

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.

😥 QMerchant - InstallShield Wizard	×
License Agreement Please read the following license agreement carefully.	E
END-USER LICENSE AGREEMENT	^
IMPORTANT: READ CAREFULLY: This License Agreement is a legal agreement between you (either a or a single entity) and Dr. Raymund Vorwerk (RHAV) for this SOFT PRODUCT and associated help materials, samples and all accomp material. By installing, copying, or otherwise using this software pro agree to be bound by the terms of this License Agreement. If you d agree to its terms, promptly delete all copies of the software an accompanying material.	an individual WARE banying boduct, you fonot dall v
O I accept the terms in the license agreement	Print
 I do not accept the terms in the license agreement 	
InstallShield	
< Back Next >	Cancel

STEP 4: CONFIRM THE INSTALLATION FOLDER.

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

闄	QMerchant - InstallShield Wizard
Read The	dy to Install the Program e wizard is ready to begin installation.
If y exi Cur	you want to review or change any of your installation settings, click Back. Click Cancel to it the wizard. rrent Settings:
Se	tup Type:
	Typical
De	estination Folder:
	C:\Program Files (x86)\RHAV\QMerchant\
Us	er Information: Name: Raymund Vorwerk Company:
InstallSh	hield
	< Back 🚱 Install Cancel

謾	QMerchant - InstallShield Wizard -
Installing The prog	gram features you selected are being installed.
P	Please wait while the InstallShield Wizard installs QMerchant. This may take several minutes.
	Status:
InstallShield -	
	< Back Next > Cancel

STEP 5: FINISH THE INSTALLATION AND LAUNCH QMERCHANT.

QMer	rchant - InstallShield Wizard
2	InstallShield Wizard Completed The InstallShield Wizard has successfully installed QMerchant.
	Click Finish to exit the wizard.
	< Back Finish Cancel

PREPARATION FOR USE WITH QUICKBOOKS

Open your QuickBooks application and login as <mark>Administrator</mark> and in <mark>single user mode</mark> (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



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 in- structions 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.

Q QMerchant SetupWizard		Statute Max Million and Sold	×
1	Select your QuickBook I am not using Q QuickBooks Poir QuickBooks Pro QuickBooks Onl Connection to Quick Proceed to the next s	s version uickBooks nt of Sale (POS) , Premiere, Enterprise ine Edition Books successful step	
2	- Select payment provide Payment Provider API Login ID Transaction Key Connection success	er and enter your credentials Authorize.Net cnpdev1098 88jss3KT447mu5RTw	
	QMerchant Setup is : Please review your s then connect to Quic start using QMerchar	successful ettings, and use QMerchar t.	re t

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

Q QMerchant SetupWizard		x
1	Select your QuickBooks version I am not using QuickBooks QuickBooks Point of Sale (POS) QuickBooks Pro, Premiere, Enterprise QuickBooks Online Edition Connection to QuickBooks successful Proceed to the next step	
2	Select payment provider and enter your credentials Payment Provider Account Token EEDD9A10CE65530D348EE5F18552A867CA Connection successful.	
	QMerchant Setup is successful Click to save Please review your settings, and use then connect to QuickBooks and QMerchant start using QMerchant. QMerchant	

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

Settings

And enter the payment provider information.

After installation you see the following icon \checkmark 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'.

QMERCH	ANT 2015	- 🗆 🗙
Tools Inform	ation Support	License
Settings	Connect to QuickBooks	Get Payment

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.

A <u>d</u> dress Info	Additional Info	Payment Info	<u>J</u> ob Info	1 · · · ·
Account No. 370	00000000002			
Credit Limit US	D			
Preferred Payme	nt Method			
American 🔻				
Credit Card No.	37000000000002	Exp. Date	12 / 2013	
Name on card	Anthony Bath			
Address	Rain Blvd. 13			
Zip / Postal Code	12345			

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.

Pat	der Informat	ion no N			Descrip							
NE!	erence				Descrip							
91		41005	3754		Invoice							
	Item	Descriptio	on				Price		Qty	Total		Тах
	Student							3.00	10		30.00	Тах
1			1	_				_				
2	Subtotal	30.00	Тах		0.00	Tot	tal			30.00	USD	•
re	dit Card Inf	ormation										
	Card Number			EXP	5. MM /							
\$70	000000000000000000000000000000000000000	102		09	/	2014	123	4				
Nar ZIP	me on Card	addQin (Addr	QImpor ess A	t4 VS Syste	em Add	ress						
Nar ZIP Cu:	me on Card	addQin (Addr	QImpor	t4 VS Syste	em Add	ress				51	wipe (ard !
ZIP Cu: First	me on Card 12345 stomer Infor	addQin (Addr	QImpor ess A La	t4 VS Syste stname	em Add	ress V Ta	ax Exem	hpt		ız ⊐ ot	wipe C	ard !
Nar ZIP Cu: First	me on Card 2 12345 stomer Infor tname dQin	addQin (Addr rmation	QImpor ess A La Q	t4 VS Syste stname Import4	em Add	ress V Ta	ax Exem	npt	•	12 D 01	wipe (ard !
Nar ZIP Cu: First adu	me on Card 12345 stomer Infor triame dQin dress	addQin (Addr	QImpor ess A La Q	t4 VS Syste stname Import4	em Add	ress I Ti	ax Exem	npt	•	51 [] 01	wipe C ffline	iard !
Nar ZIP Cu: First Add Ma	me on Card 12345 stomer Infol tname dQin dress shaffey, Mar	addQin (Addr rmation	QImpor ess A La Q	t4 VS Syste stname Import4	em Add	ress	ax Exem	npt	* 	51 □ 01	wipe C ffline Sub	ard !
Cu: First Add Ma City	me on Card 12345 stomer Infor tname dQin dress shaffey, Mar	addQin (Addr rmation	QImpor ess A La Q State	t4 VS Syste stname Import4 Zip	em Add	Count	ax Exem	npt	•	51 □ 01	wipe C ffline Sub	ard !
Nar ZIF Cu: First Add Ma City Sar	me on Card p 12345 stomer Infor tname dQin dress ahaffey, Mar r n Jose	addQin (Addr rmation	QImpor ess A La Q State CA	t4 VS Syste stname Import4 Zip 9512:	em Add	Count United	ax Exem Ty I State:	npt s 👻		51 01	wipe C ffline Sub	ard !
Cu: First Add Ma City Sar Con	me on Card 2 12345 stomer Infor tname dQin dress shaffey, Mar, r n Jose mpany	addQin (Addr rmation	La La Q State CA Phone (408)	t4 VS Syste stname Import4 21p 95122	em Add	Count United Email Ieah@n	ax Exem Ty J States	s v		51 □ 01	wipe C ffline Sub	ard !
Cu: First Add Ma City Sar Con	me on Card 12345 stomer Infortname dQin irress halffey, Mar, r n Jose mpany	addQin (Addr rmation	La La Q State CA Phone (408)	t4 VS Syste stname Import4 2ip 9512: 123-456	em Add	Count United Email leah@n	ax Exem 7y 1 State: nyemail	s v		51 □ 01	wipe C ffline Sub	ard !
Nar ZIF First Add Ma City Sar Con Par TX-	me on Card	addQin (Addr rmation	Qimpon ess A La Q State CA Phone (408) TX-Tyr	t4 VS Syste stname Import4 21p 95122 123-456	em Add	Count United Email Ieah@n	ax Exem 7y 1 State: nyemail yment-T	spt s v		¹² □ 01	wipe C Iffline Sub	ard !

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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:

order Inform	ation							
Reference	108796959	1		PO_N	um 1087	7969591		
Description	Store Sale	1						
Item	Descriptio	on			rice	Qty	Total	Tax
123	A test item	13			12.05	1	12.05	10%
ABC	Second ite	em			123.00	1	123.00	0
					8			
•				li				•
Subtotal	135.05	Tax	1.21	Tota	ı 136	.26 Cu	rrency USD	•
Name	00002		09 /	2010				
Name or A Bataille Authorize	Net Message Net Message (This transa AuthCode: TransID : 21 TxType: Ca	e vbpHto 147653352 rd Present	09 /	2010 ved.	ampt] Offline Submi	(t

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:

Header Colu	umns	Foo	ter	Print	
Ship to		-	Ship	То	
Check Number	V	V	Chec	k No.	
Payment Method	1	1	Paym	nent Method	
Due Date			Due I	Date	
REP 📃		1000	Rep		
Account Number			Acco	unt #	
Ship Date			Ship	Date	
Ship Via			Ship	Via	
FOB			FOB		
Project/Job		V	Proje	ect	
Other			Othe	r	
Q_Authorization	V		Q_AL	uthorization	
Q_RB_Rate			Q_RE	B_Rate	
Q_RB_Intv			Q_RE	B_Intv	
Q_RB_Occ			Q_RE	B_Occ	
Other 1			Othe	r 1	

F

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.

🖶 Enter Sales Receipts			Type a h	elp question	Ask 🗸	How Do I?	
🔁 Previous 🕩 Next 🗳	- 🗔 - 🖪 -	🗟 📝 Spelling	Co History	🖞 🖄 Time/Co	sts 🛃 Ge	et Online Pmts	
Customer: <u>J</u> ob JimBlaisdell	Class					Template Custom Sales	Customize
Sales Receipt					Dat 08/25/20	te 05 🔝 888	Sale No. 409578
Sold To 18293 Mullfield Village Leesburg, VA 20176							
			Check No.	Payment Meth	od FC	B 5066	Tx id 46319/45
Item Description			Qty	Rate	Class	Amount	Tax
Uncategorized			1	34.95		34.95	Non 🔼
					(0.00()		<u> </u>
Message	*		Tax		(0.0%)	0.00	
					Total	34.95	
To be printed To be e-	mailed Customer T	a <u>x</u> Code	Memo VOID):			
			Process cr	edit card pavn	nent when sav	ring	
	alaalaalaa araanaa			Save & Clo	se Sav	e & New	Revert

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 <u>http://www.addqin.com/QMerchant</u>. 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.

QMERCHANT 2015 (Trial) – 🗆 🗙				
Tools Inform	ation Support	License	ORDER NOW	
Settings	Connect to QuickBooks	Act De- Pur Vier	ivation Activation chase License w License Agreement	

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).

QMerchant Settings	A	and the second se
Special		
		QuickBooks Settings
Payment Gateway Info Payment Provider API Login ID Transaction Key	rmation Authorize.Net • cnpdev1098	Payment Types
Server Address	Test Mode CARD PRESENT	Preferences AmericanExpress VulckBooks QuickMode
Hardware Card Reader	Keyboard 🗸	 Send Email Receipt via Payment Gateway Use ShortCuts
Receipt Printer	HP Photosmart 5510 series (Network) 👻	
Auto Print	Print Preview Print 1 -	

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 of the PayTrace server.
Address	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	(you must obtain this information from Payment Processing Inc.) Account Token generated from Payment Processing.
Account Token	(you must obtain this information from Payment Processing Inc.) Account Token generated from Payment Processing. Check this if you have a Retail (industry type) account. Otherwise DI- RECT MARKETING is assumed. In case you use a card reader, those transactions are automatically assigned to the industry type RETAIL.
Account Token RETAIL	(you must obtain this information from Payment Processing Inc.) Account Token generated from Payment Processing. Check this if you have a Retail (industry type) account. Otherwise DI- RECT MARKETING is assumed. In case you use a card reader, those transactions are automatically assigned to the industry type RETAIL. Hardware

	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 transac- tion.
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 pay-
	ment types for QuickBooks Point of Sale)
	Chaosa the QuickBooks transaction types for navment processing
	(check all that apply) Currently we support the following transaction
	types from QuickBooks: 'Sales Receipt' 'Receive Payment' 'Credit
Transaction Types	Memo' 'Invoice' and 'Sales Order' We recommend checking the first
(not available with POS)	three transaction types.
	For use of Recurring Billing you must check Invoice.
	Default settings are: 'Sales Receipt', 'Receive Payment', 'Credit
	Memo'.
л 	Which types of payment will be handled by your payment processor
Payment types	(check all that applies)? These payment types are defined in Quick-
	Books 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.
Oiskaa-da	When checked, a minimal payment window is shown for the usual day
QuickMode	to day transactions.
	Send an email receipt to the customer via the selected payment
Cond Succit D	Send an email receipt to the customer via the selected payment gateway. Currently supported gateways are:
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)

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 no-tifications 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 recheck the credentials.
- Close the payment dialog.