

# Sage 50 Payment Processing Guide

## TABLE OF CONTENTS

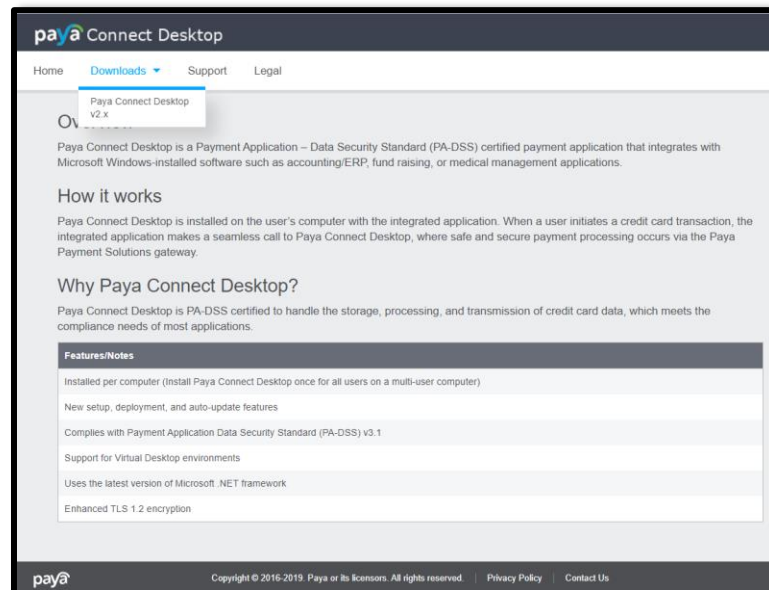
PAYA CONNECT DESKTOP INSTALLATION .....	3
SETTING UP CREDIT CARD PROCESSING.....	6
CREATING A CUSTOMER.....	7
STORING CREDIT CARDS &/OR ACH INFORMATION .....	8
CREATING A SALES INVOICE .....	11
PROCESSING A CREDIT CARD TRANSACTION – SALES INVOICE .....	12
PROCESSING AN ACH TRANSACTION - SALES INVOICE.....	16
PROCESSING A CREDIT CARD/ACH TRANSACTION – RECEIVE MONEY .....	20
REFUNDS – RECEIVE MONEY .....	23
REFUNDS - RECEIPT .....	26
EMAILING RECEIPTS/SALES ORDERS/INVOICES/QUOTES.....	29
EMAILING INVOICES W/PAY NOW LINK.....	30

## PAYA CONNECT DESKTOP INSTALLATION

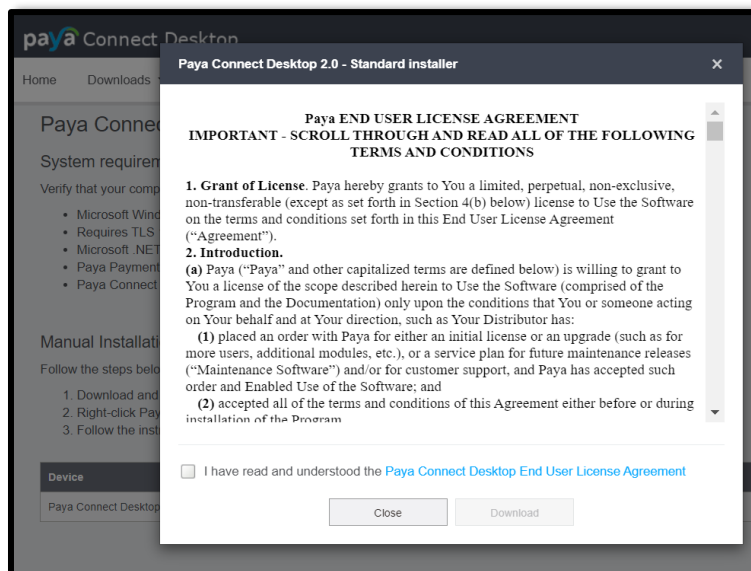
Before payment processing can begin, the Paya Connect Desktop module will need to be downloaded on the computer/server. Paya Connect Desktop is a PA-DSS (Payment Application – Data Security Standard) certified payment application that integrates with Sage 50. For all payment processing that involves 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:

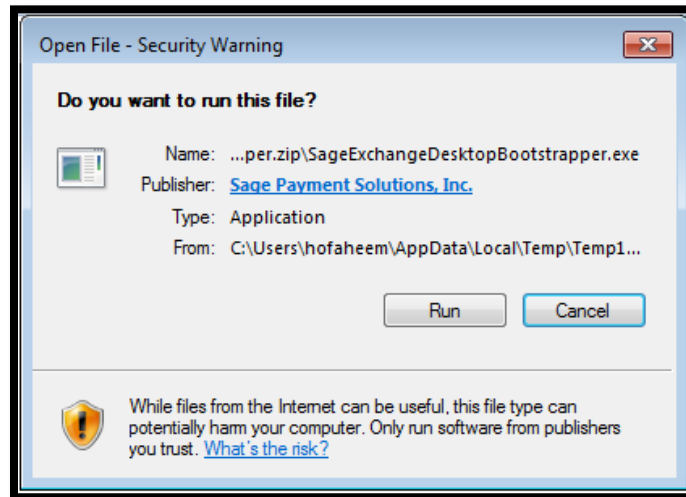
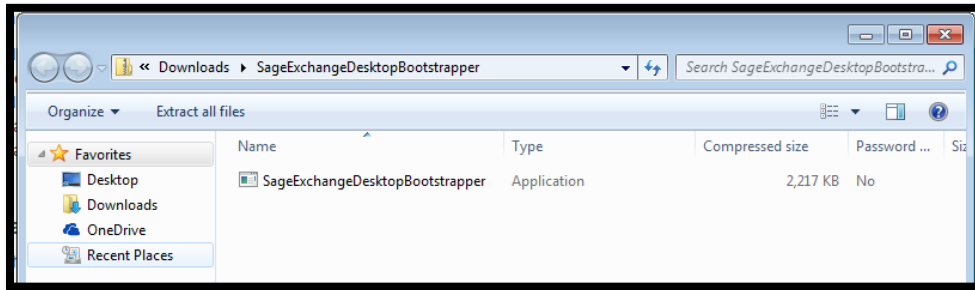
1. Go to <https://www.sageexchange.com/install>. From the Downloads tab, select **Paya Connect Desktop v2.x**



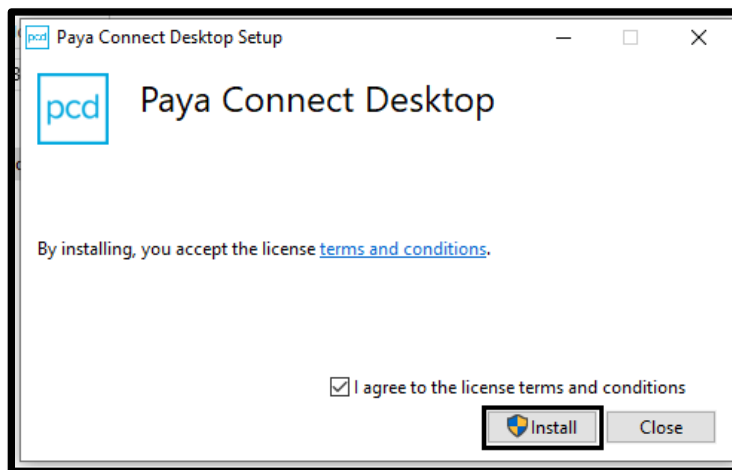
2. You will then click on **Download Installer** for the Standard Installer and agree to the Terms and Conditions and click on **Download**.



