

ePNPlugIn v3.1.69

Financial Software Payments Module for QuickBooks

Process Payment Guide

eProcessing Network LLC
7/1/2016

ePNPlugIn 3

User Reference Guide

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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

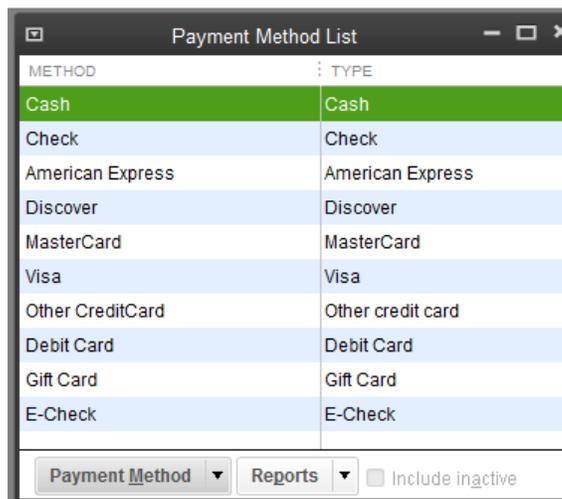
- ✦ An **eProcessingNetwork** account is required with **ePNPlugin License(s)**.
- ✦ Compatible operating systems: **Win 7,8 & 10, all editions**.
- ✦ **For Win 7, 8 & 10 users, User Account Controls** must be enabled before installing. **Default Setting required**. Usually this is an automatically enabled 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.

QuickBooks Payment Methods

ePNPlugIn is designed to respond to the QuickBooks Payment Method. As the default, the ePNPlugIn is set to only respond to credit card payments. The ePNPlugIn looks for the TYPE of payment not the Method of payment. Method is what you select when creating your payment. If you select Other Credit Card or Debit Card the ePNPlugIn will not respond to that payment type.

The ePNPlugIn can process electronic checks, cash and *gift card sales. These settings can be enabled in the ePNPlugIn Preference found later in this guide.

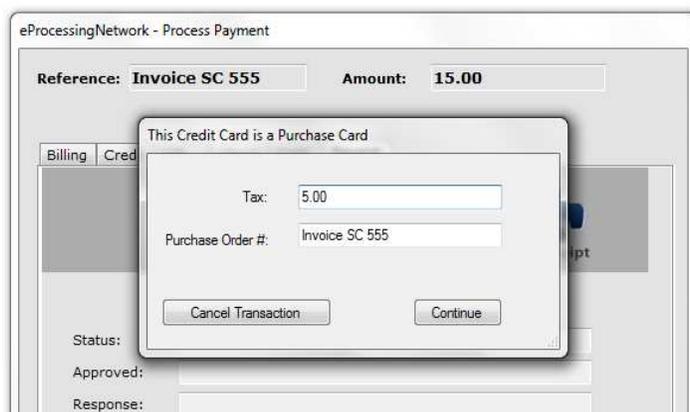
* Generic gift cards are treated like credit cards.



METHOD	TYPE
Cash	Cash
Check	Check
American Express	American Express
Discover	Discover
MasterCard	MasterCard
Visa	Visa
Other CreditCard	Other credit card
Debit Card	Debit Card
Gift Card	Gift Card
E-Check	E-Check

Purchase Card Level II Payments

If the ePNPlugIn determines the card being processed is a Purchase Level 2 card, you will be prompted with the following window during the submission of the transaction.



If you are processing a transaction for a Sales Receipt, the tax amount and Sales Receipt number will be entered for you.

If you are processing for an invoice, the Invoice number and tax amount will be entered for you. If you are paying multiple invoices, you will need to provide the information.

If you are processing a general receive payment or deposit, you will need to enter this information manually.

If tax is not found or is not applicable, then leave the dollar amount 0.00.

Click Continue to complete the transaction.

This feature can be turned off in the preferences of the ePNPlugIn.

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 processing credit cards. **Required for proper storage of card data for the Card On File Feature.**

The screenshot shows the 'Edit Customer' window in QuickBooks. The customer name is 'Jon Doe' and the current balance is '-84.90'. The 'Address Info' tab is selected. The following fields are highlighted with green boxes:

- COMPANY NAME: Doe Enterprises
- FULL NAME: Mr./Ms./, Jon
- M.I.: Doe
- Main Phone: 713-563-4568
- Main Email: jdoe@email.com
- ADDRESS DETAILS (INVOICE/BILL TO): John Doe, 1235 Chapel Hill Rd, Houston, TX, 77045

- **First, Last & Company Names** are used to store the transactions. These names are used when searching Card on File. **Very Important.**¹
- **Phone** is optional.
- **Email** is required for emailing receipts.
- **Bill To data** is required for **AVS verification**² and **PROPER STORAGE** of Card Data for **Card on File** found in the next section.

¹ ePNPlugin does not support the following fields: Mr./Ms. & middle initial

² The **Address Verification System (AVS)** is when the billing street address and Zip code are verified by the card issuing bank for validation.

Understanding Card On File Feature



Card On File allows the merchant to use previously processed credit card information from past approved & settled transactions through their **eProcessingNetwork** account for future transactions.

When on the Credit/Gift tab, click **Card On File**

The **Card On File window** will auto search the system for the customer the moment it opens. It will list the last ten transactions for that customer from the last 30 days.

Card On File

Search Criteria
 Last Name: First Name:
 Company Name: Num Months To Search:

OR Transaction ID:

Search Results

Date	CompanyName	Name
09/03/2013	Harris Corp	Harris, Henry
09/03/2013	Harris Corp	Harris, Henry
08/26/2013	Harris Corp	Harris, Henry
08/26/2013	Harris Corp	Harris, Henry
08/26/2013	Harris Corp	Harris, Henry
08/26/2013	Harris Corp	Harris, Henry
08/02/2013	Harris Corp	Harris, Henry
08/02/2013	Harris Corp	Harris, Henry

Selected Company:
 Name: Harris, Henry
 Address: 78 Hwy 290
 City: Giddings
 State: TX
 Zip: 77078
 Payment: CREDIT VI X0697 Current

Selected

Company:

Name:

Address:

City:

State:

Zip:

Payment:

Select the payment that you wish to use for this transaction. The payment field indicates whether the card has expired. If the card information is correct click **Choose**

This Payment to add the payment information to the **Process Payment** window. Since PCI Compliance prohibits **eProcessingNetwork** from storing the CVV2 number for credit cards, you need to enter this if you wish to use CVV2 verification. This is not required to process the credit card. For more information on CVV2 verification, please contact your merchant services provider.

eProcessingNetwork - Process Payment

Reference: Amount:

Billing | Credit | Gift | Check | Cash | Receipt

Manually Keyed

Card Number:

Exp Date (MM/YY): /

CVV2: I do not wish to uti

Company:
 First Name:
 Last Name:
 Address:
 Zip:
 Email:

You may change the number of months to search if the transaction is more than 30 days old. Then click the Search button to refresh the search. You can also search by the Transaction ID that **eProcessingNetwork** generated for a previously approved transaction.

eProcessingNetwork - Process Payment

Reference: Amount:

Billing | Credit | Gift | Check | Cash | Receipt

Manually Keyed

Card Number:

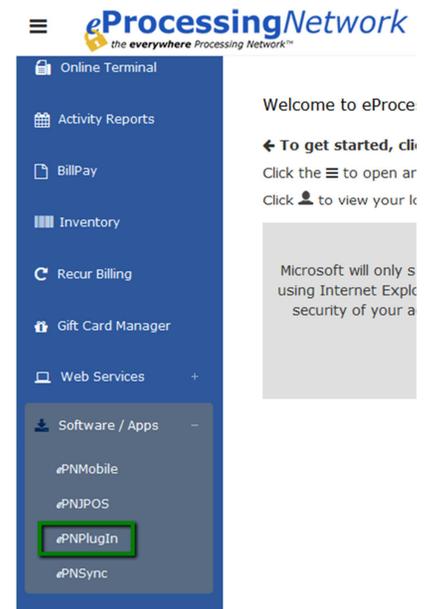
Exp Date (MM/YY): /

CVV2: I do not wish to uti

Company:
 First Name:
 Last Name:
 Address:
 Zip:
 Email:

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.

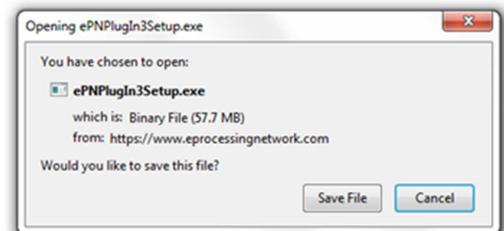
Not required for Windows XP users.

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**.

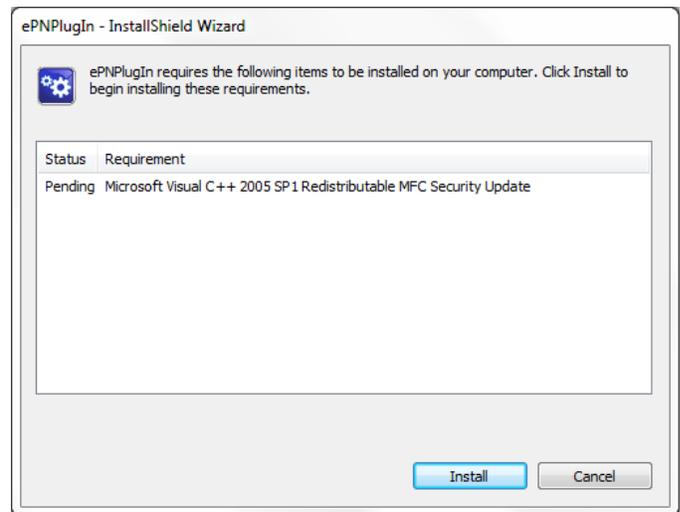
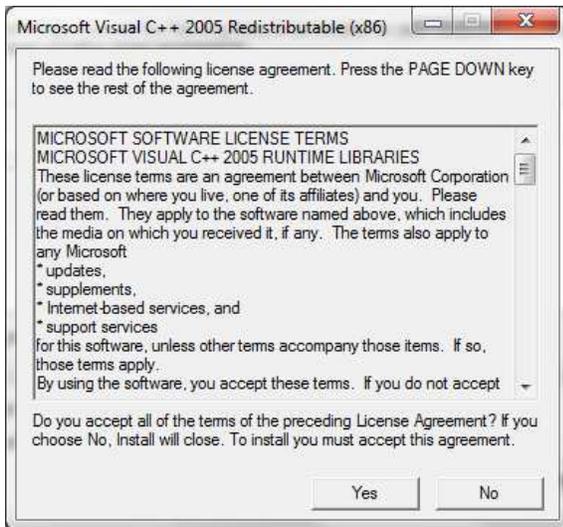
Click **Save** and save the file to your desktop. Click **Run** when prompted.



Install

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

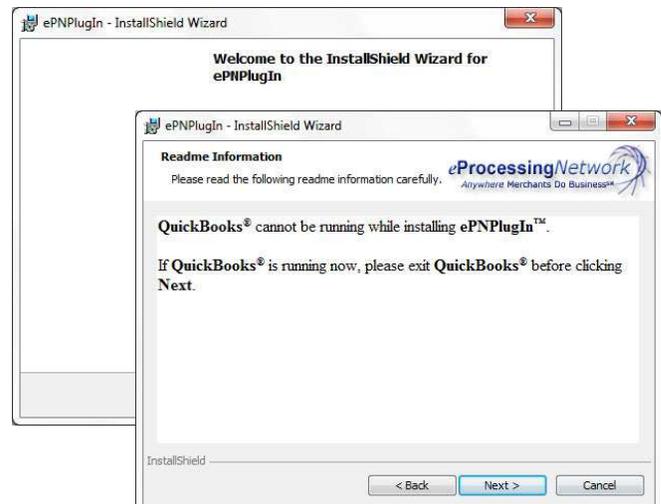
ePNPlugIn may install any Microsoft Windows updates or patches it may need to work properly on your Windows based computer. If you get an error, be sure to first save the **ePNPlugIn3Setup.exe** file to your computer before running.



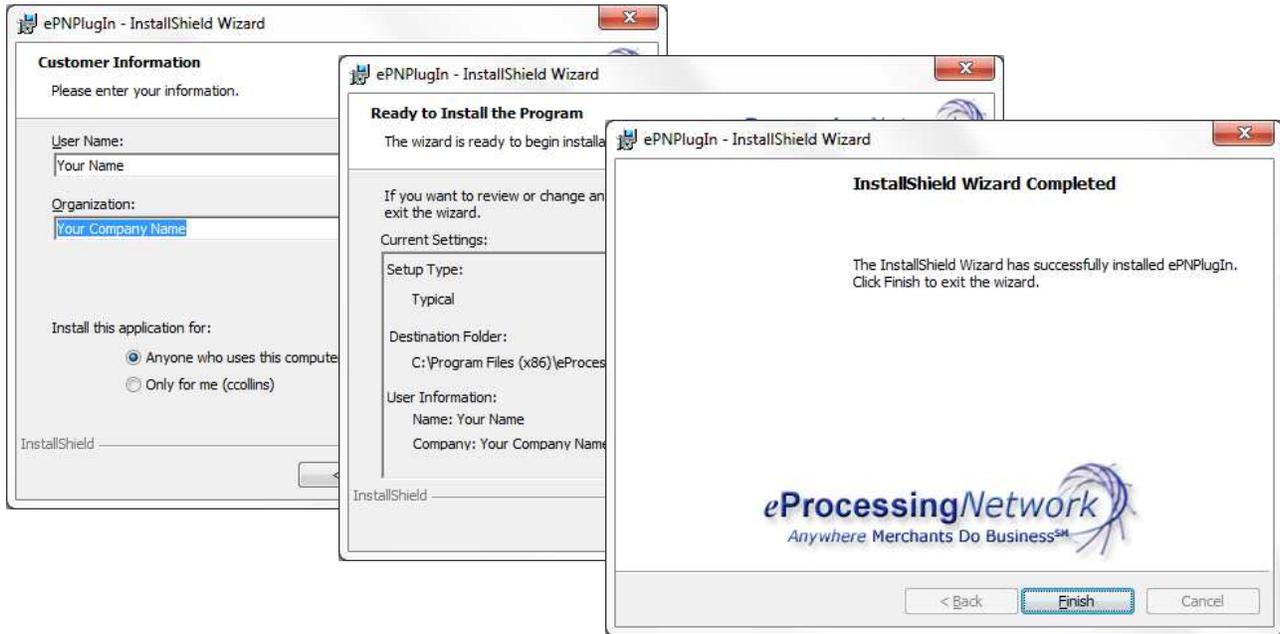
Click **Yes** on the License Agreement for the Microsoft Visual C++ Package terms and conditions. Click **Install**. This installation could take several minutes. Depending on your computer, it may not require any or it may have several updates to be installed.

