ECI Release Notes: Version 29.0 - 29.1

Major Features

Using a Verifone P400 Payment Terminal on Moneris Platforms (Canada)

As Moneris prepares to replace its Ingenico IPP320 devices with Verifone P400 models, we have updated the application to support both devices, ensuring a seamless transition. To successfully add the new P400 device, see Upgrading to a Verifone P400 on Moneris Platforms (Canada Only).

Accessing Orgill Warehouse Quantities Improves Purchasing, Vendor Catalog Processes

We have been working with Orgill to provide dealers with better access to their warehouse item quantity information. We have implemented EDI processes that retrieve inventory information every hour, enabling you to create Purchase Orders based on current warehouse information confidently. To learn more about this process, see Accessing Orgill Warehouse Quantities in Purchase Order Entry and Catalog Inquiry (Version 29.1).

Global Update

Upgrading to a Verifone P400 on Moneris Platforms (Canada Only)

After you purchase the Verifone P400 devices for your Moneris platform, follow these instructions to add them to your stations. These changes will not affect the Ingenico IPP320 devices you still use. The Verifone P400 devices are 3DES-compliant and will replace the legacy IPP320 devices in April 2025.

Our goal is to ensure that Moneris customers can continue to use the IPP320 devices while transitioning to the Verifone P400, which leverages the POSPAD API technology. This release provides a seamless transition for your business to the P400 device using this technology and a Remote Client or VPN connection.

Figure 1. Moneris > Verifone P400 Device

You can use the P400 to perform the same work that the IPP320 devices have, including:

- Processing credit card, cash, and cheque transactions for sales, orders, payments, refunds, force posts, voids, repeat sales,
  Note: The P400 also supports Card Plans with Contract IDs and Card Verification Value (CVV) codes.

- Providing gift card support (activation, sales, refunds, card balance, deactivations, card voids, close batch inquiry, close batch)
- Tracking loyalty purchases/points, and
- Generating receipts for all transaction types.

Adding the Verifone P400 to a Station

When you work in Point of Sale and log into the application, you expect the payment processing device to connect to the system. This requires some setup in the application, which we will describe in this section.

Note: If you are converting the station from an IPP320 to a P400, you make those changes in the Moneris Device Settings box.

These instructions assume you have Remote Client set up for the station in your Device Maintenance form. Follow the instructions in the Help System if you need to set up a new remote connection.

To add a P400 device to a station using the Remote Client process:

1. From the Main Menu, choose **Maintenance > Database > Devices**. The Device Maintenance form displays.
2. From the *Device Name* list, choose the station you want to add the P400 device to.
3. Choose the **Card Pad** check box and **Moneris** from the *Type* box (if these settings are not already selected).
4. Continue based on whether you are adding a new device or replacing an existing IPP320:
    - *If you are replacing an IPP3220*, the Moneris Device Settings box displays.
    - *If you are adding a new P400*, click the **Settings** button.

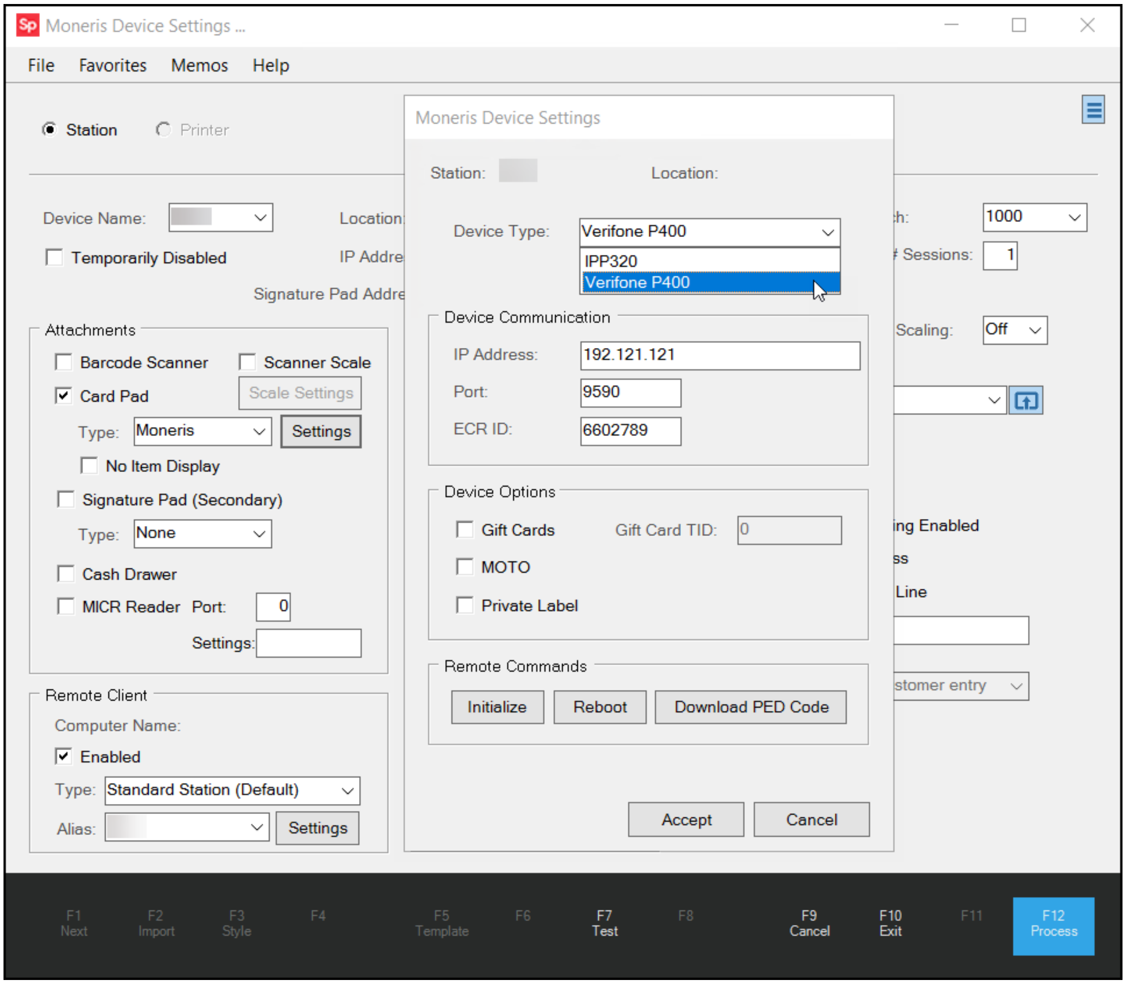


Figure 2. Moneris Device Settings Box with Verifone P400 Option Highlighted

Note: When you use a VPN rather than the Remote Client process to connect to the device and are not using the Remote Client settings for printing, make sure the Remote Client settings in the lower left corner are disabled.

5. From the *Device Type* list, choose **Verifone P400**.
6. Whether you are adding a new device or replacing an existing one, reset the Device Communication settings as needed:
   - *IP Address*
     Enter the IP address for the Verifone P400 device, as supplied by your network team.
   - *Port*
     Enter the port setting for the Verifone P400 device, as defined by your network team.

