QB2TC™

A QuickBooks payment module for Transaction Central

Quick Start
User Guide and Tutorial

Welcome

Welcome to the QB2TC Quick Start User Guide and Tutorial.

Please take a few moments to read through this documentation as it contains important information on how to setup and integrate the QB2TC payment module with QuickBooks.

This guide also shows you the basic steps required to process credit card transactions from QuickBooks into your Transaction Central merchant account. QB2TC will also allow you to process pending sales and invoices from outside QuickBooks and automatically update and record this information back into QuickBooks thus eliminating the need for double-entry.

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Getting Started

While the QB2TC installation process automates most of the steps needed to fully integrate itself with QuickBooks, there are many different versions of QuickBooks and recent Payment Card Industry (PCI) compliance requirements have resulted in significant software changes to QuickBooks itself.

Thus, it is strongly recommended that you follow through each of the steps below for installing, integrating, and setting up your gateway information. Once these steps are performed, QB2TC will be fully integrated with the company you use in QuickBooks. You will no longer need to refer back to this section of the Quick Start User Guide and Tutorial unless you use a different company, change your merchant logon information on Transaction Central, or install the software on a new computer.

Software Requirements

QB2TC is an add-on payment module for QuickBooks that integrates with Transaction Central. Thus, the following requirements and restrictions should be noted:

- QuickBooks Pro or QuickBooks Premier (2006 to 2009) must be installed and successfully registered.
- QuickBooks Simple Start **does not** work with the QB2TC payment module.
- QuickBooks versions prior to 2006 are not supported.
- A Transaction Central (TC) account must be setup and functional with your merchant gateway
- The TC Login Password that you enter online must be in uppercase. The QB2TC Gateway Settings Screen does not accept lowercase or mixed-case passwords.

Installing of QB2TC

To install the QB2TC software, follow these steps:

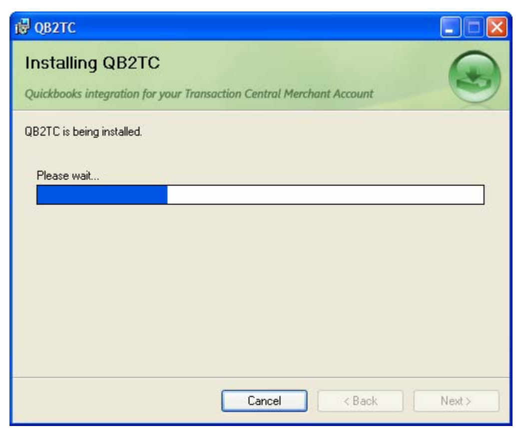
1. Close QuickBooks if it is already running.

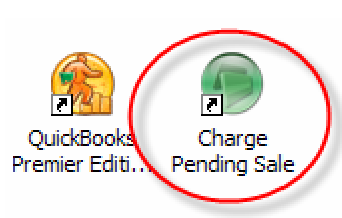
2. If the Database QuickBooks Service manager, Data Connector, or QuickBooks Timer are running in your taskbar and/or system tray, please close these as well.

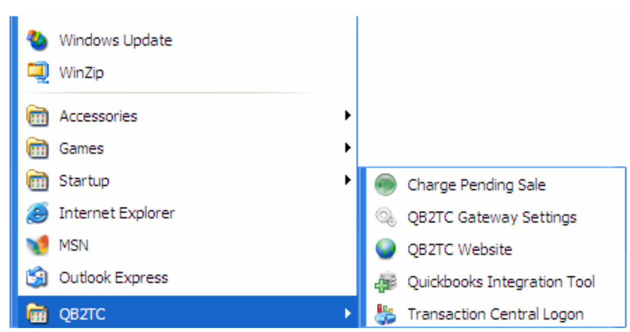
3. Install the QB2TC Payment Module.
   If you received a CD, it will be the second menu item on the Autorun screen, otherwise, locate the QB2TC installation file (**QB2TC.msi**) and start it.

4. Follow the installation prompts on the screen.
   We recommend that you use the default directory location and install the software for all users.

5. After the installation completes a new icon will appear on your desktop (**Charge Pending Sale**) and a list of new items will appear in your **Program Files** menu under the **QB2TC** submenu.







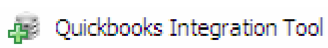
Integrating QB2TC with QuickBooks

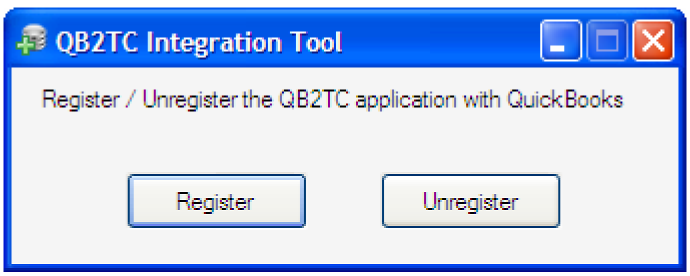
With most versions of QuickBooks, the installation will have already successfully integrated QB2TC with QuickBooks. However, depending on your user preferences for both Windows and QuickBooks, it is also recommended that you manually register the QB2TC payment module.

To manually register/integrate QB2TC with QuickBooks, follow these steps:

1. Make sure that QuickBooks is closed and not running in the background.

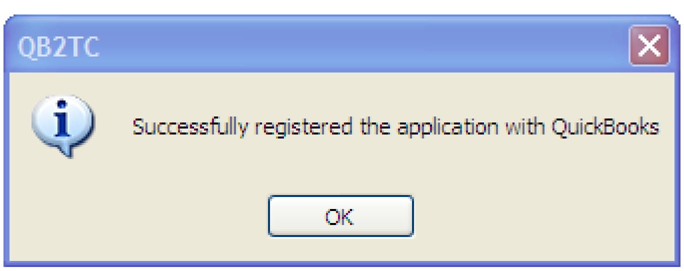
2. Open up the *QB2TC Integration Tool* from the **Program Files** menu.
   Start > **(All) Programs** > **QB2TC** > **Quickbooks Integration Tool**

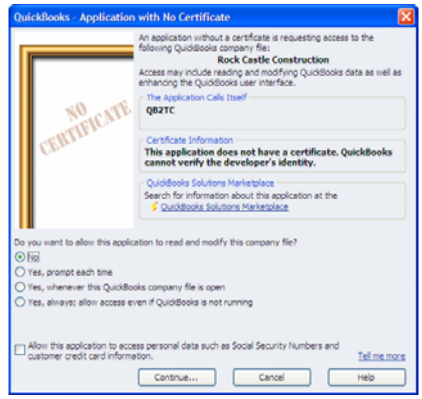
   

3. Click on **Unregister**.
   Ignore any messages that appear indicting weather or not the application was successfully unregistered.

4. Click on **Register**.
   The application should now be successfully registered and you can close the QB2TC Integration Tool window. If, after repeated attempts, you are not able to register QB2TC with QuickBooks, please make sure that you meet the conditions outlined the *Software Requirements* section above.

