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**EMBEDDED PAYMENTS AND RECONCILIATION TOOL ERP PAY (EP) USER GUIDE FOR MERCHANTS**

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**Quick Books Online Integration**

Version 1.0

## Contents

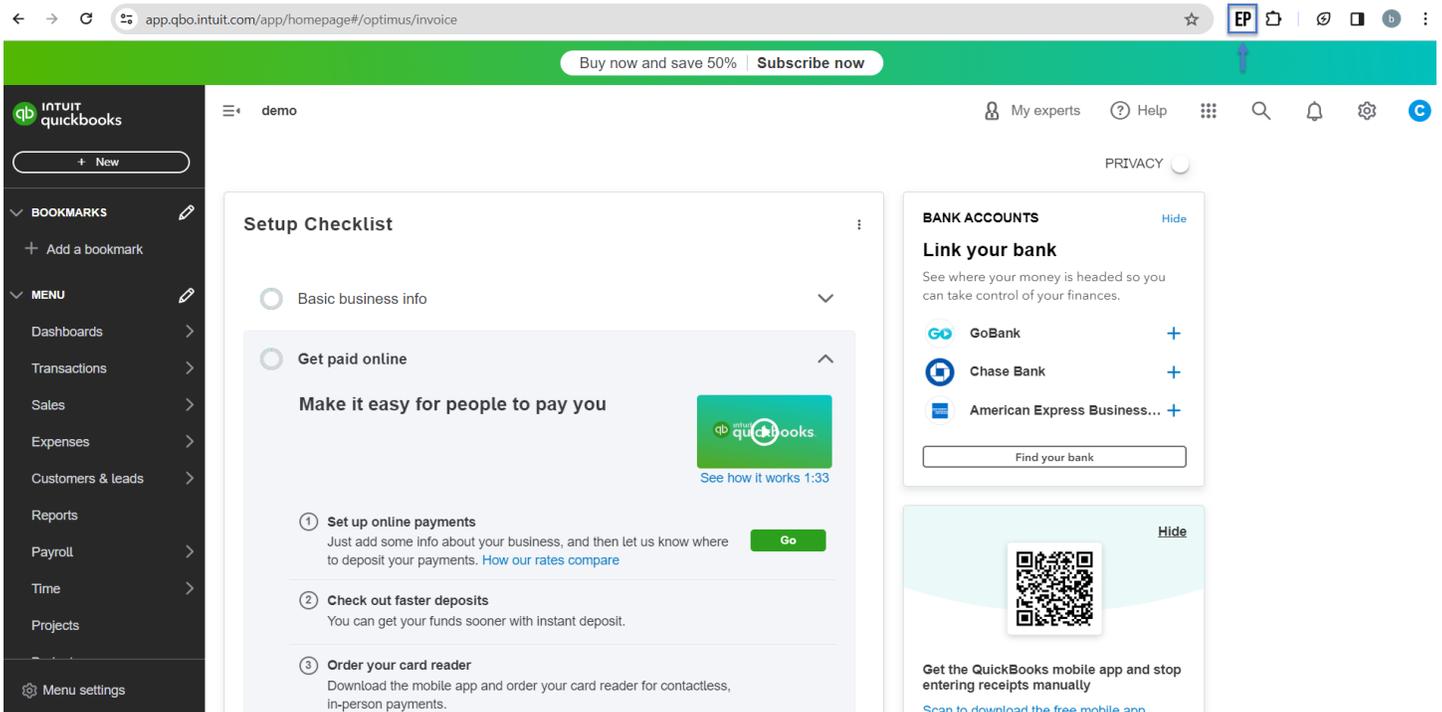
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# 1 Getting Started

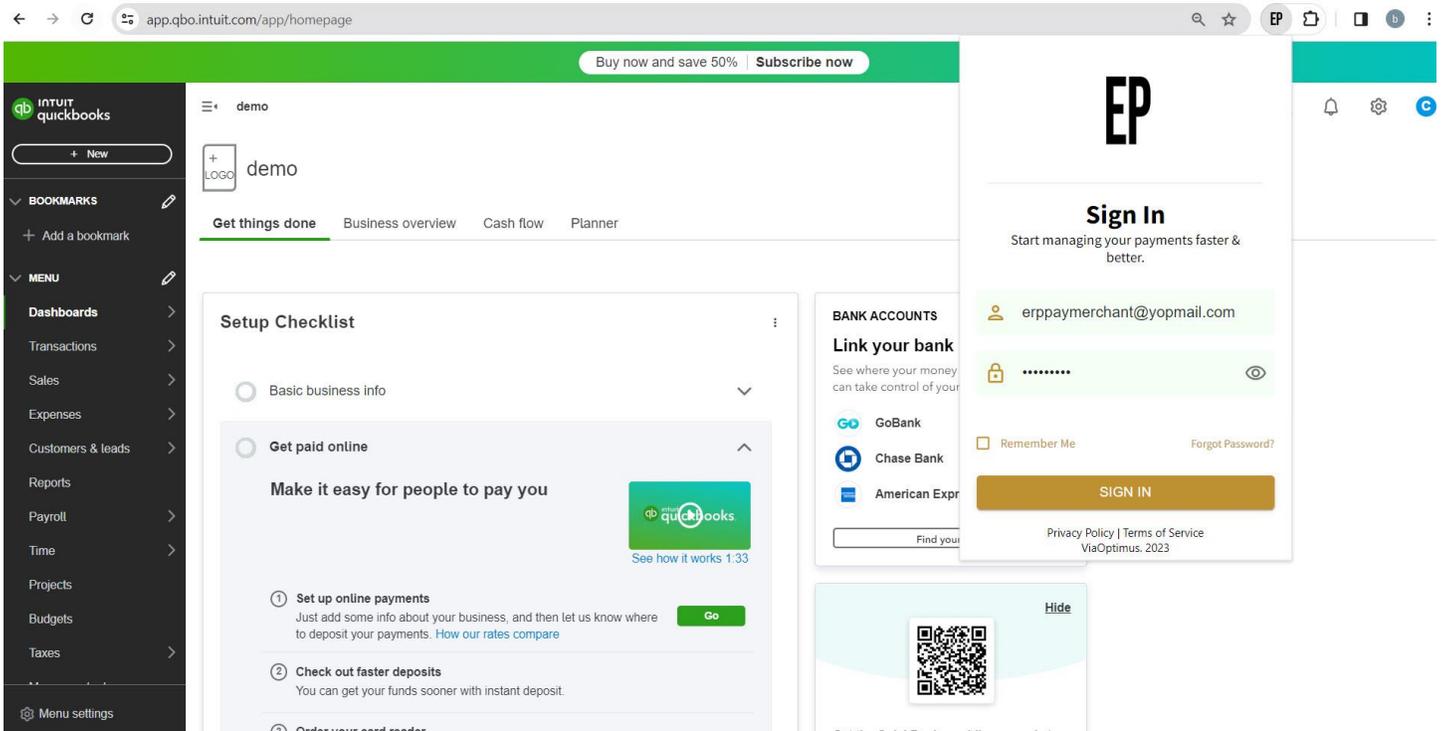
## 1.1 Connect Via Optimus to QuickBooks Online

The following steps outlines how to connect Via Optimus with QuickBooks Online.

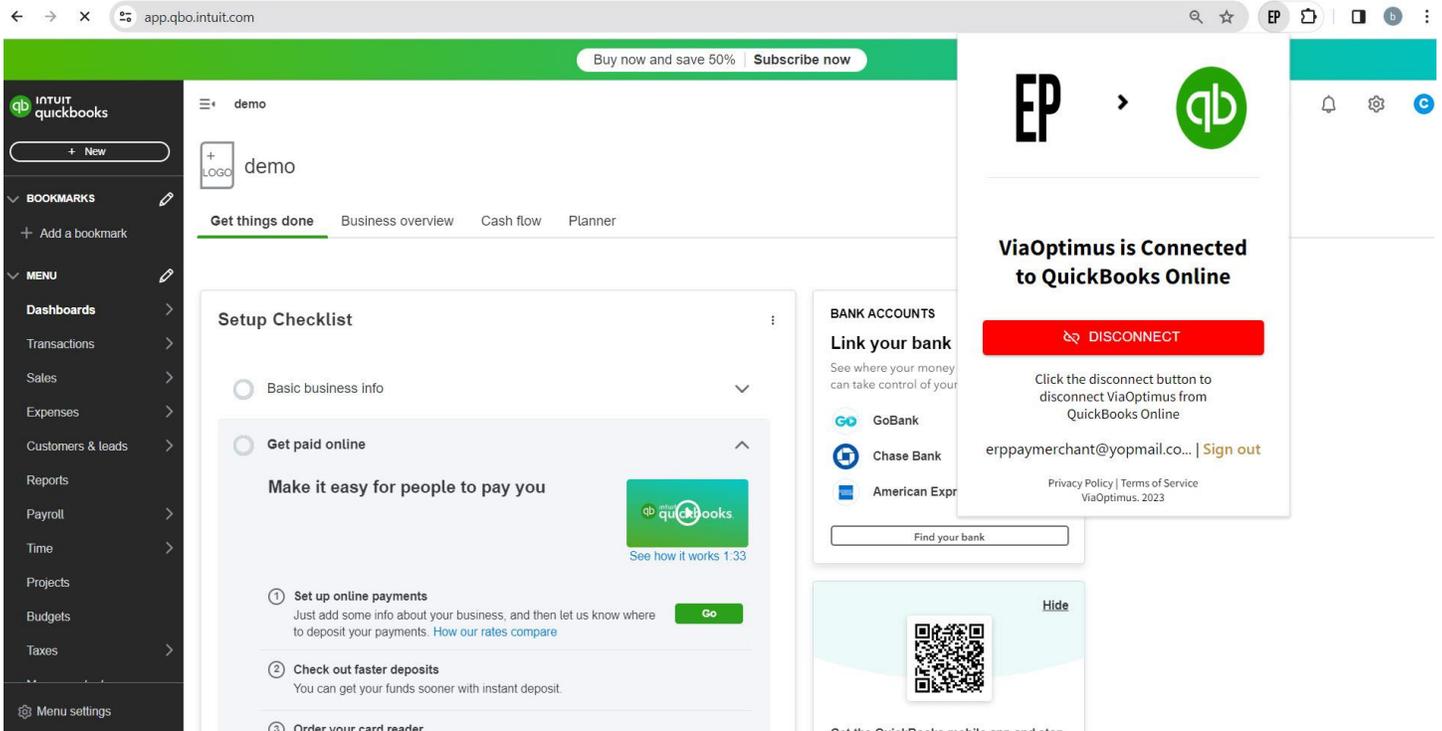
1. Log into your QuickBooks Online account.
2. Click on the extension as shown in the figure below.



3. Enter your username and password and click on **SIGN IN** button as shown in the figure below.

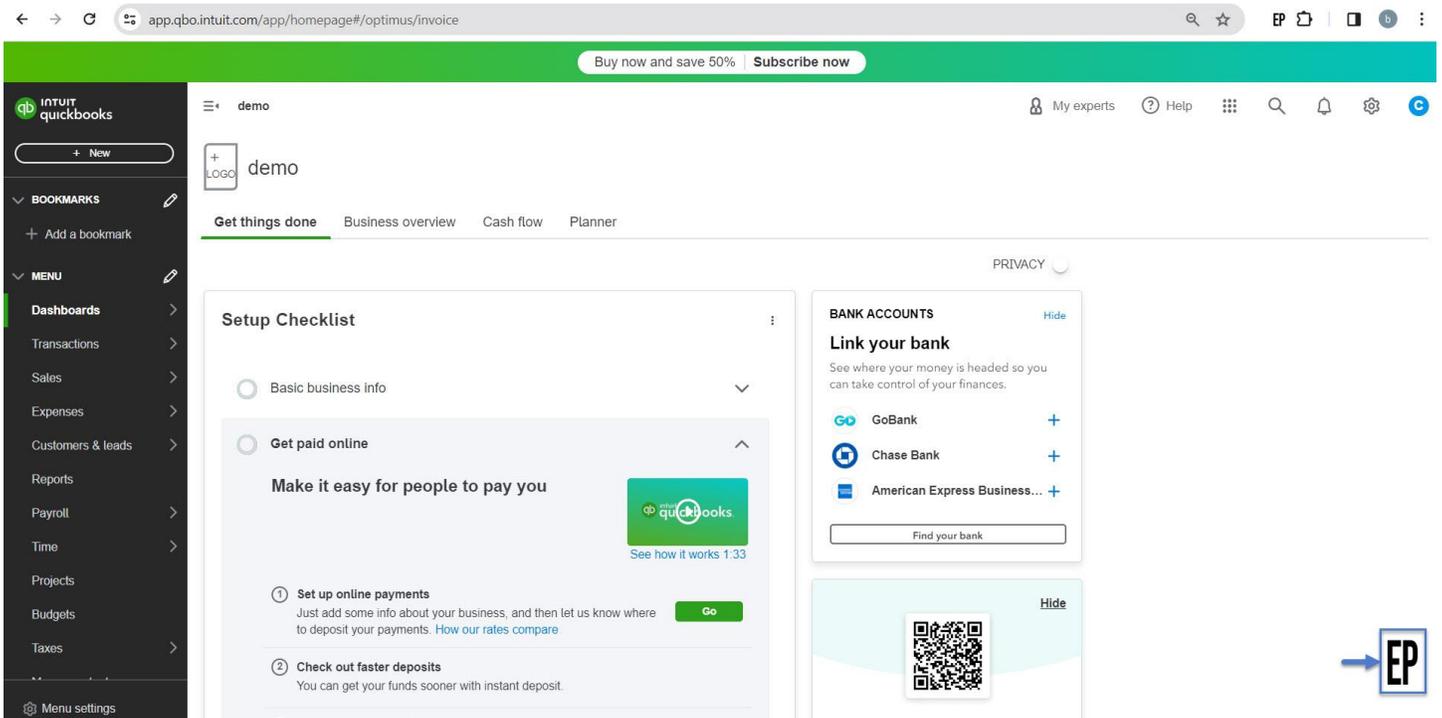


4. Once you are logged-in successfully, the **CONNECT** button appears as shown in the figure below.



5. Click on **CONNECT** button. This will connect the to your QuickBooks Online.

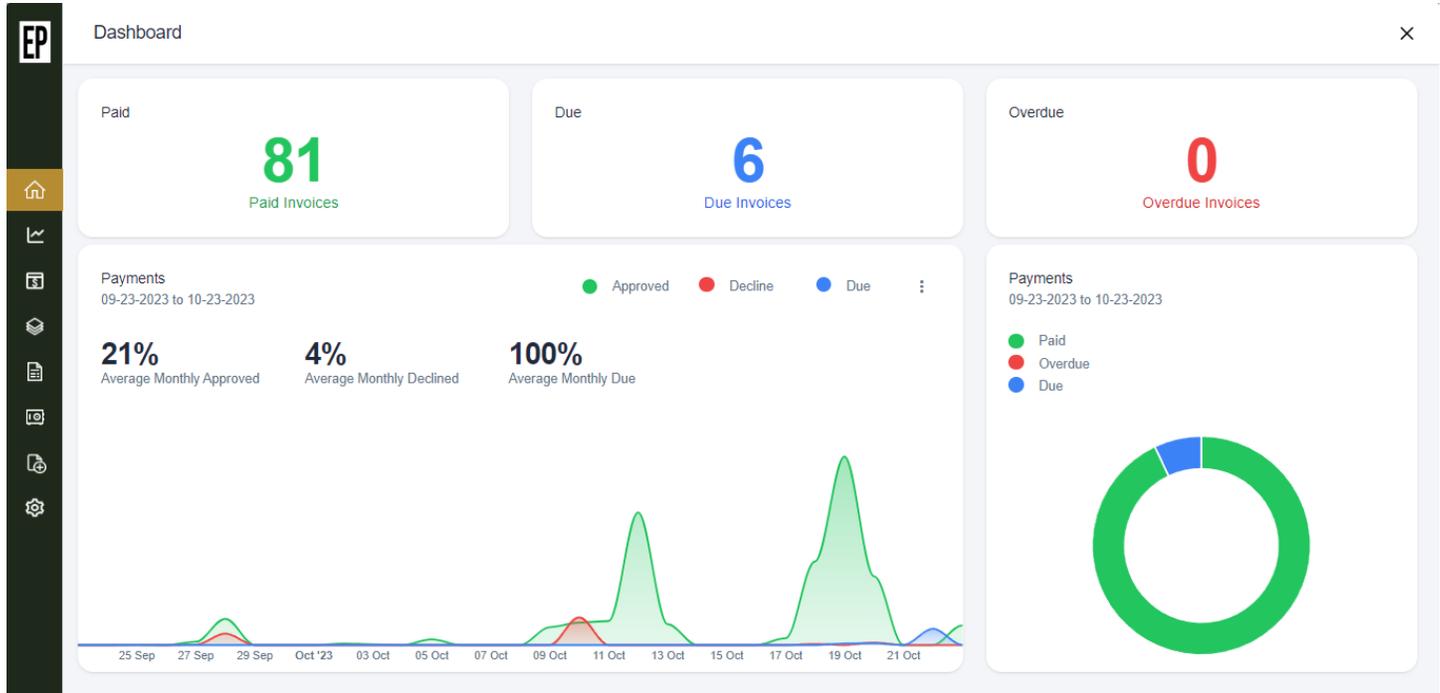
6. Once the connection is successful, and starts displaying at the right bottom as shown in the figure below.



## 2 Dashboard

Dashboard depicts the invoices counts and payments graphs. The following steps outlines how to view dashboard.

1. Open by clicking on the icon at the right bottom as shown in the figure above.
2. Click on the **Home** in the left navigation menu as shown in the figure below.

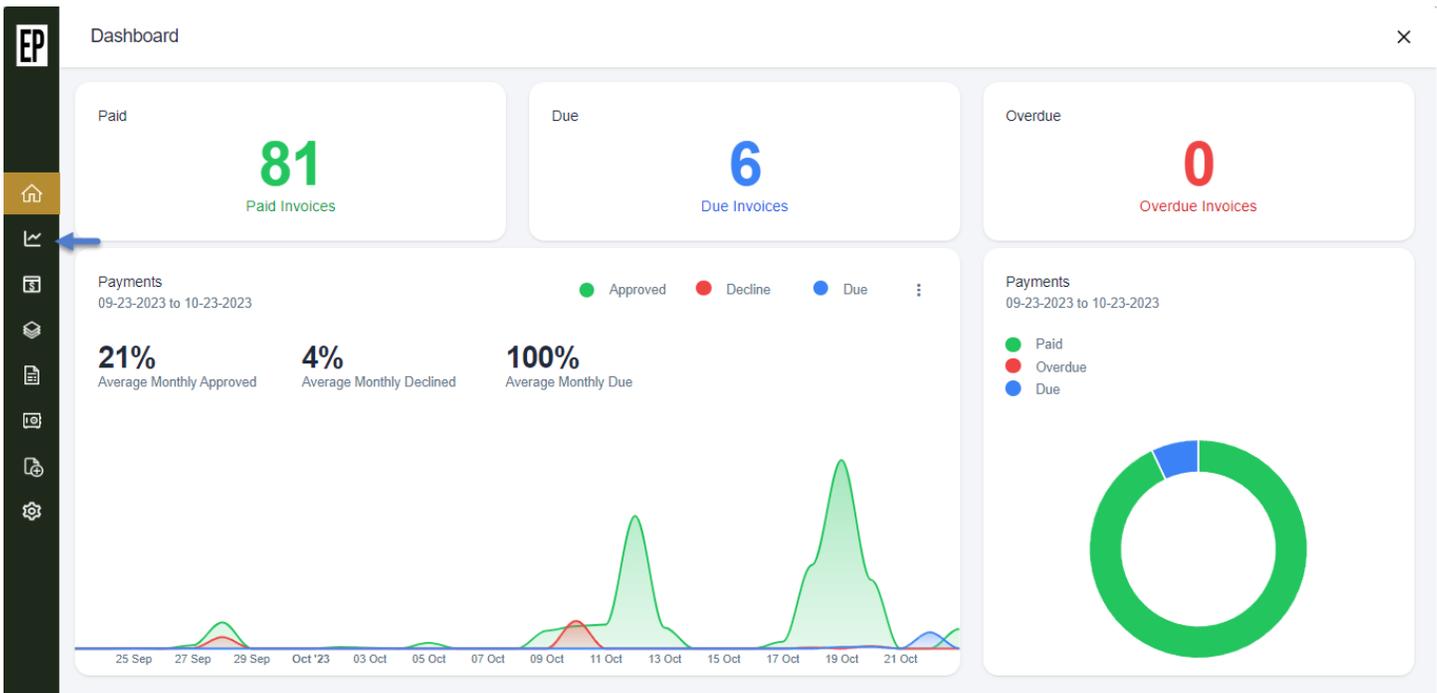


## 3 Invoices

### 3.1 Open Invoices

The following steps outlines how to view open invoices listing.

1. Click on the **Invoices** menu in the left navigation as shown in the figure below.



- It opens the **Invoices** screen.
- The first tab **Open Invoices** pulls the Due and Over Due invoices from QuickBooks Online and displays in the grid as shown in the figure below.

The Invoices screen shows the following data:

INVOICE NO	CUSTOMER	DATE	DUE DATE	BALANCE	TOTAL	EMAIL STATUS	STATUS	ACTION
7852	Sam Anderson	01/01/2024	01/31/2024	\$100.05	\$100.05	Not Sent	Unpaid	Receive Payment
3698	Sam Anderson	01/01/2024	01/31/2024	\$70.00	\$70.00	Not Sent	Unpaid	Receive Payment
96455	Demo Customer	01/01/2024	01/31/2024	\$80.00	\$80.00	Not Sent	Unpaid	Receive Payment
8416	Sam Anderson	01/01/2024	01/31/2024	\$3.00	\$3.00	Not Sent	Unpaid	Receive Payment
7881	Test Customer185	01/01/2024	01/31/2024	\$50.00	\$50.00	processed	Unpaid	Receive Payment
78569	james grill	01/01/2024	01/31/2024	\$100.00	\$100.00	processed	Unpaid	Receive Payment
1009	John Mecellum	12/15/2023	01/14/2024	\$2.89	\$2.89	Not Sent	Unpaid	Receive Payment

### 3.1.1 Email Invoice to Customer

The following steps outlines how to email an invoice to customer.

- You are on the **Open Invoices** screen.
- Under the **Action** column, click on small down arrow of an invoice you wish to email as shown in the figure below.

EMAIL STATUS	STATUS	ACTION
Not Sent	Unpaid	Receive Payment 
Not Sent	Unpaid	Receive Payment 
Not Sent	Unpaid	Receive Payment 

3. This action expands the **Email Invoice** option as shown in the figure below.

EMAIL STATUS	STATUS	ACTION
Not Sent	Unpaid	Receive Payment 
Not Sent	Unpaid	<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;">           Email Invoice  </div>
Not Sent	Unpaid	Receive Payment 
Not Sent	Unpaid	Receive Payment 

4. Click on **Email Invoice**.
5. It pops up the dialog that shows the invoice no., customer name, balance and the customer’s email as shown in the figure below.

**Invoice No. 78411**

Customer: **Sam Anderson**

Balance: **\$100.00**

To:

Payment Method

Card / Bank(ACH)  Bank (ACH) Only

**Send**

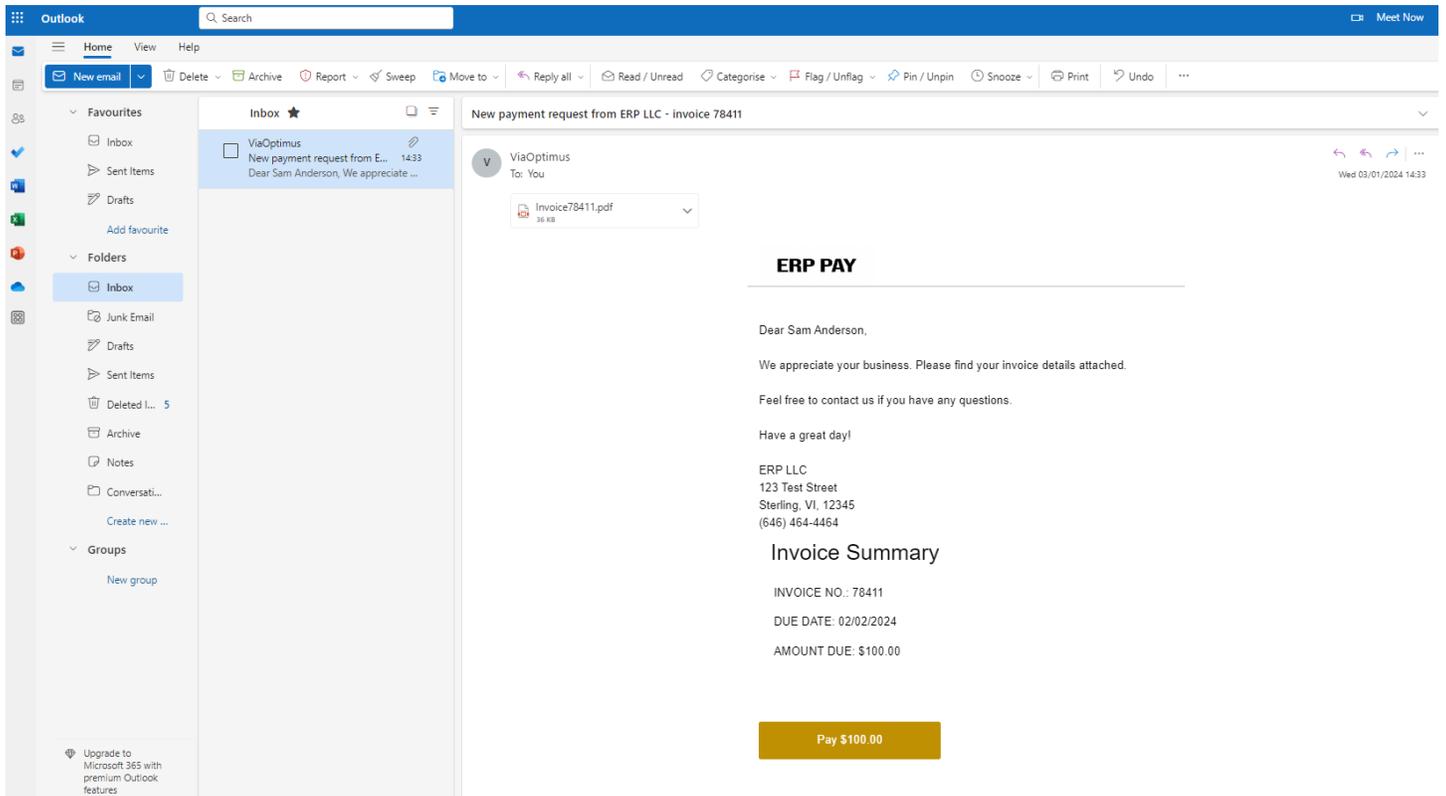
INVOICE NO	CUSTOMER	DATE	DUE DATE	BALANCE	TOTAL	EMAIL STATUS	STATUS	ACTION
78411	Sam Anderson	01/03/2024	02/02/2024	\$100.00	\$100.00	Not Sent	Unpaid	Receive Payment
REC-02112941	Demo Customer	01/02/2024	01/08/2024	\$50.00	\$50.00	Not Sent	Unpaid	Receive Payment
96455	Demo Customer	01/01/2024	01/31/2024	\$80.00	\$80.00	Not Sent	Unpaid	Receive Payment
7881	Test Customer185	01/01/2024	01/31/2024	\$50.00	\$50.00	processed	Unpaid	Receive Payment
78569	james grill	01/01/2024	01/31/2024	\$100.00	\$100.00	processed	Unpaid	Receive Payment
1009	John Mecellum	12/15/2023	01/14/2024	\$2.89	\$2.89	Not Sent	Unpaid	Receive Payment
1008	John Mecellum	12/15/2023	01/14/2024	\$1.20	\$1.20	Not Sent	Unpaid	Receive Payment
1007	John Mecellum	12/15/2023	01/14/2024	\$7.00	\$7.00	Not Sent	Unpaid	Receive Payment

- Click on **Send** button.
- The confirmation message appears at the top right as shown in the figure below and invoice is emailed to customer successfully. Email includes the PDF invoice as an attachment and a Payment button.

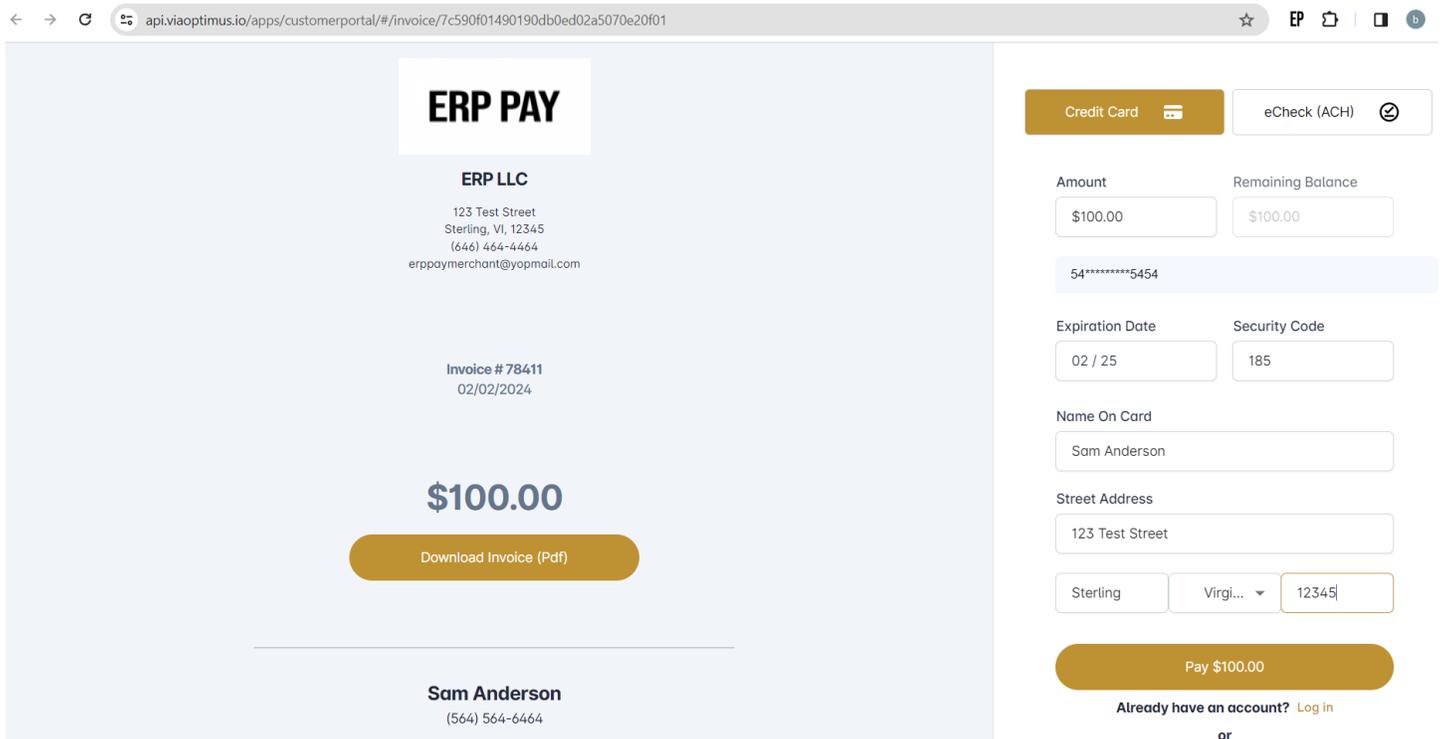
**Invoice emailed successfully**

INVOICE NO	CUSTOMER	DATE	DUE DATE	BALANCE	TOTAL	EMAIL STATUS	STATUS	ACTION
78411	Sam Anderson	01/03/2024	02/02/2024	\$100.00	\$100.00	Not Sent	Unpaid	Receive Payment
REC-02112941	Demo Customer	01/02/2024	01/08/2024	\$50.00	\$50.00	Not Sent	Unpaid	Receive Payment
96455	Demo Customer	01/01/2024	01/31/2024	\$80.00	\$80.00	Not Sent	Unpaid	Receive Payment
7881	Test Customer185	01/01/2024	01/31/2024	\$50.00	\$50.00	processed	Unpaid	Receive Payment
78569	james grill	01/01/2024	01/31/2024	\$100.00	\$100.00	processed	Unpaid	Receive Payment
1009	John Mecellum	12/15/2023	01/14/2024	\$2.89	\$2.89	Not Sent	Unpaid	Receive Payment
1008	John Mecellum	12/15/2023	01/14/2024	\$1.20	\$1.20	Not Sent	Unpaid	Receive Payment
1007	John Mecellum	12/15/2023	01/14/2024	\$7.00	\$7.00	Not Sent	Unpaid	Receive Payment

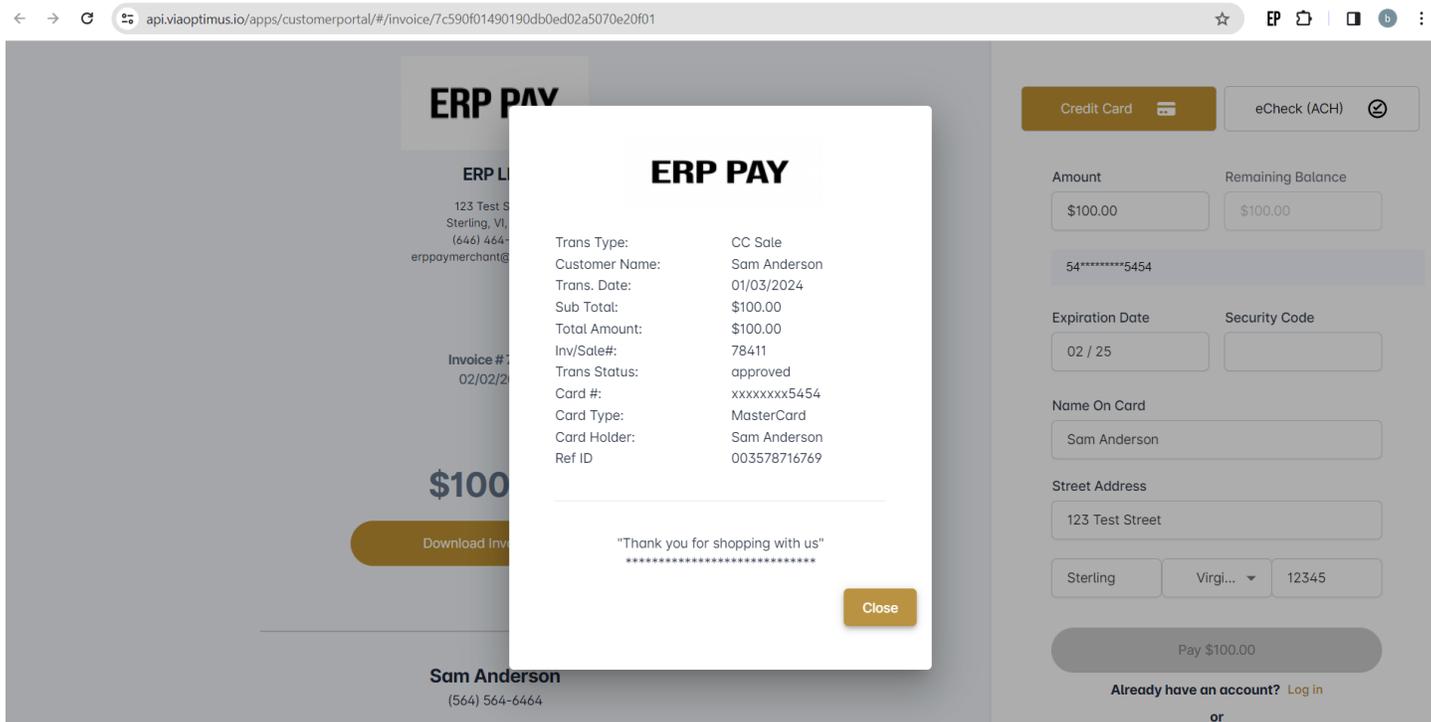
- Customer will receive the invoice through email.



9. Then just click on the **Pay Button** it will automatically redirect to customer portal.
10. Enter the card details to pay invoice from customer portal.



11. Click on the **Pay Button** to pay invoice.
12. It will process the invoice successfully and generate a transaction receipt for customer.
13. Customer can also download the Invoice pdf.

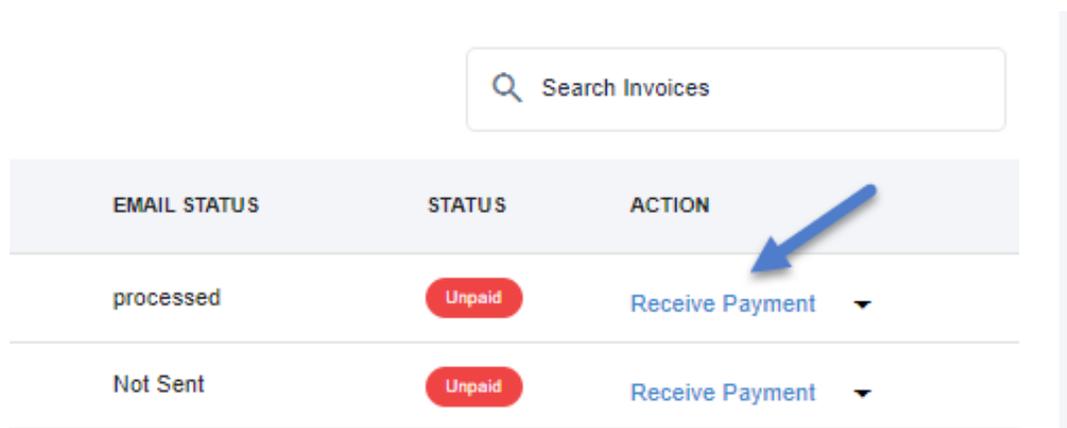


### 3.1.2 Receive Payment

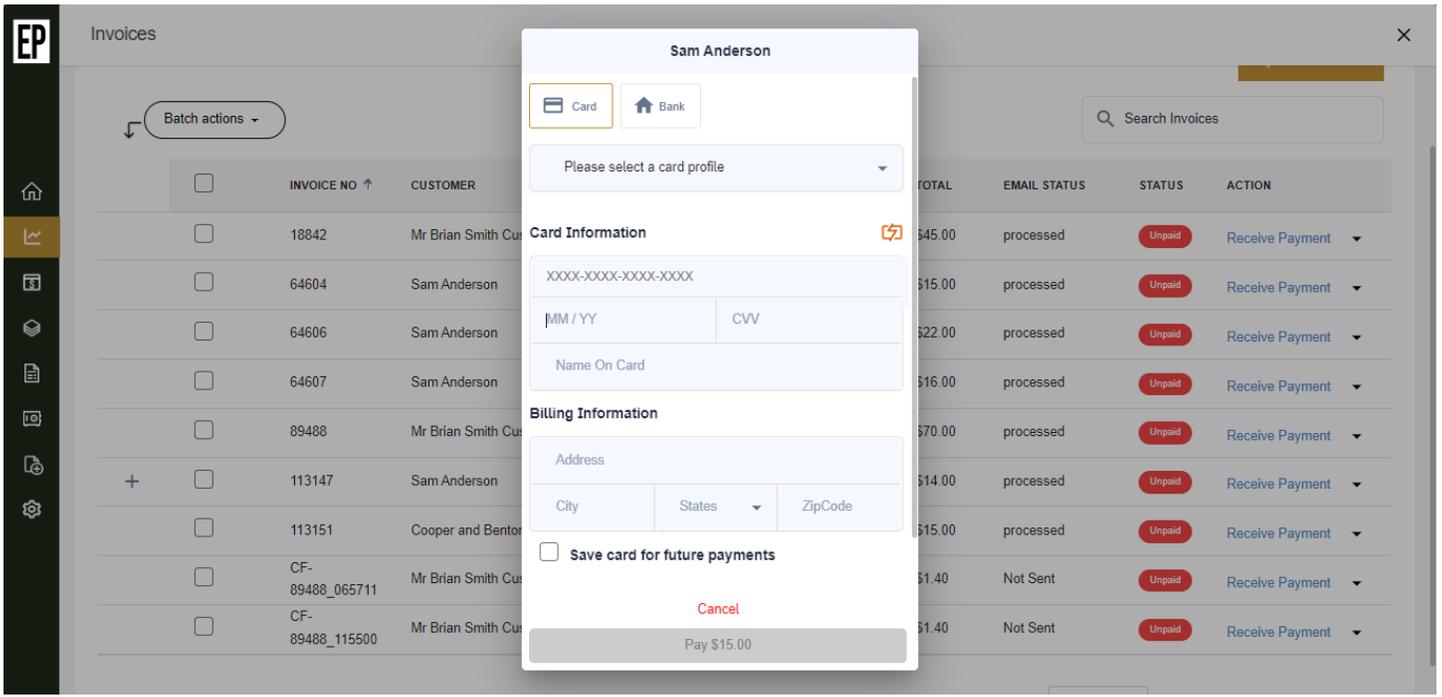
The following steps outlines how to receive payment.

#### 3.1.2.1 Received Credit Card Payment

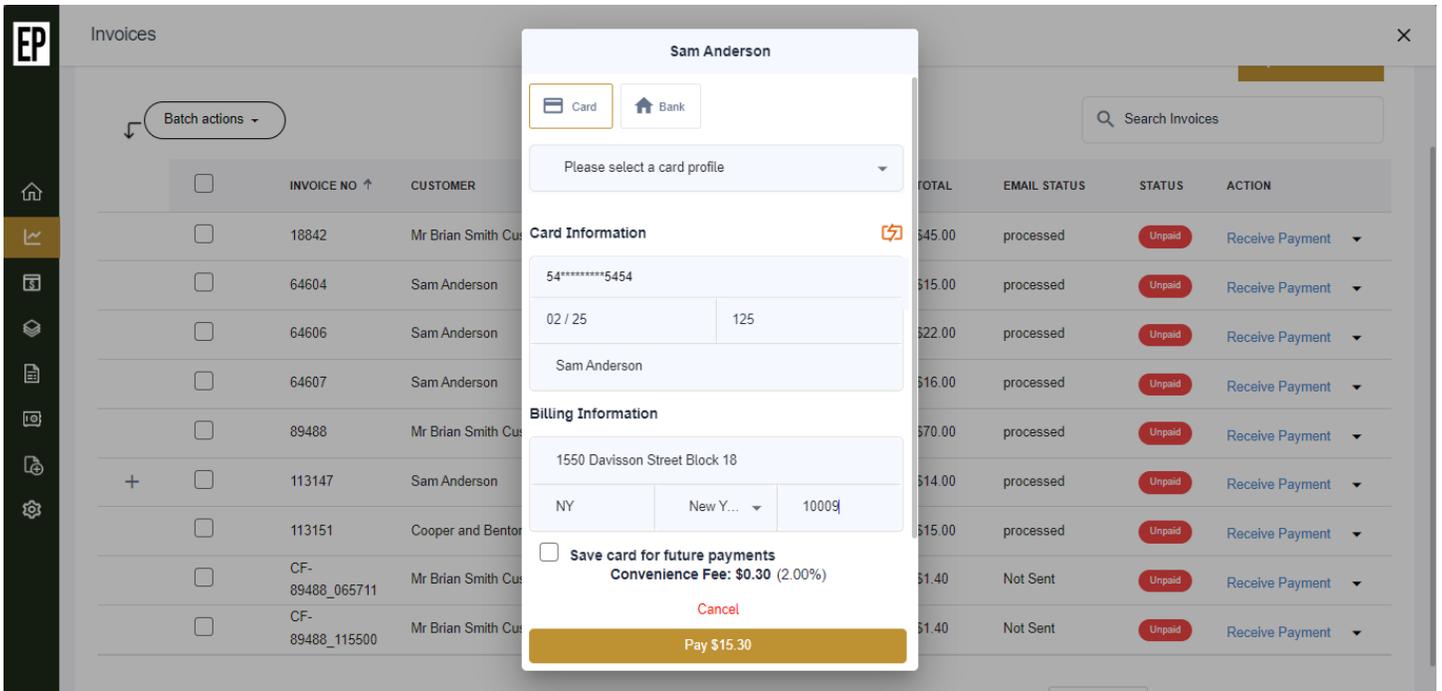
1. You are on the **Open Invoices** screen.
2. Under the **Action** column, click on **Receive Payment** for an invoice you wish to receive payment as shown in the figure below.



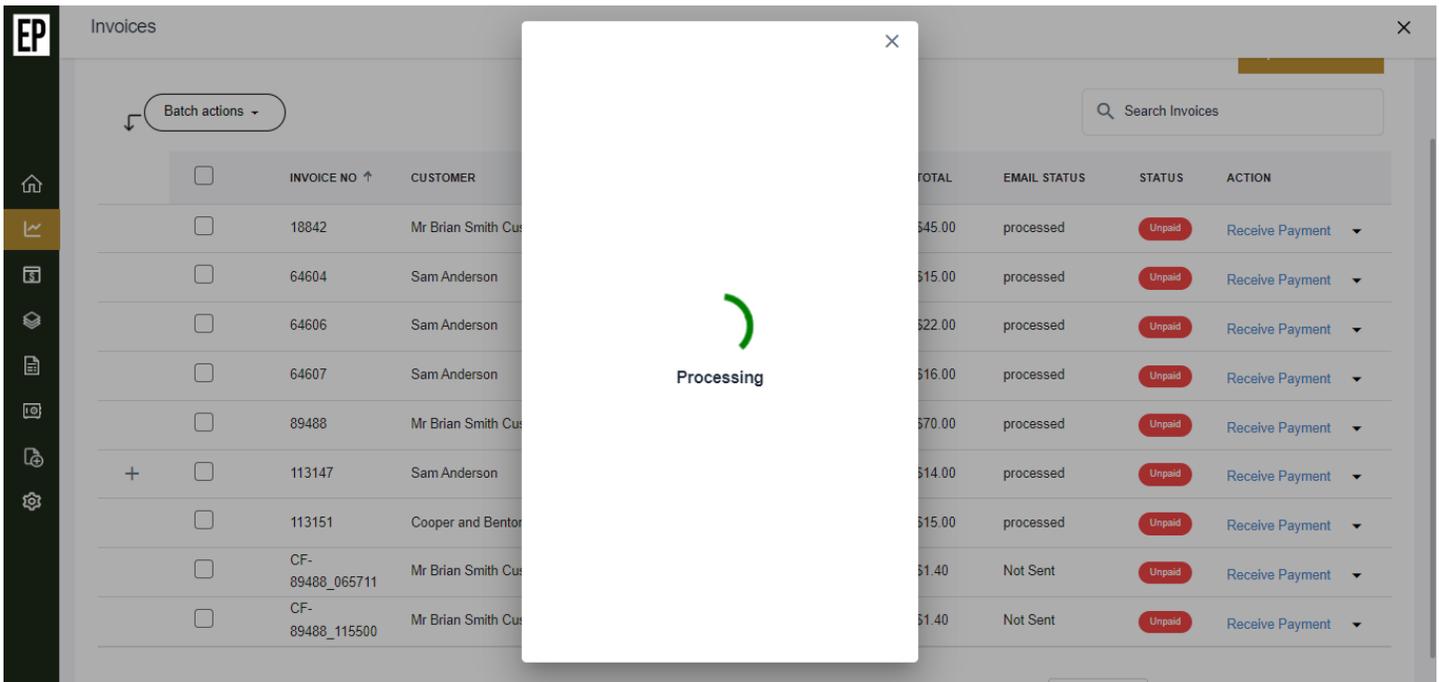
3. It opens the **Payment** dialog as shown in the figure below. The **Card** tab is selected by-default.



