

A decorative graphic on the right side of the page. It features three overlapping circles of varying sizes, each composed of concentric rings in shades of blue. Two thin, light blue lines intersect at the top right, forming a large 'V' shape that frames the circles.

ePNPlugIn v3.1.69

Financial Software Payments Module for QuickBooks

Download Transaction Guide

eProcessing Network LLC
7/1/2016

ePNPlugIn 3

Download Transaction Manger Guide

Table of Contents

<i>OVERVIEW</i>	4
<i>REQUIREMENTS & PREPARATIONS</i>	5
CUSTOMER INFO REQUIREMENTS	6
ASSIGNMENT LOGIC.....	6
<i>INSTALL & CONFIGURE</i>	7
DOWNLOAD	7
INSTALL	8
CONFIGURE	9
CERTIFICATION PROCESS W/QUICKBOOKS	11
CERTIFYING PERMISSIONS WITHIN QUICKBOOKS.....	12
<i>EPNPLUGIN CONTROL PANEL</i>	13
ENABLING EPNPLUGIN DTM	14
<i>EPN CUSTOMER</i>	14
FIRST TIME DOWNLOAD	15
DOWNLOAD TRANSACTION REPORT	15
READY TO RECORD TAB.....	16
ACTION REQUIRED TAB	17
ASSIGN / MAKE CHANGES COLUMNS	18
MAKE CHANGES BUTTON	18
ASSIGN BUTTON.....	18
NEW CUSTOMER.....	18
<i>REASSIGN PAYMENT</i>	19
<i>RECORDING DEPOSITS</i>	20
<i>SUPPORT ONLY TAB</i>	21
<i>UPLOAD LOGS</i>	22
<i>UNINSTALL PROCESS</i>	23

Overview

- ◆ **ePNPlugIn**, from **eProcessingNetwork**, gives merchants using **Intuit[®] QuickBooks Financial Software** the ability to process payment transactions directly within **QuickBooks** using the merchant's own merchant account.
- ◆ **ePNPlugIn** supports swiped & manually keyed, credit/debit cards, purchase card level II processing, cash, check and gift card transactions.
- ◆ **ePNPlugIn 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 **eProcessingNetwork system** that were processed outside of **QuickBooks**.
- ◆ **ePNPlugIn** can upload invoices to **ePNBillPay** for quick and easy processing for your customers through a secure website link. Using **ePNPlugIn Download Transactions**, the payments auto apply to the invoice for the merchant. (Invoices Only)
- ◆ **ePNJPOS v3 & ePNMobile 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 **ePNWeb 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. **ePNBillPay** is not required or used with this feature.

Requirements & Preparations

- ✦ An **eProcessingNetwork** account is required with **ePNPlugin License(s)**.
- ✦ Compatible operating systems: **Win 7, 8 & 10 User, all editions**.
- ✦ **For Win 7, 8 & 10 User, User Account Controls** must be set to default. Usually this is an automatically enabled setting, unless changed by the computer user.
- ✦ **ePNPlugin** works with **QuickBooks Pro, Premier, & Enterprise, 2013-2015**.
- ✦ 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 companywide during installation**.
- ✦ **ePNPlugin** is not compatible with POS, Cloud, MAC or online software that **QuickBooks** offers.
- ✦ **ePNPlugin** is not compatible within a Multi-Merchant environment. **ePNPlugin** 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 **ePNPlugin**. For information on **QuickBooks** Minimum System Requirements, Installation and Use, please consult the **User Guide** for the specific version of **QuickBooks** you are using.
- ✦ **ePNPlugin** does support ACH/Check processing with ACH CrossCheck, Global eTelecom, Secure Payment Systems, EZ Check, Payliance and NCN agencies.
- ✦ **ePNPlugin** works in a network **environment**.
- ✦ **ePNPlugin** will work in **server environments** with the **QuickBooks** company file stored on a server, but should not be installed on a server. **eProcessingNetwork Support** will not be able to trouble shoot any issues or errors where **ePNPlugin** is installed on a server. **ePNPlugin** is not supported with QBs iCloud server option.
- ✦ **ePNPlugin** 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 your allowed URLs.

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 properly when assigning downloaded transactions.

- **First, Last & Company Names** are used when assigning downloaded transactions to existing customer data in QuickBooks. **Very Important.** **ePNPlugin** does not support the following fields: Mr./Ms. & middle initial

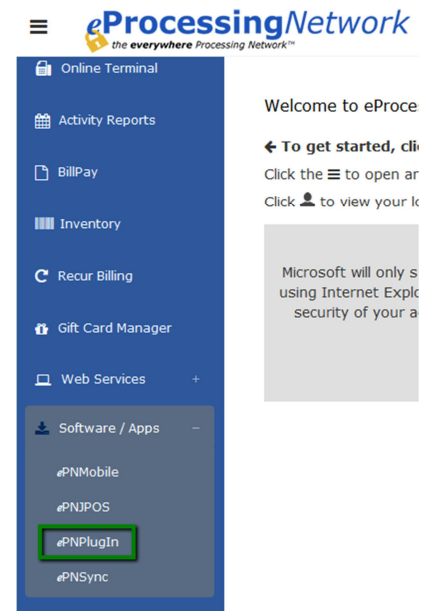
Assignment Logic

The DTM will attempt to assign payments to the appropriate customer and their open invoices. The logic is in two parts, Name and Dollar amount.

- First it looks for a matching name; this could be either by First and last Name, First Last and Company Name or Company Name Only.
- Second it looks for dollar amounts. If the customer is found, then it looks to see if the customer has any open invoices with the same dollar amount of the transaction. If so, it applies it to the open invoice.
- If no match can be made, you will have the option to make a manual assignment.
- If an invoice number is provided at the time of the transaction, then it will apply the payment to this invoice.

Install & Configure

If your **Authorized eProcessingNetwork Sales Office** has enabled your **eProcessingNetwork** account for **ePNPlugIn**, from the left menu, select **Software/Apps** and click **ePNPlugIn**.



