# *ePNPlugIn v3.1.58* Financial Software Payments Module for QuickBooks

### Credit Card Refund

eProcessing Network LLC 7/2/2012



### *e*PNPlugIn 3 Credit Card Refunds

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### **Overview**

- *e*PNPlugIn, from *e*ProcessingNetwork, gives merchants using Intuit <sup>®</sup> 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.

- 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.
- **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.
- **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** 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.
- **ePNPlugIn** will not work with Roaming Profiles or terminal type computers or terminals.
- When using a Proxy Server, the URL: <u>https://www.eprocessingnetwork.com/cgi-bin/qb</u> 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.

Previous	🎙 Next 🧉 Print 🔻	ዊስ History	▼ Journal	🛃 Get Online P	mts 🛛 🗍	Attach		
Custome	r Payment							
Received From	Terry Cloud		Customer Balan	ce	0.00			
Amount	45.95		Date	05/06/2012 🔳				
Pmt. Method	American Express		Reference #					
Memo			Where does thi	s payment qo?				
Lard No.			Exp. Date	/				
Process Ame	rican Express payment who Number	en saving Orig. Amt. D Unpaid i	Exp. Date	/ Amt	t. Due		Fin <u>d</u> a Custom Payment	er/Invoice
,ard No. ☐ Process Ame ✓ Date	nican Express payment who Number There are no	en saving Orig. Amt. Unpaid i	Exp. Date	مسر his custome	t. Due Br		Fin <u>d</u> a Custom Payment	er/Invoice
→ Process Ame	Number Number There are no Totz	orig. Amt. Orig. Amt. Unpaid i	Exp. Date	his custome	t. Due Ər		Find a Custom Payment 0.00	er/Invoice
☐ Process Ame	Number Number There are no Tota	orig. Amt. Orig. Amt. Unpaid i	Exp. Date	his custome	t. Due ∂ř		Find a Custom Payment 0.00 Amounts for Selected I	er/Invoice 0.00 nvoices
Ard No. Process Ame Date	Number There are no Tota	orig. Amt. Orig. Amt. Unpaid i als	_ Exp. Date	his custome	t. Due Bir		Find a Custom Payment 0.00 Amounts for Selected I Amount Due	er/Invoice 0.00 nvoices 0.0
Overpayment to:	rican Express payment who Number There are no Tota \$45.95. When you fini	orig. Amt. Orig. Amt. Unpaid i sls sh, do you	Exp. Date	his custome	t. Due er	ayment	Find a Custom Payment 0.00 Amounts for Selected I Amount Due Applied	er/Invoice 0.00 nvoices 0.0 0.0
Dverpayment want to:	rican Express payment who Number There are no Tota \$45.95. When you fini e credit to be used later	en saving Orig. Amt. D'UNP aid i als sh, do you	Exp. Date	his custome	t. Due Br	ayment	Find a Custom Payment 0.00 Amounts for Selected I Amount Due Applied Discount and Credits	er/Invoice 0.00 nvoices 0.0 0.0 0.0
Overpayment Cov	In the second se	orig. Amt.	Exp. Date	his custome 0.00	t. Due Bř uto Apply Pa scoun <u>t</u> & Cr	ayment	Find a Custom Payment 0.00 Amounts for Selected I Amount Due Applied Discount and Credits Applied	er/Invoice 0.00 nvoices 0.0 0.0 0.0

**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	-							x
A refund is due to Terr	ry Cloud	<u> </u>	<u>I</u> ssue	e this refund	l via	America	an Expre	ss 💌
Refund Amount \$ 45.9	95	<u> </u>	Whe	re does this	refund	l qo?		
Date 05/	06/2012 🔳 Ref	f/Doc <u>N</u> o. 5						
Address Ter 458	ry Cloud 3 Halstead Dr	ч. ч.						
Okl	ahoma, OK 78757							
		]						
Memo							_	
			Proces	s credit caro	l refun	d when s	aving	
				0	<		Cance	el a

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.

Vould you lik	e to process a Credit Refund for this Customer?	
Credit Memo		
Total Amour	nt: 45.95	
Customer N	ame: Terry Cloud	
Billing		Key In Credit Card
Company	[	Card Num
FirstName	Teny	Exp Date /
LastName	Cloud	Select ePNCardOnFile
Address	458 Halstead Dr	
City	Oklahoma	
State	ОК Др 78757	
Email:	tcloud@email.com	]

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.

earc	ch Criteria				
ast	Name:	Cloud	First Name:	Terry	
omp	pany Name:		Num Months To Search	6	•
O	R Trans	action ID:			
11000	Search				
earc	Date	CompanyName	Name	Selected	
	02/29/2012	2	Cloud, Terry	Company:	
				Name:	Cloud, Terry
				Address:	458 Halstead Dr
				City:	Oklahoma City
				State:	ок
				Zip:	78757
				Payment:	
				CREDIT VI	X0739 Current
				Cho	oose This Payment

#### 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.

Transaction Response	
Approved or Declined:	Approved
Response:	SUCCESSFUL
Transaction ID:	20120607133617-0407202-2848
Amount	45.95
Name:	Terry Cloud
Print Receipt	Close

#### **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

*		
🐞 New Customer & Job 🔹 🎽	New Transactions •	Print • 🖱
Customers & Jobs Trans	Estimates	
	Sales Orders	
View Active Customers	Invoices	Ctrl+I
Find	Sales Receipts	
♦ Name ▲ E	Statement Charges	
Blue Moon Manufacturing	<b>Receive Payments</b>	
♦ePN Refund Customer	Credit Memos/Refun	ds
Haley Newman	BULSI II	

From the Original Invoice using the Create Menu

ſ	Create Invoices						
	🔁 Previous 🕞 Next	🗖 Save	🏐 Print	👻 🔯 Send	•	👕 Create 🔽 🖾 Ship 👻 🕄 Find	<b></b>
	Customer: <u>]</u> ob					Credit Memo for this Invoice	ire
	Yvette Mallory	•				Payment for this Invoice	ar L
	Invoice		یم ا			Memorize Transaction	

### Credit Memo for Invoice

ustomer: <u>J</u> ob iharon Phelps Invoice Bil To Sharon Phelps 548 Madison D		P. A.L.D.	Credit Payme Letters Memo	Credit Memo for this Invoice review Payment for this Invoice row Letters c = Memorize Transaction				
Ausitn, TX, 78 Item Product 1	Quantity 89	Description	P.O. Rate 1.25	No. Terms Amount 111.2	Due Date 05/14/2012			
Customer Message		Tax Sta	te Tax (8.25%) Total	9.14 120.4	₹ 8 3			
] To be printeg ] To be e-maile	i :d	Add Time/Costs Custome	Apply Credits r Ta <u>x</u> Code Tax 💌	Payments Applied Balance Due	120.43 0.00			

Create Credit Memo for Invoice

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

istomer: <u>]</u> o naron Phe	b ps	•						Template Custom Cr	Print Pre	eview
Custome	t Mem	0					06/0	Date 07/2012 🔳 53	Credit No 31	
Sharon Pho 548 Madiso Ausitn, TX	elps on Dr , 78769									
									P.O. No	
Item	Description		-72			Oty	Rate	Amount	P.O. No Tax	
Item Product 1	Description					Qty 89	Rate 1.25	Amount 111.2	P.O. No Tax 25 Tax	
Item Product 1	Description			Ta	× State	Qty 89 Tax	Rate 1.25 (8.25%)	Amount 111.2 9.1	P.O. No Tax 25 Tax 18	•
Item Product 1 Customer <u>4</u> essage	Description		•	Ta	x State	Qty 89 Tax	Rate 1.25 (8.25%) Total	Amount 111.2 9.1 120.4	P.O. No Tax 25 Tax 18 13	

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		-		-	×
A refund is due to Sharon Phelps	<u> </u>	Issue this r	efund via	MasterCar	d 👻
Refund Amount \$ 120.43	<u> </u>	Where doe	es this refur	nd go?	
Date 06/07/2012	Ref/Doc No. 13				
Address Sharon Phelps 548 Madison I	a a a a				
Ausitn, TX, 78	3769				
	]				
Memo					
		Process cred	it card refu	nd when savi	ing
			ОК		Cancel

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.

Refun

**Process Credit Refund Window** 

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

	Name	Dhalas	First Name	Chasen	
ist	Name:	Pheips	FIRST Name:	Sharon	
om	pany Name:		Num Months To Se	arch 6	
D	R Transa	ction ID:			
	Search				
ar	ch Results	CN	6	Selected	
•	Date	CompanyName	Rhelps Sharon	Company:	Sewing chair
	05/14/2012	Sewing chair	Phelps, Sharon	Name:	Phelps, Sharon
	04/03/2012	Sewing chair	Phelps, Sharon	Address:	548 Madison Dr
	03/02/2012	Sewing chair	Phelps, Sharon	City:	Ausitn
				State:	тх
				Zip:	78769
				Payment:	
				CREDIT M	C X8303 Expired
				Ch	oose This Payment

Card on File Window

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

This screen popped up because you created a Credit Memo. Would you like to process a Credit Refund for this Customer?				
Cradit Mamo				
Total Amount: 120.43				
Customer Name: Sharon Phelps				
Billing			Key In Credit	Card
Company Sewing chair		Card Num	CardOnFile (MC,X8303,Expired)	
FirstName	stName Sharon stName Phelps sddress 548 Madison Dr		Exp Date /	
LastName				Select ePNCardOnFile
Address				
City	Ausitn			
State	TX Zip	78769		
Email:	sphelps@email.	com		

Process refund

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

Transaction Response	a reserve the second second
Approved or Declined:	Approved
Response:	SUCCESSFUL
Transaction ID:	20120607144529-0407202-2849
Amount	120.43
Name:	Sharon Phelps
Print Receipt	Close

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**.

s Employees	Banking Rep	orts Online Ser	rvices Window H
nter Employee	Write Che Order Ch Enter Cre Use Regis	ecks ecks & Envelope dit Card Charges ter	Ctrl+W s Ctrl+R
	Make De	oosits	1
	Transfor	lunde	1

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.

View	payment metho	d type	All types		What are payme	ent method views?	
Sort	payments by		Payment Met	hod			
Sele	ct Payments to [	Deposit					
1	Date	Time	Туре	No.	Payment Method	Name	Amount
1	06/11/2012		RCPT	29		Blue Moon Manufactu	17.32
1	06/07/2012		RCPT	19	Cash	John Doe	5.00
	06/07/2012		PMT		Check	John Doe	8.00
1	06/07/2012		RCPT	21	Check	John Doe	8.00
	03/04/2012		PMT		Visa	Molly McCain	15.00
	06/05/2012		RCPT	14	Visa		5.00
	06/07/2012		RCPT	15	Visa	Sharon Phelps	1.25
	06/07/2012		RCPT	16	Visa	Kale Regist	125.00
	06/07/2012		RCPT	17	Visa	Mitchell Anderson	4.98
1	06/07/2012		RCPT	18	Visa	Henry Harris	45.12
	06/07/2012		RCPT	20	Visa	John Doe	5.78
1	06/07/2012		PMT		Visa	Sharon Phelps	1.25
1	06/07/2012		PMT		Visa	Kale Regist	125.00
	06/07/2012		PMT		Visa	Mitchell Anderson	4.98
	06/07/2012		PMT		Visa	John Doe	5.78
	06/07/2012		PMT		Visa	Henry Harris	45.12
	06/08/2012		RCPT	22	Visa	Kale Regist	125.00
	06/08/2012		RCPT	23	Visa	Henry Harris	45.12
	06/08/2012		RCPT	24	Visa	John Doe	5.78
	06/08/2012		RCPT	26	Visa	Mitchell Anderson	4.98
6 (	of 22 payment	s selec	ted for depos	it	Payme	nts Subtotal	201.6
S		elect Nor					

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

🛛 Previous 🛛 🗭 N	lext 🔚 Save 🗳 Pri	nt 👻 🔛 Payments	ዊ History	Journal	🛛 🖞 Attach
eposit To BofA	▼ Date 06/1	2/2012 🔝 Memo De	posit		
lick Payments to sel	ect customer payments th	at you have received. List	any other an	nounts to deposi	it below.
Received From	From Account	Memo	Chk No.	Pmt Meth.	Amount
Blue Moon Manufact	12000 · Undeposited	Paid Credit 111192			17.32
John Doe	12000 · Undeposited	AuthCode ccepted		Cash	5.00
John Doe	12000 · Undeposited	AuthCode 286504		Check	8.00
Henry Harris	12000 · Undeposited	AuthCode 584851		Visa	45.12
Sharon Phelps	12000 · Undeposited	AuthCode 584849		Visa	1.25
(1990)920379-2 - SY - S					123726742
To get cash back from	n this deposit, enter the a	mount below. Indicate th	Deposi	t Subtotal	201.69
where you want this	money to go, such as you	r Petty Cash account.	Carland		
Cash back goes to		emo	Cash Dau	Camount	
			Dep	oosit Total	201.69

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.

Previous 🕒 Nex 🗣	t 🕞 Save 🝏 Print	- Payments 4	占 History	Journal	⊎ Attach	
eposit To BofA	<ul> <li>Date 06/12/201</li> </ul>	.2 Memo Depo	sit			
lick Payments to select	customer payments that yo	u have received. List ar	ny other amo	unts to deposi	t below.	
Received From	From Account	Memo	Chk No.	Pmt Meth.	Amount	
Blue Moon Manufact	12000 · Undeposited P	aid Credit 111192	8		17.32	
John Doe	12000 'Undeposited A	uthCode ccepted		Cash	5.00	L
John Doe	12000 · Undeposited A	uthCode 286504		Check	8.00	
Henry Harris	12000 · Undeposited A	uthCode 584851		Visa	45.12	
Sharon Phelps	12000 · Undeposited A	uthCode 584849		Visa	1.25	
Kale Regist	12000 · Undeposited A	uthCode 584852		Visa	125.00	
	60400 · Bank Service				56.23	
	-					
						١.
	<u>r</u>					-
			Deposit S	Subtotal	257.92	
o get cash back from the volume to the set of the set o	nis deposit, enter the amoun ney to go, such as your Peti	t below. Indicate the a ty Cash account.	iccount			
Cash back goes to	Cash back memo		Cash back a	amount		
	·					
			Depo	sit Total	257.92	Ş
		_		- <u> </u>		_

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 *e***ProcessingNetwork** 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 *e*ProcessingNetwork option, select *e*PNPlugIn and click *e*PNPlugIn 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.