- *ECR ID*
  Enter the *device's Cash Register ID* in this field.

When you complete these entries, the Initialize Device box displays.

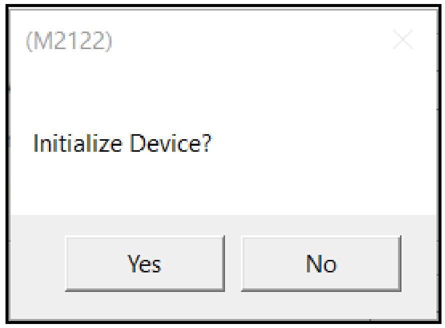


Figure 3. P400 Settings > Initialize Device Prompt

7. Choose **Yes** to begin the initialization process. A message displays on the P400 device.
   When the initiation is successful, this message displays, **Terminal Initialization Succeeded**.
   If this message does not display, review your settings and make any changes that are required.

8. Click **OK** to close the message box.

9. Review the following options and select the check boxes of the features you need to support with this device:

   - *Gift Cards*
     Select this option to support gift card and loyalty transactions on this device.
     This includes enabling gift cards, activating / deactivating them, making inquiries about points and usage totals, making purchases with gift cards, and handling returns that involve gift cards as part of the original transaction.

   - *MOTO*
     Select this option to support Mail Order/Telephone Order transactions on this device. When you enable this check box, Point of Sale can use the MOTO option in the Process Document section during the Point of Sale checkout process on P400 devices.

10. Click **Accept** to close the box.

11. In the Remote Client section, select the **Enabled** check box and leave the default *Type* list option, **Standard Station (Default),** in place.

12. Choose **Process (F12)** to save these settings to the application.

The application uses the Terminal Initiation for both the Remote Client and VPN processes; these processes are just different.

Setting up Remote Client for IPP320 Devices

Typically, Ingenico IPP320 devices use a VPN connection by default to access the application. If your stations already use a Remote Client connection for printing, you can extend your use of the IPP320 by setting the device up to use the Remote Client process as well. In the Device Maintenance settings for the station, specify the **Use Remote Client** option while setting up your IPP320 device. Make sure each station's Remote Client settings are complete.

To update the IPP320 device to use Remote Client settings:

1. From the Main Menu, choose **Maintenance > Database > Devices**. The Device Maintenance form displays.
2. From the *Device Name* list, choose the station the device is connected to. The form displays the station's current settings.
3. Choose the **Card Pad** check box and **Moneris** from the *Type* box (if these settings are not already selected).
4. From the *Device Type* list, make sure **IPP320** is selected and click **Settings**. The Moneris Device Settings box displays.

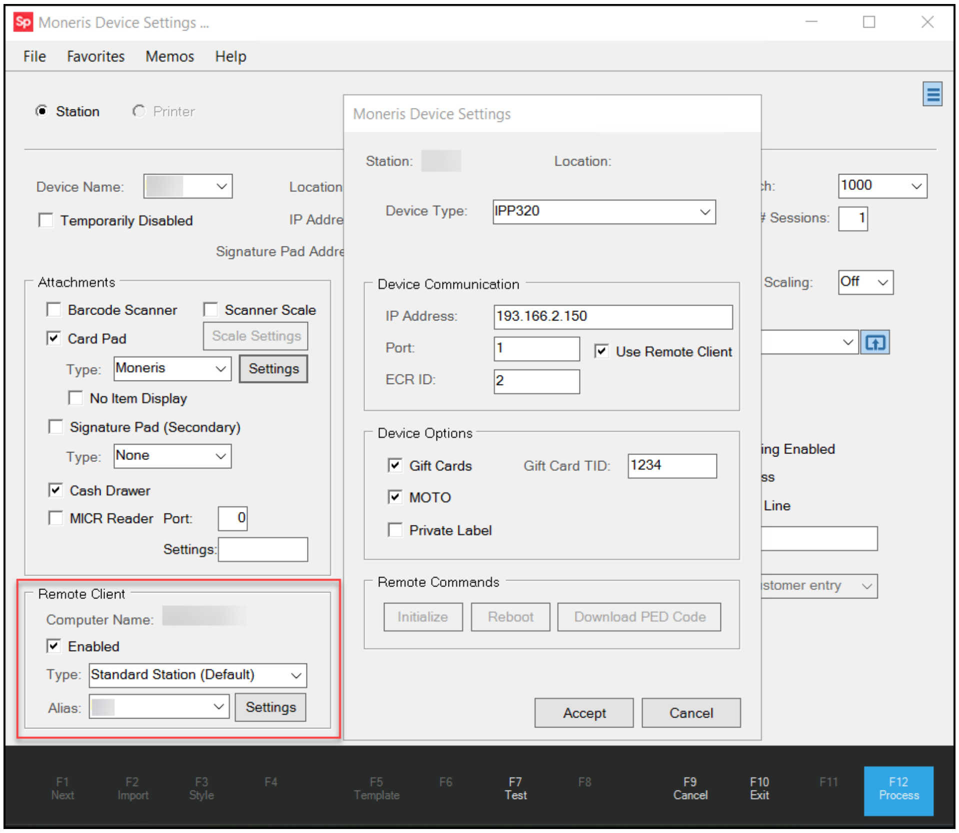


Figure 4. Device Maintenance > Station > Moneris Settings > Use Remote Client Check Box Enabled

5. To update your IPP320 device to use the Remote Client connection options:
   - Update the *IP Address* to reflect the local network connection.
   - Check the *Port* and *ECR ID* settings to ensure they are current.
   - Enable (Select) the **Use Remote Client** check box.
     Note: If you uncheck this box later, the device reverts to the VPN connection.
6. Choose **Accept** to close the Moneris Device Settings box.
7. Enable the Remote Client settings for this device using the instructions in this topic or update the current entries if needed.
8. Choose the **Process (F12)** key to save these settings to the database.

Using Terminal Commands to Review the P400 Responses

The BankCard Maintenance Terminal Commands allow you to review the Remote Client and VPN responses to Moneris device changes. Using these commands, you can review the results of many standard process changes, including initialization, gift initialization, log on/off, PED (PIN Entry Device) details, including code download, totals reset and reboot; terminal reset, last transaction details, close batch and close batch inquiry, gift totals by card code, gift close batch and batch inquiry, and to set the English/French language settings. Moneris must be your Card Processing Interface to see these BankCard Maintenance settings.

