Fortis Payments for NetSuite

User Guide

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Revision History

Document & Version	Revision Date	Revision Description	Revision Author
1.0	September 27, 2024	Changed Support Number	Arjune Selvarajan

Introduction

This user guide contains step-by-step instructions on how to install and configure the Fortis Payments for NetSuite Application. This guide is broken down into three sections.

1. The **Fortis Payments for NetSuite Installation Guide** contains instructions to download, install and enable the Fortis Payments for NetSuite SuiteApp.

2. The **Fortis Payments for NetSuite Configuration Guide** contains instructions on how to configure the Fortis Payments for NetSuite SuiteApp.

3. The **Fortis Payments for NetSuite Feature Walkthrough** contains instructions on how to use the Fortis Payments for NetSuite SuiteApp to process payment transactions.

Fortis Integration Support

For any issues or concerns regarding payment processing within your NetSuite product, our dedicated team of integration experts are here to review and address your concerns Monday to Friday, from 8am to 8pm EST.

Fortis Customer Service 855-465-9999

Fortis Payments for NetSuite Installation Guide

> **ℹ️ Important**
>
> Please check with your Fortis Client Rep that you have been provisioned access to the "Managed Bundle" prior to attempting the install.

SuiteApp Prerequisites

The following features are required to be enabled in order to successfully install the SuiteApp.

- Payment Instruments

- Server SuiteScript

- Custom Records

- Credit Card Payments

> **ℹ️ Important**
>
> These features can be enabled in NetSuite by Navigating to **Setup > Company > Enable Features**. Check with your NetSuite administrator to see if these features have already been enabled or required to be enabled in your NetSuite account.
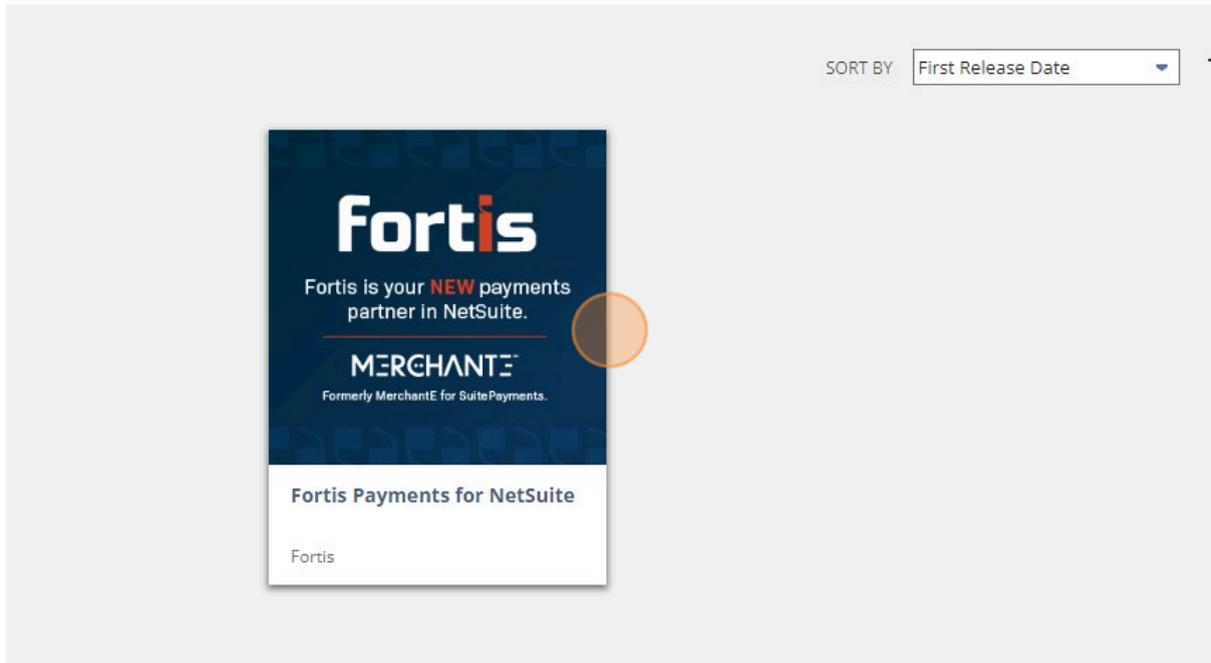
Install the Fortis Payments for NetSuite SuiteApp

1. Navigate to NetSuite home screen

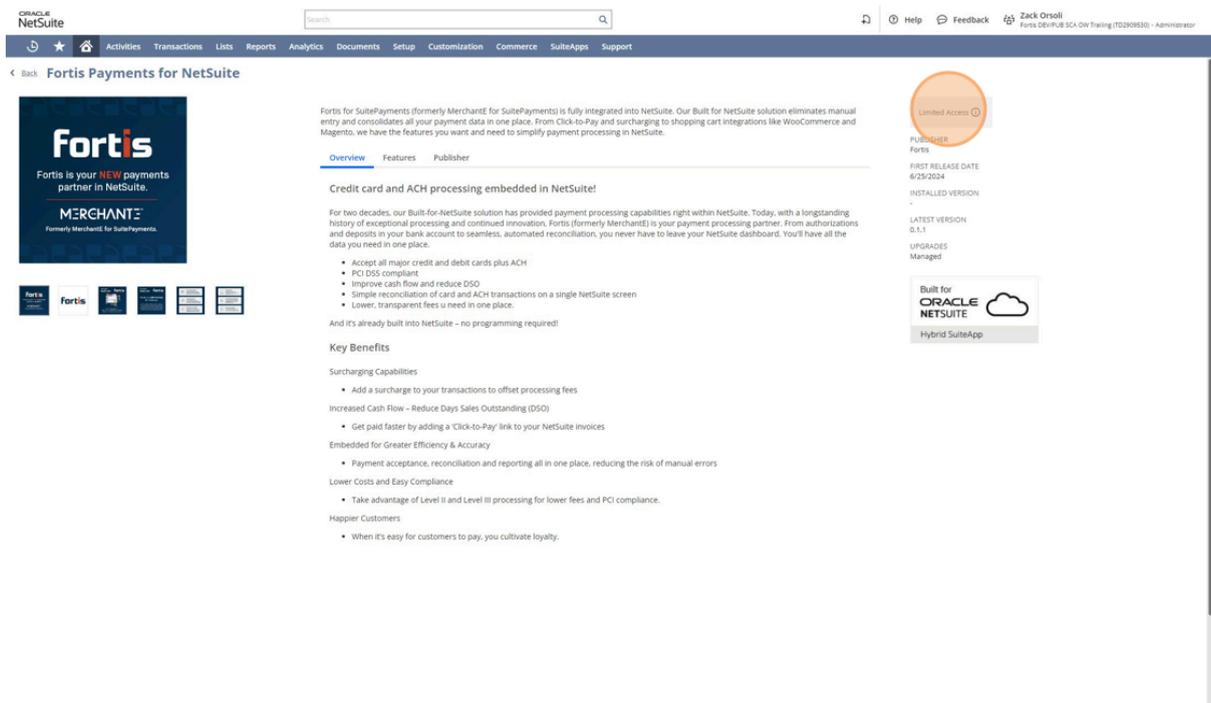2. Go to **Customization > SuiteCloud Development > SuiteApp Marketplace**
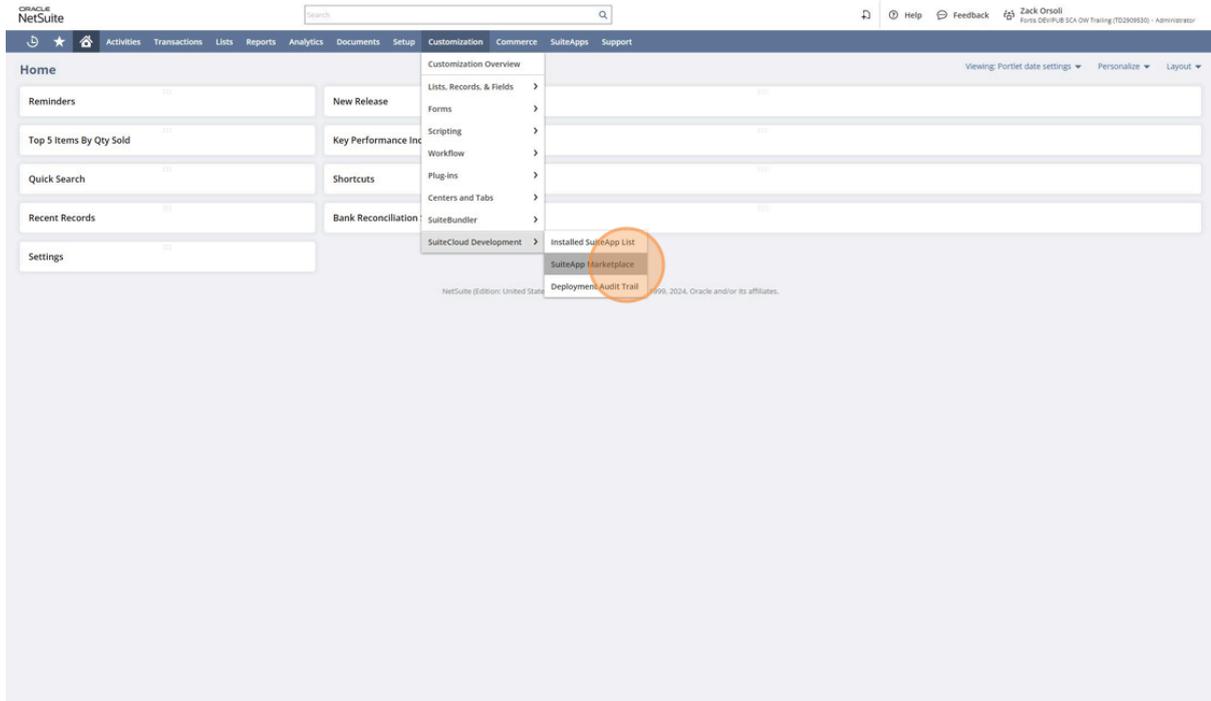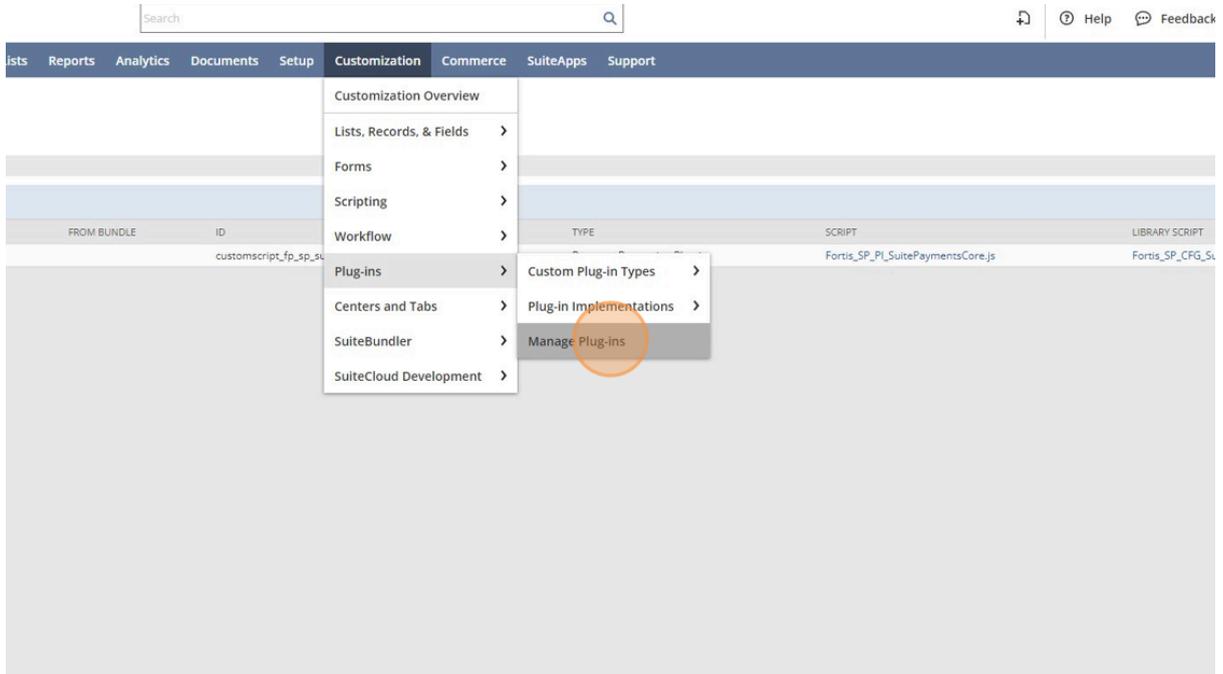
3. Search for **"Fortis"**
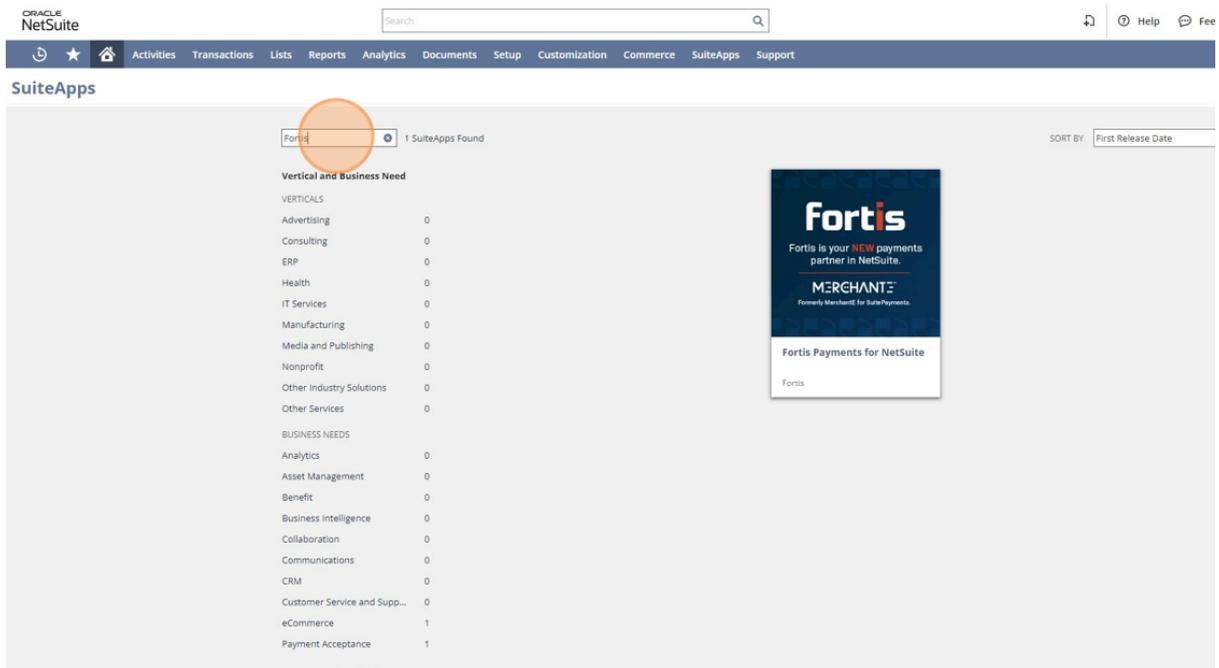
4. Click the Application card **"Fortis Payments for NetSuite"**

