

EFT Processing Reference Guide SedonaOffice versions 6.1+

Revised March 2024

ABOUT THIS GUIDE
EFT PROCESSING OVERVIEW6
PCI COMPLIANCE
PRE-UPGRADE REQUIREMENTS9
Forte Account Setup
Accessing Required Information from the Dex Portal10
TRANSITION TO THE NEW EFT MODULE
USER GROUPS PERMISSIONS
CHART OF ACCOUNTS
INVOICE ITEMS
INVOICE DESCRIPTIONS
POST-UPGRADE REQUIREMENTS 17
SETUP TABLES
EFT SETUP
EFT SETUP17
EFT SETUP
EFT SETUP 17 Important Sandbox Database Note 23 BRANCHES 24
EFT SETUP 17 Important Sandbox Database Note 23 BRANCHES 24 SETUP PROCESSING FOR AR 25
EFT Setup 17 Important Sandbox Database Note 23 BRANCHES 24 Setup Processing For AR 25 DESIGNED FUNCTIONALITY 26
EFT Setup 17 Important Sandbox Database Note 23 BRANCHES 24 Setup Processing For AR 25 DESIGNED FUNCTIONALITY 26 UNDERSTANDING THE EFT PROCESS 26
EFT Setup 17 Important Sandbox Database Note 23 BRANCHES 24 Setup Processing For AR 25 DESIGNED FUNCTIONALITY 26 UNDERSTANDING THE EFT PROCESS 26 EFT Processing Flowchart 27 UNDERSTANDING THE EFT PROCESSING FORM 28 Header Section 29
EFT Setup 17 Important Sandbox Database Note. 23 BRANCHES 24 Setup Processing For AR. 25 DESIGNED FUNCTIONALITY 26 UNDERSTANDING THE EFT PROCESS 26 EFT Processing Flowchart. 27 UNDERSTANDING THE EFT PROCESSING FORM. 28 Header Section 29 Grid Section 33
EFT Setup 17 Important Sandbox Database Note 23 BRANCHES 24 Setup Processing For AR 25 DESIGNED FUNCTIONALITY 26 UNDERSTANDING THE EFT PROCESS 26 EFT Processing Flowchart 27 UNDERSTANDING THE EFT PROCESSING FORM 28 Header Section 29
EFT Setup 17 Important Sandbox Database Note 23 BRANCHES 24 Setup Processing For AR 25 DESIGNED FUNCTIONALITY 26 UNDERSTANDING THE EFT PROCESS 26 EFT Processing Flowchart 27 UNDERSTANDING THE EFT PROCESSING FORM 28 Header Section 29 Grid Section 33 Sorting Transactions in the Grid Section 33

USING EFT PROCESSING	46
SETUP PAYMENT METHODS	46
Enter a Payment Method from a Customer Record Enter a Payment Method from the EFT Customer list Enter a Payment Method from the EFT Processing form	47
ENTERING A NEW CUSTOMER CREDIT CARD	49
ENTERING A NEW CUSTOMER BANK ACCOUNT	56
VIEWING PAYMENT METHODS ON FILE	65
EDITING PAYMENT METHOD INFORMATION	66
ENTERING A NEW EFT TRANSACTION	67
Setup EFT for a Customer Invoice Setup EFT for Unapplied Cash Setup EFT for an Advance Deposit Setup EFT for a Miscellaneous G/L Account	70 72
PROCESSING OF NON-RECURRING INVOICES	
Refunds	
Refund Process Flow Charts Refund for a Payment Applied to an Invoice Refund for Unapplied Cash Refund for an Advance Deposit	81 90
Previously Funded Transactions	100
RECONCILING PAYMENT BATCHES FOR THE DAY	104
Customer Bank Transactions Customer Credit Card Transactions	
SETTLEMENT PROCESS	109
DEPOSITING THE SETTLED FUNDS	110
HANDLING DISPUTES	111

About This Guide

This guide is a functional overview and provides conceptual and summary operational information. This guide does not define all fields within the application; the application provides some definitions while other field names are familiar terms to those in the security industry. The assumption is that the reader is familiar with EFT Processing systems, as well as web services technology and terminology.

SedonaOffice Version 6.1+ incorporates the rewrite of the EFT Processing program. Customers updating to version 6.1+ must use this new program. It is impossible to revert to the prior version of EFT processing using this release. Please read the Preparation Requirements for SedonaOffice 6.1+ installation in the Release Notes for 6.1+. New credentials must be obtained from Forte to be able to use the new EFT Processing within SedonaOffice.

EFT Processing Overview

SedonaOffice is integrated with Forte (a third-party payment processor) for processing of credit card and ACH transactions for customers in the United States and Canada. SedonaOffice customers must have a merchant id issued from Forte to process transactions through SedonaOffice.

Forte is able to process payments for the following types of credit cards.

- MasterCard
- Visa
- Discover
- American Express
- Diners Club
- JCB

SedonaOffice customers must request that Forte have their merchant id setup for each credit card type that their company will accept.

Forte can also process payments from a customer's bank account (ACH transaction) if the SedonaOffice customer has requested this setup. US based customers can process bank drafts from any bank within the United States. Canadian customers can process bank drafts for any bank within Canada. Forte does not offer the ability to process transactions across the border under a single merchant id. US customers would need to apply for a Canadian merchant id to process Canadian transactions. Canadian customers would need to do the same to process bank drafts to US bank accounts.

SedonaOffice is a single currency system that does not handle conversion rates.

Credit card transactions are processed in real time enabling the user to receive immediate responses from the issuing bank of the customer's credit card indicating that the funding has been approved or rejected. Bank drafts are also processed in real time. Users may process EFT transactions from any workstation.

SedonaOffice provides several options for generating an automatic payment with the use of a customer credit card or customer bank account.

- Automatic payment of cycle invoices
- Automatic payment of one or more non-recurring invoices
- Automatic payment of advanced deposits for job installation
- Unapplied cash payments
- Payments made to a miscellaneous GL number (e.g. late fees).

SedonaOffice has preset transactions to automatically submit to Forte at 8:00 am, 12:00 pm and 5:00 pm (local time) each day. The Administrator may not change the preset schedule from SedonaOffice. Users have the option of submitting transactions to Forte at any time outside of these preset hours by manually submitting transactions from the EFT Processing module.

Deposit payment batches for credit card and ACH payments are automatically created as transactions are approved. Customer invoices are marked as paid with every entry into the deposit payment batch. Users may export a report showing all approved and/or rejected transactions that have occurred on any day. Users will be able to deposit their payment batches within SedonaOffice once all funds have settled in a deposit payment batch. The settlement process automatically begins at 11:30 pm (local time) daily. Settlement of credit card transactions can take 24-48 hours. ACH transactions can take between 3-5 business days.

Customer credit card and bank account information is entered within the SedonaOffice application into a form which feeds directly into Forte's system. Since this information is being added directly into Forte's database and not SedonaOffice, it will be necessary to access Forte's customer database (called Dex) for any address changes, changes to credit card expiration dates, or changes to a CVV number.

Users may void credit card and ACH transactions in SedonaOffice only if the transaction has not been "Submitted" to Forte. After the transactions have been submitted and settled, the users will need submit a refund to the customer.

Refunds to both credit card and bank accounts may be done directly within SedonaOffice.

A disputes area is available where users can view the status of any Visa, MasterCard or Discover dispute involving their merchant id. Users will be able to add documentation for any dispute in a "Documents Needed" status.

PCI Compliance

The Payment Card Industry (PCI) Data Security Standard (DSS) is a set of requirements designed to ensure that all companies that process, store, or transmit credit card information maintain a secure environment. All companies that have been issued a merchant id from Forte are required to meet this standard and submit a certificate of compliance from a third-party auditing firm proving that it has met those standards. PCI certification involves a review of the merchant's internal procedures for the gathering of credit card information from its customers, where it is stored, and who has access to it in addition to a review of the network on which the information is held. Running the PCI Compliance program within SedonaOffice is one small piece of meeting those certification requirements. Please contact Forte directly for information on how certification can be achieved and from which companies they will accept a PCI Compliance Certificate.

All credit card and bank draft information is entered directly into Forte's payment system. No credit card or bank information is held within the SedonaOffice database. At the time a new customer credit card or bank account is saved within SedonaOffice, Forte issues a token to SedonaOffice. A token is a series of letters and numbers that cannot be mathematically translated into a customer's credit card or bank account number. The token is held on the customer's record within SedonaOffice as a reference for Forte to lookup the customer's credit card or bank account within their own system when a transaction is submitted.

Pre-Upgrade Requirements

There a several actions that must be completed prior to upgrading to SedonaOffice version 6.

Forte Account Setup:

1. Contact Forte to receive a Dex Account invite and access to the Forte Test environment. Forte Contact Info:

By Email: integration@forte.net or customerservice@forte.net

By Phone: 866-290-5400 x 766

- 2. Request a Dex Invite with test server access credentials.
- 3. The Dex invite will come from Dex@forte.net
- 4. You should receive a Dex invite within 1-2 business days of your request.
- Once you receive your invite, follow Forte's instructions to register your account which can be found here or contact Forte for assistance: <u>https://console.forte.net/help/merchant/#users/registering_your_account.htm%3FTocPath%</u> <u>3DHome%7C 1</u>

The following information is obtained from the Dex Portal. This information will be entered into the SedonaOffice EFT Setup form in SedonaSetup.

- Merchant ID
- Access ID
- Secure Key
- Organization ID

Accessing Required Information from the Dex Portal:

Once you login to the Dex Portal, your company's Merchant ID and Organization ID is viewable from the Locations tab as shown below.

← → C ☆	https:/	/console.forte.net/locations					☆
dex.	<	SANDBOX: This is a Sandbox enviror	nment. Content ar	nd data are provided solely for te	sting purposes only. Based on your permissions	some of features, might not be available in ye	our Live environment.
🔒 Home		SBO v					
		/					
Transactions		Locations					
Customers		Search by Location Name or ID		۹			
Schedules		Status Live - States Postal Code	Services	eCheck, Credit Card 🐱			
O Locations							
$\mathcal{Q}_{\mathbb{A}}$ Manage	v	Location	Status	Address	Contact	Services	Organization
Developer	v						B

You will need to generate the API Access ID and the API Secure Key from the Dex Portal under the Developer / API Credentials tab.

	i//console.forte.net/locations					Ŷ
dex.	SANDBOX: This is a Sandhos of	national Canton	t and data are provided using he	balling purposes only. Eased on your permission	to some of leadures, might not be available in you	r Live environment,
(i) Home	. ·					
El Tanactore	Locations					
D Colores	Search by Location Name or 10		a			
E Schedules	Salar Line - States Posta	Code Service	#OverA, Credit Card +			
C Loutore	Location	Solus'	Address	Contact	Services	Organization
C Developer						8-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1

Transition to the New EFT Module

After updating from SedonaOffice version 5 to version 6.1+ or higher, you will be working in the new version of the EFT module. The new version makes provisions for transactions sent to Forte before updating to 6.1+.

What this means for you:

Any transaction in EFT processing that has <u>**not**</u> been submitted to Forte, must be submitted before updating to 6.1+. This <u>**does not**</u> include transactions with hold dates.

It is okay to update to 6.1+ if you have pending EFT transactions that have been submitted, but have not yet downloaded a response code from Forte. If the transaction has already been sent to Forte, you will be able to download and post response codes after updating to 6.1+.

If you post all transactions, so that nothing is pending, prior to updating to 6.1+, it will make the process easier.

If you update to 6.1+ then attempt to submit new transactions to Forte via the old EFT processing, the transactions will fail.

The following Payment Processing message will appear when updating to 6.1+, please read then you may select "Close" to move forward.

SedonaOffice 6.0 Payment Processing	×
SedonaOffice 6.0 uses web-based services for CC/ACH processing. Any functionality that creates new CC/ACH transactions (directly or indirectly) will be disabled until SedonaOffice is configured to be used with these enhanced services. Steps to enable transactions:	^
* Run PCI compliance in SedonaSetup to verify that all existing credit cards have been tokenized (you will see this option under the EFT Setup section).	
* Make sure any open batches are uploaded to Forte.	
* Enable "Advanced Providers" in SedonaSetup (you will see this option under the EFT Setup section).	
* After enabling "Advanced Providers", you will continue to be able to download and process responses until all batches have been processed as closed.	
* Run Enhanced PCI compliance to Tokenize existing customer bank accounts (you will see this option In SedonaSetup under EFT Setup).	~
Close	

User Groups Permissions

Users that will be entering credit card or bank information onto customer records will need the permission "Access to EFT" under CM (Client Management) in their User Group within Sedona Setup. This permission also allows users to create transactions in real time from the customer record.

🗉 User Group Edit				☐ I <u>n</u> active
C <u>o</u> de	D <u>e</u> scription		Level	Credit Memo Limit
Administrator	Administrator		3	▼ \$1,000,000.00
Application Access Re	port Access			
Access		Module		^
Edit RMR Next Cycle Da	ite	CM		
Edit General Notes		CM		
Delete General Notes		CM		
Access to EFT		CM		
Access to Inner Office	Messaging	CM		
Document Imaging Adm	inistrator	CM		
Print Customer Queries		CM		
Export Customer Queri	es	CM		
Print			Apply	<u>N</u> ew <u>D</u> elete

Users that need to view a list of all customers that have credit card or bank accounts on file, or who are responsible for tracking credit card expiration dates, will need access to "EFT Customer" under the CM (Client Management) permission area.

🗉 User Group Edit ————					□ I <u>n</u> activ
C <u>o</u> de	D <u>e</u> scription		Le	vel	Credit Memo Lir
Administrator	Administrator		3	•	\$1,000,000.00
Application Access Repo	ort Access				
Access		Module			^
Client Management		СМ			
 Cancellations 		CM			
Collections		CM			
Company Rate Change		CM			
Customer Explorer		CM			
Customer Query Builder		CM			
EFT Customer		CM			
Manage Chain Accounts		CM			
Print			<u>A</u> ppl	y <u>N</u>	lew <u>D</u> elete

Users that will be managing EFT transactions will need access to "EFT Processing" in the AR (Accounts Receivable) area of User Groups in Sedona Setup.

📧 User Group Edit						□ I <u>n</u> act	tive
C <u>o</u> de	D <u>e</u> scription			Level		Credit Memo Li	imit
Administrator	Administrator			3	-	\$1,000,000.00	
Application Access Rep	ort Access						
Access		Module				/	~
Credit Off Invoices		AR					- 1
Credit Request		AR					
Cycle Invoicing		AR					
EFT Processing		AR					
Finance Charge		AR					
Invoicing		AR					
Make Deposit		AR					
Payment Processing		AR					
Print			A	pply	N	lew <u>D</u> elete	e

Users that will need to create EFTs for non-recurring invoices will need access to "Auto Process Non-Recurring Invoices" permission in the AR (Accounts Receivable) area of User Group security.

🗉 User Group Edit			∏ Iūa	ctive
C <u>o</u> de	Description		Level Credit Memo	Limit
Administrator	Administrator		3 💌 \$1,000,000.00	
Application Access Rep	ort Access			
Access		Module		~
Accounts Receivable		AR		-1
Auto Process Non-Recurr	ing Invoices	AR		- 1
Batch Email Invoices		AR		
Credit Memo		AR		
Credit Off Invoices		AR		
Credit Request		AR		
Cycle Invoicing		AR		
EFT Processing		AR		
Print			<u>A</u> pply <u>N</u> ew <u>D</u> ele	te

Chart of Accounts

Create two new G/L Accounts. These new accounts will be used for processing EFT Refunds and Previously Funded transactions. You may create these new accounts after upgrading to version 6, however we recommend this be done prior to the upgrade so you do not forget to do this later.

Create a new account with the account type of OCL (Other Current Liability). Use the description as shown below. This G/L account will be used for manually processing EFT Refunds.

Chart of Accounts Edit	×
	Inactive
<u>A</u> ccount Code	290100
Description	EFT Refund
Account Type	OCL 🔽
	Other Current Liability
	Save Delete Close

Create a new account with the account type of OCA (Other Current Asset). Use the description as shown below. This G/L account will be used for processing Previously Funded EFT transactions.

S Chart of Accounts Edit		×
		🔲 Inactive
<u>A</u> ccount Code Desc <u>ri</u> ption	149000 Returned Payment Z-Trans	
Account Type	OCA Other Current Asset	-
	Urner Current Asset	
	<u>S</u> ave <u>D</u> elete	⊆lose

Invoice Items

Create two new Invoice Items. These new invoice items will be used for processing EFT Refunds and Previously Funded transactions. You may create these new invoice items after upgrading to version 6, however we recommend this be done prior to the upgrade so you do not forget to do this later.

The first invoice item will be used when creating a customer credit memo which will be converted into an EFT Refund.

- Select the Item Type of OC
- Enter the Item Code of EFT Refund
- In the Account field, select the OCL G/L account setup on the prior page.
- Uncheck the Taxable, Available in Sales and Available in Service checkboxes.

🔯 Item Edit —					
Item Type	CS	Account	490900	-	☐ Inactive ✓ Taxable
	Central Statiion Monitoring		Revenue - Other		- Available
	Non Deferred Income	Category	Monitoring	<u> </u>	in Sales
I <u>t</u> em	Alarm.Com		Monitoring		
Desc <u>r</u> iption	Alarm.Com Monitoring	Job Costin	g O	-	Available in Service
De <u>f</u> ault Rate	3.00	De <u>f</u> ault Co	st 0.00		III Service
Deferred Acct	_	🛯 Alt Desc <u>r</u> ipt	ion		
			Apply	<u>N</u> ew	Delete

The second invoice item will be used by the software to process Previously Funded transactions.

- Select the Item Type of OC
- Enter the Item Code of Returned Payment Z-Trans
- In the Account field, select the OCA G/L account setup on the prior page.
- Uncheck the Taxable, Available in Sales and Available in Service checkboxes.

😡 Item Edit -		
Item Type	OC 💌	☐ Inactive Account 149000 ☑ ☑ ☐ Taxable
	Other Charge	Returned Payment Z-Trans Available Category Admin G & A In Sales
I <u>t</u> em	Returned Payment Z-Trans	Administration G_A
Description	Returned Payment Z-Trans	Job Costing
De <u>f</u> ault Rate	0.00	Default Cost 0.00
		Apply New Delete

Bold Group | SedonaOffice – EFT Processing

Invoice Descriptions

Create one new Invoice Description record; enter as shown below. This will be used when processing EFT Refunds. You may create this new invoice description after upgrading to version 6, however we recommend this be done prior to the upgrade so you do not forget to do this later.

Invoice Description Edit			☐ Ina <u>c</u> tive
Invoice Description De <u>s</u> cription	EFT Refund		
Description	EFT Refund		
		<u>A</u> pply <u>N</u> e	w <u>D</u> elete

Post-Upgrade Requirements Setup Tables

Once your upgrade to SedonaOffice version 6 has been completed by a BoldGroup staff member, you will be able to finish the remaining setups in SedonaSetup.

EFT Setup

Once all existing EFT transactions have been submitted to Forte, and the new DEX credentials from Forte have been generated, setup for the new EFT processing can begin.

The following Payment Processing message will appear, click on the OK button to proceed.



Navigate to SedonaSetup and select EFT Setup from the listing on the left.

Sedona Setup		ACHNEFT Setup	
escription	Ares .		
Sedona Modules	OP	ACH Direct	
Custom Fields Setup (Vendor)	40	Transmitter Id	APILogn
Custom Fields Table1 (Vendor)	42	Password	Secure Key
Custom Fields Table2 (Vendor)	4.9	Cattword	Sector stat
Custom Fields Table3 (Vendor)	40	Merchant Id	
GL Account Defaults	4.0		Attn: As of June 1, 2010, AOH Deect will b
Setup Processing	40	Merchant Name	requiring all credit card submissions to be P Complaint. Please use the button below to
Shipping Methods	40	Batch Description	run the PCI Conciliance Updater before the
Tax Agency	40		If you do not, your transactions will fail on
Terms	AP	Enable Advanced Providers	submetion.
Vendor Types	40		
Vendors	40		Run PCI Compliance
Aging Buckets	AR-		
Alternate Company Addresses	AR		F PCI Does Not Apply
Sanks	48		
Check 21 Setup	4.9		
Credit Reason	AR		
EFT Credit Card Types	48		
EFT Setup	44	Posting	
GL Account Defaults	48	ACH Payment	* AVS Pwd
Invoice Descriptions	40	ACH Invoice Message	
Invisice Iterus	AR.	wold swore weersade	
Item Types	AR		
Late Fee Rules	44	Credit Card Payment	*
Setup Processing	AR .	Salar order shimmer	2
Statement Rules	AA	Credit Card Invoice	
Tax Groups	48	Message	
Tax Tables	40		
Terms	AR	Merchants	
Cancellation Profiles	CN	Transmitter Id Password	Merchant Id Merchant Name
Cancellation Tasks	CH		1000 (CONC)
Chain Accounts	CN		
Collection Statuses	CN		
Custom Fields Setup(Customer)	CN		
Custom Fields Setup(Site)	CN		
Custom Fields Setup(System)	CN .		New Apply

A message will box will be displayed informing the user that switching to the new EFT process is not reversible, and all new credentials should be in hand before moving forward. Click the Yes button to proceed.

	8	This will enable the use of new payment service providers such as IntegraPay and Forte WebServices v3. If you are switching from a previous provider, please make sure that you have the login credentials and configuration information required by the provider before enabling this option. Once this option has been enabled you cannot switch back to the legacy payment processing system. Do you wish to continue?
--	---	---

The new EFT Setup form will be displayed. Click the New button at the lower right of the form to begin entering information obtained from the DEX Portal. Each data entry field will be described on the following pages of this document.

Sedona Setup			ACHAEE	T Setup						
escription	Area	-	Auth	1 Setup						
Sedona Modules	OP	-	P	ETF Service						
Custom Fields Setup (Vendor)	AP			Settlement Proc	ess run	is at 11:30 p	m every day			
Custom Fields Table1 (Vendor)	AP						ns (Applies to all merch			
Custom Fields Table2 (Vendor)	AP			57.7 T	100309			50.000		
Custom Fields Table3 (Vendor)	AP			Authorize pri	ocessin	g of transact	ions using the live servic	20		
GL Account Defaults	AP		-	Merchants						
Setup Processing	AP		-	[In				I come trans	1
Shipping Methods	AP			Merchant Id	Prov		Access Id		Secure Key	
Tax Agency	AP			190283	Forte	S	63c7ce057e2f659dbf2c			
Terms	AP			228455	Forte		a21dea37f829063fffda	c29775f	11694dBa56a24fb1	
Vendor Types	AP									
Vendors	AP									
Aging Buckets	AR.									
Alternate Company Addresses	AR									
Banks	AR									
Check 21 Setup	AR.		- <u>26</u> 8	Processor						
Credit Reason	AR.			Merchant Id	1902	22				
EFT Credit Card Types	AR			Cloud to serve and	Trainer	0.0				
EFT Setup	AR		1.1	Provider API	Fort	e		F Use 1	Test Service	
GL Account Defaults	AR				and the second					
Invoice Descriptions	AR			Access Id	63c7c	e057e2f659db/	2d7917ca826efe	C Send	Branch Code	
Invoice Groups	AR.			Secure key	Foonte	74-7-03+9243	21F7588652967/F	0.000		
Invoice Items	AR				poor	THE READER FOR THE				
Item Types	AR.			Organization ID	33786	2				
Late Fee Rules	AR			osting						
Setup Processing	AR.					121		- 101		
Statement Rules	AR			ACH Payment		01		*		
Tax Groups	AR.			ACH Invoice Mess	808	For Please do	not pay this invoice. It will !	le automotio	ally charged to your back as	000
Tax Tables	AR.				192	**	tion had been accorded of some	- Annesidade	and a standard on Low span of	
Terms	AR.					1				
Cancellation Profiles	CM			Credit Card Paym	ent	Credit Card	5			
Cancellation Tasks	CM					Internet and the	not pay this invoice. It will			
Chain Accounts	CM			Credit Card Invoic	0	rease do	not pay ous invoice. It was	se aucomatic	any charged to your credit c	ard.
Collection Statuses	CM		1	Message		1				
Custom Fields Setup(Customer)	CM									
Custom Fields Setup(Site)										

- Automatically Submit Transactions When this option is selected, all credit card and bank transactions with a status of "Ready" and a hold date less than or equal to the current date will be submitted to Forte automatically at the preset times of 8:00 am, 12:00 pm and 5:00 pm local time.
- Authorize processing of transactions using the live service When this option is selected, all transactions will be submitted to the LIVE Forte Server. This box should not be selected if the user is working in the sandbox environment.
- **Use Test Service** When selecting this option, all transactions are submitted to the Forte Test Service. This should only be checked if you are in a Sandbox company.
- Send Branch Code Custom setting to submit branch code to Forte when processing transactions.

ACH\EFT Setup					
ETF Service Settlement P	rocess runs at 11:30) pm every day			
🔽 🔽 Automatic	Automatically Submit Transactions (Applies to all merchants)				
🔽 Authorize	Authorize processing of transactions using the live service				
Merchants					
Merchant Id	Provider	Access Id	Secure Key		
190283	Forte	63c7ce057e2f659dbf2c			
228455	Forte	a21dea37f828063fffda	c29775f 11694d8a56a;	24101	
👍 Processor —					
<u>M</u> erchant Id	190283				
Provider API	Forte	•	Use Test Service		
Access Id	63c7ce057e2f659	dbf2d7917ca826efe	Send Branch Code		
Secure key	9081f74c7c03e92	4321f75886529b7ff			
Organization II	337862				
🛷 Posting					
<u>A</u> CH Payment	EFT		-		
AC <u>H</u> Invoice M	essage **Please **	do not pay this invoice. It will l	be automatically charged to you	ır bank account.	
Credit Ca <u>r</u> d Pa	yment Credit C	ard	•		
Credit Card Inv Message	oice **Please	do not pay this invoice. It will l	be automatically charged to you	ur credit card, **	
Run PCI Compli	ance		New	/ Apply	

- In the Processor section, you will type in your credentials provided by Forte via the DEX Portal:
 - Merchant ID
 - Access ID
 - Secure Key
 - Organization ID
- Provider API Unless otherwise instructed by SedonaOffice staff, enter Forte in this field.

ACH\E	FT Setup					
<i>\$</i>						
		ocessing of transac	tions using the live serv	ice		
	Merchants —	1	1			
	Merchant Id	Provider	Access Id	12012	Secure Key	
	190283 228455	Forte Forte	63c7ce057e2f659dbf2 a21dea37f828063fffd		9081f74c7c03e924 11694d8a56a24fb1	
d.	Processor					
	Merchant Id	190283				
	Provider API	Forte	•	🗖 Use 1	Test Service	
	Access Id	63c7ce057e2f659dt	of2d7917ca826efe	🗆 Send	l Branch Code	
	Secure key	9081f74c7c03e9243	321f75886529b7ff			
	Organization ID	337862				
v	Posting					
	<u>A</u> CH Payment	EFT		•		
	AC <u>H</u> Invoice Mess	age **Please d **	o not pay this invoice. It wil	l be automatica	ally charged to your bank account.	
	Credit Ca <u>r</u> d Paym	ent Credit Car	d	•		
	Credit Card Invoic Message	e **Please d	o not pay this invoice. It wil	l be automatica	ally charged to your credit card. **	
	Run PCI Compliand	ce			<u>N</u> ew <u>Apply</u>	

The Posting area contains fields to enter information that will be used if a customer on auto-pay also wants a printed cycle invoice.

- ACH Payment If your company is accepting payments via bank draft, select EFT from the drop-down list. If your company is not accepting bank draft payments, skip this field and the next field, ACH Invoice Message.
- **ACH Invoice Message** If you selected EFT in the ACH Payment field, enter the text that will print on the customer's cycle invoice. An example is provided in the screen shot below.
- **Credit Card Payment** If your company is accepting payments via credit card, select Credit Card from the drop-down list. If your company is not accepting credit card payments, skip this field and the next field, Credit Card Invoice Message.
- **Credit Card Invoice Message** If you selected Credit Card in the Credit Card Payment field, enter the text that will print on the customer's cycle invoice. An example is provided in the screen shot below.

When finished filling in all fields on the EFT Setup form, click the Apply button at the lower right of the form. The Merchant setup information will be listed in the upper tier of this setup form. Click on the Merchant setup row in the upper tier to populate the fields in the lower section of the form.