To review the responses to terminal command changes for Moneris:

1. From the Main Menu, choose **Utilities > Bankcard Maintenance**. The BankCard Maintenance form displays.

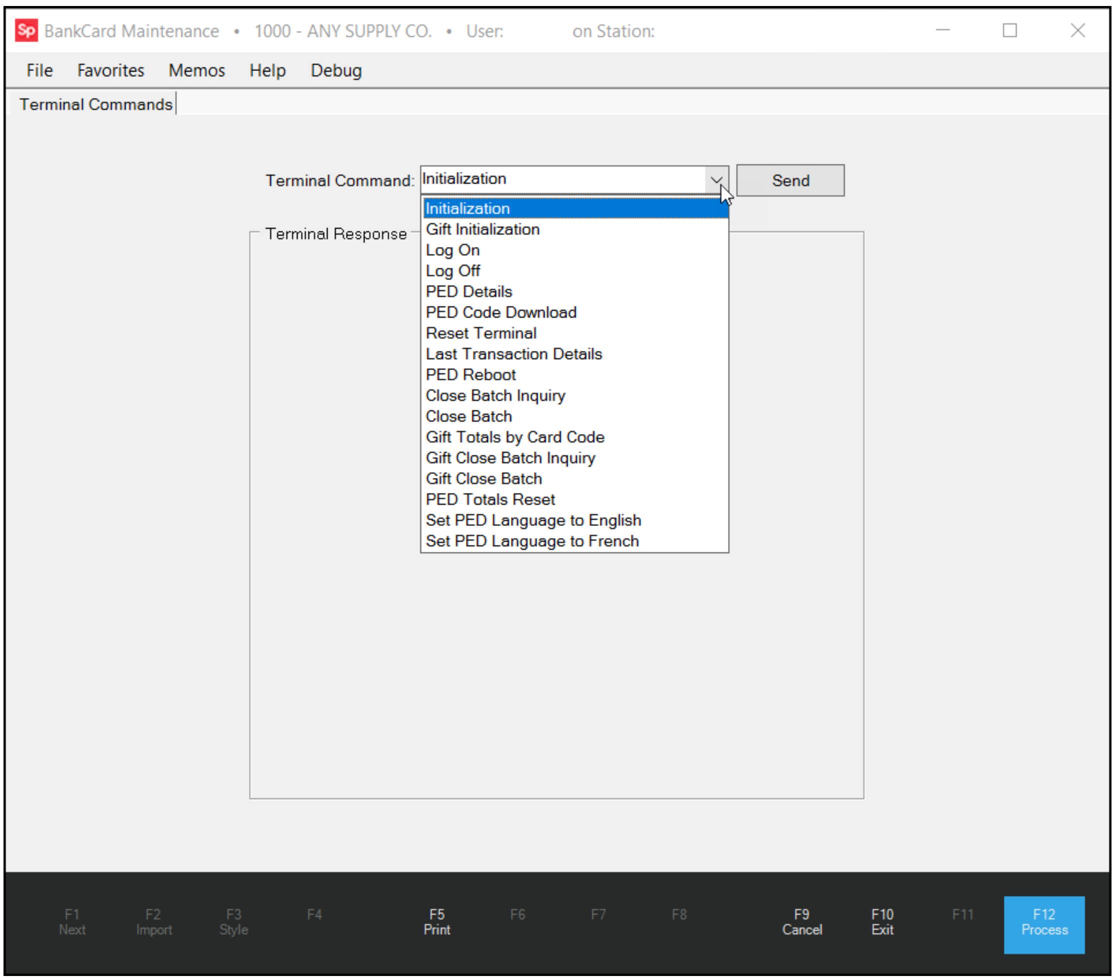


Figure 5. BankCard Maintenance > Terminal Command List

2. From the *Terminal Command* list, choose the command you implemented, using either the Remote Client or VPN, to see the terminal response results.

3. Choose **Send**. The application searches for the terminal response results and displays them in a new box.

Understanding the Moneris Receipts for P400

When you begin to use the P400, you may notice that the receipts' layout differs from those you see when using the IPP320. Moneris has redesigned the receipts, so these new versions comply with the new layout requirements.

Accessing Orgill Warehouse Quantities in Purchase Order Entry and Catalog Inquiry (Version 29.1)

We have added a new EDI process that retrieves Orgill item quantity data for each Distribution Center (Warehouse) for dealers purchasing Orgill inventory. You can use this data to check the current availability of item quantities in each warehouse when you create Purchase Orders, and you can view this information in the Inventory Item Catalog Inquiry too.

The Orgill Warehouse Quantities retrieval process runs every hour, on the half hour during the week; there are no inventory updates sent overnight or on weekends. The EDI process retrieves the available Orgill Item SKUs, the warehouse code, and the quantity of that SKU in that warehouse. The application stores this information in the database to make it accessible to Purchasing and Inquiry.

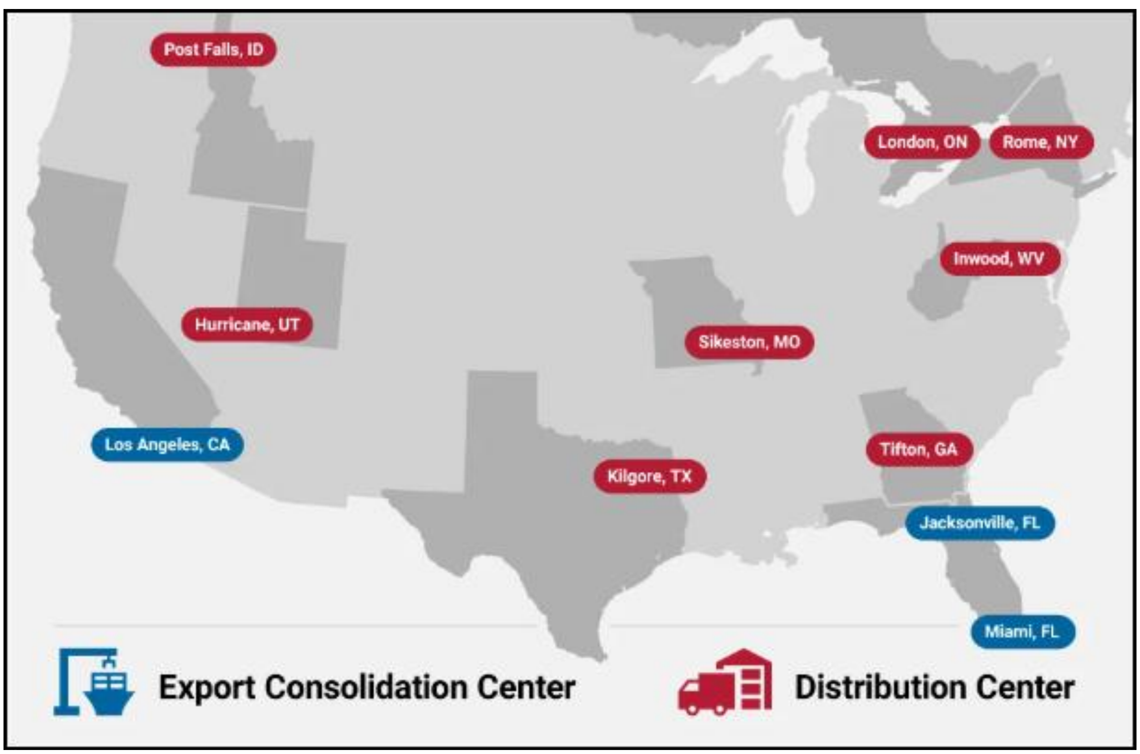


Figure 6. Orgill Warehouses in the US and Canada

Setting up the Orgill Warehouse Items Retrieval Process

To set up the automated process warehouse quantity retrieval process, using the instructions below. The System Administrator or any user with administrative access to the Branch Setup > EDI tab settings should complete this process for all branches that want to receive the hourly warehouse quantity retrievals.
Note: You can skip this process for branches that are not selling or are not interested in Orgill inventory.

