



Credit Card Charger  
Authorize.Net <---> QuickBooks  
User Guide

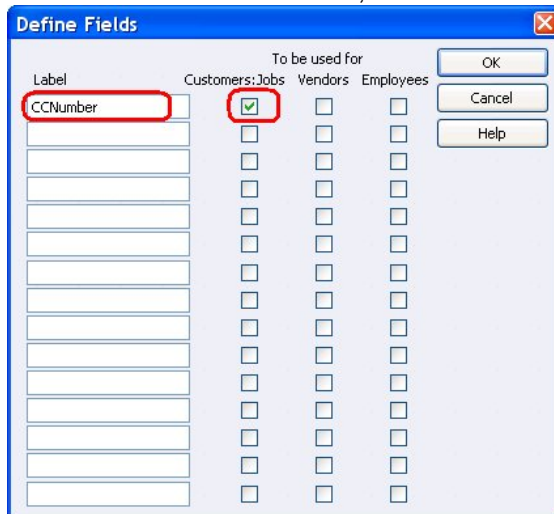
Credit Card Charger allows you to charge a sale recorded in QuickBooks (either an invoice or a sales receipt) on an external payment gateway.

Please note that it is recommended to have QuickBooks in single user mode to charge Credit Cards using this application.

**Important Note for users of QuickBooks 2008 and above:**

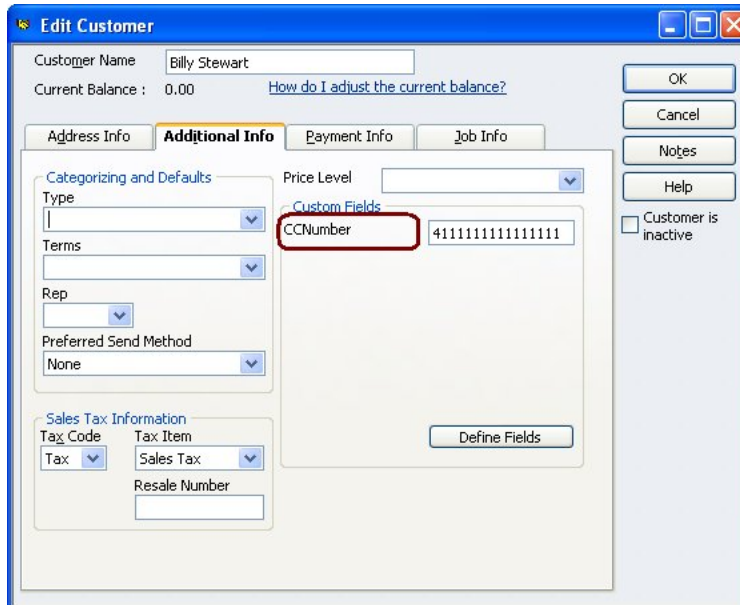
Credit card charger requires that you save credit card in a custom field [named CCNumber] under Customer Additional Info tab as shown below. This custom field is automatically created by Credit Card Charger on installation. In some cases this field may not be created in QuickBooks automatically by the installer, please create this custom field in QB if not already created. Follow these steps

1. Double click and open any customer in QuickBooks
2. Click on Additional Info tab
3. If you see CCNumber under Custom Fields then ignore the rest of the steps here.
4. If you do not see CCNumberfield here, click on "Define Fields".



5. Enter the Label as "CCNumber" and check the flag under Customers/Jobs. Note the name CCNumber should match EXACTLY in spelling and Case.
6. Click OK to confirm creation of this field.

This is necessary because QB 2008 and above does not provide access to Credit card number under Payment info tab. You need to save the Credit Card number in the CCNumber field only if you want Credit Card Charger to automatically process credit card on file. If you prefer you can leave this blank and only enter/swipe credit card number when prompted by the application.