5. Click the **Install button on the Fortis Application page**

6. Go to **Customizations > Plugins > Manage Plug-ins**

7. Enable the **"FORTIS Payments for NetSuite PLUG-IN"** checkbox

8. Save the record

Fortis Payments for NetSuite Configuration Guide

> **ℹ Important**
>
> This section will be handled on your initial onboarding call with a Fortis representative.

Obtain Fortis Credentials for NetSuite (Fortis Portal)

1. Navigate to the Fortis Portal located here - https://portal.fortis.tech
2. Login to the portal - credentials will be provided by the Fortis team
3. Navigate to User Management on the Menu
   a. Click on the Name of the Primary User
   b. Scroll down to the bottom and **Enable Advanced Settings**

  c. Click on Generate API Key

    i. Copy and Paste the Key on a Notes App, it will need to be entered in on the next step in NetSuite

Note: Copy the ID in the top section should be copied and saved with the API key in a Notes App.

Fortis Credentials Setup (NetSuite)

1. Login into your NetSuite account, navigate to your Netsuite home screen

2. Hover **Setup > Fortis > Credentials, then click New**
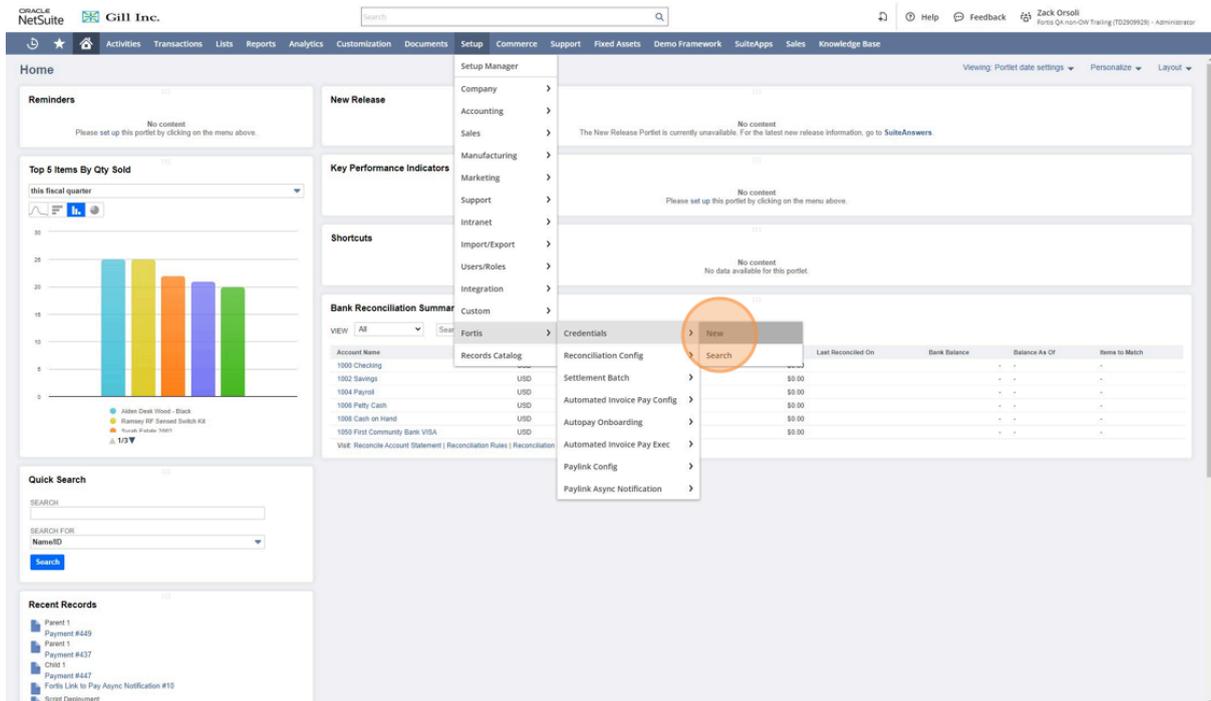
3. Enter a name for the record

4. Select the environment to use, enter the User ID and User API Key provided by Fortis

6. Save the record to create

Create Payment Methods (NetSuite)

Users must set up a payment method and link it to the corresponding payment processing profile they wish to use for processing payments. If this is not done, it may result in NetSuite user configuration errors, or the payment processing profile may not be properly applied when saving transactions.

To setup a payment method in NetSuite to use with Fortis Payments Plugin, navigate to **Setup > Accounting > Accounting Lists** and set the filter to **"Payment Method"**.

> **ℹ️ Note**
>
> The Fortis Payments for NetSuite Application supports the following Payment Methods, depending on your use case, each of these should be configured independently.
>
> 1. **Payment Cards (Payment Card)** - an online payment method for common card

processing. The method supports both Mail Order / Telephone Order (MOTO) and e-commerce payments.

2. **Payment Card Token (Payment Card Token)** - an online payment method for card processing with tokenization. The method processes tokens instead of payment cards.

3. **ACH Token (General Token)** - an online payment method that requires the Payment Instruments feature to be enabled. The method requires a token that was issued by a payment gateway and does not represent a payment card. The General Token payment instrument, only works with the General Token payment method.

4. **Pay by Reference (Pay by Reference)** - an online payment method that requires the Payment Instruments feature. The method uses a reference issued by a payment gateway integration to perform a follow-up operation. Certain integrations do not share tokens, but can share a transaction reference.

5. **Fortis Paylinks (External Checkout)** - an online payment method used in E-Commerce. The shopper needs to be redirected to an external payment provider's page to authorize the payment.

6. ACH (ACH)

7. **Terminal (EMV)** - an online payment method that is specific to the EMV Chip and PIN flow for point of sale (POS) solutions.

Creating a new payment Method (General Setup)

1) Click **New** on the Accounting Lists Screen
2) **Give the Payment Method a Name**
    a) Some example naming conventions depending on the payment method you are setting up based on your company needs, refer to the list above for the supported payment methods

       i)   **Payment Cards Names:**
              (1) American Express
              (2) Discover
              (3) MasterCard
              (4) Visa

       ii)   **Payment Card Token Name:**
              (1) Fortis Payment Card Token

       iii)   **ACH Token Name:**
              (1) Fortis ACH Name:

       iv)   **Pay By Reference:**
              (1) Fortis Pay by Reference

       v)   **External Checkout Name:**
              (1) Fortis PayLink

3) **Select the Payment Type**
   a) The options are
      i)   EMV
      ii)   External Checkout
      iii)   General Token
      iv)   Offline
      v)   Pay By Reference
      vi)   Payment Card
      vii) Payment Token

Select the payment type based on the payment method you are setting up, refer to the important note section above for reference.

4) **Requires Line-Level Data Checkbox**
   a) You do not need to check this box on the payment type, it will need to be checked on the Payment Processing Profile.

5) **Associated Payment Processing Profile**
   a) This field lists the merchant accounts that support this payment method.

> ℹ️ **Note:**
>
> If you have not created the Fortis Payment Processing Profile yet, it will not appear on this list, but you can associate the newly created payment methods at the profile creation stage.

6) **Display in Website (Optional based on Payment Method)**
   a) Check this checkbox to use this payment method for a SuiteCommerce Website, or NetSuite's Payment Link feature.

> ℹ️ **Note:**
>
> You must also set up payment visuals for the Payment Method to show up in the SuiteCommerce website, SCIS and Payment Links.
>
> For more information on the naming conventions for Payment Methods and the correct path for Payment Visuals please refer to the following Oracle NetSuite article - https://docs.oracle.com/en/cloud/saas/netsuite/ns-online-help/section_N1292421.html#bridgehead_4291042820

Create Fortis Payment Processing Profile (NetSuite)

The Payment Processing Profile (PPP) found in NetSuite is the main configuration profile that links the profile back to Fortis Merchant Portal with the Fortis token you had generated in the very beginning of this guide.