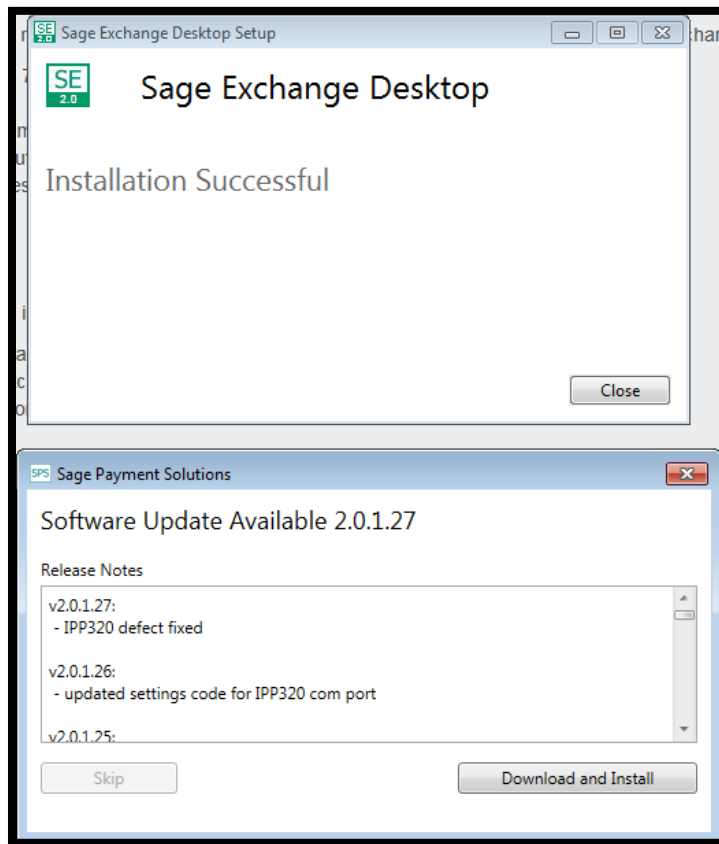
3. **Save** the file and double click the Download, “**SageExchangeDesktopBootstrapper**” and click on **Run**



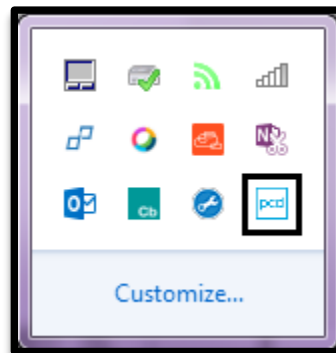
4. **Agree** to the Terms and Conditions and **Install**:



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



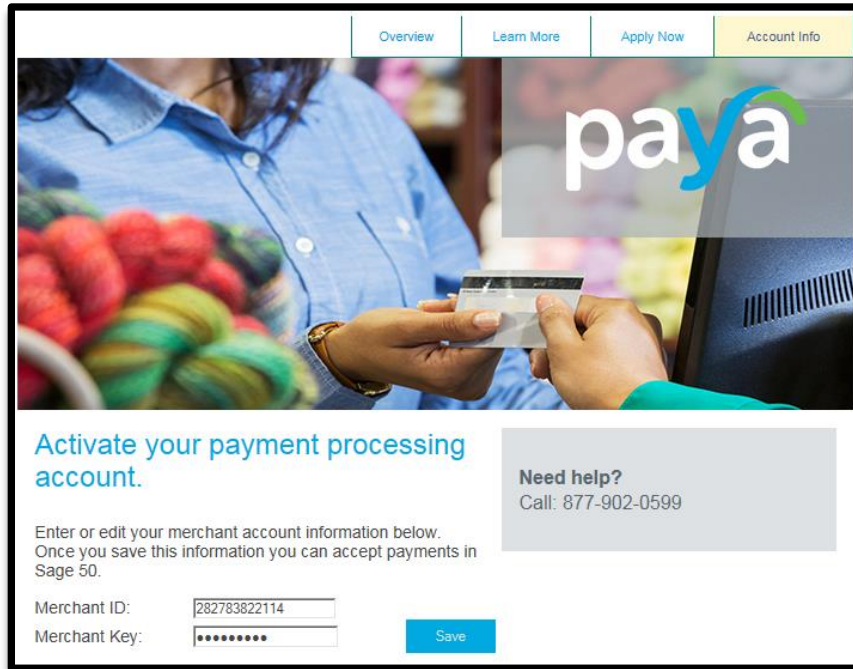
6. The application will download to the computer and when complete, the icon will show in application tool bar and is now ready to use.



## SETTING UP CREDIT CARD PROCESSING

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

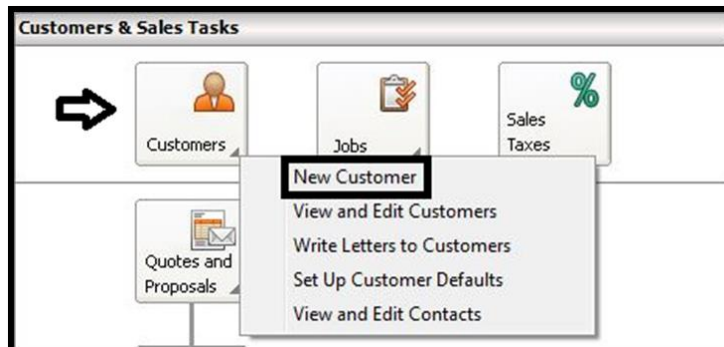
1. From the **Account Info** window, enter the **Merchant ID** and **Merchant Key**. Click the **Save** button.



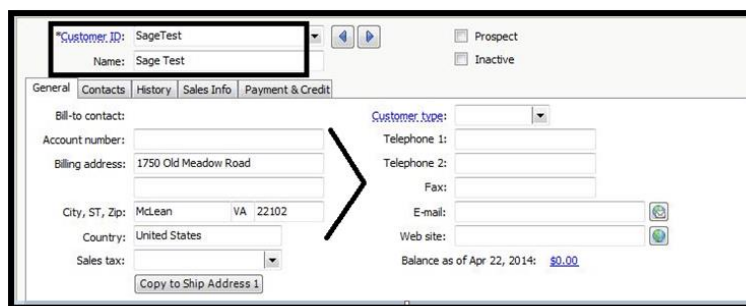
The screenshot shows the 'Account Info' tab of a Sage 50 interface. At the top, there are navigation tabs: 'Overview', 'Learn More', 'Apply Now', and 'Account Info'. Below the tabs is a banner image of a person in a blue shirt holding a credit card, with the 'paya' logo overlaid. The main content area has the heading 'Activate your payment processing account.' followed by instructions: 'Enter or edit your merchant account information below. Once you save this information you can accept payments in Sage 50.' There are two input fields: 'Merchant ID' with the value '282783822114' and 'Merchant Key' with masked characters. A blue 'Save' button is positioned to the right of the input fields. A grey box on the right contains the text 'Need help? Call: 877-902-0599'.

## CREATING A CUSTOMER

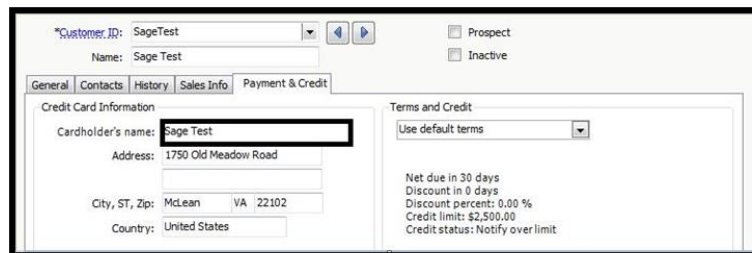
1. To create a customer, click the **Customers** icon, then select **New Customer**.



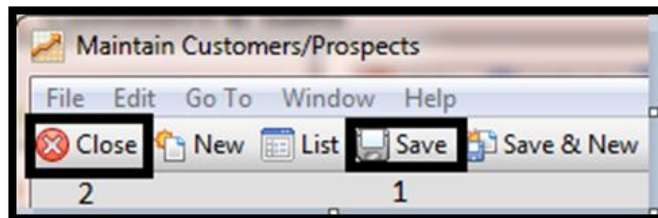
2. Enter the **Customer ID** and **Name** of the customer. Enter the **Billing Address**.



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

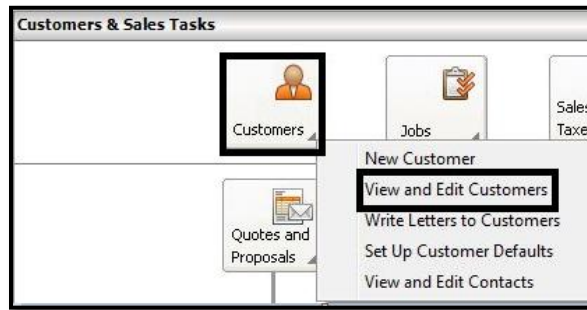


4. On the top toolbar, click the **Save** button to save the customer, then click the **Close** button to exit the window.

