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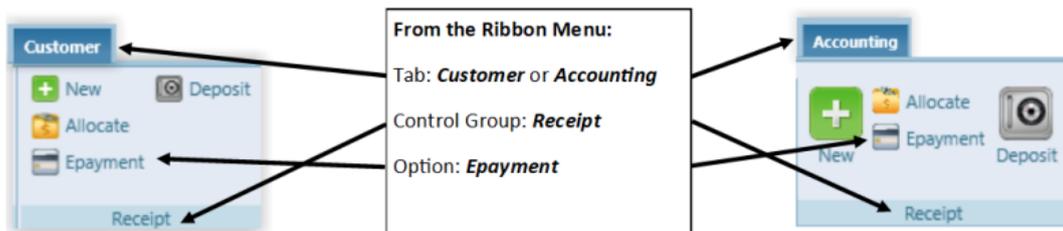
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How Do You Process Epayment Credit Cards, Deposit Epayment Transactions, Refund an Order Deposit

Tammy Mason - 2024-06-13 - in PromoPayment

How Do You Process Epayment Credit Cards, Deposit Epayment Transactions, or Refund an Order Deposit?

How Do You Process Epayment Credit Cards



To process a credit card, select the **Provider Name** from the drop-down list to be used for this transaction.

The screenshot shows the 'Epayment' form interface. At the top, there are 'Cancel' and 'Close' buttons. Below them is a 'Provider Name' drop-down menu with '(Select)' as the current value. Underneath is a search bar with 'Invoice (Select)', 'Order (Select)', and 'Customer (S) (Select)' fields, followed by a 'Search' button. At the bottom, there is a table with columns: 'Type', 'Invoice', 'Order', 'Customer', 'Due Date', 'Amount Due', 'Amount Authorized', 'Receipt Type', and 'Action'.

Next, select the customer for whom you will be applying the credit card payment.

Click **Search** after selecting the Service Provider and the Customer. All open orders and receivables for the selected customer will then be displayed. **NOTE:** Finance Charge items will not display and cannot be paid by Credit Card.

The **Search** results will now be displayed. Follow these steps to authorize payments to an order/invoice against the customer's credit card.

1. For an order or invoice, enter the amount the customer has authorized into the **Amount Authorized** field. All or Partial payments are allowed.
2. Select the **Receipt Type** (Payment Method) to be used for this transaction. (Only one credit card payment process at a time is intended to occur.)
3. The **Coin Icon** will appear once the Receipt Type is selected. If you select this icon, a PCI compliant window (See step 4) will appear that allows the operator to enter the customer's credit card information and submit the transaction.

The screenshot shows the 'Epayment*' window with the following details:

- Provider Name: Promo Payment
- Invoice: (Select) | Order: (Select) | Customer: UNIO01 | University of Northern Iowa
- Table with columns: Type, Invoice, Order, Customer, Due Date, Amount Due, Amount Authorized, Receipt Type, Actions.
- Row 1: Invoice, 10002, 101, University of Nor, 5/25/2019, \$3,073.85, \$3,073.85, (Select), [Dropdown]

If there are available customer vault records, this icon  will also be displayed in the Actions column. You can select from the customer's vaulted records to authorize payments, without the need to rekey information.

This screenshot is identical to the previous one, but the 'Receipt Type' is now 'Payment' and a coin icon is visible in the 'Actions' column, circled in red.

NOTE: When the Service Provider resource selected has "enable customer vault" check marked, the customer's credit card information will be automatically "vaulted" for future payments under the Vault Selection. This information can also be viewed on the Customer Resource under the Other expander, but without the Submit option.

Select Submit after locating the vaulted record you wish to use for this transaction.

4. Enter the customer's credit card information and submit the transaction in the PCI Compliant window.

The screenshot shows two windows side-by-side:

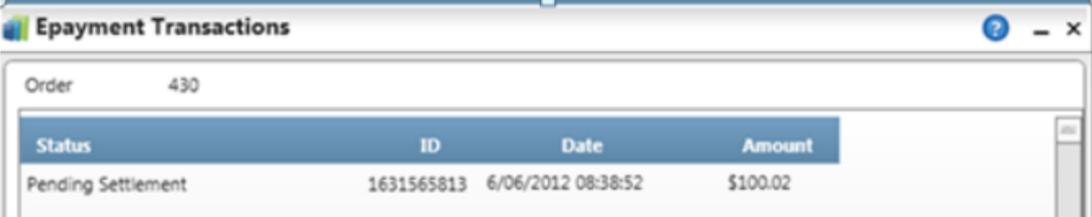
- Left Window (PCI Compliant):**
 - PO#: po338772
 - Bill to: Tina Fredricks, 5400 West 5th Street, Waterloo, 50701
 - Sub Total: 100.00, Shipping: 0.00, Tax: 0.00, Grand Total: 100.00
 - Fields: Credit Card Number, Expiration Date (1 - January 2012), Credit Card Security Code (with "What's this?" link), and a Submit button.
- Right Window (Epayment Transaction Status):**
 - Customer's Credit Card was Approved.
 - Amount \$ 100.00
 - Transaction ID 1620289966
 - Authorization: 123456
 - Ok button

5. The status result of the Epayment transaction will be displayed,

indicating whether the transaction was approved or declined. Once the user selects OK the records in the list will be refreshed with the new amount due. If the record was paid in full, then the record will no longer be displayed in the list.