ACH\EFT Setup			
	Gubmit Transactio	m every day ins (Applies to all merchants) tions using the live service	
190283	Provider Forte Forte	Access Id 63c7ce057e2f659dbf2d7917ca a21dea37f828063fffdac29775f	Secure Key 9081f74c7c03e924 11694d8a56a24fb1
Provider API Access Id Secure key	190283 Forte 63c7ce057e2f659db 9081f74c7c03e9243 337862	f2d7917ca826efe	Fest Service Branch Code
Posting <u>A</u> CH Payment AC <u>H</u> Invoice Message Credit Card Paymen Credit Card Invoice Message	nt Credit Card	o not pay this invoice. It will be automatica o not pay this invoice. It will be automatica	
Run PCI Compliance			<u>N</u> ew <u>Apply</u>

When finished filling in all fields on the EFT Setup form, click the Apply button at the lower right of the form. The Merchant setup information will be listed in the upper tier of this setup form. Click on the Merchant setup row in the upper tier to populate the fields in the lower section of the form.

The last step is to tokenize all bank accounts on file and to verify all credit cards on file are valid. Click on the Run PCI Compliance button located at the lower left of the EFT Setup form.

Note: Some SedonaOffice customers have received an error message when clicking on the Run PCI Compliance button. If you receive an error message, please contact SedonaOffice Support for assistance.

Depending on the number of credit cards and bank accounts in your database, this process may take several minutes – be patient. Once the PCI Compliance process has completed you will be able to begin processing EFT transactions in SedonaOffice.

If the PCI Compliance program found bank accounts or credit cards with invalid information, a list will appear with the problems. You will need to correct each invalid bank account or credit card in your SedonaOffice database. After all corrections have been completed, run the PCI Compliance program again.

ACH\EFT Setu	р					
🥜 ETF Se Settler		runs at 11:30 pr	n every day			
🔽 Aut	omatically Sul	bmit Transaction	ns (Applies to all merch	ants)		
🔽 Aut	horize proces	sing of transaction	ons using the live servic	:e		
📃 Mercha	nts					
Merch	nant Id 🛛 🛛 Pr	rovider	Access Id		Secure Key	
19028 22845		orte orte	63c7ce057e2f659dbf2c a21dea37f828063fffda		9081f74c7c03e924 11694d8a56a24fb1	
	or					
Merchar	nt Id 19	90283				
Provider		orte	•	🗆 Use T	est Service	
Acce	ess Id 63	3c7ce057e2f659dbf2	2d7917ca826efe	🗆 Send I	Branch Code	
Secu	ure key 🛛 🦻)81f74c7c03e92432	1f75886529b7ff	, oona	branch oodo	
Organiza	ation ID 33	37862				
✓ Posting –	,					
	ment	EFT		-		
	oice Message		not pay this invoice.It will l	be automatica	lly charged to your ban	k account.
Credit C	Credit Card Payment Credit Card					
Credit C. Message	ard Invoice 9	**Please do	not pay this invoice.It will l	be automatica	lly charged to your crea	dit card. **
Run PCI	Compliance	\mathbb{D}			New	Apply

Important Sandbox Database Note

After creating or refreshing a sandbox company in SedonaOffice 6.1+, users must navigate to the EFT Setup form to set the configuration to Use Test Service.

- Uncheck Automatically Submit Transactions
- Uncheck Authorize processing of transactions using live service
- Check the Use Test Service checkbox

ACH\EFT Setup			
		pm every day ions (Applies to all merchants) ctions using the live service	
Merchant Id	Provider	Access Id	Secure Key
190283 228455	Forte Forte	63c7ce057e2f659dbf2d7917ca a21dea37f828063fffdac29775f	9081f74c7c03e924 11694d8a56a24fb1
l 🔒 Processor —			
<u>M</u> erchant Id	190283		
Provider API	Forte	Jse T	'est Service
Access Id	63c7ce057e2f659d	lbf2d7917ca826efe 🛛 🗖 Send	Branch Code
Secure key	9081f74c7c03e924	321f75886529b7ff	
Organization ID	337862		
🛷 Posting			
<u>A</u> CH Payment	EFT	•	
AC <u>H</u> Invoice Mess	sage **Please o **	do not pay this invoice. It will be automatica	ally charged to your bank account.
Credit Ca <u>r</u> d Paym	ient Credit Ca	rd 💌	
Credit Card Invoid Message	e **Please o	do not pay this invoice. It will be automatica	ally charged to your credit card. **
Run PCI Complian	ce		<u>N</u> ew <u>Apply</u>

Branches

Each Merchant ID must be associated with one or more branches. Each branch must have a Merchant ID associated with it. Only one Merchant ID may be associated with a single branch.

Click on a Branch in the upper tier of the form, then in the lower tier, in the Merchant ID field, make the appropriate select from the drop-down list. When finished, click the Apply button to save. Repeat the same process for each of your branches.

Note: The token issued by Forte will always be associated with the merchant id under which it was created. For this reason, users may not change the branch on a customer to one which is associated with a different merchant id. If a customer needs to be changed to a branch associated with a different merchant id, a token conversion must be done by Forte and the assigned merchant id must be updated in your SedonaOffice database by a BoldGroup data support specialist.

Branch	es						
	Branches —						
	Branch	Description	Alternate Address		GL Code	Inactive	
	мі он	Michigan Ohio	SedonaSecurity 45185 J SedonaSecurity 547 Wa	•		N N	
	<u>I</u> nclude Inac	tive					
	Branch Edit —						In <u>a</u> ctive
1	<u>B</u> ranch	MI		Invoice Addres	s 1		-
	D <u>e</u> scription GL Code	Michigan	/		SedonaSec 45185 Joy F Canton, MI	Road	
	Merchant Id	123457		<u>E</u> mail Templat	e Invoice Te	emplate	•
					naSecurity		
					naemail@Se	donaSecur	ity com
						uonasecui	ity.com
				A	ply <u>N</u> e	ew [<u>elete</u>

Setup Processing for AR

In the EFT Returned Payment Invoice Item field, select the Returned Payment Z-Trans invoice item that was created on the previous page. This invoice item is used by the software for processing Previously Funded transactions.

Setup Processing	
Image: Numbering Auto Invoice Image: Next Invoice Next Invoice 639450	Auto Job Number 🔽 Next Job Number 2349
Auto Customer 🔽 Next Customer 🛛 48468	Require System Account 🛛 🗖 Require Unique System 🗖 Account Company Wide
🔛 Invoicing and Credits	
Cycle Beginning Day	Print Customer Number on Invoices and
 First Day of Month 	Statements
C Day of Service Start	Allow Printed Invoices to be Edited
EFT Returned Payment Invoice Item	Enter Separate Posting Date for Invoices and Credits
Returned Payment Z-Th	Allow direct invoicing to Master Account
	Use Credit Request Processing
	🔽 Require Credit Reason on Credit Memos

Designed Functionality

Understanding the EFT Process

SedonaOffice is integrated with Forte (a third-party payment processor) for processing of credit card and ACH transactions for customers in the United States and Canada. SedonaOffice customers must have a merchant id issued from Forte to process transactions through SedonaOffice.

Forte provides real-time settlement services for both credit cards and customer bank accounts. Using the fully integrated features within SedonaOffice, processing and collecting bank and credit card transactions is simple, fast and accurate. With SedonaOffice and Forte, generating payment transactions for both recurring and one-time payments, settling the transactions, receiving the payment in your bank account, and posting the transaction to your customers account is seamless and built into the SedonaOffice application.

SedonaOffice provides several options for generating an EFT payment with the use of a customer credit card or customer bank account.

- **Cycle invoices** If a customer credit card or bank account is flagged to use for recurring transactions, when a cycle invoice batch is posted, a transaction will automatically be added to the EFT Processing list.
- **Single or multiple non-cycle invoices** A user may open a single invoice and tag a credit card or bank account on file for the customer to process the payment.
- Automatic payment that will post to the customer's unapplied cash
- Automatic payment for a job deposit

On the next page is a flow chart showing how EFT transactions move through the entire process.

EFT Processing Flowchart



Understanding the EFT Processing Form

User permissions are required for access to the EFT Processing form. Refer to the User Group Permission topic earlier in this document for details. To open this form, from the main application menu, expand the Accounts Receivable module menu, and then select the EFT Processing option.

The EFT Processing form was designed to serve multiple purposes:

- Viewing transactions at their various statuses in the process
- Manually submitting transactions
- Voiding transactions
- Entering new EFT transactions
- Exporting a list of transactions to excel
- Viewing customer disputes and the ability to upload documents related to a specific disputed transaction
- Viewing automated transaction logs

The EFT Processing form is composed of three main components, the header section, the grid section, and the footer section. Each of these sections are explained on the following pages.

	nent Processing -	- SedonaSecurity - Fort	e								_ 0
Tools											
Filters	;					_Information			Custon	ner Actions	
Merch	ant 19028	3			•	Total Count	12		-	Payment	Mathode
Proce	s Date 02/26/	12021		Header		Selected Count	0			raymone	1001000
		2021		Tieddel					2007	New Tra	nsaction
Branc	n				•	Total Amount	\$10,335.28				
			Bank 💿 🛛 🔿 Credit Ca	rd		Selected Amount	\$0.00			Disp	/tes
Show	wing transact	ions for 190283	- TEST/PERENNIALS							Clear Gri	d Filters
Read	/ Approved Se	ettled Rejected Voi	ded Refunded Previously Funde	d Orphaned							
	Branch	Customer Number	Name	Description	Payment Type	A	mount	Process (Date	Payme	ent Method
	A	A		A	=	=		=		=	
	Release Testi	37373	Abbott, Brandy	CYCLE INVOICE	Invoice 632705		\$1026.77	02/22/2021		BAN	K 3456
	Michigan	47946	Andrews, Julie	CYCLE INVOICE	Invoice 638869		\$816.20	02/22/2021		BAN	6321
	Release Testi	12720	Kirk, Kyra	CYCLE INVOICE	Invoice 627392		\$453.97	02/22/2021		BAN	3145
	Release Testi	133	Oldfield, Jamie	CYCLE INVOICE	Invoice 627436		\$2578.94	02/22/2021		BAN	4654
	Michigan	24112	Jackson-Hewitt 2045	C'/C' = " - 10105	Invoice 628961		\$350.96	02/22/2021		BAN	6789
	Release Testi	25400	Chase, Margaret	c Grid	Invoice 629337		\$275.00	02/22/2021		BAN	4567
	Michigan	257	CC, Cameron	c	Invoice 629422		\$412.91	02/22/2021		BAN	K 1656
	Michigan	262	Fryer, Andrea	CYCLE INVOICE	Invoice 629586		\$1044.35	02/22/2021		BAN	3456
	Michigan	266	Art Van Pure Sleep	CYCLE INVOICE	Invoice 629650		\$641.55	02/22/2021		BAN	9613
	Release Testi	27751	Chicken Coop (Storage) Upper	CYCLE INVOICE	Invoice 629830		\$1976.06	02/22/2021		BAN	K 3456
	Release Testi	29488	Glass, Kendal	CYCLE INVOICE	Invoice 630437		\$733.57	02/22/2021		BAN	K 1111
	Michigan	313	Jesslynn Brown	CYCLE INVOICE	Invoice 630994		\$25.00	02/22/2021		BAN	K 1234

Header Section

The Header section contains three main areas:

- Filters
- Information [Transaction summary]
- Customer Actions (by your company)

Many of the options in the header section work in tandem with the Grid section of the EFT Processing form.

Each item in this section will be described below and on the following pages.

S Payment Pro	cessing - SedonaSecurity - Forte			_ _ X
<u>I</u> ools E	_			
Filters	A	Information	_ C	
Merchant	190283	Total Count	12	🔁 🛛 Payment Methods
Process Date	02/26/2021	Selected Count	0	
Branch	B	Total Amount	\$10,335.28	
	Bank 💿 🌄 C Credit Card	Selected Amount	\$0.00	Disputes

- A. **Filters** There are three fields in the Filters section: Merchant (Merchant ID), Process Date, and Branch. Each of the filters is described below.
 - <u>Merchant</u> When the EFT Processing form is initially displayed, the lowest number of your company's Merchant ID's is displayed in this field. The selection in this field controls which transactions are displayed in the grid section of the EFT Processing form. If your company is operating with multiple merchant accounts, you will need to make a selection in this field to see the transactions in the grid section, which are related to a specific Merchant ID.
 - <u>Process Date</u> This filter field will default to today's date. This option controls which transactions are displayed in the grid section of the EFT Processing form. Within the grid section, if you click on the Ready tab, only the transactions that have not yet been submitted with a date on or prior to the date entered into this field will be listed in the grid. You may enter a date in the future into this field to see transactions that will be submitted beyond today's date.
 - <u>Branch</u> This option controls which transactions are displayed in the grid section of the EFT Processing form. If your company is operating under multiple branches, and you only want to see the transactions for one particular branch, you may make a selection from the drop-down list. If you do not make a branch selection, then all transactions for all branches for the Merchant ID will be displayed in the grid section.

- B. **Payment Type** This option controls which transactions are displayed in the grid section of the EFT Processing form. You may select either bank or credit card type transactions.
- C. **Information** (related to transactions shown in the grid section) When clicking on any tab within the grid section, the totals with be displayed in this area.

In the example below, we are on the Ready tab, and in the Filters area, we selected transactions with a process date of 02/26/2021 for bank type transactions. The summary information shows us there are a total of 12 transactions with a total amount of \$10,335.28 waiting to be submitted to Forte for funding.

anc hov	ant 1902s ss Date 02/26, n wing transact	(2021)	Bank 6 C Credit Can - TEST/PERENNIALS	-	• Ta	formation otal Count 12 elected Count 0 otal Amount \$10,33 elected Amount \$0.00	<u>-</u>	New Transaction
each	Approved S Branch	ettled Rejected Vo Customer Number	ided Refunded Previously Fund	Description	Payment Type	Amount	Process Date	Payment Methor
_		A line line line line line line line line	A.	Δ	_	_	_	_
1	🕰 Release Test	A 37373	Abbott, Brandy	CYCLE INVOICE	= Invoice 632705	- \$1026	-	BANK 3456
_	-			(=)		\$1026		
1	Release Test	37373 47946	Abbott, Brandy	CYCLE INVOICE	Invoice 632705	\$1026 \$816	5.77 02/22/2021	BANK 3456
]	Release Test Michigan	37373 47946 12720	Abbott, Brandy Andrews, Julie	CYCLE INVOICE CYCLE INVOICE	Invoice 632705 Invoice 638869	\$1020 \$816 \$453	5.77 02/22/2021 5.20 02/22/2021	BANK 3456 BANK 6321
3	Release Test Michigan Release Test	37373 47946 12720	Abbott, Brandy Andrews, Julie Kirk, Kyra	CYCLE INVOICE CYCLE INVOICE CYCLE INVOICE	Invoice 632705 Invoice 638869 Invoice 627392	\$1026 \$816 \$453 \$2576	5.77 02/22/2021 5.20 02/22/2021 3.97 02/22/2021	BANK 3456 BANK 6321 BANK 3145
3	Release Test Michigan Release Test Release Test	37373 47946 12720 133 24112	Abbott, Brandy Andrews, Julie Kirk, Kyra Oldfield, Jamie	CYCLE INVOICE CYCLE INVOICE CYCLE INVOICE CYCLE INVOICE	Invoice 632705 Invoice 638869 Invoice 627392 Invoice 627436	\$1020 \$816 \$453 \$2576 \$350	5.77 02/22/2021 5.20 02/22/2021 3.97 02/22/2021 3.94 02/22/2021	BANK 3456 BANK 6321 BANK 3145 BANK 4654
_	Release Test Michigan Release Test Release Test Michigan	37373 47946 12720 133 24112	Abbott, Brandy Andrews, Julie Kirk, Kyra Oldfield, Jamie Jackson-Hewitt 2045	CYCLE INVOICE CYCLE INVOICE CYCLE INVOICE CYCLE INVOICE CYCLE INVOICE	Invoice 632705 Invoice 638869 Invoice 627392 Invoice 627436 Invoice 628961	\$1026 \$816 \$453 \$2576 \$350 \$350	5.77 02/22/2021 5.20 02/22/2021 3.97 02/22/2021 3.94 02/22/2021 0.96 02/22/2021	ВАЛИК 3456 ВАЛИК 6321 ВАЛИК 3145 ВАЛИК 4654 ВАЛИК 6789
	Release Test Michigan Release Test Release Test Michigan Release Test	37373 47946 12720 133 24112 25400	Abbott, Brandy Andrews, Julie Kirk, Kyra Oldfield, Jamie Jackson-Hewitt 2045 Chase, Margaret	CYCLE INVOICE CYCLE INVOICE CYCLE INVOICE CYCLE INVOICE CYCLE INVOICE CYCLE INVOICE	Invoice 632705 Invoice 638899 Invoice 627392 Invoice 627436 Invoice 628961 Invoice 629337	\$1026 \$816 \$453 \$2576 \$350 \$275 \$412	5.77 02/22/2021 5.20 02/22/2021 3.97 02/22/2021 3.94 02/22/2021 0.96 02/22/2021 6.00 02/22/2021	ВАНК ВАНК 6321 ВАНК 3145 ВАНК 4654 ВАНК 6789 ВАНК 4567
3	Release Test Michigan Release Test Release Test Michigan Release Test	37373 47946 12720 133 24112 25400 257	Abbott, Brandy Andrews, Julie Kirk, Kyra Oldfield, Jamie Jackson-Hewitt 2045 Chase, Margaret CC, Cameron	CYCLE INVOICE CYCLE INVOICE CYCLE INVOICE CYCLE INVOICE CYCLE INVOICE CYCLE INVOICE CYCLE INVOICE	Invoice 632705 Invoice 638869 Invoice 627392 Invoice 627392 Invoice 627436 Invoice 628961 Invoice 629337 Invoice 629422	\$1026 \$816 \$453 \$2576 \$350 \$275 \$412 \$1044	5.77 02/22/2021 5.20 02/22/2021 3.97 02/22/2021 3.94 02/22/2021 5.00 02/22/2021 5.00 02/22/2021 5.00 02/22/2021 5.00 02/22/2021 5.91 02/22/2021	BANK 3456 BANK 6321 BANK 3145 BANK 3145 BANK 4654 BANK 6789 BANK 4567 BANK 1656

D. Customer Actions – In this area, Users may create a new payment method for a customer, enter a new transaction for a customer or review a dispute by a customer by selecting the appropriate option in this section of the Payment Processing form. Users will be asked to select the customer for whom they want to add a new payment method or enter a new transaction from the Customer Search form. Please review the section "Payment Methods" within this reference guide for details on adding a credit card or bank draft to a customer. Please review the section on "Creating Individual Transactions" as well for specifics on using the New Transaction button. Please review the section "Handling Disputes" for information on the Disputes button.

E. **Tools** – When clicking on the Tools tab, there are three possible options available: View Service Log, View Card Update Log, and Export to Excel. Each of these options is explained below.

Tools View Serv View Card Export To Process Date Branch Showing to	Update Log Excel U2/26/2021	curity - Forte Bank @ 190283 - TEST/P ected Voided Refun	ERENNIALS		
Br	anch Custome	r Number	Name	D	escription
A				Δ	
🔲 Releas	e Test 37373	Abbott, Bra	andy	CYCLE INVOICE	
🗖 Michig	an 47946	Andrews, .	Julie	CYCLE INVOICE	
D. Polese	- Tost., 12720	Kirk, Kyra		CYCLE INVOICE	
		Oldfield			

• <u>View Service Log</u> – This option is available for users to review the EFT Service Log which lists dates and times of EFT activity. At the lower left of this listing is a checkbox labeled "Show Errors Only". If you only want to view transaction errors select this option.

S SedonaEFT Service Log			
Created On	Error	Details	-
01/27/2021 09:21 AM		SedonaEFT Service stopped at 01/27/21 9:21:31 on GARRYNEWPC.	
01/27/2021 09:09 AM		Running Card Update services processDONE.	
01/27/2021 09:09 AM		Running Card Update services process	
01/27/2021 09:09 AM		Finished Transactions Settlement Process for Forte at 01/27/2021 09:09 AM.	
01/27/2021 09:08 AM		Processing settlements from 1/13/2021 11:42:26 AM to 1/27/2021 8:33:27 AM.	
01/27/2021 08:38 AM		Processing settlements from 1/13/2021 9:42:26 AM to 1/27/2021 8:33:27 AM.	
01/27/2021 08:33 AM		Processing settlements from 1/13/2021 7:42:26 AM to 1/27/2021 8:33:27 AM.	
01/27/2021 08:33 AM		Starting settlement process from 1/13/2021 7:42:26 AM to 1/27/2021 8:33:27 AM.	
01/27/2021 08:33 AM		Starting Transactions Settlement Process for Forte at 01/27/2021 08:33 AM.	
01/27/2021 08:13 AM		Settlement auto process schedule 23:30:00.	
01/27/2021 08:13 AM		Submission auto process schedule 08:00:00, 12:00:00 and 17:00:00.	
01/27/2021 08:13 AM		SedonaEFT Service started at 01/27/21 8:13:40 on GARRYNEWPC.	
01/27/2021 07:43 AM		SedonaEFT Service stopped at 01/27/21 7:43:51 on GARRYNEWPC.	
01/27/2021 07:43 AM		Running Card Update services processDONE.	
01/27/2021 07:43 AM		Running Card Update services process	
01/27/2021 07:43 AM		Finished Transactions Settlement Process for Forte at 01/27/2021 07:43 AM.	
01/27/2021 07:42 AM	П	Processing settlements from 11/17/2020 11:51:09 AM to 1/27/2021 7:42:26 AM.	

 <u>View Card Update Log</u> – This option will only be displayed if you have subscribed for the Automatic Credit Card update service offered by Forte. You may select a date range to see which customer credit cards have been updated with new expiration dates. If you would like to export this information to excel, click the Export button located at the bottom of the form.

S Card Update Service	e Log			
Filter				
From 11/01/2	2020	•		
Thru 03/01/	2021	•		
Created On	Customer Number	Customer Name	Details	Token
=	Δ			
			Export	Close

• <u>Export to Excel</u> – Any EFT activity from any of the tabs within the grid area may be exported to Excel.

In the example below, we are on the Rejected tab within the grid, and we want to export a list of all rejected credit card transactions.

S Pay	ment Proce	essing - Sedona	Security - Forte											-	
Tools															
Filter	s								Informat	tion			Cust	tomer Actions	
Merci	nant [190283						•	Total Co	unt 12			1	Payment Methods	
Proce	ss Date	02/26/2021						•	Selected	Count 0			-		
Brand	h [•	Total Amount \$566.64				New Transaction		
Bank C Credit Card Show Hidden Selected Amount \$0.00											Disputes				
Showing transactions for 190283 - TEST/PERENNIALS											Clear Grid Filters	1			
Ready Approved Settled Rejected) voided Refunded Previously Funded Orphaned															
	Branch	Customer N	Name	Description	Payment Type	Amount	Response Code	M	essage	Submitted	Payme	nt Metho	Tr	ansaction Reference	
	A	A	A	A	=	=	A	A		=	-		A		
	Michigan	34005	A. Demello Gem L	CYCLE INVOICE	Invoice 611885	\$54.17		Respo	nse Typ	10/05/2020		6293			
	Michigan	34005	A. Demello Gem L	CYCLE INVOICE	Invoice 595326	\$81.24		Respo	nse Typ	10/05/2020	-	6293			
	Michigan	34005	A. Demello Gem L	CYCLE INVOICE	Invoice 585626	\$27.08		Respo	nse Typ	10/05/2020	-	6293			
	Michigan	34005	A. Demello Gem L	CYCLE INVOICE	Invoice 578058	\$27.08		Respo	nse Typ	10/05/2020	-	6293			
	Michigan	292	Mellissa Robinson	INVALID MERCHANT	Unapplied Cash	\$19.54	U54	INVAL	ID MER	10/05/2020	VISI	1111			
	Michigan	292	Mellissa Robinson	DECLINED TRANSACTION	Unapplied Cash	\$19.80	U80	PREAU	TH DEC	10/05/2020	VISA	1111			
	Michigan	34005	A. Demello Gem L	CYCLE INVOICE	Invoice 560640	\$27.08		Respo	nse Typ	10/05/2020	-	6293			
	Michigan	34005	A. Demello Gem L	CYCLE INVOICE	Invoice 551943	\$216.65		Respo	nse Typ	10/05/2020	-	6293			
	Michigan	34005	A. Demello Gem L	CYCLE INVOICE	Invoice 540799	\$54.17		Respo	nse Typ	10/05/2020	-	6293			
	Releas	10001	We're Associates	TEST OF REJECT	Unapplied Cash	\$19.83	U83	AUTH	DECLINE	10/05/2020	VISI	1111			
•															Þ
													-	1 to 10 of 12	-

Grid Section

The Grid section contains several tabs related to the current "status" of your EFT transactions. Depending on which Filters (see Header Section / Filters) are selected, the information displayed on each tab of the grid will vary. Each of these grid tabs will be explained on the following pages.

Below is a simple flow chart of how a transaction is automatically moved through the grid tabs, assuming the transaction was approved and settled by Forte.



Sorting Transactions in the Grid Section

Within the grid section, you may click on any of the column titles to re-sort the information displayed.

S Pav	ment Process	ing - SedonaSecurity	- Forte						
Tools		ing second second	TORC						
Filter	s					_Information		Customer	Actions
Merch	_	90283			•	Total Count	66	🖶 Pa	ayment Methods
Proce	ss Date 03	/28/2021			•	Selected Count	0		,
Branc	h [•	Total Amount	\$107,017.28	ew Transaction	
	1	Bank	C © Credit Card			Selected Amount	\$0.00	•	Disputes
Sho	wing trans	actions for 1902	283 - TEST/PERENNIA	LS				Ø 0	lear Grid Filters
Read	Approved	Settled Rejected	Voided Refunded Previo	usly Funded Orphaned					
	Branch	Customer Numb	Name	Description	F	Payment Type	Amount	Process Date	Payment Method
	A	A	A	A	=		=	=	=
	Michigan	194	Ashley, Victoria	CYCLE INVOICE	Invoice	628091	\$420.40	03/20/2021	W54 8291
	Michigan	292	Mellissa Robinson	CYCLE INVOICE	Invoice	630339	\$1663.00	03/17/2021	V/SA 1111
	Michigan	2133	Wiley, Keaton	CYCLE INVOICE	Invoice	628350	\$218.79	03/11/2021	9324
	Release Te.	11076	Detroit Dept of Education	AUTO NON-RECURRING	Invoice	639381	\$2278.79	03/04/2021	1117
	Release Te.	27751	Chicken Coop (Storage)	AUTO NON-RECURRING	Invoice	546764	\$1.00	03/04/2021	E 0010
	Ohio	47534	Allison, Luke	AUTO NON-RECURRING	Invoice	639423	\$70.36	03/04/2021	V/5A 1111
	Michigan	105	Ashley, Victoria	AUTO NON-RECURRING	Invoice	623097	\$1043.29	03/04/2021	5 4444
	Release Te.	11351	Johns, Lydia	AUTO NON-RECURRING	Invoice	546734	\$7.76	03/04/2021	VISA 1111
-			al				±0.00		

- A. <u>Ready</u> EFT transactions are automatically added to the Ready tab when:
 - Cycle invoices are posted for customers on auto-pay.
 - Transaction is created by a user for payment of one or more invoices.
 - Transaction is created by a user for a job deposit.
 - Transaction is created by a user for unapplied cash.
 - Transaction is created by a user to be applied to a miscellaneous G/L account.

Each transaction listed in the ready tab is assigned a process date. For cycle invoices, the process date, is either the hold date entered when a credit card or customer bank is entered or the EFT Hold date entered on the cycle invoice posting form. For manually added transactions by users, this date is entered when creating the EFT.

If your company has opted to automatically submit transactions at the three pre-defined times during the day [on the EFT Setup form in SedonaSetup], transactions will automatically be submitted to Forte for funding. You may also manually submit transactions to Forte at any time, by checking the box to the left of each transaction you want to submit now, then click on the Submit button located at the lower left in the footer area of the EFT Processing form.

As transactions are submitted, either automatically or manually, they will automatically move to either the Approved tab or the Rejected tab.