How to Set Up The Fortis Payment Processing Profile (PPP)

Creating the Payment Processing Profile (PPP)

1. Navigate to NetSuite Home Screen

2. Hover **Setup > Accounting > Payment Processing Profile**, then click **New**
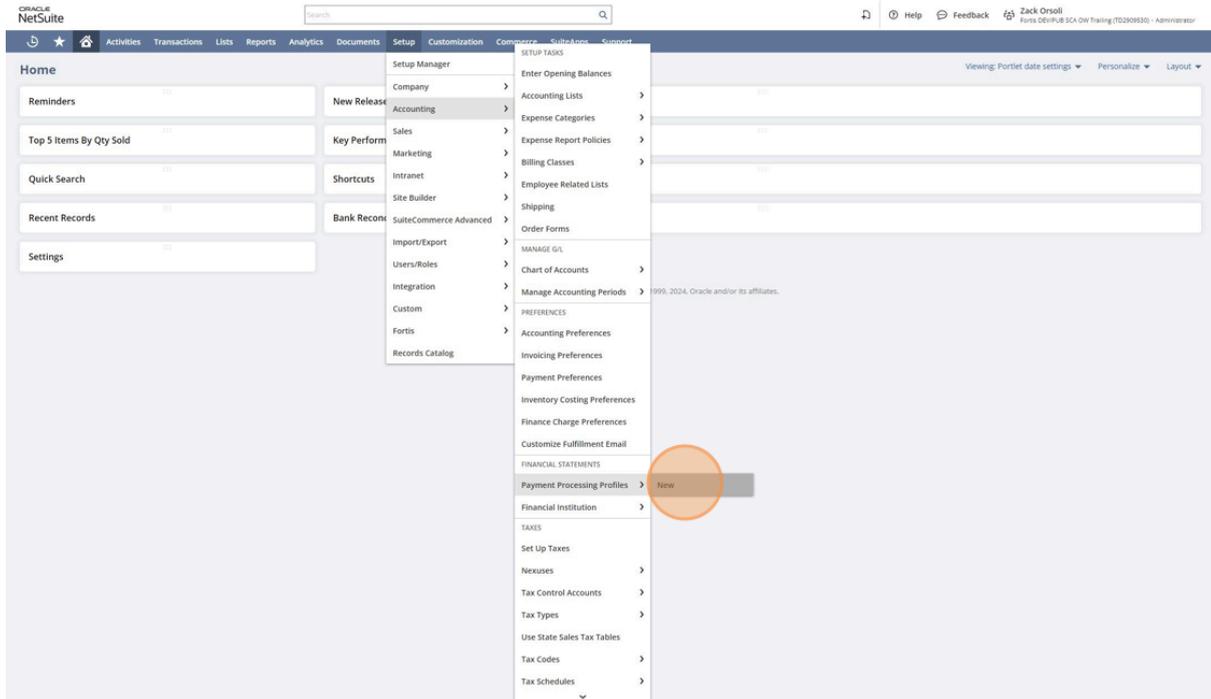
3. Click **"Add Profile"** for Fortis **Payments for NetSuite** Plugin

4. Enter a name for the Profile

5. Select a Subsidiary

6. Select a Settlement Bank Account

7. To Provide line-level data to Fortis

01. Check the SUPPORT LINE-LEVEL DATA checkbox
02. If you choose to turn on support line-level-data setting with the Payment Processing Profile
03. Future transactions will now automatically send line-level data to Fortis - if your account at Fortis is setup to accept line-level data. If you have questions regarding enabling line-level data on the Fortis Portal, please contact your Fortis Customer Agent.

8. Select the Fortis Credentials to be used for this profile

9. Click **"List Locations".** If there is only one location for the credentials selected, it will auto select the location. If there are multiple locations, a pop-up will open in order to select the location to be used.

10. The location popup will look similar to this.
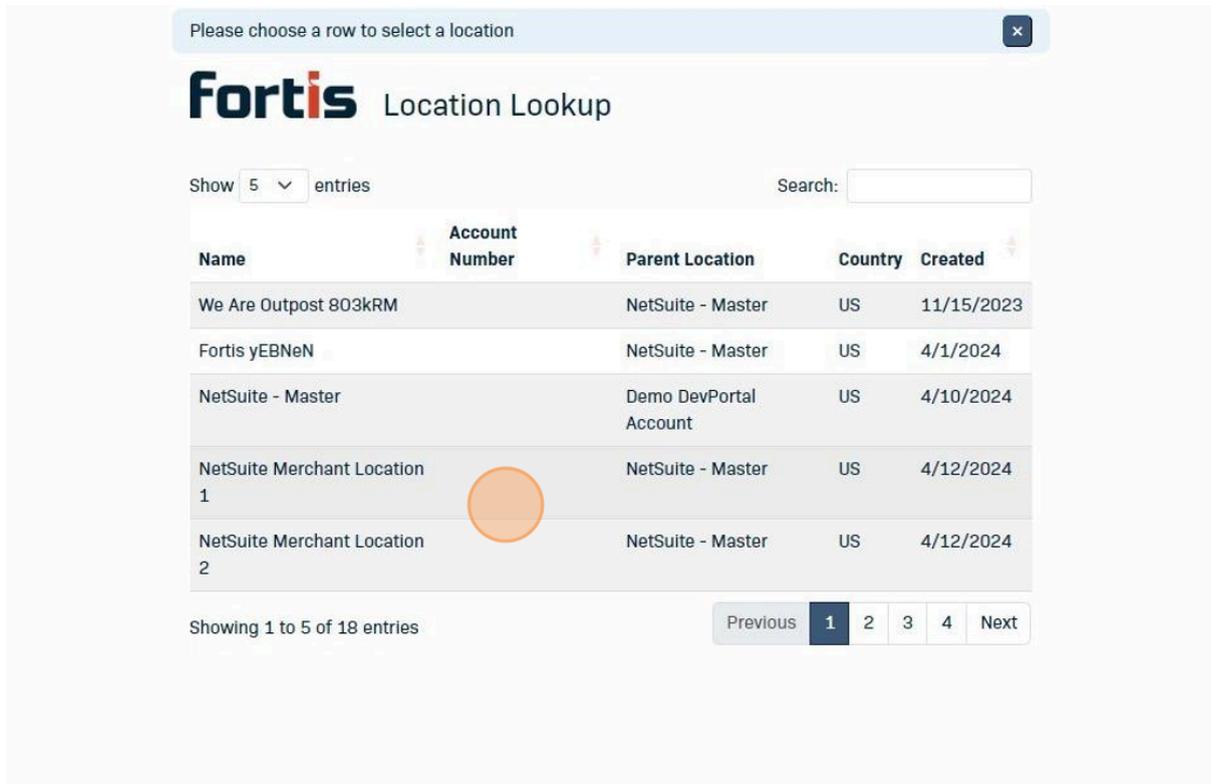
11. Click **"List CC Account Ids"**. If there is only one cc account for the location selected, it will auto select the account. If there are multiple cc accounts, a pop-up will open in order to select the account to be used.

12. Click **"List ACH Account Ids"**. If there is only one ach account for the location selected, it will auto select the account. If there are multiple ach accounts, a pop-up will open in order to select the account to be used.

SB Demo

ENVIRONMENT
Sandbox

LOCATION NAME
NetSuite Merchant Location 1

LOCATION ID
11eef8e12652f148a4398548

List Locations | Clear

CC PROCESSING ACCOUNT NAME
NetSuite Merchant 1

CC PROCESSING ACCOUNT ID
11eef8e18d9cc8569c9e2612

List CC Account Ids | Clear

ACH PROCESSING ACCOUNT NAME

ACH PROCESSING ACCOUNT ID

List ACH Account Ids | Clear

SEND ERROR NOTIFICATIONS TO

13. Surcharge options are covered in the surcharge setup section in a separate part of this document.

14. Enable Tokenization for ACH and Pay link if desired. The fields on the bottom of the record will also need to be configured

Surcharge Options
When configuring the surcharge item, ensure it is set up as a non-taxable item. An incorrect setup could result in the surcharge amount being inaccurately reflected in N

☐ ENABLE SURCHARGE

SURCHARGE ITEM

▼

BACKUP NON-TAXABLE TAX CODE

▼

Tokenize during Payment Options
In order for tokenization during payments to work, please make sure to provide the standard NetSuite Tokenization section at the end of this form

☐ TOKENIZE ACH

☐ TOKENIZE PAYLINK TRANSACTION

ACH Options
DEFAULT ACH SEC CODE

▼

Elements Options
Open Fortis Elements Config

Postback Configuration
After saving the PPP, a Map/Reduce script will run and attempt to register your PPP for postback notifications from Fortis. If you are using ACH or Paylink features, it is in

15. Select a default ACH SEC CODE if needed

▼

BACKUP NON-TAXABLE TAX CODE

▼

Tokenize during Payment Options
In order for tokenization during payments to work, please make sure to provide the standard NetSuite Tokenization section at the end of this form

☑ TOKENIZE ACH

☑ TOKENIZE PAYLINK TRANSACTION

ACH Options
DEFAULT ACH SEC CODE

▼ +

Elements Options
Open Fortis Elements Config

Postback Configuration
After saving the PPP, a Map/Reduce script will run and attempt to register your PPP for postback notifications from Fortis. If you are using ACH or Paylink features, it is in

POSTBACK CONFIG ID CC

POSTBACK CONFIG ID ACH

Payment Information

16. Select the necessary Payment Methods
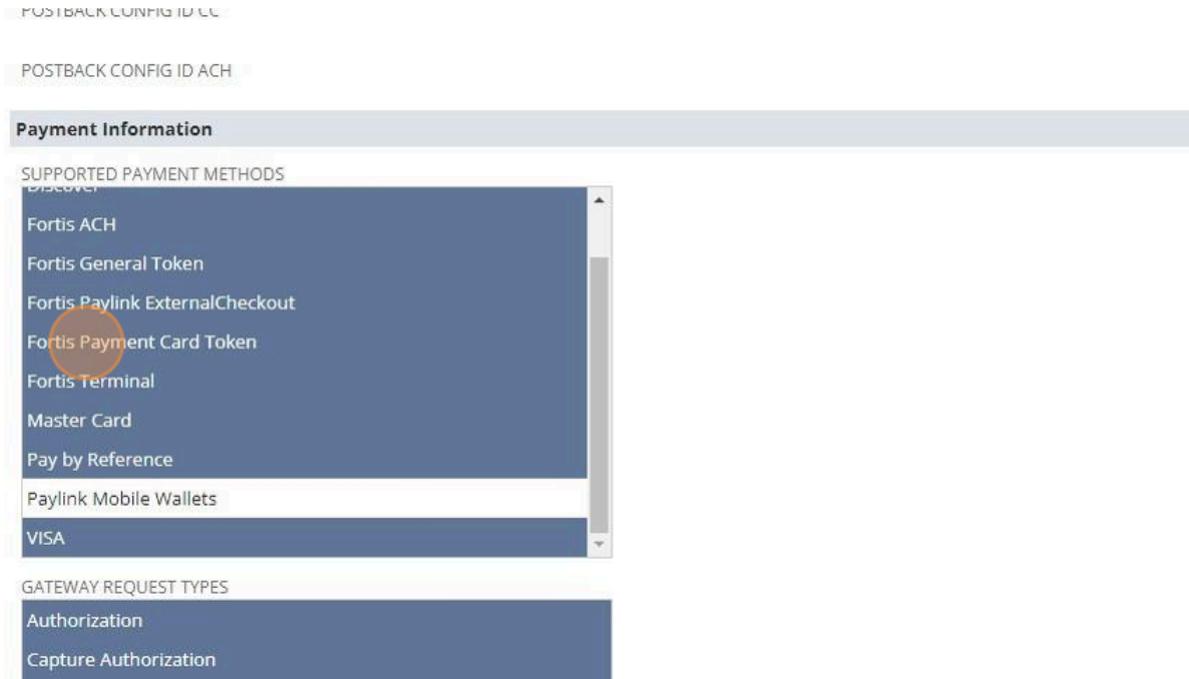
17. Select the necessary Payment Request Types

18. To enable tokenization, enable **"REPLACE PAYMENT CARD BY TOKEN"**

19. For Payment Card tokenization, select the Payment Card Token payment method. If not available, the payment method needs to be created

20. For ACH tokenization, select the General Token payment method. If not available, the payment method needs to be created

21. Save the Payment Processing Profile

Fortis Settlement Reconciliation Config (NetSuite)

The Fortis reconciliation configuration needs to be setup to reconcile the Fortis accounts back to NetSuite, if you have multiple Fortis merchant accounts that you need to reconcile you will need to create a separate configuration profile for each account.

