*e*PNPlugIn

Financial Software Payments Module

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1 Overview

***e*PNPlugIn,** from ***e*ProcessingNetwork,** gives merchants using **Intuit ® QuickBooks the ability** to process payment transactions directly within **QuickBooks using** each merchant's own merchant account.

2 Requirements & Preparations

- Before you begin Installation, BACK UP your QuickBooks Company File.
- Make sure All QuickBooks users are logged out of QuickBooks and that QuickBooks is not running during Installation.
- ***e*PNPlugIn** does not compatible with POS or online software that QuickBooks offers.
- ***e*PNPlugIn** works with QuickBooks Pro, Premier, & Enterprise.
- ***e*PNPlugIn** works with just about the entire family of **QuickBooks Financial Software** products, for the U.S. (2002*-2008), Canada (2003*-2008), and the UK (2003*-2008). ***e*PNPlugIn** works with almost all U.S. editions of **QuickBooks 2006** and later, except for **QuickBooks for the Mac**. **QuickBooks** must already be installed on any and all computers from which you wish to use ***e*PNPlugIn**. For information on **QuickBooks** Minimum System Requirements, Installation and Use, please consult the **User Guide** for the specific version of **QuickBooks** you are using.

Note: * Versions of QuickBooks older than 2006 may run into problems with ***e*PNPlugIn** for QuickBooks. Please consult tech support before continuing.

- An eProcessing Network account is required.
- Works with the following operating systems: Windows XP, Vista and Windows 7 only.
- Supports check processing with CrossCheck, Creative Cash Flow, Global eChecks and NCN agencies.
- ***e*PNPlugIn** works in a **network environment**.
- ***e*PNPlugIn** will work in **server environments**, but it can not be installed on a server. ***e*PNPlugIn** will use QuickBooks to communicate with the QuickBooks company file stored on a server, instead of communicating directly with the QuickBooks file.
- If you are using a Proxy server, the correct URL to allow access is https://www.**eprocessingnetwork**.com/cgi-bin/qb (theoretically)

3 Equipment

The following equipment is compatible with ***e*PNPlugIn:**

- Credit Card Only
  - MagTek® Mini USB MagStripe Swipe Card Reader
    - Part Number
      - 21040109
      - 21040110
      - 21073062
- Credit Card and Check
  - MagTek® MicrImage RS232 W/3TK MSR
    - Part Number 22410003
    - CrossCheck merchants can upload check images for processing
    - Serial Port
  - MagTek® MICR Mini USB 3TK
    - Part Number 22533003
  - MagTek® MICR MICRImage RS232 w/Ethernet
    - Part Number 22410004
  - MagTek® MICR Excella MDX USB/Dual Scan
    - Part Number 22360001

If your laptop doesn't have a serial port, you will need a Serial-to-USB Converter:

- USB to Serial/PDA Converter Cable
  - USB 1.1 to Serial Converter Cable (GUC232A)
    - Model # GUC232A

4 Installation

If your **Authorized *e*ProcessingNetwork Sales Office** has enabled your ***e*ProcessingNetwork** account for **ePNPlugIn**, it displays in the **Resources** section of the ***e*ProcessingNetwork Merchant Support Center** (**ePN/MSC**). See Figure 1 below.

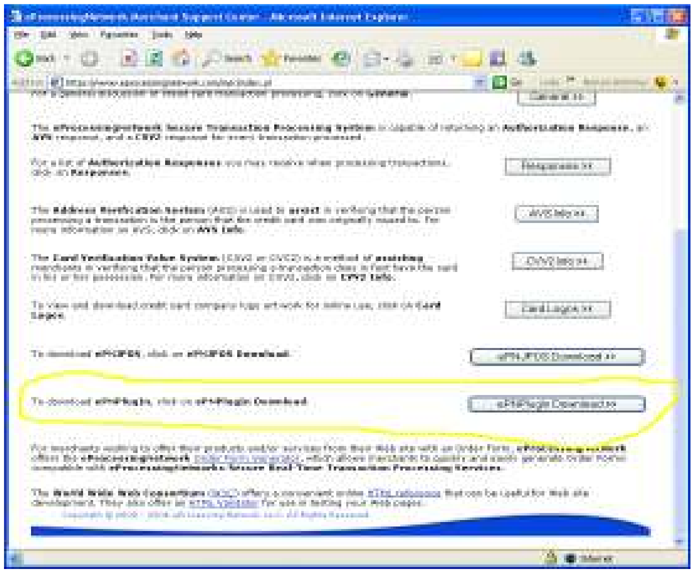


Figure 1 – Resources section of the *e*PN/MSC for an account enabled for *e*PNPlugIn.

If ***e*PNPlugIn** is not available in the **Resources** section of the **ePN/MSC**, please contact your **Authorized *e*ProcessingNetwork Sales Office.**

To begin installing ***e*PNPlugIn**, click on ***e*PNPlugIn Download** displayed in Figure 1. The dialog box, or similar one shown to the right, displays.

***For Vista users only*, click Save and save the file to your desktop. From the desktop, find ePNPlugInSetup.exe. Right click and select "Run as Administrator." The following, or similar, dialog box shown in Figure 3 may display.**

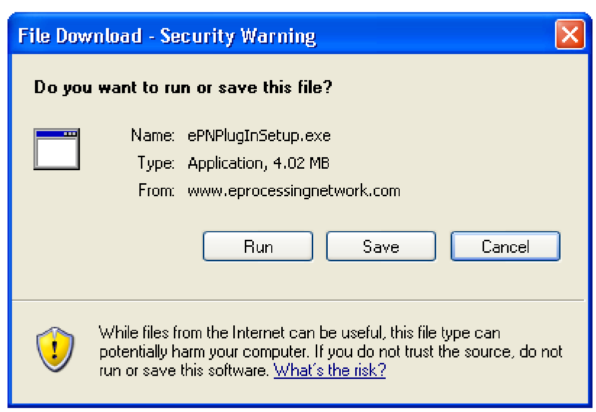


Figure 2 – File Download

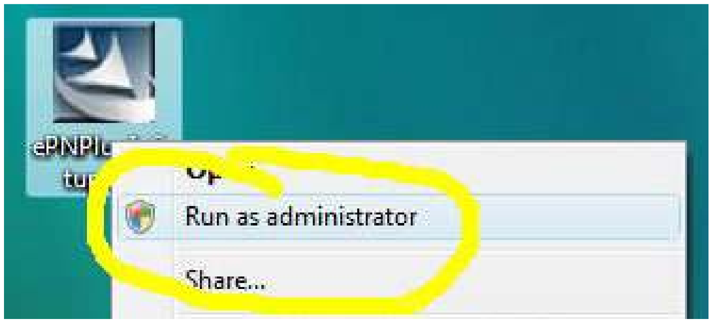


Figure 3 – Run as Administrator

If you are running **Windows XP**, click **Run** and, depending on what version of **Windows** you are using, you may be presented with the following, or similar, dialog box shown in Figure 4

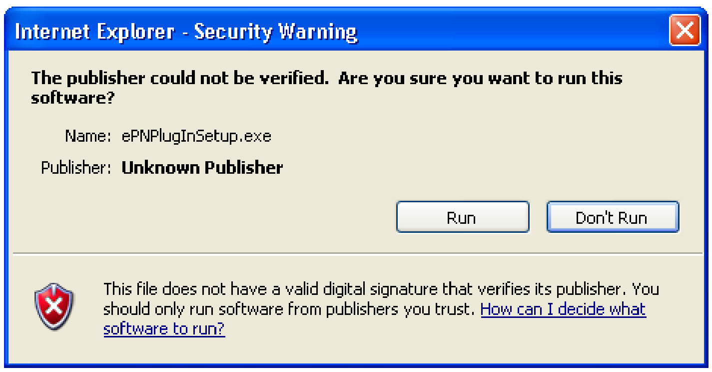


Figure 4– Security Warning

Click **Run**. Depending on your Windows configuration, the following, or similar, dialog box shown in Figure 5 may display:

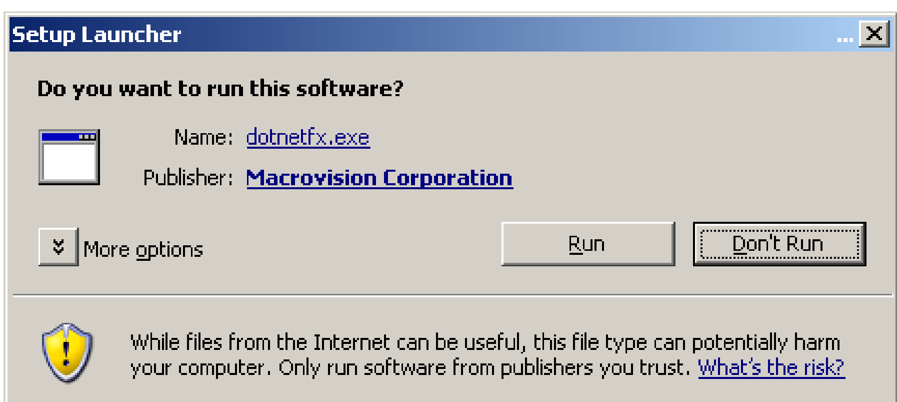


Figure 5 – Microsoft® .NET Framework Setup Launcher

Click **Run**. The dialog box shown in Figure 6 displays:

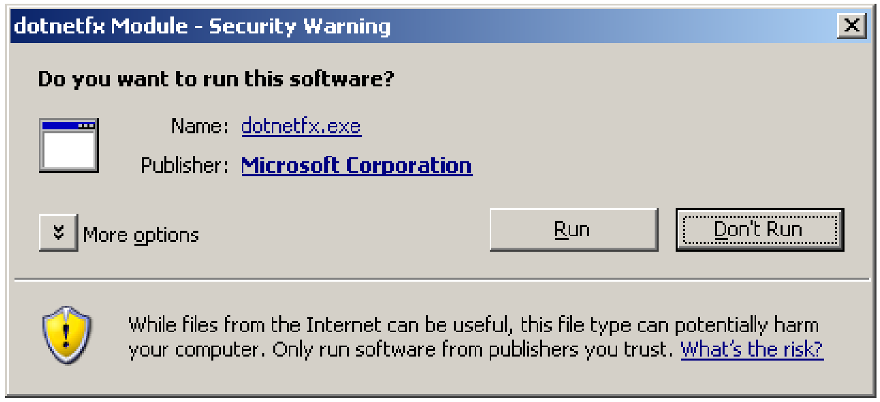


Figure 6 – Microsoft® .NET Framework Installation

Click **Run**.

Figure 7 – *e*PNPlugIn Installation Wizard Welcome Dialog Box

When the installation and configuration of Microsoft .NET Framework has completed, the **Welcome** dialog box of the Installation Wizard for **ePNPlugIn**, shown in Figure 7 displays. Click **Next**.

QuickBooks must **NOT** be running when you install ***e*PNPlugIn**. If **QuickBooks** is running now, please exit **QuickBooks** before clicking **Next** in the dialogue box displayed in Figure 8 below.

Figure 8 – Close QuickBooks®

The ***e*PNPlugIn Installation Wizard Customer Information Entry** dialog box displays. Enter your **User Name** and **Organization** name. Then select whether you would like to install ***e*PNPlugIn** for anyone who uses the computer or you. Click **Next.**

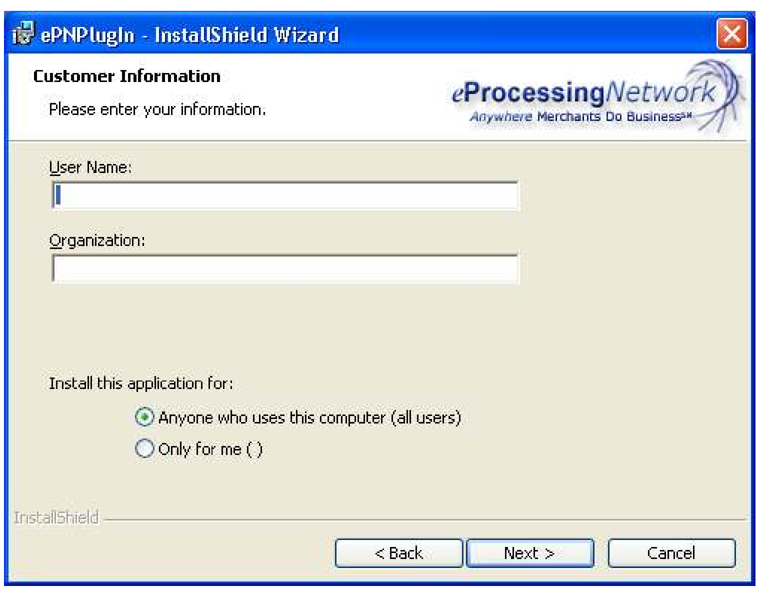


Figure 9 – *e*PNPlugIn Installation Wizard Customer Information Entry

The **Destination Folder** dialog box shown in Figure 10 displays. Click **Next** to accept the default destination folder.

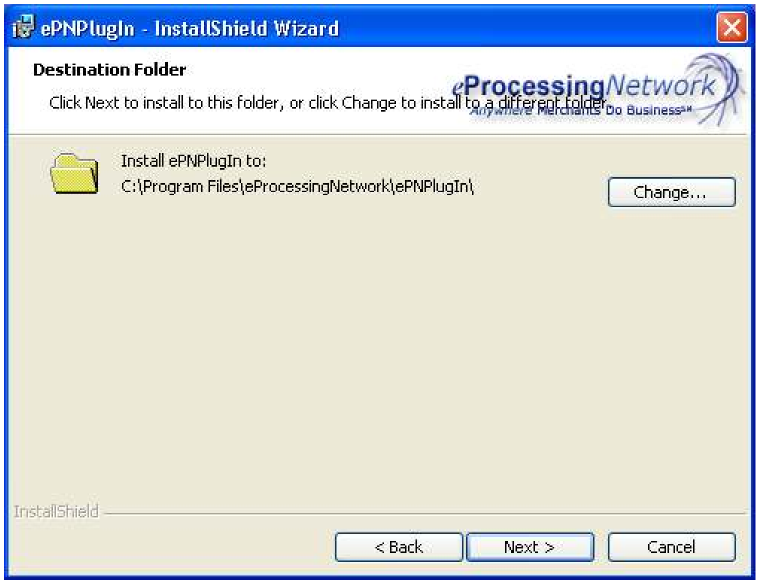


Figure 10 – Destination Folder

After clicking **Next**, the **Installation Summary** dialog box shown below in Figure 11 displays. Click **Install**.

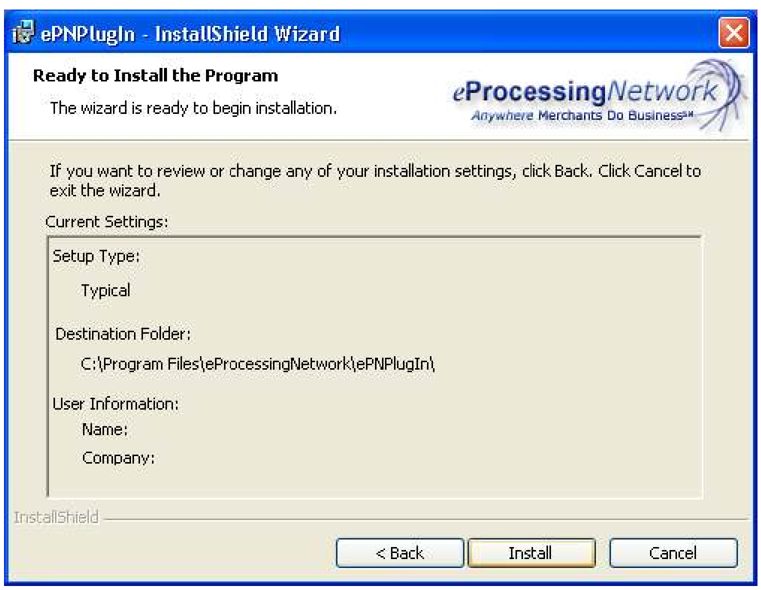


Figure 11 – Installation Summary

Figure 12 – Installation Wizard Completed

When the installation completes; the **Installation Wizard Completed** dialog box displays, shown in Figure 12 above. Click **Finish** to exit the **ePNPlugIn** Installation program.

5 Configuration

This section will walk you thru configuring your ***e*PNPlugIn** software.

If the dialog box shown in Figure 13 displays, **QuickBooks** has not been installed correctly. Click **OK**, and click **Exit** in ***e*PNPlugIn Set Up** window. Refer to the **QuickBooks Installation and User Guide** for the proper installation procedures for **QuickBooks**

Figure 13 – Intuit QuickBooks Pro Not Installed Correctly

If **QuickBooks** was correctly installed before installing ***e*PNPlugIn**, the dialog box shown below in Figure 14 displays. Click **OK** in the **You must Configure *e*PNPlugIn** dialog box, and the ***e*PNPlugIn Configuration** dialog box, shown in Figure 15 below,

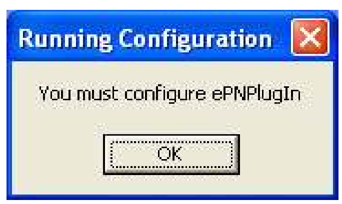


Figure 14 – Must configure *e*PNPlugIn

Figure 15 – Configure Window

displays.

5.1 General Tab

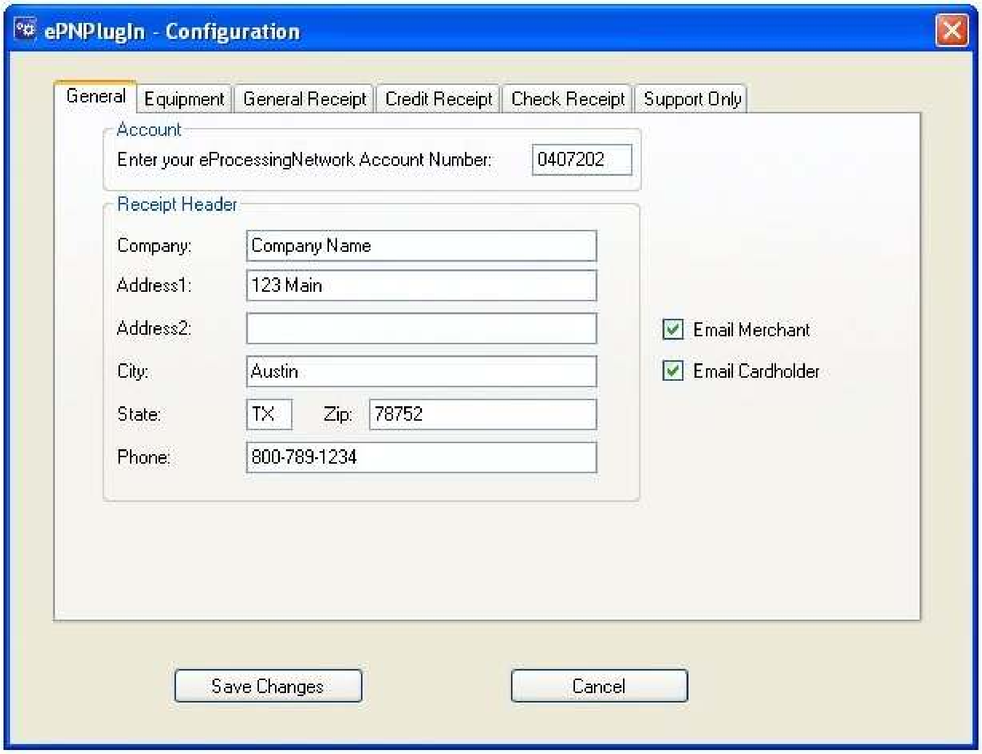


Figure 16.a – General Tab – Complete the Receipt Header Information

Enter your ***e*ProcessingNetwork** account number where prompted. If you are unsure of the account number, contact your **Authorized *e*ProcessingNetwork Sales Office.**

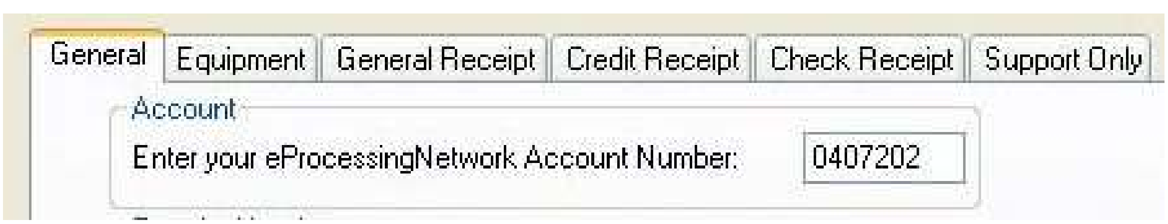


Figure 16.b – General Tab – Enter your Account Number

Complete the **Receipt Header Information** section with the information you want to print on your receipts. Make changes to all tabs before clicking **Save Changes**.

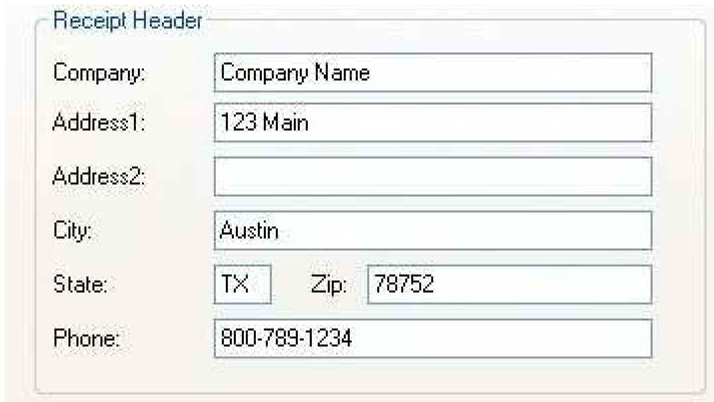


Figure 16.c – General Tab – Enter your Account Number

If you the merchant do not wish to receive an email for each transaction, uncheck the Email Merchant box.

If you would like **ePNPlugIn** to email your customer a transaction receipt email, check the box next to Email Cardholder. Otherwise, uncheck the box.

Figure 16.d – General Tab – Email options

Click Save Changes after you have completed all configuration tabs.

5.2 Equipment Tab

Note: If you do not have credit card or check processing hardware, you can skip this tab and continue configuring ***e*PNPlugIn**.

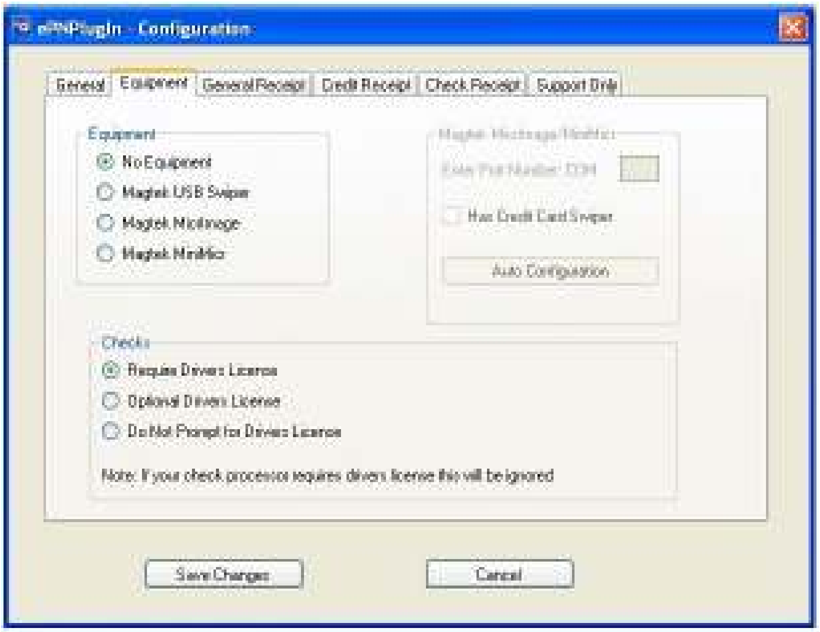


Figure 17.a – Equipment Tab – MagTek USB Swiper

If you have a **MagTek® Mini USB MagStripe Swipe Card Reader,** select MagTek USB Swiper and continue to the next tab to complete configuring ***e*PNPlugIn**.

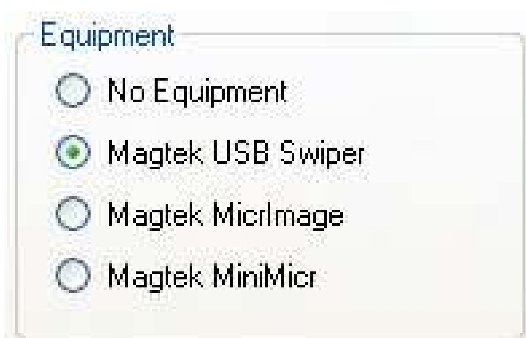


Figure 17.b – Equipment Tab – MagTek MicrImage

If you have a **MagTek® MicrImage RS232 W/3TK MSR**, select MagTek MicrImage and enter the Port Number. If you do not know the Port Number please refer to Port Number Information Location on page 21 for instructions. Check the box if your hardware allows credit card swiping. Click **Auto Configuration** to see if the com port is correct.

Figure 17.c – Equipment Tab – MagTek MicrImage

If you have a **MagTek® Micr Mini USB 3TK**, select MagTek MiniMicr and enter the Port Number. If you do not know the Port Number please refer to Port Number Information Location on page 21 for instructions. Check the box if your hardware allows credit card swiping. Click **Auto Configuration** to see if the com port is correct.

Figure 17.d – Equipment Tab – MagTek Micr Mini USB 3TK

If the hardware has been configured correctly; the window shown in Fig 17.e will

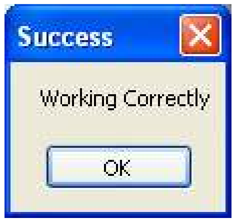


Figure 17.e – Hardware is configured correctly

Figure 17.f – Hardware configuration failed.

display. If the configuration is wrong, the window shown in Fig 17.f displays.

Set the check requirements based on how your check processor has your set up account. Select the option that your check processor suggests for the best

Figure 17.g – Check Requirements.

processing rates. ***Click "Save Changes" after you have configured all configuration tabs.***

5.2.1 Port Number Information Location

If you are unable to locate the Com Port Number, please follow these directions.

1. Go to the Start Menu and select Control Panel.
2. Select the System icon. (Figure 18)
3. Click the Hardware tab & click the Device Manager. (Figure 19)
4. Click Ports (COM & LPT) to view the Devices on your computer.(Figure 20)
5. Locate the COM number and insert in the Equipment Tab of the ***e*PNPlugIn** Configure Window.

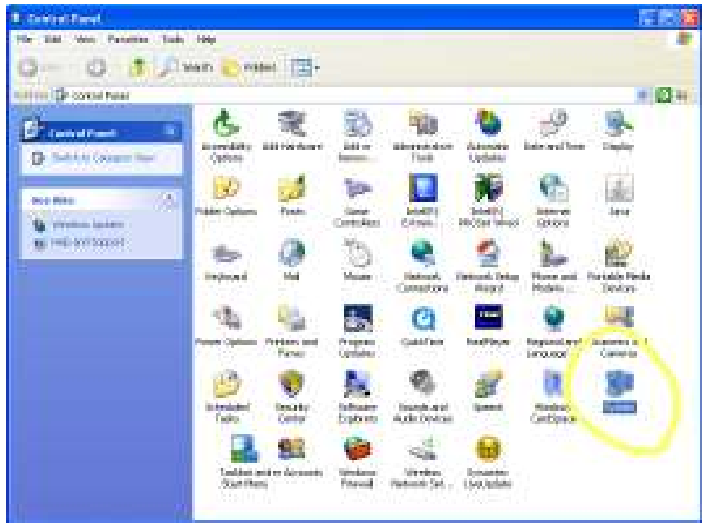


Figure 18 – Select the System Icon

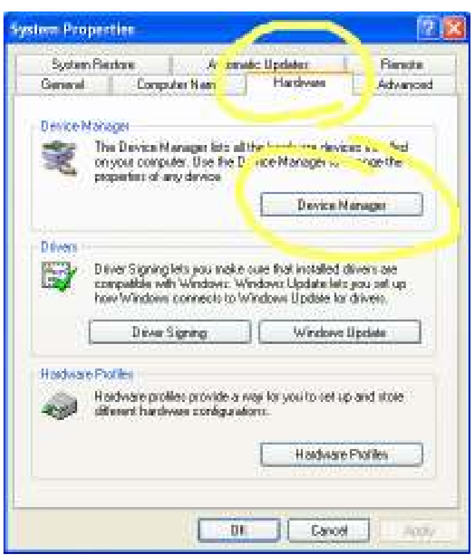


Figure 19 – Click Hardware Tab and click the Device Manager

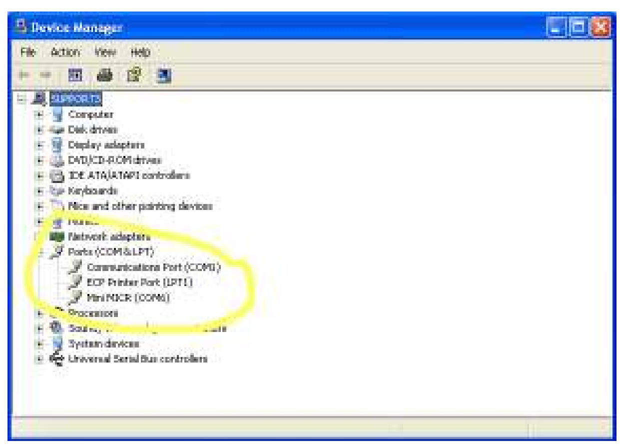


Figure 20 – Click the + next to Ports (COM &LPT)

5.3 General Receipt Tab

The General Receipt Tab allows you to customize your receipt header. You can add an image to the top or bottom of the receipt as well as Advertising Text or Thank You Text. ***Click "Save Changes" after you have configured all configuration tabs.***

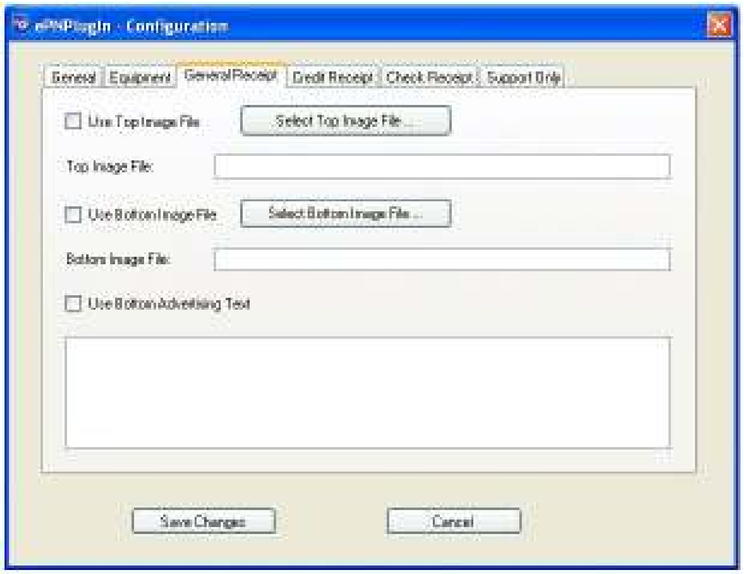


Figure 21 – General Receipt Tab

5.4 Credit Receipt Tab

The Credit Receipt Tab allows you to change the credit card agreement statement printed on the customer receipt. You can use the default text provided or enter your own text. ***Click "Save Changes" after you have configured all configuration tabs.***

Figure 22 – Credit Receipt Tab

5.5 Check Receipt Tab

The Check Receipt Tab allows you to change the check agreement statement printed on the customer receipt. You can use the default text provided or provide your own text. ***Click "Save Changes" after you have configured all configuration tabs.***

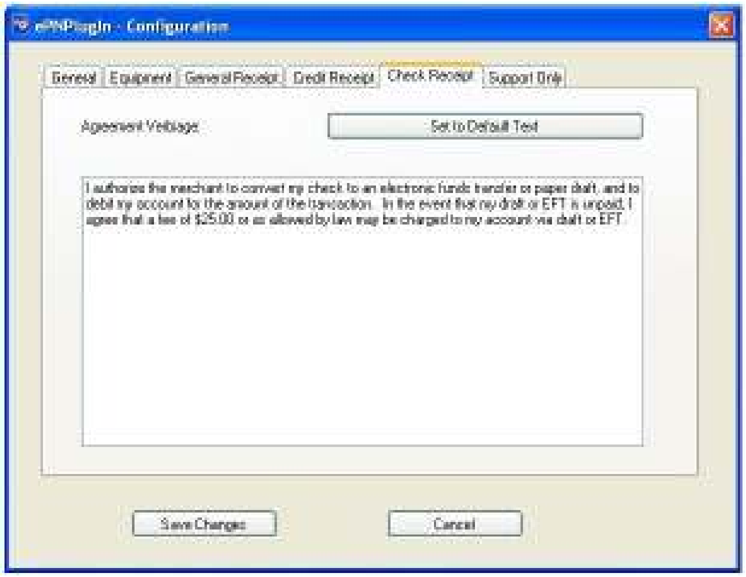


Figure 23 – Check Receipt Tab

5.6 Support Only Tab

This tab is for ***e*ProcessingNetwork** to use if needed when trouble shooting an issue with ***e*PNPlugIn**. Do not change this tab unless instructed by an ***e*ProcessingNetwork** Technical Representative. ***Click "Save Changes" after you have configured all configuration tabs.***

Figure 24 – Support Only Tab

5.7 Save Configuration

Click **Save Changes** when you have configured all configuration tabs.

Very Important: Click **OK** in the **Successfully Subscribed to QuickBooks…** dialog box, shown in Figure 25 below. ***e*PNPlugIn** Configuration and ***e*PNPlugIn** related windows close automatically.

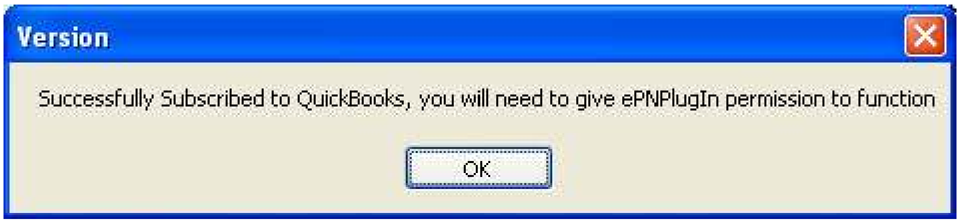


Figure 25 – Successfully Subscribed to QuickBooks®

If subscription to QuickBooks is not successful, you may have the wrong version of QuickBooks or the ***e*PNPlugIn** installation was corrupt. Click the Ok button. Verify you have compatible QuickBooks Software and Operating systems.

Compatible QuickBooks Software:	Compatible Operating Systems
QuickBooks Pro	Windows XP Professional
QuickBooks Premier	Windows Vista Home
(All versions of Premier)	Windows Vista Home Premium
QuickBooks Enterprise	Windows Vista Business
Version 2006-2010	Windows Vista Ultimate
	Windows 7

6 Completing *e*PNPlugIn Setup with QuickBooks.

Start **QuickBooks** with an administrator login and the dialog box shown in Figure 26 displays you are running Windows XP or older***.***

For Vista & Windows 7 users: Opening QuickBooks (VERY IMPORTANT STEP)

a. Select the QuickBooks Icon
b. Right click and select **Run as administrator…**
c. Log in to your QuickBooks company file.
d. After logging in, the following three windows display. Follow these steps to complete the **ePNPlugIn** permissions with QuickBooks.

Select Yes, Always; allow access even if QuickBooks is not running and then select Continue. *This window will not display if you are updating the software.*

Figure 26 – QuickBooks® Application Permissions

The Confirm to Proceed dialog box, shown in Figure 27, displays. Click **"Yes"**. *This window does not display if you are updating the software.*

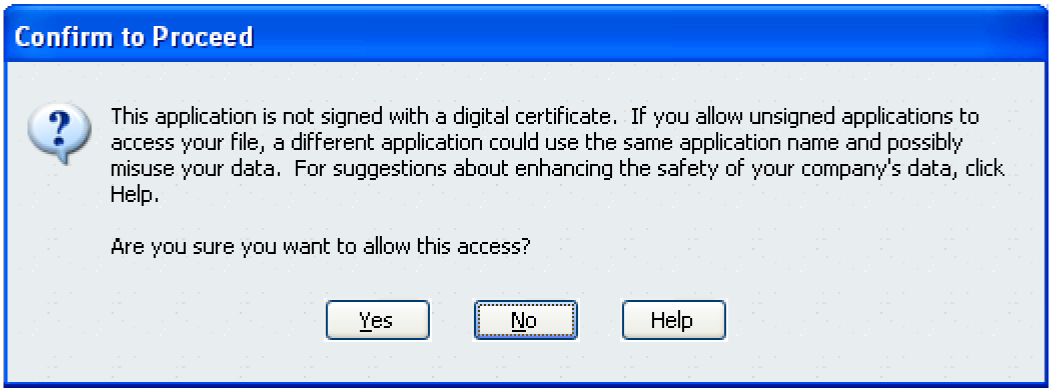


Figure 27 – Confirm to Proceed

The Access Confirmation dialog box, shown in Figure 28 will display. Click **"Done"**. *This window does not display if you are updating the software.*

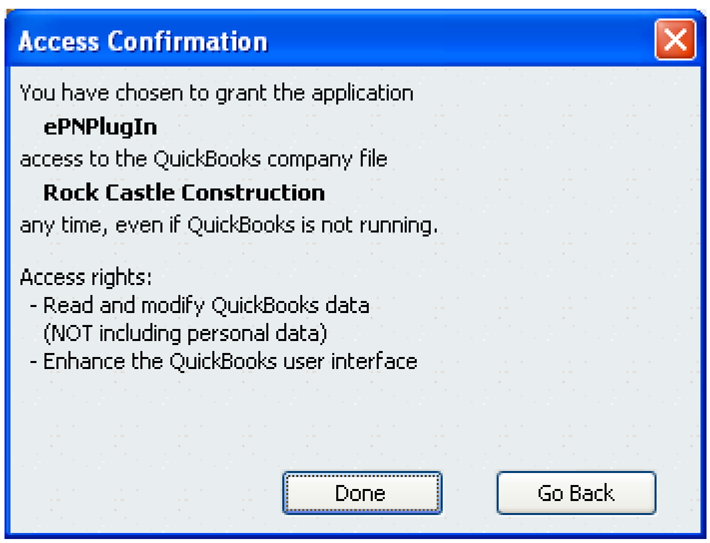


Figure 28 – Access Confirmation

For Vista & Windows 7 users only:

e. Open QuickBooks.
f. This will provide the link to the **ePNPlugIn** in the Customer drop down menu within QuickBooks
g. ***e*PNPlugIn** opens with your company file. You may close it or leave it running.

6.1 Version Check Prompt

The ***e*PNPlugIn** will now check for new updates automatically for you.

Figure 29 – Version Check Setting

After you have completed the setup with QuickBooks, you will be prompted to set the version check option, as seen in Figure 29 above.

We suggest you set it to "Monthly". What ever day you installed and set this option is the day of the month the ***e*PNPlugIn** will check for the new versions. If the day is 29-31, it will check on that day or the last day of the month.

If you select "Weekly", ***e*PNPlugIn** will check for a new version on that day of the week, every week.

You can change this setting from the ***e*PNPlugIn** Control outlined in chapter 7.

6.2 Card Type Check Prompt

You will be prompted if you do not have the proper card types set up in your QuickBooks Company file. You must have the Visa, MasterCard, American Express and Discover set up in the Payment Methods list in QuickBooks. This prompt will allow you to create the card types that are missing.

Figure 30 – Missing Credit Card Types Prompt

If you have the correct card types present in your company file, then you see the “Deal with Missing Credit Card Types” window indicate all card types are found. If they are not found click the Attempt to create button for the missing card type. This will create the missing card type for you in the company file.

Figure 31 – Found Credit Card Types Prompt

7 ePNPlugIn Control Panel

***e*PNPlugIn** opens when you open your QuickBooks Company file. When you close QuickBooks, ***e*PNPlugIn** closes with it.

7.1 Options

1. Version Check checks for new versions of ***e*PNPlugIn** and allows you to adjust the auto update reminder settings.
2. Preferences allows you to set whether or not the Receive Payment window opens when you create or modify an invoice or sales receipt or create a credit memo.
3. Check for Missing Credit Cards is how you access the Missing Credit Card types prompt.

Figure 32.a – ePNPlugIn Control Panel Options

- **Configuration** allows you to change configuration settings, such as the header information for your receipt or add and remove equipment. When you run configuration and after you have saved the changes, all the ***e*PNPlugIn** windows will close, and you will need to start ***e*PNPlugIn** from the desktop menu.
- **Receive Payment** opens the Customer Payment window.
- **Download Transactions** allows you to download transactions from your account at ***e*ProcessingNetwork** into your QuickBooks file.
- **Upload Logs** allows you to upload logs from **ePNPlugIn**. These logs help ***e*ProcessingNetwork** tech support trouble shoot the errors you have experienced. This feature needs to be performed immediately after an issue has occurred.

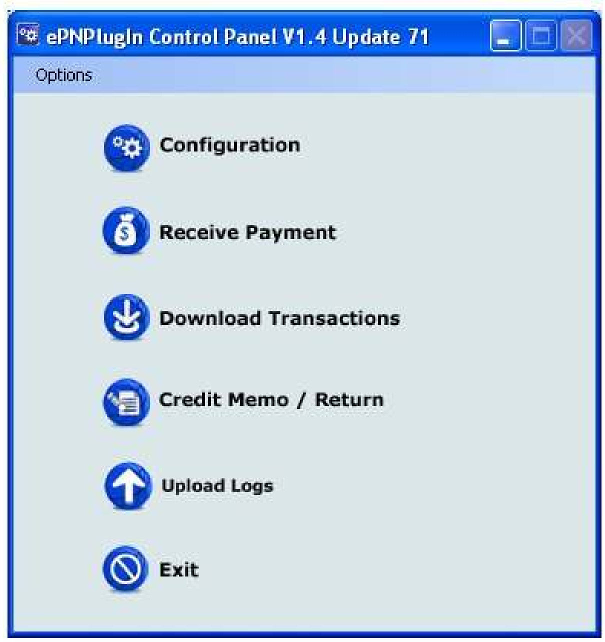


Figure 32.b – ePNPlugIn 1.4 Update 52

- **Exit** closes ***e*PNPlugIn**. Be sure to close all other ***e*PNPlugIn** windows. (i.e. Receive Payment.)

8 Use Receive Payment with Preferences

***e*PNPlugIn** is built around collecting payment for Invoices, Pending Sales Receipts and Credit Memo/Returns/Refunds. The **ePNPlugIn** options can be accessed through the Customer drop down menu in QuickBooks.

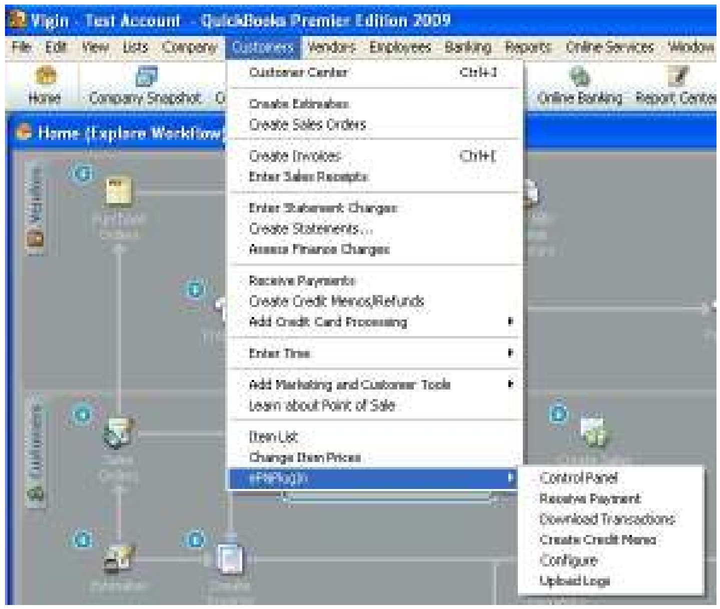


Figure 33 – ePNPlugIn: Access thru QuickBooks®

8.1 Processing a New Invoice and Payment

The default setting is to allow ***e*PNPlugIn** Receive Payment to open when you save and close a newly created invoice.

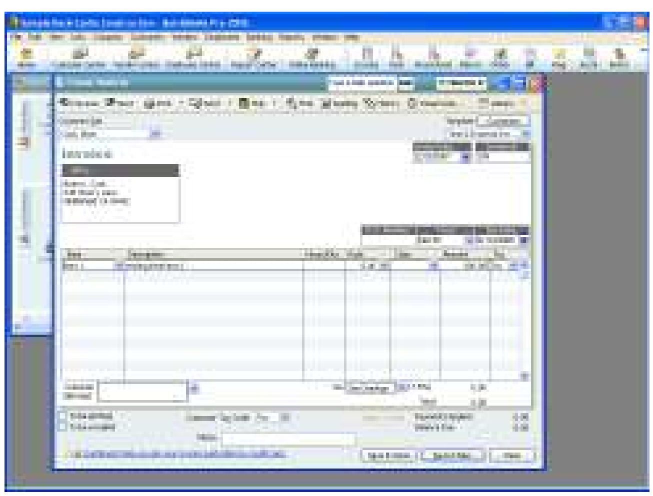


Figure 34 – Create Invoices

Create a new invoice the usual way. Then save and close the invoice and the ***e*PNPlugIn** Receive Payment window opens with the customer's information displayed and the invoice.

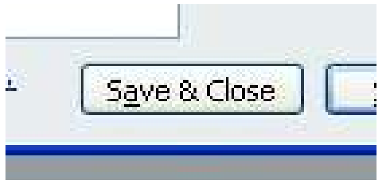


Figure 35 – Save & Close Invoice

The ***e*PNPlugIn** Receive Payment Window opens. At the bottom of the window, the full dollar amount is populated but you may change the dollar amount if necessary.

	Date	Invoice Num	Org. Amt.	Amt. Due	Payment	Edit
	2009-09-16	5	14.00	14.00	14.00	Edit

Figure 36 – Enter dollar amount to be paid in the payment field.

Figure 37 – Underpayment Warning

You can enter an amount less than the **Amt. Due**, although a warning displays if you do. Check the box if you do not want to be prompted for each underpayment.

You cannot enter more than the **Amt. Due** for an invoice. Such an action also produces a warning.

Figure 38 – Overpayment Warning

If the customer's credit card is present, and have a compatible credit card swiper (compatible devices found in section 3), click **Click to Swipe** and then swipe the credit card. Otherwise, enter the credit card information manually. You can also enter check information if you are receiving payment by check (Refer to ePN Card/Check On File Feature on page 48 for more payment options.)

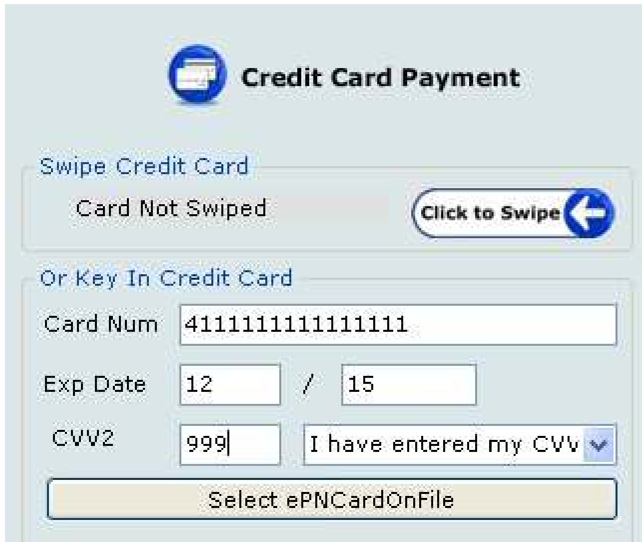


Figure 39 – Credit Card Option

Click on **Submit Transaction and Close** or **Submit Transaction and New.** The dialog box shown in Figure 40 displays, indicating the transaction is being processed.

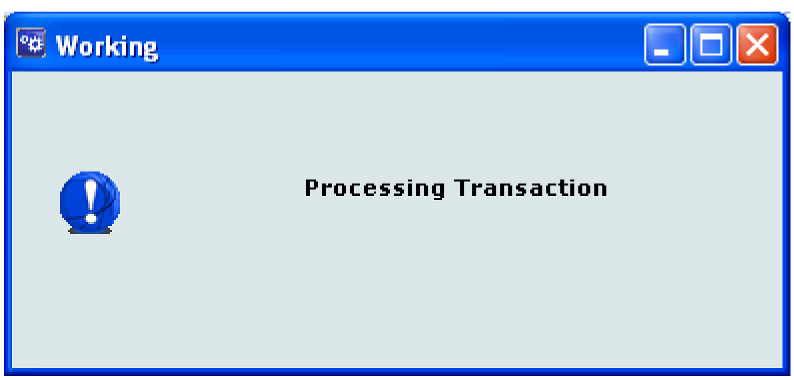


Figure 40 – Processing Transaction

The result of the transaction displays as shown in Figure 41. If the transaction is approved, you may print a receipt by clicking on **Print Receipt**. Click **Close** to close the window.

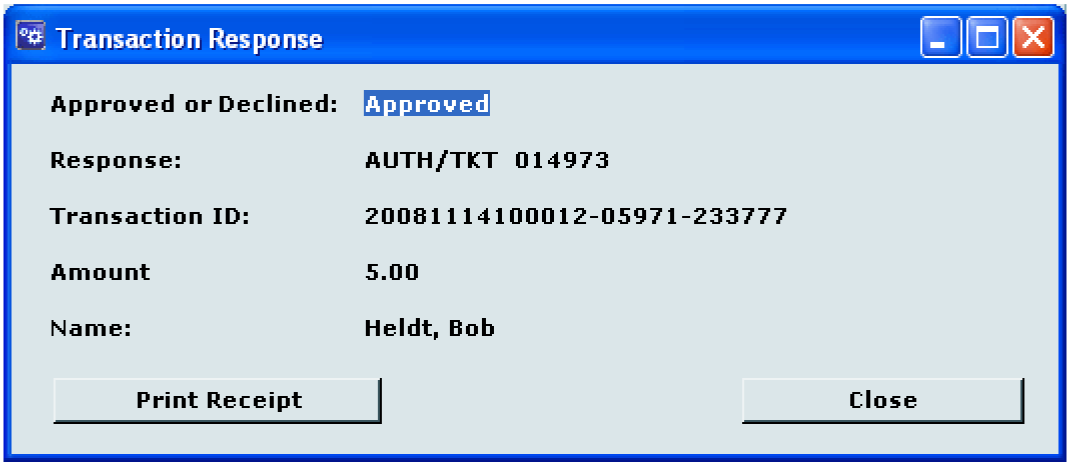


Figure 41 – Transaction Response

8.2 Processing a Pending Sales Receipt and Payment

The default setting is to allow the ***ePNPlugIn*** Receive Payment to open when you save and close a newly created ***pending*** Sales Receipt.

Create a new sales receipt the usual way. Before you save and close; right click the sales receipt and Select **Mark Sales Receipt As Pending**.

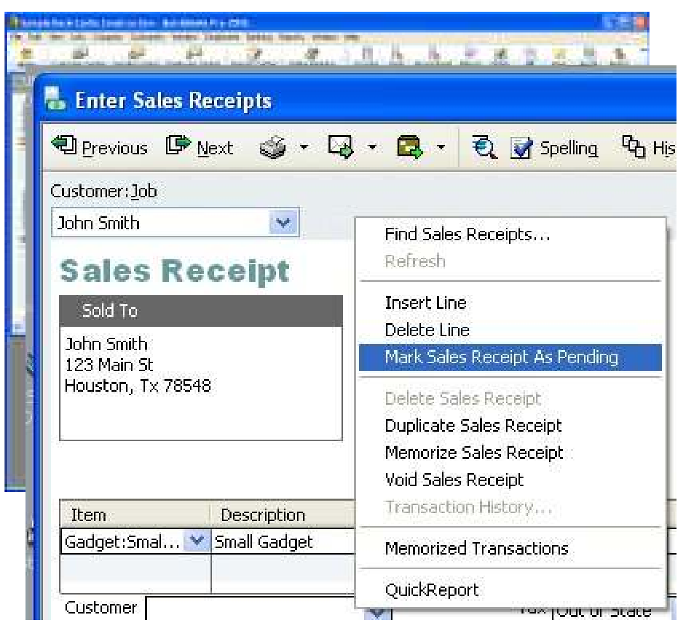


Figure 42 – Mark Sales Receipt As Pending

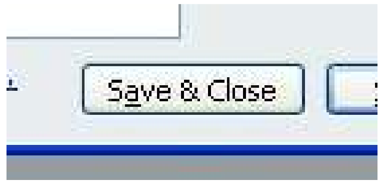


Figure 43 – Save & Close Invoice

Then save and close the sales receipt and the ***e*PNPlugIn** Receive Payment window opens with the customer's information displayed.

The ***e*PNPlugIn** Receive Payment Window opens. At the bottom of the window, all Pending Sales Receipts are listed for this customer. Sales Receipts must be paid in full. You may pay more than one Pending Sales Receipt if more are listed; just check the box next to the Sales Receipts to be paid.

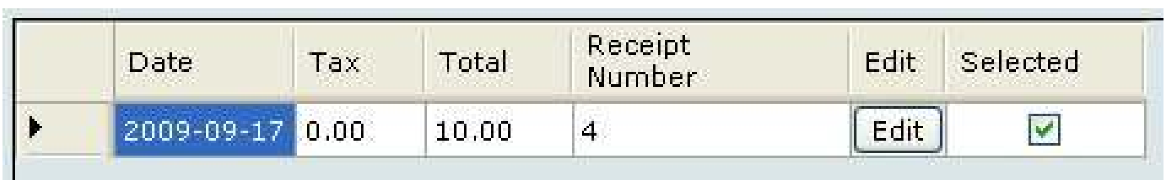


Figure 44 – Create Invoices

If the customer's credit card is present, and if you have a compatible MagTek USB MagStripe Reader, MagTek MicrImage, or MagTek MiniMicr, click on Click to Swipe and then swipe the credit card. Otherwise, enter the credit card information manually. You can also enter check information if you are receiving payment by check (Refer to ePN Card/Check On File Feature on page 48 for more payment options.)

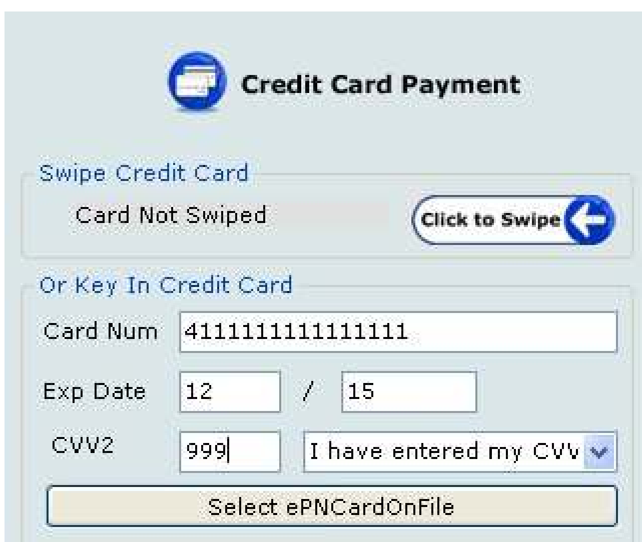


Figure 45 – Credit Card Option

Click **Submit Transaction and Close** or **Submit Transaction and New**.

The result of the transaction displays as shown in Figure 46. If the transaction is approved, you may print a receipt by clicking Print Receipt. Click Close to close the window.

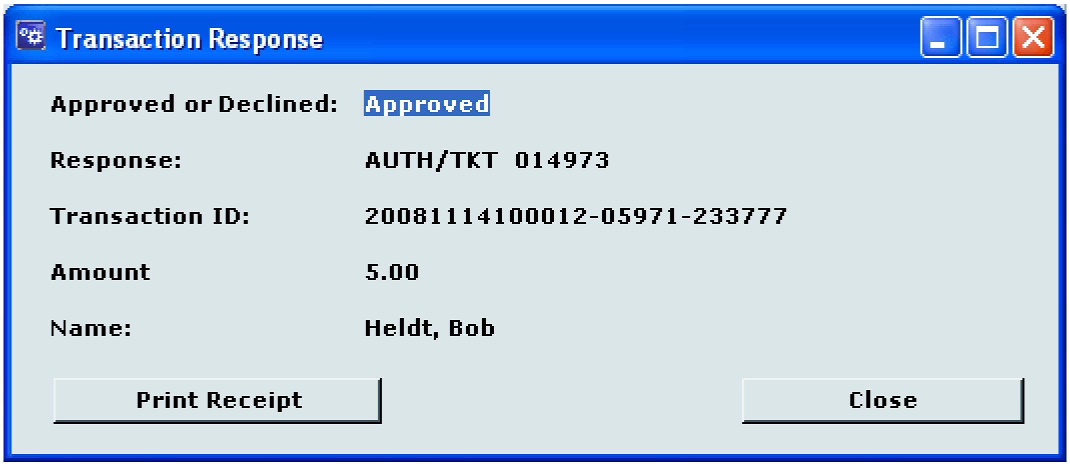


Figure 46 – Transaction Response

9 Use Receive Payment w/o the Preferences

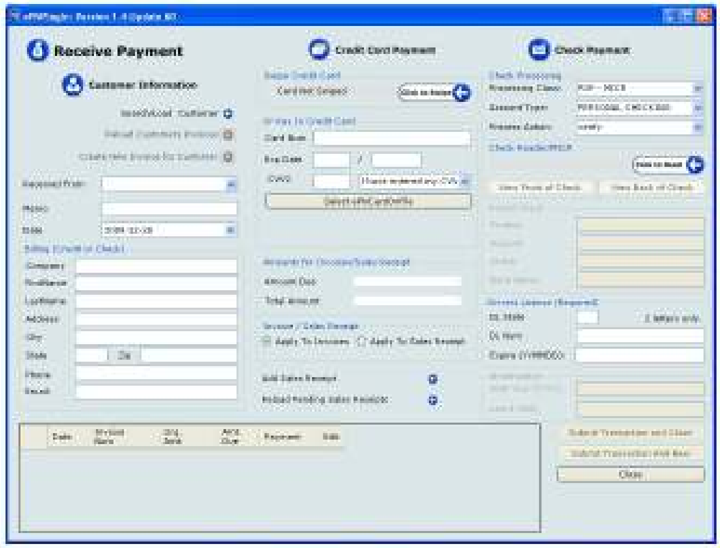


Figure 47 – Customer Payment

When receiving a credit card or check in payment for an invoice, click on Customers in the QuickBooks menu and select ePNPlugIn: Receive Payment as shown below in Figure 47.

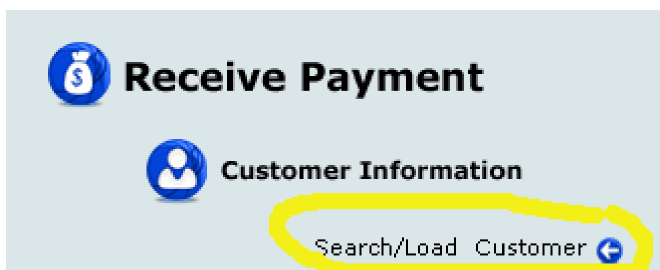


Figure 48 – Customer Payment

You can add the customers to the Receive Payment window that you will be working with by clicking Search/Load Customer button. You can select one or more customers to add to the Receive Payment window.

You can search by **customer name**, **invoice #** and **company name**. You can set a specific search by selecting the **Starts With**, **Contains (default setting)**, and **Ends With**. Then click **Search Customers** if searching by Customer or Company name. Click **the Search for Invoice Number** if searching by invoice number. You can pull all customers by clicking **Download All Customers**.

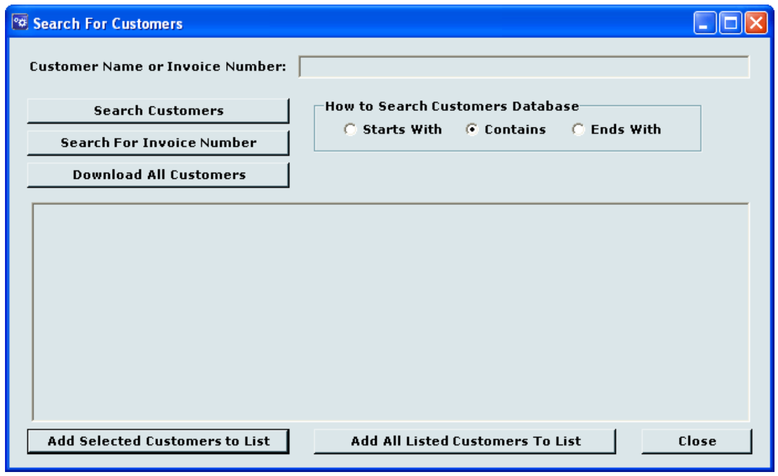


Figure 49 – Customer Search

Click **Add Selected Customers to List** to add all selected customers to the Receive Payment window or click **Add All Listed Customers To List** for all customers. If you do not see the customer you want listed, click **Close** and make sure you have entered the customer into your QuickBooks file. Click **Close** to cancel the Customer search.

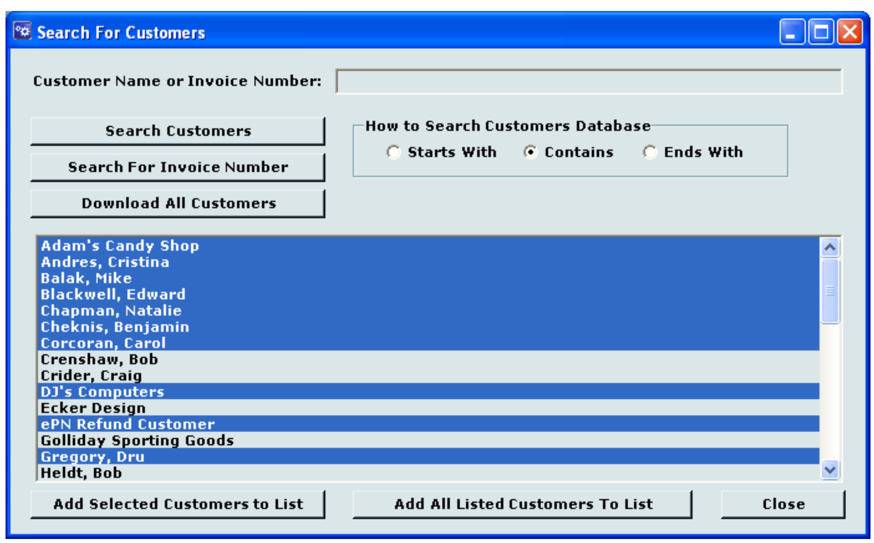


Figure 50 – Customer Search

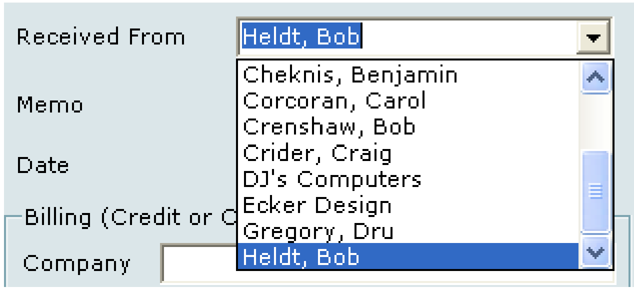


Figure 53 – Received From Menu

After you have selected the appropriate customers, the Receive Payment Window displays with the customer(s) you had selected added to the **Receive From** dropdown menu (as seen in Figure 53). Select the customer you wish to work with first. To clear the Received From menu, close the Receive Payment window and ***e*PNPlugIn**. When you reopen the ***e*PNPlugIn** the menu is cleared.

Creating and Receiving Payment for Invoices

All active invoices for the selected customer are listed at the bottom of the **Receive Payment** window as shown in Figure 54.

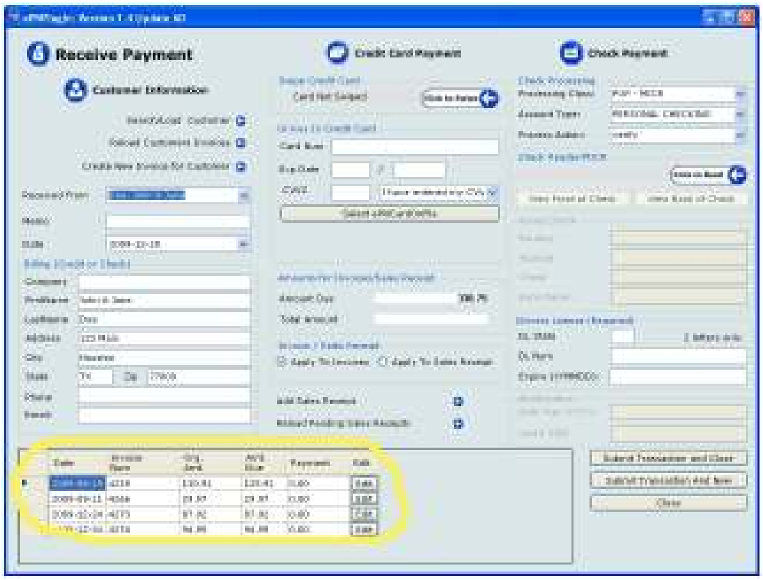


Figure 54 – Customer Payment

If there are no invoices listed, click **Reload Customers Invoices** to refresh the list. If nothing is listed, then click **Create New Invoice for Customer** and create a new invoice. This action opens the normal QuickBooks Invoice window. After creating the invoice, click **Save and Close**. Go back to the Receive Payment window. The receive payment window refreshes with the new invoice. If it has not, click **Reload Customers Invoices** to display newly created invoice(s).

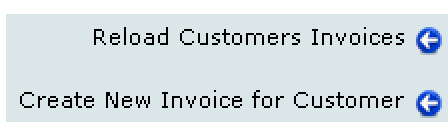
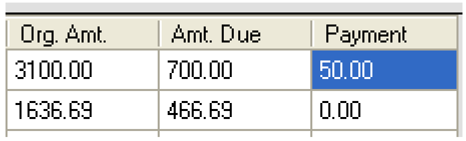


Figure 55 – Reload and Create New Invoice Window.



Org. Amt.	Amt. Due	Payment
3100.00	700.00	50.00
1636.69	466.69	0.00

Figure 56 – Invoice Payment Column

Enter the payments to apply to each invoice in the **Payment** column and the amounts are totaled and displayed in **Total Amount,** as shown in Figure 56.

Figure 57 – Underpayment Warning

You can enter an amount less than the **Amt. Due**, although a warning displays. Check the box if you do not want to prompted for each underpayment.

Figure 58 – Overpayment Warning

You cannot enter more than the **Amt. Due** for an invoice. Such an action also produces a warning.

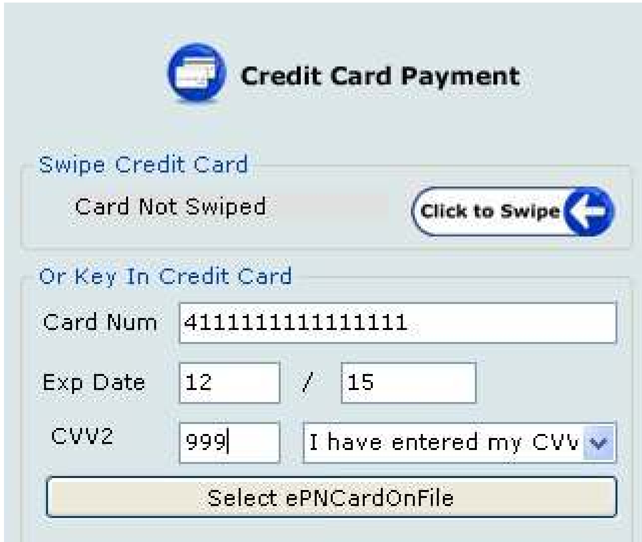


Figure 59 – Credit Card Option

If the customer's credit card is present, and if you have a compatible MagTek USB MagStripe Reader, MagTek MicrImage, or MagTek MiniMicr, click **Click to Swipe** and then swipe the credit card. Otherwise, enter the credit card information manually. You can also enter check information if you are receiving payment by check (Refer to ePN Card/Check On File Feature on page 48 for more payment options.)

Click **Submit Transaction and Close** or **Submit Transaction and New** .

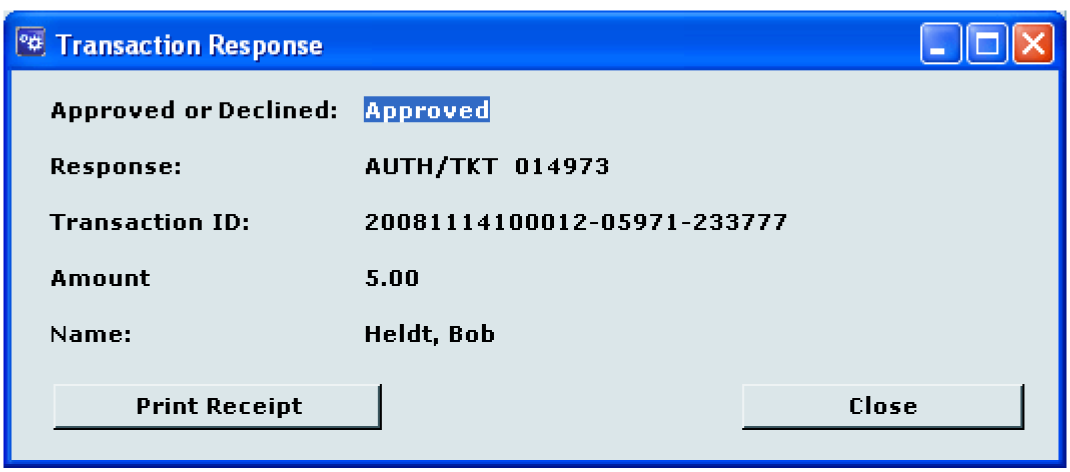


Figure 60 – Transaction Response

The result of the transaction displays as shown in Figure 60. If the transaction is approved, you may print a receipt by clicking **Print Receipt**. Click **Close** to close the window.

9.1 Creating and Receiving Payments for Pending Sales Receipt

In order to use this function, you must have created a sales receipt for the customer and marked it as pending. This can be done by creating the sales receipt, right clicking the sales receipt window and selecting **Mark Sales Receipt As Pending**.

At the bottom center of the Receive Payment window, click the radial button for **Apply to Sales Receipts**.

Figure 61 – Customer Payment for Sales Receipts Section

Click **Add Sales Receipt** as shown in Figure 61. This opens the Enter Sales Receipt window in QuickBooks. The Sales Receipt is already set to Pending. After creating the Sales Receipt, click **Save & Close**.

The Receive Payment window refreshes with the new Sales Receipt, as shown

Figure 62 – Customer Payment for Sales Receipts Section

in Figure 62.

If the customer's credit card is present, and if you have a compatible MagTek USB MagStripe Reader, MagTek MicrImage, or MagTek MiniMicr, click **Click to Swipe** and then swipe the credit card. Otherwise, enter the credit card information manually. You can also enter check information if you are receiving payment by check (Refer to ePN Card/Check On File Feature on page 48 for more payment options.)

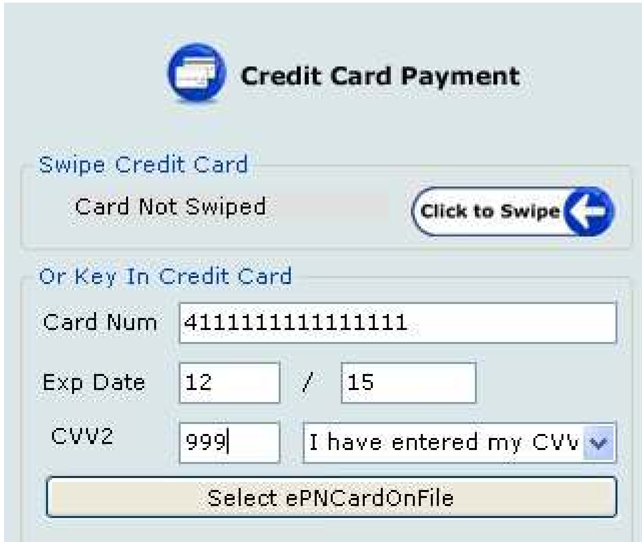


Figure 63 – Credit Card Option

Click **Submit Transaction and Close** or **Submit Transaction and New**.

The result of the transaction displays as shown in Figure 64. If the transaction is approved, you may print a receipt by clicking **Print Receipt**. Click **Close** to close the window.

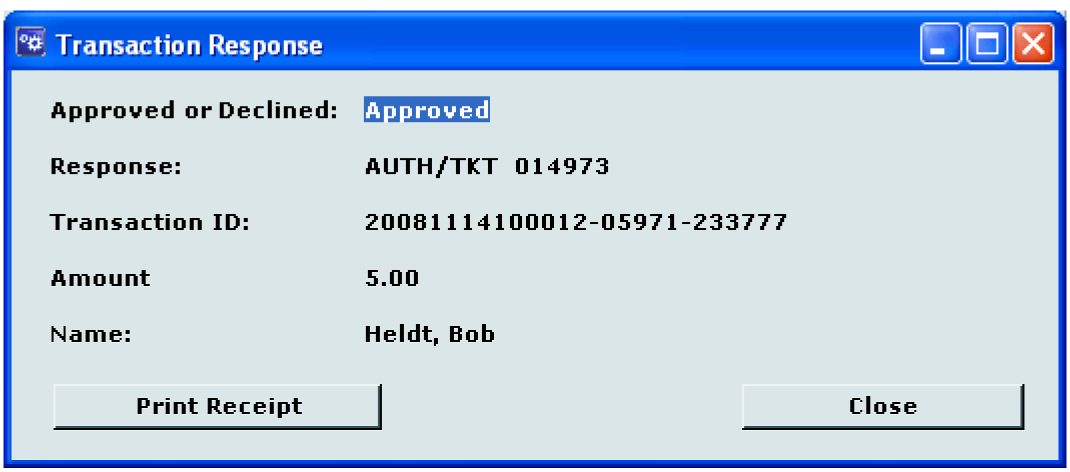


Figure 64 – Transaction Response

10 Receiving Check Payment

To receive checks as payment for invoices using **ePNPlugIn**, confirm with your **Authorized *e*ProcessingNetwork Sales Office** that your ***e*ProcessingNetwork** account is enabled to process checks. (Refer to ePN Card/Check On File Feature on page 48 for more payment options.)

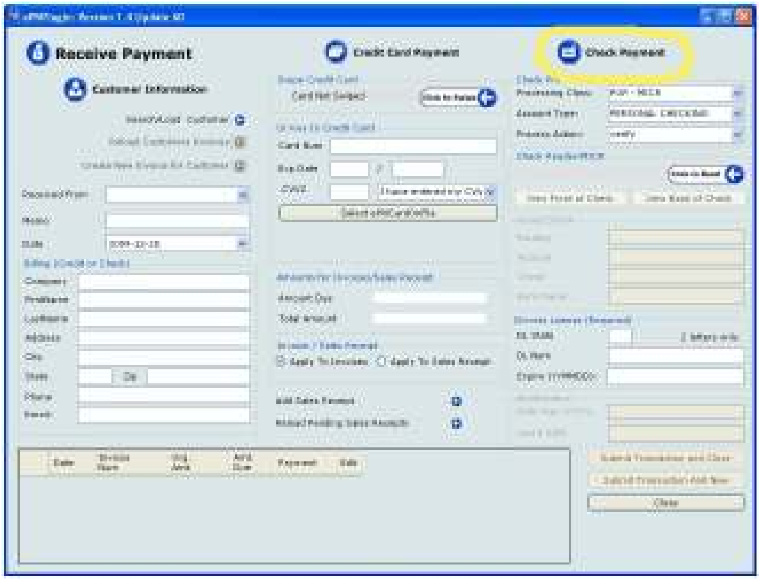


Figure 65 – Check Option

***e*ProcessingNetwork** processes merchants' check transactions using each merchant's own check processing account. Contact your check processor for processing requirements (VerifyOnly, Convert, etc.).

10.1 Check Processing Settings

These settings will determine how the check will be processed. You may use one of the compatible devices found on page 7. Depending on your check processor, some settings are required. Please contact your check processor for the requirements of your account.

10.1.1 Processing Class

Processing Class indicates how the check information was obtained, via Internet(WEB) verse telephone(TEL) or manually keyed verse scanned(MICR). The options that are available are provided by your check processor. Found in Figure 66.

Figure 66 – Processing Class

A complete description all Processing Class options can be found in the Appendix.

10.1.2 Account Type

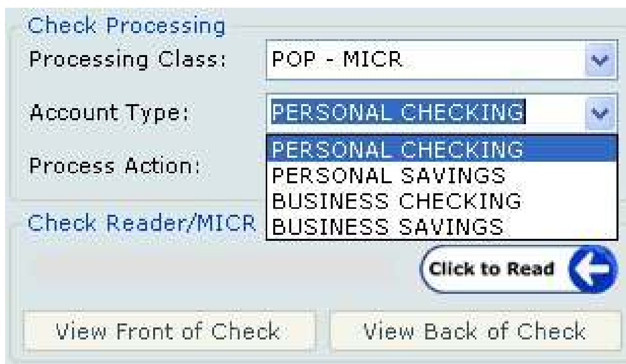


Figure 67 – Account Type

Account type will indicate what type of checking account is being used. Personal verse Business and Savings verse Checking.

10.1.3 Process Action

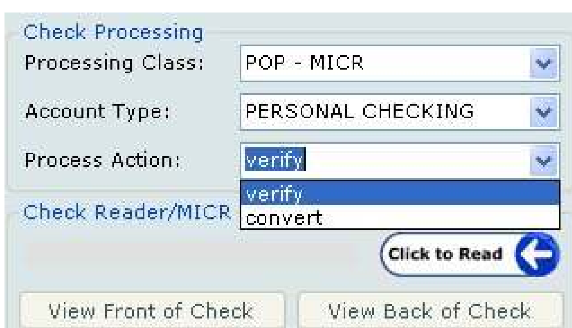


Figure 68 – Process Action

Verify means that the check is validated as legitimate, but you will need to deposit the check yourself.

Convert means that the check will be automatically deposited for you.

10.1.4 Check Reader/MICR

Figure 69 – Check Reader/MICR

If you are using one of the compatible devices found on page 7, this section will be available. In conjunction with the Processing Class option (POP – MICR), you will be able to scan the check. If you are using a check imaging device, you will be able to view the front and back of the check. These images will be stored with the transaction in the Activity Reports section of your account with eProcessingNetwork. If your check processor allows image upload, the scanned check images will be uploaded to their system to meet the requirements of your account at the time of the transaction.

10.1.5 Keyed Check

Figure 70 – Keyed Check

In conjunction with the Processing Class option (POP – MICR), you will be able to manually enter the check information. Using the ten key on the keyboard enter the routing number, account number, and check number. If your bank requires the Bank Name, this field will be available.

10.1.6 Drivers License (Required)

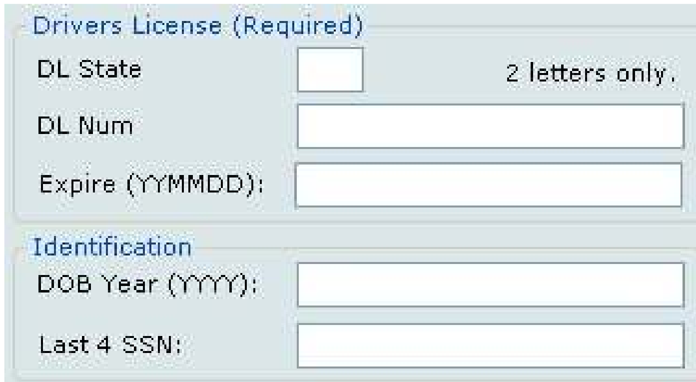


Figure 71 – Keyed Check

This section is only required if you check processor requires it or you have set the Drivers License setting in the ***e***PNPlugIn Configuration equipment tab.

10.1.7 Identification

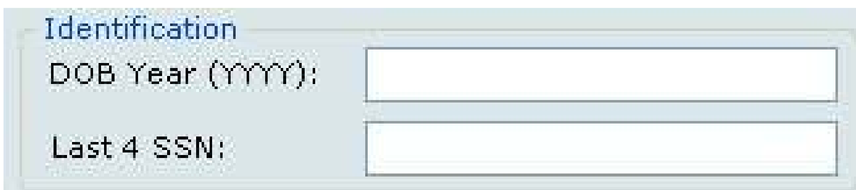


Figure 72 – Keyed Check

This section is only required if you check processor requires it or you have set the Identification setting in the ***e***PNPlugIn Configuration equipment tab.

11 ePN Card/Check On File Feature

*e*PNCardOnFile allows the merchant to use previously processed credit cards and check information from past approved transactions for current transactions. Select the customer from the **Received From** dropdown menu. Click **Select *e*PNCardOnFile** as shown in Figure 73.

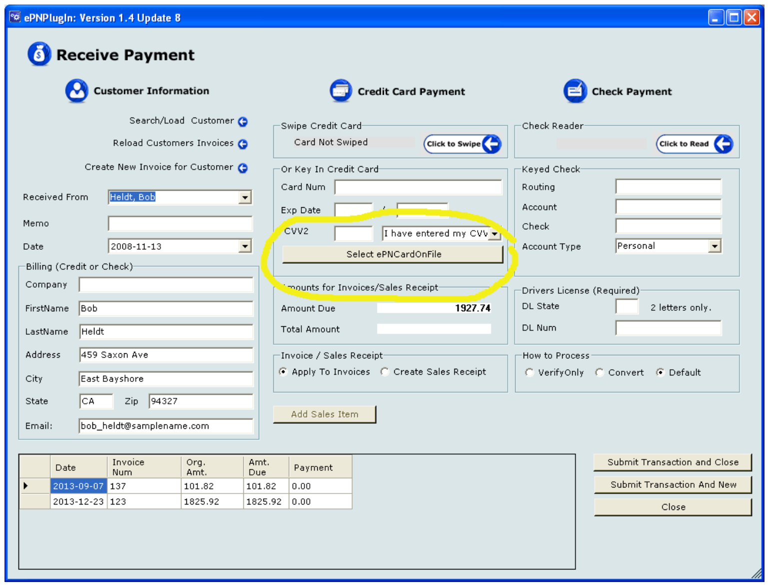


Figure 73 – ePNCardOnFile Button

When the **Card On File** window opens (displayed in Figure 74), you can search by First, Last, & Company name. You can also search by the Transaction Id that ***e*ProcessingNetwork** generated for a previously approved transaction. If you need to search by a different name, simply change the search criteria. You can also set the number of months the system will look back for payment information. If you leave this blank, it will search the system for the duration of your account with ***e*ProcessingNetwork** for the payment information.

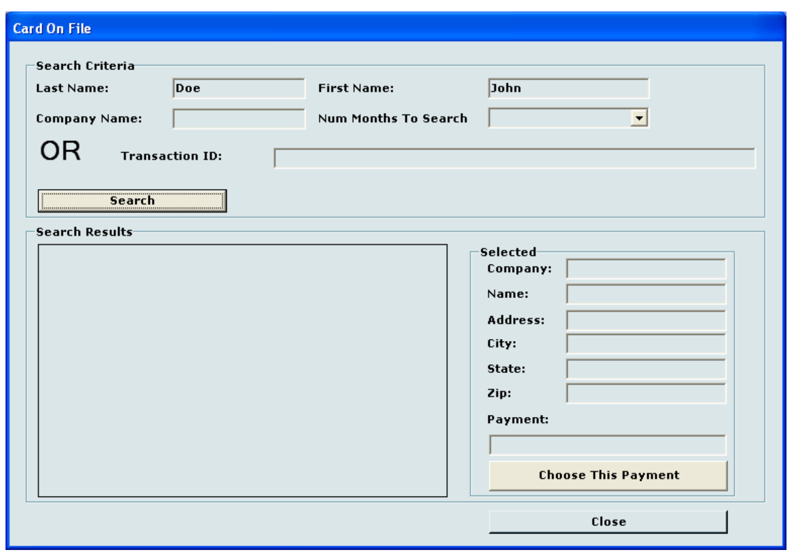


Figure 74 – Card On File Button

Click **Search** to begin the search. If the system finds information to match the search criteria it displays it as shown in Figure 75.

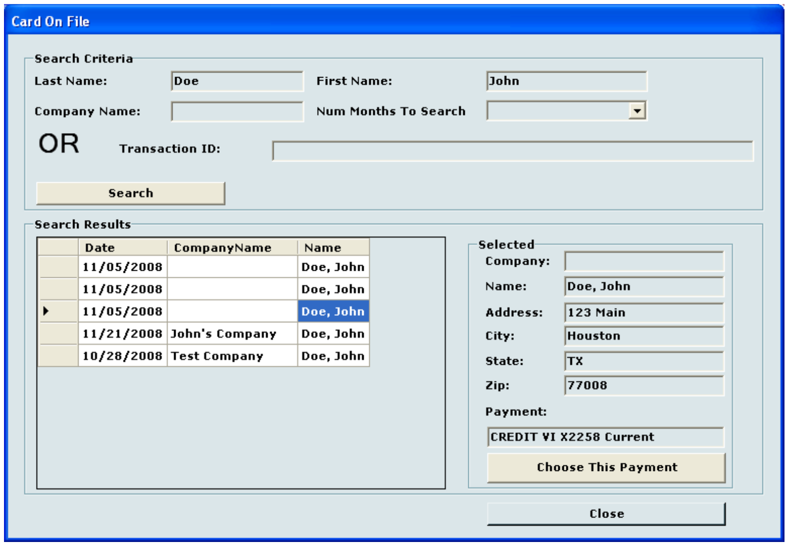


Figure 75 – Card On File Button

Select the payment that you wish to use for this transaction. On the right side, the billing information is listed. In the payment field, the status of the credit card displays. This indicates whether the card's expiration date is current. If the card information is correct and you wish to use this information, click **Choose This Payment** to add the payment information to the **Receive Payment** window, as shown in Figure 76.

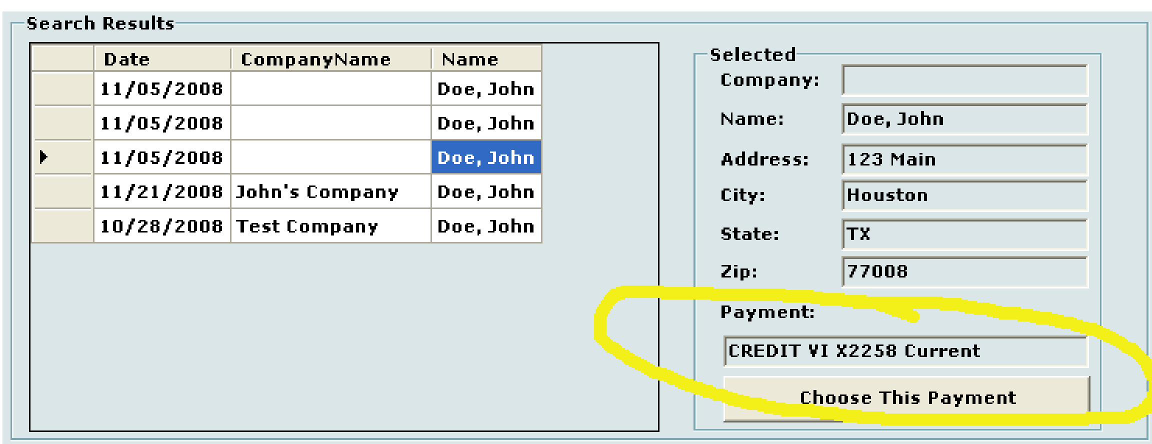


Figure 76 – Card On File Payment Selection

The information is entered into the Credit Card fields or Check fields depending on the information you have selected.

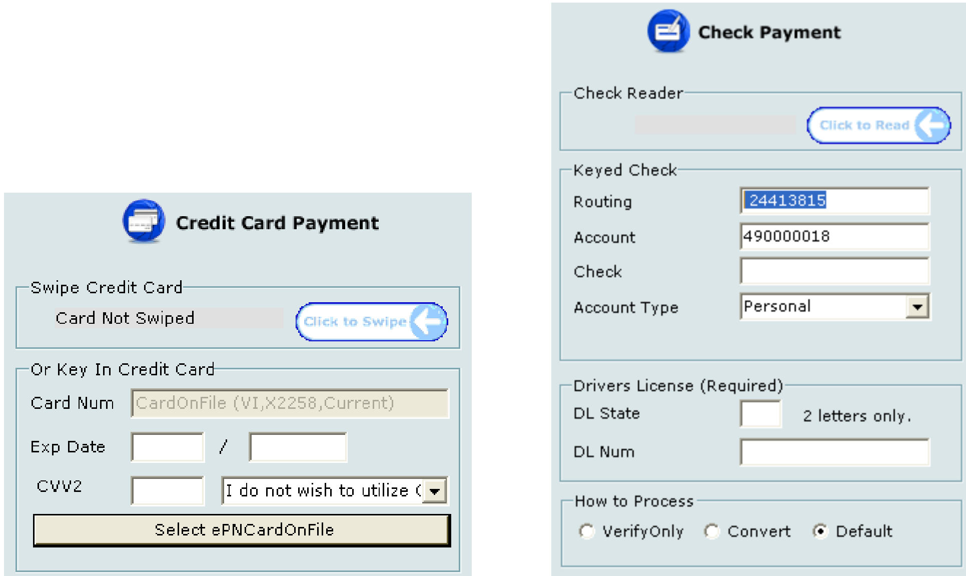


Figure 77 – Card On File Payment Selection for Credit Card and Check Payments

Since PCI Compliance prohibits ***e*ProcessingNetwork** from storing the CVV2 number for credit cards, you need to enter this if you wish to use CVV2 verification. This is not required to process the credit card. For more information on CVV2 verification, please contact your merchant services provider.

***e*ProcessingNetwork** does not store the Drivers License State and Number for check transactions. You have to enter this information manually to process the check, even though the **Card/Check On File** feature used the routing and account number for the customer.

Click on **Submit Transaction and Close** or **Submit Transaction**.

The result of the transaction displays as shown in Figure 78. If the transaction is approved, you may print a receipt by clicking **Print Receipt**. Click **Close** to close the window.

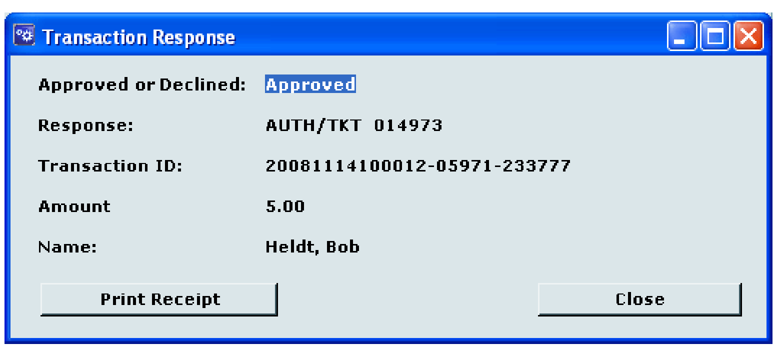


Figure 78 – Transaction Response

12 Processing Purchase Order Cards

After you click on **Submit Transaction and Close** or **Submit Transaction and New** and the card that is being used is a Purchase Level 2 card, you the following dialog box, shown in Figure 79, displays.

Figure 79 – Processing Transaction

If you are processing a transaction for a Sales Receipt, the tax amount will be filled in for you. If you are processing a transaction for an Invoice, you will have to manually add the tax amount. If you do not have a Purchase order number, enter the date, 110509, as November 5th 2009. If tax is not applicable, then leave the dollar amount 0.00. Click **Continue** to complete the transaction.

If the transaction is approved, you may print a receipt by clicking **Print Receipt**. Click **Close** to close the window.

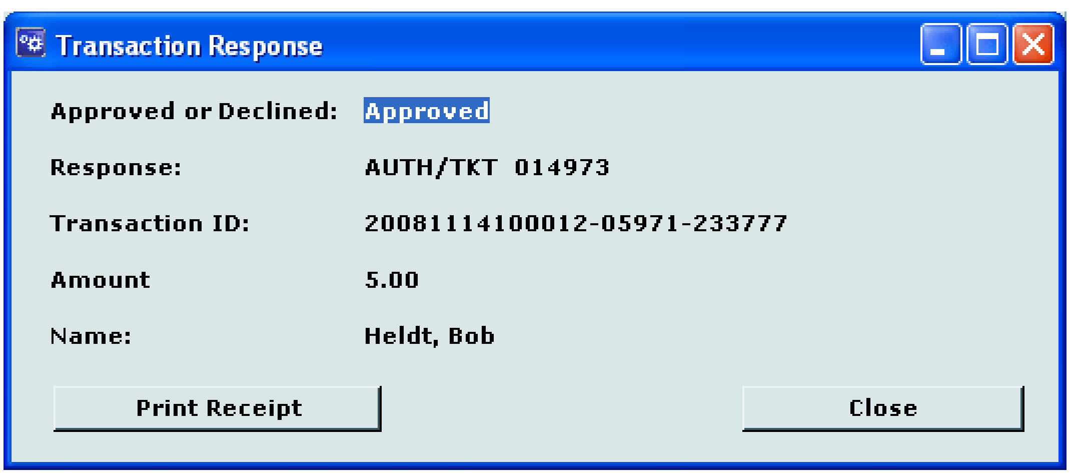


Figure 80 - Transaction Response

13 Credit Memos – Refunds/Returns/Credits

This feature is governed by the Option/Preference of the **ePNPlugIn** Control Panel. The default settings are to open the Process Refund Credit window when you create or modify a credit memo. These settings must be turned on (checked) in order to process a return.

You can access the credit memo function three ways:

- Click the Credits/Refunds icon on the QuickBooks home page.
- From the Customer Drop Down menu, select **Create Credit Memo/Refunds**.
- Click **Credit Memo/Return** from the **ePNPlugIn** Control Panel.

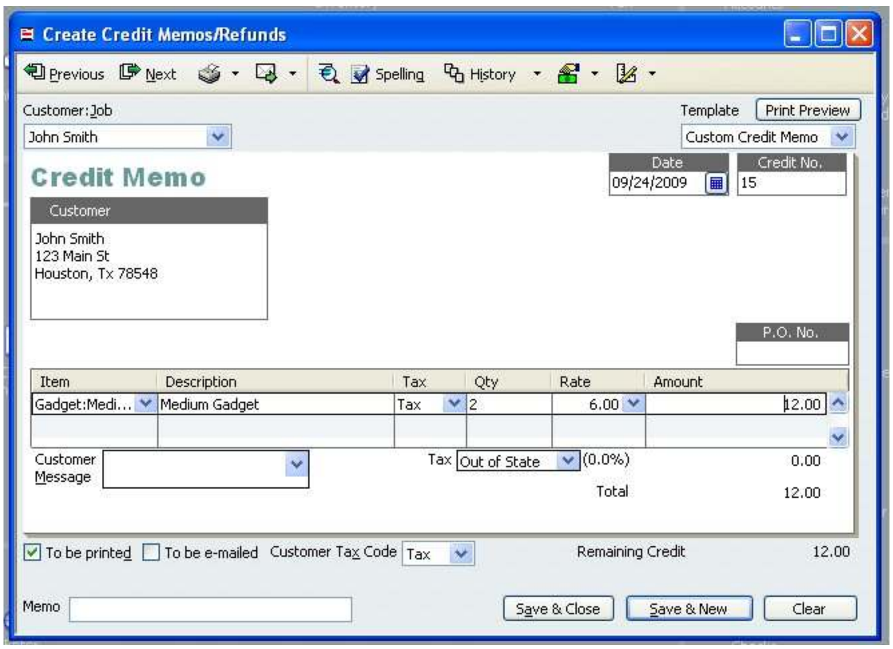


Figure 81 – Transaction Response

After you have created the credit memo, click **Save & Close**.

Figure 82 – Save & Close Invoice

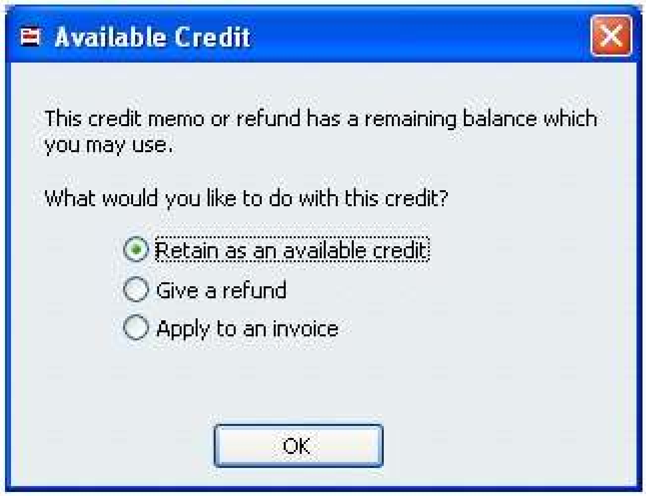


Figure 83 – Available Credit Dialog Box

The QuickBooks window for Available Credit option opens, as shown in Figure 83. The default option is **Retain as an available credit** and the ***e*PNPlugIn Process Credit Refund** opens, as shown in Figure 84. Complete the Credit Refund process before clicking **Ok**.

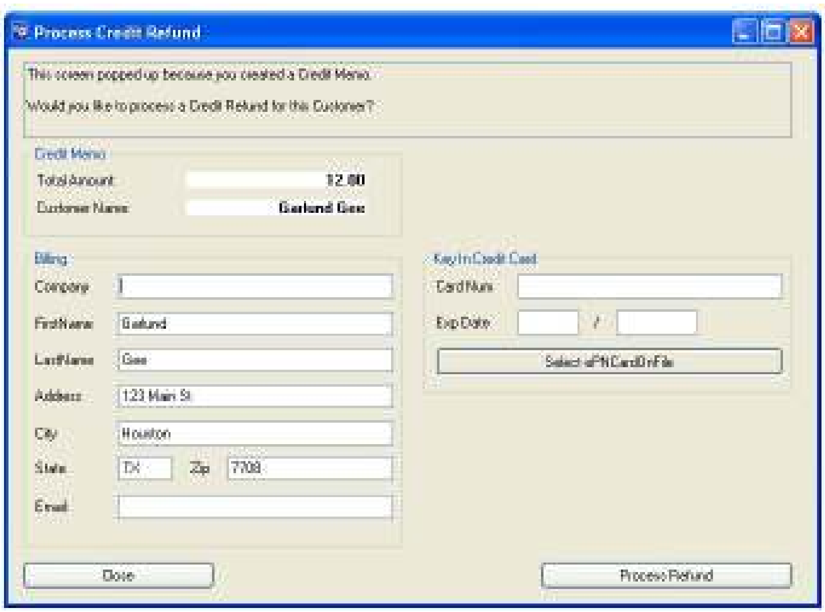


Figure 84 – Process Credit Refund

The Process Refund Credit window opens with your customer's information displayed. Enter the Credit Card information or you may use **ePNCardOnFile** to find the original transaction information to process the refund. Refer to ePN Card/Check On File Feature beginning on page 48.

14 Download Transactions

***e*ProcessingNetwork** allows merchants to process transactions in many ways, including from a Web site and through mobile devices. You can then download these transactions into **QuickBooks** . To do so, select **Company** -> ***e*PNPlugIn** -> **Download Transactions**. You may also access the Download Transactions

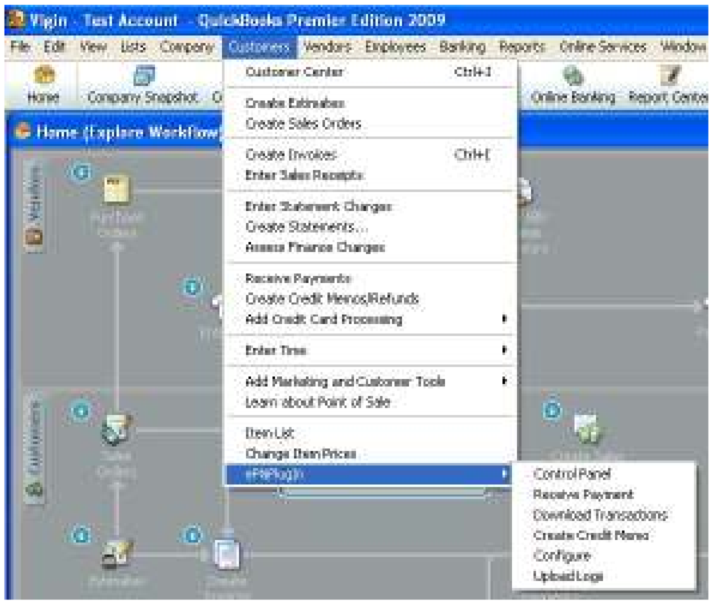


Figure 85 – Download Transactions

option from the **ePNPlugIn** Control panel.

14.1 Download Wizard

The Download Wizard walks you through the Download Transaction setup. This ensures that you have configured ***e*PNPlugIn** correctly. In Figure 86, the Download check list displays. ***e*PNPlugIn** Download Transaction option follows through this check list each time you initiate the download process.

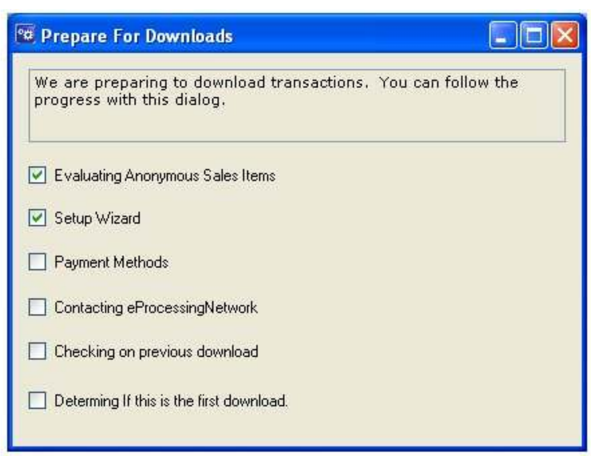


Figure 86 – Prepare for Download Window

When you first initiate the Download Process, ***e*PNPlugIn** requests you set an income account. This income account is where all of your downloaded transactions are assigned, unless you assign the transaction to a specific customer in your QuickBooks file.

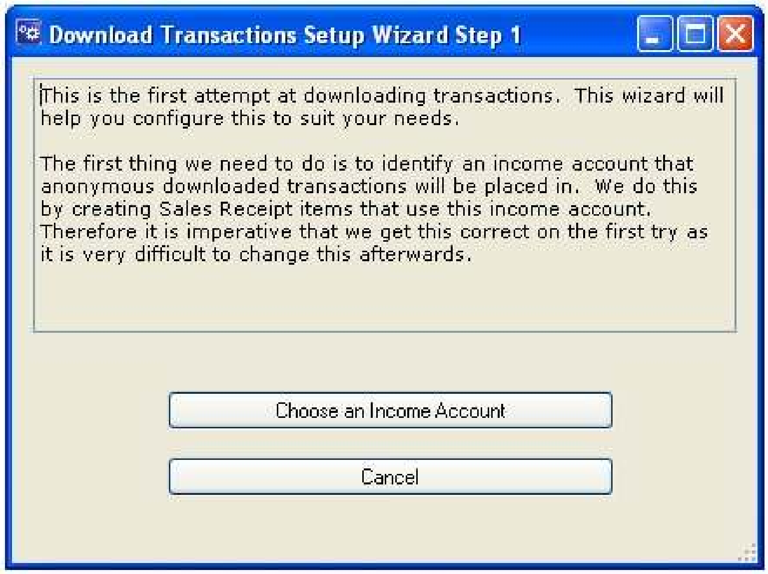


Figure 87 – Choose an Income Account

"This is the first attempt at downloading transactions. This wizard will help you configure this to suit your needs.

The first thing we need to do is to identify an income account that anonymous downloaded transactions will be placed in. We do this by creating Sales Receipt items that use this income account. Therefore it is imperative that we get this correct on the first try as it is very difficult to change this afterwards."

Figure 88 – Opening Chart of Account

Open the Chart of Accounts from the Lists menu in QuickBooks, as shown in Figure 89. If the income account you wish to use is not created, create it now. You need the exact spelling and case of the account name. Even if you intend to assign the downloaded transactions to a specific customer, you still need to do this step to complete configuration of the **ePNPlugIn** Download Transaction function.

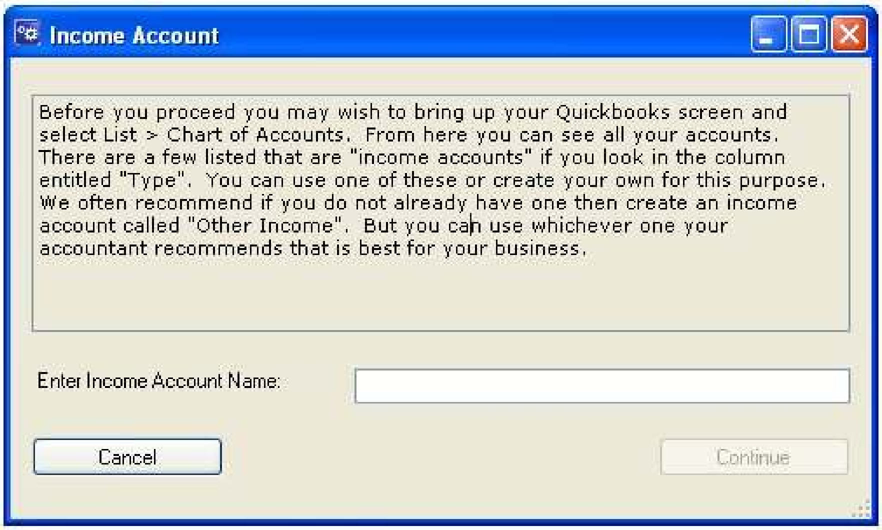


Figure 89 – Enter Chart of Account

"Before you proceed you may wish to bring up your QuickBooks screen and select List > Chart of Accounts. From here you can see all your accounts. There are a few listed that are "income accounts" if you look in the column entitled "Type". You can use one of these or create your own for this purpose. We often recommend if you do not already have one then create an income account called "Other Income". But you can use whichever one your accountant recommends that is best for your business."

Enter the account name. Click **Continue**.

Creating Sales Items window opens, as shown below.

"Using this income account we are now going to create in QuickBooks the following Sales Receipt Items. These will be used when you opt to use anonymous Sales Receipts (the quickest way to download many transactions) rather then individually assigning them to invoices or creating specific customer based Sales Receipts."

ePN JPOS Sale
ePN Web Sale
ePN Mobile Sale
ePN Sale
ePN Other Sale
ePN Credit/Debit
ePN Gift Sale
ePN Cash Sale
ePN Sales Tax Vendor
ePN Sales Tax

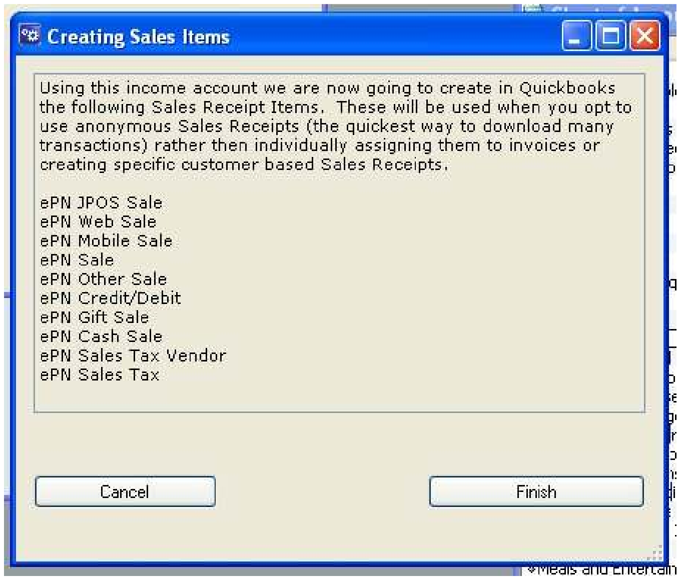


Figure 90 – Enter Chart of Account

Click **Finish**. This completes the ***e*PNPlugIn** Download Transaction function configuration.

14.2 First Time Downloads

The first time you attempt to download transactions from **eProcessingNetwork** into **QuickBooks**, the dialog box shown in Figure 91 displays. The approximate number of transactions available displays, with the option of choosing a start date rather than downloading all available transactions.

Choose a date to start the downloaded transactions and click **Download From this Date**, or click **Download All Transactions.** Please note that some transactions are not downloaded, such as voided transactions and Close Batch transactions.

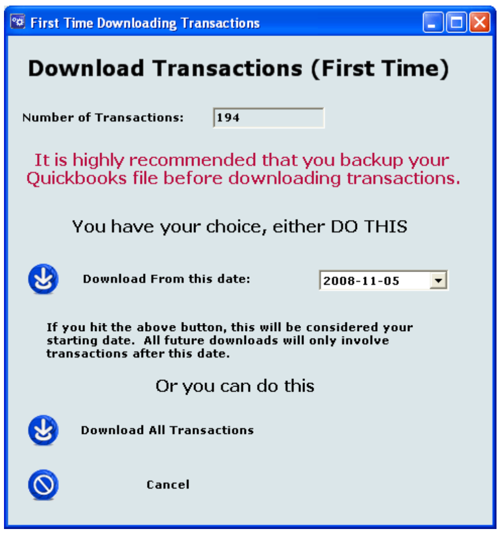


Figure 91 – Download Transactions

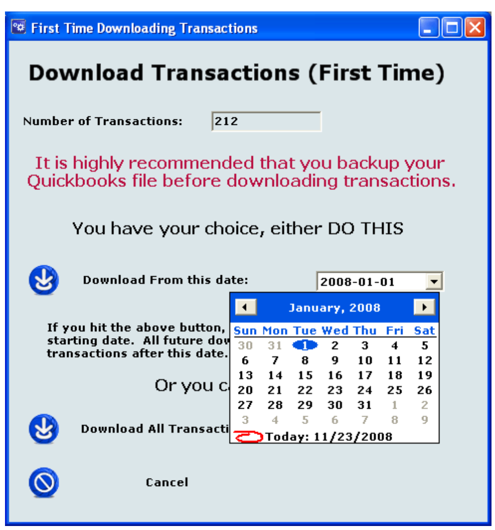


Figure 92 – Select Starting Date or All Transactions

The **Download Transaction** now downloads credit/returns to your QuickBooks file. If there are any credit/returns to be addressed, a similar window as shown below in Figure 93 displays. Click **OK**.

Figure 93 – Download Credit/Return Notice

The downloaded transactions are listed, as shown in the Figure 94. You can select the customer from an existing customer within your QuickBooks file. You can also create an invoice or apply the transaction as a sales receipt to the customer's account.

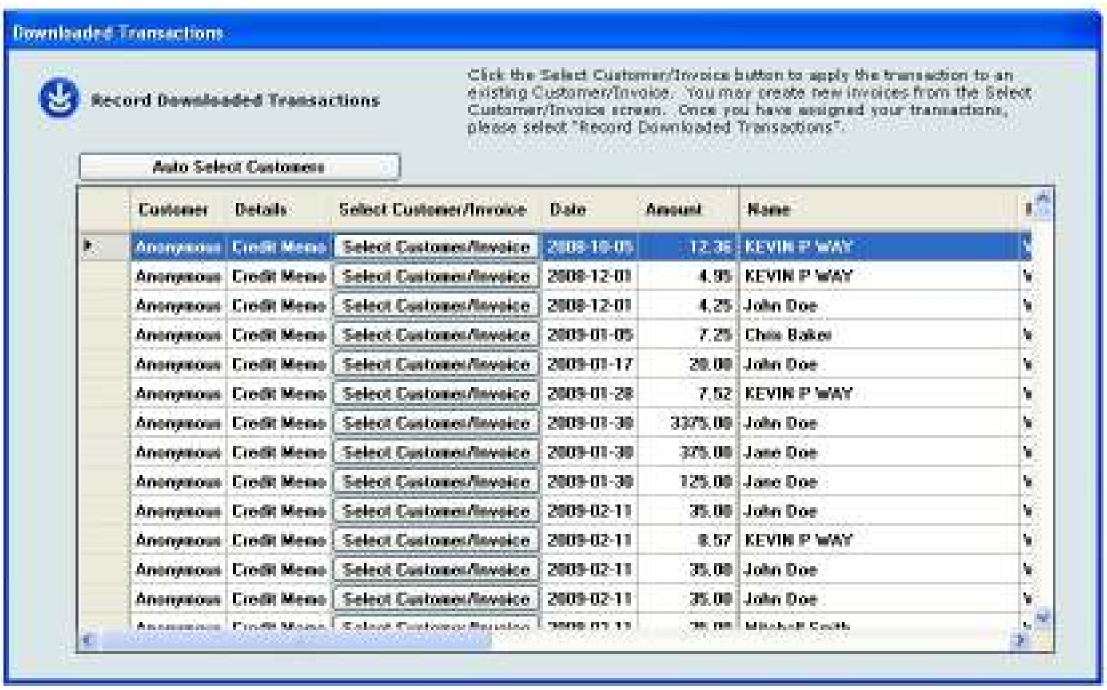


Figure 94 – Download Credit/Return Notice

Transactions are listed by date, with Credit Memos listed first and all others to follow. When you click **Auto Select Customers**, **ePNPlugIn** searches your customer database and assigns the downloaded transactions to an existing customer within QuickBooks.

Figure 95 – Auto Select Customers button

By clicking **Select Customer/Invoice** for a transaction, you can search and select an existing customer or add a customer to which the payment will be

Figure 96 –Select Customer/Invoice button

applied.

Click **Select Customer/Invoice** to assign the payment to a specific invoice or sales receipt for the customer. Otherwise, ***e*PNPlugin** applies the payment to the customer as a Quick Sales Receipt. If you do not select a customer, ***e*PNPlugin** posts the selected the transaction to the Anonymous Income Account assigned during the Download Transaction Wizard setup.

After you click **Select Customer/Invoice**, the search window opens, as shown in Figure 97.

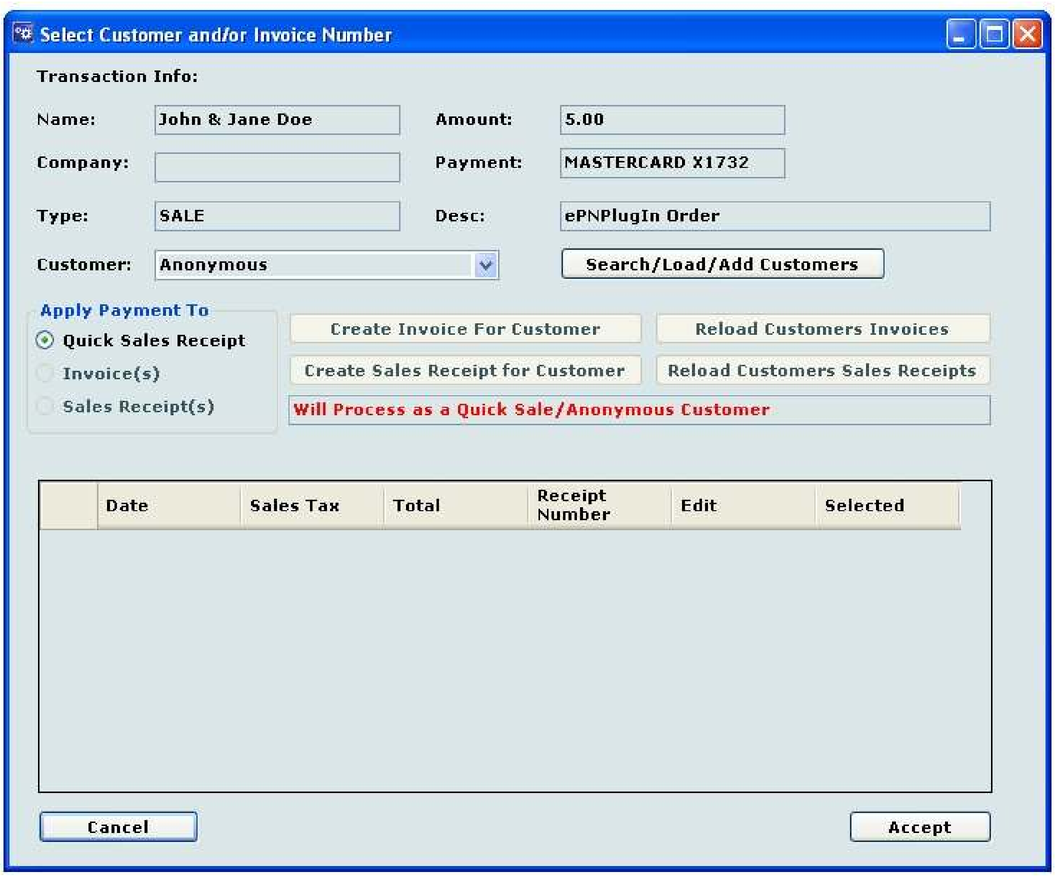


Figure 97 – Download Credit/Return Notice

To add or search for a customer, click **Search/Load/Add Customers**. The **Search For Customers** window opens as shown in Figure 98.

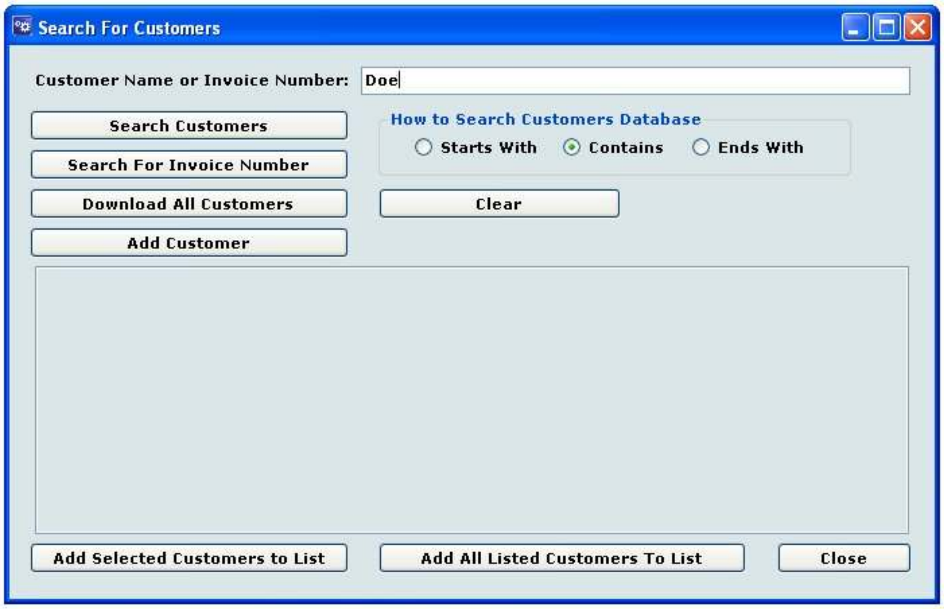


Figure 98 – Search Customer

Since ***e*PNPlugIn** was unable to locate the customer account to assign the transaction, it downloads all transactions as Anonymous. In this case, you have to search for the customer you wish to apply the transaction to. Click **Search Customers**. Select the Customer and click **Add Selected Customers to List**.

For More Advanced searches: You can search by **customer name**, **invoice #**

Figure 99 – Search Customer

and **company name**. You can set a specific search by selecting the **Starts With**, **Contains (default setting)**, and **Ends With**. Then click **Search Customers** if searching by Customer or Company name. Click **Search for Invoice Number** if searching by invoice number. You can pull all customers by clicking **Download All Customers**. Select the customers you wish to work with.

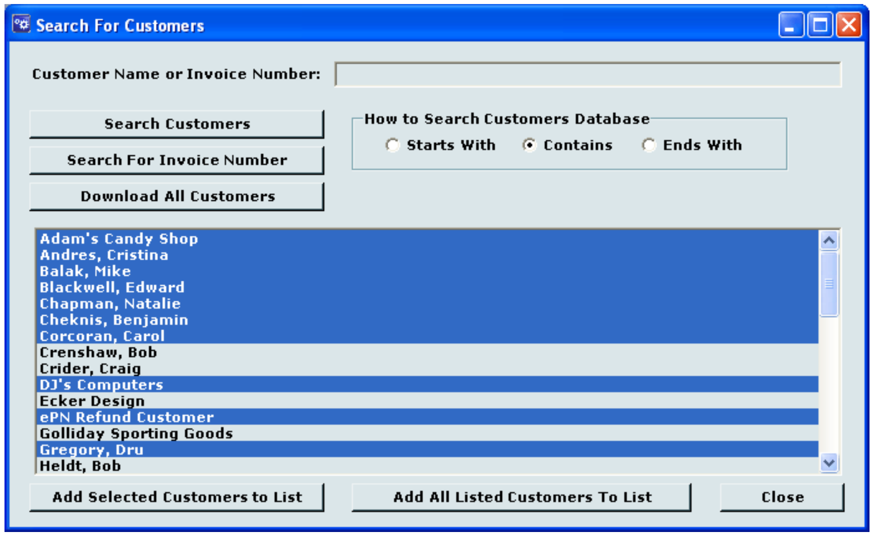


Figure 100 – Customer Search

By when you click **Add Selected Customers to List**, *e*PNPlugin add all selected customers to the **Select Customer and/or Invoice Number** window. If you want to add all listed customers, then click **Add All Listed Customers To List**. If you do not see the customer listed, click **Close** and make sure the customer has been entered in to your QuickBooks file. Click **Close** to cancel the Customer search.

Figure 101 – Create and Reload Invoice buttons

After you have selected the appropriate button, the **Select Customer and/or Invoice Number** window displays with the customer you had selected added to the **Customer** dropdown menu. Select the customer you wish to work with first.

Figure 102 – Customer Drop down Menu

If there are no existing invoices or sales receipts and you do not want to create an invoice or sales receipt, ***ePNPlugIn*** creates a Quick Sales Receipt for the customer. This Quick Sales Receipt does not contain inventory or order description and will not adjust the items list in QuickBooks. The item of the sales receipt will be one of the following depending where the transaction was processed.

ePN JPOS Sale	ePN Credit/Debit
ePN Web Sale	ePN Gift Sale
ePN Mobile Sale	ePN Cash Sale
ePN Sale	ePN Sales Tax Vendor
ePN Other Sale	ePN Sales Tax

Figure 103 – Quick Sales Receipt

If the active invoices are listed for this customer, select the invoice to which you wish to apply the payment and enter the dollar amount to be paid on that invoice. You may apply a portion of the transaction to multiple invoices. If there are no invoices listed, click **Create Invoice for Customer** and create a new invoice. This opens the normal QuickBooks Invoice window. If the invoice does not automatically list, click **Reload Customers Invoices** to display newly created invoice(s). Click **Accept** after selecting the invoice.

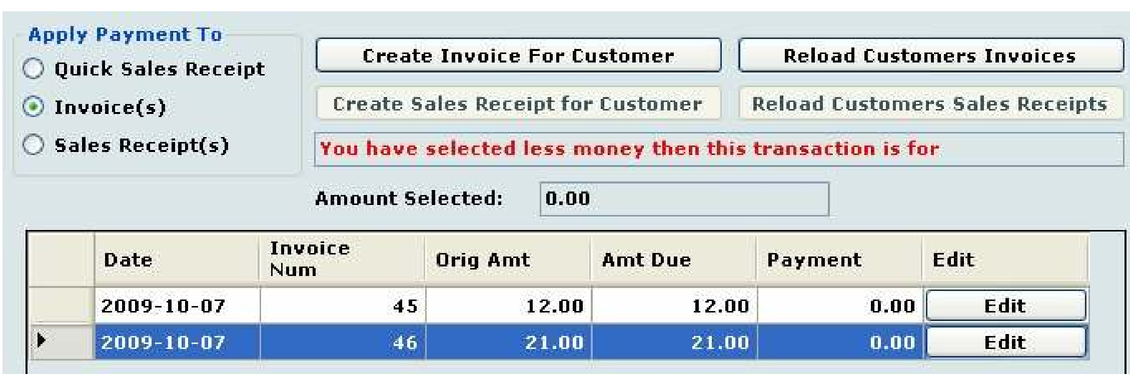


Figure 104 – Invoices

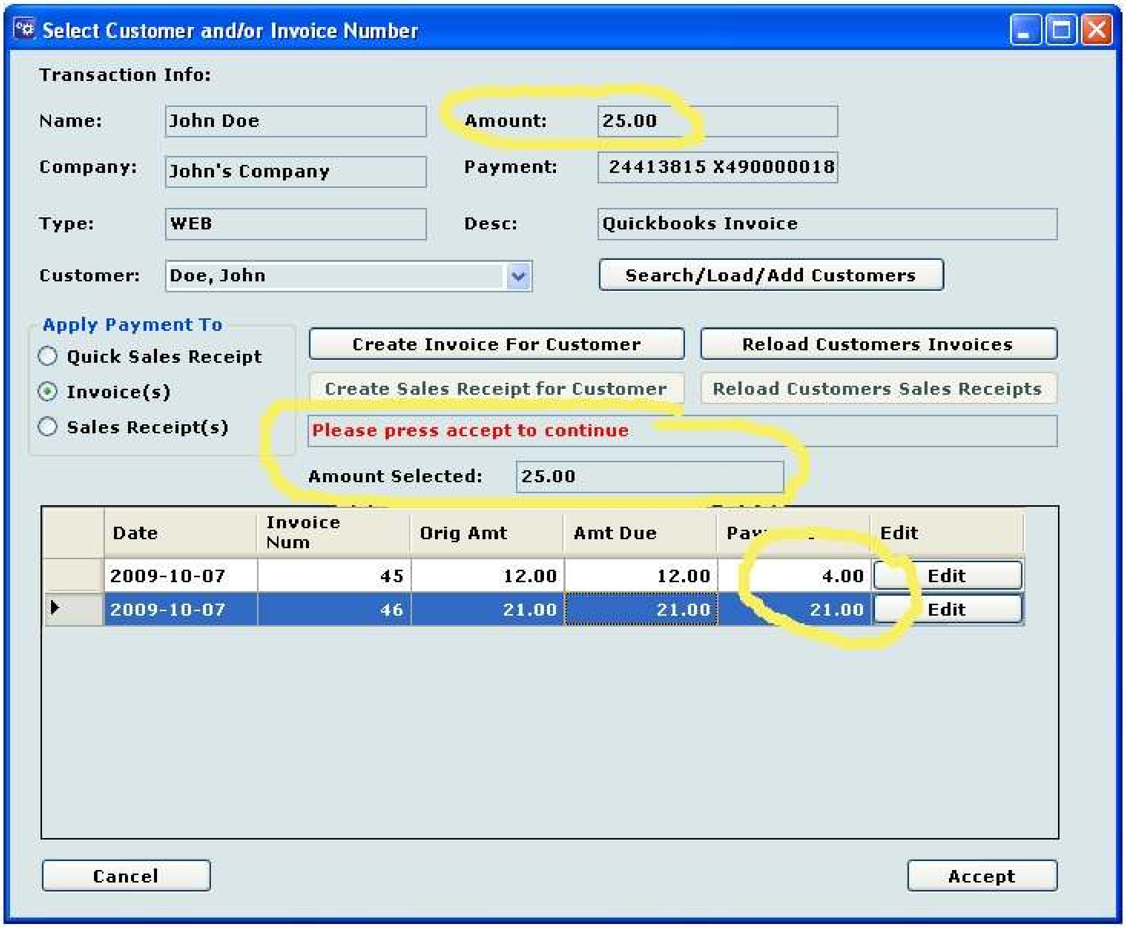


Figure 105 – Amount Selected

If you wish to apply the transaction to more than one invoice, the total must add up to the actual transaction amount. The **Amount Selected** field must equal the total of the download transaction amount. If the dollar Amount Selected does not equal the transaction amount, then **Accept** is grayed out and not available.

If the active sales receipts are listed for this customer, select the sales receipt to which you wish to apply the payment. You may apply the transaction to multiple sales receipts. If there are no sales receipts listed, click **Create Sales Receipt for Customer** and create a new sales receipt. This opens the normal QuickBooks Sales Receipt window. If the sales receipt does not automatically list, click **Reload Customers Sales Receipts** to display newly created sales receipt(s). Click **Accept** after selecting the invoice.

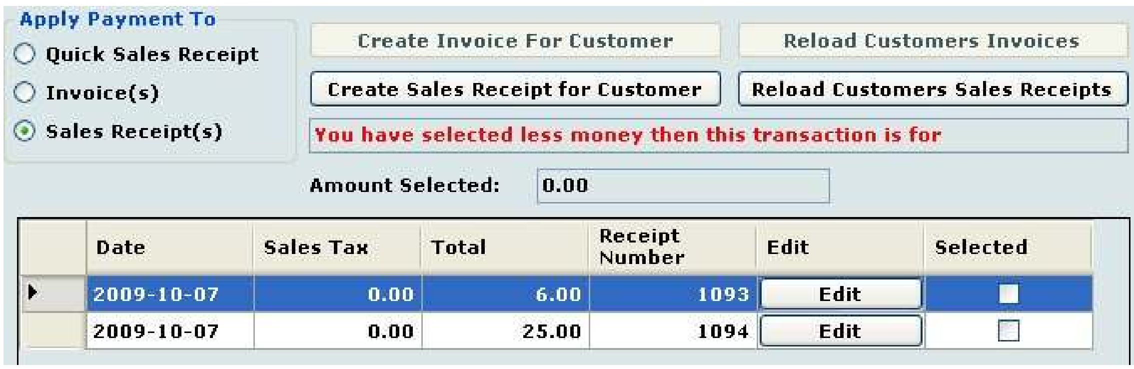


Figure 106 – Sales Receipts

The transactions are assigned to the selected customer as shown in Figure 107. As you can see, the Name and the invoice assigned change.

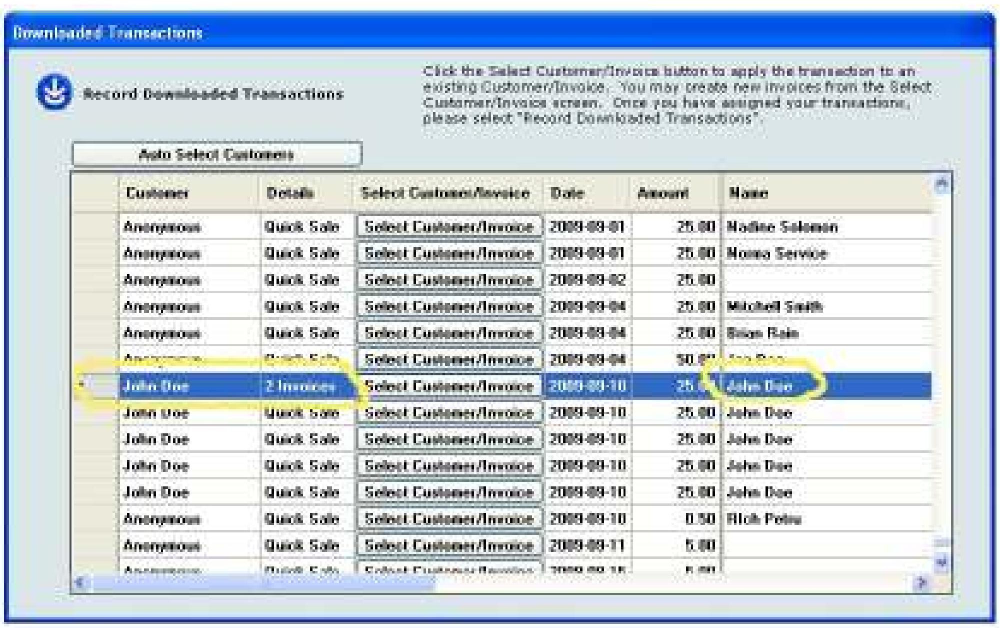


Figure 107 – Customer details updated

After you have completed the process for each transaction, click **Record Downloaded Transaction** as shown in Figure 108.

Figure 108 – Record Downloaded Transactions Button

The Downloaded Notice, similar to the one shown in Figure 109, displays.

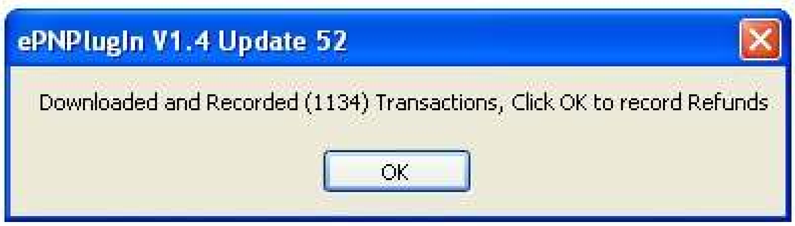


Figure 109 – Record Downloaded Transactions

.
By clicking **OK**, ***e***PNPlugin apllies the credits/returns to the customers you have selected.

The following notice displays after the credit/returns have been applied as shown in Figure 110.

Figure 110 – Record Downloaded Credit/Return Transactions

14.3 Subsequent Downloads

On subsequent downloads, **ePNPlugIn** presents the dialog box shown in Figure 111, downloading all transactions processed since the previous download. Click **Download Transaction**. You then have the same search options described in First Time Downloads beginning on page 58.

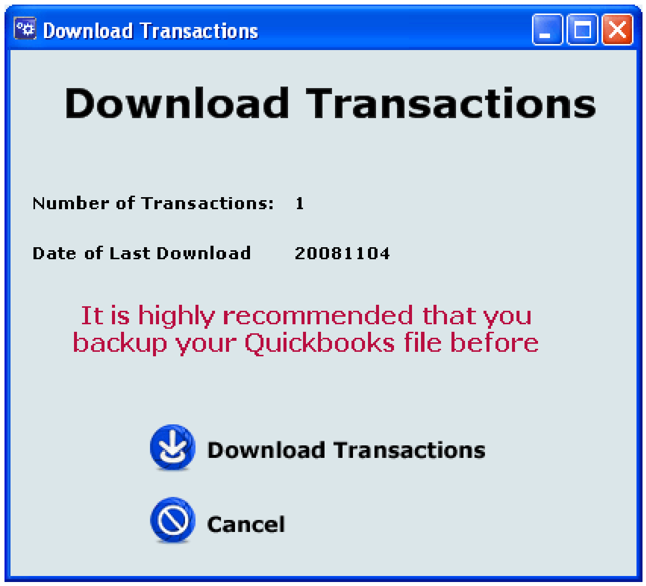


Figure 111 – Subsequent Download Dialog Box

15 Recording Deposits

***e*ProcessingNetwork** is a payment gateway, processing transactions using each merchants own merchant account. The terms of each merchant account are a function of the agreement between merchants and their acquiring bank. Acquiring banks each have different time periods for deposits, fees, etc.

Most acquiring banks deduct fees each time a deposit is made. These fees are not shown on your bank statement, which shows only the net deposit amount, (the total of all your credit card payments for that day minus the total merchant account fees charged for that day).

15.1 Deposit = Total Payments - Total Merchant Account Fees

*e*PNPlugIn records approved transactions in the Undeposited Funds section of QuickBooks.

To record processed transactions as deposits, follow these steps:

From the **QuickBooks Banking** menu, choose **Make Deposits**. The **Payments to Deposit** window, shown in Figure 112, displays.

In the **Payments to Deposit** window, click the **View payment method type** dropdown list to select the payment method types that you want to display. Select the payments that you want to deposit, and then click **OK**. The **Make**

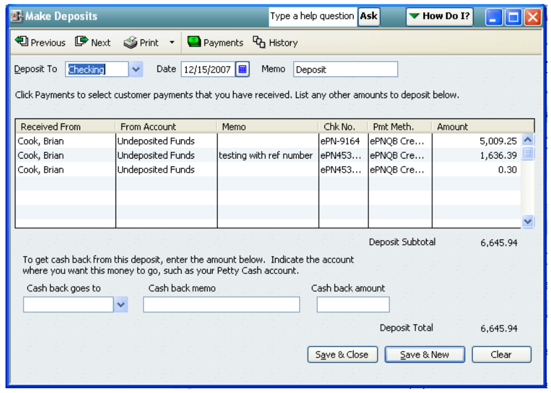


Figure 112 – Make Deposits

Deposits dialog box, shown below in Figure 112, displays.

In the **Make Deposits** window, click the **Deposit To** dropdown and choose the bank account to deposit the funds into.

The displayed **Deposit Subtotal** may not match the deposit total on your bank statement. Typically, this discrepancy is the result of credit card fees. If this is the

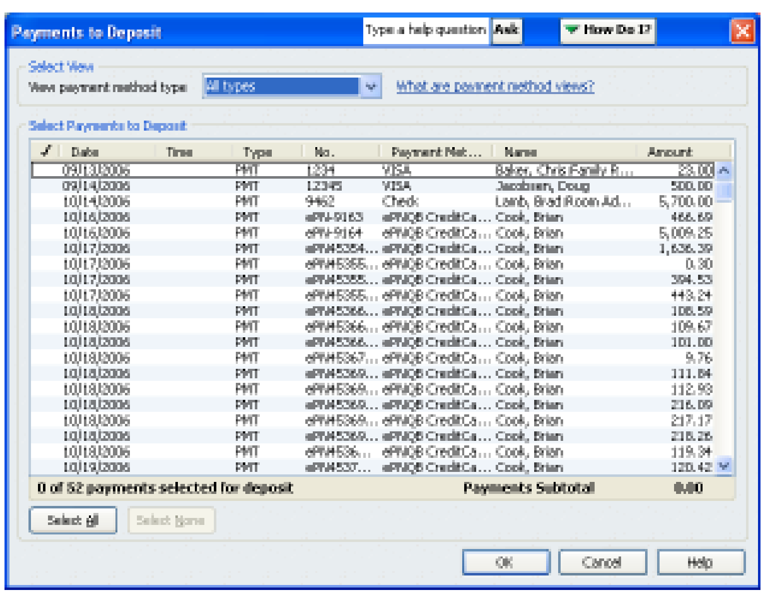


Figure 113 – Payments to Deposit

case, enter the credit card fees on a separate line as a negative amount and change the **From Account** to an expense account, as shown in Figure 114.

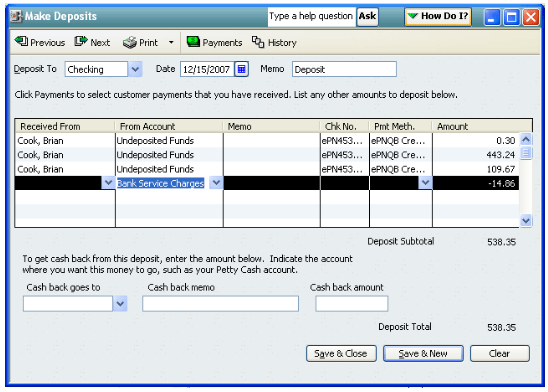


Figure 114 – Credit Card Fees

Click **Save** to save the Deposit.

16 Upload Logs for Trouble Shooting

This new feature allows you to upload logs from **ePNPlugIn**. These logs help ***e*ProcessingNetwork** tech support reps trouble shoot the errors you have experienced. This feature needs to be performed immediately after an issue has occurred.

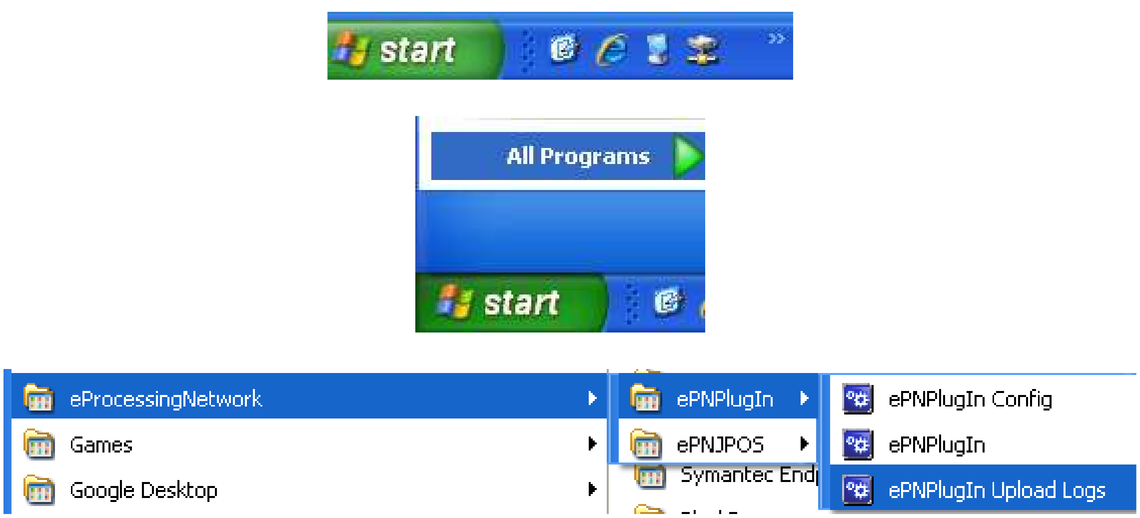


Figure 115 – Subsequent Download Dialog Box

Go to the **Start** menu, select **All Programs**. Select the ***e*ProcessingNetwork** option; then select ***e*PNPlugIn**. Click ***e*PNPlugIn Upload Logs**, as shown in Figure 115 (above).

The following window displays, as shown in Figure 116.

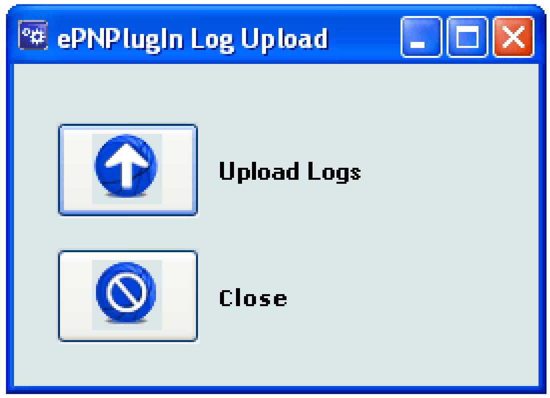


Figure 116 – *e*PNPlugIn Log Upload Screen

Click **Upload Logs**. Click **Close** if you do not wish to upload the logs. The working window displays while the logs are uploaded.

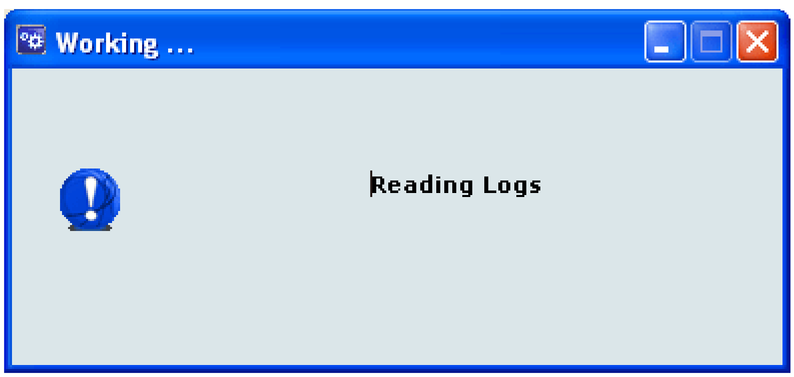


Figure 117 – ePNPlugIn Uploading Logs

After the logs have been successfully uploaded, the following dialogue box displays.

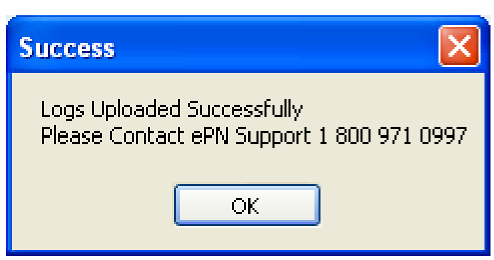


Figure 118 – *e*PNPlugIn Uploading Logs Successful notice

DO NOT TRY ANOTHER TRANACTION, if you process another transaction, it will replace the logs on your computer that you have just uploaded and the error will be erased. The logs will be uploaded to the support team for review. Please contact **eProcessingNetwork** at **800-971-0997** for **immediate assistance**.

17 *e*PNPlugIn Uninstall Process

1. Open QuickBooks
    a. Select **Edit** from the menu at the top of your screen.
    b. Then click **Preferences**
    c. In the Preferences window use scroll bar on the left and locate the **Integrated Applications** icon and click it.
    d. Now click Company Preferences Tab.
    e. Click ***e*PNPlugIn** so it is highlighted
    f. Click **Remove**.
    g. When asked **Are you sure….** Click **Yes**.
2. Remove from Windows Control Panel
    a. Click on the Windows **Start** menu
    b. Click Control Panel
    c. Click Add and Remove Programs
    d. Scroll down and select ***e*PNPlugIn** so it is highlighted.
    e. Click **Remove**.
3. Delete any desktop links related to ***e*PNPlugIn**
4. For Vista Users: You must open QuickBooks by right clicking the QuickBooks Icon and selecting **Run as Administrator…** to clear any run time errors you might encounter.

To reinstall, log in into your Merchant Support Center account at www.**eProcessingNetwork**.com/msclogin.html and download **ePNPlugIn** from the resources section.

18 Behind the Scenes

If you are processing all of your payment transactions from within **QuickBooks** using ***e*PNPlugIn**, then your **QuickBooks** company file is an accurate reflection of your payment transactions. But if you are also using another ***e*ProcessingNetwork** method of accepting payment transactions, then ***e*PNPlugIn** offers a simple way of synchronizing all of your payment transactions by downloading transactions as described in the previous section.

To accomplish this task, ***e*PNPlugIn** creates items in **QuickBooks** for each available method of accepting payments through ***e*ProcessingNetwork.** As transactions are downloaded from ***e*ProcessingNetwork** into **QuickBooks** , it creates a Sales Receipt using the associated item. These items are shown below in Figure 119.

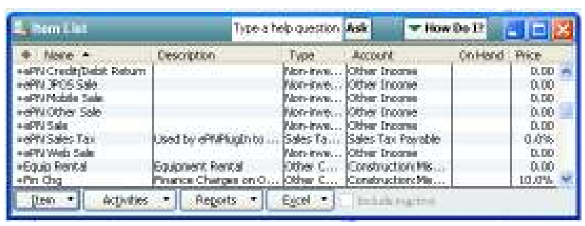


Figure 119 - Items

***e*PNPlugIn** also creates the payment methods shown in Figure 120 for use with Receive Payments and Download Transactions so that payment transactions processed through ***e*ProcessingNetwork** will not conflict with payment transactions processed through other sources.

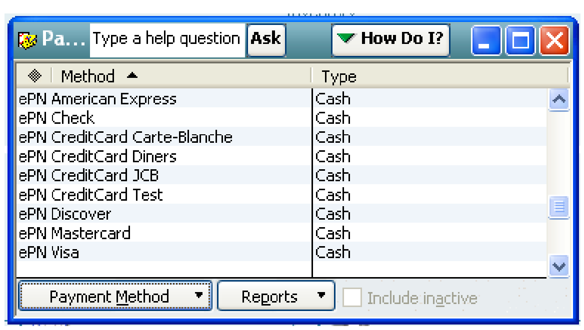


Figure 120 – Payment Methods

***e*ProcessingNetwork** offers the optional ability to define Sales Tax amount within a transaction. To record this Sales Tax in your **QuickBooks** when downloading transactions from ***e*ProcessingNetwork**, **ePNPlugIn** creates the **ePN Sales Tax Vendor**. This is a pseudo Sales Tax vendor and it is only used for the initial setup of **ePNPlugIn**. The **ePN Sales Tax** item shown in the previous Figure is used to record all Sales Tax. The default **Vendor** for **ePN Sales Tax** is **ePN Sales Tax Vendor** as shown in Figure 121.

Figure 121 - ePN Sales Tax Vendor

***e*ProcessingNetwork** recommends that you modify the **parent** of the **ePN Sales Tax** item to the correct Sales Tax Vendor. Also, change the **Tax Agency** to your local taxing authority as shown in the following dialog.

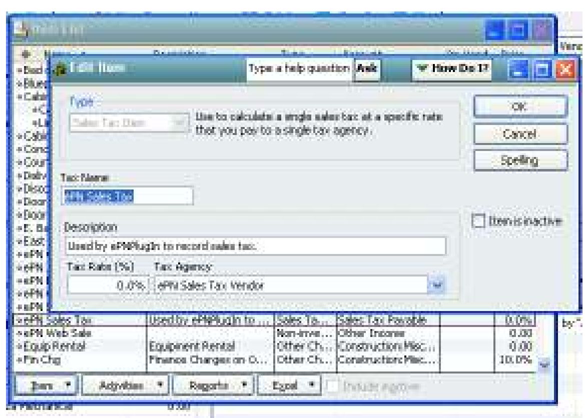


Figure 122 - ePN Sales Tax Vendor

19 Appendix

What Are The Different Standard Entry Class (SEC) Codes?

The Authorization Gateway uses the Standard Entry Class (SEC) codes to determine what information is required to be sent in the submission. The National Automated Clearing House Association (NACHA) requires the use of SEC Codes for each transaction settled through the Automated Clearing House (ACH). Each code identifies what type of transaction occurred. In addition, the SEC_CODE element in the response XML Data Packet form the GetCertificationTerminalSettings web method will include the SEC code used from the terminal ID provided. A definition of each of the SEC codes used by the Authorization Gateway can be found below.

Internet Initiated Entry (WEB): An internet initiated entry is a method of payment for goods or services made via the internet. Personal Accounts only.

Check 21 (C21): Although not an SEC Code C21 is used to denote Check 21 transactions. Check 21 requires a check reading device capture the routing number, account number, and check number from the source document (Check) as well as capture images of both the front and back of the source document.

Prearranged Payment and Deposit Entry (PPD): A prearranged payment and deposit entry is either a standing or single entry authorization where the funds are transferred to or from a consumers account.

Telephone Initiated Entry (TEL): A telephone initiated entry is a payment for goods or services made with a single entry debit with oral authorization obtained from the consumer via the telephone.

Cash Concentration or Disbursement (CCD): Used to submit credit and debit transactions distributing or consolidating funds between two corporate entities (“business-to-business”). Can be used for Company Checks via Web.

Point-of-Purchase Entry (POP): The Point-of-Purchase method of payment is for purchases made for goods or services in person by the consumer. These are non-recurring debit entries. A check reading device must be used to capture the routing number, account number, and check number from the source document (check). The source document cannot be previously used for any prior POP entry, and the source document must be voided and returned to the customer rat the point-of-purchase. In addition a signed receipt must be obtained at the point-of-purchase and retained for 2 years from the settlement date. The “Authorization Requirements” section in the Authorization Gateway Specification document contains additional information on the receipt requirements.

Accounts Receivable Entry (ARC): An accounts receivable entry is a check received in the U.S. Mail. A check reading device must be used to capture the routing number, account number, and check number from the source document (Check).

Back Office Conversion Entry (BOC): A back office conversion entry is a payment for goods or services made at the point-of-purchase or a manned bill-payment location where the electronic check conversion occurs during back-office processing and not in the presence of the consumer. A check reading device must be used to capture the routing number, account number, and check number.