



QMerchant Manual

Version 15.0

This document reflects version 15.0.0 of QMerchant.

Some of the screenshots are just examples and may differ from the real product.

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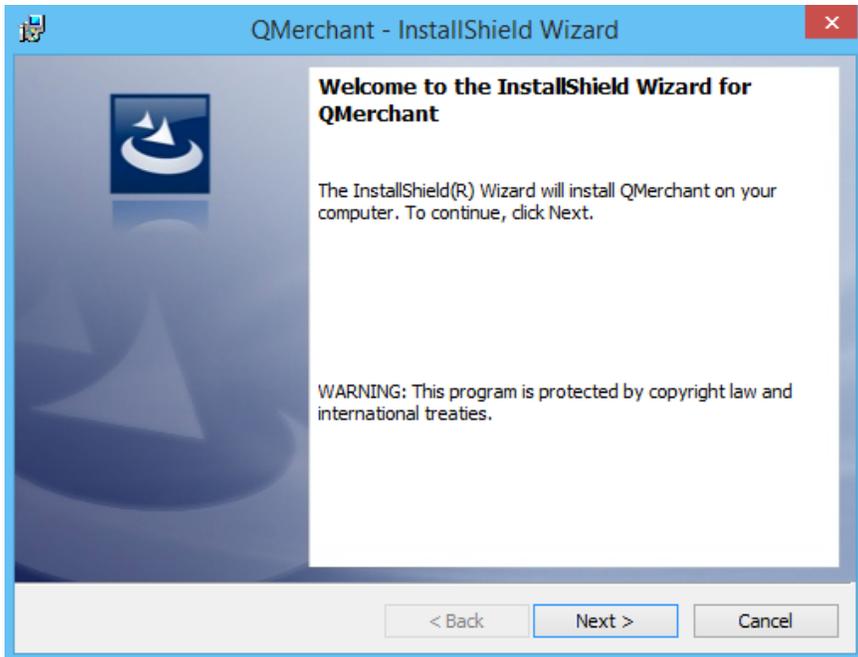
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INSTALLATION

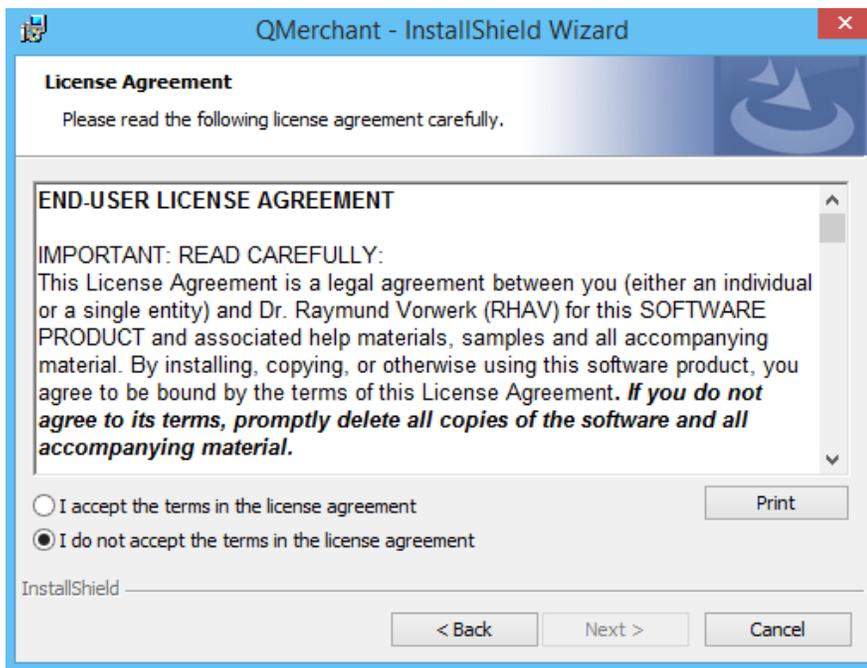
After download, please run the downloaded executable.

Step 1: The following dialog appears.

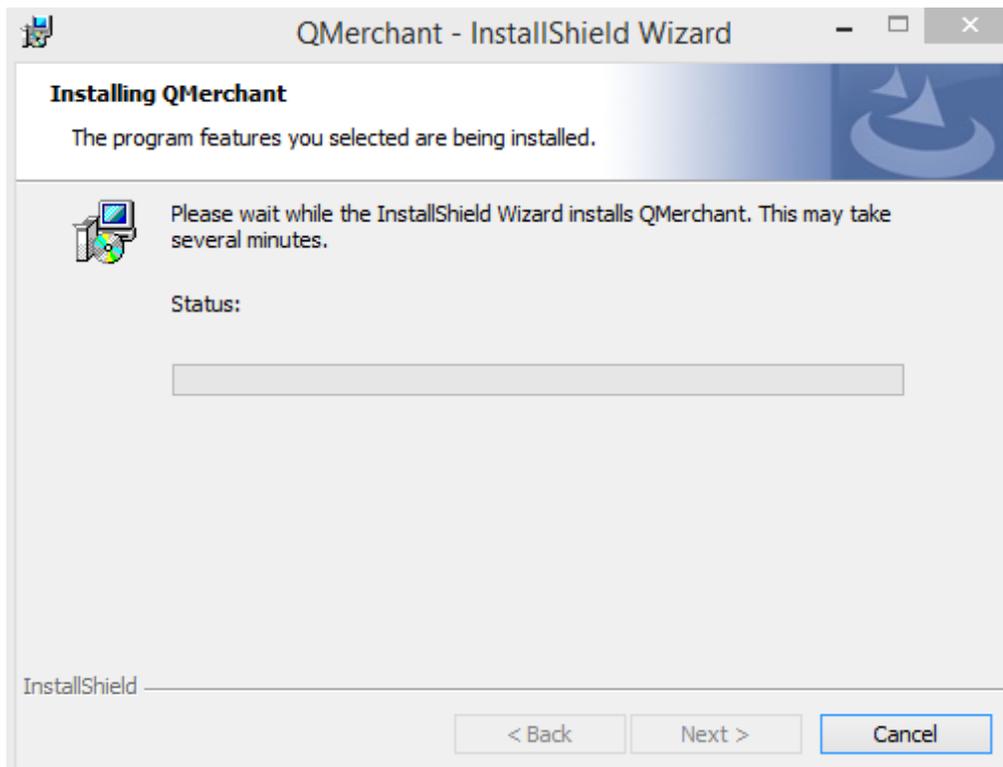
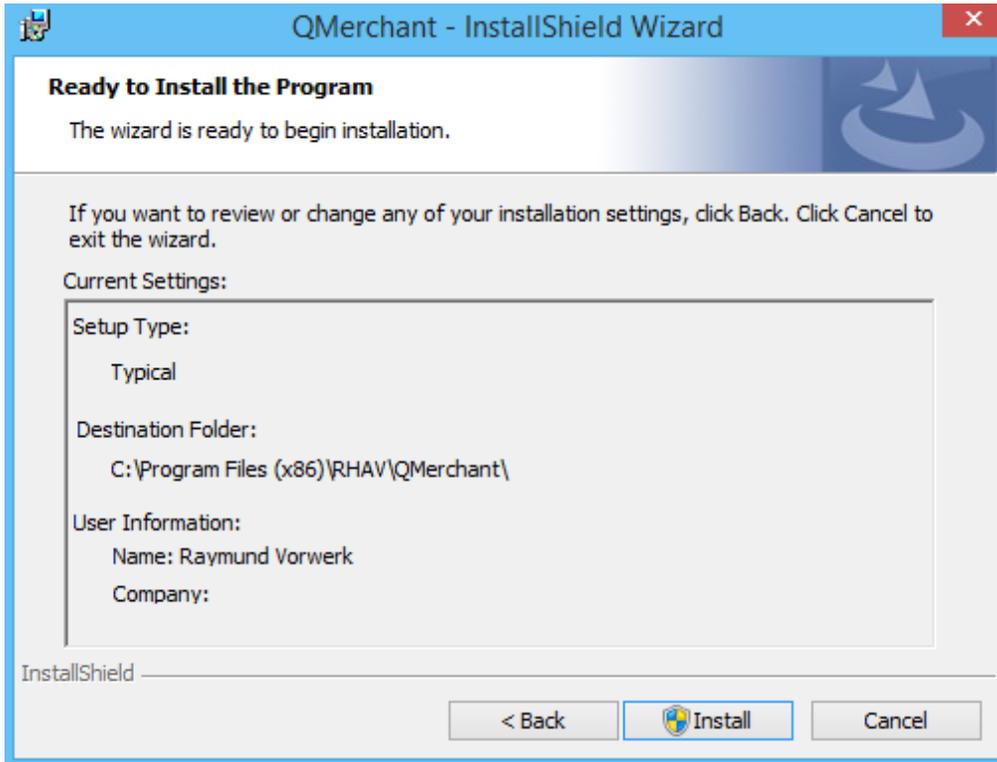


Step 2: Click 'Next' to continue.

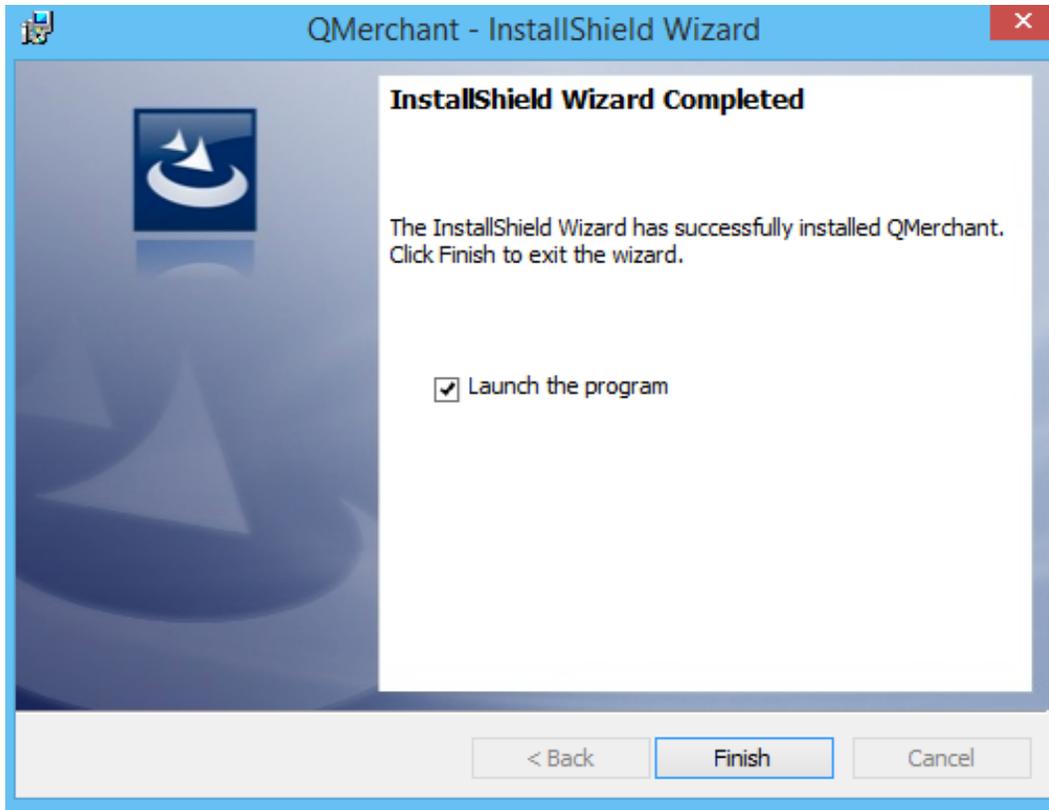
The RHAV license agreement is displayed. You must accept the license, otherwise you cannot use QMerchant.



Step 3: Confirm the installation folder. We recommend leaving it as it is and click 'Install' to complete the installation.



Step 4: Finish the installation and launch QMerchant.



Step 5: Use the setup wizard.

The setup is a two-step process. First we setup your QuickBooks connection and then we establish the connection to the selected payment provider.

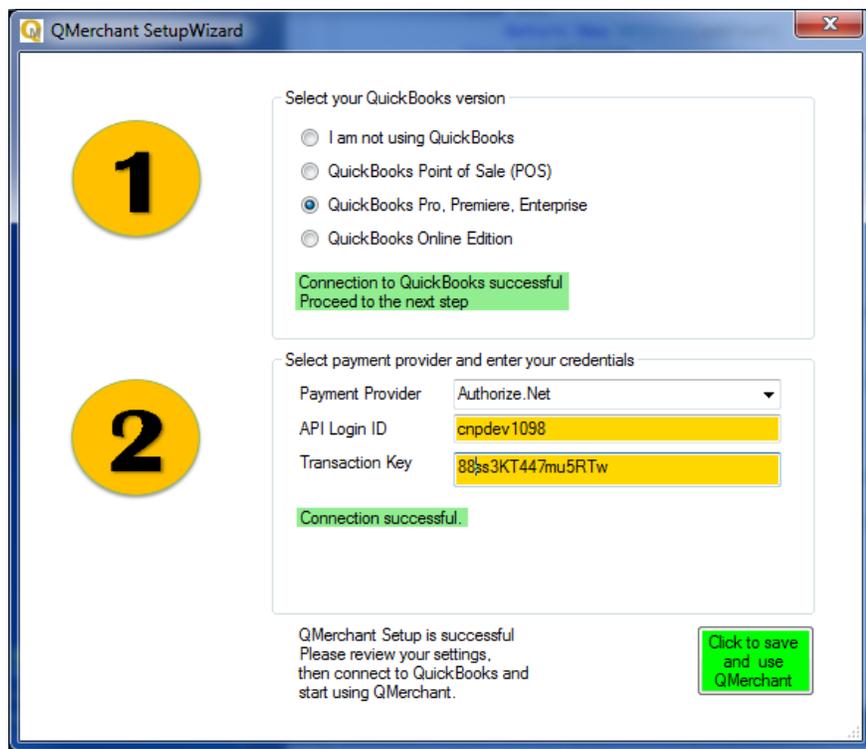
Please select your QuickBooks version and click continue. QMerchant tries to connect to QuickBooks. If this is the first time you install QMerchant, some dialogs will appear (as described in the following chapter). Please respond to those dialogs.

After the connection is successful, then please select your payment gateway. The following selections are currently available:

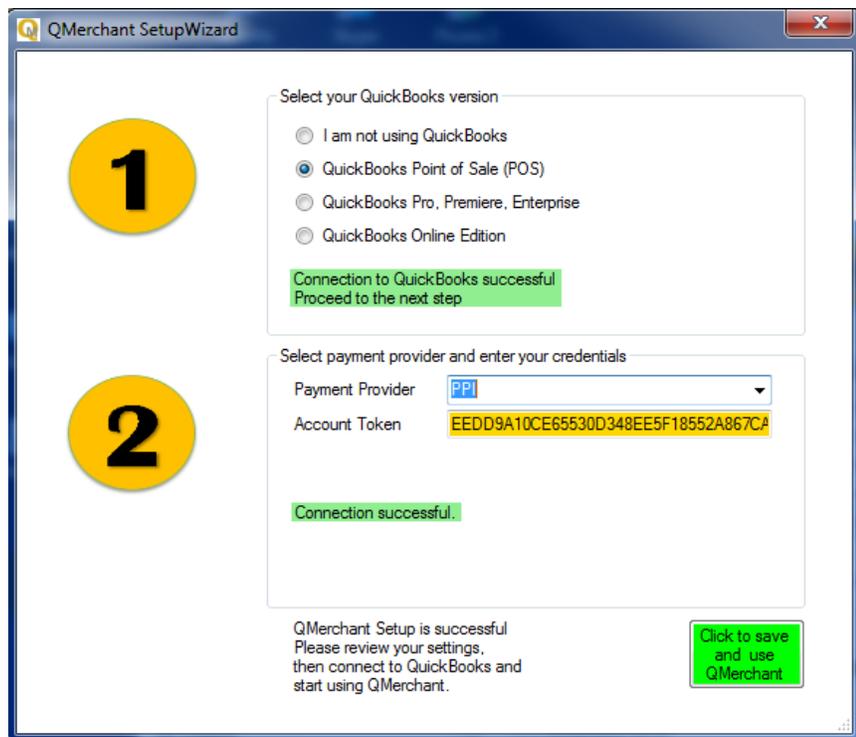
Authorize.net	You need the API Login ID and the transaction key. You get both from the authorize.net merchant website under security settings.
PPI	You need an Account Token. Please ask PPI Paymover for it.
Other	You are going to use one of the other supported payment gateways. Please follow the instructions and set it up via the QMerchant settings dialog.
I will setup the payment provider later	Please define the payment gateway via the QMerchant settings dialog

Now enter the credentials your payment provider gave you.

Below is a screenshot of a successful setup for a QuickBooks desktop or server version and authorize.net.



Here is a screenshot of a successful setup for a QuickBooks Point-of-Sale and PPI.



If we are able to establish the connection to your payment provider, you are ready to use QMerchant. Press the 'Ready to use QMerchant' button to close the wizard. Please review your settings, connect to QuickBooks and start with QMerchant.

If your payment provider is not listed, please select OTHER. From the QMerchant dashboard click Settings



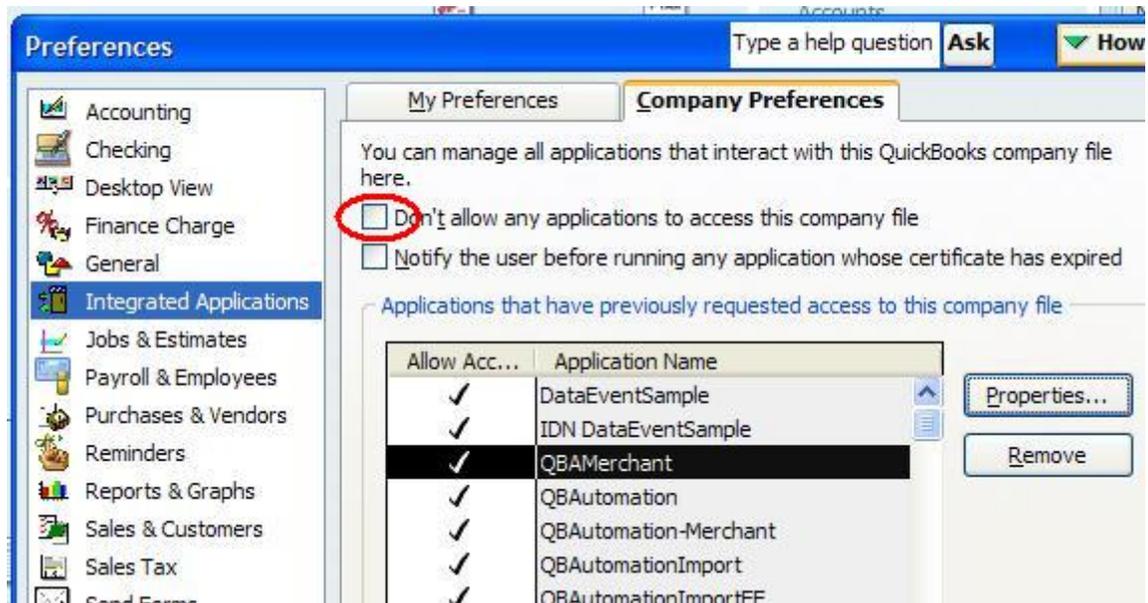
And enter the payment provider information.

After installation you see the following icon  at your desktop. Also there is an entry in your Programs Menu named QMerchant. To run the application, double-click that icon.

If you choose to uninstall QMerchant, you can do this either from the program menu or via the Control Panel - Uninstall Programs.

PREPARATION FOR USE WITH QUICKBOOKS (DESKTOP VERSIONS)

Open your QuickBooks application. Then invoke from the menu Edit | Preferences. Choose Integrated Applications and the Company Preferences tab.



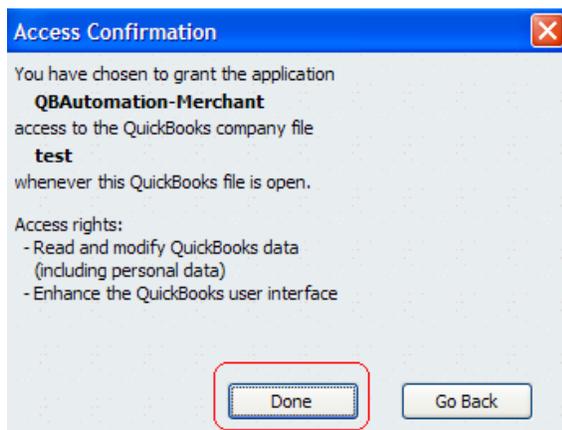
Make sure that the "Don't allow any application to access this company file" is **un-checked**.

SETUP FOR USE WITH QUICKBOOKS (DESKTOP VERSIONS)

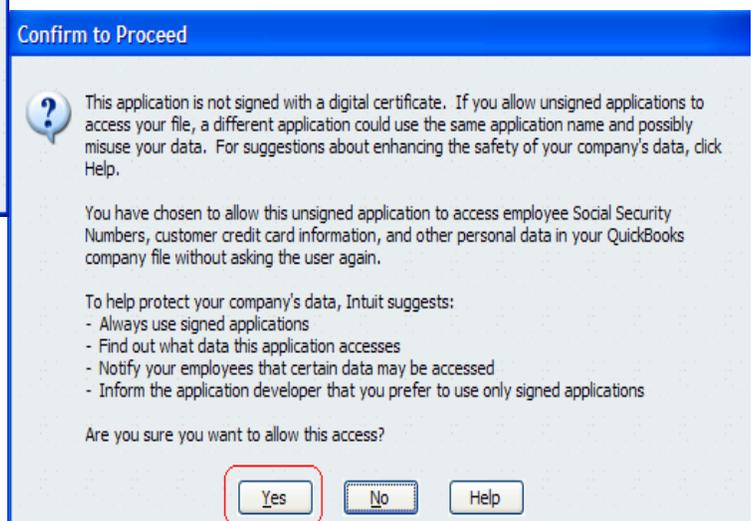
Open QuickBooks. You will be asked to authorize our application (This is a one-time process). QMerchant requests access to QuickBooks. The following QuickBooks message - or similar for QuickBooks Point of Sale - appears:



Please continue as indicated with **'Yes, whenever this QuickBooks company file is open'** and don't forget to check the **'Allow ...'** checkbox. This is necessary, because we will access / modify the customer credit card information. A confirmation dialog will appear

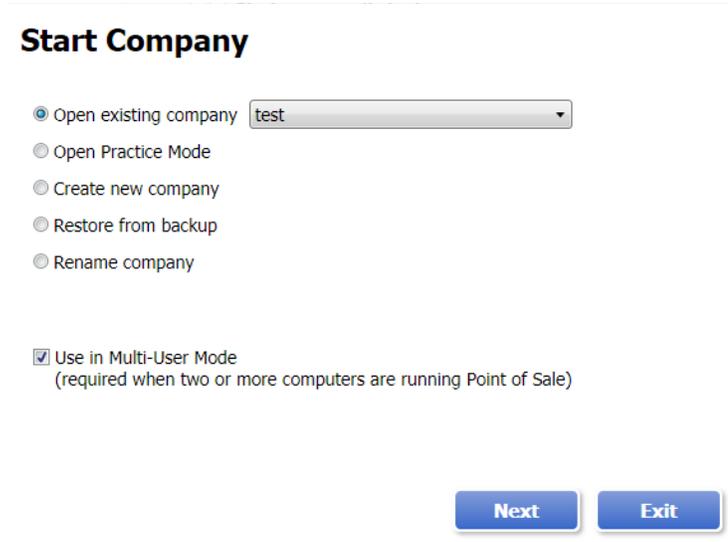


Confirm with 'Done' and the next dialog with Yes.



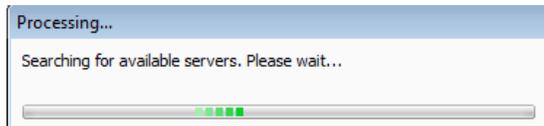
SETUP FOR USE WITH QUICKBOOKS POINT-OF-SALE

Please login as SysAdmin and make sure that QuickBooks Point-of-Sale is in network mode. You can get this dialog in POS from the File menu and then Company Operations (older versions) or 'Switch company file to multiuser mode'. QMerchant acts like an additional workstation to POS

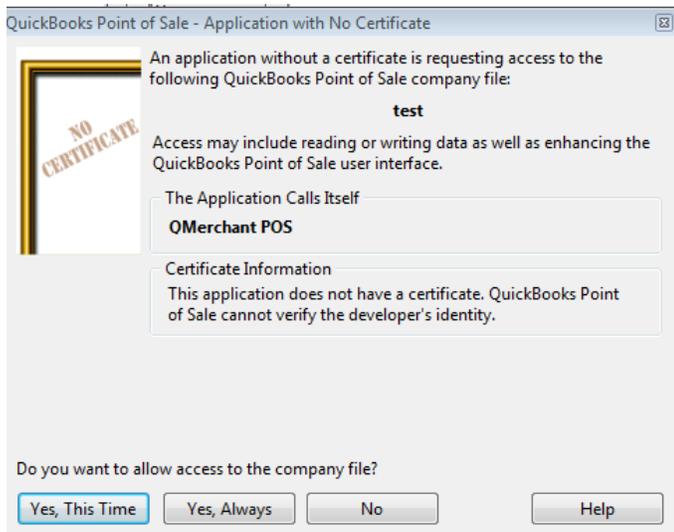


When QMerchant tries to access QuickBooks Point-of-Sale for the first time during the setup dialog or when you connect to QuickBooks, you see the following dialog sequence:

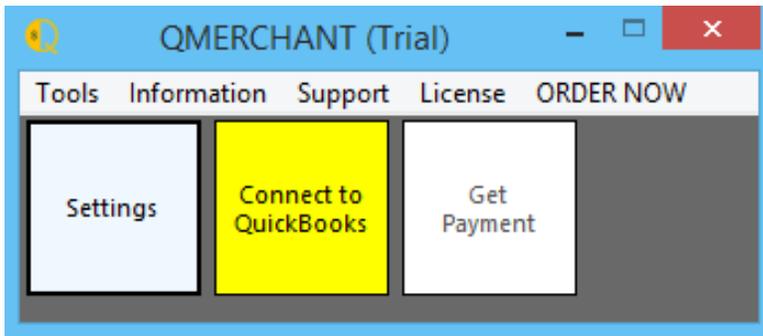
QMerchant looks for available Point-of-Sale servers to connect to.



After a server is found or selected, you must give QMerchant the permission to access POS. Please choose 'Yes, Always'.



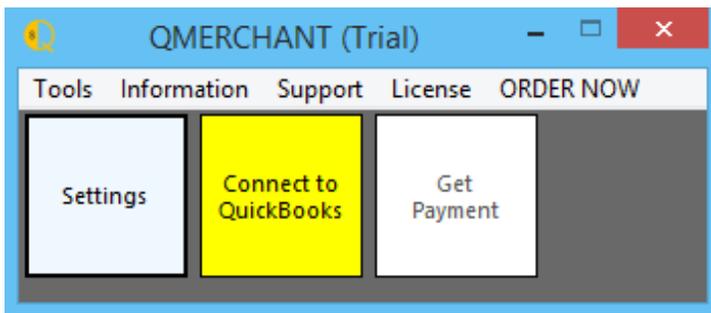
Then after a short period of time the QMerchant dashboard shows that it is connected to QuickBooks and you can start to process payment.



Please continue with the section 'Use QMerchant with QuickBooks Point-of-Sale'.

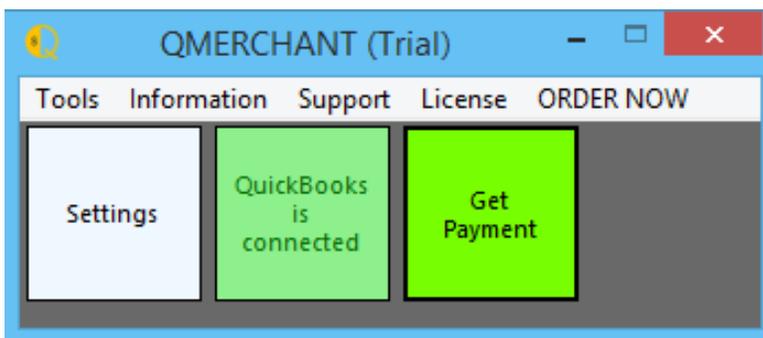
START USING QMERCHANT

From the Dashboard press the yellow button 'Connect to QuickBooks'.



By doing that, a connection to QuickBooks is established.

The Dashboard then looks like this:



SETTINGS

Open the Settings dialog (the box in the lower left).

The picture above shows an example for authorize.net settings. Please read the explanations below.

If you work with QuickBooks Point-of-Sale, the QuickBooks Settings (right side) are not visible because that is done automatically.

There are some special settings available via the menu entry 'Special'

1. **Itemized:** If checked not only the totals but also the single items are send to the payment provider. This option is not available for all payment providers.
2. **Debug Mode:** In debug mode, all message to and from QuickBooks are recorded in a log file. We recommend to use this only on advice by our support team.
3. **Multiple Merchant Accounts:** Enables the usage of several different merchant accounts with the same of with different payment providers.
4. **Allow Batch Processing:** Enables the process of a series of payments in unattended mode (authorize.net only).
5. **Level 3:** Level 3 transaction mode (PayTrace only).

The fields have the following meaning:

	Provider Information
Payment Gateway Provider	Select one of the implemented payment providers. You must have a contract with them. They provide you with the credentials necessary.
	Authorize.Net Settings (you must obtain this information from Authorize.Net)
API Login ID	Authorize.Net Login ID or API Login ID
Transaction Key	Transaction key from Authorize.Net
CARD PRESENT	Check if you have a 'Card Present' account with Authorize.Net. By default it is set to a Card NOT Present account
Server Address	Address of the Authorize.Net server. <i>https://secure.authorize.net/gateway/transact.dll</i> For card present accounts: <i>https://cardpresent.authorize.net/gateway/transact.dll</i>
Test Mode	Transaction will send be send to Authorize.Net in test mode only. The credit card will not be processed, but you will receive a proper response. (The trial application is always set to Test mode).
	PayTrace Settings (you must obtain this information from PayTrace)
User Name	PayTrace User Name
Password	PayTrace Password (Please remember you must change your PayTrace password every 60 days)
Server Address	Address of the PayTrace server. <i>https://paytrace.com/api/default.pay</i>
Test Mode	Transaction will send be send to PayTrace in test mode, using the demo account. The credit card will not be processed, but you will receive a proper response.
	PPI Paymover (You must obtain this information from Payment Processing Inc.)
Account Token	Account Token generated from Payment Processing.
RETAIL	Check this if you have a Retail (industry type) account. Otherwise DIRECT MARKETING is assumed. In case you use a card reader, those transactions are automatically assigned to the industry type RETAIL.

	Hardware
Card Reader	Use a magnetic stripe reader. Select the type of your magnetic stripe reader. QMerchant supports USB HID or USB keyboard emulation interfaces card readers. Among the supported types are: MagTek Mag Mini 21040101 or newer UIC MSR 213 Encrypted devices: (PPI gateway) MagTek MagneSafe card reader MagTek IPad Pin Pad
Receipt Printer	Select the receipt printer you use. The selection of 'None' means that there is no printer used.
Auto Print	If checked, automatically print the receipt after a successful transaction.
Print Preview	Check this box, to review the receipt before printing.
Print Copies	Select the number of copies.
	QuickBooks Settings (There are no specific transaction or payment types for QuickBooks Point of Sale)
Transaction Types (not available with POS)	Choose the QuickBooks transaction types for payment processing (check all that apply). Currently we support the following transaction types from QuickBooks: 'Sales Receipt', 'Receive Payment', 'Credit Memo', 'Invoice' and 'Sales Order'. We recommend checking the first three transaction types. For use of Recurring Billing you must check Invoice. Default settings are: 'Sales Receipt', 'Receive Payment', 'Credit Memo'.
Payment types	Which types of payment will be handled by your payment processor (check all that applies)? These payment types are defined in QuickBooks in the Payment Method List. Usually you check all types of Credit Card Payments.
	Preferences
Automatically connect to QuickBooks	Check if you will automatically log on to QuickBooks.
QuickMode	When checked, a minimal payment window is shown for the usual day-to-day transactions.
Use ShortCuts	Enable use of keyboard shortcuts.
autoClosePayment	Default false. If set to true the payment dialog is closed automatically after print-

	ing or if the printer selection in the settings is set to 'None' after a successful payment transaction.
showSelectDialog	Always show the Select Transaction Dialog. Default: true. If set to false the Select Transaction Dialog is shown only when: <ol style="list-style-type: none"> 1. No transactions are found. 2. More than one transaction is found.
autoCloseSelectDialog	Default: false. If set to true, the Select Transaction dialog is closed automatically if there was only one transaction shown.
Send Email Receipt	Send an email receipt to the customer via the selected payment gateway. Currently supported gateways are: <ul style="list-style-type: none"> authorize.net (Overrides the merchant account settings) PayTrace

Please enter the appropriate data and do not forget to press 'Save' to store your settings.

KEYBOARD SHORTCUTS

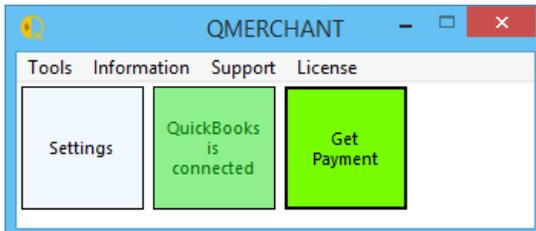
Keyboard shortcuts simplify the use of some of the QMerchant dialog. Five different shortcuts are implemented for the following dialogs and are active when you are connected to QuickBooks. The shortcuts can get modified via the custom settings dialog. To use the shortcuts, please enable it in the settings dialog.

GLOBAL

There is a global shortcut Alt – G that directly opens the payment dialog from any application. When you i.e. have saved a transaction in QuickBooks, by pressing Alt-G the payment window comes. There is no need to bring QMerchant to the front.

MAIN WINDOW

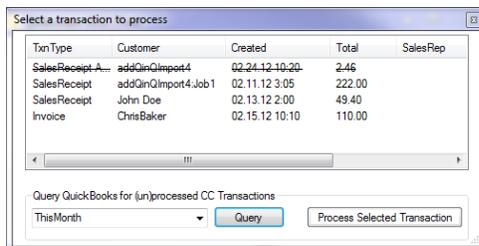
Alt – G Get the payment. Open either the payment dialog or the select transaction dialog.



SELECTION OF TRANSACTIONS WINDOW

Alt – P Process the selected transaction. Open the payment window.

Alt – C Close the window.



PAYMENT WINDOW (SMALL AND LARGE WINDOW)

Alt – S Submit the transaction

Alt – R Print the Receipt

Alt – C Close the window.

QMerchant PPI Paymover Payment --> SalesReceipt

Order Information
 Reference: 10 PO_Num: 10 Description: Sales Receipt

Item	Description	Price	Qty	Total	Tax
Shipping		12.35	4	49.40	Tax

Subtotal: 49.40 Tax: 0.00 Total: 49.40 USD

Credit Card Information
 Card Number: [Redacted] Exp. MM / YYYY: [Redacted] CVV: [Redacted]
 Name on Card: [Redacted]

Customer Information
 Firstname: John Lastname: Doe Tax Exempt:
 Address: [Redacted] City: [Redacted] State: [Redacted] Zip: [Redacted] Country: USA
 Company Name: [Redacted] Phone: [Redacted] Email: [Redacted]

Parameters
 TX-ID/Auth. Code: [Redacted] TX-Type: AUTH_CAPTURE Payment-Type: CREDITCARD

Switched to Edit Mode

QMerchant PPI Paymover Payment --> SalesReceipt

Amount to Charge 49.40

Card Number: [Redacted] Exp. MM / YYYY: [Redacted] CVV: [Redacted]
 Name on Card: [Redacted]

Submit

Switched to Edit Mode

MULTIPLE MERCHANT ACCOUNTS

You can simultaneously use multiple merchant accounts. The administration is done as follows:

Please enable the multiple merchant accounts feature from the special menu.

Enter all necessary information in the Payment Gateway Information box.

The screenshot shows a form titled "Payment Gateway Information" with the following fields and values:

- Payment Provider: Authorize.Net (dropdown menu)
- API Login ID: cnpdev1098
- Transaction Key: 99ss3KT447mu5RTw
- Test Mode:
- CP Account:
- Server Address: https://test.authorize.net/gateway/transact.dll

Then enter in the Multiple Merchant Accounts text field a name for this account and press 'Add'. This will create this merchant account.

The screenshot shows a form titled "Multiple Merchant Accounts" with the following elements:

- Buttons: Add, Del, Chg
- Text field: authnet (with a dropdown arrow)

With 'Del' you delete the selected account and with 'Chg' you will change the information for the selected account.

If you never added an account, the information as shown in the Payment Provider Gateway will be used. If you added only one account, that one will be used automatically.

If you defined more than one merchant account, you have to select the merchant account to use at the dashboard.

The screenshot shows the QMerchant dashboard with the following elements:

- Header: QMERCHANT
- Navigation: Tools, Information, Support, License
- Settings: Settings (blue box)
- QuickBooks: QuickBooks is connected (green box)
- Get Payment: Get Payment (yellow box)
- Merchant Account: anet (dropdown menu)

The merchant account selection is visible only if you have defined a list of merchant accounts.

USE QMERCHANT AS VIRTUAL TERMINAL WITHOUT QUICKBOOKS

From Tools menu choose 'Virtual Terminal'. The following dialog appears:

QMerchant Authorize.Net Payment (anet)

Order Information

Reference	PO_Num	Description
91165571	91165571	Store Sale

Item	Description	Price	Qty	Total	Tax

Subtotal Tax Total USD

Credit Card Information

Card Number Exp. MM / YYYY / CCV

Name on Card

ZIP Address

Customer Information

Firstname Lastname Tax Exempt

Address

City State Zip Country

Company Phone Email

Parameters

TX-ID TX-Type Payment-Type

Swipe Card!
 Offline

Submit

Switched to Edit Mode

Enter the necessary information and press Submit to process the credit card. Depending on the version of QMerchant, you can process e-checks with Authorize.Net also. To switch between credit card and e-check, make your selection of the payment type at the bottom of the dialog mentioned above. The e-check payment dialog is as follows:

QMerchant Authorize.Net Payment (anet)

Order Information

Reference	PO_Num	Description
91165571	91165571	Store Sale

Item	Description	Price	Qty	Total	Tax

Subtotal Tax Total USD

eCheck Payment Information

Bankname	ABA Routing	Account Type	ECheck Type
<input type="text"/>	<input type="text"/>	CHECKING	WEB
Account Number	Customer Name on Account	Tax-ID or SSN	Organization Type
<input type="text"/>	<input type="text"/>	<input type="text"/>	INDIVIDUAL
Driver License Number	DL-State	DL DOB Date	Check Nbr
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Customer Information

Firstname Lastname Tax Exempt

Address

City State Zip Country

Company Phone Email

Parameters

TX-ID TX-Type Payment-Type

Swipe Card !
 Offline

Switched to Edit Mode

With the virtual terminal you can also process other transaction types. Those are listed at the bottom of the payment screen und TX-Type. Most common types are

- VOID Void a previous – not yet settled transaction.
- REFUND Refund a previous settled transaction

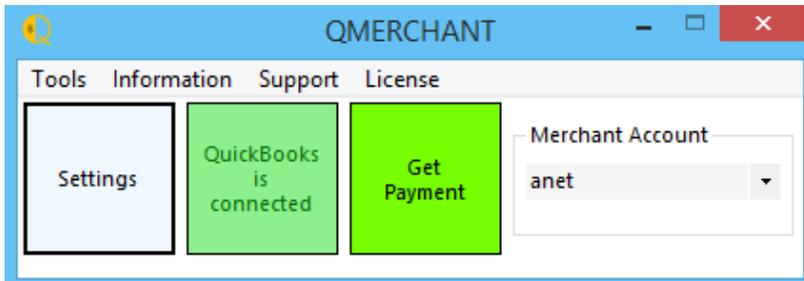
Please enter in the parameters field (bottom left) the transaction and the authorization code separated by a slash i.e. 0006780/12345. Then enter the refund/void amount, credit card number and expiration data and press submit.

If you do not know transaction id or authorization code, both are included in the transaction report or the transaction log, accessible from the QMerchant menus.

USE QMERCHANT WITH QUICKBOOKS PRO, PREMIERE, ENTERPRISE

Always start QuickBooks first, because QMerchant is triggered automatically by QuickBooks.

After a connection to QuickBooks was established, the Dashboard looks like this:



There are several transaction types supported by QMerchant, which are used for further transaction processing:

- Sales Receipt,
- Receive Payment,
- Credit Memo
- Invoices (automatically creates a receive payment transaction or used for recurring billing)
- Sales Order (automatically creates a receive payment transaction if it is a CAPTURE transaction)

Based on example screenshots from QuickBooks we will outline the typical payment procedure. This process remains the same with other QuickBooks version, but the screens may look different.

Press the green 'Get Payment' button to capture a payment from QuickBooks.

Hint: If you have stored credit card numbers in QuickBooks and you would like to use them in QMerchant, please open the payment information of the customer in QuickBooks and copy and paste the credit card number into the account no. field. If that field is used for other purposes, please follow the instructions in the [QMerchant Troubleshoot section \(#10\)](#)

Address Info	Additional Info	Payment Info	Job Info
Account No. 3700000000000002			
Credit Limit USD			
Preferred Payment Method American ...			
Credit Card No. 3700000000000002		Exp. Date 12 / 2013	
Name on card Anthony Bath			
Address Rain Blvd. 13			
Zip / Postal Code 12345			

WORKING WITH SALES RECEIPTS

(The outline of the QuickBooks dialogs may vary and be different depending on the QuickBooks version you use).

Create a sales receipt in QuickBooks. In order to process the payment and charge a credit card, it is important that you select the correct Payment Method. This must be one of the payment methods you accepted in the settings dialog. After completing the sales receipt, press 'Save & Close' or 'Save & New'. **Make sure, that the the checkbox "Process... payment when saving" above the 'Save' buttons in NOT checked. Otherwise you will use Intuit for payment processing.**

The screenshot shows the 'Enter Sales Receipts' window in QuickBooks. The 'Payment Method' dropdown is set to 'American Express'. The 'Process American Express payment when saving' checkbox is unchecked. The total amount is 1,079.83 CAD.

ITEM	DESCRIPTION	CLASS	QTY	RATE	AMOUNT	TAX
3 Camp Souv...			4			
Replica Unifor...	Team Green		4	145.00	580.00	S
Hockey Sticks...	Replica Mini Team Green		4	8.95	35.80	S

SUMMARY

GST FOR SALES 5.0% CAD 47.78

PST FOR SALES 8.0% CAD 76.45

TOTAL CAD 1,079.83

Process American Express payment when saving

Now press the green 'Get Payment' button in QMerchant. The information of the sales receipt is transmitted to QMerchant and the following dialog pops up. Most fields contain information of the sales receipt. Please complete the missing fields (Those in yellow are most time required) and press submit. This will send the information to your payment processor for further processing.

QMerchant Authorize.Net Payment (anet) --> Invoice

Reference	PO_Num	Description
91	410053754	Invoice

Item	Description	Price	Qty	Total	Tax
Student...		3.00	10	30.00	Tax

Subtotal 30.00 Tax 0.00 Total 30.00 USD

Credit Card Information

Card Number 3700000000000002 Exp. MM / YYYY 09 / 2014 CCV 1234

Name on Card addQin QImport4

ZIP 12345 Address AVS System Address

Customer Information

Firstname Lastname Tax Exempt

addQin QImport4

Address Mahaffey, Mary

City State Zip Country

San Jose CA 95122 United States

Company Phone Email

(408) 123-4567 leah@myemail.com

Parameters

TX-ID 2176995822/69PLCL/30.00 TX-Type AUTH_CAPTURE Payment-Type CREDITCARD

Swipe Card!
 Offline

Switched to Edit Mode

If you didn't add some required information, you will see those fields flagged red and further processing is suspended until you enter the information. As a result, the payment processor responds either with a success or a failure. In any case you will get an appropriate message. In case of a success the result will appear as:

The screenshot shows the 'QMerchant Authorize.Net Payment' window. It contains the following sections:

- Order Information:** Reference: 1087969591, PO_Num: 1087969591, Description: Store Sale.
- Item Table:**

Item	Description	Price	Qty	Total	Tax
123	A test item	12.05	1	12.05	10%
ABC	Second item	123.00	1	123.00	0
- Summary:** Subtotal: 135.05, Tax: 1.21, Total: 136.26, Currency: USD.
- Credit Card Information:** Card Number: 3700000000000002, Exp. MM / YYYY: 09 / 2010, CVV: [Redacted], Name on Card: A Bataille.
- Authorize.Net Message Dialog:**

[This transaction has been approved.]
AuthCode: vbpHto
TransID : 2147653352
TxType: Card Present
- Parameters:** TX-ID/Auth. Code: [Empty], TX-Type: AUTH_CAPTURE, Payment-Type: CREDITCARD.
- Buttons:** Submit, Print Receipt, Offline.

The resulting authorization code and/or the transaction id are shown. Whenever you added or changed the credit card information, this information can become stored in QuickBooks. Please press 'Update QuickBooks' to do so. In any case, the authorization code and the transaction id are recorded in QuickBooks.

In case of a failure, you can directly return to the sales receipt in QuickBooks and do the necessary changes there. **Have in mind; the transaction is recorded in QuickBooks, even if the processing with your payment provider fails. So, you are responsible to take corrective actions.**

As mentioned above, the authorization code, the transaction id, the amount charges and the last four digits of the credit card are recorded in QuickBooks. To make those visible, you must change your sales receipt template. In the sales receipt press 'Customize Template' and select your template from the dialog.

'Edit' will lead you to the following screen:

Selected Template
Custom Sales Receipt Template is inactive

Header Columns Footer Print

SHIP TO	<input type="checkbox"/>	<input type="checkbox"/>	Ship To
Check Number	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Check No.
Payment Method	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Payment Method
Due Date	<input type="checkbox"/>	<input type="checkbox"/>	Due Date
REP	<input type="checkbox"/>	<input type="checkbox"/>	Rep
Account Number	<input type="checkbox"/>	<input type="checkbox"/>	Account #
Ship Date	<input type="checkbox"/>	<input type="checkbox"/>	Ship Date
Ship Via	<input type="checkbox"/>	<input type="checkbox"/>	Ship Via
FOB	<input type="checkbox"/>	<input type="checkbox"/>	FOB
Project/Job	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Project
Other	<input type="checkbox"/>	<input type="checkbox"/>	Other
Q_Authorization	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Q_Authorization
Q_RB_Rate	<input type="checkbox"/>	<input type="checkbox"/>	Q_RB_Rate
Q_RB_Intv	<input type="checkbox"/>	<input type="checkbox"/>	Q_RB_Intv
Q_RB_Occ	<input type="checkbox"/>	<input type="checkbox"/>	Q_RB_Occ
Other 1	<input type="checkbox"/>	<input type="checkbox"/>	Other 1

Under fields is an additional entry Q_Authorization.

There are also some fields labeled Q_RB_. Those are for use with recurring billing.

Please check the field Q_Authorization and add some title like 'TX ID' to it. And press 'OK' to save your changes. The TX ID will appear in the sales receipt as shown below.

Enter Sales Receipts

Main Formatting Send Reports

Preview Manage Download Customize Spelling Insert Delete Copy Paste
 Templates Templates Data Layout Line Line Line Line

CUSTOMER_JOB Team Gr... CAD CLASS DEPOSIT TO Chequing TEMPLATE Copy of C...

Sales Receipt

DATE 12/15/2018 SOLD TO Carpenter, Joe
 2305 Arbutus St.
 Montreal, QC
 H7X 5B2

CHEQUE NO. PAYMENT METHOD American Expr... TX ID 1345345345-6563

ITEM	DESCRIPTION	CLASS	QTY	RATE	AMOUNT	TAX
Mini Lo...	Silver Cup		4	84.95	339.80	S
	Full package souvenirs				955.60	

EXCHANGE RATE 1 CAD = 1 CAD

SUMMARY GST FOR SALES 5.0% CAD 47.78
 SUMMARY PST FOR SALES 9.0% CAD 76.45
 TOTAL CAD 1,079.83

CUSTOMER MESSAGE

MEMO

Save & Close Save & New Revert

Process American Express payment when saving

Team Green:Carpenter, Joe

Customer Transaction

SUMMARY

Phone 780-8007
 Open balance 0.0
 Credit Limit 15,000.0

Active estimates
 Sales Orders to be invoiced

RECENT TRANSACTION

12/15/18 Sales Receipt 1,079.83
 10/15/18 Invoice - Paid 78.75
 09/15/18 Invoice - Paid 78.75
 08/15/18 Invoice - Paid 78.75
 07/15/18 Invoice - Paid 78.75

NOTES

WHAT'S NEW

USE OF CHECKS

An alternative to the use of credit cards is the electronic check feature. *(Please note that this is not supported by all payment gateways)*

Just select in QuickBooks as payment method 'Check'. In QMerchant the echeck payment information will come up. Most values are preset. You have to enter the bank account number and the bank routing number. As you can see at the bottom of the payment window as payment type ECHECK is selected.

The screenshot shows the 'QMerchant Authorize.Net Payment --> SalesReceipt' window. It is divided into several sections:

- Order Information:** Reference (empty), PO_Num (2), Description (Sales Receipt).
- Item Table:**

Item	Description	Price	Qty	Total	Tax
QMerch...	QMerchant Pazment Software	250.00	1	250.00	Non
- Summary:** Subtotal (250.00), Tax (0.00), Total (250.00), USD.
- eCheck Payment Information:**
 - Bankname: Community Bank NV, ABA Routing: 122401794, Account Type: CHECKING, ECheck Type: WEB.
 - Account Number: 102017220, Customer Name on Account: (redacted), Tax-ID or SSN: (empty), Organization Type: INDIVIDUAL.
 - Driver License Number, DL-State, DL DOB Date, Check Nbr: (all empty).
- Customer Information:**
 - Firstname, Lastname: (empty), Tax Exempt: .
 - Address: addQin.
 - City, State, Zip, Country: (empty), (empty), (empty), United States.
 - Company, Phone, Email: addQin, (empty), (empty).
- Parameters:** TX-ID (2184320067//250.00/0002), TX-Type: VOID, Payment-Type: ECHECK.

A green 'Submit' button is visible on the right side of the form.

There is also a way to automate the entry of the banking information. In QuickBooks you can define some additional fields that hold this data for each customer. Please name the fields as follow:

- BankName: Name of the bank
- BankAccount: Customer account number
- BankRouting: Routing of the bank (ABA)

In case you work with invoices in QuickBooks, then you to manually select ECHECK as payment type in the QMerchant payment screen.

WORKING WITH INVOICES / RECEIVE PAYMENTS

(The outline of the QuickBooks dialogs may vary and be different depending on the QuickBooks version you use).

When an invoice is recorded in QuickBooks, there is not a direct payment involved. Payment will usually be done by a Receive Payment transaction.

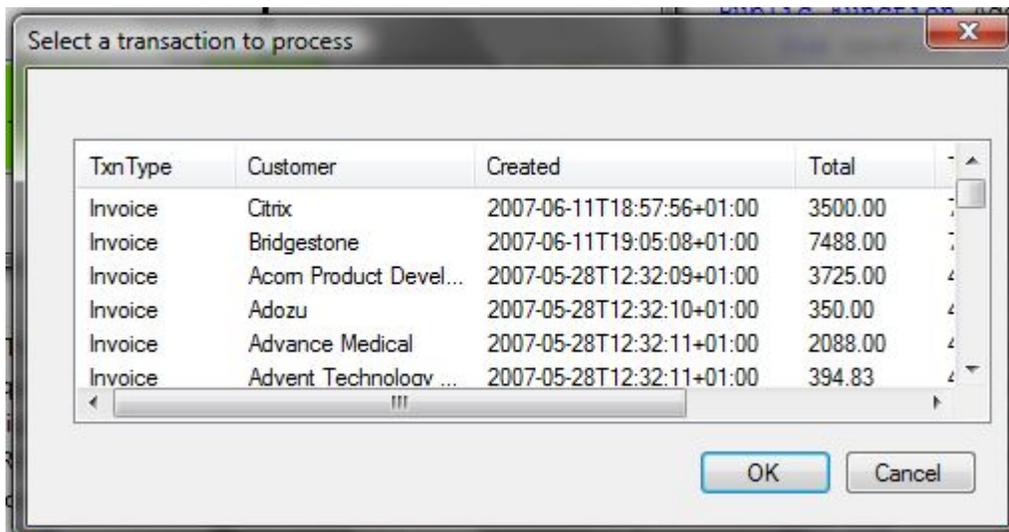
Make sure that you select the appropriate Payment Method and then 'Save & Close' or 'Save & New'. Make sure, that the checkbox "Process... payment when saving" above the invoice list is NOT checked. Otherwise you will use Intuit for payment processing.

Now press the green 'Get Payment' button in QMerchant. The information of the payment is transmitted to QMerchant and the same dialogs as described with the sales receipt procedure above will follow.