NOTE: If the transaction is declined, an error code will be displayed that can be used to reference the decline reason at: www.safesavepayments.com.

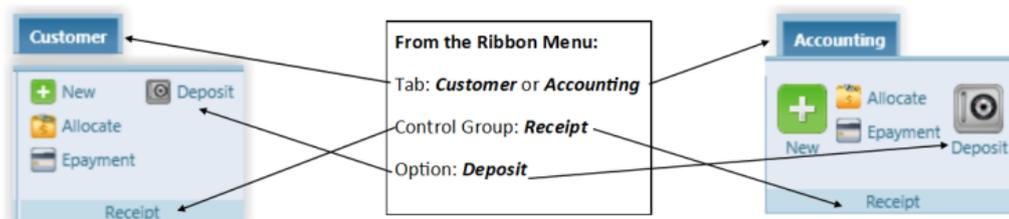
When the History Icon is displayed in the Action column, select it and review previous credit card transactions that have been processed through the Epayment option for partially paid order/invoice.



Status	ID	Date	Amount
Pending Settlement	1631565813	6/06/2012 08:38:52	\$100.02

How Do I Deposit Epayment Transactions?

1. The final step when entering Customer Receipts is the Deposit. Due to the fact actual deposits for credit cards are never deposited on the same day as they are processed, use ASI SmartBooks deposit feature to not artificially overstate the true cash on hand until the money is deposited in the bank account.
2. Depending on the card issuer and card type, this will typically take between 2 – 3 business days.
3. The deposit in ASI SmartBooks can be completed accurately either by watching your bank account through your online banking services, or the deposit notifications on Web Payment Gateway Reporting when the deposit has occurred. You will then use the deposit process in ASI SmartBooks to indicate the true deposit date(s).



How Do I Refund an order deposit if the

order is cancelled?

If you need to refund an order deposit entered using Epayment these are the steps to follow.

1. Edit the order and remove the price and cost from the product line. Change the quantity on the product line to 1. You only need one product line on the order, if you have multiple products, you can delete the rest.

Note: If the products on this order are stocked inventory this will remove the allocation for that product.

2. Verify the order total shows only the credit balance for the order deposit amount.

The screenshot shows the 'Order - 183' interface. At the top, there are navigation buttons: Home, Order - 183, New, Copy, Import, Save, Delete, Cancel, Close. Below this, there are fields for Quote (Select), Program (S), Customer (CCM001), and Central City Mercedes. There are also buttons for + New Customer, + New Quote, + New Invoice, and a Status button set with Open, Hold, and icons. The Salesperson is listed as Ann Marie Goodstar.

The 'Products (1)' section contains a table with the following data:

Code	Description	Ordered	Unit	IPC	Price	Price Total	Cost	Cost Total
100	Drink Insulator - Black, 24oz, metal insert for li	1	Each	(S)	\$0.0000	\$0.00	\$0.0000	\$0.00

Below the products is an 'Add Product' button and a 'Totals' section. The 'Totals' section is divided into 'Prices' and 'Costs'.

Category	Item	Amount	Percentage
Prices	+ Goods/Services	\$0.00	0%
	- Discount	0.00	0%
	+ Freight	0.00	0%
	Total Price	\$0.00	100%
Costs	- Deposit	\$164.70	0%
	Unpaid Amount	(\$164.70)	100%
	- Goods/Services	\$0.00	0%
	- Freight	0.00	0%
Gross Margin	Gross Margin	\$0.00	0%
	- Commission	\$0.00	0%
	Net Margin	\$0.00	0%

3. Invoice this order. It will create an invoice with a negative balance owed.

4. In Receipt Allocate, adjust this credit off using the reason Customer Refund.

The screenshot shows the 'Receipt Allocate' interface. At the top, there are buttons: Process, Cancel, Close. Below this, there are fields for Customer (CCM001), Central City Mercedes, and a table with columns for Invoice, Date, Amount, and Reason. The table contains two rows: one for Invoice 10050 with amount 0.00 and reason (Select), and one for Invoice 10053 with amount (\$164.70) and reason (Select). Below the table is a 'General Ledgers' section with a table for General Ledger, Description, and Payment. There is also an 'Add General Ledger' button and an 'Additional Customer Payments' section.

A dropdown menu is open over the 'Reason' column of the second row, showing the following options: (Select), Bad Debt, Bank Service Charge, Cash Short or Over, Credit Card Fee, Customer Refund, and Customer Terms Discount. The 'Customer Refund' option is highlighted.

5. Under Accounting - General Ledger - New record a journal entry to remove the customer refund and cash. Debit

Customer Refund and Credit Cash.

6. Manually credit back the card using the PromoPayment web portal.