Processing Credit Cards in AccountEdge 2018

Receiving Payments

This section discusses applying payments to invoices.

1. There are 4 ways of receiving a payment:

   ◦ Click into the sales module and click the blue button Receive Payments.

   ◦ Go into your Sales Register, choose the Open Invoices tab at the top, click once to select the invoice you wish to pay, and then click the Receive Payment button at the bottom.

   ◦ Open the unpaid invoice and then click the Actions (or action wheel) button in the lower left corner, then choose Receive Payment.

   ◦ Enter a new invoice, enter an amount in the Paid Today field, assign a credit card type, and then click the Payment Details button. *Skip down to step 6 if using this method.*

2. Choose the Customer.

3. Enter the "Amount Received".

4. Change the payment method to the credit card type used by clicking the dark triangle to the right of the "Payment Method" field and selecting the "Use Method" button.

5. Click the "Details..." button.

6. The option "Update Customer Card with Payment Details" is automatically checked off. This will update the customer record with the credit card information used.

7. "Payment Method" should be set to the card type.

8. *Make sure to enter a ZIP code if you prefer to receive a better transaction discount rate.*

9. "Pay with Card" can be used to select a card that is already on file or a New Card.

   ○ If its a New Card:

     ▪ Click the "Enter Card" button and the Secure Credit Card Entry window will pop up. Swipe or fill out the form with the credit card information and then click "Submit".

   ○ If its a card already on file:

     ▪ Click "Authorize" and the Secure Credit Card Entry window will pop up with the data already filled out. Swipe or use the info already filled out and then click "Submit'.

   ○ *Choosing to swipe the card can result in lower credit card fees depending on your merchant plan.*

   ○ *If you are processing a Procurement Card, you can place a check mark in this box and a GL Code field will appear. (Procurment cards are issued by municipal agencies, academic institutions, and other government agencies for purchases that are less than $5,000). If you are not processing a Procurement Card, do not place a check mark in the box. If you are unsure, the card is likely not a Procurement Card.*

10. After clicking "Submit" a window should pop up to tell you if the payment has been approved or not.

Credit Card Information in Customer Card File

In the Payment Details tab of a customer card file you can find the where the credit card information was saved. The full card details will not be displayed since the information is stored on the Forte Payment Systems secure server and not in your AccountEdge company file.
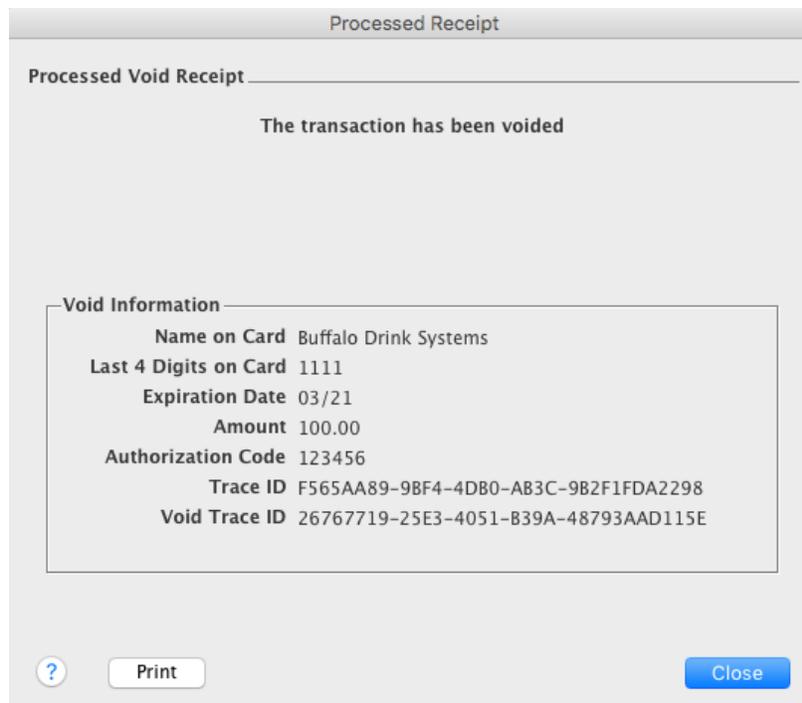
Voiding a Credit Card Transaction

If a credit card transaction needs to be reversed or voided *the same day the transaction was recorded*, it can be done from AccountEdge the same day the transaction was initially recorded.

1. Open the payment transaction from within the Sales module by clicking the blue button "Receipts" and then double click on the payment you wish to void.

2. Go to the top menu bar and click Edit > Reverse Payment

3. The following message will pop up. Click Void Authorization to void the credit card authorization. (Reverse anyway would reverse the transaction but wouldn't stop the credit card authorization from going through)

This payment has been authorized.
Do you want to void this authorized payment?

Cancel	Reverse Anyway	Void Authorization
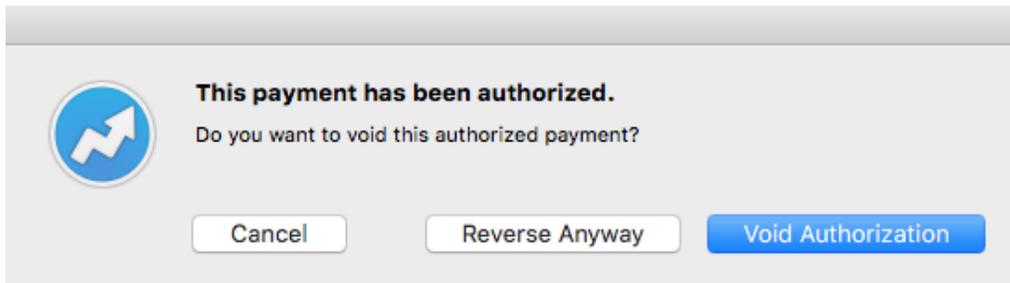
4. Once the authorization has been voided you will receive a confirmation message.

Processed Receipt

Processed Void Receipt

The transaction has been voided

Void Information

Name on Card	Buffalo Drink Systems
Last 4 Digits on Card	1111
Expiration Date	03/21
Amount	100.00
Authorization Code	123456
Trace ID	F565AA89-9BF4-4DB0-AB3C-9B2F1FDA2298
Void Trace ID	26767719-25E3-4051-B39A-48793AAD115E

?   Print   Close

Processing a Credit Card Refund

You can process a refund to your customer's credit card as an alternative to voiding a transaction.

1. Record a credit memo for your customer. [Click Here](#) for more information on creating a credit memo.

2. Go into your Sales Register and choose the Returns & Credits tab at the top.

3. Select the Credit Memo that you just created so it is highlighted in blue and then click Pay Refund.

4. The Settle Returns & Credits window should pop up. Click the Details button.

5. In the Applied Payment Details window click the Authorize button.