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.

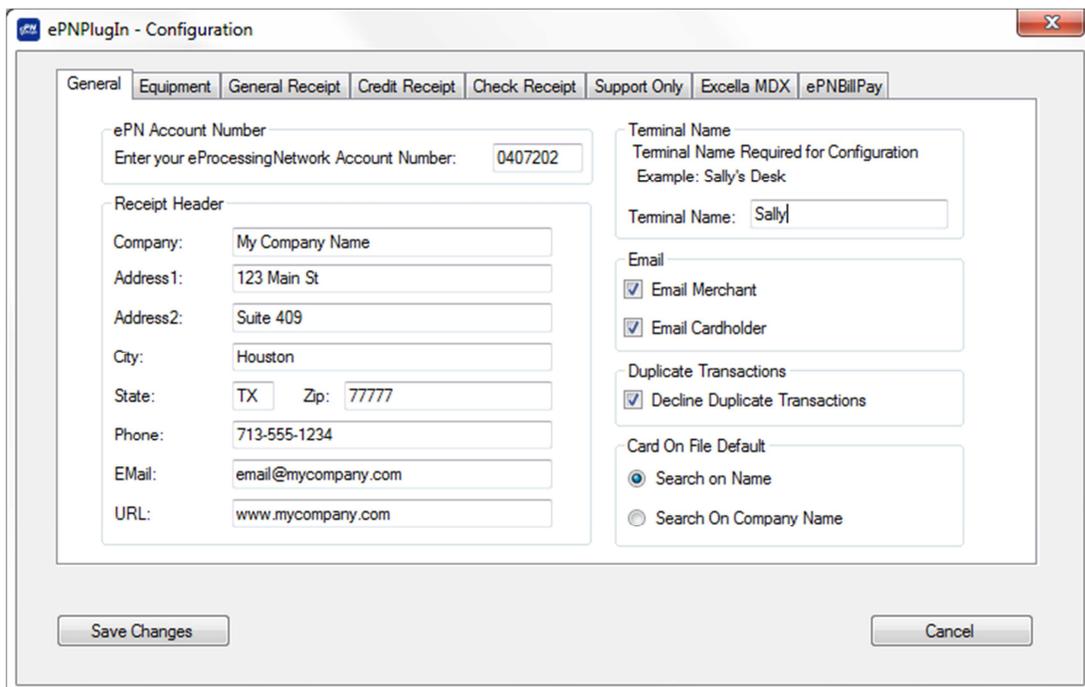


Click **Install** on the Ready to Install Window.

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. Your ePNAccount number is the same as your login username/number. If you are still unsure, please contact your **Authorized eProcessingNetwork Sales Office**.

ePN Account Number
Enter your eProcessingNetwork Account Number:

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 a 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.

Terminal Name
Terminal Name Required for Configuration
Example: Sally's Desk
Terminal Name:

Receipt Header

Receipt Header

Company:	<input type="text" value="My Company"/>
Address1:	<input type="text" value="123 Main St"/>
Address2:	<input type="text"/>
City:	<input type="text" value="Houston"/>
State:	<input type="text" value="Tx"/> Zip: <input type="text" value="77008"/>
Phone:	<input type="text" value="713-545-4564"/>
E-Mail:	<input type="text" value="sally.smith@MyCompanyURL.com"/>
URL:	<input type="text" value="www.MyCompanyURL.com"/>

Complete the **Receipt Header Information** section with the information you want to print on your receipts.

Company Contact Email and Web Address URL fields have been added.

Email Settings

If you, the merchant, do not wish to receive an email for each transaction, uncheck the Email Merchant box.

If you would like **ePNPlugIn** to email your customer a transaction receipt, check the box next to Email Cardholder. Otherwise, uncheck the box.

Email

Email Merchant

Email Cardholder

Duplicate Settings

Duplicate Transactions

Decline Duplicate Transactions

As a default, the **ePNPlugIn** is set to not allow duplicate transactions. Enabling this setting prevents a transaction with the same amount, date and credit card number as the previous transactions to process. If the check box is unchecked, it allows all transactions to process with no restrictions.

Duplicate Transaction Equation:

- First: 1 Approved Transaction
- Then: 2 or More Approved transactions *(Same Amount, Same Date, Same Card) = Duplicate Trans.
- Duplicate transactions can also be declined by the Card Issuing Bank.

Card on File

You may set the **Card on File** to Default to a particular search. If you store your customers' information by company name, then you would want to select the Company Name option.

Card On File

Search on Name

Search On Company Name

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

Equipment Tab

Note: If you do not have credit card or check processing hardware, you can skip this tab and continue configuring **ePNPlugIn**.

The screenshot shows the 'ePNPlugIn - Configuration' window with the 'Equipment' tab selected. The window has a title bar with a close button. Below the title bar are several tabs: 'General', 'Equipment', 'General Receipt', 'Credit Receipt', 'Check Receipt', 'Support Only', 'Excella MDX', and 'ePNBillPay'. The 'Equipment' tab is active and contains the following options:

- Equipment:** A group box containing five radio buttons: 'No Equipment' (selected), 'Magtek USB Swiper', 'Magtek MicrImage', 'Magtek MiniMicr', and 'Magtek ExcellaMDX'.
- Magtek MicrImage/MiniMicr:** A group box containing an 'Enter Port Number: COM' text box and an 'Auto Configuration' button.
- Check Reader Has a Swiper:** A group box containing two checkboxes: 'Reader Has Credit Card Swiper' and 'Use Magtek USB Swiper', both of which are unchecked.

At the bottom of the window are two buttons: 'Save Changes' and 'Cancel'.

MagTek® USB Swiper

If you have a **MagTek® Mini USB MagStripe Swipe Card Reader**, select **MagTek® USB Swiper** and continue to the next tab to complete configuring **ePNPlugIn**.

Equipment

- No Equipment
- Magtek USB Swiper
- Magtek MicrImage
- Magtek MiniMicr
- Magtek ExcellaMDX

MagTek® MicrImage RS232 W/3TK MSR

If you have a **MagTek® MicrImage RS232 W/3TK MSR**, select **MagTek® MicrImage** and enter the Port Number. If you do not know the Port Number location, please refer to pages 19 & 20. Check the box if your hardware allows credit card swiping. Click **Auto Configuration** to see if the com port is correct.

Equipment

- No Equipment
- Magtek USB Swiper
- Magtek MicrImage
- Magtek MiniMicr
- Magtek ExcellaMDX

Magtek MicrImage/MiniMicr

Enter Port Number: COM

Check Reader Has a Swiper

- Reader Has Credit Card Swiper
- Use Magtek USB Swiper

MagTek® MICR Mini USB 3TK

If you have a **MagTek® MICR Mini USB 3TK**, select **MagTek MiniMicr** and enter the Port Number. If you do not know the Port Number location, please refer to pages 19 & 20. Check the box if your hardware allows credit card swiping. Click **Auto Configuration** to see if the com port is correct.

Equipment

- No Equipment
- Magtek USB Swiper
- Magtek MicrImage
- Magtek MiniMicr
- Magtek ExcellaMDX

Magtek MicrImage/MiniMicr

Enter Port Number: COM

Check Reader Has a Swiper

- Reader Has Credit Card Swiper
- Use Magtek USB Swiper



If the configuration is wrong, check that the COM number is correct. Also confirm the device you are connecting is an authorized device.

If the hardware has been configured correctly, power down the device for a few seconds then power back up.



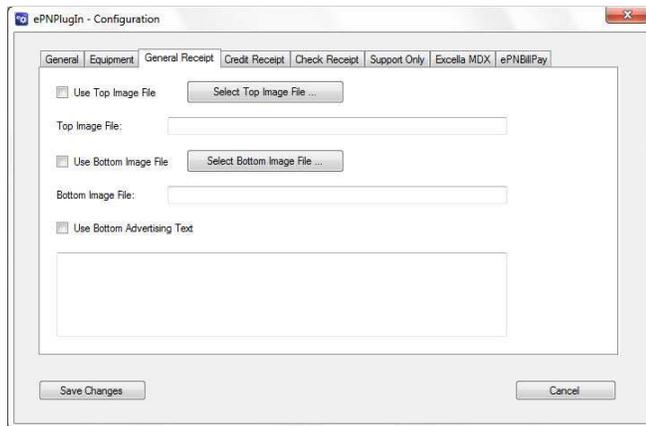
MagTek® Excella MDX

Excella MDX users skip to page 17 for more details.

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

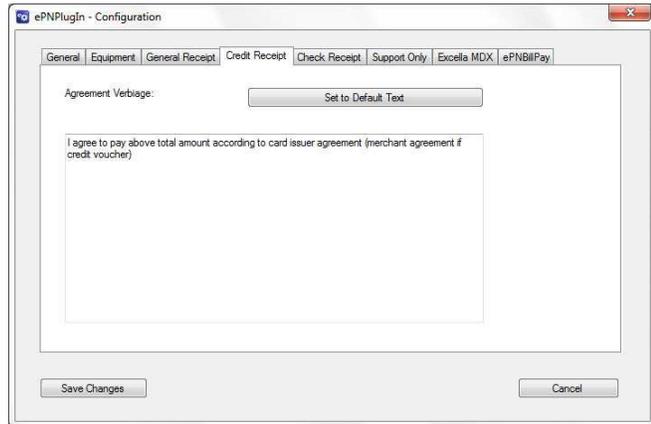
General Receipt Tab

The General Receipt Tab allows you to customize your receipt header. You can add an image to the top or bottom of the receipt as well as Advertising Text or Thank You Text.



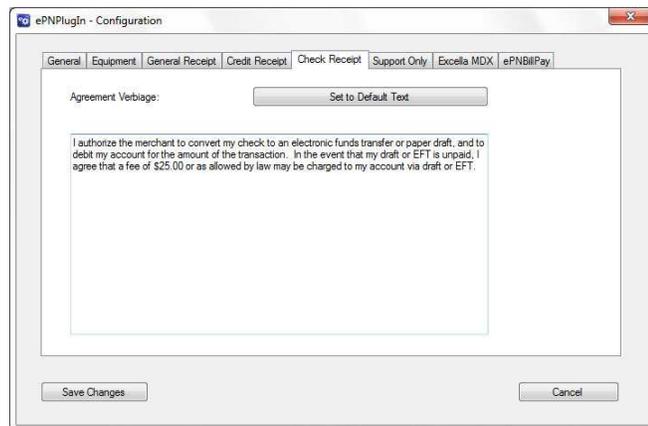
Credit Receipt Tab

The Credit Receipt Tab allows you to change the credit card agreement statement printed on the customer receipt. You can use the default text provided or enter your own text.



Check Receipt Tab

The Check Receipt Tab allows you to change the check agreement statement printed on the customer receipt. You can use the default text provided or provide your own text.



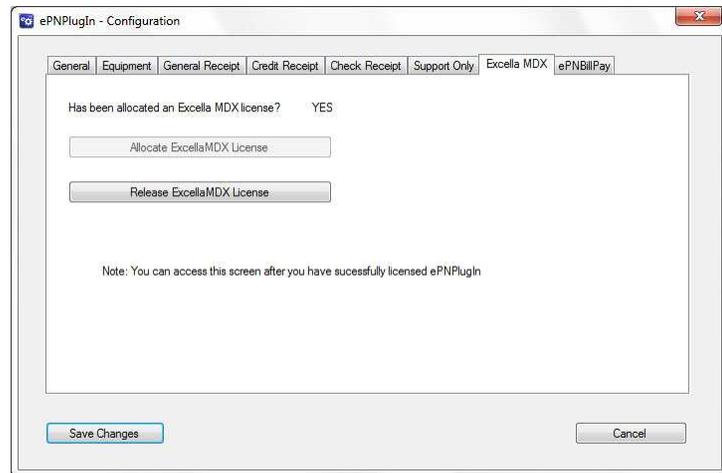
Click "Save Changes" after you have configured all configuration tabs.

