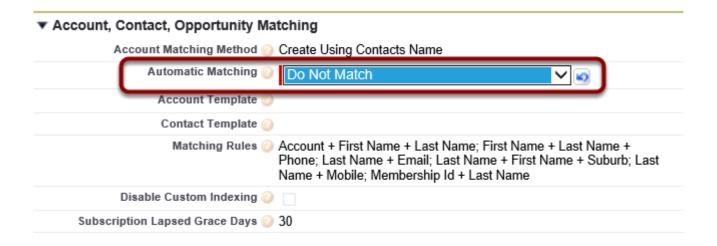
Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.



1.2 Scroll down to the 'Account, Contact, Opportunity Matching' heading

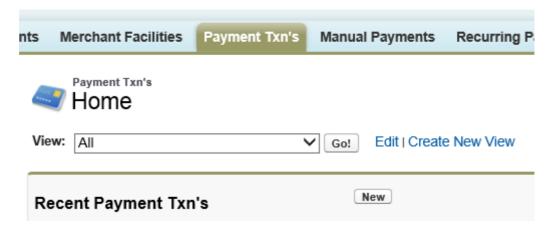


1.3 Select 'Do not match' in the Automatic Matching field and SAVE



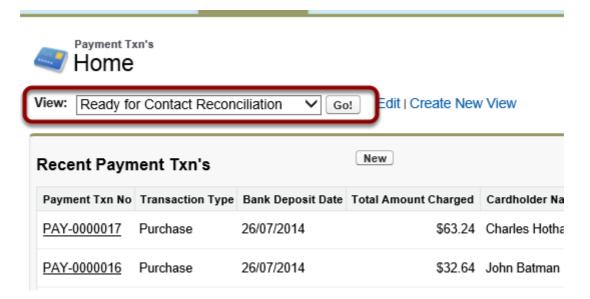
2. Select records to be reconciled

2.1 Navigate to the Payment Txn's tab



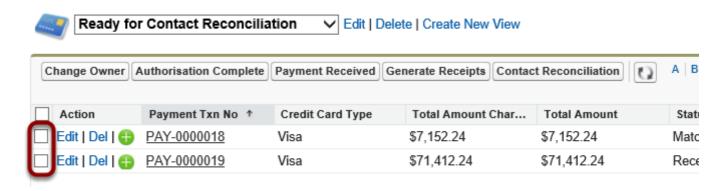


2.2 Select 'Ready for Contact Reconciliation' from the View picklist and select Go!

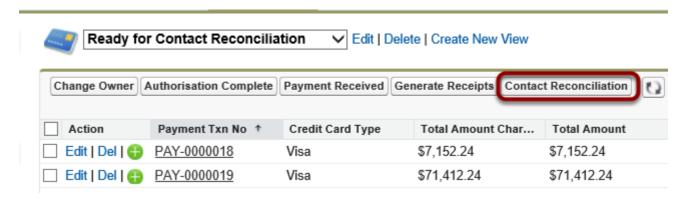




2.3 Select the payments you wish to reconcile with the tickbox



- 3. Reconcile records
- 3.1 Select the "Contact Reconciliation" button



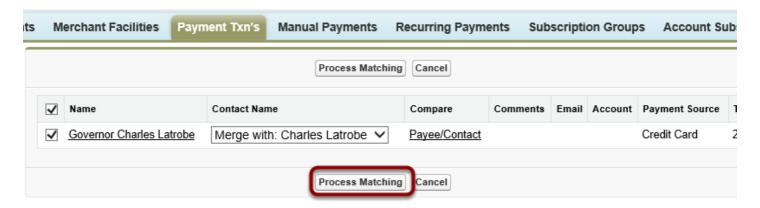
Note: This will put you into another screen where you can choose to "merge/match with similar contacts, or create a new one.

3.2 Select 'Merge with' or 'Create a new Contact' from the drop down picklist





3.3 Select the Process Matching button



3.4 Check the details are correct





Recurring Payments



Page 180

How the Recurring Payment Processor works

If the payee had selected to make a recurring payment by selecting any payment frequency other than "one-off", then a Recurring Payment entry is created.

A special frequency of "One-off Authorise" is used to capture a card and to create a an Inactive recurring payment with its associated token. This is useful in the case where you may need to have charge a card at a later date using the Recurring Payment Tokenise Charge facility. An example of this might be when you charge a nominal fee for a training event with the understanding that they will be charged a full fee if they don't attend. Please ensure you check in your country to ensure this type of terms and conditions are allowed.

Recurring Payment Options are only available with Credit Card payment types and for the Payment Gateway of "Payment Express", "Payment Express PxPay" or "Payment Express PxFusion" and "Authorize.Net". Recurring Payments is not supported with PayPal.

A recurring payment scheduler checks all active payments on a daily basis and if one is due, then it will create a new Payment Txn record and charges the payees card.

The recurring processor can process transactions in one of three different methods. To select the method used, navigate to the Payment Types related list from the Merchant facility tab and updated the "Recurring Payments Type" field. The selected values can be:

- Regular. Use this if you have more than 200 payments that could happen in any one given day. Also select this option when your regular payments will be the same amount each month.
- Variable. Select this option if you wish to update the amounts before they are processed each month. If amounts need to be manually updated before going out, then update the amounts and change the status to Payment Start to transact.
- On Shipment. The Recurring Payment does not trigger the generation of the Payment, but a
 button on the Subscription Issue called "Payment Generation" does. This is used by
 memberships/subscriptions such as wine clubs that only charge cards when they are ready
 for the next shipment to go out.

Note: if you have enabled the regular payment time based workflow of one hour offset then this will process the payment automatically one hour after it has been created.

Note: Credit card details have not been stored, tokenised billing is used to re-bill. This will be helpful for your organisation in obtaining PCI DSS compliance

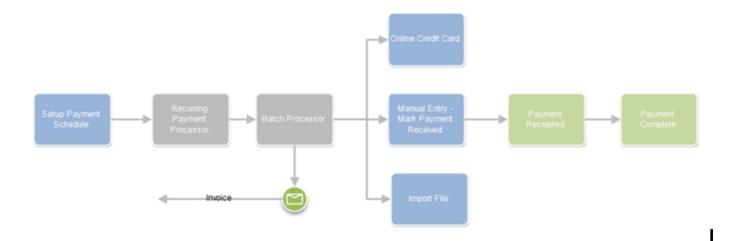
If the Recurring Payments Processor is <u>started</u>, recurring payments can be made with:

- <u>Credit Cards</u> (Gateways: Payment Express, Payment Express PxPay or Payment Express PxFusion)
- Direct Debits
- Invoice based systems



Recurring payments can also be **generated automatically** from the web form.

1. Recurring payments process flow

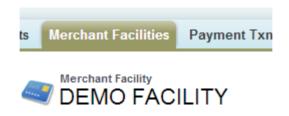




How to stop/start a Recurring Payment processor

- The Recurring Payment Processor is started once. It will then run continuously checking for recurring payments at 1am every day.
- · Do not stop your Recurring Payment Processor unless advised.

1. Navigate to the Merchant Facility tab

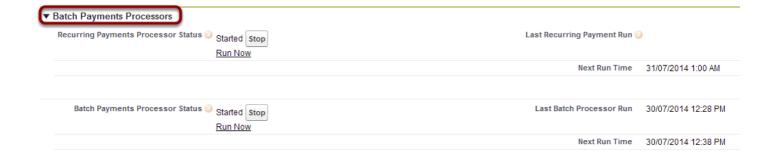


Merchant Facility Detail

The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

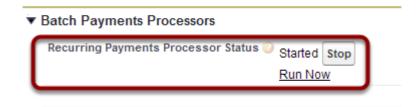
Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

2. Scroll down to Batch Payments Processors heading





3. Start or Stop the processor



You can choose to run the processor immediately by clicking on 'Run Now'



How to generate recurring payments automatically

Recurring payment transactions can be automatically set up from a web form.

1. Navigate to the Merchant Facilities tab

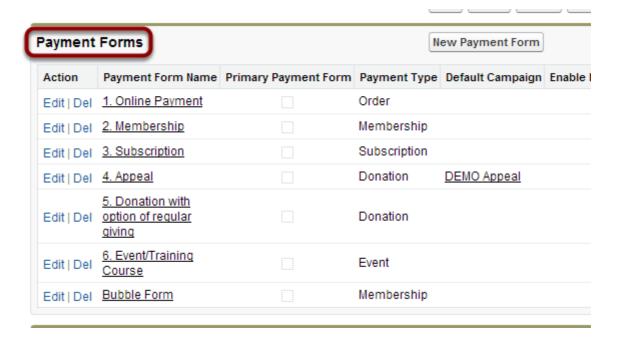


Merchant Facility Detail

The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

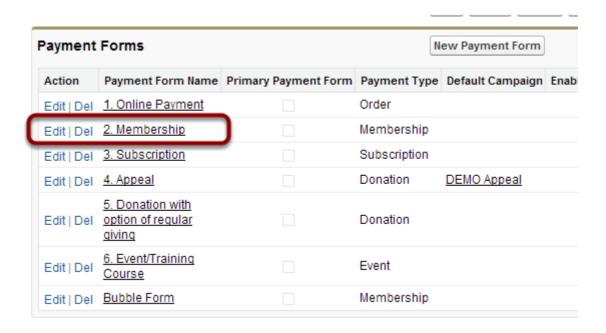
Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

2. Scroll down to Payment Forms heading





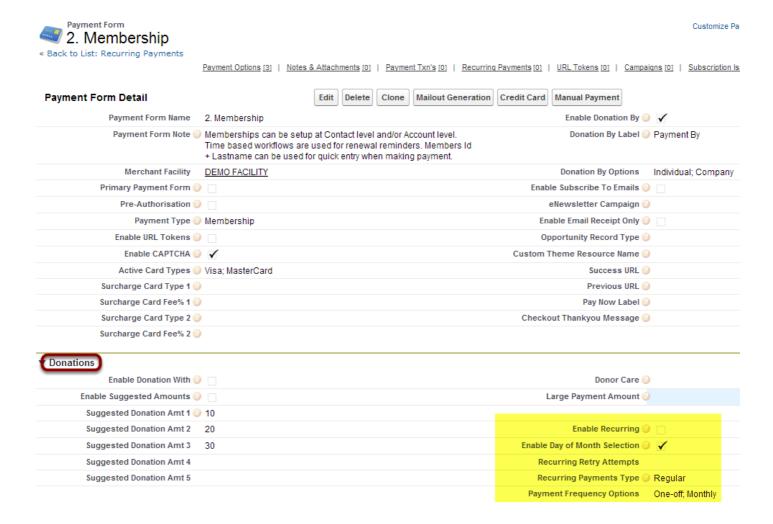
3. Select a webform that has been created to capture recurring payments



A new web form to suit your requirements can also be created.

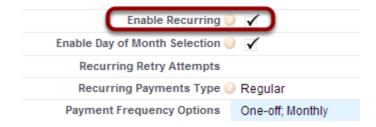


4. Scroll down to the Donations heading



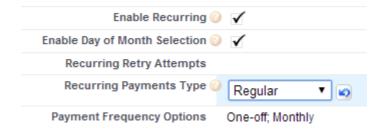
5. Settings

5.1 Tick the checkbox for the Enable Recurring field



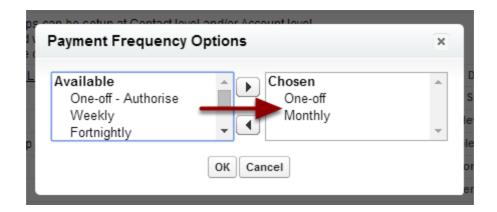


5.2 Select the Recurring Payment Type from the drop down menu



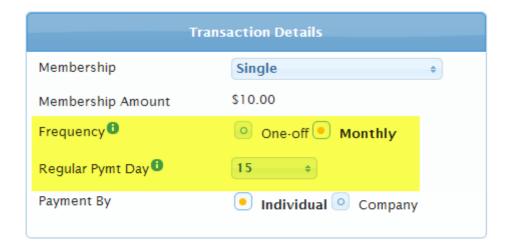
- Regular payments of the same amount each time.
- Variable stops the processing so that the amount charged can be manually inputted.
- On Shipment charges the account based on date of shipment

5.3 Select the payment frequency to suit



6. Save

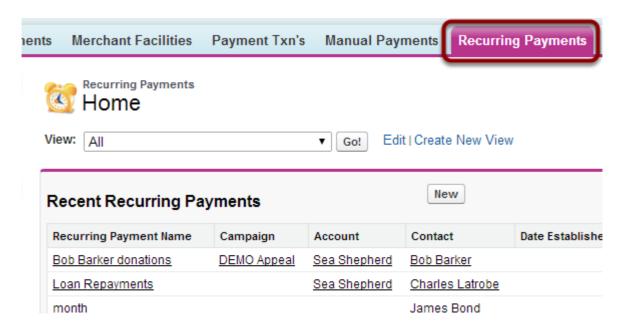
7. Test the web form



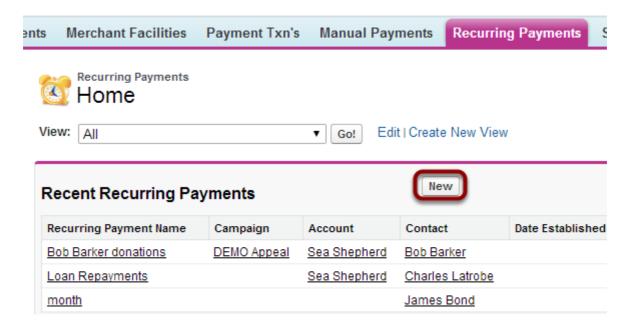


How to set up recurring payments for credit cards

1. Navigate to the Recurring Payments tab

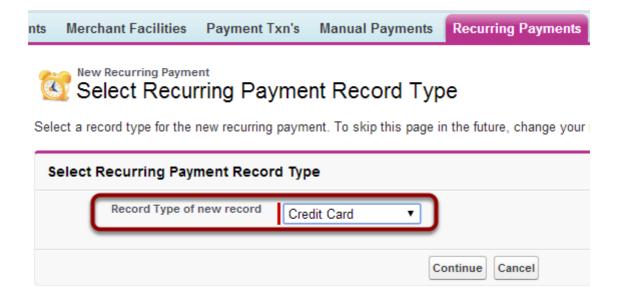


2. Select the New button

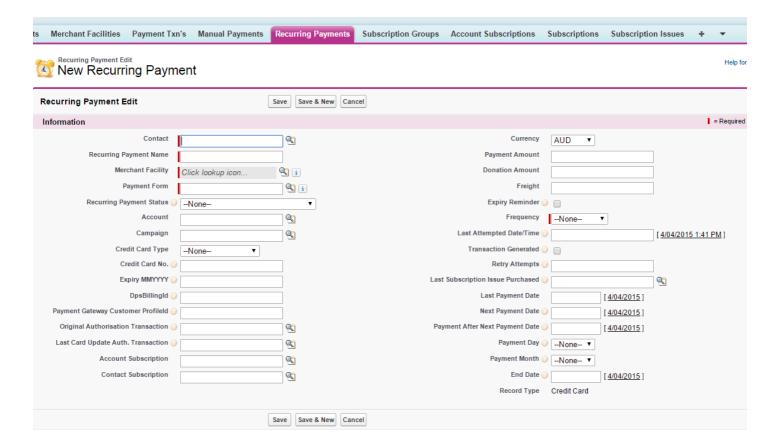




3. Select 'Credit Card' from the drop down menu and Continue



4. Enter details for the recurring payment and SAVE



You'll need to complete the required field, plus:

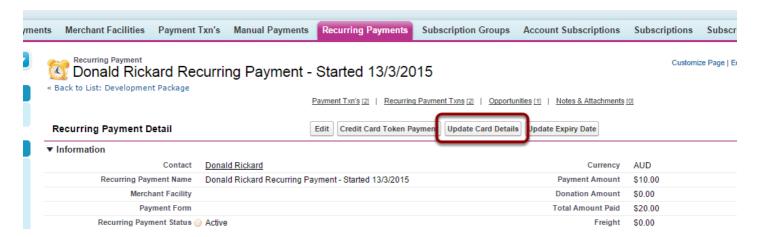
- Either Donation Amount or Payment Amount
- Last Payment Date (if unsure, make this today)



- Next Payment Date (this can be left blank and will be calculated on Save from the Last Payment Date and Frequency Selected)
- Status (Only those that are Active will be included for processing)

Please NOTE, the credit Card number will have a masked card details after tokenising. Please see the next step for tokenisation instructions.

5. Update Card Details - Tokenise



After saving the Recurring Payment Details, you need to add the Credit Card Token information to it. This is achieved by pressing the "Update Card Details" button and entering the card details.

The Card Number is never saved in Salesforce. For a regular credit card payment to be included in the Payment Processing cycle, it needs to be tokenised using the Update Card Details. The token is stored in the DpsBillingId field.



How to Manage Credit Card and Expiry Details

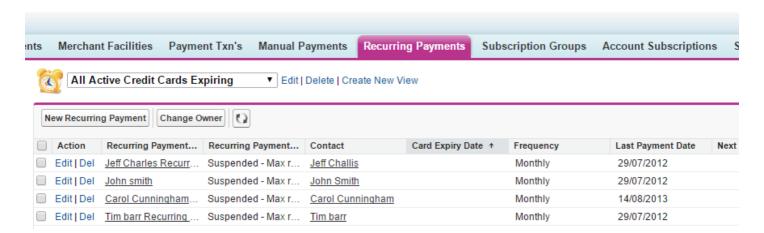
Credit Card number and CCV details are never stored in Salesforce. AAkonsult Payments uses a token to charge the card at future dates - this token is stored in the dpsBillingId field.

If a card has expired or is invalid, then you will need to re-tokenise it.

You can get a list of expired cards by filtering on the Card Expiry Date on the Recurring Payment Object by either:

- 1. Selecting a list view filter on the Recurring Payments Tab (for example "All Active Cards Expiring" or "All Suspended Max Retries Exceeded"
- 2. Running a custom report over the Recurring Payments Object
- 3. Being alerted by a workflow rule (approx 45 days prior) of cards expiring

1. To update Card Details - Locate Recurring Payment entry



You can locate the recurring payment by:

- Navigating to the Recurring Payments Tab, selecting that appropriate list view filter and pressing GO button
- Finding the Contact, clicking into the Contact and scrolling down to the related Recurring Payments list
- Finding the Contact, clicking into the Contact and scrolling down to the related Recurring Payments list

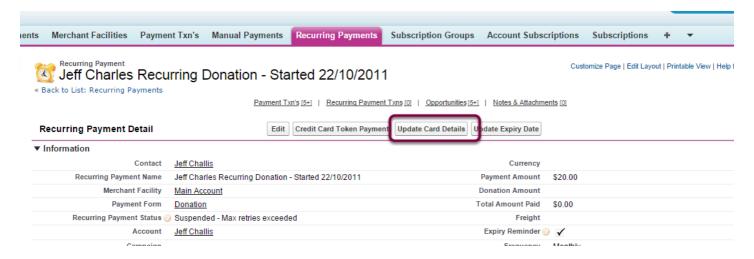


2. Update Card Details - Expiry Date



If only the Card Expiry date has changed, then it is often a lot simpler and more secure to just get the card expiry date. Press this button to update the card expiry date only.

3. Update Card Details - Card Number



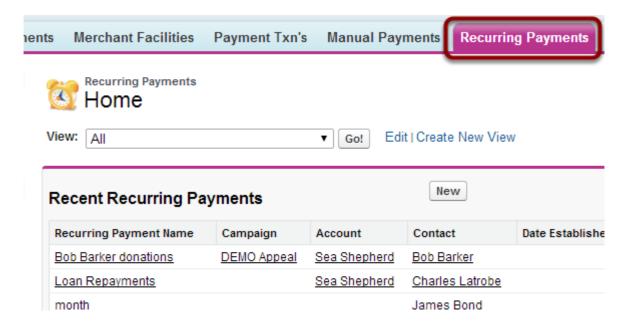
If the card has changed then you will need to re-tokenise the card by entering the full card details by pressing Update Card Details button.

NOTE: This will re-authorise the card and in doing so, the card holder may see a \$1 charge (reservation of funds). This reservation of funds will automatically disappear from their account after 7 days.

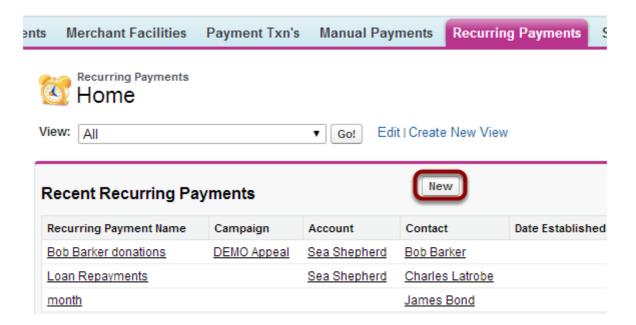


How to set up recurring payments for direct debits

1. Navigate to the Recurring Payments tab



2. Select the New button



Recurring Payment Edit

Account Subscription

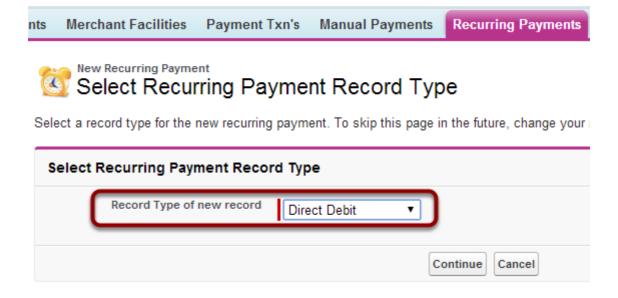
Contact Subscription

Record Type

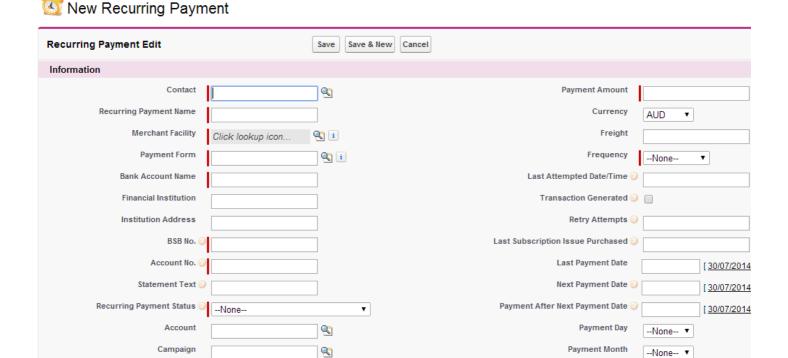
Direct Debit



3. Select 'Direct Debit' from the drop down menu and Continue



4. Enter details for the recurring payment and SAVE



Save & New Cancel

<u>Q</u>

[30/07/2014

End Date



How to make an additional payment to a recurring payment (Token Charge)

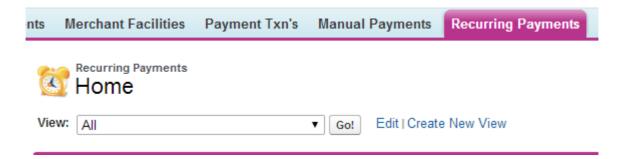
Organisations may have a need to make an extra charge to a persons card. This can be done when prior permission is gained and your terms and conditions specify that you are able to do this.

Examples:

- A person sponsoring a child may wish to give an extra gift for that child's birthday
- A rental organisation may need to charge if equipment is damaged or goes missing

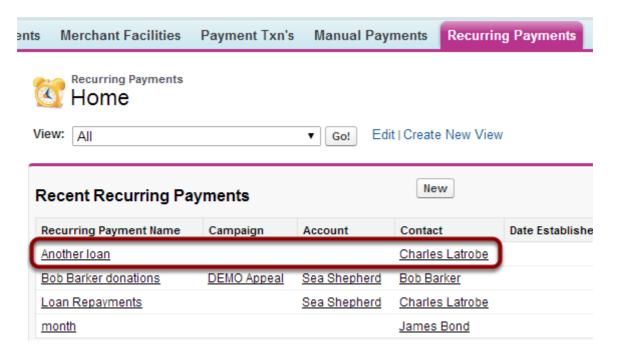
The Credit Card Token Payment uses the previously authorised token that is stored and then a Payee Signs up for a Regular Payment, or a Payment that the uses the Once-off Authorise Frequency or the Card Details were previously tokenised with the "Card Update" button on the Recurring Payment.

1. Navigate to the Recurring Payment tab

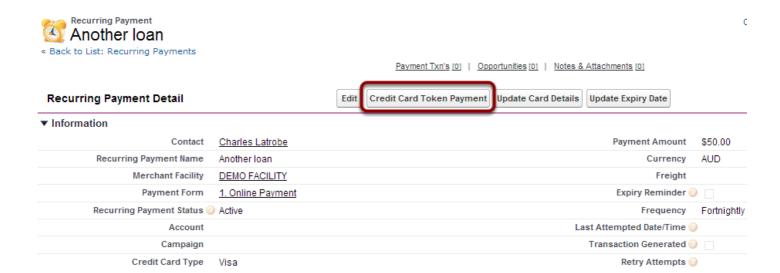




2. Find the recurring payment for the individual



3. Select the Credit Card Token Payment button





4. Enter details for the payment and Confirm

Merchant Facilities Recurring Payments Subscription Groups Payment Txn's **Manual Payments** Account 🐼 Credit Card Token Payment **Payment Details** Confirm Cancel **Regular Payment Details** This option uses the recurring payment token to make an additional charge to the Card Holder. Before using this option, ensure that you have the Card Holders permission and that they have previously agreed to your Terms and Conditions allowing for this additional charge. Account Charles Latrobe Contact Charles Latrobe Payment For @ Extra payment required for extra settlement supplies and a nice pair of boots. Amount 100 Currency AUD GST \$10.39 Surcharge @ \$2.24 Total Amount Charged ops paymentexpress Privacy Policy

Confirm

Cancel



How to set up recurring payments for invoicing (Payment Schedules)

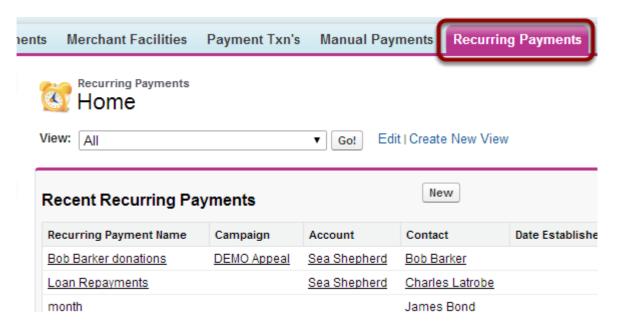
Payment schedules provide the ability to set up a schedule of payments notifications for customers.

For example, a customer may need to pay 6 monthly installments of \$100 each and they don't want to always pay for this by credit card. To cater for this, a Payment Schedule would be setup using the Recurring Payments tab and then creating a new entry with a record type of Payment Schedule. On the payment record you would enter the amount, payment frequency and other details, such as payment method options.

The background "Recurring Payment" processor would generate a new Payment Txn record and a new URL token on the date the next payment is due.

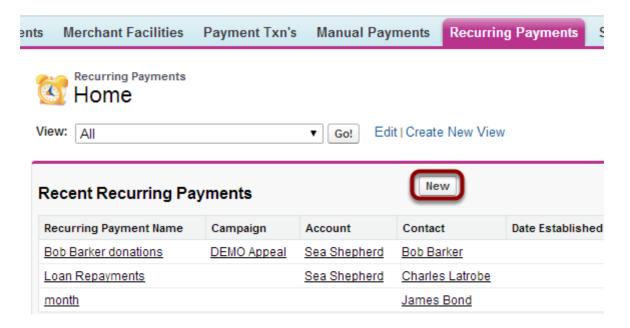
The workflow "Send Payment Schedule Invoice" emails details of the next payment due and includes the "Pay Now" link for payment by Credit Card. If the Payee mails in a cheque/money order or EFT's the payment then you simply locate the payment and press the Payment Received button to acknowledge receipt.

1. Navigate to the Recurring Payments tab

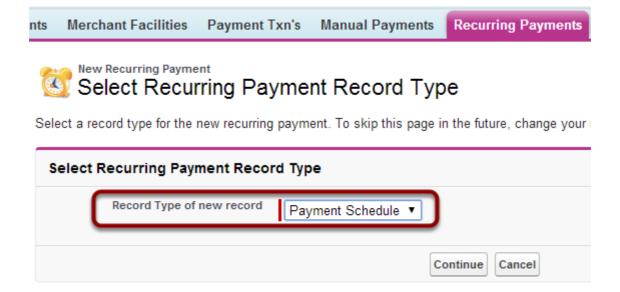




2. Select the New button



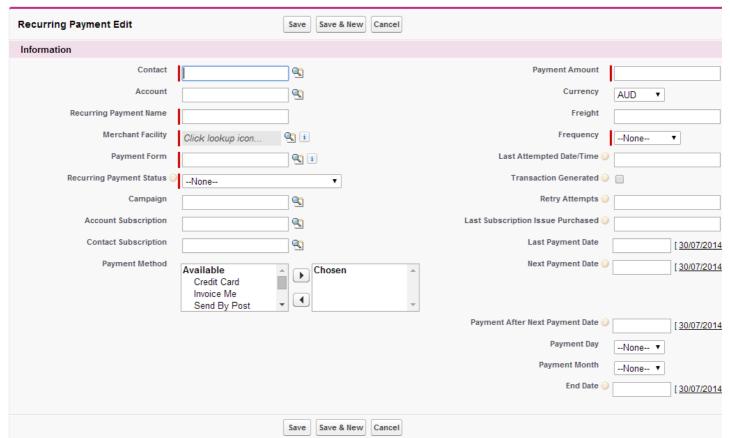
3. Select 'Payment Schedule' from the drop down menu and Continue





4. Enter details for the recurring payment and SAVE



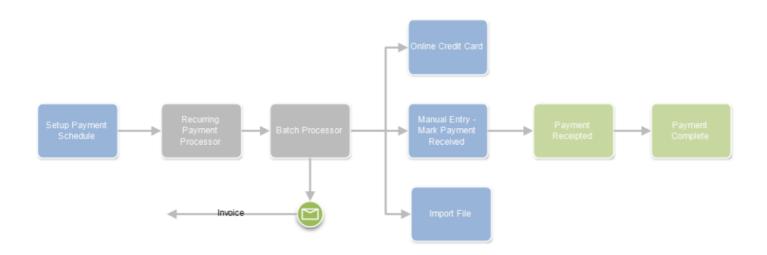




How to manager recurring payements for invoicing (Payment Schedules)

Payment schedules provide a way of regularly sending payment requests (invoices) to persons that are on a recurring payment schedule, such as subscribers, members or regular donors.

1. Payment Schedules Overview Flow



The diagram above shows an overview of the process with details of each step described in the following sections.

2. Payment Schedules Setup

For creation of a new Payment Schedule, please refer to: <u>How to set up recurring payments for invoicing (Payment Schedules)</u>



3. Recurring Payment Processor



The Recurring Payment Processor will check for all Recurring Payments, including Payments schedules that are due to be charged on or before todays date.

For Recurring Payments of record type Payment Schedule, a Payment Txn record will be created with a status of "Payment Schedule Start".

The Recurring Payment Processor only needs to be started the once. This can be done by pressing the Start button the Merchant Facility Tab. Once started, it will run every day at 1am. You can press the "run now" link if you wish to run it straight away.

4. Batch Processor



The Batch Processor is an automated process that runs every 10 minutes once started.

To start, press the Start Button next to the "Batch Payments Processor on the Merchant Facility".



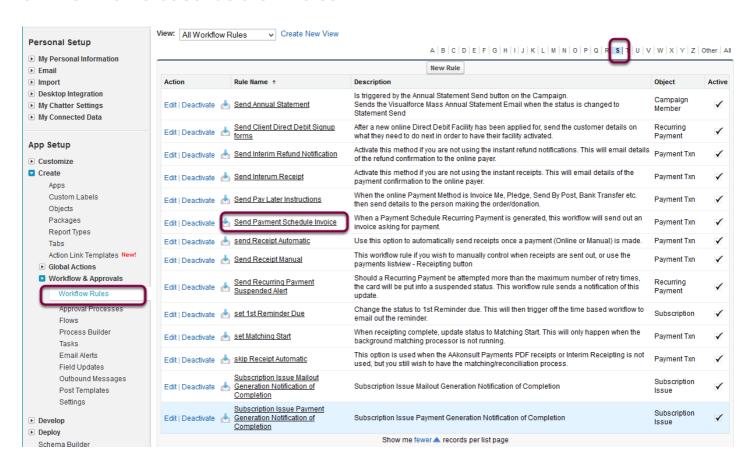
The Batch Processor changes the status from "Payment Schedule Start" to "Awaiting Payment". This will trigger a workflow to email out an invoice to the payee.

5. Invoice is sent

A PDF Invoice is emailed to the payee. Should the Payee not have an email address on file, then the invoice will be sent to the default receipt address as setup on the Merchant Facility. This will enable staff to print the invoice out and mail it.

The body text of the invoice is maintained on the Payment Form record in the "Membership Renewal Text".

5.1 Workflow that sends the invoice

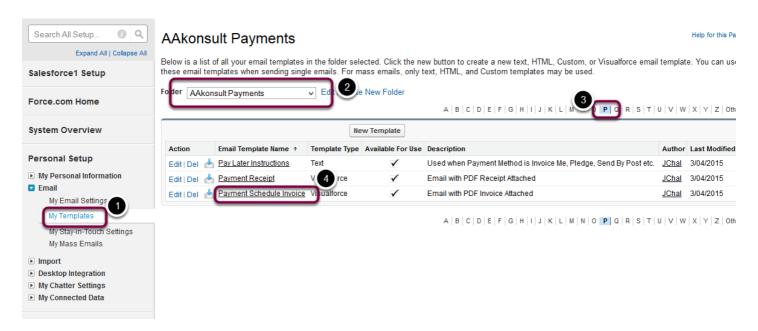


The workflow that sends the invoice can be maintained at: setup > Create > Workflow & Approvals > workflows.

Then click into "Send Payment Schedule Invoice".



5.2 Invoice Email Template



- 1. The actual email template sent can be maintained under setup > administration setup > Communication templates > email templates, or under Email > My Templates
- 2. Select AAkonsult Payments Folder
- 3. Select "P" for templates beginning with "P"
- 4. Then click into the email template "Payment Schedule Invoice"

6. Receiving Payments

There are a few different ways that payees can choose to Pay. Details are in the section below.

You may also wish to review procedure: <u>How to set up 'Checkout & Pay Later' option</u> and <u>Import Files</u>



6.1 Online Credit Cards

Dear.

Thank you for your custom, please find attached your PDF Tax Invoice. You will need a PDF reader to open or print your receipt (available free from www.adobe.com).

To pay your invoice online, please click I Kind regards,

AAkonsult Pty Ltd PO Box 175 Williamstown VIC 3016 Australia P:03 9397 0443 F:03 8080 6635

The invoice link being sent out includes a "Pay Now" link.

This link will take the payee to an online credit card payment form where their details and amounts will be pre-populated and they can pay by credit card.

6.2 Manual Payment is Received

A Payee could mail in a Cheque, organise a Money order, bank transfer funds or similarly pay the invoice. The Payment Txn is located and is marked as Payment Received.

Please see the "Pay Later Payment Received" section of <u>How to set up 'Checkout & Pay Later' option</u>

6.3 Import File

The import file process allows for Payments to be uploaded into AAkonsult Payments from a CSV file. For Payment Schedules / Invoicing process, the import file (BPAY) has some special processing to matching imported details with Payment Txns created as part of the Recurring Payments Payment Schedules Process.

Please review the <u>Import Files</u> procedure, in particular:



Refunds



How to refund Credit Card or PayPal payments

- Refunds can be given for any credit card or PayPal transaction
- The maximum amount that can be refunded is the amount of the original transaction. This is the sum of all refunds for that the original transaction.
- Credit card numbers are not required because the details are calculated from the tokenised details from the original transaction.
- Refunds are designed to work with the Salesforce Workflow Approvals. As this process is unique for each organisation, workflow approvals need to be setup by your administrator or you can engage AAkonsult Professional Services for help - email info@aakonsult.com.
 For a simple approval process to manage approvals, see How to setup a Simple Refund Approval Process

NOTE: The refund does not happen until the "Approved" checkbox has been selected or updated by a workflow rule.

1. Navigate to the Payment Txn's tab

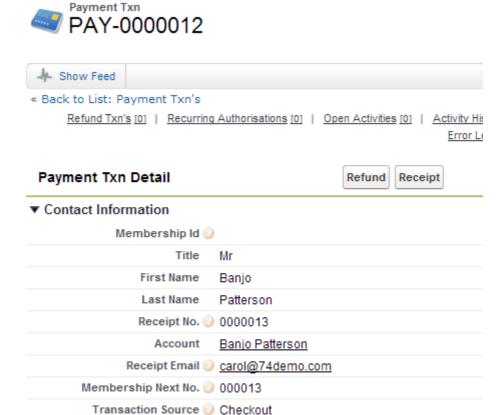


2. Search for the transaction with any field using the alphabet





3. Select transaction to be refunded

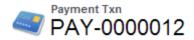


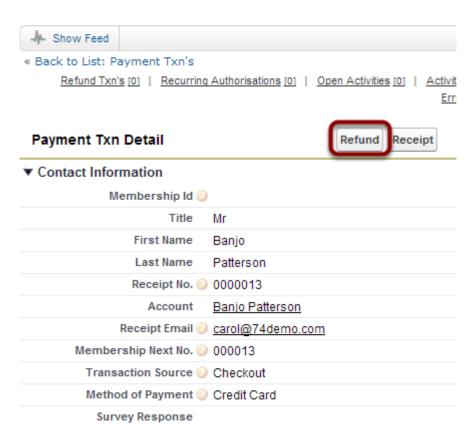
Method of Payment @ Credit Card

Survey Response



4. Select the Refund button

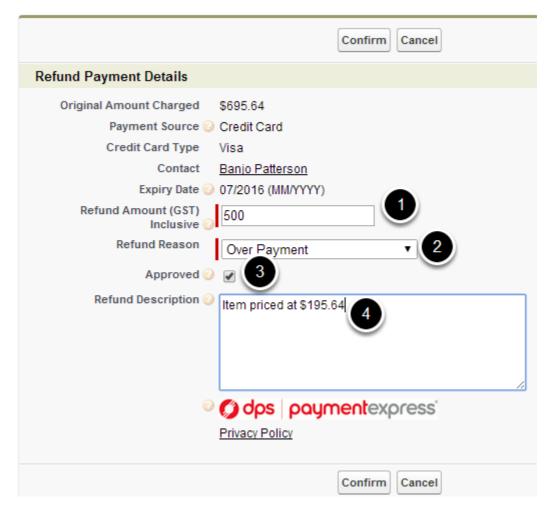






5. Enter details for refund and select CONFIRM

Refund Payment Details



- 1. The refund cannot be more than the amount paid
- 2. Reason for Refund
- 3. The refund will not proceed if the Approved checkbox is not ticked
- 4. A valid reason must be entered



6. Check refund transaction

Currency

Survey Response



Customize Page | Edit Layou ♣ Show Feed « Back to List: Payment Txn's Notes & Attachments [0] | Error Logs [0] | Payment Items [0] Payment Txn Detail **▼** Refund Information Original Payment @ PAY-0000012 Cardholder Name Banjo Patterson Refund Reason Over Payment Credit Card Type Visa Transaction Source @ Refund Credit Card No. @ Method of Payment @ Credit Card **Total Amount Charged** \$500.00 Refund Description @ Item priced at \$195.64 Tax Calculation @ Amounts Include Tax Bank Tax Code @ GST Account No. @ BSB No. Tax Amount \$45.45 Total Amount @ \$500.00 Cheque Number Banked Amount @ \$0.00 No. of Subscription Days @ 0 Approved @ Receipt No. @ 0000026 Account Banio Patterson Status @ Refund Start carol@/4demo.com

When checking the transactions you need to check the status for "Receipting Complete" or "Matching Complete". If the status is "Refund Start", then make sure the "Approved" checkbox is selected and refresh the browser as it can take a few moments for the request to complete.



How to refund a Manual Payment or Direct Debit

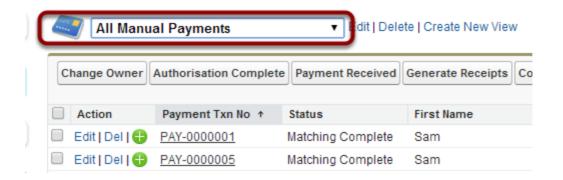
- It is the responsibility of the user to ensure the sum of all refunds do not exceed the original transaction amount. A check exists to ensure any single transaction does not exceed to original payment amount.
- Refunds are designed to work with the Salesforce Workflow Approvals. As this process is unique for each organisation, workflow approvals need to be setup by your administrator or you can engage AAkonsult Professional Services for help - email info@aakonsult.com.
 For a simple approval process to manage approvals, see How to setup a Simple Refund Approval Process

NOTE For Direct Debit Refunds: It is important to note that the refund transactions are for internal purposes only and **WILL NOT** be included as a reversal in future Direct Debit processing. You must get the refund to the payee by other means

1. Navigate to the Payment Txn's tab

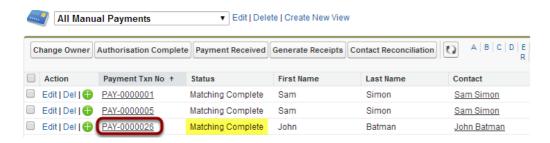


2. Select 'All Manual Payments' or 'All Direct Debits' from the pick list



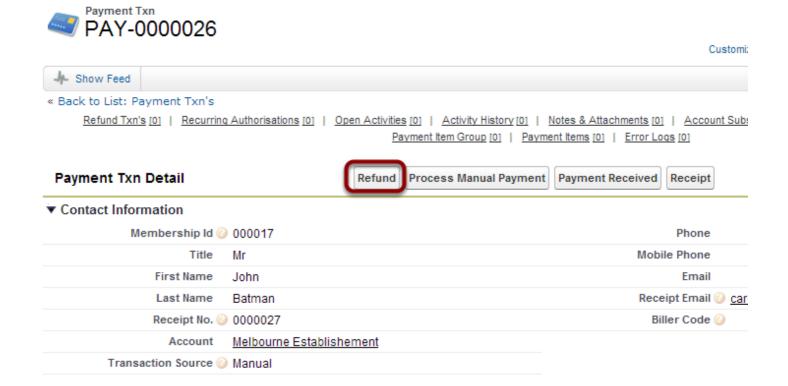


3. Select the payment to be refunded



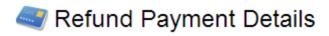
Note: The status of the transaction must be either Receipting Complete or Matching Complete.

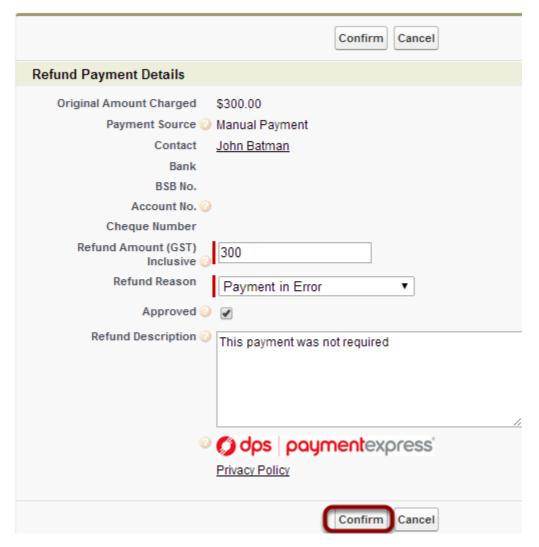
4. Select the Refund button





5. Enter details of refund and select the Confirm button

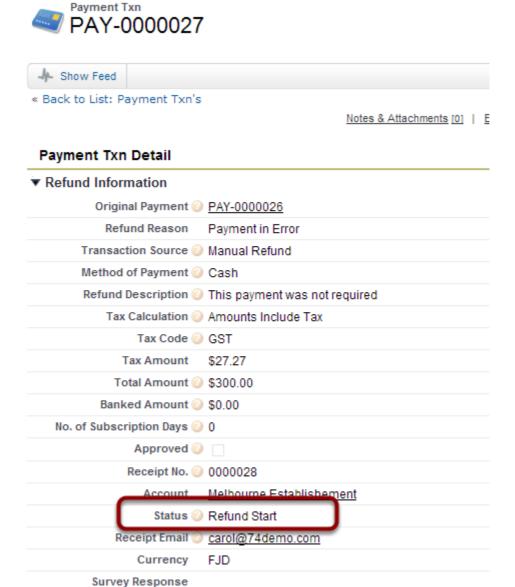




 It is the responsibility of the user to ensure the sum of all refunds do not exceed the original transaction amount. A check exists to ensure any single transaction does not exceed to original payment amount.



6. Check refund information



When checking the refund transaction, you need to ensure the status is either "Receipting Complete" or "Matching Complete". If the status is still at "Refund Start", then make sure the Approved checkbox is ticked and/or wait a few moments and then refresh the screen.

7. Arrange refund payment - cheque or bank transfer.



How to setup a Simple Refund Approval Process

Refunds have been designed to work with a refund approval process. To facilitate some options with approvals, the design is to use the "Approved" checkbox. Once this is set, the refund transaction will occur.

1. Set Approval checkbox field level security

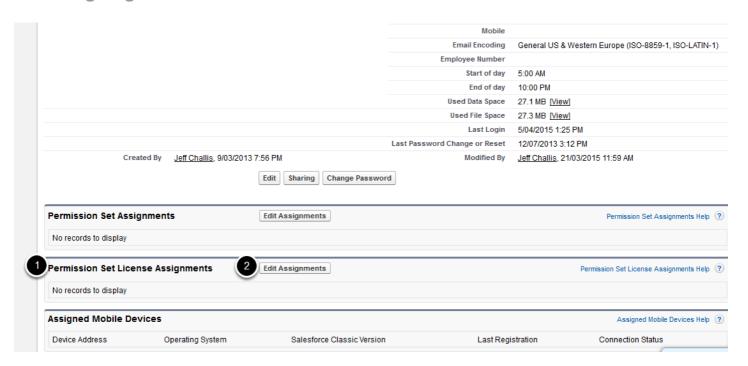
In order to make effective use of the Approvals process, you should change the field level security for the users that should not have access to actually approve a request to make this field read only and for approver's make this read/write (updatable).

A simple way to assign the right permission is by assigning a permission set to the user:

- "AAkonsult Payments Standard Users" to those users that can request a refund, but cannot approve it
- "AAkonsult Payments Admin Users" to Approvers.

Another option is to set the profile - Payment Txn Object Field Level Security for field "Approval". Please consult the Salesforce online help for Field Level Security (FLS) for more information.

1.1 Assigning Permission Set to a user



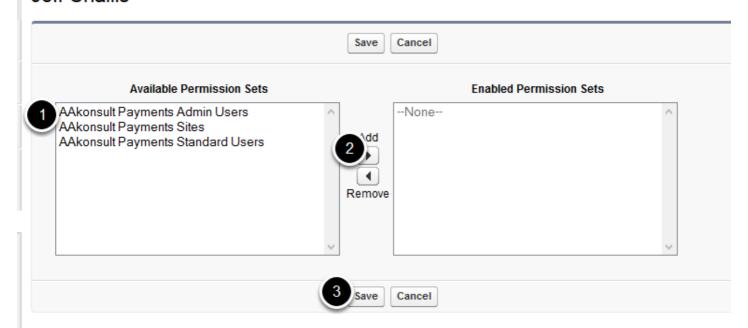
Locate the user you wish to assign the Permission Set to. This is located under setup > Manage Users > Users. Click into the user to show details.



- Once you have clicked into the user detail, scroll down the screen to the "Permission Set Assignment Related List"
- 2. Click on Edit Assignments

1.2 Assign Permission Set

Permission Set Assignments Jeff Challis



- 1. Select the Permission Set you wish to assign
- 2. Click the right arrow to add
- 3. SAVE

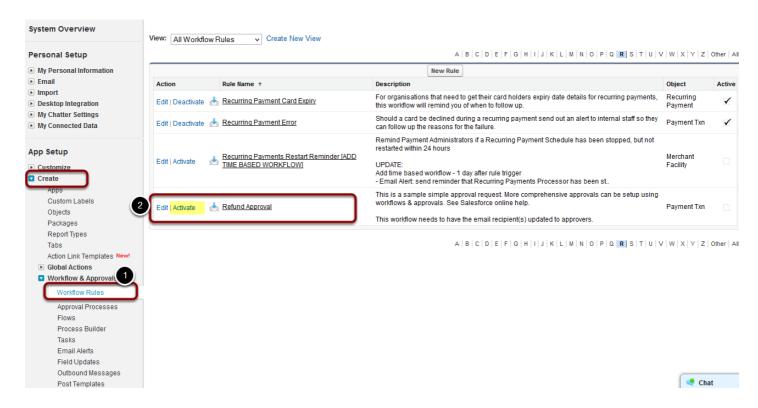
2. Approval Workflows

There are two general options for setting up approval workflows:

- A comprehensive approvals process can be setup using the Workflow and Approvals Approvals flows feature of Salesforce. This allows for multiple levels of authority and alternative approvers should someone be away. You will need to consult the Salesforce online help for more information on this, or engage AAkonsult Professional Services info@aakonsult.com
- 2. A simple flow might just involve sending an email to say finance and they then approve the refund. Please see the step below for how to set this up.



2.1 Simple Approval Workflow - activate

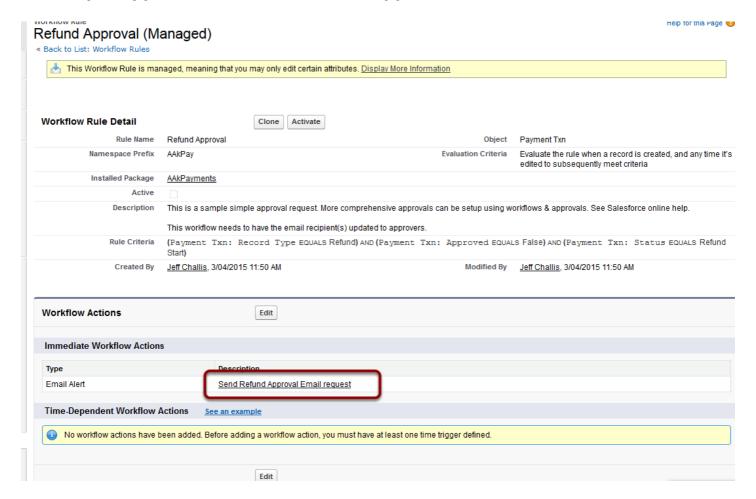


To use the prebuilt workflow approval, you will first need to activate it.

