DURANGO
MERCHANT SERVICES LLC

Durango Merchant Services QuickBooks™ SyncPay

Gateway Plug-In Documentation
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Durango-Direct.com
866-415-2636

QuickBooks™ Gateway Plug-In Documentation

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QuickBooks™ Gateway Plug-In Documentation

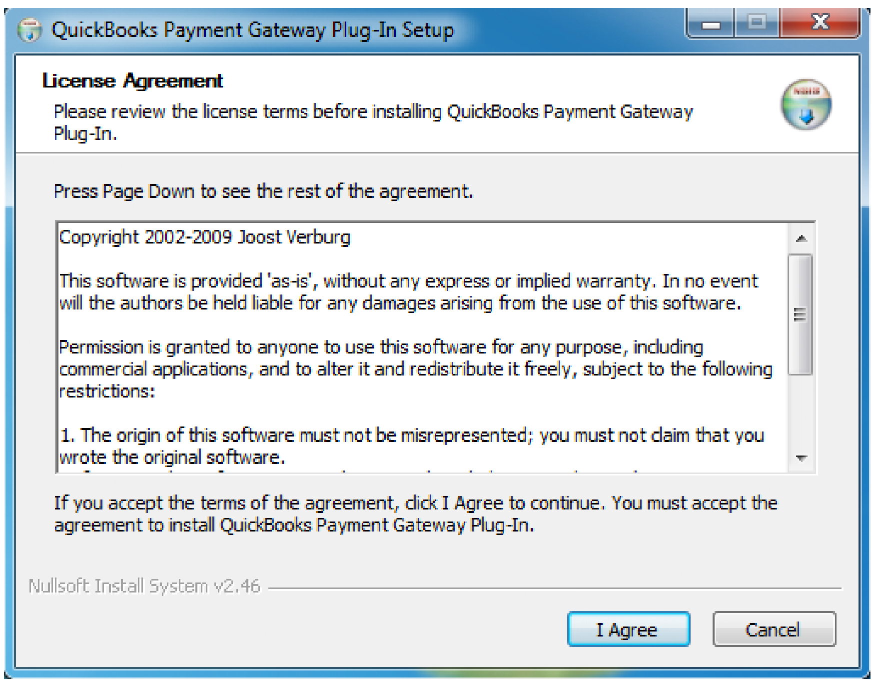
The QuickBooks™ Gateway Plug-In is extremely easy to use and makes it very simple for any merchant using QuickBooks™ to easily process electronic transactions without ever leaving your environment.

The QuickBooks™ Plug-In supports both credit card transactions and ACH transactions.

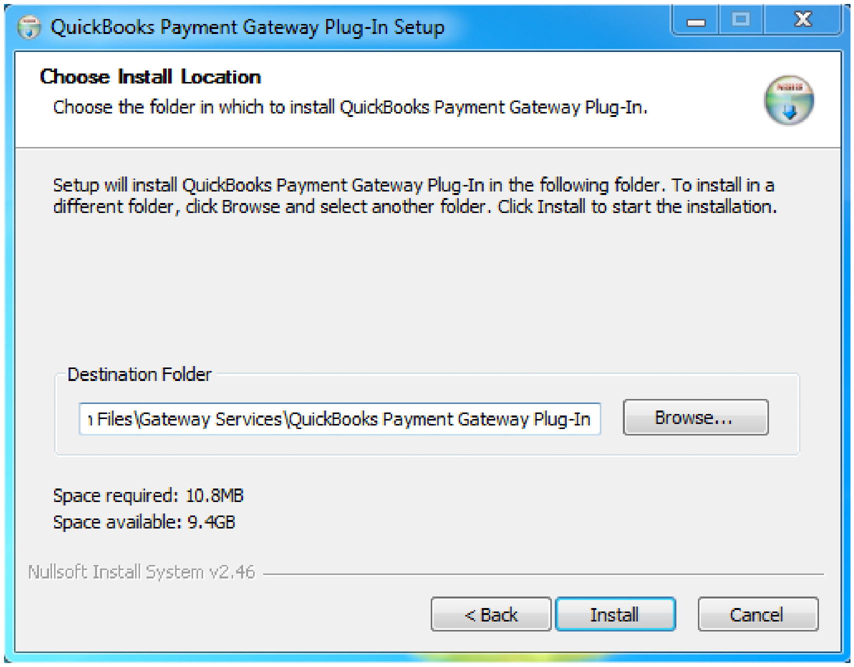
Installation

NOTE: This must be installed on all computers using QuickBooks™.

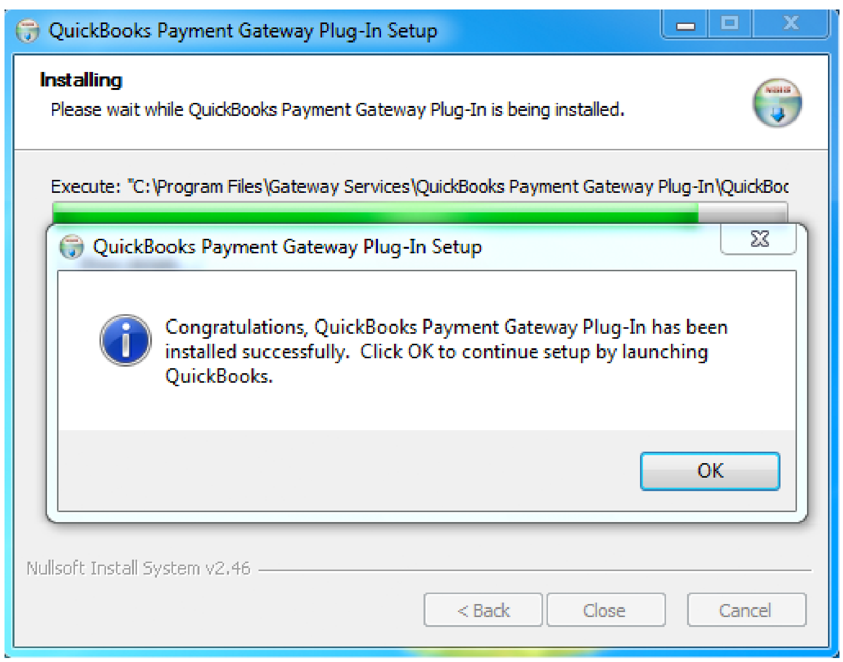
To get started, use the QuickBooks™ Gateway Plug-In Installer.exe to install. Follow these steps:



- Click **I Agree**



- Click **Install**



- Once Installer is complete, it will ask you to click **OK**, and then QuickBooks™ will open.

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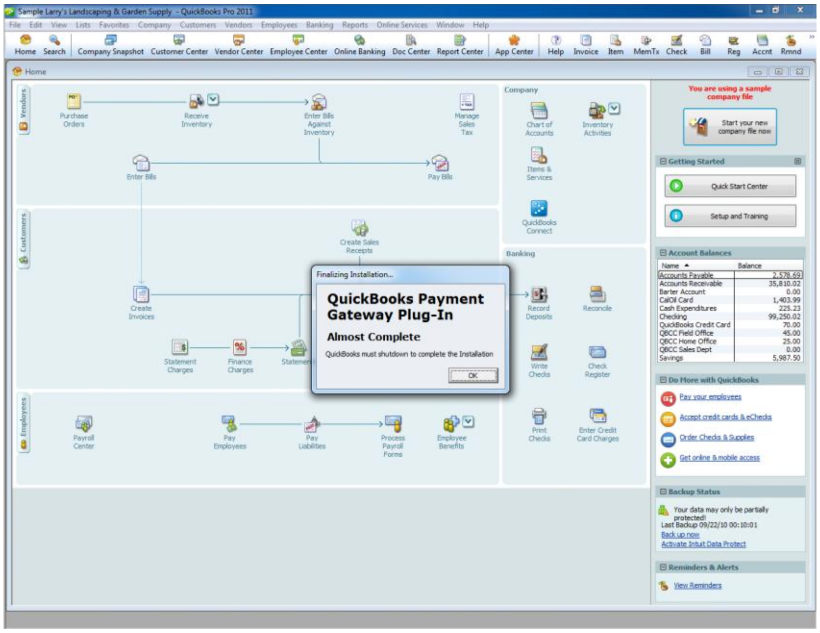

- A notification will appear stating that QuickBooks™ must shut down to complete installation. Click **OK.**

- When setup completes, QuickBooks™ will reopen. Please note if you have multiple user accounts in QuickBooks™ you must log-in using an admin account the first time after the installation. Once logged in, the QuickBooks™ Gateway Plug-In will be available to all users.