1. Navigate to NetSuite home page

2. Navigate to **Setup > Fortis > Reconciliation Config > New**
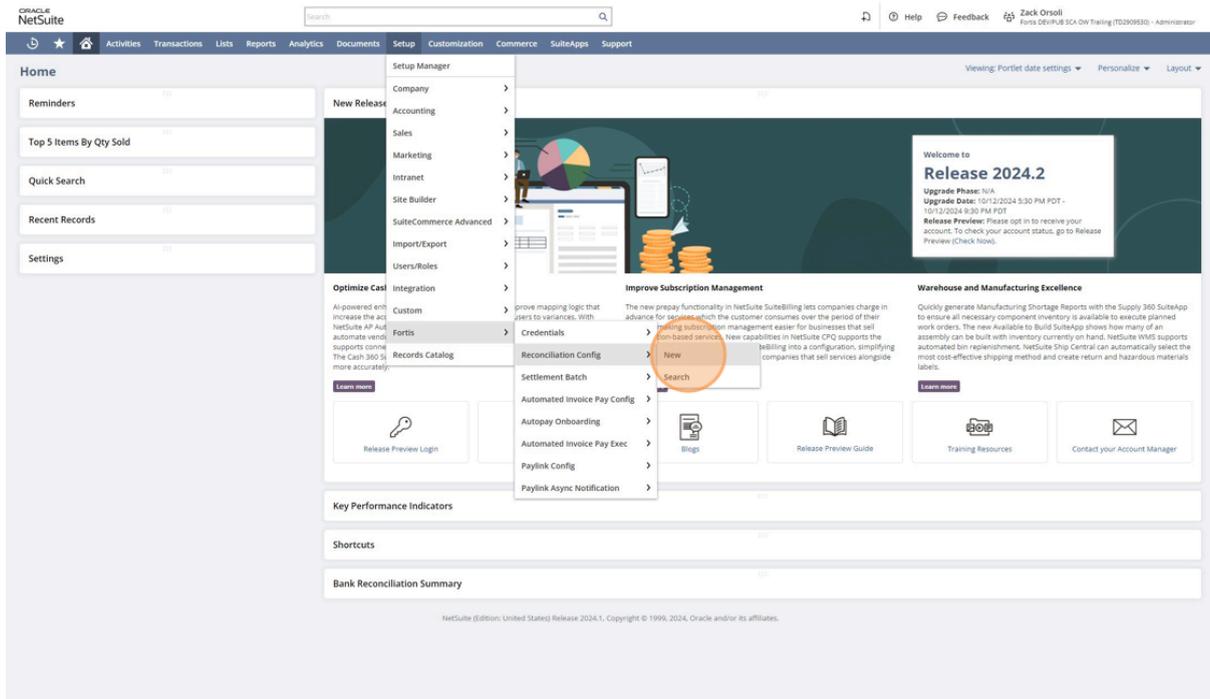
3. Select the Credentials to be used

4. Click "List Locations" to open a popup to select a location.

If only 1 location exists it will be selected automatically

5. Click "List Product Transactions" to open a popup to select a Product Transaction.

If only 1 product transaction exists it will be selected automatically.

6. Select the desired product transaction from the popup.

If reconciliation is needed for multiple, a new config will need to be created for each.

7. Enter a Start Date

8. Enter an End Date. Must be within 7 days of the start date.

9. Save the Config Record

Additional Setup Features

Fortis Paylink Configuration (NetSuite)

The Fortis Paylink is an online payment method used in E-Commerce & In situations where you send the customer a direct payment, Fortis Paylinks an invoice or customer deposit. The shopper needs to be redirected to an external payment page to authorize the payment.

1. Navigate to NetSuite home screen

2. Go to **Setup > Fortis > Paylink Config > New**
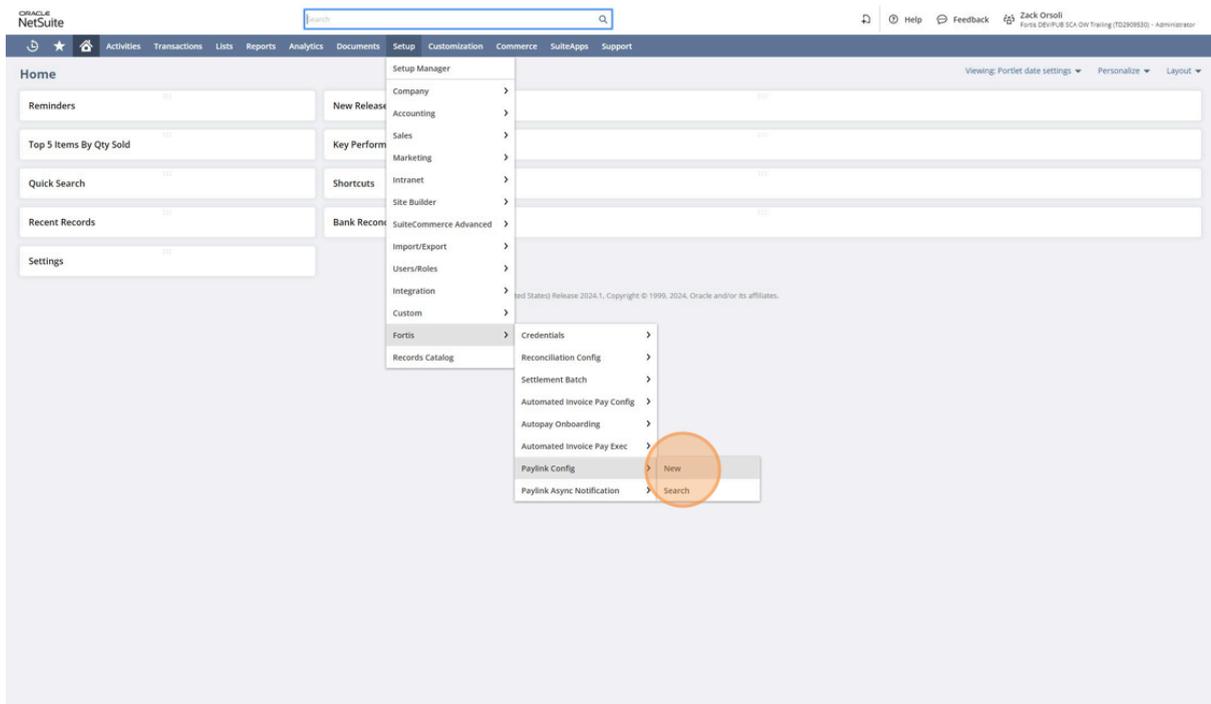
3. Enter a Name for the Config record

4. Select the Fortis Credentials to be used

5. Enable **"IS DEFAULT"** if this config should be selected by default for transactions with the selected Subsidiary

6. Select the Subsidiary

7. Select the Payment Processing Profile to be used
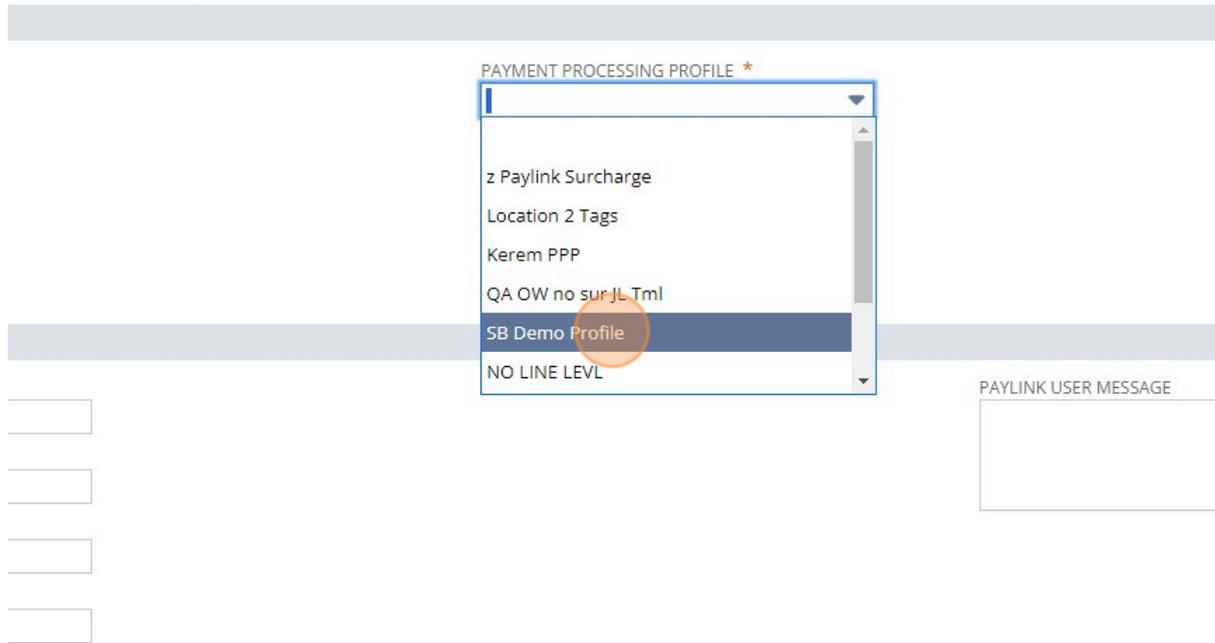
8. Select the External Checkout Payment method. If this payment method is not created, it will need to be created. Using the global Search, enter "Payment Method", then create a new one. The payment method will also need to be enabled on the Payment Processing Profile.
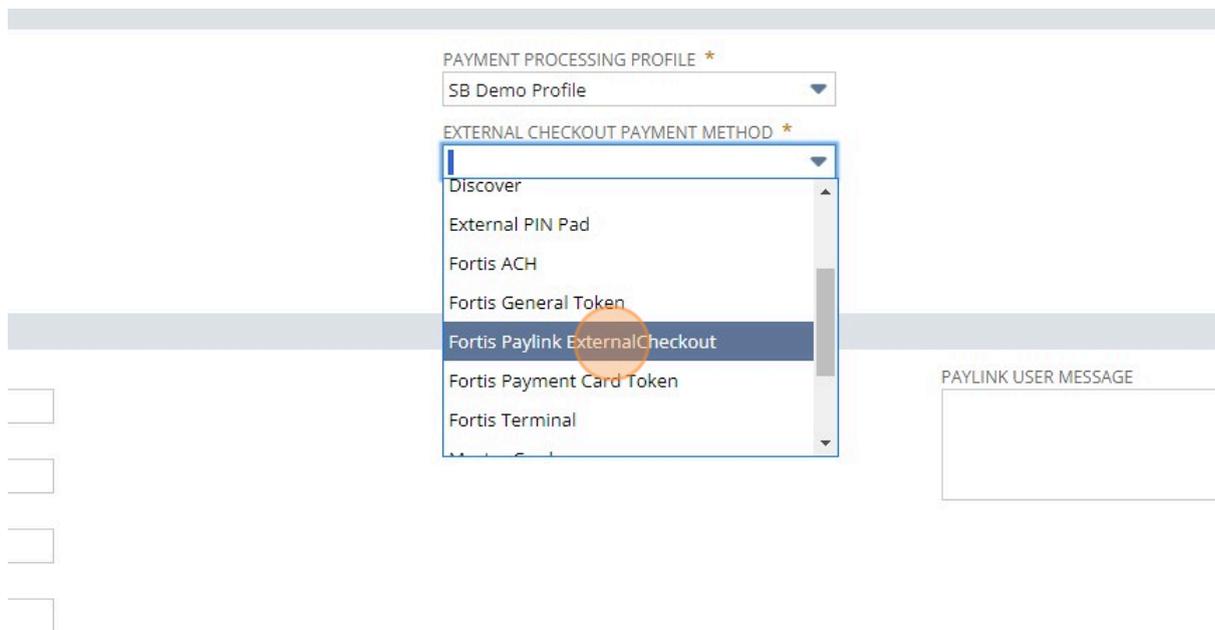
9. Enable **"CUSTOM PAYMENT AMOUNT"** if partial payments should be enabled

INACTIVE

PAYMENT PROCESSING PROFILE *

SB Demo Profile

EXTERNAL CHECKOUT PAYMENT METHOD *

Fortis Paylink ExternalCheckout

CUSTOM PAYMENT AMOUNT

PAYLINK USER

10. Select how Quotes/Estimates should be converted. No option will default to Invoice.

FORTIS QUOTE CONVERSION LOGIC

- New -

to sales order

to invoice

PAYLINK USER MESSAGE

11. Select how Statement Payments should be prioritized. No option will use NetSuite's Auto Select.

12. Paylink UI Configurations can be made at the bottom of the page if needed.

13. Save the Record

Fortis Automated Payment Configuration (NetSuite)

This is an optional setup, if you plan on sending out automated invoices for payment.