To set up the automation for the hourly Orgill Warehouse Quantity retrievals for a branch:

1. From the Main Menu, choose **Maintenance > Database > Branches**. The Branch Setup form displays.
2. From the *Branch ID* list, choose the branch you want to retrieve Orgill Warehouse Quantity information. The branch record updates.
3. Choose the **EDI** tab.
4. In the *Settings for* list, choose the **Orgill** vendor record. The Orgill EDI settings display.
5. Click the **Menu Marker** to display the context menu and choose **Automation** from the list.

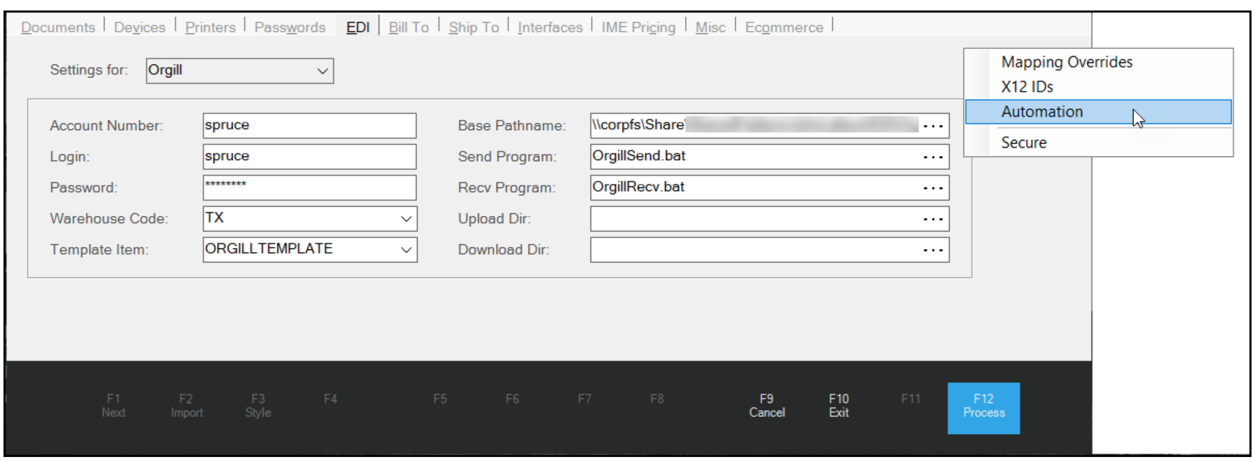


Figure 7. Branch Setup > EDI Tab > Orgill > Automation

The Auto Run Schedule – Orgill box displays the branch's current automation settings.

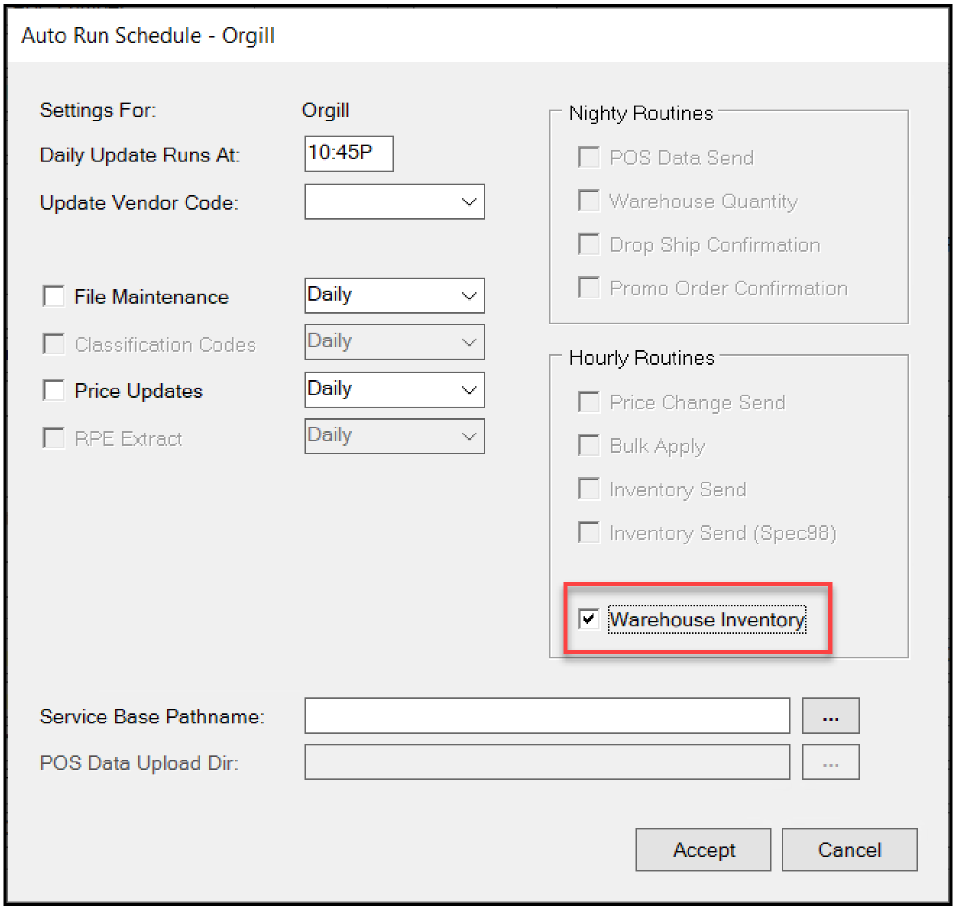


Figure 8. Auto Run Schedule – Orgill with Warehouse Inventory Hourly Route Highlighted

