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Subject	EPASS Pay and Click to Pay

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EPASS Pay

Setup

Andersons Appliances signed up with EPASS Pay and received their Merchant ID from Fullsteam. They connected their payment terminals to their network and are now ready to configure their security options.

Terminal Settings

Set up Default PinPad

Branch

* Code	Description
1	Andersons South Surrey
2	Andersons Richmond
3	Andersons Calgary
4	Andersons Ottawa
9	Andersons Delta Warehouse
Default	Andersons Appliances
ONLINE	ONLINE BRANCH FOR CLICK TO PAY

Terminals for Branch Default, Andersons Appliances

* Code	Description
AP	Accounts Payable
ARUNR	A/R Default with no timeouts
Default	Default Branch
SVR	DB SERVER
UNR	Default with no timeouts

Edit Terminal for Branch Default, Andersons Appliances

Terminal Settings:

- Code: Default
- Description: Default Branch
- Invoice Type: []
- QC Invoice Type: []
- Payment Type: COD [] Payment Before Delivery []
- Tax Code: BCP [] BC PST []
- Salesperson Code: []
- Model Delivery Loc: 9WH [] Delta Warehouse
- Model Pickup Loc: 9WH [] Delta Warehouse
- Item Delivery Loc: 9WH [] Delta Warehouse
- Item Pickup Loc: 9WH [] Delta Warehouse
- Default Pin Pad: Default601 [] Mobile 5000
- Default PD Number: []
- Serial Label Size (W/H): 4X3
- Dispatching Department: ALL
- Auto Sign Out after: 15 Minutes of Inactivity
- Shut down ePASS: 5 Inactive Minutes after Sign Out
- Phone Extension: []

Open Edge PIN Pad:
RCM User Port (Terminal Mode Only)
Auto [] Fixed 0

How do we set up the printing from a terminal?

Edit Terminal for Branch 1, Andersons South Surrey

Terminal | **Printers** | Print Forms | Dimension Express | Email Forms | Text Forms

Default Printer: Microsoft Print to PDF (redirected 1)

Report Printer: [Empty]

Check Printer: [Empty]

Statement Printer: [Empty]

Receipt Printer: [Empty]

Payment Receipt: EPA Receipt 1

Cash Drawer Printer: [Empty]

Cash Drawer Model: [Empty]

Contract Printer: [Empty]

Label Printers:

Label 1: 4 X 3 | Label1 Printer: Microsoft Print to PDF (redirected 1) | Confirm Before Print

Label 2: [Empty] | Label2 Printer: cboLabel2Printer | Confirm Before Print

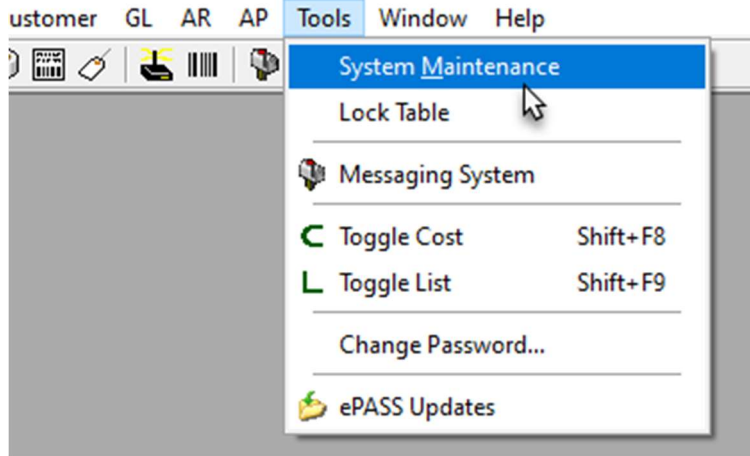
Label 3: [Empty] | Label3 Printer: cboLabel3Printer | Confirm Before Print

OK | Cancel

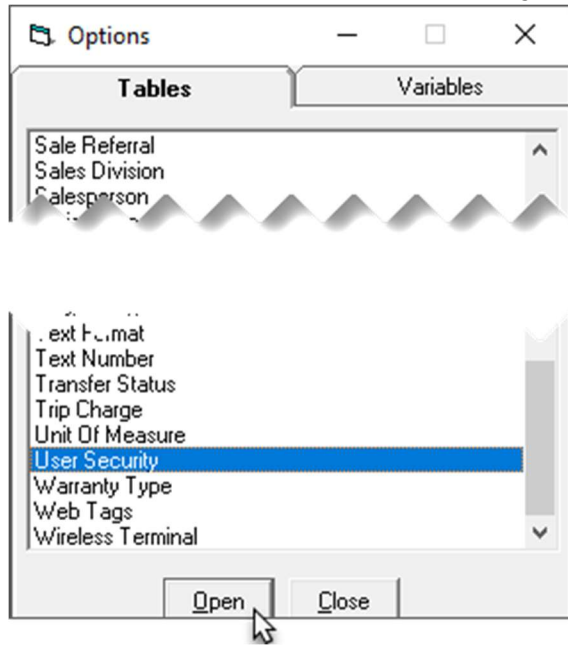
Security Options

To complete the EPASS Pay setup, you'll need to activate several security options. After the setup, some or all of these security options will need to be activated for each person.

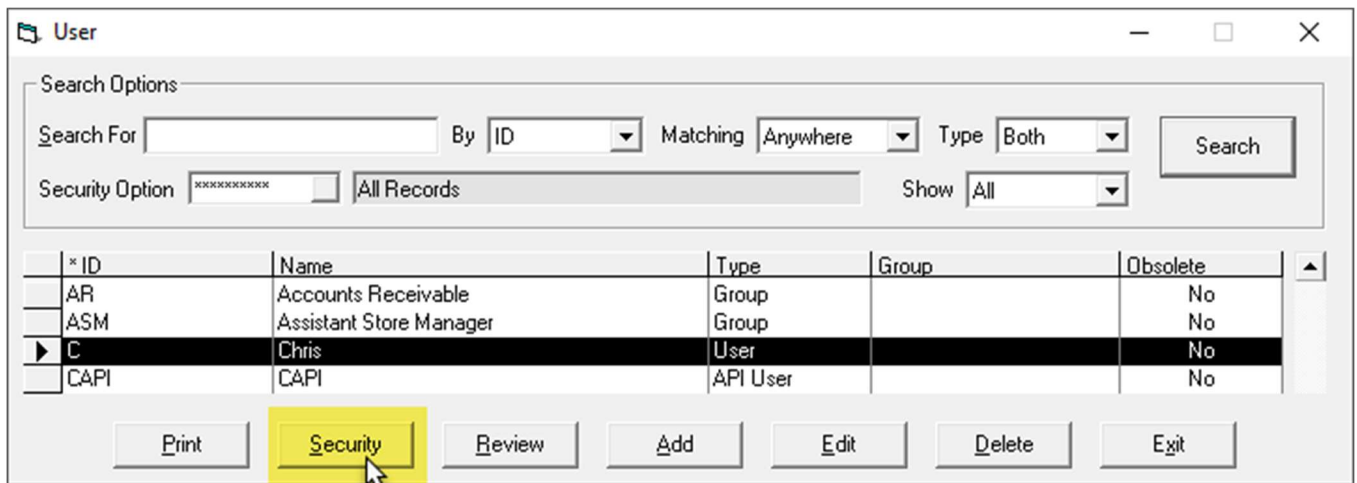
1. Log into EPASS.
2. Go to **Tools > System Maintenance**.



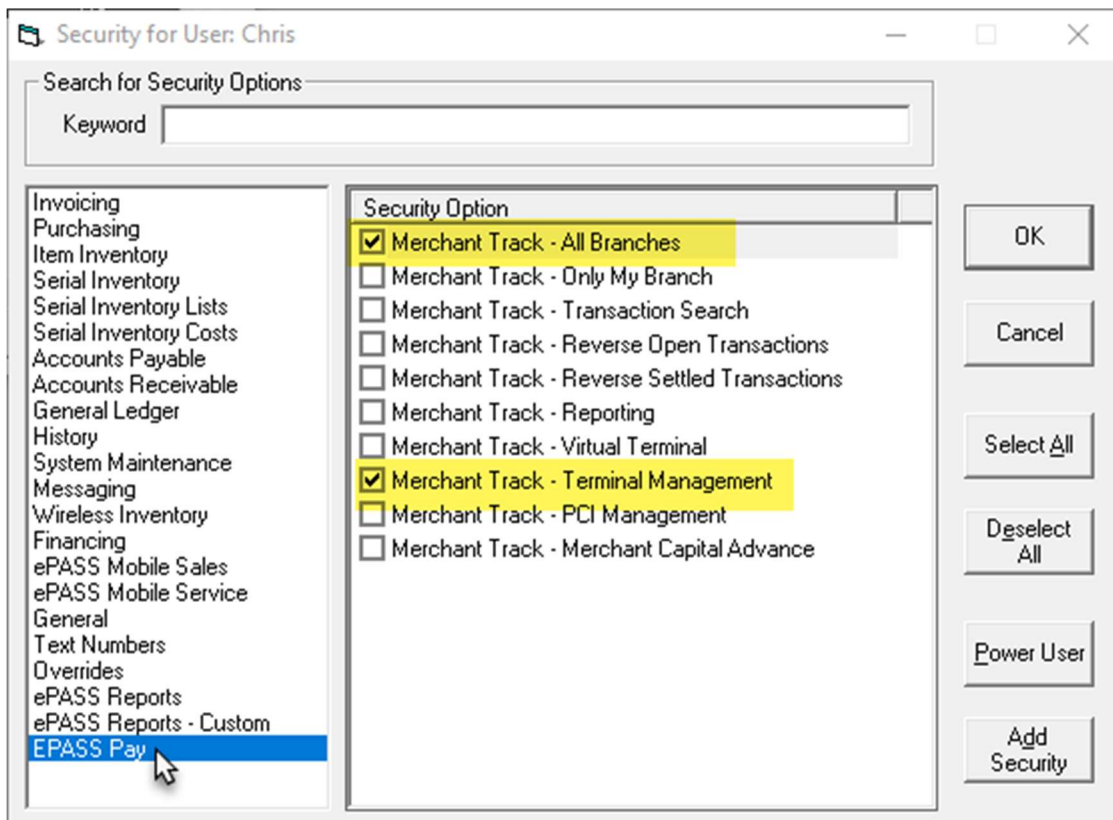
3. On the **Tables** tab, select **User Security**, and then click **Open**.



- Select your account from the list, and then click **Security**.

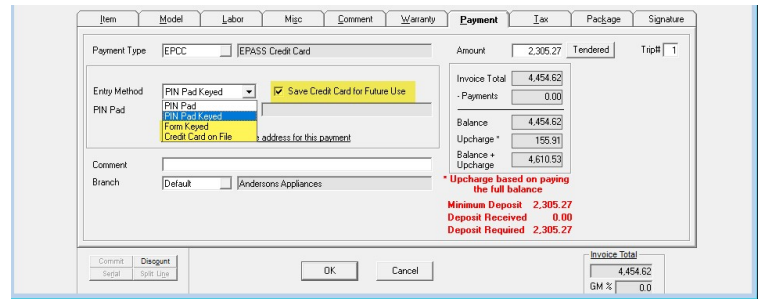
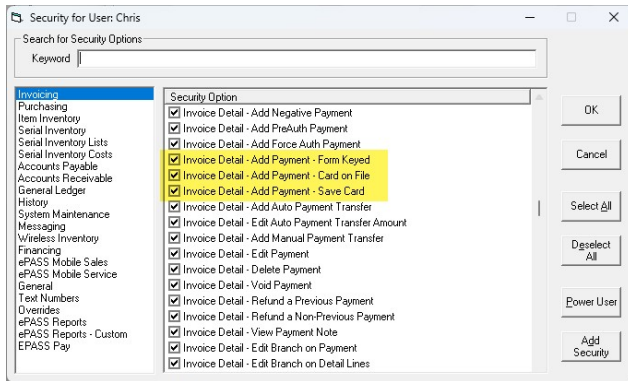


- In the menu on the left, click EPASS Pay. Select **Merchant Track - All Branches and Merchant Track - Terminal Management**. (The additional security settings are optional and not required to complete the EPASS Pay setup. They can be activated as needed for each Merchant Track user at a later time.) Click OK.

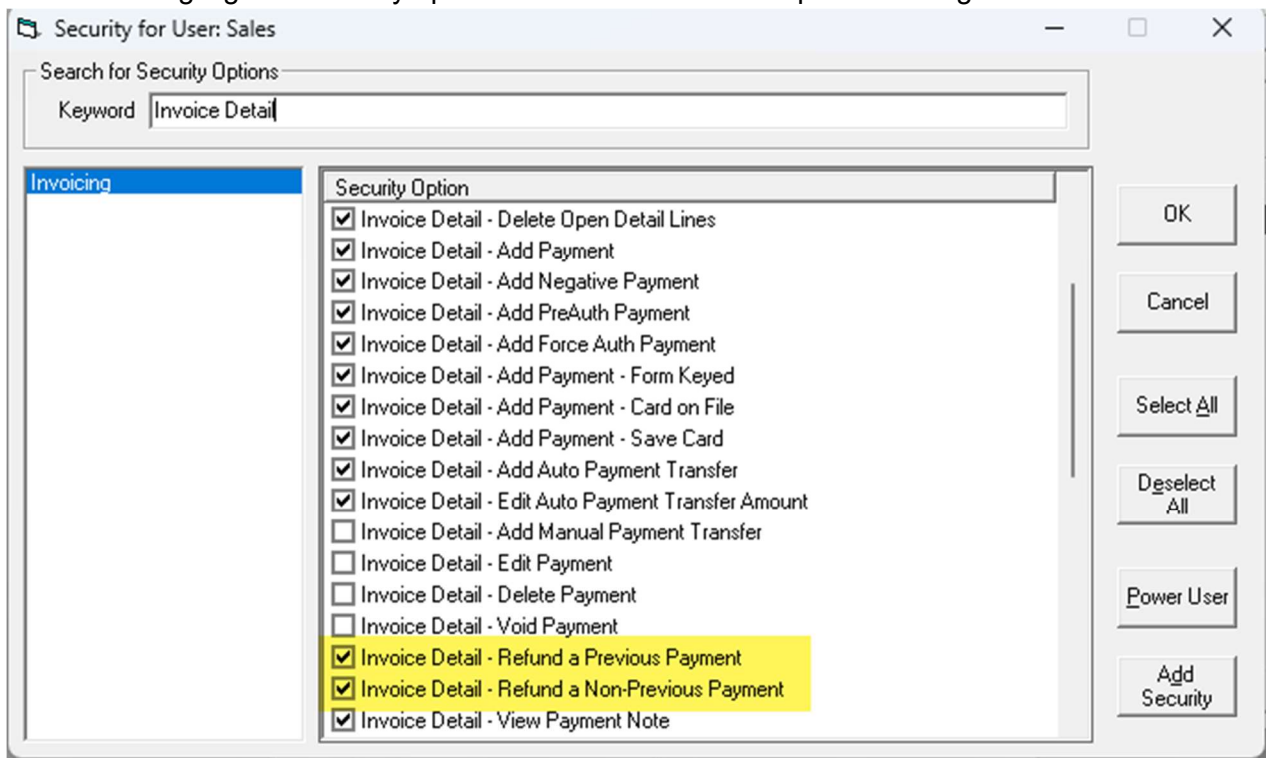


All Branches	Allows access to Merchant Track data for all branches.
Only My Branch	Allows access to Merchant Track for the User's branch only.
Transaction Search	Enables the Search For Transaction feature in Merchant Track.
Reverse Open Transactions	Allows the User to reverse payment transactions that are currently "Open" and not in a batch.
Reverse Settled Transactions	Allows the User to reverse a transaction that has already settled in a batch.
Reporting	Enables the Reports section in Merchant Track.
Virtual Terminal	Enables the Virtual Terminal in Merchant Track. Note: We recommend that you keep the virtual terminal disabled for your staff. Any transactions processed through the virtual terminal are not recorded in EPASS.
Terminal Management	Enables access to the Terminal management screen in Merchant Track.
PCI Management	Currently not used. This option will control access to a feature in a future version of Merchant Track.
Merchant Track - Merchant Capital Advance	Currently not used. This option will control access to a feature in a future version of Merchant Track.

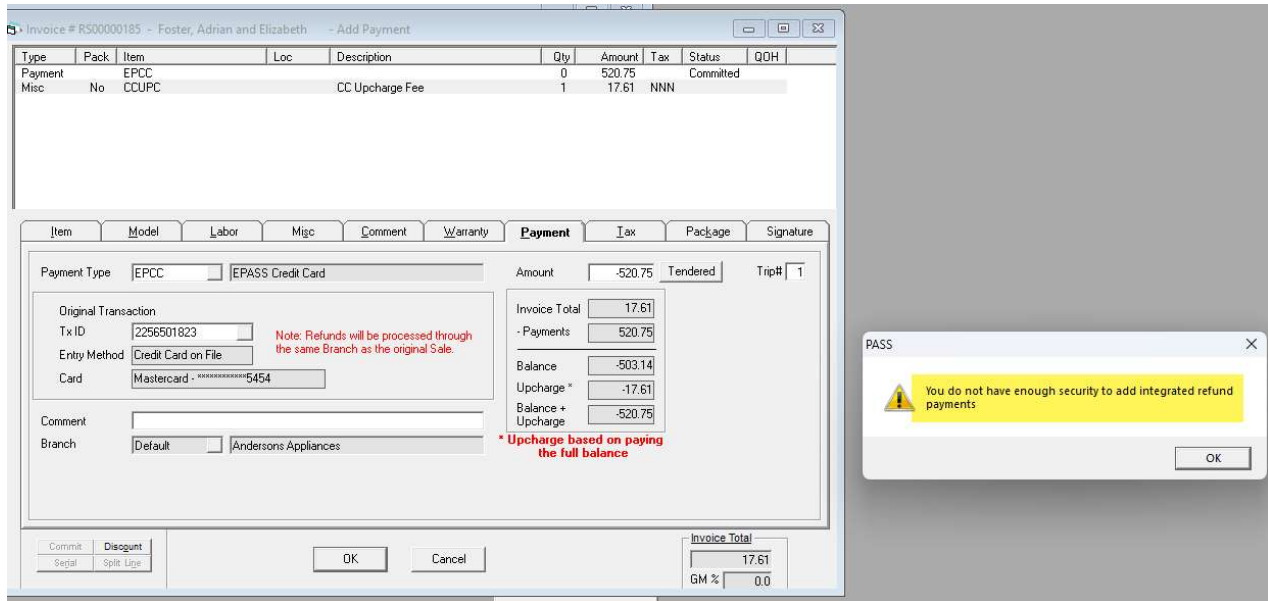
- Click **Invoicing** on the left menu and enable the highlighted options so that the user can see these options in the entry method drop down list.



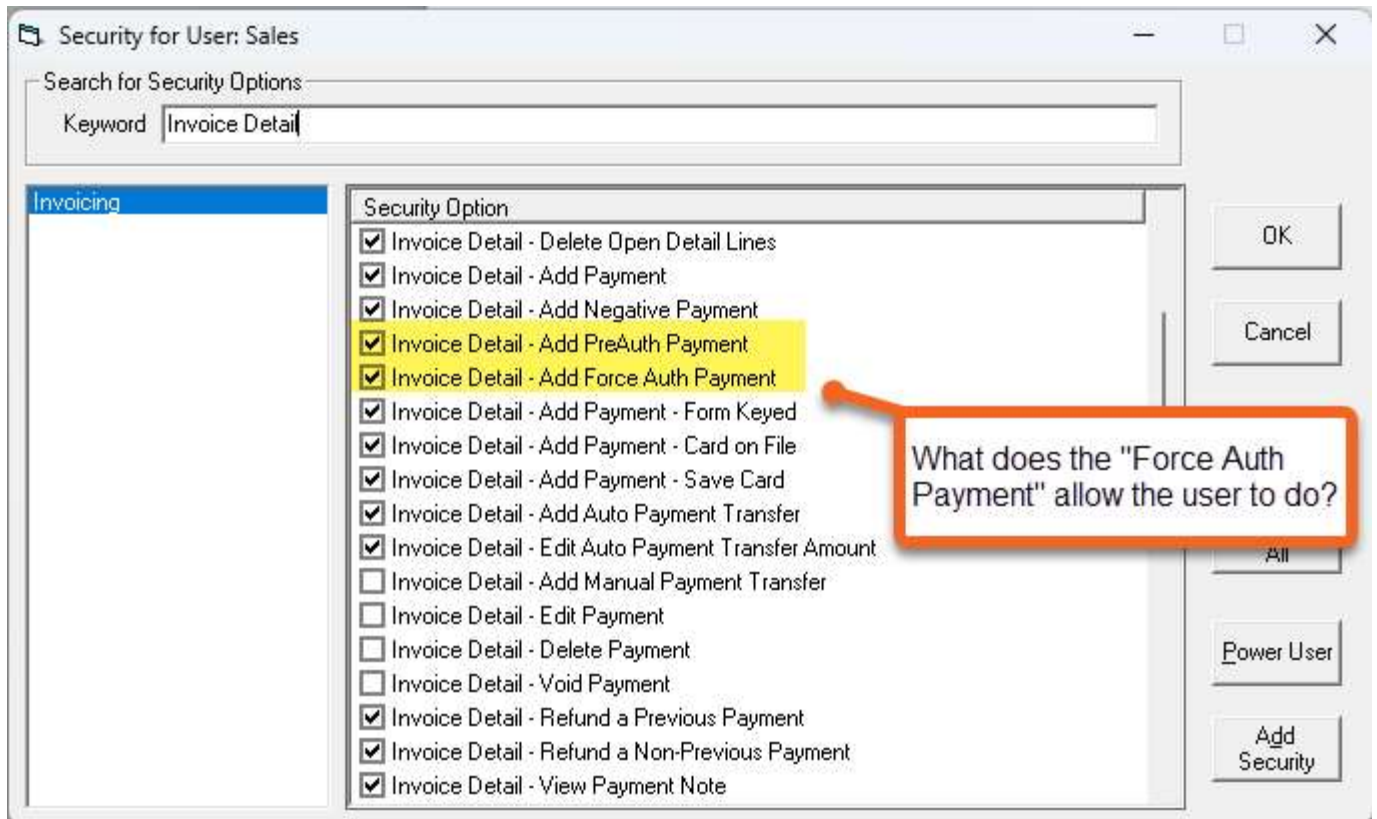
7. Enable the highlighted security options below in order to complete an integrated refund.



If these options are deselected, you will get the following error message.



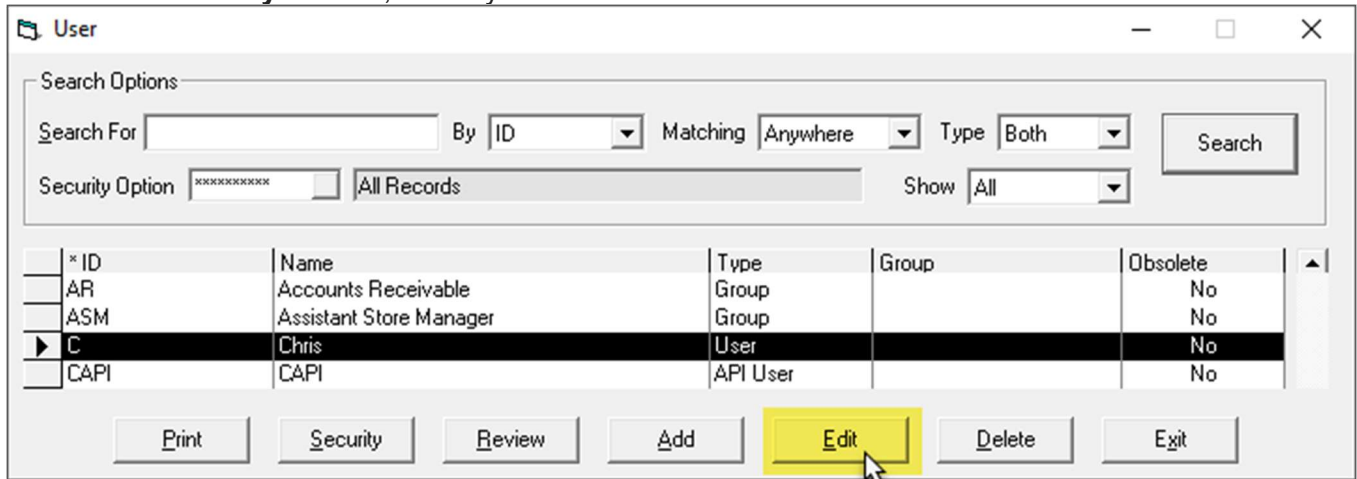
8. ~~Enable the Pre Auth Security Option in order to add a pre-authorized payment (which is only used to validate the card).~~



Enter User Information for Merchant Track

Each Merchant Track user will need to enter their name, phone number, email, and the branch associated with their EPASS User profile.

1. In the **User Security** window, select your account and then click **Edit**.



- On the **Settings 1** tab, in the **EPASS Pay Merchant Track** area, enter your name and a phone number.

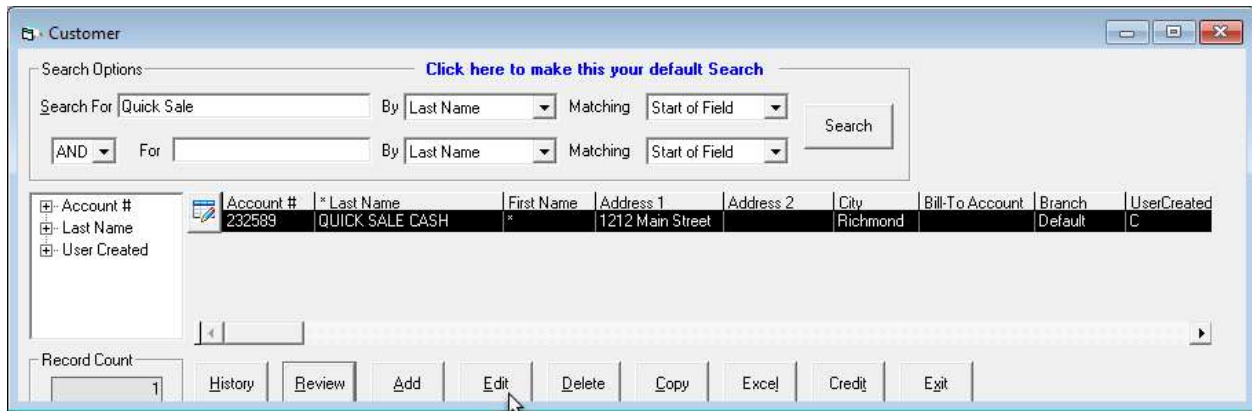
- If the **Email** field is blank, enter your email address.
- In the **Branch** dropdown, select the branch that you are associated with.
- Click **OK**.

Customer Setup

Configuring Your "Cash" Customer

You need to make sure that the customer account that you have set up in EPASS for "quick sale" or "cash" transactions is configured for EPASS Pay. This is necessary so that the address verification procedure is skipped when taking EPASS Pay payments on invoices that use this customer account.

- Go to **Customer > Maintenance**.
- Search for your "cash" customer, and then click **Edit**.



3. Click the **Credit** tab.

- Select the **EPASS Pay – Cash Customer** checkbox.

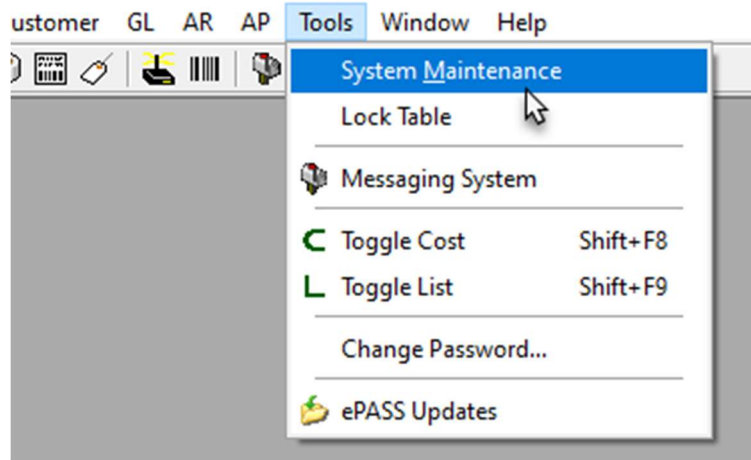
The screenshot shows the 'Edit Customer 232589 Cash Sale' window. The 'Credit' tab is selected. The 'EPASS Pay - Cash Customer' checkbox is checked and highlighted in yellow. Other fields include Account Type (Open Item), InvType Code, Payment Type (COD), Tax Code (BCP), Salesperson Code, Parent Company Code, Credit Manager User Code, Credit Limit (0.00), Do Not Allow Click to Pay Payment Links (checked), Do Not Allow to Save Accounts/Credit Cards (checked), Saved Accounts/Credit Cards (Del), Tax 2 Exempt, Tax 3 Exempt, and Finance Document. On the right, there are fields for Balance (0.00), YTD Purchase (0.00), and Last Year Purchase (0.00). A list of options is shown with checkboxes: Finance Company, Allow Charge, Credit Hold (0 Credit Hold Days), Force Credit Approval, 30 Day Account, Statement (Print Only), Bill Service Charge, Invoice PO Required, Do not Service, and Always synchron in Mobile Tech. Buttons for OK, Cancel, History, Credit Notepad, and Credit Status are visible on the right side.

- Click **OK** to close the Customer record.

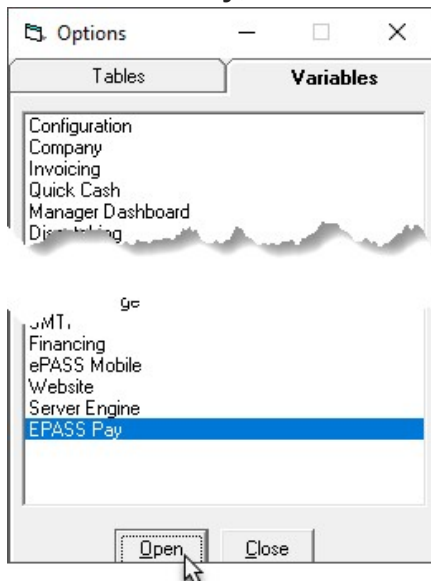
Note: You cannot use Click to Pay links or save cards on file with Cash Customer accounts.

Configure EPASS Pay Variables (WIP)

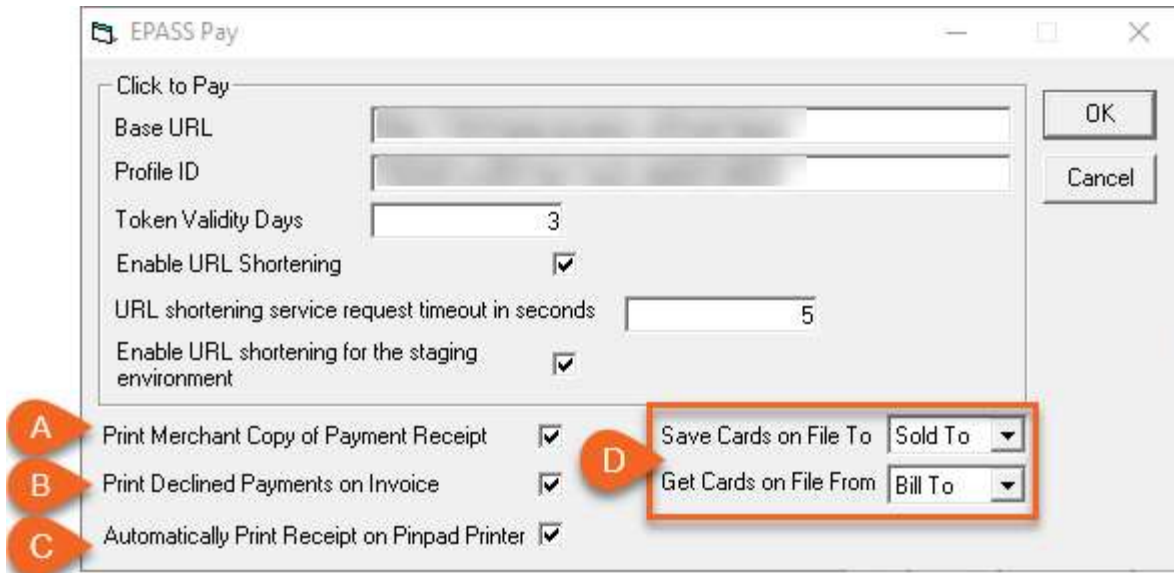
1. Go to **Tools > System Maintenance**.



2. Click the **Variables** tab.
3. Click **EPASS Pay**, and then click **Open**.



4. Do the following:



A	If you want EPASS to print a merchant receipt as well as the customer receipt after each payment transaction, select the Print Merchant Copy of Payment Receipt checkbox.
B	Select this checkbox if you want declined payments to appear on printed invoices.
C	If you're using a PinPad with a built-in printer, selecting this checkbox will print the customer's receipt from the PinPad.
D	By default, credit cards are saved to the customer record that appears in the invoice's Sold To field and are recalled from the customer record that appears in the invoice's Bill To field. You can change the defaults using the two dropdowns.

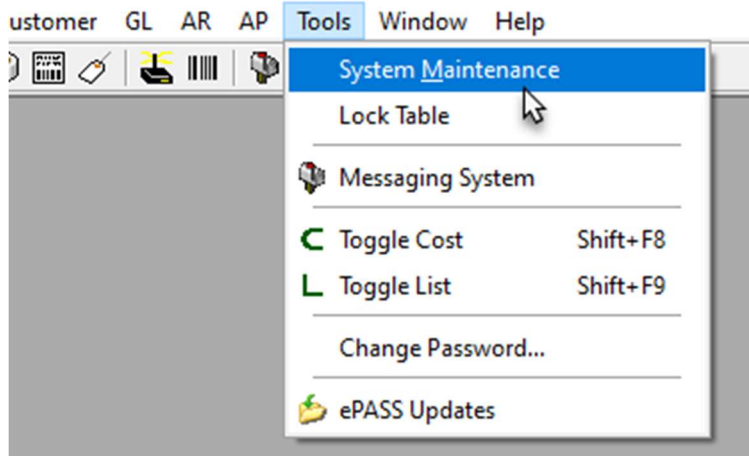
Note: EPASS always prints the customer's copy of the receipt.

5. Click **OK**.

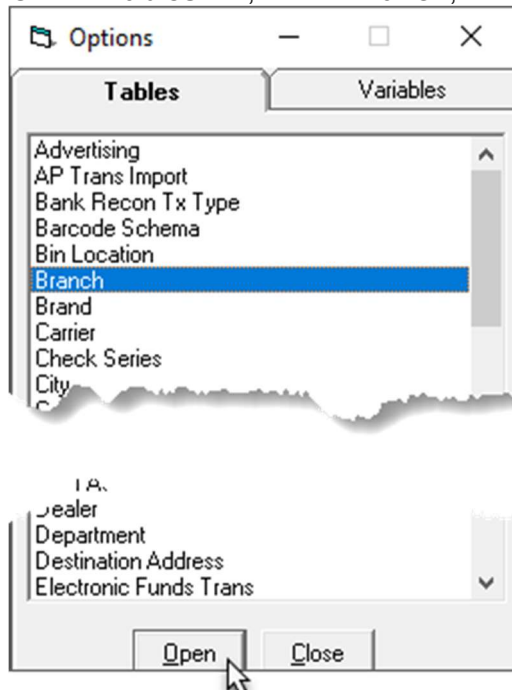
Add the Merchant ID

The Merchant ID for your branch has been provided by Fullsteam. If you do not have the Merchant ID, [contact](#) EPASS support for help.

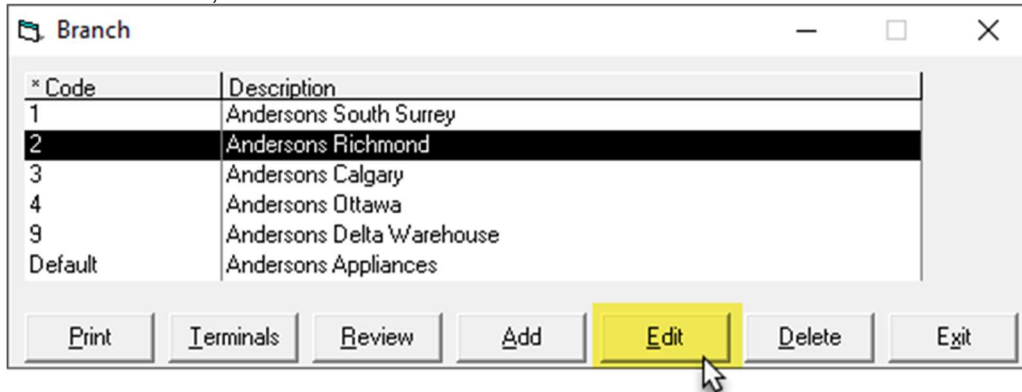
1. Go to **Tools > System Maintenance**.



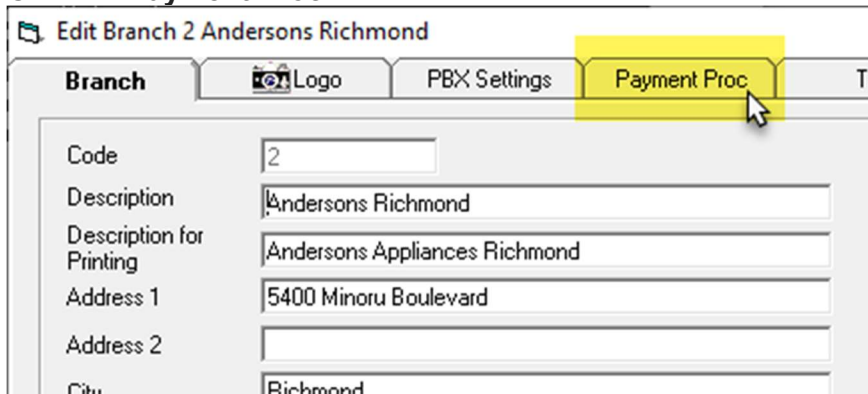
2. On the **Tables** tab, select **Branch**, and then click **Open**.



3. Select a branch, and then click **Edit**.



4. Click the **Payment Proc** tab.



5. In the **EPASS Pay** area, enter the **Merchant ID**. You'll notice that there are 2 fields: one for the Credit Card Merchant ID and the ACH Merchant ID. If you are using ACH, you will have a different MID that you will be adding to this field..

