



NEWHAVEN SOFTWARE

NEWHAVENNEWS

Monday November 13, 2006

Now Available!

Authorize.net payment gateway now available in CMS 3.3

We have previously announced that we would be winding down support for PCCharge in CMS. Many of our customers have experienced problems processing payments through PCCharge, and when problems occur it has been very difficult (if not downright impossible) to obtain consistent, quality support from Verifone (the company that purchased PCCharge over a year ago). We've been looking at alternative payment gateways and earlier this year settled on Authorize.net because of the number of networks it supported, ease of implementation and good online tools.

We have completed testing with several customers and are now ready to release the Authorize.net payment gateway out of beta. We wanted to be absolutely sure that there were no problems with processing, credits, etc. and have gone through multiple month-end cycles with several of your fellow CMS users. We're now confident that the new Authorize.net gateway is 100% and ready for prime time.

If you are currently using PCCharge or some other method outside of CMS to process credit cards, now is the time to switch to an integrated solution inside of CMS. We're offering special incentives to change to either the Authorize.net or TransFirst ePay payment gateway solutions. If you act within the next few weeks you'll save money, enjoy increased efficiencies and avoid the hassles of PCCharge (or other external solutions) as well! It's easy to set up payment processing through either TransFirst ePay or Authorize.net, and by having an integrated solution inside of CMS, you'll find that credit card transactions are not only fast, but trouble-free.

For a limited time, we're waiving the Payment Gateway Module fee for anyone converting to either ePay or Authorize.net. The payment module is normally \$495, but during this promotion we are giving it away at no charge to any of our customers who have previously purchased PCCharge Payment Server. We'll also waive support charges for the rest of the year (\$100 support charges for 2007 will be billed with your annual support.) In addition, we've teamed up with North American Credit Card (NACCA) to offer all CMS users a comprehensive free rate reduction analysis. (See below for more details.)

Because we now have two solid alternatives to PCCharge, we will officially end all support for PCCharge at the end of this year. Over 80 companies are currently using TransFirst's ePay, and we have several using Authorize.net as a gateway to various merchant service providers like NACCA. Both ePay and Authorize.net are great solutions, with the primary difference being that TransFirst ePay is an "all in one" solution, where they are both the gateway AND process the charges. Authorize.net is simply a gateway - like PCCharge - that allows you to use most payment processors.

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For more information on converting to Authorize.net, see our [Authorize.net FAQ](#) This FAQ should answer most if not all of your questions, and also outlines the procedure for changing over from another processing solution to Authorize.net in CMS. If you have any questions not answered in the FAQ or would like to get started on conversion, please contact our Implementation Project Manager Bonnie Bryant via [email](#) or call her at (425) 861-7120. **PLEASE NOTE** that we will be performing Authorize.net conversions **by appointment only** on a first-come, first-serve basis and will be limiting conversions to one per day.

If you would like to shop for better credit card processing rates and service, we'd like to suggest that you call Michael Baron at North American Credit Card (NACCA). As mentioned above, NACCA has been providing credit card processing for many of CMS (and Wizard) users for over 10 years and offers competitive rates and great service. They are offering a free comprehensive rate reduction analysis for all CMS users interested in converting to Authorize.net. During this introductory promotion, NACCA will also waive all setup and conversion fees. For more information, give Michael a call at (800) 762-3782.

Remember that TransFirst ePay is also an excellent choice for credit card processing and can be less expensive than other alternatives. Because ePay is a one-stop solution, there are no middlemen - so you'll find rates and fees very competitive. Like Authorize.net, ePay is built into CMS, so it's trouble-free and easier to resolve any problems should they occur. Over 80 CMS companies have been using ePay successfully for the past two years and are quite happy with the service and the rates. If you'd like more information about TransFirst's ePay, call Jim Goulding at (866) 474-2342.

Remember that you only have until December 31st to take advantage of this offer! After the first of the year, we will be charging the full \$495 Payment Gateway module fee for both Authorize.net and ePay. We are performing conversions on a first-come, first-serve basis by appointment only. Please don't hesitate to contact Bonnie if you have any questions about this transition or to make an appointment.



→ marketing

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