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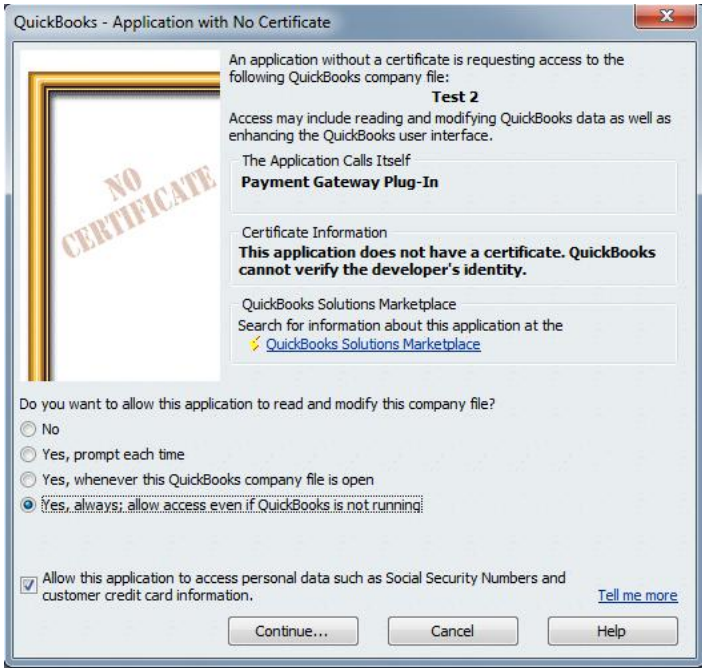
QuickBooks™ Gateway Plug-In Documentation

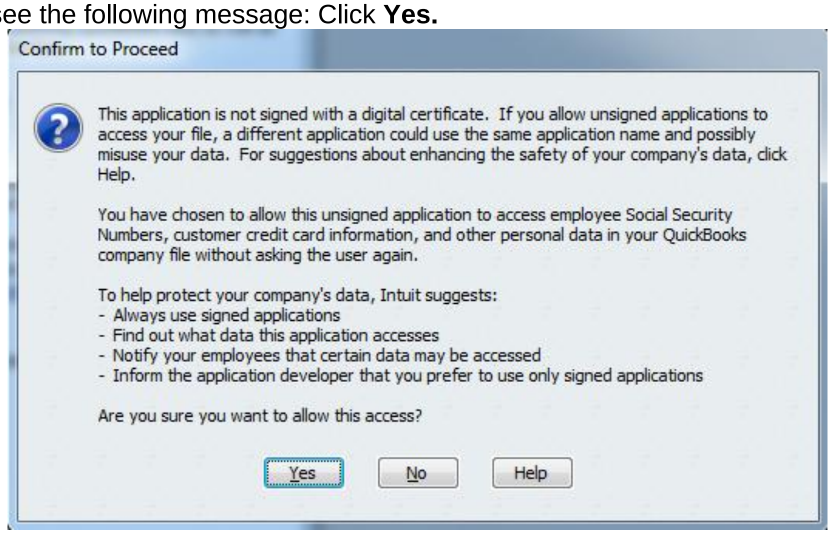
Initial Setup

After installing the Plug-In, the first time you access your QuickBooks™ file, you will see the following dialog box:



- Select **Yes, always: allow access even if QuickBooks™ is not running.**
- Check the box that says **Allow this application to access personal data such as Social Security Numbers and customer credit card information**. This is necessary to allow the Gateway Plug-In to access the credit card information stored in the QuickBooks™ database.
- Click **Continue…**

You will see the following message: Click **Yes.**



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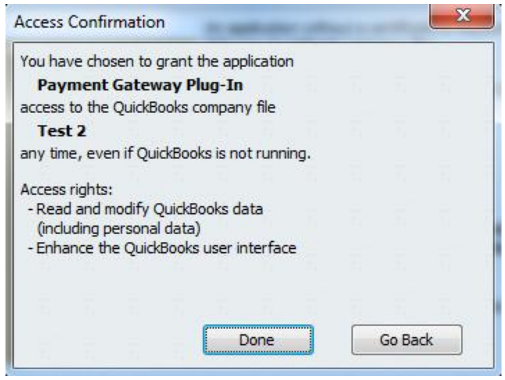
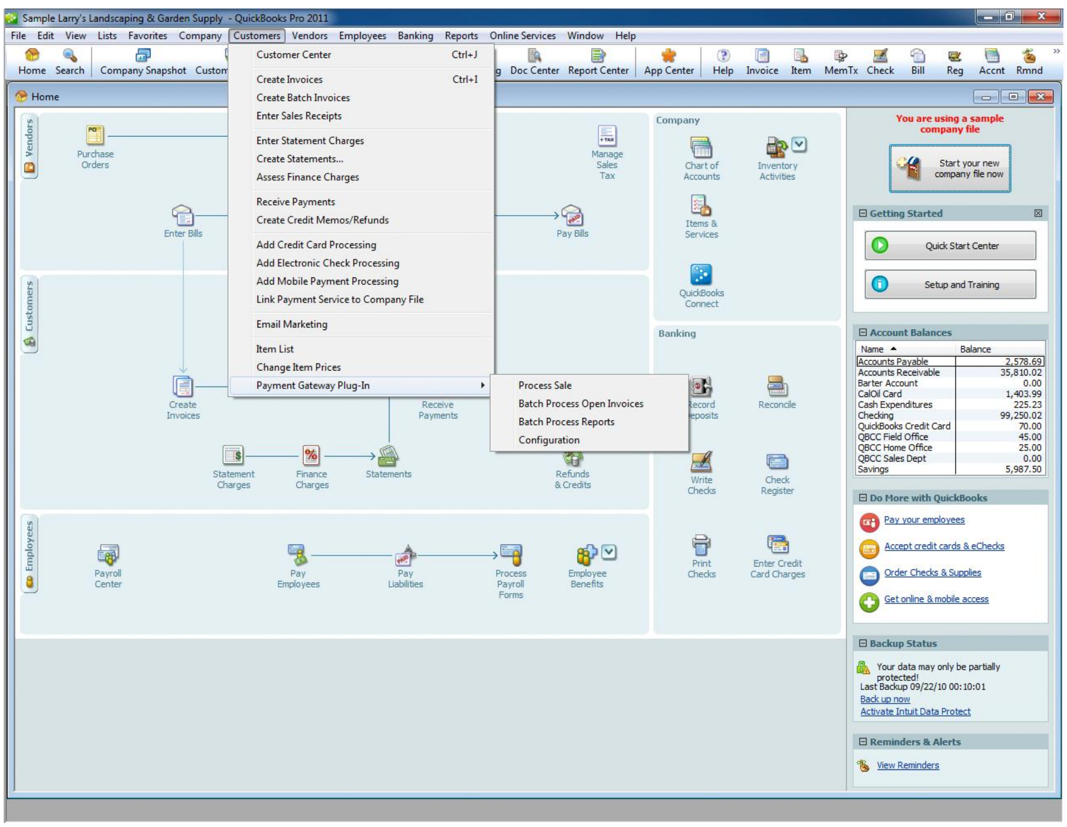


- The final confirmation will appear next, Click **Done.**

Setting Up the QuickBooks™ Gateway Plug-In Credentials

- Go into the **Customers** menu
- Select **Payment Gateway Plug-In**
- Select **Configuration**



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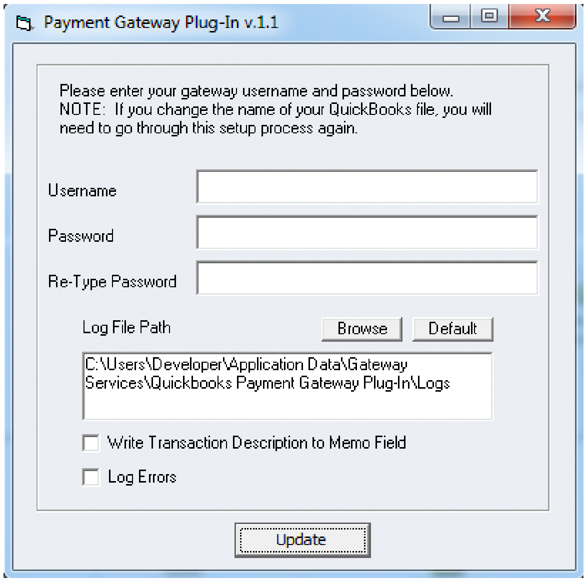
You will see the following dialog box. These fields will be pre-populated if you have previously performed the setup process.