Edit Branch Default Andersons Appliances

Branch | Logo | PBX Settings | **Payment Proc** | Tax | SMTP | Locations | Brands

Default Save Account/Credit Card for Future Use to Checked
 Use Address and Card Security Code Verification in Form Keyed Payments
 Enable CAPTCHA for Form Keyed Payments
 Use Test Server

OK
Cancel

EPASS

EPASS Pay

Credit Card Merchant ID: [XXXXXXXXXXXX]

ACH Merchant ID: [XXXXXXXXXXXX]

Cloud PIN Pad

	Code	Description	Serial No.
<input checked="" type="radio"/>	Default599	Test3000	3011087726067389
<input checked="" type="radio"/>	Default600	L7000 with Signature	3011294926524905
<input type="radio"/>	Default601	Mobile 5000	3201181519613245
<input checked="" type="radio"/>	Default825	Move 5000	3201181519613245
<input checked="" type="radio"/>	Default840	A77 Test	1760202819
<input checked="" type="radio"/>	Default841	ingenico L3600	50894907
<input checked="" type="radio"/>	Default842	A920Pro test	1851811930

6. Before closing this window, continue with the next section.

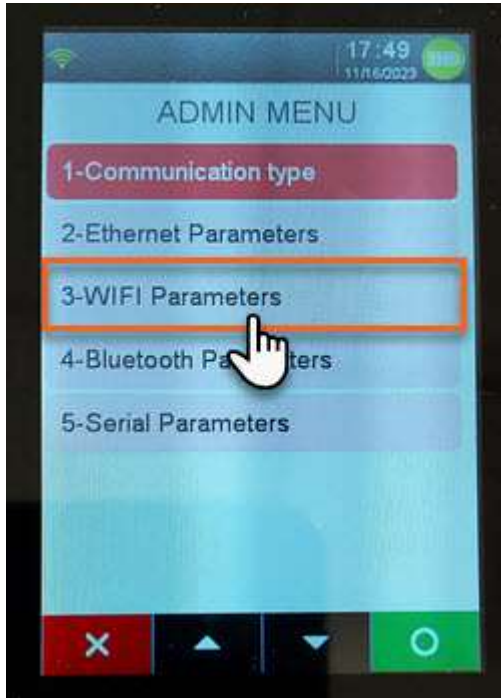
Activate Payment Terminals

The final step in the setup process is to activate your payment terminals. Make sure to follow the instructions that came with your payment terminals to connect them to your network.

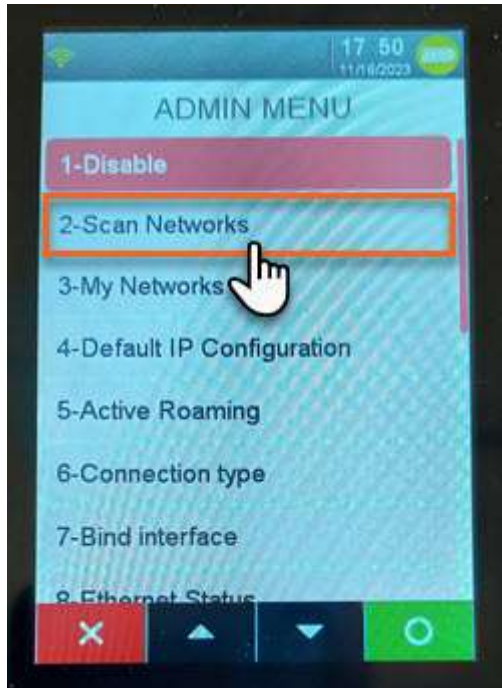
If you have a Move 5000 terminal, follow these instructions to connect it to your wireless network.

To Connect the Move/5000

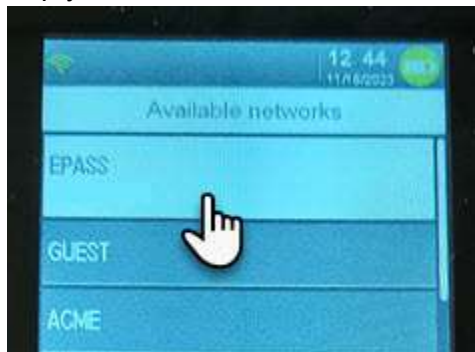
1. If necessary, power on the terminal by holding down the green Enter key for two seconds.
2. At the terminal home screen, press [0], [0], [0], [1] on the keypad.
3. On the touchscreen, tap WIFI Parameters.



4. Tap Scan Networks.



5. Tap your network.



Note: Only Wi-Fi Networks that are password-protected appear in the Available Networks list.

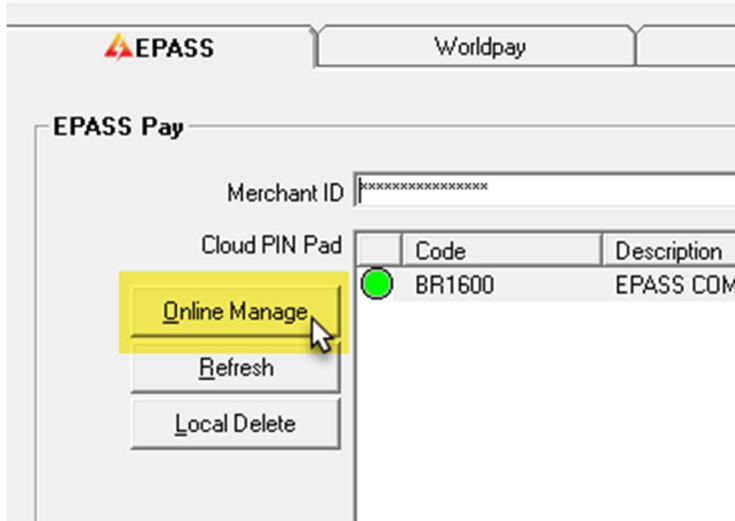
7. Enter the Wi-Fi password and then press the green Enter key.



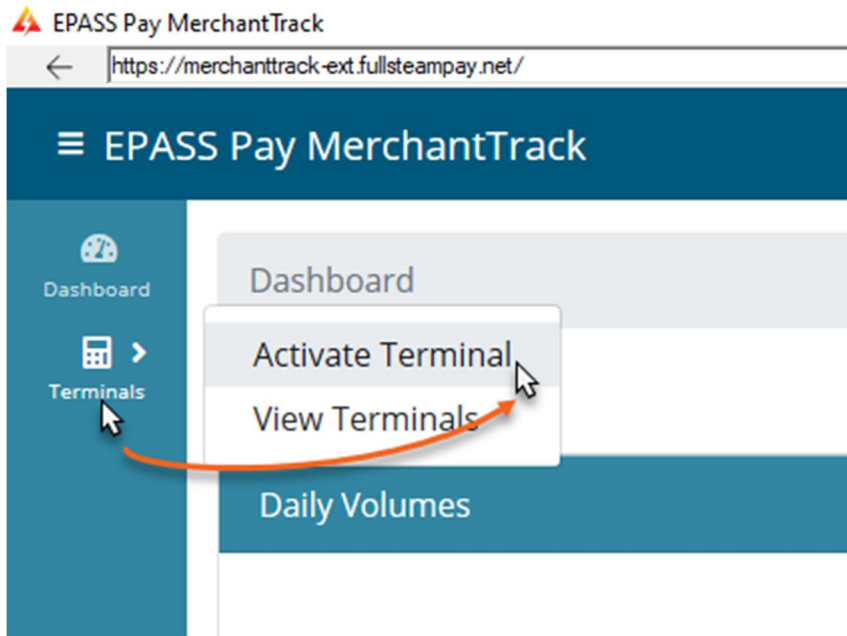
8. You are automatically taken back to the Terminal's home screen. Wait for at least one minute for the Wi-Fi connection to complete. The Wi-Fi symbol in the top left corner of the screen is orange while connecting and green when connected.

Activating Payment Terminals

1. In the **Payment Proc** tab of the **Branch** window, click **Online Manage**. Merchant Track opens to its Dashboard screen.



2. In **Merchant Track's** left navigation menu, click **Terminals**, and then click **Activate Terminal**.



3. Enter the **Activation** code displayed on the Terminal's screen.

The screenshot shows the 'Activate Terminal' form in the EPASS Pay MerchantTrack system. The form has a blue header with the title 'EPASS Pay MerchantTrack' and a breadcrumb trail 'Dashboard / Terminals / Activate Terminal'. The main heading is 'Activate Terminal'. There are three input fields: 'Activation Code *' containing '654321', 'Description *' containing 'Front Desk', and 'Merchant *' containing 'Andersons1'. Below the form is a note: 'Please note, Activation can take several minutes depending on the terminal type.' At the bottom are 'Cancel' and 'Activate' buttons. To the right, a terminal screen displays 'Activation Code: 654321' in blue text. An orange arrow points from the terminal screen to the 'Activation Code' input field in the form.

4. Enter a **Description** for the Terminal. (For example, Front Register, Parts Counter, etc.)
5. In the **Merchant** dropdown, select the Merchant ID that this Terminal is assigned to.
6. Click **Activate**.
7. Repeat steps 2-6 for each terminal.

Payment Types

To process payments through EPASS Pay, you'll need to add new Payment Types to EPASS. Follow these instructions to add a Payment Type for each payment method that your business requires.

Adding a Credit Card Payment Type

In this section, we'll cover instructions for creating credit card payment types with credit card upcharges and without.

When to Use Disable Debit

Use "Disable Debit" when you have the option "Add Credit Card Upcharge" enabled.

The reason being is that if you have a customer paying with a combination Visa Debit card and the payment is made using Debit, the customer will be charged a credit card upcharge fee. The bank may penalize the company for charging the customer an upcharge fee.

Using the Disable Debit setting ensures that if the customer uses a combination card, EPASS Pay will only process the payment as a credit card and won't give the customer an option to pay with debit.

When Not to Use Disable Debit

If you have the option "Add Credit Card Upcharge" disabled, then uncheck the "Disable Debit" option.

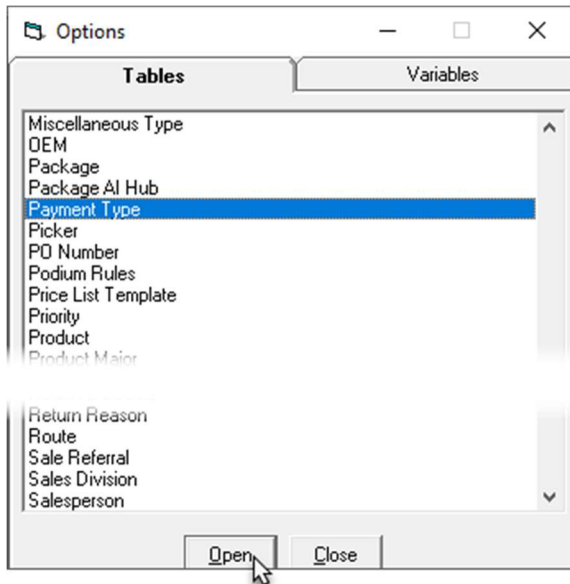
If you don't use credit card upcharges, then you can turn off Disable Debit. With this setting inactive, a customer that uses a combination card to pay is given a choice to pay by credit or debit (the payment terminal will prompt them to enter a PIN number. If they do, debit is used. If not, credit is used.)

The benefit is that you don't have to change Payment Types depending on how the customer wants to use their combination card—they can use the EPASS Pay credit payment type to process both types of transactions.

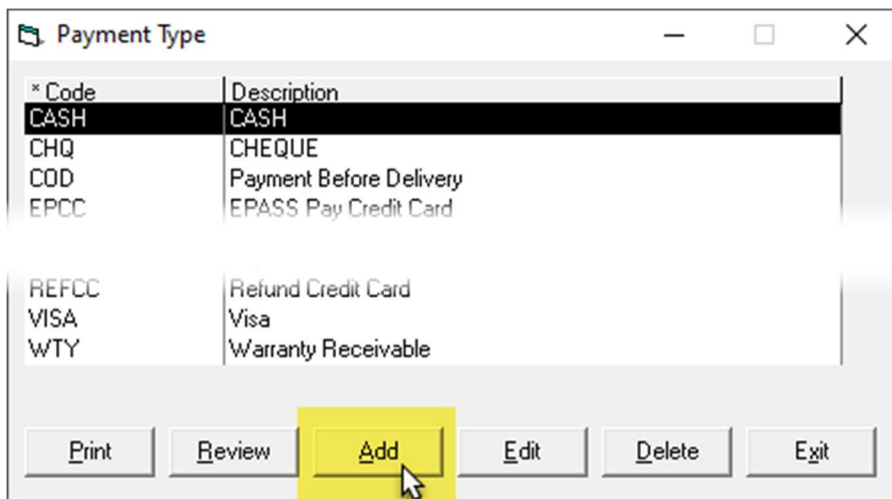
Creating a Credit Card Payment Type with Upcharges

Credit Card Upcharges are used to recoup credit card fees charged by the payment processor.

1. In EPASS, go to **Tools > System Maintenance**. In the **Tables** tab, click **Payment Type**, and then click **Open**.



2. In the **Payment Type** window, click **Add**.



- Fill in the required fields:

Code: Enter a unique identifier code for the payment type. This code is used in multiple areas of EPASS to identify the payment type, including on reports.

Description: Enter a description of this payment type.

G/L Account: Select the G/L account to link this payment type to.

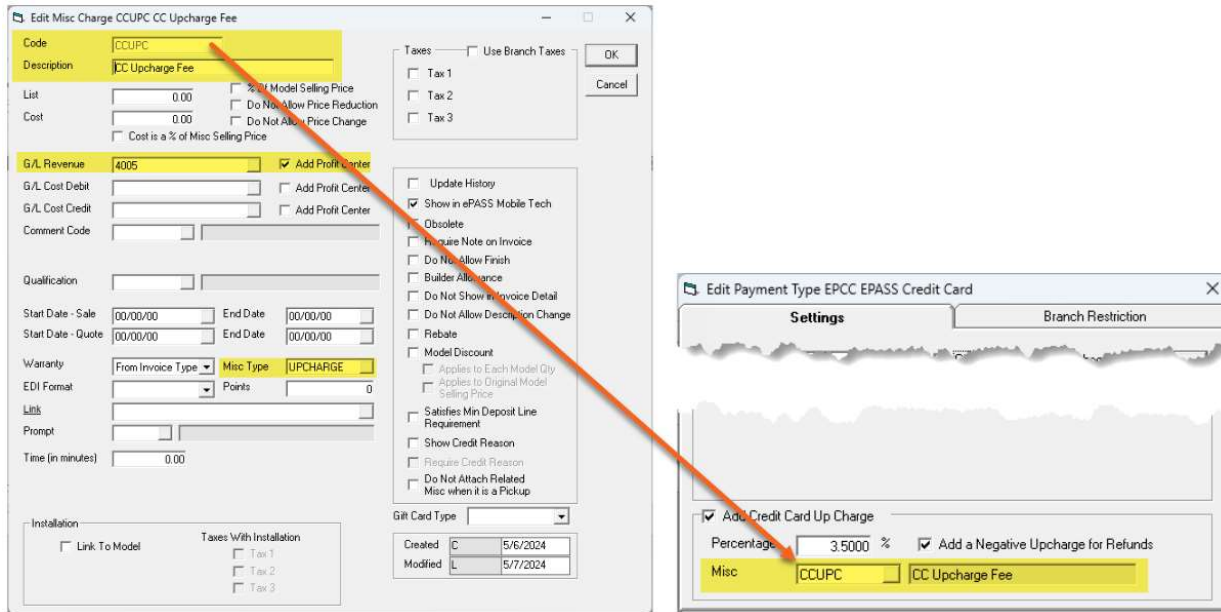
- Select the **Credit Card** checkbox.

- In the **Payment Processing** area, select **EPASS PAY - Credit** from the **Type** dropdown.

- Verify that **Disable Debit** is selected.
- If you require signature capture with credit card payments, select the **Request Signature if Applicable** checkbox.

Note: Prevent Duplicate Card Payments is used for fraud prevention, and we recommend that this setting is always selected.

8. Set up the “Credit Card Upcharge Fee” in the Miscellaneous table and link it to the payment type.



9. Near the bottom of the **Payment Type** window, select **Add Credit Card Up Charge**. This will apply a credit card upcharge at the time of payment.

Edit Payment Type EPCC EPASS Credit Card

Settings | Branch Restriction

Code: EPCC Credit Card Obsolete

Description: EPASS Credit Card

G/L Account: 1000 Add Profit Center

Comment Label: Comment
 Comment Required Limit Comment to: 0 Characters

Bank Rec Type: Deposit

Payment Group Code: EPCC

A/R C.O.D. Net Days: 0 Day in Next Month: 0
 Do Not Allow Payments in Detail DO NOT allow as payment on Contract

Show On Invoice Header Show In Invoice Detail Show In Mobile Tech

Open Cash Drawer Make Penny Adjustment (Canada Only)

Payment Processing

Type: EPASS PAY - Credit Request Signature if Applicable
 Prevent Duplicate Payments (same card same amount within same batch)
 Disable Debit

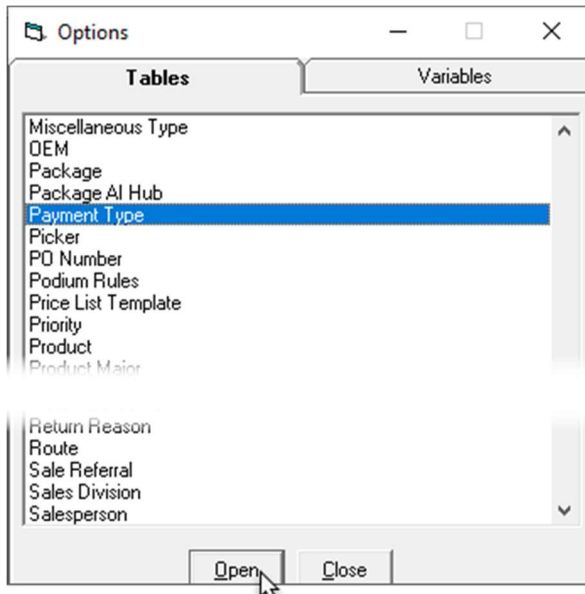
Add Credit Card Up Charge
Percentage: 3.5000 % Add a Negative Upcharge for Refunds
Misc: CCUPC CC Upcharge Fee

Note: If you select “Add Credit Card Up Charge”, ensure that the “Credit Card” checkbox located next to the Code field is enabled.

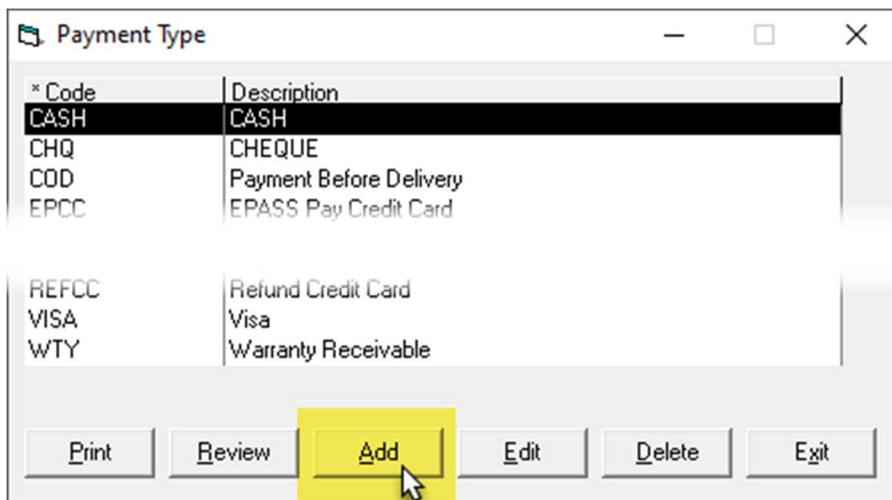
10. Fill in the percentage.
11. **(Optional)** Select **Add a Negative Upcharge for Refunds** if your policy is to reverse the credit card upcharge on refunds.
12. Click OK.

Creating a Credit Card Payment Type without Upcharges

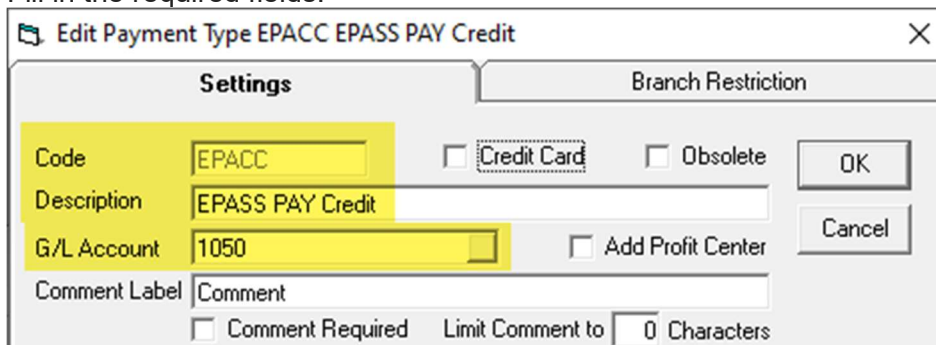
1. In EPASS, go to **Tools > System Maintenance**. In the **Tables** tab, click **Payment Type**, and then click **Open**.



2. In the **Payment Type** window, click **Add**.



3. Fill in the required fields:



- **Code:** Enter a unique identifier code for the payment type. This code is used in multiple areas of EPASS to identify the payment type, including on reports.
- **Description:** Enter a description of this payment type.
- **G/L Account:** Select the G/L account to link this payment type to.

4. In the **Payment Processing** area, select **EPASS PAY - Credit** from the **Type** dropdown.

Payment Processing

Type **EPASS PAY - Credit** Request Signature if Applicable

Prevent Duplicate Payments (same card same amount within same batch)

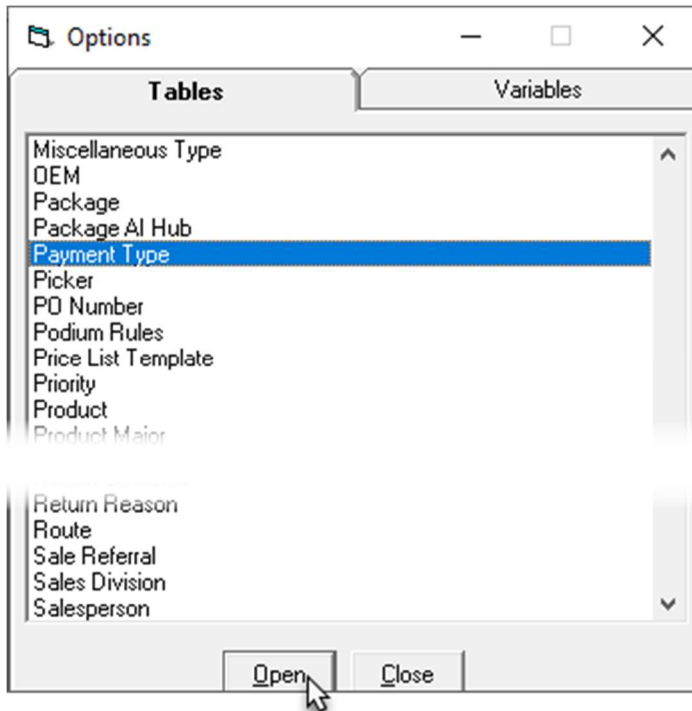
Disable Debit

5. Clear the **Disable Debit** checkbox.
6. If you require signature capture with credit card payments, select the **Request Signature if Applicable** checkbox.
7. Click OK.

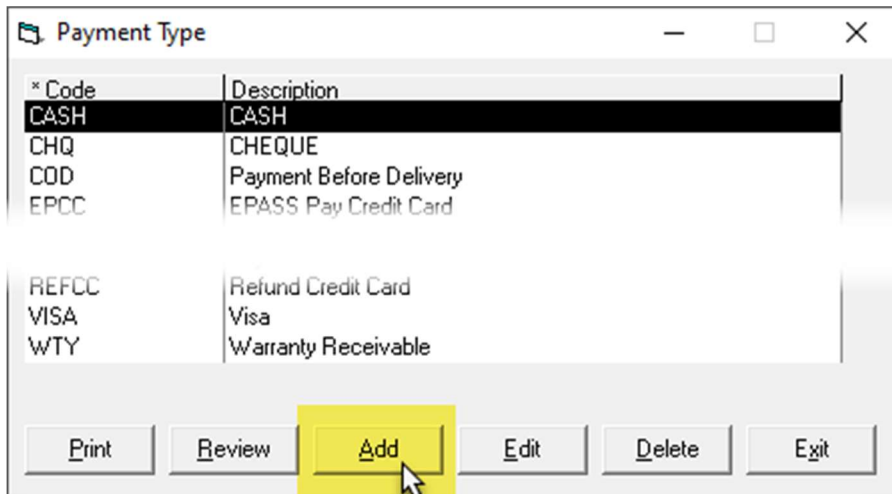
Note: “Prevent Duplicate Card Payments...” is used for fraud prevention, and we recommend that this setting is always selected.

Adding Debit Card Payment Type

1. In EPASS, go to **Tools > System Maintenance**. In the **Tables** tab, click **Payment Type**, and then click **Open**.



2. In the **Payment Type** window, click **Add**.



3. Fill in the required fields:

- **Code:** Enter a unique identifier code for the payment type. This code is used in multiple areas of EPASS to identify the payment type, including on reports.
- **Description:** Enter a description of this payment type.
- **G/L Account:** Select the G/L account to link this payment type to.

4. In the **Payment Processing** area, select **EPASS PAY - Debit** from the **Type** dropdown.

Note: Prevent Duplicate Card Payments is used for fraud prevention, and we recommend that this setting is always selected.

5. Click **OK**.

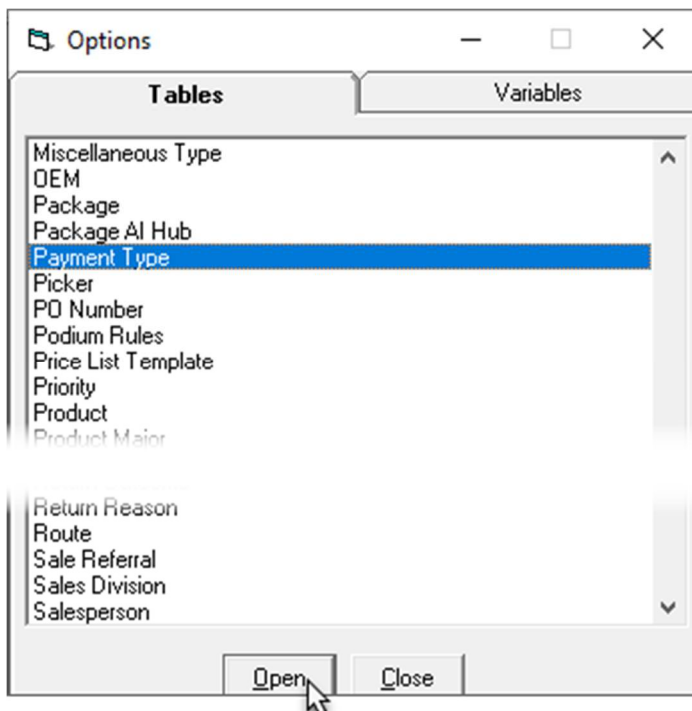
Adding an ACH (Automatic Clearing House) Payment Type

Pre-Authorized Debit (PAD) Agreement

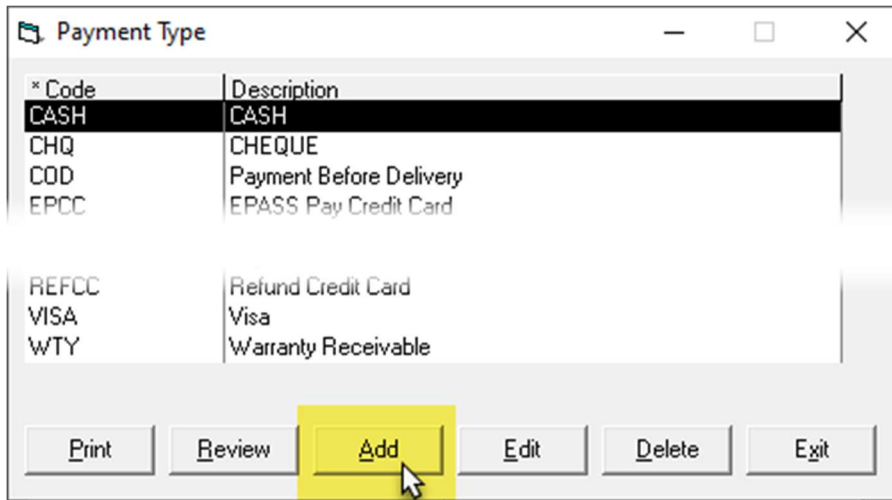
Before using EPASS Pay ACH to take payments from your customer, you must have a Pre-Authorized Debit (PAD) agreement on file between your business and the customer.

EPASS does not generate PAD agreements. Follow your local and state laws and consult with your financial institution to create a document that you can use with your customers before using EPASS Pay ACH.

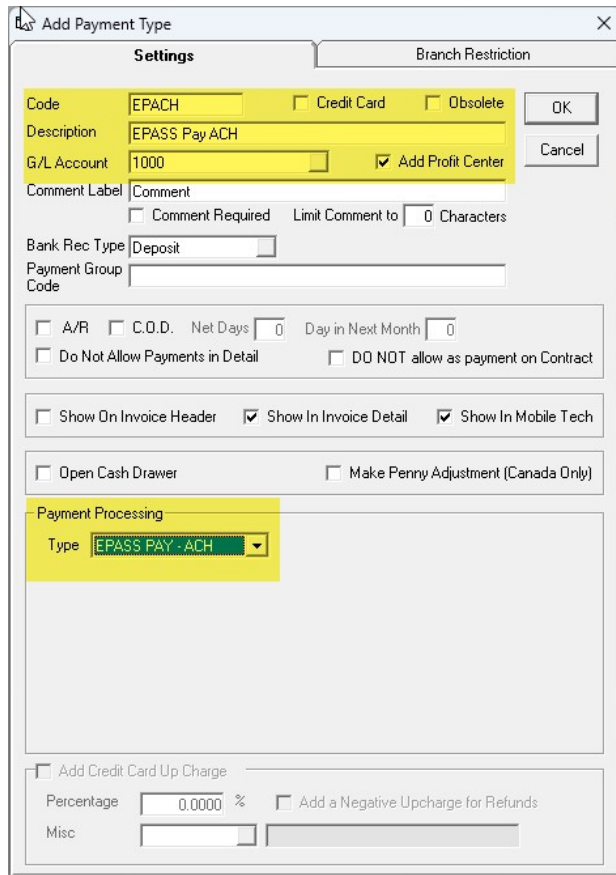
1. In EPASS, go to **Tools > System Maintenance**. In the **Tables** tab, click **Payment Type**, and then click **Open**.



2. In the **Payment Type** window, click **Add**.



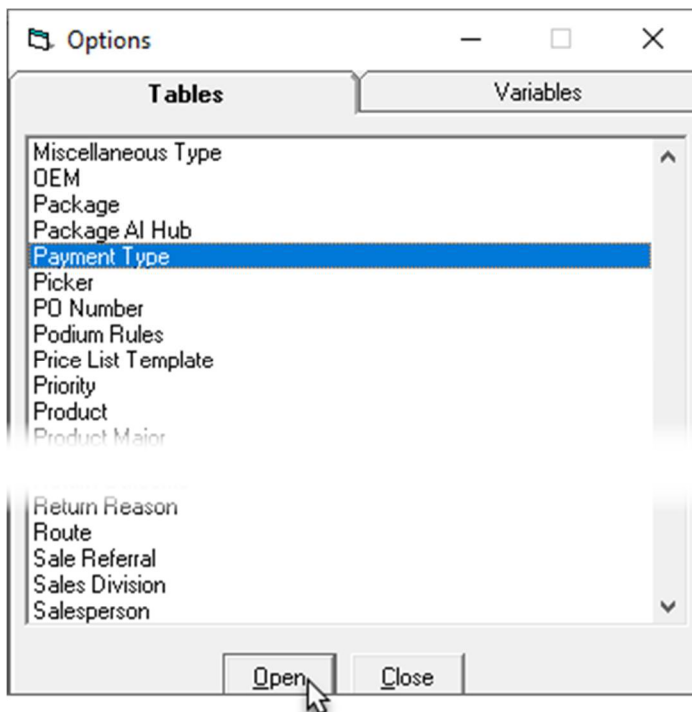
3. Fill in the highlighted fields. Select "EPASS PAY – ACH" in the Payment Processing section.



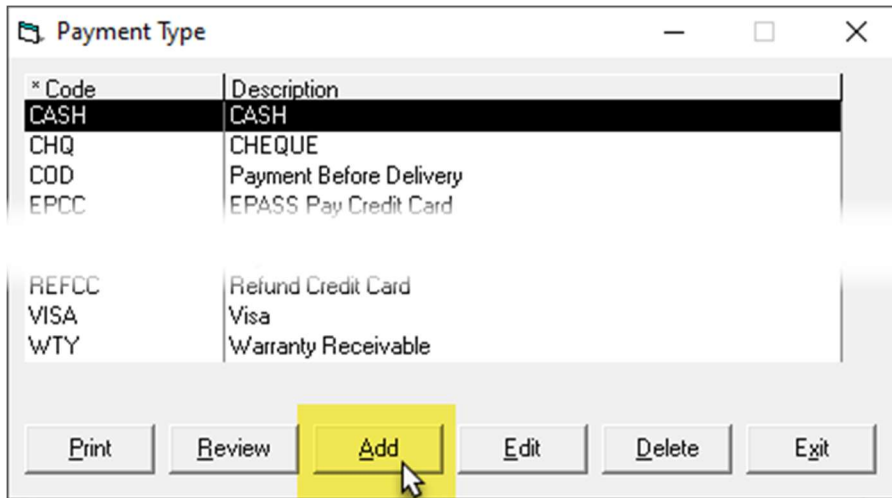
- **Code:** Enter a unique identifier code for the payment type. This code is used in multiple areas of EPASS to identify the payment type, including on reports.
- **Description:** Enter a description of this payment type.
- **G/L Account:** Select the G/L account to link this payment type to.

Adding a Pre-Authorization Payment Type

1. In EPASS, go to **Tools > System Maintenance**. In the **Tables** tab, select **Payment Type**, and then click **Open**.



2. In the **Payment Type** window, click **Add**.



3. Fill in the required fields:

- **Code:** Enter a unique identifier code for the payment type. This code is used in multiple areas of EPASS to identify the payment type, including on reports.
- **Description:** Enter a description of this payment type.
- **G/L Account:** Select the G/L account to link this payment type to.

4. In the **Payment Processing** area, select **EPASS PAY - Pre-Auth** from the **Type** dropdown.

5. Click **OK**.

Marking a Payment Type Obsolete

Tip: Have a Payment Types that you no longer use? Don't delete them! Instead, we recommend marking these unused Payment Types as "Obsolete". This maintains the integrity of your payment history data.

To mark a Payment Type as "Obsolete", go to Tools > System Maintenance. On the Tables tab, click Payment Type, and then click Open. Select the Payment Type, and then click Edit. On the Settings tab, click the Obsolete

checkbox, and then click OK.

Add Payment Type [X]

Settings | Branch Restriction

Code: Credit Card **Obsolete**

Description:

G/L Account: Add Profit Center

Comment Label:

Comment Required Limit Comment to Characters

Pre-Authorizing A Credit Card

Running a pre-authorization in EPASS is used to verify the authenticity of the customer's credit card. It is not used to create a temporary hold for a specific amount.

If the pre-authorization is successful and the card is valid, EPASS adds a \$0.00 payment line to the Invoice Details. If not, a "Declined" payment line is added instead.

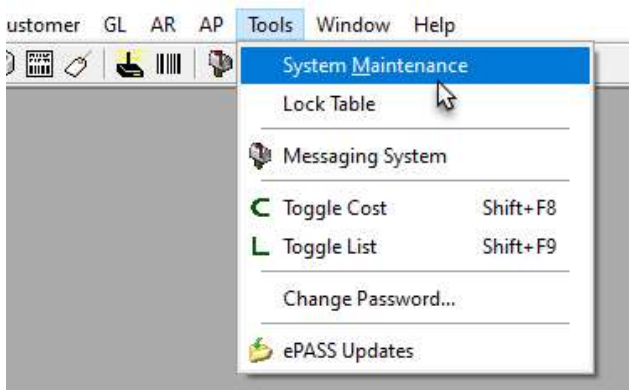
Before Starting

You need to do the following before you can pre-authorize credit cards:

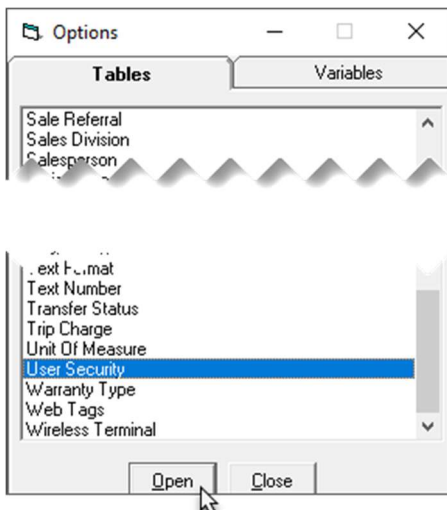
1. [Create](#) a dedicated Payment Type for pre-authorizations.
2. Activate the Add PreAuth security setting (see below).

Activating the Add PreAuth Security Setting

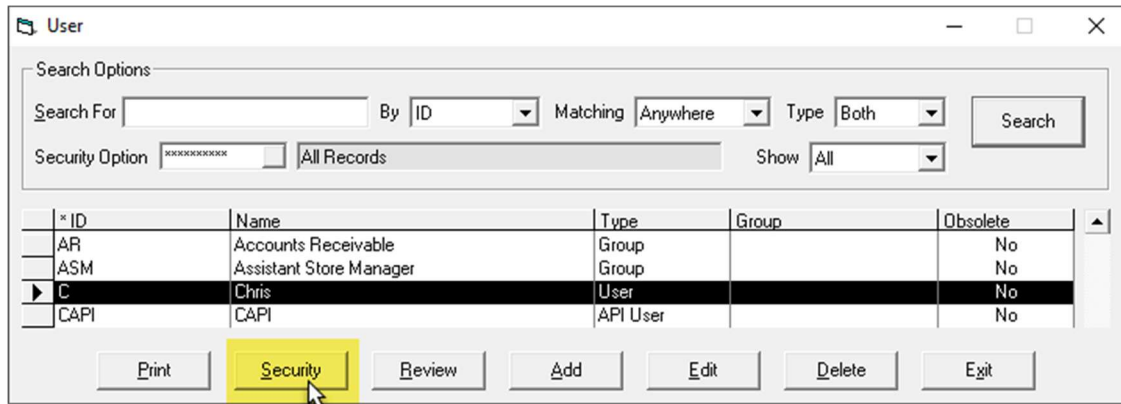
1. Go to **Tools > System Maintenance**.



