



User Conference 2025

Wednesday, October 22nd — Friday, October 24th

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EPASS Pay

enables you to

- Eliminate the hassle of third-party gateway fees and frustrating support calls (EPASS Pay is completely supported by EPASS!)
- Analyze credit card reconciliation reports directly in EPASS.
- Maintain PCI compliance with built-in tools and included insurance.
- Remove slow virtual terminals and complete transactions faster and easier.

Process Credit Card Transactions Instantly and Easily

No more double-entry or re-typing, and that means no more errors, too. With EPASS Pay, you can process credit card transactions instantly while keeping your customer's credit card information secure.

Setting Up EPASS Pay

The EPASS Pay setup should only be completed by IT personnel or someone with full EPASS security access. Setting up EPASS Pay will need to be completed for each branch.

Before Starting

- You will need the Merchant ID for your branch that was provided by Fullsteam. If you do not have the Merchant ID, contact EPASS support for help.

Connect Payment Terminals to Your Network

Follow the instructions that came with your payment terminals to connect them to your network.

If you have a Move/5000 terminal, view instructions for connecting it to your wireless network [here](#).

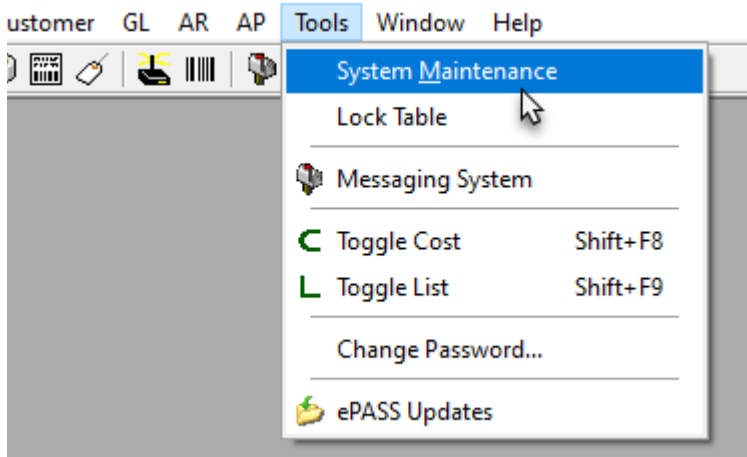
Once each terminal is successfully connected, continue with the next section, [Activate EPASS Pay Security Options](#).

Activate EPASS Pay Security Options

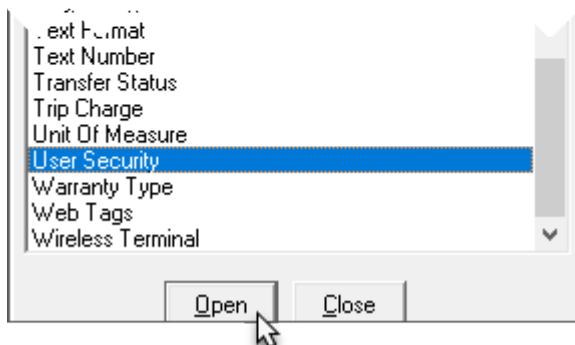
To complete the EPASS Pay setup, you'll need to activate at least two security options. After the setup, some or all of these security options will need to be activated for each person that will use [Merchant Track](#).

To Activate EPASS Pay Security Options

1. Log into EPASS.
2. Go to **Tools > System Maintenance**.



3. On the **Tables** tab, select **User Security**, and then click **Open**.



4. Select your account from the list, and then click **Security**.

The 'User' window displays search options and a list of users. The 'Security' button is highlighted with a yellow box.

* ID	Name	Type	Group	Obsolete
AR	Accounts Receivable	Group		No
ASM	Assistant Store Manager	Group		No
C	Chris	User		No
CAPI	CAPI	API User		No

Buttons: Print, Security, Review, Add, Edit, Delete, Exit

5. In the menu on the left, click **EPASS Pay**. Select **Merchant Track - All Branches** and **Merchant Track - Terminal Management**. (The additional security settings are optional and not required to complete the EPASS Pay setup. They can be activated as needed for each Merchant Track user at a later time.)

The 'Security for User: Chris' window shows a list of security options. The 'EPASS Pay' option is selected in the left menu. The 'Merchant Track - All Branches' and 'Merchant Track - Terminal Management' options are selected in the main list.

Left Menu:

- Invoicing
- Purchasing
- Item Inventory
- Serial Inventory
- Serial Inventory Lists
- Serial Inventory Costs
- Accounts Payable
- Accounts Receivable
- General Ledger
- History
- System Maintenance
- Messaging
- Wireless Inventory
- Financing
- ePASS Mobile Sales
- ePASS Mobile Service
- General
- Text Numbers
- Overrides
- ePASS Reports
- ePASS Reports - Custom
- EPASS Pay**

Security Option List:

- ☒ Merchant Track - All Branches
- ☐ Merchant Track - Only My Branch
- ☐ Merchant Track - Transaction Search
- ☐ Merchant Track - Reverse Open Transactions
- ☐ Merchant Track - Reverse Settled Transactions
- ☐ Merchant Track - Reporting
- ☐ Merchant Track - Virtual Terminal
- ☒ Merchant Track - Terminal Management
- ☐ Merchant Track - PCI Management
- ☐ Merchant Track - Merchant Capital Advance

Buttons: OK, Cancel, Select All, Deselect All, Power User, Add Security

- In the **Keyword** field, enter add payment Enable the security options highlighted below so that the user can use these payment entry methods.

The screenshot shows a window titled "Security for User: Chris". At the top, there is a search bar labeled "Search for Security Options" with the keyword "add payment" entered. Below the search bar, on the left, is a list of categories: "Invoicing", "Accounts Receivable", and "ePASS Mobile Service". The "Invoicing" category is selected. On the right, a list of security options is displayed, all of which are checked and highlighted in yellow:

- ☒ Invoice Detail - Add Payment
- ☒ Invoice Detail - Add Payment - Form Keyed
- ☒ Invoice Detail - Add Payment - Card on File
- ☒ Invoice Detail - Add Payment - Save Card

info

You also need to enable these security options if you use EPASS Mobile Service.

This screenshot is identical to the one above, showing the "Security for User: Chris" window with the keyword "add payment". The "Invoicing" category is selected, and the same four security options are checked and highlighted in yellow.

- In the **Keyword** field, enter refund. Enable the highlighted security options below to allow the EPASS User to complete an integrated refund.

The screenshot shows the "Security for User: Chris" window with the keyword "refund" entered in the search bar. The "Invoicing" category is selected on the left. On the right, a list of security options is displayed, all of which are checked and highlighted in yellow:

- ☒ Invoice Detail - Refund a Previous Payment
- ☒ Invoice Detail - Refund a Non-Previous Payment

8. In the **Keyword** field, enter preauth. Enable the security option to allow the EPASS User to add the [Pre-Authorized payment type](#).

Security for User: Chris

Search for Security Options

Keyword **preauth**

Invoicing

Security Option

☒ Invoice Detail - Add PreAuth Payment

9. Click **OK**.

Configure Your "Cash" Customer

You need to make sure that the customer account that you have set up in EPASS for “quick sale” or “cash” transactions is configured for EPASS Pay. This is necessary so that the address verification procedure is skipped when taking EPASS Pay payments on invoices that use this customer account.

1. Go to **Customer > Maintenance**.
2. Search for your “cash” customer, and then click **Edit**.

Customer

Search Options [Click here to make this your default Search](#)

Search For Quick Sale By Last Name Matching Start of Field Search

AND For By Last Name Matching Start of Field

Account #	* Last Name	First Name	Address 1	Address 2	City	Bill-To Account	Branch	UserCreated
232589	QUICK SALE CASH	*	1212 Main Street		Richmond		Default	C

Record Count 1

History Review Add **Edit** Delete Copy Excel Credit Exit

3. Click the **Credit** tab.
4. Select the **EPASS Pay - Cash Customer** checkbox.

Edit Customer 232589 Cash Sale

Details | Contacts | Mailing Addr | Map | Pri

Account Type:

InvType Code:

Payment Type:

Tax Code:

Salesperson Code:

Parent Company Code:

Credit Manager User Code:

Credit Limit: ☐

EPASS Pay - Cash Customer ☒

Do Not Allow Click to Pay Payment Links ☒

Do Not Allow to Save Accounts/Credit Cards ☒

Saved Accounts/Credit Cards

Tax 2 Exempt:

Tax 3 Exempt:

Finance Document:

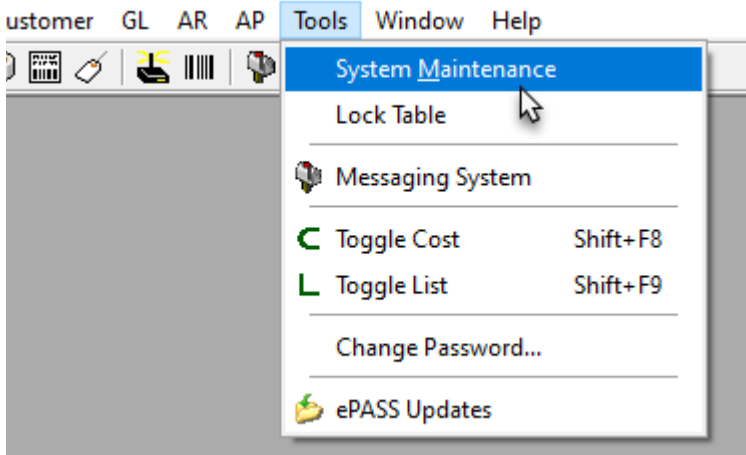
5. Click **OK** to close the Customer record.

info

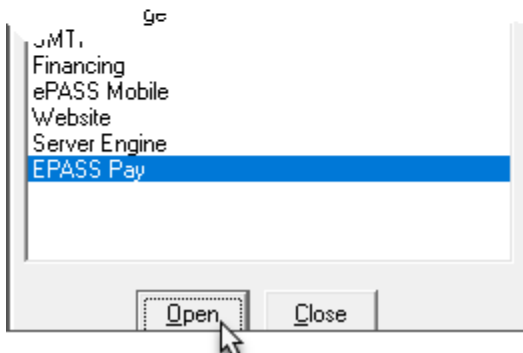
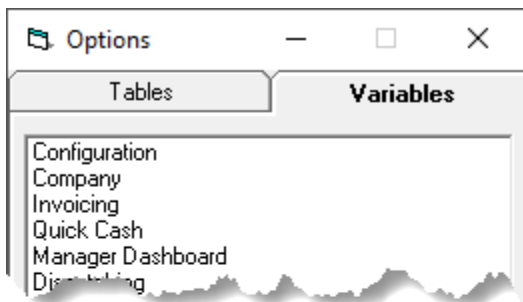
You cannot use Click to Pay links or save cards on file with Cash Customer accounts.

Configure EPASS Pay Variables

1. Go to **Tools > System Maintenance**.



2. Click the **Variables** tab.
3. Click **EPASS Pay**, and then click **Open**.



4. On the **EPASS Pay** tab, do the following:

The screenshot shows the 'EPASS Pay' window with four tabs: 'EPASS Pay', 'AVS & CVV', 'Click to Pay (CTP)', and 'CTP Notifications'. The 'EPASS Pay' tab is active. It contains several settings:

- Print Merchant Copy of Payment Receipt**: A checkbox that is checked. Callout A points to this checkbox.
- Automatically Print Receipt on Pinpad Printer**: A checkbox that is checked. Callout B points to this checkbox.
- Print Declined Payments on Invoice**: A checkbox that is checked. Callout C points to this checkbox.
- Default Entry Method**: A dropdown menu currently set to 'PIN Pad'. Callout D points to this dropdown.
- Save Cards on File To**: A dropdown menu currently set to 'Sold To'. Callout E points to this dropdown.
- Get Cards on File From**: A dropdown menu currently set to 'Bill To'. Callout E points to this dropdown.

On the right side of the window, there are 'OK' and 'Cancel' buttons.

A	If you want EPASS to print a merchant receipt as well as the customer receipt after each payment transaction, select the Print Merchant Copy of Payment Receipt checkbox. Note: EPASS always prints the customer's copy of the receipt.
B	If you're using a PinPad with a built-in printer, selecting this checkbox will print the customer's receipt from the PinPad.
C	Select this checkbox if you want declined payments to appear on printed invoices.
D	Select the default Entry Method for all EPASS Pay payments (PIN Pad, PIN Pad Keyed, Form Keyed, Card on File.) When an EPASS Pay Payment Type is added to an invoice, it will automatically set the Entry Method to the default. (The Entry Method can always be changed on the Invoice at time of payment.)
E	By default, credit cards are saved to the customer record that appears in the invoice's Sold To field and are recalled from the customer record that appears in the invoice's Bill To field. You can change the defaults using the two dropdowns.

info

EPASS always prints the customer's copy of the receipt.

- Click the AVS & CVV tab to configure how EPASS Pay manages Address Verification (AVS) and Card Verification Value (CVV) discrepancies. You can choose to either accept or reject payments outright, or prompt for a decision on how to proceed.

EPASS Pay

AVS & CVV

Click to Pay (CTP)

CTP Notifications

These AVS & CVV option settings apply to EPASS and Mobile Tech (not CTP)

- If an option is set to **Accept**, then all transactions with that AVS/CVV code returned will be accepted automatically
- If an option is set to **Reject**, then all transactions with that AVS/CVV code returned will be rejected automatically
- If an option is set to **Prompt**, then all transactions with that AVS/CVV code returned will be prompted to choose a proper action

OK

Cancel

AVS (apply to card not present transactions only)

A - Address matches, zip does not match	Prompt	N - No: Address and zip code do not match	Prompt
B - Incompatible formats (postal code): Street addresses match. Postal code not verified due to incompatible formats	Prompt	P - Postal code match. Street address not verified due to incompatible formats	Prompt
C - Incompatible format (all information): Street address and postal code not verified due to incompatible formats	Prompt	R - Retry: System unavailable or timed out	Prompt
D - Street address and postal code match	Accept	S - Service not supported: issuer does not support AVS	Prompt
E - Edit error: For example, AVS not allowed for this transaction	Prompt	T - Nine-digit zip code matches, address does not match	Prompt
F - International Transaction: Street address and postal code match	Prompt	U - Unavailable: Address information not verified for domestic transaction	Prompt
G - Global non-AVS participant	Prompt	W - Whole zip: Nine-digit zip code matches, address does not match. For Discover, no data provided	Prompt
I - International Transaction: Address information not verified for international transaction	Prompt	X - Exact: Address and nine-digit zip code match	Accept
J - American Express only. Card Member information and Ship-To Information Verified - Fraud Protection Program	Accept	Y - Yes: Address and five-digit zip code match	Accept
K - American Express only. Card Member information and Ship-To Information Verified - Standard	Accept	Z - Zip: Five-digit zip code matches, address does not match	Accept
M - Match: Street address and postal code match	Accept	0 - No address verification has been requested	Prompt

CVV

M - Match	Accept	S - CVV value should be on the card, but the merchant has indicated that it is not present	Prompt
N - No Match	Prompt	U - Issuer is not certified for CVV processing	Prompt
P - Not Processed	Prompt	X - Service provider did not respond	Prompt

* For card present transactions, if no CVV response is received, the CVV Options are ignored

- Once you've completed configuring AVS and CVV, click **OK** to close the **EPASS Pay Variables** window.

Enter User Information for Merchant Track

Each person that will use Merchant Track needs to enter their name, a phone number, email, and the branch that they're associated with in their EPASS User profile.

To Enter Your MerchantTrack User Information:

1. In the **User Security** window, select your account and then click **Edit**.

The screenshot shows the 'User' window with search options at the top. Below the search bar is a table of users:

* ID	Name	Type	Group	Obsolete
AR	Accounts Receivable	Group		No
ASM	Assistant Store Manager	Group		No
C	Chris	User		No
CAPI	CAPI	API User		No

At the bottom of the window are buttons: Print, Security, Review, Add, **Edit** (highlighted), Delete, and Exit.

2. On the **Settings 1** tab, in the **EPASS Pay Merchant Track** area, enter your name and a phone number.

The screenshot shows the 'Edit User C Chris' window with the 'Settings 1' tab selected. The 'EPASS Pay Merchant Track' section is highlighted in yellow and contains the following fields:

- First Name: Chris
- Last Name: Harris
- Phone Number: 604-555-1212

Below these fields is a red note: "Email and Branch are also required for MerchantTrack". Other fields in the 'Settings 1' tab include ID / Username (C), Full Name (Chris), Password, Re-enter Password, Type (User), Group belonging to, Email (chris.harris@andresons.com), Export Location, Salesperson (CHRIS), Technician, Expeditor, Report Teams, Default Technician for Labor, Route, and Branch (2).

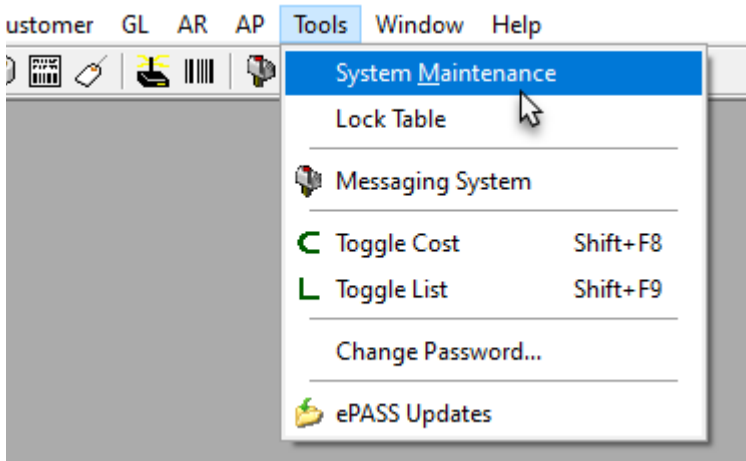
3. If the **Email** field is blank, enter your email address.
4. In the **Branch** dropdown, select the branch that you are associated with.
5. Click **OK**.

Add Credit Card and ACH Merchant IDs

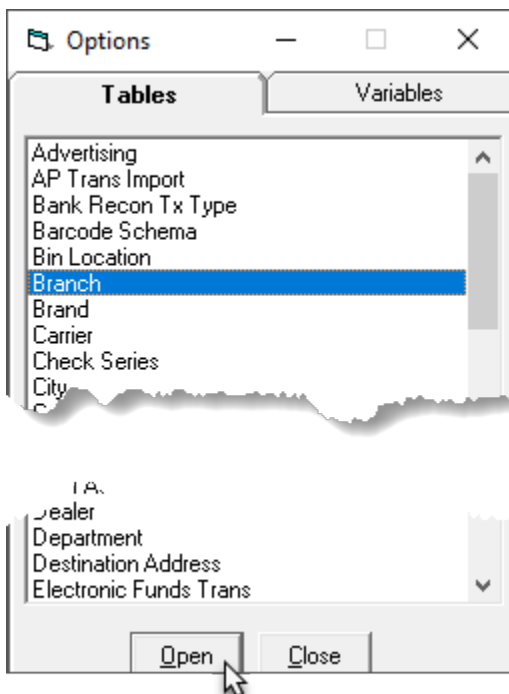
The Merchant IDs for your branch has been provided by Fullsteam. If you do not have the Merchant ID, [contact](#) EPASS support for help.

To Add the Merchant IDs:

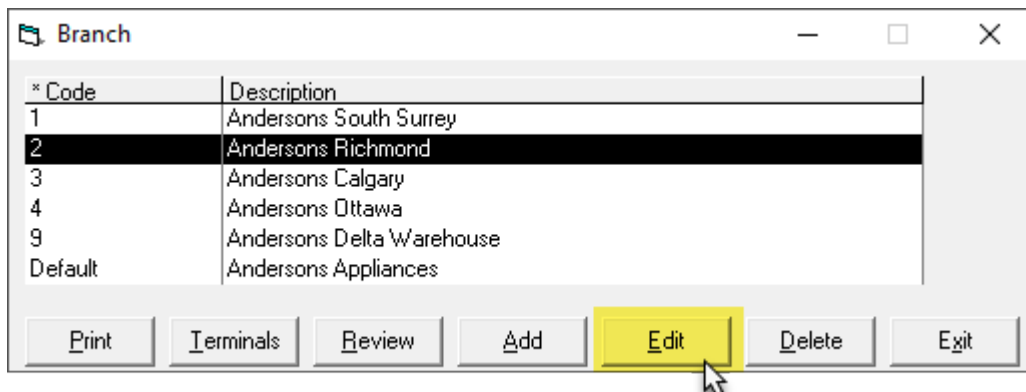
1. Go to **Tools > System Maintenance**.



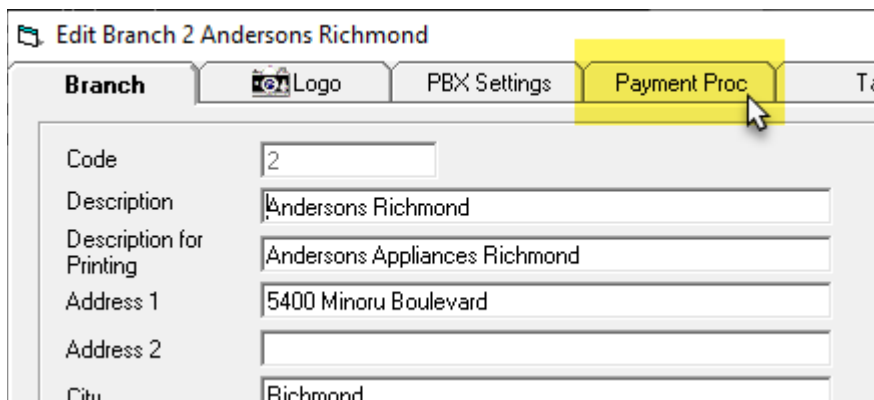
2. On the **Tables** tab, select **Branch**, and then click **Open**.