1. Navigate to NetSuite Home page

2. Navigate to **Setup > Fortis > Automated Invoice Pay Config > New**
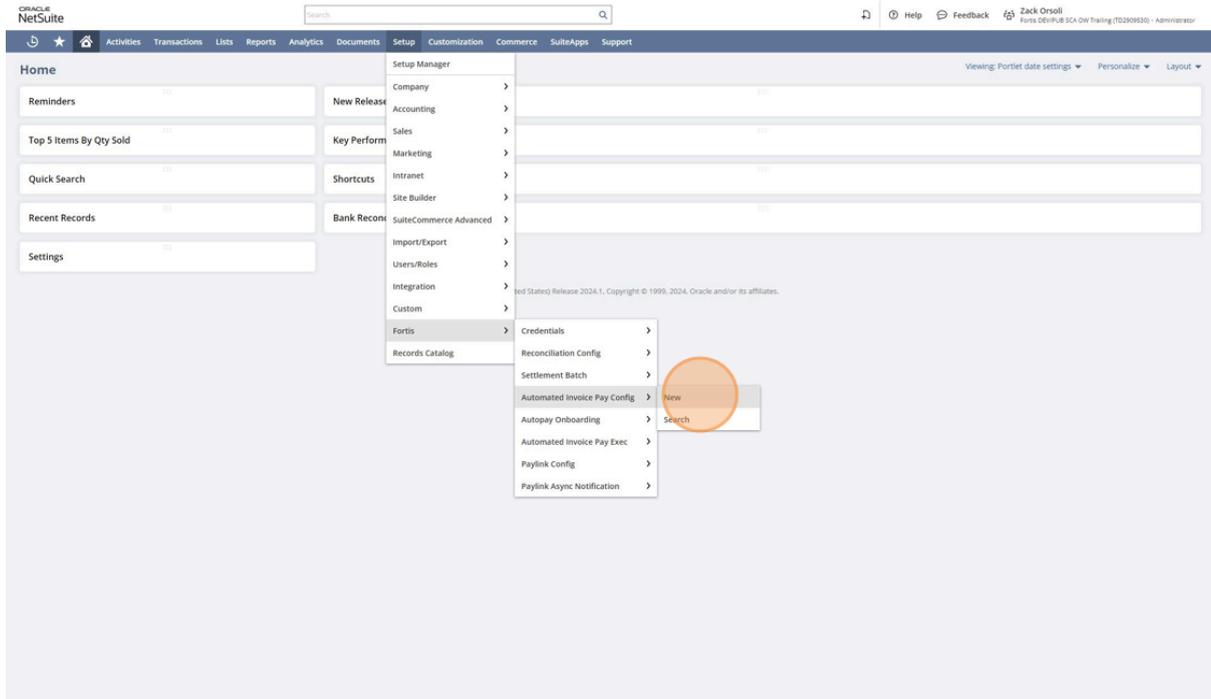
3. Enter a name for the record
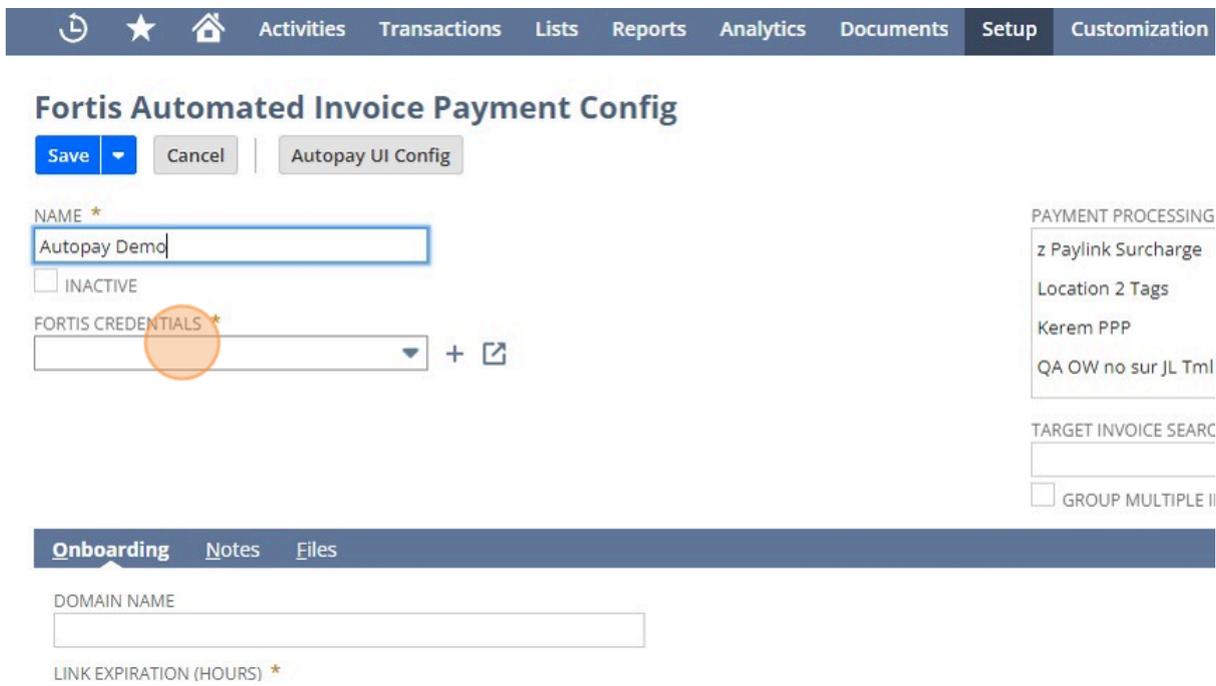
4. Select the Fortis Credentials

5. Select the Payment Processing Profile to be used. Multiple profiles can be selected

6. Select the Target Invoice Search to be used.

The "Fortis Autopay Target Invoices - Example" search can be used as is, or as a template to create a new search.
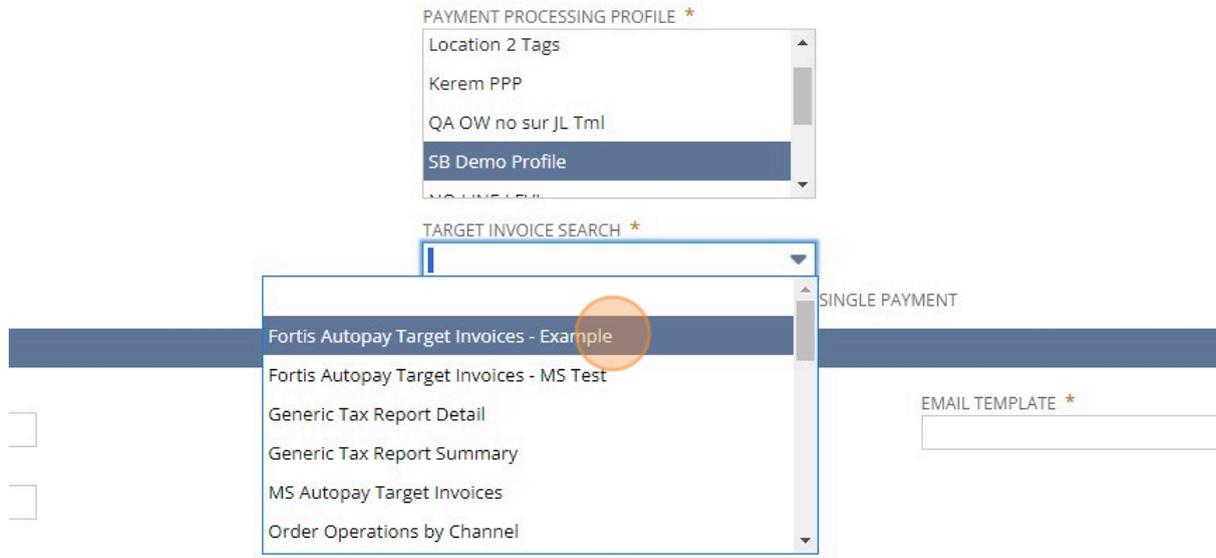
7. Enable "GROUP MULTIPLE INVOICE PAYMENTS INTO A SINGLE PAYMENT" Checkbox is desired
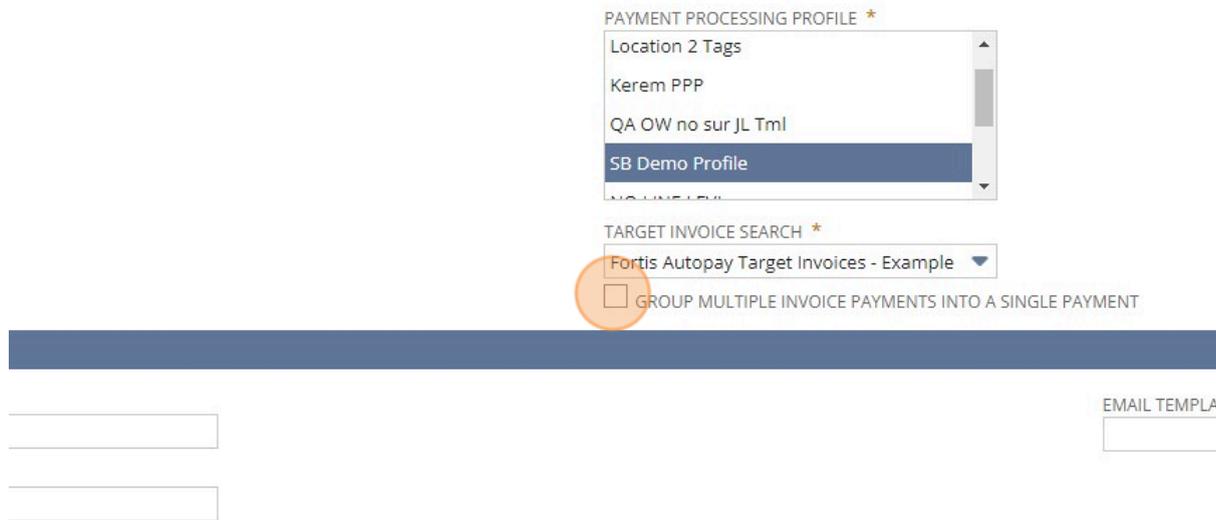
8. Select the General Token payment method
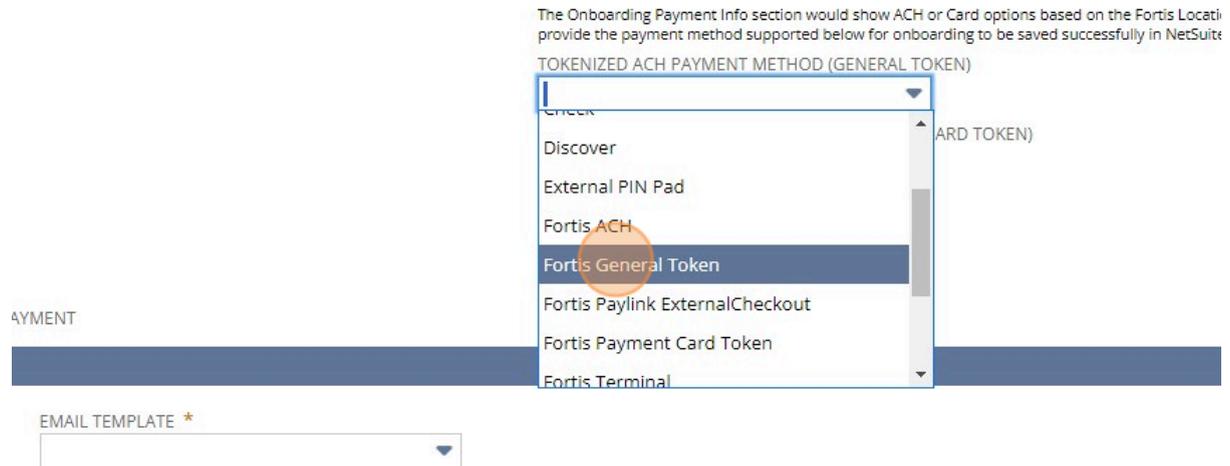
9. Select the Payment Card Token payment method
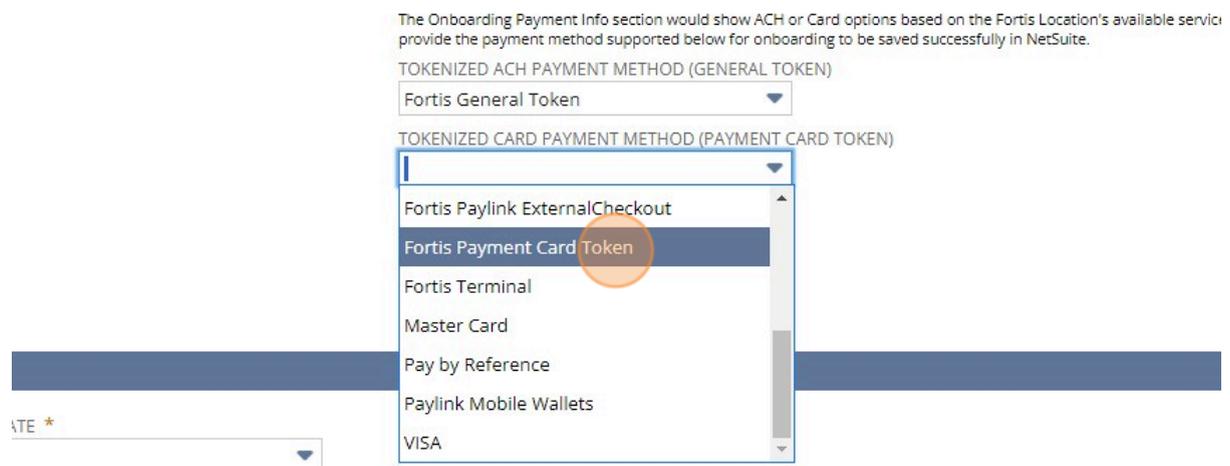
10. Select the Email Template to be used for customer autopay onboarding.

The "Fortis Autopay Onboarding Email Template" can be used as is, or as a template for a new email template.
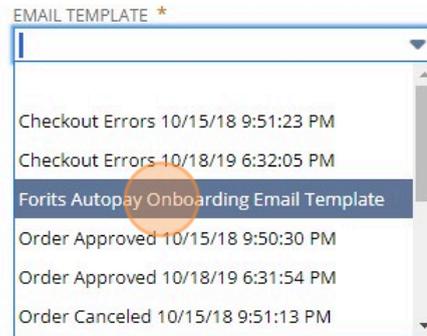
11. Modify the "LINK EXPIRATION" field if needed. This will change the duration for the onboarding link customers receive.

12. Click the "Autopay UI Config" button
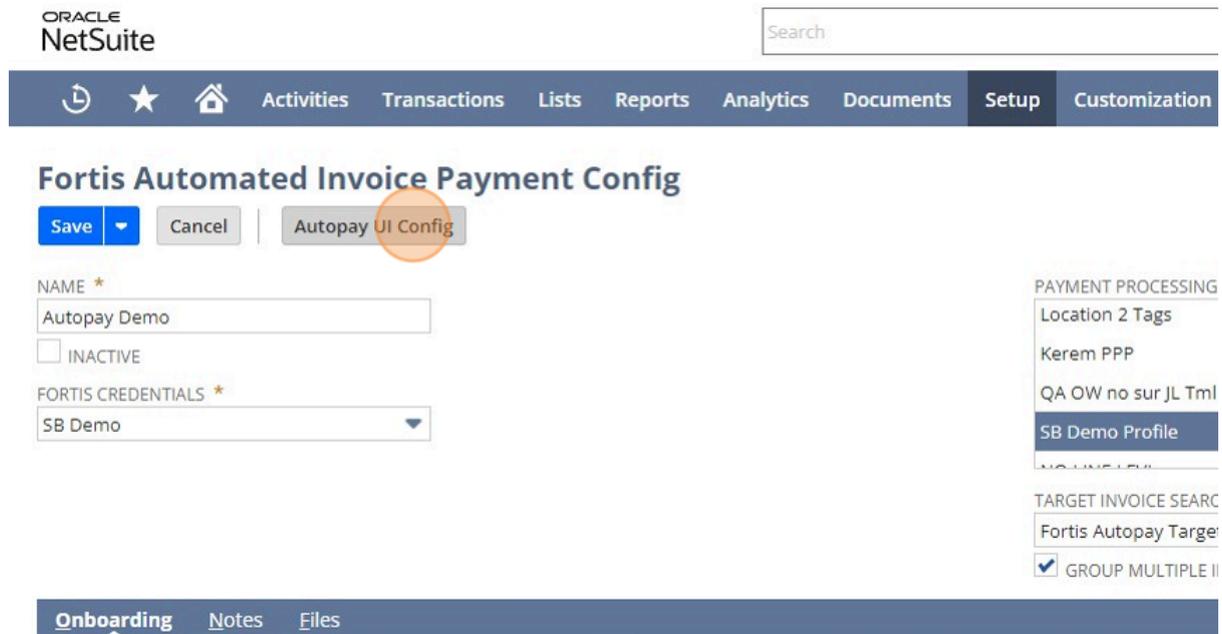
13. Modify values if needed, then save.

14. Save the Automated Invoice Payment Record created.

Fortis Payments for NetSuite Feature Walkthrough

Customer Registration with Fortis Payments for NetSuite

Customers that are created in NetSuite, are automatically synced to the Fortis Portal once a credit card transaction has occurred and are linked. If you would like to manually sync a profile, you can do so by pressing the "Sync Fortis Contact button".

1. Click the Sync Fortis Contact to sync the record manually to the Fortis portal
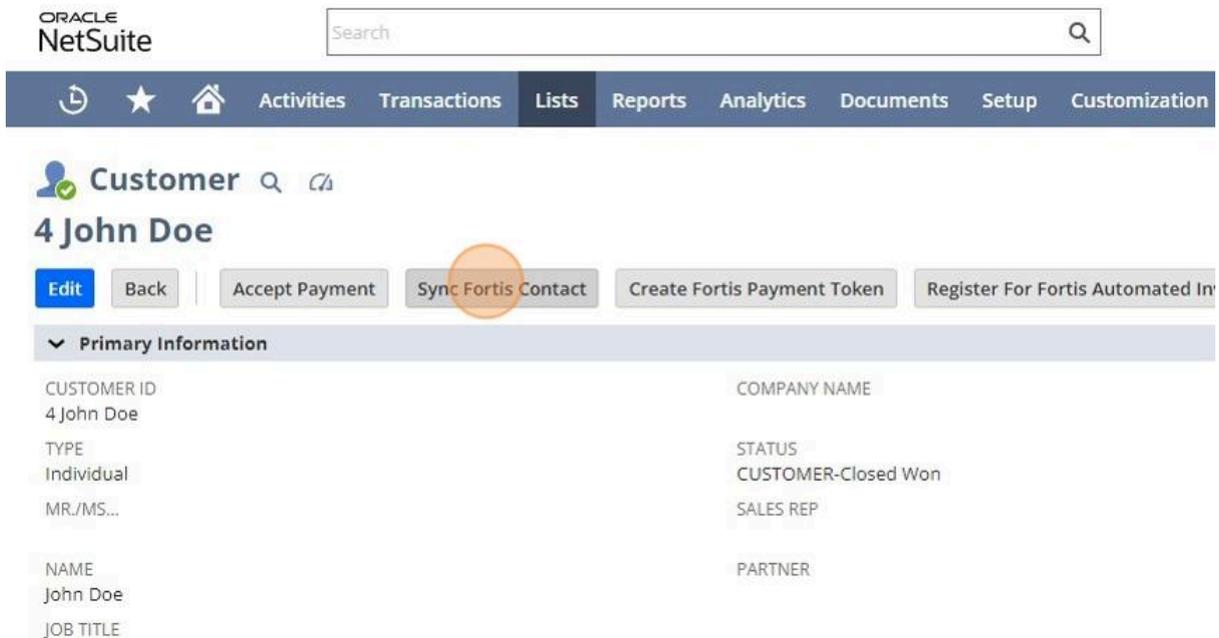
2. Choose the credential name of the profile you want to sync the contact too

3. Click "Submit"

4. You will see the message "Fortis contact has been synced for a successful sync"
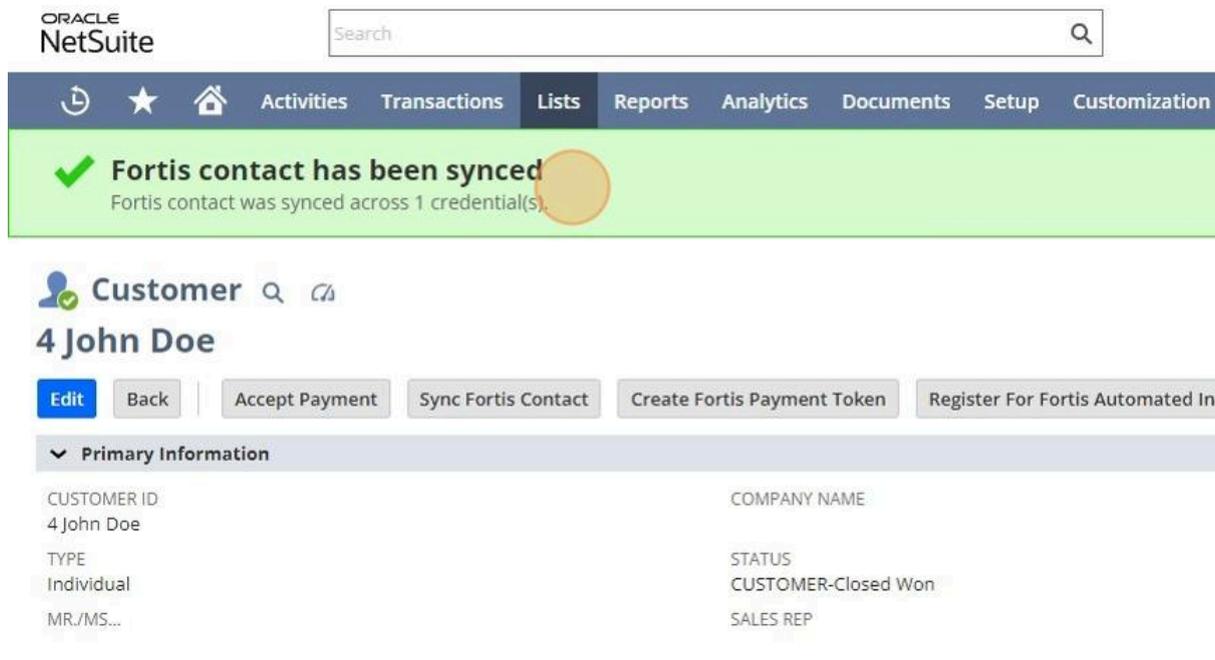
Payment Card Token Creation NetSuite

The following section will cover creating a payment token for a customer from within the NetSuite Customer record. When processing a transaction, if the location setup in your Fortis profile is under the location sharing group that supports tokenization, when you charge a regular payment card transaction it will automatically tokenize the card on the first transaction.

Below are the steps for adding a tokenized card from within the customer record in NetSuite if you would like to add the card to the account prior to doing a transaction.

1. Click "View" on the customer you will be adding a tokenized card for

2. Click the "Create Fortis Payment Token" button to add a tokenized card.

3. Click "Account Profile" associated with your account.
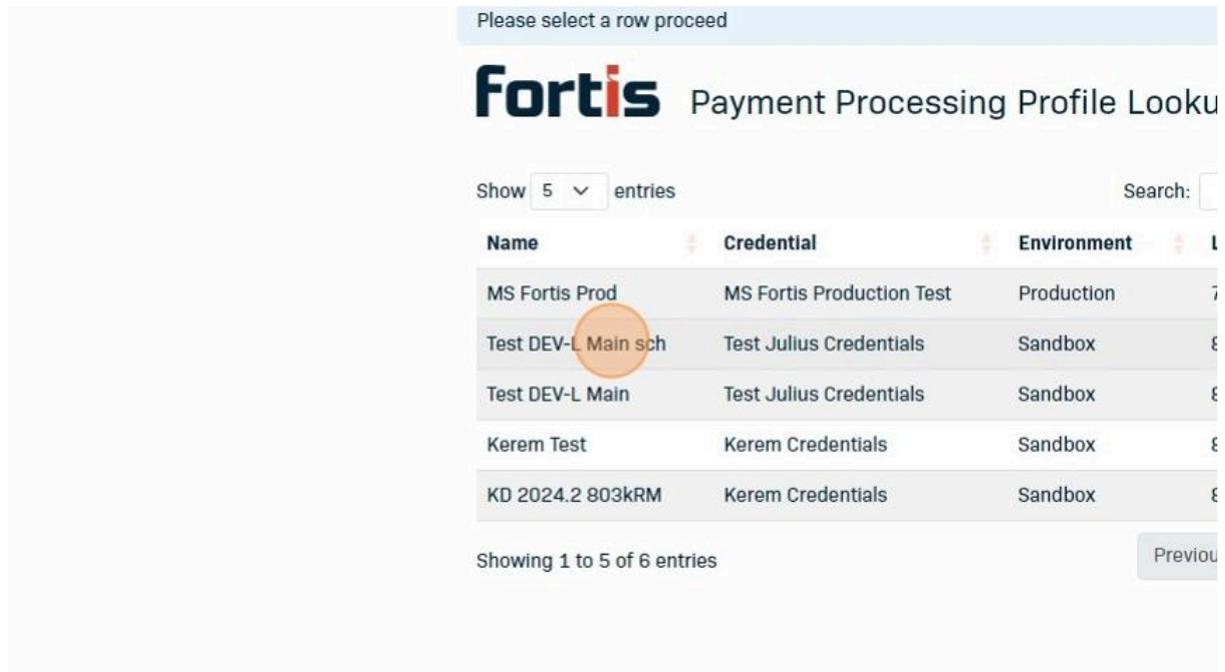
4. Click the "Card Number" field.
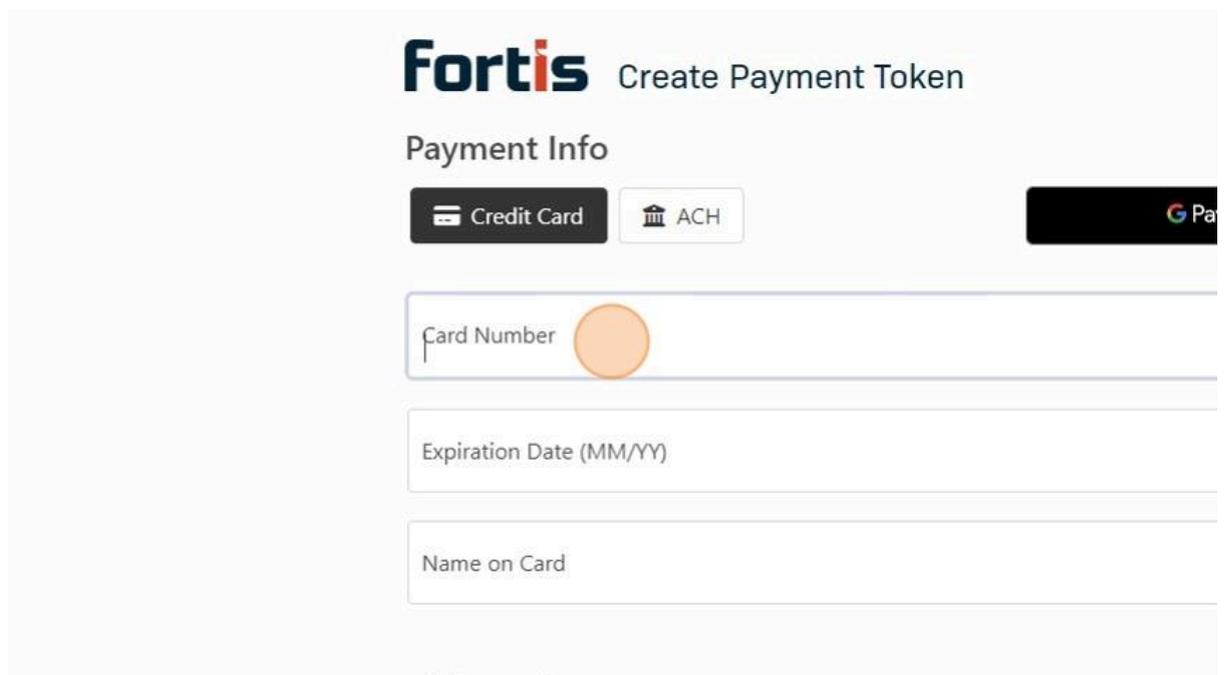
5. Click the "Expiration Date (MM/YY)" field.

Payment Info

Credit Card | ACH

Card Number
4111 1111 1111 1111

Expiration Date (MM/YY)

Name on Card

Billing Info

Address

6. Click the "Name on Card" field.

Card Number
4111 1111 1111 1111

Expiration Date (MM/YY)
12/25

Name on Card

Billing Info

Address

Country

7. Enter in the "Billing Info"

Expiration Date (MM/YY)

12/25

Name on Card

Test Card

Billing Info

Address

Country

State (Optional)

8. Click "Save Card"

City (Optional)

Toronto

Postal Code

k2w 2w2

Save Card

9. You will be now taken back to NetSuite and will be in the new payment card token screen. Click this text field and choose Payment Card Token.

10. Click "Payment Card Token"

11. Ensure the Type and Payment Method are selected as "Payment Card Token".

Primary Information

TYPE *
Payment Card Token

CUSTOMER
4 John Doe

MASK
VISA *1111 (12/2025)

PAYMENT METHOD *
Payment Card Token

MEMO

STATE
Unknown

☐ INACTIVE
☑ PRESERVE ON FILE
☐ DEFAULT

Details

TOKEN
31ef66e70f3b96ee8c3793ea

TOKEN EXPIRATION DATE

TOKEN FAMILY
Fortis

TOKEN NAMESPACE
CC_11ef53411af1aa468eb40e31

Substituted Payment Card

ISSUER IDENTIFICATION NUMBER
411111

CARDHOLDER NAME
Test Card

12. Choose the card type as Credit

31ef66e70f3b96ee8c3793ea

TOKEN EXPIRATION DATE

Fortis

TOKEN NAMESPACE
CC_11ef53411af1aa468eb40e31

Substituted Payment Card

ISSUER IDENTIFICATION NUMBER
411111

CARD BRAND
VISA

CARD TYPE

Credit
Debit

CARDHOLDER NAME
Test Card

LAST FOUR DIGITS
1111

EXPIRATION DATE
12/2025

CURRENT ENROLLED PAYMENT METHOD   CURRENT ENROLLED ACCOU

☑   Test 24.2 config

Save ▾   Cancel

13. Click "Credit"

14. Click this button.

15. Click "Financial"

16. You will now see the payment method has been added to the account and the type is listed as "Payment Card Token"

Payment Processing Inside NetSuite

Customer Deposit on Fortis Payment Card Token

1. Click this button field.

2. Click this text field.

3. Click this text field.

4. Click "VISA *1111 (12/2035)"

5. Select the payment processing profile you have setup for Fortis

6. Ensure the handling mode is selected as "Process"

7. Click this button.

8. You now have created the deposit you will see a successful payment event below

Take Payments with SuiteCommerce

The first step in ensuring you can take payments with Fortis and SuitePayments is making sure the payment methods you want to support on the SuiteCommerce webstore are selected to display on the website.

The following payment methods are supported for SuiteCommerce & Fortis.

- Card Payments
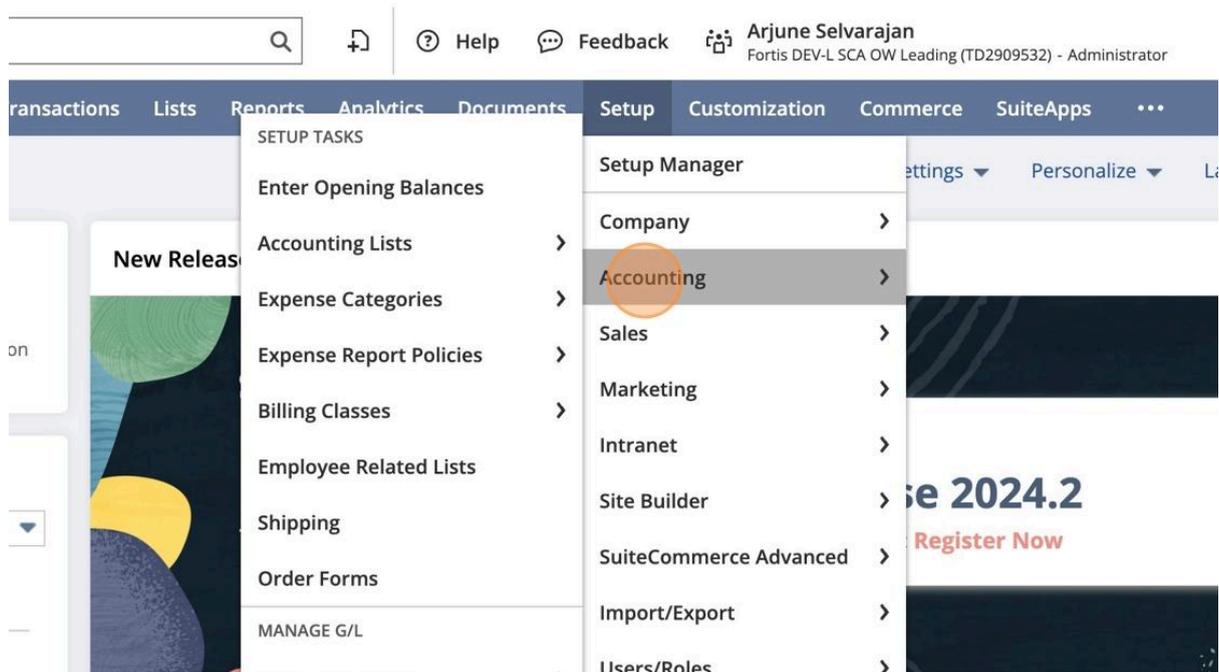- Card Token
- ACH
- ACH Token
- External Checkout (Only Sales) 🛈
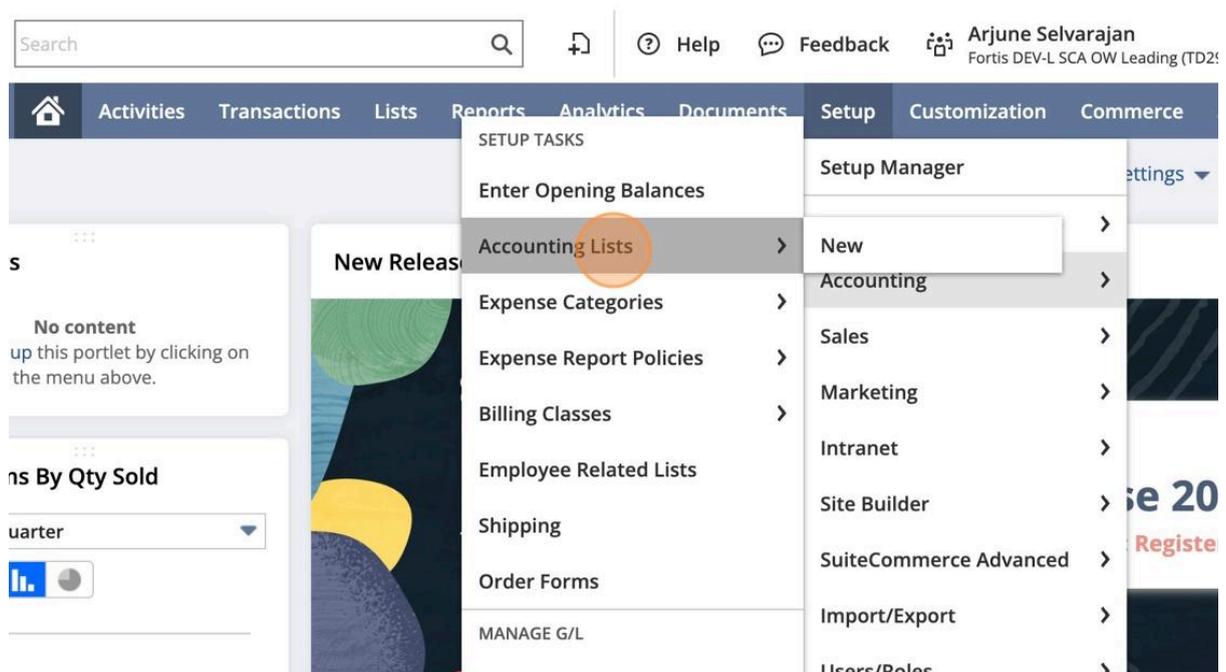
> 🛈 **Important**
>
> To use the External Checkout option with SuiteCommerce advanced, the PPP profile must have authorizations turned off — as only the sale operation is supported.

Navigate to Payment Methods: **Setup > Accounting > Accounting Lists**

1. Click "Accounting"

2. Click "Accounting Lists"

3. Click "View"

4. Ensure Display in Website is checked

If your SuiteCommerce website is already setup and running and the website is selected in the PPP (Payment Processing Profile) for Fortis then the payment methods that are displayed on the website should appear.

Example: Website selected on the payment processing profile

Fortis SuitePayments Plugin Payment Processing Profile

| Save | Cancel | Actions |

Contact Fortis

∨ **Primary**

WEB SITE

| Demo Site |
| Demo: Blank US OneWorld Account |

Record an External Payment Event

If your payment event is recorded outside the NetSuite platform such as inside the Fortis portal for an example an authorization, and you want to now capture that payment in NetSuite you can do so on your Sales Order.

1. Choose the payment option for the customer.

2.

3. Change the handling mode to Record an External Event

4. Click "Record External Event"

5. Enter the P/N ref for the transaction that was recorded outside NetSuite

6. Change the payment operation to the operation you are doing

7. Click "Sale"

8. Save the record to process the payment event

9. Under the billing tab you should see the new payment event

EVENT	HANDLING MODE	PAYMENT OPTION	RESULT	REASON	AMOUNT	VIEW DETAILS
Sale	Record External Event	VISA *1111 (12/2025)	Accept	Operation was successful	132.00	View

FORTIS SETTLEMENT BATCH

FORTIS SETTLEMENT BATCH LINE

FORTIS SETTLEMENT BATCH: SERVICE

FORTIS SETTLEMENT BATCH NUMBER

FORTIS SETTLEMENT BATCH LINE: SETTLED DATE

FORTIS TERMINAL DEVICE ID

☐ FORTIS: TOKENIZE AFTER TERMINAL PAYMENT

el Order   Create Deposit   🖶 ⤵ Actions

EMV - Fortis Terminal Devices

The following instructions will cover how to take a payment on a Fortis Terminal Devices from a Sales Order, the operation can also be done on a cash sale, or a customer deposit record in NetSuite.

1. Click "Enter Sales Orders"

2. Click this text field.

3. Choose your customer.

4.

5. Add an item to the order

6. Click "Billing"

7. Under the Payment Option choose the Fortis Terminal

FORTIS CUSTOM PRE-AUTH AMOUNT

Payment ·

PAYMENT OPTION

- New -
Fortis Terminal
External Checkout
Cash
Check

8. Click "Fortis Terminal"

FORTIS CUSTOM PRE-AUTH AMOUNT

Payment ·

PAYMENT OPTION

- New -
Fortis Terminal
External Checkout
Cash
Check

9. Click this text field.

H AMOUNT

PAYMENT PROCESSING PROFILE *

KD 2024.2 803kRM

HANDLING MODE *

Process

Process

Record External Event

Save Only

10. Click this text field.

H AMOUNT

PAYMENT PROCESSING PROFILE *

KD 2024.2 803kRM

HANDLING MODE *

Process

11. Click "List Terminals"

12. Choose the terminal tied to the location that you would like to take payment on

13. Click this button.

PAYMENT OPTION	PAYMENT PROCESSING PROFILE *
Fortis Terminal ▼	KD 2024.2 803kRM ▼
	HANDLING MODE *
	Process ▼

DATE	TRANSACTION	EVENT	HANDLING MODE	PAYMENT OPTION
No records to show.				

[Save ▼] [Cancel] [Auto Fill] | Actions

14. Click "Billing"

OPPORTUNITY	☐ EXCLUDE COMMISSIONS

∨ Classification

SUBSIDIARY	CLASS
Parent Company	
FORTIS PAYLINK END CUSTOMER LINK	FORTIS PAYLINK QUOTE CONVERSION LOGIC OVER
	FORTIS PAYLINK CONFIG

Items Promotions Shipping **Billing** Relationships Communication Related Records System Information

DISCOUNT ITEM

ITEM	COMMITTED	PICKED	PACKED	FULFILLED	INVOICED	BACK ORDERED	QUANTITY	UNITS	DESCRIPTION
Window-Coffe-Table	0	0	0	0	0		1		

15. Now the Fortis Terminal should be primed to take payment

FORTIS SETTLEMENT BATCH LINE: SETTLED DATE

FORTIS TERMINAL DEVICE ID

☐ FORTIS: TOKENIZE AFTER TERMINAL PAYMENT

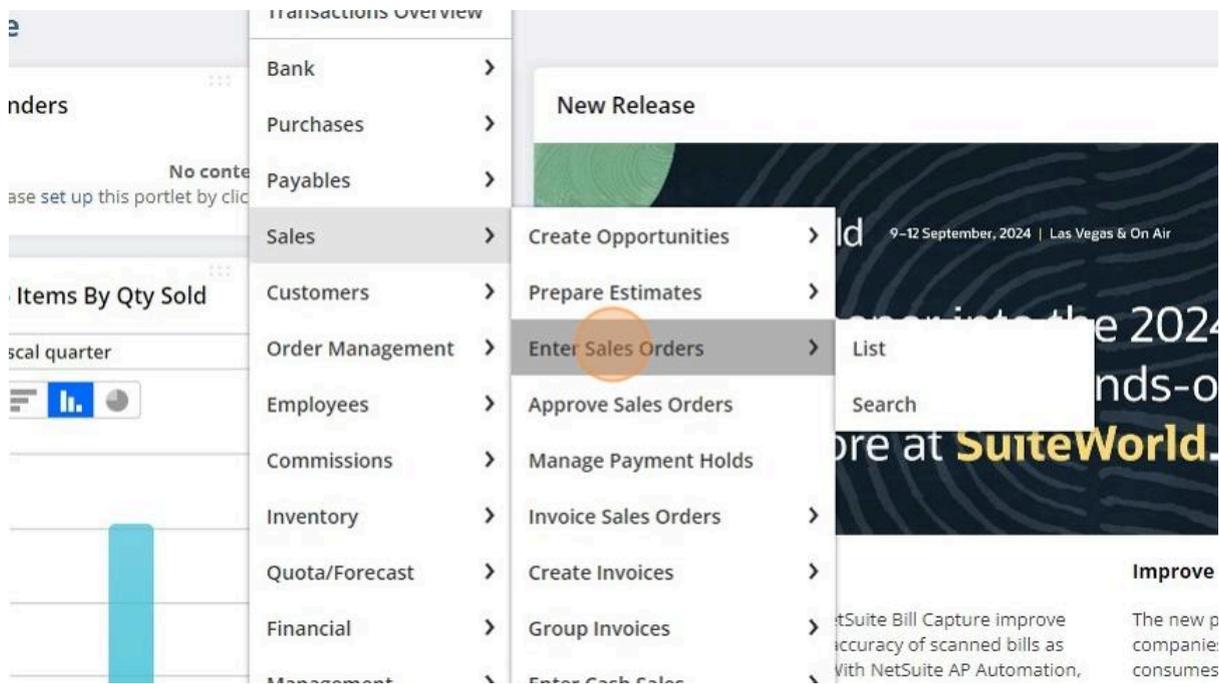| T OPTION	RESULT	REASON	AMOUNT	VIEW DETAILS
minal	Pending	Payment device was primed	132.00	View

⤵ Actions

16. Click "Billing"

SALES REP   SALES EFFECTIVE DATE
9/5/2024

OPPORTUNITY   ☐ EXCLUDE COMMISSIONS

∨ Classification

SUBSIDIARY   CLASS
Parent Company

FORTIS PAYLINK END CUSTOMER LINK   FORTIS PAYLINK QUOTE CONVERSION LOGIC OVE

Items	Promotions	Shipping	Billing	Relationships	Communication	Related Records	System Information

DISCOUNT ITEM

ITEM	COMMITTED	PICKED	PACKED	FULFILLED	INVOICED	BACK ORDERED	QUANTITY	UNITS	DESCRIPTION
Window-Coffe-Table	0	0	0	0	0		1		

17. Once payment has been taken you will see an "Operation was successful" in NetSuite with a payment event

18. In this case it resulted in a customer deposit since it was a sales order, but you can can also process a terminal transaction on a cash sale

> **ℹ Important**
>
> Terminal does not support surcharge yet.

Error Handling

When processing payments, a transaction may fail for various reasons, such as incorrect input data. In such cases, an error code will be displayed, accompanied by a "Payment Card Hold" warning or a different error message when the record is saved.

To see a more detailed log describing the reason for the transaction failure, you can view details of the payment event.

Logs of the Payment events can be access in NetSuite via the menu by navigating to **Transactions > Management > View Payment Events**.

1. Click "Transactions"
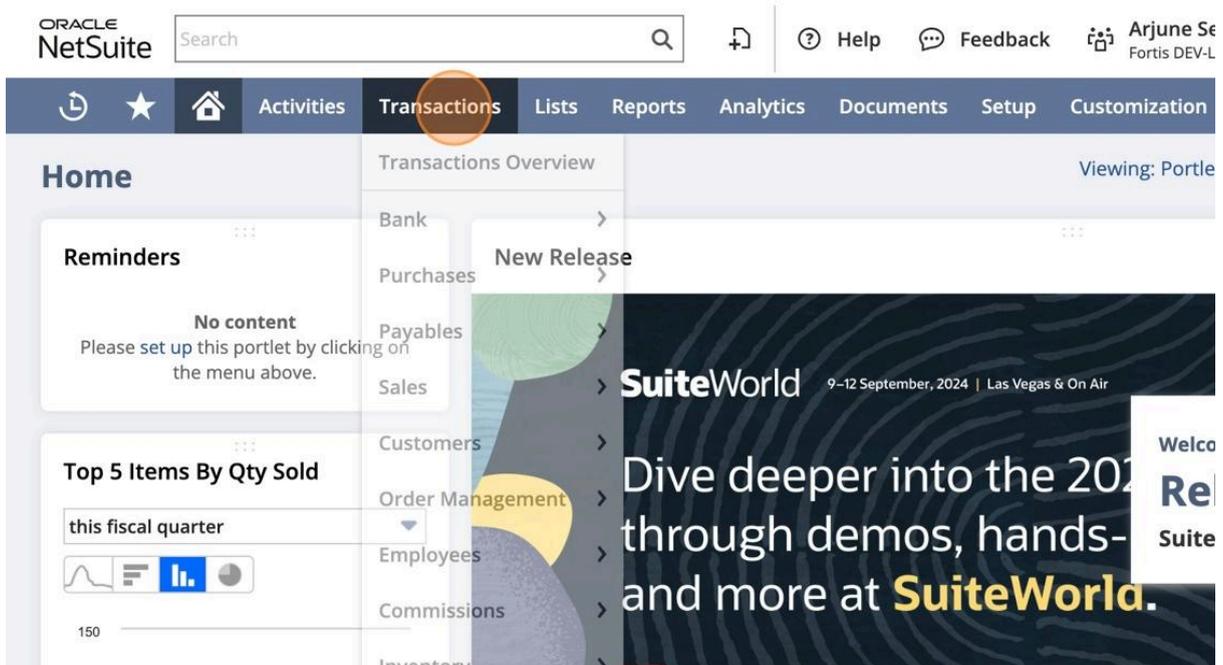
2. Click "View Payment Events"

Transactions Overview					Set Up Custom Tab	
Bank	>	rch				
Purchases	>					
Payables	>		**Portlet not set up**			
Sales	>		Please choose a saved search by using "Set Up" from the menu above.			
		Enter Memorized Transactions	>			
Customers	>	View Audit Trail				
Order Management	>	View Payment Events	>	Search		
Employees	>	View Gateway Asynchronous Notifications	>			
Commissions	>	View Cardholder Authentication Events	>		Payables	
Inventory	>	Transaction Numbering Audit Log			Order Manager	
Quota/Forecast	>	Print Checks and Forms			Inventory	
Financial	>	Search Transactions			Management	

3. This is what that window displays

#	PAYMENT EVENT DATE ▼	TEST MODE	TRANSACTION	CUSTOMER	PAYMENT PROCESSING PROFILE	PAYMENT CARD NUMBER	P
1	9/3/2024 10:31 am	Yes	Payment #32	26 Test Julius Cust Center	Test DEV-L Main	VISA *1111 (12/2025)	Si
2	8/30/2024 11:52 am	Yes		25 Guest Shopper 2	Kerem Test	External Checkout	A
3	8/30/2024 9:49 am	Yes	Customer Deposit #19	4 John Doe	Test DEV-L Main sch	VISA *1111 (12/2035)	Si
4	8/30/2024 9:35 am	Yes	Customer Deposit #18	18 Test 24.2 Surcharge	Test DEV-L Main sch	VISA *0004 (12/2025)	Si

4. Click # to payment event you would like to get more information on

#	PAYMENT EVENT DATE ▼	TEST MODE	TRANSACTION	CUSTOMER	PAYMENT PROCESSING PROFILE	PAYMENT CARD NUMBER	P
1	9/3/2024 10:31 am	Yes	Payment #32	26 Test Julius Cust Center	Test DEV-L Main	VISA *1111 (12/2025)	Si
2	8/30/2024 11:52 am	Yes		25 Guest Shopper 2	Kerem Test	External Checkout	A
3	8/30/2024 9:49 am	Yes	Customer Deposit #19	4 John Doe	Test DEV-L Main sch	VISA *1111 (12/2035)	Si
4	8/30/2024 9:35 am	Yes	Customer Deposit #18	18 Test 24.2 Surcharge	Test DEV-L Main sch	VISA *0004 (12/2025)	Si
5	8/19/2024 3:12 am	Yes	Payment #12	9 KD External Checkout Test	Kerem Test	External Checkout	Si

5. Here you will see all the response information for that payment event as well as the raw request and raw response — this is what will be needed by the support team to help identify why the payment failed or had an error.