- 1. Locate the workflow rule under setup > create > workflow and approvals > workflow rules
- 2. Activate is "Refund Approval"



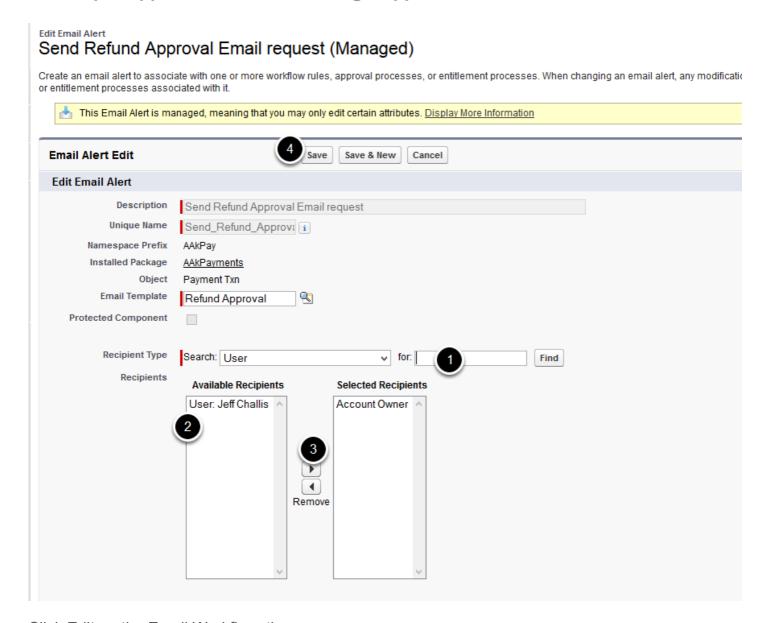
2.2 Simple Approval Workflow - Locate Approval Email



Click into the detail of this workflow rule "Refund Approval" then click on the "Send Refund Approval Email request".



2.3 Simple Approval Workflow - Assign Approver



Click Edit on the Email Workflow, then:

- 1. Enter the name of the approver, then press FIND button
- 2. select the approver
- 3. Use the right arrow to assign the approver
- 4. Press SAVE button

2.4 Simple Approval Workflow - Usage

To use this workflow process:

 a refund requestor locates the Payment Txn they wish to refund, presses the Refund button and enters the details and press Confirm



- The workflow sends an email to the Approver. The Approver opens the emails and click on the link to review the request in Salesforce
- The Approver then presses the Approve Refund button if they are happy with the request. This will then process the refund.



MANAGE



Events



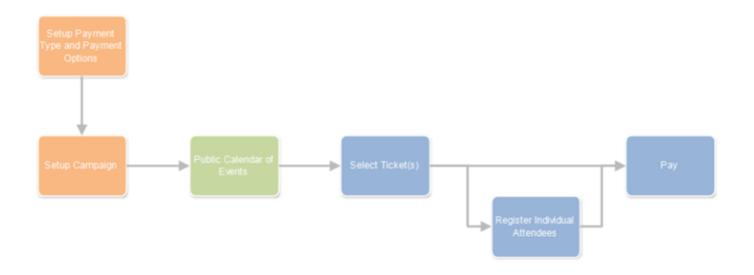
How does Event Management work?

AAkonsult Payments Events Module allows organisations to create events such as training, seminars, marketing activities etc. where person(s) can acquire tickets and register for these events.

You may need to activate the page layouts for event management before creating an online payment form for your event (campaigns). You can customise the form to suit your event and the information you need from participants. The event can be shown in a calendar format on your website.

The events module utilises the Salesforce CRM Campaign modules to define core event details such as name, location and information about the event. The Campaign can be marked as "Publish on the web" and this will show the event on a public facing calendar where attendees can view details register and pay.

1. View event flowchart



2. Running Events Overview

As attendees book and pay for events, their details are recorded as Campaign Members.

For some ticket types, its likely that one person may purchase more than one ticket. To cater for this, a field on the Campaign Members object contains the number of booked tickets. In addition, another field called "No. of booked tickets" is automatically populated when the Campaign Member status matches the Payment Form Campaign Member Paid Status.

If the attendee cancels, the simply changing the status to a different value will free up the tickets and make more available.

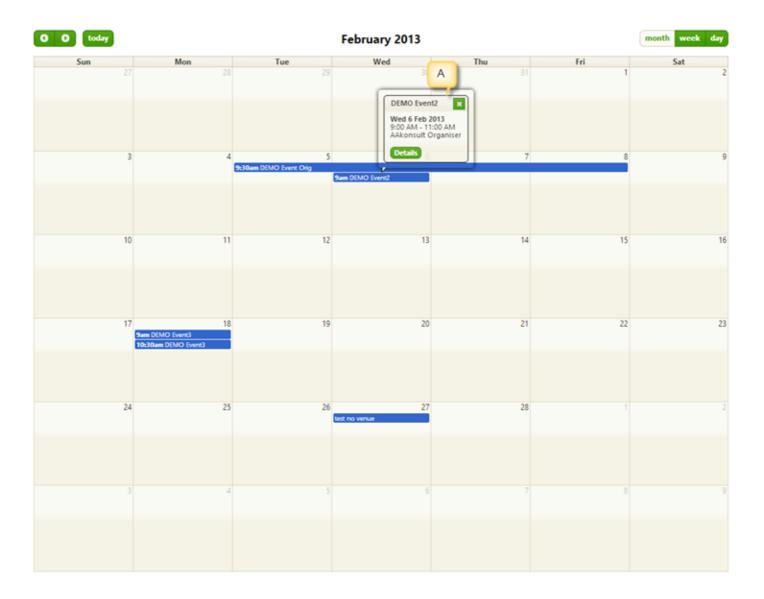


It is important to ensure the status setup on the Payment Form entry exists as a valid Campaign Member Status. AAkonsult recommends installing the free "AAkonsult Campaign Member Status" program from the AppExchange for easy management of status's.

On the Campaign Object, the "No. of Booked Tickets" field contains a count of the Campaign Member "No. of booked tickets" (ie, the total number of tickets allocated/sold).

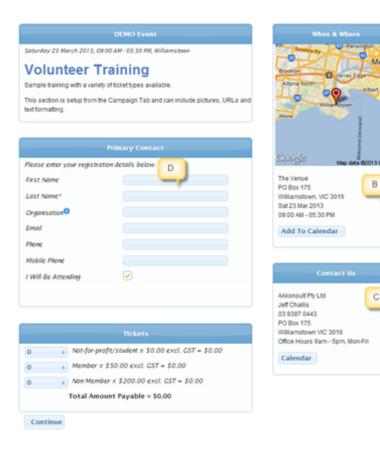
3. View examples of Event form layout

3.1 Calendar View

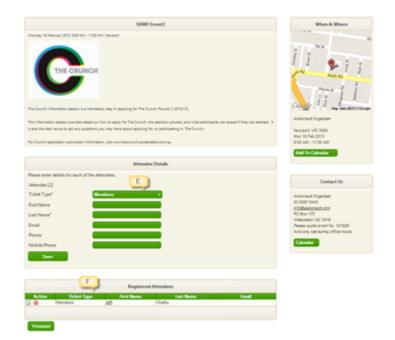




3.2 Booking form



3.3 Booking form (second example)



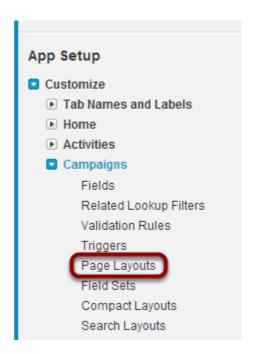


How to activate Event screens (Campaign Page Layout)

To be able to view Event screens for AAkonsult Payments you will need to customise the page layout for the Campaign tab.

As an alternative option to using the AAkonsult Payments Page Layout described in this section, you can edit your existing Campaign Page Layout and drag/drop the required AAkonsult Payments fields onto it.

1. Navigate to Setup > App Setup > Campaigns > Page Layouts

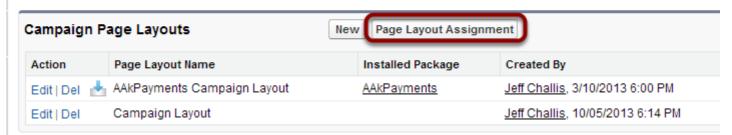


2. Select Page Layout Assignment button

Campaign Page Layout

This page allows you to create different page layouts to display Campaign data.

After creating page layouts, click the Page Layout Assignment button to control which page layout users see by default.





3. Select the Edit Assignment button

Page Layout Assignment

Campaign

The table below shows the page layout assignments for different profiles.

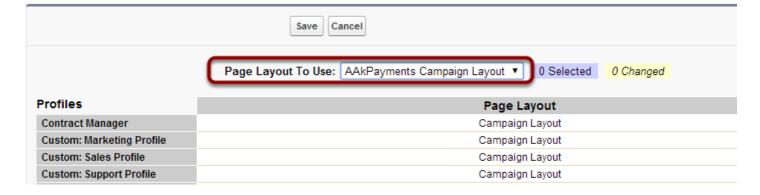
Edit Ass	ignment
Profiles	Page Layout
Contract Manager	Campaign Layout
Custom: Marketing Profile	Campaign Layout
Custom: Sales Profile	Campaign Layout
Custom: Support Profile	Campaign Layout
Gold Partner User	Campaign Layout
Marketing User	Campaign Layout
Partner Community Login User	Campaign Layout
Partner Community User	Campaign Layout
Partner User	Campaign Layout
Read Only	Campaign Layout
Service Cloud	Campaign Layout
Silver Partner User	Campaign Layout
Solution Manager	Campaign Layout
Standard User	Campaign Layout
System Administrator	Campaign Layout

4. Select AAkpayment Campaign Layout from the drop down pick list

Edit Page Layout Assignment

Campaign

The table below shows the page layout assignments for different profiles. Use SHIFT + click or click and drag to select a range of adjacent cells. Use multiple cells that are not adjacent. Then choose a new page layout from the drop-down.





5. Select the Profiles that will be handling Event Management and SAVE

Profiles	Page Layout
Contract Manager	AAkPayments Campaign Layout
Custom: Marketing Profile	AAkPayments Campaign Layout
Custom: Sales Profile	AAkPayments Campaign Layout
Custom: Support Profile	AAkPayments Campaign Layout
Gold Partner User	AAkPayments Campaign Layout
Marketing User	AAkPayments Campaign Layout
Partner Community Login User	AAkPayments Campaign Layout
Partner Community User	AAkPayments Campaign Layout
Partner User	AAkPayments Campaign Layout
Read Only	AAkPayments Campaign Layout
Service Cloud	AAkPayments Campaign Layout
Silver Partner User	AAkPayments Campaign Layout
Solution Manager	AAkPayments Campaign Layout
Standard User	AAkPayments Campaign Layout
System Administrator	AAkPayments Campaign Layout
	Save Cancel

Hold down the Ctrl key when selecting.



How to set up an event form and tickets

Events can be set up with three simple steps:

- Event Payment Form
- Ticket Types
- Event Details

1. Event Form

Set up a payment form for your event

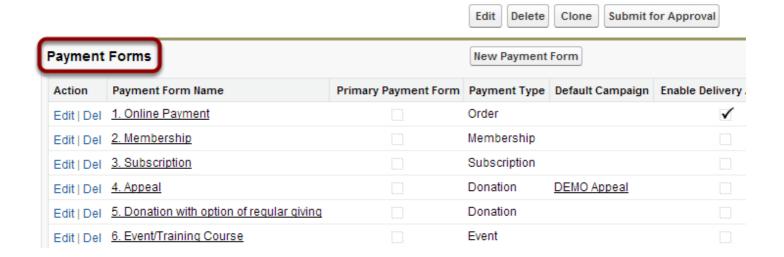
1.1 Navigate to the Merchant Facilities tab



The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

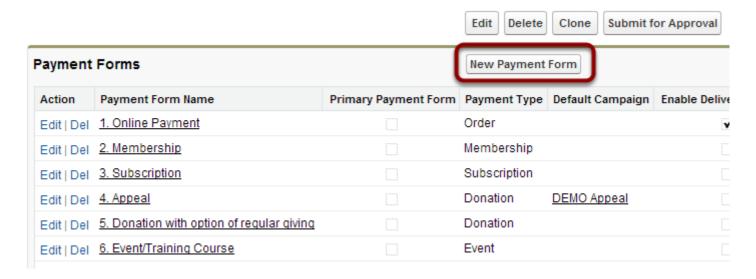
Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

1.2 Scroll down to the Payment Form heading

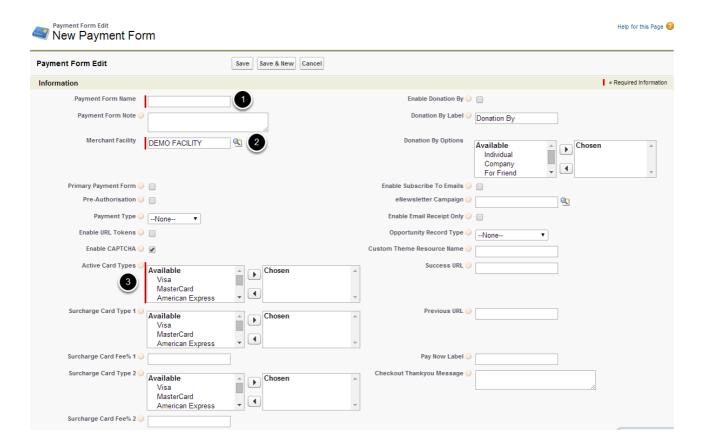




1.3 Select the New Payment Form button



1.4 Enter details for Information



Customise to suit your event's requirements

Compulsory fields:

1. Name of your Payment Form



- 2. Link to Merchant Facility
- 3. Types of credit cards

1.5 Scroll down to the Events heading



1.6 Select the type of tickets required



- Tickets Only This is a movie style ticket option, eg. buy two tickets and turn up, there is no need to specify all attendees.
- Tickets and Specify Attendees This option asks for attendee details if more than one ticket is purchased.
- Tickets and Specify All Attendees This option ALWAYS asks for all attendee details, even if just one ticket is purchased.
- Tickets and Optionally Specify Attendees This is useful for groups of people, eg. golfing for a team of four and each of the players are asked for (however, if not all players are known at the time of booking, then they dont need to be specified.

1.7 Select the FieldSet Layout and SAVE



Note: There are 10 different form layouts to choose from. Please refer: <u>How to customise event forms</u>.



2. Ticket Types

Set up the types of tickets for your event

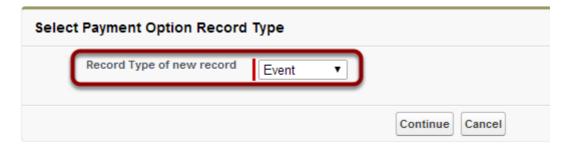
2.1 Scroll down to Payment Options heading and select the New Payment Option button

Payment Options New Payment Option									
Action	Payment Options Name	Status	Display Order	Subscription Type	Subscription Level	Default	Price	Subscription Length (Months)	Frequency
Edit Del	Not-for-profit/student (free)				Contact			12	
Edit Del	<u>Member</u>				Contact		\$50.00	12	
Edit Del	Non Member				Contact		\$200.00	12	

2.2 Select Event from the picklist



Select a record type for the new payment option. To skip this page in the future, change you



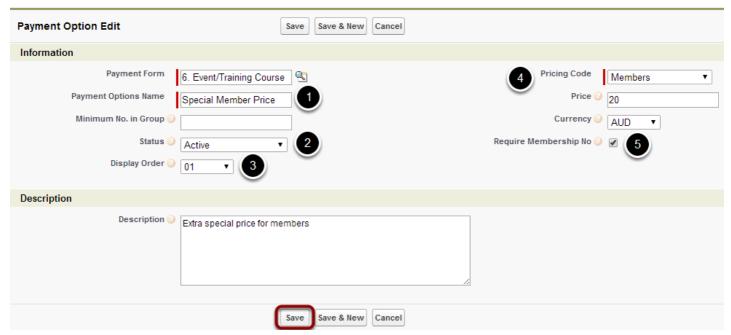
Available Payment Option Record Types

Record Type Name	Description			
Event	Events and Ticketing			
Subscriber	Subscription/Memberships			



2.3 Create your own payment options (ticket types) and SAVE





- 1. Payment Options Name eg Member, Non-member, Front Row
- 2. Status should be Active
- 3. Display Order appearance order on form
- Pricing Code
- 5. Requires Membership No extra feature to tighten ticket security

3. Event

Set up the event details

3.1 Navigate to the Campaign tab

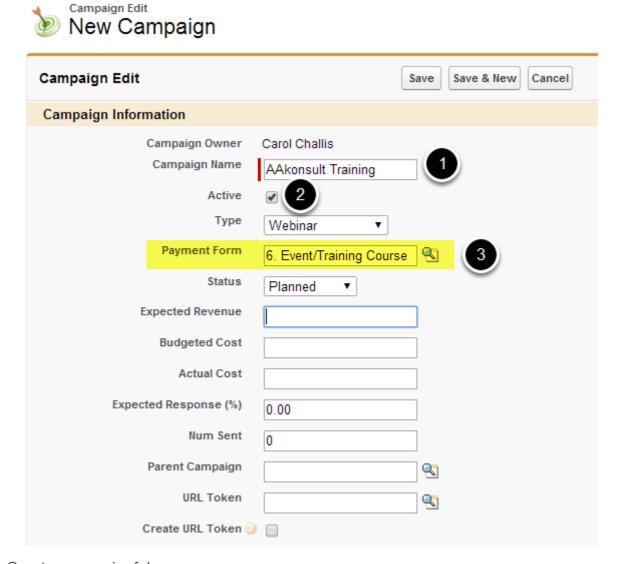




3.2 Select the New button



3.3 Fill in the Campaign Information for the event

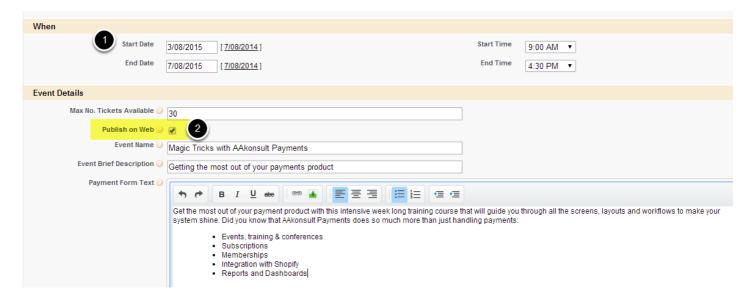


1. Create a meaningful name



- 2. Ensure the event is 'Active'
- 3. Link the Event Form (just created)

3.4 Fill in Event Details



- 1. Check that the Publish on Web checkbox is ticked.
- 2. Check that the Start Date is on or after today



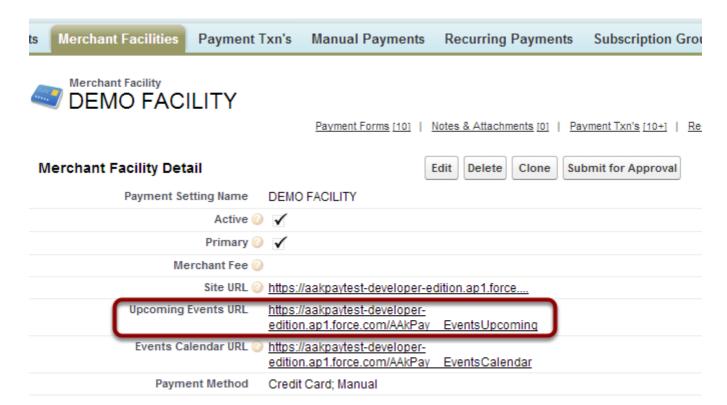
3.5 Fill in extra details if required and SAVE

Venue Details	
Venue Name Street	Big Building
City	123 The Street
	Melbourne
State	VIC
Postal Code	3000
Country	Australia ▼
Organiser - Contact Us Details	
Organisation 🥝	Trainers R Us
Contact ②	
Phone (2)	61393970443
Fax ②	
Email ②	info@aakonsult.com
Description Information	
Description	
	Save Save & New Cancel

4. Test



4.1 Navigate to the Merchant Facility tab and select the Upcoming Events URL





4.2 Check your form

Magic Tricks with AAkonsult Payments

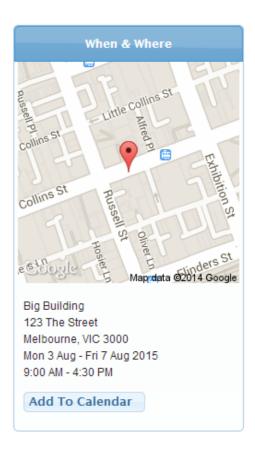
Monday 3 August - Friday 7 August 2015, 9:00 AM - 4:30 PM, Melbourne

Get the most out of your payment product with this intensive week long training course that will guide you through all the screens, layouts and workflows to make your system shine. Did you know that AAkonsult Payments does so much more than just handling payments:

- · Events, training & conferences
- Subscriptions
- Memberships
- · Integration with Shopify
- · Reports and Dashboards

	Tickets	
0	Special Members Price x \$20.00 inc. GST = \$0.00	
0	Non-Members x \$100.00 inc. GST = \$0.00	
	Total Amount Payable = \$0.00	





Trainers R Us 61393970443 info@aakonsult.com Specify - Magic Tricks with AAkonsult Payments Calendar



How to customise event forms

1. Event form customisation overview

AAkonsult Payments Events Module allows for 10 different layouts to be used. When you setup a Payment Form for an event, you select which layout you wish to use. For example, you could use:

- 01 Layout for training courses
- 02 Layout for breakfast events (Has extra fields for dietary requirements)
- 03 Layout for a team event (eg. Golf event and has extra fields for handy cap etc.)
- 04 .. 10 for other layouts

AAkonsult Payments Events has made extensive use of FieldSets. This provides organisations with a lot of flexibility into the information captured or displayed. Some key Fieldsets that used are:

To cater for the 10 different possible layouts, there are 10 FieldSets for each component of the form that uses a field set. Each of these fieldsets end with a number from 01 to 10.

If for example "02" is selected on the Payment Form - "Event FieldSet Layout" setting, then all fieldsets ending with 02 are used.

A list of FieldSets used by the AAkonsult Payment module and the object where they can be found are:

Campaigns

- (A) eventCalendarPopup[01..10]. This is shows the fields on the calendar when clicking on an event or overing over it.
- (B) eventWhenWhere[01..10]. Shown on the sidebar section "When and Where"
- (C) eventContactUs[01..10]. Shown on the sidebar section "Contact Us"
- (D) eventUpcomingHeader[01..10]. Shown in upcoming events in the date/left hand side section.
- (E) eventUpcomingDetail[01..10]. Shown in upcoming events in the details/right hand side section.

Payment Txn

• (F) eventPrimaryContactRegistration[01..10]. Shown on the first (primary) ticket purchaser/registration screen.

Payment Items

- (G) eventAttendeeContactRegistration[01..10]. When shown, used on the second registration page where the individual attendees register.
- (H) eventAttendeeSummaryHeading[01..10]. When shown, used on the second registration page to show a summary table of persons that have been entered.



Go to Salesforce online training to learn more about FieldSets

2. Setting Which FieldSet number to use

2.1 Locate the Merchant Facility

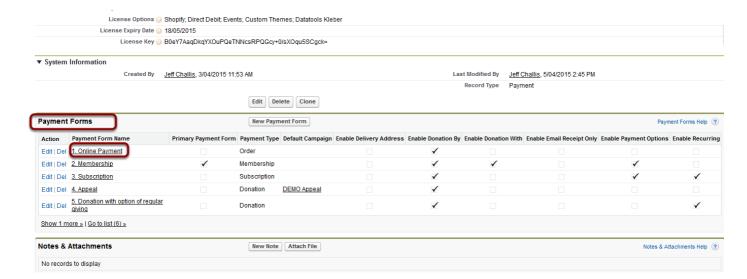


Navigate to the Merchant Facility

The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

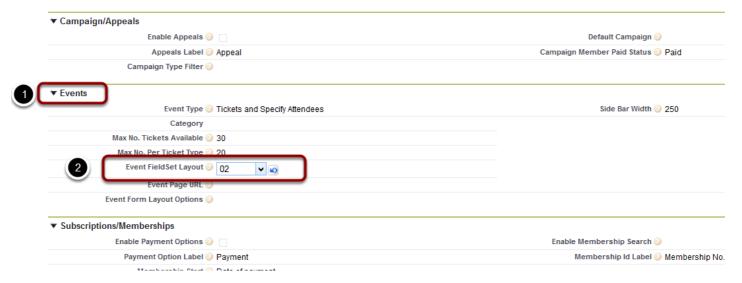
Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update. Navigate to the Merchant Facility

2.2 Scroll down to related list for Payment Form and Click into





2.3 In Payment Form update Event FieldSet Layout



- 1. Scroll down the form to the Events Section
- 2. In Event FieldSet Layout select a number between 01 and 10. If no number is selected then 01 is assumed.

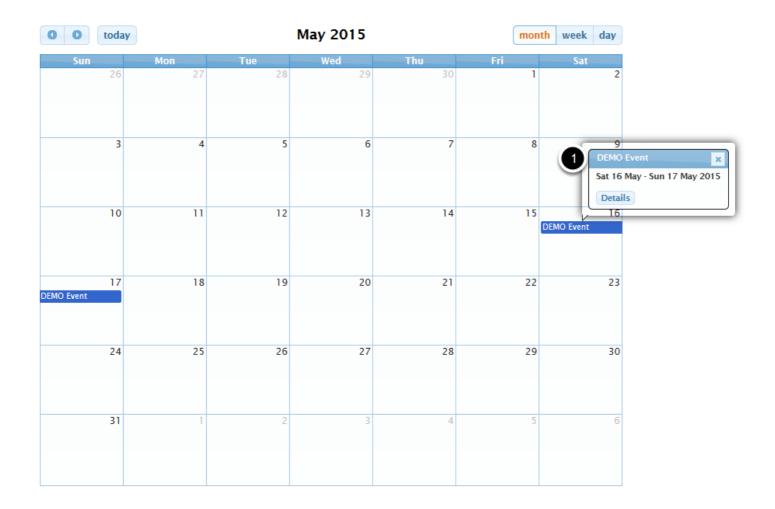
3. Determining Which FieldSet to update

When looking at which fieldset is to be updated, you need to think about where the information is shown that needs to be updated.

The following sections show the screenshot and point to the Object where the fieldset is located and the name of the fieldset.



3.1 Calendar



The following FieldSets are used on the Calendar view:

Campaign

1. eventCalendarPopup[01..10] - This is shown when hovering over the event.

3.2 Upcoming Events



The following FieldSets are used on the Upcoming Events view:

Campaign

1. eventUpcomingHeader[01..10] - The date section



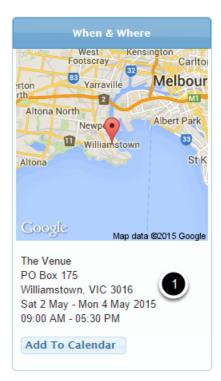
2. eventUpcomingDetail[01..10] - The event detail section

3.3 Ticket Purchase











The following FieldSets are used on the Event Tickets view:

Campaigns

Continue

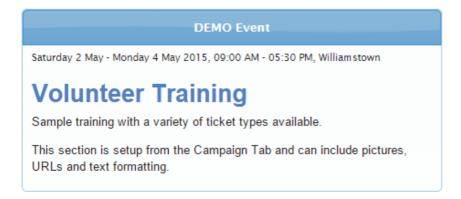
- 1. eventWhenWhere[01..10]. Shown on the sidebar section "When and Where"
- 2. eventContactUs[01..10]. Shown on the sidebar section "Contact Us"



Payment Txn

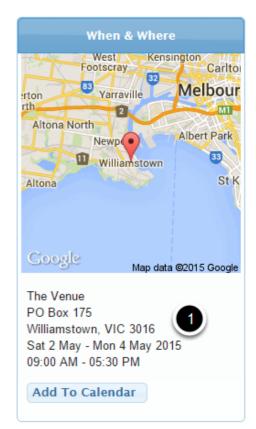
3. eventPrimaryContactRegistration[01..10]. Shown on the first (primary) ticket purchaser/registration screen.

3.4 Registration











The following FieldSets are used on the Upcoming Events view:

Campaigns



- 1. (B) eventWhenWhere[01..10]. Shown on the sidebar section "When and Where"
- 2. (C) eventContactUs[01..10]. Shown on the sidebar section "Contact Us"

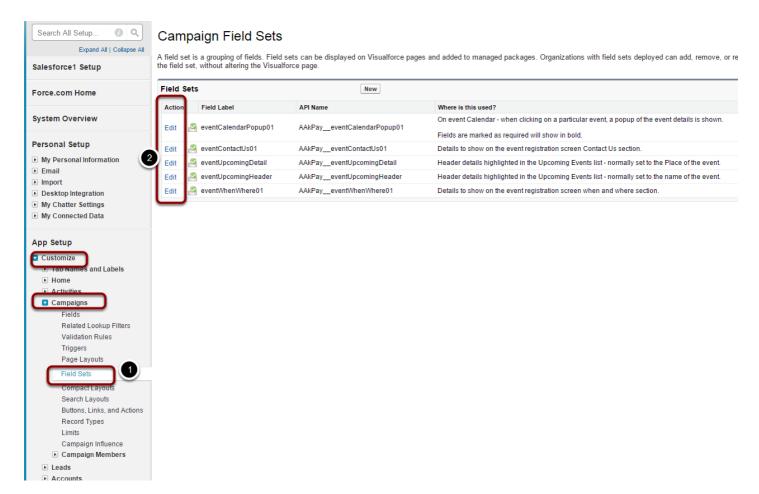
Payment Items

- (G) eventAttendeeContactRegistration[01..10]. When shown, used on the second registration page where the individual attendees register.
- (H) eventAttendeeSummaryHeading[01..10]. When shown, used on the second registration page to show a summary table of persons that have been entered.

4. Changing FieldSet Layouts

Now that you have the FieldSet name and the object (Campaign, Payment Txn, Payment Item) it is related to, you can now amend the FieldSet.

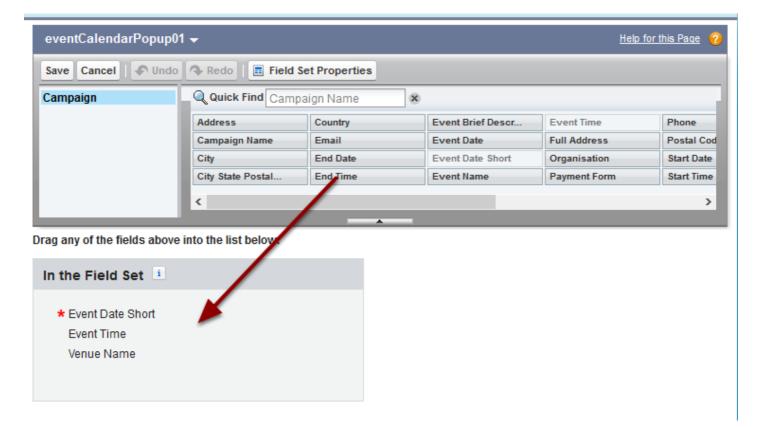
4.1 Changing FieldSet Layouts - Campaigns



- 1. Navigate to Setup > Customize > Campaigns > Field Sets
- 2. Click Edit next to the Field Set you wish to Amend



4.2 Changing FieldSet Layouts - Campaigns Layout



You can now:

- drag / drop fields onto/remove from the FieldSet
- rearrange the order
- · double click to set if the field is required or not

If you have added a custom field to the Campaign Object, then you can also include this in the form. Be sure to set the field level security so it is publically accessible - see How to make a custom field visible on public web forms



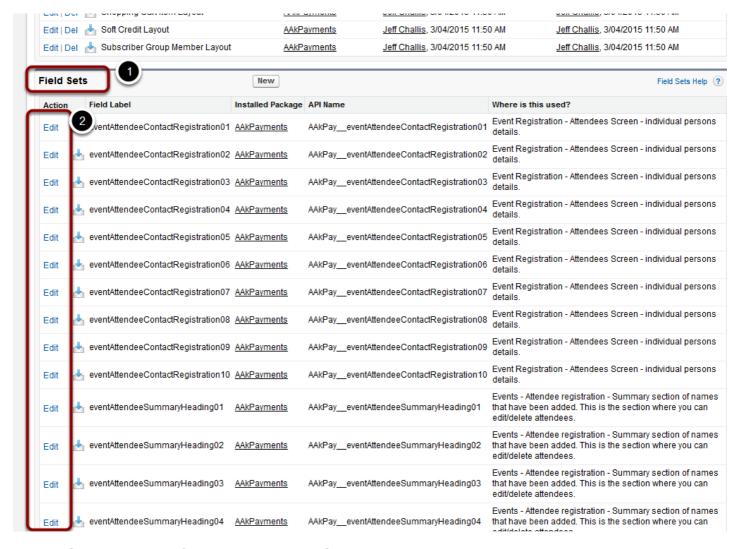
4.3 Changing FieldSet Layouts - Payment Txn, Payment Item

Desktop Integration					
■ My Chatter Settings	Edit 📥 Address	Nonprofit Starter Pack	Account	✓	Custom object for storing additional addresses for Household Accounts in the Nonprofit Starter Pack.
■ My Connected Data	Edit 📥 Affiliation	<u>Affiliations</u>	Account, Contact	✓	
App Setup	Edit <u>Batch</u>	Nonprofit Starter Pack		✓	The holding object for batch entry. Interaction with this object should occur only through the Batch Data Entry tab.
Customize Create	Edit <u>DEPRECATED-Fund</u>	Nonprofit Starter Pack		✓	
Apps Custom Labels	Edit <u>DEPRECATED-</u> Relationship Error	Relationships		✓	Errors can now be found in the Errors Log tab in the NPSP Settings page.
Objects 1	Edit <u>birect Debit Batch</u>	<u>AAkPayments</u>		✓	Direct Debits Batch contains a list of transactions that are to be uploaded to your bank for processing.
Packages Report Types	Edit 🚣 Error	Nonprofit Starter Pack		✓	Contains errors generated from the NPSP package during normal operations.
Tabs Action Link Templates New!	Edit 🚣 Error Log	<u>AAkPayments</u>		✓	Should any system errors be detected, then they will be logged here. Workflows will alert system administrators of these errors for actioning.
▶ Global Actions▶ Workflow & Approvals	Edit Allocation	Nonprofit Starter Pack		✓	
▶ Develop	Edit deneral Accounting U	Nonprofit Starter Pack		✓	Accounting units used for allocating Opportunities.
▶ Deploy	Edit 📥 Household	Households		✓	Physical mailing address for grouping contacts
Schema Builder Canvas App Previewer	Edit Import File	<u>AAkPayments</u>		✓	Used for file imports, such as BPAY Transactions
Installed Packages	Edit Import File Line Item	<u>AAkPayments</u>	Import File	✓	Imported file line items details as extracted from the Import File
AppExchange Marketplace Critical Updates	Edit Import File Line Item Payment Txn	<u>AAkPayments</u>	Import File Line Item, Payment Txn	✓	Links the imported line item(s) with the associated Payment Txn(s)
·	Edit Merchant Facility	AAkPayments		✓	Payment settings (Merchant Accounts) for gateway and transaction types.
Administration Setup	Edit MPSP Data Import	Nonprofit Starter Pack		✓	Custom object to hold denormalized data records that can be imported into the Nonprofit Starter Pack.
▶ Manage Users▶ Manage Apps	Edit Payment	Contacts & Organizations	Opportunity	✓	
Manage TerritoriesCompany Profile	Edit Payment Form	<u>AAkPayments</u>	Merchant Facility	✓	Payment Types for each merchant account. The could be items such as Donations. Membership, Purchase, Suppliers, Training etc.
Security ControlsDomain Management	Edit Payment Item	<u>AAkPayments</u>	Payment Txn	✓	Related items to Payment Txn. The related items could be Household Members, Shopping Cart line items or Event attendees.
Communication TemplatesTranslation Workbench	Payment Item Group	<u>AAkPayments</u>	Payment Txn	✓	Related to Payment Txn. Used by Event bookings to group Payment Items (attendees) by Ticket Type
Data Management Monitoring	Edit Payment Option	<u>AAkPayments</u>	Payment Form	✓	Payment options are a list of items and pricing. For example, this might be memberhips of type: Single, Family, Concession etc.
▶ Mobile Administration	Edit Payment Txn	<u>AAkPayments</u>		✓	Payment transactions. Updated for both manual and credit card payments

- 1. Navigate to setup > Create > Objects
- 2. Click into the Object (Payment Txn or Payment Item)



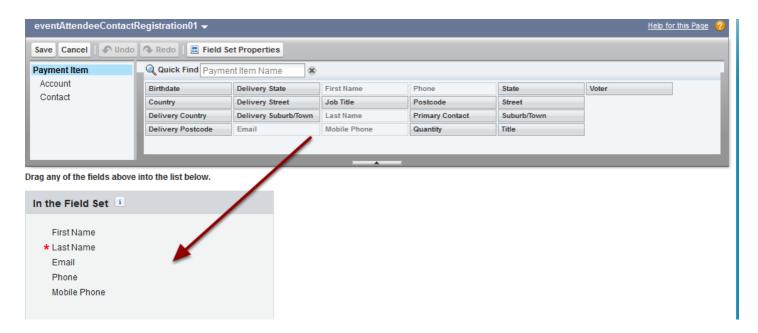
4.4 Changing FieldSet Layouts - Payment Txn, Payment Item FieldSet



- 1. Scroll down the form until the "Field Sets" section
- Click Edit next to the FieldSet you wish to edit



4.5 Changing FieldSet Layouts - Payment Txn, Payment Item Layout



You can now:

- · drag / drop fields onto/remove from the FieldSet
- rearrange the order
- · double click to set if the field is required or not

If you have added a custom field to the Campaign Object, then you can also include this in the form. Be sure to set the field level security so it is publically accessible - see How to make a custom field visible on public web forms



How to publish an Event Calendar

The Events Calendar can be published to your website, set up with <u>Salesforce Sites</u>.

If you have set up an event, it should appear on your calendar.

1. Navigate to the Merchant Facility tab



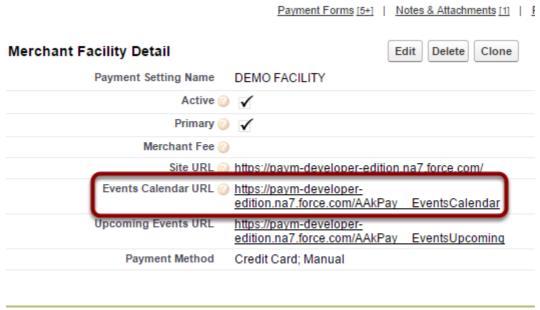
Merchant Facility Detail

The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.



2. Select the Events Calendar URL



r Payment Instructions

You can provider this URL To your web master and they can either embed this calendar on your website or provide a link to it.

Please also How to add your form to your website



3. View the calendar



If your event does not appear in the calendar, see <u>How to troubleshoot events calendar</u>



How to troubleshoot events calendar

If your event is not showing in the calendar view, check the following:

On Campaign:

- Dates (Start date is on, or after today)
- Active
- · Published on Web
- Has a Payment Form assigned

On Payment Form:

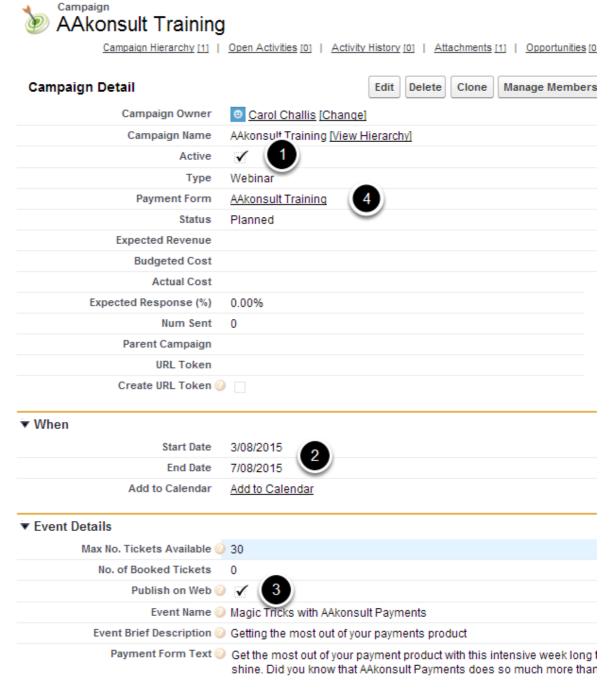
Payment Type is either Program or Event

1. Navigate to the Campaign tab





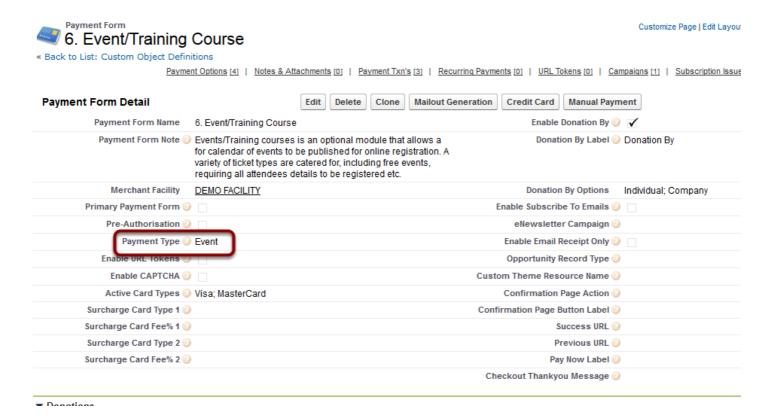
2. Check the setting shown below



- 1. Active ticked
- 2. Current Start & End Dates
- 3. Published on Web ticked
- Has a Payment Form assigned



3. Payment Form Type



The Payment Form associated with the Campaign has a Payment Type of "Event" or "Program"



How to publish Upcoming Events

The Upcoming Events list can be published to your website, set up with Salesforce Sites.

If you have <u>set up an event</u>, it should appear on your upcoming list.

1. Navigate to the Merchant Facility tab

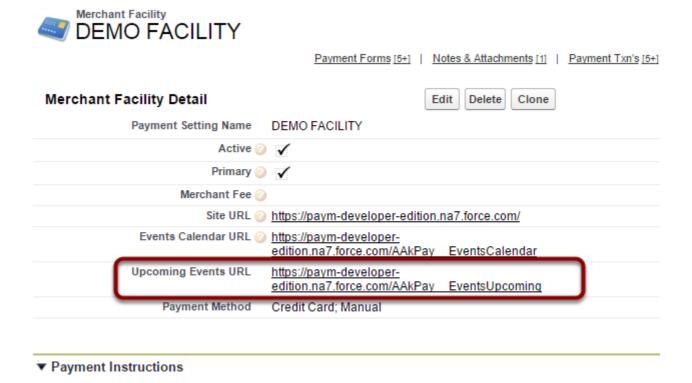


The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.



2. Select the Events Calendar URL



You can provider this URL To your web master and they can either embed this calendar on your website or provide a link to it.

Please also <u>How to add your form to your website</u>

3. View Upcoming Events



If your event does not appear in the calendar, see **How to troubleshoot events calendar**



4. Upcoming Events formatting options

Parameter	Description
pageSize	Controls the number of items shown on the page
Width	Width of the widget
showMore	If more Campaigns exist than can fit on the page, setting this to true will show next/previous and first/last buttons for navigation. Defaults to true
campaign Type	Filters the campaigns shown based on the "Type" field on the campaign. You can select multiple campaigns by separating them with semi-column, eg ?campaignType=conference;training
	Should your campaign types have spaces or special characters such as @,& etc. then you should html encode the campaign types. To do this, copy the list of campaign types with the semicolon into a website such as http://meyerweb.com/eric/tools/dencoder/ . Then copy the result back and past afterCampaignType=
рауМТуре	Filters the campaigns shown based on the Payment Form record id associated with the Campaign
startDate	Filters campaigns with a start date on or after this date – defaults to today.
endDate	Filters campaigns with a start date on or before this date – defaults to today + 2 years.
hideWhenAndWhere	When set to true, this will hide the component on the right hand side that has details on when and where the event will run.
hideContactUs	When set to true, this will hide the component on the right hand side that has details on how to contact us.
hideRightSideBar	When set to true, this will hide both the When & Where and Contact Us components.

There are a number of options for configuring what is shown and how the Upcoming Events widget is formatted.

To change the data values (fields) used in the widget, please see <u>How to customise event forms</u>

There are a number of URL parameters that allow you to control the behaviour of the Upcoming Events Widgets. For example,

https://{yourwebsiteupcomingeventsURL}?width=350&campaignType=Conference sets the width to 350 pixels wide and only shows upcoming conferences. In the example URL,

"yourwebsiteupcomingeventsURL" the Upcoming Events URL from the Merchant Facility as described earlier in this procedure.

A full list of URL parameters available is shown in the table above.



How to pay for an event manually

Events can be paid for manually (cash, cheque or money order)

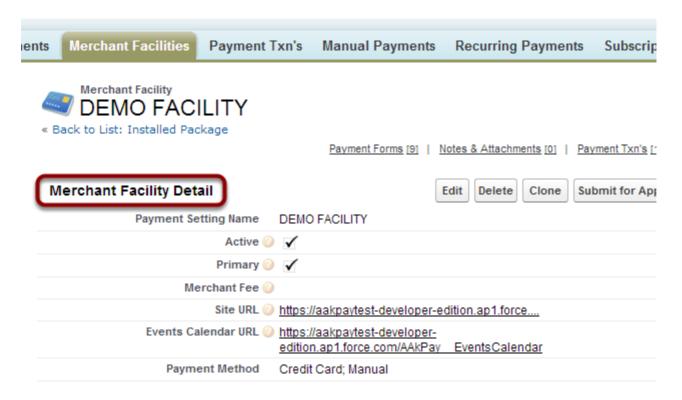
- 1. Include Manual Payments in set up
- 1.1 Navigate to the Merchant Facility



The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

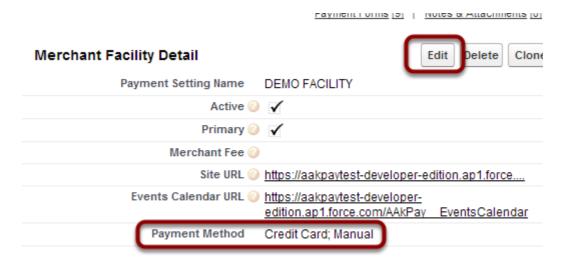
Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

1.2 Scroll down to Merchant Facility Detail heading



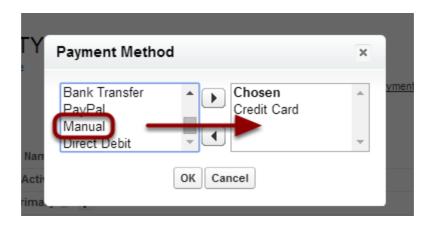


1.3 Edit the Payment Method Field



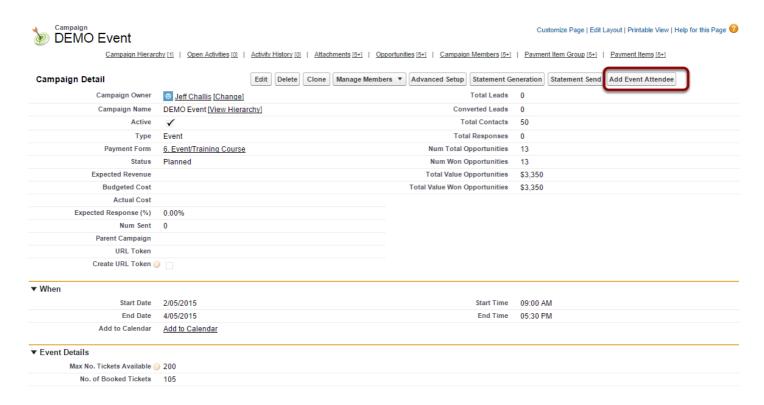


1.4 Select Manual from the picklist and OK then SAVE



2. Make a payment

2.1 Locate the Campaign for Event - Add Event Attendee

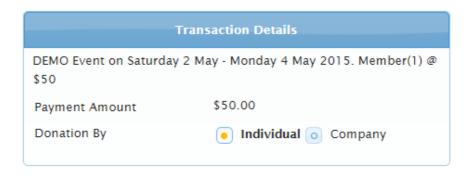


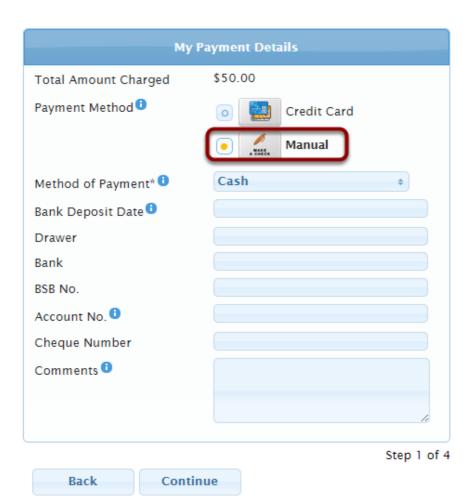
To enter a manual payment for the Event, locate the Campaign in Salesforce.com and then press the "Add Event Attendee" button.

Should this button not be visible on campaigns, ask your administrator to edit the page layout and add the button "Add Event Attendee"



2.2 Select Tickets and Checkout - Manual Payment





Follow the wizard through in selecting the tickets and attendees.

When you get to the checkout form, you will have the option of selecting a manual payment. Select this button and then enter the payment details.

NOTE: This option is NOT shown on the public web forms. It is only visible if you are logged into Salesforce.



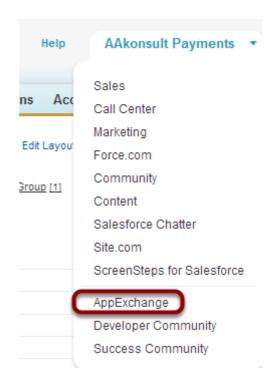
How to download AAkonsult Campaign Status app

Managing multiple campaigns or events is made easier with AAkonsult Campaign Status app which allows you to create default Campaign Status values.

Many areas of AAkonsult Payments relies on specific Campaign status values to be present. The AAkonsult Campaign Status App makes it easier to apply these status's and for them to not to be inadvertently forgotten when a new campaign is created.