Please read install instructions before beginning the download and installation.

Download

The default setting for User Account Control settings is best for installation and proper use of the ePNPlugIn.

Enable for Windows 7, 8 & 10

1. Click *Start* and then *Control Panel*.
2. Now click *User Accounts*.
3. In the User Accounts tasks window, click *Change User Account Control Settings*.
4. To enable UAC for ePNPlugIn use, move the slider to *Default*.
5. Click *Ok*.
6. Reboot Computer

3 - Download

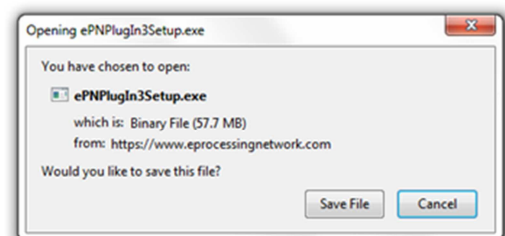
Per QuickBooks®, User Account Controls (UAC) settings must be enabled for Windows users in order for the ePNPlugIn to properly integrate with QuickBooks®. Click [here](#) for instructions on how to enable UAC.

Not required for Windows XP users.

I have read the UAC instructions above.

[ePNPlugIn Download >>](#)

To begin installing **ePNPlugIn**, Check the box that you have read and understand the UAC Requirements and click on **ePNPlugIn Download**.

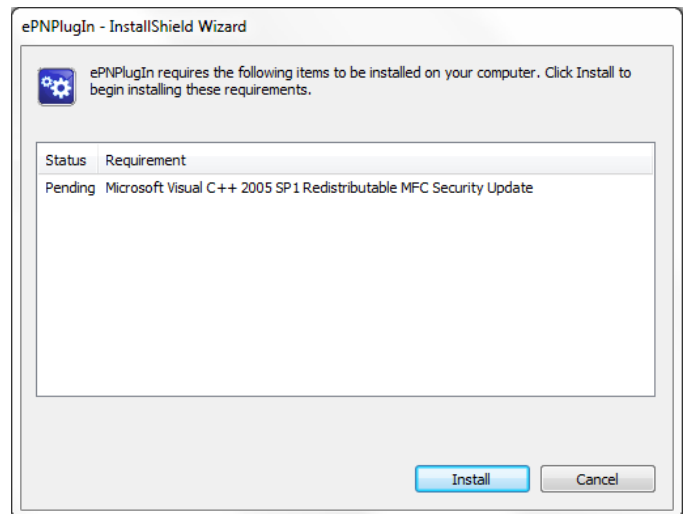
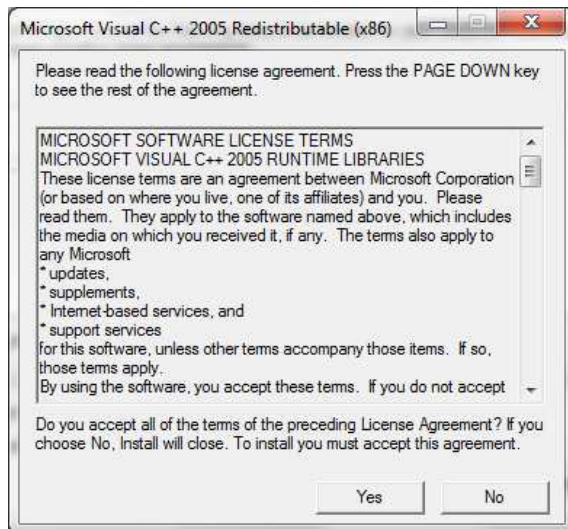


Click **Save** and save the file to your desktop. Click **Run** when prompted.

Install

Click **Yes** to allow the *ePNPlugIn3Setup.exe* to make changes to your computer when prompted by the UAC settings.

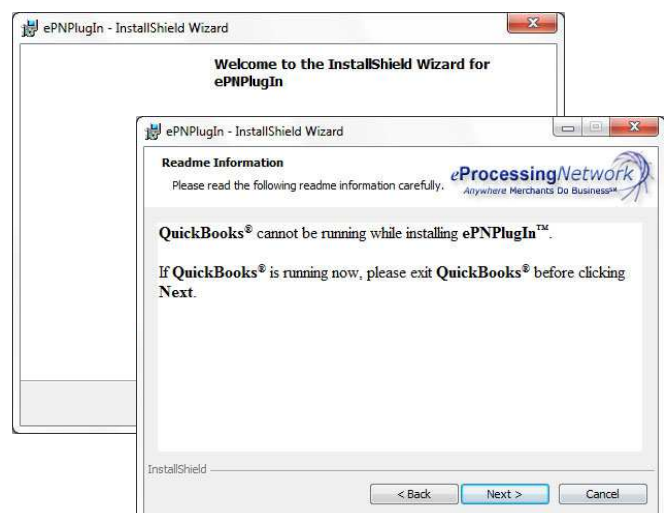
ePNPlugIn may install any Microsoft Windows updates or patches it may need to work properly on your Windows based computer. If you get an error, be sure to first save the *ePNPlugIn3Setup.exe* file to your computer before running.



