

Pacific Apparel Systems, Inc.  
and  
Charge It Pro Credit Card Processing  
User's Guide

**PAS**

&



August 2010  
Updated 12/02/10

## Overview:

In order to provide integrated and secure credit card processing into PAS, we needed to choose and work with a credit card processing company. We have chosen Charge It Pro for this purpose.

Charge It Pro provided us with easy and reliable tools to enable us to communicate with their systems within our programs.

### What does “Integrated” mean to you?

“Integrated” means that you can perform all of the needed credit card processing chores without having to leave the PAS programs that you use every day. You can pre-authorize a credit card before pulling an order for shipment and then charge the customer’s account while invoicing. You may also credit a customer’s account while entering a credit memo. “Integration” also means fewer errors and less chance to forget to process a charge for a shipment.

### What does “Secure” mean to you?

Charge It Pro enables you to store all of your customer’s credit card information on their secure servers. Customer’s credit card information is entered one time and the Charge It Pro provides a simple credit card account number for each card registered to each of your customers. You may store up to 5 cards per customer. This means that customer’s credit card information is not stored on your computers or servers. You do not have to be concerned about theft or unintended disclosure of this information. If your customer does not want his card information stored, you may enter the card information as a one time entry.

### Getting Started with Charge It Pro.

Contact Charge It Pro and setup an account.

Dan O'Bannon  
Payment Processing Partners  
1588 Gilbreth Rd., Suite 205  
Burlingame, CA 94010  
Tel: 1 800 989 2135  
Fax: 1 415 520 0895



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## ChargeltPro Credit Processing Rules Maintenance (A090I):

Set the rules for processing Credit Cards for your company.

PAS A090I - ChargeltPro Credit Card Processing Rules Maintenance

ChargeltPro Credit Card Processing Rules

- Allow Saving of Credit Cards to the Gateway. (If not, only one time charges are allowed.)
- Allow Credit Card Charges in Order Entry for Immediate Invoices (A100I). (If not, use A096I or AR022.)
- Allow Credit Card Charges in Invoice Selection (A500I). (If not, use A096I or AR022.)
- Allow Stand-Alone Invoice Payment Processing (A096I)
- Allow Stand-Alone Return Processing (A097I).
- Allow Credit Card Return Processing in Credit Memo Entry (A550I). (If not, use A097I for Returns/Refunds.)
- Allow Credit Card Refund in A/R Payment Reversal (AR026). If not, use A097I for Returns/Refunds.  
If paid by Credit Card the same day, Payment Voids will not be restricted.
- Allow Misc. Charges and Returns/Refunds (A098IM, A097IM, A098IM, A098IM)
- Add 10 % to the Order Amount on Credit PreAuthorizations
- Use Multiple Database Support
- Print a Receipt for All Transactions

Update Exit

F1 for Help INS CAPS NUM Pacificdb 11/22/2010 3:41 PM

**Multiple Database Support** requires additional folders and files. Do NOT turn this option on before contacting PAS for additional setup.

You should also secure these programs in Program Security Maintenance so that only authorized users will be able to use these programs.

## Storing Customer's Credit Cards on the Secure Server:

### Program – A095I – ChargetPro - Credit Card Maintenance

The customer must already have been entered in Customer Maintenance. If not, use A020I – Customer Maintenance under Master Files first.

Locate the customers account on the list by scrolling down or using the search fields at the top of the display. If a customer has different Ship-To and Bill-To accounts, the credit card information must be entered on the Bill-To account. The program will check for separate Ship and Bill-To's and will prevent an incorrect entry.

**A095I - ChargetPro Credit Card Maintenance**

Search  
Start Customer #:   
Start Customer Name:  Search  
Start dba:  Memorize

Customer #	Customer Name	City	State	Type	Status
ACCO0H	Acme Data System	Columbus	AZ	S	
ACE	Ace Supply	Los Angeles	CA	S	
ACWEPA	Acts Retirement Life Communiti	West Point	FN	S	
ADA037	Adam R. Kidan	Washington	DC	S	
ADADTX	Advantage Golf	Addison	TX	S	
<b>ADATGA</b>	<b>Advantage Golf</b>	<b>Atlanta</b>	<b>GA</b>	<b>S</b>	
ADBACA	Advance Beverage Co. Inc	Bakersfield	CA	S	
ADCIMI	Adam Schmidt	Circle Pines	MN	S	
ADD401	Addicted	San Luis Obispo	CA	S	
ADEVIN	Ad Cetera Promotions, Inc.	Evansville	IN	S	
ADFAMI	Advantage Golf	Farmington Hills	MI	S	
ADJAFI	Advantage Property Services	Jacksonville	FL	S	
ADJUTX	Adventurous Corporation	Junction	TX	S	
ADLAFI	Adam Walsh Children's Foundat.	Lake Park	FL	S	
ADLIAR	A Day For Charity	Little Rock	AR	S	
ADPHAZ	Adam Kagasoff	Phoenix	AZ	S	
ADQUMA	Adventures In Advertising	Quincy	MA	B	
ADR754	Adrienne M. Miller	Mims	FL	S	
ADSANY	Adirondack Medical Center	Saranac Lake	NY	S	

Inactivity Timer Restarted (3 Min.)

Double Click a Customer to Maintain Credit Card Information

Display Exit

F1 for Help INS CAPS NUM Pacificdb

Double-click the appropriate customer account entry to proceed to the next screen.

The first step is to setup a base account for your customer.

Click 'Add Account'. The program will send the customer's name and address to ChargetPro for processing.

If the processing is successful, the ChargeItPro server will send back a ChargeItPro Customer Number which will be shown on the top right side of this display and the word 'Successful' will display in the 'Result' field next to the 'Add Account' button.

**A095I-01 - ChargeItPro Credit Card Maintenance**

Customer Number: ADATGA    Customer Name: Advantage Golf Atlanta, GA    ChargeItPro Customer Number: 81255

	Card Type:	Last 4:	Account #	Date Added	Add Card Result	Update Expire Date	Delete a Card Record
Card 1:						Update	Delete
Card 2:						Update	Delete
Card 3:						Update	Delete
Card 4:						Update	Delete
Card 5:						Update	Delete

Setup an Account for this Customer:  Result: Successful

Add a Credit Card for this Customer:  Result:

Delete This Customer and all Card Information from ChargeItPro:

Inactivity Timer Restarted (3 Min.)

F1 for Help    INS    CAPS    NUM

The next step is to register one or more credit card to the new ChargeItPro customer account.

Click 'Add a Card'. For this step, have the customer's credit card information ready for entry. The screen shown below will be displayed.

**Customer Payment Method \*\*\*\*\* TEST MODE \*\*\*\*\* [BE...]**

ChargeItPro.net Customer: 81255  
ADVANTAGE GOLF

MASTERCARD

Credit Card Number: 5424180279791732

Expiration Date: 1013

Payment Name: Advantage Golf

Billing Street: 8205 Dunwoody Place

Billing Zip: 30350

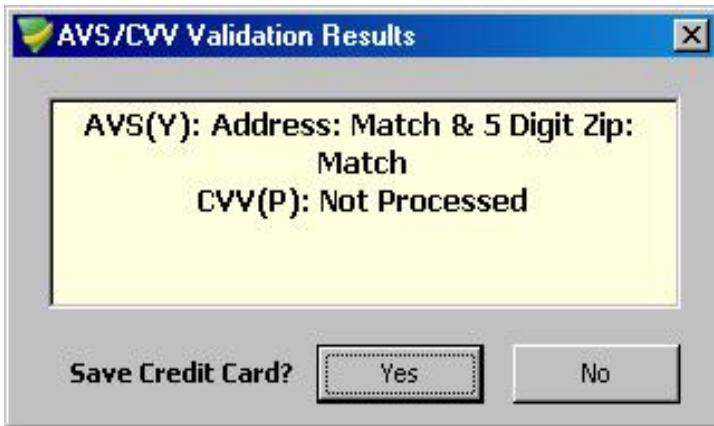
CVV:

Validate AVS/CVV       

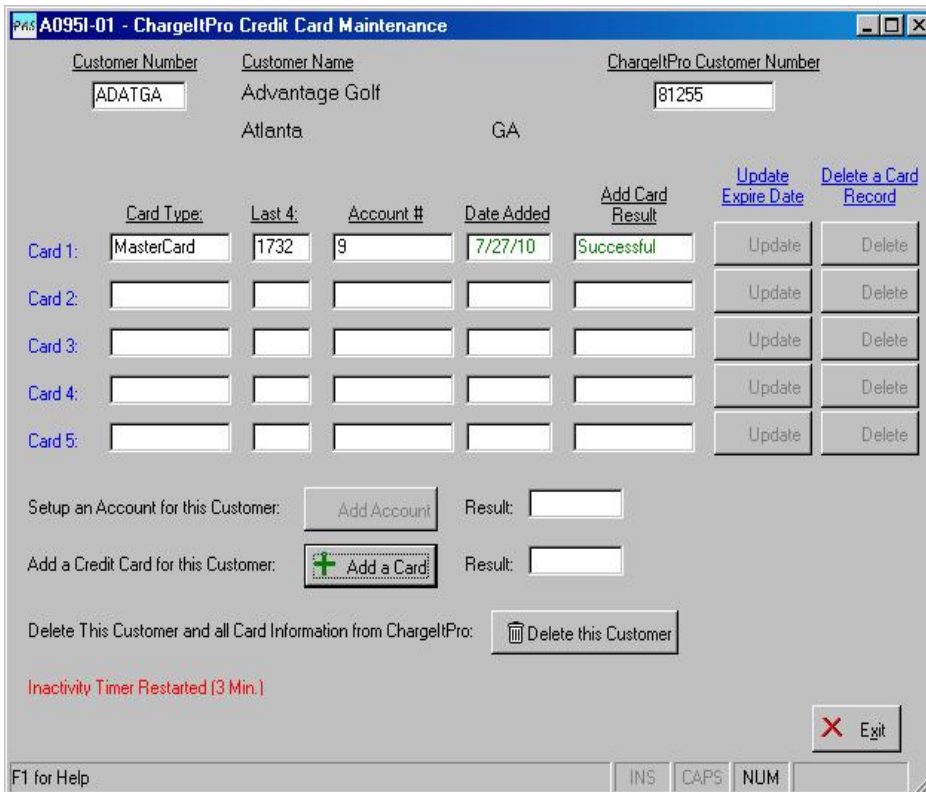
OCX Version: 3.0.0.144    Processor: ChargeItPro.net

Enter the card number, the card expiration date and the customer's name and address. You may also enter the CVV (security code) from the back of the card. Click 'Save' to send the information to ChargeltPro.