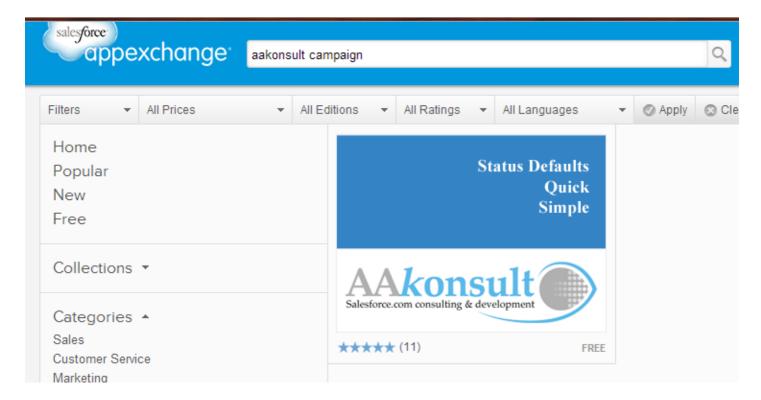
1. Download

1.1 Navigate to the RH drop down menu and select AppExchange





1.2 Search for AAkonsult Campaigns



1.3 Select the Get It Now button





1.4 Login to the AppExchange

To get this app, select one of the below options

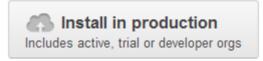
Log in to the AppExchange
Use your Salesforce credentials

I don't have a login Continue as a guest

Even if you plan to install into your sandbox, first login to the AppExchange using your production credentials.

1.5 Select either production or sandbox

How would you like to continue?

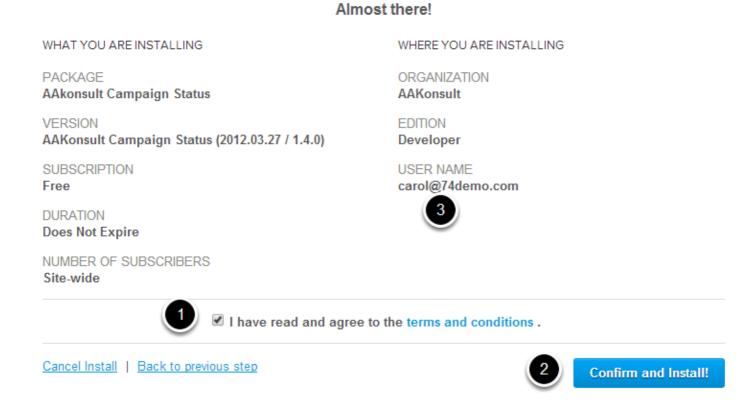




Sandbox allows you to test the App before applying to your live version.



1.6 Tick the Terms and Conditions checkbox then Confirm and Install!



2. Settings

2.1 Select the user(s) who will have access to this App





2.2 Select Continue

Package Installation Details

Package Name	AAKonsult Campaign Status
Version Name	2012.03.27
Version Number	1.4
Publisher	AAKonsult Campaign Status
Description	



2.3 Approve access settings and select Next

Package Installer

AAKonsult Campaign Status

Step 1. Approve Package API Access

These settings control the access that s-controls and other components in this package have package is installed from the package detail page. <u>Tell me more</u>

Package Custom Objects

This Package will have the user's access (via the API) to all custom objects in your organization

,,,,,,,,,,,			
Extended Object Permissions			
	Read Create Edit Delete		
Accounts	/ / / /		
Assets	/ / / /		
Campaigns	/ / / /		
Cases	 		
Contacts	 		
Contracts	/ / / /		
Documents	 		



2.4 Choose security level and select Next

Package Installer

AAKonsult Campaign Status

3. Install

3.1 Install package



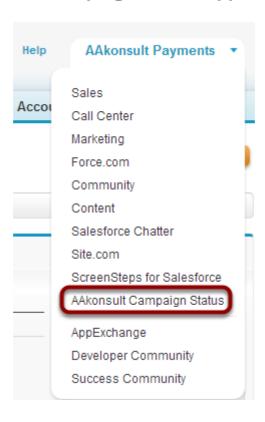


3.2 Read details



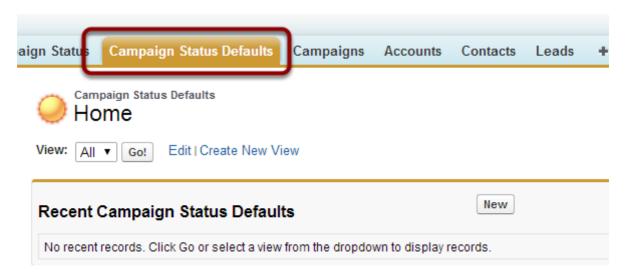
4. Post Installation

4.1 Navigate to the AAkonsult Campaign Status App in the top RH corner

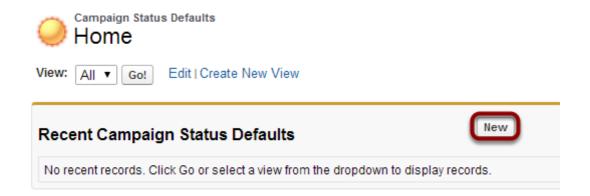




4.2 Navigate to the Campaign Status Defaults tab



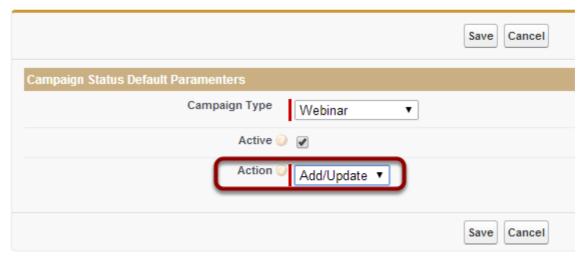
4.3 Select the New button to create a default status





4.4 Select how you would like the status to be handled and SAVE

AAkonsult Campaign Status Campaign Status Defaults



- · Remove All removes all status values that are not default
- Add/Update leaves previous status values and allows new ones to be added.

4.5 Select the New Campaign Member Status Default Value button





4.6 Create default status values to suit and SAVE

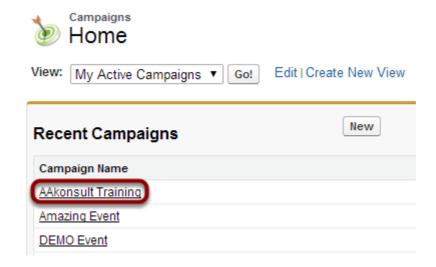
Campaign Member Status Default Value Edit

New Campaign Member Status Default Value Campaign Member Status Default Value Save Save & New Cancel Edit Information Campaign Status Default Webinar Sequence 0 01 Campaign Member Status Current Responded @ Default 🕝 📋 Save & New Cancel Save

5. Use

Back in AAkonsult Payments

5.1 Navigate to the Campaign tab and select your event





5.2 Select the Type field and re-save



Campaign Detail

Campaign Owner

Campaign Name

Active

Type

Payment Form

Campaign Hierarchy [1] | Open Activities [0] | Activity History [0] | Attachments
Payn

Active Hierarchy | Open Activities [0] | Activity History [0] | Attachments

Payn

Active Hierarchy | Open Activities [0] | Activity History [0] | Attachments

Payn

Active Webinar

AAkonsult Training

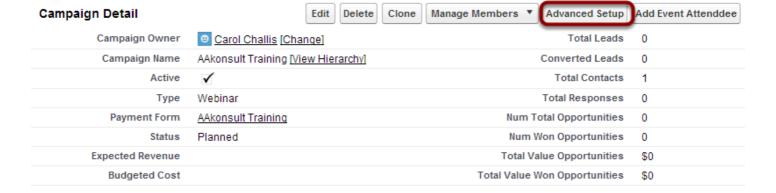
5.3 Select the Advanced Setup button



Customize Page | Edit Layout

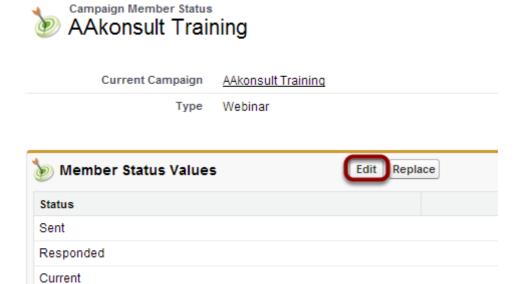
Campaign Hierarchy [1] | Open Activities [0] | Activity History [0] | Attachments [1] | Opportunities [0] | Campaign Members [1] | Payment Forms |

Payment Item Group [1]

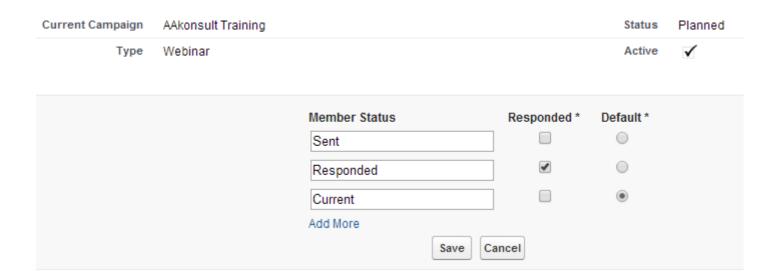




5.4 Select Edit



5.5 Set your status to default and SAVE





How to Cancel, Refund or Move attendees

This procedure will describe how to update, cancel, or move Event Bookings.

This procedure does not cover the financial refunding or adjustments. To do that, please refer to the <u>refund</u> procedure.

Adjustment or Cancellation Quick Steps:

- 1. Edit the Campaign member and adjust the No. of Tickets
- 2. Edit the related Payment Item and adjust the Quantity

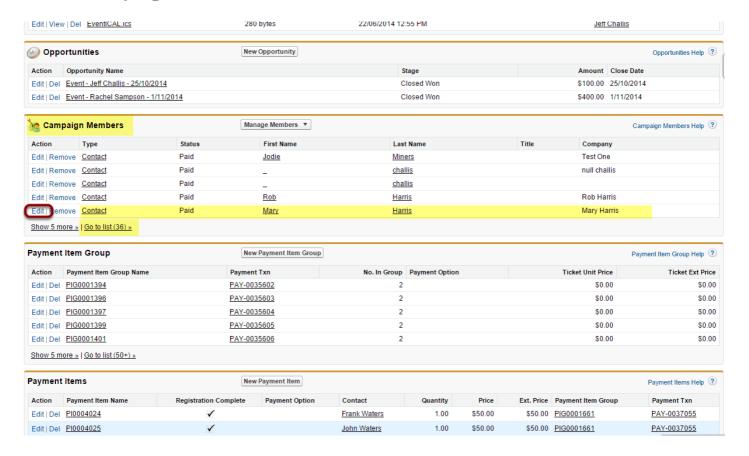
1. Adjust number of booked tickets on Campaign Members

The total number of tickets sold is based on the Campaign Member - "No. of Tickets" fields and the Status being "Paid" (or the status as specified on the related Payment Form - "Campaign Member Paid Status" field.

Often the number is set as one per Campaign Member, however, as Salesforce only allows a contact to appear as a Campaign Member then this number could be more than 1. Also, this number might be set to more than 1 if the Payment Form - Event Type is set to "Tickets Only"



1.1 Edit Campaign Member details



On the related Campaign record, scroll down to the related Campaign Members related list.

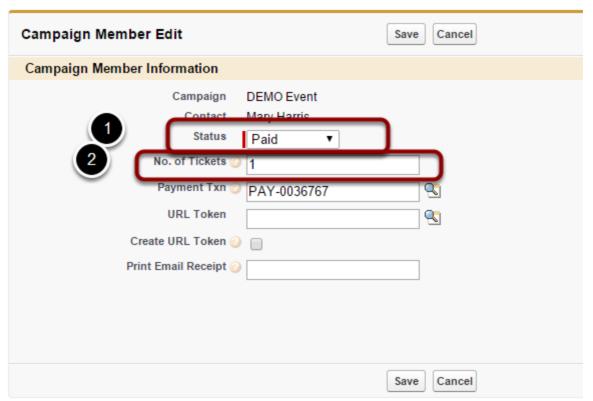
If you cannot see the Contact you wish to amend, then you may need to press the "Go to list" link towards the bottom of the list

Once you have located the contact you wish to amend, press edit button next to it.



1.2 Update Status and/or No. of Tickets





You can do one AND/OR both of the following:

- 1. Change the status to something that is not Paid (eg. Canceled)
- 2. AND/OR adjust the quantity

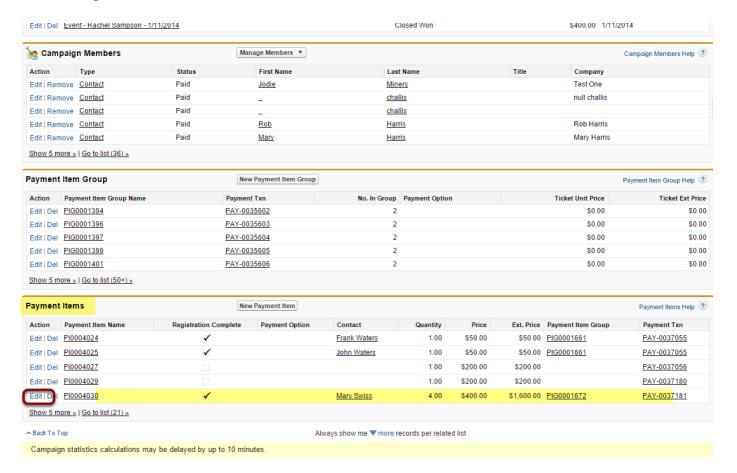
2. Adjust Payment Items - Optional Step

The previous step will adjust the number of tickets available.

You only need to do the following steps if you are using attendee reporting options that use the Payment Item as its data source



2.1 Edit Payment Item Details



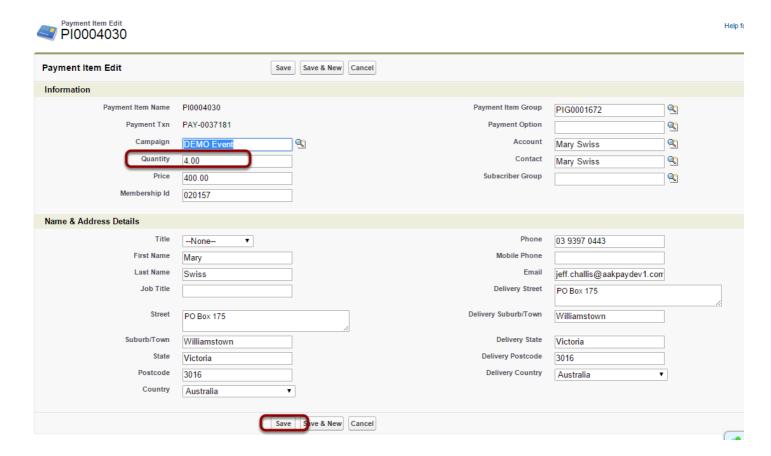
On the related Campaign record, scroll down to the related Payment Items related list. If this list is not visible, you (or your administrator) need edit the page layout (edit layout link at top right) and select related lists, then drag/drop the Payment Items list onto the form and press Save.

If you cannot see the Contact you wish to amend, then you may need to press the "Go to list" link towards the bottom of the list

Once you have located the contact you wish to amend, press edit button next to it.



2.2 Edit Payment Item



Adjust the Payment Item Quantity and press Save button

3. Moving to a new event

If you are moving an attendee from one event to another, you need to do the following:

- 1. Adjust the numbers on the "from" Campaign
- 2. Add them to the "to" Campaign

You can add attendees to the "to" Campaign by either:

- 1. Clicking the Add Attendee button on the Campaign. If this button does not appear, then either you (or your administrator) can add the button to the Page Layout See Installation instructions How to create a button on the Campaign Tab.
- 2. Or registering on line as you would normally do



Subscriptions



Page 282

How do subscriptions/memberships work?

Organisations that have subscriptions or a membership base can manage the processing of data, payments and renewals.

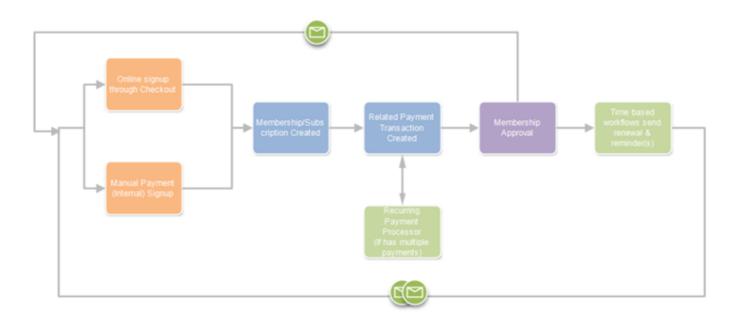
Subscriptions types can be set up and attached to:

- Individual (Contact)
- Group/Organisation (Account)
- Family subscriptions

Some organisations may require an approval process for subscribers.

AAkonsult Payments also offers a <u>magazine style subscription</u>

1. Subscription/Memberships process overview



Each membership program can have its own price, subscription length, payment frequency and freight amounts associated with it. These Payment Options are setup against a Payment Form. Payment Forms are setup and related to the Merchant Facility.

If the payment type transacted is for a membership/subscription then details of the membership type and last paid etc. are created against the Account or Contact record.

Account level subscriptions, subscription history and current status are all stored/related to the Accounts object. For Account level subscriptions, if anyone at that account renews the subscription then the subscription will carry on from the Account next subscription period.



Contact level subscriptions, subscription history and current status are all stored/related to the Contacts object. For contacts, the subscription / renewal is only relevant to the individual contact.

Time based workflows are used to send reminders that a membership is due to expire, or has expired. For more information refer to the AAkonsult Payments Installation Guide <u>Workflows - Optional</u>

When a Payment Frequency is selected on the payment form, or specified at the Payment Options level, a recurring payment will be created and linked to the subscription. If the subscription length is specified then the recurring payment will have a subscription end date calculated as todays date, plus the number of months specified. The end date will always be the last day in that month.

If automatic renewal is specified in conjunction with a payment frequency, then the automatic renewal option will be copied to the recurring payment option automatic renewal. When the Automatic renewal option is specified on a recurring payment and the end date has passed, then the subscription will automatically be renewed by the number of months specified in the payment options subscription length.

If a subscription payment is linked to a recurring payment and one of payment fails more than the specified threshold number of items, then the recurring payment is suspended and the subscription is ended.

Discounts can be applied at the Account Subscription, or Subscription levels. These are entered as a percentage and will be applied as a discount to the current Payment Option (Subscription Type) selected.

The Payment Option (Membership/Subscription Option) "Status" is used to indicate if the current membership/subscription option is available online and internal (run as a normal Salesforce CRM licensed user, vs. website visitor). If Active, then it is available both online and internally. If Active - Active - Internal Only then it only available to internal users.

If a member or subscriber renews, the subscription's Payment Form name is used to see if it already exists and if it does, the renewal will be associated with that. If the Payment Form is different and does not already exist for example, you have a different Payment Form for each magazine then a new membership/subscription entry is created.



How to set up a Subscription Type

Subscription Types (Payment Options) are set up to match your organisation's requirements.

For each subscription option, you can set the frequency, amount, pro-rata arrangements.

For example:

- Membership (1 year)
- Membership (2 years)
- Concession
- Three month magazine subscription

1. Navigate to the Merchant Facility tab

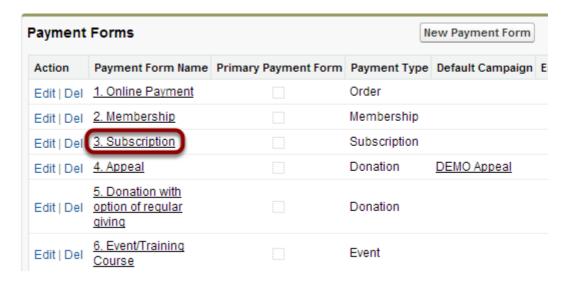


The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

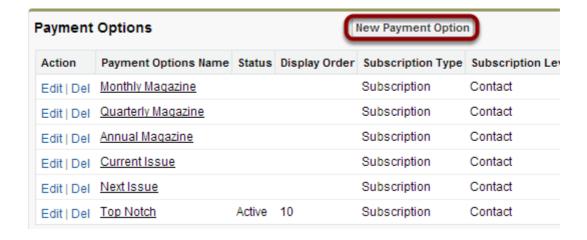


2. Scroll down to Payment Forms heading and select your subscription web form



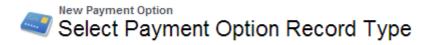
Note: A web form needs to be set up for your requirements.

3. Scroll down to Payment Options and select the New Payment Option button

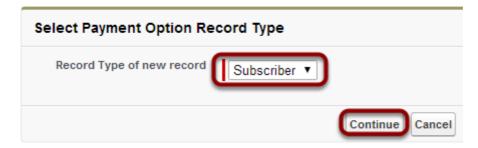




4. Select Subscriber from the picklist and select the Continue button



Select a record type for the new payment option. To skip this page in the futu



5. Fill in the detail for your subscription and SAVE



- 1. Connect the subscription to a Payment Form (web form)
- 2. Choose a unique name for your subscription



- 3. Select active if in use. Use Active Internal if this subscription is not publically accessible, eg. Life Memberships
- 4. Select Contact (individual) or Account (organisation). This option determines if the Membership/Subscription created will be related to the Account or the Contact.
- 5. Set to either Membership or Subscription
- 6. Choose how you want to handle pro-rata fees
- 7. Set the subscription length for the renewal processes (This can be in months or in days)
- 8. Choose Automatic Renewal if required. If using automatic renewals and this is a paid subscription, then the Frequency selected (eg. Annually) must reflect when the membership would next be automatically charged. If frequency is selected, a "Recurring Payment" record will be created.
- 9. Enter Group if the type of Membership is a Group for example, a family.
- 10. If Group type of membership is selected, you can nominate upto 3 different types of members for that group. Eg. If the group was a Family, then you could say this is may up of 2 Adults and 3 Children. You can also select how many voting rights are given to each group type.



How to manage an individual Subscription

When a web visitor fills in the subscription web form the details are automatically recorded as a subscription.

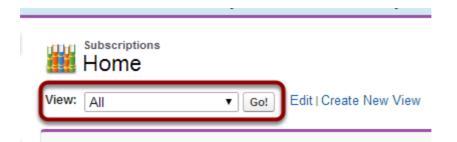
Subscription history and current status are all stored/related to in relation to the individual (Contact)

Time based workflows are used to send reminders that a membership is due to expire, or has expired. For more information about <u>workflows</u>, refer to the AAkonsult Payments Installation Guide.

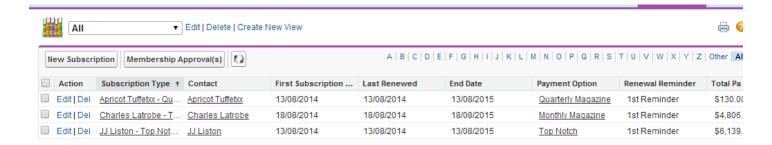
- 1. Check entries created by web form
- 2. Navigate to the Subscriptions tab



3. Select 'All' and 'Go'

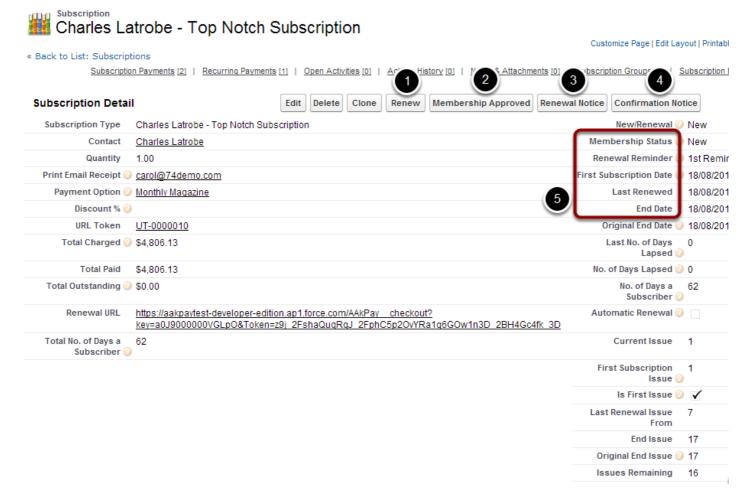


4. View recent subscriptions entered via the web form





5. Manage details



Renewal and confirmation notices are generated automatically with <u>workflows</u> based on dates however you may wish to re-issue or edit the subscription to suit your organisation's requirements.

- 1. Renew provides a web-based form to send the the subscriber
- 2. Membership Approved activates the the subscription after subscriber acceptance
- Renewal Notice provides a merged document with instructions to renew to send to the subscriber
- Confirmation Notice provides a merged document confirming subscription to send to the subscriber
- Dates are used in conjunction with "Renewal Reminder" renewals and membership confirmation workflows. The workflows used are described in the Installation Manual -Workflows - Optional



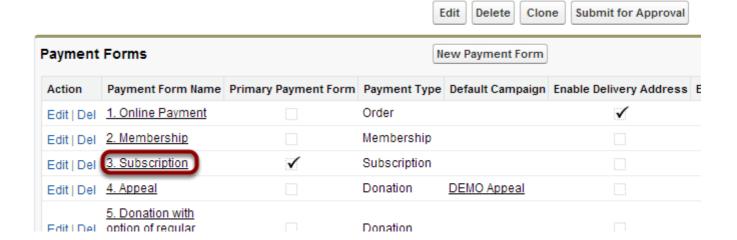
How to set up automatic subscription renewal

Using <u>workflows</u> (refer Installation Manual), subscriptions can be set to automatically renew based on dates and frequency settings.

1. Navigate to the Merchant Facility

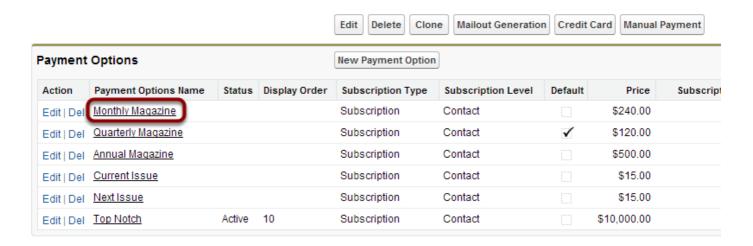


2. Scroll down and select relevant Payment Form

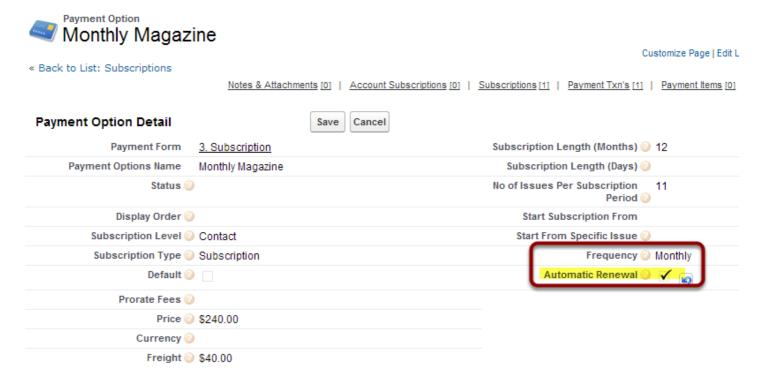




3. Scroll down and select Payment Option



4. Tick the check box for Automatic Renewal and SAVE



Subscribers will be automatically renewed based on the frequency unless there is a problem with their payment (credit card expired etc).

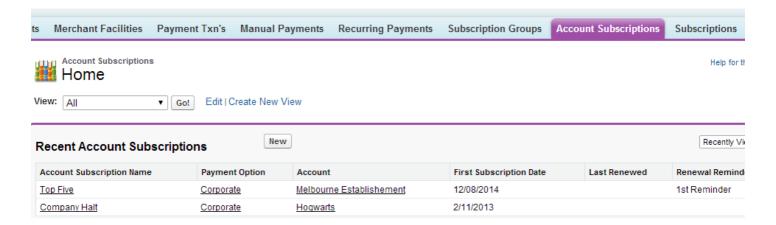


How to manage organisation subscriptions

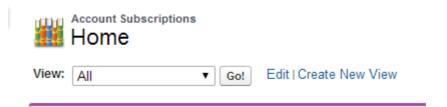
Organisation subscription details are captured with web forms and stored in the Account area of Salesforce.

Account level subscriptions, subscription history and current status are all stored/related to the Accounts object. For Account level subscriptions, if anyone at that account renews the subscription then the subscription will carry on from the Account next subscription period.

1. Navigate to Account Subscriptions tab



2. Use the View picklist to locate organisation

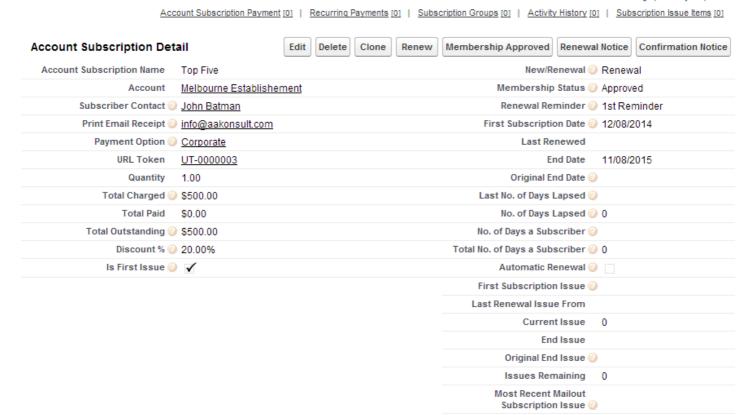




3. Adjust subscription details to suit

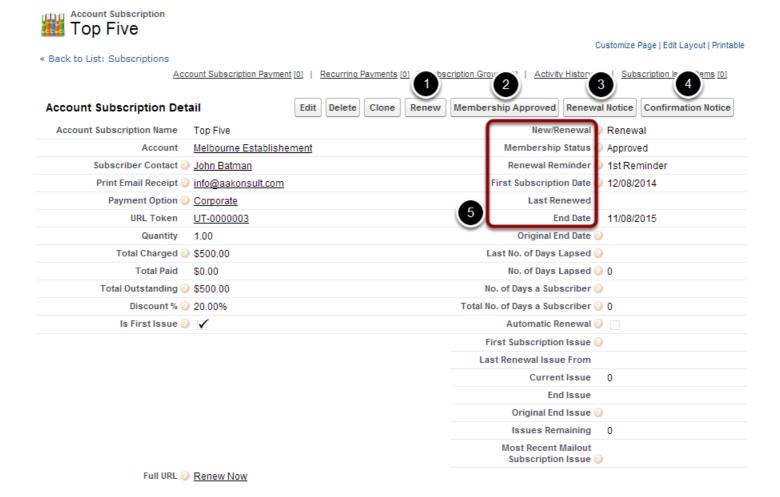


Customize Page | Edit Layout | Printab





4. Manage details



Renewal and confirmation notices are generated automatically with <u>workflows</u> based on dates however you may wish to re-issue or edit the subscription to suit your organisation's requirements.

- 1. Renew provides a web-based form to send the the organisation subscriber
- 2. Membership Approved activates the the subscription after acceptance
- 3. Renewal Notice provides a merged document with instructions to renew to send to the organisation subscriber
- Confirmation Notice provides a merged document confirming subscription to send to the organsisation subscriber
- Dates are used in conjunction with "Renewal Reminder" renewals and membership confirmation workflows. The workflows used are described in the Installation Manual -<u>Workflows - Optional</u>

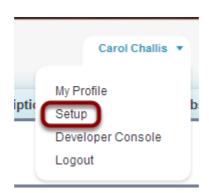


How to set up a subscription approval process

Some organisations have a requirement for all new members to go through an approval process. This may involve submitting a list of new members to the Board/Board of Management for approval.

Text for confirmation email can be found at Merchant Facilities > Payment Forms > Membership

- 1. Activate 'Membership Confirmation' workflow
- 1.1 Navigate to Setup > App Setup > Create > Workflow & Approvals > Workflow Rules





1.2 Select 'Workflow Rules'





1.3 Read about Workflows and select 'Continue'

Understanding Workflow

Help for this Page 🕜



Many of the tasks you normally assign, the emails you regularly send, and other record updates are part of your organization's standard processes. Instead of doing this work manually, you can configure workflow to do it automatically.

What is Workflow?

Workflow automates the following types of actions based on your organization's processes:

- :: Tasks—Assign a new task to a user, role, or record owner.
- :: Email Alerts—Send an email to one or more recipients you specify.
- :: Field Updates—Update the value of a field on a record.
- :: Outbound Messages—Send a secure, configurable API message (in XML format) to a designated listener.

For example, workflow can:

- :: Assign follow-up tasks to a support rep one week after a case is updated.
- :: Send sales management an email alert when a sales rep qualifies a large deal.
- :: Change the Owner field on a contract three days before it expires.
- :: Trigger an outbound API message to an external HR system to initiate the reimbursement process for an approved expense report.

Each workflow rule consists of

- :: Criteria that cause the workflow rule to run.
- :: Immediate actions that execute when a record matches the criteria. For example, salesforce.com can automatically send an email that notifies the account team when a new high-value opportunity is created.
- :: Time-dependent actions that queue when a record matches the criteria, and execute according to time triggers. For example, salesforce.com can automatically send an email reminder to the account team if a high-value opportunity is still open ten days before the close date.
- Don't show me this page again

Continue

This page can be turned off.

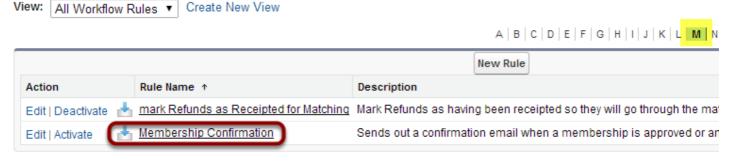


1.4 Use the alphabetical look-up to find 'Membership Confirmation'

All Workflow Rules

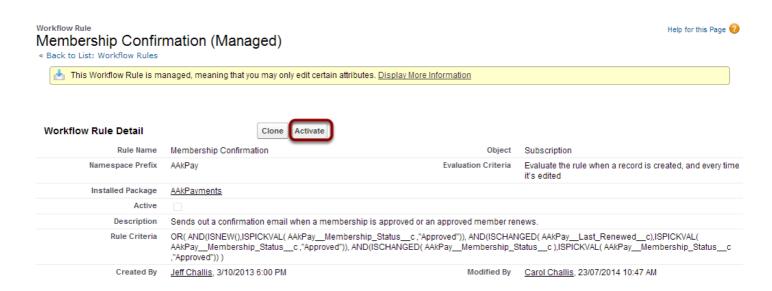
Configure your organization's workflow by creating workflow rules. Each workflow rule consists of:

- Criteria that cause the workflow rule to run.
- Immediate actions that execute when a record matches the criteria. For example, salesforce.com can automatically send an en notifies the account team when a new high-value opportunity is created.
- Time-dependent actions that queue when a record matches the criteria, and execute according to time triggers. For example, salesforce.com can automatically send an email reminder to the account team if a high-value opportunity is still open ten days.





1.5 Select 'Activate'

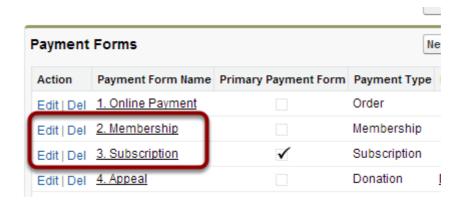


2. Check confirmation email

2.1 Navigate to Merchant Facilities tab

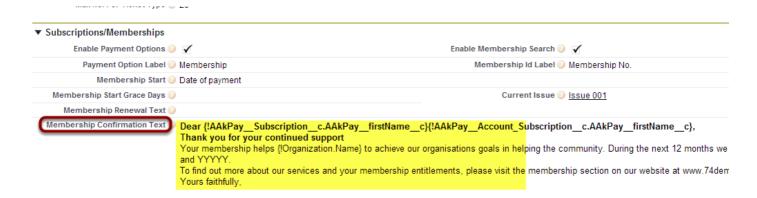


2.2 Scroll down to Payment Forms and select your form





2.3 Scroll down to Subscriptions/Memberships heading, edit your Membership Confirmation Text and SAVE



3. Check Confirmation - Body Text

The Membership Confirmation email includes a PDF document. The text in this PDF document needs to be updated to reflect your organisations words.

3.1 Navigate to the Merchant Facility tab

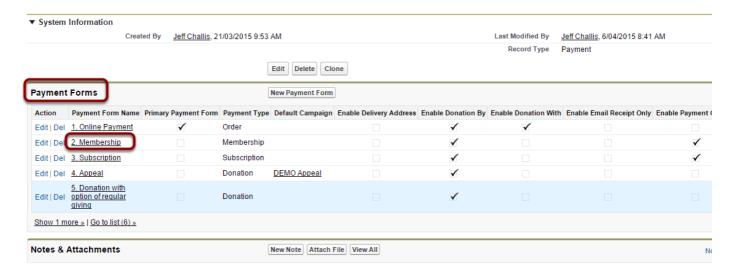


The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.



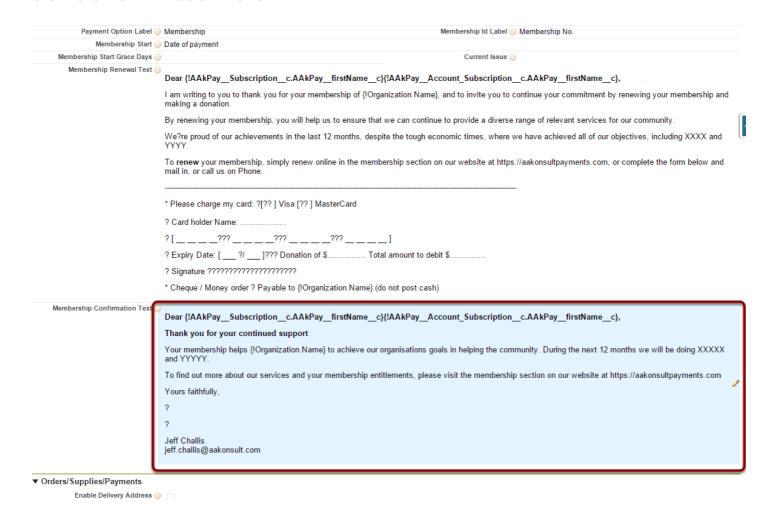
3.2 Scroll down to the Payment Forms heading



Scroll down to the Payment Forms related list. Click into the Payment Form you are using for Memberships/Subscriptions



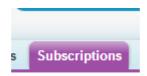
3.3 Edit Confirmation Text



If using mail merged fields, we recommend go through the standard Salesforce email template setup - design your email based of the "Account Subscription" or "Subscription" object. Then copy/paste the email body text with the mail merged fields back into this area.

4. Approve memberships

4.1 Navigate to Subscriptions tab

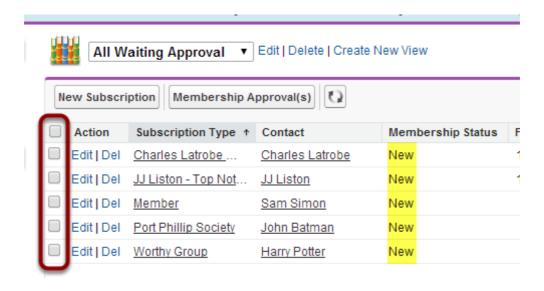




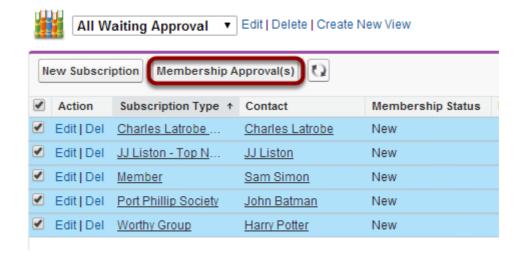
4.2 Select 'All Waiting Approval' from the drop down menu and 'Go'



4.3 Select subscriptions/memberships that have been approved using the check boxes

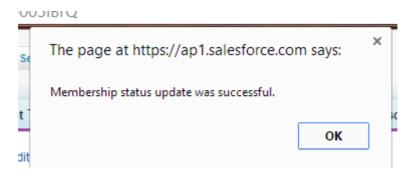


4.4 Select the Membership Approval(s) button



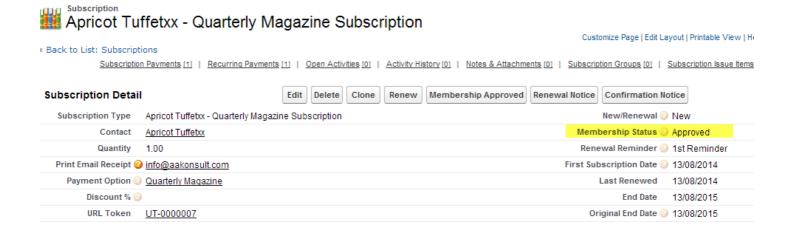


4.5 Confirm & OK your action



- · This will approve the memberships and send out a confirmation email.
- Text for confirmation email can be found at Merchant Facilities > Payment Forms > Membership

4.6 Check membership status





How to set up family/group subscriptions

This feature allows multiple contacts to be grouped under the one membership. This is useful for households all family members are linked under a common reference or grouping of people within an organisation under the one subscription.

Subscriber Groups requires the background processor to be used and override contact values to be setup on the Merchant Faciltiy. For more information on the background process, see: <u>How does the Batch Payments Processor work</u>

When Subscription Groups are enabled, the Checkout will prompt users for each subscription group (family) entry.

When renewing a membership/subscription, the Subscriber Group members will be pre-populated and can be amended.

Various (configurable) member types are supported such as "Adult", "Child" etc. Maximum numbers of a particular member type and number of voting rights are supported at each member type level.

1. Navigate to the Merchant Facilities tab

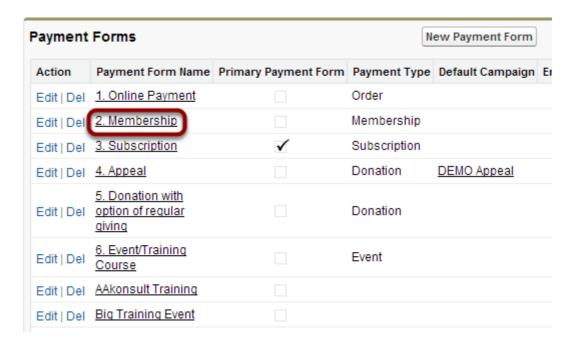


The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

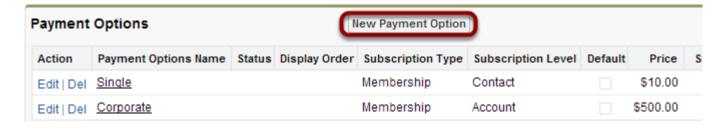
Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.



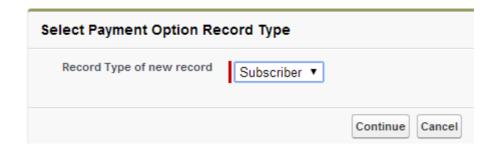
2. Scroll down to Payment Forms heading and select the online form that will be used.



3. Scroll down to Payment Options heading and select the New Payment Option button



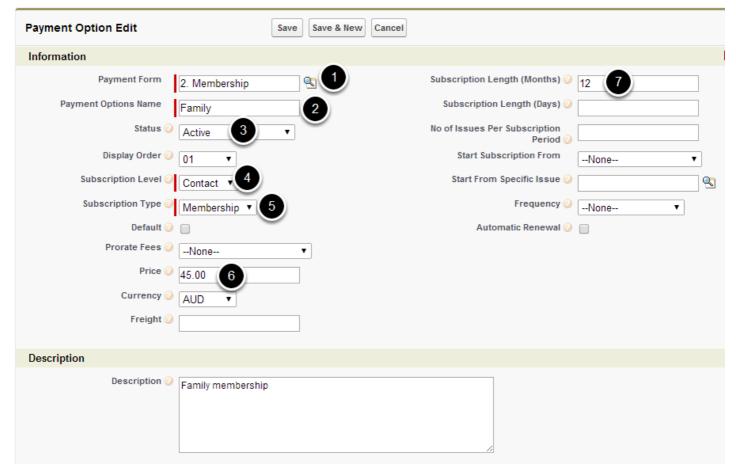
4. Select Subscriber from the drop down menu and Continue





5. Fill in the details (part 1)

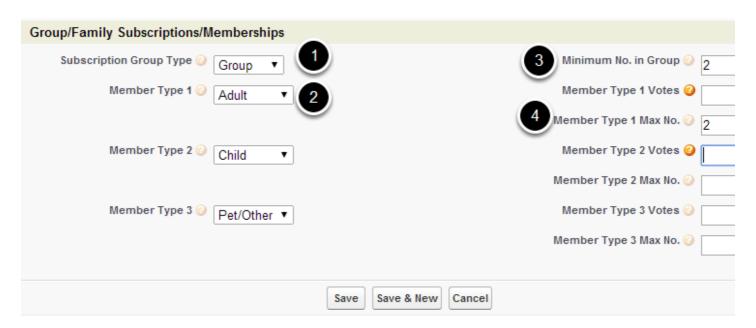




- 1. Link to the web payment form
- 2. Create a unique name for the grouping
- 3. Ensure the status is Active
- 4. Keep the subscription to Contact (individual)
- 5. Choose the subscription type
- 6. Allocate pricing information
- 7. Allocate term of subscription/membership



6. Fill in details (part 2)



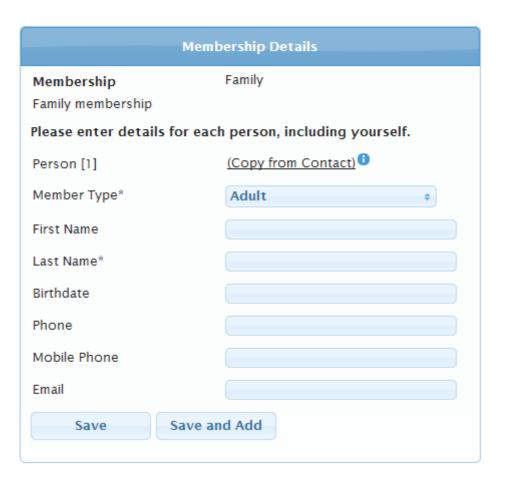
- 1. Select 'Group' this will set prompts for the web form
- 2. Allocate member types (Adult / Child / Pet)
- 3. Allocate the minimum no of subscribers for the grouping
- 4. Allocate the maximum no of 'Member Type 1' (eg adults) for the grouping

Voting rules can also be set depending upon the rules of your organisation.

Voting rights are assigned on a first entered based by Member Type. Voting can be automatically assigned to non Subscriber Group contacts by simply setting the "Member Type 1 Votes" to "1".



7. Check your online form



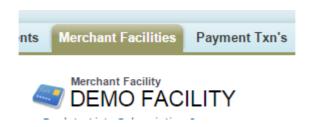


How to do Manual payments for family/group subscriptions

For family/group memberships, currently only the checkout form supports the prompting for and updating of multiple family/group contacts.

This procedures takes you through the process of enabling checkout to take manual payments.

1. Navigate to the Merchant Facilities tab

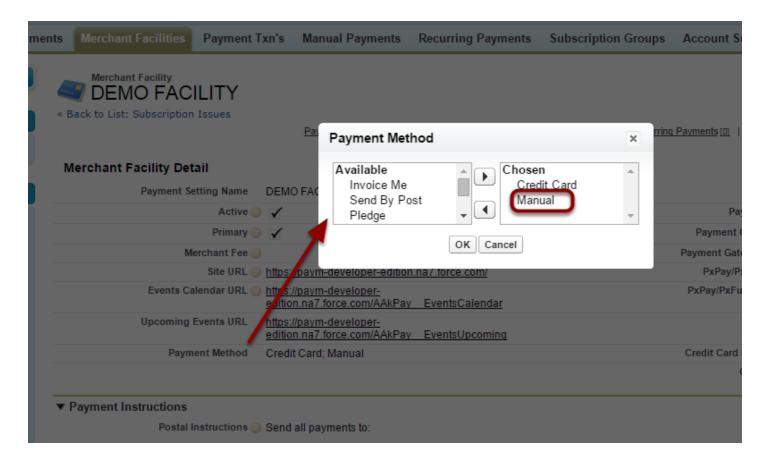


The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.



2. Enable Manual Payments

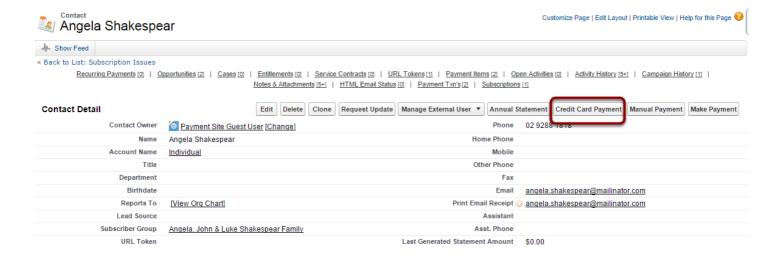


Select Manual Payments and Move to the Chosen Options

Press SAVE

3. Making a family membership payment

3.1 Locate the Contact and press Credit Card Payment

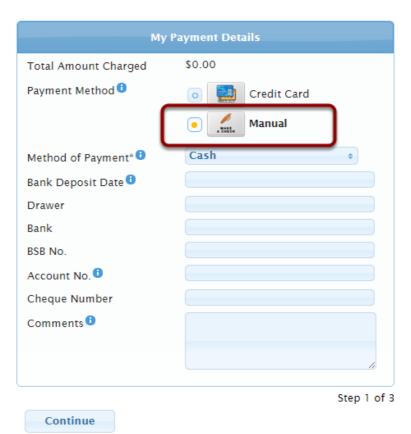




3.2 Select Manual Payment Option







Enter details for the membership, then Select "Manual" from the payment options.

Please note the "Manual" option will not appear on your public website forms. This will only appear for persons logged into Salesforce.



How to set up magazine style subscriptions

This procedure is for organisaitons wishing to track magazine/publication issues and manage subscribers. This procedure requires four set up steps:

- 1. Magazine/Publication
- 2. Issues
- 3. Current Issue
- 4. Subscription Type

Notes:

- Payment Forms = publication
- Subscription Issue = individual issue of the publication
- Payment Options = types of subscriptions (1 year, 2 year)

<u>Subscribers</u> are linked to the magazine when they fill in the <u>web based form</u> and are <u>managed for</u> mail outs.

1. Set up Magazine/Publication

1.1 Navigate to the Merchant Facilities tab



The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.



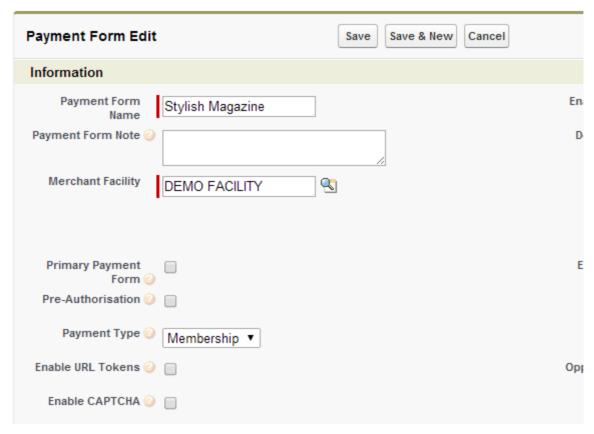
1.2 Scroll down to Payment Forms

Payment Forms New Payment Form						
Action	Payment Form Name	Primary Payment Form	Payment Type	Default Campaign	Enable Delivery Address	Enable Donation By
Edit Del	1. Online Payment		Order		✓	✓
Edit Del	2. Membership		Membership			✓
Edit Del	3. Subscription	✓	Subscription			✓
Edit Del	4. Appeal		Donation	DEMO Appeal		✓



1.3 Select or create a Payment Form for the magazine and SAVE





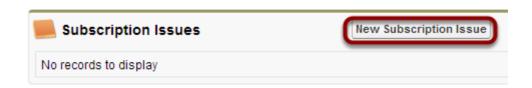
Refer to Web Forms for more information

2. Set up Issues

2.1 Scroll down to the Subscription Issue related list heading from the Payment Form



2.2 Select the New Subscription Button





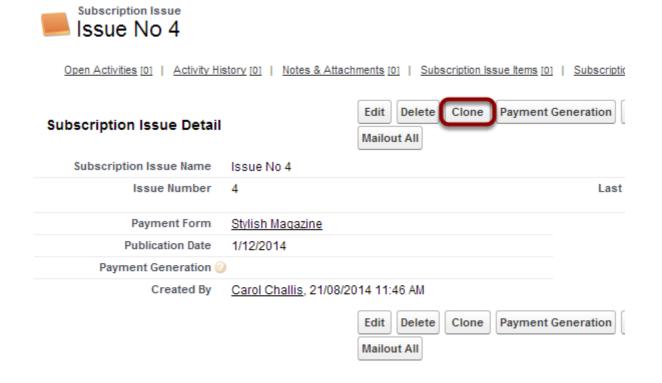
2.3 Create Subscription Issues for the magazine and SAVE

New Subscription Issue Edit New Subscription Issue



- 1. Choose a unique issue name (Issue No 1 or Spring 14 Edition)
- 2. Enter the issue number
- 3. Check that the issue is linked to the correct Payment Form (magazine)
- 4. Enter publication dates for each issue

2.4 Use the Clone button to create issues into the future





2.5 Check issues are displayed (Merchant Facilities > Payment Forms > Payment Options)

Subscription Issues		New Subscription Issue				
Action	Subscription Issue Name		Issue Number	Publication Date		
Edit Del	Issue No 1		1	1/09/2014		
Edit Del	Issue No 2		2	6/10/2014		
Edit Del	Issue No 3		3	3/11/2014		
Edit Del	Issue No 4		4	1/12/2014		

3. Set up Current Issue

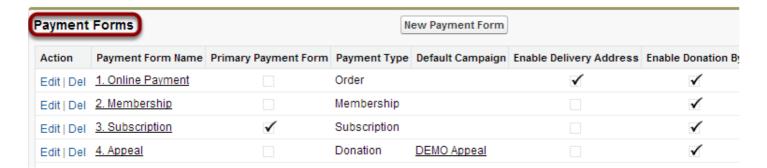
3.1 Navigate to the Merchant Facilities tab



The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

3.2 Scroll down to Payment Forms





3.3 Select the publication Payment Form

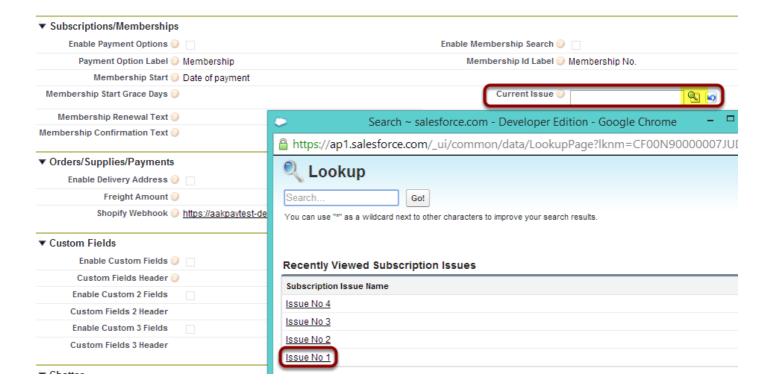


3.4 Scroll down to Subscriptions/Memberships heading





3.5 Select which issue is the current issue from the pick list and SAVE



4. Set up Subscription Options

4.1 Navigate to the Merchant Facilities tab



The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.



4.2 Scroll down to Payment Forms

Payment Forms New Payment Form						
Action	Payment Form Name	Primary Payment Form	Payment Type	Default Campaign	Enable Delivery Address	Enable Donation By
Edit Del	1. Online Payment		Order		✓	✓
Edit Del	2. Membership		Membership			✓
Edit Del	3. Subscription	✓	Subscription			✓
Edit Del	4. Appeal		Donation	DEMO Appeal		✓

4.3 Select the publication Payment Form

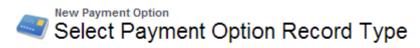


4.4 Scroll down to Payment Options heading and select the New Payment Option button

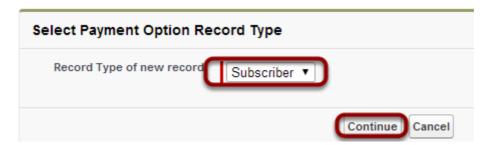




4.5 Select Subscriber and Continue

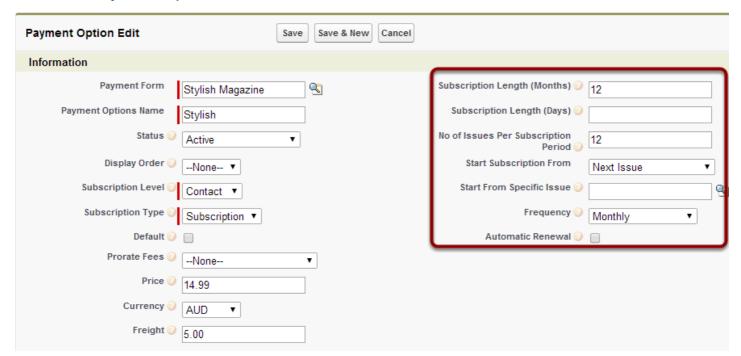


Select a record type for the new payment option. To skip this page in the future



4.6 Enter details for magazine subscription and SAVE

Payment Option Edit New Payment Option





How to manage magazine style subscriptions

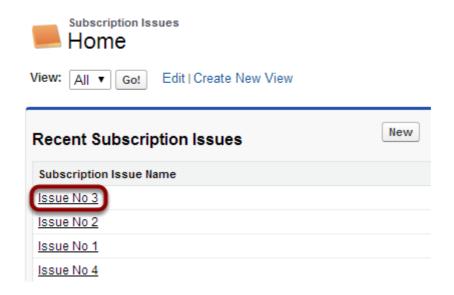
This procedure covers how to generate mail-outs for magazine style subscriptions.

If you have not previously setup a Subscription Issue for the current mailout, then please review: How to set up magazine style subscriptions

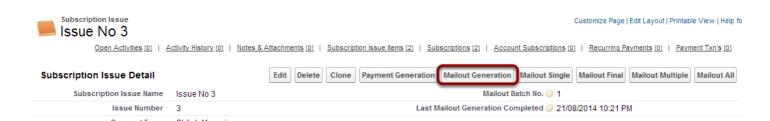
The mailout data is generated from a database object called "Subscription Issue Item". This is a link between the "Subscription Issue" and the "Subscription" (Subscriber)

1. Generate data for mail out

1.1 Navigate to Subscription Issues tab and select the publication issue

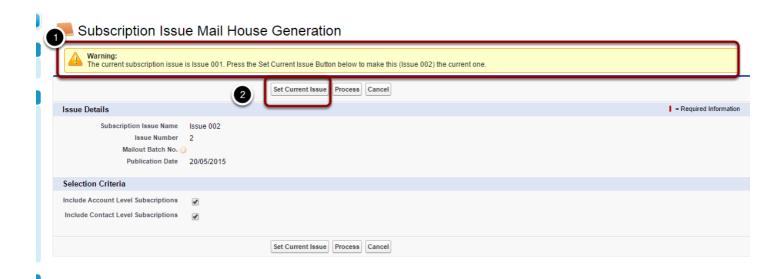


1.2 Select the Mailout Generation button





1.3 Set Current Issue



If you have not previously set this as the current issue, then you will get a warning (1) advising of this

Press "Set Current Issue" (2) before continuing

1.4 Check details and process

Subscription Issue Mail House Generation





1.5 Check the Batch Apex Jobs is complete



1.6 Check your email for mailout details

The Mailout Generation Process request is completed for Issue: Issue No 2

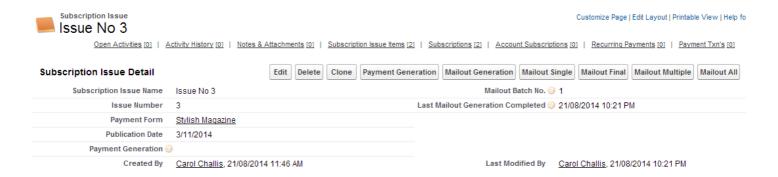
Number of generations for this issue are: 1

Please review this Issue Generation, by clicking on the following link:

https://ap1.salesforce.com/a0G9000000RZ07E

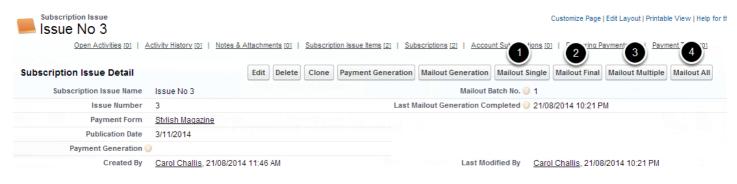
2. Run Mailout

2.1 Follow email link back to Subscription Issue tab



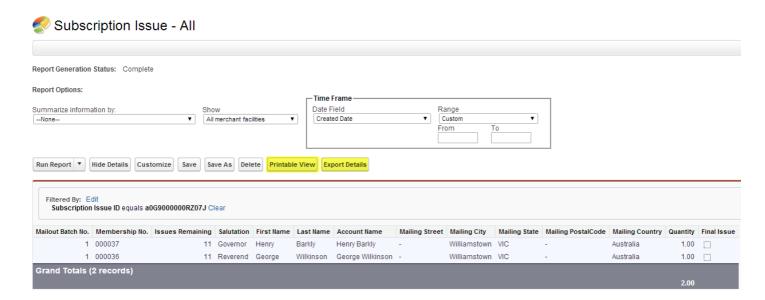


2.2 Select Mailout button according to your needs



- 1. Single issue
- 2. Final subscription issue
- 3. Multiple issues in the one mailout
- 4. All subscriptions that are due for that issue

2.3 Check report and print or export





How to set up subscriptions - charge on shipment

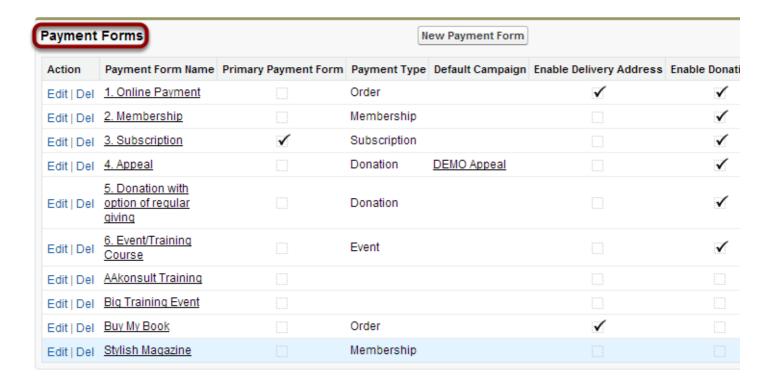
For organisations that have a membership base where products are delivered as part of their subscription and they are only charged before the goods are sent out then the "On Shipment" Recurring Payments is used.

Examples of organisations of this type are wine clubs where subscribers are only invoiced when the next shipment of the wine pack is ready.

- 1. Set up subscription issues
- 1.1 Follow set up for subscription issues

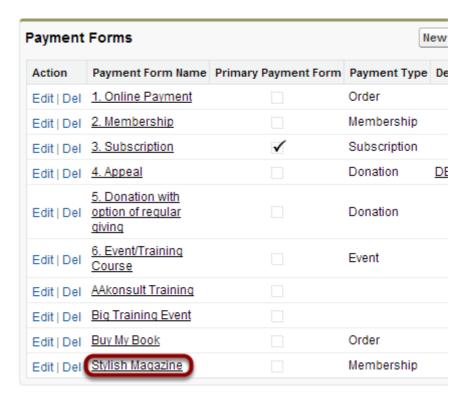
How to set up subscription issues

- 2. Set up recurring payment
- 2.1 Navigate to the Merchant Facilities tab and scroll down to Payment Forms

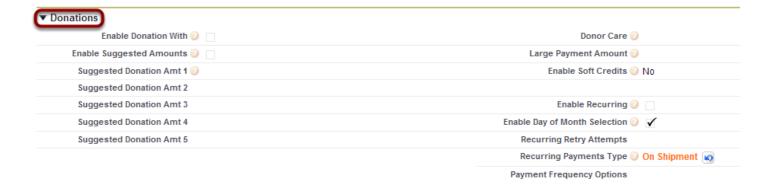




2.2 Select the payment form set up based on issues

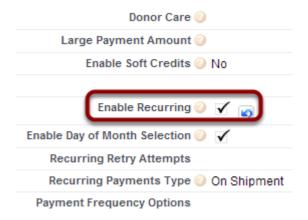


2.3 Scroll down to the Donations heading



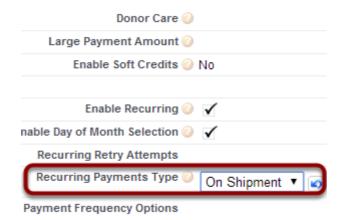


2.4 Tick the checkbox for the Enable Recurring field



This ensures that details entered from the web form are brought forward.

2.5 Set the Recurring Payment Type field to 'On Shipment' and SAVE



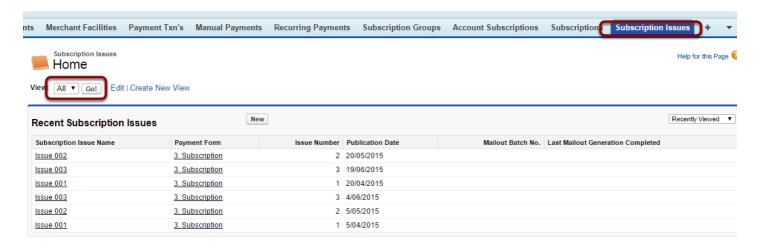
Subscriptions set to 'On Shipment' will only be processed when you are ready to ship your product.

When you wish to process the payment, refer: How to manage subscriptions - charge on shipment



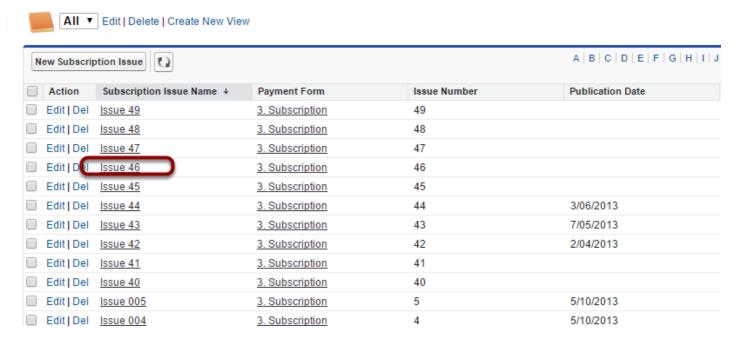
How to manage subscriptions - charge on shipment

- 1. Charge payment before shipping
- 1.1 Navigate to the Subscription Issue Tab



Navigate to the Subscription Issue Tab, Select the appropriate filter and press GO button

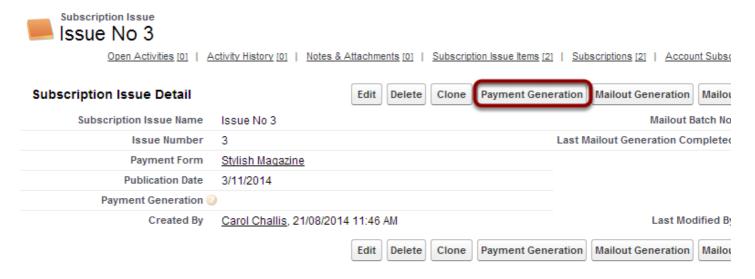
1.2 Select the payment form set up based on issues



Select the Issue you would like to process

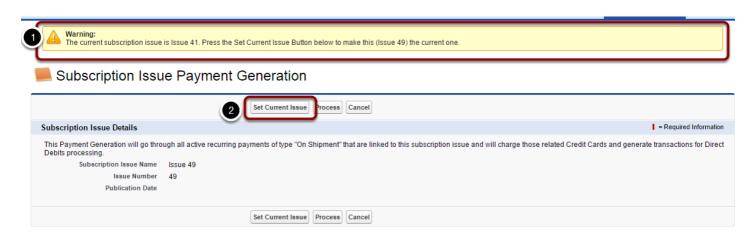


1.3 Select the Payment Generation button



The Payment Generation button will look for all recurring payments that are active and have 'On Shipment' set in the Recurring Payment field. Refer: <u>How to set up subscriptions - charge on shipment</u>

1.4



If you have not previously set this as the current issue, then you will get a warning (1) advising of this.

Press "Set Current Issue" (2) before continuing



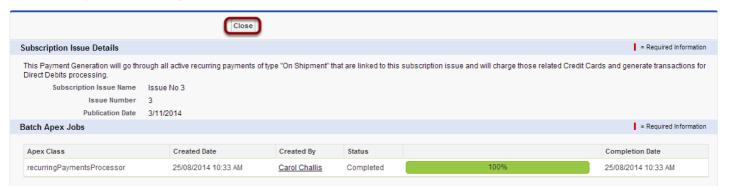
1.5 Select the Process button to confirm payment

Subscription Issue Payment Generation



1.6 Check the progress and select Close when finished

Subscription Issue Payment Generation



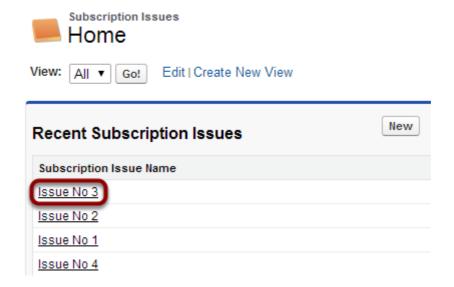
2. Generate data for mail out

This step ensures that data for subscribers is updated in the system.

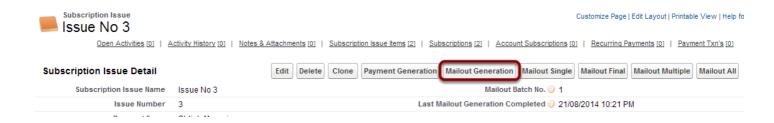
The mailout data is generated from a database object called "Subscription Issue Item". This is a link between the "Subscription Issue" and the "Subscription" (Subscriber)



2.1 Navigate to Subscription Issues tab and select the publication issue

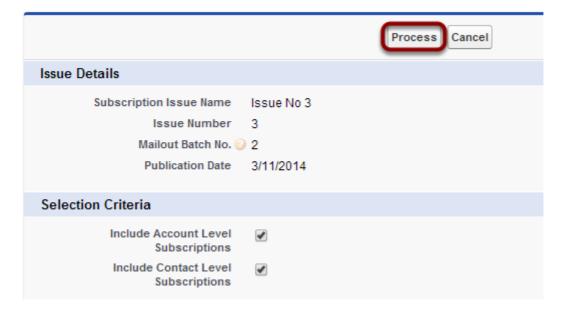


2.2 Select the Mailout Generation button



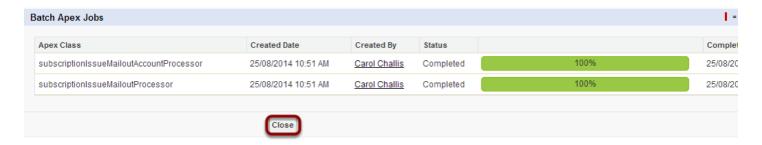
2.3 Check details and process

Subscription Issue Mail House Generation





2.4 Check the Batch Apex Jobs is complete and close



2.5 Check your email for mailout details

Hi Jeff Challis,

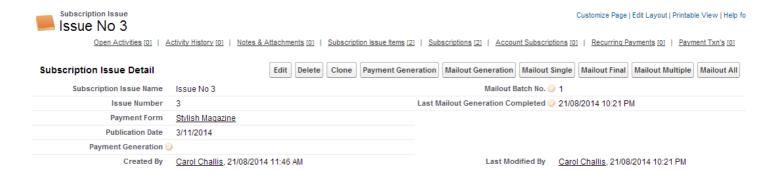
The Payment Generation Process request is completed for Issue: Issue 49

Please review this Subscription Issue, by clicking on the following link:

https://aakpaymc2test-dev-ed.my.salesforce.com/a0FA0000009Q6In

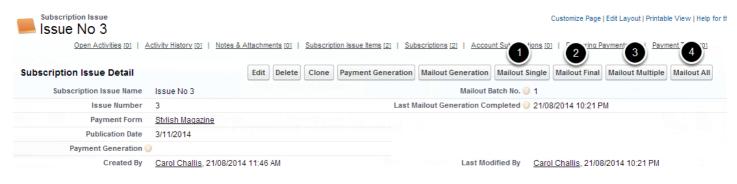
3. Run Mailout

3.1 Follow email link back to Subscription Issue tab



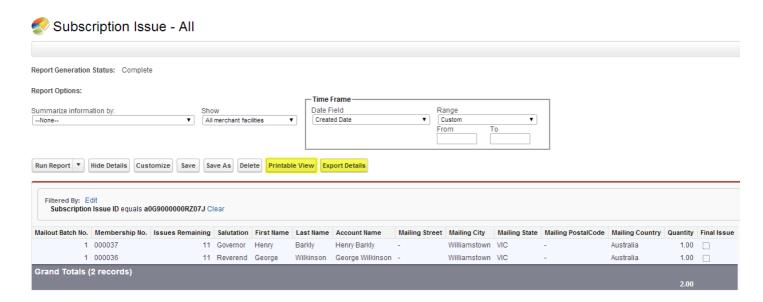


3.2 Select Mailout button according to your needs



- 1. Single issue
- 2. Final subscription issue
- 3. Multiple issues in the one mailout
- 4. All subscriptions that are due for that issue

3.3 Check report and print or export





How to automatically schedule changes to subscriptions/memberships

Change Schedules

Change Schedules provide the ability for membership/subscription updates to setup to scheduled ahead of time. On the schedule date, an automated process will apply the updates requested.

The types of schedules that are available are:

· Once off:

This allows for a person to book a schedule that will occur on a particular date and will be restored back to that option once that date is completed. For example, in a wine club, someone may update their order quantity from 1 to 2 during the month of December, then have it restored to 1 for January.

Ongoing:

This option will apply a permanent update effective on the from date. An example of this might be for a wine club subscription where someone asks for their order to be change from a white pack to a red pack from the beginning of next year.

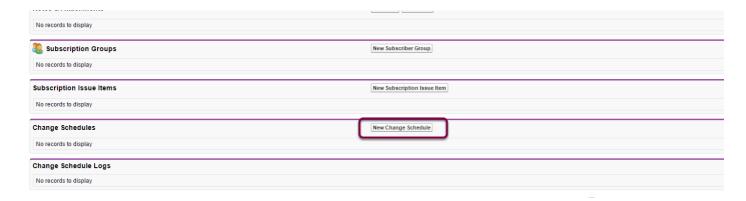
Recurring:

The Recurring Option allows for schedules to be setup that occur every year. The option is very similar to the Once off option, but will continue year after year. An example of this option is for a wine club subscriber that has Whites every Summer and Reds for every winter.

Change Schedules can be setup and related to the follow areas:

- Recurring Payments
- Account Subscriptions
- Subscriptions

1. Creating a Change Schedule



Locate the particular record you wish to apply the Change Schedule for. These are available from the following tabs:



- · Recurring Payments
- · Account Subscriptions
- Subscriptions

Once you have clicked into the record, scroll down to the related list for Change Schedules and press the "New Change Schedule" button.

1.1 Select the Appropriate Change Schedule Type



New Change Schedule

Select Change Schedule Record Type

Select a record type for the new change schedule. To skip this page in the future, change your record type settings on your personal setup page.



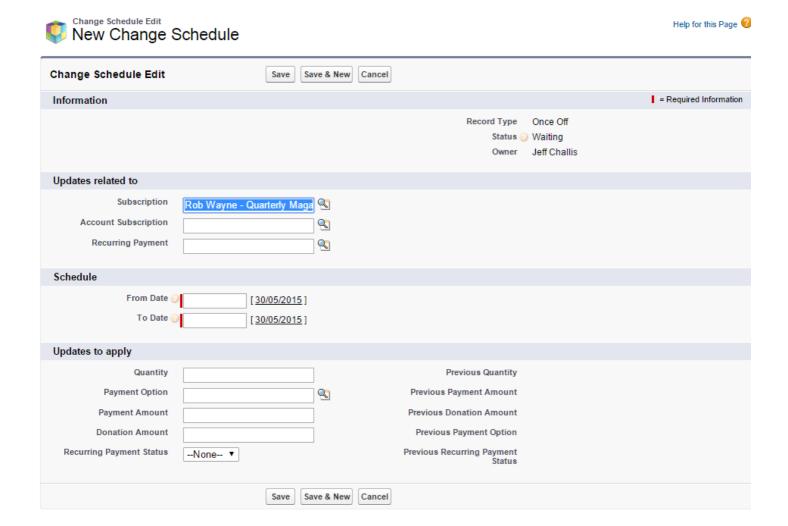
Available Change Schedule Record Types

Record Type Name	Description
After a Certain Period of Time	A change to the membership/subscription that is ongoing after a certain time period
Once Off	A change to the membership/subscription that is a once off ammendment
Ongoing	A change to the membership/subscription that is permanent from a specified date
Recurring	A change to the membership/subscription that recurs at a regular interval

Please see the overview of this procedure for more information about the Change Schedule Types available.



1.2 Enter Change Schedule Details and SAVE





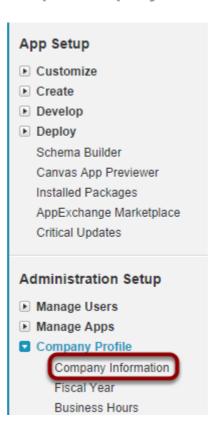
Receipts, Statements and Templates



How to put your company information into the Receipt Template

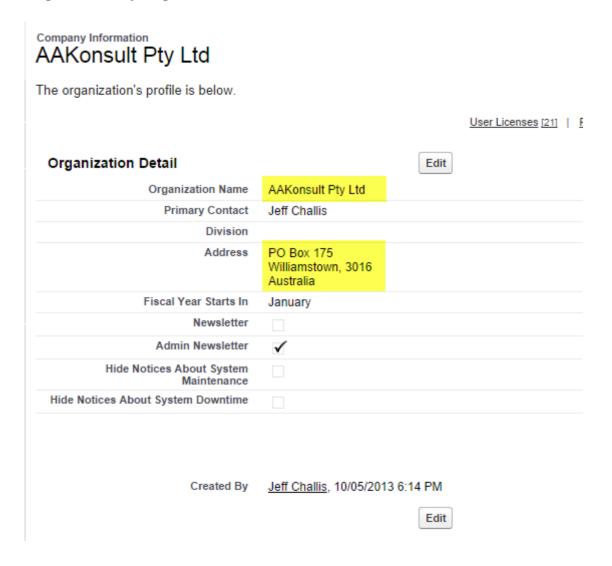
Information on your receipt is found on different screens.

- 1. Update address
- 1.1 Navigate to Setup > App Setup > Company Profile > Company Information





1.2 Update your company's details and SAVE



- 2. Update website, ABN, email, telephone, receipt and footer text
- 2.1 Navigate to the Merchant Facilities tab

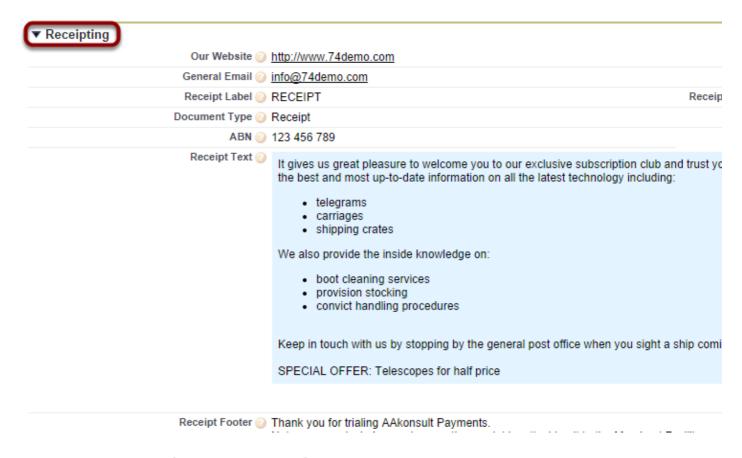


The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

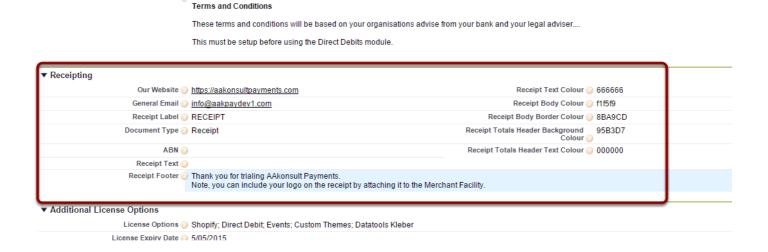


Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

2.2 Scroll down to the Receipting heading



2.3 Update your information and SAVE



The receipt text shown in the Merchant Facility screen can be over-ridden by receipt text at the following levels:

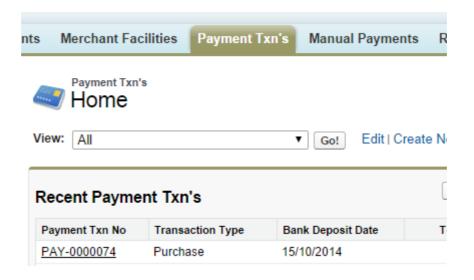


- · Related Campaign
- Payment Form

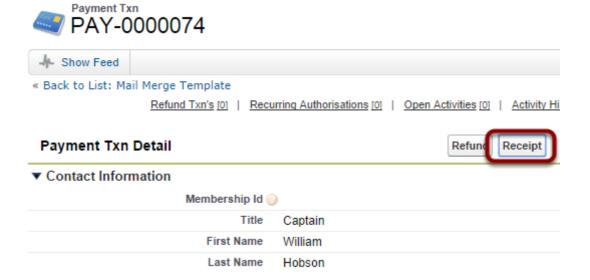
For information on colours, please see: <u>How to change the colours of the Receipt Template</u>

3. Check receipt

3.1 Navigate to the Payment Txn's tab



3.2 Select a payment and select the 'Receipt' button





3.3 View receipt with your information

RECEIPT



AAKonsult Pty Ltd

ABN: 123 456 789
PO Box 175
Williamstown 3016
Australia
61 3 93970443
www.74demo.com
info@74demo.com

Wednesday, 15 October 2014

Captain William Hobson 123 WAITANGI ST WILLIAMSTOWN VIC AUSTRALIA

It gives us great pleasure to welcome you to our exclusive subscription club and trust you will enjoy the literary offering We pride ourselves on providing the best and most up-to-date information on all the latest technology including:

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- carriages
- shipping crates

We also provide the inside knowledge on:

- boot cleaning services
- · provision stocking
- convict handling procedures

Keep in touch with us by stopping by the general post office when you sight a ship coming up the bay.

SPECIAL OFFER: Telescopes for half price

Receipt No.	Date	Item	GST	Amount
0000075	15/10/201	4	43.27	476.00 FJD



How to put your company logo on the Receipt Template

Upload a logo/graphic for your receipt.

NOTE: Logos will be shown at 50px in height.

1. Navigate to the Merchant Facility



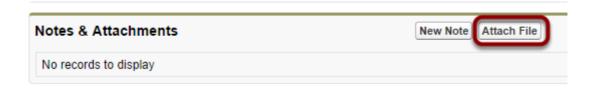
The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

2. Scroll Down to the Notes & Attachments heading



3. Select 'Attach File' button





4. Select 'Choose File' button to locate your logo file



Attach File to Merchant Facility DEMO FACILITY

1. Select the File Type the path of the file or click the Browse button to find the file. Choose File | aakonsult_payments.jpg 2. Click the "Attach File" button. Repeat steps 1 and 2 to attach multiple files. (When the upload is complete the file information will appear below.) Attach File

3. Click the Done button to return to the previous page.

(This will cancel an in-progress upload.) Done

5. Select 'Attach File'



Attach File

1. Select the File

Type the path of the file or click the Browse button to find the file.

Choose File | No file chosen

2. Click the "Attach File" button.

Repeat steps 1 and 2 to attach multiple files.

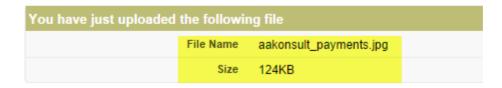
(When the upload is complete the file information will appear below.)



3. Click the Done button to return to the previous page.

(This will cancel an in-progress upload.)

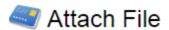
Done



Repeat Steps 1 & 2 if more files are required



6. Select the 'Done' button



1. Select the File

Type the path of the file or click the Browse button to find the file.

Choose File No file chosen

2. Click the "Attach File" button.

Repeat steps 1 and 2 to attach multiple files.

(When the upload is complete the file information will appear below.)

Attach File

3. Click the Done button to return to the previous page.

(This will cancel an in-progress upload.)



You have just uploaded the following file				
File Name aakonsult_payments.jpg				
Size	124KB			



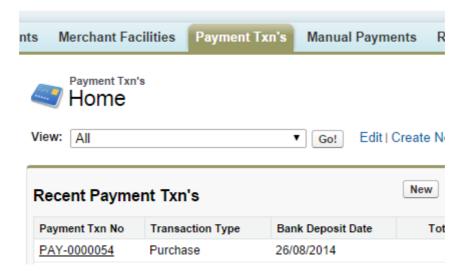
7. Check that the file has loaded

Notes & Attachments New Note Attach File View All				
Action	Туре	Title	Last Modified	
Edit View Del	Attachment	aakonsult payments.jpg	15/10/2014 1:57 PM	

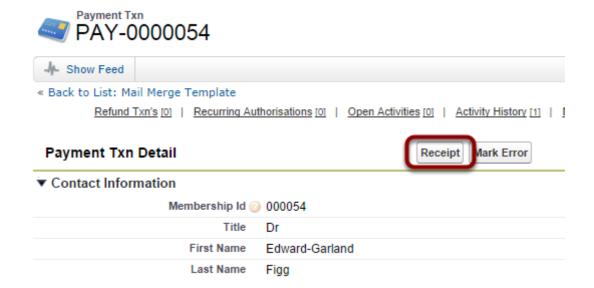
Note: The logo with the most recent date will be used in the receipt

8. Check that it appears on a receipt

8.1 Navigate to the Payment Txn's tab



8.2 Select a payment and select the 'Receipt' button





8.3 View receipt with logo

RECEIPT



PO Box 175 Williamstown 3016 Australia 61 3 93970443 www.74demo.com info@74demo.com

Tuesday, 26 August 2014

Dr Edward-Garland Figg THE DOCTORS SURGERY WILLIAMSTOWN VIC AUSTRALIA

It gives us great pleasure to welcome you to the Stylish Magazine subscription club and trust you will enjoy the literary offerings and exclusive deals in each issue.

Stylish Magazine prides itself on providing the best and most up-to-date information on all the latest technology including:

- · telegrams
- carriages
- shipping crates



How to put your company letterhead on the Receipt Template

You can upload your own letterhead as an image. This will replace your organisations name and logo (top section) of the Receipt Template.

NOTE: The letterhead graphic should be approximately 2300px wide and 595px high. The file name must contain "Letterhead" in it.

1. Navigate to the Merchant Facility



The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

2. Scroll Down to the Notes & Attachments heading

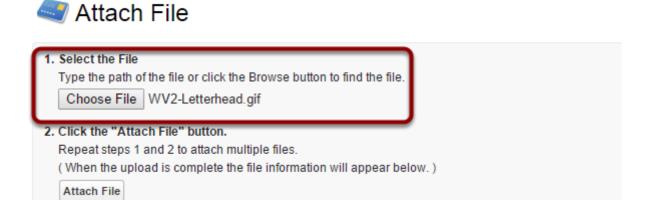


3. Select 'Attach File' button





4. Select 'Choose File' button to locate your logo file



3. Click the Done button to return to the previous page.

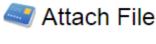
(This will cancel an in-progress upload.)

Done

NOTE: The file name must contain the word "Letterhead" in it.



5. Select 'Attach File'



1. Select the File

Type the path of the file or click the Browse button to find the file.

Choose File

WV2-Letterhead.gif

2. Click the "Attach File" button.

Repeat steps 1 and 2 to attach multiple files.

(When the upload is complete the file information will appear below.)

Attach File

3. Click the Done button to return to the previous page.

(This will cancel an in-progress upload.)

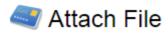
Done

You have just uploaded the following file					
	File Name	WV2-Letterhead.gif			
	Size	149KB			

Repeat Steps 1 & 2 if more files are required



6. Select the 'Done' button



1. Select the File

Type the path of the file or click the Browse button to find the file.

Choose File No file chosen

2. Click the "Attach File" button.

Repeat steps 1 and 2 to attach multiple files.

(When the upload is complete the file information will appear below.)

Attach File

3. Click the Done button to return to the previous page.

(This will cancel an in-progress upload.)



You have just uploaded the following file					
File Name WV2-Letterhead.gif					
Si	ze '	149KB			



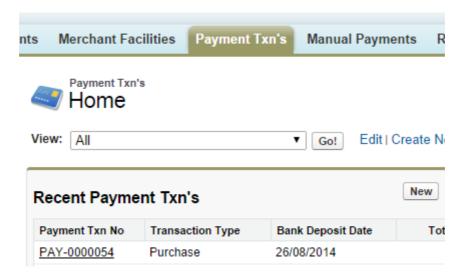
7. Check that the file has loaded



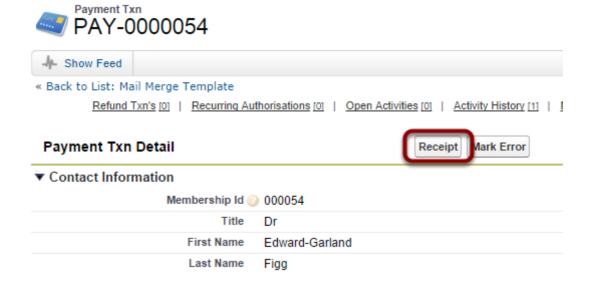
Note: The logo with the most recent date will be used in the receipt

8. Check that it appears on a receipt

8.1 Navigate to the Payment Txn's tab



8.2 Select a payment and select the 'Receipt' button





8.3 View receipt with logo



Wildlife Victoria Inc ABN 27753478012 T. 0394450310 PO Box 100, Abbotsford VIC 3067 info@wildlifevictoria.org.au www.wildlifevictoria.org.au

Friday, 3 April 2015

Jeff Challis 45 TWYFORD ST WILLIAMSTOWN VIC 3016 AUSTRALIA

Receipting details can be specified at the following levels:

- Campaign
- Payment Types
- Merchant Facility

Use this information to describe your products/services or campaign/appeal specific details. Images can also be included.

AAkonsult Pty Ltd



How to adjust the payment information in the Receipt Template

The fields showing the payment information can be adjusted to suit your organisation

1. Adjust totals section fields

Receipt No.	Date	Item	Amount
0042230	3/04/2015	DEMO Event on Saturday 2 May - Monday 4 May 2015. Non Member(1) @ \$200, Team of Four(1) @ \$400	600.00 AUD

Thank you for trialing AAkonsult Payments.

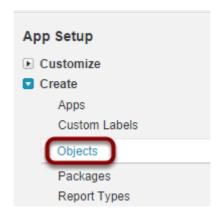
Note, you can include your logo on the receipt by attaching it to the Merchant Facility.

Thank You

This procedure describes how to amend / order the fields shown in the totals/bottom section of the receipt.

If you are adding a new field, make sure the security settings for this field are set to make them publically accessible as per procedure: How to make a custom field visible on public web forms

1.1 Navigate to Setup > App Setup > Create > Objects

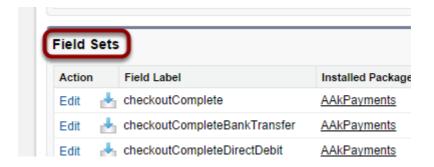




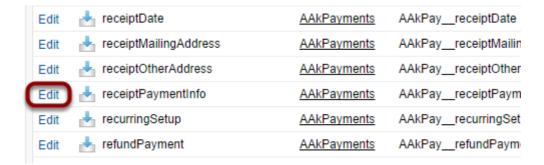
1.2 Select 'Payment Txn'

Edit	Payment Item Group	<u>AAkPayments</u>	Payment Txn	✓	Related to Payment Txn. Used by Event bookings to group Payment Items (at
Edit	Payment Option	<u>AAkPayments</u>	Payment Form	✓	Payment options are a list of items and pricing. For example, this might be $m\varepsilon$
Edit	Payment Txn	<u>AAkPayments</u>		✓	Payment transactions. Updated for both manual and credit card payments
Edit	Edit Recurring Payment AAkPayments		✓	Regular payments or donations.	
	Outrasitus Carrie	A A1-D		/	Subscriber group or members where all members that belong to that one sub:

1.3 Scroll down to 'Field Sets' heading

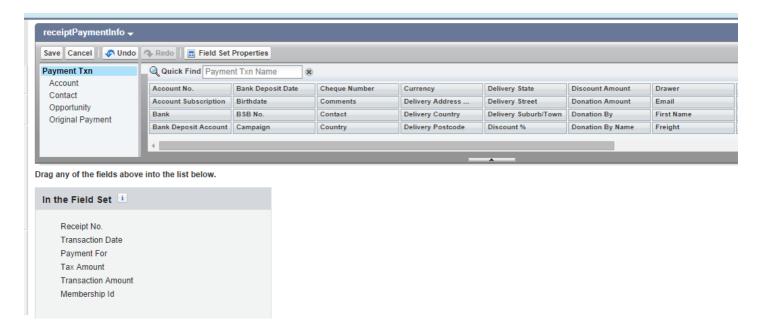


1.4 Select and Edit 'receiptPaymentInfo'





1.5 Drag & drop fields into position



If you added a new field, make sure the security settings for this field are set to make them publically accessible as per procedure: <u>How to make a custom field visible on public web forms</u>



2. Adjust address section fields

RECEIPT

AAkonsult Pty Ltd

PO Box 175 Williamstown VIC 3016 Australia 03 9397 0443 www.aakpaydev1.com info@aakpaydev1.com



Dear Josh

Thank you for making your payment, your support is very much appeciated.

Please also checkout our free App on the www.appexchange.com that allows you to default campaign member status's based on the Campaign Type. Search for "AAkonsult Campaign Status"

Regards,

The team at AAkonsult Pty Ltd.

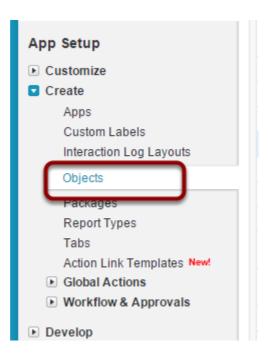
This procedure describes how to amend / order fields shown in the header section of the receipt.

- 1. Receipt Date
- 2. Mailing Address
- 3. Other Address Shown as an alternative to Mailing Address if the Receipt Component has the AddressType set to 'Other'

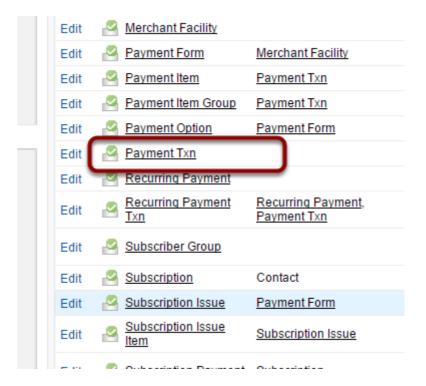
If you are adding a new field, make sure the security settings for this field are set to make them publically accessible as per procedure: How to make a custom field visible on public web forms



2.1 Navigate to Setup > App Setup > Create > Objects

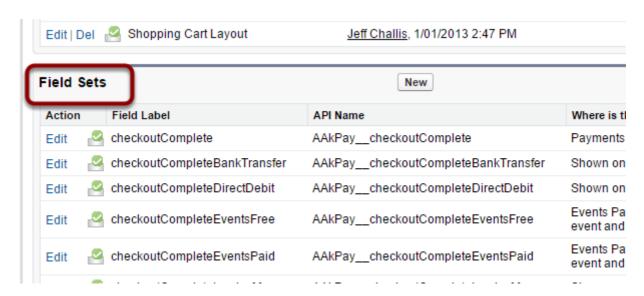


2.2 Select 'Payment Txn'

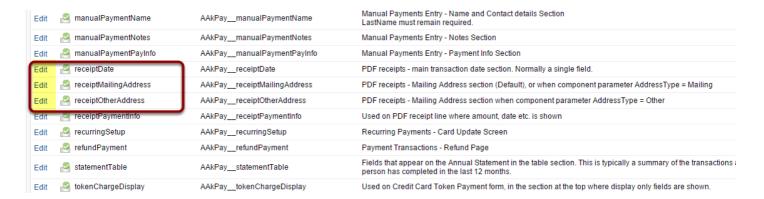




2.3 Scroll down to 'Field Sets' heading

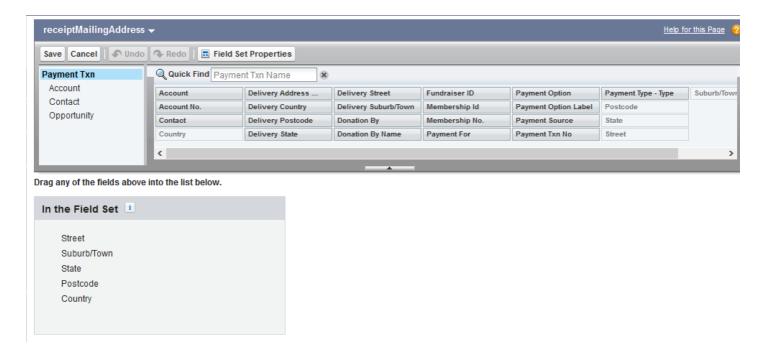


2.4 Select and the FieldSet to Edit





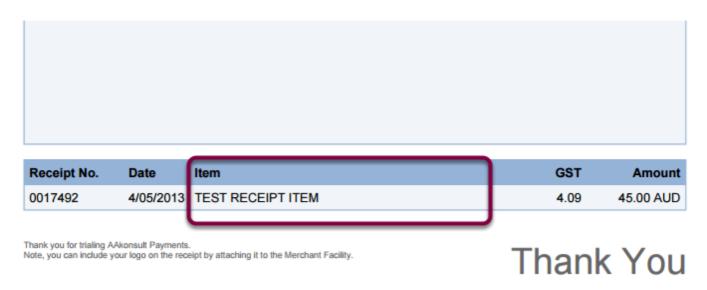
2.5 Drag & drop fields into position



After making the appropriate changes, press SAVE

If you added a new field, make sure the security settings for this field are set to make them publically accessible as per procedure: <u>How to make a custom field visible on public web forms</u>

3. Find 'Payment for' information



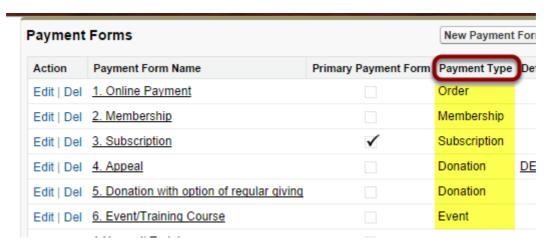
'Payment For' is the text shown on the receipt total - 'Item' section.

The 'Payment For' information can be obtained from various fields. The order of assignment priority is based on:



- 1. Passed in as part of URL parameter or URL Token
- 2. Payment Form Receipt Item
- 3. Subscription Payment Option Name
- 4. Campaign Campaign Name
- 5. Payment Form Payment Type Field

3.1 Use default on the Payment Form



Uses the value of the "Payment Type"

3.2 use Payment Form - Receipt Item



3.3 Use URL Token tab





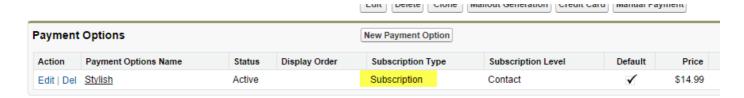
3.4 URL Parameter

If the URL for the checkout form includes the parameter paymentFor then that will be used. For example: https://{yoursiteurl}.secure.force.com/AAkPay__checkout?paymentFor=My custom payment for

3.5 Use Receipting text on the Payment form

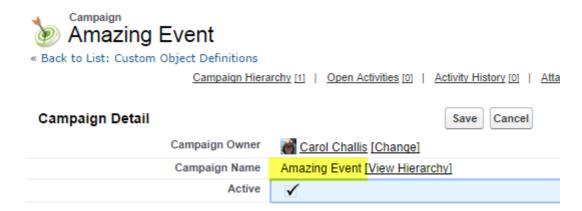


3.6 Use Payment Options - ie Family Membership





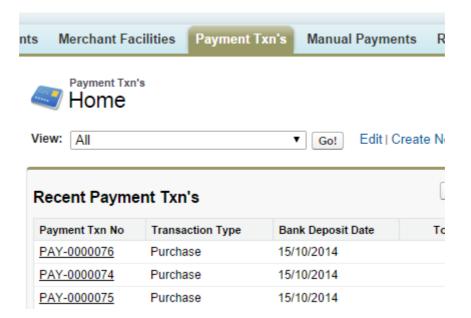
3.7 Use Campaign tab



Uses the Campaign Name if a campaign is linked to the Payment

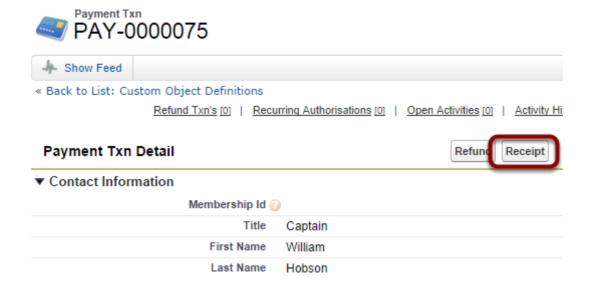
4. Check receipt

4.1 Navigate to the Payment Txn's tab





4.2 Select a payment and select the 'Receipt' button



4.3 View receipt with your payment data

Receipt No.	Date	Item	GST	Amount Membership Id
0000076	15/10/2014	Subscription to the latest and greatest Stylish Magazine	1.82	19.99 AUD

Thank you for trialing AAkonsult Payments.

