

AccountEdge[®]

Credit Card Processing

Receiving Payments

This section discusses applying payments to invoices. Later sections discuss, processing credit card payments, voiding payments, and processing credits.

There are 4 ways to accept a payment, applying it to a customer's invoice. The first way to accept a customer invoice payment is to indicate a *Paid Today* amount on the invoice. This needs to be done when you are creating the invoice, before recording it. You can enter the *Paid Today* amount in the lower right-hand area of the invoice, along with the Payment Method. To process a credit card payment transaction, you will first have to select the card type and amount paid before selecting *Details* to enter credit card information.

The screenshot shows the 'Sales - New Item' window in AccountEdge. The window title is 'Sales - New Item'. The main area is titled 'INVOICE'. The customer is 'Johnson and Sons' with terms 'C.O.D.'. The shipping address is 'Johnson and Sons, 100 Main Street, Your Town, NJ 07960'. The invoice number is '00000458' and the date is '1/27/10'. The customer PO number is blank. The invoice contains one line item: 'Speaker/Camera Tripod' with item number '1-X123', price '\$100.00', and total '\$100.00'. The subtotal is '\$100.00', freight is '\$0.00', and the total amount is '\$100.00'. The payment method is 'MasterCard' and the amount paid today is '\$100.00'. The balance due is '\$0.00'. The invoice delivery status is 'To be Printed'. The window includes buttons for 'Save as Recurring', 'Use Recurring', 'Reimburse', 'Rate: USD', 'Show Profit Analysis', 'Print', 'Send To', 'Journal', 'Layout', 'Register', 'Cancel', and 'Record'.

Ship	Backorder	Item Number	Description	Location	Price	Disc%	Total	Job	Tax
1		1-X123	Speaker/Camera Tripod	MainSt	\$100.00		\$100.00		

After clicking the Details button (lower right-hand side of invoice), the Applied Payment Details window will display. (We'll discuss Details later.)

The next way to receive payments for invoices would be to click on *Receive Payments* from the *Sales Command Center* (see Figure 1). After selecting the customer and invoices, you will enter payment information. Then click the Details button (see Figure 2).

Figure 1.

