



CHANNEL PAYMENTS MANAGER (CPM) FOR USIO **A Suite Engine Application**

MICROSOFT DYNAMICS 365 BUSINESS CENTRAL

Setup and User Guide

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SETUP AND USER GUIDE

This document presents setup information regarding the Channel Payments Manager functionality for Dynamics 365 Business Central.

Please ensure that the Suite Engine Payments Integration for Usio application and its dependent applications are correctly installed in your Microsoft Dynamics 365 Business Central instance before proceeding.

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Introduction

Channel Payments Manager (CPM) allows you to integrate your Microsoft Dynamics 365 Business Central software with an external digital payment platform. In this way, you are free to work with a solution that better meets your payment processing and collection needs than Business Central's native capabilities while still being able to use your ERP system as the single version of your company's truth. CPM is embedded directly within your Business Central environment, allowing for a streamlined communication between Business Central and the external platform.

At its core, CPM is an architecture that allows for the development of external payment platform integrations. However, CPM also offers some out-of-the-box integrations with commonly-used payment solutions. This document is designed specifically to address the CPM integration to [Usio](#).

This user guide will present the necessary setup and configuration steps you must complete in order to integrate your Business Central and Usio environments. It will then walk through the day-to-day payment request, collection, and processing activities you can perform with CPM.

The content of this user guide is confined to the specific configuration and processing activities that are involved with the CPM for Usio integration. It does not contain information on working with either Business Central or Usio. If you have more general questions about these products, it is recommended you consult their published documentation:

- [Microsoft Dynamics 365 Business Central](#)
- [Usio](#)

Preliminary Setup

Before you can start the process of setting up CPM, there are some basic, preliminary steps you must perform to prepare your solution for setup and configuration.

Managing the CPM Extensions

The CPM solution is comprised of multiple extensions:

- *Channel Payments Manager Core*: this contains the core functionality of the CPM solution.
- *Channel Payments Manager for Usio*: an additional layer of functionality that accommodates a specific integration to Usio.
- *Suite Engine API Engine Library*: this contains the API objects that process the API calls used to send and receive data between Usio and Dynamics 365 Business Central.
- *Channel Sales Manager Core*: this contains some supporting functionality for the API Engine library.
- *Suite Engine Common Base*: this is used to manage your subscription to CPM and other Suite Engine products.

All of these extensions will be automatically downloaded and installed in Business Central as part of the *CPM for Usio* installation, but it is necessary to enable communication to your external payment platform for each of these extensions:

1. Choose the  icon, enter **Extension Management**, and then choose the related link.

2. On the **Extension Management** page, choose the *Channel Payments Manager Core* extension.
3. Choose the **Configure** action on the **Manage** tab in the ribbon.
4. On the **Extension Settings** page, select the *Allow HttpClientRequests* check box.
5. Close the **Extensions Settings** page and repeat this process for the other CPM extensions:
 - *Channel Sales Manager Core*
 - *Suite Engine API Engine Library*
 - *Suite Engine Common Base*
 - *Channel Payments Manager for Usio*

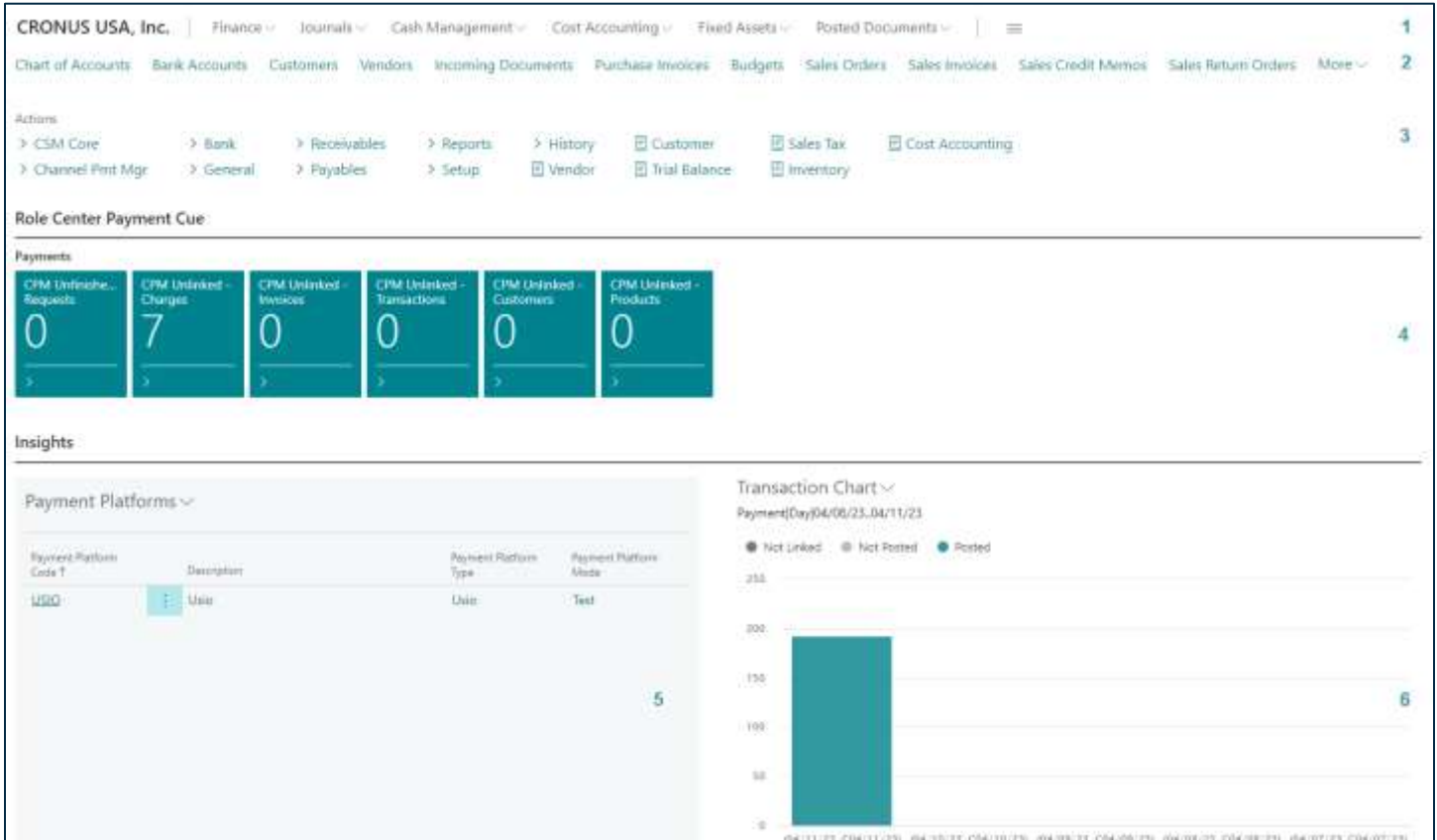
CSM Permission Sets

CPM includes out-of-the-box permission sets for each of the extensions listed in the preceding section. In order to work with CPM functionality, it is necessary to assign these permission sets to your users.

The process of assigning CPM permissions is no different than the assignment of standard Business Central permission sets. For guidance on best practices for assigning permissions sets, see [here](#).

Enabling the CPM Role Center


CPM provides an out-of-the-box *CPM Administrator* Role Center with content specific to CPM functionality. It is comprised of the following components:



1. **Navigation Menus:** the top-level navigation consists of menu items that can be expanded to display links to other pages. These menu items address business areas that are applicable to CPM, such as Finance, Cash Management, and Cost Accounting.
2. **Navigation Bar:** the second-level navigation displays a flat list of links to other pages. These are the most often used pages in Business Central, such as the Chart of Accounts, Customer and Vendor lists, and documents such as orders and invoices.
3. **Action Bar:** the action bar provides links to other pages and reports. These links are grouped by business area and can be expanded to display links to relevant pages. These links represent the most important or most often used tasks or actions related to Suite Pay.
4. **Data Cues:** a series of cues that provide a visual representation of aggregated business data. These cues are specific to CPM tasks, such as the number of outstanding unfinished payment requests or unlinked activities. Each cue presents the number of records that meets that cue's criteria. You can select a cue to open a separate window that displays the underlying records.
5. **Payment Platform FactBox:** each payment platform that you set up within Suite Pay is displayed in this FactBox. You can select a payment platform here to open the CPM Payment Platform page for that record.

6. Transaction Chart: a graphical representation of outstanding and posted CPM transactions. The transaction type and period length displayed in this chart can be adjusted directly from the Role Center, allowing for different views of activity.


It is recommended that you enable the *CPM Administrator* Role Center so that you can best understand this setup documentation:

1. Choose the  icon, enter **My Settings**, and then choose the related link.
2. In the **Role** field, select the **CPM Administrator Role Center**.
3. Choose the **OK** button to close the **My Settings** page.

Your Role Center will automatically refresh to display the *CPM Administrator* Role Center.

Creating and Managing Your Subscription

If CPM is your first Suite Engine product, it is necessary to create a new Suite Engine subscription. You can set up this subscription in the **CSM Setup** page:

1. Choose the  icon, enter **CSM Setup**, and then choose the related link.
2. On the **Registration and Billing Information** FastTab, enter the following subscription information:
 - Company Name
 - Contact Email
 - Address
 - Address 2 (optional)
 - City
 - State
 - Postal Code
 - Country
 - Phone
3. Choose the **CPM Free Trial** action on the **Subscriptions** tab in the ribbon.

With the exception of **Address 2**, you must supply values in all of the subscription fields on the **CSM Setup** page in order to create a subscription. If you attempt to create a new CPM trial without populating one of these fields, an error message will inform you of what data you need to include. If all the required values are present, a new Suite Engine subscription account will be created and assigned in Business Central; the new subscription number will be displayed in the **CSM Customer Id** field.

***Note:** while the subscription management functionality will validate whether all the required fields have been populated when a subscription is requested, it will not validate the information itself. Please be certain the values you enter in these fields are accurate.*

When you have successfully requested a trial subscription, the relevant subscription status fields on the **CSM Setup** page are updated to display the remaining length of the trial subscription. CPM products by default allow for a 30 day trial period, during which you have access to the full functionality of CPM. If you wish to use CPM following the trial period, you must activate your subscription by providing a valid payment method. You can supply a payment method and manage other aspects of your CPM subscriptions through the Suite Engine Subscription Self Service Portal, which is accessed from the **CSM Setup** page by choosing the **Go To Payment Portal** action on the **Process** tab in the ribbon. This opens the Suite Engine Subscription Self Service Portal for the assigned CSM customer ID. The portal presents information on CPM and any other Suite Engine solution subscriptions that have been set up under the same account; from here, you can add payment methods and adjust your existing subscriptions. The Suite Engine Subscription Self Service Portal is completely secure, and your payment information is safe.

***Note:** to minimize disruptions to your business, it is recommended that you visit the Suite Engine Subscription Self Service Portal and set up a payment method before your CPM trial expires. You will not be charged until your trial period ends, at which point your subscription will be automatically activated.*

If you determine that CPM does not meet your business needs, you can cancel your subscription through the Suite Engine Subscription Self Service Portal at any time.

If CPM is being installed in a Business Central environment in which any of Suite Engine's CSM solutions have been deployed, the trial subscription will be created for the customer ID subscription account that is already assigned in Business Central. However, there may be situations where a Suite Engine subscription account exists but no account details are present in Business Central. A common example of this occurs is when a company is working with separate Business Central test/sandbox and live/production environments. In such a scenario, it is necessary to apply the same subscription to both environments, rather than create (and pay for) two separate subscriptions. It is possible to link a Business Central environment to an existing subscription account by choosing the **Link to Existing Customer** action on the **Actions** tab in the ribbon. In the **Link Existing Customer** page, you must enter the following information:

- The CSM customer ID for the relevant subscription.
- The billing e-mail for the relevant subscription.
- The billing address (Address 1 only, information such as city and postal code is unnecessary) for the relevant subscription.

Note: *if you do not know these values, please contact [Suite Engine support](#) for assistance.*

When this information is supplied, choose the **OK** button. The application will automatically assign the proper subscription account in Business Central and then update this account to include CPM.

After the initial entry of billing details on the **CSM Setup** page, these values become un-editable. If it is necessary to modify any of this information, you can do so on the **Suite Engine Subscriptions** page. This page presents customer information and details about all Suite Engine products that have been licensed under the customer account. To change value such as the customer's name, address, e-mail, and phone number, choose the **Edit Customer Information** action in the ribbon. This will open a separate window containing the existing customer values, which can then be edited. Changes that are made to this customer information will be automatically synchronized with the related Suite Engine subscription account.


It is also possible to make customer changes through the subscription licensing system and then synchronize these changes in Business Central from the **Suite Engine Subscriptions** page by choosing the **Force Refresh** action on the **Actions** tab in the ribbon. This instructs the application to obtain updated subscription information from the subscription licensing system.

Creating a Payment Platform

Once you have set up a CPM trial subscription, you are ready to create your first payment platform. In CPM, a payment platform contains the necessary links and credentials for access to your payment account. In addition, the payment platform has a number of setup options that allow you to configure the manner in which payments are received and managed to align with your business processes.

You can significantly expedite the creation of a payment platform by using provided tools that will automatically load API and payment platform data. Once this is complete, you can then tweak or configure these pre-loaded values so that CPM reflects your specific business process and preferences.

To create a new payment platform:

1. Choose the  icon, enter **CPM Payment Platforms**, and then choose the related link.
2. On the **CPM Payment Platforms** page, choose the **New** action in the ribbon.

A new payment platform page opens.

3. Fill in the **Code** and **Description** fields to identify the payment platform as a unique record in the system.
4. In the **Payment Platform Type** field, select *Usio*.
5. You can now load the necessary data to use CPM. Choose the **Actions** ribbon, then select the **Setup** group and choose the following actions:
 - **Load API Set Data**
 - **Load API Application Operations**
 - **Load API Modules**
6. In the **API Set Code** field, enter or use the AssistButton to assign the newly-created Usio API set record.

This completes the preliminary setup of your payment platform. You are now ready to associate this payment platform to your Usio account and configure the payment platform's settings to reflect your operational and accounting preferences.

CPM Setup and Configuration

Once the preliminary setup activities are complete, you can configure your CPM solution with your specific payment platform credentials, enter setup values that tailor your CPM experience to your business, and cross reference your Business Central records (such as G/L accounts) to corresponding data in your payment platform.

Payment Platforms

In CPM, a payment platform is set up to facilitate communication between Business Central and an external payment application:

- The links and credentials to access an external application are stored at the payment platform level.
- Payment platforms can be configured to influence the manner in which Business Central will send and receive data from the linked payment application.
- The APIs that manage the transmission of data between the two environments exist for each payment platform record.

As such, the payment platform is the focal point of CPM.

Once you have completed the [preliminary step](#) of creating a new payment platform and loading the required API data, you can configure this record with the necessary account credentials and settings.

Entering your Usio Account Credentials

In addition to your live or production environment, Usio offers a sandbox that provides users with the ability to test out new processes in a separate environment from the live platform on which actual payments are processed. Access to the sandbox environment is granted through a standard set of universal credentials.

For the purposes of CPM, it is necessary to link your payment platform to your Usio account. It is recommended that you initially perform this activity against the sandbox environment. Once you have completed the necessary testing activities and are comfortable with how CPM integrates with Usio, you can switch these settings to point to your production environment.

Before you can associate your Usio credentials to your payment platform in Business Central, it is necessary for you to obtain this information. You must obtain the following values:



- **Merchant ID:** the identification number that identifies your unique account with Usio.
- **Login:** a unique login to your Usio account.
- **Password:** a unique password for your Usio account.
- **API Key:** a key that grants CPM permission to send API calls from Business Central to your Usio account.

As mentioned above, the credentials for Usio's sandbox are static:

- **Merchant ID:** 0000000001
- **Login:** API0000000001
- **Password:** Temp1234!
- **API Key:** AEAE82F9-5A34-47C3-A61E-1E8EE37BE3AD

Your production environment credentials are assigned to you by Usio as part of your onboarding process. Please contact your integrations@usio.com representative to obtain this information.

Once you have your Usio credentials, you can link them to your CPM platform in Business Central:

1. Choose the  icon, enter **CPM Payment Platforms**, and then choose the related link.
2. Open the payment platform that you want to link to your Usio account.
3. In the **Merchant ID** field, enter your unique merchant ID or the default value for sandbox access. If you enter the sandbox access value, the **Payment Platform Mode** field will automatically update to *Test*.
4. Choose the  icon, enter **API Sets**, and then choose the related link.
5. On the **API Sets** page, select the Usio API set, then choose the **API Credentials** action in the ribbon.

You must create two API credential records to support payment and checkout activities. To create an API credential for payments:

6. From the **API Credentials** page, choose the **New** action in the ribbon to create a new API credential record.
7. In the **Description** field, enter a description to identify the API credential.
8. In the **API Endpoint URL** field, enter a URL of *https://payments.usiopay.com*. This is the standard URL that is used by Usio for API calls for payments.
9. On the **Basic Auth**. FastTab, enter your login and password values in the corresponding fields.
10. On the **API Key** FastTab, enter your API key in the **API Key** field.

To create an API credential for checkouts:

11. From the **API Credentials** page, choose the **New** action in the ribbon to create a new API credential record.
12. In the **Function Code** field, enter or use the AssistButton to assign the *SUBMITTOKENPAYMENT* function to the API credential.
13. In the **Description** field, enter a description to identify the API credential.
14. In the **API Endpoint URL** field, enter a URL of *https://checkout.usiopay.com*. This is the standard URL that is used by Usio for API calls for checkouts.
15. On the **Basic Auth** FastTab, enter your login and password values in the corresponding fields.
16. On the **API Key** FastTab, enter your API key in the **API Key** field.

Note: *if you are creating multiple Usio payment platforms with different merchant IDs, you must set up a set of credentials for each one. In addition, you must enter the relevant platform's code in the **Usage Code** field on the API credential records.*

Usio Payment Processors

Usio currently has compatibility with two backend payment processors, TSYS and World Pay, that support different payment settlement methods:

- **TSYS:** uses a gross settlement process. The full amount of a payment is paid out to the merchant, and Usio sends an invoice to the merchant for any associated transaction fees on a periodic basis. For example, if you recorded a payment for \$1,000 that had a transaction fee of \$28, Usio would deposit \$1,000 into your bank account, then send you an invoice for the \$28 (as well as other fees incurred during the period).
- **World Pay:** uses a net settlement and convenience fee process. The net amount of the payment minus the transaction fee (referred to as a “convenience fee”) is paid out to the merchant. For example, if you recorded a payment for \$1,000 that had a transactional fee of \$28, Usio would deposit \$972 into your bank account.

As part of your onboarding process with Usio, you will be assigned one of these processors; the determination as to which processor you will use is based on factors such as the merchant types you need to support and what sort of settlement method you want to use.

While CPM for Usio will support both of the processors, some of the configuration settings will be dependent on which processor you are using. For this reason, it is recommended that you obtain this information from Usio before continuing with the setup process.

Configuring Your Payment Platform

Once you have associated your payment platform to your external Usio account, you can configure this platform so that it will manage payment activities according to your business processes.

The API Engine FastTab

The API Engine FastTab instructs CPM as to what API configuration should be used for sending and receiving information from your connected Usio account. These values should be automatically populated as part of the payment platform setup, but if for any reason this is not the case, fill in the fields as follows:

- **App Code:** enter *CPM* in this field.
- **API Engine Execution Module:** enter *USIO* in this field.

The Accounting FastTab

The **Accounting** FastTab allows you to configure the Business Central accounts to which certain Usio transactions will post.

Fill in the fields as follows:

Field	Description	Example Value
Clearing G/L Account No.	Select the G/L account to which you want to record unpaid Usio activity. As activity is performed in Usio, an outstanding balance of unpaid payments is accumulated.	A balance sheet asset account representing your Usio balance
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.	An expense G/L account
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.	<i>Bank Account</i>
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.	A valid bank or G/L 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.	

The Payment Requests FastTab

The **Payment Requests** FastTab allows you to configure the manner in which CPM processes and manages payment request activities.

Fill in the fields as follows:

Field	Description	Example Value
Payment Request No. Series	Select the number series that you want to use to assign numbers to CPM payment request records. It is recommended that you create a new number series for CPM payment requests.	SENP_PMT_REQUEST
Default Payment Method	Select the payment method code that will be assigned to payment customer ledger entries that are created from payment platform activity. When payments are retrieved from Usio, CPM will attempt to create new payment entries in the related customers' ledgers. The payment platform's default payment method will be assigned as the payment method for these customer ledger entries. You can create a new payment method for the payment platform or use an existing one, but regardless of this decision it is recommended that you assign a payment method with a blank balancing account number.	USIO
Authorization Validity	Enter the number of days for which a payment request for a credit card authorization will remain valid. When a payment request is created, CPM will apply this period to the record's creation date to calculate an expiration date. If the authorized amount is not captured prior to this expiration date, the payment request expires and a new one must be created.	7 days
Capture Method	Select the method by which credit card payments for sales orders are processed. Because sales orders are open documents, CPM provides additional flexibility as to how credit card activity is handled. Options are: <ul style="list-style-type: none"> <i>Blank</i>: CPM will handle sales order payments according to the external payment platform's default settings. <i>Immediate</i>: CPM will automatically capture sales order payments. <i>Delay</i>: CPM will create a payment request authorizing the sales order payment. This authorization will remain open until it is captured at a later date or expires. For more information on how this setting is used with sales order payment collection, please see here .	Delay
Authorization Behavior	If the payment platform is configured to delay the capture of sales order payments, you must select the method by which authorized payments are captured. Options are: <ul style="list-style-type: none"> <i>Manual</i>: authorized payments must be manually captured by a user. <i>Capture on Invoice</i>: authorized payments are automatically captured when the sales order is invoiced. It is not possible to define authorization behavior if the payment platform is configured to immediately capture sales order payments.	Capture on Invoice

Field	Description	Example Value
	For more information on how this setting is used with sales order payment collection, please see here .	
Reauthorization on Partial Capture	<p>If the payment platform is configured to delay the capture of sales order payments, you must select the method by which an authorized payment is handled when a partial capture of the authorization amount is executed. Options are:</p> <ul style="list-style-type: none"> <i>Manual</i>: if an authorized payment amount is partially captured, the user must manually record a new payment request record for the remaining amount of the authorization. <i>Auto</i>: if an authorized payment amount is partially captured, CPM will automatically create a new payment request record for the remaining amount of the authorization. <p>It is not possible to define reauthorization behavior if the payment platform is configured to immediately capture sales order payments.</p> <p>For more information on how this setting is used with sales order payment collection, please see here.</p>	<i>Auto</i>

The Refund Requests FastTab

If you want to issue refunds against captured sales order payments, you can configure this process on the **Refund Requests** FastTab.

Fill in the fields as follows:

Field	Description	Example Value
Refund Request No. Series	Select the number series that you want to use to assign numbers to refund requests. It is recommended that you create a new number series for CPM refund requests.	<i>SENP_RFD_REQUEST</i>

Customer Setup

In order to initiate customer payments with CPM, you must link your Business Central customer records to corresponding account activity in your external payment environment, and CPM uses a separate “CPM customer” record type to facilitate this communication. Usio does not support the concept of dedicated customer records, so CPM builds the necessary CPM customer records automatically the first time a payment is captured. CPM will build a separate CPM customer for every unique combination of customer and contact that submits a payment. The manner in which these CPM customers are created depends on the record from which the payment was captured:

- When a payment is taken from the [customer card](#), CPM creates a customer record for the customer only, with no assigned contact.
- When a payment is taken from a [posted sales invoice](#) or [open sales order](#), CPM creates a customer record from the document’s assigned contact

You can view a CPM payment platform's linked customer records by choosing the **Customers** action on the **Related** tab in the ribbon. From here you can view additional information about a CPM customer by choosing the record and then choosing the **Edit** action in the ribbon. This will instruct Business Central to open the **CPM Customer Link Card** page. From here you can edit a CPM customer's information and set sales order payment request defaults. When a credit card request is entered for a sales order, any customer-specific defaults will be assigned to the request instead of platform level defaults. You can also view a history of the customer's payment request records directly from the CPM customer link card.


***Note:** although dedicated customer records do not exist within Usio, CPM is able to retrieve an entered customer's payment methods by using the tokens that are retrieved into Business Central as part of an API request.*

Defining Dimension Overrides

By default, Dimensions will be assigned to ledger entries created by CPM according to standard Business Central setup. For example, if a CPM payment is captured from a sales document, any Dimensions that had been assigned to that sales document will also be assigned to the related customer and general ledger entries that were created from this activity.


It is possible to change this standard Dimension assignment for CPM activity by defining Dimension overrides. These settings will override any Business Central-assigned Dimension values at the time of posting. Dimension overrides allow you to include additional Dimensions, replace Business Central-assigned Dimension values, and remove Dimensions from transactions.

To define Dimension overrides:

1. Choose the  icon, enter **CPM Payment Platforms**, and then choose the related link.
2. Open the payment platform for which you want to define Dimension overrides.
3. Choose the **Actions** tab in the ribbon, then choose the **Setup** group and choose the **Dimension Override** action.
4. Choose a new line on the **Dimension Override** page and fill in the following fields:
 - **Payment Platform Code:** this will default to the code for the CPM payment platform from which you opened the page.
 - **Transaction Type:** select the CPM transaction for which you want to define a Dimension override.
 - **Dimension Code:** enter or use the AssistButton to choose the Dimension for which you want to define an override.
 - **Dimension Value Code:** enter or use the AssistButton to choose the Dimension value that you want to assign as an override to CPM transactions. When ledger entries are created from CPM activities, any defined Dimension value overrides will either be added to the entry's list of Dimensions or replace a Business Central-assigned value. You can also leave this field blank to instruct CPM that you do not wish to record any values for that Dimension as part of the posting activity; this will override any Business Central-assigned Dimension values, resulting in no Dimension being recorded for the activity.

Configuring Payment Terms for Sales Order Authorization


If you intend to use CPM to record the [authorization of credit card payments for sales orders](#), it is possible to define authorization thresholds for your payment terms records:

1. Choose the  icon, enter **Payment Terms**, and then choose the related link.
2. On the **Payment Terms** page, choose the payment terms line for which you want to define authorization thresholds.
3. In the **CPM Auth % On Release** and **CPM Auth % On Ship** fields, enter the percentage of a sales order's total amount that must be authorized in order to release or ship the order, respectively.

When a sales order has an assigned payment terms code that has defined authorization thresholds, it will not be possible for you to perform the relevant action against that sales order unless a payment authorization equal to or exceeding the threshold percentage in relation to the sales order's total amount is recorded. For example, suppose we define a CPM authorization percentage on release value of 40% for a payment terms code. If that payment terms code is assigned to an order with a total amount of \$200, we would not be able to release the order until a payment authorization of \$80 or more is recorded against the sales order.

Setting Up API Automations

CPM for Usio includes automation routines that, when executed, will retrieve [batch information](#) from your external payment platform. Before executing these routines for the first time, it is necessary for you to indicate the starting date and time for which they will retrieve data.

1. Choose the  icon, enter **API Automations**, and then choose the related link.
2. On the **API Automation** page, choose the first automation routine on the **Steps** FastTab.
3. In the **Last Run Timestamp** field, enter the date and time that you want to use as the starting point for data retrieval.
4. Repeat this process for the remaining API automation lines.

While it is possible to manually run these automations from the **API Automation** page, CPM's API Engine includes codeunit 70338473 (*SENAPI Automation Job Queue*), which can be assigned to a job queue entry that you create to manage this process.

CPM Everyday Operations

CPM contains out-of-the-box functionality that allows you to perform common payment management activities. In addition, CPM is an easily extendable solution, allowing you to build custom features that fit your organization's business processes.


It is recommended that you first review the standard features described below to see if they will meet your business needs. If after this review you determine that changes must be made, you can work with your Business Central partner to enhance your CPM solution.

Collecting Customer Payments

It is possible to record a customer payment directly from within Business Central. The following payment methods are supported by CPM:

- **Credit Cards:** either retrieved as saved payment methods from Usio or entered directly in Business Central.
- **ACH Direct Debit:** retrieved as saved payment methods from Usio or entered directly in Business Central.

A payment activity is entered as an unapplied payment in the customer's ledger. This information is also sent to the connected external payment platform as a payment record, keeping both of your environments in synch.

1. Choose the  icon, enter **Customers**, and then choose the related link.
2. Open the customer from whom you want to collect a payment.
3. Choose the **CPM Payment** action on the **Actions** tab in the ribbon.

CPM creates separate CPM customers for different customer/contact combinations in Business Central. When the **CPM Usio Payment** page is opened from the customer card, CPM will present a list of all CPM customer records that have been defined for the customer and its related contacts.

4. Select the CPM customer for which you want to enter a payment and then choose the **OK** button.
5. In the **CPM Usio Payment** page, fill in the following fields:
 - **Name and address fields:** the first time you enter a new payment method for a customer, you must supply the relevant name and address information.
 - **Amount:** enter the amount of the payment you want to capture.
 - **Currency:** this will default to the currency code that has been assigned to the customer. If a currency code has not been assigned to the customer, CPM will assign the default LCY code that you have set up in Business Central.
 - **Description:** enter a description for the payment. You can use this field to reference a customer document number or other relevant information.
 - **Use Saved Payment Method:** select this check box to instruct CPM that the payment should be processed with a payment method that has been saved for the customer in your external payment platform. If you enable this setting, there is no need for you to enter payment method information, and these fields will be replaced with the **Selected Payment Method** field.

- **Selected Payment Method:** if the **Use Saved Payment Method** field has been selected, enter or use the AssistButton to select a payment method that has been saved for the customer in your external payment platform. The list of available payment methods is retrieved directly from your external environment.
 - **Payment Method Type:** If you are manually entering values in the payment method information fields, use this field to indicate whether you are entering a credit card or ACH account.
 - **Save New Card:** if you are manually entering values in the payment method information fields, you can select this check box if you want to save this payment method for the customer in your external payment platform.
 - **Payment method information fields:** if you do not select the **Use Saved Payment Method** check box, you must enter account details for the new payment method. These fields dynamically change based on the selected payment method type:
 - Credit Cards: fields are displayed for the credit card's number, expiry date, and CVC number.
 - ACH: fields are displayed for the bank account's routing number, account number, and type (checking or savings).
6. Choose the **Submit** button.

CPM securely transmits this data via the external payment platform's API. A notification message will inform you that the payment was submitted. You can view a customer's payment requests by choosing the **Payment Platform Requests** action on the **Related** tab in the ribbon.

If the payment collection process was successful, a new payment entry for the specified amount will be created in the customer's ledger. This payment entry will be unapplied, allowing you to apply the amount to outstanding invoices as needed.


From a financial perspective, CPM records both the customer payment as well as any convenience fees to the general ledger accounts that are defined for payment platforms in Business Central. The general ledger accounts that are defined for payment platforms in Business Central are used to ensure these amounts are properly recorded. Please see [Appendix A](#) for a more detailed review of the way in which amounts are posted to these accounts.

Paying a Posted Sales Invoice

You can select a posted sales invoice in Business Central and record a payment directly against it. The following payment methods are supported by CPM:

- Credit Cards: either retrieved as saved payment methods from Usio or entered directly in Business Central.
- ACH Direct Debit: retrieved as saved payment methods from Usio.

A payment activity is entered as a payment in the customer's ledger, where it is automatically applied to the relevant invoice entry. This information is also sent to the connected external payment platform as a payment record, keeping both of your environments in synch.

1. Choose the  icon, enter **Posted Sales Invoices**, and then choose the related link.
2. Open the posted sales invoice for which you want to record a payment.
3. Choose the **New CPM Payment** action on the **Actions** tab in the ribbon.

CPM creates separate CPM customers for different customer/contact combinations in Business Central. When the **CPM Usio Payment** page is opened from a posted sales invoice, CPM will assign the CPM customer that is assigned as the document's contact.

In addition, this payment action is only available if the posted sales invoice has a remaining amount. It is not possible to initiate a payment against a posted sales invoice that has already been fully paid.

4. In the **CPM Usio Payment** page, fill in the following fields:
 - Name and address fields: the first time you enter a new payment method for a customer, you must supply the relevant name and address information.
 - **Amount:** enter the amount of the payment you want to capture.
 - **Currency:** this will default to the currency code that has been assigned to the customer. If a currency code has not been assigned to the customer, CPM will assign the default LCY code that you have set up in Business Central.
 - **Description:** enter a description for the payment. You can use this field to reference a customer document number or other relevant information.
 - **Use Saved Payment Method:** select this check box to instruct CPM that the payment should be processed with a payment method that has been saved for the customer in your external payment platform. If you enable this setting, there is no need for you to enter payment method information, and these fields will be replaced with the **Selected Payment Method** field.
 - **Selected Payment Method:** if the **Use Saved Payment Method** field has been selected, enter or use the AssistButton to select a payment method that has been saved for the customer in your external payment platform. The list of available payment methods is retrieved directly from your external environment.
 - **Payment Method Type:** If you are manually entering values in the payment method information fields, use this field to indicate whether you are entering a credit card or ACH account.
 - **Save New Card:** if you are manually entering values in the payment method information fields, you can select this check box if you want to save this payment method for the customer in your external payment platform.
 - Payment method information fields: if you do not select the **Use Saved Payment Method** check box, you must enter account details for the new payment method. These fields dynamically change based on the selected payment method type:
 - Credit Cards: fields are displayed for the credit card's number, expiry date, and CVC number.
 - ACH: fields are displayed for the bank account's routing number, account number, and type (checking or savings).
5. Choose the **Submit** button.

