Sage 50
Payment Processing Guide

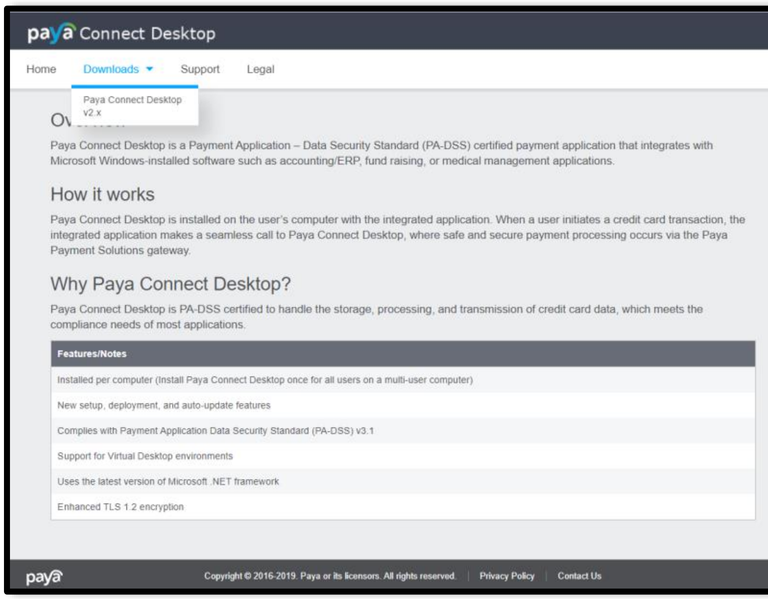
TABLE OF CONTENTS

PAYA CONNECT DESKTOP INSTALLATION

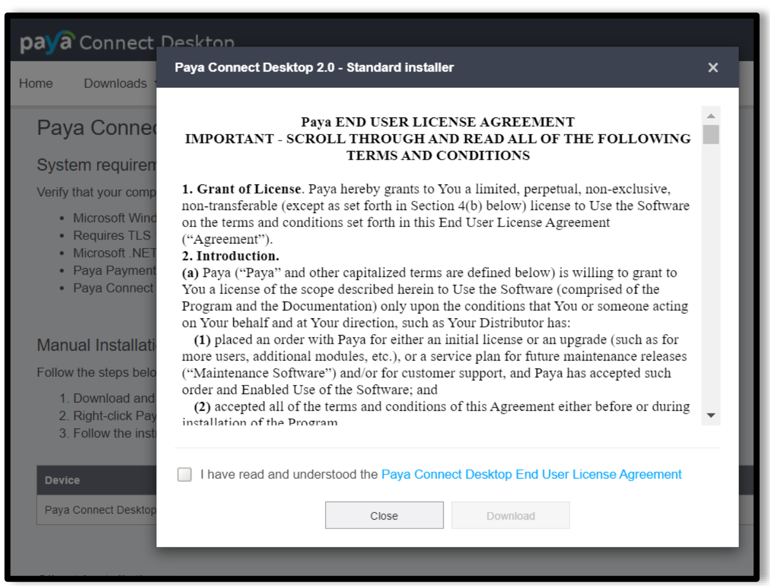
Before payment processing can begin, the Paya Connect Desktop module will need to be downloaded on the computer/server. Paya Connect Desktop is a PA-DSS (Payment Application – Data Security Standard) certified payment application that integrates with Sage 50. For all payment processing that involves the storage, processing or transmission of credit card & ACH data, the Sage 50 software product will engage the Paya Connect payment application to perform these functions.

To install the Paya Connect Desktop module:

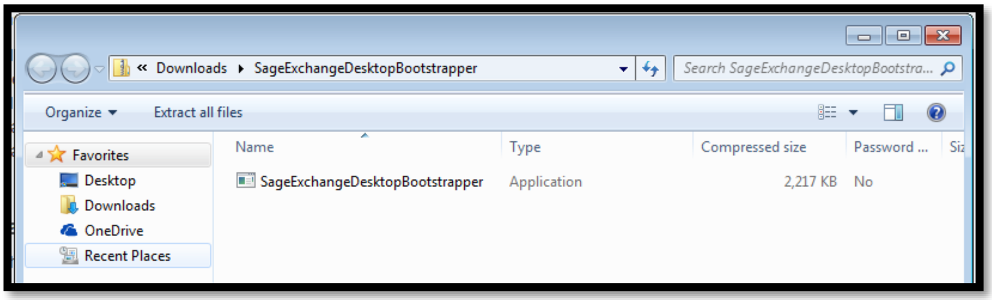
1. Go to https://www.sageexchange.com/install. From the Downloads tab, select **Paya Connect Desktop v2.x**

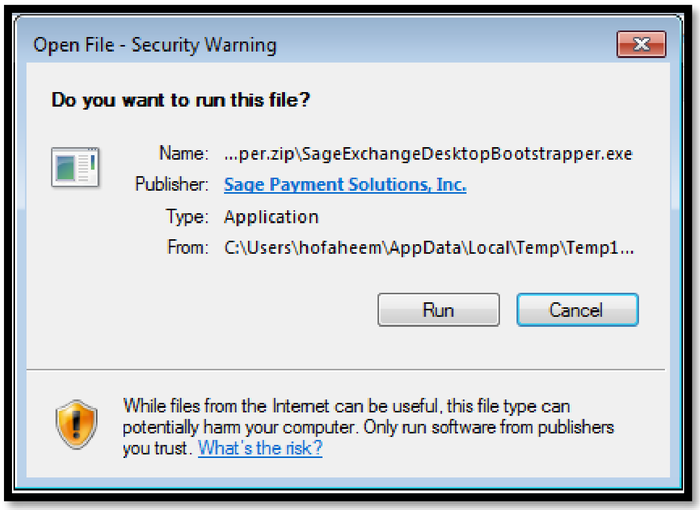


2. You will then click on **Download Installer** for the Standard Installer and agree to the Terms and Conditions and click on **Download.**

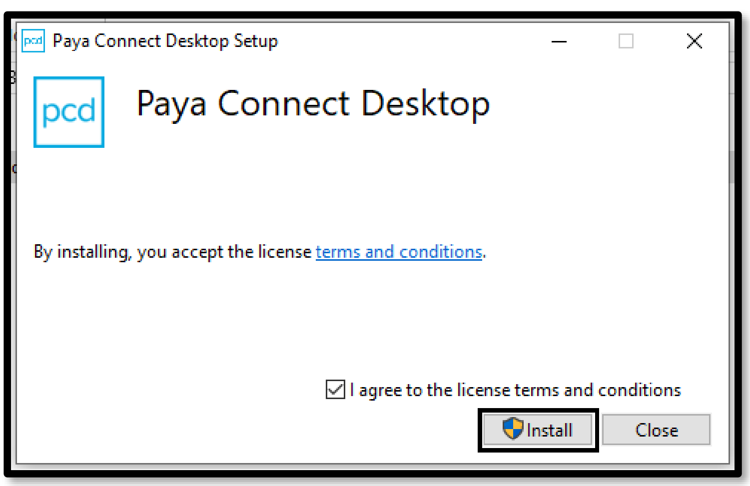


3. **Save** the file and double click the Download, “**SageExchangeDesktopBootstrapper”** and click on **Run**

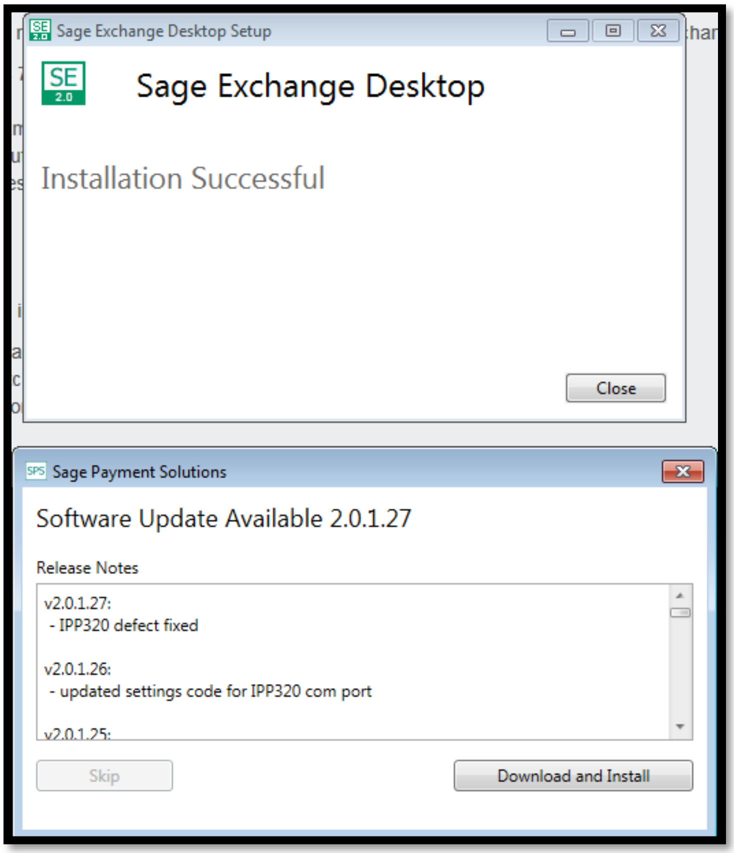




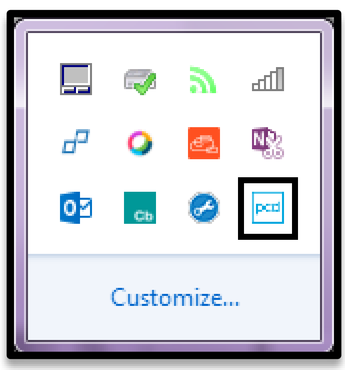
4. **Agree** to the Terms and Conditions and **Install:**



5. **Close** Installation Successful. You will then see the second part of the Download; click on **Download and Install**



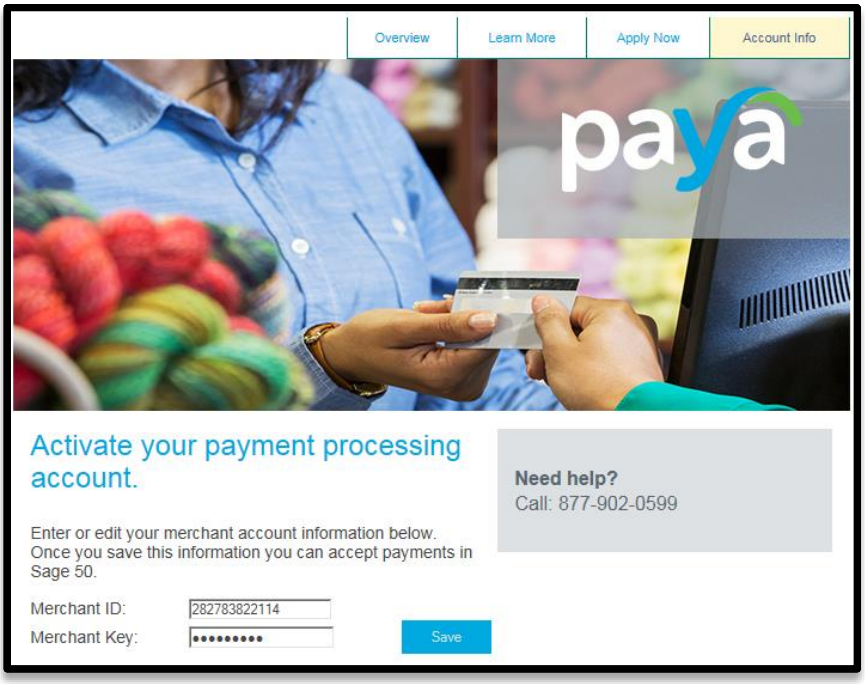
6. The application will download to the computer and when complete, the icon will show in application tool bar and is now ready to use.



