



ORANGECRM

MANUAL PROCESS BANK

IMPLEMENTATION GUIDE

VERSION 1.6

MANUAL PROCESS BANK OUTPUT FILE – (DUMP OUT OF ORANGECRM)

The transaction export format for a manual process bank in the CRM is a quote comma delimited text file with the following fields:

Field Position	Required For	Description
1	Internal GUID	The system identification number for this transaction.
2	Response Code	See the input file specs below for more details. One of the following responses can be loaded into this field and then the file can be uploaded back into the CRM to update the PENDING transactions. Values are: APPROVED DECLINED ERROR NSF
3	Transaction Type	One of the following transaction types: PURCHASE PREAUTH CAPTURE REFUND VOID
4	Transaction Amount	The amount of the this transaction
5	CC Name	The persons name as it appears on the credit card
6	CC Account	The credit card number
7	CC Expire Month	The month the credit card expires
8	CC Expire Year	The year the credit card expires
9	CVV2	The CVV2 code from the credit card
10	Billing Address (AVS)	The credit card or bank statement billing address
11	Billing Zip (AVS)	The credit card or bank statement billing zip code
12	ACH Name	The persons name as it appears on their US bank statement
13	ACH Account	US bank account number
14	ACH Bank Name	The name of the US bank
15	ACH ABA	The US bank routing number (American Bankers Association #)
16	CAD Name	The persons name as it appears on their Canadian bank statement
17	CAD FIN	Canadian bank intuition number
18	CAD FIBN	Canadian bank intuition branch number
19	CAD Account	Canadian bank account number
20	Descriptor	The customers statement description for the charge
21	Phone	The customers phone number
22	Email	The customers email address
23	First Name	The customers first name
24	Last Name	The customers last name
25	Billing Address One	Customers billing address
26	Billing Address Two	Customers billing address
27	Billing Address Three	Customers billing address
28	Billing City	Customers billing address
29	Billing State	Customers billing address
30	Billing Zip	Customers billing address
31	Billing Country	Customers billing address
32	Orig Txn Number	For refunds/preauths is the txn number from the sale transaction
33	Customer IP Address	The IP address or recording number of the customer

The second field of this file may be updated with the transaction response code (see field #2) and then loaded back into the CRM so Customers, Leads and Transactions can be updated automatically.

MANUAL PROCESS BANK INPUT FILE – (LOAD BACK INTO ORANGECRM)

The transaction import format for a manual process bank in the CRM is a comma or tab delimited text file with the fields below. Note that you can update fields #2 and #3 from the export format and load the same file back into OrangeCRM.

Field Position	Required For	Description
1	Internal GUID	The system identification number for this transaction.
2	Response Code	One of the following responses can be loaded into this field and then the file can be uploaded back into the CRM to update the PENDING transactions. Values are: APPROVED DECLINED ERROR NSF
3	Version	Optional – specify "2.0" to load the fields below
4	TXN Number	Optional - The transaction number from the merchant bank that is used to refund the transaction. If the refund information is a multi-field value, separate the values with a colon. NOTE: Merchant bank transaction numbers vary greatly between banks. Please see the OrangeCRM API PDF for bank response codes and txn numbers in detail.
5	Message	Optional - Any text messages that the merchant bank returned when the transaction was processed.