



Suite Engine Channel Sales Manager Release Notes

Product: Channel Payment Manager for Usio

Release: 1.1

Version: 1.1.2024051924.136718

Release Date: 05/24/2024

Minimum Business Central Version Compatibility: 22.0

Please install this release in your Business Central sandbox environment for testing. It is Suite Engine's recommendation that you test not only the areas specifically addressed within this release but all of your business processes, so that you may confirm that changes introduced in this release have not created issues in other parts of your application. These release notes should be fully reviewed as part of your testing process, as they may include information on new setup and configuration requirements.

If you encounter issues in your testing, please contact your Suite Engine partner or file a support ticket at <https://suiteengine.com/support>.

Once you have completed testing in your sandbox, you can proceed to installing this release in your live environment. Suite Engine recommends that users be logged out of Business Central prior to installation of the release; if this is not possible, please advise your users that it may be necessary to refresh or log out/log in to Business Central in order to continue working with the application.

This release is issued under the assumption that you have kept your existing Suite Engine applications current. Suite Engine cannot be held responsible for any issues that arise out of installing this release into an out-of-date environment.

This release may introduce new table objects or modifications to existing ones. If you are maintaining configuration packages for the purpose of moving data to and from database environments, you are advised to take note of any table changes (for a complete list of release objects, see [here](#)) and make any adjustments to these packages as needed.

Release Overview

Features and Functionality

- It is now possible to accept customer payments from ACH direct debit accounts.
- It is now possible to initiate a refund for a captured payment from a sales order within Business Central. See the [in-depth feature description](#) for more details.
- Functionality has been added to retrieve payout and return batches from Usio and post these activities in business Central. See the [in-depth feature description](#) for more details.

In-Depth Features

Refunding Captured Payments

You can refund a captured payment amount from the sales order. In order to use this functionality, you must assign a number series in the **Refund Request No. Series** field on the **CPM Payment Platform** page's **Refund Requests** FastTab.

To refund a captured payment:

1. Choose the **Related** tab in the ribbon, then select the **Channel Payment Manager** menu and choose the **Payment Requests** action.

If a single payment request exists for the sales order, it will be opened. If multiple payment requests exist, a list of them will be presented from which you can open the one that will have a refund.

2. On the payment request card, choose the **Related** ribbon, then choose the **Payments** action.
3. Open the payment for which you want to issue a refund.
4. On the **CPM Payment Card** page, choose the **Actions** tab in the ribbon, then choose the **Create Refund Request** action.
5. On the newly-created refund request, fill in or edit the following fields:
 - **Amount to Refund:** enter the amount of the payment refund request. This will default to the outstanding amount of the captured payment, but you can change this to a lesser value if you want to refund a partial amount of the payment. You cannot record a greater refund than the outstanding payment amount.
 - **Description:** enter a description to identify the payment refund request.
6. When you are satisfied with the settings of the payment refund request, choose the **Actions** tab in the ribbon and choose the **Release** action.

When the payment refund request is released, it can no longer be edited. If you wish to make additional changes, you must choose the **Actions** tab in the ribbon and choose the **Reopen** action.

7. Choose the **Actions** tab in the ribbon and choose the **Submit** action.

The payment refund request is sent to your external payment platform. Information about this communication can be viewed on the **Payment Platform** FastTab. This FastTab will inform you as to whether this external update was a success or resulted in an error.

Note: if you are using the TSYS backend payment processor, you cannot perform a partial refund if the payment's batch has not been settled in Usio. You must either refund the full amount of the transaction and then capture a new payment for the desired amount, or wait until the payment batch has been settled, at which point you can refund the partial amount.

In Usio, a new entry for the refund request will be created. In Business Central, a new refund entry for the specified amount will be created in the customer's ledger. This refund entry will be automatically applied to the customer ledger entry for the original payment capture.

From a financial perspective, CPM captures the refund. The general ledger accounts that are defined for payment platforms in Business Central are used to ensure these amounts are properly recorded.

***Note:** the steps for creating a refund request described above can also be performed from a payment request for a posted sales invoice. Because the original payment entry has already been applied to the related invoice, the customer ledger entry for the refund amount will remain unapplied. In this scenario, you must create and post a credit memo for the refund amount, then apply the refund entry to the credit memo.*

Retrieving Payout and Return Batches

Each day, Usio will create a batch of activity that has been recorded against your account and make the appropriate deposits/withdrawals to your bank account. Batches are created for the following transactions:

- Credit Card Payments
- ACH Payments
- ACH Returns

Setup

A number of new fields have been added to the **Accounting** FastTab on the **CPM Payment Platform** page to support this functionality:

- **Payout Bal. Account Type:** Indicate whether the balancing account to which Usio payouts are processed will be a Business Central G/L account or bank account record. Typically a bank account record is used, but you should select whichever option reflects your desired processes.
- **Bal. Account No.:** Select the Business Central G/L account or bank account (depending on the selected payout balancing account type) to which processed payouts will be recorded. CPM automatically detects payout transactions in Usio and will post the corresponding activity to your specific balancing account.
- **Payout Processing Days** fields: The fields present the number of working days it takes for Usio to process payouts for various transaction types (ACH payments, credit card payments, and returns). These values are used to set the posting dates for payout batch activities that CPM retrieves from Usio. When a payout batch is created for an activity type, the related processing days value is applied to the batch date to determine its posting date. For example, if CPM created a new payout batch for ACH activity on 5/1 and our Usio platform's ACH payout processing days value was 3, that batch's posting date would be 5/4. By default, the values in these fields will be set to Usio's standard payout processing times. These settings can be changed if you have established different processing times with Usio.

