

Worldpay Integration FAQ

Can the Worldpay integration work in non-point of sale transactions?

The current integration supports point of sale transactions for parts and service transactions only and does not support non-point of sale transactions. Anything outside of parts and service will need to be handled as an offline process. This isn't available in any Karmak credit card integration.

How many terminals will I need to support the Karmak credit card integration?

It is recommended that each computer that processes parts and service orders have its own terminal. A Fusion customer can run multiple computers to a single terminal however it can cause issues when multiple computers are calling the terminal at the same time and can cause customer wait times or time outs.

Some customers employees have tried to cancel the transaction due to the long wait time, run the transaction again and have duplicated the charge.

Who do I call if I'm experiencing an issue?

As a rule of thumb, if the issue resides in Fusion as part of processing a transaction the call needs to go to Karmak support. Here are some examples of Karmak support issues:

- Error message when processing a transaction
- Difficulty in crediting a part or core
- Handling tokenized credit cards

If you are calling Karmak support for assistance, please take screenshots and provide as much detail about the transaction as possible to help Karmak's support team in understanding how you were using Fusion when the error occurred. If deemed to be a processor issue it will be required to call the processor directly.

If the issue is happening after the transaction, the call needs to go to Worldpay. Here are some examples of processor support issues:

- A transaction didn't go through
- Additional training
- Accessing information through the IQ system or login issues
- Long wait times for processor customer support
- Billing issues

Will Fusion now be able to handle partial payment or multiple payments with this integration?

Karmak Fusion does not support multiple payments options with this integration.

Work around:

Fusion will only process transactions for the exact invoice amount. There is no way to tell the system that part of the payment will be in another form and reduce the credit card invoice by the cash amount. To accept multiple forms of payment that include credit card, make two invoices, one credit card and one cash to properly account for the payments. To charge the correct amount, we need to reduce the credit card payment method invoice and create a second invoice for the cash amount tendered.

1. Confirm the amount of payment to be paid with credit card
2. Subtract that amount from the invoice total
3. Add the misc. billing option line "Worldpay Cash/Check Payment" with the cash payment amount in the form of a deduction
4. Invoice the transaction through WorldPay payment method
5. Immediately create a new invoice
6. Add the misc. billing option line "Cash/Check payment offset" with the cash payment amount in the form of a charge
7. Set the proper payment method
8. Invoice and collect payment

Example: Invoice is \$300. Customer wants to pay with \$100 cash and \$200 credit. Invoice #1 (original purchase invoice): Reduce, using misc. code, by \$100, making the total charged invoice \$200. Invoice #2: \$100 for a combined total of \$300.

Does Worldpay support Level 2 and Level 3 processing? Yes

Who sets up the terminals in Fusion?

Karmak can provide instructions so a Fusion customer can set them up or Karmak can assist with the setup for Worldpay.

If the terminal has a signature capture device, where does it go?

When a customer uses a signature capture credit card terminal the signature is then added and stored on the invoice.

Is credit card information stored in Fusion?

No. Karmak makes an API call to the Worldpay system that stores the necessary information to process the transaction. Karmak went through extensive PCI compliance testing to certify as a processor.

How do I handle core returns in Fusion?

1. Create new parts order to the customer that the part was originally sold. Select "Right to Return Core's" and select the dirty core return you wish to issue credit.

PSP22200 Parts Order - Customer Core Right-to-Return Selection

Order Bra	Customer	Company	Core Part	Descrip	Quantity	Cost	Price	Sold Date	Invoice	Expiration
03	10101	Quick Tru	CLAS509	CDRE 47	2	12.0000	21.82	9/2/2021	000003P	9/2/2022
03	10101	Quick Tru	532018 C	bug test	3	5.0000	26.00	9/2/2021	000003P	9/2/2022
01A	10101	Quick Tru	CR-8300	STARTER	3	1.1050	400.00	9/2/2021	000002P	9/2/2022
01A	10101	Quick Tru	CORE-C	Exchange	1	7.0000	7.00	5/11/2022	000002P	6/10/2022
01A	10101	Quick Tru	CLAS501	CDRE 46	2	12.0000	21.82	9/2/2021	000003P	9/2/2022
01A	10101	Quick Tru	4719E60	CDRE B	1	30.0000	54.95	9/2/2021	000002P	9/2/2022

Totals: Parts: \$0.00, Core Chg: \$0.00, Core Ret: \$0.00, Misc: \$0.00, EHC: \$0.00, Tax: \$0.00, Total: \$0.00

Action: No Charge, Partial Fill, Pulled

Parts Messages: [Lost Sales](#), [Price Verification](#), [Has Substitutions](#), [Purchases>Returns](#), [Right to Return Core's](#), [Membership Offers](#)