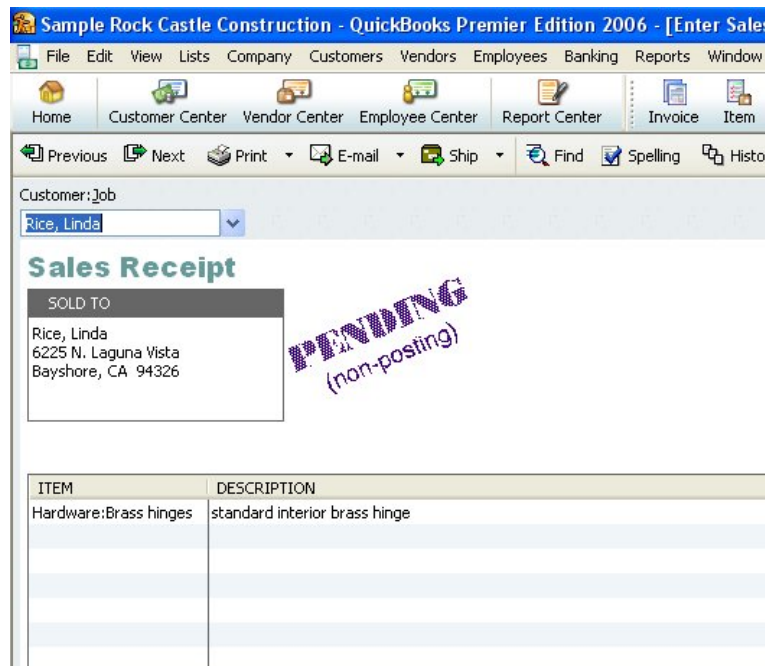


You can operate Credit Card Charger in 3 ways:

## 1. Current Sale

Use this when you have already recorded the sale in QuickBooks.

- 1.1. Open the invoice or sales receipt (*supported only in QuickBooks 2007 or above versions*) in QuickBooks. *If using a sales receipt, mark the sales receipt to pending status prior to charging. You must first save the sales receipt, then right-click, select menu "Mark sales receipt as pending".*

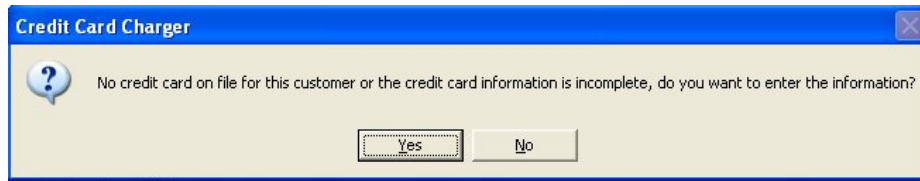


- 1.2. From QuickBooks menu, select Customers → Credit Card Charger → Authorize.Net Charge

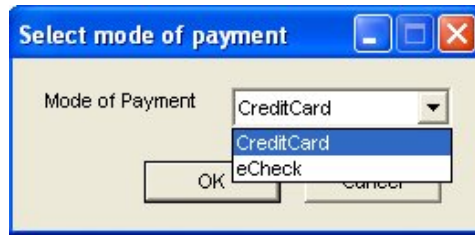
## Credit Card Charger Installation Guide

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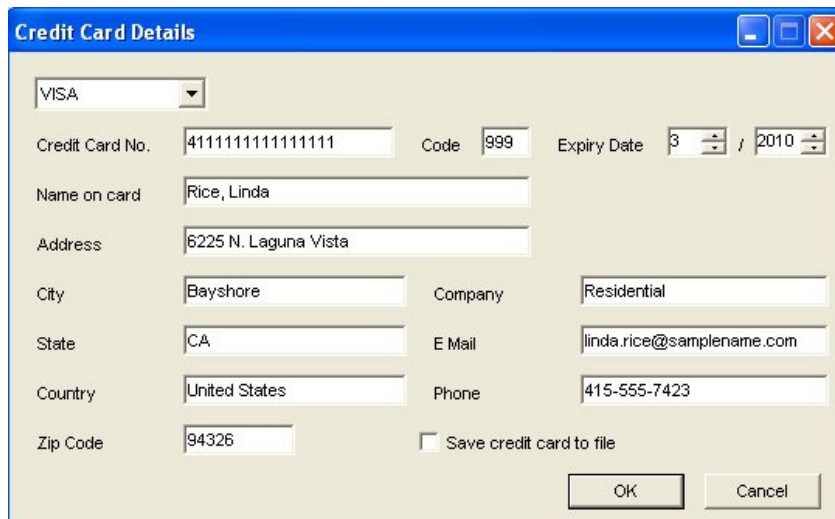
- 1.3. If the customer has a credit card on file (Payment Info tab on Edit Customer Info in QuickBooks), you will be prompted to confirm charge
  - 1.3.1. If there is no credit card on file, you will be asked to enter payment details. Click Yes.



- 1.3.2. Select a payment option – CreditCard or eCheck



- 1.3.3. Enter payment details for Credit Card or eCheck in the following screen. Note that you want to enter as many fields as possible to ensure proper address verification by the payment gateway. Check on “Save credit card to file” if you want to store the CC information in QuickBooks (you can see this in Payment info tab on edit Customer screen). For eCheck, you cannot store details in QuickBooks.