Support Only Tab - DO NOT CHANGE

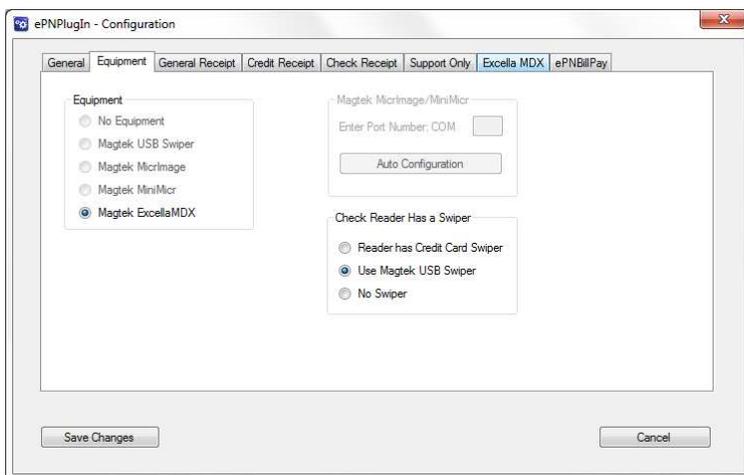
This tab is for **eProcessingNetwork** to use if needed when troubleshooting an issue with **ePNPlugIn**. **DO NOT CHANGE** this tab unless instructed by an **eProcessingNetwork Technical Representative**. Page 69

Excella MDX

A license is required to use this device. Please contact your sales office to ensure you have the proper licensing. You must complete the **ePNPlugIn Certification** with QuickBooks before you can allocate your **Excella MDX license**.



Click the **Allocate Excella MDX License button**. If you have an available license, then it will show your license has been allocated. If not, then you may need to verify you have the proper licensing for this service.



When the **Excella License** is allocated, the **Equipment Tab** will show the **MagTek Excella MDX and Reader has Credit Card Reader** selected. If your Excella doesn't have a credit card reader, then select the option that best fits your situation.

ePNBillPay Tab

Please refer to the ePNPlugIn & ePNBillPay Manager Documentation.
Click "Save Changes" after you have configured all configuration tabs.

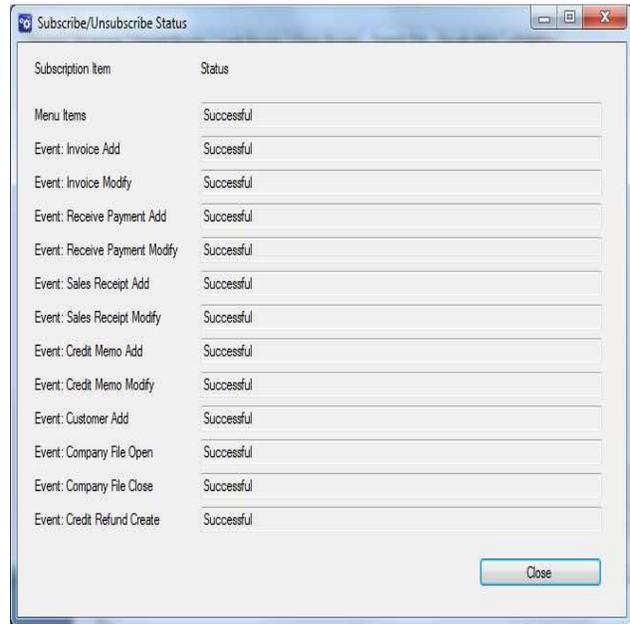
Save Configuration

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:

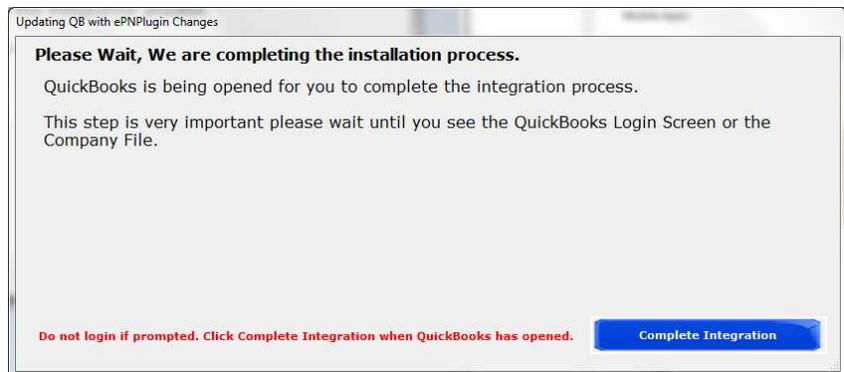
- ⊕ QuickBooks Pro
- ⊕ QuickBooks Premier
(All versions of Premier)
- ⊕ QuickBooks Enterprise
(All versions of Enterprise)
- ⊕ Versions 2013-2015

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.

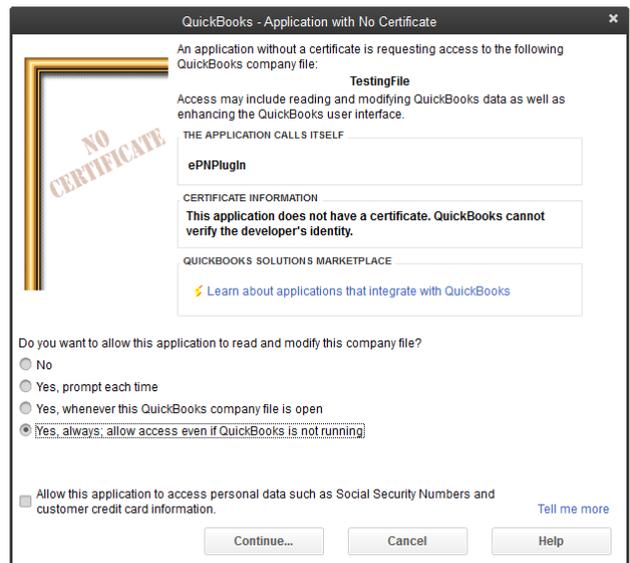


Do not login in to your company file at this time.

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.

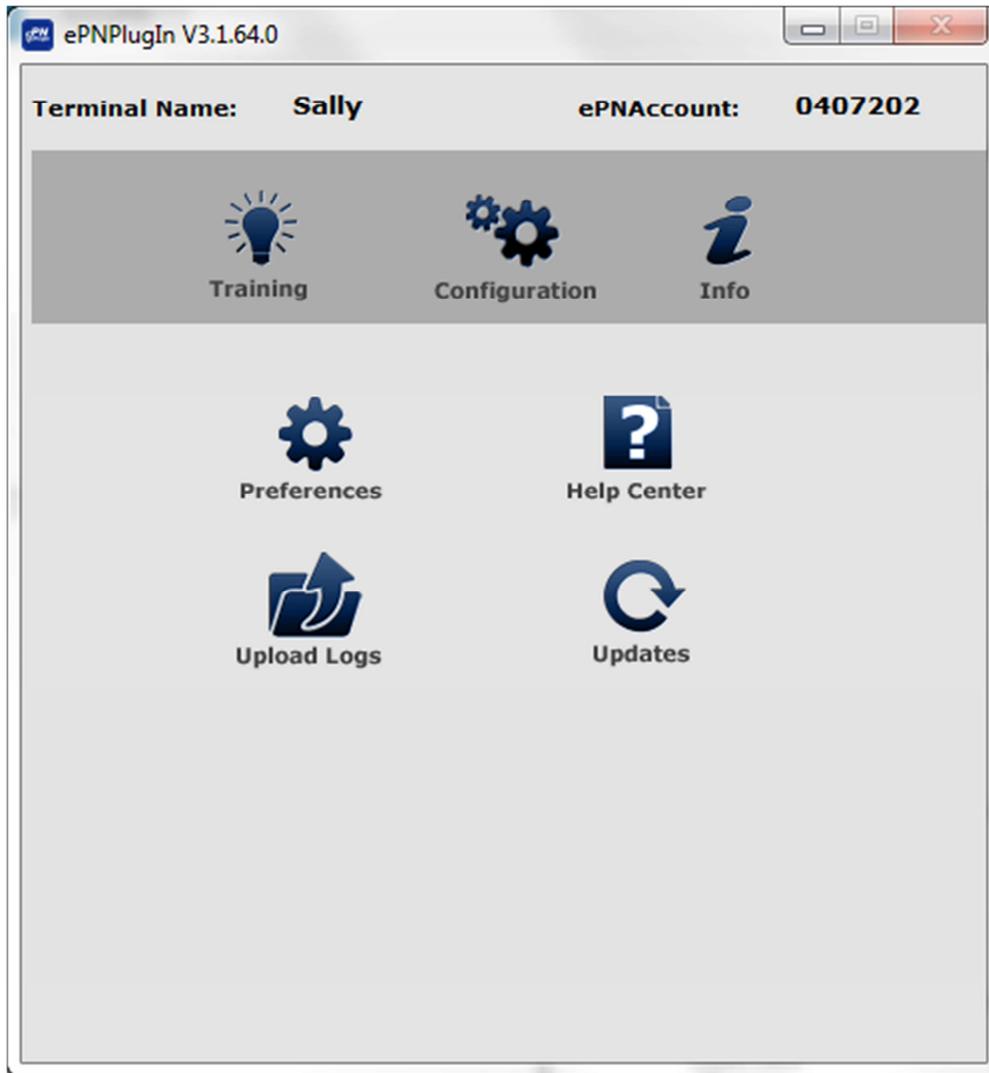
The **Access Confirmation** dialog box displays; Click “**Done**”. This window does not display if you are updating the software.

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.

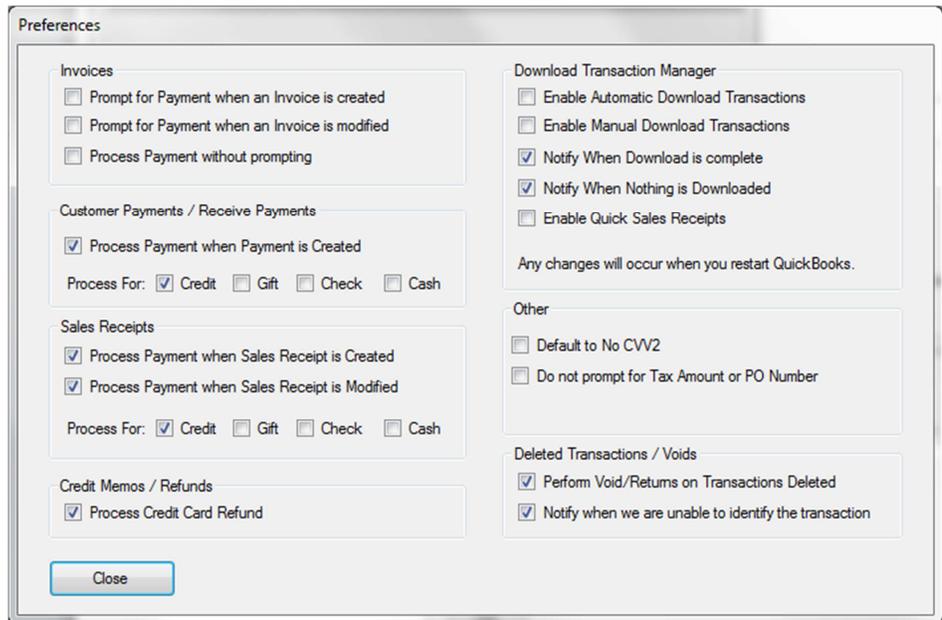


- **Training** provides a PDF on how to process transactions.
- **Configuration** returns you to *ePNPlugIn* Configuration.
- **Info** provides details about your *ePNPlugIn* installation.
- **Help Center** opens the *ePNPlugIn* Help Center at eProcessingNetwork.com
- **Upload logs** are used for trouble shooting. Perform after any error.
- **Updates** checks to see if the *ePNPlugIn* has any updates available.

Preferences

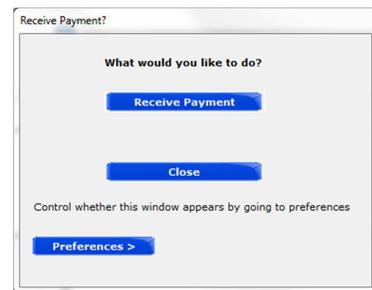
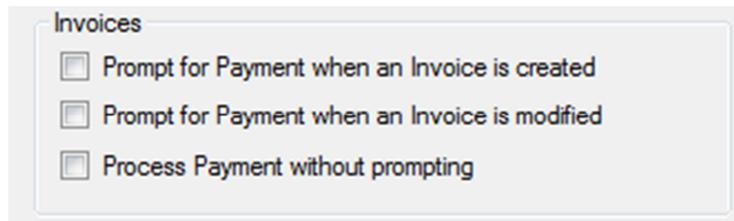


These settings can be changed when needed and easily changed back. Unchecking the box for that setting disables the setting. These settings instruct the **ePNPlugIn** to respond when you prefer it to respond to QuickBooks actions.



Receive Payments for Invoices

These settings instruct **ePNPlugIn** to open QuickBooks Customer Payment or (Receive Payments) window when using Invoices. When creating or modifying invoices, **ePNPlugIn** may prompt you if you want to receive payment or just record the transaction. As a default, the prompt to receive payment is disabled.



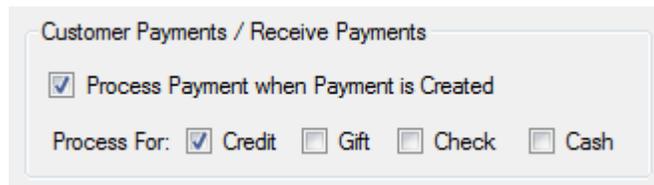
If you would want to be prompted when an invoices modified, enable by checking the appropriate option.

is create or

“Process Payment without prompting” option bypasses any prompts when creating and saving an Invoice and automatically brings up the QuickBooks Customer Payment (Receive Payments) window to begin the payment process.

When these settings are disabled, you will need to create the Customer Payment (Receive Payments) through normal QuickBooks function to process the payment.