CPM securely transmits this data via the external payment platform's API. A notification message will inform you that the payment was submitted. In Business Central, a new payment request record for the payment amount is created and associated to the posted sales invoice. You can view a posted sales invoice's payment requests by choosing the **Related** tab in the ribbon, opening the **Channel Payments Manager** group, and choosing the **Payment Requests** action.

If the payment collection process was successful, a new payment entry for the specified amount will be created in the customer's ledger. This payment entry will be applied to the open invoice entry that exists for the posted sales invoice.

In addition, if the payment is for the full outstanding amount of the invoice, CPM will automatically select the **Closed** check box on the posted sales invoice's header.

From a financial perspective, CPM records both the customer payment as well as any convenience fees to the general ledger accounts that are defined for payment platforms in Business Central. The general ledger accounts that are defined for payment platforms in Business Central are used to ensure these amounts are properly recorded. Please see [Appendix A](#) for a more detailed review of the way in which amounts are posted to these accounts.

Paying a Sales Order

You can select a sales order in Business Central and record a payment directly against it. The following payment methods are supported by CPM:

- Credit Cards: either retrieved as saved payment methods from Usio or entered directly in Business Central.
- ACH Direct Debit: retrieved as saved payment methods from Usio.

Depending on how the transaction is configured, the payment will be recorded as either an authorization or a capture:


- **Authorization:** the payment amount is confirmed as being available on the credit card. These funds are reserved for the completion of the transaction, and cannot be used for other activities. However, the financial transaction is not yet completed and these reserved funds are not deposited into the vendor's account.
- **Capture:** the payment amount is deposited into the vendor's account, completing the financial transaction.

The manner in which CPM handles a sales order payment depends on the activity type. An authorization is entered as a payment request record, where it is available for capture at a later date. A capture (either entered as a response to an existing authorization or as the initial payment activity) is entered as a payment in the customer's ledger, where it is automatically applied to the relevant invoice entry.

It is possible to require that a certain percentage of a sales order's total amount be authorized before the order can be released or shipped. These thresholds are defined for [payment terms codes](#). When a payment terms code is assigned to a sales order and the user attempts to release or ship it, CPM will determine whether any threshold values exist for the relevant payment terms code. If a threshold has been defined and a payment authorization for the appropriate amount has not been recorded, it will not be possible for the user to perform the relevant activity.

For example, suppose we define a CPM authorization percentage on release value of 40% for a payment terms code. If that payment terms code is assigned to an order with a total amount of \$200, we would not be able to release the order until a payment authorization of \$80 or more is recorded against the sales order.

When a payment activity (regardless of type) is recorded, information is sent to the connected external payment platform as a payment record, keeping both of your environments in synch.

1. Choose the  icon, enter **Sales Orders**, and then choose the related link.
2. Open the sales order for which you want to record a payment.
3. Choose the **New CPM Payment** action on the **Actions** tab in the ribbon.

CPM creates separate CPM customers for different customer/contact combinations in Business Central. When the **CPM Usio Payment** page is opened from a sales order, CPM will assign the CPM customer that is assigned as the document's contact.

4. In the **CPM Usio Payment** page, fill in the following fields:

- **Name and address fields:** the first time you enter a new payment method for a customer, you must supply the relevant name and address information.
- **Amount:** enter the amount of the payment you want to capture. This will default to the outstanding amount of the sales order, but you can change this to a lesser value if you want to record a partial payment. You can also record a greater payment than the document's outstanding amount, if necessary.
- **Currency:** this will default to the currency code that has been assigned to the sales order. If a currency code has not been assigned to the document, CPM will assign the default LCY code that you have set up in Business Central.
- **Description:** enter a description for the payment. This will default to the sales order's number, but you can change this to reference a customer document number or other relevant information.
- **Use Saved Payment Method:** select this check box to instruct CPM that the payment should be processed with a payment method that has been saved for the customer in your external payment platform. If you enable this setting, there is no need for you to enter payment method information, and these fields will be replaced with the **Selected Payment Method** field.
- **Selected Payment Method:** if the **Use Saved Payment Method** field has been selected, enter or use the AssistButton to select a payment method that has been saved for the customer in your external payment platform. The list of available payment methods is retrieved directly from your external environment.
- **Capture Method:** select the manner in which the payment will be captured. You can instruct CPM to immediately capture the payment as part of the submission, or delay capture, in which case the submission will result in a payment authorization that can be captured at a later date. It is only possible to delay payment capture for credit card payments; ACH direct debit payments are always captured immediately. The value in this field will default from any customer or platform-specific settings, but you can modify it, if necessary.
- **Authorization Behavior:** if the *Delay* option is selected in the **Capture Method** field, select the method by which the authorized payment amount will be captured. Authorized payments can either be manually captured by a user or automatically captured by the system when the sales order is invoiced. The value in this field will default from any customer or platform-specific settings, but you can modify it, if necessary. It is not possible to specify authorization behavior if the payment's capture method is immediate. For more information on payment authorizations, see [here](#).
- **Reauthorization Behavior:** if the *Delay* option is selected in the **Capture Method** field, select the method by which necessary payment reauthorizations are created when a partial capture is recorded. Payment reauthorizations can either be manually created by a user or automatically created by the system as the time of the initial payment capture. The value in this field will default from any customer or platform specific-settings, but you can modify it, if necessary. It is not possible to specify reauthorization behavior if the payment's capture method is immediate. In addition, if you are entering values in the credit card information fields and are not saving this information as a new customer payment method in your external platform, CPM will not permit you to automatically reauthorize payment amounts. For more information on payment reauthorizations, see [here](#).

- **Save New Card:** if you are manually entering values in the payment method information fields, you can select this check box if you want to save this payment method for the customer in your external payment platform.
 - Payment method information fields: if you do not select the **Use Saved Payment Method** check box, you must enter account details for the new payment method. These fields dynamically change based on the selected payment method type:
 - Credit Cards: fields are displayed for the credit card's number, expiry date, and CVC number.
 - ACH: fields are displayed for the bank account's routing number, account number, and type (checking or savings).
5. Choose the **Submit** button.

CPM securely transmits this data via the external payment platform's API. A notification message will inform you that the payment was submitted. In Business Central, a new payment request record for the payment amount is created and associated to the sales order. You can view a sales order's payment requests by choosing the **Related** tab in the ribbon, opening the **Channel Payments Manager** group, and choosing the **Payment Requests** action.

If the payment collection process was successful, CPM will record information in Business Central. For successful ACH payments, a new payment entry for the specified amount will be created in the customer's ledger. For successful credit card payments, the manner in which the payment is recorded depends on whether the transaction was a [payment capture](#) or a [payment authorization](#).

You can view information about payment activity that has been recorded for the sales order in **CPM Payments** FactBox on the **Sales Order** page. This FactBox contains information such as any pending, authorized or captured payment amounts, the total payment amount that has been recorded and how it compares to the order total, and any authorization amounts that are required to release or ship the order.

Payment Capture

If the **Capture Method** field on the **CPM Usio Payment** page is set to *Immediate*, a successful payment entry will be recorded in Usio. In Business Central, a new payment entry for the specified amount will be created in the customer's ledger. This payment entry will remain unapplied until the sales order is invoiced, at which point it will be automatically applied to the invoice entry that is created as part of the posting activity. If the sales order is partially invoiced, CPM will only apply the amount that was invoiced; any remaining portion of the captured payment will remain open and unapplied.

For example, suppose we capture a payment amount of \$50 for a sales order. If, at the time of posting, we invoice the order for \$30, \$30 of the payment entry will be applied to the invoice entry in the customer ledger. The payment entry's remaining amount will update to \$20.

From a financial perspective, CPM records both the customer payment as well as any convenience fees to the general ledger accounts that are defined for payment platforms in Business Central. The general ledger accounts that are defined for payment platforms in Business Central are used to ensure these amounts are properly recorded. Please see [Appendix A](#) for a more detailed review of the way in which amounts are posted to these accounts.

Refunding Captured Payments

You can refund a captured payment amount from the sales order:

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 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. Please see [Appendix A](#) for a more detailed review of the way in which amounts are posted to these accounts.

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.*

Payment Authorization

If the **Capture Method** field on the **CPM Usio Payment** page is set to *Delay*, an uncaptured payment entry will be recorded in Usio. In Business Central, a new payment request record for the authorized amount is created and associated to the sales order. You can view this payment request by choosing the **CPM Payment Requests** action on the **Related** tab in the ribbon.

When a payment request for an authorization is created, CPM uses the authorization validity that has been defined for the related payment platform to calculate an expiration date for the request. If the authorized payment amount is not captured prior to this date, the authorization expires and can no longer be captured. At this point, you must perform a new payment activity against the sales order.

The manner in which you can capture an authorized payment amount is determined by the setting in the **Authorization Behavior** field on the **CPM Usio Payment** page when the payment activity was submitted:

- **Manual:** you must manually instruct CPM to capture the payment amount. From the **CPM Payment Request Card** page, choose the **Actions** ribbon, then choose the **Capture Funds** action.
- **Capture on Invoice:** CPM will automatically capture the authorized amount when the sales order is invoiced.

Regardless of how the payment is captured, the uncaptured payment entry that was recorded in Usio for the payment authorization will be updated to successful. In Business Central, a new payment entry for the specified amount will be created in the customer's ledger.

Payment Reauthorization

If a payment request's authorization behavior is configured to capture the payment at the time of invoicing, it is important to note that CPM will only capture the invoice amount. It may be that this invoice amount exceeds or is less than the original payment authorization.

For example, suppose we authorize a payment amount of \$50 for a sales order, which we have configured to capture at the time of invoicing.

- If, at the time of posting, we invoice the order for \$60, CPM will capture the full \$50 authorization amount. The user can then [capture a separate payment](#) for the remaining \$10 from the posted sales invoice.
- If, at the time of posting, we invoice the order for \$30, it is necessary to instruct CPM how to deal with the process of reauthorizing the remaining \$20 from the payment authorization. This is determined by the setting in the **Reauthorization Behavior** field on the **CPM Usio Payment** page when the payment activity was submitted:
 - **Manual:** CPM will complete the original payment request record. You must then manually authorize a new payment amount against the sales order.
 - **Auto:** CPM will complete the original payment request record, then automatically create a second payment request record for the sales order with an authorization amount that reflects the difference between the original authorization amount and the captured amount. Using our example, this payment request record would contain an authorization amount of \$20.

Regardless of how the reauthorization is processed, an uncaptured payment entry will be recorded in Usio and the payment entry for the original authorization in Usio is updated to completed.

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

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. Please see [Appendix A](#) for a more detailed review of the way in which amounts are posted to these accounts.

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.

Using the Transaction Worksheet

There are some scenarios where CPM is unable to post transactions that are retrieved into Business Central from your external payment platform:

- **Unlinked activities:** CPM is unable to identify a link between the retrieved external platform customer and a Business Central customer record.
- **Unposted activities:** CPM successfully identifies a link between the retrieved external platform customer and a Business Central customer record, but is unable to post the transaction. This could be due to numerous reasons, such as the Business Central customer being blocked or incomplete posting group setup.

In either scenario, it is necessary for a user to review these outstanding transactions and make a determination as to how they should be processed. To assist in this activity, CPM has a transaction worksheet. Whenever a transaction cannot be posted as part of CPM's automation routine, a new line for that activity is added to the **CPM Transaction Worksheet** page, where it can then be reviewed.

To work with the **CPM Transaction Worksheet** page, choose the  icon, enter **CPM Transaction Worksheet**, and then choose the related link.

The **CPM Transaction Worksheet** page contains a separate line for each payment that CPM retrieved from your external payment platform and did not process. There are two posting status types for worksheet lines:

- *Not Posted*: CPM was unable to post the transaction.
- *Not Linked*: CPM was unable to associate the retrieved payment to linked records in Business Central.

Worksheet lines also contain information about the payment amount. Any transaction fees that were assessed by your external payment platform are included, and CPM subtracts any fee amounts from the payment amount to present you with a net payment on each worksheet line.

The **Transaction Type** field will initially default to the transaction type that was retrieved from the external platform, but this field is editable and you can select a different value from the dropdown list. This is especially useful if CPM is unable to identify the transaction type of an activity upon retrieval. In this scenario, the worksheet line's transaction type would be set to *Unknown*. Once you research the specifics of the activity, you can assign a new transaction type to the line before posting.

There are also fields to display or enter a posting account and an applies-to document for each worksheet line. In the case of an unlinked worksheet line, these fields will be blank. In the case of unposted journal lines, CPM will populate these fields with any information that could be identified when the transaction was retrieved into Business Central.

You can manually adjust these posting accounts and applies-to documents on a line-by-line basis, but there are also actions in the ribbon that you can execute. It is generally recommended that you utilize these ribbon actions, especially if you wish to update multiple worksheet lines at once; if you select multiple lines and then perform one of the actions described below, the action will be executed against all selected worksheet lines.

The following actions are available in the **CPM Transaction Worksheet** page's ribbon:

- **Update Posting Account Type/No**: CPM opens a separate page that prompts you to define a new posting account and posting applies-to document. When you enter these values and then choose the **Update** action in the ribbon, this posting information will be assigned to the selected worksheet lines.
- **Link to Payment**: CPM attempts to re-link the worksheet line to an existing Business Central record. This action should be performed after you have identified and resolved the cause of transaction lines being unlinked. For example, if you retrieved a number of payments from an unlinked customer into Business Central, each one of these transactions would be entered in the transaction worksheet as an unlinked line. You could then perform the necessary customer linkage within Business Central, return to the **CPM Transaction Worksheet** page, select the relevant worksheet lines, and choose the **Link to Payment** action. CPM will assign the newly-linked record as the posting account on the selected worksheet lines.

You can also enter any notes or information against a worksheet line by choosing the **Actions** ribbon, then choosing the **Comments** action.

When you have made the desired changes to the worksheet lines, choose the **Post Selected Transactions** action in the ribbon. CPM will post the selected worksheet lines to the assigned posting account's ledger. If a posting applies to a document that has been assigned, the appropriate application activity will take place, as well. Successfully posted lines are removed from the **CPM Transaction Worksheet** page.

In an instance where a worksheet line cannot be posted, you can manually remove it by choosing the **Actions** ribbon, then selecting the **Posting** group and choosing the **Set Posting Not Required** action. CPM will present a message asking you to confirm this decision. If you choose the **Yes** button, the line will be removed from the **CPM Transaction Worksheet** page. Note that the related CPM transaction record will still remain in Business Central and can be accessed from the CPM payment platform. When a CPM transaction is identified as not requiring posting, a comment will be automatically entered for it that indicates the user who performed this action, as well as the date and time it was executed.

***Note:** removing a worksheet line without posting it means that it will not be posted to your Business Central ledgers, making your Business Central financial data out of sync with your Usio platform activity. It is recommended that you record the necessary journal entries in Business Central as part of the manual removal of any **CPM Transaction Worksheet** lines.*

In scenarios where a CPM transaction could not be posted due to Dimensions setup (for example, a G/L account has a particular Dimension assigned with a code mandatory value posting and the transaction in question did not have a value defined for that particular Dimension), it is possible to adjust and override that transaction line's Dimensions by choosing the **Actions** ribbon, then selecting the **Posting** group and choosing the **Dimension Override** action. On the **Dimension Override** page, you can assign Dimensions and value codes to the CPM transaction. When you attempt to post the transaction worksheet line, any defined Dimension value overrides will either be added to the newly-created general ledger entry's list of Dimensions or replace a Business Central-assigned value. You can also leave this field blank to instruct CPM that you do not wish to record any values for that Dimension as part of the posting activity; this will override any Business Central-assigned Dimension values, resulting in no Dimension being recorded for the activity.

Troubleshooting CPM Activities

There are times API calls fail to occur or do not perform as expected. For example, if your server loses its internet connection, an API call to the payment platform will fail. In these scenarios, it may be necessary to troubleshoot the issue. Typically, this research will be performed by a support technician at Suite Engine or a Suite Engine partner, but in order to better assist this individual with his or her troubleshooting activities, you may be asked to supply additional details from Business Central. It is helpful, then, to be aware of the following troubleshooting tools in CPM:

- **API Messages:** each payment platform has a list of related API functions for different activities such as creating payments, creating and processing payment requests to customers, retrieving transaction information from the payment platform, and so on. Whenever an API function is executed, a new API message record is created.

To further assist in troubleshooting activities, the **Last API Message Processed** field on CPM activity pages presents a link to the most recent API message that was generated for the data on that page. In the event that

an activity fails to process, this link allows someone looking into the issue to quickly access the most recent API activity in which the transaction was involved, where it can then be researched.

- **Processing Log Entries:** processing log entries are created for every warning, error, new piece of information, or change to existing information that occurs through the execution of an API function. To understand how API messages and processing log entries relate to each other, an API message might be generated when a function to create a payment is executed, while separate processing log entries would be generated to reflect the retrieval of the related customer's saved payment method, the creation and retrieval of the charge, the retrieval of the transaction related to the charge, and so forth. In this way, a single API message can be related to hundreds of processing log entries.

In some troubleshooting scenarios, it is necessary to review the specific processing log entries that were created as part of a routine. While it is possible to access a list of all processing log entries in Business Central, a better option is to open the relevant **API Message** page and choose the **Related SENAPI Processing Log Entries** action on the **Related** tab in the ribbon. This will present a list of processing log entries that is filtered by the relevant API message ID. From here, additional filters can be set to further streamline the information, and the necessary research can occur.

Appendix A: CPM Financial Posting

External payment platforms have two payment collection components:

- **Payments:** the collection of a payment from a customer.
- **Payouts:** the collection of accumulated payments to a designated bank account.

The process of capturing a payment is typically instantaneous, in that a payment amount is immediately recorded in your external payment platform. Payouts, on the other hand, are typically recorded on a recurring basis. For example, you might configure your external payment platform to pay out all collected payments to your bank account once a day.

CPM keeps your Business Central environment in synch with your external payment platform by retrieving and processing both payment and payout transactions.

Payments

From a financial perspective, CPM uses the clearing general ledger account that was defined for the related payment platform as the balancing account for the receivable that was recorded from the customer. Any convenience fees that are assessed as part of the transaction are recorded to the payment platform's defined convenience fee account, and this is also balanced against the clearing account. In this way, the clearing general ledger account accurately reflects the payout amount of a transaction.

For example, assume we set up a payment platform in Business Central with the following account numbers:

- Clearing G/L Account No.: 10350
- Convenience Fee G/L Account No: 60410

We then set up a customer with a customer posting group whose receivables account is 10400.

After performing this setup, we record a payment of \$250 for this customer. When this payment is transmitted to the external payment platform, a fee of \$7.55 is assessed.

As a result of this payment, activity will be recorded to the following general ledger accounts:

- 10350: \$250
- 10400: -\$250
- 60410: \$7.55
- 10350: -\$7.55

In this way, the clearing account for the external payment platform reflects the proper payout amount of this transaction, \$242.45.

Refunds

If a [refund is issued for a captured payment](#), CPM uses the clearing general ledger account that was defined for the related payment platform as the balancing account for the receivable that was recorded from the customer.

If we continue our previous example, let's assume we refund \$30 of the original \$250 payment.

As a result of this refund, activity will be recorded to the following general ledger accounts:

- 10350: \$-30
- 10400: \$30

In this way, the clearing account for the external payment platform reflects the proper payout amount of this transaction, \$212.45.

Payouts

As part of setting up a CPM payment platform, it is necessary to assign either a G/L account or a bank account record from Business Central as the balancing payout account. Typically a bank account is assigned as the payout account. When a payout is retrieved from the external payment platform, CPM will credit the clearing general ledger account for the payout amount and debit the assigned balancing payout account. If this balancing account is a bank account, the debit will also be recorded in the appropriate G/L accounts based on the bank account's posting setup.

If we continue our previous example, let's assume we have assigned bank account CHECKING as the payment platform's balancing payout account.

We then retrieve a payout transaction from our external payment platform for the \$212.45 we are due from our previous example. As a result of this payout, activity will be recorded to the following accounts:

- 10350: -\$212.45
- CHECKING: \$212.45 (this amount will also be posted to the cash account that has been defined for CHECKING's assigned bank account posting group)