JDEtips

Overcoming Pitfalls of Prepayment Processing in EnterpriseOne®

By Jeanne Robbins

E1 *Editor's Note: Credit card payments are a way of life for many businesses, yet processing payments using JD Edwards® EnterpriseOne's® Prepayment Processing isn't that easy. There are a few issues and pitfalls that need to be overcome so that credit is authorized correctly and orders are processed properly. Jeanne Robbins takes us through some issues you may encounter and provides some work-arounds and tips to keep your processes flowing smoother.*

Introduction

Processing Sales Orders with Credit Cards via EnterpriseOne's Prepayment Processing can be quite challenging at times in Xe, as numerous issues can crop up in the Prepayment Processing. Even more frustrating, the issues that I have encountered not only affect Sales Orders and the Prepayments, but also Accounts Receivable and ultimately the General Ledger. Fortunately, there are ways to fix or avoid these difficulties and keep you from losing your mind. In this article, we'll discuss some of those issues as well as the tips for correcting them. For more information on setting up your system for credit card processing, please download the white paper titled "Credit Card Processing in OneWorld®" by Brenda Wycoff, that can be found in the Distribution / Sales Order category of the JDEtips Document Library.

Sales Order Issues

First, you'll want to verify that the Processing Options are correct on several applications and reports to ensure that Prepayment Processing is executed successfully through the system. If one of the options is not set up correctly, the orders might not process through to the General Ledger.

• A Prepayment Tab is available with programs other than the customary Sales Order Entry (P4210).

• The Processing Options on Ship Confirm (P4205) in the Prepayment tab must be set to advance the Prepayment Transaction Status to process the order through the Settlement process. The goal is to update the Prepayment Transaction Status automatically, so the credit card on the order is settled and no user interaction is required.

• Processing Options for Invoices (R42565) and Sales Update (R42800) also contain a Prepayment tab to process the order into Accounts Receivable.

Review the Processing Options for your company's setup to make certain no orders are lost in the system. (See the above-mentioned article by Brenda Wycoff for the how-to of Processing Options.)

If one of the (processing) options is not set up correctly, the orders might not process through to the General Ledger.

If the processing options are set up for Prepayment Processing in Order Entry (P4210) and a Sales Order has been entered into the system via the Order Entry, but the Credit Card button is not visible for the Credit Card Information to be entered, verify that the Payment Instrument is correct for the Order Detail Lines. The Payment Instrument must be defined for Credit Card Processing in the Payment Instrument User Defined Table (System 00 Code PY) with 13 in the Special Handling Code to invoke the Credit Card button. The default Payment Instrument for Credit Card Processing in the system is the Question mark ("?").

Sales Orders that fail authorization normally will place the order on Credit Card Hold, which defaults to "CA" in the system. Here's the catch: there may be a bug in the software, which means the orders are not always placed on hold. (To date, I have not found a SAR on this). A work-around to guarantee that failed authorizations do not process is to create a new order status in the Order Activity Rules. See Figure 1 for an example of the new status for Credit Card Authorization. This status code signifies that the order is currently in the Credit Card Authorization step. A valid authorization would advance the status to next valid order status. A failed authorization will leave the order status in the Credit Card Authorization status until a valid authorization is processed.

Order Type	Line Type	Last Status	Description	Next Status	Other 1	Other 2	Other 3	Other 4	Other 5	Sales Ledger?
SO	S	520	Enter Sales Order	521	560	535				Y
SO	S	521	Credit Card Authorization	540						Y
SO	S	540	Print Pickslips	560	580	999				Y
SO	S	545	Picking Confirmation	550	555	560	580	620		Y
SO	S	550	Print Shipping Documents	555	560	580	620			Y
SO	S	555	Pack Confirmation	560	580	620				Y
SO	S	560	Shipment Confirmation	580	620	578				Y
SO	S	578	Cycle Billing	580						Y
SO	S	580	Print Invoices	620	600					Y
SO	S	585	Print Interbranch Invoice	620	600					Y
SO	S	600	Invoice Journal	610						Y
SO	S	610	Print G/L Sales Recap-Detail	620						Y
SO	S	620	Sales Update	999						Y
SO	S	999	Complete - Ready to Purge							Y

Figure 1 — Order Activity Rules Example

Cancelling a Sales Order does not advance the Prepayment Transaction Status in the Prepayment Transaction table. Unfortunately, there is not an automatic process to update the status, so the credit card for the order could still get authorized and/or settled. A work-around is to create a status code for the Prepayment records in the User Defined Table for the Prepayment Transaction Status (System 00 Code SP). The new status would signify cancelled orders and for any cancelled lines, the Prepayment Transaction Status would be updated to the new status. See Figure 2 for Prepayment Transaction Status Codes in the User Defined table. Since the status is not updated automatically for cancelled lines, extra work is required of the persons who maintain the Work with Prepayments application; they will have to manually change the Prepayment Transaction status of the cancelled orders. Instead of processing manually, another method to update the cancelled lines showing

Figure 2 — Prepayment Transaction Status Codes

a cancelled status in the Prepayment Transaction table is to create a report to update the status for cancelled lines in the sales orders.

Backordered items on a sales order that use a credit card for payment create a new set of problems. Several ESUs are available to correct the backorder problems. An example of one of these problems involves the

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