

RepTime Manufacturer - Things To Know...**Type of Orders Manufacturers will receive from RepTime & Credit Card Handling**

Dear Manufacturer,

Please direct this document to the individual within your company who is responsible for receiving purchase orders from the Rep agencies. Our rep group has started working with RepTime Sales Software to enhance our office, showroom, and field productivity. As a part of this effort we will begin to use several electronic versions of file exports. This will help speed the process of data entry for both sides. Your assistance in this effort is vital to our success and we would like to work with you to offer the following information to streamline both our sales processes.

Take the moment to review the information below to see how you could start receiving orders. **If you are a Manufacturer receiving credit card information you MUST read the PCI Compliance Process to receive credit card information securely from RepTime rep agencies.**

RepTime is available to discuss any of these processes in more detail. RepTime recommends a conference call to discuss any related questions, however, if you have any minor questions or concerns, contact us at support@reptime.com.
(Please mention that you are a manufacturer and the affiliated name of the rep group)

Specifications for Orders Sent to Manufacturers from RepTime

RepTime has the capability to transmit various order formats via Email or FTP. As a default **no cost** method, all orders will be **Emailed as PDF** files to the email address given to the rep group for the manufacturer. As a **no cost** method, these emailed PDF order copies will only contain the last four digits of the credit card information.

- **If you need the full credit card information**, then you will need to be verified through RepTime to receive credit card information securely. There will be a monthly fee of \$30 to collect credit card data to process. Find out more under the **“RT PCI Compliance Process”** section.
- **If you are interested in receiving purchase orders in formats other than PDF**...you can select any format needed and email RepTime for setup. Find out more under **“Types of Order File Formats Sent to Manufacturers.”**

IMPORTANT MUST READ: Manufacturers **must** have their email providers set **“@reptime.com, link.reptime.com, and/or IP: 167.89.78.160”** as a whitelist domain. This is to allow purchase orders to come through via emails or any other formats safely. Due to mass amounts of orders relayed from RepTime email servers, we have found few orders being sent to Junk Portals or never delivered if Manufacturers have not set the address to be whitelisted.

RepTime PCI Compliance Process

RepTime’s policies are to ensure that every order with credit card details sent from the rep system is securely encrypted and delivered to a **verified** manufacturer. We are making sure that all measures are taken to offer our rep agencies a secure platform to collect and transmit credit card details. With the increasing risks of Credit Card Theft and to protect all customer data under the Data Protection Act, RepTime requires all manufacturers who would need to receive credit card payment details to fill out the **RepTime PCI DSS Compliance Validation Forms** on **Pages 3 & 4** and fax to 214-572-7311.

The process to receiving credit card information will be through a Secure FTP SSL Portal or XTROVERT by Synqware Web Services Only. RepTime will offer all manufacturers a login to access their Secure FTP portal and pick up orders along with credit card information.

If you already have a Secure FTP Portal that you would like to use, then please provide RepTime with the FTP login information along with proof of a valid PCI DSS Compliance Certificate. This helps us to know it’s safe to drop secure information into your servers. There is no limit to the number of orders processed.

Types of Order File Formats Sent to Manufacturer

RepTime has several predefined file formats to help manufacturers import orders into their system **faster** and **accurately**. We are aware of the various software's that manufacturers use to run their manufacturing system. RepTime has the ability to Email a PDF copy for viewing purposes and FTP an electronic file which can be used to easily import into your system. (Click here to download and view [Sample EDI Templates.zip](#).)

- **To receive any of these predefined file formats**, they will only transmit to the FTP Portal.
- **If you are a manufacturer requiring emailed electronic files along with the PDF**, then remember you will not receive full Credit Card information due to compliance risks in email transmission.

Here is the list of Integrations RepTime has already made with the file formats created:

Software Integrations	Offered File	Description
Email as PDF (No Cost)	.PDF	DEFAULT METHOD: PDF file emailed to any two email addresses.
Synqware Web Service	Web Services	Visit www.synqware.com to learn more. (RepTime Recommended)
QuickBooks	TXT, CSV, & XLS	<p>Import integrations to these major software systems are available in multiple texts and excel format layouts that you will find in the zip file. RepTime has worked with Manufacturers using these products and importing information accurately.</p>
PeachTree	TXT, CSV, & XLS	
GreatPlains	TXT, CSV, & XLS	
Microsoft Navision	TXT, CSV, & XLS	
MAS Products	TXT, CSV, & XLS	
Sage Software	TXT, CSV, & XLS	
Microsoft Dynamics	TXT, CSV, & XLS	
SAP	TXT, CSV, & XLS	
Transaction Pro	TXT, CSV, & XLS	
Fixed Length Text Files	.TXT	
Comma Separated Files	.CSV	
Tab Delimited Files	.TSV	
Excel XLS File Formats	.XLS	
Extensible Markup Language	.XML	

If you are not able to find a file that fits your import process.

RepTime can create a custom file for you with your mappings and criteria. Simply follow the steps below:

- Email support@reptime.com
- Include your **Manufacturer Name** and **Main Contact Information**.
- Include the **Type of File Format** (CSV, TXT, etc.)
- Include a **Sample Electronic Order File** and a **PDF Readable Order File** to help distinguish field names.
- Include the **method** you wish to receive the files. **FTP or Emailed** to a specific address.
- Include any **extra "mapping" details** and special references we may need to know about.

The process will take RepTime approx. **10 business days** to create and execute out to the sales reps. The cost to create a custom file will range from \$250-\$750 one-time and \$30 monthly as normal. You may contact RepTime for any technical questions.

**This information will help streamline the process. Thank you for your cooperation.
Feel free to contact RepTime if you have any questions at 214-746-3681 or support@reptime.com.**

RepTime PCI DSS Compliance Validation

THIS FORM IS GENERATED FOR MANUFACTURERS WHO ARE RECEIVING CREDIT CARD INFORMATION FROM SALES REP AGENCIES USING REPTIME SALES SOFTWARE. REPTIME REQUIRES FULL VERIFICATION OF ALL MANUFACTURERS RECEIVING CRITICAL CUSTOMER DATA FOR CREDIT CARD PROCESSING.

As a verification process RepTime requires all manufacturers to read the following information and submit the form attached to begin receiving credit card details. This process helps by ensuring both ends are compliant to all PCI DSS Guidelines.

Our Vision and Philosophy

RepTime puts securing our customers' personal data as one of the company's highest priorities. We understand that every time a customer provides us with credit card and bank account information, or other sensitive personally identifying information, they trust that we will protect it—and this policy is designed to ensure that this trust is not misplaced. The foundation of our information security program is a set of strong policies that are in balance with business operational needs.

Security Environment

RepTime utilizes customer data to deliver services to our customers. Accordingly, all customer information to include cardholder data as well as other sensitive customer and company information, will be protected by all staff, contractors, partners and services providers in accordance with well-defined policies and procedures.

RepTime will operate on the security principle of "that which is not explicitly allowed is explicitly denied." Attempts by anyone to access, monitor, use or share information that is not explicitly allowed to them by our security program will be considered a security violation. Further, access to sensitive information will be permitted on a "need to know" basis, such that employees have access to only those data and systems required to perform their assigned jobs. We will deploy systems, processes, policies and training to protect our mission critical data assets and customer privacy. Most important, we will monitor and enforce compliance to our policies.

Manufacturer Management

Manufacturers, partners and other third parties will be required to comply with the same standards established for RepTime. All Manufacturers storing or otherwise accessing our customers' card holder data must provide proof of PCI DSS Compliance.

Sanctions for Policy Violation

Failure to comply with Security policies & guidelines may result in disciplinary action by RepTime depending upon the type & severity of the violation, whether it causes any liability or loss to the company, and/or the presence of any repeated violation(s). Each situation will be judged on a case-by-case basis. Sanctions may include termination of data processing and/or referral for unlawful prosecution, warnings, or additional security awareness training. There is no requirement for advance notices, written or verbal warnings, or probationary periods.

Manufacturer Management

All Manufacturers that will have access to "Critical Confidential" information, including customer Credit Card numbers and Bank Account numbers, must be covered by a formal contract that includes the following guarantees:

- Service providers must comply with all PCI DSS requirements, and maintain and provide proof of PCI DSS certification.
- Service providers must acknowledge responsibility for security of the cardholder data they possess, including but not limited to:
 - Protect cardholder data as specified by the PCI DSS, if processing or storing payment card data on behalf of RepTime.
 - Report any known or suspect compromise of that data to the company as soon as possible.
 - Allow for audits by VISA/MasterCard/American Express/Discover or VISA/MasterCard/American Express/Discover-approved entities in the event of a cardholder data compromise.
 - Ensure continued security of cardholder data retained during and after contract terminations.

As part of the Manufacturer Management program, RepTime will perform due diligence on each Manufacturer prior to signing any contract to confirm that the above guarantees have been adequately met.

On at least a yearly basis, RepTime will review all Manufacturers that have access to "Critical Confidential" information to ensure that:

- PCI DSS compliance certification is up-to-date
- Other procedures in place to protect confidential information continue to adequately protect customers and are being properly executed
- Make any changes necessary to policies and procedures

Manufacturer Name: _____ **Contact Name:** _____

Position/Title: _____ **Signature:** _____ **Date:** _____

We require your signature above to state that you have read and agree to this document. Thank you.

Remember we must have this page in order to enable the Manufacturer to receiving CC Details.

Feel free to contact RepTime if you have any questions at 214-746-3681 or support@reptime.com.

Manufacturer Company Information & Sign Up Form

Company Name				Contact/Title					
Address									
City				ST			Zip		
Email				PH					

RepTime Secure FTP Portal Access/XTROVERT by Synqware, Inc. Cost Checkbox

You will receive a Secure FTP Portal or XTROVERT Application to Access and Pick Up Orders with Credit Card Information.

- To begin you will need to fill out and sign the RepTime PCI DSS Compliance Validation Form (page 3) and Sign-Up Form. Fax to 214-572-7311 or Email to accounting@reptime.com.
- If you wish to receive electronic order files to import, select a file type of your choice from Sample_EDI_Templates.zip and let RepTime know to set it up for all Rep Agencies. Email support@reptime.com to make these changes.
- If you already have an FTP Portal, you **must** still be compliant to hold critical data on your servers.
- In order to use your FTP Portal to drop orders, you **must** provide a valid PCI DSS Compliant Certificate copy or proof of certification. Fax to 214-572-7311 or Email to accounting@reptime.com.
- If you meet all requirements, please give us your Secure FTP Information below...

\$ 30
Monthly

FTP Link:				User			Pwd		
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Your Export EDI File Type				Send Method	FTP Only	Custom Files will be billed separately.			
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List RepTime Rep Groups									
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Receive a 10% discount if you pay 6 months in advance...	\$ 162 <i>Save \$18</i>	<input type="checkbox"/>
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Receive a 15% discount if you pay 12 months in advance...	\$ 306 <i>Save \$54</i>	<input type="checkbox"/>
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Credit Card Payment Information (Fill out all fields correctly)

Type of Card	VISA MC AMEX DISC	Name on Card								
Credit Card #				Billing Address						
Exp Date (MM/YY)		CVC#		City			ST		ZIP	

SIGNATURE CONFIRMATION: (Please read the authorization below then sign, date, & send to us)

By signing this form,

- I have read and agree to the information listed under this RepTime PCI DSS Compliance Validation Form. (Pages 3 & 4)
- I agree to pay "Compsulting LLC" for services selected by me above and authorize the regularly scheduled charge(s) on my account.
- I agree that the information I've provided for my company is accurate and understand that I may need to offer more documents as proof for any questions or concerns regarding PCI DSS Compliances.
- I hereby authorize Compsulting LLC to charge the credit card indicated in this authorization form according to the services outlined above and agree that no prior-notification will be needed to run these charges.
- I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify the business in writing of any changes in my account information or termination of this authorization thirty (30) days prior to the next billing date.
- I certify that I am an authorized user of this credit card and that I will not dispute the scheduled payments with my credit card company provided the transactions correspond to the terms & services.

Print Full Name				Signature							
Title				Date Signed							

Print > Initial & Fill Out Form > Sign & Date > Fax and Send PAGES 3 & 4 to...
Fax: 214-572-7311 | Email: accounting@reptime.com