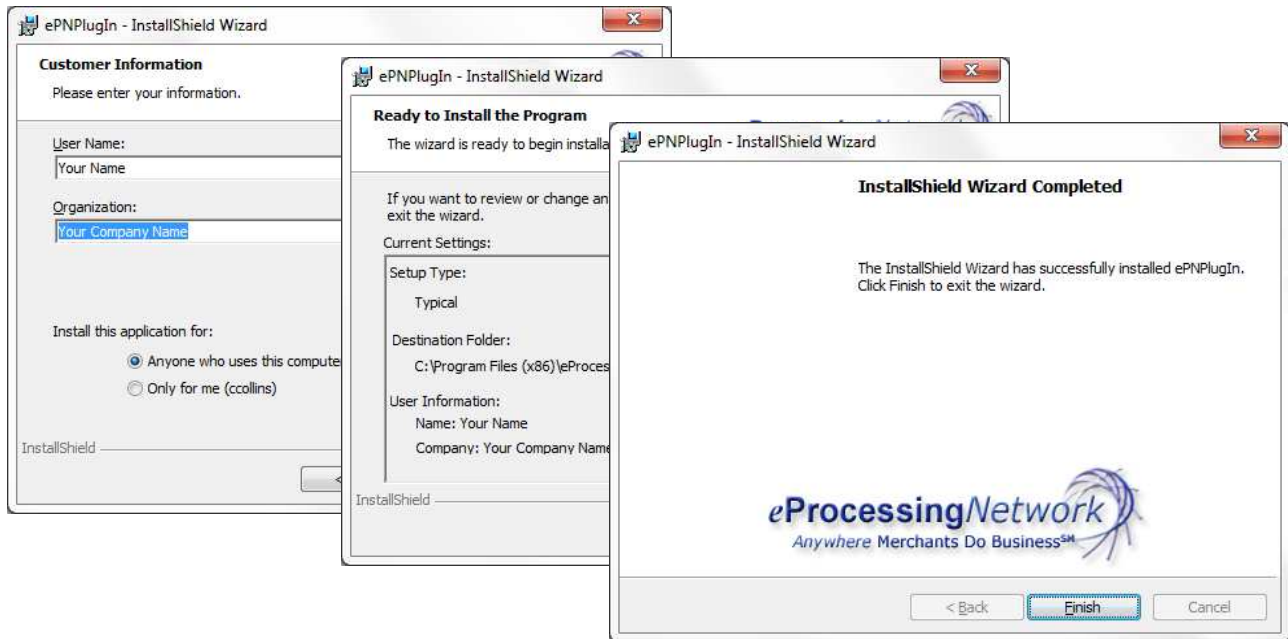
Click **Yes** on the License Agreement for the Microsoft Visual C++ Package terms and conditions. Click **Install**. This installation could take several minutes. Depending on your computer, it may not require any or it may have several updates to be installed.

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

QuickBooks must **NOT** be running when you install *ePNPlugIn*. If **QuickBooks** is running now, please exit **QuickBooks** before clicking **Next**.



The **ePNPlugIn 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.

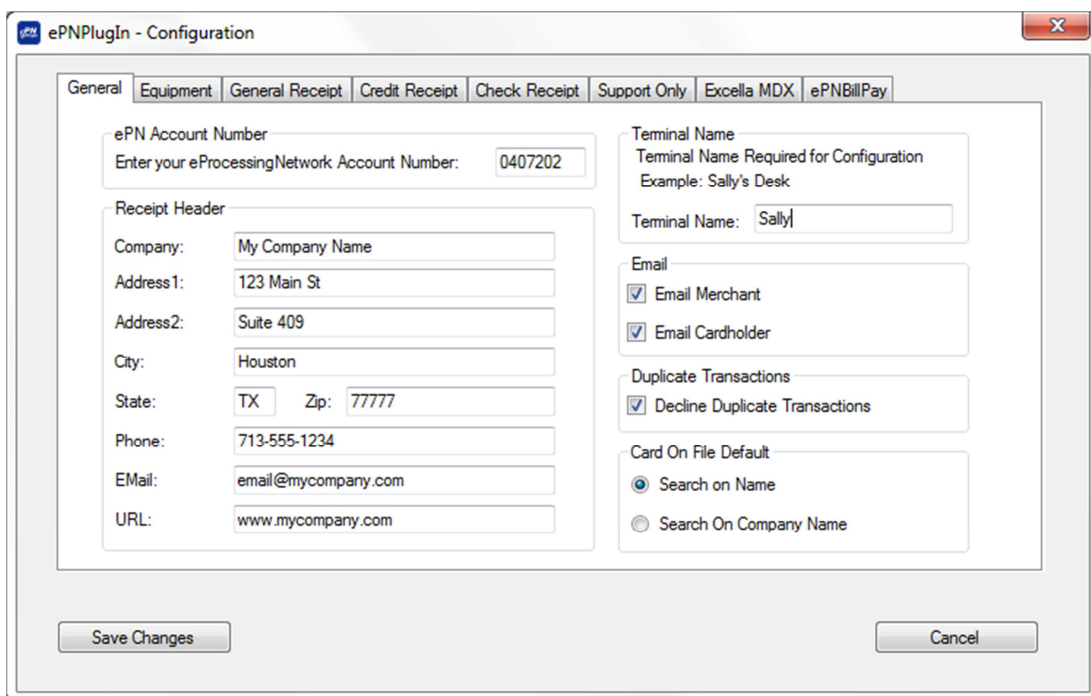


Click **Install** on the Ready to Install Window.

When the installation has completed click **Finish** to exit the **ePNPlugIn** Installation program.

Configure

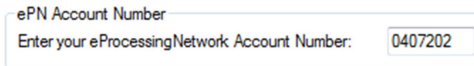
If **QuickBooks** was correctly installed before installing **ePNPlugIn**, the **ePNPlugIn Configuration Windows** will open.



General Tab

ePN Account Number

Enter your **eProcessingNetwork** account number where provided as shown in figure 17. Your ePNAccount number is the same as your login username/number. If you are still unsure, please contact your **Authorized eProcessingNetwork Sales Office**.

A screenshot of a configuration window showing the 'ePN Account Number' field. The text 'Enter your eProcessingNetwork Account Number:' is followed by a text box containing the value '0407202'.

Terminal Name

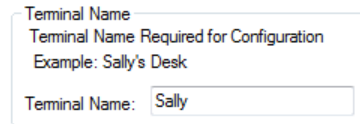
Required for Configuration purposes!

(Alphanumeric Only, no special characters)

DO NOT NAME TERMINALS THE SAME NAME.

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.

A screenshot of a configuration window showing the 'Terminal Name' field. The text 'Terminal Name Required for Configuration' and 'Example: Sally's Desk' is displayed above a text box containing the value 'Sally'.

