ePNPlugIn v3.1.69

Financial Software Payments Module for QuickBooks

## Upload logs Guide

eProcessing Network LLC
**7/1/2016**

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.

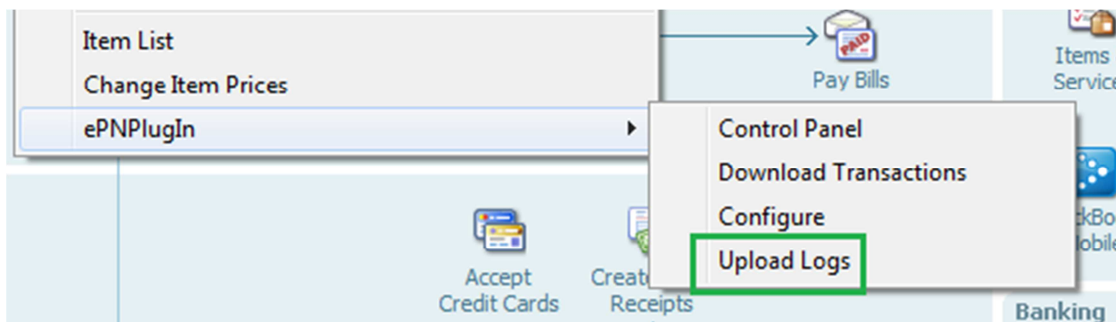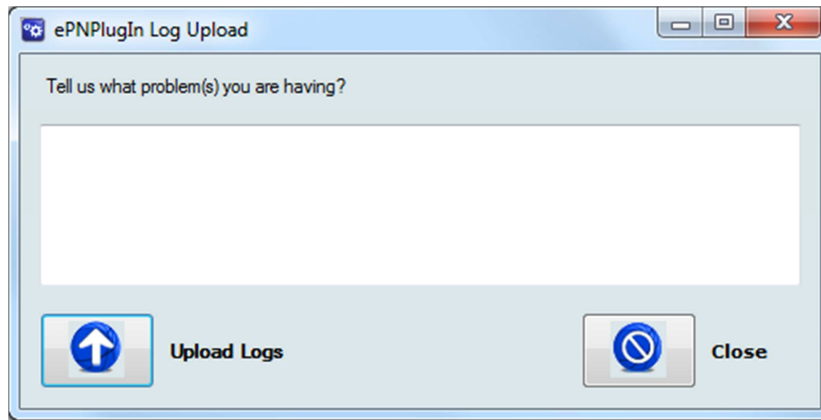**Help Menu** from the **ePNPlugIn Control Panel**
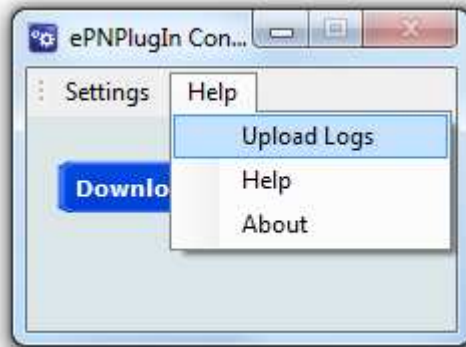
Go to the **Start** menu, select **All Programs**.

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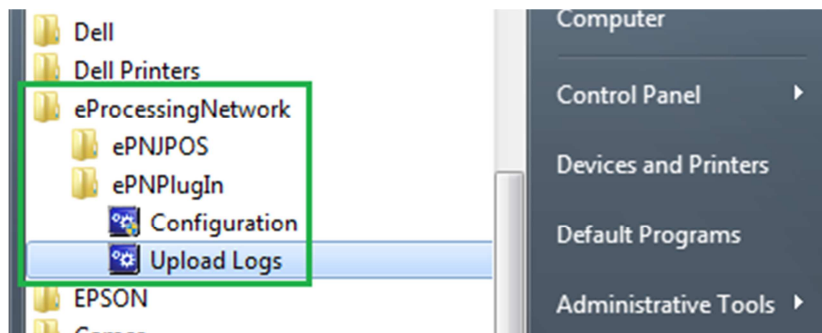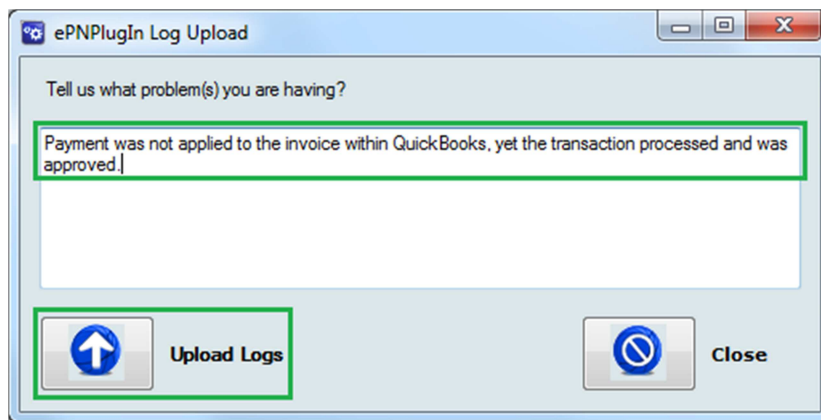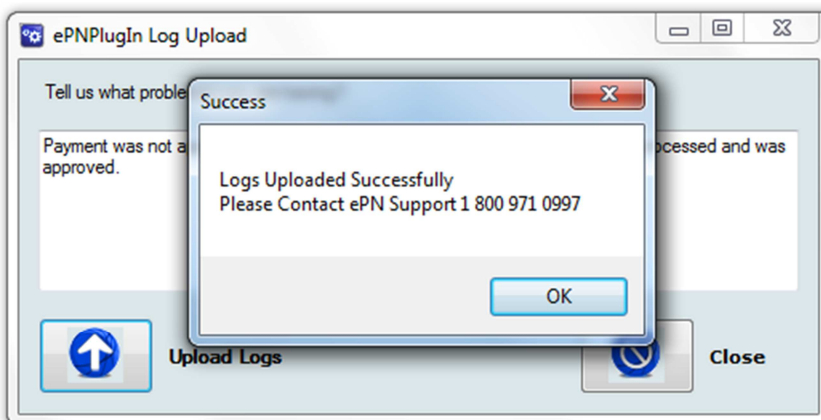

Customer Drop Down Menu within QuickBooks

*e*PNPlugIn 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 *e*PN Support** for assistance.