

Mamut Business Software

Enterprise Extension

Mamut Enterprise DIBS



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Table of Contents

Additional Products and Enterprise Extensions	3
Payment Services for the Webshop.....	4
About Mamut Enterprise DIBS	5
How to use the Mamut Enterprise DIBS Payment Service	6
Payment Services.....	10
Access to Additional Products and Enterprise Extensions.....	11
Installing Example Database/Evaluating Additional Products	12
More Information	13
Service and Support.....	13
The Mamut Service Agreement	14
Mamut Academy.....	15



Produced and distributed by:

Mamut Software Ltd.
90 Long Acre
Covent Garden
London
WC2E 9RZ
Tel: 020 7153 0900
Fax: 020 7153 0901
Web: <http://www.mamut.co.uk>
E-mail: info@mamut.co.uk

Sales:

Tel: 0800 032 5616 (free)
Fax: 020 7153 0901
E-mail: sales@mamut.co.uk

Support:

Tel: 020 7153 0900
Fax: 020 7153 0901
E-mail: support@mamut.co.uk
Web: <http://www.mamut.co.uk/support>

ADDITIONAL PRODUCTS AND ENTERPRISE EXTENSIONS

Mamut offers a number of Additional Products and Enterprise Extensions that allow you to use the program more efficiently.

There are also a number of Additional Products that offer extra functionality connected to your website and webshop. Products such as domain and e-mail accounts can be used regardless of which Mamut program you are running. However, some products require that you own a program version from the Mamut Enterprise series.

If you wish to find out more about which Additional Products and Enterprise Extensions are available for your Mamut system, please visit our home page at www.mamut.co.uk/addons. You can also call free on 0800 032 5616 or send an e-mail to info@mamut.co.uk for more information.

This manual is intended to provide you with a basic description of how the Enterprise Extension is set up, how to navigate through it, and how you can customise it to suit your own needs.

You can at any time click Help or press [F1] in order to get help with the functionality in the program. We would also like to remind you about our website www.mamut.co.uk/support, where you will find answers to the most frequently asked questions about Mamut. It is designed to make it as easy as possible for you to search for answers to any questions you may have - 24 hours a day.

We are convinced that you and your company will reap great benefits from this easy-to-use program and its many additional products and extensions, which aim to help you simplify your day-to-day business.

Best of luck with Mamut Additional Products and Enterprise Extensions!

PAYMENT SERVICES FOR THE WEBSHOP

If you would like to offer payment by credit/debit card in your webshop you need to have a Mamut system containing Shopping cart functionality. Additionally, you will also need to enter into an agreement with a payment service provider.

Payment service provider's act as web based payment terminals, which take care of the entire payment process when a customer in your webshop wants to pay by credit card. The payment service provider ensures the security of the transaction against fraud or other types of problems.

To receive credit/debit card payments from your webshop you will also need to set up one or more credit/debit card types in Forms of payment.

Supported Payment Services Provider(s) - PSPs:

Worldpay: If you would like to offer card payments with Worldpay as payment service provider, you need to contact Worldpay yourself in order to set up a payment agreement. Once the agreement has been reached and you are ready to use the payment solution, you will receive an **InstallationID** from Worldpay, which you need to register in the **Payment Services** tab in Mamut.

You can read more about Worldpay at www.mamut.co.uk.

When you have entered into a contract with a payment service provider you can select the appropriate provider from the **Select Payment Service** drop-down list. You then need to register an **ID**, which you will have received from the provider.

Mamut Enterprise DIBS: By using Mamut Enterprise DIBS, you can now offer your customers a fast, easy and secure online payment service. DIBS Payment Services is the leading provider of Internet payment services in Scandinavia. Mamut Enterprise DIBS supports Barclays as a payments clearing supplier.

When making an online payment with Mamut Enterprise DIBS, the DIBS payment solution transfers the customer to the DIBS payment site. Sensitive credit card information is only handled by DIBS, which means that all transactions are kept secure and confidential.



