

Credit Card Processing Overview

Managers are provided access and login information for their Clear Commerce site upon site set-up. If you do not know your Clear Commerce URL, login, or password, please email Area101 Customer Support at support@area101.com. Customer support will contact you via email to provide password information.

It is **important** to note that credit cards will only process when the order is in the COMPLETED status and credit card is in OPEN status. It is **critical** that you do not move an order to the Completed queue and then immediately Invoice it. It **must** remain in the Completed queue in order for the nightly batch to run before it can be invoiced.

Fixing Declined Credit Cards in Food Venue

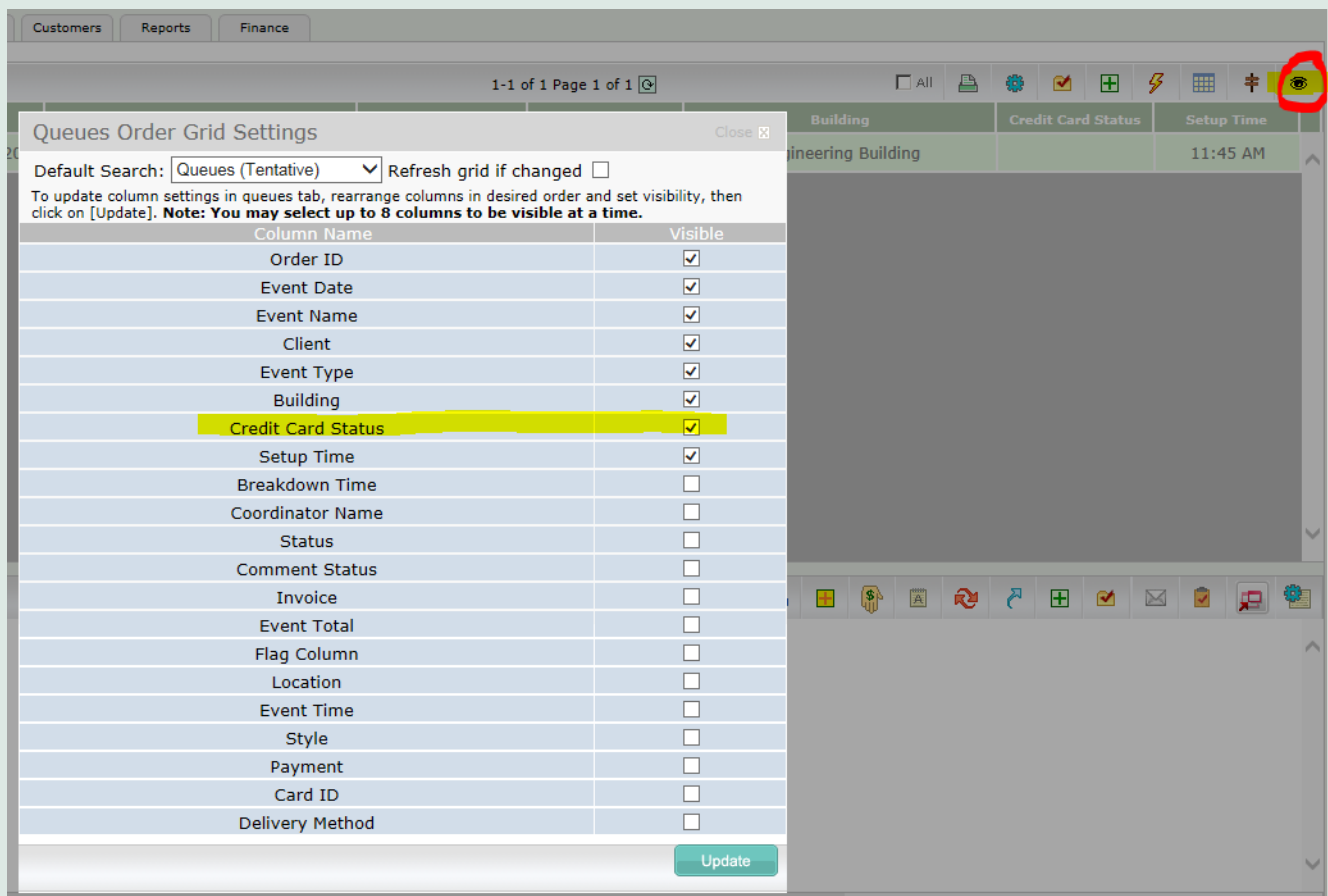
- 1 Log into the back office of your Food Venue site.
- 2 Locate the order by its ID, user, etc.
- 3 Open the order, and view details.
- 4 In the navigation, click the payment link or icon.
- 5 Adjust the payment (e.g. correct the issue with cc number, expiration, etc.).
- 6 Click Update to reset the payment status to **Open**.
- 7 Ensure the order is in the **Completed** queue. (If there is an invoice on the order,
you must remove it to allow it to return to the Completed queue.) That night,
the
batch process will attempt to reprocess the order.

