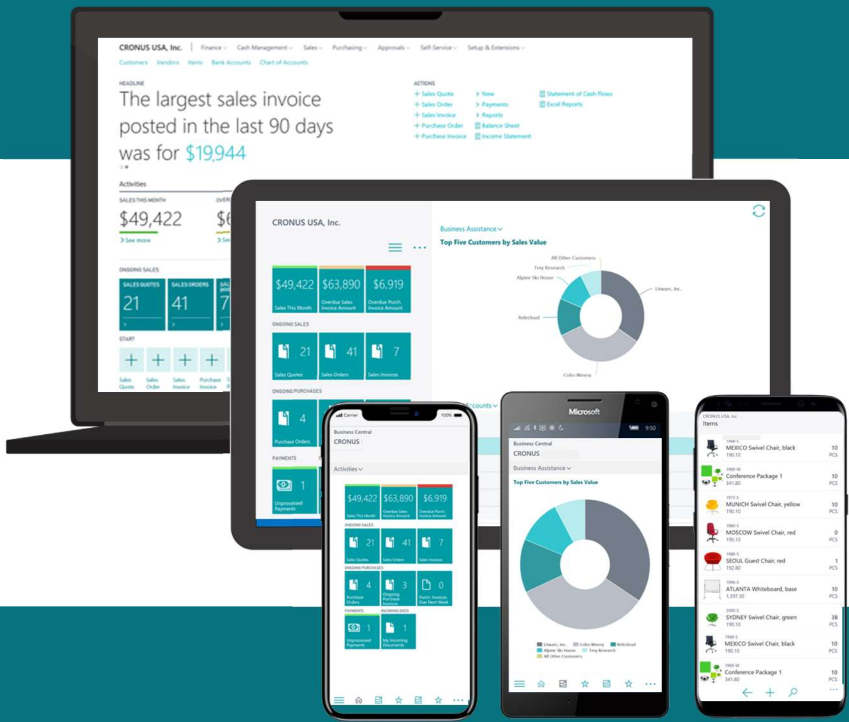
User Manual

Stripe Payments Standard

Version: Microsoft Dynamics 365 Business Central 17.3



Chase Software
Agency Management Systems

Chase Software Solutions Ltd.
40 Gracechurch Street, London, EC3V0BT
T: + 27 86 112 4273 www.chasesoftware.biz

Stripe Payments Standard – User Manual

Connect Business Central with Stripe and become part of the millions of companies using Stripe to accept payments, send payouts, and manage their businesses online.

FEATURES

This app offers the following features:

1. A new way for customers to pay – the Stripe Payments Standard introduces a *Pay with Stripe* link to your invoices to allow customers to pay your invoices with a few clicks.
2. Reduce the time from invoice to cash – The Stripe Payments Standard also allows *Automatic Collection* of payments against invoices generated from Business Central.
3. Let your international customers pay with their preferred payment method, reducing debtors' days and improving cash flow.
4. Simplify international trade - Stripe works with financial institutions, regulators, payment networks, banks, and consumer wallets so you don't have to.
5. Secure payment platform - Stripe's platform meets the highest certification standards to help reduce compliance burdens for your business and keep payments safe.
6. Affordable payment platform – Stripe is a complete payments platform with simple, pay-as-you-go pricing.
7. Seamless integration between your Stripe balance and Dynamics 365 Business Central financial records.

GETTING STARTED

Get started with the Stripe Payment Standard for Business Central in *3 EASY STEPS*:

1. INSTALL

Install the Stripe Payments Standard app for Business Central.

2. LINK YOUR STRIPE ACCOUNT

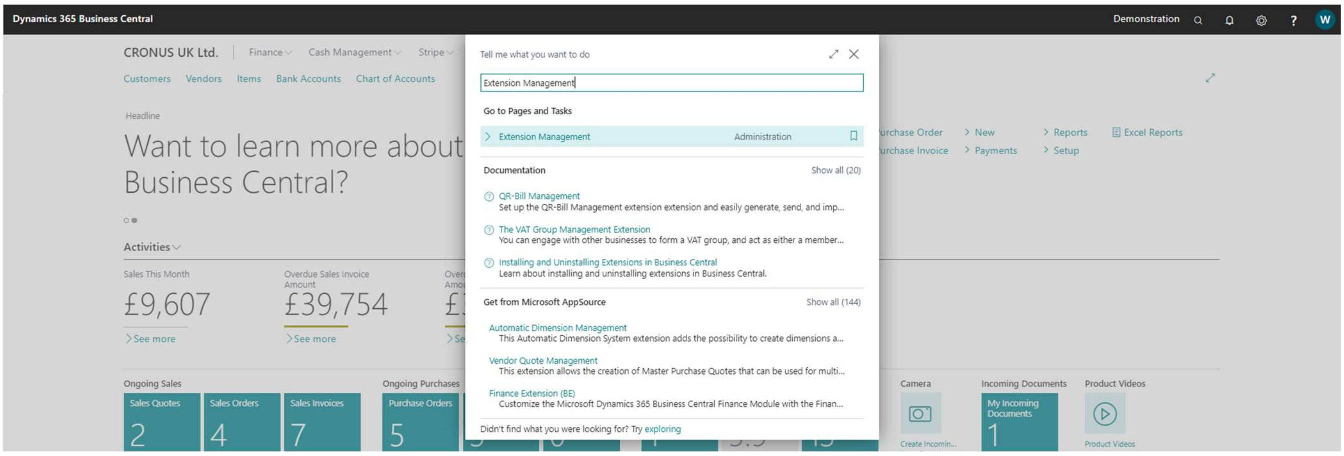
Create a new Stripe account or use your existing account.

3. CONFIGURE

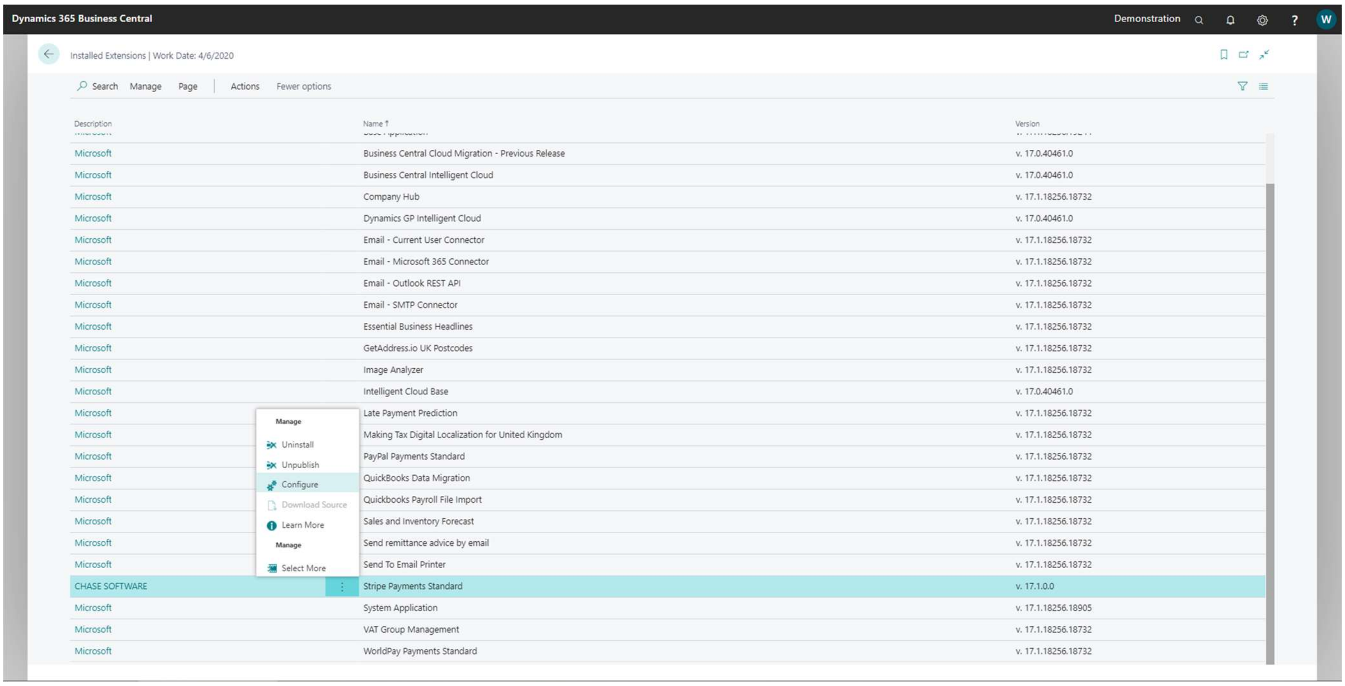
Configure the Stripe Payments Standard service connection.

Start by making use of the Search feature in Business Central and open the *Extension Management* page, as shown below.

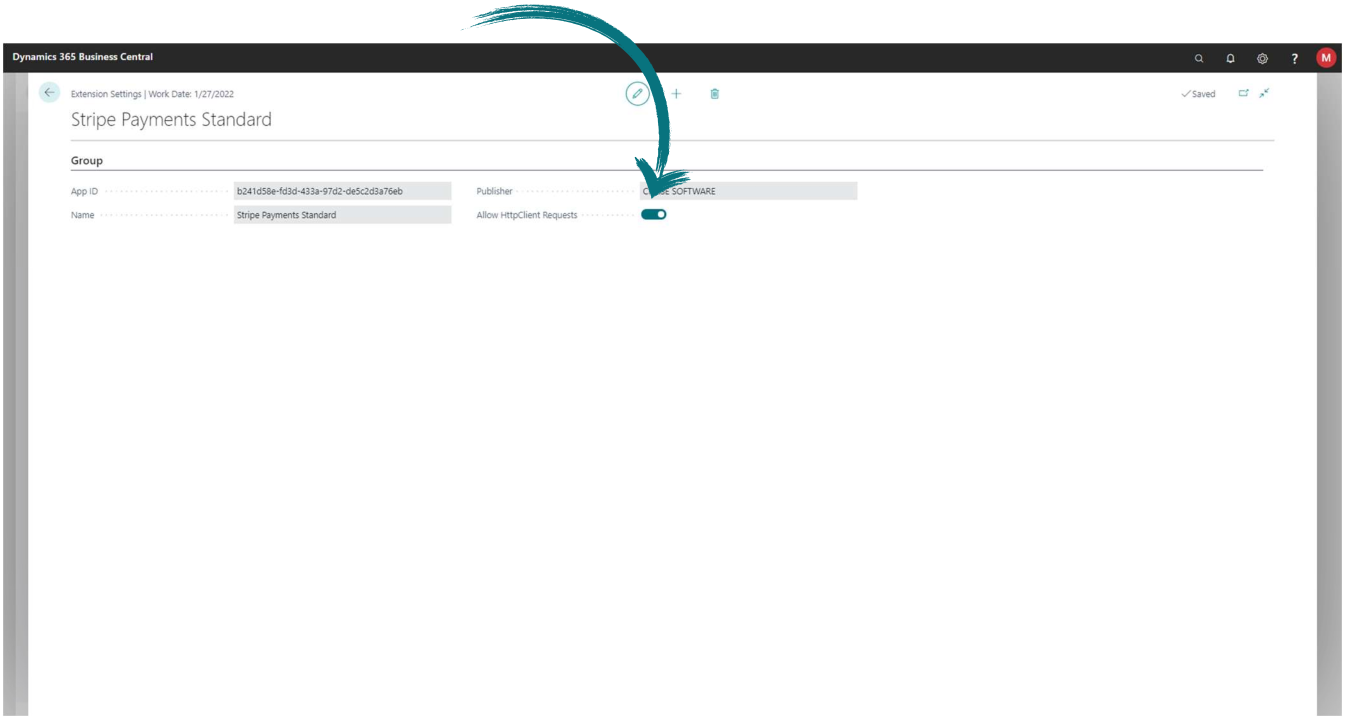
Important: This step is only relevant for Business Central sandbox tenants as external service calls will always be permitted in production tenants.



From the Extension Management Page, click on the *Configure* action on the *Stripe Payments Standard* extension, as shown below:



From the Stripe Payments Standard page, enable the *Allow HttpClient Requests* option as shown below:

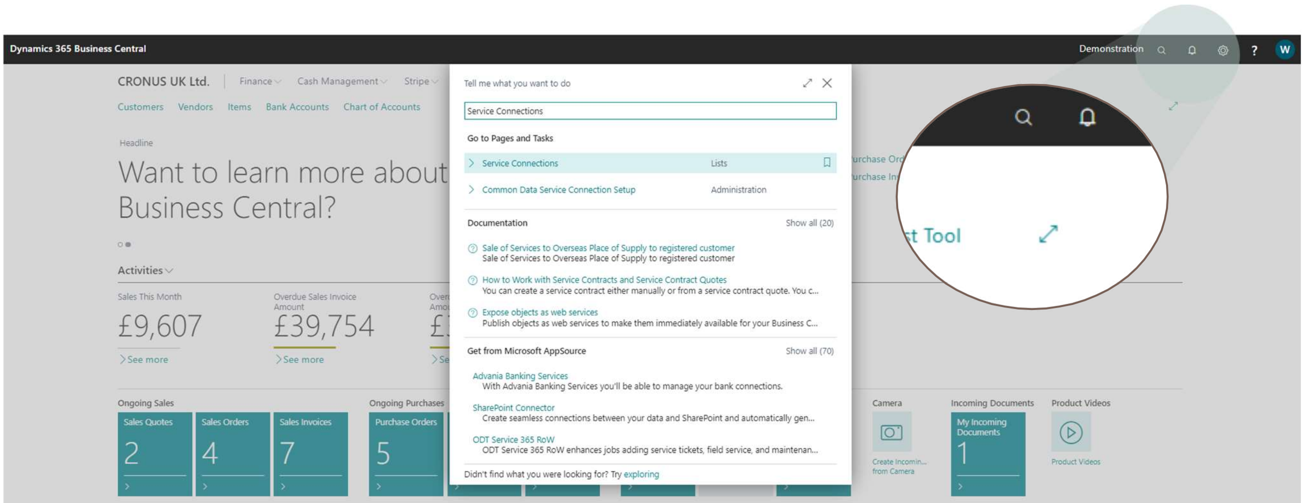


Once this has been configured, close the Stripe Payments Standard page, close the Extension Management page and proceed to the next step.

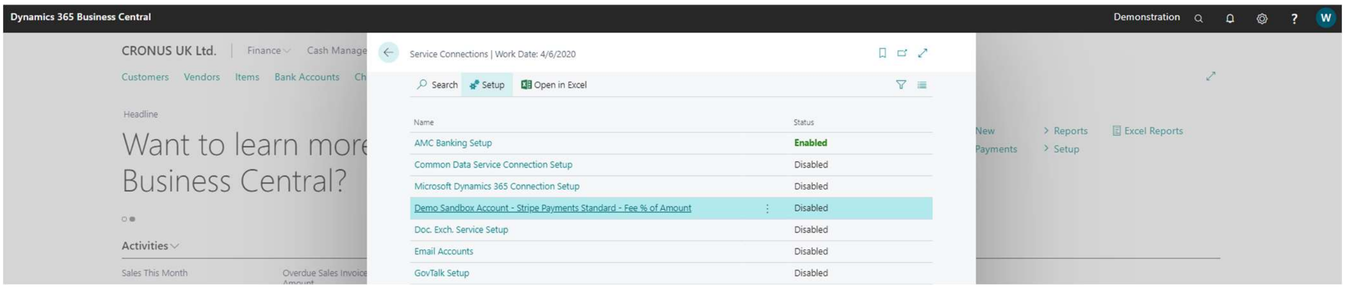
STEP 2 - LINK YOUR STRIPE ACCOUNT

The Stripe Payments Standard uses web services to integrate with Stripe and the Business Central Service Connection is used to configure the integration between your Business Central company and the Stripe service.

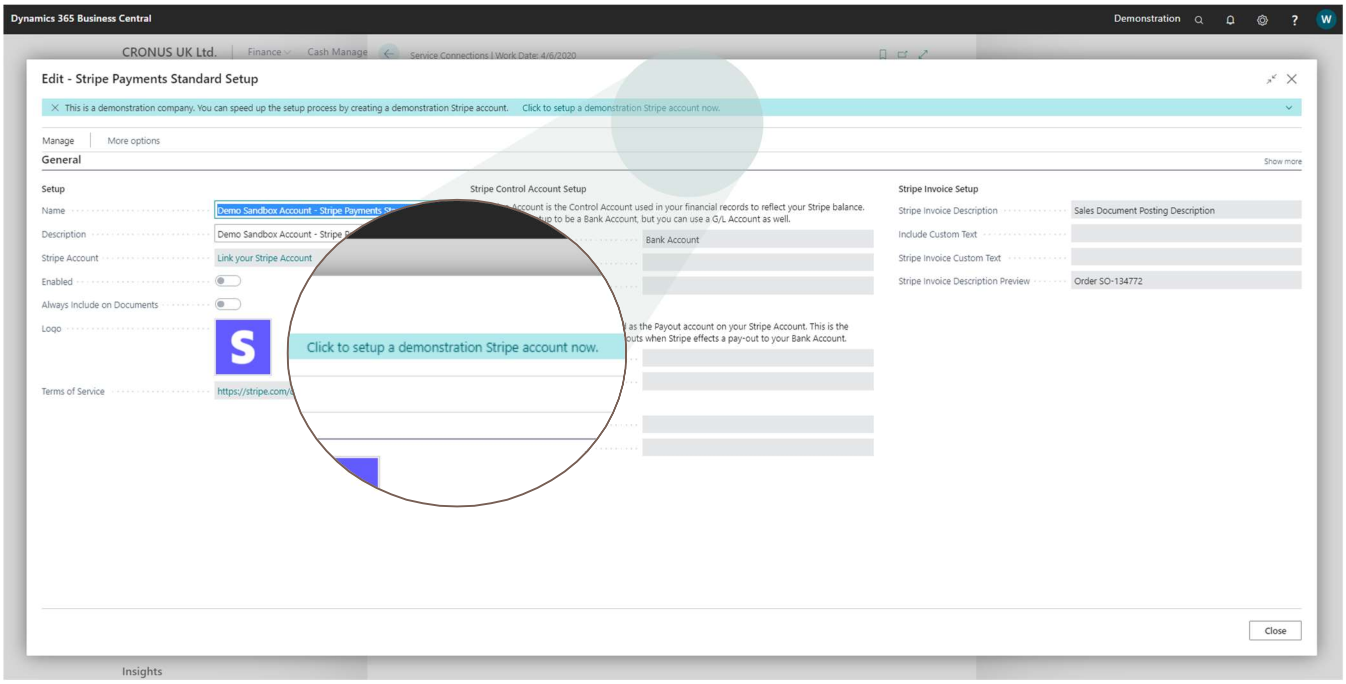
Start by searching for *Service Connections* using the Business Central *Search* feature, then click on the Service Connections link in the search results, as shown below:



From the Service Connections page, click on the *Setup* action from the Service Connection called *Stripe Payments Standard – Fee % of Amount*, as shown below:

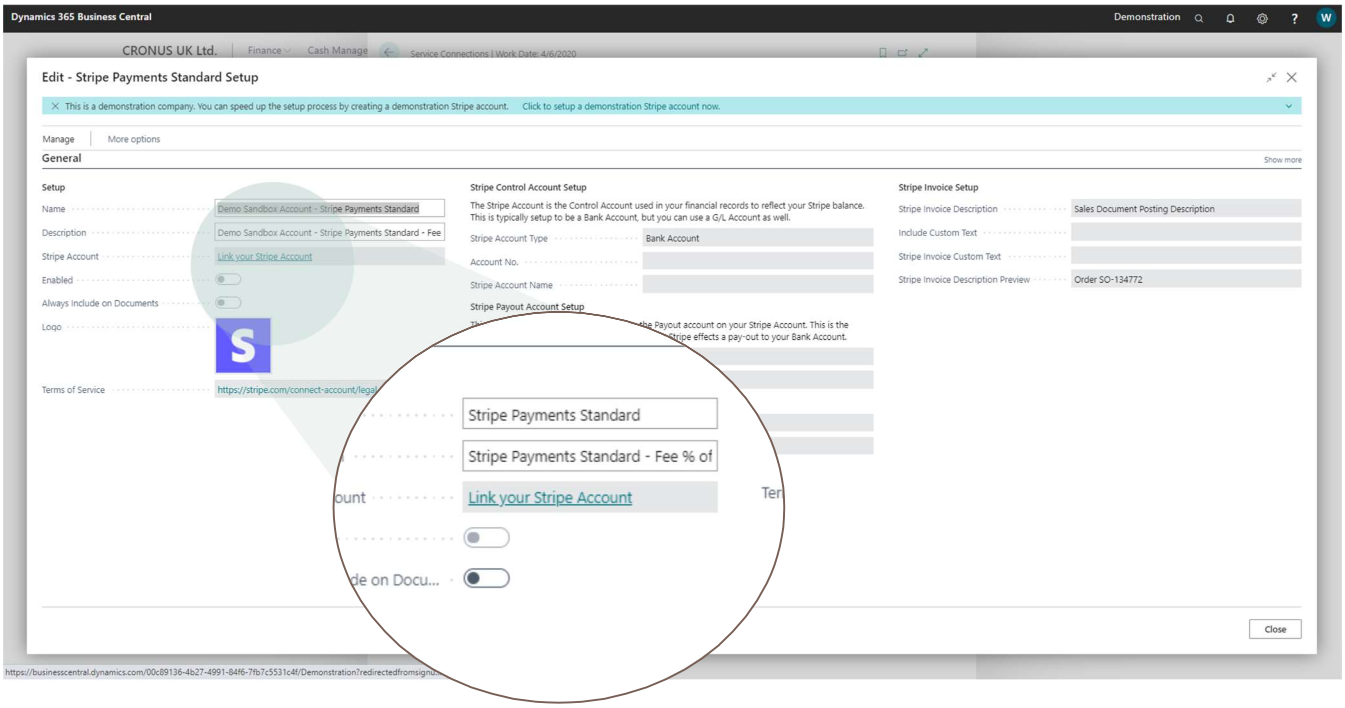


If you are using the Stripe Payments Standard in a Business Central demonstration company, a notification will appear, allowing you the option of creating a demonstration account with Stripe. To use a demonstration account with Stripe, click on the link appearing in the notification as shown below:



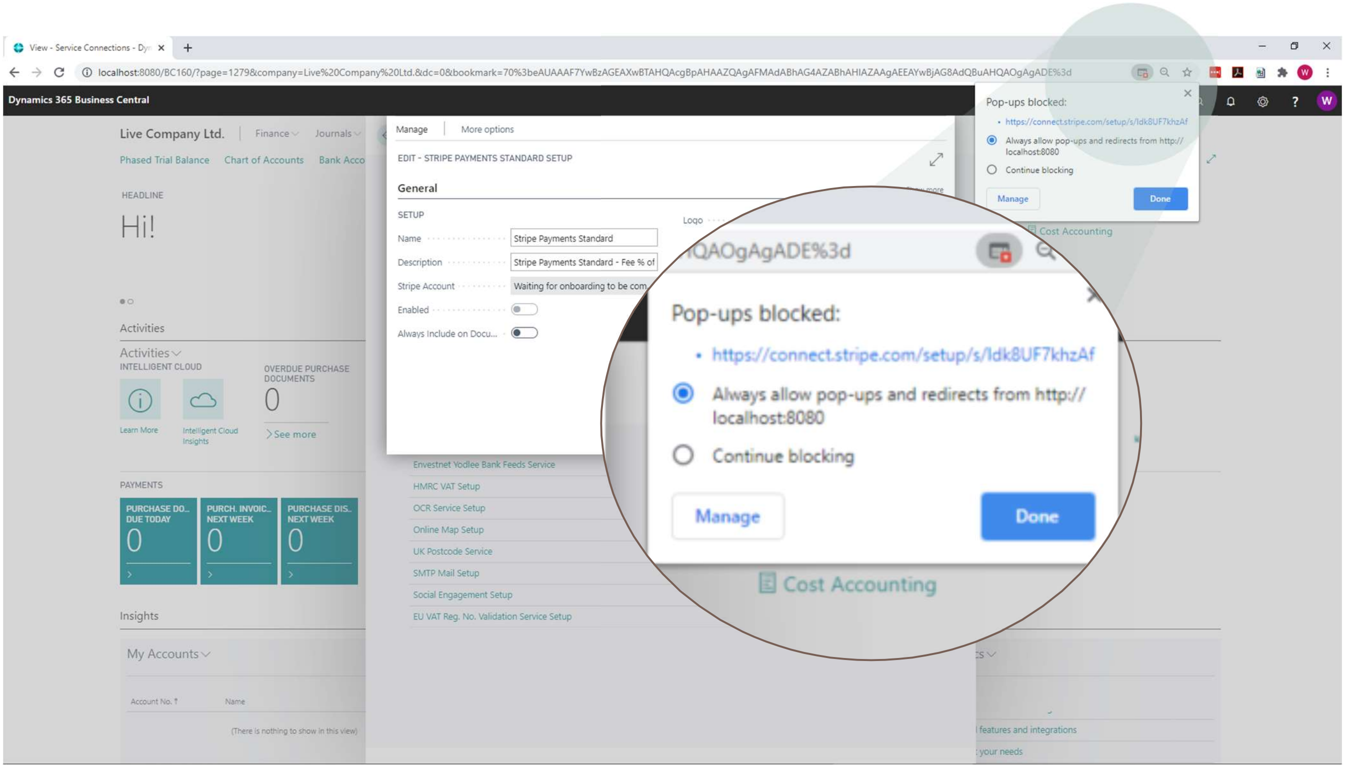
If you are using the app from a production environment, you will not have this option and the Stripe onboarding process will have to be completed (either with a new Stripe account or with your existing Stripe account).

From the Stripe Payments Standard Setup page, click on the *Link your Stripe Account* link, as shown below. Clicking on the link will launch a new window to run through the onboarding process.



If the new window fails to open, it's possibly due to a restriction in your browser preventing pop-ups - if this is the case you can click on the pop-up blocking notification and select the option to allow the window to open.

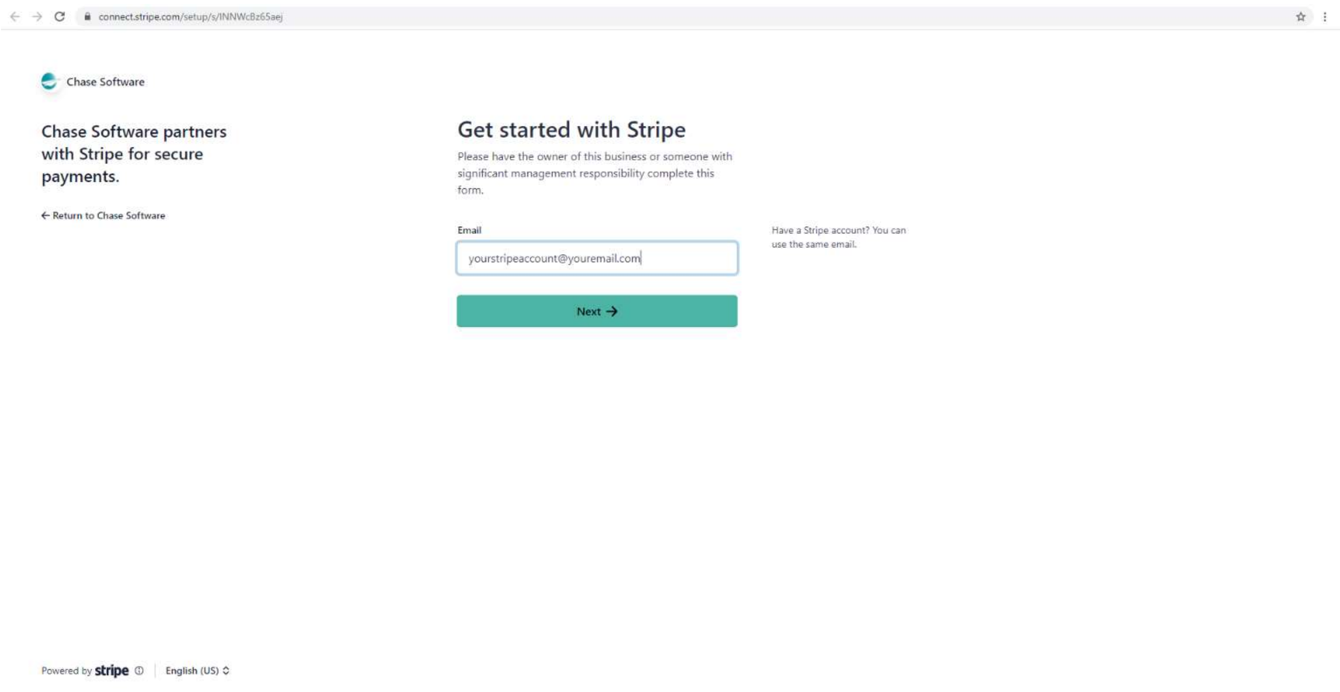
Below is an example of a browser with a pop-up blocking restriction preventing the new window from opening:



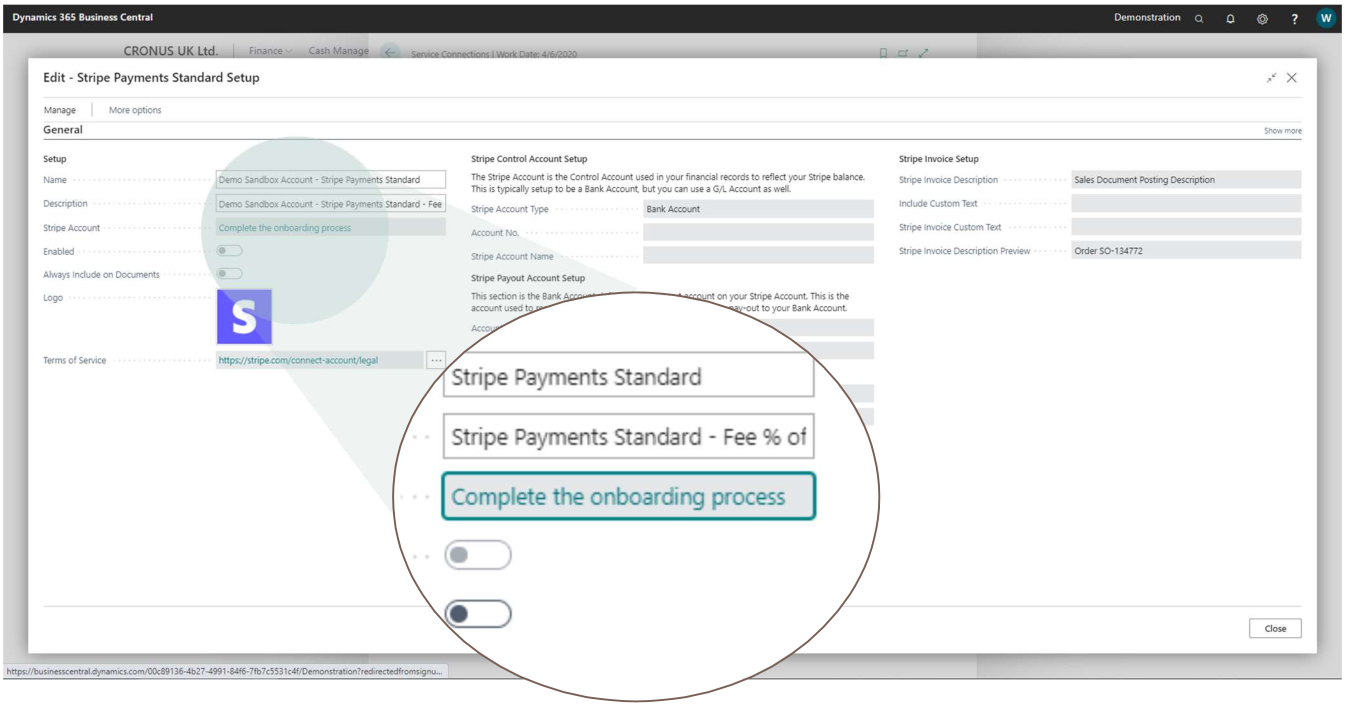
The new browser window will guide you through the *Stripe onboarding process*, this is a process whereby your existing Stripe account is linked to the Stripe Payments Standard feature and associated with your Business Central Company.

The first step of the onboarding process is to enter your existing Stripe account login details – notice this onboarding process runs directly on the secure Stripe website.

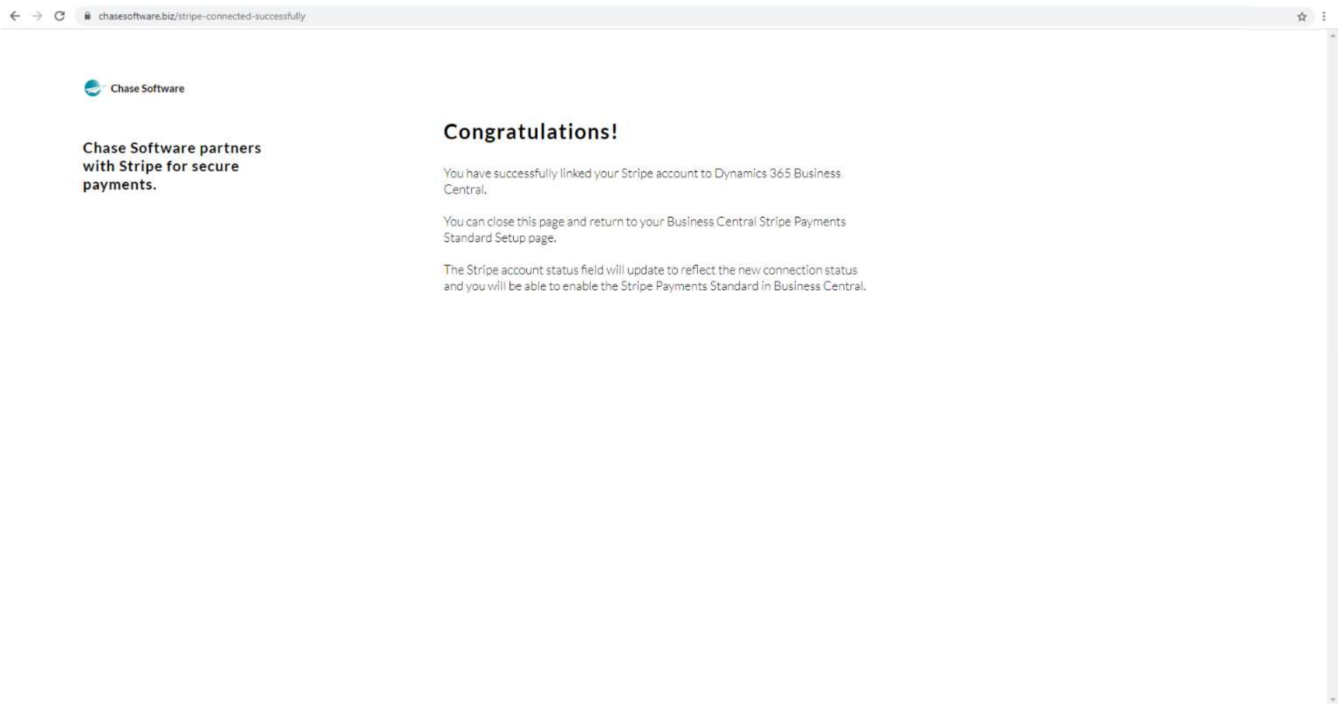
If you do not have an existing Stripe account, you can enter the email address you wish to use for a new Stripe account to be created as part of the onboarding process:



