VAULT
100 PLUGIN

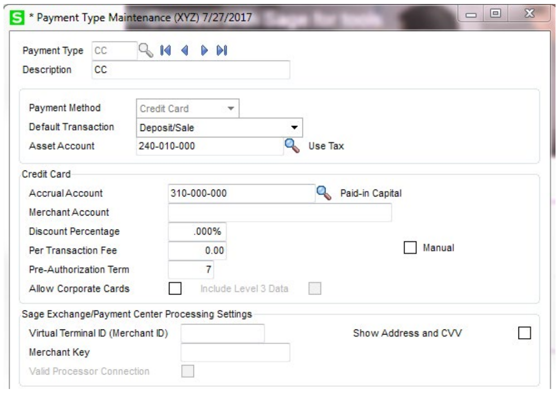
POWERED BY
ElectronicPayments

USER MANUAL

PAYMENT TYPE SETUP

New UDF_MANUAL field (created through Custom Office and included in the Vault Plugin installs).

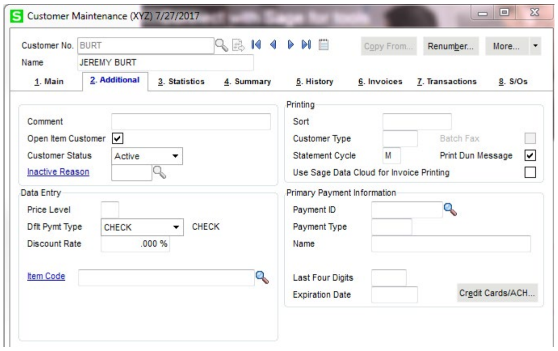
- Use this field if the Payment Type will be utilized for manual entry of credit card information.
- Payment Types marked with the MANUAL checkbox will not process through the Gateway and will require editing of the Transaction Code & Authorization Code.



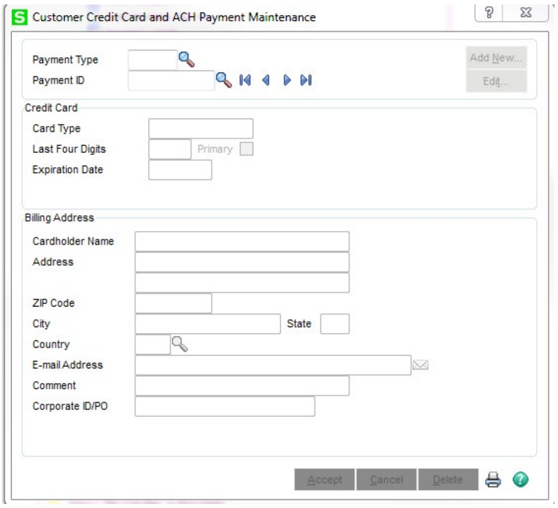
CREATE NEW CARD FOR SAGE CLIENT

AR CUSTOMER MAINTENANCE

- Tab 2 – Additional > Credit Cards button.

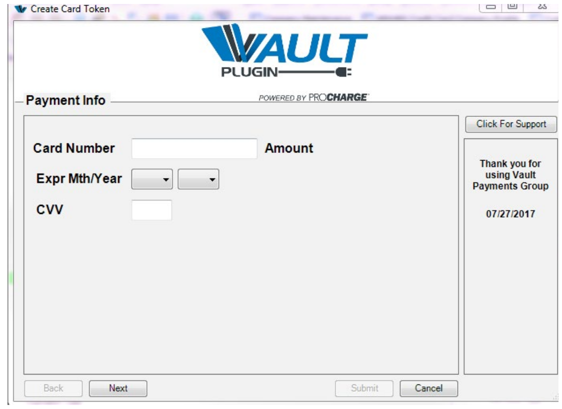


- Payment Type – Choose the payment code (i.e., Visa).
- Payment ID – User defined to identify card. Use a 5 digit code with A-V-M-D as first.
- Character to identify type of code (Amex-Visa-MC-Discover) and then the last 4 digits of the card.