- 1.4. Confirm OK when asked for confirmation “Ready to charge?”
- 1.5. Wait for response from the payment gateway. If charge is successful, the system will update your sale to record the payment. In the payment record, you can find the transaction reference from the payment gateway. You can use this transaction reference if you need to discuss this charge with your merchant account provider or payment gateway. Otherwise an error message from the payment gateway will be shown.
- 1.5.1. If your sale is an invoice transaction, it will show “PAID” on the invoice. You will be able to click on history and view the payment posted in QuickBooks.

Sample Rock Castle Construction - QuickBooks Premier Edition 2006 - [Create Invoices]

Customer: Job  
Rice, Linda

**PAID**

Bill To:  
Rice, Linda  
6225 N. Laguna Vista  
Bayshore, CA 94326

Item Description  
Floor Plans Floor plans

**Transaction History - Invoice**

Invoice Information  
Customer: Jobs Rice, Linda  
Invoice Date 12/15/2007  
Invoice No. 107 Invoice Total 371.74  
Memo  
Sent Date Send Method

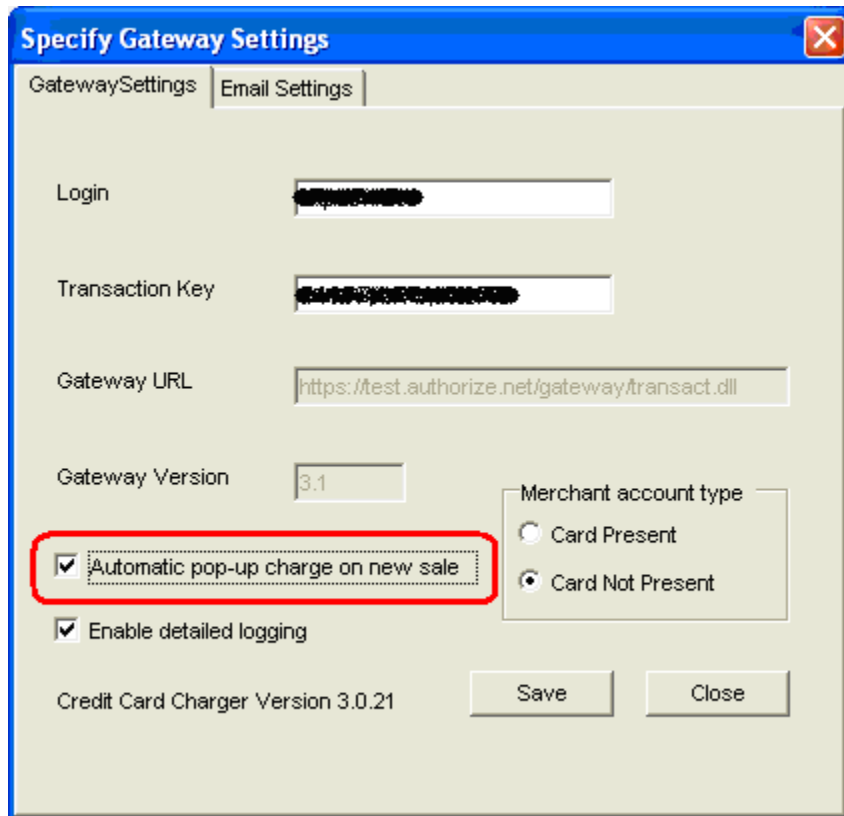
Payments, deposits of payment line items, credits, and discounts

Type	Date	Number	Amount	Invoice Balance
Payment	12/15/2007	AN:506710608	-371.74	0.00

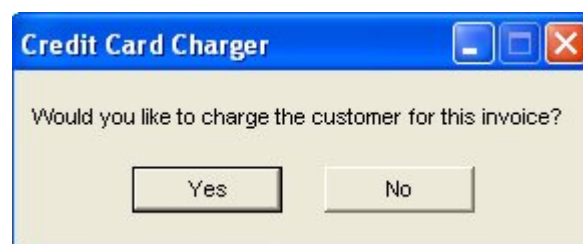
- 1.5.2. If your sale is a sales receipt (*supported only on QuickBooks 2006 versions*), upon successful charge, the sales receipt will be marked as final (equivalent to manually right-click and “Mark sales receipt as final” ) and you will not see the pending status in QuickBooks.

### 2. New Sale

You can charge a sale as and when you are creating it in QuickBooks. When you create an invoice or a sales receipt in QuickBooks and click on the Save and Close button in QuickBooks, a pop-up window appears prompting you to charge the customer. In order to use this mode, you must turn on "Automatic pop-up charge on new sale" in the gateway settings. Click on Customers menu in QuickBooks and then select Credit Card Charger → Authorize.net settings.