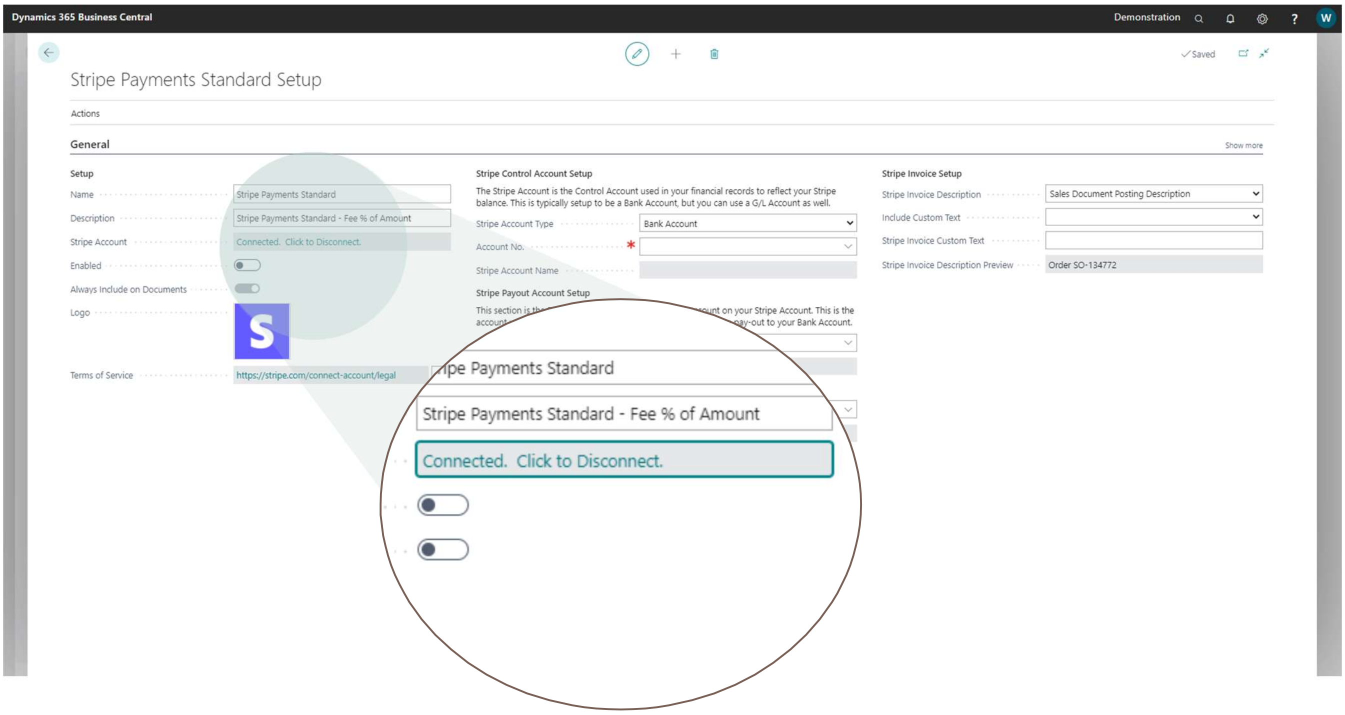
If you fail to complete the onboarding process or accidentally close the Stripe onboarding page, you can re-open this page by opening the Stripe Payments Standard Setup page, and *clicking* on the link as shown below:



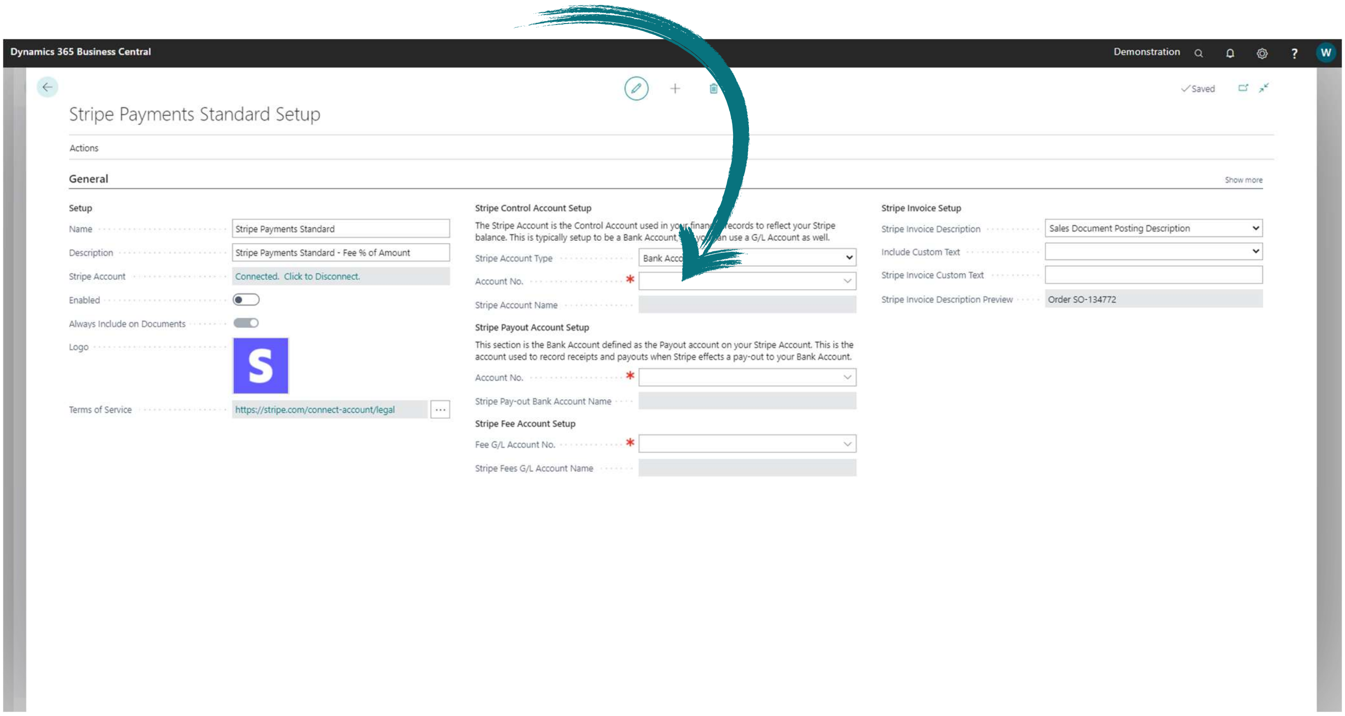
The Stripe onboarding process will guide you through the setup process and upon successful completion of the process, the page below will be displayed. You can close this page and return to the Stripe Payments Standard Setup page.



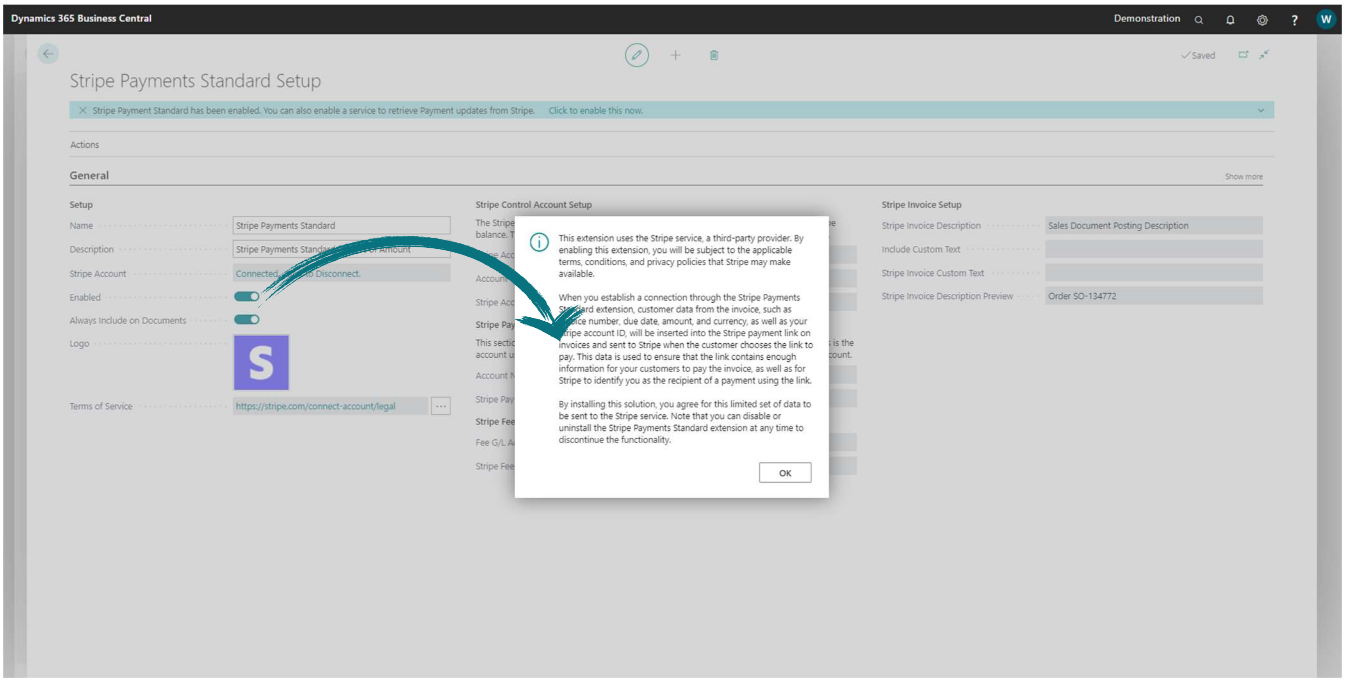
Upon successful completion of the Stripe onboarding process, the Stripe Payments Standard Setup page will reflect the successful connection status as shown below:



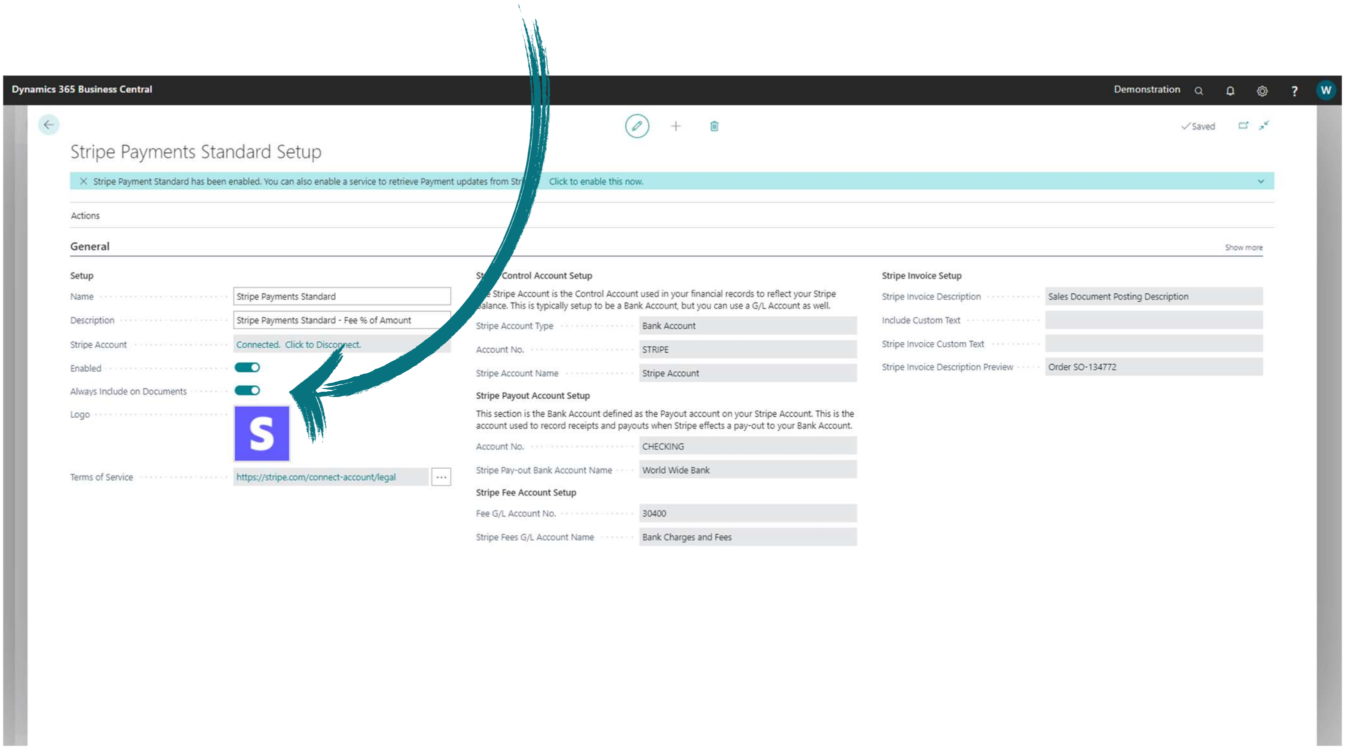
The next step is to complete the *mandatory fields* on the Stripe Payments Standard Setup page, as indicated by the red asterixis on the page. This setup is used when processing receipts and payouts from Stripe to your Business Central financial ledgers.



Once you have completed the setup, you can enable the Stripe Payments Standard by click on the *Enabled* field and accepting the Terms & Conditions, as shown below:



An option is available to *automatically include* the Stripe Payments Standard on all new Sales Invoices created in the current Business Central company, this will be enabled by default and can be managed as shown below:



After enabling the Stripe Payments Standard, a notification appears on the Stripe Payments Standard Setup page allowing you the option of enabling a background service to automatically retrieve transactions from Stripe.

The use and benefits of this service will be explained in the next section, but this is an optional feature and the service can be disabled at any time using the *Job Queue Entries* page in Business Central.

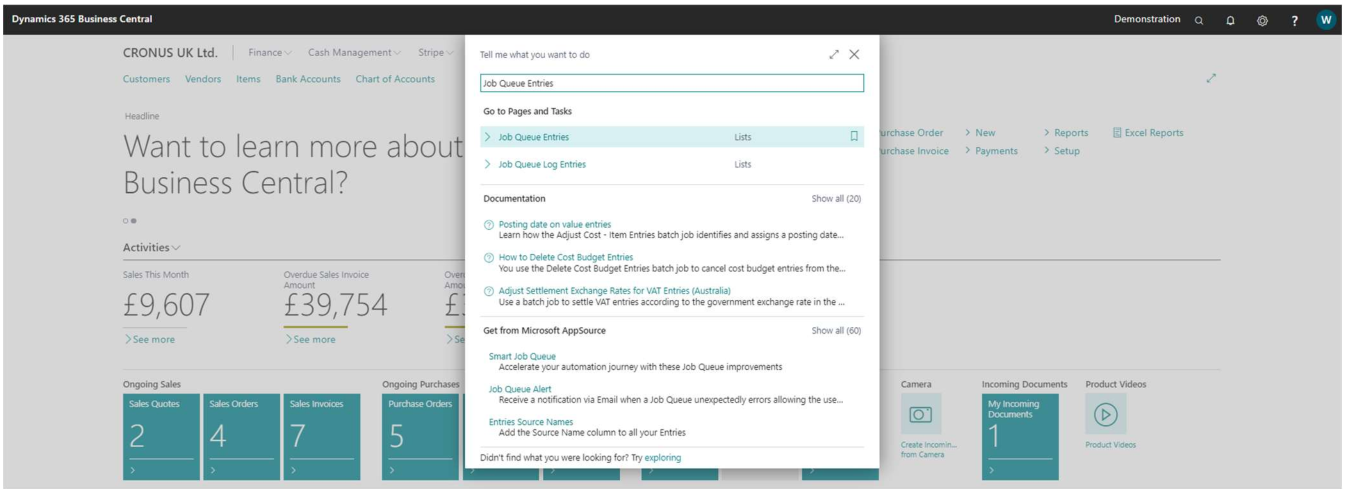
MANAGING THE SCHEDULED SERVICE

The *Stripe Invoice Paid Update Service* is a recurring job scheduled through the Business Central Job Queue.

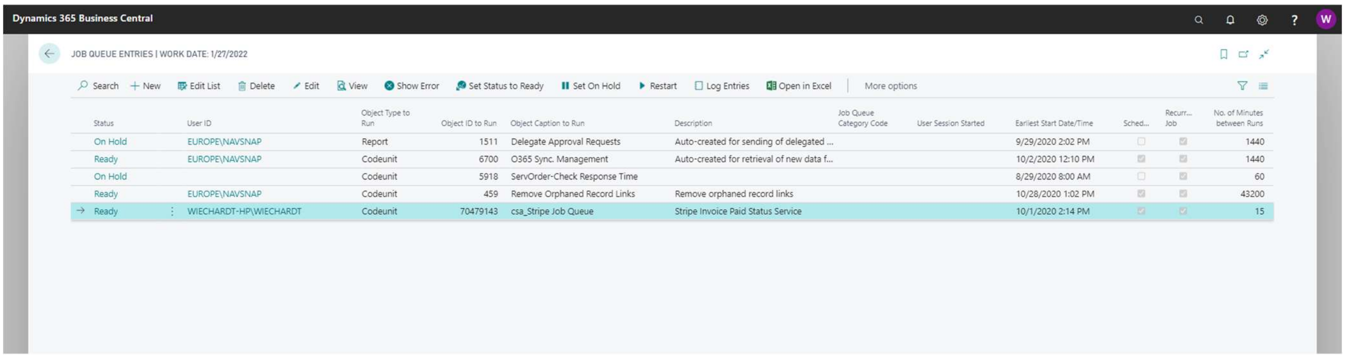
This service is designed to retrieve information from the Stripe server related to the invoices issued from Business Central. When your customer successfully completes a payment transaction using the *Pay with Stripe* link presented in the invoice document, a payment transaction will reflect on your Stripe account. This service will collect these transactions and provide up-to-date information on the Posted Sales Invoice in Business Central to reflect the successful payment.

The service is optional and keeping the service disabled will not prevent your clients from making payments using the Stripe service, but your Business Central records will not reflect successful payments on your Business Central Sales documents.

You can access the Business Central Job Queue by making use of the Search feature as shown below:

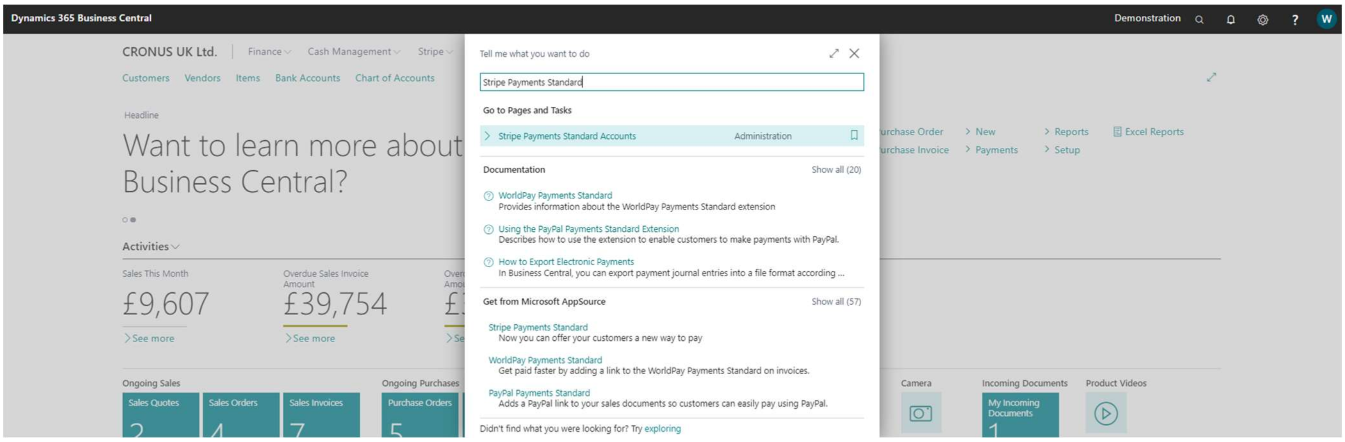


From the Job Queue Entries page, locate the record with the Description *Stripe Invoice Paid Status Service*, as shown below.

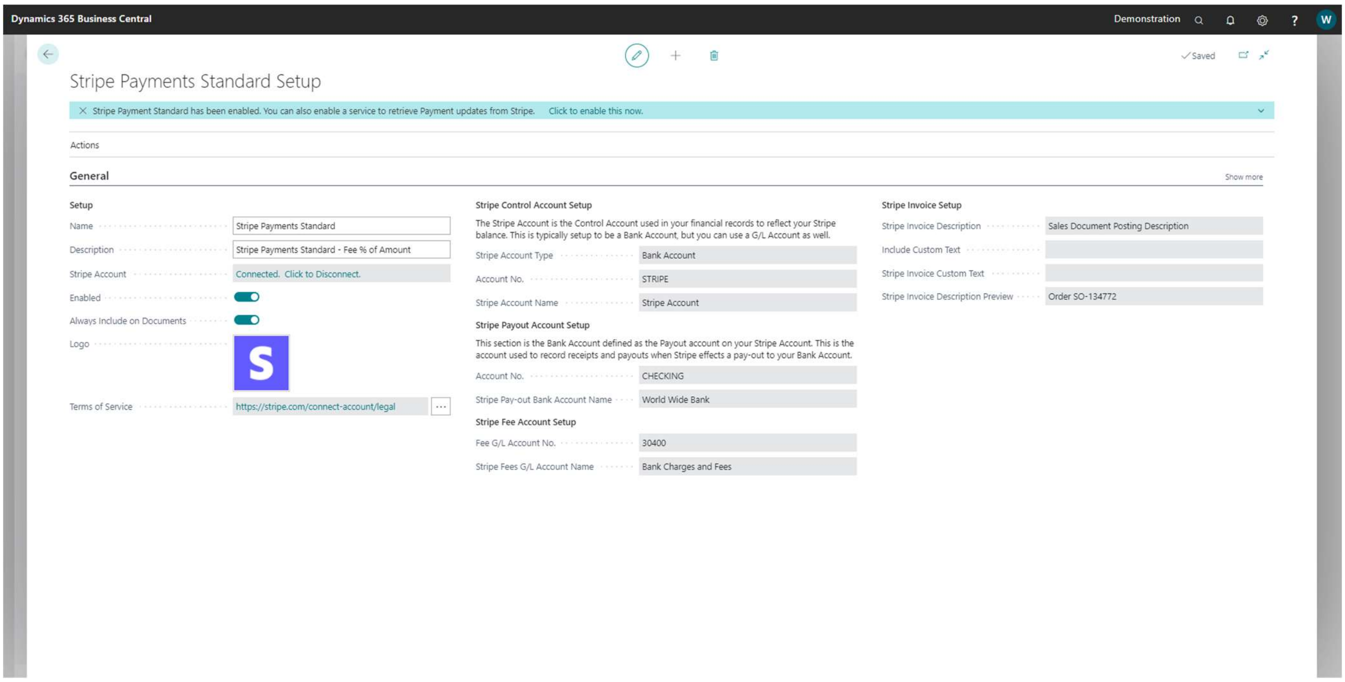


From this page, you can maintain the service as you would with any other Schedule Job in Business Central. It's also possible to delete the Job altogether and re-create it with your own set of preferences on scheduled execution to increase or decrease the frequency of execution.

If this service is not visible on the Job Queue Entries page it is an indication that the service has not been scheduled yet. To schedule the service, re-open the Stripe Payments Standard Setup page, as shown below:



From the Stripe Payments Standard Setup page, click on the *Click to enabled this now* action in the notification appearing at the top of the page to schedule the service. Note: You will need permission in the Business Central environment to schedule this service.

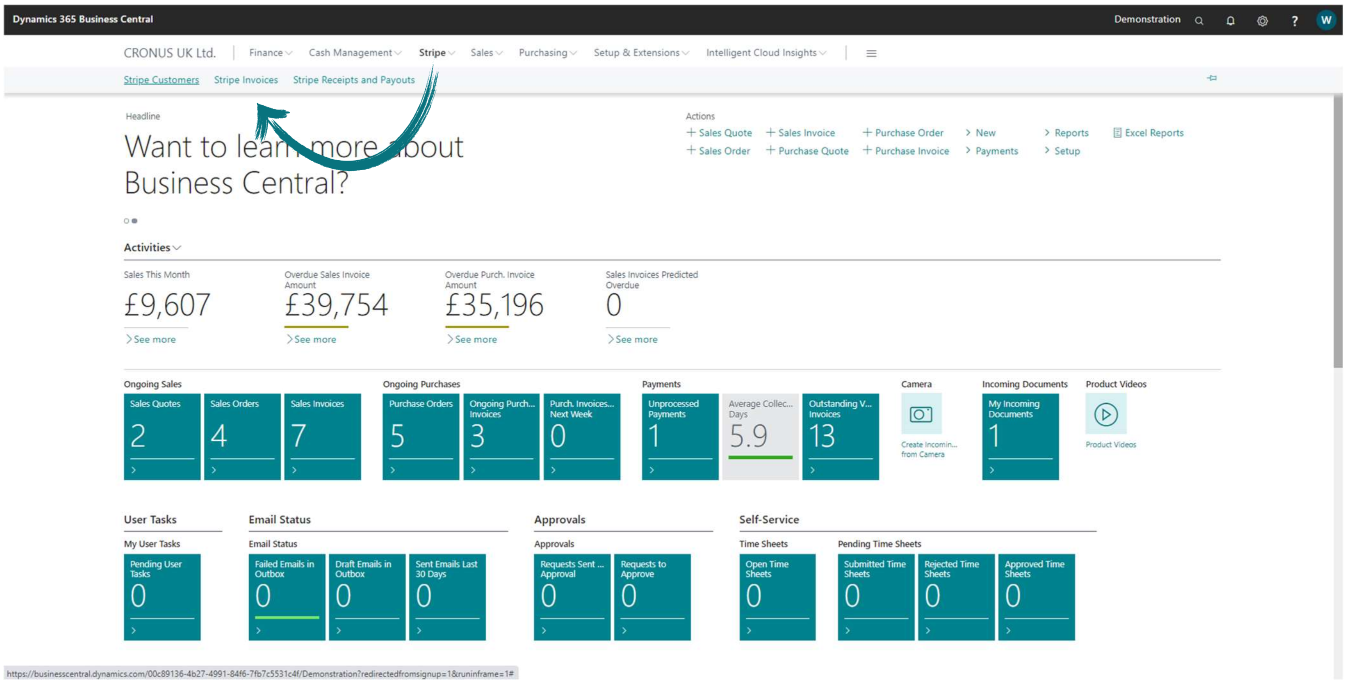


THE STRIPE MENU IN BUSINESS CENTRAL

The Stripe integration with Business Central handles four sets of data, all of which are accessible from your own Stripe Dashboard (provided you have access to the Stripe account) as well as from the *Stripe menu* in Business Central, these are:

1. Your Business Central Customers are created as *Stripe Customers*.
2. Your Business Central Sales Documents are created as *Stripe Invoices*.
3. Payments received from Customers through Stripe are retrieved from Stripe and displayed in the *Stripe Receipts & Payouts* page in Business Central.
4. Pay-outs received from Stripe into your own Bank Account are retrieved from Stripe and displayed in the *Stripe Receipts & Payouts* in Business Central.

The image below shows the new Stripe menu accessible from Business Central from where you can access Stripe Customers, Stripe Invoices and Stripe Receipts & Payouts.



Stripe Invoices can be generated from Draft Sales Invoices or from Posted Sales Invoices, depending on your business needs.

Business Central allows multi-currency trading on a single Customer, but the Stripe billing engine has a restriction to only allow invoices of the same currency on a single Stripe Customer. For this reason, a single Customer record in Business Central can have *multiple Stripe Customer* records associated with the Business Central Customer and the Stripe integration engine will take care of this mapping and Stripe Customer creation process.

CREATING A NEW INVOICE

Now that we have successfully enabled the Stripe Payments Standard and configured the Payments Standard to be included on all new Sales documents, let us create a new Sales Invoice.

Stripe supports two options regarding the collection of monies for an invoice, these are:

1. *Send Invoice*
   With this option, Stripe will generate a unique payment link for the invoice and your customer has the option to make payment against the invoice from the unique payment link.

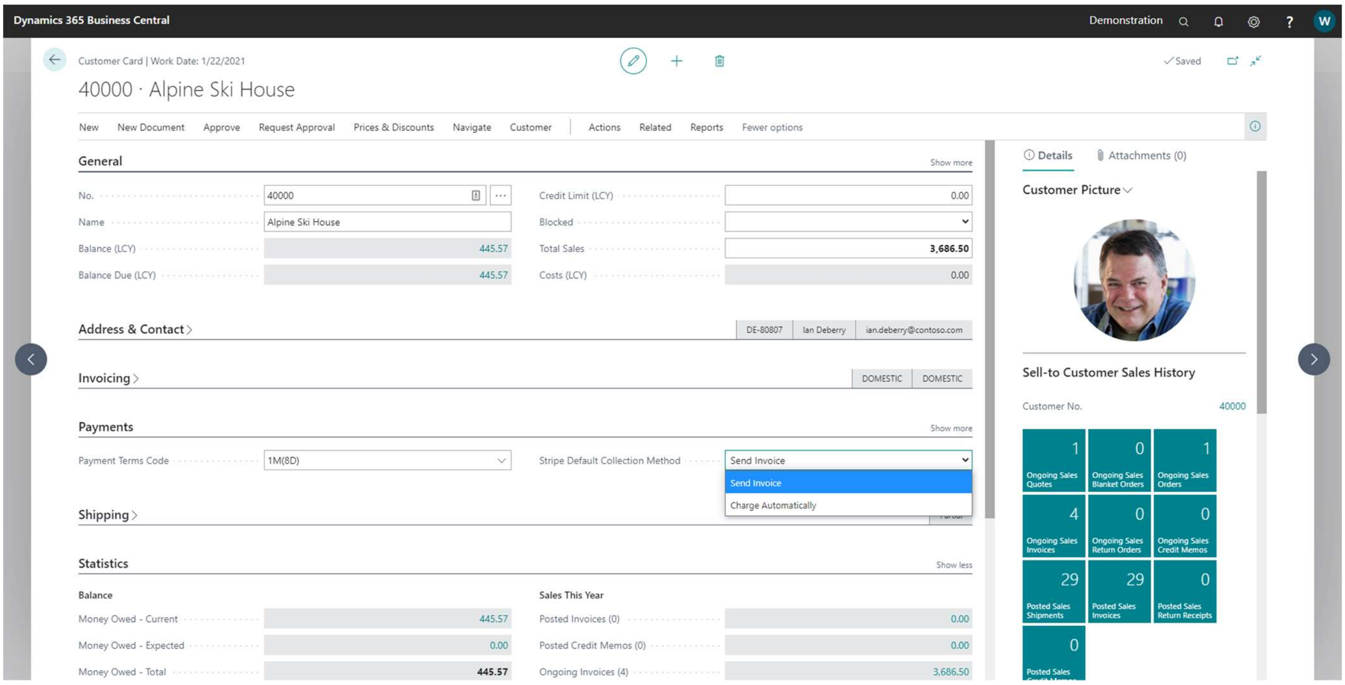
   This is the payment link that will appear on your document when you send it to your client.

2. *Charge Automatically*
   Stripe can automatically attempt to pay an invoice if the customer has a payment method on file. Where an invoice is set to be charged automatically, a charge is attempted about an hour after the invoice's creation.

   You can define the default *Stripe Collection Method* on the Customer Card from the Payments tab as shown below:

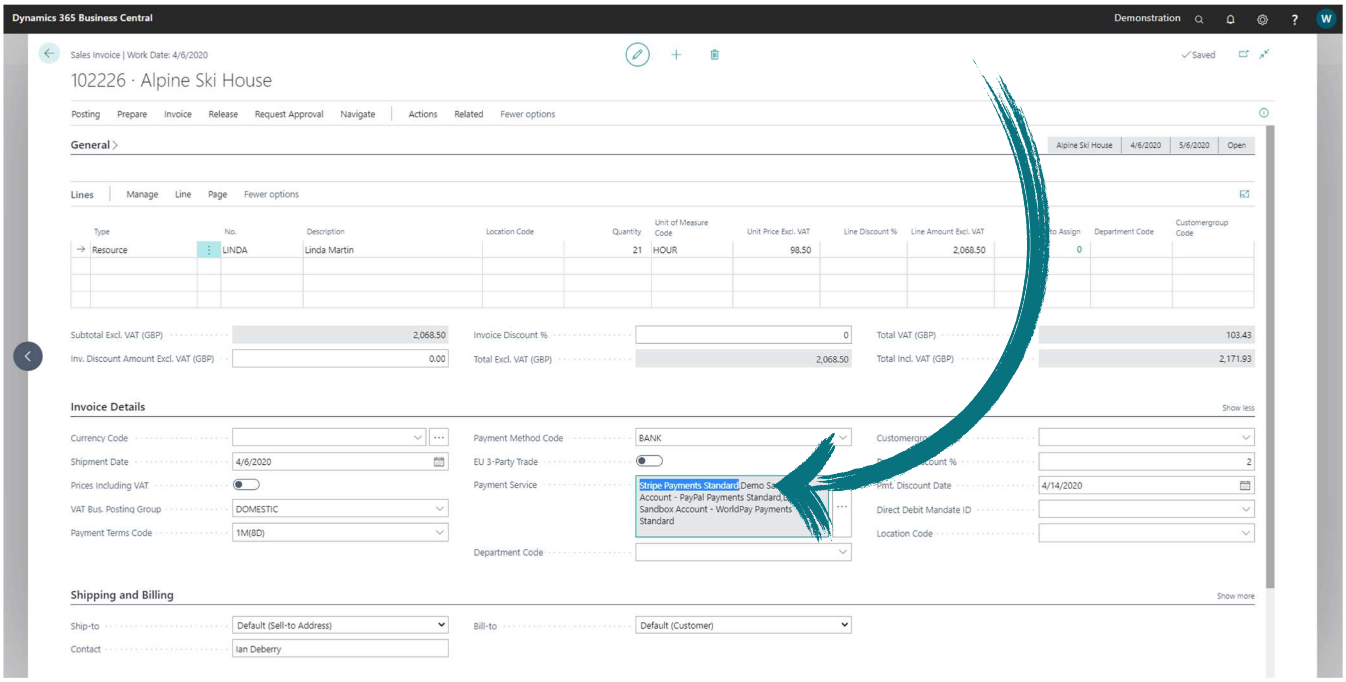
Newly created Sales documents will apply the default from the Customer to the Sales document from where you will be able to manually set the Collection Method on an individual Sales document level.

The image below shows the Stripe Default Collection Method on the *Customer Card*:

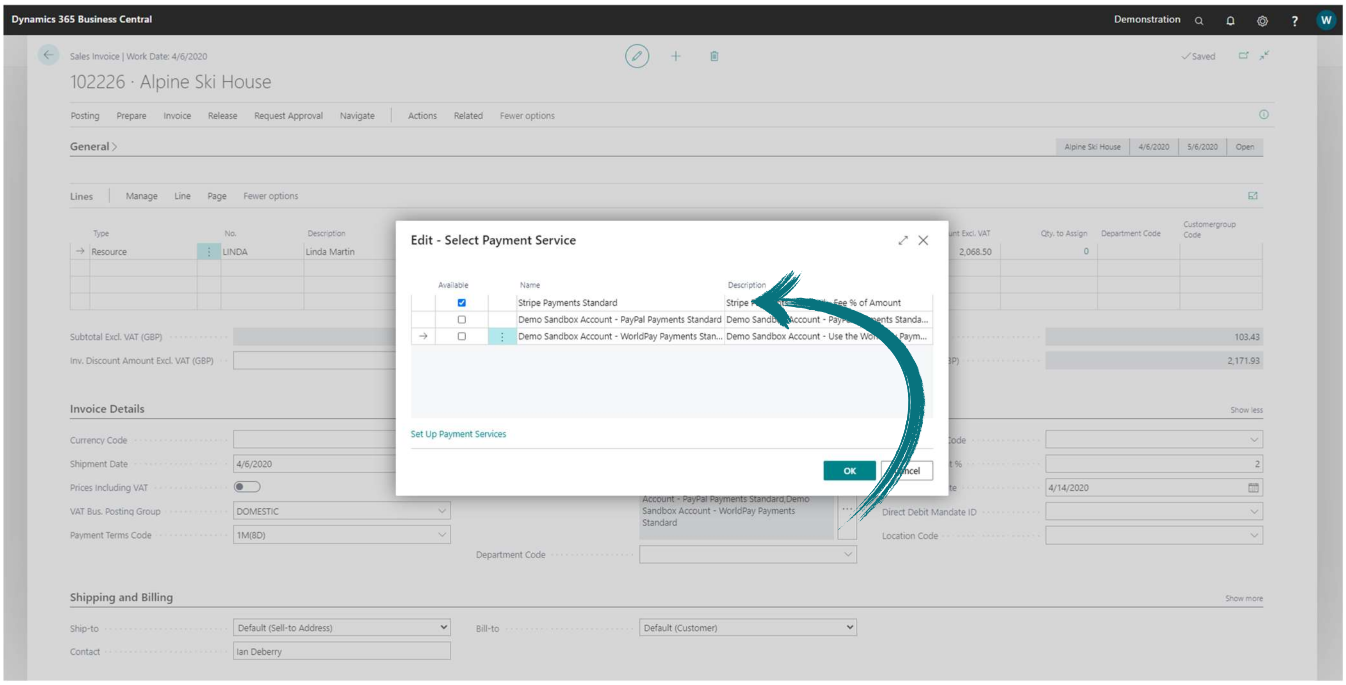


Now let us proceed with the steps to create a new Sales Invoice.

A newly created Sales document, such as a Sales Invoice, will automatically include the Stripe Payments Standard when the Stripe Payments Standard has been configured to be included by default, as shown below:



It's also possible to manually define which Payment Services are to be made available to your client on an individual document level by clicking on the Payment Services button, then enabling or disabling one or more Payment Services from the available Payment Services list, as shown below:



With the Stripe Payment Service enabled on the Invoice and the Collection Method defined, we have two options:

1. We can send a Draft or Pro Forma Invoice to the Customer or
2. We can post the Draft Invoice and only send the Posted Sales Invoice to the Customer

The Stripe Payments Standard app supports *both options* listed above without the need for the user capturing or posting the invoice to be concerned with the scenario at play. This means the app supports your business process, whether it is to send invoices for payment before posting, or first posting an invoice and then sending it for payment, you can follow your existing process.

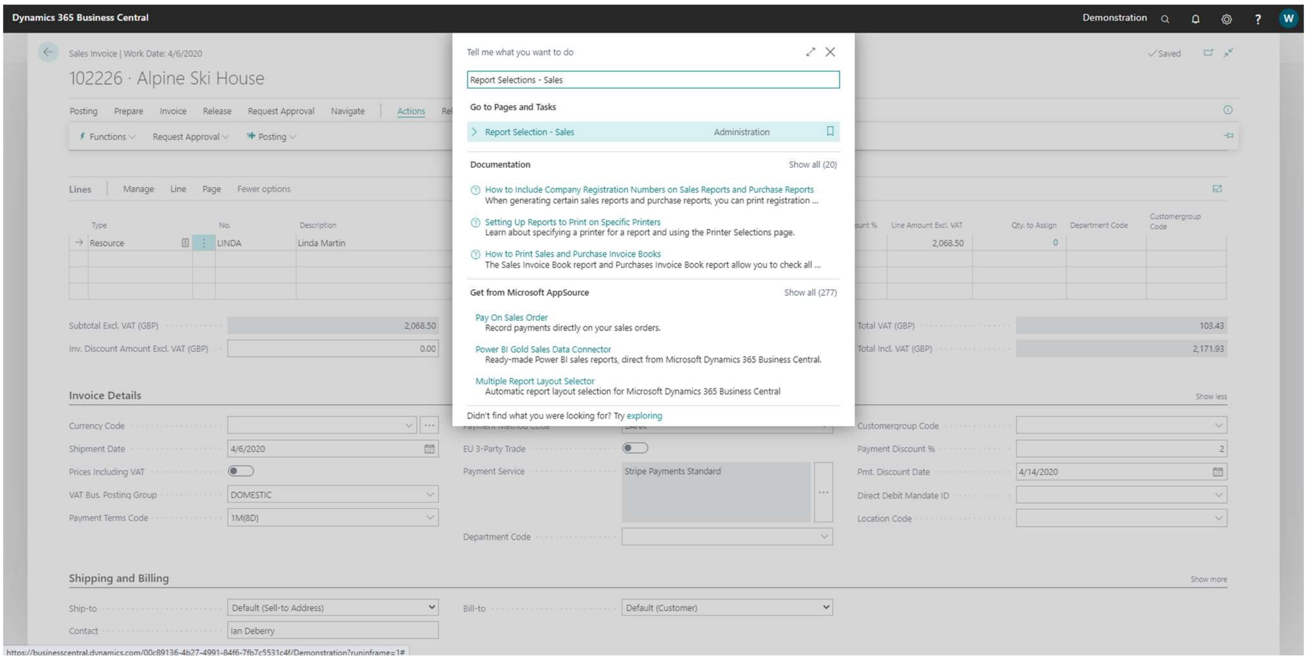
OPTION 1: SENDING A DRAFT SALES INVOICE FOR PAYMENT

In this scenario, we want to Customer to pay the invoice before it gets posted in our financials. This can be done by printing, emailing or saving the Sales Invoice report – at the time of producing the Sales Invoice report, a Stripe invoice will be created, and the Stripe payment link will appear on the sales document.

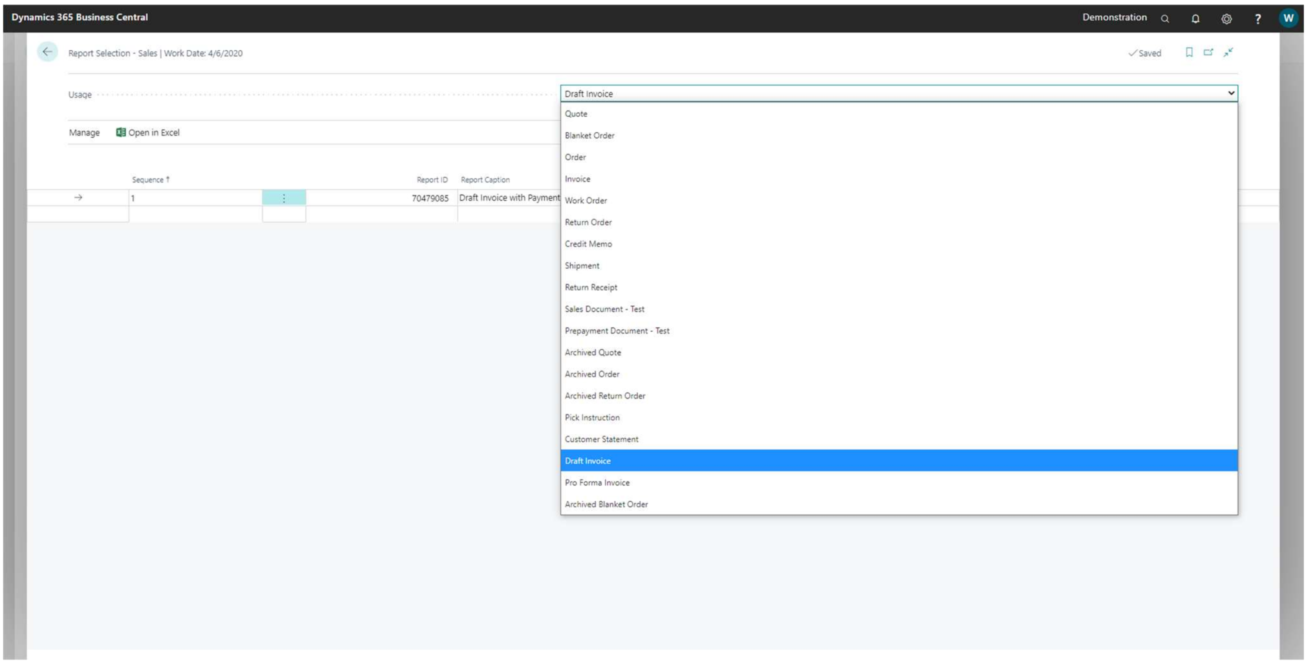
Important: The Stripe payment link is generated by the Business Central Payment Service functionality and for this process to be successful, the *report design* must include the Payment Service functionality and the *report layout* has to include the Payment service section to display the payment service link(s).

Please ensure the report defined as the Draft Sales Invoice report fulfills both these requirements to ensure successful display of the payment service link(s). You can confirm the report configured as the *Draft Sales Invoice* report by opening the *Report Selection – Sales* page, as shown below.

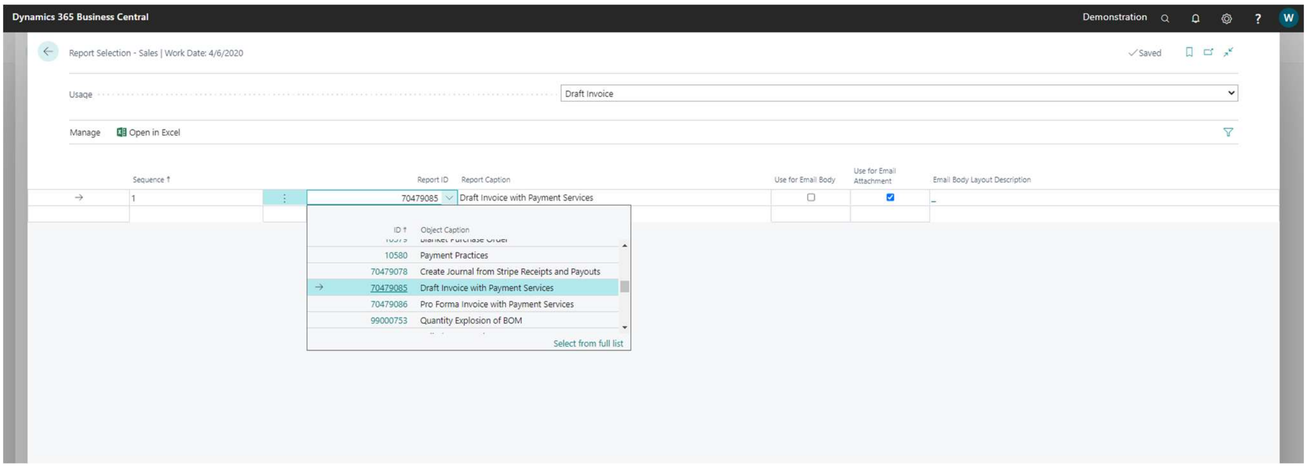
Start by using the Search feature to find the *Report Selection – Sales* page, illustrated below:



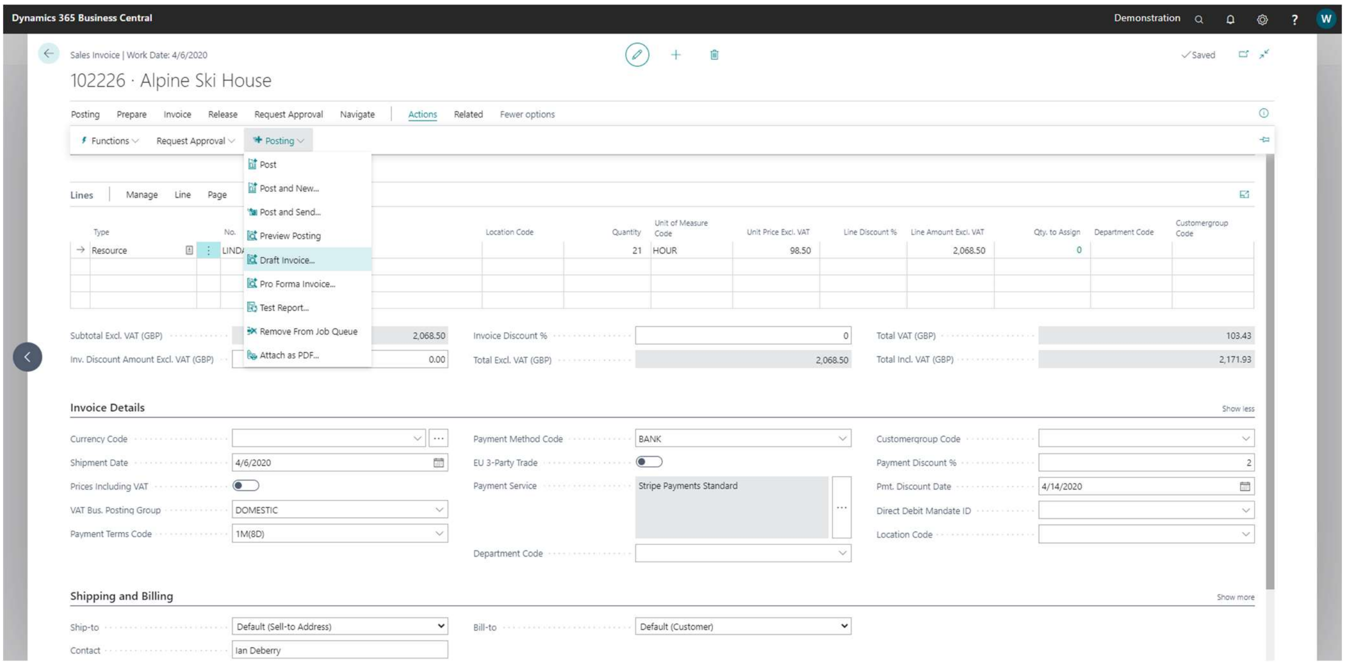
From the *Report Selection – Sales* page, select the *Draft Invoice* option from the dropdown provided, as shown below:



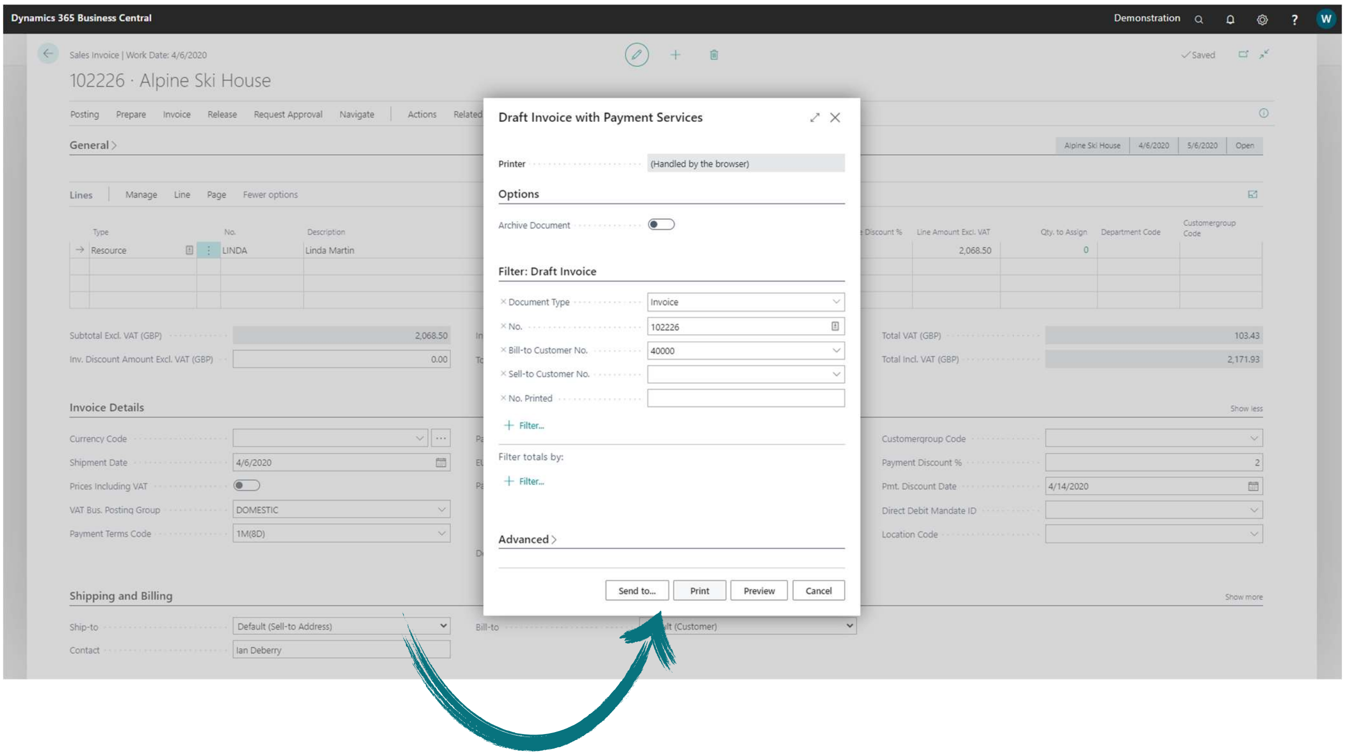
Ensure the report selected in the Report ID field supports the Payment Services. If you are unsure about the capabilities of the report currently selected in your configuration you can opt to use the *Draft Sales Invoice with Payment Services* report provided as part of the Stripe Payments Standard app for Business Central – this report is shown in the illustration below. Once configured, close the Report Selection page.



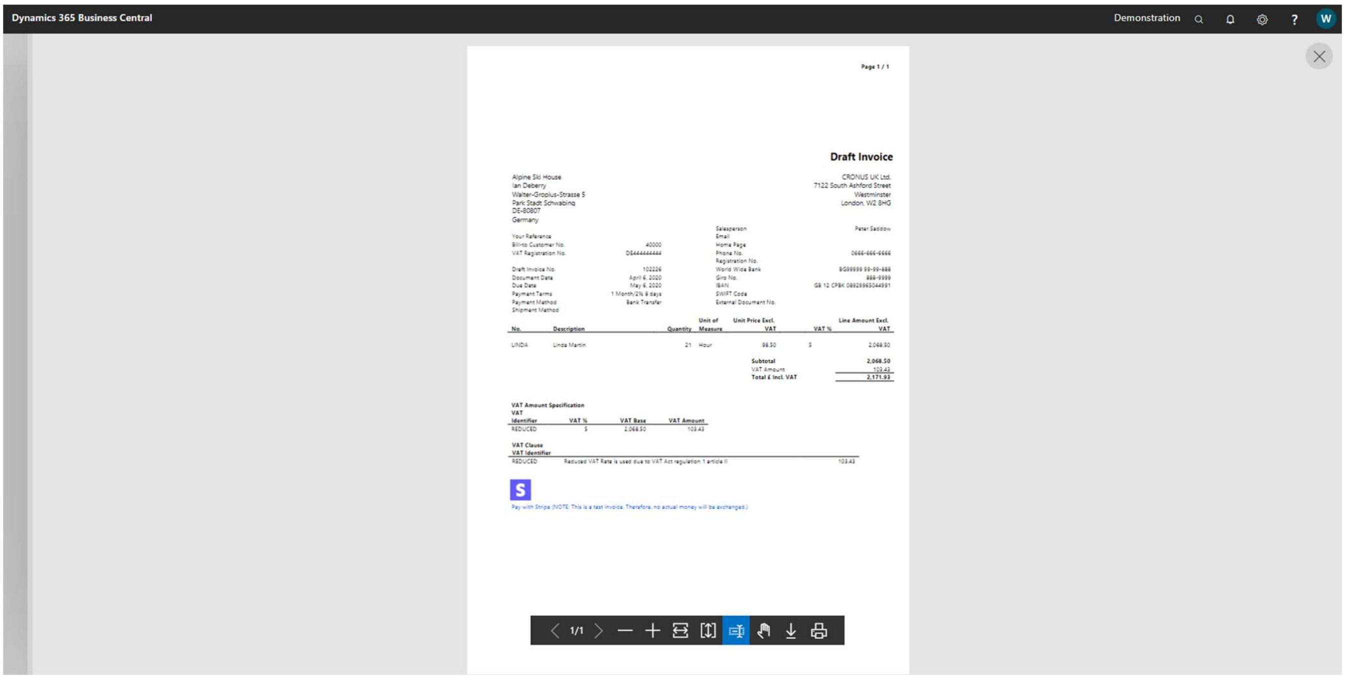
From the Sales Invoice page in Business Central, click on the *Actions* menu, select Posting and click on the action to print the Draft Invoice.



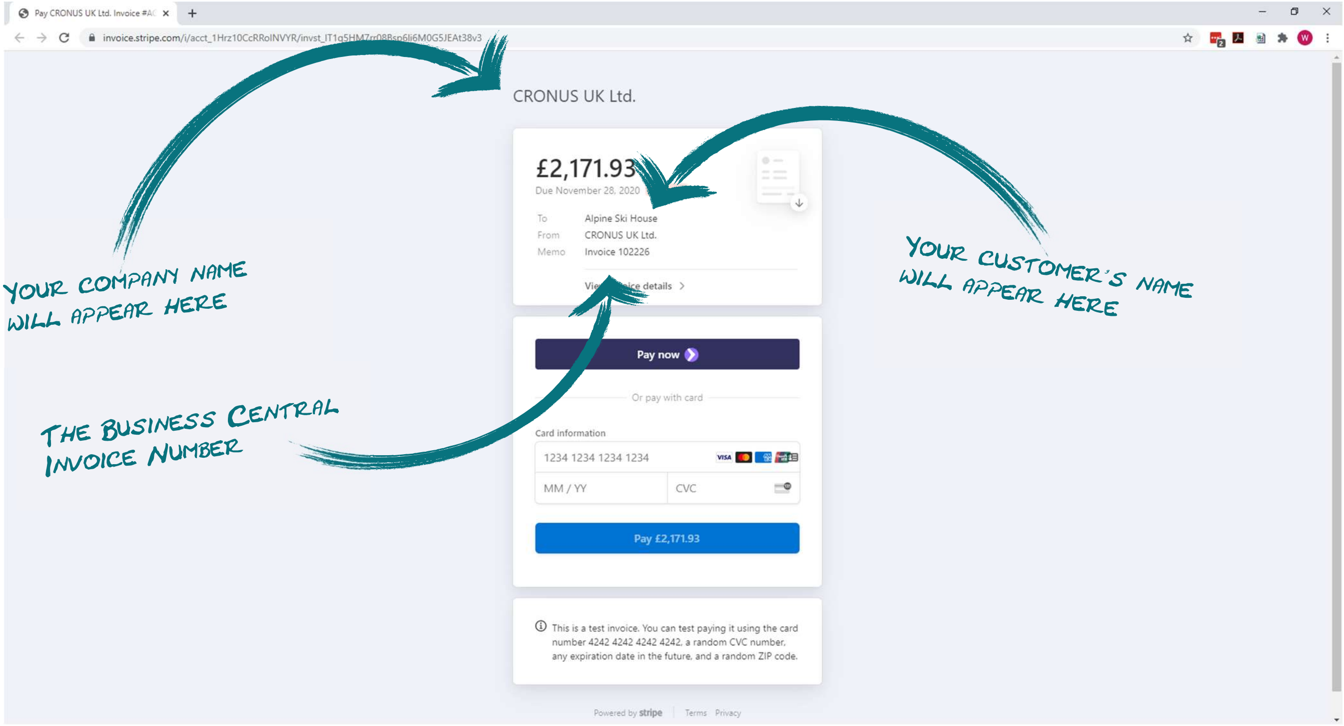
From the report request window, make use of the action button at the bottom of the window to save, print or preview the report, as shown below:



Notice the Stripe payment link appearing on the report, as shown below. This will allow your Customer to process a payment against this invoice through Stripe.



When your customer opens the invoice and clicks on the *Pay with Stripe* link, it will present your customer with a Stripe Payment Page, as shown below.

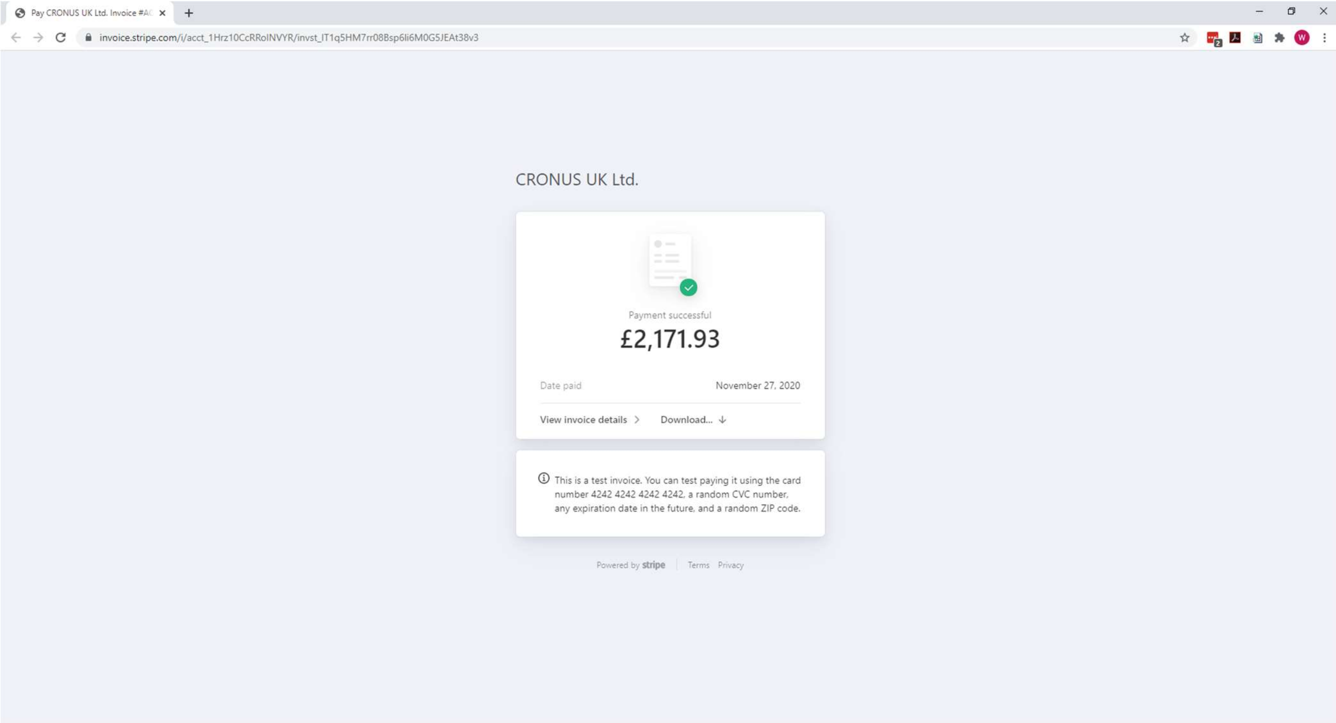


It's important to note that the payment methods made available to your customer on this page depends on the payment methods enabled on your Stripe account. You can read more about the process of enabling multiple payment methods on your account on this this help page from Stripe:
https://support.stripe.com/questions/activate-a-new-payment-method

Another important note is when the *Stripe Collection Method* on the Sales Invoice is set to Charge Automatically, Stripe will attempt to collect payment for the invoice as defined by the Stripe Automatic Charges functionality and your Customer will not have to process payment against the invoice using the payment link provided on the invoice.

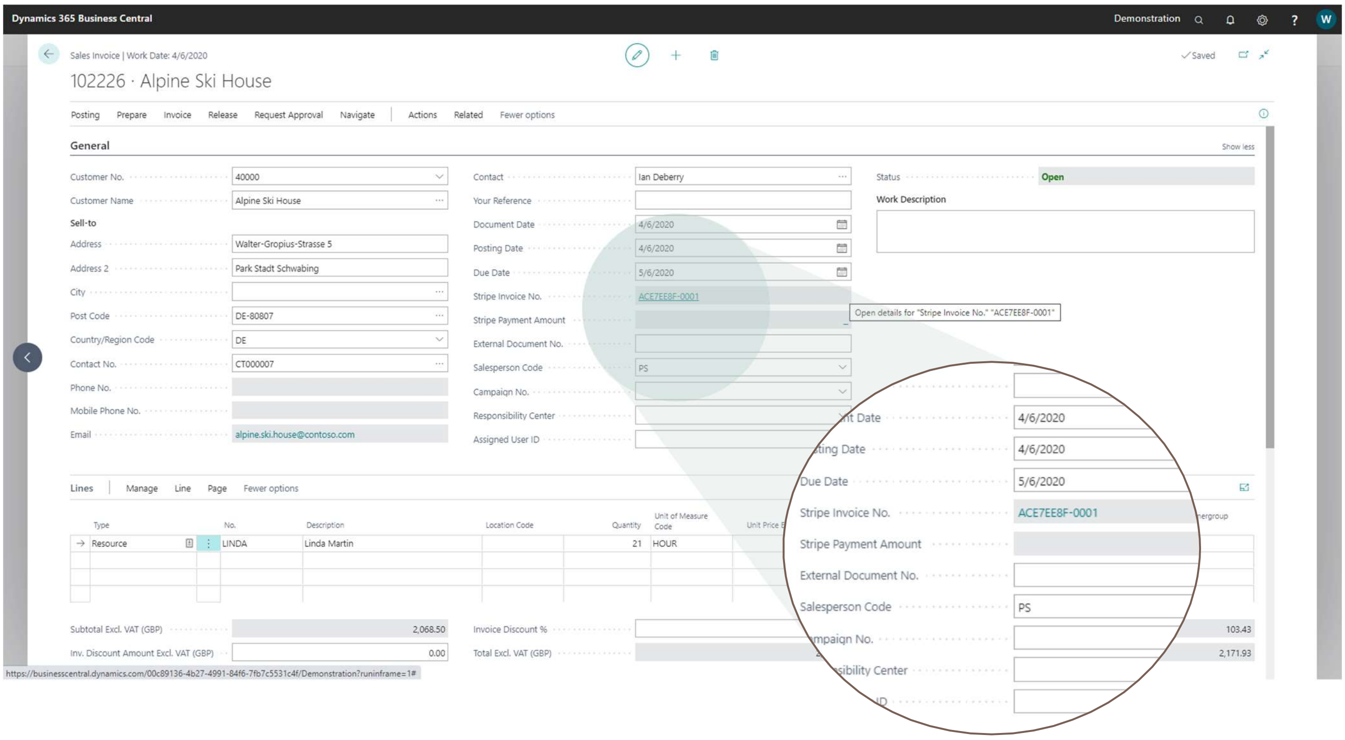
Upon successful completion of the payment process, your customer will be presented with a page to confirm the successful payment and allow your customer to download the invoice and receipt in PDF format, see example below.

The format and layout of the Stripe Invoice and Stripe Receipt documents can be adjusted from your Stripe Account Settings, more information on this can be found on this help page from Stripe:
https://stripe.com/docs/billing/invoices/customize



Once an invoice has been settled in full, your customer can continue to access this page using the same link provided on your posted sales invoice document, in other words, once the invoice has been paid, the customer will no longer be presented with the option to pay this invoice but instead a payment confirmation will be displayed.

Also note on the Sales Invoice document in Business Central, the Stripe Invoice No. appears as a field in the General section of the document, as shown below.



The last step in the process is to post the Sales Invoice. *It's worth noting* that the Stripe Invoice associated with the Sales Invoice will be transferred to the Posted Sales Invoice and the link between the Sales document will remain in place through the posting process.

In this scenario, we want to Customer to pay from the Posted Sales Invoice. If you generated a payment link from the draft invoice and then posted the invoice, the payment link will remain valid whether it has been generated from a draft invoice or a posted invoice – this means your process will not impact the effectiveness of the app.

a. With the *Stripe Collection Method* set to *Send Invoice*:

   When posting an invoice and producing the posted sales invoice report (either emailing the report, saving it or running it in preview mode), a Stripe payment link will be generated and displayed on the report, provided the Stripe Payment Service is enabled, activated on the document and the report layout supports the Business Central Payment Services functionality.

b. With the *Stripe Collection Method* set to *Charge Automatically*:

   When posting an invoice with the Stripe Collection Method set to Charge Automatically, a Stripe invoice will be created at the time of posting the Sales Invoice and Stripe will initiate the automatic charge feature to attempt collection against the Posted Sales Invoice, provided the Stripe Payment Service is enabled on the document.

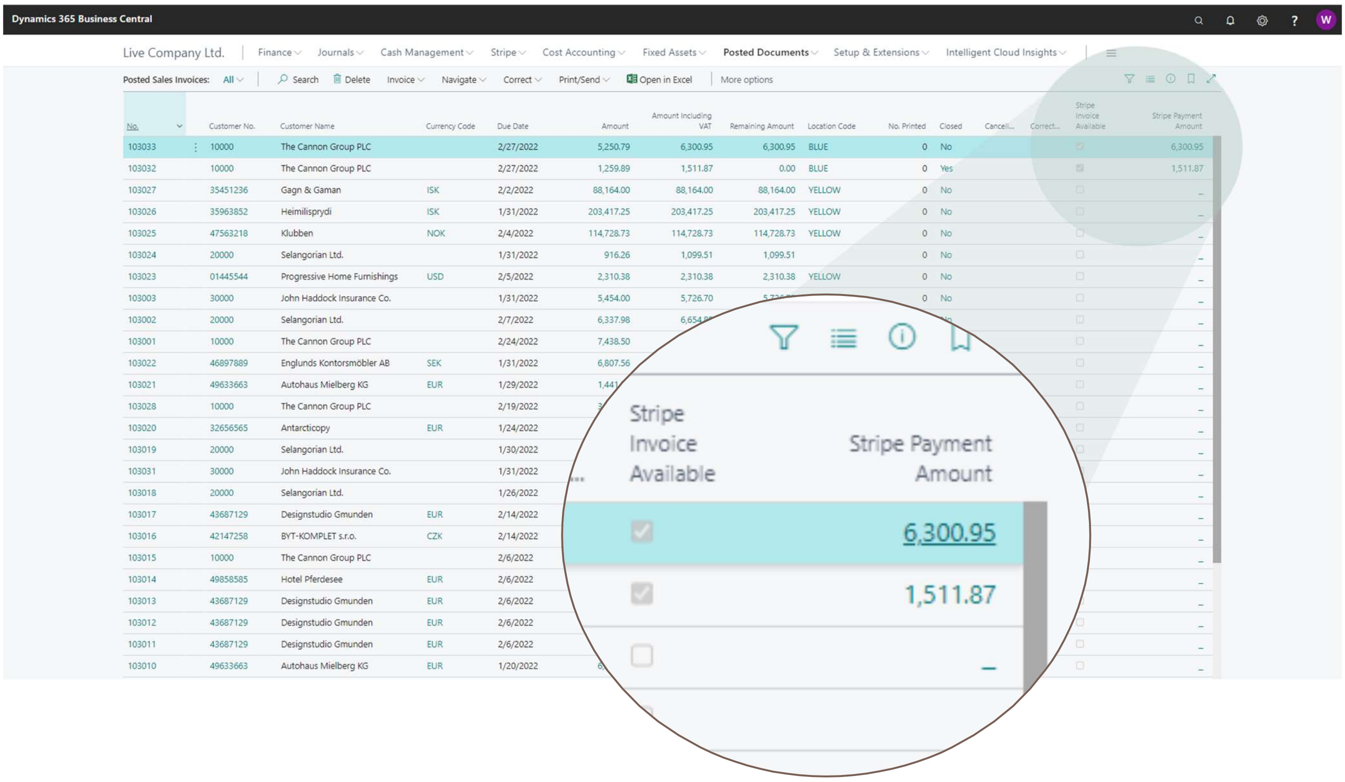
AUTOMATIC RETRIEVAL OF THE INVOICE PAID STATUS FROM STRIPE

The *Stripe Invoice Paid Update Service* is a recurring job scheduled through the Business Central Job Queue and with this Job is scheduled to execute, a successful completion of the job will update the paid status of a Posted Sales Invoice.

Two new fields related to the Stripe integration appear in the Posted Sales Invoices List page.

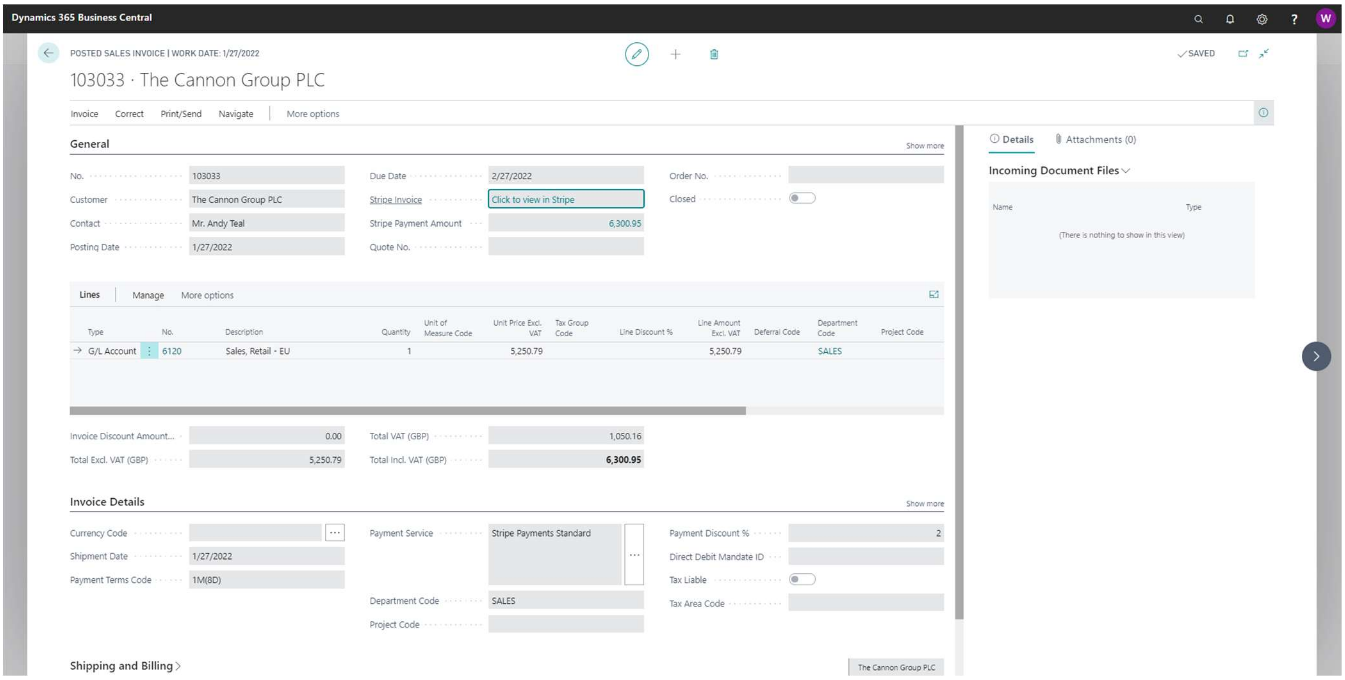
The *Stripe Invoice Available* field indicates if the invoice has been enabled with the Stripe Payments Standard feature and a Stripe Invoice exists for the Posted Sales Invoice document, remember, a Stripe invoice is created for the Posted Sales Invoice at the time of emailing or printing the Business Central Posted Sales Invoice.

The *Stripe Payment Amount* field displays the total amount your customer has been through the Stripe payment options, directly related to this invoice. The Stripe Payment Amount field offers a drilldown to display the payment transactions that were retrieved from Stripe for this invoice (these payment transactions are referred to as *Stripe Payment Events* in the next section).



The Stripe Payment Amount field is also visible on the Posted Sales Invoice Card page, along with a field called *Stripe Invoice* which offers a hyperlink to view this Posted Sales Invoice in the Stripe Dashboard. The Stripe Dashboard is a feature-rich user interface for you to operate and configure your Stripe account. You can use it to manage payments and refunds, respond to disputes, monitor your integration, and more.

It's important to note that you will need the login credentials to your own Stripe account to be able to view the Business Central Posted Sales Invoice from your Stripe Dashboard.



Stripe records the movement on your account balance by creating *Stripe Transactions* – these transactions will either increase or decrease your account balance depending on the type of transaction being created:

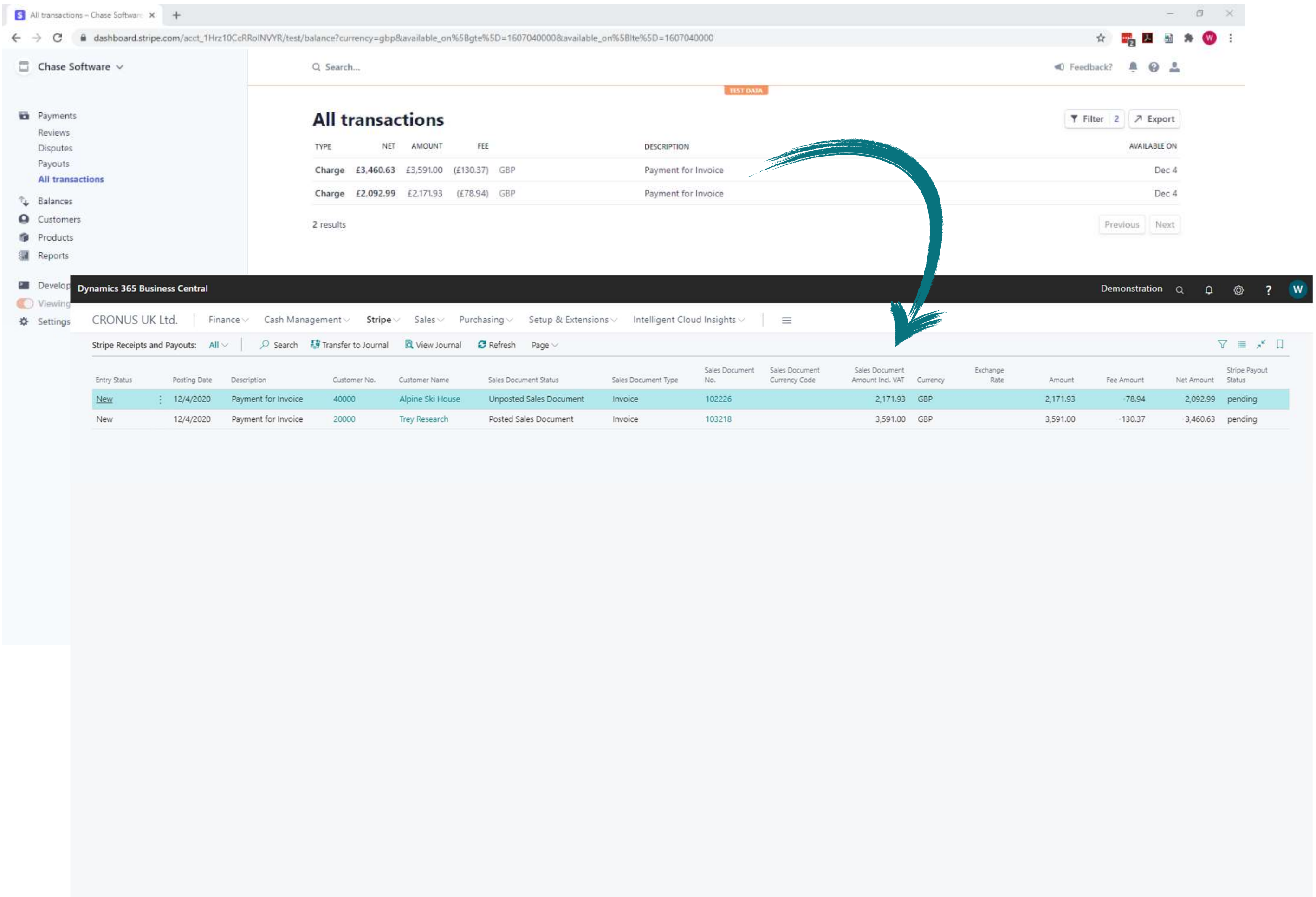
1. When a customer pays one of your invoices through Stripe, your Stripe balance will increase
2. When Stripe makes a payout to your bank account, your Stripe balance will decrease

The balance on your Stripe Account can be considered a Current Asset as it represents liquid funds owned by your Company and for this reason it is highly recommended to maintain your Stripe account balance in your financial records, preferable configured as a *Bank Account* in Business Central.

When your customer successfully pays one of your invoices through the Stripe payment process, Stripe will record a new transaction on your stripe account to reflect the increase of funds in your Stripe account. For you to receive these funds, Stripe makes payouts to your bank account and creates a pay-out transaction to decrease your stripe balance with the pay-out amount. Read more about the Stripe Payout process on this help page from Stripe: https://stripe.com/docs/payouts

The *Stripe Receipts & Payouts* page in Business Central reflects all transactions on your stripe account and offers the ability to post these transactions to your financials.

The image below shows how Stripe transactions are reflected in the Stripe Receipts & Payouts page.



There are two types of transactions that will be discussed in this section:

1. Payment for invoice
2. Payout from Stripe

PAYMENT FOR INVOICE TRANSACTIONS

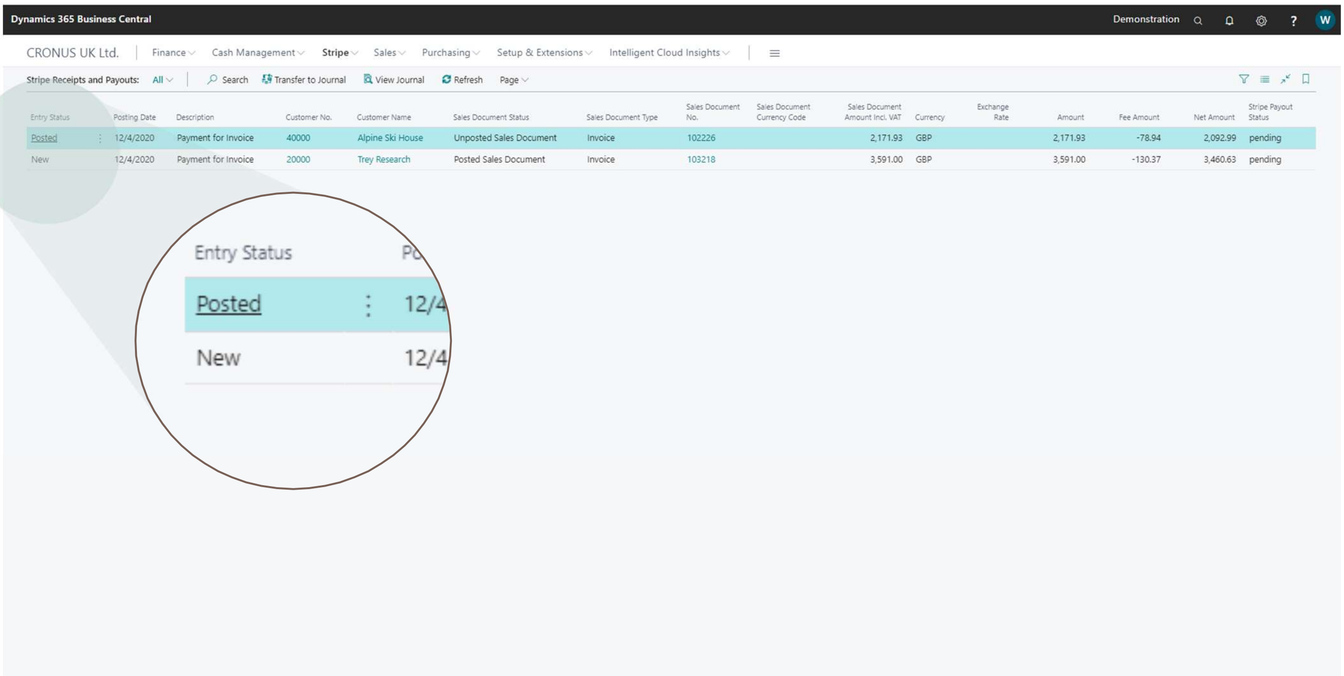
Payment for Invoice transactions occur when a customer pays one of your invoices – this will increase your Stripe account balance (debit) and decrease (credit) the relevant customer in Business Central.

The *Stripe Transactions* can be accessed from the Stripe menu in Business Central. Each transaction carries an *Entry Status* to reflect the current state of the transaction in Business Central – there are 3 possible states:

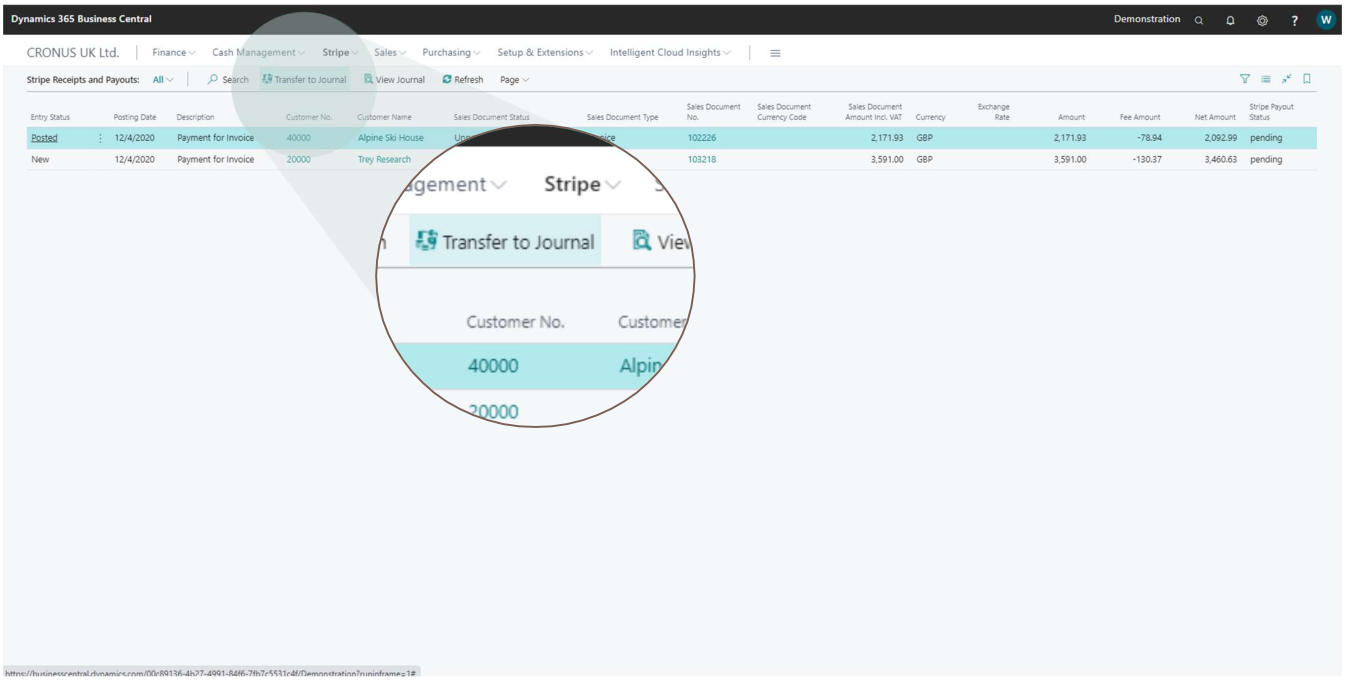
1. *New*
   Stripe transactions still to be recorded in Business Central.

2. *Transferred to Journal*
   Transactions that are in the process of being recorded to Business Central.

3. *Posted*
   Transactions from Stripe already recorded in Business Central.

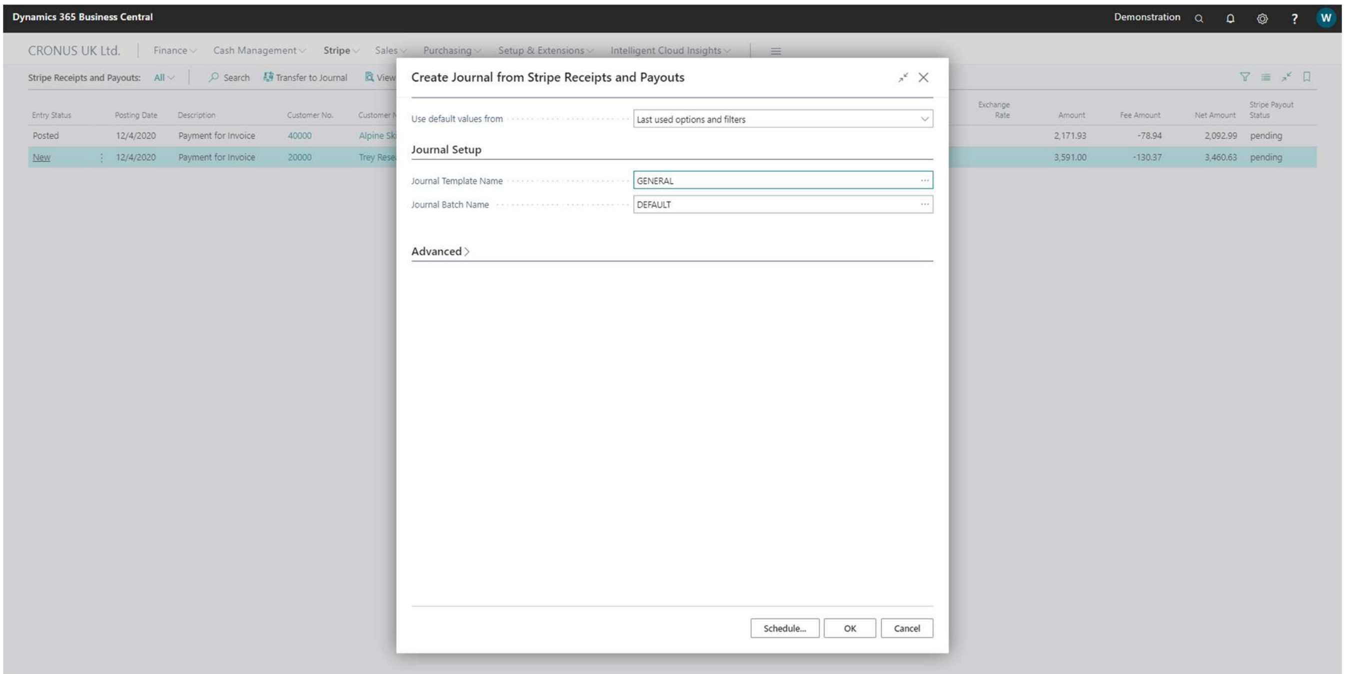


From the Stripe Transaction page, select one or more transactions, then click on the *Transfer to Journal* action from the menu section of the page, as shown below:



Useful Tip - In the illustration above, notice there are two transactions selected, one of which has an *Entry Status* of Posted – the *Transfer to Journal* process will automatically exclude Posted transactions and for this reason you can speed up this process by selecting all transactions listed on the page before clicking on the *Transfer to Journal* action without having to exclude Posted transactions.