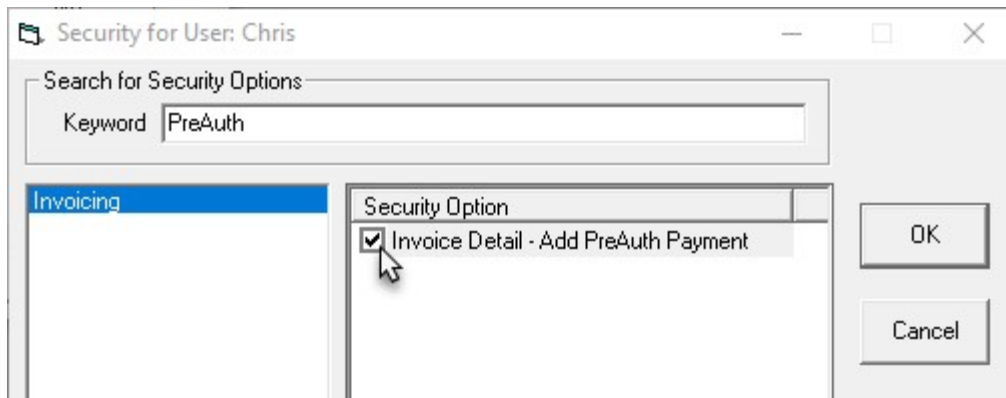
2. On the **Tables** tab, select **User Security**, and then click **Open**.



3. Select a **User** or **Group** from the list, and then click **Security**.



4. In the **Keyword** search box, enter PreAuth. Select **Invoice Detail - Add PreAuth Payment**.



5. Click **OK**.

Pre-Authorizing A Credit Card

1. Go to the [Details](#) of the customer's invoice. Make sure that you are in **Edit** mode.
2. Click the **Payment Tab**.

3. In the **Payment Type** dropdown, select your pre authorization Payment Type.

Code	Description
EPCTP	EPASS Web Payment
EXCHG	Exchange
MC	Mastercard
PAUTH	EPCC Pre-Authorization
PT	Payment Transfer
VISA	Visa

4. Do the following:
 - If you have the physical card, select **PIN Pad** from the **Entry Method** dropdown, and then select the PIN Pad that you want to use from the **PIN Pad** dropdown.

-OR-

- If you don't have the physical card, select **PIN Pad Keyed** or **Form Keyed** from the **Entry Method** dropdown.

Entry Method **Form Keyed** Save Credit Card for Future Use

[Click here to view/change address for this payment](#)

5. Verify that **Click Save Credit Card for Future Use** to save the card on file.
6. Click **OK**. Enter the card information depending on the Entry Method you chose: either through a PIN Pad or through the Form Keyed window in EPASS.
7. Once the pre-authorization is processed, the result appears in the Invoice Details.

Type	Pack	Item	Loc	Description	Qty	Amount	W/ty	Tax	Status	QOH
Model	No	YMED4500MW	9WH	7.0 CU FT FRONT LOAD DRY...	1	1,025.82		NYY	Open	1/5
Misc	No	BA DRYER		Builders Allowance Dryer	-1	-750.00		NYY		
Model	No	NE63T8711SG	9WH	30 ELECTRIC RANGE, CONV...	1	2,856.51		NYY	Open	2/15
Misc	No	BA RANGE		Builders Allowance Range	-1	-500.00		NYY		
Model	No	WRX986SIHV	9WH	36 FOUR DOOR FRIDGE, BL ...	1	6,292.35		NYY	Open	97/105
Misc	No	BA FRIDGE		Builders Allowance Fridge	-1	-750.00		NYY		
Model	No	DW80K5050US	9WH	24 DISHWASHER, 48 DBA, SS	1	1,196.41		NYY	Open	6/25
Misc	No	BA DISHWAS...		Builders Allowance Dishwasher	-1	-750.00		NYY		
Payment		PAUTH			0	0.00		NYY	Open	

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type: PAUTH <input type="checkbox"/> EPCC Pre-Authorization						Amount: 0.00 Tended	Trip# 1		
Entry Method: Form Keyed Receipt Preview Print Email						Invoice Total: 9,655.62	Date Posted: 00/00/00		
Card: Mastercard - *****5454						- Payments: 0.00	Status: Open		
Auth #: AVS185 Tx ID: <input type="text"/> AVS / CVV <input checked="" type="checkbox"/> / M						Balance: 9,655.62	Created: C 4/18/2024		
Comment: <input type="text"/>						Change: 0.00	Modified: 00/00/00		
Cashed out by: <input type="text"/> On 00/00/00 at <input type="text"/>									
Branch: Default <input type="checkbox"/> Andersons Appliances									

Invoice Total: **9,655.62**

Taking a Payment

PIN Pad

1. In the Entry Method dropdown, select **PIN Pad**

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	WRS315SNHB	9WH	36 SXS FRIDGE, BL	1	2,743.16		NYT	Open	79/...
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN		
Payment		EPCTP			0	1,586.17		NNN	Open	
Payment		EPCTP			0	200.00		NNN	Open	

Payment Type: EPCC | EPASS Credit Card

Amount: 0.00 | Tendered | Trip# 1

Entry Method: **PIN Pad** | Save Credit Card for Future Use

PIN Pad: Default601 | Mobile 5000

Click here to view/change address for this payment

Comment: | Branch: Default | Andersons Appliances

Invoice Total: 3,172.34
- Payments: 1,786.17
Balance: 1,386.17
Upcharge *: 48.52
Balance + Upcharge: 1,434.69

* Upcharge based on paying the full balance

Buttons: Commit, Discount, Serial, Split Line, OK, Cancel

Invoice Total: 3,172.34
GM %: 0.0

2. If necessary, select the terminal from the **PIN Pad** dropdown.
3. Enter the payment **Amount**, and then click **OK**.

Payment Type: EPCC | EPASS Credit Card

Amount: **1434.69** | Tendered | Trip# 1

Entry Method: PIN Pad | Save Credit Card for Future Use

PIN Pad: Default601 | Mobile 5000

Click here to view/change address for this payment

Comment: | Branch: Default | Andersons Appliances

Invoice Total: 3,172.34
- Payments: 1,786.17
Balance: 1,386.17
Upcharge *: 48.52
Balance + Upcharge: 1,434.69

* Upcharge based on paying the full balance

4. On the PIN Pad terminal, have the customer swipe, tap, or insert their payment card.



5. If necessary, have the customer sign on the terminal, and touch **OK**.



6. A payment line is added to the invoice. The card, authorization and transaction ID appear below the "Entry Method" in the highlighted area

Invoice # RS00000174 - Nelson, Jim - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	WRS315SNHB	9WH	36 SXS FRIDGE, BL	1	2,743.16		NYN	Open	79/...
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN		
Payment		EPCTP			0	1,586.17		NNN	Open	
Payment		EPCTP			0	200.00		NNN	Open	
Payment		EPCC			0	1,434.69		NNN	Open	
Misc	No	CCUPC		CC Upcharge Fee	1	48.52		NNN		

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type: <input type="checkbox"/> EPCC <input type="checkbox"/> EPASS Credit Card Amount: 1,434.69 <input type="button" value="Tendered"/> Trip# 1						Invoice Total: 3,220.86 - Payments: 3,220.86 Balance: 0.00 Change: 0.00			
Entry Method: <input type="text" value="PIN Pad"/> <input type="button" value="Receipt"/> <input type="button" value="Preview"/> <input type="button" value="Print"/> <input type="button" value="Email"/> Card: <input type="text" value="Visa - *****0243"/> Auth #: <input type="text" value="42923A"/> Tx ID: <input type="text" value="2256435977"/> PIN Pad: <input type="text" value="Default825"/> Click here to view/change address for this payment <input type="button" value="Show Signature"/>						Date Posted: <input type="text" value="00/00/00"/> Status: <input type="button" value="Open"/> Created: <input type="text" value="C"/> <input type="text" value="8/27/2024"/> Modified: <input type="text" value="00/00/00"/>			
Comment: <input type="text"/> Cashed out by: <input type="text"/> On <input type="text" value="00/00/00"/> at <input type="text"/> Branch: <input type="text" value="Default"/> <input type="checkbox"/> Andersons Appliances						Invoice Total: 3,220.86 GM %: 0.0			

Form Keyed

Adrian and Elizabeth Foster sauntered into Andersons Appliances hand in hand looking for the beverage center **KUBR214KSB** recommended to them by their interior designers, Inderjeet and Priyanka Chopra. Fred Nickerson, the General Manager, happily greeted them and showed them the product. Adrian and Elizabeth Foster agreed to take it and gave Fred a 50% minimum deposit.

1. Create Inv RS00000173 and collect 50% deposit. Select the payment type, fill in the amount, choose the entry method and click OK.

Invoice # RS00000173 - Foster, Adrian and Elizabeth - Add Payment

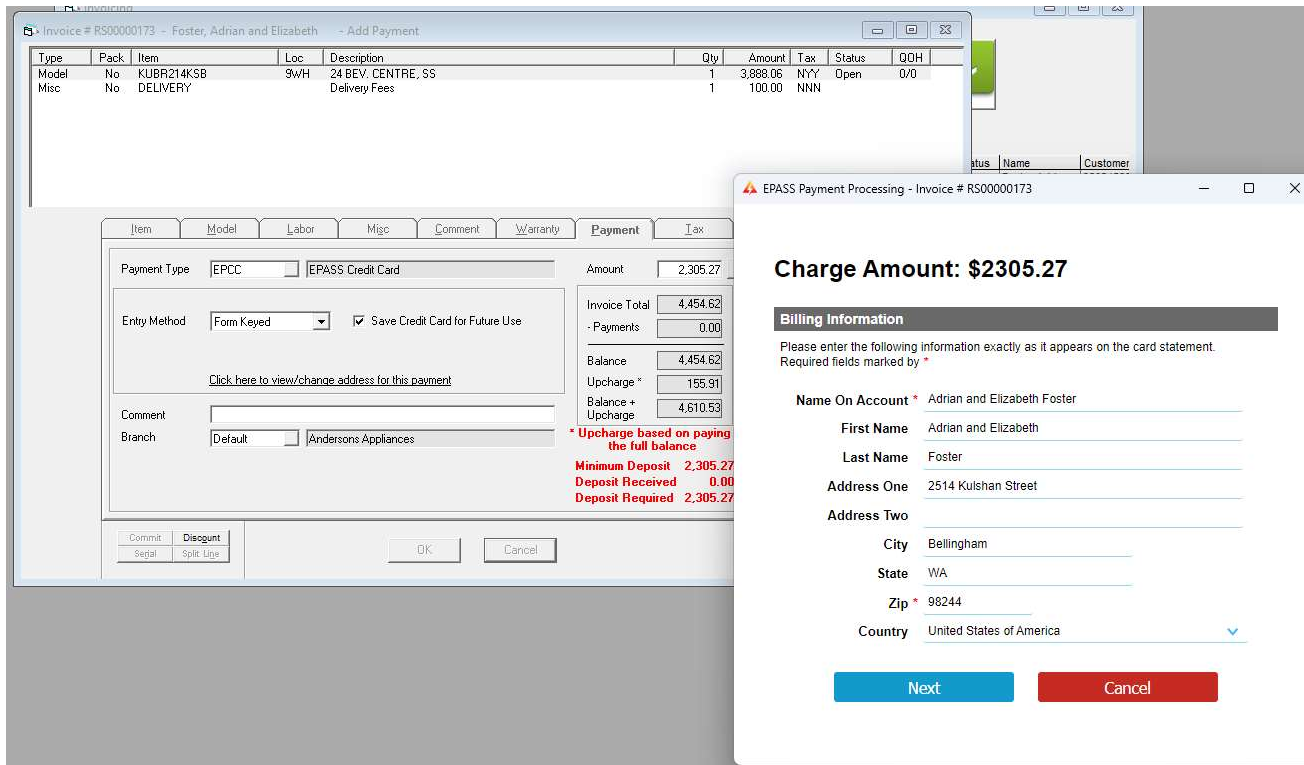
Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Model	No	KUBR214KSB	9WH	24 BEV. CENTRE, SS	1	3,888.06	NNY	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00	NNN		

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type: EPCC EPASS Credit Card Amount: 2,305.27 Tended Trip# 1 Entry Method: Form Keyed <input checked="" type="checkbox"/> Save Credit Card for Future Use Click here to view/change address for this payment Comment: Branch: Default Andersons Appliances						Invoice Total 4,454.62 - Payments 0.00 Balance 4,454.62 Upcharge * 155.91 Balance + Upcharge 4,610.53 * Upcharge based on paying the full balance Minimum Deposit 2,305.27 Deposit Received 0.00 Deposit Required 2,305.27			

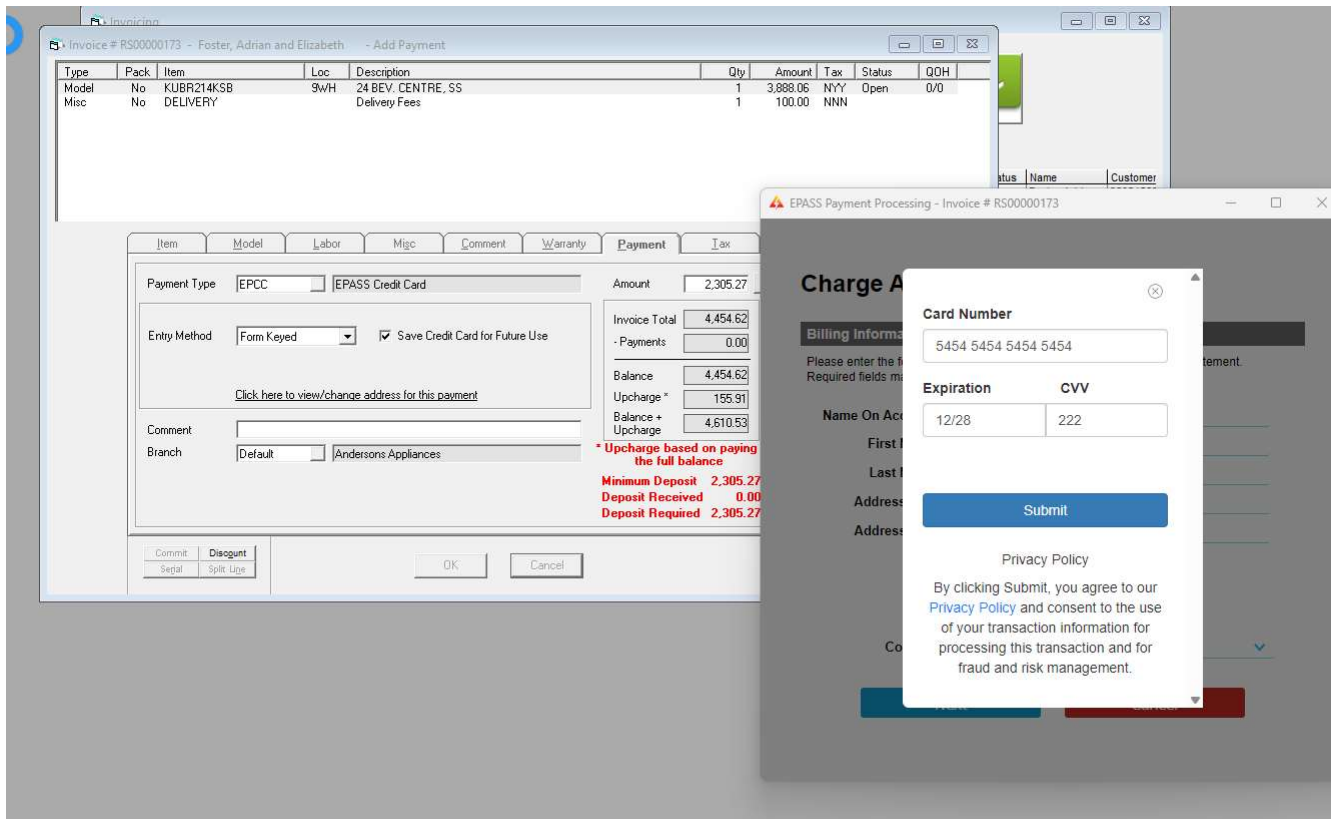
Buttons: Commit, Discont, Split, Split Line, OK, Cancel

Invoice Total: 4,454.62
GM %: 0.0

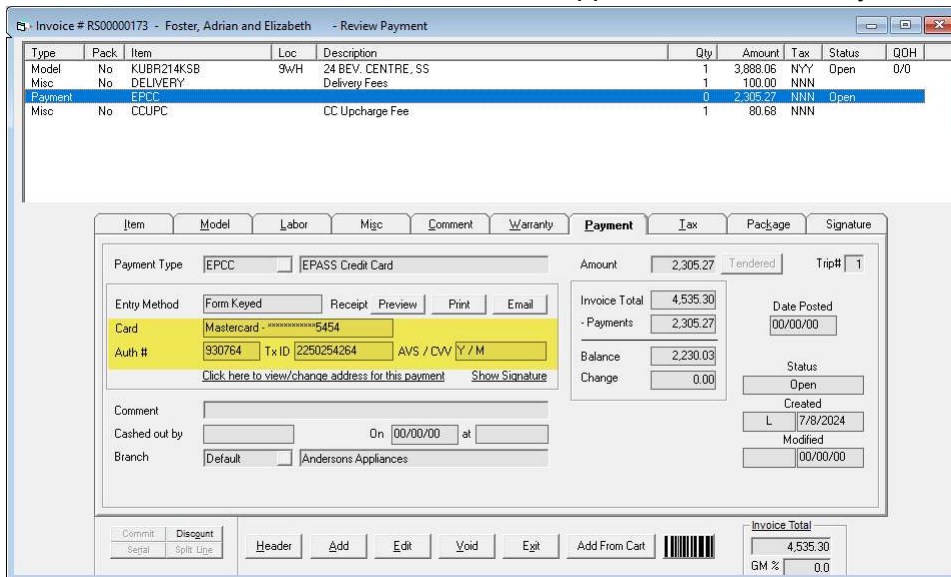
2. The EPASS payment screen appears after clicking OK. The Billing Information auto populates based on the bill to information. Click Next.



3. Fill in the credit card number and click Submit.



4. The card, authorization and transaction ID appear below the “Entry Method” in the highlighted area.



International Card

Jim Nelson is a Canadian resident who owns a property in Bellingham, WA. He purchased a new fridge for his US property with his Canadian credit card.

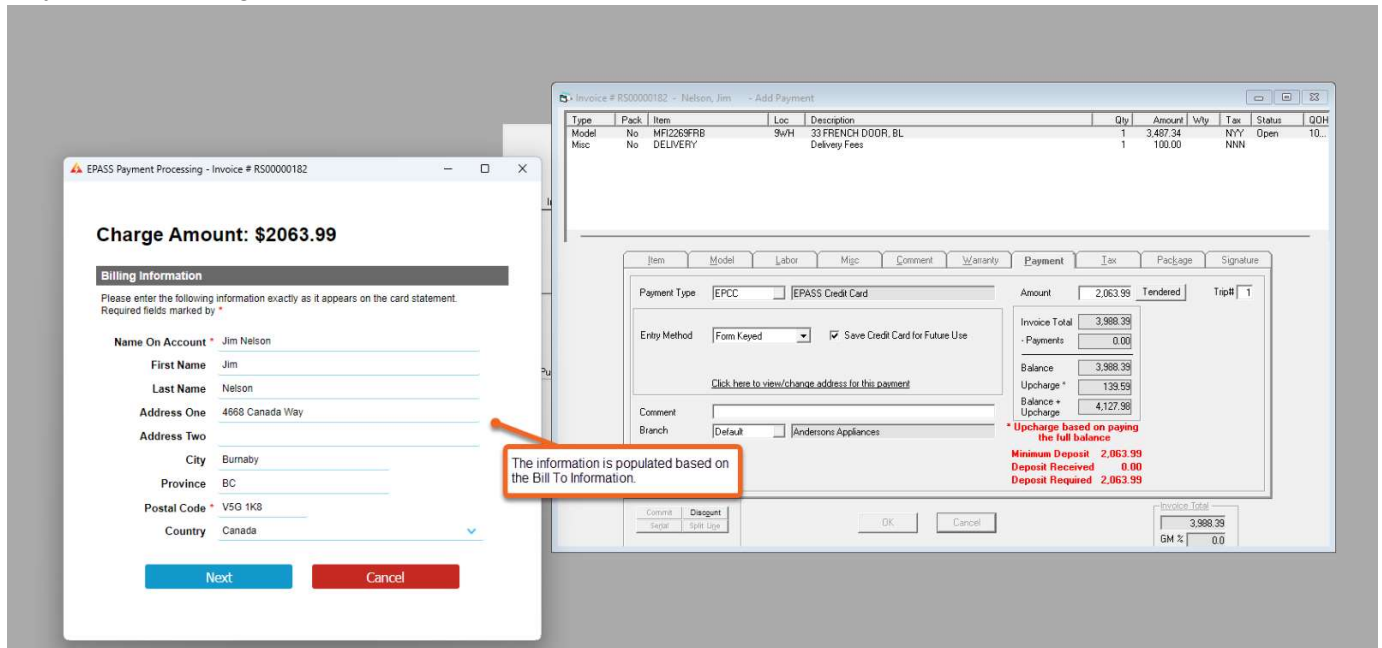
1. First, we need to set up the Bill To Customer and Ship To Customer for Jim Nelson's Canadian and US addresses.

The image shows two side-by-side screenshots of the 'Edit Customer' window in the EPASS software. Both windows are for a customer named 'Jim Nelson' with email 'jnelson@gmail.com'.
 The left window is for customer ID '232595-1'. The address is '600 25th Street, Bellingham, WA 98225, United States of America'. A callout box points to the 'Country' dropdown menu with the text: 'Create a customer record with the US address.'
 The right window is for customer ID '232595'. The address is '4668 Canada Way, Burnaby, BC V5G 1K8, Canada'. A callout box points to the 'Country' dropdown menu with the text: 'Create a customer record with the Canadian address.'

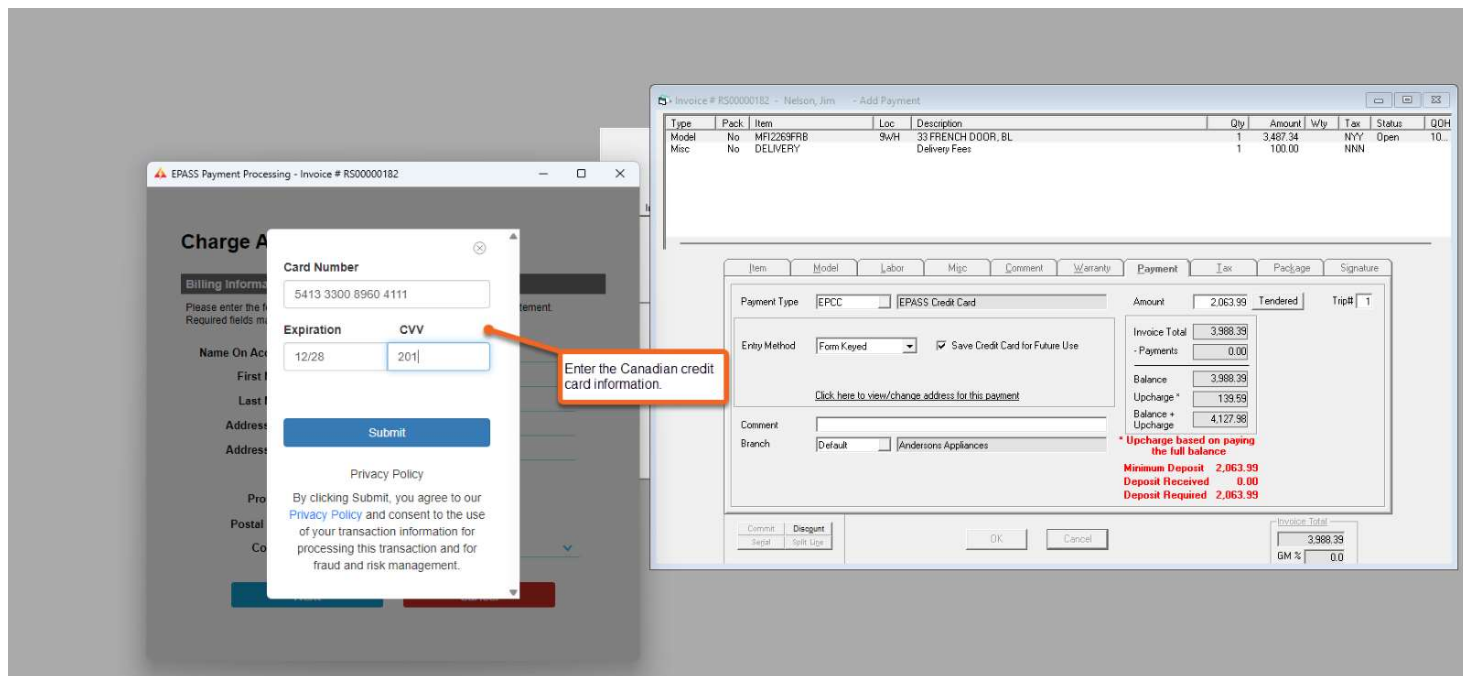
2. Create an invoice with the Bill To Customer Number 232595. Use the US address customer number 232595-1 for the Ship To Customer.

The image shows a screenshot of the 'Edit Invoice' window for invoice # RS00000182, dated 8/27/2024. The invoice is for 'Nelson, Jim'.
 The 'Ship To' field is set to customer '232595-1' (US address: 600 25th Street, Bellingham, WA, 98225). A callout box points to this field with the text: 'Use the US address customer for the Ship To.'
 The 'Bill To' field is set to customer '232595' (Canadian address: 4668 Canada Way, Burnaby, BC, CA, V5G 1K8). A callout box points to this field with the text: 'Select the Canadian address customer number for the Bill To.'
 Other details include: Invoice Type 'RS', Payment Type 'COD', Job Status 'UNCONFIRMED', Total amount '4,060.63', and Status 'Open'.

- Customer is making a minimum deposit. Process the partial payment using the entry method "Form Keyed". The Billing Information is populated with the Bill To Customer information.



- Enter the Canadian credit card number.



- The payment is processed.

Invoice # RS00000182 - Nelson, Jim - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	MFI2269FRB	9WH	33 FRENCH DOOR, BL	1	3,487.34		NYN	Open	10...
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN		
Payment		EPCC			0	2,063.99		NNN	Open	
Misc	No	CCUPC		CC Upcharge Fee	1	72.24		NNN		

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type: <input type="checkbox"/> EPASS Credit Card						Amount: 2,063.99	Tendered	Trip# 1	
Entry Method: Form Keyed Receipt Preview Print Email						Invoice Total: 4,060.63		Date Posted: 00/00/00	
Card: Mastercard - *****4111						- Payments: 2,063.99		Status: Open	
Auth #: 118144 Tx ID: 2256445613 AVS / CVV: Y / M						Balance: 1,996.64		Created: L 8/27/2024	
Comment: <input type="text"/>						Change: 0.00		Modified: 00/00/00	
Cashed out by: <input type="text"/> On 00/00/00 at <input type="text"/>									
Branch: Default Andersons Appliances									

The payment was processed without issue.

Commit | Discount | Header | Add | Edit | Void | Exit | Add From Cart

Invoice Total: 4,060.63
GM %: 0.0

Credit Card on File

1. Select the **Credit Card on File** entry method.

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Model	No	KUBR214KSB	9WH	24 BEV. CENTRE, SS	1	3,888.06	NNY	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00	NNN	Open	
Payment		EPCC			0	2,305.27	NNN	Open	
Misc	No	CCUPC		CC Upcharge Fee	1	80.68	NNN		

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type	EPCC	EPASS Credit Card		Amount	500.00	Tendered	Trip#	1	
Entry Method	Credit Card on File								
Card	Mastercard - *****5454 Exp. 1228								
Comment									
Branch	Default	Andersons Appliances							

Invoice Total	4,535.30
- Payments	2,305.27
Balance	2,230.03
Upcharge *	78.05
Balance + Upcharge	2,308.08

* Upcharge based on paying the full balance

2. Select the card number from the dropdown list.
3. Click **OK**.

EPASS Payment Processing

Transaction in progress. Please wait ...

Close

- Once the transaction is processed, you'll see the card, authorization and transaction ID below the entry method.

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Model	No	KUBR214KSB	9WH	24 BEV. CENTRE, SS	1	3,888.06	NYN	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00	NNN		
Payment		EPCC			0	2,305.27	NNN	Open	
Misc	No	CCUPC		CC Upcharge Fee	1	80.69	NNN		
Payment		EPCC			0	500.00	NNN	Open	
Misc	No	CCUPC		CC Upcharge Fee	1	17.50	NNN		

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type						EPCC	EPASS Credit Card		
Entry Method						Credit Card on File	Receipt Preview Print Email		
Card						Mastercard	*****5454		
Auth #						739293	Tx ID [2250254337] AVS / CVV [Y /]		
Comment						Click here to view/change address for this payment Show Signature			
Cashed out by							On [00/00/00] at []		
Branch						Default	Andersons Appliances		

Invoice Total	4,552.80
- Payments	2,805.27
Balance	1,747.53
Change	0.00

Date Posted	[00/00/00]
Status	Open
Created	L [7/8/2024]
Modified	[00/00/00]

Invoice Total	4,552.80
GM %	0.0

Automatic Clearing House (ACH) Pre-Authorized Debit (PAD) Agreement

Before using EPASS Pay ACH to take payments from your customer, you must have a Pre-Authorized Debit (PAD) agreement on file between your business and the customer.

EPASS does not generate PAD agreements. Follow your local and state laws and consult with your financial institution to create a legally binding document before using EPASS Pay ACH.

- Click the **Payment** tab, select ACH as your payment type and enter the amount.

Invoice # RS00000213 - Foster, Adrian and Elizabeth - Add Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Model	No	KRBL109ESS	9WH	30 BOTTOM MOUNT, SS	1	2,857.65	NY	Open	98/...
Misc	No	STA000001		MANUFACTURERS PROMOTION	1	0.00	NY		
Misc	No	TRIP80		Delivery Fees	1	80.00	NN		

1 Select the ACH payment type.

Payment Type: **EPACH** | EPASS Pay ACH | Amount: **600.00** | Tended

Entry Method: Form Keyed | Save Account for Future Use

[Click here to view/change address for this payment](#)

Comment:

Branch: Default | Andersons Appliances

Invoice Total 3,280.57
Payments 0.00
Balance 3,280.57
Change 0.00

Minimum Deposit 1,640.29
Deposit Received 0.00
Deposit Required 1,640.29

2 Enter the payment.

Commit Disogunt
Segal Split Line

OK Cancel

Invoice Total
3,280.57
GM % 0.0

2. Verify the customer's information, and then click **Next**.

Charge Amount: \$600.00

Billing Information
Please enter the following information exactly as it appears on the card statement.
Required fields marked by *

Name On Account * Adrian and Elizabeth Foster
First Name Adrian and Elizabeth
Last Name Foster
Address One 2514 Kulshan Street
Address Two
City Bellingham
State WA
Zip 98244
Country United States of America

Next **Cancel**

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Model	No	KRBL109ESS	9WH	30 BU TTDM MOUNT. SS	1	2,857.85	NYN	Open	98/...
Misc	No	STA000001		MANUFACTURERS PROMOTION	1	0.00	NYN		
Misc	No	TRIP80		Delivery Fees	1	80.00	NNN		

The billing information is pulled from the Bill To Information from the invoice.

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature			
Payment Type						EPACH	EPASS Pay ACH	Amount	600.00	Tendered	Trip#	1
Entry Method						Form Keyed	<input checked="" type="checkbox"/> Save Account for Future Use	Invoice Total	3,280.57	-Payments	0.00	
Comment						Click here to view/change address for this payment						
Branch						Default	Andersons Appliances	Balance	3,280.57	Change	0.00	
						Minimum Deposit 1,640.29 Deposit Received 0.00 Deposit Required 1,640.29						

Commit Disrupt
 Serial Split Use

OK Cancel

Invoice Total
 3,280.57
 GM % 0.0

3. Enter and verify the customer's **Account Number**, **Routing Number**, and select the **Account Type**.

The screenshot shows a web browser window titled "EPASS Payment Processing - Invoice # RS00000213". The main page is partially obscured by a modal form. The modal form contains the following fields and elements:


- Account Number**: A text input field containing six asterisks (*****).
- Verify Account Number**: A text input field containing the number "123456".
- Routing Number**: A text input field containing the number "065400137".
- Account Type**: A dropdown menu with "Personal Checking" selected.
- Submit**: A blue button.
- Privacy Policy**: A link to the privacy policy.
- Disclaimer**: Text stating "By clicking Submit, you agree to our Privacy Policy and consent to the use of your transaction information for processing this transaction and for fraud and risk management."

4. Click **Submit**. The ACH payment is processed and added to the invoice.

Invoice # RS0000213 - Foster, Adrian and Elizabeth - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Model	No	KRBL109ESS	9WH	30 BOTTOM MOUNT, SS	1	2,857.65	NYN	Open	98/...
Misc	No	STA000001		MANUFACTURERS PROMOTION	1	0.00	NYN		
Misc	No	TRIP80		Delivery Fees	1	80.00	NNN		
Payment		EPACH			0	600.00	NNN	Open	

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type EPACH <input type="checkbox"/> EPASS Pay ACH						Amount 600.00	<input type="checkbox"/> Tendered	Trip# 1	
Entry Method Form Keyed <input type="checkbox"/> Receipt <input type="checkbox"/> Preview <input type="checkbox"/> Print <input type="checkbox"/> Email <input type="checkbox"/>						Invoice Total 3,280.57	Date Posted 00/00/00		
Account Personal Checking - *****56						- Payments 600.00	Status Open		
Auth # <input type="text"/> Tx ID 2258680216 AVS / CVV <input type="text"/>						Balance 2,680.57	Created L 9/13/2024		
Click here to view/change address for this payment Show Signature						Change 0.00	Modified <input type="text"/> 00/00/00		
Comment <input type="text"/>						Minimum Deposit 1,640.29 Deposit Received 600.00 Deposit Required 1,040.29			
Cashed out by <input type="text"/> On 00/00/00 at <input type="text"/>									
Branch Default <input type="checkbox"/> Andersons Appliances									

<input type="button" value="Commit"/> <input type="button" value="Discont"/>	<input type="button" value="Serial"/> <input type="button" value="Split Line"/>	<input type="button" value="Header"/>	<input type="button" value="Add"/>	<input type="button" value="Edit"/>	<input type="button" value="Void"/>	<input type="button" value="Exit"/>	<input type="button" value="Add From Cart"/>		Invoice Total 3,280.57 GM % 0.0
--	---	---------------------------------------	------------------------------------	-------------------------------------	-------------------------------------	-------------------------------------	--	---	---

Declined Payments

What happens when you have a declined payment?

When a payment is declined, EPASS will write a payment line with the description "Declined Amount Requested: (dollar amount)" and 0.00 under the amount.

Charge Amount: \$2.67

Billing Information
Please enter the following information exactly as it appears on the card statement.
Required fields marked by *

Name On Account * Adrian and Elizabeth Foster

First Name Adrian and Elizabeth
Last Name Foster
Address One 2514 Kulshan Street
Address Two
City Bellingham
State WA
Zip * 98244
Country United States of America

Next Cancel

Invoice # RS00000184 - Foster, Adrian and Elizabeth - Add Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Why	Tax	Status	QOH
Model	No	YWMC30516HZ	9WH	1.6 CU FT COUNTERTOP MICROWAVE, SS	1	377.80		NNY	Open	1/1
Misc	No	TRIP80		Delivery Fees	1	80.00		NNN		

Payment Type: EPASS Credit Card
Amount: 2.67
Tendered: 1
Trip# 1

Invoice Total: 503.14
- Payments: 0.00
Balance: 503.14
Upcharge: 17.61
Balance + Upcharge: 520.75

* Upcharge based on paying the full balance
Minimum Deposit: 260.38
Deposit Received: 0.00
Deposit Required: 260.38

Enter the payment amount.

The customer information is populated from the Bill To Customer information. Click Next.

Charge Amount: \$2.67

Card Number: 4895 2810 0000 0006
Expiration: 12/23
CVV: 222

Submit

Privacy Policy
By clicking Submit, you agree to our Privacy Policy and consent to the use of your transaction information for processing this transaction and for fraud and risk management.

Next Cancel

Invoice # RS00000184 - Foster, Adrian and Elizabeth - Add Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Why	Tax	Status	QOH
Model	No	YWMC30516HZ	9WH	1.6 CU FT COUNTERTOP MICROWAVE, SS	1	377.80		NNY	Open	1/1
Misc	No	TRIP80		Delivery Fees	1	80.00		NNN		

Payment Type: EPASS Credit Card
Amount: 2.67
Tendered: 1
Trip# 1

Invoice Total: 503.14
- Payments: 0.00
Balance: 503.14
Upcharge: 17.61
Balance + Upcharge: 520.75

* Upcharge based on paying the full balance
Minimum Deposit: 260.38
Deposit Received: 0.00
Deposit Required: 260.38

We are using the Entry Method "Form Keyed". Enter the credit card number.

Invoice # RS00000184 - Foster, Adrian and Elizabeth - Add Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	YWMC30516HZ	9WH	1.6 CU FT COUNTERTOP MICROWAVE, SS	1	377.80		YYY	Open	1/1
Misc	No	TRIP80		Delivery Fees	1	80.00		NNN		

EPASS Payment Processing

Transaction request was declined.

Response Code: 1021
Description: Transaction declined due to expired card
Card Issuer Response Code: 54
Card Issuer Response Description: Expired card

OK

In this example, we used an expired card. Click OK.

Amount: 2.67 Tended Trip# 1

Invoice Total: 503.14
Payments: 0.00
Balance: 503.14
Upcharge*: 17.61
Balance + Upcharge: 520.75

* Upcharge based on paying the full balance

Minimum Deposit: 260.38
Deposit Received: 0.00
Deposit Required: 260.38

Invoice Total: 503.14
GM %: 0.0

Commit Disagunt
Serial Split Line

OK Cancel

Invoice # RS00000184 - Foster, Adrian and Elizabeth - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	YWMC30516HZ	9WH	1.6 CU FT COUNTERTOP MICROWAVE, SS	1	377.80		NYN	Open	1/1
Misc	No	TRIP80		Delivery Fees	1	80.00		NNN		
Payment		EPCC		Declined. Amount requested: \$2.67	0	0.00		NNN	Committed	

A declined payment line record is written on the invoice.