Tools		SedonaSecurity - Fort	e					
-ilter						_Information	Cuch	omer Actions
					•			omer actions
vierch	iant 19020	5				Total Count 12		Payment Methods
roce	ss Date 02/26/	2021			•	Selected Count 0		New Transaction
rand	h				•	Total Amount \$10,335.2		New Transaction
	1		Bank 💿 🔿 Credit Ca	rd	_	Selected Amount \$0.00	9	Disputes
_								
А	ving B Isac	C s for 1 028	F F	Н				Clear Grid Filters
Read	/ Approved Se	ettled Rejected Void	ded Refunded Previously Funde	d Orphaned				
	Branch	Customer Number	Name	Description	Payment Type	e Amount	Process Date	Payment Method
	A	A	A	A	=	=	=	=
	Release Testi	37373	Abbott, Brandy	CYCLE INVOICE	Invoice 632705	\$1026.7	7 02/22/2021	BANK 3456
	Michigan	47946	Andrews, Julie	CYCLE INVOICE	Invoice 638869	\$816.2	02/22/2021	BANK 6321
	Release Testi	12720	Kirk, Kyra	CYCLE INVOICE	Invoice 627392	\$453.9	7 02/22/2021	BANK 3145
	Release Testi	133	Oldfield, Jamie	CYCLE INVOICE	Invoice 627436	\$2578.9	4 02/22/2021	BANK 4654
	Michigan	24112	Jackson-Hewitt 2045	C''	Invoice 628961	\$350.9	5 02/22/2021	BANK 6789
	Release Testi	25400	Chase, Margaret	c Grid	Invoice 629337	\$275.0	02/22/2021	BANK 4567
	Michigan	257	CC, Cameron	c	Invoice 629422	\$412.9	1 02/22/2021	BANK 1656
	Michigan	262	Fryer, Andrea	CYCLE INVOICE	Invoice 629586	\$1044.3	5 02/22/2021	BANK 3456
	Michigan	266	Art Van Pure Sleep	CYCLE INVOICE	Invoice 629650	\$641.5	5 02/22/2021	BANK 9613
	Release Testi	27751	Chicken Coop (Storage) Upper	CYCLE INVOICE	Invoice 629830	\$1976.0	5 02/22/2021	BANK 3456
	Release Testi	29488	Glass, Kendal	CYCLE INVOICE	Invoice 630437	\$733.5	7 02/22/2021	BANK 1111
	Michigan	313	Jesslynn Brown	CYCLE INVOICE	Invoice 630994	\$25.0	02/22/2021	BANK 1234

B. <u>Approved</u> – Once EFT transactions are submitted to Forte, they will move to the Approved tab or the Rejected tab if declined by Forte.

s Pay	ment Proc	essing - SedonaSec	curity - Forte							
Tools	;									
Filter	s						r	Informatio	in	
Merc	hant	190283					- 1	Total Count		216
Proce	ss Date 02/26/2021									0
Bran	:h						•	Total Amo	unt	\$65,894
			Bank C	Credit Card			s	Selected A	mount	\$0.00
Sho	wing tra	insactions for	190283 - TEST/PE	RENNIALS						1
Read	Approv	ed Settled Reje	ected Voided Refunda	ed Previously Funded Orph	aned					
	Branch			Description	Payment Type	Amount	Submitte	ed Pay	ment Mei	th
	A				=	=	=	-		A
	Michigan	48454	Jim Bob	INVOICE 626967	Misc GL: 100202	\$0.50	02/22/2021	. [//SA 1111	4b3c9
	Michigan	48454	Jim Bob	INVOICE 639396	Invoice 639396	\$5.83	02/22/2021		//SA 1111	d6fa3
	Michigan	48454	Jim Bob	INVOICE 626967	Unapplied Cash	\$1.00	02/22/2021	. [<mark>//54</mark> 1111	41bbj
	Michigan	48454	Jim Bob	BILL	Invoice 626987	\$66.33	02/22/2021	. [//SA 1111	13f7
	Michigan	13-0	Sub Franchise A	INVOICE 626990	Invoice 626990	\$100.00	02/22/2021	. [//SA 1111	afbc
				NUMBER COCOCC	Investor COCOOE	£110 E0	02/15/2021	5	//SA 0004	123c
	Ohio	48371	Smokey Treats BBQ	INVOICE 626895	Invoice 626895		02/13/2021	· 날	0004	12300

Once a transaction moves to the Approved tab, the EFT Processing program will automatically create a payment batch in SedonaOffice Payment Processing.

If a transaction is approved by Forte, customer invoices are marked as paid with each transaction added to the payment batch.

Credit card transactions will appear in a payment batch and the description assigned to the batch field begins with the Merchant ID, followed by an underscore (_), followed by CC, followed by the 4-digit year, two-digit month, and 2-digit day (e.g. 190283_CC20210125 would be the credit card file for 01/25/21). Visa, MasterCard, and Discover cards will be contained in one payment batch. A separate payment batch is created for American Express transactions. The batch description format for American Express transactions is the Merchant ID, followed by an underscore (_), followed by AMER, followed by the 4-digit year, two-digit month, and 2-digit day.

Customer bank transactions will appear in a payment batch and the description field begins with the Merchant ID, followed by an underscore (_), followed by ACH, followed by the 4-digit year, two-digit month, and 2-digit day (e.g. 190283_ACH20210201 would be the customer bank file for 02/01/21).

Both credit card and customer bank Refund transactions will appear in a payment batch and will have the same basic description formatting as mentioned above, except the batch description will begin with an R.

If you company is operating under one Merchant ID, it is possible for one given date, the system would create up to six separate payment batches:

- Visa, Master Card and Discover transactions
- American Express transactions
- Customer Bank transactions
- Visa, Master Card and Discover Refunds
- American Express Refunds
- Customer Bank Refunds

		batches that are ready to deposit osited <u>B</u> atches				🔽 Date R	ange Erom Date ∐hru Date	2/1/2021 3/2/2021		
Ready	Date	Description	Qty	Tape Total	Entered Total	Balance	Deposit Date	Check 21	Created By	Created On
	2/1/2021	190283_ACH20210201	1	25.00	25.00	0.00	**Undeposited**	N	SedonaEFT	2/1/2021 4:40
	2/11/2021	190283_ACH20210211	2	22.50	22.50	0.00	**Undeposited**	N	RENEES	2/11/2021 3:4
	2/22/2021	190283_ACH20210222	1	1916.33	1916.33	0.00	**Undeposited**	N	Administrator	2/22/2021 2:2
	2/5/2021	190283_CC20210205	2	355.93	355.93	0.00	**Undeposited**	N	RENEES	2/5/2021 2:1
	2/9/2021	190283_CC20210209	2	99.70	99.70	0.00	**Undeposited**	N	SedonaEFT	2/9/2021 10:2
	2/10/2021	190283_CC20210210	1	293.01	293.01	0.00	**Undeposited**	N	SedonaEFT	2/10/2021 8:4
	2/15/2021	190283_CC20210215	2	289.03	289.03	0.00	**Undeposited**	N	RENEES	2/15/2021 3:5
	2/22/2021	190283_CC20210222	5	173.66	173.66	0.00	**Undeposited**	N	Administrator	2/22/2021 11
	3/2/2021	190283_CC20210302	1	123.45	123.45	0.00	**Undeposited**	N	Administrator	3/2/2021 9:34
	1/28/2021	R190283_CC20210128	1	-25.00	-25.00	0.00	**Undeposited**	N	Administrator	1/28/2021 4::
	1/27/2021	R190283_ACH20210127	1	-34.50	-34.50	0.00	**Undeposited**	N	Administrator	1/27/2021 8:2
	1/26/2021	R190283_ACH20210126	1	-75.00	-75.00	0.00	**Undeposited**	N	Administrator	1/26/2021 2:0
	1/25/2021	R190283_ACH20210125	1	-25.00	-25.00	0.00	**Undeposited**	N	Administrator	1/25/2021 2:2
	2/11/2021	228455_CC20210211	1	35.50	35.50	0.00	**Undeposited**	N	RENEES	2/11/2021 3:0
	2/12/2021	228455_CC20210212	1	1688.44	1688.44	0.00	**Undeposited**	N	RENEES	2/12/2021 2::
•	2/7/2020	228455_AMER20200207	1	14.55	14.55	0.00	**Undeposited**	N	SedonaPayme	2/7/2020 10:5
•										•
Total Entered: 9,336.23 Enter Payments										rents

C. <u>Settled</u> – Forte will begin the Settlement process each night at 11:30 pm (local time). Each transaction that has settled (funds were received by Forte) will move from the Approved tab to the Settled tab.

Credit card transactions will settle within 24-48 hours. Credit card refunds take 5-7 business days. Customer Bank transactions settle within 3-5 business days.

🜀 Payı	nent Proc	essing - SedonaSecuri	ty - Forte						
<u>T</u> ools									,
Filters	3]	_Information		
Merch	ant	190283				•	Total Count	715	
Proce	ss Date	02/26/2021				•	Selected Count	10	_ /
Branc	h					•	Total Amount	\$353,631.26	1
			Bank C	Oredit Card	I	Show Hidden	Selected Amount	\$3,027.82	
Show Ready	,		0283 - TEST/PEREN nd Voided Refunded F	NIALS Previously Funded Orphaned					
	Branc	h Customer Num	Name	Description	Payment Type	Amount	Settled	Payment Metho	
	A	A	A	≠ Auto non-recurring	=	=	=	=	
	Release	T 10001	We're Associates	INVOICE 547046	Invoice 547046	\$108.00	01/14/2020	VISA 1111	65d2
	Webinar	10009	Glenn, Hunter	CYCLE INVOICE	Invoice 547049	\$536.8	7 01/14/2020	4444	5f3
	Webinar	10045	Farm Tek	CYCLE INVOICE	Invoice 547050	\$814.24	4 01/14/2020	0011	052
	Webinar	10009	Glenn, Hunter	CYCLE INVOICE	Invoice 547051	\$231.2	3 01/14/2020	5 4444	562.
-			T−k	CYCLE INVOICE			5 01/14/2020	0011	9000

<u>Rejected</u> – When a transaction has been declined by Forte, it will appear under the Rejected tab. The Response Code and its meaning will be displayed in the body of the grid.
 Rejected transactions are not added to a payment batch. For a definition of the Response Code, click on the Response Codes button in the footer area of the EFT Processing form.

Note: Not all of the possible response codes are listed; these are just the most common we have encountered. If the response code listed in the grid area for the rejected transaction in not in the list, login to Forte to find the definition of the response code.

Filter	·								Information				omer Actions	
Merchant		190283							Total Count 54			8	Payment Method	s
Process Date Branch		02/26/2021								Selected Count 0 Total Amount \$6,642.42				
													New Transaction	
		Bank C O Credit Card 🗹 Show Hidden							Selected Amount \$0.00			-	Disputes	
				ST/PERENNIALS	ed Orphaned							Ø	Clear Grid Filters	3
	Branch	Customer N	Name	Description	Payment Type	Amount	Response Cod	Mes	sage	Submitted	Payment Meth	Tran	saction Reference	
	A	A	A	×	-	-	A	A		-	-	A		
	Releas	10001	We're Associates	TEST OF REJECT	Unapplied Cash	\$19.83		AUTH DECLI	νE	10/05/2020	V/SA 1111			ή
	Releas Michigan		We're Associates Hardy, Donald	TEST OF REJECT TEST	Unapplied Cash Unapplied Cash	\$19.83 \$0.00	U83			10/05/2020 08/27/2020	1111 5051			
		2142					U83 U83	AUTH DECLI	Æ					
	Michigan	2142 2142	Hardy, Donald	TEST	Unapplied Cash	\$0.00	U83 U83 U83	AUTH DECLI TEST DECLI	ve ve	08/27/2020	5051			
	Michigan Michigan	2142 2142 10001	Hardy, Donaid Hardy, Donaid	TEST INVOICE 626657	Unapplied Cash Unapplied Cash	\$0.00 \$0.00	U83 U83 U83 U83	AUTH DECLI TEST DECLI TEST DECLI	ve ve	08/27/2020 08/24/2020	5051 5051			
	Michigan Michigan Releas	2142 2142 10001 292	Hardy, Donald Hardy, Donald We're Associates	TEST INVOICE 626657 TEST OF REJECT	Unapplied Cash Unapplied Cash Unapplied Cash Unapplied Cash	\$0.00 \$0.00 \$19.83	U83 U83 U83 U83 U83 U80	AUTH DECLI TEST DECLI TEST DECLI AUTH DECLI	VE VE CLINE	08/27/2020 08/24/2020 10/17/2018	5051 5051 754 1111			
	Michigan Michigan Releas Michigan	2142 2142 10001 292 292	Hardy, Donald Hardy, Donald We're Associates Mellissa Robinson	TEST INVOICE 626657 TEST OF REJECT DECLINED TRANSACTI	Unapplied Cash Unapplied Cash Unapplied Cash Unapplied Cash	\$0.00 \$0.00 \$19.83 \$19.80	U83 U83 U83 U83 U83 U80 U80 U80	AUTH DECLI TEST DECLI TEST DECLI AUTH DECLI PRE, 1TH DE	VE VE CLINE	08/27/2020 08/24/2020 10/17/2018 10/05/2020	5051 5051 VISA 1111 VISA 1111			
	Michigan Michigan Releas Michigan Michigan	2142 2142 10001 292 292 292	Hardy, Donald Hardy, Donald We're Associates Mellissa Robinson Mellissa Robinson	TEST INVOICE 626657 TEST OF REJECT DECLINED TRANSACTI DECLINED TRANSACTI	Unapplied Cash Unapplied Cash Unapplied Cash Unapplied Cash Unapplied Cash	\$0.00 \$0.00 \$19.83 \$19.80 \$19.80	U83 U83 U83 U83 U83 U80 U80 U80 U54	AUTH DECLIP TEST DECLIP AUTH DECLIP PRE, 1TH DE PREAUTH DE	VE VE ICLINE ICLINE RCHAN	08/27/2020 08/24/2020 10/17/2018 10/05/2020 09/16/2019	5051 5051 753 1111 753 1111 753 1111 753 1111			
	Michigan Michigan Releas Michigan Michigan	2142 2142 10001 292 292 292	Hardy, Donald Hardy, Donald We're Associates Mellissa Robinson Mellissa Robinson Mellissa Robinson	TEST INVOICE 626657 TEST OF REJECT DECLINED TRANSACTI DECLINED TRANSACTI INVALID MERCHANT	Unapplied Cash Unapplied Cash Unapplied Cash Unapplied Cash Unapplied Cash Unapplied Cash	\$0.00 \$0.00 \$19.83 \$19.80 \$19.80 \$19.80 \$19.54	U83 U83 U83 U83 U83 U80 U80 U80 U54	AUTH DECLI TEST DECLI TEST DECLI AUTH DECLI PRE. 1TH DE PREAUTH DE INVALID ME	VE VE ICLINE ICLINE RCHAN	08/27/2020 08/24/2020 10/17/2018 10/05/2020 09/16/2019 10/05/2020	5051 5051 7054 1111 7054 1111 7054 1111 7054 1111			
	Michigan Michigan Releas Michigan Michigan	2142 2142 10001 292 292 292	Hardy, Donald Hardy, Donald We're Associates Mellissa Robinson Mellissa Robinson Mellissa Robinson	TEST INVOICE 626657 TEST OF REJECT DECLINED TRANSACTI DECLINED TRANSACTI INVALID MERCHANT	Unapplied Cash Unapplied Cash Unapplied Cash Unapplied Cash Unapplied Cash Unapplied Cash	\$0.00 \$0.00 \$19.83 \$19.80 \$19.80 \$19.80 \$19.54	U83 U83 U83 U83 U83 U80 U80 U80 U54	AUTH DECLI TEST DECLI TEST DECLI AUTH DECLI PRE. 1TH DE PREAUTH DE INVALID ME	VE VE ICLINE ICLINE RCHAN	08/27/2020 08/24/2020 10/17/2018 10/05/2020 09/16/2019 10/05/2020	5051 5051 7054 1111 7054 1111 7054 1111 7054 1111		1 to 10 of 54	
E. <u>Voided</u> – This tab will display a list of transactions that have been voided by a user. A transaction may be voided from the Ready tab. A transaction may be voided from the Approved tab as long as the transaction has not yet "Settled".

For more information on how to void an EFT transaction, please refer to the topic "Voiding an EFT Transaction" within this document.

Pay	ment Proce	essing - Sedona	Security - Forte									
Tools												
Filter	s]	_ Informat	ion		
Mercl	hant	190283						•	Total Co	unt	89	
Proce	ss Date	02/26/2021						•	Selected	Count	0	
Brand	h							•	Total Arr	nount	\$31,1	.35.49
			Bar	nk C 💿 Credit Card			🗹 Show	Hidden	Selected	Amount	\$0.00	
		nsactions fo	r 190283 - TEST	「/PERENNIALS efunded Previously Funded	Orphaned							
	Branch	Customer N	Name	Description	Payment Type	Amount	Voided	Rea	ison	Paymer	nt Metho	Т
	A	A	A	≠	=	=	-	A		=		A
	Ohio	0010042	Doyle, Edith	INVOICE 626833	Invoice 626833	\$751.26	01/20/2021	Voided by	JustinW.	VISA	1111	e63fe
	Michigan	48026	Garry Bolt	INVOICE 626809	Invoice 626809	\$150.00	12/17/2020	Voided by	Sedona	V/SA	1111	e587
	Michigan	48026	Garry Bolt	TEST VOIDED TRANSAC	Invoice 626720	\$100.00	12/09/2020	Voided by	Sedona	VISA	1111	767
	Michigan	48026	Garry Bolt	INVOICE 609566	Invoice 609566	\$25.12	12/09/2020	Voided by	Sedona	V/SA	1111	1e:
	Webinar	48186	Stanley, Georgia	UA TEST ON CC	Unapplied Cash	\$22.00	02/14/2019	Voided by	Admini	VISA	1111	fe9
	Releas	48082	Cloak and Dapper	INVOICE 547022	Invoice 547022	\$26.66	02/13/2019	Voided by	Admini	-	0010	18d
-			ateurt	TESTING VOID UNAPPLI	Linsuis			ided by	Admini		0011	4201

F. <u>Refunded</u> – This tab will display a list of transactions which are Refunds to the customer. For more information on how to create a refund, please refer to the topic "Creating an EFT Refund" within this document.

	ment Proce	essing - SedonaS	ecurity - Forte								
Tools											
Filter	s								Informat	tion	
Merch	hant [190283						•	Total Co	unt	32
Proce	ss Date	02/26/2021						•	Selected	l Count	0
Brand	th [•	Total An	nount	(\$3,079
			Ban	k 🔿 💿 Credit Card		٩ ٩	Show Hidder	n	Selected	l Amount	\$0.00
Sho	wing tra	nsactions for	• 190283 - TE S T	/PERENNIALS							
Read	y Approve	ed Settled Re	ejected Voided Re	Funded Previously Funded 0		Amount	Submitted	Paym	ent Met	Trar	isaction Ref
	y Approve Branch	ed Settled Re Customer Nu	ejected Voided Re	Previously Funded O	rphaned Payment Type	Amount	Submitted	Paym	ent Met		isaction Refe
Read	y Approve	ed Settled Re	ejected Voided Re	Funded Previously Funded 0	Payment Type	=		1			isaction Refe -2780-40d3
Read	y Approve Branch	ed Settled Re Customer Nu	ejected Voided Re	Previously Funded O	Payment Type	-\$25.00		=	1111	A f305dedf	
Read	y Approve Branch	Customer Nu A 47534 0010042	ejected Voided Re Name	Previously Funded O Description CUSTOMER REFUND	Payment Type = Misc GL: 240120	= -\$25.00 -\$1.00	= 01/28/2021	= V/SA	1111	A f305dedf	-2780-40d3 -7d31-430
Read	y Approve Branch	Settled Ref Customer Nu 47534 0010042 48165	Name Name Allison, Luke	Previously Funded O Description CUSTOMER REFUND CUSTOMER REFUND	Payment Type = Misc GL: 240120 Misc GL: 240120	= -\$25.00 -\$1.00 -\$12.80	= 01/28/2021 12/14/2020	= V/SA	1111 1111 0005	A f305dedf 0854cf1d 6e0565b	-7d31-430

- G. <u>Previously Funded</u> There are two situations that would cause a transaction to appear on this tab.
 - A transaction was initially Approved, however during the settlement process, the transaction is declined by the customer's credit card company or the customer's bank.
 - A transaction was Settled, but later challenged by your customer to reverse the transaction. These a commonly referred to as "Charge-Backs".

During the Forte settlement process, if a transaction is reversed, the EFT Processing program will automatically create a Negative Payment Batch for the reversal transaction.

S Pay	nent Proce	essing - Sedon	aSecurity - Forte							
Tools										
Filter	;								_Information	
Merch	iant 🛛	190283						•	Total Count	14
Proce	ss Date	02/26/2021						•	Selected Count	0
Branc	h							•	Total Amount	\$997.78
			Ba	ank O 💿 Credit Card	1		V Sho	w Hidden	Selected Amour	nt \$0.00
Sho	wing tra	nsactions f	or 190283 - TES	ST/PERENNIALS						
Read	Approv	ed Settled	Rejected Voided	Refunded (Previously Fund	ed Orphaned					
	Branch	Customer N	Name	Description	Payment Type	Amount	Response Cod	Message	Settled	Payment Meth
	A	A	A	¥	=	=	A	A	=	=
	Michigan	309	Plymouth Office	POS - PLYMOUTH OFFI	Misc GL: 142200	\$21.60	C00		09/24/2018	W54 1111
	Michigan	47861-2	Test Suite A	TEST - DISPUTED TRA	Unapplied Cash	\$500.00	C00		09/24/2018	0302
	Michigan	48026	Garry Bolt	TEST UN-CHARGEBACK	Misc GL: 100200	\$0.98	A01		01/21/2021	7/54 1111
	Michigan	48026	Garry Bolt	TEST UN-CHARGEBACK	Unapplied Cash	\$0.98	A01		01/21/2021	V/SA 1111
	Michigan	48026	Garry Bolt	TEST UN-CHARGEBACK	Unapplied Cash	\$0.98	A01		01/21/2021	WSA 1111
			Polt	TEST CHARGEBACK	Unapplied Cash				01/21/2021	V/54 1111
-										

H. <u>Orphaned</u> – Any transactions that failed to reach Forte will be listed on the Orphaned tab. This is rare and typically, your internet connection was interrupted during the process of submitting transactions to Forte. If any transactions are listed on this tab, you will need to contact SedonaOffice Support to reset these transactions. Once the support representative has corrected the transaction, it will move to the Ready tab.

🗟 Payment Proc	cessing - SedonaSecurity - Forte							_ 🗆 🔪
Tools								
Filters					_Information		Cus	tomer Actions
Merchant	190283			•	Total Count	0	2	Payment Methods
Process Date	02/26/2021			•	Selected Count	0		
Branch				•	Total Amount	0	-	New Transaction
	Bank C	Credit Card			Selected Amount	: 0		Disputes
Showing tra	ansactions for 190283 - TEST/PERE	NIALS						Clear Grid Filters
Ready Appro	ved Settled Rejected Voided Refunded	Previously Funded					_	
🗖 Brand	ch Customer Num Name	Description	Payment Type	Amount	Submitted	Payment Metho	Message	e IsCommercial 🖌
A	A	\$	-	-	-	-	A	
							_	

Footer Section

The footer section of the EFT Processing form contains five possible Action buttons. Depending on which grid tab you are currently viewing certain buttons are viewable. The Response Codes and Close button are available while on any tab of the grid.

Ready Tab

While on the Ready tab, if you check the box to the left of one or more transaction rows, the Submit and Void buttons are available.

	Branch	Customer Number	Name	Description	Payment Type	Amount Process Date	Payment Method	IsCommerc
	A	A		≠	=	=	=	V
	Release Tes	37373	Abbott, Brandy	CYCLE INVOICE	Invoice 632705	\$1026.77 02/22/2021	BANK 3456	
7	Michigan	47946	Andrews, Julie	CYCLE INVOICE	Invoice 638869	\$816.20 02/22/2021	BANK 6321	
	Release Tes	12720	Kirk, Kyra	CYCLE INVOICE	Invoice 627392	\$453.97 02/22/2021	BANK 3145	
	Release Tes	133	Oldfield, Jamie	CYCLE INVOICE	Invoice 627436	\$2578.94 02/22/2021	BANK 4654	
	Michigan	24112	Jackson-Hewitt 2045	CYCLE INVOICE	Invoice 628961	\$350.96 02/22/2021	BANK 6789	
	Release Tes	25400	Chase, Margaret	CYCLE INVOICE	Invoice 629337	\$275.00 02/22/2021	BANK 4567	
	Michigan	257	CC, Cameron	CYCLE INVOICE	Invoice 629422	\$412.91 02/22/2021	BANK 1656	
	Michigan	262	Fryer, Andrea	CYCLE INVOICE	Invoice 629586	\$1044.35 02/22/2021	BANK 3456	
	Michigan	266	Art Van Pure Sleep	CYCLE INVOICE	Invoice 629650	\$641.55 02/22/2021	BANK 9613	•
	Release Tes	27751	Chicken Coop (Storage) Up	CYCLE INVOICE	Invoice 629830	\$1976.06 02/22/2021	BANK 3456	

Approved Tab

While on the Approved tab, if you check the box to the left of one or more transaction rows, the Void button is available. When clicking on the Void button, if the transaction has not yet Settled, you may void the transaction. If the transaction has already Settled, the user will be presented with a message indicating the transaction has settled and cannot be voided.

	Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payme	nt Met	Transaction Reference	Authorizatio	IsCommercia
	A	A	A	≠	=	=	-	=		A	A	V
1	Michigan	48454	Jim Bob	INVOICE 626967	Invoice 626987	\$1916.33	02/22/2021	BANK	5296	67769593-8f34-4431-b1e4-1d	85049954	V
1	Ohio	48326	Shawley,Renee	CYCLE INVOICE	Invoice 626892	\$4.50	02/11/2021	BANK	3456	f3308879-0d65-4556-8c6a-03	80587113	
1	Ohio	48326	Shawley,Renee	CYCLE INVOICE	Invoice 626873	\$18.00	02/11/2021	BANK	3456	f149c7f6-b5ee-484c-9556-316	80587111	
]	Ohio	48326	Shawley,Renee	INVOICE 626908	Invoice 626908	\$25.00	02/01/2021	BANK		4523875c-c03f-4cbd-9967-6a	78399021	
1	Michigan	48026	Garry Bolt	INVOICE 626898 TEST RE	Invoice 626898	\$34.50	01/27/2021	BANK	9159	0ad0ab72-d37a-4c51-8177-6b	77425499	₹
1	Michigan	48026	Garry Bolt	INVOICE 626896	Invoice 626896	\$75.00	01/26/2021	BANK	9159	1cd247b5-cc2f-4fd4-8a69-341	77220614	V
1	Michigan	48026	Garry Bolt	TEST UNFUNDED PYMT R	Misc GL: 100200	\$0.23	01/19/2021	BANK	9159	d26a0606-8e7d-41de-8e9e-e0	74147069	V
1	Michigan	48026	Garry Bolt	TEST UNFUNDED NO AUTH	Misc GL: 100200	\$0.10	01/19/2021	BANK	9159	f01da563-ca4c-47bd-8936-05	74127301	▼
1	Michigan	48026	Garry Bolt	SERVICE TICKET: 6141	Invoice 626704	\$122.62	10/20/2020	BANK	9159	f68e6e90-0d5b-40ef-a174-73	51618006	V
1	Michigan	340	Lupo, Jesslynn	SERVICE TICKET: 5519	Invoice 626654	\$80.44	10/08/2020	BANK	1234	15b1ff1c-9554-4019-9bcc-6eb	3NF339	

Settled Tab

The only action buttons available on the Settled tab are Response Codes and Close. There is also an action button labeled Hide Selected; this button will be discussed under the topic Using Grid Filters later in this document.

