ePNPlugIn v3.1.59

Financial Software Payments Module for QuickBooks

User Reference Guide

eProcessing Network LLC
9/25/2013

*e*PNPlugIn 3.1.59

User Reference Guide

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Overview

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

- *e***PNPlugIn** supports swiped & manually keyed, credit/debit cards, purchase card level II processing, cash, check and gift card transactions.

- *e***PNPlugIn Download Transactions** feature allows the merchant to download transactions into **QuickBooks**, create customers and apply payments on the fly. The merchant will be able to download transactions from the *e***ProcessingNetwork system** that were processed outside of **QuickBooks**.

- *e***PNPlugIn** can upload invoices to *e***PNBillPay** for quick and easy processing for your customers through a secure website link. Using *e***PNPlugIn Download Transactions**, the payments auto apply to the invoice for the merchant. (Invoices Only)

- *e***PNJPOS v3 &** *e***PNMobile v3** have a built in QuickBooks Invoice option. If the Invoice Number is provided at the time of the payment, when downloading transactions, the payments will auto-assign to the appropriate invoice. (Invoices Only)

- With an **Internet Basic** account, the merchant has access to the *e***PNWeb Order Generator** to create a payment page allowing their customer to pay an open invoice or pending sales receipt. When downloading transactions, the payments would auto-assign to the appropriate invoice or pending sales receipt. *e***PNBillPay** is not required or used with this feature.

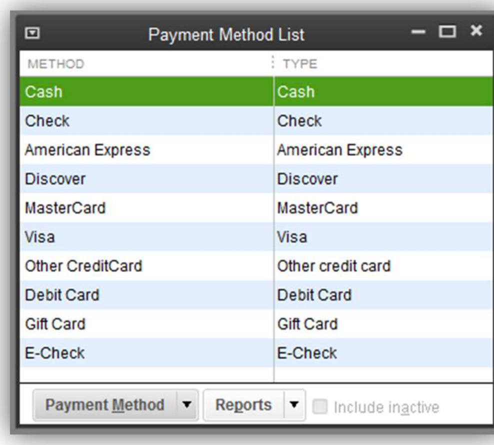
Requirements & Preparations

- An *e*ProcessingNetwork account is required with *e*PNPlugIn License(s).
- Compatible operating systems: **Windows XP, Vista, Win7 & Win8, all editions**.
- **For Windows Vista, 7 & 8 users, User Account Controls** must be enabled before installing. Vista users need to enable the UAC. Win 7 & 8 users need to use default or higher. Usually this is an automatically enabled setting, unless changed by the computer user.
- *e*PNPlugIn works with **QuickBooks Pro, Premier, & Enterprise, 2008-2013.**
- Before you begin Installation, **BACK UP your QuickBooks Company File**.
- Make sure all QuickBooks users are logged out of QuickBooks prior to installation; **QuickBooks CANNOT be running companywide during ePNPlugIn installation**.
- *e*PNPlugIn is not compatible with POS, Cloud, MAC or online software that QuickBooks offers.
- *e*PNPlugIn is not compatible within a Multi-Merchant environment. *e*PNPlugIn is not compatible when multiple company files are open; works with one company file at a time.
- 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.
- Supports check processing with ACHQ, CrossCheck, Global eTelecom, Secure Payment Systems, EZCheck, Payliance and NCN agencies.
- *e*PNPlugIn works in a network environment.
- *e*PNPlugIn will work in server environments, but it should not be installed on a server. *e*ProcessingNetwork will be unable to troubleshoot any issues or errors if installed on a server. *e*PNPlugIn will use the local installation of QuickBooks on the PC to communicate with the QuickBooks company file stored on a server. *e*PNPlugIn is not supported with QBs iCloud server option.
- *e*PNPlugIn will not work with Roaming Profiles or terminal type computers or terminals.
- When using a Proxy Server, the URL: https://www.**eprocessingnetwork**.com/cgi-bin/qb will need to be added to allowed URLs.

QuickBooks Payment Methods

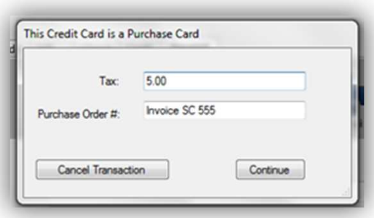
ePNPlugIn is designed to respond to the QuickBooks Payment Method. As the default, the ePNPlugIn is set to only respond to credit card payments. The ePNPlugIn looks for the TYPE of payment not the Method of payment. Method is what you select when creating your payment. If you select Other Credit Card or Debit Card the ePNPlugIn will respond to that payment type.

The ePNPlugIn does process gift card, cash and electronic check sales. This setting can be changed in the ePNPlugIn Preference found later in this guide.



Purchase Card Level II Payments

If the ePNPlugIn determines the card being processed is a Purchase Level 2 card, you will be prompted with the following window during the submission of the transaction.



If you are processing a transaction for a Sales Receipt, the tax amount and Sales Receipt number will be entered for you.

If you are processing for an invoice, the invoice number and tax amount will be entered for you. If you are paying multiple invoices, you will need to provide the information.

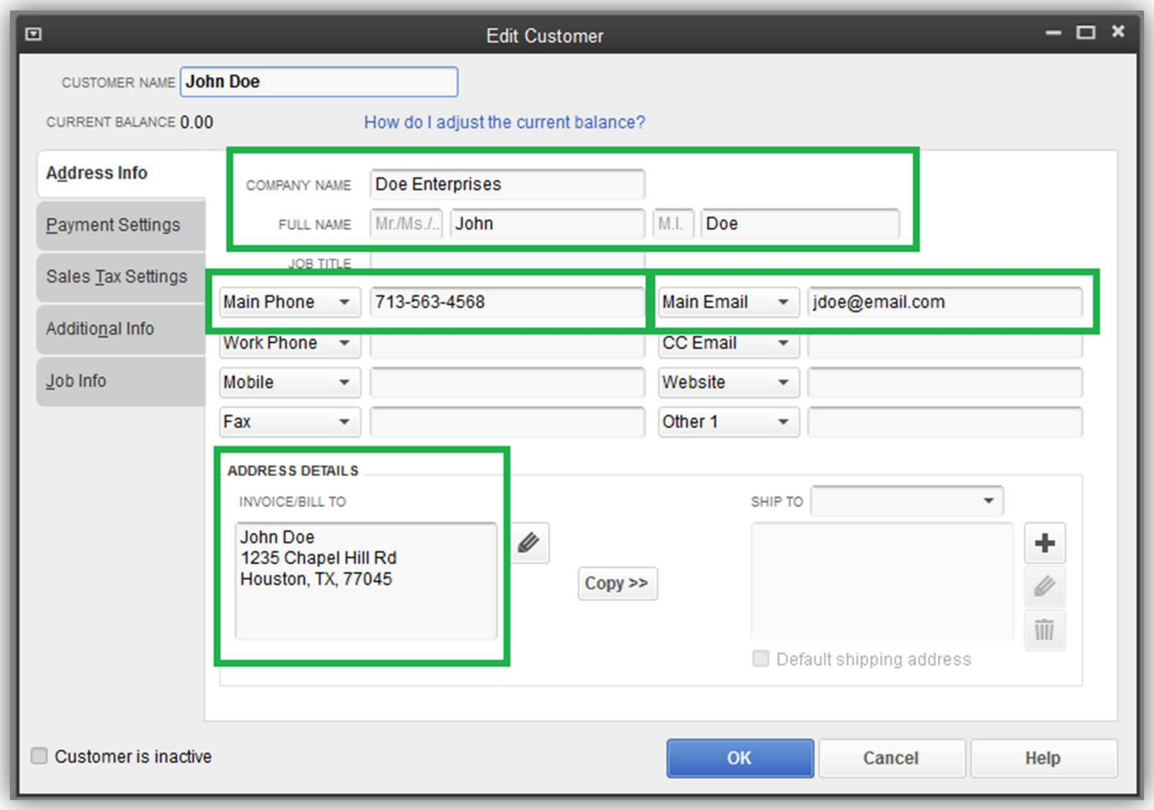
If you are processing a general receive payment or deposit, you will need to enter this information manually.

If tax is not found or is not applicable, then leave the dollar amount 0.00.

Click Continue to complete the transaction.

Customer Info Requirements

The ***ePNPlugIn*** uses customer data stored in QuickBooks. The fields below should be filled out appropriately so the ***ePNPlugIn*** can use this information appropriately when processing credit cards. Required for proper storage of card data for **Card On File Feature**.



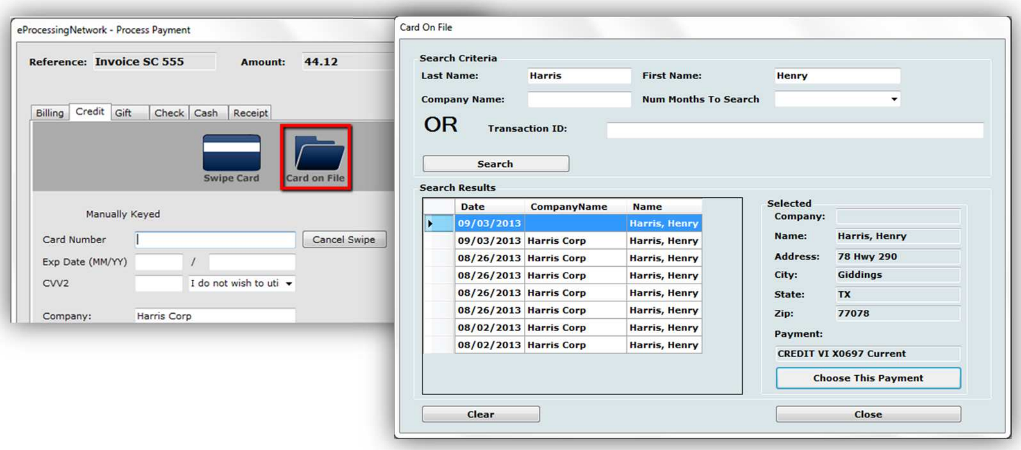
- **Very Important: First, Last & Company Names** are used to store the transactions. These names are used when searching Card on File and during Download Transactions. Any combination of the three will work.
- **Phone** is optional.
- **Email** is required for emailing receipts.
- **Bill To** data is required for **AVS verification**[1] but not required for processing.

Understanding "Card On File" Feature

Card On File allows the merchant to use previously processed credit card information from past approved & settled transactions through their ***e*ProcessingNetwork** account for future transactions. When on the Credit/Gift tab, click **Card On File** button.

The **Card On File window** will auto search the system for the customer the moment it opens. It will list the last ten transactions for that customer from the last 3 months.

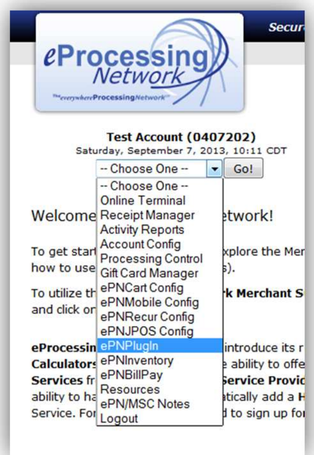
[1] The **Address Verification System** (AVS) is when the billing street address and Zip code are verified by the issuing bank & merchant processor for validation.



You may change the number of months to search if the transaction is more than 90 days old. Then click the Search button to refresh the search. You can also search by the Transaction ID that ***e*ProcessingNetwork** generated for a previously approved transaction. Notice above that from a list you can choose the payment you wish to use for this transaction. The payment field indicates whether the card is expired or Current.

If the card information is correct click "**Choose This Payment"** to add the payment information to the **Process Payment** window. 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.

Install & Configure

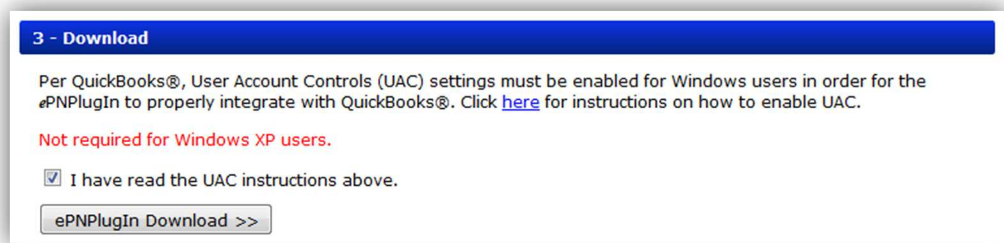


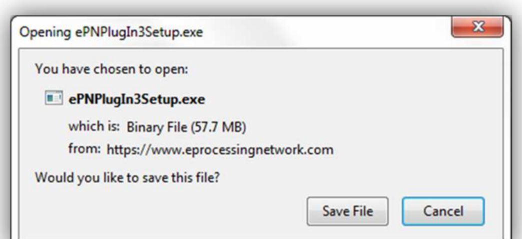
If your Authorized *e*ProcessingNetwork Sales Office has enabled your *e*ProcessingNetwork account for *e*PNPlugIn, in your drop down menu you will find an option for **ePNPlugIn**, select it and click **GO!**

Please read install instructions before beginning the download and installation.

Download

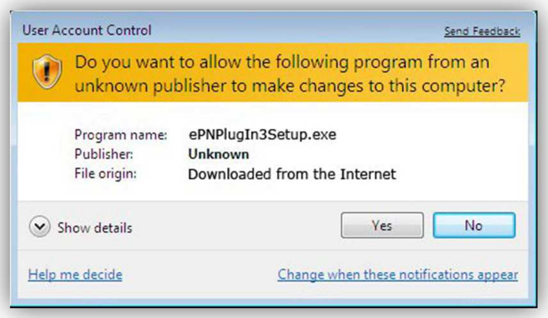
To begin installing *e*PNPlugIn, click on ***e*PNPlugIn Download**. Click **Save** and save the file to your desktop. **Run** when prompted after saving.





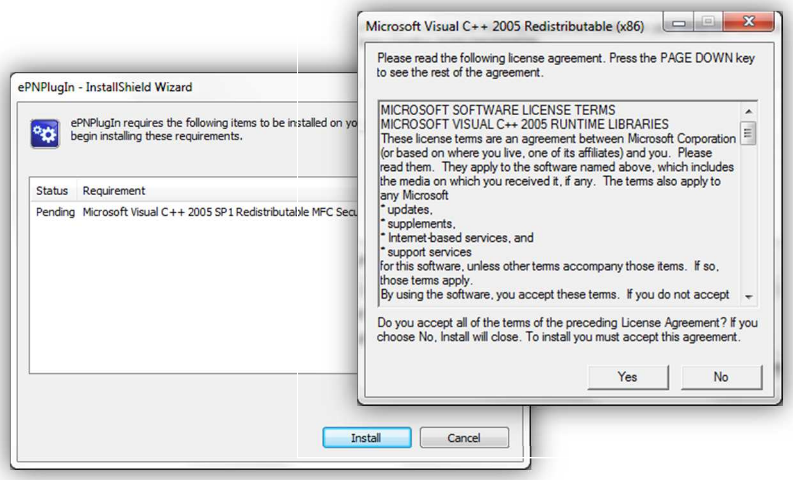
Installation

Click Run when prompted. Vista/Win7 Users, click **Yes** to allow the ***e*PNPlugIn3Setup.exe** to make changes to your computer.



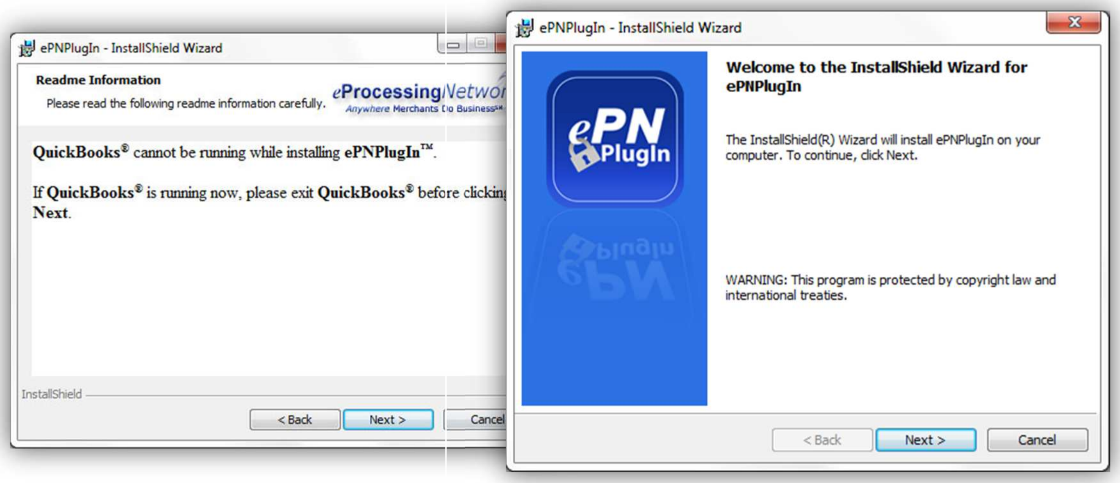
ePNPlugIn may install any Microsoft Windows updates or patches it may need to work properly on your Windows based computer. If you get an error, be sure to first save the ePNPlugInSetUp.exe file to your computer before running.

Click **Install**. This installation could take several minutes. Click **Yes** button on the Agreement for the Microsoft Visual C++ Package.

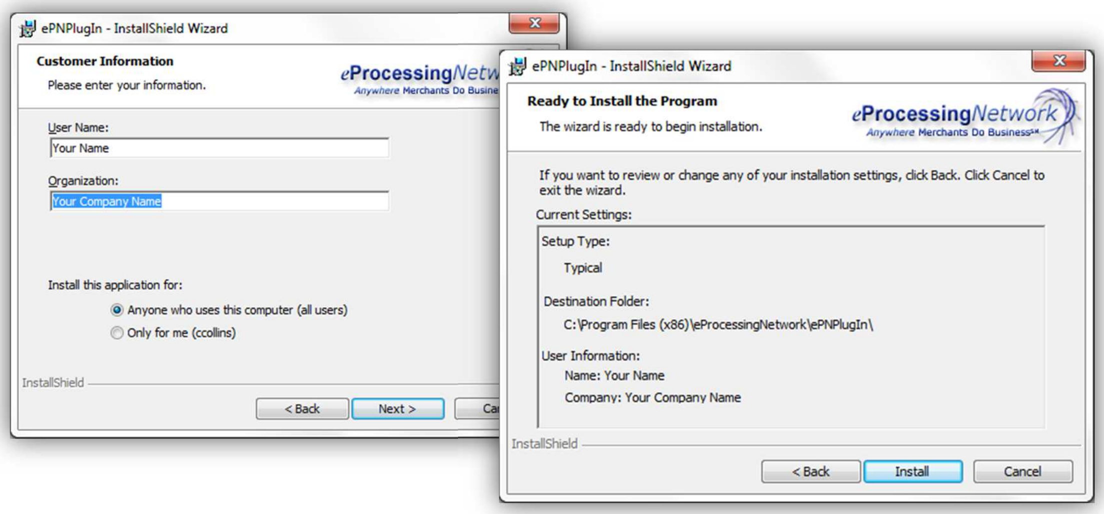


The **Welcome** dialog box of the Installation Wizard displays for ***e*PNPlugIn**. Click **Next**.

QuickBooks CANNOT be running when you install ***e*PNPlugIn**. If **QuickBooks** is running now, please exit **QuickBooks** before clicking **Next**.

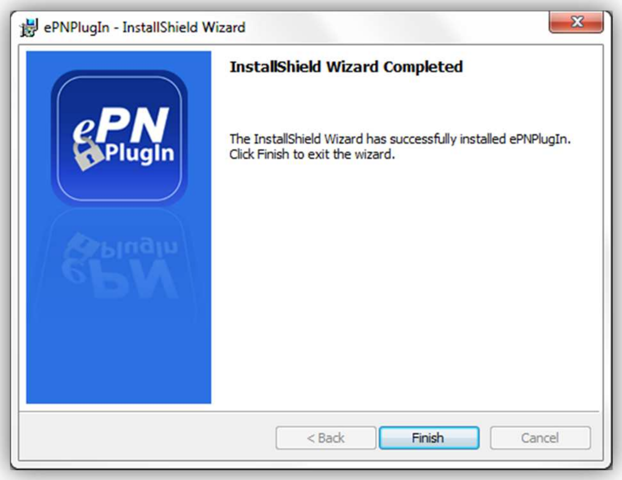


The ***e*PNPlugIn Installation Wizard Customer Information Entry** dialog box displays. Enter your **Computer User Name** and **Organization** name. Install this application for: **"Anyone who uses this computer (All users)"** and click next.



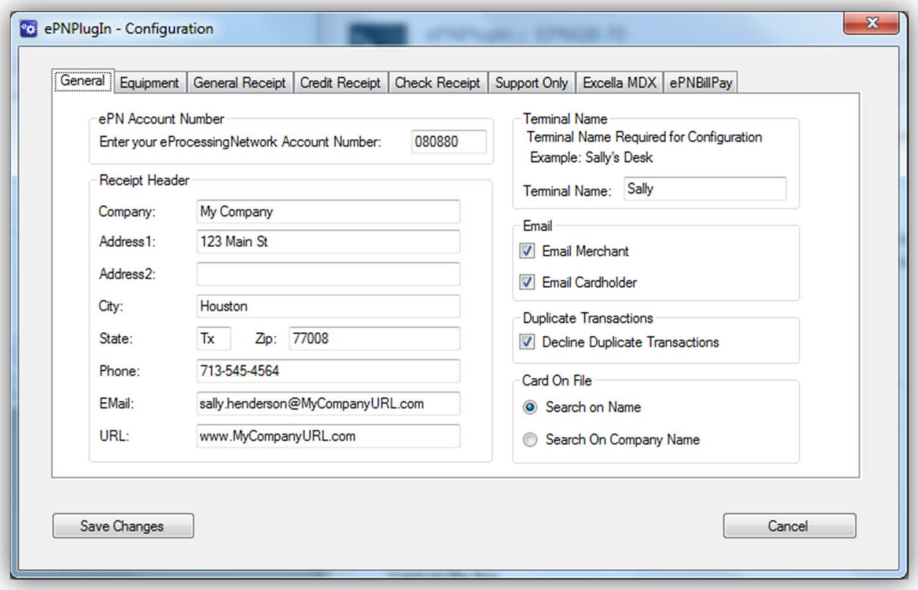
Click **Install** on the Ready to Install Window.

When the installation has completed click **Finish** to exit the ***e*PNPlugIn - InstallShield Wizard**.



Configure

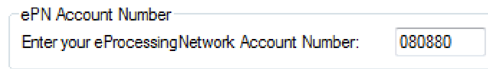
If **QuickBooks** was correctly installed before installing ***e*PNPlugIn**, the ***e*PNPlugIn Configuration Windows** will open.



The following tabs will need to be configured:

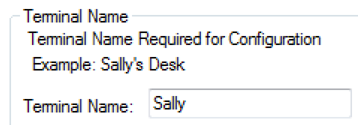
General Tab

ePN Account Number



Enter your ***e*ProcessingNetwork** account number. Your ePNAccount number is the same as your login username/number. If you are still unsure, please contact your **Authorized *e*ProcessingNetwork Sales Office.**

Terminal Name



Required for Configuration purposes!

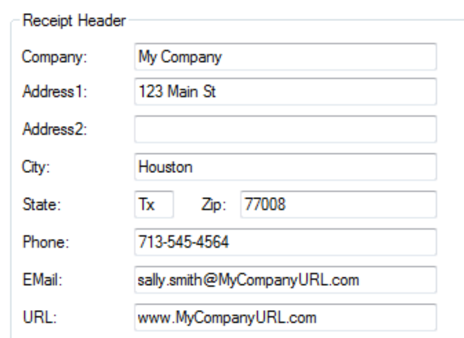
(Alphanumeric Only, no special characters)

DO NOT NAME TERMINALS THE SAME.

This could delay and produce problems with your licensing. Even if you have only one license the name is required.

Naming your ePNPlugIn installation is required to properly assign the license to the computer. This also allows our technical support team better help you when you call in. This name could be the user's name or the department that will be using it. This name should be unique to this computer or user.

Receipt Header

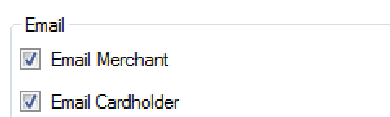


Complete the **Receipt Header Information** section with the information you want to print on your receipts.

Company Contact Email and **Web Address URL** fields have been added.

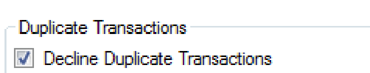
Email Settings

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



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

Duplicate Settings



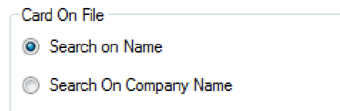
As a default, the ***e*PNPlugIn** is set to not allow duplicate transactions. Enabling this setting prevents a transaction with the same amount, date and credit card number as the previous transactions to process. If the check box is unchecked, it allows all transactions to process with no restrictions.

Duplicate Transactions Formula:

- First: One (1) Approved Transaction
- Then: Two (2) or More Approved transactions *(Same Amount, Same Date, Same Card) = Duplicate Trans.

NOTE: Please keep in mind that duplicate transactions can also be declined by the Card Issuing Bank.

Card on File

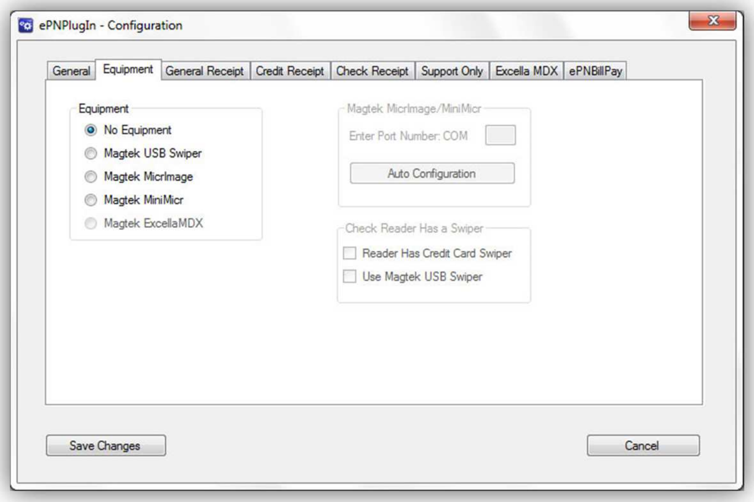


You may set the **Card on File** to Default to a particular search. If you store your customers' information by company name, then you would want to select the Company Name option.

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

Equipment Tab

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



MagTek® USB Swiper

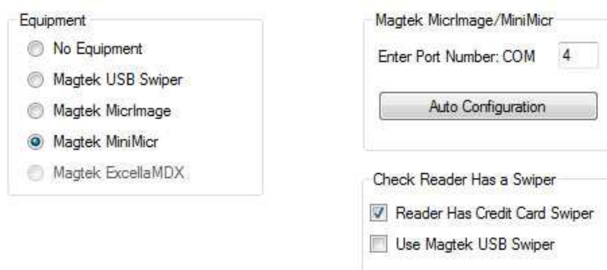
If you have a **MagTek® Mini USB MagStripe Swipe Card Reader,** select **MagTek® USB Swiper** and continue to the next tab to complete configuring ***e*PNPlugIn**.

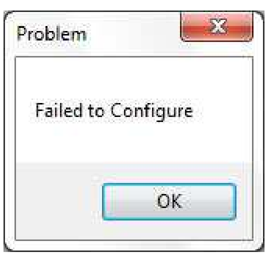
MagTek® MicrImage RS232 W/3TK MSR

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 location, please refer to pages 19 & 20. Check the box if your hardware allows credit card swiping. Click **Auto Configuration** to see if the com port is correct.

MagTek® MICR Mini USB 3TK

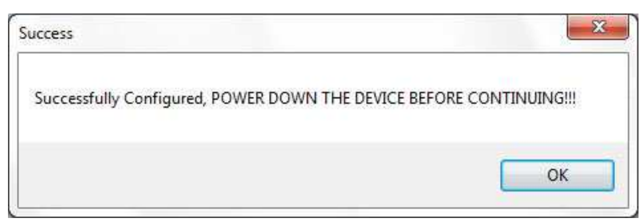
If you have a **MagTek® MICR Mini USB 3TK**, select MagTek MiniMicr and enter the Port Number. If you do not know the Port Number location, please refer to pages 19 & 20. Check the box if your hardware allows credit card swiping. Click **Auto Configuration** to see if the com port is correct.





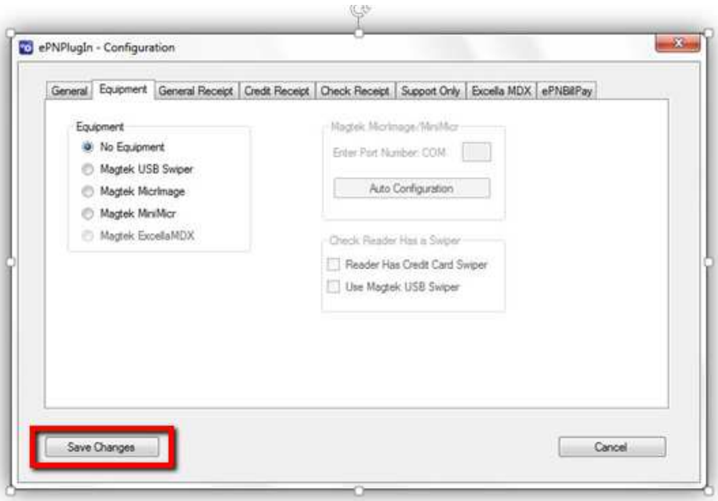
If the configuration is wrong, check that the COM number is correct. Also confirm the device you are connecting is an authorized device.

If the hardware has been configured correctly, power down the device for a few seconds then power back up.



MagTek® Excella MDX

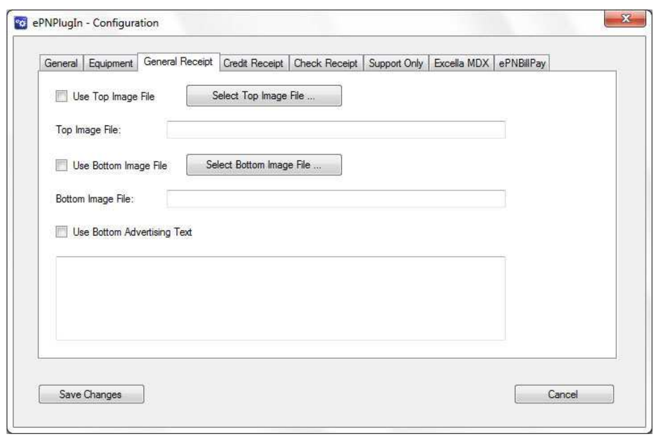
Excella MDX users skip to page 17 for more details.



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

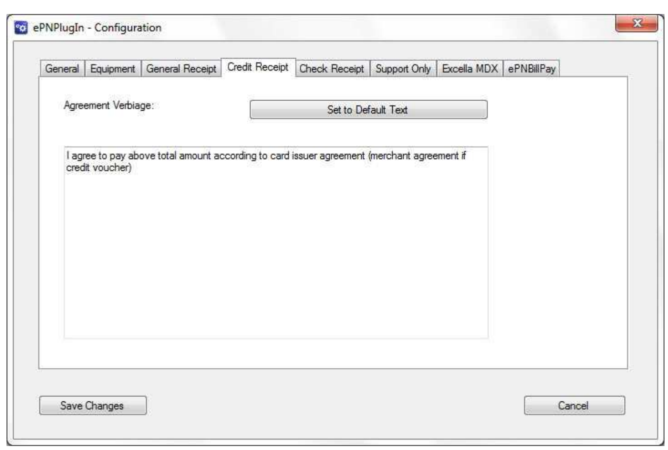
General Receipt Tab

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.



Credit Receipt Tab

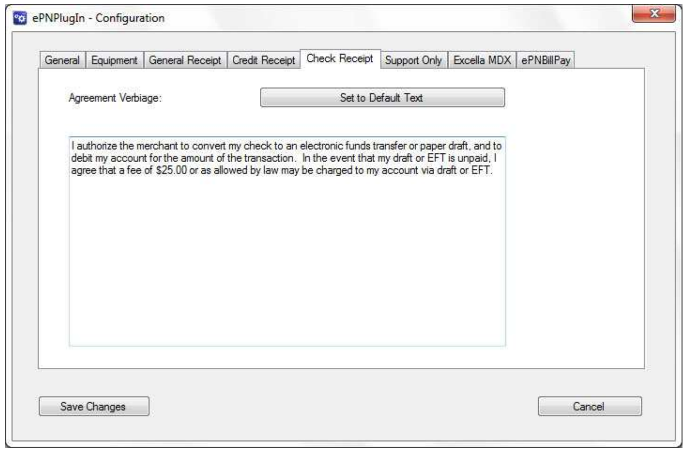
The Credit Receipt Tab allows you to change the credit card agreement statement printed on the customer receipt. You can use the default text provided or enter your own text.



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 setup all configuration tabs.

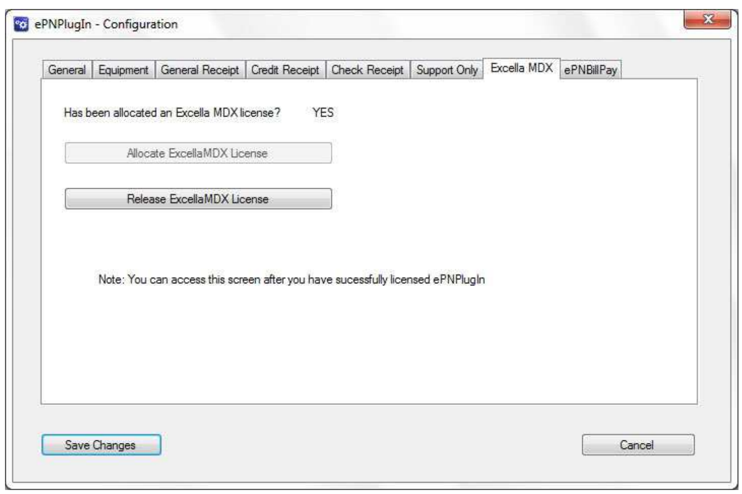


Support Only Tab - DO NOT CHANGE

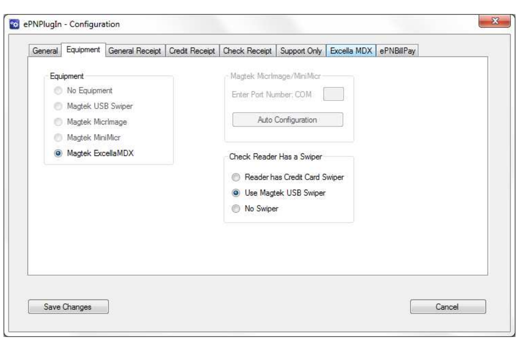
This tab is for ***e*ProcessingNetwork** to use if needed when troubleshooting an issue with ***e*PNPlugIn**. DO NOT CHANGE this tab unless instructed by an ***e*ProcessingNetwork Technical Representative.**

Excella MDX

A license is required to use this device. Please contact your sales office to ensure you have the proper licensing. You must complete the ***e*PNPlugIn Certification** with QuickBooks before you can allocate your **Excella MDX license**.



Click the **Allocate Excella MDX License button.** If you have an available license, then it will show your license has been allocated. If not, then you may need to verify you have the proper licensing for this service.



When the **Excella License** is allocated, the **Equipment Tab** will show the **MagTek Excella MDX** and **Reader has Credit Card Reader** selected.

If your Excella doesn't have a credit card reader, then select the option that best fits your situation.

ePNBillPay Tab

You must first complete the configuration set up before allocating this license.

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

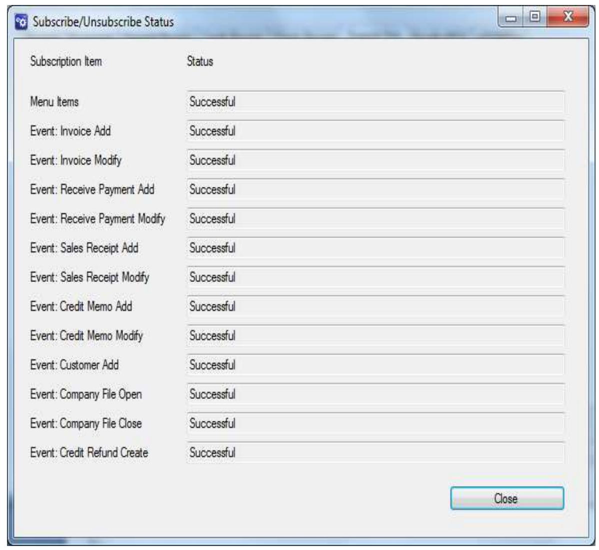
Save Configuration

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

Very Important: The subscribe list should be successful for all options listed. Click Close to continue.

If any of the subscriptions fail, you may have the wrong version of QuickBooks. Click the Close button. Verify you have compatible **QuickBooks Software** and **Operating systems**.

If you have the appropriate QuickBooks this may mean there is an issue with your QuickBooks installation. Please contact support before continuing 800-971-0997 M-F 7-7 Central Time.



Compatible QuickBooks Software:

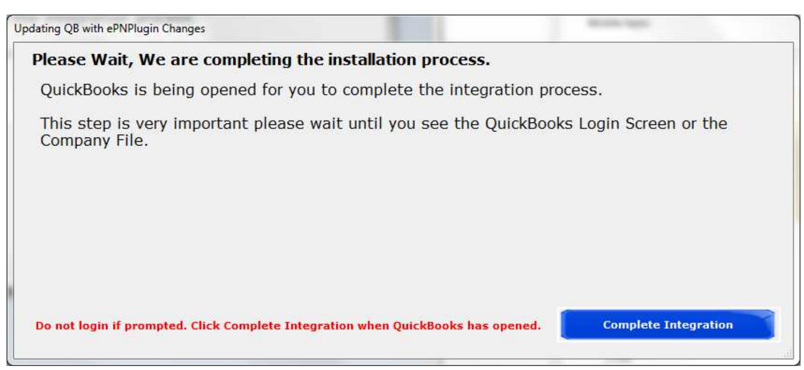
QuickBooks Pro
QuickBooks Premier
(All versions of Premier)
QuickBooks Enterprise
(All versions of Enterprise)
Version 2008-2013

Compatible Operating Systems:

Windows XP Professional
Windows Vista Suite
(All versions)
Windows 7 Suite
(All versions)
Windows 8 Suite
(All versions)

Completing Integration w/QuickBooks

After the subscription process has completed, the **Updating QB with ePNPlugIn Changes** window will display. ***e*PNPlugIn** will open QuickBooks to complete the integration process. **Do not login in to your company file at this time.** Wait for the Complete Integration button

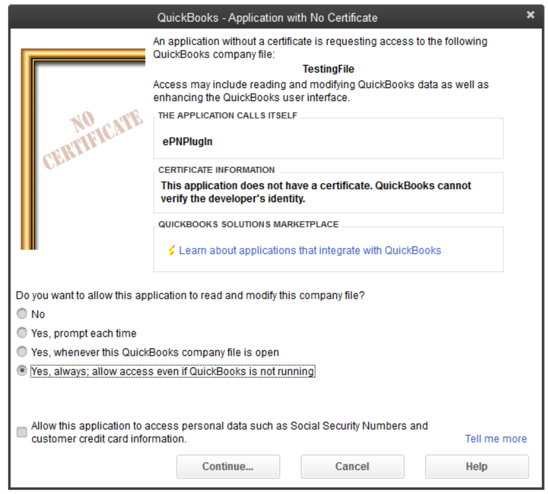


to show and click to close QuickBooks and the install wizard.

Certifying Permissions within QuickBooks

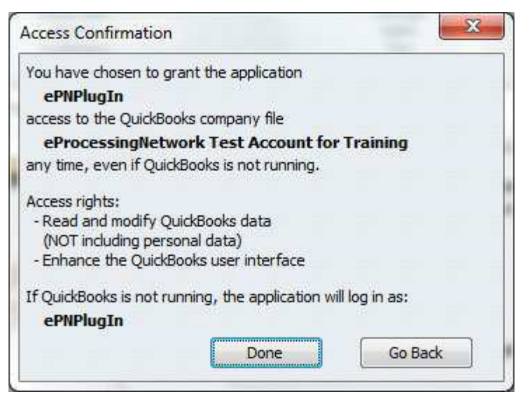
Note:

- ✓ This window **will only show on the first computer where ePNPlugIn is being installed**. This is a company file setting.
- ✓ This window will not display when you are updating the software.



- Login into QuickBooks with an administrator login (Required)
- Select: "**Yes, always; allow access even if QuickBooks is not running**"
- The Confirm to Proceed dialog box displays; Click **"Yes"**. This window does not display if you are updating the software

- The **Access Confirmation** dialog box displays; Click **"Done"**. This window does not display if you are updating the software.



- ✓ Again, this process is only done the very first time ***e*PNPlugIn** communicates with your company file. You will not see this on updates or additional computer installs.

*e*PNPlugIn Control Panel

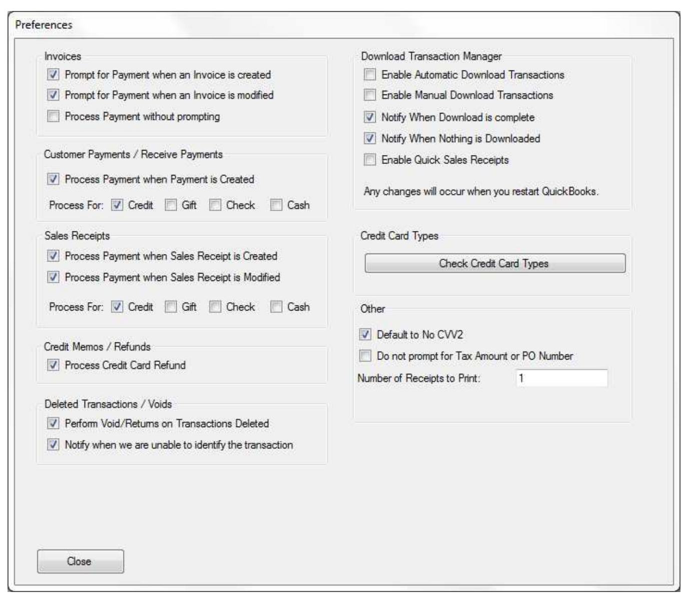
***e*PNPlugIn** opens when you open your QuickBooks Company file. The control panel will be minimized when it is opened. When you close QuickBooks, ***e*PNPlugIn** closes with it.

- **Training** provides a PDF on how to process transactions.
- **Configuration** returns you to ***e*PNPlugIn** Configuration. Desktop Icon as well.
- **Info** provides details about your ***e*PNPlugIn** installation.
- **Help Center** opens the ***e*PNPlugIn** Help Center at eProcessingNetwork.com, as well as a desktop icon.
- **Upload logs** are used for trouble shooting. Perform after any error. Also found in the start menu under: All Programs/eProcessingNetwork/ePNPlugIn
- **Updates** checks to see if the ***e*PNPlugIn** has any updates available.

Preferences

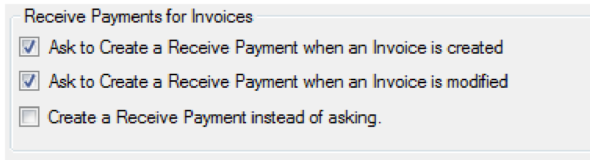
These settings can be changed when needed and easily changed back. Un-checking the box for that setting disables the setting.

These settings instruct the ***e*PNPlugIn** to respond when you prefer it to respond to QuickBooks actions.



Receive Payments for Invoices

These settings instruct ***e*PNPlugIn** to open QuickBooks Customer Payment or (Receive Payments) window when using Invoices. When creating or modifying invoices, ***e*PNPlugIn** may prompt you if you want to receive payment or just record the transaction. As a default, the prompt to receive payment is enabled.

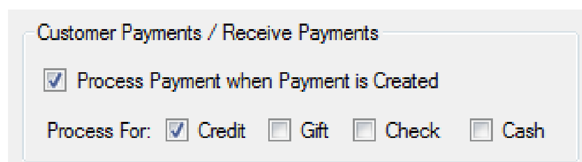


For instance, if you create invoices, but do not accept payment on them immediately, you may want to disable the ***"Ask to Create a Receive Payment when an Invoice is created"*** setting and you will not be prompted to receive payment. You would use QuickBooks Customer Payment (Receive Payments) when you are ready to make the payment, as the settings in the previous section indicate.

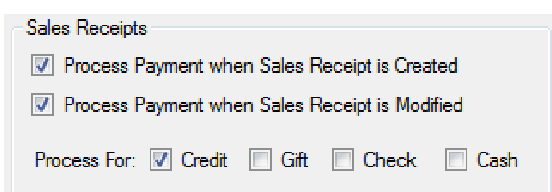
"Create a Receive Payment instead of asking" option bypasses any prompts when creating and saving an Invoice and automatically brings up the QuickBooks Customer Payment (Receive Payments) window to begin the payment process.

Process Payments for Receive Payments

These settings instruct ***e*PNPlugIn** Process Payment window to open when using Customer Payments or (Receive Payments). As the default, Gift, Check and Cash are disabled. When creating Customer Payments select the appropriate payment method and ***e*PNPlugIn** Process Payment window will respond according to these settings. If you are using an authorized check processor, then enable the check option by checking the box.

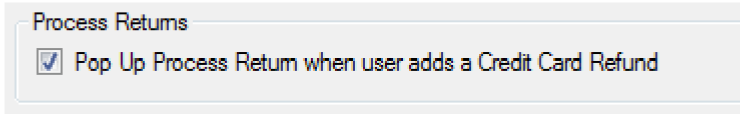


Process Payments for Sales Receipts



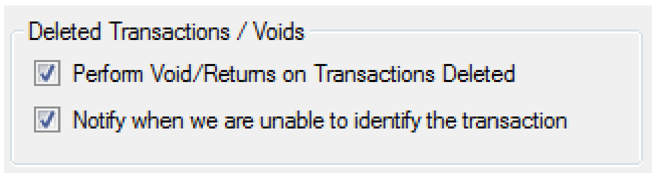
These settings instruct ***e*PNPlugIn** Process Payment window to open when using Sales Receipts. As the default, Gift, Check and Cash are disabled when creating the Sales Receipt or modifying an existing pending Sales Receipt. Select the appropriate payment method and ***e*PNPlugIn** Process Payment window will respond according to these settings. If you are using an authorized check processor, then enable the check option by checking the box.

Process Returns



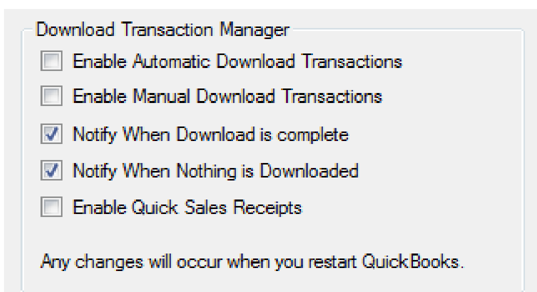
This section instructs the ***e*PNPlugIn** Process a Refund window to open when a credit card refund is created in QuickBooks. This option does not work with Cash or Check Returns.

Deleted Transactions / Voids



The ***e*PNPlugIn** will now void transactions that are deleted from QuickBooks and have not settled. If the transaction has settled, ***e*PNPlugIn** can process a return for you when the transaction is deleted. If the ***e*PNPlugIn** cannot identify the transactions it will prompt to do nothing.

Download Transactions Manager

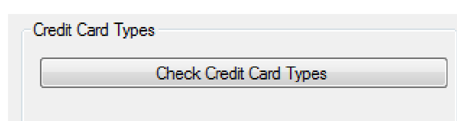


Please refer to "Download Transactions Manager" section for more details.

This feature is for downloaded transactions not processed through the ePNPlugIn and QuickBooks.

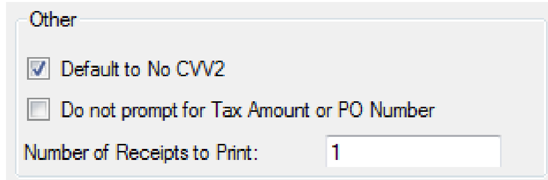
Missing Credit Card Types

***e*PNPlugIn** requires the major credit card types to be created in the QuickBooks company file in order to process properly. This window helps you easily create the missing credit card types. You were prompted for this during the installation of ***e*PNPlugIn**. These are found in the QuickBooks List Menu/Customer & Vendor Profile Lists/Payment Method List



Other

"Default to no CVV2" sets the CVV2 option to "I do not wish to utilize CVV2" during processing. To disable the Purchase LVL 2 processing prompt, check "**Do not prompt for Tax or PO No**". "**Number of Receipts to Print"** allow you to set the number of receipts printed.



Credit Card Payments

This section outlines the different types of transactions and how to process them. *e*PNPlugIn will respond to the creation or modification of Invoices and Sales Receipts and the creation of Receive Payments/Customer Payments within QuickBooks. It does not respond to General Ledger entries.

The *e*PNPlugIn can process Cash, Check, Gift Card and Credit Card transactions. The *e*PNPlugIn will be enabled for Credit Card initially.

If you are processing Gift Card transactions using ***e***ProcessingNetwork and an Authorized Gift Card Processor, you will not need to enable Gift Card. This feature is enabled with Credit Card. You must be processing with a Gift Card Processor to use gift cards for payments.

If you are processing Check transactions using ***e***ProcessingNetwork and an Authorized check processor, you will need to enable the Check option. To enable the Check option, please refer to page 32.

If you wish to record cash transactions on your ***e***ProcessingNetwork Account, you will need to enable this feature and the ***e***PNPlugIn will record these transactions for you. To enable the Cash option, please refer to page 32.

ePNPlugIn is built around collecting payments for Sales Receipts and Receive Payments/Customer Payments. Receive Payments can be applied to Invoices, Statement Charges, Finance Charges and general receive payments.

- About Sales Receipts:
  If your customers pay in full at the time they receive your service or product, then you don't have to track how much they owe you. However, you might want to track each sale, calculate its sales tax, or print a receipt for the sale. In that case, use a sales receipt.

- What is an Invoice?
  In QuickBooks, an invoice is a form on which you record details about a sale to a customer who owes you money. It lists the services you're providing or the products you're selling (your "items"). It also shows the quantity and price or rate of each item.

- About Statements:
  Use statements if you need to track how much your customers owe you (or accounts receivable, also called A/R), or if you receive payments in advance. Statement charges are ideal if you want to accumulate charges before requesting payment, or if you assess a regular monthly charge.

- How QuickBooks calculates Finance Charges:
  QuickBooks uses the following equation to calculate finance charges:
  Number of days past due x balance due x rate/365

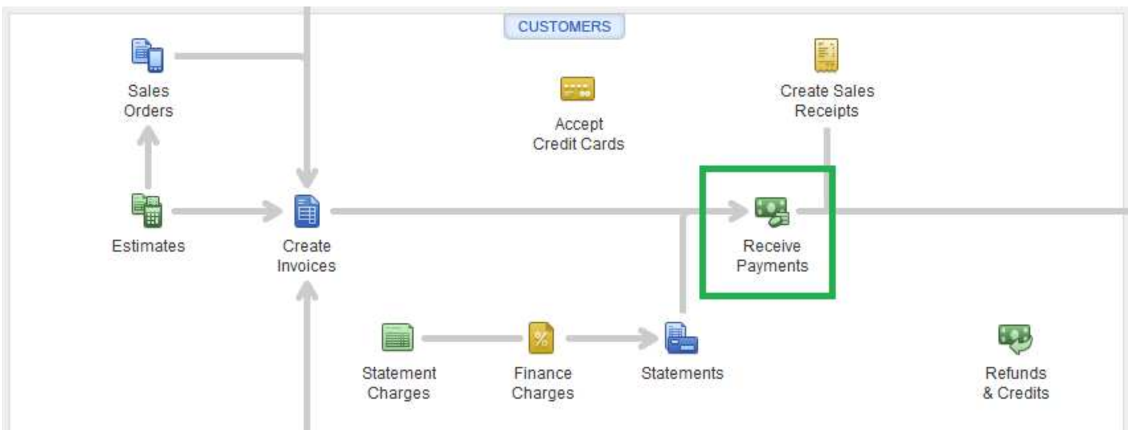
- General Receive Payments are like deposits or down payment.
  This is money collected before any product or service is rendered to the customer.

You can find more information about QuickBooks payment options from the QuickBooks help menu.

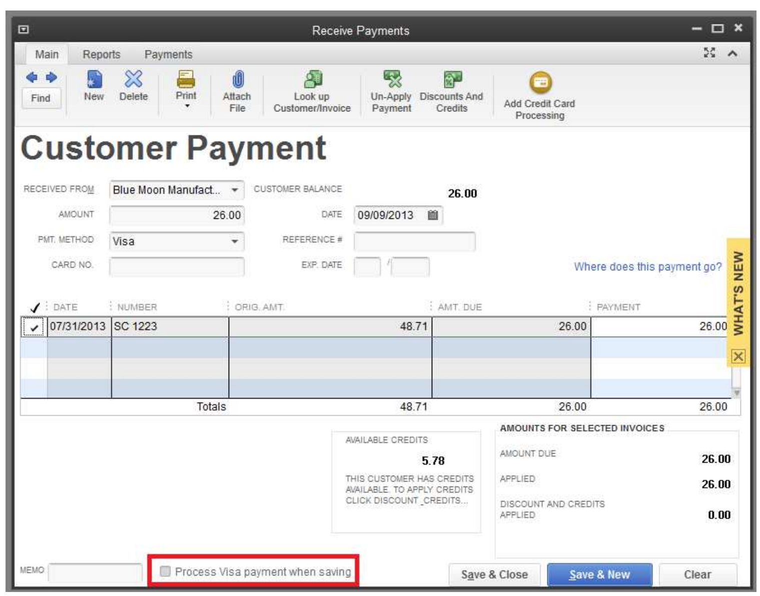
Receive Payment

*e*PNPlugIn is built around collecting payments in Receive Payments for Invoices, Statement Charges, Finance Charges and general receive payments. To start, click the **Receive Payments Icon** on QuickBooks home page.

In the **"Received From"** drop down menu, select the customer making payments, enter the amount, and select the payment method.



Note: Merchants previously using Intuit Merchant Services must uncheck the box that states **"Process *card type* payment when saving"**, otherwise QuickBooks will attempt to use Intuit Merchant Services to process the credit card. Please contact Intuit Merchant Services to disable this feature.



Click "**Save & Close"** to continue. The ***e*PNPlugIn Process Payment window** opens automatically for you.

The **Process Payment window** opens to the Credit Tab.

Note: The customer's information has been pulled from QuickBooks and populated for you in the billing tab. If you have the email customer option turned on, then an email receipt will be sent to your customer if their email address has been provided.

If you close, you will be prompted to **"Delete Transaction"** or **"Just Record Transaction"**.

Choosing **"Delete Transaction"** removes the payment from QuickBooks. If you choose **"Just Record Transaction"**, the receive payment will be recorded in QuickBooks.

In the Credit tab, you may click the Swipe Card button to swipe the card with an authorized Swiper. Click **"Swipe Card"** and upon a valid swipe, the transaction will be submitted.

You may **manually enter** the card information. If you manually enter the card information and do not have the CVV2 number on the back of the card, be sure to select an option from the CVV2 dropdown menu that best fits the situation or disable CVV2 in Preferences.

You may also use the **Card On File** option.

Click the **"Process Now"** button to process the transaction. The transaction will process and the receipt tab will open with the response.

The Receipt Tab opens with the transaction response. If the transaction is approved, you may print the receipt. If the email customer setting is enabled, and the customer's email was provided, an email receipt was sent to the customer.

If the transaction is declined, let your customer know and ask for another form of payment. You may click the **Process Again** button to resubmit the transaction if the transaction is declined due to a network connection issue and transaction was not submitted successfully.

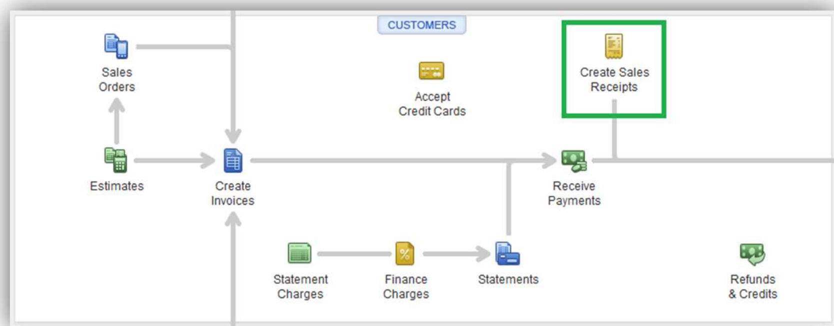
You can verify your transactions in the current batch of the Merchant Support Center if you are unsure the transaction was processed.

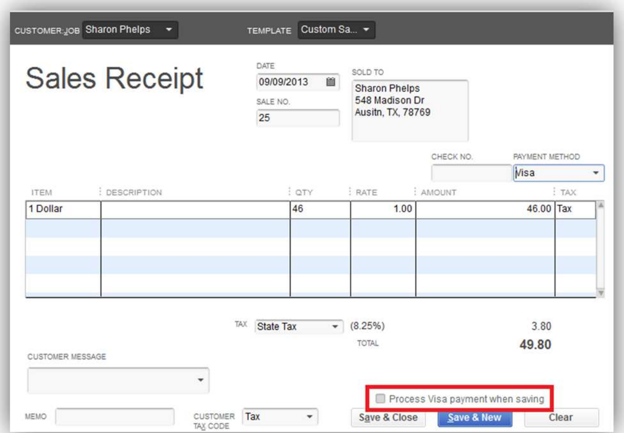
Click **Close** to finish.

Sales Receipt & Process Payment

The default setting instructs ***e*PNPlugIn Process Payment** window to open when you save and close a newly created sales receipt. This setting can be changed by clicking the **Preferences** button on the ***e*PNPlugIn Control Panel**.

Create a new Sales Receipt the usual way. Either Enter your customer data in the Sold To Section or select from the **"Customer:Job"** drop down menu, add the items, and select a credit card Payment Method.



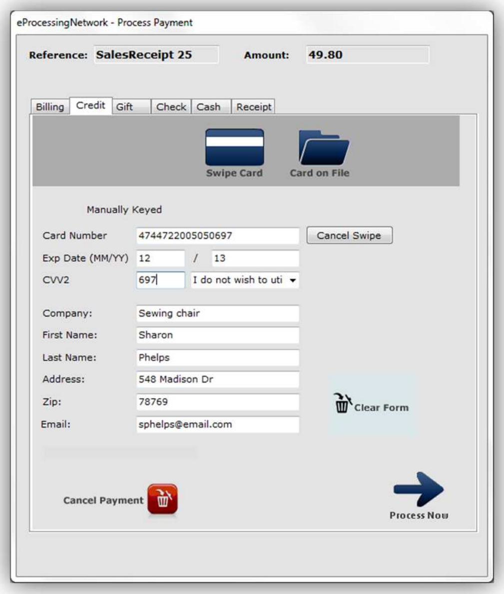


Note: Merchants previously using Intuit Merchant Services must uncheck the box that states **"Process *card type* payment when saving"**, otherwise QuickBooks will attempt to use Intuit Merchant Services to process the credit card. Please contact Intuit Merchant Services to disable this feature.
 Click **"Save & Close"** to continue. The ***e*PNPlugIn Process Payment window** will open automatically for you.

The **Process Payment window** will open to the Credit/Gift Tab.

Note: The customer's information has been pulled from QuickBooks and populated for you in the billing tab. If you have the email customer option turned on, then an email receipt will be sent to your customer if their email address has been provided.

If you Cancel payment, you will be prompted to **"Delete Transaction"** or **"Just Record Transaction"**. Choosing **"Delete Transaction"** removes the payment from QuickBooks. If you choose **"Just Record Transaction"**, the receive payment will be recorded in QuickBooks.



In the Credit/Gift Card tab, you may click the Swipe Card button to swipe the card with an authorized Swiper. Click **"Swipe"** and upon a valid swipe, the transaction will be submitted.

You may **manually enter** the card information. If you manually enter the card information and do not have the CVV2 number on the back of the card, be sure to select an option from the CVV2 dropdown menu that best fits the situation or disable CVV2 in Preferences.

You may also use the **Card On File** option.

Click the **"Process Credit/Gift Card Payment" button** to process the transaction. The transaction will process and the receipt tab will open with the response.

The Receipt Tab opens with the transaction response. If the transaction is approved, you may print the receipt. If the email customer setting is enabled, and the customer's email was provided, an email receipt was sent to the customer.

If the transaction is declined, let your customer know and ask for another form of payment. You may click the **Process Again** button to resubmit the transaction if the transaction is declined due to a network connection issue and transaction was not submitted successfully.

You can verify your transactions in the current batch of the Merchant Support Center if you are unsure the transaction was processed.

Click **Close** to continue.

Cash Payments

To allow the ePNPlugIn to open for cash payments, go to Preferences on the ePNPlugIn Control Panel. Cash Payments are recorded on the ***e*ProcessingNetwork** Secure Severs. These transactions will be found in the Activity Reports of your ***e*ProcessingNetwork Account**. These are simply just a record of the transaction and for receipt purposes. When creating your receive payment or sales receipt, select Cash as the payment method.
If a credit card payment is declined, and the customer chooses to pay cash, you may go to the Cash tab and process the sale as cash without having to start the transaction over. You do not need to allow ePNPlugIn to open through Preferences to use the cash option for declined transactions.

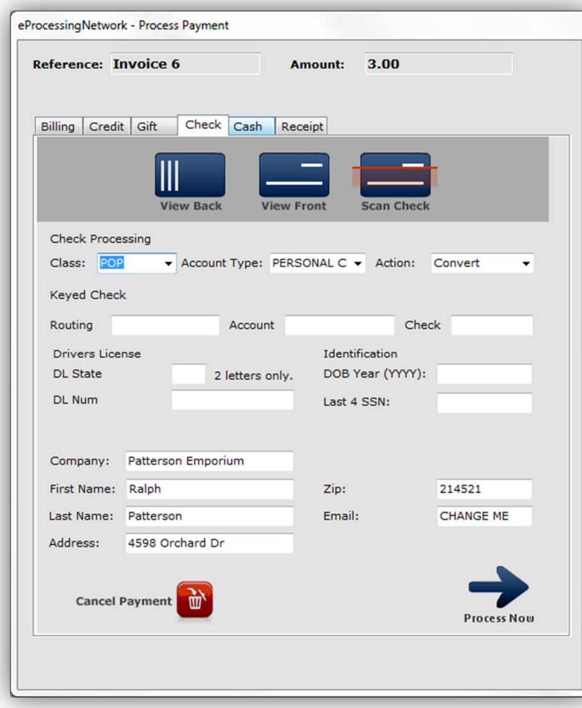
Gift Card Payments

This feature is not required to process gift cards that have the Visa or MasterCard logos.

If the gift card does not have these logos, then you must have an account with an Authorized Gift Card Processor and this service must be enabled on your ***e*ProcessingNetwork Account**. Contact your sales for more information about Gift Card processing. To allow the ePNPlugIn to open for gift card payments, go to Preferences on the ePNPlugIn Control Panel.

Check Payments

***e*ProcessingNetwork** works with several check processors. To receive checks as payment for invoices using ***e*PNPlugIn**, confirm with your **Authorized *e*ProcessingNetwork Sales Office** that your ***e*ProcessingNetwork** account is enabled to process checks. Enable this feature in the Preferences for the ***e*PNPlugIn**. These settings will determine how the check will be processed. Depending on your check processor, some settings are required. Please contact your check processor for the requirements of your account.



Scan Check

If you are using one of the compatible devices found in the **Equipment Section**, this section will be available. In conjunction with the Processing Class option 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 ***e*ProcessingNetwork**. If your check processor allows image upload, the scanned check images will be uploaded to their system.

Class

Processing Class indicates how the check information was obtained; See **Appendix** for complete definitions for each Processing Class.

Account Type

Account type will indicate what type of checking account is being used: Personal or Business & Savings or Checking.

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.

Keyed Check Details

Depending on the Processing Class option, you may 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.

Driver's License OR Identification

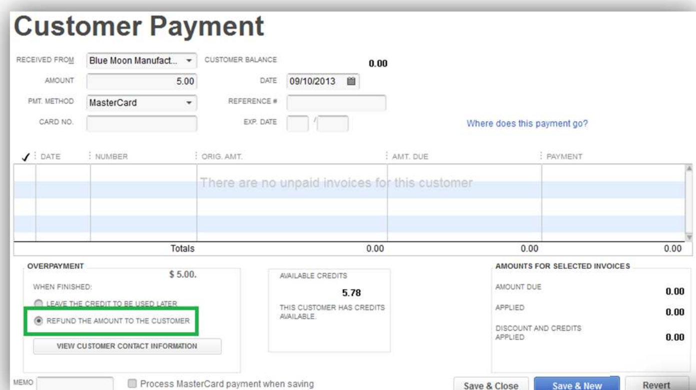
These sections are only required if your check processor requires it.

Cash/Check Card Refunds

The ***e*****PNPlugIn** does not process cash or check returns, only credit card returns. You can process a Credit Card Refund two ways through QuickBooks. Create a refund from the payment or create a Credit Memo.

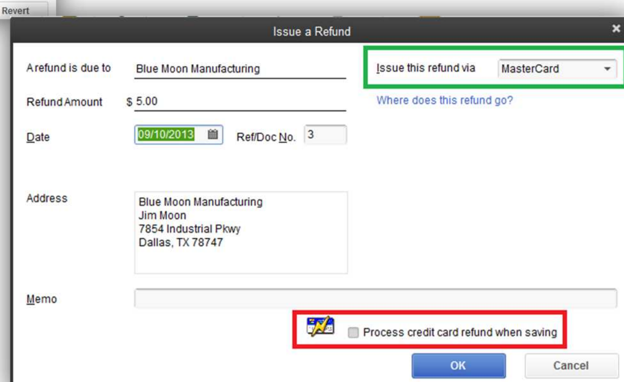
Credit Card Refunds

If you processed a transaction for the customer and the payment was not applied to an invoice or other transaction type, you can issue a refund from the payment itself.



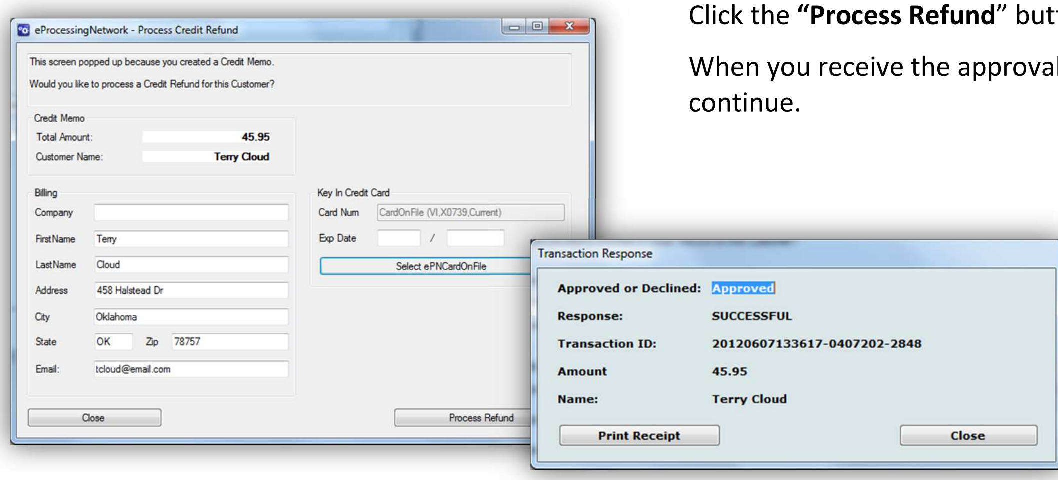
Bottom left of this window, select the Refund the amount to the customer. Click **"Save & Close"** and Click **"Yes"** to save changes.

In the QuickBooks Issue a Refund window, select the credit card type from the **"Issue this refund via"** drop down menu.



Note: Merchants previously using Intuit Merchant Services must uncheck the box that states **"Process credit card refund payment when saving"**, otherwise QuickBooks will attempt to use Intuit Merchant Services to process the credit card. Please contact Intuit Merchant Services to disable this feature.

Click **“OK”** to continue. The ***e*ProcessingNetwork** – **Process Credit Refund window** will open. Using the **“Select CardOnFile” button**, you can use the original credit card information to process the refund or manually key the credit card information.

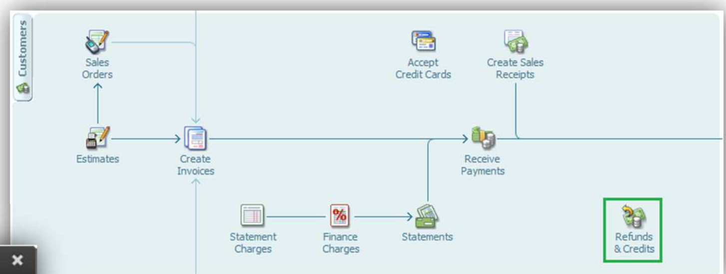


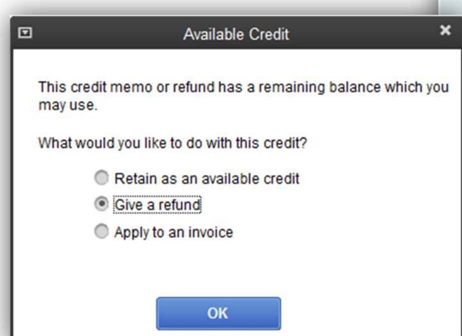
Click the **“Process Refund**” button to continue.

When you receive the approval, click **“Close”** to continue.

Credit Memos

You would use Credit Memos to record a return when a customer returns items for which you have already recorded an invoice, customer payment, or sales receipt.

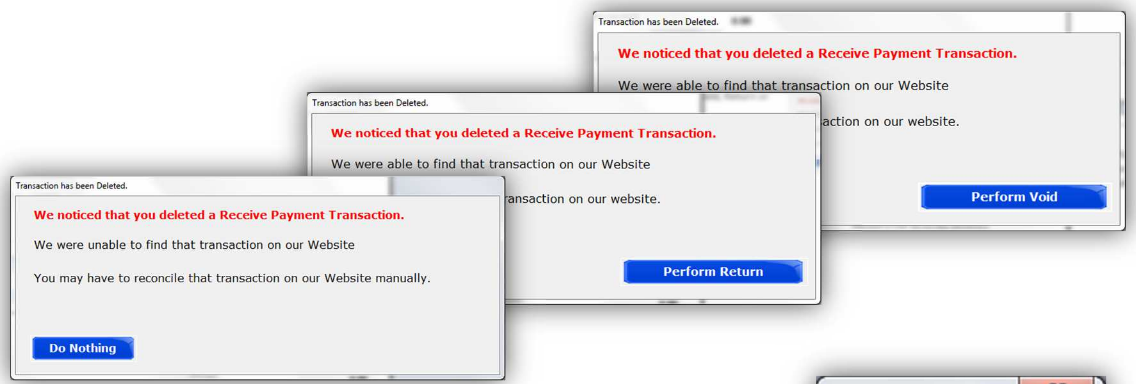




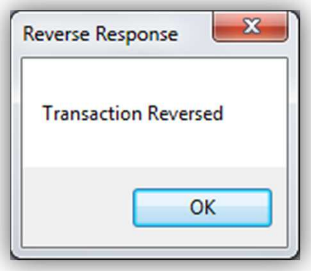
When the **Available Credit window** opens, select **Give a refund** and click **OK.** The QuickBooks Issue a Refund window opens. Select the card type if not already. You must select a credit card type or the ePNPlugIn will not respond. It does not respond to cash or check returns.

Voids & Deleted Transactions

If a QuickBooks payment is deleted, ePNPlugIn will determine if a Void, Return or Nothing should be issued.



When the action has completed, you will see the Transaction Reversed Window.



Download Transactions Manager

***e*PNPlugIn Download Transaction Manager or DTM** is a feature that allows merchants to download transactions processed outside QuickBooks. These transactions may have been processed through a website, mobile device or computer software not integrated with QuickBooks using the merchant's *e*ProcessingNetwork Account.

*e*PNPlugIn DTM automatically downloads any available transactions, meaning these transactions have settled since the last download was performed by the *e*PNPlugIn DTM. *e*PNPlugIn DTM initiates the download the first time *e*PNPlugIn opens that day. This automatic download is in the back ground running silently as to not bother you while you begin working within QuickBooks. After the *e*PNPlugIn DTM has completed the **Downloaded Transactions Report** window displays. When this window opens, you can either close it and continue working in QuickBooks or manage your downloaded transactions.

e*PNPlugIn DTM** retains the downloaded transactions until you actually record the transactions. This allows you to work with your downloaded transactions at leisure. You may want to compare them with your merchant statement to see when transactions show in a deposit and recorded them accordingly. Please refer to the ***Recording Deposit section of this document for more details.

Be Ready in QuickBooks

For faster auto-application of your payments during download, its best to have the invoice, pending sales receipt or credit memo already created in **QuickBooks** before the payment or refund is downloaded.

Please refer to your **QuickBooks** manual or **QuickBooks Help Center** for more assistance in creating manual entries in **QuickBooks**, setting up automated features or **General Training** on how to use **QuickBooks.**

1. In **QuickBooks**, you may manually create the customers and their respective transactions.

2. **QuickBooks** offers automated ways of creating invoice, pending sales receipts and credit memos for existing customers.

3. Perhaps the payment was processed through a website or mobile device and may not have had an opportunity to create the customer and/or appropriate transactions in **QuickBooks**. ***e*PNPlugIn DTM** can create customers in **QuickBooks** for you based on the customer data provided at the time of the payment or refund. You would then create the invoice or credit memo for the customer containing the details of the transaction.

4. ***e*PNPlugIn DTM** is designed to apply payments to open invoices, pending sales receipts & credit memos according to a QuickBooks Auto Correlation Algorithms, assuming the customer exists and has open transactions in QuickBooks:

Payments

a. Pending Sales Receipts must exist before downloading the transactions. The payment amount downloaded must match exactly to the amount of the pending sales receipt. You will be able to adjust the pending sales receipt through QuickBooks before applying the payment.

b. If the invoice number is provided at the time of the payment, the download transaction is applied to the appropriate invoice.

c. If no invoice number is provided and the payment amount matches an open invoice amount for the customer, the payment is applied to the matching invoice.

d. If no invoice number is provided and the payment amount does not match an open invoice amount for the customer, the payment is allocated to the oldest to newest open invoices for this customer or an available credit will be created in QuickBooks that could be applied at a later time. You may create an invoice to accommodate the over payment.

Refunds

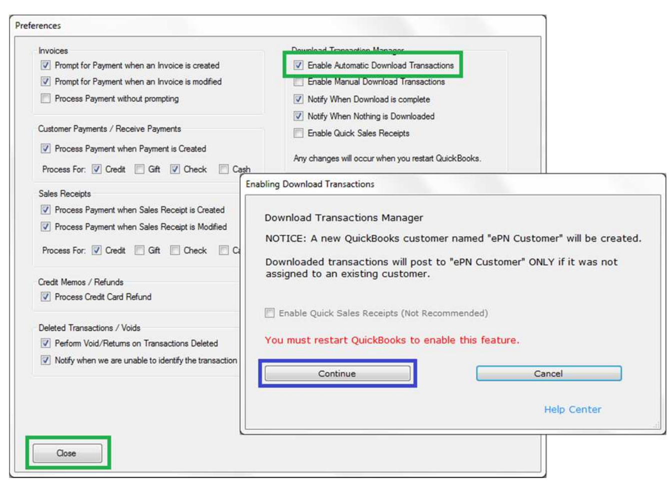
a. If a credit memo does not exist at the time of the download, you must manually create the credit memo to apply the refund within QuickBooks**.**

b. If the credit memo number is provided at the time of the download, the refund will be applied to the appropriate credit memo.

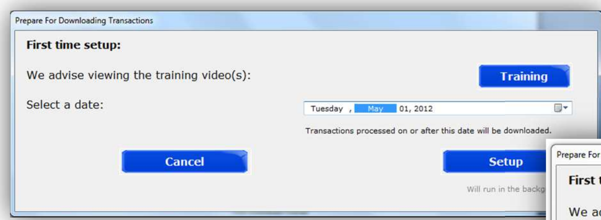
Enabling ePNPlugIn DTM

Open Preferences from the ePNPlugIn Control Panel. Select the **Enable Automatic Download transactions.** This will enable the ePNPlugIn to automatically download transactions each time you open QuickBooks. **Enable Manual Download Transactions** if you wish to initiate the download.

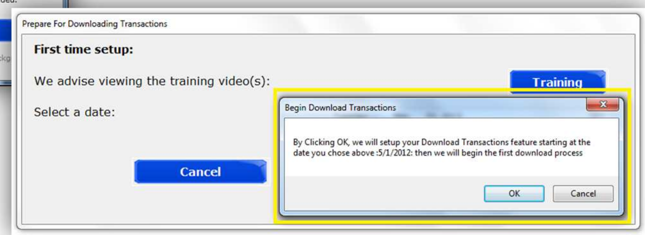
Click close and you will be presented with Enabling Download Transactions Manager Confirmation window. A new QuickBooks customer named "ePN Customer" will be created. Downloaded transactions will post to "ePN Customer" ONLY if it was not assigned to an existing customer. Click Continue and restart your QuickBooks Company file.



First Time Download



The first time ***e*PNPlugIn** initiates the download transaction process, you will be presented with the following window.

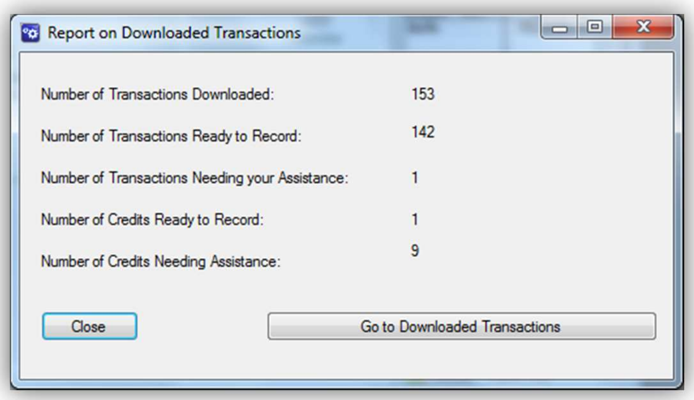


Choose a date to start the download transactions and click **Setup**. You will be prompted when you have select the correct start date. Click Cancel to change the start date.

Click OK to continue and the download transactions reports window will open a few moments later. The download transactions could take a few to several seconds to open.

Download Transaction Report

If you have ***e*PNPlugIn Download Transaction Manager(DTM)** enabled, ***e*PNPlugIn DTM** automatically downloads any transactions able to be downloaded since the last download. It then automatically searches and applies any payments to open invoices, pending sales receipts or credit memo for that customer. The following report will show you how many were downloaded and applied or assigned. This report may show even if nothing was downloaded.



- **Number of Transactions Downloaded:** The total number of transactions downloaded including all transaction types**.**
- **Number of Transactions Ready to Record:** The total number of payments that have been assigned and applied to a customer's open invoice or pending sales receipt.
- **Number of Transactions Needing your Assistance:** The total number of payments that have not been assigned or applied to a customer's open invoice or pending sales receipts. These payments will need to be manually assigned.
- **Number of Credits Ready to Record:** The total number of return transactions that have been assigned and applied to an customer's open credit memo.

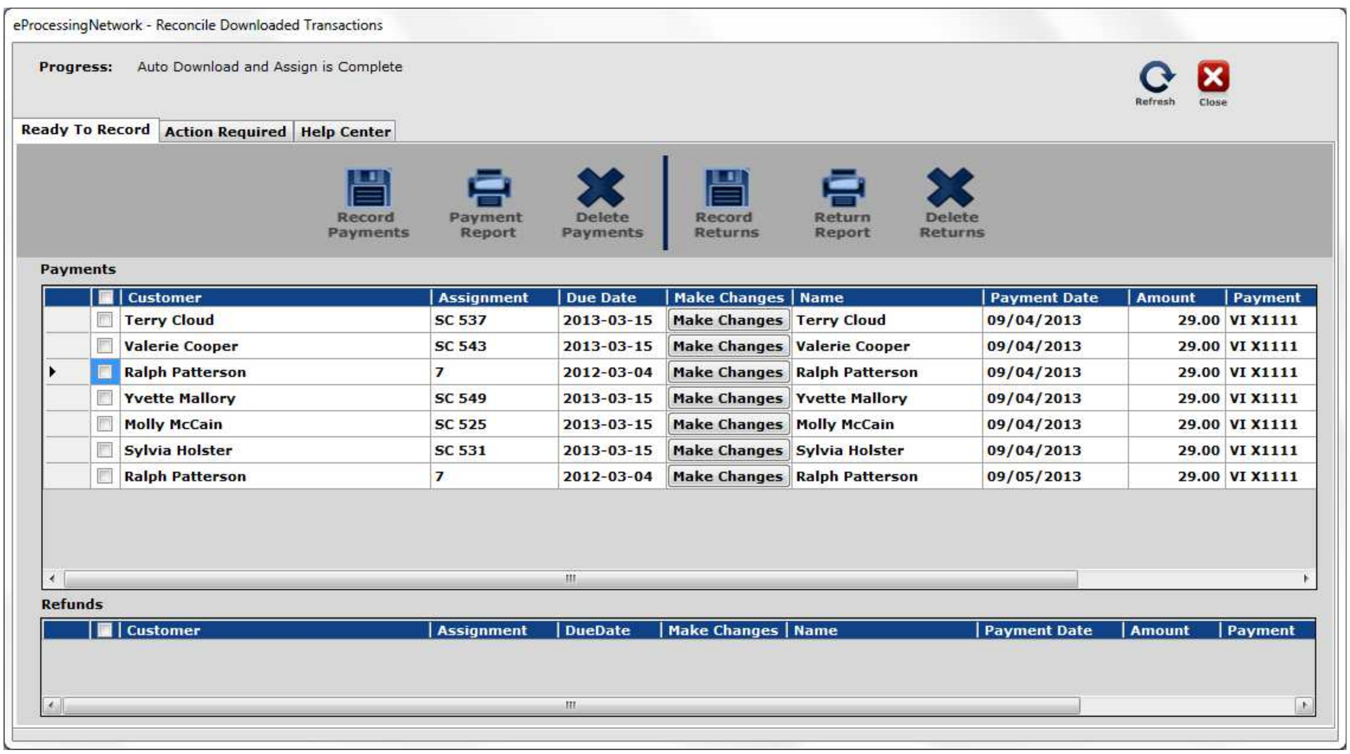
- **Number of Credits Needing Assistance:** The total number of return transactions that have not been assigned or applied to a customer's open credit memo. These refunds will need to be manually assigned.

- Click **Close** to return to **QuickBooks** and work with download transactions later.

- **Go to Downloaded Transactions opens the *e*PNPlugIn Download Transactions Manager.**

Ready To Record Tab

Since the ***e*PNPlugIn DTM** is designed to automatically download, assign and apply payments to the respective customer and their open **QuickBooks** transactions, you will need to do very little. After the automatic download process has completed, you will be able to review and record these transactions.



- **Record Payments & Record Refunds** records the selected transactions in **QuickBooks**.

- **Payment & Return Report** prints a copy of the transactions listed in that section.

- **Select All** column selects all transactions for quick processing.

- **Delete Payments & Returns** removes the transactions from the ***e*PNPlugIn** DTM and will not be recorded in **QuickBooks**.

- **Make Changes** button allows you manually adjust a payment assignment before its recorded.

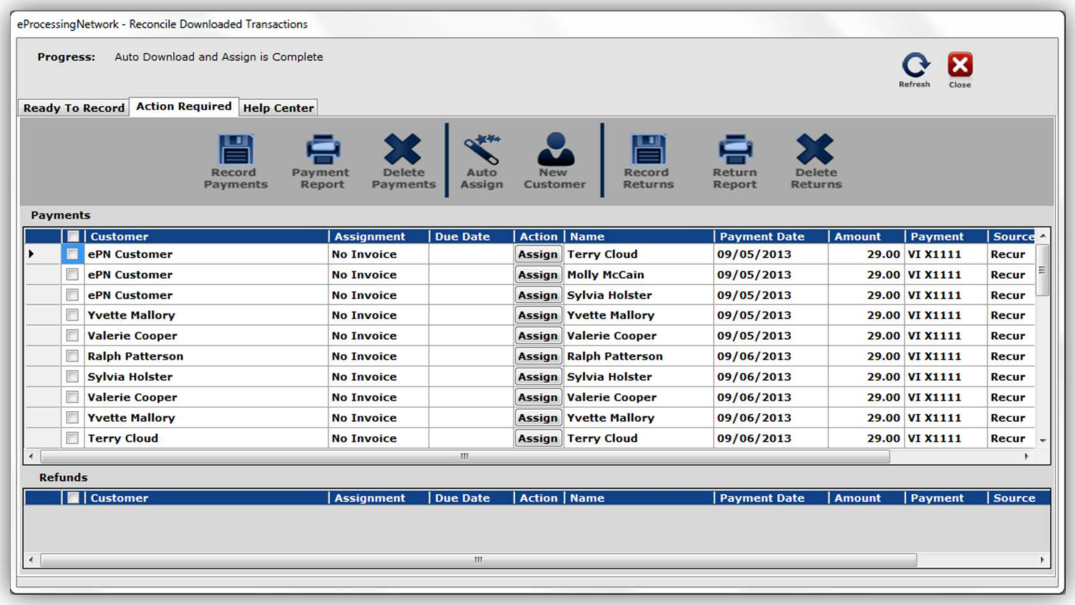
- **Refresh** brings up the download report and attempts to download any more transactions available on the ePNServer for your account.

Simply review your transactions for any discrepancies, if none then **Select All** and **Record Payments or Record Refunds.**

If you see any discrepancies, click the **Manually Assign** button to make any adjustments for that payment. You may change the customer being assigned or the invoice being applied with the payment.

You may also remove the assignment and record the payment as an over payment (or an available credit) in **QuickBooks**.

Action Required Tab

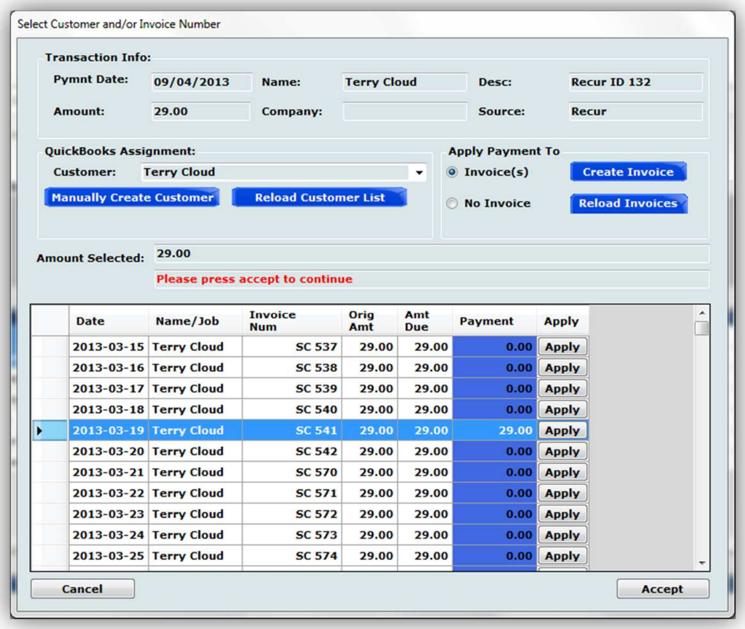


- **Record Payments & Record Refunds** records the selected transactions in **QuickBooks**.
- **Payment & Return Report** prints a copy of the transactions listed in that section.
- **Auto Assign** allows you to make corrections in QuickBooks, and then have the ePNPlugIn re-attempt auto assignment.
- **New Customer** creates new customer in your QuickBooks Customer Center.
- **Select All** column selects all transactions for quick processing.
- **Delete Payments & Returns** removes the transactions from the ***e*PNPlugIn** DTM and will not be recorded in **QuickBooks**.
- **Assign** button allows you manually adjust a payment assignment before it’s recorded.
- **Refresh** brings up the download report and attempts to download any more transactions available on the ePN Server for your account.

Assign / Make Changes Columns

These columns divide the data with QuickBooks data on the left of this column and downloaded transaction data to the right. Each row pertains to a different customer's transaction. This column is found in both the payments and refund sections.

Make Changes Button

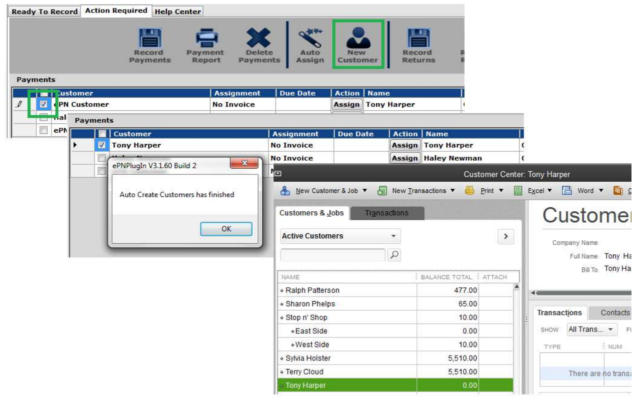


- If the ePNPlugIn has assigned the payment to the wrong invoice; for instance, it applied it to an older invoice than what the payment was for; you can make this change before recording.
- Click the Make Changes button for the transaction to be changed.
- The Make Changes window opens, select the customer from the dropdown menu.
- In the payment column, remove the amount next to the wrong invoice first.
- Then enter the amount of the payment to the correct invoice and click the Apply Button.
- You may apply different amount to several invoices, but the entire amount has to be applied to one or more invoices to Accept.
- Click Accept in the bottom right to save changes.

Assign Button

If ePNPlugIn is unable to assign the payment to an existing customer or open invoice for an existing customer, the transactions will list in the Action Required Tab. These transactions can be assigned or just recorded as general income against either the found customer or ePNCustomer Account in your QuickBooks Customer Center.

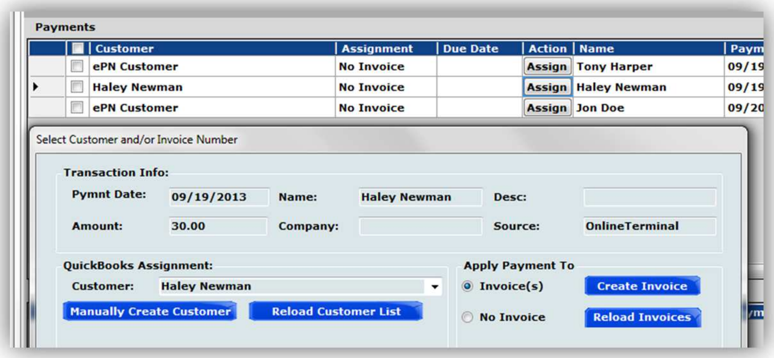
New Customer



You may select more than one at time. Select the customer(s) to be added. Click the new Customer Button.

Customer with No Invoice

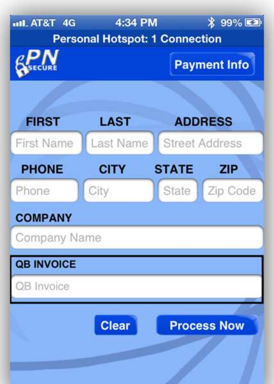
If the customer was newly created or existed but didn't have an open invoice, you may either create the invoice in QuickBooks and use the Auto-Assign Button to make the assignment easy or you may click the Assign Button, change the Apply Payments to Invoices and create the invoice. This will open the QuickBooks create invoice window.



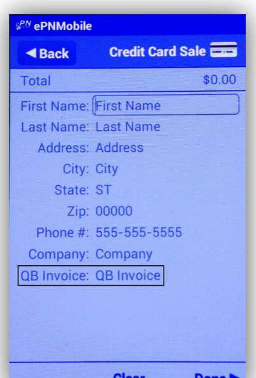
Other ePN Payments

Using different ***e*ProcessingNetwork** software or web integrations, the QuickBooks invoice corresponding with the payment may be provided. When the payment is downloaded it will automatically assign itself with the payment. Using the ***e*PNMobile v3** for iPhone & Android Smart Phones, you can provide the QuickBooks Invoice number; when downloading the payments, it will auto assign to the invoice in QuickBooks, making download transactions a fairly seamless process.

iPhone with ePNMobile v3



Android with ePNMobile v3



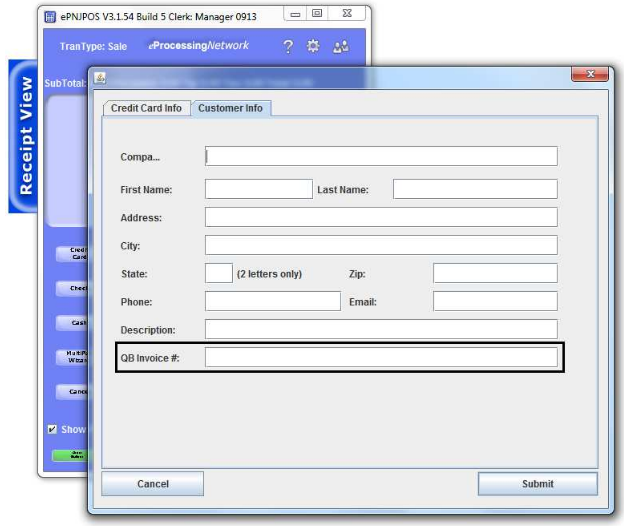
Using *e*PNJPOS v3 Manually Keyed Window you can provide the QuickBooks Invoice number; again, making download transactions a fairly seamless process.

(Note: Though these are Point of Sale transactions, the ***e*PNPlugIn** and ***e*PNJPOS** do not integrate with **QuickBooks POS**.)

Using **Web Order Form** or **TDBE web integrations**, the QuickBooks Invoice or Sales Receipt number can be submitted with the transaction information. Used when emailing invoice to your customers using QuickBooks.

After the transactions have settled, click the **Download Transactions button** on the ***e*PNPlugIn Control Panel**.

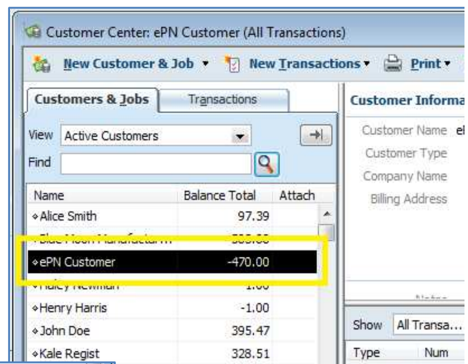
Since the invoice number was provided at the time of the payment, the transactions are automatically assigned to the appropriate invoice for you.

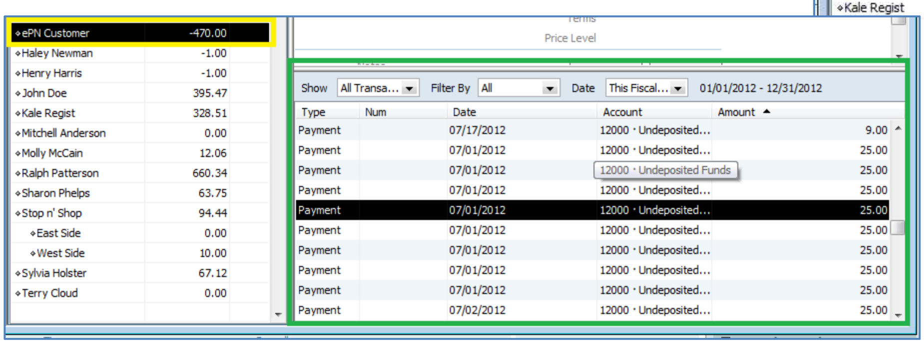


ePN Customer

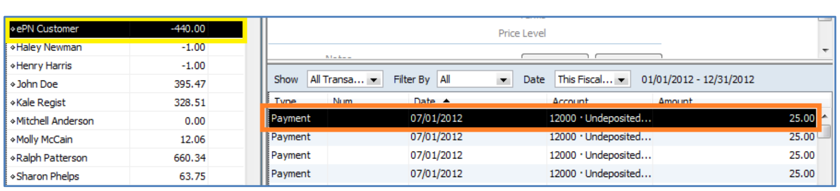
***e*PNCustomer** is a unique customer created by the ***e*PNPlugIn** during the download transactions first download process. ***e*PNCustomer** is used when a payment is recorded in **QuickBooks** but was not assigned to a customer in the **QuickBooks** company file customer data base.

If a transaction is recorded but not assigned, then you can find the payment by going to the Customer Center in QuickBooks and locating ***e*PNCustomer**. The transactions will list in the activity section of the ***e*PNCustomer** account.



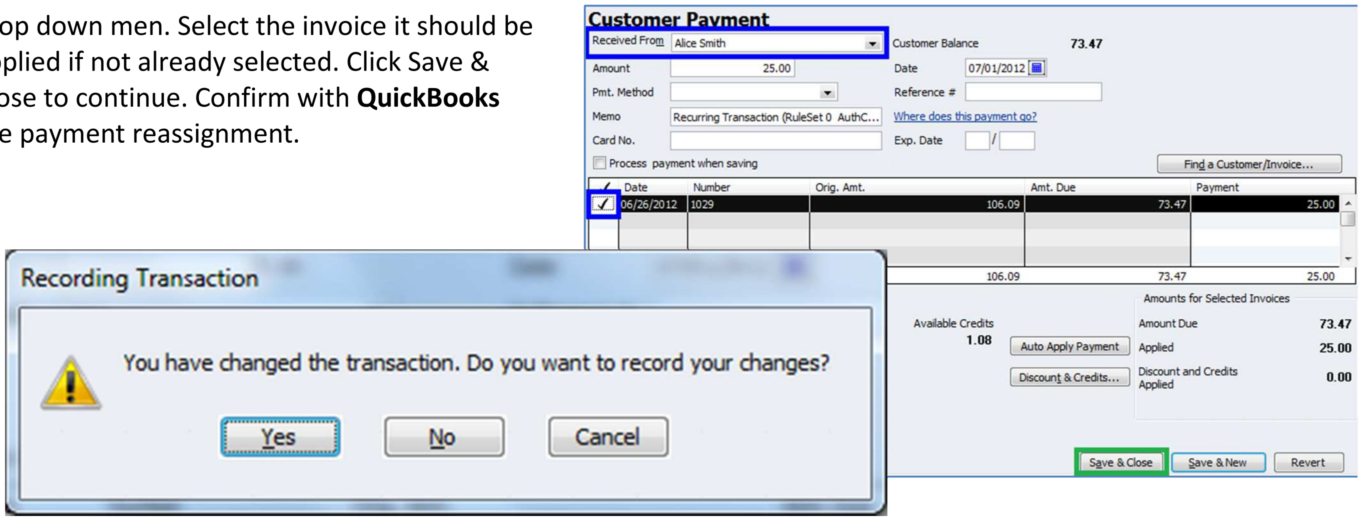


Reassign Payment



This can be done with any payment within **QuickBooks**. These payments cannot be applied to Sales Receipts. To reassign the payment, double click the payment.

Select the customer from the “Received From” drop down men. Select the invoice it should be applied if not already selected. Click Save & Close to continue. Confirm with **QuickBooks** the payment reassignment.

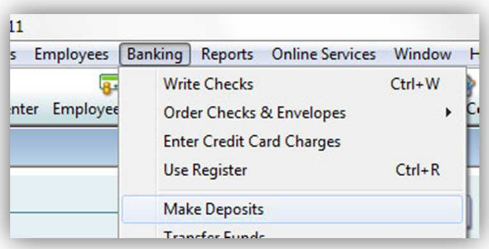


Recording Deposits

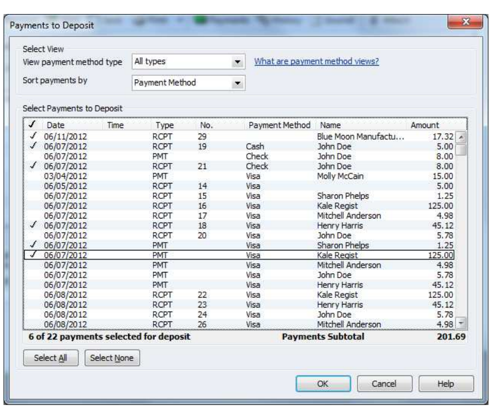
***e*ProcessingNetwork** is a payment gateway, processing transactions using each merchant’s own merchant account. The terms of each merchant account are a function of the agreement between merchants and their acquiring bank. Acquiring banks each have different time periods for deposits, fees, etc.

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

From the **QuickBooks Banking** menu, choose **Make Deposits**.



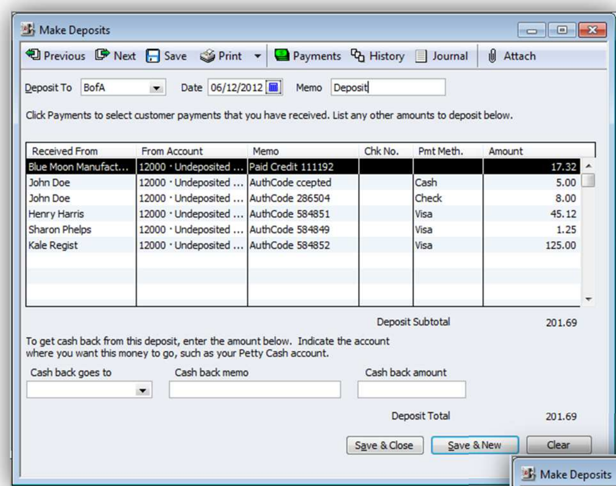
Banking/Make Deposits Location



Payments to Deposit window

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**.

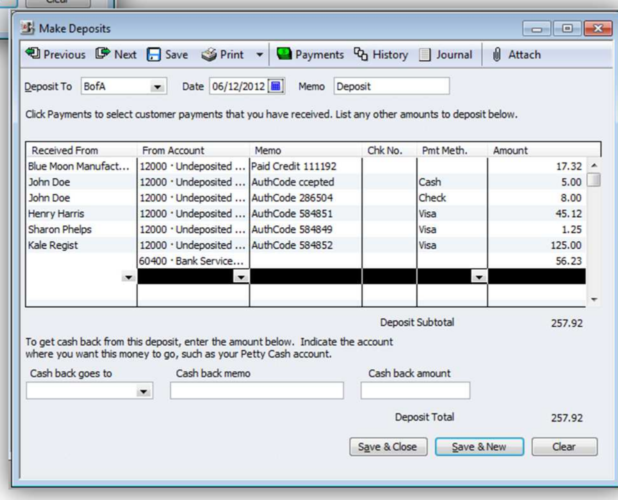


Make Deposits

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

Click **Save & Close** to save the Deposit.



Credit Card Fees

Equipment

The following equipment is compatible with ePNPlugIn:

- 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
        - Requires an Excella Encryption License

- If your laptop doesn't have a serial port, you will need a Serial-to-USB
    - USB 1.1 to Serial Converter Cable (GUC232A)
        - Model # GUC232A

Port Number Location

Locating it on Vista/Win7/8

If you are unable to locate the Com Port Number on your Vista/Win7 operating system, please follow these directions.

1. Go to the Start Menu and select Control Panel.

2. Click the Device Manger Link. (Fig A)

3. Click Ports (COM & LPT) to view the Devices on your computer.(Fig B)

4. Locate the COM number and insert in the Equipment Tab of the ***e*PNPlugIn** Configure Window. (Fig C)

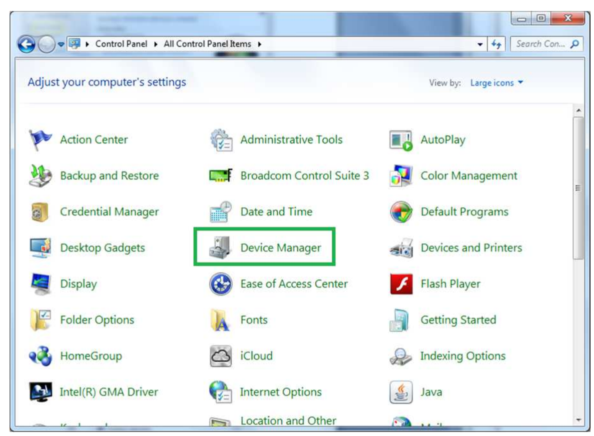


Figure A – Select Device Manager from Control Panel

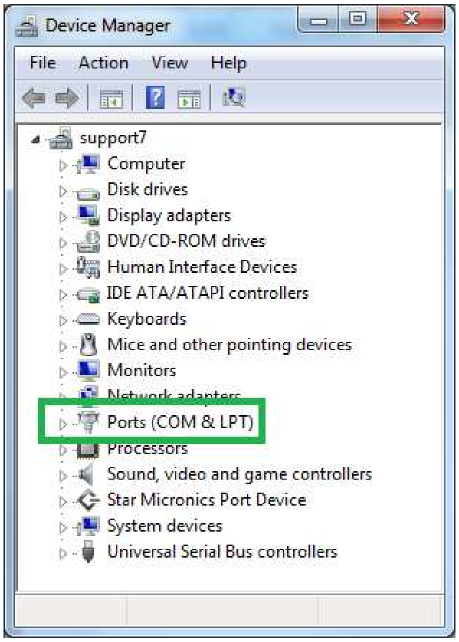


Figure B – Click the + next to Ports (COM &LPT)

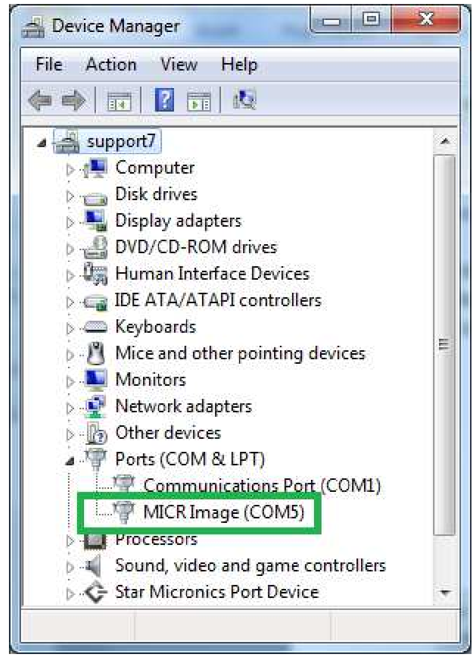


Figure C – COM Port Numbers

Location Win XP

If you are unable to locate the Com Port Number on your XP operating system, please follow these directions.

1. Go to the Start Menu and select Control Panel.

2. Select the System icon. (Fig A)

3. Click the Hardware tab & click the Device Manager. (Fig B)

4. Click Ports (COM & LPT) to view the Devices on your computer.(Fig C)

5. Locate the COM number and insert in the Equipment Tab of the ***e*****PNPlugIn** Configure Window.

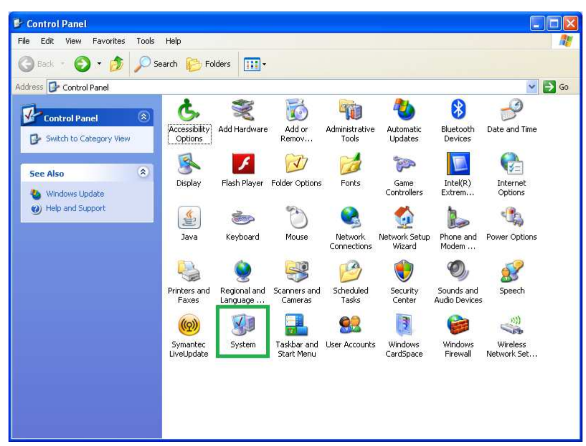


Figure A – Select System Icon

Figure B – Click Hardware Tab and click the Device Manager

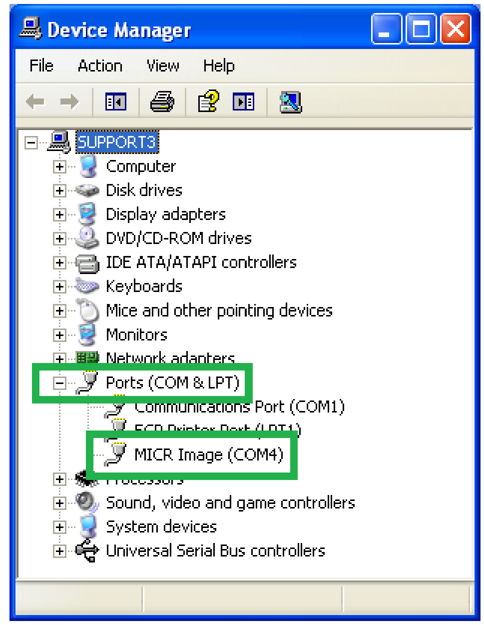


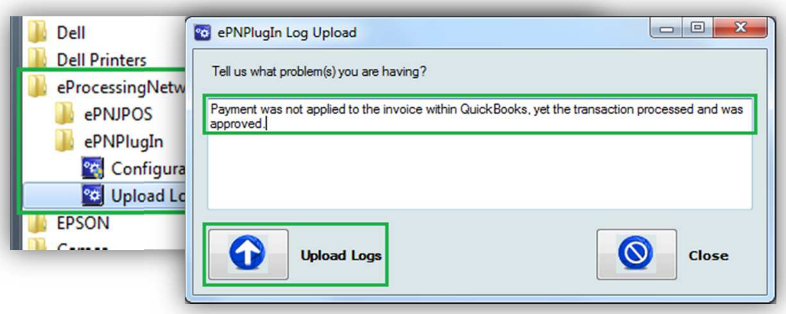
Figure C – Click the + next to Ports (COM &LPT)

Upload Logs

If you have any issues or errors while working with ***ePNPlugIn***, first upload Logs. These logs help ***eProcessingNetwork Tech Support Representatives*** troubleshoot the errors you have experienced. This feature needs to be performed immediately after an issue has occurred. Without these logs, they will have nothing to work from.

Go to the **Start** menu, select **All Programs**.

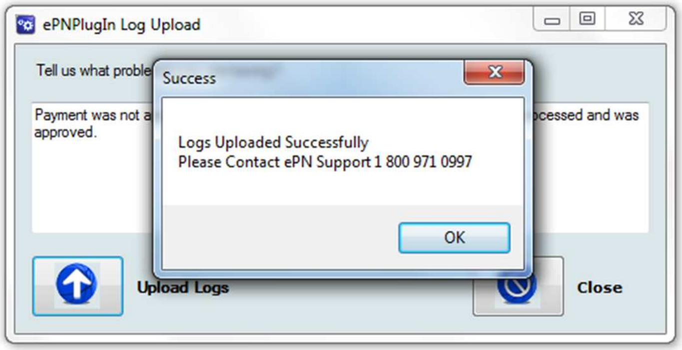
Select the ***eProcessingNetwork*** option, select ***ePNPlugIn*** and click ***ePNPlugIn Upload Logs***



Enter a short comment describing what you were doing at the time of error.

ie. "Payment was not applied to the invoice within QuickBooks,

yet the transaction processed and was approved."

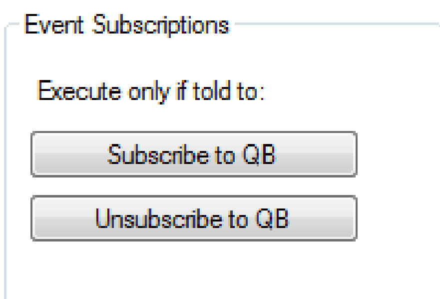


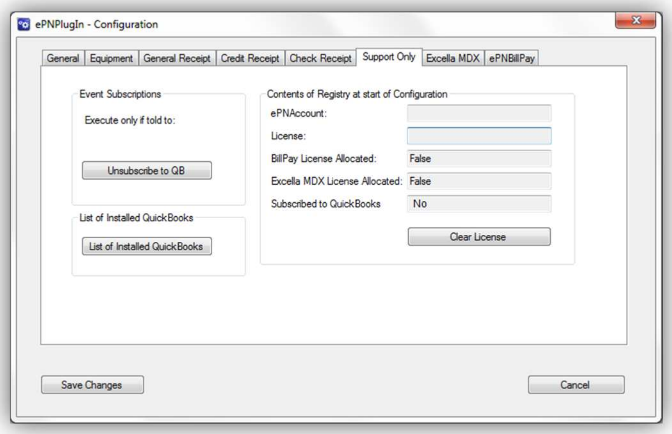
After the logs are uploaded; **contact *e*PN Support** for assistance.

Tech Support can be reached at 1-800-971-0997 from 7am to 7pm Central Time

Support Only Tab

This tab is for ***e*ProcessingNetwork** to use if needed when troubleshooting an issue with ***e*PNPlugIn**. DO NOT CHANGE this tab unless instructed by an ***e*ProcessingNetwork Technical Representative.**





Event Subscriptions

Should only be done if told by an eProcessingNetwork Technical Agent

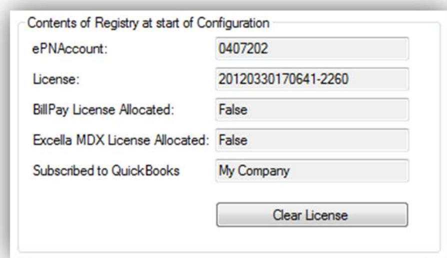
This section helps us trouble shoot problems that may be related to the event subscriptions the ***e*PNPlugIn** must do in order to communicate with QuickBooks properly. This will be done automatically for you when you save and close the Configuration Window.

Registry Info

Should only be done if told by an eProcessingNetwork Technical Agent

This section helps us troubleshoot problems that may be related to your ***e*PNPlugIn** licensing. The license will allocate automatically for you when you save and close the Configuration Window.

Clearing the license will remove the license from the system and your computer. When you save and close the configuration window it will allocate a new license. If you need the ***e*PNPlugIn** licensed freed to move it from one computer to another, please contact ***e*ProcessingNetwork Technical Support** line and provide them the terminal name and they can clear the license.



ePNPlugIn Uninstall Process

To remove ***e*PNPlugIn** completely from your company file:

- Open QuickBooks
  - Select **Edit** from the menu at the top of your screen.
  - Then click **Preferences**
  - In the Preferences window use scroll bar on the left and locate the **Integrated Applications** icon and click it.
  - Now click Company Preferences Tab.
  - Click ***e*PNPlugIn** so it is highlighted
  - Click **Remove**.
  - When asked **Are you sure….** Click **Yes**.
- Close QuickBooks
  - If the ***e*PNPlugIn Control Panel** is still open, click the Configuration button.
  - Click Yes if prompted to allow access.
  - Click the cancel button on the ePNPlugIn Configuration window.
- Uninstall ***e*PNPlugIn**
  - Click on the Windows **Start** menu
  - Click **Control Panel**
  - Click **Programs and Features**
  - Scroll down and select ***e*PNPlugIn** so it is highlighted.
  - Click **Uninstall**.
  - Reboot your computer when uninstall is complete.
- Delete any desktop links related to ***e*PNPlugIn**

- For Vista/Win7 Users: After you have removed the ***e*PNPlugIn**, you must open QuickBooks by right clicking the QuickBooks Icon and selecting **Run as Administrator…** to clear any run time errors you might encounter. This is required by QuickBooks for all plugs being removed.

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. This only applies to check processing

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 to 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 consumer's 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 at 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.

END OF DOCUMENT