

# CRM Charge

For Microsoft Dynamics 365 Sales & Customer  
Service

User Guide

December 2025

**PayFabric**<sup>®</sup>

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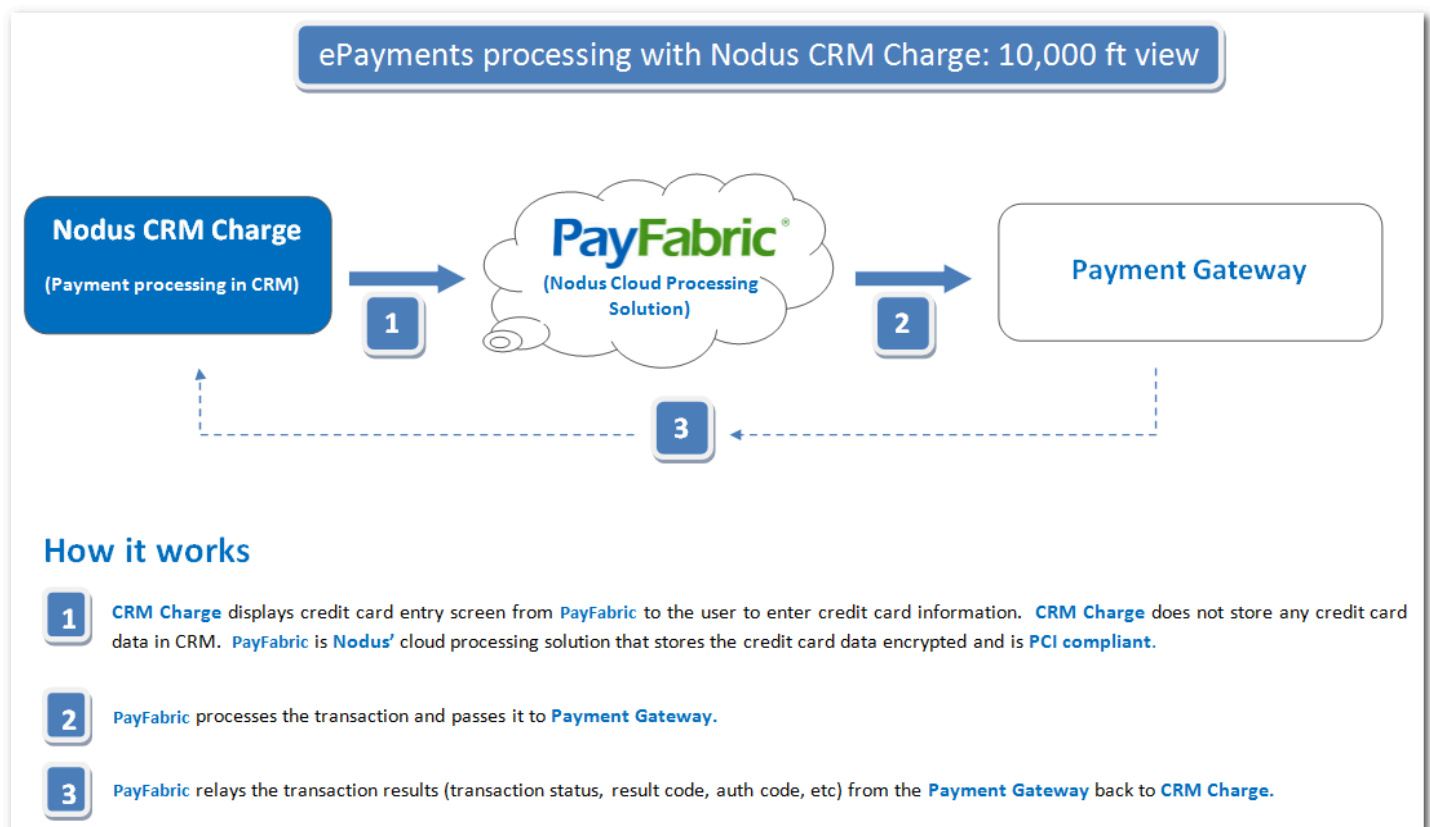
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## Introduction

CRM Charge® is a plug-and-play solution that allows Dynamics 365 Sales & Customer Service users to process ePayments directly within the environment. CRM Charge is a managed solution that leverages PayFabric®, a cloud-based payment acceptance platform, for secure credit card and/or ACH transaction processing.

CRM Charge can process ePayments against native and/or custom entities. ePayments can be processed individually in real-time mode or saved to a batch for efficient bulk processing at later time.



## Installation

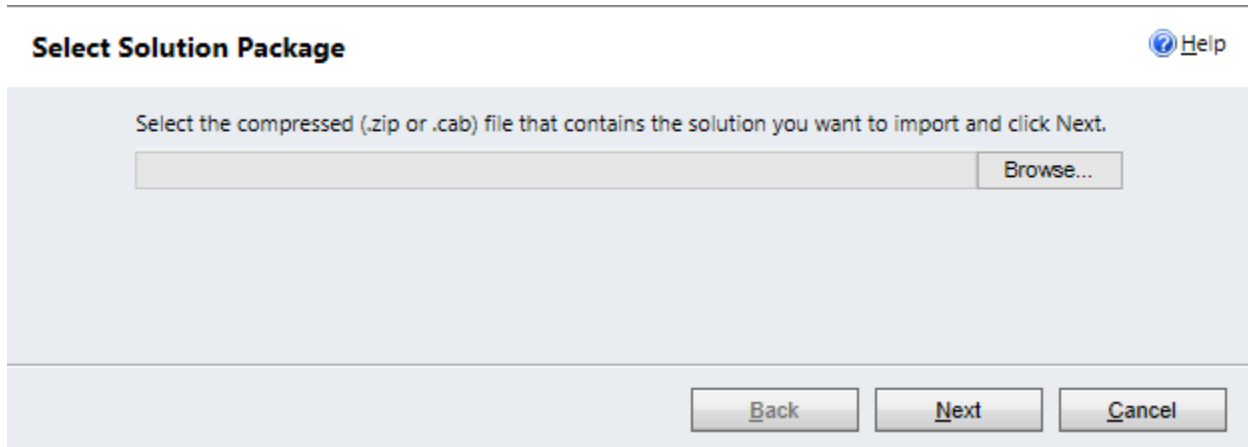
The CRM Charge application can be installed onto Microsoft Dynamics 365 Sales & Customer Service directly from the Microsoft Appsource Marketplace.

## Import Solution

The CRM Charge application package can be manually imported onto Microsoft Dynamics 365 Sales & Customer Service.

### Steps:

1. Navigate to Settings > Solutions.
2. Click **import and browse** to CRM Charge managed solution NodusePayments\_XXXXX.zip file.
3. Click **next** to begin the import process.