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type		EPCC		EPASS Credit Card		Amount	0.00	Tendered	Trip# 1
Entry Method		Form Keyed		Receipt Preview Print Email		Invoice Total	503.14	Date Posted	00/00/00
Card		Visa - *****0006		Tx ID 2256500874 AVS / CW Y / M		- Payments	0.00	Status	Committed
Auth #				Click here to view/change address for this payment Show Signature		Balance	503.14	Created	L 8/28/2024
Comment						Change	0.00	Modified	00/00/00
Cashed out by		On 00/00/00 at				Minimum Deposit 251.57			
Branch		Default		Andersons Appliances		Deposit Received 0.00			
						Deposit Required 251.57			

Commit Disagunt Serial Split Line Header Add Edit Void Exit Add From Cart Invoice Total 503.14 GM % 0.0

EPASS Pay MerchantTrack

EPASS Pay MerchantTrack

Search Parameters

Merchants: ePASS.Merchant.1 Date Type: Auth Date Transaction Types: All Time Zone: Mountain

Start Date: 8/22/2024 End Date: 8/28/2024

Report Data

Showing Records 1 - 100 of 123 Results per page: 100 Time Zone: Mountain

1 of 2

The transaction appears in Merchant Track with a "Failed" status and the error message.

Merchant Display Name	Transaction ID	Auth Date	Invoice Number	Name on Account	Last 4	Processing Network	Amount	Status	Error Message	Funded Date	Funding ID
ePASS.Merchant.1	2256500874	8/28/2024 2:50:55 PM	RS00000184	Adrian and Elizabeth Foster	0006	Credit	\$2.67	Failed	Transaction declined - Expired Card. Request another form of payment.		

Export to CSV Export to PDF

Invoice # RS00000184 - Foster, Adrian and Elizabeth - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	YWMC30516HZ	9WH	1.6 CU FT COUNTERTOP MICROWAVE, SS	1	377.80		NYN	Open	1/1
Misc	No	TRIP80		Delivery Fees	1	80.00		NNN		
Payment		EPCC		Declined. Amount requested: \$2.67	0	0.00		NNN	Committed	

A declined payment line record is written on the invoice.

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type: <input type="text" value="EPCC"/> EPASS Credit Card Amount: <input type="text" value="0.00"/> Tended Trip# <input type="text" value="1"/>						Invoice Total: <input type="text" value="503.14"/> - Payments: <input type="text" value="0.00"/> Balance: <input type="text" value="503.14"/> Change: <input type="text" value="0.00"/>		Date Posted: <input type="text" value="00/00/00"/> Status: <input type="text" value="Committed"/> Created: <input type="text" value="L 8/28/2024"/> Modified: <input type="text" value="00/00/00"/>	
Entry Method: <input type="text" value="Form Keyed"/> Receipt Preview Print Email Card: <input type="text" value="Visa - *****0006"/> Auth #: <input type="text"/> Tx ID: <input type="text" value="2256500874"/> AVS / CVV <input type="text" value="Y / M"/> Click here to view/change address for this payment Show Signature						Minimum Deposit 251.57 Deposit Received 0.00 Deposit Required 251.57			
Comment: <input type="text"/> Cashed out by: <input type="text"/> On <input type="text" value="00/00/00"/> at <input type="text"/> Branch: <input type="text" value="Default"/> Andersons Appliances						Invoice Total: <input type="text" value="503.14"/> GM %: <input type="text" value="0.0"/>			

Commit Disogut Serial Split Line Header Add Edit Void Exit Add From Cart

Note: You can hide declined payments on the invoice print form through the EPASS Pay Variables.

EPASS Pay

Click to Pay

Base URL:

Profile ID:

Token Validity Days:

Enable URL Shortening:

URL shortening service request timeout in seconds:

Enable URL shortening for the staging environment:

Print Merchant Copy of Payment Receipt:

Print Declined Payments on Invoice:

Automatically Print Receipt on Pinpad Printer:

Default Entry Method:

Save Cards on File To:

Get Cards on File From:

OK Cancel



Andersons Appliances

6971 Chelmsford Street
Richmond, BC V7C 4J1
Phone: (604) 274-9984
GST #: 79494 2580

--Invoice--

INVOICE #: **RS00000184**

Date Ordered: 8/28/2024
Date Finished:
Date Purchased:
Reference #:
PO #:
Job #: UNCONFII
Page: 1 L
Date Printed: Sep 13, 2024
12:33:46PM

Bill To: 3602458596
Foster, Adrian and Elizabeth
2514 Kulshan Street
Bellingham, WA 98244

Ship To: 3602458596
Foster, Adrian and Elizabeth
2514 Kulshan Street
Bellingham, WA 98244

Phone: (360) 245-8596

Phone: (360) 245-8596

Tax Exemption #'s: BCP:			
Delivery Date:	Wednesday, August 28, 2024	Map/Zone:	/ MEV
Payment Type:	Payment Before Delivery	Inv Type:	Retail Sales
Salesperson:	Clara Choo	Tax Code:	BC PST
Description	Qty	Extended Cost	
YWMC30516HZ 1.6 CU FT COUNTERTOP MICROWAVE, SS JENNAIR, APPLIANCE	1	377.80 * = BCP Exempt	
Delivery Fees	1	80.00 *	
	Sub Total	457.80	
	7% BCP tax on	377.80	26.45
	GST tax on	377.80	18.89
	Invoice Total	503.14	
	Payment	0.00	
	Balance	503.14	

The declined amount does not show on the invoice.

Printing or Emailing a Payment Receipt

Note: If you are using a PIN Pad terminal with a built-in receipt printer, you can choose to have it print a transaction receipt automatically.

1. Go to Tools > System Maintenance > Variables > EPASS Pay, and then select Automatically Print Receipt on PinPad Printer.

The screenshot shows the 'EPASS Pay' configuration window. It contains several settings:

- Click to Pay** section:
 - Base URL: [Redacted]
 - Profile ID: [Redacted]
 - Token Validity Days:
 - Enable URL Shortening:
 - URL shortening service request timeout in seconds:
 - Enable URL shortening for the staging environment:
- Print Merchant Copy of Payment Receipt:
- Print Declined Payments on Invoice:
- Automatically Print Receipt on Pinpad Printer: (highlighted in yellow)
- Save Cards on File To:
- Get Cards on File From:

Buttons for 'OK' and 'Cancel' are located on the right side of the window.

After a payment transaction has been processed, you can print or email a receipt for the customer.

1. Click the **Payment** line on the Invoice.

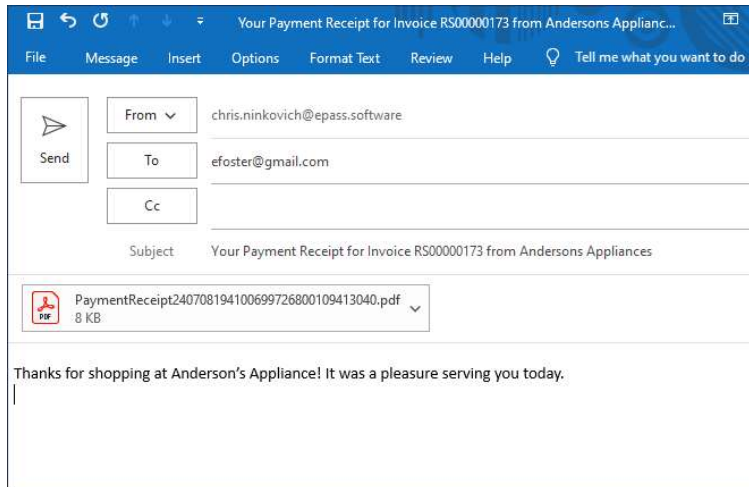
Type	Pack	Item	Loc	Description	Qty	Amount	W/ty	Tax	Status	QOH
Model	No	KUBR214KSB	9WH	24 BEV. CENTRE, SS	1	3,888.06		NYT	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN	Open	
Payment		EPCC			0	2,305.27		NNN	Open	
Misc	No	CCUPC		CC Upcharge Fee	1	80.68		NNN	Open	
Payment		EPCC			0	500.00		NNN	Open	
Misc	No	CCUPC		CC Upcharge Fee	1	17.50		NNN	Open	

2. In the **Payment** tab area, do one of the following:

- Click **Print**. This will send a payment receipt to the printer selected as the **Receipt Printer** in **Terminal Settings**. (**File > Terminal Settings > Printers** tab.)

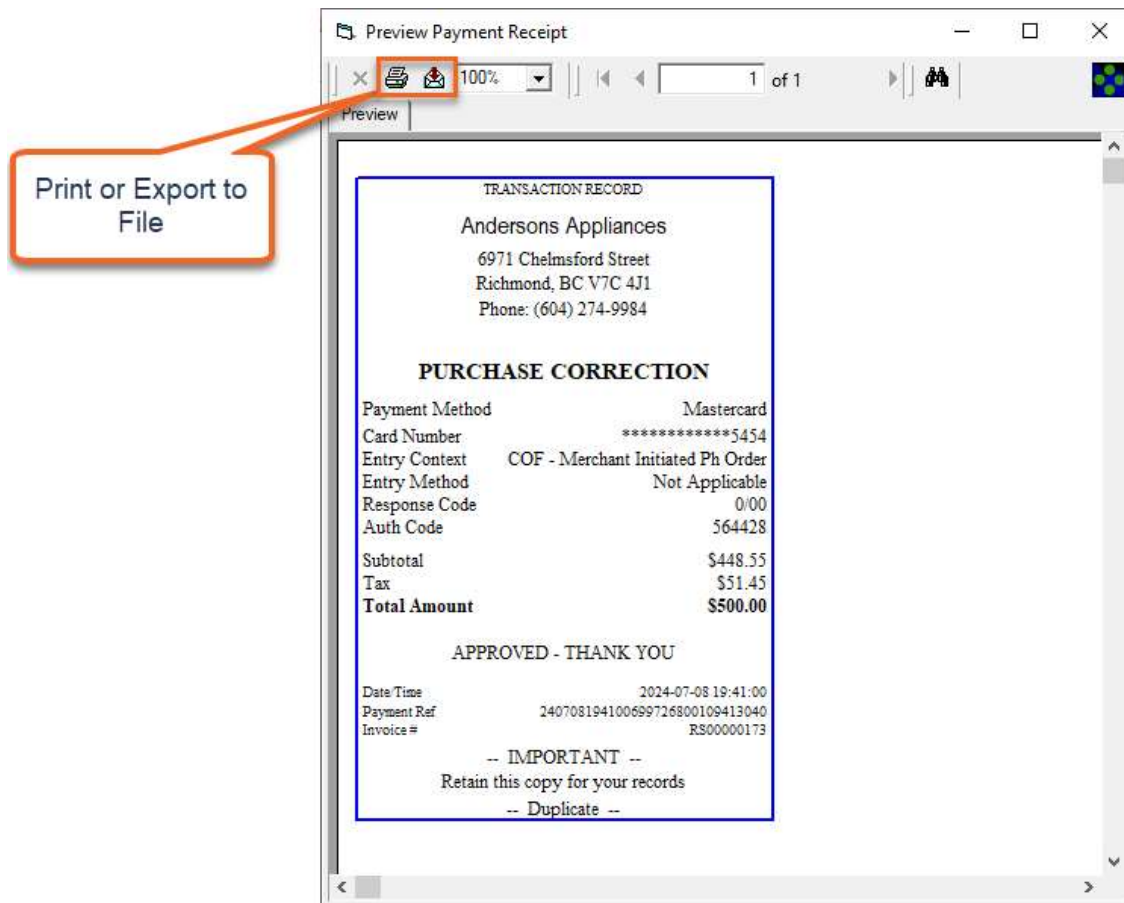
-OR-

- Click **Email**. This will open your default Email app and create a new email message with a copy of the receipt attached as a PDF file.



-OR-

- Click **Preview**. This opens a preview of the receipt that you can print or export as a file.



Refunding a Payment

You can refund a customer's previous EPASS Pay transaction back to their original payment method once the payment has been batched. This means that you cannot refund a payment on the same day that you take the payment. Usually, the waiting period is a day.

What if the original payment wasn't made through EPASS Pay?

Any payments made before you started using EPASS Pay do not have a transaction ID and are refunded using an alternative method.

Note: You can only refund payments without a transaction ID within 180 days of your EPASS Pay onboarding date. After 180 days, you can't refund any payment that doesn't have an EPASS Pay transaction ID.

Refunding an EPASS Pay Payment on the Invoice

1. Open the Invoice Detail in Edit mode.
2. Click the **Payment** tab.

Type	Pack	Item	Loc	Description	Qty	Amount	Tax 1	Tax 2	T
Model	No	DCF145A3WDB	9WH	60 CHEST FREEZER,14.5 CU ...	1	1,396.77	No	Yes	
Model	No	B36CD50SNS	9WH	36 FRENCH DOOR, SS	1	6,040.48	No	Yes	
Comment	No			Add a payment using Virtual Te...	0	0.00			
Payment		EPCC		Deposit payment	0	3,960.34			

3. In the **Payment Type** dropdown, select the [EPASS Pay Payment Type](#) you are refunding to.

Code	Description
CASH	CASH
CHQ	CHEQUE
EPACH	EPASS PAY ACH
EPCC	EPASS Pay Credit Card
EPDC	EPASS Pay Debit Card
EPVT	EPASS Pay Virtual Terminal
EXCHG	Exchange


4. Enter the **Amount** of the refund as a negative. This triggers the refund function in EPASS.

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package
Payment Type						EPCC	EPASS Pay Credit Card	
Amount						-3,960.34	Tendered	

With a negative amount entered, this area automatically changes to accommodate the refund process.

5. Click the **Tx ID** browse button.

Original Transaction

Tx ID  Note: Refunds will be processed through the same Branch as the original Sale.

Entry Method

Card

6. Select the original transaction from the list, and then click **Return**.

Select Payment Transaction

Bill to Customer
Code Name

Branch Record

Trans ID	* Date Time	Invoice #	Branch	Amount \$	Card Brand	Card #	Entry Method	Auth #	Payment Type	User
▶ 2217777148	2023-09-14 15:59:06	RS00000092	Default	3960.34	Mastercard	*5454	Form Keyed	121141	EPCC	C

7. (Optional) Enter a **Comment** for this transaction. The comment appears on the invoice payment line.

8. If not already selected, select your **Branch** from the dropdown.

Branch

Default	Andersons Appliances
Code	Description
1	Andersons South Surrey
2	Andersons Richmond
3	Andersons Calgary
4	Andersons Ottawa
9	Andersons Delta Warehouse
Default	Andersons Appliances

9. Click **OK**. Once the refund is processed, the result is applied to the invoice.

Invoice # RS00000092 - Queen, Oliver - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Tax 1	Tax 2	Tax 3	Status
Model	No	DCF145A3WDB	9WH	60 CHEST FREEZER,14.5 CU ...	1	1,396.77	No	Yes	No	Committed
Model	No	B36CD50SNS	9WH	36 FRENCH DOOR, SS	1	6,040.48	No	Yes	No	Committed
Comment	No			Add a payment using Virtual Te...	0	0.00				
Payment		EPCC		Deposit payment	0	3,960.34				Open
Payment		EPCC		Declined. Amount requested: -\$...	0	0.00				Committed
Payment		EPCC		Order cancelled	0	-3,960.34				Open

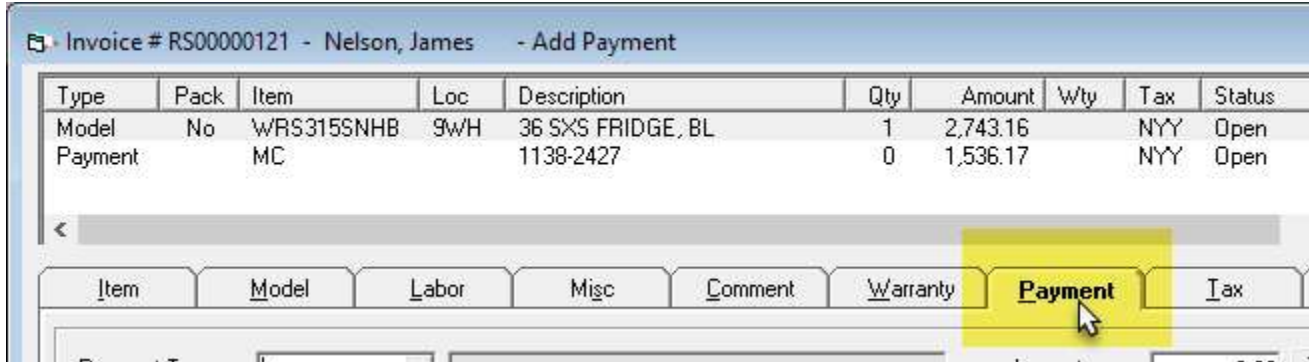
Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Pack	
Payment Type: <input type="radio"/> EPCC <input type="radio"/> EPASS Pay Credit Card							Amount	-3,960.34	Tendered
Entry Method: <input type="text" value="Form Keyed"/> <input type="button" value="Receipt"/> <input type="button" value="Preview"/> <input type="button" value="Print"/> <input type="button" value="Email"/>							Invoice Total	7,920.67	
Card: <input type="text" value="Mastercard - *****5454"/>							- Payments	0.00	
Auth #: <input type="text" value="060909"/> Tx ID: <input type="text" value="2226008847"/> AVS / CVV: <input type="text"/>							Balance	7,920.67	
Click here to view/change address for this payment <input type="button" value="Show Signature"/>							Change	0.00	

Refunding a Payment Not Made Through EPASS Pay

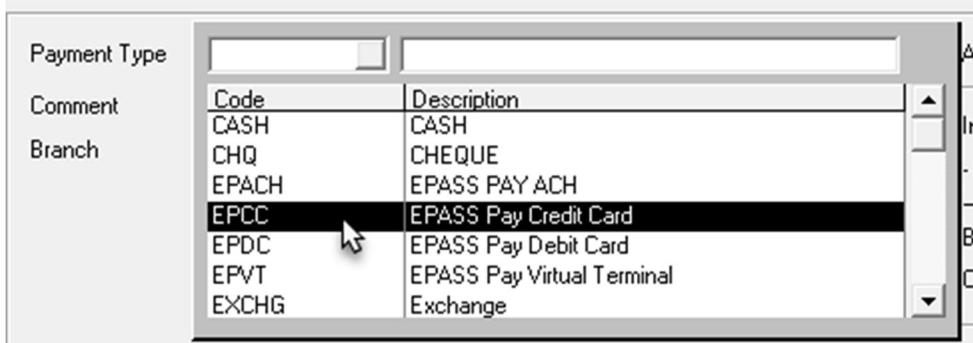
Transactions not made through EPASS Pay are refunded to a customer's credit card.

Note: Refunding a transaction without the original transaction ID is only allowed for 180 days starting from the date you on-boarded with EPASS Pay.

1. Open the **Invoice Detail** in **Edit** mode.
2. Click the **Payment** tab.



3. In the **Payment Type** dropdown, select the EPASS Pay Credit Card.



4. Enter the **Amount** of the refund as a negative. This triggers the refund function in EPASS.

The screenshot shows a payment entry form with the following details:

- Payment Type: EPCC (EPASS Pay Credit Card)
- Amount: -1,536.17 (highlighted in yellow)
- Original Transaction: (empty)
- Tx ID: (empty)
- Entry Method: (empty)
- Card: (empty)
- Comment: Order canceled
- Branch: Default (Andersons Appliances)

A callout box contains the text: "With a negative amount entered, this area automatically changes to accommodate the refund process."

5. Select **Refund without original transaction**.

The screenshot shows the 'Refund without original transaction' checkbox selected. The 'Entry Method' dropdown is set to 'Credit Card on File'.

6. Select the **Entry Method** from the dropdown. If PIN Pad is selected, select the **PIN Pad** you are using from the dropdown.

The screenshot shows the 'Entry Method' dropdown menu open with 'Form Keyed' selected. The 'Refund without original transaction' checkbox is checked. The 'Save Credit Card for Future Use' checkbox is also checked.

7. Click **OK**. Once the refund is processed, the result is applied to the invoice.

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	WRS315SNHB	9WH	36 SXS FRIDGE, BL	1	2,743.16		NY	Open	97/100
Payment		MC		1138-2427	0	1,536.17		NY	Open	
Payment		EPCC		Order canceled	0	-1,536.17		NY	Open	

Payment Type	EPASS Pay Credit Card	Amount	-1,536.17	Tendered	Trip#	1
Entry Method	Form Keyed	Receipt	Preview	Print	Email	
Card	Mastercard - *****5454	Invoice Total	3,072.34	Date Posted	00/00/00	
Auth #	442392 Tx ID 2252692683 AVS / CW	Payments	0.00	Balance	3,072.34	Status
Click here to view/change address for this payment		Change	0.00	Created	C	7/24/2024
Comment	Order canceled	Minimum Deposit 1,536.17		Modified		00/00/00
Cashed out by	On 00/00/00 at	Deposit Received 0.00				
Branch	Default Andersons Appliances	Deposit Required 1,536.17				

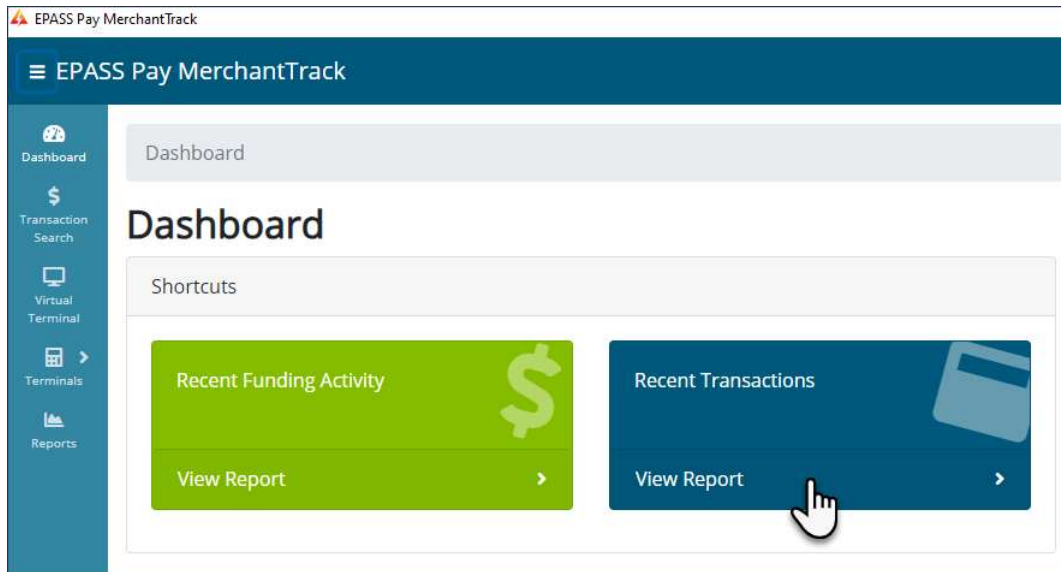
Commit	Discount	Header	Add	Edit	Void	Exit	Add From Cart	Barcode	Invoice Total	3,072.34
Serial	Split Line								GM %	0.0

Viewing the Refund in Merchant Track

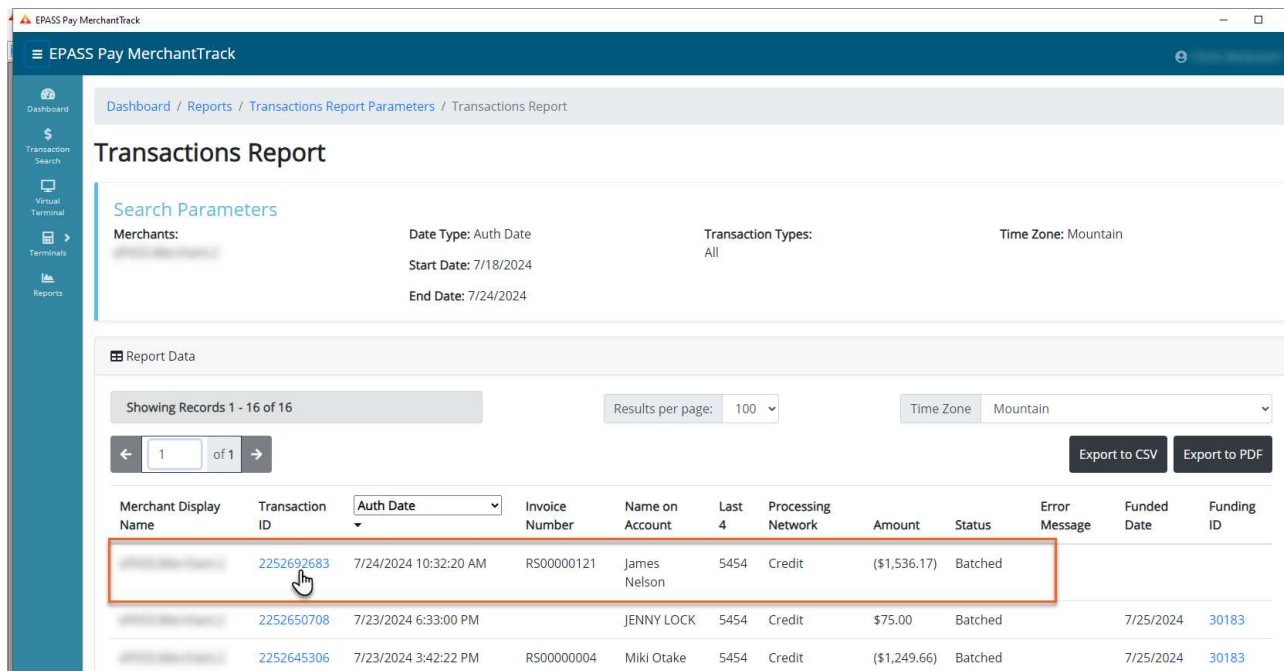
1. Click the **Merchant Track** button on the toolbar.



2. Click **Recent Transactions – View Report.**



3. The refund appears in the Transaction Report. Click the Transaction ID link to view the complete refund details.



EPASS Pay MerchantTrack

Dashboard

Transaction Search

Virtual Terminal

Terminals

Reports

Transaction Details

Transaction ID	2252692683
Transaction Date	7/24/2024 10:32:20 AM
Issuer Settlement Date	7/23/2024
Status	Batched
Merchant	[Redacted]
Request ID	240724093159329007400112
Customer ID	232587
Total Amount	(\$1,536.17)
Create Source	API
Update Source	API
Created By	[Redacted]
Creator IP	[Redacted]
Store and Forward	FALSE

Shipping Information

Business Name	
First Name	
Last Name	
Address 1	
Address 2	
Address 3	
City	
State	
Zip	
Country	
Phone	
Email Address	

Processing Details

Payment Method	Mastercard
Network Type	Credit
Card Entry Context	Not Applicable
Card Entry Method	Not Applicable
Device ID	0060810007
Terminal ID	
Account Last 4	5454
Processor Transaction ID	409857306
Create Date	7/24/2024 10:32:20 AM
Authorization Total Amount	(\$1,536.17)
Auth Code	447307

Account Owner Information

Name on Account	James Nelson
Business Name	
First Name	James
Middle Name	
Last Name	Nelson
Address 1	
Address 2	
Address 3	

Actions

Receipt

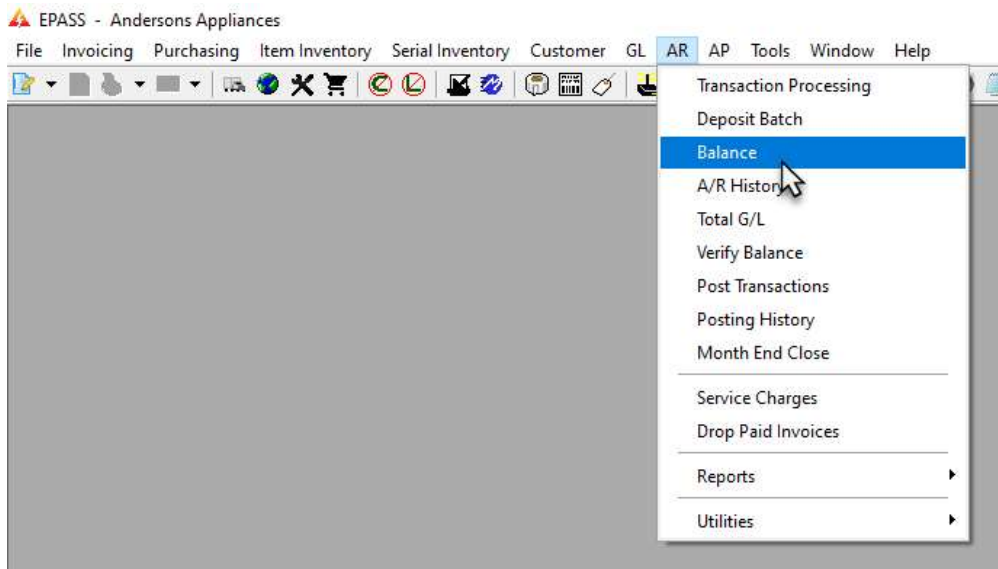
Cancel Refund

Reconciliation Details

Invoice Number	RS00000121
Commodity Code	
Discount Amount	\$0.00
Shipping Amount	\$0.00
Duty Amount	\$0.00
VAT Amount	\$0.00
VAT Rate	
Shipped From	
Order Date	

Viewing the Refund in AR – Customer Balance

1. After the invoice has been posted, click **AR > Balance**.



2. Enter the customer's code in the **Customer** search box, and then click **Search**.

A/R Balance

Search Options

Customer

Credit Limit:

3. The refund appears in the **Current A/R** list.

A/R Balance

Search Options

Customer

Credit Limit:

A/R Current

* Invoice	Branch	Type	Date	DueDate	Amount	Note	User	Batch #
RS00000121	Default	Payment	7/24/2024		-1,536.17	Mastercard Deposit	C	0
RS00000121	Default	Payment	7/24/2024		1,536.17	EPASS Pay Credit Card Deposit	C	0
RS00000122	Default	Payment	7/24/2024		-2,046.51	Mastercard Deposit	C	0
RS00000122	Default	Invoice	7/24/2024	7/24/2024	2,046.51		C	0

Invoicing

* Invoice	Branch	Date	Delivery	Total	Balance
RS00000121	Default	7/24/2024	7/25/2024	3,072.34	3,072.34

A/R Balance

AR Aging

Current

1-29

30-59

60-89

90+

A/R + Approved Invoices

A/R + All Open Invoices


Refunding an ACH Payment

1. Edit the invoice and click the Payment tab.
2. In the **Payment Type** dropdown, select **EPASS ACH**.

3. Enter the **Amount** of the refund as a negative.

- Click the **Tx ID** browse button.

Original Transaction

Tx ID  Note: Refunds will be processed through the same Branch as the original Sale.

Entry Method

Card

- Select the original transaction from the list, and then click **Return**.

Select Payment Transaction

Bill to Customer
Code Name

Branch Record

Trans ID	* Date Time	Invoice #	Branch	Amount \$	Card Brand	Card #	Entry Method	Auth #	Paymer
2254567980	2024-08-02 14:53:08	RS00000117	Default	20.00	Personal Chec	*6789	Form Keyed		AC
2254567907	2024-08-02 14:52:25	RS00000117	Default	20.00	Personal Chec	*6789	Form Keyed		AC

- (Optional) Enter a **Comment** for this transaction. The comment appears on the invoice payment line.

- If not already selected, select your **Branch** from the dropdown.

Branch

Andersons Appliances

Code	Description
1	Andersons South Surrey
2	Andersons Richmond
3	Andersons Calgary
4	Andersons Ottawa
9	Andersons Delta Warehouse
Default	Andersons Appliances

8. Click **OK**. Once the refund is processed, the result is applied to the invoice.

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status
Model	No	WRS315SNHB	9WH	36 SXS FRIDGE, BL	1	2,743.16		NY	Reserved
Payment		ACHPA			0	20.00		NY	Open
Payment		ACHPA		Deposit	0	20.00		NY	Open
Payment		ACHPA		Deposit refunded	0	-20.00		NY	Open

Payment Type	ACHPA	EPASS ACH Payment Type	Amount	-20.00	Tendered	Trip#	1
Entry Method	Form Keyed	Receipt	Preview	Print	Email	Invoice Total	3,236.93
Account	Personal Checking - *****6789	Date Posted	00/00/00	- Payments	20.00	Balance	3,216.93
Auth #	Tx ID 2256439846	AVS / CVV		Change	0.00	Status	Open
Comment	Deposit refunded	Created	C	8/27/2024	Modified	00/00/00	
Cashed out by		On	00/00/00	at		Minimum Deposit	1,618.47
Branch	Default	Andersons Appliances				Deposit Received	20.00
						Deposit Required	1,598.47

Refunding Using AR Transaction

How do you refund a customer using AR Transaction?

Adrian and Elizabeth Foster received their fridge and noticed a big dent on the side. They contacted Andersons Appliances. Andersons offered them a \$100 concession. Because the fridge was installed into cabinetry and wasn't visible, they agreed to take the offer. Clara, the salesperson at Andersons Appliances, created a negative invoice (credit note) for the concession damage before helping another client. Clara forgot to process the refund and by the time, she remembered the negative invoice (credit note) was finished and posted.

Steps to Process a Refund using AR Transaction

1. Create the Negative Invoice (Credit Note).

Edit Invoice # RS00000178 - Foster, Adrian and Elizabeth

Invoice # RS00000178 Invoice Date 7/23/2024 Schedule Date 7/23/2024 Pick up 00/00/00 Follow Up 7/25/2024

Invoice Type [RS] Retail Sales Job Status UNCONFIRMED UNCONFIRMED

Payment Type [COD] Payment Before Delivery

Ship To 3602458596 History
1/4 Foster, Adrian and Elizabeth
2514 Kulshan Street
Bellingham, WA, 98244
(360) 245-8696
efoster@gmail.com

Customer Note Notepad Phone Log

Salesperson 1 [CLARA] Clara Choo Salesperson 2 % 0.000

Sale Referral [RTN] Returning Customer Min Deposit 50.00 %

Invoice Audit Trail

Related to Invoice #RS00000178

Relation	Invoice #	Date	Amount
Linked	RS00000177	7/23/2024	7,376.89

New Invoice View Invoice Edit Invoice Add Relation Delete Relation

Status Finished Modified 00/00/00
7/23/2024 Finished L 7/23/2024 10:43
7/23/2024 Posted L 7/23/2024 10:43

Create the credit and link it to the original invoice.

Invoice # RS00000178 - Foster, Adrian and Elizabeth - Review Misc

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Misc	No	ACCOUNTING		Accounting Purposes	1	-100.00		NY		

Add a \$100 concession for the dented fridge.

Item Model Labor Misc Comment Warranty Payment Tax Package Signature

Misc ACCOUNTIN Accounting Purposes Qty 1 Amount -100.00 Package Trip# 1

Note Warranty No Cost 0.00

G/L Rev 1125.0 Vendor Chargeback Total -100.00

Cost Db Cost Cr Update History

Branch 1

Misc Link

Comment

BCP GST

Commission Created L 7/23/2024 Modified 00/00/00

Commit Discourt Header Add Edit Delete Exit Add From Cart

Invoice Total -112.00 GM % 0.0

1. Type in the refund amount.
2. Fill in the payment type.
3. Select the original transaction.

4. Apply it to the negative invoice.

Pay	Invoice #	Customer Code	Customer Name	Date	Balance	Amount Paid
No		RS00000178		7/22/2024	-7341.25	0.00
Yes		RS00000178		7/23/2024	-112.00	-112.00
No					0.00	0.00

2. Post the AR transaction

WARNING !!!

During the posting process the following files will be updated:
A/R Transactions File
A/R Posted Transactions File
A/R History Detail File
G/L Transactions Holding File

PLEASE NOTE: You MUST be the only one accessing these files for the posting to function properly

Preview Posting Only
 Do Not Print

Transaction List
 G/L Distribution List
 Deposit Batch Report
 Customer Account List

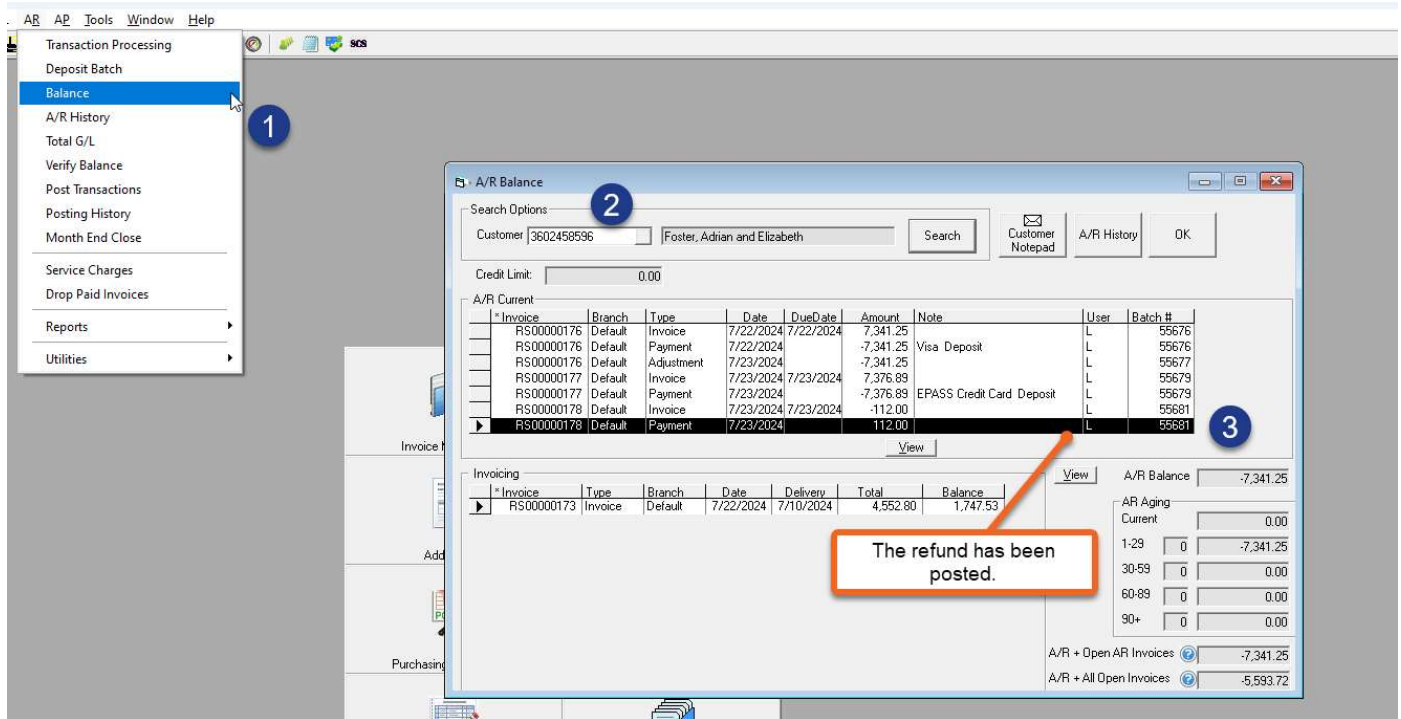
Post up to and including Date: 7/23/2024
Branch: [dropdown]
For User Created: L [dropdown] Liza Anderson

1. OK

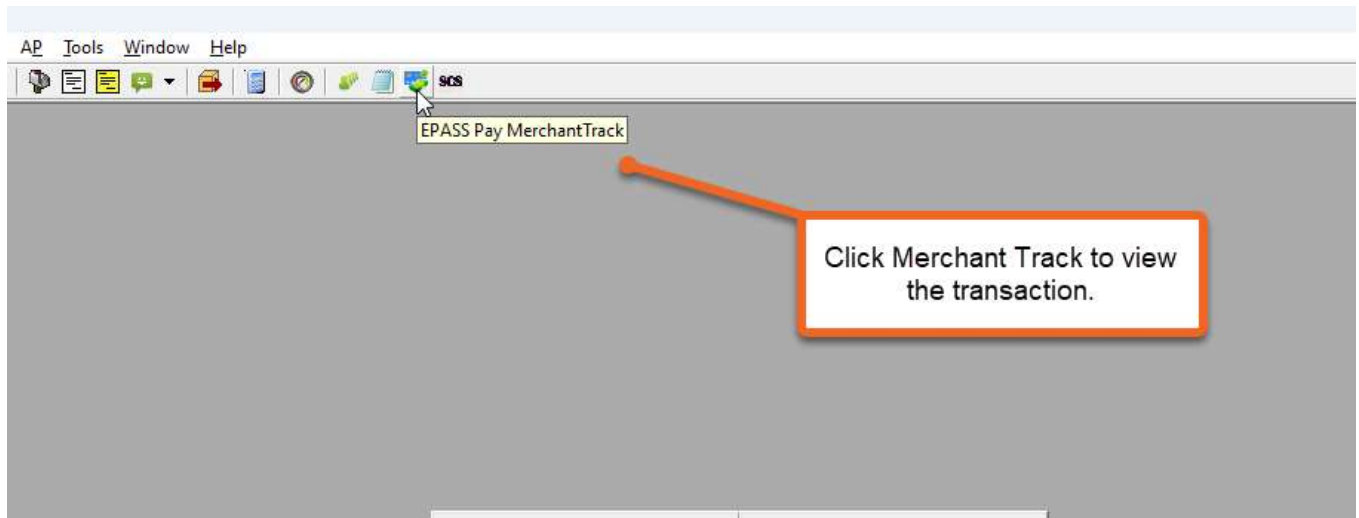
A/R Posting
Posting finished successfully.
Posting Batch #: 55681
3. OK

A/R Posting
Check the posting reports.
If the A/R Transactions are correct and the G/L Posting total is Zero, click <OK> to Post the information to A/R and G/L.
If corrections are needed, click <Cancel>.
2. OK Cancel

3. Check the AR Balance.



4. Check the transaction in Merchant Track.





5. View the "Transactions Report".

You can also "Export to CSV" (spreadsheet).