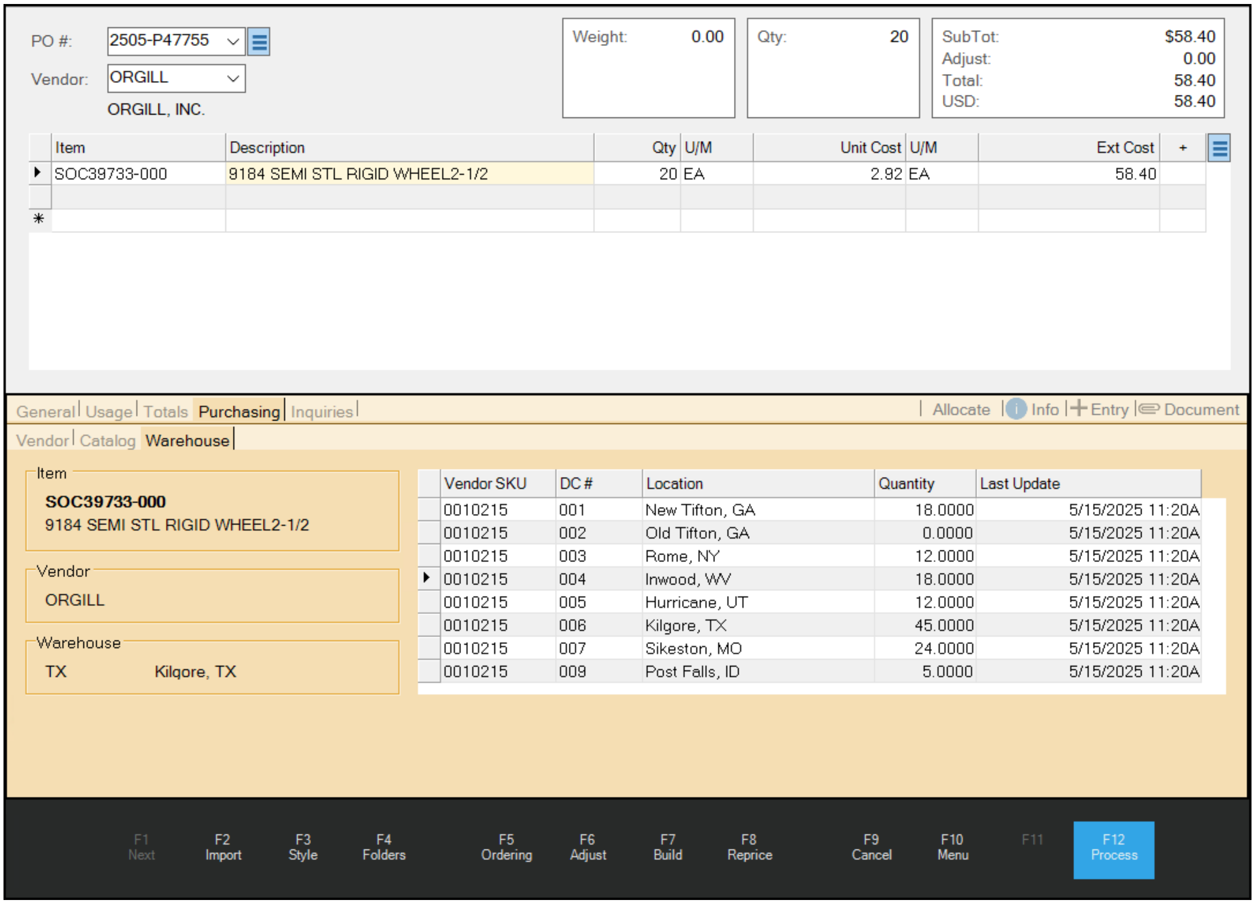
6. In the *Hourly Routines* box, select the **Warehouse Inventory** check box.
7. Choose **Accept** to return to the EDI tab.
8. Choose **Process (F12)** to save this change to the database.
9. Return to step **2** and repeat these steps for each branch for which you want to run this automation process.

Reviewing Orgill Warehouse Data in Purchasing Folders

Having current Orgill warehouse quantity information will be particularly helpful when you are placing orders for Orgill items your customers need. If you do not keep these items in stock, the item number from the catalog may be associated with a special order document, which you have already created for your customer.

To review the current warehouse quantity information for order entry items:

1. From the Main Menu, choose **Purchasing > Order Entry**. The Purchase Order Entry form displays.
2. In the *PO #* list, choose **New** to create a new purchase order.
3. From the *Vendor* list, choose the **Orgill** vendor ID.
4. In the *Item* column of the data grid, enter the Orgill vendor SKU of the item you want to order, or right-click the field and choose *Vendor SKU*, and press **Enter**.
    - If this is an item you keep in stock, the application will update the item entries right away. Continue to the next step.
    - If you get no results, right-click the down arrow beside the SKU ID and choose the SO Lookup option from the context list. If you have created orders for this item in the past, a list of SO Item numbers displays. Choose the SO entry you want to use to purchase the item from the list and continue to the next step.
5. Update the *Quantity* column entry to reflect the quantity you need to order.
6. Click the row you added and choose the **Folders (F4)** key. The General folders tab displays.
7. Click the **Purchasing > Warehouse** tabs to display the current warehouse inventory information for this item.



Vendor SKU	DC #	Location	Quantity	Last Update
0010215	001	New Tifton, GA	18.0000	5/15/2025 11:20A
0010215	002	Old Tifton, GA	0.0000	5/15/2025 11:20A
0010215	003	Rome, NY	12.0000	5/15/2025 11:20A
0010215	004	Inwood, WV	18.0000	5/15/2025 11:20A
0010215	005	Hurricane, UT	12.0000	5/15/2025 11:20A
0010215	006	Kilgore, TX	45.0000	5/15/2025 11:20A
0010215	007	Sikeston, MO	24.0000	5/15/2025 11:20A
0010215	009	Post Falls, ID	5.0000	5/15/2025 11:20A

Figure 9. Purchase Order Entry > Orgill > Special Order Entry > Purchasing > Warehouse Details

On the *Warehouse* tab, the *Warehouse* fields list the location from which the business typically orders items.

8. You can use this list to determine whether to order the current quantity using your usual warehouse. Click the *Column* headers to change the order in which the list displays.
9. Complete the purchase order using the **Process (F12)** instructions you usually follow.
10. When you process the receipt of this order (**Purchasing > Receipts, Receiving (F5)**), you can use the Purchasing Tab > Warehouse Tab combination again to review the warehouse quantities.