SETTING UP CREDIT CARD PROCESSING

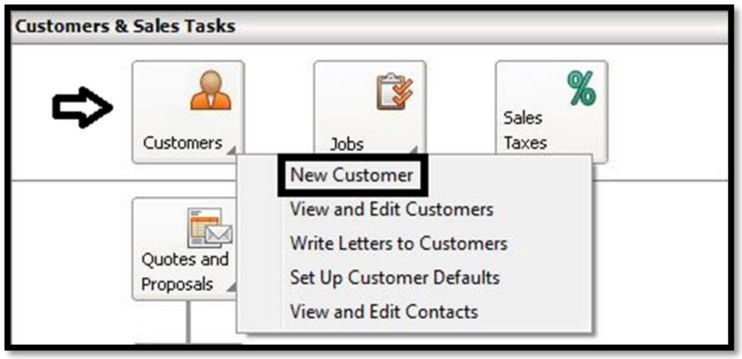
Sage 50 Path: Services->Credit Card Processing->Account Information

1. From the **Account Info** window, enter the **Merchant ID** and **Merchant Key**. Click the **Save** button.

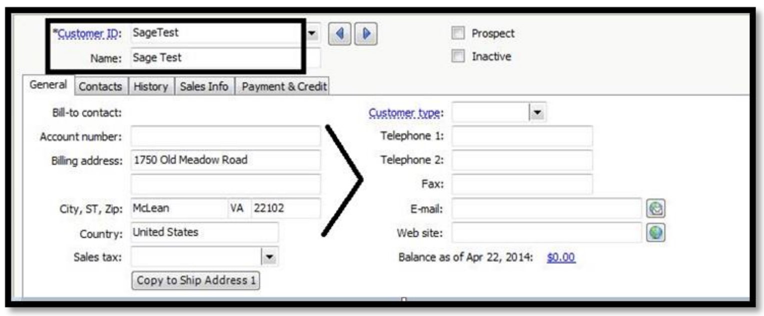


CREATING A CUSTOMER

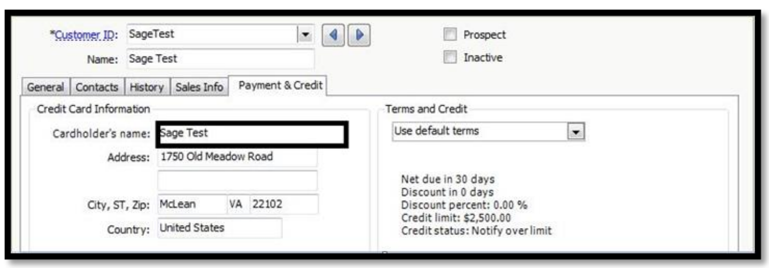
1. To create a customer, click the **Customers** icon, then select **New Customer**.



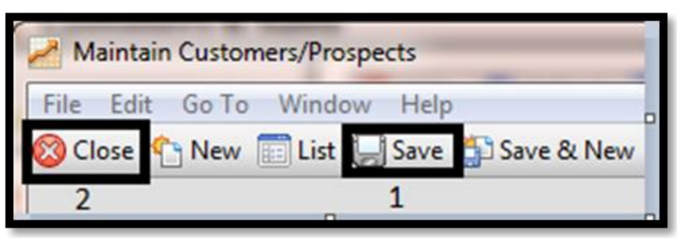
2. Enter the **Customer ID** and **Name** of the customer. Enter the **Billing Address**.



3. Click on the **Payment & Credit** tab and fill in the cardholder's name.



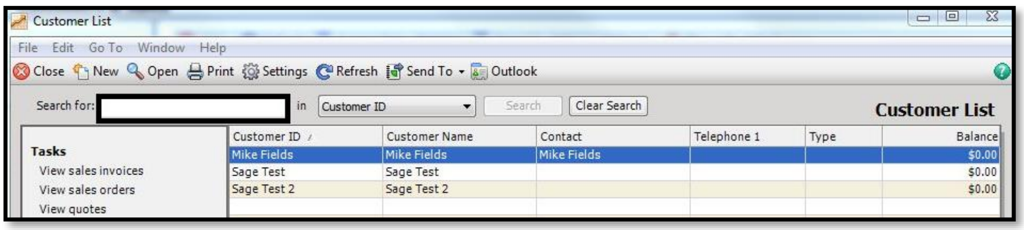
4. On the top toolbar, click the **Save** button to save the customer, then click the **Close** button to exit the window.



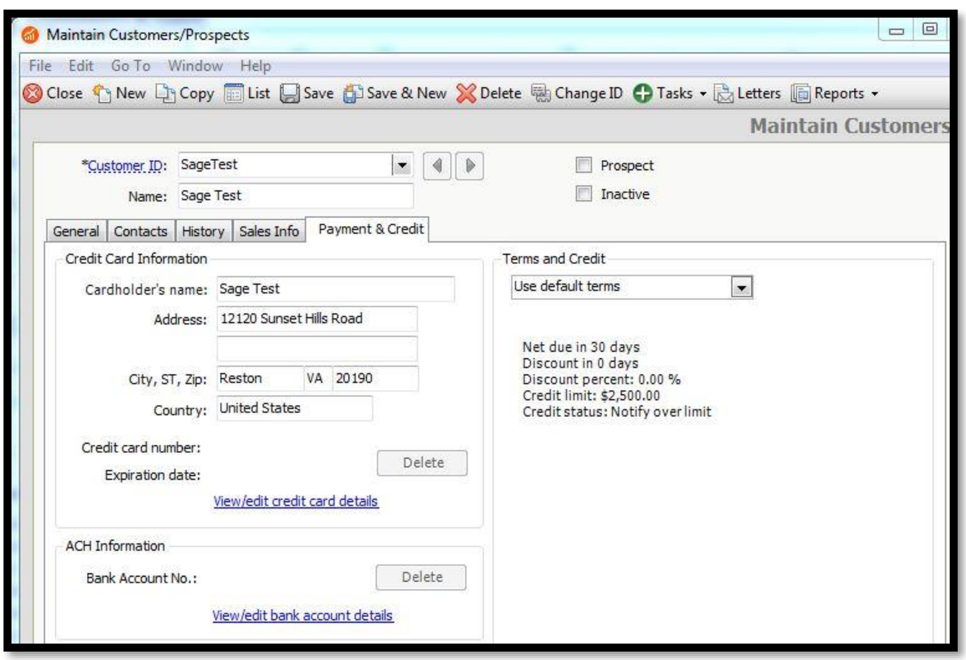
STORING CREDIT CARDS &/OR ACH INFORMATION

1. To store credit cards in Sage 50, click on the **Customers** icon, then select **View and Edit Customers**.

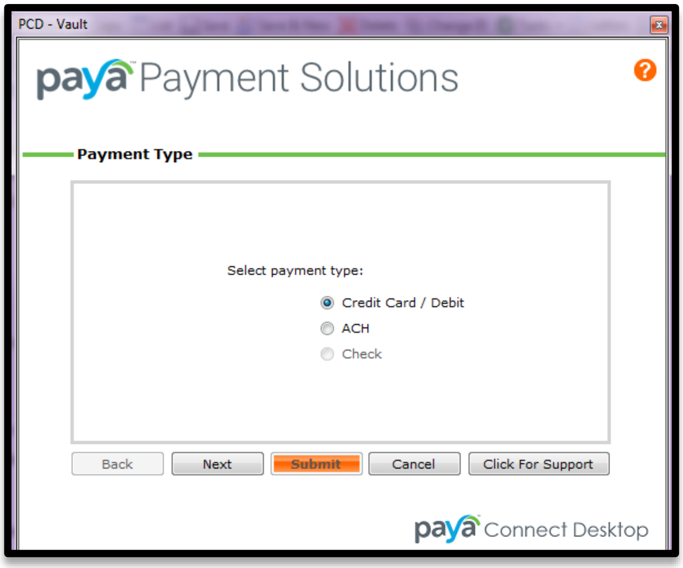
2. The **Customer List** will appear. You can select the customer from the list or you can search for the customer using the **Search For** field.



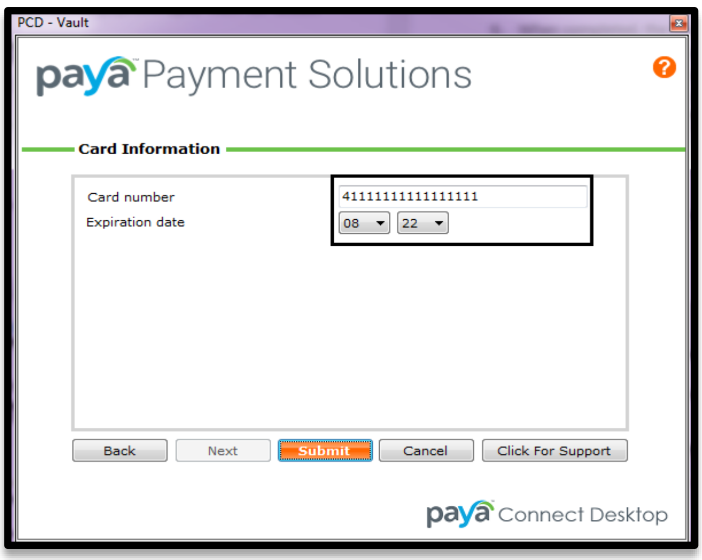
3. When the customer is selected, the customer profile will appear. Click the **Payment & Credit** tab from the profile screen, then click on the blue link **View/Edit Credit Card Details**.

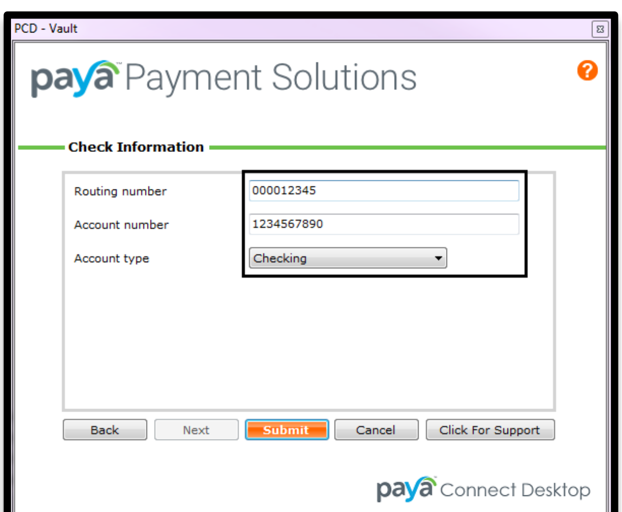


4. The link will bring up the **PCD - Vault** window. You will choose the appropriate payment type, “ACH” or “Credit Card/Debit.” Select the **Next** button.

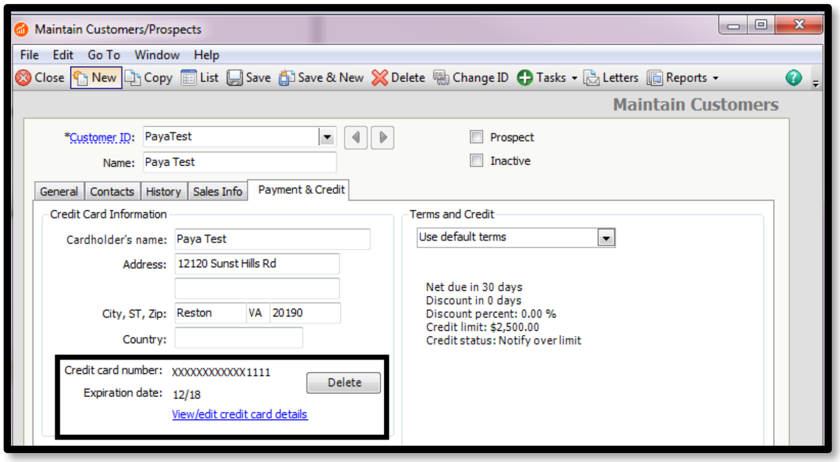


5. This is where you enter the credit card information or the check information. Select the **Submit** button.

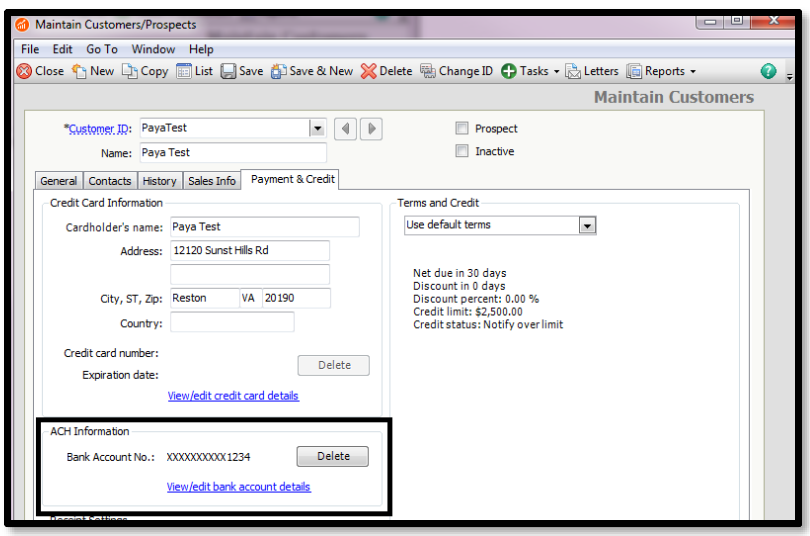




6. When completed, the truncated card number and expiration date and/or Bank Account No. will appear in the customer profile. The reason for truncation is to adhere to the PCI Compliance policies. If the card number/expiration date and/or Bank Account No. needs to be changed, simply click the View/Edit Credit Card (bank account) Details to apply the changes.