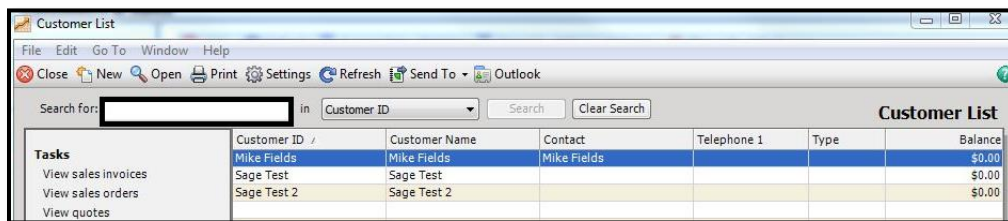


## STORING CREDIT CARDS &/OR ACH INFORMATION

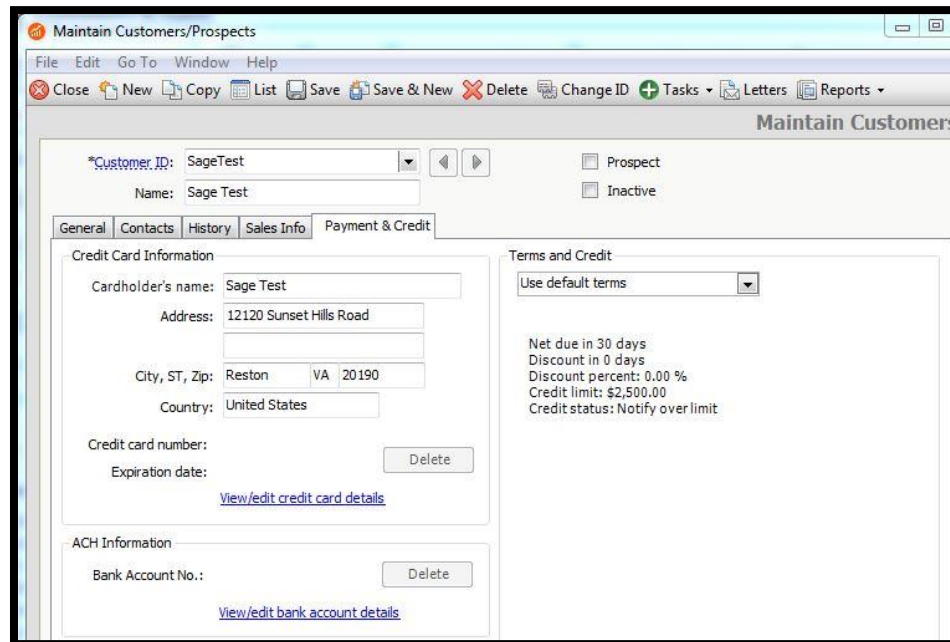
1. To store credit cards in Sage 50, click on the **Customers** icon, then select **View and Edit Customers**.



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.

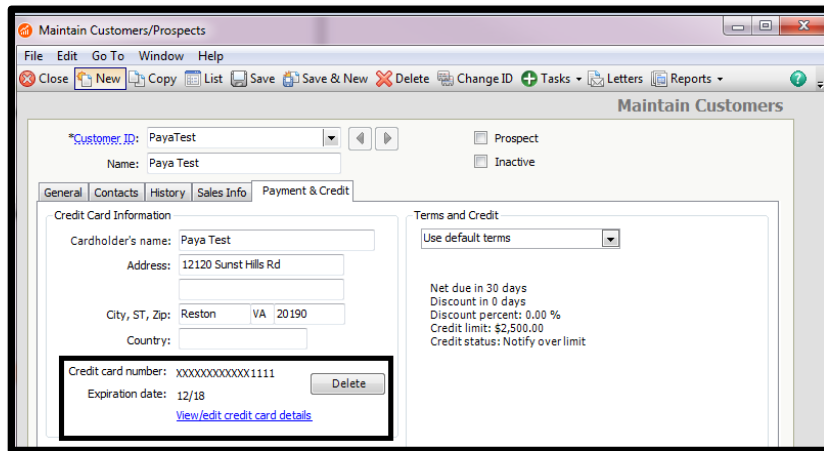
The screenshot shows a window titled "PCD - Vault" with the "paya Payment Solutions" logo at the top. Below the logo is a section titled "Payment Type". Inside this section, there is a text prompt "Select payment type:" followed by three radio button options: "Credit Card / Debit" (which is selected), "ACH", and "Check". At the bottom of the window, there are five buttons: "Back", "Next", "Submit" (highlighted in orange), "Cancel", and "Click For Support". The "paya Connect Desktop" logo is visible in the bottom right corner.

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

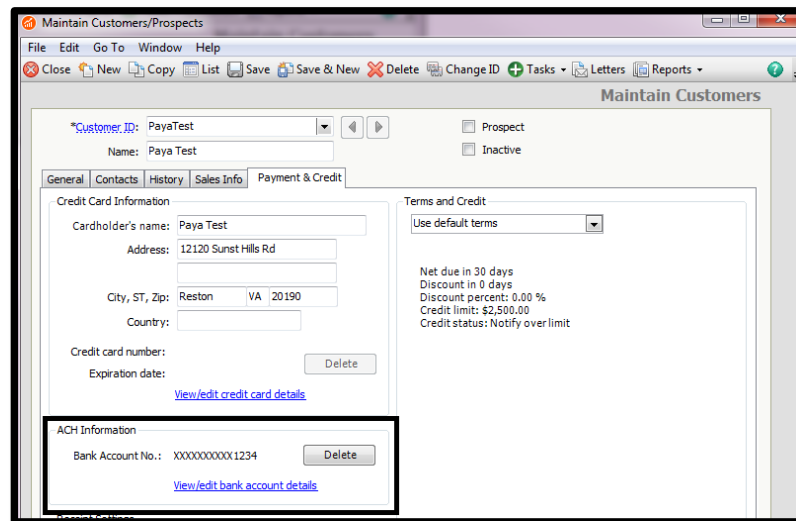
The screenshot shows the "Card Information" section of the "PCD - Vault" window. It contains two input fields: "Card number" with the value "4111111111111111" and "Expiration date" with dropdown menus showing "08" and "22". At the bottom, the "Submit" button is highlighted in orange. The "paya Connect Desktop" logo is in the bottom right corner.

The screenshot shows the "Check Information" section of the "PCD - Vault" window. It contains three input fields: "Routing number" with the value "000012345", "Account number" with the value "1234567890", and "Account type" with a dropdown menu showing "Checking". At the bottom, the "Submit" button is highlighted in orange. The "paya Connect Desktop" logo is in the bottom right corner.

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.

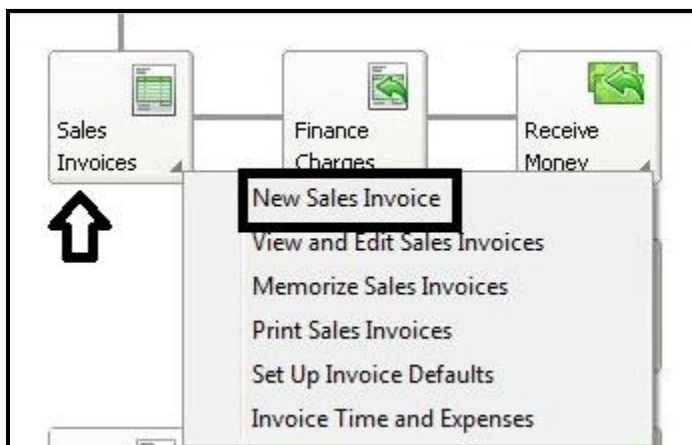


**NOTE:** The CVV code is not allowed to be stored anywhere. Only one (1) credit card and/or ACH can be stored on a customer's profile.