The \$112.00 refund is a partial refund of the original transaction. Hence, why you see that "Partially Refunded" status on the original transaction.

Merchant Display Name	Transaction ID	Auth Date	Invoice Number	Name on Account	Last 4	Processing Network	Amount	Status	Error Message	Funded Date	Funding ID
ePASS.Merchant.1	2252635889	7/23/2024 11:52:31 AM	RS00000178	Adrian and Elizabeth Foster	5454	Credit	(\$112.00)	Refunded			
ePASS.Merchant.1	2252634429	7/23/2024 11:36:10 AM	RS00000177	Adrian and Elizabeth Foster	5454	Credit	\$7,376.89	Partially Refunded			
ePASS.Merchant.1	2252547997	7/22/2024 6:05:04 PM	W00001010	JOAN SMITH	**56	ACH	\$19.00	Failed	Transaction declined - Invalid Data		
ePASS.Merchant.1	2252547705	7/22/2024 6:02:38 PM	W00001010	JOAN SMITH	**56	ACH	\$23.68	Failed	Transaction declined - Invalid Data		
ePASS.Merchant.1	2252546829	7/22/2024 5:56:25 PM	W00001010	JOAN SMITH	**56	ACH	\$29.99	Batched			
ePASS.Merchant.1	2252546756	7/22/2024 5:55:09 PM	W00001010	JOAN SMITH	6789	ACH	\$21.00	Failed	An error has occurred. Please try again later or contact support.		

6. Export to CSV

The screenshot shows a web application interface for transaction management. A 'Downloads' window is open, showing a file named 'TransactionsReportExportMountain.csv'. A callout '2' points to the 'Open File' button. In the main application, a callout '1' points to the 'Export to CSV' button. Below the application, an Excel spreadsheet is open, displaying a list of transactions with columns for Transaction ID, Amount, Status, Error Message, and Funding ID. A Microsoft Excel dialog box is overlaid on the spreadsheet, asking if the user wants to permanently keep default conversions. A callout points to the 'Don't Convert' button.

Transaction ID	Amount	Status	Error Message	Funding ID
1	2.25E+09	Refunded		
2	2.25E+09	Partially Refunded		
3	2.25E+09	Failed		
4	2.25E+09	Failed		
5	2.25E+09	Batched		
6	2.25E+09	Failed		
7	2.25E+09	Failed		
8	2.25E+09	Refunded		
9	2.25E+09	Batched		
10	2.25E+09	Failed		
11	2.25E+09	Failed		
12	2.25E+09	Voided		
13	2.25E+09	Batched		
14	2.25E+09	Voided		
15	2.25E+09	Voided		
16	2.25E+09	Batched		
17	2.25E+09			
18	2.25E+09			
19	2.25E+09			
20	2.25E+09			
21	2.25E+09			
22	2.25E+09			
23	2.25E+09			
24	2.25E+09			
25	2.25E+09			
26	2.25E+09	Voided		
27	2.25E+09	Batched		
28	2.25E+09	Batched		
29	2.25E+09	Failed		
30	2.25E+09	Batched		
31	2.25E+09	Batched		

Transaction ID	Merchant Identifier	Merchant Display Name	Auth Date	Capture Date	Issuer Settlement Date	Reporting Update Date	Amount	Status	Error Message	Invoice Number	Name on Account	Last 4	Processing Network	Funded Date	Funding ID	Card BIN	Issuer Response Code	Issuer Response Description	Digital Wallet	Region
2252635889	ePASS.Merc hant.1	ePASS.Merc hant.1	2024-07-23T11:52:31.0470000+00:00	2024-07-23T11:52:31.0470000+00:00	7/22/2024	2024-07-23T12:25:30.0166667+00:00	-112	Refunded		RS00000178	Adrian and Elizabeth Foster		5454 Credit			545454 00		Transaction Approved		US
2252634429	epass.merch ant.1	ePASS.Merc hant.1	2024-07-23T11:36:10.6170000+00:00	2024-07-23T11:36:10.6170000+00:00	7/22/2024	2024-07-23T12:25:30.0166667+00:00	7376.89	Partially Refunded		RS00000177	Adrian and Elizabeth Foster		5454 Credit			545454 00		Transaction Approved		US
2252547997	ePASS.Merc hant.1	ePASS.Merc hant.1	2024-07-22T18:05:04.7270000+00:00		7/23/2024	2024-07-22T19:25:30.0133333+00:00	19	Failed	Transaction declined - Invalid Data	W00001010	JOAN SMITH **56		ACH							US
2252547705	ePASS.Merc hant.1	ePASS.Merc hant.1	2024-07-22T18:02:38.0430000+00:00		7/23/2024	2024-07-22T19:25:30.0133333+00:00	23.68	Failed	Transaction declined - Invalid Data	W00001010	JOAN SMITH **56		ACH							US
2252546829	ePASS.Merc hant.1	ePASS.Merc hant.1	2024-07-22T17:56:25.7600000+00:00	2024-07-22T17:56:25.7600000+00:00	7/22/2024	2024-07-22T18:25:30.0233333+00:00	29.99	Batched		W00001010	JOAN SMITH **56		ACH							US
2252546756	ePASS.Merc hant.1	ePASS.Merc hant.1	2024-07-22T17:55:09.7400000+00:00		7/22/2024	2024-07-22T18:25:30.0233333+00:00	21	Failed	An error has occurred. Please try again later or contact support	W00001010	JOAN SMITH	6789	ACH							US
2252546610	ePASS.Merc hant.1	ePASS.Merc hant.1	2024-07-22T17:50:20.1470000+00:00	2024-07-22T17:50:20.1470000+00:00	7/22/2024	2024-07-22T18:25:30.0233333+00:00	-5	Refunded		W00001010	JOAN SMITH **56		ACH							US
2252545077	ePASS.Merc hant.1	ePASS.Merc hant.1	2024-07-22T17:44:26.8800000+00:00	2024-07-22T17:44:26.8800000+00:00	7/22/2024	2024-07-22T18:25:30.0233333+00:00	70	Batched		W00001010	JOAN SMITH	6789	ACH							US
2252544785	ePASS.Merc hant.1	ePASS.Merc hant.1	2024-07-22T17:43:37.9700000+00:00		7/22/2024	2024-07-22T18:25:30.0233333+00:00	65	Failed	An error has occurred. Please try again later	W00001010	JOAN SMITH	6789	ACH							US

Report has been exported to CSV.

Refunding a Transaction where all Lines except the Payment Line is Removed

Adrian and Elizabeth Foster ordered a microwave and paid the invoice in full. A few days later, they were at Home Depot and noticed that the same microwave was on clearance for \$100 off. They decided to cancel their order with Andersons Appliances. But by then, the payment was already posted. Clara, the salesperson, had to cancel the order and refund the client.

1 Enter the Payment Type.

2 Enter the refund.

3 Click the gray box to open up the "Select Payment Transaction".

4 Select the original transaction.

Note: The model and delivery charges were deleted from the invoice with the credit card upcharge remaining.

Invoice # RS00000185 - Foster, Adrian and Elizabeth - Add Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Payment	No	EPCC			0	520.75		Committed	
Misc		CCUPC		CC Upcharge Fee	1	17.61	NNN		

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type: EPCC EPASS Credit Card Amount: -520.75 Tended: Trip#: 1						Invoice Total: 17.61 - Payments: 520.75 Balance: -503.14 Upcharge*: -17.61 Balance + Upcharge: -520.75			
Tx ID: 2256501823 Entry Method: Credit Card on File Card: Mastercard - *****5454						* Upcharge based on paying the full balance			

Note: Refunds will be processed through the same Branch as the original Sale.

The original transaction ID is populated.

Comment: Default | Andersons Appliances

Buttons: Commit, Discount, Serial, Split Line, OK, Cancel

Invoice Total: 17.61, GM %: 0.0

Review Payment Type EPCC EPASS Credit Card

Settings | Branch Restriction

Code: EPCC | Credit Card | Obsolete |

Description: EPASS Credit Card

G/L Account: 1000 | Add Profit Center

Comment Label: Comment
 Comment Required | Limit Comment to: 0 Characters

Bank Rec Type: Deposit

Payment Group Code: EPCC

A/R | C.O.D. | Net Days: 0 | Day in Next Month: 0
 Do Not Allow Payments in Detail | DO NOT allow as payment on Contract

Show On Invoice Header | Show In Invoice Detail | Show In Mobile Tech

Open Cash Drawer | Make Penny Adjustment (Canada Only)

Payment Processing

Type: EPASS PAY - Credit | Request Signature if Applicable
 Prevent Duplicate Payments (same card same amount within same batch)
 Disable Debit

Add Credit Card Up Charge
 Percentage: 3.5000 % | Add Negative Upcharge for Refunds
 Misc: CCUPC | CC Upcharge Fee

Enable this option on the payment type in order for the negative upcharge to appear when doing a refund.

Invoice # RS00000185 - Foster, Adrian and Elizabeth - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Tax	Status	QOH
Payment		EPCC			0	520.75		Committed	
Misc	No	CCUPC		CC Upcharge Fee	1	17.61	NNN		
Payment		EPCC			0	-520.75	NNN	Open	
Misc	No	CCUPC		CC Upcharge Fee	1	-17.61	NNN		

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type: <input type="text" value="EPCC"/> <input type="checkbox"/> EPASS Credit Card						Amount: <input type="text" value="-520.75"/>	<input type="text" value="Tendered"/>	Trip# <input type="text" value="1"/>	
Entry Method: <input type="text" value="Credit Card on File"/> <input type="button" value="Receipt"/> <input type="button" value="Preview"/> <input type="button" value="Print"/> <input type="button" value="Email"/>						Invoice Total: <input type="text" value="0.00"/>	Date Posted: <input type="text" value="00/00/00"/>		
Card: <input type="text" value="Mastercard - *****5454"/>						- Payments: <input type="text" value="0.00"/>	Status: <input type="text" value="Open"/>		
Auth #: <input type="text" value="532871"/> Tx ID: <input type="text" value="2256526497"/> AVS / CVV: <input type="text"/>						Balance: <input type="text" value="0.00"/>	Created: <input type="text" value="CLARA"/> <input type="text" value="8/29/2024"/>		
<input type="button" value="Click here to view/change address for this payment"/> <input type="button" value="Show Signature"/>						Change: <input type="text" value="0.00"/>	Modified: <input type="text" value="00/00/00"/>		
Comment: <input type="text"/>									
Cashed out by: <input type="text"/> On <input type="text" value="00/00/00"/> at <input type="text"/>									
Branch: <input type="text" value="Default"/> <input type="checkbox"/> Andersons Appliances									

<input type="button" value="Commit"/>	<input type="button" value="Discount"/>	<input type="button" value="Header"/>	<input type="button" value="Add"/>	<input type="button" value="Edit"/>	<input type="button" value="Void"/>	<input type="button" value="Exit"/>	<input type="button" value="Add From Cart"/>
<input type="button" value="Serial"/>	<input type="button" value="Split Line"/>						Invoice Total: <input type="text" value="0.00"/> GM %: <input type="text" value="0.0"/>

Voiding a Payment

If an error is made when taking a payment, the transaction can be voided and removed from the invoice.

△ Caution: We recommend that you void payments through EPASS only and not through Merchant Track. Transactions voided in Merchant Track are not reflected in EPASS and this may cause errors in your data and reporting.

📄 Note: You can only void EPASS Pay transactions on the same day that they were taken and before they are placed in your daily batch. To see if a transaction has already been batched, you can [search for the transaction](#) in Merchant Track and view its status. If you can't void the transaction, you will have to [refund](#) it instead.

1. Open the **Invoice Detail** in **Edit** mode.
2. Click the **Payment** line that you want to void.

Invoice # RS00000184 - Foster, Adrian and Elizabeth - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QDH
Model	No	KUBR214KSB	9WH	24 BEV. CENTRE, SS	1	3,888.06		NNY	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN	Open	
Payment		EPCC			0	2,305.27		NNN	Open	
Misc	No	CCUPC			1	80.68		NNN	Open	

PASS

Void the Payment and delete the current line?

Payment Type: EPCC EPASS Credit Card

Amount: 2,305.27 Tended Trip# 1

Entry Method: Credit Card on File

Card: Mastercard - *****5454

Auth #: 598499 Tx ID: 2256334288 AVS / CW: Y /

[Click here to view/change address for this payment](#)

Invoice Total: 4,535.30
- Payments: 2,305.27
Balance: 2,230.03
Change: 0.00

Date Posted: 00/00/00
Status: Open
Created: L 8/25/2024
Modified: 00/00/00

Comment:

Cashed out by: On 00/00/00 at

Branch: Default Andersons Appliances

Invoice Total: 4,535.30
GM %: 0.0

3. Click OK after the payment has been voided successfully.

Invoice # RS00000184 - Foster, Adrian and Elizabeth - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QDH
Model	No	KUBR214KSB	9WH	24 BEV. CENTRE, SS	1	3,888.06		NNN	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN	Open	
Payment		EPCC			0	2,305.27		NNN	Open	
Misc	No	CCUPC			1	80.68		NNN	Open	

EPASS Payment Processing

Voided successfully.

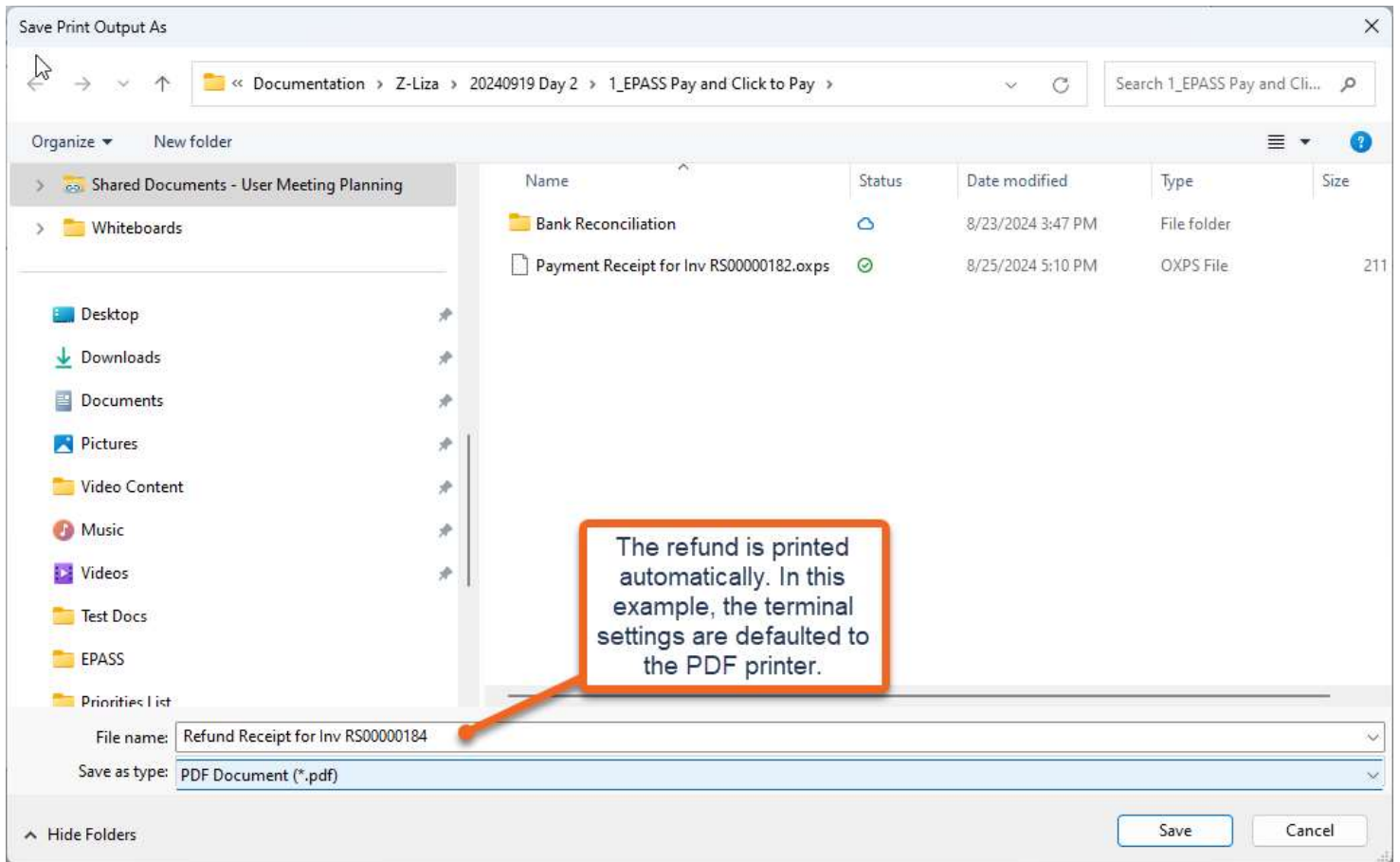
Response Code: 0
Transaction Id: 2256334288

Click OK.

<p>Payment Type: <input type="checkbox"/> EPCC <input type="checkbox"/> EPASS Credit Card</p> <p>Entry Method: <input type="button" value="Credit Card on File"/> <input type="button" value="Receipt"/> <input type="button" value="Preview"/> <input type="button" value="Print"/> <input type="button" value="Email"/></p> <p>Card: Mastercard - *****5454</p> <p>Auth #: 598499 Tx ID: 2256334288 AVS / CWV Y /</p> <p>Click here to view/change address for this payment Show Signature</p> <p>Comment: _____</p> <p>Cashed out by: _____ On: 00/00/00 at _____</p> <p>Branch: <input type="checkbox"/> Default <input type="checkbox"/> Andersons Appliances</p>	<p>Amount: 2,305.27 <input type="button" value="Tendered"/> Trip# 1</p> <p>Invoice Total: 4,535.30</p> <p>- Payments: 2,305.27</p> <p>Balance: 2,230.03</p> <p>Change: 0.00</p> <p>Date Posted: 00/00/00</p> <p>Status: <input type="button" value="Open"/></p> <p>Created: L 8/25/2024</p> <p>Modified: 00/00/00</p>
--	---

<input type="button" value="Commit"/>	<input type="button" value="Discount"/>	<input type="button" value="Header"/>	<input type="button" value="Add"/>	<input type="button" value="Edit"/>	<input type="button" value="Void"/>	<input type="button" value="Exit"/>	<input type="button" value="Add From Cart"/>		<input type="button" value="Print"/>	
<input type="button" value="Serial"/>	<input type="button" value="Split Line"/>									<p>Invoice Total: 4,535.30</p> <p>GM %: 0.0</p>

4. The refund is automatically printed to your default printer.



Transaction Receipt

ePASS.Merchant.1
123 test st
phoenix, AZ 85048
555-555-5555

Transaction Date 8/25/2024 7:36:16 PM

Customer ID 3602458596
Invoice RS00000184

Account Last 4 5454
Payment Method Mastercard Credit
Card Entry Context Card on File - Merchant Entered Phone Order
Card Entry Method Manual Entry, Card-Not-Present
Verification Type Signature Not Required
Name on Account Adrian and Elizabeth Foster

Transaction ID 2256334288
Host Response Code 0/00
Approval Number 598499

Approved

Transaction Type Sale
Status Voided
Original Amount \$2,305.27
Amount \$0.00

I agree to pay the above total amount according to the card issuer agreement

Thank You

5. You'll see on the audit trail that the payment has been voided.

Andersons Appliances
Invoice Audit Trail

OE-38

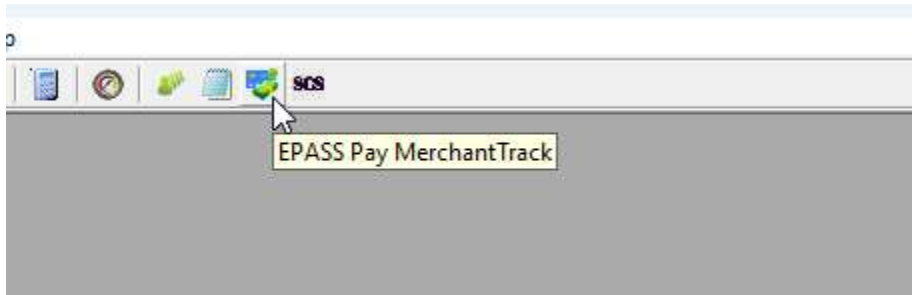
Invoice From: RS00000184 To: RS00000184 Code From: To: ////////////////////
Date From: Jan 1, 2001 To: Aug 25, 2024 Transaction Type: Sort by: Date
Use Cost: Written Replace Zero Cost With: Last Users: All

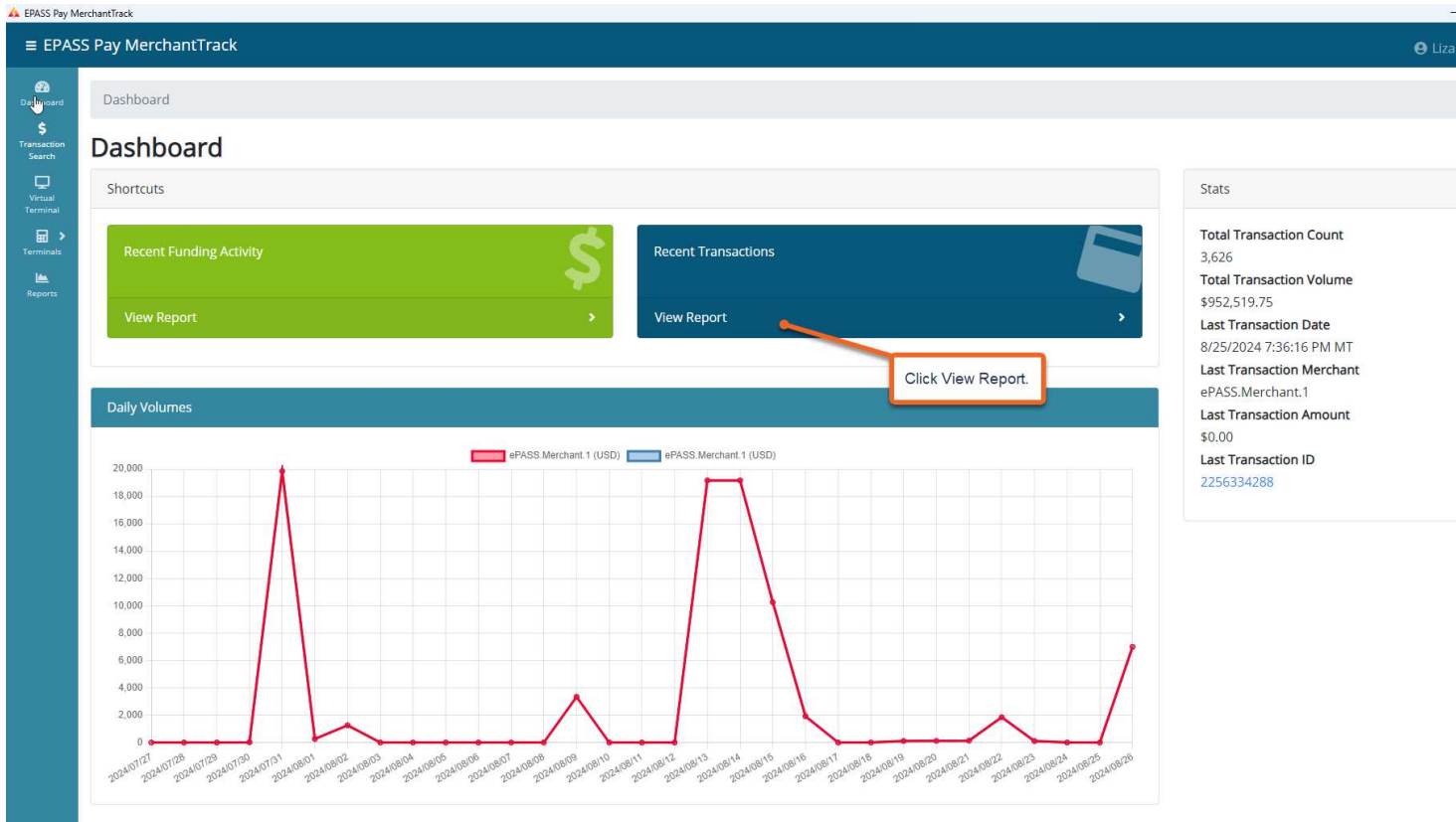
Report Date: Aug 25, 2024 System Date: Aug 25, 2024 System Time: 6:37 pm Page: 1

Date	Time	Invoice	Action	Line Type	Line Code	Line Description	Quantity	Cost	Price	Tax 1	Tax 2	Tax 3	In Package
Salesperson		User											
8/25/2024	18:35:35:072	RS00000184	Copy Inv - Add	Model	KUBR214KSB	24 BEV. CENTRE, SS							
FRED		L	<i>Old Values</i>	0	2,559.81	0.00	N	N	N				No
			<i>New Values</i>	1	2,559.81	3,888.06	N	Y	Y				No
8/25/2024	18:35:35:073	RS00000184	Copy Inv - Add	Misc	DELIVERY	Delivery Fees							
FRED		L	<i>Old Values</i>	0	0.00	0.00	N	N	N				No
			<i>New Values</i>	1	0.00	100.00	N	N	N				No
8/25/2024	18:35:35:074	RS00000184	Copy Inv - Add	Misc	CCUPC	CC Upcharge Fee							
FRED		L	<i>Old Values</i>	0	0.00	0.00	N	N	N				No
			<i>New Values</i>	1	0.00	83.51	N	N	N				No
8/25/2024	18:35:47:917	RS00000184	Delete	Misc	CCUPC	CC Upcharge Fee							
FRED		L	<i>Old Values</i>	1	0.00	83.51	N	N	N				No
			<i>New Values</i>	0	0.00	0.00	N	N	N				No
8/25/2024	18:36:16:564	RS00000184	Add	Payment	EPCC								
FRED		L	<i>Old Values</i>	0	0.00	0.00	N						
			<i>New Values</i>	0	0.00	2,305.27	N						
8/25/2024	18:36:16:615	RS00000184	Add	Misc	CCUPC	CC							
FRED		L	<i>Old Values</i>	0	0.00	0.00	N						
			<i>New Values</i>	1	0.00	80.50	N						
8/25/2024	18:36:44:742	RS00000184	Delete	Payment	EPCC								
FRED		L	<i>Old Values</i>	0	0.00	2,305.27	N						
			<i>New Values</i>	0	0.00	0.00	N						No

On the audit trail, you'll see a deleted record for the voided payment.

6. In Merchant Track, you'll see the voided transaction.





EPASS Pay MerchantTrack

Dashboard / Reports / Transactions Report Parameters / Transactions Report

Transactions Report

Search Parameters

Merchants: ePASS.Merchant.1 Date Type: Auth Date Transaction Types: All Time Zone: Mountain

Start Date: 8/20/2024 End Date: 8/26/2024

Report Data

Showing Records 1 - 62 of 62 Results per page: 100 Time Zone: Mountain

1 of 1 Export to CSV Export to PDF

Merchant Display Name	Transaction ID	Auth Date	Invoice Number	Name on Account	Last 4	Processing Network	Amount	Status	Error Message	Funded Date	Funding ID
ePASS.Merchant.1	2256334288	8/25/2024 7:36:16 PM	RS00000184	Adrian and Elizabeth Foster	5454	Credit	\$2,305.27	Voided			

7. You can also view and reprint the “Voided” transaction from Merchant Track. Click the “Transaction ID” to access the screen to view the receipt.

EPASS Pay MerchantTrack Liza Anderson

Dashboard / Reports / Transactions Report Parameters / Transactions Report

Transactions Report

Search Parameters

Merchants: ePASS.Merchant.1 Date Type: Auth Date Transaction Types: All Time Zone: Mountain

Start Date: 8/20/2024 End Date: 8/26/2024

Report Data

Showing Records 1 - 62 of 62 Results per page: 100 Time Zone: Mountain

← 1 of 1 → Click the "Transaction ID". Export to CSV Export to PDF

Merchant Display Name	Transaction ID	Auth Date	Invoice Number	Name on Account	Last 4	Processing Network	Amount	Status	Error Message	Funded Date	Funding ID
ePASS.Merchant.1	2256334288	8/25/2024 7:36:16 PM	RS00000184	Adrian and Elizabeth Foster	5454	Credit	\$2,305.27	Voided			

EPASS Pay MerchantTrack Liza Anderson

Dashboard / Transaction Search / Transaction Details

Transaction Details

Time Zone: Mountain

Transaction Details

Transaction ID	2256334288
Transaction Date	8/25/2024 7:36:16 PM
Issuer Settlement Date	8/25/2024
Status	Voided
Merchant	ePASS.Merchant.1
Request ID	240825183615565483100109419332
Customer ID	3602458596
Subtotal Amount	\$2,063.82
Tax Amount	\$241.45
Total Amount	\$2,305.27
Create Source	API
Update Source	API
Created By	ePASS-Test-API
Creator IP	64.180.66.83
Store and Forward	FALSE

Shipping Information

Business Name	Adrian and Elizabeth Foster
Address 1	2514 Kulshan Street
Address 2	
Address 3	
City	Bellingham
State	WA
Zip	98244
Country	US
Phone	(360) 245-8596
Email Address	efoster@gmail.com

Actions

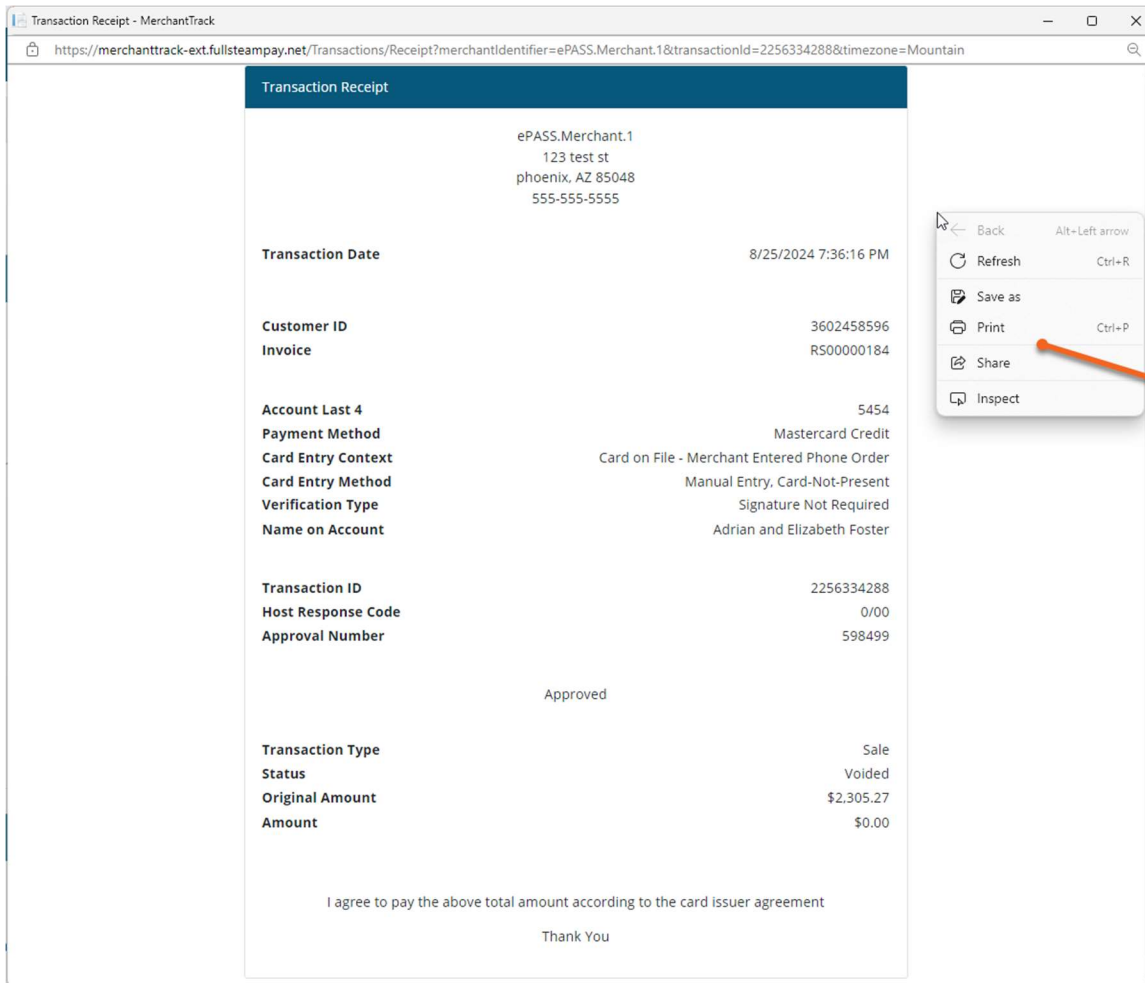
[Receipt](#) Click Receipt.

Reconciliation Details

Invoice Number	RS00000184
Commodity Code	85
Discount Amount	\$0.00
Shipping Amount	\$0.00
Duty Amount	\$0.00
VAT Amount	\$0.00
VAT Rate	0.00
Shipped From	V7C 4J1
Order Date	8/26/2024

Processing Details

Payment Method	Mastercard	Account Owner Information
Network Type	Credit	
Card Entry Context	Card on File - Merchant Entered	



Transaction Receipt

ePASS.Merchant.1
123 test st
phoenix, AZ 85048
555-555-5555

Transaction Date 8/25/2024 7:36:16 PM

Customer ID 3602458596
Invoice RS00000184

Account Last 4 5454
Payment Method Mastercard Credit
Card Entry Context Card on File - Merchant Entered Phone Order
Card Entry Method Manual Entry, Card-Not-Present
Verification Type Signature Not Required
Name on Account Adrian and Elizabeth Foster

Transaction ID 2256334288
Host Response Code 0/00
Approval Number 598499

Approved

Transaction Type Sale
Status Voided
Original Amount \$2,305.27
Amount \$0.00

I agree to pay the above total amount according to the card issuer agreement

Thank You

Back Alt+Left arrow
Refresh Ctrl+R
Save as
Print Ctrl+P
Share
Inspect

Right click anywhere on the screen and select Print.

Print
Total: 1 sheet of paper

Printer

Microsoft XPS Document Writer (Ready)

Microsoft Print to PDF (Ready)

Fax (Ready)

Brother DCP-L2550DW series (Ready)

Add a printer

Color

Color

More settings ▾

Print using system dialog... (Ctrl+Shift+P)

Transaction Details:

ePASS.Merchant.1
123 test st
phoenix, AZ 85048
555-555-5555

Transaction Date: 8/25/2024 7:36:16 PM

Customer ID: 3602458596

Invoice: R50000184

Account Last 4: 5454

Payment Method: Mastercard Credit

Card Entry Context: Card on File - Merchant Entered Phone Order

Card Entry Method: Manual Entry, Card-Not-Present

Verification Type: Signature Not Required

Name on Account: Adrian and Elizabeth Foster

Transaction ID: 2256334288

Host Response Code: 0/00

Approval Number: 598499

Approved

Transaction Type: Sale

Status: Voided

Original Amount: \$2,305.27

Amount: \$0.00

Print Cancel

Thank You

Callout: This is the Windows default printer setting. If you want to print it to a different printer, click the drop down to select from the list.

Transaction Receipt - MerchantTrack

https://merchanttrack-ext.fullsteampay.net/Transactions/Receipt?merchantIdentifier=ePASS.Merchant.1&transactionId=2256334288&timezone=Mountain

Print
Total: 1 sheet of paper

Printer
Microsoft Print to PDF

Copies
1

Pages
 All
 e.g. 1-5, 8, 11-13

Color
Color

More settings **▼**
Print using system dialog... (Ctrl+Shift+P)

Print Cancel

Transaction Receipt

ePASS.Merchant.1
123 test st
phoenix, AZ 85048
555-555-5555

Transaction Date 8/25/2024 7:36:16 PM

Customer ID 3602458596

Invoice R500000184

Account Last 4 5454

Payment Method Mastercard Credit

Card Entry Context Card on File - Merchant Entered Phone Order

Card Entry Method Manual Entry, Card-Not-Present

Verification Type Signature Not Required

Name on Account Adrian and Elizabeth Foster

Transaction ID 2256334288

Host Response Code 0/00

Approval Number 598499

Approved

Transaction Type Sale

Status Voided

Original Amount \$2,305.27

Amount \$0.00

Thank You

Click Print.

Transaction Receipt - MerchantTrack

https://merchantrack-ext.fullsteampay.net/Transactions/Receipt?merchantIdentifier=ePASS.Merchant.1&transactionId=2256334288&timezone=Mountain

Transaction Receipt

ePASS.Merchant.1
123 test st
phoenix, AZ 85048
555-555-5555

Transaction Date 8/25/2024 7:36:16 PM

Customer ID 3602458596

Invoice RS00000184

Save Print Output As

« Z-Liza » 20240919 Day 2 » 1_EPASS Pay and Click to Pay »

Organize New folder

Name	Status	Date modified	Type
Bank Reconciliation		8/23/2024 3:47 PM	File folder

File name: Void Receipt for Inv RS00000184

Save as type: PDF Document (*.pdf)

Save Cancel

In this example, we are saving it to PDF. Type in the name of the file and click Save.

I agree to pay the above total amount according to the card issuer agreement

Thank You

Transaction Receipt

ePASS.Merchant.1
123 test st
phoenix, AZ 85048
555-555-5555

This is the saved receipt.

Transaction Date	8/25/2024 7:36:16 PM
Customer ID	3602458596
Invoice	RS00000184
Account Last 4	5454
Payment Method	Mastercard Credit
Card Entry Context	Card on File - Merchant Entered Phone Order
Card Entry Method	Manual Entry, Card-Not-Present
Verification Type	Signature Not Required
Name on Account	Adrian and Elizabeth Foster
Transaction ID	2256334288
Host Response Code	0/00
Approval Number	598499
	Approved
Transaction Type	Sale
Status	Voided
Original Amount	\$2,305.27
Amount	\$0.00

I agree to pay the above total amount according to the card issuer agreement


Thank You

Capturing a Non-Payment Signature

EPASS Pay credit card terminals support signature capture from EPASS for non-payment related items, such as "Terms and Conditions" or contracts.

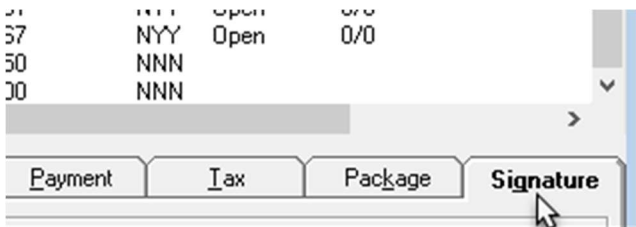
For example, you can have EPASS Pay send a "Terms and Conditions" agreement with a signature line to a Pin Pad terminal. The customer can scroll through the terms, accept them, and sign with EPASS capturing their signature. Signatures are saved in EPASS along with a copy of the signed contract and can be printed on your [invoices](#).

Tip:

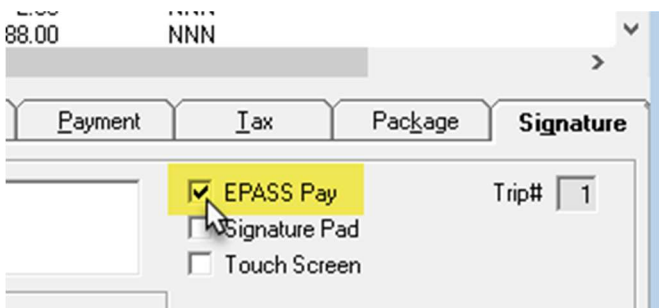
 **Tip:** Learn how to create a "Terms and Conditions" agreement that you can add to your Invoices with this [tutorial](#).

If you are using a separate device for signatures, you can eliminate one device and do it all through EPASS Pay. We recommend using the Lane 7000 if you plan to capture signatures for terms and conditions, as it has a larger screen, though it does also work on the Lane 3000 and Move 5000.

1. With an open invoice in **Edit** mode, click the **Signature** tab.



2. Make sure that the **EPASS Pay** checkbox is selected.



3. Do one of the following:
 - In the **Comment** field, enter a message that you want to appear on the invoice above the signature line (for example, "The undersigned agrees to the terms of sale.")

Misc	No	ECOFEE2.50	Eco Fees \$2.50	1	2.50
Misc	No	DELIVERY	Delivery Fees	1	88.00

Item	Model	Labor	Misc	Comment	Warranty	Payment
Comment				The undersigned agrees to the terms of sale.		
EPASS Pay Signature						
Header						

-OR-

- If you have a [pre-generated message](#) saved in the **Comment** table, select it from the **Comment** dropdown.

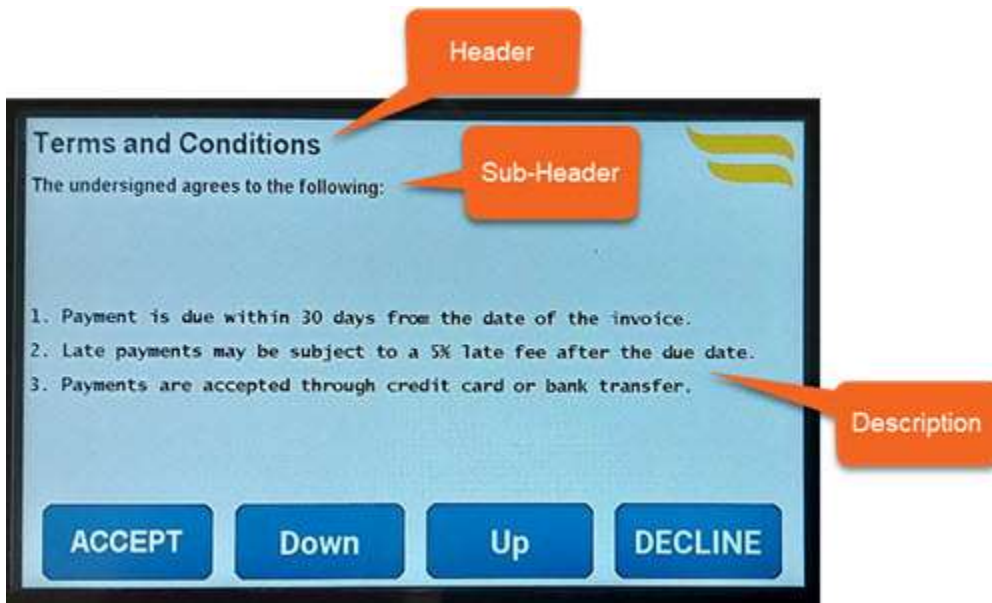
Misc	No	ECOFEE2.50	Eco Fees \$2.50	1	2.50
Misc	No	DELIVERY	Delivery Fees	1	88.00

Item	Model	Labor	Misc	Comment	Warranty	Payment				
Comment				<div style="border: 1px solid black; padding: 5px;"> <table border="1"> <thead> <tr> <th>Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>TAC</td> <td>1. Payment is due within 30 days from the date of the inv</td> </tr> </tbody> </table> </div>			Code	Description	TAC	1. Payment is due within 30 days from the date of the inv
Code	Description									
TAC	1. Payment is due within 30 days from the date of the inv									
EPASS Pay Signature										
Header										
SubHeader										
PIN Pad										

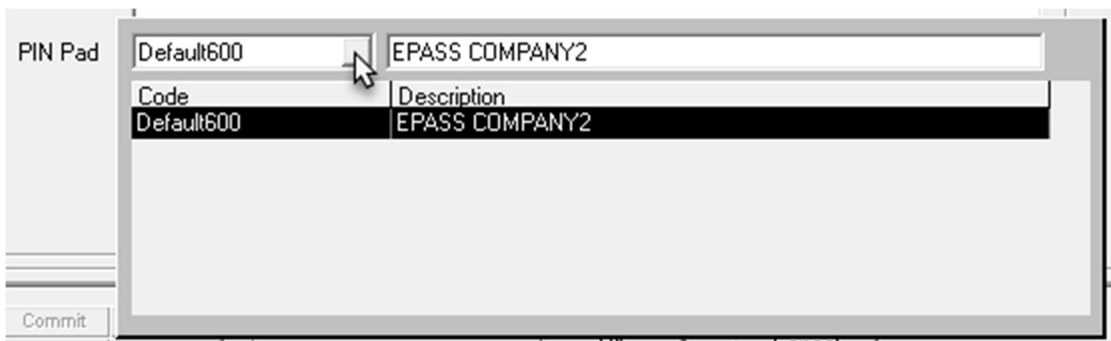
4. (Optional) Enter a **Header** and **Sub-Header**.

EPASS Pay Signature	
Header	Terms and Conditions
SubHeader	Signature required

With the **Description**, **Header**, and **Sub-Header** fields filled, the layout on the payment terminal will look similar to the following:



5. If necessary, select the **Pin Pad** terminal that you are sending the signature line to from the dropdown.



6. Click **OK**. The signature is sent to the Pin Pad for the customer to agree to and sign.

Once the customer agrees and signs on the Pin Pad, their signature is added to the Invoice.

Invoice # RS00000005 - Suen, Eugene - Review Signature

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	B36CT80SNS	9WH	36 FRENCH DOOR, SS	1	5,031.82		NYN	Open	0/0
Comment	No			Please note that supply is minim...	0	0.00		NYN		
Model	No	NNTK722S	9WH	27 BUILT-IN TRIM KIT	1	377.81		NYN	Open	0/0
Model	No	ELG636S3	9WH	36 WALL MOUNT HOOD, 600...	1	1,980.67		NYN	Open	0/0
Misc	No	ECOFEE2.50		Eco Fees \$2.50	1	2.50		NNN		
Misc	No	DELIVERY		Delivery Fees	1	88.00		NNN		
Signature	TAC			1. Payment is due within 30 day...	0	0.00		NNN		

Item | Model | Labor | Misc | Comment | Warranty | Payment | Tax | Package | Signature

Comment: TAC

1. Payment is due within 30 days from the date of the invoice.
2. Late payments may be subject to a 5% late fee after the due date.
3. Payments are accepted through credit card or bank transfer.

EPASS Pay Signature

Header: Terms and Conditions

SubHeader: The undersigned agrees to the following:

Signature: Ned Flander

Created: C 12/5/2023
Modified: 00/00/00

Commit | Disagunt | Serial | Split Line | Header | Add | Edit | Delete | Exit | Add From Cart

Invoice Total: 20,104.68
GM %: 0.0

Tutorial: Creating A Terms And Conditions Agreement

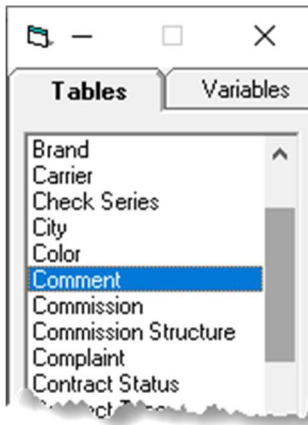
Overview

This tutorial walks you through the steps to create a "Terms and Conditions" agreement in EPASS, which you can send to a Pin Pad for the customer's signature. These same steps can be applied to create other agreements or contracts as well.

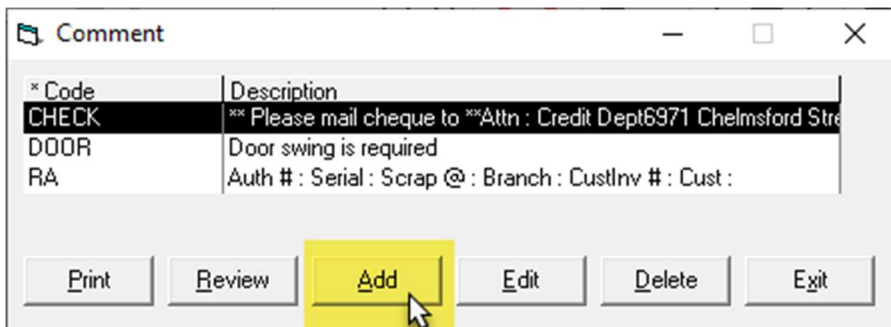
Step 1 - Creating the Terms and Conditions in the Comment Table

Contracts, agreements, or any other documents that you want to send to a Pin Pad terminal for a customer to sign are added to the **Comment** table. Our first step is to create our Terms and Conditions agreement in this table.

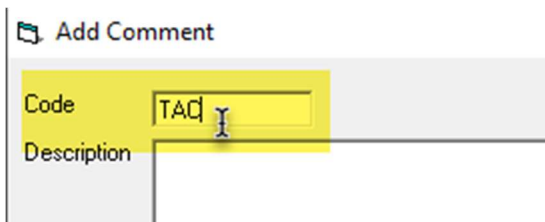
1. In EPASS, go to **Tools > System Maintenance**.
2. Click **Comment**, and then click **Open**.



3. Click **Add**.



4. Enter a unique **Code** to identify the Terms and Conditions. For this tutorial, we're going to use **TAC**.



5. Click the **Signature Comment** checkbox, and then click the **EPASS Pay Signature** checkbox when it appears.

Add Comment

Code: TAC

Description: [Empty]

Update History
 Obsolete
 Show on Parts Distributor Returns
 Signature Comment
 Initial
 EPASS Pay Signature

Header: [Empty]

Sub-Header: [Empty]

Department:

- ALL
- METRO VANCOUVER

Buttons: OK, Cancel

The **Signature Comment** checkbox adds a signature line to the comment, and the **EPASS Pay Signature** checkbox adds a **Header** and **Sub-Header** field.

6. In the **Description** field, enter the body of the Terms and Conditions.

Edit Comment TAC 1. Payment is due within 30 days from the date of t...

Code: TAC

Description:

- 1. Payment is due within 30 days from the date of the invoice.
- 2. Late payments may be subject to a 5% late fee after the due date.
- 3. Payments are accepted through credit card or bank transfer.

Update History
 Obsolete
 Show on Parts Distributor Returns
 Signature Comment
 Initial
 EPASS Pay Signature

Buttons: OK, Cancel

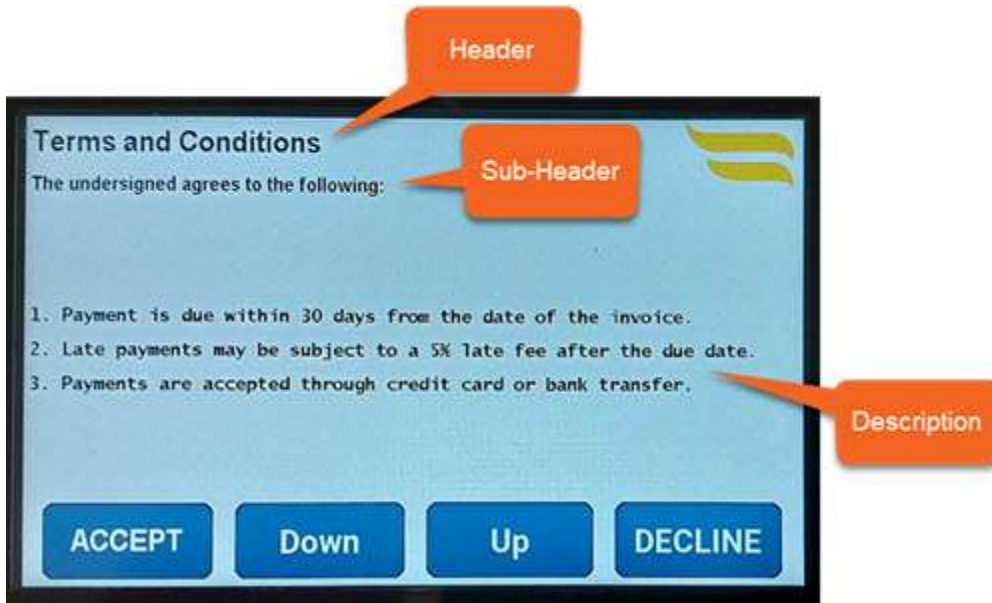
Tip: When entering text into the **Description** field, to start a new line, press **SHIFT + ENTER**.

7. The **Header** and the **Sub-Header** fields are optional. We could leave them blank, or we could use them to add titles to our Terms and Conditions.
 - a. We'll use the **Header** field as our main title, and we'll enter *Terms and Condition*.
 - b. We'll use the **Sub-Header** field as an introductory statement, before the list of terms. We'll enter *The undersigned agrees to the following*.

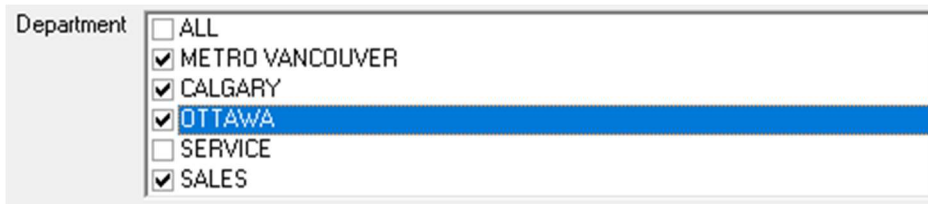
Header: Terms and Conditions

Sub-Header: The undersigned agrees to the following:

With the **Description**, **Header**, and **Sub-Header** fields filled, the layout on the payment terminal will look similar to the following:



- In the **Departments** area, we'll select the **Departments** in our organization that can add these Terms and Conditions to an invoice.

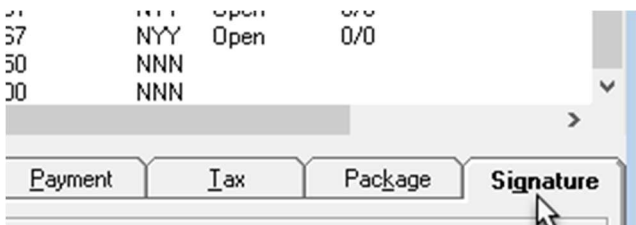


Click **OK** to save the Terms and Conditions, and then click **Exit** to close the **Comment** window.

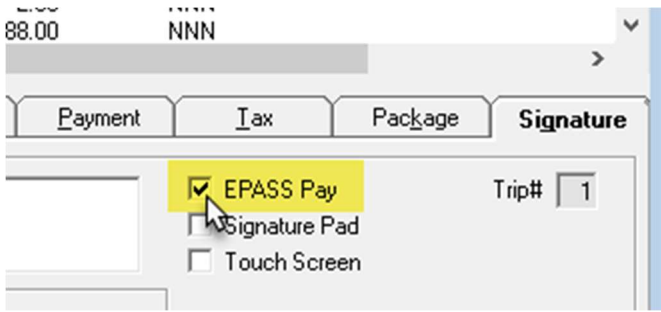
Step 2 - Adding the Terms and Conditions to an Invoice and Sending it to a Terminal for Signature

Now that we've created the Terms and Conditions agreement, it's ready for us to add to an invoice and send it to a payment terminal for signature.

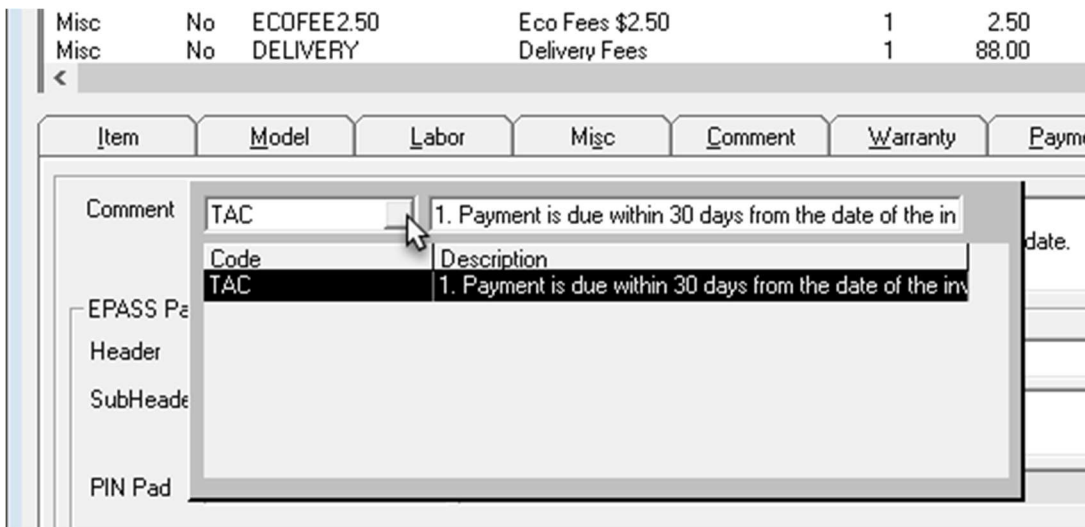
- With an open invoice in **Edit** mode, click the **Signature** tab.



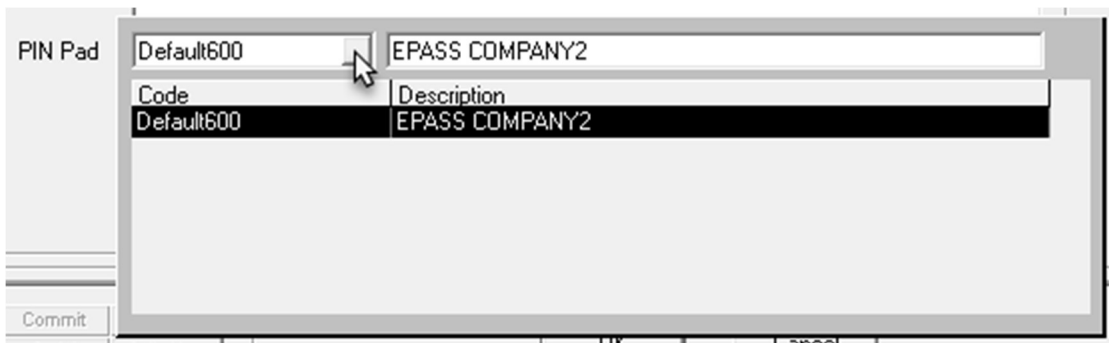
- Make sure that the **EPASS Pay** checkbox is selected.



- In the **Comment** dropdown, select **Terms and Conditions (TAC)**. Our Terms and Conditions text is automatically entered in the **Comments** field, as well as the **Header** and **Sub-Header** field.




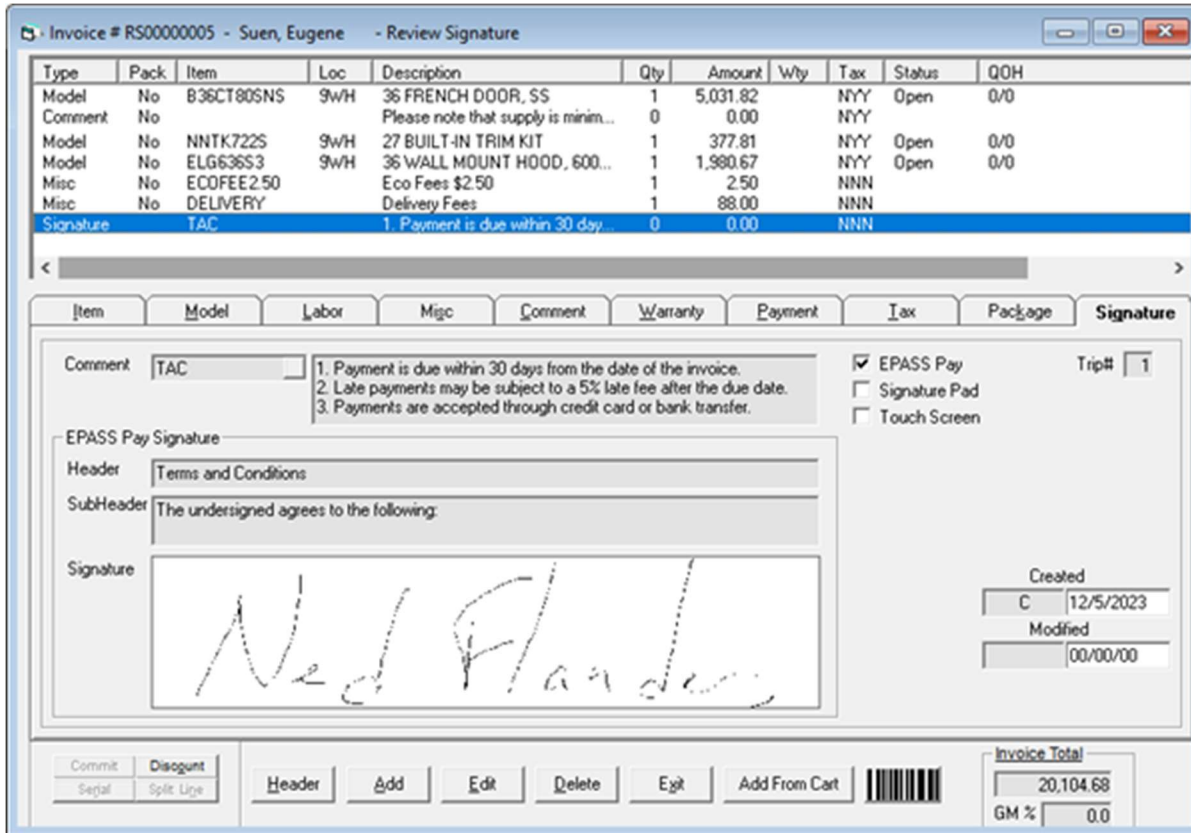
- Make sure that the Pin Pad we want to send the agreement to for customer signing is selected in the **Pin Pad** dropdown. If not, we can select a Pin Pad from the dropdown.



- Click **OK**.

Our Terms and Conditions agreement is sent to the Pin Pad. On the Pin Pad, the customer can scroll through and read the agreement, choose to "Agree" to it, and sign it. Once they sign it, their signature is captured in EPASS and is added to the Invoice. The Terms and Conditions, along with the customer's signature, can also be printed on the invoice.

 **Note:** Custom programming may be required to print signatures on your invoice.



The screenshot shows a software window titled "Invoice # RS00000005 - Suen, Eugene - Review Signature". It contains a table of invoice items and a detailed signature capture form.

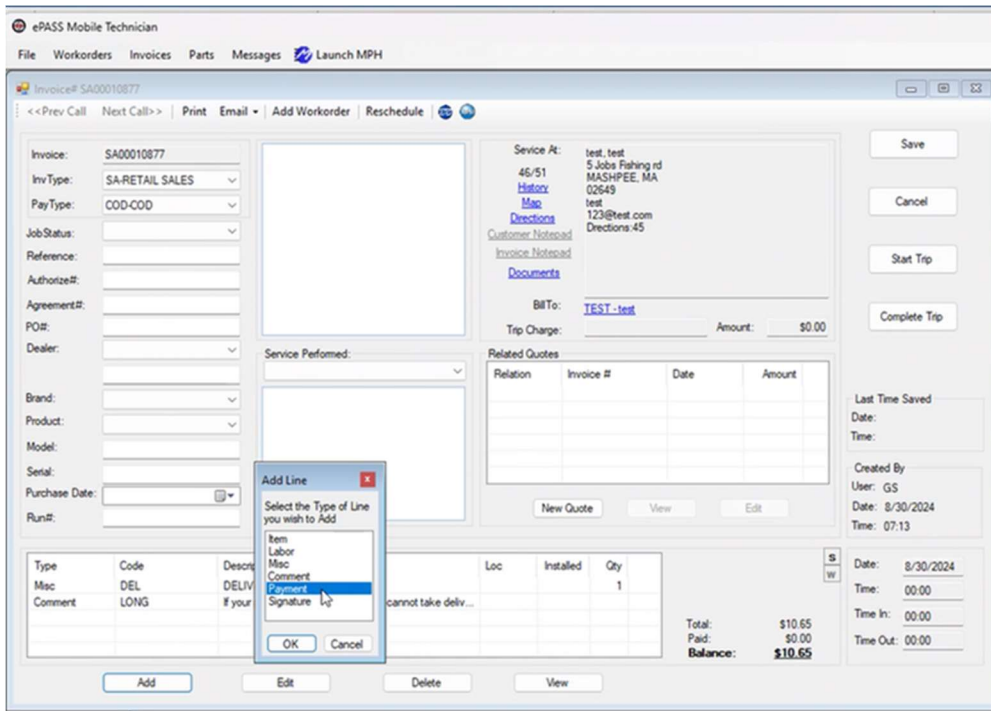
Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	B36CT80SNS	9WH	36 FRENCH DOOR, SS	1	5,031.82		NY	Open	0/0
Comment	No			Please note that supply is minim...	0	0.00		NY		
Model	No	NNTK722S	9WH	27 BUILT-IN TRIM KIT	1	377.81		NY	Open	0/0
Model	No	ELG636S3	9WH	36 WALL MOUNT HOOD, 600...	1	1,980.67		NY	Open	0/0
Misc	No	ECOFE2.50		Eco Fees \$2.50	1	2.50		NN		
Misc	No	DELIVERY		Delivery Fees	1	88.00		NN		
Signature		TAC		1. Payment is due within 30 day...	0	0.00		NN		

The signature capture form includes a comment field with the text "1. Payment is due within 30 days from the date of the invoice. 2. Late payments may be subject to a 5% late fee after the due date. 3. Payments are accepted through credit card or bank transfer." It also has checkboxes for "EPASS Pay" (checked), "Signature Pad", and "Touch Screen". A signature field shows a handwritten signature "Ned Flander".

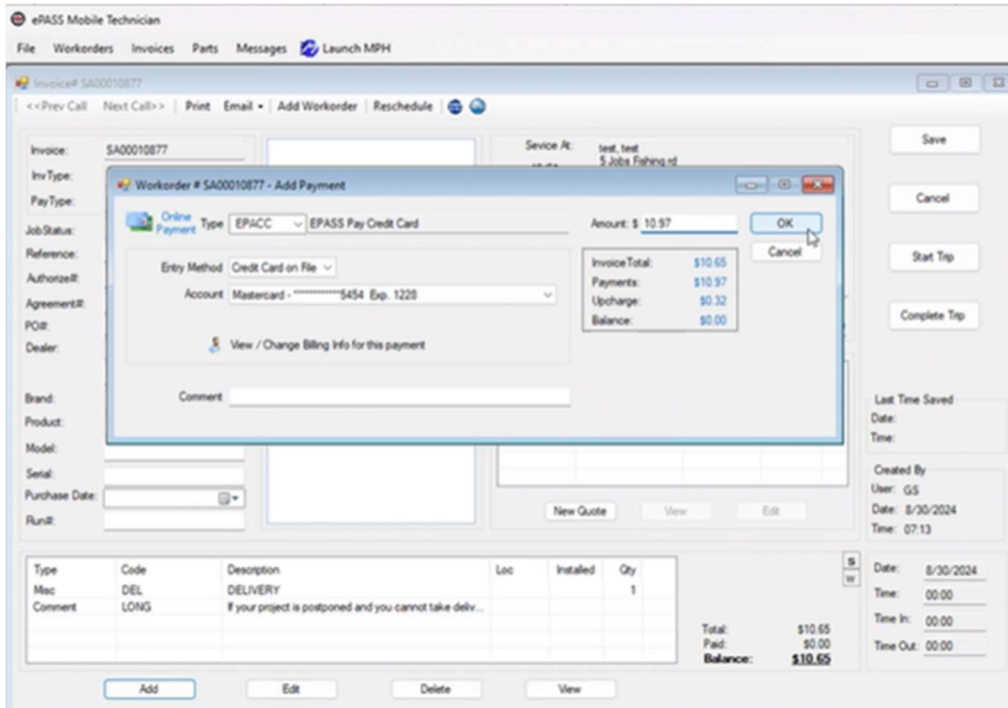
At the bottom right, the "Invoice Total" is 20,104.68 and "GM %" is 0.0.

Mobile Tech

In the detail section of the workorder, click "Add". Select "Payment".



Select the payment type and entry method. Enter the payment and click OK.



Click to Pay



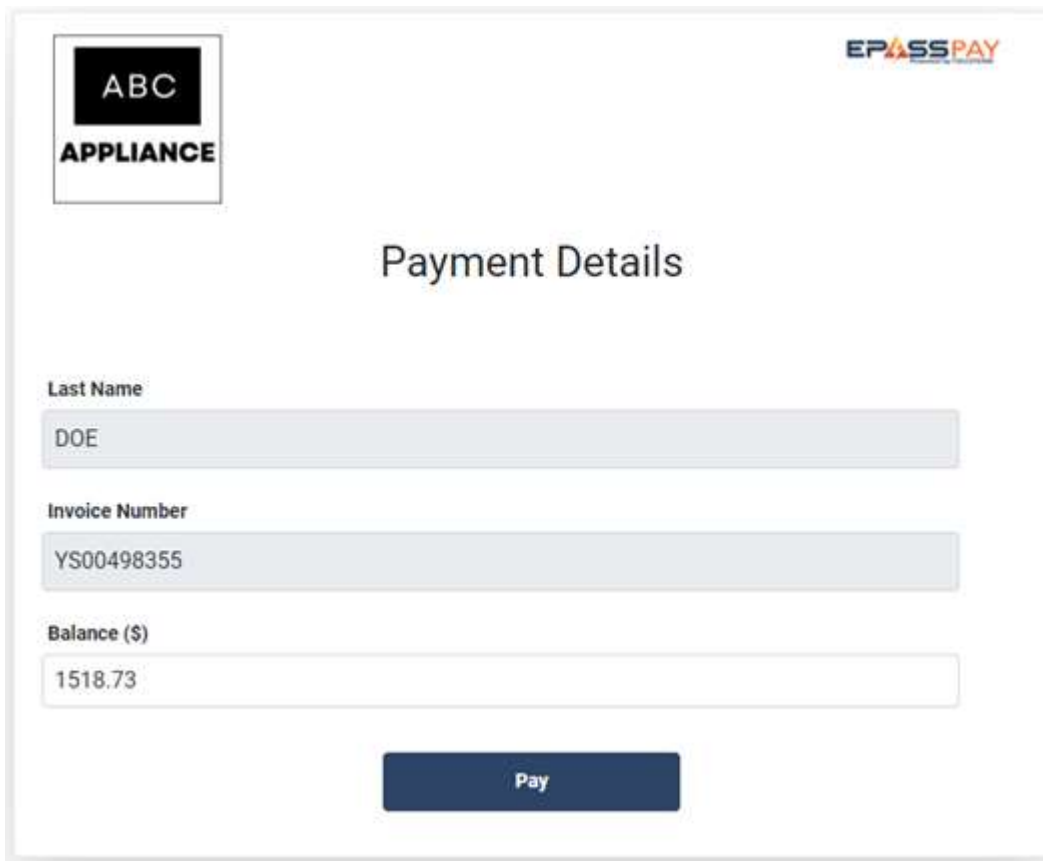
With EPASS Click to Pay, you can send your customers a link to a secure, cloud-hosted payment portal where they can enter their payment information and send it directly to your EPASS system.

Click to Pay links are generated in EPASS and can be used in various ways: you can add them to an email, send them in a text, or add them to a button on your website.

Click to Pay is fully integrated into EPASS, which means payment is automatically added to the invoice. You'll no longer have to look at a report or get individual emails for each payment made on your website.

How It Works

EPASS Support will work with you to develop your payment portal. Once it's ready, you can add a link to the portal from your website or embed the portal directly inside one of your site's pages. Customers can be directed to these links where they are prompted to enter their name, invoice number, and payment information.



The screenshot shows a payment portal interface. In the top left corner, there is a logo for 'ABC APPLIANCE' consisting of a black square with 'ABC' in white, and the word 'APPLIANCE' below it. In the top right corner, the 'EPASSPAY' logo is displayed. The main heading is 'Payment Details'. Below this, there are three input fields: 'Last Name' with the value 'DOE', 'Invoice Number' with the value 'YS00498355', and 'Balance (\$)' with the value '1518.73'. At the bottom center, there is a dark blue button labeled 'Pay'.

You can also send unique payment links to customers directly from EPASS. These links include the URL for the payment portal as well as an authentication token that pre-fills the customer's invoice and amount owing when the customer clicks the link.

You have two options for sending a payment link:

1. You can generate a link for the customer from their invoice, which you can then copy and paste into an email or text message.
2. If you use [EPASS Batch Email and Texting](#), you can create a message template that includes a unique Click-to-Pay link for each customer in the email or text batch.

When the customer clicks the link, they are taken to your payment page, where their invoice number and amount owing are automatically filled in for them.

The screenshot displays the EPASSPAY payment interface. On the left, there is a logo for 'ABC APPLIANCE' and a summary of the invoice: Last Name: DOE, Invoice Number: YS00498355, and Balance (\$): 1518.73. A green checkmark is visible next to the balance. In the center, a white modal form is open for card payment. The form includes fields for 'Name on Account', 'Zip', 'Card Number', 'Expiration' (MMYY), and 'CVV'. A blue 'Submit' button is located at the bottom of the modal. Below the modal, a large blue 'Pay' button is visible.

Once your customer completes entering their payment information, the payment is sent to your EPASS system via our xAPI, which adds the payment to the invoice.

Next Steps

Click to Pay is exclusively available for EPASS Pay users. If you are interested in implementing Click To Pay, [contact](#) EPASS Support.

Once your payment portal is live, you can follow the information in these topics to start using Click to Pay:

Configuring Click to Pay

Click to Pay requires some initial configuration steps before it can be used to generate payment links.

1. [Activate Click to Pay Security Options](#)
2. [Add Click to Pay Variables](#)
3. [Activate Click to Pay for Invoice Types](#)
4. [Configure Click to Pay event messaging.](#)

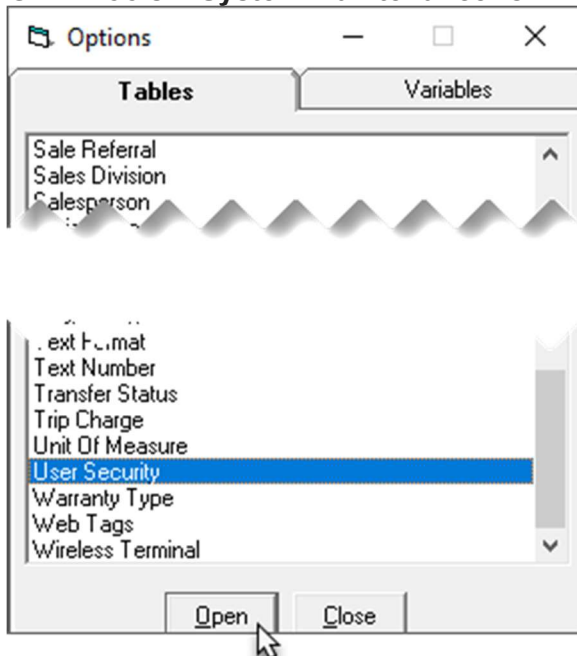
Before Starting

You'll need:

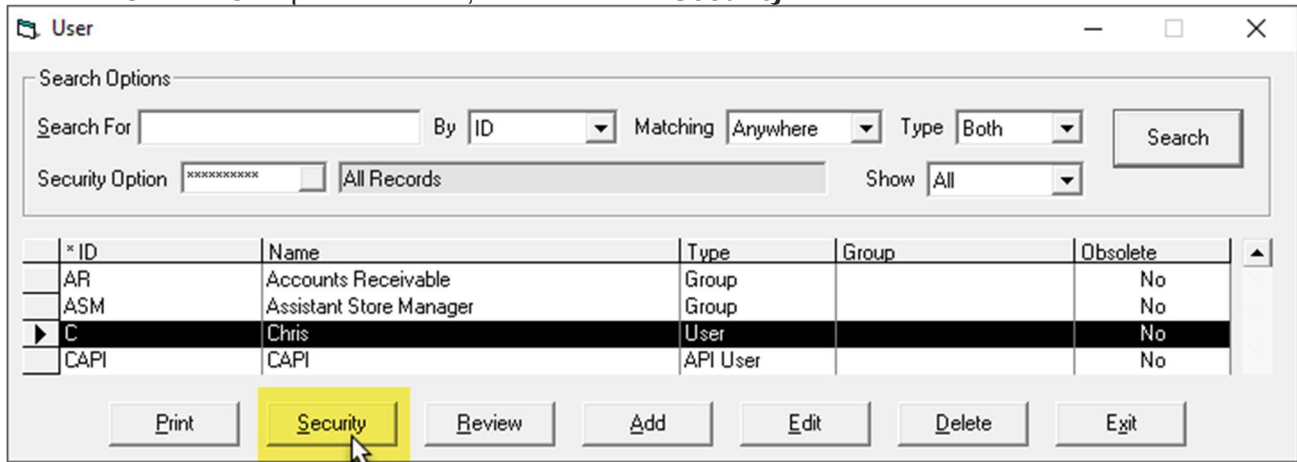
- The full URL address of your Click to Pay page.
- Your Click to Pay Profile ID. This was provided to you by EPASS. If you don't have this ID, [contact](#) EPASS Support.

Activate Click to Pay Security Options

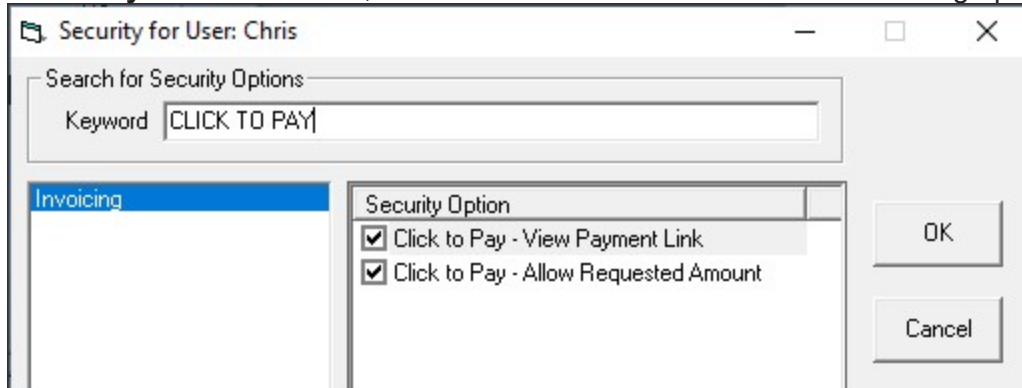
1. Go to **Tools > System Maintenance**. On the **Tables** tab, select **User Security**, and then click **Open**.



2. Select a User or Group from the list, and then click **Security**.



3. In the **Keyword** search box, enter CLICK TO PAY and select the following options:



- **Click to Pay - View Payment Link:** Enables the Click to Pay link in the Invoice Header. Without this option, the EPASS User can not generate a payment link.
- **Click to Pay - Allow Requested Amount:** Allows the EPASS User to generate a Click to Pay link that forces the customer to pay a specific amount. If this is not enabled, the Click to Pay link will request the amount owing on the invoice, but the customer can choose to pay a lesser amount.

Click to Pay Payment Link

Invoice #

Bill To Last Name

Expiry Days

Requested Amount

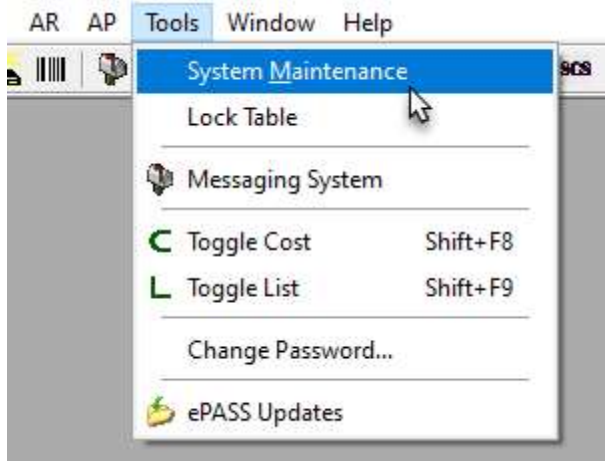
Link

Buttons: Generate Link, Cancel, Copy

4. Click **OK**.

Add Click to Pay Variables

1. Go to **Tools > System Maintenance**.



2. Click the **Variables** tab.
3. Click **EPASS Pay**, and then click **Open**.



Enter the URL address where your Click to Pay page is hosted.

Enter your Click to Pay Profile ID.

If necessary, change the default number of days the authentication token is valid for. If the authentication token expires, the user can still follow the link to pay their invoice, however, they will need to manually enter their name and invoice number at the payment portal.

Note: If you set the Token Validity Days to 0, the Click to Pay link is generated without an authentication token.

About URL Shortening

Click to Pay URL links are “shortened” using the TinyURL service. You can choose to disable this service and instead have Click to Pay generate an “expanded” URL link.

Tiny URL Link

Expanded URL Link

Some network services and business block shortened URLs. If your Click to Pay recipients are having trouble receiving shortened URL links, you may need to disable URL shortening.

Select URL Shortening Variables

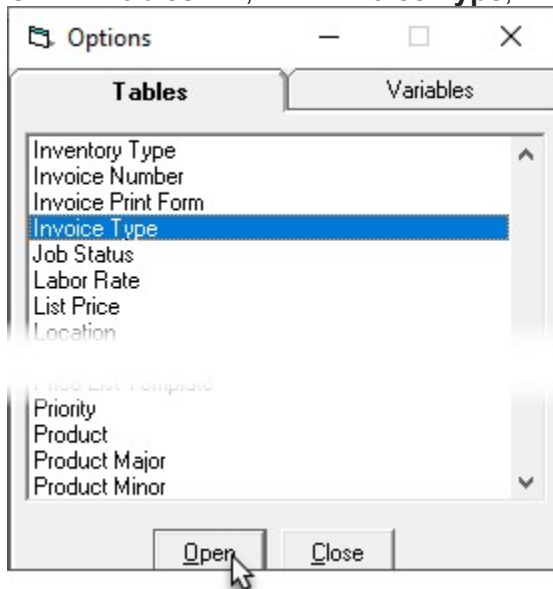
1. Select the following:

- A** Click to enable or disable URL shortening.
- B** This is how long EPASS will wait for a response from the TinyURL service. If a response isn't returned in time, an error is generated. We recommend leaving this set to 5 seconds, but if you have a slower internet connection or are experiencing multiple timeout errors, you can try increasing the time.
- C** Select this checkbox if you want to use shortened URLs in your staging environment.

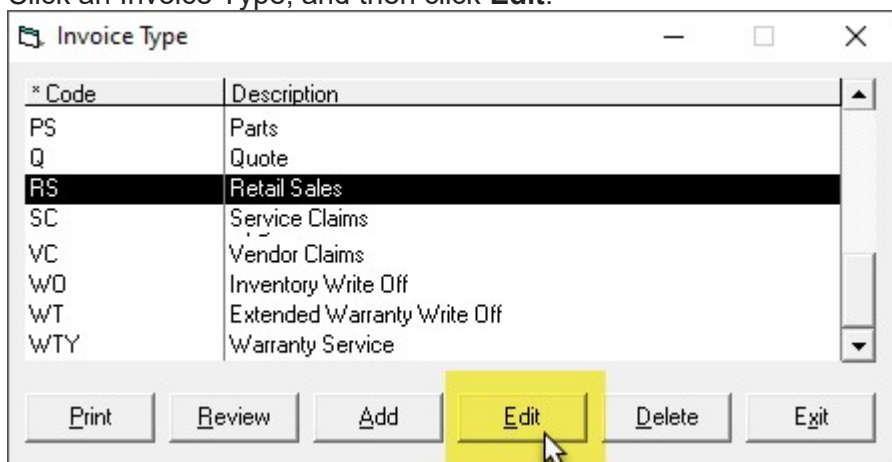
Activate Click to Pay for Invoice Types

By default, Click to Pay is disabled for all Invoice Types. You'll need to decide which Invoice Types can generate Click to Pay payment links and then activate the Click to Pay feature in each one.

1. Go to **Tools > System Maintenance**.
2. On the **Tables** tab, click **Invoice Type**, and then click **Open**.



3. Click an Invoice Type, and then click **Edit**.



- On the **Settings 1** tab near the bottom, click **Show Click to Pay Payment Link**.

The screenshot shows a software dialog box titled "Edit Invoice Type RS Retail Sales". It has several tabs: "Settings 1", "Settings 2", "Settings 3", "Settings 4", "Required Fields", "Builder Allowance", "G/L Allocation", and "Printing". The "Settings 1" tab is active. The dialog contains the following fields and options:

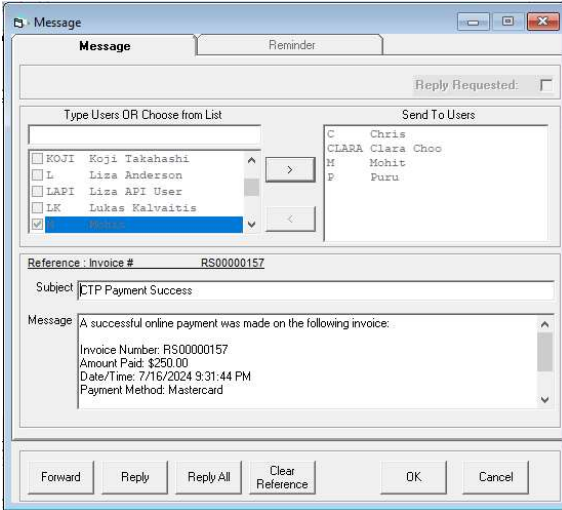
- Code / Desc: RS, Retail Sales
- Obsolete:
- Warranty: Neither (dropdown)
- Estimate Print: Price Entered (dropdown)
- GE Home Delivery:
- Buttons: OK, Cancel
- Default Location:
- Default Location from Route:
- Detail Qty Warning: 0
- Extended Invoice Detail:
- Show Reserved Location Discrepancies:
- Show Contacts Tab in Invoice Header:
- Show Click to Pay Payment Link: (highlighted in yellow)

- Click **OK**.
- Repeat steps 3–5 for each Invoice Type that will use Click to Pay payment links.

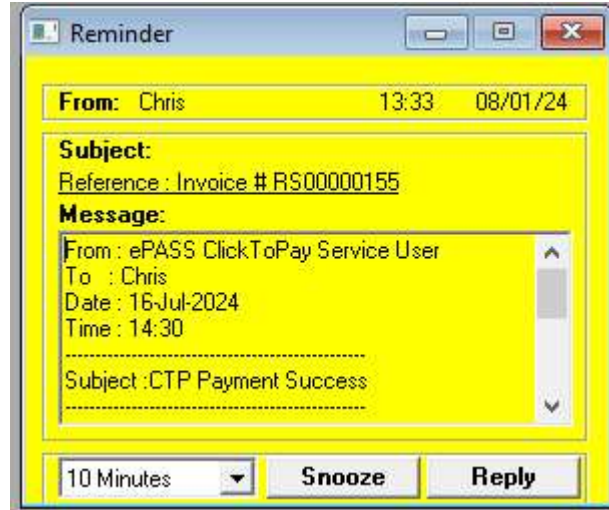
Click to Pay configuration is now complete and ready to use.

Configure Click to Pay Event Messaging

EPASS can send a message or notification to a list of EPASS users or groups when a Click to Pay payment is successfully made or declined by a customer. These messages, and the list of users that receive them, are configured in the EPASS Messaging System.



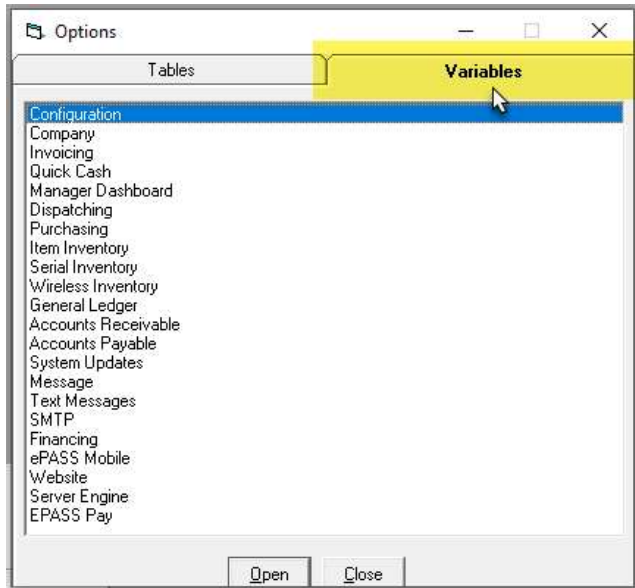
Click to Pay Event Message



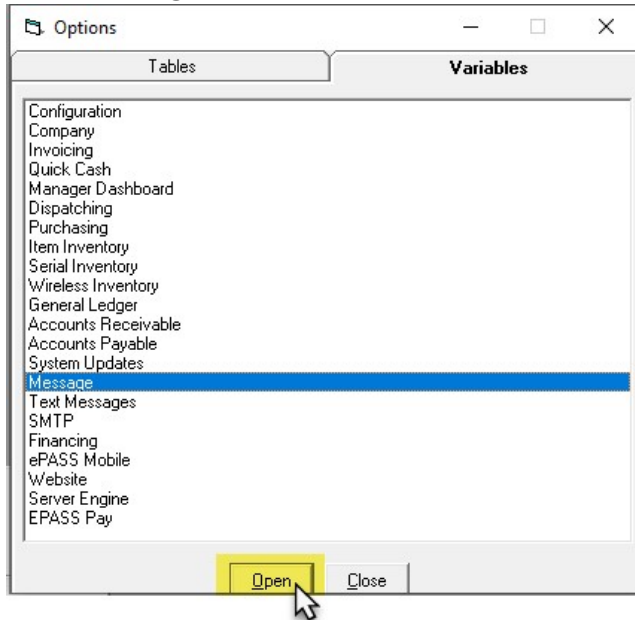
Click to Pay Event Notification Reminder

To Configure Click to Pay Event Messaging

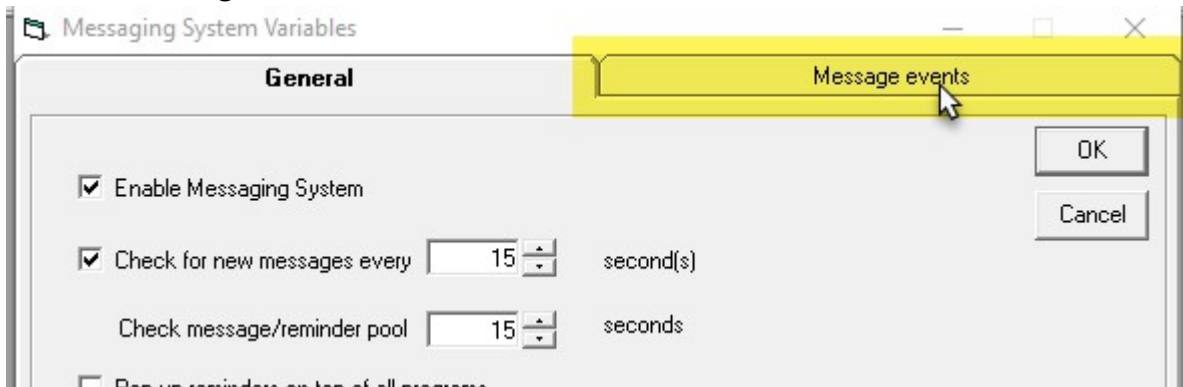
Go to **Tools > System Maintenance**, and then click the **Variables** tab.



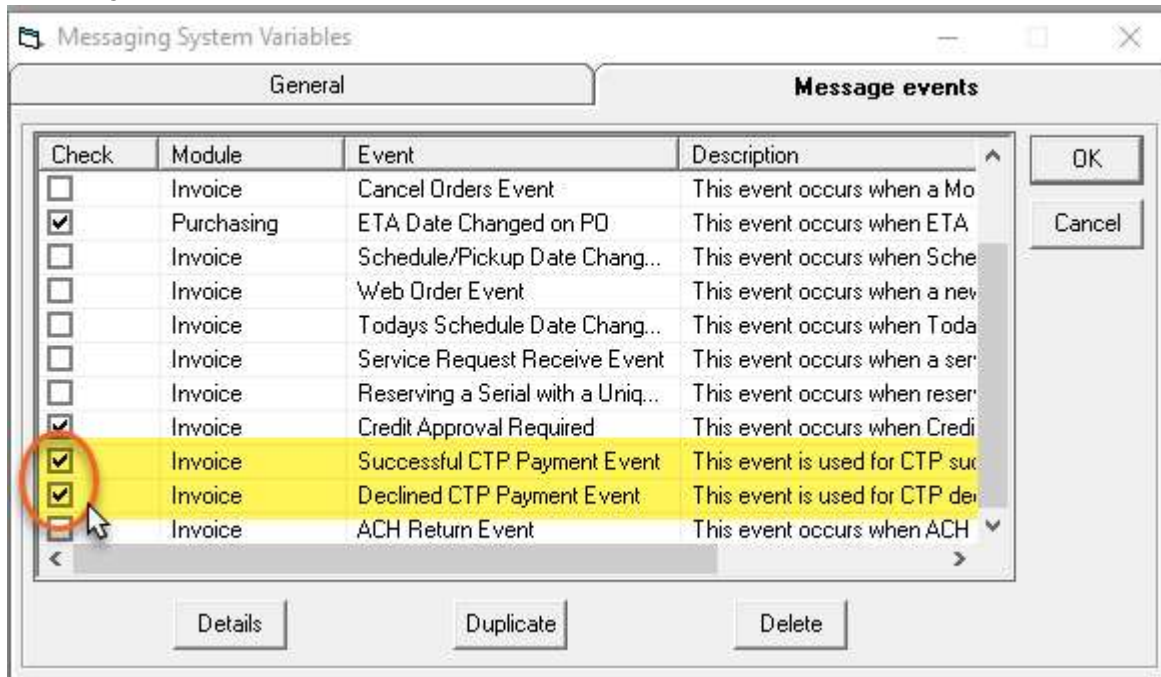
Click **Message**, and then click **Open**.



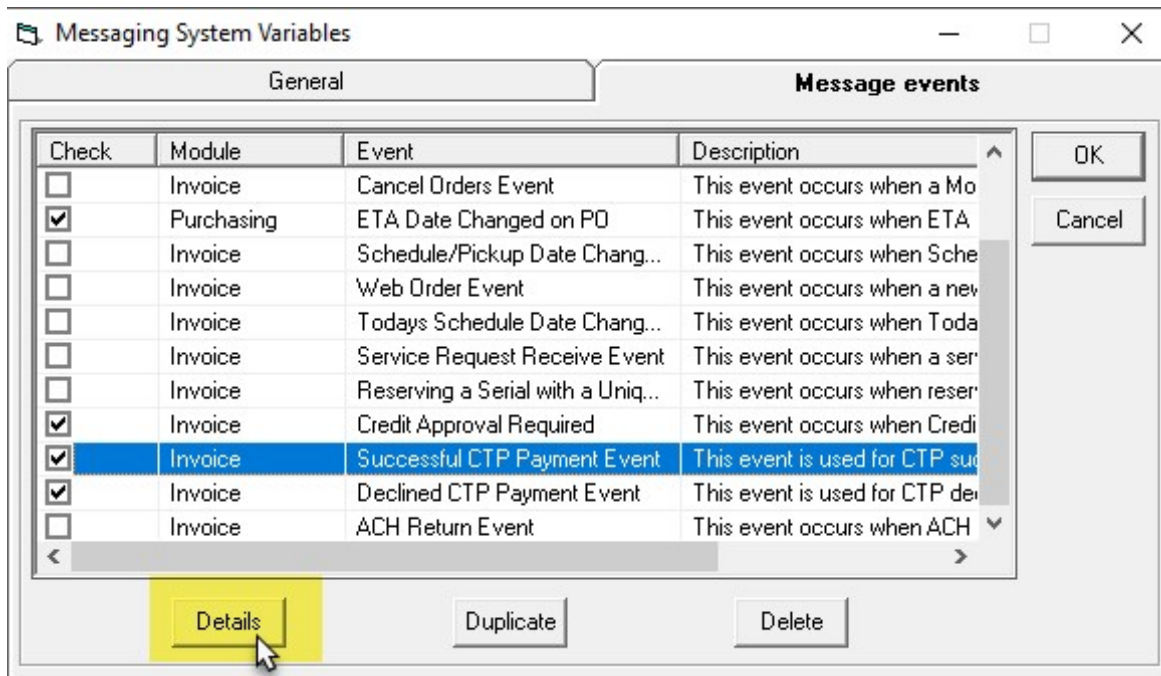
Click the **Message Events** tab.



In the **Message Events** list, scroll down until you see **Successful CTP Payment Event** and **Declined CTP Payment Event**. Select their checkboxes to activate these events.




Select the **Successful CTP Event** and then click **Details**.



Do the following:

The screenshot shows the 'Message Event's Details' dialog box. It contains the following fields and controls:

- Event:** Successful CTP Payment Event
- Description:** This event is used for CTP successful payment notification
- User Description:** (Empty text box)
- To:** @SalesPerson1, AP, CHRIS
- Users in system:** ASM, AT, C, CAPI, CHRIS (highlighted), CLARA, DM, DW, E
- Message Type:** Message, Reminder
- Timing:** After 1 Day(s)
- Subject:** CTP Payment Success
- Message:** A successful online payment was made on the following invoice:
- Buttons:** OK, Cancel

For each user or group that should receive this message, click their name in the **Users in System** list, and then click the left arrow  to move them into the **To** list. Select whether the recipients receive a message in their EPASS Messaging Inbox (select **Message**) or a notification reminder pop-up when they log in (select **Reminder**). If **Reminder** is selected, enter the number of hours or days that will pass before the user receives the pop-up notification. If necessary, edit the default **Subject** line and **Message** body.

Click **OK** and repeat step 6 for the **Declined CTP Message Event**.

Generating A Payment Link

Payment links are generated from the customer's invoice header. Once the link is generated, you can copy it to the clipboard and then paste it into an email, a text field, or document. The link contains the URL of your Click to Pay page and an authentication token that automatically loads the customer's invoice number and amount owing.

Note: Before you can generate a payment link, you need to [configure Click to Pay](#).

1. Navigate to the [Invoice Header](#).
2. Click **Payment Link**.

The screenshot shows the 'Edit Invoice' window for invoice # RS00000163. The 'Payment Link' button is circled in red. The window includes the following fields and sections:

- Invoice Header:** Invoice # RS00000163, Invoice Date 5/22/2024, Schedule Date 5/23/2024, Pick up 00/00/00, Follow Up 5/24/2024.
- Job Status:** UNCONFIRMED
- Payment Type:** COD, Payment Before Delivery
- Ship To:** 232595, Nelson, Jim, 600 25th Street, Bellingham, WA, 98225.
- Bill To:** 232595, Nelson, Jim, 600 25th Street, Bellingham, WA, 98225.
- Customer Note:** Nelson, Jim, 600 25th Street, Bellingham, WA, 98225.
- Salesperson 1:** CLARA, Clara Choo
- Salesperson 2:** % 0.000
- Sale Referral:** WEB, Web / Social Media
- Min Deposit:** 50.00 %
- Total:** 3,072.34
- Status:** Open
- Created:** C, 5/22/2024, 10:18
- Modified:** C, 5/27/2024, 10:10
- Finished:** 00/00/00
- Posted:** 00/00/00

3. Do one of the following:
 1. **If you are using URL shortening**, click **Generate Link** first, then click **Copy** to copy the link to the clipboard.

-OR-

If you are not using URL shortening, the URL is automatically generated. Click **Copy** to copy the link to the clipboard.

Notes:

- If you want the customer to pay a specific amount, click the Requested Amount checkbox, and then enter the amount you want them to pay. On the payment portal, the customer will not be able to change the payment amount when entering their payment information. To use this option, the EPASS User needs the [Click to Pay - Allow Requested Amount](#) security option.
 - If you want to change how long the link will remain active, enter an amount in the Expiry Days field, and then generate a new link by clicking Generate Link. If you set the Token Validity Days to 0, the Click to Pay link is generated without an authentication token.
4. Close the Invoice. You can now paste the payment link into an email or text message.

△ Important: Make sure to close the invoice before sending the payment link to the customer. If the customer submits payment through Click to Pay while the invoice is open, payment will not appear on the invoice until it is closed.

Sending a Payment Link via Batch Email Or Text

You can send a Click to Pay link using the EPASS Batch Email and Text feature. Refer to [Batch Email & Text](#) for instructions on configuring and sending batch emails and texts.

Sending the Click to Pay link in a batch email or text is done by including one of the following Special Fields in the Email Format message:

- **{EPASSPayURL}**: This field adds a link to your Click to Pay payment page. Clicking the link takes the customer to your Click to Pay page where they will need to enter their name, invoice number, and payment amount.

-OR-

- **{EPASSPayAuthenticatedURL}**: This field provides a link with a token. Clicking the link takes the customer to your Click to Pay page and automatically authenticates invoice payment details by prefilling the customer's name, invoice number, and payment amount.

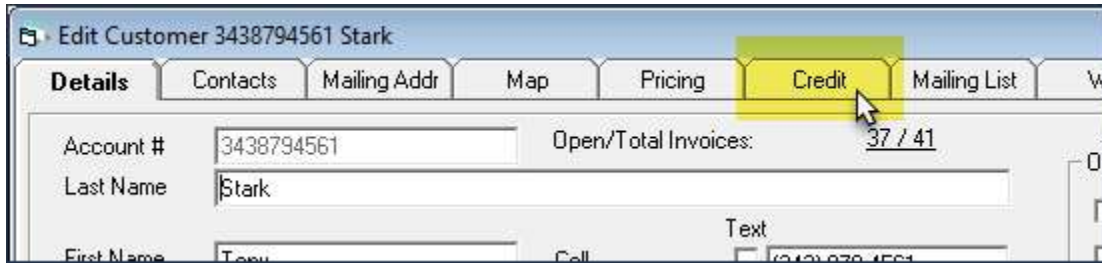
Example

The screenshot displays the 'Email Format' configuration window and the 'Select Special Fields' dialog. In the 'Email Format' window, the 'Code' is 'CTP', 'Subject' is 'Your Click-to-Pay Link', 'Sender Name' is 'Sales', and 'Sender Email' is 'sales@andersons.com'. The message body includes a thank you note and a link placeholder: `{EPASSPayAuthenticatedURL}`. The 'Select Special Fields' dialog shows a list of fields, with `EPASSPayAuthenticatedURL` selected and highlighted in yellow. A red arrow points from this field in the dialog to the placeholder in the message body.

Disabling Click to Pay for a Customer

If you have a customer that you do not want to use Click to Pay with, you can disable the payment link on any invoice where the customer is the Bill To. Doing this can prevent staff from mistakenly generating and sending a payment link to the customer.

1. Open the Customer's record in **Edit** mode.
2. Click the **Credit** tab.



3. Select **Do Not Allow Click to Pay Payment Links**.

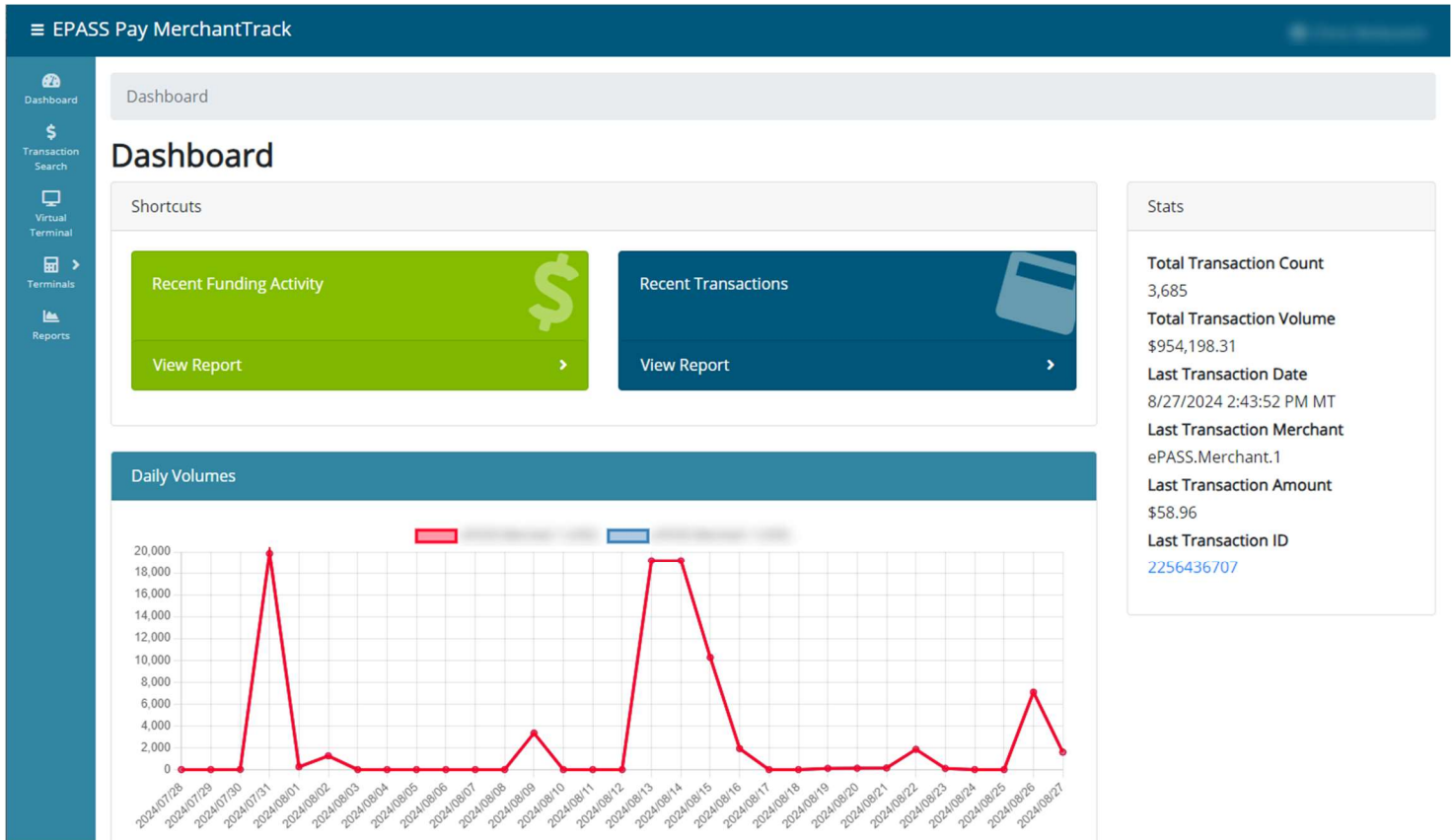
The screenshot shows the 'Edit Customer' window for customer 3438794561 Stark. The 'Credit' tab is active. The 'Do Not Allow Click to Pay Payment Links' checkbox is checked and highlighted in yellow. Other visible fields include Account Type (Open Item), InvType Code, Payment Type (COD), Tax Code (ONH), Salesperson Code (RYAN), Parent Company Code, Credit Manager User Code, Credit Limit (0.00), Do Not Allow to Save Accounts/Credit Cards, Saved Accounts/Credit Cards, Tax 2 Exempt, and a list of credit-related options on the right such as Finance Company, Allow Charge, Credit Hold, Force Credit Approv, 30 Day Account, Statement, Bill Service Charge, Invoice PO Require, Do not Service, and Always synch in Mo.

4. Click **OK** to close the customer record.

The Click to Pay link is now disabled on any invoices where the customer is the Bill To.

About Merchant Track

Merchant Track is our online payment portal used to access transactions made with EPASS Pay. You can use this tool as a way to view detailed information on all of your transactions, fees, and deposits.



Note: Merchant Track includes a virtual terminal that can process transactions, however, we recommend that you do not use this option to process payments. Any transactions processed through the virtual terminal are not recorded in EPASS. To prevent staff from accessing the virtual terminal, make sure that you disable access in their EPASS User Security Settings. See [EPASS Pay Security Options](#) for more information.

Accessing Merchant Track

You can access Merchant Track from within EPASS:

1. Log into EPASS.
2. On the toolbar, click the **Merchant Track** button. Merchant Track opens at the Dashboard.



Note: If the Merchant Track button is unavailable, you might not be correctly set up to use Merchant Track or have the correct security permissions. Contact your IT department for help with configuring your EPASS user account or view [Setting Up EPASS Pay](#).

Dashboard

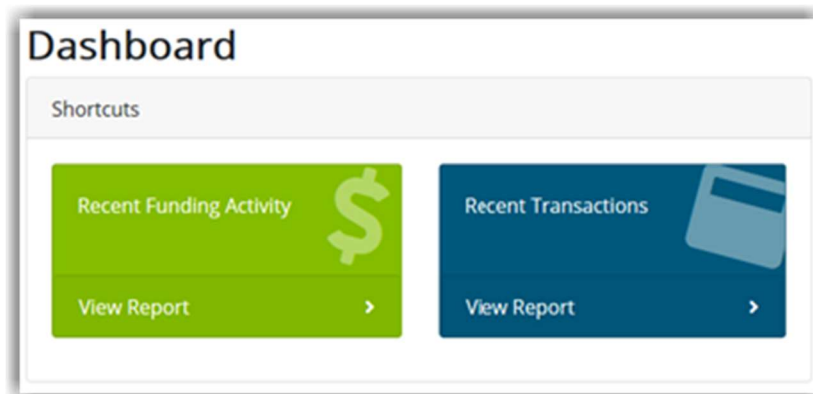
The dashboard provides you with a quick glance at your business or locations' recent activity. You can look at recent transactions, recent funding, and get a quick graph of daily sales volumes. This is the first screen you'll see when logging into Merchant Track and is a great snapshot of information.



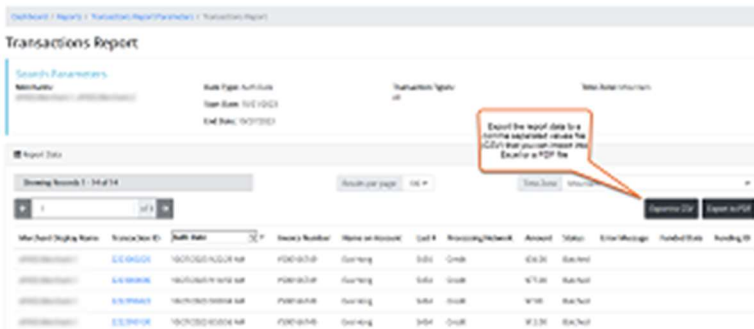
Tip: If you have multiple locations, you can reduce the number of graph lines you see by clicking the color blocks next to each location name located at the top of the graph.

Viewing Recent Funding Activity And Recent Transactions

At the top of the dashboard is the **Recent Funding Activity** and **Recent Transactions** shortcuts. These two reports can provide you with a quick snapshot of the week's EPASS Pay data.



Clicking **View Report** for either of these will show you a [Funding Summary](#) or [Transactions](#) report from the past 6 days, including the current day. You can also export these reports as a PDF or a CSV file.



Searching For Transactions

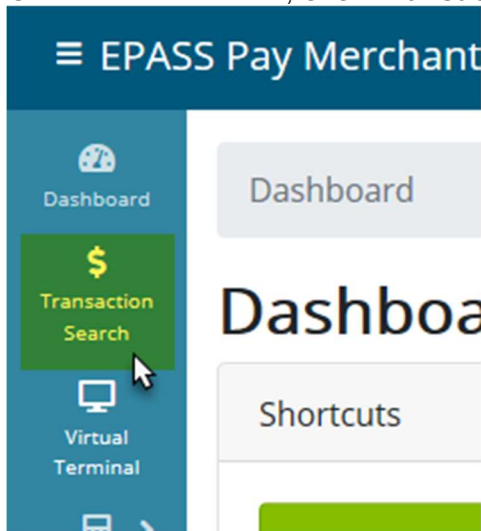
The transaction search is the most used feature in Merchant Track because you can find a specific transaction or set of transactions. Additionally, you can confirm a refund for a customer went through or find out why a customer's payment failed.

Note: To search for a transaction, the EPASS user needs the Merchant Track – Transaction Search security option. See [Security Options](#) for more information.

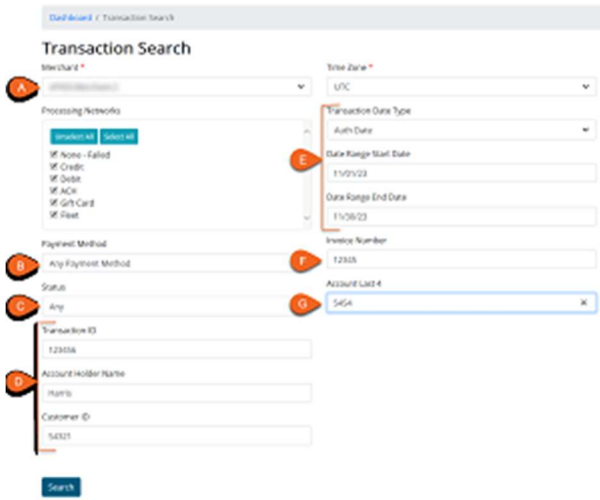
1. Start Merchant Track by clicking its button on the toolbar.



2. On the left side menu, click Transaction Search.



There are a several filter options to narrow your search of a transaction.



- A. **Merchant:** If you have access to multiple locations, you can select a single location from the dropdown menu. If there are multiple locations, the menu list will be in Alphabetical order.
- B. **Payment Method:** Filter the search results by payment method (for example, VISA, Mastercard, American Express).
- C. **Status:** Each transaction has a status associated with it. You can filter your search by status type here. For a complete list of statuses and what they mean, ► [click here](#).
- D. **Transaction ID/Account Holder Name/Customer ID:** Every payment made in EPASS Pay is associated with a transaction ID, account holder name, and customer ID. If you need the status of a specific transaction, you can enter one or more of these pieces of information here.
- E. **Transaction Date Type/Range:** If you'd like to search for transactions within a certain date range, enter a start and end date here. If a date range is not selected the entire transaction history is returned in the search results. You can also select which date is used from the **Transaction Date** dropdown: the Authorization Date or the Capture Date.
- F. **Invoice Number:** If you'd like to search for a payment on a specific invoice, enter the invoice number here.
- G. **Account Last 4:** Enter the last four numbers of a card used for payment to find all transactions associated with that card.

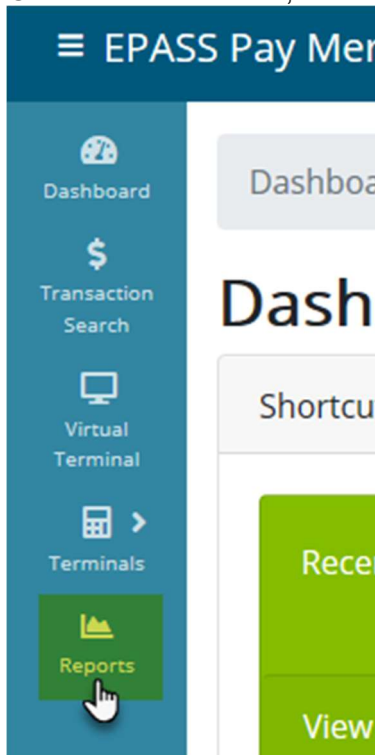
Viewing Reports

Merchant Track and EPASS Pay have several built-in reports that you can use to review deposit, sales transaction, and chargeback activity in addition to monthly statements and general reports.

1. Start Merchant Track by clicking its button on the toolbar.



2. On the left side menu, click **Reports**.



Report Types and Details

Funding Summary Report	Shows the funding information in summary per funding batch and provides links to the Funding Detail Report that shows the contents of the funding batch selected
Transaction Summary Report	Shows total transaction count and volume per day for each payment method
Funding by Transaction Report	Shows the transactions that have been funded in the specified date range
Funding By Line Item Report	Shows the transaction Line Items that have been funded in the specified date range
Chargeback Summary Report	Shows the count and volume of chargebacks for the given date range
Chargeback Report	Shows the details of chargebacks for the specified date range

Chargeback Action Report	Shows the details of chargeback actions for the specified date range
Transactions Report	Shows all transaction (successful and failed) that occurred during the specified date range
Merchant Statement	Provides summaries by day and payment method of transactions processed during the month selected plus deposit summaries and listings of the fees, chargebacks, and ACH returns in the deposits during the month selected
Merchant Deposit Report	Provides deposit summaries and listings of the fees, chargebacks, and ACH returns in the deposits during the month selected
ACH Returns Summary Report	Shows the count and volume of ACH Returns for the given date range
ACH Returns Report	Shows the details of ACH Returns for the specified date range
Gift Card Operations Report	Shows all gift card operations (successful and failed) that occurred during the specified date range
Gift Card Operation Summary Report	Shows total gift card operation count and volume per day for each payment method

Exporting Reports

In addition to viewing reports within Merchant Track (complete with hyperlinks to each transaction's details), you can also download each report for offline viewing. Click the **Export to CSV** or **Export to PDF** buttons to download a CSV (comma separated values) file, which can be opened in MS Excel, or PDF.

EPASS Pay MerchantTrack

Dashboard / Reports / Funding Summary Report Parameters / Funding Summary Report

Funding Summary Report

Search Parameters

Merchants: [redacted] Start Date: 9/1/2023

Report Data

Showing Records 1 - 8 of 8

← 1 of 1 →

Merchant Display Name	Funding ID	Date	Processing Type	Sales Count	Sales Total	Gross Amount	Total Fees	Net Amount
[redacted]	21778	9/27/2023	Card	1	\$245.25	\$245.25	(\$8.47)	\$236.78
[redacted]	21718	9/26/2023	Card	1	\$3,960.34	\$3,960.34	(\$129.21)	\$3,831.13
[redacted]	21645	9/13/2023	Card	5	\$4,095.26	\$4,095.26	(\$134.10)	\$3,961.16

Export to CSV Export to PDF

CSV Example

Funding ID	Merchant Identifier	Merchant Display Name	Date	Sales Count	Sales Total	Sales Fees	Refund Count	Refund Total	Refund Fees	Chargeback Count	Chargeback Total	Chargeback Fees
30126			7/23/2024	7	214.41	37.14	0	0	0	0	0	0
30133			7/23/2024	2	371	13.06	0	0	0	0	0	0
30103			7/22/2024	8	384.07	13.98	0	0	0	0	0	0
30119			7/22/2024	6	91.86	30.92	0	0	0	0	0	0
30071			7/19/2024	2	61.22	10.61	0	0	0	0	0	0
30088			7/19/2024	1	16.02	1.02	0	0	0	0	0	0
29943			7/12/2024	2	80.62	3.62	0	0	0	0	0	0
29971			7/12/2024	7	217.23	37.17	0	0	0	0	0	0
29854			7/2/2024	1	1	0.53	0	0	0	0	0	0
29786			6/27/2024	5	4	1.13	0	0	0	0	0	0

PDF Example

Funding Summary Report

Merchant Display Name	Funding ID	Date	Processing Type	Sales Count	Sales Total	Refund Count	Refund Total
	30126	7/23/2024	ACH	7	\$214.41	0	\$0.00
	30133	7/23/2024	Card	2	\$371.00	0	\$0.00
	30103	7/22/2024	Card	8	\$384.07	0	\$0.00
	30119	7/22/2024	ACH	6	\$91.86	0	\$0.00
	30071	7/19/2024	ACH	2	\$61.22	0	\$0.00
	30088	7/19/2024	Card	1	\$16.02	0	\$0.00
	29943	7/12/2024	Card	2	\$80.62	0	\$0.00
	29971	7/12/2024	ACH	7	\$217.23	0	\$0.00
	29854	7/2/2024	Card	1	\$1.00	0	\$0.00
	29786	6/27/2024	Card	5	\$4.00	0	\$0.00

Note: Not all exported columns are shown in the examples.

Bank Reconciliation

Before the EPASS customer can start the bank reconciliation, they need to print the “Funding Summary Report” from Merchant Track. This report shows a batched list of gross transactions with the credit card fees based on the funding date. The user compares these transactions to their bank statement and bank reconciliation. The difference should be the credit card fees but this is not always the case.

Let’s look at how this works.

Andersons Appliances runs the Funding Summary Report in Merchant Track and exports it to CSV.

EPASS Pay MerchantTrack Liza Anderson

Dashboard / Reports

Reports

[Funding Summary Report](#) Click "Funding Summary Report".

Shows the funding information in summary per funding batch and provides links to the Funding Detail Report that shows the contents of the funding batch selected

[Transaction Summary Report](#)

Shows total transaction count and volume per day for each payment method

[Funding By Transaction Report](#)

Shows the transactions that have been funded in the specified date range

[Funding By Line Item Report](#)

Shows the transaction Line Items that have been funded in the specified date range

[Chargeback Summary Report](#)

Shows the count and volume of chargebacks for the given date range

[Chargeback Report](#)

Shows the details of chargebacks for the specified date range

[Chargeback Action Report](#)

Shows the details of chargeback actions for the specified date range

[Transactions Report](#)

Shows all transaction (successful and failed) that occurred during the specified date range

[Merchant Statement](#)

Provides summaries by day and payment method of transactions processed during the month selected plus deposit summaries and listings of the fees, chargebacks, and ACH returns in the deposits during the month selected.

[Merchant Deposit Report](#)

Provides deposit summaries and listings of the fees, chargebacks, and ACH returns in the deposits during the month selected.

[ACH Returns Summary Report](#)

Shows the count and volume of ACH Returns for the given date range

[ACH Returns Report](#)

Shows the details of ACH Returns for the specified date range

[Gift Card Operations Report](#)

Shows all gift card operations (successful and failed) that occurred during the specified date range

[Gift Card Operation Summary Report](#)

Shows total gift card operation count and volume per day for each payment method

EPASS Pay MerchantTrack Liza Anderson

Dashboard / Reports / Funding Summary Report Parameters

Funding Summary Report Parameters

Merchants
ePASS.Merchant.1

Time Zone
Pacific

Date Range Start Date
06/01/2024

Date Range End Date
06/30/2024

Submit

Fill in the date parameters and click Submit.

EPASS Pay MerchantTrack Liza Anderson

Dashboard / Reports / Funding Summary Report Parameters / Funding Summary Report

Funding Summary Report

Search Parameters
 Merchants: ePASS.Merchant.1 Start Date: 6/1/2024 End Date: 6/30/2024 Time Zone: Pacific

Report Data

Showing Records 1 - 10 of 10 Results per page: 100 Time Zone: Pacific

← 1 of 1 →

Merchant Display Name	Funding ID	Date	Processing Type	Sales Count	Sales Total	Refund Count	Refund Total	Chargeback Count	Chargeback Total	Return Count	R

Export to CSV Export to PDF

Andersons Appliance opens the Bank Reconciliation in EPASS and looks for the transaction on the bank statement. The Bank Reconciliation shows the gross amounts that were deposited. The gross amounts are defined as the amounts before the credit card fees. Let's use the Jun 17/24 funding date to illustrate this example.

Between Jun 12-14/24, Fullsteam deposited a total of \$48,309.33 which is funded on Jun 17/24. Andersons compares the Bank Reconciliation to the Funding Summary Report to find the corresponding batched deposits.

Bank Reconciliation

Search Options: Closing Date [06/30/24] Bank Account [1001] [Checking] Check Number [] Matching [Equal] [Search]
 Show Reconciled Since: [Transaction Date] [00/00/00] Supplier [*****] [All Records] Batch Number [] Matching [Equal] [Search]

CheckNumber	Supplier	Date	BatchNumber	Amount	Transaction Type	Reconciled
	Summary - CREDIT CAR	6/12/2024	765	2,882.72	Deposit	<input type="checkbox"/>
	Summary - CREDIT CAR	6/13/2024	767	33,886.31	Deposit	<input type="checkbox"/>
	Summary - CREDIT CAR	6/16/2024	772	11,540.30	Deposit	<input type="checkbox"/>
	Summary - CREDIT CAR	6/17/2024	775	11,012.57	Deposit	<input type="checkbox"/>
	Summary - CREDIT CAR	6/18/2024	778	10,338.18	Deposit	<input type="checkbox"/>
			780	3,284.80	Deposit	<input type="checkbox"/>
			787	1,447.11	Deposit	<input type="checkbox"/>
			789	12,086.38	Deposit	<input type="checkbox"/>
			792	19,984.94	Deposit	<input type="checkbox"/>
			795	1,144.50	Deposit	<input type="checkbox"/>
			795	21,762.92	Deposit	<input type="checkbox"/>
	Summary - CHK	6/25/2024	803	123,953.51	Deposit	<input type="checkbox"/>
	Summary - CREDIT CAR	6/26/2024	803	11,691.62	Deposit	<input type="checkbox"/>
	Summary - CHK	6/27/2024	805	5,635.59	Deposit	<input type="checkbox"/>
	Summary - CREDIT CAR	6/27/2024	805	3,430.37	Deposit	<input type="checkbox"/>
	Summary - CHK	6/28/2024	807	13,036.59	Deposit	<input type="checkbox"/>
	Summary - CASH	6/30/2024	807	3,250.00	Deposit	<input type="checkbox"/>
	Summary - CHK	6/30/2024	807	35,781.28	Deposit	<input type="checkbox"/>
	Summary - CREDIT CAR	6/30/2024	807	12,474.98	Deposit	<input type="checkbox"/>

In the EPASS Bank Reconciliation, the total of these 3 transactions = \$48,309.33

Reconciliation Summary

Fiscal Year [2024] Fiscal Month [1] Closing Date [6/30/2024] Bank [1001] ePass Closing Balance [270,611.44]

Check	+	44,315.57
Deposit	-	-338,624.67

New Closing Balance [-23,697.66] Bank Statement Balance [0.00] Variance [-23,697.66] [Print]

None of the batched totals from the Bank Reconciliation match the Funding Summary Report due to the daily cut off times. Review each individual transaction by drilling down further into the details in Merchant Track. The highlighted transactions below total to \$48,309.33. Now, it's time to record the related credit card fees.

Funding ID	Merchant Identifier	Merchant Display Name	Date	Sales Cou	Sales Total	Sales Fee	Refund Cc	Refund Tc	Refund Fe	Chargeba	Chargeba	Chargeba	Return Fe	Gross Am	Other Fee	Other Fee	Total Fees	Net Amou	Funding S	Region	
11483648	EPASS.AndersonsAppliances.397512	Andersons Appliances	6/17/2024	3	5091.1	92.91	0	0	0	0	0	0	0	5091.1	0	0	-92.91	4998.19	Funded	US	
11499231	EPASS.AndersonsAppliances.397512	Andersons Appliances	6/17/2024	6	40224.52	1044.44	0	0	0	0	0	0	0	40224.52	0	0	-1044.44	39180.08	Funded	US	
11520611	EPASS.AndersonsAppliances.397512	Andersons Appliances	6/17/2024	1	3025.13	69.43	0	0	0	0	0	0	0	3025.13	0	0	-69.43	2955.7	Funded	US	
11468547	EPASS.AndersonsAppliances.397512	Andersons Appliances	6/14/2024	0	0	0	1	-31.42	0	0	0	0	0	0	-31.42	0	0	0	-31.42	Funded	US

The Funding Summary Report shows a total of \$48,309.33 for these four highlighted transactions.

Notice that the net daily total on the bank statement does not match the Funding Summary Report. This is because the refund (\$31.42) is not included in the Jun 17/24 funding totals.

06-17	ACH Credit FULLSTEAM	2,955.70
06-17	ACH Credit FULLSTEAM	4,998.19
06-17	ACH Credit FULLSTEAM	39,180.08

The Bank Statement shows a Daily Net Funding Total of \$47,133.97 which doesn't include the \$31.42

Enter the credit card fee in GL Transactions.

Search Options

Search For By Matching

For By Matching

Source	GL Account	Amount	Source	Reference	Date	Batch #	Note	Check #	User

Record Count

Go to GL > Transactions. Click Add.

Add GL Transaction

Amount: 1,206.78

G/L Account: 5005.0 Credit Card Fees Head Office

Bank Rec Type: JE

Date: 06/17/2024

Reference: Jun 17/24 CC Fees

Note: Jun 17/24 credit card fees

Reverse

Reverse Period: Day of next month

Reverse Day: 0

To Be Allocated

0.00

Distribution		
G/L Account	Description	Amount
1000.0	Bank Head Office	-1,206.78
		0.00
*		

Fill in the highlighted areas and click OK.

OK Cancel

G/L Transactions

Search Options

Search For By GL Account Matching Start of Field Search

AND For By GL Account Matching Start of Field Search

Source	GL Account	Amount	Source	Reference	Date	Batch #	Note	Check #	User
	5005.0	1,206.78	JE	Jun 17/24 CC F	06/17/2024	0	Jun 17/24 credit car		L
	1000.0	-1,206.78	JE	Jun 17/24 CC F	06/17/2024	0	Jun 17/24 credit car		L

Record Count: 2

Verify Balance Import Export Review Add Edit Delete Exit

Check the bank reconciliation to make sure the GL transaction for the credit card fees is visible.

Bank Reconciliation

Search Options

Closing Date 7/24/2024 Bank Account 1000.0 Bank Head Office Check Number Search

Show Reconciled Since: Transaction Date 00/00/00 Supplier All Records Batch Number Matching Equal

CheckNumber	Supplier	*Date	BatchNumber	Amount	Transaction Type	Note	Reconciled
	Jun 17/24 CC Fees	7/24/2024	0	-1,206.78	JE	Jun 17/24 credit card fees	<input type="checkbox"/>

Reconciliation Summary

Fiscal Year 2024

The credit card fee is now available for be reconciled.

EPASS Pay Trouble Shooting

How does EPASS handle incomplete transactions due to a power or network interruption?

1. Create Inv RS00000182 and collect full payment. Select the payment type, fill in the amount, choose the entry method and click OK.

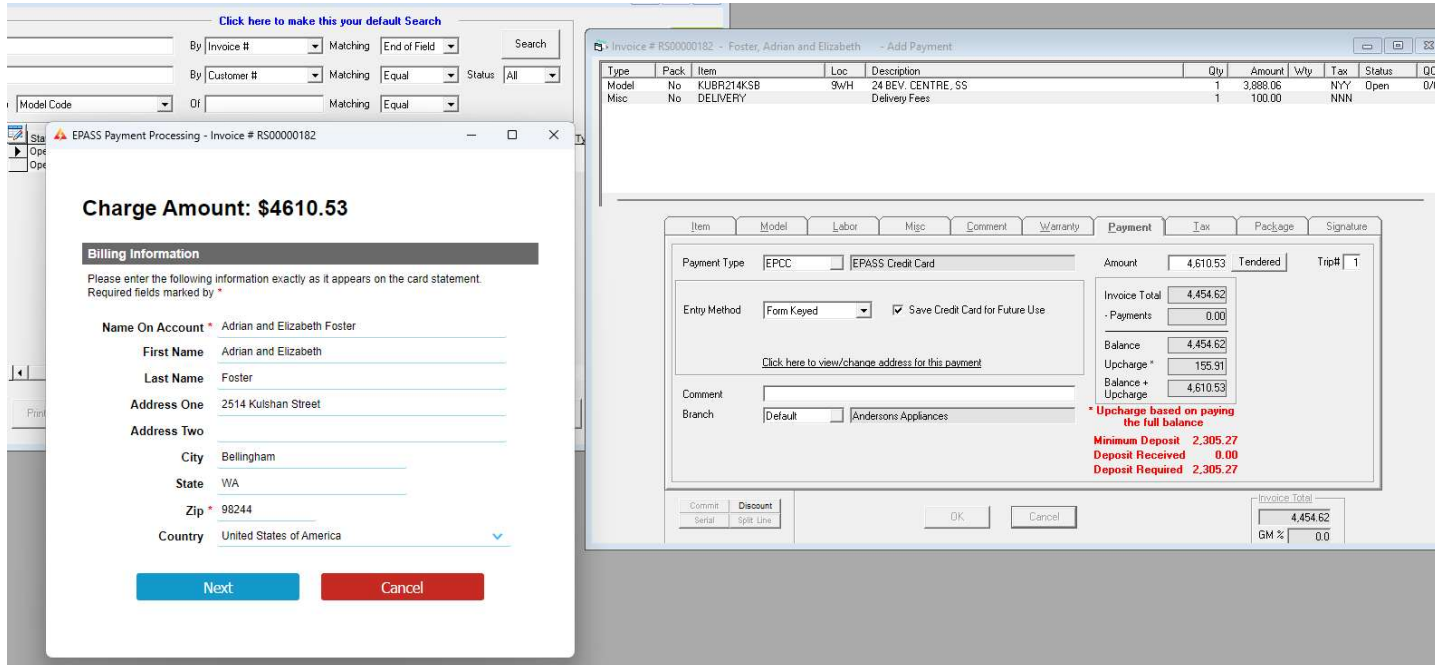
Invoice # RS00000182 - Foster, Adrian and Elizabeth - Add Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	KUBR214KSB	9WH	24 BEV. CENTRE, SS	1	3,888.06		NYT	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN		

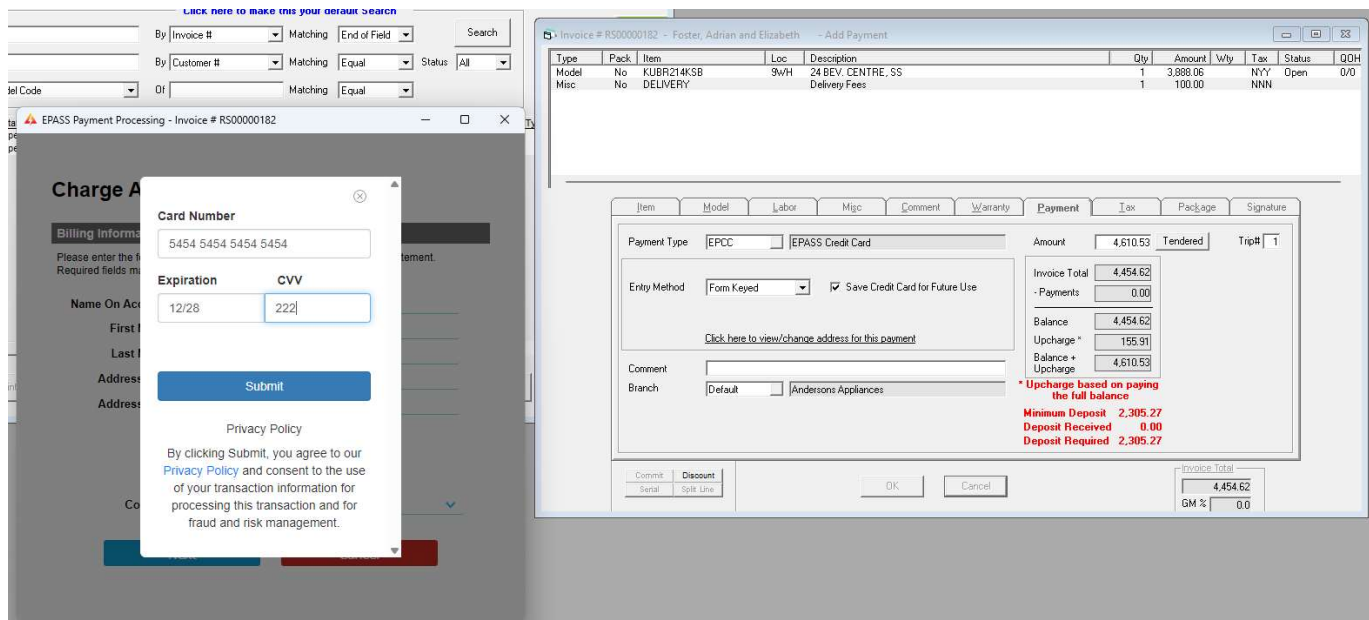
Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type: EPCC EPASS Credit Card						Amount: 4,610.53	Tendered	Trip# 1	
Entry Method: Form Keyed <input checked="" type="checkbox"/> Save Credit Card for Future Use						Invoice Total: 4,454.62	- Payments: 0.00		
Click here to view/change address for this payment						Balance: 4,454.62	Upcharge*: 155.91		
Comment: <input type="text"/> Branch: <input type="checkbox"/> Default Andersons Appliances						Balance + Upcharge: 4,610.53	* Upcharge based on paying the full balance Minimum Deposit 2,305.27 Deposit Received 0.00 Deposit Required 2,305.27		

Invoice Total: 4,454.62
 GM %: 0.0

The EPASS payment screen appears after clicking OK. The Billing Information auto populates based on the bill to information. Click Next.



Fill in the credit card number and click Submit.



Immediately after clicking Submit, I encountered a processing error. Click OK on the message.

Click here to make this your default Search

By Invoice # Matching End of Field Search

By Customer # Matching Equal Status All

Of Matching Equal

ID	Name	Job Status	Sched Date	Finish Date	Total	Balance	Inv Ty
6	Foster Adrian a	UNCONFIRMED	7/10/2024	7/22/2024	4552.80	1747.53	RS
6	Foster Adrian a	UNCONFIRMED	8/25/2024	8/25/2024	4552.80	4552.80	RS

Exception in ePASSPaymentProcessingEPA.SaveResponse:
 Failed to save response data. -
 Exception in ePASSPayment.Common.ReturnData:
 Failed to save data to database. -
 Exception in ePASSPayment.Common.AdoDbWriteData:
 Failed to save data to database. -
 [Cache ODBC][State : \$1000][Native Code 29]
 [C:\EPASS\EPASSServer.exe]
 [SQLCODE: <-29>-<-Field not found in the applicable tables->]
 [Location: <Prepare>]
 [Msg: < Field
 'SQLUSER.INVOICEPAYMENTXRESPONDEDATA.PAYMENTFORBR
 ANCH' not found in the applicable tables.'INSERT INTO
 InvoicePaymentTxResponseData (InvoicePaymentRef,
 InvoiceCode, ChargeType, BankTransactionID,
 BankApprovalCode, RequestedAmount, ApprovedAmount,
 ResponseCode, ResponseCodeText, State, TransactionState,
 AVSCode, AVSCodeDescrip

OK

Invoice # RS00000182 - Foster, Adrian and Elizabeth - Add Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	KUBR214KSB	9WH	24 BEV. CENTRE, SS	1	3,888.06		NYY	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN		

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type: EPCC EPASS Credit Card						Amount: 4,610.53	Tendered	Trip# 1	
Entry Method: Form Keyed						<input checked="" type="checkbox"/> Save Credit Card for Future Use			
Comment:						Invoice Total: 4,454.62	- Payments: 0.00	Balance: 4,454.62	Upcharge *: 155.91
Branch: Default Andersons Appliances						Balance + Upcharge: 4,610.53	* Upcharge based on paying the full balance		
						Minimum Deposit: 2,305.27	Deposit Received: 0.00	Deposit Required: 2,305.27	

Commit Discount Serial Split Line OK Cancel

Invoice Total: 4,454.62
GM %: 0.0

EPASS explains that there was an issue with the payment but has kept it in the list and that the user should recover it ASAP. Click OK.

Search

Status All

Total	Balance	Inv Ty
4552.80	1747.53	RS
4552.80	4552.80	RS

The payment request for \$4,610.53 is incomplete, the payment line will be kept in the list.
You should try to recover it ASAP.

OK

Invoice # RS00000182 - Foster, Adrian and Elizabeth - Add Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	KUBR214KSB	9WH	24 BEV. CENTRE, SS	1	3,888.06		NYY	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN		

Misc	Comment	Warranty	Payment	Tax	Package	Signature		
Payment Type: EPASS Credit Card						Amount: 4,610.53	Tendered	Trip# 1
Save Credit Card for Future Use						Invoice Total: 4,454.62	- Payments: 0.00	Balance: 4,454.62
Click here to view/change address for this payment						Upcharge *: 155.91	Balance + Upcharge: 4,610.53	* Upcharge based on paying the full balance
Comment:						Minimum Deposit: 2,305.27	Deposit Received: 0.00	Deposit Required: 2,305.27
Branch: Default Andersons Appliances								

Commit Discount Serial Split Line OK Cancel

Invoice Total: 4,454.62
GM %: 0.0

EPASS adds a payment line with an incomplete payment description and the credit card upcharge. Click Exit.

Invoice # RS00000182 - Foster, Adrian and Elizabeth - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	KUBR214KSB	9w/H	24 BEV. CENTRE, SS	1	3,888.06		NYYY	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN		
Payment		EPCC		Incomplete. Amount requested: \$4,610.53	0	0.00		NNN	Open	
Misc	No	CCUPC		CC Upcharge Fee	1	155.91		NNN		

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type: <input type="text" value="EPCC"/> <input type="checkbox"/> EPASS Credit Card						Amount: <input type="text" value="0.00"/>	<input type="text" value="Tendered"/>	Trip# <input type="text" value="1"/>	
Entry Method: <input type="text" value="Form Keyed"/> <input type="button" value="Receipt"/> <input type="button" value="Preview"/> <input type="button" value="Print"/> <input type="button" value="Email"/>						Invoice Total: <input type="text" value="4,610.53"/>	Date Posted: <input type="text" value="00/00/00"/>		
Card: <input type="text"/>						- Payments: <input type="text" value="0.00"/>	Status: <input type="text" value="Open"/>		
Auth #: <input type="text"/> Tx ID: <input type="text"/> Batch: <input type="text"/>						Balance: <input type="text" value="4,610.53"/>	Created: <input type="text" value="L 8/25/2024"/>		
Click here to view/change address for this payment <input type="button" value="Show Signature"/>						Change: <input type="text" value="0.00"/>	Modified: <input type="text" value="00/00/00"/>		
Comment: <input type="text"/>						Minimum Deposit 2,305.27 Deposit Received 0.00 Deposit Required 2,305.27			
Cashed out by: <input type="text"/> On <input type="text" value="00/00/00"/> at <input type="text"/>						<input type="button" value="Commit"/> <input type="button" value="Discount"/> <input type="button" value="Serial"/> <input type="button" value="Split Line"/>			
Branch: <input type="text" value="Default"/> <input type="checkbox"/> Andersons Appliances						<input type="button" value="Header"/> <input type="button" value="Add"/> <input type="button" value="Edit"/> <input type="button" value="Recover"/> <input type="button" value="Exit"/> <input type="button" value="Add From Cart"/>			
						Invoice Total: <input type="text" value="4,610.53"/> GM %: <input type="text" value="0.0"/>			

Edit the invoice immediately after exiting. The system notes that there are incomplete payments and asks if you want them to check with the merchant to see if it was processed. Click "Yes" to continue.

Click here to make this your default search

Job Status: UNCONFIRMED | Sched Date: 8/25/2024 | Finish Date: 8/25/2024 | Total: 4610.53 | Balance: 4610.53 | Inv Type: RS

Invoice # RS00000182 - Foster, Adrian and Elizabeth - Review Model

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	KUBR214KSB	9WH	24 BEV. CENTRE, SS	1	3,888.06		NYN	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN		
Payment		EPCC		Incomplete. Amount requested: \$4,610.53	0	0.00		NNN	Open	
Misc	No	CCUPC		CC Upcharge Fee	1	155.91		NNN		

There are incomplete payments on this invoice. This means that an error occurred during the payment transaction and we need to check with the merchant to see if it went through or not.

Would you like us to check with them now?

**** THIS WILL NOT PROCESS THE PAYMENT AGAIN. It will only query the merchant to see if the payment went through:**

- If it did go through we will recover the payment details and complete this payment line.
- If it did not go through this line will be deleted and you can run the payment again.

Item: Model KUBR214KSB | Labor 24 BEV. CENTRE, SS | Misc Ordered 1 | Payment SP | Tax 3,888.06 | Package | Signature Trip# 1

Location 9WH | Delta Warehouse | Shipped 0 | Total 3,888.06 | Spiff 0.00

SKU # | Serial | Location | QOH 0/0 | Std. Cost 0.00

Equiv Not Avail 0

Brand KITCHENAID | QOH 0/0

Product APPLIANCE | Color | Written 6/6 | Status Committed

Mfr Wty 0 | Features | Inventory Type APPL | Created L 8/25/2024

PO # | Reference | Auto Backorder | Modified 00/00/00

Branch Default | Commission | Reserve Exclusive when Ordering

Note: 23.875 Inch 4.89 cu. Ft Beverage Centre Refrigerator in Panel Ready. This Undercounter Beverage Center with Full-Extension Wood-Front Racks holds 14

Commit | Discount | Header | Add | Edit | Delete | Exit | Add From Cart | Invoice Total: 4,610.53 | GM %: 0.0

Customer's card or amount could not be saved as the token was not returned. Click "OK" to continue.

Invoice # RS00000182 - Foster, Adrian and Elizabeth - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	KUBR214KSB	9WH	24 BEV. CENTRE, SS	1	3,888.06		NYN	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN		
Payment		EPCC		Incomplete. Amount requested: \$4,610.53	0	0.00		NNN	Open	
Misc	No	CCUPC		CC Upcharge Fee	1	155.91		NNN		

Customer's Card or Account could not be saved as the token was not returned.

EPASS Credit Card | Amount 0.00 | Tended | Trip# 1

Receipt | Preview | Print | Email

Card | Auth # | Tx ID | Batch | Show Signature

Comment | Cashed out by | On 00/00/00 at | Branch Default | Andersons Appliances

Invoice Total: 4,610.53 | Date Posted: 00/00/00

Payments: 0.00 | Balance: 4,610.53 | Status: Open

Change: 0.00 | Created: L 8/25/2024

Modified: 00/00/00

Minimum Deposit: 2,305.27 | Deposit Received: 0.00 | Deposit Required: 2,305.27


Commit | Discount | Header | Add | Edit | Recover | Exit | Add From Cart | Invoice Total: 4,610.53 | GM %: 0.0

The amount is processed.

Invoice # RS00000182 - Foster, Adrian and Elizabeth - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QDH
Model	No	KUBR214KSB	9WH	24 BEV. CENTRE, SS	1	3,888.06		NYN	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN		
Payment		EPCC			0	4,610.53		NNN	Open	
Misc	No	CCUPC		CC Upcharge Fee	1	155.91		NNN		

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type: <input type="text" value="EPCC"/> EPASS Credit Card						Amount: <input type="text" value="4,610.53"/>	<input type="text" value="Tendered"/>	Trip# <input type="text" value="1"/>	
Entry Method: <input type="text" value="Form Keyed"/> <input type="button" value="Receipt"/> <input type="button" value="Preview"/> <input type="button" value="Print"/> <input type="button" value="Email"/>						Invoice Total: <input type="text" value="4,610.53"/>	Date Posted: <input type="text" value="00/00/00"/>		
Card: <input type="text" value="Mastercard - *****5454"/>						- Payments: <input type="text" value="4,610.53"/>	Status: <input type="text" value="Open"/>		
Auth #: <input type="text" value="942478"/> Tx ID: <input type="text" value="2256334142"/> AVS / CVV: <input type="text" value="Y / M"/>						Balance: <input type="text" value="0.00"/>	Created: <input type="text" value="L 8/25/2024"/>		
<input type="button" value="Click here to view/change address for this payment"/> <input type="button" value="Show Signature"/>						Change: <input type="text" value="0.00"/>	Modified: <input type="text" value="00/00/00"/>		
Comment: <input type="text"/>									
Cashed out by: <input type="text"/> On <input type="text" value="00/00/00"/> at <input type="text"/>									
Branch: <input type="text" value="Default"/> <input type="text" value="Andersons Appliances"/>									



Invoice Total	<input type="text" value="4,610.53"/>
GM %	<input type="text" value="0.0"/>


Why can't I void the payment?

A: If the transaction is not on a same day open batch, then you can't void the payment. The only option is to refund.

Invoice # RS00000183 - Foster, Adrian and Elizabeth - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QDH
Model	No	KUBR214KSB	9wH	24 BEV. CENTRE, SS	1	3,888.06		NYN	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN		
Payment		EPCC			0	2,385.95		NNN	Open	
Misc	No	CCUPC		CC Upcharge Fee	1	83.51		NNN		

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type: <input type="text" value="EPCC"/> <input type="checkbox"/> EPASS Credit Card						Amount: <input type="text" value="2,385.95"/>	<input type="text" value="Tendered"/>	Trip# <input type="text" value="1"/>	
Entry Method: <input type="text" value="Form Keyed"/> <input type="button" value="Receipt"/> <input type="button" value="Preview"/> <input type="button" value="Print"/> <input type="button" value="Email"/>						Invoice Total: <input type="text" value="4,538.13"/>	Date Posted: <input type="text" value="00/00/00"/>		
Card: <input type="text" value="Mastercard - *****5454"/>						- Payments: <input type="text" value="2,385.95"/>	Status: <input type="text" value="Open"/>		
Auth #: <input type="text" value="280427"/> Tx ID: <input type="text" value="2256334215"/> AVS / CW: <input type="text" value="Y / M"/>						Balance: <input type="text" value="2,152.18"/>	Created: <input type="text" value="L 8/25/2024"/>		
Click here to view/change address for this payment <input type="button" value="Show Signature"/>						Change: <input type="text" value="0.00"/>	Modified: <input type="text" value="00/00/00"/>		
Comment: <input type="text"/>									
Cashed out by: <input type="text"/> On <input type="text" value="00/00/00"/> at <input type="text"/>									
Branch: <input type="text" value="Default"/> <input type="checkbox"/> Andersons Appliances									

Commit 

Invoice Total:
GM %:

Click "Void".

Invoice # RS00000183 - Foster, Adrian and Elizabeth - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QDH
Model	No	KUBR214KSB	9WH	24 BEV. CENTRE, SS	1	3,888.06		YYY	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN		
Payment		EPCC			0	2,385.95		NNN	Open	
Misc	No	CCUPC			1	83.51		NNN		

PASS

Void the Payment and delete the current line?

Payment Type: EPCC (EPASS Credit Card) Amount: 2,385.95 Tended Trip# 1

Entry Method: Form Key Invoice Total: 4,538.13

Card: Mastercard - *****5454 - Payments: 2,385.95

Auth #: 280427 Tx ID: 2256334215 AVS / CW Y / M Balance: 2,152.18

Comment: Cashed out by: On 00/00/00 at Branch: Default Andersons Appliances

Invoice Summary: Invoice Total: 4,538.13, GM %: 0.0

Click "Yes" to void.

Invoice # RS00000183 - Foster, Adrian and Elizabeth - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QDH
Model	No	KUBR214KSB	9WH	24 BEV. CENTRE, SS	1	3,888.06		NYN	Open	0/0
Misc	No	DELIVERY		Delivery Fees	1	100.00		NNN		
Payment		EPCC			0	2,385.95		NNN	Open	
Misc	No	CCUPC			1	83.51		NNN		

EPASS Payment Processing

Transaction cannot be voided - Transaction is not in an open batch/same day.
Available operation to consider: Refund

Transaction ID: 2256334215

The transaction can't be voided. Click OK to proceed with a refund.

Payment Type	EP	2,385.95	Tendered	Trip# 1
Entry Method	Form K	Invoice Total	4,538.13	Date Posted
Card	Master	- Payments	2,385.95	00/00/00
Auth #	28042	Balance	2,152.18	Status
Click here to view/change address for this payment		Change	0.00	Open
Comment				Created
Cashed out by				L 8/25/2024
Branch	Default			Modified
	Andersons Appliances			00/00/00

Commit	Discont	Header	Add	Edit	Void	Exit	Add From Cart
Serial	Split Line						

Invoice Total	4,538.13
GM %	0.0

What do I do if I get this specific response code?

Before troubleshooting, check:

Ensure that each line item has a description.

Invoice # SA00073891 - JOHNSTONE, MATTHEW - Review Model

Type	Pack	Item	Loc	Description	Qty	Amount	Tax 2	Tax 3	Status	Wty
Model	No	H3612-30		SUTTON PLACE CREDENZA	1	1,737.99	Yes	No	Committed	
Model	No	H3612-22		SUTTON PLACE DOOR BOOKCASE	1	1,666.99	Yes	No	Committed	
Model	No	H3612-31		SUTTON PLACE HUTCH	1	1,737.99	Yes	No	Committed	
Model	No	DC-312-ASH		FABRIC DESK CHAIR	1	299.99	Yes	No	Committed	
Model	No	GM44552		GLASS CHAIR MATT 45X52	1	299.99	Yes	No	Committed	
Model	No	4737L-LAG-VAG		CONSOLE W/CHUPHOLDER AND USB PORTS - DROPPED	1	715.00	No	No	Committed	
Model	No	437R-LAG-VAG		RIGHT ARM WALL RECLINER - DROPPED	1	715.00	Yes	No	Committed	
Comment	No	FLOOR		FLOOR MODEL - NO WARRANTY - AS IS - NO RETURNS	0	0.00				
Misc	No	DEL-149		\$149 DELIVERY FEE	1	149.00	No	No		No

What happens if a client has an expired card coming up?

We need to investigate the report. We don't save a second card. We update the existing one.