The next screen will show if the AVS (Address Verification System) found a match on the customer's address and if a CVV match was found (if entered on the previous screen). Confirm that you want to save the card information by clicking 'Yes' on this screen. If you click 'No', the card information will not be saved.



If you clicked 'Save' the screen shown below will be updated with the new card information and the word 'Successful' will be displayed next to the new card information.



As you can see, only the last 4 numbers of the card number will be shown (and saved onto your computer or server). In addition, a simple account # has been assigned for the customer's card. The ChargeItPro Customer Number and this simple account number are the only pieces of information needed to perform all of the credit card transactions in the integrated system.

You may add up to 4 additional cards for this customer.

This screen also allows you to:

- Update the expiration date for each card
- Delete a Card
- Delete the customer account and all cards associated with the account

Customer Number: ADATGA    Customer Name: Advantage Golf Atlanta, GA    ChargeItPro Customer Number: 81255

	Card Type:	Last 4:	Account #	Date Added	Add Card Result	Update Expire Date	Delete a Card Record
Card 1:	MasterCard	1732	9	7/27/10		Update	Delete
Card 2:						Update	Delete
Card 3:						Update	Delete
Card 4:						Update	Delete
Card 5:						Update	Delete

Setup an Account for this Customer:  Result:

Add a Credit Card for this Customer:  Result:

Delete This Customer and all Card Information from ChargeItPro:

Inactivity Timer Restarted (3 Min.)

F1 for Help    INS    CAPS    NUM

## Displays and Entry Screens Generated by ChargeltPro:

### Entry Screen for a One-Time Charge:

**Credit Sale**

Swipe or Enter Card:  
4012000033330026 Total Amount: 130.00

Exp. Date (MMYY): 1212

Name: ABC Golf Apparel Card Type: VISA

AVS and CVV Info:  
Street Address: 100 S. Main Street  
Zip Code: 90066 CVV Code:

Approval Number: Voice Authorization

Process Cancel  
Clear

OCX Version: 3.0.0.144 Secure Mode Processor: ChargeltPro.net

### Approval Display:

**CreditSale Result [BETA]**

**Account: 401912\*\*\*\*\*9016**  
**Amount: \$72.00**  
**Approval Number: 103841**

**APPROVED**

Close

Decline Display:



## Requesting Pre-Authorization for a Customer Order:

A pre-authorization can be obtained using Order Credit Maintenance (A125I).

You may obtain a pre-authorization for a card on file or for a one time card number provided by your customer. See the buttons on the bottom of the screen.

**A125I - Order Credit Maintenance**

Order Log Number: 6222      Order Status: A Active

Bill-To: A30      Ship-To: A30      Currency: U.S. Dollars

All Star Premium Co.  
828 S. Main Street  
Suite 119  
Los Angeles CA 90066  
USA

Order Dt: 2/09/10  
Start: 2/15/10  
Complete: 2/28/10

Order Credit Status: \*UnApproved\*      Approval No.: 025150      Approved By: \*CIP\*      Approved Amt: 72.00      Priority: B      Factored:       Factor Id/Name: H - GOLF STUFF INT

Factor Submittal/Reply Status: Not Factored      Approval Date: 7/19/10      Approval Time: 00:00

Credit Card Pre-Authorization Status: Not Pre-Authorized      Pre-Auth Date: 0/00/00      Expiration Date: 0/00/00

Pre-Auth Amt: .00      Card Type:      Card Last4:      Approval Num:

Terms: CC CREDIT CARD      As-Of-Date: 0/00/00      Deposit:      Ship Via/Carrier Code: UP UPS GROUND

	Ordered	Cancelled	Shipped	Open	Division:
Units	3	0	0	3	1 Golf Apparel Co
\$	72.00	.00	.00	72.00	Season: 01 Spring2000

Special Instr.:      Preview

Inactivity Timer Restarted (2 Min)

Auth Credit Card      Print T/D Letter      Clear Scrn

One-Time CC Auth      Display      Update      Exit

F1 for Help      INS      CAPS      NUM

**'Auth Cred Card' Button:** The list of saved cards is shown. If this customer has no saved cards, this button will not be usable. Select the card that you want to use to pre-authorize the order and click 'Process'. If approved, the pre-authorization area of the screen will be updated. Pre-authorizations are valid for 10 days from the date of approval.

The screenshot displays the 'Order Credit Maintenance' window. At the top, it shows the Order Log Number (6222) and Order Status (A Active). Below this, it lists Bill-To and Ship-To information for 'All Star Premium Co.' in Los Angeles, CA. A 'Credit Card Pre-Authorization' dialog box is open, allowing the user to select a card from a list. Card 1 is selected as a VISA card with the last four digits 0026 and an account number ending in 6. The dialog includes 'Process' and 'Exit' buttons. The main interface also shows order details such as 'Ordered' (3 units), 'Special Instr.', and 'Inactivity Timer Restarted (2 Min)'. At the bottom, there are buttons for 'Auth Credit Card', 'Print T/D Letter', 'Clear Scrn', 'One-Time CC Auth', 'Display', 'Update', and 'Exit'.

**'One-Time CC Auth' button:** Use this option to pre-authorize using a card that is not saved on the customer's account. The screen shown below is displayed for entry of the customer's credit card number, expiration date, name, address and CVV (security) code. The dollar amount of the order has been placed in the Total Amount fields. Click Process to process the request.

Enter Customer's Credit Card Number, Name, address and CVV Security Code if available. Click Process to continue.

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### Credit Authorization

Swipe or Enter Card:

Total Amount:

Exp. Date (MMYY):

Name:  Card Type:

AVS and CVW Info:

Street Address:

Zip Code:  CVW Code:

Approval Number:

DCX Version: 3.0.0.144 Secure Mode Processor: ChargeItPro.net

If approved, a screen showing 'Approved' along with the approval number will be displayed. If approved, the pre-authorization area of the screen will be updated. Pre-authorizations are valid for 10 days from the date of approval.

Whether approved or declined, a Credit Card Processing Receipt will be printed for your records.

# Print Customer Credit Card Charge Authorization Form by Log Number (A092R)

Enter an Order Log Number and Click OK

A092R - Print Customer Credit Card Authorization Form

Memorize

Order Log Number: 6051

Preview Print

Ok Exit

F1 for Help INS CAPS NUM Pacifidb

Send the form to your customers as necessary.

Golf Apparel, Inc.  
450 Main Street  
Suite 400  
Los Angeles, CA. 90066

**Customer Credit Card Charge Authorization**

Cust No: A25  
Cust Address:  
500 East 75th Street  
Suite #1506  
New York NY 10152

Charge/Pre Customer #: 79035  
Order Log Number: 6051  
Date: 9/27/0  
Amount: 422.40  
(Shipping and Sales Tax not included)

I authorize you to charge my credit indicated below.

These Credit Cards are listed on your account. Check mark the card that you would like used.

Card Type	Card Last 4	
JCB	7510	<input type="checkbox"/>
MasterCard	1732	<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

If no cards are listed, please enter the required information below:

Card Type: Visa: \_\_\_\_\_ MasterCard: \_\_\_\_\_ American Express: \_\_\_\_\_  
Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_/\_\_\_\_  
Cardholder's Signature: \_\_\_\_\_  
Cardholder Name: \_\_\_\_\_  
Billing Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Check this box if you want all future orders charged to the indicated credit card.

The selected credit card will be charged on the day of shipment.  
Charges will include freight, handling, and sales tax where applicable.

Please return this form by fax to the number below or by email as shown below.

*Thank you for your order!*

Phone: 310-387-1125 Fax: 310-387-1183 Email: [CustomerService@GolfApparel.com](mailto:CustomerService@GolfApparel.com)

© PacSoft ChargeAuth Form - 8/27/00 10:51:11 PacSoft/Pacific Sports  
JM

## Print Customer Credit Card Charge Authorization Form by Customer Number (A092RAI)

Enter a Customer Number and Click OK

The screenshot shows a software window with a blue title bar containing the text "PAS A092RA - Print Customer Credit Card Authorization Form by Customer". The window has standard minimize, maximize, and close buttons. Below the title bar is a "Memorize" button. The main area contains several input fields: "Customer Number:" with the value "A30", "Customer Name:" with "All Star Premium Co.", "Address 1:" with "828 S. Main Street", "Address 2:" with "Suite 119", and "City/State/Zip:" with "Los Angeles CA 90066". At the bottom right, there are two radio buttons: "Preview" (unselected) and "Print" (selected). Below these are three buttons: "Display" (with a monitor icon), "Ok" (with a printer icon), and "Exit" (with a red X icon). The bottom status bar contains the text "F1 for Help" on the left and "INS CAPS NUM Pacificdb" on the right.