## 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.

A screenshot of the 'Sales/Invoicing' window. The window title is 'Sales/Invoicing'. The menu bar includes 'File', 'Edit', 'Go To', 'Window', and 'Help'. The toolbar contains buttons for 'Close', 'New', 'List', 'Save', 'Print', 'E-mail', 'Copy', 'Delete', 'Row', 'Serial No', 'Note', 'Journal', 'Event', 'Layout', 'Reports', 'Attach', and 'Help'. The main form area is titled 'Invoice' and contains the following fields:

- Customer ID: Mike Fields (highlighted with a black box)
- Bill to: Mike Fields, 1750 Old Meadow Road, McLean, VA 22102 United States
- Ship to: Mike Fields, 1750 Old Meadow Road, McLean, VA 22102, United States
- \*Invoice date: Aug 1, 2014
- \*Due date: Aug 31, 2014
- Invoice No.: 999999 (highlighted with a black box)
- Drop ship:
- Customer PO: [blank]
- Ship via: Airborne
- Ship date: [blank]
- Sales rep: [blank]
- Terms: Net 30 Days
- Apply to Sales Order: 0.00
- Apply to Sales: 1.00

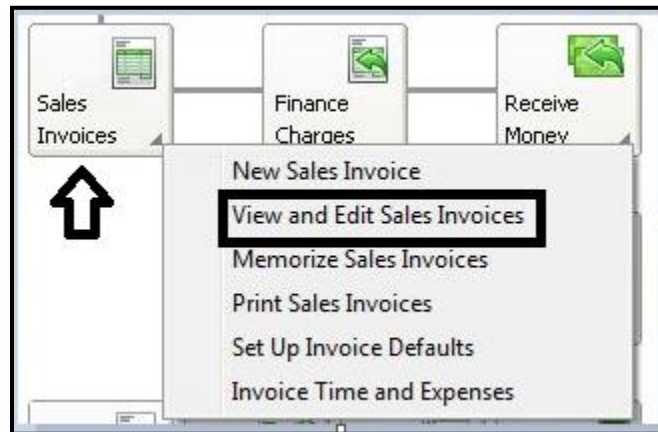
Quantity	Item	Description	Unit Price	Tax	Amount	Job
1.00			1.00	1	1.00	
			0.00	1		

Apply tickets/expenses

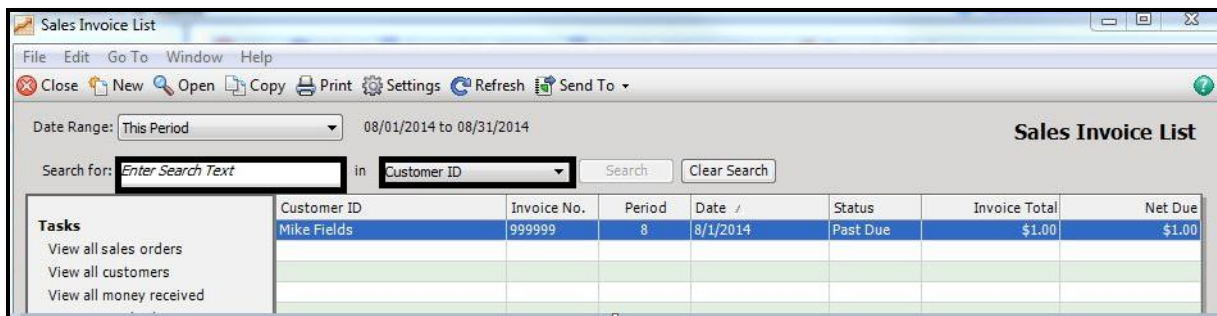
Customer Account as of Aug 1, 2014	Other applied credits	0.00	1.00	Invoice total
Balance: 0.00	Amount paid at sale	0.00	1.00	Net due
Credit limit: 2,500.00				
Credit status: Notify Over Limit				

## PROCESSING A CREDIT CARD TRANSACTION – SALES INVOICE

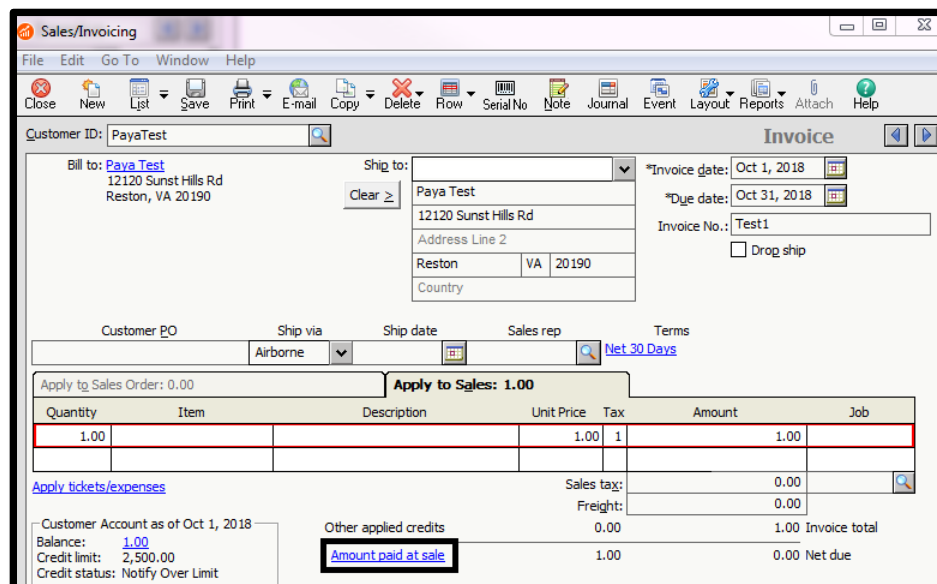
1. From the **Customer and Sales** Task menu, click the **Sales Invoices** icon, then select **View and Edit Sales Invoices**.



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.

PCD - Authorization

**paya** Payment Solutions

**Billing Information**

Name: Paya Test

Address: 12120 Sunset Hills Rd

City: Reston

State: Virginia Zip: 20190

Country: United States

Back Next **Submit** Cancel Click For Support

↑

**paya** Connect Desktop

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.

Transaction Information

**Sale - Approved**

Authorization Code: 000001

Cardholder/Acct. Owner: Paya Test

Receipt Date: Oct 1, 2018

Billing Address: 12120 Sunst Hills Rd  
Reston, VA 20190

Credit Card/Bank Acct. No.: XXXXXXXXXXXX1111

Receipt Amount: \$1.00

Comment: |

Click Print to create a receipt that the customer can sign for your records.

OK Print Help

- 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.

Sales/Invoicing

File Edit Go To Window Help

Close New List Save Print E-mail Copy Delete Row Serial No Note Journal Event Layout Reports Attach Help

Customer ID: PayaTest Invoice

Bill to: [Paya Test](#)  
12120 Sunst Hills Rd  
Reston, VA 20190

Ship to:   
12120 Sunst Hills Rd  
Address Line 2  
Reston VA 20190  
Country

\*Invoice date: Oct 1, 2018  
\*Due date: Oct 31, 2018  
Invoice No.: Test1  
 Drop ship

Customer PO Ship via Ship date Sales rep Terms

Airborne  [Net 30 Days](#)

Apply to Sales Order: 0.00 **Apply to Sales: 1.00**

Quantity	Item	Description	Unit Price	Tax	Amount	Job
1.00			1.00	1	1.00	

[Apply tickets/expenses](#)

Sales tax: 0.00  
Freight: 0.00

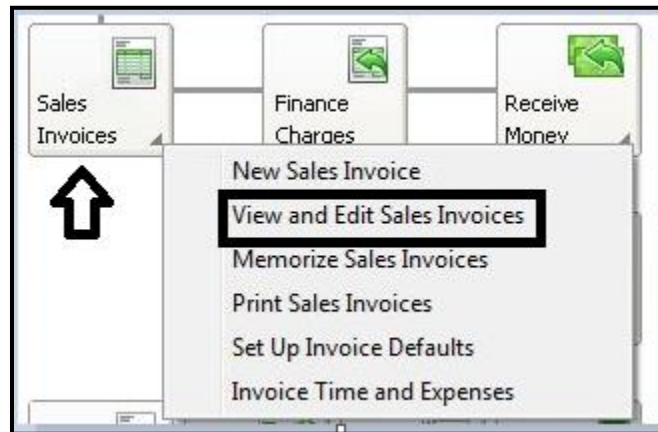
Customer Account as of Oct 1, 2018  
Balance: 1.00  
Credit limit: 2,500.00  
Credit status: Notify Over Limit