Note, you can include your logo on the receipt by attaching it to the Merchant Facility.

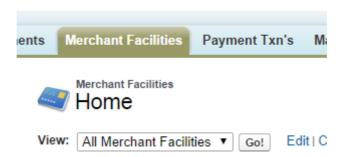
Thank You



How to change the colours of the Receipt Template

The colours used in the main body of the receipts area can be changed from the default colours

1. Navigate to the Merchant Facilities tab



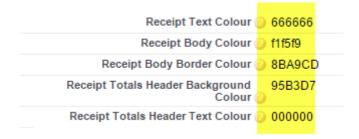
The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

2. Scroll down to the Receipting heading



3. Select the colour based on HTML colour codes



Colours can be chosen using this chart

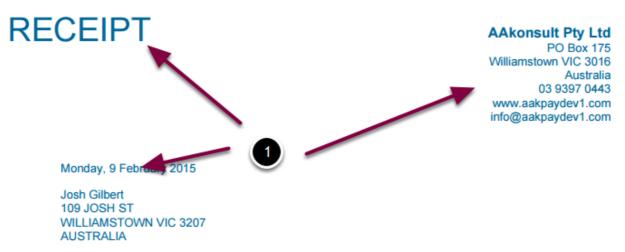


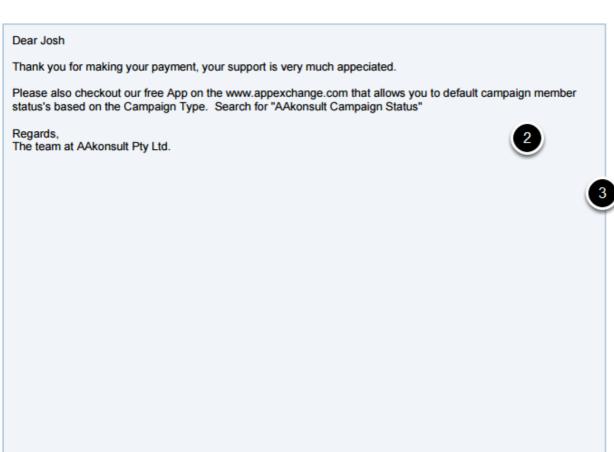
4. Match fields with the receipt





5. View results





Receipt	Date	Item	4	Amount
0041120	9/02/2015	Membership		10.00 AUD



How to choose send options for receipts

There are a number sending of receipt options included with the standard package.

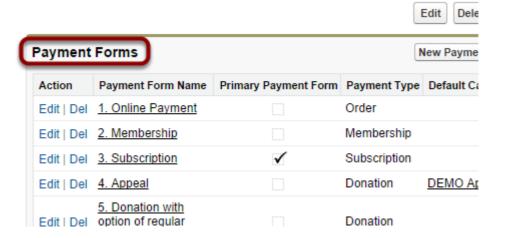
1. Navigate to the Merchant Facilities tab



The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

2. Scroll down to Payment Forms heading

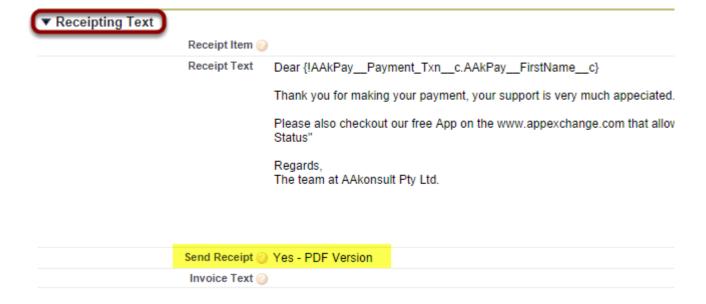




3. Select the payment form for the receipt

Payment Forms New Payment Form				
Action	Payment Form Name	Primary Payment Form	Payment Type	Default Campaign
Edit Del	1. Online Payment		Order	
Edit Del	2. Membership		Membership	
Edit Del	3. Subscription	✓	Subscription	
Edit Del	4. Appeal		Donation	DEMO Appeal
Edit Del	5. Donation with option of regular		Donation	

4. Scroll down to the Receipting Text heading

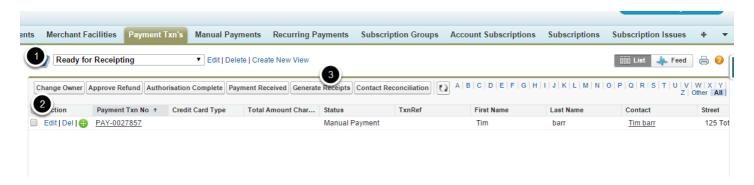




5. Choose an option for the 'Send Receipt' field and SAVE

Option	Description
Yes - PDF Version	An email receipt is sent out and includes the PDF attachment as described in the section above "Receipt Layout". If no "Send Receipt" option is selected, the this option will be assumed.
Yes - Interim	An email receipt is automatically sent out. The default template does not include a PDF attachment and simply notifies the payer that a formal receipt will be sent later.
No - Skip Receipting	No receipts will be sent out. However, the Payment Txn status will be updated so that Matching process is performed.
No - Manually mark as Receipted	Receipts are not automatically sent out. However, if the user presses the "Generate Receipts" list view filter button then the PDF receipt version will be sent.

5.1 Manually mark as receipted



If you choose this option, then you can mark a transaction as being receipted by:

- 1. Navigating to the Payment Txn Tab in salesforce.com.
- 2. Select 'Ready for Receipting' from the list view filter.
- 3. Select records and press the 'Generate Receipts' button.



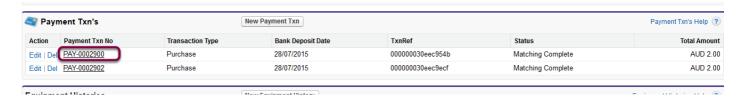
How to resend receipts

This process takes you through the steps on how to resend a receipt

Quick Steps:

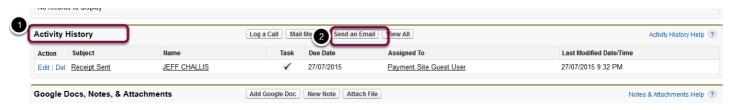
- 1. Locate the Payment Txn record
- 2. Scroll down the Activity History and press the Send Email
- 3. Select an email template
- 4. Select Folder AAkonsult Payments
- 5. Select Template
- 6. Send

1. Locate Payment Txn the receipt is required for



- Do a search for the Contact by Name
- 2. Click into the Contact
- 3. Scroll down the screen and click into the Payment Txn record the receipt is required for

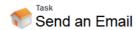
2. Scroll down to Activity History and press Send Email

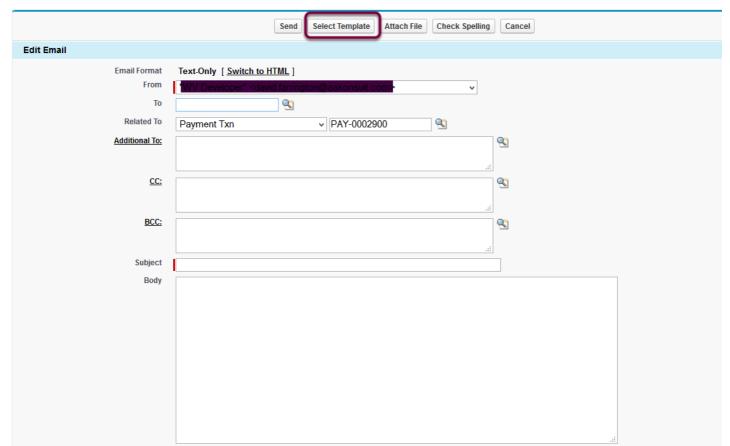


- 1. Scroll down the Payment Txn record screen to the "Activity History" related list
- 2. Click on the Send Email button



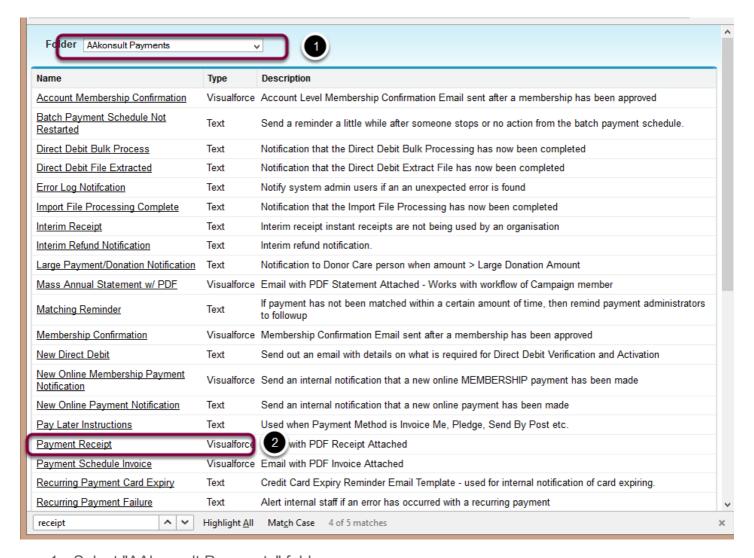
3. Press Select Template







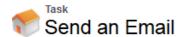
4. Select Folder and template

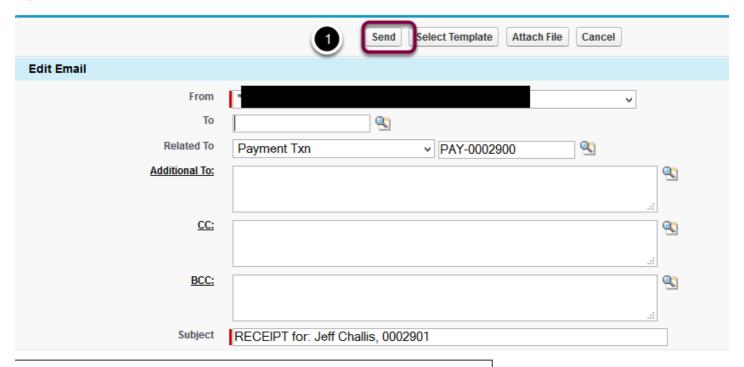


- 1. Select "AAkonsult Payments" folder
- 2. Select "Payment Receipt" email template



5. Preview and Send Receipt





Dear Jeff,

Thank you for your payment, please find attached your PDF RECEIPT. You will need a PDF reader to open or print your receipt (available free from www.adobe.com).

Kind regards,

Wildlife Victoria Inc PO BOX 100 Abbotsford VIC 3067

P:0394450310

F:



How to change the email text

This procedure takes you through the process of creating your own version of the email template used to send out PDF:

- Receipts
- Annual Statements
- Invoices
- · Renewal Notices
- Confirmation Notices

We will be using Receipts as a step by step example. The same steps will apply to the other document types, but they will be Clone off different originals.

Quick steps:

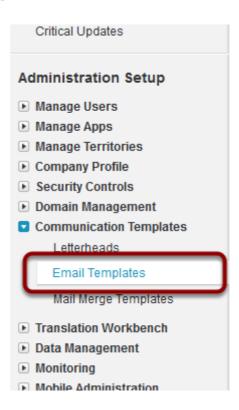
- Locate template under the "AAkonsult Payments" Folder in setup > Administration setup > Communication Templates > Email Templates
- 2. Edit and Save

Optional Clone quick steps

- Locate template under the "AAkonsult Payments" Folder in setup > Administration setup > Communication Templates > Email Templates
- 2. Edit and select all
- 3. Create a new email template of type visualforce
- 4. Paste values selected from point 2 above
- 5. Edit the line that has "<c:PDFReceiptComponent PT="{!RelatedTo}" />" and change to "<AAkPay:PDFReceiptComponent PT="{!RelatedTo}" />"



1. Navigate to setup > Administration Setup > Communication Templates > Email Templates



2. Select AAkonsult Payments Folder

Action

AAkonsult Payments

Below is a list of all your email templates in the folder selected. Click the Folder AAkonsult Payments

Email Template Name ↑

Assount Mambarahin Confirmation



3. Click Edit next to the template you wish to update

AAkonsult Payments Below is a list of all your email templates in the folder selected. Click the new button to create a new text, HTML, Custom, or Visualforce email template. You can use these email templates when sending single emails. For mass e Folder AAkonsult Payments ✓ Edit | Create New Folder New Template Action Email Template Name ↑ Template Type Available For Use Description Edit | Del 📥 Account Membership Confirmation Edit | Del 📥 Batch Payment Schedule Not Restarted Text Send a reminder a little while after someone stops or no action from the batch pa Edit | Del 🍐 Direct Debit Bulk Process Notification that the Direct Debit Bulk Processing has now been completed Edit | Del 📥 Direct Debit File Extracted Text Notification that the Direct Debit Extract File has now been completed Text Notify system admin users if an an unexpected error is found Edit | Del 📥 Error Log Notification Edit | Del 📥 Import File Processing Complete Notification that the Import File Processing has now been completed Edit | Del 📥 Interim Receipt Text Interim receipt instant receipts are not being used by an organisation Edit | Del 📥 Interim Refund Notification Interim refund notification. Edit | Del - Large Payment/Donation Notification Text Notification to Donor Care person when amount > Large Donation Amount Edit | Del 📥 Mass Annual Statement w/ PDF Edit | Del 📥 Matching Reminder Text If payment has not been matched within a certain amount of time, then remind payment Edit | Del 📥 Membership Confirmation Visualforce Membership Confirmation Email sent after a membership has been approved Edit | Del 📥 New Direct Debit Text Send out an email with details on what is required for Direct Debit Verification an Send an internal notification that a new online MEMBERSHIP payment has been Edit | Del - New Online Membership Payment Notification Visualforce Edit | Del 📥 New Online Payment Notification Send an internal notification that a new online payment has been made Edit | Del 📥 Pay Later Instructions Text Used when Payment Method is Invoice Me, Pledge, Send By Post etc. Edit | Del Payment Receipt Email with PDF Receipt Attached Edit | Del Payment Schedule Invoice Visualforce Email with PDF Invoice Attached Edit | Del 📥 Recurring Payment Card Expiry Credit Card Expiry Reminder Email Template - used for internal notification of ca Edit | Del 📥 Recurring Payment Failure Text Alert internal staff if an error has occurred with a recurring payment Send a reminder a little while after someone stops the recurring payment sched Edit | Del 📥 Recurring Payment Schedule Not Restarted Text Edit | Del 📥 Recurring Payment Suspended Notication Text Used by workflows to send a notification when an account is marked as suspen Text Edit | Del 📥 Refund Approval Works with Refund Approval workflow Edit | Del 📥 Renewal - 1st Account Reminder w/ PDF Visualforce Renewal - 1st Account Subscription Reminder with PDF, sent automatically by w Show me fewer ▲ / ▼ more records per list page

Click into (not edit) the email template you wish to modify. The email templates of type "Visualforce" are the ones that generated attached PDF's.

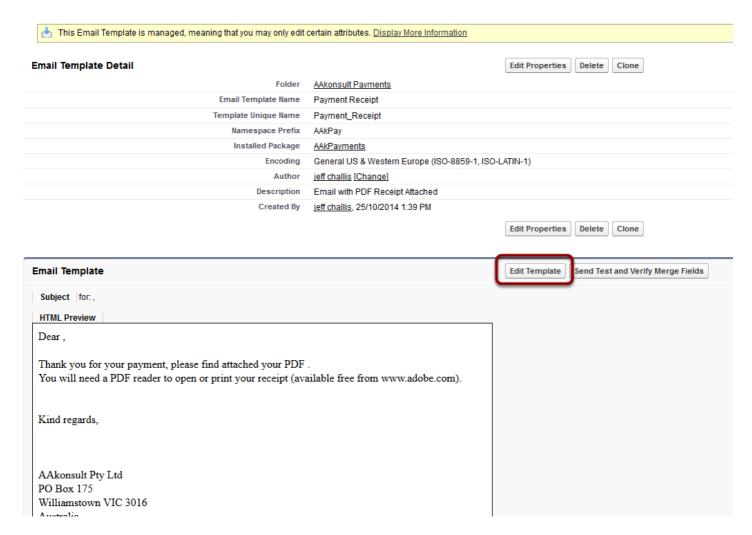


4. Edit the template

Visualforce Email Template

Payment Receipt (Managed)

Preview your email template below.

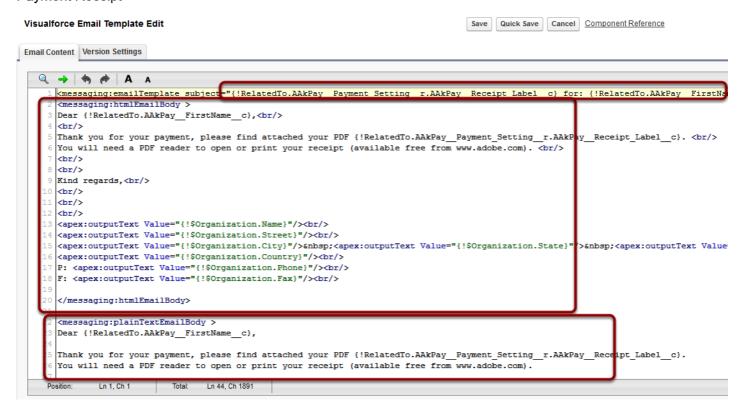


Click the Edit Template button



4.1 Update the email template text

Payment Receipt



When editing the text, be sure to update both the HTML Version and the Text version.

The subject for the email can be updated on line 1. This is between the quotes and after subject=
For more details about Visualforce Email templates, please consult the Salesforce online help
Once you have completed the updates, press SAVE button.

5. Cloning Email Templates

If you wish to create two templates, say one for generic online payments and the other for memberships, then you'll need to clone the email template and related workflow rules.

Ln 1, Ch 1 Total: Ln 44, Ch 1891



5.1 Select all of the text from original email template and copy

Payment Receipt Visualforce Email Template Edit Save Quick Save Cancel Component Reference Email Content | Version Settings xmessaging:emailTemplate subject="{!RelatedTo.AAkPay_Payment_Setting_r.AAkPay_Receipt_Label_c} for: {!RelatedTo.AAkPay_FirstName_c} { !Rela <messaging:htmlEmailBody > Dear {!RelatedTo.AAkPay__FirstName__c},
 Thank you for your payment, please find attached your PDF {!RelatedTo.AAkPay_Payment_Setting_r.AAkPay_Receipt_Label_c}.
You will need a PDF reader to open or print your receipt (available free from www.adobe.com).

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You will need a PDF reader to open or print your receipt (available free from www.adobe.com).

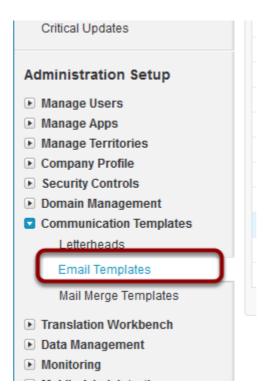
You will need a PDF reader to open or print your receipt (available free from www.adobe.com). Kind regards,

 <apex:outputText Value="{!\$Organization.Name}"/>
<apex:outputText Value="{!\$Organization.Street}"/>
 <apex:outputText Value="{!\$Organization.City}"/>snbsp;<apex:outputText Value="{!\$Organization.State}"/>snbsp;<apex:outputText Value="{!\$Organization.State}"/>snbsp;<apex:o <apex:outputText Value="{!\$Organization.Country}"/>

F: <apex:outputText Value="{!\$Organization.Phone}"/>
 F: <apex:outputText Value="{!\$Organization.Fax}"/>
 20 </messaging:htmlEmailBody> <messaging:plainTextEmailBody > Dear {!RelatedTo.AAkPay FirstName c}, Thank you for your payment, please find attached your PDF (!RelatedTo.AAkPay Payment_Setting r.AAkPay Receipt Label c). You will need a PDF reader to open or print your receipt (available free from www.adobe.com).

Follow all the steps prior to this for editing the email template, but instead of editing, right-click select all, then right-click copy.

5.2 Navigate to setup > Administration Setup > Communication Templates > Email Templates

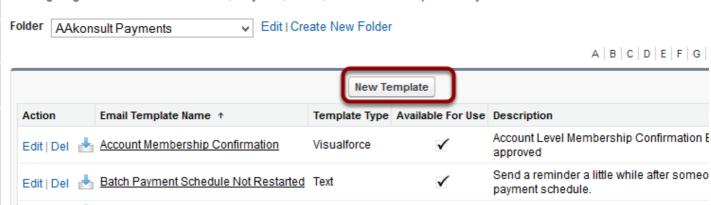




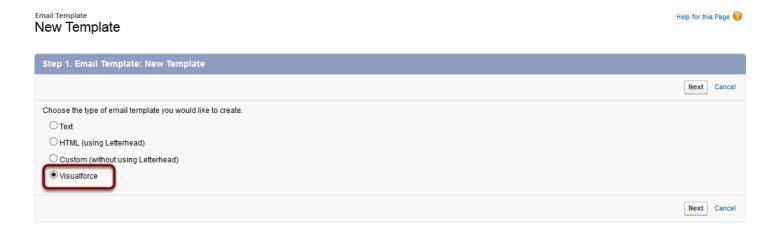
5.3 Create New Template

AAkonsult Payments

Below is a list of all your email templates in the folder selected. Click the new button to create a new text, HTML, Custom, or Vissending single emails. For mass emails, only text, HTML, and Custom templates may be used.



5.4 Select Type Visualforce



Visualforce Email Template



Help for this Page 🕜

Previous Save Cancel

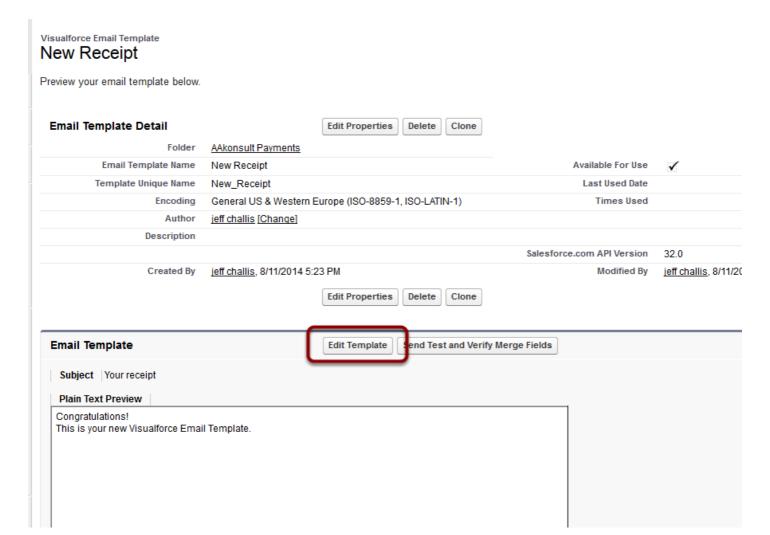
5.5 Enter new template details

New Template Select the appropriate folder and enter the name and description for the email template below. Note that the Description field is for internal use only. Once you have completed the Visualforce email template, check the "Available For Use" box to make this template available to your users Previous Save Cancel **Email Template Information** = Required Information Folder AAkonsult Payments vailable For Use Email Template Name New Receipt Template Unique Name New_Receipt Encoding General US & Western Europe (ISO-8859-1, ISO-LATIN-1) v Description = Required Information Visualforce Template Attributes These values will be inserted into your component. You may edit these values later from the template editor. Q -> (*) (*) A A <messaging:emailTemplate subject="Sample: Follow up email from phone call"
recipientType="Contact" relatedToType="Account"> nessaging:htmlEmailBody> <!-- Begin Default Content REMOVE THIS --> Email Subject Your receipt Recipient Type Contact 🗸 🗓 Related To Type --None-v i

- 1. Mark the email template as available when it is ready for use
- 2. Give the template an internal name
- Provide a description that is meaningful. This is helpful for locating receipts later on for update
- 4. Enter a subject. Please note this will get overridden in the next step, so any value will do for now.
- 5. Relate to Contact

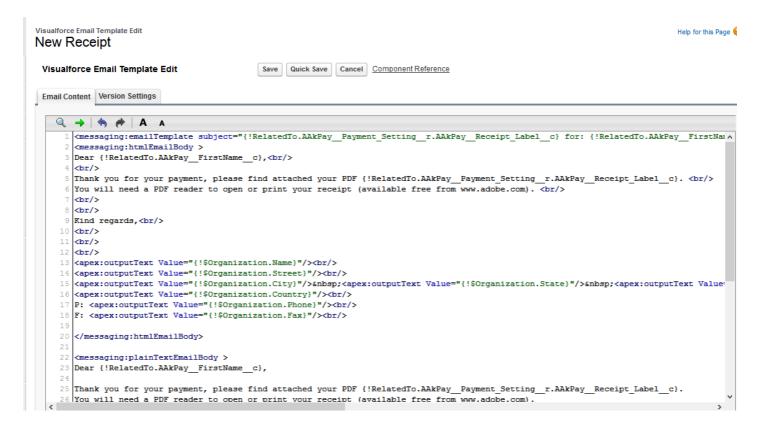


5.6 Edit Template





5.7 Remove all current contents and paste in copied details



Remove all lines that defaulted in from the creation of the template, then paste in the copied templates from the step <u>Select all and copy</u> above.

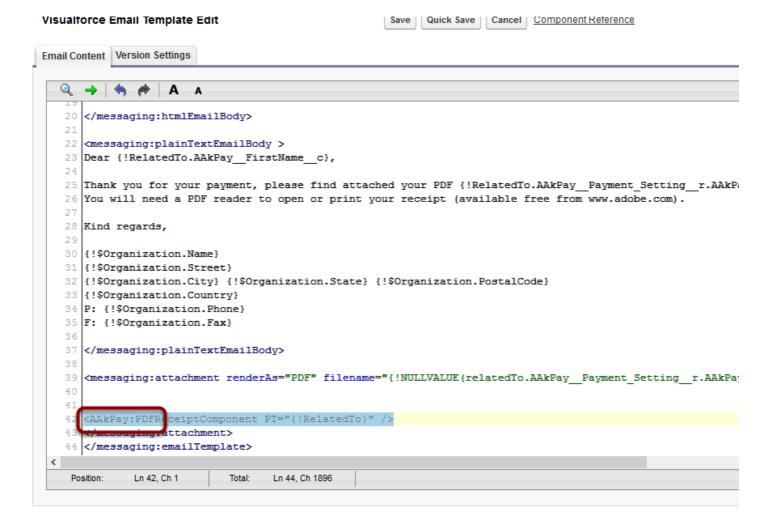
Do NOT save yet, please review the next 2 steps before doing so.

5.8 Update Details

See notes on **Update the email template** text above



5.9 Update receipt component namespace



Change line that has "<c:PDFReceiptComponent PT="{!RelatedTo}" />" to "<AAkPay:PDFReceiptComponent PT="{!RelatedTo}" />"

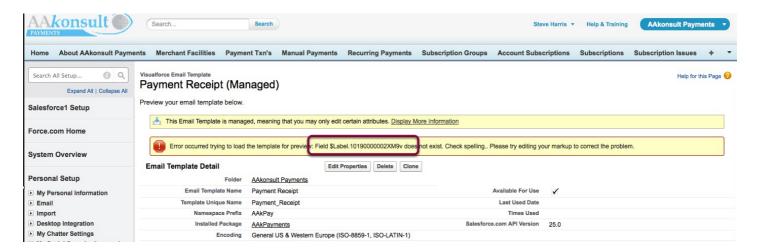
That is "c:" is changed to "AAkPay:"

And now press SAVE button

NOTE: There are more configurable receipt options defined in **How to set advanced PDF Options**



6. Error after editing email template - Field \$Label.xxxxxx does not exist



On some occasions, you may get an error message if you edit the text and save.

This is a "feature" of salesforce that will hopefully be fixed one day.

6.1 Edit email template

Locate the line in the email template that starts with <message:.... You will see that the \$Label.AAkPay__Receipt_Label has been replace with \$Label.xxxxxx Please update to have the values shown above.

Or copy/paste: <messaging:attachment renderAs="PDF" filename="{!NULLVALUE(relatedTo.AAkPay__Payment_Setting__r.Document_Type__c,\$Label.AAkPay__F {!RelatedTo.AAkPay__Receipt_No__c}.pdf">



How to set advanced PDF Options

Procedure <u>How to change the email text</u> describes how to update and clone a Visualforce email template.

When editing the visualforce email template, there a line the references a visualforce component. This begins with <AAkPay:.... The component can accept a number of parameters and these are document below.

1. Receipt PDF Component Options

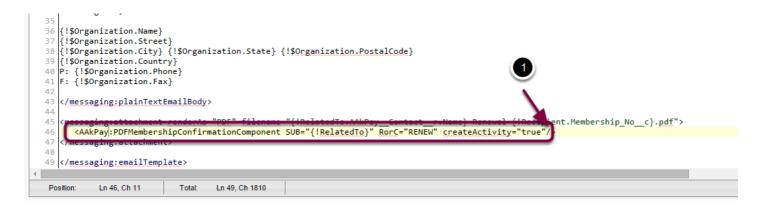
```
22 <messaging:plainTextEmailBody >
23 Dear {!RelatedTo.FirstName__c},
25 Thank you for your payment, please find attached your PDF {!RelatedTo.AAkPay_Payment_Setting_r.Receipt_
  You will need a PDF reader to open or print your receipt (available free from www.adobe.com).
26
27
28 Kind regards,
29
30 {!$Organization.Name}
31 {!$Organization.Street}
32 {!$Organization.City} {!$Organization.State} {!$Organization.PostalCode}
33 {!$Organization.Country}
34 P: {!$Organization.Phone}
35 F: {!$Organization.Fax}
36
37
   </messaging:plainTextEmailBody>
38
   <messaging:attachment renderAs="PDF" filename="{!NOLLVALUE(relatedTo.AAkPay Payment_Setting r.Document_</pre>
39
40
   <AAkPay:PDFReceiptComponent PT="{!RelatedTo}"</p>
  </messaging:attachment>
Position:
           In 42 Ch 8
                            Total:
                                    Ln 45 Ch 1808
```

Parameters that can be added are:

- AddressType can be Mailing [Default] or Other. This determines which set of addresses / fieldsets are to be used. The fiedsets used are on the Payement Txn Object and are called "receiptMailingAddress" and "receiptOtherAddres"
- contactNa Contact Name to use. If not specified then the related First Name and Last Name are used
- receiptLabel It not specified, then the Receipt Label on the Merchant Facility is used
- suppressStatusUpdate Defaults to false. If set to true, the stops the Payment Txn Status being updated to receipting complete



2. Subscription and Account Subscription - PDF Renewals, Confirmations Component Options



Parameters that can be added are:

- cld -ld for the Contact
- POId Id for AAkPay Payment Options c record Id
- PT value AAkPay__Payment_Txn__c Object
- ASUB value for the AAkPay__Account_Subscription__c Object
- SUB- value for the AAkPay__Subscription__c Object
- ROrC RENEW (Default), CONFIRM or INVOICE to vary outputs from a renewal form to a confirmation one
- createActivity Set to True to automatically create a related activity history
- AddressType- can be Mailing [Default] or Other. This determines which set of addresses / fieldsets are to be used. The fiedsets used are on the Payement Txn Object and are called "receiptMailingAddress" and "receiptOtherAddres"
- contactNa Contact Name to use. If not specified then the related First Name and Last Name are used
- subject- If specified will used this value, otherwise will be based on RorC (Renewal or Confirmation)
- layoutType- GROUP (Default) has room for subscriber group items or FULL for full text body



3. Statement Component Options

```
22 | messaging:plain/extEmailBody >
  Dear {!relatedTo.Contact.FirstName},
25 Thank you for your support during the year, please find attached your Annual Statement.
27 You will need a PDF reader to open or print your statement (available free from www.adobe.com).
29 Kind regards,
31 {!$Organization.Name}
32 {!$Organization.Street}
33 {!$Organization.City} {!$Organization.State} {!$Organization.PostalCode}
34 {!$Organization.Country}
35 P: {!$Organization.Phone}
36 F: {!$Organization.Fax}
                                                                                                                               1
38 </messaging:plainTextEmailBody>
   <messaging:attachment renderAs="PDF" filename="Annual Statement {!YEAR(TODAY())}.pdf">
       <c:PDFStatementComponent camid="{!relatedTo.CampaignId}" cid="{!relatedTo.ContactId}"</pre>
                                                                                                     cmId="{!relatedTo.id}
   </messaging:attachment>
45 </messaging:emailTemplate>
           Ln 42, Ch 31
                         Total: Ln 45, Ch 1812
```

Parameters that can be added are:

- camld record Id for Campaign Object
- · cld record ld for Contact Object
- ald record Id for Account Object
- cmld record Id for CampaignMember Object
- AddressType- can be Mailing [Default] or Other. This determines which set of addresses / fieldsets are to be used. The fiedsets used are on the Payement Txn Object and are called "receiptMailingAddress" and "receiptOtherAddres"
- contactNa Contact Name to use. If not specified then the related First Name and Last Name are used
- subject If specified will used this value, otherwise will be based on RorC (Renewal or Confirmation)
- layoutType SUMMARY (Default) has room for printing payment transaction list; NONE is no statement text, FULL is full text body
- reportingPeriod Date range for transaction selections. Options are: CurrentFY, PreviousFY
- createActivity Set to True to automatically create a related activity history



How to mail merge with MS Word Templates

Some organisations like to merge their receipts and documents with Microsoft Word Documents. There are two options for doing this:

- 1. The Salesforce Merge feature
- 2. 3rd Party specialist Mail Merge documents such as Conga

These options are outside of the scope of AAkonsult Payments Support. This guide provides an overview of this option, should you wish to have further assistance, then you can engage AAkonsult Professional Services - contact info@aakonsult.com for more details.

Like a MS Word document, data from Salesforce CRM can be mail merged into the text component of receipts and membership notifications. This procedure shows how to produce a merged document for a selected individual.



1. Create a Mail Merge - MS Word template

«PAYMENT_TXN_FIRSTNAME» «PAYMENT_TXN_LASTNAME» «PAYMENT TXN MAILINGSTREET» «PAYMENT TXN MAILINGCITY» «PAYMENT TXN MAILINGSTATE» «PAYMENT TXN MAILINGPOSTALCODE» «PAYMENT TXN MAILINGCOUNTRY»

Thank you for your subscription

Dear «PAYMENT_TXN_FIRSTNAME»

Thank you for your recent subscription to our wonderful gazette. You'll be pleased to know that you will be provided with the most up-to-date information regarding technological breakthroughs. Our most recent edition features:

- · Steam engines
- Horse harnessing
- Chronometer measurement techniques
- · Navigation by the stars
- · Merino sheep

Remember to check for our next edition, arriving by mail ship every three months. A free telescope is offered to new members to assist with this.

Yours sincerely,

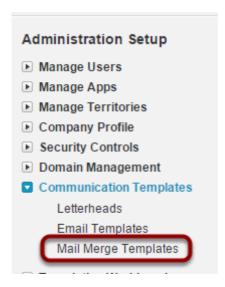
John Fawkner Chief Editor and Everything Else Port Phillip Association

Receipt Number «PAYMENT_TXN_RE CEIPT_NO»	Date of Payment «PAYMENT_TXN_TRA NSACTION_DATE»	Type «PAYMENT_TXN_TYPE»	Amount «PAYMENT_TX N_AMOUNT»	Tax deductible «PAYMENT_TXN_ TAX_DEDUCTIBLE
				>>

See the Salesforce Online Help for notes about creating a Mail Merge Template. The object you wish to merge with is "Payment Txn".



2. Upload template into Salesforce



Navigate to Setup > Administration Setup > Communication Templates > Mail Merge Templates

2.1 Select 'New Template' button

Mail Merge Templates

Mail merge templates are Microsoft Word documents with merge fields that reference salesforce download in the online help. Click New Template to upload a new mail merge template.



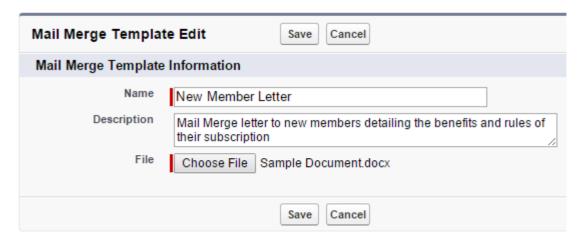


2.2 Enter details and SAVE

Mail Merge Template

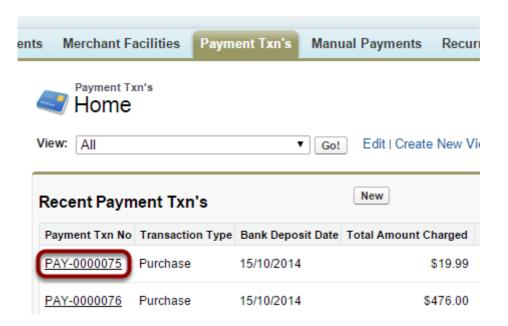
New Template

Enter information about your mail merge template. Note that the description displays in salesfo



Note: The sample document already exist in Word with your wording and graphics.

3. Using the Mail Merge Template



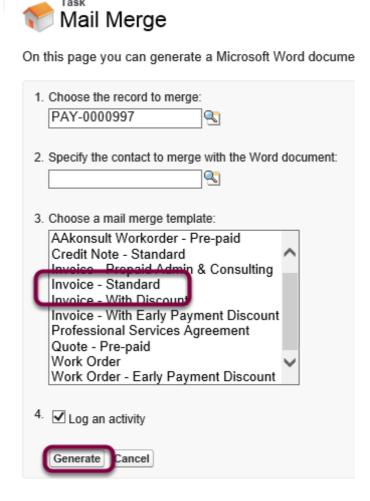
Navigate to the Payment Txn's tab and select the transaction you would like to use for the merge



3.1 Scroll down to the Active History heading and select the 'Mail Merge' button



3.2 Select the template and Generate



Select the previously uploaded template and generate.

NOTE: Should you have issues with your browser type, then you may wish to log a case with Salesforce Support and ask for Mass Mail Merge feature to be enabled.



How to mail merge using email and PDF receipt

Emails with PDF attachments can be generated by a special type of email called Visualforce Emails. This email can be used for receipts, membership renewal notices and membership confirmations.

Quick Step Notes:

The details merged are vary for the different PDFs being generated.

All templates will allow for mail merge of Salesforce User details and Organization details.

- · For receipts, details are merged from the Payment Txn object
- For Membership Renewals notices or Membership Confirmations, these details are merged from the Subscription or Account Subscriptions that is related to the membership.

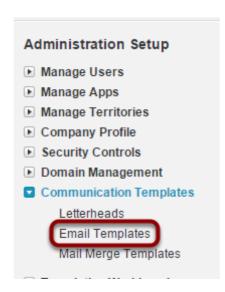
For receipts, the text for the body is stored in the Campaign Receipt Text, Payment Form receipt text or the Merchant Facility Receipt Text.

For membership confirmations and membership renewal notices, the body text is maintained on the Payment Form.

The simplest way to create the mail merge fields is to use the standard Salesforce Email template maintenance and then copy/paste that text as shown in the screenshot below.

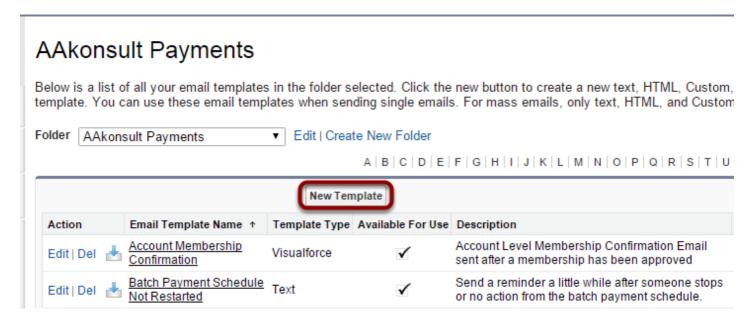
1. Find merge fields for email

1.1 Navigate to Setup > Administration Setup > Communication Templates > Email Templates



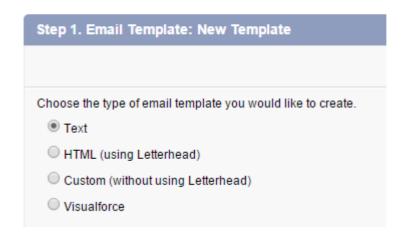


1.2 Select 'New Template' button



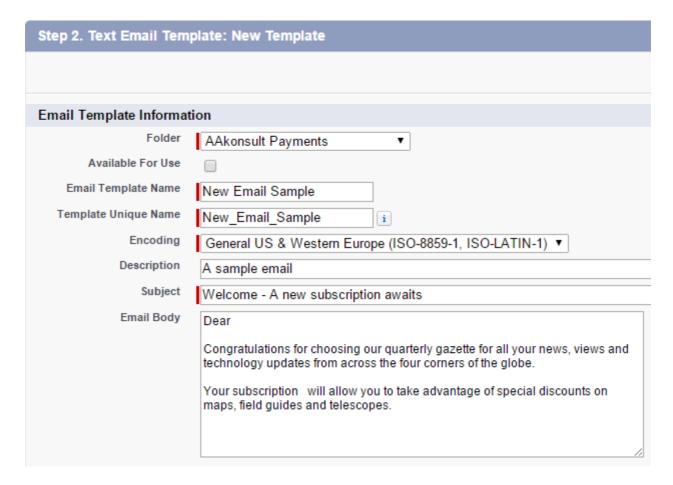
1.3 Select the type of email template you'd like and press NEXT

New Template

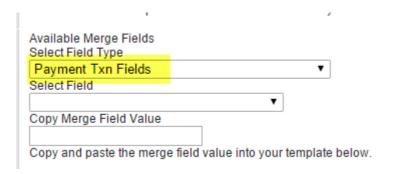




1.4 Enter details for your email template



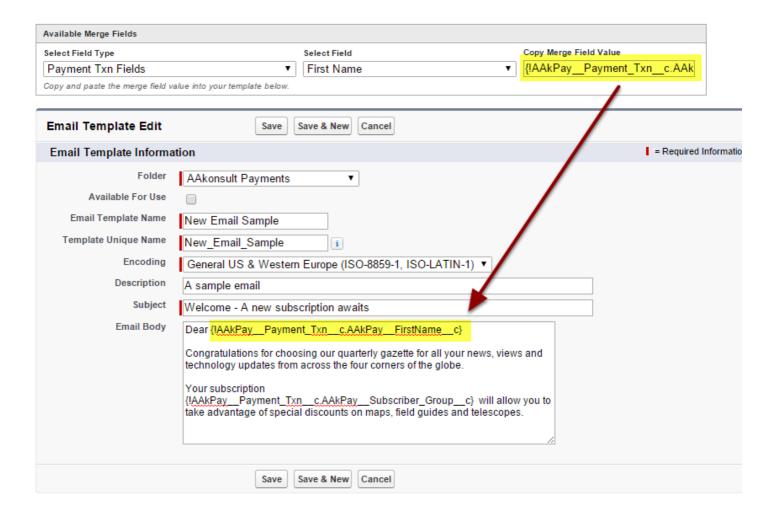
1.5 Select the Field Type or location where your fields reside



Use Payment Txn Fields for transaction details and Subscription Fields or Account Subscription Fields for membership details

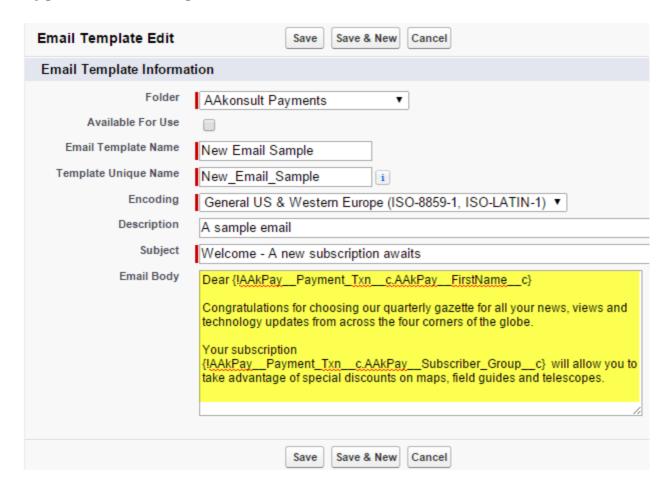


1.6 Select the field and Copy/Paste the field into your email template





1.7 Copy the Email Body text



2. Place merge fields into your email

2.1 Navigate to Merchant Facility tab



The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.



2.2 Scroll down to Payment Forms and select your online form

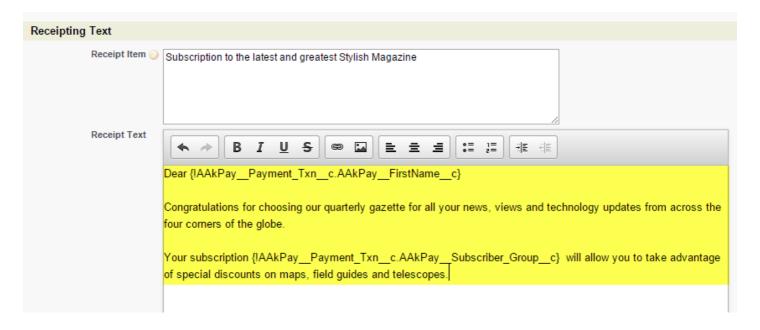
Payment Forms New Payment Form					
Action	Payment Form Name	Primary Payment Form	Payment Type	Default Campaign	Ena
Edit Del	1. Online Payment		Order		
Edit Del	2. Membership		Membership		
Edit Del	3. Subscription	✓	Subscription		
Edit Del	4. Appeal		Donation	DEMO Appeal	
Edit Del	5. Donation with option of regular giving		Donation		
Edit Del	6. Event/Training Course		Event		
Edit Del	AAkonsult Training		Training		
Edit Del	Big Training Event				
Edit Del	Buy My Book		Order		
Edit Del	Stylish Magazine		Membership		

2.3 Scroll down to Receipting Text heading and select the Edit button

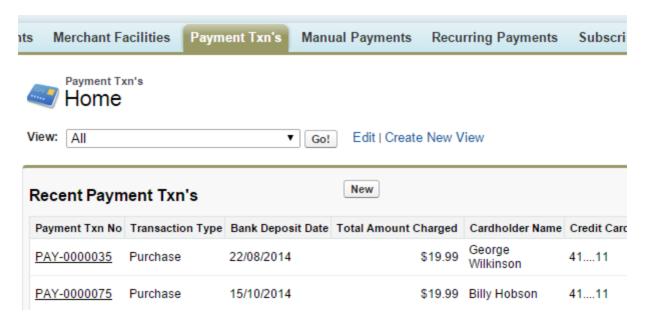




2.4 Paste the text (copied from the email template) into the Receipt Text field and SAVE

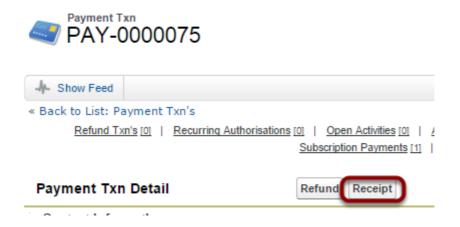


- 3. Test your email
- 3.1 Navigate to the Payment Txn's tab and select a relevant transaction





3.2 Select the Receipt button



3.3 View PDF receipt with merged fields

RECEIPT



AAKonsult Pty Ltd

ABN: 123 456 789 PO Box 175 Williamstown 3016 Australia 61 3 93970443 www.74demo.com info@74demo.com

Wednesday, 15 October 2014

Captain William Hobson 123 WAITANGI ST WILLIAMSTOWN VIC AUSTRALIA

Dear William

Congratulations for choosing our quarterly gazette for all your news, views and technology updates from across the four corners of the globe.

Your subscription will allow you to take advantage of special discounts on maps, field guides and telescopes.



How to send out Annual Statements (bulk)

Often organisations are required to produce a statement or summary of transactions.

- Non-profit organisations summary of all donations given during the financial year so the donor can claim the tax deduction.
- Corporates list of transactions that a customer's finance has asked for so they can reconcile their books.