Process Payments for Receive Payments



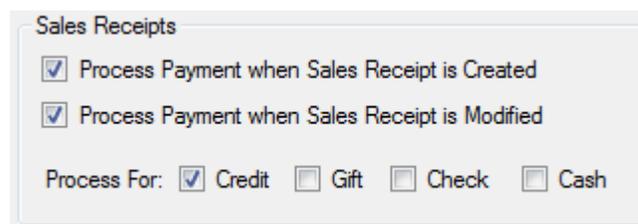
Customer Payments / Receive Payments

Process Payment when Payment is Created

Process For: Credit Gift Check Cash

These settings instruct **ePNPlugIn** Process Payment window to open when using Customer Payments or (Receive Payments). As the default, Gift, Check and Cash are disabled. When creating Customer Payments select the appropriate payment method and **ePNPlugIn** Process Payment window will respond according to these settings. If you are using an authorized check processor, then enable the check option by checking the box.

Process Payments for Sales Receipts



Sales Receipts

Process Payment when Sales Receipt is Created

Process Payment when Sales Receipt is Modified

Process For: Credit Gift Check Cash

These settings instruct **ePNPlugIn** Process Payment window to open when using Sales Receipts. As the default, Gift, Check and Cash are disabled when creating the Sales Receipt or modifying an existing pending Sales Receipt, select the appropriate payment method and **ePNPlugIn** Process Payment window will respond according to these settings. If you are using an authorized check processor, then enable the check option by checking the box.

Process Returns

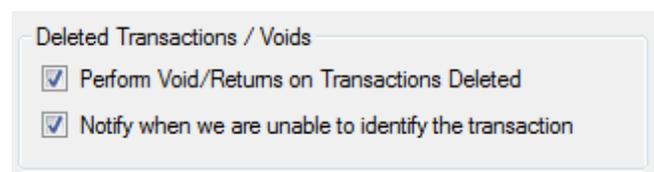


Process Returns

Pop Up Process Return when user adds a Credit Card Refund

This section instructs the **ePNPlugIn** Process a Refund window to open when a credit card refund is created in QuickBooks. This option does not work with Cash or Check Returns.

Deleted Transactions / Voids



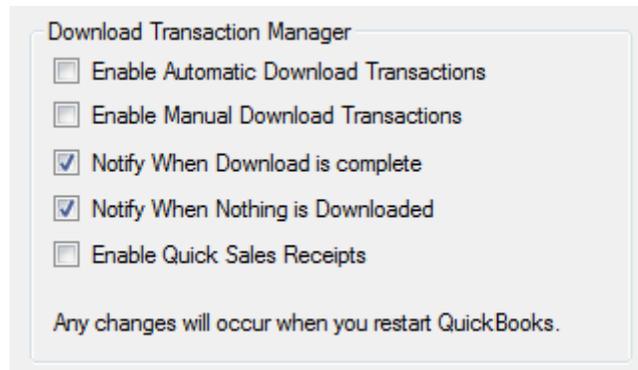
Deleted Transactions / Voids

Perform Void/Returns on Transactions Deleted

Notify when we are unable to identify the transaction

The **ePNPlugIn** will now void transactions that are deleted from QuickBooks and have not settled. If the transaction has settled, **ePNPlugIn** can process a return for you when the transaction is deleted. If the **ePNPlugIn** cannot identify the transactions it will prompt "Do nothing".

Download Transactions Manager



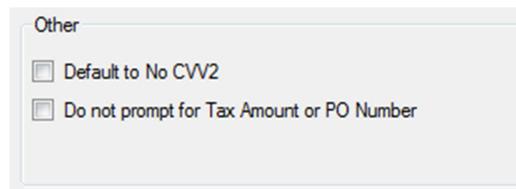
Download Transaction Manager

- Enable Automatic Download Transactions
- Enable Manual Download Transactions
- Notify When Download is complete
- Notify When Nothing is Downloaded
- Enable Quick Sales Receipts

Any changes will occur when you restart QuickBooks.

This feature is for download transactions not processed through the ePNPlugIn and QuickBooks. Please refer to the ePNPlugIn Download Transaction Manager Documentation for more details.

Other



Other

- Default to No CVV2
- Do not prompt for Tax Amount or PO Number

“Default to no CVV2” sets the **CVV2³** option to **“I do not wish to utilize CVV2”** during processing. To disable the Purchase LVL 2 processing prompt, check **“Do not prompt for Tax or PO No”**. **“Number of Receipts to Print”** allow you to set the number of receipts printed.

³ CVV2 (also known as CVC2 or CID) is a three or four digit value that is uniquely derived for each credit card account. On Visa and MasterCard cards, it is a three digit value printed in reverse italic characters on the signature panel following the last 4 digits of the account number.

On American Express cards, it is a four digit value printed on the front of the card, usually on the right side.

In a card-not-present environment such as the Internet, CVV2 lets a merchant verify that the cardholder does in fact have the card in his or her possession.

Payments

This section outlines the different types of transactions and how to process them. **ePNPlugIn** will respond to the creation or modification of Invoices and Sales Receipts & the creation of Receive Payments/Customer Payments within QuickBooks. It does not respond to General Ledger entries.

Transaction types

The **ePNPlugIn** can process Cash, Check, Gift Card and Credit Card transactions. The **ePNPlugIn** will be enabled for Credit Card initially.

If you are processing Gift Card transactions using **eProcessingNetwork** and an Authorized Gift Card Processor, you will need to enable Gift Card. You must be processing with a Gift Card Processor to use gift cards for payments. Generic Gift Cards are accepted through the credit card or gift card option.

If you are processing Check transactions using **eProcessingNetwork** and an Authorized check processor, you will need to enable the Check option.

If you wish to record Cash transactions on your **eProcessingNetwork** Account, you will need to enable this feature and the **ePNPlugIn** will record these transactions for you.

QuickBooks Transactions Types

ePNPlugIn is built around collecting payments for Sales Receipts and Receive Payments/Customer Payments. Receive Payments can be applied to Invoices, Statement Charges, Finance Charges and general receive payments.

✦ About Sales Receipts:

If your customers pay in full at the time they receive your service or product, then you don't have to track how much they owe you. However, you might want to track each sale, calculate its sales tax, or print a receipt for the sale. In that case, use a sales receipt. Best used for Point of Sales type of sales.

✦ What is an Invoice?

In QuickBooks, an invoice is a form on which you record details about a sale to a customer who owes you money. It lists the services you're providing or the products you're selling (your "items"). It also shows the quantity and price or rate of each item.

✦ About Statements:

Use statements if you need to track how much your customers owe you (or accounts receivable, also called A/R), or if you receive payments in advance. Statement charges are ideal if you want to accumulate charges before requesting payment, or if you assess a regular monthly charge.

✦ How QuickBooks calculates Finance Charges:

QuickBooks uses the following equation to calculate finance charges:

Number of days past due x balance due x rate/365

✦ General Receive Payments are like deposits.

This is money collected before any product or service is rendered to the customer.

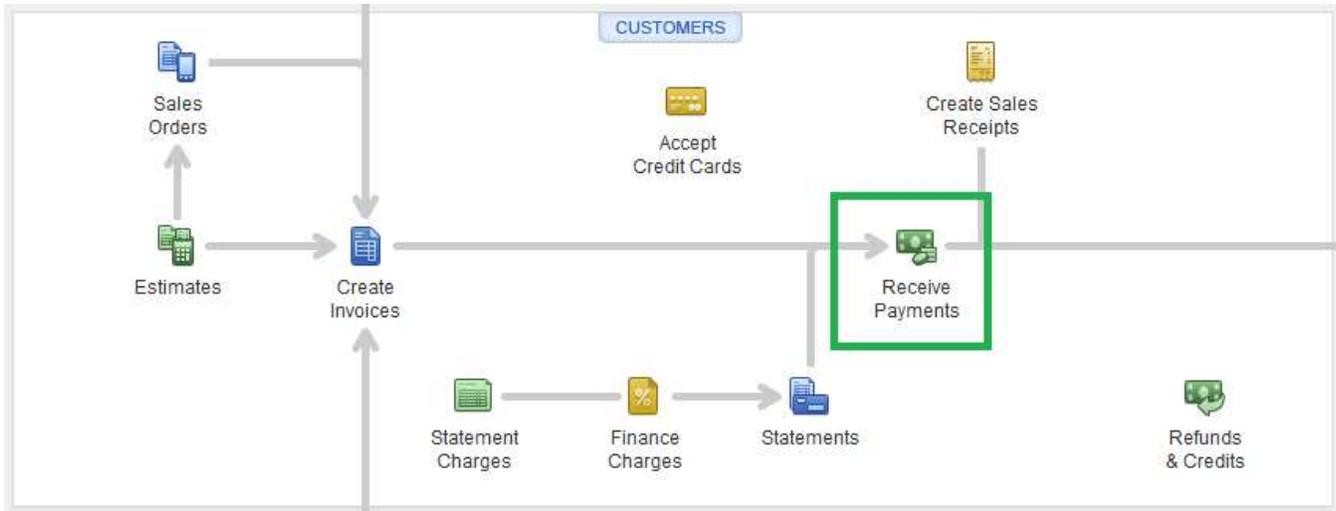
You can find more information about QuickBooks payment options from the QuickBooks help menu.

Credit Card Payments

ePNPlugin supports all Major Credit cards. Please verify with your sales agent what cards you have been approved to accept.

Receive Payment

ePNPlugin is built around collecting payments in Receive Payments for Invoices, Statement Charges, Finance Charges and general receive payments. To start, click the **Receive Payments Icon** on QuickBooks home page.



In the “**Received From**” drop down menu, select the customer. Enter the amount.

Select the Card Type. Do not enter card data in this window. You will enter it later.

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.

Customer Payment

DATE	NUMBER	ORIG. AMT.	AMT. DUE	PAYMENT
03/16/2013	SC 526	29.00	29.00	29.00
03/17/2013	SC 527	29.00	29.00	0.00
03/18/2013	SC 528	29.00	29.00	0.00
Totals		23,896.00	23,896.00	29.00

Click “**Save & Close**” to continue. The ePNPlugin **Process Payment** window opens automatically for you.

DATE	NUMBER	ORIG. AMT.	AMT. DUE	PAYMENT
03/16/2013	SC 526	29.00	29.00	29.00
03/17/2013	SC 527	29.00	29.00	0.00
03/18/2013	SC 528	29.00	29.00	0.00
Totals		23,896.00	23,896.00	29.00

The **Process Payment** window opens to the Credit Tab.

Note: The customer's information has been pulled from QuickBooks and populated for you in the billing tab. If you have the email customer option turned on, then an email receipt will be sent to your customer if their email address has been provided.

Note: If you Cancel Payment, you will be prompted to "Delete Transaction" or "Just Record Transaction". Choosing "Delete Transaction" removes the payment from QuickBooks. If you choose "Just Record Transaction", the receive payment will be recorded in QuickBooks with being processed.

eProcessingNetwork - Process Payment

Reference: **Invoice SC 526** Amount: **29.00**

Billing | Credit | Gift | Check | Cash | Receipt

Swipe Card | Card on File

Manually Keyed

Card Number: CardOnFile (VI,X1111,Current)
Exp Date (MM/YY): /
CVV2: I do not wish to utilize CVV2

Company:
First Name: Molly
Last Name: McCain
Address: 123 Main St
Zip: 77006
Email: Molly@mccain.com

Clear Form

Cancel Payment | Process Now

In the Credit tab, you may click the Swipe Card button to swipe the card with an authorized Swiper. Click **"Swipe"** and upon a valid swipe, the transaction will be submitted.

You may **manually enter** the card information. If you manually enter the card information and do not have the CVV2 number on the back of the card, be sure to select an option from the CVV2 dropdown menu that best fits the situation or disable CVV2 in Preferences.

You may also use the **Card On File** option. Refer to page 8 for more details.

Click the **"Process Now"** button to process the transaction. The transaction will

process and the receipt tab will open with the response.

The Receipt Tab opens with the transaction response. If the transaction is approved, you may print the receipt. If the email customer setting is enabled, and the customer's email was provided, an email receipt was sent to the customer.

If the transaction is declined, let your customer know and ask for another form of payment. You may use any tab to process a different form of payment. Delete the payment if no alternate payment is offered when prompted.

You can verify your transactions in the current batch of the Merchant Support Center if you are unsure the transaction was processed.

Click **Close** to continue.

eProcessingNetwork - Process Payment

Reference: **Invoice SC 526** Amount: **29.00**

Billing | Credit | Gift | Check | Cash | Receipt

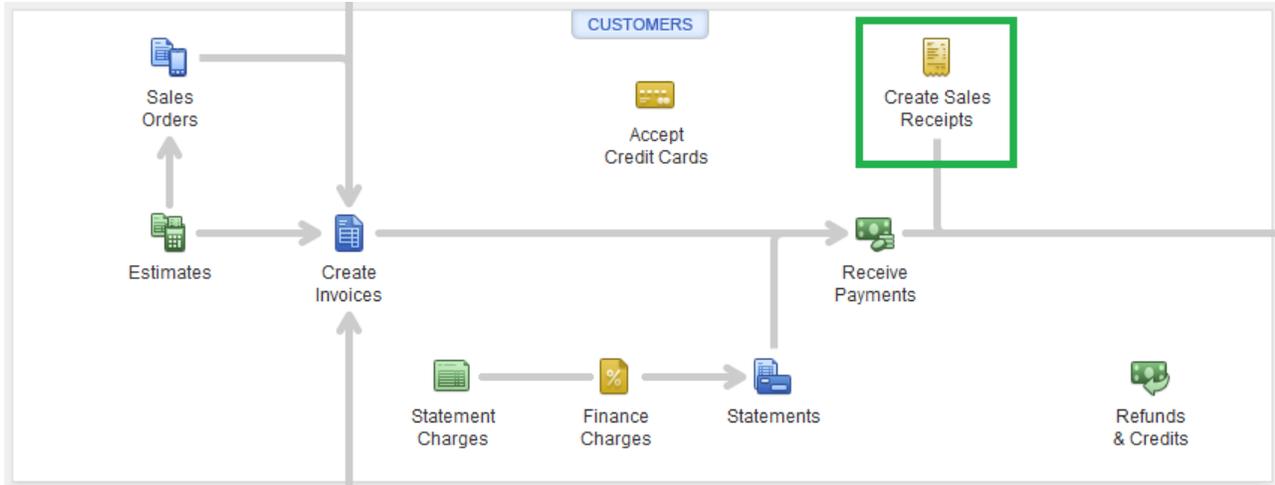
Process Again | Print Receipt

Status: Transaction Complete
Approved: Approved
Response: APPROVED 050072
AVS: AVS Match 9 Digit Zip and Address (X)
CVV2:

Close

Sales Receipt

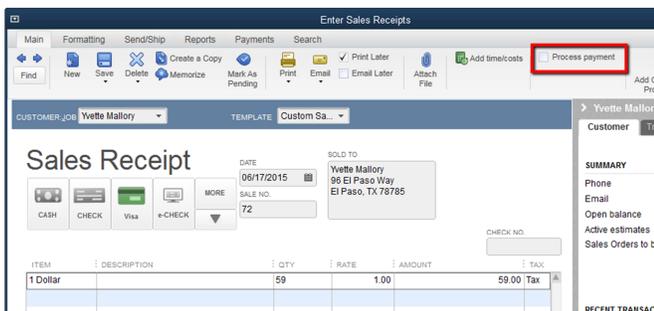
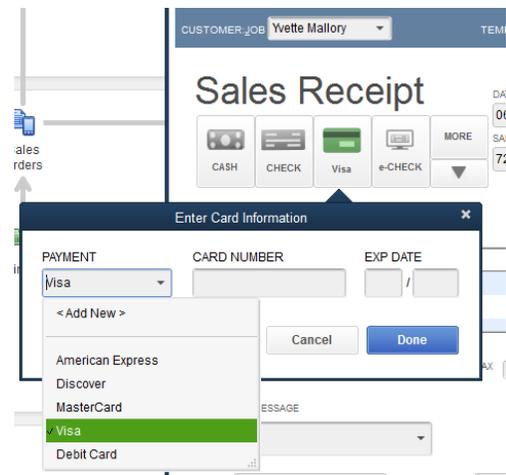
The default setting instructs **ePNPlugIn Process Payment** window to open when you save and close a newly created sales receipt. This setting can be changed by clicking the **Preference** button on the **ePNPlugIn Control Panel**.



In the **“Customer: Job”** drop down menu, select the customer. Enter the amount.

Select the Card Type. Do not enter card data in this window. You will enter it later.

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.



Click **“Save & Close”** to continue. The **ePNPlugIn Process Payment** window will open automatically for you.

The **Process Payment** window will open to the Credit Card Tab.

Note: The customer’s information has been pulled from QuickBooks and populated for you in the billing tab. If you have the email customer option turned on, then an email receipt will be sent to your customer if their email address has been provided.

eProcessingNetwork - Process Payment

Reference: **SalesReceipt 72** Amount: **63.87**

Billing Credit Gift Check Cash Receipt

Swipe Card Card on File

Manually Keyed

Card Number: CardOnFile (V1,X2279,Current)
 Exp Date (MM/YY): /
 CVV2: I do not wish to utilize CVV2

Company:
 First Name: Yvette
 Last Name: Mallory
 Address: 96 El Paso Way
 Zip: 78785
 Email: ymallory@email.com

Clear Form

Cancel Payment Process Now

Note: If you Cancel Payment, you will be prompted to “Delete Transaction” or “Just Record Transaction”. Choosing “Delete Transaction” removes the payment from QuickBooks. If you choose “Just Record Transaction”, the receive payment will be recorded in QuickBooks with being processed.

In the Credit tab, you may click the Swipe Card button to swipe the card with an authorized Swiper. Click “**Swipe**” and upon a valid swipe, the transaction will be submitted.

You may **manually enter** the card information. If you manually enter the card information and do not have the CVV2 number on the back of the card, be sure to select an option from the CVV2 dropdown menu that best fits the situation or disable CVV2 in Preferences.

You may also use the **Card On File** option. Refer to page 8 for more details.

Click the “**Process Now**” button to process the transaction. The transaction will process and the receipt tab will open with the response.

The Receipt Tab opens with the transaction response. If the transaction is approved, you may print the receipt. If the email customer setting is enabled, and the customer’s email was provided, an email receipt was sent to the customer.

If the transaction is declined, let your customer know and ask for another form of payment. You may use any tab to process a different form of payment. Delete the payment if no alternate payment is offered when prompted.

You can verify your transactions in the current batch of the Merchant Support Center if you are unsure the transaction was processed.

Click **Close** to continue.

eProcessingNetwork - Process Payment

Reference: **SalesReceipt 72** Amount: **63.87**

Billing Credit Gift Check Cash Receipt

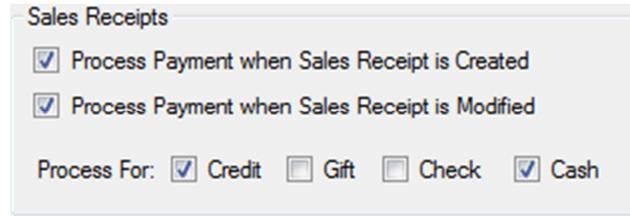
Process Again Print Receipt

Status: Transaction Complete
 Approved: Approved
 Response: APPROVED 113588
 AVS: AVS Match 9 Digit Zip and Address (X)
 CVV2:

Close

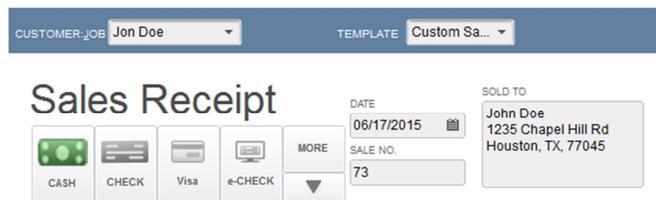
Cash Payments

To allow the ePNPlugIn to open for cash payments, go to Preferences on the ePNPlugIn Control Panel. Cash Payments are recorded on the **eProcessingNetwork** Secure Servers. These transactions will be found in the Activity Reports of your **eProcessingNetwork Account**. These are simply just a record of the transaction and for receipt purposes.



If a credit card payment is declined, and the customer chooses to pay cash, you may go to the Cash tab and process the sale as cash without having to start the transaction over. You do not need to allow ePNPlugIn to open through Preferences to use the cash option for declined transactions.

In the **“Customer: Job”** drop down menu, select the customer. Enter the amount. Select the Cash.

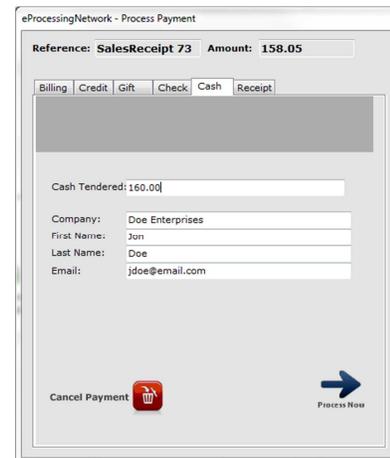


Click **“Save & Close”** to continue. The **ePNPlugIn Process Payment** window will open automatically to the Cash Tab.

Note: The customer’s information has been pulled from QuickBooks and populated for you in the billing tab. If you have the email customer option turned on, then an email receipt will be sent to your customer if their email address has been provided.

Note: If you Cancel Payment, you will be prompted to “Delete Transaction” or “Just Record Transaction”. Choosing “Delete Transaction” removes the payment from QuickBooks. If you choose “Just Record Transaction”, the receive payment will be recorded in QuickBooks with being processed.

In the Cash tab, enter the tendered amount and click **“Process Now”** to process the transaction. The transaction will process and the receipt tab will open with the response.



The Receipt Tab opens with the transaction response. If the transaction is approved, you may print the receipt. If the email customer setting is enabled, and the customer’s email was provided, an email receipt was sent to the customer.

You can verify your transactions in the current batch of the Merchant Support Center if you are unsure the transaction was processed.

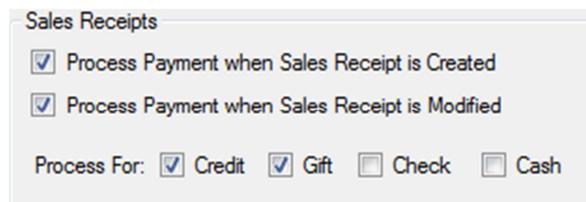
Click **Close** to continue.

Gift Card Payments

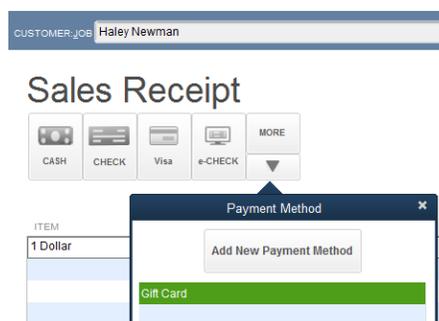
Gift cards with the Visa & MasterCard logo are considered Generic Gift cards. They can be processed using the Credit Card or Gift Card Tab of the Process Payment window. You must be an account holder for American Express & Discover to accept gift cards with their logos.



If you are using in store Gift Card or loyalty Rewards, You must have an account with an Authorized Gift Card Processor and this service must be enabled on your **eProcessingNetwork Account**. Contact your sales for more information about Gift Card processing. To allow the ePNPlugIn to open for gift card payments, go to Preferences on the ePNPlugIn Control Panel.



In the **“Customer: Job”** drop down menu, select the customer. Enter the amount. Select the Gift Card.



Click **“Save & Close”** to continue. The **ePNPlugIn Process Payment window** will open automatically for you to the Gift Card Tab.

Note: The customer’s information has been pulled from QuickBooks and populated for you in the billing tab. If you have the email customer option turned on, then an email receipt will be sent to your customer if their email address has been provided.

Note: If you Cancel Payment, you will be prompted to “Delete Transaction” or “Just Record Transaction”. Choosing “Delete Transaction” removes the payment from QuickBooks. If you choose “Just Record Transaction”, the receive payment will be recorded in QuickBooks with being processed.



You may click the Swipe Card button to swipe the card with an authorized Swiper. Click **“Swipe”** and upon a valid swipe, the transaction will be submitted.

You may **manually enter** the card information. In the Gift Card tab, click **“Process Now”** to process the transaction. The transaction will process and the receipt tab will open with the response.

The Receipt Tab opens with the transaction response. If the transaction is approved, you may print the receipt. If the email customer setting is enabled, and the customer’s email was provided, an email receipt was sent to the customer.



You can verify your transactions in the current batch of the Merchant Support Center if you are unsure the transaction was processed.

Click **Close** to continue.

Check Payments

eProcessingNetwork works with several check processors. To receive checks as payment for invoices using **ePNPlugIn**, confirm with your **Authorized eProcessingNetwork Sales Office** that your **eProcessingNetwork** account is enabled to process check processing. You must be processing with an Authorized Check Processor to use this feature.

If you are using an **eProcessingNetwork** Authorized Check Processor, you will need to enable this feature in the Preferences for the ePNPlugIn.

In the “**Customer: Job**” drop down menu, select the customer. Enter the amount. Select the Gift Card.

Click “**Save & Close**” to continue. The **ePNPlugIn Process Payment window** will open automatically for you to the Gift Card Tab.

DATE	NUMBER	ORIG. AMT.
03/16/2013	SC 532	
03/17/2013	SC 533	
03/18/2013	SC 534	

Note: The customer’s information has been pulled from QuickBooks and populated for you in the billing tab. If you have the email customer option turned on, then an email receipt will be sent to your customer if their email address has been provided.

Note: If you Cancel Payment, you will be prompted to “Delete Transaction” or “Just Record Transaction”. Choosing “Delete Transaction” removes the payment from QuickBooks. If you choose “Just Record Transaction”, the receive payment will be recorded in QuickBooks with being processed.

Check Processing Details



Scanned Checks

If you are using one of the compatible devices found in **Equipment Section**, this section will be available. In conjunction with the Processing Class option you will be able to scan the check. If you are using a check imaging device, you will be able to view the front and back of the check. These images will be stored with the transaction in the Activity Reports section of your account with **eProcessingNetwork**. If your check processor allows image upload, the scanned check images will be uploaded to their system.

Manually Keyed Check

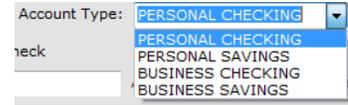
These settings will determine how the check will be processed. You may use one of the compatible devices found on page 6. Depending on your check processor, some settings are required. Please contact your check processor for the requirements of your account.

Processing Class

Processing Class indicates how the check information was obtained; See Appendix for complete definitions for each Processing Class.

Account Type

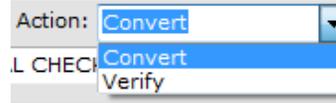
Account type will indicate what type of checking account is being used. Personal or Business and Savings or Checking.



Account Type: PERSONAL CHECKING
check: PERSONAL CHECKING
PERSONAL SAVINGS
BUSINESS CHECKING
BUSINESS SAVINGS

Process Action

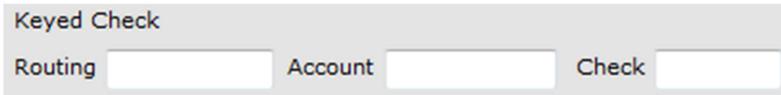
Verify means that the check is validated as legitimate, but you will need to deposit the check yourself.