Support Only Tab - **DO NOT CHANGE**

This tab is for **eProcessingNetwork** to use if needed when troubleshooting an issue with **ePNPlugIn**. **DO NOT CHANGE** this tab unless instructed by an **eProcessingNetwork Technical Representative**. Page 69

ePNBillPay Tab

Please refer to the ePNPlugIn & ePNBillPay Set Documentation.

These are the only setting required and used by the Download Manger. All settings for the Download Manager are found in the Preferences after installation.

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

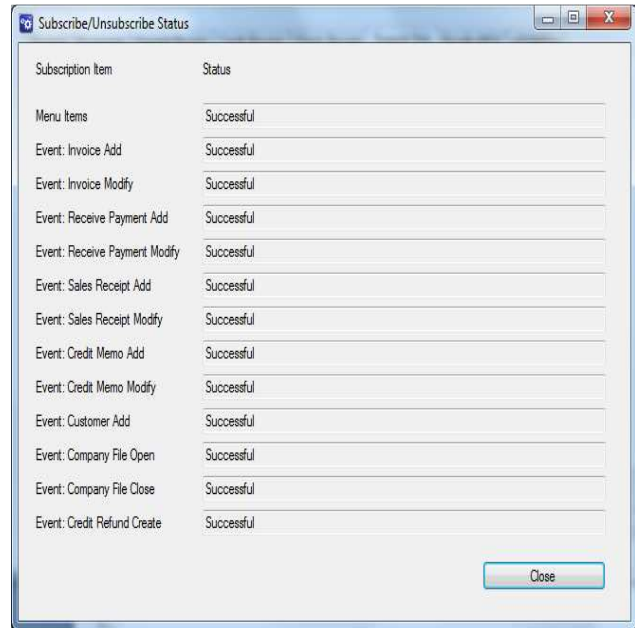
Save Configuration

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:

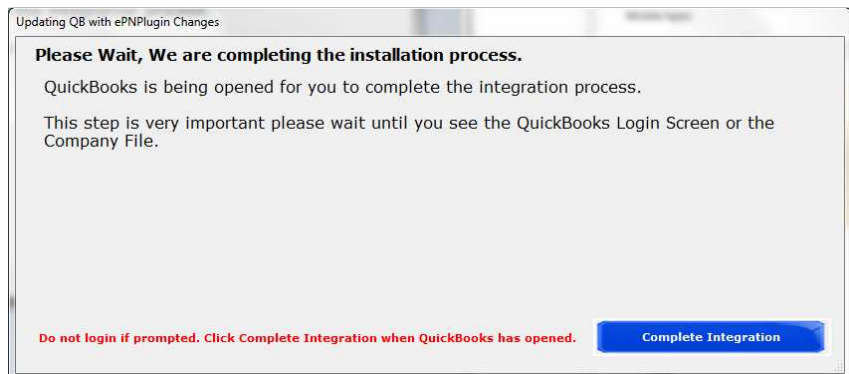
- ⊕ QuickBooks Pro
- ⊕ QuickBooks Premier
(All versions of Premier)
- ⊕ QuickBooks Enterprise
(All versions of Enterprise)
- ⊕ Versions 2013-2015

Compatible Operating Systems:

- ⊕ Windows 7 Suite
(All versions)
- ⊕ Windows 8 Suite
(All versions)
- ⊕ Windows 10 Suite
(All versions)

Certification process w/QuickBooks

After the subscription process has completed, the **Updating QB with ePNPlugin Changes** window will display. **ePNPlugin** will open QuickBooks to complete the integration process.

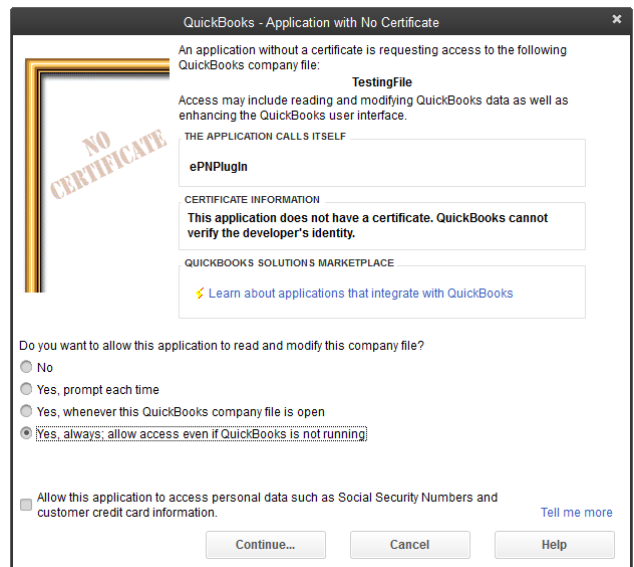


Do not login in to your company file at this time.

Certifying Permissions within QuickBooks

Note:

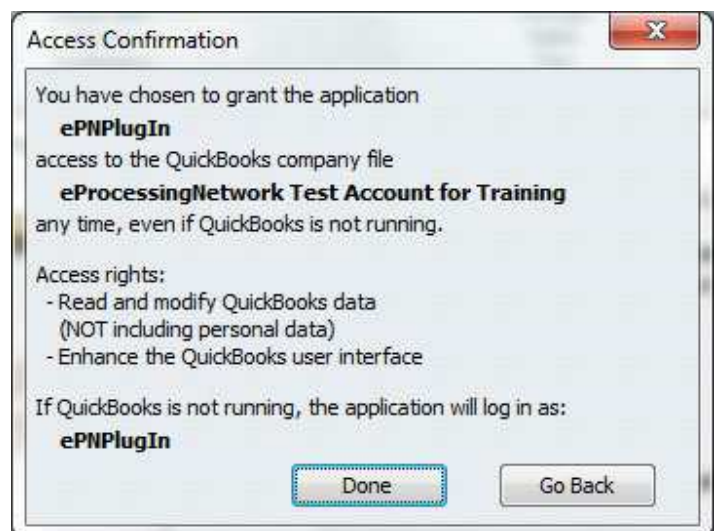
- This window will only show on the first computer installed. This is a company file setting.
- This window will not display when you are updating the software.
- Login into **QuickBooks** with an administrator login (Required)
- Select: “**Yes, always; allow access even if QuickBooks is not running**”



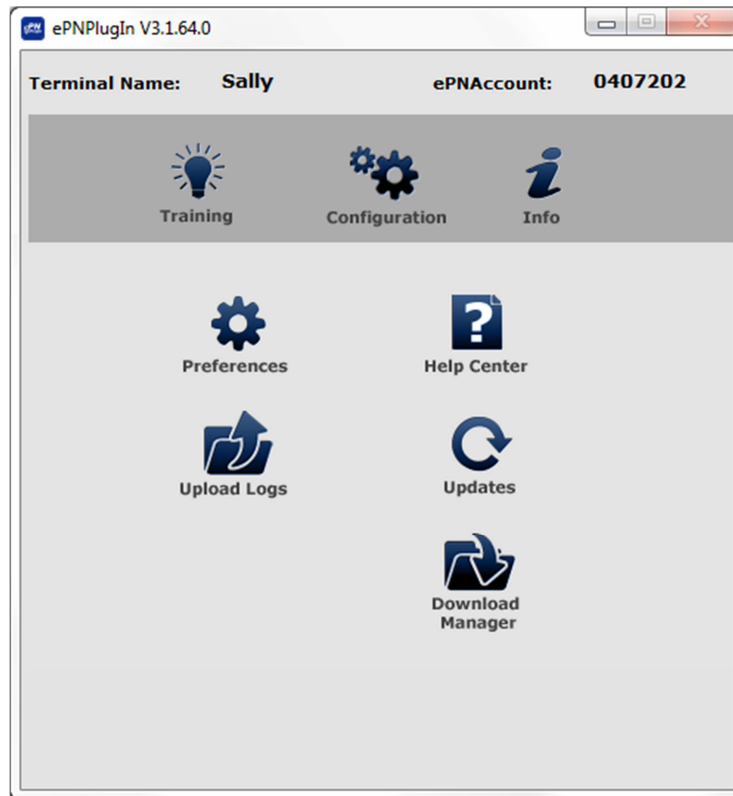
The **Confirm to Proceed** dialog box displays; Click “**Yes**”. This window does not display if you are updating the software.

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 **ePNPlugIn** communicates with your company file. You will not see this on updates or future installs. Return to the **Updating QB with ePNPlugIn Changes** window and click close. The following window will display to ensure you have completed the certification process within QuickBooks.



Control Panel



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

- **Training** provides a PDF on how to process transactions.
- **Configuration** returns you to *ePNPlugIn* Configuration.
- **Info** provides details about your *ePNPlugIn* installation.
- **Help Center** opens the *ePNPlugIn* Help Center at eProcessingNetwork.com
- **Upload logs** are used for trouble shooting. Perform after any error.
- **Updates** checks to see if the *ePNPlugIn* has any updates available.
- **Download Manager** starts the download process and loads the download manager. This must be enabled in Preferences to show.

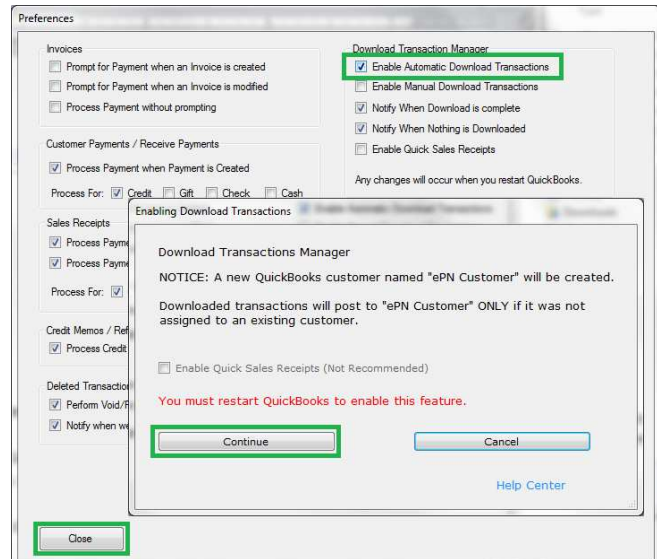
ePNPlugIn **Download Transaction Manager or DTM** automatically downloads any available transactions, meaning these transactions have settled since the last download was performed by the *ePNPlugIn* DTM.

Enabling ePNPlugIn DTM

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. All changes to DTM settings take affect after you restart QuickBooks.



After the ePNPlugIn DTM has completed the **Downloaded Transactions Report** window displays. ePNPlugIn 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.

ePN Customer

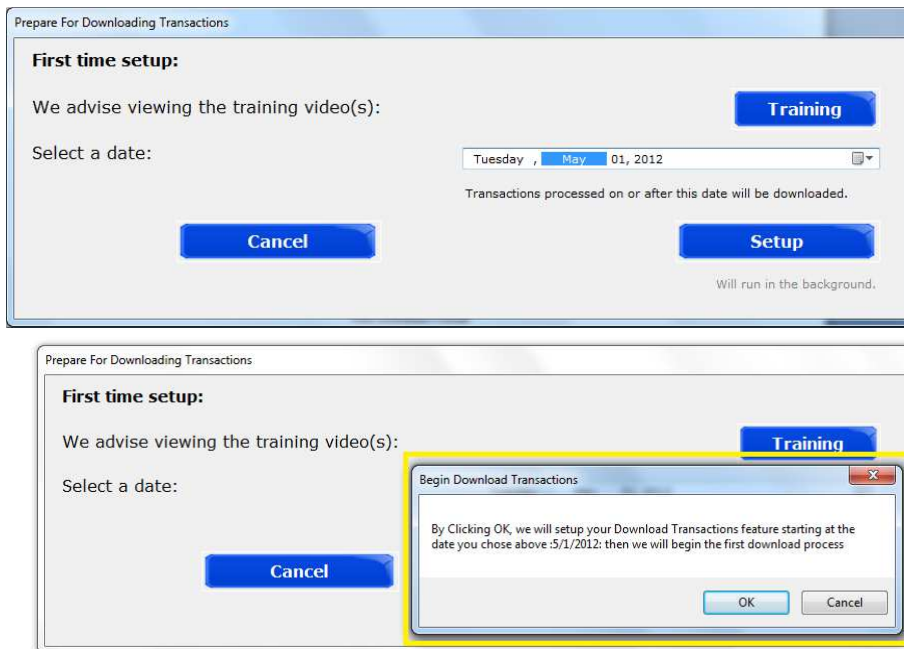
ePNCustomer is a unique customer created by the ePNPlugIn during the download transactions first download process. ePNCustomer is used when a payment is recorded in QuickBooks but was not assigned to a customer in the QuickBooks company file customer data base.

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

NAME	BALANCE	ATT...
Company B	-657.00	
Company C	-1,273.00	
Company E	0.00	
Company F	-147.52	
Davis, Betty	-80.61	
Davis, Betty Co...	-271.46	
ePN Customer	-30,272.49	
Haley Newman	679.73	
Henry Harris	-16.00	
Joe Black	-14.00	
Jon Doe	-84.90	

TYPE	NUM	DATE	ACCOUNT	AMOUNT
Payment		02/18/2015	Undeposite...	54.13
Payment		02/18/2015	Undeposite...	100.00
Payment		02/14/2015	Undeposite...	27.00
Payment		02/11/2015	Undeposite...	54.13
Payment		02/04/2015	Undeposite...	54.13
Payment		02/04/2015	Undeposite...	50.00
Payment		02/04/2015	Undeposite...	35.00

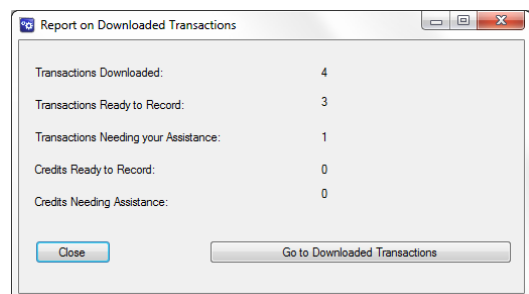
First Time Download



The first time **ePNPlugIn** 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 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.

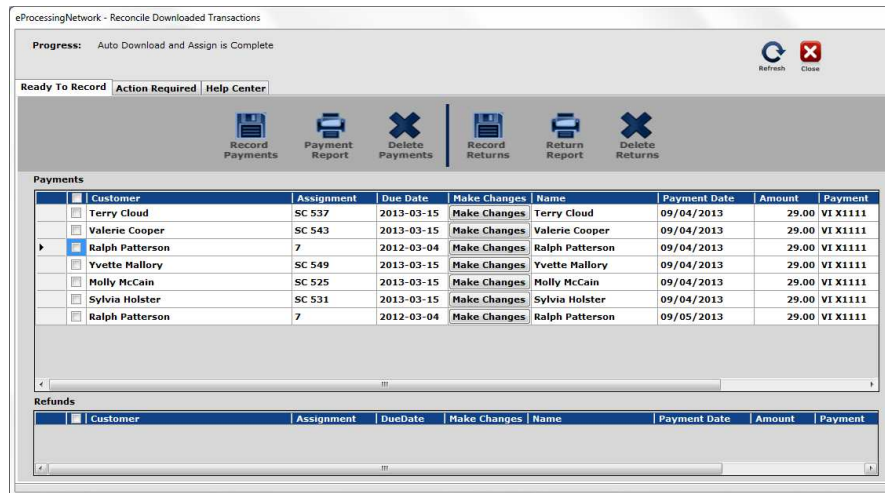
Download Transaction Report

If you have **ePNPlugIn Download Transaction Manager(DTM)** enabled, **ePNPlugIn DTM** automatically downloads any transactions able to be downloaded since the last download. 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 **ePNPlugIn Download Transactions Manager**.

Ready To Record Tab

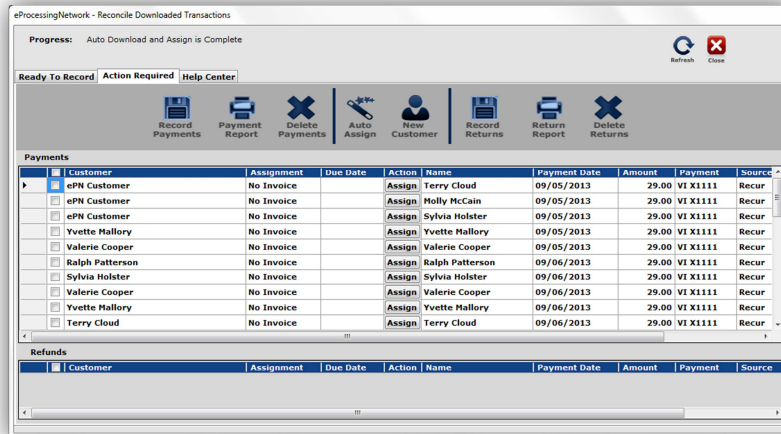


Since the **ePNPlugIn DTM** is designed to automatically download, assign and apply payments to the respective open **QuickBooks** invoices, you will need to do very little. After the automatic download process has completed, you will be able to review and record these transactions.

- **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 **ePNPlugIn 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 ePNPlugIn 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.

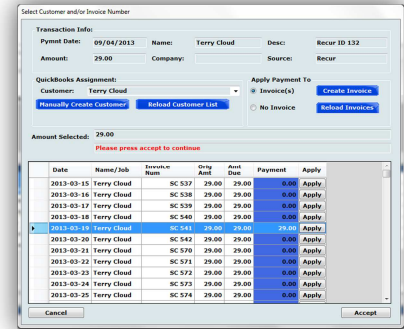
Assign / Make Changes Columns

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 continue.
- Click Accept in the bottom right to save changes.

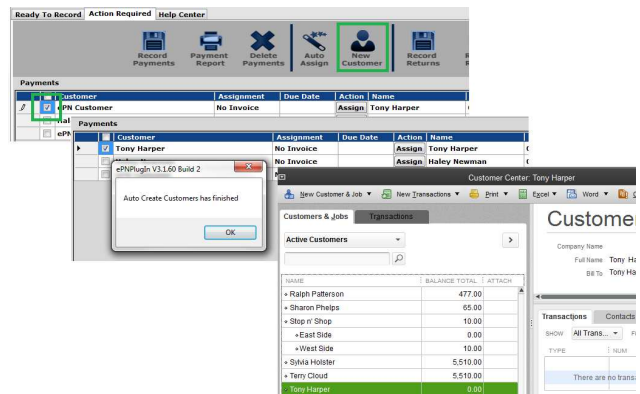


Assign Button

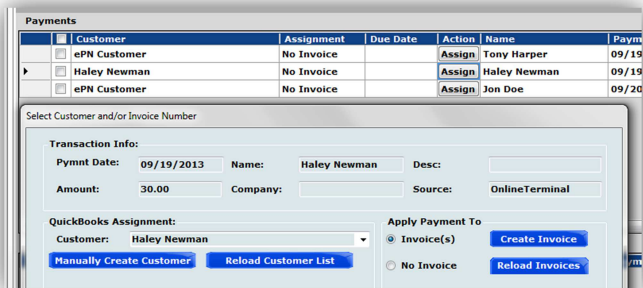
If ePNPlugIn is unable to assign the payment to an existing customer or open invoice for an existing customer, the transactions will list in the Action Required Tab. These transactions can be assigned or just recorded as general income against either the found customer or ePNCustomer Account in your 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 and the ePNPlugIn will create the customer in QuickBooks using the customer data provided in the transaction. This does not include shipping details, jus billing information, name, phone, address, and email if provide at the time of the transaction.

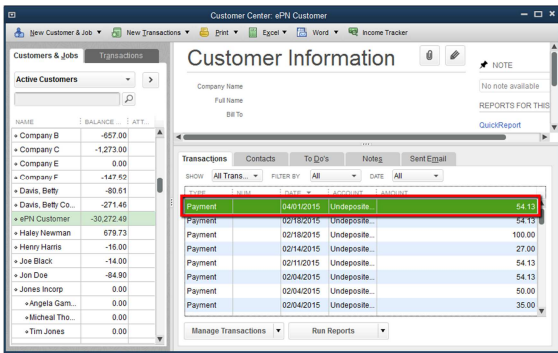


Customer with No Invoice



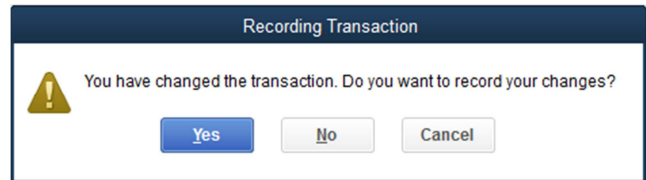
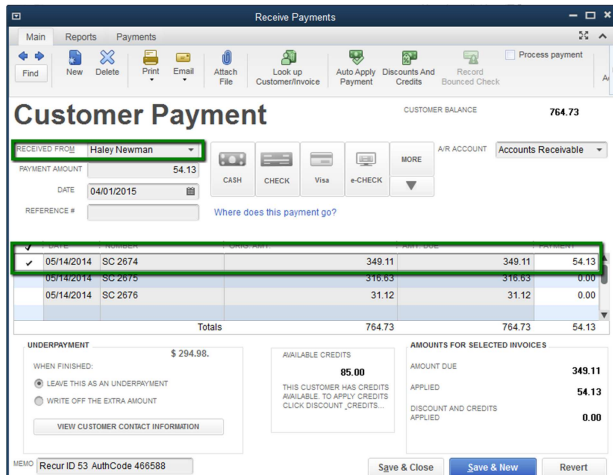
If the customer was newly created or existed but didn't have an open invoice, you may check the transactions and click Record Payments. Then QuickBooks will apply the payment for you. Or you may click the Assign Button, change the Apply Payments to Invoices and create the invoice. This will open the QuickBooks create invoice window.

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.

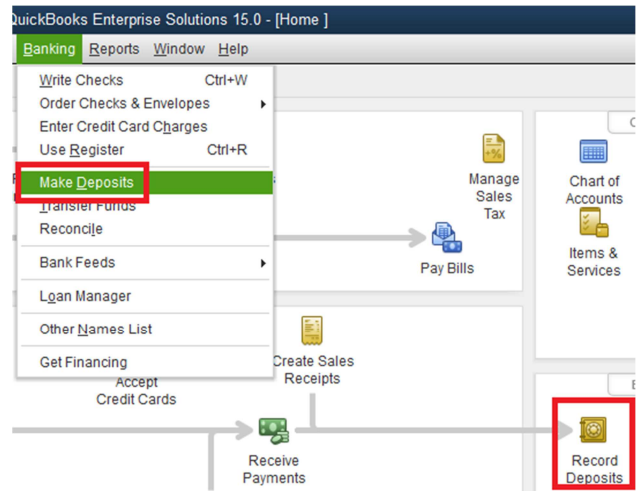
Select the customer from the "Received From" drop down men. Select the invoice it should be applied if not already selected. Click Save & Close to continue. Confirm with **QuickBooks** the payment reassignment.



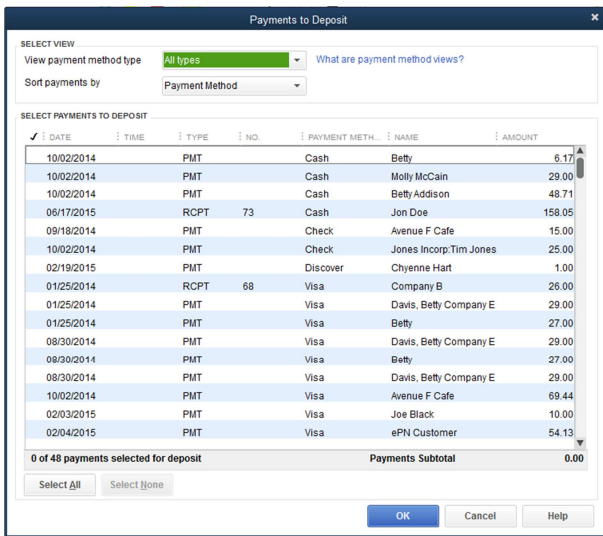
Recording Deposits

eProcessingNetwork 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.

ePNPlugIn records approved transactions in the Undeposited Funds section of QuickBooks.



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



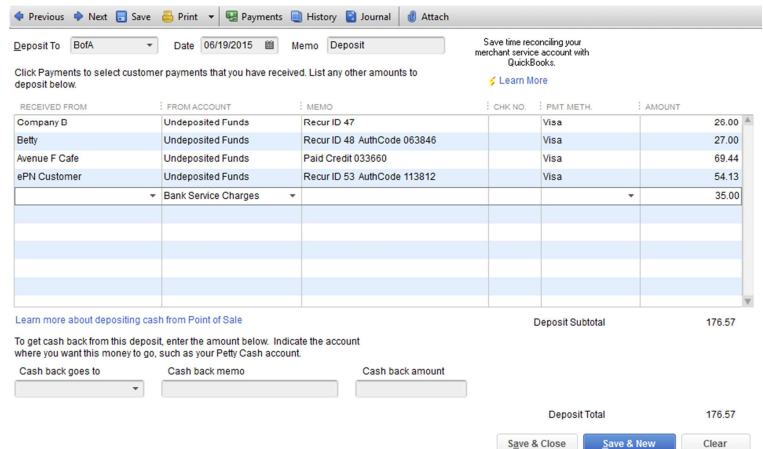
In the **Payments to Deposit** window, click the **View payment method type** dropdown list to select the payment method types that you want to display.

Select the payments that you want to deposit, and then click **OK**.

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

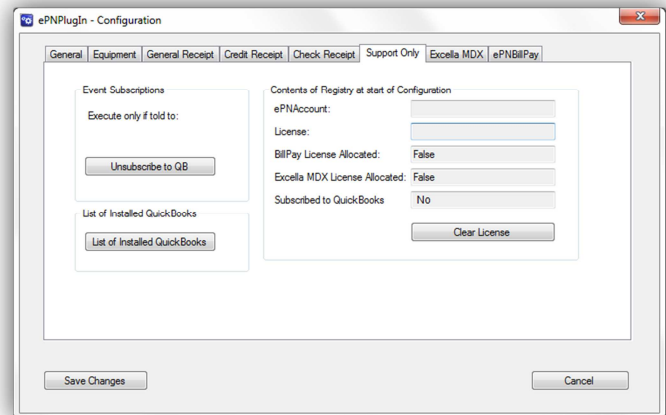
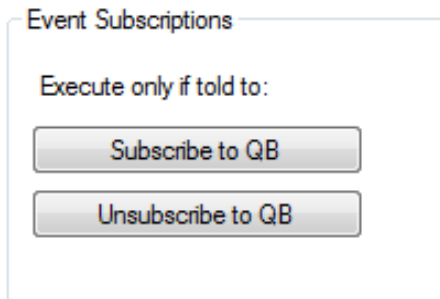
The displayed **Deposit Subtotal** may not match the deposit total on your bank statement. Typically, this discrepancy is the result of credit card fees. If this is the case, enter the credit card fees on a separate line as a negative amount and change the **From Account** to an expense account.

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



Support Only Tab

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



Event Subscriptions

Should only be done if told by an eProcessingNetwork Technical Agent

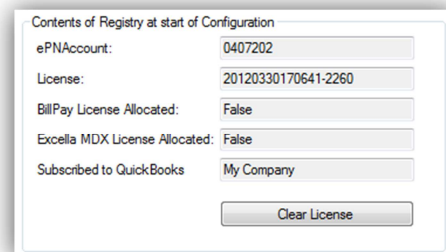
This section helps us trouble shoot problems that may be related to the event subscriptions the **ePNPlugIn** must do in order to communicate with QuickBooks properly. This will be done automatically for you when you save and close the Configuration Window.

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 **ePNPlugIn** 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 **ePNPlugIn** licensed freed to move it from one computer to another, please contact **eProcessingNetwork Technical Support** line and provide them the terminal name and they can clear the license.



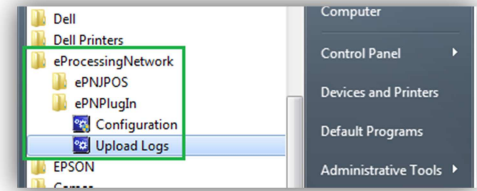
Upload Logs



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.

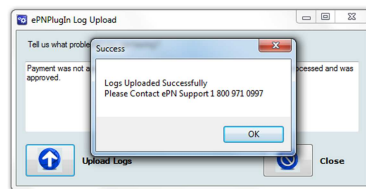
Without these logs, they will have nothing to work from.

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 ePN Support** for assistance.

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

Uninstall Process

To remove **ePNPlugin** 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 **ePNPlugin** so it is highlighted
 - ✦ Click **Remove**.
 - ✦ When asked **Are you sure....** Click **Yes**.
- Close QuickBooks
 - ✦ If the **ePNPlugin 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 **ePNPlugin**
 - ✦ Click on the Windows **Start** menu
 - ✦ Click **Control Panel**
 - ✦ Click **Programs and Features**
 - ✦ Scroll down and select **ePNPlugin** so it is highlighted.
 - ✦ Click **Uninstall**.
 - ✦ Reboot your computer when uninstall is complete.
- Delete any desktop links related to **ePNPlugin**.
- **For Win 7, 8 & 10 User:** After you have removed the **ePNPlugin**, 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.