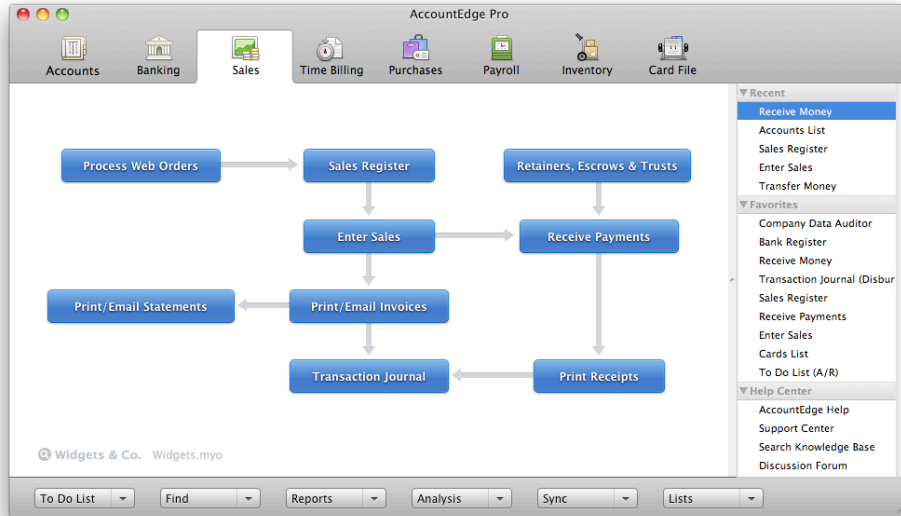


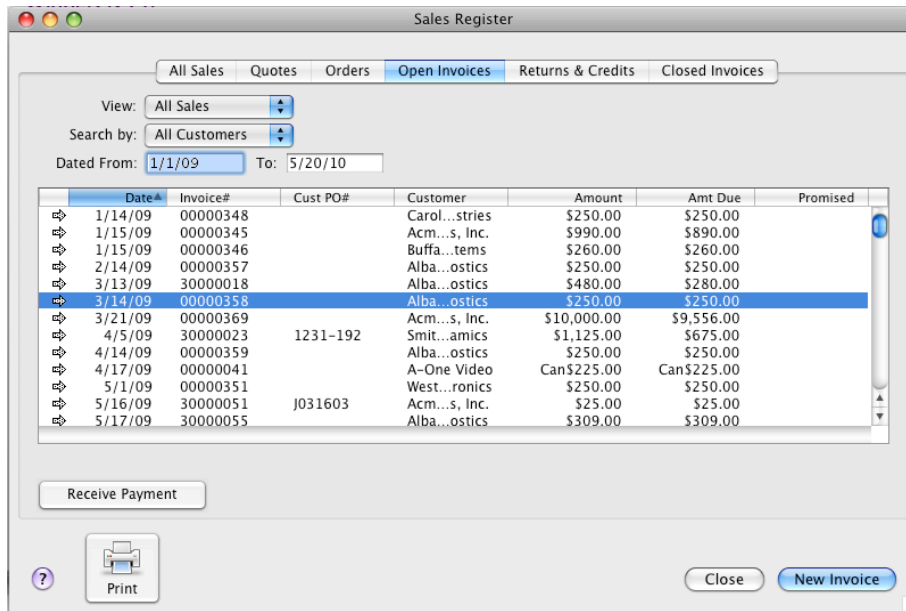
Figure 2.

The 'Receive Payments' dialog box is shown. At the top, it displays 'Deposit to Account: 1-1110 Checking Account' and 'Balance ⇄: \$22,871.48'. Below this are radio buttons for 'Group with Undeposited Funds' and 'Pay from Retainer:'. The main section is a light blue box containing: 'Customer ⇄: Acme Sales, Inc.' with ID #: CR000336; 'Amount Received: \$0.00' and 'Date: 3/12/13'; 'Payment Method: Visa' with a 'Details...' button; and a 'Memo: Thanks Marvin' field. Below this is a table of invoices:

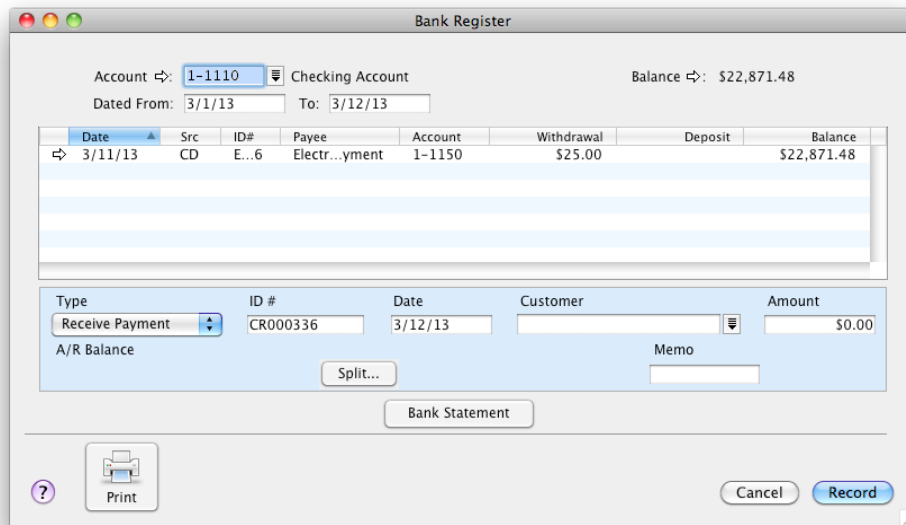
Invoice #	Status	Date	Amount	Discount	Total Due	Amount Applied
00000414	⇄ Open	9/6/11	\$30.00		\$30.00	
00000402	⇄ Open	9/19/11	\$100.00		\$100.00	
00000429	⇄ Open	10/14/11	\$100.00		\$100.00	
00000428	⇄ Open	11/14/11	\$100.00		\$100.00	
00000403	⇄ Open	11/19/11	\$100.00		\$100.00	

Below the table are summary fields: 'Total Applied: \$0.00', 'Finance Charge: \$0.00', 'Total Received: \$0.00', and 'Out of Balance: \$0.00'. There is an 'Include Closed Sales' checkbox. At the bottom, there are buttons for 'Receive All', 'Rate: USD', 'Journal', 'Register', 'Attach', 'Cancel', and 'Record'.

Alternatively, you can highlight an invoice listed under the Open Invoices tab of the Sales Register. Then select Receive Payment on the lower left corner of the Sales Register.



Finally, you can *Receive Payment* in the Bank Register of the Banking Command Center.



When you use this method to receive a payment, AccountEdge will apply the payment to the oldest invoice first, then to each next oldest if a payment balance remains. If the payment method is a credit card, or you need to record payment details, you'll need to click the *Split* button to do so. You can click the Split button to apply the payment to specific invoices as well.

1. Payment Details in AccountEdge

When you select the Details button, you are presented with Applied Payments Details window. (This screen will look different if you haven't already entered your Merchant credentials into your company file.)

The screenshot shows a dialog box titled "Applied Payment Details" for a customer named "Johnson and Sons". It contains several sections for payment information:

- Payment Method:** A dropdown menu set to "MasterCard".
- Pay with Card:** A dropdown menu set to "New Card".
- Group with Undeposited Funds:** A radio button is selected, with "1-1160 Undeposited Funds" listed next to it.
- Payment Method:** A dropdown menu set to "MasterCard".
- Pay with Card:** A dropdown menu set to "New Card".
- Last 4 Digits on Card:** An empty text input field.
- Expiration Date:** An empty text input field.
- Name on Card:** An empty text input field.
- ZIP (AVS):** An empty text input field.
- Notes:** A large empty text area.
- Update Customer Card with Payment Details:** A checked checkbox.
- Authorization Type:** A dropdown menu set to "Standard Sale".
- Amount:** Displayed as "\$100.00".
- Authorization Code:** An empty text input field.

At the bottom of the dialog box, there are three buttons: a help button (question mark), "Authorize", "Cancel", and "OK".

If you have already used a customer's credit card for payment, and indicated that the information should be saved, AccountEdge will automatically use that credit card for payment. You can select *New Card* in the drop down menu to enter new credit card information, and optionally check mark, *Update Customer Card with Payment Information* to update the customer's record with the new credit card information.

Enter the customer's billing address zip code, then select *Authorize*.

When you select *Authorize* you can manually enter the customer's card information, or select *Swipe* and swipe the customer's credit card. If you would like to have the customer's credit card information stored on the Forte Payment Systems¹ secure server, place a check mark in *Update Customer Card with Payment Details*.

¹ Forte Payment Systems (formally known as ACH Direct) is a registered ISO/MSP for HSBC.

Secure Credit Card Entry

Credit Card Details

Name:

Card #:

Expires:

Procurement Card

Zip Code: CVV2:

Amount: \$ 0.12

Sales Tax: \$ 0.00

Total: \$0.12

Update Customer Card with Payment Details

If you are processing a Procurement Card, you can place a check mark in this box and a GL Code field will appear. (Procurement Cards are issued by municipal agencies, academic institutions, and other government agencies for purchases that are less than \$5,000.) If you are not processing a Procurement Card, do not place a check mark in the box. If you are unsure, the card is likely not a Procurement Card.

Procurement Card

Zip Code:

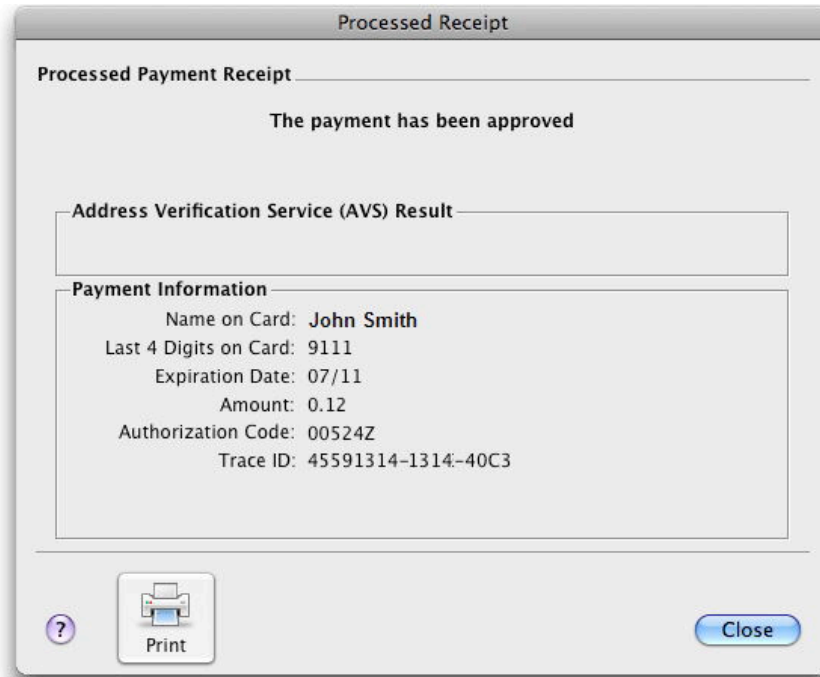
Amount: \$ 0.12

Sales Tax: \$ 0.00

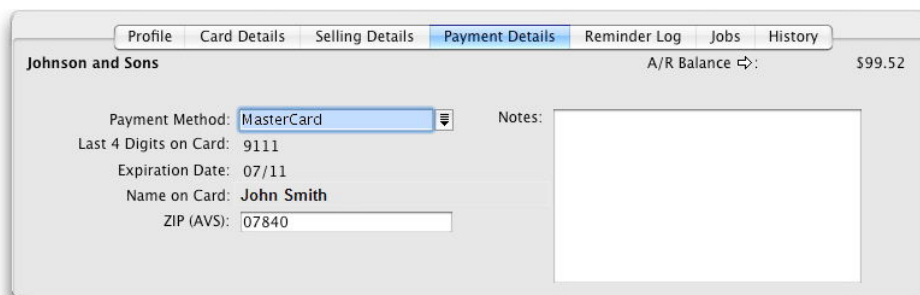
GL Code:

When you place a check mark in the *Update Customer Card with Payment Details* box the customer's credit card information will be stored on the secure payments server, and a token representing the credit card will be placed in the customer's card in your Card File. Therefore, you will not be storing customer credit card information in your company file. You will however, be able to reuse this information on subsequent transactions because the token representing your customer's credit card information is stored. So when you select a card you already processed in AccountEdge Pro 2013, you will be able to use it for another transaction.

When you select *Submit*, the credit card will be charged and you'll be notified of the Authorization Code and Trace ID for the transaction. You will also be immediately notified if the credit card is declined, or the transaction was otherwise unsuccessful.



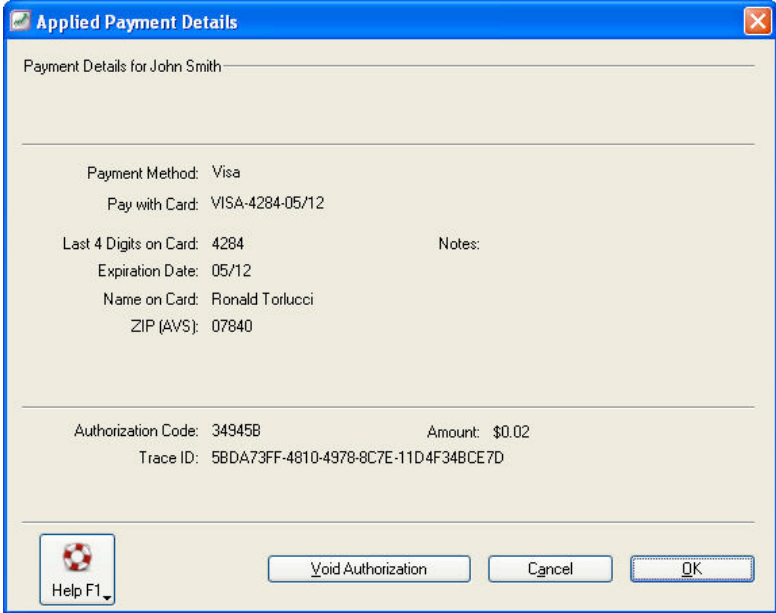
When you select the customer's card in the Card File, and select the Payment Details tab, you'll see the credit card information was saved. No card details will be displayed since the information is stored on the Forte Payment Systems secure server and not in your AccountEdge company file.



2. Voiding a Credit Card Transaction

If a credit card transaction needs to be reversed or voided *the same day the transaction was recorded*, it can be done from AccountEdge the same day the transaction was initially recorded. Once the transaction is sent to the credit processor, which is done the evening of the transaction, you will need to wait for the transaction to be processed, and reverse or void it through the Virtual Terminal. Details are available in the *Virtual Terminal User/Reference Guide*, which is available as a PDF file by clicking on the Documents link of the Knowledge Center, in your Virtual Terminal.

To *void* a credit card transaction, open the *Received Payments* window. Click on the *Details* button, which will open the *Applied Payment Details* window.