- **Request Convenience Fee:** If you are using the World Pay backend payment processor, select this option to include convenience fees as part of the payment information you retrieve from Usio. The TSYS processor does not charge convenience fees; leave this field unchecked if you are using TSYS.
- **Fee GL Account No.:** If you are using the World Pay backend payment processor and have enabled the **Request Convenience Fee** setting, select the G/L account number to which you want to record these fees.

Batch Retrieval

When CPM’s automation routines are run, any recorded payouts will be retrieved into Business Central as CPM transaction records. You can view a payment platform’s transaction records from the payment platform card by choosing the **Transactions** action on the **Related** tab in the ribbon. You can also view the payout and return batches that have been created for the payment platform by choosing the **Payout and Return Batches** action on the **Related** tab in the ribbon. The **CPM Usio Payout/Return Batches** page presents each batch that has been retrieved for the payment platform; choosing one of these batches will display the individual transactions that comprise the batch in the **Transactions** FastTab.

As part of the retrieval process, CPM will also perform a posting activity that moves the payout amount from the payment platform’s defined clearing account and into its assigned balancing payout account. Typically a bank account is assigned as a payment platform’s balancing account.

You can also manually manage batch activities using the actions on the **CPM Usio Payout/Return Batches** page. Ideally the CPM automation will perform these activities for you, but these manual actions serve as another option in case the automation does not operate as desired:

- **Get Transactions:** this action will retrieve any transactions for the selected batch based on its type and date from Usio. For example, if we had a batch line with a type of *ccbatches* and a date of *5/2/2024*, the **Get Transactions** action would retrieve the transactions from your credit card payment batch on 5/2/2024.
- **Generate Payout Transaction:** this action will generate a new line for the selected batch in the CPM transaction worksheet. You can then open the worksheet and review this line before posting it.

Release Objects

The following objects have been created, modified, or deprecated as part of this release:

Object Type	Object ID	Object Name	Action
Table	70338750	SENPUSIO Batch	Created
Table	70338751	SENPUSIOBatchedTransaction	Created
Page	70338750	SENPUSIOCreditCardPayment	Modified
Page	70338751	SENPUSIO Batched Transactions	Created
Page	70338752	SENPUSIO Batches	Created

Object Type	Object ID	Object Name	Action
Page	70338753	SENPUSIOBatchTransSubPage	Created
Codeunit	83500	CPM Usio Test	Created
Codeunit	83501	CPM Usio Test Install	Created
Codeunit	70338750	SENPUSIO Core Event Listener	Modified
Codeunit	70338751	SENPUSIOValueProcessing	Modified
Codeunit	70338752	SENPUSIO DataLoad	Created
Codeunit	70338754	SENPUSIO Utility Functions	Modified
Codeunit	70338755	SENPUSIOAPIManagement	Created
Enumeration	70338750	SENPUSIO Batch Type	Created
Enumeration	70338751	SENPUSIO Batch Status	Created
PermissionSet	70338750	SENPUSIO Admin	Created

Release Extensions

The following extensions have been created, modified, or removed as part of this release:

Object Type	Object ID	Object Name	Action	Extends
TableExtension	70338750	SENPUSIO Payment Platform	Created	SENP Payment Platform
PageExtension	70338750	SENPUSIO Payment Platform	Created	SENP Payment Platform
EnumerationExtension	70338753	SENPUSIO	Created	SENAPI Automation Type
EnumerationExtension	70338750	SENPUSIO API Target	Modified	SENAPI API Target
EnumerationExtension	70338752	SENPUSIOValueProcessingType	Modified	SENAPI Value Processing Type

Integration Events

The following integration events have been added as part of this release:

Object Type	Object ID	Object Name	Integration Events
Codeunit	70338754	SENPUSIO Utility Functions	<ul style="list-style-type: none"> OnBeforeGetTransactionListRequestOperation OnGetTransactionListOnPmtPlatformOnBeforeGetAPIFunctionForCPM Operation OnAfterGetTransactionListRequestOperation
Codeunit	70338755	SENPUSIOAPIManagement	<ul style="list-style-type: none"> OnGetTransactionListOnPaymentPlatformOnBeforeExecuteAPIMessage OnGetTransactionListOnPaymentPlatformOnAfterExecuteAPIMessage