When in the Settings under Transaction Types the option '**Invoice**' is checked, invoices for payment can be selected manually. From the dashboard press the green button 'Wait for Payment'. This will show a list of unpaid invoices as well as of all transactions from the last 2/15 minutes.

Usually only unpaid invoices are retrieved. In addition to this retrieved invoices are filtered by the payment terms. I.e. when a payment term CreditCard is specified, only invoices with this term are retrieved. All others are ignored. By default, there is filtering of invoices disabled. To enable it, please change the 'FilterInvoicesbyTerm' in the 'Custom Settings'. Please read more under 'Custom Settings'.

From the invoices shown, highlight the one for the payment and press OK.



You can pay the invoice similar to the sales receipt explained earlier on. After a successful payment, QMerchant automatically creates a receive payment in QuickBooks. In order to see the successful payment in the invoice, you have to customize the invoice template as described for the sales receipt. The invoice will then look like the screenshot below.

Create Invoices - Accounts Receivable

Main Formatting Send Reports

Preview Manage Templates Download Templates Customize Data Layout Spelling Insert Line Delete Line Copy Line Paste Line

CUSTOMER_JOB Cioran,Jason CAD [Wholesale] CLASS ACCOUNT Accounts Recei... TEMPLATE Copy 2 : Intuit P...

DATE 10/15/2018 INVOICE TO Cioran,Jason 57 River Avenue Montreal, QC H2E 9V3 SHIP TO Cioran,Jason 57 River Avenue Montreal, QC H2E 9V3

INVOICE # 271

P.O. NO. TERMS Due on receipt Q_AUTHORIZATION 6224840-23446

Q...	I...	DESCRIP...	P...	C...	E...	ES...	E...	PRI...	AVG...	PRI...	PRI...	C...	TOTA...	F...	S.O. NO.	S...	AMO...	TAX
1	C...	Monthly Fees	7...	Sc...													75.00	G

ECHANGE RATE 1 CAD = 1 CAD

SUMMARY GST FOR SALES 5.0% CAD 3.75 CAD 0.00

TOTAL CAD 78.75
 PAYMENTS APPLIED CAD 78.75
 BALANCE DUE CAD 0.00

CUSTOMER MESSAGE Thank you for your business.

MEMO

Save & Close Save & New Revert

WORKING WITH SALES ORDERS

The use of sales orders in conjunction with QMerchant is similar to the handling of invoices.

First you create in QuickBooks a sales order. Depending on your mode of operation you can now select in QMerchant the sales order and process it with the payment provider.

Usually you just do an authorization to validate the credit card and amount. We will store a successful authorization back to QuickBooks. When you later create an invoice for the sales order then you can capture the amount. It is basically the same as with invoices. QMerchant displays the authorization code / transaction id of a former authorization transaction. After a successful capture, a receive payment transaction is automatically generated in QuickBooks.

If you have chosen to charge the credit card with the sales order, then a receive payment transaction is created and your customer has a credit until you apply it to an invoice later on.

An example (for authorize.net):

In QuickBooks customize the templates for sales orders and invoices and made visible the additional field Q_Authorization to see the authorization code and transaction id.

In QMerchant in the custom settings change DefaultTxtype to AUTH_ONLY to avoid incidental capture of sales orders. Also in the QMerchant settings select Sales Order as transaction type (So in the right upper list at least Sales Order and Invoice is checked).

Now create a sales order in QuickBooks and capture it via the QMerchant get payment button. In the payment screen at the bottom the txtype is selected as AUTH_ONLY. Submit and authorize the credit card and store the authorization code back to QuickBooks.

Then create in QuickBooks from the sales order an invoice. Open it in QMerchant via the get payment button. At the payment screen at the left bottom is the authorization code shown and as txtype VOID is selected (Unfortunately this is the default). Change VOID into PRIOR_AUTH_CAPTURE and submit. This will not ask for any credit card info and the card will be charged.

WORKING WITH CREDIT MEMO

(The outline of the QuickBooks dialogs may vary and be different depending on the QuickBooks version you use).

A Credit Memo is a transaction where you refund the customer. This can be done by refunding a credit card. The steps in QuickBooks are as follows:

Create the Credit Memo.

Save it and choose how to process the credit memo.

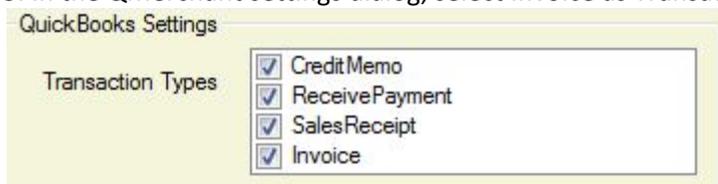
Issue the refund. Make sure that you select the Payment Method as indicated and press 'OK'. The processing with Authorize.Net is the same as described earlier on.

Make sure, that the the checkbox "Process... payment when saving" at the bottom is in NOT checked. Otherwise you will use Intuit for payment processing. Then press the green 'Get Payment' button in QMerchant and proceed in QMerchant.

RECURRING BILLING

Recurring Billing is supported for the QuickBooks desktop versions (not Point-of-Sale) and with authorize.net as payment provider. There are some steps necessary to enable recurring payment.

1. With authorize.net you need a card-not-present account with recurring billing enabled.
2. In QuickBooks make sure that you have under Terms an entry 'Recurring Billing'. Furthermore check that you have the same entry available as payment method. These entries are automatically added when you install QMerchant.
3. In the QMerchant settings dialog, select Invoice as Transaction type.



4. You use recurring billing with invoices.

We have two different scenarios here.

- a. You have an unlimited recurring billing. Please choose as invoice amount the regular (i.e. monthly) payment rate. In QuickBooks, enter an invoice amount with the **regular payment amount** and select 'Recurring Billing' as Terms.
- b. You have a fixed number (i.e. 12) of payments. In QuickBooks, enter an invoice amount with **the entire expected payments** and select 'Recurring Billing' as Terms.

The invoice template will look like the following:

Terms	Q_Auth	Q_RB
Recurring Billir	1382031//10...	1.00/7D/10
Price Each	Amount	Tax
10.00	10.00	Tax

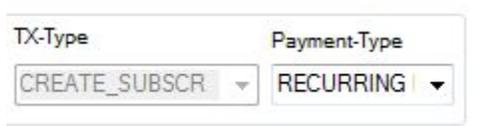
In the picture above you also see some additional fields, which are filled by the QMerchant application. They have the following meaning:

Q_Authorization: authorization code, transaction id , subscription id whatever is appropriate, amount charged

Q_RB_Info: Rate for the recurring billing of this invoice, Interval in which the billing occurs and maximal number of billings.

When you save the invoice, you can retrieve that transaction and display it – via the 'Get Payment' button in the payment dialog of QMerchant.

At the bottom of the merchant dialog Recurring Billing is selected as well as Create Subscription.



Additionally the Recurring Billing Dialog is visible.

Recurring Billing

Start 2007-12-02

Every 1

Month
 Days

Times 4

Amount 20.00

The fields have the following meaning:

- Start: Date, when the billing starts. By default it is today's date. The format is YYYY-MM-DD
- Every: Period in which the billing occurs. I.e. 1 Month = Every month, 10 Days, every then days
- Times: Number of times the billing occurs or Unlimited.

When you change the number of times, the amount will be adjusted. It is calculated as amount of the invoices divided by times. Except you choose 'Unlimited'. Then the amount is not adjusted.

If these fields are correct and you entered the credit card information, the subscription is submitted to the payment provider. That's all. After a successful completion the subscription id is shown. When you go back to the invoice in QuickBooks, it will look like this with all Q_ fields populated.

Invoice

12/02/2007 437

Bill To

One Broadway, 14th Floor
Cambridge, MA 02142

Terms	Q_Authorization	Q_RB_Rate	Q_RB_Intv	Q_RB_Occ
Recurring ...	206292	41.00	1M	6

Item	Description	Qty	Rate	Class	Amount	Tax
Software	fdgsdfg	2	123.00		246.00	Tax

If you ever have the need to cancel a subscription, you may either do that at the payment providers merchant website or as follows:

Open the Virtual Terminal, select as payment type 'Recurring Billing', Cancel_Subscr as txtype and enter the subscription id of the invoice in the field Subs_ID. Then submit. The subscription will be cancelled.

Parameters

SUBS-ID 206322 TX-Type CANCEL_SUBSCR Payment-Type RECURRING

When you receive later on a payment by your payment provider, you must manually create a receive payment in QuickBooks or use our **QImport** software product.

To manually create the receive payment, please do the following in QuickBooks.

Select the customer and its invoice and open the receive payment dialog. Please select as payment type 'Recurring Billing'. That way it prevents QMerchant from opening up the payment dialog again. The dialog looks as shown below.

Customer Payment

Received From: [Dropdown]

Amount: 0.00

Pmt. Method: Recurring Billing

Memo: [Text Field]

Payment Method List:

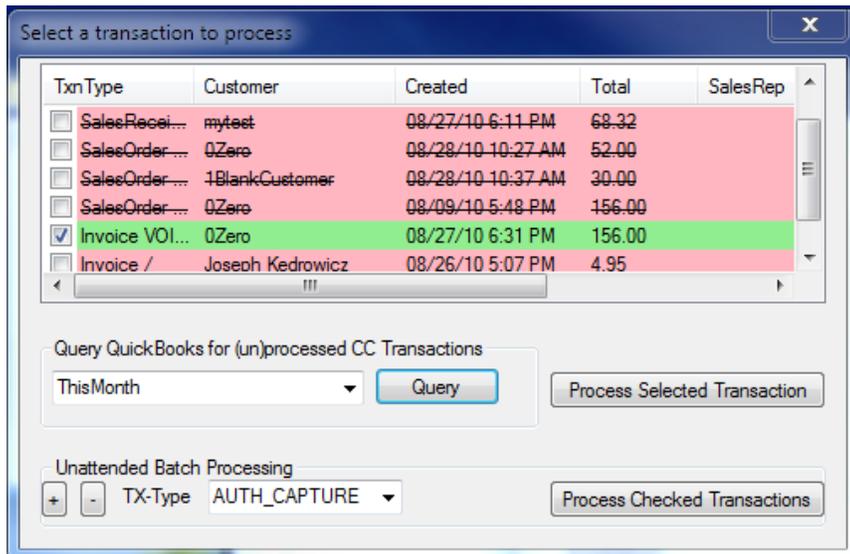
- < Add New >
- American Express
- Cash
- Check
- Discover
- MasterCard
- ✓ Recurring Billing
- Visa

✓	Date	Amt.
Totals		0.00

BATCH PROCESSING ('UNATTENDED MODE')

In case you have authorize.net as payment gateway (others may be implemented later on) you can process a series of payments in unattended mode. By default, the unattended mode is NOT enabled. To make use of it, please open the settings dialog and click the menu 'Special'. Make sure that 'Allow Batch Processing' is checked.

When now the green 'Get Payment' button is pressed, the layout of the transaction selection dialog is changed.



The query for transaction remains unchanged. After the query is done, QMerchant analyzes the transaction data and verifies if the transaction can be processed. That verification depends on the tx-type (AUTH_CAPTURE, AUTH_ONLY etc.) that is used. Valid transactions are marked green and checked. Invalid ones are in red and unchecked.

For all tx-types: The transaction must have a credit card number and an expiration date. The amount of the transaction is larger than zero.

AUTH_CAPTURE: Valid if the transaction was never charged earlier on.

AUTH_ONLY: Valid if the transaction was never charged earlier on.

All other tx-types: Valid if the transaction has a transaction id/ authorization code.

Regardless of the color marking, you can check the transaction and it will be processed. Hovering the mouse over the first column of the list shows the reason why a transaction is marked green or red.

Please review all transaction and check all those transaction that must be processed. The small + and – buttons select all or none. When the review is done, click 'Process checked transactions'. The unattended mode starts. Same time a red STOP button is displayed that stops the processing. During the processing each transactions is marked if processed successful or not. If successful, it is stroked out and marked gray. If the transaction failed, it is marked red. Hover the mouse over the first column of the failed transaction to see the failure reason. Everything else is identical to the single transaction processing. Don't forget to review the transaction log after the unattended mode is finished.

Still, you can process a single transaction as usual.

Reminder: When you like to re-process the transaction for what reason ever (like voiding all), please query again, since the listed transaction do NOT reflect the previous processing state. That state is updated in QuickBooks only.

BEHAVIOR OF THE GET PAYMENT BUTTON

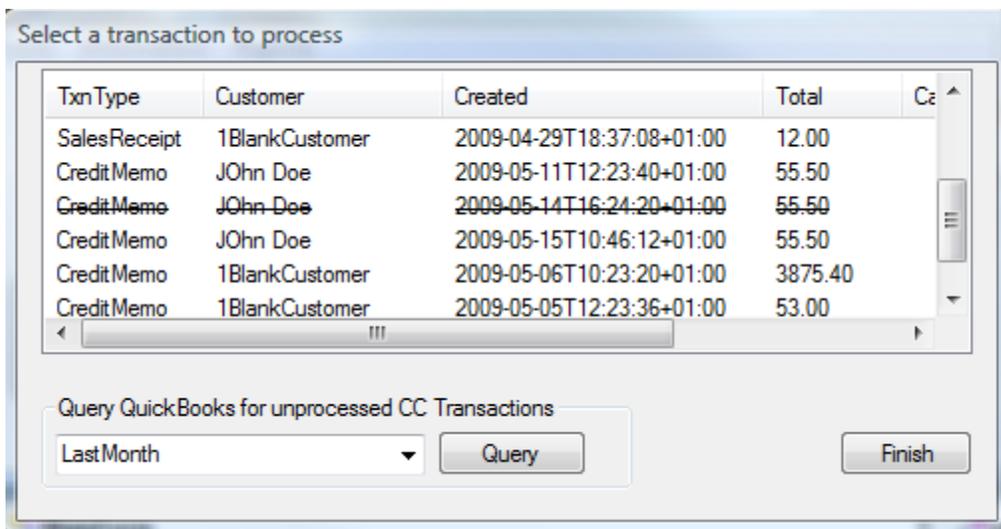
The behavior of QMerchant after you click at the Get Payment button depends on the transaction types you have checked in the settings. QMerchant supports five different transactions types.

- Sales Receipt
- Credit Memo
- Receive Payment
- Invoice
- Sales Order

The first three (Sales Receipt, Credit Memo, Receive Payment) directly correspond to the respective QuickBooks transactions. When these transaction types are checked and you create one of those transactions, the Get Payment button will query QuickBooks for all those transactions created or modified within the last five minutes. They are displayed in a dialog and can be chosen for further processing.

The Invoice transaction is mainly used, if you work with recurring billing. Here, the Get Payment button retrieves invoices created or modified within the last five minutes and with Recurring Payment as payment term set. When you then process a transaction with your payment provider, QMerchant automatically creates a receive payment transaction in QuickBooks, so that the invoices is marked PAID in QuickBooks.

Most common, only Sales Receipt, Credit Memo, Receive Payment transaction types are checked, because those are the only QuickBooks transaction that are involved in some kind of payment. If you mainly work with invoices, the please uncheck Receive Payment. Otherwise you will see transaction created by QMerchant in the payment selection dialog.



The transactions in the list are marked as follows:

Clear Text: A credit card transaction not yet processed.

Striked Text: A transaction that is processed. Double click it only if you need to VOID or Refund the transaction.

Clear Text with gray background: A transaction submitted in test mode. So, the credit card was never charged. Either reprocess the transaction outside of test mode or remove it in QuickBooks.

Italic Text: A transaction where we cannot determine exactly if it was processed or not. Please check the transaction log. This may happen only for Split transactions in QuickBooks Point-of-Sale.

Query for transactions by date.

QuickBooks has two different dates. One is the transaction date, as shown in the date field of the transaction. The other one is the transaction modification date. In the query dialog, we mix both. When you just changed or created a transaction (within the last 15 mins) that one is shown.

When you query for a transaction, we look for the modification date of the transaction. When using a QuickBooks desktop version, you can also query by transaction date. Those are the queries in the lower part of the date selection box.

Query for transactions by reference number.

You can also seek transactions in QuickBooks by reference number. Please select 'Enter Reference or Customer' and enter the reference number of the transaction in the query field, replacing the date selections and click query. The query is done as follows:

QuickBooks Desktop versions: Query for the transaction types as specified in the settings dialog. If the transaction type allows payment methods (i.e. sales receipt), only credit card payment transactions are retrieved.

QuickBooks Point-of-Sale: Only sales with a credit card payment are retrieved.

Query for transactions by customer name.

You can query transactions in QuickBooks by customer name. Please select 'Enter Reference or Customer' and enter the customer name in the query field, replacing the date selections and click query. The query is done as follows:

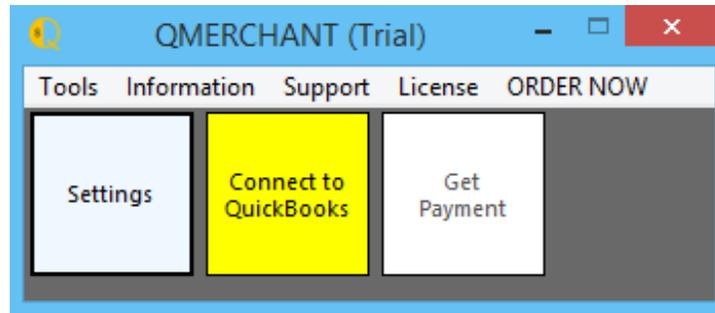
QuickBooks Desktop versions: Query for the transaction types as specified in the settings dialog. If the transaction type allows payment methods (i.e. sales receipt), only credit card payment transactions are retrieved.

QuickBooks Point-of-Sale: not available.

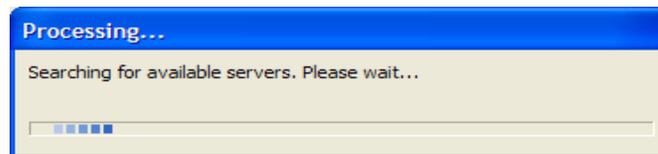
USE QMERCHANT WITH QUICKBOOKS – POINT OF SALE

(The outline of the QuickBooks dialogs may vary and be different depending on the QuickBooks version you use).

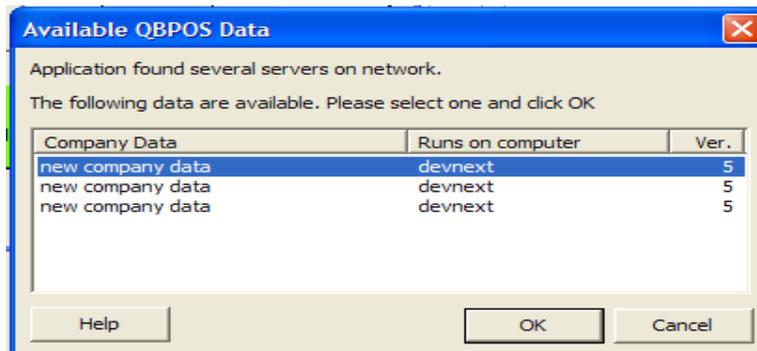
Select QuickBooks – Point of Sale from the QMerchant-Dashboard.



The following dialog appears.

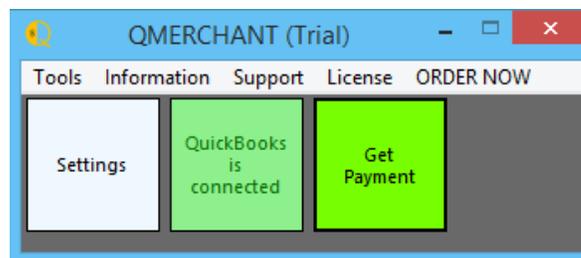


It may take some time until the next screen with the company data selection comes up.



Select your POS data file. It may happen that you will see the setup dialogs as described earlier.

After that the QMerchant-Dashboard looks like this:



In order to make a sale with QuickBooks – Point of Sale you start with the following screen in QuickBooks – Point of Sale and create a sale: (The following screenshots may differ in various QuickBooks POS versions)

Create a sale.

test - QuickBooks Point of Sale 10.0 Pro Level

Home Switch To... 3:53 Wed, Aug 3 Sales Receipt Help

Scan or enter item information Enter customer name or phone

Item #	Item Name	Attribute	Size	Qty	Price	Ext Price
1	item_one			2	50.00	100.00
1	item_one Replacement			1	50.00	50.00

Edit Return Item Qty/Price/Discount Qty+ Qty- Remove

SubTotal 150.00
Tax 0.00
Total 150.00

Cash Credit Debit Check Gift Account **Amount Due 150.00**

Put on Hold Cancel Save Only Save & Print

After you finished press the 'Credit' button for credit card payment and a dialog with the various credit cards comes up..

Credit

Charge card Refund card

Amount








Move that line! Quickly process credit cards right in this screen. [Learn more](#)

SubTotal	150.00
Tax	0.00
Total	150.00

Amount Due 150.00

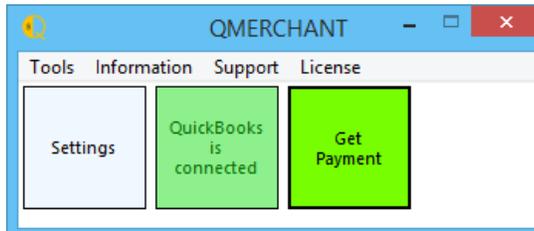
Choose one of the credit card types and return to the previous screen.

SubTotal	150.00
Tax	0.00
Total	150.00
Visa Credit	-150.00

Amount Due 0.00

Press “Save Only” or “Save & Print”. Now you are finished with the QuickBooks part of the payment.

Navigate to the QMerchant Dashboard and press “Get Payment”



The sale is requested from QuickBooks – Point of Sale and presented as follows:

QMerchant Authorize.Net Payment

Order Information
 Reference: 786711945 PO_Num: 786711945
 Description: Store Sale

Item	Description	Price	Qty	Total	Tax
ABC	Second item	123.00	1	123.00	0
123	A test item	12.05	1	12.05	10%

Subtotal: 135.05 Tax: 1.21 Total: 136.26 Currency: USD

Credit Card Information
 Card Number: 3700000000000002 Exp. MM / YYYY: 2010 CVV: [Yellow]
 Name on Card: A Bataille

Customer Information
 Firstname: Anthony Lastname: Bataille Tax Exempt:
 Address: [Yellow] City: [Yellow] State: [Yellow] Zip: [Yellow] Country: US
 Company: [Yellow] Phone: [Yellow] Email: [Yellow]

Parameters
 TX-ID/Auth. Code: [Yellow] TX-Type: AUTH_CAPTURE Payment-Type: CREDITCARD

Manual Payment with Virtual Terminal

Complete the yellow fields either by swiping a credit card or by entering them manually. Then Press 'Submit' to transfer the data to your payment processor. After completion you see a message box with the result. Depending on your QuickBooks – Point of Sale version, QMerchant will add the transaction id and the authorization code to the sales receipt in QuickBooks POS. You also can hardcopy a receipt with the 'Print' button.

Have in mind; the transaction is recorded in QuickBooks, even if the processing your payment processor fails. So, you are responsible to take corrective actions.

If your customer is going to pay the bill with several credit cards, please enter those different payments in QuickBooks Point-of-Sale. QMerchant will automatically create the necessary number of transactions for approval and processing.

VOIDS, CREDITS AND REFUNDS

QuickBooks Point of Sale has four different transaction types, which will result in a credit card transaction:

Sales and Deposit will charge a credit card while Return and Refund will refund a credit card. Normally we will detect these transaction types automatically. We also detect if a Sale is in fact a refund because of exchanged items or. Means, whenever we detect that the total amount is negative, we treat this as a refund.

The exception to this is a VOID. If you like to void a transaction, then click at payment screen in QMerchant the link 'Switch to MANUAL'. Then you are able to make changes in the parameter fields at the bottom of the payment screen. Please enter the transaction id of the transaction to void in the TX-ID field. Select VOID as TX-Type. Then enter the credit card information and press submit.

Important Rules:

These are the guidelines for issuing a credit from authorize.net. They are similar for other payment providers:

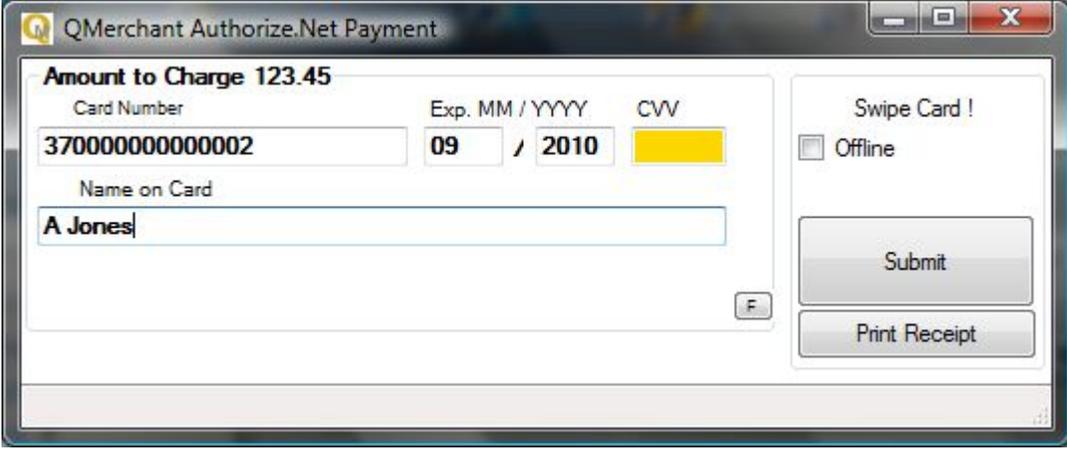
This transaction is also referred to as a Refund and indicates to the gateway that money should flow from the merchant to the customer. The gateway will accept a credit or a refund request if the transaction submitted meets the following conditions:

- The transaction is submitted with the ID of the original transaction against which the credit is being issued (tx_id).
- The gateway has a record of the original transaction.
- The original transaction has been settled. If it is not settled (usually the transaction is as of today, please use the VOID function)
- The sum of the amount submitted in the Credit transaction and all credits submitted against the original transaction is less than the original transaction amount.
- The full or last four digits of the credit card number submitted with the credit transaction match the full or last four digits of the credit card number used in the original transaction.
- The transaction is submitted within 120 days of the settlement date and time of the original transaction.

In case you subscribed to authorize.net ECC Expanded Credit Capabilities, you can credit any amount to a credit card outside of the rules above. ECC can be enabled at the authorize.net merchant website.

QUICK MODE

For day to day transactions i.e. sale or sales receipt you can choose in the settings to use the quick mode instead of the full payment view. The window shows as follows and allows you to enter/swipe the credit card information and submit the data to the payment gateway provider..



The screenshot shows a window titled "QMerchant Authorize.Net Payment". The window contains the following elements:

- Amount to Charge 123.45**
- Card Number:** 3700000000000002
- Exp. MM / YYYY:** 09 / 2010
- CVV:** (Yellowed out)
- Name on Card:** A Jones
- Swipe Card !** checkbox: Offline
- Submit** button
- Print Receipt** button
- F** button (small)

All buttons have the same functions as in the full payment view.

A click at the small button labeled 'F' returns you directly to the full payment view.

SERVER INSTALLATION AND MANAGEMENT

Install QMerchant at a Windows server of your choice. QMerchant is installed for All Users.

The installation of QMerchant for a server is identical to the desktop installation. Please configure QMerchant completely at your first desktop station. The server management is available after QMerchant is activated by a server activation code. During this activation the current profile and all settings are copied to a common place, where all users of QMerchant can access those.

What is the effect of a server?

The normal user can only change the QMerchant settings for some individual parameters as printer or swipe reader. All other settings are disabled. Only the QMerchant administrator can change those settings and make them available to all.

After Server activation, from the Support menu, a new entry 'Server Management' is shown. With server management a normal user can copy the common QMerchant profile to its individual station. Also, you can log on as Administrator. The login is password protected. The password is always the QMerchant serial number, available from the About dialog.

Only the QMerchant administrator can change the QMerchant settings as well as the common profile. The settings are saved automatically. If you would like to make your individual settings available for everybody, use the set profile menu command.

QMerchant deactivation.

Only the QMerchant administrator can deactivate QMerchant. After login as administrator, the License Management is visible.

LEVEL II DATA

Some payment providers support Level II transaction data. Level II data are submitted automatically. The following screenshot shows the position of the Level II data.

The screenshot shows the QMerchant Authorize.Net Payment form with several fields circled in red to highlight Level II data:

- Order Information:** Reference (868831461) and PO_Num (868831461).
- Item Table:** A row for 'Shipping' with a quantity of 1 and a total of 123.00.
- Summary:** Tax (1.21).
- Customer Information:** Firstname (Anthony) and Lastname (Bataille).
- Parameters:** TX-Type (AUTH_CAPTURE) and Payment-Type (CREDITCARD).

Item	Description	Price	Qty	Total	Tax
123	A test item	12.05	1	12.05	10%
	Shipping	123.00	1	123.00	0

Subtotal: 135.05, Tax: 1.21, Total: 136.26, Currency: USD

Card Number: 3700000000000002, Exp. MM / YYYY: 09 / 2010, CVV: [Redacted]

Name on Card: A Bataille

Customer Information: Firstname: Anthony, Lastname: Bataille, Tax Exempt: [Checked]

City: [Redacted], State: [Redacted], Zip: [Redacted], Country: US

Company: [Redacted], Phone: [Redacted], Email: [Redacted]

Parameters: TX-ID/Auth. Code: [Redacted], TX-Type: AUTH_CAPTURE, Payment-Type: CREDITCARD

The calculations are as follows:

PO_Num is copied from Reference.

Tax is calculated

Customer ID is generated from Lastname and Firstname

Tax Exempt is set if there is a tax amount or not.

Regarding duty and freight, the amount transmitted is 0.00. If we detect the items Duty, Freight or Shipping we will transmit the real amount.

All fields are editable. If tax is changed, the subtotal is changed.

LEVEL III DATA

When using business or government purchase card, at least Level 2 data are required as explained above. In addition to that Level 3 is a step to lower the transaction costs. Currently – up to our knowledge – only a few payment gateways have implemented the acceptance of Level 3 data.

QMerchant currently supports the transmission of Level 3 data for the **PayTrace** gateway. You can specify the use of Level 3 in the settings dialog.

By default, the Level 3 mode is NOT enabled. To make use of it, please open the settings dialog and click the menu 'Special'. Make sure that 'Level 3' is checked.

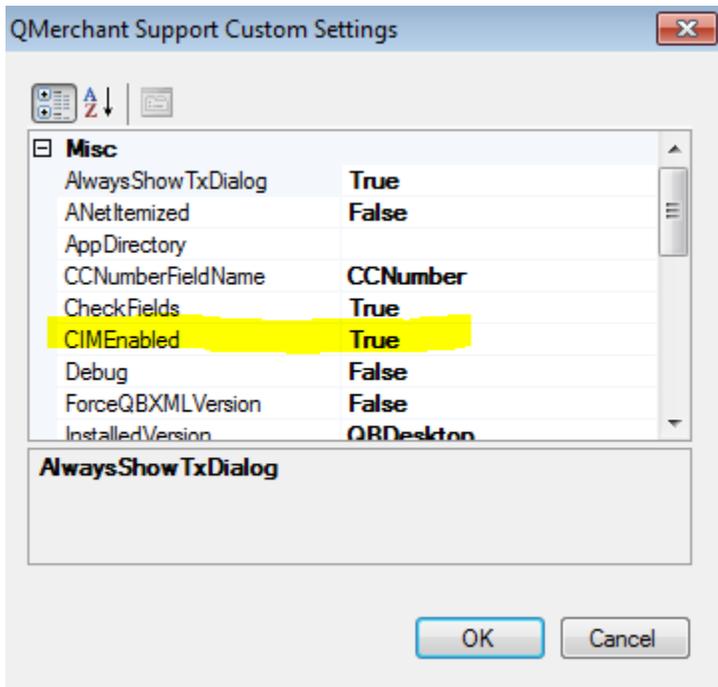
QMerchant transmits the following information to the payment gateway:

- All Level 2 fields plus
- Ship-To country
- Ship-To postal code
- Additional Tax = 0.00
- Additional Tax rate = 0.00
- Information for all the line items:
 - ID,
 - Description,
 - Quantity,
 - Unit of Measure as EACH,
 - Unit price,
 - Amount,
 - Addl. Tax as 0.00,
 - Addl. Tax rate as 0.00,
 - Discount as 0.00

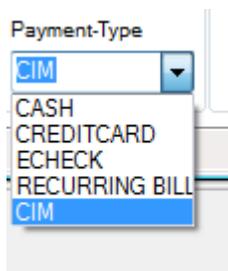
CIM (AUTHORIZE.NET CUSTOMER INFORMATION MANAGEMENT)

With QMerchant v 5.1.0 we support the usage of authorize.net customer profiles (CIM) to process payments.

CIM is not enabled automatically. To enable it, please select from the Information menu Support | Custom Settings. Accept the message. From the following dialog revert CimEnabled from false to true. Press ok to save the dialog.



When you open a payment screen i.e. via the Virtual Terminal you see a new entry CIM in the menu of the payment types.



When you select CIM, there is a new group of field below the credit card information.

The fields have the following meaning:

The first text box is the Customer Profile ID. The second drop down list contains the Customer Payment Profile IDs. Both are necessary in order to use CIM for payment.

With the checkbox you can define to use CIM or to use .i.e. a credit card for payment.

With the Update Button you can change the credit card information in the CIM payment profile. Add either creates a new customer profile at authorize.net (if not already defined) or adds a new payment profile there. The button with the question mark shows the CIM profile as given in the first text box.

You can have as many as ten different payment profiles. If there is more than one profile you have to select which one to use. In addition to the payment profile number we show the last 4 digits of the credit separated by an asterisk.

Most times CIM is used with the CIM profile information captured from QuickBooks. We expect that information contained an additional field named **Q_CIM**, defined at the customer level in QuickBooks. The information in the field is the ProfileID. When QMerchant finds that information we will automatically suggest it for payment.

In case that you do not have a CIM Profile, use can use the Add button to create one. If the creation was successful we will automatically transfer it to QuickBooks and store it into the Q_CIM field for later usage.

If you have the need to create a large amount of CIM profiles, we recommend the usage of our other tools like QImport. Please contact our help desk.

In QuickBooks Point-of-Sale, please define a custom field as follows: From the Preferences menu select Company and then from the list box General and My Field Labels. Name one of the "Customer Custom Fields" Q_CIM and check Use. Leave the dialog with save.

Note: QMerchant currently does not allow the use of recurring billing with CIM.

USE OF MAGNETIC STRIPE READERS

QMerchant supports several Magnetic Card Readers. Most commonly used is the Magtek USB Reader like MagTek 21040101 that we used for testing. Even if they have an USB connector, they operate either as USB HID device or a so called keyboard wedge.

You simple can test, which type of card reader you have. Please open the Windows notepad. Place the cursor into the notepad and then swipe a card. If you see the card data in the notepad then you have a keyboard wedge. In the QMerchant settings, please select 'Keyboard'.

Otherwise you have an USB reader. Please select the appropriate type.

Use of keyboard wedge:

When the payment screen opens, the cursor is usually placed in the credit card number field. Now you can swipe the card and the information from the credit card is display in the various fields. You can repeat the swipe as often as you need. Please make sure that if possible your keyboard wedge send a CR after finishing reading. Please consult the stripe reader's manual.

Use of USB card reader:

When the payment screen opens, you can swipe the card at any time. If the card is swiped successfully, a green label is shown above the submit button. Whenever you need to swipe the card a second time (i.e. the customer changed its mind), then click that green label. The color of the label becomes yellow and you can swipe the card again.

QMERCHANT MENU ENTRIES

Tools

Settings	Opens the settings dialog
Backup/Restore	Opens a dialog to backup and/or restore the settings and the logfiles.
Virtual Terminal	Open the Virtual Terminal for transactions outside of QuickBooks
Get Transaction from QuickBooks	Same function as the 'Get Payment' button.
Payment Gateway Virtual Terminal	Optional menu to navigate to your payment providers Virtual Terminal (available for selected payment providers only. Please contact our helpdesk.)
Setup Wizard	Re-Initializes all settings for QuickBooks and your payment provider. Currently this is supported for authorize.net only.
Re-Print Receipt	Re-Print a transaction receipt.
Exit QMerchant	End the QMerchant program and disconnect from QuickBooks

Information

About	Opens the About dialog, which display technical information.
Help	Opens this QMerchant Guide.
View Sales log	Display the list of sales done.
View Application log	Display the technical information log file.
View Transaction log	Display the list of transactions done.
View Sales Receipt by ref number	QuickBooks Point of Sale only. Retrieve transaction id and authorization code of a transaction referenced by a reference number.

Transaction Report	Shows a formatted report of the daily transactions
Sales Report	Shows a formatted report of the daily sales

Support

Custom Settings	Open the custom settings dialog (on advice of the QMerchant support team only)
Test MSR	Test a magnetic stripe reader or card reader.
Show Data Folder	Open the folder location, where QMerchant stores its data.
Server Management	(available in the QMerchant Server version only)
Login as Admin	Login as administrator for QMerchant server
Set User Profile	Set profile information for a QMerchant Server user
Get User Profile	Replace profile information for a QMerchant Server user

License

Purchase License	Purchase you QMerchant license.
Activation	After purchase you will receive an activation code for QMerchant. Please enter it here.
De-Activation	In case you are going to use your activation code at a different computer, please deactivate it here first.
View License Agreement	Read the software license agreement.

THE LOG FILE

All transactions sent to your payment provider are recorded in a daily log file. The log file can be accessed via the Dashboard. It opens an Internet Explorer with the following content (similar for other payment providers):

```
<?xml version="1.0" ?>
- <TransactionLog>
  - <ANetTransaction>
    <TXDate>9/11/2006 11:16:05 AM</TXDate>
    <ResponseCode>1</ResponseCode>
    <R2>1</R2>
    <ReasonCode>1</ReasonCode>
    <Reason>This transaction has been approved.</Reason>
    <AuthorizationCode>061611</AuthorizationCode>
    <AVSResultCode>Y</AVSResultCode>
    <TransactionID>506950021</TransactionID>
    <Reference>35F82B54</Reference>
    <Description>Store Sale</Description>
    <Amount>123.00</Amount>
    <Method>CC</Method>
    <TransactionType>auth_capture</TransactionType>
    <R14>Anthony</R14>
    <R15>Bataille</R15>
    <R21>US</R21>
    <R38>0AE210124495FEF3DB71399941FF67BA</R38>
    <CardCodeVerification>P</CardCodeVerification>
    <CAVVResponse>2</CAVVResponse>
    <R69>1</R69>
  </ANetTransaction>
```

For PayTrace the log is as follows:

```
<?xml version="1.0" ?>
- <TransactionLog>
  - <PayTraceTransaction>
    <TXDate>9/13/2007 3:25:20 PM</TXDate>
    <CustName>Anthony Bataille</CustName>
    <Amount>123.00</Amount>
    <TXType>AUTH_CAPTURE</TXType>
    <APPCode>TAS717</APPCode>
    <Reason />
    <Error />
    <ResponseMessage>101. Your transaction was successfully approved.</ResponseMessage>
    <AppMessage>NO MATCH</AppMessage>
    <AVSCode>No Match</AVSCode>
    <CVVCode />
    <TransactionID>375100</TransactionID>
  </PayTraceTransaction>
```

TRANSACTION TYPES AND OTHER CODES

Most common transaction Types

When working with a credit card transaction processor, you can specify several transaction types:

AUTH_CAPTURE	This is the most common transaction type. It authorizes the transaction amount and captures the money
AUTH_ONLY	Just authorize the amount. It must get captures later on.
CAPTURE_ONLY	Captures a previously authorized amount. (Needs the auth-code or transaction id)
VOID	Cancels an authorization, voids a transaction (Needs the auth-code or transaction id)
CREDIT	Reimburses the credit card (For authorize.Net only) (Needs the auth-code or transaction id)
CREATE_SUBSCR	Create a subscription for recurring billing.
CANCEL_SUBSCR	Cancel a subscription for recurring billing.

AVS Codes

A = Address (Street) matches, ZIP does not
 B = Address information not provided for AVS check
 E = AVS error
 G = Non-U.S. Card Issuing Bank
 N = No Match on Address (Street) or ZIP
 P = AVS not applicable for this transaction
 R = Retry – System unavailable or timed out
 S = Service not supported by issuer
 U = Address information is unavailable
 W = 9 digit ZIP matches, Address (Street) does not
 X = Address (Street) and 9 digit ZIP match
 Y = Address (Street) and 5 digit ZIP match
 Z = 5 digit ZIP matches, Address (Street) does not

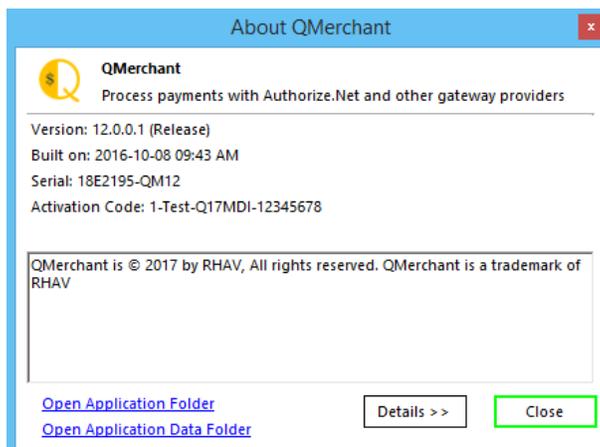
Card Code verification Codes

M = Match
 N = No Match
 P = Not Processed
 S = should have been present
 U = Issuer unable to process request

PRINT RECEIPT

CHANGE THE PRINT RECEIPT

The template for print receipt is located in the application data folder and is named printreceipt.xml. The application data folder can get accessed via the About Dialog with a click at the link 'Open Application Data Folder'



Open the file printreceipt.xml with the notepad editor and edit the highlighted lines as follows:

Please place your company header information at the place marked **yellow**. You also can add a footer line at the place marked **yellow**. If you have to have a new line, please use the following character sequence: `
`. Do not forget to save the file.

```
<xsl:stylesheet version="1.0" xmlns:xsl="http://www.w3.org/1999/XSL/Transform">
  <xsl:output method="text" indent="no" omit-xml-declaration="yes"/>
  <xsl:param name="topMargin" >20</xsl:param>
  <xsl:param name="leftMargin" >10</xsl:param>
  <xsl:param name="firstTab" >60</xsl:param>
  <xsl:param name="barCode" >true</xsl:param>
  <xsl:param name="barFont" >Free 3 of 9 Extended</xsl:param>
  <xsl:param name="barSize" >48</xsl:param>
  <xsl:param name="barReference" >//Reference</xsl:param>
  <xsl:param name="logoName" >logo.jpg</xsl:param>
  <xsl:template match="/" | @* | node()">
    <xsl:comment>Place your company header below</xsl:comment>
    <xsl:comment> <![CDATA[<LOGO>]]></xsl:comment>
    <xsl:text></xsl:text>
    <xsl:comment>Your Company header in the text above</xsl:comment>
    <xsl:text>&#xd;&#xa;Receipt&#xd;&#xa;</xsl:text>
    <xsl:value-of select="Receipt/PaymentType"/>
    <xsl:text>&#xd;&#xa;Reference:</xsl:text>
    <xsl:value-of select="Receipt/Reference"/>
    <xsl:text xml:space="preserve" > </xsl:text>
    <xsl:value-of select="Receipt/Date"/>
    <xsl:text>&#xd;&#xa;</xsl:text>
    <xsl:value-of select="Receipt/Description"/>
    <xsl:text>&#xd;&#xa;</xsl:text>
    <xsl:value-of select="Receipt/NameOnCard"/>
    <xsl:text>&#xd;&#xa;</xsl:text>
    <xsl:value-of select="Receipt/CardType"/>
    <xsl:text xml:space="preserve" > **** </xsl:text>
  </xsl:template>
</xsl:stylesheet>
```


BARCODE PRINTING

By default barcode printing is switched off. To enable it, please do the following:

1. Change the barCode parameter in the printreceipt.xml file to “true” (It is marked blue in the listing above)
2. Printing is done by a special font. It is named “Free 3 of 9 extended”. This font is delivered with each QMerchant distribution, but not installed automatically. Please go to the same location where the printreceipt.xml file is and double-click the file FRE3OF9X.tff. This will install the font.
3. By default the reference number of the transaction is barcoded.
4. To change the barcode size, the information to barcode or the font type, please change the appropriate parameters in the printreceipt.xml file or contact addQin support.
5. Don’t forget to save the printreceipt.xml file.

RECEIPT FORMATTING PARAMETERS AND COMMANDS

Parameters:

topMargin	Position from the top of the page in points (Default: 20)
leftMargin	Position from the left in points (Default: 10)
firstTab	Position of the first tab in points (Default: 60)
barCode	Print a bar code (Default: false)
barSize	Height of the barcode in points (Default: 48)
barFont	Font used for barcode printing (Default: 3 Free Of 9 Extended)
barReference	Content of the barcode (Default: Reference number)
logoName	Name of the logo file (Default: logo.jpg)

Commands:

<![CDATA[<BARCODE>]]>	Placeholder for the barcode position
<![CDATA [<PAGEBREAK>]]>	Continue printing at a new page
<![CDATA [<LOGO>]]>	Placeholder for logo at the top of the receipt

Special Characters:


	Newline(Line feed and carriage return)
		Tab character

RE-PRINT A RECEIPT.

Choose this function, if you need an old print receipt or in case you forgot to print the current receipt.

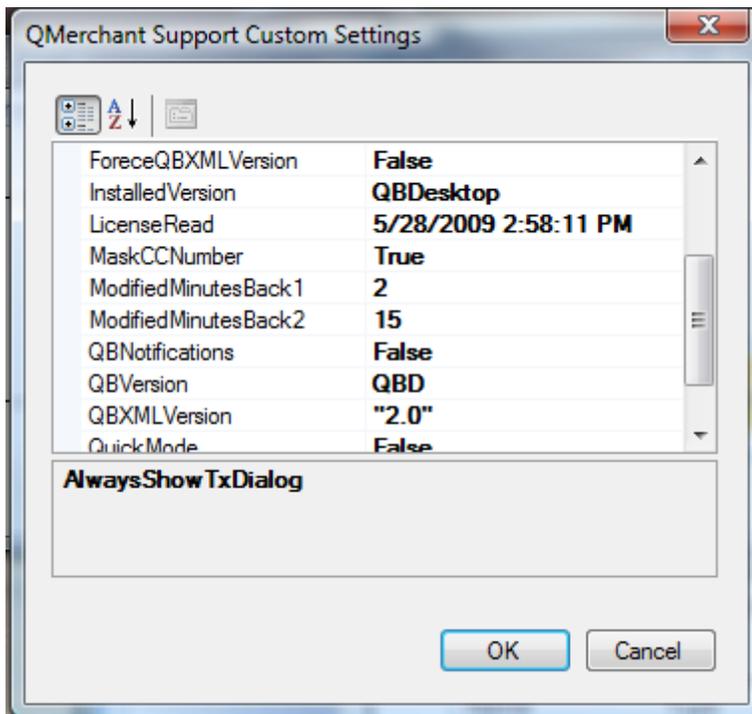
Select the date of the transaction. Then enter one of the following:

- transaction id
- authorization code
- amount of the transaction or
- reference

If you do not know one of those values, please open from the Reports menu the sales report and checkout the transaction id. Afterwards you will see the print dialog and/or you can print the receipt.

CUSTOM SETTINGS

These settings control in some aspects how QMerchant behaves. **Please change those settings on advice by our support team only, since wrong settings seriously influence the way QMerchant operates.**



The description of the settings is as follows:

Name	Default	Comment
AcceptPendingTransactions	False	When set to true pending transactions from QuickBooks are also selected for payment. By default those are ignored.
allowShortCuts	False	Allows shortcuts in the payment window. Implemented shortcuts are: Alt-C = Close Window Alt-S = Submit Transaction Alt-P = Print Receipt
AlternateTxType		Valid transaction type as alternate to the defaults. I.e. AUTH_ONLY instead of AUTH_CAPTURE.
AlwaysShowTxDialog	True	Always show a select transaction dialog. If set to False, the dialog is suppressed if only one transaction is available.
AppDirectory		Location of application data folder.
ARForPayment		AR-Account name in QuickBooks (without the numbers) where to place the received payment. By default it is placed into 'Accounts Receivable'.
AutoApplyRPayment	True	Applies an automatic receive payment automatically by QuickBooks if the payment cannot be applied to the original invoice

		transaction.
autoClosePayment	False	Automatically close the payment dialog after a successful transaction.
autoCloseTxDialog	False	Automatically close the transaction selection dialog.
AutoPrint		Automatically (Auto) print a receipt after a successful transaction.
CCExpDateFieldName	CCExpDate	Name of custom field that contains the credit card expiration date
ccFormLocation	150,150	Screen location of the payment form
CCNumberFieldName	CCNumber	Name of custom field that contains the credit card number. Default is the use of the account number of the customer payment info.
CheckFields	True	Check the field for plausibility before submitting a transactions
CIMEnabled	False	If set to true uses authorize.net CIM for payments.
CIMValidate	none	Validation code for CIM transactions
ColorTransactions	True	Show green color if transaction has valid credit card credentials.
CountryList		Comma separated list of countries placed before the common list. We recommend that you also add the country ISO code. The syntax is a follows: USA;US, Canada;CA ... First comes the name you like to see in the list and then separated by semicolon the two character ISO code.
CustBankAccount	BankAccount	Name of the QuickBooks additional field that holds the customer's bank account number.
CustBankName	BankName	Name of the QuickBooks additional field that holds the customer's bank name.
CustBankRouting	BankRouting	Name of the QuickBooks additional field that holds the customer's bank routing number (ABA).
Debug	False	Record all messages to and from QuickBooks.
DefaultTxType	AUTH_CAPTURE	Default Transaction type. Usually AUTH_CAPTURE.
DepositPaymentTo		Deposit-Account name in QuickBooks (without the numbers) where to place the received payment. By default it is placed into 'Undeposited Funds'.

DutyItemNames	Duty	List of the names of the QuickBooks items specifying duties. This is used to specify a shipment amount to the payment gateway.
EditMode	False	Make item list and amounts editable.
EnableBatch	False	Allows the simultaneous processing of multiple credit card charges
forceCCV	False	Force the entry of the card's CCV code
ForceQBXMLVersion	False	Internal use only.
forceZip	False	Force the entry of a ZIP code in the customer billing area
getCCfromParent	False	Get credit card information from the parent customer in case there is no information at the job.
hideWinControlBox	False	Hide Windows Controlboxes
IgnoreQBDSubtotal	False	Ignores in the item lines an item that contains 'Subtotal' in its name.
ignoreReversed	True	Point-of-Sale only. Don't show reversed transactions.
InstalledVersion	n/a	Internal use only.
InvoiceFilterbyTerm		Place the name of the term in case you like to filter invoices by term. This field is case sensitive. If you want to switch off this filter, remove replace the entry with blanks.
Itemized	False	If true sends itemized transactions to authorize.net. For PayTrace it sends Level 3 information to the payment gateway.
L3	False	Enable Level 3 transactions for PayTrace and SecureNet
L3SourceZip		Zip code of the merchant for Level 3 processing
LicenseRead		Internal use only.
mainFormLocation	100,100	Screen location of the main form.
MaskCCNumber	True	Masks credit card and bank account numbers in reports.
MaxReturnedQueryResults	50	Number of returned results for a query against QB.
ModifiedMinutesBack1	2	Number of minutes searched back by the 'Get Payment' button
ModifiedMinutesBack2	15	Alternate number of minutes searched back by the 'Get Payment' button
MSR		Name of MSR type (Keyboard, COM, USB)

MsrASynch	True	Use Magnetic Card Reader to asynchronous mode .
MSRClose	True	
MsrOverlap	False	
MsrTimeout	30000	Timeout for synchronous MSR operations
multipleMerchantAccounts	False	Support of multiple merchant accounts.
PrintCopies	1	Number of print receipt copies
Printer		Name of receipt printer
PrintPreview	False	Show preview before printing
QBLaunchMode	1	QuickBooks connection mode.
QBPOSConnection		Sets the Point-of-Sale server to a specific database. The must be as shown in the following sample: Computer Name=QUAD;Company Data=Test POS;Version=10
QBVersion	n/a	Internal use only.
QBXMLVersion	"2.0"	Minimum QuickBooks version
QuickMode	False	Show abbreviated payment screen.
RefundForLinkedTransactionsOnly	True	Query credit memos and refund for previous credit card transactions only.
RemoveItemAfterProcess	True	Removes a successfully processed transaction from the transaction selection dialog.
sc_Close	C	Close a window (Alt-C)
sc_GetPayment	G	Open the payment dialog (Alt-G)
sc_GlobalGetPayment	G	Global shortcut to open the payment screen. (Alt-G)
sc_Process	P	Open the payment screen for the selected transaction (Alt-P)
sc_ReceiptPrint	R	Print the receipt (Alt-R)
sc_SubmitTx	S	Submit the transaction (Alt-S)
selSrFormLocation	120,120	Screen location to transaction selection form
SendEmailReceipt	False	If supported by the payment gateway, automatically send an email receipt. Currently only authorize.net and PayTrace are supported.

SetPaymentMethodForRP	False	Set a payment method for new receive payments in QuickBooks. Otherwise a payment method is ignored.
ShiplItemNames	Shipping,Freight	List of the names of the QuickBooks items specifying shipment. This is used to specify a shipment amount to the payment gateway.
shouldUpdate	True	Internal use only
ShowBackToQBBtn	False	If set to true the 'Back to QuickBooks' button is always shown. Otherwise QMerchant controls the appearance of this button
ShowInTaskbar	True	Set to False if QMerchant shall show up in the icon tray only, if minimized.
ShowProcessedTxAlso	True	If true, shows all processed transactions also.
TLS12	True	Enable TLS12 Security
TxConfirmationMsg	False	Confirmation Message before a transaction is processed.
Trace	False	Records complete messages between QMerchant and the payment provider.
UpdateAppliedToTxn	False	Propagate the transaction id and authorization code to linked transactions in QB.
UseSaveMemory	True	Release Unused Memory.
UseTrack	0	Magnetic track to use. (0 = automatically selected)
UseTxInfo	False	Uses in addition to POS flag the txinfo.db3 database to filter processed transactions. POS only.
vPosUrl		The url for the payment gateway web-based virtual terminal (.i.e. for authorize.net https://anet.vpos.authorize.net/). Please consult your payment gateway provider.

REPORTS

Transaction Report

Transaction Report

Provider	Date	Amount	AVSCode	CCV2Code	TransactionID	Authorization	Reason	ReasonCode
PayPal	9/18/2006 2:23:21 PM	123.00	X	M	8XD42091TG6412314			
PayPal	9/18/2006 2:23:09 PM	123.00						
PayPal	9/18/2006 2:18:50 PM	13.26	X	M	42G11334185247108			
Authorize.Net	9/18/2006 1:26:12 PM	5.00	Y	.	506959421	779269	This transaction has been approved.	1
Authorize.Net	9/18/2006 1:25:52 PM	13.26	Y	.	506959420	334431	This transaction has been approved.	1
Authorize.Net	9/18/2006 1:25:19 PM		P	.	0		The market type is invalid	85

Sales Report

Sales Report

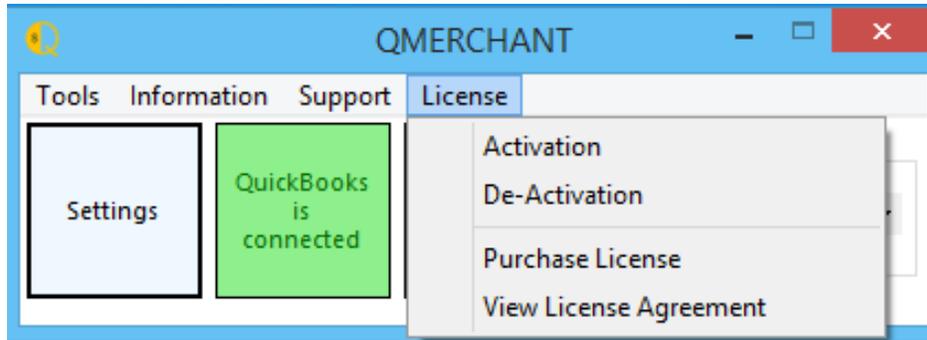
Date	Reference	Description	Subtotal	Tax	Total	Name	Address	City	State	Zip	Country	Company	Phone	Email
9/18/2006 2:23 PM	75D45085	Store Sale	123.00	.00	123.00	Anthony Bataille	ghfjhf	miami	fl		US			
9/18/2006 2:18 PM	56AA5027	Store Sale	12.05	1.21	13.26	Anthony Bataille	gdhgd	miami	fl		US			
9/18/2006 1:26 PM	961FAB33	Store Sale	.00	.00	5.00	Anthony Bataille					US			
9/18/2006 1:25 PM	1AE8AB35	Store Sale	12.05	1.21	13.26	Anthony Bataille					US			

ACTIVATION

When you first start QMerchant, it works automatically in Test Mode. This allows you to play around with the software and become familiar. The only limitation in contrast to the activated product is that the maximum amount you can charge is limited to 5.00.

To switch to production mode you have to purchase QMerchant from <http://www.addqin.com/QMerchant>. After purchase you will receive an activation code. This code is displayed after purchase and is also sent to your email address.

To activate, please select in QMerchant from the menu bar Information, License and then Activation.



In the dialog, copy and paste the activation code and press ok. **After the activation process finished QMerchant restarts. Then open the settings dialog and un-check the test mode check box. Leave the settings dialog with save.**

If you would like to use QMerchant at a different computer, you can de-activate the activation code and activate it at the other computer again. You also can reset your activation at the helpdesk at <http://www.addqin.com/QMerchant>

PAYMENT GATEWAYS

QMerchant has implemented the following payment gateway functionality. If functionality is missing or not implemented does not mean that the payment gateways does not offer it.

Function	Authorize.net	PPI Paymover	PayTrace
Auth_Capture This is the typical sale. Authorize the card and capture the amount	✓	✓	✓
Capture Only Capture the amount after as prior authorization	✓	✓	✓
Auth Only Authorize the amount and capture later	✓	✓	✓
Void Void a transaction that is not settled	✓	✓	✓
Credit Issue a refund	✓	✓	✓
Force_Auth Force an authorization	✗	✓	✗
Force_Sale Force an authorization and a capture	✗	✓	✗
Prior Auth Capture Capture the amount after as prior authorization	✓	✗	✗
Pin Debit Authorize and capture the amount using a Pin based Debit Card	✗	✓	✗
Query Query the state of a transaction	✗	✓	✗
eCheck Process checks electronically	✓	✓	✓
Recurring Billing Use the payment gateways recurring billing	✓	✗	✗
Customer Information Management Use the payment gateways customer management system	✓	✗	✗
Level 2 transactions Submit transactions a Level 2 transactions for better rates	✓	✓	✓
Level 3 transactions Submit transactions a Level 3 transactions for better rates	✗	✗	✓

AUTHORIZE.NET API LOGIN ID AND TRANSACTION KEY

Please log-in to your merchant account administration at the authorize.net website. Then navigate to Settings and then General Security Settings. Choose 'API Login ID and Transaction Key'.

Your API Login ID and Transaction Key are unique pieces of information specifically associated with your payment gateway account. However, the API Login ID and Transaction Key are NOT used for logging into the Merchant Interface. **These two values are only required when setting up an Internet connection between your e-commerce Web site and the payment gateway.** They are used by the payment gateway to authenticate that you are authorized to submit Web site transactions. Transactions that cannot be authenticated by the payment gateway using these values are rejected.

IMPORTANT: The API Login ID and Transaction Key protect your payment gateway account from unauthorized use and should not be shared with anyone. Be sure to store these values securely on a server separate from your Web server and change the Transaction Key regularly to further strengthen the security of your account.

To create an API Login ID or Transaction Key for the first time:

Step 1: Type in your **Secret Answer**. You should have configured a Secret Question and Secret Answer during account activation.

Step 2: Click **Submit** to continue or click **Cancel** to cancel the action. The API Login ID and Transaction Key generated for your payment gateway account appear.

Once you have initially created your API Login ID, you may not change it in the Merchant Interface. To change your API Login ID, please contact Authorize.Net Customer Support.

IMPORTANT: The API Login ID is different than your user login ID. Your user login ID allows you to log into your Merchant Interface user account. The API Login ID grants a merchant access to submit transactions to the payment gateway.

You may obtain a new, unique Transaction Key on this page as often as needed.

To obtain a new transaction key:

Step 1: Enter your **Secret Answer** (the answer to your Secret Question configured at account setup).

Step 2: To disable the old transaction key, click the check box labeled **Disable Old Transaction Key**.

Note: If the Disable Old Transaction Key check box is not selected, the old transaction key will automatically expire in 24 hours.

Step 3: Click **Submit** to continue or click **Cancel** to cancel the action. Your new transaction key is displayed.

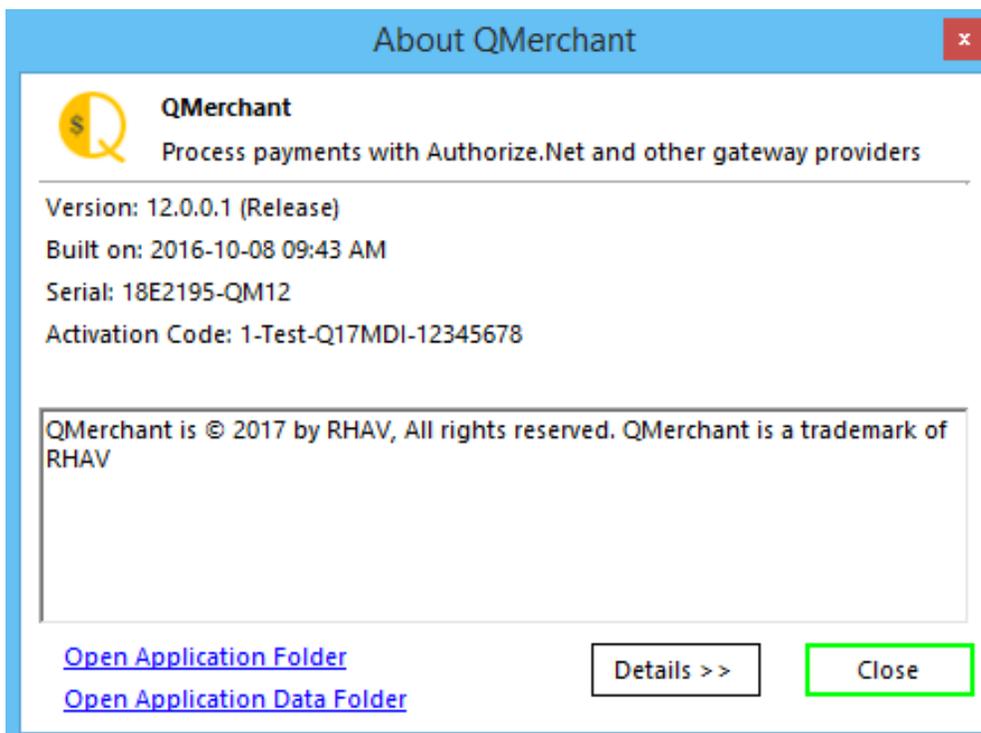
TIPS

TEST YOUR CONNECTION TO THE PAYMENT PROVIDER:

Start QMerchant and make sure that you have your payment provider selected in the settings dialog. Make sure that the test mode is checked. Then from the Tools menu select 'Virtual Terminal'. Fill in a total amount; enter some digits as credit card number. Add the expiration date and press 'Submit'. If you can connect to your payment provider then you will receive an error message, that either your account is invalid or the credit card number is wrong or so. This proves that you correctly can connect to the payment provider and submit transactions.

GET THE QMERCHANT VERSION AND SERIAL NUMBER

From the QMerchant menu bar select Information and then About. In the About dialog click the Details button.



TROUBLESHOOT

Prerequisites

Current Minimum Prerequisites are:

- Windows XP, Windows Vista, Windows 7, Windows 8
- Microsoft .Net Framework 4.0 rev.5,
- QuickBooks 2004 - 2018 Pro, Premiere, Enterprise US or CA version or QuickBooks Point of Sale
- A valid merchant payment provider account.

How do I get the transaction key from Authorize.Net?

Open your web browser and navigate to <http://www.authorize.net>. Login into your account and go to the Account Settings. In the section 'Security Settings' is a link to the transaction key. Follow that link and acquire the transaction key.

I see the following message from Authorize.Net



The login and password information you specified is not correct.

You will first need to log into your Authorize.Net account and go to Settings > API Login ID and Transaction Key. There you will acquire your API Login and your Transaction Key. Simply replace the login and transaction key within QMerchant with your API Login and Transaction Key.

Supported Payment Gateways:

Authorize.Net	http://www.authorize.net
PayTrace	http://www.paytrace.com
PPI Paymover	http://www.ppipaymover.com

If you have a different payment provider, please contact our helpdesk.

How can I see the authorization and transaction id of a sales receipt?

In QuickBooks Desktop versions, we added a custom field Q_Authorization. Please add this to your sales receipt layout in QuickBooks.

In QuickBooks Point of sale, please use the sales history to get the reference number of the sale. Then open the menu item 'View sales receipt by refnumber' from the information menu and enter the reference number. The required information is displayed.

Cannot get the credit card number from QuickBooks

The cc number is shown as *****... only. Intuit does not allow any longer retrieving the credit card numbers stored in QuickBooks in an un-masked format. So, when we retrieve that number, it is shown in our payment dialog masked, practically unusable. To use this number again, you either have to re-type it or copy and paste it from QuickBooks.

To solve this problem you can store the credit card number at another place or in a custom field with the customer in QuickBooks. That way you can overcome this restriction. It is a one-time copy and paste process.

1. You can use the Account No. field of the customer payment info. In the QMerchant custom settings please enter as value in the CCNumberFieldName the expression //CustomerRet/AccountNumber. This is the default. We recommend this because you still have all payment information in QuickBooks at the same tab.
2. Use an additional or custom field:

Create for your customer an additional or custom field named i.e. CCNumber. You have to define it only once. It is automatically propagated to all customers. Then copy and paste the credit card number from the customer payment info into the new field. Leave everything else like exp date etc. at the QuickBooks payment info.

Then in QMerchant select from the 'Information' menu 'Support' and then 'Custom Settings'. OK the message box. In the following dialog, there is a field named CCNumberFieldName. Click in the column right off that name and enter CCNumber (the name of your custom field from above). Click ok to save it.

Now QMerchant will grab the credit card number from that custom field.

QuickBooks Desktop Versions i.e. Enterprise and Windows 7

I cannot connect to QuickBooks. Typically this is a problem with newer QuickBooks version and Windows account control. Intuit recommends the following: Please open in Windows the Control Panel and search for UAC. It is location in the Action Center. Click Change User Account Control and scroll the slider down to never notify. Close the dialog with OK. Close all control panel dialogs. Also close all QMerchant windows. Then restart QMerchant and try to connect again to QuickBooks.

QUICKBOOKS POINT-OF-SALE VERSIONS

I cannot connect to QuickBooks POS. This may happen with older QuickBooks POS versions. Please download and install the QBXML POS Runtime, which allows the access to QuickBooks POS from the following link:

<http://www.addqin.com/download/QBPOSSDKRuntimeInstaller.exe>

How can I disable the integrated QuickBooks merchant service?

QuickBooks POS v. 10 and below: In the Company Preferences | Merchant and Gift Services, please remove the Merchant Number.

Newer QuickBooks POS versions:

Choose File > Setup Interview. Click the Payments tab. Select No and then click Done.

Other QuickBooks versions (Pro, Premiere, Enterprise): Make sure the checkbox 'Process ... credit card payment' is unchecked all the time when you save a sales receipt, a receive payment or a credit memo.

Error message 'Market type is invalid.'

I am trying to use QMerchant with Authorize.net for payment. when I process the payment I get AN error message it says 'Market type is invalid'. Authorize.net has two types of accounts: CP = Card Present or CNP = Card not Present. Depending on the type of the account you must in the QMerchant settings check or uncheck the Checkbox 'CPAccount'. CPAccount Check = CP, CPAccount uncheck = CNP. Please reverse the state of the checkbox.

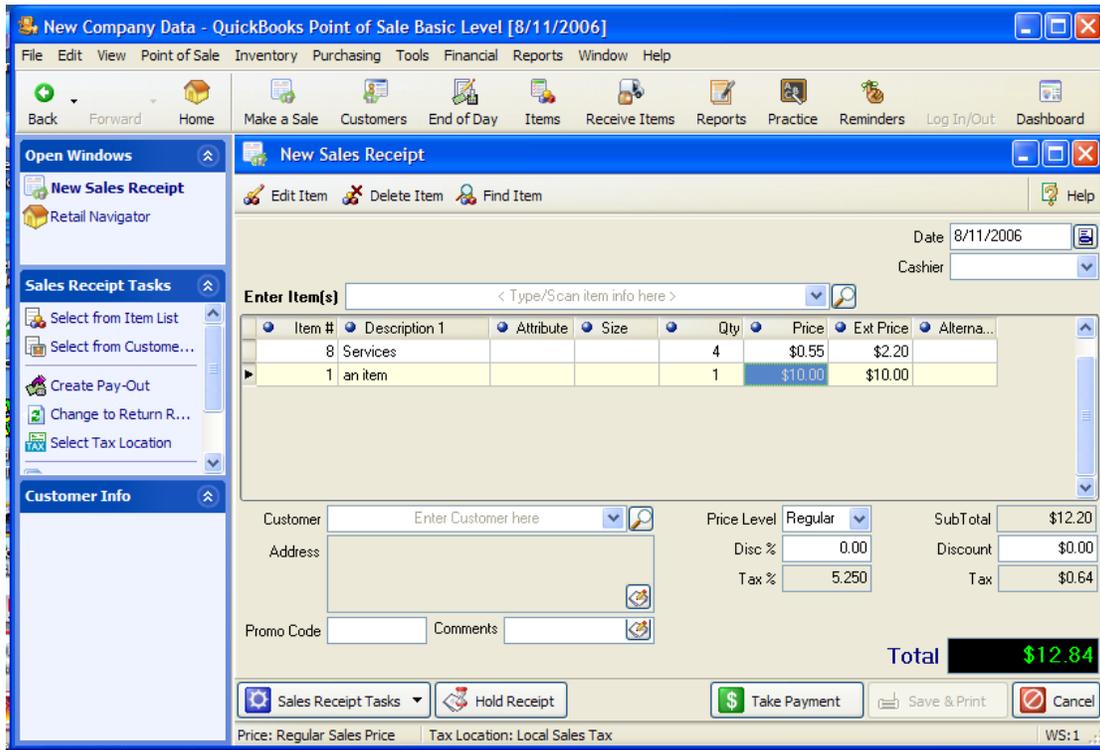
I want to change the QuickBooks version I selected during installation.

During Installation you can select between None, QuickBooks Point of Sale and QuickBooks Pro, Premiere or Enterprise. To reverse this decision, please do the following: Start QMerchant. From the Tools menu select Setup Wizard and follow the instructions.

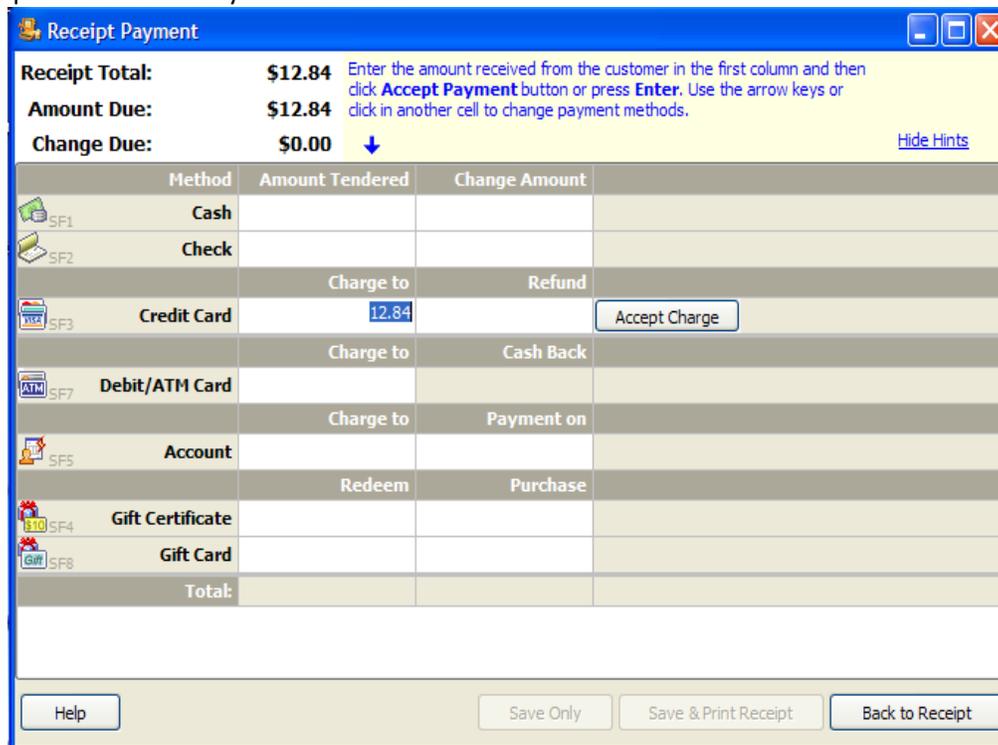
If you have any questions or experience other problems, please visit our helpdesk at <http://www.addqin.com>

APPENDIX A: SCREENSHOTS FOR THE USE WITH QUICKBOOKS POINT-OF-SALE (OLDER VERSIONS)

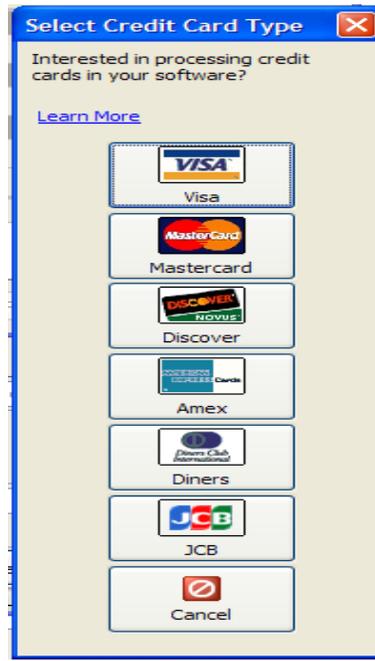
Create a sale.



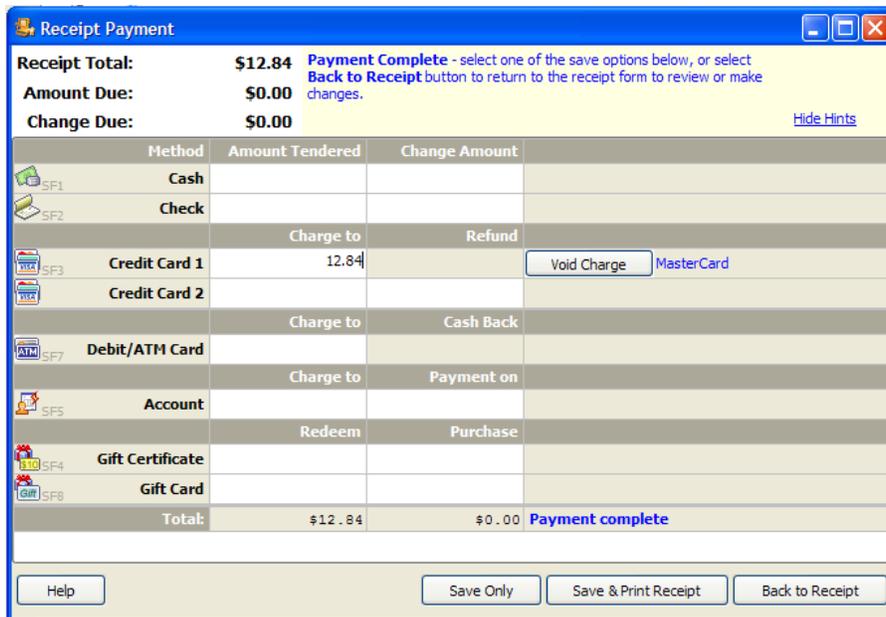
After you finished press the 'Take Payment' button.



Select Credit Card as Payment. A dialog to select the Credit Card type appears. Make the appropriate selection.

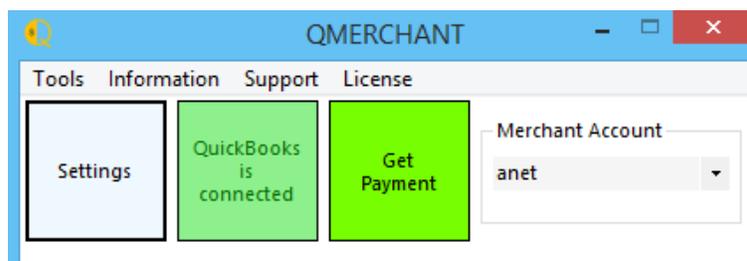


Choose the payment type and return to the previous screen.



Press “Save Only” or Save & Print”. Now you are finished with the QuickBooks part of the payment.

Navigate to the QMerchant Dashboard and press “Get Payment”



The sales receipt is requested from QuickBooks – Point of Sale and presented as follows:

The screenshot shows the 'QMerchant Authorize.Net Payment' window. It contains the following sections:

- Order Information:** Reference: 786711945, PO_Num: 786711945, Description: Store Sale.
- Item Table:**

Item	Description	Price	Qty	Total	Tax
ABC	Second item	123.00	1	123.00	0
123	A test item	12.05	1	12.05	10%
- Summary:** Subtotal: 135.05, Tax: 1.21, Total: 136.26, Currency: USD.
- Credit Card Information:** Card Number: 370000000000002, Exp. MM / YYYY: 2010, CVV: [Redacted], Name on Card: A Bataille.
- Customer Information:** Firstname: Anthony, Lastname: Bataille, Address: [Redacted], City, State, Zip, Country: US, Company, Phone, Email.
- Parameters:** TX-ID/Auth. Code, TX-Type: AUTH_CAPTURE, Payment-Type: CREDITCARD.
- Buttons:** Swipe Card!, Offline, Submit, Print Receipt.

Complete the yellow fields either by swiping a credit card or by entering them manually. Then Press 'Submit' to transfer the data to your payment processor. After completion you see a message box with the result. Depending on your QuickBooks – Point of Sale version, QMerchant will add the transaction id and the authorization code to the sales receipt in QuickBooks POS. You also can hardcopy a receipt with the 'Print' button.

Have in mind, the transaction is recorded in QuickBooks, even if the processing your payment processor fails. So, you are responsible to take corrective actions.

APPENDIX B: AUTHORIZE.NET RESPONSE CODES (EXCERPT FROM AUTHORIZE.NET DOCUMENTATION)

- 2 2 This transaction has been declined.
- 2 3 This transaction has been declined.
This code indicates a referral response.
- 2 4 This transaction has been declined.
The code returned from the processor indicating that the card used needs to be picked up.
- 3 5 A valid amount is required. The value submitted in the amount field did not pass validation for a number.
- 3 6 The credit card number is invalid.
- 3 7 The credit card expiration date is invalid. The format of the date submitted was incorrect.
- 3 8 The credit card has expired.
- 3 11 A duplicate transaction has been submitted. A transaction with identical amount and credit card information was submitted two minutes prior.
- 3 12 An authorization code is required but not present.
- 3 13 The merchant Login ID is invalid or the account is inactive.
- 3 15 The transaction ID is invalid. The transaction ID value is non-numeric or was not present for a transaction that requires it (i.e., VOID, PRIOR_AUTH_CAPTURE, and CREDIT).
- 3 16 The transaction was not found. The transaction ID sent in was properly formatted but the gateway had no record of the transaction.
- 3 17 The merchant does not accept this type of credit card. The merchant was not configured to accept the credit card submitted in the transaction.
- 3 19 An error occurred during processing. Please try again in 5 minutes.
- 3 20 An error occurred during processing. Please try again in 5 minutes.
- 3 21 An error occurred during processing. Please try again in 5 minutes.
- 3 22 An error occurred during processing. Please try again in 5 minutes.
- 3 23 An error occurred during processing. Please try again in 5 minutes.
- 3 25 An error occurred during processing. Please try again in 5 minutes.
- 3 26 An error occurred during processing. Please try again in 5 minutes.
- 2 27 The transaction resulted in an AVS mismatch. The address provided does not match billing address of cardholder.
- 3 28 The merchant does not accept this type of credit card. The Merchant ID at the processor was not configured to accept this card type.
- 3 30 The configuration with the processor is invalid. Call Merchant Service Provider.
- 3 33 FIELD cannot be left blank. The word FIELD will be replaced by an actual field name. This error indicates that a field the merchant specified as required was not filled in.
- 3 34 The VITAL identification numbers are incorrect. Call Merchant Service Provider. The merchant was incorrectly set up at the processor.
- 3 35 An error occurred during processing. Call Merchant Service Provider. The merchant was incorrectly set up at the processor.
- 3 36 The authorization was approved, but settlement failed.
- 3 37 The credit card number is invalid.
- 3 39 The supplied currency code is either invalid, not supported, not allowed for this merchant or doesn't have an exchange rate.
- 3 40 This transaction must be encrypted.
- 3 47 The amount requested for settlement may not be greater than the original amount authorized. This occurs if the merchant tries to capture funds greater than the amount of the original authorization-only transaction.
- 3 48 This processor does not accept partial reversals. The merchant attempted to settle for less than the originally authorized amount.
- 3 49 A transaction amount greater than \$99,999 will not be accepted.

- 3 50 This transaction is awaiting settlement and cannot be refunded. Credits or refunds may only be performed against settled transactions. The transaction against which the credit/refund was submitted has not been settled, so a credit cannot be issued.
- 3 51 The sum of all credits against this transaction is greater than the original transaction amount.
- 3 52 The transaction was authorized, but the client could not be notified; the transaction will not be settled.
- 3 54 The referenced transaction does not meet the criteria for issuing a credit.
- 3 55 The sum of credits against the referenced transaction would exceed the original debit amount. The transaction is rejected if the sum of this credit and prior credits exceeds the original debit amount.
- 3 57 An error occurred in processing. Please try again in 5 minutes.
- 3 58 An error occurred in processing. Please try again in 5 minutes.
- 3 59 An error occurred in processing. Please try again in 5 minutes.
- 3 60 An error occurred in processing. Please try again in 5 minutes.
- 3 61 An error occurred in processing. Please try again in 5 minutes.
- 3 62 An error occurred in processing. Please try again in 5 minutes.
- 3 63 An error occurred in processing. Please try again in 5 minutes.
- 3 66 This transaction cannot be accepted for processing. The transaction did not meet gateway security guidelines.
- 3 68 The version parameter is invalid. The value submitted in `x_cpversion` was invalid.
- 3 69 The transaction type is invalid. The value submitted in `x_type` was invalid.
- 3 70 The transaction method is invalid. The value submitted in `x_method` was invalid.
- 3 72 The authorization code is invalid. The value submitted in `x_auth_code` was more than six characters in length.
- 3 74 The duty amount is invalid. The value submitted in `x_duty` failed format validation.
- 3 75 The freight amount is invalid. The value submitted in `x_freight` failed format validation.
- 3 76 The tax amount is invalid. The value submitted in `x_tax` failed format validation.
- 3 78 The Card Code (CVV2/CVC2/CID) is invalid. The value submitted in `x_card_code` failed format validation.
- 3 84 The device type is invalid. The value submitted in `x_device_type` did not match the configured value.
- 3 85 The market type is invalid. The value submitted in `x_market_type` did not match the configured value.
- 3 86 The response format is invalid. The value submitted in `x_response_format` was not equal to "0" or "1."
- 3 87 This market type is not supported.
- 3 88 The Track1 data is invalid.
- 3 89 The Track2 data is invalid.
- 3 90 ACH transactions cannot be processed. ACH transactions cannot be processed by the card-present system.
- 3 103 This transaction cannot be accepted. A valid fingerprint, transaction key, or password is required for this transaction.
- 3 111 A valid billing country is required. This code is applicable to Wells Fargo SecureSourceSM merchants only.
- 3 112 A valid billing state/province is This code is applicable to Wells Fargo required. SecureSourceSM merchants only.
- 3 120 An error occurred during processing. Please try again. The system-generated void for the original timedout transaction failed. (The original transaction timed out while waiting for a response from the authorizer.)
- 3 121 An error occurred during processing. Please try again. The system-generated void for the original errored transaction failed. (The original transaction experienced a database error.)
- 3 122 An error occurred during processing. Please try again. The system-generated void for the original errored transaction failed. (The original transaction experienced a processing error.)
- 3 123 This account has not been given the permission(s) required for this request.
The transaction request must include the API Login ID associated with the payment gateway account.
- 2 127 The transaction resulted in an AVS mismatch. The address provided does not match billing address of cardholder. The system-generated void for the original AVSrejected transaction failed.
- 3 128 This transaction cannot be processed. The customer's financial institution does not currently allow transactions for this account.

- 2 141 This transaction has been declined. The system-generated void for the original FraudScreen-rejected transaction failed.
- 2 145 This transaction has been declined. The system-generated void for the original card code-rejected and AVS-rejected transaction failed.
- 3 152 The transaction was authorized, but the client could not be notified; the transaction will not be settled. The system-generated void for the original transaction failed. The response for the original transaction could not be communicated to the client.
- 2 165 This transaction has been declined. The system-generated void for the original card code-rejected transaction failed.
- 3 170 An error occurred during processing. Please contact the merchant. Concord EFS – Provisioning at the processor has not been completed.
- 3 171 An error occurred during processing. Please contact the merchant. Concord EFS – This request is invalid.
- 3 172 An error occurred during processing. Please contact the merchant. Concord EFS – The store ID is invalid.
- 3 173 An error occurred during processing. Please contact the merchant. Concord EFS – The store key is invalid.
- 3 174 The transaction type is invalid. Please contact the merchant. Concord EFS – This transaction type is not accepted by the processor.
- 3 175 The processor does not allow voiding of credits. Concord EFS – This transaction is not allowed. The Concord EFS processing platform does not support voiding credit transactions. Please debit the credit card instead of voiding the credit.
- 3 180 An error occurred during processing. Please try again. The processor response format is invalid.
- 3 181 An error occurred during processing. Please try again. The system-generated void for the original invalid transaction failed. (The original transaction included an invalid processor response format.)
- 3 185 This transaction cannot be processed. Merchant is not configured for VPOS.
- 2 201 This transaction has been declined. The expiration date is invalid. This error code applies only to merchants on FDC Omaha.
- 2 202 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The transaction type is invalid.
- 2 203 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The value submitted in the amount field is invalid.
- 2 204 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The department code is invalid.
- 2 205 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The value submitted in the merchant number field is invalid.
- 2 206 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The merchant is not on file.
- 2 207 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The merchant account is closed.
- 2 208 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The merchant is not on file.
- 2 209 This transaction has been declined. This error code applies only to merchants on FDC Omaha. Communication with the processor could not be established.
- 2 210 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The merchant type is incorrect.
- 2 211 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The cardholder is not on file.
- 2 212 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The bank configuration is not on file.
- 2 213 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The merchant assessment code is incorrect.
- 2 214 This transaction has been declined. This error code applies only to merchants on FDC Omaha. This function is currently unavailable.

- 2 215 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The encrypted PIN field format is invalid.
- 2 216 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The ATM term ID is invalid.
- 2 217 This transaction has been declined. This error code applies only to merchants on FDC Omaha. This transaction experienced a general message format problem.
- 2 218 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The PIN block format or PIN availability value is invalid.
- 2 219 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The ETC void is unmatched.
- 2 220 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The primary CPU is not available.
- 2 221 This transaction has been declined. This error code applies only to merchants on FDC Omaha. The SE number is invalid.
- 2 222 This transaction has been declined. This error code applies only to merchants on FDC Omaha. Duplicate auth request (from INAS).
- 2 223 This transaction has been declined. This error code applies only to merchants on FDC Omaha. This transaction experienced an unspecified error.
- 2 224 This transaction has been declined. This error code applies only to merchants on FDC Omaha. Please re-enter the transaction.