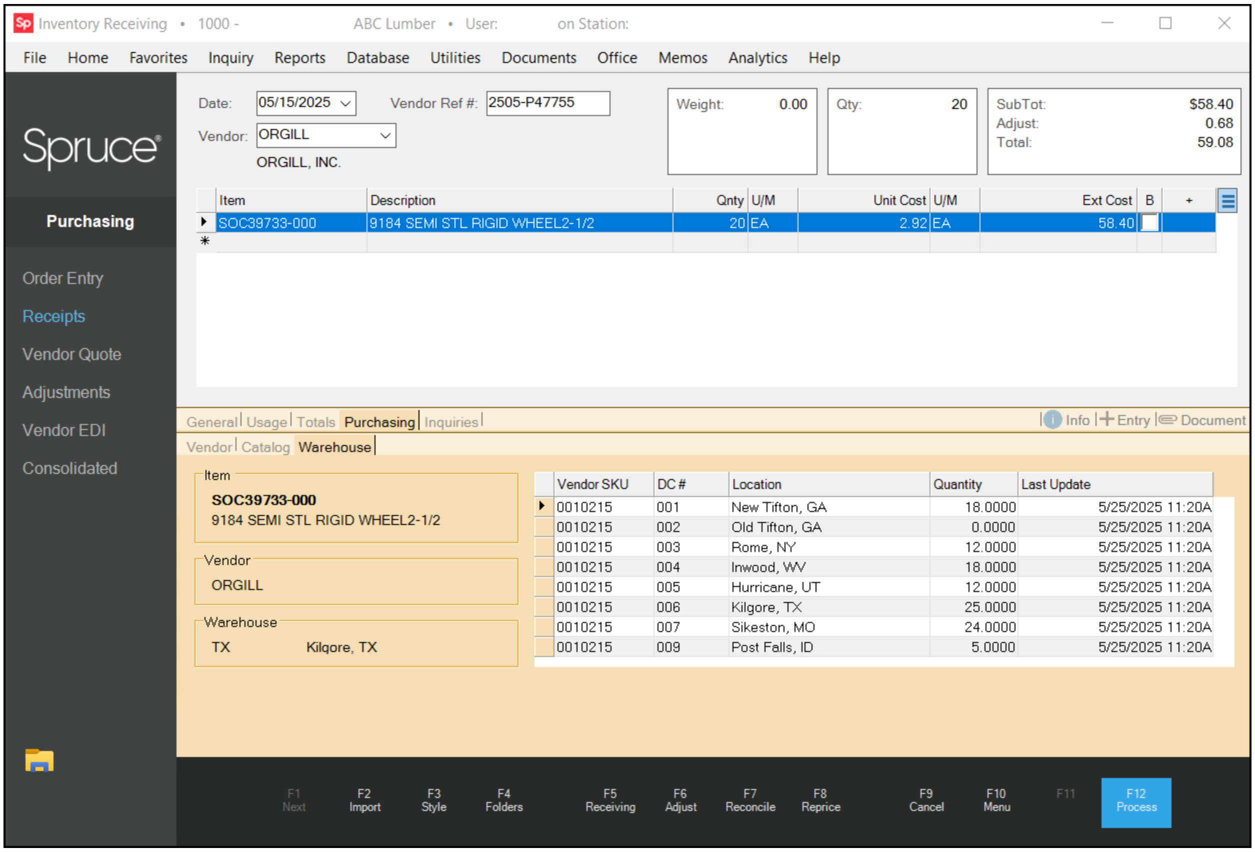


Figure 10. Purchasing > Receipts > Receiving (F5)

Reviewing Orgill Warehouse Data in the Vendor Catalog

After the Warehouse Quantity download has completed, you can review the updated catalog records that are stored in the Inventory > Inquiry > Catalog list.

To view the updated Vendor Catalog entries:

1. From the Main Menu, choose **Inventory > Inquiry > Catalog**. The Catalog Inquiry form displays.
2. From the *Vendor* list, choose the **Orgill** vendor ID.
3. From the *Vendor SKU* list, choose an item from the Orgill catalog.

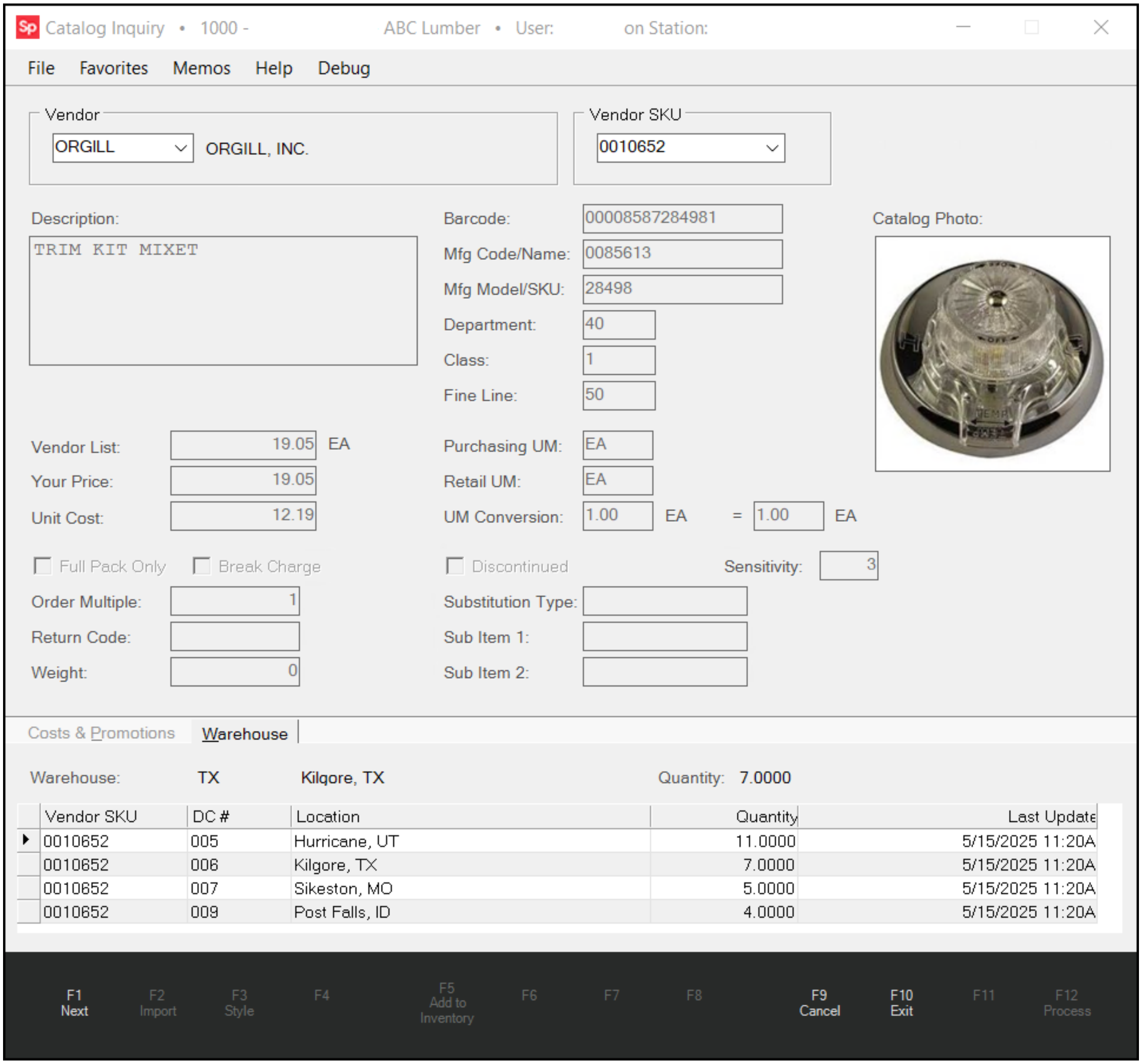


Figure 11. Catalog Inquiry > Orgill > Orgill Item Detail

The Catalog Inquiry form updates to show the current pricing and unit of measure details of the item you selected. The warehouse listed at the top of the Warehouse tab (in this case, *Kilgore, TX*) reflects the location from which the business typically orders inventory.

4. Choose the **Warehouse** tab to review the item quantities in each warehouse for the selected item (based on the latest update). The *Last Updated* field for each warehouse location updates each time the system updates the quantity. You can sort this list by clicking the column headings.

Defect Resolutions

29.0

LBMH01-8007 – Deleting Adjustments from a Transaction Deletes Them Entirely Now.
When you enable the *Unlimited Adjustments* feature (Parameters > Purchase Orders), the feature also applies to Point of Sale transactions. If you added an adjustment to a transaction and then deleted it before processing, the application did not delete the adjustment entirely, which caused some differences in totals and reports. We have corrected this logic to ensure that adjustments you delete before processing (in Point of Sale and Purchase Order Entry) work as expected.