The screenshot shows a window titled "Applied Payment Details" with a close button in the top right corner. The window content is as follows:

Payment Details for John Smith

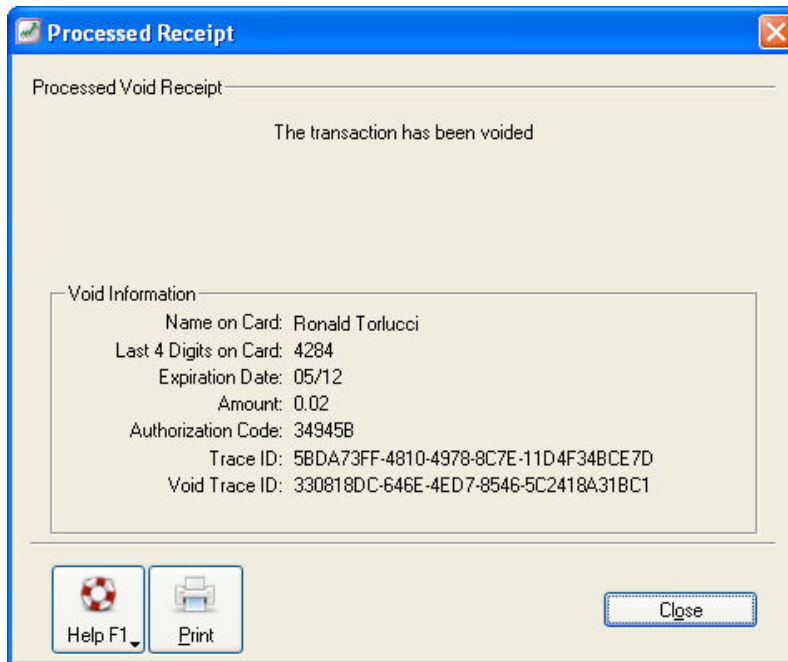
Payment Method: Visa
Pay with Card: VISA-4284-05/12

Last 4 Digits on Card: 4284 Notes:
Expiration Date: 05/12
Name on Card: Ronald Torlucci
ZIP (AVS): 07840

Authorization Code: 34945B Amount: \$0.02
Trace ID: 5BDA73FF-481D-4978-8C7E-11D4F34BCE7D

At the bottom left is a "Help F1" button with a red lifebuoy icon. At the bottom center are three buttons: "Void Authorization", "Cancel", and "OK".

Click on the *Void Authorization* button. This will void the credit card transaction. You will receive an acknowledgement that the transaction was voided.



Once you close this window, you will need to delete or reverse the payment in AccountEdge.

3. Processing a Credit Card Refund

You can process a refund to your customer's credit card as an alternative to voiding a transaction. Just Record an invoice with a negative dollar amount.

The screenshot shows the 'Sales - New Service' window. At the top, it says 'INVOICE' and 'Publish to iCal'. The customer is 'Harris & Harris' with terms 'Net 30'. The ship to address is 'Harris & Harris, 235 Regent Street, Plainsboro, NJ 08620'. The invoice number is '00000427' and the date is '6/3/09'. The customer PO number is blank. The main table has one row with description blank, Acct# '4-3000', and Amount '\$(200.00)'. Below the table, there are fields for Salesperson, Comment, Ship Via (set to 'International'), and Promised Date. Summary fields show Subtotal: (\$200.00), Freight: \$0.00, 0% Tax: \$0.00, and Total Amount: (\$200.00). There are also fields for Journal Memo, Referral Source, Invoice Delivery Status (set to 'To be Printed'), Paid Today (\$0.00), Payment Method (set to 'Visa'), and Balance Due (\$200.00). At the bottom, there are buttons for 'Save as Recurring', 'Use Recurring', 'Reimburse', 'Rate: USD', 'Print', 'Send To', 'Journal', 'Layout', 'Register', 'Cancel', and 'Record'.

To apply the credit, open the Sales Register and select the Returns & Credits tab. Highlight the negative sales invoice you just created, and click Pay Refund on the bottom left of the window.

The screenshot shows the 'Sales Register' window. At the top, there are tabs for 'All Sales', 'Quotes', 'Orders', 'Open Invoices', 'Returns & Credits' (which is selected), and 'Closed Invoices'. Below the tabs is a search field set to 'All Customers'. The main table has columns: Date, Invoice#, Cust PO#, Customer, Amount, and Credit Amt. There are two rows of data:

Date	Invoice#	Cust PO#	Customer	Amount	Credit Amt
9/1/07	00000248		Marge Simpson	(\$234.00)	(\$234.00)
6/3/09	00000427		Harris & Harris	(\$200.00)	(\$200.00)

At the bottom of the window, there are buttons for 'Pay Refund', 'Apply to Sale', 'Print', 'Close', and 'New Sale'.

When the Settle Returns & Credit window opens, select the correct Payment Method, and click Details.

AccountEdge

In the Applied Payments Details window, enter the credit card information, and process the payment as you would a normal transaction. The result will be a credit applied to the credit card.

When you record the transaction in AccountEdge, be sure to change the Check # field to some value other than a check number, so you don't consume a check number. Also, place a check mark in the *Check Already Printed* box.