	Branch	Customer Nu	Name	Description	Payment Type	Amount	Settled	Paymen	t Meth	Transaction Reference	IsCommercia
	A	A	A	¥	=	-	=	-		A	V
1	Release	48095	Beer and Loathing	UNAPPLIED CASH FOR FUTU	Unapplied Cash	\$25.00	12/26/2018	BANK	3456	26a91872-42c1-4989-8449-9f046	
1	Release	2011	Ferguson, Kelly	AUTO NON-RECURRING	Invoice 537861	\$100.00	12/26/2018	BANK	3456	b0cf706e-8bdc-445c-8057-da248	
	Release	47958	Rick O'Shea	CUSTOMER REFUND	Misc GL: 240120	-\$50.00	12/05/2018	BANK	3456	e4de8a1a-a135-4a85-9676-8e3d	•
	Release	2011	Ferguson, Kelly	AUTO NON-RECURRING	Invoice 537861	\$100.00	12/05/2018	BANK	3456	f8f3d63d-2028-463e-9ddd-ab6fa	
	Release	48107	Eye Was Framed	CUSTOMER REFUND	Misc GL: 240120	-\$50.00	12/05/2018	BANK	3456	aada044a-3bae-4bec-a2bb-b678	1
	Release	48132	Carrie Oakey	UNAPPLIED CASH	Unapplied Cash	\$10.00	12/05/2018	BANK	3456	2a77f7fc-cb7b-45f1-ae0f-0175b4	7
1	Release	48091	Rosa Parks Medical C	AUTO NON-RECURRING	Invoice 537918	\$1945.00	12/04/2018	BANK	3456	a651f088-00b0-4388-9c15-cb295	2
1	Release	2011	Ferguson, Kelly	AUTO NON-RECURRING	Invoice 537861	\$100.00	12/04/2018	BANK	3456	28302fdc-2d76-4ac7-a12d-cdfc5	
	Release	48091	Rosa Parks Medical C	PARTIAL PAYMENT FOR INV	Unapplied Cash	\$500.00	12/03/2018	BANK	3456	425ea6e0-ea4b-4627-b967-b399	•
1	Release	2007	Long, Julia	AFERTERT	Unapplied Cash	\$2000.00	11/26/2018	BANK	8963	cced3ece-c3e9-4d09-a2ad-53093	•

Rejected Tab

While on the Rejected tab, if you check the box to the left of one or more transaction rows, the Recreate button is available. Clicking this button will submit the transaction(s) to Forte for funding. When clicking on this action button, a message will be displayed indicating whether the transaction was accepted or failed. If the transaction did not fail, it will be moved to the Approved tab.

Peless 46091 Ross Parks Medi AUTO NON-RECURRING Invoice 537844 \$3394.94 [R94 12/20/2018 Buttle bit is invoice 537844 \$2394.94 [R94 Releas 47783 British Hairways AUTO NON-RECURRING Invoice 537739 \$163.14 R14 12/20/2018 Buttle bit is invoice 537753 \$163.14 R14 12/20/2018 Buttle bit is invoice 5377563-4483-bit is invoice 5377563-4483-bit is invoice 5377563-4483-bit is invoice 5377563 \$12/20/2018 Buttle bit is invoice 5377563-4483-bit is invo		Branch	Customer N	Name	Description	Payment Type	Amount	Response Cod	Message	Submitted	Payment Meth	Transaction Reference	IsComm
Releas 48091 Reso AUTO NON-RECURRING Invoice 53784 \$3394.94 P84 12/20/2018 Curve 5456 94a142cb-3884-422-28 Releas 47783 British Hairways AUTO NON-RECURRING Invoice 537739 \$163.14 R14 12/20/2018 Earns 9999 04017925-fa5c-4e0c-ac Releas 11842-42 Pane & Suffrin L AUTO Transaction Submission Summary X 12/20/2018 Earns 3456 02401925-fa5c-4485-ad Releas 10033 Davis, Gage AUTO Friched attempting to recreate 1 transactions. 12/20/2018 Earns 3456 a24cb1df-d0c-429a-94 Releas 10142-42 Paine & Suffrin L AUTO Friched attempting to recreate 1 transactions. 11/28/2018 Earns 3456 a24cb1df-d0c-429a-94 Releas 111/28/2018 Earns 3456 a94a460-9819-4034-8 11/28/2018 Earns 3456 6294a460-9819-4034-8		A	A	A	≠	-	-	A	A	-	=		~
Releas 11842-42 Pane 8. Suffrin L AUTO NON-RECURRING Invoice 537739 \$163.14 112/20/2018 Immi 9999 04017925-fa5c-4e0-ac Releas 11842-42 Pane 8. Suffrin L AUTO Immi 2000	1	Releas	48108	Frying Nemo	AUTO NON-RECURRING	Invoice 537848	\$213.25	R25		12/20/2018	BANK 3456	b01d2bbe-7b6a-4251-bb03	~
Releas 11842-42 Paine & Suffrin L AUTO Imposition for constant in the state of the state o)	Releas	48091	Rosa Parks Medi	AUTO NON-RECURRING	Invoice 537844	\$3394.94	R94		12/20/2018	BANK 3456	94a142cb-3a84-42e2-8c71	v
Releas 10033 Davis, Gage AUTO Releas 2007 Long, Julia AUTO Releas 12/20/2018 Eurority 9456 322702b4-6835-4485-ad Releas 11842-42 Pane & Suffrin L AUTO Frished attempting to recreate 1 transactions, 1 transaction(s) were submitted successfully, D failed. 12/20/2018 Eurority 963 324cb1df-d0c2-429a-94 Releas 11842-42 Pane & Suffrin L AUTO Transaction(s) were submitted successfully, D failed. 11/28/2018 Eurority 9456 3094a460-9819-4034-8 Releas 10001 Were Associates AUTO 11/28/2018 Eurority 3456 823ab809-5865-4641-8	-	Releas	47783	British Hairways	AUTO NON-RECURRING	Invoice 537739	\$163.14	R14		12/20/2018	BANK 9999	04017925-fa5c-4e0c-aca4	v
Releas 2007 Long, Julia AUTO Finished attempting to recreate 1 transactions, 1 transaction(s) were submitted successfully, 0 failed. 12/20/2018 Euror 9963 a 24/cb1df+d0c2-429a-94 Releas 11842-42 Paine 8. Suffrin L AUTO Finished attempting to recreate 1 transactions, 1 transaction(s) were submitted successfully, 0 failed. 11/28/2018 Euror 9963 a 24/cb1df+d0c2-429a-94 Releas 10001 Were Associates AUTO 11/28/2018 Euror 9456 a 094a460-9619-4034-8 Releas 10001 Were Associates AUTO 11/28/2018 Euror 9456 823ab809-5865-4641-8	3	Releas	11842-42	Paine & Suffrin L	AUTO I Transaction Submi	ission Summary		X		12/20/2018	BANK 3456	cbad8eb7-7563-4483-bf81	7
Relas 1042-42 Paire & Suffrin L AUTO I transaction(s) were submitted successfully, 0 failed. 11/28/2018 Early 3456 a094-460-9819-4034-98 Relas 10001 We're Associates AUTO 11/28/2018 Early 3456 823ab809-5865-4641-3443-98	3	Releas	10033	Davis, Gage	AUTO I					12/20/2018	BANK 3456	a2e702b4-c8a5-4485-a0a5	
Releas 11842-42 Paine & Suffrin L AUTO 11/28/2018 94/460-9819-4034-8 Releas 10001 We're Associates AUTO 11/28/2018 94/460-9819-4034-8	1	Releas	2007	Long, Julia				4		12/20/2018	BANK 8963	a24cb1df-d0c2-429a-94ff-0	
	1	Releas	11842-42	Paine & Suffrin L		cion(s) were sabinited se	ccost any, or and			11/28/2018	BANK 3456	a094a460-9819-4034-835a	~
	1	Releas	10001	We're Associates	AUTO					11/28/2018	BANK 3456	823ab809-5e85-4e41-8099	
Releas 2007 Long, Julia		Releas	2007	Long, Julia	ALC OT		OK			11/28/2018	BANK 8963	bee17857-829d-445f-a063	
Releas 48070 Pour Judgemen CYCLE INVOICE Invoice 537779 \$95.96 R96 11/20/2018 EMAK 8888 05e418e7-18d9-458b-9	1	Releas	48070	Pour Judgement	CYCLE INVOICE	Invoice 537779	\$95.96	R96		11/20/2018	BANK 8888	05e418e7-18d9-458b-9993	2

Voided Tab

The only action buttons available on the Voided tab are Response Codes and Close. There is also an action button labeled Show Selected or Hide Selected; this button will be discussed under the topic Using Grid Filters later in this document.

A A A =	Branch	Customer N	Name	Description	Payment Type	Amount	Voided	Reason	Payme	nt Metho	Transaction Reference	IsCommercia
Michigan 48026 Garry Bolt INVOICE 626:292 Unapplied Cash \$15:00 (09/14/2020) Voided by RENEES. 0119 722e8688-ec97-40fd-664c-1 7 Ohio 48326 Shawley,Renee CYCLE INVOICE Invoice 626342 \$2:50 04/17/2020 Voided by Admini 2855 f527fbbc-6f49-482e-91:5-12 Imapplied Cash \$75:00 02/14/2019 Voided by Admini 2865 f527fbbc-6f49-482e-91:5-12 Imapplied Cash \$50:00 02/14/2019 Voided by Admini 2865 f527fbbc-6f49-482e-91:5-12 Imapplied Cash \$50:00 02/14/2019 Voided by Admini 2865 f527fbbc-6f49-482e-91:5-12 Imapplied Cash \$50:00 02/14/2019 Voided by Admini 2865 f03:2678-e5de-4795-e5e9e-3 Imapplied Cash \$10:00:00 01/28/2019 Voided by Admini 2865 f03:2678-e5de-4795-e9e-3 Imapplied Cash \$10:00:00 01/28/2019 Voided by Admini 2865 f63:2678-e5de-4795-e9e-3 Imapplied Cash \$10:00:00 01/29/2018 Voided by Admini 2864 f66:626:865-affe-4855-9f9-497-994-3 Imapplied Cash \$50:00:01 1/29/2018 Voided by Admini 2864 f66:626:862-affe-4855-9f6-4855-49fe-4875-49fe-76 <t< th=""><th>A</th><th>A</th><th>A</th><th>¥</th><th>=</th><th>=</th><th>=</th><th>A</th><th>=</th><th></th><th>A</th><th>V</th></t<>	A	A	A	¥	=	=	=	A	=		A	V
Chio 48326 Shawley,Renee CYCLE INVOICE Invoice 626342 \$2.50 04/17/2020 Voided by Admini Immini 2365 5527fbbc-6f49-482e-91c-512 Immini 2365 Webinar 48186 Stanley, Georgia FUTURE RMR Unapplied Cash \$750.002/14/2019 Voided by Admini Immini 4124 0fa32578-e5de-4795-8c3e-3 Immini 72 Releas 47073 Peachy Keen PARTIAL PAYMENT INVO Unapplied Cash \$100.00 01/28/2019 Voided by Admini Immini 4124 0fa32578-e5de-4795-8c3e-3 Immini 72 Releas 48010 Absent, Marcus UNAPPLED CASH Unapplied Cash \$50.00 11/29/2018 Voided by Admini Immini 4124 0fa32578-e5de-4795-8c3e-3 Immini 72 Releas 48010 Absent, Marcus UNAPPLED CASH Unapplied Cash \$50.00 11/29/2018 Voided by Admini Immini 4156 6e1c6211-be99-4947-9943 Immini 72 Releas 48106 Withting PARTIAL PAYMENT INVO Unapplied Cash \$50.00 11/29/2018 Voided by Admini Immini 4356 6e1c6211-be99-4947-9943 Immini 72 Releas	Michigan	48026	Garry Bolt	INVOICE 626291	Invoice 626291	\$25.00	09/14/2020	Voided by RENEES.	BANK	9159	618faf0b-2ebd-44ff-815e-d9	Γ
Webinar 48186 Stanley, Georgia FUTURE RMR Unapplied Cash \$75.00 02/14/201 Voided by Admin # 1124 0fa32678-e5de-4795-e3e-3 \$\$7 Releas 47973 Peachy Keen PARTIAL PAYMENT INVO Unapplied Cash \$100.00 01/28/2019 Voided by Admini \$\$1034 6e55-332a-434d-bb66-8 \$\$7 Releas 48016 Absent, Marcus UNAPPLIED CASH Unapplied Cash \$\$500 11/29/2018 Voided by Admini \$\$100.00 01/28/2019 Voided by Admini \$\$100.00 01/29/2018 Voided by Admini \$\$100.00 01/12/2018 \$\$100.00 01/12/2018 Voided by Admini \$\$100.00 01/12/2018 \$\$100.00 01/12/2018 \$\$100.00 01/12/2018 Voided by Admini \$\$100.00 01/12/2018 \$\$100.00 01/12/2018 \$\$100.00 01/12/2018	Michigan	48026	Garry Bolt	INVOICE 626292	Unapplied Cash	\$15.00	09/14/2020	Voided by RENEES.	BANK	9159	722e8688-ec97-49fd-b64c-1	
Releas 47973 Peadry Keen PARTIAL PAYMENT INVO Unapplied Cash \$100.00 01/28/2019 Voided by Admini 9456 f0346e65-332a-434d-bb66-8 IV Releas 48061 Absent, Marcus UNAPFLED CASH Unapplied Cash \$25.00 11/29/2018 Voided by Admini 9456 6126241-be99-4947-9943 IV Releas 48106 Watts Up Lighting PARTIAL PAYMENT INVO Unapplied Cash \$50.00 11/29/2018 Voided by Admini 9456 656286a-affe-4e35-9bc7-c8 IV Releas 48108 Frying Nemo UNAPFLED CASH Unapplied Cash \$100.00 11/12/2018 Voided by Admini 9456 656286a-affe-4e35-9bc7-c8 IV Releas 48108 Frying Nemo UNAPFLED CASH Unapplied Cash \$100.00 11/12/2018 Voided by Admini 9456 656286a-affe-4e35-9bc7-c8 IV Releas 48108 Frying Nemo UNAPFLED CASH Unapplied Cash \$100.00 11/12/2018 Voided by Admini 9456 65626b6-affe-4e35-9bc7-c8 I	Ohio	48326	Shawley,Renee	CYCLE INVOICE	Invoice 626342	\$2.50	04/17/2020	Voided by Admini	BANK	2365	f527fbbc-6f49-482e-91c5-12	
Releas 48061 Absent, Marcus UNAPPLIED CASH Unapplied Cash \$25.00 11/29/2018 Voided by Admini 9456 661c6241-be99-4947-9943 IV Releas 48106 Watts Up Lighting PARTIAL PAYMENT INVO Unapplied Cash \$50.00 11/29/2018 Voided by Admini 9456 661c6241-be99-4947-9943 IV Releas 48108 Frying Nemo UNAPPLIED CASH Unapplied Cash \$50.00 11/12/2018 Voided by Admini 9456 656286-affe-4e35-9bc7-c8 IV Releas 48108 Frying Nemo UNAPPLIED CASH Unapplied Cash \$100.00 11/12/2018 Voided by Admini 9456 855b084-0552-494c-8766-2f IV Releas 48108 Frying Nemo UNAPPLIED CASH Unapplied Cash \$100.00 11/12/2018 Voided by Admini 9456 8ba4474f5705-4ab3-8317-6 IV	Webinar	48186	Stanley, Georgia	FUTURE RMR	Unapplied Cash	\$75.00	02/14/2019	Voided by Admini	BANH	4124	Ofa32678-e5de-4795-8c9e-3	1
Releas 48106 Watts Up Lighting PARTIAL PAYMENT INVO Unapplied Cash \$50.00 11/29/2018 Voided by Admini 9456 fe56286-affe-4e35-9bc7-c8 IV Releas 48108 Frying Nemo UNAPPLIED CASH Unapplied Cash \$100.00 11/12/2018 Voided by Admini 9456 455b0694-0552-494c-876-2f IV Releas 48108 Frying Nemo UNAPPLIED CASH Unapplied Cash \$100.00 11/12/2018 Voided by Admini 9456 85b0694-0552-494c-876-2f IV	Releas	47973	Peachy Keen	PARTIAL PAYMENT INVO	Unapplied Cash	\$100.00	01/28/2019	Voided by Admini	BANH	3456	f0346e65-332a-434d-bb86-8	V
Releas 48108 Frying Nemo UNAPPLIED CASH Unapplied Cash \$100.00 11/12/2018 Voided by Admini 9456 455b0f84-0552-494c-87f6-2f IV Releas 48108 Frying Nemo UNAPPLIED CASH Unapplied Cash \$100.00 11/12/2018 Voided by Admini 9456 8ba4474f-5705-4ab3-8317-6 IV	Releas	48061	Absent, Marcus	UNAPPLIED CASH	Unapplied Cash	\$25.00	11/29/2018	Voided by Admini	BANK	3456	6e1c6241-be99-4947-9943	2
Releas 48108 Frying Nemo UNAPPLIED CASH Unapplied Cash \$100.00 11/12/2018 Voided by Admini 2013 9456 8ba4474f-5705-4ab3-8317-6 🔽	Releas	48106	Watts Up Lighting	PARTIAL PAYMENT INVO	Unapplied Cash	\$50.00	11/29/2018	Voided by Admini	BANK	3456	fe562f86-affe-4e35-9bc7-c8	
	Releas	48108	Frying Nemo	UNAPPLIED CASH	Unapplied Cash	\$100.00	11/12/2018	Voided by Admini	BANK	3456	455b0f84-0552-494c-87f6-2f	
Releas 48091 Rosa Parks Medic AUTO NON-RECURRING Invoice 537845 \$\$2858.69 11/09/2018 Voided by Admini 2456 85960b65-beea-453a-9d72 🔽	Releas	48108	Frying Nemo	UNAPPLIED CASH	Unapplied Cash	\$100.00	11/12/2018	Voided by Admini	BANK	3456	8ba4474f-5705-4ab3-8317-6	V
	Releas	48091	Rosa Parks Medic	AUTO NON-RECURRING	Invoice 537845	\$2858.69	11/09/2018	Voided by Admini	BANK	3456	85960b65-beea-453a-9d72	V
											← 1 to	10 of 47

Refunded Tab

The only action buttons available on the Refunded tab are Response Codes and Close. There is also an action button labeled Show Selected or Hide Selected; this button will be discussed under the topic Using Grid Filters later in this document.

Branch	Customer Nu	Name	Description	Payment Type	Amount Submitted	Payment Met	Transaction Reference	Authorizatio	IsCommercia
A	A	A	*	-		-	A	A	V
Release.	11842-42	Paine & Suffrin LLC	CUSTOMER REFUND	Misc GL: 240120	-\$24.00 09/22/2018	BANK 3456	333f3b3a-c1fc-44e0-9d3b-7ec	21455597	
Release.	. 10001	We're Associates	CUSTOMER REFUND	Misc GL: 240120	-\$51.84 09/18/2018	BANK	27466655-bf61-4f80-b4fd-f6b	21411831	
Release.	2007	Long, Julia	CUSTOMER REFUND	Misc GL: 240120	-\$200.00 08/25/2018	BANK	4e2b9555-68db-419f-ab6c-3a	21208922	₹
Release.	. 6524	Lane, Angela	CUSTOMER REFUND	Misc GL: 240120	-\$200.00 08/25/2018	BANK	cde1b153-88af-44ed-8ac5-41	21193256	
Release.	47726	Holmes, Walter	CUSTOMER REFUND	Misc GL: 240120	-\$2.65 08/04/2018	BANK	fffe3913-e807-4102-8aa9-861	20423146	V

Previously Funded Tab

While on the Previously Funded tab, if you check the box to the left of one or more transaction rows, the Recreate button is available. Clicking this button will submit the transaction(s) to Forte for funding. When clicking on this action button, a message will be displayed indicating whether the transaction was accepted or failed. If the transaction did not fail, it will be moved to the Approved tab.

Branch	Customer N	Name	Description	Payment Type	Amount	Response Cod	Message	Settled	Payment Meth	Transaction Reference	Ist
A	A	A	*	-	-	A	A	-	-		
Michigan	48026	Garry Bolt	INVOICE 626854	Invoice 626854	\$25.00	A01		01/27/2021	BANK 9159	8541d5ef-56cc-4a52-a64c	
Michigan	48026	Garry Bolt	INVOICE 626841	Unapplied Cash	\$123.45	A01		01/25/2021	BANK 9159	49a49f63-d245-4e0e-8b1d	
Michigan	48026	Stanley, Georgia	INVOICE 626291	Unapplied Cash	\$25.00	A01		01/25/2021	BANK 9159	f95d36bb-69e2-4bb0-a994	
Michigan	48026	Long, Julia	INVOICE 626292	Unapplied Cash	\$15.00	A01		04/10/2020	BANK 9159	SEE ACH ID:4586	
Michigan	48026	Lane, Angela	INVOICE 626291	Invoice 626291	\$25.00	A01		04/10/2020	BANK 9159	SEE ACH ID:4583	
Michigan	48026	Rosa Parks Medic	INVOICE 626288	Invoice 626288	\$50.00	A01		04/10/2020	BANK 9159	SEE ACH ID:4581	

Orphaned Tab

The only action buttons available on the Orphaned tab are Response Codes and Close. As mentioned earlier in this document, if any transactions are listed on this tab, you will need to contact SedonaOffice Support to reset these transactions. Once the support representative has corrected the transaction, it will move to the Ready tab.

Branch Customer Num Name Description Payment Type Amount Submitted Payment Method Message	Read	ly Approved Set	tled Rejected Void	led Refunded Previo	usly Funded Orphaned						
Michigan ▲ 37373 ▲ Abbott, Brandy ≠ CYCLE INVOICE = Invoice 626342 = \$75.00 = 02/22/2021 = 1111 ▲		Branch	Customer Num	Name	Description	Payment Type	Amount	Submitted	Payment Method	Message	
	1	A Michigan	A 37373	Abbott, Brandy	CYCLE INVOICE	 Invoice 626342 	= \$75.00	- 02/22/2021	- VISA 1111 A		
ion on Selected	tic	on on Selected —									

Using the Grid Filters

The Grid Filters were designed to help users view and/or export data displayed on one of the Grid tabs to Excel. Filters may be entered/selected for transactions listed on any of the tabs within the Grid area. You may be looking for certain types of transactions or transactions within a particular date range; you are able to accomplish this by using a filter on one or multiple columns displayed in the Grid area.

Each column listed within the grid area has particular filtering capabilities.

- If this symbol is displayed in the column filter row, you may select from only one value displayed in this column. For example, we are in the Branch column and we click on the drop-down arrow to the right of this filter, all branch codes for the transactions listed on the tab will be displayed for selection. You are able to select one particular branch only transactions for the selected branch will be displayed.
- = If this symbol is displayed in the column filter row, you have multiple options for filtering the list of transactions. For example, we are on the Approved tab and on the Submitted [date] column and we only want to see transactions that were submitted on a particular date. We would select the filter option of Equals and then type in the date for which we are looking for a list of transactions.

= Equals
≠ Does not equal
< Less than
Less than or equal to
> Greater than
\geq Greater than or equal to

In the example below, we are looking for all transactions on the Approved tab where the Payment Method = Visa and the Submitted date is greater than 01/31/2021. Once the filtered transactions are displayed, you may export the data to Excel by clicking on the Tools tab and selecting the Export to Excel option.

C	View Service I View Card Up Export To Exc Iss Date	date Log						•	Informat Total Co Selected	unt 12		witions ment Methods
anı	th [Bank	C © Credit Card				-11	Total Arr Selected	nount \$1,211.33 Amount \$0.00		Disputes
eac	Approve	d Settled Re	· · ·	nded Previously Funded O				1		\		ar Grid Filters
	Branch	Customer Nu	Name	Description	Payment Type	Amount			ent Met	Transaction Reference	Authorizatio	IsCommercia
_	A Michigan	A 48454	Iim Bob	INVOICE 626967	Misc GL: 100202	-	> 01/31/2			4b3c9793-bfb1-4380-a7f1-8b	20P659	
	Michigan	48454	Jim Bob	INVOICE 639396	Invoice 639396		02/22/2021	VISA		d6fa30a1-99dc-490c-a14f-cbe		<u>v</u>
	imangan	48454	Jim Bob	INVOICE 626967	Unapplied Cash		02/22/2021	VISA		41bbf208-1e6b-4d83-a378-a8		- -
-	Michigan						Out and a Out a	_	1111	11001200 1000 1003 03/0 00.	. 3**1050	
-	Michigan Michigan			BILL	Invoice 626987	\$66.33	02/22/2021	VISA	1111	13f7b690-efff-4917-94ff-def6	9116253	V
	Michigan Michigan Michigan	48454	Jim Bob Sub Franchise A	BILL INVOICE 626990	Invoice 626987 Invoice 626990		02/22/2021	VISA		13f7b690-efff-4917-94ff-def6 afbcc244-d060-4580-b2de-fdc		হ হ
	Michigan	48454	Jim Bob			\$100.00			1111		. 7KI108	
	Michigan Michigan	48454 13-0	Jim Bob Sub Franchise A	INVOICE 626990	Invoice 626990	\$100.00 \$112.58	02/22/2021	VISA	1111 0004	afbcc244-d060-4580-b2de-fdc	. 7KI108 6GE012	V
	Michigan Michigan Ohio	48454 13-0 48371	Jim Bob Sub Franchise A Smokey Treats BBQ	INVOICE 626990 INVOICE 626895	Invoice 626990 Invoice 626895	\$100.00 \$112.58 \$176.45	02/22/2021 02/15/2021	VISA VISA	1111 0004 0004	afbcc244-d060-4580-b2de-fdc 123cb5fc-ea25-418f-b686-dfe	. 7KI108 6GE012 50X736	<u>য</u>
	Michigan Michigan Ohio Ohio	48454 13-0 48371 48371	Jim Bob Sub Franchise A Smokey Treats BBQ Smokey Treats BBQ	INVOICE 626990 INVOICE 626895 INVOICE 626875	Invoice 626990 Invoice 626895 Invoice 626875	\$100.00 \$112.58 \$176.45 \$293.01	02/22/2021 02/15/2021 02/15/2021	VISA VISA VISA	11111 0004 0004 11111	afbcc244-d060-4580-b2de-fdc 123cb5fc-ea25-418f-b686-dfe 11089329-9d57-4725-b0d4-e	 7KI108 6GE012 50X736 4VT910 	থ থ থ
	Michigan Michigan Ohio Ohio Michigan	48454 13-0 48371 48371 48026	Jim Bob Sub Franchise A Smokey Treats BBQ Smokey Treats BBQ Garry Bolt	INVOICE 626990 INVOICE 626895 INVOICE 626875 POS - PLYMOUTH OFFICE 1	Invoice 626990 Invoice 626895 Invoice 626875 Misc GL: 142200 Misc GL: 142200	\$100.00 \$112.58 \$176.45 \$293.01 \$49.85	02/22/2021 02/15/2021 02/15/2021 02/10/2021	VIS/ VIS/ VIS/ VIS/	1111 0004 0004 1111 1111	afbcc244-d060-4580-b2de-fdc 123cb5fc-ea25-418f-b686-dfe 11089329-9d57-4725-b0d4-e 68d454f9-ace0-40a3-947a-67	 7KI108 6GE012 50X736 4VT910 7YS292 	য য ব ব

Hiding Transactions

All EFT transactions processed accumulate over time. This means that when viewing transactions on any tab within the grid area of the EFT Processing form, every transaction created since the beginning use of the EFT Processing is available for viewing. Over time, the list of transactions processed grows. There is an option available to "Hide" older transactions that you do not want to view every time you access the EFT Processing form.

In the example below, we are on the Settled tab and have entered a filter in the Settled [date] column to display only transactions where the settled date is less than January 01, 2020. 103 transactions have a settled date of less than January 01, 2020. If we want to hide the first 10 transactions listed in the grid, check the box to the left of the Branch column title to select all transactions on this page. Click the Hide Selected action button in the footer area. A message will be displayed confirming we want to hide these transactions. We will need to repeat this process until all of the transactions less than January 01, 2020 are hidden.

If you want to view these transactions in the future, enter filter criteria and then check the box Show Hidden which is located below the drop-down arrow of the Branch field in the header area.

ilters)	_Information		Customer Actions
1erch	iant 19	0283				•	Total Count	103	🔒 Payment Methods
roce	s Date 02	/26/2021				•	Selected Count	103	
anc							Total Amount	\$35,548.06	🔤 New Transaction
sranc						<u> </u>	Total Amount	\$30,048.00	
			Bank C 🤇	Credit Card		Show Hidden	Selected Amount	\$35,548.06	🞐 Disputes
Shor	wing trans	actions for 19	0283 - TEST/PERENN	NIALS					Clear Grid Filters
	, ,	\bigcirc		, ,					
\sim	1	Settled Rejects	d Voided Refunded Pr	reviously Funded Orphaned	1				1
₽	Branch	Customer Num	Name	Description	Payment Type	Amount	Settled	Payment Metho	Transaction Reference
	A	A		Δ	=	=	< 01/01/2020	<mark> </mark> -	
	Michigan	317	Chagrin Falls - OTC Sa	POS - RELEASE 47	Misc GL: 111000	\$21.2	0 05/04/2018	WSA 1111	0f89fe46-eb19-4e22-9d4d-5170e64
V	Michigan	317	Chagrin Falls - OTC Sa	POS - RELEASE 47	Misc GL: 111000	\$21.2	0 05/04/2018	WSA 1111	d5944339-09f2-4acf-8828-23c9c706
v	Michigan Release T		Chagrin Falls - OTC Sa We're Associates	POS - RELEASE 47 FORTE ADVDEP 5/14 1363	Misc GL: 111000 Job		0 05/04/2018 0 05/14/2018	VISA 1111 VISA 1111	d5944339-09f2-4acf-8828-23c9c70t 2d01f3f9-6d8c-4bc4-9442-6b094ddf4
		10001				\$100.0			
◄	Release T	10001 47967	We're Associates	FORTE ADVDEP 5/14 1363	Job	\$100.0 \$500.0	0 05/14/2018	WSA 1111	2d01f3f9-6d8c-4bc4-9442-6b094ddf4 3035252f-436c-430f-b544-8fa5c6b2
v	Release T Release T	10001 47967	We're Associates Sew What? Gifts	FORTE ADVDEP 5/14 1363 ADVANCE DEPOSIT FOR JOB 1	Job	\$100.0 \$500.0 \$5.0	0 05/14/2018 0 05/19/2018	VISA 1111	2d01f3f9-6d8c-4bc4-9442-6b094ddf4 3035252f-436c-430f-b544-8fa5c6b2 f93a32db-7569-4ded-8fec-54b1f23:
<u>র</u> হ	Release T Release T Release T	10001 47967 47799	We're Associates Sew What? Gifts Wok on By	FORTE ADVDEP 5/14 1363 ADVANCE DEPOSIT FOR JOB 1 LATE FEE	Job Job Misc GL: 810160	\$100.0 \$500.0 \$5.0 \$76.5	0 05/14/2018 0 05/19/2018 0 05/19/2018	V/SA 1111 0005 1117	2d01f3f9-6d8c-4bc4-9442-6b094ddf4
<u>र</u> र	Release T Release T Release T Michigan	10001 47967 47799 292 292	We're Associates Sew What? Gifts Wok on By Mellissa Robinson	FORTE ADVDEP 5/14 1363 ADVANCE DEPOSIT FOR JOB 1 LATE FEE INVOICES 358659 AND 342293	Job Job Misc GL: 810160 Invoice 358659	\$100.0 \$500.0 \$5.0 \$76.5 \$130.0	0 05/14/2018 0 05/19/2018 0 05/19/2018 6 05/19/2018	VXX 1111 0005 1117 0005 0005	2dD1f3f9-6d8c-4bc4-9442-6b094ddf4 3035252f-436c-430f-b544-8fa5c6b2 f93a32db-7569-4ded-8fec-54b1f23 db660f13-982e-451a-ad21-fe1f550
<u>द</u> <u>द</u> <u>द</u>	Release T Release T Release T Michigan Michigan	10001 47967 47799 292 292 47799	We're Associates Sew What? Gifts Wok on By Mellissa Robinson Mellissa Robinson	FORTE ADVDEP 5/14 1363 ADVANCE DEPOSIT FOR 308 1 LATE FEE INVOICES 358659 AND 342293 INVOICE 367032 UNAPPLIED CASH	Job Job Misc GL: 810160 Invoice 358659 Invoice 367032	\$100.0 \$500.0 \$5.0 \$76.5 \$130.0 \$25.0	0 05/14/2018 0 05/19/2018 0 05/19/2018 6 05/19/2018 2 05/20/2018	VISA 1111 0005 1117 1117 0005 0005 0005 0005 0005	2d01f3f9-6d8c-4bc4-9442-6b094df4 3035252f-436c-430f-b544-8fa5c6bz f93a32db-7569-4ded-8fec-54b1f23 db660f13-982e-451a-ad21-fe1f550 1dd2f573-1f00-438e-b671-7499d52
র র র র	Release T Release T Release T Michigan Release T	10001 47967 47799 292 292 47799 47970	We're Associates Sew What? Gifts Wok on By Mellissa Robinson Mellissa Robinson Wok on By	FORTE ADVDEP 5/14 1363 ADVANCE DEPOSIT FOR 308 1 LATE FEE INVOICES 358659 AND 342293 INVOICE 367032 UNAPPLIED CASH	Job Job Misc GL: 810160 Invoice 358659 Invoice 367032 Unapplied Cash	\$100.0 \$500.0 \$50.0 \$76.5 \$130.0 \$25.0 \$75.0	0 05/14/2018 0 05/19/2018 0 05/19/2018 6 05/19/2018 2 05/20/2018 0 05/20/2018	1111 1111 1111 1117 1117 1117 1117 1117 1117 1117 1117 1117 1117 1117 1117 1117	2d01f3f9-6d8c-4bc4-9442-6b094ddf 3035252f-436c-430f-b544-9f45c8bu f93a32db-7569-4de4-8f8c-54b1f23 db660f13-982e-451a-ad21-fe1550 1dd2f573-1f0-488e-b671-7499452 f2244a90-4c33-486-8a77-739fa75 9f7c80b8-b53d-4580-8887-75214ff
ব ব ব ব ব ব	Release T Release T Michigan Michigan Release T Release T	10001 47967 47799 292 292 47799 47970	We're Associates Sew What? Gifts Wok on By Mellissa Robinson Mellissa Robinson Wok on By Paneof Glass	FORTE ADVDEP 5/14 1363 ADVANCE DEPOSIT FOR 308 1 LATE FEE INVOICE 358659 AND 342293 INVOICE 367032 UNAPPLIED CASH TESTING ACCOUNT LIMIT FOR	Job Job Misc GL: 810160 Invoice 358659 Invoice 367032 Unapplied Cash Unapplied Cash	\$100.0 \$500.0 \$50.0 \$76.5 \$130.0 \$25.0 \$75.0	0 05/14/2018 0 05/19/2018 0 05/19/2018 6 05/19/2018 2 05/20/2018 0 05/20/2018 0 06/02/2018	1754 1111 10005 0005 1117 0005 1005 0005 1117 1117 1117 1117 1117 1117 1117 1111	2d01f3f9-6d8c-4bc4-9442-6b094ddf 3035252f-436c-430f-b544-8fa5c6b2 f93a32db-7569-4dad-8fac-54b123 db660f13-982e-451a-ad21-fe1f550 1dd2f573-1f00-438e-b671-7499d52 f5284a90-4c33-4a56-8a77-739fa75

Using EFT Processing

Setup Payment Methods

Customers may elect to use either a credit card or a bank draft for payment of their recurring and/or non-recurring invoices. Credit card and bank account information will be entered directly into Forte's system using Forte's data entry form. No credit card or bank account information will be held within your SedonaOffice database. Each time a payment method is created for a customer, Forte will exchange that information with a "token." A token is a unique identifier that cannot be mathematically reversed back into a credit card or bank account number.

Users may add new customer credit cards or bank accounts from several locations within SedonaOffice:

- From a Customer Record
- From the EFT Customer listing within the Client Management module
- From the EFT Processing form

Enter a Payment Method from a Customer Record

From a customer record, on the customer tree, highlight Payment Options, right-click and select Manage Payment Methods.



Enter a Payment Method from the EFT Customer list

On the main application menu, expand the Client Management module, then select the EFT Customer menu option. The EFT Customers listing will be displayed. Click on the New button at the lower right of the form to setup a new credit card or bank account.

SedonaOffice		·							
File Edit View SedonaOffice Customer	Query Tools Window I	Help							
R = II 0 🔒 🖻 🛔 🗅 🖺		🗩 📾 🛅 📗 🏾 🗌		🖂 😻 💈 📕	SQL	🛛 🔀 🧕	0 🙆 🕻) 🔲 🗍 🖣	
GedonaOffice 🛛 🗵	-							1.45	
SedonaSecurity	S EFT Customers								_ 🗆 ×
🖃 🕖 Client Management		1							
Cancellations	Credit C <u>a</u> rds <u>B</u> anks								
- Collections									
Company Rate Change				<u> </u>			1		
Customer Explorer	Customer Number	Bill Name	Туре	Credit Number	Expiration	AR	ANR	Max Am	Last T 🔺
Customer Query Builder	48189	Garry Manitou	VISA	*****1111	9/1/2029	Y	Y	0.00	9/25/:
EFT Customer	0020900	Leading Zeros Mathem	MAST	*****4444 *****10	2/1/2028	N	N		9/1/2
Manage Chain Accounts	47972	Jennings, George	MAST	*****1117	2/1/2028	Y Y	Y.	0.00	10/1/:
Manage Chain Accounts		Peachy Keen Juan in a Million	DISC AMER	*****0005	7/1/2027		N N		4/1/2) 4/1/2)
	47975	Juan in a Million Juan in a Million	AMER	*****0005	7/1/2027 7/1/2027	N Y	Y	0.00	4/1/2
New Customer	48045	Grammarcy Park Police	MAST	*******	2/1/2027	Ý	Ý	0.00	2/7/2
🗄 🎡 Accounts Receivable	10978C	Harmon Construction	MAST	*****0011	10/1/2026	Ý	Ý	0.00	10/5/:
🖳 🗐 General Ledger	48012	Bread Zeplin	MAST	*****4444	10/1/2026	Ý	Ý	0.00	4/1/2
🗄 🖓 Accounts Payable	48015	Sew It Seams	DISC	*****1117	10/1/2026	Ý	Ň	0.00	8/7/2
🗄 🎲 Inventory	48035	Beet Around The Bush	MAST	****4444	10/1/2026	Ý	Ŷ	0.00	10/23
🗉 🥕 Job Management	48042	Dirty Dog Jazz Cafe	JCB	*****0505	10/1/2026	Ý	Ý	15.00	1/14/:
E S Pavroll Interface	10045	Farm Tek	MAST	*****0011	9/1/2026	Ý	Ý	0.00	6/30/:
Point Of Sale	27751	Chicken Coop (Storage	MAST	*****0010	9/1/2026	N	Y	1.00	10/5/:
E Sales Management	47731	DMHIC	DINE	*****5904	9/1/2026	Y	Y	0.00	2/27/:
	47978	Laughing Hyena	MAST	*****11	9/1/2026	Y	Y	25.00	11/12
General Documents	48011	Darth Vaper	MAST	*****4444	9/1/2026	N	N		2/7/2
Lock Table Maintenance	2010	Stewart, Eve	VISA	******1111	8/1/2026	Y	Y	0.00	1/14/:
	105	Ashley, Victoria	MAST	*****4444	6/1/2026	Y	Y	0.00	9/14/:
Management Summary	2011	Ferguson, Kelly	AMER	*****0005	6/1/2026	N	N		2/7/2
🚽 SedonaDashboard	47965	Kitten Kabootle	VISA	*****1111	5/1/2026	Y	Y	0.00	10/23
🔚 Report Manager	10436	Money Stop The	MAST	*****4444	2/1/2026	N	N		1/25/:
SedonaSetup	47973 47983	Peachy Keen	VISA JCB	*****1111 *****0505	2/1/2026	N	Y N	25.00	4/1/2
	4/983	Percy Vere	JCB AMER	*****0005	2/1/2026	Y Y	N		10/23
	47987	Paws & Claws Grooming Hunter Funeral Home	AMER	*****0005	2/1/2026	Ý	N		2/7/2
	85777	The Stores of Fairmont	MAST	*******0011	2/1/2026 2/1/2026	n N	N		1/14/: 1/14/: 💌
	1	The scores of Fairmond	ILIMOT	0011	2/1/2020	14	14		1/14/).
									<u> </u>
					_				
							-		
							lew	Edit	Close
						<u> </u>	1011	Earc	
					-				

Enter a Payment Method from the EFT Processing form

On the main application menu, expand the Accounts Receivable module, then select the EFT Processing menu option. The Payment Processing form will be displayed. Click on the Payment Methods button at the upper right of the form to setup a new credit card or bank account.

SedonaOffice							
File Edit View SedonaOffice Customer Q	uery Took	s Window					
			- 📾 🛛	🗖 🛛 🎗 🔲 💽 🎯	🖂 통 🤝 🕘	sql 🛛 🔀 🙆 👰 🌀 📔	
SedonaOffice 🗵							
SedonaSecurity	S Paym	ent Proce	essing - Sedon	aSecurity - Forte			
E Client Management	Tools						
Auto Process Non-Recurrin	Filters				Information		Customer Actions
Batch Email Invoices	Mercha	nt [190283	•	Total Count	12	🗧 Payment Methods 🚺
Credit Off Invoices	Process	s Date	02/25/2021	•	Selected Count	0	New Transaction
EFT Processing	Branch	[•	Total Amount	\$10,335.28	
	Bank	۲	O Cre		Selected Amount	\$0.00	Disputes
Payment Processing	Show	ing tra	nsactions f	or 190283 - TES	ST/PERENNIALS		Ø Clear Grid Filters
Unapplied Cash/Credit	Ready	Approve	ed Settled	Rejected Voided	Refunded Previously	Funded Orphaned	
🗄 📲 General Ledger		Branch	Customer N	Name	Description	Payment Type	Amount Process Dat 🔺
🖻 🎡 Inventory		A	A	A	A	=	
⊡—≫ Job Management ⊡—\$ Payroll Interface		Releas	<u>i</u>	Abbott, Brandy	CYCLE INVOICE	Invoice 632705	\$1026.77 02/22/2021
🗉 💼 Point Of Sale		Michigan		Andrews, Julie	CYCLE INVOICE	Invoice 638869	\$816.20 02/22/2021 -
E - 2 Sales Management E - ∕ Service		merngan	11010	Andrews, suite	CICLE INVOICE	1110100 000000	>
General Documents							← 1 to 12 of 12 →
Management Summary	Action	on Selec	ted				
Report Manager	5	Submit	🔜 Void				Response X Close
	Ĺ						Codes

Entering a New Customer Credit Card

Regardless of where you begin this process, (a customer record, the EFT Customer list, or the EFT Processing form) the same data entry form will be displayed to the user. For this example, we will begin from a customer record.

1. From a customer record, on the customer tree, highlight Payment Options, right-click and select Manage Payment Methods.

47534 Allison, Luke			
📴 Allison, Luke		Allison, Luke	
- Ustomer Information		64 Pierce Boulevard	
Payment Options	(Manage Paym		
🖻 📲 Bill To			
📄 💷 Allison, Luke	Add Transactio	on 554	
Contacts			
📮 🗁 🛅 Sites)
🛉 🗄 🛅 (83352) Luke Allison			
📕 — 🗾 Activity Ledger			
Aging Aging			
			· · · ·

2. The Customer Payment Methods form will be displayed. Click on the Credit Cards tab at the top, then click on the New button at the lower right of the form.

S Customer Payment Method	ls - SedonaSecurity - Forte		×
Customer Number: 47534 Allison, Luke 64 Pierce Boulevard Chagrin Falls, OH 44022 (440) 683-2334			
Bank Accounts	Credit Cards		
Bank Accounts On File			
Bank *			
Name on Account * (Not Business Name)			
Account Number *		© Checking C Savings	
Payment Method *			
Auto Processing	Recurring Non-Recurring		
Hold Day	1 Max Amount \$0.00		
Days Past Inv Date	0		
Auto Bill To Recurring			
		New Save	Delete Close

3. Forte's data entry form will be displayed. Each data entry field on this form will be explained on the following pages.

EST/Perennial Softwa AYMENT METHOD	are	×
Credit or debit card		
Card number	Credit Card Number	
Exp date(MM YYYY)	Expiration Date	
		Next
024 CSG Forte Payments, Inc.		🔒 Security 💿 Privacy 🖺 T

- A. Credit Card Number Click in the box and enter the credit card number.
- B. **Expiration Month/Year** Click in the box and enter the credit card expiration information: two-digit month followed by a four-digit year.

When finished filling in the form, click the Save button located at the lower right of the form. The credit card will be added to Forte's system and a token will be held within SedonaOffice.

A. PayPal

Once the credit card information is saved and tokenized by Forte, you will be returned to the Customer Payment Methods form to finish entering additional information that will be stored in the SedonaOffice database. Each data entry field on this form will be explained below and on the following pages.

S Customer Payment Methods - SedonaSecurity - Forte				X
Customer Number: 47534 Allison, Luke 64 Pierce Boulevard Chagrin Falls, OH 44022 (440) 683-2334				
Bank Accounts Credit Cards				1
Cards On File VISA				•
Card Number * ****0004				
Expiration * 03 / 23				
Card Type *				
Payment Method * A Credit Card				•
Auto Processing B 🗆 🗆 Recurring C 🗆 Non-Recurring				
Hold Day E 1 Max Amount \$0.00 D				
Days Past Inv Date F				
Auto Bill To Recurring G				Ŧ
	New	Save	Delete	Close
			l	

- C. Payment Method From the drop-down list, select Credit Card.
- D. Auto Processing Recurring If the credit card has been authorized to be used for automatic payment of invoices created through cycle invoicing, select this checkbox. If this option is selected, the customer's cycle invoices will automatically be sent to Forte using this credit card. If this option is left unchecked, the credit card will be kept on file for use when the customer contacts your company to make a payment.
- E. Auto Processing Non-Recurring If this option is selected, the user can create automatic payments for non-recurring invoices (e.g. job, service or miscellaneous invoices) through the Auto Process Non-Recurring Invoices program.

- F. Max Amount (for Auto Processing Non-Recurring) If the previous option (Non-Recurring) checkbox was selected, this field will open for you to enter a maximum dollar amount, per transaction, that is authorized to be billed to this credit card. If a transaction is greater than the dollar amount in this box, only the maximum amount will be authorized to be charged. The default is zero meaning that the customer has not indicated a maximum amount.
- G. Hold Day If the Auto Process Recurring checkbox was selected, this is the day of the month (between 2 and 28) that cycle invoice payments will be submitted to Forte for funding.

Example: Your company has posted cycle invoices dated September 1st for the October service period. Your customer has requested that their credit card be charged on the 5th of the month. Entering a hold day of 5 will make this invoice eligible to go to Forte on October 5th (as October is the month of service and your customer chose the calendar date as the 5th of the month).

The number "1" is not a calendar date. When a new payment method is entered, the default hold day assigned is "1". The number 1 gives the user the ability to select whatever date the invoice should be sent to Forte for cycle invoices based on the entry made to the ACH Hold To Process date in the cycle billing posting form.

S Customer Payment Methods - SedonaSecurity - Forte	x
Customer Number: 47534 Allison, Luke 64 Pierce Boulevard Chagin Falls, OH 44022 (440) 683-2334	
Bank Accounts Credit Cards	
Cards On File VISA	•
Card Number * ****0004	
Expiration * 03 / 23	
Card Type *	
Payment Method * A Credit Card	×
Auto Processing B C Recurring C Non-Recurring	
Hold Day E 1 Max Amount \$0.00 D	
Days Past Inv Date	
Auto Bill To Recurring G	Y
	New Save Delete Close

H. Days Past Inv Date – Many companies run their cycle billing prior to the start of the service period being invoiced. If this is your policy and your company wants to receive payment in advance of the service period, you may elect to utilize the number of days past invoice date. Unlike a hold day, which is based on a specific calendar day, this option will allow an invoice to be sent to Forte "x" number days after the invoice date. Entering "1" enables the invoice to go to Forte on the date of the invoice. Any value entered greater than 1 will add "x" number of days to the invoice date to have it available to go to Forte.

For example, cycle billing is posted for the service period of October. The invoices are dated September 15th. If the customer has Days Past Invoice Date set to 5, the invoice will be submitted to Forte on September 20th.

 Auto Bill To Recurring – If there is only one Bill To record associated with this customer, the credit card you are entering will be used for all recurring transactions for the customer. If the customer has multiple Bill To records, you may link this credit card to a specific Bill To record by clicking on the drop-down list in this field and selecting the appropriate Bill To record.

After making all your selections on the Customer Payment Methods form, click the Save button at the lower right of the form. A confirmation message will be displayed indicating the credit card information was successfully saved. Click the OK button on the message box. You may then close out of the Customer Payment Methods form.

Update Credit Ca	ard	×				
The cr	edit card for Allison, Luke has	been updated.				
		ок				
S Customer Payment Method	s - SedonaSecurity - Forte					l
Customer Number: 47534 Allison, Luke 64 Pierce Boulevard Chagrin Falls, OH 44022 (440) 683-2334						
Bank Accounts	Credit Cards					
Cards On File	VISA					•
Card Number *	****0004	I				
Expiration *	3 / 23					
Card Type *	VISA]				
Payment Method *	Credit Card					v
Auto Processing B	Recurring C					
Hold Day E	15 Max Amount \$0.00					
Days Past Inv Date F	5					
Auto Bill To Recurring G	All Billing Addresses					-
	Bill Name	Bill Address			_	
	All Billing Addresses Allison, Luke	64 Pierce Boulevard, Chagrin Falls, OH, 44022				
			New	Save	Delete	Close
				J	J	J

Entering a New Customer Bank Account

Regardless of where you begin this process, (a customer record, the EFT Customer list, or the EFT Processing form) the same data entry form will be displayed to the user. For this example, we will begin from a customer record.

1. From a customer record, on the customer tree, highlight Payment Options, right-click and select Manage Payment Methods.

🕒 47534 Allison, Luke	
Allison, Luke Customer Information Payment Options Bill To Allison, Luke Contacts Sites Contacts Activity Ledger Aging Contacts	Allison, Luke 64 Pierce Boulevard , OH 44022 Add Transaction 334

2. The Customer Payment Methods form will be displayed. Click on the Bank Accounts tab at the top, then click on the New button at the lower right of the form.

Customer Payment Method	ls - SedonaSecu	ırity - Forte							×
Customer Number: 47534 Allison, Luke 64 Pierce Boulevard Chagrin Falls, OH 44022 (440) 683-2334									
Bank Accounts Bank Accounts On File	Credit Cards								
Bank *									-
Name on Account * (Not Business Name)				1					
Account Number *				Checking ©	C Savings				
Payment Method *									•
Auto Processing	🗆 Recurring	9 🗆 N	on-Recurring						
Hold Day	1	Max Amount	\$0.00						
Days Past Inv Date	0								
Auto Bill To Recurring									Ţ
]
						New	Save	Delete	Close

3. Forte's data entry form will be displayed. Each data entry field on this form will be explained on the following pages.

EST/Perennial Softwar AYMENT METHOD	e		>
💿 eCheck			
Routing number	Routing Number		
Account number	Account number		
Re-enter acc number	Re-enter account number		
Туре	Checking	•	
🔿 🖡 PayPal			
			Next
024 CSG Forte Payments, Inc.		🔒 Security	💿 Privacy 📔

- A. Routing Number Click in the box and enter the 9-digit bank routing number. Canadian banks have transit routing numbers consisting of a five-digit branch transit number followed by a three-digit institution number. To turn this into an EFT Routing Number usable by Forte, you must add a leading zero to the institution number followed by the branch transit number. For example, if the bank's transit number on the MICR line of a check appears as "39431-001", the user would add a leading zero to the branch number and create a nine-digit EFT routing number in the format "000139431".
- B. **Checking or Savings** Make a selection from the drop-down list indicating whether this is a checking or savings type bank account.
- C. **Account Number** Enter the customer's bank account number and press the tab key on your keyboard. The system will then require the user to re-enter the same account number. Both entries must match.

TEST/Perennial Software PAYMENT METHOD	×
◯ eCheck	
PayPal	
	Next
© 2024 CSG Forte Payments, Inc.	🔒 Security 💿 Privacy 🖺 TO:

4. Once the bank account information is saved and tokenized by Forte, you will be returned to the Customer Payment Methods form to finish entering additional information that will be stored in the SedonaOffice database. Each data entry field on this form will be explained below and on the following pages.

S Customer Payment Method	s - SedonaSecurity - Forte 🛛 🗙
Customer Number: 47534 Allison, Luke 64 Pierce Boulevard Chagrin Falls, OH 44022 (440) 683-2334	
Bank Accounts Bank Accounts On File	Credit Cards 056008849 - Luke Allison
Bank *	056008849 - 056008849
Name on Account * (Not Business Name)	Luke Allison
Account Number *	****1234 C Checking C Savings
Payment Method * A	EFT .
Auto Processing B	C Recurring C INon-Recurring
Hold Day E	Max Amount \$0.00
Days Past Inv Date 🛛 📕	
Auto Bill To Recurring G	
	New Save Delete Close

- A. Payment Method From the drop-down list, select EFT.
- B. Auto Processing Recurring If the bank account has been authorized to be used for automatic payment of invoices created through cycle invoicing, select this checkbox. If this option is selected, the customer's cycle invoices will automatically be sent to Forte using this bank account. If this option is left unchecked, the bank account will be kept on file for use when the customer contacts your company to make a payment.
- C. Auto Processing Non-Recurring If this option is selected, the user can create automatic payments for non-recurring invoices (e.g. job, service or miscellaneous invoices) through the Auto Process Non-Recurring Invoices program.

- D. Max Amount (for Auto Processing Non-Recurring) If the previous option (Non-Recurring) checkbox was selected, this field will open for you to enter a maximum dollar amount, per transaction, that is authorized to be billed to this bank account. If a transaction is greater than the dollar amount in this box, only the maximum amount will be authorized to be charged. The default is zero meaning that the customer has not indicated a maximum amount.
- E. **Hold Day** If the Auto Process Recurring checkbox was selected, this is the day of the month (between 2 and 28) that cycle invoice payments will be submitted to Forte for funding.

Example: Your company has posted cycle invoices dated September 1st for the October service period. Your customer has requested that their bank account be charged on the 5th of the month. Entering a hold day of 5 will make this invoice eligible to go to Forte on October 5th (as October is the month of service and your customer chose the calendar date as the 5th of the month).

The number "1" is not a calendar date. When a new payment method is entered, the default hold day assigned is "1". The number 1 gives the user the ability to select whatever date the invoice should be sent to Forte for cycle invoices based on the entry made to the ACH Hold To Process date in the cycle billing posting form.

S Customer Payment Method	s - SedonaSecurity - Forte
Customer Number: 47534 Allison, Luke 64 Pierce Boulevard Chagrin Falls, OH 44022 (440) 683-2334	
Bank Accounts	Credit Cards
Bank Accounts On File	056008849 - Luke Allison
Bank *	056008849 - 056008849
Name on Account * (Not Business Name)	Luke Allison
Account Number *	****1234 C Checking C Savings
Payment Method * 🔺	EFT
Auto Processing B	C Recurring C INon-Recurring
Hold Day E	Max Amount \$0.00 D
Days Past Inv Date 🛛 🗲	
Auto Bill To Recurring G	<u>ج</u>
	New Save Delete Close

 Days Past Inv Date – Many companies run their cycle billing prior to the start of the service period being invoiced. If this is your policy and your company wants to receive payment in advance of the service period, you may elect to utilize the number of days past invoice date. Unlike a hold day, which is based on a specific calendar day, this option will allow an invoice to be sent to Forte "x" number days after the invoice date. Entering "1" enables the invoice to go to Forte on the date of the invoice. Any value entered greater than 1 will add "x" number of days to the invoice date to have it available to go to Forte.

For example, cycle billing is posted for the service period of October. The invoices are dated September 15th. If the customer has Days Past Invoice Date set to 5, the invoice will be submitted to Forte on September 20th.

 Auto Bill To Recurring – If there is only one Bill To record associated with this customer, the bank account you are entering will be used for all recurring transactions for the customer. If the customer has multiple Bill To records, you may link this bank account to a specific Bill To record by clicking on the drop-down list in this field and selecting the appropriate Bill To record.

After making all your selections on the Customer Payment Methods form, click the Save button at the lower right of the form. A confirmation message will be displayed indicating the bank account information was successfully saved. Click the OK button on the message box. You may then close out of the Customer Payment Methods form.

Update Bank Acc	count 🛛 🔀				
() The ba	nk account for Allison, Luke has been updated.				
	ОК				
6 Customer Payment Method	: - SedonaSecurity - Forte				2
Customer Number: 47534 Allison, Luke 64 Pierce Boulevard Chagrin Falls, OH 44022 (440) 683-2334					
Bank Accounts	Credit Cards				
Bank Accounts On File	056008849 - Luke Allison				•
Bank *	056008849 - 056008849				٣
Name on Account * (Not Business Name)	Luka Allison				
Account Number *	****1234 C Checking C Savings				
Payment Method * A	EFT				۲
Auto Processing B	Recurring C 🖸 Non-Recurring				
Hold Day	Max Amount \$0.00				
Days Past Inv Date 🛛 📕	0				
Auto Bill To Recurring G	4				¥
		New	Save	Delete	Close

Viewing Payment Methods on File

Once the credit card or bank account has been saved, it may be viewed on the customer record by selecting Payment Options from the Customer Tree. The credit cards and/or bank accounts will be displayed in the active pane of the customer record.

Allison, Luke Balance Due: \$51.50 Customer Information 64 Pierce Boulevard Chagrin Falls, OH 44022 Payment Options Chagrin Falls, OH 44022 Total Active RVR : Total Active RVR : Total Active RVR : Total Active RVR : Contacts Customer Type: Residential Aging Collections Oliver Blais Contacts Collections Oliver Blais Corredit Memos Type Account Emposed Income (Unposted) VISA #****1111 Documents 3/223 Uike Allison Eff History Banks Account Envertices States Account Directifices States Yisa	47534 Allison, Luke					- 🗆 ×
activity Ledger Salesperson: Oliver Blais Aging Last Payment Rec'd: (\$25.00) (1/28/2021) Collections activity Ledger Contacts Credit Cards account Credit Auto VISA ****111 Deferred Income (Unposted) VISA ****0004 Sites Credit Kards account E FT History Bank check/Sav Mank Account Check/Sav Mank Account Check/Sav Marken Upforder 056008849	Customer Information Payment Options Bill 10 Allison, Luke	64 Pierce Boulevard Chagrin Falls, OH 44022	Last Stater Total Activ Total Activ Customer	nent Date: e RMR : e RAR : Type:	7/29/2019 Residential	
Image: Credit Xends Credit Cards Expires On Name on Card Auto Image: Credit Auto YISA ****111 12/21 Allson, Luke N Image: Credit Auto VISA ****111 12/21 Allson, Luke N Image: Credit Auto VISA ****0004 3/23 Luke Allson Y Image: Credit Auto VISA ****0004 3/23 Luke Allson Y Image: Credit Auto VISA ****0004 3/23 Luke Allson Y Image: Credit Auto VISA ****0004 3/23 Luke Allson Y Image: Credit Auto VISA Check/Sav Name on Acct Auto VISA VISA ****1234 Checking Luke Allson N	- 🕼 Activity Ledger - 🔲 Aging - 🔂 Collections		Salesperso Last Payme	n: ent Rec'd:	Oliver Blais (\$25.00) (1/28/2021)	
Image: Credit Auto VISA ****111 12/21 Allson, Luke N Image: Credit Auto VISA ****1004 3/23 Luke Allson Y Image: Credit Auto VISA ****0004 3/23 Luke Allson Y Image: Credit Auto VISA ****004 3/23 Luke Allson Y Image: Credit Auto VISA ****004 3/23 Luke Allson Y Image: Credit Auto VISA ****004 3/23 Luke Allson Y Image: Credit Auto VISA Kento Kento Kento Y Image: Credit Auto VISA Kento Kento			<u> </u>			
Deferred Income (Unposted) VISA ****0004 3/23 Luke Allison Y Documents Banks EFT History Bank Account Check/Sav Name on Acct Auto E FT History Bank Account Check/Sav Name on Acct Auto Image: Mark Sage 05600849 ****1234 Checking Luke Allison N	📕 Credit Auto					
EFT History Banks Account Check/Sav Name on Accct Auto EVents History Bank Account Check/Sav Name on Accct Auto Inner Office Message 056008849 ****1234 Checking Luke Allison N						Y
Bank Account Check/Sav Name on Acct Auto Inner Office Message 056008849 ****1234 Checking Luke Allison N		Banks				
- Inner Office Message 056008849 ****1234 Checking Luke Allison N		Bank				Auto
	- Inner Office Message	056008849	****1234	Checking	Luke Allison	N

Editing Payment Method Information

Users can edit some information for a credit card or bank account on file. In the screenshot below, only the highlighted fields may be edited.

If the billing address or expiration date needs to be changed, the must be done by logging into the DEX Portal; this cannot be done within SedonaOffice.

Forte offers a subscription service, which will automatically update the expiration of a customer's credit card in SedonaOffice. Please contact Forte for more information on this service.

S Customer Payment Method	ds - SedonaSecurity - Forte	x
Customer Number: 47534 Allison, Luke 64 Pierce Boulevard Chagrin Falls, OH 44022 (440) 683-2334		
Bank Accounts	Credit Cards	
Cards On File	VISA	Y
Card Number *	****0004	
Expiration *	3 / 23	
Card Type *	VISA	
Payment Method *	Credit Card	•
Auto Processing	Recurring	
Hold Day	15 Max Amount \$0.00	
Days Past Inv Date	5	
Auto Bill To Recurring	All Billing Addresses	×
	Bill Address	
	All Billing Addresses	
	Allison, Luke 64 Pierce Boulevard, Chagrin Falls, OH, 44	4022
		New Save Delete Close

Entering a New EFT Transaction

Setup EFT for a Customer Invoice

If a customer has one or more credit cards or bank accounts on file, you may enter an EFT payment from the customer record. There are two methods of how to begin the entry of the EFT for an invoice; these are described as options A and B below.

Option A

Open the Customer record, and in the Active pane under the Open Invoices area, highlight the invoice for which you want to enter the EFT payment, right-click and select the Make EFT Payment option.

Ashley, Victoria 📃 🔺	Ashley, Victori	a			Balance Due:	\$7.	839.61	
诃 Customer Information 🛛 🗌		265 Towner Last Statement Date: 6/14/2018						
Payment Options	Luna Pier, MI	40157			Last Late Fee:		34.32	
🔁 Bill To					* Legal *	+	er 180	
🔁 Sites	(734) 351-982							
🗄 📄 (1) Ashley, Victoria	carolynj@bold	group.moc			Total Active RMR :		50.09	
🕀 🦳 (3) Victoria Rose Flow					Total Active RAR :		401.08	
Inactive Sites					Customer Type:	Res	sidential	
Activity Ledger					Customer Since:	8/1	3/2012	
					Salesperson:	Oliv	/er Blais	
Aging					Last Daymont Dock	. to	561 00 /0/14	
Collections	Bill Contacts							
Contacts	Title	Contact	Phone	Ext	E-Mail			
🗧 Credit Memos	THUE	Brvan Ashley	(734) 248-7102	LAL	L-r-Iali			
🗄 Credit Auto		carolyn Johnson	(734) 351-9822		carolyni@			
🚡 Credit Requests	Owner	Miss Victoria R Ashley	(734) 555-3000		victoria.a			
📄 Deferred Income (Unpost			(,					
Documents	Open Invoices	\$7,881.10						
EFT History	Invoice #	Site Name	Description	Date	Amount	Net Due	Late Fee	
🗲 Events History	*234775	Ashley, Victoria	Site Survey	12/16/201	4 Pending			
Inner Office Message	559310	Ashley, Victoria	Service Call	7/18/2019		\$404.10	\$0.00	
Invoices	591203	Ashley, Victoria	Credit on Account	1/1/2020	\$780.63	\$780.63	\$0.00	
Jobs	591204	Victoria Rose Flower Shoppe	Credit on Account	1/1/2020	\$436.14	\$436.14	\$0.00	
7 Journal Detail	602736	Ashley, Victoria	FC	1/14/2020		\$13.12	\$0.00	
	610506	Ashley, Victoria	Recurring	3/1/2020	#540.20	4640 29	\$0.00	
] Journal Summary	610507	Victoria Rose Flower Shoppe	Recurring	3/1/202	New Invoice	77	\$0.00	
Notes	623097 626661	Victoria Rose Flower Shoppe	Service Call	2/14/20	Edit Invoice	07	\$0.00	
Payments	(P) 627192	Ashley, Victoria Ashley, Victoria	Recurring	8/1/202 2/1/202	Export Invoice Detail	34	\$0.00 \$0.00	
Prospects	(P) 627192 (P) 627193	Ashiey, victoria Victoria Rose Flower Shoppe	Inspection Inspection	2/1/202		64	\$0.00 \$0.00	
Securring	(P) 62/193	victoria Rose Plower Shoppe	Inspection	2/1/202	Create Credit Request	04	\$0.00	
🛃 Recurring History	Other Cust Inv.	\$429.00			Create Cycle Invoice Nov			
Refunds	Invoice #	Site Name	Description	Date	Create Cycle Invoice Nov	ue	Late Fee	
Sedona Event Log	559311	Victoria Rose Flower Shoppe	Service Call	7/18/20	Make EFT Payment		\$0.00	
P Service		international anoppo					40.00	
	Open CR Reg				Refresh			

Option B

Open the Customer record, and in the Active pane under the Open Invoices area, double-click on the invoice for which you want to enter the EFT payment.

Once the invoice is displayed, click on the EFT button located at the lower right of the invoice form.

S *** Accou	nting Period Closed -	• Accounting Data Locked **	ka k						_ 🗆 ×
C <u>u</u> stomer ID		C <u>a</u> tegory	A/R Acc <u>o</u> unt		 Ta <u>x</u> Group				
105		Monitoring	110110		New Jersey	у			
Invoice #	¢ 626661	8/1/2020 - 8,	/21/2020		1	Invoice <u>D</u> ate		Aging Date	
Invoice #		0/1/2020 - 0,	/31/2020			8/1/2020		8/1/2020	
	Ashley, Victoria 2265 Towner				1	Branch		P.O. Number	
	Luna Pier, 48157					MI			
						Warehouse		<u>T</u> erm	
Site	Ashley, Victoria							Due On Receipt	
Address:	1022 Wayne Road Salem, MI 48175					Invoice <u>T</u> ype			
	Saleing in Torro					Cycle Bill			_
						<u>S</u> alesperson		,	_
						N/A	ک 🗨		
Items \$40						, .			
Items \$40	.00							Show Custom Fi	ialde
				Item List	 				
Item		Site		Exempt	 Months	Rate	Amount	Memo	11
► 086		MONTRÉAL, QC			 1	40.00	40.00		
								6	-
									-
D <u>e</u> scription	Recurring		-				Sub Total Tax	40.0	
Contact			• 🖾 🗈 .				Total	0.0	
Memo							Balance Due	40.0	
_								,	-
Complete		10410000							
	: Queue Last Printed: 8	1/26/2020				Invoice l	List EFT	Save	Close
🔽 Add to Ema	ii Quede								

- 1. The New Transaction form will be displayed.
 - A. From the drop-down list, select either a bank account or credit card to be used for the transaction.
 - B. The Description field will default to "Invoice" followed by the invoice number the customer is paying. This information appears on the customer's bank or credit card statement. You may change the description if desired.
 - C. The Process date will default to today's date. If the customer is post-dating this transaction, you may enter a future date into this field.

Note: If the customer wants to pay more than one invoice, check the box to the left of each invoice to be paid. You will probably want to modify the description field to indicate multiple invoices are being paid.

You may select either the Submit Now or Save button.

- D. When selecting the Submit Now button, this transaction will automatically be sent to Forte for funding. If this is a credit card transaction and the customer has available funds on their line of credit to cover this payment, the transaction will be saved to the Approved tab of the EFT Processing grid. Otherwise, the transaction will be declined and be saved to the Rejected tab.
- E. Clicking on the Save button will add this transaction to the Ready tab of the EFT Processing grid to be submitted at a later time.

Note: The amount field may not be modified. If the customer wants to make a partial payment for an invoice, you would need to setup the EFT as unapplied cash. Please refer to this topic later in this document for more information.

265 1	, Victoria Towner		Bank					▪ ■ Payme ■ Metho
una Pi	ier, 48157		Credit Card	4AST				🚽 📜 Metho
	shley, Victoria		Description	Invoice 626	561 B			
	***4444		·	40.00	_			
L	16/26		Amount	40.00	-			
🖲 Invo	ice		Process Date	03/04/2021	C -			
) Adva	ance Deposit							
DUna	oplied Cash							
	ellaneous Income							
J IMIISC	ellaneous Income							
ubmitt	ed Description			Туре	Am	ount	Method	Status
	Cycle Invoice			Invoice 6271	93 \$2	,005.64	MAST 4444	READY
	Cycle Invoice			Invoice 6271	92 \$2	,735.34	MAST 4444	READY
/14/20	020 Invoice 53807	76		Invoice 6027	35 \$2	,561.08	MAST 4444	APPROVED
E 🔽	Invoice Number	Date	Description		Amount		Net Due	
1	=	=	A		=		-	
	591203	01/01/2020	Credit on A	ccount	5	5780.63	\$780.63	
	591204	01/01/2020	Credit on A	ccount	5	\$436.14	\$436.14	
	602736	01/14/2020	FC			\$13.12	\$13.12	
	610506	03/01/2020	Recurring		9	549.29	\$549.29	
	610507	03/01/2020	Recurring		-	\$290.77	\$290.77	
	623097	02/14/2020	Service Cal		5	626.07	\$626.07	
	626661 E	08/01/2020	Recurring			\$40.00	\$40.00	
-								
F Sub	omit 💾 Save							🗶 Clos
LAIC	ow outo							

Setup EFT for Unapplied Cash

If a customer wants to make a partial payment to an invoice, or if you are taking a deposit for a job but the job record has not yet been created, the EFT must be setup to use unapplied cash. Once the transaction settles, you may then manually apply the payment to an invoice. If the payment was for a job deposit, once the job is created, you may move the unapplied cash to an advance deposit and link to the job record.

1. Open the Customer record for which you want to enter the EFT payment. On the customer tree click on Payment Options, right-click and select the Add Transaction option.

😫 105 Ashley, Victoria 🛛 ** 🛙	'Legal ***	
Ashley, Victoria Customer Information Payment Options During Bill To During Sites	Ashley, Victoria 2265 Towner Manage Payment Methods Add Transaction	$\overline{}$
 Image: Provide the second state of the second state	Flow ia #:	
Credit Memos Documents Credit Memos Documents Inspections Invoices Dobs Dobs Dobs Dobs Dobs	Credit Cards Type MAST Banks Bank 272471674	Account ****4444 Accou
Visto	ory	

- 2. The New Transaction form will be displayed.
 - A. From the drop-down list, select either a bank account or credit card to be used for the transaction.
 - B. Select the Unapplied Cash radio button.
 - C. Type in a description. This information appears on the customer's bank or credit card statement.
 - D. Enter the Amount of the payment.
 - E. The Process date will default to today's date. If the customer is post-dating this transaction, you may enter a future date into this field.

You may select either the Submit Now or Save button.

- F. When selecting the Submit Now button, this transaction will automatically be sent to Forte for funding. If this is a credit card transaction and the customer has available funds on their line of credit to cover this payment, the transaction will be saved to the Approved tab of the EFT Processing grid. Otherwise, the transaction will be declined and be saved to the Rejected tab.
- G. Clicking on the Save button will add this transaction to the Ready tab of the EFT Processing grid to be submitted at a later time.

S New Transaction - SedonaSecurity - Forte							
Ashley, Victoria 2265 Towner Luna Pier, 48157		Bank 🛛 🕅	MAST	Α		Payment Methods	
Ashley, Victoria ****4444 06/26		Description Amount	Partial Payment fo	D D	C		
C Invoice		Process Date	03/04/2021	- E			
C Advance Deposit							
© Unapplied Cash B							
OMiscellane	eous Income						
Submitted	Description		Туре	Amount	Method	Status	
	Invoice 626661		Invoice 626661	\$40.00	MAST 4444	VOIDED	
	Cycle Invoice		Invoice 627193	\$2,005.64	MAST 4444	READY	
	Cycle Invoice		Invoice 627192	\$2,735.34	MAST 4444	READY	
F F Submit Now	G Bave					🗙 Close	

Setup EFT for an Advance Deposit

If a customer is making a payment for a Job Deposit, the job record must already be created to use this method. If the job has not yet been created, you must use the Unapplied Cash method described on the previous page.

1. Open the Customer record for which you want to enter the EFT payment. On the customer tree click on Payment Options, right-click and select the Add Transaction option.

105 Ashley, Victoria ** Legal *		
	Ashley, Victoria 2265 Towner age Payment Methods Transaction	
 ⊕ (1) Ashley, Victoria ⊕ (3) Victoria Rose Flow ⊡ Inactive Sites ⊡ (2) Ashley, Victoria #: ⊕ Inactive Systems 		
Contacts Credit Memos	Credit Cards Type	Account
Inspections Invoices	MAST Banks	****4444
Notes Vistory	Bank 272471674	Accou ****67
- 2. The New Transaction form will be displayed.
 - A. From the drop-down list, select either a bank account or credit card to be used for the transaction.
 - B. Select the Advance Deposit radio button.
 - C. Type in a description. This information appears on the customer's bank or credit card statement.
 - D. Enter the Amount of the payment.
 - E. The Process date will default to today's date. If the customer is post-dating this transaction, you may enter a future date into this field.
 - F. From the drop-down list, select the Job Number for this transaction.

You may select either the Submit Now or Save button.

- G. When selecting the Submit Now button, this transaction will automatically be sent to Forte for funding. If this is a credit card transaction and the customer has available funds on their line of credit to cover this payment, the transaction will be saved to the Approved tab of the EFT Processing grid. Otherwise, the transaction will be declined and be saved to the Rejected tab.
- H. Clicking on the Save button will add this transaction to the Ready tab of the EFT Processing grid to be submitted at a later time.

Ashley, Vic 2265 Town Luna Pier,	er	Bank Credit Card	MAST	A		Payment
Ashley	, Victoria	Description	Deposit for Job# 2	029	С	
06/26		Amount	300.00	D		
O Invoice		Process Date	03/04/2021			
⊙ Advance	Deposit B			_		
OUnapplied	d Cash	Job Number	2029	F		•
OMiscellan	eous Income		ı	_		
Submitted	Description		Туре	Amount	Method	Status
	Invoice 626661		Invoice 626661	\$40.00	MAST 4444	VOIDED
	Cycle Invoice		Invoice 627193	\$2,005.64	MAST 4444	READY
	Cycle Invoice		Invoice 627192	\$2,735.34	MAST 4444	READY
G Submit	H Save					🗙 Close

Setup EFT for a Miscellaneous G/L Account

This option is used when you want to allocate a payment to a specific G/L account number. Situations where you may want to use this option:

- Customer is paying a late fee only and you want to allocate to your late fee income G/L account.
- Customer is paying for invoices that have been written off to bad debt, so you may want to post the payment to your bad debt G/L account.
- 1. Open the Customer record for which you want to enter the EFT payment. On the customer tree click on Payment Options, right-click and select the Add Transaction option.



- 2. The New Transaction form will be displayed.
 - A. From the drop-down list, select either a bank account or credit card to be used for the transaction.
 - B. Select the Miscellaneous Income radio button.
 - C. Type in a description. This information appears on the customer's bank or credit card statement.
 - D. Enter the Amount of the payment.
 - E. The Process date will default to today's date. If the customer is post-dating this transaction, you may enter a future date into this field.
 - F. From the drop-down list, select the G/L Account number for this transaction.
 - G. Select the appropriate Category from the drop-down list.

You may select either the Submit Now or Save button.

- H. When selecting the Submit Now button, this transaction will automatically be sent to Forte for funding. If this is a credit card transaction and the customer has available funds on their line of credit to cover this payment, the transaction will be saved to the Approved tab of the EFT Processing grid. Otherwise, the transaction will be declined and be saved to the Rejected tab.
- I. Clicking on the Save button will add this transaction to the Ready tab of the EFT Processing grid to be submitted at a later time.

S New Transaction - SedonaSecurity - Forte		×
Ashley, Victoria 2265 Towner Luna Pier, 48157	Bank A Credit Card MAST	Payment Methods
Ashley, Victoria ****4444 06/26	Description Payment for invoices.	
C Invoice	Process Date 03/04/2021 E	
C Advance Deposit		
C Unapplied Cash ⓒ Miscellaneous Income B	GL Account 610320 F Category Admin G & A G	
Submitted Description	Type Amount Method Status	;
H I ✓ Submit ■ Save	,	X Close

Processing of Non-Recurring Invoices

Invoices for jobs, tickets and miscellaneous invoices may be sent to Forte using the Auto Process Non-Recurring Invoices program. If a customer credit card or customer bank setup was flagged for Non-Recurring Payments, you are able to process a payment for all non-cycle invoices up to the dollar amount limit set on the credit card or bank account.

For example if the Non-Recurring dollar limit is set to \$2,000.00, when processing the Non-Recurring from the EFT Processing form, the application will select invoices with open balances, beginning with the oldest invoice first, until the total of \$2,000.00 is reached. This may result in a partial payment of the last invoice selected.

If no dollar limit is set, when using this option, an EFT transaction will be added to the Ready tab for each selected unpaid non-cycle invoice for the customer.

S Customer Payment Method	ls - SedonaSecurity - Forte	×
Customer Number: 105 Ashley, Victoria 2265 Towner Luna Pier, 48157 (734) 351-9822		
Bank Accounts	Credit Cards	
Cards On File	MAST	
Card Number *	****4444	
Expiration *	6 / 26	
Card Type *	MAST	
Payment Method *	Credit Card	
Auto Processing		
Hold Day	1 Max Amount \$2,000.00	
Days Past Inv Date	0	
Auto Bill To Recurring	All Billing Addresses	
	New Save Delete Close	

1. From the main SedonaOffice menu, navigate to the Accounts Receivable module and select the Auto Process Non-Recurring Invoices menus option.



- 2. The Create Auto Non Recurring form will be displayed.
 - A. In the header area, select either Credit Cards or ACH. If you have customers flagged for Non-Recurring for both credit cards and customer bank accounts, you will need to repeat this process for each payment type.
 - B. The Process Group will default to 1. The process group has the same meaning as the Hold Date setup on the customer's credit card or bank account. You can only select one group at a time. This means that if you have credit cards or bank accounts flagged for non-recurring and your company uses multiple hold dates, you will need to repeat this process for each unique hold date.
 - C. The grid area will populate with any transactions ready to be created. If there are certain customers for which you do not want to create an EFT payment, un-check the box to the left of the customer number.

S Create Auto Credit Ca C ACH	Non Recurring ards Process Group	T Minin	num Amount	0.00		
Customer #	Name	Actual Due	Max for Charge	Amount to be Charged	Card Type	Last Four
11076	Detroit Dept of Education	2278.79	0.00	2278.79	DISC	1117
27751	Chicken Coop (Storage) Upper	1.88	1.00	1.00	MAST	0010
✓ 47534	Allison, Luke	70.36	0.00	70.36	VISA	1111
✓ 105	Ashley, Victoria	1043.29	2000.00	1043.29	MAST	4444
Unselect All	Invert Selection				I <u>r</u> eate EFTs	<u>C</u> ancel

When finished, click the Create EFTs button located at the lower right of the form.

3. The EFT's created by the Non-Recurring program will add transactions to the Ready tab of the EFT Processing form.

Note: EFT transactions created by the Non-Recurring program will be automatically marked with the processing date of today's date; the hold date on the credit card or bank account is not used for these types of transactions. If you want to honor the hold date on the credit card or bank account, then do not process the transactions until that day of the month has arrived.

S Pay	ment Processi	ng - SedonaSecurity - Fort	e							_ D ×
Tools										
Filter	s					_Information			Custon	ner Actions
Merc	hant 19	1283			•	Total Count	54		电	Payment Methods
Proce	iss Date 03/	04/2021			•	Selected Count	0		_	
Brand	h [[Total Amount	\$104,662.9	7	Distort C	New Transaction
	[1		Bank O 💿 Credit Ca	rd		Selected Amount		, 	۰	Disputes
Sho Read			- TEST/PERENNIALS	d Orphaned		L			0	Clear Grid Filters
Γ	Branch	Customer Number	Name	Description	Payment Type	e 🖉	mount	Process Da	ite	Payment Method 🔺
	A	A	A		-	-		-		-
	Release Tes	ti 11076	Detroit Dept of Education	AUTO NON-RECURRING	Invoice 639381	(\$2278.79	03/04/2021		1117
	Release Tes	ti 27751	Chicken Coop (Storage) Upper	AUTO NON-RECURRING	Invoice 546764		\$1.00	03/04/2021		0010
	Ohio	47534	Allison, Luke	AUTO NON-RECURRING	Invoice 639423		\$70.36	03/04/2021		W5A 1111
	Michigan	105	Ashley, Victoria	AUTO NON-RECURRING	Invoice 623097		\$1043.29	03/04/2021		4444
	Michigan	2039	Wyllys Liquor Store	CYCLE INVOICE	Invoice 628210		\$218.79	03/02/2021		6158
	Michigan	48026	Garry Bolt	INVOICE 626953	Invoice 626953		\$123.45	03/02/2021		V/54 1111

Refunds

Refunds may be processed for both customer credit cards and bank accounts directly within SedonaOffice. All refunds originate from a credit memo created on a customer's account. If the original payment received was applied to an invoice or is currently in unapplied cash or an advance deposit on the customer, these funds will need to be dealt with differently so that a credit memo may be created and then refunded to the customer.

The process for dealing with a payment applied to one or more invoices and unapplied cash or advance deposits is different. Each method is described in this topic section.



Refund Process Flow Charts



Refund for a Payment Applied to an Invoice

When a customer's payment that was applied to a specific invoice must be refunded to a credit card or bank account, there are several steps that must be completed to be able to make the refund.

- The payment must first be removed from the invoice by using a negative payment batch.
- A positive payment batch is created to move the reversed payment into your EFT Refund G/L account.
- A credit memo is created using your EFT Refund invoice item, which is linked to the G/L account of where the positive payment was applied.
- The Credit Memo is transferred to an EFT Refund.

Follow the steps below and on the following pages.

- 1. From the SedonaOffice main menu, navigate to the Accounts Receivable module and select the Payment Processing option.
- 2. The Payment Processing Batches list will be displayed. You will be creating two payment batches. Click the New button to start a new payment batch.

only batches that are							
				🗖 <u>D</u> ate Ra	ange Erom Date Ihru Date	3/5/2021 3/5/2021	
Description	Qty	Tape Total	Entered Total	Balance	Deposit Date	Check 21	Created By 🔺
21 190283_CC20210303	1	123.45	123.45	0.00	**Undeposited**	N	Administrator 📃
21 190283_CC20210302	2	268.95	268.95	0.00	**Undeposited**	N	Administrator
21 190283_ACH20210222	1	1916.33	1916.33	0.00	**Undeposited**	N	Administrator
. 1							
202	21 190283_CC20210303 121 190283_CC20210302	w Deposited Batches Description Qty 121 190283_CC20210303 1 121 190283_CC20210302 2 1021 190283_ACH20210222 1	v Deposited <u>Batches</u> Description Qty Tape Total 121 190283_CC20210303 1 123.45 121 190283_CC20210302 2 268.95 1021 190283_ACH20210222 1 1916.33	w Deposited Batches Description Qty Tape Total Entered Total 121 190283_CC20210303 1 123.45 123.45 121 190283_CC20210302 2 268.95 268.95 1021 190283_ACH20210222 1 1916.33 1916.33	Deposited Batches Description Qty Tape Total Entered Total Balance 121 190283_CC20210303 1 123.45 123.45 0.00 121 190283_CC20210302 2 268.95 268.95 0.00 1021 190283_ACH20210222 1 1916.33 1916.33 0.00	Deposited Batches Inru Date Description Qty Tape Total Entered Total Balance Deposit Date 121 190283_CC20210303 1 123.45 123.45 0.00 **Undeposited** 121 190283_CC20210302 2 268.95 268.95 0.00 **Undeposited** 1021 190283_ACH20210222 1 1916.33 1916.33 0.00 **Undeposited**	Deposited Batches Ihru Date 3/5/2021 Description Qty Tape Total Entered Total Balance Deposit Date Check 21 121 190283_CC20210303 1 123.45 123.45 0.00 **Undeposited*** N 121 190283_CC20210302 2 268.95 268.95 0.00 **Undeposited*** N 1021 190283_ACH20210222 1 1916.33 1916.33 0.00 **Undeposited*** N

3. Enter a description and in the Tape Total field, enter the negative amount of the payment you will be removing from the paid invoice. Click the Save button when finished.

S Batch Information	×
Batch Information	
Batch <u>D</u> ate	þ/4/2021
De <u>s</u> cription	Payment Reversal Cust 10001
Iape Total	(\$433.00)
Entered Amount	\$0.00
Remaining Amount	(\$433.00)
Check 21 Batch	
<u>R</u> eady to Deposit	
Bank Information	
Bank Account	
Deposit Date	
Reconcile Date	
Reversal Payment	Batch Save Close

4. You will be returned to the Payment Processing Batches list. Click the New button to create a second payment batch. Enter a description and in the Tape Total field, enter the positive amount of the payment you will be removing from the paid invoice. Click the Save button when finished.

Batch Information	×
Batch Information	
Batch <u>D</u> ate	þ/4/2021
De <u>s</u> cription	Payment Reversal Cust 10001
Tape Total	\$433.00
Entered Amount	\$0.00
Remaining Amount	\$433.00
Check 21 Batch	Г
<u>R</u> eady to Deposit	
Bank Information	
Deposit Date	
Reconcile Date	
	<u>S</u> ave <u>C</u> lose

5. You will be returned to the Payment Processing Batches list. You should see both the negative payment batch and the positive payment batch you just created within the list. Double-click on the negative payment batch.

	Options Show only tagged as Show Depu	batches that are ready to deposit				Г	Date Ra	ange <u>F</u> rom Date <u>T</u> hru Date	3/5/2021 3/5/2021		
Read	dy Date	Description	Qty	Tape Total	Entered Total		Balance	Deposit Date	Check 21	Created By	
	3/4/2021	Payment Reversal Cust 10001	1	-433.00	0.00	1	0.00	**Undeposited**	N	Administrator	
Ī	3/4/2021	Payment Reversal Cust 10001	1	433.00	0.00		0.00	**Undeposited**	N	Administrator	
	3/3/2021	190283_CC20210303	1	123.45	123.45		0.00	**Undeposited**	N	Administrator	
	3/2/2021	190283_CC20210302	2	268.95	268.95		0.00	**Undeposited**	N	Administrator	
	2/22/2021	190283_ACH20210222	1	1916.33	1916.33		0.00	**Undeposited**	N	Administrator	
1										×	<u>,</u>
ž	/iew Deposits							Deposit Edit	Enter Pa		•

6. The Enter Payments form will be displayed. At the upper left, enter the customer number for the payment reversal. In the Amount field, enter a negative value for the payment being reversed from the invoice. In the Payment Method field, select the original method of payment. You may type in a brief note in the memo field for tracking purposes later.

On the Invoices tab, locate the invoice to which the payment was previously applied. In the payment column, type in the negative amount of the payment. When finished, click the Save button.

	ment Batch ***					
atch Tape Amount: -433.00	Amount Entered:0.00	Batch Balance:	-433.00 Entry	# 1 of 1		
Branch Release Testing Forte			Balance to Apply	0.00		
Customer 10001	▼ 當 ☆					
Invoice #			Amount	-433.00		
		_	Payment Method	Credit Card		
33 Karen Cr			Chec <u>k</u> Number			
Chagrin Falls, OH 44022			Posting Date	3/4/2021		
Memo Payment Reversal for EFT	Refund		Ch <u>e</u> ck Date			
Do Not Extend Credit	Invoice Late Fees: \$5	00.74 O	ther Credits	3,	,700.00	
Invoices Other						
		Invoice Lis				
Site Name	Invoice #	Date	Amount	Net Due	Payment	Purchase Order
Small House	502227	10/22/2010	109.25			
Small House	583327	10/22/2019	108.25	0.00		
Small House	583328	10/22/2019	216.50	0.00	·	
Small House				0.00	·	
	583328	10/22/2019	216.50	0.00		
Small House Small House	583328 591170	10/22/2019 11/8/2019	216.50 433.00	0.00 0.00 0.00	-433.00	
Small House Small House Small, Henry	583328 591170 591172	10/22/2019 11/8/2019 11/11/2019	216.50 433.00 10.66	0.00 0.00 0.00 0.00	-433.00	
Small House Small House Small, Henry	583328 591170 591172	10/22/2019 11/8/2019 11/11/2019	216.50 433.00 10.66	0.00 0.00 0.00 0.00	-433.00	>
Small House Small House Small, Henry	583328 591170 591172	10/22/2019 11/8/2019 11/11/2019	216.50 433.00 10.66	0.00 0.00 0.00 0.00 0.00	-433.00 otal Due: \$1,177	
Small House Small House Small, Henry	583328 591170 591172	10/22/2019 11/8/2019 11/11/2019	216.50 433.00 10.66	0.00 0.00 0.00 0.00 0.00		-
Small House Small House Small, Henry	583328 591170 591172	10/22/2019 11/8/2019 11/11/2019	216.50 433.00 10.66	0.00 0.00 0.00 0.00 0.00		-

7. You will be returned to the Payment Processing Batches list. Double-click on the positive payment batch.

		batches that are ready to deposit osited Batches				🗖 Date Ra	ange Erom Date Ihru Date	3/5/2021 3/5/2021	
Ready	Date	Description	Qty	Tape Total	Entered Total	Balance	Deposit Date	Check 21	Created By
2	3/4/2021	Payment Reversal Cust 10001	1	-433.00	-433.00	0.00	**Undeposited**	N	Administrator
	3/4/2021	Payment Reversal Cust 10001	1	433.00	0.00	0.00	**Undeposited**	N	Administrator
	3/3/2021	190283_CC20210303	1	123.45	123.45	0.00	**Undeposited**	N	Administrator
	3/2/2021	190283_CC20210302	2	268.95	268.95	0.00	**Undeposited**	N	Administrator
	2/22/2021	190283_ACH20210222	1	1916.33	1916.33	0.00	**Undeposited**	N	Administrator
(F

8. The Payment Processing form will be displayed. At the upper left, enter the customer number for the payment. In the Amount field, enter a positive value for the payment. You may type in a brief note in the memo field for tracking purposes later.

On the **Other** tab:

- Check the box to the left of Miscellaneous.
- In the GL Account field, enter your EFT Refund G/L account (this is a liability type account). Select the appropriate category, typically G & A. The amount field should automatically fill with the amount entered in the header of the payment record.
- When finished, click the Save button.

Payment Processing		
Batch Tape Amount: 15,310.13 Amount Entered: 15,310.13	Batch Balance: 0.00 Entry # 1 of 2	
Branch 123 test	Balance to Apply 0.00	
Cystomer 48960 V 201	Amgunt 15310.13	
Address Ashlee Simmons	Payment Method Check	
1122 Detroit, MI 48272	Check Number Posting Date 1/26/2024	
Memo	Check Date	
	Other Credits	
Invoices Other		
✓ Miscelaneous	Advance Deposit	
GL Account		
í <u> </u>	2ob	
Category Code	Amount 0.00	
Amount 0.00		
☐ Late Fee	Lapplied Cash	
Amount 0.00	Amount 0.00	
	Euture Auto Apply	
View Obecks Import Lockbox Scan Batch		C 🔹 Save Sose

9. You will be returned to the Payment Processing Batches list. Check the Ready box to the left of both of your payment batches, then click the Deposit button at the bottom of the form.

/iew Op	- Show only	batches that are ready to deposit osited <u>B</u> atches				🔲 <u>D</u> ate Ra	ange Erom Date <u>T</u> hru Date	3/4/2021 3/4/2021	
Ready	Date	Description	Qty	Tape Total	Entered Total	Balance	Deposit Date	Check 21	Created By
	3/4/2021	Payment Reversal Cust 10001	1	-433.00	-433.00	0.00	**Undeposited**	N	Administrator
	3/4/2021	Payment Reversal Cust 10001	1	433.00	433.00 丿	0.00	**Undeposited**	N	Administrator
	3/3/2021	190283_CC20210303	1	123.45	123.45	0.00	**Undeposited**	N	Administrator
	3/2/2021	190283_CC20210302	2	268.95	268.95	0.00	**Undeposited**	N	Administrator
✓	2/26/2021	werid test	1	1.17	1.17	0.00	**Undeposited**	N	Bauser
	2/25/2021	2342 Job Batch	1	0.00	2000.00	-2000.00	**Undeposited**	N	Administrator
	2/24/2021	For refund to cust 2010	1	-150.27	-150.27	0.00	**Undeposited**	N	Administrator
L									•
Total Entered: 603,259.49 Enter Payments									

10. The Make Deposit form will be displayed. Select a bank account from the drop-down list. Type in a description, and then check the box to the left of your negative and positive payment batches. Click the Save button when finished.

Only Isit Ticket
SIC HERBE
Balanc
0.0
0.0
⊆lose

11. The deposit report will be displayed in preview mode. The Deposit Total amount should be zero. You may print to paper or save the report electronically if desired. Close out of the report when finished.

March 04, 20. 1:39 PM	21	Payment Reversal for EFT F Deposit Check Summar Cash - Operating* deposit on 3/4/2	y		Page # 1
Batch Name	Customer #	Customer Name	Amount	Method	Check#
Payment	10001	We're Associates Payment Reversal for EFT Refund	-433.00	Credit Card	
	Payn	nent Reversal Cust 10001 Sub Total 📃	-433.00		
Payment	10001	We're Associates Payment for EFT Refund	433.00	Check	
	Payn	nent Reversal Cust 10001 Sub Total 📃	433.00		
		Deposit Total	0.00)	

Up to this point, you have successfully removed the payment from the invoice. This was accomplished with the negative payment batch. This invoice is now open and may have payments applied to it. If you do not intend to collect on this invoice, you may credit it off.

You now have funds "parked" in the EFT Refund G/L account. This was accomplished with the posting of the positive payment batch.

The next step is to create a credit memo on the customer's account using your invoice item that points to the EFT Refund G/L account. After the credit memo is saved, you will convert that credit memo into an EFT refund to the customer.

12. Open the customer record where you will enter the credit memo. On the customer tree, highlight Credit Memos, right-click and select the New Credit Memo option.

🖻 10001 We're Associates 🛛 *** Do Not Exten	d Credit **
 We're Associates Customer Information Payment Options Bill To Gamma Bill, Henry Small, Henry Contacts Inactive Sites Activity Ledger Aging Collections Contacts 	Small, Henry 33 Karen Cr Chagrin Falls, OH 44022
I F Deferred Income (Unposted)	edit Memo Credit Memo phracted Services 137154 153214 Service Call 237993 Equipment Sales 276107 Contracted Services

13. The Credit Memo form will be displayed. Select the appropriate Category, typically G & A. On the Items tab, select your EFT Refund item code. Enter a Qty of 1 and type in the amount that is being refunded. If the item code was setup correctly, no tax should be calculated on the credit memo. At the lower left, select the credit memo Description, and the Credit Reason. You may type in a brief note into the Memo field for future reference. When finished, click the Save button.

S Credit Memo			_ 🗆 >
Customer ID Category	Credit Account	Ta <u>x</u> Group	
10001 Admin G & A	240210	OH-Cuyahoga County 💌	
Credit Memo		Credit <u>D</u> ate	Credit <u>N</u> umber
		3/4/2021	639453
33 Karen Cr		Branch	P.O. Number
Chagrin Falls, OH 44022		MI	
Site Small House		Warehouse	Salesperson
Address 33 Karen Er		*Main-MI 💌 🔜	Oliver.Blais 💽 🛃
Chagrin Falls, OH 44022		Credit <u>T</u> ype	<u>]</u> ob #
		Miscellaneous 💌	
Items \$433.00 Parts \$0.00			
Item Description	Item List Exempt Qty	Rate Amount Me	
EFT Refund EFT Refund		433.00 433.00	
*			
*			
			•
		Sub Total	
Description EFT Refund		Sub rotar Tax	433.00
Credit Reason Refund		Total	433.00
Memo For credit card refund for invoice# 591179		Credit D	ue 433.00 🗔
Euture Auto Apply			

14. We now have a credit memo that we can convert into an EFT Refund. Open the customer record, and in the Active pane under Open Credits, highlight the Credit Memo that you saved in the prior step, right-click and select the Refund to CC/ACH option.

🚰 We're Associates	 We're Associa 	ates		Balance Due:		\$111.86	
- 河 Customer Information	Small, Henry	2000	Last Stateme	ient Date: 7/29/2019			
Payment Options				Last Late Fee: \$1,136.75			
E Bill To	33 Karen Cr						
🗄 💷 Small, Henry	Chagrin Falls,	OH 44022			tend Credit *	Over 180	
Contacts	carolvni@per	ennialsoftware.co	m		Total Active RMR :		
	The state of the second second			Total Active F	RAR :		
				Customer Ty	pe:	Residential	
🖻 🔄 (25200) Small House				Customer Sir	nce:	7/18/2007	
⊞ ⊡ Systems				Salesperson:		Oliver Blais	
Inactive Systems				Last Payment		(\$433.00) (
- 🚰 Contacts							0/7/2021,
🔛 Credit Memos				# of Disp Las	i ou Days	0	
	Bill Contacts						
🔛 Invoices	Title	Contact	Phone	Ext	E-Mail		
🕀 🔊 Jobs		Henry Small	(smallh@g		
🕂 🧊 Notes	1.5	Jesslynn Lupo	(517) 414-4985 ×1		jesslynnl		
- 🔂 Recurring	AP	Mr. Name Namers	1 (800) 355-8996				
Recurring History	Open Invoices	\$4,244.86					
Recurring Master Items	Invoice #	Site Name	Description	Date	Amount	Net Due	Late Fe
	(P) 537894	Small House	Credit on Account	10/1/2018	\$2,387.72	\$1,177.10	\$0.0
Group Tickets	(P) 538222	We're Associates	Recurring	11/1/2018	\$2,469.53	\$2,469.53	\$0.0
Monitoring Svc	591179	Small House	Equipment Sales	11/15/2019	\$433.00	\$433.00	\$0.0
	591244	Small House	FC	1/8/2020	\$108.25	\$108.25	\$0.0
CS Log	602542	Small House	FC	1/14/2020	\$19.94	\$19.94	\$0.0
- Transmitters	602543	We're Associates	FC	1/14/2020	\$37.04	\$37.04	\$0.0
🗄 🛅 Inactive Sites	Open Credits	\$4,133.00					
— 🔙 Activity Ledger	Credit #	Site Name	Credit Type	Date	Amount	Balance	
- Aging		We're Associates	ADVDEP	10/10/2018	\$400.00	\$200.00	
- 🛃 Collections	639453 1638	We're Associates	CREDIT	Apply	\$433.00	\$433.00	
- 🚰 Contacts	1638	We're Associates	ADVDEP	Refund to CC/ACH	8,500.00	\$3,500.00	
- 😜 Credit Memos	Open Tickets			Keruna to cojaci			
Credit Auto	Ticket #	Problem Code	Date	Refresh	Status		
⊕ ☐ Deferred Income (Unposted)	5482	Insp-Cellular/Radio	1/4/2019	Chagrin Falls, OH	SCalus		
Documents	5483	Insp-Cellular/Radio	1/4/2019	Chagrin Falls, OH	SC		
EFT History	5565	AC Power Failure	2/13/2019	Chagrin Falls, OH	SC		
EFT HISTORY				and provide and pr			

15. The Select Payment Type form will be displayed. Type in the Refund Amount. From the drop-down list, select either the bank account or credit card that will be refunded. When finished, click the Refund button at bottom of the form.

🔜 Select Payment Type		_ 🗆 X
Customer Number: 10001 Small, Henry 33 Karen Cr Chagrin Falls, OH 44022	Available Balance \$433.00 Refund Amount \$433.00	
Bank Accounts on File (1) Credit Cards on File (2) VISA		•
VISA ****1111 Small, Henry 12/24	Refund	cel

16. A confirmation message will be displayed. Click the Yes button to proceed.



A second message will be displayed indicating the EFT Refund was successfully posted to the EFT Processing. Click the OK button to close the message box.



If you open the EFT Processing form, on the Refunded tab, you will see your refund transaction.

S	Payr	nent Proce	essing - SedonaSec	urity - Forte								_ 🗆 🕨
	Tools											
٢F	ilters	·							_Information		Custo	mer Actions
N	1erch	iant [190283					-	Total Count	4	-	Payment Methods
P	roce	ss Date	03/05/2021					•	Selected Count	0		
в	rand	n [•	Total Amount	(\$471.80)		New Transaction
		,		Bank	C Credit Card		⊟ si	now Hidden	Selected Amour	t \$0.00	2	Disputes
5	Shov	wing tra	nsactions for 1	.90283 - TEST/PE	RENNIALS						0	Clear Grid Filters
R	leady	Approv	ed Settled Reje	cted Voided Refunde	ed Previously Funded Orpha	ned						
		Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Meth	Transaction Refere	nce	Authorization
	_	A	A	A		-	-	-	-	A		A
		Ohio	10001	We're Associates	CUSTOMER REFUND	Misc GL: 240120	-\$433.00	03/04/2021	VISA 1111	fcb5023d-3763-48b3-a01	1-ea32d	2BI309
	Г	Ohio	47534	Allison, Luke	CUSTOMER REFUND	Misc GL: 240120	-\$25.00	01/28/2021	V/SA 1111	f305dedf-2780-40d3-85a	3-6e542	5CO209
		Ohio	0010042	Doyle, Edith	CUSTOMER REFUND	Misc GL: 240120	-\$1.00	0 12/14/2020	V/SA 1111	0854cf1d-7d31-43c8-80b	7-79944	5UA804
		Michigan	48165	Nelson, Marie	CUSTOMER REFUND	Misc GL: 240120	-\$12.80	0 10/14/2020	0005	6e0565b7-df76-4431-a6f	7-cdb18	3AB669

Refund for Unapplied Cash

If a customer has unapplied cash on their account, you are able to refund all or a portion of the amount to a credit card or bank account on file for the customer. There are few steps that must be completed to be able to make the refund.

- Move the unapplied cash to your EFT Refund G/L account.
- A credit memo is created using your EFT Refund invoice item, which is linked to the G/L account of where the positive payment was applied.
- The Credit Memo is transferred to an EFT Refund.

Follow the steps below and on the following pages.

1. Open the customer record with the unapplied cash. In the Active pane under the Open Credits area, highlight the cash item, right-click and select the Apply option.



2. The Apply Customer Credit form will be displayed. On the Other tab, check the box to the left of Miscellaneous. In the GL Account field, enter your EFT Refund G/L account (this is a liability type account). Select the appropriate category, typically G & A. The amount field should automatically fill with the total amount of the unapplied cash. If you are not refunding the entire amount, you may change to a lesser value. When finished, click the Save button.

S Apply Customer Credit 48168		×
Wade Boggs 123 Pine Dr. Canton, MI 48187	Credit Amount and Balanc Credit Amount Balance	
	Credit Date	5/3/2019
Unapplied Cash	Apply <u>D</u> ate	3/5/2021
Invoices Other		
	Advance Deposit	
GL Account 290100	Jop 🗌	
Category Code Admin G & A	Amount 0.0	00
Amount 20.00		
	🛛 🗖 Unapplied Cash	
Amount 0.00 Pay To	Amount a	0.00
Memo		
	V	Save Close

You now have funds "parked" in the EFT Refund G/L account. The next step is to create a credit memo on the customer's account using your invoice item that points to the EFT Refund G/L account. After the credit memo is saved, you will convert that credit memo into an EFT refund to the customer.

3. Open the customer record where you will enter the credit memo. On the customer tree, highlight Credit Memos, right-click and select the New Credit Memo option.



4. The Credit Memo form will be displayed. Select the appropriate Category, typically G & A. On the Items tab, select your EFT Refund item code. Enter a Qty of 1 and type in the amount that is being refunded. If the item code was setup correctly, no tax should be calculated on the credit memo. At the lower left, select the credit memo Description, and the Credit Reason. You may type in a brief note into the Memo field for future reference. When finished, click the Save button.

S Credit Memo			
	Credit Account	Ta <u>x</u> Group	
Admin G & A	240210	Zero tax percent Credit Date 3/5/2021 MI Warehouse *Main-MI Credit Type Miscellaneous	P.O. Number
Town dames [Town dames]			
Rem Description REFT Refund EFT Refund	Item List Exempt Qty 1 1	Rate Amount Mr 20.00 20.00	me A
Description EFT Refund Credit Reason Refund Memo Refund unapplied cash on account to cc on file \$t customer's request.	×	Sub Tot Tax Total Credit	0.00
Euture Auto Apply			Save Close

5. We now have a credit memo that we can convert into an EFT Refund. Open the customer record, and in the Active pane under Open Credits, highlight the Credit Memo that you saved in the prior step, right-click and select the Refund to CC/ACH option.

Wade Boggs Customer Information Payment Options Wade Boggs Contacts Contacts Activity Ledger Activity Ledger Activity	Wade Boggs 123 Pine Dr. Canton, MI 4	8187		Balance Du Total Activ Total Activ Customer Salesperso Last Paymo # of Disp L	e RMR : e RAR : Type: Since: on:		ential	19)
Collections	Bill Contacts Title	Contact	Phone		Ext		E-Mail	
📰 Credit Memos	TRUE	concact	FIIOR		LAC		L-I-Idii	
🖳 Credit Auto	Open Invoices	\$0.00						
🖃 Deferred Income (Unposted)	Invoice #	Site Name	Descrip	ption	Date		Amount	Net Du
- EFT History	Open Credits	\$81.22 Site Name	c 13	•	Date		Amount	Balanc
	Credit #	Wade Boggs	Credit CASH	туре	5/2/2019		\$15.55	Balanc \$15.5
- 🖂 Inner Office Message	639461	Wade Boggs	CREDIT		3/5/2021		\$20.00	\$20.0
Invoices	1907	Wade Boggs	ADVDEP		Apply		\$45.67	\$45.
🔊 Jobs		in dae oogge			Refund to C	CIACH	+ 10101	
Journal Detail	Open Tickets					~	-	
ቨ Journal Summary	Ticket #	Problem Code	Date		Refresh		Status	
Notes							-	_
Payments	Open Jobs	-						
	Job #	Туре	Status		Units		Install	

6. The Select Payment Type form will be displayed. Type in the Refund Amount. From the drop-down list, select either the bank account or credit card that will be refunded. When finished, click the Refund button at bottom of the form.

🔜 Select Payment Type	
Customer Number: 48168 Wade Boggs 123 Pine Dr. Canton, MI 48187	Available Balance \$20.00 Refund Amount \$20.00
Bank Accounts on File (0) Credit Cards on File (1) VISA	•
VISA ****1111 Wade Boggs 12/21	Refund Cancel

7. A confirmation message will be displayed. Click the Yes button to proceed.



A second message will be displayed indicating the EFT Refund was successfully posted to the EFT Processing. Click the OK button to close the message box.



If you open the EFT Processing form, on the Refunded tab, you will see your refund transaction.

🙆 Pay	ment Proce	essing - SedonaSecu	urity - Forte								
Tools											
Filter	s							_Information		Custo	mer Actions
Merch	nant [190283					•	Total Count	5	8	Payment Methods
Proce	ess Date	03/05/2021					•	Selected Count	0		
Brand	:h [•	Total Amount	(\$491.80)		New Transaction
			Bank	O © Credit Card		□ sh	now Hidden	Selected Amoun	nt \$0.00	2	Disputes
Sho	wing tra	nsactions for 1	190283 - TEST/PE	RENNIALS							Clear Grid Filters
Read	y Approve	ed Settled Reje	cted Voided Refund	ed Previously Funded Orphan	ned						
	Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Meth	Transaction Refer	ence	Authorization
	A	A	A	A	-	-	-	-	A		A
	Michigan	48168	Wade Boggs	CUSTOMER REFUND	Misc GL: 240120	-\$20.00	03/05/2021	V/SA 1111	518a3376-c710-4404-b8	808-a4ba	1X1772
	Ohio	10001	We're Associates	CUSTOMER REFUND	Misc GL: 240120	-\$433.00	0 03/04/2021	VISA 1111	1cb5023d-3763-48b3-a0)11-ea32d	281309
	Ohio	47534	Allison, Luke	CUSTOMER REFUND	Misc GL: 240120	-\$25.00	01/28/2021	VISA 1111	f305dedf-2780-40d3-85	a8-6e542	500209
	Ohio	0010042	Doyle, Edith	CUSTOMER REFUND	Misc GL: 240120	-\$1.00	0 12/14/2020	VISA 1111	0854cf1d-7d31-43c8-80	b7-79944	. 5UA804
	Michigan	48165	Nelson, Marie	CUSTOMER REFUND	Misc GL: 240120	-\$12.80	0 10/14/2020	0005	6e0565b7-df76-4431-a6	5f7-cdb18	3AB669

Refund for an Advance Deposit

If a customer has advance deposit on their account, you are able to refund all or a portion of the amount to a credit card or bank account on file for the customer. There are few steps that must be completed to be able to make the refund.

- Move the advance deposit to your EFT Refund G/L account.
- A credit memo is created using your EFT Refund invoice item, which is linked to the G/L account of where the positive payment was applied.
- The Credit Memo is transferred to an EFT Refund.

Follow the steps below and on the following pages.

1. Open the customer record with the advance deposit. In the Active pane under the Open Credits area, highlight the advance deposit item, right-click and select the Apply option.

S 48168 Wade Boggs								
Wade Boggs Ustomer Information Payment Options	Wade Boggs 123 Pine Dr. Canton, MI 4	48187		Total .	e Due: Active RMR : Active RAR :	(\$81.22))	
🖻 🛅 Bill To					mer Type:	Resident	tial	1
🖻 🚛 Wade Boggs					mer Since:	1/21/20:		
E-Sites					erson:	Don Fayl		∎
Activity Ledger					ayment Rec'd:		(3/5/2021)	
Aging				# of D	isp Last 60 Days	0		
	Bill Contacts							
	Title	Contact	Phone		Ext	E-Mail		1
🔛 Credit Memos								
🖃 Credit Auto	Open Invoices	\$0.00						
🗄 🛅 Deferred Income (Unposted)	Invoice #	Site Name	Description		Date	Amount	Net Due	L
	Open Credits	\$61.22						
	Credit #	Site Name	Credit Type		Date	Amount	Balance	
Inner Office Message		Wade Boggs	CASH		5/2/2019	\$15.55	\$15.55	_
	1907	Wade Boggs	ADVDEP	Apply	5 Kolop19	\$45.67	\$45.67	
> Jobs	Open Tickets							∎
🗐 Journal Detail	Ticket #	Problem Code	Date	Refre	esh itate	Status		
- 📊 Journal Summary								
🗄 🛅 Notes	Open Jobs Job #	Туре	Status		Units	Install	RMR	
Рантова	1907	ACC-Res	Status	_	-Q	0.00	0.00	1
		and the second sec			and the second designed to the second designed and the			2

2. The Apply Customer Credit form will be displayed. On the Other tab, check the box to the left of Miscellaneous. In the GL Account field, enter your EFT Refund G/L account (this is a liability type account). Select the appropriate category, typically G & A. The amount field should automatically fill with the total amount of the advance deposit. If you are not refunding the entire amount, you may change to a lesser value. When finished, click the Save button.

😉 Apply Customer Credit 48168		
Wade Boggs 123 Pine Dr. Canton, MI 48187	– Credit Amount and Balar Credit Amount Balance	45.67
Advance Deposit	Credit Date Apply <u>D</u> ate	5/10/2019 3/5/2021
Invoices Other	Ad <u>v</u> ance Deposit	
GL Account 290100 EFT Refund Category Code Admin G & A Amount 45.67	_]ob □	.00
Amount 0.00	T Unapplied Cash	0.00
Pay To	Philodia	0.00
Memo	×	Save Close

You now have funds "parked" in the EFT Refund G/L account. The next step is to create a credit memo on the customer's account using your invoice item that points to the EFT Refund G/L account. After the credit memo is saved, you will convert that credit memo into an EFT refund to the customer.

3. Open the customer record where you will enter the credit memo. On the customer tree, highlight Credit Memos, right-click and select the New Credit Memo option.



4. The Credit Memo form will be displayed. Select the appropriate Category, typically G & A. On the Items tab, select your EFT Refund item code. Enter a Qty of 1 and type in the amount that is being refunded. If the item code was setup correctly, no tax should be calculated on the credit memo. At the lower left, select the credit memo Description, and the Credit Reason. You may type in a brief note into the Memo field for future reference. When finished, click the Save button.

S Credit Memo	
	Account Tax Group
48168 🗃 🛛 🖓 🖌 🛃 🖉 🖉	0 Zero tax percent
Credit Memo Wade Boggs 123 Pine Dr. Canton, MI 48187 Site Address: 123 Pine Dr. Canton, MI 48187 Canton, MI 48187	Credit Date Credit Number 3/5/2021 639462 Branch P.O. Number MI Salesperson *Main-MI Don.Faybrick Credit Iype Job # Miscellaneous Salesperson
Items \$45.67 Parts \$0.00	Qty Rate Amount Memo 1 45.67 45.67
	v
Description EFT Refund Credit Reason Refund Memo Job cancelled. Refund advance deposit to customer's credit card.	Sub Total 45.67 Ta× 0.00 Total 45.67 Credit Due 45.67
Euture Auto Apply	<u>Save</u>

5. We now have a credit memo that we can convert into an EFT Refund. Open the customer record, and in the Active pane under Open Credits, highlight the Credit Memo that you saved in the prior step, right-click and select the Refund to CC/ACH option.

Wade Boggs Viology Customer Information Viology Payment Options Viology Bill To	Wade Boggs 123 Pine Dr. Canton, MI 4	18187		Total Ac	tive RMR : tive RAR :	(\$61.22)	
A wade Boggs					er Type: er Since:	Resident	
Contacts				Salesper		1/21/201 Don Fayb	
- 🛅 Sites					ment Rec'd:		(3/5/202
Activity Ledger					o Last 60 Days	(\$20.00)	(3/3/202
- Aging	L			J * 01 Dig	5 Edot 66 Edys	•	
- Collections	Bill Contacts						
T Contacts	Title	Contact	Phone	E	xt	E-Mail	
Credit Auto	Open Invoices	\$0.00					
Deferred Income (Unposted)	Invoice #	Site Name	Description	D	ate	Amount	Net Due
Documents							
Thistory	Open Credits	\$61.22 Site Name	c 11 T		ate	Amount	Balance
🖐 Events History	Credit #	Wade Boggs	Credit Type CASH		ace /2/2019	\$15.55	\$15.55
🖂 Inner Office Message	639462	Wade Boggs	CREDIT		15/2021	\$45.67	\$45.67
📰 Invoices					ply		
🧈 Jobs	Open Tickets			Re	fund to CC/ACH)	
- 🔙 Journal Detail	Ticket #	Problem Code	Date		fresh	Status	
🔝 Journal Summary	Open Jobs			Re	rresii		
- 🧰 Notes	Job #	Туре	Status		nits	Install	RMR
- O Parter -	1907	ACC-Res	Jeacoby .	0		0.00	0.00

6. The Select Payment Type form will be displayed. Type in the Refund Amount. From the drop-down list, select either the bank account or credit card that will be refunded. When finished, click the Refund button at bottom of the form.

🔜 Select Payment Type		
Customer Number: 48168 Wade Boggs 123 Pine Dr. Canton, MI 48187	Available Balance \$45.67 Refund Amount \$45.67	Ð
Bank Accounts on File (0) Credit Cards on File (1) VISA		•
VISA ****1111 Wade Boggs 12/21	Refund Cano	el

7. A confirmation message will be displayed. Click the Yes button to proceed.



A second message will be displayed indicating the EFT Refund was successfully posted to the EFT Processing. Click the OK button to close the message box.



If you open the EFT Processing form, on the Refunded tab, you will see your refund transaction.

🜀 Pay	ment Proc	essing - SedonaSec	urity - Forte								_ D ×
Tools											
Filter	s							_Information		Custo	mer Actions
Merch	hant	190283					•	Total Count	6	8	Payment Methods
Proce	ss Date	03/05/2021					•	Selected Count	0		
Brand	h						•	Total Amount	(\$537.47)		New Transaction
			Bank	C © Credit Card		🗆 Sh	ow Hidden	Selected Amoun	t \$0.00		Disputes
Sho	wing tra	insactions for :	190283 - TE S T/PE	RENNIALS						0	Clear Grid Filters
Read	y Approv	ed Settled Reje	ected Voided Refund	led Previously Funded Orph	aned						
	Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Meth	Transaction Referen	ice	Authorization
	A	A	A	Δ	-	-	-	-	A		A
	Michigan	48168	Wade Boggs	CUSTOMER REFUND	Misc GL: 240120	-\$45.67	03/05/2021	<u>V/54</u> 1111	f835cea5-d6d9-4add-9794	-9191d	. 7ZP787
	Michigan	48168	Wade Boggs	CUSTOMER REFUND	Misc GL: 240120	-\$20.00	03/05/2021	V/54 1111	518a3376-c710-4404-b80	3-a4ba	1X1772
	Ohio	10001	We're Associates	CUSTOMER REFUND	Misc GL: 240120	-\$433.00	03/04/2021	WSA 1111	fcb5023d-3763-48b3-a01:	-ea32d	. 2BI309
	Ohio	47534	Allison, Luke	CUSTOMER REFUND	Misc GL: 240120	-\$25.00	01/28/2021	V/SA 1111	f305dedf-2780-40d3-85a6	-6e542	5CO209
	Ohio	0010042	Doyle, Edith	CUSTOMER REFUND	Misc GL: 240120	-\$1.00	12/14/2020	VISA 1111	0854cf1d-7d31-43c8-80b7	-79944	. 5UA804
	Michigan	48165	Nelson, Marie	CUSTOMER REFUND	Misc GL: 240120	-\$12.80	10/14/2020	0005	6e0565b7-df76-4431-a6f7	-cdb18	3AB669

Previously Funded Transactions

During the nightly settlement process, if a transaction is reversed/unfunded the application will create a Negative Payment Batch for the reversal transaction automatically.

Batch Information			×
Batch Information			
Batch <u>D</u> ate	1/21/2020		
Description	R22845_CC20200	121	
Tape Total	(\$12,934.75)		
Entered Amount	(\$12,934.75)		
Remaining Amount	\$0.00	_	
Check 21 Batch	Г		
Ready to Deposit			
Bank Information			
Bank Account			
Deposit Date			
Reconcile Date			
Reversal Payment	Batch	Save	Qlose

When the Negative Payment Batch is created the description is R for reversal, MerchantID, underscore, transaction type (ACH, Credit Card, Amex) followed by the date. All transactions that settled as previously funded but now declined will be listed in this batch on the processing date.

SedonaOffice will reverse transactions based on the type of payment application. There are several types of payment applications i.e. Invoice, Unapplied Cash, Advanced Deposit and Miscellaneous.

When a payment has been applied to an invoice, the application will remove the payment from the invoice(s).

Previously Funded Payment that was Originally Applied to an Invoice

Negative Payment is automatically created and reverses the payment from the invoice.

anch	M			Balance to Apply	0.00			
stomer	100			Anount	-12934.75			
voice #				Payment Method	Check			
schress	Mellissa Robinson			Check Number	RETURNED PAYN	ENT		
	45185 Joy Road Canton, MI 48187			Posting Date	1/21/2020			
emo				Check Date	Interfebeo			
			i i i i i i i i i i i i i i i i i i i	her Credits				
iyoices j	Other							
iyoices j	Qther	Trucing #	Invoice List		âmart	Net Days	Domant	Durchase Order
igoices (ite Name fellissa	Qther	Invoice # 102			Amount 12934.75	Net Due 0.00	Payment -12934.75	Purchase Order

s *** Cycle Invoice - Invoice Ite	ems Locked **	*					
Customer ID	Category		/R Acc <u>o</u> unt		Ta <u>x</u> Group		
292 📓	Monitoring	•	110110	▼ 🛄	MI	•	
Invoice # 102		10/1/2010 1	/21/2020		Invoice <u>D</u> a		Aging Date
		10/1/2019 - 1	/31/2020		1/01/202	D 🗾	1/01/2020
417 York St					Branch		P.O. Number
Plymouth, MI 481	70 - 1483				MI	▼	8787878
Site Mellissa Robinson					Warehous		Term
Address: 45185 Joy Rd					*Main-MI		Due On Receipt
Canton, MI 48187					Invoice Ty	pe 🔽	
					Cycle Bill		
					Salesperso		
					Gerry Ka	stor 🔽 法	
Items \$12,876.67							
	S Payment	History					Show Custom Fields
Item	Si Date	Type	Reference	Amount		te Amount	t Memo
Alarmnet	A 1/10/2020	American Express	ACH Processing	\$12,934.75		00 236.67	
Mon-10	1/21/2020	Check	RETURNED PAYMENT	(\$12,934.75)	••	00 640.00	
Guard Services							
Guard Services	Gt					00 12,000.00	·
*							
							_
Description Description						Sub Total	12 876 67
Description Recurring					X	Sub Total Tax	12,876.67
Contact				- Ch		Tax Total	58.08
				Un	-Acply Cose	Tax	58.08
Contact				Di		Tax Total	58.08
Contact				ט		Tax Total	58.08
Contact Memo			_	D	Apply Close	Tax Total	58.08

Previously Funded Payment from Unapplied Cash, Advance Deposit or Miscellaneous G/L Account

When the payment has been applied to a type other than an Invoice, the application will create a Miscellaneous Invoice for the amount of the payment using the EFT Return Invoice Item. The application will also create a negative payment batch applying the negative payment to the G/L account associated with the Invoice Item used on the miscellaneous invoice.

The Invoice Item used for the Miscellaneous Invoice is located in SedonaSetup/Setup Processing/EFT Returned Payment Invoice Item.

Setup Processing			
Numbering Auto Invoice Next Invoice	639468		Auto Job Number
Auto Customer	0.3400		Require System Account
Next Customer	48469		Require Unique System Account Company Wide
📃 Invoicing and Credit			/
Cycle Beginning D	ay w of Month		Print Customer Number on In Statements
_	Service Start	~	Allow Printed Invoices to be Edi
FET Returned Pay	rment Invoice Item		Enter Separate Posting Date for and Credits
	Returned Payment Z-Tr 💌	◄	Allow direct invoicing to Mas
		☑	Use Credit Request Proces
(i) Other		V	Require Credit Reason on
	required for Income		Deferred Revenue B

Customer ID Category A/R Account Tax Group 100 Image: State
Invoice # 123
1/21/2020 II/21/2020
Mellissa Robinson 45185 Joy Road Branch P.O. Number
Canton, MI 48187 MI 💌
Warehouse
Site Mellissa Main I Due On Receipt I Due On Receipt
Canton, MI 48187
Salesperson Posting Date
TestUser 🔽 选 1/21/2020
Items \$106.63 Parts \$0.00
Show Custom Fields
Item List
Item Description Exempt Qty Rate Amount Memo
Returned Payment Z-Trans Returned Payment Z-Trans 🔲 1 106.63 106.63
×
Description RETURNED PAYMENT Sub Total 106.63 Tax 0.00
Contact Contact 100 100 100 100 100 100 100 100 100 10
Memo Balance Due 106.63
Complete
Add to Print Queue
V Add to Email Queue Invoice List EFT Save Close

	Amount: -12,934.75	Amount Entered:-12,934.75	Batch Balance: 0.00 Entry :	# 2 of 2
iranch	MI		Balance to Apply	0.00
lystomer	100	· 尚 D	Amgunk	-106.63
nvoice #			Payment Method	Check
ddress	Mellissa Robinson		Check Number	RETURNED PAYMENT
	45185 Joy Road Canton, MI 48187		Posting Date	1/21/2020
demo	2		Check Date	
nyoices ⊆ I7 Misce			Advance Deposit	
G. Acco	xunt 149000	<u>لا د</u>	3ob	
	Z-Transaction		Annual	
Catego	ry Code Admin G & A	-	Amount 0.00	
Amo	unt -106.63			
Late I			I I I I I I I I I I I I I I I I I I I	
No. No.	tent -		r F Howeled Cash	

Reconciling Payment Batches for the Day

At the end of each day, the amount for both credit card and bank account deposits should be reconciled with the activity performed during the day. This will be the sum of all transactions found under the Approved and Refunded tabs. This should reconcile to the total of the positive and negative deposit payment batches for credit card and customer bank transactions found in your Payment Processing Batches list. Directions for filtering transactions in the grid may be found in the section titled "Using the Grid Filters" found earlier in this document.

Customer Bank Transactions

Filter the grid by selecting the payment method as Bank. Click on the Approved tab. Select today's date as the Submitted Date and click anywhere in the grid for filtering to take effect. The list of approved transactions will be displayed.

In the example below	, there were 3 app	proved transactions	for a tota	l of \$764.	14.
----------------------	--------------------	---------------------	------------	-------------	-----

S Pay	ment Proc	rssing - SedonaSec	urity - Forte								-
Tools	ŕ										
Filter	8							Information		Custo	mer Actions
Merci	hant	190283					•	Total Count	3	1	Payment Methods
Proce	ess Date	01/28/2019					•	Selected Count	0	-	No. Township
Branc	h							Total Amou	\$764.14	-	New Transaction
			Bank	C Credit Card			_	Selector moun	\$0.00		Disputes
Sho	wing tra	nsactions for 1	190283 - TEST/PE	RENNIALS				/			Clear Grid Filters
Read	Approv	ed Settled Reje	cted Voided Refunde	d Previously Funded Orphane	d]						
Г	Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Meth	Transaction	Reference	Authorization
	100	23	MC .	80	-	-	+ 01/28/2019	-	24		50
	Release.	85777-6	Shear Lock Combs	PARTIAL PAYMENT OF INVO.	Unapplied Cash	\$55.00	01/28/2019	64nix 5555	c5611b97-b10a-45	30-9063-9991	22815256
0	Release.	47783	British Hairways	ADVANCE DEPOSIT 30B 1746	Job 1746	\$500.00	0 01/28/2019	64in 9999	e98f6794-8c90-4ad	c7-950a-0300d	22795241
	Release.	. 24782	Brewed Awakenings	INVOICE 537259	Invoice 537259	\$209.14	4 01/28/2019	BANK 3456	35d6b975-2e94-47	160-a028-de82	22795227

Do the same for the items under the Refunded tab:

S Payment	Processing - Sedon	aSecurity - Forte								
Tools										
Filters —							Informati	on	Customer Acti	ons
Merchant	190283						- Total Cou	int 1	🔒 Payme	nt Methods
Process Da	ate 03/05/2021						- Selected	Count D	New	
Branch							- Total Am	ount (\$100.00)		Fransaction
		Ban	💿 🔿 Credit Card			🗹 Show Hidden	ected	Amount \$0.00	• •	isputes
Showing	g transactions i	or 190283 - TEST/P	ERENNIALS						🧷 Clear	Grid Filters
Ready A	proved Settled	Rejected Voided Refur	ded Previously Funded O	rphaned						
🗆 Br	anch Customer	Nu Name	Description	Payment Type	Amount	Submitted	Payment Met	Transaction Reference	Authorization	IsCommercial
A	A	A		-	-	-	-	A	A	M
🗆 Rele	ease 47942	Tequila Mockingbird	CUSTOMER REFUND	Misc GL: 240120	-\$100.00	01/28/2019	BANK 3456	367c4c73-a513-4f9b-8d4c-80cf	. 31493206	V

Based on the screenshots on the previous page, the total of Approved Transactions amount is 764.14 and the total of the Refunded transactions is -\$100.00. The net customer bank transactions for the day is 764.14 - \$100.00 = \$664.14.

In Accounts Receivable/Payment Processing, the amounts match for the positive and negative payment batches. The total in the positive payment batch is \$764.14 and the sum in the reversal payment batch of -\$100.00 comes to \$664.14.

	I tagged as	batches that are ready to deposit psited Batches				Date Ra	Ihru Date	1/29/201 1/29/201		
	Date	Description	Qty	Tape Total	Entered Total	Balance	Deposit Date	Check 21	Created By	Created On
							skoles a di ta block		Codesa	
	1/29/2019	190283_CC20190129	2	92.32	92.32	0.00	**Undeposited**	N	SedonaPayme	1/29/2019 7:59:59 AP
	1/29/2019 1/29/2019	190283_CC20190129 190283_ACH20190129	2	92.32 29.22	92.32 29.22	0.00	**Undeposited** ***Undeposited**	N	SedonaPayme	1/29/2019 7:59:59 AM 1/29/2019 7:59:58 AM
כ			2 1 1					terrore and the second		
	1/29/2019	190283_ACH20190129	2 1 1 3	29,22	29.22	0.00	**Undeposited**	N	SedonaPayme	1/29/2019 7:59:58 AM 1/28/2019 2:52:29 PM
	1/29/2019 1/28/2019	190283_ACH20190129 R190283_CC20190128	1	29.22 -100.00	29.22 -100.00	0.00 0.00	**Undeposited** **Undeposited**	N N	SedonaPayme Administrator	1/29/2019 7:59:58 AM

Customer Credit Card Transactions

The daily reconciliation process is similar to that of the Customer Bank Transactions (previous topic). Since the SedonaOffice EFT Processing program creates a separate payment batch for American Express transactions from other accepted credit card transactions, you will need to add an additional step to the daily reconciliation process.

Not Including American Express Transactions

To get the totals for Visa, MasterCard, Discover, and JCB, filter the grid by selecting the payment method as Credit Card. Click on the Approved tab. Select today's date as the Submitted Date and select Does Not Equal AMEX as the criteria for the Payment Method. Click anywhere in the grid for the filtering to take effect. The list of approved transactions will be displayed:

Tools									
Filters]	Information		Customer Actions
Merchant	190283					•	Total Count	3	Bayment Methods
Process Date	01/28/2019						Selected Count	0	-
Branch						•	Total Amount	\$379.24	New Transaction
									Disputes
		Bank C	Credit Card				Select Amount	\$0.00	
	_	190283 - TEST/PER	ENNIALS			/	Selectramount	\$0.00	Clear Grid Filters
Ready Appr	oved Settled Reje	190283 - TEST/PER	ENNIALS	· ·	Amount	Submitted			Clear Grid Filters
Ready Appr	roved Settled Reje	190283 - TEST/PER	ENNIALS	Payment Type	Amount	Submitted = 01/28/2019	Payment Method	\$0.00 Transaction Reference	Clear Grid Filters
Ready Appr	roved Settled Reje nch Customer Nu	190283 - TEST/PER	ENNIALS	· ·	-		Payment Method	Transaction Reference	Clear Grid Filters
Ready Appr F Brar	roved Settled Reje nch Customer Nu @ se 6316	L90283 - TEST/PER Incted Voided Refunded Name	ENNIALS I Previously Funded Orph Description	Payment Type	= \$307.8	= 01/28/2019	Payment Method AMEX 1111 44	Transaction Reference	Clear Grid Filters Clear Grid Filters Authorization Cli 123456

Do the same for the items under the Refunded tab:

	essing - SedonaSec	urity - Forte								
Tools										
Filters	6						Information		Custor	mer Acti
Merchant	190283					•	Total Count	1	1	Payme
Process Date	01/29/2019					•	Selected Count	0	-	
Branch							Total Amount	(\$100.00)		New 1
		Bank	C Credit Card		Гs	how Hidden	Selected moent	\$0.00		D
Showing tra	ansactions for 3	190283 - Test/Pei	RENNIALS						0	Clear
Ready Approv	ved Settled Reje	acted Voided Refunde	d Previously Funded Orph	haned						
F Branch	h Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Meth	Transaction Re	ference	A
(A)		A	A	-	*	- 01/28/2019	# AMEX	a l		A
Release.	47942	Tequila Mockingbird	CUSTOMER REFUND	Misc GL: 240120	-\$100.0	0 01/28/2019	2 5904	5aea9d8d-60e1-483f	-8909-778ec	12345

Based on the screenshots on the previous page, the total of Approved Transactions amount is 379.24 and the total of the Refunded transactions is -100.00. The net customer bank transactions for the day is 379.24 - 100.00 = 279.24.

In Accounts Receivable/Payment Processing, the amounts match for the positive and negative payment batches. The total in the positive payment batch is \$379.24 and the sum in the reversal payment batch of -\$100.00 comes to \$279.24.

	tagged as	batches that are ready to deposit osited <u>B</u> atches				🗖 Date Ra	inge Erom Date Ihru Date	1/29/201		
Ready	Date	Description	Qty	Tape Total	Entered Total	Balance	Deposit Date	Check 21	Created By	Created On
				00.00	92.32	0.00	**Undeposited**		SedonaPayme	1/29/2019 7:59:59 4
	1/29/2019	190283_CC20190129	2	92.32	92.36	0.00	Undeposited	N	Deutinerayine	1/29/2019 7:59:59
	1/29/2019 1/29/2019	190283_CC20190129 190283_ACH20190129	2	29.22	29.22		**Undeposited**	N	SedonaPayme	and preside the state of the st
	and the first of the second second		1		Contraction of the second second	0.00	The second se			1/29/2019 7:59:58 / 1/28/2019 2:52:29 F
	1/29/2019	190283_ACH20190129	2 1 1 3	29.22	29.22	0.00	**Undeposited**	N	SedonaPayme	1/29/2019 7:59:58 1/28/2019 2:52:29
	1/29/2019 1/28/2019	190283_ACH20190129 R190283_CC20190128	2 1 1 3 1	29.22 -100.00	29.22 -100.00	0.00 0.00 0.00	**Undeposited** **Undeposited**	N	SedonaPayme Administrator	1/29/2019 7:59:58

American Express Transactions

The formula for reconciling the totals for American Express is the same as non-American Express transactions.

Filter the Approved Tab for items submitted using today's date for a Payment Method equal to American Express.

	ocessing - SedonaSe	runcy - runce								
Tools										
Filters	-02						Information		Custo	mer Actions
Merchant	190283						Total Count	1	1	Payment Method
Process Date	01/28/2019					•	Selected Count	0		New Transaction
Branch						-	Total Amount	\$341.20		
		Bank	k C @ Credit Card				Selected	it \$0,00	2	Disputes
	and a second	190283 - TEST/P	PERENNIALS	net I		/			0	Clear Grid Filters
	Second (res)			Payment Type	Amount	Submitted	Payment Meth	Transaction Re	oference	Authorizatio
E Bra	nch Customer Nu	Name	Description	e ayment rype	Amount		. all the second second	TT ON SURPLY OUT I TO		Picro 101 12 0000
	Customer Nu	Name	Liescription	=	=	= 01/28/2019	Distanting Street			

Do the same for the items under the Refunded tab:

Customer Actions
Customer Actions
and the state of the second of
Payment Methods
New Transaction
New transaction
😰 Disputes
🧷 Clear Grid Filters
2000 A
ference Authorization
A

Based on the screenshots above the total of Approved Transactions is 341.20 and the sum of the Refunded transactions is 0.00. 341.20-0.00 = 341.20

In Accounts Receivable/Payment Processing, this number matches. The total in the positive payment batch is \$341.20 and there are not a reversal payment batch for this date.

	tagged as	batches that are ready to deposit osited <u>B</u> atches				🔽 Date Ra	ange Erom Date Thru Date	1/29/201		
	1	1		Tape Total	Entered Total	Palance	Deposit Date	Check 21	Created By	Created On
Ready	Date	Description	Qty	Tape Total	Lincered rocar	Dalaite				
Ready	Date 1/29/2019	190283_CC20190129	2	92.32	92.32	0.00	**Undeposited**	N	SedonaPayme	1/29/2019 7:59:59 AM
	and a second by the second by the second sec	Inference of the second of the	and the second se	interester and the second second	and our provide the second sec	0.00	and the state of t	CONTRACTOR OF STREET,	International and a second sec	A DOMESTIC OF THE OWNER
	1/29/2019	190283_CC20190129	and the second se	92.32	92.32	0.00 0.00	**Undeposited**	N	SedonaPayme	1/29/2019 7:59:59 AM
	1/29/2019 1/29/2019	190283_CC20190129 190283_ACH20190129	The second s	92.32 29.22	92.32 29.22	0.00 0.00 0.00	**Undeposited** **Undeposited**	N N	SedonaPayme SedonaPayme	1/29/2019 7:59:59 AM 1/29/2019 7:59:58 AM

Settlement Process

SedonaOffice will begin the Settlement process each night at 11:30 pm (local time). Each transaction that has settled with Forte, will move from the Approved tab to the Settled tab.

Credit card transactions will settle within 24-48 hours. Credit card refunds take 5-7 business days. Bank drafts settle within 3-5 business days.

At the end of the settlement process, Forte will push notifications of all credit cards whose expiration dates were updated into SedonaOffice for those customers that have enrolled for this subscription service (with Forte). Users can see that the settlement process took place by selecting Tools-View Service log from the EFT Payment Processing. However, if you have not signed up for this service with Forte, the SedonaOffice application will still run but will not update any expiration dates.

Created On	Error	Details	
01/29/2019 12:		Finished Transactions Submission Process for at 01/29/2019 12:00 PM.	
01/29/2019 12:		Starting Transactions Submission Process for at 01/29/2019 12:00 PM.	
01/29/2019 12:		Finished Transactions Submission Process for TEST/PERENNIALS at 01/29/2019 12:00 PM.	
01/29/2019 12:		Starting Transactions Submission Process for TEST/PERENNIALS at 01/29/2019 12:00 PM.	
01/29/2019 11:		Finished Transactions Submission Process for at 01/29/2019 11:59 AM.	
01/29/2019 11:		Starting Transactions Submission Process for at 01/29/2019 11:59 AM.	
01/29/2019 11:		Finished Transactions Submission Process for TEST/PERENNIALS at 01/29/2019 11:59 AM.	
01/29/2019 11:		Starting Transactions Submission Process for TEST/PERENNIALS at 01/29/2019 11:59 AM.	
01/29/2019 08:		Finished Transactions Submission Process for at 01/29/2019 08:00 AM.	
01/29/2019 08:		Starting Transactions Submission Process for at 01/29/2019 08:00 AM.	
01/29/2019 08:		Finished Transactions Submission Process for TEST/PERENNIALS at 01/29/2019 08:00 AM.	
01/29/2019 07:		Starting Transactions Submission Process for TEST/PERENNIALS at 01/29/2019 07:59 AM.	
01/28/2019 11:	Б	Finished Transactions Settlement Process for Forte at 01/28/2019 11:30 PM.	
01/28/2019 11:		Running Card Update services processDONE.	
01/28/2019 11:		Running Card Update services process	
01/28/2019 11:		Starting Transactions Settlement Process for Forte at 01/28/2019 11:30 PM.	
01/28/2019 11:		Finished Transactions Settlement Process for Forte at 01/28/2019 11:30 PM.	

Depositing the Settled Funds

Users will be able to deposit payment batches into their bank accounts within SedonaOffice once <u>all items in the deposit have settled</u>. If the funds have not settled, the user will see the message:

Cannot P	roceed	×
i	Cannot change Deposit Batch status while there are unsettled EFT/ACH transactions in the batch.	
	ОК	

Users may check Forte's Dex system to check on specific transactions to see if they have settled. Please contact Forte regarding use of this program.

Handling Disputes

Consumers can dispute a credit card charge for one of the following reasons:

- Unauthorized purchases arising from fraud
- Billing errors
- Quality issues with a goods or service

Each day Visa, MasterCard, and Discover issuers submit a disputes file to Forte containing new and updated disputes from their cardholders. SedonaOffice will capture the disputes pertaining to each merchant id number and enable the user to review the status of the dispute. The user may view disputes within EFT Processing by clicking the Disputes button in the Customer Actions section.

Users will be able to view disputes within SedonaOffice, but they must act on the items directly with Forte outside of SedonaOffice.

S Payment Processing - Sedona60Testing - Forte								
Tools								
Filters		Informa	tion	Customer Actions				
Merchant 190283		Total Co	ount O	🖶 Payment Methods				
Process Date 03/08/2021		Selected	l Count 0	New Transaction				
Branch		🔹 🛛 Total Ar	nount O	New Transaction				
Bank Credit Card Selected Amount 0 Disputes								
Showing transactions for 190283 - 🖉 Clear Grid Filters								
Ready Approved Settled Rejected Voided Refunded Previously Funded Orphaned								
Branch Customer Num N	ame Description	Payme	ent Type Amou	int Process Date Payment Method				
		=	=	= =				

Clicking the Sync button in the right-hand corner of the form will bring in the latest information received from Forte on disputes for the merchant id displayed.

S Dispute	s								_ 🗆 ×
Filters -						Synchronize			
Merchant	190283	•				From	02/22/2021		-
Status	<any></any>	•				Thru	03/08/2021		•
						-		5	Sync
Status	Due Date	Customer Number	Disp	Amount	Transa	ction Reference		Last Upp	dated
	-	A		-	A			-	
									1
								×	Close

When a dispute is received by Forte, it immediately goes into a Documents Needed status. Double-clicking on the dispute will open the record to view the latest details on the dispute.

2		Dispute	- • ×			
Dispute ID	dsp_31wef05ABpV2eZvKYlo54	4				
Status	Documents Needed	Due	1/25/2015			
Details Doc	uments					
Amount	\$10.00					
Trace #						
Dispute #						
Reason	V83 - Card Not Present -					
Information	The card was key entered for an online payment or phone order and the					
Comment						
Action						
Adjustment	CHBK - Chargeback Action Item					
Last Update						
			× Close			

The Documents tab enables the user to see a list of documents that have been attached to the dispute.

ispute ID	dsp_31wef05ABpV2eZvKYlo54					
Status Documents Needed		D	ue 1/	25/2015		
Details Do	cuments					
	Description	Туре	User	Uploaded		
invoice.		Unknown	Administrat	or 01/25/2015		
voided check		Unknown	Administrat	or 01/31/2015		
Test file		Unknown	Administrat	or 08/15/2018		

SedonaOffice does not have the ability to open these documents for review, but users do have the ability to upload new documents by clicking on the Upload button.

Customers may upload a document under 10MB in size in one of the following file formats:

- .jpeg
- .png
- .tiff
- .txt
- .bmp
- .pdf

6	Upload	×
Description	Sample Description	
Filename	Disputes.bd	
	Upload	Close