Note! Mamut Enterprise DIBS is available as an extension to Mamut Enterprise.



Note! You need to publish your website again after you have made your payment services settings and set up your forms of payment to make the payment solution available on your website.

ABOUT MAMUT ENTERPRISE DIBS

By using Mamut Enterprise DIBS, you can now offer those customers paying by credit card a fast, easy and secure online payment service.

When making an online payment with Mamut Enterprise DIBS, the DIBS payment solution transfers the customer to the DIBS payment site. Sensitive credit card information is only handled by DIBS, meaning all transactions are kept secure and confidential.



Note! If you would like to offer payment by credit/debit card in your webshop, you require a valid licence for Mamut Business Software as well as an agreement with your bank/acquirer.

The online payment solution settings can be found by clicking **View - E-Commerce - Website Settings**. On the **Payment Services** tab, select **DIBS**. The option will be enabled for customers who have acquired a licence. If you do not have this option, you need to contact your Mamut contact person, as your licence must be upgraded.



Note! Mamut Enterprise DIBS is available as an extension to Mamut Enterprise.

Mamut Enterprise DIBS - Secure and Reliable Online Payment


- Standardised and user-friendly online payment terminal when paying with a credit card.
- Fully integrated with your Mamut Webshop.
- Supports VISA, MasterCard and Maestro.
- Sensitive credit card information is handled only by DIBS - a secure third party.
- "Verified by VISA (3d secure)" and "MasterCard SecureCode (3d secure)" secures sensitive information.
- DIBS provide an admin site where you obtain a full overview of all orders and payments.
- No minimum transaction amount for payments.
- Supports Barclays as a payments clearing supplier.

HOW TO USE THE MAMUT ENTERPRISE DIBS PAYMENT SERVICE

If you would like to offer payment by credit card in your webshop, you need a valid licence for your Mamut software, an agreement with a payment provider as well as an agreement with your bank/acquirer. If you want to use the Mamut Enterprise DIBS credit card payment service, please contact Mamut's sales department for information about licencing and handling.

To activate the payment service, go to **View - E-Commerce** and click **Website Settings**. In the **Payment Services** tab, select **DIBS** from the drop-down list. If DIBS is not available in the list, please get in touch with your Mamut contact person - your licence may need upgrading.

Payment service provider's act as web based payment terminals, which take care of the entire payment process when a customer in your webshop wishes to pay by credit card. The payment service providers ensure the security of the transaction against fraud or other types of problems.

 **Note!** Mamut Enterprise DIBS is available as an extension of Mamut Enterprise and supports Barclays as a payments clearing supplier.

Once you have entered into an agreement with the payment service provider, and defined the correct payment service settings (see above), you must register the **ID** you have received from the provider.

In order to handle credit card payments in your webshop, you must create one or several **Forms of Payment** specific for payment using credit cards.

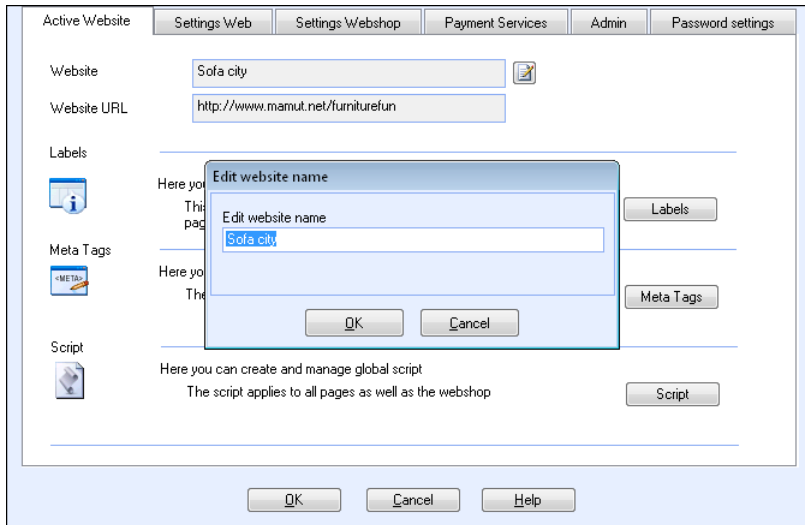
 **Note!** The settings you have defined for the online payment service will only be available in your webshop once you have clicked **Update Website**.