Other applied credits  
[Amount paid at sale](#) 1.00

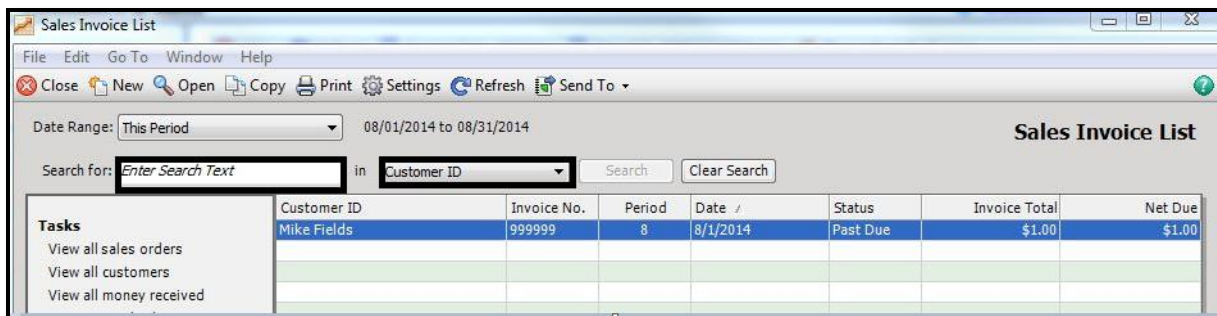
1.00 Invoice total  
0.00 Net due

## PROCESSING AN ACH TRANSACTION- SALES INVOICES

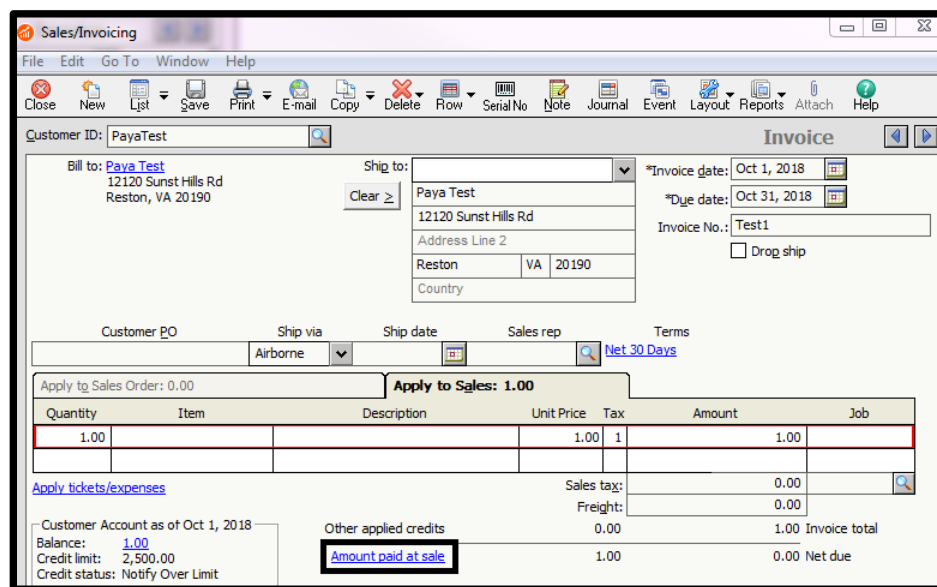
1. From the **Customer and Sales Task** menu, click the **Sales Invoices** icon, then select **View and Edit Sales Invoices**.



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.

PCD - Authorization

paya Payment Solutions

**Payment Information**

Reference 1: Test1234      Total: 1.00

Routing number:

Account number:

Account type:

Class:

Buttons: Back, Next, Submit, Cancel, Click For Support

↑

paya Connect Desktop

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.

PCD - Authorization

paya Payment Solutions

**Billing Information**

Name: Paya Test

Address: 12120 Sunset Hills Rd

City: Reston

State:       Zip:

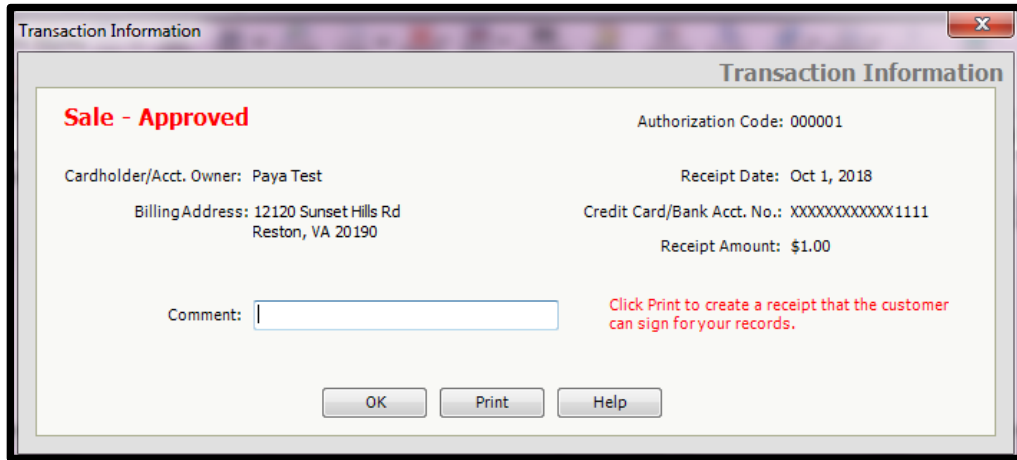
Country:

Buttons: Back, Next, Submit, Cancel, Click For Support

↑

paya Connect Desktop

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.



The screenshot shows a window titled "Transaction Information" with a close button (X) in the top right corner. The main content area is titled "Transaction Information" and displays the following information:

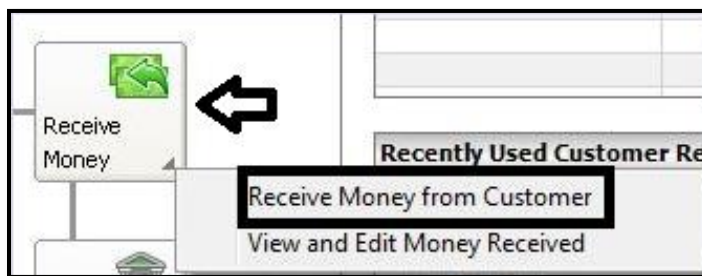
- Sale - Approved** (in red text)
- Authorization Code: 000001
- Cardholder/Acct. Owner: Paya Test
- Receipt Date: Oct 1, 2018
- Billing Address: 12120 Sunset Hills Rd, Reston, VA 20190
- Credit Card/Bank Acct. No.: XXXXXXXXXXXX1111
- Receipt Amount: \$1.00

Below the transaction details, there is a "Comment:" label followed by an empty text input field. To the right of the input field, there is a red instruction: "Click Print to create a receipt that the customer can sign for your records."

At the bottom of the window, there are three buttons: "OK", "Print", and "Help".

## PROCESSING A CREDIT CARD/ACH TRANSACTION – RECEIVE MONEY

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



- 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**.

The screenshot shows the 'Receive Money' window. At the top, there is a menu bar (File, Edit, Go To, Window, Help) and a toolbar with various icons. The main area contains several input fields: 'Deposit ticket ID', 'Customer ID' (set to 'PayaTest'), 'Check/Reference No.', 'Receipt number', 'Date' (set to 'Oct 1, 2018'), 'Receipt amount' (set to '1.00'), and 'Payment method' (set to 'VISA'). There are also buttons for 'Recgrd' and 'Process'. Below these fields, there are two highlighted boxes: 'Apply to Invoices: 1.00' and 'Apply to Revenues: 0.00'. At the bottom, there is a table with columns: Quantity, Item, Description, Unit Price, Tax, Amount, Job. The table is currently empty. At the very bottom, there are fields for 'Sales rep', 'Sales tax', and 'Sales tax: 0.00'.

- 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.

This screenshot is similar to the previous one, but the 'Apply to Invoices' table is now populated. The table has columns: Invoice, Date Due, Amount Due, Description, Discount, Amount Paid, Pay. One row is visible with the following data: Invoice 123, Date Due Oct 31, 2018, Amount Due 1.00, Description, Discount, Amount Paid 1.00, and Pay checked. The 'Amount Paid' field in this row is highlighted with a black box. The 'Apply to Invoices' field is now set to '1.00' and 'Apply to Revenues' is '0.00'. The 'Receipt amount' field is also set to '1.00'. The 'Pay' button in the bottom right corner is now highlighted.

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.