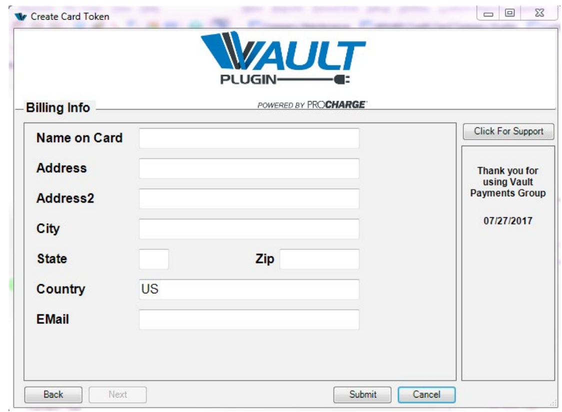


CREATE NEW CARD FOR SAGE CLIENT (CONTINUED)

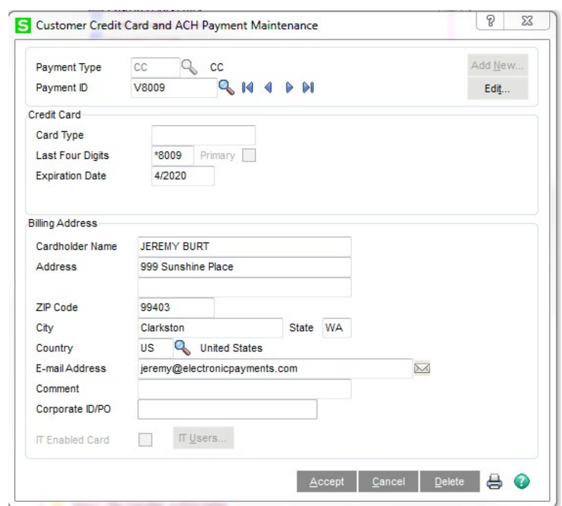
- Enter the payment information.



- Enter the billing information.
- Credit Card Billing Address comes back from Vault.

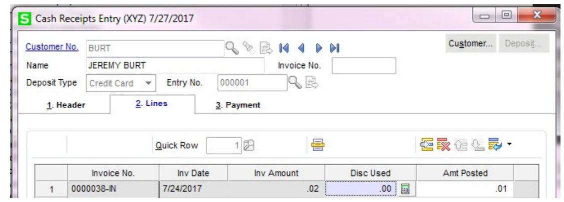


- Click ACCEPT. This Card ID will now be available to utilize from Cash Receipts/Sales Order/Invoicing.

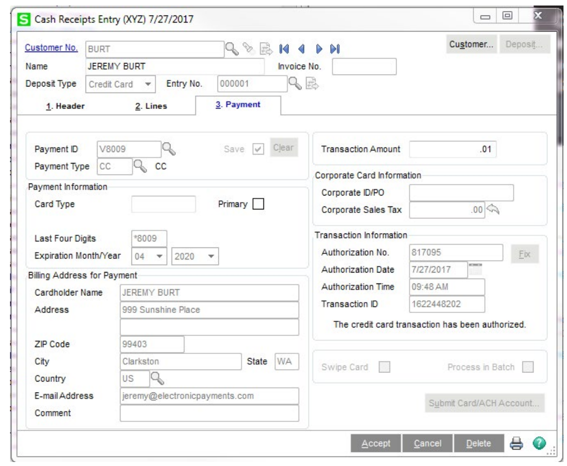


CASH RECEIPT PROCESSING

Invoices updated without credit card processing applied can be paid through Cash Receipts. The Credit Card payment can be applied to an open invoice or to an account.



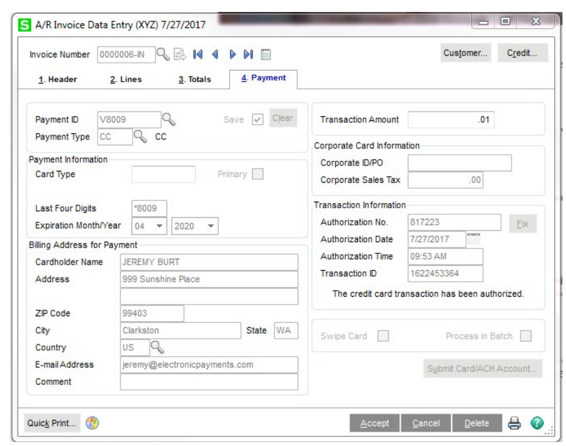
- The SUBMIT CARD button in Cash Receipts processes a SALE transaction to fund the amount.
    - Once the amount is processed and an Authorization Number & Transaction ID are populated it cannot be cancelled. A CANCEL will save the entry and it will require reaccessing and then DELETE to VOID the funded amount from the posting.
- The FIX button will clear all Authorization/Transaction ID processing but WILL NOT void it. This function SHOULD NOT be processed unless the transaction did not update to the Gateway.