Please Enter:

On the Credentials Tab:

- **Username** – this is your Gateway Username
- **Password** – this is your Gateway Password
- **Re-Type Password** – please re-enter your Gateway Password for verification.
- **Log File Path** – use the **Browse** to select the Log directory to store error logs and batch logs. The default is %ALLUSERSPROFILE%\Application Data\Gateway Services\QuickBooks Payment Gateway Plug-In\Logs. Use the **Default** button to set this value back to the default directory.
- **Write Transaction Description to Memo Field** – if checked, when payments are processed, the description you entered on the transaction screen will be written to the memo field.
- **Log Errors** – if checked, error logs will be maintained in the Logs directory.

Note: Your Username and Password are tied to the QuickBooks™ file. This allows you to have separate Gateway accounts for different QuickBooks™ company files. This process must be performed for each QuickBooks™ file you use. If you rename one of your QuickBooks™ file, you will have to go through the setup process for that QuickBooks™ file again.

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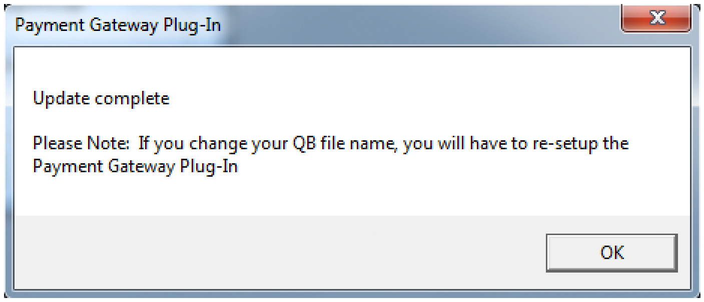
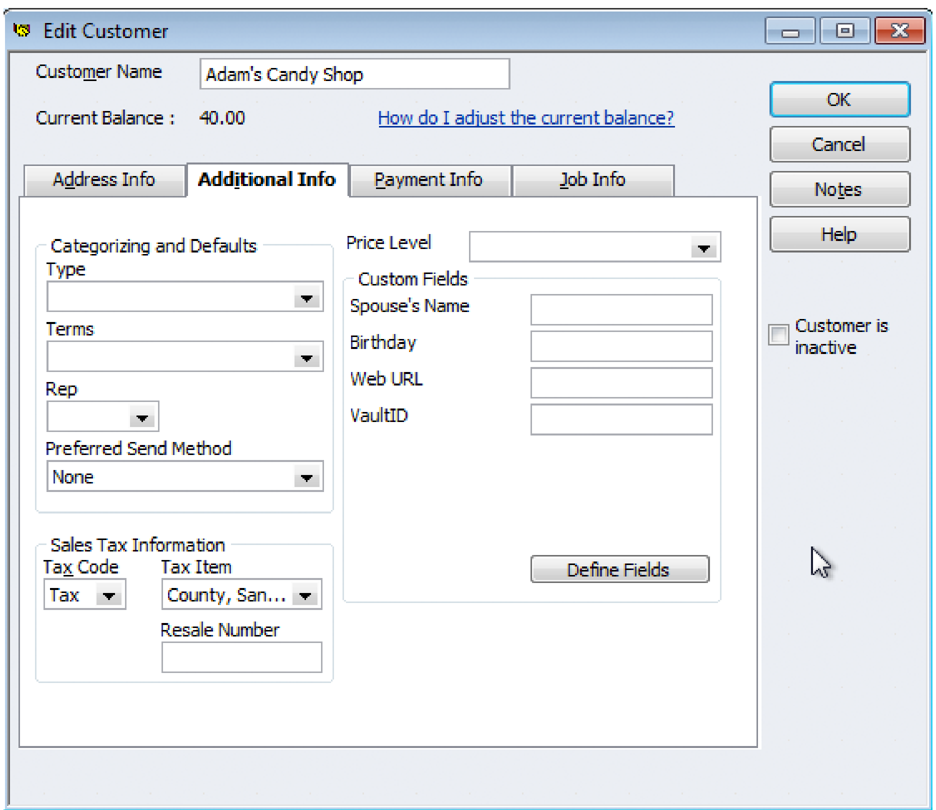
- Click **Update** when done. If your passwords do not match, you will be prompted with an error message. You will then see an Update Complete response.



This process will also create a custom field attached to your customer records called “VaultID”. You can see this by editing your customer and clicking on the Additional Info tab as shown below. This field is used to store the Gateway Customer Transaction ID the first time you put through a transaction. This can be used to subsequently bill this customer easily in the future. See the section on the Gateway Vault later in this document.



Once the setup process is complete, you will be ready to begin processing transactions.

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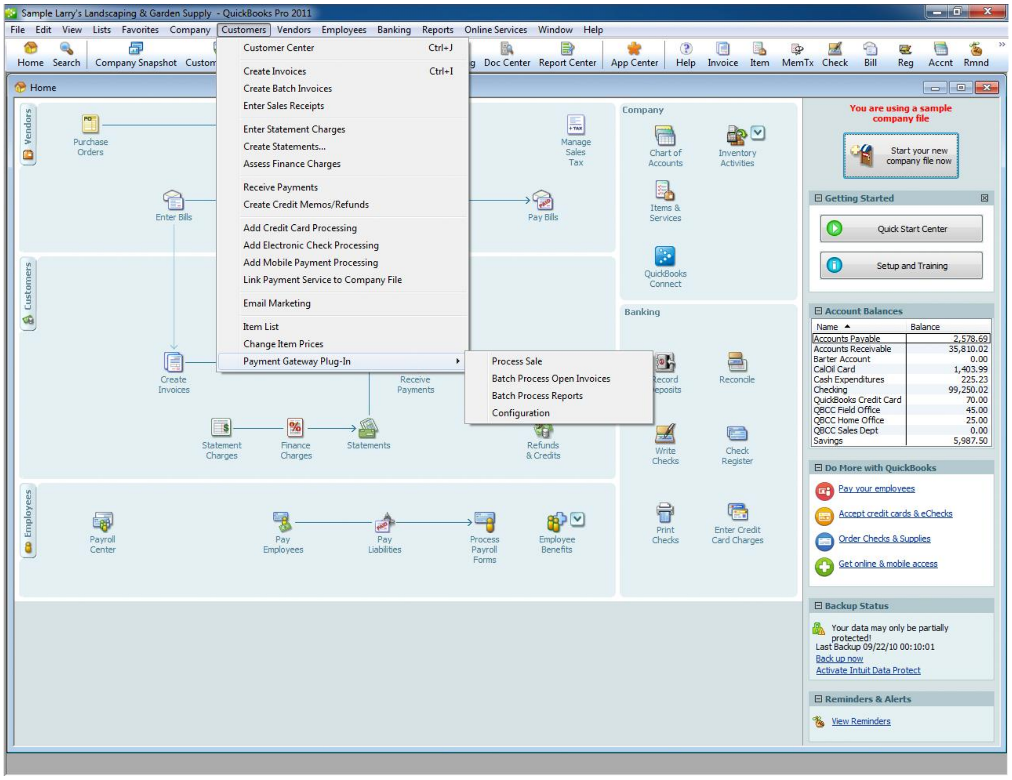
QuickBooks™ Gateway Plug-In Documentation

Processing Card Not Present Transactions

To begin processing payments:

- Go into the **Customers** menu
- Select **Payment Gateway Plug-In**
- Select **Process Sale**



If you have not completed the setup process, you will see a message explain what needs to be done to perform the setup.

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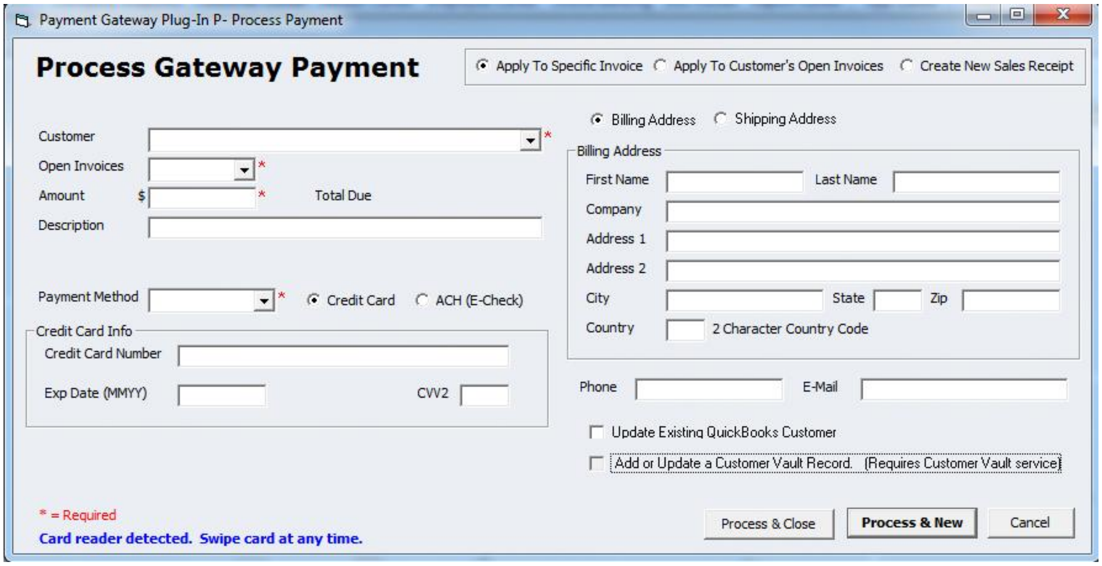
If the setup process has been completed, you will see the following form:



This form will be used to process your transaction.

If you wish to cancel your transaction at any time, simply click the **Cancel** button, or click close box in the upper right hand corner of the form.

Fields of note are as follows:

Type of Transaction

- **Apply To Customer's Open Invoices** – If this option is selected, a Receive Payments record will be created, and payments processed through the Plug-In will be applied using the default QuickBooks™ rules for applying payment.

  If this option is selected:
  - **Amount** - the amount field will default to the total balance owed by the customer. You can adjust this to an amount greater to, or less than the total balance due.
  - **Total Due** – this will show the total balance due for the customer, and will not change even if you change the **Amount** field to a different value.
  - If you select this option, the Receive Payments form will be opened upon successful completion of the transaction. This Receive Payment record will show how QuickBooks™ applied the payment, and you will have the opportunity to adjust as needed.

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- **Apply To Specific Invoice** – If this option is selected the user will select a specific invoice to apply the payment to and a Receive Payments record will be created upon successful completion of the transaction.

  If this option is selected:
  - **Open Invoices -** this drop down will display all open invoices for the selected customer. This field is required if **Apply To Specific Invoice** is selected.
  - **Amount -** the amount field will default to the total balance of the selected invoice. This can be changed to an amount less than, but not greater than, the total balance due on the selected invoice.
  - **Total Due** – this will show the total balance due on the selected invoice, and will not change even if you change the **Amount** field to a different value.
  - If you select this option, the Receive Payments form will be opened upon successful completion of the transaction. This Receive Payment record will show the payment applied to the invoice you selected. Adjustments can be made if desired.

- **Create New Sales Receipt** – If this option is selected, a new Sales Receipt record will be created upon successful completion of the process.

  If this option is selected:
  - **Item -** this drop down will display all service and inventory items setup in your QuickBooks™ file. You must select an item to associate the charge with. You will have the opportunity to change this, or split amongst multiple items, upon successful completion of the transaction.
  - **Amount** – This can be any value.
  - If you select this option, the Sales Receipt form will be opened upon successful completion of the transaction. This Sales Receipt record will show the details of your order based on your transaction. Adjustments can be made if desired.

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Fields Required for Every Transaction

The following fields must be filled out for each transaction:

- **Customer** – this drop down will populate with all of the ACTIVE Customers in your QuickBooks™ file. If you do not see a customer listed here, you must make sure that they have been added to your QuickBooks™ file, and are marked as an ACTIVE customer.

  Once selected, all information that is available will be pre-populated on the form. This includes credit card information, phone number, e-mail address, billing information and shipping information. This information can be adjusted if necessary.

- **Amount** – the amount must be filled out for every transaction. This value will be defaulted to the Total Balance Due (in the case of **Apply To Customer's Open Invoices**) or the Invoice Balance Due (in the case of **Apply To Specific Invoice**). This value must be greater than zero. In the case of Apply To Specific Invoice, the amount must not be greater than the Invoice Balance Due.

- **Payment Method** – the Payment Method dialog box is populated by Payment Methods that you have setup in your QuickBooks™ file. The Payment Method must be selected for all transactions. This value will default to the Preferred Method of Billing selected for a specific customer.

Credit Card Transactions

For all credit card transactions, the following fields are of note:

- **Credit Card** – The Credit Card radio button must be selected for all Credit Card transactions. This will default to being selected.

- **Credit Card Number** – this is required for all Credit Card transactions.

- **Exp Date (MMYY)** – this is required for all Credit Card transactions, and must be in the format MMYY (i.e. 0510)

- **CVV2** – this is the 3 digit code on the back of the card (or 4 digits on the front of the card for American Express).

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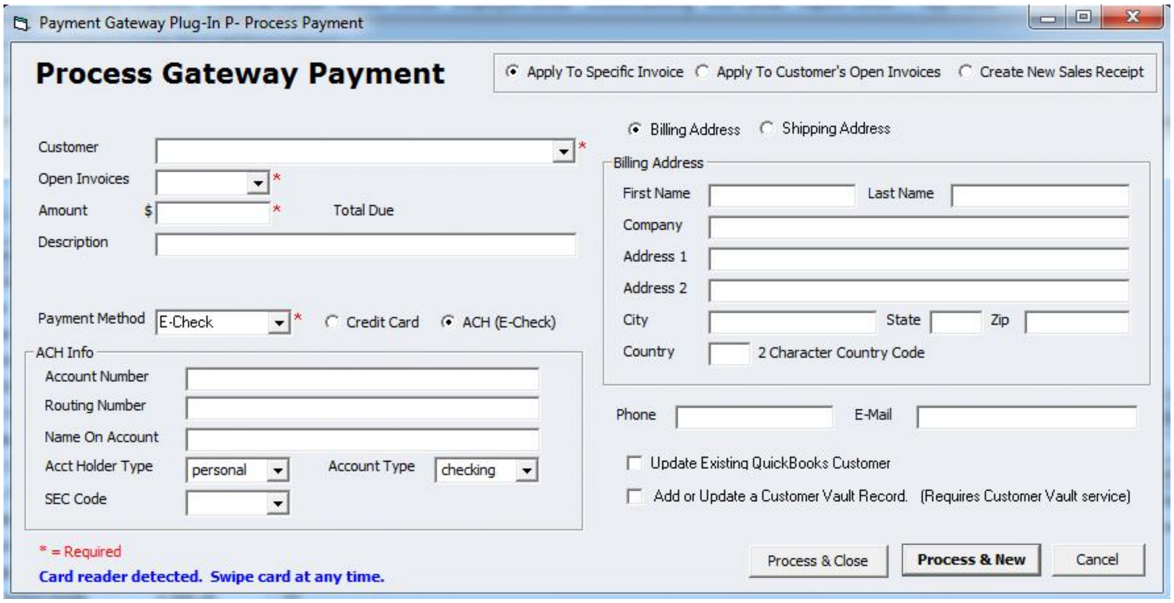
ACH (E-Check) Transactions



For all ACH (Electronic Check) transactions, the following fields are of note. All fields are required.

- **ACH (E-Check)** – The ACH (E-Check) radio button must be selected for all ACH transactions. This will be auto selected if a Payment Method of Check is selected. When this is selected, the credit card fields will be hidden and the ACH fields will appear, as in the screen shot above.

- **Routing Number** – This is the routing number of the bank account funds will be withdrawn from.

- **Account Number** – this is the account number of the bank account that funds will be withdrawn from.

- **Name On Account** – this is the name on file at the bank that holds the bank account.

- **Acct Holder Type** – this must be selected, either business or personal depending on the type of bank account being withdrawn from. Default is **business**.

- **Account Type** – this must be selected, either checking or savings, depending on the type of bank account being withdrawn from. Default is **checking**.

- **SEC Code** – This is the Standard Entry Code, required by NACHA on all ACH transactions.

NOTE: You must have an ACH Account with Gateway for ACH transactions to process successfully.

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Optional Fields

The following fields are optional. These fields will be pre-populated from the data entered on the customer record in QuickBooks™.

- **Phone**
- **E-Mail**
- **Billing Info**
    - **First Name**
    - **Last Name**
    - **Company**
    - **Address 1**
    - **Address 2**
    - **City**
    - **State**
    - **Zip**
    - **Country**
- **Shipping Info**
    - **First Name**
    - **Last Name**
    - **Company**
    - **Address 1**
    - **Address 2**
    - **City**
    - **State**
    - **Zip**
    - **Country**

Note: The QuickBooks™ Gateway Plug-In will attempt to populate the Address 1 and Address 2 fields based on what is entered in QuickBooks™, but due to the way that QuickBooks™ stores the address fields, this may not always be accurate. Please make sure to check the address fields before processing.

The Gateway Vault

In QuickBooks 2007™, custom-built applications had the ability to access the full credit card information stored in QuickBooks™. This allows users to easily process a payment based on the credit card information on file. With QuickBooks 2008™, Intuit eliminated this ability in order to maintain PCI compliance (contact Gateway for more information on PCI compliance).

In order to give customers the ability to reissue both credit card and ACH transactions against billing information on file, we used a powerful feature of the Gateway. This is how the process works:

1) Upon completing the initial setup of the QuickBooks™ Gateway Plug-In, a new custom field called "VaultID" will be created on the QuickBooks™ customer record. (See the Setup section earlier in this document for more information on the custom field).
2) When running the first transaction for a customer, a checkbox that says "**Click this checkbox to save the Transaction ID from this credit card or ACH transaction as a Vault ID to be used**

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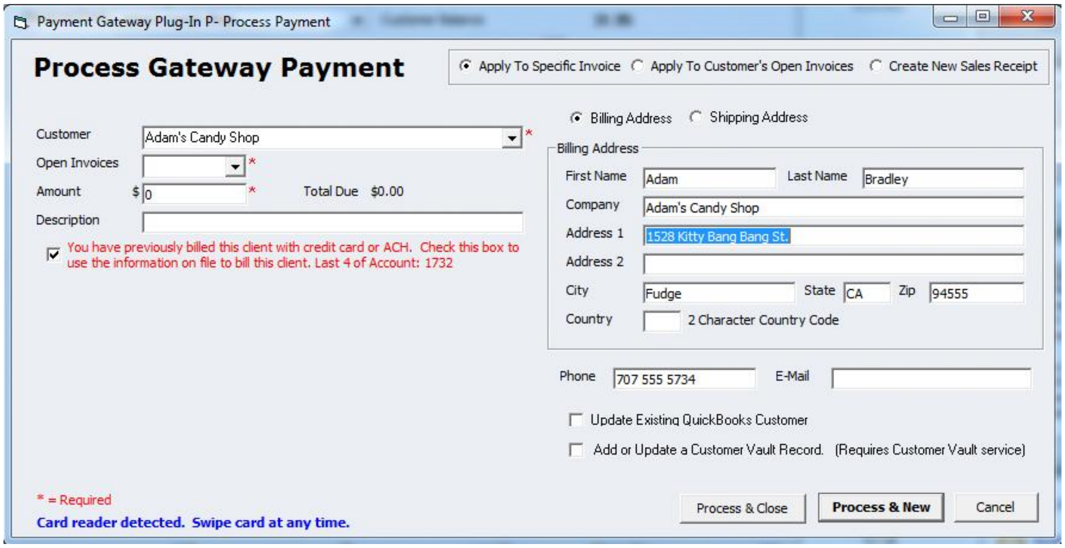
as the default information for future transactions." Is available. Clicking this box, will record the Transaction ID from this transaction in the new Vault ID field in QuickBooks™.

3) When running subsequent transactions for this customer, a new checkbox will appear that reads "**You have previously billed this client with credit card or ACH. Check this box to use the information on file to bill this client.**" The default for this checkbox is checked. See the screen shot below.



4) If this checkbox is left as checked, the transaction will be run using the billing info recorded during the initial transaction, whether it was a credit card or ACH transaction.

5) If desired, this checkbox can be turned off, and new billing information entered. If this is turned off, the "**Click this checkbox to save the Transaction ID from this credit card or ACH transaction as a Vault ID to be used as the default information for future transactions.**" Will appear again, allowing you to update the Transaction ID recorded in the Vault ID field based on a new transaction.

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Update Existing QB Customer

If you make changes to the customer data that was pre-populated from QuickBooks™ data, you can choose to update your QuickBooks™ records when the payment is processed. If you wish to do this, simply check the **Update Existing QB Customer** checkbox. Upon processing the transaction, the following fields will be updated in your QuickBooks™ file:

- **Phone**
- **E-Mail**
- **Billing Info**
  - **First Name**
  - **Last Name**
  - **Company**
  - **Address 1**
  - **Address 2**
  - **City**
  - **State**
  - **Zip**
  - **Country**
- **Shipping Info**
  - **First Name**
  - **Last Name**
  - **Company**
  - **Address 1**
  - **Address 2**
  - **City**
  - **State**
  - **Zip**
  - **Country**
- **Preferred Method of Billing**
- **Credit Card Number**
- **Credit Card Expiration Date**

Create New QB Customer

When creating a new sales receipt, you will also have the option to **Create New QB Customer**. If selected, a new QuickBooks™ customer record will be created with the information populated on this form.

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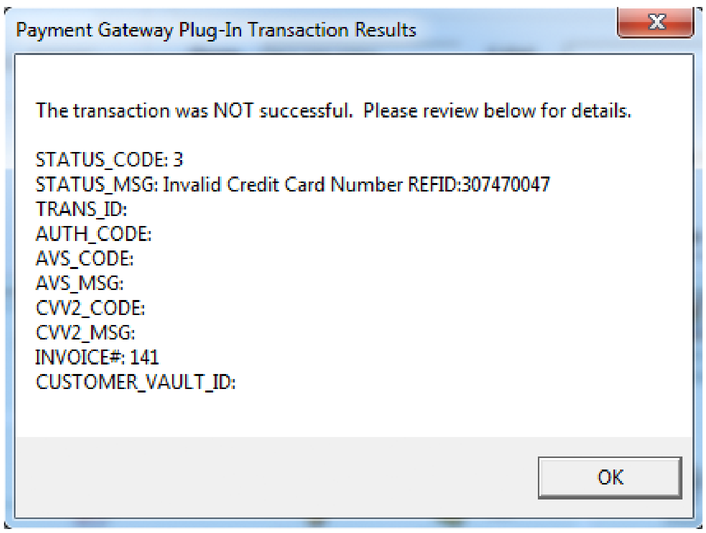
Processing the Transaction

When you are ready to run your transaction you can either click:

- **Process and Close** – this will process the transaction, and close the process transaction dialog box.
- **Process and New** – this will process the transaction, and return you to the process transaction dialog box upon completion, so you can process another transaction.

The Transaction will run, and you will receive a response. In the case of a failure, you will see a response similar to the following:



- Click **OK**
- You will then have the option to make changes and re-run the transaction.
- Upon a success, you will see a dialog box as follows:

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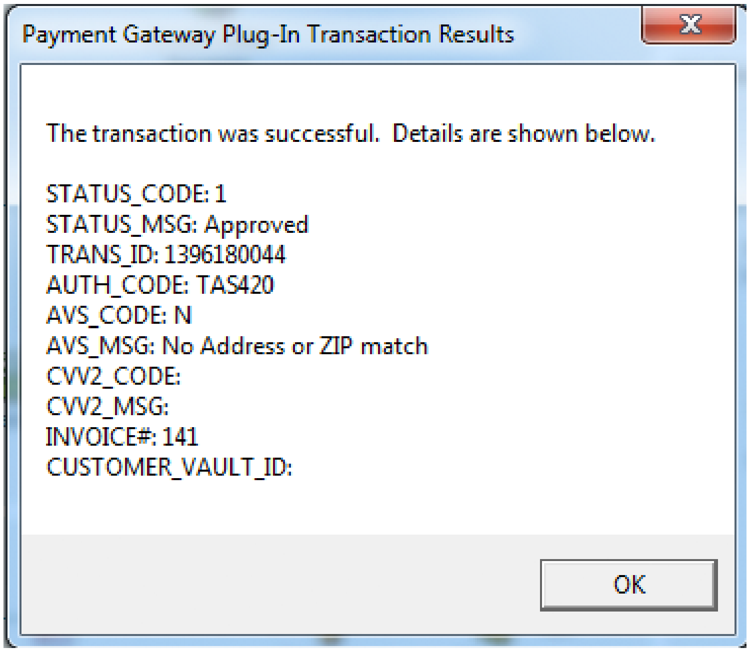

- Review the status message and click **OK** when ready.
- Depending on the type of transaction, the behavior that occurs at this point will differ as follows:
  - **Apply To Customer's Open Invoices** or **Apply To Specific Invoice -** this will create a new payment record, and take you to the payment that is created. The Transaction ID will be placed in the Reference # and Memo fields. This can be used to reference the transaction in the Payment Gateway.

    Depending on your selections, your payment will be applied to one or more invoices. You can adjust the allocations, or any other details of the payment receipt here.

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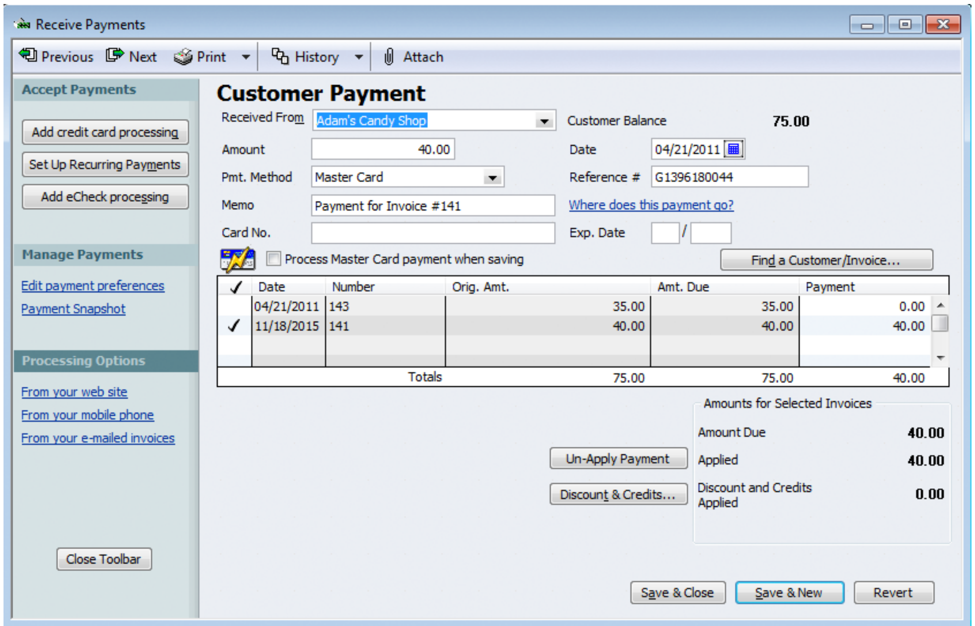
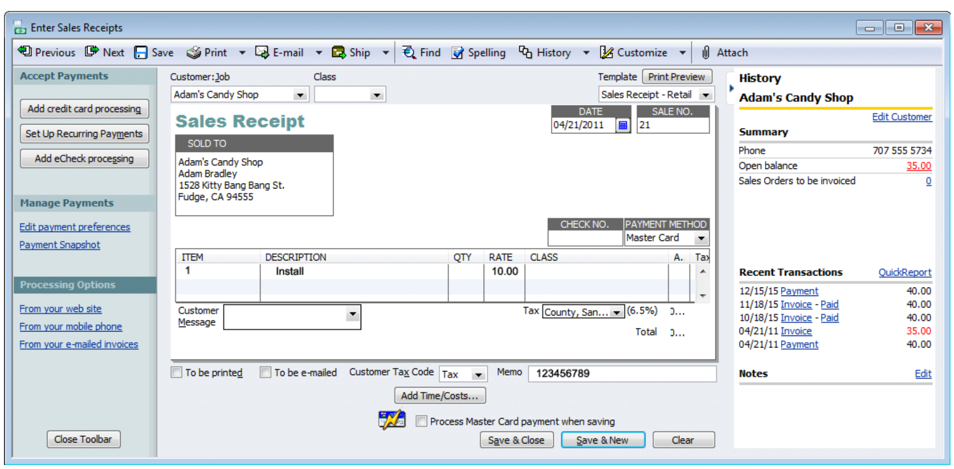


- **Create New Sales Receipt** – This will create a new sales receipt. In this scenario, you will be taken to the new sales receipt.

  The Sales Receipt form is shown below. The Payment Method will be selected based on your choices, and the Transaction ID will be populated in the Memo field.

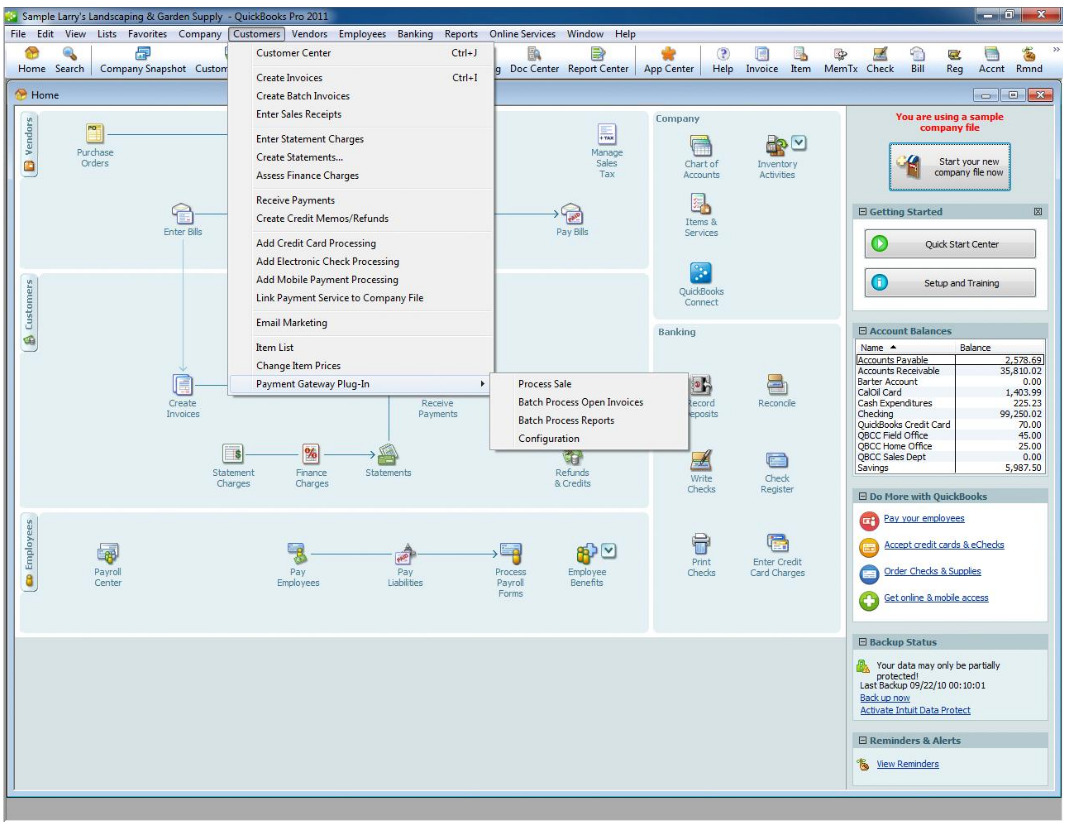


QuickBooks™ Gateway Plug-In Documentation

Processing Card Present (Swipe) Transactions

The QuickBooks™ Gateway Plug-In allows you to accept swiped, card present transactions to get the best rates! All you need to have is an approved swipe and you can simply swipe the card in the Process Sale menu. To use this feature:

- Click on the **Customers** menu
- Select **Payment Gateway Plug-In**
- Select **Process Sale**



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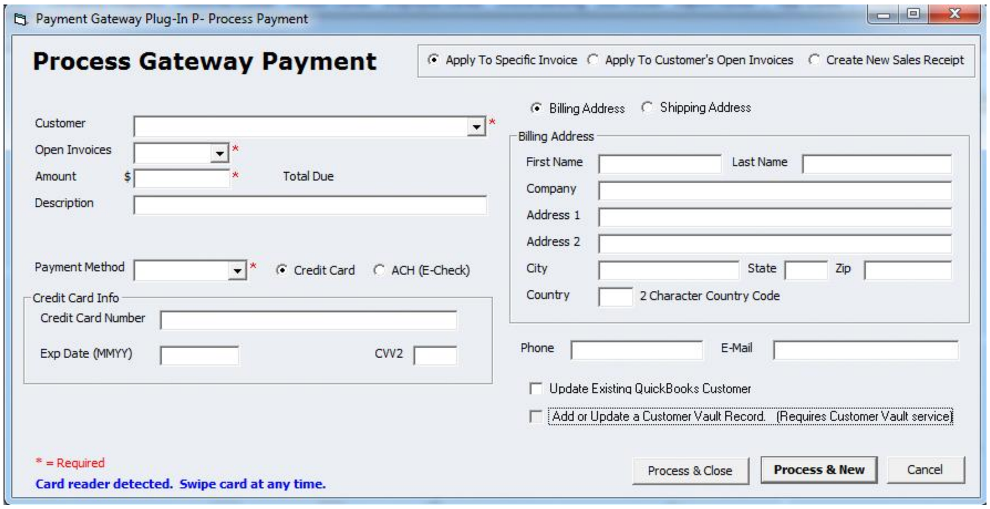
- You will see the following dialog box:



- Simply just swipe the card to continue.
    - ACH transactions not supported through swipe

- The Swipe functionality was designed to work with the approved swipe devices. Please contact support for more information regarding approved swipe devices.

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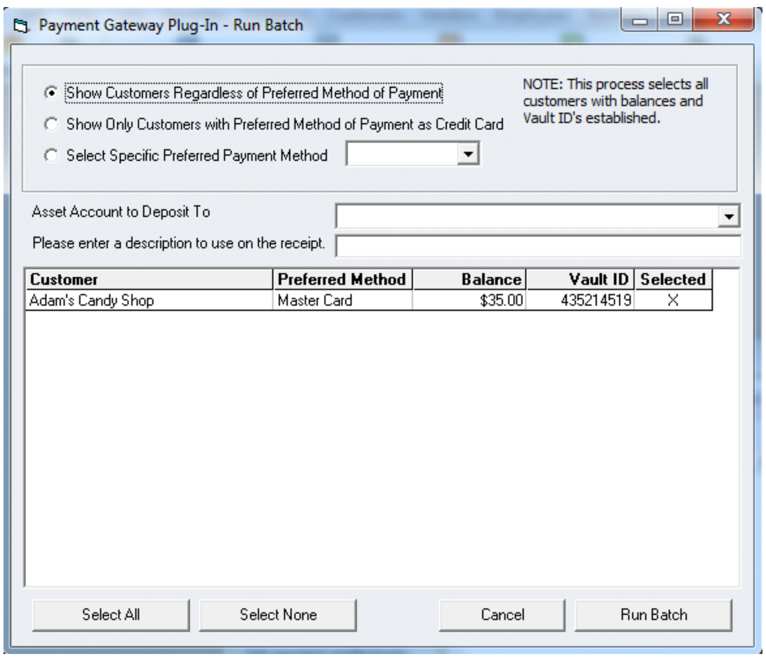
Processing Batch Transactions

The QuickBooks™ Gateway Plug-In has a Batch Processing feature which will allow you to process multiple transactions at once.

To begin the Batch Process

- Go into the **Customers** menu
- Select **Payment Gateway Plug-In**
- Select **Batch Process Open Invoices**
- The following Dialo- 23 - Box will appear:



This dialog box will show all customers who have an outstanding balance as well as a Transaction ID recorded in the VaultID field. The VaultID is a custom field added to the customer record after running the setup process. The VaultID can be populated manually by editing the customer record, and copying in a Transaction ID retrieved from the Gateway or can be generated using the Process Payment option for a specific record. See earlier in this documentation for more information the VaultID.

Items of note on this form are:

- **Show Customers Regardless of Preferred Method of Payment** – this is the default selection. With this option, all customers who have a Transaction ID recorded in the VaultID field, and an outstanding balance are shown.
- **Show Only Customers with Preferred Method of Payment as Credit Card** – If selected, only customers with a Preferred Method of Payment as Visa, MasterCard, American Express or Discover will be shown.

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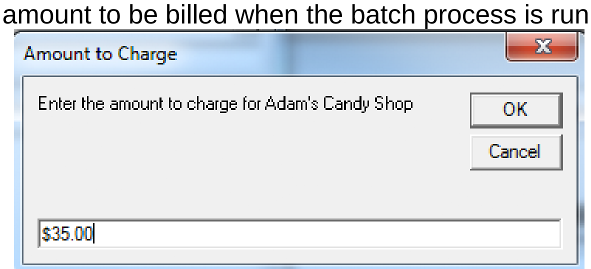
We recommend that you use Visa, MasterCard, American Express or Discover for any customers who pay regularly by credit card, and Check or ACH for any customers who pay regularly by ACH.

- **Select Specific Preferred Payment Method** – If selected, you can select any Preferred Payment Method from the drop down, and only customers matching that Preferred Method of Payment will be shown.

- **Please enter a description to use on the receipt** – this is description of the purchase (i.e. Payment for Web Hosting Services). This will be included on the e-mail receipts that all customers receive from the gateway when their payment is processed. This value will also be attached to the transaction in the gateway. This is OPTIONAL.

- **Customer Grid**
    - **Customer Column** – the Customer column shows the name of the customer as it appears in QuickBooks™.
    - **Preferred Method** – the Preferred Method column shows the Prefer Method of Billing setup on the customer record.

      We recommend that you use Visa, MasterCard, American Express or Discover for any customers who pay regularly by credit card, and Check or ACH for any customers who pay regularly by ACH.
    - **Balance** – this shows the total balance due from that customer.
    - **Vault ID** – this is the Vault ID of the customer that will be used to access billing information on file stored in the Payment Gateway.
    - **Selected** – if an X appears in this column, this record will be processed when the batch is run. To unselect, simply click on the X and it will disappear. Click again to re-select and the X will appear again.
    - Clicking on a dollar amount in the Balance column will allow you to adjust the amount to be billed when the batch process is run:



- **Asset Account to Deposit To** – this drop down allows you to specify an Asset account to record the payments to. If this is left blank, your default asset account will be used (Usually this will be "**Undeposited Funds**".

- **Select All** – this button will X in the **Selected** column on all rows.

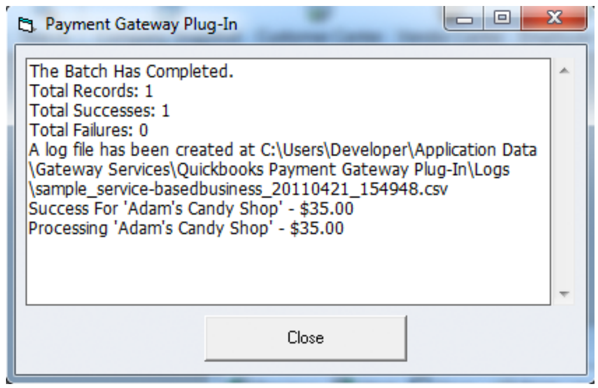
- **Select None** – this button will clear the X in the **Selected** column on all rows.

- **Cancel** – click Cancel to close the form without processing the batch.

- **Run Batch** – click this button to run the batch.

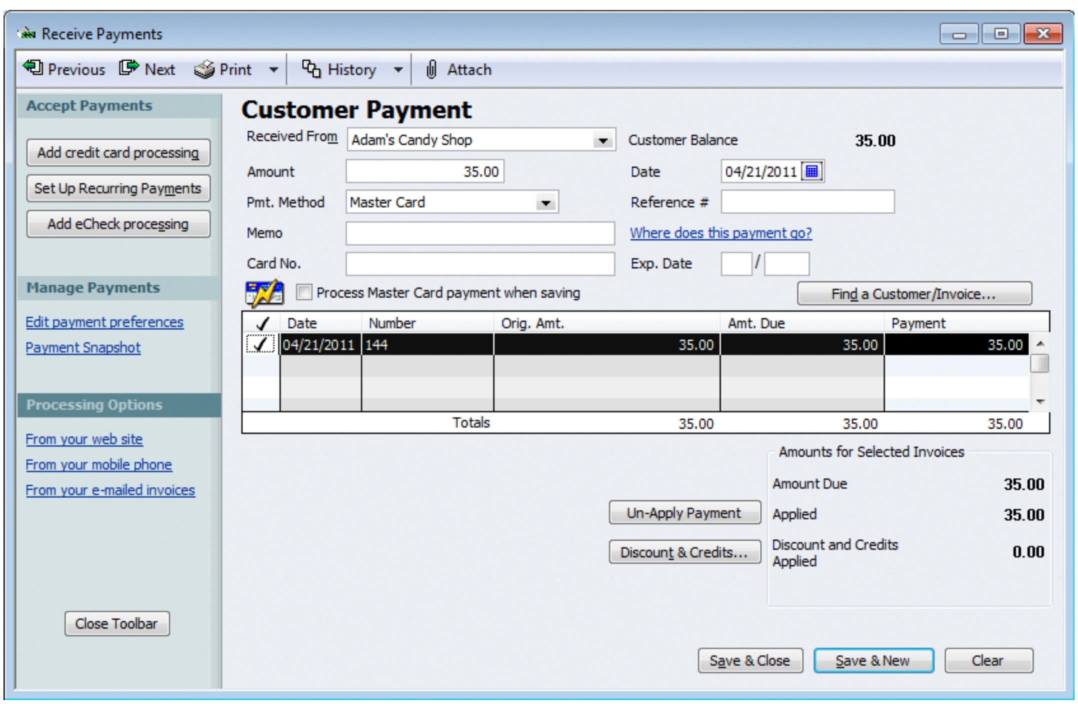
- When running the batch, you will see the dialog box below showing you the status as the batch process progresses.

- Upon completion, you will be shown the total number of records, total successes, and total failures.



- Click **Close** when done reviewing

- The QuickBooks™ Gateway Plug-In will create Receive Payments records for each successful transaction.   These payments will be applied to open invoices using the default QuickBooks™ rules for applying payment. An example of a Receive Payment record created by the batch process is shown below.



- Additionally, a file will be generated in the **%ALLUSERSPROFILE%\Application Data\Payment Gateway\QuickBooks Gateway Plug-In\Logs** folder by default (this folder can be changed in the **Setup**). This file will have the format of

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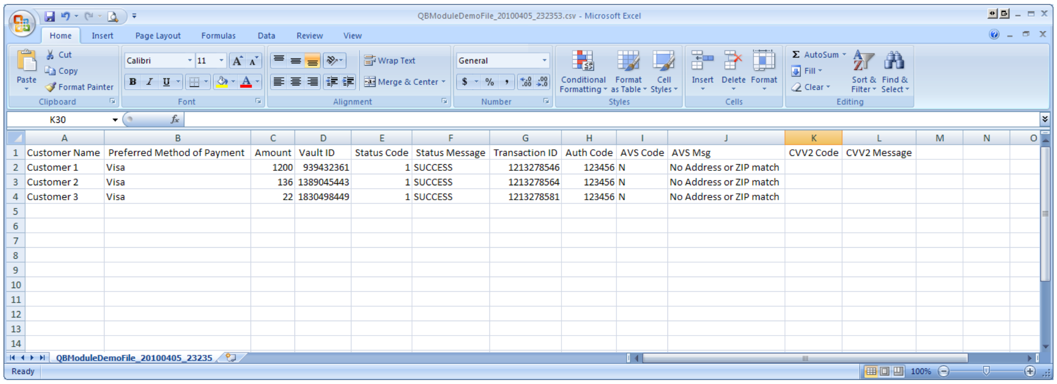
COMPANYFILENAME_YYYYMMDD_HHMMSS.csv. This is a comma delimited file.



Customer Name	Preferred Method of Payment	Amount	Vault ID	Status Code	Status Message	Transaction ID	Auth Code	AVS Code	AVS Msg	CVV2 Code	CVV2 Message
Customer 1	Visa	1200	939432361	1	SUCCESS	1213278546	123456	N	No Address or ZIP match		
Customer 2	Visa	136	1389045443	1	SUCCESS	1213278564	123456	N	No Address or ZIP match		
Customer 3	Visa	22	1830498449	1	SUCCESS	1213278581	123456	N	No Address or ZIP match		

As QuickBooks™ has no way to record the declines, any declined transactions will remain on your books as open invoices. It's important to review the log file to find out the reasons behind the declines, and work with your customers to correct, and re-run the transactions.

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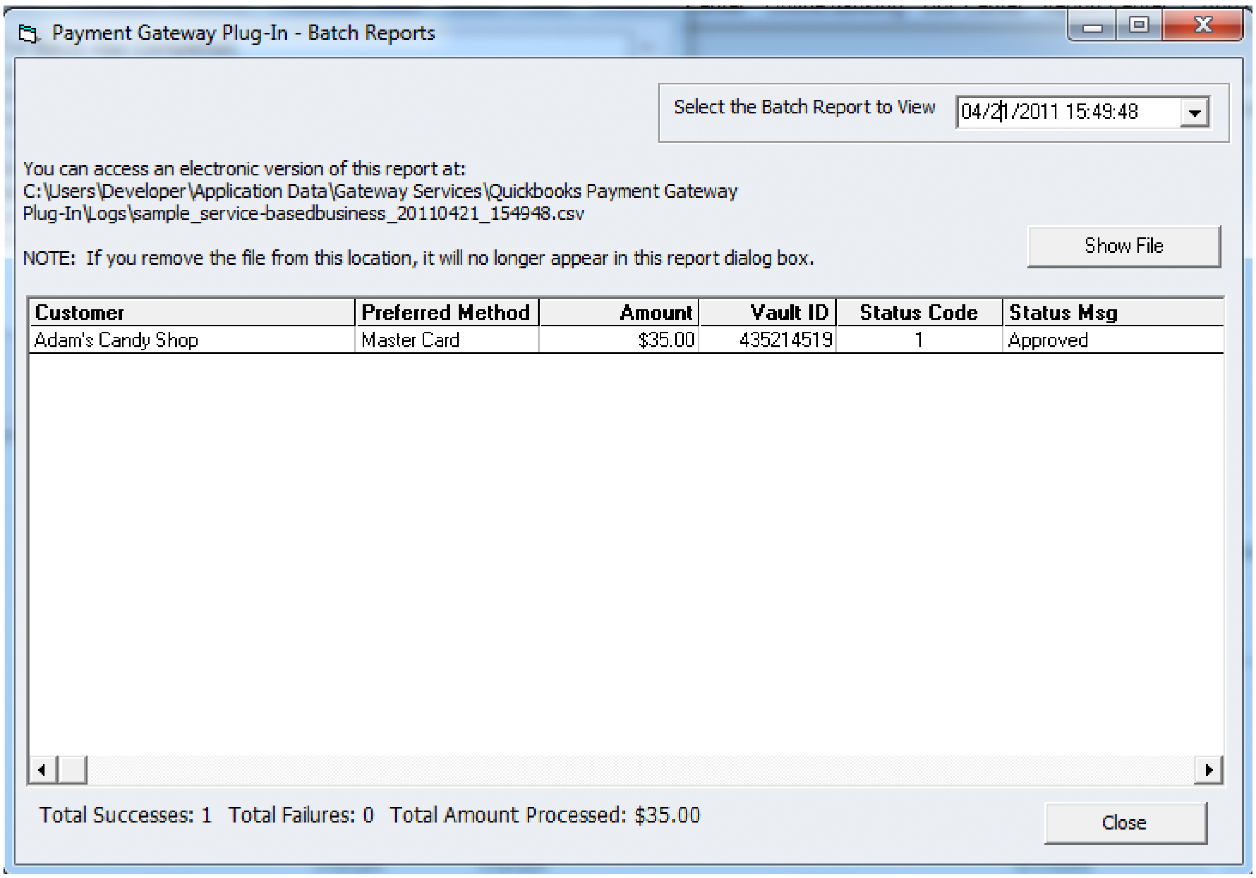
Batch Reports

The Batch Report function allows you to pull up information about the batches you have run. A log file is generated with every batch that is run.

You can easily view the batch reports by doing the following:

- Go into the **Customers** menu
- Select **Payment Gateway Plug-In**
- Select **Batch Process Reports**
- The following Dialog Box will appear:



- Select the date/time of the batch you'd like to view from the **Select the Batch Report to View** drop down.
- The batch report grid will be populated, showing you:
  - Customer
  - Preferred Method of Payment
  - Amount
  - Vault ID

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  - Status Code
  - Status Message
  - Transaction ID
  - Auth Code
  - AVS Code
  - AVS Message
  - CVV2 Code
  - CVV2 Message

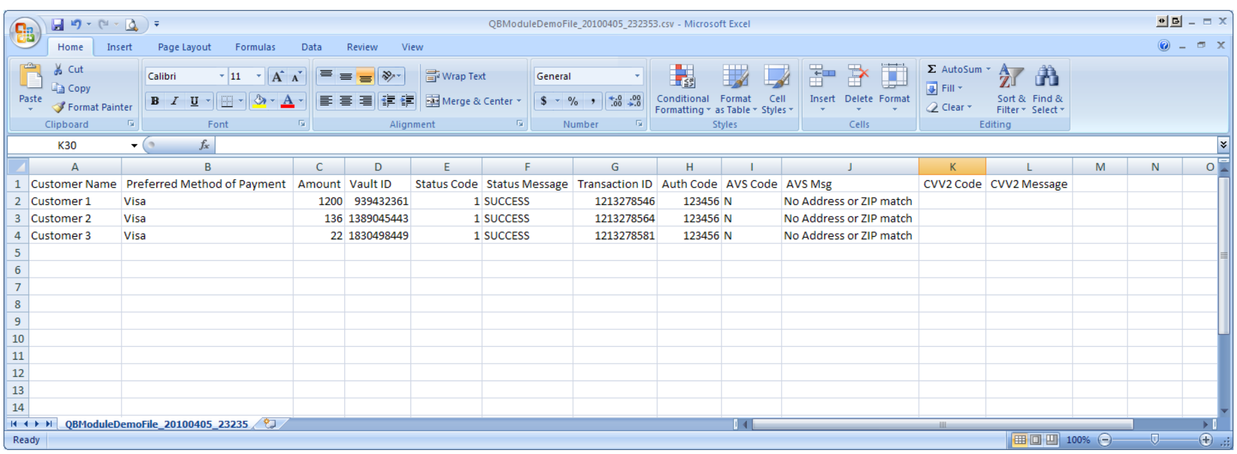
- Clicking on any of the headings will sort the grid.

- Total successes, failures and total amount processed will be displayed at the bottom of the grid.

- All log files are stored at: %ALLUSERSPROFILE%\Application Data\Payment Gateway\QuickBooks Gateway Plug-In\Logs by default, but this can be changed in the **Setup**.
NOTE: If you remove the log files from this directory, they will drop out of the **Select the Batch Report to View** drop down

- Click **Close** to close the Batch Reports dialog box.

- Clicking **Show File** will open the corresponding log file in the default application on your computer for "CSV" files. The following image shows the file open in Excel. This can be used to adjust format, add totals, print reports, etc.



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