ePNPlugIn v3.1.58

Financial Software Payments Module for QuickBooks

Credit Card Refund

eProcessing Network LLC
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*e*PNPlugIn 3
Credit Card Refunds

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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 manually keyed return credit card transactions. You may also use the **Card On File** for return transactions.

Requirements & Preparations

- An *e***ProcessingNetwork** account is required with *e***PNPlugIn License(s).**

- Compatible operating systems: **Windows XP, Vista & Win7, all editions**.

- **For Vista/Win7 users, User Account Controls** must be enabled before installing. Vista Users need to enable the UAC. Win7 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, 2008-2012.**

- 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**.

- *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.

- *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 not be unable to trouble shoot 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.

Credit Card Refunds

The *e*PNPlugIn does not process cash or check returns, only credit card returns. You can process 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.

Original Payment

Bottom left of this window, select the Refund the amount to the customer.

Select Refund the amount to the customer

Click **"Save & Close"** and Click **"Yes"** to save changes.

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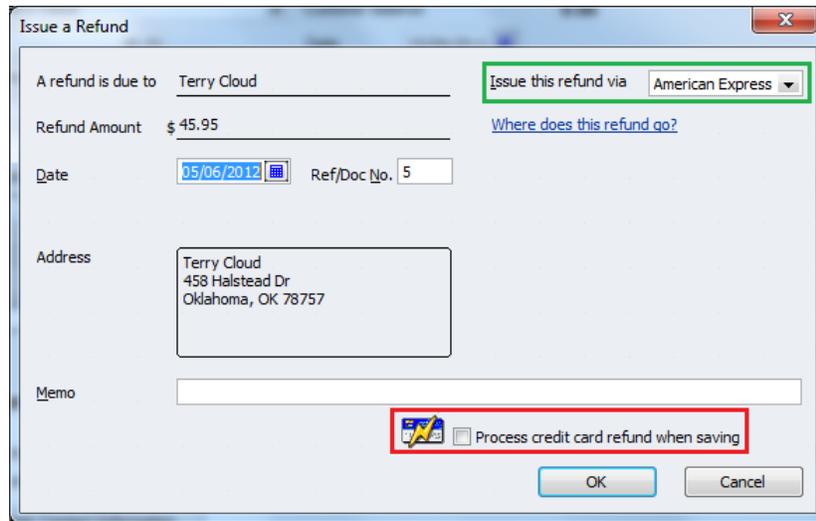
Issue a Refund via Credit Card Type

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.
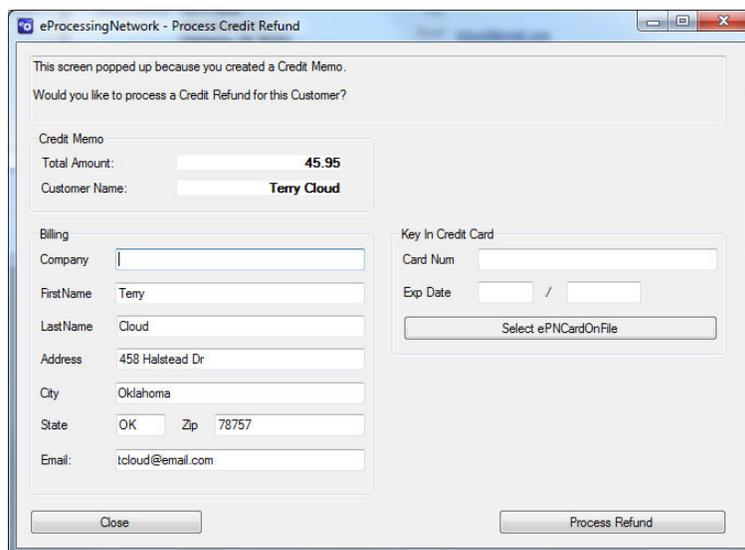
Process Credit Refund Window

Using the **"SelectCardOnFile" button**, you can use the original credit card information to process the credit card.

Card on File Window

Highlight the payment information you will be using under Search Results and click **"Choose This Payment"** button.

Process refund

Click the **"Process Refund"** button to continue.

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

Process refund Approval

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.

Click the **Refunds & Credits** icon on the QuickBooks home page.
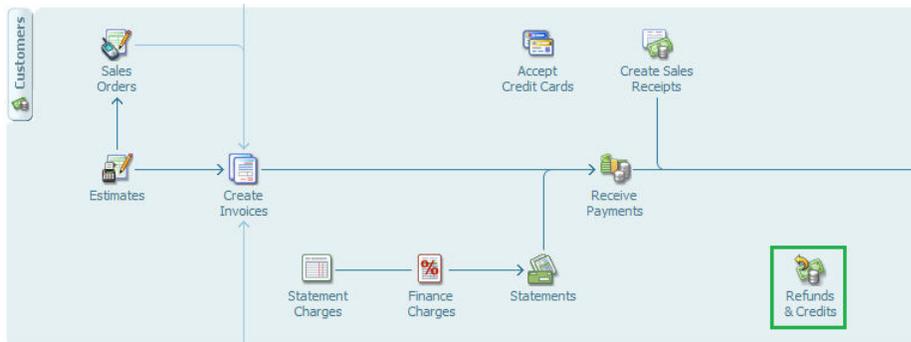
From the Customer Drop Down menu, select **Create Credit Memo/Refunds**.
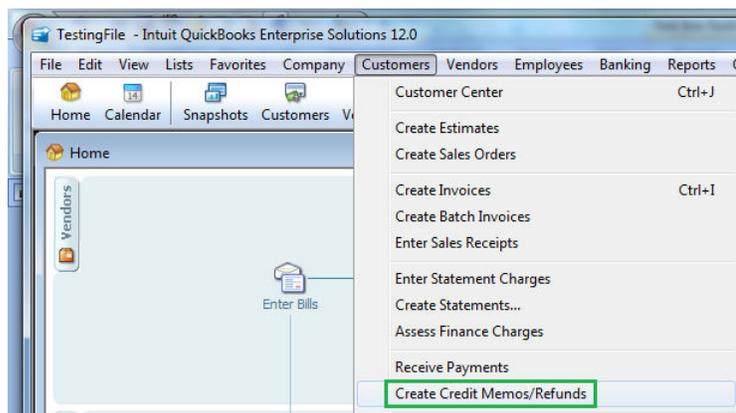
From the **Customer Center**
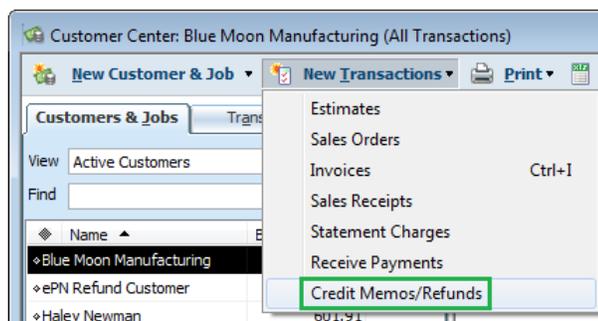
From the **Original Invoice** using the **Create Menu**
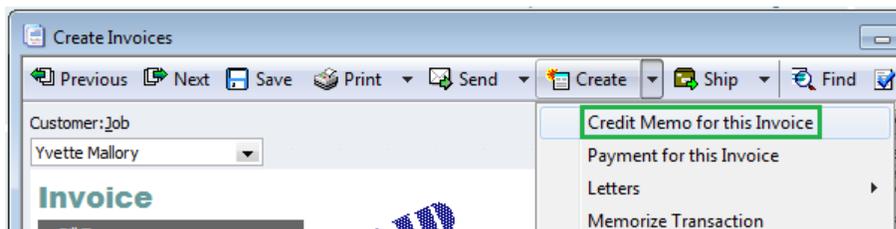
Credit Memo for Invoice
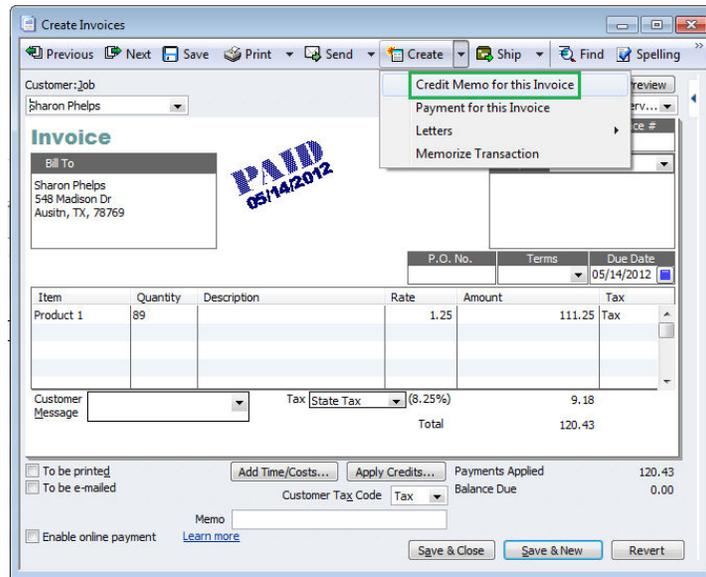
Create Credit Memo for Invoice

Click the **Create Menu** and select **Credit Memo for this Invoice**.
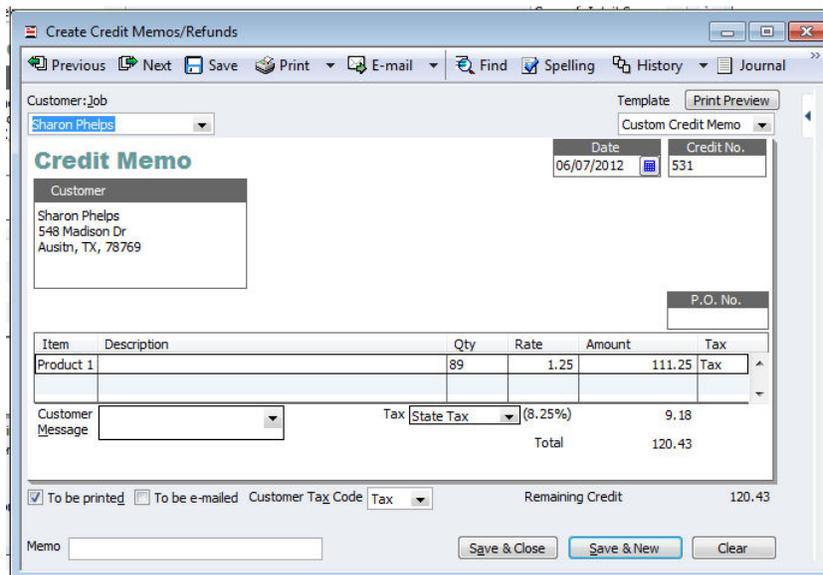
Credit Memo for Invoice

Make any changes necessary and click **"Save & Close"** to continue.
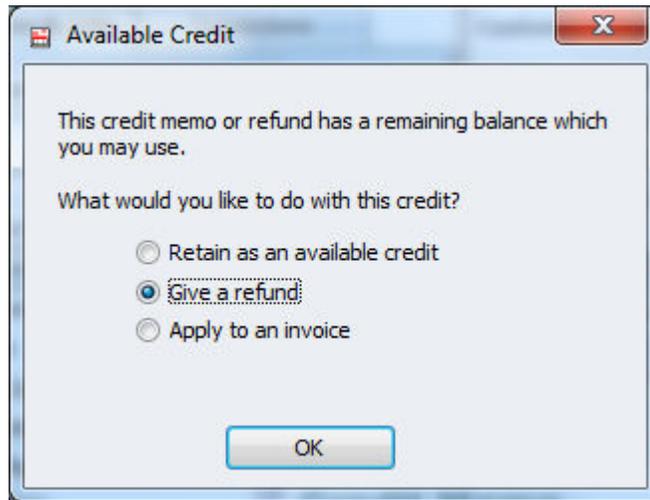
Available Credit Dialog Box

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.
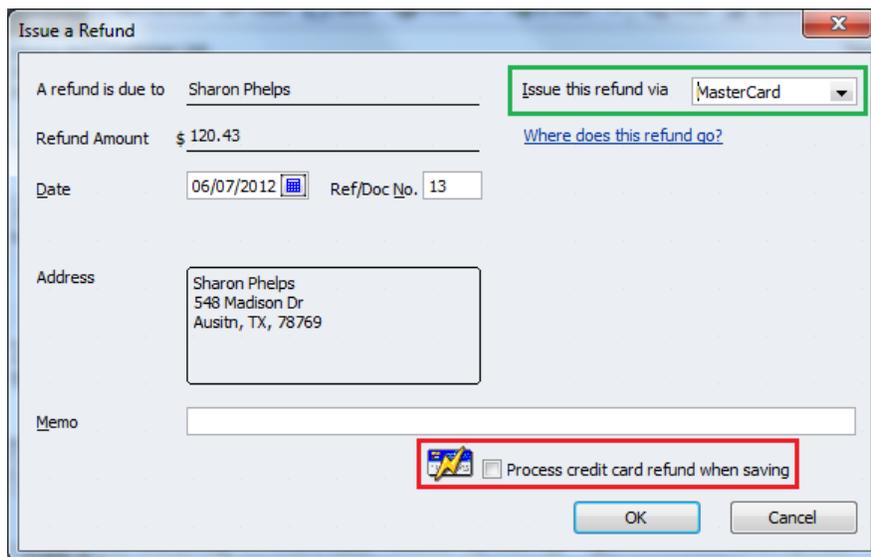
Issue a Refund window

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**.
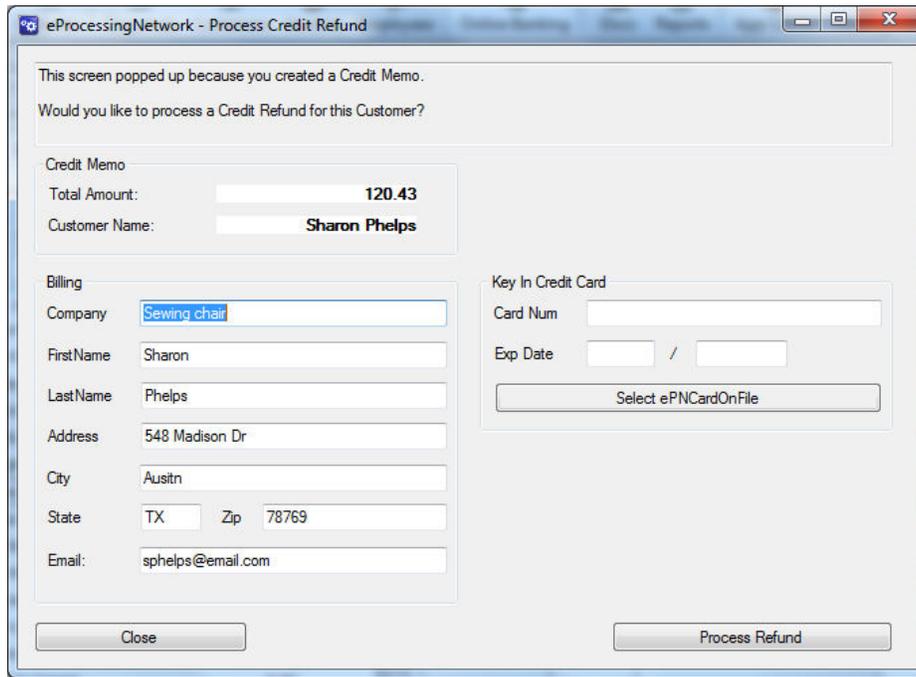
Process Credit Refund Window

Using the **"SelectCardOnFile" button**, you can use the original credit card information to process the credit card.
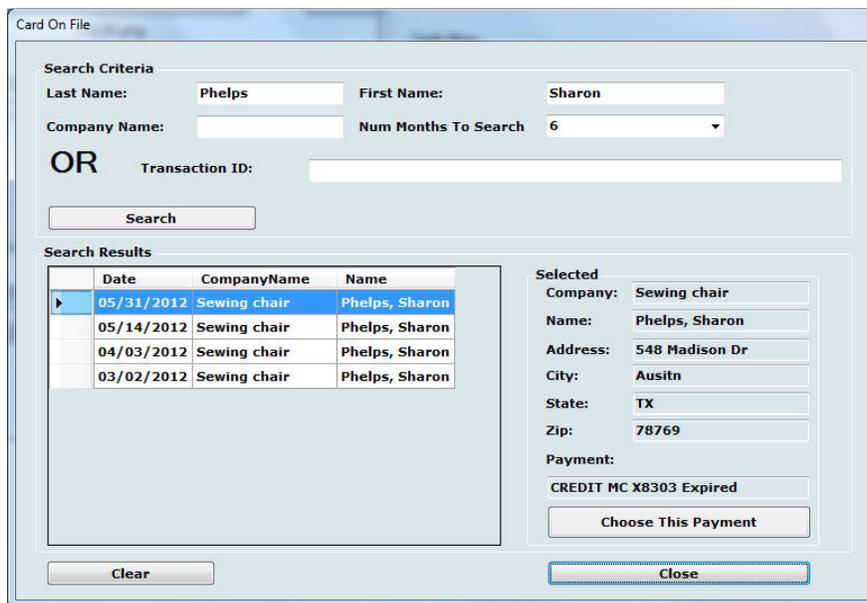
Card on File Window

Highlight the payment information you will be using under **Search Results** and click **Choose This Payment** button.

Process refund

Click the **"Process Refund"** button to continue.

Process refund Approval

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

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**.
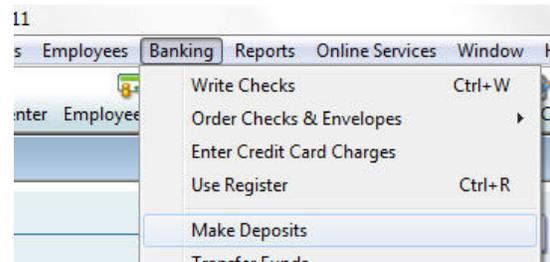
Banking/Make Deposits Location

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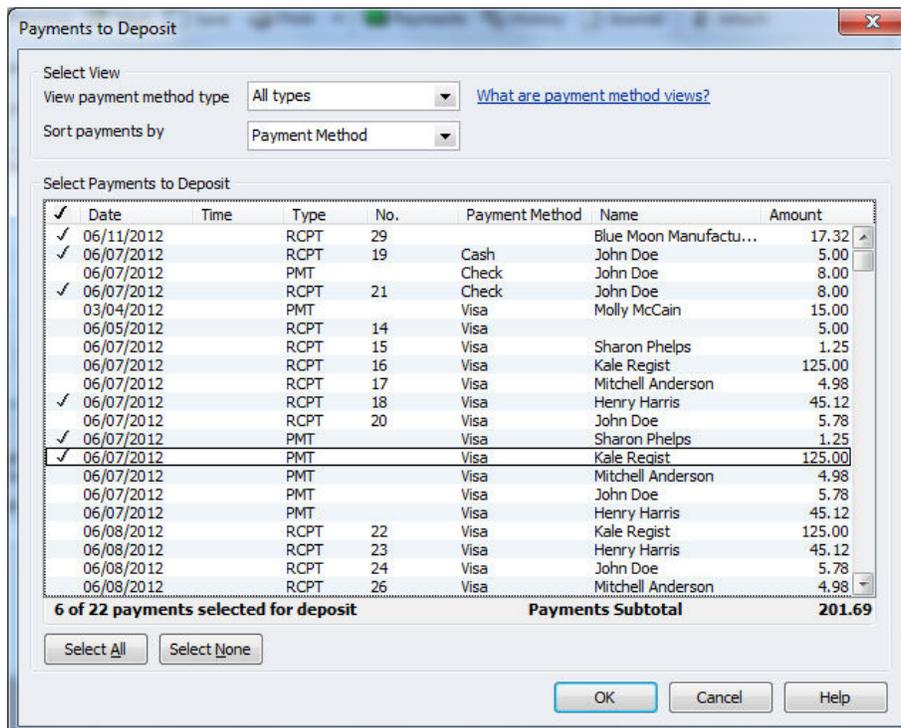
Select the payments that you want to deposit, and then click **OK**.

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.

Upload Logs

If you have any issues or errors while working with Download Transactions, first upload Logs. These logs help **eProcessingNetwork** tech support representatives trouble shoot 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.

Help Menu from the **ePNPlugIn Control Panel**
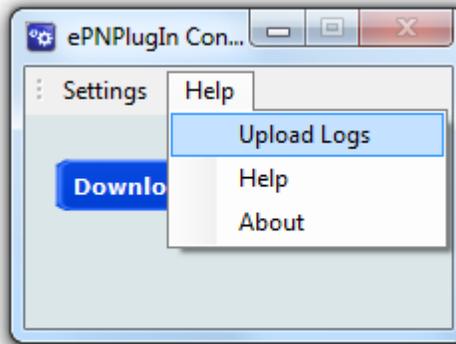
Go to the **Start** menu, select **All Programs**.

Select the **eProcessingNetwork** option, select **ePNPlugIn** and click **ePNPlugIn Upload Logs**.
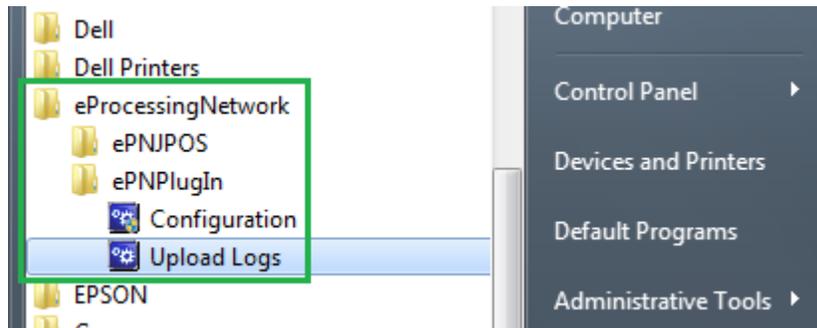
Customer Drop Down Menu within QuickBooks
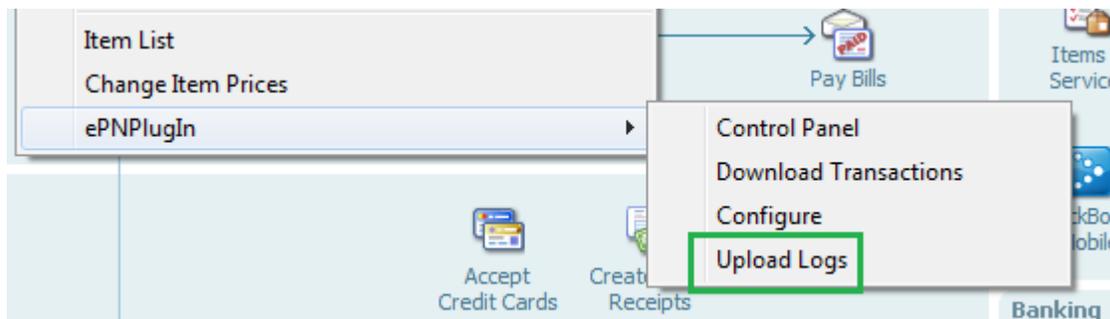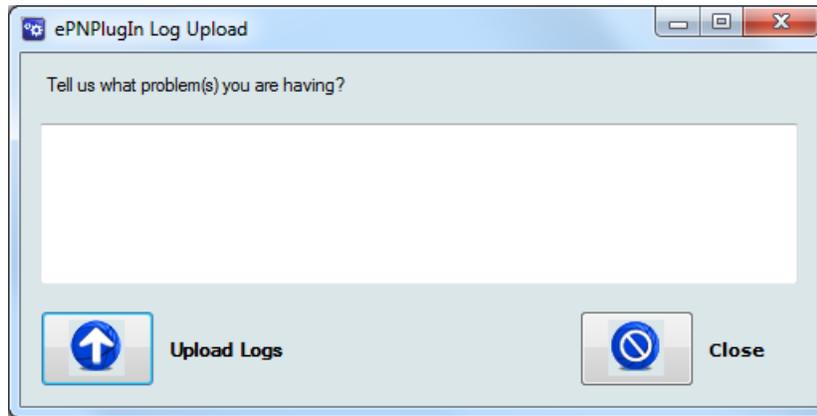
ePNPlugIn Log Upload Screen

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."
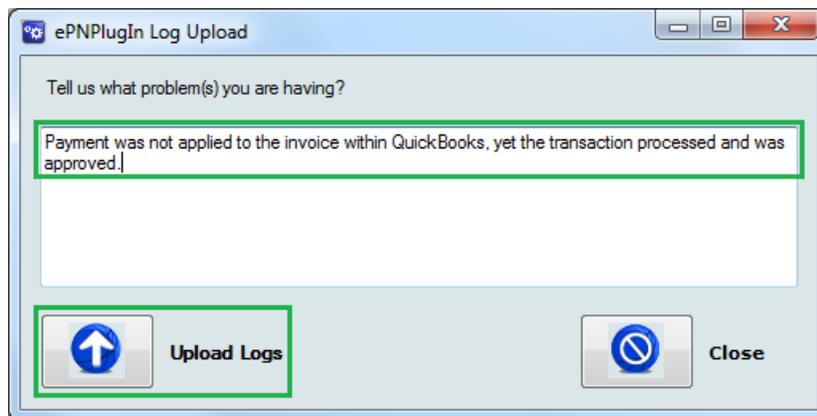
Enter Comment and Upload Logs
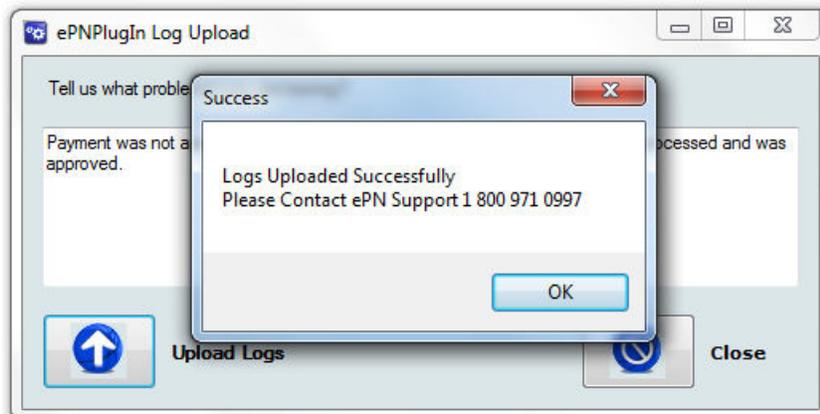
After the logs are uploaded; **contact ePN Support** for assistance.