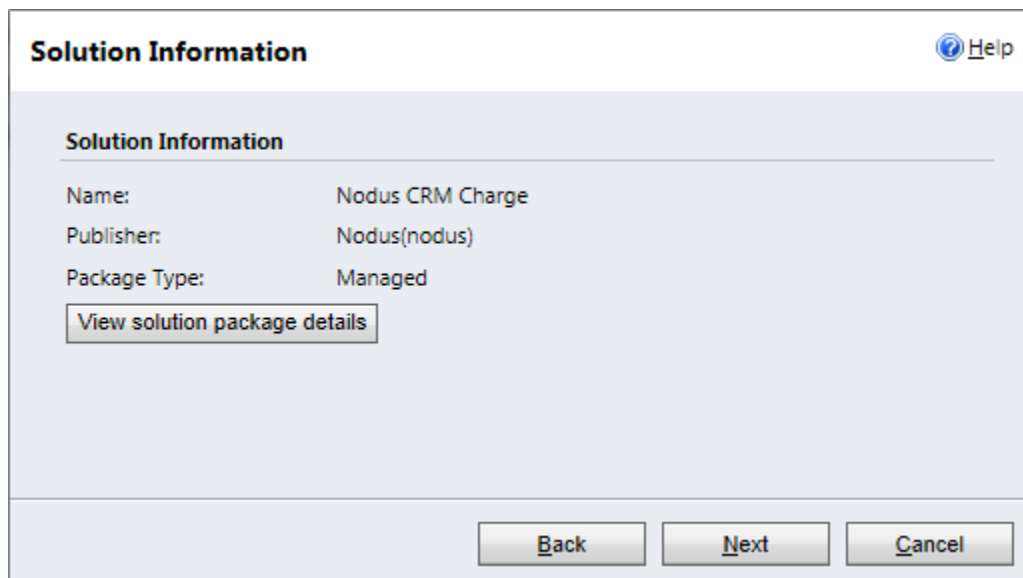
**Select Solution Package** Help

Select the compressed (.zip or .cab) file that contains the solution you want to import and click Next.

Browse...

Back Next Cancel

4. The prompt below displays the solution package details. Click **next**.



**Solution Information** Help

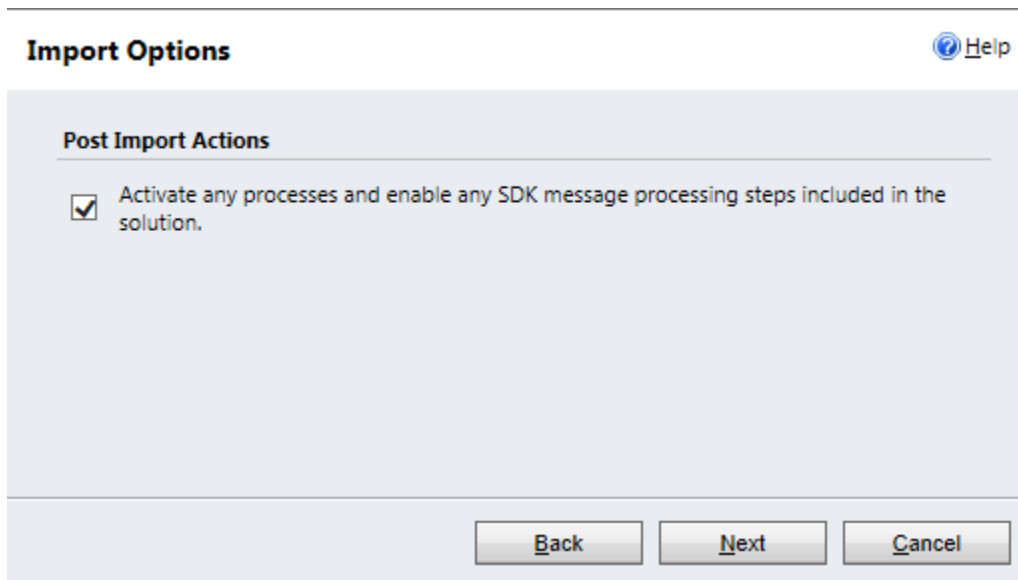
**Solution Information**

Name: Nodus CRM Charge  
Publisher: Nodus(nodus)  
Package Type: Managed

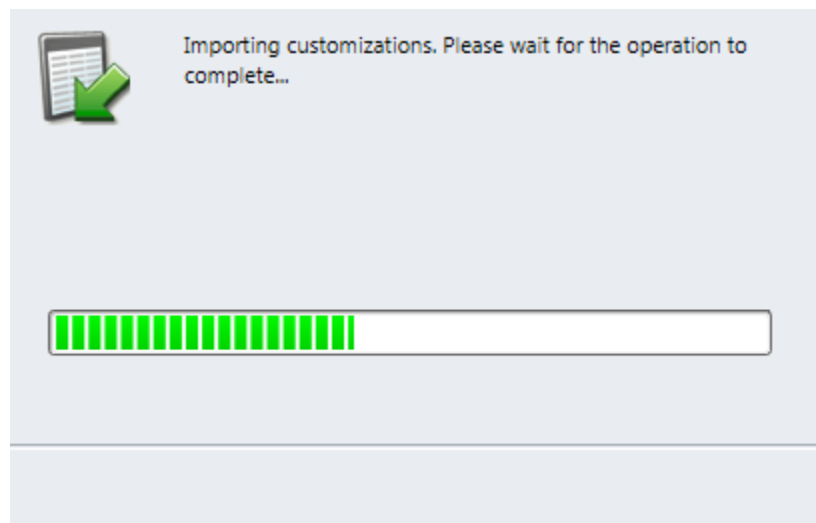
View solution package details

Back Next Cancel

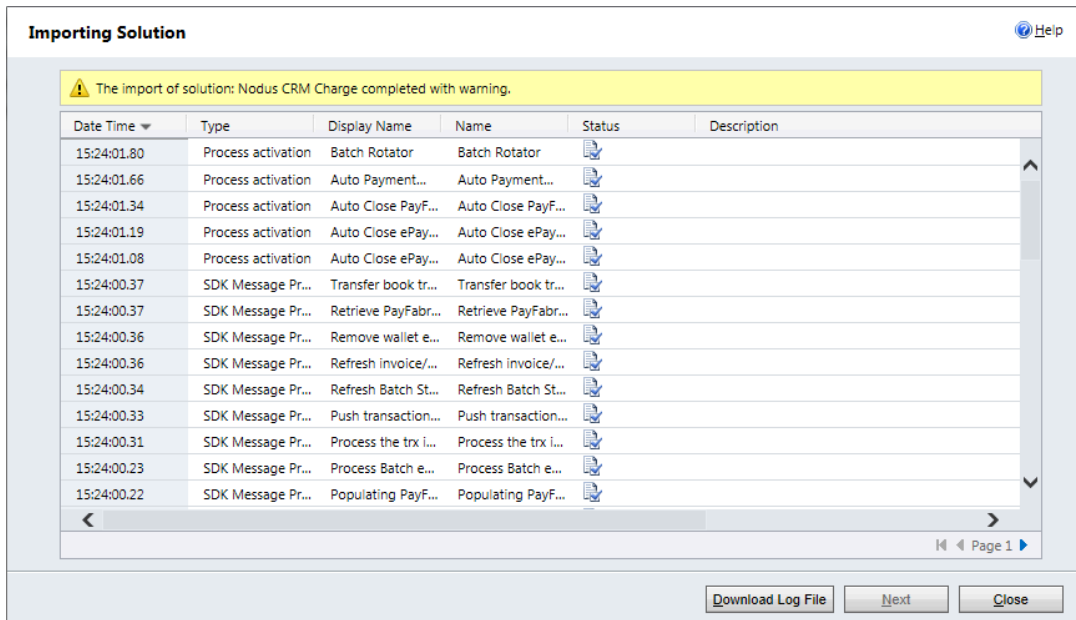
5. Make sure the checkmark is enabled under post import actions. Click **Next**.



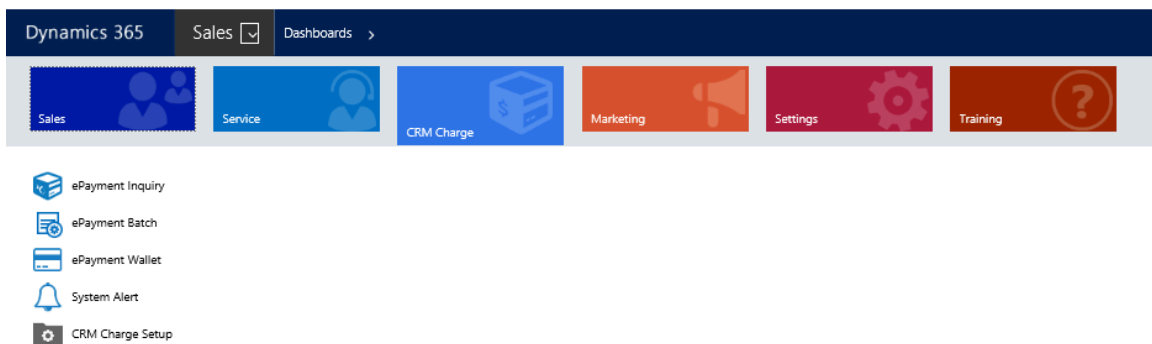
6. You will see the progress bar moving during the solution import.
7. Once the solution import is successful, you will see a “The import of solution: Nodus CRM Charge completed with warning” message.



8. Click **Close** to complete the solution import process.



9. Refresh your browser; you should see **CRM Charge** as a separate tab in your CRM as below.



## User Permissions

The following default user permissions are available once the application is installed.

**Important:** Permissions must be assigned to continue with the license registration, application setup and usage of the Extension.

User Roles	Access
<b>Nodus – ePayment Administrator</b>	Full permission access to all available functionality in the following customer pages <ul style="list-style-type: none"> <li>• System Alert</li> <li>• Processing History</li> <li>• PayFabric Transaction Key</li> <li>• Nodus Payment Field</li> <li>• License Key</li> </ul>

	<ul style="list-style-type: none"> <li>• Gateway</li> <li>• ePayment</li> <li>• ePayment Batch</li> <li>• ePayment Queue</li> <li>• ePayment Wallet</li> <li>• CRM Charge Setup</li> <li>• CRM Charge Setup Trigger</li> </ul>
<b>Nodus – ePayment Processor</b>	<p>Partial permission access to the PayFabric functionality in the following custom pages</p> <ul style="list-style-type: none"> <li>• System Alert</li> <li>• Processing History</li> <li>• PayFabric Transaction Key</li> <li>• Nodus Payment Field</li> <li>• License Key</li> <li>• Gateway</li> <li>• ePayment</li> <li>• ePayment Batch</li> <li>• ePayment Queue</li> <li>• ePayment Wallet</li> <li>• CRM Charge Setup</li> <li>• CRM Charge Setup Trigger</li> </ul>

## License Key Registration

In order to register the license for CRM Charge, go to the **Settings > Customization > Solution > NodusCRMCharge**.

Click the **Configuration** on the left navigation tab.

The screenshot shows the configuration interface for 'Solution: Nodus CRM Charge'. On the left is a navigation tree with categories like Information, Configuration, Components, Entities, Option Sets, Client Extensions, Web Resources, Processes, Plug-in Assemblies, Sdk Message Processin..., Service Endpoints, Dashboards, Dialog Boxes, Reports, Connection Roles, and Article Templates. The main area is titled 'CRM CHARGE LICENSE REGISTRATION' and contains the following fields:

- Organization Name\* (text input)
- Primary Contact Name (text input)
- Business Phone\* (text input)
- Email Address\* (text input)
- License Type\* (dropdown menu)
- License Expiration Date (text input)
- License Key (text input)

Field	Description
<b>Organization Name (required)</b>	Provide the business/company name
<b>Primary Contact Name</b>	Provide the primary contact name
<b>Business Phone (required)</b>	Provide the primary contact's phone number
<b>Email Address (required)</b>	Provide the primary contact's email address
<b>License Type (required)</b>	Choose 'Trial' for 30-days trial period and click on 'Request for 30 Days Trial' button. Choose 'Full' for paid license of CRM Charge and click on 'Update License Key'
<b>License Expiration Date</b>	Trial - Will be automatically populate with an expiration date. Full - Will be automatically populate with 'INDEFINITE'.
<b>License Key</b>	Trial - Will be automatically populate with trial license key. Full - Will be automatically populate with full license key.

## Support

For support related inquiries or for questions not found within this document, contact Nodus Support for further assistance.

Contact Method	Address/Numbers
----------------	-----------------

<b>Email</b>	<a href="mailto:support@nodus.com">support@nodus.com</a>
<b>Telephone</b>	(909) 482-4701, dial 2 for Support
<b>Website</b>	<a href="http://www.nodus.com/customers/">http://www.nodus.com/customers/</a>

## Setup

### PayFabric Account Setup

#### *Setup a PayFabric Account*

In order to use CRM Charge, merchant must setup a PayFabric account associated to an organization to take advantages of the processing service. Please visit the following pages to setup a brand new PayFabric account:

- **Live/Production:** Contact [sales@payfabric.com](mailto:sales@payfabric.com)
- **Test/Sandbox:** <https://sandbox.payfabric.com/Portal/Account/Register>


#### *Create a Device*

Once the PayFabric account is setup, an application device needs to be configured for CRM Charge in order to enable the application to be authenticated to connect to PayFabric service. Please following the steps below to setup a PayFabric device for CRM Charge:

1. Log into the PayFabric portal
2. From the left menu, navigate to **Settings > Dev Central**
3. On the 'DEV Central' page, select the **Themes** tab
4. Click the '**Create New +**' button and enter a name for the theme such as 'CRM Charge'.
5. Click the below link to obtain the JS code for the CRM Charge Theme.

<https://github.com/PayFabric/Themes/tree/master/CRMCharge>

6. Copy all the text from the page
7. Browse back to the PayFabric page and paste the copied text into the '**Custom.js**' field
8. Click the **Save** button to save the changes to the theme
9. After the save is complete, select the **Device Management** tab
10. Click the **Generate** button to present the fields for creating a Device
11. Populate the **Device Name** field with a name such as 'CRM Charge'.
12. Populate the **Password** and the **Confirm Password** fields with a secure password. Please take note of this password as it will be used again shortly.
13. Click the **Confirm** button to generate the device

14. Take note of the **Device ID** as it will be used shortly.
15. In the Device List, click the  icon in the **Default Theme** column for the newly created device
16. Select the Theme name for the Theme that was created in the previous steps
17. Click the **Confirm** button to save changes.

**PayLink Note:** If there is a need to use [PayLink feature](#) with CRM Charge, continues to step 18.

18. Repeat steps 13 through 17 to create a device for PayLink processing. During step 14, use a name such as "PayLink" to refer to this PayLink Device.
19. In the upper left dropdown menu, change the dropdown to **PayLink**
20. A prompt should appear to enable the PayLink service. If unable to activate the PayLink service from this page, please contact [sales@PayFabric.com](mailto:sales@PayFabric.com) or your PayFabric partner to enable the PayLink Service.
21. After the PayLink is enabled, the Settings page should be displayed to connect the PayLink device. Click the **Change** button, choose the PayLink device from the Device name menu and provide the associated password.
22. Click the **Save** button to apply the changes.

### *Setup a Gateway Account Profile*

In order to process transactions, a Gateway Account Profile should be setup in the PayFabric account. The page for setting up a Gateway Account Profile can be found in the menu under **Settings**  **Gateway Account Profiles**.

For more information on setup of the Gateway Account Profile and using PayFabric in general, please see the PayFabric Portal Guide.

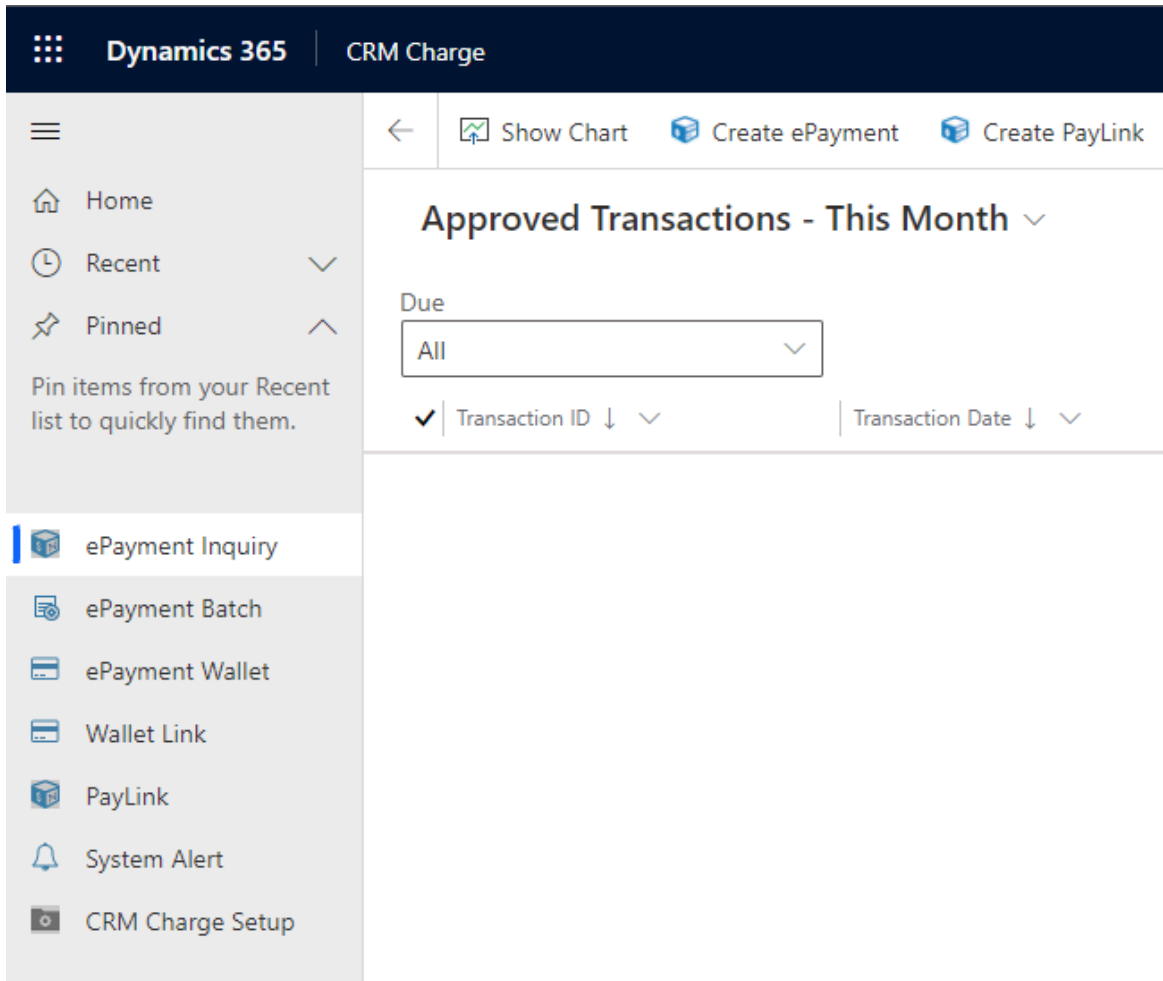
<https://www.nodus.com/documentation/PayFabric-User-Guide.pdf>

## CRM Charge Hub

Upon completion of the installation, below are the menu options that user will be able to access for CRM Charge within Dynamics 365:

- [CRM Charge Setup](#) – This is where a merchant user can set up and configure all the transactional/feature settings related to CRM Charge.
- [ePayment Inquiry](#) - This is where a merchant user can access and view all the payment transactions created by CRM Charge or generate a new one.
- [ePayment Batch](#) - This is where a merchant user can access the batch processing feature within CRM Charge in order to process ePayment transactions in bulk.
- [ePayment Wallet](#) - This is where a merchant user can access and view all the ePayment wallet records created by CRM Charge for future use.

- [Wallet Link](#) - This is where a merchant user can access and view all the wallet links created by CRM Charge or to generate a new wallet link to be sent to a customer.
- [PayLink](#) - This is where a merchant user can access and view all the payment links created by CRM Charge or to generate a new payment link to be sent to a customer.
- [System Alert](#) - This is where a merchant user can access and view all the alerts generated by CRM Charge application in order to take proper action.



## CRM Charge Setup

The following process will configure the connection to PayFabric

1. From **CRM Charge** Hub > Navigate to the **CRM Charge Configuration** page using the **CRM Charge Setup** menu in the left navigation.
2. Populate the fields referencing the below table.

Tab	Field	Description
-----	-------	-------------

Setup	Name	Specify a description for the configuration. (i.e.: CRM Charge)
<b>PayFabric Connection Settings</b>		
	Web URL	<p>This field requires the URL of the PayFabric hosted payment page in order for CRM Charge to connect to.</p> <p><b>Sandbox:</b> sandbox.payfabric.com/Payment/Web</p> <p><b>Live:</b> www.payfabric.com/Payment/Web</p>
	API URL	<p>This field requires the URL of the PayFabric API endpoint in order for CRM Charge to connect to.</p> <p><b>Sandbox:</b> sandbox.payfabric.com/Payment</p> <p><b>Live:</b> www.payfabric.com/Payment</p>
	Device ID	<p>Set this value to the PayFabric Device ID created for CRM Charge during the previous <a href="#">Create a Device</a> section</p>
	Device Password	<p>Set this value to the password associated to the PayFabric Device ID for CRM Charge</p>
	Default Gateway	<p>Provide users the ability to assign a default gateway profile for credit card processing. This processing platform will be pre-selected when the ePayment page is loaded.</p>
	Default Transaction Type	<p>Provide users the ability to assign a default transaction type for credit card processing. This transaction type will be pre-selected when the ePayment page is loaded.</p>
<b>PayLink Setup</b>		
	PayLink URL	<p>This field requires the URL of the PayLink API endpoint in order for CRM Charge to connect to.</p> <p><b>Sandbox:</b> sandbox.payfabric.com/Paylink</p> <p><b>Live:</b> www.payfabric.com/Paylink</p>
	Device ID	<p>Set this value to the PayLink Device ID on PayFabric during the previous <a href="#">Create a Device</a> section</p>

	Device Password	Set this value to the password associated with the PayLink Device ID on PayFabric.
	Default Credit Card Gateway	Provide users the ability to assign a default gateway profile for credit card processing. This processing platform will be pre-selected when loading the PayLink page.
	Default eCheck Gateway	Provide users the ability to assign a default gateway profile for eCheck/ACH processing. This processing platform will be pre-selected when loading the PayLink page.
	Default Transaction Type	Provide users the ability to assign a default transaction type for PayLink processing. This transaction type will be pre-selected when loading the PayLink page.
<b>Transaction Settings</b>	Settlement Time	This time should be set to the time to match up with the settlement time of the payment gateway. This value is used to determine if a Void or Refund transaction should be processed in the event of a Reversal.
	Surcharge Name	Item to be added to transactions processed against open Sales Orders and Sales Invoices that include a surcharge. With this setting configured, the selected item will automatically be added to the Sales Order or Sales Invoice after the transaction is successfully processed with a credit card surcharge included.
	PayLink Default Transaction Type	Select the default transaction type to be used for PayLink transactions
	Allow Overpayment	Select 'Yes' to allow overpayment against CRM Charge transaction, other set the value to 'No'.
	Failed Batch Prefix	For any failed processing transactions, they will be placed into a rejected/declined batch with the specified prefix from CRM Charge setup.
	Denied Batch Prefix	For any declined transactions, they will be placed into a rejected/denied batch with the specified prefix from CRM Charge setup.

	Merchant ID	Specify the EVO Merchant ID
	Owing Organization Unit	Specify the business unit associated with the CRM Charge application.
<b>Data Configuration</b>	Customer ID Field Name	<p>Populate the Dynamics 365 field schema name for the assigned 'Account ID' field name based on the setup within Dynamics 365.</p> <p>CRM Charge will use this field as the Customer ID for the corresponding ePayment transaction.</p> <p>By default, this field is left blank whereas CRM Charge will utilize the Account ID's unique identifier as the Customer ID for the transaction.</p>
	Contact ID Field Name	<p>Populate the Dynamics 365 field schema name for the assigned 'Contact ID' field name based on the setup within Dynamics 365.</p> <p>CRM Charge will use this field as the Customer ID for the corresponding ePayment transaction.</p> <p>By default, this field is left blank whereas CRM Charge will utilize the Contact ID's unique identifier as the Customer ID for the transaction.</p>
<b>Receipt Template</b>	Provides merchants the ability to customize the CRM Charge's sales receipt template.	
<b>Related</b>		
Audit History	Delete Change History	Remove all the change history log
Gateway	New Gateway	<p>Ability to add a related gateway profile as part of CRM Charge Setup record in order to support surcharge.</p> <p>See <a href="#">Surcharge</a> section for more details.</p>

# Features

## Transaction Processing

CRM Charge can process ePayments against the following native Dynamics 365 Sales & Customer Service entities.

- Account
- Contact
- Opportunity
- Lead
- Case
- Quote
- Sales Order
- Invoice
- Entitlement

There are various types of transactions that can be processed via CRM Charge application.


Types	Description
<b>Sale</b>	<p>An approved Sale is an immediate charge to the customer's credit card or account.</p> <p>If a Sale is saved to a batch, the charge will not occur until the batch is processed successfully.</p> <p>A Sale can be reversed with a Void or Credit.</p>
<b>Authorization</b>	<p>An approved Authorization reserves a specified amount on the customer's credit card or account. It prevents the customer from using that portion of their credit/funds; however, it does not actually charge the card or transfer any money.</p> <p>The number of days an authorization transaction will stay open is determined by each cardholder's issuing bank. The most common duration for a Book is seven to ten days, but some banks may hold Books for as long as four weeks and as little as three days.</p> <p>An authorization transaction can be voided in CRM Charge and it will release the reservation of the fund on the credit card.</p>

<b>Capture</b>	A Capture is the second part of the authorization transaction to capture the reserved fund. Thus, processing a capture transaction results in an immediate charge to the customer's credit card or account. Similar to a Sale, a capture transaction can be reversed by issuing a credit or void.
<b>Refund</b>	A Refund is issued to credit back to the customer's account or credit card. Users will not be able to void a settled Refund transaction from CRM Charge.
<b>Force</b>	A Force is a form of voice authorization transaction where an authorization code was obtained to be used to complete a credit card transaction.
<b>Local Force</b>	Local Force transaction is used when the transaction had already been processed outside of Dynamics 365 or CRM Charge has no record of the transaction. Local force enables users to record a transaction for audit or record keeping purposes. Please note that local force transactions are not processed through the payment gateway platform (ie: PayFabric) or processor.
<b>Cash/Check</b>	This method is used for entering payments made via cash or check. Please note that 'Cash/Check' payments are not processed through the payment gateway platform (ie: PayFabric) or processor.

## ePayment Inquiry

This is where merchant users can access and view all the payment transactions created by CRM Charge or generate a new one.

### Create a New ePayment Entry

1. Click on  **Create ePayment** button from the top navigation ribbon.
2. Populate the ePayment Details to create a new ePayment Entry.

New ePayment Entry - Unsaved

ePayment Details

Regarding * ---	Batch ID ---
Gateway *  Evo	Transaction Type * Sale
Currency *  US Dollar	Amount * ---
Surcharge Rate (%) ---	Total Amount * ---
Surcharge Amount ---	

Field(s)	Required?	Description
<b>Regarding</b>	Yes	Associate a [supported] entity type to the ePayment Entry for the to-be-processed transaction.
<b>Gateway</b>	Yes	Determine which payment method you would like to use to receive the payment from a customer and choose an associated payment gateway to be used to process the transaction.
<b>Currency</b>	Yes	The currency you accept for the payment.
<b>Batch ID</b>	No	Desired batch name you would like to associate the transaction with for later bulk processing. (ie: RecurringSales, JanSubscription, etc.)
<b>Transaction Type</b>	Yes	Type of transaction for the ePayment Entry
<b>Amount</b>	Yes	Amount of the transaction to be processed
<b>Surcharge Rate (%)</b>	No	The surcharge rate, predefined in the gateway profile setup
<b>Surcharge Amount</b>	No	The calculated surcharge amount of the transaction based on the surcharge rate.  This will be automatically calculated by CRM Charge.
<b>Total Amount</b>	Yes	The final total transaction amount including the surcharge, if applicable.

- Once all the fields have been populated, PayFabric's hosted payment will get loaded to enable users to populate payment information.

PayFabric

Wallet  
- Enter New Wallet -

Card Number \*      Exp. Date \*

MM      YY

CVV2

First Name \*      Last Name \*

Save for later use


Street Address \*      City \*

State/Province

Zip/Postal Code \*      Country

Phone      Email

16212345678

- Populate all the details for the payment information, [optional] check mark the box 'Save for later use' if desired to save the payment details for future use.
- Click  **Process ePayment** once read to process the transaction.
- Once the transaction is successfully processed, user will receive the confirmation receipt page.



# SALES RECEIPT

Insert Company slogan here!

Date: 11/23/2021

TRANSACTION ID:  
21112300792279

To FS\_Acc  
FS\_Acc


Payment Method	CC/eCheck No.
CreditCard - Visa	XXXXXXXXXXXX1111

Sub Total	\$20.000
Sales Tax	\$0.00
Total	\$20.000
Surcharge(4%)	\$0.800
Payment	\$20.000
Total Payment(s)	\$0.00
Outstanding Balance	\$0.00

**Thank you for your business!**

## ePayment Batch





With CRM Charge, aside from processing individual transactions in real-time, users can also process the transactions in bulk via ePayment Batch.

If **Batch ID** field was populated during ePayment Entry creation, the transaction will be saved into a batch for later processing in bulk by choosing the  **Batch ePayment** button from the top navigation ribbon.

← ☰ Process ePayment Batch ePayment ⌵ Flow ⌵

**New ePayment Entry** - Unsaved

ePayment Details

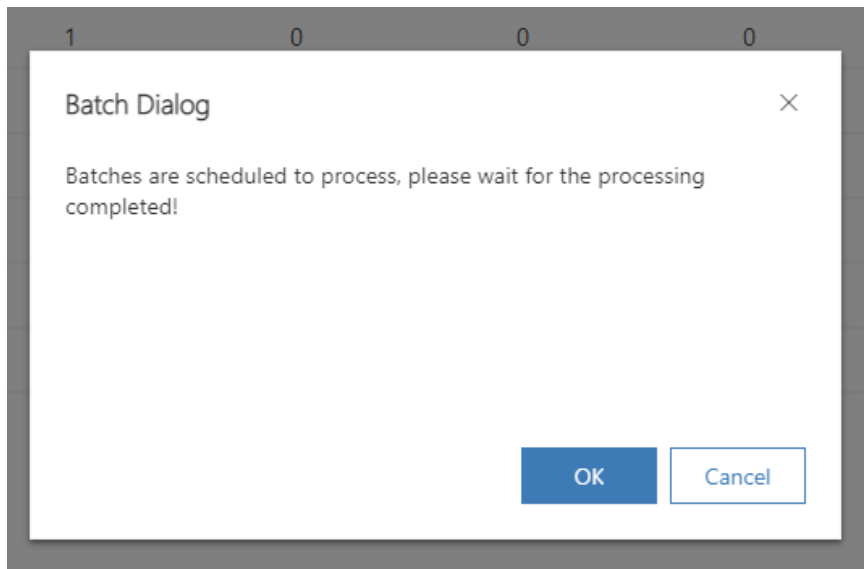
Regarding *  FS_Acc	Batch ID <span style="border: 1px solid red; padding: 2px;"> Recurring</span>
Gateway *  Evo	Transaction Type * Sale
Currency *  US Dollar	Amount * \$25.000
🔒 Surcharge Rate (%) 4	🔒 Total Amount * \$26.000
🔒 Surcharge Amount \$1.000	

## Processing Transaction in Bulk

1. Under **ePayment Batch**, select the batch of transactions that was saved and ready to be processed.

Active ePayment Batch					
Name	Batch Status	Total ePayments	Unprocessed	Pending Capture	Approved
Recurring	Pending	1	1	0	0
FAIL_11232021	Failed	2	0	0	0
a0101	Pending	0	0	0	0

2. Click **Process Batch** from the top navigation ribbon to process the selected batch.
3. Click OK to acknowledge that the batch is getting ready for processing.



4. Batch Status is changed to 'In Progress'

Active ePayment Batch					
Name	Batch Status	Total ePayments	Unprocessed	Pending Capture	Approved
Recurring	In Progress	1	1	0	0

5. As the transaction is successfully processed from the batch, it will be listed and appeared under ePayment Inquiry grid.
6. Once all the transactions associated with the batch have been processed, the batch itself will be removed from the **ePayment Batch** section.

## Handling Declined Transaction in Bulk

1. For any declined transactions, they will be placed into a rejected/declined batch with the specified prefix from CRM Charge setup.

### Active ePayment Batch

✓   Name ↑ ↓	Batch Status ↓	Total ePayments ↓	Unprocessed ↓	Pending Capture ↓	Approved ↓	Declined ↓
FAIL_11232021	Failed	2	0	0	0	0

2. Click on the batch name to view and access individual declined transaction.
3. Each transaction can be updated for re-attempt for processing.

**FAIL\_11232021** - Saved  
ePayment Batch

No Is On Hold | Failed Batch Status | --- Process Time

**General** | Related

Batch ID	FAIL_11232021	Comment	---
Total ePayments	2	Approved	0
Unprocessed	1	Declined	0
Error Message	---	Pending Capture	0
Failed	1	Batch Type	Failed Batch

**ePayments** Process | Change Batch | + New ePayment Entry

✓   Transaction ID ↓	Transaction Date ↓	Transaction Type ↓	Payment Info ↓	Regarding ↓	Amount ↓	PayFabric Status ↓	Reference Status ↓
21040800873724	4/7/2021	Sale	XXXXXXXXXXXX1111	FS_Acc	\$1,000	Open	---
21040700873452	4/7/2021	Book	XXXXXXXXXXXX1111	InvoiceTest001	\$2,000	Failed	---

## ePayment Wallet

CRM Charge application does not store any payment information within Dynamics 365 Sales & Customer Service. It utilizes PayFabric's Wallet to store all sensitive information in the PayFabric platform.

CRM Charge supports all the payment methods available under PayFabric platform: credit card and eCheck/ACH.



There are couple of ways to add a new wallet entry into CRM Charge ePayment Wallet for later or future use, either:

- [Via ePayment Wallet](#)
- [Via Wallet Link](#)

## Add a new Wallet Entry via ePayment Wallet

1. Navigate to **ePayment Wallet** within CRM Charge hub
2. Choose **New**
3. Under **Tender Type**, choose a value from the dropdown box of either 'Credit Card' or 'eCheck' (for ACH).
4. Under **Customer**, select a customer record using the lookup button to associate this new wallet entry to either an Account or a Contact.
5. Fill in the available information into the PayFabric's hosted form.

### PayFabric

First Name *	Last Name *
<input type="text" value="John"/>	<input type="text" value="Doe"/> 
Card Number *	Exp. Date *
<input type="text" value="4111-1111-1111-1111"/> 	<input type="text" value="12"/> <input type="text" value="29"/>
<input type="checkbox"/> Default Credit Card	

Street Address *	City *
<input type="text" value="21 Account Primary"/>	<input type="text" value="Anaheim"/>
<input type="text"/>	State/Province
<input type="text"/>	<input type="text" value="CA"/>
Zip/Postal Code *	Country *
<input type="text" value="92806"/>	<input type="text" value="US"/>
Phone	Email
<input type="text" value="888-888-8888"/>	<input type="text" value="john.doe@abc.com"/>

6. Select **Save & Close**.

## Modify an existing Wallet Entry via ePayment Wallet

1. Navigate to **ePayment Wallet** within CRM Charge hub
2. Select an existing record to modify by double-clicking the desired record
3. Make changes to the necessary information
4. Select **Save**.


XXXXXXXXXXXX1111  
ePayment Wallet

[Wallet Details](#)
[Notes](#)
[Related](#)

Tender Type	* CreditCard	Customer	* Acc_One
-------------	--------------	----------	-----------

---

PayFabric

First Name *	Last Name *
John	Doe 
Card Number *	Exp. Date *
XXXXXXXXXXXX1111	12 29
<input type="checkbox"/> Default Credit Card	
Street Address *	City *
21 Account Primary	Anaheim
	State/Province
	CA
Zip/Postal Code *	Country
92806	US
Phone	Email
888-888-8888	john.doe@abc.com

## Delete an existing Wallet Entry via ePayment Wallet

1. Navigate to **ePayment Wallet** within CRM Charge hub
2. Select an existing record to modify by double-clicking the desired record
3. Select **Delete**.
4. Confirm to the prompt on whether to proceed with the deletion by selecting **Delete** or **Cancel**.

## Wallet Link

Wallet Link feature provides merchant a secure method to collect payment information directly from their end-customer without having to handle sensitive card data.



**Pre-requisite:** Please make sure the PayLink device has been setup with PayFabric using the instruction [here](#).

## Generate Wallet Link

1. Navigate to **Wallet Link** within CRM Charge hub
2. Choose **New**
3. Under **Customer**, select a customer record using the lookup button to associate this new wallet entry to either an Account or a Contact.

4. Provide the customer the ability to complete a wallet link with 'credit card' or 'eCheck' by setting 'Enable Credit Card' or 'Enable eCheck' to Yes. If no, the customer will not be able to enter the payment information for that payment method.


#### PayFabric

First Name *	Last Name *
<input type="text" value="John"/>	<input type="text" value="Doe"/> 
Card Number *	Exp. Date *
<input type="text" value="4111-1111-1111-1111"/> 	<input type="text" value="12"/> <input type="text" value="29"/>
<input type="checkbox"/> Default Credit Card	

Street Address *	City *
<input type="text" value="21 Account Primary"/>	<input type="text" value="Anaheim"/>
<input type="text"/>	State/Province
<input type="text"/>	<input type="text" value="CA"/>
Zip/Postal Code *	Country *
<input type="text" value="92806"/>	<input type="text" value="US"/>
Phone	Email
<input type="text" value="888-888-8888"/>	<input type="text" value="john.doe@abc.com"/>

5. Select **Save & Close**.

### Refresh Wallet Link

To refresh a status of a sent Wallet Link record, double-click into the wallet link record from the wallet link grid, then click on  **Refresh Wallet Link** button on the top navigation ribbon.

Refresh Wallet Link
 Save
 Save & Close
 + New
 Deactivate
 Delete
 Refresh

Refresh Wallet Link successfully! Status is Completed

**FS Cont** - Saved

Wallet Link

**Tab** Related

Wallet Link Options

Customer#	*	FS Cont
Enable Credit Card	*	Yes
Enable eCheck	*	Yes

## Cancel Wallet Link

To cancel a sent and non-completed Wallet Link record, select the **Cancel Wallet Link** button on the top navigation ribbon.

Refresh Wallet Link
 Cancel Wallet Link
 Save
 Save & Close
 + New
 Deactivate

Wallet Link sent successfully.

**FS03943** - Saved

Wallet Link

**Tab** Related

Wallet Link Options



Customer#	*	FS03943
Enable Credit Card	*	Yes
Enable eCheck	*	Yes

## PayLink

PayLink feature provides merchant a secure method to collect payment information directly from their end-customer without having to handle sensitive card data.

**Pre-requisite:** Please make sure the PayLink device has been setup with PayFabric using the instruction [here](#).


## Generate PayLink

1. Navigate to **PayLink** within CRM Charge hub
2. Choose  **Create PayLink** from the top navigation ribbon
3. Fill in the information into the New PayLink form then click  **Send PayLink**

Field(s)	Required?	Description
<b>Regarding</b>	Yes	Associate a [supported] entity type to the ePayment Entry for the to-be-processed transaction.
<b>Customer Name</b>	No	Associate a customer account information for the generated payment link
<b>Payment Amount</b>	Yes	Amount of the transaction to be processed
<b>Credit Card Gateway</b>	Conditional	Determine which payment method you would like to use to receive the payment from a customer and choose an associated payment gateway to be used to process the transaction.  <b>NOTE:</b> Either Credit Card Gateway or eCheck Gateway or both must be populated. Both options cannot be blank.
<b>eCheck Gateway</b>	Conditional	Determine which payment method you would like to use to receive the payment from a customer and choose an associated payment gateway to be used to process the transaction.  <b>NOTE:</b> Either Credit Card Gateway or eCheck Gateway or both must be populated. Both options cannot be blank.
<b>Transaction Type</b>	Yes	<b>Sale</b> – process an actual charge against a payment link upon the user completes a transaction.  <b>Book</b> – process an authorization transaction against a payment link upon the user completes a transaction.

<b>Message</b>	Optional	Reference information to the generated payment link so the payee can easily identify the reason they are making this payment.
<b>Send Email To</b>	Conditional	Specify the email address the payment link will be email to. <b>NOTE:</b> Either 'Send Email To' or 'Send SMS To' or both must be populated. Both option cannot be blank.
<b>Send SMS To</b>	Conditional	Specify the mobile phone number the payment link will be sent to. <b>NOTE:</b> 'Send Email To' or 'Send SMS To' or both must be populated. Both option cannot be blank.

## Refresh PayLink

To refresh a status of a sent PayLink record, double-click into the payment link record from the PayLink grid, then click on  Refresh PayLink button on the top navigation ribbon.

## Cancel PayLink

To cancel a sent and non-completed PayLink record, select the  Cancel Paylink button on the top navigation ribbon.

## Surcharge

Surcharge allows participating merchants (US based merchants only, restriction applies to certain US states) to assess an additional fee to cardholders on credit transactions in order to recoup the merchant's cost of card acceptance.

Registration with the card brands is required to participate in the surcharge program. Merchant must receive the approval before implement surcharge with their business. It is merchant's sole responsibilities to review and adhere to their local & state laws before applying surcharge to their customers' transactions. Merchant must also understand and follow all the card brands rules and regulations to meet the surcharge's compliance requirements.

## General Requirements Overview

1. Surcharge amount cannot be imposed on debit and/or prepaid cards.
2. Surcharge must be a percentage of the transaction and must not exceed 4%.  
**Note:** Surcharge percentage must be as high as the merchant's lowest average cost of acceptance (merchant's transaction rate) for any particular card brand accepted by the merchant.
3. The merchant's intent to surcharge must be clearly listed with the surcharge amount.

4. Transaction receipt must include a separate line item with dollar amount within transaction.

## Support Surcharge with PayFabric

Currently, PayFabric only supports surcharge through **EVO** connector for card-not-present (CNP) transactions, support for other connectors/gateways will be added later as available.

Merchants **must** contact PayFabric Support for assistance from EVO Merchant Services in registering to participate in the surcharge program with the card brands.

### Surcharge Percentage Setup

PayFabric will provide a field for merchant to specify the designated percentage rate for surcharge calculation under EVO's gateway profile account. PayFabric will also validate the percentage to ensure that it's greater than 0% and less than or equal to 4%.


Specify the rate in percentage for PayFabric to calculate and apply surcharge against the transaction. Per industry requirement, percentage must not exceed the average amount paid per card brand or 4%.

**SurchargeRate**

## Support Surcharge with CRM Charge

CRM Charge will provide a way for merchant to mimic the support from PayFabric with gateway profile. Under the CRM Charge setup, merchant can create a new gateway profile under the **Gateway** section and specify the designated percentage rate for surcharge calculation under gateway profile account.

Anytime the ePayment entry transaction is associated with the same gateway profile that has already been setup with surcharge and the card in used is not a debit/prepaid card, the surcharge will be applied to the transaction.

Quick Create: Gateway		×
Name	* EVO_US	
Device Name	 CRM Charge	
PayFabric Gateway ID	EVO_US	
Tender Type	CreditCard	
SurchargeRate(%)	2.75	

## System Alert

CRM Charge utilizes System Alert to track any failure generated by Plugins, Workflows, Communication, etc.

## API Integration

CRM Charge offers out-of-box API tools to provide 3<sup>rd</sup> party application provider or developer(s) to send transaction details to CRM Charge for later processing or reversal needs. Our CRM Charge API only supports Dynamics 365 Sales & Customer Service Hubs (cloud version).

In this section, we'll go through 2 different API methods: one is the API provided by Microsoft for obtaining token for authentication purpose, the other is the custom API developed by Nodus Technologies for CRM Charge integration purpose.

### Get Token API

**Purpose:** Retrieve the token for authentication need.

**Reference Link:**

<https://docs.microsoft.com/en-us/powerapps/developer/data-platform/walkthrough-register-app-azure-active-directory>

**Request URL:** <https://login.microsoftonline.com/{crmkey}/oauth2/token>

**Request Method:** POST

**Parameter:**



<b>ext_expires_in</b>	long	Refresh token expiration time (seconds)
<b>expires_on</b>	long	Token expiration time
<b>not_before</b>	long	The earliest time of token use
<b>resource</b>	long	Address of CRM environment
<b>access_token</b>	long	token

### Important Notes:

To use the token to access the CRMCharge API, the application role of this APE must have the **"Nodus - ePayment Processor"** and **"Nodus - ePayment Administrator"** role permissions.

## Transaction Integration API

**Purpose:** Import 3<sup>rd</sup> party transaction data into CRM Charge

**Request URL:** `{{resourceurl}}/api/data/v{{version}}/nodus_createtransaction`

**Request Method:** POST

### Parameter:

Parameter Name	Required?	Type	Description
<b>pftransactionkey</b>	Yes	string	Payfabric Transaction Key
<b>documenttype</b>	Yes	string	Document type, currently supports the following types account/contact/lead/opportunity/case/entitlement/order/invoice/quote
<b>documentnumber</b>	Yes	string	Unique value of document type accountid or account custom field/contact or contact custom field/leadid/opportunityid/ticketnumber/entitlementid/ordernumber/invoicenumbrer/quotenumber
<b>customer</b>	No	string	The associated customer used to mark

**Return Example:**

```
{
  "@odata.context":
  "https://nodusdev.crm.dynamics.com/api/data/v9.2/$metadata#Microsoft.Dynamics.CRM.nodus_createtransactionResponse",
  "message": "22c89f80-0a32-ec11-b6e5-000d3a56be28",
  "result": true
}
```

**Return Parameter Description**

Parameter Name	Type	Description
<b>message</b>	string	CRM ePayment id
<b>result</b>	bool	Specify whether the integration was successful or failed

**Notes:** This API also supports importing PayPal transaction(s) in addition to basic credit card transactions.

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