5. Start QuickBooks and open your company.

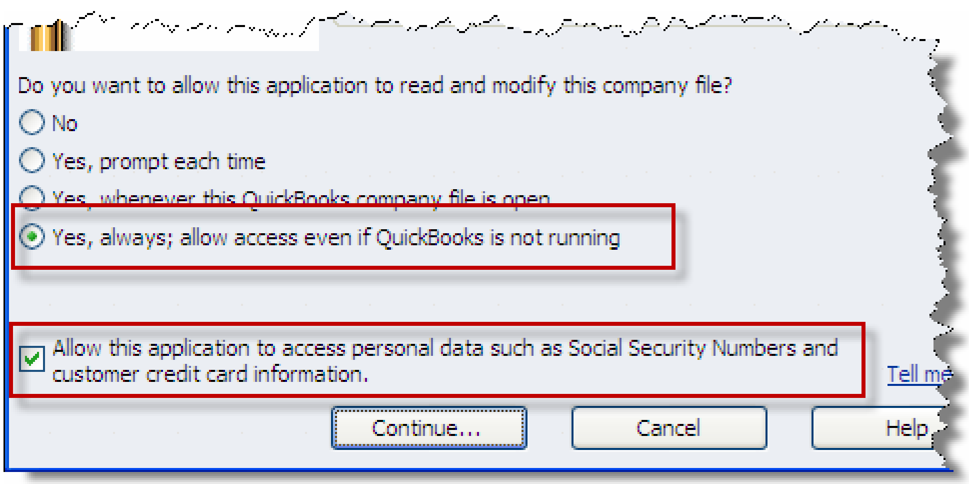


The first time you start the program after registering QB2TC, QuickBooks will prompt you with a number of warnings indicating that a third party application is trying to access your company data in QuickBooks.

Depending on which version of QuickBooks you have, you may or may not see the same screens presented here. However, it is important that you allow the QB2TC payment module to:

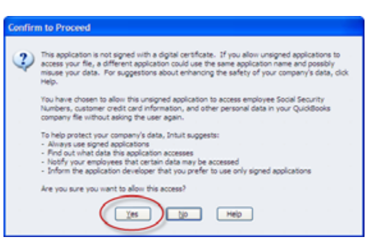
- *Always have access to QuickBooks even if QuickBooks is not running*
- *Allow access to personal data such as billing information*
- *Enhance the QuickBooks user interface*

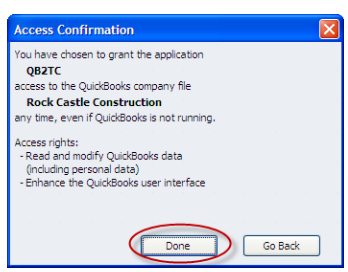
6. Select **Yes, always; allow access even if QuickBooks in not running**.
7. Check **Allow this application to access…**



8. Click on **Continue…**

9. If you are prompted with any additional warning or notification screens select **Yes**, **Confirm**, and/or **Done**.

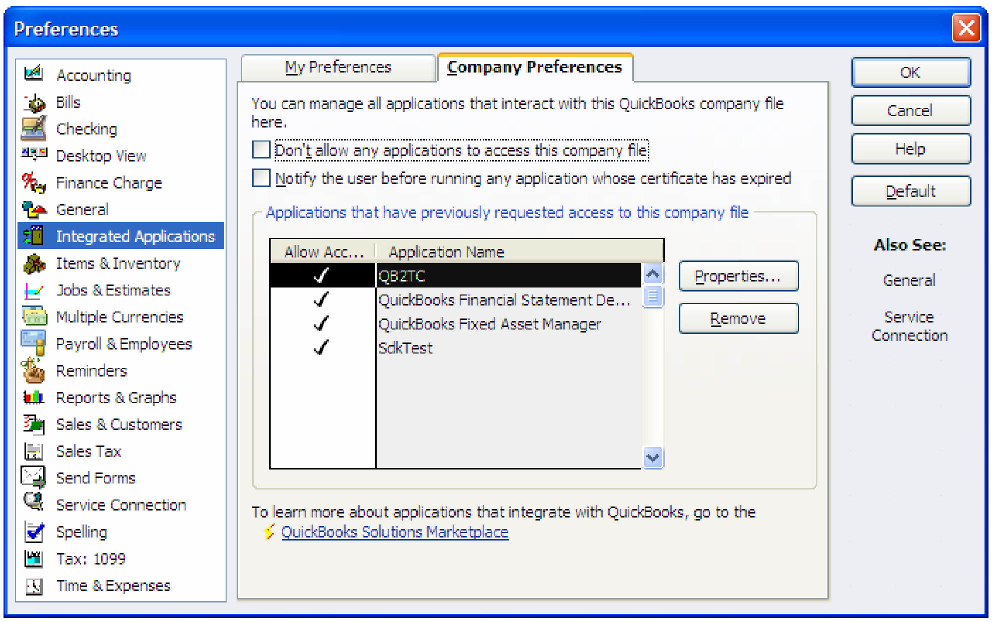




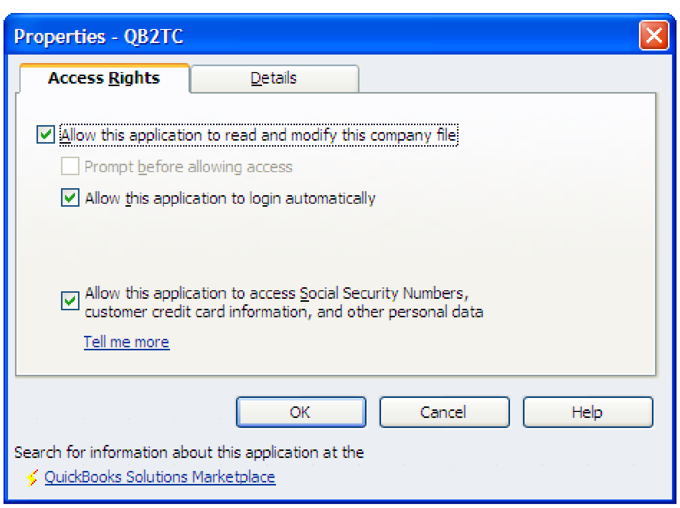
Changing the QB2TC Integration Settings

Once the QB2TC plugin is successful integrated into QuickBooks you can modify its properties directly inside QuickBooks or even remove it. To do this:

1. Select **Edit** > **Preferences** from then QuickBooks top menu.
2. Select **Integration Applications**.
3. Click on **Properties**.



4. The correct settings for using QB2TC in Quickbooks can be seen from the **Access Rights** tab. This is shown below.



Setting up your Gateway Information

The last step is to configure QB2TC with your Transaction Central (TC) settings. For this you will require 3 items of information.

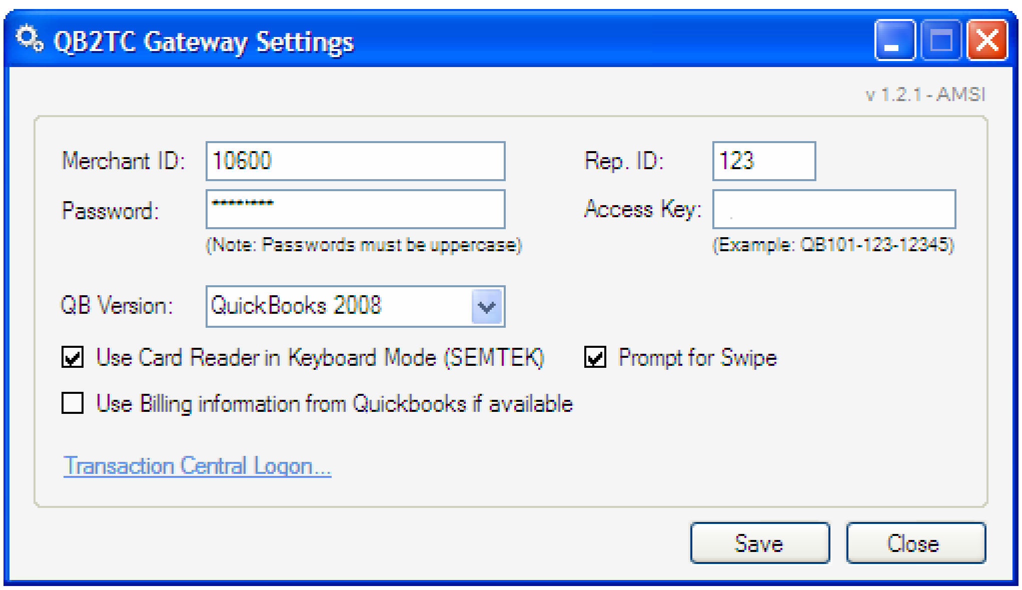
1. Your TC Logon ID
2. Your TC Logon Password (all uppercase)
3. Your Access Key

The **TC Logon ID** is the 5 or 6 digit Merchant ID that you use to log into TC.
The **TC Logon Password** you use to log into TC must be all UPPERCASE.

The **Access Key** is a unique key that was provided with your QB2TC Software package or from your merchant representative. Enter it exactly as it appears, including all dashes.

Should you want to use the QB2TC plugin on another computer, you will need to obtain a new Access Key. This provides you with an additional license for using the QB2TC software on another computer.

Contact your merchant representative for additional licenses.



Adding a Rep. ID
If you have multiple stations setup to process credit card sales, then you can assign a different representative ID for each computer. This allows you to keep track of credit card sales in TC.

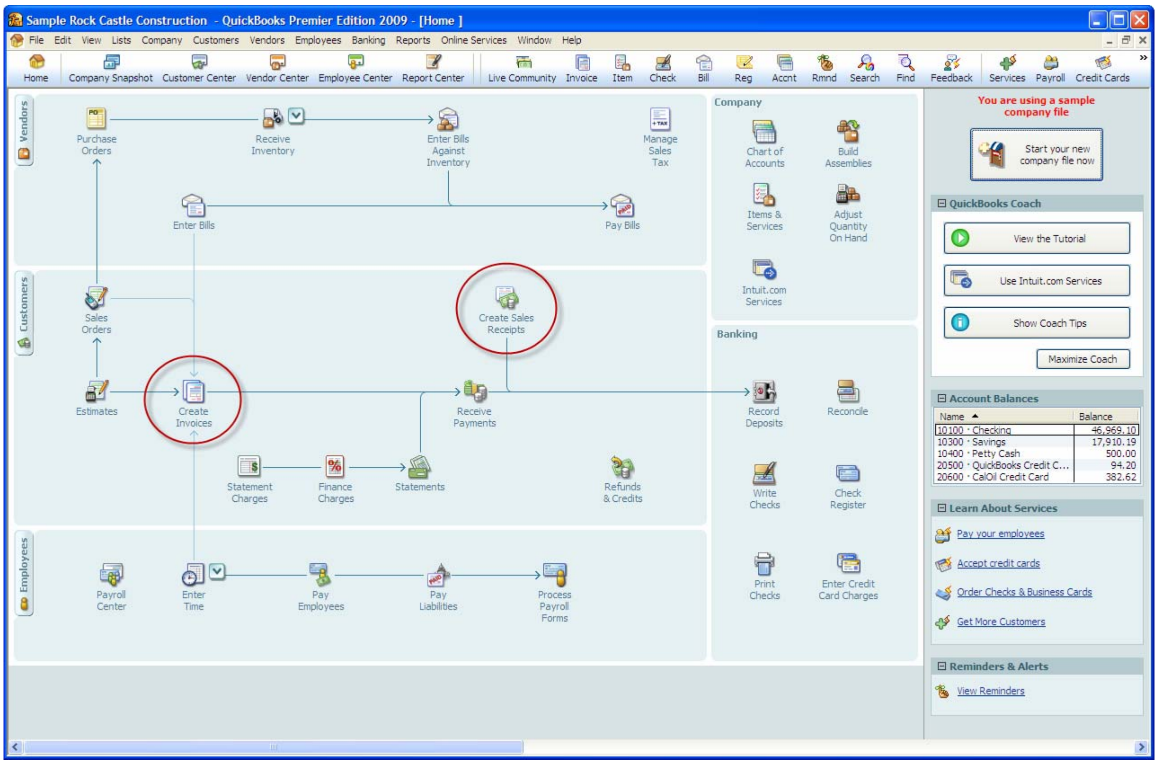
Choosing a Card Reader
By default, QB2TC uses a card reader in Keyboard mode. If you are using a *Magtek HID USB* reader in non-keyboard mode, you can turn this feature off.

Billing Information from QuickBooks
If you have setup billing information for your customers in QuickBooks, QB2TC can use this information when processing a credit card. However, due to PCI compliance, the software will not store or use any credit card information that you may already have on file. Only the name and billing address are used. When swiping a credit card, the name is populated with the information from the credit card. If the credit cards billing address is different from the QuickBooks billing address, you should change this to reflect the correct address, especially if you've set up your TC merchant to use address verification (AVS). Doing so may reduce the qualified rate your pay for credit card transactions.

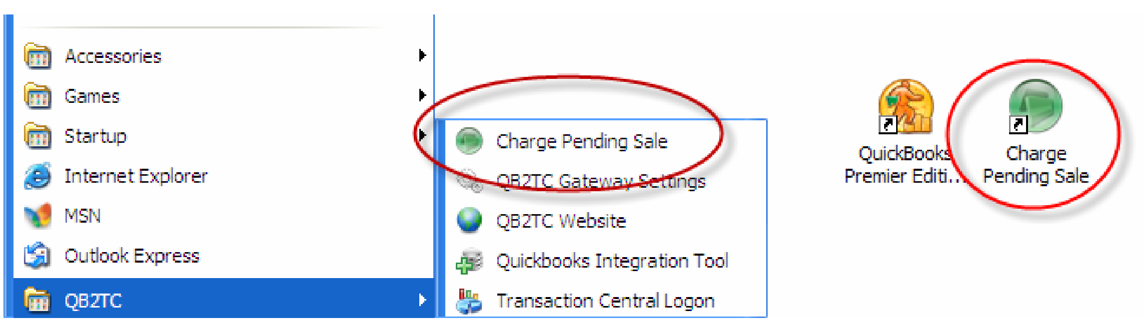
Transaction Central Logon…
This link will automatically take you to the logon page of Transaction Central so that you can access your account online.

Processing Credit Cards

Once QB2TC is set up, you can process credit sales from a new invoice or sales receipt directly inside Quickbooks. To process pending invoices and sales receipts, you need to use the **Charge Pending Sale** program. Steps on how to perform each of these tasks is demonstrated next.



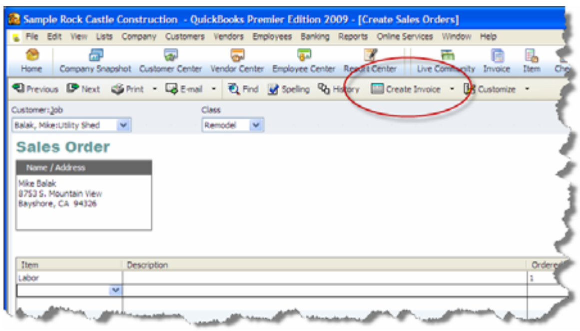
Credit cards can be processed directly inside Quickbooks by clicking on one of the two items above. Sales orders can also be processed by first creating the sales orders and selecting Create Invoice in order to create an invoice for the existing sales orders. Sales Receipts may not be available in all versions of Quickbooks (see the QuickBooks User Guide for details).

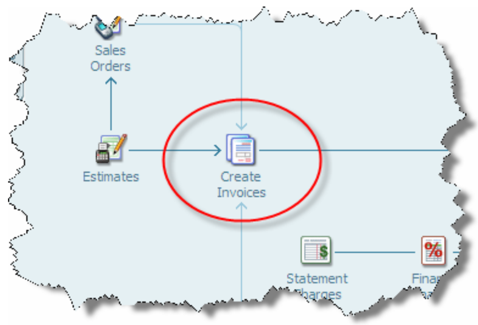


For pending invoices and sales receipts, use the *Charge Pending Sales* program located on the Windows desktop or in the QB2TC menu.

Working with a New Invoice

Credit cards can be processed directly in Quickbooks when you create a new invoice. You can create an invoice by looking through your existing sales orders and estimates or by selecting the **Create Invoices** icon on the Quickbooks *Customer Workflow* page.

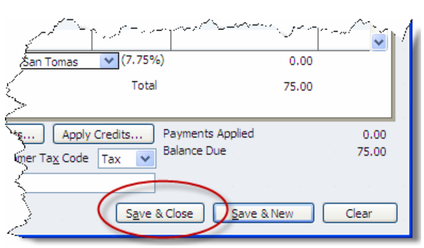


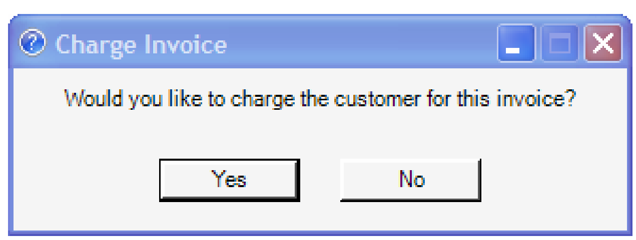


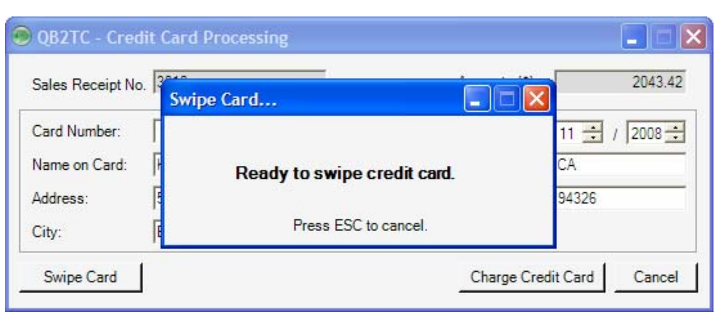
1. Create a new invoice.
2. Enter any additional information you need.
3. Click on **Save & Close**.

4. The invoice screen will close. When prompted to charge the customer for the invoice, select **Yes** (if you select **No**, the *Sales Receipt* will be marked as **Pending**).

   After selecting **Yes**, the billing information (if available), along with the invoice number and amount will appear in the *QB2TC Credit Card Processing* window. If you selected to use a Keyboard reader with the *Prompt to Swipe* feature set on for setting up your gateway information (this is the default setting), then a second message will appear asking you to swipe the credit card.



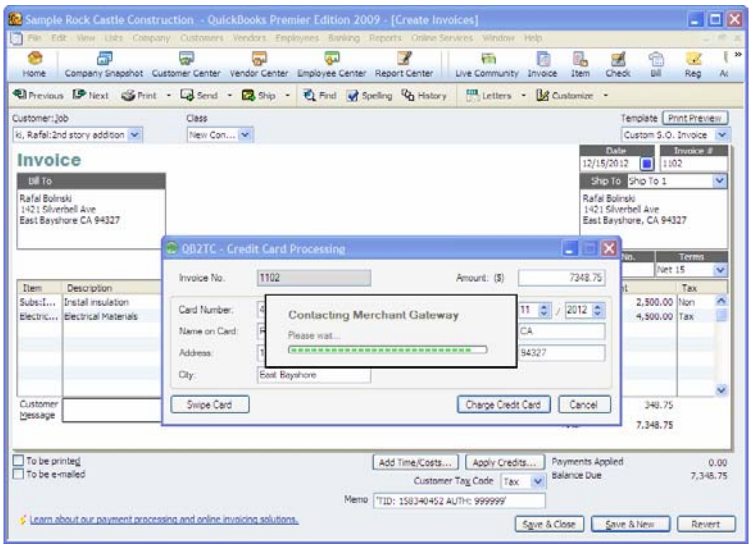




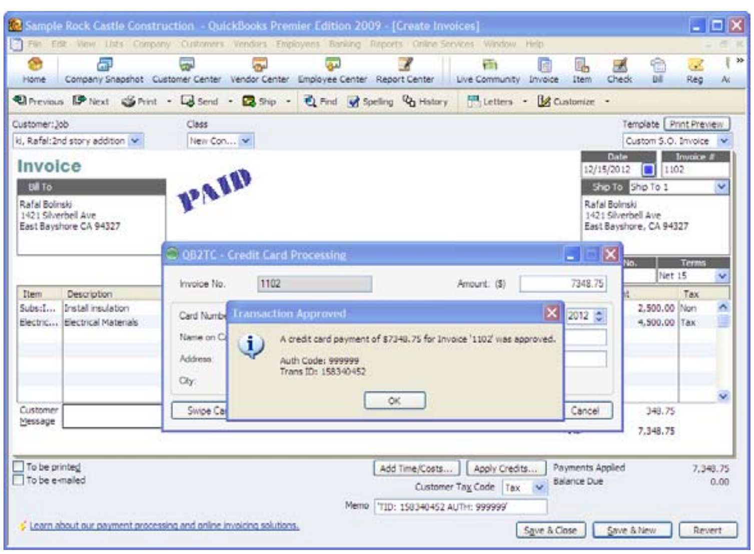
5. Swipe the credit card through the reader.
   If you are entering the card number manually, press the **Escape** key on the keyboard or click on the ☒. Then enter the *card number* and *expiration date*.

   Make sure the name on the card matches the billing name and address for the invoice as well.

6. Click on the **Charge Credit Card** button to process the sale.
   QB2TC will contact the merchant gateway and after a brief moment, approve or decline the transaction.

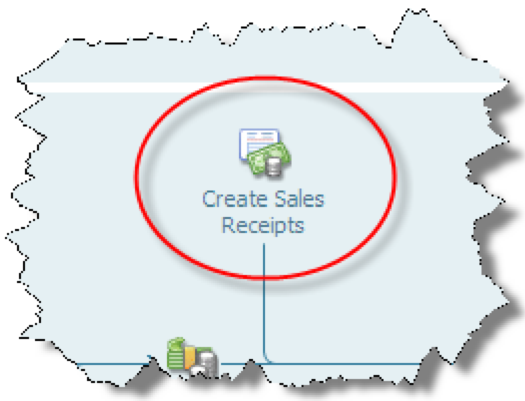


Approved transactions will be marked as Paid and you can print the approved invoice from Quickbooks.



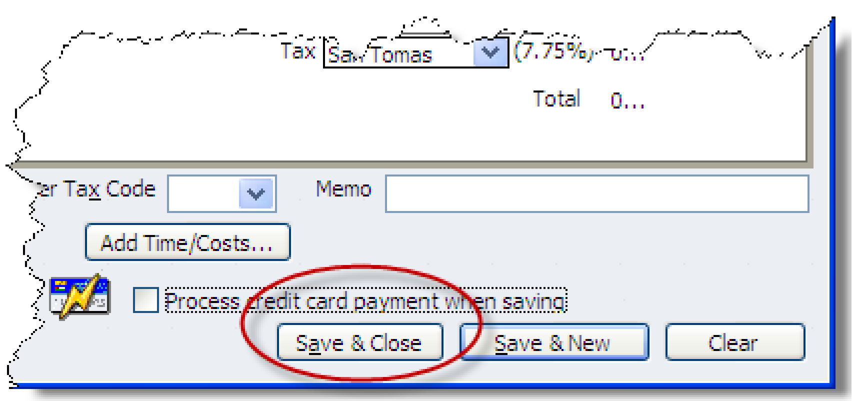
Working with a New Sales Receipt

Depending on the type of company you setup and the version of QuickBooks you are using, you may be able to create sales receipts (see image below). The process for charging credit cards for a sales receipt is similar for new invoices. If you can create sales receipts and would like to process credit cards sales directly into your Transaction Central account, we recommend that you familiarize yourself with the steps below.



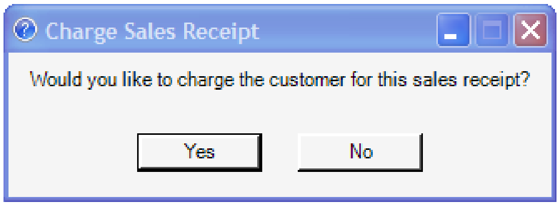
1. Create a new sales receipt.
2. Enter customer and sales information as you would normally.
   For the Payment Method, QB2TC will automatically detect and enter the correct credit card for an approved transaction.

3. Click on **Save & Close**.



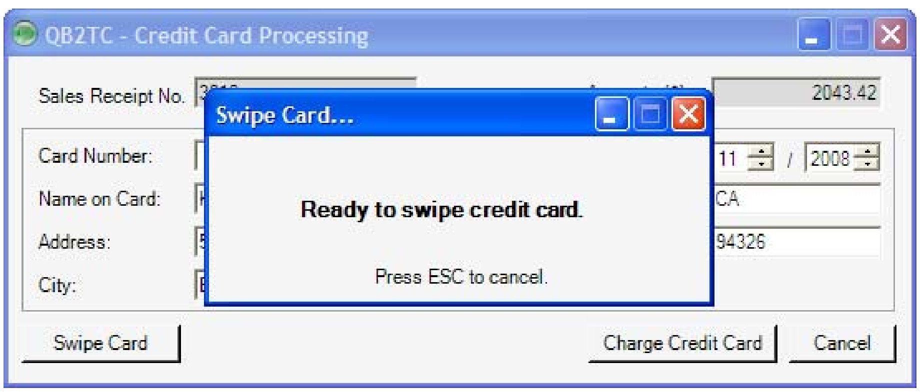
Important Note:
You do not need to click on the **Process credit card payment when saving** checkbox. QB2TC will automatically ask if you want to charge a credit card.

4. The Sales Receipt screen will close and when prompted to charge the customer for the sales receipt, select **Yes**.



The billing information (if available), along with the sale receipt number and amount will appear in the *QB2TC Credit Card Processing* window.

If you select no, the sales receipt will be saved and marked as **Pending**. Credit card charges for pending sales receipts can then be processed by clicking on the **Charge Pending Sale** icon on the desktop or the menu item in the QB2TC Programs/Start menu (see *Working with a Pending Invoice or Sales Receipt* for more details).

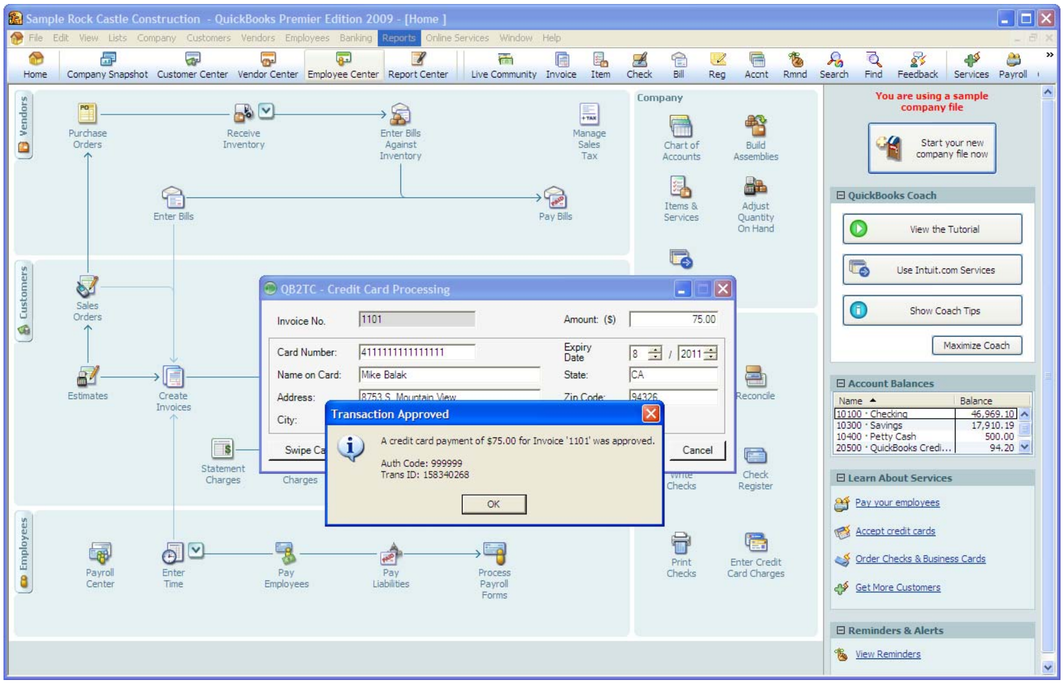


5. Swipe the credit card through the reader.
   If you are entering the card number manually, press the **Escape** key on the keyboard or click on the ☒. Then enter the *card number* and *expiration date*.

   Make sure the name on the card matching the billing name and address for the Sales Receipt as well.

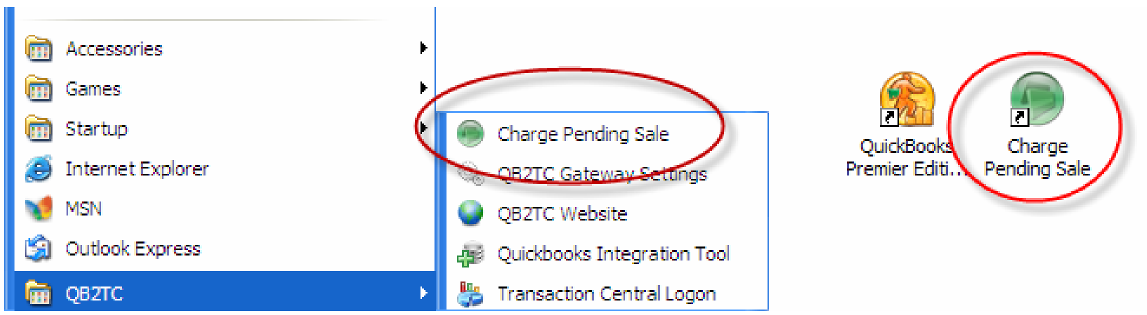
6. Click on the **Charge Credit Card** button to process the sale.
   QB2TC will contact the merchant gateway and after a brief moment, approve or decline the transaction.

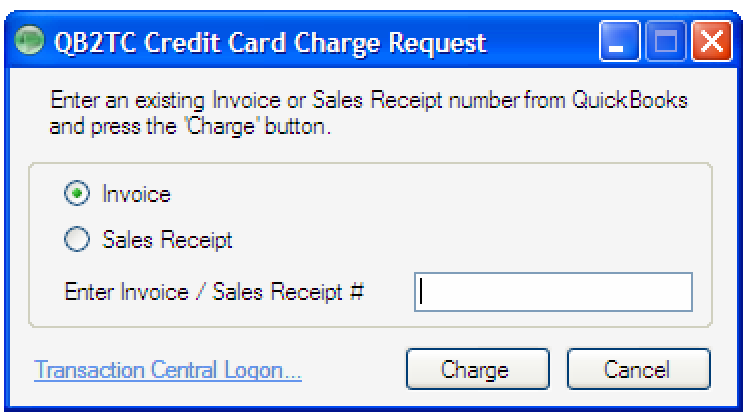
7. Click **OK** to close the message.
If the transaction is approved, the sales receipt will be marked as **Paid**.
If the transaction is declined or you choose not to charge a credit card at this time, the sales receipt will be marked as **Pending**.



Working with a Pending Invoice or Sales Receipt

While QB2TC allows you to process credit cards directly in new Invoices and Sales receipts, you must use the **Charge Pending Sale** icon or menu to open the *QB2TC Credit Card Charge Request* window.





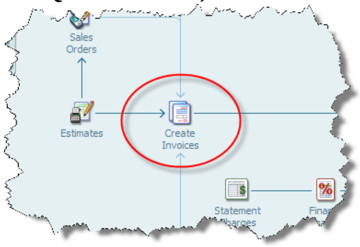
It is recommended that you have QuickBooks opened and loaded with the current company you want to work with. This allows you to confirm the invoice or receipt number before attempting to process a credit card charge.

The next section outlines the recommended steps for processing a credit card for pending invoices and sales.

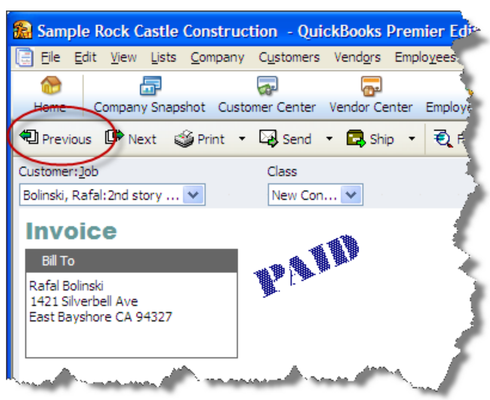
Processing a Pending Invoice

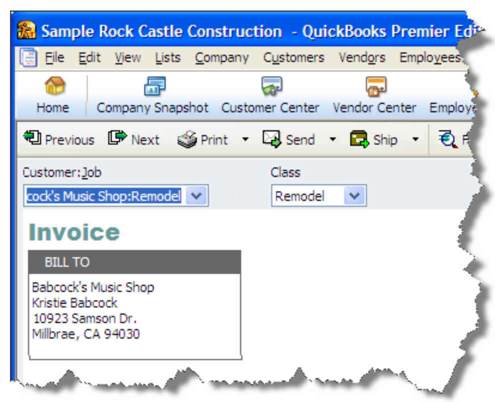
1. Open the *QB2TC Credit Card Charge Request* window.
   Use the **Charge Pending** menu or **Charge Pending Sale** icon on the desktop.

2. In QuickBooks, click on the **Create Invoices** icon to open the *Invoices* window.

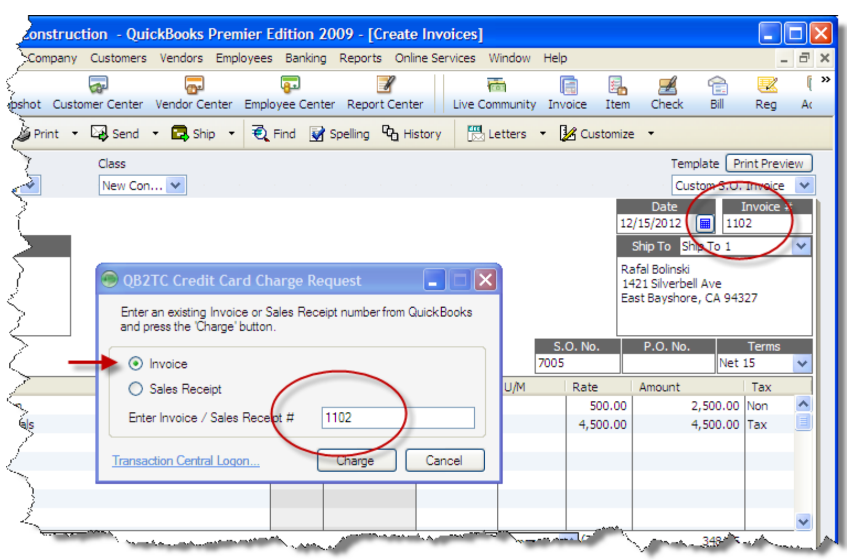


3. Use the **Previous** button and go an invoice that was not paid.





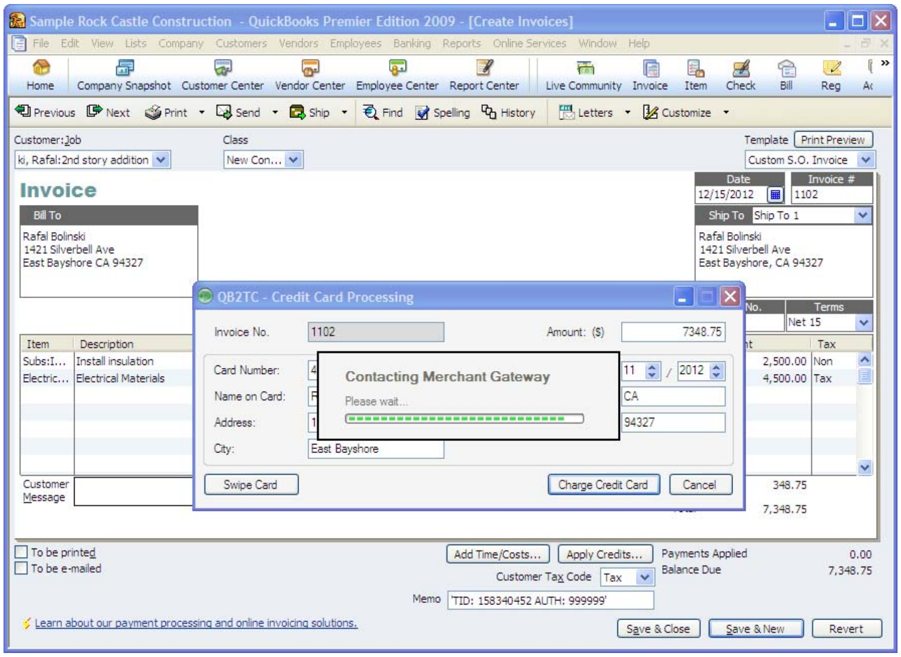
4. In the *QB2TC Credit Card Charge Request* window, select **Invoice** and enter the invoice number from QuickBooks. The example below uses invoice 1102.

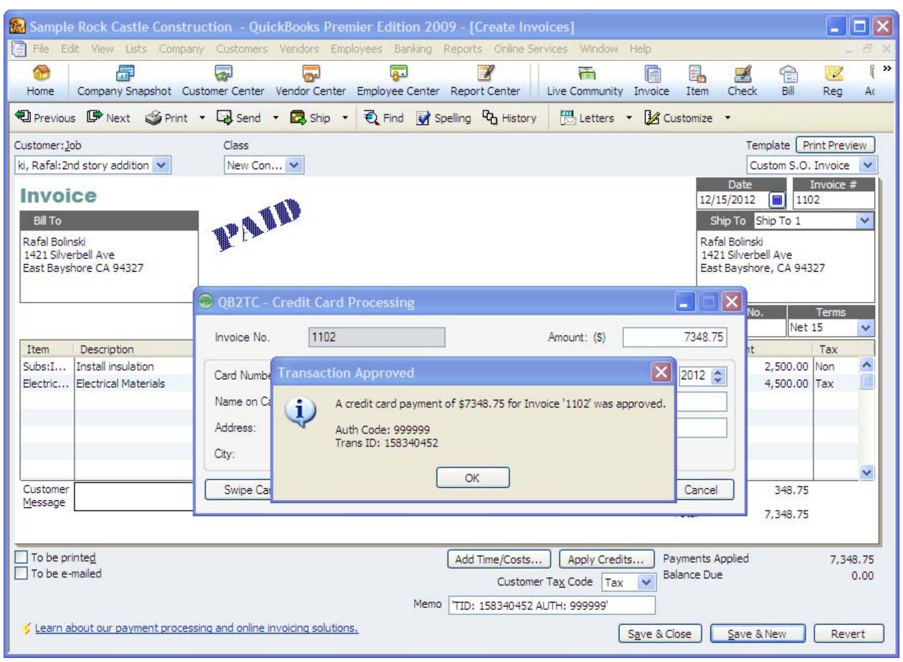


5. Click on **Charge**.

6. Enter the credit card information as previous described and process the transaction.

7. One the transaction is process, the invoice will me marked as **Paid**.

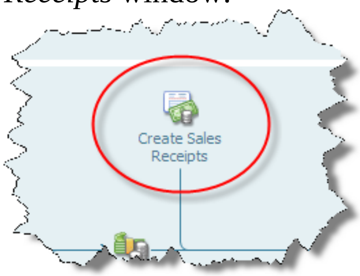




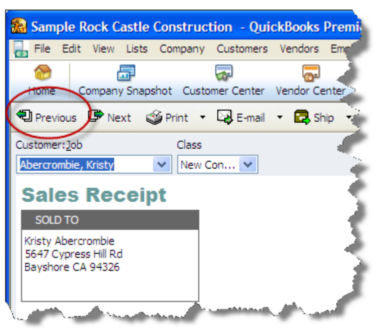
Processing a Pending Sale

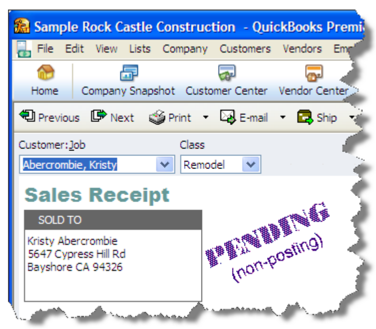
1. Open the *QB2TC Credit Card Charge Request* window.
   Use the **Charge Pending** menu or **Charge Pending Sale** icon on the desktop.

2. In QuickBooks, click on the **Create Sales Receipt** icon to open the *Enter Sales Receipts* window.

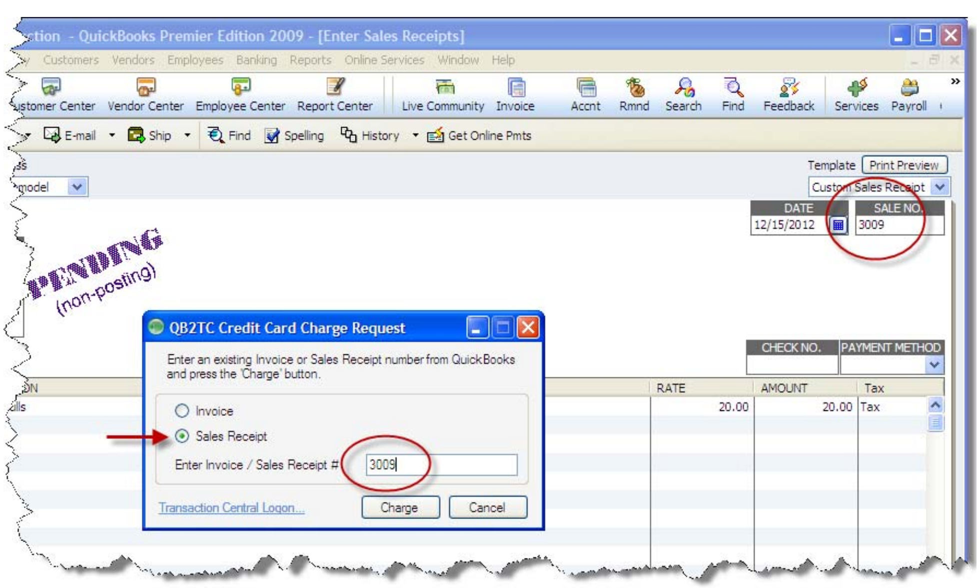


3. Use the **Previous** button and go a Sales receipt that is **PENDING (non-posted)**.





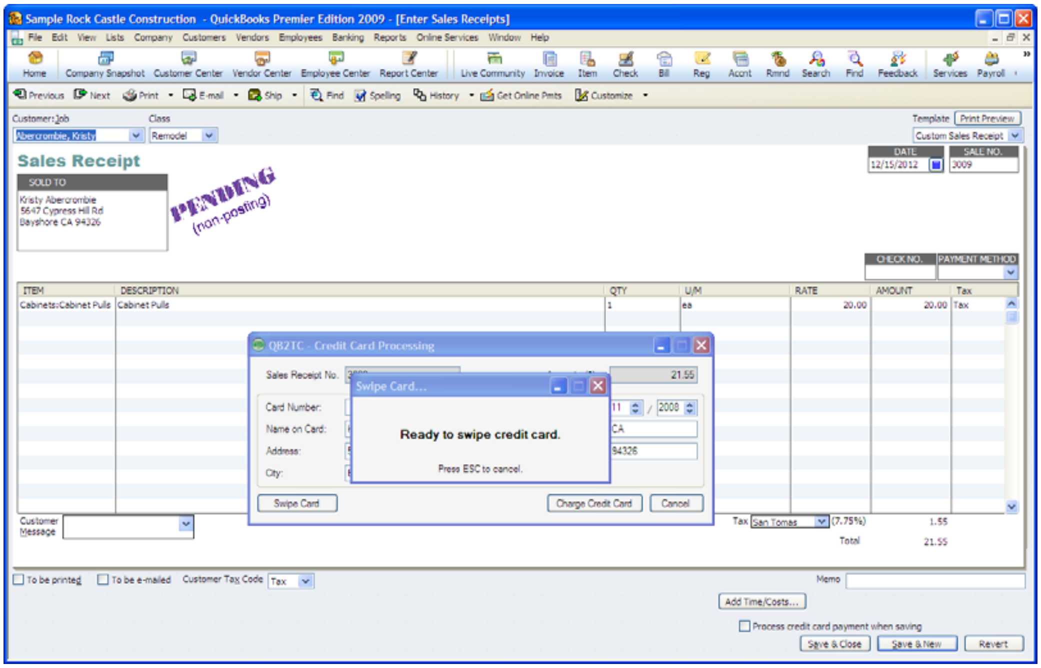
4. In the *QB2TC Credit Card Charge Request* window, select **Sales Receipt** and enter the sales number from QuickBooks. The example below uses Sale No. 3009.

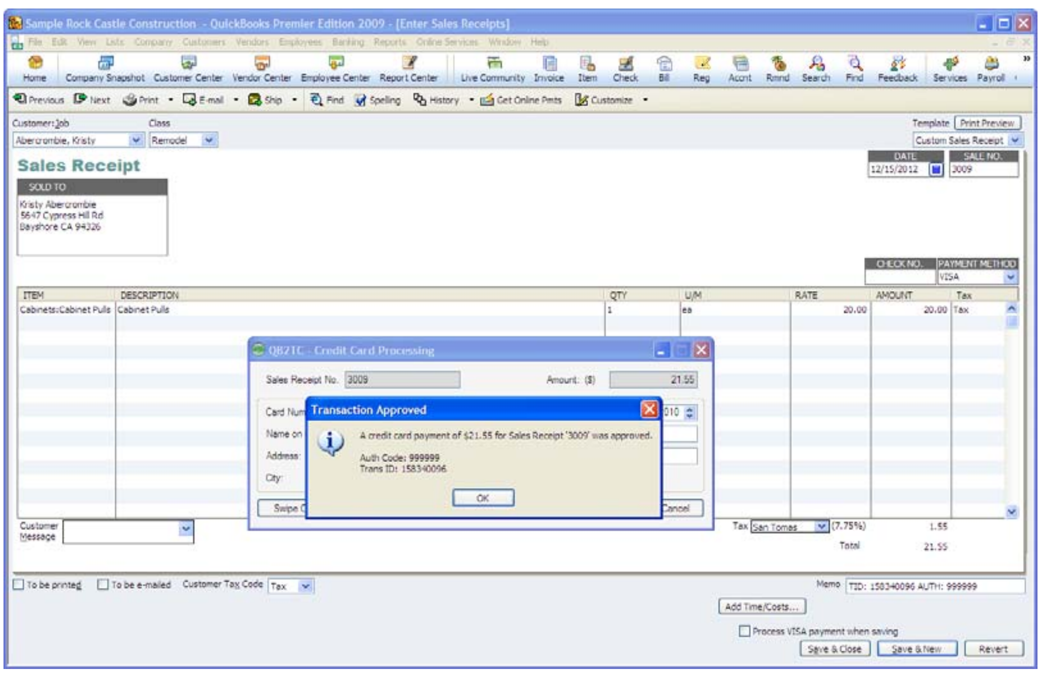


5. Click on **Charge**.

6. Enter the credit card information as previous described and process the transaction.

   One the transaction is process, the sale will no longer be marked as PENDING.



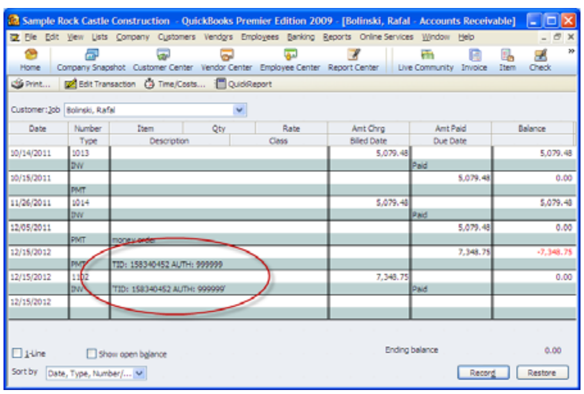


FAQs

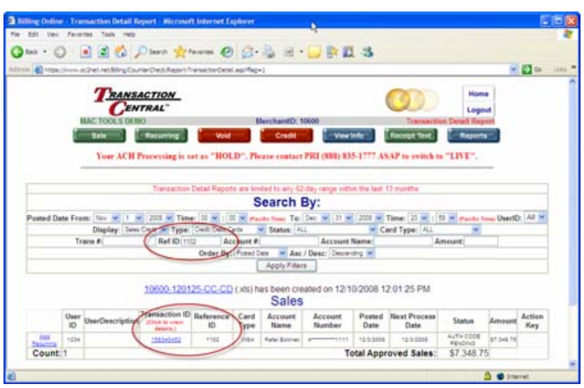
Can I print the Transaction ID or the Authorization Code on customized invoices or payment receipts?

The approval codes for a credit card transaction are placed into the Quickbooks memo field for each specific invoice or sales receipt. Current versions of QuickBooks do not allow you to add this field to a customized template.

In most cases the Transaction ID is used to lookup a sale in Transaction Central. Should you require this information; the customer will have the Invoice and/or Sales receipt number. This can be located from inside QuickBooks or by logging into your Transaction Central account. The Authorization Code and Transaction ID can then be obtained from the record. If you have the name of the customer, you can also view the information from the QuickBooks Accounts Receivable section.



The invoice/sales receipt is called the Reference ID (Ref ID) in Transaction Central.

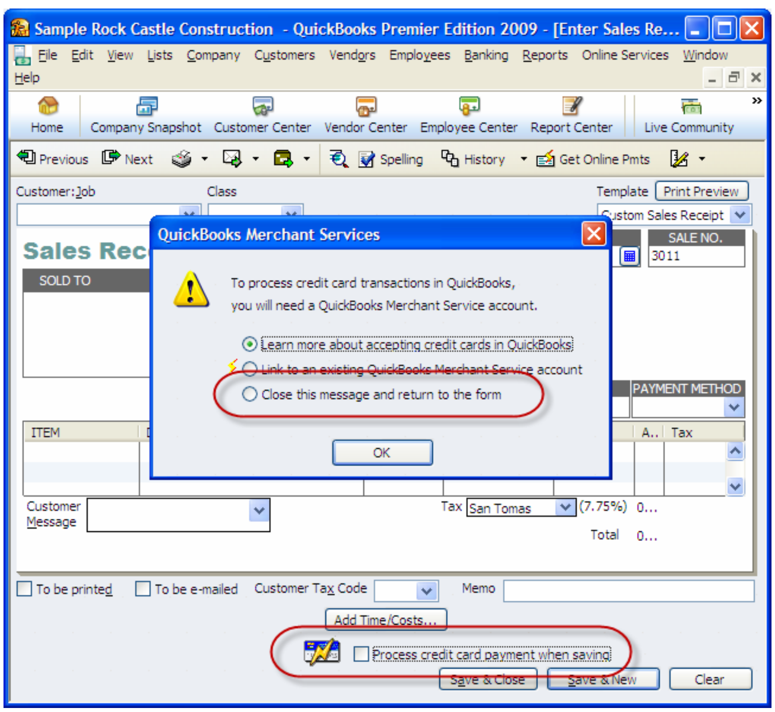


Why do the QuickBooks Credit Card Services still appear after I install QB2TC?

The Intuit QuickBooks Merchant Services (QBMS) are tightly integrated with all Inuit products and are hooked into a proprietary system. QB2TC contains everything you need to process credit cards with your Transaction Central gateway; however, it cannot remove or modify the QBMS tools found in QuickBooks.

When I click on “Process credit card payment when saving” in the Sales Receipt window, why do I get the QuickBooks Merchant Services screen?

QB2TC cannot remove the QBMS features from QuickBooks (see the above).
If the QBMS window appears, select *Close the message and return to the form*. The QB2TC plugin will automatically prompt you with an option to process a credit card payment. If you select No, the receipt will be marked as pending and you can process it at a later date using the Charge Pending Sale program (see *Working with a Pending Invoice or Sales Receipt* for details).



Can I issue Voids and Credits or Un-Apply Payments in QuickBooks?

QuickBooks allows you to un-apply a payment from the *Receive Payments* screen. However, you must issue a void or credit to the customer by using Transaction Central.

Note that QuickBooks automatically flags invoices as paid when the credit card was approved, regardless of the **Auto Apply Payment** and **Un-Apply Payment** option. Thus, you will need to synchronize the transaction data with your on-line Transaction Central Account.