ACCOUNTS RECEIVABLE INVOICE

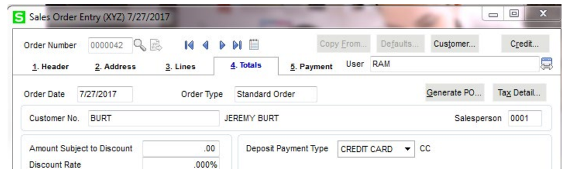
Processing credit card payments through A/R Invoice Entry.

- The SUBMIT CARD will process the TRANSACTION AMOUNT and will capture the funds.
- If the entry needs to be deleted it must be saved, then reaccessed. DELETE must be processed to get the VOID function.



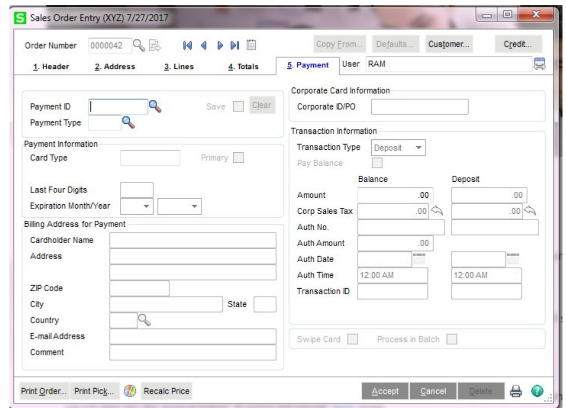
SALES ORDER ENTRY

Sales Order entry is used to record orders and apply credit card authorizations or deposits.

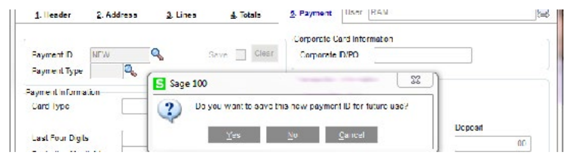


SALES ORDER ENTRY

- Create Sales Order – Select the Totals tab. Select CREDIT CARD payment type which will allow the CREDIT CARD tab to be accessed.

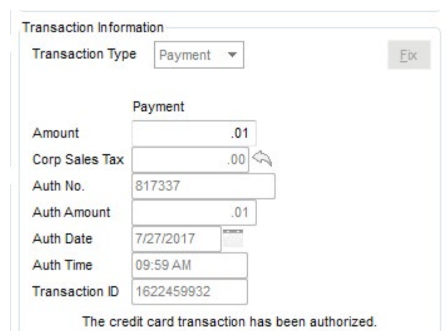


- Select CARD ID which will default the credit card information.
  - When you process the Payment PreAuth or Deposit on the order the information entered will be pushed to Vault so it does not have to be reentered.
    - Choose a 2 digit Country Code.
    - Email should have only one email address in the field.

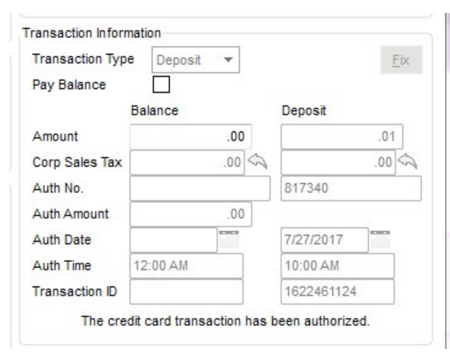


- If you do not have a card already on file you can add a new CARDID and select the PAYMENT TYPE. Complete the BILLING ADDRESS FOR CARD information and confirm you want to save the card to the Customer's account by selecting SAVE.

