



ORANGE CRM CONFIGURATION GUIDE FOR FLEXPAY

Version 1.0.1

Aug 15th, 2017



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INTRODUCTION

The purpose of this guide is to provide Orange CRM users with guidelines for setting up FlexPay.

By following the outlined steps, you will have correctly configured your Orange CRM system allowing transactions to process correctly between your CRM and FlexPay. Of course, each user has their own unique way of leveraging their CRM, the guidelines below should assist you in respecting your internal processes while getting the best out of FlexPay.

PREREQUISITES:

You have received your FlexPay login credentials and your SFTP is already set up. If you have not received these yet, just reach out to your FlexPay contact. They'll have you ready to go in a flash!

MAIN CONFIGURATION POINTS:

1. Banking: You will need to Add a new merchant bank specifically for FlexPay.
2. Scheduled batch drops: Creating your batch job schedules to make sure that transactions are sent to FlexPay and returned to your CRM.
3. Default Retry logic: There may be product-specific retry limits configured into the acquisition center. You will need to align these with FlexPay limits in order to allow the transaction to be efficiently recovered.

STEP 1: Configurations

Merchant Banks:

1. Click on Add Merchant Bank.
2. Select your program from the drop down menu.
3. Create your FlexPay bank name under the name field. e.g. Product 1 FlexPay.



- 4. You will only be needing one merchant bank setup for all merchant gateways per program.

Setup Tab:

If fields are not listed here, please leave the field as defaulted.

ORANGE CRM FIELD	DEFAULT	FLEXPAY SETTING
Bank API	blank	FlexPay
Batch Mode	blank	File Transfer
Batch Name	depends on name given to merchant bank	Create a coherent name for batch job being generated each day.
Bank Token	[company code]	This code is created in FlexPay when you add a "company" to your FlexPay account.
Bank Currency	USD	Select your currency

Processing options section:

If fields are not listed above, please leave the field as defaulted.

ORANGE CRM FIELD	DEFAULT	FLEXPAY SETTING
Assign Customer To	Enable	<u>Choose FlexPay Bank Route from the drop down list</u> 1. Create a FlexPay Bank route (See below) 2. Within the bank route, assign CASH and FlexPay merchant bank 3. Assign customer to FlexPay bank route



ORANGE CRM FIELD	DEFAULT	FLEXPAY SETTING
AVS Send	Enable	Enable
AVS Retry Decline	Disable	Enable
AVS Trans Filter	All Trans	All Trans

Create a FlexPay Bank Route:

1. Create a FlexPay Bank route directly from "Assign Customer To"
2. Within the bank route, assign CASH and FlexPay merchant bank. You may have to do this directly from Bank --> Bank Route (and not from the merchant bank)
3. Assign customer to FlexPay bank route

Note: Make sure that for inactive acquisition centers to set FlexPay up as the acquisition center round robin and make them temporarily active so that it picks up transactions from this acquisition center. If all of the above steps are not followed, transactions can get stuck "in queue".

Gateway Response Codes:

Orange will properly auto-fill these.

****GO TO THE INTEGRATION GUIDE AND VERIFY THAT THE SUCCESSION, ERROR CODES, RETRY CODES, AVS SUCCESS AND AVS FAIL CODES ARE CORRECTLY LISTED HERE****

File Delivery and Pickup:

If fields are not listed here, please leave the field as defaulted.



ORANGE CRM FIELD	DEFAULT	FLEXPAY SETTING
Local Out Path	ftp\FlexPay\	Reflect your internal file transfer paths in the CRM (could very much be same as default)
Local In Path	ftp\FlexPay\response\	Reflect your internal file transfer paths in the CRM (could very much be same as default)
FTP Send	Disable	Enable
FTP Type	SFTP	SFTP
FT Port	22	22 (unless requested differently)
FTP Address	ftp.flexpay.io	ftp.flexpay.io
FTP User Name	blank	will be securely sent by FlexPay agent
FTP Password	blank	will be securely sent by FlexPay agent
FTP Put Path	Inputs	/Inputs
FTP Get Path	Outputs	/Outputs
FTP Get Filter	*.*	*txt



Limits Tab:

If fields are not listed here, please leave the field as defaulted.

ORANGE CRM FIELD	DEFAULT	FLEXPAY SETTING
Limits Apply To	All Transactions	All Transactions
Retry Day Interval	7	1
Retry Max Attempts	3	15
Single Batch Limits	Enable	Enable
Sale/Capture, Auth only, Refund	25000000.00 / 250000.00	set these at your maximal value limits to ensure all transactions are sent to FlexPay
Retry Count Min/Max	0/0	0/15
Batch Max Trans	10000 maximal amount of transactions	- Leave default
Batch Max Errors	10000	15
Batch Max Timeout	9	9
Batch Max Minutes	240	240



You can configure the Daily Limits and Monthly Limits sections if there are existing limitations to how many transactions can be sent to FlexPay per day or month only.

Credit Cards Tab:

1. Enable the cards types which you are processing. Deposit bank should be "undeposited funds".
2. Set all Batch related to field to their maximal capacities.
3. As there are no transaction fees within FlexPay the fee settings can be left at 0 values.

Acquisition center:

Go to the Billing Plans tab - specific initial fee schedule:

Set the Retry Amount/Attempt to a minimum of 15.

Batch Job Schedule:

1. From Merchant Bank Setup: Batch Jobs [Menu]->Click on the [NEW Batch Job] button. Follow parameters that best suit your internal processes. For example execution time, you will need to be sure it does not conflict with other scheduled processes.
2. Make sure that the new Batch Job is on the same queue as other batch jobs for that program, as well as follows the execution time.
3. There is a second batch job to verify or create: Each instance of Orange requires one FlexPay import job to be created.



ORANGE CRM FIELD	FLEXPAY SETTING
Server	See your internal administrator
Queue	Select the queue on which the program was originally transacting
JobAPI	FlexPay Import
Description	FlexPay Import
Execution time	See your internal administrator.
Time interval	1 day
Type	Recurring

FTP Access:

Each CRM instance will need a folder named "FlexPay" in its Orange FTP server. Don't forget to create this folder as this is where data gets posted from Orange to the server.

STEP 2: Testing

Testing as such is not a required step as we have already done all the hard work for you with your CRM provider, however you may wish to gradually increase traffic flow to FlexPay as you familiarize yourself with the platform.



A great way to test is doing the same steps that you would be doing to go live, however limiting the limits (as mentioned above), and process very few transactions.

It is recommended that you do this by limiting the number of transaction per batch and slowly increase it at your own pace. For example you may wish to send \$5K of transaction on day one, then \$8K on day two etc.

If you do testing, please make sure to revert your settings (i.e putting the number of transaction per batch back to agreed number).

STEP 3: Going Live

Technically you are already live, however you are now ready to send all you transactions to FlexPay and no longer wish to divert to other bank routes.

1. Under the limits tab in the FlexPay Merchant Bank, increase your amounts sent by batch to their maximal values.
2. Configure your pre-existing bank routes to refund only. (DO NOT DISABLE THEM).
3. Bank Assignments: The bank assignments will need need to be rerouted so that your transactions all route to FlexPay. The "Assignments" tab is on the top right hand of your Merchant Bank screen. Go to the bank which you have set to "refund only", select the existing bank name by double clicking on them and re-select the FlexPay route. When you refresh there should be no more bank routes left in the dialogue box. Click save. Open your FlexPay bank route, all the routes will now be populated in its "Assignments" tab.

Upon the next batch run, your transactions will now be pointing to FlexPay.

Et voila! You are ready to go.