LBMHR-726 – TrueValue Data Send Issues Resolved.
The customer reported that they were unable to perform a Data Send to TrueValue for specific items in their inventory, reporting:

- *TrueValue Workbench Failed Due To Exception: Invalid Record Length.*

We found that when the items had a negative suggested retail value and they were returned, the application could not transmit that sales information to TrueValue using the Data Send process. We updated the stored procedure to account for this condition, and the application can send these records to TrueValue without issues.

LBMHR-974 – Unbalanced EOD Issue Caused by AP Disbursement Resolved by Adding Errors and Messages. Paying a local vendor using a foreign check account creates unbalanced EOD issues for AP disbursement GL journals. Now, when you attempt to apply this kind of disbursement, a message warns the user about this inconsistency and asks them to confirm this action. This should prevent these end-of-day issues from occurring again. These protections have been added to AP Billing and Disbursements to prevent these GL journal and EOD issues.

LBMHR-1005 - EasyAP Utility Supporting Discount Adders Correctly.
We have modified our processes to ensure that all adjustments, including discounts, can be applied to EasyAP utility receipts. We have also corrected adjustment index issues that occurred during the import and receipt selection process.

LBMHR-1061 – Incoming TrueValue Price Updates Contain Correct Suggested List Price.

We have modified our EDI process to ensure that when the application receives True Value price updates, we check to see if we have already converted the suggested retail price, and we do not attempt to do it again. This caused the reported error that set the new list price to 0.00. This change corrected the issue.

LBMHR-1089 – Modified Notes of Online Orders No Longer Affecting Delivery Information.

A Spruce eCommerce customer reported that when the customer updated an online order or quote to add order notes, these notes were displacing delivery information in the resulting documents. We have corrected this issue to ensure that changes to notes display where they are intended and that the delivery information is not affected by these changes.

LBMHR-1240 – Corrected Statement Rescaling Printing Issues.

A customer reported printing issues when they attempted to rescale reprinted invoices. This turned out to be a printer tray issue, which we have resolved.

LBMHR-1275 – Branch Notification Issue Corrected for Ecommerce API Payments.

A customer showed us that when they received online payments, and the branch notification setting contained a user or user group ID with a particular number, and that number was present in other User IDs, the notification message went to all users with the same number in their user IDs. We have corrected this issue to ensure that only the user(s) specified in the branch's **Branch Setup > Ecommerce tab > Notify User or Group** list receive(s) payment notifications for online payments.

Note: If the eCommerce Notification User/Group in the Ecommerce system parameters is set but the branch notification user/group is not, the application sends the notifications to the user/group designated in the Ecommerce system parameters. If neither the Ecommerce notification parameter nor the branch notification settings are enabled (contain a valid user ID), notifications are not sent when Ecommerce payments are received.

LBMHR-1302 – New: Prevent Spruce eCommerce Order Data from Replacing Account Info

When a customer submits an order through Spruce eCommerce and that customer's account exists in the application, it is important that the order data does not replace the data in the account. The code now prevents the account's phone number from being overwritten by the phone number submitted in a Spruce eCommerce order.

LBMHR-1338 – Rounding Issue that Caused a Posting Credit Error Resolved.

We investigated an issue that occurred when a customer tried to post a credit to an account and received the following message:

- *Passed in credit amount cannot be more than credit amount selected. Please (cancel) then post again.*

We found that the application was rounding the credit amount it was trying to apply, so it exceeded the amount that the person specified in the posting transaction. We have modified our process to include rounding as an element, which prevents the error from occurring.

LBMHR-1359 – Processing Invoice Documents No Longer Causing Error.

When processing invoice documents in Point of Sale, a customer reported receiving the error message *Object Reference not set to an instance of and object.* We have corrected the issue that caused this message to display, and this process runs correctly for this customer again.

LBMHR-1385 - Inventory Cost Corrections Are Now Processed Correctly, Even the Next Day.

We discovered that if you processed an inventory cost correction a day after receiving the inventory, the General Ledger files were not posting the change correctly to the Inventory General Ledger. We have corrected this issue.

LBMHR-1412 – Corrected: SO Issue when Manufacturer's SKU Copied into Catalog Field.

A business reported that when they tried to create a special order for a non-stock item and entered the manufacturing SKU, the application copied it into the *Catalog* field before the order was processed. Then, when the manufacturer's SKU was the same as any vendor's SKU that already existed, it would replace the chosen vendor with the vendor associated with the matching vendor SKU, which resulted in an order for the wrong item. We corrected the code that caused this issue. This process works as expected now.

LBMHR-1453 – Viewing Attachments Issue Corrected.

When a customer tried to open an attachment file, they reported that they encountered the message, *Unable to open specified attachment file* before the application closed suddenly. This turned out to be an empty error message that did not display. We have corrected this issue to ensure the error message displays when the attachment cannot be opened.

LBMHR-1564 – EasyAP Due and Discount Date Issues Resolved.
When importing AP billing information from the application, the due date and the discount date were sometimes set incorrectly. This is an issue when the due date is more than three months from the current date at the processing time. This change ensures that we use the dates in the supplied file, so the Payables match the data we receive.

LBMHR-1605 – Report Parameters Box Heading Displays Correctly Regardless of Scaling Setting.
We updated the Report Parameters Box to display the *Required* heading correctly. It was cut off in the previous release.

LBMHR-1614 – Updated the Mapping for Do It Best Purchase Orders.
We updated the Do It Best purchase orders mapping to ensure a more successful delivery.

LBMHR-1660 – Charge Return with VAT Tax Issue Resolved. (Caribbean Only)
When processing a charge return with a VAT tax, the Cashier noticed that the application was closing suddenly with a message, *Object reference not set to an instance of an object*. We found that this issue was tied to the returned transaction containing a disabled tax code. We have modified this process to show a prompt when this circumstance occurs so the user can replace the disabled tax code with the new default code. This works for orders and quotes.

LBMHR-1669 – BOPIS Messages No Longer Causing EDI/Universal Log Issues.
A customer reported that the BOPIS messages in their EDI process prevented the load and display of key Universal Log and EDI Log data. We have implemented changes in both processes to better manage the flow of information in these lists.

The EDI Log now contains the date range setting (like the one in the Universal Log), significantly reducing the amount of data the application will attempt to load at a time.