4. Enter the card information and billing information as shown in the figure below.

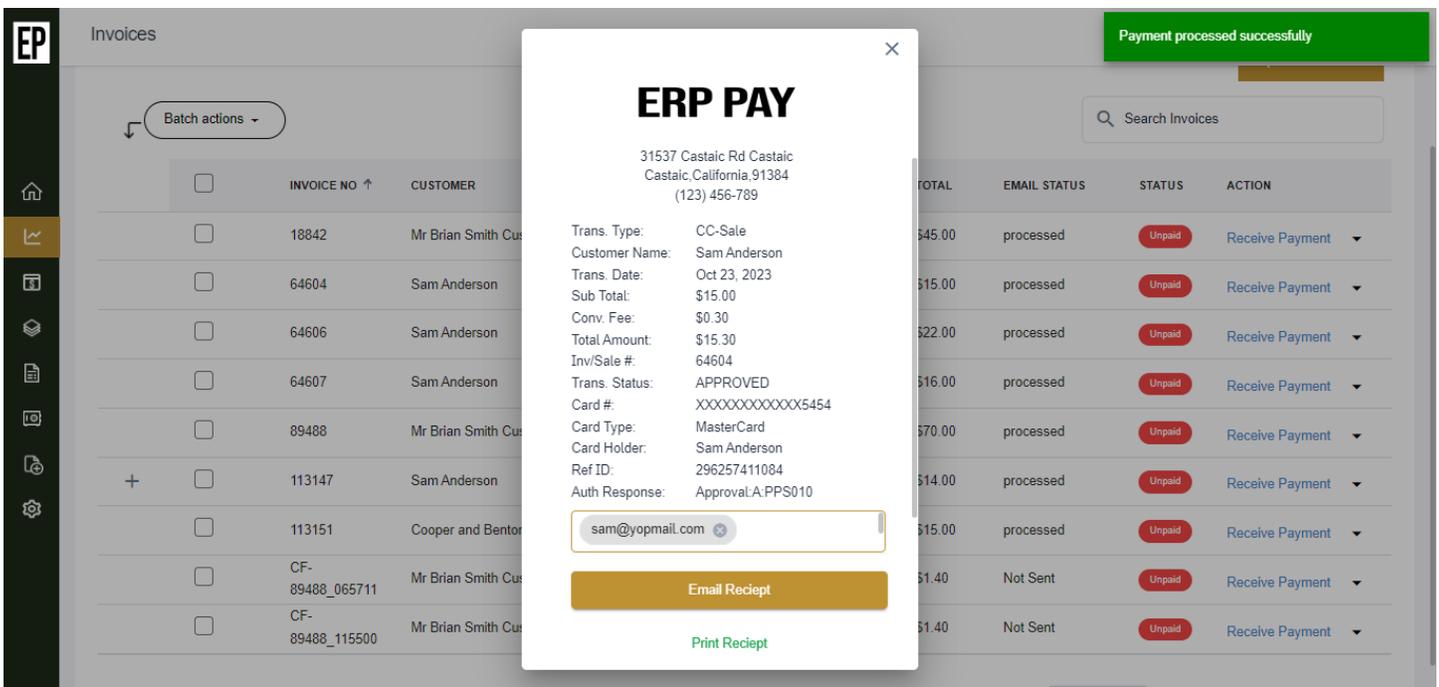


5. Click on **Pay** button.
6. The transaction starts processing as shown in the figure below.

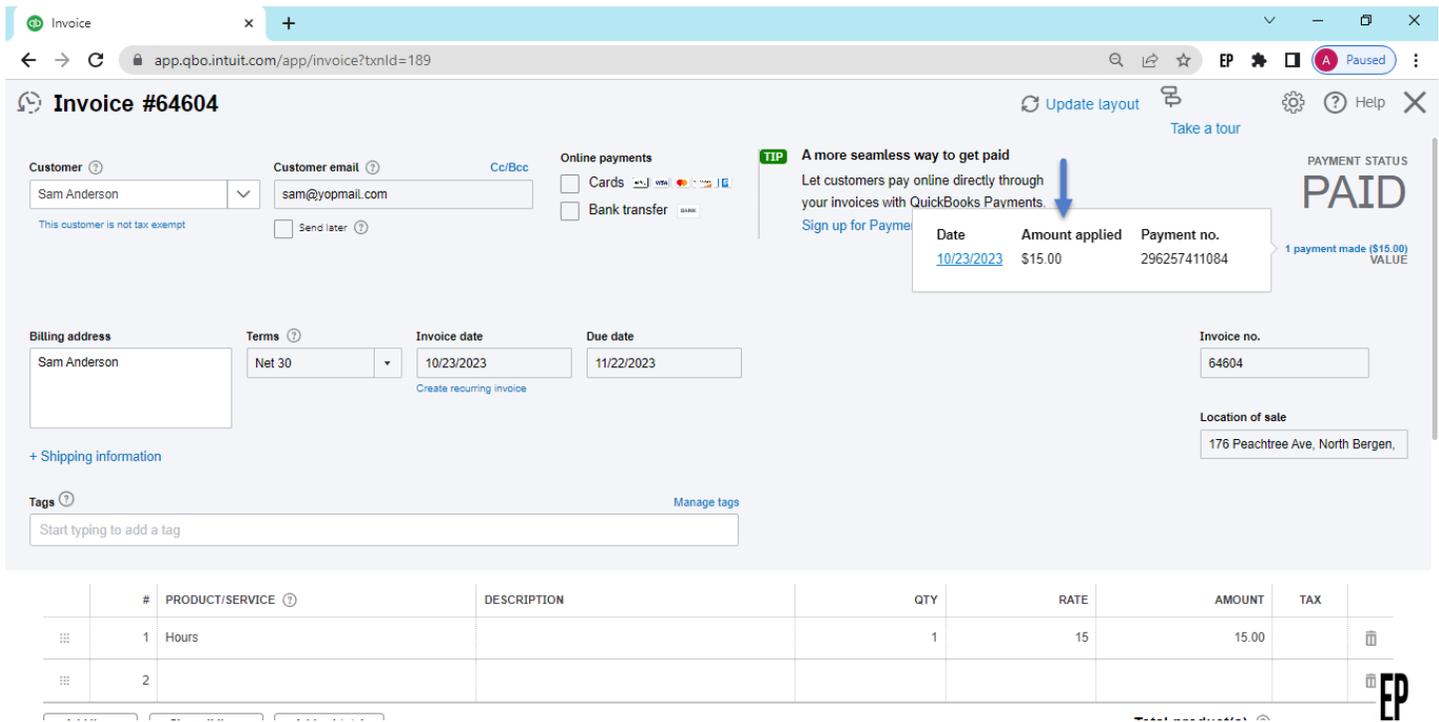


- Once the transaction is successfully processed, the transaction receipt appears as shown in the figure below.

You can also email and print the transaction receipt using the options available in transaction receipt dialog as shown in the figure below.

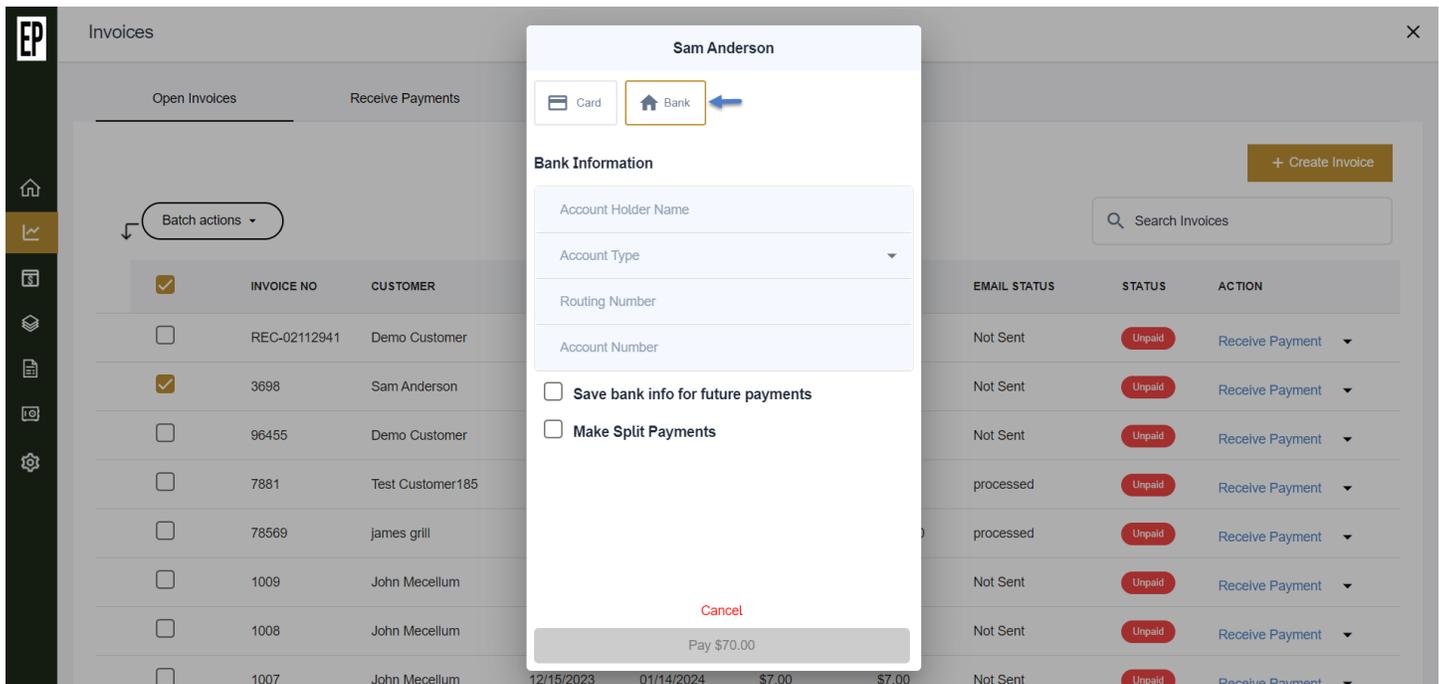


- The payment applies to an invoice and an invoice is marked as PAID in QuickBooks Online.

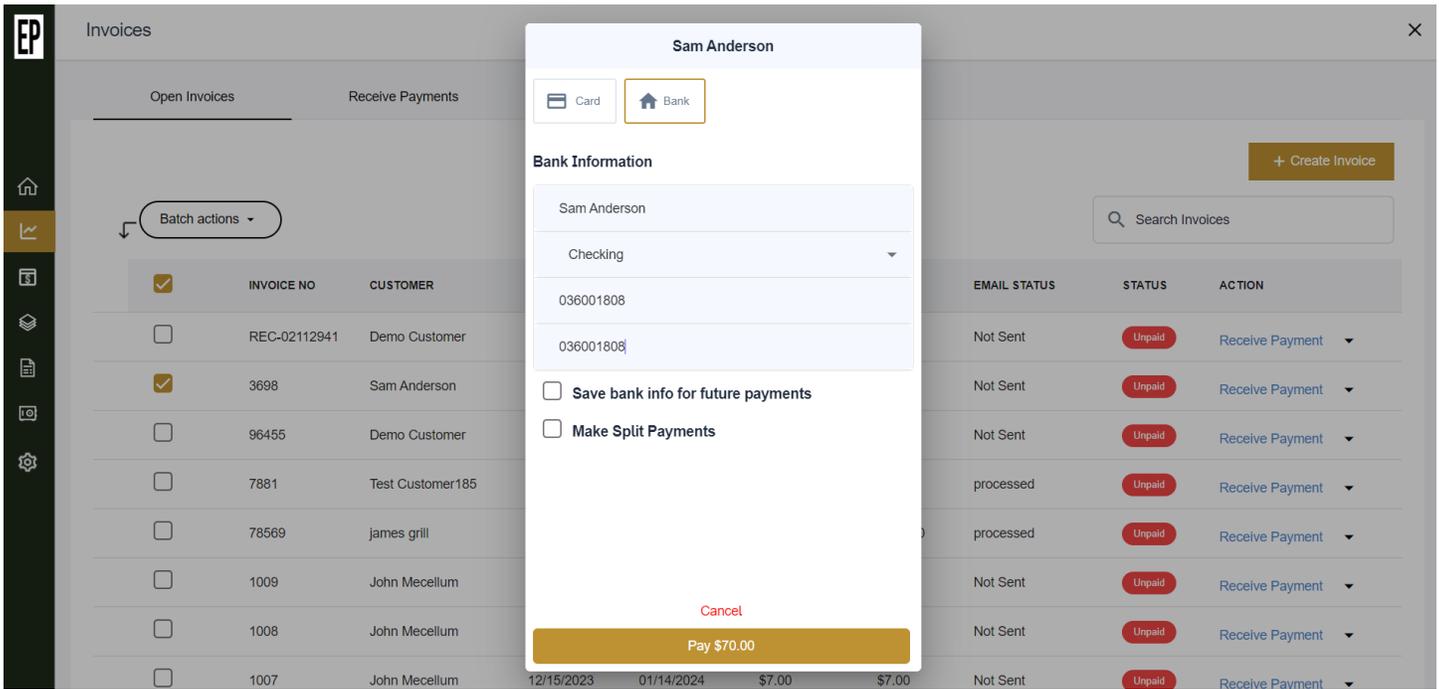


### 3.1.2.2 Received Bank (ACH) Payment

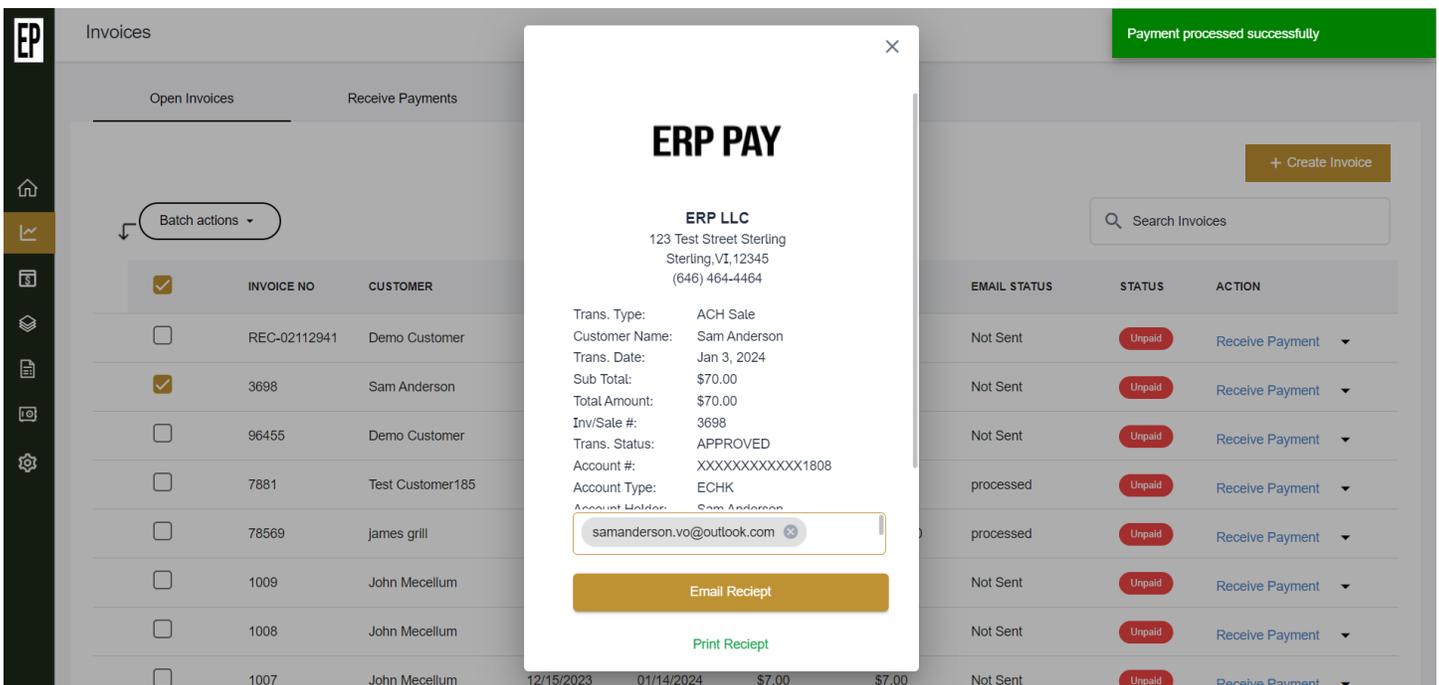
1. You are on the **Open Invoices** listing.
2. Under the **Action** column, click on **Receive Payment**.
3. It opens the **Payment** dialog.
4. Switch to **Bank** tab as shown in the figure below.



5. Enter the bank (ACH) information as shown in the figure below.



6. Click on **Pay** button.
7. The transaction starts processing.
8. Once the transaction is successfully processed, the transaction receipt appears as shown in the figure below.



9. The payment applies to an invoice and an invoice is marked as PAID in QuickBooks Online.

Invoice #3698

Customer: Sam Anderson | Customer email: samanderson.vo@outlook.com

Online payments:  Cards  Bank transfer

TIP: A more seamless way to get paid. Let customers pay online directly through your invoices with QuickBooks Payments. Sign up for Payments.

PAYMENT STATUS: PAID (1 payment made (\$70.00) VALUE)

Billing address: Sam Anderson, 123 Test Street, Sterling, VI 12345 US

Invoice date: 01/01/2024 | Due date: 01/31/2024

Invoice no.: 3698

Shipping to: Sam Anderson, 123 Test Street, Sterling, VI 12345 US

Tags: Start typing to add a tag

#	PRODUCT/SERVICE	DESCRIPTION	QTY	RATE	AMOUNT
1	Hours		1	70	70.00

### 3.1.2.3 Saving a Customer's Payment Card Details for Future Use

The following steps outlines how to save the card for future payments.

1. You are on the **Open Invoices** screen.
2. Under the **Action** column, click on **Receive Payment**.
3. It opens the Payment dialog.
4. Enter the card information and billing information.
5. Select the **"Save card for future payments"** checkbox as shown in the figure below.

The screenshot shows the 'Open Invoices' screen with a modal dialog for receiving payment from Sam Anderson. The dialog has tabs for 'Card' and 'Bank'. Under 'Card Information', the card number is 54\*\*\*\*5454, the expiration date is 02/25, and the CVV is 155. Under 'Billing Information', the address is 123 Test Street, New York, NY 10008. The 'Save card for future payments' checkbox is checked, and a blue arrow points to it. The 'Make Split Payments' checkbox is unchecked. At the bottom, there is a 'Convenience Fee: \$0.30 (2.00%)', a 'Cancel' button, and a 'Pay \$15.30' button. The background shows a list of invoices with columns for 'TOTAL', 'EMAIL STATUS', 'STATUS', and 'ACTION'. The 'STATUS' column shows 'Unpaid' for several invoices, and the 'ACTION' column shows 'Receive Payment' buttons.

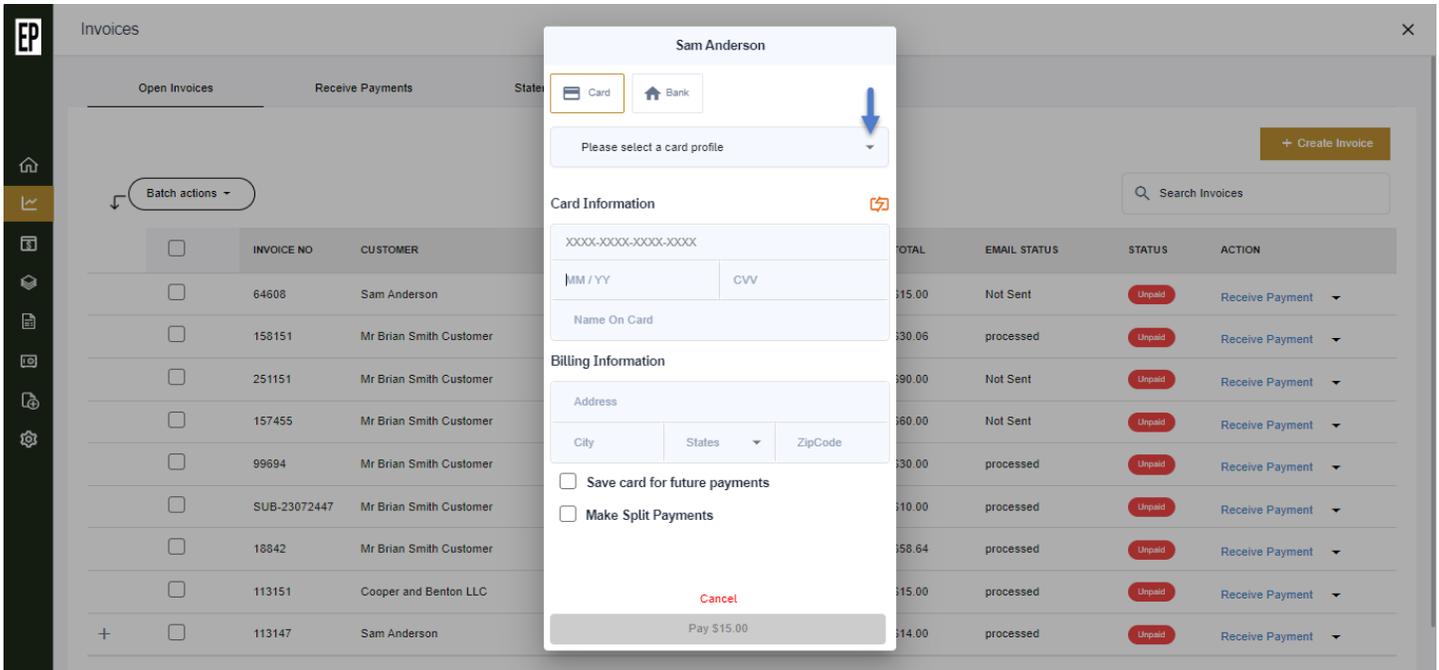
6. Click on **Pay** button.

7. After the successful transaction, the card information stores in customer vault against a customer you have received the payment for and it can be used in future transactions.

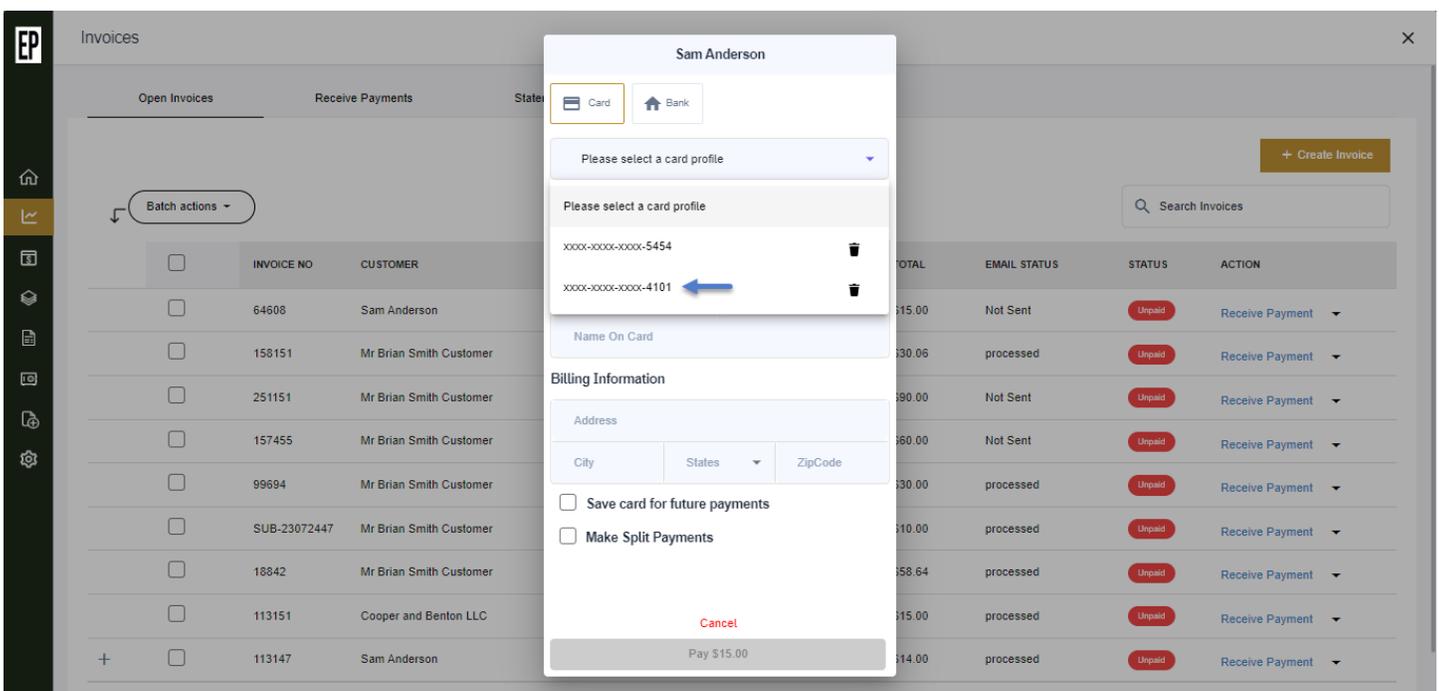
### 3.1.2.4 Paying an Invoice using the Customer's Saved Payment Card Profile

The following steps outlines how to use the stored card (profile) to process a payment.

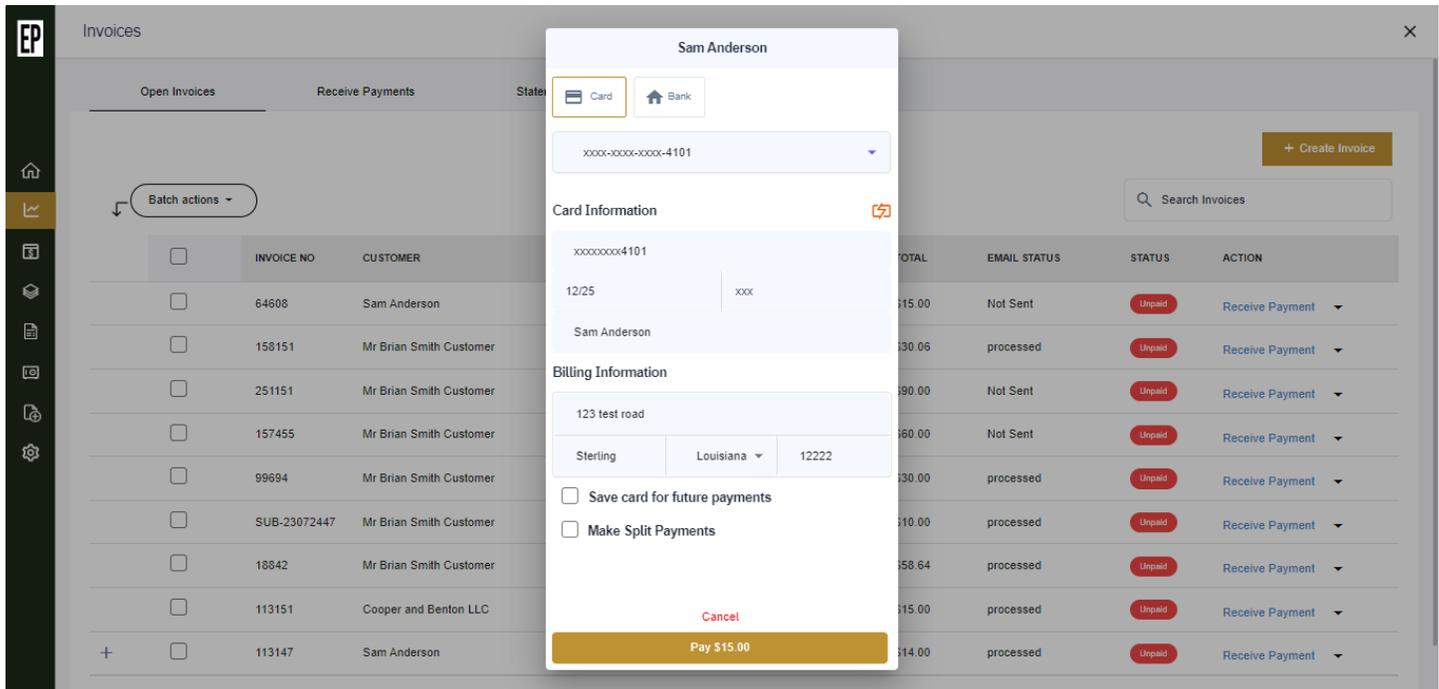
1. You are on the **Open Invoices** screen.
2. Under the **Action** column, click on **Receive Payment** of an invoice you wish to receive payment for.
3. It opens the Payment dialog.
4. Click on arrow icon as shown in the figure below.



5. Select the card profile from the top dropdown as shown in the figure below.



6. It fetches the card information in the fields as shown in the figure below.



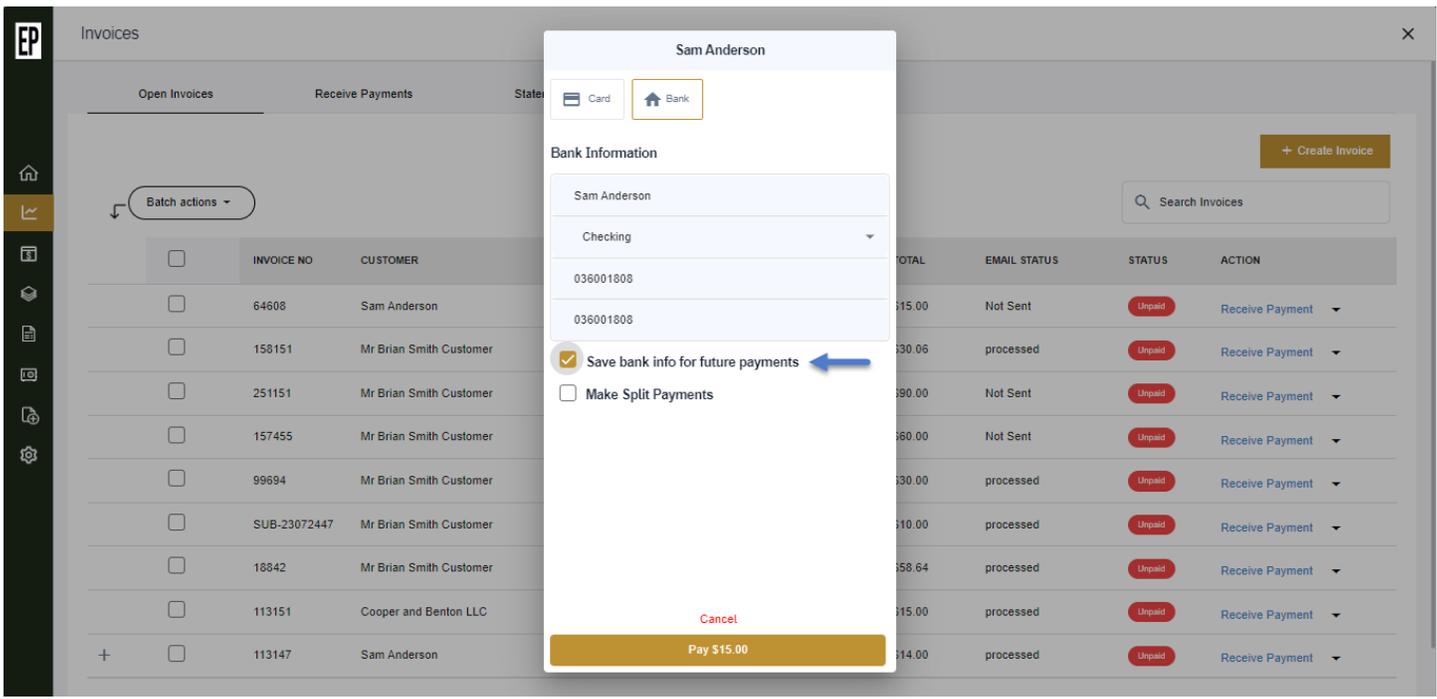
7. Click on **Pay** button.

8. The transaction processes successfully with the card on file.

### 3.1.2.5 Saving a Customer's Bank ACH Details for Future Use

The following steps outlines how to save the bank (ACH) for future payments.

1. You are on the **Open Invoices** screen.
2. Under the **Action** column, click on **Receive Payment**.
3. It opens the Payment dialog.
4. Switch to the **Bank** tab.
5. Enter the bank information.
6. Select the **"Save Bank for future payments"** checkbox as shown in the figure below.

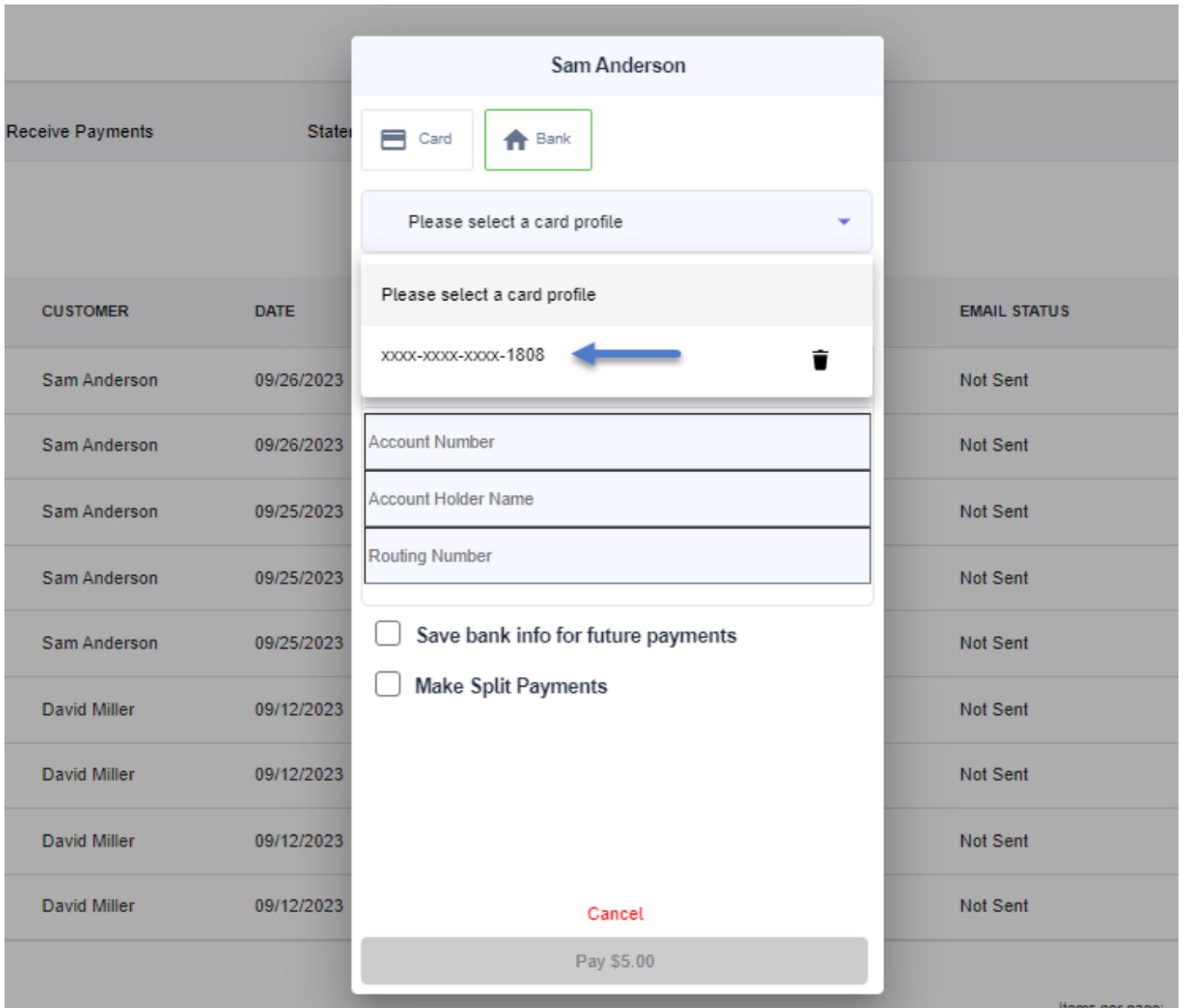


7. Click on **Pay** button.
8. After the successful transaction, the bank information stores in customer vault against a customer you have received the payment for and it can be used in future transactions.

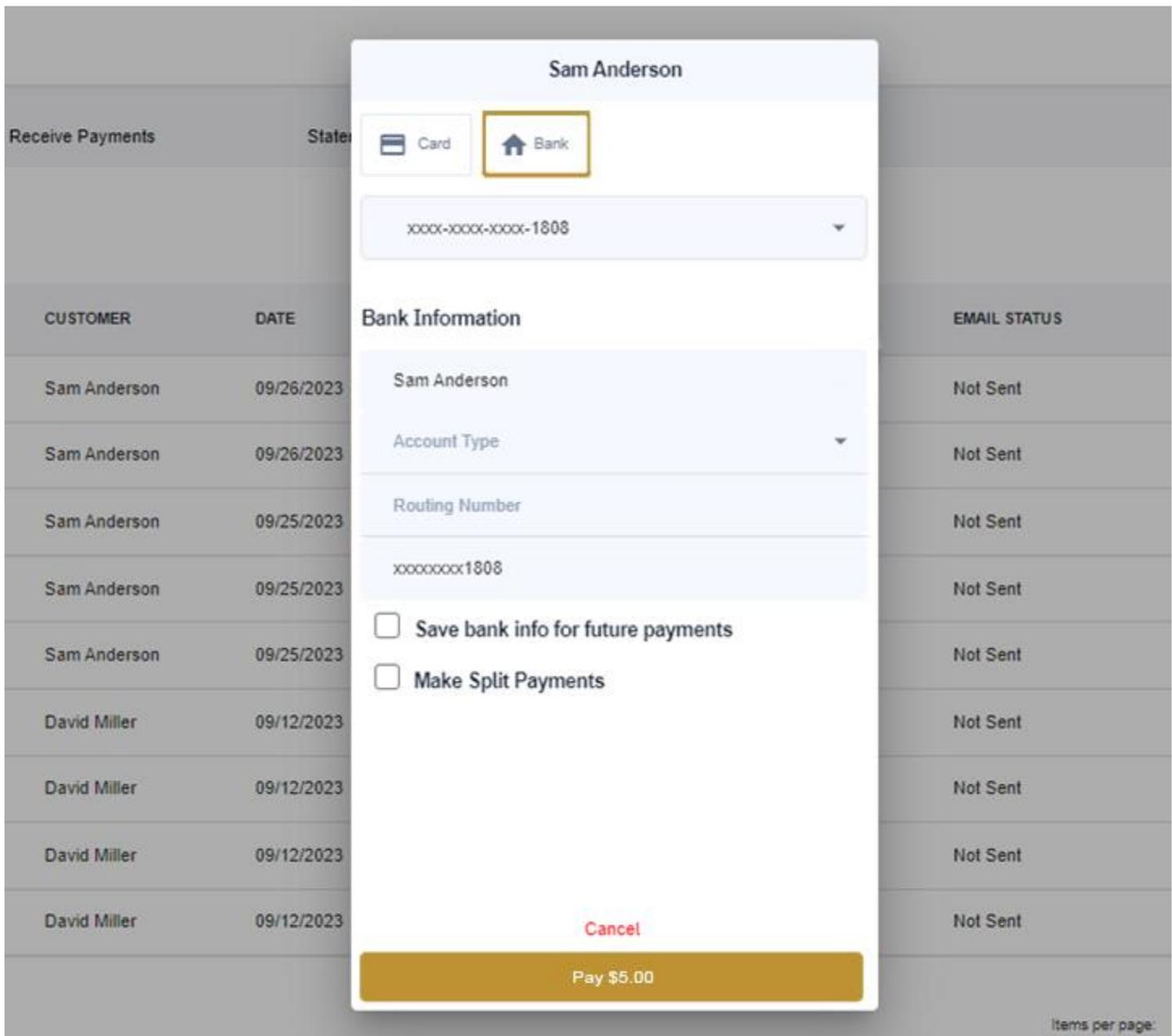
### 3.1.2.6 *Paying an Invoice Using a Customer Saved Bank ACH Profile*

The following steps outlines how to use the stored bank information (profile) to process a payment.

1. You are on the **Open Invoices** screen.
2. Under the **Action** column, click on **Receive Payment** of an invoice you wish to receive payment for.
3. It opens the Payment dialog.
4. Switch to the **Bank** tab.
5. Select the bank profile from the top dropdown as shown in the figure below.



6. It fetches the bank information in the fields as shown in the figure below.



7. Click on **Pay** button.
8. The transaction processes successfully with the bank information on file.

### 3.1.3 Make Split Payments

You can choose to split the whole payment into multiple number of small payments, which are automatically charged on a monthly or weekly basis.

The following steps outlines how to make invoice payments in split.

1. You are on the **Open Invoices** screen.
2. Under the **Action** column, click on **Receive Payment**.
3. It opens the Payment dialog.
4. Enter the card and billing information.

5. Select the “Make Split Payment” checkbox as shown in the figure below.

Sam Anderson

123

Sam Anderson

**Billing Information**

123 test street

Test New Y... 12345

Save card for future payments

Make Split Payments

Choose Occurance\*

No. of Cycles\*

Select Start Date\*

Cancel

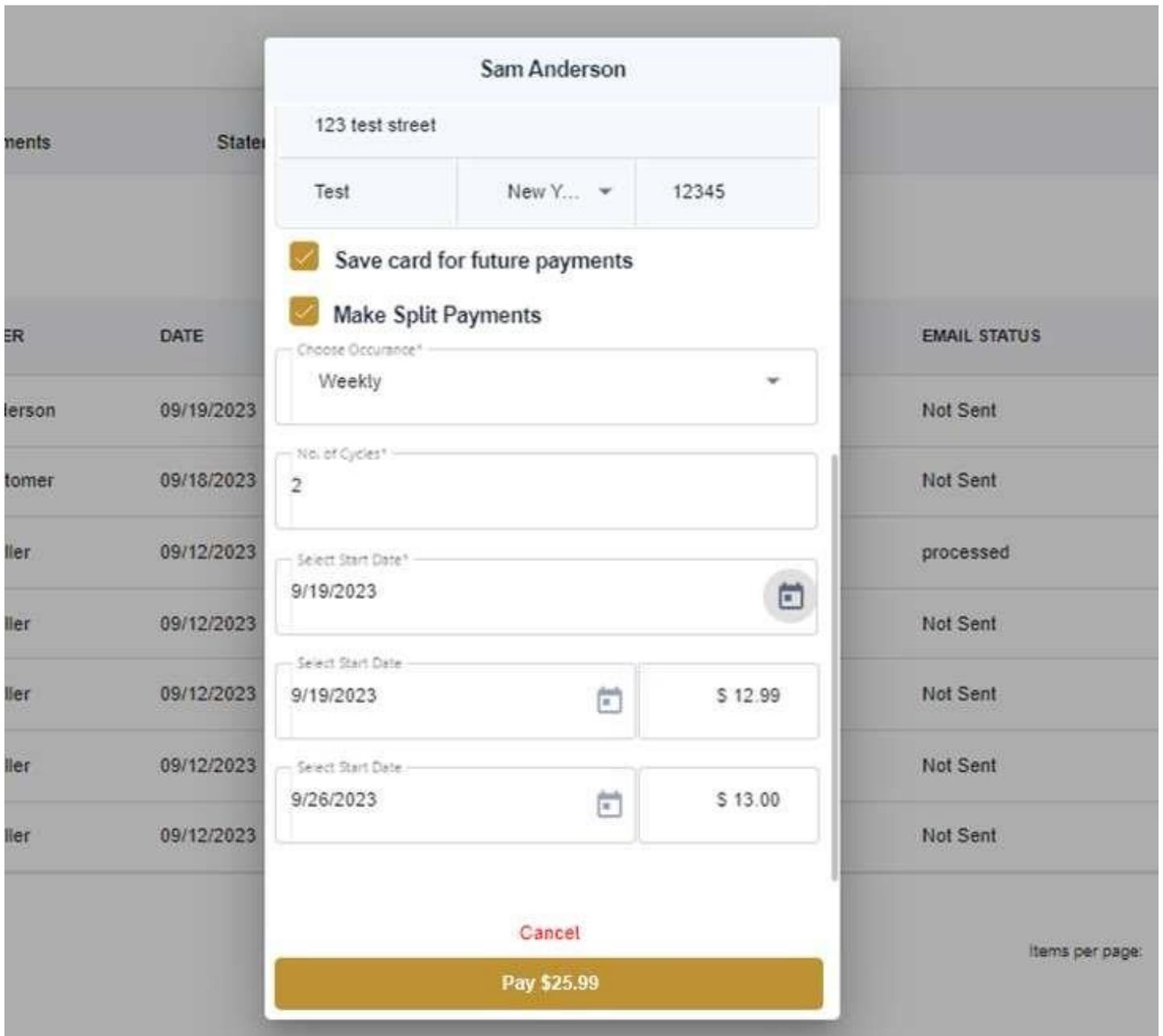
Pay \$25.99

6. Select the **Frequency: Weekly** or **Monthly**

7. Enter **No. of Cycles.** (break invoice amount into how many splits)

8. Select the **Start Date.** (it is the date when first split payment will process)

9. The split amounts and their processing date auto fill in the fields as shown in the figure below.



10. Click on **Pay** button.

11. The invoice sets to process payments in a split successfully as shown in the figure below.

INVOICES

Open Invoices    Receive Payments    Statements

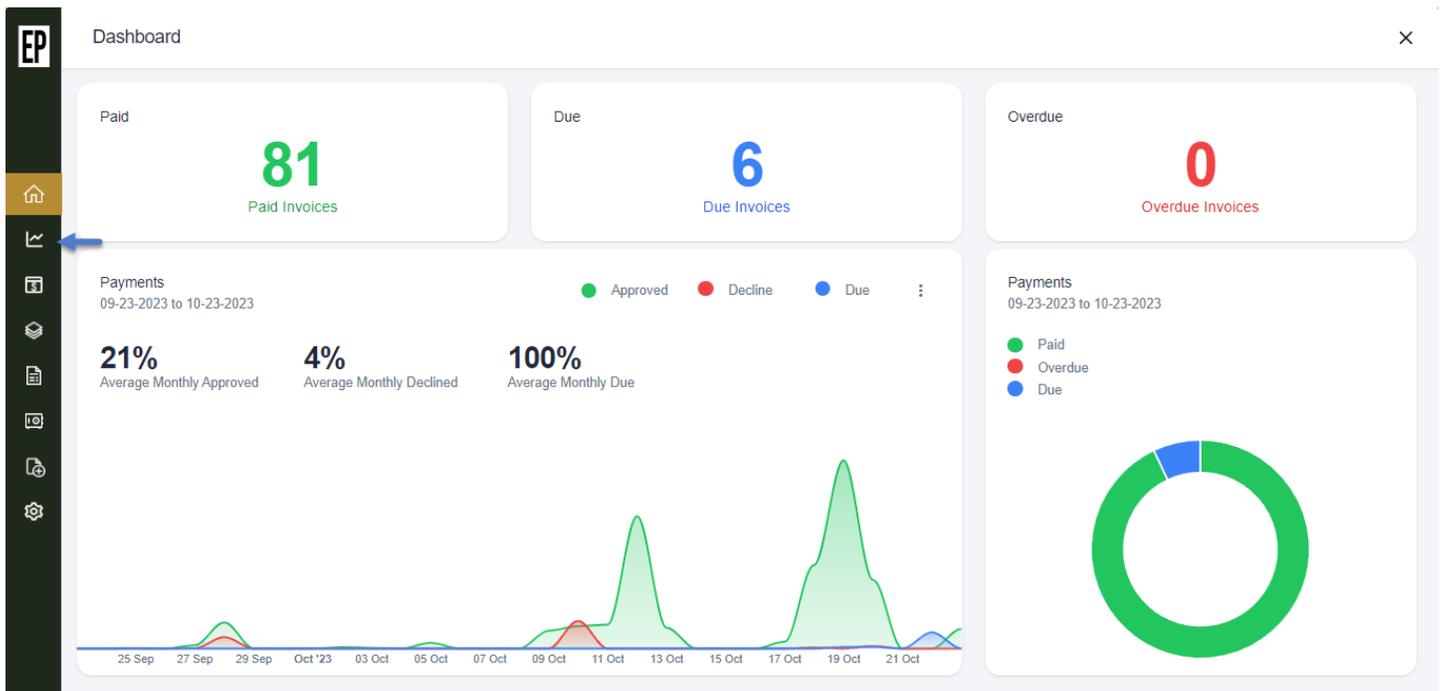
Batch actions -    Search Invoices

INVOICE NO	CUSTOMER	DATE	DUE DATE	BALANCE	TOTAL	EMAIL STATUS	STATUS	ACTION	
1083	Sam Anderson	09/19/2023	10/19/2023	\$25.99	\$25.99	Not Sent	Open	Receive Payment	
INVOICE NO	AMOUNT	PAYMENT DATE	CARD NO / ACCT NO	STATUS	ACTION				
1083	\$12.99	09/19/2023	XXXXXXXX3454	SCHEDULED					
1083	\$13.00	09/26/2023	XXXXXXXX3454	SCHEDULED					
1077	Test Customer	09/15/2023	10/18/2023	\$1.00	\$1.00	Not Sent	Open	Receive Payment	
1089	David Miller	09/12/2023	10/12/2023	\$11.00	\$11.00	processed	Open	Receive Payment	

### 3.1.4 Partial Payments

The concept of partial payments and installment payments allow customers pay a fraction of the total amount for a product or service in installments until the total amount is paid.

1. Click on the **Invoices** menu in the left navigation as shown in the figure below.



2. It opens the **Invoices** screen.
3. Click on the **Received Payments** as shown in the figure below.

Invoices ×

Open Invoices    **Receive Payments**    Statements

[+ Create Invoice](#)

Batch actions ▾   

<input type="checkbox"/>	INVOICE NO	CUSTOMER	INVOICE DATE	DUE DATE	BALANCE	TOTAL	EMAIL STATUS	STATUS	ACTION
<input type="checkbox"/>	39565	Sam Anderson	01/11/2024	02/10/2024	\$5.00	\$5.00	Not Sent	Unpaid	Receive Payment ▾
<input type="checkbox"/>	3978	Sam Anderson	01/11/2024	02/10/2024	\$100.05	\$100.05	Not Sent	Unpaid	Receive Payment ▾
<input type="checkbox"/>	6044	Sam Anderson	01/11/2024	02/10/2024	\$96.00	\$96.00	Not Sent	Unpaid	Receive Payment ▾
<input type="checkbox"/>	3669	Sam Anderson	01/11/2024	02/10/2024	\$80.00	\$80.00	Not Sent	Unpaid	Receive Payment ▾
<input type="checkbox"/>	3995	ERP Pay Customer	01/11/2024	02/10/2024	\$20.00	\$20.00	Not Sent	Unpaid	Receive Payment ▾
<input type="checkbox"/>	39674	Demo Customer	01/11/2024	02/10/2024	\$100.00	\$100.00	Not Sent	Unpaid	Receive Payment ▾
<input type="checkbox"/>	3258	Demo Customer	01/11/2024	02/10/2024	\$10.00	\$10.00	Not Sent	Unpaid	Receive Payment ▾
<input type="checkbox"/>	8539	John Mecellum	01/11/2024	02/10/2024	\$70.00	\$70.00	Not Sent	Unpaid	Receive Payment ▾
<input type="checkbox"/>	3987	james grill	01/11/2024	02/10/2024	\$90.00	\$90.00	Not Sent	Unpaid	Receive Payment ▾

4. Click on the Received From to select the customer from listing.

Invoices ×

Open Invoices    **Receive Payments**    Statements

Received From:     Payment Amount:

  
 No Invoice(s) found

- The Customer open invoices will be show in listing as shown in the figure Below.
- Click on the check icon to select the invoices for partial payment.

The screenshot shows the 'Invoices' page with a search filter for 'Sam Anderson' and a payment amount of '\$135.00'. A table lists several invoices with checkboxes for selection. A summary table on the right shows the total amount due for selected invoices is \$135.00, with a 'Pay \$135.00' button.

Invoice No	Date	Original Amount	Amount Due	Payment
REC-09101651	01/09/2024	\$20.00	\$20.00	\$0.00
REC-09102024	01/09/2024	\$20.00	\$20.00	\$0.00
5646	01/10/2024	\$19.00	\$19.00	\$0.00
1785	01/11/2024	\$50.00	\$0.00	\$50.00
3669	01/11/2024	\$80.00	\$0.00	\$80.00
6044	01/11/2024	\$96.00	\$96.00	\$0.00
3978	01/11/2024	\$100.05	\$100.05	\$0.00
39565	01/11/2024	\$5.00	\$0.00	\$5.00
Totals		\$390.05	\$255.05	\$135.00

Amount For Selected Invoices	
Amount Due	\$135.00
Applied	\$135.00
Discount & Credits Applied	0.00

- Click on the **Pay Button** to pay the partial payments.
- Enter the card information and billing information as shown in the figure below.

The screenshot shows the 'Invoices' page with a modal form for entering card and billing information. The modal is titled 'Sam Anderson' and has two tabs: 'Card' and 'Bank'. The 'Card' tab is active, showing fields for Card Information and Billing Information. A 'Pay \$135.00' button is visible at the bottom of the modal.

Invoice No	Date	Payment
REC-09101651	01/09/2024	\$0.00
REC-09102024	01/09/2024	\$0.00
5646	01/10/2024	\$0.00
1785	01/11/2024	\$50.00
3669	01/11/2024	\$80.00
6044	01/11/2024	\$0.00
3978	01/11/2024	\$0.00
39565	01/11/2024	\$5.00
Totals		\$135.00

- Click on **Pay** button.
- Once the transaction is successfully processed, the transaction receipt appears as shown in the figure below.

The screenshot shows the 'Invoices' section of the ERP system. A modal window titled 'ERP PAY' is open, displaying the following information:

**ERP PAY**

31537 Castaic Rd Castaic  
Castaic, California, 91384  
(123) 456-789

Trans. Type: CC-Sale  
Customer Name: Sam Anderson  
Trans. Date: Jan 11, 2024  
Sub Total: \$135.00  
Total Amount: \$135.00  
Inv/Sale #: 1785,3669,39565  
Trans. Status: APPROVED  
Card #: XXXXXXXXXXXX5454  
Card Type: MasterCard  
Card Holder: Sam Anderson

Input field: samanderson.vo@outlook.com

Buttons: Email Receipt, Print Receipt

The background shows an 'Invoices' table with columns for 'Invoice No' and 'Date'. The 'Payment' table below it shows a total of \$135.00.

## 4 Payments

The payments screen lists all the transactions processed through extension.

### 4.1 View Transactions

The following steps outlines how to view transactions.

1. Click on the **Payments** menu in the left navigation as shown in the figure below.

The screenshot shows the 'Dashboard' screen of the ERP system. The 'Payments' menu item in the left navigation bar is highlighted with a blue arrow. The dashboard displays the following metrics:

- Paid:** 104 Paid Invoices
- Due:** 13 Due Invoices
- Overdue:** 0 Overdue Invoices

The 'Payments' section shows a line chart for the period 09-23-2023 to 10-23-2023. The chart displays three data series: Approved (green), Decline (red), and Due (blue). The average monthly metrics are:

- 25% Average Monthly Approved
- 5% Average Monthly Declined
- 28% Average Monthly Due

A donut chart on the right shows the distribution of payments: Paid (green), Overdue (red), and Due (blue).

- It opens the payments screen pulling up the transactions processed through as shown in the figure below. The payments screen displays transaction ID, invoice no, customer name, amount, transaction date & time, status transaction type and card number.

Payments X

PDF

TRANS.ID	INVOICE NO	CUSTOMER NAME	TRANS.AMOUNT	TRANS.DATE	STATUS	TRANS.TYPE	CARD NO / ACCT NO	ACTION
296401431887	251151	Mr Brian Smith Customer	\$91.80	10/23/2023 5:51:27 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span style="font-size: 0.8em;">▼</span>
296536531156	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:39:17 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span style="font-size: 0.8em;">▼</span>
296397430790	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:33:10 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span style="font-size: 0.8em;">▼</span>
296394430187	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:23:08 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span style="font-size: 0.8em;">▼</span>
296392430024	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:20:24 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span style="font-size: 0.8em;">▼</span>
296527525449	99694	Mr Brian Smith Customer	\$30.60	10/23/2023 4:04:21 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span style="font-size: 0.8em;">▼</span>
296524522583	4851	Mr Brian Smith Customer	\$12.29	10/23/2023 3:16:45 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span style="font-size: 0.8em;">▼</span>
296435514873	89488	Mr Brian Smith Customer	\$71.40	10/23/2023 1:08:04 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span style="font-size: 0.8em;">▼</span>
296537532007	CF-64608_121746,CF-113147_121751,64610,64611	Sam Anderson	\$20.40	10/23/2023 12:53:27 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span style="font-size: 0.8em;">▼</span>
296534530278	64608	Sam Anderson	\$0.00	10/23/2023 12:24:39 PM GMT+5	DECLINED	ACH Sale	XXXXXX1808	Receipt <span style="font-size: 0.8em;">▼</span>
296395430252	64608	Sam Anderson	\$0.00	10/23/2023 12:24:13 PM GMT+5	DECLINED	ACH Sale	XXXXXX1808	Receipt <span style="font-size: 0.8em;">▼</span>

## 4.2 Void A Transaction

A void transaction is a transaction that is canceled by a merchant or vendor before it settles through a consumer's debit or credit card account. Voiding a transaction is typically done for accidental or incorrect transactions.

The following steps outlines how to void a transaction.

- You are on the **Payments** screen.
- Under the **Action** column, click on small down arrow of the transaction you wish to void as shown in the figure below.

TRANS.TYPE	CARD NO / ACCT NO	ACTION
ACH Sale	XXXXXX1808	Receipt 
CC Sale	XXXXXX5454	Receipt 
CC Sale	XXXXXX5454	Receipt 

3. This action expands more options.
4. Click on **Void** as shown in the figure below.

TRANS.TYPE	CARD NO / ACCT NO	ACTION
ACH Sale	XXXXXX1808	Receipt 
CC Sale	XXXXXX5454	Receipt 
CC Sale	XXXXXX5454	Receipt 
CC Profile Sale	XXXXXX5454	<div style="border: 1px solid #ccc; background-color: #fff; padding: 5px; display: inline-block;">           Void             Refund            Print         </div>
CC Sale	XXXXXX5454	
CC Sale	XXXXXX5454	

5. An alert dialog pops up as shown in the figure below; click on **Yes** button.

Payments

Search Transactions

TRANS.ID	INVOICE NO	CUSTOMER NAME	TRANS.AMOUNT	TRANS.DATE	STATUS	TRANS.TYPE	CARD NO / ACCT NO	ACTION
296401431887	251151	Mr Brian Smith Customer	\$91.80	10/23/2023 5:51:27 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296536531156	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:39:17 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296397430790	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:33:10 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296394430187	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:23:08 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296392430024	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:20:24 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296527525449	99694	Mr Brian Smith Customer	\$30.60	10/23/2023 4:04:21 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296524522583	4851	Mr Brian Smith Customer	\$12.29	10/23/2023 3:16:45 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296435514873	89488	Mr Brian Smith Customer	\$71.40	10/23/2023 1:08:04 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296537532007	CF-64608_121746,CF-113147_121751,64610,64611	Sam Anderson	\$20.40	10/23/2023 12:53:27 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296534530278	64608	Sam Anderson	\$0.00	10/23/2023 12:24:39 PM GMT+5	DECLINED	ACH Sale	XXXXXX1808	Receipt
296395430252	64608	Sam Anderson	\$0.00	10/23/2023 12:24:13 PM GMT+5	DECLINED	ACH Sale	XXXXXX1808	Receipt

**Void Transaction**

Are you sure you want to void this transaction?

6. The confirmation message appears and transaction voids successfully as shown in the figure below.

Payments

Transaction voided successfully

Search Transactions

TRANS.ID	INVOICE NO	CUSTOMER NAME	TRANS.AMOUNT	TRANS.DATE	STATUS	TRANS.TYPE	CARD NO / ACCT NO	ACTION
296401431887	251151	Mr Brian Smith Customer	\$91.80	10/23/2023 5:51:27 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296536531156	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:39:17 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296397430790	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:33:10 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296394430187	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:23:08 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296392430024	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:20:24 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296527525449	99694	Mr Brian Smith Customer	\$30.60	10/23/2023 4:04:21 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296524522583	4851	Mr Brian Smith Customer	\$12.29	10/23/2023 3:16:45 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296435514873	89488	Mr Brian Smith Customer	\$71.40	10/23/2023 1:08:04 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296537532007	CF-64608_121746,CF-113147_121751,64610,64611	Sam Anderson	\$20.40	10/23/2023 12:53:27 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
296534530278	64608	Sam Anderson	\$0.00	10/23/2023 12:24:39 PM GMT+5	DECLINED	ACH Sale	XXXXXX1808	Receipt
296395430252	64608	Sam Anderson	\$0.00	10/23/2023 12:24:13 PM GMT+5	DECLINED	ACH Sale	XXXXXX1808	Receipt

7. The voided transaction is nested (+) with original sale transaction in the grid as shown in the figure below.

Payments X

TRANS.ID	INVOICE NO	CUSTOMER NAME	TRANS.AMOUNT	TRANS.DATE	STATUS	TRANS.TYPE	CARD NO / ACCT NO	ACTION
+ 296401431887	251151	Mr Brian Smith Customer	\$91.80	10/23/2023 5:51:27 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296536531156	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:39:17 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296397430790	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:33:10 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296394430187	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:23:08 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296392430024	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:20:24 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296527525449	99694	Mr Brian Smith Customer	\$30.60	10/23/2023 4:04:21 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296524522583	4851	Mr Brian Smith Customer	\$12.29	10/23/2023 3:16:45 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296435514873	89488	Mr Brian Smith Customer	\$71.40	10/23/2023 1:08:04 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296537532007	CF-64608_121746,CF-113147_121751,64610,64611	Sam Anderson	\$20.40	10/23/2023 12:53:27 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296534530278	64608	Sam Anderson	\$0.00	10/23/2023 12:24:39 PM GMT+5	DECLINED	ACH Sale	XXXXXX1808	Receipt <span>▼</span>
296395430252	64608	Sam Anderson	\$0.00	10/23/2023 12:24:13 PM GMT+5	DECLINED	ACH Sale	XXXXXX1808	Receipt <span>▼</span>

8. To view the voided transaction, click on + sign and it expands the record with in the grid as shown in the figure below.

Payments X

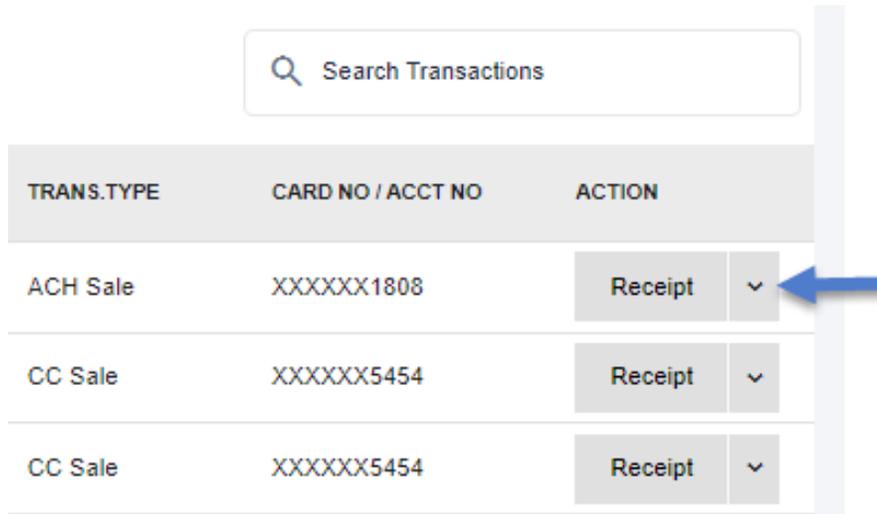
TRANS.ID	INVOICE NO	CUSTOMER NAME	TRANS.AMOUNT	TRANS.DATE	STATUS	TRANS.TYPE	CARD NO / ACCT NO	ACTION
- 296401431887	251151	Mr Brian Smith Customer	\$91.80	10/23/2023 5:51:27 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296401431887	251151	Mr Brian Smith Customer	\$91.80	10/23/2023 1:34:01 PM GMT+5	APPROVED	CC Void		
296536531156	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:39:17 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296397430790	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:33:10 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296394430187	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:23:08 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296392430024	158151	Mr Brian Smith Customer	\$30.66	10/23/2023 5:20:24 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296527525449	99694	Mr Brian Smith Customer	\$30.60	10/23/2023 4:04:21 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296524522583	4851	Mr Brian Smith Customer	\$12.29	10/23/2023 3:16:45 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296435514873	89488	Mr Brian Smith Customer	\$71.40	10/23/2023 1:08:04 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>
296537532007	CF-64608_121746,CF-113147_121751,64610,64611	Sam Anderson	\$20.40	10/23/2023 12:53:27 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt <span>▼</span>

### 4.3 Refund A Transaction

Refunding a transaction returns the money to the customer. You can perform either a partial or a full refund on transaction. Only transactions that have already been settled can be refunded.

The following steps outlines how to refund a transaction.

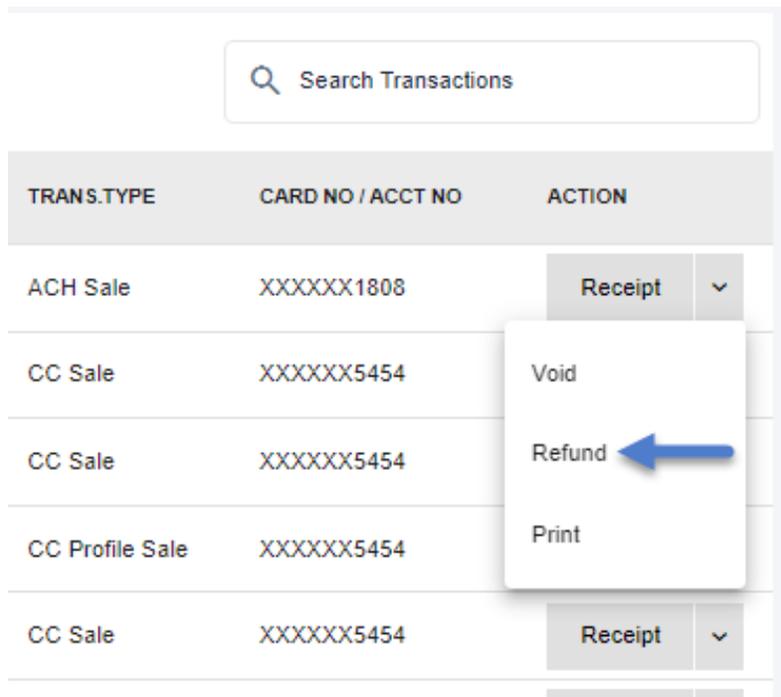
1. You are on the **Payments** screen.
2. Under the **Action** column, click on small down arrow of a transaction you wish to refund as shown in the figure below.



Search Transactions

TRANS.TYPE	CARD NO / ACCT NO	ACTION
ACH Sale	XXXXXX1808	Receipt 
CC Sale	XXXXXX5454	Receipt 
CC Sale	XXXXXX5454	Receipt 

3. This action expands more options.
4. Click on **Refund** as shown in the figure below.



Search Transactions

TRANS.TYPE	CARD NO / ACCT NO	ACTION
ACH Sale	XXXXXX1808	Receipt  Void Refund  Print
CC Sale	XXXXXX5454	
CC Profile Sale	XXXXXX5454	
CC Sale	XXXXXX5454	Receipt 

5. The dialog pops up as shown in the figure below.

Payments		Customer	Amount	Date	Status	Profile	Card	Receipt
296218407204	113147	Sam Anderson	\$7.00	10/23/2023 6:00:04 AM GMT+5	APPROVED	CC Profile Sale	XXXXXX5454	Receipt
293025532808	113148	Sam Anderson	\$22.00	10/20/2023 6:06:49 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
293014430935	113146	Sam Anderson	\$12.00	10/20/2023 5:36:11 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
293045535830	18841	Mr Brian Smith Customer	\$1.00	10/20/2023 1:57:11 PM GMT+5	APPROVED	CC Sale	XXXXXX1111	Receipt
293039535692	113153	Cooper and Benton LLC	\$20.00	10/20/2023 1:54:53 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
293051435326	185466	Mr Brian Smith Customer	\$90.00	10/20/2023 1:48:47 PM GMT+5	APPROVED	CC Sale	XXXXXX1111	Receipt
293043434660	1854	Mr Brian Smith Customer	\$50.00	10/20/2023 1:37:41 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
293034534398	3307	Sam Anderson	\$85.00	10/20/2023 1:33:19 PM GMT+5	APPROVED	CC Profile Sale	XXXXXX5454	Receipt
293038434394	47874	Sam Anderson	\$45.00	10/20/2023 1:33:15 PM GMT+5	APPROVED	CC Profile Sale	XXXXXX5454	Receipt
293022532505	SUB-20114451	Mr Brian Smith Customer	\$50.00	10/20/2023 1:01:46 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
293024432217	113154	Cooper and Benton LLC	\$22.00	10/20/2023 12:56:58 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
293012531315	113155	Mr Brian Smith Customer	\$80.00	10/20/2023 12:41:56 PM GMT+5	APPROVED	CC Sale	XXXXXX1111	Receipt

**Refund Transaction**

Refund Amount:

Cancel
Refund

6. Enter the amount you wish to refund. You can perform either a partial or a full refund.
7. Click on **Refund** button.
8. The confirmation message appears and transaction refunds successfully as shown in the figure below.

Payments		Customer	Amount	Date	Status	Profile	Card	Receipt
296218407204	113147	Sam Anderson	\$7.00	10/23/2023 6:00:04 AM GMT+5	APPROVED	CC Profile Sale	XXXXXX5454	Receipt
293025532808	113148	Sam Anderson	\$22.00	10/20/2023 6:06:49 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
293014430935	113146	Sam Anderson	\$12.00	10/20/2023 5:36:11 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
293045535830	18841	Mr Brian Smith Customer	\$1.00	10/20/2023 1:57:11 PM GMT+5	APPROVED	CC Sale	XXXXXX1111	Receipt
293039535692	113153	Cooper and Benton LLC	\$20.00	10/20/2023 1:54:53 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
293051435326	185466	Mr Brian Smith Customer	\$90.00	10/20/2023 1:48:47 PM GMT+5	APPROVED	CC Sale	XXXXXX1111	Receipt
293043434660	1854	Mr Brian Smith Customer	\$50.00	10/20/2023 1:37:41 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
293034534398	3307	Sam Anderson	\$85.00	10/20/2023 1:33:19 PM GMT+5	APPROVED	CC Profile Sale	XXXXXX5454	Receipt
293038434394	47874	Sam Anderson	\$45.00	10/20/2023 1:33:15 PM GMT+5	APPROVED	CC Profile Sale	XXXXXX5454	Receipt
293022532505	SUB-20114451	Mr Brian Smith Customer	\$50.00	10/20/2023 1:01:46 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
293024432217	113154	Cooper and Benton LLC	\$22.00	10/20/2023 12:56:58 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt
293012531315	113155	Mr Brian Smith Customer	\$80.00	10/20/2023 12:41:56 PM GMT+5	APPROVED	CC Sale	XXXXXX1111	Receipt

Items per page: 50    1 - 50 of 513    < >

9. The refunded transaction is nested (+) with original sale transaction in the grid as shown in the figure below.

Payments X

Customer	GMT+5							
296218407204 113147	Sam Anderson	\$7.00	10/23/2023 6:00:04 AM GMT+5	APPROVED	CC Profile Sale	XXXXXX5454	Receipt	▼
293025532808 113148	Sam Anderson	\$22.00	10/20/2023 6:06:49 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt	▼
293014430935 113146	Sam Anderson	\$12.00	10/20/2023 5:36:11 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt	▼
293045535830 18841	Mr Brian Smith Customer	\$1.00	10/20/2023 1:57:11 PM GMT+5	APPROVED	CC Sale	XXXXXX1111	Receipt	▼
293039535692 113153	Cooper and Benton LLC	\$20.00	10/20/2023 1:54:53 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt	▼
293051435326 185466	Mr Brian Smith Customer	\$90.00	10/20/2023 1:48:47 PM GMT+5	APPROVED	CC Sale	XXXXXX1111	Receipt	▼
293043434660 1854	Mr Brian Smith Customer	\$50.00	10/20/2023 1:37:41 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt	▼
+ 293034534398 3307	Sam Anderson	\$85.00	10/20/2023 1:33:19 PM GMT+5	APPROVED	CC Profile Sale	XXXXXX5454	Receipt	▼
293038434394 47874	Sam Anderson	\$45.00	10/20/2023 1:33:15 PM GMT+5	APPROVED	CC Profile Sale	XXXXXX5454	Receipt	▼
293022532505 SUB-20114451	Mr Brian Smith Customer	\$50.00	10/20/2023 1:01:46 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt	▼
293024432217 113154	Cooper and Benton LLC	\$22.00	10/20/2023 12:56:58 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt	▼
293012531315 113155	Mr Brian Smith Customer	\$80.00	10/20/2023 12:41:56 PM GMT+5	APPROVED	CC Sale	XXXXXX1111	Receipt	▼

Items per page: 50 1 - 50 of 100 < >

10. To view the refunded transaction, click on + sign and it expands the record with in the grid as shown in the figure below.

Payments X

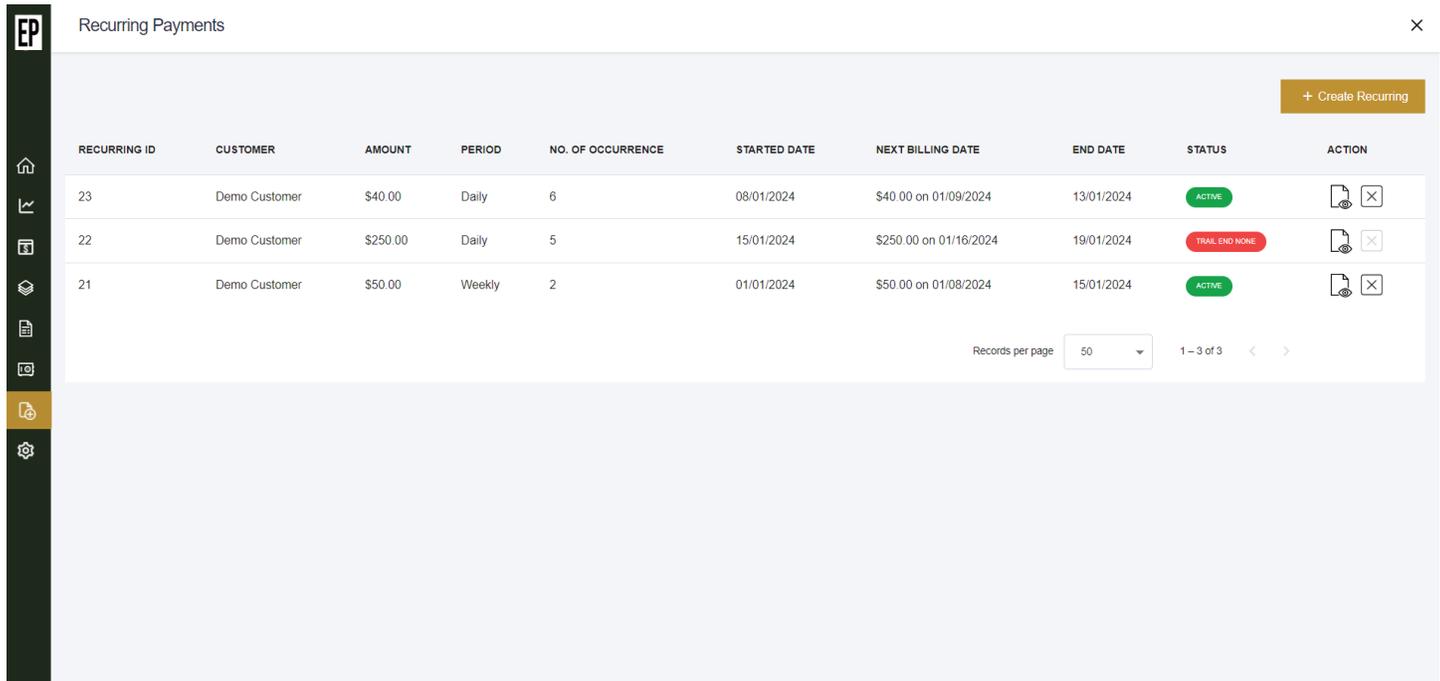
Customer	GMT+5							
296218407204 113147	Sam Anderson	\$7.00	10/23/2023 6:00:04 AM GMT+5	APPROVED	CC Profile Sale	XXXXXX5454	Receipt	▼
293025532808 113148	Sam Anderson	\$22.00	10/20/2023 6:06:49 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt	▼
293014430935 113146	Sam Anderson	\$12.00	10/20/2023 5:36:11 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt	▼
293045535830 18841	Mr Brian Smith Customer	\$1.00	10/20/2023 1:57:11 PM GMT+5	APPROVED	CC Sale	XXXXXX1111	Receipt	▼
293039535692 113153	Cooper and Benton LLC	\$20.00	10/20/2023 1:54:53 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt	▼
293051435326 185466	Mr Brian Smith Customer	\$90.00	10/20/2023 1:48:47 PM GMT+5	APPROVED	CC Sale	XXXXXX1111	Receipt	▼
293043434660 1854	Mr Brian Smith Customer	\$50.00	10/20/2023 1:37:41 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt	▼
- 293034534398 3307	Sam Anderson	\$85.00	10/20/2023 1:33:19 PM GMT+5	APPROVED	CC Profile Sale	XXXXXX5454	Receipt	▼

TRANS.ID	INVOICE NO	CUSTOMER NAME	TRANS.AMOUNT	TRANS.DATE	STATUS	TRANS.TYPE	ACTION
296563534877	3307	Sam Anderson	(\$50.00)	10/23/2023 1:41:18 PM GMT+5	APPROVED	CC Refund	🖨️ ✉️
293038434394 47874	Sam Anderson	\$45.00	10/20/2023 1:33:15 PM GMT+5	APPROVED	CC Profile Sale	XXXXXX5454	Receipt ▼
293022532505 SUB-20114451	Mr Brian Smith Customer	\$50.00	10/20/2023 1:01:46 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt ▼
293024432217 113154	Cooper and Benton LLC	\$22.00	10/20/2023 12:56:58 PM GMT+5	APPROVED	CC Sale	XXXXXX5454	Receipt ▼
293012531315 113155	Mr Brian Smith Customer	\$80.00	10/20/2023 12:41:56 PM GMT+5	APPROVED	CC Sale	XXXXXX1111	Receipt ▼

## 5 Recurring

## 5.1 Recurring Payments

Recurring Payments allows you to save time and reduce mistakes. By using recurring transactions, you can automate repetitive journal entries, set invoices to generate automatically for subscription-type customers, or automate writing of a check or entering a bill.

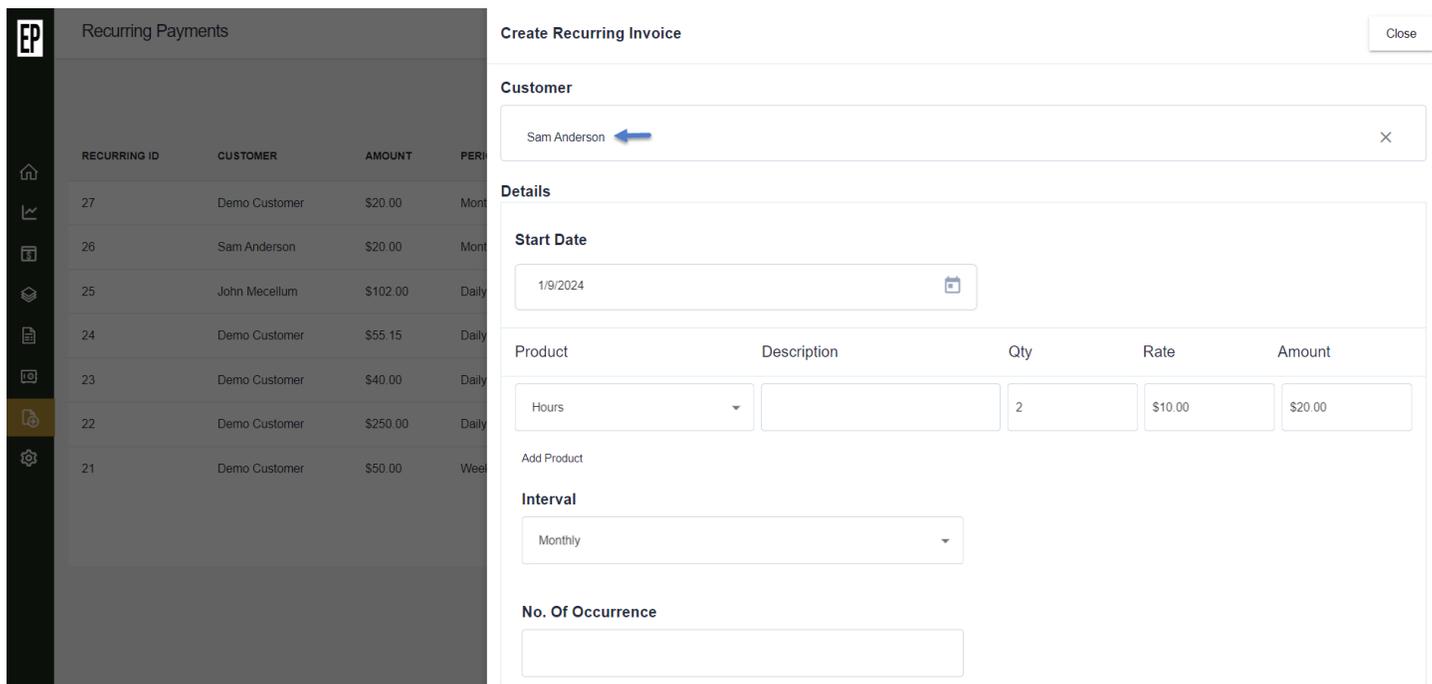


The screenshot shows the 'Recurring Payments' interface. At the top right, there is a '+ Create Recurring' button. Below it is a table with the following columns: RECURRING ID, CUSTOMER, AMOUNT, PERIOD, NO. OF OCCURRENCE, STARTED DATE, NEXT BILLING DATE, END DATE, STATUS, and ACTION. The table contains three rows of data:

RECURRING ID	CUSTOMER	AMOUNT	PERIOD	NO. OF OCCURRENCE	STARTED DATE	NEXT BILLING DATE	END DATE	STATUS	ACTION
23	Demo Customer	\$40.00	Daily	6	08/01/2024	\$40.00 on 01/09/2024	13/01/2024	ACTIVE	
22	Demo Customer	\$250.00	Daily	5	15/01/2024	\$250.00 on 01/16/2024	19/01/2024	TRAIL END NONE	
21	Demo Customer	\$50.00	Weekly	2	01/01/2024	\$50.00 on 01/08/2024	15/01/2024	ACTIVE	

At the bottom right of the table, there is a 'Records per page' dropdown set to 50 and a pagination indicator '1 - 3 of 3'.

1. Click on the **Create Recurring** Button.
2. Select the **Customer** from the customer dropdown.
3. Select the Start Date, Product, Quantity, Rate, Amount and Interval period.



The screenshot shows the 'Create Recurring Invoice' form. The sidebar on the left shows the 'Recurring Payments' table with the following data:

RECURRING ID	CUSTOMER	AMOUNT	PERI
27	Demo Customer	\$20.00	Mont
26	Sam Anderson	\$20.00	Mont
25	John Mecellum	\$102.00	Daily
24	Demo Customer	\$55.15	Daily
23	Demo Customer	\$40.00	Daily
22	Demo Customer	\$250.00	Daily
21	Demo Customer	\$50.00	Wee

The main form has the following sections:

- Customer:** A dropdown menu with 'Sam Anderson' selected and a blue arrow pointing to it.
- Details:**
  - Start Date:** A date input field with '1/9/2024' and a calendar icon.
  - Product:** A dropdown menu with 'Hours' selected.
  - Description:** An empty text input field.
  - Qty:** An input field with '2'.
  - Rate:** An input field with '\$10.00'.
  - Amount:** An input field with '\$20.00'.
- Interval:** A dropdown menu with 'Monthly' selected.
- No. Of Occurrence:** An empty input field.

11. Enter the number of Occurrence.
12. Click on the **Save Button** to create a recurring invoice.

Recurring Payments

RECURRING ID	CUSTOMER	AMOUNT	PERIOD
27	Demo Customer	\$20.00	Mont
26	Sam Anderson	\$20.00	Mont
25	John Mecellum	\$102.00	Daily
24	Demo Customer	\$55.15	Daily
23	Demo Customer	\$40.00	Daily
22	Demo Customer	\$250.00	Daily
21	Demo Customer	\$50.00	Week

Create Recurring Invoice Close

Product	Description	Qty	Rate	Amount
Hours		2	\$10.00	\$20.00

Add Product

**Interval**  
Monthly

**No. Of Occurrence**  
4

**End Date**  
4/8/2024

[Save](#)

13. After click on the save button, the recurring invoice will be show in the grid as shown in the figure below.

Recurring Payments

RECURRING ID	CUSTOMER	AMOUNT	PERIOD	NO. OF OCCURRENCE	STARTED DATE	NEXT BILLING DATE	END DATE	STATUS	ACTION
28	Sam Anderson	\$20.00	Monthly	4	09/01/2024	\$20.00 on 02/09/2024	08/04/2024	ACTIVE	
27	Demo Customer	\$20.00	Monthly	3	09/01/2024	\$20.00 on 02/09/2024	09/03/2024	ACTIVE	
26	Sam Anderson	\$20.00	Monthly	5	09/01/2024	\$20.00 on 02/09/2024	08/05/2024	CANCELS 2024-01-09	
25	John Mecellum	\$102.00	Daily	4	09/01/2024	\$102.00 on 01/10/2024	12/01/2024	ACTIVE	
24	Demo Customer	\$55.15	Daily	3	09/01/2024	\$55.15 on 01/10/2024	11/01/2024	CANCELS 2024-01-09	
23	Demo Customer	\$40.00	Daily	6	08/01/2024	\$40.00 on 01/09/2024	13/01/2024	ACTIVE	
22	Demo Customer	\$250.00	Daily	5	15/01/2024	\$250.00 on 01/16/2024	19/01/2024	TRAIL END NONE	
21	Demo Customer	\$50.00	Weekly	2	01/01/2024	\$50.00 on 01/08/2024	15/01/2024	ACTIVE	

Records per page: 50 | 1 - 8 of 8

[+ Create Recurring](#)

14. You can also view the recurring details by click on the action button.

Recurring Payments ×

[+ Create Recurring](#)

RECURRING ID	CUSTOMER	AMOUNT	PERIOD	NO. OF OCCURRENCE	STARTED DATE	NEXT BILLING DATE	END DATE	STATUS	ACTION
28	Sam Anderson	\$20.00	Monthly	4	09/01/2024	\$20.00 on 02/09/2024	08/04/2024	ACTIVE	
27	Demo Customer	\$20.00	Monthly	3	09/01/2024	\$20.00 on 02/09/2024	09/03/2024	ACTIVE	
26	Sam Anderson	\$20.00	Monthly	5	09/01/2024	\$20.00 on 02/09/2024	08/05/2024	CANCELS 2024-01-09	
25	John Mecellum	\$102.00	Daily	4	09/01/2024	\$102.00 on 01/10/2024	12/01/2024	ACTIVE	
24	Demo Customer	\$55.15	Daily	3	09/01/2024	\$55.15 on 01/10/2024	11/01/2024	CANCELS 2024-01-09	
23	Demo Customer	\$40.00	Daily	6	08/01/2024	\$40.00 on 01/09/2024	13/01/2024	ACTIVE	
22	Demo Customer	\$250.00	Daily	5	15/01/2024	\$250.00 on 01/16/2024	19/01/2024	TRAIL END NONE	
21	Demo Customer	\$50.00	Weekly	2	01/01/2024	\$50.00 on 01/08/2024	15/01/2024	ACTIVE	

Records per page  1 – 8 of 8 < >

Recurring Payments ×

Recurring Details [Close Preview](#)

<b>Started</b>	<b>Next Invoice</b>
09/01/2024	\$20.0 on February 09

Recurring details

Customer	Sam Anderson	Billing Method	
Period	Monthly		
No of Occurrences	4		
Recurring Amount	\$20.00		
Start Date	09/01/2024		
End Date	08/04/2024		

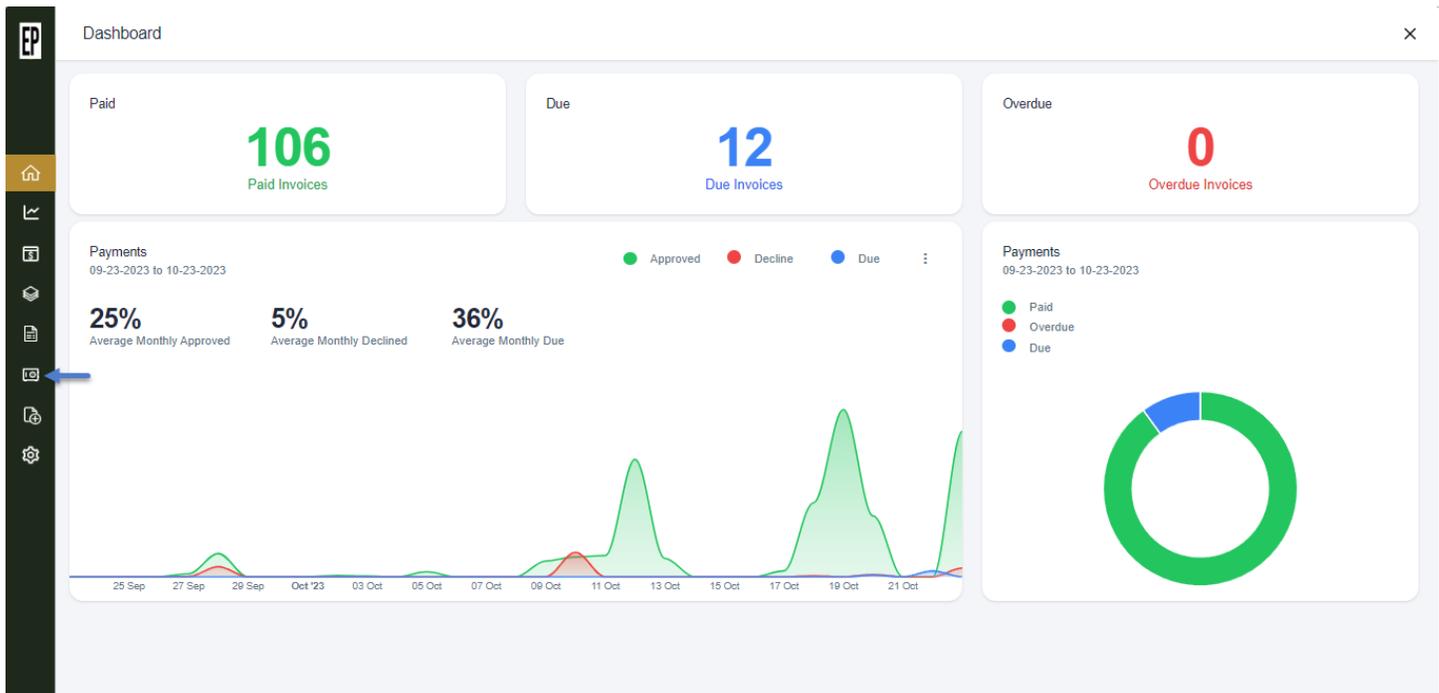
## 6 Customer Vault

Customer vault can be used to view the stored cards and bank, delete stored cards and bank and set the card or bank as default for batch payment processing.

### 6.1.1 Customers Credit Card

The following steps outlines how to view stored cards of the customers.

1. Click on the **Customer Vault** menu in the left navigation as shown in the figure below.



2. It opens the **Customer Vault** screen with Credit Card tab selected by-default as shown in the figure below.

The Customer Vault screen displays a list of credit cards under the 'Credit Card' tab. The table below summarizes the data shown:

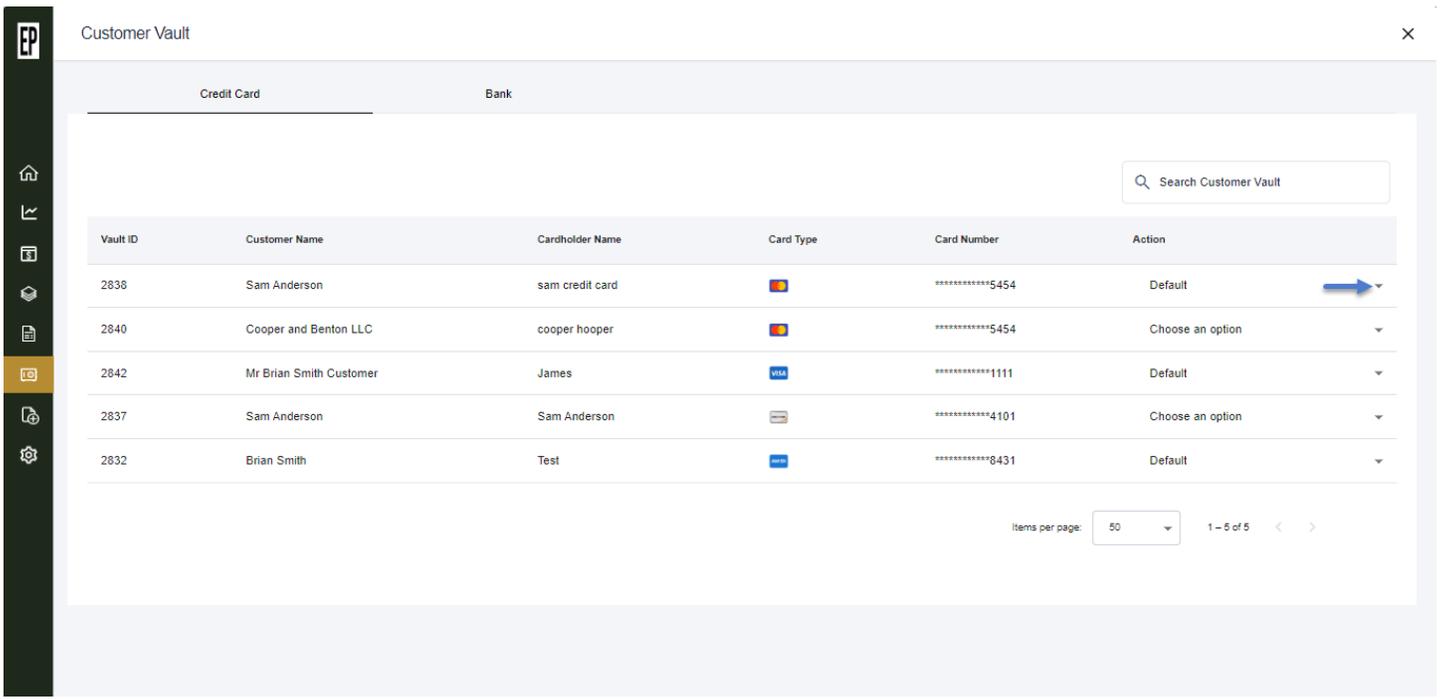
Vault ID	Customer Name	Cardholder Name	Card Type	Card Number	Action
2838	Sam Anderson	sam credit card		*****5454	Default
2840	Cooper and Benton LLC	cooper hooper		*****5454	Choose an option
2842	Mr Brian Smith Customer	James		*****1111	Default
2837	Sam Anderson	Sam Anderson		*****4101	Choose an option
2832	Brian Smith	Test		*****8431	Default

Additional details: Search Customer Vault, Items per page: 50, 1 - 5 of 5.

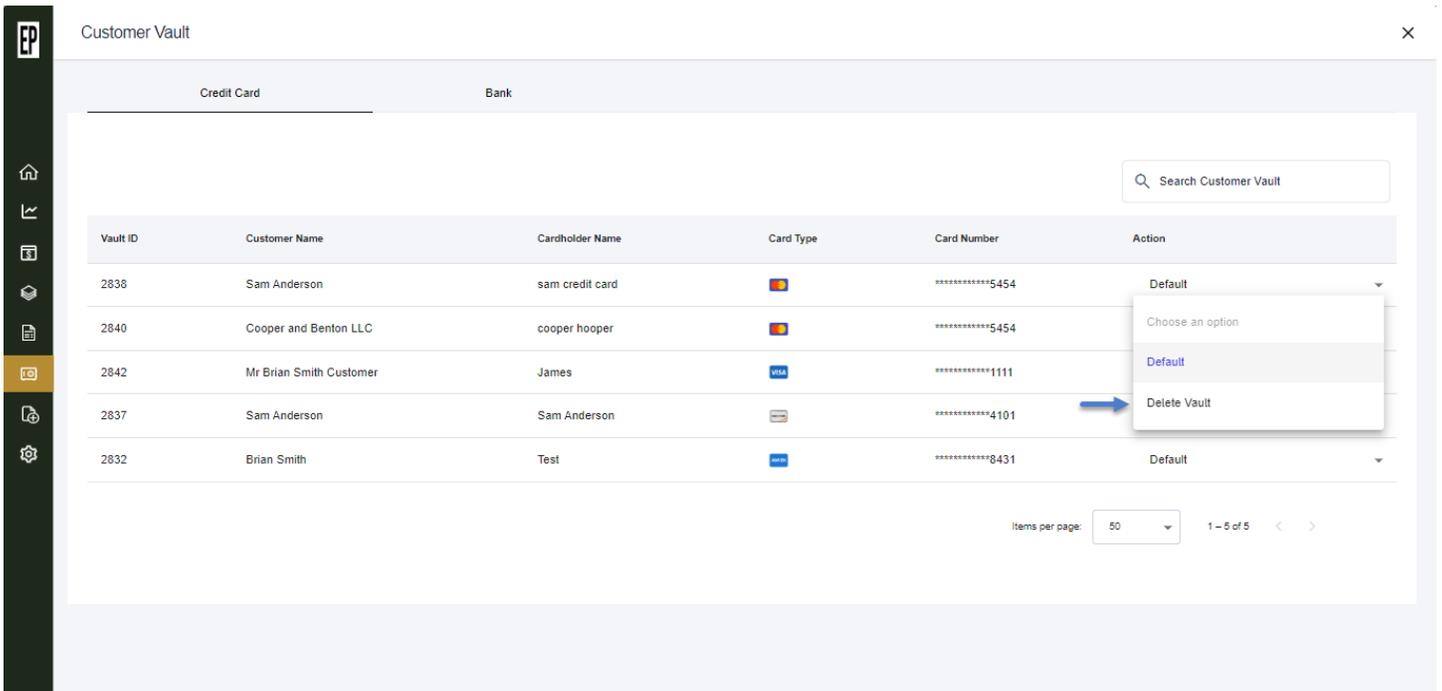
### 6.1.1.1 Delete a Customer's Credit Card Profile

The following steps outlines how to delete a stored card of the customer.

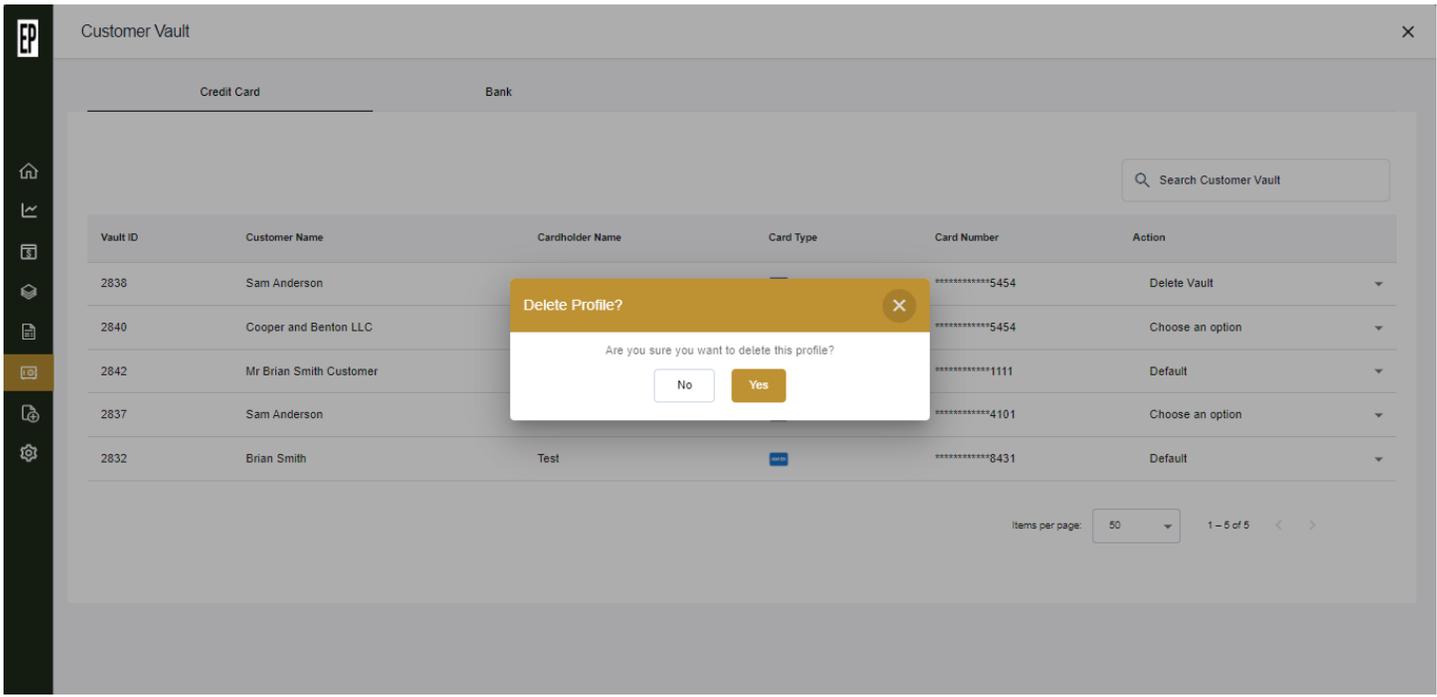
1. You are on the **Credit Card** tab.
2. Under the **Action** column, click on small down arrow of the card profile you wish to delete as shown in the figure below.



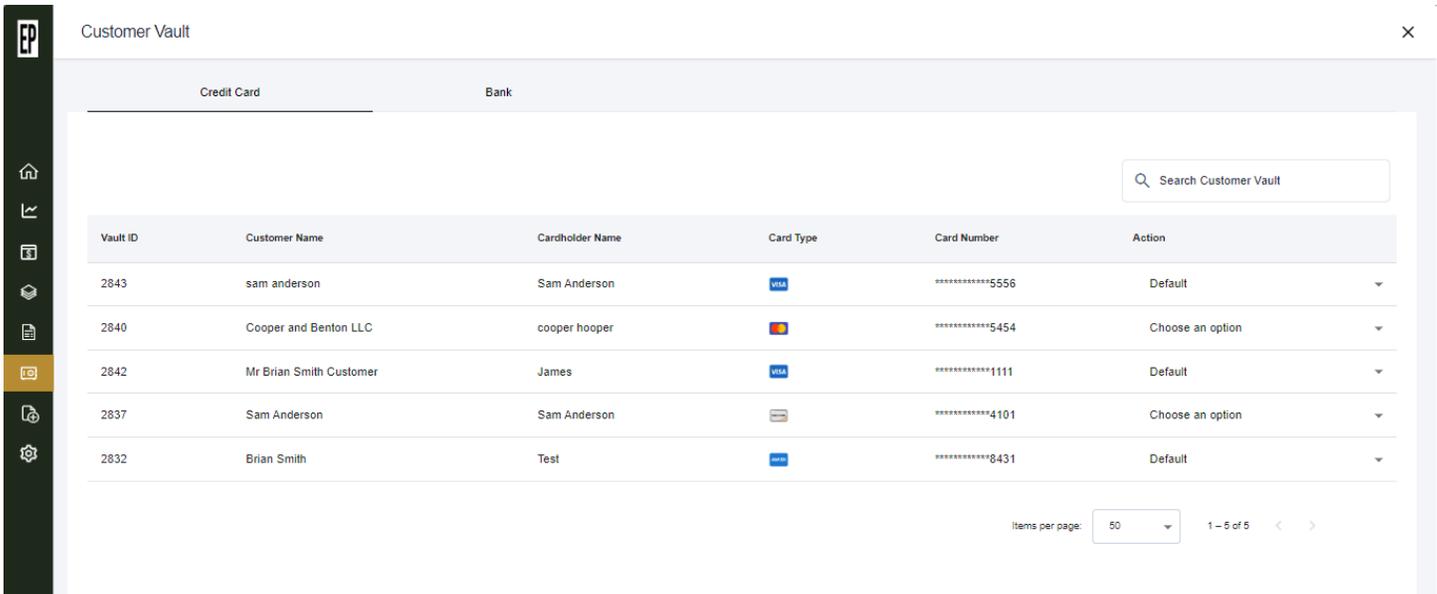
3. This action expands more options.
4. Click on **Delete Vault** to delete the customer vault profile as shown in the figure below.



5. An alert dialog pops up; click on the **Yes** button.



6. The confirmation message appears and the stored card deletes successfully.



### 6.1.1.2 Set a Customer's Credit Card Profile as Default

The following steps outlines how to set a stored card as default for a customer. It is used when customers have multiple cards stored and he wants to make one card profile as default for batch payment processing.

1. You are on the **Credit Card** tab.
2. Under the **Action** column, click on small down arrow of the card profile you wish to set as default as shown in the figure below.

Customer Vault ×

Credit Card      Bank

Vault ID	Customer Name	Cardholder Name	Card Type	Card Number	Action
2843	sam anderson	Sam Anderson		*****5556	Default
2840	Cooper and Benton LLC	cooper hooper		*****5454	Choose an option
2842	Mr Brian Smith Customer	James		*****1111	Default
2837	Sam Anderson	Sam Anderson		*****4101	Choose an option
2832	Brian Smith	Test		*****8431	Default

Items per page:       1 - 5 of 5    < >

- This action expands more options.
- Click on **Set as Default** as shown in the figure below.

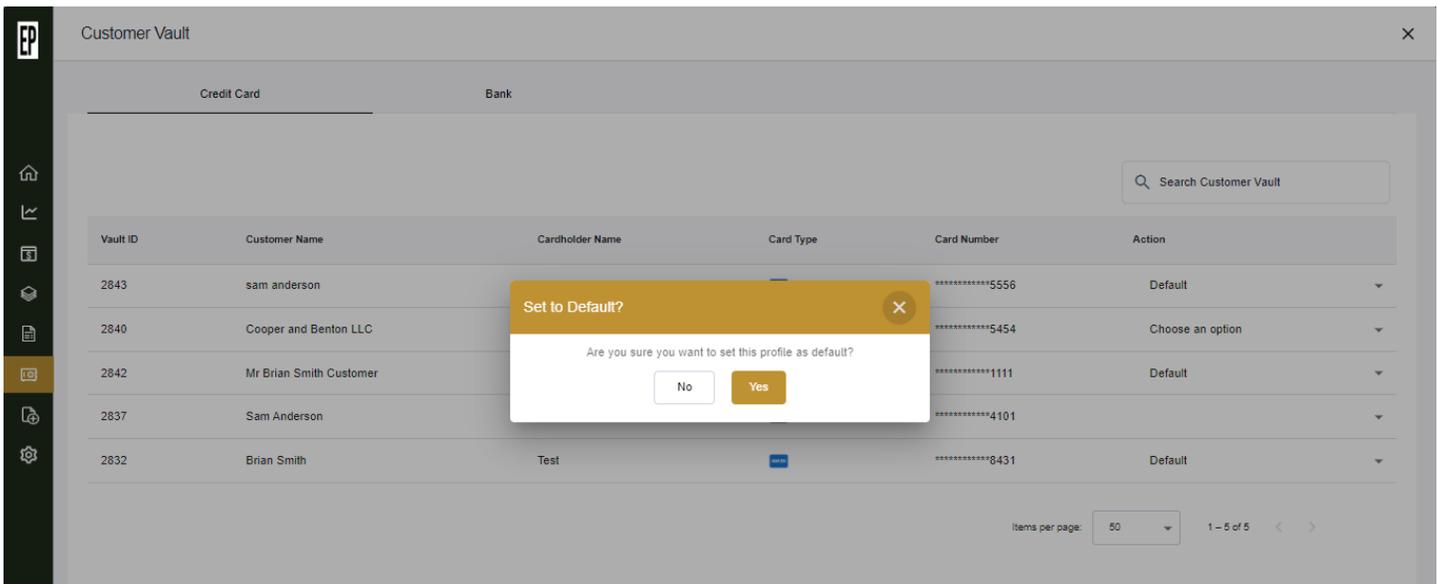
Customer Vault ×

Credit Card      Bank

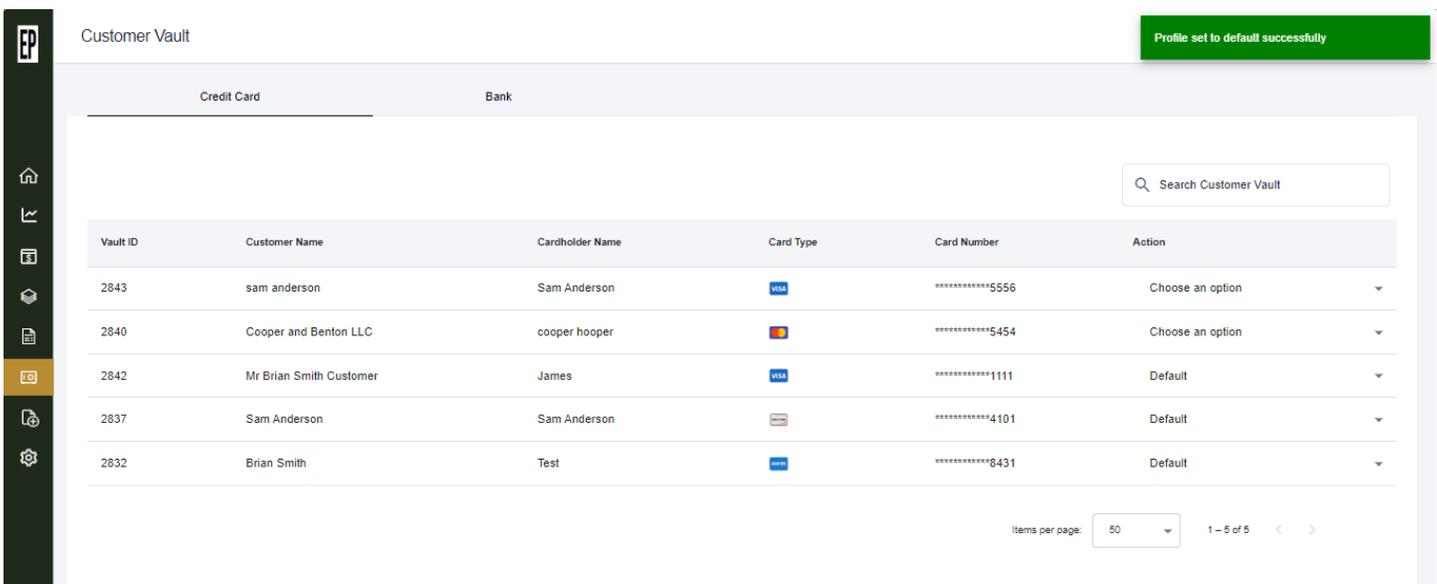
Vault ID	Customer Name	Cardholder Name	Card Type	Card Number	Action
2843	sam anderson	Sam Anderson		*****5556	Default
2840	Cooper and Benton LLC	cooper hooper		*****5454	Choose an option
2842	Mr Brian Smith Customer	James		*****1111	Default
2837	Sam Anderson	Sam Anderson		*****4101	Choose an option
2832	Brian Smith	Test		*****8431	<div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> <p>Choose an option</p> <p><b>Set as Default</b> ←</p> <p>Delete Vault</p> </div>

Items per page:

- An alert dialog pops up; click on the **Yes** button.



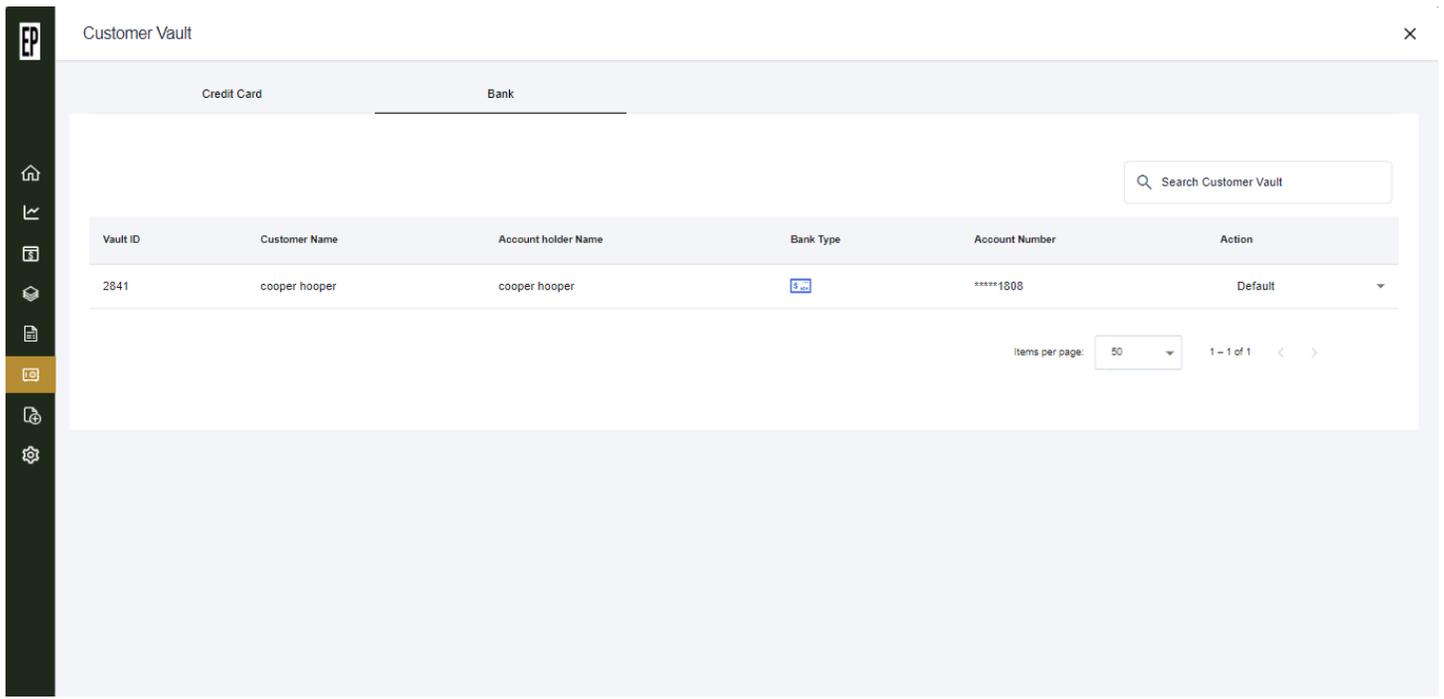
6. The confirmation message appears and the card profile sets to default successfully as shown in the figure below.



### 6.1.2 Customers Bank (ACH)

The following steps outlines how to view stored banks of the customers.

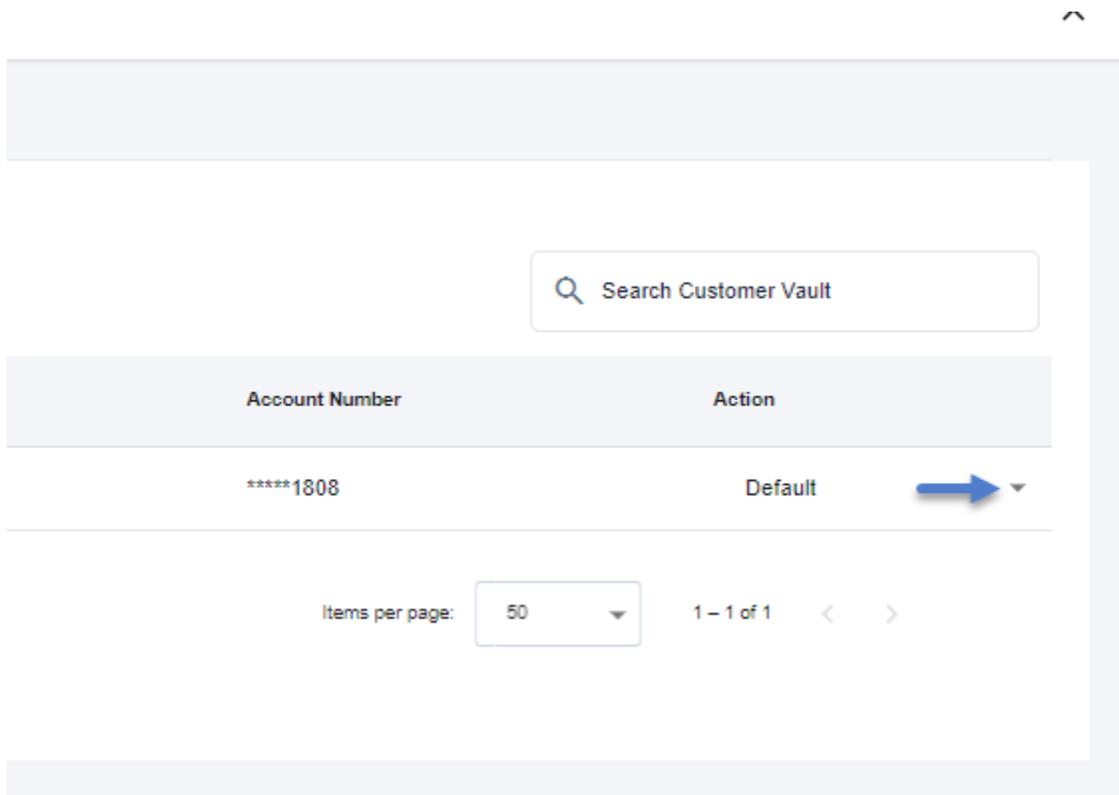
1. You are on the **Customer Vault** screen.
2. Switch to the **Bank** tab as shown in the figure below.



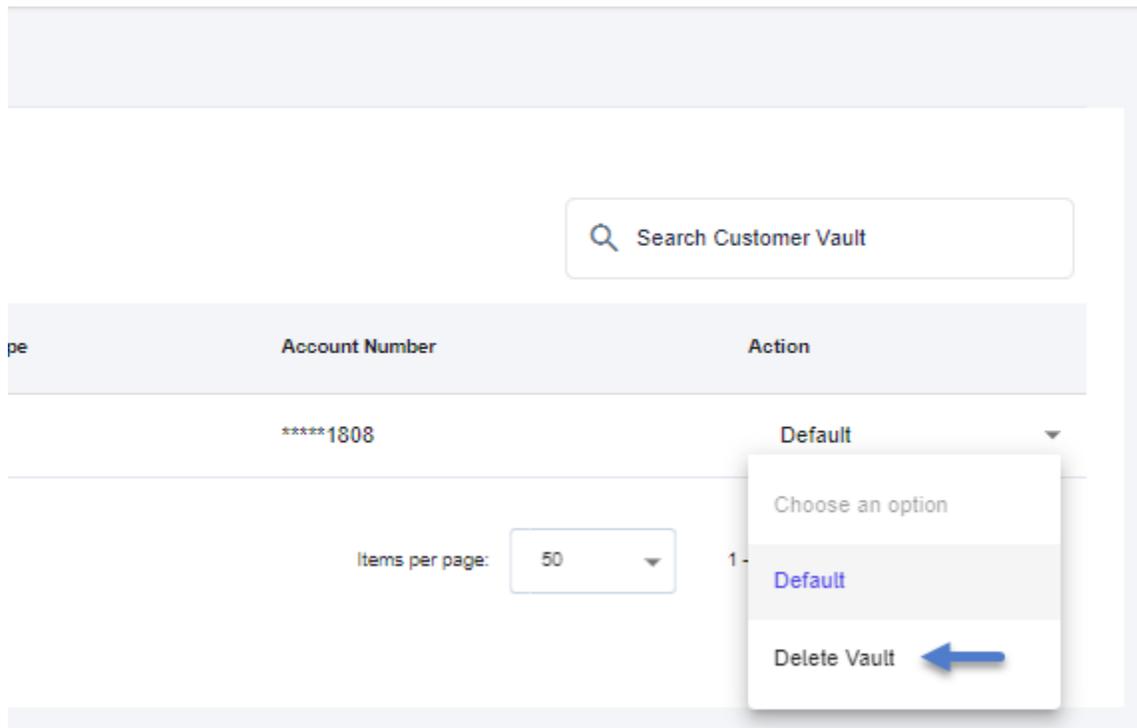
### 6.1.2.1 Delete a Customers Bank (ACH) Profile

The following steps outlines how to delete a stored bank of the customer.

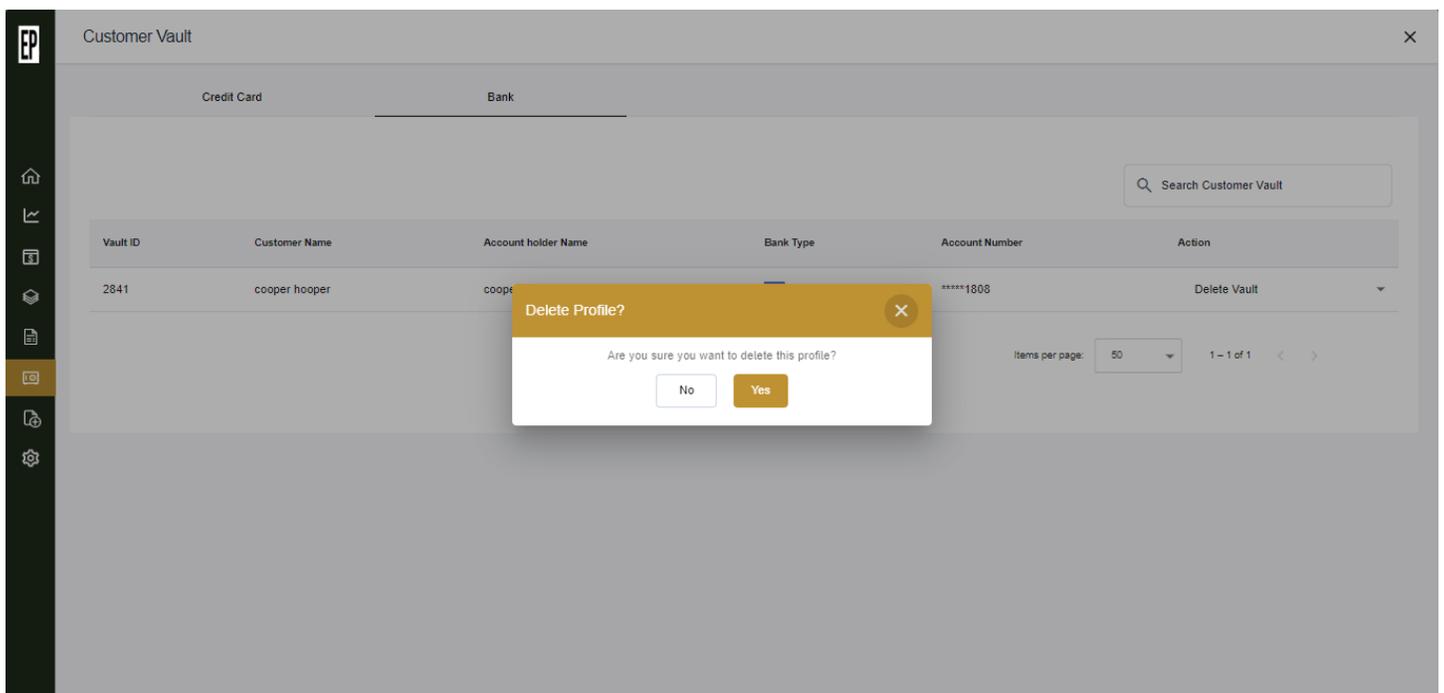
1. You are on the **Bank** tab.
2. Under the **Action** column, click on small down arrow of the bank profile you wish to delete.
3. This action expands more options as shown in the figure below.



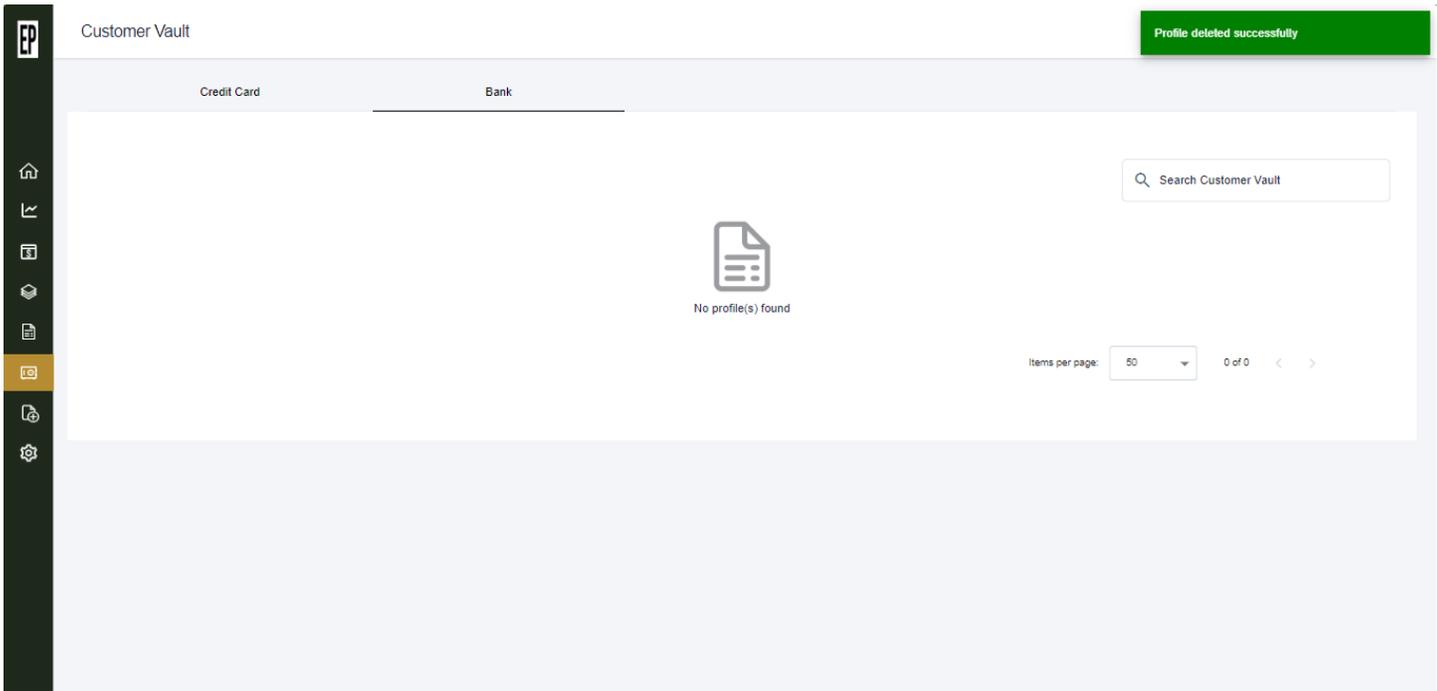
4. Click on **Delete Vault** as shown in the figure below.



5. An alert dialog pops up; click on the **Yes** button.



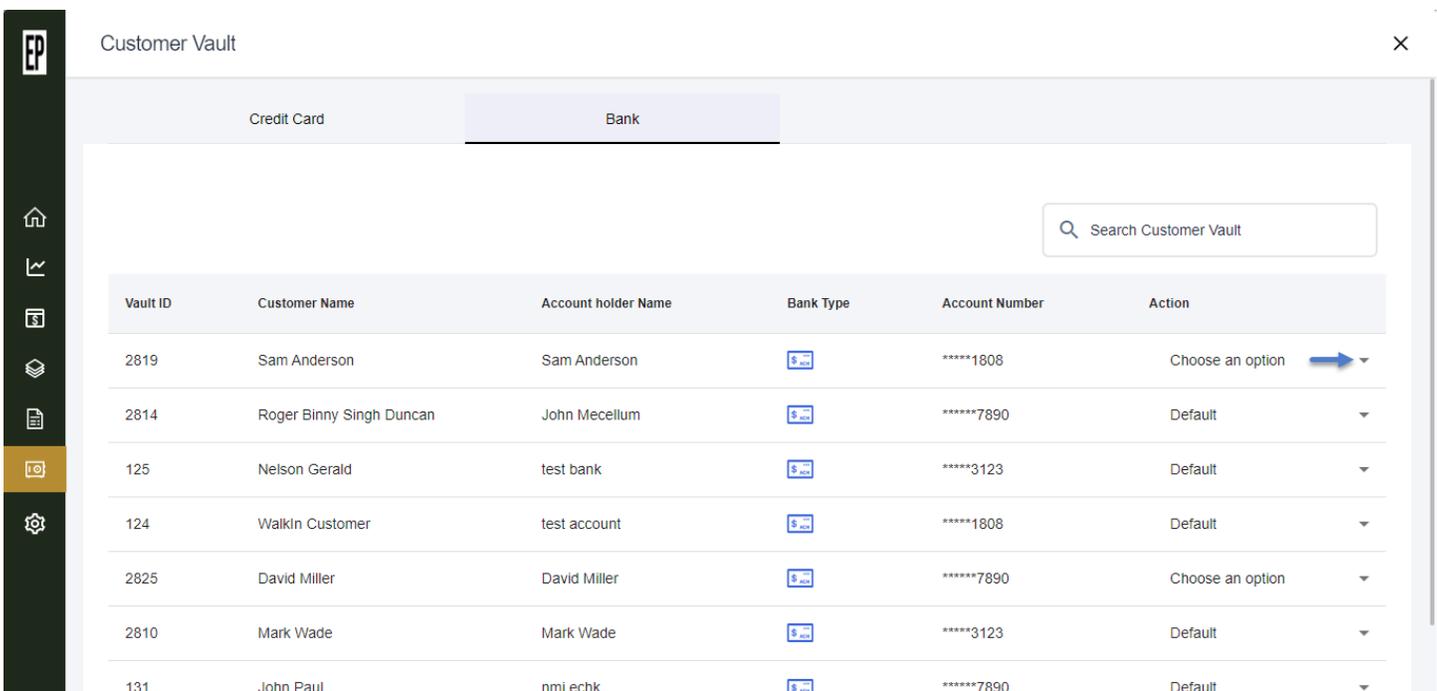
6. The confirmation message appears and the stored bank deletes successfully.



### 6.1.2.2 Set a Customer's Bank (ACH) as Default

The following steps outlines how to set a stored bank (ACH) as default for a customer. The purpose of setting bank profile as default is when customers has multiple banks (ACH) stored and he wants to have one bank profile as default for batch payment processing.

1. You are on the **Bank** tab.
2. Under the **Action** column, click on small down arrow of the bank profile you wish to set as default as shown in the figure below.



- This action expands more options.
- Click on **Set as Default** as shown in the figure below.

Customer Vault

Credit Card Bank

Search Customer Vault

Vault ID	Customer Name	Account holder Name	Bank Type	Account Number	Action
2819	Sam Anderson	Sam Anderson		*****1808	Choose an option
2814	Roger Binny Singh Duncan	John Mecellum		*****7890	Choose an option
125	Nelson Gerald	test bank		*****3123	Set as Default
124	Walkin Customer	test account		*****1808	Delete Vault
2825	David Miller	David Miller		*****7890	Choose an option
2810	Mark Wade	Mark Wade		*****3123	Default
131	John Paul	nmi echk		*****7890	Default

- An alert dialog pops up; click on the **Yes** button.

Customer Vault

Credit Card Bank

Search Customer Vault

**Set to Default?**

Are you sure you want to set this profile as default?

Vault ID	Customer Name	Account holder Name	Bank Type	Account Number	Action
2819	Sam Anderson	Sam Anderson		*****1808	Choose an option
2814	Roger Binny Singh Duncan	John Mecellum		*****7890	Default
125	Nelson Gerald	test bank		*****3123	Default
124	Walkin Customer	test account		*****1808	Default
2825	David Miller	David Miller		*****7890	Choose an option
2810	Mark Wade	Mark Wade		*****3123	Default
131	John Paul	nmi echk		*****7890	Default

- The confirmation message appears and the bank profile sets to default successfully as shown in the figure below.

Customer Vault Profile set to default successfully

Credit Card Bank

Vault ID	Customer Name	Account holder Name	Bank Type	Account Number	Action
2819	Sam Anderson	Sam Anderson		*****1808	Choose an option <span style="font-size: 0.8em;">▼</span>
2814	Roger Binny Singh Duncan	John Mecellum		*****7890	Default <span style="font-size: 0.8em;">▼</span>
125	Nelson Gerald	test bank		*****3123	Default <span style="font-size: 0.8em;">▼</span>
124	WalkIn Customer	test account		*****1808	Default <span style="font-size: 0.8em;">▼</span>
2825	David Miller	David Miller		*****7890	Choose an option <span style="font-size: 0.8em;">▼</span>
2810	Mark Wade	Mark Wade		*****3123	Default <span style="font-size: 0.8em;">▼</span>
131	John Paul	nmi echk		*****7890	Default <span style="font-size: 0.8em;">▼</span>

## 7 Settings

### 7.1.1 Payment Gateway

The following steps outlines how to configure a **Card Connect payment gateway** in Settings.

1. Click on the **Payment Gateway** tab.
2. It opens the Payment Gateway settings screen as shown in the figure below.

Settings ×

General Payment Gateway Convenience Fee Branding Alerts Change Password

CardConnect offers simple and secure credit card payment processing for small, medium and enterprise businesses.

Username

Password

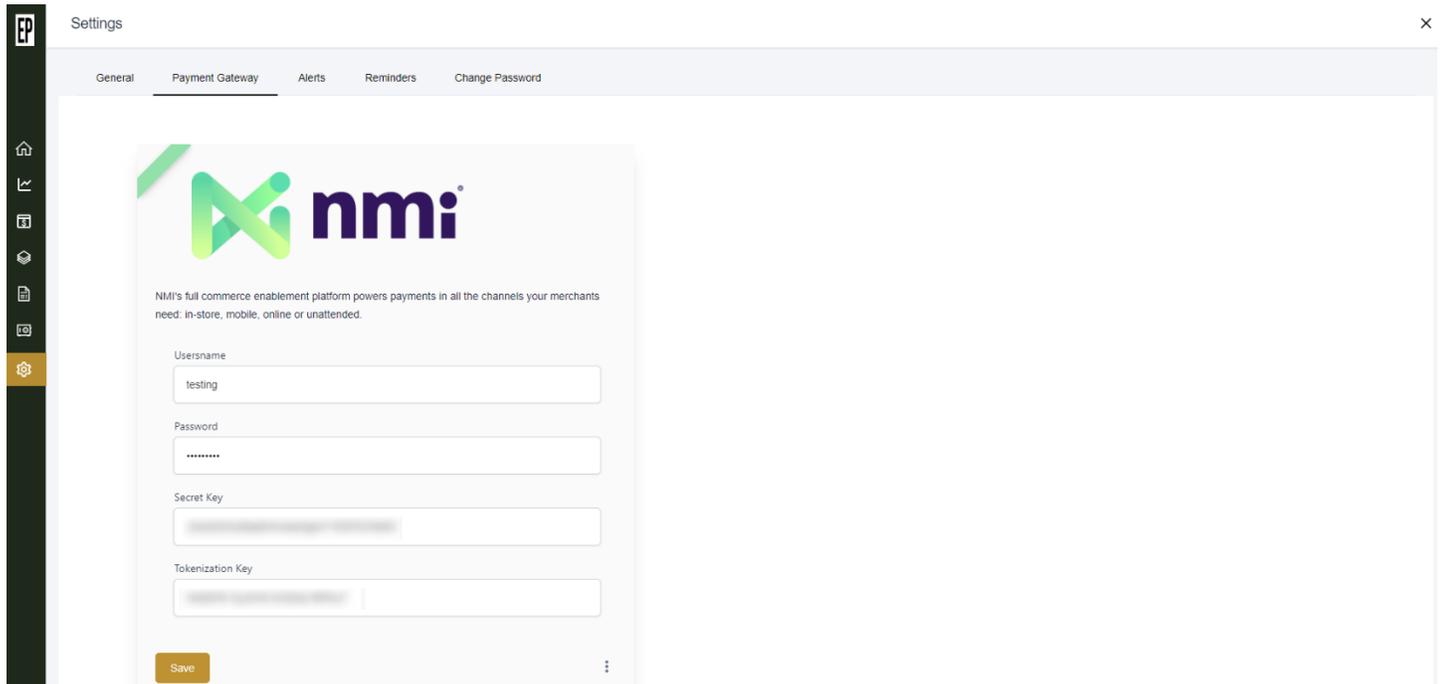
Merchant Id

Save ⋮

3. Enter the gateway configuration that you have been provided.
4. Click on **save** button.
5. The confirmation message appears and gateway configuration setting saves successfully.

The following steps outlines how to configure a **Nmi payment gateway** in Settings.

1. Click on the **Payment Gateway** tab.
2. It opens the Payment Gateway settings screen as shown in the figure below.

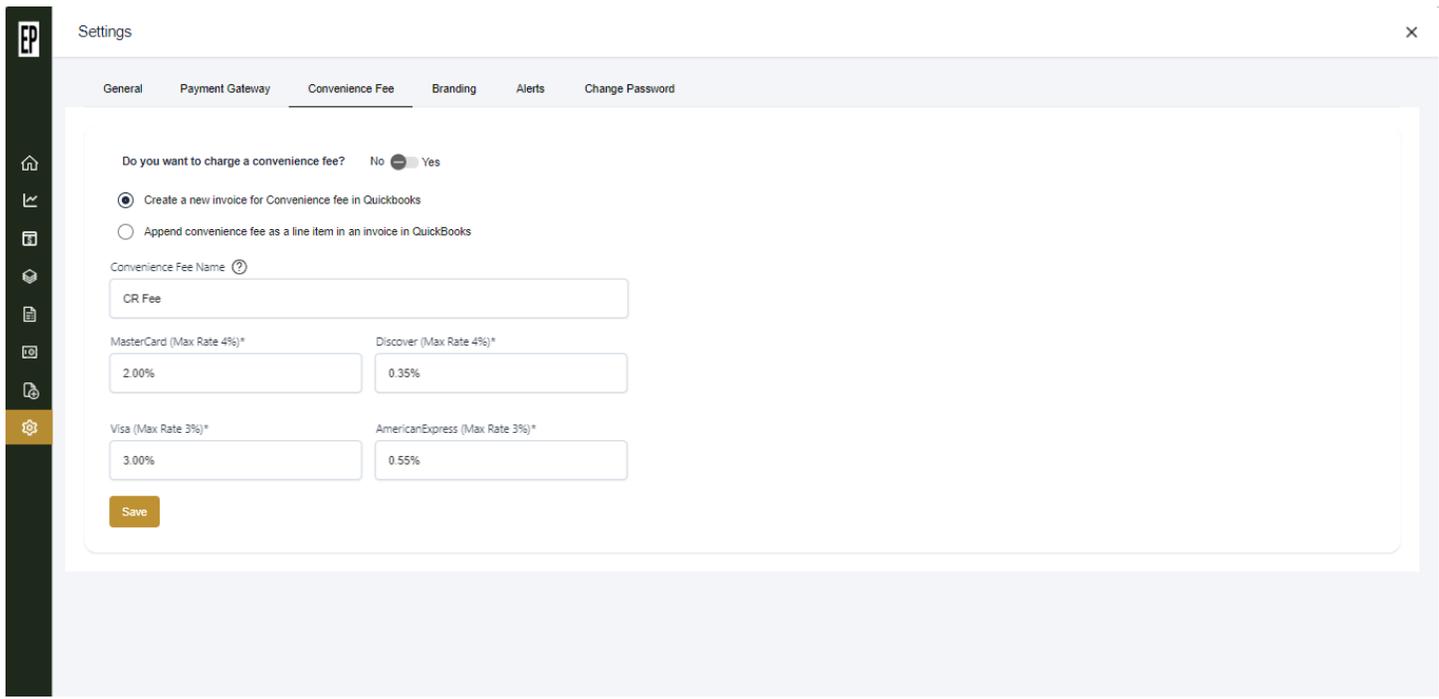


3. Enter the gateway configuration that you have been provided.
4. Click on **save** button.
5. The confirmation message appears and gateway configuration setting saves successfully.

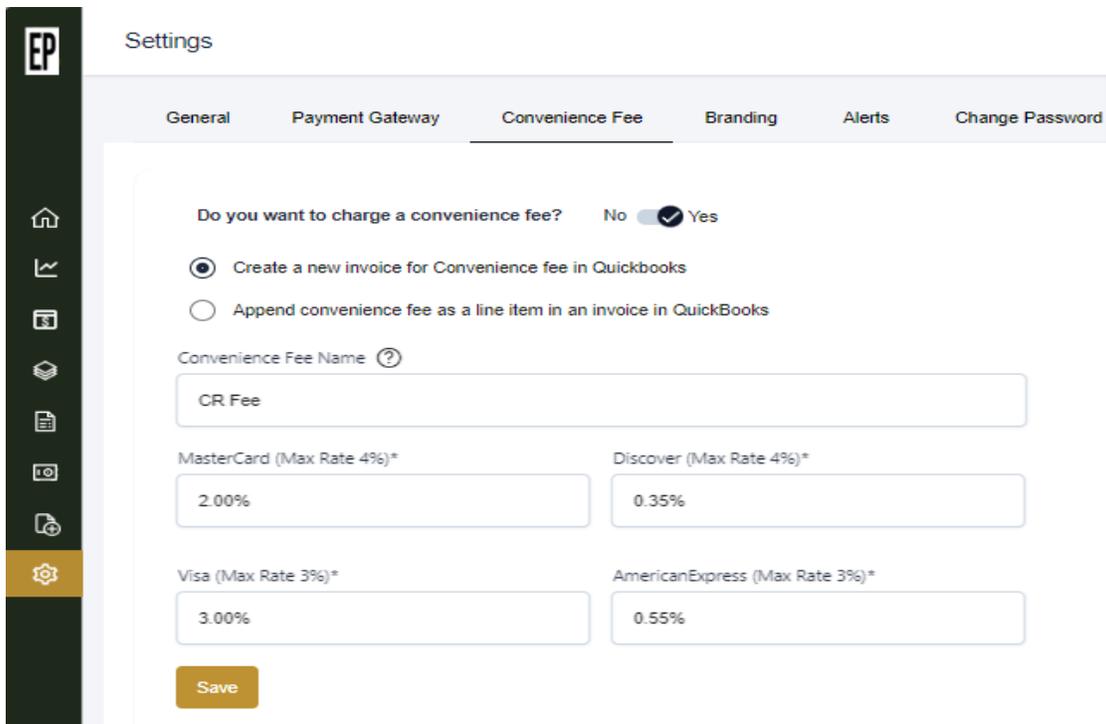
### 7.1.2 Convenience Fee

The following steps outlines how to set up convenience fee in Settings.

1. Click on the **Convenience Fee** tab.
2. It opens the Convenience Fee settings screen as shown in the figure below.



3. To enable convenience fee; click on toggle to set to **Yes** as shown in the figure below.



4. There are two options to apply convenience fee in an invoice.
- If an option **“Create a new invoice for Convenience fee in QuickBooks”** is selected then new invoice will be created in QuickBooks Online for convenience fee amount.
  - If an option **“Append convenience fee as a line item in an invoice in QuickBooks”** is selected then a convenience fee amount will be added as a line item in the same invoice in QuickBooks Online.

5. Enter the convenience fee name and the percentage in each card brand field as shown in the figure below.

Settings

General Payment Gateway Convenience Fee Branding Alerts Change Password

Do you want to charge a convenience fee? No  Yes

Create a new invoice for Convenience fee in Quickbooks

Append convenience fee as a line item in an invoice in QuickBooks

Convenience Fee Name ?

CR Fee

MasterCard (Max Rate 4%)\* 2.00%

Discover (Max Rate 4%)\* 0.35%

Visa (Max Rate 3%)\* 3.00%

AmericanExpress (Max Rate 3%)\* 0.55%

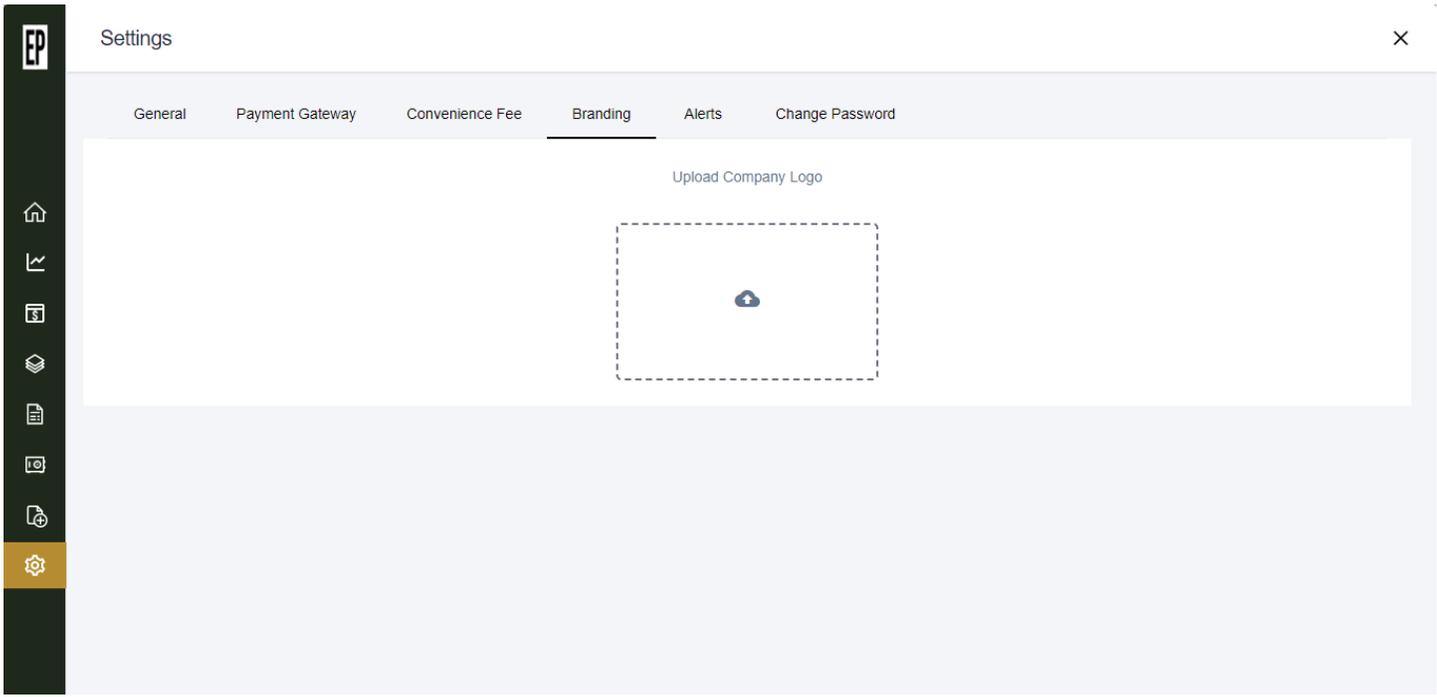
Save

6. Click on **Save** button
7. The confirmation message appears and convenience fee setting successfully.

### 7.1.3 Branding

The following steps outlines how to upload company's logo. The logo reflects in invoice email, payment notification email and print receipt.

1. Click on the **Branding** tab.
2. It opens the Branding screen as shown in the figure below.



3. Upload the logo by clicking on the box and selecting your logo file from your hard drive. Logo files must be in one of the following accepted file formats like JPEG and PNG. JPEGs are designed to efficiently store high-quality digital photos packed with detail and color. They compress large images into much smaller file sizes, making them easier to share and upload online on the other hand the PNG file format is widely used on websites to display high-quality digital images. Created to exceed the performance of GIF files, PNGs offer not just lossless compression, but also a much broader and brighter color palette., PNG and that logo's must be no larger than 200px X 100px. We recommend logos sizes for the best results.