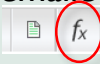
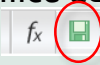
Note: An order can be processed only once. If the order has been authorized, you will need to use the Clear Commerce interface to make further adjustments.

Identifying Declined Credit Cards in Food Venue

There are a variety of ways to identify and view declined cards in Food Venue:

1 Queues Tab - The credit card status can be set to view in the queue screen. Once the column is shown, you can click on it to sort the column by status. Opening an order will also display the credit card status.



2 Food Venue Report - Under the Reports Tab, select Financials and Payments and run the Credit Card Status Report. To have this report emailed nightly to a back office administrator, save it as a function report (click  icon then the disc icon ) to your My Reports library and set it to recur.

3 Clear Commerce Batch Report - This report can be set to email nightly. You can also view it by logging into Clear Commerce. If you are not receiving this report and would like to, please email support@area101.com.

Moving Orders to A Different Food Venue Location

If a customer places an order for the wrong location:

- 1 Contact the manager at the erroneously selected location and instruct them to decline the order in Food Venue.
- 2 Re-create the order in the desired Food Venue location back office.

Common Actions in Clear Commerce

Issuing Credits

You might need to issue a credit for a number of different reasons. Sometimes customers are not satisfied with the quality of the products they receive. Sometimes they simply change their minds and you have collected their money. Follow the process below to initiate a credit:

- 1 After you sign on to the Store Administrator Tool, click **Orders** at the top of the page, and then click Orders in the left navigation box.
- 2 In the drop down under **Search By**:
Choose **Time** to find an order based on date, or **Order ID** to search on the Order number:
- 3 In the search results, select the order you wish to credit using the check box.
- 4 On the left navigation under Operations, click Credit orders to credit the entire order
- 5 **OR** for a partial credit:
 - a. In the search results, click on the Order ID number.
 - b. Change the Subtotal value in the **Order Detail** to the amount to be credited.

- c. On the left navigation under Operations, click Partial credit to credit back the amount.

Note: Credits are different from Voids. Only orders that have not yet been settled may be voided.

Locating Existing Orders in Clear Commerce

To work with existing orders, you will first need to locate them. The Order Management page provides two queries that you can use to locate the orders you want to work with.

To create a list of orders to work with, you will follow three basic steps:

- 1 Sign on to the Store Administrator Tool.
- 2 Click **Orders** at the top of the page.
- 3 Choose one of the following selections from the left navigation box to run a search query:
 - Orders - to display the Order Search Criteria page, which you use to customize a query.
 - Recent Activity - to display an on-demand list of all orders from the past seven days.

After you run a query, a list of orders is displayed. In this list, you can take specific actions on the orders, such as issuing a credit, if appropriate, or you can link to the Order Operations page, which provides more information about a specific order and enables you to take further action on the order.

Order Queries

The search query you choose will determine the content of the list of orders. The Orders selection enables you to customize a query so that the list you create is tailored to your needs.

When you select Orders on the left of the Orders page, the Order Search Criteria page is displayed:

Search By	Transaction State	Transaction Result	Order Type
Time	<input checked="" type="radio"/> Any <input type="radio"/> Unshipped <input type="radio"/> Shipped <input type="radio"/> Voided <input type="radio"/> Pending Authorization <input type="radio"/> Scheduled Authorization	<input type="radio"/> Approved <input type="radio"/> Declined <input type="radio"/> Fraudulent <input checked="" type="radio"/> All	<input checked="" type="radio"/> All <input type="radio"/> Standard <input type="radio"/> Periodic <input type="radio"/> PayPal Pre-Approved

Time (Not used when searching by a specific Order ID)

This Month
 Last Days
 From To

Optional Fields (Not used when searching by a specific Order ID)

Order Type Group ID Billing Address
 Email Address Customer ID Tax
 Shipping Subtotal

Figure 1: Order Search Criteria page

On the Order Search Criteria page, the easiest way to set up your search criteria is to select one of the two options below:

Search By

- Time (select the date range beneath)
- Order ID (use the order ID from Food Venue)

And set the other values as indicated:

Transaction State - Any

Transaction Result - All

Order Type - All

Order Search Results

The results of your search for existing orders are displayed in a list, similar to the following figure:

Orders Reports Risk Management Administration						
Orders Recent Activity Unshipped Fraud Review Current Batch Point of Sale Operations Ship orders Credit orders	Order Search Results					
	Ship	Credit	Order ID	Date/Time	Billing Name	Total
	<input type="checkbox"/>		2485	1/23/15 9:27:08 PM		\$86.91
	<input type="checkbox"/>		2495	1/22/15 9:27:14 PM		\$1,407.83
	<input type="checkbox"/>		2514	1/22/15 9:27:05 PM		\$10,000.00
	<input type="checkbox"/>		2484	1/21/15 9:27:08 PM		\$310.79
<input type="checkbox"/>		2483	1/20/15 9:27:05 PM		\$254.28	
Page Total						\$12,059.81

Figure 2: Order Search Results list

Order Operations Page

In the Order Search Results list, you can click an Order ID to link to the Order Operations page. Many order-related tasks are performed using this page. An example of the Order Operations page is shown in the following figure. Note the Operations menu on the left. Your page may look different depending on the information and operations that are appropriate for the order you are working with.

Clicking links in the Order Detail and Transaction Detail sections of this page will display additional information.

Orders	Reports	Risk Management	Administration																																															
Orders Recent Activity Unshipped Fraud Review Current Batch Point of Sale Operations Add new order Chargeback Partial credit Partial shipment Risk Services Void transactions	<div> Order Detail </div> <table border="1"> <tr> <td>Group ID</td> <td colspan="2">2485</td> </tr> <tr> <td>Order ID</td> <td colspan="2">2485</td> </tr> <tr> <td>Date</td> <td colspan="2">1/23/15 9:27:08 PM</td> </tr> <tr> <td>Shipping</td> <td><input type="text" value="0.00"/></td> <td>\$0.00</td> </tr> <tr> <td>Duty</td> <td><input type="text" value="0.00"/></td> <td>\$0.00</td> </tr> <tr> <td>State Tax</td> <td><input type="text" value="0.00"/></td> <td>\$0.00</td> </tr> <tr> <td>Alternate Tax</td> <td><input type="text" value="0.00"/></td> <td>\$0.00</td> </tr> <tr> <td>VAT</td> <td><input type="text" value="0.00"/></td> <td>\$0.00</td> </tr> <tr> <td>VAT Shipping</td> <td><input type="text" value="0.00"/></td> <td>\$0.00</td> </tr> <tr> <td>Subtotal</td> <td><input type="text" value="86.91"/></td> <td>\$86.91</td> </tr> <tr> <td>Total</td> <td colspan="2">\$86.91</td> </tr> </table> <div> Transaction Detail </div> <table border="1"> <thead> <tr> <th>Void</th> <th>Transaction ID</th> <th>Payment</th> <th>Type</th> <th>Status</th> <th>Date</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td></td> <td>54c270a2-b65a-3001-0048-0003bac0f0b5</td> <td>Credit Card</td> <td>Sale</td> <td>Settled</td> <td>1/23/15 9:27:08 PM</td> <td>\$86.91</td> </tr> </tbody> </table>			Group ID	2485		Order ID	2485		Date	1/23/15 9:27:08 PM		Shipping	<input type="text" value="0.00"/>	\$0.00	Duty	<input type="text" value="0.00"/>	\$0.00	State Tax	<input type="text" value="0.00"/>	\$0.00	Alternate Tax	<input type="text" value="0.00"/>	\$0.00	VAT	<input type="text" value="0.00"/>	\$0.00	VAT Shipping	<input type="text" value="0.00"/>	\$0.00	Subtotal	<input type="text" value="86.91"/>	\$86.91	Total	\$86.91		Void	Transaction ID	Payment	Type	Status	Date	Amount		54c270a2-b65a-3001-0048-0003bac0f0b5	Credit Card	Sale	Settled	1/23/15 9:27:08 PM	\$86.91
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Figure 3: Order Operations page

Viewing the Contents of the Current Batch

The Current Batch selection on the Orders page, enables you to view the transactions that have been captured and are ready for settlement.

To view the current batch:

- 1 After you sign on to the Store Administrator Tool, click **Orders** at the top of the page, and then click Current Batch in the selections on the left. The Current Batch page lists all orders in the current open batch (i.e. orders that are ready to be settled).
- 2 Complete your task as indicated on the page. If you need help, click **Help** for additional information. When transaction processing has completed, a Transaction Result Screen that lists the transactions processed and the status of each transaction is displayed.

Issuing Voids

Any transaction that has **not** yet been settled can be “cancelled” by issuing a void. A transaction that is voided remains in the database, but is never submitted for settlement.

NOTE: You cannot void, or cancel, a transaction that has already been settled. If a transaction has been settled, money has been successfully transferred from the customer’s account to yours.

You can issue a void using the following procedure:

- 1 After you sign on to the Store Administrator Tool, click **Orders** at the top of the page, and then click Current Batch in the selections on the left. The Current Batch page lists all orders in the current open batch (that is, orders that are ready to be settled).
- 2 A new operation, Void, becomes available and is displayed in the selections on the left.
- 3 Complete the task as indicated on the page. If you need help, click Help for additional information.

When transaction processing has completed, a Transaction Result Screen that lists the transactions processed and the status of each transaction is displayed.

For additional support with Clear Commerce credit card processing,
please go to support.area101.com