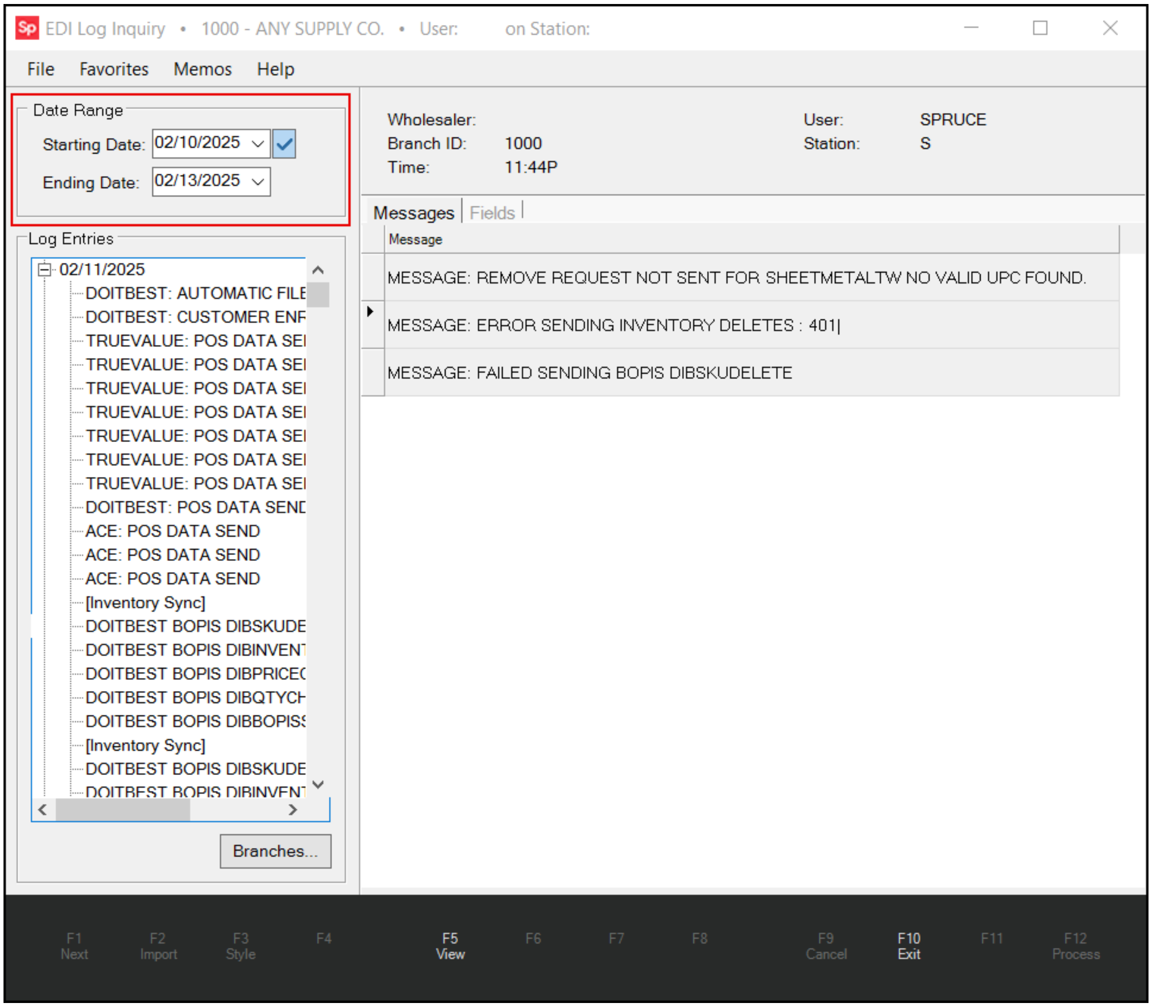


Figure 12. Purchasing > Inquiry > EDI Log

In the DIB In-Store Pickup Settings, we have added a new Logging Level option, which will expand or limit the amount of BOPIS data the application collects and displays. We will update this information in the Help System to ensure these changes are clear.

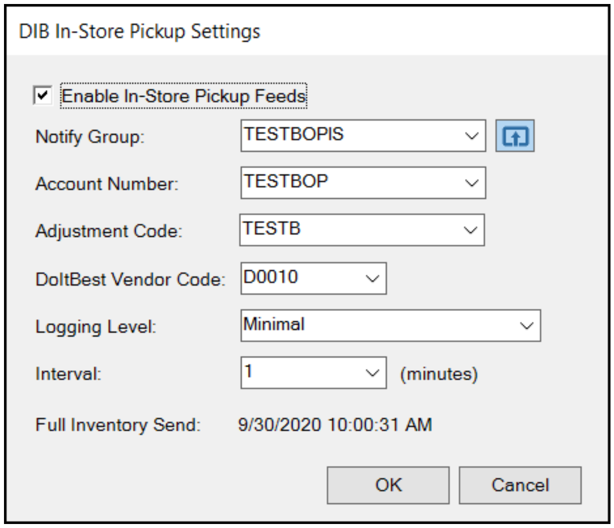


Figure 13. Maintenance > Database > Branches > EDI > DIB > DIB In-Store Pickup

LBMHR-1688 – iDashboards Form Understands Users Better Now.

When a user who was not an iDashboards administrator attempted to load iDashboards (in some instances), the application did not recognize them as a valid user. We have corrected this issue.

LBMHR-1860 – EasyAP GL Account Mapping Issues Investigated / Resolved. (Spruce Only)

When working with businesses that use the third-party EasyAP process, we identified an error in the offset account assignment process for one transaction type (Direct Ship POs) and partial payment situations. These errors resulted in some payables not being mapped to the appropriate general ledger (GL) accounts as they had been in the past. We have corrected this issue by using the GL Sequence number to identify the appropriate mapping for these events.

For situations where no assigned GL account exists (or when the transaction type is undefined, or there are discrepancies between the order data and the transactions they link with), we use the discrepancy GL account mapping (Payables Journal Sequence #6).

For the most part, these issues were related to payment documents that were not necessarily tied to orders and receipts, which is the bulk of the work managed by the EasyAP process.

EasyAP is a third-party accounts payable processing tool that allows you to scan bills and payable documents to determine which bills can be paid right away (since there is no discrepancy between the charge and the expected payment) and when there is. This reduces the amount of manual processing required by individuals in your back office. For more information, refer to this Help Topic.

LBMHR-1940: Updated GetAccountBalanceDetail Method to Require JobNumber Entries for Job-Billed Accounts. We found that for job-billed accounts, not including the job entries in this method caused a time-out issue. We have updated the Ecommerce API documentation to include the following description for the jobNumber entry in GetAccountBalanceDetail method:

- Required for job-billed accounts.
  Use a **-1** job value to pull in overall balances for multiple accounts. An error results if you do not include the job number element for job-billed accounts.

29.1

LBMHR-1355 – Error Reporting Finance Charges Do Not Add Up Corrected.
After investigating a CreatePaymentRequest API call, we found the error that caused the *Finance Charges Do Not Add Up* message to display and corrected the issue.

LBMHR-1858 – Regression Issue Resolved: Processing AP Batch Invoice Issue.
(Spruce Only)
A customer reported that when processing ENAP invoices using the AP Batch Process, an error occurred that caused the application to close. The application was misinterpreting the number of adjustments attached to a transaction, which caused the error. We have corrected this issue.

LBMH02-3792 - Open Item (Terms) Accounts Payments Issues Resolved. (SPEC Only) In response to some customer inquiries, we found that when applying payments to Open Item (Terms) accounts, the application did not apply the discount amounts that were appropriate for some invoices, which resulted in discrepancies between the payment amount made and the payment amount applied to the invoice balance. We have updated this process to ensure that the discounts are applied accurately to the Open Item Terms account invoices in the application.