- 2.1. Create an invoice or sales receipt in QuickBooks as you normally do. Click on Save and Close button or Save and New button. If you are using sales receipt (*supported in QuickBooks 2006 versions and above only*) remember to mark the sales receipt as pending (right click and select menu to do this) prior to clicking Save button.
- 2.2. A pop-up window appears asking you if you want to charge the sale. Click Yes.



- 2.3. If payment info exists for the customer in QuickBooks (Payment Info tab on Edit Customer Info in QuickBooks), you will be prompted to confirm charge. Follow steps 1.3 to 1.5 as described for Current Sale mode above.

## 3. Batch Sale

If you process orders in batches, this mode may be useful for you. You can view a list of open invoices and pending sales receipts in a screen, select the ones to charge and process them in a batch. In order to work in a batch mode, the customers must have valid payment info entered into QuickBooks prior to charging.

- 3.1. To use batch mode, from Customer navigator in QuickBooks, select Customers menu and then Credit Card Chargers → Authorize.Net charge
- 3.2. You will see the Charge Open Invoices/Sales Receipts window

**Charge open Invoices / Sales Receipts**

**Search Criteria**

Transaction Type:  Invoices  Sales Receipts

Credit Card Type:

Transaction Date:  Use Transaction Date  
From: 3/17/2006 To: 3/17/2006

Invoice / Sales Receipt Ref Number:  Use Ref Number  
From:  To:

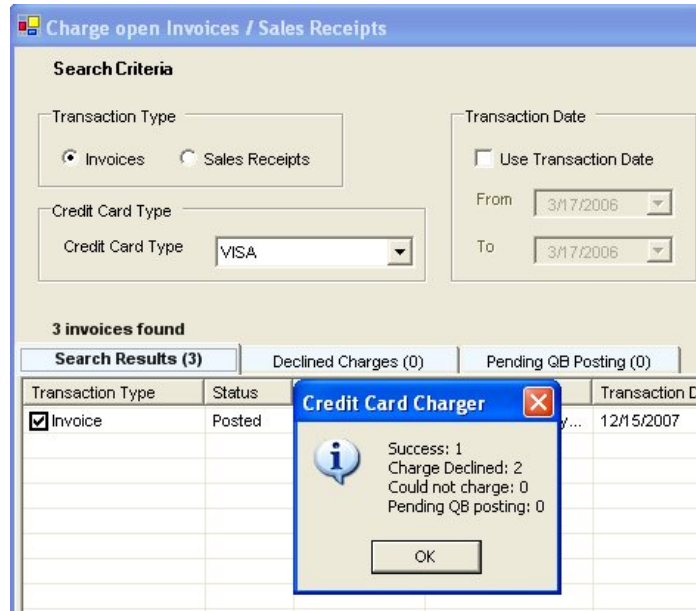
**3 invoices found**

Transaction Type	Status	> Ref Number	Customer	Transaction Date	Amount	Charge Result
<input type="checkbox"/> Invoice	New	74	Baker, Chris:Family...	12/15/2007	\$1,040.00	
<input type="checkbox"/> Invoice	New	90	Fisher, Jennifer	7/11/2007	\$1,080.50	
<input type="checkbox"/> Invoice	New	91	Fisher, Jennifer	7/18/2007	\$270.13	

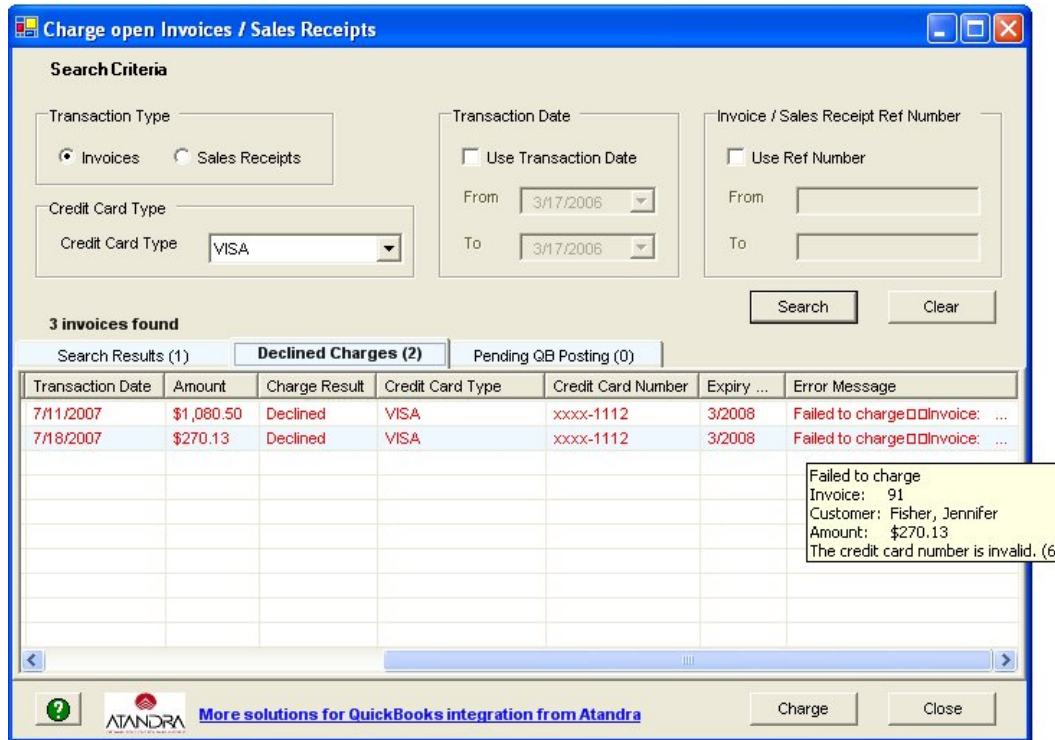
Atandra [More solutions for QuickBooks integration from Atandra](#)

You can select transactions by type (Invoices or Sales Receipts), transaction date – single date or range of dates OR Reference number – single or range

- 3.3. Use the filters to find your transactions and click on Search button. Invoices or sales receipts matching your criteria will be displayed in the results window.
- 3.4. Check the transactions you want to charge and click on Charge button
- 3.5. Results of the batch are displayed. Successful charges are posted to QuickBooks automatically (invoice is marked paid and payment is recorded with transaction reference, which you can view by clicking Transaction History in QuickBooks; pending sales receipt is marked final).



You can view the error message returned from the gateway for declined charges on a different tab in the Charger application.



You may attempt to correct the error in QuickBooks (card number is invalid or enter valid card details) and resubmit the charges through the Declined Charges tab. If they're successful in the second attempt, they will be moved to Search Results tab and posting will be made in QuickBooks automatically.

## Credit Card Charger Installation Guide

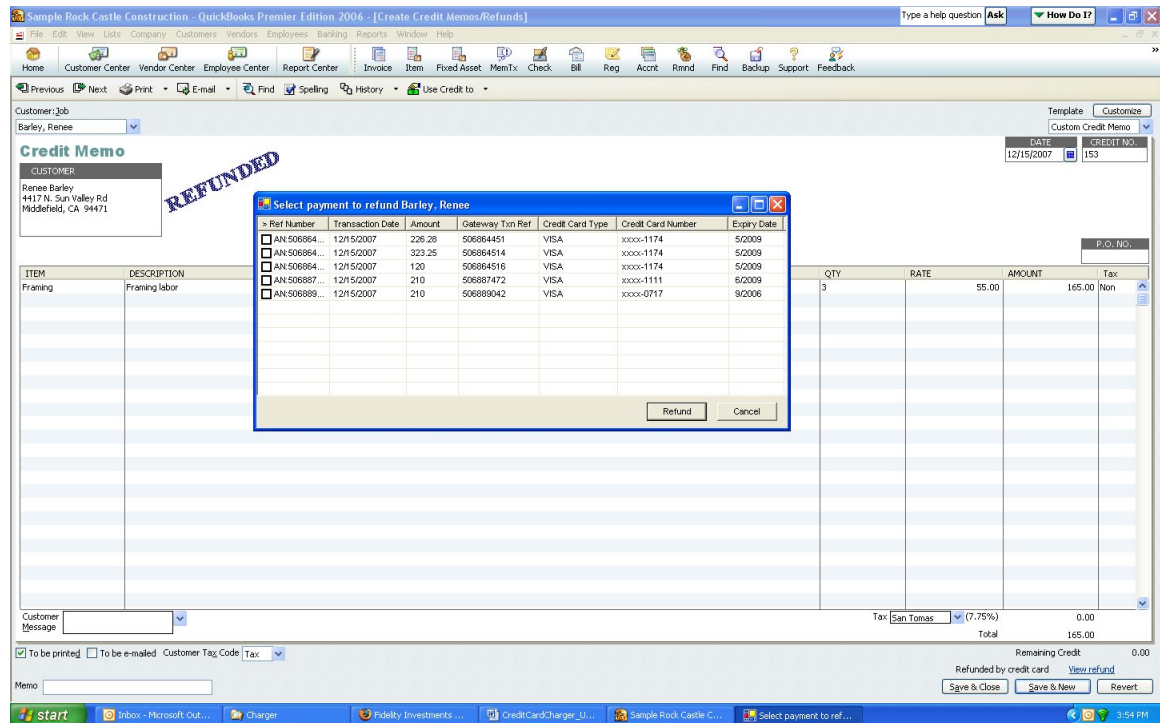
If for some reason, the Charger application cannot post a successful charge to QuickBooks, it will be noted in the Pending QB Posting tab. This is an unusual occurrence, please post the payment manually in QuickBooks using the reference number for the transaction.

Note that the Charger application does not maintain transaction history for successful charges, only declined charges will be carried forward from each session. Every time you open the Charger in batch mode, you will see open/pending transactions in the first tab and declined charges in the second tab.

### 4. Refunds

To process customer refunds, enter a credit memo in QuickBooks and use Credit Card Charger to issue the refund.

- 4.1. Enter a Credit Memo in QuickBooks. While saving the transaction, choose the option to “Issue a refund”. Click “OK” to save the credit memo and refund transaction.
- 4.2. Open the Credit memo in QuickBooks and click menu “Customer” → “Credit Card Charger” → “Authorize.Net Refund”.
- 4.3. System displays prior payments received from that customer
- 4.4. Select the payment to refund and click “Refund” button. Note that the refund should be less or equal amount to the original charge amount.
- 4.5. System will process the refund and note the status of the refund transaction on your screen – success or failure.



*Refund criteria may vary by merchant account – validity of an original payment, handling full/partial refunds. Verify these with your merchant account provider.*

### 5. Reconciliation

To process customer refunds, enter a credit memo in QuickBooks and use Credit Card Charger to issue the refund.

- 5.1. Login to your Authorize.Net account. Select Search menu → Transactions. Enter date range under Settlement Date and select “Settled Transactions” under Transaction Status. Click on “Search” button.

- 5.2. When you see Transaction Search Results, click “Download To File” button. Select “Standard with Card Code/Tab Delimited” as the option and check “Include Column Headings” YES. Click “Submit” button. This will save the file on your computer.

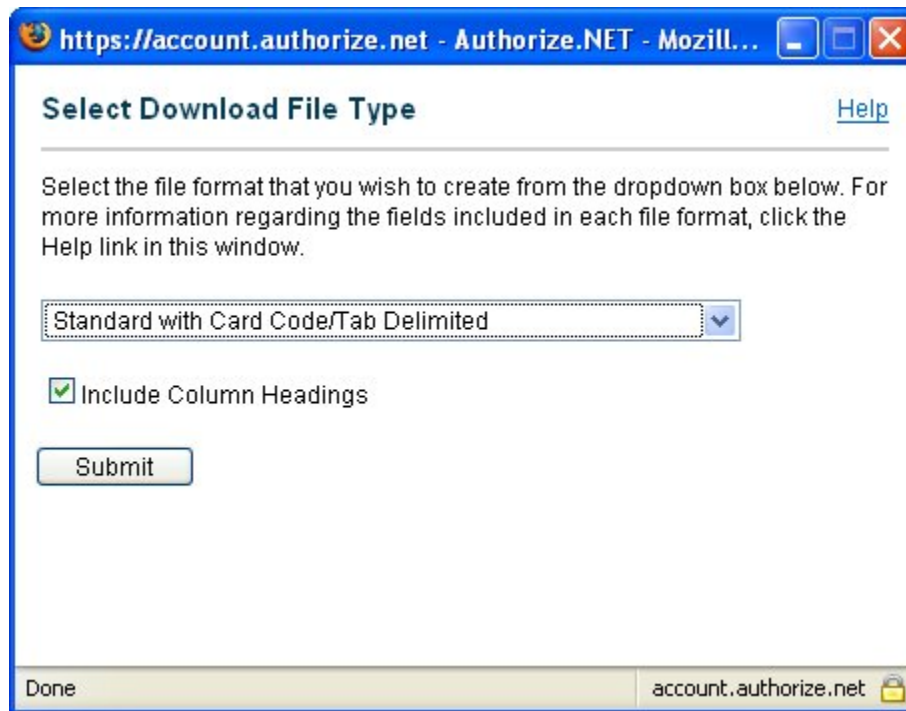
**Transaction Details by Settlement Date Report**

[Help](#)

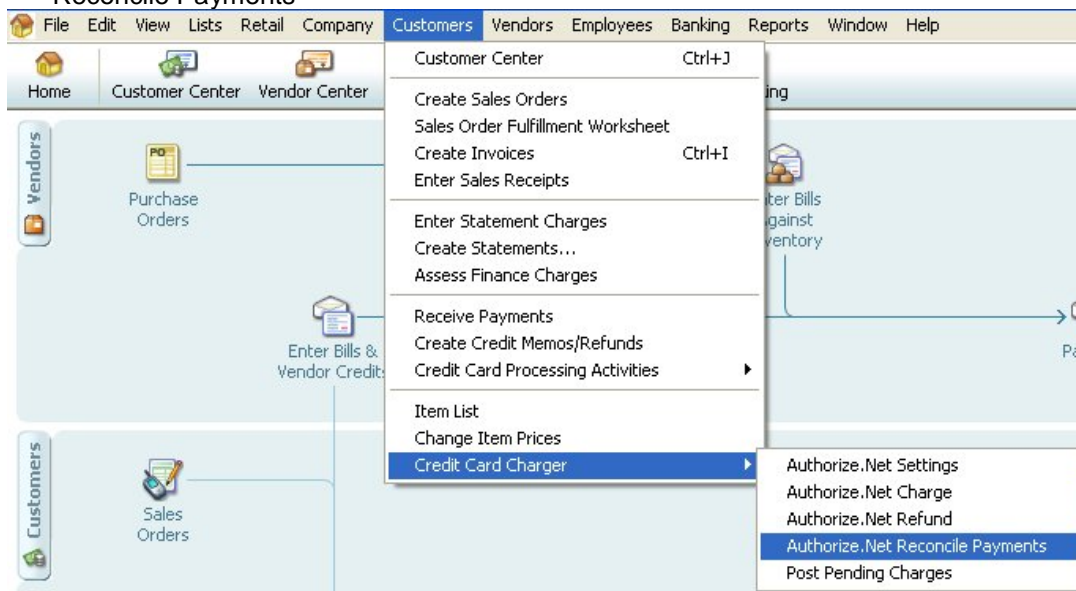
Transaction Details by Settlement Date:

Click on a transaction ID below to view transaction details. Click on any column heading to sort.

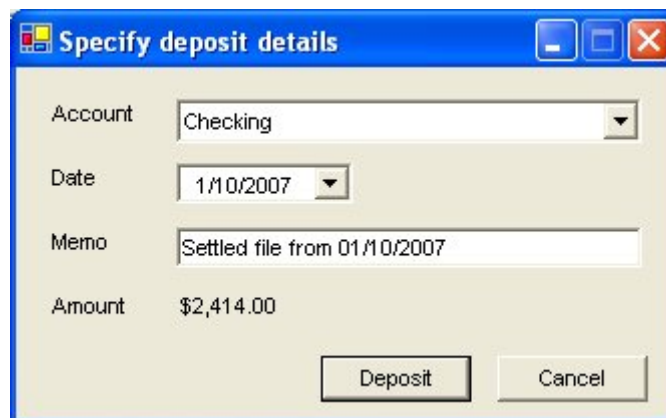
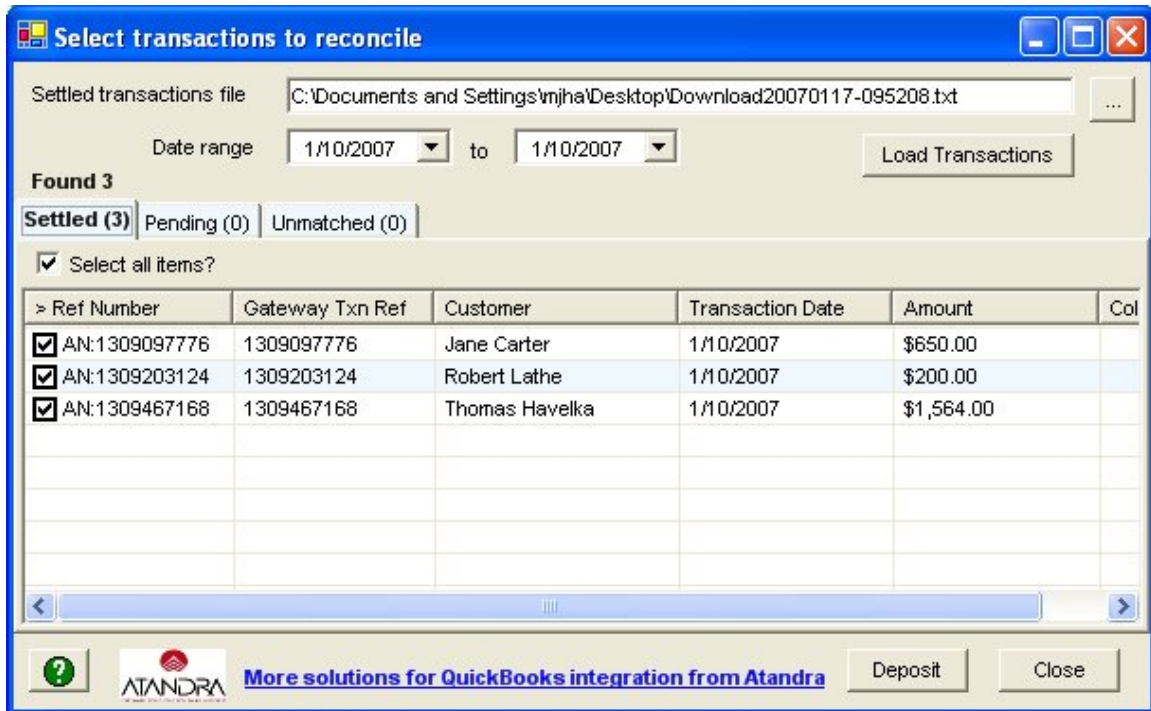
<a href="#">Download To File</a>									
1-3 of 3 results									
<a href="#">Trans ID</a>	<a href="#">Invoice Number</a>	<a href="#">Trans Status</a>	<a href="#">Submit Date</a>	<a href="#">Customer</a>	<a href="#">Card</a>	<a href="#">Payment Method</a>	<a href="#">Payment Amount</a>	<a href="#">Settlement Date</a>	<a href="#">Settlement Amount</a>
<a href="#">1309467168</a>		Settled Successfully	10-Jan-2007 16:05:09	Thomas	V		USD 1,564.00	10-Jan-2007 20:02:58	USD 1,564.00
<a href="#">1309203124</a>		Settled Successfully	10-Jan-2007 12:44:30	Robert	M		USD 200.00	10-Jan-2007 20:02:58	USD 200.00
<a href="#">1309097776</a>		Settled Successfully	10-Jan-2007 11:26:46	Jane	V		USD 650.00	10-Jan-2007 20:02:58	USD 650.00
1-3 of 3 results									



