

4-0030-EN-Why can't I view my customer's credit card de...

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If you have ShopFactory V6, V7, or V8 fixed version and you are accepting credit card payments for manual processing using "Free Secure Order processing by ShopFactory" payment setting then please read the information below:

The recent changes with accepting credit card payments for manual processing are in compliance with the PCI standards. You should have received the Warning message in the Order Notification emails in the last few weeks about enabling PGP encryption in your shop if you manually process credit card payments.

Due to the PCI regulations (Payment Card Industry Security Standards) put in place by credit card companies such as Visa, MasterCard, Amex, Discovery and others, we can no longer send credit card details to you in an unencrypted form.

More information on PCI compliance can be found in this link: <http://support.shopfactory.com/pci/>

If you are accepting credit card payments for manual processing using "Free Secure Order processing by ShopFactory" option, then you have to follow the steps provided in our FAQ article: How do I use PGP Encryption with ShopFactory?

http://support.shopfactory.com/kayako/index.php?_m=knowledgebase&_a=viewarticle&kbarticleid=558

How do I import my Email Orders into Sales Manager?

http://support.shopfactory.com/kayako/index.php?_m=knowledgebase&_a=viewarticle&kbarticleid=564

Also, check that the Email (for Orders) is the default email address in Outlook.

Please make sure that your "default" or primary email address in Outlook program is what you have used in the email (for Orders) in your Contact Details.

For example, I have set up "info@myshop.com" as the default email in Outlook and the Email (for Orders) is "sales@myshop.com" - then I need to set "sales@myshop.com" to be the default email in Outlook so that the Orders can be imported into Sales Manager.

Importing encrypted order notification emails into Sales Manager

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1. Open Sales Manager application
 2. **IMPORTANT** : If you are not already in the Orders view, click the Orders image in the bar on the left hand side. Click Edit menu -> select "Options" -> click the Orders tab to activate it -> tick "Import Only Unread Emails"
 3. Click OK.
 4. Now, make sure that the Order Notification emails that you want to import to Sales Manager are "Marked as Unread". Only emails that are unread will be imported into Sales Manager.
 5. In Sales Manager, click on the "Get Orders" button and choose ...from your Email program. Your orders should be imported.

6. To view your Orders, enter the correct From - TO: Dates, Shipping and Payment Status, select Shop name and click "Submit Query".

Please note that there are a small number of email clients which work properly with the MAPISpecifications implemented in SalesManager so it cannot be guaranteed this works for everyone. On top of that there are various security settings on different computers and virus and malware programs which also can get in the way. Overall this combines to make this very complex – and also difficult to troubleshoot. Thus, we recommend upgrading to ShopFactory 8 Total Care and your Orders will be stored on a secure server and you don't have to worry about PGP encryption.

Since Total Care includes Online Order Management service, you can keep using your older version of ShopFactory, for example, you have V7 websites - then you can setup "GlobeCharge" at the payment methods accepted settings – entering your ShopFactory 9 Total Care username and password/Security ID – so that your Orders are securely stored on the GlobeCharge server. Then there is NO need to worry about PGP encryption. The order notification email you receive will contain the credit card CVV/CVN details while the Credit card number, card name, etc. will be in a secure server so you simply login to www.GlobeCharge.com then click on Orders -> select an Order number to view its Order details. You can then process the credit card payment without problems.

Upgrade to a more secure ShopFactory 8 Total Care

The easiest option is to upgrade to [ShopFactory 8 Total Care](#) which comes with a PCI compliant GlobeCharge online order management account. You can connect your existing ShopFactory 7 shop to your ShopFactory 8 GlobeCharge account, so that you can migrate your website when you have time available. You can use this order management account to manually approve credit card payments.

The advantage of this approach is that you will not have to make your own office, computer and computer network PCI compliant, as you are not storing any credit card details on your system. This will make complying with PCI issues the easiest, if you want to continue to manually accept credit cards.

To upgrade to ShopFactory 8 Total Care, go to www.shopfactory.com -> click on PRODUCTS-> select the UPGRADE button for Total Care -> complete the Checkout process.

How do I set this up?

To use your Total Care account in the payment settings, you need to setup both the payment methods accepted in ShopFactory and in GlobeCharge. Refer to the information below:

In your GlobeCharge account, you will need to determine the payment methods you want to accept in your shop.

How do I setup multiple payment Methods in GlobeCharge?

<http://globechargefaq.santu.com/article-25.html>

Also you need to set these up in GlobeCharge:-

Login to www.globecharge.com with your account details (you received these in an email)

1. Set up your email address to accept orders in GlobeCharge – Select from menu Settings => Account Settings - make sure Email for Orders is correct, as well as other information and click the Submit button to save to database

2. Register your Shop

a) Select 'Settings'> Register Shop Details from the Menu

b) Enter the complete URL of your online shop and click Submit

Now, check that the payment settings in ShopFactory are correct:

For ShopFactory 8 Fixed version users with GlobeCharge account - follow the steps in the FAQ article:

I have a GlobeCharge account how do I set it up in ShopFactory?

http://support.shopfactory.com/kayako/index.php?_m=knowledgebase&_a=viewarticle&kbarticleid=609

For ShopFactory Total Care users, simply click on Properties -> Payment Methods Accepted -> you will be redirected to the GlobeCharge payment setup page.

Check your shop by placing a test order.
Save and publish your shop so that the changes are uploaded online.