Action: Convert
L CHECK: Convert
Verify

Convert means that the check will be automatically deposited for you.

Keyed Check Details



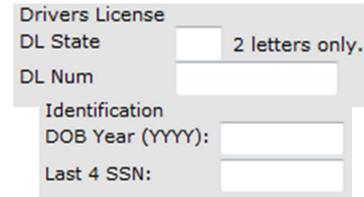
Keyed Check
Routing Account Check

key on the keyboard enter the routing number, account number, and check number.

Depending on the Processing Class option, you may be able to manually enter the check information. Using the ten

Drivers License

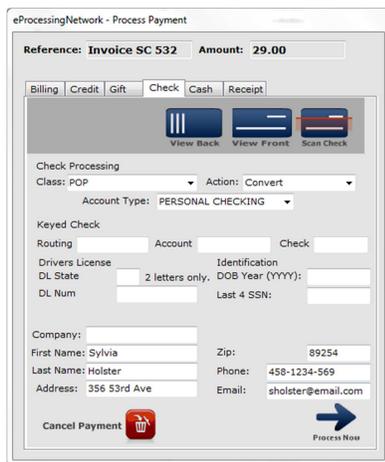
This section is only required if your check processor requires it.



Drivers License
DL State 2 letters only.
DL Num
Identification
DOB Year (YYYY):
Last 4 SSN:

Identification

This section is only required if your check processor requires it.



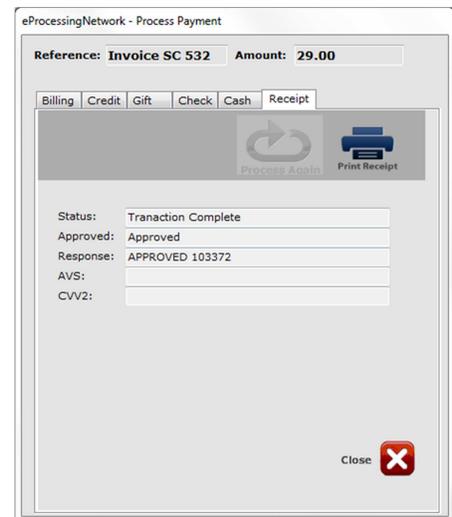
eProcessingNetwork - Process Payment
Reference: Invoice SC 532 Amount: 29.00
Billing | Credit | Gift | Check | Cash | Receipt
View Back | View Front | Scan Check
Check Processing
Class: POP Action: Convert
Account Type: PERSONAL CHECKING
Keyed Check
Routing Account Check
Drivers License
DL State 2 letters only. DOB Year (YYYY):
DL Num Last 4 SSN:
Identification
Company:
First Name: Sylvia Zip: 89254
Last Name: Holster Phone: 458-1234-569
Address: 356 53rd Ave Email: sholster@email.com
Cancel Payment Process Now

Click **“Process Now”** to process the transaction. The transaction will process and the receipt tab will open with the response.

The Receipt Tab opens with the transaction response. If the transaction is approved, you may print the receipt. If the email customer setting is enabled, and the customer’s email was provided, an email receipt

was sent to the customer.

You can verify your transactions in the Single Day Report of the Merchant Support Center if you are unsure the transaction was processed.



eProcessingNetwork - Process Payment
Reference: Invoice SC 532 Amount: 29.00
Billing | Credit | Gift | Check | Cash | Receipt
Process Again Print Receipt
Status: Transaction Complete
Approved: Approved
Response: APPROVED 103372
AVS:
CVV2:
Close

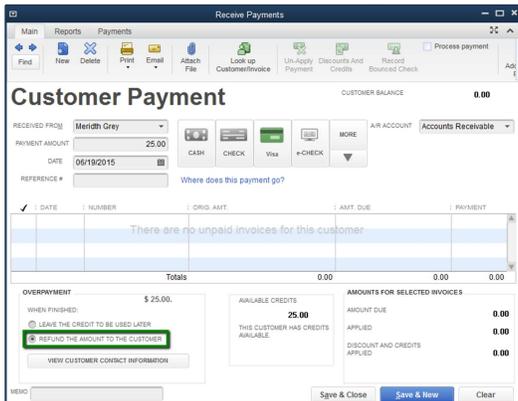
Click **Close** to continue.

Credit Card Refunds

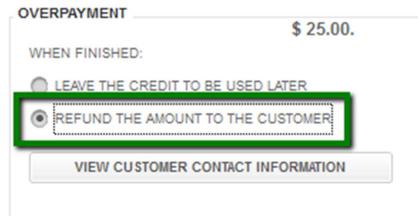
The **ePNPlugin** does not process cash or check returns, only credit card returns. You can process a Credit Card Refund two ways through QuickBooks. Create a refund from the payment or create a Credit Memo.

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.

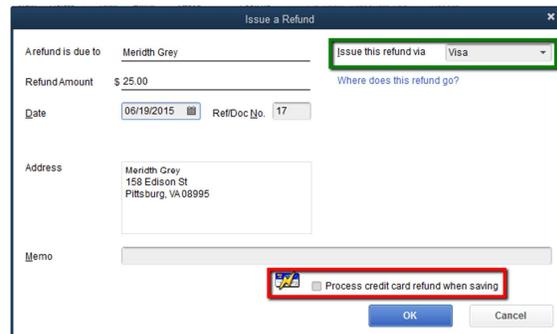


Bottom left of this window, select the Refund the amount to the customer.



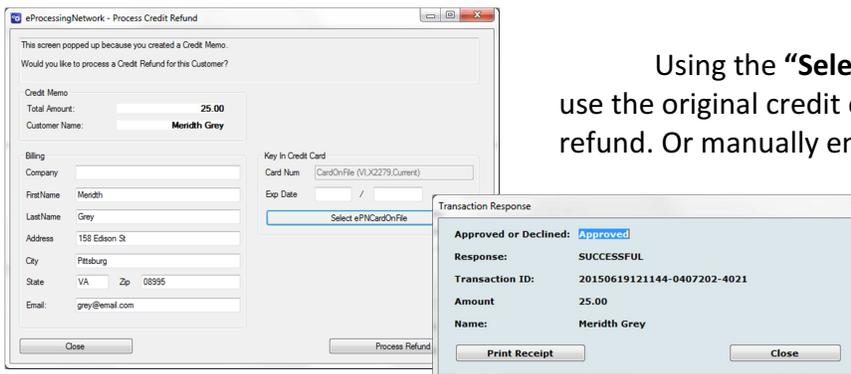
Click **“Save & Close”** and Click **“Yes”** to save changes.

In the Issue a Refund window, select the credit card type from the **“Issue this refund via”** drop down menu.



Click **“OK”**⁴ to continue. The **eProcessingNetwork – Process Credit Refund** window will open.

Using the **“Select CardOnFile”** button, you can use the original credit card information to process the refund. Or manually enter the card data.



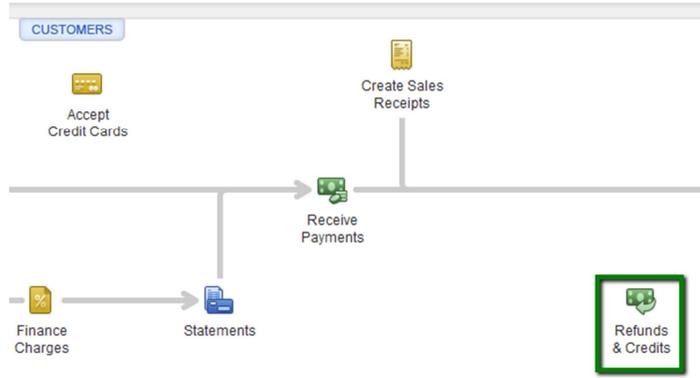
Click the **“Process Refund”** button to continue. When you receive the approval, click **“Close”** to continue.

⁴ **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.

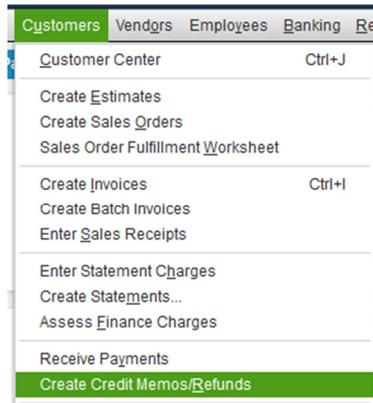
Credit Memos

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.

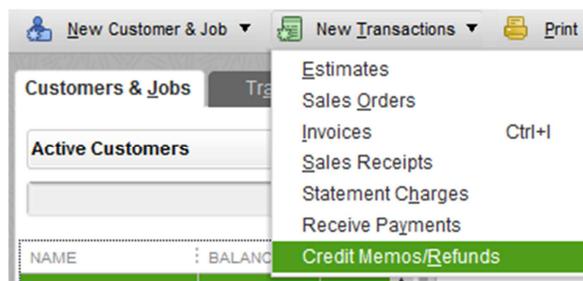
Click the **Refunds & Credits** icon on the QuickBooks home page.



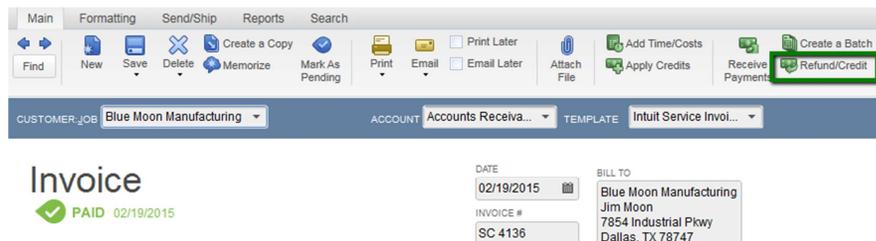
From the Customer Drop Down menu, select **Create Credit Memo/Refunds**.



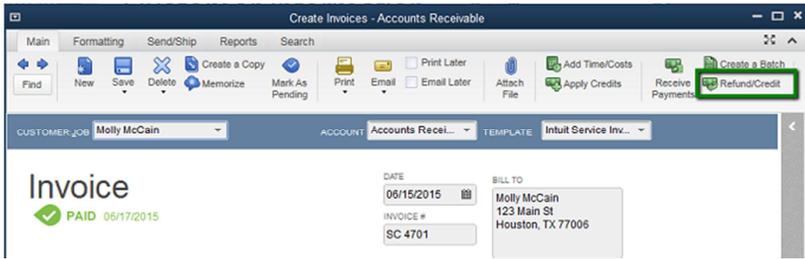
From the **Customer Center**



From the **Original Invoice**

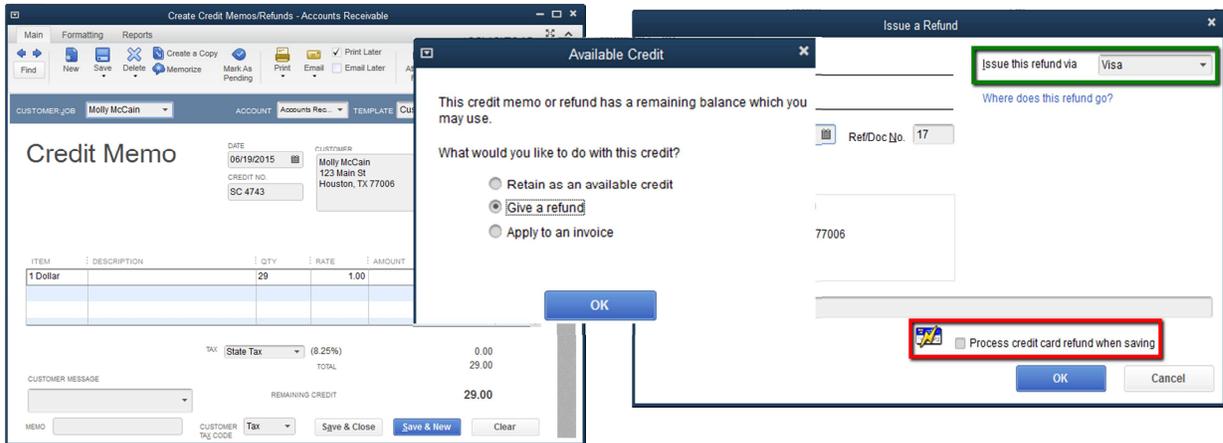


Credit Memo from Invoice



Starting with the original invoices, click the **Refund/Credit** button.

Make any changes necessary to the Credit Memo and click **“Save & Close”** to continue.

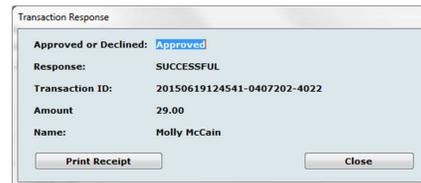
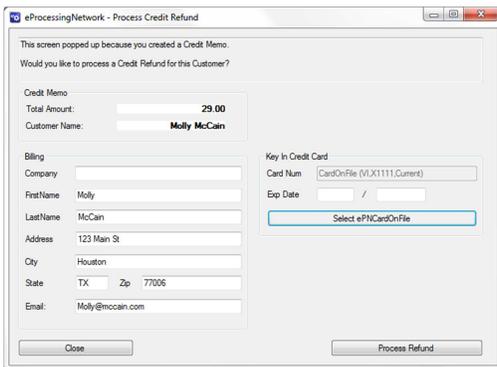


When the **Available Credit** window opens, select **Give a refund** and click **OK**.

Using the **“Select CardOnFile”** button, you can use the original credit card information to process the refund. 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. Click **OK**⁵.

Using the **“Select CardOnFile”** button, you can use the original credit card information to process the refund.

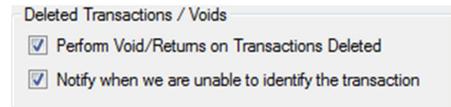
Click the **“Process Refund”** button to continue. When you receive the approval, click **“Close”** to continue.



⁵ **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.

Voids and Deleted Transactions

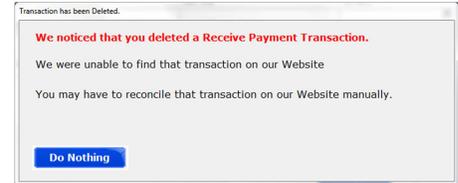
ePNPlugIn will prompt to issue a void or return upon the deletion of a credit card transactions. It cannot process check or gift card reversals. These must be handled directly through QuickBooks for Checks and eProcessing Network Merchant support center for gift card. It will issue Cash Returns.



As a default, the **Perform Void/Return on Transactions Deleted** setting is enabled. This can be disabled through the ePNPlugIn Preferences.

Unable to locate Original Transactions

If the ePNPlugIn is unable locate the original transaction or the transaction is a Check or Gift card transaction, you will be prompted with a **Do Nothing** option. This setting can be disabled in the preferences.



What is the difference between Refund and Void?

Refund or Return: Is a transaction that returns money back to a customer's credit card where the original sale transaction has been approved and settled. This usually takes 3 to 7 business days for the transaction to complete (depending on the banks involved).

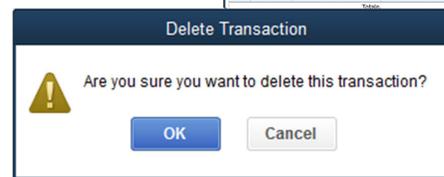
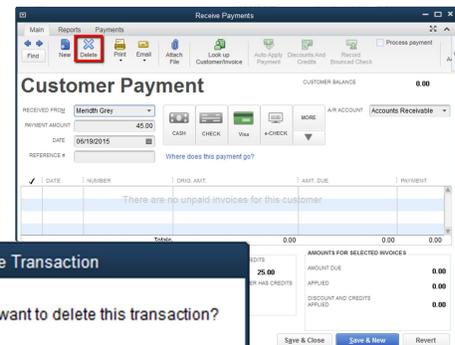
Void: Is a transaction that cancels the original transaction where the original sale transaction has been approved but has not settled. Voids are more cost effective than refunds. This usually takes 1 to 3 business days for the transaction to complete (depending on the banks involved).

Void Receive Payment

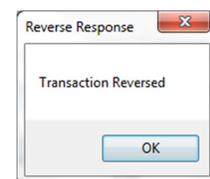
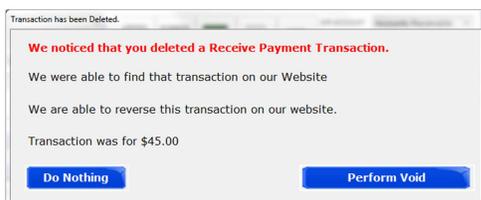
QuickBooks Receive Payments can be deleted, reallocate to another invoice or left as an available credit for the customer. Upon deleting a Receive Payment, ePNPlugIn will determine if it's necessary to void or return the transaction based on the above **"Refund vs Void logic"**.

Click **OK** on the Delete Transaction Window to continue.

Click **Perform Void** to void the transaction. If you click **Do Nothing** no void will be issued, and you will have to manually adjust any processing.



Click **OK** on the Reversed Message.

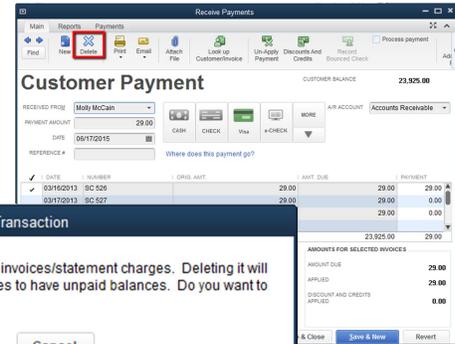


Delete Receive Payment to issue Return

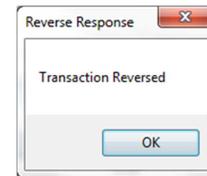
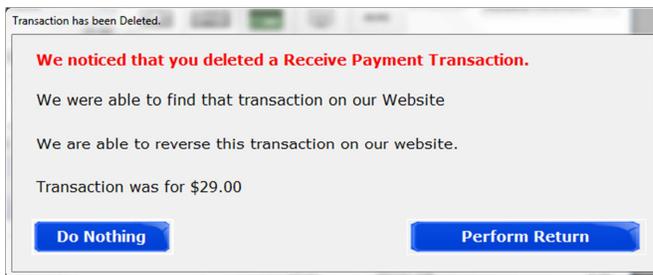
QuickBooks Receive Payments can be deleted, reallocate to another invoice or left as an available credit for the customer. Upon deleting a Receive Payment, **ePNPlugIn** will determine if it's necessary to void or return the transaction based on the above **"Refund vs Void logic"**.

Click **OK** on the Delete Transaction Window to continue.

Click **Perform Return** to void the transaction. If you click **Do Nothing** no void will be issued, and you will have to manually adjust any processing.



Click **OK** on the Reversed Message.

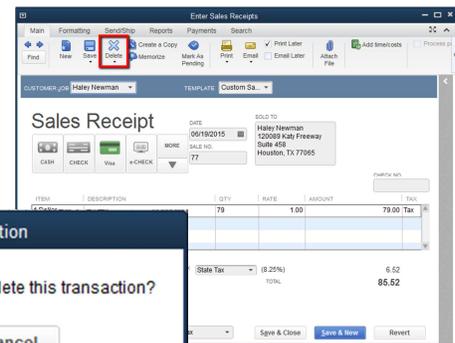


Void Sales Receipt

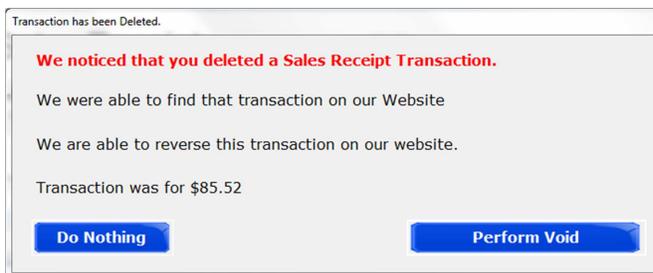
QuickBooks Receive Payments can be deleted, reallocate to another invoice or left as an available credit for the customer. Upon deleting a Receive Payment, **ePNPlugIn** will determine if it's necessary to void or return the transaction based on the above **"Refund vs Void logic"**.

Click **OK** on the Delete Transaction Window to continue.

Click **Perform Void** to void the transaction. If you click **Do Nothing** no void will be issued, and you will have to manually adjust any processing.



Click ok on the Reversed Message.



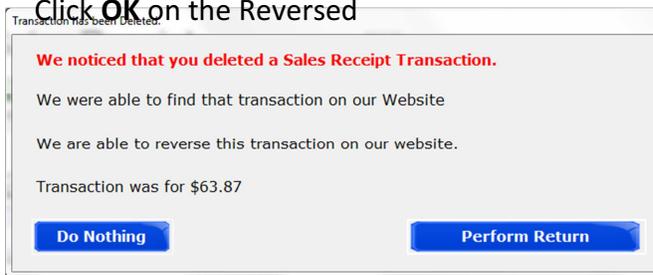
Delete Sales Receipt to issue Return

QuickBooks Receive Payments can be deleted, reallocate another invoice or left as an available credit for the customer. deleting a Receive Payment, **ePNPlugIn** will determine if it's necessary to void or return the transaction based on the above **vs Void logic**".

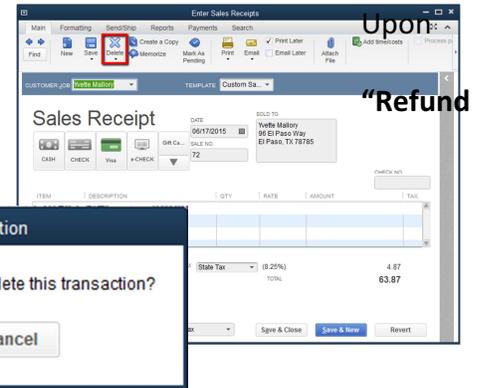
Click **OK** on the Delete Transaction Window to continue.

Click **Perform Return** to void the transaction. If you click **Do Nothing** no void will be issued, and you will have to manually adjust any processing.

Click **OK** on the Reversed



Message.

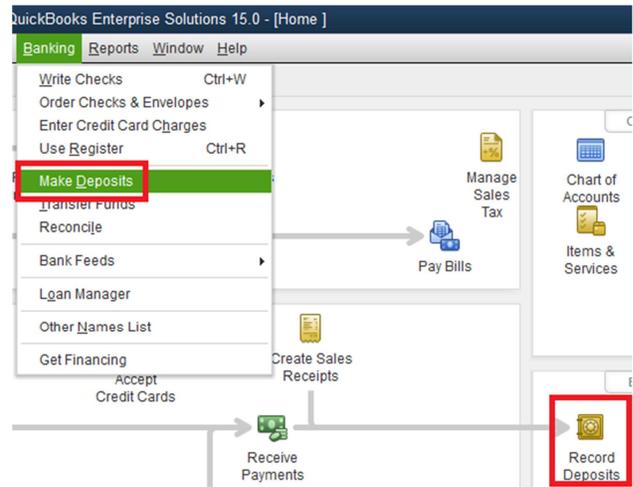


to
Upon
"Refund"

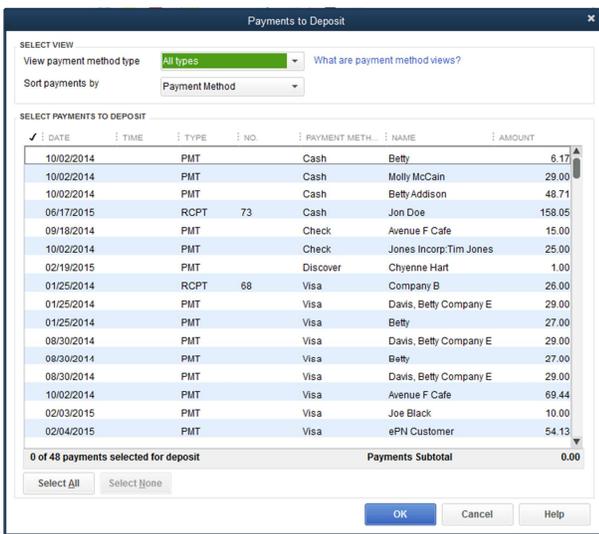
Recording Deposits

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**.



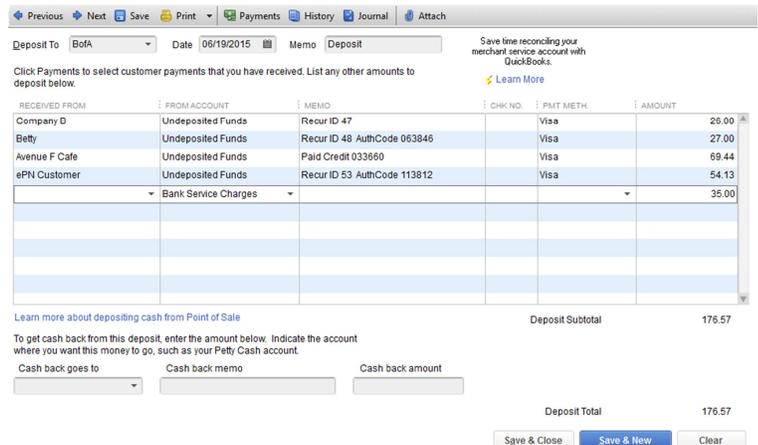
In the **Payments to Deposit** window, click the **View payment method type** dropdown list to select the payment method types that you want to display.

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.

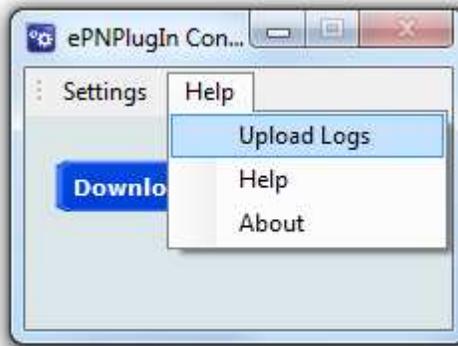
Click **Save & Close** to save the Deposit.



Upload Logs

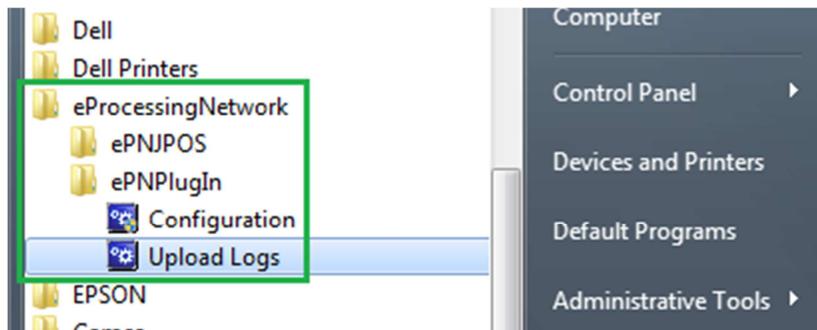
If you have any issues or errors while working with **ePNPlugIn**, first upload Logs. These logs help **eProcessingNetwork Tech Support Representatives** troubleshoot the errors you have experienced. This feature needs to be performed immediately after an issue has occurred. Without these logs, they will have nothing to work from.

Help Menu from the ePNPlugIn Control Panel

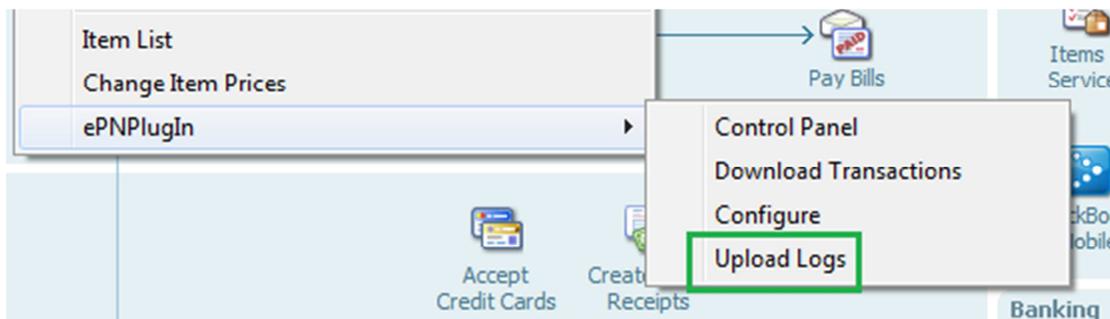


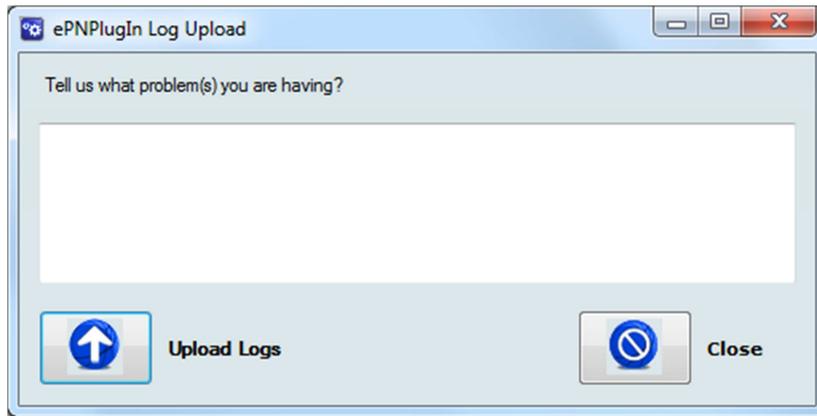
Go to the **Start** menu, select **All Programs**.

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



Customer Drop Down Menu within QuickBooks

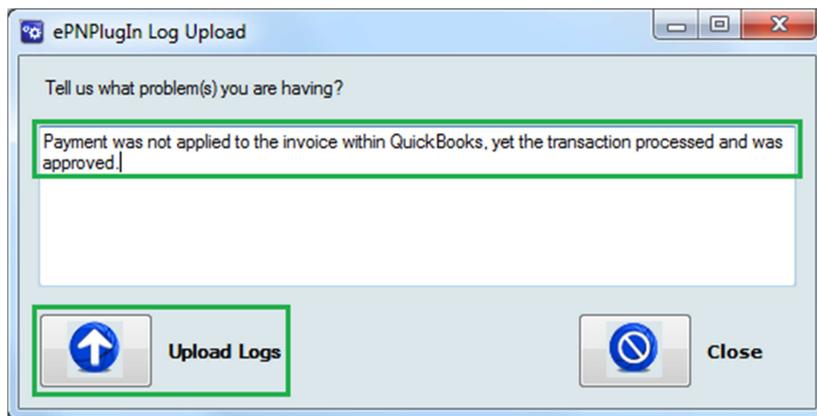




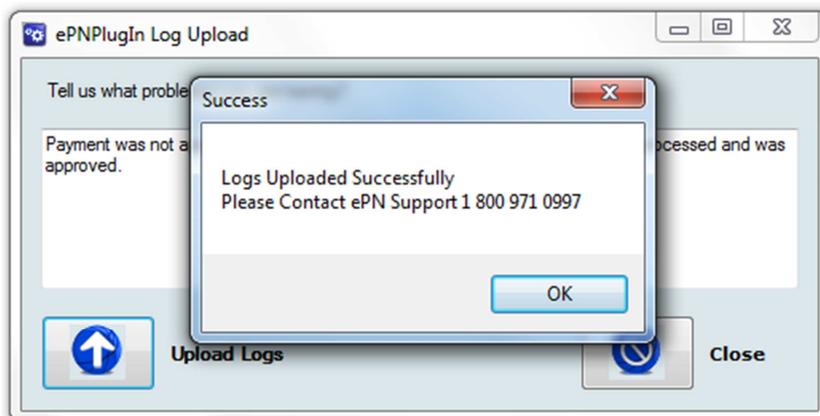
ePNPlugIn Log Upload Screen

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.

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 Users:** 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.

Equipment

The following equipment is compatible with ePNPlugIn:

■ Credit Card Only

- ✦ MagTek® Mini USB MagStripe Swipe Card Reader
- ✦ Part Number
 - 21040109
 - 21040110
 - 21073062

■ Credit Card and Check

- ✦ MagTek® MicrImage RS232 W/3TK MSR
 - Part Number 22410003
 - CrossCheck merchants can upload check images for processing
 - Serial Port
- ✦ MagTek® MICR Mini USB 3TK
 - Part Number 22533003
- ✦ MagTek® MICR MICRImage RS232 w/Ethernet
 - Part Number 22410004
- ✦ MagTek® MICR Excella MDX USB/Dual Scan
 - Part Number 22360001
 - Requires an Excella Encryption License

■ If your laptop doesn't have a serial port, you will need a Serial-to-USB

- ✦ USB 1.1 to Serial Converter Cable (GUC232A)
 - Model # GUC232A

Port Number Location

Win 7,8,10

If you are unable to locate the Com Port Number on your Win 7, 8 & 10 operating system, please follow these directions.

1. Go to the Start Menu and select Control Panel.
2. Click the Device Manger Link. (Fig A)
3. Click Ports (COM & LPT) to view the Devices on your computer.(Fig B)
4. Locate the COM number and insert in the Equipment Tab of the **ePNPlugIn** Configure Window. (Fig C)

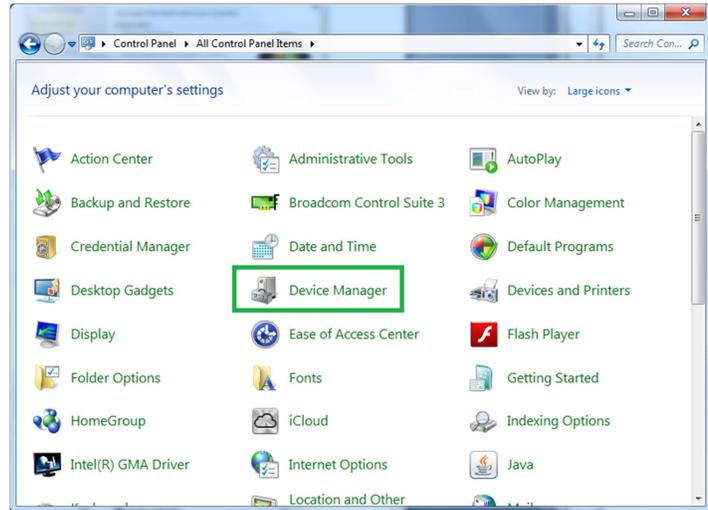


Figure A – Select Device Manager from Control Panel



Figure B – Click the + next to Ports (COM & LPT)

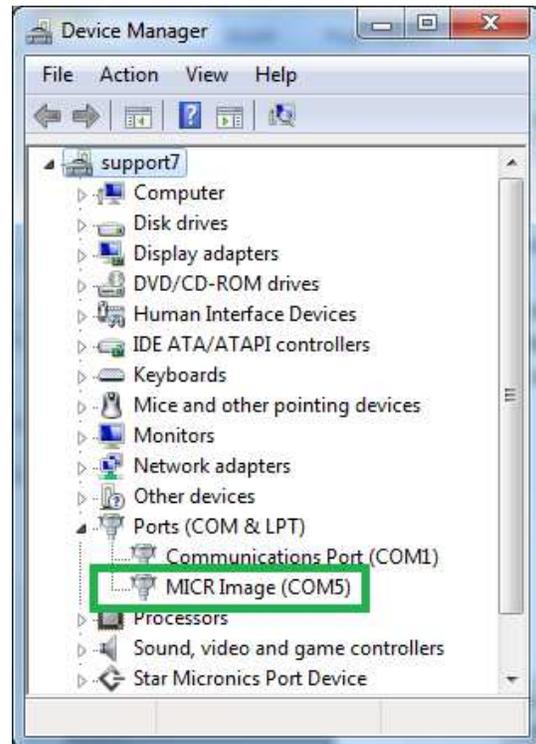
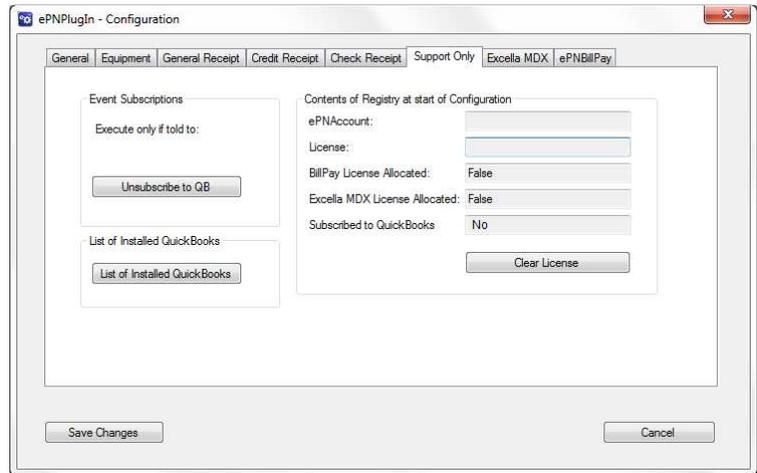


Figure C – COM Port Numbers

Technical Support

Please contact support at 800-971-0997.

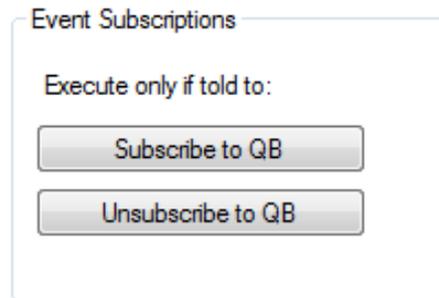
This tab is for **eProcessingNetwork** to use if needed when troubleshooting an issue with **ePNPlugIn**. **DO NOT CHANGE** this tab unless instructed by an **eProcessingNetwork Technical Representative**.



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.

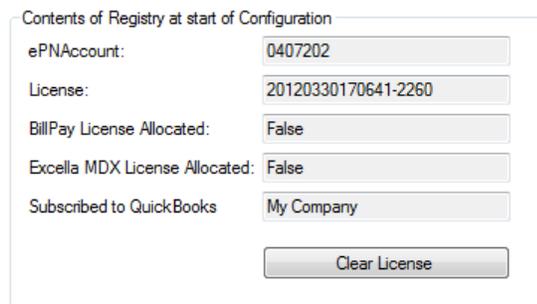


Registry Info

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.



Appendix

What Are The Different Standard Entry Class (SEC) Codes?

The Authorization Gateway uses the Standard Entry Class (SEC) codes to determine what information is required to be sent in the submission. The National Automated Clearing House Association (NACHA) requires the use of SEC Codes for each transaction settled through the Automated Clearing House (ACH). Each code identifies what type of transaction occurred. In addition, the SEC_CODE element in the response XML Data Packet from the GetCertificationTerminalSettings web method will include the SEC code used from the terminal ID provided. A definition of each of the SEC codes used by the Authorization Gateway can be found below. This only applies to check processing

Internet Initiated Entry (WEB): An internet initiated entry is a method of payment for goods or services made via the internet. Personal Accounts only.

Check 21 (C21): Although not an SEC Code C21 is used to denote Check 21 transactions. Check 21 requires a check reading device to capture the routing number, account number, and check number from the source document (Check) as well as capture images of both the front and back of the source document.

Prearranged Payment and Deposit Entry (PPD): A prearranged payment and deposit entry is either a standing or single entry authorization where the funds are transferred to or from a consumer's account.

Telephone Initiated Entry (TEL): A telephone initiated entry is a payment for goods or services made with a single entry debit with oral authorization obtained from the consumer via the telephone.

Cash Concentration or Disbursement (CCD): Used to submit credit and debit transactions distributing or consolidating funds between two corporate entities ("business-to-business"). Can be used for Company Checks via Web.

Point-of-Purchase Entry (POP): The Point-of-Purchase method of payment is for purchases made for goods or services in person by the consumer. These are non-recurring debit entries. A check reading device must be used to capture the routing number, account number, and check number from the source document (check). The source document cannot be previously used for any prior POP entry, and the source document must be voided and returned to the customer at the point-of-purchase. In addition a signed receipt must be obtained at the point-of-purchase and retained for 2 years from the settlement date. The "Authorization Requirements" section in the Authorization Gateway Specification document contains additional information on the receipt requirements.

Accounts Receivable Entry (ARC): An accounts receivable entry is a check received in the U.S. Mail. A check reading device must be used to capture the routing number, account number, and check number from the source document (Check).

Back Office Conversion Entry (BOC): A back office conversion entry is a payment for goods or services made at the point-of-purchase or a manned bill-payment location where the electronic check conversion occurs during back-office processing and not in the presence of the consumer. A check reading device must be used to capture the routing number, account number, and check number.