- 5.3. Back in QuickBooks, select menu “Customer” → “Credit Card Charger” → “AuthorizeNet Reconcile Payments”



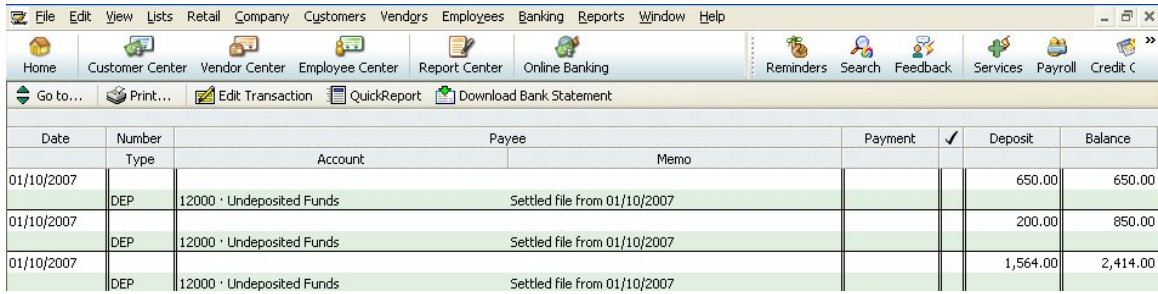
- 5.4. Browse and select the settlement file you downloaded from Authorize.Net in Step 5.2 above
- 5.5. Enter settlement date and click “Load Transactions”
- 5.6. The system will automatically match QuickBooks payments against the settlement file. All successful matches will be listed under “Settled” tab. Any pending payments and unmatched transactions will be listed on separate tabs. You will need to verify these exceptions manually.



- 5.7. Click "Deposit" button to deposit the amount into your bank account in QuickBooks. You may select the merchant bank account and enter a memo for this settlement batch. Click on "Deposit" button.
- 5.8. The system creates deposit transactions in QuickBooks – moving funds from "Undeposited funds" into your bank account.



# Credit Card Charger Installation Guide



The screenshot shows a software application window with a menu bar (File, Edit, View, Lists, Retail, Company, Customers, Vendors, Employees, Banking, Reports, Window, Help) and a toolbar with icons for Home, Customer Center, Vendor Center, Employee Center, Report Center, Online Banking, Reminders, Search, Feedback, Services, Payroll, and Credit C. Below the toolbar is a navigation bar with buttons for Go to..., Print..., Edit Transaction, QuickReport, and Download Bank Statement. The main area displays a table with the following data:

Date	Number	Account	Payee	Payment	✓	Deposit	Balance
01/10/2007	DEP	12000 · Undeposited Funds	Settled file from 01/10/2007			650.00	650.00
01/10/2007	DEP	12000 · Undeposited Funds	Settled file from 01/10/2007			200.00	850.00
01/10/2007	DEP	12000 · Undeposited Funds	Settled file from 01/10/2007			1,564.00	2,414.00