Mudiam, Inc.

Think Through Solutions. *Delivered.*

Best practices while implementing Payment Card and Credit Card functionality in SAP CRM

As an SAP customer, customer would like to implement real-time credit cards and payment cards processing in SAP CRM. During the business requirements phase, the following points to consider would help the successful implementation.

Make sure the CRM web UI is configured to be able to create the sales order in addition to CRM core SAP system. Since lot of the customers would like to use the Web UI in the CRM for their business scenarios in CRM sales module.

If you are implementing offsite token vault for card tokens to comply with PCI-DSS compliance since SAP crypto libraries are not PCI DSS compliant, make sure you can replace the surrogate tokens real-time with ease from web UI process scenario.

Have your CRM middleware is configured so as to replicate real-time business docs (B-docs) from CRM to ECC and vice versa. This involves replicating business data related to sales order information, delivery, and post goods data, billing document creation and accounting document creation. You really need an expert level CRM middleware resource to configure the replication process.

While saving sales order, make sure you are able to connect your CRM system from both webUI or CRM core system to connect to payment gateway of your choice to process card transactions.

Once sales order is created in your SAP CRM system, you should be able perform card settlement in your SAP ECC, this mandating the replication process MUST work seamlessly.

Talk to us, if you need to implement credit cards, payment cards, govt. cards, corporate cards implementation. We can help you process real-time transactions with more than 30 payment gateways around the world for multi currencies and not limited to USD, Canada CAD, Euro, Francs, Pound Sterling's, Australian Dollar.

About MUDIAM Inc.

We strive for perpetual innovation in implementing payment card, credit card solutions including Level II and Level III card data - for SAP ERP enterprise and Web store customers. Our solutions are customized based on business process(s), card transaction types and payment gateways of choice, one customer at a time. We offer many PCI-DSS compliant tokenization options. Customers can avail our OnDemand (Software As Service, SaaS) solutions and/or OnPremise (Software installed within the customer corporate network).

Twice in 2009 and 2010, we were awarded - best ERP implementation award in Houston, TX area by US Dept. of Commerce.

For more information, email us at info@mudiaminc.com or talk to us at 713.589.3630 (We are just from one phone call away) www.MudiamPCI.com

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