3. Select a branch, and then click **Edit**.



4. Click the **Payment Proc** tab.



5. In the **EPASS Pay** area, enter the **Credit Card Merchant ID**.

6. If you have an EPASS Pay ACH Merchant ID, enter it in the **ACH Merchant ID** field.

Edit Branch Default Andersons Appliances

Branch Logo PBX Settings **Payment Proc** Tax

☒ Default Save Account/Credit Card for Future Use to Checked
☒ Use Address and Card Security Code Verification in Form Keyed Payments
☐ Enable CAPTCHA for Form Keyed Payments
☒ Use Test Server

EPASS

EPASS Pay

5 Credit Card Merchant ID xxxxxx

6 ACH Merchant ID xxxxxxxxxxxxxx

Cloud PIN Pad

Code	Description	Serial No

Online Manage

Refresh

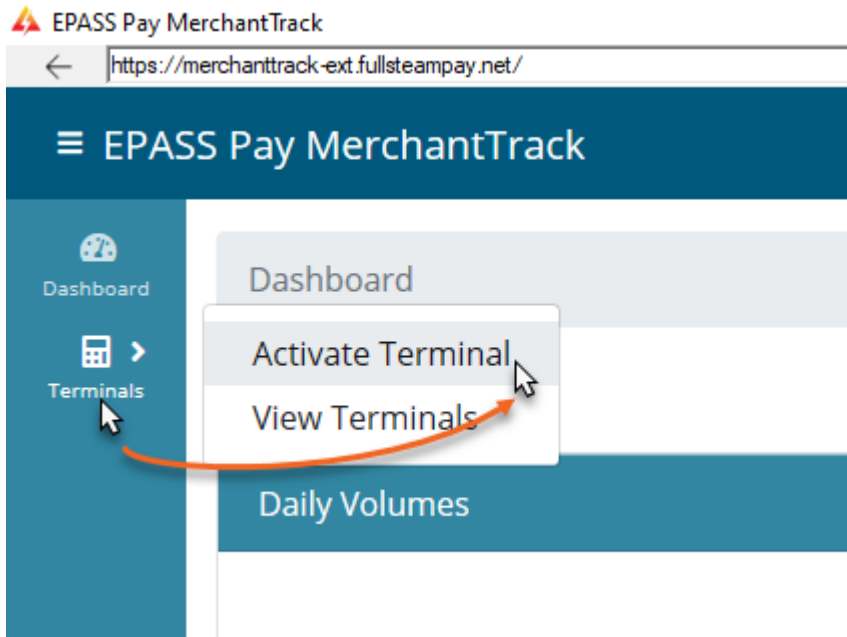
Before closing this window, continue with the [next section](#).

Activate Payment Terminals

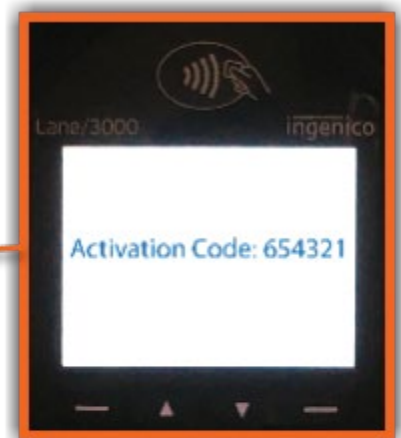
The final step in the setup process is to activate your payment terminals. Make sure that you have already [connected](#) them to your network before continuing.

To Activate Your Payment Terminals:

1. In the **Payment Proc** tab of the **Branch** window, click **Online Manage**. Merchant Track opens to it's Dashboard screen.
2. In **Merchant Track's** left navigation menu, click **Terminals**, and then click **Activate Terminal**.



3. Enter the **Activation** code displayed on the Terminal's screen.

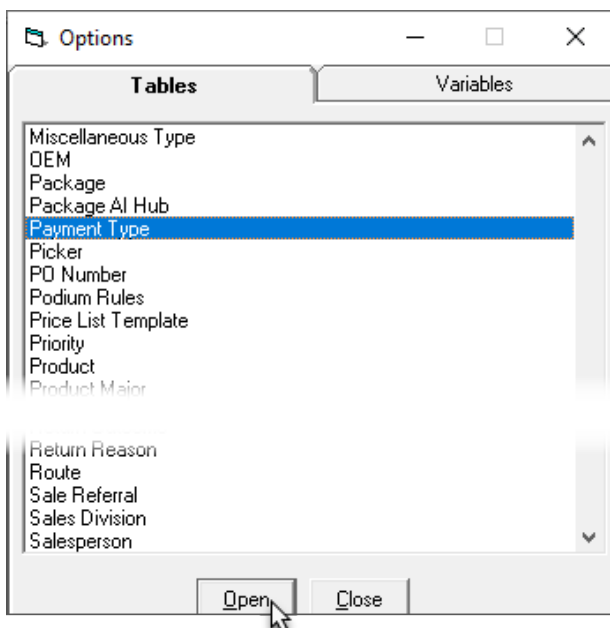


4. Enter a **Description** for the Terminal. (For example, Front Register, Parts Counter, etc.)
5. In the **Merchant** dropdown, select the Merchant ID that this Terminal is assigned to.
6. Click **Activate**.
7. Repeat steps 2-6 for each terminal.

The EPASS Pay Setup is complete.

Creating a Credit Card Payment Type with Upcharges

1. In EPASS, go to **Tools > System Maintenance**. In the **Tables** tab, click **Payment Type**, and then click **Open**.



2. In the **Payment Type** window, click **Add**.

* Code	Description
CASH	CASH
CHQ	CHEQUE
COD	Payment Before Delivery
EPCC	EPASS Pay Credit Card
REFCC	Refund Credit Card
VISA	Visa
WTY	Warranty Receivable

Buttons: Print, Review, **Add**, Edit, Delete, Exit

3. Fill in the required fields:

Settings | Branch Restriction

Code: EPCC ☒ Credit Card ☐ Obsolete ☐ Add Profit Center

Description: EPASS Pay Credit Card

G/L Account: 1120.0

Comment Label: Comment ☐ Comment Required Limit Comment to 0 Characters

Buttons: OK, Cancel

Code	Enter a unique identifier code for the payment type. This code is used in multiple areas of EPASS to identify the payment type, including on reports.
Description	Enter a description of this payment type.
G/L Account	Select the G/L account to link this payment type to.

4. Select the **Credit Card** checkbox.

5. In the **Payment Processing** area, select **EPASS PAY - Credit** from the **Type** dropdown.

6. Verify that **Disable Debit** is selected.
7. If you require signature capture with credit card payments, select the **Request Signature if Applicable** checkbox.

info

Prevent Duplicate Card Payments is used for fraud prevention, and we recommend that this setting is always selected.

8. Near the bottom of the **Payment Type** window, select **Add Credit Card Up Charge**. This will apply a credit card upcharge at the time of payment.

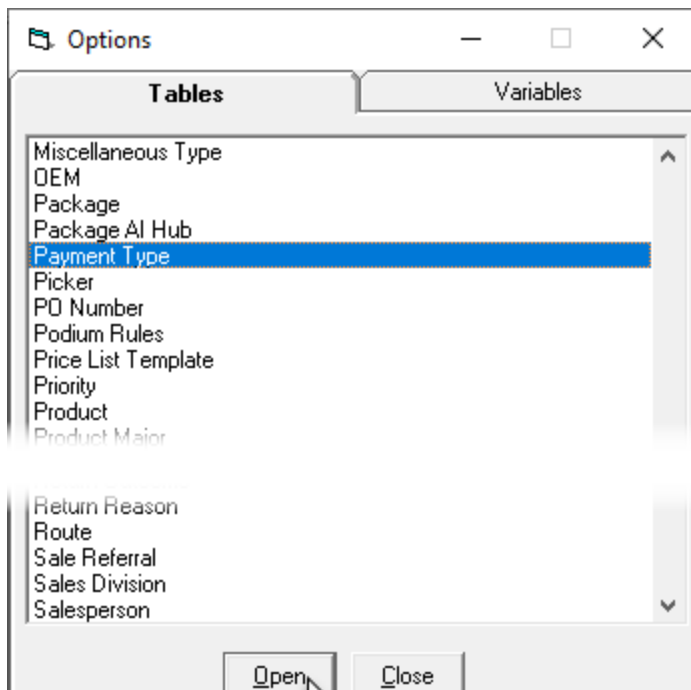
info

If you can't select Add Credit Card Up Charge, make sure that you've selected the Credit Card checkbox located next to the Code field.

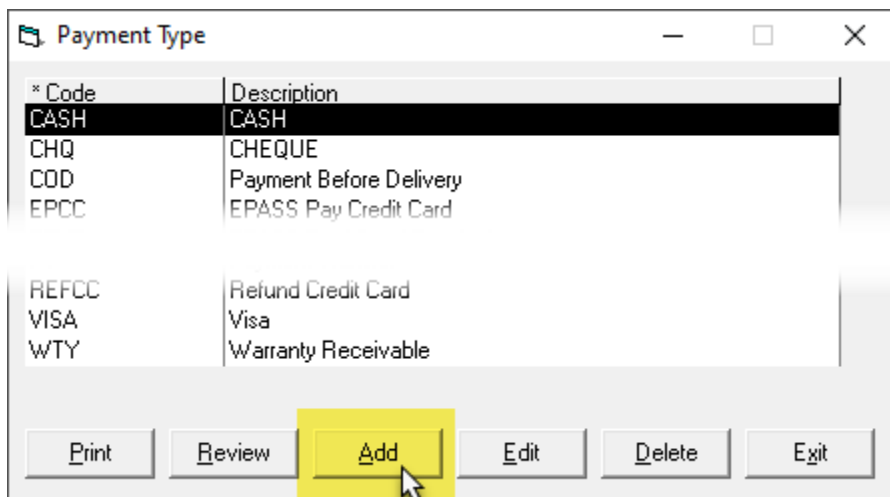
9. Fill in the upcharge **Percentage**.
10. In the **Misc** dropdown, select the [miscellaneous code](#) that you use for credit card upcharges.
11. (Optional) Select **Add a Negative Upcharge for Refunds** if your policy is to reverse the credit card upcharge on refunds. With this checkbox selected, a negative amount equal to the original upcharge amount is added to the invoice when the payment is refunded.
12. Click **OK**.

Creating a Credit Card Payment Type without Upcharges

1. In EPASS, go to **Tools > System Maintenance**. In the **Tables** tab, click **Payment Type**, and then click **Open**.



2. In the **Payment Type** window, click **Add**.



3. Fill in the required fields:

Code	Enter a unique identifier code for the payment type. This code is used in multiple areas of EPASS to identify the payment type, including on reports.
Description	Enter a description of this payment type.
G/L Account	Select the G/L account to link this payment type to.

4. In the **Payment Processing** area, select **EPASS PAY - Credit** from the **Type** dropdown.

5. Clear the **Disable Debit** checkbox.
6. If you require signature capture with credit card payments, select the **Request Signature if Applicable** checkbox.

info

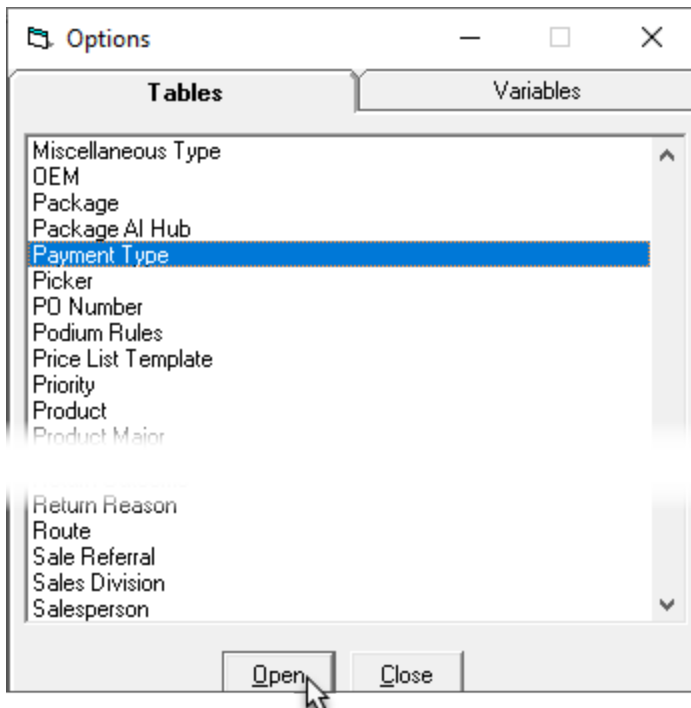
Prevent Duplicate Card Payments is used for fraud prevention, and we recommend that this setting is always selected.

7. Click **OK**.

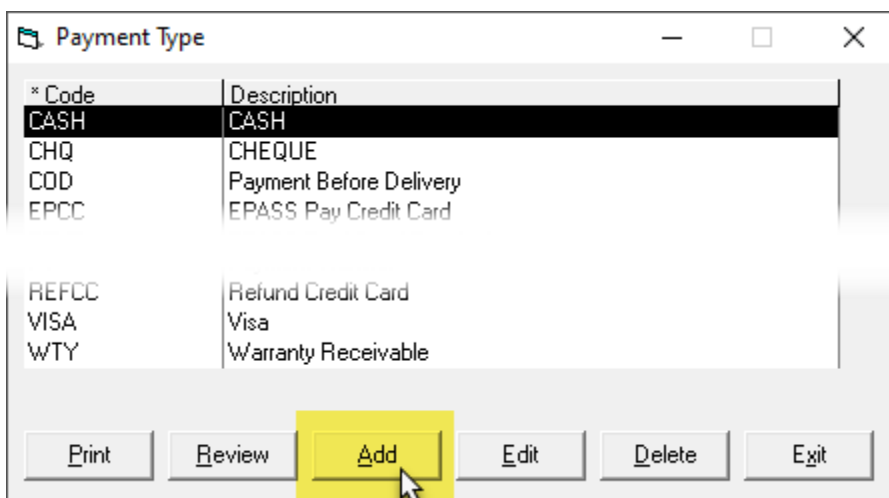
Adding a Debit Card Payment Type

Follow these instructions to add a Payment Type used for accepting debit cards in EPASS Pay.

1. In EPASS, go to **Tools > System Maintenance**. In the **Tables** tab, click **Payment Type**, and then click **Open**.



2. In the **Payment Type** window, click **Add**.



3. Fill in the required fields:

Code	Enter a unique identifier code for the payment type. This code is used in multiple areas of EPASS to identify the payment type, including on reports.
Description	Enter a description of this payment type.
G/L Account	Select the G/L account to link this payment type to.

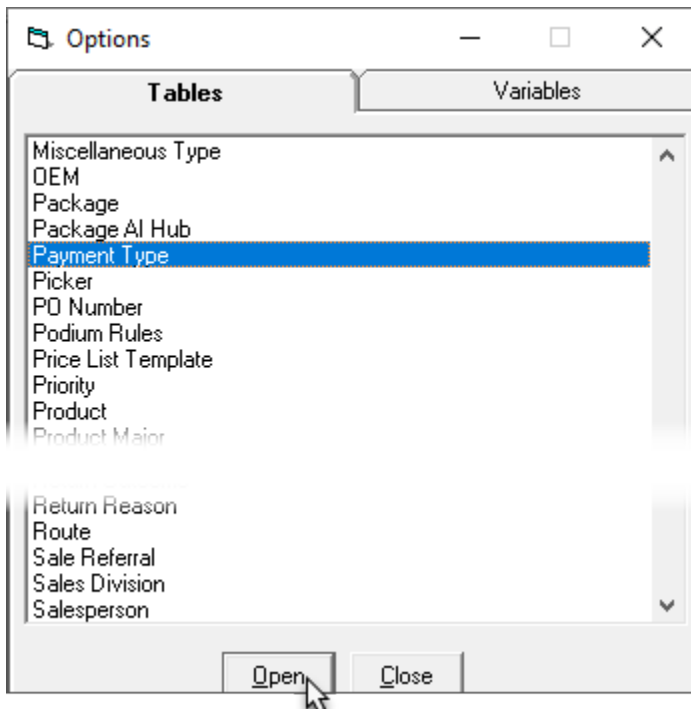
- In the **Payment Processing** area, select **EPASS PAY - Debit** from the **Type** dropdown.

- Click **OK**.

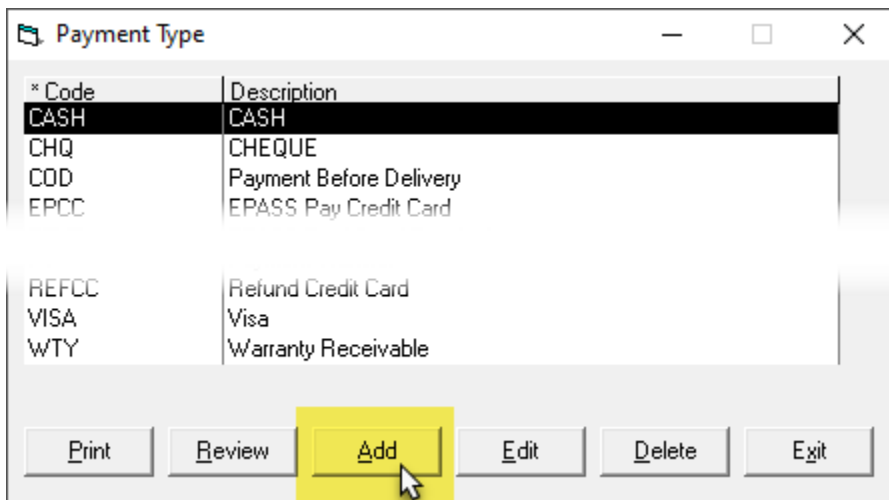
Adding a Pre-Authorization Payment Type

Running a pre-authorization in EPASS is used to verify the authenticity of the customer's credit card. It is not used to create a temporary hold for a specific payment amount.

1. In EPASS, go to **Tools > System Maintenance**. In the **Tables** tab, click **Payment Type**, and then click **Open**.



2. In the **Payment Type** window, click **Add**.



3. Fill in the required fields:

Code	Enter a unique identifier code for the payment type. This code is used in multiple areas of EPASS to identify the payment type, including on reports.
Description	Enter a description of this payment type.
G/L Account	Select the G/L account to link this payment type to.

- In the **Payment Processing** area, select **EPASS PAY - Pre-Auth** from the **Type** dropdown.

- Click **OK**.

Adding Automatic Clearing House (ACH) Payment Type

EPASS Pay supports direct payments via ACH. Before using ACH as a payment type with your customers, there are several initial setup steps that must be completed. This guide walks you through setting up and taking payments with ACH.

info

If this is your first time setting up ACH payment processing, contact EPASS Support first. You will need a separate Merchant ID and there are several configuration steps that must be performed on your EPASS server by a support technician.

Authorization for Direct Payment via ACH

Before using EPASS Pay ACH to take payments, you must have a signed ACH Authorization form on file between your business and your customers.

EPASS does not generate ACH Authorization forms. It is your responsibility to create a suitable form that you can use with each ACH customer. Follow your local and state laws and consult with your financial institution to create a form that you can use with your customers before using EPASS Pay ACH.

Once you have an authorization form signed from the customer, you can attach a digital copy to the customer's record in EPASS. (see [Adding an ACH Authorization to a Customer's Record in EPASS](#)).

For reference, an example of a standard ACH Authorization form can be viewed here: <https://www.nacha.org/system/files/2021-07/DP-Authorization-Form.pdf>

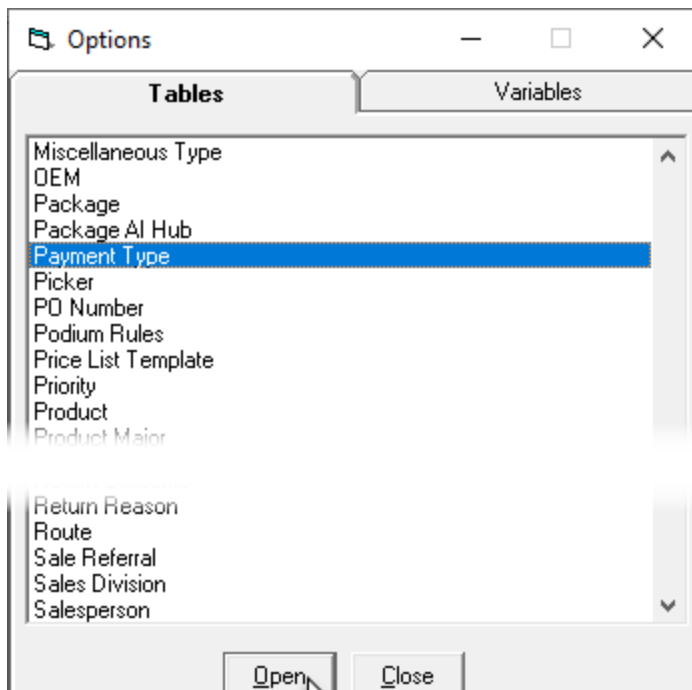
ACH Setup

Initial set-up for EPASS Pay – ACH follows these steps:

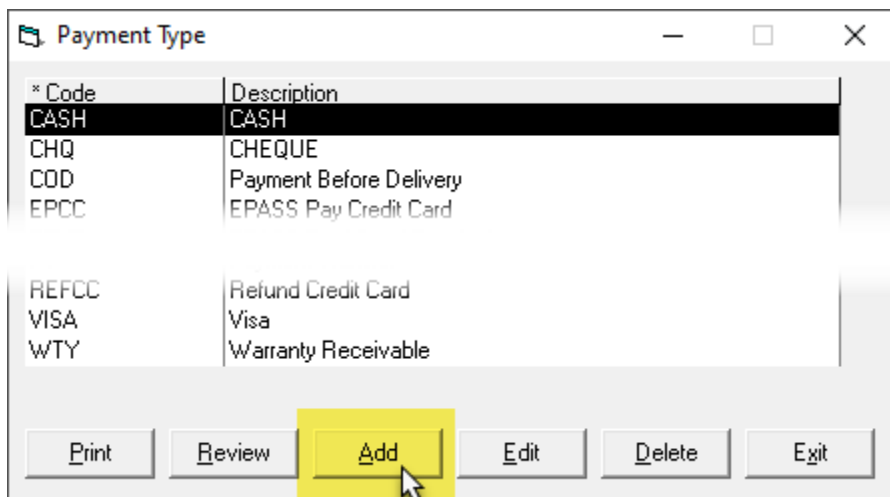
- **Adding ACH to your EPASS Payment Types:** You'll need to create a new Payment Type for ACH payments.
- **Configuring the ACH Return Event Messaging:** EPASS alerts specific users in the event of an ACH payment that is returned or reversed by the bank.

Adding the ACH Payment Type

1. In EPASS, go to **Tools > System Maintenance**. In the **Tables** tab, click **Payment Type**, and then click **Open**.



2. In the **Payment Type** window, click **Add**.



3. Fill in the required fields:

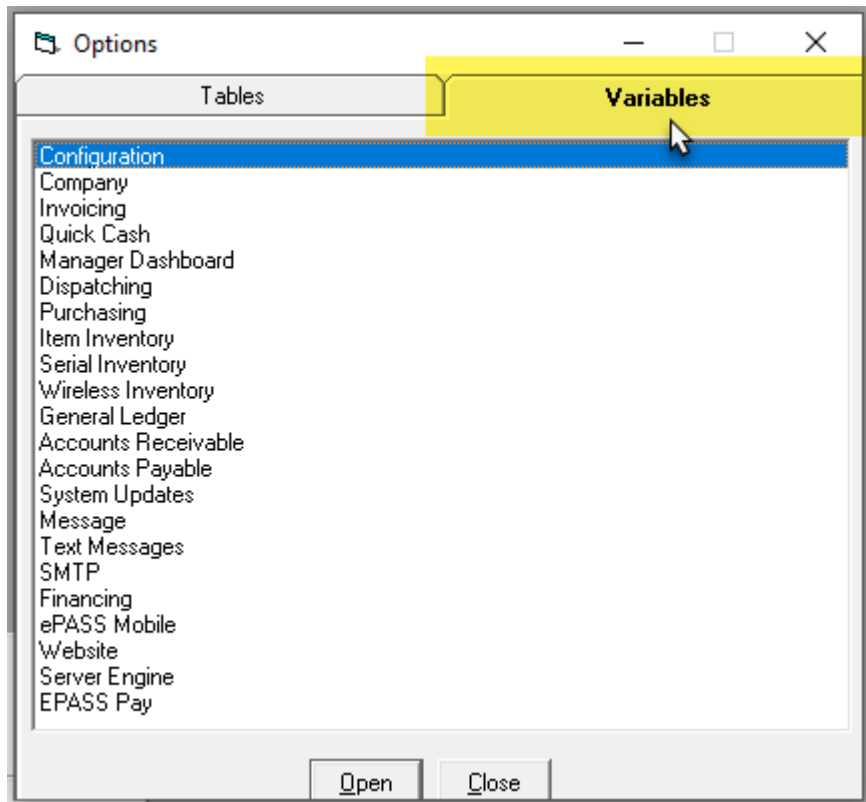
Code	Enter a unique identifier code for the payment type. This code is used in multiple areas of EPASS to identify the payment type, including on reports.
Description	Enter a description of this payment type.
G/L Account	Select the G/L account to link this payment type to.

4. In the **Payment Processing** area, select **EPASS Pay – ACH**.

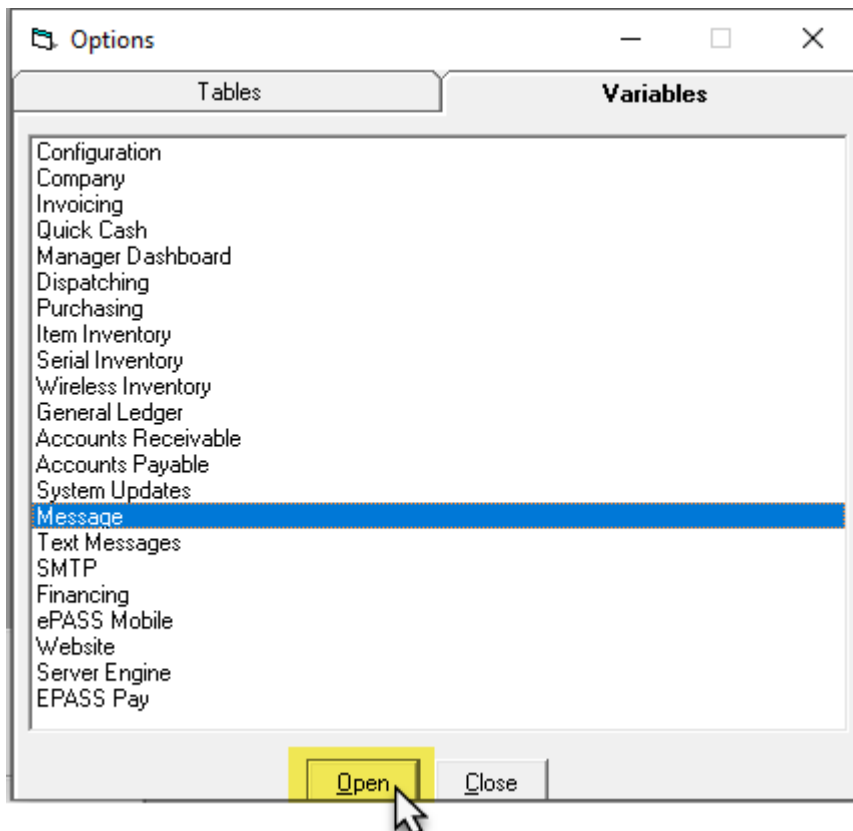
5. Click **OK**.

Configuring the ACH Return Event Messaging

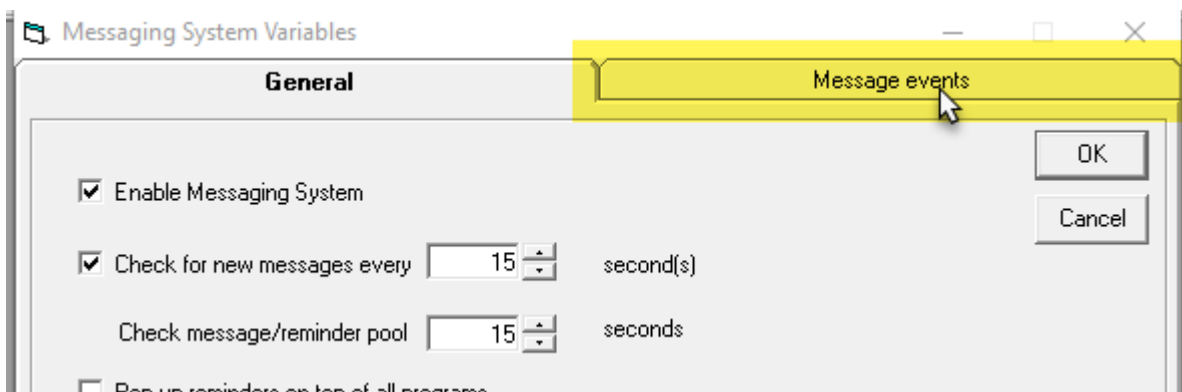
1. In EPASS, go to **Tools > System Maintenance**, and then click the **Variables** tab.



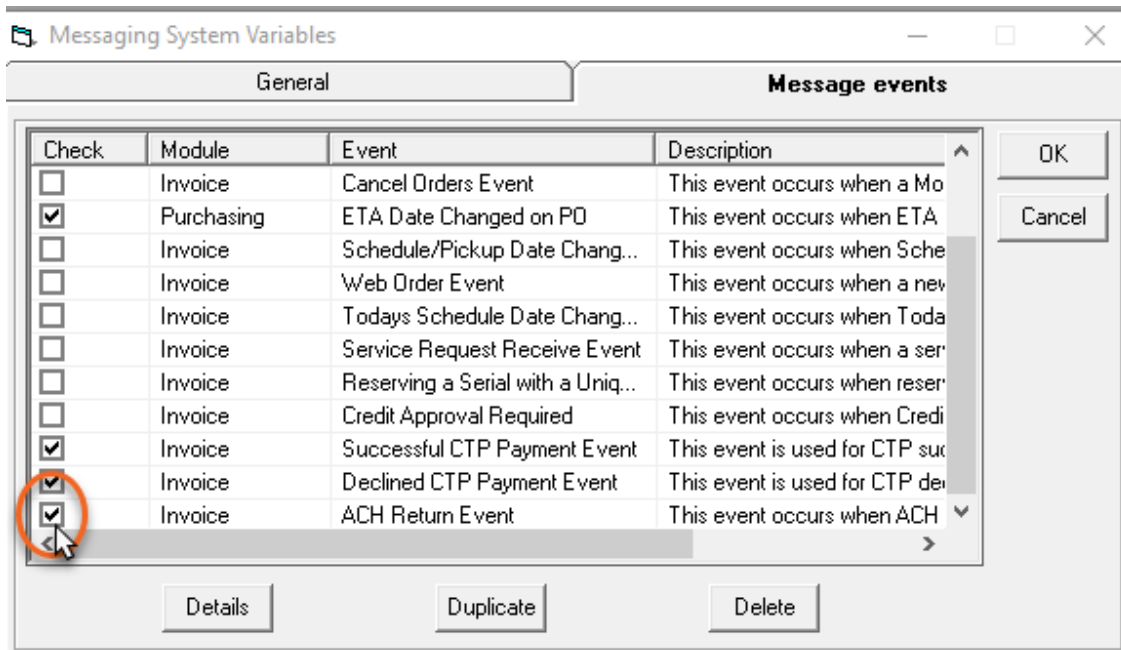
2. Click **Message**, and then click **Open**.



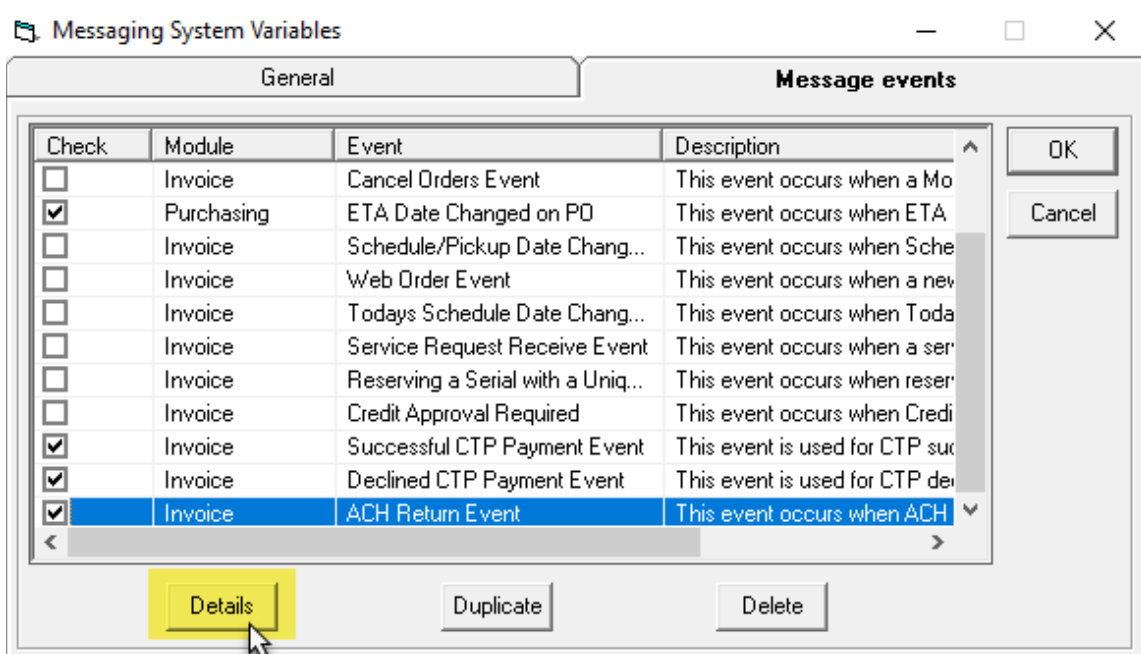
3. Click the **Message Events** tab.



4. In the **Message Events** list, scroll down until you see **ACH Return Event**. Select its checkbox to activate the event.



5. Select the **ACH Return Event** and then click **Details**.



6. Do the following:

A	For each user or group that should receive this message, click their name in the Users in System list, and then click the left arrow to move them into the To list.
B	Select whether the recipients receive a message in their EPASS Messaging Inbox (select Message) or a notification reminder pop-up when they log in (select Reminder). If Reminder is selected, enter the number of hours or days that will pass before the user receives the pop-up notification.
C	If necessary, edit the default Subject line and Message body.

7. Click **OK** to close the **Message Event's Details** window.

This completes initial setup of ACH in EPASS.

Adding an ACH Authorization to a Customer Record

Before using EPASS Pay ACH to take payments, you must have a signed ACH Authorization form on file between your business and your customers.

EPASS does not generate ACH Authorization forms. It is your responsibility to create a suitable form that you can use with each ACH customer. Follow your local and state laws and consult with your financial institution to create a form that you can use with your customers before using EPASS Pay ACH.

For reference, an example of a standard ACH Authorization form can be viewed here: <https://www.nacha.org/system/files/2021-07/DP-Authorization-Form.pdf>

A good practice is to create a digital copy of the signed ACH Authorization form and then attach it to the customer's record in EPASS. This way, if proof of the signed form is needed, you can quickly access and view a customer's signed form.

Attaching an ACH Authorization to a Customer's Record in EPASS

Follow these steps to attach the signed ACH form to a customer's record.

1. Create a digital copy of the signed agreement by scanning it or taking a picture of it with a mobile device, and then transfer the file to a computer running EPASS.

tip

We recommend that you create a dedicated location on one of your EPASS terminals to store all digital copies of your signed ACH Authorization agreements.

2. In EPASS, go to **Customer > Maintenance**.

3. Search for the customer's record. Select it from the list of search results, and then click **Edit**.

Customer

Search Options [Click here to make this your default Search](#)

Search For Nelson By Last Name Matching Start of Field Search

AND For By Last Name Matching Start of Field

Account #	* Last Name	First Name	Address 1	Address 2	City	Bill-To Account	Branch	UserCreated
232587	Nelson	James	600 25th Street		Bellingham		Default	C

Record Count: 1

History Review Add Edit Delete Copy Excel Credit Exit

4. Click the **Documents** tab.

Edit Customer 232587 Nelson

Details Contacts Mailing Addr Map Pricing Credit Mailing List Web Documents Notepad

Account # 232587 Open/Total Invoices: 2 / 3

Last Name Nelson

First Name James Cell

Address 1 600 25th Street Home

Opt Out

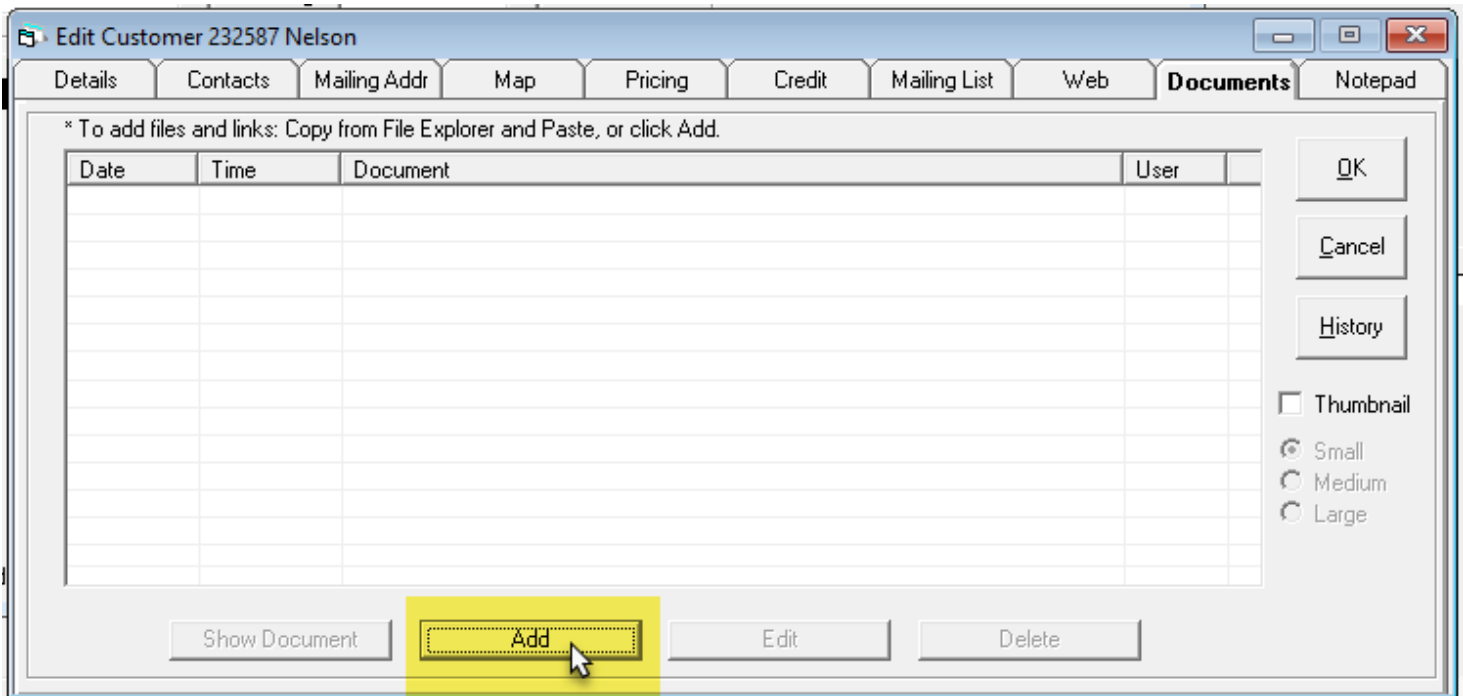
☒ Do Not Mail

☒ Do Not Email

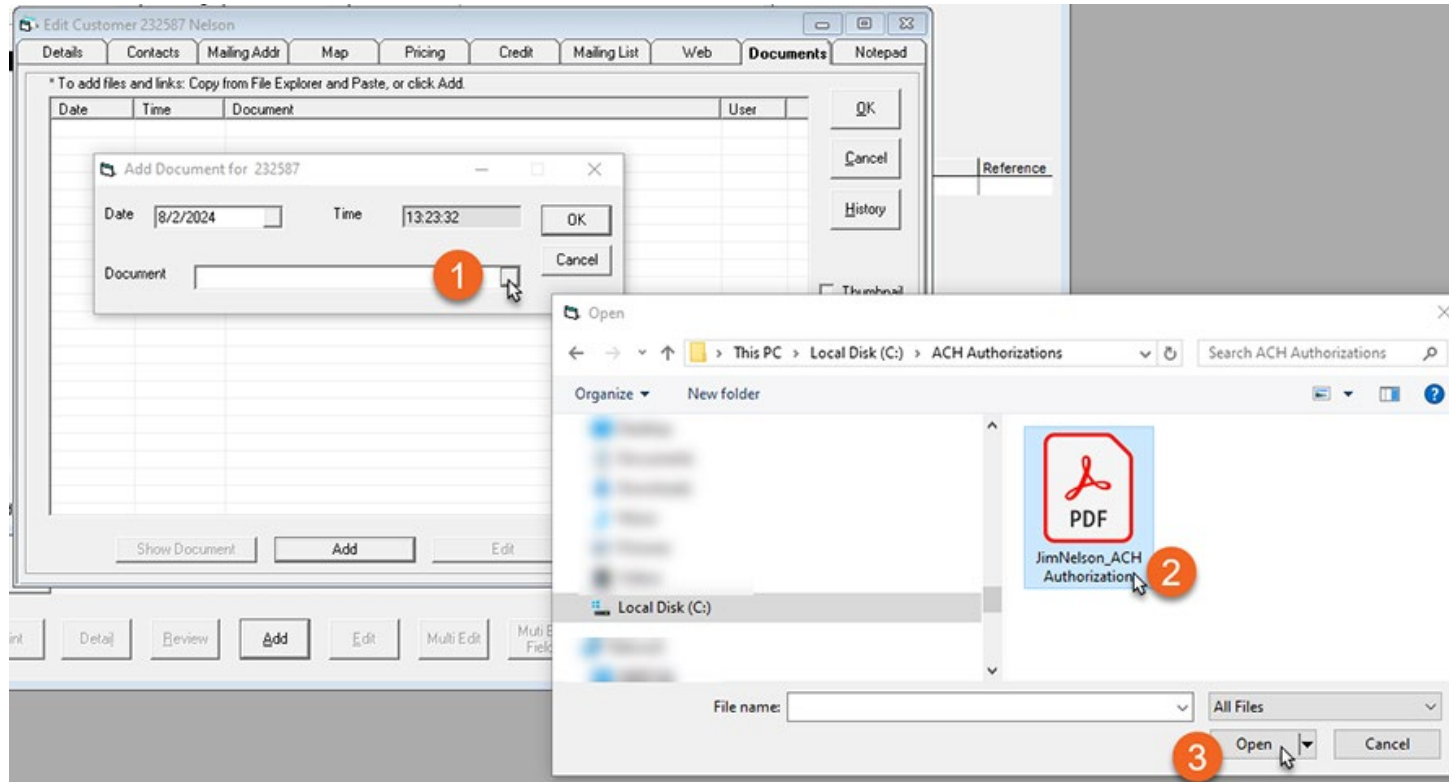
☐ Do Not Text

OK Cancel

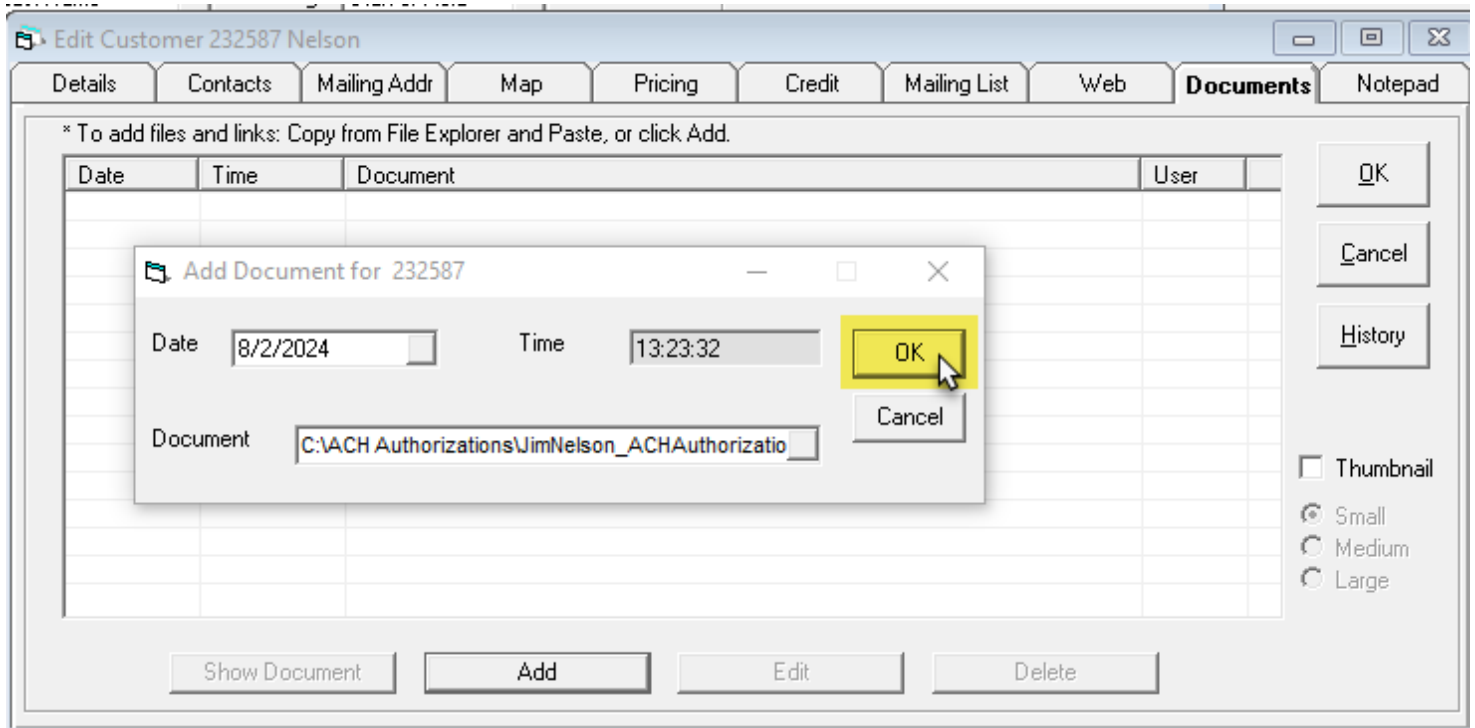
5. Click **Add**.



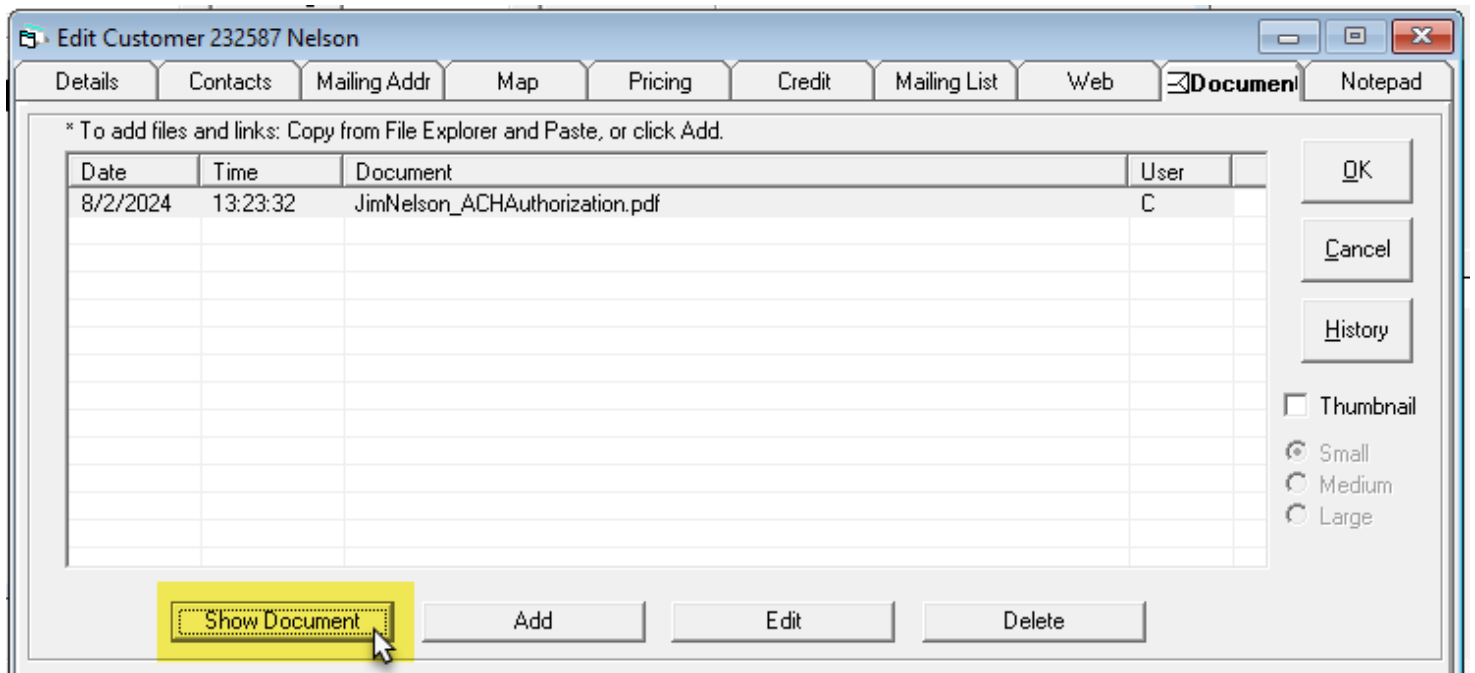
6. Click the **Documents Browse** button, locate the file, and then click **Open**.



7. Click **OK**.



Now that the signed form is attached to the customer's record, you can view it by clicking the **Show Document** button.



Taking a Credit or Debit Card Payment

These instructions describe how to apply a credit or debit card payment to an invoice through EPASS Pay, by adding a Payment line to the invoice, selecting an [EPASS Pay Payment Type](#), and choosing a payment entry method.

Entry Methods

There are three main ways to collect the customer's payment information for processing through EPASS Pay: through a PIN Pad, entering payment information directly into EPASS Pay (Form Keyed), or by using a customer's previous payment method that was saved to EPASS (Card on File). All three are referred to as Entry Methods.

PIN Pad Entry

For most in-store transactions, you'll use the credit card terminal (PIN Pad) to capture payment from your customer. EPASS allows you to send a payment from any workstation to any PIN pad within the same store. This means that you can "share" the PIN pads between workstations by selecting the appropriate PIN pad when submitting payment.

Form Keyed Entry (Credit Card only)

For card not present transactions (over the phone typically) there is a "form keyed" option which allows you to type the credit card number into a form on the invoice. These transactions could be pre-authorizations to ensure the customer has a good credit card, or they can be charges to the card.

Card on File

Built in PCI-DSS compliance with EPASS Pay allows you to save your customer's cards securely within EPASS, so that they can be recalled for future or recurring purchases.

Before Starting

- Go to the [Details](#) of an Invoice that requires payment. Make sure that you are in **Edit** mode.

To Take a Credit or Debit Card Payment

1. Click the **Payment** tab.

Invoice # 03-1 - Howlett, James - Add Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Tax 1	Tax 2	Tax 3	Status	Wty
Comment	No			This Invoice has been split, furt...	0	0.00					
Model	No	JDRP548HL	4WH	48 DF RANGE, 6 W/GRIDDLE...	1	18,907.00	No	Yes	Yes	Committed	

Item Model Labor Misc Comment Warranty **Payment** Tax Package Signature

Payment Type Amount Tendered Trip#

Comment

- In the **Payment Type** dropdown, select **EPASS Pay Credit Card** or **EPASS Pay Debit Card**.

Item Model Labor Misc Comment Warranty **Payment** Tax Package

Payment Type Amount Tendered

Comment

Branch

Code	Description
CASH	CASH
CHQ	CHEQUE
EPACH	EPASS Pay ACH
EPCC	EPASS Pay Credit Card
EPCTP	EPASS Web Payment
EPDC	EPASS Pay Debit Card
EXCHG	Exchange

Invoice Total

- Payments

Balance

Change

- Enter the **Amount** of the payment.

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package
Payment Type <input type="text" value="EPCC"/> EPASS Pay Credit Card						Amount <input type="text" value="1,910.58"/> <input type="button" value="Tendered"/>		
Entry Method <input type="text" value="PIN Pad"/> <input checked="" type="checkbox"/> Save Credit Card for Future Use PIN Pad <input type="text"/>						Invoice Total <input type="text" value="7,383.89"/> - Payments <input type="text" value="0.00"/> <hr/> Balance <input type="text" value="7,383.89"/> Upcharge * <input type="text" value="258.44"/> Balance + Upcharge <input type="text" value="7,642.33"/>		
Click here to view/change address for this payment								
Comment <input type="text" value="Deposit"/>								
Branch <input type="text" value="2"/> Andersons Richmond						* Upcharge based on paying the full balance Minimum Deposit 1,910.58 Deposit Received 0.00 Deposit Required 1,910.58		

4. In the **Entry Method** dropdown, select how you are entering payment info into EPASS:

- [PIN Pad](#)
- [Form Keyed](#)
- [Card on File](#)

PIN Pad

Follow these instructions if you are using a PIN Pad as the payment entry method.

1. Click the **PIN Pad** browse button and select the PIN Pad that you are using from the list.

Entry Method	<input type="text" value="PIN Pad"/>	<input type="checkbox"/> Save Credit Card for Future Use								
PIN Pad	<input type="text" value="Default601"/> <input type="button" value="Browse"/>	<input type="text" value="Mobile 5000"/>								
	<table border="1"> <thead> <tr> <th>Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Default599</td> <td>Test3000</td> </tr> <tr> <td>Default600</td> <td>L7000 with Signature</td> </tr> <tr> <td>Default601</td> <td>Mobile 5000</td> </tr> </tbody> </table>	Code	Description	Default599	Test3000	Default600	L7000 with Signature	Default601	Mobile 5000	
Code	Description									
Default599	Test3000									
Default600	L7000 with Signature									
Default601	Mobile 5000									
Comment										
Branch										

tip

Clicking the **Save Credit Card for Future Use** checkbox securely stores the customer's card information so that you can use it again for a future transaction.

2. (Optional) Enter a **Comment** for this transaction. The comment appears on the invoice payment line.
3. If not already selected, select your **Branch** from the dropdown.

4. Click **OK** to begin processing the payment.
5. Complete the payment on the PIN Pad. Once the payment has finished processing, the result is applied to the invoice, and the authorization number and transaction ID is displayed on the **Payment** tab.

Form Keyed (Credit Card Only)

Follow these instructions for transactions where the credit card is not present (for example, over-the-phone transactions).

1. (Optional) Enter a **Comment** for this transaction. The comment appears on the invoice payment line.
2. If not already selected, select your **Branch** from the dropdown.

Branch

Code	Description
1	Andersons South Surrey
2	Andersons Richmond
3	Andersons Calgary
4	Andersons Ottawa
9	Andersons Delta Warehouse
Default	Andersons Appliances

3. Click **OK** to begin processing the payment.
4. Enter the customer's billing information, and then click **Next**.

EPASS Payment Processing - Invoice # 03-1

Charge Amount: \$500.00

Billing Information

Please enter the following information exactly as it appears on the card statement.
Required fields marked by *

Name On Account * James Howlett

First Name James

Last Name Howlett

Address One 874 David Manchester Road

Address Two

City Ottawa

Province ON

Postal Code * K0A 1L0

Next **Cancel**

5. Enter the **card number**, **expiration date**, and **CVV**. Click **Submit**.

The screenshot shows a web browser window titled "EPASS Payment Processing - Invoice # 03-1". The main content area displays "Charge Amount: \$500.00". Below this, there is a "Billing Information" section with a "Name On Account" field. A modal form is overlaid on top, titled "Card Number" with a close button (X). The modal contains three input fields: "Card Number" (containing "5413 3300 8902 0011"), "Expiration" (containing "12/25"), and "CVV" (containing "201"). A blue "Submit" button is at the bottom of the modal. Below the modal, the "Next" and "Cancel" buttons are visible.

6. Once the payment has finished processing, the result is applied to the invoice, and the authorization number and transaction ID is displayed on the **Payment** tab.

Tip: You can preview, print, or email the transaction receipt.

Item	Model	Labor	Misc	Comment	Warranty
Payment Type: <input type="checkbox"/> EPACC <input checked="" type="checkbox"/> EPASS PAY Credit					
Entry Method: <input type="button" value="Form Keyed"/> <input type="button" value="Receipt"/> <input type="button" value="Preview"/> <input type="button" value="Print"/> <input type="button" value="Email"/>					
Mastercard: *****0011					
Auth #: 357733 Tx ID: 2225742616 AVS / CVV Y / M					
Click here to view/change address for this payment Show Signature					
Comment:					
Cashed out by: On 00/00/00 at					
Branch: <input type="button" value="Default"/> SAMPLE SALES AND SERVICE INC.					

Amount	500.00
Invoice Total	2,024.20
- Payments	1,000.00
Balance	1,024.20
Change	0.00

Card on File (Credit Card Only)

Follow these instructions to use a payment method that was previously used by the customer and saved in EPASS.

1. Select the customer's **Card** from the dropdown.

info

If the **Card** dropdown is empty, then the customer's card was not saved during one of their previous transactions. If you want to save the customer's card info, make sure that the **Save Credit Card for Future Use** checkbox is selected when taking a credit card payment with the PIN Pad or Form Keyed entry method.

2. (Optional) Enter a **Comment** for this transaction. The comment appears on the invoice payment line.
3. If not already selected, select your **Branch** from the dropdown.

Code	Description
1	Andersons South Surrey
2	Andersons Richmond
3	Andersons Calgary
4	Andersons Ottawa
9	Andersons Delta Warehouse
Default	Andersons Appliances

- Click **OK** to process the payment.
- Once the payment has finished processing, the result is applied to the invoice, and the authorization number and transaction ID is displayed on the **Payment** tab.

Item	Model	Labor	Misc	Comment	Warran
Payment Type: <input type="checkbox"/> EPACC <input checked="" type="checkbox"/> EPASS PAY Credit					
Entry Method: <input type="button" value="Credit Card on File"/> <input type="button" value="Receipt"/> <input type="button" value="Preview"/> <input type="button" value="Print"/> <input type="button" value="Email"/>					
Card: Mastercard - *****0011					
Auth #: 357791 Tx ID: 2225745974 AVS / CVV Y /					
Click here to view/change address for this payment Show Signature					
Comment:					
Cashed out by: On 00/00/00 at					
Branch: <input type="checkbox"/> Default <input checked="" type="checkbox"/> SAMPLE SALES AND SERVICE INC.					

Tip #1: You can preview, print, or email the transaction receipt.

Tip #2: If the customer's signature was captured, you can view it with this link.

Amount	500.00
Invoice Total	2,024.20
- Payments	1,500.00
Balance	524.20
Change	0.00

Taking an ACH Payment

These instructions describe how to apply an ACH Payment to an invoice in EPASS.

info

Before using EPASS Pay ACH to take payments, [you must have a signed ACH Authorization form](#) on file between your business and your customers.

1. Go to the **Details** of an Invoice that requires payment. Make sure that you are in **Edit** mode.
2. Click the **Payment** tab.

Type	Pack	Item	Loc	Description	Qty	Amount	Tax 1	Tax 2	Tax 3	Status	Wty
Comment	No			This Invoice has been split, furt...	0	0.00					
Model	No	JDRP548HL	4wH	48 DF RANGE, 6 W/GRIDDLE...	1	18,907.00	No	Yes	Yes	Committed	

Payment Type: Amount: Tendered: Trip#:

Comment:

3. In the **Payment Type** dropdown, select **EPASS Pay – ACH**.
4. Enter the **Amount** of the payment, and then click **OK**.

Amount: Tendered:

Invoice Total:
 - Payments:
 Balance:
 Change:

5. Verify the customer's information, and then click **Next**.

EPASS Payment Processing - Invoice # RS00000121

Charge Amount: \$1536.17

Billing Information

Please enter the following information exactly as it appears on the card statement.
Required fields marked by *

Name On Account *

James Nelson

First Name

James

Last Name

Nelson

Address One

600 25th Street

Address Two

City

Bellingham

State

WA

Zip

98225

Country

United States of America

Next

Cancel

6. Enter and verify the customer's **Account Number**, **Routing Number**, and select the **Account Type**.

The screenshot shows a web application window titled "EPASS Payment Processing - Invoice # RS00000121". A modal form is displayed in the center, titled "Charge A". The form contains the following fields:

- Account Number**: A text input field with a yellow background and a masked value ".....".
- Verify Account Number**: A text input field with a yellow background and the value "123456789".
- Routing Number**: A text input field with a yellow background and the value "654321".
- Account Type**: A dropdown menu with a yellow background, currently showing "Personal Checking" and a downward arrow.
- Submit**: A blue button at the bottom of the modal.

Below the modal, there is a link for "Privacy Policy". The background of the window shows a "Billing Information" section with fields for "Name On Account", "First Name", "Last Name", "Address", and "City".

7. Click **Submit**. The ACH payment is processed and added to the invoice.

Pre-Authorizing a Credit Card

Running a pre-authorization in EPASS is used to verify the authenticity of the customer's credit card. It is not used to create a temporary hold for a specific payment amount.

If the pre-authorization is successful and the card is valid, EPASS adds a \$0.00 payment line to the Invoice Details. If not, a "Declined" payment line is added instead.

Before Starting

You need to do the following before you can pre-authorize credit cards:

1. Create a [dedicated Payment Type](#) for pre-authorizations.

2. Activate the Add PreAuth security setting.

How to Activate the Security Setting

Pre-authorizing a Credit Card

1. Go to the [Details](#) of the customer's invoice. Make sure that you are in **Edit** mode.
2. Click the **Payment Tab**.

Type	Pack	Item	Loc	Description	Qty	Amount	Tax 1	Tax 2	Tax 3	Status	Wty
Comment	No			This Invoice has been split, furt...	0	0.00					
Model	No	JDRP548HL	4wH	48 DF RANGE, 6 W/GRIDDLE...	1	18,907.00	No	Yes	Yes	Committed	

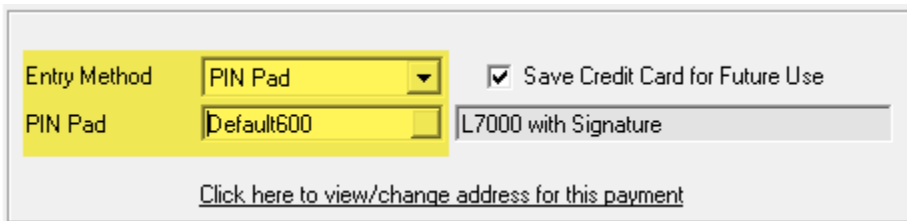
Item | Model | Labor | Misc | Comment | Warranty | **Payment** | Tax | Package | Signature

Payment Type: [] Amount: 0.00 Tendered Trip#: 1

3. In the **Payment Type** dropdown, select your pre-authorization Payment Type.

Code	Description
EPCTP	EPASS Web Payment
EXCHG	Exchange
MC	Mastercard
PAUTH	EPCC Pre-Authorization
PT	Payment Transfer
VISA	Visa

4. Do the following:
 - o If you have the physical card, select **PIN Pad** from the **Entry Method** dropdown, and then select the PIN Pad that you want to use from the **PIN Pad** dropdown.



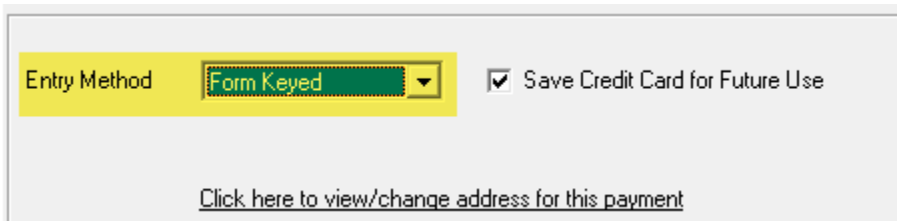
Entry Method **PIN Pad** ☒ Save Credit Card for Future Use

PIN Pad **Default600** L7000 with Signature

[Click here to view/change address for this payment](#)

5. -OR-

- If you don't have the physical card, select **PIN Pad Keyed** or **Form Keyed** from the **Entry Method** dropdown.



Entry Method **Form Keyed** ☒ Save Credit Card for Future Use

[Click here to view/change address for this payment](#)

6. Verify that **Save Credit Card for Future Use** is selected to save the card on file.
7. Click **OK**. Enter the card information depending on the Entry Method you chose: either through a PIN Pad or through the Form Keyed window in EPASS.

Once the pre-authorization is processed, the result appears in the Invoice Details.

Invoice # 9225 - Andersen, Jenn - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	YMED4500MW	9WH	7.0 CU FT FRONT LOAD DRY...	1	1,025.82		YYY	Open	1/5
Misc	No	BA DRYER		Builders Allowance Dryer	-1	-750.00		YYY		
Model	No	NE63T8711SG	9WH	30 ELECTRIC RANGE, CONV...	1	2,856.51		YYY	Open	2/15
Misc	No	BA RANGE		Builders Allowance Range	-1	-500.00		YYY		
Model	No	WRX986SIHV	9WH	36 FOUR DOOR FRIDGE, BL ...	1	6,292.35		YYY	Open	97/105
Misc	No	BA FRIDGE		Builders Allowance Fridge	-1	-750.00		YYY		
Model	No	DW80K5050US	9WH	24 DISHWASHER, 48 DBA, SS	1	1,196.41		YYY	Open	6/25
Misc	No	BA DISHWAS...		Builders Allowance Dishwasher	-1	-750.00		YYY		
Payment		PAUTH			0	0.00		YYY	Open	

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature
Payment Type: <input type="text" value="PAUTH"/> EPCC Pre-Authorization						Amount: <input type="text" value="0.00"/>	<input type="text" value="Tendered"/>	Trip# <input type="text" value="1"/>	
Entry Method: <input type="text" value="Form Keyed"/> <input type="button" value="Receipt"/> <input type="button" value="Preview"/> <input type="button" value="Print"/> <input type="button" value="Email"/>						Invoice Total: <input type="text" value="9,655.62"/>	Date Posted: <input type="text" value="00/00/00"/>		
Card: <input type="text" value="Mastercard - ****5454"/>						- Payments: <input type="text" value="0.00"/>			
Auth #: <input type="text" value="AVS185"/> Tx ID: <input type="text"/> AVS / CVV <input type="text" value="X / M"/>						Balance: <input type="text" value="9,655.62"/>	Status: <input type="text" value="Open"/>		
<input type="button" value="Click here to view/change address for this payment"/> <input type="button" value="Show Signature"/>						Change: <input type="text" value="0.00"/>	Created: <input type="text" value="C"/> <input type="text" value="4/18/2024"/>		
Comment: <input type="text"/>						Modified: <input type="text" value="00/00/00"/>			
Cashed out by: <input type="text"/> On: <input type="text" value="00/00/00"/> at: <input type="text"/>									
Branch: <input type="text" value="Default"/> <input type="text" value="Andersons Appliances"/>									

Voiding an EPASS Pay Transaction

If an error is made when taking a payment, the transaction can be voided and removed from the invoice.

warning

- We recommend that you void payments through EPASS only and not through Merchant Track. Transactions voided in Merchant Track are not reflected in EPASS and this may cause errors in your data and reporting.
- You can only void EPASS Pay transactions on the same day that they were taken and before they are placed in your daily batch. To see if a transaction has already been batched, you can [search for the transaction](#) in Merchant Track and view its status. If you can't void the transaction, you will have to [refund](#) it instead.