Customer Number:	A30
Customer Name:	All Star Premium Co.
Address 1:	828 S. Main Street
Address 2:	Suite 119
City/State/Zip:	Los Angeles CA 90066

Preview  Print

Display Ok Exit

F1 for Help INS CAPS NUM Pacificdb

## Order Entry with Immediate Invoicing (A100I) – Creating and Paying an Immediate Invoice with a Credit Card

You may process a credit card payment when creating an Immediate Invoice in Order Entry. The terms must be set as PrePaid/Credit Card. The card selection screen will be displayed just after the order and invoice have been processed. Select a card from the list or do a one-time payment.

In this case, the invoice is created whether or not the payment is approved. If declined, you may process the credit card payment for the invoice using A096I – Invoice Payment (Stand Alone Version) or AR022 - Accounts Receivable Credit Card Payment Processing.

**A100I - Order Entry**

Ship To — A30  
All Star Premium Co.  
828 S. Main Street  
Suite 119  
Los Angeles CA 90066  
USA

Residential Address

Bill To — A30  
All Star Premium Co.  
828 S. Main Street  
Suite 119  
Los Angeles CA 90066  
USA

Distribution Center Acct# :  City:  State:

Option (97) to print Order Acknowledgment after each order is OFF.

Division:  Golf Apparel, Inc.  
Season:  Spring2000  
Ship To:

Sell Order Second Quality  
 Create Immediate Pick Ticket  
Invoice Date:   **Create Immediate Invoice**  
 Line Item Price Discount %   
Order Location:  Price Category 1 - Wholesale

Ship Via	Cartons	Weight	Freight \$	Other \$	Discount \$	Tax %	Tax2%	Bill of Lading #	Packer
UP	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

UPS Carton Weights (Maximum 20)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Consolidate Invoice  Summarize Style

Warehouse Default Location for All Lines:

If This Order is a Distro, Enter Log# of Bulk Order to Deduct:

F1 for Help    INS    CAPS    NUM    PacificDB

## Invoicing (A500I) – Creating and Paying an Invoice with a Credit Card

You may only pay customer invoices with a credit card if the Payment Terms are set as PrePaid/Credit Card. Check the PrePaid/Credit Card check box on those terms. The terms are entered during Order Entry. If an order is entered with other than a Prepaid/Credit Card terms, it can be changed using Order Credit Maintenance – A125I. The order must be credit approved in order to issue a Picking Ticket and to perform Invoice Selection.

If the terms on the order being invoiced are set to PrePaid/Credit Card a message will be shown in green indicating that “This Invoice will be Paid by Credit Card”. (You can override this option on the next screen.)

Invoice Date: 7/27/10 Log Number: 6221 US Dollar Customer

Ship To: All Star Premium Co.  
A30 828 S. Main Street  
Suite 119  
Division: 1 Los Angeles CA 90066  
Season: 01 USA

Bill-To: ... Same ...  
A30

UPS Fuel Surcharge Rate: 3.75%

Enter Picking Ticket Numbers (Maximum 20)

Ship Via	Cartons	Weight	Freight \$	Other \$	Discount %	Tax %	Tax2 %	Bill of Lading #
UP								

Over 50 lbs? Use Alt Ship Via: UP

UPS Carton Weights (Maximum 20)


Credit \$ from Returns: 152.50 Credit \$ To Apply: Packer ID:

Deposit on Order: Deposit To Apply:

Consolidate Invoice  Summarize Style

This Invoice will be Paid by Credit Card

Credit Card Charged: Card Type: Last 4: Approval Number:

Alt-U to go directly to Ups Carton Weights.  
Alt-W to go directly to Non-Ups Carton Quantity.

Get Ctn Pack Info Clear OK Exit

F1 for Help INS CAPS NUM Pacificdb

There are 3 choices that you can make regarding credit card payment for this invoice.

- Pay with the pre-authorized card
- Pay with a different card
- Do not pay with a credit card.

If you choose not to pay with a credit card and then determine that you do want to pay with a credit card, you can do this in two ways. Use 'Stand Alone Payment Processing' (A096I) only if Day End Processing has NOT been run. If



If you select 'Pay with a Different Card', just do what is normal for invoicing and click 'Process' when done. A screen will be shown for you to select from a saved card or to select a One-Time Credit Card Payment. If there are no saved cards for this customer, you will only have the option to use 'One-Time Credit Card Payment'.

The screenshot shows the 'A5001-01 - Invoice Entry' window. At the top, it displays 'Ship-To: All Star Premium Co. 828 S. Main Street' and 'Bill-To: All Star Premium Co. 828 S. Main Street'. The 'Log Number' is 6221. The 'Amount to be Charged' is 216.00. The 'Select Card' dialog box contains a table with the following data:

Card	Card Type	Last 4	Card Acct Num	Select
Card 1	VISA	0026	16	<input type="radio"/>
Card 2				<input type="radio"/>
Card 3				<input type="radio"/>
Card 4				<input type="radio"/>
Card 5				<input type="radio"/>

Below the table are buttons for 'Clear Selects' and 'Process'. The 'Process' button is highlighted with a green checkmark. Below the table is a section for 'One Time Credit Card Payment' with a 'Process' button. At the bottom of the window, there are radio buttons for 'Pay with Pre-Authorized Card', 'Pay with a Different Card', and 'Do Not Pay with Credit Card'. The 'Pay with a Different Card' option is selected. The 'Process' button is highlighted with a green checkmark. The 'Exit' button is highlighted with a red X.

To pay with a saved card, select the card and click 'Process' in the 'Select Card' frame. The transaction will be sent out and if approved, this screen will close and the approval information will be shown on screen 1 of Invoice Selection. If declined, a screen showing Declined will be displayed. Click OK to continue. You may select a different save card or use the One-Time Credit Card Payment option to pay the invoice.

To Pay with a card that has not been saved, click 'Process' in the One-Time Credit Card Payment Frame and be ready to enter the card information on the next screen. Enter the information as appropriate and click 'Process'. The transaction will be sent out and if approved, this screen will close and the approval information will be shown on screen 1 of Invoice Selection. If declined, a screen showing Declined will be displayed. Click OK to continue. You may use the One-Time Credit Card Payment option again with a different credit card to pay the invoice.


Secured By ChargeltPro™ \*\*\*\*\* TEST MODE \*\*\*\*\* [BETA]

### Credit Sale

Swipe or Enter Card:

4012000033330026 **Total Amount:** 130.00

Exp. Date (MMYY): 1212

Name: ABC Golf Apparel Card Type: VISA 

AVS and CVV Info:

Street Address: 100 S. Main Street

Zip Code: 90066 CWV Code:

Approval Number:

OCX Version: 3.0.0.144 Secure Mode Processor: ChargeltPro.net

Whether approved or declined, a Credit Card Processing Receipt will be printed for your records.

CIPTransReceipt1 Credit Card Processing Transaction Receipt 8/13/2010 4:14:11 PM Page

A096I Credit Payment

Cust No:	ABC203
Customer Name/City/State:	ABC Golf Apparel Los Angeles CA
Transaction Type:	<b>Credit Payment</b>
Transaction Date:	8/13/10
Transaction Amount:	50.00
Transaction Number:	1503103
Order Log Number:	
Reference Number:	
Credit Card Type:	MC MasterCard
Credit Card Last 4:	1732
Response:	<b>Approved</b>
Approval Number:	002391

ChargeltPro Customer Number:	86933
ChargeltPro Card Acct Number:	12
CIP Transaction Number:	46984222

Invoices that have been paid by credit card will still post to Accounts Receivable, but the amount due will be zero. The 'CA' transaction line will show the approval number, the last 4 of the card number and the card type (VS, MC, etc.).

You may also select 'Do Not Pay with a Credit Card'. Invoicing will occur as usual. Remember, if you are using Accounts Receivable, you can pay the invoice from Cash Receipts Entry – Credit Card (AR022) after the invoice has been posted to A/R.

## Invoice Maintenance – Voiding an Invoice Paid with a Credit Card

You may Void and invoice that was paid with a credit card (in Invoice Selection) with certain restrictions:

- The payment (charge) must have been made the same day.
- The daily Payment Batch has not been closed.

If the payment was made before today or the batch has been closed, you must issue a Return (refund) to the customer's account. In this case, both the original charge and the return will show on the customer's account and statement.

**A580I - Invoice Maintenance**

Division: 1. Bill-To: A30 Invoice Number: 1503079 Ship-To: A30

Season: 01 All Star Premium Co. Log Number: --- Same ---  
 Status: A 828 S. Main Street Log Number: 6211  
 \* Active \* Suite 119  
 Los Angeles CA 90066

Void

PO Number: # Dept: InvoiceDate: 8/24/09 Terms: CC Credit Card Due Date: 8/24/09 As-of-Date: 0/00/00 Factored: N ID: H Rep1 Comm: 000 Rep2 Comm: Z ShipVia: UP

Merchandise: \$600.00 Freight: .00 SalesTax: .00 Other Chgs: .00 Discount: Deposit Used: Invoice Amt: 600.00 Total Units: 25 Credit Card #: Approval #:

Line	Style	Pattern	Clr	Dim	Sci	Total	Srml	Med	Lge	Xlge							Pric
1	100		SIL		B	25	10	10	5								25

**Invoice Paid on Credit Card:**

CIP Cust No.	Card Type	Last 4	Date	Amount	Original Approval Number	Transaction Ref	Status
78369	VISA	0026	7/09/10	600.00	017598		Day End Processing Already Run - Issue Credit Memo.

Inactivity Timer Restarted (2 Min) Remaining: 113.  
 Blue labeled fields may be modified.

Consolidate Invoice

Cartons: Weight: Bill of Lading:

Preview

F1 for Help INS CAPS NUM Pacificdb

**PA5 A580I - Invoice Maintenance**

Division: 1, Bill-To: A30, Invoice Number: 1503037, Ship-To: A30

Season: 01, Status: A, \* Active \*

All Star Premium Co.  
828 S. Main Street  
Suite 119  
Los Angeles, CA 90066

Log Number: 6124, --- Same ---

Void

PO Number	Dept	InvoiceDate	Terms	Due Date	As-of-Date	Factored	ID	Rep1 Comm	Rep2 Comm	ShipVia
		10/10/06	J 8/10 EOM	11/10/06	0/00/00	N	H	000	Z	UP

Merchandise: \$72.00, Freight: .00, SalesTax: .00, Other Chgs: .00, Discount: , Deposit Used: , Invoice Amt: 72.00, Total Units: 3, Credit Card #: , Approval #:

Line	Style	Pattern	Clr	Dim	Sci	Total	Sml	Med	Lge	Xlge							Pric	
1	100		RED		A	3	1	1	1									2

Invoice Paid on Credit Card:

CIP Cust No.	Card Type	Last 4	Date	Amount	Original Approval Number	Transaction Ref	Status
78369	VISA	0026	7/22/10	20.00	027979	46927964	Payment Batch Closed - Charge Will Not be Voided.

Inactivity Timer Restarted (2 Min) Remaining: 118.

Consolidate Invoice

Blue labeled fields may be modified.

Cartons: , Weight: , Bill of Lading:

Preview

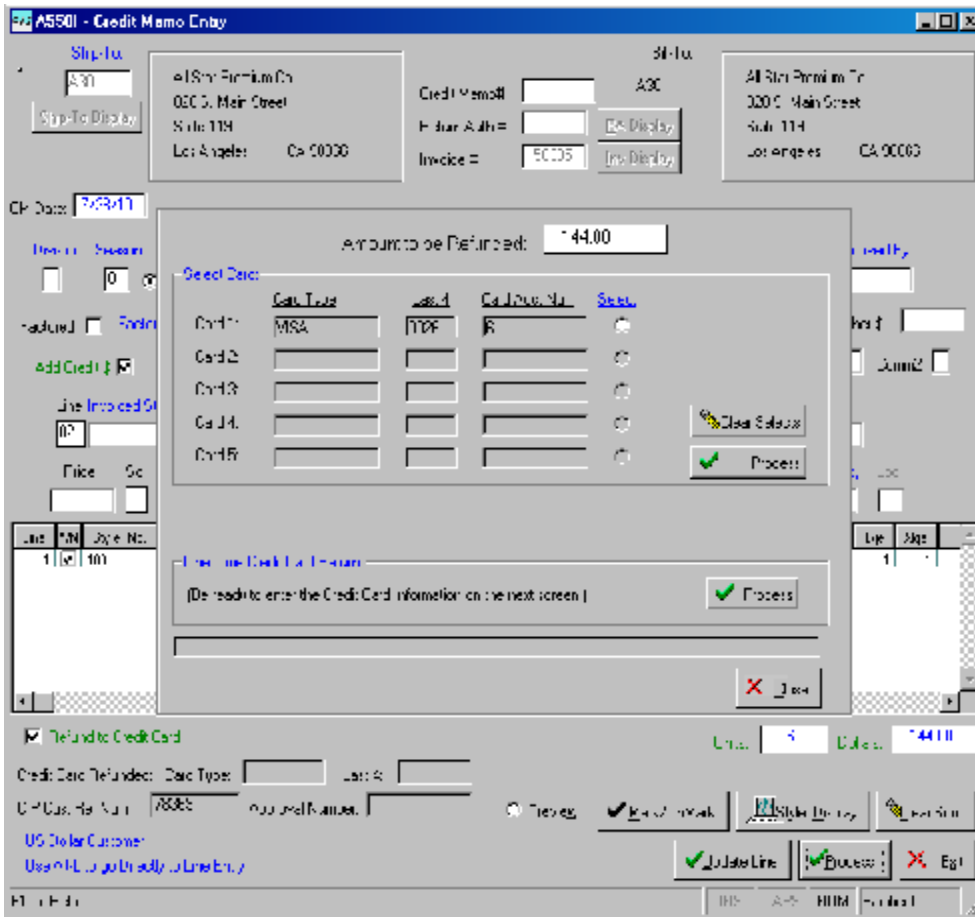
F1 for Help

Whether approved or declined, a Credit Card Processing Receipt will be printed for your records.

## Credit Memo Entry (A550I) – Create Credit Memos and Issue a Refund to a Credit Card

You have the option to issue a refund to the customer's credit card while entering a Credit Memo. The Terms Code must be 'CC – Credit Card'. If you are issuing a Credit Memo against an Invoice that had Terms of CC, then those Terms will initially be shown. If the Invoice Terms is not CC, the check-box labeled Refund to Credit Card will not be checked and you will not be able to check it unless the Terms for this Credit Memo is changed to one that is set for Prepaid/Credit Card. Enter one of those codes in the Terms field or select it from the pull-down. The Refund to Credit Card checkbox will be enabled and checked for you.

Enter all of the normally required information for creating a Credit Memo and click 'Process' when done. A screen will be shown for you to select from a saved card or to select a One-Time Credit Card Return. If there are no saved cards for this customer, you will only have the option to use 'One-Time Credit Card Return'.



To refund to a saved card, select the card and click 'Process' in the 'Select Card' frame. The transaction will be sent out and if approved, this screen will close and the approval information will be shown on the bottom of the screen. If declined, a screen showing Declined will be displayed. Click OK to continue. You may select a different save card or use the One-Time Credit Card Payment option to pay the invoice.

To refund to a card that has not been saved, click 'Process' in the One-Time Credit Card Refund Frame and be ready to enter the card information on the next screen. Enter the information as appropriate and click 'Process'. The transaction will be sent out and if approved, this screen will close and the approval information will be shown on the bottom of the screen. If declined, a screen showing Declined will be displayed. Click OK to continue. You may use the One-Time Credit Card Refund option again with a different credit card.

Whether approved or declined, a Credit Card Processing Receipt will be printed for your records.

CIPTransReceipt1		Credit Card Processing Transaction Receipt		8/10/2010 11:14:30 AM Page	
A0971		Credit Return			
Cust No: ABC203					
Customer Name/City/State: ABC Golf Apparel Los Angeles		CA			
Transaction Type: <b>Credit Return</b>					
Transaction Date: 8/10/10					
Transaction Amount: 131.00CR					
Transaction Number: 1500662					
Order Log Number:					
Reference Number: 1503097					
Credit Card Type: MC MasterCard					
Credit Card Last 4: 1732					
Response: <b>Approved</b>					
Approval Number: 46989063					
ChargellPro Customer Number: 86933					
ChargellPro Card Acct Number: 12					
CIP Transaction Number: 46979040					

Credit Memos that have been refunded will still post to Accounts Receivable but the open balance will be adjusted by the amount refunded. An 'AJ' transaction line will added for the offset of the refund.

If you chose not refund to a credit card but later determine that a refund should be applied to the customer's credit card you may use 'Stand-Alone Return Processing' (A0971).



## Accounts Receivable Cash Receipts (AR022) - Paying Invoices in Accounts Receivable with a Credit Card and Charging Order Deposits to a Credit Card

This program works similarly to the Cash Receipts (AR025) program, but is only to be used when paying open customer invoices or posting a deposit on an order with a credit card. You may not pay Chargebacks and there is no provision for Debit/Credit Matching in this version. Customer Credits are shown for information purposes only.

AR022 - Accounts Receivable Credit Card Payment Processing

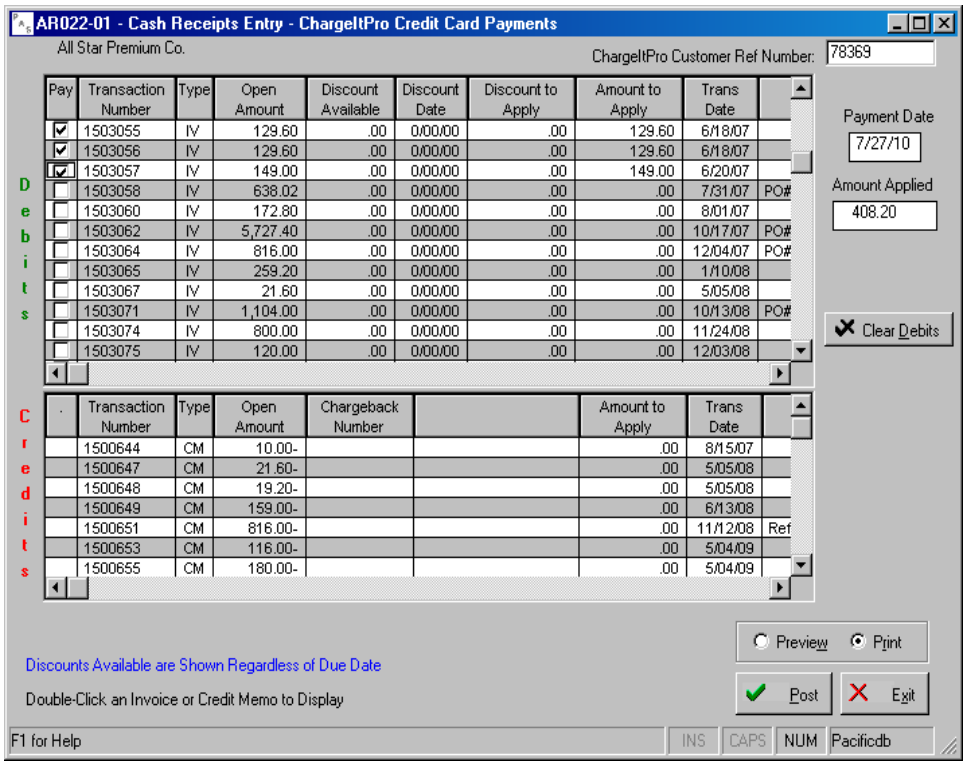
Company Number: 1 Golf Stuff International, Inc. Customer Number: ABC203 ABC Golf Apparel  
Los Angeles CA  
Payment Date: 12/02/10 G/L Date: 12/02/10  
Cash Account: 00103000 Cash in Credit Card Account  
Charge!Pro Customer Ref Number: 86933  
Comment:  
Posting Function:  
 Apply Payments to Open Items  
 Post a Deposit to the Customer's Account Amount: 500.00  
Card Type: Last 4: Approval Number:  
Currency: Ok  
Fill in the Required Fields and Press OK Clear Cust Search Exit  
F1 for Help INS CAPS NUM Pacificdb

There are two options available while using this program:

- Apply Credit Card Payments to Open Items
- Post a Deposit to the Customer's Account

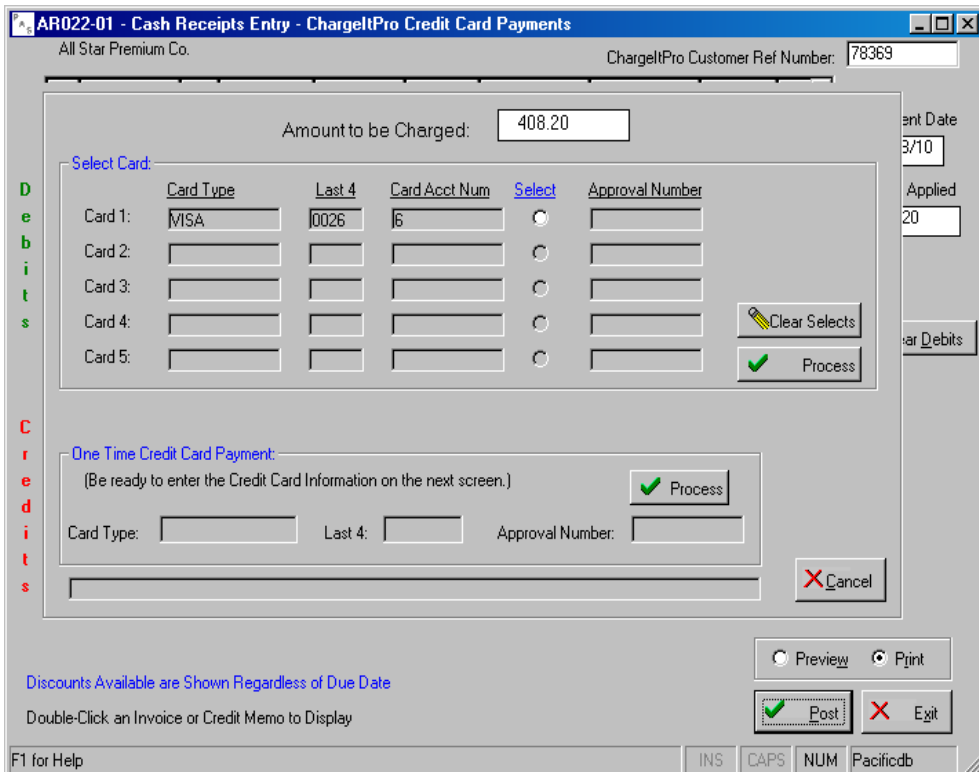
If applying payments, enter the Company Number, Customer Number, Payment Date (if different from today's date) and tab across the G/L date. Click OK to continue on to the next page.

If you wish to post a deposit to a customers account for an order that has not been invoiced yet, enter the fields as described above, and then click Post a Deposit to the Customer's Account and enter the dollar amount of the deposit. Click OK to post. The credit card selection screen will open so that you can select a credit card on file or enter a one-time charge. A receipt will be printed.



Select the invoices that you wish to pay as usual for cash receipts processing. Note that the 'Amount Applied' field shows the total of your selections. This amount will be charged to the customer's credit card so be sure that it is correct before proceeding.

Click 'Post' to continue to the selection or entry of card information. The card information frame will open as shown below.



To pay with a saved card, select the card and click 'Process' in the 'Select Card' frame. The transaction will be sent out and the result (approval or decline) will show next to the selected card. If declined, a screen showing Declined will be displayed. Click OK to continue. You may select a different save card or use the One-Time Credit Card Payment option to pay the invoice.

To Pay with a card that has not been saved, click 'Process' in the One-Time Credit Card Payment Frame and be ready to enter the card information on the next screen. Enter the information as appropriate and click 'Process'. The transaction will be sent out and the result (approval or decline) will show on this frame. If declined, a screen showing Declined will be displayed. Click OK to continue. You may use the One-Time Credit Card Payment option again with a different credit card to pay the invoice.

Enter Customer's Credit Card Number, Name, address and CVV Security Code if available. Click Process to continue.

Secured By ChargeltPro™ \*\*\*\*\* TEST MODE \*\*\*\*\* [BETA]

**Credit Sale**

Swipe or Enter Card:

4012000033330026 Total Amount: 130.00

Exp. Date (MMYY): 1212

Name: ABC Golf Apparel Card Type: VISA

AVS and CVV Info:

Street Address: 100 S. Main Street

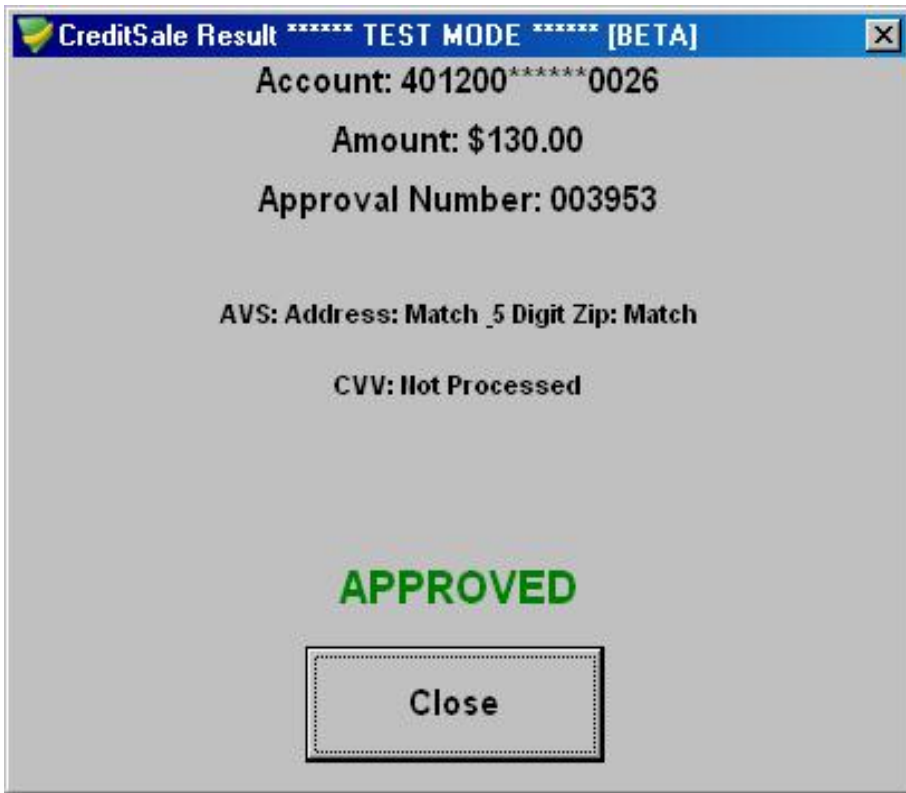
Zip Code: 90066 CVV Code:

Approval Number: Voice Authorization

Process Cancel

Clear

OCX Version: 3.0.0.144 Secure Mode Processor: ChargeltPro.net



Whether approved or declined, a Credit Card Processing Receipt will be printed for your records.

# Accounts Receivable Refund Processing (AR021)

This program allows you to process Refunds which are in Accounts Receivable to a customer's credit card.

Enter a Company Number and a Customer Number. Modify the Refund Date if necessary and tab out of the field. Click OK to move to the next screen.

Transaction Number	Type	Open Amount	Discount Available	Discount Date	Discount to Apply	Amount to Apply	Trans Date	PO#
1503006	IV	334,466.20	.00	0/00/00	.00	.00	10/06/05	
1503042	IV	2,990.00	.00	0/00/00	.00	.00	11/21/06	
1503043	IV	959,904.00	.00	0/00/00	.00	.00	12/01/06	
1503055	IV	144.00	14.40	6/18/07	.00	.00	6/18/07	
1503056	IV	144.00	14.40	6/18/07	.00	.00	6/18/07	
1503057	IV	149.00	.00	0/00/00	.00	.00	6/20/07	
1503058	IV	638.02	.00	0/00/00	.00	.00	7/31/07	PO#
1503060	IV	172.80	.00	0/00/00	.00	.00	8/01/07	
1503062	IV	5,727.40	.00	0/00/00	.00	.00	10/17/07	PO#
1503064	IV	816.00	.00	0/00/00	.00	.00	12/04/07	PO#
1503065	IV	268.00	28.80	1/10/08	.00	.00	1/10/08	
1503067	IV	24.00	2.40	5/05/08	.00	.00	5/05/08	

Sel	Transaction Number	Type	Open Amount	Chargeback Number	Amount to Apply	Trans Date	Ref
<input type="checkbox"/>	1500651	CM	740.00-		.00	11/12/08	Ref
<input checked="" type="checkbox"/>	1500653	CM	116.00-		116.00-	5/04/09	
<input checked="" type="checkbox"/>	1500655	CM	180.00-		180.00-	5/04/09	
<input type="checkbox"/>	1500657	CM	810.00-		.00	5/21/09	Ref
<input type="checkbox"/>	1500658	CM	45.00-		.00	12/22/09	
<input type="checkbox"/>	1500664	CM	59.20-		.00	8/13/10	Ref
<input type="checkbox"/>	1500666	CM	21.60-		.00	8/17/10	Ref

Check the check-box in the 'Sel' column for each Credit Memo that you want to refund. If necessary, you may change the amount of refund to be other than the open amount by changing the amount in the Amount-To-Apply column. You cannot refund more than the open amount of each Credit Memo. The amount entered must be negative. You may select as many as you like. Click Post when done with your selections.

AR021-01 - Accounts Receivable Credit Card Refund Processing  
All Star Premium Co.      ChargeltPro Customer Ref Number: 78369

Amount to be Refunded: 296.00-

Select Card:

Card Type	Last 4	Card Acct Num	Select	Approval Number
Card 1: MISA	0026	6	<input checked="" type="radio"/>	
Card 2:			<input type="radio"/>	
Card 3:			<input type="radio"/>	
Card 4:			<input type="radio"/>	
Card 5:			<input type="radio"/>	

Clear Selects      Process Selected

One Time Credit Card Refund:  
(Be ready to enter the Credit Card Information on the next screen.)      Process One-Time Card

Card Type:      Last 4:      Approval Number:

Close      ar Credits

Discounts Available are Shown Regardless of Due Date  
Double-Click an Invoice or Credit Memo to Display

Post      Exit

F1 for Help      INS      CAPS      NUM      Pacifidb

Select the credit card to which to post the refund to or select One Time Card Refund.

When you view the A/R Customer Ledger Display, you will see an AJ (adjustment) Transaction below each of the refunded Credit Memos. Scroll to the right to view the approval number, card type and last 4 numbers of the credit card number.

## Accounts Receivable Payment Reversal (AR026) – Reversing Payments Made with a Credit Card

This program works as before with the addition of the option to Void or Refund the charges to the customer's credit card. These options will only be available if the payment was made by credit card.

AR026 - Returned Check/Payment Reversal Entry

Company Number: 1 Golf Stuff International, Inc. Customer Number: A30 All Star Premium Co. Cust Search

Check/Payment/Approval Number: 027979 Payment Amount: 30.00 Payment Type: CC Cash Account: 1010-00 A/R Account: 1110-00

Reason:  Posting Error  NSF  Stop Payment  Other  Refund to Credit Card

Payment Date: 7/22/10 Return Date: 7/30/10 G/L Date: 7/30/10

Comment:

Transaction Number	Type	Original Amount	Discount Applied	Payments or Matches Applied	Open Amount	File Location	Original Cust Num	Current Cust Num
1503037	IV	72.00	.00	20.00	.00	Current	A30	A30
1503038	IV	48.00	.00	25.00	2.75	Current	A30	A30
1503041	IV	144.00	.00	30.00	114.00	Current	A30	A30

This Payment Can NOT be "Voided" Because it was Paid Prior to Today. You May Process a "Refund" Only.

CIP Cust Ref Num: 78369 Paid With - Card Type: VISA Last 4: 0026 Approval Number: 027979 Date: 7/22/10

Result - Card Type: Last 4: Approval Number:

Preview

F1 for Help INS CAPS NUM Pacificdb

If the payment being reversed was a credit card payment, the program will process one of two types of transactions to the Card Processing Service.

- If you are reversing a payment that was paid by a credit card *on the same day*, the program will process a 'Generic Void' to the customer's account. In this case, neither the original charge nor the void will show on the customer's account.
- If you are reversing a payment that was paid by a credit card *on a previous day*, the program can only process a refund to the customer's account. In this case, both the original charge and the refund will show on the customer's account. You must click the check-box labeled 'Refund to Credit Card' for this transaction to occur.

If you attempt to process a 'Generic Void' and a day after the original payment date, a message will be shown telling you that you may only process a 'Refund'. You may then decide whether or not you wish to process a refund and will need to check the 'Refund to Credit Card' check-box if you do.

A 'Generic Void' or 'Refund' will be processed against the *same credit card* as the original payment transaction so there will be no need to select a card or enter any card information.

Whether approved or declined, a Credit Card Processing Receipt will be printed for your records.

## Invoice Payment Processing (A096I) - Stand Alone Version

Enter the Invoice Number that you wish to pay and click Display or press Enter.

The screenshot shows a software window titled "A096I - Charge It Pro - Stand Alone Payment Processing". The window contains several input fields and buttons for processing an invoice payment.

**Customer Information:**

- Customer Bill-To: A30
- Customer Name/City/State: All Star Premium Co. Los Angeles CA
- ChargeItPro Customer Number: 78369

**Invoice Details:**

- Invoice Number: 1503056
- Order Log Number: 6142
- Invoice Date: 6/18/07
- Invoice Amount Balance: 129.60
- Pre-Authorization Status: Not Pre-Authorized
- Card # Authorized: [Empty]
- Authorization Date: 0/00/00
- Authorization Number: [Empty]
- Amount to Pay: 129.60

**Select Card:**

Card #	Card Type	Last 4	Card Acct Num	Select	Approval Number
Card 1:	VISA	0026	6	<input checked="" type="radio"/>	[Empty]
Card 2:	[Empty]	[Empty]	[Empty]	<input type="radio"/>	[Empty]
Card 3:	[Empty]	[Empty]	[Empty]	<input type="radio"/>	[Empty]
Card 4:	[Empty]	[Empty]	[Empty]	<input type="radio"/>	[Empty]
Card 5:	[Empty]	[Empty]	[Empty]	<input type="radio"/>	[Empty]

Buttons: Clear Selects, Process

**One Time Credit Card Payment:**

Be ready to enter the Credit Card Information on the next screen.  Process

Card Type: [Empty] Last 4: [Empty] Approval Number: [Empty]

Buttons: Preview, Print

Inactivity Timer has Started (3 Min.)

Buttons: Display, Clear Scrn, Exit

Footer: F1 for Help, INS, CAPS, NUM

You may pay the invoice using a credit card on-file if shown in Select Card or perform a one-time payment using One-time Credit Card Payment.

To Pay with a card that has not been saved, click 'Process' in the One-Time Credit Card Payment Frame and be prepared to enter the customer's card information on the next display (as shown below).

Enter Customer's Credit Card Number, Name, address and CVV Security Code if available. Click Process to continue.


Secured By ChargeItPro™ \*\*\*\*\* TEST MODE \*\*\*\*\* [BETA]

### Credit Sale

Swipe or Enter Card:

4012000033330026 **Total Amount:** 130.00

Exp. Date (MMYY): 1212

Name: ABC Golf Apparel Card Type: VISA 

AVS and CW Info:

Street Address: 100 S. Main Street

Zip Code: 90066 CW Code:

Approval Number:

DCX Version: 3.0.0.144 Secure Mode Processor: ChargeItPro.net

Whether approved or declined, a Credit Card Processing Receipt will be printed for your records.

CIPTransReceipt1 Credit Card Processing Transaction Receipt 8/13/2010 4:14:11 PM Page

A096I Credit Payment

Cust No: ABC203	
Customer Name/City/State: ABC Golf Apparel Los Angeles CA	
Transaction Type:	<b>Credit Payment</b>
Transaction Date:	8/13/10
Transaction Amount:	50.00
Transaction Number:	1503103
Order Log Number:	
Reference Number:	
Credit Card Type:	MC MasterCard
Credit Card Last 4:	1732
Response:	<b>Approved</b>
Approval Number:	002391

ChargeItPro Customer Number:	86933
ChargeItPro Card Acct Number:	12
CIP Transaction Number:	46984222

# Return/Refund Processing (A097I) - Stand Alone Version

**A097I - Charge It Pro - Stand Alone Return Processing**

Customer Bill-To: Customer Name/City/State ChargeItPro  
Customer Number

Credit Memo Number: 1500656 A25 Karl Akerman 78035  
 New York NY

CrMemo Date: 5/04/09 Cr Memo Amount Balance: 288.00 Invoice Reference: Invoice Date: Card Used for Invoice: -----  
 Card Type: Last 4: Amount to Refund: 288.00

Select Card:

	Card Type	Last 4	Card Acct Num	Select	Approval Number
Card 1:				<input type="radio"/>	
Card 2:				<input type="radio"/>	
Card 3:				<input type="radio"/>	
Card 4:				<input type="radio"/>	
Card 5:				<input type="radio"/>	

Clear Selects  
 Process

**One Time Credit Card Return:**  
 Be ready to enter the Credit Card Information on the next screen. Process

Card Type: Last 4: Approval Number:

Inactivity Timer Restarted (3 Min.)

Preview  Print

Display Clear Scrn Exit

F1 for Help    INS    CAPS    NUM

A0971

Credit Return

Cust No: ABC203

Customer Name/City/State: ABC Golf Apparel  
Los Angeles CATransaction Type: **Credit Return**

Transaction Date: 8/10/10

Transaction Amount: 131.00CR

Transaction Number: 1500662

Order Log Number:

Reference Number: 1503097

Credit Card Type: MC MasterCard

Credit Card Last 4: 1732

Response: **Approved**

Approval Number: 46989063

ChargelPro Customer Number: 86933

ChargelPro Card Acct Number: 12

CIP Transaction Number: 46979040

Whether approved or declined, a Credit Card Processing Receipt will be printed for your records.

## Void Payment Processing (A098I) – Stand Alone Version

You may void a charge (Payment) that was paid by a credit card only *on the same day that the charge was made and before the daily batch has been closed*. In this case, the program will process a 'Generic Void' to the customer's account. Neither the original charge nor the void will show on the customer's account or statement.

If the charge was made prior to today or the batch has already been closed, you will have to issue a Return (refund) to the customer's account. In this case, both the original charge and the return will show on the customers account and statement. Use A097I – ChargeItPro Return Processing.

The screenshot shows the 'A098I - ChargeItPro - Stand Alone Void Payment Processing' window. It contains the following fields and data:

Customer Bill-To: Invoice Number: 1503037, A30, Order Log Number: 6124  
Customer Name/City/State: All Star Premium Co., Los Angeles, CA  
ChargeItPro Customer Number: 78369

Select	Payment Date	Card Type	Card Last 4	Amount Paid	Original Approval Number	Unique Transaction Id
<input type="checkbox"/>	7/22/10	VISA	0026	20.00	027979	46927964
<input type="checkbox"/>	7/22/10	VISA	0026	15.00	028089	46928092

Result: [ ] Approval Number: [ ] Transaction ID: [ ]

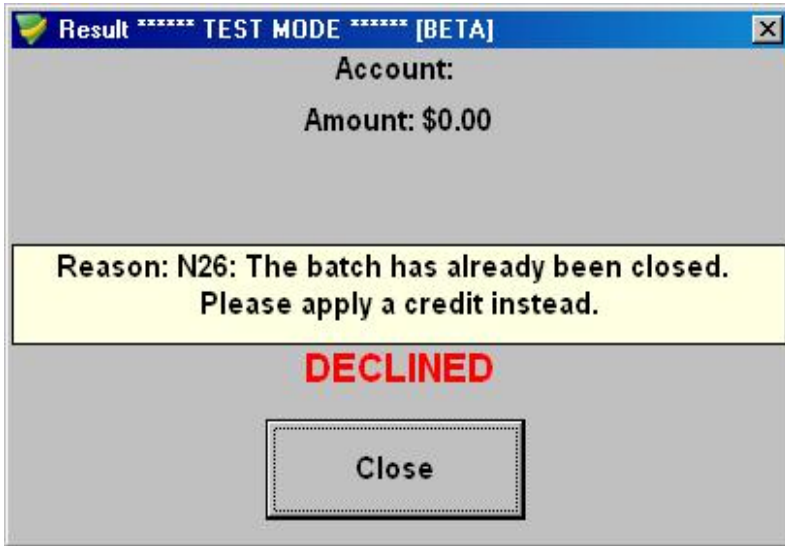
Inactivity Timer Restarted (3 Min.)

Buttons: Preview, Print, Display, Clear Scrn, Process, Exit

Footer: F1 for Help, INS, CAPS, NUM

If the charge was voided, an approval number will be returned and shown above.

If not a screen will display indicating that the charge could NOT be performed.



Whether approved or declined, a Credit Card Processing Receipt will be printed for your records.

CIPTransReceipt1		Credit Card Processing Transaction Receipt		8/16/2010 3:50:45 PM Page	
A0981		Void Payment			
Cust No: ABC203					
Customer Name/City/State: ABC Golf Apparel Los Angeles		CA			
Transaction Type: <b>Void Payment</b>					
Transaction Date: 8/16/10					
Transaction Amount: 130.00					
Transaction Number: 1503099					
Order Log Number:					
Reference Number:					
Credit Card Type:					
Credit Card Last 4: 0026					
Response: <b>Approved</b>					
Approval Number: -----					
ChargeltPro Customer Number: 86933					
ChargeltPro Card Acct Number: OneTime					
CIP Transaction Number: 46940336					

## Void Return Processing (A099I) - (Stand Alone Version)

You may void a Return (Refund) that was made to a credit card only *on the same day that the return was made and before the daily batch has been closed*. In this case, the program will process a 'Generic Void' to the customer's account. Neither the original return nor the void will show on the customer's account or statement.

If the Return was processed before today or the batch has been closed, you will need to issue a charge to the customer's account to offset the return. Use A096I – ChargeItPro Payment Processing.

The screenshot shows a software window titled "A099I - ChargeItPro - Void Return Processing (Stand Alone Version)". The window contains the following fields and controls:

- Customer Bill-To:** Cr Memo Number: 1500661, ABC203
- Customer Name/Addr/City/State:** ABC Golf Apparel, 100 S. Main Street, Suite 100, Los Angeles, CA 90066
- ChargeItPro Customer Number:** 86933
- Table:**

Select	Return Date	Card Type	Card Last 4	Amount Returned	Original Approval Number	Unique Transaction Id
<input type="checkbox"/>	8/10/10	MasterCard	1732	154.50	46989044	46979021
- Form Fields:** Result: [ ], Approval Number: [ ], Transaction ID: [ ]
- Status:** Inactivity Timer Restarted (3 Min.)
- Buttons:** Display, Clear Scrn, Process (with green checkmark), Exit (with red X)
- Footer:** F1 for Help, INS, CAPS, NUM

Whether approved or declined, a Credit Card Processing Receipt will be printed for your records.

CIPTransReceipt1	Credit Card Processing Transaction Receipt	8/16/2010 3:50:45 PM	Page
A098I	Void Payment		
Cust No: ABC203			
Customer Name/City/State: ABC Golf Apparel Los Angeles CA			
Transaction Type: <b>Void Payment</b>			
Transaction Date: 8/16/10			
Transaction Amount: 130.00			
Transaction Number: 1503099			
Order Log Number:			
Reference Number:			
Credit Card Type:			
Credit Card Last 4: 0026			
Response: <b>Approved</b>			
Approval Number: -----			
ChargeltPro Customer Number: 86933			
ChargeltPro Card Acct Number: OneTime			
CIP Transaction Number: 46940336			

# Customer Credit Card Activity Display – (A094I)

Use this display to track Credit Card Activity for your customers.

**A094I - Customer Credit Card Activity Display by Customer & Transaction Date**

Customer Bill-To Number:  Customer Name: All Star Premium Co. Charge!Pro Customer Number:

From Date:  To:  Los Angeles CA

Omit Void Transactions

Sequence:  By Transaction Date  By Card Type/Date

Transaction Date	Card Type	Card Last 4	Card Acct Number	Inv/CrMemo Number	Type	Transaction Type	Transaction Amount	Approval Number	User ID	Void Date	User ID
7/06/10	JCB	7510	6	1502991	IV	Credit Charge	388.89	015839	Carl	0/00/00	
7/06/10	VISA	0026	6	1502992	IV	Credit Charge	83.14	015899	Carl	0/00/00	
7/06/10	VISA	0026	6	1502997	IV	Credit Charge	38.97	015901	Carl	0/00/00	
7/08/10	MasterCard	1732	OneTime	1500657	IV	Credit Charge	810.00	46907972	Carl	0/00/00	
7/08/10	VISA	0026	OneTime	1503084	IV	Credit Charge	172.80	017002	Carl	7/09/10	Carl
7/08/10	VISA	0026	6	1503085	IV	Credit Charge	144.00	016998	Carl	0/00/00	
7/08/10	VISA	0026	6	1503087	IV	Credit Charge	9,224.22	016943	Carl	0/00/00	
7/09/10	VISA	0026	6	1503079	IV	Credit Charge	600.00	017598	CARL	0/00/00	
7/15/10	MasterCard	1732	OneTime	1503090	IV	Credit Charge	470.98	022695	CARL	0/00/00	
7/22/10	VISA	0026	6	1503008	IV	Credit Charge	50.00	027932		0/00/00	
7/22/10	VISA	0026	6	1503009	IV	Credit Charge	40.00	027932		0/00/00	
7/22/10	VISA	0026	6	1503037	IV	Credit Charge	20.00	027979		0/00/00	
7/22/10	VISA	0026	6	1503037	IV	Credit Charge	15.00	028089		0/00/00	
7/22/10	VISA	0026	6	1503041	IV	Credit Charge	30.00	027979		0/00/00	
7/28/10	VISA	0026	6	1503000	IV	Credit Charge	10.00	032519		0/00/00	
7/28/10	VISA	0026	6	1503008	IV	Credit Charge	46.00	032519		0/00/00	
7/28/10	VISA	0026	6	1503009	IV	Credit Charge	32.00	032519		0/00/00	
7/28/10	VISA	0026	6	1503037	IV	Credit Charge	37.00	032519		0/00/00	
8/04/10	AMEX	8431	OneTime	1503056	IV	Credit Charge	129.60	038607	CARL	8/04/10	CARL
8/04/10	VISA	0026	6	1503092	IV	Credit Charge	192.00	038621	CARL	8/04/10	CARL

For Miscellaneous Charges and Returns, Enter Customer Number: MISC.

F1 for Help    INS   CAPS   NUM   Pacificdb

## Transaction Summary by Date/Card Type – (A091R)

Print a report showing all charges and returns for a range of dates which will show charges and returns for each day by credit card type.

The screenshot shows a Windows-style dialog box titled "A091R - CIP Transaction Summary by Date/Card Type". The dialog has a "Memorize" button in the top right corner. Below the title bar, there is a "Date Range:" section with two date input fields: "From Date:" containing "11/01/10" and "To:" containing "11/22/10". In the lower-left area, there is a blue text prompt "Print the Report (alt O)". To the right of this prompt is a "Duplex" checkbox which is currently unchecked. Further right are two radio buttons: "Preview" (unselected) and "Print" (selected). Below these are two buttons: "Ok" (with a printer icon) and "Exit" (with a red X icon). At the bottom of the dialog, there is a status bar with the text "F1 for Help" on the left and a series of buttons labeled "INS", "CAPS", "NUM", and "Pacifidb" on the right.

## Credit Card Processing Charge and Return Register – (A093R)

Print a report showing all charges and returns for a range of dates and all or selected customers.

**A093R - CIP Credit Card Charge and Return Register** Memorize

Date Range:  
 From Date:  To:

Customers:

Duplex  Preview  Print

[Preview the Report on Screen](#)

F1 for Help INS CAPS NUM Pacifidb

A093R		Credit Card Processing Charge and Return Register							Month: 8/2010		Page: 1	
		From: 8/1/10 To: 8/31/10							Period: 1/1/10		Page: 1	
Type	Date	Code	Description	Year	Card	Trans	Amount	Agency	Item	Amount	Status	Card
Charge	08/27/10	400200	400 Card Acq... 1715 Van Stee... Sals... Los Angeles	VC	1723	500 24	004802			20	ACID	045
Charge	08/27/10	490	400 Card Acq... 1715 Van Stee... Sals... Los Angeles	VF	1075	510956	005706			2470		040
Charge	08/27/10	400200	400 Card Acq... 1715 Van Stee... Sals... Los Angeles	VC	1723	500 24	004802			20	ACID	045
Charge	08/27/10	490	400 Card Acq... 1715 Van Stee... Sals... Los Angeles	VF	1075	510956	005706			2470		040
Charge	08/27/10	400200	400 Card Acq... 1715 Van Stee... Sals... Los Angeles	VC	1723	500 24	004802			20	ACID	045
Charge	08/27/10	490	400 Card Acq... 1715 Van Stee... Sals... Los Angeles	VF	1075	510956	005706			2470		040
Charge	08/27/10	400200	400 Card Acq... 1715 Van Stee... Sals... Los Angeles	VC	1723	500 24	004802			20	ACID	045
Charge	08/27/10	490	400 Card Acq... 1715 Van Stee... Sals... Los Angeles	VF	1075	510956	005706			2470		040
Transaction Total:										97004		
Return	08/27/10	490200	490 Card Acq... 1715 Van Stee... Sals... Los Angeles	VC	1723	510956	005706			221000		040

40230		Overhead Processing Charge		Project Location		Amount		Project	
Transfer	Exe	Order	Item Description	Rate	Qty	Transfer	Project	Amount	State
Type		Number		Per		Amount			
Team	8170	AB0223	ABD CUI Paper 110 Sheet Los Angeles	60	732	43968	4620802	72000	CA
Team	8170	AB	ABD CUI Paper 110 Sheet Eula ID Los Angeles	60	175	10500	0648001	16500	CA
Team	8170	AB	ABD CUI Paper 110 Sheet Los Angeles	60	175	10500	0648002	16500	CA
Team	8170	AB	ABD CUI Paper 110 Sheet Los Angeles	60	175	10500	0648003	16500	CA
Team	8180	AB0223	ABD CUI Paper 10 Sheet Los Angeles	20	7510	15020	4620803	00	CA
Transfer Type Total								481500	
Grand Total								481500	

- End of Page -

## Miscellaneous Payment Processing – (A096IM)

Process credit card charges for payments not related to a customer invoice.

The screenshot shows a software window titled "A096IM - ChargeItPro - Miscellaneous Payment Processing". At the top, there is a "Charge Amount" field with ".00" entered. Below this are three input fields: "Last Name:", "Billing Address:", and "Billing Zip-Code:". A "Result:" section contains three more fields: "Card Type:", "Last 4:", and "Approval Number:". Below the fields is a blue instruction: "Use this program to charge a card for customer charges not related to an invoice created by normal Invoicing. Enter a Charge Amount, Billing Name, Address and Zip Code and Click Process." At the bottom right, there are three buttons: "Process" (with a green checkmark icon), "Clear Scrn" (with a yellow eraser icon), and "Exit" (with a red X icon). At the bottom left, it says "F1 for Help". At the bottom center, there are three buttons: "INS", "CAPS", and "NUM".

## Void Miscellaneous Payment Processing – (A098IM)

Void credit card charges for payments not related to a customer invoice that were made using A096IM.

The screenshot shows a software window titled "A098IM - ChargeItPro - Void Miscellaneous Payment Processing". At the top, there is an "Approval Number:" field. Below this are two input fields: "Original Charge Amount:" and "Billing Name:". Below these are three more input fields: "Card Type:", "Last 4:", and "Orig.Transaction ID:". A "Result:" section contains two fields: "Result:" and "Transaction ID:". Below the fields is a blue instruction: "Use this program to void a customer charge created by A096IM - Misc Payment Processing." At the bottom right, there are four buttons: "Display" (with a monitor icon), "Clear Scrn" (with a yellow eraser icon), "Process" (with a green checkmark icon), and "Exit" (with a red X icon). At the bottom left, it says "F1 for Help". At the bottom center, there are three buttons: "INS", "CAPS", and "NUM".

## Miscellaneous Return/Refund Processing – (A097IM)

Process credit card returns/refunds for payments not related to a customer invoice.

The screenshot shows a software window titled "A097IM - ChargeItPro - Miscellaneous Return Processing". The window contains several input fields: "Return Amount:" at the top; "Last Name:", "Billing Address:", and "Billing Zip-Code:" in a row below; and "Card Type:", "Last 4:", and "Approval Number:" in a row within a box labeled "Result:". Below these fields is a text instruction: "Use this program to post a return/refund to a customer card for other than normal Credit Memo Processing. Enter a Charge Amount, Billing Name, Address and Zip Code and Click Process." At the bottom right are three buttons: "Process" (with a green checkmark icon), "Clear Scrn" (with a yellow eraser icon), and "Exit" (with a red X icon). At the bottom left is "F1 for Help". At the bottom center are three small buttons: "INS", "CAPS", and "NUM".

## Void Miscellaneous Payment Processing – (A099IM)

Void credit card returns/refunds for payments not related to a customer invoice that were made using A097IM.

The screenshot shows a software window titled "A099IM - ChargeItPro - Void Miscellaneous Returns Processing". The window contains several input fields: "Approval Number:" at the top; "Original Return Amount:" and "Billing Name:" in a row below; "Card Type:", "Last 4:", and "Orig.Transaction ID:" in a row below that; and "Result:" and "Transaction ID:" in a row at the bottom. Below these fields is a text instruction: "Use this program to void a customer return/refund created by A097IM - Misc Return Processing." At the bottom right are four buttons: "Display" (with a monitor icon), "Clear Scrn" (with a yellow eraser icon), "Process" (with a green checkmark icon), and "Exit" (with a red X icon). At the bottom left is "F1 for Help". At the bottom center are three small buttons: "INS", "CAPS", and "NUM".

# Frequently Asked Questions – FAQs

## Topic: Card Name

### Question:

When I enter the Card Name on a charge or return for a company credit card, can I use the company name?

### Answer:

The card name entered should be the name of the person to whom the card was issued and NOT the company name.

## Topic: Repeated Tries to Process a Declined Charge

### Question:

If a charge on a card is declined can I try to process the charge on the same card again and again the same day or on subsequent days?

### Answer:

Repeated attempts to process a charge on the same card may appear to the fraud monitoring systems at the card processor as possible fraudulent transactions. It is better to determine what is causing the decline by calling the customer and asking for another card to use. The card processor also monitors the number of declines against approvals over time and this could raise a flag and cause a problem.

## Topic: Splitting Payments for an Invoice between 2 or More Credit Cards

Question: If the customer's credit card does not have enough available credit to pay the entire invoice, can I split the charges over more than 1 card?

### Answer:

You can split the invoice payment of as many cards as required.

First, do not attempt to charge a card during regular invoicing. Do the invoice processing as normal but be sure to check-mark the check-box labeled 'Do Not Pay by Credit Card' on the bottom of the screen.

The screenshot shows the 'Invoice Entry' window with the following details:

- Ship-To:** William Deard, Associated Incentive Techs, Inc.
- Log Number:** 8337
- Cl-To:** Jobby Deard
- Order Location:** 404440
- Order Type:** Recur
- Order Date:** 2/26/17
- Ship Date:** 2/26/17
- Card:** CC
- Card Label:** CC
- Card ID:** N
- Card H:** H
- Card Exp Date:** 12/31/18
- Card Pri:** B
- Special Instructions:** 4 of Units Selected
- Charge to Customer:** 175966
- Payment Method:**  Do Not Pay by Credit Card

Line	Qty	Style	Order	Unit	Est	Quantity	FT	Price	Total	Op	S	W	L		
1	1	00	LLH	J	2/26/17	1	2.00	0			1	1			
2	1	00	RFB	K	2/26/17	1	5.00	8			2	2	2	2	

## Frequently Asked Questions – FAQs (Continued)

Note the invoice number for the next step.

Use ChargeItPro Invoice Payment – A096I. Charge the appropriate amount to the first credit card, and then continue to pay additional amounts to other credit cards until you have charged the amount necessary.

### **Credit Memo Refunds to Multiple Credit Cards:**

#### Question:

If I had to split payment for an invoice charges over multiple credit cards, how do I make a refund to the same credit cards.

#### Answer:

When creating the Credit Memo, do not apply the refund to the customer's credit card. Uncheck-mark the check-box labeled 'Refund to Credit Card'.

Note the Credit Memo number for the next step. Use ChargeItPro Returns Processing – A097I to refund the appropriate amount to each of the credit cards as necessary.

### **Miscellaneous Credit Card Charges and Returns**

#### Question:

When do I use Miscellaneous Credit Card Charges and Returns?

#### Answer:

These are options that should only be used when you need to charge a customer's credit card for a purchase of other than your normal product for which you are creating an invoice in the system. Examples would be: selling off excess furniture, collecting rent for sub-leased office space, etc. If a sale has been invoiced in the system, use one of the other Invoice Payment methods. Use the Miscellaneous Returns program for refunding any charges made using the Miscellaneous Credit Card Charge program.