2. Select "Save" to save the core return to the order.

PSP22200 Parts Order

Part Entry: Part Information | Branch Availability | Message

Part Number	Description	RET	Quantity	Price	Action
CORE-C	Exchange Part Core		1	7.00	Sale

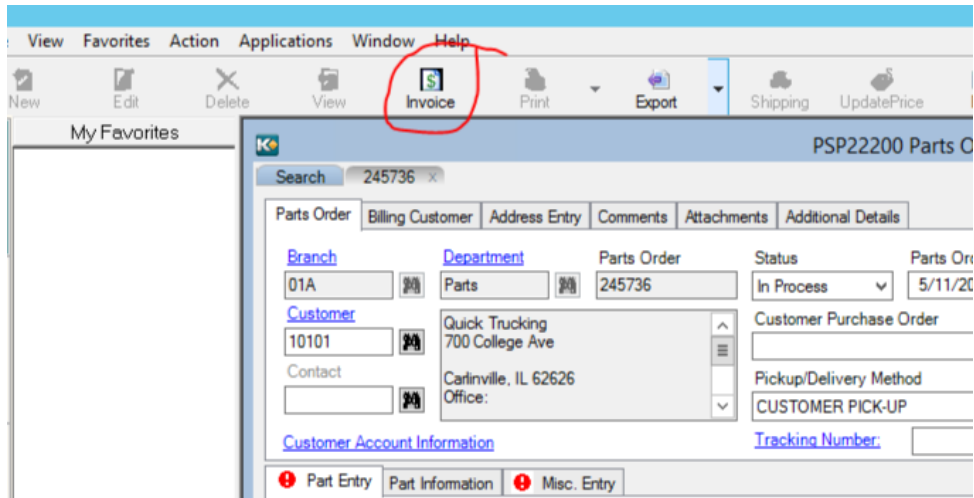
Supplier: Price 1: \$0.00, Price 2: \$0.00, Price 3: \$0.00, Price 4: \$0.00, Price 5: \$0.00, Price 6: \$0.00, Price 7: \$0.00, List: \$0.00

Available: 7, Committed: -1, On Order: 0, Backorder: 0

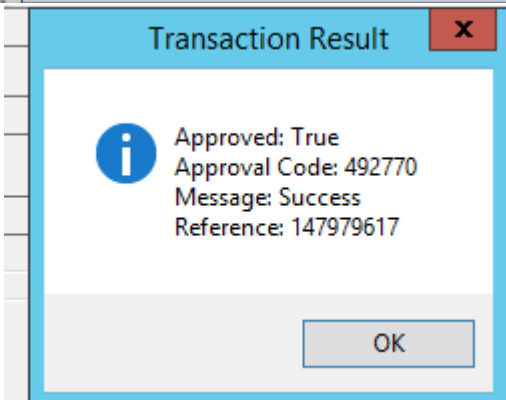
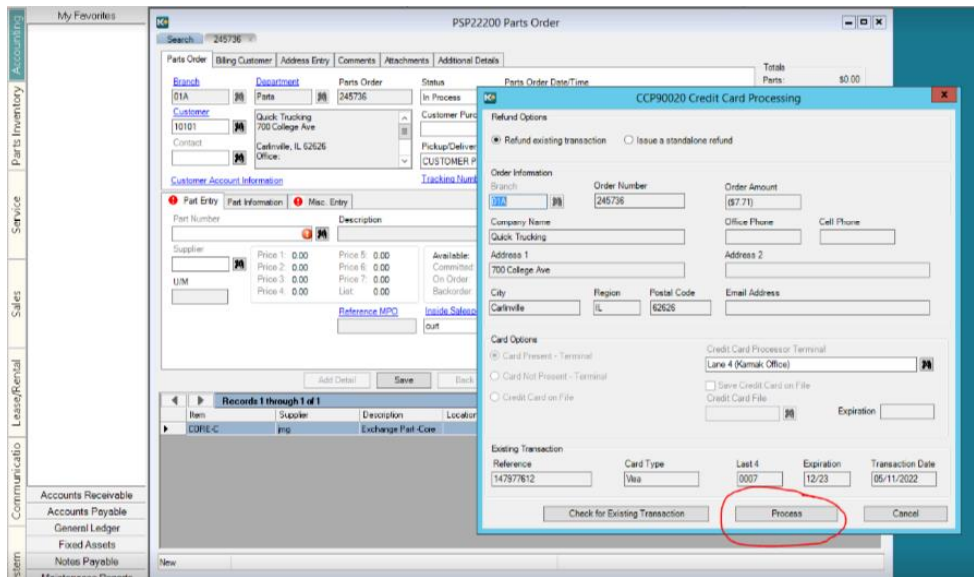
Return Reason: Reference MPQ: Inside Salesperson:

Buttons: Add Detail, **Save**, Back, Forward, Cancel, Remove Detail

3. Select "Invoice".



4. Select "Process".



5. Approved.