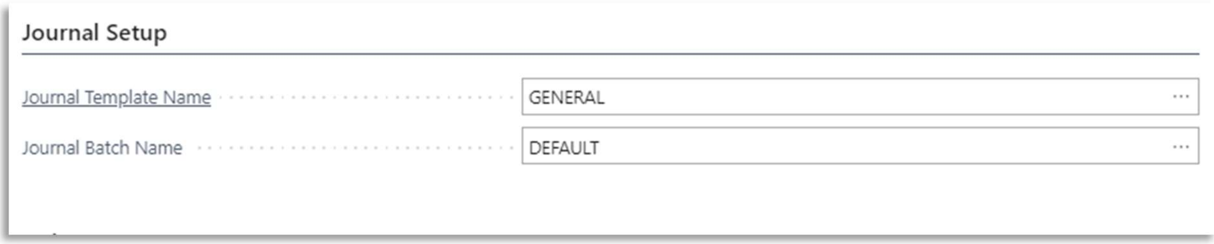
Clicking on the *Transfer to Journal* action will launch the *Create Journal from Stripe Transactions* page, as shown below.

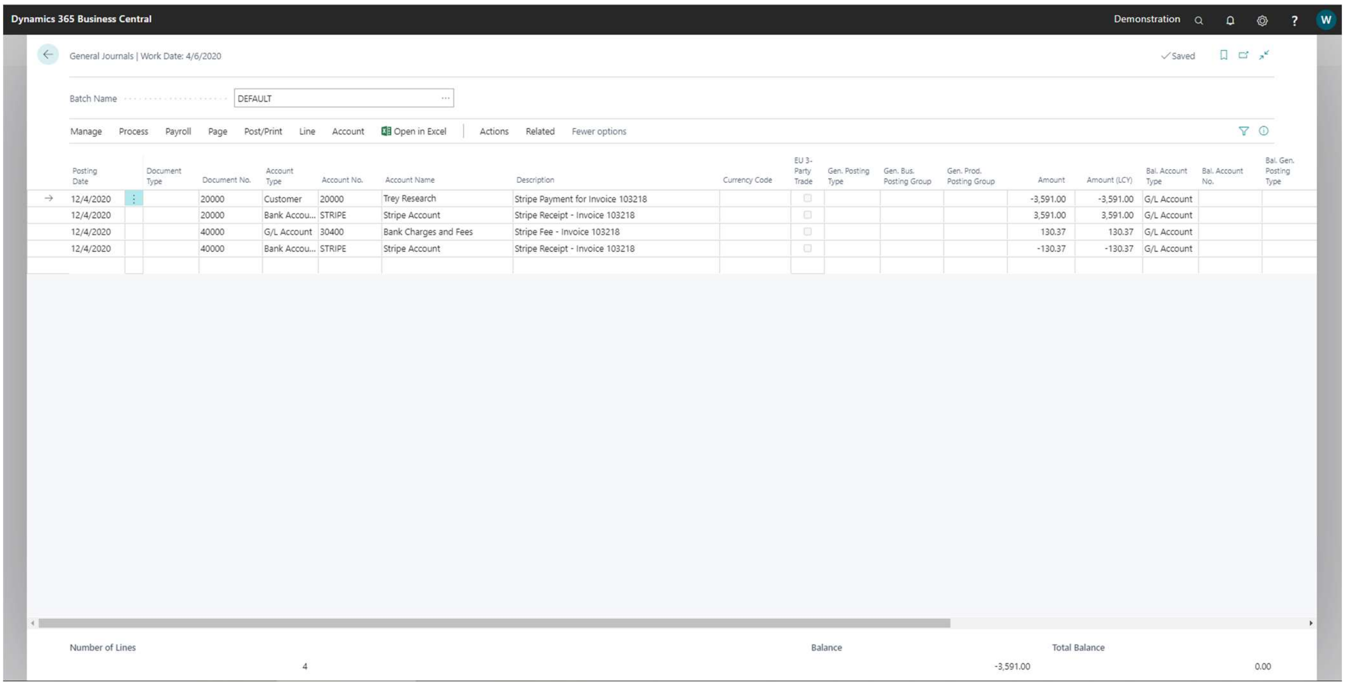


Complete this page by following these guidelines below, then click on the *OK* button to transfer the transaction(s) to a journal.

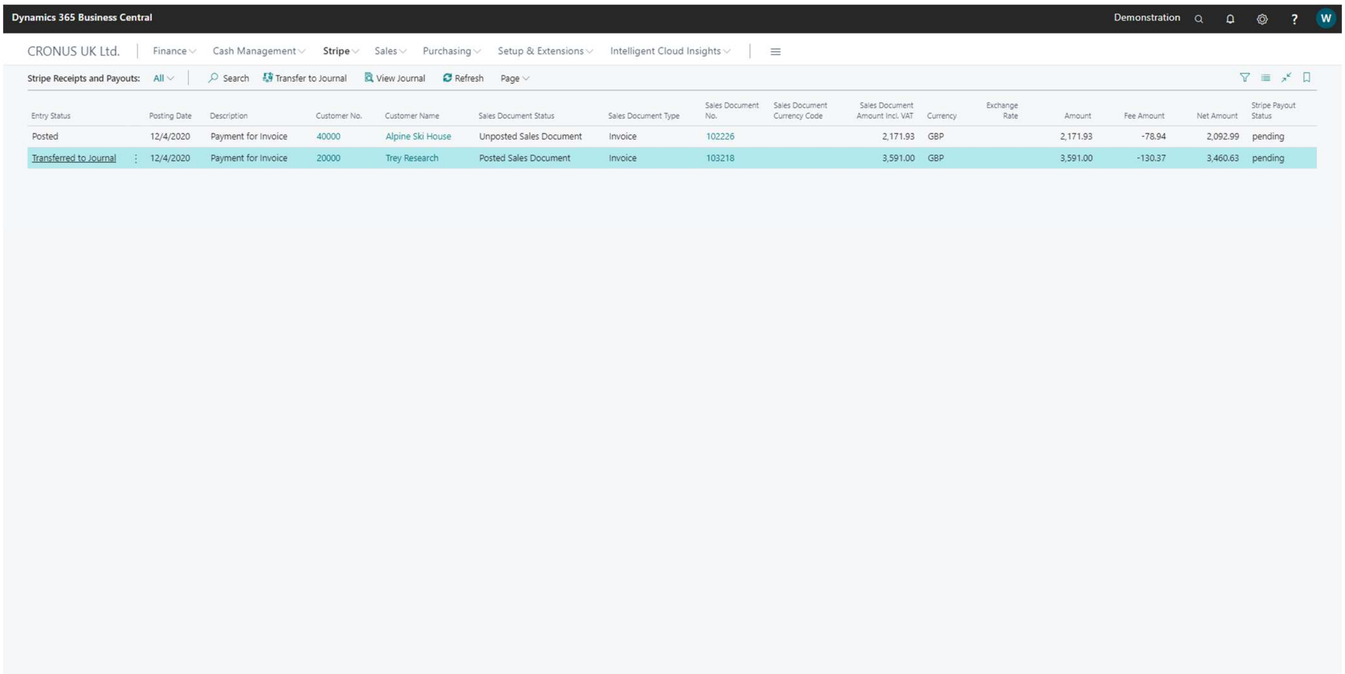
Journal Setup

Specify the General Journal Template Name and General Journal Batch Name to be used to post the Stripe transactions to Business Central, as shown below:





Notice from the image below the update to the *Entry Status* field on the Stripe transaction to reflect the current status as being *Transferred to Journal*. From the page shown below, you can make use of the *View Journal* action to open the journal containing the journal lines associated with the selected transaction.



Now let's proceed to post this journal. During posting, the following transactions were recorded:

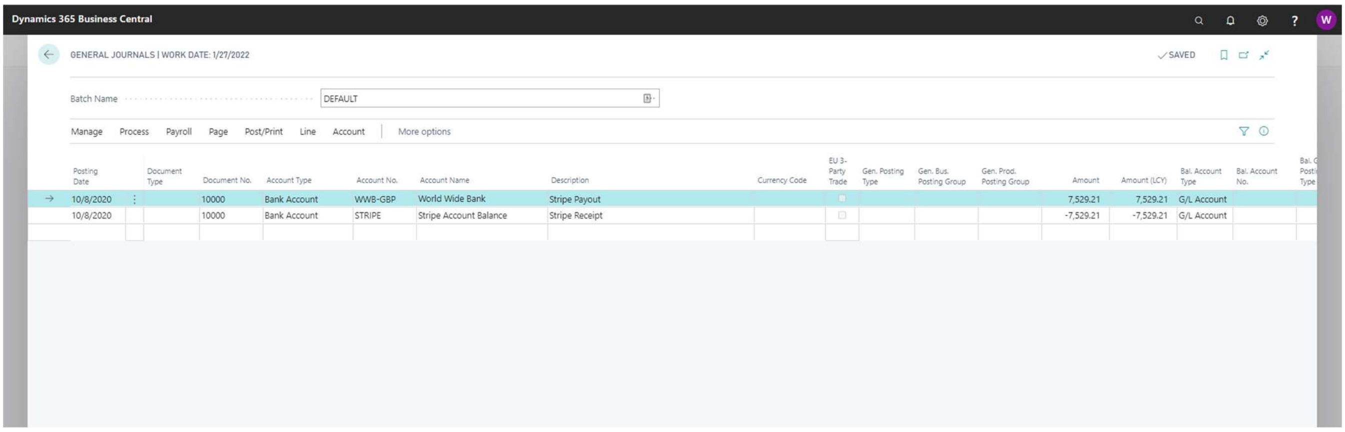
1. The Customer ledger now reflects a Receipt against the Invoice
2. The Stripe Bank Account in Business Central reflects the amount paid by the customer less the Stripe Fees amount.
3. The Stripe Fees account reflects the fee amount associated with the transaction

STRIPE PAYOUT TRANSACTIONS

Stripe payout transactions occur when Stripe makes a payout to your bank account. These transactions will be recorded in Business Central as a transfer from the Stripe Bank Account to the Company Bank Account used in the Stripe payout process.

The *Stripe Transactions* can be accessed from the Stripe menu in Business Central. From this page, select one or more transactions, then click on the *Transfer to Journal* action from the menu section of the page.

Clicking on the *Transfer to Journal* action will launch the *Create Journal from Stripe Transactions* page, complete the options on this page as described in the previous section, then click on the *OK* button to transfer the transaction(s) to the journal. The image below shows an example of a Stripe payout transaction being recorded in a journal. Complete the process by posting the journal.



HOW TO REDEEM A DISCOUNT COUPON

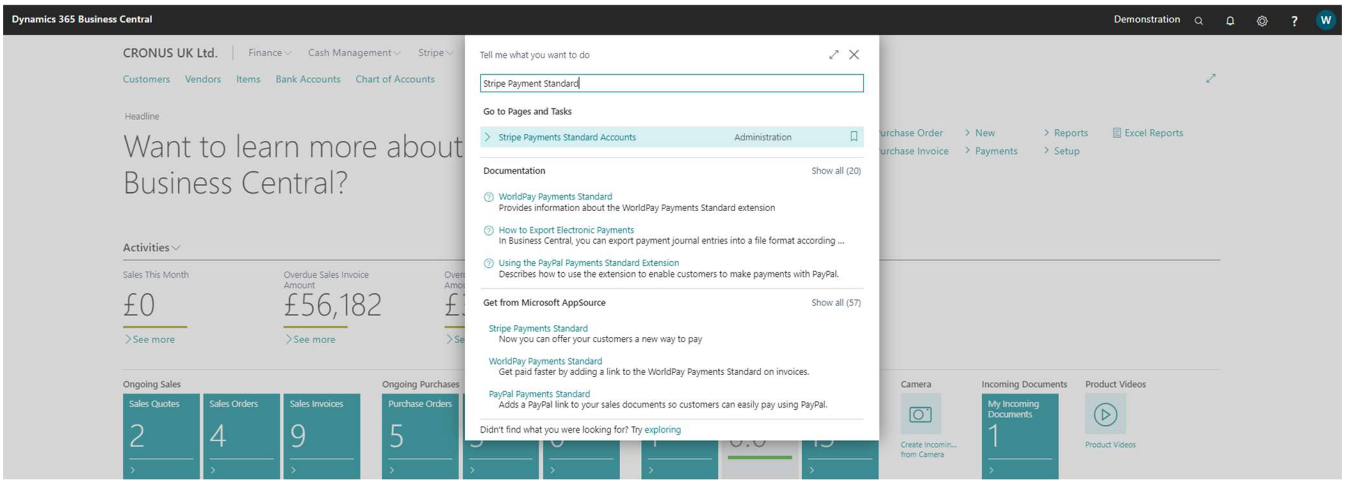
When using the Stripe Payments Standard app for Business Central, you are offering your Customers a new way to settle your invoices. This service attracts a fee in the form of a Platform Fee, charged on all successful payments that run through the app.

The app recognizes and rewards high-volume users in the form of a *Discount Coupon* which reduces the platform fees applicable to your account. Volume is based on monetary value of transactions, not on the number of transactions.

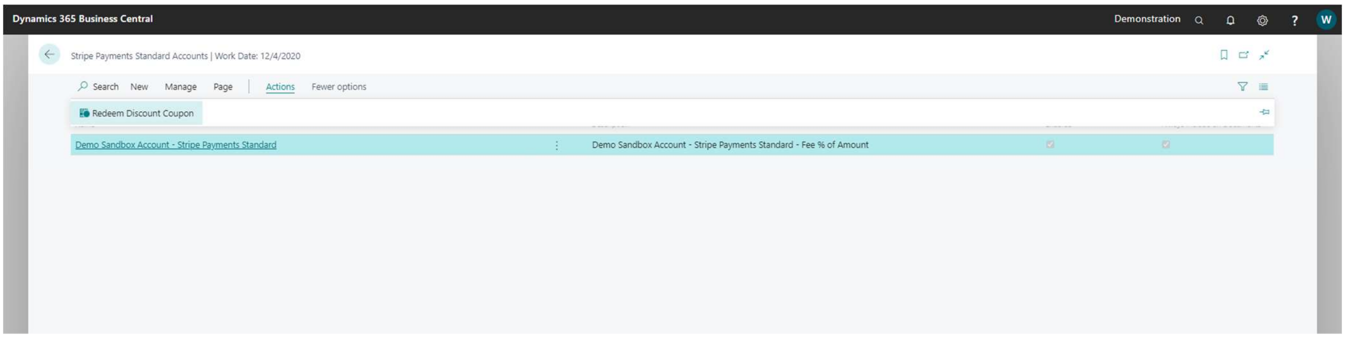
Once you reach a volume level where you qualify for a platform fee discount, a discount coupon will be emailed to your registered email address and you will be able to redeem the discount coupon from Business Central.

To redeem your discount coupon, follow the steps below.

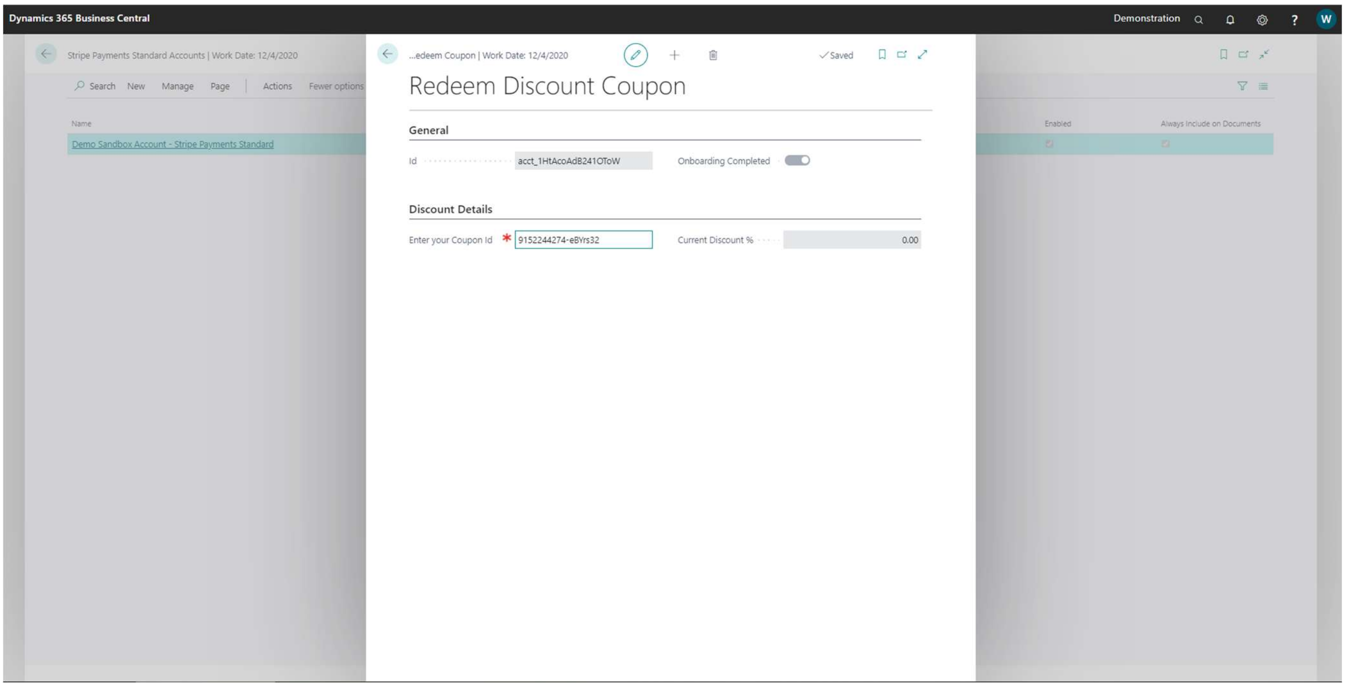
Make use of the Business Central search feature to find the Stripe Payments Standard page, as shown below:



From the Stripe Payments Standard Accounts page, click on the *Actions* menu and select the *Redeem Discount Coupon* action:



From the Redeem Discount Coupon page, enter the Discount Coupon Code received via email and press enter to redeem the code:



Upon successfully validating the Coupon Code with Stripe, the discount will be applied to your Stripe Account as shown below: