QMerchant Installation for QuickBooks

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.
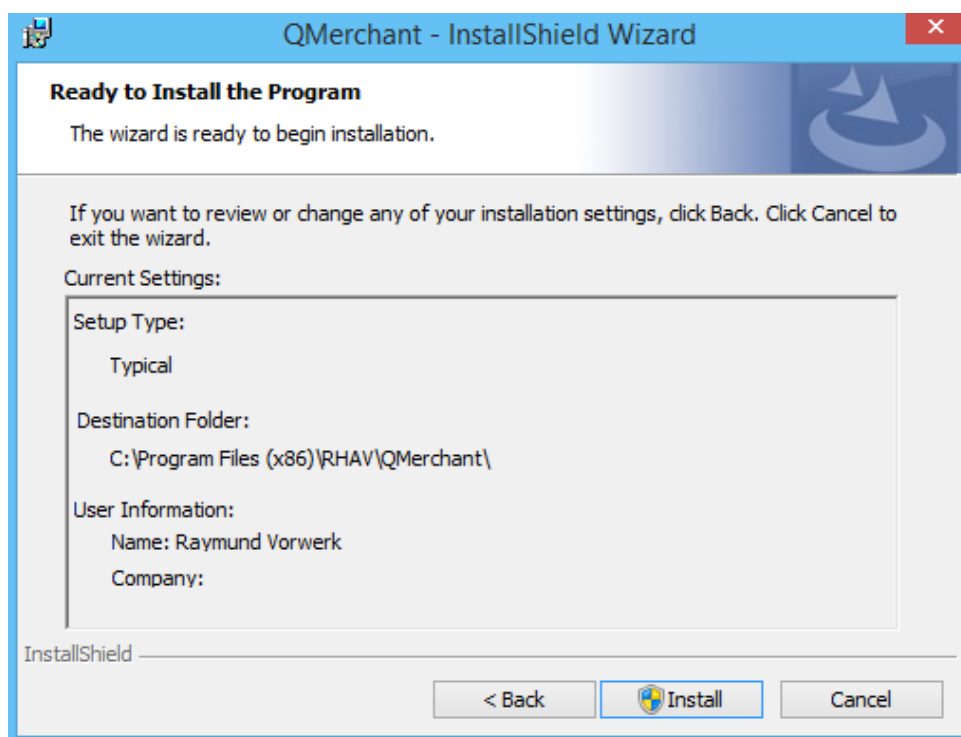
STEP 2: START INSTALLATION.
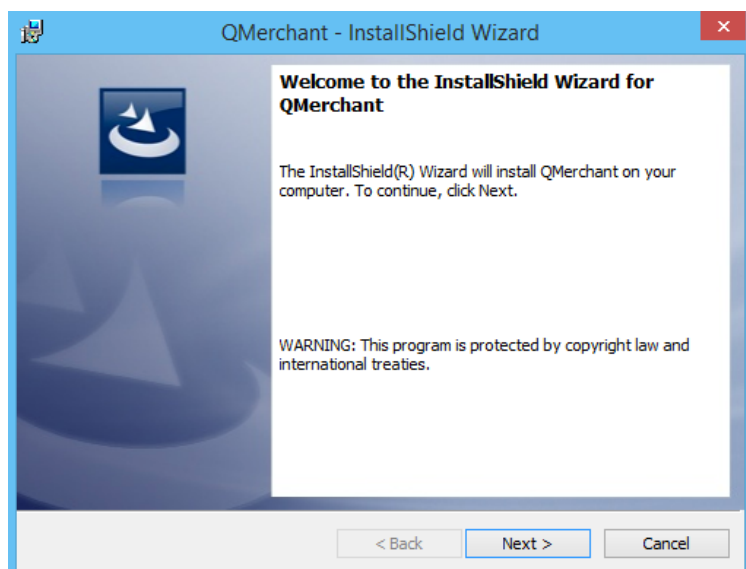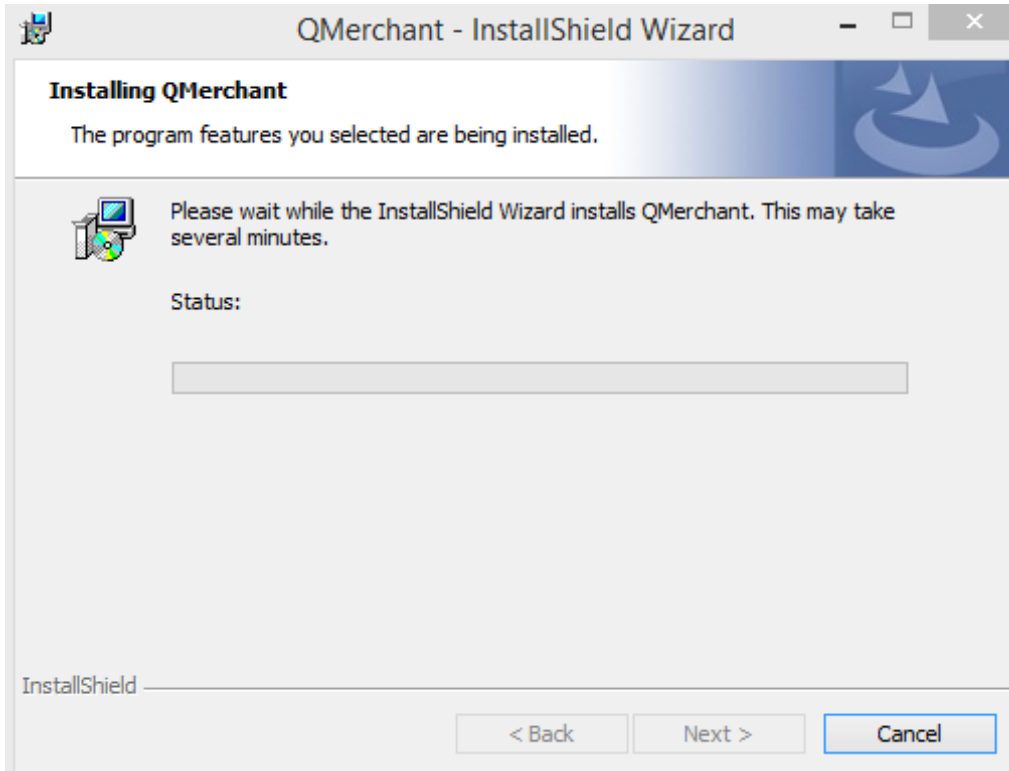
Click next to continue.

STEP 3: ACCEPT LICENSE.

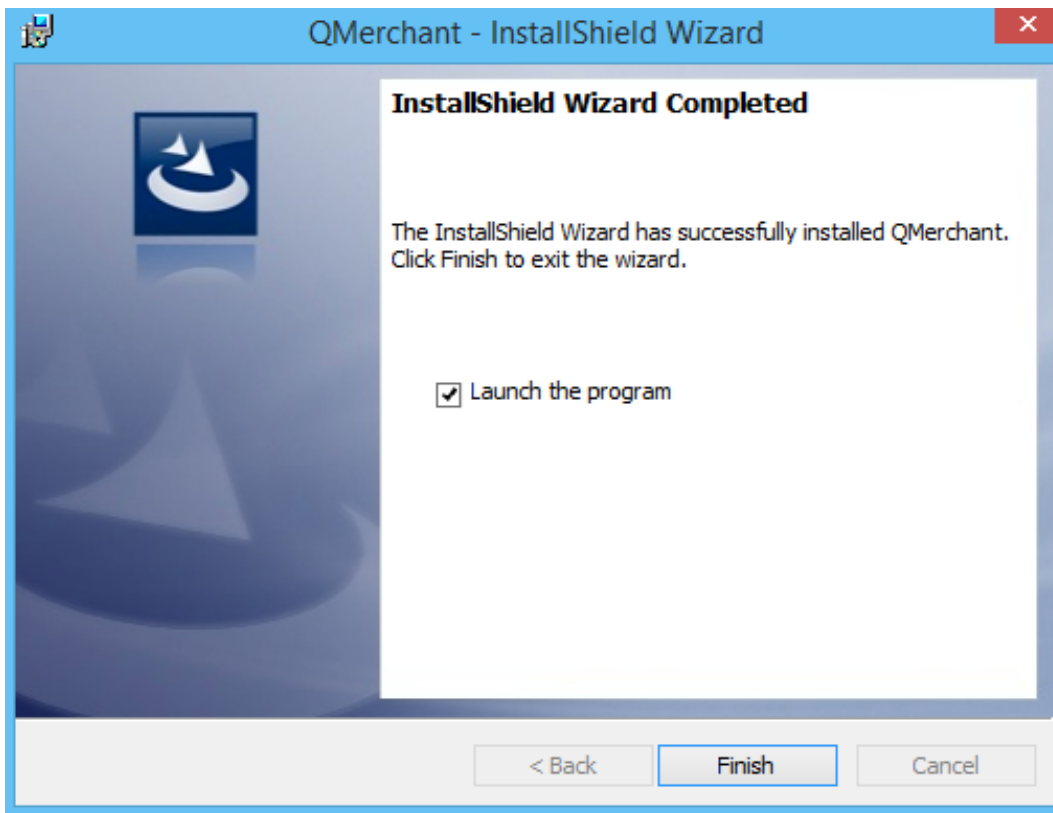The RHAV license agreement is displayed. You must accept the license, otherwise you cannot use QMerchant.

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.

PREPARATION FOR USE WITH QUICKBOOKS

Open your QuickBooks application and login as Administrator and in single user mode (one time only). Then invoke from the menu Edit | Preferences. Choose Integrated Applications and the Company Preferences tab.
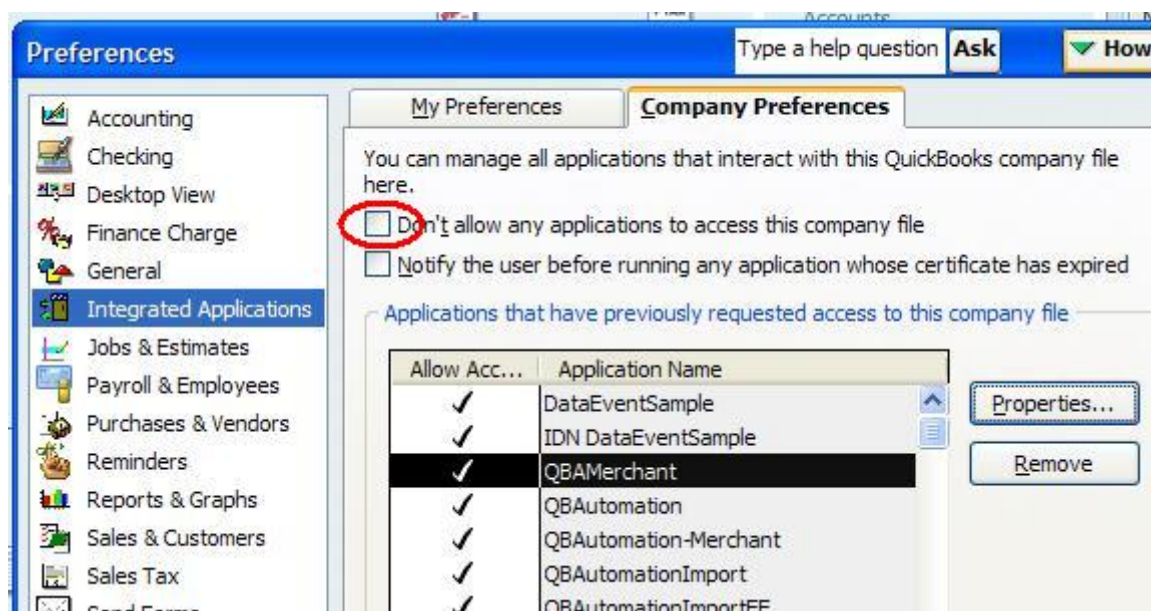

Make sure that the "Don't allow any application to access this company file" is **un-checked**.

SETUP FOR USE WITH QUICKBOOKS

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
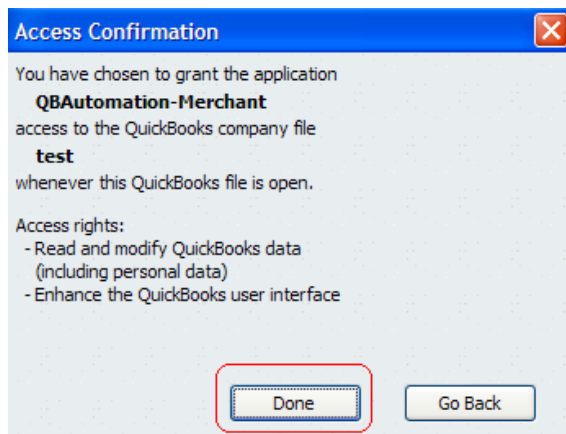
Confirm with 'Done' and the next dialog with Yes.
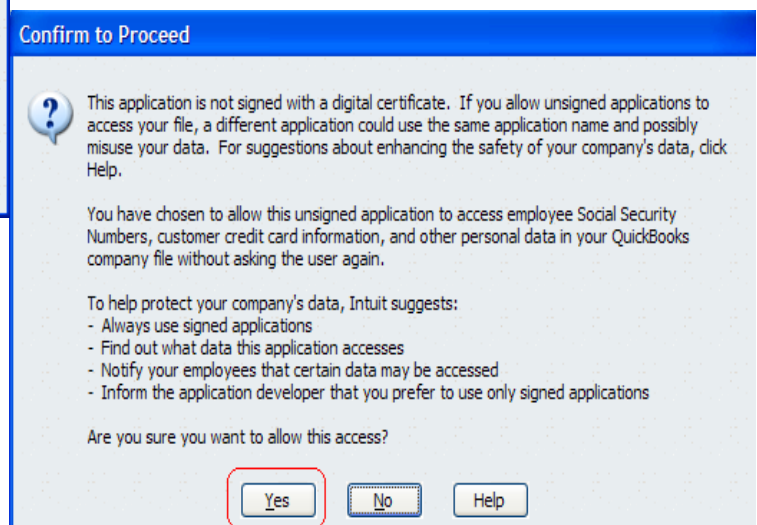
USE THE SETUP WIZARD.

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.
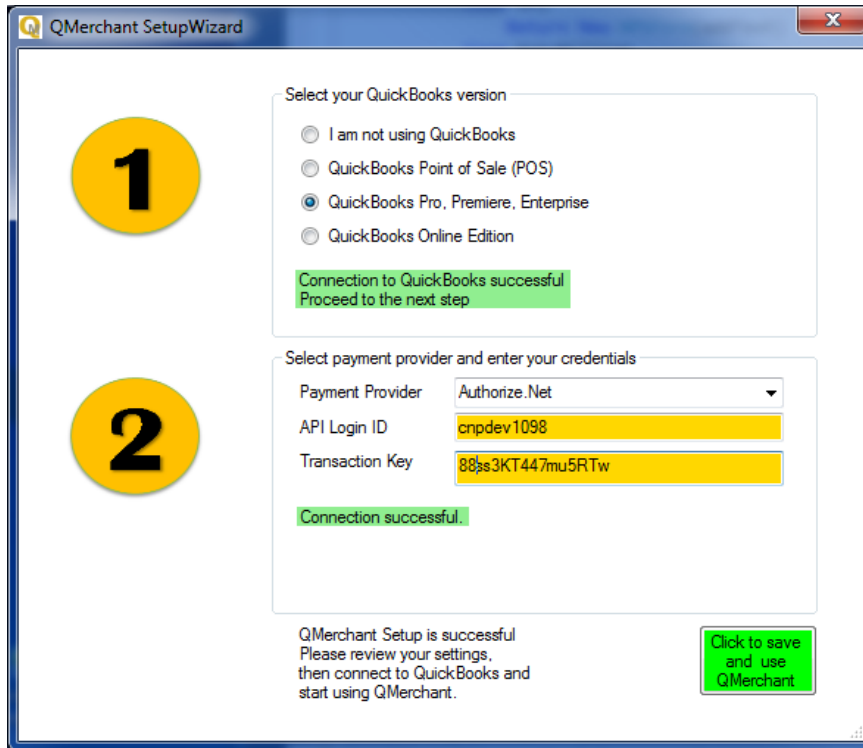
Here is a screenshot of a successful setup for a QuickBooks Point-of-Sale and PPI.
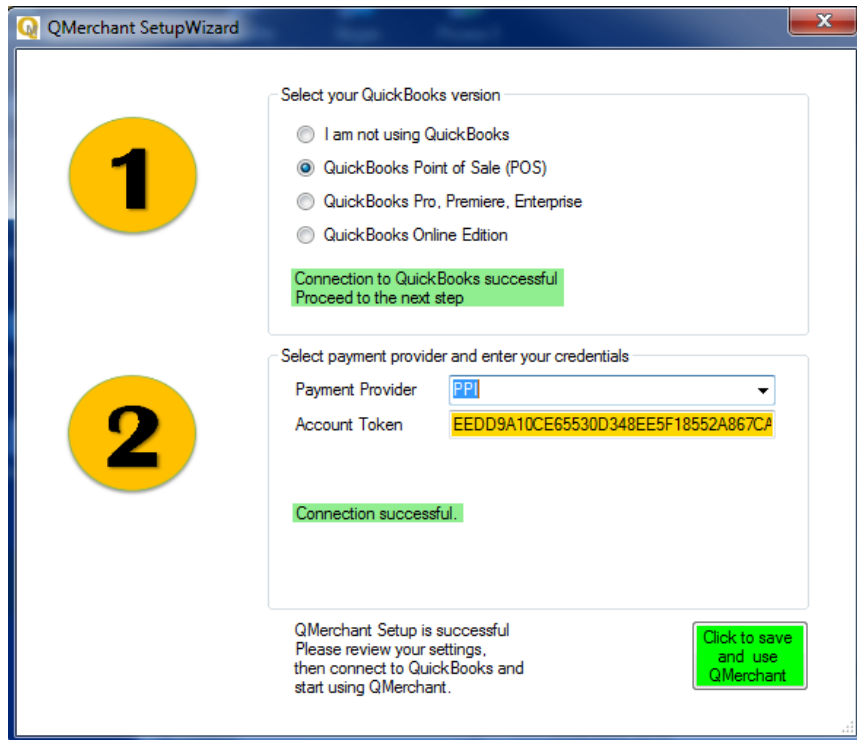
If we are able to establish the connection to your payment provider, you are ready to use QMerchant. Press the 'Ready to use QMerchant' button to close the wizard. Please review your settings, connect to QuickBooks and start with QMerchant.

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.
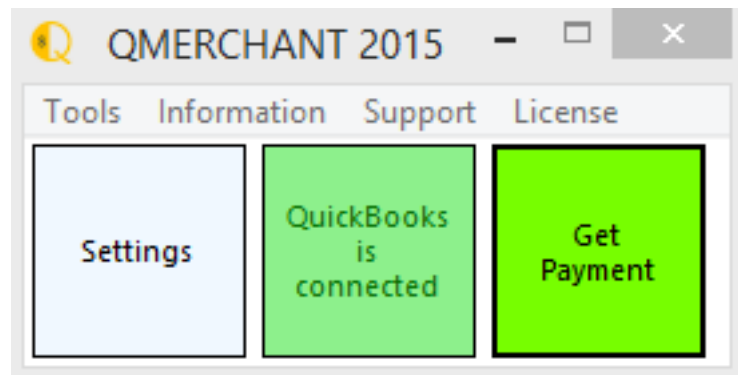
START USING QMERCHANT

From the Dashboard press the yellow button 'Connect to QuickBooks'.
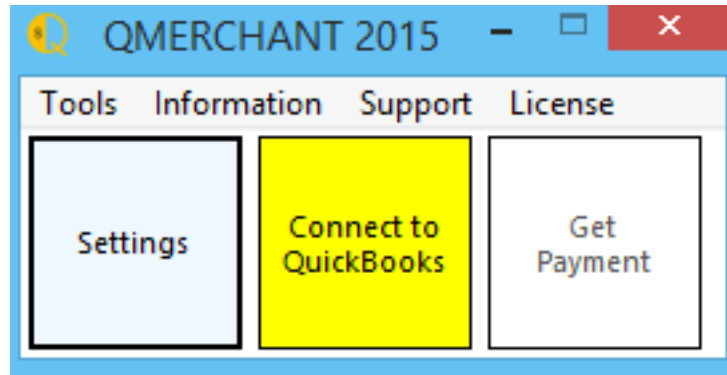
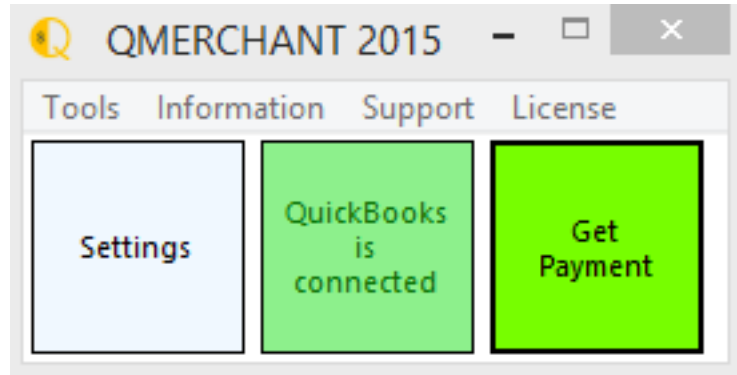By doing that, a connection to QuickBooks is established.

The Dashboard then looks like this:

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:

You either can choose to access the virtual terminal – WITHOUT QUICKBOOKS – or you can process a payment via QuickBooks.

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 screenshots from QuickBooks (2006 as example) we will outline the typical payment procedure. This process remains the same with other QuickBooks version, but the screenshots may look different.

If the notifications are disabled (they are by default), press the green 'Get Payment' button the capture a payment from QuickBooks. Otherwise the payment screen comes up automatically.
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 This section is located in the QMerchant Manual.

WORKING WITH SALES RECEIPTS

This is a sample. For other transaction types like Invoices, please consult the QMerchant manual.

(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 information of the sales receipt is now 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.

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 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:

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 that field 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.

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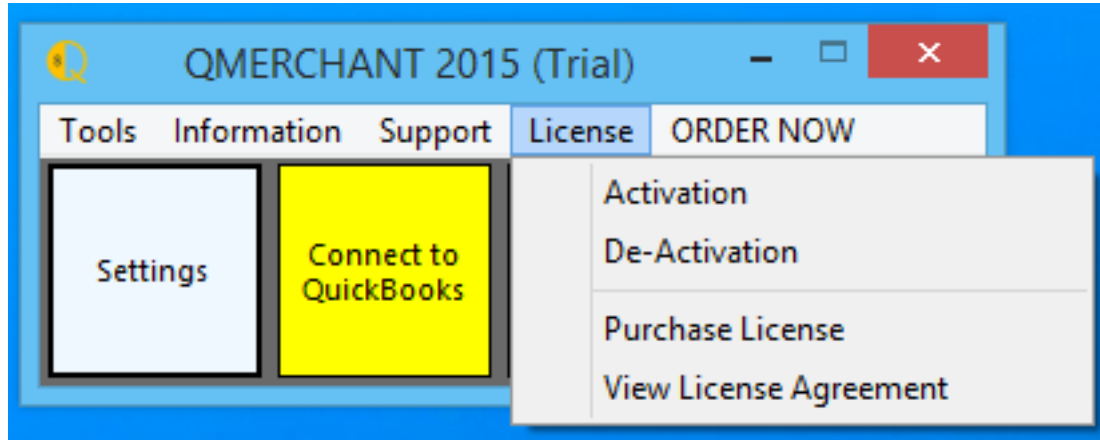
In the dialog, copy and paste the activation code and press ok. **After the activation process finished QMerchant restarts. Then open the settings dialog and un-check the test mode check box. Leave the settings dialog with save.**

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

SETTINGS

Open the Settings dialog (the box in the lower left).
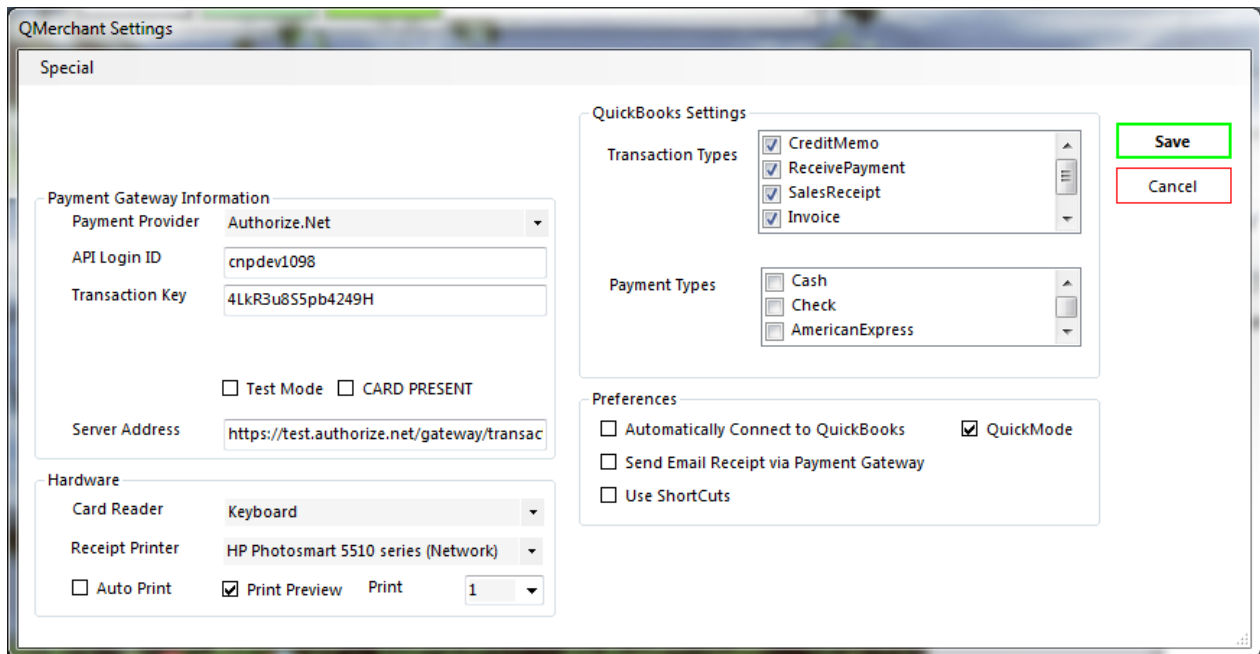
The picture above shows an example for authorize.net settings. Please read the explanations below.

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. *https://secure.authorize.net/gateway/transact.dll* For card present accounts: *https://cardpresent.authorize.net/gateway/transact.dll*
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. *https://paytrace.com/api/default.pay*
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-

	terfaces 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.
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.

Send Email Receipt	Send an email receipt to the customer via the selected payment gateway. Currently supported gateways are:
	    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: 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 Quick-Books. 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.