IMPORTANT: before running statements for the first time, please make sure Remote Site URL has been setup in: How to setup Annual Statements

1. Create a Campaign

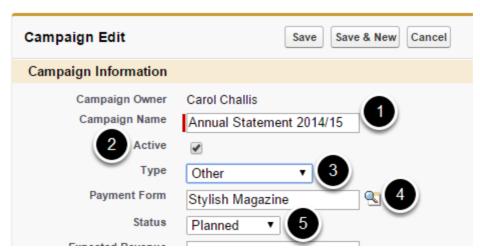
1.1 Navigate to the Campaign tab and Select the 'New' button





1.2 Enter details about your statement

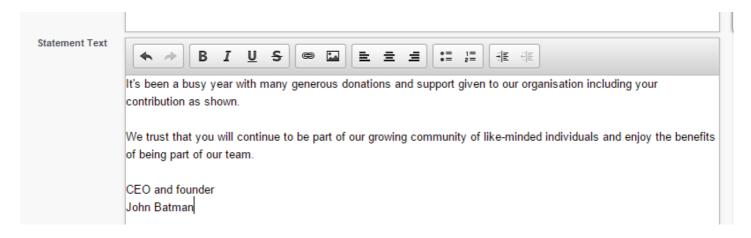




- 1. Create a relevant name
- 2. Tick to make sure the campaign is Active
- 3. Select 'Other' for Type
- 4. Select the Payment Form
- 5. Select 'Planned' for Status



1.3 Enter text for your Statement and SAVE



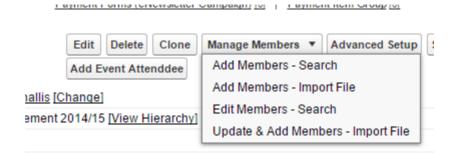
Note: Mail merge fields can be added if required

There are two special statement mail merge fields:

- 1. {!numberOfPayments} number of related Payment Transactions
- 2. {!totalAmount} the total amount of all related Payment Transactions

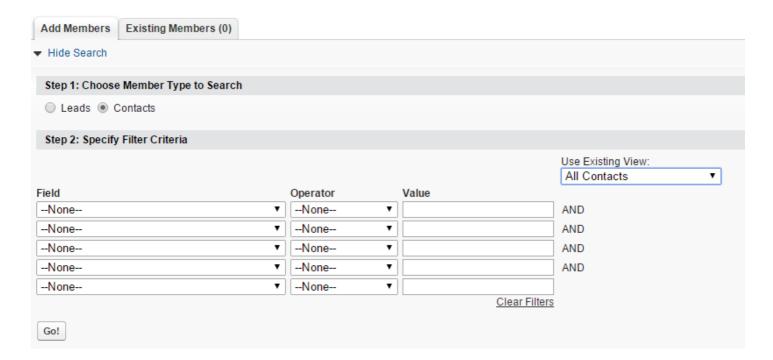
2. Add Members or Contacts

2.1 Select 'Manage Members' button and choose from the drop down menu

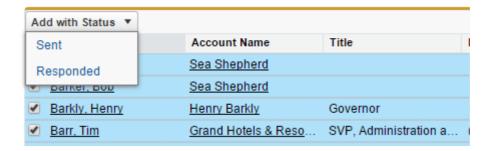




2.2 Refine selection based on your Annual Statement's requirements

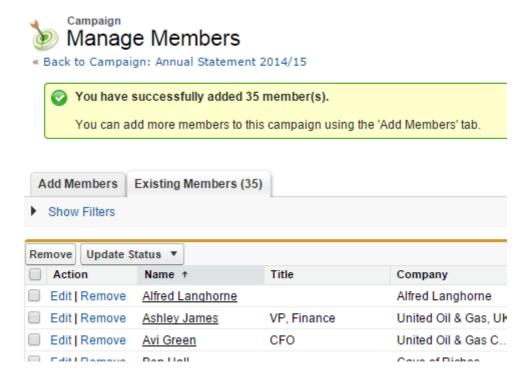


2.3 Add members with a status of 'Sent'

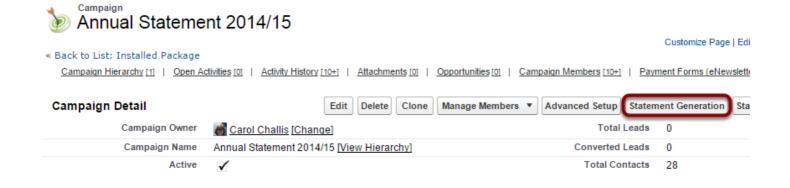




2.4 Check that you have all contacts and members added



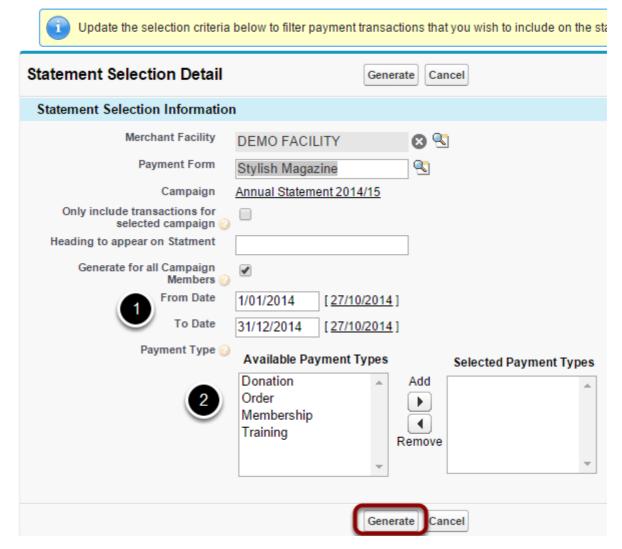
- 3. Generate Annual Statements
- 3.1 Select the 'Statement Generation' button





3.2 Select criteria for your Annual Statement and select 'Generate' button

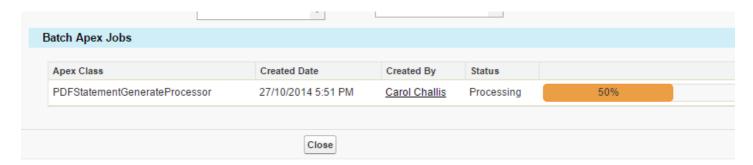




- 1. Select dates
- 2. Leave blank if all transactions are included



3.3 Wait for Statement generation



An email will be sent when the batch processing is complete

4. Check Format

4.1 Scroll down to the Campaign Members heading and Select a Contact



4.2 Scroll down the Contact to the Notes and Attachment heading and select the PDF created





4.3 Select 'View file'



Attachment Detail	Edit Delete
Attachment Owner	Carol Challis
Related To	John Batman
Private	
File Name	Statement 20141027.pdf
Description	
Size	127KB
	View file
Created By	Carol Challis, 27/10/2014 5:52 PM
	Edit Delete



4.4 Check details are correct

Membership No.

000036



AAKonsult Pty Ltd

ABN: 123 456 789
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Williamstown 3016
Australia
61 3 93970443
www.74demo.com
info@74demo.com

27/10/2014

Reverend George Wilkinson

WILLIAMSTOWN VIC AUSTRALIA

Annual Statement 01/01/2014 - 31/12/2014



It's been a busy year with many generous donations and support given to our organisation including your contribution as shown.

We trust that you will continue to be part of our growing community of like-minded individuals and enjoy the benefits of being part of our team.

CEO and founder John Batman



- 1. The title defaults to Annual Statement dates set up in the Campaign. This can be customised when generating the statements.
- 2. The text can be mail merged. It uses information from the Contact and Campaign objects. Special fields from the Payment Txns include {!numberOfPayments} and {!totalAmount}
- 3. Item in the columns are from the Payment Txn and relate to the Contact or Account. These are configurable through a fieldset called "statementTable". The statementTable fieldset can be maintained in setup > Create > Objects then click into Payment Txn and scroll down the to the fieldsets section.

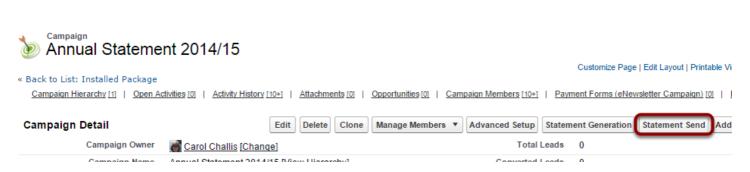


5. Send Annual Statements

5.1 Navigate to the Campaign tab and select the Annual Statement campaign created above

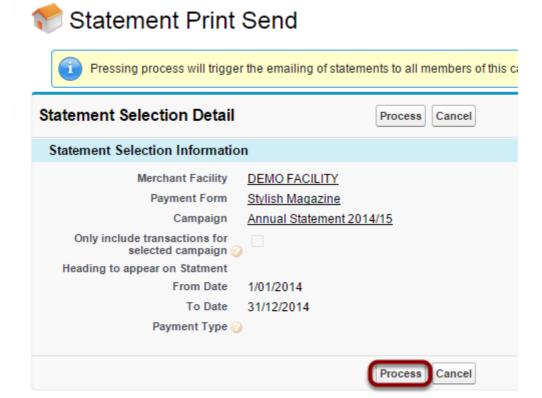


5.2 Select 'Statement Send' button



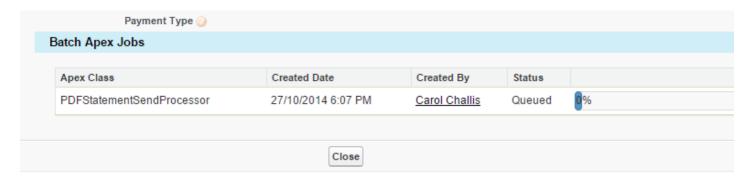


5.3 Check details again and select the 'Process' button





5.4 Wait for sending process to finish



An email will notify you when this is complete

6. Follow-up

6.1 Navigate to the Campaign tab and select the Annual Statement campaign created above





6.2 Scroll down to Campaign Members heading and check the Status

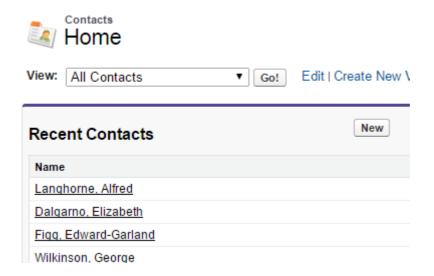
🗽 Campaign Members			Manage Members ▼		
Action	Туре	Status		First Nan	
Edit Remove	Contact	Statement Generated		Bob	
Edit Remove	Contact	Statement Send		Henry	
Edit Remove	Contact	Statement Send		<u>John</u>	
Edit Remove	Contact	Statement Generated		<u>James</u>	
Edit Remove	Contact	Statement Generated		<u>James</u>	
Edit Remove	Contact	Statement Send		<u>Jeff</u>	
Edit Remove	Contact	Statement Send		Caroline	
Edit Remove	Contact	Statement Send		David	
Edit Remove	Contact	Statement Send		James	

Follow up on any Statement Generated status for the correct email address

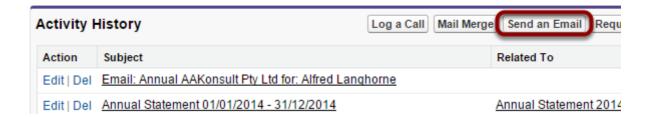


How to send out Annual Statements (single)

1. Navigate to the Contact tab and select the person you wish to send the statement to

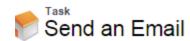


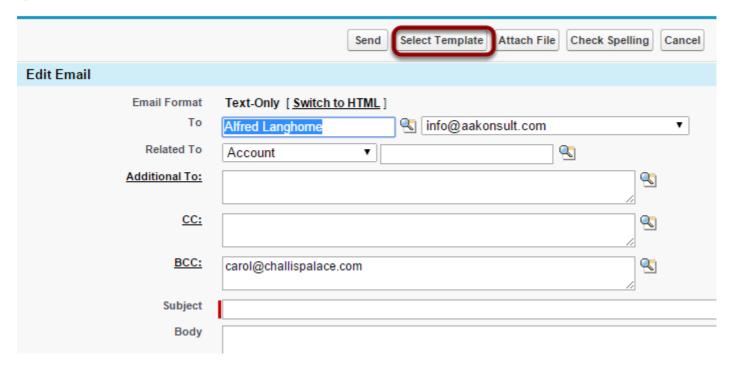
2. Scroll down to the Activity History heading and select the 'Send an Email' button



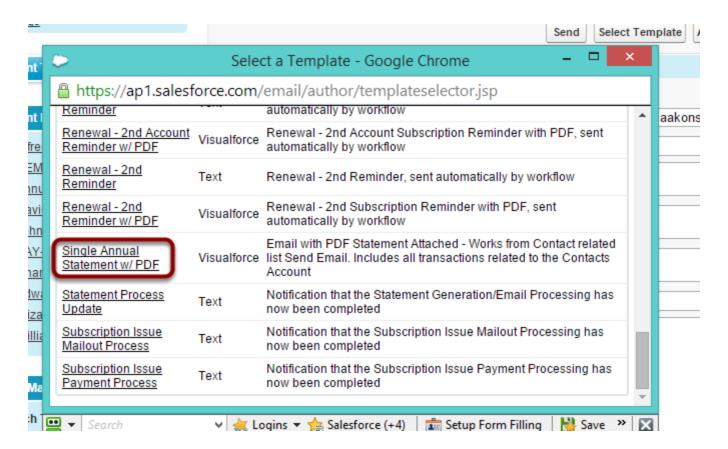


3. Select the 'Template' button



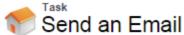


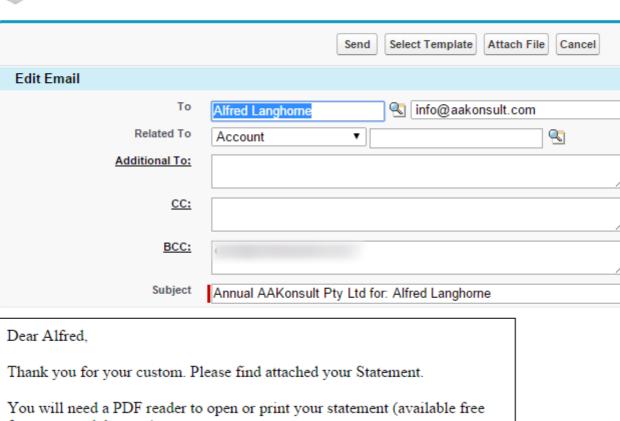
4. Select the 'Single Annual Statement w/ PDF' template





5. Check details and send





from www.adobe.com).

Kind regards,

AAKonsult Pty Ltd PO Box 175 Williamstown 3016 Australia P:61 3 93970443



Enhanced Form Controls



How to set up URL Tokens

URL Tokens are recommended for passing in defaults to the payment forms.

To set up URL Tokens, you will need to:

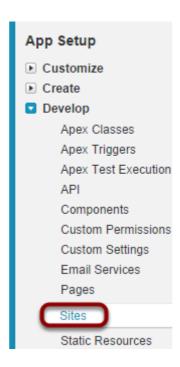
- Enable sites (this should have already been set up during installation <u>Force.com Sites</u>)
- Enable URL Tokens
- Set default information

Note: URL tokens can be linked to Accounts, Contact, Campaigns, Campaign Members, Opportunities and Cases. Each of these can include a checkbox field called "Create URL Token" and "URL Token". If this is checked and saved then a URL Token is created and linked to the object. You can then define your own workflow emails to send this link to the payee for payment.

1. Enable sites

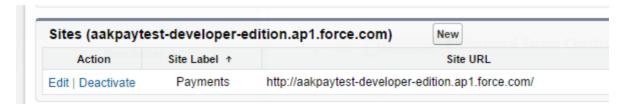
The Site URL represents the core salesforce.com website address for where the core payment for will be publically visible

1.1 Navigate to Setup > App Setup > Develop > Sites





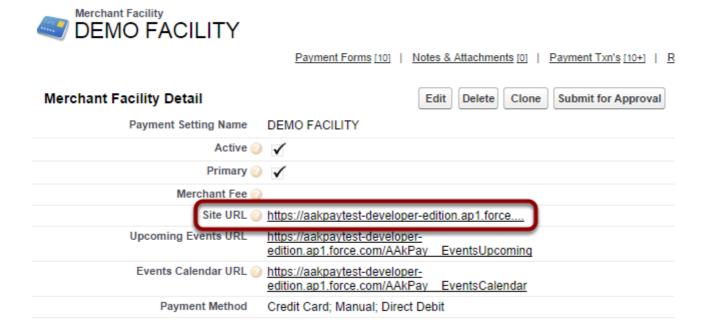
1.2 Locate your site URL and make a copy (highlight & Cntr C)



1.3 Navigate to the Merchant Facility tab



1.4 Paste (Cntr V) the URL into the field 'Site URL' and SAVE



2. Enable URL Tokens (Optional)

This ensures that only URL Tokens can be used and that other parameters cannot be passed through via the URL.



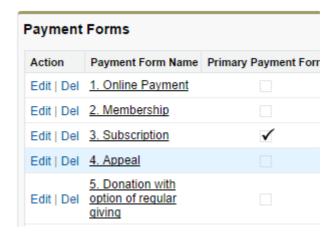
2.1 Navigate to the Merchant Facility tab



The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

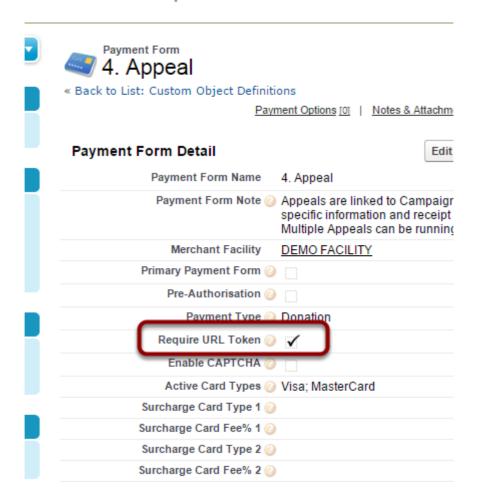
Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

2.2 Scroll down to Payment Forms heading and select the payment form





2.3 Tick the checkbox for the Require URL Token field and SAVE



3. Set default information

3.1 Navigate to the URL Tokens tab and select 'New'



Recent URL Tokens	New		
URL parameter Name	Amount	Account	Contact
<u>UT-0000018</u>	\$500.00	Sea Shepherd	Charles Latrobe
<u>UT-0000023</u>	\$100.00		Bob Barker
<u>UT-0000001</u>			

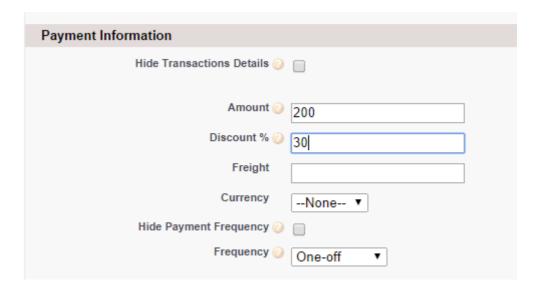


3.2 Select the Merchant Facility and Payment Form using the lookup tables



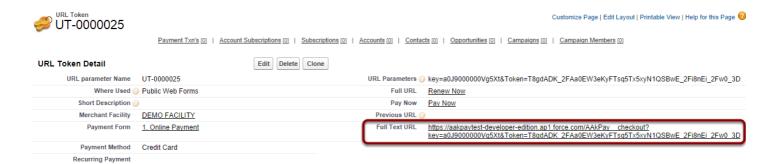


3.3 Fill in the default information for the fields and SAVE



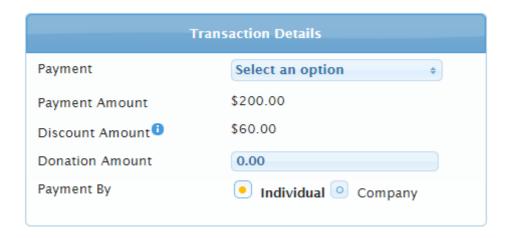
This example uses a specific amount and an applied discount. This information will be already filled in when the web visitor opens the payment page.

3.4 Check the newly created URL



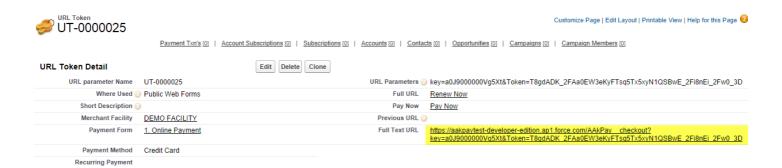


3.5 Click into the URL and check online form



The payment amount and discount have been entered as default entries

- 4. Send URL in an email or insert into your website
- 4.1 Cut and paste this URL with your default information into your email or website



If you are wanting to use this URL on your website, then please also see <u>How to add your form to your website</u>



How to use URL Tokens with other tabs

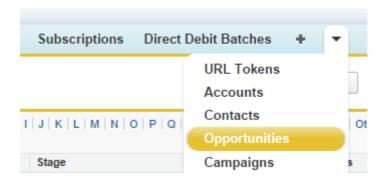
URL Tokens are setup by default for memberships/subscriptions and the renewals process.

They can also be enabled for Accounts, Contact, Campaigns, Campaign Members, Opportunities and Cases. Each of the objects includes a checkbox field called "Create URL Token". If this is check and the record is saved then a URL Token is created and linked to the object. You can then define your own workflow emails to send this link to the payee for payment.

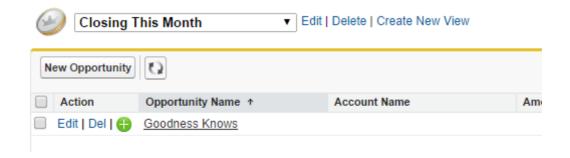
1. Find URL Token field

The Opportunity Tab (object) is been used as an example

1.1 Navigate to Opportunity tab

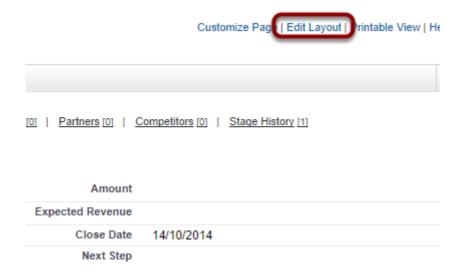


1.2 Select an Opportunity

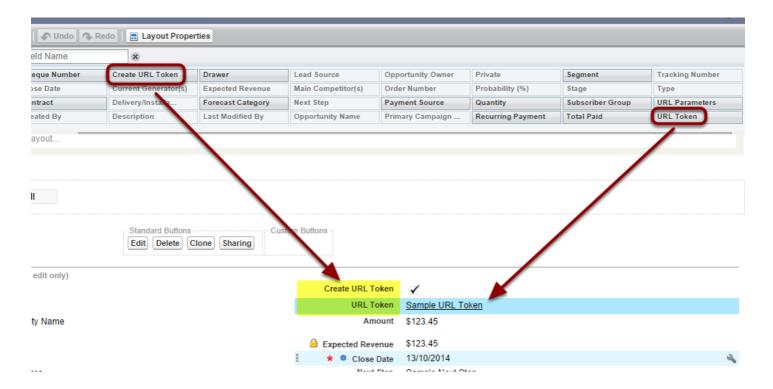




1.3 Select 'Edit Layout'

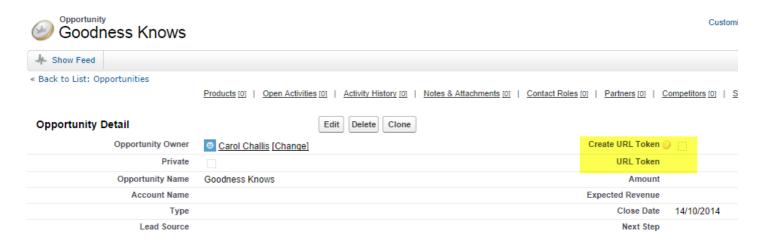


1.4 Drag and Drop 'Create URL Token' and 'URL Token' into the screen layout and SAVE

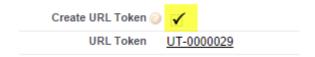




1.5 Check fields are in place



1.6 Tick the checkbox and SAVE



2. Automatically setting Create URL Token

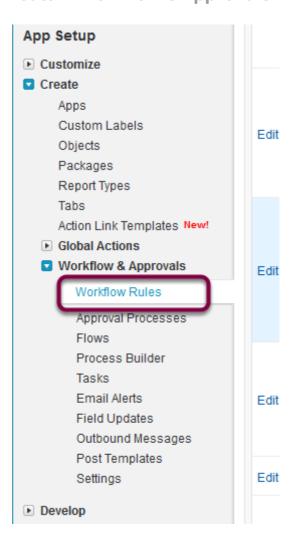
You can automatically set the Create URL Token by using Workflow Field Updates.

AAkonsult Payments includes a number of example workflows for Accounts, Contact, Opportunity and Case Objects. To use these, you will first need to activate them using the following steps.

The below steps show an example for activating the Opportunity related workflow.

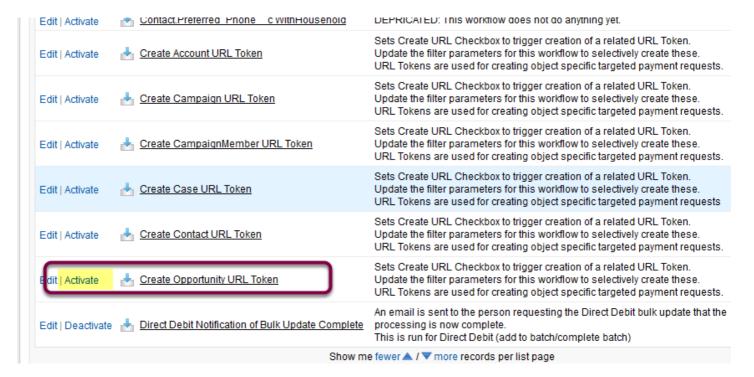


2.1 Navigate to Setup > Create > Workflow & Approvals > Workflow Rules





2.2 Local Create Opportunity URL Token and Activate



3. Use the URL token

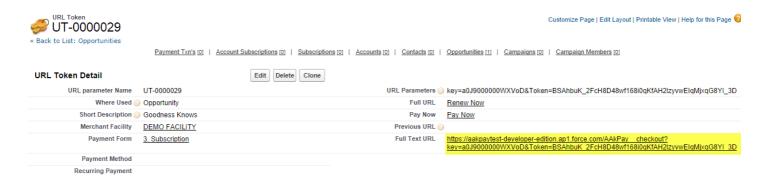
3.1 Click on the URL Token



This will take you to the URL Token tab and open a URL Token record for this item.



3.2 Use the full text URL to place in your email or website



If you are wanting to use this URL on your website, then please also see <u>How to add your form to your website</u>



How to use Custom Fields with URL Tokens

To use custom fields with URL Tokens, create a custom field of the same type and same internal/developer name on both the URL Tokens Object and Payment Txn object.

For example, if you create a lookup field on the URL_Tokens to the contacts object with a name of "Trainer", you also need to create a field with the same type/name on Payment Transactions. This would then allow entry of "Trainer" on the URL Token and when this URL Token record is used to make a payment, the Trainer entered will appear on the Payment Txn record created.

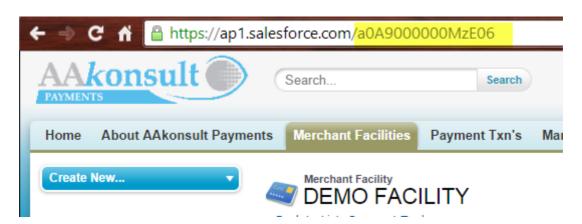


How to use URL Parameters

The recommended option is to use the **URL Tokens** and NOT the URL Parameters option.

The URL Parameter options parameters in the URL to control the defaults and behaviour of the online checkout form. This can include which Merchant Facility and Payment Form are being used.

- 1. Example 1: Connect your payment form to your Merchant Facility
- 1.1 Locate your Merchant Facility record ID





1.2 Place your Merchant Facility record ID into your URL with the parameter

https://aakpaytest-developer-edition.ap1.force.com/AAkPay__checkout?payMSetting=0A9000000MzE06

1 Information:

Payments in test mode. Only test cards accepted.

AAkonsult Payments DEMO payment page.

AAkonsult Payments allows organisations to quickly setup a profess secure online or internal salesforce.com payments form to capture c memberships/subscriptions and recurring payments. Automated recontact/account matching and pre-built workflow processes remove administration time and allow you to spend more time on donor care relationships.

Use the following demo cards:

- MasterCard 5431111111111111
- Amex 371111111111114
- Diners 36000000000008

For Visa/MasterCard, any 3 digit CCV will work and for A and 4 digit CCV.

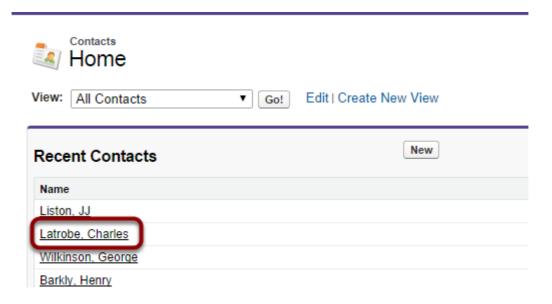
Expiry dates can be any date that is in the future.

My Contact Details

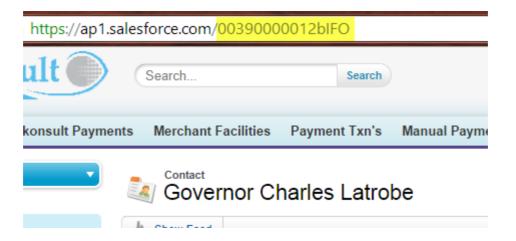
2. Example 2: Place default contact details into the form



2.1 Navigate to the Contact tab and locate the person you wish to send your form to.



2.2 Locate your Contact's record ID





2.3 Place the record ID with the parameter (cld) into your URL

https://aakpaytest-developer-edition.ap1.force.com/AAkPay_checkout?cld=00390000012bIFO

1 Information:

Payments in test mode. Only test cards accepted.

AAkonsult Payments DEMO payment page.

AAkonsult Payments allows organisations to quickly setup a professional looking and secure online or internal salesforce.com payments form to capture donations, memberships/subscriptions and recurring payments. Automated receipting, contact/account matching and pre-built workflow processes remove wasted office administration time and allow you to spend more time on donor care and customer relationships.

Use the following demo cards:

- · Visa 4111111111111111
- MasterCard 5431111111111111
- Amex 371111111111114
- · Diners 36000000000008

For Visa/MasterCard, any 3 digit CCV will work and for Amex/Diners and 4 digit CCV.

Expiry dates can be any date that is in the future.

Step 1 of 3



Default values are shown in the payment form.



3. Other Parameters

 CO: Available in Checko R: Refund " Custom fields are avail name using the standard 	able in URL Tokens. Create a custom field wi salesforce custom field's functionality.	ah the	e sa	me
URL Parameter	Notes			· ·
payMSetting=yyy	Where yyy is the record id for the Merchant Facility (if not specified, then first Merchant Facility that is primary and active is used)	Y	Y	Υ
payMType=yyy	active is used) Where yyy is the record id for the	Y	Y	Y
	Where yyy is the record id for the Payment Form (if not specified, then primary for the Merchant Facility is used)			
	If using this option, you must also specify the payMSetting=yyy option as well.			
cid#yyy	Where yyy is the Contact Record id. This is used to default in payment contact details.	Y	Y	Y
	If specified, will defaultname, address, phone, fax and small details.			
ald=yyy	Where yyy is the Account Record Id. Used to link the payment with an account.	Υ	Y	Y
	If specified, will default Conation_By_Name, address details and phone/fax details from the account			
oppid= yyy	Where yyy is Opportunity ld. Used to link the payment with an existing	Υ	Y	Y
oamid ⊐yyy	Opportunity. Where yyy is Campaign Id. Used to link the payment with an existing Campaign.	Υ	Y	Y
	Note, the default campaign on the Payment Form will be assigned to the transaction if appeals are enabled.			
paymentOptionId=yyyy	ld of a particular payment option, eg. Family membership, or perhaps a product.	Υ	Y	Y
paymentOptionIdReadOnly=true	Normally used in conjunction with PaymentOptionId. Using this parameter lower for the payment option to be pre- selected and shown, but does not allow the user to change the defaulted.	Υ	Y	Y
	parameter			
HidePayFrequency=true	Hides the Payment Frequency selection on the screen. This is useful when only one payment frequency is selected and therefore the user only has one option.		Y	Y
PayFrequency=yyyyy	Defaults/specifies the payment frequency	Υ	Y	Y
Amounteysy	Where yyy is a paymentamount. This is normally used if the payment form is access as a "checkout" or linked to	Y	Y	Y
	another object/function. If specified, the amount is shown as is read only.			
	Amount value is ignored if used in conjunction with paymentOptionId.			
defaultAmount=yyyy;	Where yyyy is the payment amount. This varies from amount in that the user can then override the defaulted amount.	Υ	Y	Y
FreightAmount=yyyy customRefFieldName=yyy	The amount to be used for Freight.	Y	Y	Y
COSTOTICAL PROGRAMA - 353	Used in conjunction with customRefFieldd. Allows for a new custom lookup field to be added to payment transactions and to be linked to this object. Ig. Making payments for custom object.	ľ	•	
	this object. In: Making payments for custom object.			
	This is a lookup field on the Payment_Txn_cobject to the custom object, eg. Mycustomobject_c (if this			
	Payment_Txn_c.Mycustomobject_c).			
oustomRefFieldId=yyy	Used in conjunction with customRefFieldName.	Y	Y	•
	This is the record id of the custom object.			
	Eg. customRefFieldName=			
customField[1,2,3]Name	Eg. customRefFieldName= Mycustomobject_c& customRefFieldid=a04A000000Ct/8g Used in conjunction with	Y	Y	
	<u>customField[1,2,3]Value</u> . Allows for 3 different custom fields to be updated by URL value passed in a URL parameter.			
	Used in conjunction with satem#Field! 2.3/Value. Allows for 3 different custom fields to be updated by URL value passed in a URL parameter. For the name specify a non-managed custom field as setup in salesforce.com. Eg. customField 1Namently. field _c			
customField[1,2,3]Value		Υ	Y	
	Used in conjunction with customField[1,2,3]Name. Allows for 3 different custom fields to be updated by URL value passed in a URL parameter.			
HideContactDetails=true	Eg. customField1Value=Sydney Hide's the Contact Name and Address section. Normally used when all name/address info are passed as URL	Y	Y	Y
HideTransCetails=true	parameters.		Y	Y
	If 'true' then the "Transaction Details' on the payment form will be hidden. Normally used in conjunction with Amount parameter, or if the only field shown in this section is the amount.			
paymentFor=yyy	Consideration of the state of t	Υ	Y	Y
	campaign or payment method.			
PaymentBy#yyy	This will set the payment by on the form. The value entered must equal one of the options on the Payment Form -	Υ	Y	Y
PaymentByName=yyy	Donation by options, for example, individual, Company etc. Normally used in conjunction with	Y	Y	Y
Currencywyyy	PaymentBy, Would mainly be used to pass company name information in. Where you is an ISO currency. The	Y	Y	¥
outers) III	Where yyy is an ISO currency. The currency needs to be setup in the Merchant Facility Currency options before using.			
lang=yyyy	Where yyy is the ISO Language, eg. fr.de (for French, German)		N	Y
retURL=yyy Salutation=yyy	Where yyy is the URL location to be returned too after save All of these fields can be defaulted a	Y	N	N
FirstName=yyy	value.	Ĺ	Ĺ	ľ
LastName=yyy MalingStreet=yyy				
MailingState=yyy				
MailingCity=yyy MailingPostalCode=yyy				
MalingCounty=yyy				
Phone=yyy MobilePhone=yyy				
Email=yyy				



Other



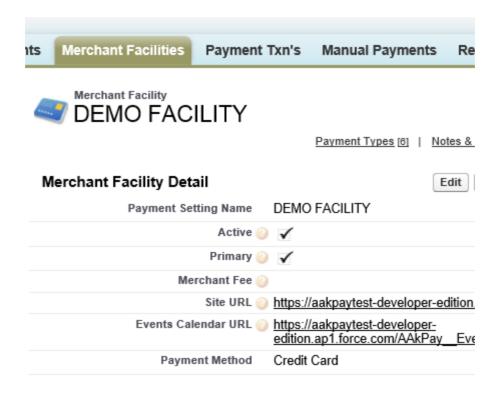
How to calculate tax

Tax can be calculated within the total amount or shown as an additional amount to the total.

Tax is not calculated on the donation portion when using the "Donations With feature".

1. GST

1.1 Navigate to the Merchant Facilities tab



The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

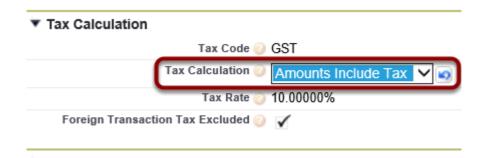
Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.



1.2 Scroll down to Tax Calculation heading

▼ Tax Calculation	
Tax Code 🕜	GST
Tax Calculation (Amounts Exclude Tax
Tax Rate 🕜	10.00000%
Foreign Transaction Tax Excluded @	✓

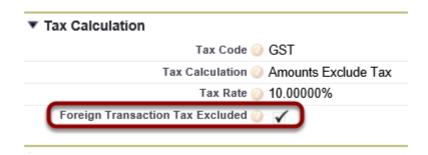
1.3 Set the Tax Calculation field to suit your requirements



- 1. **No Tax or blank:** This means no tax calculations will occur and the tax field will not appear on the payment checkout form or receipts.
- 2. **Amounts Include Tax:** The total sale amount includes tax and the tax percentage of this is calculated.
- 3. **Amounts Exclude Tax:** The amount for the product/service does not include tax and this is to be calculated and added. If surcharges are being used then the surcharge will also be recalculated to include tax amount for the surcharge.

2. Foreign Transactions

2.1 Tick if you would like foreign transactions excluded from tax calculations.



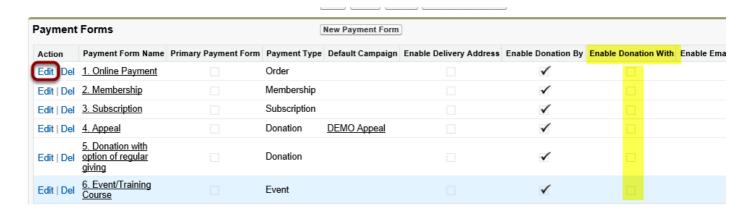
IMPORTANT NOTE: A transaction is considered to be foreign if the country selected does NOT match the "Default Country" specified on the Merchant Facility.



3. Donations

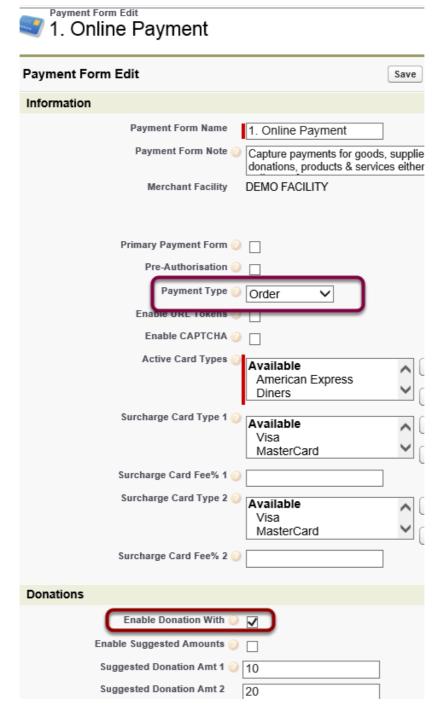
Tax is not calculated on the donation portion when using the "Donations With feature" OR if the Payment Form - Type is set to Donation

3.1 Scroll down to Payment Forms heading and select 'edit' for the form you wish to modify





3.2 Tick the 'Enable Donation With' checkbox



Tax is not calculated in the Donation with component OR where the Payment Type is set to Donation.

3.3 Select Save



How to calculate surcharges

Some countries allow the merchant to recover the fee's charged by the credit card companies.

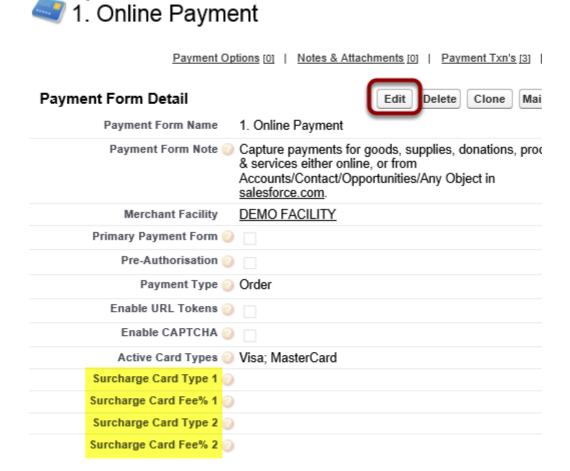
1. Navigate to the Merchant Facilities tab and scroll down to the Payment Forms heading

Paymer	Payment Forms New Payment Form				
Action	Payment Form Name	Primary Payment Form	Payment Type	Default Campaign	Enab
Edit De	1. Online Payment		Order		
Edit De	2. Membership		Membership		
Edit De	3. Subscription		Subscription		
Edit De	4. Appeal		Donation	DEMO Appeal	
Edit De	5. Donation with option of regular giving		Donation		
Edit De	6. Event/Training Course		Event		

Payment Form



2. Select the form that the surcharge applies to and click on the Edit button



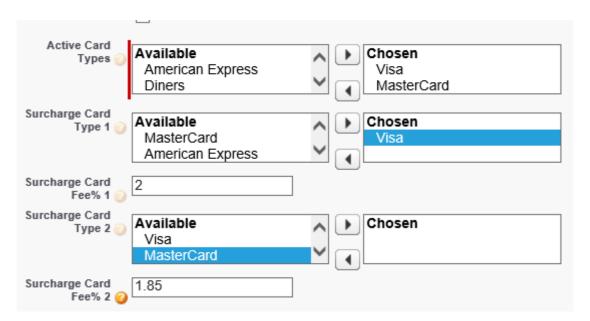
There are two types of surcharges that can be applied depending upon the choice of credit card.



3. Select which credit cards have surcharges applicable



4. Enter the surcharge amount





5. Navigate to About AAkonsult Payments tab and select a test online form



G	Getting Started				
	AAkonsult Pty Ltd provides a sample DEMO account for Please review the installation and user manual links pro				
	Setup	View	Payment Form	Notes	
	Setup	<u>View</u>	1. Online Payment	Capture pa salesforce.	
	Setup	<u>View</u>	2. Membership	Membersh Lastname	
	<u>Setup</u>	<u>View</u>	3. Subscription	Subscription amounts a	
	<u>Setup</u>	<u>View</u>	4. Appeal	Appeals ar Multiple Ap	
	Setup	<u>View</u>	5. Donation with option of regular giving	Regular giv	
	<u>Setup</u>	<u>View</u>	6. Event/Training Course	Events/Tra types are o	



6. Test the surcharge application in your form





The surcharge is calculated when the type of credit card is chosen.



How to calculate freight

1. Standard Freight

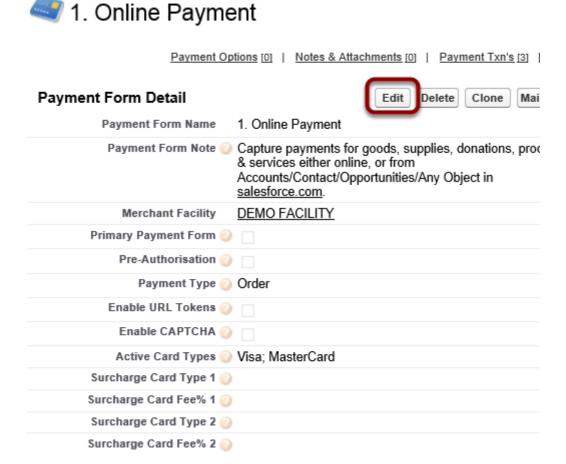
1.1 Navigate to the Merchant Facilities tab and scroll down to the Payment Forms heading

Payment Forms New Payment Form					
Action	Payment Form Name	Primary Payment Form	Payment Type	Default Campaign	Enab
Edit Del	1. Online Payment		Order		
Edit Del	2. Membership		Membership		
Edit Del	3. Subscription		Subscription		
Edit Del	4. Appeal		Donation	DEMO Appeal	
Edit Del	5. Donation with option of regular giving		Donation		
Edit Del	6. Event/Training Course		Event		



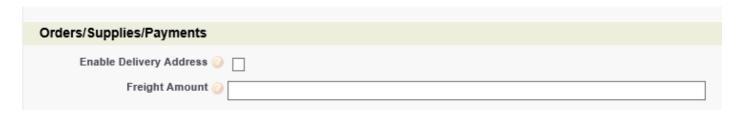
1.2 Select the form that the freight applies to and click on the Edit button

Payment Form

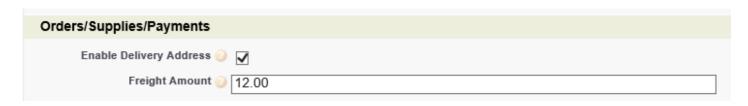


There are two types of surcharges that can be applied depending upon the choice of credit card.

1.3 Scroll down to Orders/Supplies/Payments heading



1.4 Select Enable Deliver Address (Optional) and enter an amount for standard freight charges and Save





1.5 Navigate to About AAkonsult Payments tab and test your form







	My Payment De
Freight	\$12.00
Surcharge 🕕	\$0.00
Includes GST of	\$1.09
Total Amount Charged	\$12.00

2. Variable Freight

This is used if a monthly magazine subscription will have more deliveries than a quarterly subscription and hence will attract more postage/freight.

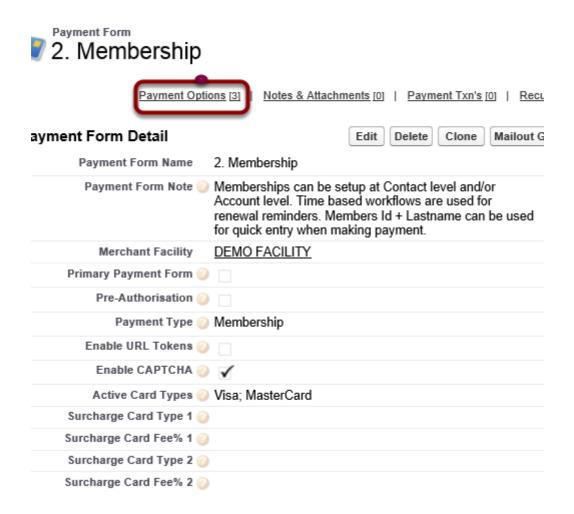


2.1 Navigate to the Merchant Facilities tab and scroll down to the Payment Forms heading

Payment Forms New Payment Form)
Action	Payment Form Name	Primary Payment Form	Payment Type	Default Campaign	Enab
Edit Del	1. Online Payment		Order		
Edit Del	2. Membership		Membership		
Edit Del	3. Subscription		Subscription		
Edit Del	4. Appeal		Donation	DEMO Appeal	
Edit Del	5. Donation with option of regular giving		Donation		
Edit Del	6. Event/Training Course		Event		



2.2 Select the form that the freight applies to and scroll down to the related Payment Options



There are two types of surcharges that can be applied depending upon the choice of credit card.

2.3 Scroll to Payment Options heading and select the payment option that the freight charges will apply



The Single payment option is being shown as an example



2.4 Select Edit and enter the freight amount



	Notes & Attachments [0] Account Su
Payment Option Detail	Save Cancel
Payment Form 2. M	embership
Payment Options Name Sing	le
Status 🥝	
Display Order 🗿	
Subscription Level 🥝 Con	tact
Subscription Type 🥝 Men	nbership
Default 🥝	
Prorate Fees 🥝	
Price 🥝 \$10.	00
Currency 🕝	
Freight 🥚 15	

2.5 Save



How to use multi-currency

Multi-currency does not require the salesforce.com multi-currency capabilities to be turned on. It will also work with organisations that have multi-currency turned on.

The currency selected/used will be used provided to the payment gateway to transact in that currency and will be stored against the payment transactions. Please note that not all banks provide merchant facilities that are multi-currency capable.

If salesforce.com multi-currency is enabled then the currency used will be applied to the salesforce.com ISO Currency field.

1. Navigate to the Merchant Facilities tab and scroll to the Account, Contact, Opportunity Matching heading



2. Select Edit





3. Select how your organisation will handle multi-currency handling

OPTIONS	EFFECT
None or Hide	No currency information will show on the Payment Checkout or receipt form
Show	The default currency specified on the Merchant Facility or passed in through the URL parameter "Currency" will be shown
Input	When the payment is not for a Membership (Payment Option), then the currency type can be selected. The available options will be based on the Merchant Facility default currency.

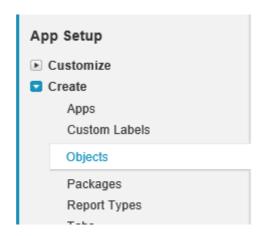
If the currency you wish to use is not in the default settings, please go to 'How to add more default currencies'



How to add more default currencies

If different currencies are being used, these can be added to the default settings

1. Navigate > setup > App Setup > Create > Objects





2. Select the Merchant Facility object

Custom Objects

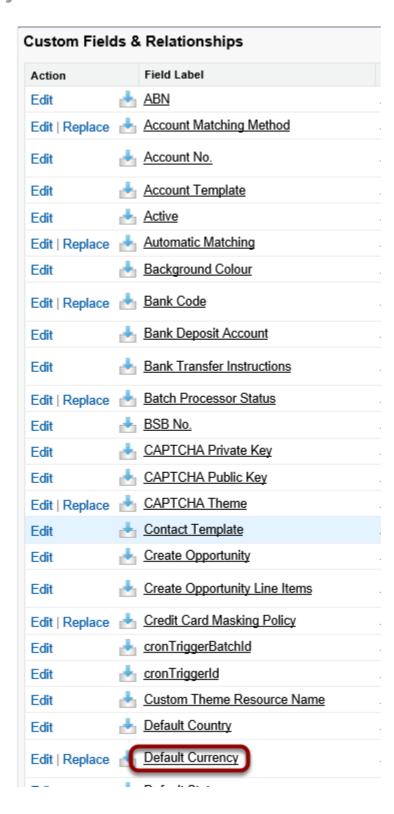
Custom objects are database tables that allow you to store data specific to your organization

Once you have created a custom object, you can create a custom tab, custom related lis Force.com API.

			New Custom Object
Action	Label	Installed Package	Master Object De
Edit 📥	Account Subscription	<u>AAkPayments</u>	Account
Edit 📥	Account Subscription Payment	<u>AAkPayments</u>	Account Subscription
Edit 📥	Cache	ScreenSteps for Salesforce	
Edit 📥	Direct Debit Batch	<u>AAkPayments</u>	
Edit 📥	Error Log	<u>AAkPayments</u>	
Edit 📥	Import File	<u>AAkPayments</u>	
Edit 📥	Import File Line Item	<u>AAkPayments</u>	Import File
Edit 📥	Import File Line Item Payment Txn	<u>AAkPayments</u>	Import File Line Item, Payment Txn
Edit 📥	Merchant Facility	<u>AAkPayments</u>	
Edit 📥	Payment Form	<u>AAkPayments</u>	Merchant Facility



3. Scroll down to Custom Fields & Relationships heading and select 'Default Currency'





4. Scroll down to Picklist Values heading and select New

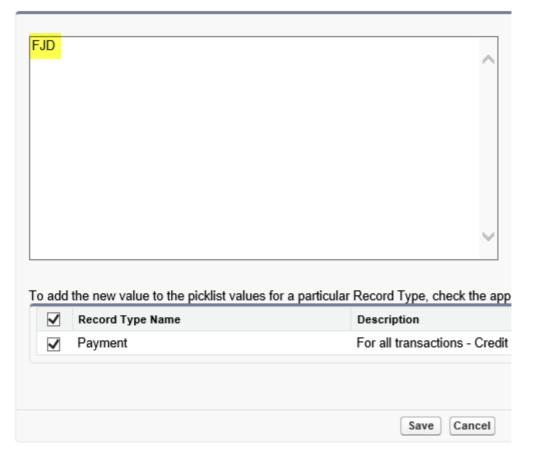
Picklist V	alues/		New Reorder Replace Printable View Chart Colors
Action	Values	Default	Chart Colors
Edit Del	AUD	✓	Assigned dynamically
Edit Del	NZD		Assigned dynamically
Edit Del	USD		Assigned dynamically
Edit Del	EUR		Assigned dynamically
Edit Del	GBP		Assigned dynamically

5. Enter the correct ISO code for the currency you wish to add

Add Picklist Values

Default Currency

Add one or more picklist values below. Each value should be on its own line.

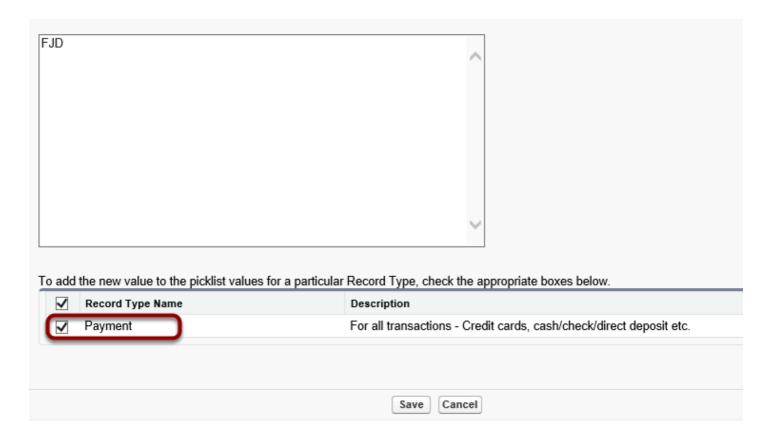


The example is for FJD (Fiji)



For information about ISO codes

6. Tick the checkbox for the Record Type Name that you wish the picklist value to apply and Save



7. Navigate the Merchant Facilities tab and check that your new default currency is shown in the drop down menu



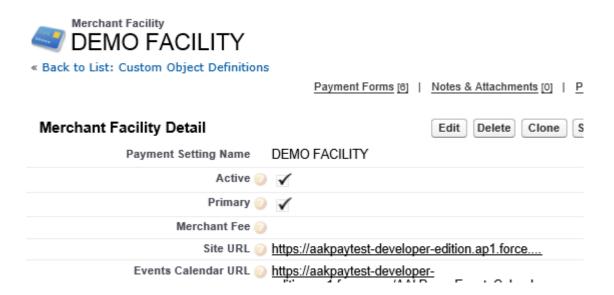


How to enable CAPTCHA

A CAPTCHA is a program that can generate and grade tests that humans can pass but current computer programs cannot. AAkonsult Payments uses Google's reCAPTCHA ™ to generate images and validate responses.

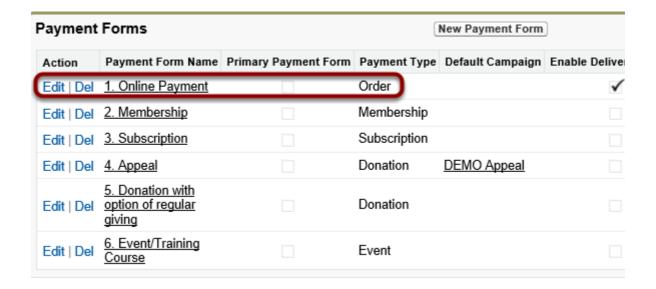
CAPTCHA usage is useful as a tool to help prevent automated scripts using payment forms to automatically submit fraudulent transactions.

1. To enable



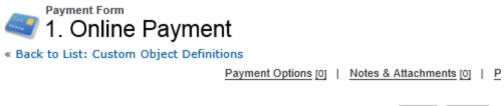
Navigate to the Merchant Facilities tab and scroll down to the Payment Forms heading

1.1 Select the form that the CAPTCHA will apply





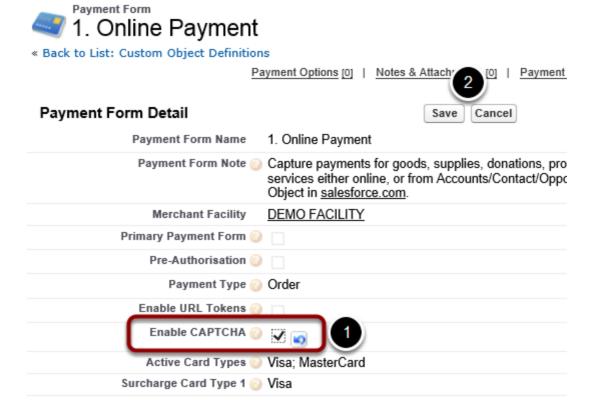
1.2 Double click into the Enable CAPTCHA field



Payment Form Detail	Save Cancel
Payment Form Name	1. Online Payment
Payment Form Note 🕜	Capture payments for goods, supplies, donation services either online, or from Accounts/Contactobject in salesforce.com.
Merchant Facility	DEMO FACILITY
Primary Payment Form 🥝	
Pre-Authorisation (
Payment Type 🥝	Order
Enable URL Tokens	
Enable CAPTCHA ②	
Active Card Types 🕜	Visa; MasterCard
Surcharge Card Type 1 🕝	Visa
Surcharge Card Fee% 1	2.000%
Surcharge Card Type 2 🕜	MasterCard
Surcharge Card Fee% 2 🕝	1.850%

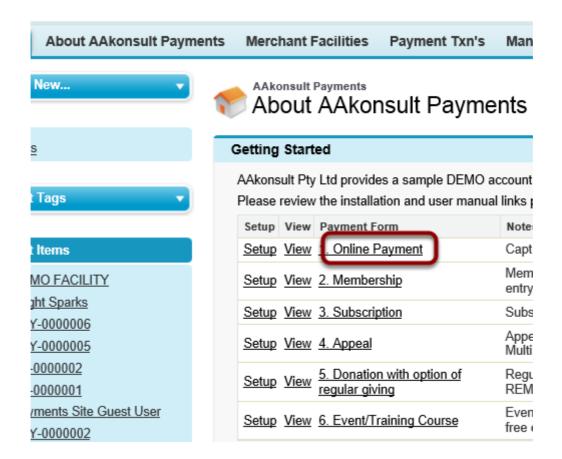


1.3 Tick the Enable CAPTCHA check box and SAVE

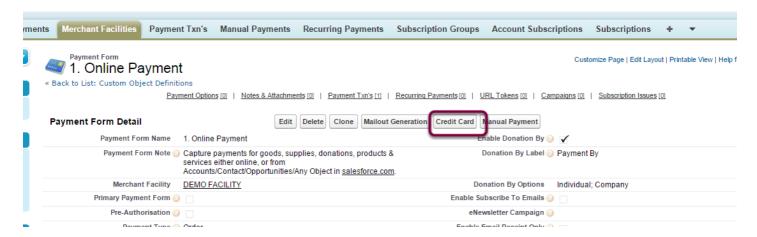




2. To test - Navigate to About AAkonsult Payments tab



2.1 Click on the Credit Card button to preview





2.2 Check the CAPTCHA feature is present on the form



If you wish to change the theme/colour of the CAPTCHA, please go to '<u>How to Change the CAPTCHA theme</u>'



How to change the CAPTCHA theme

1. To Change theme colour



Merchant Facility Detail

Payment Setting Name DEMO FACILITY

The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

1.1 Scroll down to User Interface heading

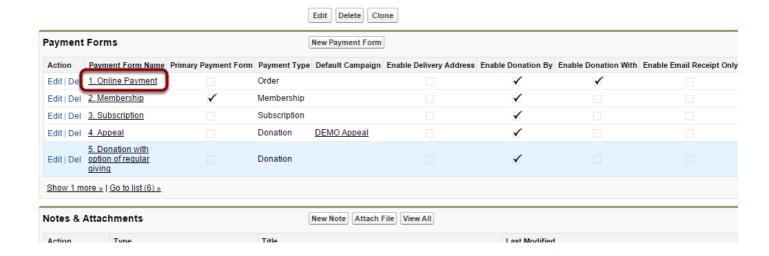


1.2 Double click into CAPTCHA theme, select a colour theme and SAVE



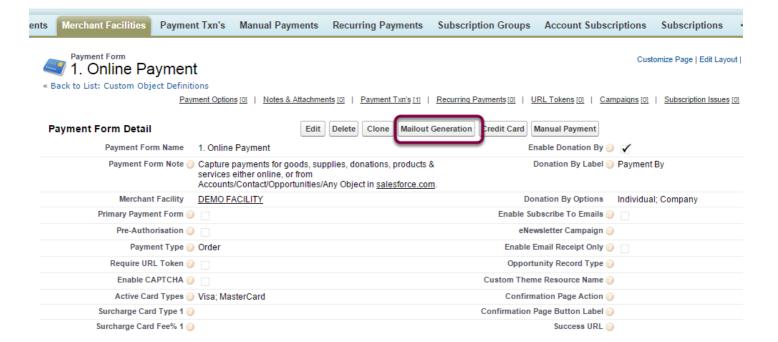


2. To test theme colour change



Navigate to the Merchant Facility Tab, scroll down to the related Payment Forms - Click on the Payment Form to test

2.1 Click on the Credit Card button to preview





2.2 Check the appearance of the CAPTCHA theme

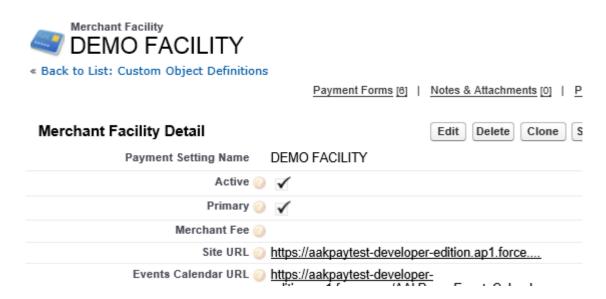




How to set up pre-authorisation

For many industries, it is useful to get an authorisation and reserve funds on a credit card without actually taking the payment until the product/service is delivered, or the exact amount is known. For example, an organisation may wish to take a booking for an event, but only charge the customer once the booking/event is confirmed.

1. Navigate to the Merchant Facilities tab and scroll down to the Payment Forms heading



The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

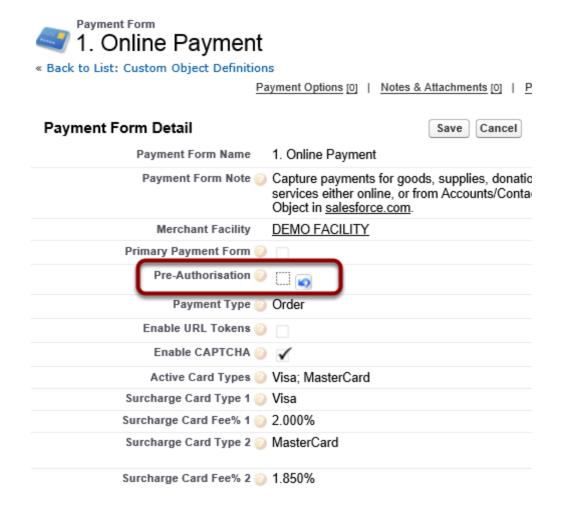
Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.



2. Select the form that the pre-authorisation will apply

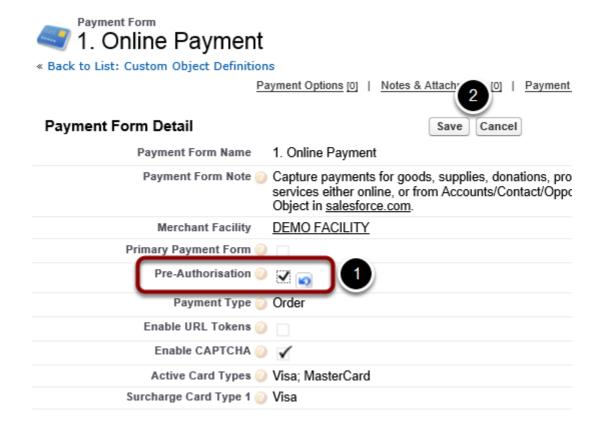
Payment	Forms		New Payment Form		
Action	Payment Form Name	Primary Payment Form	Payment Type	Default Campaign	Enable Delive
Edit Del	1. Online Payment		Order		✓
Edit Del	2. Membership		Membership		
Edit Del	3. Subscription		Subscription		
Edit Del	4. Appeal		Donation	DEMO Appeal	
Edit Del	5. Donation with option of regular giving		Donation		
Edit Del	6. Event/Training Course		Event		

3. Double click into the Enable Pre-Authorisation field





4. Tick the Pre-Authorisation check box and SAVE



5. Navigate to the Payment Txn's tab and check that new transactions now must be authorised (auth)



Once pre-authorisation is enabled, all transactions will come in as an "Auth" type and will have the funds reserved on their credit card. The vendor **MUST** make the completion transaction, to actual charge the card and transfer funds within 7 days.

To complete the transactions go to 'How to authorise pending payments'



\$522.24 Charles Hotham

\$102.00 Governer Charles Hotham

How to authorise pending payments

Refer to 'How to set up pre-authorisation'

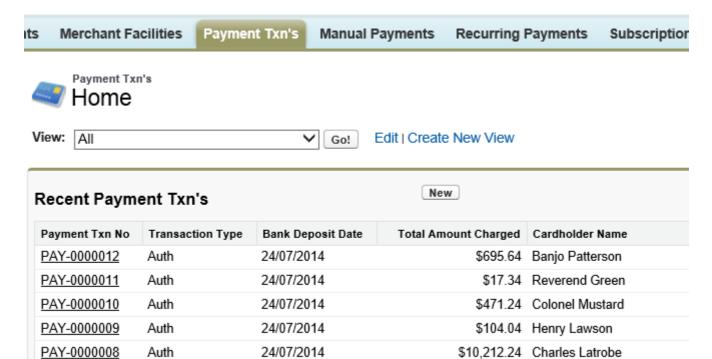
Once pre-authorisation is enabled, all transactions will come in as an "Auth" type and will have the funds reserved on their credit card. The vendor **MUST** make the completion transaction, to actual charge the card and transfer funds within 7 days.

1. Authorise individual transactions

1.1 Navigate to the Payment Txn's tab

Purchase

Purchase



PAY-0000007

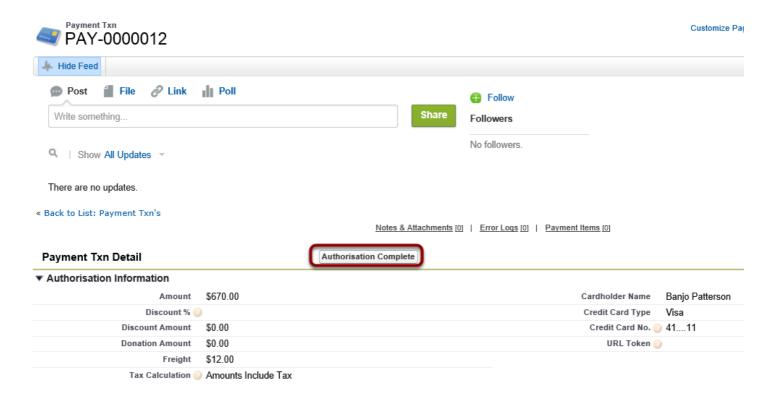
PAY-0000006

24/07/2014

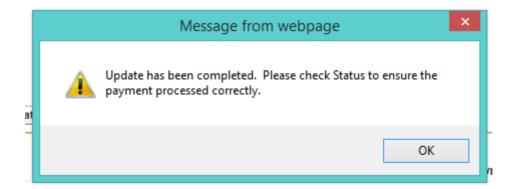
24/07/2014



1.2 Open a transaction and select the 'Authorisation Complete' button



1.3 Confirm the authorisation





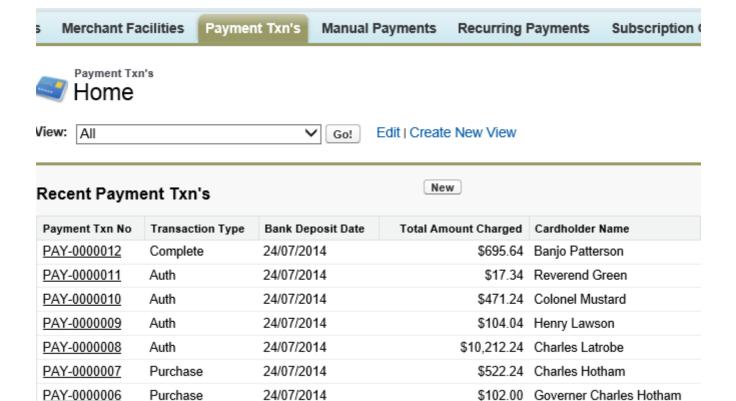
1.4 Return to the Payment Txn's tab and check the Payment Status field



If the transactions is successful, the status will be either "Receipting Complete" or "Matching Complete"

2. Authorise groups of transactions

2.1 Navigate to the Payment Txn's tab





2.2 Select 'Ready for Authorisation Completion' from the View drop down menu and select Go!



2.3 Tick the checkbox of the transactions to be authorised.

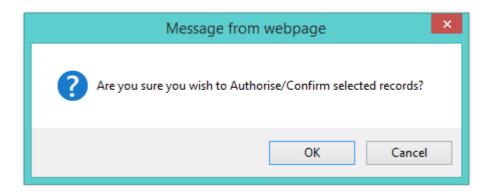


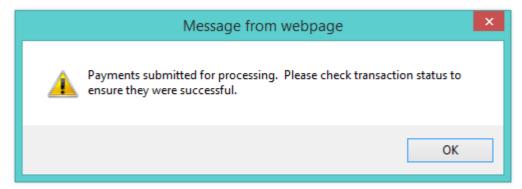
2.4 Select 'Authorisation Complete' button



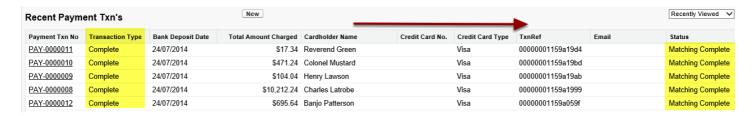


2.5 Confirm the authorisation





2.6 Return to the Payment Txn's tab and check the Payment Status field



If the transactions is successful, the status will be either "Receipting Complete" or "Matching Complete"



How to use automatic Chatter posts

Chatter is an inbuilt social media platform designed for Salesforce.

Chatter updates can only currently be generated for transactions that are created/updated by an internal user and not from the online payment checkout form. This is due to a restriction in place by salesforce.com. If you wish to track these updates, then it is suggested to enable chatter feed tracking on the Payment Transaction Object field "Chatter Posts".

1. Available automatic Chatter posts available with AAkonsult Payments

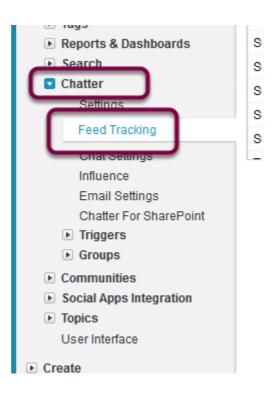
Post	Generated		
Large payment	The payment amount is greater than the Large Donation Amount field on the Payment Form record		
New Account with Payment	Created when a new Account is generated		
New Contact with Payment	Created when a new Contact is generated		
First time Subscriber	Generated the first time an Account level or Contact level subscription is created		
Renewing Subscriber	Generated when an Account or Contact Subscription is renewed		
New recurring payment	Generated Each time a new Recurring Payment is setup		

2. Enabling Chatter Posts for Payment Txn Object

Before Chatter posts can be used, you need to enable chatter posts for the Payment Txn Object



2.1 Navigate to Setup > Customize > Chatter > Feed Settings





Page 480

2.2 Enable Feed Tracking for Payment Txn

Object	Tracked	Fields in payment txn's			
Account	2 Field 3	Save Cancel 2	☑ Enable Feed Tracking	7	Restore Defaults
Account Subscription			Enable reed tracking		Treotore Delaulis
Account Subscription Payment		You can select up to 20 fields.			
Address	0 Fields	Account		Account No.	
Affiliation		Account Subscription		Address Id	
Asset		Amount		Approved	
Batch		Automatic Renewal		BSB No.	
Campaign		Bank	П	Bank Account Name	П
Case	3 Fields	Bank Deposit Account		Bank Deposit Date	
Contact	3 Fields			•	_
Content Document	0 Fields	Biller Code		Birthdate	
Contract		Browser Details		Campaign	
DEPRECATED-Fund		Chatter Post		Cheque Number	
DEPRECATED-Relationship Error		Comments		Contact	
Dashboard		Country		Create Opportunity	
Direct Debit Batch		Credit Card No.		Credit Card Type	
Error			_		
Error Log		Currency		Delivery Address Same as Billing	
Event GAU Allocation		Delivery Country		Delivery Point Id	
		Delivery Postcode		Delivery State	
General Accounting Unit Group	7 Fields	Delivery Street		Delivery Suburb/Town	
Household	7 1 10103	Direct Debit Batch		Discount %	
Import File		Donation Amount		Donation By	
Import File Line Item			_		
Import File Line Item Payment Txn		Donation By Name		Drawer	
Lead	3 Fields	Email		Email Receipt Only	
Merchant Facility		Expiration Month		Expiration Year	
NPSP Data Import		Financial Institution		First Name	
Opportunity	5 Fields	Foreign Transaction Tax Excluded		Freight	
Payment		Frequency		Fundraiser ID	
Payment Form		I Agree to the Terms and Conditions		I Will Be Attending	
Payment Item					
Payment Item Group		IP		Institution Address	
Payment Ontion	1	Invoice Description		Invoice No.	
Payment Txn	0 Fields	Job Title		Last Name	
Product		Lat		Lon	Chat

- 1. Select the Payment Txn Object
- 2. Enable Feed Tracking
- 3. Press SAVE button

3. Enable Chatter Post Types



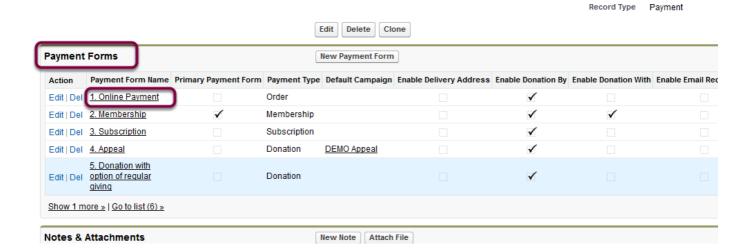
3.1 Navigate to Merchant Facility



The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

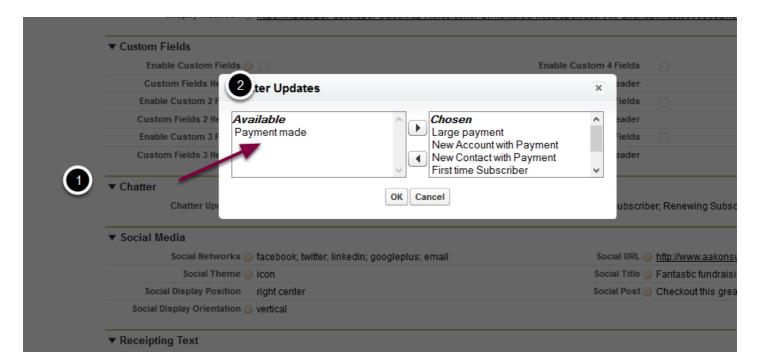
Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

3.2 Scroll down to related Payment Form and select





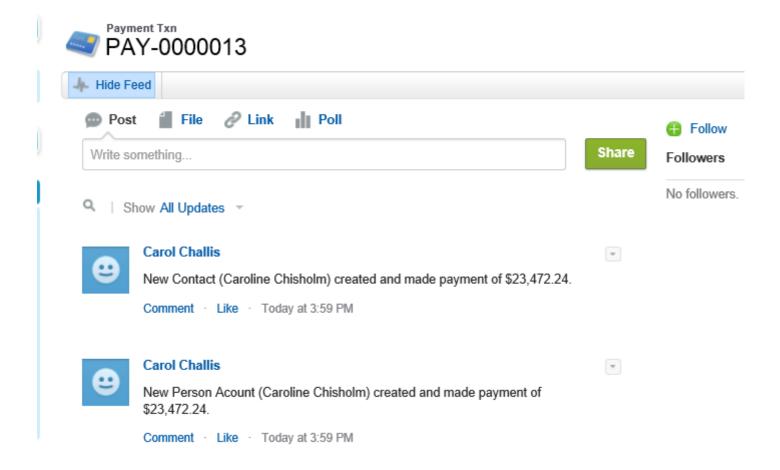
3.3



- 1. Scroll down to the related Chatter Section
- 2. Double click to select post types and press SAVE



4. Check your Chatter feed on the Home tab



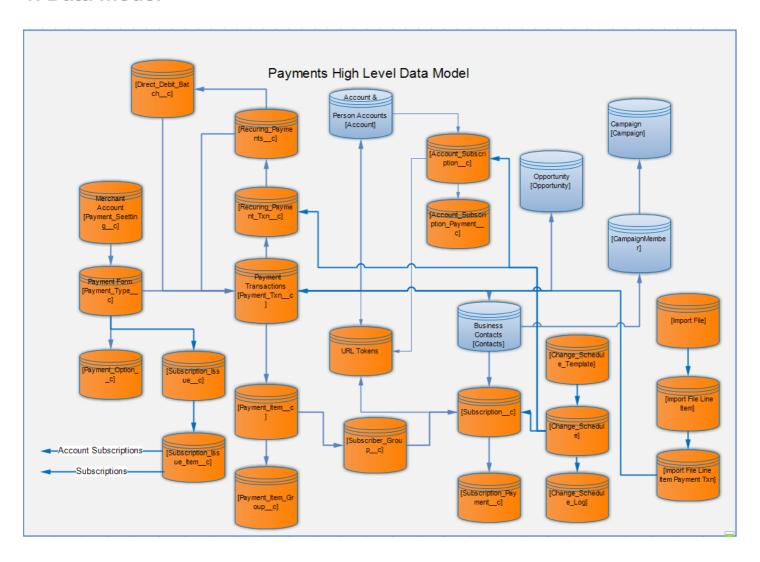
Chatter feeds have been automatically generated.



What data model and objects are used

The data model shown below is designed to give a high level overview.

1. Data model





2. Objects

Object	Notes	
Merchant Facility [Payment_Settingc]	The merchant account object contains details on a particular facilit AAkonsult Payment customers need to arrange with their bank a Merchant Facility that works with Direct Payment Solutions (DPS).	
	Most organisations would just have one merchant facility, but some organisations need to have multiples as they may have donation payments go into one bank account and then training, supplies etc. into another bank account.	
Payment Forms	For each form on the website, a new Payment Form is setup. You may have one Payment Form for say training payments, another for memberships and another for donations.	
	Payment Forms provides a number of configurable options that will drive the options and behaviour of what appears on the web payment form.	
Payment Options	Payment Options represent products or services. They could be used for example for a memberships and have values such as Family, Concessions, Single, Corporate etc.	
	In addition, Payment Forms could be used for subscriptions. Eg. A magazine publication with say 3 month subscription, 1 year and 2 years.	
	For Payment Forms that have payment options, any payments that are processed for this Payment Form, a subscription and subscription payment record will be created for the contact as part of the matching process.	
Payment Txn	The Payment Transaction file stores all payments, including credit cards, manual payments, refunds and card authorisation.	
	This object should be in read only view for most users as it is created as a result of one of the transactions types.	

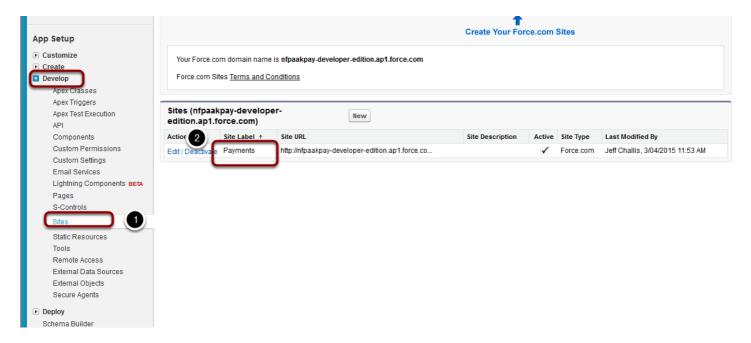


How to make a custom field visible on public web forms

If you have added a new custom field and would like this field to be visible or editable on the public website forms, then you need to set the field level security for these fields under the developer > sites profile.

When you create a field in Salesforce, it gives you the option of setting the field level security for profiles, however, this does NOT include the public sites profiles. You'll need to follow the steps in this procedure.

1. Navigate to Site

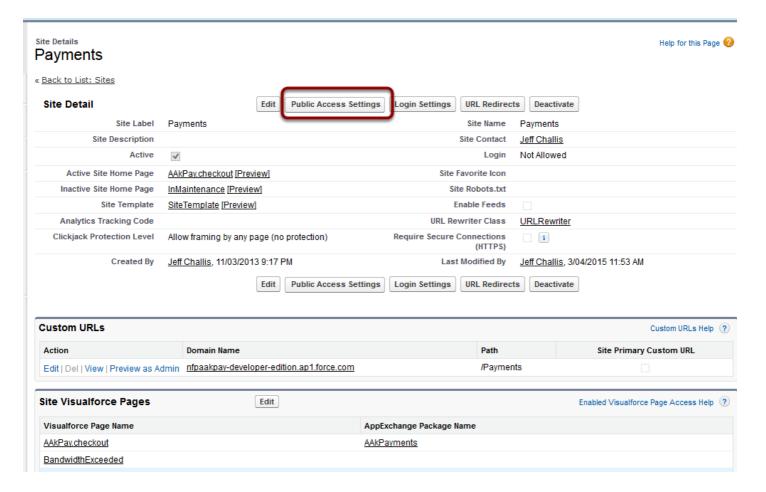


The Site was previously setup during the installation procedure: Force.com Sites

- 1. Navigate to setup > Develop > Sites
- 2. Click into your site



2. Site Profile



Click on Public Access Settings

3. Profile Update

Salesforce can be configured to have different ways of updating the user profile. When view then next couple of steps, you'll need to determine which profile you are using. We'll call the two modes:

- Orginal
- Enhanced

If you wish to set which option salesforce uses, then you can do so by checking/unchecking "Enable Enhanced Profile User Interface" under setup > customize > User Interface



3.1 Original - View Object

Field-Level Security	1		
Standard Field-Level Security			
Account	[<u>View</u>]	Lead	[View]
Asset	[View]	Opportunity	[View]
Campaign	[View]	Opportunity Product	[View]
Campaign Member	[View]	Price Book	[View]
Case	[View]	Price Book Entry	[View]
Contact	[View]	Product	[View]
Contract	[View]	Solution	[View]
Event	[View]	Task	[View]
Idea	[View]	User	[View]
Custom Field-Level Security			
Account Subscription	[View]	Payment	[View]
Account Subscription Payment	[View]	Payment Form	[View]
Address	[View]	Payment Item	[View]
Affiliation	[View]	Payment Item Group	[View]
Batch	[View]	Payment Option	[View]
DEPRECATED-Fund	[View]	Paymer 2	[<u>View</u>]
DEPRECATED-Relationship Error	[View]	Recurring Donations	[View]
Direct Debit Batch	[<u>View</u>]	Recurring Payment	[View]
Error	[View]	Recurring Payment Txn	[View]
Error Log	[View]	Relationship	[View]
GAU Allocation	[View]	Schedulable	[View]
General Accounting Unit	[View]	Subscriber Group	[View]
Household	[<u>View</u>]	Subscription	[View]
Import File	[View]	Subscription Issue	[View]
Import File Line Item	[View]	Subscription Issue Item	[View]
Import File Line Item Payment Txn	[View]	Subscription Payment	[View]
Merchant Facility	[<u>View</u>]	Trigger Handler	[View]
NPSP Data Import	[View]	URL Token	[View]

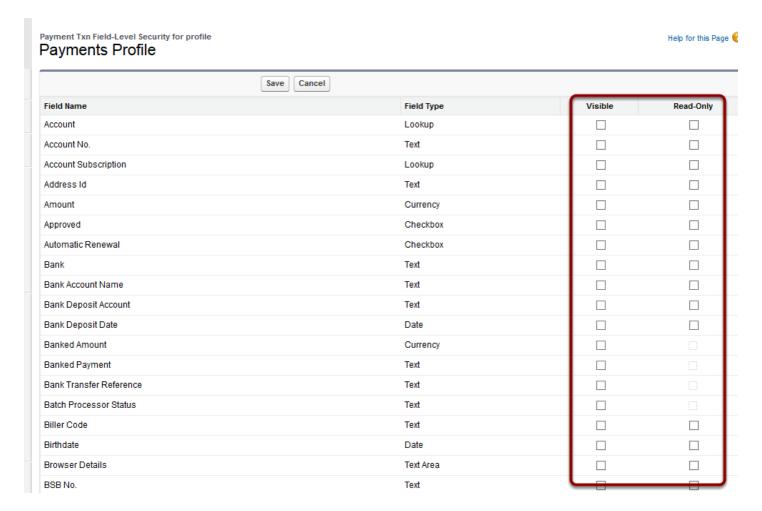
Custom App Settings

If your screen does not include a section similar to the above, then you might be using the enhanced profile editor - please check the sections for this later on in the procedure.

- 1. Scroll down the screen until you come to the "Field-Level Security Section"
- 2. Press View next to the object you wish to update



3.2 Original - Edit Field Level Security



Press Edit on the Profile Editor

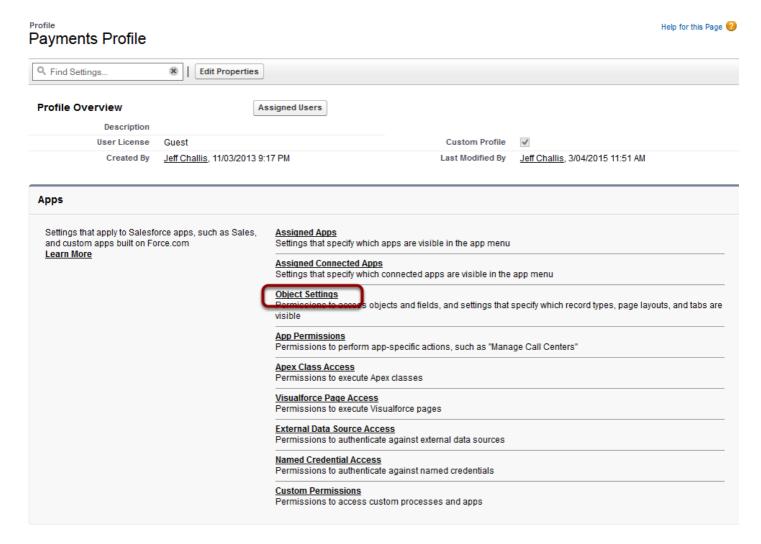
Then update which fields you want visible (or just read only)

Press SAVE button

There is no more to do, you can skip to the end of this procedure.



3.3 Enhanced - Object Settings



If your screen does not include a section similar to the above, then you might be using the original profile editor - please check the sections towards the begging of section 3 of this procedure.

Click into Object Settings.



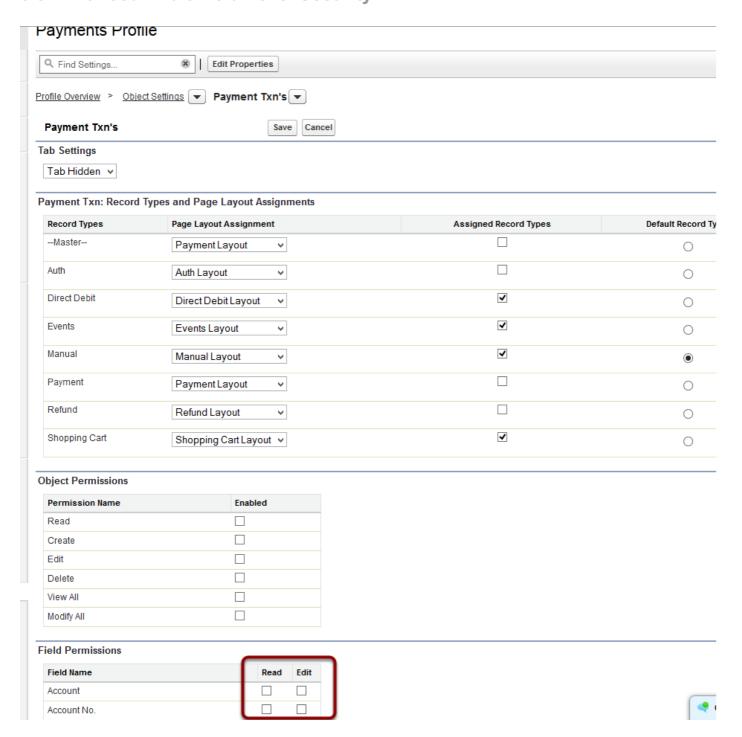
3.4 Enhanced - Select Object

<u>Ideas</u>	Read	5	Default On	Varies by Record Type
<u>Idea Themes</u>			Tab Hidden	-
Import File Line Item Payment Txn's	No Access	6		Import File Line Item Payment Txn Layo
Import File Line Items	No Access	49		Import File Line Item Layout
Import Files	No Access	24	Tab Hidden	Import Layout
<u>Leads</u>	No Access	33	Tab Hidden	Lead Layout
Libraries	-		Tab Hidden	-
Manual Payments			Tab Hidden	
Merchant Facilities	No Access	94	Tab Hidden	Varies by Record Type
NPSP Data Imports	No Access	85	Tab Hidden	Data Import Layout
NPSP Resources			Tab Hidden	
NPSP Settings	-		Tab Hidden	-
<u>Opportunities</u>	Read, Create	59	Tab Hidden	Varies by Record Type
Opportunity Product	-	13		Opportunity Product Layout
Opportunity Rollups	-		Tab Hidden	
Payment Forms	No Access	97		Payment Type Layout
Payment Item Group	No Access	12		Payment Item Group Layout
Payment Items	No Access	57		Varies by Record Type
Payment Mapping	-		Tab Hidden	
Payment Options	No Access	38		Varies by Record Type
Payments	No Access	12	Tab Hidden	Payment Layout
Payment Txn's	No Access	159	Tab Hidden	Varies by Record Type
People	-		Default On	
Price Book Entries	-	9		Price Book Entry Layout
Price Books	No Access	6	Tab Hidden	Price Book Layout
Products	Read	7	Tab Hidden	Product Layout
Profile			Default On	
Profile Feed	-		Default On	-
Profile Overview	-		Default On	
Recurring Donations	No Access	20	Tab Hidden	Recurring Donation Layout
Recurring Donations Settings	-		Tab Hidden	-
Recurring Payments	No Access	52	Tab Hidden	Varies by Record Type

Select the object you wish to update



3.5 Enhanced - Edit Field Level Security



Press edit

Update the Field(s) you wish to make publically editable (and/or read only)

Press SAVE button



Support



Support Options

We have exceptionally happy customers because we provide that extra step in the support.

AAkonsult is also very conscious that different organisations have different needs and budgets for support, so we have made available a number of different options

1. Standard Support

Our standard support is included within the price of AAkonsult Payments.

Standard support is provided by web or email and we aim to have all questions answered within two business days. To contact support please email support @ aakonsult.com.

For standard support, we have a fair use policy and should your needs be more then we will suggest one of the other options.

For standard support, we will provide notes and links to information on where/how to resolve your questions. Should you wish to have use apply the updates, then this will require the Premium Support or Implementation Services option.

All customers are entitled to one hour free online/web walk-through/demo/training session.

2. Salesforce Support

Because AAkonsult Payments is a native salesforce.com application, you also have Salesforce.com support for all Salesforce.com related queries.

To access this, simply click the Help & Training link on the top right when logged in.

3. Premier Support

If you need more than our standard support, then please <u>contact us</u> for one of our premier support offerings.

4. Implementation Support

Need help in implementing AAkonsult Payments?

We have a number of organisations that are experienced in installing AAkonsult Payments.

Please contact us and we'll put you in touch or you can choose to use our team of experts.



How to grant login access

On occasions, we might ask for login access so we can diagnose what has happened with your particular setup.

Please **never** send username or passwords.

The steps for granting login access will vary depending on the options setup in your instance of Salesforce. You will need to check the first section to see compare the screenshots shown with the what you observe. The options are:

- 1. My Settings Option
- 2. Setup Option
- 3. Community Portal Option

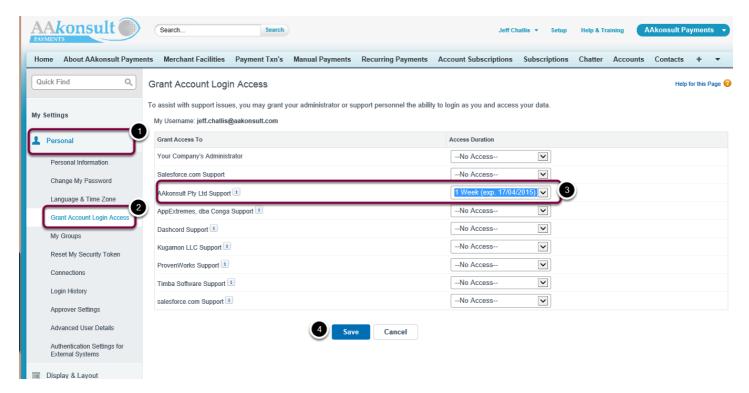
1. My Settings Option



- 1. Click on your name (Top Right)
- 2. Select "My Settings"



1.1 Grant Access



- 1. Locate "Personal"
- 2. Select "Grant Login Access"
- 3. Locate the package name "AAkonsult Lty Ltd Support" and select the time period required by AAkonsult
- 4. Press SAVE button

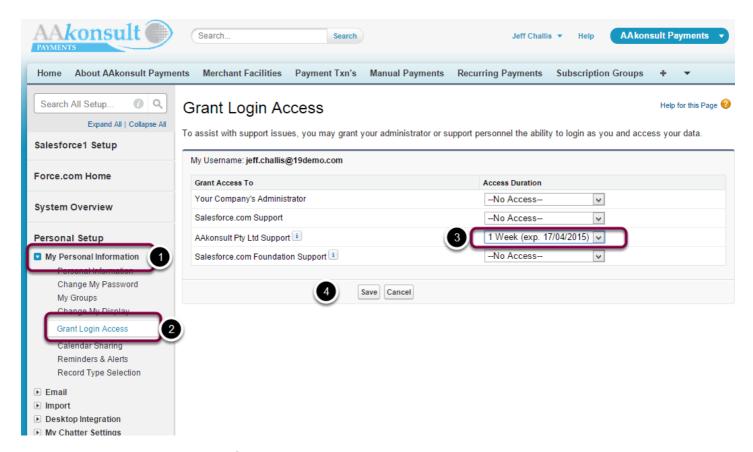
2. Setup Option



- 1. Click on your name (top right)
- 2. Select "Setup" Option



2.1 Granting Access



- 1. Locate My Personal Information
- 2. Select "Grant Login Access"
- Locate the package name "AAkonsult Lty Support" and select the time period required by AAkonsult
- 4. Press SAVE button

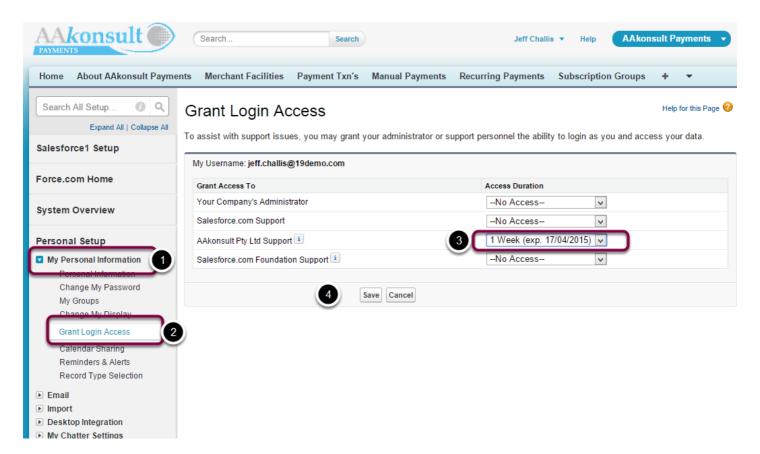
3. Community Portal Option



- 1. Click on your name (Top Right)
- 2. Select "Setup"



3.1 Grant Access



- 1. Locate My Personal Information
- 2. Select "Grant Login Access"
- Locate the package name "AAkonsult Lty Support" and select the time period required by AAkonsult
- 4. Press SAVE button



Release Updates



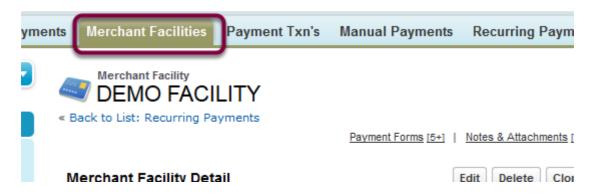
How to perform an upgrade

Quick Steps:

- 1. Navigate to the Merchant Facility, Stop any running Recurring Payments Processor and/or Batch Processor
- 2. Install new version from AppExchange
- 3. Navigate to the Merchant Facility, START any previously running Recurring Payments Processor and/or Batch Processor
- 4. Apply any Post Upgrade notes from the release notes. Apply all notes that apply since the release you are currently on and upto the release you have installed

1. Stop any running Recurring Payments Processor and/or Batch Processor

1.1 Navigate to the Merchant Facility tab

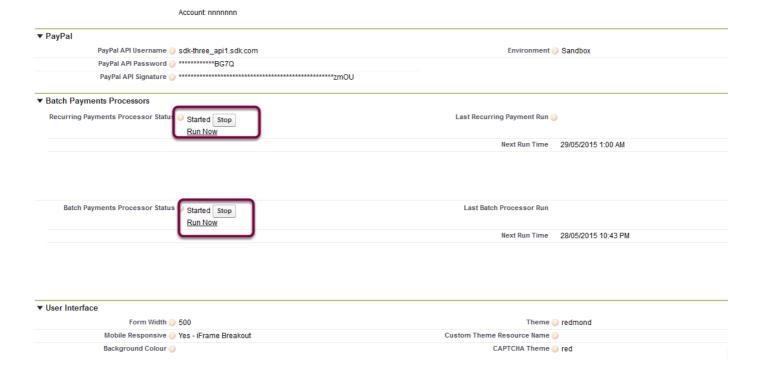


The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

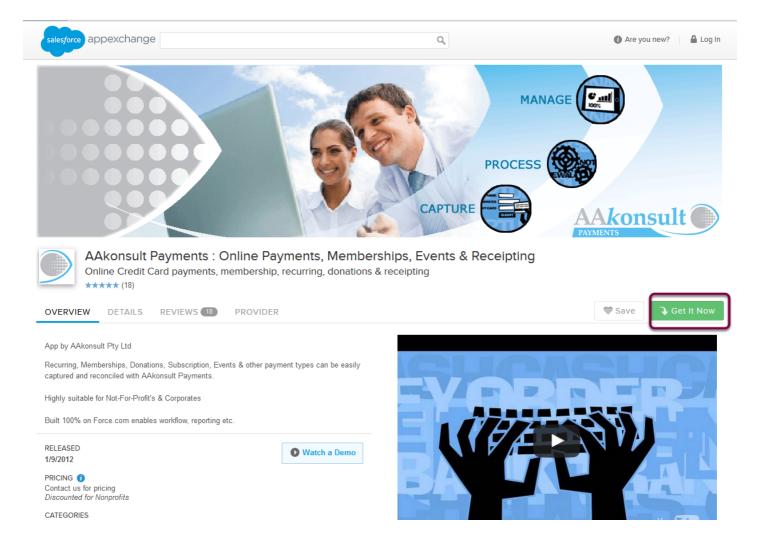


1.2 Scroll down to Batch Payments Processors heading and Stop any processors running





1.3 Install new version from AppExchange



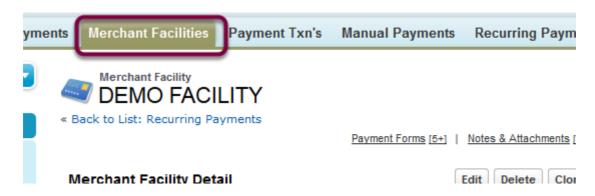
Install the latest version from the AppExchange. This can be found at: https://appexchange.salesforce.com/listingDetail?listingId=a0N300000059H93EAE

Press the "Get It Now" button and follow the installation wizard. For more details on the wizard, please see <u>How to download from the AppExchange</u>

2. Restart any previously running Recurring Payments Processor and/ or Batch Processor



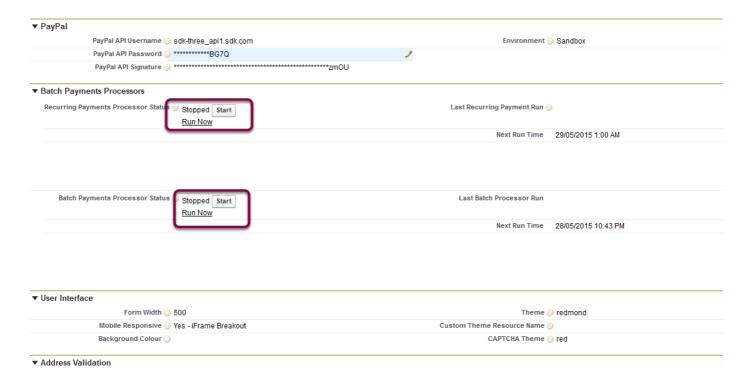
2.1 Navigate to the Merchant Facility tab



The Merchant Facility tab can be found within the AAkonsult Payments menu (Top right picklist in Salesforce – Select AAkonsult Payments), or it can be found under the "+" at the end of the tabs.

Once you have clicked on the Merchant Facility Tab, click the [GO] button and click into Merchant Facility you wish to update.

2.2 Scroll down to Batch Payments Processors heading and Stop any processors running



3. Perform any post upgrade steps

In the <u>Release Updates</u> section of the manual, there are release notes for each release. In each release note specific section, it contains details on the post upgrade notes. Please follow these for each release between your previous version and the current one.



4. Errors during upgrades

On some rare occasions, you may receive errors during upgrades. In most cases, this is due to Salesforce limits being exceeded by customisation that your organization has made. This section describes errors that may occur and what to do about them.

4.1 The formula references fields across 11 relationships while only 10 are allowed.

If your install has failed and you receive an error message similar to the one below, this most likely means that your organisation has added some custom formula fields that are of type Cross Object. You can see the Salesforce online Help for details on <u>Cross Object Formula</u>'s

The best solution is to log a case with Salesforce Support. Tell them you are trying to implement a package upgrade and are now exceeding the number of cross object formula fields. Perhaps ask for the limit to be increased from 10 to 15.

Sample Error Message:

Your request to install package "AAkPayments 4.5 150609" was unsuccessful. None of the data or setup information in your <u>salesforce.com</u> organization was affected.

If your install continues to fail, contact Salesforce CRM Support through your normal channels and provide the following information.

Organization: XXXXXXXXX (00DN0000000XXXX)

User: Administrator (0059000000XXXXX)
Package: AAkPayments (04tA0000000XXXX)

Problem:

1. (Payment_Txn__c.Pay_Now__c) The formula references fields across 11 relationships while only 10 are allowed. Please contact support at <u>salesforce.com</u> for more assistance.



4.5 June 2015

4.5 Release Notes

- Mobile fields to have proper keyboard layouts shown. For example telephones have phone layout, emails have an email layout. Dates are not yet covered.
- For Payment Options, ensure only one Default is ticked. If another for the same Payment Form is checked then this is removed
- Change Schedule updates create Change Schedule History
- Paypal better managing of errors, more information in error messages, correction to mailing city being overridden on mobile devices
- Better handling of install process for upgrades

4.5 Upgrade Notes



4.4 June 2015

4.4 Release Notes

- Change Schedules. New functionality for Memberships/Subscriptions that allows for setting up in advance of changes. For example, a wine club subscriber might have 1 Red for every Winter and 2 White packs for summer
- dataTools Kleber updates: Checkout and Manual Payments now support validation for phone (Australia), email, address verify, address repair and BSB validation (checkout only) Leads, Accounts and Contacts now have a button for auto-complete and validation/repair of addresses
- 3. Make Payments for Token Charges on opportunities now pass in the description and amounts. New configuration options added for URL parameters (amount, paymentFor)
- 4. Make Payments now launch Events Registration where related Payment Form has a type of "Event"
- 5. Subscriptions/Memberships have the option of creating multiple subscription/memberships for the same form. This is applicable when organisations might have a certification/accreditation product/service and customers can sign up for multiple certifications.
- 6. Subscriptions Issues now allow for Payments to be Charged for a particular Payment Option. For example, you may have a Wine Club member type subscriptions and you are ready to send out only Mixed, then a couple of weeks later, you wish to generate Payment Charges for those that have subscribed to Red's.
- 7. Receipts now allow for mail merging of standard Amount fields in the body text area.
- 8. Clicking into the Card Holder name field and using Card Scanners that read track1 of the data will now populate Card Holder, Card and Expiry Date.
- 9. PayPal. Correction to \$0 being shown on return from PayPal login when used in conjunction with suggested donations
- 10. More custom labels used to allow for user updates. Includes Privacy Policy link, Suggested donation options on checkout
- 11. Receipts and membership documents now handle NPSP 3 account names ending with Household correctly.
- 12. When generating import files for full copy sandboxes, the import now manages the exception of not having a valid Merchant Facility or Payment Form.
- 13. More anti-spam options inbuilt, including having the ability to restrict the number of external (public website) payments from the one IP address.

4.4 Upgrade Notes

- Edit Page Layout for Merchant Facility Drag/drop Validate into the Address Validation Section
- 2. Click into Payment record type for Merchant Facility Object. Edit Validate and add all available options



4.2 April 2015

4.2 Release Notes

- 1. Creation of Opportunity Line Items. Products are setup at the Payment Form and Payment Options level. If specified and the Merchant Facility Create Opportunity Line items is selected, the opportunity will be created and linked to the products. This feature provides more reporting options and better more options for integrations into financial systems.
- 2. Receipt, Confirmation Letter, Renewal Notice and Statement layout update to allow for an image to be uploaded for the header section. If an image with a file name containing Letterhead is loaded against the Merchant Facility then this will be used instead of the standard logo and organisation address details.
- 3. Checkout in manual payment mode now allows for "Once-off Authorise" type transactions so Recurring Payments can be created.
- 4. Various fixes and updates.
 - 1. Site checkout error now logs more details so organisations can get a better understanding of who and what is trying to access their website in an invalid manner.
 - 2. Correction to error handling when a contact insert is created and the transaction was for a member or event ticket type of purchase
 - 3. Soft Credits now working correctly when person being credited already exists on file.
 - 4. Icons now display correctly when checkout form is used with a sites sub-domain.

4.2 Post upgrade notes

- On the Page Layout Payment Form Drag/drop "Product" and "Donation Product" onto the layout
- On the Page Layout Payment Option Drag/drop "Product" onto the Page Layout



4.1 March 2015

4.1 Release Notes

Choose font size: A A A A A A A A

• Information: Payments in test mode. Only test cards accepted.

AAkonsult Payments DEMO payment page.

AAkonsult Payments allows organisations to

- 1. Checkout form now allows for parent website to change font sizes.
- 2. See installation manual How to provide accessibility and text resizing



4.0 February 2015

4.0 Release Notes

- 1. Authorize.Net
- To use Authorize.Net, organisations must signed up through the <u>AAkonsult Authorize.Net</u> page
- Supports all payment transactions Charge, Refund, Authorization, Authorization Complete,
 Token Card Charge, Update Card, Update Expiry Date, Recurring Payments
- 1. Address auto-complete
 - Added two options for address auto-complete on checkout and manual payment forms:
 - 1. Google Places. Free to use, register for free API key
 - DataTools Kleber. More complete address list including Unit No's, Building levels etc. Integration with AAkonsult free to use if you sign up to Kleber through our referral URL: Kleber Sign-up

1. Checkout Form

- Icons for Credit Cards
- Icons are for Payment Methods. Payments methods are now laid out vertically
- Suggested donations has box around amounts
- For events on payments page, A fix was made Rich Text fields to make sure they did not go outside the boxed section
- If delivery address is being used, the system no longer defaults the street from the postal address previously entered.
- Payment Processor error AF now treated the same as a timeout error and automatic retry check will occur.
- 1. PayPal Now available in production
- 2. Import File process
 - Allow for matching of columns to fields to be saved for future processing
 - Allow for import of Credit Card details and processing off. If frequency is imported, then creates/updates Recurring Payments
 - Status/Progress for Import File Processing to show process if Credit Cards are to be process.
 New status's for Credit Card Processing Complete. A count of number of Credit Cards in error.
 - New options for file uploads These are copy/paste and email to Salesforce
 - Updated to Payment Txn layout to show import file details
- Fix for logging invalid lines error messages better. Includes catching and managing of invalid email addresses.
- 1. Manual Payments



- · Save and Cancel buttons now working correctly
- Added membership search for quick entry/locating of contact
- Order of picklist is now in the Display Order of the membership Payment Options. This now uses the same criteria as Checkout
- 1. Batch Processors. More checks in place for duplicate submissions of run now batch processor, run now recurring payment, subscription payment generation.
- 2. Recurring Payment Processor
- Now has more checks in place for Salesforce maintenance. Also, the order is sorted by the recurring payments record name.
- · Recurring Payment object now allows for Expiry MMYYYY to have a MM/YYYY format
- 1. Error messages. Should errors be logged, but the ability to update the database is not available, e.g. during system maintenance or storage exceeded then the error is sent as an email to the user.
- 2. Refunds. No longer resets the last transaction/next transaction date if the refunded transactions is related to a Recurring Payment.
- 3. Token Charges no longer copies status from the related Account or Contact record should this field exist.
- 4. Create Opportunity checkbox defaults from the Merchant Facility onto the Payment Txn record. If needed, this can then be changed via workflow and the Matching Process will use the Payment Txn field as it no longer refers directly back to the Merchant Facility.
- 5. Manual Matching now uses fieldsets to enable configuration. For example, if you wish to add Account Name in the side by side comparison then it's a case of updating the related fieldset.

4.0 Post upgrade notes



- Edit the Merchant Facility Page Layout Add the below section to Merchant Facility
- Updated Merchant Facility record type "Address Helper" fields and add values to this



3.22 December 2014

3.22 Release Notes

- 1. Payment Processing
- 2. Updates to payment types to correct issue where re-checks were not working 100% of the time.
- 3. Support for Nonprofit Starter Pack 3

Added new Matching Method for "Nonprofit Starter Pack 3+". For this to work best, we recommend having matching options of "Last Name + Street + Suburb".

- 1. Manual Payments
- Merchant Fee added to field set. This allows for entry of 3rd party payments that charge a fee.
- If the Payment Form being used for the Manual Payment has a payment type of "Donation" then the Donation Amount is now being updated instead of the Amount field. This makes the manual payment more consistent with the Checkout Form.
- 1. Checkout Form

Correction to Rich Text Areas that were not displaying correctly on mobile devices

Terms and conditions, CCV pop-up window formatted to fit correctly on mobile devices

1. Events

- Membership number validation is now supported. To enable, select "Validate Membership No." at the Payment Option level.
- When a valid membership number is entered, the Payment Item is linked to the contact. In future releases, this could be used to have validation rules around membership types/details.
- A fix has been added for when only one person then the Payment Item was not being linked to the Payment Item Group
- A fix has been put in place whereby if an unexpected error occurred on the first step of the event registration wizard, then a "duplicate id" error used to occur.
- 1. Demo Merchant Facility/Setup
 - Now defaults account model being used person account, Contacts & Organisations for NP, NP3+
- Now defaults create opportunity to true



3.22 Post upgrade notes

- Add a new picklist value to the Merchant Facility Object, field: "Account Matching Method" with value of "Nonprofit Starter Pack 3+"
- · Make sure you add it to the record type



3.21 November 2014

1. 3.21 Release Notes

- 1. Updated checkout forms and event forms to have improved compliance for screen readers (software that reads out text on the screen for those persons that are visually impaired).
- 2. Text next to radio buttons can be selected/touched for selecting the ratio button
- 3. Short URL's now available for URL Tokens. This means makes it easier to send a payment request via SMS's/Texts.
- 4. Custom fields that are not marked as visible no longer show the labels for the associated field in custom sections on the checkout form.
- 5. Accessing the checkout form from the Credit Card payment button on the Payment Form now shows scroll bars when required.
- 6. Recurring Payment Processor Correction where Salutation would override Job Title
- 7. New Payment Form Type of "Program" added. Upcoming events and event calendar will now show campaigns with Payment Form Types of "Event" and "Program"

2. 3.21 Post upgrade notes



3.20 October 2014

3.20 Release Notes

1. Checkout form

- 1. New URL Token options and URL Parameter options to provide more control over the display
- 2. hidePaymentOverview. Enables the main text at the top of the payment form to be hidden. This is a useful option when used with events.
- 3. hidePaymentNote. Hides the text at the bottom of the checkout form.
- 4. hideCampaignOverview. Hides the Campaign Overview on the checkout form. The Campaign Overview text appears if Payment Overview text is entered on a Campaign and that campaign is linked to the checkout form.
- 5. Clicking on the Payment Express logo takes the user to a page that has more information about the PCI Compliance of both Payment Express and Salesforce (as the form is hosted by Salesforce.com)
- 6. If using appeals, there is a new option on the Payment form that allows you to filter campaigns based on Campaign Type. This is useful if you are using one instance of salesforce across multiple business units where you only want to have appeals shown that related to a specific business unit.
- 7. If Catpcha's are enabled, they will now only be shown on public facing web forms and not on internal usage.
- 8. Terms and conditions field has been added to most field sets so this can be added to the checkout form. Terms and conditions are maintained on the Merchant Facility and will be shown from a link/light box display. This new feature is a useful way to show T&C's on mobile devices without having the user navigate to a new page.
- 9. A validation rule example has been added to provide a way of ensuring T&C's are checked.
- 10. For on invoice transactions where status is Awaiting Payment and if a donation is entered with suggested donations amount then the donation amount is now correctly shown when the payer clicks on the Pay Now link
- 11. All custom field sections now have firstname, lastname, phone, mobile and email available. This provides more flexibility and options for variations to contact information captured.
- 12. Ability to have a button on confirmation page that enables navigation to another website/page.

2. Payment Processing

- 1. The rechecking of Payments that are not completed now changes the status to "Confirmation Check" vs. Error if the user has not pressed the Pay Now button
- 2. Person account matching process correction. Used to report an error if a Person Account existed with same name, but was not a matched on address, phone, mobile, email etc.

3. Manual Payments

User Manual



1. If manual payments are initiated from the Account Screen, then it will now go into Save mode, vs. Save and New.

4. Recurring Payments

- 1. A new custom object has been that links Payment Txns to Recurring Payments. This enables for roll-up-summary fields to total details such as total payments, last payment/donation date, average donations etc. etc.
- 2. Recurring payments now have two values Donations and Amount. This means a regular payment with donation can now be setup.
- 3. If no maximum number of retry attempts is entered, then the system now defaults to 10, vs. previously being infinite.

5. Events

- 1. Buttons on Payment Form object and Sample about AAkonsult Payments now launch the Events for, vs. previously launching the checkout form.
- 2. If Payment Option (ticket) has "Require Membership No", then the membership number will be required when entered details and will be validated to ensure the contact is a current member and that the contacts surname is the same as the surname on the ticket.
- 3. Upcoming Events and Event Calendar now only show Campaigns that are linked to Payment Forms with a Payment Form of Event. This means Campaigns and Events don't get shown together on the Calendar.
- 4. Added two new reports and links on Campaign:
 - 1. Event Attendee List
 - 2. Event Group List
- 5. If previous URL entered on Payment Form, then the "Back" button on the first screen of the events registration will now go to that field.
- 6. Payment Items are now linked to Campaigns

6. Memberships

- 1. New option for Membership No. Search. Option now include the ability to allow entry of last name and membership number to search on the public website OR to just validate the membership number on the public website, but allow internal (staff users) to enter and search/display membership details.
- 2. Membership numbers have been increased to 8 digits.
- 3. Renewals matching for subscriber groups. If primary contact renews, but to a single type membership then remainder in subscriber groups will have their membership numbers removed and subscription/membership canceled.
- 4. If a non primary contact renews, but renews as a single, then they will be given a new membership number, subscriber group members will stay active.
- 5. Some minor corrections to the setting of Primary Contact on renewals

7. Refunds

- 1. A workflow has been created for requesting refund approval. This needs to be activated and the recipient of the email to be updated should you wish to use.
- 2. A new button on the refund payment txn has been added for approving. Also, a list view button has been added for approving multiple transactions at once.



- 8. Receipts, Statements and Confirmations
 - 1. Logo is now right aligned
 - 2. A custom label has been added for the "Thank You" text so administrators can update.
 - 3. Statements had correction to work better from Contacts, Accounts and Campaign Members
 - 4. Receipt Date now respects local, so works better for North American customers
 - 5. Forms now respect the lang option enabling multiple language support

3.20 Post upgrade notes

- Payment Form: Edit layout and remove Enable membership search (old), add in Enable Membership Search.
- Update all Payment Form(s) that should have membership search enabled to have appropriate picklist value



3.19 August 2014 �

3.19 Release Notes

1. Events enhancements

- 1. Added options to hide components on side bar. These can be set in the Payment form or via URL Parameters
- 2. For upcoming events and calendar, enable the option to go to a specified web page instead of going directly to the ticket booking page.
- 3. Enhanced URL Parameter for upcoming events to be able to select multiple Campaign Types
- 4. Support for Group/Team event types where one ticket represents multiple people
- 5. Added new Event Type "Tickets and Optionally Specify Attendees". This is useful when using with groups or teams and not all members of the group or team are known at the time of ticket purchase

2. Memberships

- Added links from URL Tokens related to Account Subscriptions and Subscriptions back to the Subscription report. This provides enhanced workflow alert and update options
- 2. For Family/Group membership, fixed issue with Payer Name and Group member name being in a different upper/lower case combination creating a duplicate
- 3. For Family/Group membership, fixed issue with a payment being made after a membership causing the subscription group to be unlinked.
- 4. Fixed issue where error could occur if Payment Option deleted from Account Subscription or Subscription

3. Statements and Receipts

- 1. Added option for text colours
- 2. Added component option to suppress setting of receipt status
- 3. Fixed issue where long "Receipt" title would cause address to print in incorrect location
- 4. Annual Statement, used banking amount so refunds will be shown in negative

4. Token Charges

- 1. Now only allows one attempt per entry
- 2. Added retry logic should the payment processing timeout

3.19 Post upgrade notes

- setup > create > objects > Payments Forms. Field: Event Type, add new picklist value "Tickets and Optionally Specify Attendees"
- setup > create > objects > Payments Forms. Page Layouts. Add fields to event section:
 Event Page URL, Event Form Layout Options



- setup > create > objects > Merchant Facility. Page Layouts. Add fields to receipt section: Receipt Text Colour.
- setup > create > objects > URL Tokens. Page Layouts. Add fields: Account Subscription, Subscription.
- setup > create > objects > Payment Options. Page Layouts Events. Add field "Group Size"



3.16 July 2014

3.16 Release Notes

- 1. Annual Statements have been added. These can be generated and stored against a contact record, along with mass emailing. Annual statements are flexible with mail merged text and fieldsets to control which transactions details are printed. Please see the Annual Statement part of this manual for more information
- 2. Payment Forms object has been renamed to Payment Form. This more accurately reflects the roll of this object.
- 3. About AAkonsult Payments. Provides better description if the user does not have Marketing User checkbox selected when attempting to create sample campaigns.
- 4. Added workflow notification for Recurring Payments that are placed on to "Suspended Max retries exceeded"

3.16 Post upgrade notes

- 1. Need to add remote settings <u>How to setup Annual Statements</u>
- 2. Add Annual Statement button campaign (2 buttons), campaign member, contact
- 3. Add Statement Text to Campaign

Statement Text Example

Dear {!Contact.FirstName},

Thank you so much for your committed support of {!Organization.Name} the 2013/2014 financial year via our regular giving program.

This financial year you have given us a total of {!numberOfPayments} donations, totalling {!totalAmount}, as pledged on a regular basis throughout the 2013/2014 financial year.

Your donations have made it possible for us to continue to offer a range of services.

I would like to again say thank you on behalf of everyone at {!Organization.Name}, for your valued contribution to our work.

Please find attached a list of donations received and your official receipt.

3.17 Post upgrade notes

Payment Options update page layout for events to have "No. in group"

Payment Form:



- added new value to picklist "Tickets and Optionally Specify Attendees"
 Fields to page layout "Events Section": Event Form Layout Options, Event Page URL



3.15 June 2014

3.15 Release Notes

- 1. Enhancements to Import files to allow for much larger number of imported rows, to provide for generic CSV file imports and templates to manage Imports for:
 - Australia GiveNow
 - Australia GoFundraise
 - Australia Everyday Hero
 - Paypal

Please see the Import File sections of this manual for more information.

- 1. Fundraiser Id. New Fundraiser Id field added to contact, along with new Matching Rule criteria to check for existing fundraisers with that id. This is particularly useful with some of the new import file types now available.
- 2. Batch Processor check and restart if not running. On rare occasions and normally during a Salesforce upgrade, the batch processor can hang or stop. The daily recurring payment processor now check to see if this processor should be running and restarts if there appears to be an issue.
- 3. An extra check to see if a Payment has been processed or not is not has been added. After the daily recurring payment processor run, all Payment Txns that are at a Confirmation stage are re-checked to see if they should have actually had the card successfully charge. If the check does not locate anything, then the status is updated to "Confirmation Checked", otherwise, its updated to "Payment Complete".
- 4. PDF generated documents such as receipts, renewals, invoices, confirmation etc. now have currency fields always formatted to 2 decimal places, eg. 59.7 now shows as 59.70
- 5. Checkout form for day of month selection for recurring payments now has single digit dates zero filed. Ie. 6 (for 6th day of the month) now shows as 06. This is more consistent with list of options available.
- 6. Allow for bulk updates of Account Subscriptions when Payment Option is blank.
- 7. Correctly rendering of PDF previews for Confirmation and Renewal notices.

3.15 Post upgrade notes

User Manual

After installing, I would recommend doing the following:

- Setup > create > custom objects > Payment Txn. Scroll down to the fields section, locate "Matching Rules", click into (NOT edit), then add "First Name + Last Name + Fundraiser ID" -MAKE sure you select to add to all record types before saving
- 2. Click on the Merchant Facility Tab, for each active Merchant Facility, update the matching rules to have the new value "First Name + Last Name + Fundraiser ID"



3.14 May 2014

3.14 Release Notes

- 1. Events module now allows for upto 10 different layouts. Payment Form specifies which layout (fieldset) to use.
- 2. Added new URL parameter to Manual Payments and Credit Card Payments to default in the amount to be paid. Also added new "defaultAmount" to URL Token
- 3. New Mobile Responsive Option "Yes iFrame Breakout" allowing for payment forms embedded within an iframe to come to the top when displayed on a mobile device. This enables mobile responsiveness.
- 4. Manual payments update opportunities with total amount. Previously, amount did not include donation amount.
- 5. Creation of URL token for Campaign and Campaign Member will use the Payment Form linked at the Campaign level. If not present, uses default merchant facility and Payment Form
- 6. Default Receipt Email assignment groups error messages now, so if a validation rule causes many contacts to fail then warning emails are greatly reduced.
- 7. Subscriptions batch processor status submit checks for salesforce limits before submitting
- 8. For group memberships, primary contact and voter correctly set if primary contact is an existing contact.
- 9. Shopify Integration Now updates discount and stores voucher codes used.

3.14 Post upgrade notes

After installing, we would recommend doing the following:

- 1. Setup > create > custom objects > Payment Txn. Scroll down to the fields section, locate "Mobile Responsive", click into (NOT edit), then add "Yes iFrame Breakout" MAKE sure you select to add to all record types before saving
- 2. Click on the Merchant Facility Tab, for each active Merchant Facility, update Mobile Responsive to have the new value "Yes iFrame Breakout"



3.13 March 2014

3.13 Release Notes

- Make Payments. Add new button and publisher actions that makes it easier to make a payment from an Account, Contact or Opportunity where multiple merchant facilities or Payment Forms are being used.
- 2. Direct Debits for NZ. Added support for ANZ/BNZ, Westpac and ASB
- 3. Subscription Group Updates:
- Membership was set to default to a non subscriber group, then a subscriber group type option select the screen was not refreshing correctly.
- When checkout was run in internal mode and the first membership was free, then a non free membership was selected, an error message was appearing.
- Checkout associating with incorrect primary contact on occasions. This was often the first created contact, vs. primary contact.
- · Checkout form Now defaults in country code correctly for renewals
- 1. Membership updates:
 - If someone leaves the group, their membership number is cleared out. We recommend turning on audit history on the membership number field for audit purposes.
 - When using templates for accounts and contacts does not include the template membership no
- 1. Upcoming Events no only uses field sets for section values and does not require the Campaign Name to be included.
- 2. Batch processor status now correctly set on all Merchant Facilities when starting/stopping.

3.13 Post upgrade notes

Add matching method to Merchant Facility + record type.

- Membership Id + Last Name + Mobile
- Membership Id + Last Name + Email



3.12 February 2014

3.12 Release Notes

- 1. Opportunities now have a new field called "Total Paid" that is automatically updated from payments and refunds. Allows for deposits and payment in full processes to be setup.
- 2. Added new Payment Form option "Send Receipt By". This provides an easy way of setting which Payment Forms receive full receipts, vs. those that only receive partial receipts. For more information, please see the "Sending out receipt options" section of this manual.
- 3. Progress bars added for almost all batch processing jobs. This provides a near real-time update on where the job is upto.
- 4. Memberships If renewing from link and change last name then used to give an error message regardless of membership number/search by being enabled. No will only give error if membership search by enabled.
- 5. Corrections when a very long payment option were used in conjunction with subscriber groups that resulted in an error being reported names are now truncated to 80 characters.
- 6. Correction of job title not updating to Contact on processing. Now updates are applied.

3.11/3.12 Post upgrade notes

- Add Send Receipt By to Payment Type page layout.
- · Activate Send Interim receipt email



3.10 January 2014

3.10 Release Notes

- 1. Added upcoming events widget. Please see the Upcoming Events section of this manual for more details.
- 2. Added ability to have social media likes available on payment forms
- 3. Added mobile responsive support for payment forms
- 4. Enabled configurable fields for Receipt date section on receipt and membership confirmation/ renewal forms. This field can be maintained through "receiptDate" fieldset.
- 5. Credit Card Expiry dates are now stored in full format making managing of upcoming expiries easier
- 6. Events registration updates to allow "Once-off Authorise" and to update ticket numbers for "Auth" type transactions.
- 7. Correctly to false positive reporting of security access to Subscriptions and Account Subscriptions.

3.10 Post upgrade notes

- Navigate to setup > create > objects > Merchant Facility. Scroll down to record types section.
 Click into (NOT Edit), click edit next to Mobile Responsive add values.
- Click on the Merchant Facility Tab click into a merchant facility. Edit Layout, drag/drop the Mobile Response fields and Upcoming events URL field onto page layout. Save.
- From the Merchant Facility Tab, scroll down to Payment Types, click into a payment type. Click Edit layout. Add a new section "Social", then copy all fields beginning with Social onto the Page Layout Save.



3.9 December 2013

3.9 Release Notes

- 1. Support for Internet Explorer 11
- 2. Further enhancement for language translations
- 3. FieldSets for Receipt and Membership Confirmation/Renewals address fields



3.8 December 2013

3.8 Release Notes

- 1. Added opportunity line item/products to opportunities for Shopify integration where "Create Opportunity Line" checkbox is selected on the Merchant Facility
- 2. Stronger enforcement of profile security when doing database updates
- 3. Corrections to Member Type selection on Family (Subscriber Group) type memberships

3.8 Post upgrade notes

· Merchant Facility, Add price book, Create Opportunity Line Items to page layout



3.7 November 2013

3.7 Release notes

- 1. Added Soft Credits to Manual Payments See Non Profit Section Soft Credits in this user manual for more info
- 2. URL Parameter ?lang=xxx defaults to sites locale if none specified.
- 3. Updates to recurring payments, including direct debits with last payment dates. Now uses the transaction date, vs. the date batches are closed off.
- 4. Sites Sub domains now supported with custom UI.

3.7 Post upgrade notes

· add Soft Credit to Payment Type screen. NB: User Manual for updates on Payment Types



3.6 November 2013

3.6 Release Notes

- 1. Checkout and manual payment now populate all fields in the Payment Txn from similar field names on the related contact record. This include custom fields on the form.
- 2. Invoice, Confirmation, Renewal Notices, Receipts. Changed address format to Uppercase. All forms now use fieldsets for address section. Invoicing long format available.
- 3. Account Subscription Membership No. is now correctly printing.
- 4. Recurring Payments. If payment day is blank, then uses last payment date (day). Previously always made this the first day of the month.
- 5. Subscription Issues. Added new tab to make easier management, updated to have warning if not current issue on payment generation and mailout generation, plus provided button to quickly set.
- 6. Cloning of subscription issue resets system maintained fields, such as last batch number.
- 7. Added charts to subscription issue page.
- 8. Direct Debits. Cloning of Direct Debit batches resets system maintained fields, such as Status, Number in Batch etc.

Status is marked as completed if all transactions are marked as complete or error. Counters for number of transactions completed or in error added.



3.5 November 2013

3.5 Release Notes

- 1. Refunds. Allows for entry of number of days subscription to refund.
- 2. About AAkonsult Payments View training courses now shows the training course registration screen.
- 3. Merchant Facility Tab Run now for batch processor, recurring processor now have hover warning not to click multiple times and display a warning message.
- 4. URL Tokens for Opportunity Create now assigns Opportunity Contact role related contact.
- 5. Added Invoice Text to Payment Form and updated Payment Schedule Invoice Email template to use this text. Also Allowed option on invoice body to use the full layout (layoutType = FULL)



3.3 November 2013

3.3 Release Notes

1. Added "lang" URL parameter so translation workbench can have multiple languages for different sites.



3.1 October 2013

3.1 Release Notes

- 1. Direct Debit sign up from public facing online form. New Direct Debits can be accepted online and after internal approval will end up being included in future Direct Debit runs.
- 2. Membership updates
 - 1. Prorated fees on signing up. Allows for fees to be adjusted by the number of days to a configurable option to one of: End of Month, End of Quarter, End of Year, End of Fiscal Year
 - 2. Memberships/Subscriptions now include a count of number of days a person has been a subscriber, total amount charged to subscriber/paid and outstanding, number of days between the last break and re-joining.
 - 3. Membership Amounts of \$0 now catered for on checkout when used in "Manual" Mode.

3. Payment Schedules

- 1. Now allows for invoices to be sent. Pre-defined workflows and email/invoice template included
- 2. New status introduced "Payment Schedule Start" and is updated to "Awaiting Payment" by batch processor. This allows for "Pay Now" links to be included with invoice.

For more information, please see the "Payment Schedule" section of this manual.

1. Import files. This new feature is introduced with this release. It currently allows for Payment Schedule invoices to be paid for by BPAY. Uploaded files are automatically matched with outstanding payment schedule invoices.

For more information, please see the Importing Files in the "Payment Schedule" section of this manual.

- 1. Receipts now allows for a user defined name to be included. This is useful when a purchase or donation is donated and organisations want to adjust who's name is shown on the receipt.
- 2. URL Token creations for Accounts, Contacts, Opportunity, Campaign, Campaign Members and Cases. Simply check the "Create URL Token" and a URL Token will be created. Sample workflows included to set automatically. Please see the section in this manual called "Emailing URL Tokens" for more information.
- 3. Disable Custom Indexes checkbox added to Payment Txn. This enables organisations an option whilst waiting for Salesforce.com to add custom indexes when more than 100k contacts or accounts reached.

User Manual



3.0 September 2013

3.0 Release Notes

- 1. Introduction of new PxFusion Payment Gateway offering. This enables support by more banks, in particular those in New Zealand. Also offers a 3D Secure option for those organisations that need this.
- 2. New recurring option "On Shipment". This is useful for organisations such as wine clubs etc. that have members that only need to be charged when deliveries are ready.
- 3. Added support for date formats and currency formats to mail merged PDF documents such as receipts and renewal notices.

3.0 Post upgrade notes

- · Add button "Payment Generation" to "Subscription Issue"
- Add "On Shipment" to Payment Type "Recurring Payments Type"



2.11 August 2013

2.11 Release Notes

- 1. Receipting enhancements. There have been quite a number of changes made to receipts and membership renewal/confirmation notes, these include:
- 2. Ability to specify receipt colours (on the Merchant Facility)
- 3. Ability to embed mail merge fields in receipt body. For example, "Dear {!AAkPay_Payment_Txn__c.AAkPay__firstName__c}"... The existing "Dear {firstname}" has now been removed.
- 4. Provide ability to configure transaction summary sections. New fieldset (receiptPaymentInfo) on Payment Txn.
- 5. Receipt and membership renewals/confirmations emails are now able to be cloned and the body of the email updated.
- 6. The address shown can be user specified with either Mailing or Other.
- 7. Updates to Account/Organisation Name print under more conditions.

For more information on these updates, please consult the receipting section of this manual.

- 1. More configurations options for checkout user layout. These include:
- 2. Ability to re-order sections on the screen. The fieldset "checkoutOrderSections" is used to re-order sections
- 3. Ability to configure/update all sections, including transactions details and Payment Details. Fore new fieldsets (checkoutPaymentDetails, checkoutPaymentCCDetails, checkoutPaymentComments, checkoutTransactionDetails) added to Payment Txn Object to enable this.
- 4. More custom / user defined sections have been added, bringing the number up to 6.
- 5. Message added after confirming details to guide users into pressing the "Pay Now" button.
- 6. Membership Search by Membership number now updates City and Country when IP Defaulting being used.

For more information on customising the checkout layout, please see the "Customising Sections and Fields" section of this manual.

1. Checkout Manual Mode. The checkout User Interface can be used in manual mode when used internally (as Salesforce CRM user). The enables easy manual payments for Event attendances and for Subscriber Group memberships (Eg. family members).

For more information on this option, please read the "Events Manual Payments" or the "Subscriber Groups Manual Payments" sections of this manual.

1. Large Donation Workflow. If the total amount paid is greater than the large donation amount specified on the related Payment Form, then the related donor care person is send a notification email. This option now changes the Payment Form owernship to the donor care person



2. Token charge now works with/without contact being specified. Special handling for Accounts only being specified.

2.11 Post upgrade notes

- · Add CustomSection fields to Payment Type
- Add Receipting Colour Fields to Merchant Facility
- Add "Manual" as a Payment_Method to Merchant Facility
- For Payment Txn, Record Types: Auth, Refund, Events, Manual, Payment Update "Method of Payment" to have values
- Add "Add Event Attendees" button to Campaign
- Reorder "Method of Payment" onto Payment Txn fieldSets manualPayInfo (goes to where payment source was, remove payment source)
- For all receipt text, add "Dear {!AAkPay__Payment_Txn__c.AAkPay__FirstName__c}" as this no longer appears in text by default.



2.10 July 2013

2.10 Release Notes

- 1. Run now option added to Merchant Facility Recurring Payment Processor and Background Payment Processor
- 2. Correction to Subscriber Group memberships where members were getting mixed up between payment transactions
- 3. Memberships/Subscriptions A new membership/subscription will get created if the related Payment Form name is different.



2.8 July 2013

2.8 Release Notes

- 1. Added new Recurring Payment Record Type "Payment Schedules" which enables for a schedule to be setup to notify payees that a new payment is due. For more information, see the "Recurring Payments" "Payment Schedule" section in this user manual.
- 2. Subscription renewals will now use the correct Person Account address.
- 3. Events/tickets minor updates to better manage all attendees being required to register their individual details
- 4. Subscriptions/membership refunds Updates to show payments and negative value and to not increment subscription by another period.
- 5. Individual/bucket contacts are automatically updated to Accounts and Contacts should the payee make a payment related to a Company.



2.7 June 2013

2.7 Release Notes

- 1. Added Event Type "Tickets and Specify All Attendees". Also minor UI updates to Events, including help text for ticket types, position of ticket information on registration screen.
- 2. Update to family memberships to correctly process memberships where non primary person ends up being the person renewing
- 3. Update banking report to use a new "Banked Payment" field to differentiate transactions that are successful, vs. those that are in Error, but will be credited to bank account.
- 4. Time based workflow templates setup to allow for exception emails on Batch Payments Processor should it stop working or not be restarted.
- 5. Add a validation rule on Site URL to have "/" at the end.

2.7 Post upgrade notes

- Add "Tickets and Specify All Attendees" to Payment_Type__c.Event_Type__c
- · Can setup timebased workflows for batch processor scheduling.



2.5 June 2013

2.5 Release Notes

- 1. Print email receipt updates to cater for Person Accounts and related Subscriptions and Account Subscriptions.
- 2. Updates to ensure AAkonsult Payments work better with other installed AppExchange Packages



2.4 June 2013

2.4 Release Notes

- For subscription issues, mailout address details are now generated and related to the
 particular issue. Four new reports have been created for mailout management. These are
 all subscribers that have purchased as single issue, all subscribers where this is their last
 issue to receive, all subscribers with multiple copies and all subscribers for this issue
 regardless of number of copies or final issue.
- 2. Subscription issues now support multiple copies. The number of copies requires a manual update and is not currently driven from the online checkout.
- 3. Free memberships support for memberships processed through the manual payments option. This is useful for gifted membership or life membership types.
- 4. For new members, they can now go through an approval process. New buttons have been added to the Account Subscriptions and Subscriptions list views and page details to allow for quick and simple approval or one or multiple members at once.
- 5. For new approved members and renewing members, a membership confirmation PDF can document be generated and emailed to subscribers.
- 6. For contacts, account subscribers and subscribers, a "Print Email Receipt" field is maintained automatically. This will have the "Merchant Facility" Receipt email value if the contacts email address is blank, or will have the contacts email if it is available. This is used for workflows to either send details directly to the contact or if no email address is on file, these emails can go to an internal staff member. This is particularly useful for membership renewal notices so that staff can print and mail out renewal notices if an email address is not on file.
- 7. Membership/Subscriber renewals now generate a PDF attachment providing a more professional and better looking renewal document
- 8. Receipts have been updated to not print bucket account names (eg. "Individual") or account names if they are the same contact name. Some other minor were made to styling.
- Minor User interface updates. Save button no longer appears twice on family memberships, removal of flicker for family memberships, membership No. defaults in with renewal URL token
- 10. Special processing and handling when more than 100,000 contacts are on file. Updates to installation manual for specific instructions for organisations that have or are likely to have more than 100k of contacts or accounts.

2.4 Post upgrade notes

- Payment Types Edit page layout, add membership renewal text, membership confirmation text, current issue
- Account Subscription edit layout, add membership status, quantity, current issue, most recent mailout subscription, Print Email receipt. Also add buttons: Membership Approved, Renewal notice, confirmation notice.
- Account subscription Search Layouts Account Subscriptions List View. Add button Membership Approval.



- Subscription edit layout, add membership status, quantity, current issue, most recent mail out subscription, Print Email receipt. Also add buttons: Membership Approved, Renewal notice, confirmation notice.
- subscription Search Layouts Subscriptions List View. Add button Membership Approval.
- Merchant facility. Remove current value in "Print Email Receipt". Save. Put value back into "Print Email Receipt" and save again. This will do a global update.
- Email Templates. Update renewal reminders: Renewal 1st Account Reminder w/ PDF, Renewal - 1st Reminder w/ PDF, Renewal - 2nd Reminder w/ PDF, Renewal - 2nd Account Reminder w/ PDF.

Ensure values are entered on Payment Type 2 by text fields for renewal reminders/membership confirmation

- Also update all (4) time based workflows to use new email templates. Make sure use "w/ PDF" version and are sent to "Email field = Print Email Receipt"
- Object. Subscription Issue, edit page layout and add buttons: Mailout generation, Mailout single, mailout multiple, mailout final, mailout all.

Also, add field mailout batch No, Last mailout generation (make both fields read only on page layout)



2.3 May 2013

2.3 Release Notes

- 1. Introduction of Subscription Issues management. Added ability to support subscription types of style magazine/publication where the subscription is based on issue number, vs. the length in months of the subscription. For more details, please see the "Subscriptions Magazine/ Issue No. style" section.
- 2. Refunds for Manual Payments. Refunds have been updated to also work with Manual Payments.

2.3 Post upgrade notes

Payment Type Add Current Issue to Membership/Subscriptions Section

- Payment Options Payment Options Layout. Add Start Subscription & Start Subscription
 From, No. of Subscriptions per Subscription Period
- Account Subscriptions Page Layout, Add First Issue, Last Renewed Issue, End Issue, original end issue, Issues Remaining,
- Subscriptions Page Layout, Add First Issue, Last Renewed Issue, End Issue, original end issue,, Issues Remaining,
- Payment Txn Manual Layout add button refund



2.2 April 2013

2.2 Release Notes

- 1. Recurring Payments. Added frequency option of "Bi-Monthly", user defined options for No. of days and "One-off Authorise". To use user defined option number of days, simply add new picklist values that are numeric into the frequency, eg. "5" for 5 day increments.
- 2. CCV is not required for internal (Salesforce CRM users). This allows for postal pledges/ payments where no CCV is provided. Issuing banks may/may not allow these transactions though.
- 3. Manual Payments now support "Donations With" payment option.
- 4. Memberships types (aka Payment Options) now support a status that enables membership options to be offered online, internal only or made inactive.

2.2 Post upgrade notes

- Add status to Payment Options (by 2) page layout
- Add Bi-Monthly to Frequency Payment Type, Payment Options, Payment Txn, Recurring Payment.



2.1 March 2013

2.1 Release Notes

- 1. Receipt Item Text updates. The section at the bottom of the receipt has the Payment Txn "Payment For" value. The following enhancements have been made to provide more flexibility and options for Payment For. These are:
 - Added "Receipt Item" field on the Payment Form record. This will be used if no URL Token or URL parameter field for "PaymentFor" is used.
 - Added URL Parameter "paymentFor" to Manual Payments.
- 2. Opportunity Name. The name is now made up of the text from the Payment Form Tab "Payment Form" field, concatenated with payees name and date of the transaction.
- 3. Opportunity Record Type. You can now specify the Opportunity Record Type on the Payment Form entry. If specified, the opportunity created will use this record type.
- 4. Checkout Appeal Items for Internal Users. For internal users (checkout accessed from within salesforce), the options available in the picklist will be for all Campaigns that are Active and have a start date before today and an end date after today. For internal users there used to be the requirement of making the campaign "Published on Web" set to true. For external users (public website), the Campaign "Publish on web" checkbox must still be selected.
- 5. When using Account Matching of "Contacts and Organisations for Non-profits" in conjunction with Create Opportunities, "npe01__Contact_Id_for_Role__c" is now updated with the primary Contact Id. This enables the Non Profit Starter pack to operate better with AAkonsult Payments.
- 6. Donation With enhancements. Tax is no longer calculated on the "donation" part of the transaction. In addition, if a donation is given with a payment then the receipt now has a note detailing the donation amount.

2.1 Post upgrade notes

Add Receipt Item & Opportunity Record Type to Payment Type



2.0 February 2013

2.0 Release Notes

- 1. Events Management Option. Including multiple tickets types, Events Calendar, registration of single or multiple persons, add-to-calendar and more.
- 2. Direct Debits Option. For Australian banks. Setup of recurring Direct Debits from within Salesforce.com, Extract for processing, Updates of exceptions and posting.
- 3. Shopify Integration Option. After an order has been paid for in Shopify, Salesforce is updated with the order header and line items details.
- 4. Roll your own theme Custom UI Option. Users have always been able to select from 22 different themes, now they can create their own colours and styles through jquery themeroller (http://jqueryui.com/themeroller/).
- 5. License Manager. Events Management, Direct Debits, Shopify and Custom UI are additionally licensed options. These require a license key and expiry date from AAkonsult.
- 6. Family Memberships (Subscription Groups). This enables for entry of all subscriber members (eg. Members of a family) at the time of subscribing to a membership and updating during renewal. This feature also allows for allocating (manual or automatic) of voting rights and primary contacts.
- 7. Batch Processor. A background processor runs every 10 minutes to start the matching/ reconciliation process. As this is run by an internal user, this means that details of Contacts can now be updated if the appropriate settings are enabled on the Merchant Facility Tab. This also means that if a person making a payment updates phone or address details then the Contact will now reflect the latest details.
- 8. Matching/Reconciliation enhancements. A new matching criteria for "Phone" has been added. In addition matching has been improved by removing spaces and non-numeric characters in phone numbers when comparing.
- 9. Suggested Donation buckets has been increased from 3 to 5.
- 10. The ability to specify a Campaign for Subscribe to Email is now available.
- 11. If a subscription/membership payment is linked to a recurring payment and one of payment fails more than the specified threshold number of items, then the recurring payment is suspended and the subscription is ended.
- 12. Payment Options can now be ordered in the checkout picklist.
- 13. When using Account Matching of "Contacts and Organisations for Non-profits" in conjunction with Create Opportunities, then the Primary Contact Role is no longer created as this doubles up with the default settings in the Nonprofit Starter Pack.
- 14. Manual Payments retURL. A new URL parameter has been added to enable organisations to specify where the user will be taken to after a manual payment has been made.

2.0 Post upgrade notes

Merchant Facility Page Layout



- · Batch Processor (add to Recurring Payment Processor Section) visualforce component
- Events Site URL
- Custom UI
- Direct Debit/ACH add all fields

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Additional License Options Section

Merchant Facility Object, Record Types

- Update License Options, Bank Codes, DD File Format picklist values
- Add "Custom theme" to theme picklist options. Remove old Payments Pro from available optiosn

Payment Type Page Layout

- Enewsletter campaign
- Suggested Donations 4,5
- Shopify Webhook
- Events Section

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Payment Options Page Layout

- · Record/Page Type: Payment Option
- Add field display order
- New Section "Group/Family Subscriptions/Memberships", "description"

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Workflow rules

- Field updates
 - set Status Receipting Complete must have "Re-evaluate Workflow rules"

Campaign update 3 * event Sections

Non-profits

• If running Background processor, then turn off Household Settings Roll Up on Triggers setting and schedule in background.



1.15 October 2012

1.15 Release Notes

- 1. Added PayPal Support to enable more options for collecting payments. Works with PayPal accounts that support Express Checkout.
- 2. New Payment Method options provided. This includes the ability for a payee to select to be invoiced, or to post in payment (eg. Cheque/Money Order), to pledge a payment or to nominate they will pay by direct bank transfer.
- 3. Added Payment Express PxPay support. This enables customers to use a Direct Payment Solutions hosted offering enabling customers of AAkonsult Payments to have much simpler payment industry compliance, or for customers that banks require a hosted only option.
- 4. For recurring payments, a new option to update expiry date has been added. This simplifies expired card update processing as the payee only needs to provide the new expiry date and all of the card and CCV details.



1.13 July 2012

1.13 Release Notes

- 1. Number of Card Retries is now user definable. If the card fails more than the retry count then the recurring payment goes into a suspended status.
- 2. Credit Card Type field is no longer required. The type is determined from the Card Number. In addition, card number validation is done within salesforce.com before it is submitted to the payment gateway saving transaction costs and improving speed.
- 3. Memberships start dates can be set to round up/down to 1st/last day of month, or based on payment date
- 4. The Pay Now button will default to "Donate Now" if Payment Form is of type donation. This field will also be able to be user defined. The message on the confirmation page has changed if the Payment Form is of type donation as well.
- 5. Object. This allows you to use the recurring token to make an additional payment. This could be useful when a person is sponsoring a child and they want to give an extra donation for a birthday, or a rental organisation and the equipment is damaged so they need to charge for the excess.
- 6. Credit Card Masking is updated to have selectable format, including 4X....4X
- 7. URL parameters on Amount for Refunds. This allows for custom visualforce pages to be written in front of the payments process and then to pass the value to AAkonsult Payments to transact the refund.
- 8. You can now make "Credit Card Token" payments from the Recurring Payment
- 9. Showheader and sidebar can be passed into all internal forms allowing for the header/sidebar to be hidden.



1.12 June 2012

1.12 Release Notes

- 1. URL Tokens feature added for added security and simplification of URL parameters. This feature also allows for a simple way of sending membership/subscription renewals for a link to pay, or for sending invoices with a pay now link.
- 2. Multi-currency on checkout form now allows for different currency symbols. EUR € , GBP £, Others \$.
- 3. Discounts are now supported. These can assigned in the Account Subscription, Subscriptions or URL Parameters.
- 4. Regular Payment Processor update to enable more than transactions per day. A new Payment Form option "Recurring Payments Type" of Regular created to cater for this option.
- 5. Added Weekly, Fortnightly options to Regular Payment Frequency.
- 6. When selecting a new Payment Form or Payment Setting as Primary then previous primaries are deselected.
- 7. Added option to allow going back to (user defined) previous page before checkout form
- 8. Updated manual payments to share more of the checkout URL Parameter/URL Token options.



1.11 May 2012

1.11 Release Notes

- 1. Updated styling for help tooltips to be more aligned with theme selected
- 2. Added pre-authorisation and authorisation complete functionality
- 3. For Tax Included Amounts, now show value of checkout screen
- 4. Added CAPTCHA functionality
- 5. Added Campaign Member Status and associated payments with Campaign if specified
- 6. Updated About AAkonsult Tab to generate sample data and forms.
- 7. Added Dashboards and more Reports.



1.10 April 2012

1.10 Release Notes

- 1. User interface change to section headings on payments and confirmation form
- 2. Tax Calculations added. This includes calculations as additional to amount charged, or tax is included in amount charge or tax is not calculated/shown.
- 3. Surcharge percentage used is now stored on payment transaction
- 4. Matching updates on Company Name search. Now excludes parts of the name such as "Pty", "Limited" etc. so as better locate two companies that are the same.
- 5. Added new matching run "Account Name + Last Name".
- 6. Chatter updates. This is available for internal transactions as this stage due to salesforce.com restrictions. Chatter updates can be automatically generated for a Payment made, Large payment, First payment by Contact, First payment by Account, First Payment Form by Account, First time Subscriber, Renewing Subscriber or New recurring payment
- 7. New URL parameters added for payment form:
 - 1. HidePayFrequency URL parameter so that monthly payments can be setup requiring the option of showing selection on the screen.
 - 2. PayFrequency new URL parameter to default payment frequency.
 - 3. paymentOptionIdReadOnly. This URL parameter is normally used in conjunction with PaymentOptionId. Using this parameter allows for the payment option to be preselected and shown, but does not allow the user to change the defaulted parameter
 - 4. customField[1,2,3]Name, customField[1,2,3] allows for 3 different custom fields to be updated by URL value passed in a URL parameter.
- 8. Payment Options now allow for Payment Frequency and Freight Amounts to be specified at this level.
- 9. Subscription/Membership updates. Subscriptions are now tied more closely with recurring payments. This allows for example, a 12 month magazine subscription to have 12 equal monthly payments.

Subscriptions also have the ability to allow for automatic renewals.

- 1. Recurring Payments have an optional end date. If an end date is specified and the end date has passed, the subscription status will be automatically changed to "Expired" (unless automatic renewal is specified).
- 2. Refund payments. A separate workflow and email template is now setup for refunds so that the person refunded gets a different message to that of making a payment.



1.9 February 2012

1.9 Release Notes

- 1. Simple freight capabilities added, allowing administrators to setup a default freight rate and to have that added to all transactions.
- 2. Changes to the way defaults managed for picklists/multi-picklists on checkout giving more flexibility and administrator control over what is shown/defaulted.
- 3. Added ability to enable/disable day of month selection for recurring transactions.
- 4. Enable/Disable day of month selected added for payment frequency.



1.8 January 2012

1.8 Release Notes

- 1. Account Level Memberships added enabling organisations to have a membership and all of their staff to be considered as part of that membership.
- 2. Multi-currency support added. Allows for different currencies to be processed, as well as the ability to show and/or user select payment currency. Support for organisations with/without salesforce.com multi-currency enabled.
- 3. Two levels of credit card surcharge by card types added allowing organisations to recover the credit card fees charged.
- 4. Custom Sections added allowing administrators to create their own salesforce.com custom fields and add them to the checkout page. This enables for items such as agreeing to terms and conditions, short surveys etc.
- 5. Now using geonames premium giving better response and better security.
- 6. Error Log added in the event of any unexpected errors, system administrators can be notified and details of the error store for further analysis.
- 7. FieldSets used for checkout, manual payments, credit card updates. This allows for drag/drop page layout changes and also allows for user configurable required field settings
- 8. Custom labels now used for all text and messages. This enables custom language translations to be setup