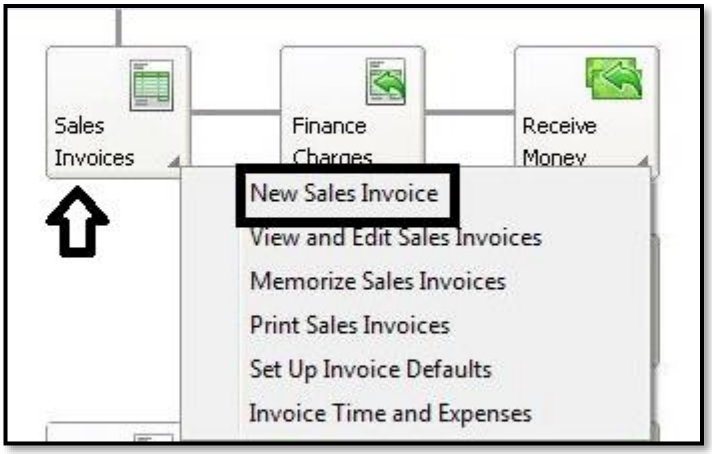


***NOTE*: The CVV code is not allowed to be stored anywhere. Only one (1) credit card and/or ACH can be stored on a customer's profile.**

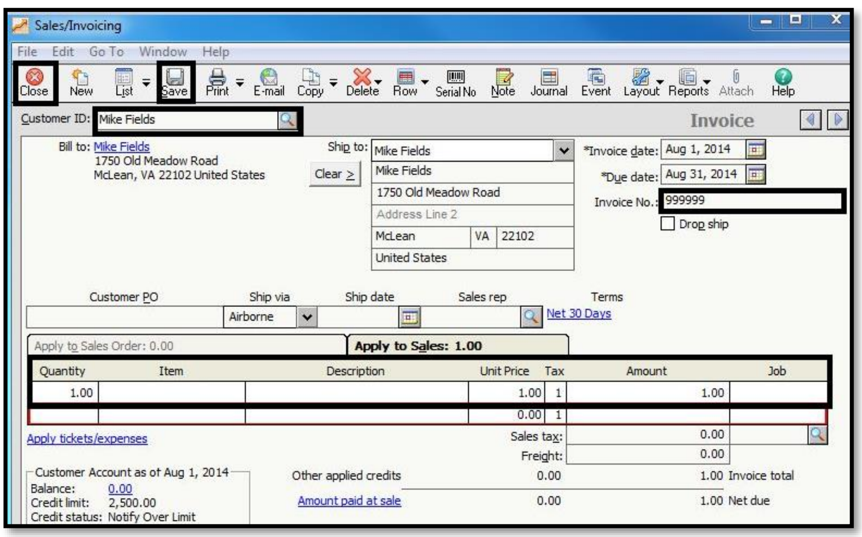


CREATING A SALES INVOICE

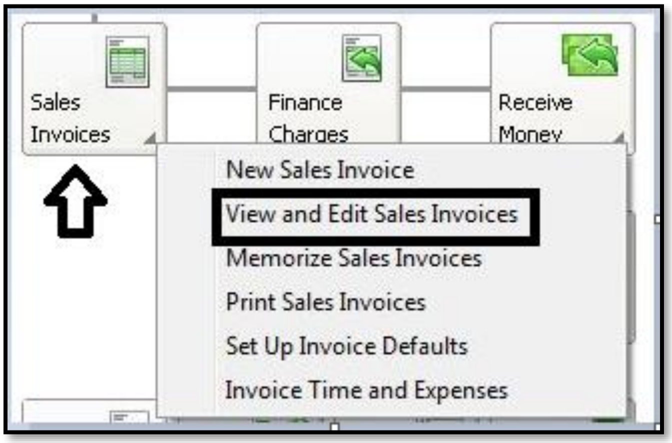
1. To create a sale invoice, click the **Sales Invoices** icon, then select **New Sales Invoice**.



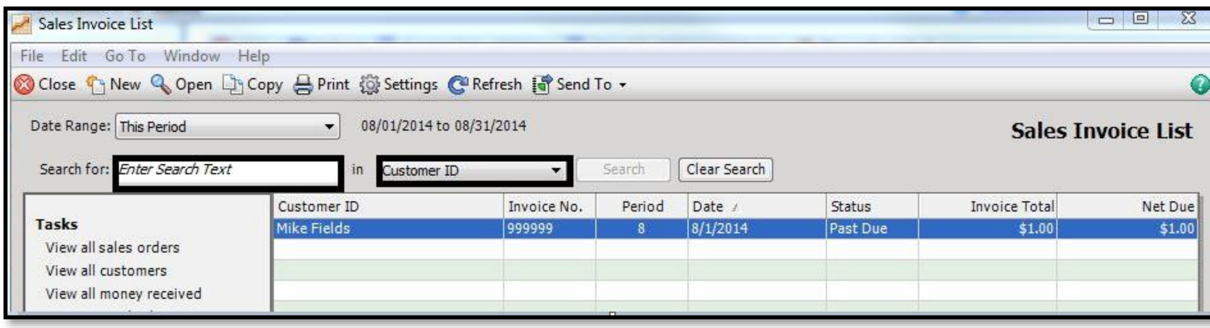
2. Select the **Customer ID** by clicking on the search tool to select a customer or enter the first few letters in the Customer ID field. Enter the Invoice Number. In the **Apply to Sales** field, enter the line items for invoice. Click the **Save** button on the top toolbar, then click the **Close** button to exit the window.



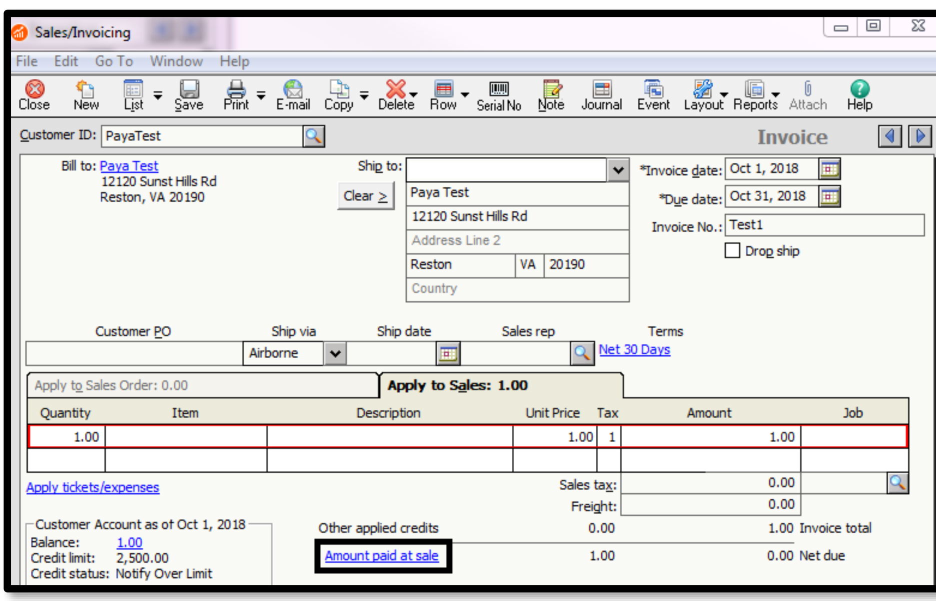
1. From the **Customer and Sales** Task menu, click the **Sales Invoices** icon, then select **View and Edit Sales Invoices**.



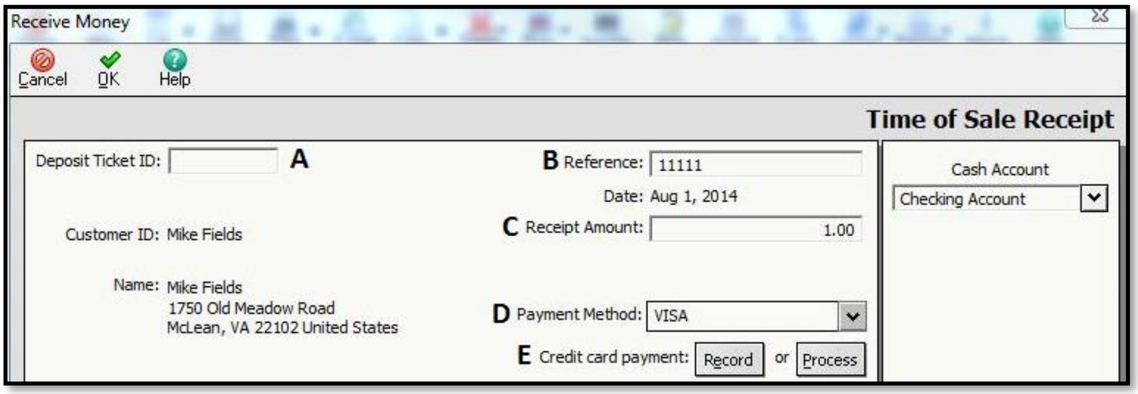
2. Choose an invoice from the **Sales Invoice List** or you can search for an invoice by using the **Search For** field and changing the search option.



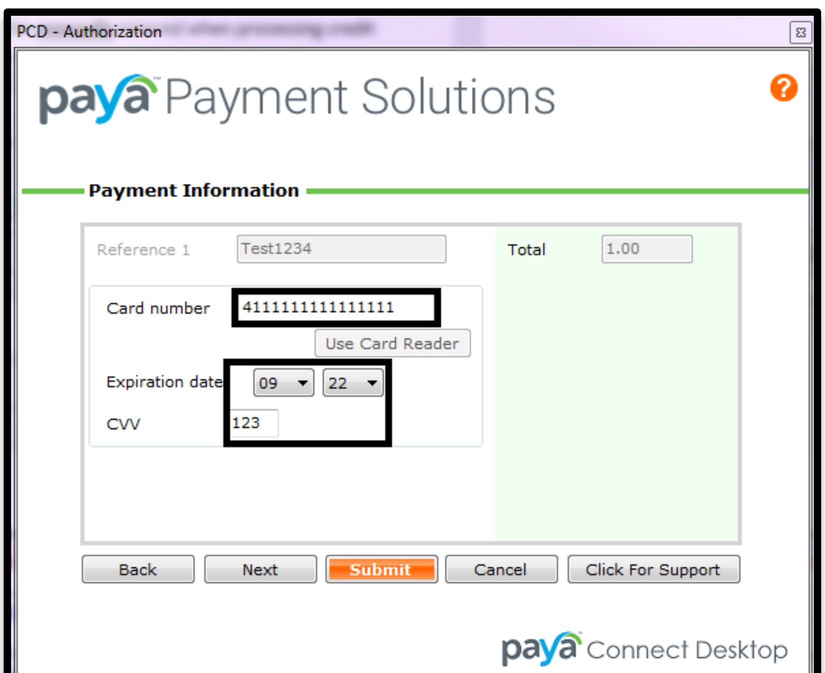
3. When the invoices appears, click the **Amount Paid at Sale** link at the bottom of the screen.



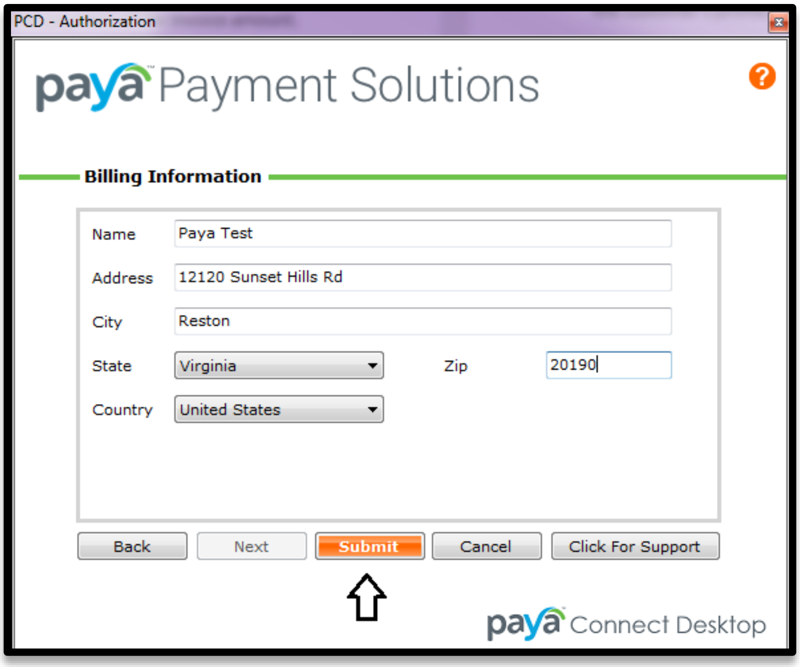
4. The **Receive Money** window will appear.
    a. The **Deposit Ticket ID** field is not a required field when processing a transaction.
    b. The **Reference** field is a required field. You can choose any letter/number combination you wish to use.
    c. The **Receipt Amount** field is a required field and needs to be ***manually*** entered when processing credit cards in the Sales Invoices section. This can be a full or partial payment of the invoice amount.
    d. The **Payment Method** is chosen by clicking on the down-arrow key and selecting the appropriate option.
    e. The **Credit Card Payment** has two options:
        i. The **Record** button posts the transaction in the General Ledger
        ii. The **Process** button charges the credit card AND posts the transaction in the General Ledger. **This is the button that needs to be used when processing a credit card transaction.**



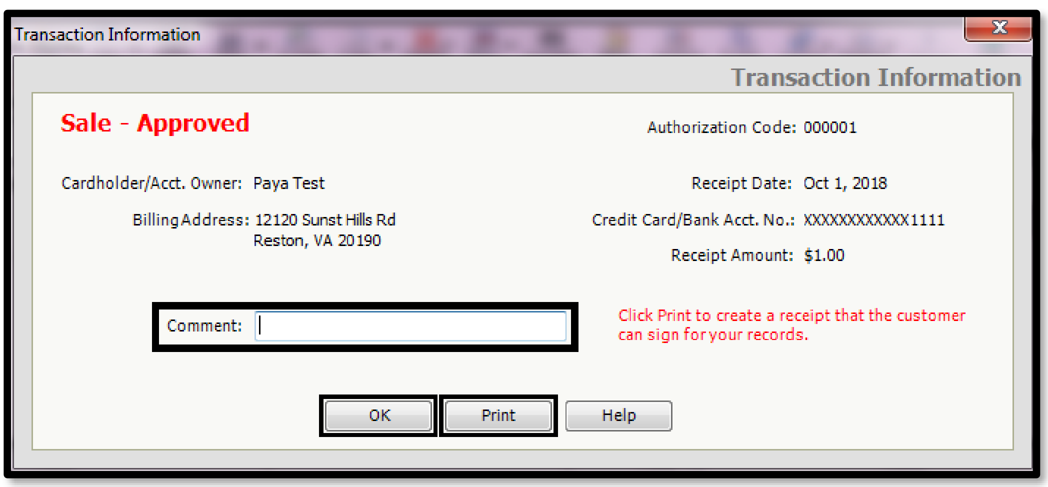
5. When the Process button is selected, the **Paya Connect Desktop** window will appear where you will enter the card number, expiration date, and CVV code from the customer's credit card. Select the **Next** button.



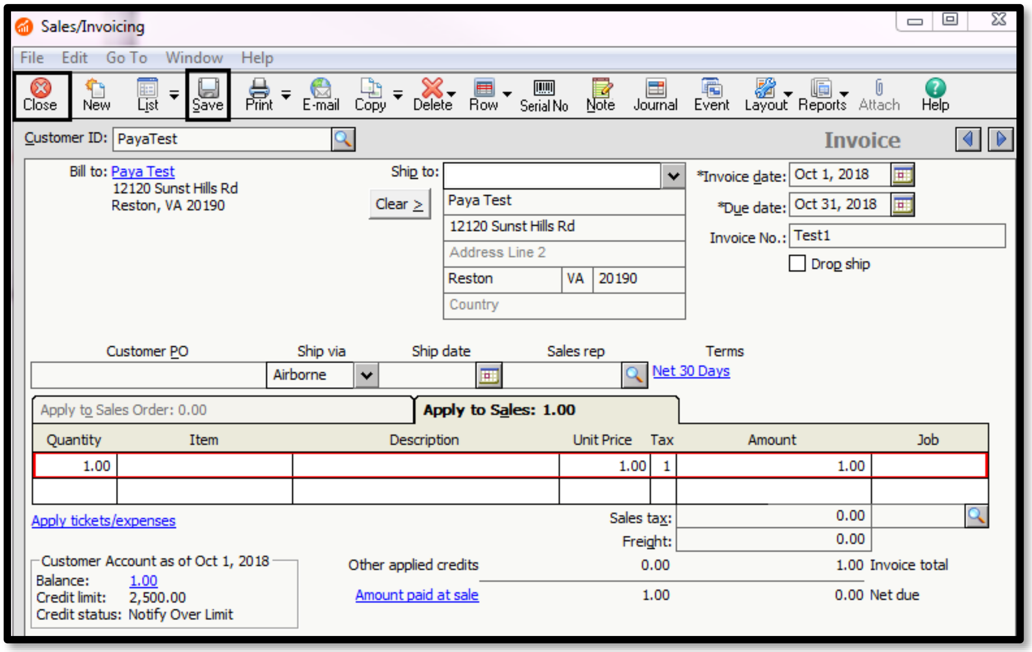
6. The next screen that will appear is the **Billing Information** window. This is the billing address where the credit card statement is sent. This is not necessarily the same as the customer information. From this window, you can change the billing address if needed. You can also enter the billing address in the **Payment & Credit** tab of the customer's profile. Once the billing address is entered, click the **Submit** button.



7. When the **Submit** button is selected, the transaction will process and the **Authorized** screen will appear. From this window, you can input a comment that is only visible to the merchant – it will not print on the receipt. Select the **Print** button to print the receipt. Click **OK** to close the receipt section.

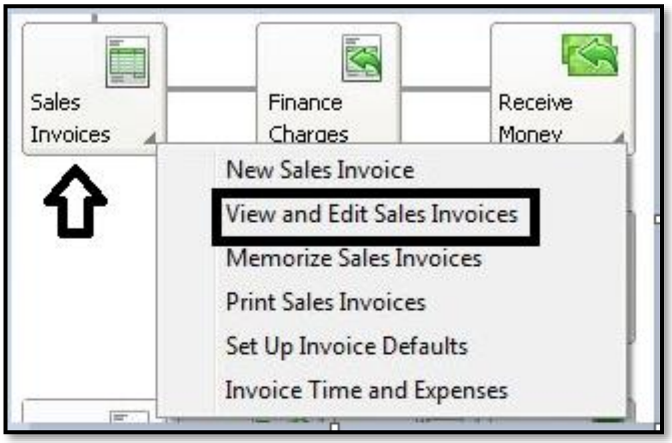


8. When the **OK** button is selected on the receipt window, the **Sales/Invoicing** window will appear. From this window, click the **Save** button on the top toolbar to save the record, then click the **Close** button to exit the module.

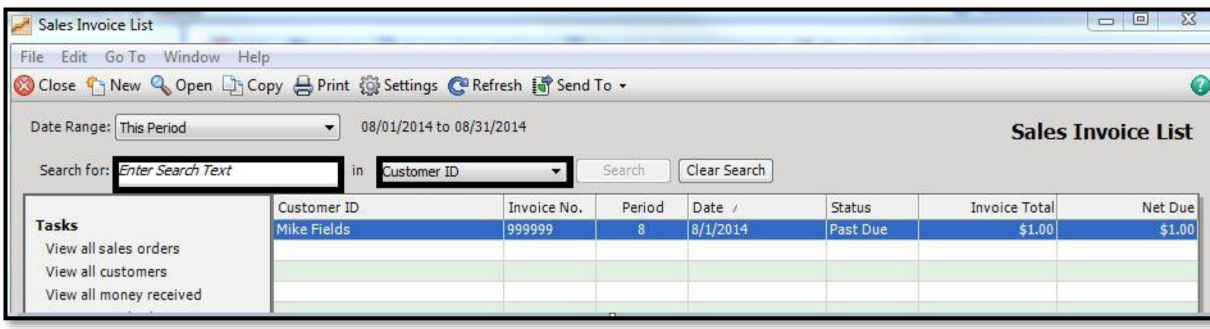


PROCESSING AN ACH TRANSACTION- SALES INVOICES

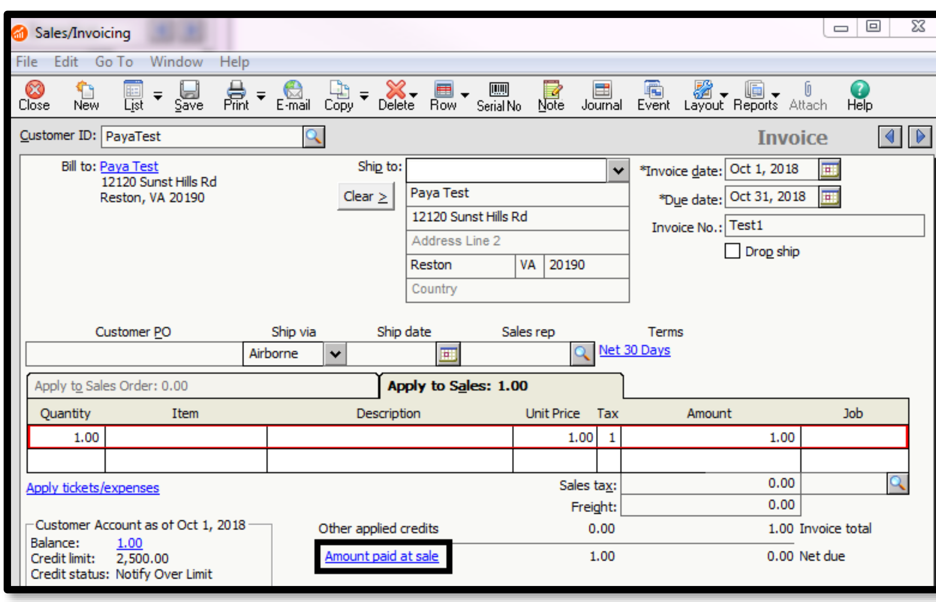
1. From the **Customer and Sales** Task menu, click the **Sales Invoices** icon, then select **View and Edit Sales Invoices**.



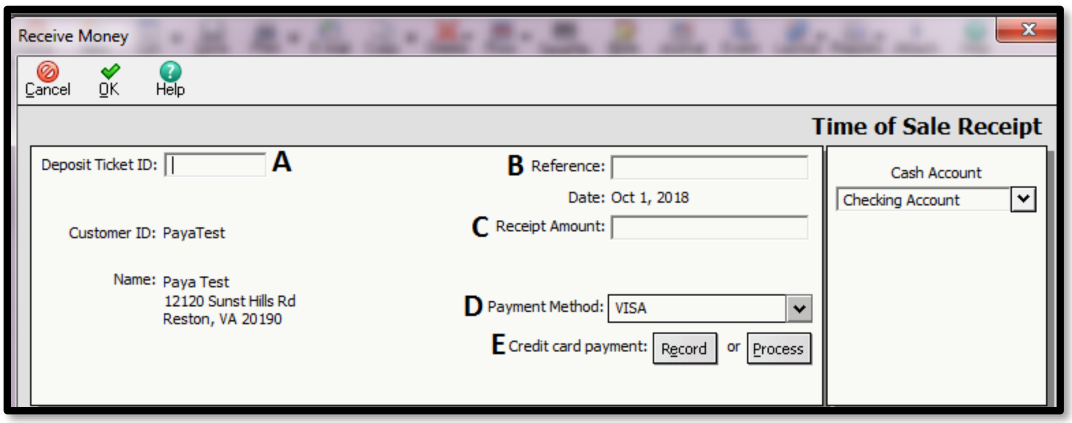
2. Choose an invoice from the **Sales Invoice List** or you can search for an invoice by using the **Search For** field and changing the search option.



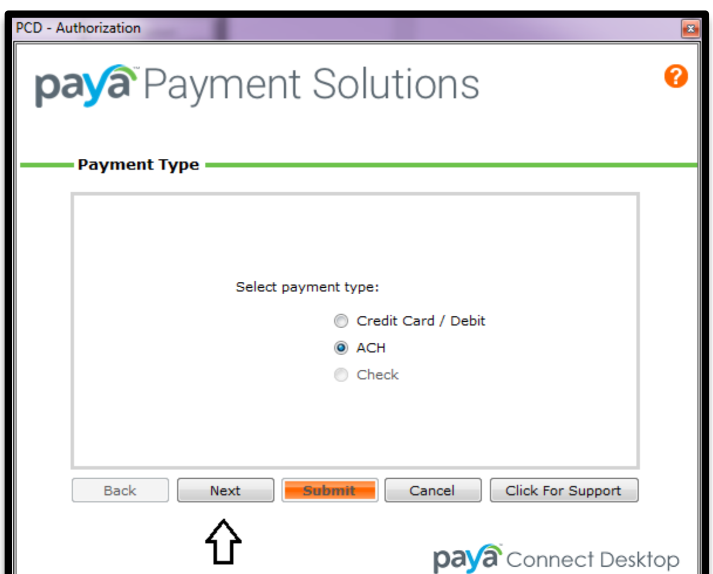
3. When the invoice appears, click the **Amount Paid at Sale** link at the bottom of the screen.



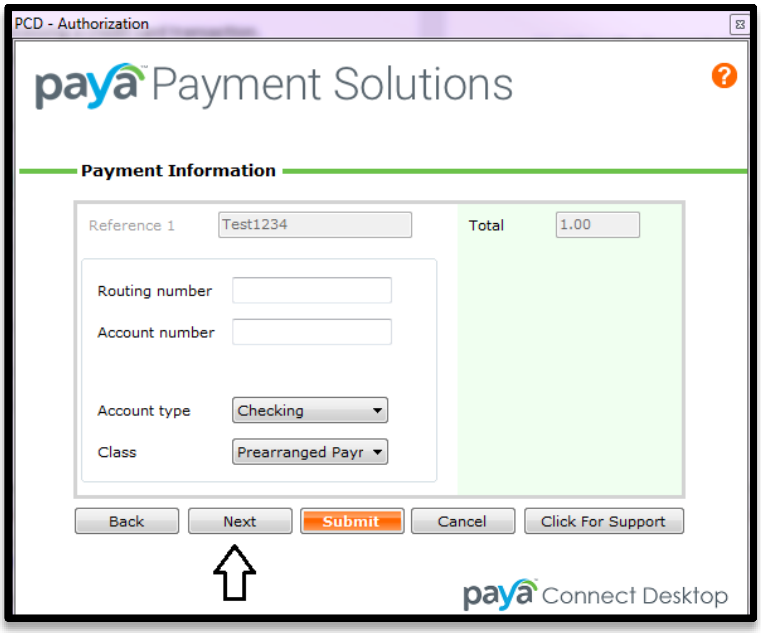
9. The **Receive Money** window will appear. The:
    a. The **Deposit Ticket ID** field is not a required field when processing a credit card transaction.
    b. The **Reference** field is a required field. The merchant can choose any letter/number combination they wish to use.
    c. The **Receipt Amount** field is a required field and needs to be ***manually*** entered when processing ACHs in the Sales Invoices section. This can be a full or partial payment of the invoice amount.
    d. The **Payment Method** is chosen by clicking on the down-arrow key and selecting the appropriate option.
    e. The **Credit Card Payment** has two options:
        i. The **Record** button does **NOT** apply to ACH
        ii. The **Process** button charges ACH AND posts the transaction in the General Ledger. **This is the button that needs to be used when processing an ACH transaction.**



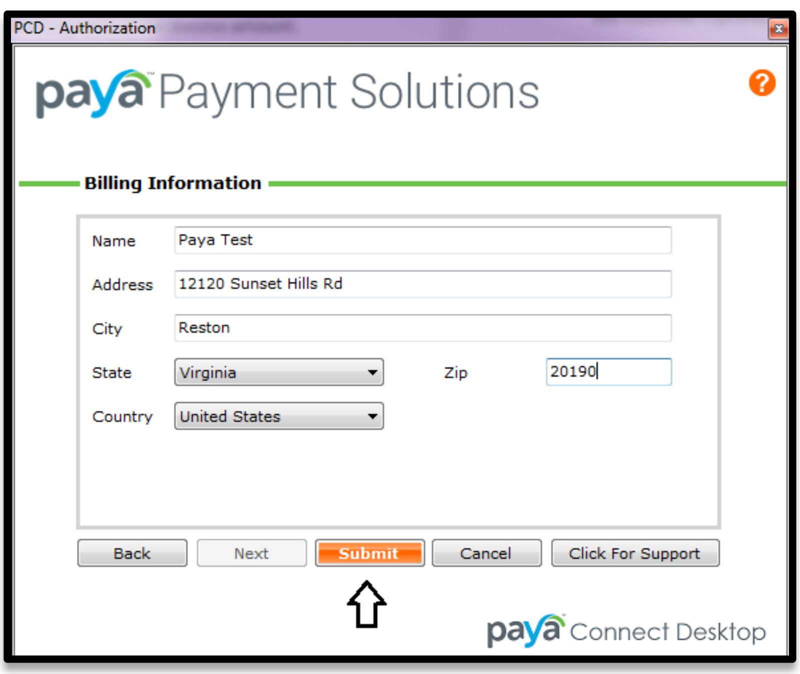
10. When the Process button is selected, the **Paya Connect Desktop** window will appear where you will choose ACH. Select the **Next** button.



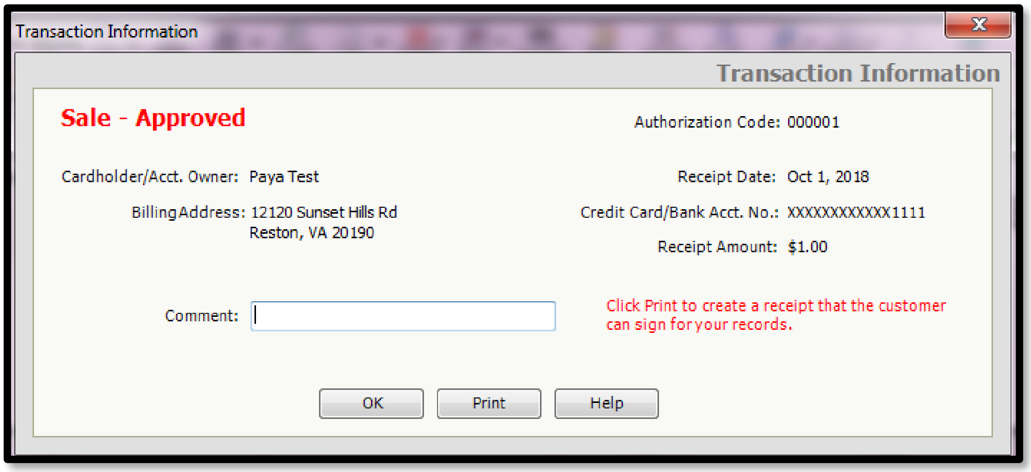
11. When the Process button is selected, the **Paya Connect Desktop** window will appear where you will enter the Routing number, Account number, Account type and the Class. Select the **Next** button.



12. The next screen that will appear is the **Billing Information** window. This is the billing address where the bank account statement is sent. This is not necessarily the same as the customer information. From this window, you can change the billing address if needed. You can also enter the billing address in the **Payment & Credit** tab of the customer's profile. Once the billing address is entered, click the **Submit** button.

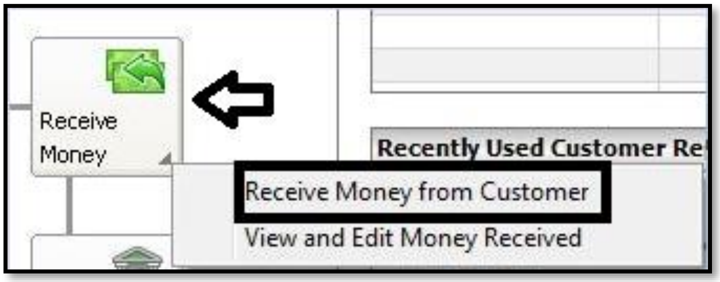


13. When the **Submit** button is selected, the transaction will process and the **Authorized** screen will appear. From this window, you can input a comment that is only visible to the merchant – it will not print on the receipt. Select the **Print** button to print the receipt. Click **OK** to close the receipt section.

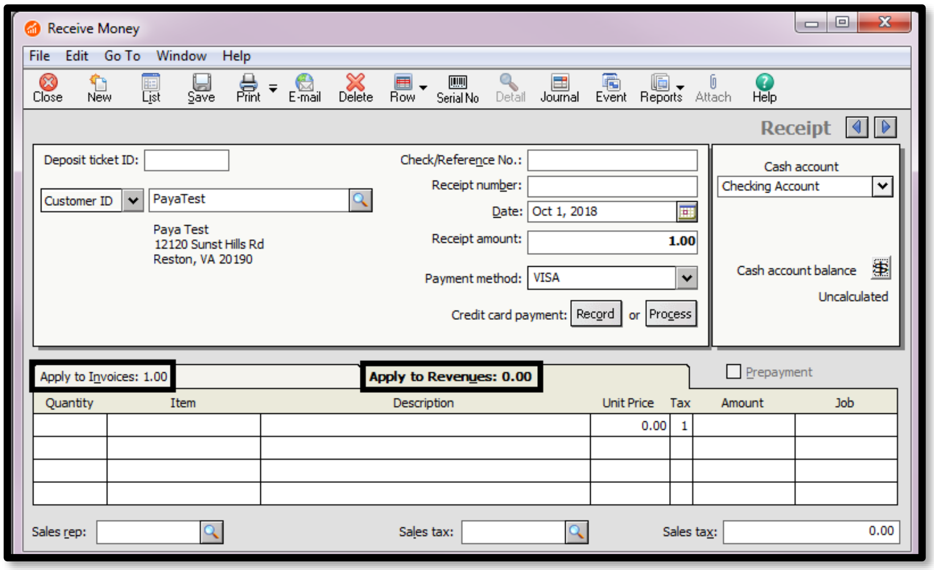


PROCESSING A CREDIT CARD/ACH TRANSACTION – RECEIVE MONEY

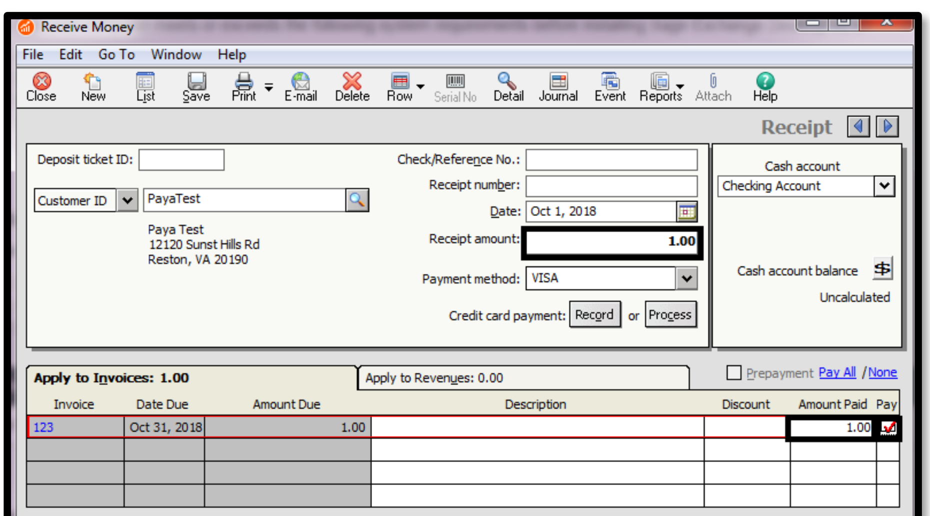
1. From the **Customers & Sales Tasks** menu, select the **Receive Money** icon, then select **Receive Money from Customer**.



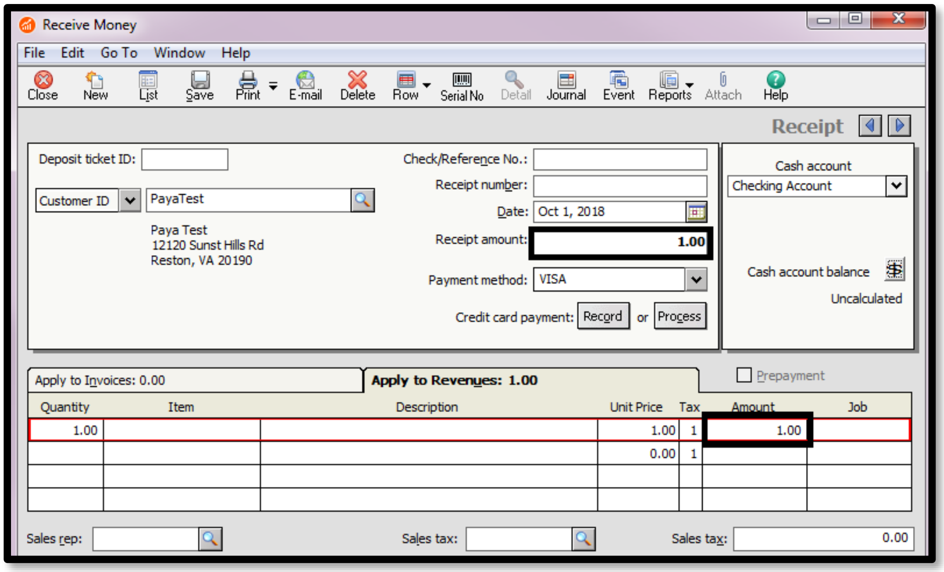
2. The **Receive Money** window will appear. This window looks similar to the window in the Sales Invoices section, however, this window has two additional features: **Apply to Invoices** and **Apply to Revenues**.



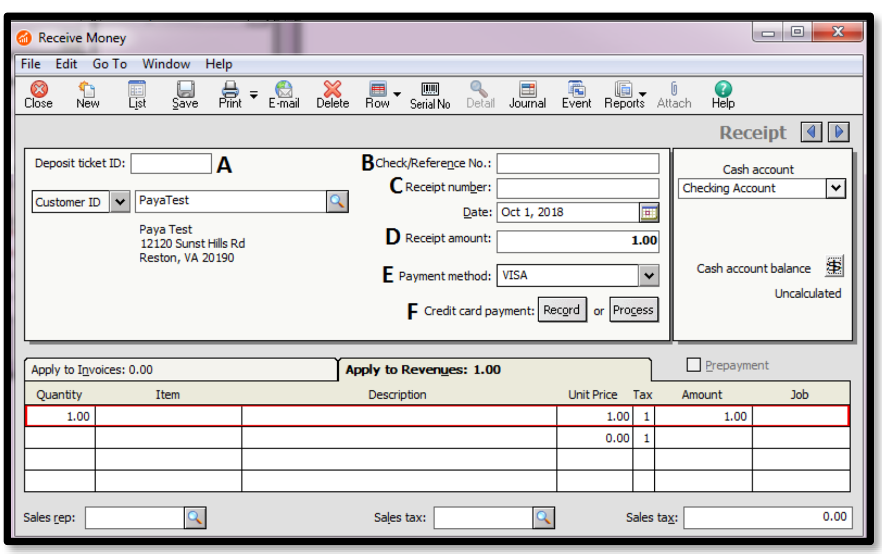
3. The **Apply to Invoices** feature will populate any open invoices for the selected customer. You can select which invoices to pay by clicking inside the **Pay** box to the right of the invoice row. You can also enter another amount in the **Amount Paid** field. This amount will automatically populate the **Receipt Amount** field.



4. The **Apply to Revenues** feature allows you to enter transactions that are not applied to invoices. The amount in this section will automatically populate the **Receipt Amount** field.

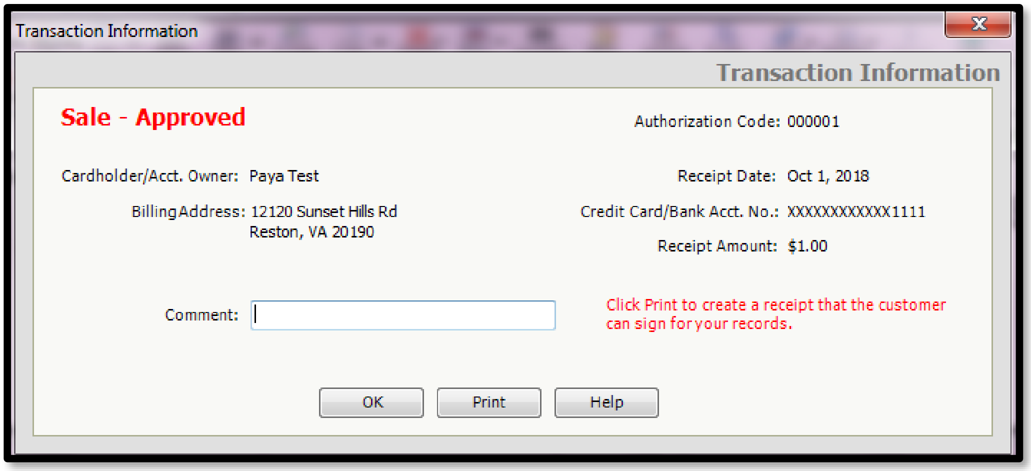


5. In the **Receive Money** window:
   a. The **Deposit Ticket ID** field is not a required field when processing a credit card/ACH transaction.
   b. The **Reference** field is a required field. The merchant can choose any letter/number combination they wish to use.
   c. The **Receipt Number** field is not a required field. The merchant can choose any letter/number combination they wish to use.
   d. The **Receipt Amount** field is a required field and will be automatically populated when either the Apply to Invoices or Apply to Revenues sections are completed.
   e. The **Payment Method** is chosen by clicking on the down-arrow key and selecting the appropriate option.
   f. The **Credit Card Payment** has two options:
      i. The **Record** button posts the transaction in the General Ledger. Does NOT apply to ACH.
      ii. The **Process** button charges the ACH <u>AND</u> posts the transaction in the General Ledger. **This is the button that needs to be used when processing an ACH transaction.**

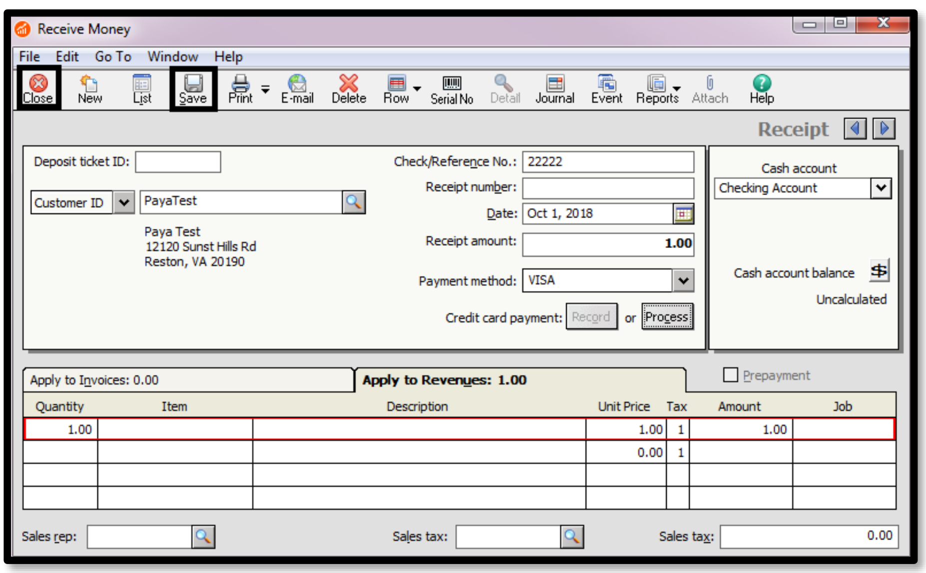


6. **The next window will start the processing through Sage Exchange Desktop. Please refer to Page 13 & Page 17 of the previous section for instructions**.

7. When the **Submit** button is selected, the transaction will process and the **Authorized** screen will appear. From this window, you can input a comment that is ***only*** visible to the merchant – it will not print on the receipt. Select the **Print** button to print the receipt. Click **OK** to close the receipt section.



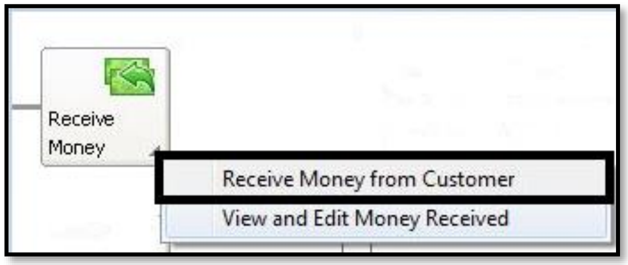
8. When the **OK** button is selected on the receipt window, the **Receive Money** window will appear. From this window, click the **Save** button on the top toolbar to save the record, then click the **Close** button to exit the module.



REFUNDS – RECEIVE MONEY

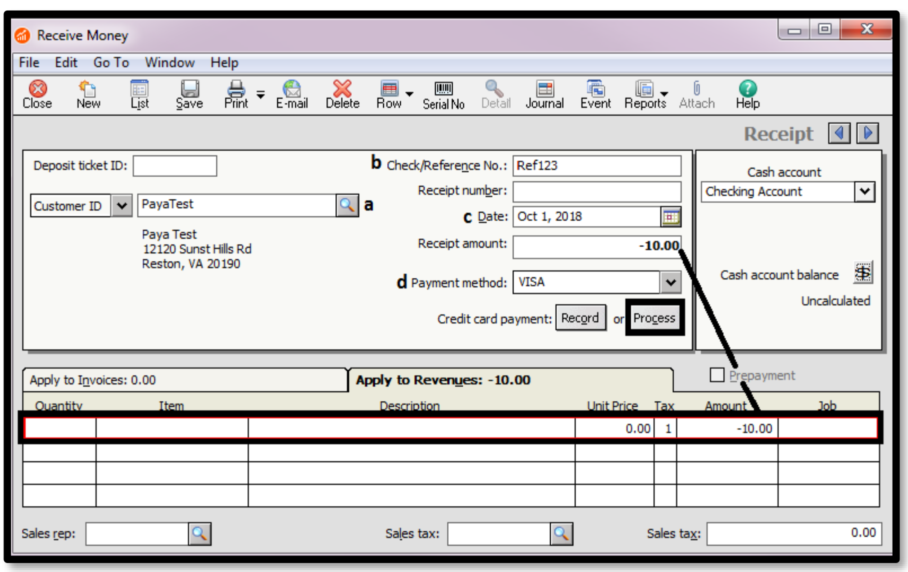
In Sage 50, refunds can be processed from the software.

1. From the main screen of Sage 50, click the **Receive Money** icon and select **Receive Money from Customer**.

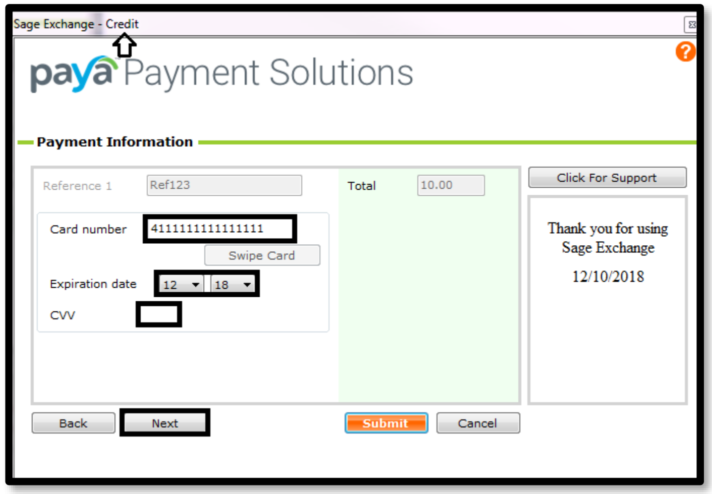


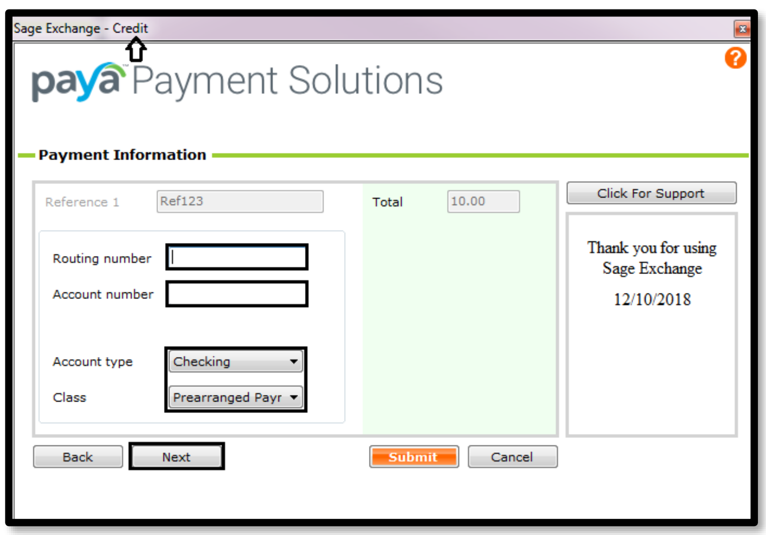
2. When the **Receive Money** window appears, populate the following fields:
   a. Customer ID
   b. Check/Reference No.
   c. Date (This will be pre-populated)
   d. Payment Method (Click to down-arrow button to view all payment methods)

In the **Apply to Revenue** field, enter the information requested and in the **Unit Price** field, enter the amount of the refund as a ***negative (-)*** dollar amount. This amount will carry to the **Amount field** as well as the **Receipt Amount** field in the top section. When complete, click the **Process** button.

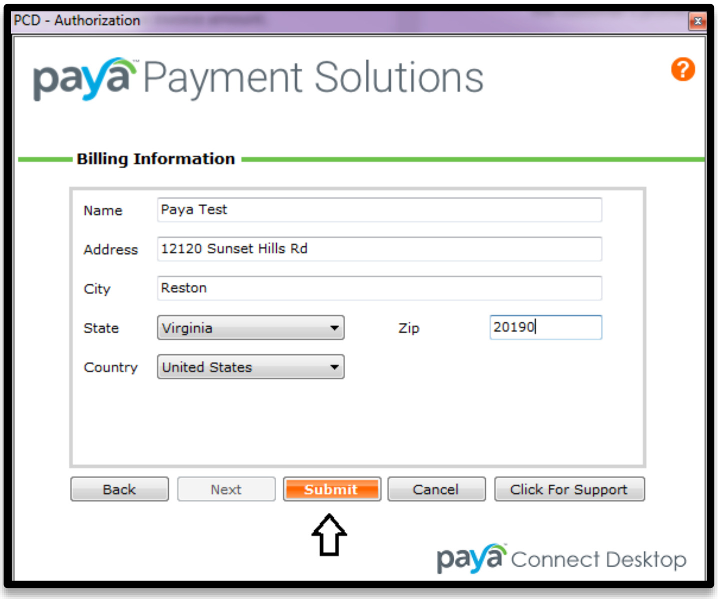


3. When the **Process** button is selected, the **Paya Connect Desktop** application will activate and will reference that it is a Credit (Refund) at the top of the window. From this screen, enter the Card Number, Expiration Date and CVV code. Click the **Next** button.

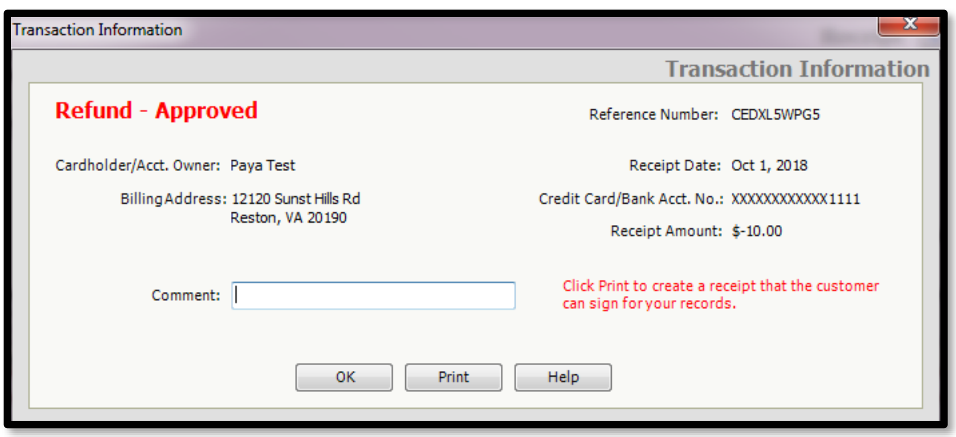




4. The next window will display the **Billing Information**. All fields ***MUST*** be populated. When complete, click the **Submit** button.

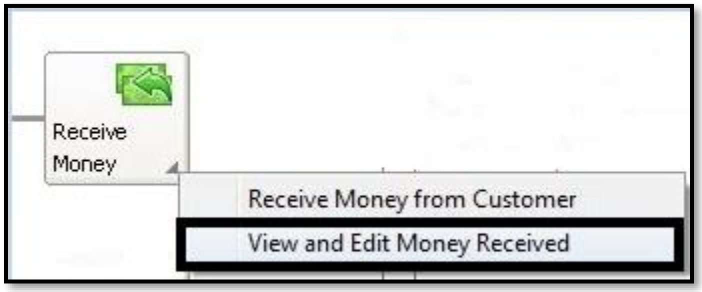


5. The next window to appear will be the receipt that shows the refund information. Click the **OK** button to close the window. You will also be able to print the receipt if needed.

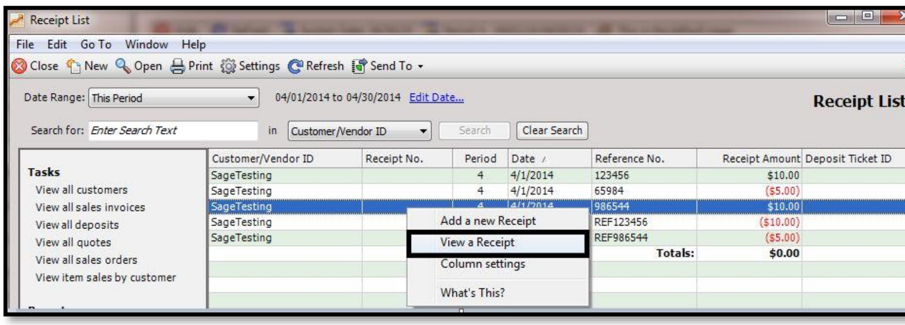


REFUNDS - RECEIPT

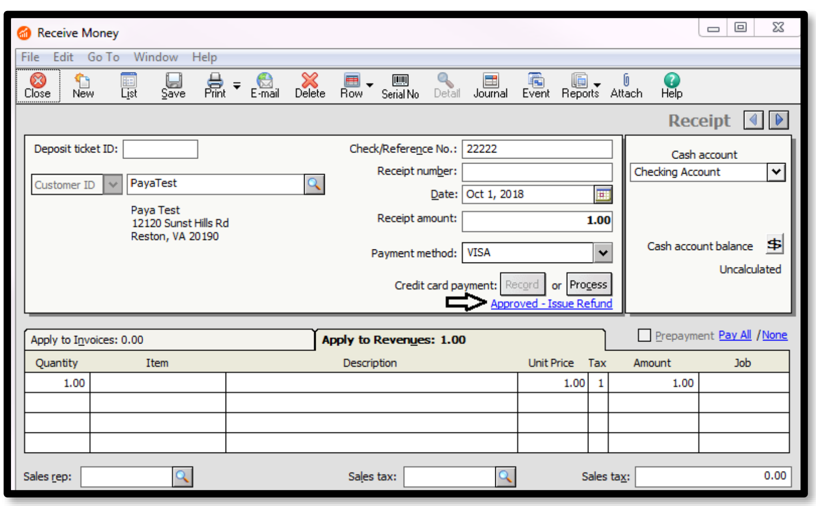
1. From the Sage 50 Dashboard, click on the **Receive Money** icon, then select the **View and Edit Money Received** option.



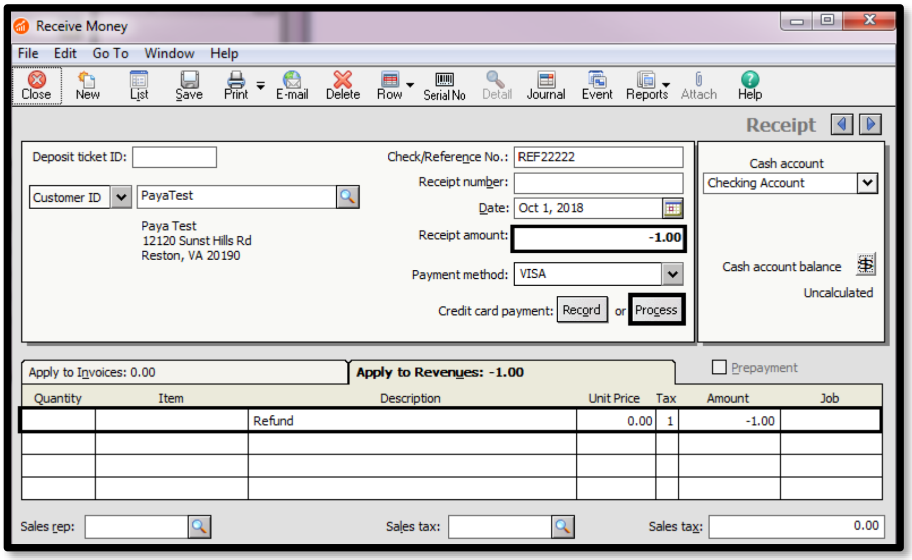
2. From the **Receipt List** window, highlight the receipt that is to be refunded, then right-click the mouse and select **View a Receipt**.



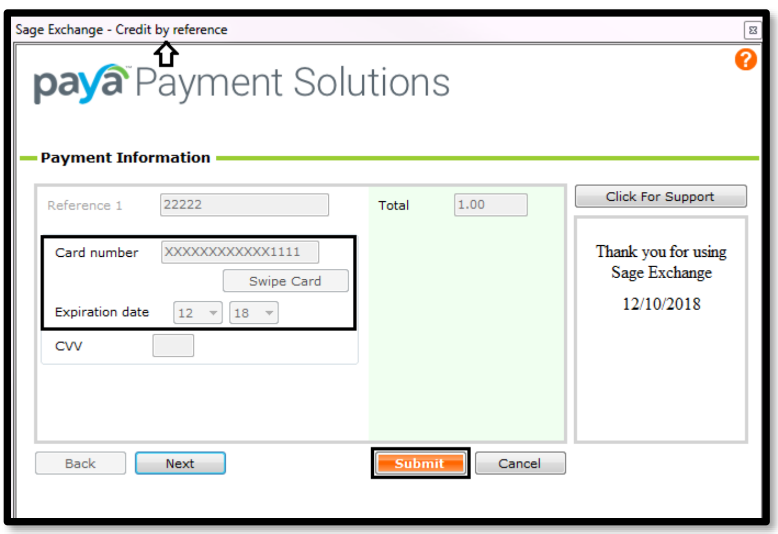
3. The next window that appears is the receipt from the original sale transaction. Under the **Credit Card Payment** field, you will see "Approved-Issue Refund" in blue (this is a hyperlink). Click the hyperlink to process the refund.

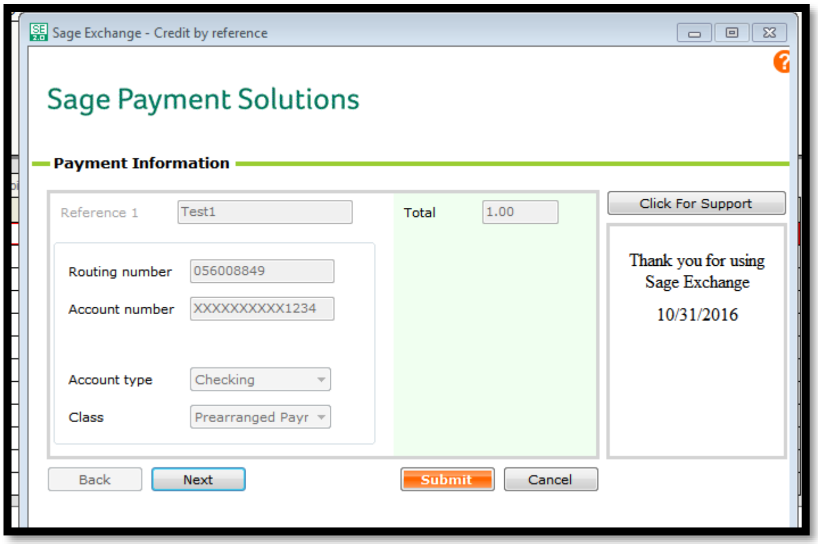


4. The next window is the **Refund** transaction. You will see that the receipt amount is in a ***negative (-)*** status and the description in the **Apply to Revenues** field states "Refund". At this point, click the **Process** button.



5. The **Paya Connect Desktop** window will appear with the credit card field and expiration date already populated. Since the refund is being processed from a receipt, Sage 50 automatically populates the credit card or ACH information from the original order. You will also see at the top of the window, it says **Credit By Reference**. Enter the CVV code if applicable, then click the **Submit** button twice.



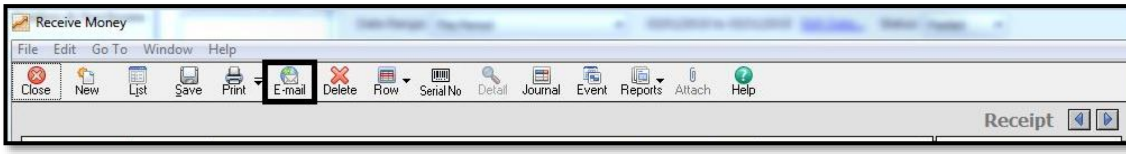


6. The next window that appears will be the receipt. Click the **OK** button to close the window or the **Print** button to print the receipt.

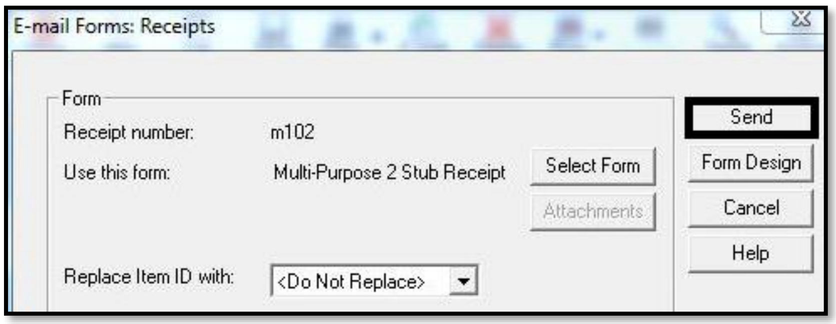
EMAILING RECEIPTS/SALES ORDERS/INVOICES/QUOTES

Sage 50 has the ability to email receipts, sales orders, invoices or quotes. This user guide details the steps to email a receipt. However, the steps are identical when emailing from the other modules.

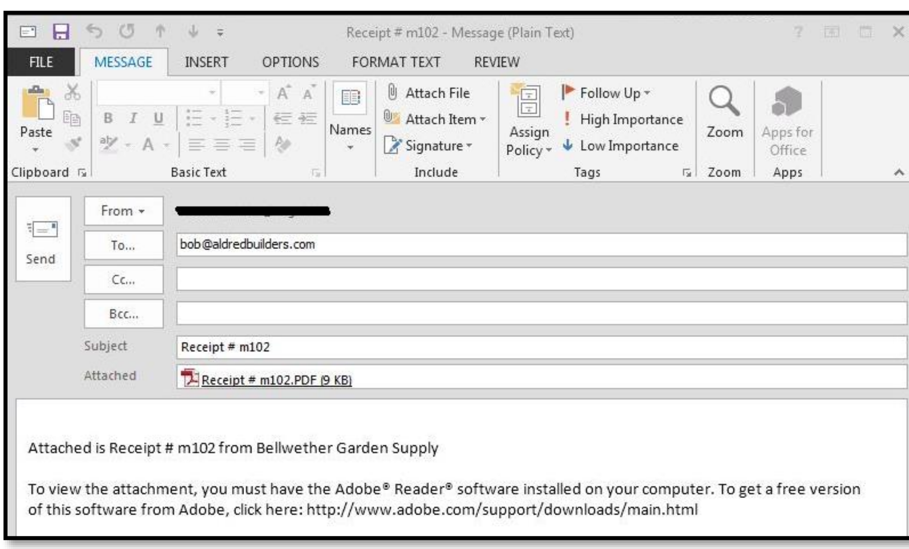
1. To email a receipt to a customer, click on the Email tab on the top toolbar of the receipt.



2. The E-mail Forms: Receipts window will appear. Click the Send button on the right side of the window.



3. Sage 50 will then open a new email from Microsoft Outlook and will populate the email address from the customer's profile in Sage 50. If there is not an email that is stored, this field will be left blank. The software will also attach the receipt as a PDF file. You will be able to customize the email if needed. Press the **Send** button to send the email.



EMAILING INVOICES W/PAY NOW LINK

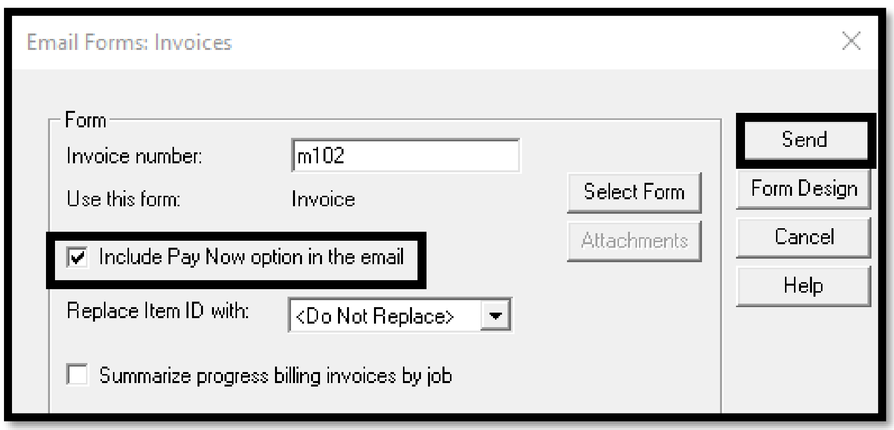
Sage 50 now has the ability to email invoices with a Pay Now link. This option allows your customers to pay for their own invoice by a click of a button.

NOTE: Connections between Sage 50 and the Paya Connect Desktop Application is REQUIRED for this function to work. For connections set up, go to: https://support.paya.com/payment-center/310476-how-do-i-enable-and-configure-the-sage-50-r17-plugin-for-e-invoicing?from_search=48731592

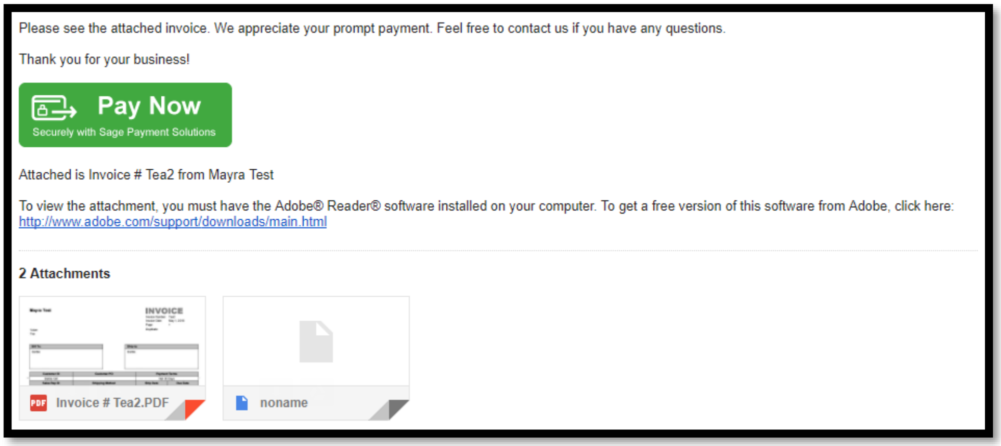
*****ACCOUNTING METHOD MUST BE AN ACCURAL ACCOUNT; CAN NOT BE CASH*****

1. To email an invoice to a customer, click on the Email tab on the top toolbar of the receipt.

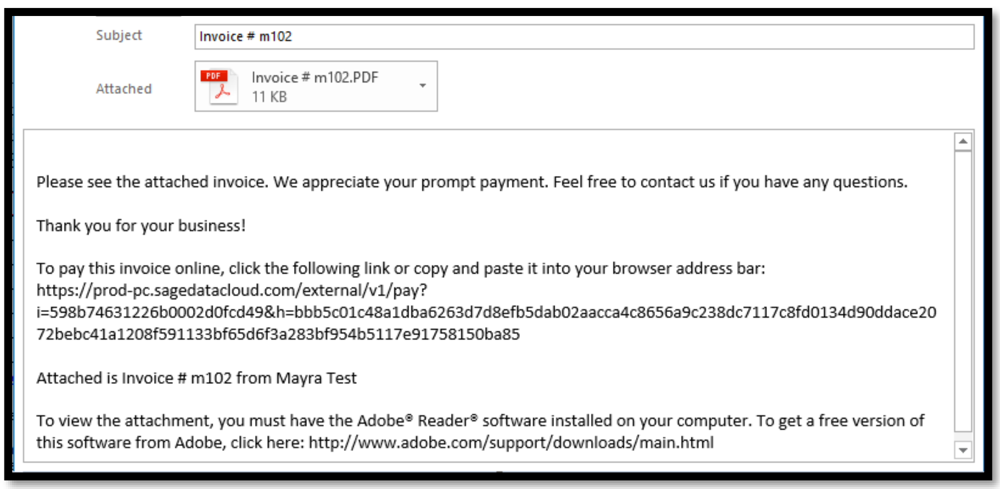
2. **The E-mail Forms**: Invoices window will appear. The "**Include Pay Now option in the email**" will be checked off by default. Click the Send button on the right side of the window.



3. Sage 50 will then open a new email and will populate the email address from the customer's profile stored in Sage 50. If there is no email stored, this field will be left blank. The software will also attach the invoice as a PDF file. You will be able to customize the email if needed. **ONLY** web based emails will provide "Pay Now" button; Microsoft Outlook **ONLY** has link available. Press the **Send** button to send the email.



Web based:



Outlook: