

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.

Receive Payments

Deposit to Account Balance >> \$136,443.02

Group with Undeposited Funds 1-1160 Undeposited Funds

Pay from Retainer

Customer >> Buffalo Drink Systems ID # CR000206

Amount Received \$99.25 Date 3/29/18

Payment Method Visa Details...

Memo Payment; Buffalo Drink Systems

INVOICE #	STATUS	DATE	AMOUNT	DISCOUNT	TOTAL DUE	AMOUNT APPLIED
00000294	>> Open	8/11/18	\$99.25		\$99.25	\$99.25
00000005	>> Open	8/19/18	\$200.00		\$200.00	
00000301	>> Open	8/21/18	\$45.11		\$45.11	
00000041	>> Open	9/12/18	\$1,500.00		\$1,500.00	
00000131	>> Open	10/9/18	\$100.00		\$100.00	

Receipt Print

Receive All

Total Applied \$0.00
Finance Charge \$0.00
Total Received \$99.25
Out of Balance \$99.25

? Journal Register Attach Add Note USD Cancel Record

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.*

Update Customer Card with Payment Details

Payment Method You will be prompted to enter the new credit card details when the payment is authorized.

Pay with Card

Last 4 Digits on Card

Expiration Date

Name on Card

ZIP (AVS)

Notes

Authorization Type Amount \$100.00

Authorization Code

Update Customer Card with Payment Details

Payment Method You will be prompted to enter the new credit card details when the payment is authorized.

Pay with Card

Last 4 Digits on Card 5428

Expiration Date 03/18

Name on Card Buffalo Drink Systems

ZIP (AVS) 14758

Notes

Authorization Type Amount \$100.00

Authorization Code

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.

The image shows two overlapping windows from a software application. The left window, titled "Credit Card Details", contains a form for entering card information. The right window, titled "Processed Receipt", displays a confirmation message and payment details.

Credit Card Details

Name:

Card #:

Expires:

Procurement Card

Zip Code: CVV2:

Amount: \$100.00

Sales Tax: \$0.00

Total: \$100.00

Update Customer Card with Payment Details

Processed Receipt

The payment has been approved

Payment 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

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.

The image shows a "Card Information" window with several tabs. The "Payment Details" tab is selected, showing card information for "Buffalo Drink Systems".

Buffalo Drink Systems 100002 A/R Balance >> \$3,502.49

Payment Method Notes

Last 4 Digits on Card 1111

Expiration Date 03/21

Name on Card Buffalo Drink Systems

ZIP (AVS)

Web Pay

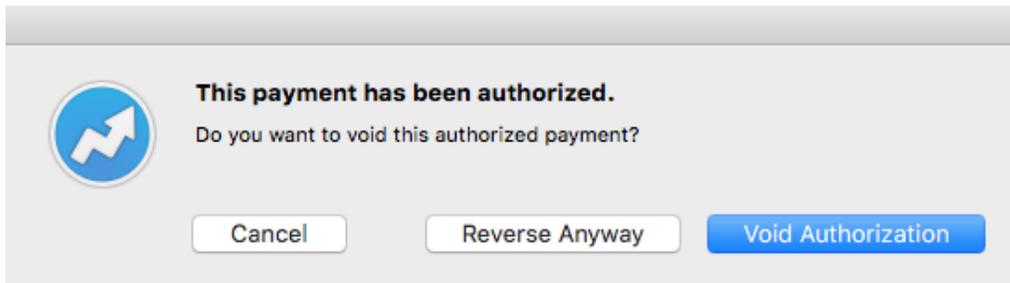
Send Invoices with Web Pay option for this customer.

Allow customers to pay single invoices without creating an account. [Learn More](#)

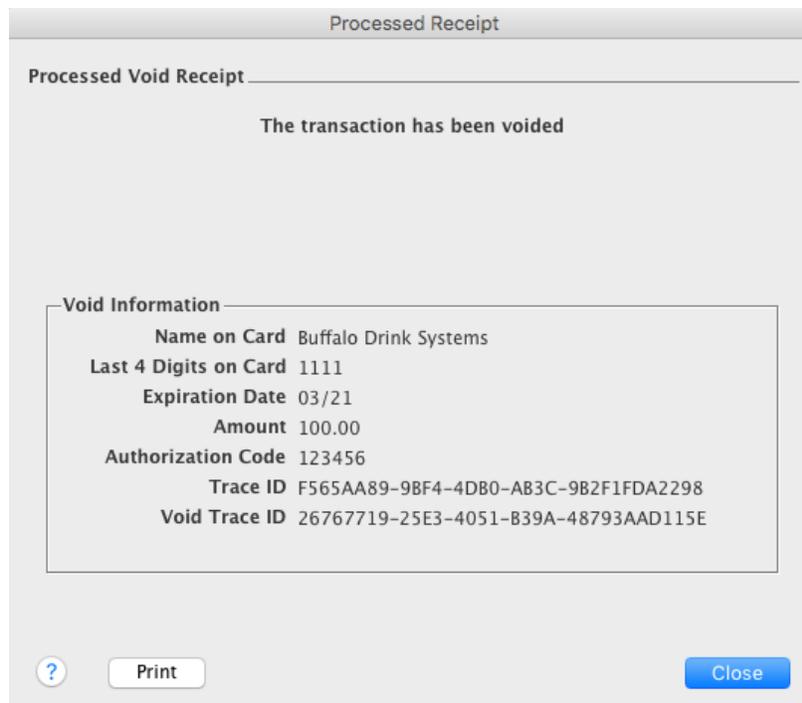
Voiding a Credit Card Transaction

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)



4. Once the authorization has been voided you will receive a confirmation message.



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.

The screenshot shows the 'Sales - New Service' window with a 'CREDIT MEMO' header. The 'Customer' is 'Buffalo Drink Systems' and the 'Invoice #' is '00000390'. The 'Date' is '5/16/18'. The 'Ship to' address is 'Buffalo Drink Systems, 31 Upper Water Street, River Edge, NY 14758'. A table with columns 'DESCRIPTION', 'ACCT#', 'AMOUNT', 'JOB', 'DEPT', and 'TAX' contains one row: 'asdfasf', '4-1400', '\$50.00', and a checked 'TAX' box. Below the table, 'Subtotal' is \$50.00, 'Freight' is \$0.00, and '0.25% Tax' is \$0.13. The 'Total Credit' is \$50.13. The 'Ship Via' is set to 'MET'. Other fields include 'Salesperson', 'Comment', 'Promised Date', 'Journal Memo' (Credit Memo: Buffalo Drink Syste), 'Referral Source', 'Delivery Status' (Print and Email), and 'Category'. A bottom bar contains 'Print', 'Send', 'Layout', 'Journal', 'Register', 'Attach', 'USD', 'Cancel', and 'Record' buttons.

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.

The screenshot shows the 'Sales Register' window with the 'Returns & Credits' tab selected. The 'View' is 'Returns & Credits' and the search is for 'Card' by 'Buffalo Drink Systems'. A table with columns 'Date', 'Invoice#', 'Customer', 'Amount', and 'Credit Amt' has one row highlighted in blue: '5/16/18', '00000390', 'Buffalo Drink Systems', '(\$50.13)', and '(\$50.13)'. Below the table, 'Pay Refund', 'Apply to Sale', and 'Create Copy' buttons are visible. A bottom bar contains 'Print', 'Shipping Manager', 'Close', and 'New Credit Memo' buttons.

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

Account 1-1100 ▶ General Checking Account Balance » \$217,242.30

Customer Buffalo Drink Systems Check # 1954
Payment Method Visa ▶ Details... Date 5/16/18
Pay to the Order of Buffalo Drink Systems \$ 50.13
Fifty and 13/100 United States Dollars
Address 1 31 Upper Water Street
River Edge, NY 14758
Memo Buffalo Drink Systems: Credit from 00000392 Widgets Coffee Co.

Check Already Printed
Payment Notification Print

? Print Journal Order USD Cancel Record

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

Applied Payment Details

Payment Details for Buffalo Drink Systems

Update Customer Card with Payment Details

Payment Method Visa ▶
Pay with Card VISA-1111-03/21
Last 4 Digits on Card 1111 Notes
Expiration Date 03/21
Name on Card Buffalo Drink Systems
ZIP (AVS) 14758

Authorization Type Standard Sale Amount \$50.13
Authorization Code

? Authorize Cancel OK

Processed Receipt

Processed Credit Receipt

The credit has been approved

Credit Information

Name on Card Buffalo Drink Systems
Last 4 Digits on Card 1111
Expiration Date 03/21
Amount 50.13
Authorization Code 123456
Trace ID 2808A0DA-9485-4D1B-9995-CF98C2D6E059

? Print Close