The screenshot shows the 'Receive Money' window with the following details:

- Customer ID:** PayaTest (Address: Paya Test, 12120 Sunst Hills Rd, Reston, VA 20190)
- Check/Reference No.:** (Empty)
- Receipt number:** (Empty)
- Date:** Oct 1, 2018
- Receipt amount:** 1.00 (highlighted)
- Payment method:** VISA
- Cash account:** Checking Account
- Apply to Invoices:** 0.00
- Apply to Revenues:** 1.00

Quantity	Item	Description	Unit Price	Tax	Amount	Job
1.00			1.00	1	1.00	
			0.00	1		

5. In the **Receive Money** window:
- The **Deposit Ticket ID** field is not a required field when processing a credit card/ACH transaction.
  - The **Reference** field is a required field. The merchant can choose any letter/number combination they wish to use.
  - The **Receipt Number** field is not a required field. The merchant can choose any letter/number combination they wish to use.
  - 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.
  - The **Payment Method** is chosen by clicking on the down-arrow key and selecting the appropriate option.
  - The **Credit Card Payment** has two options:
    - The **Record** button posts the transaction in the General Ledger. Does NOT apply to ACH.
    - The **Process** button charges the ACH AND posts the transaction in the General Ledger. **This is the button that needs to be used when processing an ACH transaction.**

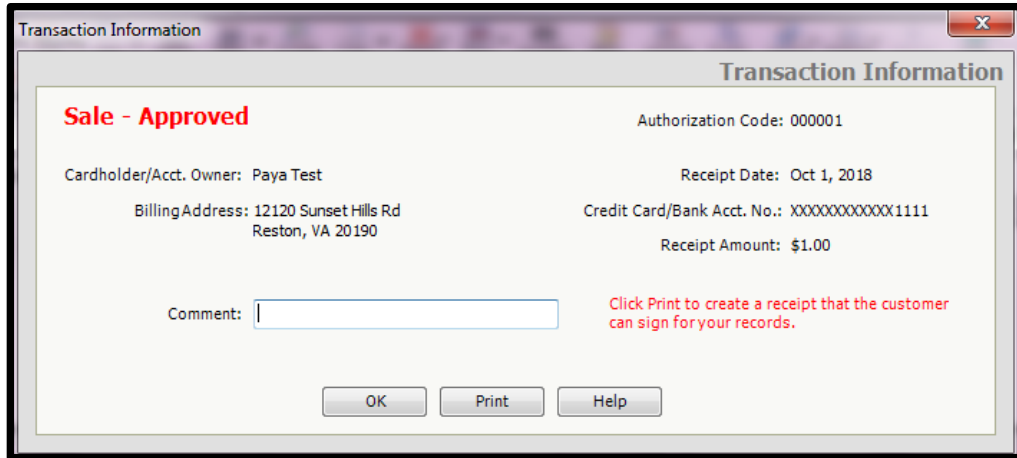
The screenshot shows the 'Receive Money' window with the following details:

- Deposit ticket ID:** (Empty) **A**
- Check/Reference No.:** (Empty) **B**
- Receipt number:** (Empty) **C**
- Date:** Oct 1, 2018
- Receipt amount:** 1.00 **D**
- Payment method:** VISA **E**
- Credit card payment:** Record or Process **F**
- Cash account:** Checking Account
- Apply to Invoices:** 0.00
- Apply to Revenues:** 1.00

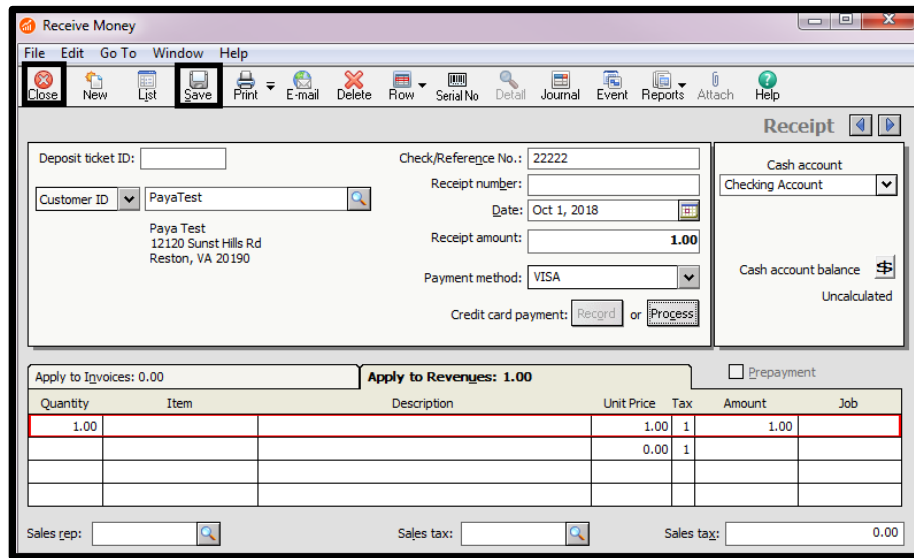
Quantity	Item	Description	Unit Price	Tax	Amount	Job
1.00			1.00	1	1.00	
			0.00	1		

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.



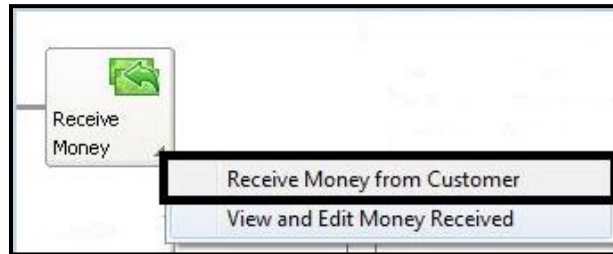
8. When the **OK** button is selected on the receipt window, the **Receive Money** window will appear. From this window, click the **Save** button on the top toolbar to save the record, then click the **Close** button to exit the module.



## REFUNDS – RECEIVE MONEY

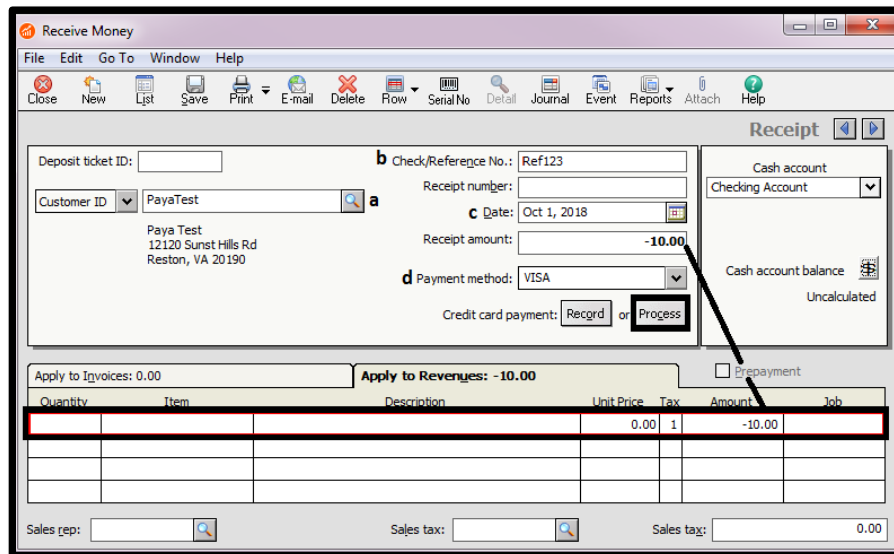
In Sage 50, refunds can be processed from the software.

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.

A screenshot of the Sage 50 'Receive Money' window. The window title is 'Receive Money'. It has a menu bar with 'File', 'Edit', 'Go To', 'Window', and 'Help'. Below the menu bar is a toolbar with icons for 'Close', 'New', 'List', 'Save', 'Print', 'E-mail', 'Delete', 'Flow', 'Serial No', 'Detail', 'Journal', 'Event', 'Reports', 'Attach', and 'Help'. The main area is titled 'Receipt' and contains several fields: 'Deposit ticket ID:', 'Check/Reference No.: Ref123', 'Receipt number:', 'Date: Oct 1, 2018', 'Receipt amount: -10.00', and 'Payment method: VISA'. There are also buttons for 'Record' and 'Process'. Below these fields is a section for 'Apply to Invoices: 0.00' and 'Apply to Revenues: -10.00'. At the bottom, there is a table with columns for 'Quantity', 'Item', 'Description', 'Unit Price', 'Tax', 'Amount', and 'Job'. The first row of the table has values: Quantity: 1, Unit Price: 0.00, Tax: 1, Amount: -10.00. At the bottom of the window, there are fields for 'Sales rep:', 'Sales tax:', and 'Sales tax: 0.00'.

- 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.

The screenshot shows the 'Sage Exchange - Credit' application window. The title bar includes the text 'Sage Exchange - Credit' and a mouse cursor icon. The main header features the 'paya Payment Solutions' logo. Below the header is a section titled 'Payment Information'. On the left, there are input fields for 'Reference 1' (containing 'Ref123'), 'Card number' (containing '4111111111111111'), 'Expiration date' (with dropdowns for '12' and '18'), and 'CVV'. A 'Swipe Card' button is positioned below the card number field. In the center, a green box displays 'Total 10.00'. On the right, a box contains the text 'Thank you for using Sage Exchange 12/10/2018' and a 'Click For Support' button. At the bottom, there are four buttons: 'Back', 'Next', 'Submit', and 'Cancel'. The 'Next' button is highlighted with a black border.

The screenshot shows the 'Sage Exchange - Credit' application window. The title bar includes the text 'Sage Exchange - Credit' and a mouse cursor icon. The main header features the 'paya Payment Solutions' logo. Below the header is a section titled 'Payment Information'. On the left, there are input fields for 'Routing number', 'Account number', 'Account type' (with a dropdown menu showing 'Checking'), and 'Class' (with a dropdown menu showing 'Prearranged Payr'). In the center, a green box displays 'Total 10.00'. On the right, a box contains the text 'Thank you for using Sage Exchange 12/10/2018' and a 'Click For Support' button. At the bottom, there are four buttons: 'Back', 'Next', 'Submit', and 'Cancel'. The 'Next' button is highlighted with a black border.



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

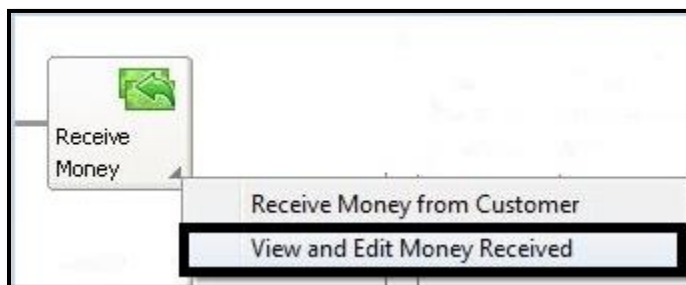
The screenshot shows a window titled "PCD - Authorization" with the "paya Payment Solutions" logo. The "Billing Information" section contains the following fields: Name (Paya Test), Address (12120 Sunset Hills Rd), City (Reston), State (Virginia), Zip (20190), and Country (United States). At the bottom, there are buttons for "Back", "Next", "Submit" (highlighted with an arrow), "Cancel", and "Click For Support". The "paya Connect Desktop" logo is in the bottom right corner.

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.

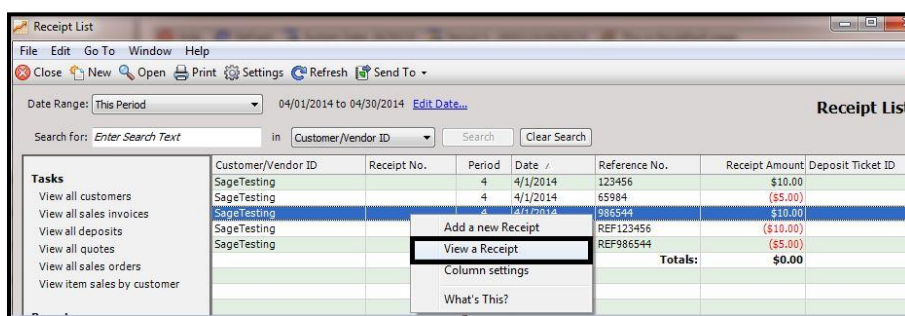
The screenshot shows a window titled "Transaction Information" with a "Transaction Information" header. The main content is a "Refund - Approved" receipt with the following details: Reference Number: CEDXL5WPG5, Receipt Date: Oct 1, 2018, Cardholder/Acct. Owner: Paya Test, Billing Address: 12120 Sunst Hills Rd, Reston, VA 20190, Credit Card/Bank Acct. No.: XXXXXXXXXXXX1111, and Receipt Amount: \$-10.00. There is a "Comment:" field and a red instruction: "Click Print to create a receipt that the customer can sign for your records." At the bottom, there are buttons for "OK", "Print", and "Help".

## REFUNDS - RECEIPT

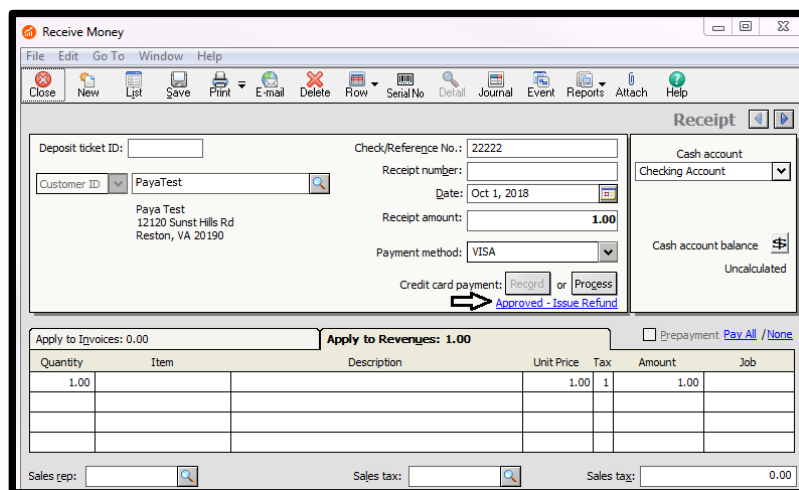
1. From the Sage 50 Dashboard, click on the **Receive Money** icon, then select the **View and Edit Money Received** option.



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.

The screenshot shows the 'Receive Money' window in Sage 50. The window title is 'Receive Money'. The menu bar includes File, Edit, Go To, Window, and Help. The toolbar contains icons for Close, New, List, Save, Print, E-mail, Delete, Row, Serial No, Detail, Journal, Event, Reports, Attach, and Help. The main area is titled 'Receipt' and contains the following fields:

- Deposit ticket ID: [ ]
- Check/Reference No.: REF22222
- Customer ID: PayaTest
- Receipt number: [ ]
- Date: Oct 1, 2018
- Receipt amount: -1.00
- Payment method: VISA
- Cash account: [ ]
- Checking Account: [ ]
- Cash account balance: Uncalculated

At the bottom, there are fields for 'Apply to Invoices: 0.00' and 'Apply to Revenues: -1.00'. Below these is a table with the following columns: Quantity, Item, Description, Unit Price, Tax, Amount, and Job.

Quantity	Item	Description	Unit Price	Tax	Amount	Job
		Refund	0.00	1	-1.00	

At the bottom of the window, there are fields for 'Sales rep: [ ]', 'Sales tax: [ ]', and 'Sales tax: 0.00'. There are also buttons for 'Record' and 'Process'.

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.

The screenshot shows the 'Sage Exchange - Credit by reference' window. The window title is 'Sage Exchange - Credit by reference'. The Sage Exchange logo is at the top left. The main area is titled 'Payment Information' and contains the following fields:

- Reference 1: 22222
- Total: 1.00
- Card number: XXXXXXXXXXXXXXX1111
- Expiration date: 12/18
- CVV: [ ]

At the bottom, there are buttons for 'Back', 'Next', 'Submit', and 'Cancel'. A 'Click For Support' button is also present. A message box on the right says 'Thank you for using Sage Exchange 12/10/2018'.

The screenshot shows a window titled "Sage Exchange - Credit by reference". The main heading is "Sage Payment Solutions". Under the "Payment Information" section, there are several input fields: "Reference 1" with the value "Test1", "Routing number" with "056008849", "Account number" with "XXXXXXXXXX1234", "Account type" set to "Checking", and "Class" set to "Prearranged Payr". A "Total" field shows "1.00". To the right, a "Click For Support" button is visible. Below the input fields are "Back", "Next", "Submit", and "Cancel" buttons. A message box on the right says "Thank you for using Sage Exchange" and "10/31/2016".

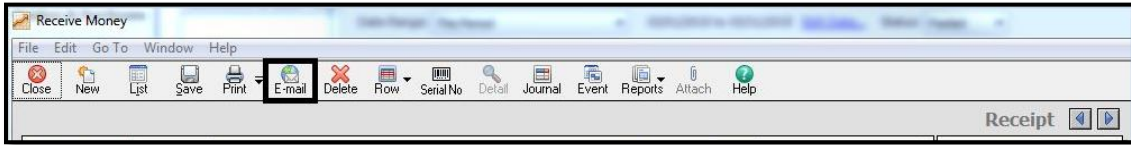
- The next window that appears will be the receipt. Click the **OK** button to close the window or the **Print** button to print the receipt.

