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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

	- I 🖪 🤣 🗶 📜 🙆 🕼 🖡	s 🤹 🗊 📾 🧭 👗 💷 🖗	🗐 🖻 🗖 🕶 🚔 🗑		
1 A 2 A 3 A 4 A 9 A Default A	escription ndersons South Surrey ndersons Calgary ndersons Ditawa ndersons Delta Warehouse ndersons Appliances NLINE BRANCH FOR CLICK TO PAY	- X		Tools > System Maintenance > Branch 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Type
		Click Terminals.		ct lite	
Print <u>I</u> ermi	nals <u>R</u> eview <u>A</u> dd	Edit Delete Exit	Code Description	Sranch Default, Andersons Appliances – C X Printers Print Forms Dimension Express Email Forms Text Forms Default Default Default DK	ucture
* Code Di AP Ac ARUNR Ac Default Di SVR DI	ch Default, Andersons Appliances escription counts Payable /R Default with no timeouts escutt Branch 3 SERVER efault with no timeouts	Select the Default and Click Edit.	Payment Type Tax Code Salesperson Code Model Delivery Loc	COD Payment Before Delivery BCP BC PST	iress s Trans <u>C</u> lose
<u>Print</u> <u>R</u> eview	<u>Copy</u> <u>A</u> dd <u>E</u> dit Se	Delete Exit	Ac Default PO Number Serial Label Size (W*1 Dispatching Departme Phone Extension	/*H) 4 × 3 Open Edge PIN Pad RCM User Port (Terminal Mode Only) Auto Fixed 0	
P: 192.168.1.46	User: Liza Anderson	Branch: Default	I CITILION L/CIQUIL		-



How do we set up the printing from a terminal?

Termin	Printers	Print Forms	Dimension Express	Email Forms	Text Form:
Default Printer	Microsoft Print	to PDF (redirected 1)		•	ОК
Report Printer				-	Cancel
Check Printer				•	
Statement Printer				•	
Receipt Printer				•	
Payment Receipt	EPA Receipt 1			•	
Cash Drawer Printer				•	
Cash Drawer Model				•	
Contract Printer				•	
Label Printers					
Label 1 4×3		↓ Label1 Printe	Microsoft Print to PDF	(redirected 1)	•
,		🗌 🔽 Confirm E	, Before Print		_
Label 2		🚽 Label2 Printe	er cboLabel2Printer		•
		🗌 🔽 Confirm E	Before Print		
Label 3		🚽 Label3 Printe	er cboLabel3Printer		•
		🔽 🔽 Confirm E	Before Print		

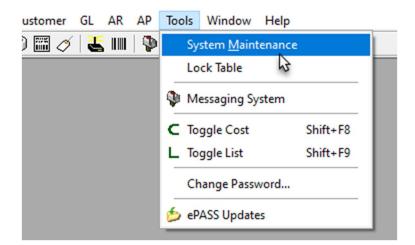
Security Options

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**.



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

5. Options	_		×
Tables		Variables	5
Sale Referral Sales Division Salesporson	~ ~		^
. ext Format Text Number Transfer Status Trip Charge Unit Of Measure			
User Security Warranty Type Web Tags Wireless Terminal			*
<u>O</u> pen	<u>C</u> lose	1	



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

🔄, User				- 🗆	×
Search Options					
Search For	By ID 💌 Mate	hing Anywhere	▼ Type Both ▼	Search	1
Security Option	All Records		Show All	•	-
	Let		1-	Lev v	
× ID		Туре	Group	Obsolete	
AR	Accounts Receivable	Group		No	
ASM	Assistant Store Manager	Group		No	
▶ C	Chris	User		No	
CAPI	CAPI	API User		No	
Print	Security Beview Add	Edit	Delete	E <u>x</u> it	

5. 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.

🖪, Security for User: Chris		_		\times
Search for Security Options				
Keyword				
Invoicing Purchasing Item Inventory Serial Inventory Usts Serial Inventory Costs Accounts Payable Accounts Receivable General Ledger History System Maintenance Messaging Wireless Inventory Financing ePASS Mobile Sales ePASS Mobile Sales ePASS Mobile Service General Text Numbers Overrides ePASS Reports ePASS Reports ePASS Reports ePASS Reports ePASS Pay	Security Option ✓ Merchant Track - All Branches △ Merchant Track - Only My Branch △ Merchant Track - Transaction Search △ Merchant Track - Reverse Open Transactions △ Merchant Track - Reverse Settled Transactions △ Merchant Track - Reporting △ Merchant Track - Virtual Terminal ✓ Merchant Track - Virtual Terminal ✓ Merchant Track - PCI Management △ Merchant Track - Merchant Capital Advance		Ok Cano Selec D <u>e</u> sel All <u>P</u> ower A <u>d</u> u Secu	t <u>A</u> ll lect User



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.

6. 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.



Search for Security Options				Payment Ts	pe EPCC EPA	SS Credit Card	Amount 2,305.27 1	endered Trip# 1
Keyword								
nvoicing	Security Option	A		Entry Metho		Save Credit Card for Future Use	Invoice Total 4,454.62 Payments 0.00	
Purchasing tem Inventory	Invoice Detail - Add Negative Payment		OK	PIN Pad	PIN Pad PIN Pad Keved			
Serial Inventory	Invoice Detail - Add PreAuth Payment				Form Keyed		Balance 4,454.62	
Serial Inventory Lists	Invoice Detail - Add Force Auth Payment				Credit Card on File	address for this payment	Upcharge * 155.91	
Serial Inventory Costs	Invoice Detail - Add Payment - Form Keved		Cancel				Balance + 4,610.53	
Accounts Payable Accounts Receivable	✓ Invoice Detail - Add Payment - Card on File			Comment			Upcharge 4,610.53	
General Ledger	✓ Invoice Detail - Add Payment - Save Card			Branch	Default And	ersons Appliances	the full balance	
History	✓ Invoice Detail - Add Auto Payment Transfer	1	Select All				Minimum Deposit 2,305.27	
System Maintenance	✓ Invoice Detail - Edit Auto Payment Transfer Amount	1					Deposit Received 0.00	
Messaging Wireless Inventory	Invoice Detail - Add Manual Payment Transfer						Deposit Required 2,305.27	
Financing	✓ Invoice Detail - Edit Payment		Deselect All					Invoice Total
PASS Mobile Sales	✓ Invoice Detail - Delete Payment				Discgunt	OK Cancel	1	4.454.62
ePASS Mobile Service General	Invoice Detail - Void Payment			Segal	Split Line			GM % 0.0
Fext Numbers	Invoice Detail - Refund a Previous Payment		Power User					0.01%
Overrides	✓ Invoice Detail - Refund a Non-Previous Payment		Touci Osei					
PASS Reports PASS Reports - Custom	✓ Invoice Detail - View Payment Note							
EPASS Reports - Lustom EPASS Pay	 Invoice Detail - View Payment Note Invoice Detail - Edit Branch on Payment 		Add					
	 Invoice Detail - Edit Branch on Detail Lines 		Security					

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

C3. Security for User: Sales	-	
Search for Security Options		
Keyword Invoice Detail		
Invoicing Security Option		[
✓ Invoice Detail - Delete Open Detail Lines		ОК
Invoice Detail - Add Payment		
Invoice Detail - Add Negative Payment	1	Consel
Invoice Detail - Add PreAuth Payment		Cancel
Invoice Detail - Add Force Auth Payment		
Invoice Detail - Add Payment - Form Keyed		
Invoice Detail - Add Payment - Card on File		Select <u>A</u> ll
Invoice Detail - Add Payment - Save Card		
Invoice Detail - Add Auto Payment Transfer		D <u>e</u> select
Invoice Detail - Edit Auto Payment Transfer Amount Invoice Detail - Add Manual Payment Transfer	nt	
Invoice Detail - Add Mandal Payment		
Invoice Detail - Delete Payment		Power User
Invoice Detail - Void Payment		
Invoice Detail - Refund a Previous Payment		(
Invoice Detail - Refund a Non-Previous Payment		A <u>d</u> d Security
✓ Invoice Detail - View Payment Note		occurry

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



S - Invoice ≢ RS00000185 - Foster, Adrian ar Type Pack Item Payment PCC Misc No CCUPC	nd Elizabeth - Add Payment Loc Description CC Upcharge Fee	Qty Amount Tax Status QOH 0 520.75 Committed 1 17.61 NNN	
Original Transaction T × ID 2256501823 Entry Method [Credit Card on File Card Mastercard - ***********************************	Migo Comment Warrant ASS Credit Card Note: Refunds will be processed through the same Branch as the original Sale. 5454 dersons Appliances DK Cancel	y Payment Iax Package Signature Amount -520.75 Tendered Trip# 1 Invoice Total 17.61 -Payments 520.75 Balance -503.14 Upcharge * -17.61 Balance * -520.75	PASS X You do not have enough security to add integrated refund payments OK

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

-Search for Security Op			
Keyword Invoice D	etal		
Invoicing	Security Option		Те
	☑ Invoice Detail - Delete Open Detail Lines		OK
	🔽 Invoice Detail - Add Payment		-
	Invoice Detail - Add Negative Payment	1	
	Invoice Detail - Add PreAuth Payment		Cancel
	🗹 Invoice Detail - Add Force Auth Payment		-
	Invoice Detail - Add Payment - Form Keyed		
	Invoice Detail - Add Payment - Card on File What do	es the "For	ce Auth
	Invoice Detail - Add Payment - Save Card	t" allow the	
	Invoice Detail - Add Auto Payment Transfer		
	Invoice Detail - Edit Auto Payment Transfer Amount		All
	Invoice Detail - Add Manual Payment Transfer		
	Invoice Detail - Edit Payment Invoice Detail - Delete Payment		Damas Harr
	Invoice Detail - Void Payment		Power User
	 Invoice Detail - Void Payment Invoice Detail - Refund a Previous Payment 		-
	 Invoice Detail - Refund a Non-Previous Payment 		Add
			Security



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**.

🔄, User				- 🗆	\times
Search Options					
Search For	By ID	Matching Anywhere	▼ Type Both	▼ Search	
Security Option	All Records		Show All	•	
× ID	Name	Туре	Group	Obsolete	
AR ASM	Accounts Receivable Assistant Store Manager	Group Group		No No	
C CAPI	Chris CAPI	User API User		No No	(
			·		
<u>Print</u>	<u>Security</u> <u>R</u> eview			E <u>x</u> it	



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

3	Settings 1	Settings 2	
ID / Username Full Name	C Chris	□ □ Obsolete □ Save Defaults □ □ □ EPASS Pay Merchant Track	
Password Re-enter Password Type Group belonging to	× User	First Name Chris Last Name Harris Phone Number 604-555-1212 Email and Branch are also required for MerchantTrack	
		, for example \\SERVER\Reports\MyFolder	
Salesperson Technician Expeditor	Default T Route Branch	echnician for Labor	
	Code	Description	
Report Teams	☐ AII ☐ QA TEAM 01 ☐ RPT1 856 ☑ TEST	All Test team For RPT1 856 Test Team 1	

- 3. If the **Email** field is blank, enter your email address.
- 4. In the **Branch** dropdown, select the branch that you are associated with.
- 5. 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.

1. Go to **Customer > Maintenance**.

2. Search for your "cash" customer, and then click Edit.



earch Options	Click here to	make this your default	Search		
earch For Quick Sale	By Last Name	✓ Matching Start of F	ield 💌 Search	1	
AND For	By Last Name	✓ Matching Start of F	375125785775]	
- Account # Account - Last Name - User Created	# [*] Last Name Fin QUICK SALE CASH *	st Name Address 1 1212 Main Stree	Address 2 City Richmo	Bill-To Account Branch and Default	UserCreated C
					•

3. Click the **Credit** tab.



4. Select the EPASS Pay – Cash Customer checkbox.

Details	Contacts	∐ Maili	ing Addr 🎽	Мар]	Pricing	Credit	Mailing List	Web	Documents	Notepac
Account T			Open Item	<u> </u>	<u>Balan</u> YTD F	<u>se</u> Purchase			0.00	<u>0</u> K
InvType Co Payment T						'ear Purchase			0.00	<u>C</u> ancel
Tax Code Salesperso	n Code		BCP		-		100000000			History
	npany Code		-			Finance	Company arge			
Credit Man Credit Limit	ager User Code			0.00			edit Approval	0 Credit H	old Days	Credit Notepad
EPASS Pa	y - Cash Custor	ner		2		Statement	Account Int Print Only			
	w Click to Pay w to Save Acc			য য		🔲 Bill Servi	ce Charge PO Required	<u> </u>		Credit Status
Saved Acc	ounts/Credit C	ards		Del		□ Do not S □ Always s	ervice ynch in Mobile Te	ech		
Tax 2 Exe	npt				ñ.					
Tax 3 Exe	npt									
Finance D	ocument									

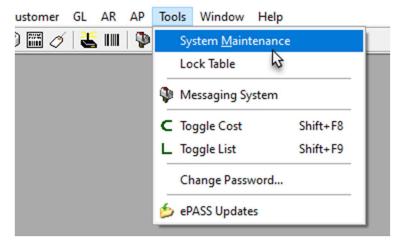
5. Click **OK** to close the Customer record.

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

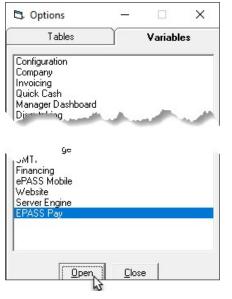


Configure EPASS Pay Variables (WIP)

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



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



4. Do the following:



- Click to Pay				T	
Base URL	The state of the second	Contract States			OK
Profile ID		And Address of the Owner of the			Cance
Token Validity Days	3				
Enable URL Shortening					
URL shortening service request tir	neout in seconds	5			
Enable URL shortening for the sta environment	ging 🔽				
Print Merchant Copy of Payment Re		Save Cards on File To	Sold To	•	
Print Declined Payments on Invoice	r 🖓	Get Cards on File From	Bill To	•	
Automatically Print Receipt on Pinp	ad Printer 🔽	-		_	

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.
в	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.

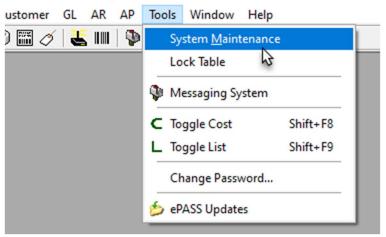
5. Click OK.



Add the Merchant ID

The Merchant ID for your branch has been provided by Fullsteam. If you do not have the Merchant ID, <u>contact</u> 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.

🔄 Edit Branch 2 Ar	ndersons Richn	nond		
Branch	Logo	PBX Settings	Payment Proc	Ta
Code	2		NS-	
Description	Andersons F	Richmond		_
Description for Printing		Appliances Richmond		
Address 1	5400 Minor	u Boulevard		
Address 2				
City	Bichmond			

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..



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Branch	Logo	PBX Settings	Payment Proc	Tax	∬ SMTP ∬	Locations	Brands
🔽 Default S	ave Account/Credit	Card for Future Use	to Checked				F
			n Form Keyed Payments	;			OK
	APTCHA for Form K						
🔽 Use Tesl							Cancel
Ar	PASS						
** E	FA33						
EPASS F) _{au}						
1000000000000000							
Cre	dit Card Merchant ID	lb***************					
	ACH Merchant ID	*****					
	Cloud PIN Pad	Code	Description	<u> </u>	Serial No.		
100 C		Default599	Test3000		3011087726067389		
	<u>O</u> nline Manage	Default600	L7000 with Sigr	nature	3011294926524905		
	<u>R</u> efresh	Default601	Mobile 5000		3201181519613245		
1	1 15 11	Default825	Move 5000		3201181519613245		
_	<u>L</u> ocal Delete	Default840	A77 Test		1760202819		
		Default841	ingenico L3600		50894907		
		Default842	A920Pro test		1851811930		
		L					
-							

- 19 -



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

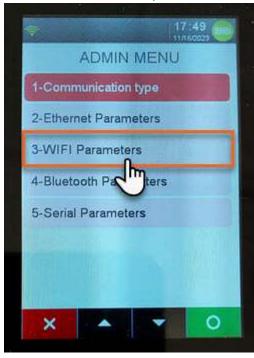
Activate Payment Terminals

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

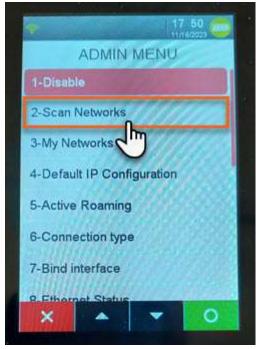
- 1. If necessary, power on the terminal by holding down the green Enter key for two seconds.
- 2. At the terminal home screen, press [0], [0], [0], [1] on the keypad.
- 3. On the touchscreen, tap WIFI Parameters.





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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.

 4	EPASS		Worldpay	Y			
EPASS Pay							
	Merchant ID	*****	*****				
	Cloud PIN Pad		Code	Description			
	<u>O</u> nline Manage		BR1600	EPASS COM			
	<u>R</u> efresh						
	Local Delete						
	Cloud PIN Pad Online Manage		Code BR1600				

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

https://merchanttrack-ext.fullsteampay.net/					
EPASS Pay MerchantTrack					
🕐 Dashboard	Dashboard				
□ >	Activate Terminal				
Terminals	View Terminals				
-	Daily Volumes				



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

≡ EPAS	SS Pay MerchantTrac	K	
20 Dashboard	Dashboard / Termina	als / Activate Terminal	
Terminals	Activate Ter	minal	Lane/3000 ingenico
	Activation Code *		Activation Code: 654321
	654321		
	Description *		
	Front Desk		- A
	Merchant *		
	Andersons1	~	
	Please note, Activation of type.	an take several minutes depending on the terminal	

- 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**.



5. Options	-		×
Tables		Variables	
Miscellaneous Type OEM Package Package Al Hub			^
Payment Type Picker PO Number Podium Rules Price List Template Priority Product Product Major			
Return Reason Route Sale Referral Sales Division Salesperson			*
<u>Open</u>	<u>C</u> lose		

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

🔄 Payment T	буре	_		×
× Code CASH CHQ COD EPCC	Description CASH CHEQUE Payment Before Delivery EPASS Pay Credit Card			
REFCC VISA WTY	Refund Credit Card Visa Warranty Receivable			
<u>P</u> rint	<u>Review</u>	<u>D</u> elete	Ex	it



3. Fill in the required fields:

	Settings			Branch Restrictio	n
Code	EPCC	🔽 Credi	t Card	🗖 Obsolete	OK
Description	EPASS Pay Credit Card				
G/L Account	1120.0		E A	dd Profit Center	Cancel
Comment Labe	Comment				
	Comment Required	Limit Con	nment to	0 Characters	

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. Select the Credit Card checkbox.

Settings			Branch Restriction	on
Code	EPCC	Credit Card	🔲 Obsolete	ОК
Description	EPASS Pay Credit Card			
G/L Account	1120.0		Add Profit Center	Cancel
Comment Labe	Comment			
	Comment Required	Limit Comment to	0 Characters	

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

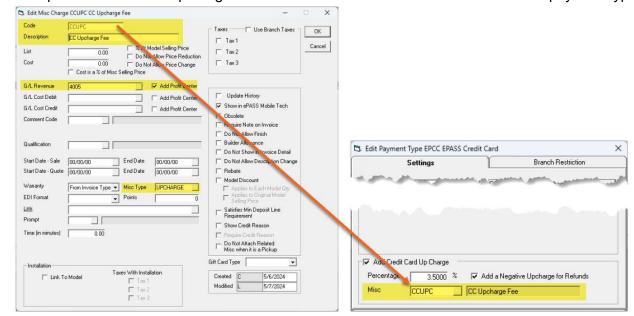


- 6. Verify that Disable Debit is selected.
- 7. If you require signature capture with credit card payments, select the Request Signature if Applicable checkbox.

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.



A CONTRACTOR OF THE OWNER OF	t Type EPCC EPASS Cre	cuit Caru		
	Settings		Branch Restrictio	on
Code	EPCC	Credit Card	🔲 Obsolete	OK
Description	EPASS Credit Card			Count
G/L Account	1000		dd Profit Center	Cancel
Comment Label	Comment	Limit Comment to	0 Characters	
Bank Rec Type	Deposit			
Payment Group Code	EPCC			
	C.O.D. Net Days C ow Payments in Detail		ith 0 allow as payment	on Contract
Show On I		now In Invoice Detai	Show In M	
	essing SS PAY - Credit 📃 💌 revent Duplicate Payment		equest Signature if amount within same	
Di 🟹	isable Debit			s Daterry
	isable Debit Card Up Charge			
	Card Up Charge	✓ Add a Negative L	Ipcharge for Refu	

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**.



🔁 Options		_		\times
Tables		Va	ariables	
Miscellaneous Type OEM Package Package Al Hub				^
Payment Type Picker PO Number Podium Rules Price List Template Priority Product Product Major				
Return Reason Route Sale Referral Sales Division Salesperson				*
<u>Open</u>	<u>C</u> lose	;		

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

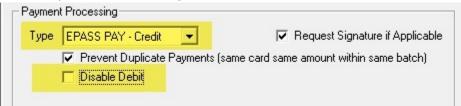
🔄, Payment T	буре	_		×
× Code CASH CHQ COD EPCC	Description CASH CHEQUE Payment Before Delivery EPASS Pay Credit Card			
REFCC VISA WTY	Refund Credit Card Visa Warranty Receivable			
<u>P</u> rint	<u>Review</u>	<u>D</u> elete	E <u>x</u> it	

3. Fill in the required fields:

😋, Edit Paymer	PAY Credit	Х	
	Settings	Branch Restriction	
Code Description G/L Account	EPACC EPASS PAY Credit 1050	Credit Card Dbsolete OK Cancel	
Comment Label	Comment	d Limit Comment to 0 Characters	



- **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.



- 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**.



🖏 Options		_		\times
Tables		Var	iables	
Miscellaneous Type OEM Package Package Al Hub				^
Payment Type Picker PO Number Podium Rules Price List Template Priority Product Product Maior				
Return Reason Route Sale Referral Sales Division Salesperson				~
<u>O</u> pen	<u>C</u> lose			

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

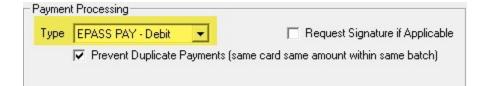
🔄, Payment	Туре			_		×
* Code CASH CHQ COD EPCC						
REFCC VISA WTY	Visa	l Credit Card ty Receivable				
Print	<u>R</u> eview	Add	<u>E</u> dit	<u>D</u> elete	E	xit



3. Fill in the required fields:

C. Edit Payment Type EPADB EPASS PAY Debit				
	Settings	Branch Restriction		
Code Description	EPADB EPASS PAY Debit	Credit Card Dbsolete OK		
G/L Account	1050	Add Profit Center		
Comment Label	Comment Comment Required	Limit Comment to 0 Characters		
Bank Rec Type Payment Group Code				

- **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**.

C Options		_		×
Tables		Va	ariables	
Miscellaneous Type OEM Package Package Al Hub				^
Payment Type Picker PO Number Podium Rules Price List Template Priority Product Product Maior				
Return Reason Route Sale Referral Sales Division Salesperson				~
<u>Open</u>	<u>C</u> los	e		



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

🔄 Payment Type	- 🗆	Х
* Code CASH CHQ COD EPCC	Description CASH CHEQUE Payment Before Delivery EPASS Pay Credit Card	
REFCC VISA WTY	Refund Credit Card Visa Warranty Receivable	
<u>Print</u>	eview Add Edit Delete	E <u>x</u> it

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

Add Paymer	nt Type			×
	Settings		Branch Restriction	on
Code Description	EPACH EPASS Pay ACH	Credit Card	C Obsolete	ОК
G/L Account	1000		Add Profit Center	Cancel
Comment Label Bank Rec Type Payment Group Code	Comment Require	ed Limit Comment t	o 0 Characters	
🗖 Do Not Alle	C.O.D. Net Days ow Payments in Detail nvoice Header 🔽		, DT allow as payment	
🔲 Open Casł	n Drawer	🥅 Make I	Penny Adjustment (C	anada Only)
- Payment Proc. Туре ЕРА	essing SS PAY - ACH	2		
Add Credit Percentage	Card Up Charge — 0.0000 %	🗖 Add a Negativi	e Upcharge for Refu	nds
Misc				



- **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**.

5. Options	-		×
Tables	V	ariables	
Miscellaneous Type OEM Package Package Al Hub			^
Payment Type Picker PO Number Podium Rules Price List Template Priority Product Product Maior			
Return Reason Route Sale Referral Sales Division Salesperson	1		~
	ise		

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



Ej, Payment	Туре	– 🗆 X
* Code CASH	Description CASH	
CHQ COD EPCC	CHEQUE Payment Before Delivery EPASS Pay Credit Card	
REFCC VISA WTY	Refund Credit Card Visa Warranty Receivable	
<u>P</u> rint	<u>Review</u>	<u>D</u> elete E <u>x</u> it



3. Fill in the required fields:

🕄, Edit Payme	nt Type EPAPA EPASS PA	AY Pre-Auth	×
	Settings	Branch Restriction	
Code Description G/L Account	EPAPA EPASS PAY Pre-Auth 1050	Credit Card Dbsolete OK Add Profit Center	
Comment Labe	Comment Required	Limit Comment to 0 Characters	
Bank Rec Typ Payment Group Code	,		

- **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.

Processing	
PASS PAY - Pre-Auth 💌	Request Signature if Applicable
	Processing

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 Paymer	nt Type				×
	Settings			Branch Restricti	ion
Code	DC	~	Credit Card		ОК
Description G/L Account	Diner's Club			dd Profit Center	Cancel
Comment Label	Comment	Lim	nit Comment to	0 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.

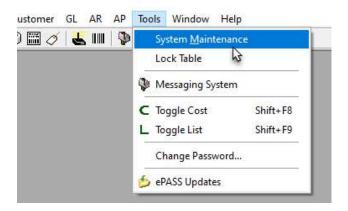
Before Starting

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

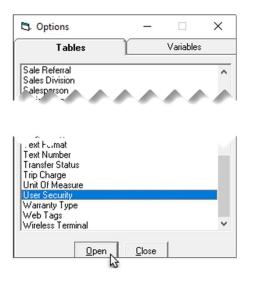
- 1. <u>Create</u> a dedicated Payment Type for pre-authorizations.
- 2. Activate the Add PreAuth security setting (see below).

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**.



🔄, User				- 🗆	×
Search Options					_
Search For	By ID 💌 Mate	hing Anywhere	▼ Type Both ▼	Search	1
Security Option	All Records		Show All	•	-
Lup	IN	1-	10	lou u	
× ID	Name	Туре	Group	Obsolete	
AR	Accounts Receivable	Group		No	
ASM		Group		No	
► C	Chris	User		No	
CAPI	CAPI	API User	1	No	1
	<u>Security</u> <u>R</u> eview <u>A</u> dd	<u>E</u> dit	Delete	E <u>x</u> it	

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

🕄 Security for User: C	Chris	<u></u>		\times
Search for Security Op Keyword PreAuth	otions			
Invoicing	Security Option Invoice Detail - Add PreAuth Payment		0	ĸ
	-		Car	ncel

5. Click OK.



Pre-Authorizing A Credit Card

- 1. Go to the <u>Details</u> of the customer's invoice. Make sure that you are in **Edit** mode.
- 2. Click the **Payment Tab**.

3	Invoice #	03-1 -	Howlett, Jame	s - Ado	l Payment									
	Туре	Pack	Item	Loc	Description		Qty	Amount	Tax 1	Tax 2	Tax 3	Status	Wty	
	Comment	No			This Invoice ha	is been split, furt	0	0.00						
	Model	No	JDRP548HL	4WH	48 DF RANGE,	6 W/GRIDDLE	1	18,907.00	No	Yes	Yes	Committed		
	Item		Model	Labor	Misc	Comment	Warr	anty P	ayment	<u>γ</u>	Iax	Packa	ae	Signature
	-	_		-					N		-		- 1	
	Paymen	t Type						An	Nount		0.00	Tendered		Trip# 1
	Commer	ıt									1.004.01			

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

nent
zarion
ſ

- 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.

Entry Method PIN Pad	PIN Pad 💽	✓ Save Credit Card for Future Use L7000 with Signature
	Click here to view/change	address for this payment



-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.

ype	Pack Item	Loc	Description	Qty	Amount Wty	Tax	Status	QOH		
odel	No YMED4500M	W 9WH	7.0 CU FT FRONT LOAD DF	3Y 1	1.025.82	NYY	Open	1/5		
isc	No BA DRYER		Builders Allowance Dryer	-1	-750.00	NYY	202020200			
odel	No NE63T87119	SG 9₩H	30 ELECTRIC RANGE, CON	IV 1	2,856.51	NYY	Open	2/15		
isc	No BA RANGE		Builders Allowance Range	-1	-500.00	NYY				
odel	No WRX986SIH	V 9WH	36 FOUR DOOR FRIDGE, B		6,292.35	NYY	Open	97/105		
isc	No BA FRIDGE		Builders Allowance Fridge	-1	-750.00	NYY				
odel	No DW80K5050		24 DISHWASHER, 48 DBA,		1,196.41	NYY	Open	6/25		
isc	No BA DISHWA	S	Builders Allowance Dishwash		-750.00	NYY		e for for for for for for for for	n ha	The further further for the further for the further
ayment	PAUTH			0	0.00	NYY	Open			
	(Item)	Model	Labor Misc	Comment	Warranty	Рау	nent	Tax	Package	Signature
	Tron	<u></u> odo,	Easer 1 11/20		<u></u> anany	Lay		Tau	, dogo	oignataio
	Payment Type	PAUTH	EPCC Pre-Authorizario	on		Amou	nt [0.00	Tendered	Trip# 1
	Entry Method	Form Keyed	Receipt Previe	ew Print	Email	Invoid	e Total	9,655.62	Date P	onted
	Card		- *****5454			- Payr	nents	0.00	00/00/	
	Auth #	AVS185	Tx ID A	vs/cwX/	M		Ē	O CEE CO		
						Balan	ce 🗌	9,655.62	Stat	20
		Click here to	view/change address for this j	<u>payment S</u>	how Signature	Chang	ge 🗌	0.00	Ope	770.2
								202.0		
	Comment								Crea	
									C 4.	/18/2024
	Cashed out by		On 00	/00/00 at					Modi	fied
	Branch	Default	Andersons Appliances	,					0	0/00/00
		10 or doit.								
	4	14							- Invoice Tota	



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Taking a Payment

PIN Pad

1. In the Entry Method dropdown, select PIN Pad

Гуре	Pack	Item	Loc	Description	Qty	Amount Wty	Tax Status	QOF
Model Misc	No No	WRS315SNHB DELIVERY	9wH	36 SXS FRIDGE, BL		2,743.16	NYY Open NNN	79/
ayment Payment Payment	INO	EPCTP EPCTP		Delivery Fees	0 0	1,586.17 200.00	NNN Open NNN Open NNN Open	
<u>I</u> tem	Υ	Model Labor	Misc	<u>Comment</u> <u>W</u> arranty	Payment	Iax Y	Package	Signature
Payme	nt Type		ASS Credit Card		Amount [0.00 T	endered Tri	p# 1
Entry N	lethod	PIN Pad	I 🖾 Savel	Credit Card for Future Use	Invoice Total	3,172.34		
					Payments	1,786.17		
PIN Pa	bd	Default601	Mobile 5000		Balance	1,386.17		
		<u>Click here to view/chan</u>	ge address for th	is payment	Upcharge *	48.52		
Comme	ent				Balance + Upcharge	1,434.69		
Branch	i.	Default 🔄 🗛	dersons Appliano	jes –	* Upcharge base the full ba	ed on paying alance		
Comm	ur Die	count					- Invoice Total	1

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

<u>I</u> tem	Model Labor Misc Comment Warr	anty <u>P</u> ayment <u>I</u> ax Pac <u>k</u> age Signature
Payment Type	EPCC EPASS Credit Card	Amount 1434.69 Tendered Trip# 1
Entry Method PIN Pad	PIN Pad Save Credit Card for Future Use Default601 Mobile 5000 Click here to view/change address for this payment	Invoice Total 3,172.34 - Payments 1,786.17 Balance 1,386.17 Upcharge * 48.52
Comment Branch	Default Andersons Appliances	Balance + 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.



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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



ype	Pack	Item	Loc	Description	Qty	Amount Wty	Tax Statu:	s QO
odel isc ayment ayment	No No	WRS315SNHB DELIVERY EPCTP EPCTP	9WH	36 SXS FRIDGE, BL Delivery Fees	1 1 0 0	2,743.16 100.00 1,586.17 200.00	NYY Open NNN NNN Open NNN Open	
ayment isc	No	EPCC CCUPC		CC Upcharge Fee	0 1	1,434.69 48.52	NNN Open NNN	1
<u>l</u> tem	Υ	Model Labor	Misc	<u>Comment</u> <u>W</u> arranty	Payment	<u>I</u> ax	Package	Signature
Paymen	t Type		SS Credit Card		Amount	1,434.69	endered	Frip# 1
Entry M Card Auth #	ethod	PIN Pad Visa - ******************0243 42923A Tx ID 22564	Receipt Pre	view Print Email	Invoice Total	3,220.86 3,220.86	Date Pos 00/00/00	1111 - C
		Click here to view/change			Balance Change	0.00	Status Open	
Commer	ət						Created	ł
Cashed			On (00/00/00 at			Modifie	Contraction of the second
Branch		DefaultAnde	ersons Appliand	ces .			00/1	00/00
Commit	t Dis Split	count Header	Add	<u>E</u> dit <u>V</u> oid E <u>x</u> it	Add From Cart		1.220.	

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.

pe	Pack Item		Loc	Description		Qty	Amount	Tax	Status	QOH
sc	No KUBR214 No DELIVERY		9w/H	24 BEV. CENTRE, SS Delivery Fees		1	3,888.06 100.00	NYY NNN	Open	0/0
	Item	Model	Labor	Migc <u>C</u> omment <u>W</u> arrani	<u>Payment</u>	<u>I</u> ax 2,305.27	Pac <u>k</u> ag		Signature	
	Entry Method	Form Keyed		-	Invoice Total [- Payments [4,454.62				
		Click here to	view/chan	ge address for this payment	Balance [Upcharge * [Balance +	4,454.62 155.91 4.610.53				
	Comment Branch	Default	An	dersons Appliances	Upcharge * Upcharge base the full ba Minimum Depos Deposit Receiv Deposit Require	ed on paying alance it 2,305.2 ed 0.0	7			

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



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(Involution = RS0000173 - Foste Pack Item No KUBP214KS No DELIVERY	r, Adrian and Elizabeth Loc B B SWH	- Add Payment Description 24 REV: CENTRE, SS Delivery Fees		Qty 1 1	Amount Tax Status 001 3888.06 NYY Open 0/0 100.00 NNN EPASS Payment Processing - 1	tus Name Customer	- 0	×
	Item Payment Type Entry Method Comment Branch	Form Keyed	Migo Comment Warranty ASS Credit Card For Save Credit Card for Future Use are address for this payment dersons Appliances	Amount Invoice Total - Payments Balance	nce 2,305.27 0.00	Billing Information Please enter the following Required fields marked by Name On Account * First Name Last Name		ard statement.	I
	Commit Disc	gunt Une	OK Cancel		ĺ	City State Zip * Country	Bellingham WA 98244 United States of America ext Canc	el	

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



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Гуре / Model Misc	Pack Item No KUBR214KSB No DELIVERY	Loc Description 9wH 24 BEV. CENTRE, SS Delivery Fees	<u>Qty</u>] 1 1	Amount Tax Status 3,888.06 NYY Open 100.00 NNN	QOH 0/0	Name Customer	
	Ltem Model	Labor Misc Comment Warrant	Payment Lax	A EPASS Payment Proce	ssing - Invoice # RS0000	00173	- (
	Payment Type EPCC	EPASS Credit Card	Amount 2,305.27	Charge A	Card Number	8	•
	Entry Method Form Key	red 💽 🔽 Save Credit Card for Future Use	Invoice Total 4,454.62 • Payments 0.00	Billing Informa	5454 5454 545	4 5454	
	Click here	to view/change address for this payment	Balance 4,454.62 Upcharge * 155.91	Please enter the fi Required fields ma	Expiration	CVV	tement.
	Comment Default	Andersons Appliances	Balance + 4,610.53 * Upcharge based on paying	Name On Acc First I	12/28	222	
	Delaut	periodis Apparities	the full balance Minimum Deposit 2,305.2 Deposit Received 0.0 Deposit Required 2,305.2	0 Address	S	ubmit	
	Commit Discgunt Serial Split Line	0K Cancel		Addrese	Priva	acy Policy	
				Co	Privacy Policy and of your transact processing this	mit, you agree to our ad consent to the use ttion information for transaction and for sk management.	•

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

Гуре	Pack Item		Loc	Description		Qty	Amount T	ax Status	QOH
vlodel	No KUBR214KS	6B	9WH	24 BEV. CENTRE, SS		1		YY Open	0/0
vlisc	No DELIVERY			Delivery Fees		1		NN	
Payment Misc	EPCC No CCUPC			CC Upcharge Fee		0		NN Open NN	
viisc	NO CLUFC			uu opunaige ree		1	00,60 N	NN	
	Item	<u>M</u> odel	Labor	Migc Comment Warranty	Payment	Tax	Package	Signature	
	Payment Type	EPCC	EP/	ASS Credit Card	Amount [2,305.27	Tendered	Trip# 1	
	Entry Method	Form Keyed		Receipt Preview Print Email	Invoice Total	4,535.30	Date	Posted	
	Card	Mastercard - *			- Payments	2,305.27	00/00		
	Auth #	and some restriction of the	x ID 2250	and a second				25/2010	
	Auth #				Balance	2,230.03	St	atus	
		Click here to v	iew/chanc	te address for this payment Show Signature	Change	0.00		pen	
							Cre	ated	
	Comment						L	7/8/2024	
	Cashed out by			On 00/00/00 at			Mo	dified	
	Branch	Default	And	lersons Appliances				00/00/00	
				100			۱ <u>ــــــــــــــــــــــــــــــــــــ</u>		
									-
		1.12							
	Commit Dis	count				s	Invoice To	tal	

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.

B • Edit Custor	ner 232595-	1 Nelson										B. Edit Custon		Nelson							- 0 %
Details	Contacts	Mailing Addr	Мар	Pricin	g	Credit	Mailing List	Web	Docum	ents 🍸 🖂 Notepad		Details	Contacts	Mailing Addr	Мар	Pricing	Cred	lit 🔰 Mailing List	γw	eb Docum	ents 🗋 🖂 Notepa
Account # Last Name First Name Address 1 Address 2 City State	232595 Nelson Jim 600 25t Bellingh	h Street	C H W	pen/Total Inv ell ome /ork ther Phone	roices:	1	/1	0pt 0 기 되 기 되 기 되 1 도 2 도	en Parts List to Not Mail to Not Email to Not Email to Not Text to Not MMS	QK Cancel History	ni a	Account # Last Name First Name Address 1 Address 2 City State	232595 Nelson Jim 4668 Ca Burnaby BC	anada Way	Cel Ho Wo	me	Text		10 - 이 (10 - 이 (10 - 이 (10 - 이 (10)- 이 (10)-) (10)- (1	Doen Parts List of Out Do Not Mail Do Not Email Do Not Text Do Not MMS	QK Cancel History
Zip Code Country Contact	98225	States of America		mail	ļin	elson@gma	ail.com			Contact Info		Zip Code Country Contact	V5G 1K Canada	222		S UC	inelson	n@gmail.com			Contact Info
Bill To Acco Table 1 Preferred Contacts	Way	Туре	_	/ebsite ale Referral Value			custom le US ad		ord	Update Open Invoices Set Preferred Contacts		Bill To Acco Table 1 Preferred Contacts	Way	Туре		le Referral Value		e a custom e Canadiar			Update Open Invoices Set Preferred Contacts

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

	Edit Invoice #	RS00000182 - N	Velson, Jim						
	Invoice	Contacts	Service	Dispat	ching	Invoice Cont.	Warranty	Documents	
	View Print Hist		nvoices Invoic 500000182 8/27	e Date /2024	Schedule	Date 8/27/20		Up 8/29/2024	
Use the US address customer for the Ship To.	Invoice Type Payment Type		etail Sales ayment Before Deli		Job Statu: PO Numb Reference	er		Select the address c umber for t	ustomer
	Ship To	232595-1	Pa History	yment Link	Bill To	232595	-	History	PAI Schedule
		Nelson, Jim 600 25th Street Bellingham, WA jnelson@gmail.co			☐ Finan	4668 Ca Burnaby	Jim nada Way , BC, CA, V5G 11 9gmail.com	K8	A/R Balance Credit
								Customer Phone	<u>_00</u>
	Salesperson 1	CLARA 🚺 🖸	lara Choo		Total	4,06		L 8/27	
	Salesperson 2		*	0.000	Status	Open	Modified	L 8/27	A CONTRACTOR OF
		RTN 📃 🖪	eturning Customer	,		8/30/2024	Finished	00/00	NAL 1
	Min Deposit	50.00 % rail						00/00	

- 51 -



3. 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.

Charge Amount: \$2063.99	EPASS Payment Processing - I	Invoice # R50000182 — 1	×	Type Model Misc	Pack Item No MFI2269 No DELIVE	RB Y	Loc Description 9w/H 33 FRENCH DOOR, BL Delivery Fees	Qty1 1 1	Amount Wty Tax S 3,487.34 NYY C 100.00 NNN	
Please enter the following information exactly as it appears on the card statement. Payment Type EPCC EPASS Deakt Card Anount 2,063.99 Tendened Tiph T Name On Account * Jim Nelson Jim Jim Jim Payment Type EPCC EPASS Deakt Card Anount 2,063.99 Tendened Tiph T Last Name Nelson Jim Seve Deakt Card for Future Use Vorket Address Tor Hin Lawrent Upchage 1398.98 Jim Address Tor Hin Lawrent Default Andersons Appliances Vipchage 127.98 Default Nume Vipchage 127.98 Default Nume Vipchage 1000 Default Nume Vipchage Vipchage <t< th=""><th></th><th>unt: \$2063.99</th><th></th><th> </th><th>Item</th><th>Model</th><th>Labor Migo Comment Wattan</th><th>y <u>P</u>ayment <u>Iax</u></th><th>Package Signature</th><th></th></t<>		unt: \$2063.99			Item	Model	Labor Migo Comment Wattan	y <u>P</u> ayment <u>Iax</u>	Package Signature	
Required fields marked by * Image: Control of Form Keyed in Control of Form		information evently as it annears on the card statement			Payment Ty	e EPCC	EPASS Credit Card	Amount 2,063.99	Tendered Trip# 1	
First Name Jim Jim Balance 3,988 38 Last Name Nelson Click here to view/change address for this parment Upchage* 133,58 Address One 4668 Canada Way Comment Balance * 4,127,38 Address Two Detault Andersons Appliances * Upchage based on paying the full balance	Required fields marked by				Entry Metho	Form Keye	ed 🔻 🔽 Save Credit Card for Future Use			
Last Name Nelson Address One 4668 Canada Way Address Two Address Two							_			
Address One 4668 Canada Way Comment Branch Default Address Two Branch Default Branch Default Address Two Branch Default Address Two Branch Default Address Two Branch Default Address Branch Default Address Branch Default Address Branch			Pu			Click here to	o view/change address for this payment			
					Comment			Balance + 4,127.98		
	Address Two				Branch	Default	Andersons Appliances	* Upcharge based on paying the full balance		
City Burnaby The information is populated based on Depuit Recitive 0.00	City	Burnaby	The infor	mation is	populated ba	sed on		Minimum Deposit 2,063.99		
Province BC the Bill To Information. Deposit Required 2003.99	Province	BC	the Bill T	o Informa	tion.			Deposit Required 2,063.99		
Postal Code * V5G 1K8	Postal Code *	V5G 1K8	_	-	Commit	Discount				_
Country Canada V Sector Spir Lipe DK Cancel 3988.33 GM 2 00	Country	Canada 🗸 🗸			Segal	lpiit Lige	OK]		
		lext Cancel			2					

4. Enter the Canadian credit card number.

			Type Pack Model No Misc No	MFI2269FRB DELIVERY	Loc 9wH	Description 33 FRENCH DOOR, BL Delivery Fees	<u> </u>	Qty Amount W 1 3,487.34 1 100.00	Vty Tax NYY NNN
A EPASS Payment Proces	sing - Invoice # RS00000182	- 0 ×							
Charge A	⊗ ▲	-							
	Card Number			[tem	Model Labor	r Migc Comment Warrant	y Payment	∐ax Package	Signatur
Billing Informs Please enter the f	5413 3300 8960 4111	ement.		Payment Type	EPCC	EPASS Credit Card	Amount 2	063.99 Tendered	Trip# 1
Required fields ma	Expiration CVV		-				Invoice Total 3	.988.39	
Name On Acc	12/28 201	Enter the Canadia		Entry Method	Form Keyed	 Save Credit Card for Future Use 	- Payments	0.00	
First I Last I		card information.			Click here to view/cha	ange address for this payment		.988.39 139.59	
Address	Submit			Comment	[Opchaige	.127.98	
Address				Branch	Default	Andersons Appliances	* Upcharge based or the full balance Minimum Deposit		
Pro	Privacy Policy By clicking Submit, you agree to our						Deposit Received Deposit Required	0.00	
Postal	Privacy Policy and consent to the use			Cemmit Discg				- Invoice. To	ini —
Co	of your transaction information for processing this transaction and for	*	1	Segial Split L		OK. Cancel		GM %	988.39
	fraud and risk management.				K.			1	

5. The payment is processed.



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Type Model Misc	Pack Item No MFI2269FRB No DELIVERY	Loc Description 9WH 33 FRENCH DOOR, BL Delivery Fees	Qy 1 1	Amount Wty Tax Status 3,487.34 NYY Open 100.00 NNN
Misc Payment Misc	EPCC No CCUPC	CC Upcharge Fee	, 0 1	2.063.99 NNN Open 72.24 NNN
-	Item <u>M</u> odel	Labor Mi <u>s</u> c <u>C</u> omment <u>W</u> a	rranty Payment Iax	Pac <u>k</u> age Signature
	Payment Type EPCC	EPASS Credit Card	Amount 2,063.99	Tendered Trip# 1
	Entry Method Form Key Card Masterca	ed Receipt Preview Print Ema	Invoice Total 4,060.63	Date Posted
	Auth # 118144	T x ID 2256445613 AVS / CVV Y / M to view/change address for this payment Show Signa	Balance 1,996.64	Status
	Comment Cashed out by	On 00/00/00 at		Created L 8/27/2024
	Branch Default	Ancersons Appliances		Modified 00/00/00
		ne payment was processed thout issue.		
	Commit Discount Serial Split Line	<u>H</u> eader <u>A</u> dd <u>E</u> dit <u>V</u> oid F	xit Add From Cart	4,060.63

Credit Card on File

1. Select the Credit Card on File entry method.



уре	Pack Item	Loc	Description		Qty	Amount T	ax Status	QOH
Aodel Aisc Payment Aisc	No KUBR214k No DELIVERY EPCC No CCUPC	SB 9WH	24 BEV: CENTRE, SS Delivety Fees CC Upcharge Fee		1 1 0 1	3,888.06 N 100.00 N 2,305.27 N	YY Open NN NN Open NN	0/0
	Item Payment Type	Model Labo	Mige Comment W	arranty <u>P</u> ayment	<u>I</u> ax 500.00	Package Tendered	Signature]
	Entry Method Card	Credit Card on File Mastercard - Montercord Click here to view/che		Invoice Total - Payments Balance Upcharge *	4,535.30 2,305.27 2,230.03 78.05			
	Comment Branch	Default	ndersons Appliances	Balance + Upcharge * Upcharge based the full bala	2,308.08			

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

уре	Pack Item	Loc	Description	Qty	Amount Tax Status QOH
odel isc ayment isc	No KUBR214KSB No DELIVERY EPCC No CCUPC	9wH	24 BEV CENTRE, SS Delivery Fees CC Upcharge Fee	1 1 1 1 1 1 1	3,888,06 NYY Open 0/0 100.00 NNN 2,305,27 NNN Open 80,68 NNN
	Entry t Card	nsaction in p	Mige Comment Warranty rogress. Please wait Close exusances nor use pormere dersons Appliances	Payment Isx Amount 500.00 Invoice Total 4.535.30 - Payments 2.305.27 Balance 2.230.03 Upcharge* 78.05 Balance + 2.308.08 Upcharge based on paying the full balance	Package Signature Tendered Trip# 1
	Commit Discount Serial Split Line		0K Cancel		4,535,30



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

уре	Pack Item		Loc	Description		Qty	Amount Tax	Status 0	юн
odel	No KUBR21	4KSB	9WH	24 BEV. CENTRE, SS		1	3,888.06 NYY		1/0
sc	No DELIVEI	ſΥ		Delivery Fees		1	100.00 NNN		
yment	EPCC No CCUPC			0011 1 5		0	2,305.27 NNN 80.68 NNN		
c yment	NO LLUPL EPCC			CC Upcharge Fee		1	500.00 NNN		
C	No CCUPC			CC Upcharge Fee		1	17.50 NNN		
	Item	Model	Labor	Migc <u>C</u> omment <u>W</u> arranty		Īax	Package	Signature	
	Payment Ty	e EPCC	EP/	ASS Credit Card	Amount [500.00	Tendered	Trip#	
	Entry Metho	Credit Card or	File	Receipt Preview Print Email	Invoice Total [4,552.80	Date Po	sted	
	Card	Mastercard - *	******	5454	- Payments	2,805.27	00/00/0	0	
	Auth #	739293 T	x ID 2250	1254337 AVS / CVV Y /	Balance	1,747.53			
		Click here to v	iew/chanc	ge address for this payment Show Signature	Change [0.00	Statu Oper	10.10 March 10.	
	100						Create		
	Comment	J						3/2024	
	Cashed out	yy 🛛	6	On 00/00/00 at			Modifi	ed	
	2.220 22	Default	(And	dersons Appliances			00.	/00/00	
	Branch						L		
	Branch								
	Branch								
	Branch								
	Commit	Discount					nvoice Total		

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.

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

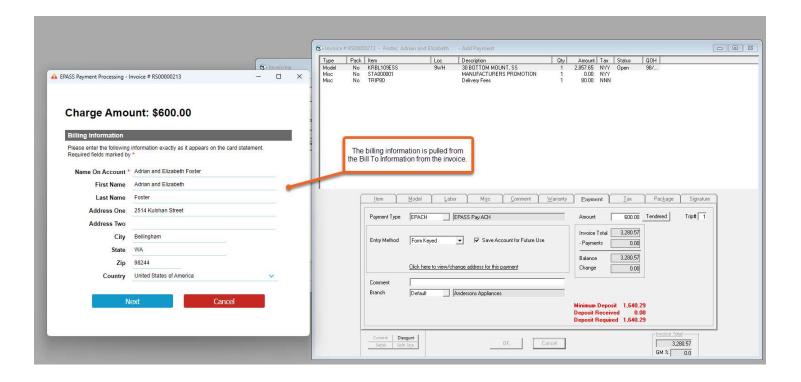


ype Pa	ack Item	Loc	Description	Qty	Amount T	ax Status	QOH		
Contraction of the second second second	to KRBL109ESS	9wH	30 BOTTOM MOUNT, SS	1	2,857.65 N	rY Open	98/		
	lo STA000001		MANUFACTURERS PROMOTION	1	0.00 N	Ϋ́			
lisc N	lo TRIP80		Delivery Fees	1	80.00 N	NN			
								c	
								E I I I	
	elect the ACH							Enter the	payment.
р	ayment type.								
p	ayment type.	Model Labo	or Mi <u>s</u> c <u>C</u> omment	<u>W</u> arranty	Payment	Ia	Pac	kage Sigr	nature
p		Model Labo	or Mi <u>s</u> c Comment	<u>W</u> arranty	<u>P</u> ayment	<u>I</u> a	Pac	<u>k</u> age Sign	nature
			or Mi <u>s</u> c <u>C</u> omment	<u>W</u> arranty	Payment Amount		Pac		
	Item 1			Warranty			0.00 Tendera		
	Item 1			<u>W</u> arranty		60).00 Tendere		
	Item 1	EPACH			Amount	60 al 3,28	0.00 Tendere		
	Payment Type	EPACH	EPASS Pay ACH		Amount	60 al 3,28).00 Tendere		
	Payment Type	EPACH	EPASS Pay ACH		Amount	60 al 3,28	0.00 Tenders		
	Payment Type	Form Keyed	EPASS Pay ACH		Amount Invoice Tot - Payments Balance	60 al 3,28 3,28	0.00 Tendere		
	Payment Type	Form Keyed	EPASS Pay ACH		Amount Invoice Tot	60 al 3,28 3,28	0.00 Tenders		
	Payment Type	Form Keyed	EPASS Pay ACH		Amount Invoice Tot - Payments Balance	60 al 3,28 3,28	0.00 Tendere		
	Payment Type Entry Method Comment	Form Keyed	EPASS Pay ACH		Amount Invoice Tot - Payments Balance	60 al 3,28 3,28	0.00 Tendere		
	Payment Type Entry Method	Form Keyed	EPASS Pay ACH		Amount Invoice Tot - Payments Balance	60 al 3,28 3,28	0.00 Tendere		
	Payment Type Entry Method Comment	Form Keyed	EPASS Pay ACH		Amount Invoice Tot - Payments Balance	60 al 3,28 3,28	1,00 Tendera 1,57 2 1,00 1,57 1,00		
	Payment Type Entry Method Comment	Form Keyed	EPASS Pay ACH		Amount Amount Invoice Tot Payments Balance Change Minimum De Deposit Ref	60 al 3,28 3,28 3,28 5,20 5,20 5,20 5,20 5,20 5,20 5,20 5,20	0.00 Tendero 0.57 2 0.00 1.57 0.00 40.29 0.00		
	Payment Type Entry Method Comment	Form Keyed	EPASS Pay ACH		Amount Invoice Tot Payments Balance Change Minimum De	60 al 3,28 3,28 3,28 5,20 5,20 5,20 5,20 5,20 5,20 5,20 5,20	0.00 Tendero 0.57 2 0.00 1.57 0.00 40.29 0.00		
	Payment Type Entry Method Comment	Form Keyed	EPASS Pay ACH		Amount Amount Invoice Tot Payments Balance Change Minimum De Deposit Ref	60 al 3,28 3,28 3,28 5,20 5,20 5,20 5,20 5,20 5,20 5,20 5,20	1.00 Tendero 1.57 2 1.57 1 1.57 1 1.00 1 40.29 1 0.00 40.29	<u>ed</u> Trip#	
	rem Payment Type Entry Method Comment Branch	Form Keyed	EPASS Pay ACH Save Account for Future Use nange address for this payment Andersons Appliances		Amount Amount Invoice Tot Payments Balance Change Minimum De Deposit Ref	60 al 3,28 3,28 3,28 5,20 5,20 5,20 5,20 5,20 5,20 5,20 5,20	1.00 Tendero 1.57 2 1.57 1 1.57 1 1.00 1 40.29 1 0.00 40.29		

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



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

🙏 EPASS Payment Processi	ng - Invoice # RS00000213	<u>200</u> 8		×
		8		
Charge A	8			
	Account Number			1
Billing Informa			_	0
Please enter the fi Required fields ma	Verify Account Number	tement.		
Name On Acc	123456			
First I				
Last I	Routing Number			
Address	065400137			
Address	Account Type	-		
	Personal Checking 🗸			
C.	Submit			
Co			~	
-	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.			

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



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e	Pack	Item	Loc	: Descr	iption		Qty	Amount	Tax	Status	QOH			
del c c	No No No	KRBL109ESS STA000001 TRIP80	9W	MANU	TTOM MOU JFACTURER 17y Fees	NT, SS S PROMOTION	1 1 1	2,857.65 0.00 80.00	NYY NYY NNN	Open	987			
ment		EPACH					0	600.00	NNN	Open				
		litem	Model	Labor	Misc	Comment	Warranty	7		T	Y Pauloss	Circolum	1	
		30			1.1120	Commerie	wanany	<u>P</u> ayme	ent [∐ax	Pac <u>k</u> age	Signature		
		Payment Type	EPACH	EPASS P		Comment		Amount	, in 1	ax 600.00		Trip# 1		
		Payment Type Entry Method	EPACH Form Keyed	EPASS P			Email]		Tendered	1		
			Form Keyed Personal Chec	EPASS P	ay ACH ceipt Previe	w Print		Amount	Total	600.00	Tendered Date	Trip# 1		
		Entry Method	Form Keyed Personal Chec	EPASS P Rec king - ***********************************	ay ACH ceipt Previe ***56 6 A\	w Print	Email	Amount Invoice - Payme Balance	Total [nts [600.00 3,280.57	Tendered Date	Trip# 1 Posted 0/00		
		Entry Method Account	Form Keyed Personal Chec	EPASS P	ay ACH ceipt Previe ***56 6 A\	w Print		Amount Invoice - Payme	Total [nts [600.00 3,280.57 600.00	Tendered Date 00/01 St	Trip# 1 Posted 0/00 tatus		
		Entry Method Account	Form Keyed Personal Chec	EPASS P Rec king - ***********************************	ay ACH ceipt Previe 56 AV ress for this p	w Print /S / CVV	Email	Amount Invoice - Payme Balance	Total [nts [600.00 3,280.57 600.00 2,680.57	 Date 00/01 St Cre	Trip# 1 Posted 0/00 tatus lipen eated		
		Entry Method Account Auth # Comment Cashed out by	Form Keyed Personal Chec	EPASS P Rec king - xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	ay ACH ceipt Previe 6 AV ress for this p 0 n 00/	w Print /S / CVV	Email	Amount Invoice - Payme Balance Change	Total [nts [, [600.00 3,280.57 600.00 2,680.57 0.00	Tendered Date 00/00 St Crr L Mo	Trip# 1 Posted 0/00 tatus lipen eated 9/13/2024 odified		
		Entry Method Account Auth # Comment	Form Keyed Personal Chec	EPASS P Rec king - xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	ay ACH ceipt Previe 56 AV ress for this p	w Print /S / CVV	Email	Amount Invoice - Payme Balance Change Minimum Deposit I	Total [nts [; [Depos Receiv	600.00 3,280.57 600.00 2,680.57 0.00	Tendered Date 00/00 St Cre L Mc 29	Trip# 1 Posted 0/00 tatus lipen eated 9/13/2024		



Declined Payments

What happens when you have a declined payment?

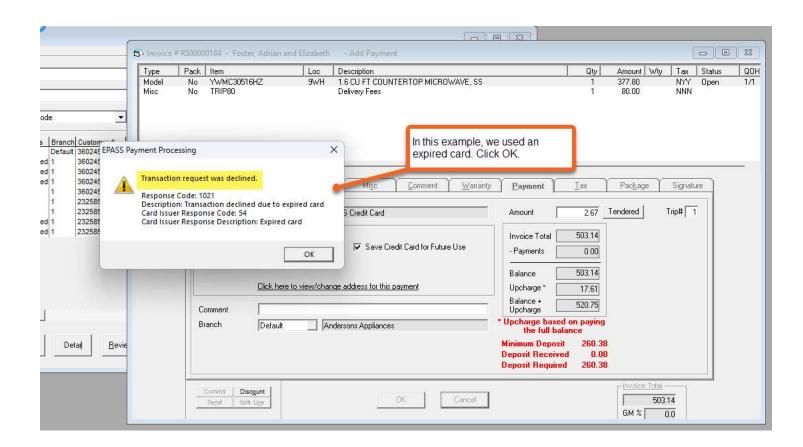
When a payment is declined, EPASS will write a payment line with the description "Declined Amount Requested: (dollar amount)" and 0.00 under the amount.

	B- Invoicing					a 🛛		
A EPASS Payment Processing - I		× Invoid	e # RS00000184 - Foster, A	drian and Elizabeth	- Add Payment			
		Туре	Pack Item	Loc	Description	Qty		Status QOH
Charge Amo	unt: \$2.67	- Model Misc	No YWMC30516HZ No TRIP80	9wH	1.6 CU FT COUNTERTOP MICROWAVE, SS Delivery Fees	1 1	377.80 NYY 1 80.00 NNN	Open 1/1
Billing Information						-		
Please enter the following Required fields marked by	information exactly as it appears on the card statement.						Enter the payment ar	nount. -
Name On Account *	Adrian and Elizabeth Foster		Item M	odel Labor	Misc Comment Warranty	Payment Iax	Signature	
First Name	Adrian and Elizabeth		Payment Type	PCC EF	ASS Credit Card	Amount 2.67	Tendered Trip# 1	
Last Name	Foster		_		-	Invoice Total 503.14		
Address One	2514 Kulshan Street		Entry Method F	form Keyed	 Save Credit Card for Future Use 	Payments 0.00		
Address Two						Balance 503.14		
City	Bellingham		<u>a</u>	ick here to view/char	ge address for this payment	Upcharge * 17.61 Balance + 500 zel		
State	WA The customer info		Comment			Upcharge 520.75		
Zip *	98244 populated from th information.Click		F Branch C)efault 🔄 🖂	dersons Appliances	* Upcharge based on paying the full balance		
Country	United States of America	1				Minimum Deposit 260.3 Deposit Received 0.0 Deposit Required 260.3	0	_
	ext Cancel		Commit Discguni Segial Split Upe		OK Cancel		GM % 0.0	

		voicing						10 2.5		10.000
EPASS Payment Processi	ng - Invoice # RS00000184		- 0	X B-In	voice # RS00000184 - Fost	er, Adrian and Elizabeth	- Add Payment			
				Ty Mo Mis	del No YW/MC305	Loc IGHZ 9WH	Description 1.6 CU FT COUNTERTOP MICROWAVE, SS Delivery Fees	Qi		YY Open
Charge A	Card Number	\otimes	Î	1						
Billing Informa	4895 2810 0000 0006									
Please enter the fi	4655 2610 0000 0000		tement							
Required fields ma	Expiration C	vv 🦳			(Y		Y	Y = _ Y =	Y	
Name On Acc	12/23 22	2	We are us	ing the Entr	Item V	Model Labor	Misc Comment Warran	by Payment ∐ax	Package Sig	inature
First I			Method "F Enter the c	orm Keyed'	Payment Type		ASS Credit Card	Amount 2.6	7 Tendered Trip#	1
Last I			number.	reall cara				Invoice Total 503.1	4	
Address	Submit				Entry Method	Form Keyed	 Save Credit Card for Future Use 	- Payments 0.0	ō	
Address	Cubiiik							Balance 503.1	 [4]	
	Privacy Pol	icy				Click here to view/char	ige address for this payment	Upcharge * 17.6	ส	
	By clicking Submit, yo	u agree to our			Comment			Balance + 520.7 Upcharge	5	
	Privacy Policy and con				Branch	Default Ar	dersons Appliances	* Upcharge based on pay the full balance	ing	
Co	of your transaction in processing this transa		~	e				Minimum Deposit 260	0.38	
1005	fraud and risk mar			Ť.				Deposit Received 0 Deposit Required 260	D.00 D.38	
	Next	Cancel			-				- Invoice Total	
	THE REAL	Cancer				scount It-line	OK Cancel	1	503.14	
									GM % 0.0	



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B Invoice # RS00000184 - Fost	er, Adrian and Elizabeth - Review Payment				
Type Pack Item Model No YWMC3051 Misc No TRIP80 Payment EPCC	Loc Description 6HZ 9WH 1.6 CU FT COUNTERTOP MICROWAVE, SS Delivery Fees Declined: Amount requested: \$2.67 A declined paymer record is written o invoice.		Qy 1 1 0	Amount Wty Tax Stat 377.80 NYY Ope 80.00 NNN 0.00 NNN Com	and the second s
Item Payment Type Entry Method Card Auth # Comment Cashed out by Branch	Model Labor Misc Comment Warranty EPCC EPASS Credit Card Form Keyed Receipt Preview Print Email Visa - ***********************************	Payment Amount Invoice Total - Payments Balance Change Minimum Deposit Deposit Received Deposit Required	<u>I</u> ax 0.00 503.14 0.00 503.14 0.00 251.57 0.00 251.57	Package Signature Tendered Trip# 1 Date Posted 00/00/00 Status Committed Created 8/28/2024 Modified 00/00/00	
Instantia in the second s	segunt it Une Add Edit Void Exit	Add From Cart		Invoice Total 503.14 GM % 0.0	

3	🙏 EPASS Pay Mer	chantTrack													- 0	
	≡ EPASS	Pay MerchantTrack												e	Liza Anders	
	200 Dashboard	Transactions	Report													
	s	Search Parame	eters													
	Transaction Search	Merchants: ePASS.Merchant.1			Type: Auth Date		Tran All	saction Types:				Time Zone: Mountair	n			
	Virtusl Terminal				Date: 8/22/2024											
	Terminals			End L	Jate. 8/20/2024											
	Reports	Report Data														
		Showing Records 1 -	100 of 123			Results	per page:	100 🗸			Time Zone	Mountain				•
		← 1 of 2	→							The trans with a "Fa message	action appears in ailed" status and tl	Merchant Track he error	Export	t to CSV E	xport to PDF	
I		Merchant Display Name	Transaction ID	Auth Date	 Invoice Number 	Name on Account	Last 4	Processing Network	A	mount	Status	Error Message		Funded Date	Funding ID	
		ePASS.Merchant.1	2256500874	8/28/2024 2:50:55 PM	R500000184	Adrian and Elizabeth Foster	0006	Credit	\$.	2.67		Transaction declined - Expire Card. Request another form payment				



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3 Invoice # RS00000184 - Fost						_
Type Pack Item Model No YWMC305 Misc No TRIP80	Delivery Fees		Qty 1 1	Amount Wty 377.80 80.00	Tax Status NYY Open NNN NNN Committe	Q0 1/1
Payment EPCC	Declined. Amount requested: \$2.67 A declined payment record is written on invoice. Model Labor Misc Comment	the	<u>I</u> ax	Pac <u>k</u> age	NNN Committe	
Payment Type Entry Method Card Auth #	EPCC EPASS Credit Card Form Keyed Receipt Preview Print Email Visa - ***********************************	- Payments	0.00 503.14 0.00 503.14 0.00	Date Post 00/00/00 Status		
Comment Cashed out by Branch		Minimum Deposit Deposit Received Deposit Required	251.57 0.00 251.57	Modifie	8/2024	
the second se	it Lipe <u>H</u> eader <u>A</u> dd <u>E</u> dit <u>V</u> oid <u>Exit</u>	Add From Cart		GM % C	14	

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

🗈 EPASS Pay					—		×
Click to Pay Base URL	https://clicktopay-s	stage.ep	ass.software/epass		_		OK
Profile ID	005abcd0-1234-56	78-9abc	-abc0abc0ab99		_	(Cancel
Token Validity Days	7	ī					
Enable URL Shortening) [
URL shortening service	request timeout in seco	onds [5				
Enable URL shortening environment	for the staging	2					
Print Merchant Copy of F	Payment Receipt 🛛 🗖	1	Default Entry Method	PIN Pad	-		
Print Declined Payments	on Invoice 🛛 🗖	1	Save Cards on File To	Bill To	•		
Automatically Print Rece	ipt on Pinpad Printer 🔽	Ţ	Get Cards on File From	Bill To	•		



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GST #:	BC V7C 4J1 (604) 274- 79494 258	9984				Date Purchased: Reference #: PO #: Job #: Page: Date Printed:	UNCONF 1 L Sep 13, 2024 12:33:46PM
Bill To:	2514 Kulsl	ian and Elizabeth	s	hip To:	2514 Kulsł	rian and Elizabeth	
Phone: Tax Exempt	(360) 245-	8596 CP:	F	hone:	(360) 245-	8596	
Delivery Da Payment Ty Salesperson	ate: V ype: P	Vednesday, August 28, 2024 ayment Before Delivery 'lara Choo		I	Map/Zone: nv Type: fax Code:	/ Retail Sales BC PST	MEV
Descriptior	n					Qty	Extended Cost
YWMC30516 IENNA1	HZ IR. APPLIANC	1.6 CU FT COUNTERTOP MICR	DWAVE, SS			ī	*= BCP Exempt 377.80
Delivery Fees		5				1	80.00 *
	The d	eclined amount does	Sub Total 7% BCP tax o GST tax o			377.80 377.80	457.80 26.45 18.89

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.

🖼 EPASS Pay	– 🗆 ×
Click to Pay	
Base URL	ОК
Profile ID	Cancel
Token Validity Days 7	
Enable URL Shortening	
URL shortening service request timeout in seconds	5
Enable URL shortening for the staging	
Print Merchant Copy of Payment Receipt 🔲 Sav	e Cards on File To Sold To 💌
Print Declined Payments on Invoice 🔽 Get	Cards on File From Bill To 🗨
Automatically Print Receipt on Pinpad Printer	



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.

ype	Pack	Item	Loc	Description	Qty	Amount Wtv	Tax	Status	QOH
lodel	No	KUBR214KSB	9w/H	24 BEV, CENTRE, SS	1	3,888.06		Open	0/0
fisc	No	DELIVERY		Delivery Fees	1	100.00	NNN		
Symont	Strend St	EPCC			0	2,305.27		Open	
lisc	No	CCUPC		CC Upcharge Fee	1	80.68	NNN	0	
ayment lisc	No	EPCC CCUPC		CC Upcharge Fee	0	500.00 17.50	NNN NNN	Open	
<u>l</u> tem	Y	Model Labo	r Mi <u>s</u> c	<u>Comment</u> <u>W</u> arranty	<u>P</u> ayment	<u>I</u> ax	Pac <u>k</u> age) Si	gnature
Paymer	nt Type		EPASS Credit Caro	1	Amount	500.00	endered	Tript	‡ 1
Entry M	ethod	Credit Card on File	Receipt Pr	eview Print Email	Invoice Total	4,552.80	Dat	e Posted	
Card		Mastercard - ********	***5454]	Payments	2,805.27	00/	00/00	
Auth #		739293 Tx ID 22	250254337	AVS/CWY/	Balance	1,747.53		Status	
		Click here to view/ch	ange address for t	his payment Show Signature	Change	0.00		Open	
Comme	nt						C	reated	
		1					L	7/8/202	24
Cashed	out by		On	00/00/00 at			M	lodified	
Branch		Default	Andersons Applian	ces				00/00/0	00
	_								
Comm	t Dis	count	In more life	www. The second The second	1	1	Invoice	State of the second	1
		Line <u>H</u> eader	Add	Edit ⊻oid Exit	Add From Cart			1,552,80	

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

Misc	No	CCUPC	CC Upcharge Fee	1	80.68
Payment		ERCO		0	500.00
4isc	No	CCUPC	CC Upcharge Fee	1	17.50
<u>I</u> tem	Y	Model Labor Misc	<u>C</u> omment <u>W</u> arranty	Payment	<u>I</u> ax
Paymen	nt Type	EPCC EPASS Credit Card		Amount [500.00
Entry M	ethod	Credit Card on File Receipt Prev	view Print Email	Invoice Total	4,552.80
Card		Mastercard - ****5454		- Payments [2,805.27
Auth #			AVS / CVV Y /	Balance [1,747.53
		Click here to view/change address for this	s payment Show Signature	Change [0.00
Commer	nt				

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

Terminal	Printers Print Forms	Dimension Express	Email Forms	Text Form:
Default Printer	Microsoft Print to PDF (redirected	1)	•	OK
Report Printer	Adobe PDF		•	Cancel
Check Printer	Adobe PDF		•	
Statement Printer	Adobe PDF		•	
Receipt Printer	Brother MFC-L2720DW series Prin	iter	•	
Payment Receipt	EPA Receipt 1		•	
Cash Drawer Printer			•	
Cash Drawer Model			-	
Contract Printer			<u> </u>	



-OR-

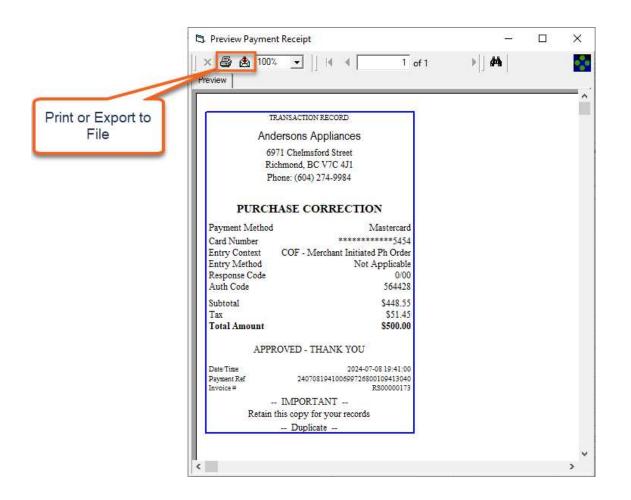
• Click **Email**. This will open your default Email app and create a new email message with a copy of the receipt attached as a PDF file.

File	Message	Insert	Options	Format Text	Review	Help	Q	Tell me what you want to de
\triangleright	Fror	n 🗸	chris.ninkovic	h@epass.softwar	e			
Send	1	ō	efoster@gma	il.com				
	(Cc						
	Sub	oject	Your Payment	t Receipt for Invo	ice RS00000	173 from A	nderso	ons Appliances
POF 8	КВ			800109413040.pd		1		
hanks for	shopping	at Ander	rson's Applia	nce! It was a pl	easure ser	/ing you t	oday.	

-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

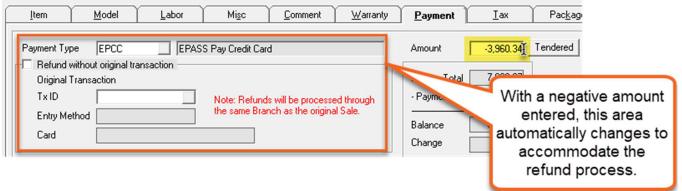
- 1. Open the Invoice Detail in Edit mode.
- 2. Click the Payment tab.

3 Invoice #	RS0000	00092 - Queen, (Dliver	- Add Payment			
Туре	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	
		Model	<u>L</u> abor	Misc <u>C</u> omment	<u>W</u> arra		<u>I</u>
Paumen	t Tune					لط truom	

3. In the **Payment Type** dropdown, select the <u>EPASS Pay Payment Type</u> you are refunding to.

Payment Type]	A
Comment Branch	Code CASH CHQ EPACH EPCC EPDC EPVT EXCHG	Description CASH CHEQUE EPASS PAY ACH EPASS Pay Credit Card EPASS Pay Debit Card EPASS Pay Virtual Terminal Exchange	lr B

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





5.	Click the Tx ID browse buttor	า.
	Original Transaction	
	Tx ID	Note: Refunds will be processed through
	Entry Method	the same Branch as the original Sale.
	Card	

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

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



Branch

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

Code	Description	
1	Andersons South Surrey	
2	Andersons Richmond	
3	Andersons Calgary いが	
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.

3. Invoice # KSUU	00092 - Queen, Olive	- Review Payment				
Type Pack	Item Lo	Description	Qty	Amount Tax 1	Tax 2 Tax 3	Status
Model No	DCF145A3WDB 9W	H 60 CHEST FREEZER, 14.5 CU	1	1,396.77 No	Yes No	Committed
Model No	B36CD50SNS 9W	H 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: -\$		0.00		Committed
Payment	EPCC	Order cancelled	0	-3,960.34		Open
Item Payment Type	Model Labo	Misc <u>C</u> omment	<u>W</u> arr	anty <u>Payment</u> Amount	<u>I</u> ax	Pac <u>k</u> a
Entry Method Card Auth #		226008847 AVS / CVV	Email	- Payments Balance		



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.

Туре	Pack	Item	Loc	Description		Qty	Amount	Wty	Tax	Status
Model	No	WRS315SNHB	9WH	36 SXS FRIDGE, BL		1	2,743.16		NYY	Open
Payment		MC		1138-2427		0	1,536.17		NYY	Open
<		Model	Labor	Misc Co	mment	Warra	· ~ -	iyment	~	Tax

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

Payment Type]	Ar
Comment Branch	Code CASH CHQ EPACH EPCC EPDC EPDC EPVT EXCHG	Description CASH CHEQUE EPASS PAY ACH EPASS Pay Credit Card EPASS Pay Debit Card EPASS Pay Virtual Terminal Exchange	⊢ In - F Ba Cł



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

an management									
EPCC	EPASS Pay Credit C	ard		Amount [-1,536.17	Tendered			
2 (1 .2) a construction a series	on			Inv Lotal	3,072.34				
				- Payments	-29.17				
Entry Method the same Branch as the original Sale.				Balance	>				
				Change [th a nogativo amour	.+		
Order canceled									
Default 📃	Andersons Appliance	es			1 22	84			
0	ition Dirder canceled	original transaction tion Note: Refur the same Br	original transaction tion Note: Refunds will be process the same Branch as the origin	original transaction tion Note: Refunds will be processed through the same Branch as the original Sale. Drder canceled	original transaction tion Note: Refunds will be processed through the same Branch as the original Sale. Balance Change Drder canceled	original transaction tion Note: Refunds will be processed through the same Branch as the original Sale. Balance Change Wi entere	original transaction tion Note: Refunds will be processed through the same Branch as the original Sale. Balance Change With a negative amoun entered, this area automat changes to accommodate		

5. Select Refund without original transaction.

Payment Type	EPCC EPASS Pay Credit Card	
Refund witho	out original transaction	
Entry Method	Credit Card on File 💌	
Card	•	
	Click here to view/change address for this payment	

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

ayment Type Refund witho	EPCC	<i>.</i>	S Pay Credit Card
Entry Method	Form Keyed PIN Pad PIN Pad Keyed Form Keyed Credit Card correl	•	Save Credit Card for Future Use
Comment			



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

Payment MC 1138-2427 Payment EPCC Order canceled Item Model Labor Misc Comment Payment Type EPCC EPASS Pay Credit Card Entry Method Form Keyed Receipt Preview Print Er Card Mastercard - ***********************************	1 2,743.16 NYY Open 97/1 0 1,536.17 NYY Open 97/1 0 -1,536.17 NYY Open 97/1 Warranty Payment Iax Package Signate Amount -1,536.17 Tendered Trip# Email Invoice Total 3,072.34 Date Posted
Payment EPCC Order canceled Item Model Labor Migc Comment Migc Payment Type EPCC EPASS Pay Credit Card Entry Method Form Keyed Receipt Print Er Card Mastercard - ***********************************	0 -1,536.17 NYY Open
Item Model Labor Misc Comment Payment Type EPCC EPASS Pay Credit Card Entry Method Form Keyed Receipt Preview Print Entry Card Mastercard - ***********************************	Amount -1,536.17 Tendered Trip#
Payment Type EPCC EPASS Pay Credit Card Entry Method Form Keyed Receipt Preview Print Entry Card Mastercard - ***********************************	Amount -1,536.17 Tendered Trip#
Entry Method Form Keyed Receipt Preview Print En Card Mastercard - ***********************************	
Card Mastercard - *****5454	Email Invoice Lotal 3,072.34 Date Posted
	- Payments 0.00 00/00/00
Auth # 442392 Tx ID 2252692683 AVS / CVV	Balance 3,072.34
Click here to view/change address for this payment Show Sig	Signature Change 0.00 Open
	Created
Comment Order canceled	C 7/24/2024
Cashed out by 0n 00/00/00 at	Modified
Branch Default Andersons Appliances	Minimum Deposit 1,536.17 00/00/00
	Deposit Received 0.00 Deposit Required 1,536.17

Viewing the Refund in Merchant Track

1. Click the Merchant Track button on the toolbar.

A EF	ASS - And	ersons Applia	nces										
<u>F</u> ile	Invoicing	P <u>u</u> rchasing	Item Inventory	Serial Inventory	<u>C</u> ustomer	<u>G</u> L	A <u>R</u> A <u>P</u>	Tools	<u>W</u> indov	v <u>H</u> elp			
	· 📔 💩 🔸	· 🖃 🕶 🛛 🛤	《 X 医 (2 🛛 🖉 🌌	1 🗑 🎬 🧷	6	000 🧃) 📮 🛛 (3 🗐	0		🥇 sos
												1	3



2. Click Recent Transactions – View Report.

🛕 EPASS Pay I	MerchantTrack	
≡ EPAS	SS Pay MerchantTrack	
2 Dashboard	Dashboard	
\$ Transaction Search	Dashboard	
Virtual Terminal	Shortcuts	
Terminals	Recent Funding Activity	Recent Transactions
	View Report >	View Report

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

	^{AerchantTrack} S Pay MerchantTrack										9	- c
20 hboard		/ Transactions Re	port Parameters / Transactio	ns Report								
\$ saction sarch	Transactions	Report										
rtual minal minals	Search Parameters Merchants:		Date Type: Auth D Start Date: 7/18/2 End Date: 7/24/20	024		Transaction Types: All			Time Zone: Mountain			
	🖪 Report Data	B Report Data										
	Showing Records 1				Results per page	2: 100	*	Time	Zone Moi	untain Expo	rt to CSV Ex	ort to PI
	Merchant Display Name	Transaction ID	Auth Date v	Invoice Number	Name on Account	Last 4	Processing Network	Amount	Status	Error Message	Funded Date	Funding ID
	and an out of	2252692683	7/24/2024 10:32:20 AM	RS00000121	James Nelson	5454	Credit	(\$1,536.17)	Batched			
	philippe (second	2252650708	7/23/2024 6:33:00 PM		JENNY LOCK	5454	Credit	\$75.00	Batched		7/25/2024	30183
	distance in succession.	2252645306	7/23/2024 3:42:22 PM	RS0000004	Miki Otake	5454	Credit	(\$1,249.66)	Batched		7/25/2024	30183



R&D Business Systems Ltd.

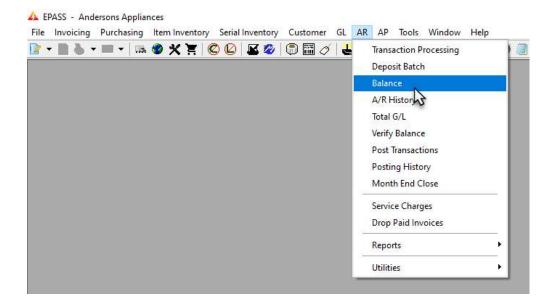
P 604.439.1115

- TF 888.629.4218
- E sales@epass.software

Transaction Details				Actions
Transaction ID Transaction Date	2252692683 7/24/2024 10:32:20 AM	Shipping Information		Receipt Cancel Refund
Issuer Settlement Date Status Merchant Request ID Customer ID Total Amount Create Source Update Source Created By Creator IP Store and Forward	7/23/2024 Batched 240724093159329007400112 828788 232587 (\$1,536.17) API API FALSE	Business Name First Name Last Name Address 1 Address 2 Address 3 City State Zip Country Phone Email Address		Reconciliation Details Invoice Number R500000121 Commodity Code Discount Amount Discount Amount \$0.00 Shipping Amount \$0.00 VAT Amount \$0.00 VAT Rate Shipped From Order Date Shipped Science
Processing Details				
Payment Method Network Type	Mastercard Credit	Account Owner Informa	tion	
Card Entry Context Card Entry Method Device ID	Not Applicable Not Applicable 0060810007	Name on Account Business Name First Name Middle Name	James Nelson James	
Terminal ID				

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**.

earch Options			- i	
Customer 232587	Nelson, James	Search	Customer Notepad	A/R

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

5 • A/R Balance							
Search Options					100		
Customer 232587	Nelson, Ja	mes		Search Custom Notep		ory OK	
Credit Limit:	0.00						
	anch Type stault Payment	Date DueDate 7/24/2024	-1,536.17 N	Note Aastercard Deposit PASS Pay Credit Card I	User C	Batch #	
RS00000122 De RS00000122 De	efault Payment	7/24/2024 7/24/2024 7/24/2024	-2,046.51 M 2,046.51	fastercard Deposit	C C	0	
- Invoicing	nch Date	Delivery Total				A/R Balance	0.00
▶ RS00000121 Def		7/25/2024 3,072.3	4 3,072.	34	1.1.2.2	AR Aging Current	0.00
						1-29 0	0.00
						30-59 0	0.00
						60-89 <u>0</u>	0.00
						30+ <u>0</u>	0.00
					A/R + Approve	ed Invoices 🥑	0.00
					A/R + All Open	Invoices 🔞	3,072.34



Refunding an ACH Payment

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

ype Pack	Item	Loc Description	Qty Amount Wty T	ax Status
fodel No Payment Payment	WRS315SNHB ACHPA ACHPA	9wH 36 SXS FRIDGE, BL Deposit	1 2,743.16 N 0 20.00 N	YY Reserved YY Open YY Open
<u>I</u> tem	Model Labor	Misc Comment Warran	ty <u>P</u> ayment <u>I</u> ax	Package Signature
Payment Type		SS ACH Payment Type	Amount 0.00	Tendered Trip# 1
Entry Method	Form Keyed 💌	Save Account for Future Use	Invoice Total 3,236.93 - Payments 40.00	
	Click here to view/chang	e address for this payment	Balance 3,196.93 Change 0.00	
Comment Branch	Default And	ersons Appliances		1
			Minimum Deposit 1,618.4 Deposit Received 40.00 Deposit Required 1,578.4	9
Commit Disc		0K Cancel	1	Invoice Total

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

<u>I</u> tem	Model	Labor	Misc	Comment	Warranty	Payment	<u>I</u> ax	Pac <u>k</u> age	
Payment Type	ACHPA	EPAS	S ACH Paymer	nt Type		Amount	-20.00	Tendered	
Original Tra Tx ID Entry Metho Card				ds will be processe anch as the origina		Invoice Total - Payments Salance Ch	3.236.93 40.00 3.196.93		
Comment Branch	Default	Ander	sons Appliance	'S		Minimum Dep Deposit Rece Deposit Requ	entered, changes	a negative a this area au to accomm efund proce	tomatically nodate the



Branch

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

Original Transaction	
TxID	Note: Refunds will be processed through
Entry Method	the same Branch as the original Sale.
Card	

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

12	ill to Customer Code 3438794561	Name Tony Stark	8		Bran	ch Default	Reco	ord	Return	Cance	el
									15		
1	Trans ID	* Date Time	Invoice #	Branch A	nount S Car	d Brand	Card #	Entry Method		Auth #	Paym
	Trans ID 2254567980	* Date Time 2024-08-02 14:53:08	Invoice # RS00000117	Branch A Default		d Brand rsonal Checl				Auth #	Payn

- 6. (Optional) Enter a **Comment** for this transaction. The comment appears on the invoice payment line.
- 7. If not already selected, select your **Branch** from the dropdown.

Code	Description	
1	Andersons South Surrey	
2	Andersons Richmond	
3	Andersons Calgary が	
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.

ype Pack 1odel No Payment Payment Payment	Item WRS315SNHB ACHPA ACHPA ACHPA	Loc Description 9WH 36 SXS FRIDGE, BL Deposit Deposit refunded	1 2,743.16 N 0 20.00 N 0 20.00 N	ax Status YY Reserved YY Open YY Open YY Open
Item	Model Labor	Mi <u>s</u> c <u>C</u> omment <u>W</u> arran	y <u>P</u> ayment <u>I</u> ax	Package Signatur
Payment Type Entry Method Account Auth #	ACHPA EPAS Form Keyed Personal Checking - ******* T x ID 22564 Click here to view/change	39846 AVS / CVV	Amount-20.00Invoice Total3,236.93- Payments20.00Balance3,216.93Change0.00	Tendered Trip# 1 Date Posted 00/00/00 Status Open
Comment Cashed out by Branch	Deposit refunded	On 00/00/00 at rsons Appliances	Minimum Deposit 1,618.4 Deposit Received 20.00 Deposit Required 1,598.4)

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).



S Edit Invoice # R500000178 - Foster, Adrian and Elizabeth Invoice Contacts Service Dispatching Invoice Cont. Warranty Documents Notepad
View Print History Related Invoices Invoice Date Follow Up 7/25/2024 OK Invoice # RS00000178 7/23/2024 Schedule Date 7/23/2024 Pick up 00/00/00 Cancel Invoice Type RS Retail Sales P0 Number Detail Detail Payment Type COD Payment Before Delivery B - Related to Invoice #RS0000178 \$001
Ship To 3602458596 History Relation Invoice # Date Amount 00001 1/4 Foster, Adrian and Elizabeth Z514 Kutshan Street Beligham, WA, 98244 Foster, Adrian and Elizabeth 00001 00001 250 G500/245-8596 History Fistor/Products # Date Amount 00001 Phone Loo Phone Loo Create the credit and link it to the original invoice. Create the credit and link it to the original invoice.
Salesperson 1 CLARA Clara Choo New Invoice Edit Invoice Add Relation Delete Relation Salesperson 2 2 2 0.000 Status Finished 00/00/00 Salesperson 2 3 0.000 Status Finished 7/23/2024 10.43 Min Deposit 50.00 % 50.00 % Finished 7/23/2024 10.43 Invoice Audt Trail Finished Finished Finished Finished Finished
By Invoice # RS00000178 - Foster, Adrian and Elizabeth - Review Misc Type Pack Item Loc Description Qty Amount Wty Tax Status QD Misc No ACCDUNTING Accounting Purposes 1 -100.00 NYY
Item Model Labor Misc Comment Warranty Payment Iax Package Signature Misc ACCOUNTIN Accounting Purposes Qty 1 Amount -100.00 Package Trip# 1 Note Warranty No Cost 0.00 Cost 100.00 G/L Rev 1125.0 Vendor Chargeback Total -100.00 Update History Cost Cr Co
Branch 1 Commission
Commit Discount Serjal Split: Lipe Header Add Edit Delete Egit Add From Cart GM % 0.0



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4. Apply it to the negative invoice. 7/23/2024 Pay Invoice # Customer Code Customer Name Date 7/23/2024 Pay Invoice # Customer Code Voir Resource Amount Date 7/23/2024 Pay Invoice # Customer Code Customer Name Payment Type Print Receipt A/R Control 1120.0 Bank Acct 1120.0 Bank Acct Invoice # Comment Pay Invoice # Customer Code Customer Name Pay No R500000176 7/22/2024 -7341.25	Search by Invoice
Type in the refund amount. Fayment Type Payment Type A/R Control Fill in the payment type. Select the original ansaction Bank Acct 1120.0 Select the original ansaction. TxID 2252634429 Note: Refunds will be processed through the same Branch as the original Sale. Bank Acct 1000.0 TxID 2252634429 Note: Refunds will be processed through the same Branch as the original Sale. Date 7/23/2024 To Be Distribution Date 7/23/2024	
Payment Type in the returned annount. Payment Type [EPCC] [EPASS Credit Card [1120.0] Select the original nasaction Original Transaction Bank Acct Original Transaction Tx1D 2252634429 Note: Refunds will be processed through the same Branch as the original Sale. Bank Rec Type Entry Method Credit Card on File To Be Distribution To Be Distribution Oate 7/23/2024] To Be Distribution To Be Distribution	
Select the original nsaction. Individual digital disected in the second of the sec	
A. Apply it to the negative invoice. Invoice # Control Card Pay Invoice # Customer Code C	
4. Apply it to the negative invoice. Date 7/23/2024 To Be Distribution Date To Be Distribution	
4. Apply it to the negative invoice.	
4. Apply it to the negative invoice.	
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	ount Paid 0.
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▶ No 0.00 *	0.

2. Post the AR transaction

WARNING !	<i>!!</i>	A/R Posting	×	
During the posting process the following file 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 o for the posting to function	ne accessing these files	Posting fin	shed successfully. ch #: 55681 OK	
Preview Posting Only Proview Posting Only Provide Additional Additiona Additional Additional Additadat Additional Additiona Additiona Additional Additadat Addition	7 Transaction List 7 G/L Distribution List 7 Deposit Batch Report 7 Customer Account List	A/R Posting Check the posting reports. If the A/R Transactions are correc Zero, click < OK> to Post the informativ If corrections are needed, click <	on to A/R and G/L.	Supplier Maintena
For User Created	Liza Anderson	2	OK Cancel	Add Invoice
ОК	Cancel			
			Purchasing Maintenance	Item Maintenan
				_

3. Check the AR Balance.



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nsaction Processing	sos 😻 🧾 😻	
posit Batch		
ance		
RHistory	N.	
al G/L		
ify Balance	G	
st Transactions		E3 - A/R Balance
sting History		Search Options 2
onth End Close		Customer [36024569596 Foster, Adrian and Elizabeth Search Notepad A/R History OK
vice Charges		Credit Limit: 0.00
op Paid Invoices		- A/B Current
ports +		* Invoice Branch Type Date DueDate Amount Note User Batch # RS00000176 Default Invoice 7/22/2024 7/341.25 L 55676
lities		RS00000176 Default Payment 7/22/2024 -7,341.25 Visa Deposit L 55676 RS00000176 Default Adjustment 7/23/2024 -7,341.25 L 55677
	E	RS00000177 Default Invoice 7/23/2024 7/23/2024 7,376.89 L 55679
		RS00000177 Default Payment 7/23/2024 -7,376.88 EPASS Credit Card Deposit L 55679 RS00000178 Default Invoice 7/23/2024 7/123/2024 -112.00 L 55681
		► S00000176 Default Payment 1723/2024 1723/2024 112:00 L 505651 3
	-	RS00000178 Default Payment 7/23/2024 112.00 L 55681 2
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	Invoice I	View View A/R Balance 7,341,25
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		View View Invoicing View A/R Balance -7,341.25 Invoice Type Branch Date Delivery Total Balance -7,341.25 RS00000173 Invoice Default 7/22/2024 7/10/2024 4.552.80 1.747.53 AR Aging Current 0.00 1-29 0 -7.341.25
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4. Check the transaction in Merchant Track.

A <u>P</u> <u>T</u> ools <u>W</u> indow <u>H</u> elp 1 1 1 1 1 1 1 1 1 1	905		
	PASS Pay MerchantTrack		
		Click Merchant Track to view the transaction.	



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S Pay MerchantTrack		e Liz
Dashboard	Alternatively, you can view the report. This report will show you a list of the	
Dashboard	This report will show you a list of the transactions.	
Shortcuts		Stats
Recent Funding Activity	Recent Transactions	Total Transaction Count
inclusion and any second		3,317 Total Transaction Volume
View Report	View Report	\$845,189.12 Last Transaction Date
		7/23/2024 11:52:31 AM MT
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\$8,000	rchant. 1 (USD) ePASS Merchant. 1 (USD) ePASS Merchant. 1 (USD) ePASS Merchant. 1 (USD)	Last Transaction ID
\$7,000		2252635889
\$6,000	You can see the most rec transaction on the Dashbo	
£ \$5,000		
5 \$4,000		
53,000		
\$2,000	$\wedge \wedge$	
\$1,000		

5. View the "Transactions Report".

	Pay MerchantTrack											Liza Anderso	
b loard	Dashboard / Reports /	/ Transactions Re	port Parameters / Transactio	ons Report									
	Transactions	Report											
al niel	Search Parame Merchants: ePASS.Merchant.1	eters		e: Auth Date e: 7/17/2024			Transaction Ty All	pes: Time Zone: Mountain					
5	Report Data		End Date	: 7/23/2024					ilso ''Export to preadsheet).	o CSV"			
	Showing Records 1	- 65 of 65			Resul	ts per pa	ege: 100 🗸		Tir	me Zone Mountain	Export to CSV	Export to PDF	
		8 70											
	Merchant Display Name	Transaction ID	Auth Date ~	Invoice Number	Name on Account	Last 4	Processing Network	Amount	Status	Error Message	Funded Date	Funding ID	
					Name on Account Adrian and Elizabeth Foster			Amount (\$112.00)	Status Refunded	Error Message			
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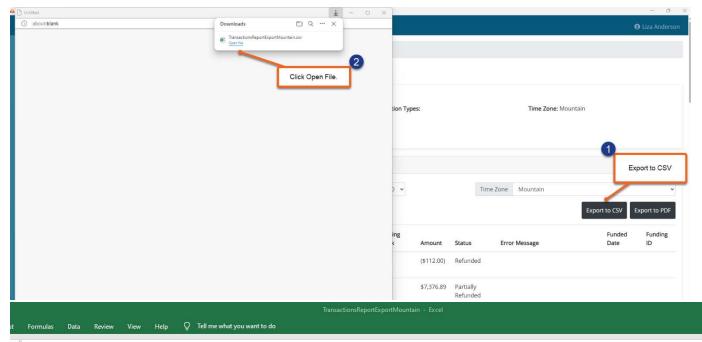
6. Export to CSV

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TF 888.629.4218

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Transaction ID

1	А	В	С	1	D	E	F	G	н	L	J	к	L	м	N	0	P	Q	R	S	Т
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6	2.25E+09	ePASS.N	e ePASS.N	1e 20	24-07-2	2024-07-2		2024-07-2	29.99	Batched		W0000101	JOAN SM	**56	ACH						
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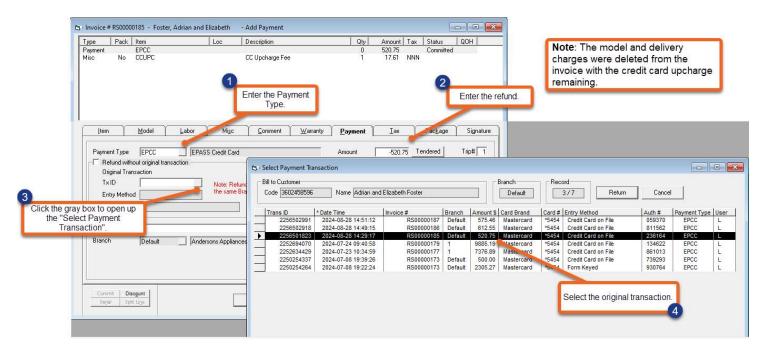


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A	В	с	D	E	F	G	н	1	j	κ	L	м	N	0	Р	Q	R	s	т	U
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2252635889	ePASS.Merc hant.1	ePASS.Merc hant.1	2024-07- 23T11:52:31. 0470000+00: 00	2024-07- 23T11:52:31. 0470000+00: 00	7/22/2024	2024-07- 23T12:25:30.0166667+00:00	-112	Refunded		RS00000178	Adrian and Elizabeth Foster	545	4 Credit			545454	00	Transaction Approved		US
2252634429	epass.merch ant.1	ePASS.Merc hant.1	2024-07- 23T11:36:10.	2024-07-	7/22/2024	2024-07- 23T12:25:30.01666667+00:00	7376.89	Partially Refunded		RS00000177	Adrian and Elizabeth Foster	545	4 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	АСН	-	-				_	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	АСН			Report I	as been CSV.	exported to	5	US
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2252546756	ePASS.Merc hant.1	ePASS.Merc hant.1	2024-07-		7/22/2024	2024-07- 22718:25:30.0233333+00:00	21	Failed	An error has occurred. Please try again later or contact support		JOAN SMITH	678	9 АСН							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.	2024-07-	7/22/2024	2024-07- 22T18:25:30.0233333+00:00	70	Batched		W00001010	JOAN SMITH	678	9 ACH							US
2252544785	ePASS.Merc hant.1	ePASS.Merc hant.1	2024-07- 22T17:43:37. 9700000+00:		7/22/2024	2024-07- 22T18:25:30.0233333+00:00	65	Failed	An error has occurred. Please try again later		JOAN SMITH	678	9 ACH							US

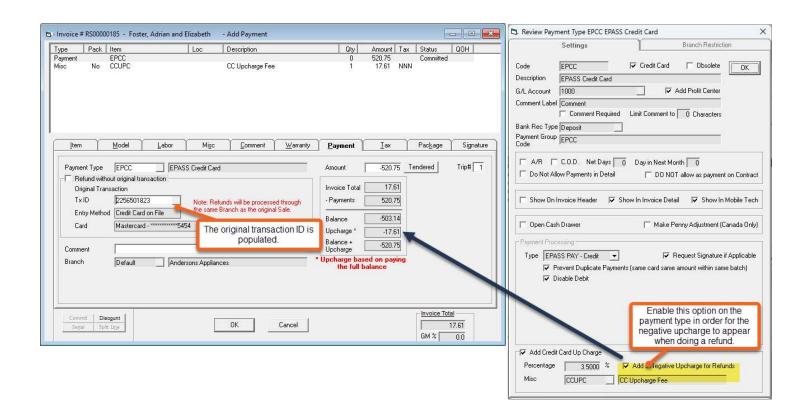
Refunding a Transaction where all Lines except the Payment Line is Removed

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.





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Pack	Item	Loc	Description	Qty	Amount Tax	(Status	QOH
ayment isc No	EPCC CCUPC		CC Upcharge Fee	0 1	520.75 17.61 NN	Committed	
ayment	EPCC			Ö	-520.75 NN	N Open	
isc No	CCUPC		CC Upcharge Fee	1	-17.61 NN	N	
ltem	Model Labo	r Mi <u>s</u> c	<u>Comment</u> <u>W</u> arra	nty <u>P</u> ayment	<u>I</u> ax	Pac <u>k</u> age	Signatur
Payment Type		EPASS Credit Card		Amount	-520.75	Tendered	Trip# 1
Entry Method	Credit Card on File	Receipt Previ	ew Print Email	Invoice Total	0.00	Data I	Posted
Card	Mastercard - ********			- Payments	0.00	00/00	
Auth #	532871 Tx ID 2	256526497 A	vs / cvv	Balance	0.00		
	Click here to view/ch	ange address for this	payment Show Signatu	편 :	0.00		atus ben
	-				L		ated
Comment		- 125		_		CLARA	
Cashed out by		6	1/00/00 at				dified
Branch	Default	Andersons Appliance	8				00/00/00
	count (- Invoice Tot	tal

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 <u>search for</u> <u>the transaction</u> in Merchant Track and view its status. If you can't void the transaction, you will have to <u>refund</u> it instead.

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



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Model No KUBR214KS8 9wH 24 BEV, CENTRE, SS 1 3.888.06 NYY Open Misc No Delivery Delivery Delivery 0 2.305.27 NNN Open Misc No Click "Yes" to void the highlighted transaction. Void the Payment and delete the current line? 0 2.305.27 Tendered Trip# 1 Item Model Yes No Payment Iax Package Signature Item Model Yes No Payment Iax Package Signature Item Model Yes No Payment Iax Package Signature Payment Ive No Click "Yes" to void the payment and delete the current line? Iax Package Signature Item Model Yes No Payment Iax Package Signature Item Model Yes No Package Signature Invoice Total Iax Package Signature Click here to view/change address for this payment Show Signature Change	Type 🔓 F	ack Item		Loc	Description				Qty	Amount Wty	Tax	Status	QO
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Mise No CCUPC PASS Click "Yes" to void the highlighted transaction. Item Model Yes No Payment Type EPCC EPASS Credit Card Amount 2,305,27 Tendered Trip# 1 Entry Method Credit Card on File Receipt Preview Print Email Card Mastercard					Delivery Fees				1			Open	
Click "Yes" to void the highlighted transaction. Void the Payment and delete the current line? Item Model Ves No Payment Type EPCC EPASS Credit Card Auth # Entry Method Credit Card on File Receipt Preview Card Mastercard Mastercard Invoice Total 4,535.30 Card Mastercard Txi ID 2266334288 AVS / DVV Y / Auth # 598439 Txi ID 2256334288 AVS / DVV Y / Card Mastercard Status Open Comment Created L 8/25/2024 Modified Invoice Total Modified Branch Default Andersons Appliances Invoice Total			1	PASS				x	Ĩ			about .	
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Item Model Yes No Payment Iax Package Signature Payment Type EPCC EPASS Credit Card Amount 2,305.27 Tendered Trip# 1 Entry Method Credit Card on File Receipt Preview Print Email Invoice Total 4,535.30 Date Posted Card Mastercard			11		Void the Payment and	d delete the cu	urrent line?						
Payment Type EPCC EPASS Credit Card Amount 2,305.27 Tendered Trip# 1 Entry Method Credit Card on File Receipt Preview Print Email Invoice Total 4,535.30 Date Posted Card Mastercard Mastercard Status D00/00/00 Status ODpen Cick here to view/change address for this payment Show Signature Change 0.00 Open Comment Cashed out by On 00/00/00 at Modified Branch Default Andersons Appliances 00/00/00 Invoice Total Invoice Total	inging		~							v	778-17 115	_	
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3. Click OK after the payment has been voided successfully.



R&D Business Systems Ltd. P 604.439.1115 TF 888.629.4218

E sales@epass.software

Type Pack Item Loc Description Qty Amount Wty Tax Status Model No KUBR214KSB 9WH 24 BEV. CENTRE, SS 1 3,888.06 NYY Open Payment EPCC 0 2,305.27 NNN Open Misc No CUPC EPASS Payment Processing 1 80.68 NNN Voided successfully, Response Code: 0 Transaction Id: 2256334288 Click OK. Click OK. Trip# 1 Payment Type EPCC EPASS Liedit Lator OK Amount 2,305.27 Tendered Trip# 1 Item Model Labor Voided successfully, Response Code: 0 Transaction Id: 2256334288 Amount 2,305.27 Tendered Trip# 1 Entry Method Credit Card on File Receipt Preview Print Email Invoice Total 4,535.30 Date Posted Card Mastercard - ***********************************
Misc No CCUPC EPASS Payment Processing X 1 80.68 NNN Voided successfully. Response Code: 0 Transaction Id: 2256334288 Item Model Labor OK Payment Iax Package Signature OK Amount 2,305.27 Tendered Trip# 1 Entry Method Credit Card on File Receipt Preview Print Email Card Mastercard - ***********************************
Response Code: 0 Transaction Id: 2256334288 Click OK. Item Model Labor Payment Type EPCC EPASS uredit Lard OK Amount 2,305.27 Tendered Trip# 1 Invoice Total 4,535.30 Card Mastercard - seconds/5454
Payment Type EPCC EPASS uredit Lard OK Amount 2,305.27 Tendered Trip# 1 Entry Method Credit Card on File Receipt Preview Print Email Invoice Total 4,535.30 Date Posted Card Mastercard - ***********************************
Payment Type EPCC EPASS tredit Larg Amount 2,305.27 Tendered Trip# 1 Entry Method Credit Card on File Receipt Preview Print Email Invoice Total 4,535.30 Date Posted Card Mastercard - ***********************************
Card Mastercard - ***********************************
Auth # 598499 Tx ID 2256334288 AVS / CVV Y / Balance 2,230,03
Auth # 598439 T x ID 2256334288 AVS / CVV Y / Balance 2,230.03 Click here to view/change address for this payment Show Signature Change 0.00 Open
Created
L 8/25/2024
Cashed out by Un Un Modified Branch Default Andersons Appliances 00/00/00

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



Save Print Output As × D 🚞 « Documentation » Z-Liza » 20240919 Day 2 » 1_EPASS Pay and Click to Pay » Search 1_EPASS Pay and Cli... -C Q ~ New folder ≣ Organize 💌 2 Name Status Date modified Туре Size > 👼 Shared Documents - User Meeting Planning 📒 Bank Reconciliation 0 8/23/2024 3:47 PM File folder 🚞 Whiteboards > Payment Receipt for Inv RS00000182.oxps **OXPS** File 211 0 8/25/2024 5:10 PM 🔙 Desktop st. ÷ Documents 4 Pictures ÷ 🚞 Video Content ¢ Music ÷ The refund is printed 🛂 Videos automatically. In this 4 example, the terminal 🚞 Test Docs settings are defaulted to EPASS the PDF printer. 📁 Priorities List File name: Refund Receipt for Inv RS00000184 0 Save as type: PDF Document (*.pdf) \times Save Cancel ∧ Hide Folders



R&D Business Systems Ltd. P 604.439.1115 TF 888.629.4218 E sales@epass.software

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

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.



 R&D Business Systems Ltd.

 P
 604.439.1115

 TF
 888.629.4218

E sales@epass.software

OE-38

Andersons Appliances Invoice Audit Trail

Invoice From Date From: Use Cost:	: RS00000184 Jan 1, 2001 Written		To: R\$00000184 To: Aug 25, 2024 Replace Zero Cost With:	Code From Transaction Ty Last	No.		S	°o: z ortby: Jsers:	Date	<u> </u>
Report Date:	Aug 25, 2024		System Date: Aug 25, 2	024	System 7	Time: 6:37 p	m		F	age: 1
Date	Time	Invoice	Action	Line T	ype Line (Code	Line	Descript	ion	
Salespers	on	User	/ / / / / / / / / / / / / / / / / / /	Quantity	Cost	Price	Tax 1	Tax 2	Tax 3	In Package
8/25/2024	18:35:35:072	RS00000184	Copy Inv - Add	Model	KUB	R214KSB	24 B	EV. CEI	VTRE, SS	
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			New Values	0	0.00	2,305.27	N	0	n the a	audit trail,
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			New Values	0	0.00	0.00	N	Ν	N	No

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

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	EPASS Pay MerchantTrack	



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≡ EPAS	5 Pay MerchantTrack										e Liza
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	ePASS.Merchant.1 2256334	4288 8/25/2024 7:36:16 PM	RS00000184	Adrian and Elizabeth Foster	5454	Credit	\$2,305.27 Void	led			

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.



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S Pay MerchantTrack										😫 Liza
Dashboard / Reports / Tran	sactions Report Parameters / Transactions	s Report								
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E sales@epass.software

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Card Entry Method Verification Type Name on Account	Manual Entry, Card-Not-Present Signature Not Required Adrian and Elizabeth Foster			
Transaction ID Host Response Code	2256334288 0/00		- 1	
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Customer ID		
Invoice		3602458596
		R50000184
Account Last 4 Payment Method		5454
Card Entry Context		Mastercard Credit
Card Entry Method	Card	i on Fi l e – Merchant Entered Phone Order
Verification Type		Manual Entry, Card-Not-Present
Name on Account		Signature Not Required
Transaction ID		
Host Response Code		2256334288
Approval Number		0/00
		598499
	Approved	
Transaction Type		Sale
Status Original Amount		Voided
Amount		\$2,305.27
		\$0.00
	l agree to pay the above total amount according to the card	issuer agreement
	Thank You	

- 100 -



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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.

57 50 30	NYY NNN NNN	Open	0/0		~
				>	
<u>P</u> ayment	Ŷ	<u>T</u> ax	Pac <u>k</u> age	Signatur	•

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 Misc	No No	ECOFEE2.50 DELIVERY		Eco Fees \$2.50 Delivery Fees	I	-	2.50 88.00
<				v			
<u>I</u> tem		Model	Labor	Misc	<u>C</u> omment	<u>W</u> arranty	Payment
Commen			The und	dersigned agrees	to the terms of sa	le. I	
EPASS F	Pay Sig	inature	,				

-OR-

• If you have a <u>pre-generated message</u> saved in the **Comment** table, select it from the **Comment** dropdown.

Misc Misc	No No	ECOFEE2.50 DELIVERY		Eco Fees \$2.50 Delivery Fees		1 1	2.50 88.00
	Ŷ	<u>M</u> odel	Labor	Misc	<u>C</u> omment	Warranty	Payme
Comment EPASS F Header SubHead PIN Pad	Da Coo	le .	Descrip	otion	30 days from the d		date.

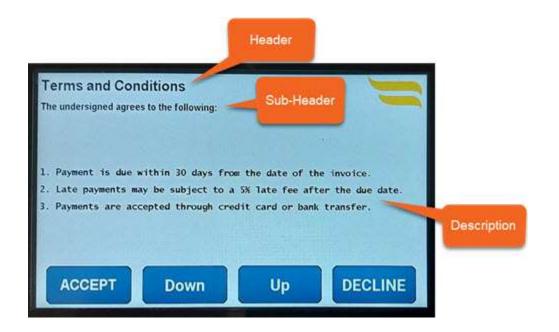
4. (Optional) Enter a **Header** and **Sub-Header**.

- EPASS Pay	Signature
Header	Terms and Conditions
SubHeader	Signature required. I

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.

PIN Pad	Default600 EPASS COMPANY2
	Code Description
	Default600 EPASS COMPANY2
Commit	
	I IK I I ancel I

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.



Type	Pack	Item	Loc	Description		Qty	Amount	Why	Tax	Status	QOH	
Model	No	B36CT80SNS	9w/H	36 FRENCH D	000R, SS	1	5,031.82		NYY	Open	0/0	
Comment	No			Please note th	nat supply is minim	0	0.00		NYY			
Model	No	NNTK722S	9w/H	27 BUILT-IN	TRIM KIT	1	377.81		NYY	Open	0/0	
Model	No	ELG636S3	9wH	36 WALL MO	UNT HOOD, 600	1	1,980.67		NYY	Open	0/0	
Misc	No	ECOFEE2.50		Eco Fees \$2.5		1	2.50		NNN			
Misc	No	DELIVERY		Delivery Fees		1	88.00		NNN			
Signature ¢		TAC		T. Pownerk Is	due within 30 day	0	0.00		NNN			
[tem	Υ	Model	Labor	Migc	Comment	Warra	nty <u>P</u>	ayment	Υ	Iax	Package	Signatu
- FPASS	Pau Sin	nahre	3. Payn	ients are accept	ted through credit ca	rd or ban	k transfer.		Г	Touch Scre	en	
EPASS Header SubHea	Te	rms and Condition	ns		ted through credit ca	rd or ban	k transfer.	_		Touch Scre	en	
Header	der Th		ns		eed through credit co	rd or ban	k transfer.			Touch Scre	Cre	sted 12/5/2023
Header SubHea	der Th	rms and Condition	ns		red through credit co		k transfer.	,		Touch Scre	Cre	

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**.



B. –	
Tables	Variables
Brand Carrier Check Series City Color Comment Commission S Complaint Contract State	

GL Repetitive Holiday	e Tx Grp	~
<u>O</u> pen	<u>C</u> lose	1

3. Click Add.

🔄, Comment				_		×
* Code CHECK DOOR RA	Door sw	e mail cheque to ving is required		dit Dept6971 Ch CustInv # : Cust		Stre
Print !	<u>R</u> eview	Add	<u>E</u> dit	<u>D</u> elete	E	<u>x</u> it

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

I	3. Add Con	nment	
	Code Description	TAC I	

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



🔄 Add Co	mment			_		×
Code Description	TAC					OK ancel
	Update History	☐ Obsolete ☐ Initial	 Show on Parts Distribute EPASS Pay Signature 	or Return:	5	
Header	Jer Signature Comment					
Sub-Header						
Department	ALL	2				

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.

C. Edit Con	nment TAC 1. Payment is	due within 30 d	lays from the date of t —	
Code	TAC			OK
Description	 Payment is due within 3 Late payments may be s Payments are accepted 	subject to a 5% la	te fee after the due date.	Cancel
	 Update History Signature Comment 	🗖 Obsolete 🔲 Initial	 Show on Parts Distributor Returns EPASS Pay Signature 	

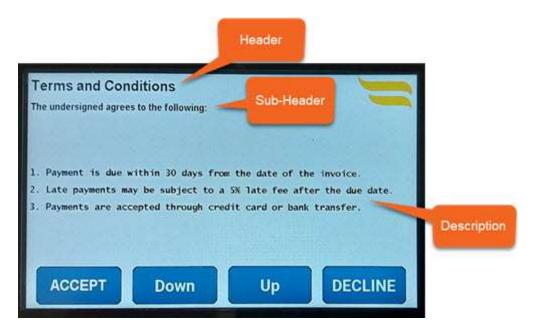
Tip: When entering text into the Description field, to start a new line, press SHIFT + ENTER.

- 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: ${\mathfrak I}$



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



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

Department	ALL
	METRO VANCOUVER
	CALGARY
	✓ OTTAWA
	SALES

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

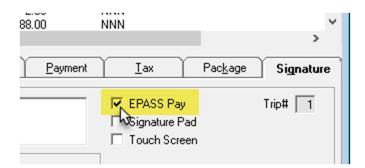
Now that we've created the Terms and Conditions agreement, it's ready for us to add to an invoice and send it to a payment terminal for signature.

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

50 NNN 20 NNN		~
<u>P</u> ayment <u>I</u> ax	Pac <u>k</u> age	Signature

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





3. 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.

	No ECOFE No DELIVE		Eco Fees \$2.5 Delivery Fees	0	1 1	2.50 88.00	
< li>Item	<u>M</u> odel	Labor	Mi <u>s</u> c	<u>C</u> omment	<u>W</u> arranty	<u>P</u> a	ayme
Comment EPASS Pa Header SubHeade PIN Pad		Desc	vment is due withir ription yment is due withi			dat	te.

4. 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.

7 7 7	
Code Description Default600 EPASS COMPANY2	

5. 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. ts · Invoice # RS0000005 - Suen, Eugene - Review Signature QOH Pack Item Description Qty Amount Why Tax Status Type Loc B36CT80SNS 36 FRENCH DOOR, SS Model No 5.031.82 NYY Open 0/0 9wH 1 Comment 0 0.00 NYY No Please note that supply is minim. Model No NNTK722S 9wH 27 BUILT-IN TRIM KIT 377.81 NYY Open 0/0 Model No ELG636S3 9WH 36 WALL MOUNT HOOD, 600. 1,980.67 NYY Open 0/0 ECOFEE2.50 Misc No Eco Fees \$2.50 2.50 NNN Misc No DELIVERY **Delivery Fees** 88.00 NNN nn < Item Model Labor Migc Comment Warranty Payment Iax Package Signature F EPASS Pay Trip# 1 Comment TAC 1. Payment is due within 30 days from the date of the invoice. Late payments may be subject to a bis late residues and 3. Payments are accepted through credit card or bank transfer. Late payments may be subject to a 5% late fee after the due date Г Signature Pad Touch Screen EPASS Pay Signature Header Terms and Conditions SubHeader The undersigned agrees to the following: Signature Created 12/5/2023 C Modified 00/00/00 Invoice Total Commit Discount Add From Cart 20,104.68 Header Add Edit Delete Exit GM % 0.0

Mobile Tech

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



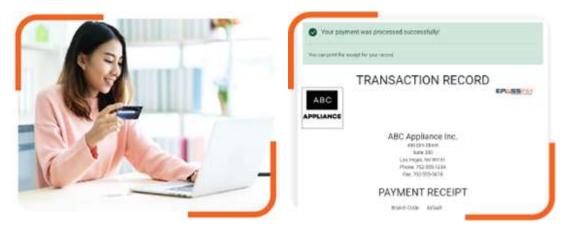
Invoice# SA0											
		Email •	Add Workorder Re	schedule 👦 🍛	Sevice At						Save
Invoice:	SA00010877	_			46/51	5 Jobs	Fishing rd				
InvType:	SA-RETAIL SALES	~			History	02649	PEE, MA				
PayType:	COD-COD	~			Directions		est.com				Cancel
lob Status:		~			Customer Notep		ons:45				
Reference:		_			Invoice Noteo						Start Trip
Authorize#:					Documents						
Agreement#:		_			Bill To:	TEST -	test				Complete Trip
0#:		_			Trip Charge:			Amoun	t: \$0.00	2	
lealer:		~	Service Performed:		Related Quotes						
		_			Relation	Invoice #	C	late	Amount		
rand:		~									ast Time Saved
roduct:		~								Te	
Aodel:											reated By
ierial: urchase Date:		_	Add Line 🗾								er: GS
urchase Date:			Select the Type of Line		New	Quote	View		5dk		te: 8/30/2024
UN#;	-	_	you wish to Add							Te	ne: 07:13
Туре	Code	Descrip	Labor Misc		Loc Inst	alled Or	-			S D	ste: 8/30/2024
Misc	DEL	DELIV	Comment Payment				1			W	me: 00.00
Comment	LONG	f your	Signature Lo	cannot take deliv							me in: 00:00
								Total:	\$10.65		

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

	010877 Next Calls 5 Print	Email • Add Workorder Reschedule 🚭 🌰					00
Invoice:	\$400010877	_11	Sevice At	test, test 5 Jobs Fishing rd			Save
PayType:		0010877 - Add Payment					Cancel
Job Status: Reference:		EPACC Cedt Card	_	Amount: \$ 10.97 InvoiceTotal:	\$10.65	OK Cancel	Start Trp
Authorizelli: Agreement II: POIII: Dealer:		Mastercard	v	Payments: Upcharge: Balance:	\$10.97 \$0.32 \$0.00		Complete Trp
hand: Product:	Conmert						Last Time Saved Date: Time:
and all		-					Created By User: GS
fodel: Serial: Nochase Date: Runalt:			New	Quote	w	8	Date: 8/30/2024 Time: 07:13



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.



		EPASSPAY
	Payment Details	
Last Name		
DOE		
Invoice Number		
YS00498355		
Balance (\$)		
1518.73		
	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 <u>EPASS Batch Email and Texting</u>, 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.



	Name on Accou	int	
APPLIANCE	Zip		
	Card Number		
Last Name	· · · · · · · · · · · · · · · · · · ·		
DOE	Expiration	cvv	
1997 (Sec.	MM/YY		
Invoice Number		ан — С. — С	
YS00498355		Submit	
Balance (\$)		Submit	
1518.73			~

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, <u>contact</u> 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.

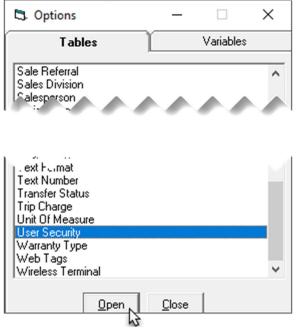
Before Starting

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, <u>contact</u> 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**.

🔁, User				-	\times
Search Options					
Search For	By ID 💌 Mate	hing Anywhere	▼ Type Both ▼	Search	۱.
Security Option	All Records		Show All	·	-
	1	1-	10	lou u	
× ID	Name	Туре	Group	Obsolete	
AR	Accounts Receivable	Group		No	
ASM	Assistant Store Manager	Group		No	
► C	Chris	User		No	1
CAPI	CAPI	API User		No	1
Print	Security Review Add	<u>E</u> dit	Delete	E <u>x</u> it	

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

5. Security for User: Ch	ris		\times
Search for Security Opti Keyword CLICK TO			
Invoicing	Security Option Click to Pay - View Payment Link Click to Pay - Allow Requested Amount	0K	
		Cano	el

- **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.

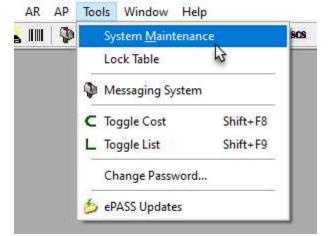


, Click to Pay Payme	nt Link	
Invoice #	R\$0000001	Generate Link
Bill To Last Name	Shin	Cancel
Expiry Days	β	
Requested Amount	1,138.00	
ink	10. 10. au	the state of the state of the
		Сору

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**.



Click to Pay						- OK
Base URL	https://your-w	/ebsite.com/	payment-page			OK
Profile ID	1602e61a-d36	63-4ac1			_	Cancel
Token Validity Days		3				
Enable URL Shortening		~				
URL shortening service	equest timeout in	seconds	5			
Enable URL shortening environment	or the staging	V				
Print Merchant Copy of Pa	yment Receipt	◄	Save Cards on File To	Sold To	•	
Print Declined Payments of	in Invoice	•	Get Cards on File From	Bill To	+	
Automatically Print Receip	t on Pinnad Print	er 🔽		65		



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

3. Click to Pay Payme	ent Link	
Invoice #	RS00000016	Generate Link
Bill To Last Name	Maximoff	Cancel
Expiry Days	3	
Requested Amount	0.00	
Link	https://pay.your.website/bdf8pe2w	
		Сору

Expanded URL Link



nt Link	×
R\$0000016	Generate Link
Maximoff	Cancel
B	
0.00	
https://your-website/payments?tn=eyJJbnZvaWNIQ29kZXM	iOIsiUIMwMDAwMDAxNiJdLCJMYXN0bmFiZSI6Ik1
	Сору
	Maximoff

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:

Click to Pay	https://www.u	abaita aam (nament name	- 0
Base URL	Intersty hour-w	ebsite.com/	payment-page	
Profile ID	1602e61a-d36	63-4ac1		Car
Token Validity Days		3		
Enable URL Shortening		1		
URL shortening service r	equest timeout in	seconds	5	
Enable URL shortening f environment	or the staging	v		
Print Merchant Copy of Pa	yment Receipt		Save Cards on File To Sold To	•
Print Declined Payments o	n Invoice		Get Cards on File From Bill To	*

A

Click to enable or disable URL shortening.

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.



Select this checkbox if you want to use shortened URLs in your staging environment.

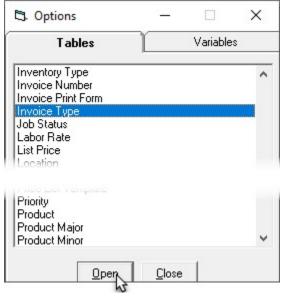


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Activate Click to Pay for Invoice Types

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.

🔄 Invoice Ty	pe			_3		×
* Code	Descrip	tion				
PS	Parts					
Q	Quote					
RS	Retail S	ales				
SC	Service	Claims				
VC	Vendor	Claims				1
WO	Invento	y Write Off				
WT	Extende	d Warranty Wi	rite Off			
WTY	Warrant	y Service				-
						_
<u>P</u> rint	<u>R</u> eview	Add	Edit	<u>D</u> elete	E	<u>x</u> it
			5			



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

Settings 1	Settings 2	Settings 3	Settings 4	Required Fields	Builder Allowance	G/L Allocation	Printing
Code / Desc	1	RS	Retail Sales				OK
Obsolete	1			Г	GE Home Deli	very	
Warranty	1	Neither	▼ Estimat	e Print Price	Entered 💌		Cancel
Default Locat							
Default Locat		Default Loo	ation from Route				-
Default Locat Detail Qty Wa	ion I	Default Loc	ation from Route		inan A		
	ion arning	0	ation from Route			Location Discrepa	ancies

- 5. Click OK.
- 6. 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



08/01/24

~

Reply

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.

Message	Beminder			Reminder	-
Message	neminder				
		Reply Requested:	Γ	From: Chris	13:33
Type Users OR Choose from L		Send To Users		TTOM. CITIS	10.00
KOJI Koji Takahashi L Lisa Anderson LAPI Liza API User LK Lukas Kalvaitis	CLARA C	hris laza Choo ohit uru		Subject: Reference : Invoice # Message:	RS00000155
Reference : Invoice # RS	500000157			From : ePASS ClickTo To : Chris Date : 16-Jul-2024	Pay Service User
Message A successful online paymen Invoice Number: RS00000 Amount Paid: \$250.00 Date/Time: 7/16/2024 9:3 Payment Method: Masterce	157 1:44 PM	26.	¢	Time : 14:30 Subject :CTP Paymen	It Success
Forward Reply Repl	y All Clear Reference	OK Cancel		10 Minutes 💌	Snooze

Click to Pay Event Message

Click to Pay Event Notification Reminder

To Configure Click to Pay Event Messaging

🕄 Options	- 🗆 X
Tables	Variables
Configuration	6
Company Invoicing Quick Cash Manager Dashboard Dispatching Purchasing Item Inventory Serial Inventory Wireless Inventory General Ledger Accounts Receivable Accounts Receivable Accounts Receivable System Updates Message Text Messages SMTP Financing ePASS Mobile Website Server Engine EPASS Pay	

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



Click Message, and then click Open.

5. Options		<u></u> ;		×
Tables	ſ	Variat	oles	
Configuration Company Invoicing Quick Cash Manager Dashboard Dispatching Purchasing Item Inventory Serial Inventory Wireless Inventory General Ledger Accounts Receivable Accounts Reveable System Updates				
Message Text Messages SMTP Financing ePASS Mobile Website Server Engine EPASS Pay				
	<u>C</u> lose			

Click the **Message Events** tab.

, Messaging System Variables	– 🗆 X
General	Message events
 Enable Messaging System Check for new messages every 	OK Cancel
Check message/reminder pool 15	seconds
Pop up reminders on top of all programs	



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.

	Gene	eral	Message events	
Check	Module	Event	Description	OK
	Invoice	Cancel Orders Event	This event occurs when a Mo	
~	Purchasing	ETA Date Changed on PO	This event occurs when ETA	Cancel
	Invoice	Schedule/Pickup Date Chang	This event occurs when Sche	
	Invoice	Web Order Event	This event occurs when a nev	
	Invoice	Todays Schedule Date Chang	This event occurs when Toda	
	Invoice	Service Request Receive Event	This event occurs when a ser	
	Invoice	Reserving a Serial with a Uniq	This event occurs when reser	
2	Invoice	Credit Approval Required	This event occurs when Credi	
~	Invoice	Successful CTP Payment Event	This event is used for CTP suc	
✓	Invoice	Declined CTP Payment Event	This event is used for CTP dev	
3	Invoice	ACH Return Event	This event occurs when ACH 💙	
<			>	
	Details	Duplicate	Delete	

Select the Successful CTP Event and then click Details.

	Gene	eral	Message events	
Check	Module	Event	Description 🔨	ОК
	Invoice	Cancel Orders Event	This event occurs when a Mo	
~	Purchasing	ETA Date Changed on PO	This event occurs when ETA	Cancel
	Invoice	Schedule/Pickup Date Chang	This event occurs when Sche	
	Invoice	Web Order Event	This event occurs when a nev	
	Invoice	Todays Schedule Date Chang	This event occurs when Toda	
	Invoice	Service Request Receive Event	This event occurs when a ser	
	Invoice	Reserving a Serial with a Uniq	This event occurs when reser	
~	Invoice	Credit Approval Required	This event occurs when Credi	
~	Invoice	Successful CTP Payment Event	This event is used for CTP suc	
~	Invoice	Declined CTP Payment Event	This event is used for CTP de	
	Invoice	ACH Return Event	This event occurs when ACH 💙	
C			>	
	Details	Duplicate	Delete	



Do the following:

Event	Description	
Successful CTP Payment Event	This event is used for CTP succes	sful payment notification
User Description		
		•
To:	Users in system :	— <u>B</u> —
@SalesPerson1	ASM	-
AP CHRIS		C Message
		Reminder
	CHRIS CLARA	2. Houndor
	DM DW	After 1 📥 Day(s) 👻
		After 1 Day(s)
Subject :		
CTP Payment Success		
Message :		
A successful online payment was mad	e on the following invoice:	
st 10	3	
1		
	2000 - 100 -	

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 <u>configure Click to Pay</u>.

- 1. Navigate to the Invoice Header.
- 2. Click Payment Link.

Invoice	Contacts	Service	Dispatching	Invo	ice Cont.	Warranty	Docu	ments	Notepa
View Print Hi		Invoic					Up 5/24/2		ОК
Invoice #	RS	00000163 5/22	2024 Sched	lule Date	5/23/2024	Pick u	p 00/00/	00	Cance
			Job SI	atus	UNCONFIRM		NCONFIRM	ED	
Invoice Type		etail Sales	PO No	ımber		50 T189		Į.	Detai
Payment Type	e COD 🔄 Pa	ayment Before Deli	Refere	ence					
Ship To	232595	History	wit Link) Bill To		232595		History		PAI Schedu
<u>979</u> Customer Notepad	Nelson, Jim 600 25th Street Bellingham, WA,	98225	E Fi	nanced	Nelson, Jim 600 25th Stre Bellingham, M				A/R Balance Credit
					1		Customer F	hone Log	
alesperson 1		ara Choo	<u>Total</u>	Γ	3,072.34	Created	C	5/22/2024	10:18
alesperson 2		~ %	Statu	is D		Modified	C	5/27/2024	10:10
; ale Referral		/eb / Social Media	0.000	1)pen	Finished		00/00/00	
1 in Deposit	50.00 %	eb / Social Media		15	5/27/2024	Posted		00/00/00	_
	1 30.00 %		1				,		

- 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.



🔄, Click to Pay Paym	ent Link	×
Invoice #	R\$0000016	1 Generate Link
Bill To Last Name	Maximoff	Cancel
Expiry Days	3	
Requested Amount	0.00	
Link	https://pay.your.website/bdf8pe2w	_
		2 Сору

-OR-

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

Click to Pay Payme	nt Link	×
Invoice #	R\$00000016	Generate Link
Bill To Last Name	Maximoff	Cancel
Expiry Days	β	
Requested Amount	0.00	
Link	https://your-website/payments?tn=eyJJbnZvaWNIQ29kZXMi	OlsiUlMwMDAwMDAxNiJdLCJMYXN0bmFtZS16lk1
		Сору

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 <u>Click to Pay Allow Requested Amount</u> 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 <u>Batch Email & Text</u> 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.

-0R-

Example

• **{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.

Em	ail Format	URL D. Select Special Fields	-	0
Code Subject Include Invoice# in subject Sender Name Sender Email CCEmail BCC Email Attachment	CTP Your Click-to-Pay Link. Image: Start Subject With In Sales Sales sales@andersons.com Image: Sales@andersonsales@andersons.com	Special Fields Special Fields can be inserted into either the Subject or the Message field, allowing you to perconalize your emails. An example of a Special Field would be to use the customer's name in the Message of the email. All you need to do to use these special field is type the Special Field Nam into your email, including the cuty brackets on either side. For example, if you used the following on an invoice that was billed to Joe Smith: Hello (BillToFirstName) (BillToLastName)	e Salesperson 2 Full Name ScheduleDate SvcDatePurchased e SvcDealerCode	OK Cance

- 127 -



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.

Details	Contacts	Mailing Addr	Мар	Pricing	Credit	Mailing List
Account #	343879	4561	Оре	n/Total Invoices:	37 37	7 / 41
Last Name	e Stark					



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

Details	Contacts	Mailing Addr	Мар	Pricing	Credit Mailir			
Account T InvType C		Open Item	•	<u>Balan</u> YTD I	<u>ce</u> Purchase			
Payment T	уре	COD		Lasth	Last Year Purchase			
Tax Code		ONH						
Salesperso	n Code	RYAN			🗔 Finance Compan			
Parent Cor	npany Code			8	Allow Charge			
Credit Man	ager User Code			8	Credit Hold			
Credit Limit			0.00		Force Credit Appr			
Do Not Alle	ow Click to Pay	Payment Links	N		T 30 Day Account			
		ounts/Credit Cards	ch1		Statement Print (
Saved Acc	counts/Credit C	ards	Del		 Bill Service Charg Invoice PO Requ 			
			•	2	Do not Service			
Tax 2 Exer	mpt			V	🔲 Always synch in N			
		-						

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.

≡ EPAS	S Pay MerchantTrack		
Dashboard	Dashboard		
\$ Transaction Search	Dashboard		
Virtual Terminal	Shortcuts		Stats
Terminals	Recent Funding Activity	Recent Transactions	Total Transaction Count 3,685 Total Transaction Volume
	View Report	> View Report	\$954,198.31 Last Transaction Date 8/27/2024 2:43:52 PM MT Last Transaction Merchant
	Daily Volumes		ePASS.Merchant.1 Last Transaction Amount
	20,000 18,000 16,000 14,000 12,000 10,000 8,000 6,000 4,000 2,000 0 757-9574 7574 7574 7574 7574 7574 7574 7574		\$58.96 Last Transaction ID 2256436707

■ 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 <u>EPASS Pay Security</u> <u>Options</u> 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 <u>Setting Up EPASS Pay</u>.



Dashboard

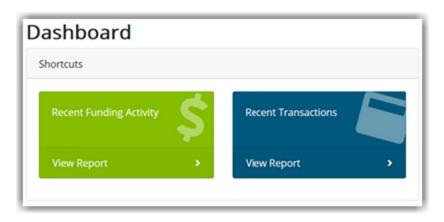
The dashboard provides you with a quick glance at your business or locations' recent activity. You can look at recent transactions, recent funding, and get a quick graph of daily sales volumes. This is the first screen you'll see when logging into Merchant Track and is a great snapshot of information.



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 <u>Funding Summary</u> or <u>Transactions</u> report from the past 6 days, including the current day. You can also export these reports as a PDF or a CSV file.



Debore / News 1 You	sector, here'r yr	where a horselfory in	92(m)										
ransactions R	mag												
Search Parameters		Nam Type In- Tage States To Tool Name Too	(105)		24	week in the	***	Automation in the	ne teoport de	a b e Las ha	a haar muran		
E Agori 200								Ena	a + 20	te re			
Browing Brounds 1 - 144	634				Analy or page	$(i) \neq$		_	Tour hou	une of			,
•	50	3										were 24	Equila 19
Marchael States Rates	handor@	han nas	2-	non) hattar	There as Reveald	1414	hours	(Notest	Arout	3986	tracking	Note: Inc.	-
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and designed	L-CONTRACTOR -	100103-0110-014		w.co.wir	forms .	1.6s	144		\$1.0	14.50			
and an other	10.00040	TRANSPORT NAMES AND		neane	townig	1454			11.10	14.50			
and the second second	11.041-04	NUCLEOR ADDRESS AND		00.414	Darling .	3454	-bulk		WIN	10.50			

Searching For Transactions

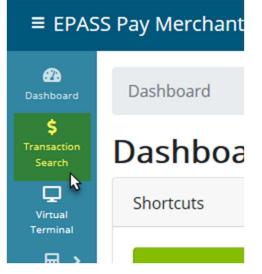
The transaction search is the most used feature in Merchant Track because you can find a specific transaction or set of transactions. Additionally, you can confirm a refund for a customer went through or find out why a customer's payment failed.

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.

Transaction Search		
Invitant *	Time Zare *	
and the last (* UIC	*
Processing Networks	Transaction Date Type	
involves will Select will	Auth Date	~
W None - Faled	Claire Riango Start Date	
W Credit W Debit	15/25/23	
M ACH M GRICHE	Outse Range End Data	
96 Feat	 E109/23 	
Tayment Method	Invesion Number	
Kty Fayment Method	12345	
lanua -	ADDURELAD4	
Any	60 5454	×
Twoseline ID		
123034		
Account Holder Name		
Harib		
Cotomer (D		
54021		

- 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, ▶ <u>click here</u>.
- 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.



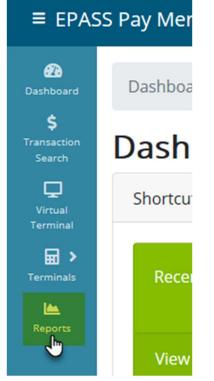
Viewing Reports

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	Shows the count and volume of ACH Returns for the given date range
Report	
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	Shows total gift card operation count and volume per day for each payment
Summary Report	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.

≡ EPAS	S Pay MerchantTrack							e		
20 Dashboard	Dashboard / Reports /	Funding Sum	mary Report P	arameters / Fu	nding Summa	ary Report				
\$ Transaction Search	Funding Summary Report									
Virtual Terminal	Search Parameters Merchants: Start Date: 9/1/2023 ae: Mountain									
Reports	Report Data					2				
	Showing Records 1 -	8 of 8							~	
	← 1		of 1 >				Expo	ort to CSV	Export to PDF	
	Merchant Display Name	Funding ID	Date 🕶	Processing Type	Sales Count	Sales Total	Gross Amount	Total Fees	Net Amount	
		21778	9/27/2023	Card	1	\$245.25	\$245.25	(\$8.47)	\$236.78	
		21718	9/26/2023	Card	1	\$3,960.34	\$3,960.34	(\$129.21)	\$3,831.13	
		21645	9/13/2023	Card	5	\$4,095.26	\$4,095.26	(\$134.10)	\$3,961.16	



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CSV Example

File	Home	Insert F	age Layout Formulas	Data Review	View He	lp Acroba	at ÇT	ell me what you w	vant to do				
Paste	👗 Cut 🖻 Copy	D	bri + 11 + I U + 🗄 + 💩 +		-	환 Wrap Text 臣 Merge &	·	General	* *	Conditional Form		Bad	↓ Insert [
*	💞 Format	Painter	. <u> </u>		= 1= 1=	E Interge oc	Center •	φ * 70 ⁻		ormatting ~ Tab		110.01.01	
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			(C)	0	E	E	(7	н					
Fur	A ding ID M			100		Falac Tatal	10.000	10.51	Pofund Tot	al Refund Foor	1000	Chargoback Total	124.85
Fur	ding ID N		ifier Merchant Display N	Name Date	Sales Count		Sales Fees	Refund Count			Chargeback Count	Chargeback Total	1200
Fur	ding ID N 30126			Name Date 7/23/2024	Sales Count 7	214.41	Sales Fees 37.14	Refund Count 0)	al Refund Fees	Chargeback Count	0	1200
Fur	ding ID N 30126 30133			Name Date 7/23/2024 7/23/2024	Sales Count 7 2	214.41 371	Sales Fees 37.14 13.06	Refund Count 0 0		0 0 0 0	Chargeback Count C	0 0 0 0	Chargeback Fe
Fur	ding ID N 30126 30133 30103			Name Date 7/23/2024 7/23/2024 7/22/2024	Sales Count 7 2 8	214.41 371 384.07	Sales Fees 37.14 13.06 13.98	Refund Count 0 0 0		0 0 0 0 0 0	Chargeback Count C C C		Chargeback Fe
Fur	ding ID N 30126 30133 30103 30119			Name Date 7/23/2024 7/23/2024 7/22/2024 7/22/2024	Sales Count 7 2 8 6	214.41 371 384.07 91.86	Sales Fees 37.14 13.06 13.98 30.92	Refund Count 0 0 0 0 0		0 0 0 0 0 0 0 0	Chargeback Count C C C C C C C C		Chargeback Fe
Fur	ding ID N 30126 30133 30103			Name Date 7/23/2024 7/23/2024 7/22/2024 7/22/2024 7/19/2024	Sales Count 7 2 8 6 2	214.41 371 384.07 91.86 61.22	Sales Fees 37.14 13.06 13.98 30.92 10.61	Refund Count 0 0 0 0 0 0		0 0 0 0 0 0 0 0	Chargeback Count C C C C C C C C	0 0 0 0 0 0 0 0 0 0	Chargeback Fe
Fur	ding ID N 30126 30133 30103 30119 30071			Name Date 7/23/2024 7/23/2024 7/22/2024 7/22/2024	Sales Count 7 2 8 6 2 1	214.41 371 384.07 91.86 61.22 16.02	Sales Fees 37.14 13.06 13.98 30.92 10.61 1.02	Refund Count 0 0 0 0 0 0 0 0 0		0 0 0 0 0 0 0 0	Chargeback Count		Chargeback Fe
Fur	ding ID M 30126 30133 30103 30119 30071 30088			Name Date 7/23/2024 7/23/2024 7/22/2024 7/22/2024 7/19/2024 7/19/2024	Sales Count 7 2 8 6 2 1 1 2	214.41 371 384.07 91.86 61.22 16.02 80.62	Sales Fees 37.14 13.06 13.98 30.92 10.61 1.02 3.62	Refund Count 0 0 0 0 0 0 0 0 0 0 0 0 0		0 00 0 00 0 00 0 00 0 00 0 00 0 00	Chargeback Count C C C C C C C C C C C C C C C C C C C		Chargeback Fe
Fur	ding ID M 30126 30133 30103 30119 30071 30088 29943			Name Date 7/23/2024 7/23/2024 7/22/2024 7/22/2024 7/19/2024 7/19/2024 7/12/2024	Sales Count 7 2 8 6 2 1 1 2 7	214.41 371 384.07 91.86 61.22 16.02 80.62 217.23	Sales Fees 37.14 13.06 13.98 30.92 10.61 1.02 3.62	Refund Count 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Chargeback Count		Chargeback Fe
Fur	ding ID M 30126 30133 30103 30119 30071 30088 29943 29971			Name Date 7/23/2024 7/23/2024 7/22/2024 7/22/2024 7/22/2024 7/19/2024 7/19/2024 7/19/2024 7/12/2024 7/12/2024	Sales Count 7 2 8 6 2 1 1 2 7 7 1	214.41 371 384.07 91.86 61.22 16.02 80.62 217.23	Sales Fees 37.14 13.06 13.98 30.92 10.61 1.02 3.62 37.17 0.53	Refund Count 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		0 00 0 00 0 00 0 00 0 00 0 00 0 00 0 0	Chargeback Count C C C C C C C C C C C C C C C C C C C		Chargeback Fi

Ready 😋 Accessibility: Unavailable

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	\$21 <mark>4.41</mark>	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.

PAS	S Pay MerchantTrack	e Liza Anderso
rd	Dashboard / Reports	Click "Funding Summary
on I	Reports	Report".
P	Funding Summary Report	Shows the funding information in summary per funding batch and provides links to the Funding Detail Repo that shows the contents of the funding batch selected
al	Transaction Summary Report	Shows total transaction count and volume per day for each payment method
> als	Funding By Transaction Report	Shows the transactions that have been funded in the specified date range
ais	Funding By Line Item Report	Shows the transaction Line Items that have been funded in the specified date range
5	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



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≡ EPAS	S Pay MerchantTrack				e Liza Anderso
20 Dashboard	Dashboard / Reports / Funding Summary Report Parameters	5			
\$ Transaction Search	Funding Summary Report Param	nete	ers		
Virtual Terminal	Merchants ePASS.Merchant.1				
Terminals	Time Zone Pacific		•		
Reports	Date Range Start Date 06/01/2024	Ē			
	Date Range End Date	E			
	06/30/2024			Fill in the date parameters and click Submit.]
	Submit				-



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≡ EPAS	S Pay MerchantTrack	<								9	Liza Ande	rson
20 Dashboard	Dashboard / Reports	/ Funding	Summary Re	port Paramete	<mark>rs /</mark> Fund	ding Sum	mary Repo	ort				
\$ Transaction Search	Funding Sur	nmary	/ Repo	rt								
Virtual Terminal	Search Param Merchants: ePASS.M		Start Da	te: 6/1/2024	_	End	Date: 6/30)/2024	Time	2 Zone: Pacific		
keports	🖽 Report Data				E>	kport to	o CSV					
	Showing Records	1 - 10 of 10		R	esults per	r page:	100 🗸	-	Time Zone P	Pacific		•
	← 1 of 1	· →							Expo	rt to CSV Ex	port to PD	F
	Merchant Display Name	Funding ID	Date -	Processing Type	Sales Count	Sales Total	Refund Count	Refund Total	Chargeback Count	Chargeback Total	Return Count	R
												1

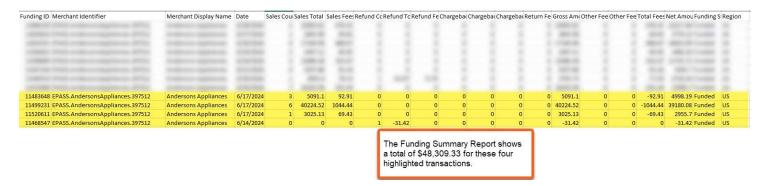
Andersons Appliance opens the Bank Reconciliation in EPASS and looks for the transaction on the bank statement. The Bank Reconciliation shows the gross amounts that were deposited. The gross amounts are defined as the amounts before the credit card fees. Let's use the Jun 17/24 funding date to illustrate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



Show Reconciled	06/30/24 Bank Acc	count 1001	Checkin	9	Check Nu	mber		Matching Equal	-	-	
Supplier			All Records Batch N						Equal		
		1						- Reconciliation Sur	omany		
CheckNumber	Supplier	Date	BatchNumber	Amount	Transaction Type	Reconciled	-	Neconciliation Sul	undiy		
	Summary - CREDIT CAR	6/12/2024	765	2,882.72	Deposit		-	Fiscal Year	2024	*	
	Summary - CREDIT CAR	6/13/2024	767	33,886.31	Deposit	F		Fiscal Month	1	•	
	Summary - CREDIT CAR	6/16/2024	772	11,540.30	Deposit	П			11		
	Summary - CREDIT CAR	6/17/2024	775	11,012.57	Deposit			Closing Date	6/3	0/2024	
	Summary - CREDIT CAR	6/18/2024	779	10,338.18	Deposit	Г		Bank		1001	
	In the EPASS Reconciliation, the	Bank	780	3,284.80	Deposit	L		ePass Closing	270,611.44		
			787	1,447.11	Deposit	E.		Balance			
			789	12,086.38	Deposit		Check	Check +	+ 44		
	these 3 transactions = \$48,309.33		792	19,984.94	Deposit	F		Deposit -			
			795	1,144.50	Deposit						
			795	21,762.92	Deposit						
	Summary - CHK	6/25/2024	803	123,953.51	Deposit						
	Summary - CREDIT CAR	6/26/2024	803	11,691.62	Deposit				ng -23,697.6		
	Summary - CHK	6/27/2024	805	5,635.59	Deposit	Π		New Closing Balance			
	Summary - CREDIT CAR	6/27/2024	805	3,430.37	Deposit	Г		Bank Statement	ement	0.00	
	Summary - CHK	6/28/2024	807	13,036.59	Deposit			Balance	1	0.00	
	Summary - CASH	6/30/2024	807	3,250.00	Deposit	—		Variance	-23,	697.66	
	Summary - CHK	6/30/2024	807	35,781.28	Deposit						
	Summary - CREDIT CAR	6/30/2024	807	12,474,98	Deposit					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.



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	The Bank Statement shows a Daily Net Funding Total of \$47,133.97	2,955.70
06-17	ACH Credit FULLSTEAM	which doesn't include the \$31.42	4,998.19
06-17	ACH Credit FULLSTEAM		39,180.08

Enter the credit card fee in GL Transactions.

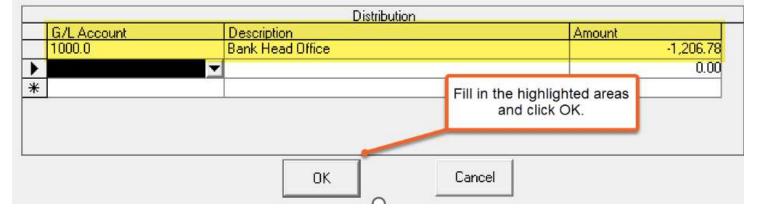
G/L Transactions	
Search Options	
Search For By GL Account Matching Start of Field	
AND V For By GL Account V Matching Start of Field V	
⊡ GL Account Amount Source Date Batch # Note Check #	User
	iona Cliak Add
Go to GL > Transacti	IONS. CIICK Add.
Record Count Balance Import Export Review Add Edit Delete	Exit



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Amount	1,206.78	Reverse
G/L Account	5005.0 Credit Card Fees Head Office	Reverse Period
Bank Rec Type	JE	Day of next month
Date	06/17/2024	Reverse Day
Reference	Jun 17/24 CC Fees	
Note	Jun 17/24 credit card fees	To Be Allocated





• G/L Transactions					- • ×
Search Options Search For AND For For	By GL Ac		Start of Field	Search	
E - Source GL / ■ 500 100	5.0 1,206.78 JE	e Reference Date Jun 17/24 CC F 06/17/20 Jun 17/24 CC F 06/17/20	Batch # Note 24 0 Jun 17/24 c 24 0 Jun 17/24 c	Check # redit car redit car	User L
	erify Import	Export Review	v Add	Edit De	lete Exit

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

Bank Reconciliation									
Search Options Closing Date 77/2 Show Reconciled Since: Transaction Date	24/2024 Bank Acc	punt 1000.0	Check Nu Batch Nu		vailable for be		▼ <u>S</u> earch		
CheckNumber	Supplier	*Date	BatchNumber	Amount	Transaction Type	Note	Reconciled	•	Reconciliation Summary-
	Jun 17/24 CC Fees	7/24/2024	0	-1,206.78	JE	Jun 17/24 credit card fees	Γ		Fiscal Year 2024
1			FF004			~	_		100011001



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.

ре	Pack Item		Loc [Description				Qty	Amount W	ty Tax	Status
del c	No KUBR214KS No DELIVERY	В		24 BEV. CENTRE Delivery Fees	E, SS			1	3,888.06 100.00	NYY NNN	Open
	Item	Model	Labor) Mi <u>s</u> c	<u><u>C</u>omment</u>		Payment	<u>I</u> ax	∑ Pac <u>k</u> age) Signatur	e
	Payment Type	EPCC	EPAS	SS Credit Card			Amount	4,610.53	Tendered	Trip# 1	
	Entry Method	Form Keyed	•	🔽 Save Cre	edit Card for Futu	ıre Use	Invoice Total [- Payments [4,454.62 0.00			
		<u>Click here to vie</u>	w/change	address for this ;	payment		Balance [Upcharge * [4,454.62			
	Comment]	Balance + [Upcharge [4,610.53			
	Branch	Default	Ande	rsons Appliances	8		* Upcharge base the full ba	alance			
							Minimum Depos Deposit Receiv Deposit Requir	red 0.00)		
	Commit Disc	sount							Invoice Tot		



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

		Click here to make	e this your c	lefault Search	·		Da									
	By	Invoice #	 Matching 	End of Field	•	Search		BS Invoic	e # R\$00000182 - Fo	ter, Adrian an	d Elizabeth	- Add Payment			-	
	By	Customer #	✓ Matching	Equal		s All 👻	i	Type	Pack Item No KUBR214	(CD	Loc	Description 24 BEV, CENTRE, SS	Qy	Amount Wty 3,888.06	Tax Status NYY Open	QOF 0/0
Model Code	10 •		Matching	Equal	•			Misc	No DELIVER	(58	3WH	24 BEV. CENTRE, 55 Delivery Fees	1	100.00	NNN	0/0
	EPASS Payment Processing - Charge Amo Billing Information Please enter the following Required fields marked b Name On Account First Name Last Name Address One Address Two City	unt: \$4610 information exactly a Adrian and Elizabe Adrian and Elizabe Foster 2514 Kulshan Stre Bellingham).53 as it appears th Foster th	on the card st					Item Payment Type Entry Method Comment Branch	Form Keye	o view/chan	Migo Comment Warranty ASS Credit Card For Save Credit Card for Future Use are address for this payment demons Appliances	Payment I.sx Amount 4.610.53 Invoice Total 4.454.62 -Payments 0.00 Balance 4.454.62 Upcharge * 155.91 Balance 4.610.53 * Upcharge * 155.91 Balance + 4.610.53 * Upcharge based on paying the full balance 0.00 Pepsit Received 0.00 Deposit Received 0.00	, , ,	Signature	
	State	WA 98244								Piscount		OK Cancel		Invoice Total		
	Country	United States of Ar	nerica		1	v			Serial	pit Line		Un		1110.012	0.0	
		United States of Ar	nerica	Cancel		Y		1						GM %	0.0	

Fill in the credit card number and click Submit.

	LIICK NETE to make this your of	erauit search		1 6	<u>.</u>							
	By Invoice # Matching	End of Field 💌	Search		B Invoice	#R\$00000182 - Foste	r, Adrian and Eliz	rabeth – Add Payment				3
	By Customer # Matching			-	Type Model Misc	Pack Item No KUBR214KS No DELIVERY		Loc Description 9WH 24 BEV. CENTRE, SS Delivery Fees		Qty Amount Wty 1 3,888.06 1 100.00		20H 0/0
iel Code 📃	Of Matching	Equal 💌			Misc	No DELIVEITI		Denvely rees		1 100.00		
ta 📣 EPASS Payment Proces Pé Pé	sing - Invoice # RS00000182		- 0	×								
Charge A	Card Number	⊗ ≜			. —	[tem	Model	Labor Y Migc Y ⊈omment Y Warranty	Payment	⊥ax \ Package \	Signature	
Billing Informa Please enter the fi	5454 5454 5454 5454	tan	nent.			Payment Type	EPCC	EPASS Credit Card	Amount 4	1,610.53 Tendered	Trip#	
Required fields ma	Expiration CVV		nem			Entry Method	Form Keyed	▼ Save Credit Card for Future Use	Invoice Total	1,454.62 0.00		
Name On Acc First I	12/28 222								Balance	1,454.62		
Last I						Comment	Click here to vie	w/change address for this payment	Upcharge * Balance +	155.91		
Address	Submit			1		Branch	Default	Andersons Appliances	* Upcharge based o the full balan	n paying ce		
Addres	Privacy Policy								Minimum Deposit Deposit Received	2,305.27 0.00		
	By clicking Submit, you agree t								Deposit Required			
Co	Privacy Policy and consent to the of your transaction information processing this transaction and fraud and risk management	n for Id for	~			Commit Disc	Line	OK Cancel		GM %	62	
	Mented)	v										

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



By Invoice # Matching End of Field Search Search	# RS00000182 - Foster, Adrian a	nd Elizabeth - Add Payment			- 0	53
By Customer # Very Matching Equal Very Status All Very Model Misc	Pack Item No KUBR214KSB No DELIVERY	Loc Description SWH 24 BEV. CENTRE, SS Delivery Fees	Qiy 1 1	3,888.06	Tax Status NYY Open NNN	Q0 0/0
ame Job Status Sched Date Finish Date Total Balance nv Ty ster Adrian af UNCONFRMED 7/10/2024 7/22/2024 4552.80 1747.53 RS ster Adrian af UNCONFRMED 8/25/2024 8/25/2024 4552.80 4552.80 RS						
EPASS Payment Processing X	Item Model	Labor Misc Comment Warrant	y Payment Iax	Package	Signature	_
Exception in ePASSPayment.PaymentProcessingEPA.SaveResponse: Failed to save response data	Payment Type EPCC	EPASS Credit Card	Amount 4,610.53	Tendered Tr	p#[1	
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]	Entry Method Form Ke	yed 💌 🔽 Save Credit Card for Future Use	Invoice Total 4,454.62 - Payments 0.00			
[C:\EPASSPASSserver.exe] [SQLCODE: -429-xField not found in the applicable tables>] [Location: -Prepare>] [Bimsg < Field	Click here	e to view/change address for this payment	Balance 4,454.62 Upcharge * 155.91 Balance + 4,454.62			
SQLUSER.INVOICEPAYMENTT XRESPONSEDATA.PAYMENTFORBR ANCH' not found in the applicable tables^NISERT INTO InvoicePaymentXResponseData (InvoicePaymentRef,	Comment Default	Andersons Appliances	Upcharge 4,610.53 * Upcharge based on paying			
InvoiceCode, ChargeType, BankTransactionID, BankApprovalCode, RequestedAmount, ApprovedAmount, ResponseCode, ResponseCodeFett, State, TransactionState, AVSCode, AVSCodeDescrip	Dianon (Derauk	pandelsons appliences	the full balance Minimum Deposit 2,305.2 Deposit Received 0.0 Deposit Required 2,305.2	0		
OK	Commit Discount Serial Split Line	0K Cancel]	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.

Status All	ice = RS00000182 - Foster, Adrian and Elizabeth - Add Payr Pack Item Loc Description No KUBR214KSB 9w/H 24 BEV. CEN No DELIVERY Delivery Fees	TRE, SS	Qty Amount Wty Tax Status QOH 1 3.888.06 NYY Open 0/0 1 100.00 NNN
Total Balance Inv Ty 52.80 1747.53 RS 52.80 455.20 RS EPASS Payment Processing Image: Comparison of the payment requires will be kept Image: Comparison of the payment requires will be kept You should try to	recover it ASAP. ASS Credit Carr		Iax Package Signature 4,610.53 Tendered Trip# 1 4,454.62 0.00 1 1
Delete Excel	Click here to view/change address for t Comment Branch Default Andersons Applian	this payment Upcharge * Balance + Upcharge	ance 2,305.27 d 0.00
	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.

Type Model Misc	Pack Item No KUBR214KS No DELIVERY	Loc B 9WH	Description 24 BEV. CENTRE, SS Delivery Fees		Ity Amount \ 1 3,888.06 1 100.00	NYY Open NNN
Payment Misc	EPCC No CCUPC		Incomplete, Amount requested; \$4,610.53 CC Upcharge Fee		0 0.00 1 155.91	NNN Open NNN
	<u>l</u> tem	Model Labor	Migc <u>C</u> omment <u>W</u> arrar	by <u>P</u> ayment Iax	Package	Signature
	Payment Type Entry Method Card Auth #	Form Keyed	PASS Credit Card Receipt Preview Print Email Batch Batch Show Signature	Invoice Total 4,610. - Payments 0. Balance 4,610.	00 00/0 53 Si 00 C	tatus Ipen
	Comment Cashed out by Branch	Default Ar	On 00/00/00 at Idersons Appliances	Minimum Deposit 2,30 Deposit Received Deposit Required 2,30	5.27 0.00	eated 8/25/2024 dified 00/00/00
	Commit Disc Serial Split	112 123	Add Edit Recover Exit	Add From Cart	Invoice Tr	otal 610.53

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.



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	Matching Equal			2 Foster, Adrian a			<i>c c</i>			
bb Status	Matching Equal Status All Matching Equal Sched Date Finish Date Total Balance Inv Tv 8/25/2024 4510.53 4510.53 4510.53	Type Model Misc Payment Misc	No DI Ef	m JBR214KSB LLIVERY CC CUPC	Loc 9w/H	Description 24 BEV: CENTRE, SS Delivery Fees Incomplete. Amount requested: \$4,610.53 CC Upcharge Fee	Qty 1 1 0 1	Amount Wty 3,888.06 100.00 0.00 155.91	Tax Status NYY Open NNN NNN Open NNN	QO+ 0/0
PASS		× 1	Įten	<u>M</u> odel	Labor	Migc Comment Warranty Payment	Īax		Signature	_
	There are incomplete payments on this invoice. This means that an error occurred during the payment transaction and need to check with the merchant to see if it went through not. Would you like us to check with them now? ** THIS WILL NOT PROCESS THE PAYMENT AGAIN. It will on 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 yo can run the payment again.	or y	SKU # Equiv Brand Produc Mfr W1 PO # Branch	KITCHENAID APPLIANCE V 0	24 BEV. C Delta War <u>Serial</u> Color <u>Features</u> Reference Commission	Location QOH 0 /0 Std. Cost Not Avail 0 0 0 QOD 0 /0 0 0 Written 6 /6 1 1 Inventory Type [APPL] F Auto Backorder 1 T Reserve Exclusive when Ordering 1	3,888.06 3,888.06 0.00		2024	
	Yes No		Note Com	Undercounter Bev	cu. ft Beveragi erage Center i Header	s Centre Refrigerator in Panel Ready. This with FullExtension Wood-Front Racks holds 14 Add Edit Delete Exit Add From Cart		Invoice Total 4.610.5	3	

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

Search Es Invoid	ce # RS00000182 - Foster, Adrian and Elizabeth	- Review Payment			
Total Balance Inv Ty 10.53 4610.53 RS	Pack Item Loc No KUBR214KSB 9w/H No DELIVERY nt EPCC No CCUPC	Description 24 BEV. CENTRE, SS Delivery Fees Incomplete, Amount requested: \$4,610.53 CC Upcharge Fee	Qty 1 1 0 1	Amount Wty Tax 3,888.06 NYY 100.00 NNN 0.00 NNN 155.91 NNN	Open
EPASS Payment Processing Customer's Card o was not returned.	Сагд Тх ID	Migc Comment Warranty ASS Credit Card Receipt Preview Print Batch Batch Batch Show Signature	Invoice Total 4.610.53 - Payments 0.00 Balance 4,610.53	Package Signat Tendered Trip# Date Posted 00/00/00 Status	
<u>Delete</u> <u>Excel</u>	Comment Cashed out by	On 00/00/00 atatat	Change 0.00 Minimum Deposit 2,305.27 Deposit Received 0.00 Deposit Required 2,305.27 Add From Cart		

The amount is processed.



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ype Iodel lisc	Pack Item No KUBR214KS No DELIVERY	в	9WH	Description 24 BEV. CENTRE, Delivery Fees	, SS			Qty	Amount WI 3,888.06 100.00		Status Open
ayment lisc	No CCUPC			CC Upcharge Fee				-0 - 1	4.610.53 155.91		Open
	Item Payment Type Entry Method Card	Model EPCC Form Keyed Mastercard - 942478]		<u>Comment</u> w Print rs / CVV Y / M	Warranty Email	Amount Amount Invoice Total - Payments	<u>I</u> ax 4,610.53 4,610.53 4,610.53	Package Tendered Date F 00/00/		2
	Auth # Comment Cashed out by Branch		riew/change	e address for this p On 00/ ersons Appliances	<u>ayment Sho</u>	w Signature	Balance Change	0.00	Mod	en ated 3/25/2024	
		count	ader	Add Edit	: <u>V</u> oid	Exit	Add From Cart				

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.



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e Invoice # RS00000183 - Foster, Adrian and Elizabeth - Review Payment			
Type Pack Item Loc Description Model No KUBR214KSB 9WH 24 BEV. CENTRE, SS Misc No DELIVERY Delivery Fees Payment EPCC Misc No CCUPC	Qty 1 1 0 1	3,888.06 NYY 100.00 NNN	Status QOH Open 0/0 Open
Item Model Labor Migc Comment Warranty Payment Payment Type EPCC EPASS Credit Card Amount Invoice Total - Entry Method Form Keyed Receipt Preview Print Email Invoice Total - Card Mastercard Mastercard Control Entry Method Entry Method Invoice Total - Card Mastercard Tx ID [2256334215 AVS / CVV Y / M Balance Change Change Change Comment	<u>I</u> ax 2,385.95 4,538.13 2,385.95 2,152.18 0.00	Package Signature Tendered Trip# 1 Date Posted 00/00/00 Status Open Created L L 8/25/2024 Modified 00/00/00 Invoice Total 4,538.13 GM % 0.0	



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vpe NI	Pack Item		Loc	Description		Qty	Amount Wty	Tax Status	
odel isc ayment	No KUBR214KS No DELIVERY EPCC	B	9wH	24 BEV. CENTRE, SS Delivery Fees		1 1 0	3,888.06 100.00 2,385.95	NYY Open NNN NNN Open	1
isc	No CCUPC		PASS		×	1	83.51	NNN	
			4	Void the Payment and delete the current line	e?				
	<u>I</u> tem	Model	-	Yes No	Payment	<u>I</u> ax	Pac <u>k</u> age	Signature	
	Payment Type	EPCC		Yes' to	Amount	2,385.95	Tendered	Trip#1	
	Entry Method	Form Key Mastercar		oid. view Print Email	Invoice Total - Payments	4,538.13 2,385.95	Date Po 00/00/0		
	Auth #	280427] Tx ID 225	6334215 AVS / CVV Y / M	Balance	2,152.18	Statu	s	
	Comment	Click here	o view/char	ge address for this payment Show Signature	Change	0.00	Oper	n.	
	Cashed out by			On 00/00/00 at]		Modifie		
	Branch	Default	Ar	dersons Appliances			00,	/00/00	
	Commit Dis	count	Header	Add Edit Void Exit	Add From Cart		Invoice Total		



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Туре	Pack Item	Loc	Description		Qty	Amount Wty	Tax Status	QOH
Model Misc	No KUBR214KSB No DELIVERY	9WH	24 BEV. CENTRE, SS Delivery Fees		1	3,888.06 100.00	NYY Open NNN	0/0
Payment Misc	EPCC No CCUPC	EPASS Payment	Processing	×	0 1	2,385.95 83.51	NNN Open NNN	
		Avail	action cannot be voided - Transaction is not in /same day. able operation to consider: Refund action ID: 2256334215	an open		~V		
	ltem l	100	2	a 🗋	<u>T</u> ax	Pac <u>k</u> age	Signature	
	Payment Type	EF		ок	2,385.95	Tendered	Trip# 1	
		The Contract of the State of th	ansaction can't be led. Click OK to	Invoice Total	4,538.13 2,385.95	Date Pos 00/00/00		
			eed with a refund.	Balance Change	2,152.18 0.00	Status Open	<u></u>	
	Comment Cashed out by		On 00/00/00 at			Create L 8/2 Modifie	25/2024	
	Branch	Default	Indersons Appliances				/00/00	
						-Invoice Total		
	Commit Discou Serjal Split Li		Add Edit Void Egit	Add From Cart		4,538 GM %	.13	



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

Before troubleshooting, check:

Ensure that each line item has a description.

Model No H3612-30 SUTTON PLACE CREDENZA 1 1,737.99 Yes No Committed Model No H3612-30 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 1 293.99 Yes No Committed Model No GCM44552 GLASS CHAIR MATT 45Y52 1 299.99 Yes No Committed Model No 4737L-LAG-VAG 1 2715.00 No No Committed Model No 259.VAGDRA CONSULE VALUE FLOYER 1 299.99 Yes No Committed Model No 4737L-LAG-VAG 1 2715.00 No No Committed Model No 259.VAGDRA CONSOLE VALUE FLADER AND USB PORTS - DROPPED 1 447.00 Yes				Misc <u>C</u> omment <u>W</u> ar	ranty <u>Payment</u>	-				Sign	
Entry Method PIN Pad - Pauments 7,000.00 PIN Pad Default20424 EPASS Payment Processing 1,183.25 Click here to view/ Transaction request was declined. 0.00 Comment Response Code: 10 0.00 Default Default 0K Invoice # SA00073891 - JOHNSTONE, MATTHEW - Review Model Invoice # SA00073891 - JOHNSTONE, MATTHEW - Review Model Invoice # SA00073891 - JOHNSTONE, MATTHEW - Review Model Invoice # SA00073891 - JOHNSTONE, MATTHEW - Review Model Invoice # SA00073891 - JOHNSTONE, MATTHEW - Review Model Voidel No Hasi12:30 SUITION PLACE CREDENZA 1 1,737.99 Model No Hasi12:31 SUITION PLACE CREDENZA Model No Hight 2:31 SUITION PLACE CREDENZA Model No Hight 2:31 SUITION PLACE CREDENZA Model No Hight 2:31 SUITION PLACE CREDENZA Model No Hight 2:39.39 Yes Model No Hight 2:39.39 Yes Model No Hight 2:39	Payment Ty	pe EPA3	DEBIT		Amount		1,183.25	Tender	ed	Trip#[1
PIN Pad Default20424 EPASS Payment Processing 1.183.25 Click here to view/ Transaction request was declined. 0.00 Comment Response Code: 10 0.00 Branch Default OK Invoice # SA00073891 - JOHNSTONE, MATTHEW - Review Model Invoice # SA00073891 - JOHNSTONE, MATTHEW - Review Model Invoice # SA00073891 - JOHNSTONE, MATTHEW - Review Model Invoice # SA00073891 - JOHNSTONE, MATTHEW - Review Model Invoice # SA00073891 - JOHNSTONE, MATTHEW - Review Model Invoice # SA00073891 - JOHNSTONE, MATTHEW - Review Model Invoice # SA00073891 - JOHNSTONE, MATTHEW - Review Model Invoice # SA00073891 - JOHNSTONE, MATTHEW - Review Model Model No H3812-20 SUITION PLACE CREDENZA 1 Model No H3812-22 SUITION PLACE CREDENZA 1 Model No H3812-22 SUITION PLACE CREDENZA 1 1.737.99 Model No H3812-22 SUITION PLACE CREDENZA Model No H3812-22 SUITION PLACE CREDENZA M	9 - 1 <i>20</i> - 19				Invoice Tota	el 📄	8,183.25				
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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.