Below is a detailed description of the various settings you must define within your Mamut program.

Step 1

Checking the name and address (URL) of your website

1. Go to **View - E-Commerce - Website Settings**.
2. Your website's name and address appears on the **Active Website** tab. Change the name by clicking the **Edit** button.



 Your website name has now been changed.

Step 2

Define the Payment Service settings

1. In the **Payment Services** tab, select **DIBS** from the drop-down list. If you do not have this option, please contact Mamut's sales department, your licence needs to be upgraded.
2. Enter the **Account name** in order to activate the connection to DIBS. The name, which you will receive from DIBS, must be identical to the one you have received.

Website Settings

Active Website | Settings Web | Settings Webshop | **Payment Services** | Admin | Password settings

Select Payment Service
DIBS

Account name
Smith&Smith

Credit Card settings

Credit Cards. (The status indicates if you can offer payment by credit cards in your webshop)
Gateway used by cards with multiple gateway options (Visa/MasterCard/Diners Club)

Gateway
[Empty dropdown]

3D Secure Select this option if you have a 3D secure agreement with your bank. (Applies to processing of Visa/Mastercard transactions for international cards)

Select which direct payment methods you would like to offer your customers. (reference - redemption agreement with bank).
These will show in addition to the credit card types you want to offer your customers on the web under 'Payment Terms'

OK Cancel Help

3. Select which direct payment alternatives you want to offer your customers from the **Gateway** drop-down list and/or which are included in the agreement with your bank/acquirer.
4. Check the **3D Secure** box (included in the agreement with DIBS).
5. Click **OK** to complete the process.

The payment service settings have now been defined in Mamut.

Step 3

How to customise your webshop

1. Go to **View - E-Commerce - Edit Website**. Select the sub-tab **Form of payment** in the **Webshop** tab.

The screenshot shows the 'Edit Website [Sofa city]' window with the 'Webshop Settings' dialog open. The 'Form of payment' sub-tab is selected. The 'Method of Payment' section contains a table with the following data:

Form of payment	Description	Fees
Credit card - MasterCard	Payment using Mastercard	0,00
Credit card - Visa	Payment using Visa	0,00

To the right of the table is the 'Credit Card Settings' section, which includes the following options:


- Show field for Security Code
- Required field (for your customers)


At the bottom of the dialog, there is a checkbox for 'Show both the form of payment and the description for the conditions' which is checked. Navigation buttons for '< Previous' and 'Next >' are also visible.

2. Select the **Show field for Security Code** box (for manual credit card handling).

The screenshot shows the 'Payment terms' dialog box. The 'Form of payment' is set to 'Credit card' and the 'Def. credit card' is set to 'MasterCard'. The 'Description' field contains 'Payment using Mastercard'. There are two checked checkboxes: 'Available on the web' and 'International purchases'. An 'Advanced' button is located at the bottom right of the dialog.

3. Enter payment terms by clicking the **New** button (or **Edit** to edit an existing payment term), select a credit card and enter the description which will be used in the webshop.

 *The webshop settings have now been defined. Remember to differentiate between shipping costs, etc. if you are selling your products to other countries. The best way to do that is to create two payment terms per credit card type.*

 **Note!** Once you have defined these settings, you must update your webshop by selecting **View - E-Commerce - Update Website**.

Payment Management: To track customer payments, log on to your DIBS administration tool. Read more about this in the information from DIBS.

PAYMENT SERVICES

If you would like to offer payment by credit/debit card in your webshop you need to have a Mamut system containing Shopping cart functionality. Additionally, you will also need to enter into an agreement with a payment service provider.

Payment service provider's act as web based payment terminals, which take care of the entire payment process when a customer in your webshop wants to pay by credit/credit card. The payment service providers ensure the security of the transaction against fraud or other types of problems.

Read more about which payment Service providers (PSP) are accessible under "payment services for the webshop".

Select Payment Service: When you have entered into a contract with a payment service provider you can select the appropriate provider from the **Select Payment Service** drop-down list. You then need to register an **ID**, which you will have received from the provider.

To receive credit/debit card payments from your webshop you will also need to set up one or more credit/debit card types in Forms of payment.

Website Settings

Active Website | Settings Web | Settings Webshop | **Payment Services** | Admin | Password settings

Select Payment Service
WorldPay

InstallationID: 123

Test purpose only (WorldPay):

- Testmode (100) - always success (WorldPay parameter)
- Testmode (101) - always cancel (WorldPay parameter)

OK Cancel Help

Note! You need to publish your website again after you have made your payment services settings and set up your forms of payment to make the payment solution available on your website.

ACCESS TO ADDITIONAL PRODUCTS AND ENTERPRISE EXTENSIONS

When you buy additional products, you will be sent a licence number for each of the additional products you have purchased. If you receive several licence numbers, you will first need to register the licence for the program itself. After that, you can continue with registering the licence number for the service agreement or other additional products.



Note! When you register a licence number it is important to enter the licence number correctly in the same way as it appears in the letter/e-mail you received. Be especially careful with the difference between the letter "O" and number "0". Our licence numbers do not contain the letter "O", only the number "0".

If you have purchased an Additional Product or an Enterprise Extension after having installed and registered the program, you will usually be able to activate the licence by clicking **Help - About** and then clicking on **Download licence file**.

Some Additional Products and Enterprise Extensions have to be registered for your company database or for certain users, who will be given access to the new functionality.

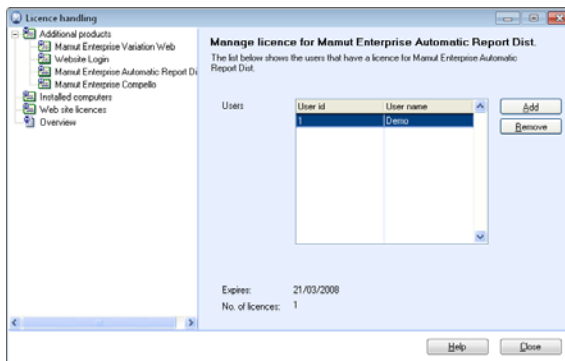
After you have registered the licence for your additional product and restarted your Mamut system, you can access the licence administration area via **Help - About - Manage licence information**.



Note! Find out whether the additional product is for a number of **Users**, **Company Databases** or **All Users and Company Databases**.

How to manage access to additional products

1. Go to **Help - About** and select **Manage licence information**.



2. Under **Additional products**, you will see a list of the products to which you have access. Select the product you want to manage and click **Add**.
4. Select a company database or user and click **OK**. Repeat this step if you want to add several.
5. Close the program and restart it.



All additional product functionality is now available for the selected company database or user.



Note! At the bottom of the page you can see how many licences you have for the additional product. You can add as many users/company databases as you have licences for.

INSTALLING EXAMPLE DATABASE/EVALUATING ADDITIONAL PRODUCTS


Within the example database you are able to test the program without affecting your company data. You are also able to evaluate the various additional products and enterprise extensions before you purchase them.

Within the wizard for first time start up of the program, you are able to select if you wish to install the example database.

Many will have already installed the example database by using the wizard for Installing the Program. If you are unsure about this you can check by selecting **File** and **Open Company database**. A list will display installed company databases.

If you are already a customer but wish to evaluate additional products or expanded products, you can do this by using the example database.

To install the example database, select **File - Database utilities** and **Install example database**.

 **Note!** When you log on to the example database you will be able to select evaluation product and any available additional product for it.

It is also possible to remove a company database from the installation by clicking **Delete** in the company database list. (**File - Open Company Database**).

MORE INFORMATION

Service and Support

Mamut Service Agreement

The service agreement gives you the right to make use of the Mamut Support Centre. Find out more about the Mamut Service Agreement below.



Mamut Support Centre

The Mamut Support Centre offers an extensive personal service programme to assist you whenever you may need help.

Under the heading **Support** at www.mamut.co.uk/support, you are also able to use the Article search database to find specific tips and tricks that will help you when trouble shooting within the program. Here you will also find a link to the 10 newest support articles and the 10 most read support articles.

How to get in touch with the Mamut Support Centre

Get in touch through the program



The easiest way of getting in touch with the Mamut Support Centre is via the program. The **Mamut Support Centre** focus area allows you to search for answers and send new queries. The status of and answers to your query can be found in the same place. In order to utilise this feature within the program, you must be connected to the Internet.

Get in touch by e-mail

If you cannot find the answer you are looking for on the Mamut Information Desk or in the online article database you can send an e-mail to support@mamut.co.uk.

Get in touch via fax 020 7153 0901

If you do not have Internet access, you are able to send your query by fax to the Mamut Support Centre. You will receive an answer by fax as well. However, please do provide a telephone where you can be reached during working hours in case we need more information in order to solve your problem.

Get in touch over the phone: 020 7153 0900

Most questions can usually be answered in the course of a phone call but in special cases we may need to record the question and contact you once we have found the solution to your problem.

Letters may be sent to:

Mamut Software Ltd
90 Long Acre
Covent Garden
London WC2E 9RZ

The Mamut Service Agreement

The Mamut Service Agreement ensures that you are prepared and have full control of all challenges you or your business may encounter.

Updates following legislation changes

We make sure that your Mamut system is always fully up-to-date with new laws and regulations, changes to tax-rates and official forms. Extensive user documentation for all such changes ensures that you can adapt to them quickly and easily.

New functionality

Mamut systems are developed and improved continuously in tune with technological advances, new industry standards and trends and feedback from our customers. You are always guaranteed a modern solution, which will simplify your working day.

Mamut Support Centre

We place great importance on providing a responsive and professional support department, which can promptly provide answers to your questions. Your Mamut Service Agreement entitles you to user support via telephone, e-mail, Internet or directly from within your program.

Mamut Information Desk

Within the program you will find an Internet-powered news channel that provides you with daily updates of information, news and user tips directly related to your program and area of business. The Mamut Information Desk lets you communicate directly with our support department as well.

Tips for users

At regular intervals, interested users will receive e-mails with tips about using their Mamut system, news about the product range and other useful information.

Mamut Knowledge Series

Mamut publishes documents and advice on a range of areas including changes from the government, effective use of the system as well as new trends.

Special offers

Mamut gives you special offers on Mamut products as well as on suitable products from other market-leading software vendors

Mamut Academy

Courses at Mamut Academy

Mamut Academy is the name of the course activity offered by Mamut.

Mamut Software Ltd. supplies complete solutions in financial management, sales and contact management, purchasing/logistics, human resources, time sheets/projects and tax/personal finance.

The courses offered by Mamut Academy are for people who wish to work with Mamut and in associated fields as efficiently as possible. They therefore allow you and your colleagues to really make use of the abundance of functions in the Mamut systems; which will stimulate both your business along with the people using them!

Online courses

In addition to classroom courses Mamut also offers online courses. Online Courses are for those people who wish to participate in courses via the Internet. Here you are able to connect to the course via your office computer, with the possibility of connecting to a telephone conference with audio playback. It is worth noting that this course focuses on demonstrating/discussing the functionality, with exercises being performed on your own initiative once the course has been completed.

If you require further details regarding dates and content of the courses offered, please contact us via phone 0800 032 5616 or e-mail at academy@mamut.co.uk