Critical Highlights & Pre-Reqs 5x-6x

02/08/2024 5:28 pm EST

Critical Highlights For Upgrading Sedona Office From 5x - 6x

- If you currently utilize WeSuite and are planning to upgrade to 6.2x you must notify WeSuite wesupport@wesuite.com to ensure continued functionality of their integrations
- If you currently utilize OPT Events via SedonaSync you must notify OPT Support@optbusinessservices.com to ensure continued functionality of OPT generated events
  - If you currently utilize both WeSuite and OPT Events via SedonaSync please coordinate with both parties for any independent upgrades to ensure their respective continued functionality (this is specific to Crystal Reports)
- Customers upgrading to resolve the SedonaWeb legacy 1.0 credit card payment issue will be moved to the latest version of SedonaWeb which has more security features including invoice, name, address, and exact match requirements.

[This applies to both the latest version of SedonaWeb Legacy and SedonaWeb 2.0]

- Customers utilizing QuoteWerks must be advised that the latest QuoteWerks build v5.7 b2.40 is not compatible with Sedona Office. Subsequently all builds of QuoteWerks that no longer use pit files are impacted (those between April 2021 -current)
- If upgrading to SedonaWeb 2.0 existing SW customers will require a password reset and checkbox acknowledgement to activate their account on the new platform
- There is not a method to roll-back the Sedona Office database upgrades

Do not attempt the upgrade of the Sedona Client App without our support as it could cause reconciliation issues with your accounts/payments and delay productivity for your team. Our specialist will coordinate with you to schedule each step of the process.

Pre-Upgrade Requirements

There a several actions that must be completed prior to upgrading to SedonaOffice version 6.

1. You must designate an employee/resource to serve as a Subject Matter Expert during the upgrade process. This person should be someone that uses Sedona Office the most in your company and have a central focus on Accounting/Payment Processing
   - This person should also have Administrative permissions to ensure all staff processing payments are coded correctly within SedonaSetup

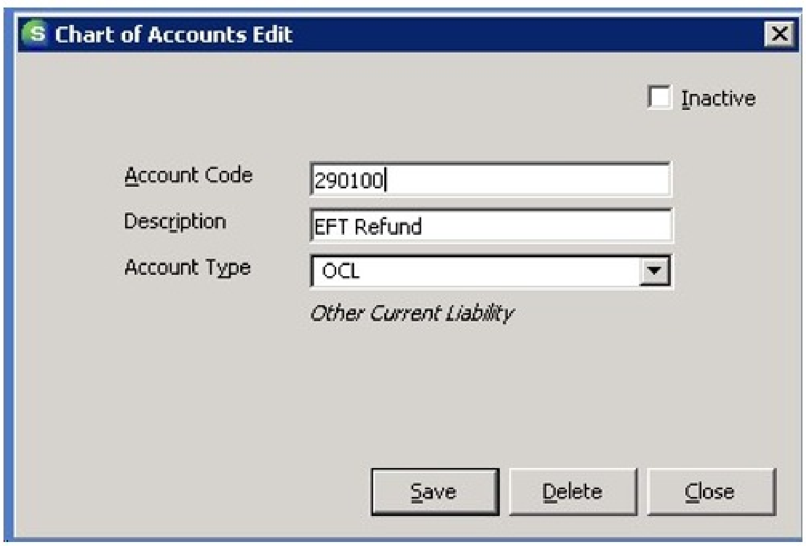
2. You must contact Forte Support to confirm and test your Dex credentials

3. You must plan to have a 24-72 hr window in order for the upgrade to ensure your stored banking accounts are valid, ready for tokenization, and PCI compliant. If possible, schedule the process to begin at or after your fiscal month end to minimize impact.

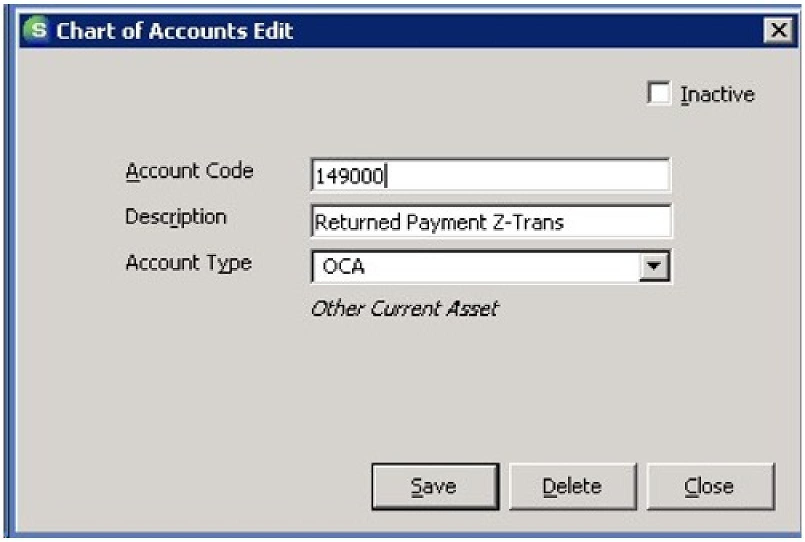
Chart of Accounts

Create two new G/L Accounts. These new accounts will be used for processing EFT Refunds and Previously Funded transactions. You may create these new accounts after upgrading to version 6, however we recommend this be done prior to the upgrade so you do not forget to do this later.

Create a new account with the account type of OCL (Other Current Liability). Use the description as shown below. This G/L account will be used for manually processing EFT Refunds.



Create a new account with the account type of OCA (Other Current Asset). Use the description as shown below. This G/L account will be used for processing Previously Funded EFT transactions.

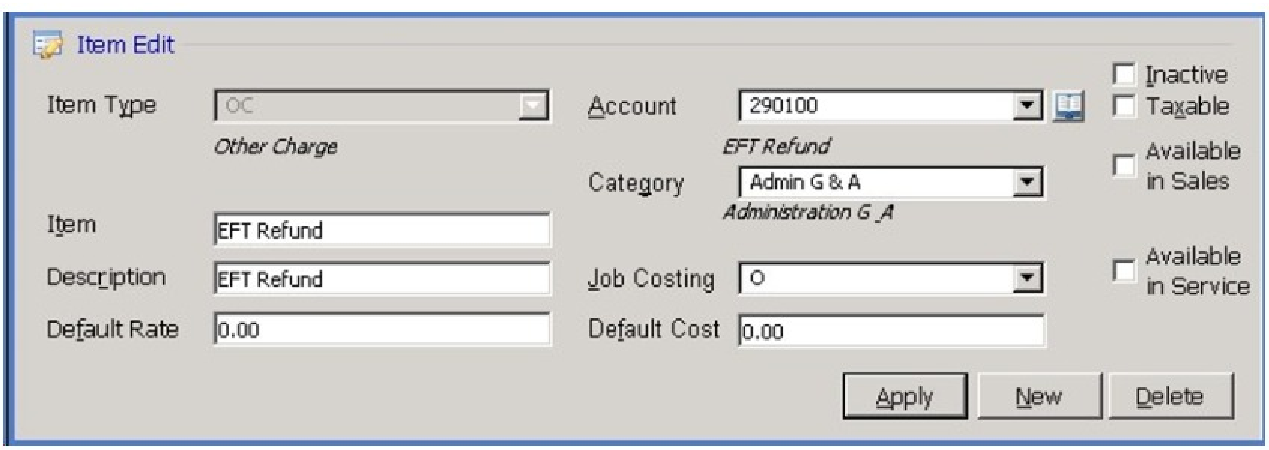


Invoice Items

Create two new Invoice Items. These new invoice items will be used for processing EFT Refunds and Previously Funded transactions. You may create these new invoice items after upgrading to version 6, however we recommend this be done prior to the upgrade so you do not forget to do this later.

The first invoice item will be used when creating a customer credit memo which will be converted into an EFT Refund.

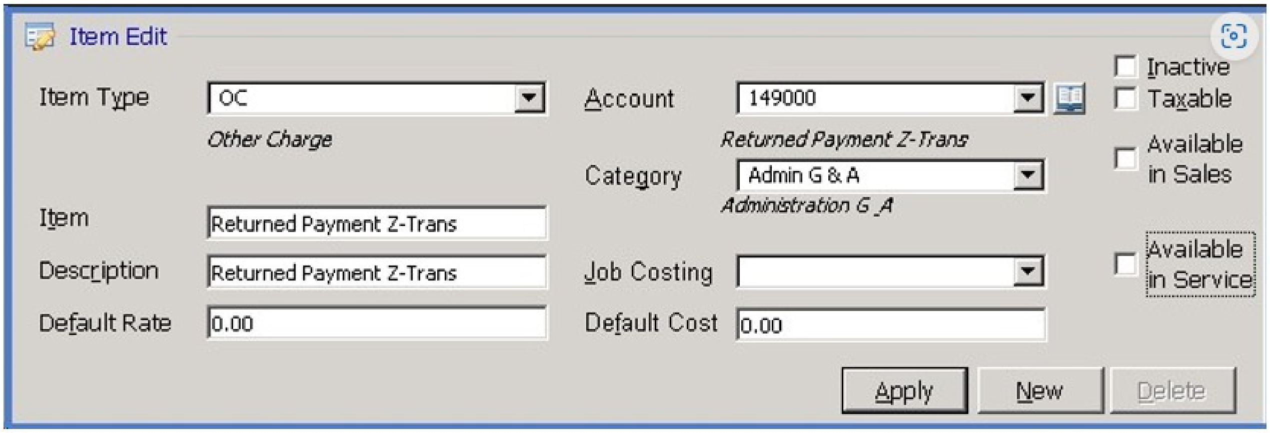
- Select the Item Type of OC
- Enter the Item Code of EFT Refund
- In the Account field, select the OCL G/L account setup on the prior page.
- Uncheck the Taxable, Available in Sales and Available in Service checkboxes.



The second invoice item will be used by the software to process Previously Funded transactions.

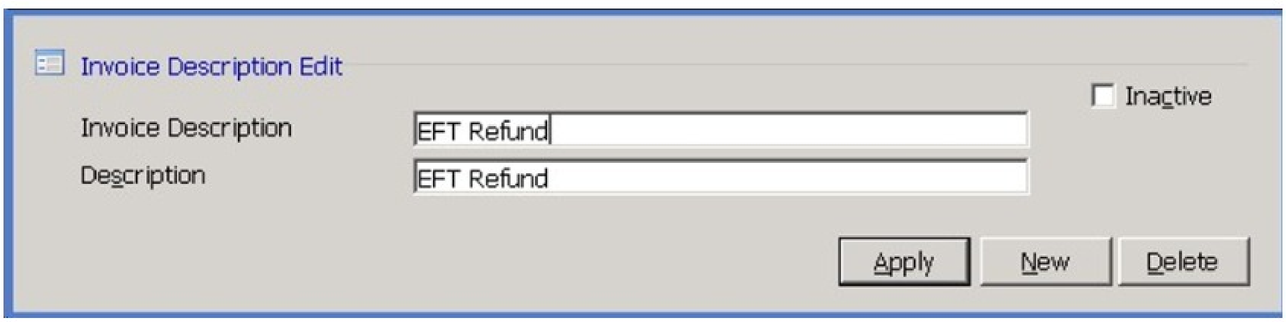
- Select the Item Type of OC
- Enter the Item Code of Returned Payment Z-Trans
- In the Account field, select the OCA G/L account setup on the prior page.

- Uncheck the Taxable, Available in Sales and Available in Service checkboxes.



Invoice Descriptions

Create one new Invoice Description record; enter as shown below. This will be used when processing EFT Refunds. You may create this new invoice description after upgrading to version 6, however we recommend this be done prior to the upgrade so you do not forget to do this later.



Forte Account Setup:

Any transaction in EFT processing that has not been submitted to Forte, must be submitted before updating to 6.1+. This does not include transactions with hold dates.

If you update to 6.1+ then attempt to submit new transactions to Forte via the old EFT processing, the transactions will fail.

1. Contact Forte to receive a Dex Account invite and access to the Forte Test environment. Forte Contact Info:

By Email: integration@forte.net or customerservice@forte.net

By Phone: 866-290-5400 x 766

1. Request a Dex Invite with test server access credentials.

2. The Dex invite will come from Dex@forte.net

3. You should receive a Dex invite within 1-2 business days of your request.

4. Once you receive your invite, follow Forte's instructions to register your account which can be found here or contact Forte for assistance: https://console.forte.net/help/merchant/#users/registering_your_account.htm%3FTocPath%3DHome%7C____1

5. After logging into the Dex site [https://console.forte.net/login] go to the Developer Tab > select API Credentials.

6. Click the blue "Create" button at the top right hand side. This will create the new API key and secure key.

[Keep this key in a safe/secure location as this is the processing key needed to link the Sedona account to Forte merchant account. The secure key and API key should also never be sent via unsecure channels such as non-encrypted email, instant message, etc]

The following information is obtained from the Dex Portal. This information will be entered into the SedonaOffice EFT Setup form in SedonaSetup.

- Merchant ID
- Access ID
- Secure Key
- Organization ID

Transition to the New EFT Module

After updating from SedonaOffice version 5 to version 6.1+ or higher, you will be working in the new version of the EFT module. The new version makes provisions for transactions sent to Forte before updating to 6.1+.

What this means for you:

It is okay to update to 6.1+ if you have pending EFT transactions that have been submitted, but have not yet downloaded a response code from Forte. If the transaction has already been sent to Forte, you will be able to download and post response codes after updating to 6.1+.

If you post all transactions, so that nothing is pending, prior to updating to 6.1+, it will make the process easier.

If you update to 6.1+ then attempt to submit new transactions to Forte via the old EFT processing, the transactions will fail.

The following two videos overview the steps in the extensive guide [Yvonne confirm if any step in the videos should not be completed by the customer)

SedonaOffice EFT Processing Part 1 of 2 https://youtu.be/u7i_t5LyTxQ

SedonaOffice EFT Processing Part 2 of 2 https://youtu.be/L-KXpuhoaaw