Chargent
PAYMENT PROCESSING FOR SALESFORCE

Release Notes

[Chargent - v6.15]

Release Details

Release Title

Chargent v6.15

Release Installation URL

https://www.appfrontier.com/chargent-installation.html

Release Overview

Chargent v6.15 includes two major new features - Enhanced Direct Debit Network support & ACH Validation - as well as numerous Issue fixes and app refinements.

New Features

Bank Account Networks Update

Chargent's support for direct debit networks in many countries & regions has been enhanced for a more intuitive user experience. Users may now explicitly select the direct debit network to be enabled within a Gateway record. Direct Debit Networks Supported (Gateway dependent):

- ACH (US)
- ACSS (CA)
- BECS (AUS)
- SEPA (EU)

Field labels within our Payment Console, Payment Request, and Take Payment products will automatically update to reflect the appropriate inputs needed. For instance, when configured for SEPA, our payment forms will ask for "Account Number" and "IBAN", whereas gateways configured for ACH will ask for "Account Number" and "Routing Number". This makes payments easier, quicker, and more intuitive - **no more guesswork and a more joyous payment experience!**

WEB Debit ACH Validation (Pilot Program)

Chargent now has the ability to validate US bank accounts (on the Automated Clearing House (ACH) network) before attempting a transaction. This validation confirms that the bank account & routing numbers exist , and that the account is available for payment transactions. Validation is automatic, and will occur only when needed. A record of that validation is stored in your Salesforce Org, ensuring you have the documentation required to be compliant with the NACHA Web Debit mandate..

This feature satisfies NACHA's new mandate - [Supplementing Fraud Detection Standards for Web Debits](#), As enforcement begins March 19, 2022, we strongly recommend that all ACH customers implement this feature before the enforcement date. It is available for the Chargent Orders transaction package currently. We are investigating applying this to the other legacy transaction packages (Opportunity and Cases.).

NOTE: Validations are performed against first attempt ACH accounts only. When there is a successful transaction for that bank account, those are considered valid without further action.

Chargent has partnered with [Lyons' Account Verification service](#) to provide best-in-class account verification and a seamless experience for both you and your customers. Merchants may use existing Lyons accounts or sign up directly with Chargent to establish an account. Setup is easy; simply edit an existing gateway record (or create a new one) with those Lyons credentials in order to enable the service in Chargent.

This feature is in Beta status and, as this mandate isn't enforced until March 19, 2022, is currently being tested by select customers with a low volume of ACH transactions.

Enhancements

New 'Bank Account Details' Field

A new dynamic field has been added to our Orders object that displays bank account information used for quick reference. This information displays:

- Account type and last four digits of account number for ACH (US)
- Account name and last four digits of IBAN for SEPA (EU)
- Account name and last three digits of account number for BECS (AUS)
- Account type and last four digits of account number for ACSS (CA)

Forte: Sec_code Mapping Added

Updated our integration to the Forte integration to send the "sec_code" to the gateway during bank account transactions.

Fixes

Chargent Anywhere Configuration on Custom Objects - Issue Fixed

Updated apex classes to use API v50.0 or later in order to prevent configuration issues with Chargent Anywhere on certain custom objects.

Automated Collections v1.0 Spring '21 - Issue Fixed

Fixed an issue wherein Automated Collections v1.0 presented a "security_exception" error in Orgs updated to Salesforce's Spring '21 version.

Card Details Field Displaying Bank Account Information - Issue Fixed

Fixed an issue wherein the Card Details field displayed Bank Account information (last four) on Chargent Orders where the Payment Method is Bank Account.

Gateway Setup Wizard Page Loading Loop - Fixed

Fixed an issue wherein the Setup Wizard could become stuck in a page load loop when the Authorize.net gateway was selected.

ACH Bank Account Number Not Saving to Opportunity - Issue Fixed

Fixed an issue wherein the Bank Account Number was not saving to the Opportunity record after an initial transaction, preventing recurring transactions from using that ACH bank account.

Payment Request Preview Page Clickable 'Pay' Button - Issue Fixed

Fixed an Issue wherein the 'Pay' button was clickable during the Payment Request Preview. Button is no longer clickable.

Authorize.net URL Encoding - Issue Fixed

Fixed an issue wherein encoded passwords with an equal symbol (=) caused authentication errors when a transaction is sent to the gateway.

Buttons Not Shown in Payment Console for Existing Recurring Payments - Issue Fixed

Fixed an Issue wherein no buttons were visible in Payment Console within Chargent Anywhere on existing recurring Chargent Order records.

Hostname Field Added to Adyen Gateway Setup

Added the Hostname field to the Gateway Setup Wizard for easier setup of live end-point configuration when using the Adyen gateway.

Known Issues

ACH Validation Remote Site

Upon enabling ACH Validation in the Gateway Setup Wizard, the Lyons Remote Site - "Lyons_Prod" for live environments & "Lyons_Sandbox" for test environments - does not automatically activate. To remedy this, navigate to Setup > Security > Remote Sites and activate the remote site by checking the "Active" checkbox.

ACH Validation Testing

When ACH Validation is enabled, testing of ACH Accounts must be performed using Lyons test account / routing numbers. Some gateways do not allow the use of the testing account / routing numbers Lyons provides. Testing Lyons account / routing numbers in the Auth.net gateway, for instance, will surface an error stating that the ABA number is invalid. In this instance, the Lyons service will validate the account and create a Payment Source in the Chargent app for it, but the transaction will fail.

ACH Validation Toggle Switch in Gateway Wizard

When disabled in the Gateway Wizard, the ACH Validation toggle switch does not disable the credentials fields below it on the screen. Furthermore, any values entered into those fields will remain when the Gateway Wizard is completed and re-opened for that Gateway record.