To Void Payment

- Open the **Invoice Detail** in **Edit** mode.

- Click the **Payment** line that you want to void.

Invoice # 03-1 - Howlett, James - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount
Comment	No			This Invoice has been split, furt...	0	0.00
Model	No	JDRP548HL	4wH	48 DF RANGE, 6 W/GRIDDLE...	1	18,907.00
Payment		EPCC		Deposit payment	0	5,341.23

- At the bottom of the window, click **Void**.

Invoice # 03-1 - Howlett, James - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount
Comment	No			This Invoice has been split, furt...	0	0.00
Model	No	JDRP548HL	4wH	48 DF RANGE, 6 W/GRIDDLE...	1	18,907.00
Payment		EPCC		Deposit payment	0	5,341.23

Buttons: Commit, Discount, Serial, Split Line, Header, Add, Edit, **Void**, Exit, Add

- Click **Yes** at the prompt.

The transaction is removed from the invoice and its status is **Voided**.

Refunding an EPASS Pay Transaction

You can refund a customer's previous EPASS Pay transaction back to their original payment method once the payment has been batched. This means that you cannot refund a payment on the same day that you take the payment. Usually, the waiting period is a day.

What if the original payment wasn't made through EPASS Pay?

Any payments made before you started using EPASS Pay do not have a transaction ID and are refunded using an alternative method. Follow the instructions for [refunding a payment not made through EPASS Pay](#).

info

You can only refund payments without a transaction ID within 180 days of your EPASS Pay onboarding date. After 180 days, you can't refund any payment that doesn't have an EPASS Pay transaction ID.

To Refund an EPASS Pay Transaction

1. Open the **Invoice Detail** in **Edit** mode.
2. Click the **Payment** tab.

Type	Pack	Item	Loc	Description	Qty	Amount	Tax 1	Tax 2	Tax 3
Model	No	DCF145A3WDB	9WH	60 CHEST FREEZER, 14.5 CU ...	1	1,396.77	No	Yes	
Model	No	B36CD50SNS	9WH	36 FRENCH DOOR, SS	1	6,040.48	No	Yes	
Comment	No			Add a payment using Virtual Te...	0	0.00			
Payment		EPCC		Deposit payment	0	3,960.34			

3. In the **Payment Type** dropdown, select the [EPASS Pay Payment Type](#) you are refunding to.

Code	Description
CASH	CASH
CHQ	CHEQUE
EPACH	EPASS PAY ACH
EPCC	EPASS Pay Credit Card
EPDC	EPASS Pay Debit Card
EPVT	EPASS Pay Virtual Terminal
EXCHG	Exchange

4. Enter the **Amount** of the refund as a negative. This triggers the refund function in EPASS.

Payment Type: **EPCC** EPASS Pay Credit Card

Amount: **-3,960.34** Tendered

With a negative amount entered, this area automatically changes to accommodate the refund process.

Note: Refunds will be processed through the same Branch as the original Sale.

5. Click the **Tx ID** browse button.

Original Transaction

Tx ID: [Browse Button]

Note: Refunds will be processed through the same Branch as the original Sale.

6. Select the original transaction from the list, and then click **Return**.

Bill to Customer: Code 232583, Name Oliver Queen

Branch: Default

Record: 1 / 1

Return

Trans ID	* Date Time	Invoice #	Branch	Amount \$	Card Brand	Card #	Entry Method	Auth #	Payment Type	User
2217777148	2023-09-14 15:59:06	RS00000092	Default	3960.34	Mastercard	*5454	Form Keyed	121141	EPCC	C

7. (Optional) Enter a **Comment** for this transaction. The comment appears on the invoice payment line.

8. If not already selected, select your **Branch** from the dropdown.

Branch: Default

Andersons Appliances

Code	Description
1	Andersons South Surrey
2	Andersons Richmond
3	Andersons Calgary
4	Andersons Ottawa
9	Andersons Delta Warehouse
Default	Andersons Appliances

9. Click **OK**. Once the refund is processed, the result is applied to the invoice.

Invoice # RS00000092 - Queen, Oliver - Review Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Tax 1	Tax 2	Tax 3	Status
Model	No	DCF145A3WDB	9WH	60 CHEST FREEZER,14.5 CU ...	1	1,396.77	No	Yes	No	Committed
Model	No	B36CD50SNS	9WH	36 FRENCH DOOR, SS	1	6,040.48	No	Yes	No	Committed
Comment	No			Add a payment using Virtual Te...	0	0.00				
Payment		EPCC		Deposit payment	0	3,960.34				Open
Payment		EPCC		Declined, Amount requested: -\$...	0	0.00				Committed
Payment		EPCC		Order cancelled	0	-3,960.34				Open

Item Model Labor Misc Comment Warranty **Payment** Tax Package

Payment Type ☐ EPASS Pay Credit Card Amount

Entry Method

Card

Auth # Tx ID AVS / CVV

[Click here to view/change address for this payment](#) [Show Signature](#)

Invoice Total
 - Payments
 Balance
 Change

Refunding a Payment Not Made Through EPASS Pay

Transactions not made through EPASS Pay are refunded to a customer's credit card.

info

Refunding a transaction without the original transaction ID is only allowed for 180 days starting from the date you on-boarded with EPASS Pay.

To refund the transaction, do the following:

1. Open the **Invoice Detail** in **Edit** mode.
2. Click the **Payment** tab.

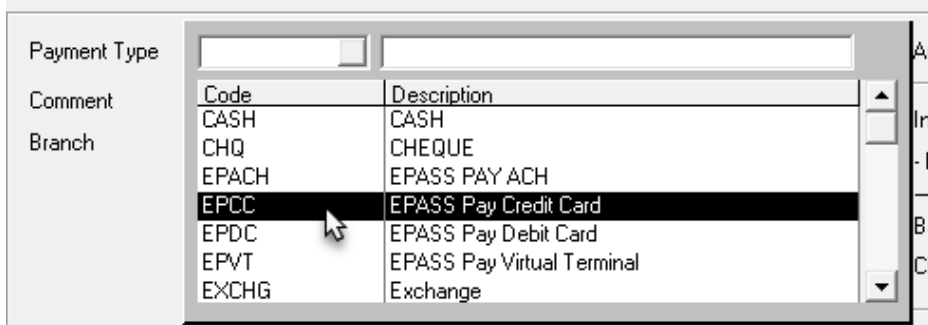
Invoice # RS00000092 - Queen, Oliver - Add Payment

Type	Pack	Item	Loc	Description	Qty	Amount	Tax 1	Tax 2	Tax 3	Status
Model	No	DCF145A3WDB	9WH	60 CHEST FREEZER,14.5 CU ...	1	1,396.77	No	Yes	No	Committed
Model	No	B36CD50SNS	9WH	36 FRENCH DOOR, SS	1	6,040.48	No	Yes	No	Committed
Comment	No			Add a payment using Virtual Te...	0	0.00				
Payment		EPCC		Deposit payment	0	3,960.34				Open

Item Model Labor Misc Comment Warranty **Payment** Tax Package

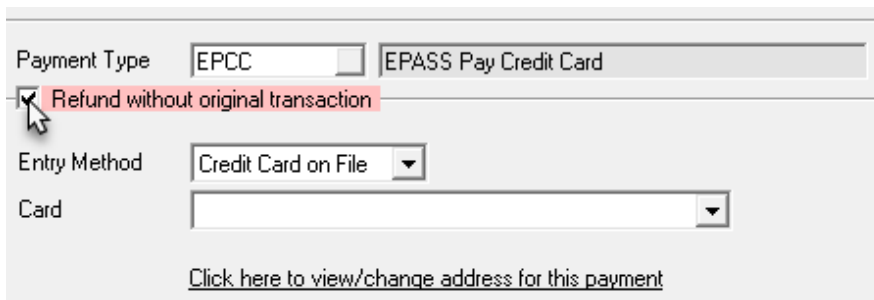
Payment Type Amount

3. In the **Payment Type** dropdown, select EPASS Pay Credit Card.



Code	Description
CASH	CASH
CHQ	CHEQUE
EPACH	EPASS PAY ACH
EPCC	EPASS Pay Credit Card
EPDC	EPASS Pay Debit Card
EPVT	EPASS Pay Virtual Terminal
EXCHG	Exchange

4. Select **Refund without original transaction**.



Payment Type: EPCC EPASS Pay Credit Card

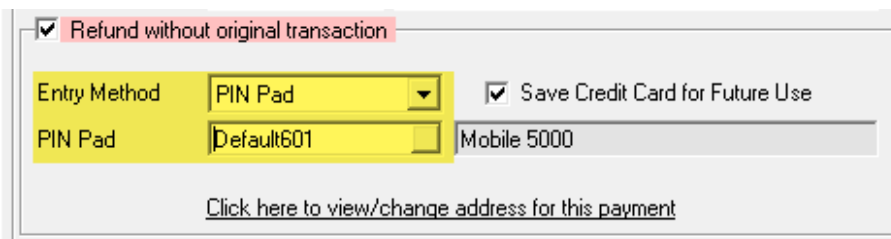
☒ Refund without original transaction

Entry Method: Credit Card on File

Card: [Empty dropdown]

[Click here to view/change address for this payment](#)

5. Select the **Entry Method** from the dropdown. If PIN Pad is selected, select the **PIN Pad** you are using from the dropdown.



☒ Refund without original transaction

Entry Method: PIN Pad ☒ Save Credit Card for Future Use

PIN Pad: Default601 Mobile 5000

[Click here to view/change address for this payment](#)

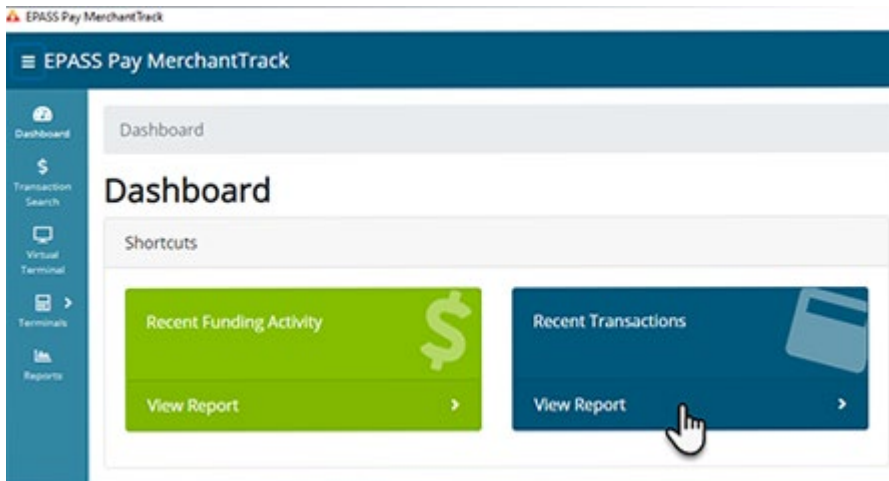
6. Click **OK**. Once the refund is processed, the result is applied to the invoice.

Viewing the Refund in Merchant Track

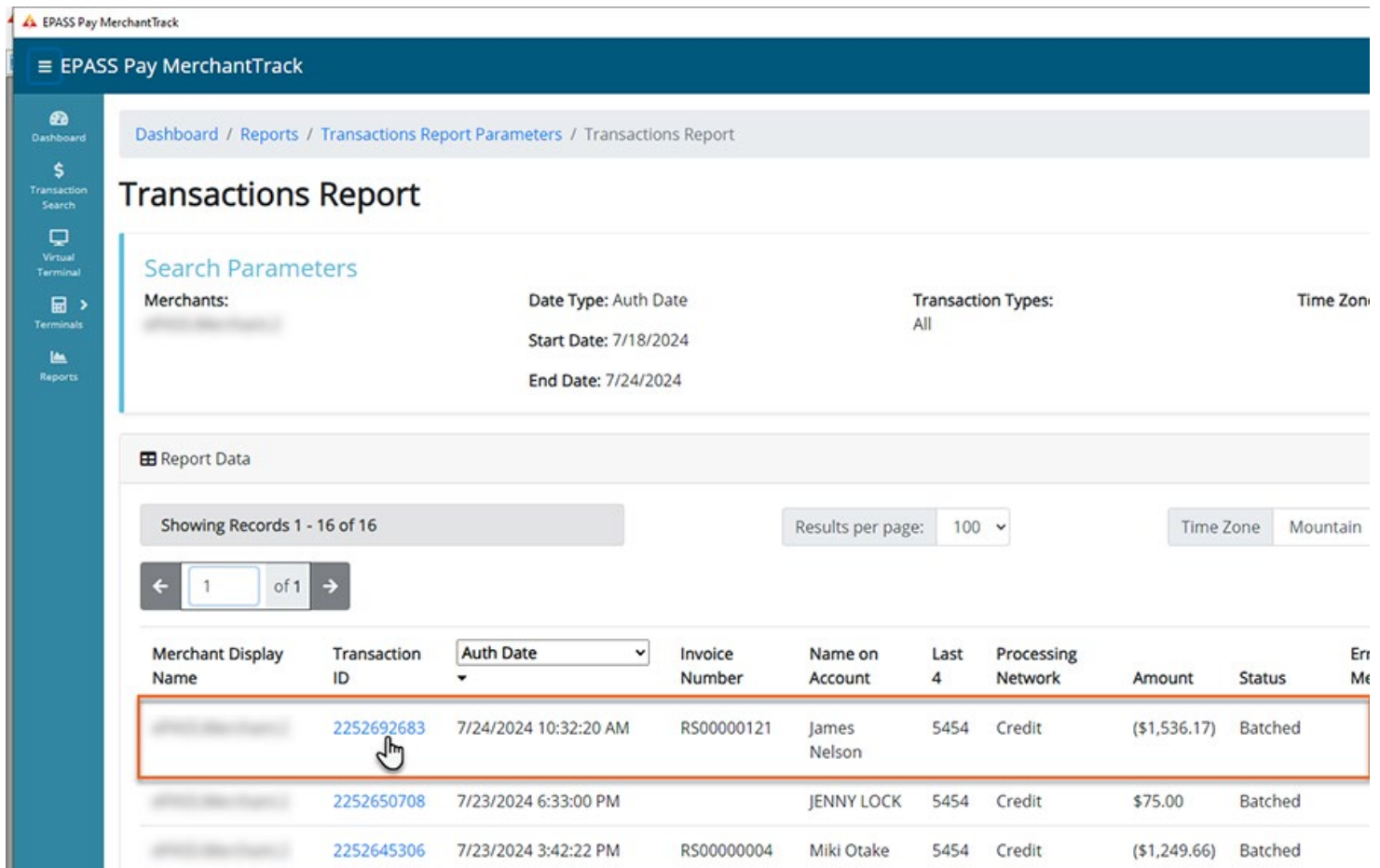
1. Click the **Merchant Track** button on the toolbar.



2. Click **Recent Transactions – View Report**.

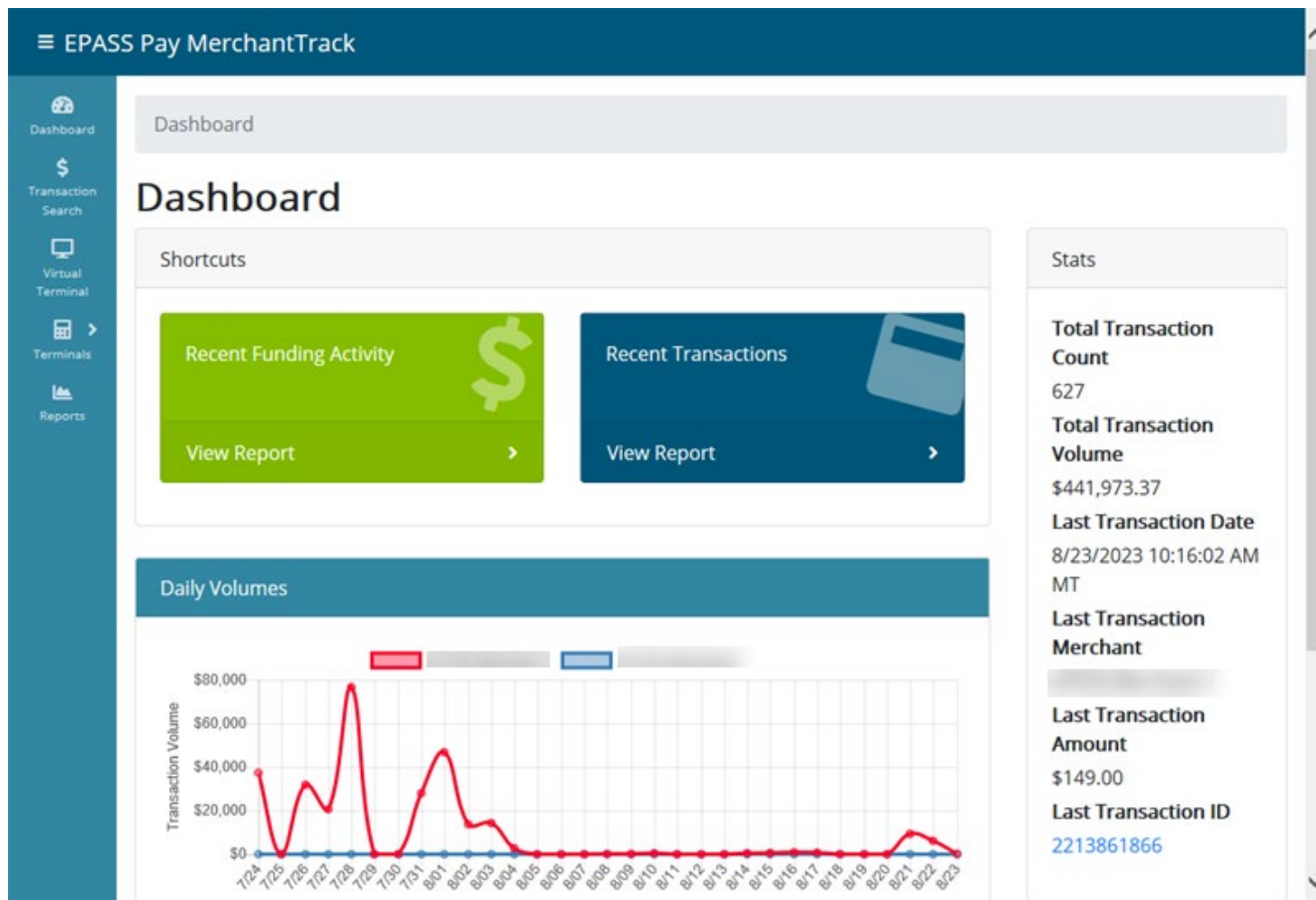


- The refund appears in the Transaction Report. Click the **Transaction ID** link to view the complete refund details.



About Merchant Track

Merchant Track is our online payment portal used to access transactions made with EPASS Pay. You can use this tool as a way to view detailed information on all of your transactions, fees, and deposits.



info

Merchant Track includes a virtual terminal that can process transactions, however, we recommend that you do not use this option to process payments. Any transactions processed through the virtual terminal are not recorded in EPASS. To prevent staff from accessing virtual terminal, make sure that you disable access in their EPASS User Security Settings. See [EPASS Pay Security Options](#) for more information.

Accessing Merchant Track

You can access Merchant Track from within EPASS:

1. Log into EPASS.

- On the toolbar, click the **Merchant Track** button. Merchant Track opens at the Dashboard.



info

If the Merchant Track button is unavailable, you might not be correctly set up to use Merchant Track or have the correct security permissions. Contact your IT department for help with configuring your EPASS user account or view [Setting Up EPASS Pay](#).

Dashboard

The dashboard provides you with a quick glance at your business or locations' recent activity. You can look at recent transactions, recent funding, and get a quick graph of daily sales volumes. This is the first screen you'll see when logging into Merchant Track and is a great snapshot of information.

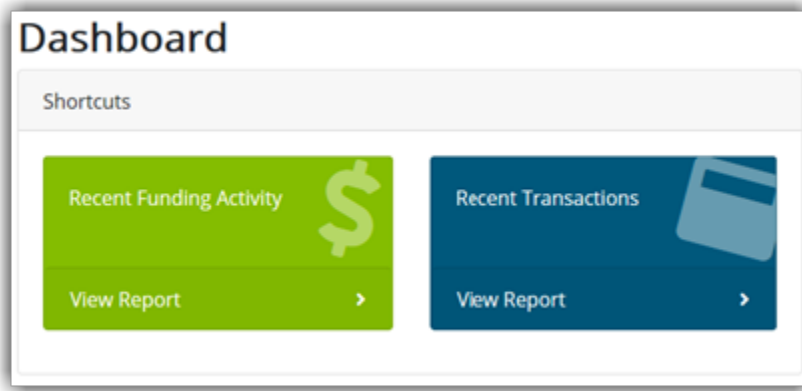


tip

If you have multiple locations, you can reduce the number of graph lines you see by clicking the color blocks next to each location name located at the top of the graph.

Viewing Recent Funding Activity and Recent Transactions

At the top of the dashboard is the **Recent Funding Activity** and **Recent Transactions** shortcuts. These two reports can provide you with a quick snapshot of the week's EPASS Pay data.



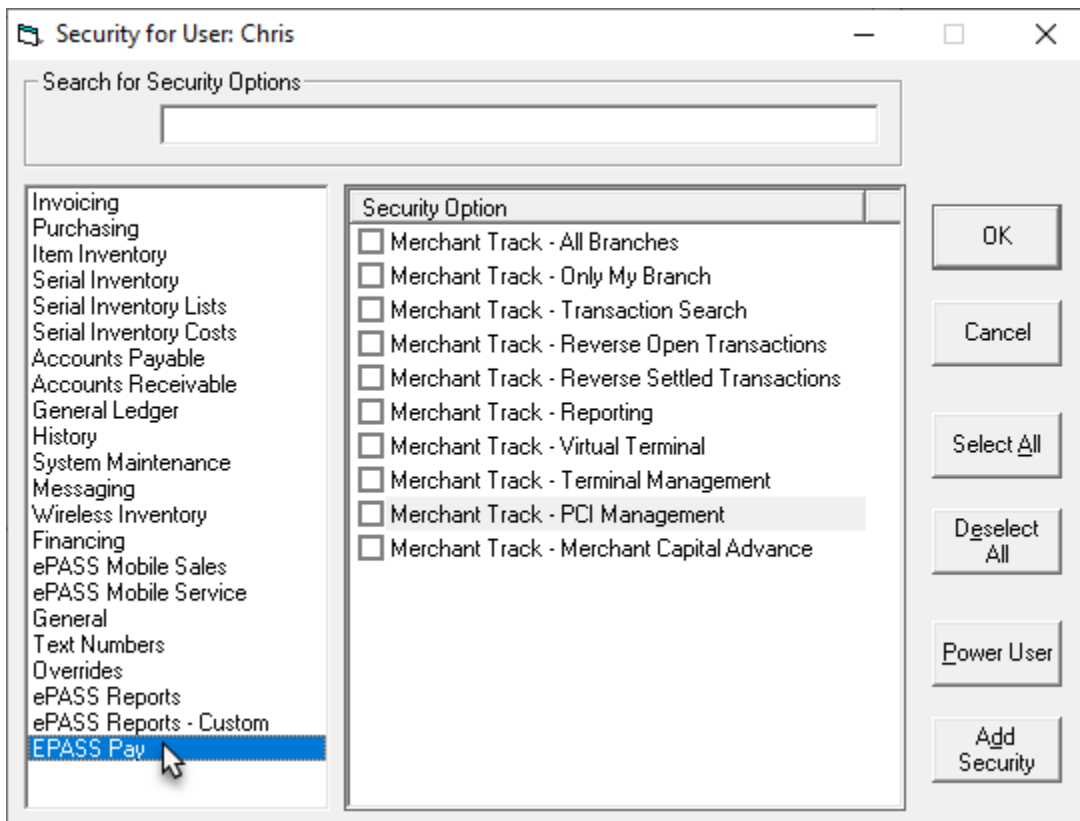
Clicking **View Report** for either of these will show you a [Funding Summary](#) or [Transactions](#) report from the past 6 days, including the current day. You can also export these reports as a PDF or a CSV file.

Merchant Track Security Options

There are several security options that control access and functionality of [Merchant Track](#). Make sure to review this topic and all the security options available before assigning options to your users or groups.

To Access Security Options

1. Go to **Tools > System Maintenance**. On the **Tables** tab, select **User Security**, and then click **Open**.
2. Select a User or Group from the list, and then click **Security**.
3. In the category list on the left, click EPASS Pay.



Security Option	Description
Merchant Track - All Branches	Allows access to Merchant Track data for all branches.
Merchant Track - Only My Branch	Allows access to Merchant Track for the User's branch only.
Merchant Track - Transaction Search	Enables the Search For Transaction feature in Merchant Track.

Security Option	Description
Merchant Track - Reverse Open Transactions	Allows the User to reverse payment transactions that are currently "Open" and not in a batch.
Merchant Track - Reverse Settled Transactions	Allows the User to reverse a transaction that has already settled in a batch.
Merchant Track - Reporting	Enables the Reports section in Merchant Track.
Merchant Track - Virtual Terminal	Enables the Virtual Terminal in Merchant Track. Note: We recommend that you keep the virtual terminal disabled for your staff. Any transactions processed through the virtual terminal are not recorded in EPASS.
Merchant Track - Terminal Management	Enables access to the Terminal management screen in Merchant Track.
Merchant Track - PCI Management	Currently not used. This option will control access to a feature in a future version of Merchant Track.
Merchant Track - Merchant Capital Advance	Currently not used. This option will control access to a feature in a future version of Merchant Track.

Searching for Transactions

The transaction search is the most used feature in Merchant Track because you can find a specific transaction or set of transactions. Additionally, you can confirm a refund for a customer went through or find out why a customer's payment failed.

info

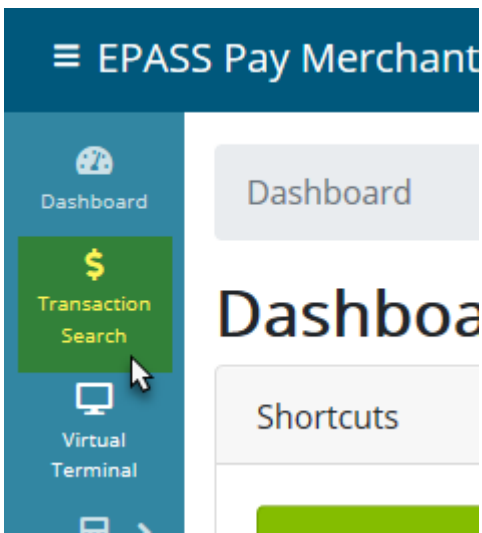
To search for a transaction, the EPASS user needs the **Merchant Track - Transaction Search** security option. See [EPASS Pay Security Options](#) for more details.

To Search for a Transaction

1. Start Merchant Track by clicking its button on the toolbar.



2. On the left side menu, **click Transaction Search**.



There are a several filter options to narrow your search of a transaction.

[Dashboard](#) / Transaction Search

Transaction Search

Merchant *

Time Zone *

Processing Networks

[Unselect All](#) [Select All](#)

- ☒ None - Failed
- ☒ Credit
- ☒ Debit
- ☒ ACH
- ☒ Gift Card
- ☒ Fleet

Transaction Date Type

Date Range Start Date

Date Range End Date

Payment Method

Invoice Number

Status

Account Last 4

Transaction ID

Account Holder Name

Customer ID

[Search](#)

A	If you have access to multiple locations, you can select a single location from the dropdown menu. If there are multiple locations, the menu list will be in Alphabetical order.
B	Filter the search results by payment method (for example, VISA, Mastercard, American Express).

C	Each transaction has a status associated with it. You can filter your search by status type here. For a complete list of statuses and what they mean, view Transaction Statuses .
D	Every payment made in EPASS Pay is associated with a transaction ID, account holder name, and customer ID. If you need the status of a specific transaction, you can enter one or more of these pieces of information here.
E	If you'd like to search for transactions within a certain date range, enter a start and end date here. If a date range is not selected the entire transaction history is returned in the search results. You can also select which date is used from the Transaction Date dropdown: the Authorization Date or the Capture Date.
F	If you'd like to search for a payment on a specific invoice, enter the invoice number here.
G	Enter the last four numbers of a card used for payment to find all transactions associated with that card.

Viewing Reports

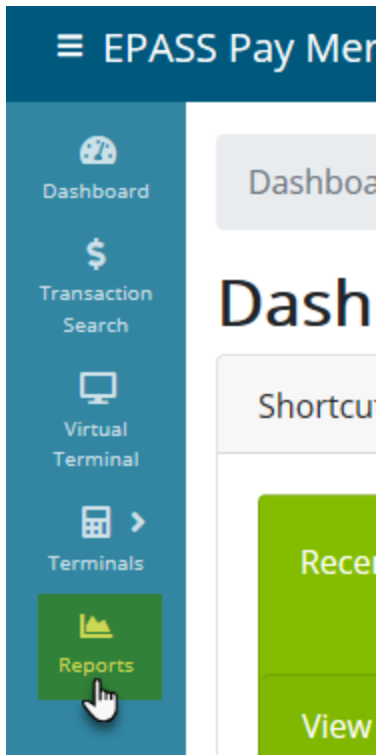
Merchant Track and EPASS Pay have several built-in reports that you can use to review deposit, sales transaction, and chargeback activity in addition to monthly statements and general reports.

To View Reports:

1. Start Merchant Track by clicking its button on the toolbar.



2. On the left side menu, click **Reports**.



In addition to viewing reports within Merchant Track (complete with hyperlinks to each transaction's details), you can also export all reports to PDF or CSV for offline viewing.

EPASS Pay MerchantTrack

Dashboard

Transaction Search

Virtual Terminal

Terminals

Reports

Dashboard / Reports / Funding Summary Report Parameters / Funding Summary Report

Funding Summary Report

Search Parameters

Merchants:

Start Date: 9/1/2023

Report Data

Showing Records 1 - 8 of 8

←

1

of 1

→

Merchant Display Name	Funding ID	Date	Processing Type	Sales Count	Sales Total
	21778	9/27/2023	Card	1	\$245.25
	21718	9/26/2023	Card	1	\$3,960.34
	21645	9/13/2023	Card	5	\$4,095.26

Export to CSV

Export to PDF

Gross Amount	Total Fees	Net Amount
\$245.25	(\$8.47)	\$236.78
\$3,960.34	(\$129.21)	\$3,831.13
\$4,095.26	(\$134.10)	\$3,961.16

Report Types and Details

Report Name	Details
Funding Summary Report	Shows the funding information in summary per funding batch and provides links to the Funding Detail Report that shows the contents of the funding batch selected.

tip

Click the Funding ID hyperlink to view the funding details.

Transaction Summary Report	Shows total transaction count and volume per day for each payment method. Only shows the total transactions in count and volume per day for each payment method.
----------------------------	--

tip

You can change the payment method you want to view under “processing networks” (credit, debit, fleet) and it will show the total transaction count for each selected payment method.

Funding by Transaction Report	Shows the transactions that have been funded in the specified date range. Similar to the Funding Details Report but shows all the transactions that have been funded in the specified date range.

tip

This report is a great tool for reconciliation since the fees are included by transaction.

Funding by Line-Item Report	Shows the transaction line items that have been funded in the specified date range.
Chargeback Summary Report	Shows the count and volume of chargebacks for the given date range.
Chargeback Report	Shows the details of chargebacks for the specified date range.
Chargeback Action Report	Shows the details of chargeback actions for the specified date range.
Transactions Report	Shows all transactions (successful and failed) that occurred during the specified date range.

info

Merchants have the option to view only successful, failed, or all transactions with the dropdown menu.

Merchant Statement	Provides summaries (by day and payment method) of transactions processed during the month selected, plus deposit summaries and listings of the fees, chargebacks, and ACH returns in the deposits during the month selected.
Merchant Deposit Statement	Provides deposit summaries and listings of the fees, chargebacks, and ACH returns in the deposits during the month selected.

info

We do not suggest using the Merchant Statements for reconciliation. We strongly urge using the Funding Summary and/or the Funding Detail report to view deposits and fees from a reconciliation perspective. This is far more intuitive and user friendly vs. the merchant statement. However, the merchant statement will provide high-level information on deposits and fees, along with any terminal lease and/or PCI tool/compliance fees.

ACH Returns Summary Report	Shows the count and volume of ACH Returns for the given date range.
ACH Returns Report	Shows the details of ACH Returns for the specified date range.

Transaction Status

The following is a list of each transaction status and what they mean.

Status	Description
Authorized	An authorized transaction is a debit or credit card purchase for which the merchant has received approval from the bank that issued the customer's payment card.
Batched	The payment has been authorized and has been placed in your daily batch. This does not necessarily mean that the payment has been fully processed; most credit transactions take some time to process.
Charged Back	The card holder issued a charge back on the payment. This can occur when the card holder disputes a purchase made using their credit card.
Failed	The payment did not go through the system. No charge will be made to the card. If a charge is present, it will fall off.
Partially Charged Back	A partial charge back is a charge back for any amount less than the total amount of the transaction.
Partially Refunded	Payment was received for the order and then refunded for a partial amount.
Partially Reversed	If the final capture amount is less than the authorization amount, the merchant can partially reverse the authorization so the settlement amount matches the new authorization amount and so the unused card funds can be released.
Refunded	Payment was received for the order and then returned for the full amount. As soon as the refund settles, the funds are sent back to the customer's bank account. The customer's

Status	Description
	bank may take a couple of days to deposit these funds, so it is normal for your customer to experience a small delay.
Settled After Failure	A transaction that did not communicate to the processor as "failed" and successfully batched after rendering a failed status during the initial purchase attempt. A settled after failure is considered a batched transaction.
Suspended at Terminal	Transactions are often suspended to quickly free up a register for a different task without losing any progress on the current transaction. For example, a store associate starts to process a customer's transaction on a mobile device but must complete it on a register that has a cash drawer. In this case, the store associate can suspend the transaction on the mobile device, and then recall and resume it on a register.
Voided	The payment was cancelled before it could be collected, essentially cancelling the transaction. When a transaction is voided, it shows up as a pending transaction on the customer's account for a short period of time, while the process is completing.

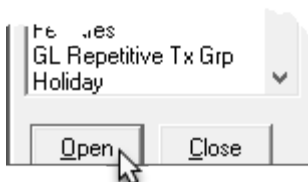
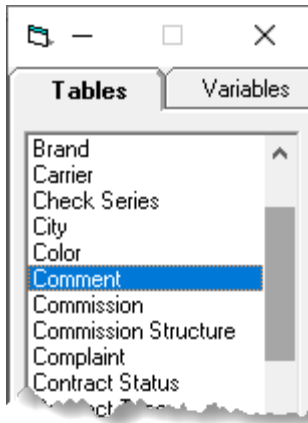
Creating a Terms and Conditions Agreement

This tutorial walks you through the steps to create a "Terms and Conditions" agreement in EPASS, which you can send to a Pin Pad for the customer's signature. These same steps can be applied to create other agreements or contracts as well.

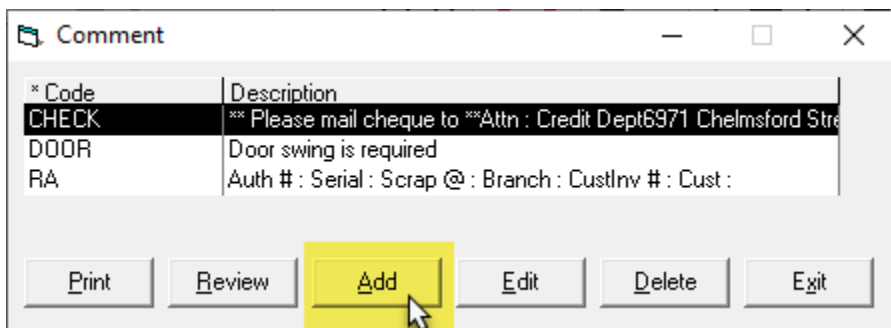
Step 1 - Creating the Terms and Conditions in the Comment Table

Contracts, agreements, or any other documents that you want to send to a Pin Pad terminal for a customer to sign are added to the **Comment** table. Our first step is to create our Terms and Conditions agreement in this table.

1. In EPASS, go to **Tools > System Maintenance**.
2. Click **Comment**, and then click **Open**.



3. Click **Add**.



4. Enter a unique **Code** to identify the Terms and Conditions. For this tutorial, we're going to use **TAC**.

Add Comment

Code

Description

- Click the **Signature Comment** checkbox, and then click the **EPASS Pay Signature** checkbox when it appears.

Add Comment

Code

Description

☐ Update History
 ☐ Obsolete
 ☐ Show on Parts Distributor Returns

☒ **Signature Comment**
☐ Initial
 ☒ **EPASS Pay Signature**

Header

Sub-Header

Department ☒ ALL ☒ METRO VANCOUVER

OK Cancel

The **Signature Comment** checkbox adds a signature line to the comment, and the **EPASS Pay Signature** checkbox adds a **Header** and **Sub-Header** field.

- In the **Description** field, enter the body of the Terms and Conditions.

Edit Comment TAC 1. Payment is due within 30 days from the date of t...

Code

Description

☐ Update History
 ☐ Obsolete
 ☐ Show on Parts Distributor Returns

☒ **Signature Comment**
☐ Initial
 ☒ **EPASS Pay Signature**

OK Cancel

tip

When entering text into the Description field, to start a new line, press SHIFT + ENTER.

7. The **Header** and the **Sub-Header** fields are optional. We could leave them blank, or we could use them to add titles to our Terms and Conditions.
 - We'll use the **Header** field as our main title, and we'll enter Terms and Conditions.
 - We'll use the **Sub-Header** field as an introductory statement, before the list of terms. We'll enter The undersigned agrees to the following.

Header	Terms and Conditions
Sub-Header	The undersigned agrees to the following:

With the **Description**, **Header**, and **Sub-Header** fields filled, the layout on the payment terminal will look similar to the following:

8. In the **Departments** area, we'll select the **Departments** in our organization that can add these Terms and Conditions to an invoice.

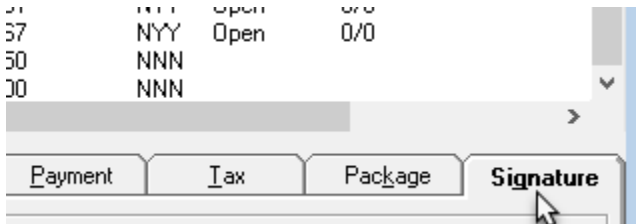
Department	<input type="checkbox"/> ALL <input checked="" type="checkbox"/> METRO VANCOUVER <input checked="" type="checkbox"/> CALGARY <input checked="" type="checkbox"/> OTTAWA <input type="checkbox"/> SERVICE <input checked="" type="checkbox"/> SALES
------------	---

9. Click **OK** to save the Terms and Conditions, and then click **Exit** to close the **Comment** window.

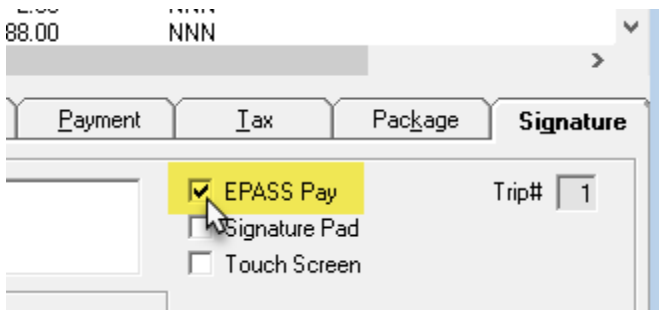
Step 2 - Adding the Terms and Conditions to an Invoice and Sending it to a Terminal for Signature

Now that we've created the Terms and Conditions agreement, it's ready for us to add to an invoice and send it to a payment terminal for signature.

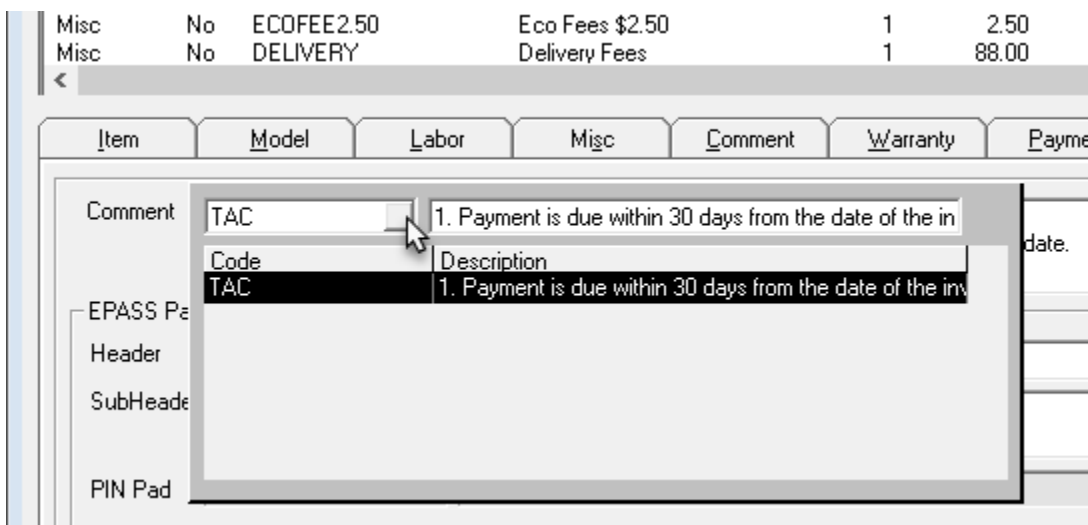
1. With an open invoice in **Edit** mode, click the **Signature** tab.



2. Make sure that the **EPASS Pay** checkbox is selected.



3. In the **Comment** dropdown, select **Terms and Conditions (TAC)**. Our Terms and Conditions text is automatically entered in the **Comments** field, as well as the **Header** and **Sub-Header** field.



4. Make sure that the Pin Pad we want to send the agreement to for customer signing is selected in the **Pin Pad** dropdown. If not, we can select a Pin Pad from the dropdown.

PIN Pad

Code	Description
Default600	EPASS COMPANY2

Commit

5. Click **OK**.

Our Terms and Conditions agreement is sent to the Pin Pad. On the Pin Pad, the customer can scroll through and read the agreement, choose to "Agree" to it, and sign it. Once they sign it, their signature is captured in EPASS and is added to the Invoice. The Terms and Conditions, along with the customer's signature, can also be printed on the invoice.

info

Custom programming may be required to print signatures on your invoice.

Invoice # RS00000005 - Suen, Eugene - Review Signature

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	B36CT80SNS	9WH	36 FRENCH DOOR, SS	1	5,031.82		NYT	Open	0/0
Comment	No			Please note that supply is minim...	0	0.00		NYT		
Model	No	NNTK722S	9WH	27 BUILT-IN TRIM KIT	1	377.81		NYT	Open	0/0
Model	No	ELG636S3	9WH	36 WALL MOUNT HOOD, 600...	1	1,980.67		NYT	Open	0/0
Misc	No	ECOFEE2.50		Eco Fees \$2.50	1	2.50		NNN		
Misc	No	DELIVERY		Delivery Fees	1	88.00		NNN		
Signature	TAC			1. Payment is due within 30 day...	0	0.00		NNN		

Item Model Labor Misc Comment Warranty Payment Tax Package Signature

Comment TAC 1. Payment is due within 30 days from the date of the invoice.
2. Late payments may be subject to a 5% late fee after the due date.
3. Payments are accepted through credit card or bank transfer.

EPASS Pay Signature

Header Terms and Conditions

SubHeader The undersigned agrees to the following:

Signature Ned Flanders

Created C 12/5/2023
Modified 00/00/00

Commit Disagunt Serial Split Up Header Add Edit Delete Exit Add From Cart Invoice Total 20,104.68 GM % 0.0

Capturing a Non-Payment Signature

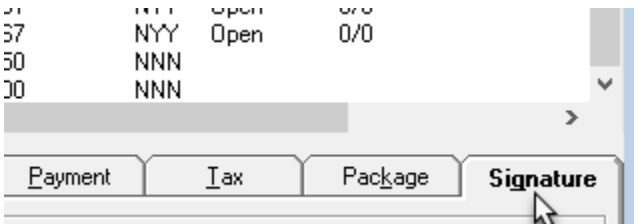
EPASS Pay credit card terminals support signature capture from EPASS for non-payment related items, such as "Terms and Conditions" or contracts.

For example, you can have EPASS Pay send a "Terms and Conditions" agreement with a signature line to a Pin Pad terminal. The customer can scroll through the terms, accept them, and sign with EPASS capturing their signature. Signatures are saved in EPASS along with a copy of the signed contract and can be printed on your invoice. (Custom programming may be required to print signatures on your invoice.)

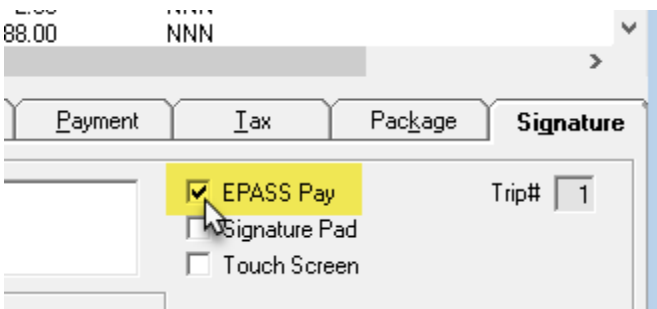
If you are using a separate device for signatures, you can eliminate one device and do it all through EPASS Pay. We recommend using the Lane 7000 if you plan to capture signatures for terms and conditions, as it has a larger screen, though it does also work on the Lane 3000 and Move 5000.

To Capture a Signature on an Invoice

1. With an open invoice in **Edit** mode, click the **Signature** tab.



2. Make sure that the **EPASS Pay** checkbox is selected.



3. Do one of the following:
 - o In the **Comment** field, enter a message that you want to appear on the invoice above the signature line (for example, "The undersigned agrees to the terms of sale.")

Misc	No	ECOFEE2.50	Eco Fees \$2.50	1	2.50
Misc	No	DELIVERY	Delivery Fees	1	88.00

Item

Model

Labor

Misc

Comment

Warranty

Payment

Comment

The undersigned agrees to the terms of sale.

EPASS Pay Signature

Header

-OR-

- If you have a [pre-generated message](#) saved in the **Comment** table, select it from the **Comment** dropdown.

Misc	No	ECOFEE2.50	Eco Fees \$2.50	1	2.50
Misc	No	DELIVERY	Delivery Fees	1	88.00

Item

Model

Labor

Misc

Comment

Warranty

Payme

Comment

TAC

Code

TAC

Description

1. Payment is due within 30 days from the date of the inv

EPASS Pa

Header

SubHeade

PIN Pad

4. (Optional) Enter a **Header** and **Sub-Header**.

EPASS Pay Signature

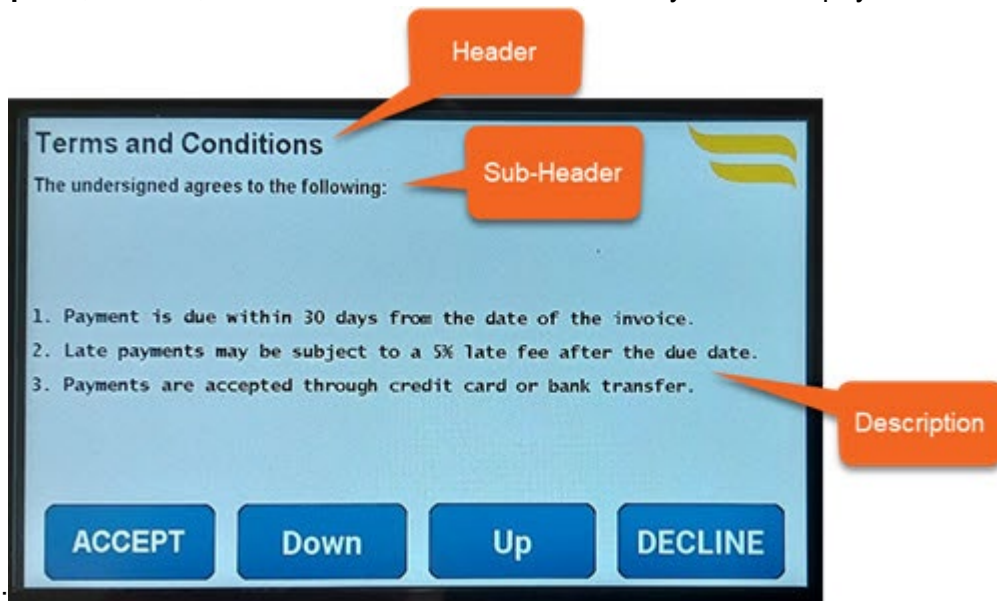
Header

SubHeader

Terms and Conditions

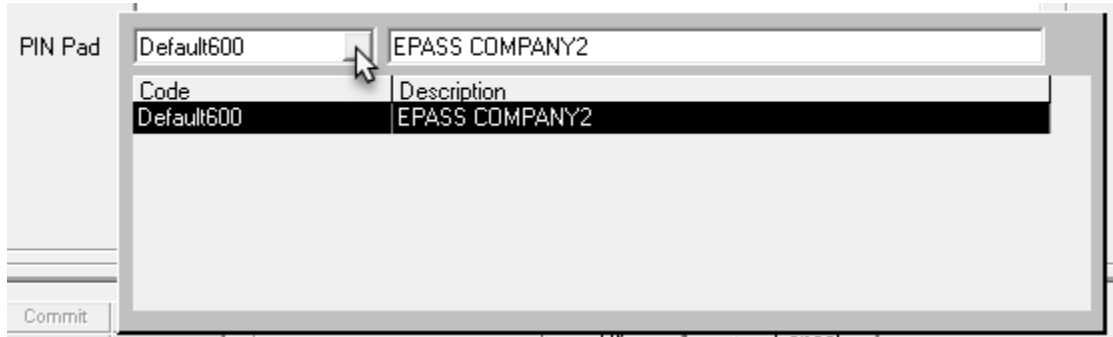
Signature required

With the **Description**, **Header**, and **Sub-Header** fields filled, the layout on the payment terminal will look similar



to the following:

5. If necessary, select the **Pin Pad** terminal that you are sending the signature line to from the dropdown.



6. Click **OK**. The signature is sent to the Pin Pad for the customer to agree to and sign.

Once the customer agrees and signs on the Pin Pad, their signature is added to the Invoice.



User Conference 2025

Wednesday, October 22nd — Friday, October 24th

R&D Business Systems Ltd.


TF: 888.629.4218

sales@epass.software

Invoice # RS00000005 - Suen, Eugene - Review Signature

Type	Pack	Item	Loc	Description	Qty	Amount	Wty	Tax	Status	QOH
Model	No	B36CT80SNS	9WH	36 FRENCH DOOR, SS	1	5,031.82		NYN	Open	0/0
Comment	No			Please note that supply is minim...	0	0.00		NYN		
Model	No	NNTK722S	9WH	27 BUILT-IN TRIM KIT	1	377.81		NYN	Open	0/0
Model	No	ELG636S3	9WH	36 WALL MOUNT HOOD, 600...	1	1,980.67		NYN	Open	0/0
Misc	No	ECOFEE2.50		Eco Fees \$2.50	1	2.50		NNN		
Misc	No	DELIVERY		Delivery Fees	1	88.00		NNN		
Signature	TAC			1. Payment is due within 30 day...	0	0.00		NNN		

< >

Item	Model	Labor	Misc	Comment	Warranty	Payment	Tax	Package	Signature	
Comment: TAC					1. Payment is due within 30 days from the date of the invoice. 2. Late payments may be subject to a 5% late fee after the due date. 3. Payments are accepted through credit card or bank transfer.					
EPASS Pay Signature					<input checked="" type="checkbox"/> EPASS Pay <input type="checkbox"/> Signature Pad <input type="checkbox"/> Touch Screen					Trip# 1
Header: Terms and Conditions										
SubHeader: The undersigned agrees to the following:										
Signature: 										
					Created: C 12/5/2023					
					Modified: 00/00/00					

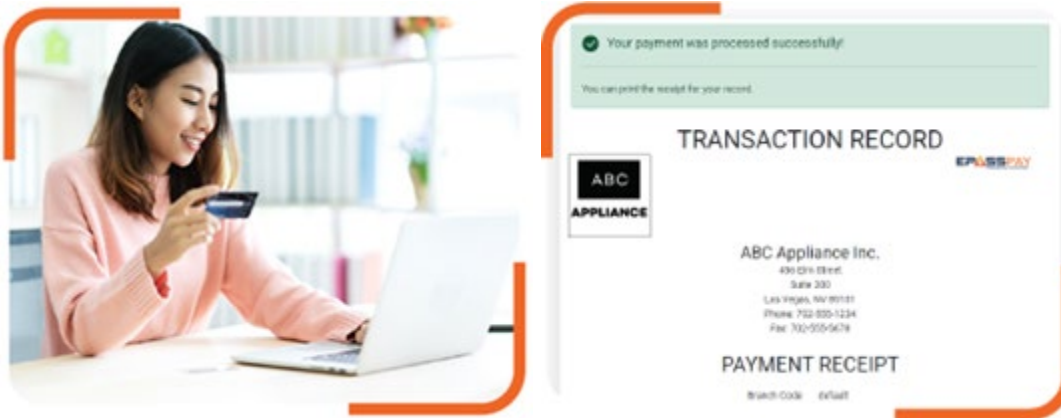
Commit Disagunt
Serial Split Line

Header Add Edit Delete Exit Add From Cart

Invoice Total: 20,104.68
GM %: 0.0

Click to Pay

With EPASS Click to Pay, you can send your customers a link to a secure, cloud-hosted payment portal where they can enter their payment information and send it directly to your EPASS system.

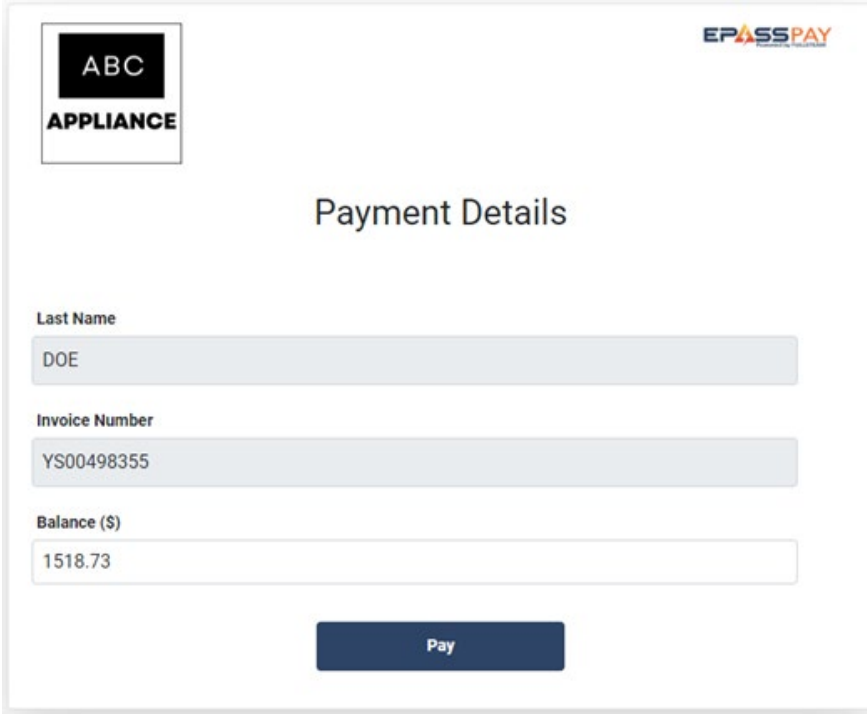


Click to Pay links are generated in EPASS and can be used in various ways: you can add them to an email, send them in a text, or add them to a button on your website.

Click to Pay is fully integrated into EPASS, which means payment is automatically added to the invoice. You'll no longer have to look at a report or get individual emails for each payment made on your website.

How it Works

EPASS Support will work with you to develop your payment portal. Once it's ready, you can add a link to the portal from your website or embed the portal directly inside one of your site's pages. Customers can be directed to these links where they are prompted to enter their name, invoice number, and payment information.



ABC
APPLIANCE

EPASSPAY

Payment Details

Last Name
DOE

Invoice Number
YS00498355

Balance (\$)
1518.73

Pay

You can also send unique payment links to customers directly from EPASS. These links include the URL for the payment portal as well as an authentication key that pre-fills the customer's invoice and amount owing when the customer clicks the link.

You have two options for sending a payment link:

1. You can generate a link for the customer from their invoice, which you can then copy and paste into an email or text message.
2. If you use [EPASS Batch Email and Texting](#), you can create a message template that includes a unique click to pay link for each customer in the email or text batch.

When the customer clicks the link, they are taken to your payment page, where their invoice number and amount owing are automatically filled in for them.

The screenshot displays the EPASSPAY payment interface. A modal form is overlaid on a payment screen. The modal contains the following fields and buttons:

- Name on Account**: A text input field.
- Zip**: A text input field.
- Card Number**: A text input field.
- Expiration**: A text input field with a placeholder 'MM/YY'.
- CVV**: A text input field.
- Submit**: A blue button.

The background payment screen includes the following elements:

- Merchant Logo**: 'ABC APPLIANCE'.
- Last Name**: A text input field with 'DOE'.
- Invoice Number**: A text input field with 'YS00498355'.
- Balance (\$)**: A text input field with '1518.73' and a green checkmark to its right.
- Pay**: A blue button at the bottom.

Once your customer completes entering their payment information, the payment is sent to your EPASS system via our xAPI, which adds the payment to the invoice.

Technical Requirements

Click to Pay requires a separate Merchant ID which is different from your existing in-store processing MID. You will work with EPASS Support to apply for this new Merchant ID.

Your IT team will also need to work closely with EPASS Support to deploy Click to Pay to your environment. We will collaborate on the following:

- Provisioning a web application server for Click to Pay. If you are running EPASS Reports or the xAPI, you may already have this server in place. If not, it will need to be provisioned. Click to Pay can not be hosted on your existing database server. The requirements for the server can be found [here](#). The server must have a static IP address.
- Setting up remote access on the server so that our technician can complete the API installation and CTP configuration.

- Setting up IP whitelisting so that no connections to the server are permitted outside of the list we provide. Ports 80 and 4250 will need to be open to these IPs.

Configuring Click to Pay

Click to Pay requires some initial configuration steps before it can be used to generate payment links.

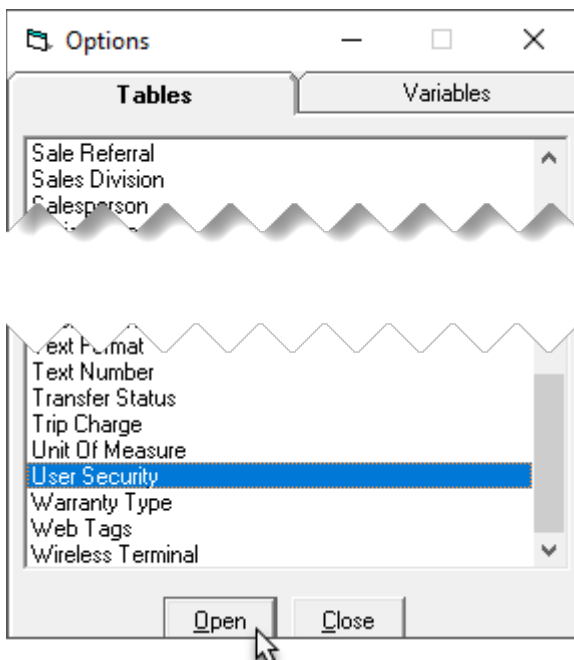
Before Starting

You'll need:

- The full URL address of your Click to Pay page.
- Your Click to Pay Profile ID. This was provided to you by EPASS. If you don't have this ID, [contact](#) EPASS Support.

Activate Click to Pay Security Options

1. Go to **Tools > System Maintenance**. On the **Tables** tab, select **User Security**, and then click **Open**.



2. Select a User or Group from the list, and then click **Security**.

* ID	Name	Type	Group	Obsolete
AR	Accounts Receivable	Group		No
ASM	Assistant Store Manager	Group		No
C	Chris	User		No
CAPI	CAPI	API User		No

3. In the **Keyword** search box, enter CLICK TO PAY and select the following options:

Security Option
<input checked="" type="checkbox"/> Click to Pay - View Payment Link
<input checked="" type="checkbox"/> Click to Pay - Allow Requested Amount

Click to Pay - View Payment Link	Enables the Click to Pay link in the Invoice Header. Without this option, the EPASS User can not generate a payment link.
Click to Pay - Allow Requested Amount	Allows the EPASS User to generate a Click to Pay link that forces the customer to pay a specific amount. If this is not enabled, the Click to Pay link will request the

amount owing on the invoice, but the customer can choose to pay a lesser amount.

Click to Pay Payment Link

Invoice #

RS00000001

Generate Link

Bill To Last Name

Shin

Cancel

Expiry Days

3

Requested Amount

☒

1,138.00

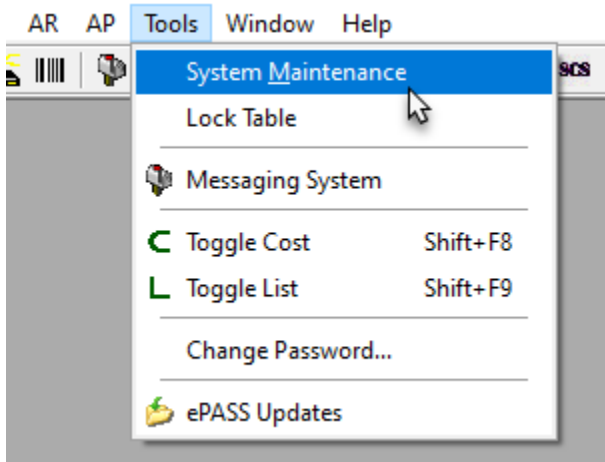
Link

Copy

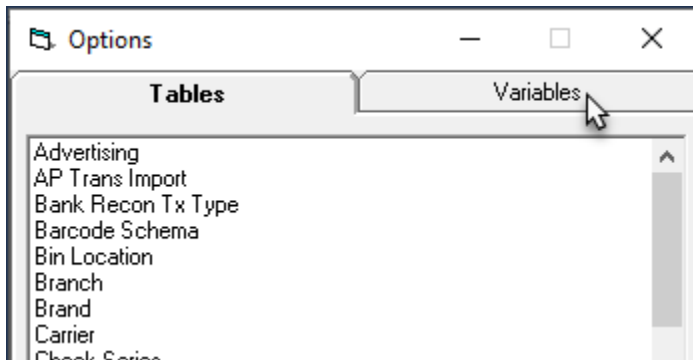
- Click **OK**.

Add Click to Pay Variables

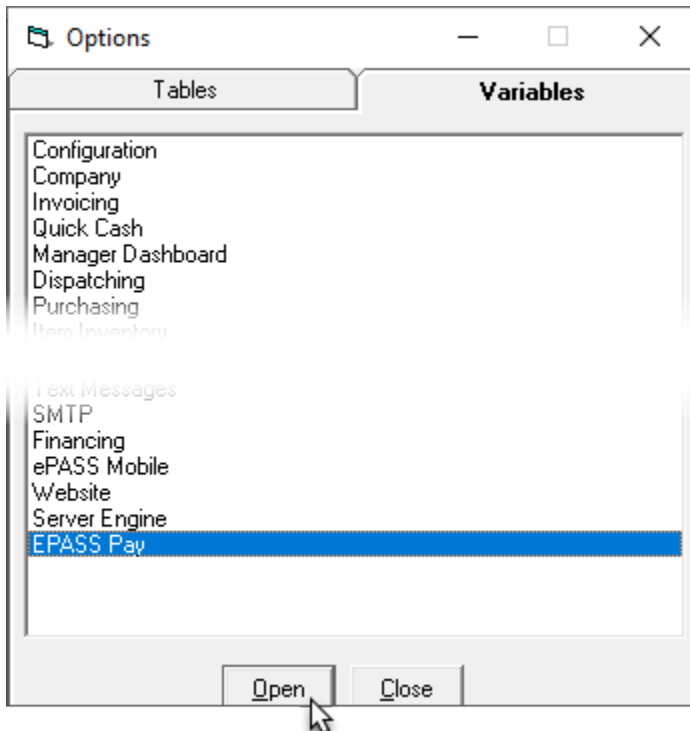
- Go to **Tools > System Maintenance**.



- Click the **Variables** tab.



3. Click **EPASS Pay**, and then click **Open**.



4. Click the **Click to Pay** tab and do the following:

A	Enter the URL address where your Click to Pay page is hosted.
B	Enter your Click to Pay Profile ID.
C	If necessary, change the default number of days the authentication token is valid for. If the authentication token expires, the user can still follow the link to pay their invoice, however, they will need to manually enter their name and invoice number at the payment portal.

info

If you set the Token Validity Days to 0, the Click to Pay link is generated without an authentication token.

About URL Shortening

Click to Pay URL links are “shortened” using the TinyURL service. You can choose to disable this service and instead have Click to Pay generate an “expanded” URL link.

Tiny URL Link

Click to Pay Payment Link

Invoice #

RS00000016

Generate Link

Bill To Last Name

Maximoff

Cancel

Expiry Days

3

Requested Amount

☐ 0.00

Link

https://pay.your.website/bdf8pe2w

Copy

Expanded URL Link

Click to Pay Payment Link

Invoice #

RS00000016

Generate Link

Bill To Last Name

Maximoff

Cancel

Expiry Days

3

Requested Amount

☐ 0.00

Link

https://your-website/payments?tn=eyJbnZvaWwNIQ29kZkMiOiUIMwMDAwMDAxNjdlc0JMYXN0bmFzSi6k1

Copy

Some network services and business block shortened URLs. If your Click to Pay recipients are having trouble receiving shortened URL links, you may need to disable URL shortening.

Select URL Shortening Variables

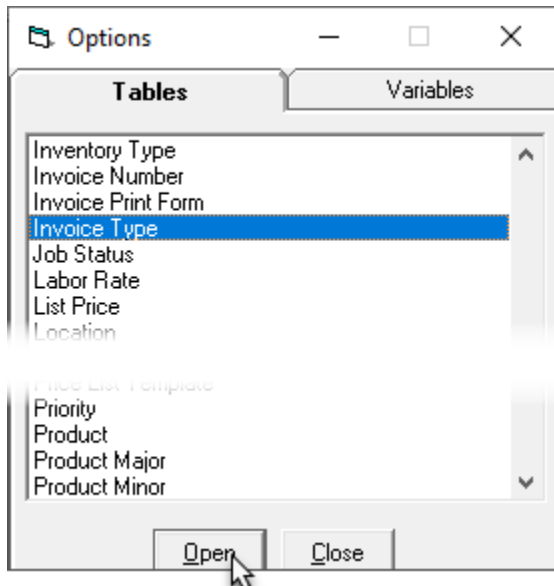
1. Select the following:

A	Click to enable or disable URL shortening.
B	This is how long EPASS will wait for a response from the TinyURL service. If a response isn't returned in time, an error is generated. We recommend leaving this set to 5 seconds, but if you have a slower internet connection or are experiencing multiple timeout errors, you can try increasing the time
C	Select this checkbox if you want to use shortened URLs in your staging environment.

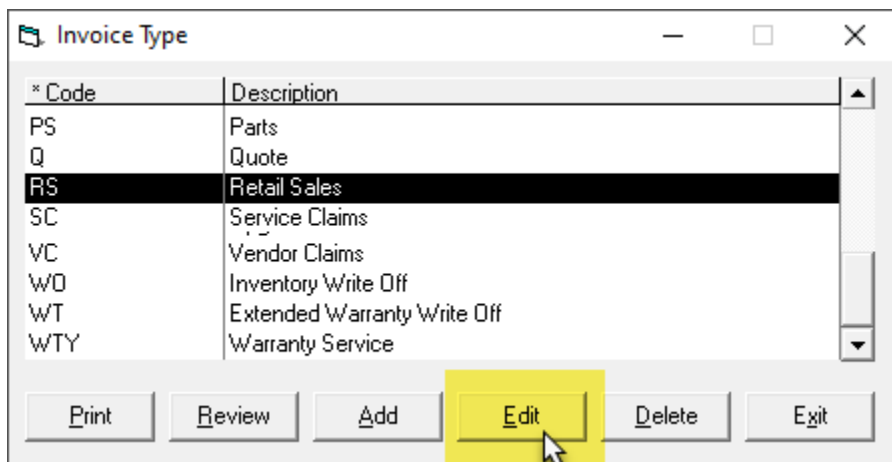
Activate Click to Pay for Invoice Types

By default, Click to Pay is disabled for all Invoice Types. You'll need to decide which Invoice Types can generate Click to Pay payment links and then activate the Click to Pay feature in each one.

1. Go to **Tools > System Maintenance**.
2. On the **Tables** tab, click **Invoice Type**, and then click **Open**.



3. Click an Invoice Type, and then click **Edit**.



4. On the **Settings 1** tab near the bottom, click **Show Click to Pay Payment Link**.

The screenshot shows the 'Edit Invoice Type RS Retail Sales' window. The 'Settings 1' tab is active. The 'Code / Desc' field contains 'RS' and 'Retail Sales'. The 'Warranty' dropdown is set to 'Neither'. The 'GE Home Delivery' checkbox is unchecked. The 'Estimate Print' dropdown is set to 'Price Entered'. The 'Show Click to Pay Payment Link' checkbox is checked and highlighted with a yellow box. Other checkboxes include 'Extended Invoice Detail' and 'Show Contacts Tab in Invoice Header'.

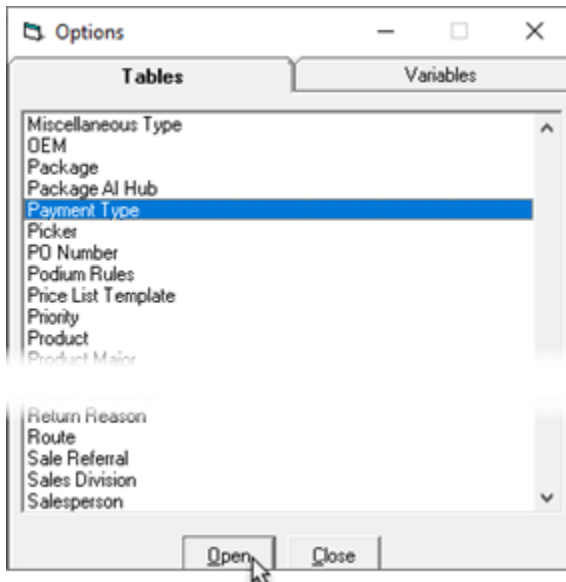
5. Click **OK**.
6. Repeat steps 3–5 for each Invoice Type that will use Click to Pay payment links.

Add a Click to Pay Payment Type

A unique Payment Type for Click to Pay payments must be added to EPASS. EPASS links all payments received through Click to Pay to this Payment Type code.

Follow these instructions to add a Click to Pay Payment Type.

1. Go to **Tools > System Maintenance**. On the **Tables** tab, click **Payment Types**, and then click **Open**.



2. In the **Payment Type** window, click **Add**.

3. Fill in the following fields:

Edit Payment Type EPCTP EPASS Web Payment

Settings | Branch Restriction

A Code: EPCTP ☒ Credit Card ☐ Obsolete

Description: EPASS Web Payment

B G/L Account: 1000 ☒ Add Profit Center

Comment Label: Comment ☐ Comment Required Limit Comment to: 0 Characters

Bank Rec Type: Deposit

Payment Group Code:

☐ A/R ☐ C.O.D. Net Days: 0 Day in Next Month: 0

☐ Do Not Allow Payments in Detail ☐ DO NOT allow as payment on Contract

C ☐ Show On Invoice Header ☐ Show In Invoice Detail ☐ Show In Mobile Tech

☐ Open Cash Drawer ☐ Make Penny Adjustment (Canada Only)

D **Payment Processing**

Type: EPASS PAY - Credit ☐ Request Signature if Applicable

☒ Prevent Duplicate Payments (same card same amount within same batch)

☒ Disable Debit

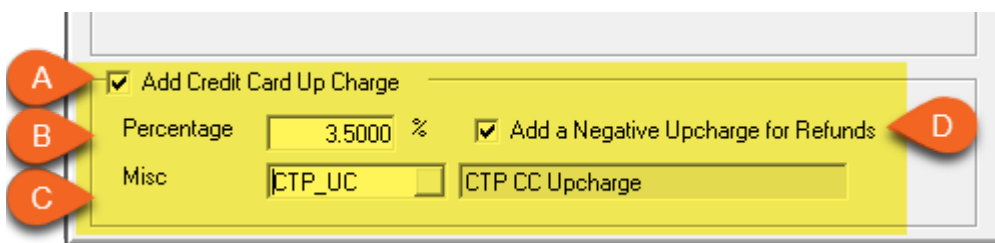
A	Enter a Code and Description . We recommend using code <i>EPCTP</i> . Select the Credit Card checkbox.
B	Select the G/L Account that this payment type should link to.
C	Clear all of these checkboxes so that EPCTP isn't an available payment option in the Invoice Header, Invoice Detail, or Mobile Tech.
D	Select EPASS Pay – Credit from the Type dropdown and select the Disable Debit checkbox.

info

Prevent Duplicate Card Payments is used for fraud prevention, and we recommend that this setting is always selected.

Adding a Credit Card Upcharge

Credit Card Upcharges are used to recoup credit card fees charged by the payment processor. If you want to add an upcharge to Click to Pay payments, do the following:



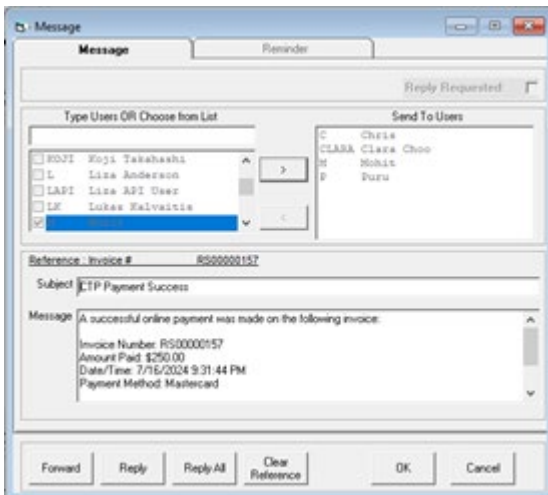
A	Select Add Credit Card Up Charge . This will automatically calculate and add a credit card upcharge to the Click to Pay transaction.

B	Enter the upcharge Percentage .
C	In the Misc dropdown, select the miscellaneous code that you use for Click to Pay upcharges. If you need to create one, follow the instructions in Applying a Credit Card Upcharge .
D	(Optional) Select Add a Negative Upcharge for Refunds if your policy is to reverse the credit card upcharge on refunds. With this checkbox selected, a negative amount equal to the original upcharge amount is added to the invoice when the payment is refunded.

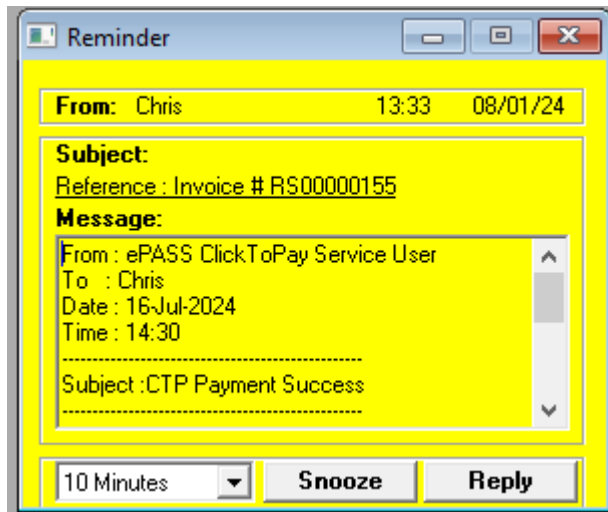
Configure Click to Pay Messaging

EPASS can send a message or notification to a list of EPASS users or groups when a Click to Pay payment is successfully made or declined by a customer. These messages, and the list of users that receive them, are configured in the EPASS Messaging System.

Click to Pay Event Messaging

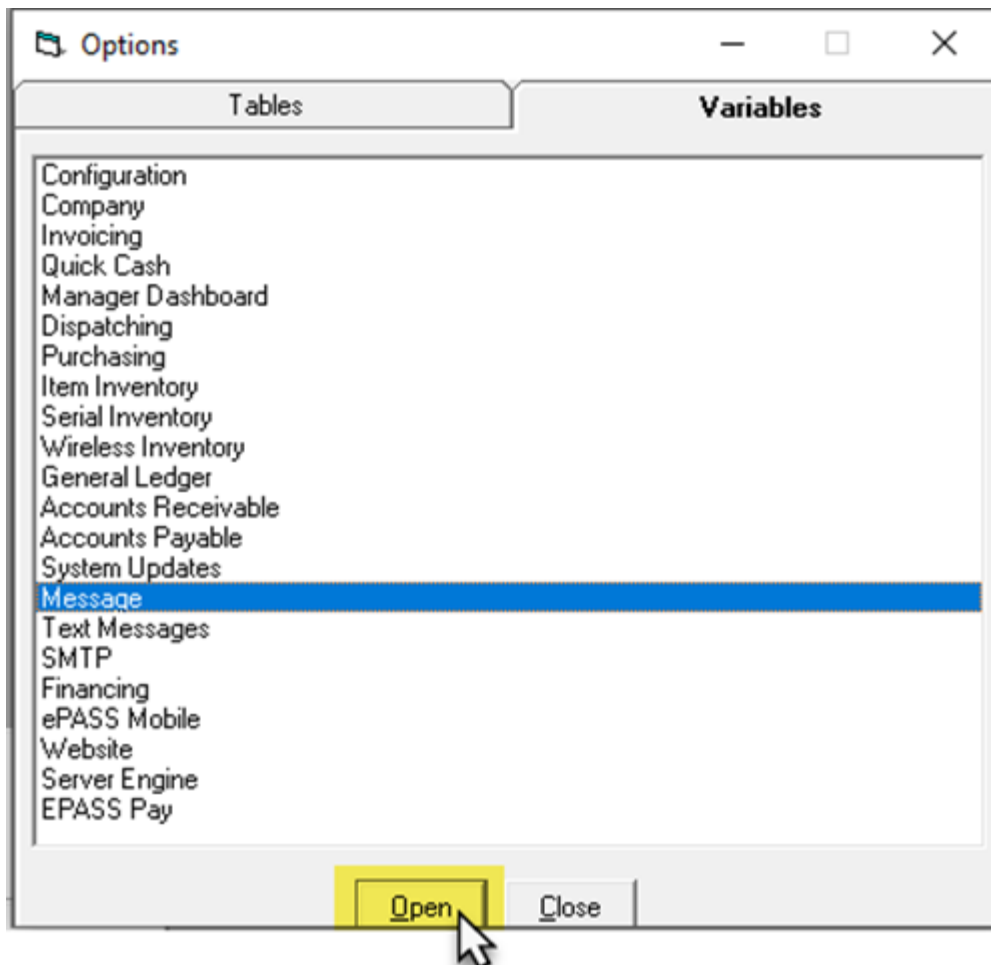


Click to Pay Event Notification Reminder

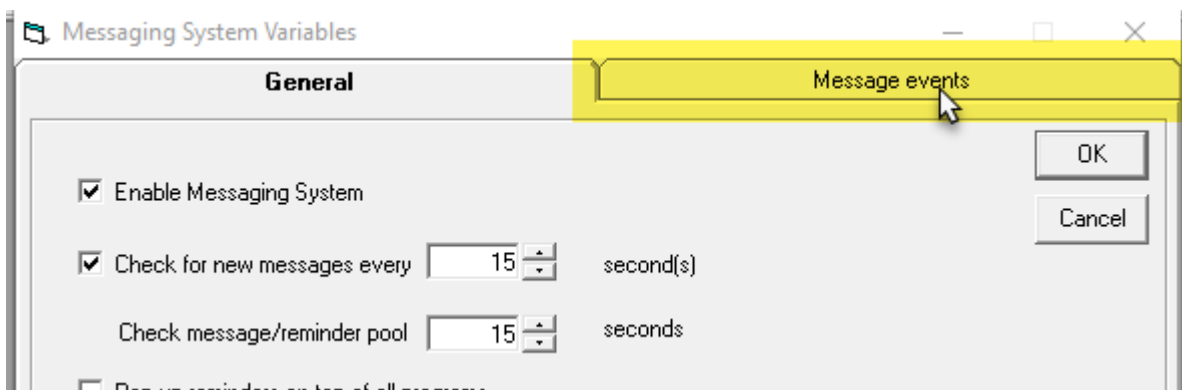


To Configure Click to Pay Event Messaging

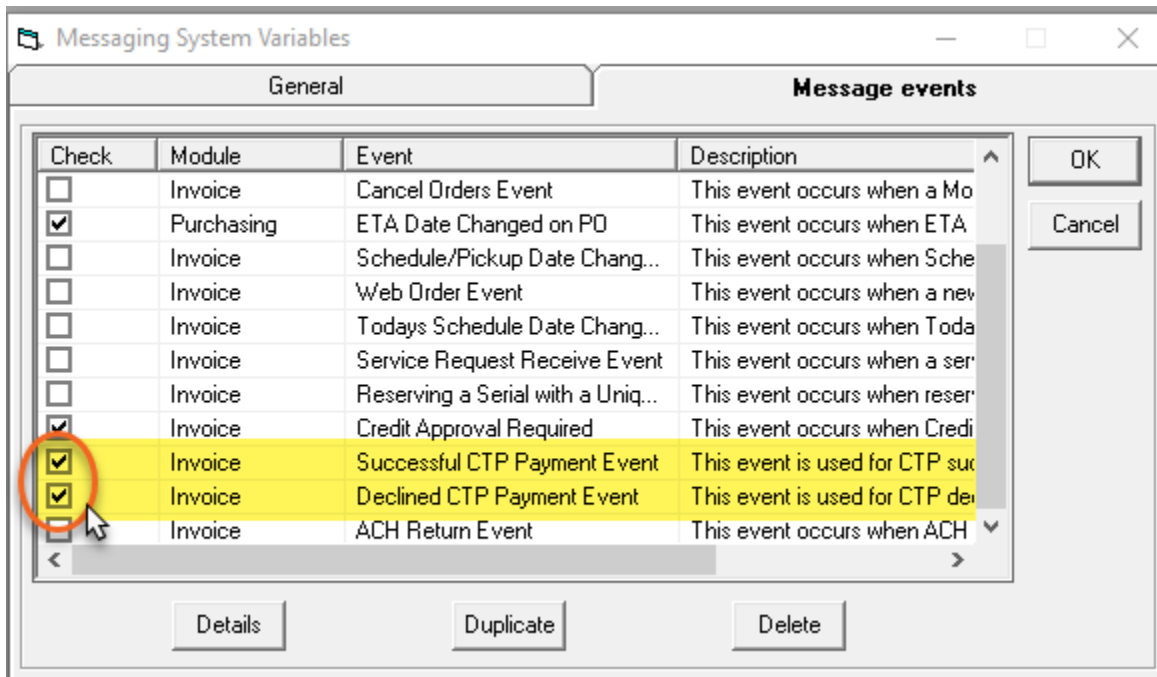
1. Go to **Tools > System Maintenance**, and then click the **Variables** tab.
2. Click **Message**, and then click **Open**.



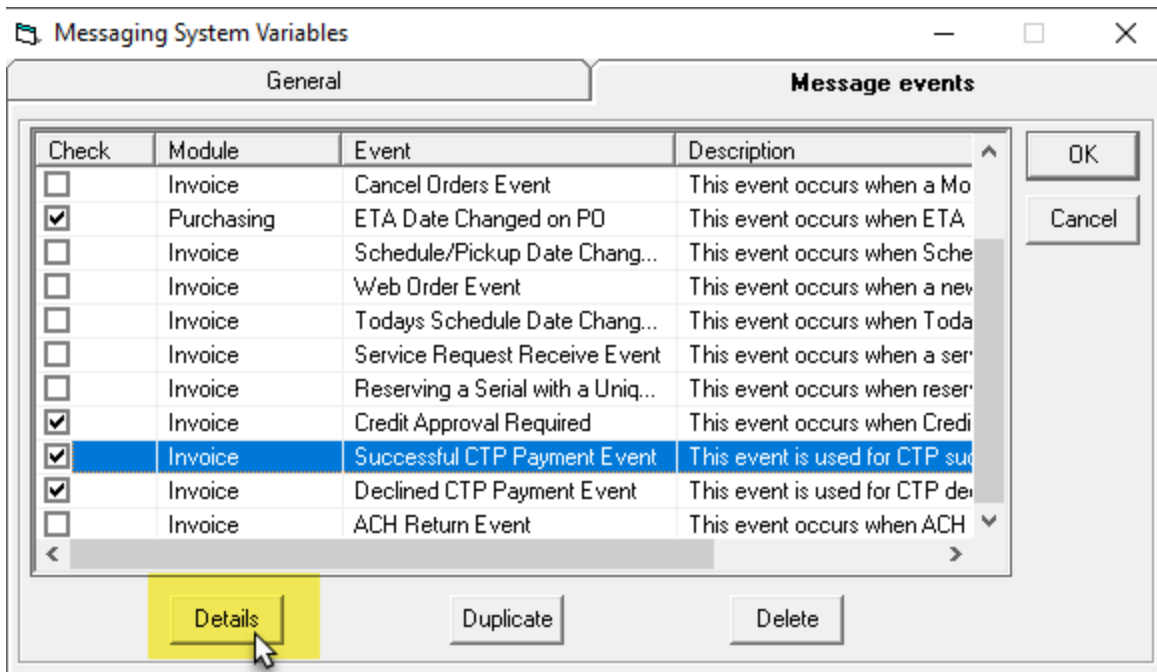
3. Click the **Message Events** tab.



4. In the **Message Events** list, scroll down until you see **Successful CTP Payment Event** and **Declined CTP Payment Event**. Select their checkboxes to activate these events.



5. Select the **Successful CTP Event** and then click **Details**.



6. Do the following:

Message Event's Details

Event: Successful CTP Payment Event
Description: This event is used for CTP successful payment notification

User Description:

To: @SalesPerson1, AP, CHRIS


Users in system: ASM, AT, C, CAPI, CHRIS, CLARA, DM, DW, E

Message: ☐ Message
Reminder: ☒ Reminder
After: 1 Day(s)

Subject: CTP Payment Success

Message: A successful online payment was made on the following invoice:

OK Cancel

A	For each user or group that should receive this message, click their name in the Users in System list, and then click the left arrow  to move them into the To list.
B	Select whether the recipients receive a message in their EPASS Messaging Inbox (select Message) or a notification reminder pop-up when they log in (select Reminder). If Reminder is selected, enter the number of hours or days that will pass before the user receives the pop-up notification.

C	If necessary, edit the default Subject line and Message body.

7. Click **OK** and repeat step 6 for the **Declined CTP Message Event**.