*e*PNPlugIn v3.1.69 Install Guide

Installation

1. Win 7, 8 & 10 User must have "User Account Control Settings" enabled. XP is no longer supported.
2. Login to your account at www.eprocessingnetwork.com/msclogin.html
3. On the left menu, select Software/Apps and click ePNPlugIn.
4. Read UAC settings requirements, download & save the update file on your computer.
5. Click Run when prompted.
6. Win 7, 8 & 10 User - Click Yes to Allow the Application to make changes to the computer.
7. Install the software by following the prompts on the screen and click Next to continue.
8. When prompted, enter your name and your company name; click "Next" until you get to the Install prompt.
9. Click Install to continue.
10. Click Finish to continue with configuration.

Configuration

1. *Required*: Enter your *eProcessingNetwork account/username* in the appropriate field.
2. *Required*: Enter a **Terminal Name**. Your customer will not see this.
3. Enter the **Receipt Header** for printed receipts. (Optional)
4. **Email Settings**: Uncheck to disable email receipts. (Optional)
5. **Duplicate Transactions**: Uncheck to allow duplicate transactions. (Optional)
6. **Card On File Settings**: Change to Company if you store customer data primarily by Company Name. (Optional)
7. If you have a Swiper device, click the **Equipment tab** and select the appropriate device. (Optional)
8. **General Receipt, Credit Receipt and Check Receipt Tabs** are custom setting for ePNPlugIn Printed Receipt. (Optional)
9. **DO NOT click on the Support Only Tab. For Trouble Shooting Purposes only.**
10. **Excella Tab –** Accessible after ePNPlugIn Setup Completion. Refer to detailed documentation
11. **ePNBillPay Tab –** Accessible after ePNPlugIn Setup Completion. Refer to detailed documentation
12. Click **Save Changes**.
13. *e***PNPlugIn** will *successfully subscribe to QuickBooks® as it goes through its check list.
    ®If it fails to subscribe to any item, verify your QuickBooks version & Windows Operating System are correct and Contact Support.*

QuickBooks® Certification – Single User Mode is not necessary

1. The **Updating QB with ePNPlugIn Changes** window will open, do not close this window. You will close this later.
2. *e***PNPlugIn** will open QuickBooks for you.
3. If prompted, DO NOT login to your company file. Wait for QuickBooks to open in the back ground.
4. On the **Updating QB with ePNPlugIn Changes** window, click **Complete Integration**.
5. QuickBooks will close for you.
6. Open QuickBooks and Login as an Administrator over QuickBooks. (Required step)
7. The **No Certificate** window displays.
    Note: No Certificate will only show on the first computer; the first time *e***PNPlugIn** asks permission to work with the Company file.
8. Select **Yes, Always; allow access even if QuickBooks is not running**. Select **Admin** if prompted for "Login As" user and click **Continue**.
9. Click **Yes** on the **Confirm to Proceed** window.
10. Click **Done** on the **Access Confirmation** window.
11. *e***PNPlugIn** Control Panel will open minimized at the bottom of your screen. Click Help menu and Help option for the Tutorials.

*e*PNPlugIn v3.1.69 Quick Start Processing Guide

Begin Processing

Now that the installation is complete, you can start processing transactions immediately. The *e*PNPlugIn default setting is to open the **Process Payment** window after you have saved and closed a newly created receive payment or sales receipt transaction. The **Process Credit Refund** window opens when you create a **QuickBooks Credit Card Refund**. To enable Cash and Check processing, please refer to the detailed documentation found [here](#).

Processing a Receive Payments - Invoices

1. Using QuickBooks® receive payment screen, create a receive payment.
2. Select the customer, enter the amount, select payment method and select the invoice.
   > (Note: Merchants previously using Intuit Merchant Services must uncheck the box that states "Process Payment", otherwise QuickBooks will attempt to use Intuit Merchant Services to process the credit card. Please contact Intuit Merchant Services to disable this feature.)
3. Click **Save and Close**.
4. The **Process Payment** window opens the credit card tab.
5. Enter the credit card information or swipe the card.
6. Click **Process Now** button**.**
7. After the transaction is approved, you may print a receipt.
8. Approval code is marked on the Receive Payment Memo field.

Processing a Pending Sales Receipt

1. Enter a sales receipt by selecting a customer, payment method and items.
   > (Note: Merchants previously using Intuit Merchant Services must uncheck the box that states "Process Payment", otherwise QuickBooks will attempt to use Intuit Merchant Services to process the credit card. Please contact Intuit Merchant Services to disable this feature.)
2. Click **Save and Close**.
3. The **Process Payment** window opens the credit card tab.
4. Enter the credit card information or swipe the card.
5. Click **Process Now** button**.**
6. After the transaction is approved, you may print a receipt.
7. Approval code is marked on the Sales Receipts Memo field.

Processing a Refund for an Invoice

1. Find the Invoice to be refunded.
2. From the **Create menu**, select **Credit Memo for this Invoice**.
3. Make any adjustments then click **Save and Close**.
4. Select **Give a Refund** and click the **Close** button.
5. QuickBooks' Issue a Refund windows options.
6. Select payment method, must be a credit card type for the Process Refund Window to open.
   > (Note: Merchants previously using Intuit Merchant Services must uncheck the box that states "Process credit card refund 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.)
7. The **Process Credit Refund** window opens with the customer information displayed upon.
8. Use the Card on File Feature or manually key the card information.
9. Click **Process Refund.**
10. After the transaction is approved, you may print a receipt.
11. Returns are not issued an approval code; they are either successful or unsuccessful.

*e*PNPlugIn v3.1.69 Download Transactions Manager

To Enable Download Transactions Manager

*Merchant currently using Quick Sales Receipts skip to Last Section on the page.

1. Once the ePNPlugIn control panel opens, click the Preference Button.
2. In the Download Transaction Manager section, select one of the follow:

   Enable Automatic Download Transactions allow the ePNPlugIn to automatically download any transactions settled in the system. The download is done when you open QuickBooks.

   Enable Manual Download Transactions allows the merchant to initiate the download when they a ready.
3. Default settings are enabled to notify when the download is complete and when nothing is downloaded. Uncheck accordingly.
4. Click Close and you will be prompted with Confirmation window to enable the Download Transaction Manager.
   NOTICE: 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.
5. Click Continue and restart you Company File by going to the File menu and selecting Close Company.
6. Login back in to your QuickBooks company file.
7. To initiate the down transaction process, click the **Download Manager Button** on the **ePNPlugIn Control Panel**.

Using Download Transactions Manager

Depending on your preferences, the ePNPlugIn will download the transactions and provide a report indicating the download is complete. When the report is presented, click the **Go To Download Transactions button**.

   Ready To Record Tab: This tab shows the transactions that were automatically assigned to customers and open invoices for that customer.

1. Review the transactions & make any changes needed
2. Select the transactions and click the Record Transactions button

   Action Required Tab: This tab shows transactions that need assistance in assigning the payment to the proper customer & their open invoice or sales receipt.

1. Review the transactions & manually assign
2. After changes are made, the transactions are moved to the Ready To Record Tab.

   Transactions can be recorded without invoices as **QuickBooks "Available Credits"** for the customer or ePN Customer.

1. Select the transactions assigned to a customer.
2. Click Record Transactions Button.

NOTE: Left of the Make Changes or Manually Assign columns is QuickBooks Customer data, Right of said column is downloaded transactions data.

*Enable Quick Sales Receipts or General Entry Income Receipts

This feature is NOT RECOMMENDED if you invoice your customers. This feature is for merchant currently using the Quick Sales Receipt feature from older version of the ePNPlugIn or want to record anonymous income transactions. These transactions will be listed under the ePN Customer found in the QuickBooks Customer Center.

1. Once the ePNPlugIn control panel opens, click the Preference Button.
2. In the Download Transaction Manager section, select one of the follow:

   Enable Automatic Download Transactions allow the ePNPlugIn to automatically download any transactions settled in the system. The download is done when you open QuickBooks.
3. Default settings are enabled to notify when the download is complete and when nothing is downloaded.
4. Check **Enable Quick Sales Receipts**
5. Click Close and you will be prompted with Confirmation window to enable the Download Transaction Manager.
   NOTICE: 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.
6. Click Continue and restart you Company File by going to the File menu and selecting Close Company.
7. Login back in to your QuickBooks company file.
8. To initiate the down transaction process, click the **Download Manager Button** on the **ePNPlugIn Control Panel**.