

Product

- ▶ Epicor® ERP

Benefits

- ▶ Simplify the entire process of accepting payment cards
- ▶ Avoid the hassle of managing separate payment processing software packages
- ▶ Ease compliance with PCI and other requirements using a hosted payment technology
- ▶ Help keep your data and your customer's data secure
- ▶ Enjoy significant, measurable savings on fees—savings that go straight to your bottom line

Simplified Processes and More Convenience

- ▶ Comprehensive authorization, settlement, and reporting from a trusted technology provider
- ▶ No need for redundant data entry or end-of-day batch reconciliation—everything happens automatically within the Epicor ERP 10 system

Highly Secured Data and Enhanced Compliance

- ▶ Encryption of cardholder data helps protect you and your customers
- ▶ Fully integrated technologies help provide enhanced security
- ▶ Designed to allow for ongoing compliance with card industry security requirements, including PCI DSS

Enable Your System to Leverage a Robust Payment Processing From Epicor

Epicor ERP Credit Card Processing is an optional module for the Epicor ERP 10 system. It is a high value add-on to automate and integrate customer payments initiated by credit cards. Epicor thoroughly analyzed the payment processing market to find a solution to its customers by delivering a cost-effective, easy-to-use, safe, and robust credit card processing add-on product.

Epicor developed multiple components in the bank card payment process to lower your costs and avoid complications with integrating to 3rd party systems. It all makes the implementation and maintenance quick and easy. Customers with cloud deployments get the updates in an automated and scheduled manner. Whenever a new requirement arises, Epicor plans to enhance the solution to acquire the latest certifications to remain compliant with leading industry standards.

Epicor Payment Exchange (EPX)

The Epicor Payment Exchange is the heart of the Epicor ERP Credit Card Processing module. It is a robust, card payment processing solution—a technology platform that coordinates with bank card networks and banks to enable merchants to process debit and credit card transactions as well as prepayments.

The EPX service handles the key steps in accepting card payments—real-time authorization, settlement, and comprehensive reporting. As it is fully integrated with Epicor ERP, nearly every step is quicker and easier, and some tedious steps—such as double entry of payment information and daily batch reconciliation—simply go away forever. There are no gateway fees when processing with EPX and it also brings you volume discounts that many processors simply don't offer, leaving more of every sale where it should be—in your bottom line. Epicor in-house experts have the knowledge and tools to solve problems quickly should they occur.

Lower Costs and Typically Fewer Surprises

- ▶ Lower rates regardless of size, industry, or number of card-based transactions
- ▶ Straightforward, predictable pricing keeps statements and reports free of surprising new fees and surcharges
- ▶ Web access to transactions at any time to verify volumes and predict monthly charges
- ▶ No need to use third-party gateways

Comprehensive, Web-Based Reporting With Anywhere, Anytime Access

- ▶ Online access lets you view up to 13 months of daily batch details and provides the ability to drill down to transaction-level detail
- ▶ Back-office processes are smoother by reconciling transactions against daily deposits—whenever and wherever it's convenient

Payment Processing Industry Architecture

The payment processing industry is complex and features multiple actors and systems. Epicor designed and delivered several elements of the payment processing workflow. The next industry overview highlights the Epicor owned parts.

Card Issuers

Card issuers provide credit and debit cards to customers. For instance, a bank may issue a MasterCard® credit card. These institutions also pay the merchant bank (also termed the acquiring bank) on behalf of consumers who use their card for purchases.

Card Networks

Card networks such as MasterCard, Visa®, Discover®, and American Express® facilitate transactions between the Card Issuer, Merchants, Processors, and Banks. These companies provide the electronic networks that enable all parties to process transactions and communicate with each other.

Credit Card or Payment Processor

A payment processor is a company that handles transactions so that your customers can buy your products. The payment processor checks for security measures such as verifying that the customer's card data is correct.

Payment processors are technology platforms that coordinate with **card networks, card issuers, and banks** to enable **merchants** to process debit and credit card as well as prepaid payments. **Epicor Payment Exchange (EPX)** was developed and is owned by Epicor, and is a certified payment processor.

