# Caplink CTA Application

# Installation and Training Procedures

# V1.1

***Purpose of Document:***
*Provide a basic point form guide to outlines the various steps involved in the installation and training of the Caplink CTA application.*

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# 1. INSTALLATION GUIDE

In order to install the Caplink software the following requirements must be met.

**MINIMUM SPECIFICATIONS:**

| | | |
|---|---|---|
| **CPU**: | Pentium 3 | 400Mhz |
| | Celeron | 500Mhz |
| | AMD | 500Mhz |
| **SYSTEM RAM**: | 128MB | 256MB Recommended |
| **HARD DRIVE**: | ConnectIT | 50MB Free Space |
| | CaplinkCTA | 10MB Free Space |
| | .NETFramework | 150MB Free Space |
| | MSDE | 150MB Free Space |
| | Total Space Required | 360MB Minimum |
| **CD ROM**: | 8X | |
| **INTERNET**: | Permanent 56KDialup | ADSL Recommended |
| **DISPLAY**: | 800 x 600 Resolution<br>With 256 Colours | 1024 x 768 Recommended<br>With 16BIT Colour |
| **Input Device**: | Mouse & Keyboard | |
| **SOFTWARE**: | Microsoft Windows® Server 2003 SP1<br>or<br>Windows XP Professional SP2<br>or<br>Windows XP Home Edition SP2<br>or<br>Windows 2000 SP4 | |
| | Microsoft Internet Explorer 5.01 or later<br>Microsoft Data Access Components 2.6 SP2 or later | |

## Additional PC's and Workstations

Any PC requiring the CAPLINK application or DLL integration needs to meet the minimum specifications as described above. Although not recommended, Windows 98 machines can be installed with the "light" or "thin" version of the CAPLINK Client and where the DLL or Web Service is used for integration. Windows 98 **cannot** be used as the primary CAPLINK Client Service machine.

## Once these requirements are met

The installation steps are as follows

- The first step in the installation process is to identify the most appropriate PC on which to setup the Databases and Connect***it***. This should be a PC which is preferably left on 24x7 and is of adequate specification.
- The next step is to install the software. This is done in the following order (for more detailed instructions see the individual install guides for the various products)
  - MSDE2000A
  - .NET Framework 1.1
  - Connect***adapter*** (if required)
  - Connect***it***
  - Caplink
- Once the software is installed it is good practice to restart the PC.
- Launch Caplink to create the MasterCTA database. Once this is done exit Caplink
- Launch the Connect***it*** console and register the product with the suppliers license code.
- Press the Send/Receive button to download the member updates and rejects codes.
- Launch Caplink and create the franchise (company) database
- Setup the business system default settings
- Setup an appropriate schedule in Connect***it*** for exchanging documents with Capricorn
- Start the Connect***it*** slave service

**The following are the defaults which are used by all installers to simplify the support process.**

*Caplink administrator username and password*

| | |
|---|---|
| User | admin |
| Password | admin |

*Connectit administrator username and password*

| | |
|---|---|
| User | admin |
| Password | admin |

*Main Caplink Database name*

MasterCTA

*Franchise (Company) Database name*

Franchise1

*System DSN for Caplink Reports*

Franchise1 (using sa authentication)

*MSDE System Administrator account*

| | |
|---|---|
| User | sa |
| Password | Anth3mS0ftwar3 |

*Connectit slave service login user account*

| | | |
|---|---|---|
| User | ConnectITServiceUser | |
| Password | Anth3mS0ftwar3 | (if required by policy add ! to end of password) |

| Pickup Dir: | Auth Request Dir: | Auth Response Dir: |
|---|---|---|
| C:\Caplink\ | C:\Caplink\AuthRequest\ | C:\Caplink\AuthResponse\ |

**NOTE:** If one of these dir's has to be on a remote machine you must **NOT** use a mapped drive. **Always use a UNC Path**. E.G \\server\sharedfolder\Caplink\

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**Schedules:**

Setup only 1 schedule: Download and Upload (Exporting all docs before download)

Daily – 7 Days per Week – 12.00am to 11.59pm – Every 10 mins

**NOTE:** For dialup users you may need to increase the frequency to 5 mins depending on how long they stay on line.

**NOTE:** For File based Auth request system (E.G. Ease) setup a second schedule to ExportandUpload Authorizations

Daily – 7 Days per Week – 12.00am to 11.59pm - Every 5 seconds

## 2. TRAINING GUIDE

Training varies widely depending on the level of integration with the business system. There are 4 main levels of integration

- Auto (fully integrated)

  This requires no intervention from the user with the Caplink GUI. The customers interact only with their business system as normal. The user need only have reports emailed to them on a regular basis to ensure transactions are going through correctly. The Caplink application need only be accessed if there is a problem.

- Batch Mode

  With this method the Business System drops a file or batch of invoices to be processed by Caplink at a specified time (usually at the end of the day) Caplink then creates Authorizations on the fly and sends the invoices to Capricorn. Again the user need only have reports emailed to them on a regular basis to ensure transactions are going through correctly. The Caplink application need only be accessed if there is a problem.

- Manual Mode (Integrated)

  In this mode Authorizations are performed manually through the Caplink GUI. Caplink then at a specified time extracts the corresponding invoice from the Business System and sends them to Capricorn. With this method the customer must interact with the Caplink GUI on a regular basis and review the reports.

- Manual Mode (Stand Alone)

  In this mode Authorizations are performed manually through the Caplink GUI. Caplink then at a specified time automatically creates an invoice from the details provided in the Authorisation request and sends them to Capricorn. With this method the customer must interact with the Caplink GUI on a regular basis and review the reports.

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Because of the various methods of integration training is broken up into several categories and only given where required.

Training should start by highlighting that there are a couple of very important components to this solution. These areas are “common” with any of the above setups

These “common” areas are as follows.

- Internet connectivity and the use of scheduled transmissions

  The customer must be made aware of how Caplink sends and receives / exchanges documents with Capricorn on a scheduled basis.

- Difference between an “Authorisation” and an “Invoice / Credit Note”

  Customers must be clear on what an “Authorisation” is and its function and the difference between an authorization and an invoice. The best way to do this is to run through the steps in a diagrammatic fashion on paper to show the process flow of the documents.

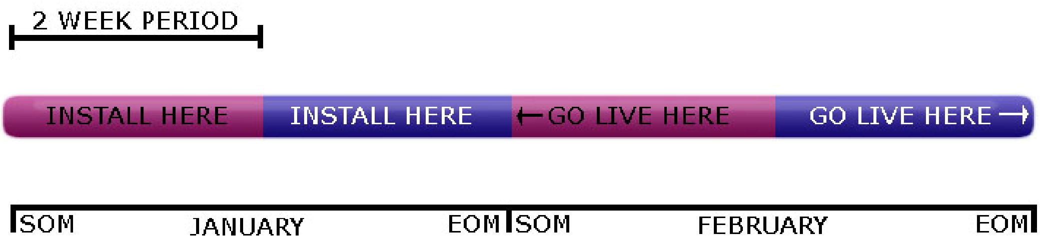
  E.G. Authorization Request -> Create Invoice -> Extract / Export Invoice -> Send Invoice -> Acknowledged Invoice -> Process Complete.

- Testing phase

  The client is instructed to continue with their current method of transmission of invoice details to Capricorn in parallel to the new Caplink method. They are encouraged to check the invoice status in Caplink each day to ensure invoices are being sent through. Once both they and Capricorn are confident with Caplink and at minimum a whole months trading can be reconciled correctly they will be instructed by Capricorn to continue solely with the Caplink method of transmission.

  Go Live Rule:

  The “go live” rule for suppliers is that they must have at least 2 full weeks in a month of testing. See below diagram for example.

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The following is an overview of the training for each of the different scenarios. It assumes the above two points have already been covered.

- Auto (fully integrated)

  Training can be divided into two sections. The first is for the main accounts person who will be performing the reconciliation. The second for the people who will be processing the invoices.

  Accounts Person

  - Familiarization with the Caplink GUI
  - How interaction with the business system will change (if any)
  - Generation of reports on an "ad-hoc" or "scheduled" basis
  - Basic trouble shooting transmission issues through ConnectIT

  Invoice Person

  - How interaction with the business system will change (if any)

- Batch Mode

  Training can be divided into two sections. The first is for the main accounts person who will be performing the reconciliation. The second for the people who will be processing the invoices.

  Accounts Person

  - Familiarization with the Caplink GUI
  - How interaction with the business system will change (if any)
  - Generation of reports on an "ad-hoc" or "scheduled" basis
  - Basic trouble shooting transmission issues through ConnectIT
  - Basic trouble shooting to determine if files are being dropped
  - When running the first batch file, if possible run it from the start of current month so that a complete trading month will be sent through to Capricorn. From then on batches should be done on a daily basis.

  Invoice Person

  - How interaction with the business system will change (if any)

- Manual Mode (Integrated)

  Training can be divided into two sections. The first is for the main accounts person who will be performing the reconciliation. The second for the people who will be processing the invoices.

  Accounts Person

  - Familiarization with the Caplink GUI
  - How to generate Authorization codes
  - How the workflow process with the business system will change (if any)
  - Generation of reports on an “ad-hoc” or “scheduled” basis
  - Basic trouble shooting transmission issues through ConnectIT

  Invoice Person

  - How to generate Authorization codes
  - How the workflow process with the business system will change (if any)

- Manual Mode (Stand Alone)

  Training can be divided into two sections. The first is for the main accounts person who will be performing the reconciliation. The second for the people who will be processing the invoices.

  Accounts Person

  - Familiarization with the Caplink GUI
  - How to generate Authorization codes
  - How the workflow process with the business system will change (if any)
  - Generation of reports on an “ad-hoc” or “scheduled” basis
  - Basic trouble shooting transmission issues through ConnectIT
  - Importance to process invoices daily as date cannot be “wound back”

  Invoice Person

  - How to generate Authorization codes
  - How the workflow process with the business system will change (if any)
  - Importance to process invoices daily as date cannot be “wound back”

Once this training is completed the client is shown how to access the help pages online and given contact details in case further information or support is required.

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