PAYMENT OPTIONS



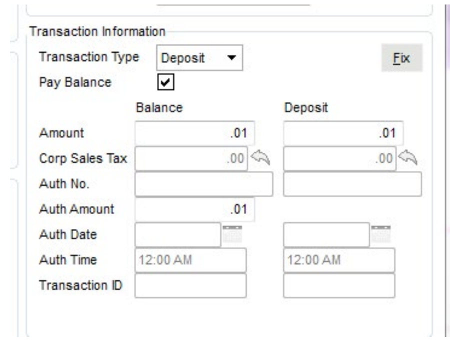
- Payment/PrePost Authorization
  - When this option is selected in Sales Order Entry the AMOUNT will be Preauthorized for the card. This amount will hold funds available on the card for XX days (based on the bank/ Gateway).
  - If the authorization expires it can be reapplied by selecting the CLEAR button and reentering the credit card information & processing the SUBMIT CARD to process the preauthorization.



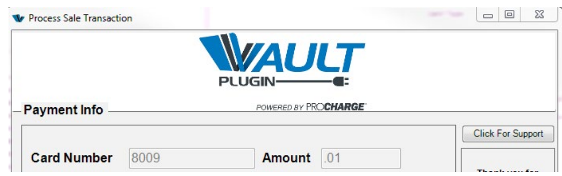
- Deposit
  - Utilizing the Deposit function will capture the funds from the card entered. There are three ways the deposit function can be applied.
    1. Deposit only – Enter an amount in the AMOUNT field. This will capture that amount and apply the deposit to the order.
    2. Click on PAY BALANCE and populate the left side with no amount posted on the right side. This will run a PREAUTH for the amount of the order and no funds will be captured.

SALES ORDER ENTRY (CONTINUED)

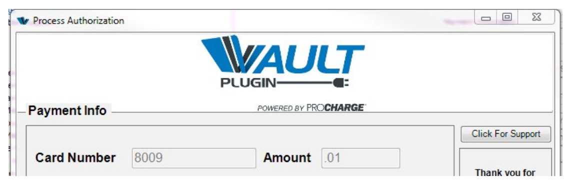
3. Click on PAY BALANCE and enter the amount to be funded immediately in the DEPOSIT field. The BALANCE will default to the remainder of the order.



- When processing there will be two payment screens from Vault. The first will be SALE TRANSACTION, which will fund for the amount of the DEPOSIT.

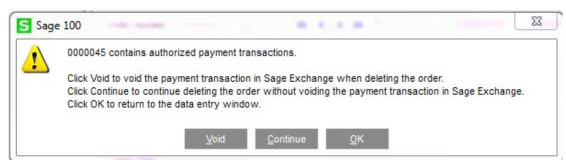


- The second will be the PreAuth for the amount of the BALANCE.

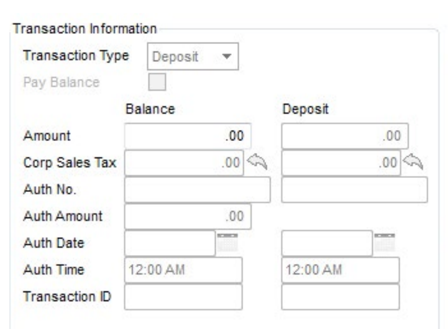


CLEARING/VOIDING/FIX POSTINGS

- Deleting a Sales Order
    - If a PreAuth has been processed the order will delete, but the PreAuth will be active on the user's card until deactivated by the bank/Gateway.
    - If a Deposit has been processed the funding will either be voided (if processed same day as the original funding) or refunded (if processed after the original funding batch has been closed).

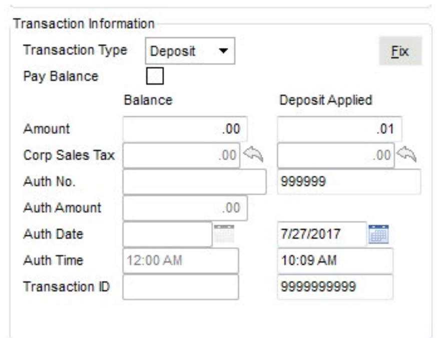


- **CLEAR Button *** USE CAUTION *****
    - This button CLEARS all entries previously processed and should <u>only</u> be utilized if there is a reason to reprocess the PreAuth or Deposit information.
    - If a PreAuth has expired and needs to be reset, the CLEAR button will clear the PreAuth and the credit card information can be reentered and reauthorized.



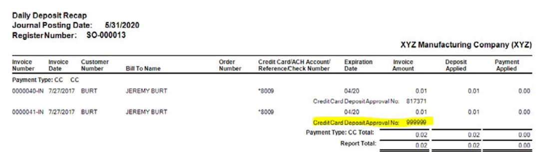
SALES ORDER ENTRY (CONTINUED)

- FIX Button – This button is available next to the TRANSACTION TYPE selection and, when selected, will allow manual entry of the Auth No. & TRANSACTION ID.
    - This function should only be used if the posting was accomplished on a Virtual Terminal and only needs manual updating to Sage. The Submit Card will not process through Vault and no transaction will be seen in the Gateway. The screen will indicate “The Credit Card Transaction has been authorized” because a manual authorization number has been added.
    - When the Invoice posting (Sales Journal) is accomplished it will not process and will report the original authorization code entered.

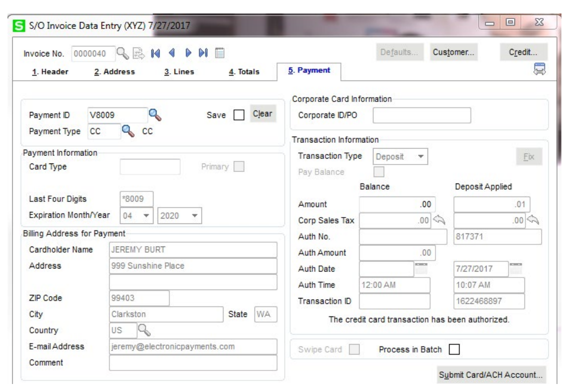


SALES INVOICE ENTRY

- Invoice created from a Sales Order which has had a PreAuth processed.
    - When Sales Journal is printed the Deposit will authorize and fund (new authorization code noted under order number).
- Invoice created from a Sales Order which has a Deposit processed.
    - No additional processing as funds are already processed (original authorization code will print under Invoice Amount).
- Invoice created from Sales Order which has a Deposit & PreAuth.
    - Deposit already funded.
    - PreAuth will fund.



- Invoice created without a Sales Order has the same input options for Credit Card postings as a Sales Order does.



SALES INVOICE ENTRY (CONTINUED)

- Credit Memo Processing
  - To process a Credit Memo the Invoice needs to be set to Credit Memo and the APPLY TO INV# needs to be assigned, otherwise the Credit Card tab will not be available.
    - All values are entered as a positive. The credit card processing will reverse and refund the card holders account.
    - Note: Refunds must be accomplished through a Credit Memo and cannot be processed through Cash Receipts. See SPECIAL CIRCUMSTANCES for examples.

Daily Deposit Recap
Journal Posting Date: 5/31/2020
Register Number: SO-000016

PROCHARGE TEST (XXX)

Invoice Number	Invoice Date	Customer Number	Bill To Name	Order Number	Credit Card/ Ref/Check No.	Expiration Date	Invoice Amount	Deposit Applied	Payment Applied
Payment Type: VISA VISA									
0100072-CM	7/28/2017	01 - BURT	JEREMY BURT		*8009	04/20	0.02-	0.00	0.02-
			Credit Card Payment Approval No:	028451					
					Payment Type: VISA Total:		0.02-	0.00	0.02-
					Report Total:		0.02-	0.00	0.02-

MENU UPDATING

- Sales Order Batch Authorization
  - This process will batch authorize any Sales Order which has the PROCESS IN BATCH checkbox selected. The Authorization / Transaction ID will populate into the Sales Order.
- Sales Journal Updating
  - When the journal is printed any Invoice which has the Process in Batch checked or has a Deposit which does not match the invoice total will be processed and will display on the Deposit Report.

SPECIAL CIRCUMSTANCES

EXAMPLES

- Sales Order authorized for $100.00/Invoice adds freight of $10.00/Invoice Total $110.00:
  - When Sales Journal is processed the original PreAuth amount will be voided and the new amount will be processed as a SALE.
    - Note: If the card's original Preauth is still active, the card must have the funds available to attach the new amount.
- Refund needs to be applied to an account:
  - If the amount can be credited to an invoice, then process a Credit Memo through SO Invoice or AR Invoice.
  - If a customer's account needs to be credited, but there is no invoice or if the original invoice was processed without a credit card, the refund needs to be accomplished through the Virtual Terminal and a refund to the account must be processed through Cash Receipts and not with a credit card.
- If when processing through AR or SO for a Deposit and the system comes back with the error **"No Response from Credit Card Processor"**, then there was a disconnect from the Gateway. To verify if the payment was processed, click on the Vault Tray Icon and check the batch for the transaction.
  - If the transaction was posted to the Gateway, then the Sage transaction can be added without the credit card information to avoid a secondary posting.

SPECIAL CIRCUMSTANCES

- If the transaction was not posted to the Gateway, then the CLEAR button can be utilized and the credit card process can be tried again.
- Any time there is an error returned by the credit card interface, the Vault Tray should be checked to verify if the entry was updated to the batch so the user will know how to proceed with the processing.

CASH RECEIPT PROCESSING

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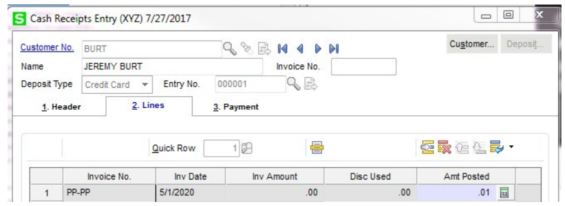

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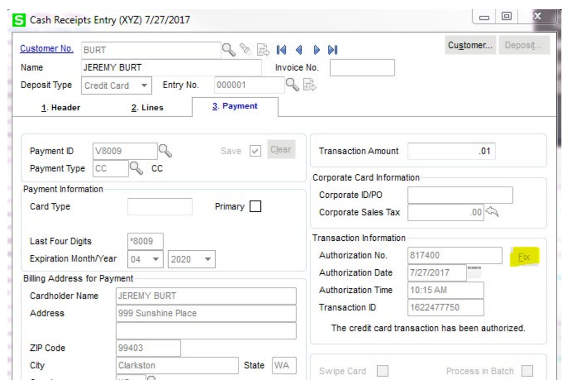
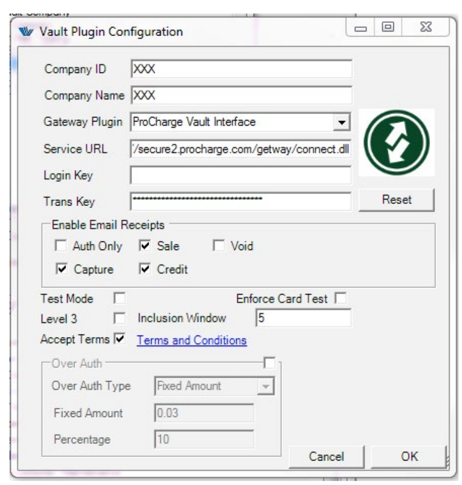


OPTIONAL RECEIPT CREATION FOR EMAILING

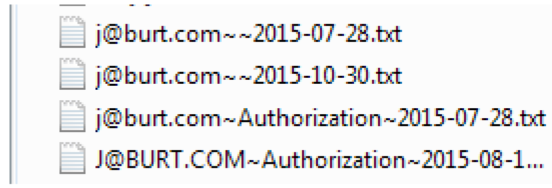
If your accounting procedure includes providing a receipt for the card holder:

- Activate Receipt generation through the Vault tray icon:
  - Select the Company ID.
  - Click the ENABLE RECEIPT EXPORTING checkbox.
  - Use the button to lookup the directory you would like to save the records to.



OPTIONAL RECEIPT CREATION FOR EMAILING (CONTINUED)

- As you process transactions through Sage/Vault the receipts will be created.
  - If an email address is provided for the card holder then that email address will be included in the file name; otherwise only the card holders name will be in the file name.



- If there are multiple receipts for the same Name (or) Email on the same day and for the same transaction type, they will append into the same text file.

Example of the text file:

j@burt.com~Authorization~2015-07-28.txt - Notepad
File Edit Format View Help

```
XXX

Jeremy Burt
999 Sunshine Place

Clarkston, WA 99403

Authorization


XXXXXXXXXXXX1279
Entry Method: Keyed
S/O No:0000098 Approval Code: 05657Z

==========================
Amount : $ 0.10

I agree to pay above total amount according to card issuer agreement (Merchant agreement if credit voucher)
```

- To distribute the receipt – access your email system and select the receipt to send.

At this time Receipt sending is a manual process. In a future update this function will be automated from the Gateway.