Merchant Account

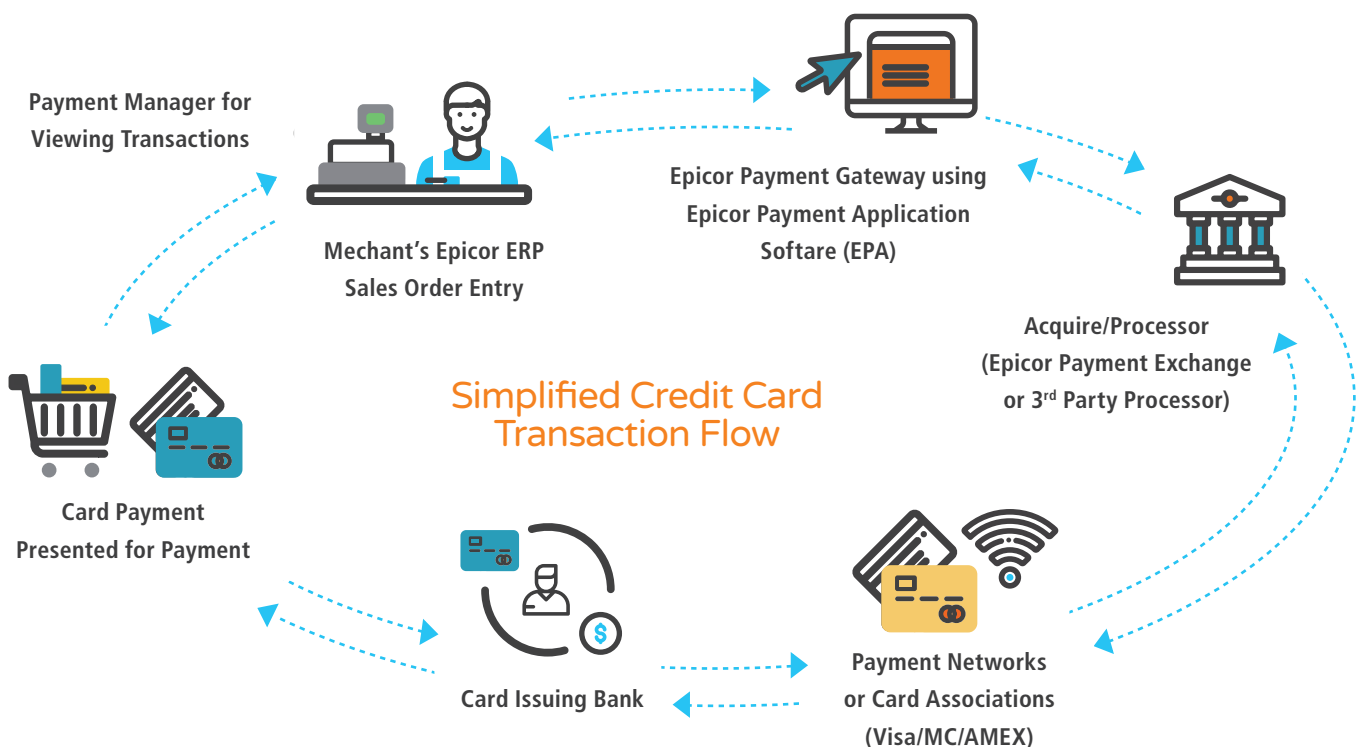
This account is used to process the credit and debit card payments taken from your customers. The daily sales transactions are deposited as a batch total at the bank account of your choice. Merchant accounts are essential to businesses, especially those that accept credit cards online. Without a merchant account, you cannot accept money from a customer's credit or debit card.

Payment Gateway

The payment gateway connects the **payment processor** and the **merchant account** to the **card network** companies such as Visa or American Express. In essence, it's connecting your customer's financial account to your merchant account. Without a payment gateway, you would be missing a major part of completing a financial transaction. The **Epicor Payment Gateway** was developed by Epicor and includes the **Payment Manager**, a web-based view of transactions processed. The Epicor Payment Gateway performs encryption and tokenization of cardholder data.

Payment Application

The software application that sits between the ERP system and a Payment Gateway. The **Epicor Payment Application (EPA)** was developed by Epicor and interacts between Epicor ERP and the Payment Gateway. EPA can be used for Epicor ERP on-premises and cloud deployments.



Process Flow

When you submit a credit card transaction, the Epicor ERP Sales Order Entry application sends the transaction information to the EPA. EPA validates the transaction and generates a token to be stored in Epicor ERP, then it connects to the Epicor Payment Gateway.

The Epicor Payment Gateway connects to the payment processor specified, either Epicor Payment Exchange or a 3rd party processor. The processor connects then to the card associations and the card issuer authorizes the transaction and posts to the cardholder. The merchant is funded a few days later by the payment processor.

Security

Epicor is a Payment Card Industry (PCI) Compliant Service Provider (gateway & tokenization/ encryption services).

ERP systems are not in the PCI scope and the cardholder data is never stored directly in the Epicor ERP system.

When the Epicor ERP user enters the credit card and the expiration date, these are stored securely in the cloud. Epicor ERP only stores a token that represents the card number and type.

The Epicor Payment Gateway allows a reduced Payment Card Industry Data Security Standard (PCI DSS) scope for customers and the ERP cloud infrastructure.

Data Elements Processed

Merchants can decide how much data they provide on a specific transaction to the payment processors.

Some card issuers offer reduction on the interchange fees, if more data are provided on the transaction. Examples are zip code, invoice number, tax amount or line item details.

Availability

EPX is available to customers in United States and Canada. For processing transactions in Australia and New Zealand, the Epicor Payment Gateway connects with PayFlow Pro (PayPal®).

Supported Currencies

Epicor Payment Gateway supports:

- ▶ United States Dollar
- ▶ Canadian Dollar

PayFlow Pro (PayPal) supports international processing for merchants residing in U.S., Canada, Australia and New Zealand. PayFlow Pro (PayPal) supports authorization in more than 24 currencies.

Good to Know

You can combine the Epicor ERP Credit Card Processing module with Epicor Commerce Connect (ECC)—so the payment processing can work flawlessly.

ECC is an integrated product for manufacturers and distributors and helps you build and manage custom websites for your business.

The e-commerce solutions provided by ECC can both serve B2B and B2C scenarios and offer an enhanced experience to your trading partners and customers.



Encompass Solutions is a business and software consulting firm that specializes in ERP systems, EDI, and Managed Services support for Manufacturers. Serving small and medium-sized businesses since 2001, Encompass has helped modernize operations and automate processes for hundreds of customers across the globe. Whether undertaking full-scale implementation, integration, and renovation of existing systems, Encompass provides a specialized approach to every client's needs. By identifying customer requirements and addressing them with the right solutions, we ensure our clients are equipped to match the pace of Industry.

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