

## Credit Card Processing for MAS 90 and MAS 200

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### Frequently Asked Questions

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**What exactly does the Credit Card Processing module do?**

The module uses credit card information entered into the Sales Order module and the e-Business Manager module to automatically obtain authorizations and perform other transactions.

**What are the ongoing fees for Credit Card Processing?**

The fees paid to process credit cards through the Credit Card Processing module are no different from the fees that would be paid by using traditional terminals. Neither Best Software nor GO Software collects transaction fees.

**What is activation and how do I activate my PCCharge Payment Server application?**

The PCCharge Payment Server needs to be activated to work with your specific processor. You will need your serial number (located on the back of the CD case, 2140-2000-XXXXXX-XX), your merchant ID (supplied by your processor), and an activation key (supplied by GO Software). An activation worksheet can be found at:

<http://www.pccharge.com/support/ActivationWorksheet.pdf>

Please call (877) 659-8981 to activate your software.

**Configuring Credit Card Processing integration seems complicated. Where can I get support?**

One year of technical support for PCCharge Payment Server is included in the price of the Credit Card Processing module. This support is provided directly by GO Software. Support information can be found at: <http://www.pccharge.com/faq/support.shtml>

You can call (877) 659-8981 to speak with a technical support representative.

**Does the PCCharge Payment Server talk directly to my bank?**

No. Although you will most likely obtain information about the particular processing network that you will need to use from your bank, you will communicate with a credit card processing network. For a current list of certified processors, please see:

<http://www.pccharge.com/about/processors.shtml>

**Can I communicate with my processing network over the Internet?**

If your processing network supports communication via Internet, yes. However, most processing networks do not offer this feature yet. Refer to the above link to see if your processor is TCP/IP certified.

**Is Credit Card Processing available for all platforms of MAS 90 and MAS 200?**

Yes. Credit Card Processing is currently available for all platforms and versions of MAS 90 and MAS 200.

**Are there any special hardware or software requirements?**

Yes. A Windows 98/NT or 2000 system is required to run the software. If a modem is used, it must be Hayes compatible. To determine if your modem will work with PCCharge Payment Server refer to: <http://www.pccharge.com/faq/support.shtml>

**How are the applications priced?**

Credit Card Processing has a suggested list price of \$1,700, which includes maintenance and one year of technical support from GO Software for the PCCharge Payment Server application.

**Does Credit Card Processing integrate with Cash Receipts?**

Credit Card Processing integrates with Sales Order and e-Business Manager only. Integration with Cash Receipts is planned for a future release of MAS 90 and MAS 200.

**How is security addressed?**

Credit card security is addressed in many ways within MAS 90 and MAS 200:

- Credit card numbers are stored in an encrypted format within the MAS 90 or MAS 200 database.
- E-Business Manager uses Secure Socket Layer (SSL) to communicate with the Internet client.

The system can be configured to only print the last four digits of the credit card number on internal documents.

**Does PCCharge Payment Server address credit card fraud?**

Yes. PCCharge Payment Server addresses the problem of credit card fraud in the following ways, in addition to file encryption and user/password access, if supported by your processing network:

- AVS – Address Verification Service will compare the billing address of the customer with the on-file credit card billing address.
- CVV2 – Card Verification Value 2 is a three-digit security code on the back of some credit cards which provides a fraud prevention check for mail order and Internet merchants.