



QMerchant Installation for QuickBooks Point-of-Sale

Version 10.0

This document reflects version 10.0.0 of QMerchant.

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

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INSTALLATION

STEP 1: DOWNLOAD QMERCHANT FROM WWW.ADDQIN.COM/QMERCHANT.

QMerchant Fact Sheet

QMerchant integrates **Authorize.Net**, **PayTrace**, PPI Paymover and other providers as payment gateways for **QuickBooks** and **QuickBooks - Point of Sale**.

Supported QuickBooks transactions are Sale, Receive Payment, Credit Memo, Invoice and Sales Order. Whenever you add or modify one of these transactions you can capture this information to charge credit cards or eChecks by using the selected payment gateway.

When using authorize.net as payment gateway the Customer Information Management CIM is supported.

Other features include:

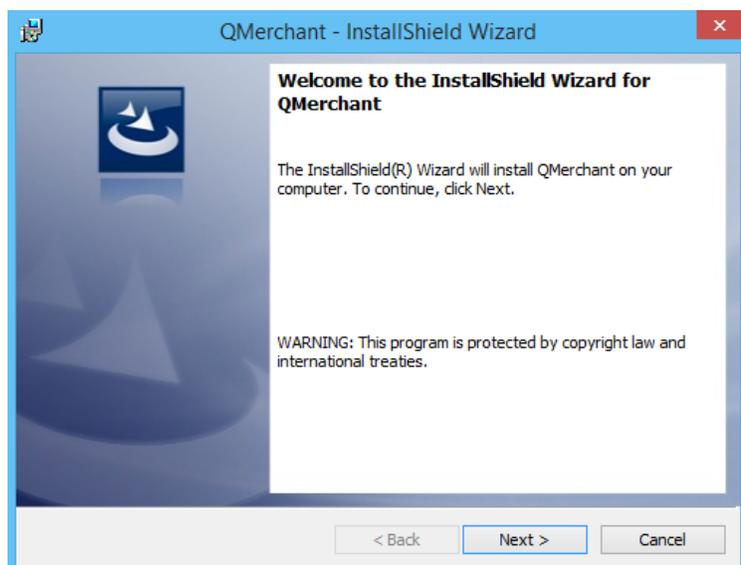
- Offline mode - Accept credit cards without having Internet access and process those later.
- Accept credit card and electronic check payment.
- Print payment receipts.
- Usage outside of QuickBooks as Virtual Terminal.
- Performs transaction types like Authorize, Capture, Void, Credit etc. .
- Level 2 support for reduced credit card transaction fees.
- Level 3 support for purchasing cards with selected payment gateways.
- Support for authorize.net customer information management (CIM)
- Support for various USB magnetic stripe readers.

QMerchant is certified by Authorize.Net as solution for Card Present(CP) and Card Not Present (CNP) transactions. It implements the Wells Fargo SecureSource requirements.

[DOWNLOAD](#)

After download, please run the downloaded executable.

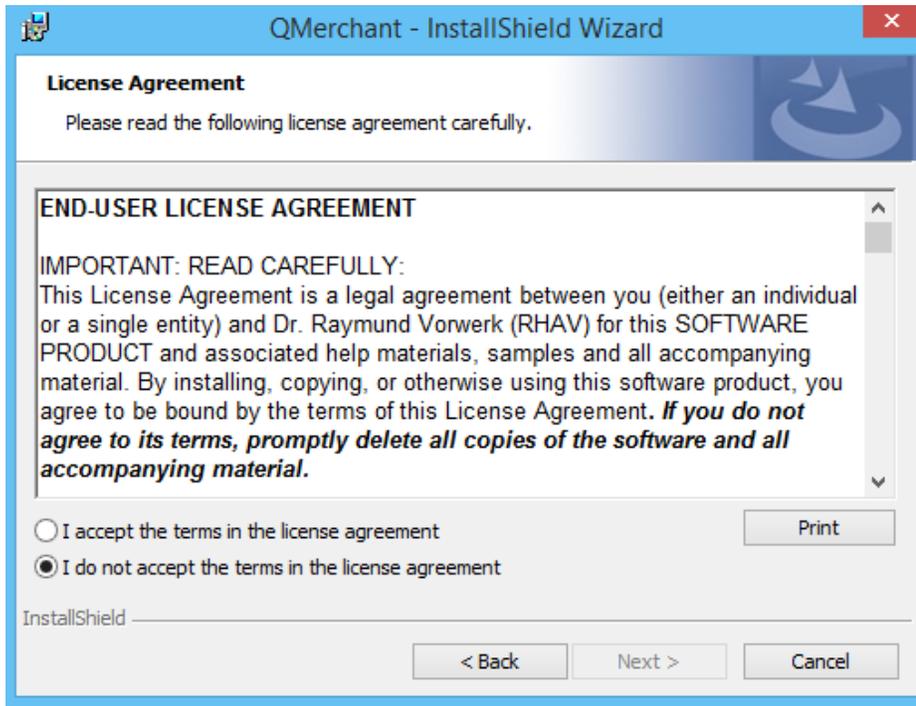
STEP 2: START INSTALLATION.



Click next to continue.

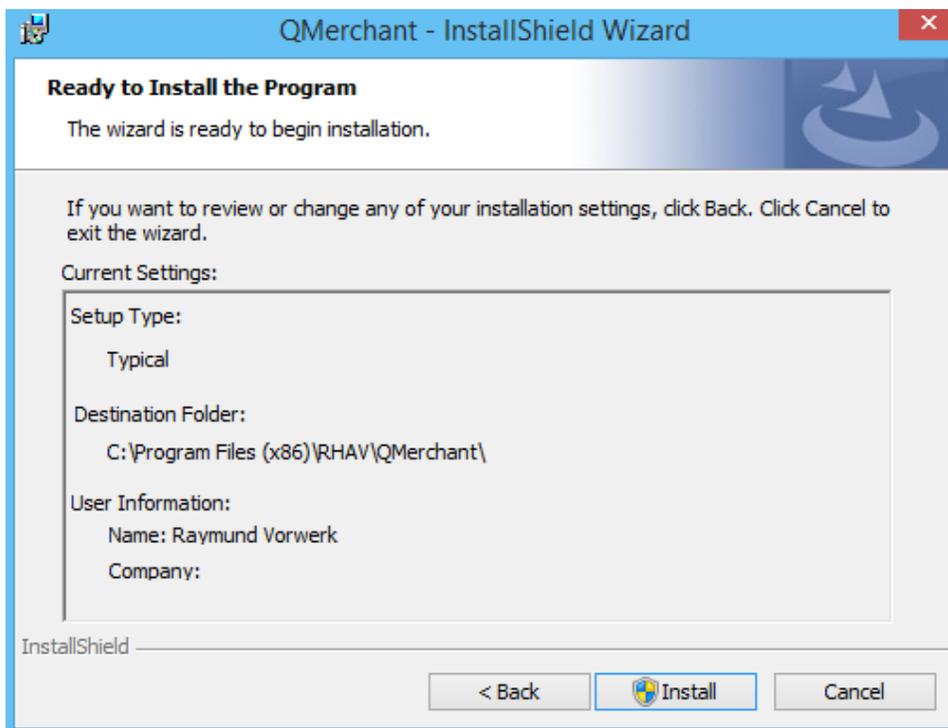
STEP 3: ACCEPT LICENSE.

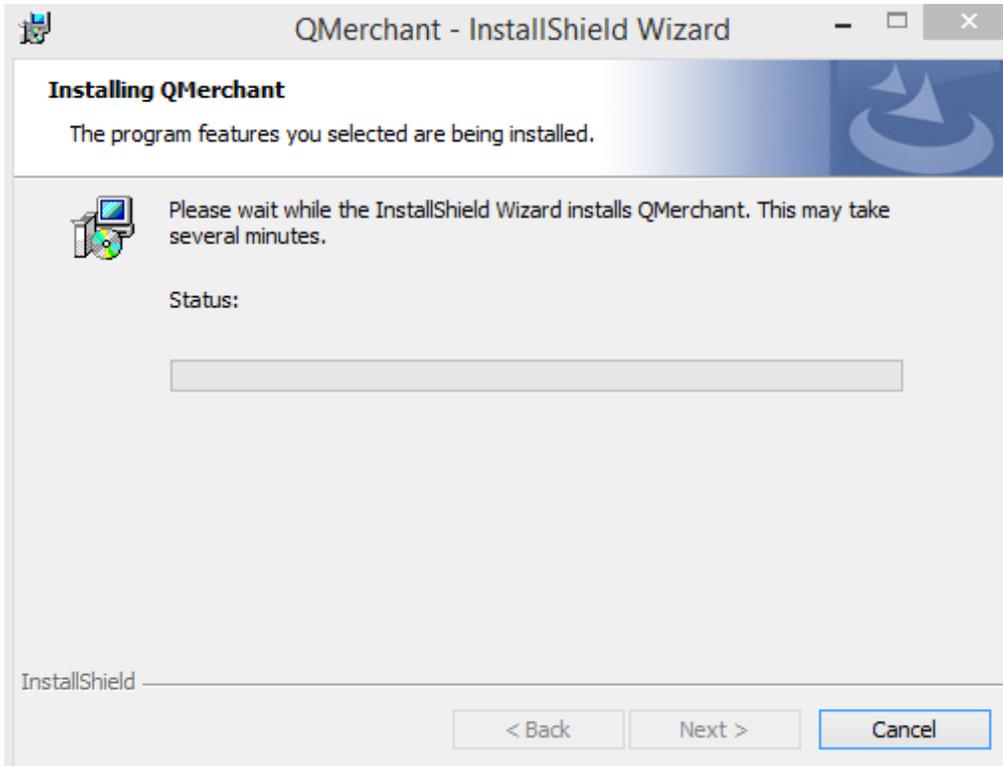
The RHAV license agreement is displayed. You must accept the license, otherwise you cannot use QMerchant.



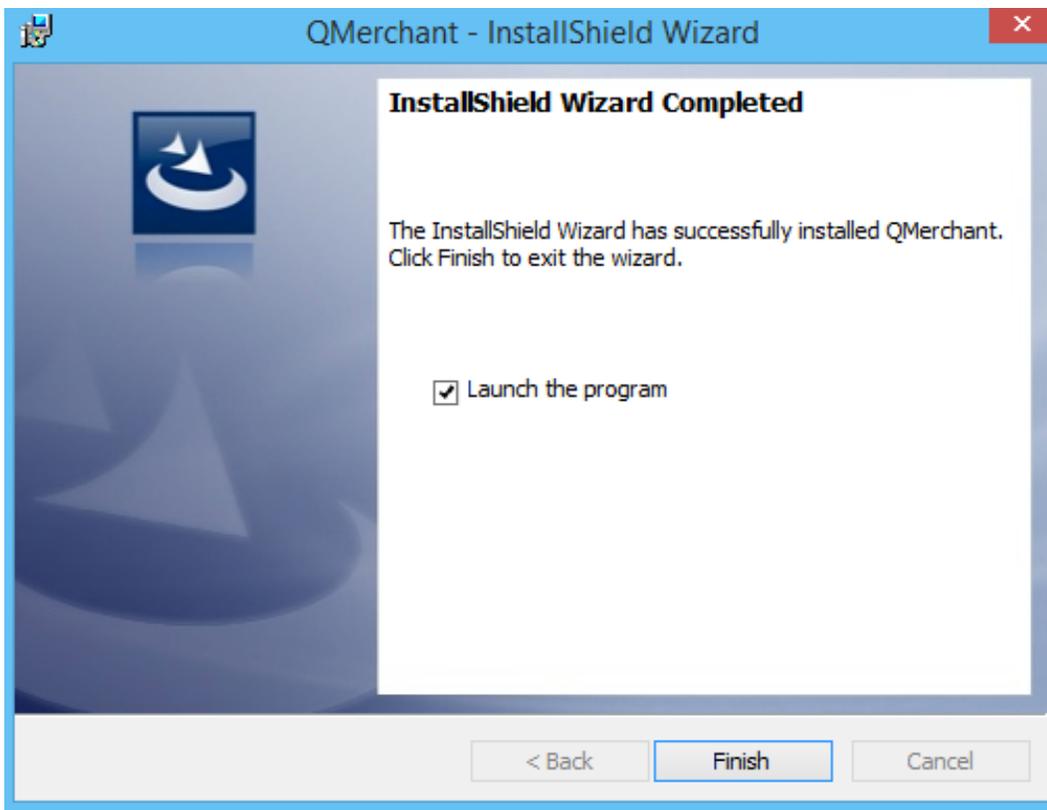
STEP 4: CONFIRM THE INSTALLATION FOLDER.

We recommend leaving it as it is and click 'Install' to complete the installation.



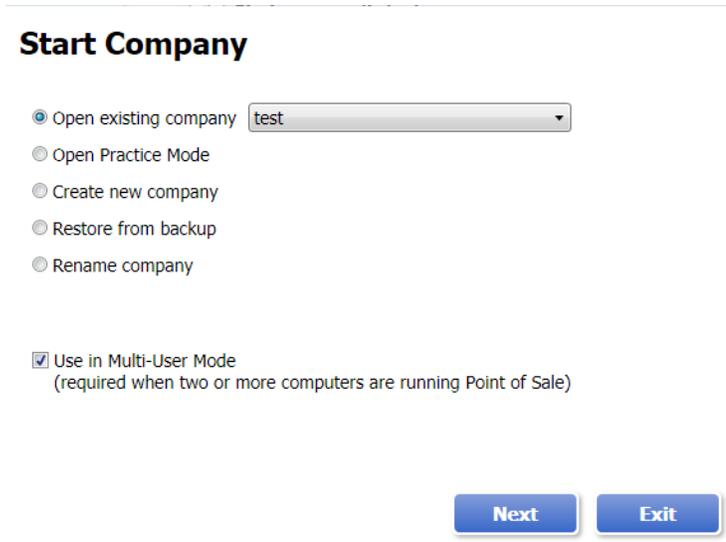


STEP 5: FINISH THE INSTALLATION AND LAUNCH QMERCHANT.



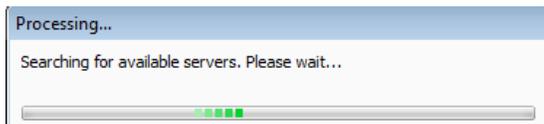
SETUP FOR USE WITH QUICKBOOKS POINT-OF-SALE

Please login as **SysAdmin** (one time only) and make sure that QuickBooks Point-of-Sale is in **network or multi-user 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 behaves like an additional workstation to POS

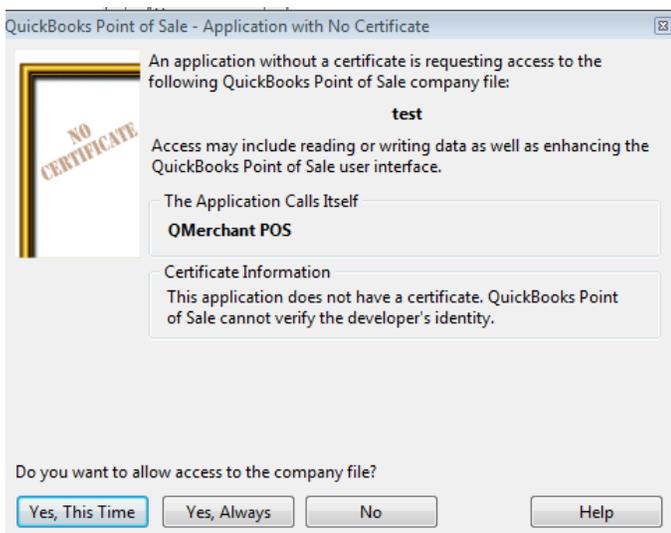


When QMerchant tries to access QuickBooks Point-of-Sale for the first time during the setup dialog or when you connect to QuickBooks, you see the following dialog sequence:

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'.



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.

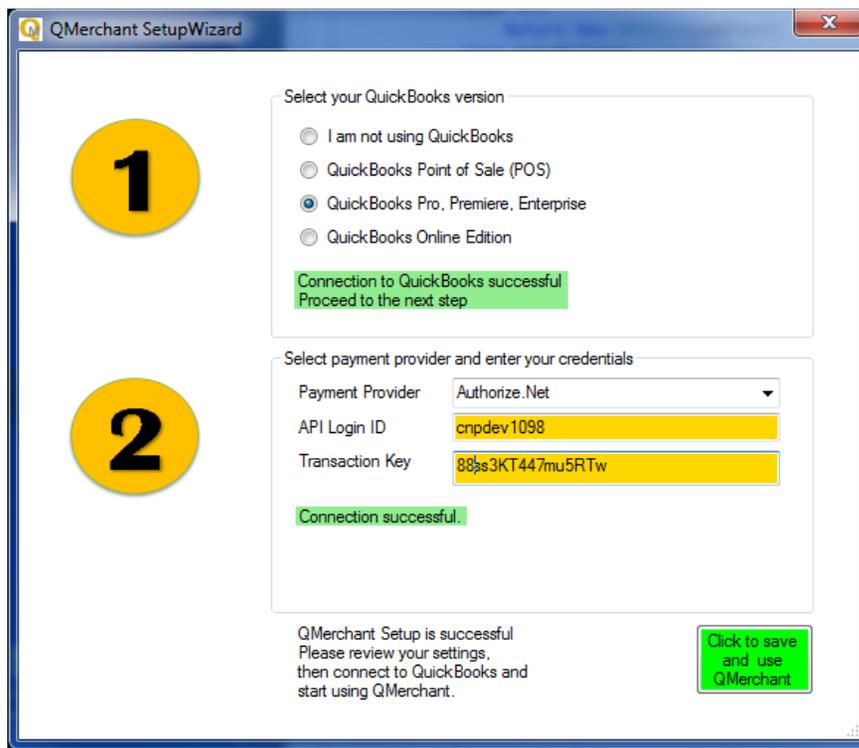
If this is the first time you install QMerchant, some dialogs will appear (as described in the following chapter). Please respond to those dialogs.

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

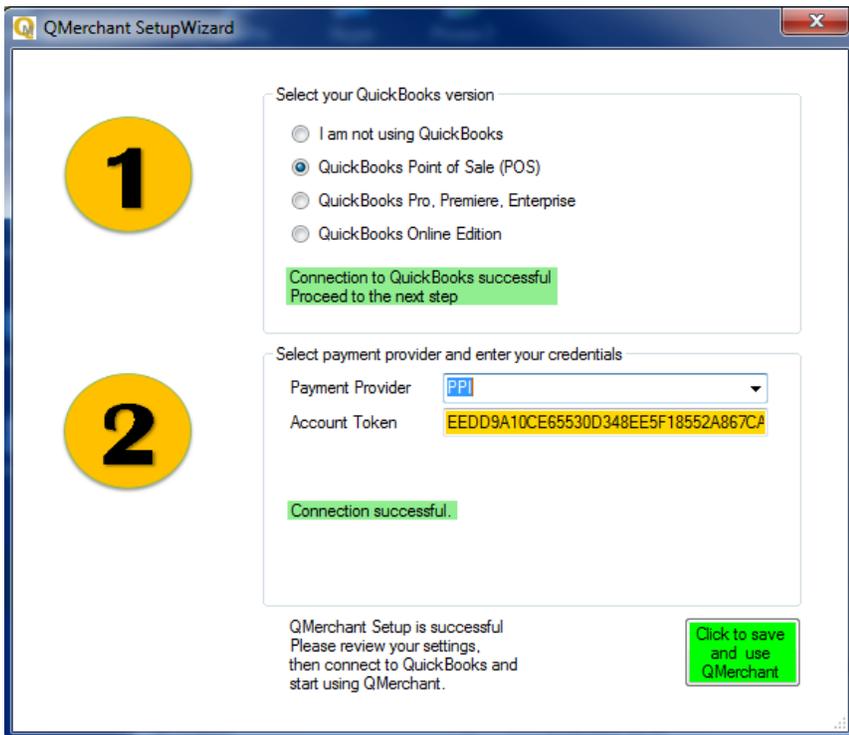
Authorize.net	You need the API Login ID and the transaction key. You get both from the authorize.net merchant website under security settings.
PPI	You need an Account Token. Please ask PPI Paymover for it.
Other	You are going to use one of the other supported payment gateways. Please follow the instructions 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



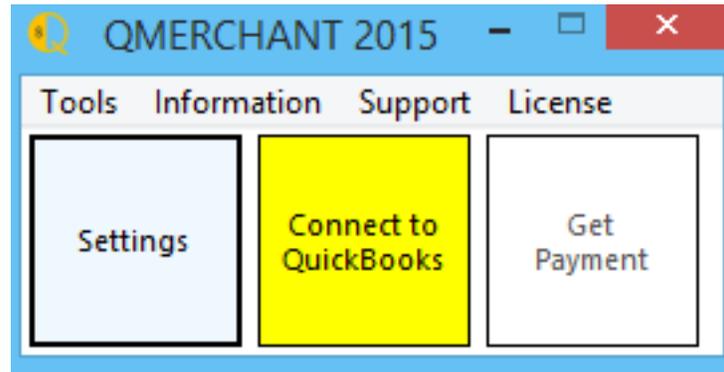
And enter the payment provider information.

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.

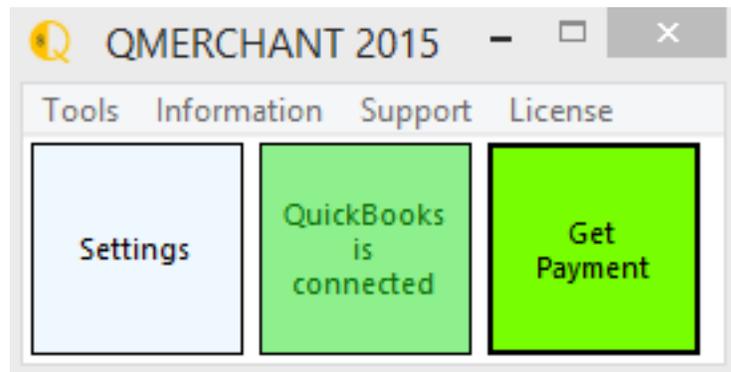
START USING QMERCHANT

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:



Hint:

If you have used Intuit's Integrated Merchant Services to charge credit cards via QuickBooks POS you have to switch it off. Otherwise you are still using Intuit's service. How to switch it off?

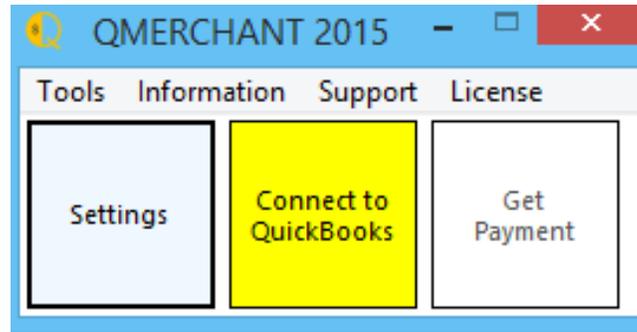
QuickBooks POS version 10 and below: From the File menu select Preferences | Company. Select 'Merchant & Gift Services' and remove the Merchant Number. Then save the settings.

Newer QuickBooks POS version (i.e. 13 and above): Choose File > Setup Interview. Click the Payments Tab. Select No and then click Done.

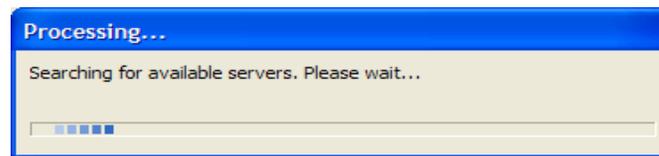
USE QMERCHANT WITH QUICKBOOKS – POINT OF SALE

(The outline of the QuickBooks dialogs may vary and be different depending on the QuickBooks version you use. Please see the Qmerchant manual for other screenshots).

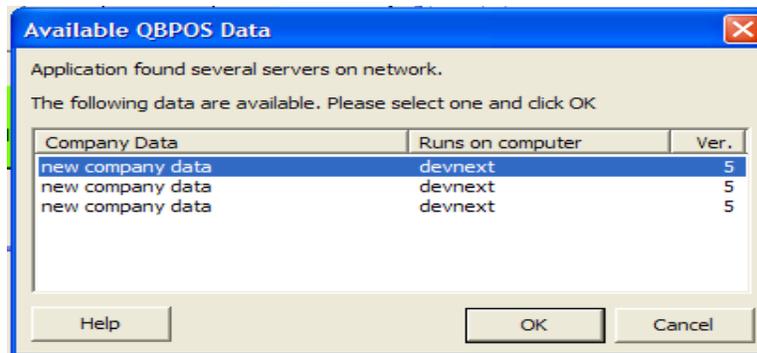
Select QuickBooks – Point of Sale from the QMerchant-Dashboard.



The following dialog appears.

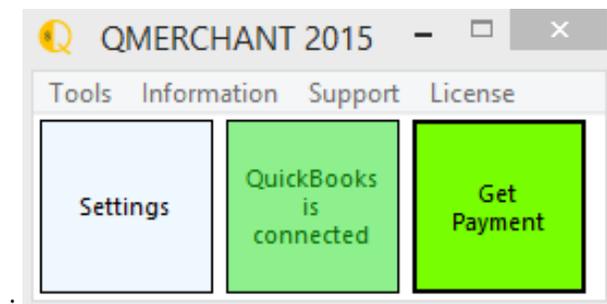


It may take some time until the next screen with the company data selection comes up.



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

VISA MasterCard American Express DISCOVER Diners Club International JCB

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

Cancel

SubTotal	150.00
Tax	0.00
Total	150.00

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

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

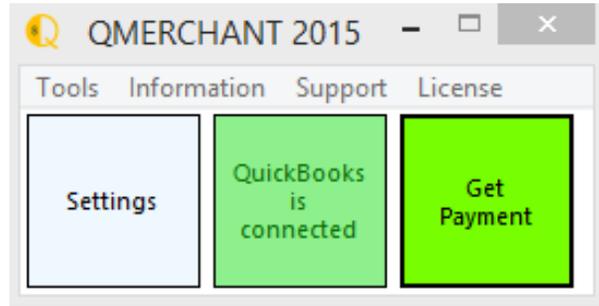
SubTotal	150.00
Tax	0.00
Total	150.00
Visa Credit	-150.00

Cash **✓ Credit** Debit Check Gift Account **Amount Due 0.00**

Put on Hold Cancel Save Only Save & Print

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 (anet) --> Invoice

Order Information

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: addQin Lastname: Qimport4 Tax Exempt

Address: Mahaffey, Mary

City: San Jose State: CA Zip: 95122 Country: United States

Company: Phone: (408) 123-4567 Email: leah@myemail.com

Parameters

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

Swipe Card! Offline

Switched to Edit Mode

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.

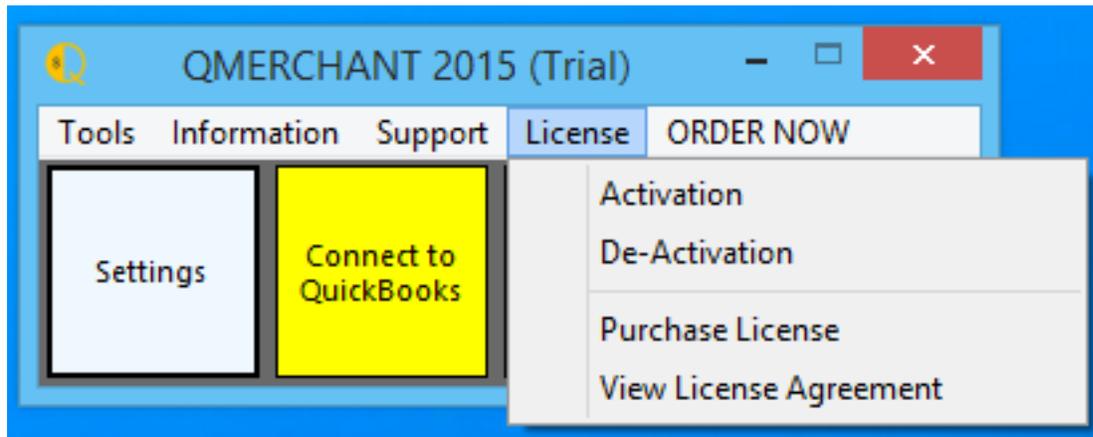
If your customer is going to pay the bill with several credit cards, please enter those different payments in QuickBooks Point-of-Sale. QMerchant will automatically create the necessary number of transactions for approval and processing.

SOFTWARE 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 send 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 re-starts. 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>

SETTINGS

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

The screenshot shows the 'QMerchant Settings' dialog box with the 'Special' tab active. The 'Payment Gateway Information' section includes a dropdown for 'Payment Provider' set to 'Authorize.Net', text boxes for 'API Login ID' (cnpdev1098) and 'Transaction Key' (4LkR3u8S5pb4249H), and checkboxes for 'Test Mode' and 'CARD PRESENT'. The 'Server Address' is set to 'https://test.authorize.net/gateway/transac'. The 'Hardware' section has a 'Card Reader' dropdown set to 'Keyboard', a 'Receipt Printer' dropdown set to 'HP Photosmart 5510 series (Network)', and checkboxes for 'Auto Print' and 'Print Preview' (checked), with a 'Print' button and a page number '1'. The 'QuickBooks Settings' section has 'Transaction Types' (CreditMemo, ReceivePayment, SalesReceipt, Invoice) and 'Payment Types' (Cash, Check, AmericanExpress) lists. The 'Preferences' section has checkboxes for 'Automatically Connect to QuickBooks', 'Send Email Receipt via Payment Gateway', and 'Use ShortCuts', and a checked 'QuickMode' checkbox. 'Save' and 'Cancel' buttons are on the right.

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. Currently authorize.net is supported.
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).

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 in-

	<p>terfaces card readers. Among the supported types are:</p> <p>MagTek Mag Mini 21040101 or newer</p> <p>UIC MSR 213</p> <p>Encrypted devices: (PPI gateway)</p> <p>MagTek MagneSafe card reader</p> <p>MagTek IPad Pin Pad</p>
Receipt Printer	Select the receipt printer you use.
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)	<p>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.</p> <p>For use of Recurring Billing you must check Invoice.</p> <p>Default settings are: 'Sales Receipt', 'Receive Payment', 'Credit Memo'.</p>
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.
Send Email Receipt	<p>Send an email receipt to the customer via the selected payment gateway. Currently supported gateways are:</p> <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.**

TROUBLESHOOT YOUR INSTALLATION

Step 1: Connection to QuickBooks POS

- Make sure that you are in multi user mode. From the POS 'File' menu look if you see 'Switch Company File to Single User Mode'. If you see this, then you are in multi user mode. Otherwise click there to switch to networked or multiuser mode and try to connect Qmerchant to QuickBooks again.
- Make sure that you have logged in as 'SysAdmin' once to give Qmerchant the permissions.

Step 2: Remove Merchant Number from POS.

QuickBooks POS version 10 and below: From the File menu select Preferences | Company. Select 'Merchant & Gift Services' and remove the Merchant Number. Then save the settings.

Newer QuickBooks POS version (i.e. 13 and above): Choose File > Setup Interview. Click the Payments Tab. Select No and then click Done.

Step 3: Check the payment gateway credentials.

- Make sure that you entered the correct credentials in the QMerchant settings. (For PPI also uncheck the test mode. You have to activate the software first).
- From the Qmerchant Tools menu select Virtual Terminal. This opens a payment dialog without using QuickBooks. Enter a total of 1.00, as credit card number 1234567890123456, any expiration date. Ignore the error notifications and click 'Submit'. You should see a result message from the payment gateway stating an invalid credit card number. That's what is expected. If you get any other message, contact the payment gateway and re-check the credentials.
- Close the payment dialog.

Step 4: Make a transaction from POS as described earlier in this guide.