The screenshot shows a window titled "Credit Card Information". The main heading is "Credit Card Information". The status is "Refund - Approved" in red. The cardholder's name is "Sage Testing" and the billing address is "12120 Sunset Hills Road, Reston, VA 20190". The reference number is "F6UF9NEZIO", the receipt date is "Apr 1, 2014", the credit card number is "XXXXXXXXXXXX1111", and the receipt amount is "\$-10.00". There is a "Comment:" field with an empty text box. A red message says "Click Print to create a receipt that the customer can sign for your records." At the bottom, there are "OK", "Print", and "Help" buttons.

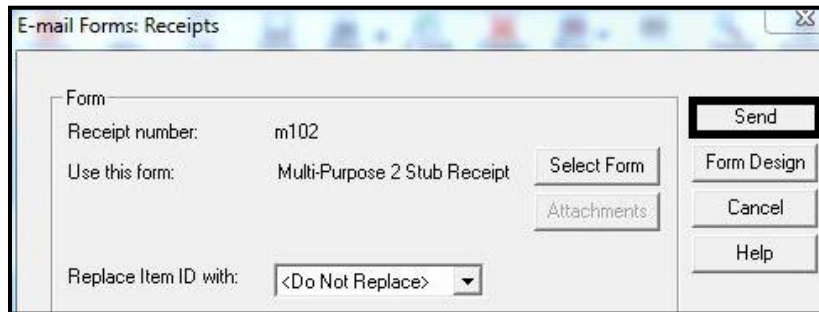
## EMAILING RECEIPTS/SALES ORDERS/INVOICES/QUOTES

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.

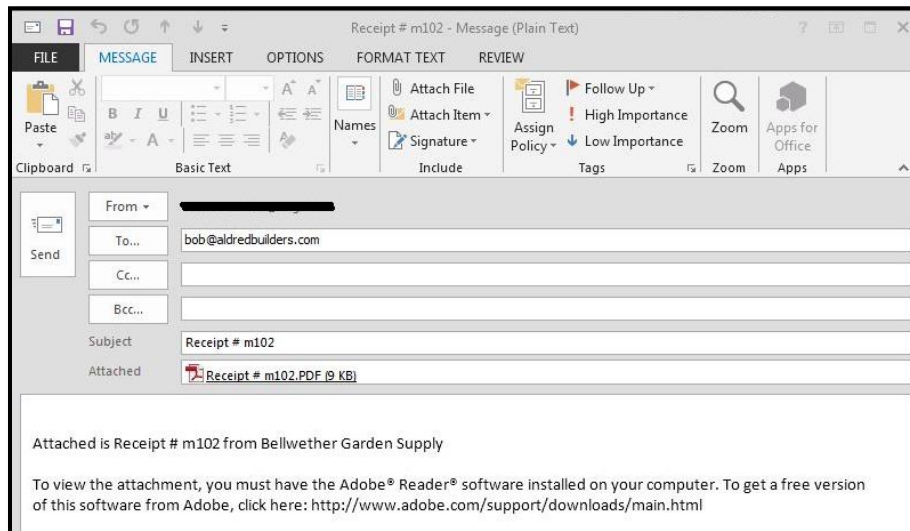
1. To email a receipt to a customer, click on the Email tab on the top toolbar of the receipt.



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.



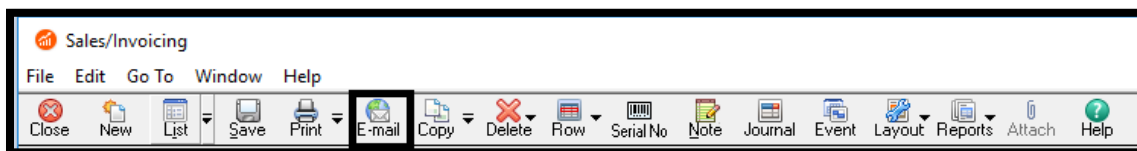
## EMAILING INVOICES W/PAY NOW LINK

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.

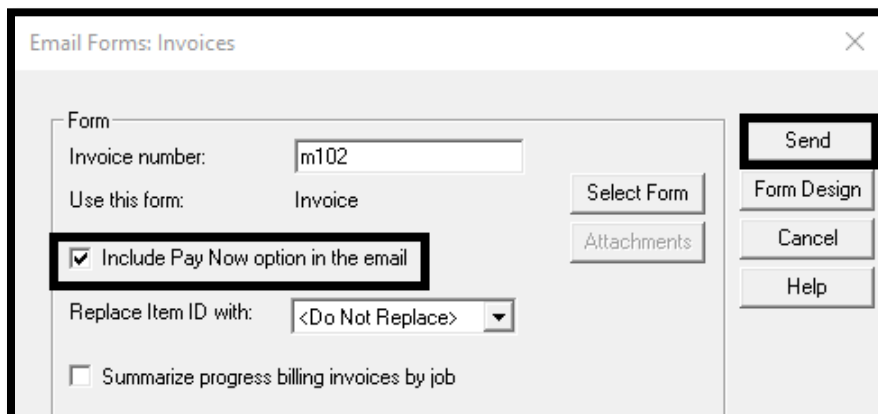
**NOTE: Connections between Sage 50 and the Paya Connect Desktop Application is REQUIRED for this function to work. For connections set up, go to: [https://support.paya.com/payment-center/310476-how-do-i-enable-and-configure-the-sage-50-r17-plugin-for-e-invoicing?from\\_search=48731592](https://support.paya.com/payment-center/310476-how-do-i-enable-and-configure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

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

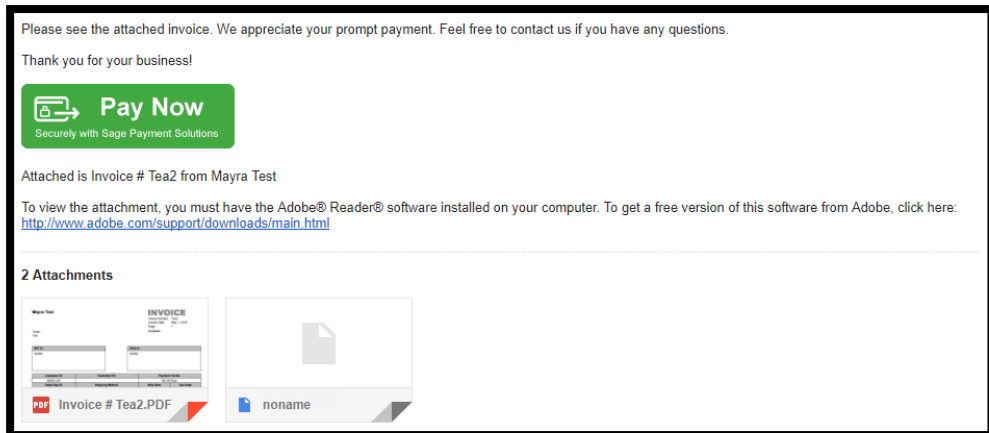
1. To email an invoice to a customer, click on the Email tab on the top toolbar of the receipt.



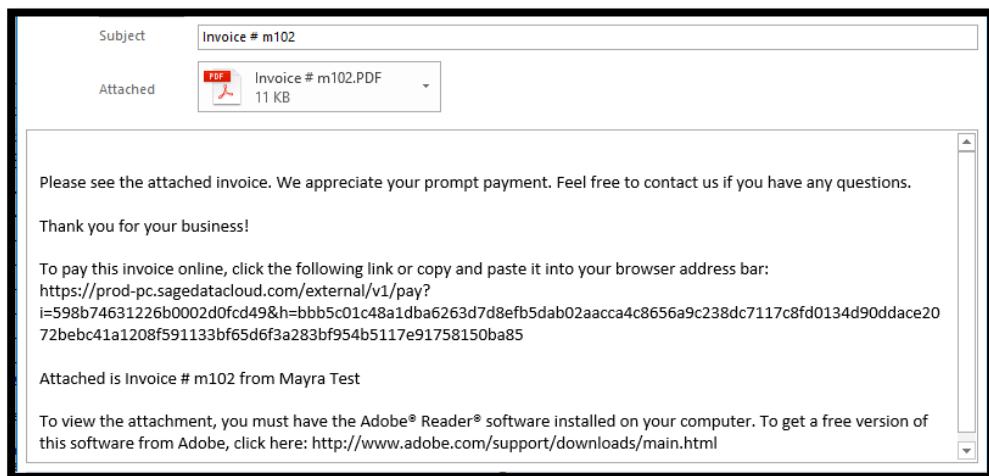
2. **The E-mail Forms:** Invoices window will appear. The “**Include Pay Now option in the email**” will be checked off by default. Click the Send button on the right side of the window.



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: