



# **EFT Processing**

## **Reference Guide**

**SedonaOffice versions 6.1+**

Revised March 2024

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# 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 are 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](mailto:integration@forte.net) or [customerservice@forte.net](mailto: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](mailto:Dex@forte.net)
4. You should receive a Dex invite within 1-2 business days of your request.
5. Once you receive your invite, follow Forte's instructions to register your account which can be found here or contact Forte for assistance:  
[https://console.forte.net/help/merchant/#users/registering\\_your\\_account.htm%3FTocPath%3DHome%7C\\_1](https://console.forte.net/help/merchant/#users/registering_your_account.htm%3FTocPath%3DHome%7C_1)

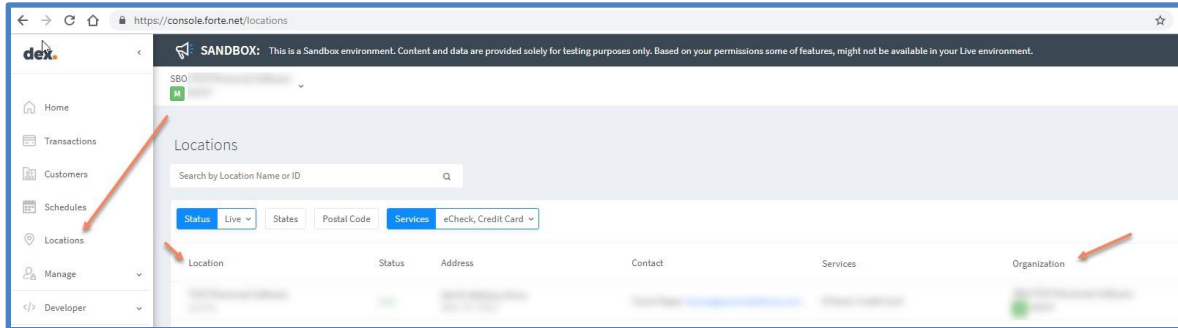
The following information is obtained from the Dex Portal. This information will be entered into the SedonaOffice EFT Setup form in SedonaSetup.

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

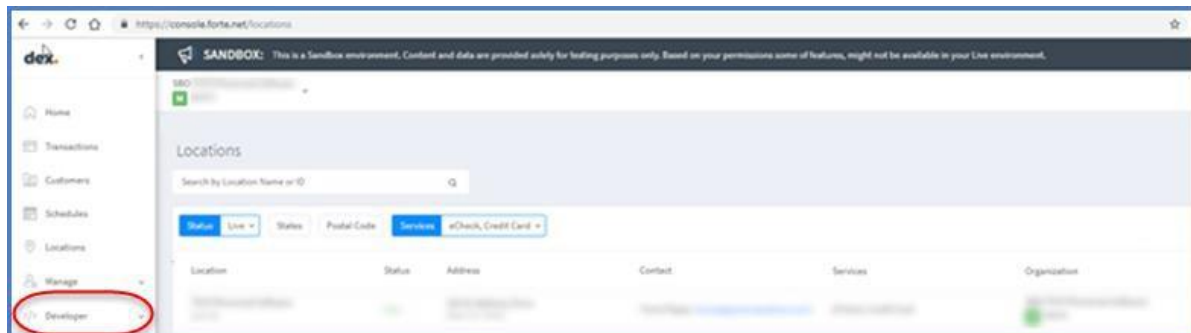


## Accessing Required Information from the Dex Portal:

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



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



## 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:

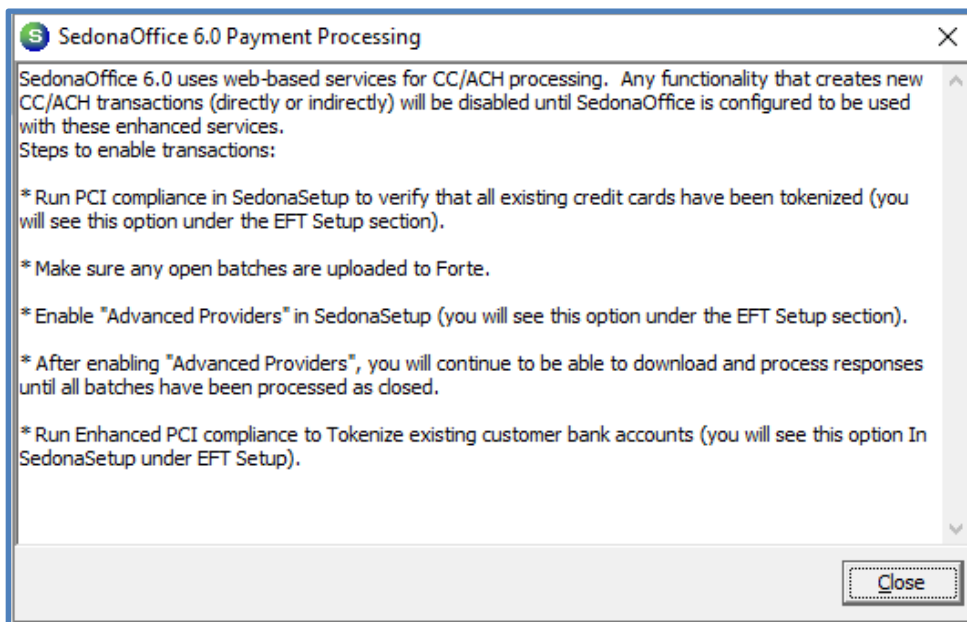
Any transaction in EFT processing that has **not** been submitted to Forte, must be submitted before updating to 6.1+. This **does not** include transactions with hold dates.

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.

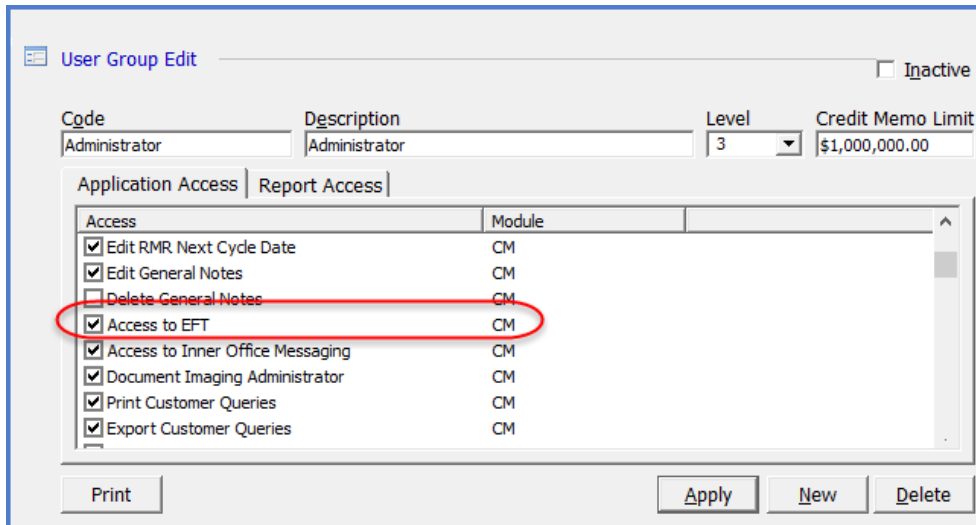
If you update to 6.1+ then attempt to submit new transactions to Forte via the old EFT processing, the transactions will fail.

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

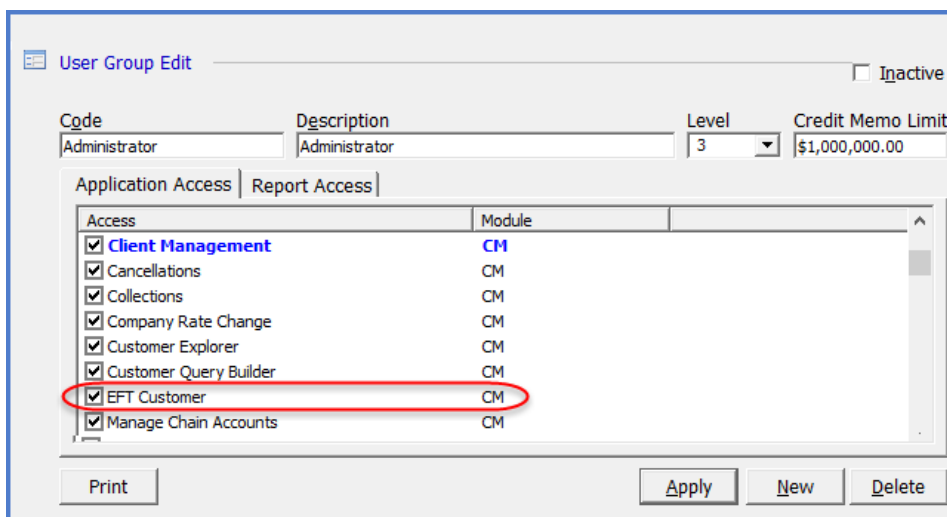


# User Groups Permissions

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.



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.



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.

The screenshot shows the 'User Group Edit' dialog box. At the top right, there is an 'Inactive' checkbox. Below it, there are fields for 'Code' (Administrator), 'Description' (Administrator), 'Level' (3), and 'Credit Memo Limit' (\$1,000,000.00). The 'Application Access' tab is selected, showing a table with columns 'Access' and 'Module'. The 'EFT Processing' row is circled in red. At the bottom, there are 'Print', 'Apply', 'New', and 'Delete' buttons.

Access	Module
<input checked="" type="checkbox"/> Credit Off Invoices	AR
<input checked="" type="checkbox"/> Credit Request	AR
<input checked="" type="checkbox"/> Cycle Invoicing	AR
<input checked="" type="checkbox"/> EFT Processing	AR
<input checked="" type="checkbox"/> Finance Charge	AR
<input checked="" type="checkbox"/> Invoicing	AR
<input checked="" type="checkbox"/> Make Deposit	AR
<input checked="" type="checkbox"/> Payment Processing	AR

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.

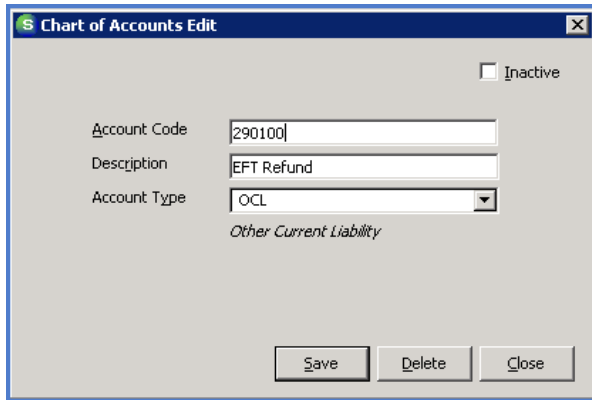
The screenshot shows the 'User Group Edit' dialog box. At the top right, there is an 'Inactive' checkbox. Below it, there are fields for 'Code' (Administrator), 'Description' (Administrator), 'Level' (3), and 'Credit Memo Limit' (\$1,000,000.00). The 'Application Access' tab is selected, showing a table with columns 'Access' and 'Module'. The 'Auto Process Non-Recurring Invoices' row is circled in red. At the bottom, there are 'Print', 'Apply', 'New', and 'Delete' buttons.

Access	Module
<input checked="" type="checkbox"/> Accounts Receivable	AR
<input checked="" type="checkbox"/> Auto Process Non-Recurring Invoices	AR
<input checked="" type="checkbox"/> Batch Email Invoices	AR
<input checked="" type="checkbox"/> Credit Memo	AR
<input checked="" type="checkbox"/> Credit Off Invoices	AR
<input checked="" type="checkbox"/> Credit Request	AR
<input checked="" type="checkbox"/> Cycle Invoicing	AR
<input checked="" type="checkbox"/> EFT Processing	AR

# 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.

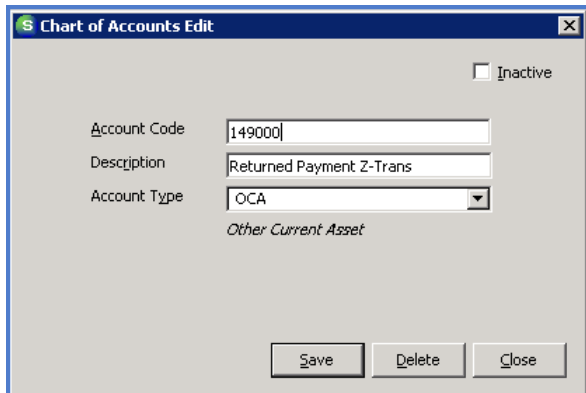
Create a new account with the account type of OCL (Other Current Liability). Use the description as shown below. This G/L account will be used for manually processing EFT Refunds.



The screenshot shows a dialog box titled "Chart of Accounts Edit". It contains the following fields and controls:

- Inactive
- Account Code: 290100
- Description: EFT Refund
- Account Type: OCL (Other Current Liability)
- Buttons: 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.



The screenshot shows a dialog box titled "Chart of Accounts Edit". It contains the following fields and controls:

- Inactive
- Account Code: 149000
- Description: Returned Payment Z-Trans
- Account Type: OCA (Other Current Asset)
- Buttons: Save, Delete, Close

# 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.

The screenshot shows the 'Item Edit' window with the following fields and values:

- Item Type:** CS (Central Station Monitoring)
- Account:** 490900 (Revenue - Other)
- Category:** Monitoring (Monitoring)
- Item:** Alarm.Com
- Description:** Alarm.Com Monitoring
- Job Costing:** 0
- Default Rate:** 3.00
- Default Cost:** 0.00
- Deferred Acct:** (empty)
- Alt Description:** (empty)
- Checkboxes:** Inactive (unchecked), Taxable (checked), Available in Sales (checked), Available in Service (checked)

Buttons at the bottom: Apply, New, 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.

The screenshot shows the 'Item Edit' window with the following fields and values:

- Item Type:** OC (Other Charge)
- Account:** 149000 (Returned Payment Z-Trans)
- Category:** Admin G & A (Administration G\_A)
- Item:** Returned Payment Z-Trans
- Description:** Returned Payment Z-Trans
- Job Costing:** (empty)
- Default Rate:** 0.00
- Default Cost:** 0.00
- Checkboxes:** Inactive (unchecked), Taxable (unchecked), Available in Sales (unchecked), Available in Service (unchecked)

Buttons at the bottom: Apply, New, Delete.

# 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**

Inactive

Invoice Description: EFT Refund

Description: EFT Refund

Apply    New    Delete

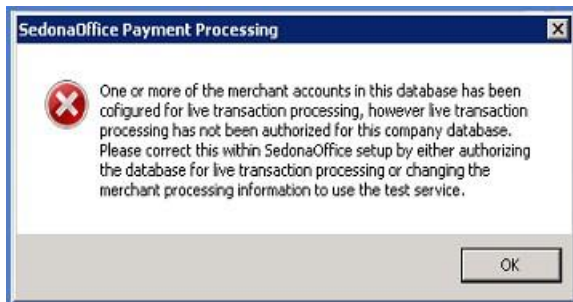
# Post-Upgrade Requirements Setup Tables

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.

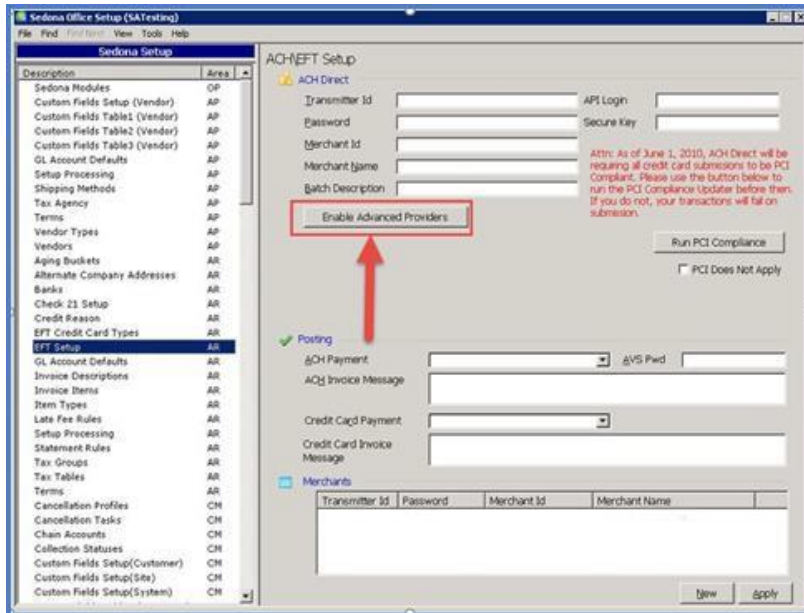
## EFT Setup

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.

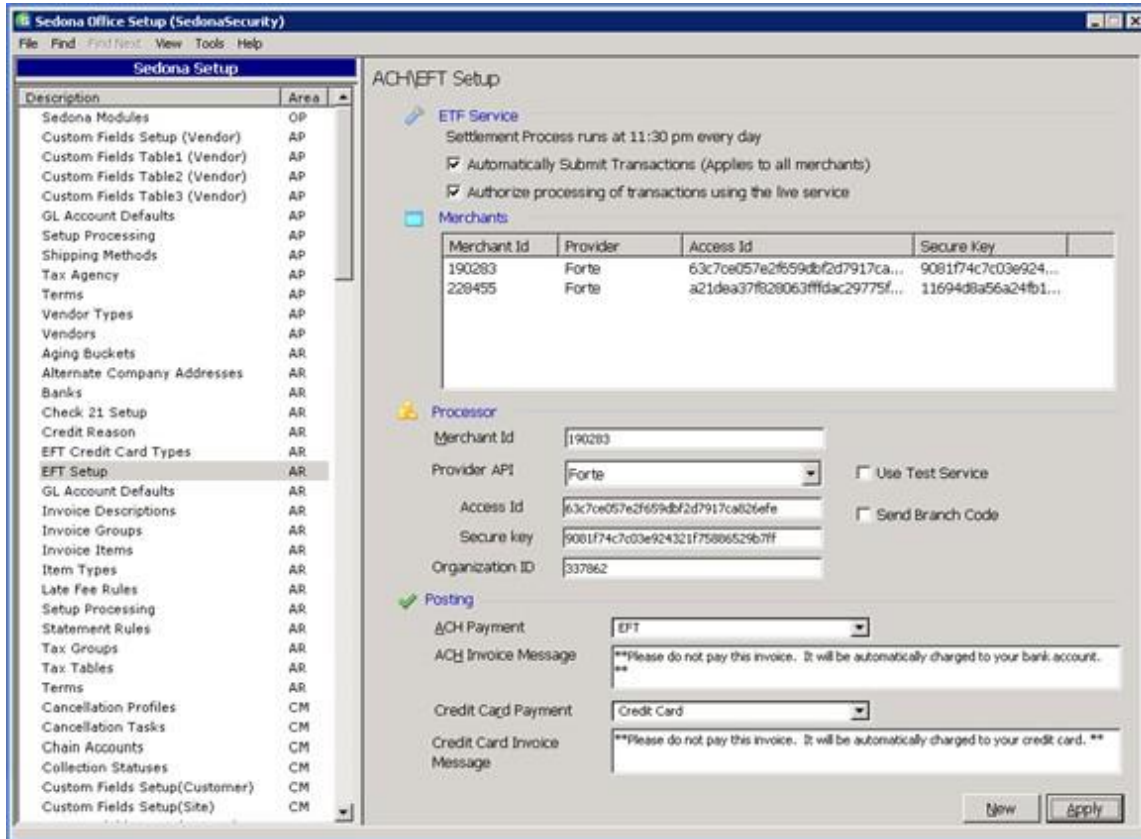




A message box will be displayed informing the user that switching to the new EFT process is not reversible, and all new credentials should be in hand before moving forward. Click the Yes button to proceed.



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.



- **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 Process runs at 11:30 pm every day

Automatically Submit Transactions (Applies to all merchants)

Authorize processing of transactions using the live service

**Merchants**

Merchant Id	Provider	Access Id	Secure Key
190283	Forte	63c7ce057e2f659dbf2d7917ca...	9081f74c7c03e924...
228455	Forte	a21dea37f828063fffdac29775f...	11694d8a56a24fb1...

**Processor**

Merchant Id:

Provider API:   Use Test Service

Access Id:   Send Branch Code

Secure key:

Organization ID:

**Posting**

ACH Payment:


ACH Invoice Message:


Credit Card Payment:

Credit Card Invoice Message:


- 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\EFT Setup

 **ETF Service**  
 Settlement Process runs at 11:30 pm every day  
 Automatically Submit Transactions (Applies to all merchants)  
 Authorize processing of transactions using the live service


 **Merchants**

Merchant Id	Provider	Access Id	Secure Key
190283	Forte	63c7ce057e2f659dbf2d7917ca...	9081f74c7c03e924...
228455	Forte	a21dea37f828063fffdac29775f...	11694d8a56a24fb1...

 **Processor**

Merchant Id: 190283  
 Provider API: Forte  
 Access Id: 63c7ce057e2f659dbf2d7917ca826efe  
 Secure key: 9081f74c7c03e924321f75886529b7ff  
 Organization ID: 337862

Use Test Service  
 Send Branch Code

 **Posting**

ACH Payment: EFT  
 ACH Invoice Message: **\*\*Please do not pay this invoice. It will be automatically charged to your bank account. \*\***  
 Credit Card Payment: Credit Card  
 Credit Card Invoice Message: **\*\*Please do not pay this invoice. It will be automatically charged to your credit card. \*\***

Run PCI Compliance [New] [Apply]

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**

**EFT Service**  
 Settlement Process runs at 11:30 pm every day  
 Automatically Submit Transactions (Applies to all merchants)  
 Authorize processing of transactions using the live service

**Merchants**

Merchant Id	Provider	Access Id	Secure Key
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Merchant Id: 190283  
 Provider API: Forte  Use Test Service  
 Access Id: 63c7ce057e2f659dbf2d7917ca826efe  Send Branch Code  
 Secure key: 9081f74c7c03e924321f75886529b7ff  
 Organization ID: 337862

**Posting**

ACH Payment: EFT  
 ACH Invoice Message: **\*\*Please do not pay this invoice. It will be automatically charged to your bank account. \*\***  
 Credit Card Payment: Credit Card  
 Credit Card Invoice Message: **\*\*Please do not pay this invoice. It will be automatically charged to your credit card. \*\***

Run PCI Compliance [New] [Apply]

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 Setup

**ETF Service**  
Settlement Process runs at 11:30 pm every day  
 Automatically Submit Transactions (Applies to all merchants)  
 Authorize processing of transactions using the live service

**Merchants**

Merchant Id	Provider	Access Id	Secure Key
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**Processor**

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Secure key: 9081f74c7c03e924321f75886529b7ff  
Organization ID: 337862

Use Test Service  
 Send Branch Code

**Posting**

ACH Payment: EFT  
ACH Invoice Message: **\*\*Please do not pay this invoice. It will be automatically charged to your bank account. \*\***

Credit Card Payment: Credit Card  
Credit Card Invoice Message: **\*\*Please do not pay this invoice. It will be automatically charged to your credit card. \*\***

**Run PCI Compliance**      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

**ETF Service**  
Settlement Process runs at 11:30 pm every day

- Automatically Submit Transactions (Applies to all merchants)
- Authorize processing of transactions using the live service

**Merchants**

Merchant Id	Provider	Access Id	Secure Key
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228455	Forte	a21dea37f828063fffdac29775f...	11694d8a56a24fb1...

**Processor**

Merchant Id:

Provider API:

Access Id:

Secure key:

Organization ID:

Use Test Service

Send Branch Code

**Posting**

ACH Payment:

ACH Invoice Message:

Credit Card Payment:

Credit Card Invoice Message:

# 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.

**Branches**

Branch	Description	Alternate Address	GL Code	Inactive
MI	Michigan	SedonaSecurity 45185 Joy Road Canton, M...	10	N
OH	Ohio	SedonaSecurity 547 Washington Chagrin F...	20	N

Include Inactive

**Branch Edit**  Inactive

Branch:  Invoice Address:

Description:  SedonaSecurity  
45185 Joy Road  
Canton, MI 48187

GL Code:

Merchant Id:

Email Template:

From: SedonaSecurity  
Email: Sedonaemail@SedonaSecurity.com

# 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**

**Numbering**

Auto Invoice	<input checked="" type="checkbox"/>	Auto Job Number	<input checked="" type="checkbox"/>
Next Invoice	<input type="text" value="639450"/>	Next Job Number	<input type="text" value="2349"/>
Auto Customer	<input checked="" type="checkbox"/>	Require System Account	<input type="checkbox"/>
Next Customer	<input type="text" value="48468"/>	Require Unique System Account Company Wide	<input type="checkbox"/>

**Invoicing and Credits**

Cycle Beginning Day

- First Day of Month
- Day of Service Start

EFT Returned Payment Invoice Item

- Print Customer Number on Invoices and Statements
- Allow Printed Invoices to be Edited
- Enter Separate Posting Date for Invoices and Credits
- 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.

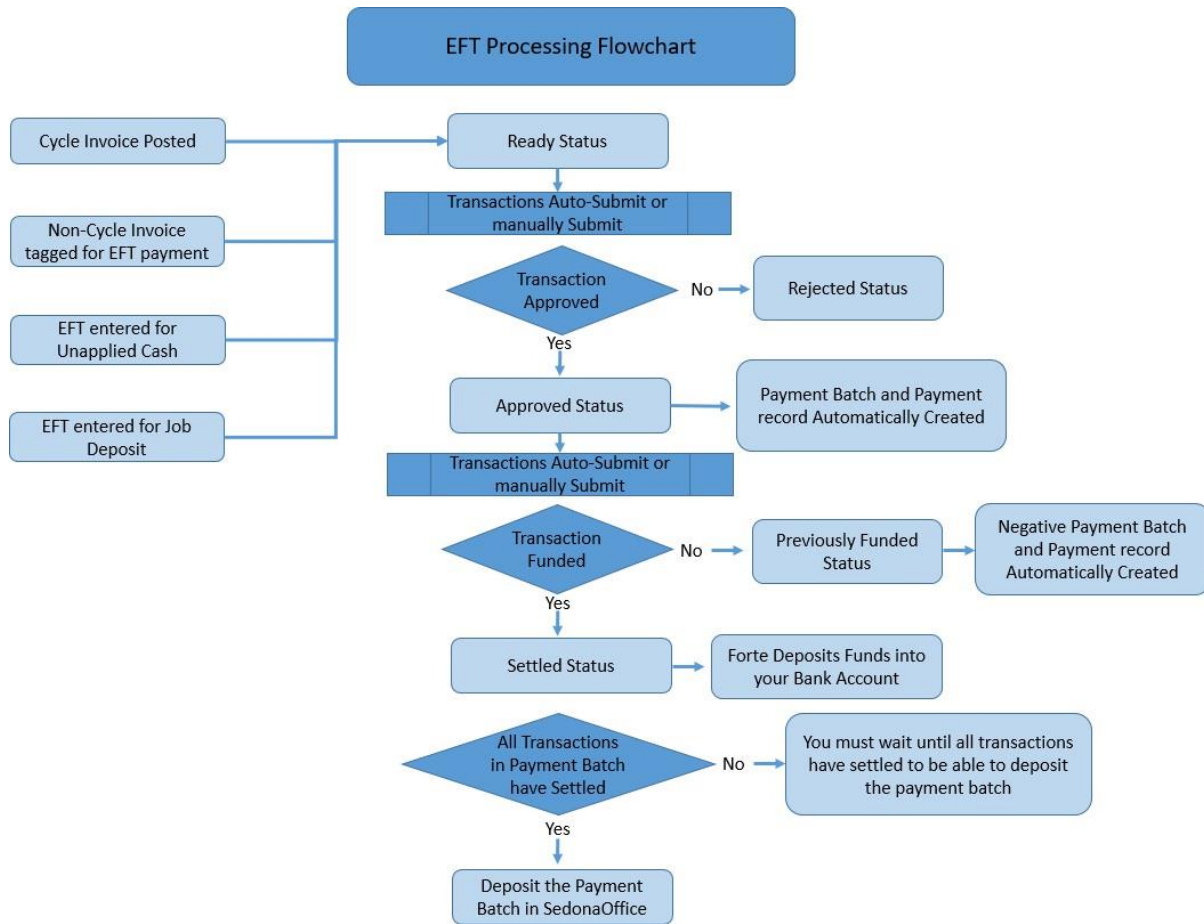
Forte provides real-time settlement services for both credit cards and customer bank accounts. Using the fully integrated features within SedonaOffice, processing and collecting bank and credit card transactions is simple, fast and accurate. With SedonaOffice and Forte, generating payment transactions 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



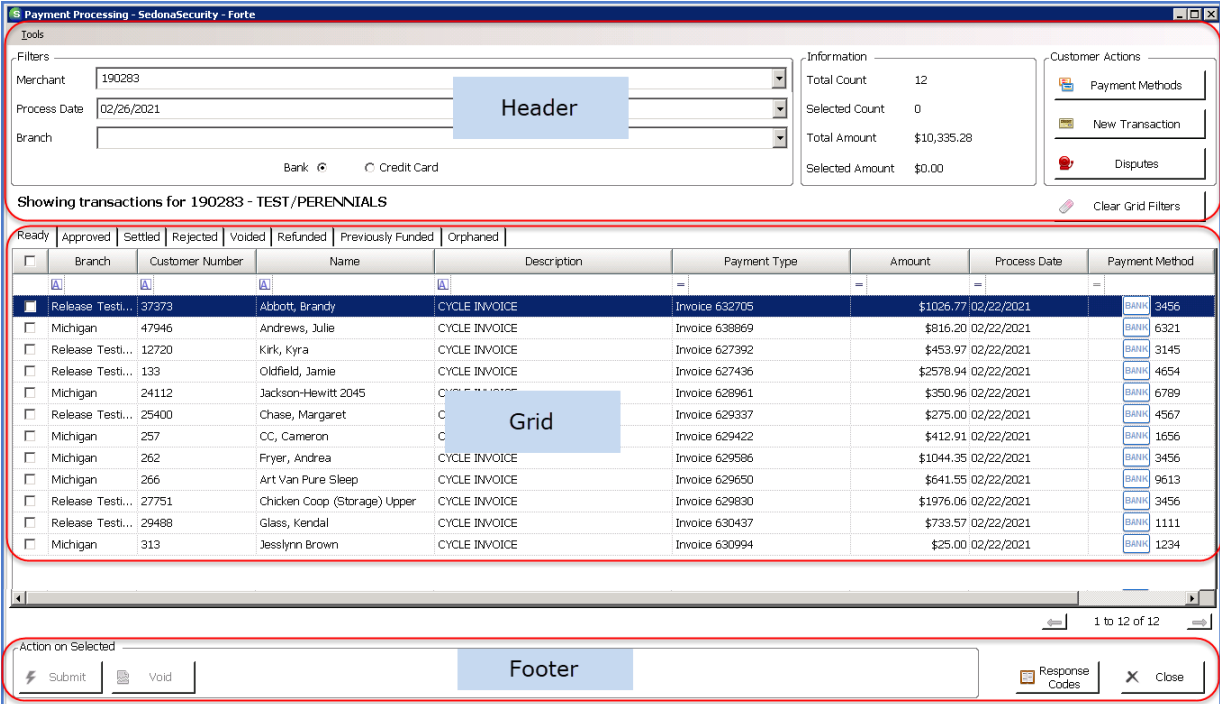
# Understanding the EFT Processing Form

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.



## 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.

Section	Item	Value
Information (C)	Total Count	12
	Selected Count	0
	Total Amount	\$10,335.28
	Selected Amount	\$0.00

A. **Filters** – There are three fields in the Filters section: Merchant (Merchant ID), Process Date, and Branch. Each of the filters is described below.

- **Merchant** - 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.
- **Process Date** – 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.
- **Branch** – 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 will 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.

**Payment Processing - SedonaSecurity - Forte**

**Filters**

Merchant: 190283  
 Process Date: 02/26/2021  
 Branch: [blank]

Bank  Credit Card

**Information**

Total Count: 12  
 Selected Count: 0  
 Total Amount: \$10,335.28  
 Selected Amount: \$0.00

**Customer Actions**

Payment Methods  
 New Transaction  
 Disputes  
 Clear Grid Filters

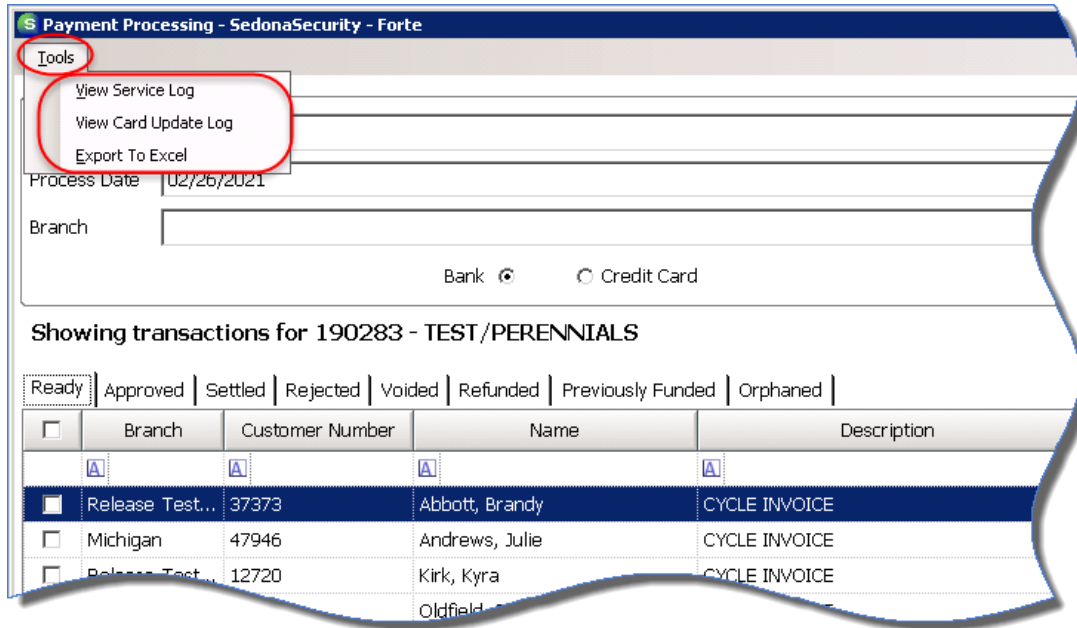
**Showing transactions for 190283 - TEST/PERENNIALS**

Ready	Approved	Settled	Rejected	Voided	Refunded	Previously Funded	Orphaned
Branch	Customer Number	Name	Description	Payment Type	Amount	Process Date	Payment Method
Release Test...	37373	Abbott, Brandy	CYCLE INVOICE	Invoice 632705	\$1026.77	02/22/2021	BANK 3456
Michigan	47946	Andrews, Julie	CYCLE INVOICE	Invoice 638869	\$816.20	02/22/2021	BANK 6321
Release Test...	12720	Kirk, Kyra	CYCLE INVOICE	Invoice 627392	\$453.97	02/22/2021	BANK 3145
Release Test...	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 Test...	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 Test...	27751	Chicken Coop (Storage) Upper	CYCLE INVOICE	Invoice 629830	\$1976.06	02/22/2021	BANK 3456

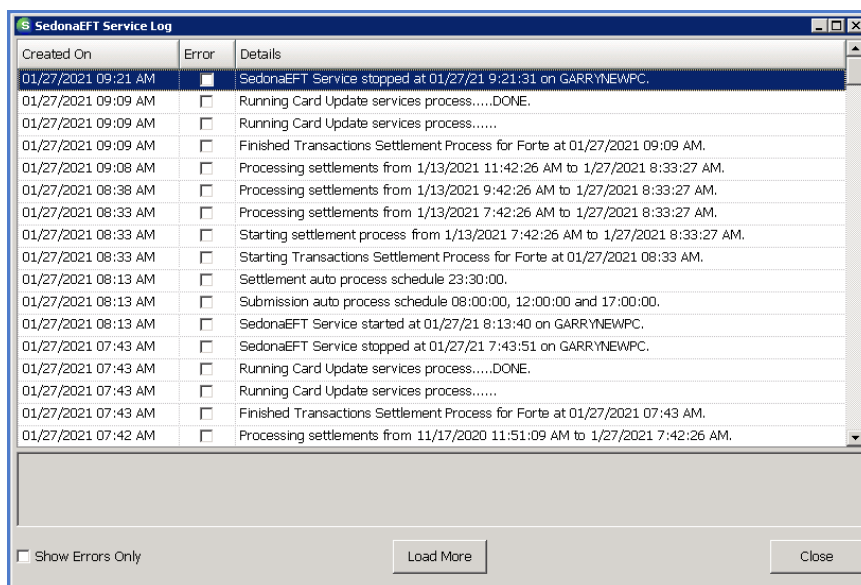
1 to 10 of 12

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.

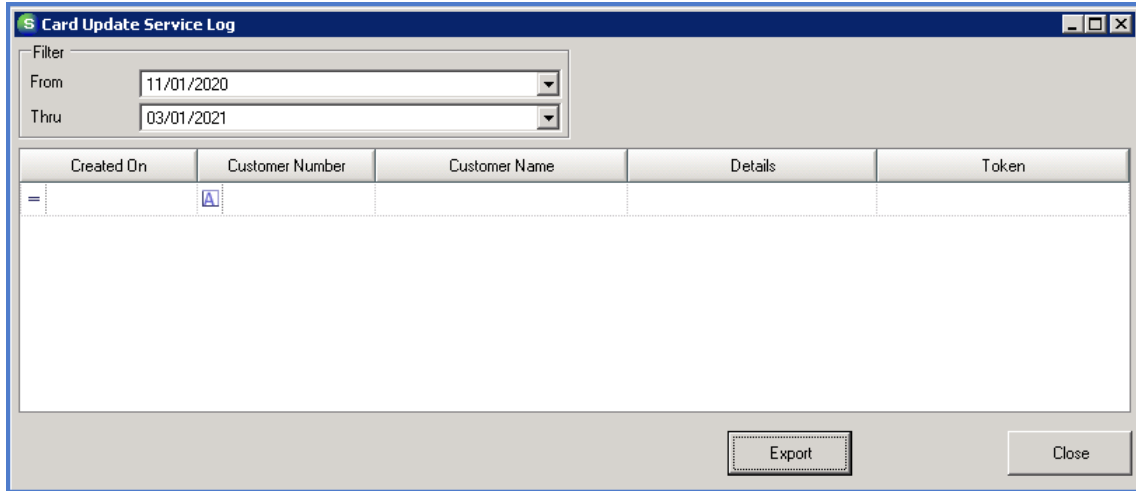
E. **Tools** – When clicking on the Tools tab, there are three possible options available: View Service Log, View Card Update Log, and Export to Excel. Each of these options is explained below.



- **View Service Log** – 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.

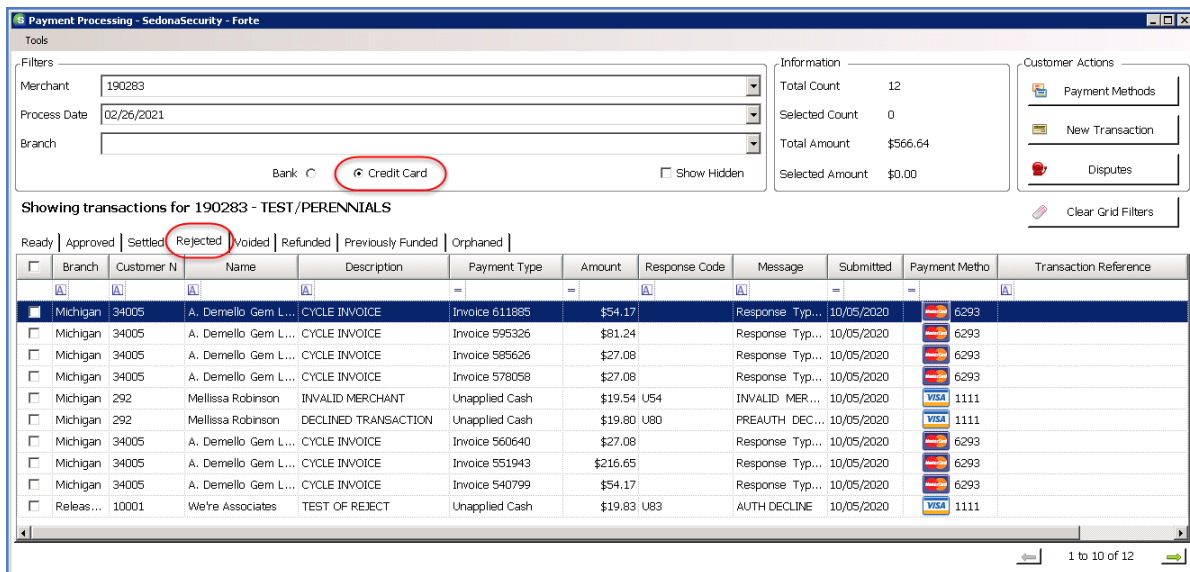


- View Card Update Log – This option will only be displayed if you have subscribed for the Automatic Credit Card update service offered by Forte. You may select a date range to see which customer credit cards have been updated with new expiration dates. If you would like to export this information to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



- Export to Excel – Any EFT activity from any of the tabs within the grid area may be exported to Excel.

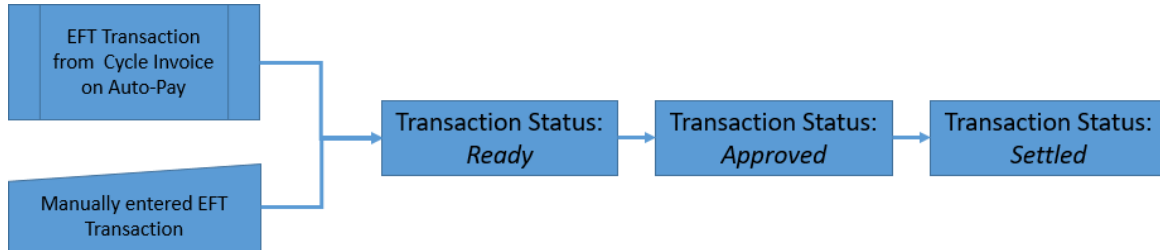
In the example below, we are on the Rejected tab within the grid, and we want to export a list of all rejected credit card transactions.



## 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.

Payment Processing - SedonaSecurity - Forte

Tools

Filters

Merchant: 190283  
Process Date: 03/28/2021  
Branch: [Dropdown]

Information

Total Count: 66  
Selected Count: 0  
Total Amount: \$107,017.28  
Selected Amount: \$0.00

Customer Actions

Payment Methods  
New Transaction  
Disputes  
Clear Grid Filters

Showing transactions for 190283 - TEST/PERENNIALS

Ready | Approved | Settled | Rejected | Voided | Refunded | Previously Funded | Orphaned

<input type="checkbox"/>	Branch	Customer Num	Name	Description	Payment Type	Amount	Process Date	Payment Method
<input checked="" type="checkbox"/>	Michigan	194	Ashley, Victoria	CYCLE INVOICE	Invoice 628091	\$420.40	03/20/2021	VISA 8291
<input type="checkbox"/>	Michigan	292	Melissa Robinson	CYCLE INVOICE	Invoice 630339	\$1663.00	03/17/2021	VISA 1111
<input type="checkbox"/>	Michigan	2133	Wiley, Keaton	CYCLE INVOICE	Invoice 628350	\$218.79	03/11/2021	DISCOVER 9324
<input type="checkbox"/>	Release Te...	11076	Detroit Dept of Education	AUTO NON-RECURRING	Invoice 639381	\$2278.79	03/04/2021	DISCOVER 1117
<input type="checkbox"/>	Release Te...	27751	Chicken Coop (Storage)...	AUTO NON-RECURRING	Invoice 546764	\$1.00	03/04/2021	DISCOVER 0010
<input type="checkbox"/>	Ohio	47534	Allison, Luke	AUTO NON-RECURRING	Invoice 639423	\$70.36	03/04/2021	VISA 1111
<input type="checkbox"/>	Michigan	105	Ashley, Victoria	AUTO NON-RECURRING	Invoice 623097	\$1043.29	03/04/2021	DISCOVER 4444
<input type="checkbox"/>	Release Te...	11351	Johns, Lydia	AUTO NON-RECURRING	Invoice 546734	\$7.76	03/04/2021	VISA 1111



A. Ready – 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.

The screenshot displays the 'Payment Processing - SedonaSecurity - Forte' application. The main window is titled 'Payment Processing - SedonaSecurity - Forte'. It features a 'Tools' section with filters for Merchant (190283), Process Date (02/26/2021), and Branch. To the right, an 'Information' panel shows: Total Count: 12, Selected Count: 0, Total Amount: \$10,335.28, and Selected Amount: \$0.00. A 'Customer Actions' panel includes buttons for 'Payment Methods', 'New Transaction', and 'Disputes'. The central area is a grid of transactions, with a blue box labeled 'Grid' highlighting the data rows. The grid columns are: Branch, Customer Number, Name, Description, Payment Type, Amount, Process Date, and Payment Method. The first row is selected, showing a transaction for 'Release Testi...' with Customer Number 37373, Name 'Abbott, Brandy', Description 'CYCLE INVOICE', Payment Type 'Invoice 632705', Amount '\$1026.77', Process Date '02/22/2021', and Payment Method 'BANK 3456'. Below the grid, there is an 'Action on Selected' section with 'Submit' and 'Void' buttons, and a 'Response Codes' button with a close icon.

Branch	Customer Number	Name	Description	Payment Type	Amount	Process Date	Payment Method
Release Testi...	37373	Abbott, Brandy	CYCLE INVOICE	Invoice 632705	\$1026.77	02/22/2021	BANK 3456
Michigan	47946	Andrews, Julie	CYCLE INVOICE	Invoice 638869	\$816.20	02/22/2021	BANK 6321
Release Testi...	12720	Kirk, Kyra	CYCLE INVOICE	Invoice 627392	\$453.97	02/22/2021	BANK 3145
Release Testi...	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 Testi...	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 Testi...	27751	Chicken Coop (Storage) Upper	CYCLE INVOICE	Invoice 629830	\$1976.06	02/22/2021	BANK 3456
Release Testi...	29488	Glass, Kendal	CYCLE INVOICE	Invoice 630437	\$733.57	02/22/2021	BANK 1111
Michigan	313	Jesslynn Brown	CYCLE INVOICE	Invoice 630994	\$25.00	02/22/2021	BANK 1234

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

**Payment Processing - SedonaSecurity - Forte**

Tools

Filters

Merchant: 190283  
 Process Date: 02/26/2021  
 Branch: [Dropdown]  
 Bank  Credit Card

Information

Total Count: 216  
 Selected Count: 0  
 Total Amount: \$65,899  
 Selected Amount: \$0.00

Showing transactions for 190283 - TEST/PERENNIALS

Ready | **Approved** | Settled | Rejected | Voided | Refunded | Previously Funded | Orphaned

<input type="checkbox"/>	Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Meth	Tran
<input checked="" type="checkbox"/>	Michigan	48454	Jim Bob	INVOICE 626967	Misc GL: 100202	\$0.50	02/22/2021	VISA 1111	4b3c979
<input type="checkbox"/>	Michigan	48454	Jim Bob	INVOICE 639396	Invoice 639396	\$5.83	02/22/2021	VISA 1111	d6fa30
<input type="checkbox"/>	Michigan	48454	Jim Bob	INVOICE 626967	Unapplied Cash	\$1.00	02/22/2021	VISA 1111	41bb
<input type="checkbox"/>	Michigan	48454	Jim Bob	BILL	Invoice 626987	\$66.33	02/22/2021	VISA 1111	13f7
<input type="checkbox"/>	Michigan	13-0	Sub Franchise A	INVOICE 626990	Invoice 626990	\$100.00	02/22/2021	VISA 1111	afbc
<input type="checkbox"/>	Ohio	48371	Smokey Treats BBQ	INVOICE 626895	Invoice 626895	\$112.58	02/15/2021	VISA 0004	123cb
<input type="checkbox"/>			Smokey Treats BBQ	INVOICE 626875			02/15/2021	VISA 0004	11080

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 your 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

Ready	Date	Description	Qty	Tape Total	Entered Total	Balance	Deposit Date	Check 21	Created By	Created On
<input type="checkbox"/>	2/1/2021	190283_ACH20210201	1	25.00	25.00	0.00	**Undeposited**	N	SedonaEFT	2/1/2021 4:40
<input type="checkbox"/>	2/11/2021	190283_ACH20210211	2	22.50	22.50	0.00	**Undeposited**	N	RENEES	2/11/2021 3:00
<input type="checkbox"/>	2/22/2021	190283_ACH20210222	1	1916.33	1916.33	0.00	**Undeposited**	N	Administrator	2/22/2021 2:00
<input type="checkbox"/>	2/5/2021	190283_CC20210205	2	355.93	355.93	0.00	**Undeposited**	N	RENEES	2/5/2021 2:10
<input type="checkbox"/>	2/9/2021	190283_CC20210209	2	99.70	99.70	0.00	**Undeposited**	N	SedonaEFT	2/9/2021 10:00
<input type="checkbox"/>	2/10/2021	190283_CC20210210	1	293.01	293.01	0.00	**Undeposited**	N	SedonaEFT	2/10/2021 8:00
<input type="checkbox"/>	2/15/2021	190283_CC20210215	2	289.03	289.03	0.00	**Undeposited**	N	RENEES	2/15/2021 3:00
<input type="checkbox"/>	2/22/2021	190283_CC20210222	5	173.66	173.66	0.00	**Undeposited**	N	Administrator	2/22/2021 11:00
<input type="checkbox"/>	3/2/2021	190283_CC20210302	1	123.45	123.45	0.00	**Undeposited**	N	Administrator	3/2/2021 9:30
<input type="checkbox"/>	1/28/2021	R190283_CC20210128	1	-25.00	-25.00	0.00	**Undeposited**	N	Administrator	1/28/2021 4:00
<input type="checkbox"/>	1/27/2021	R190283_ACH20210127	1	-34.50	-34.50	0.00	**Undeposited**	N	Administrator	1/27/2021 8:00
<input type="checkbox"/>	1/26/2021	R190283_ACH20210126	1	-75.00	-75.00	0.00	**Undeposited**	N	Administrator	1/26/2021 2:00
<input type="checkbox"/>	1/25/2021	R190283_ACH20210125	1	-25.00	-25.00	0.00	**Undeposited**	N	Administrator	1/25/2021 2:00
<input type="checkbox"/>	2/11/2021	228455_CC20210211	1	35.50	35.50	0.00	**Undeposited**	N	RENEES	2/11/2021 3:00
<input type="checkbox"/>	2/12/2021	228455_CC20210212	1	1688.44	1688.44	0.00	**Undeposited**	N	RENEES	2/12/2021 2:00
<input type="checkbox"/>	2/7/2020	228455_AMER20200207	1	14.55	14.55	0.00	**Undeposited**	N	SedonaPayme...	2/7/2020 10:00

Total Entered: 9,336.23

C. **Settled** – 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.

Payment Processing - SedonaSecurity - Forte

Tools

Filters

Merchant: 190283  
Process Date: 02/26/2021  
Branch: [Empty]

Bank  Credit Card  Show Hidden

Information

Total Count: 715  
Selected Count: 10  
Total Amount: \$353,631.26  
Selected Amount: \$3,027.82

Showing transactions for 190283 - TEST/PERENNIALS

Ready | **Settled** | Rejected | Voided | Refunded | Previously Funded | Orphaned

Branch	Customer Num	Name	Description	Payment Type	Amount	Settled	Payment Metho
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	\$536.87	01/14/2020	4444 5f3
Webinar	10045	Farm Tek	CYCLE INVOICE	Invoice 547050	\$814.24	01/14/2020	0011 052
Webinar	10009	Glenn, Hunter	CYCLE INVOICE	Invoice 547051	\$231.23	01/14/2020	4444 562
			CYCLE INVOICE		\$99.16	01/14/2020	0011 9r0d

D. **Rejected** – 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 is not in the list, login to Forte to find the definition of the response code.

Payment Processing - SedonaSecurity - Forte

Tools

Filters

Merchant: 190283  
Process Date: 02/26/2021  
Branch: [Empty]

Bank  Credit Card  Show Hidden

Information

Total Count: 54  
Selected Count: 0  
Total Amount: \$6,642.42  
Selected Amount: \$0.00

Customer Actions

Payment Methods  
New Transaction  
Disputes  
Clear Grid Filters

Showing transactions for 190283 - TEST/PERENNIALS

Ready | Approved | **Rejected** | Voided | Refunded | Previously Funded | Orphaned

Branch	Customer N	Name	Description	Payment Type	Amount	Response Cod	Message	Submitted	Payment Meth	Transaction Reference
Release...	10001	We're Associates	TEST OF REJECT	Unapplied Cash	\$19.83	U83	AUTH DECLINE	10/05/2020	VISA 1111	
Michigan	2142	Hardy, Donald	TEST	Unapplied Cash	\$0.00	U83	TEST DECLINE	08/27/2020	5051	
Michigan	2142	Hardy, Donald	INVOICE 626657	Unapplied Cash	\$0.00	U83	TEST DECLINE	08/24/2020	5051	
Release...	10001	We're Associates	TEST OF REJECT	Unapplied Cash	\$19.83	U83	AUTH DECLINE	10/17/2018	VISA 1111	
Michigan	292	Melissa Robinson	DECLINED TRANSACTI...	Unapplied Cash	\$19.80	U80	PREAUTH DECLINE	10/05/2020	VISA 1111	
Michigan	292	Melissa Robinson	DECLINED TRANSACTI...	Unapplied Cash	\$19.80	U80	PREAUTH DECLINE	09/16/2019	VISA 1111	
Michigan	292	Melissa Robinson	INVALID MERCHANT	Unapplied Cash	\$19.54	U54	INVALID MERCHANT...	10/05/2020	VISA 1111	
Michigan	292	Melissa Robinson	INVALID MERCHANT	Unapplied Cash	\$19.54	U54	INVALID MERCHANT...	09/16/2019	VISA 1111	

Action on Selected

Recreate | Hide Selected | **Response Codes** | Close

- E. **Voided** – 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.

Payment Processing - SedonaSecurity - Forte

Tools

Filters

Merchant: 190283  
Process Date: 02/26/2021  
Branch: [Empty]

Bank  Credit Card  Show Hidden

Information

Total Count: 89  
Selected Count: 0  
Total Amount: \$31,135.49  
Selected Amount: \$0.00

Showing transactions for 190283 - TEST/PERENNIALS

Ready | Approved | Settled | Rejected | **Voided** | Refunded | Previously Funded | Orphaned

Branch	Customer N	Name	Description	Payment Type	Amount	Voided	Reason	Payment Metho	Tran
Ohio	0010042	Doyle, Edith	INVOICE 626833	Invoice 626833	\$751.26	01/20/2021	Voided by JustinW.	VISA 1111	e63fe2
Michigan	48026	Garry Bolt	INVOICE 626809	Invoice 626809	\$150.00	12/17/2020	Voided by Sedona...	VISA 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...	VISA 1111	1e8
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
			TESTING VOID UNAPPLI...	Unapplied Cash			Voided by Admini...	0011	420

- F. **Refunded** – 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.

Payment Processing - SedonaSecurity - Forte

Tools

Filters

Merchant: 190283  
Process Date: 02/26/2021  
Branch: [Empty]

Bank  Credit Card  Show Hidden

Information

Total Count: 32  
Selected Count: 0  
Total Amount: (\$3,079)  
Selected Amount: \$0.00

Showing transactions for 190283 - TEST/PERENNIALS

Ready | Approved | Settled | Rejected | Voided | **Refunded** | Previously Funded | Orphaned

Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Met	Transaction Refer
Ohio	47534	Allison, Luke	CUSTOMER REFUND	Misc GL: 240120	-\$25.00	01/28/2021	VISA 1111	f305dedf-2780-40d3
Ohio	0010042	Doyle, Edith	CUSTOMER REFUND	Misc GL: 240120	-\$1.00	12/14/2020	VISA 1111	0854cfd-7d31-43c
Michigan	48165	Nelson, Marie	CUSTOMER REFUND	Misc GL: 240120	-\$12.80	10/14/2020	0005	6e0565b7-df76-44
Release...	2002	Hale, Juliette	POS - PLYMOUTH OFFICE 2	Misc GL: 100211	-\$163.88	02/18/2020	VISA 0026	f46fa5d5-a0ca-4a9e
		Robinson	CUSTOMER REFUND	Misc GL: 240120			VISA 1111	ca99860e-c520-4cb0

G. Previously Funded – 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 are 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.

Payment Processing - SedonaSecurity - Forte

Tools

Filters

Merchant: 190283

Process Date: 02/26/2021

Branch: [Empty]

Bank  Credit Card  Show Hidden

Information

Total Count: 14

Selected Count: 0

Total Amount: \$997.78

Selected Amount: \$0.00

Showing transactions for 190283 - TEST/PERENNIALS

Ready | Approved | Settled | Rejected | Voided | Refunded | **Previously Funded** | Orphaned

<input type="checkbox"/>	Branch	Customer N	Name	Description	Payment Type	Amount	Response Cod	Message	Settled	Payment Meth
<input checked="" type="checkbox"/>	Michigan	309	Plymouth Office...	POS - PLYMOUTH OFFI...	Misc GL: 142200	\$21.60	C00		09/24/2018	VISA 1111
<input type="checkbox"/>	Michigan	47861-2	Test Suite A	TEST - DISPUTED TRA...	Unapplied Cash	\$500.00	C00		09/24/2018	0302
<input type="checkbox"/>	Michigan	48026	Garry Bolt	TEST UN-CHARGEBACK	Misc GL: 100200	\$0.98	A01		01/21/2021	VISA 1111
<input type="checkbox"/>	Michigan	48026	Garry Bolt	TEST UN-CHARGEBACK	Unapplied Cash	\$0.98	A01		01/21/2021	VISA 1111
<input type="checkbox"/>	Michigan	48026	Garry Bolt	TEST UN-CHARGEBACK	Unapplied Cash	\$0.98	A01		01/21/2021	VISA 1111
<input type="checkbox"/>	Michigan	48026	Garry Bolt	TEST CHARGEBACK	Unapplied Cash	\$0.98	A01		01/21/2021	VISA 1111

H. Orphaned – 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 Processing - SedonaSecurity - Forte

Tools

Filters

Merchant: 190283

Process Date: 02/26/2021

Branch: [Empty]

Bank  Credit Card  Show Hidden

Information

Total Count: 0

Selected Count: 0

Total Amount: 0

Selected Amount: 0

Customer Actions

Payment Methods

New Transaction

Disputes

Clear Grid Filters

Showing transactions for 190283 - TEST/PERENNIALS

Ready | Approved | Settled | Rejected | Voided | Refunded | Previously Funded | **Orphaned**

<input type="checkbox"/>	Branch	Customer Num	Name	Description	Payment Type	Amount	Submitted	Payment Metho	Message	IsCommercial
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## 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.

Showing transactions for 190283 - TEST/PERENNIALS

Ready | Approved | Settled | Rejected | Voided | Refunded | Previously Funded | Orphaned |

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

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Action on Selected: Submit Void

Response Codes Close

### 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.

Showing transactions for 190283 - TEST/PERENNIALS

Ready | Approved | Settled | Rejected | Voided | Refunded | Previously Funded | Orphaned |

	Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Met	Transaction Reference	Authorizatio	IsCommercial
<input type="checkbox"/>	Michigan	48454	Jim Bob	INVOICE 626967	Invoice 626987	\$1916.33	02/22/2021	BANK 5296	67769593-8f34-4431-b1e4-1d...	85049954	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Ohio	48326	Shawley,Renee	CYCLE INVOICE	Invoice 626892	\$4.50	02/11/2021	BANK 3456	f308879-0d65-4556-8c6a-03...	80587113	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Ohio	48326	Shawley,Renee	CYCLE INVOICE	Invoice 626873	\$18.00	02/11/2021	BANK 3456	f149c7f6-b5ee-484c-9556-316...	80587111	<input type="checkbox"/>
<input type="checkbox"/>	Ohio	48326	Shawley,Renee	INVOICE 626908	Invoice 626908	\$25.00	02/01/2021	BANK	4523875c-c03f-4cbd-9967-6a...	78399021	<input type="checkbox"/>
<input type="checkbox"/>	Michigan	48026	Garry Bolt	INVOICE 626898 TEST RE...	Invoice 626898	\$34.50	01/27/2021	BANK 9159	0ad0ab72-d37a-4c51-8177-eb...	77425499	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Michigan	48026	Garry Bolt	INVOICE 626896	Invoice 626896	\$75.00	01/26/2021	BANK 9159	1cd247b5-cc2f-4f64-8a69-341...	77220614	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Michigan	48026	Garry Bolt	TEST UNFUNDED PYMT R...	Misc GL: 100200	\$0.23	01/19/2021	BANK 9159	d26a0606-8e7d-41de-8e9e-e0...	74147069	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Michigan	48026	Garry Bolt	TEST UNFUNDED NO AUTH	Misc GL: 100200	\$0.10	01/19/2021	BANK 9159	f01da563-ca4c-47bd-8936-05...	74127301	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Michigan	48026	Garry Bolt	SERVICE TICKET: 6141	Invoice 626704	\$122.62	10/20/2020	BANK 9159	f68e6e90-0d5b-40ef-a174-73...	51618006	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Michigan	340	Lupo, Jesslynn	SERVICE TICKET: 5519	Invoice 626654	\$80.44	10/08/2020	BANK 1234	15b1ffc-9554-4019-9bcc-6eb...	3NF339	<input type="checkbox"/>

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Action on Selected: Submit Void

Response Codes Close

## 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.

Showing transactions for 190283 - TEST/PERENNIALS

Ready | Approved | **Settled** | Rejected | Voided | Refunded | Previously Funded | Orphaned

<input type="checkbox"/>	Branch	Customer Nu	Name	Description	Payment Type	Amount	Settled	Payment Meth	Transaction Reference	IsCommercial
<input checked="" type="checkbox"/>	Release...	48095	Beer and Loathing	UNAPPLIED CASH FOR FUTU...	Unapplied Cash	\$25.00	12/26/2018	BANK 3456	26a91872-42c1-4989-8449-9f046...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Release...	2011	Ferguson, Kelly	AUTO NON-RECURRING	Invoice 537861	\$100.00	12/26/2018	BANK 3456	b0cf706e-8bd4-445c-8057-da248...	<input type="checkbox"/>
<input type="checkbox"/>	Release...	47958	Rick O'Shea	CUSTOMER REFUND	Misc GL: 240120	-\$50.00	12/05/2018	BANK 3456	e4de8a1a-a135-4a85-9676-6e3d...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Release...	2011	Ferguson, Kelly	AUTO NON-RECURRING	Invoice 537861	\$100.00	12/05/2018	BANK 3456	f8f3d63d-2028-463e-9ddd-ab6fa...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Release...	48107	Eye Was Framed	CUSTOMER REFUND	Misc GL: 240120	-\$50.00	12/05/2018	BANK 3456	aada044a-3bae-4bec-a2bb-b678...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Release...	48132	Carrie Oakley	UNAPPLIED CASH	Unapplied Cash	\$10.00	12/05/2018	BANK 3456	2a777fc-cb7b-45f1-a80f-0175b4...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Release...	48091	Rosa Parks Medical C...	AUTO NON-RECURRING	Invoice 537918	\$1945.00	12/04/2018	BANK 3456	a651f088-00b0-4388-9c15-cb295...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Release...	2011	Ferguson, Kelly	AUTO NON-RECURRING	Invoice 537861	\$100.00	12/04/2018	BANK 3456	28302fd3-2d76-4ac7-a12d-cdf5...	<input type="checkbox"/>
<input type="checkbox"/>	Release...	48091	Rosa Parks Medical C...	PARTIAL PAYMENT FOR INV...	Unapplied Cash	\$500.00	12/03/2018	BANK 3456	425ea6e0-ea4b-4627-b967-b399...	<input type="checkbox"/>
<input type="checkbox"/>	Release...	2007	Long, Julia	AFERTERT	Unapplied Cash	\$2000.00	11/26/2018	BANK 8963	cced3ece-c3e9-4d09-a2ad-53093...	<input checked="" type="checkbox"/>

Action on Selected:

## 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.

Showing transactions for 190283 - TEST/PERENNIALS

Ready | Approved | Settled | **Rejected** | Voided | Refunded | Previously Funded | Orphaned

<input type="checkbox"/>	Branch	Customer N	Name	Description	Payment Type	Amount	Response Cod	Message	Submitted	Payment Meth	Transaction Reference	IsCommercial
<input type="checkbox"/>	Releas...	48108	Frying Nemo	AUTO NON-RECURRING	Invoice 537848	\$213.25	R25		12/20/2018	BANK 3456	b01d2bbe-7b6a-4251-bb03...	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Releas...	48091	Rosa Parks Medi...	AUTO NON-RECURRING	Invoice 537844	\$3394.94	R94		12/20/2018	BANK 3456	94a142cb-3a84-42e2-8c71...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Releas...	47783	British Hairways	AUTO NON-RECURRING	Invoice 537739	\$163.14	R14		12/20/2018	BANK 9999	04017925-f85c-4e0c-aca4...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Releas...	11842-42	Paine & Suffrin L...	AUTO					12/20/2018	BANK 3456	cbad8eb7-7563-4483-bf81...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Releas...	10033	Davis, Gage	AUTO					12/20/2018	BANK 3456	a2e702b4-c8a5-4485-a0a5...	<input type="checkbox"/>
<input type="checkbox"/>	Releas...	2007	Long, Julia	AUTO					12/20/2018	BANK 8963	a24cb1df-d0c2-429a-94ff0...	<input type="checkbox"/>
<input type="checkbox"/>	Releas...	11842-42	Paine & Suffrin L...	AUTO					11/28/2018	BANK 3456	a094a460-9819-4034-835a...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Releas...	10001	We're Associates	AUTO					11/28/2018	BANK 3456	823ab809-5e85-4e41-8099...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Releas...	2007	Long, Julia	AUTO					11/28/2018	BANK 8963	bee17857-829d-445f-a063...	<input type="checkbox"/>
<input type="checkbox"/>	Releas...	48070	Pour Judgement	CYCLE INVOICE	Invoice 537779	\$95.96	R96		11/20/2018	BANK 8888	05e418e7-18d9-458b-9993...	<input checked="" type="checkbox"/>

**Transaction Submission Summary**

Finished attempting to recreate 1 transactions.  
1 transaction(s) were submitted successfully, 0 failed.

Action on Selected:



## 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.

Showing transactions for 190283 - TEST/PERENNIALS Clear Grid Filters

Ready | Approved | Settled | Rejected | **Voided** | Refunded | Previously Funded | Orphaned

<input type="checkbox"/>	Branch	Customer N	Name	Description	Payment Type	Amount	Voided	Reason	Payment Metho	Transaction Reference	IsCommercial
<input type="checkbox"/>	Michigan	48026	Garry Bolt	INVOICE 626291	Invoice 626291	\$25.00	09/14/2020	Voided by RENEES.	BANK 9159	618fa0b-2ebd-44ff-815e-d9...	<input type="checkbox"/>
<input type="checkbox"/>	Michigan	48026	Garry Bolt	INVOICE 626292	Unapplied Cash	\$15.00	09/14/2020	Voided by RENEES.	BANK 9159	722e9688-ec97-49fd-b64c-1...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Ohio	48326	Shawley,Renee	CYCLE INVOICE	Invoice 626942	\$2.50	04/17/2020	Voided by Admini...	BANK 2365	f527fbc-6f49-482e-91c5-12...	<input type="checkbox"/>
<input type="checkbox"/>	Webinar	48186	Stanley, Georgia	FUTURE RMR	Unapplied Cash	\$75.00	02/14/2019	Voided by Admini...	BANK 4124	0fa32678-e5de-4795-8c9e-3...	<input type="checkbox"/>
<input type="checkbox"/>	Releas...	47973	Peachy Keen	PARTIAL PAYMENT INVO...	Unapplied Cash	\$100.00	01/28/2019	Voided by Admini...	BANK 3456	f0346e65-332a-434d-bb86-8...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Releas...	48061	Absent, Marcus	UNAPPLIED CASH	Unapplied Cash	\$25.00	11/29/2018	Voided by Admini...	BANK 3456	6e1c6241-be99-4947-9943-...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	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...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Releas...	48108	Frying Nemo	UNAPPLIED CASH	Unapplied Cash	\$100.00	11/12/2018	Voided by Admini...	BANK 3456	455b084-0552-494c-87f6-2f...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Releas...	48108	Frying Nemo	UNAPPLIED CASH	Unapplied Cash	\$100.00	11/12/2018	Voided by Admini...	BANK 3456	8ba4474f-5705-4ab3-8317-6...	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Releas...	48091	Rosa Parks Medic...	AUTO NON-RECURRING	Invoice 537845	\$2858.69	11/09/2018	Voided by Admini...	BANK 3456	85960b65-beea-453a-9d72-...	<input checked="" type="checkbox"/>

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Action on Selected:

## 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.

Showing transactions for 190283 - TEST/PERENNIALS Clear Grid Filters

Ready | Approved | Settled | Rejected | Voided | **Refunded** | Previously Funded | Orphaned

<input type="checkbox"/>	Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Met	Transaction Reference	Authorizatio	IsCommercial
<input type="checkbox"/>	Release...	11842-42	Paine & Suffrin LLC	CUSTOMER REFUND	Misc GL: 240120	-\$24.00	09/22/2018	BANK 3456	333f3b3a-c1fc-4460-9d3b-7ec...	21455597	<input type="checkbox"/>
<input type="checkbox"/>	Release...	10001	We're Associates	CUSTOMER REFUND	Misc GL: 240120	-\$51.84	09/19/2018	BANK	274e6655-bf61-4f80-b4f1-fb...	21411891	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Release...	2007	Long, Julia	CUSTOMER REFUND	Misc GL: 240120	-\$200.00	08/25/2018	BANK	4e2b9555-68db-419f-ab6c-3a...	21208922	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Release...	6524	Lane, Angela	CUSTOMER REFUND	Misc GL: 240120	-\$200.00	08/25/2018	BANK	cde1b153-88af-44ed-8ac5-41...	21193256	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Release...	47726	Holmes, Walter	CUSTOMER REFUND	Misc GL: 240120	-\$2.65	08/04/2018	BANK	fffe3913-e807-4102-8aa9-861...	20423146	<input checked="" type="checkbox"/>

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Action on Selected:

## 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.

Showing transactions for 190283 - TEST/PERENNIALS

Ready | Approved | Settled | Rejected | Voided | Refunded | **Previously Funded** | Orphaned

<input type="checkbox"/>	Branch	Customer N	Name	Description	Payment Type	Amount	Response Cod	Message	Settled	Payment Meth	Transaction Reference	IsC
<input type="checkbox"/>	Michigan	48026	Garry Bolt	INVOICE 626854	Invoice 626854	\$25.00	A01		01/27/2021	BANK 9159	8541d5ef-56cc-4a52-a64c-...	
<input type="checkbox"/>	Michigan	48026	Garry Bolt	INVOICE 626841	Unapplied Cash	\$123.45	A01		01/25/2021	BANK 9159	49a449f63-d245-4e0e-8b1d-...	
<input checked="" type="checkbox"/>	Michigan	48026	Stanley, Georgia	INVOICE 626291	Unapplied Cash	\$25.00	A01		01/25/2021	BANK 9159	f95d36bb-69e2-4bb0-a994-...	
<input type="checkbox"/>	Michigan	48026	Long, Julia	INVOICE 626292	Unapplied Cash	\$15.00	A01		04/10/2020	BANK 9159	SEE ACH ID:4586	
<input type="checkbox"/>	Michigan	48026	Lane, Angela	INVOICE 626291	Invoice 626291	\$25.00	A01		04/10/2020	BANK 9159	SEE ACH ID:4583	
<input type="checkbox"/>	Michigan	48026	Rosa Parks Medic...	INVOICE 626288	Invoice 626288	\$50.00	A01		04/10/2020	BANK 9159	SEE ACH ID:4581	

1 to 10 of 11

Action on Selected: **Recreate** | Hide Selected | Response Codes | Close

## 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.

Showing transactions for 190283 - TEST/PERENNIALS

Ready | Approved | Settled | Rejected | Voided | Refunded | **Orphaned**

<input type="checkbox"/>	Branch	Customer Num	Name	Description	Payment Type	Amount	Submitted	Payment Method	Message	IsC
<input type="checkbox"/>	Michigan	37373	Abbott, Brandy	CYCLE INVOICE	Invoice 626342	\$75.00	02/22/2021	VISA 1111		

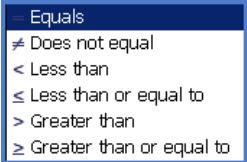
Action on Selected: Response Codes | Close

# 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.

- A - 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.



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.

Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Met	Transaction Reference	Authorizato	IsCommercial
Michigan	48454	Jim Bob	INVOICE 626967	Misc GL: 100202	\$0.50	02/22/2021	VISA	4b3c9793-bfb1-4380-a7f1-8b...	2CP659	✓
Michigan	48454	Jim Bob	INVOICE 639396	Invoice 639396	\$5.83	02/22/2021	VISA	d6fa30a1-99dc-490c-a14f-cbe...	9I2952	✓
Michigan	48454	Jim Bob	INVOICE 626967	Unapplied Cash	\$1.00	02/22/2021	VISA	41bbf208-1e6b-4d83-a378-a8...	5WJ890	✓
Michigan	48454	Jim Bob	BILL	Invoice 626987	\$66.33	02/22/2021	VISA	13f7b690-efff-917-94ff-def6...	9UA253	✓
Michigan	13-0	Sub Franchise A	INVOICE 626990	Invoice 626990	\$100.00	02/22/2021	VISA	afbcc244-d060-4580-b2de-fdc...	7K1108	✓
Ohio	48371	Smokey Treats B&Q	INVOICE 626895	Invoice 626895	\$112.58	02/15/2021	VISA	123cb5fc-ea25-418f-b686-dfe...	6GE012	✓
Ohio	48371	Smokey Treats B&Q	INVOICE 626875	Invoice 626875	\$176.45	02/15/2021	VISA	11089329-9d57-4725-b0d4-e...	50X736	✓
Michigan	48026	Garry Bolt	POS - PLYMOUTH OFFICE 1	Misc GL: 142200	\$293.01	02/10/2021	VISA	68d454f9-ace0-40a3-947a-67...	4VT910	✓
Michigan	48026	Garry Bolt	POS - PLYMOUTH OFFICE 1	Misc GL: 142200	\$49.85	02/09/2021	VISA	10d1ff97-2069-4872-bb16-15...	7YS292	✓
Michigan	48026	Garry Bolt	POS - PLYMOUTH OFFICE 1	Misc GL: 142200	\$49.85	02/09/2021	VISA	df95d5f4-1459-4fb8-9568-1bb...	2WL417	✓

# 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.

The screenshot shows the 'Payment Processing - SedonaSecurity - Forte' application window. At the top, there are filter fields for Merchant (190283), Process Date (02/26/2021), and Branch. A blue arrow points to the 'Show Hidden' checkbox, which is currently unchecked. Below the filters, a summary box shows 'Total Count: 103', 'Selected Count: 103', 'Total Amount: \$35,548.06', and 'Selected Amount: \$35,548.06'. The main grid displays transactions with columns for Branch, Customer Num, Name, Description, Payment Type, Amount, Settled, Payment Metho, and Transaction Reference. The 'Settled' column has a filter '< 01/01/2020'. The first 10 transactions are selected, and the 'Hide Selected' button in the footer is circled in red.

Branch	Customer Num	Name	Description	Payment Type	Amount	Settled	Payment Metho	Transaction Reference
Michigan	317	Chagrin Falls - OTC Sa...	POS - RELEASE 47	Misc GL: 111000	\$21.20	05/04/2018	VISA 1111	0f89fe46-eb19-4e22-9d4d-5170e643b...
Michigan	317	Chagrin Falls - OTC Sa...	POS - RELEASE 47	Misc GL: 111000	\$21.20	05/04/2018	VISA 1111	d5944339-09f2-4acf-8828-23c9c7065...
Release T...	10001	We're Associates	FORTE ADVDEP 5/14 1363	Job	\$100.00	05/14/2018	VISA 1111	2d01f9f9-6d8c-4bc4-9442-6b094df45f9
Release T...	47967	Sew What? Gifts	ADVANCE DEPOSIT FOR JOB 1...	Job	\$500.00	05/19/2018	0005	3035252f-436c-430f-b544-8fa5c6b28e...
Release T...	47799	Wok on By	LATE FEE	Misc GL: 810160	\$5.00	05/19/2018	1117	f93a32db-7569-4ded-8fec-54b1f231b0...
Michigan	292	Melissa Robinson	INVOICES 358659 AND 342293	Invoice 358659	\$76.56	05/19/2018	0005	db660f13-982e-451a-ad21-fe1f50643...
Michigan	292	Melissa Robinson	INVOICE 367032	Invoice 367032	\$130.02	05/20/2018	0005	1dd2f573-1f00-438e-b671-7499d52ea...
Release T...	47799	Wok on By	UNAPPLIED CASH	Unapplied Cash	\$25.00	05/20/2018	1117	f5284a90-4c33-4a56-8a77-739fa750e...
Release T...	47970	Paneof Glass	TESTING ACCOUNT LIMIT FOR...	Unapplied Cash	\$75.00	06/02/2018	VISA 1111	9f7c80b8-b53d-4580-8887-75214fb22...
Release T...	47967	Sew What? Gifts	LATE FEE	Misc GL: 810160	\$5.00	06/03/2018	0005	1d1364de-0a16-42ba-ace3-8bb244d8f...

# Using EFT Processing

## Setup Payment Methods

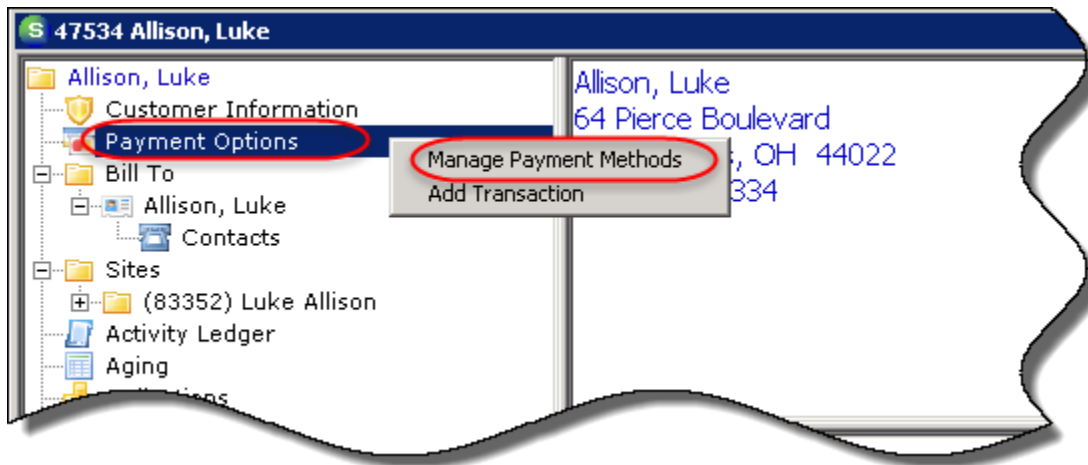
Customers may elect to use either a credit card or a bank draft for payment of their recurring and/or non-recurring invoices. Credit card and bank account information will be entered directly into Forte's system using Forte's data entry form. No credit card or bank account information will be held within 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.

The screenshot shows the SedonaOffice application interface. On the left, the 'Client Management' module is expanded, and the 'EFT Customer' option is selected. The main window displays a table of EFT Customers with columns for Customer Number, Bill Name, Type, Credit Number, Expiration, AR, ANR, Max Am..., and Last T. The 'New' button at the bottom right of the table is highlighted with a red circle and an arrow pointing to it.

Customer Number	Bill Name	Type	Credit Number	Expiration	AR	ANR	Max Am...	Last T
48189	Garry Manitou	VISA	*****1111	9/1/2029	Y	Y	0.00	9/25/...
0020900	Leading Zeros Mathem...	MAST	*****4444	2/1/2028	N	N		9/1/2/...
47972	Jennings, George	MAST	*****10	2/1/2028	Y	Y	0.00	10/1/...
47973	Peachy Keen	DISC	*****1117	7/1/2027	Y	N		4/1/2/...
47977	Juan in a Million	AMER	*****0005	7/1/2027	N	N		4/1/2/...
47979	Juan in a Million	AMER	*****0005	7/1/2027	Y	Y	0.00	4/1/2/...
48045	Grammarcy Park Police	MAST	*****4444	2/1/2027	Y	Y	0.00	2/7/2/...
10978C	Harmon Construction	MAST	*****0011	10/1/2026	Y	Y	0.00	10/5/...
48012	Bread Zeplin	MAST	*****4444	10/1/2026	Y	Y	0.00	4/1/2/...
48015	Sew It Seans	DISC	*****1117	10/1/2026	Y	N		8/7/2/...
48035	Beet Around The Bush	MAST	*****4444	10/1/2026	Y	Y	0.00	10/23
48042	Dirty Dog Jazz Cafe	JCB	*****0505	10/1/2026	Y	Y	15.00	1/14/...
10045	Farm Tek	MAST	*****0011	9/1/2026	Y	Y	0.00	6/30/...
27751	Chicken Coop (Storage...	MAST	*****0010	9/1/2026	N	Y	1.00	10/5/...
47731	DMH LC	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
48011	Darth Vader	MAST	*****4444	9/1/2026	N	N		2/7/2/...
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/...
2011	Ferguson, Kelly	AMER	*****0005	6/1/2026	N	N		2/7/2/...
47965	Kitten Kaboodle	VISA	*****1111	5/1/2026	Y	Y	0.00	10/23
10436	Money Stop The	MAST	*****4444	2/1/2026	N	N		1/25/...
47973	Peachy Keen	VISA	*****1111	2/1/2026	N	Y	25.00	4/1/2/...
47983	Percy Vere	JCB	*****0505	2/1/2026	Y	N		10/23
47987	Paws & Claws Grooming	AMER	*****0005	2/1/2026	Y	N		2/7/2/...
48017	Hunter Funeral Home	AMER	*****0005	2/1/2026	Y	N		1/14/...
85777	The Stores of Fairmont...	MAST	*****0011	2/1/2026	N	N		1/14/...

## 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.

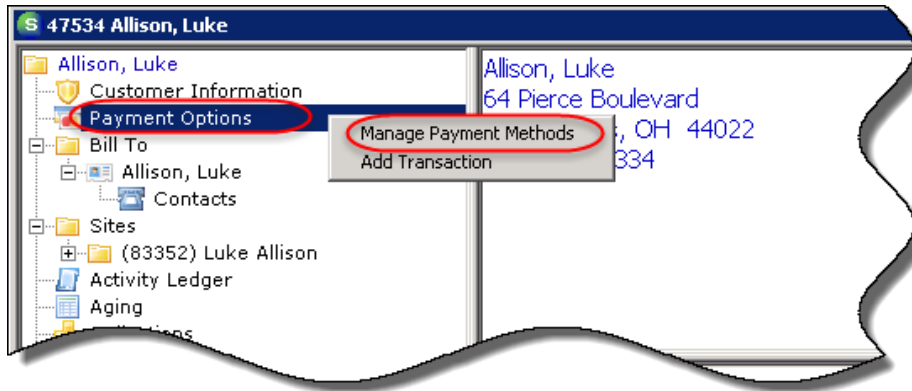
The screenshot displays the SedonaOffice application interface. The left-hand navigation pane shows the 'Accounts Receivable' module expanded, with 'EFT Processing' selected. The main window is titled 'Payment Processing - SedonaSecurity - Forte'. It features a 'Tools' section with filters for Merchant (190283), Process Date (02/25/2021), and Branch. An 'Information' panel shows a total count of 12 transactions and a total amount of \$10,335.28. A 'Customer Actions' panel on the right contains a 'Payment Methods' button, which is circled in red. Below this panel is a table of transactions for merchant 190283.

Branch	Customer N	Name	Description	Payment Type	Amount	Process Dat
Releas...	37373	Abbott, Brandy	CYCLE INVOICE	Invoice 632705	\$1026.77	02/22/2021
Michigan	47946	Andrews, Julie	CYCLE INVOICE	Invoice 638869	\$816.20	02/22/2021

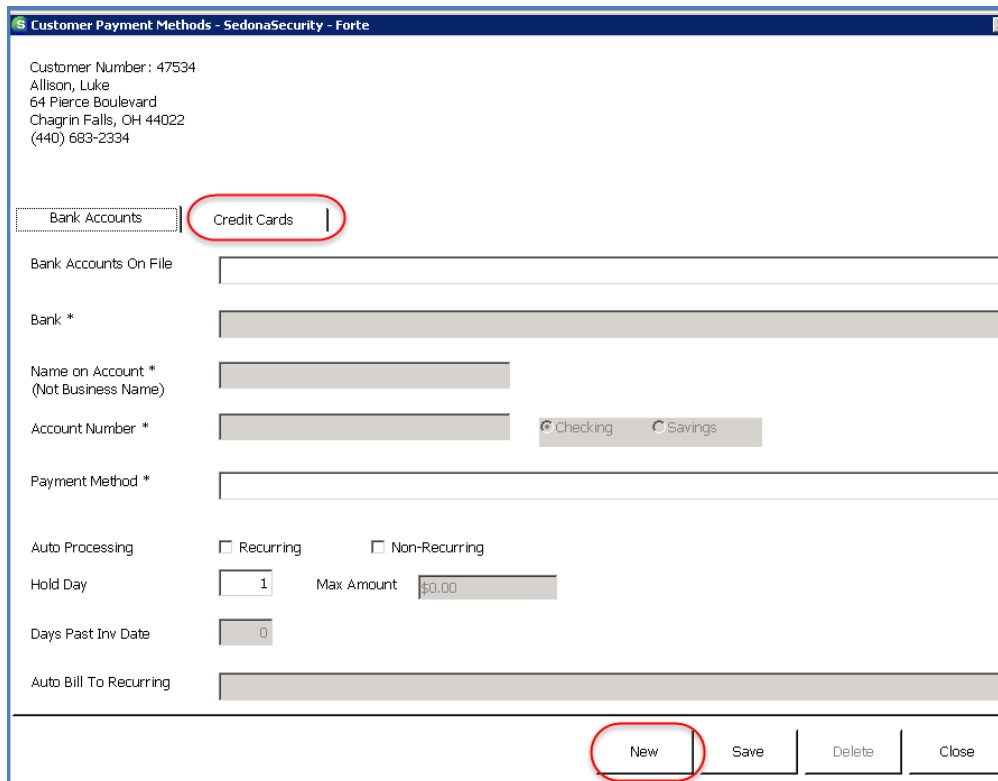
# Entering a New Customer Credit Card

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.



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.





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







### TEST/Perennial Software ✕

PAYMENT METHOD




**Credit or debit card**

Card number

Exp date(MM YYYY)

**PayPal**

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- 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.

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

Expiration \*: 03 / 23

Card Type \*: VISA

Payment Method \*: Credit Card

Auto Processing:  Recurring  Non-Recurring

Hold Day: 1 Max Amount: \$0.00

Days Past Inv Date: 0

Auto Bill To Recurring: Credit Card

New Save Delete Close

- 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 1<sup>st</sup> for the October service period. Your customer has requested that their credit card be charged on the 5<sup>th</sup> of the month. Entering a hold day of 5 will make this invoice eligible to go to Forte on October 5<sup>th</sup> (as October is the month of service and your customer chose the calendar date as the 5<sup>th</sup> of the month).

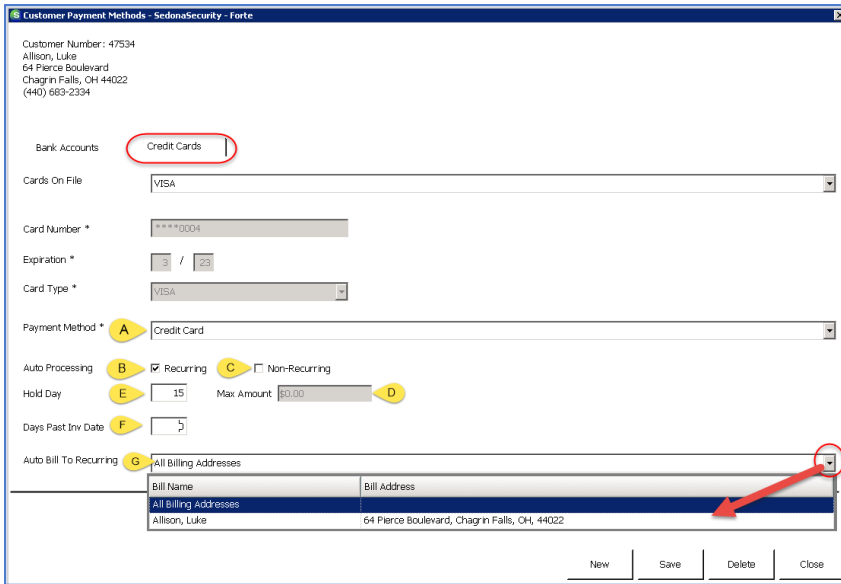
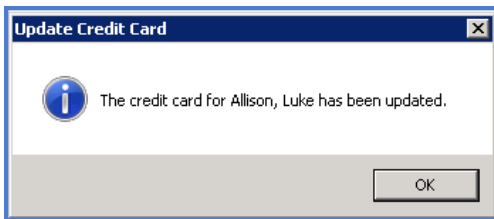
**The number “1” is not a calendar date.** When a new payment method is entered, the default hold day assigned is “1”. The number 1 gives the user the ability to select whatever date the invoice should be sent to Forte for cycle invoices **based on the entry made to the ACH Hold To Process date in the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

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 20<sup>th</sup>.

I. **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.

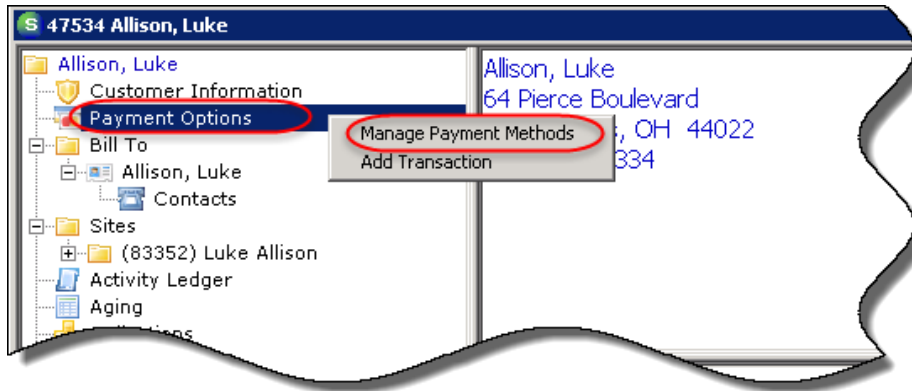
After making all your selections on the Customer Payment Methods form, click the Save button at the lower right of the form. A confirmation message will be displayed indicating the credit card information was successfully saved. Click the OK button on the message box. You may then close out of the Customer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



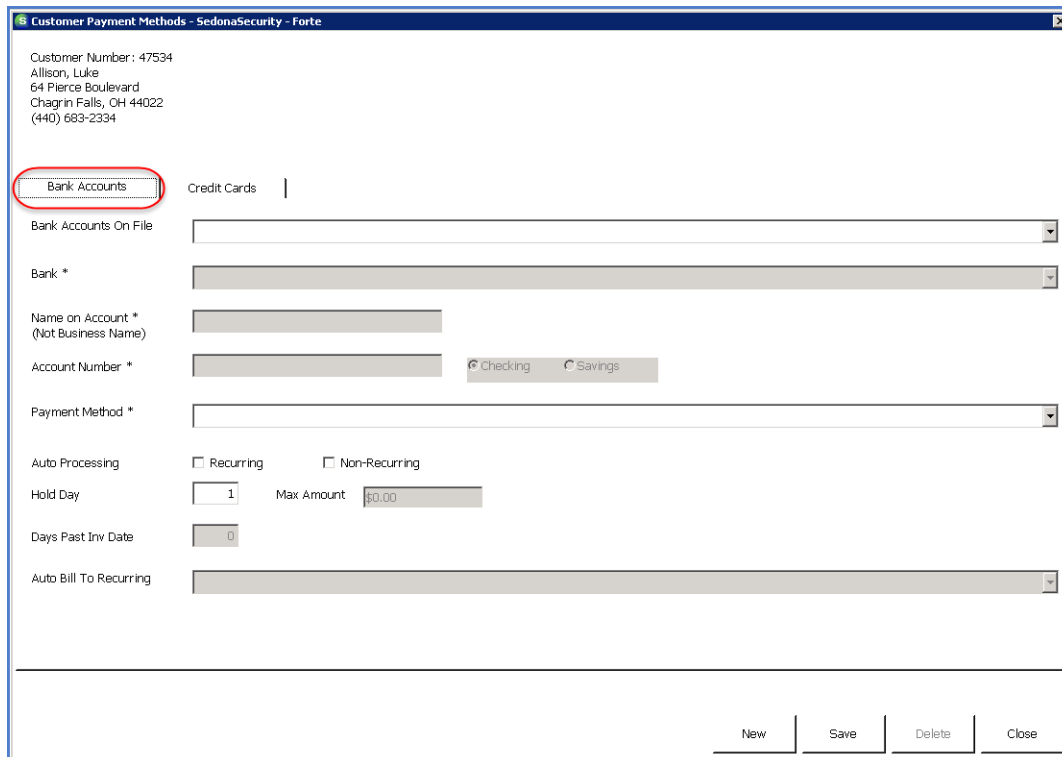
# Entering a New Customer Bank Account

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.



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.

A screenshot of the 'Customer Payment Methods' form. The window title is 'Customer Payment Methods - SedonaSecurity - Forte'. At the top left, customer information is displayed: 'Customer Number: 47534', 'Allison, Luke', '64 Pierce Boulevard', 'Chagrin Falls, OH 44022', and '(440) 683-2334'. Below this is a tabbed interface with 'Bank Accounts' selected and circled in red. The form contains several fields: 'Bank Accounts On File' (dropdown), 'Bank \*' (dropdown), 'Name on Account \* (Not Business Name)' (text field), 'Account Number \*' (text field) with radio buttons for 'Checking' and 'Savings', 'Payment Method \*' (dropdown), 'Auto Processing' (checkboxes for 'Recurring' and 'Non-Recurring'), 'Hold Day' (text field with value '1') and 'Max Amount' (text field with value '\$0.00'), 'Days Past Inv Date' (text field with value '0'), and 'Auto Bill To Recurring' (dropdown). At the bottom right are buttons for 'New', 'Save', 'Delete', and 'Close'.

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

### TEST/Perennial Software ✕

PAYMENT METHOD

**eCheck**

Routing number	<input type="text" value="Routing Number"/>
Account number	<input type="text" value="Account number"/>
Re-enter acc number	<input type="text" value="Re-enter account number"/>
Type	<input type="text" value="Checking"/> ▼

**PayPal**

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- 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







- 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.

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  Checking  Savings

Payment Method \* **A**: EFT

Auto Processing **B**  Recurring **C**  Non-Recurring

Hold Day **E**: 1 Max Amount **D**: \$0.00

Days Past Inv Date **F**: 0

Auto Bill To Recurring **G**

New Save Delete Close

- Payment Method** – From the drop-down list, select EFT.
- 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.
- 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 1<sup>st</sup> for the October service period. Your customer has requested that their bank account be charged on the 5<sup>th</sup> of the month. Entering a hold day of 5 will make this invoice eligible to go to Forte on October 5<sup>th</sup> (as October is the month of service and your customer chose the calendar date as the 5<sup>th</sup> 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.**

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  Checking  Savings

Payment Method \* **A**: EFT

Auto Processing **B**  Recurring **C**  Non-Recurring

Hold Day **E**: 1 Max Amount **D**: \$0.00

Days Past Inv Date **F**: 0

Auto Bill To Recurring **G**: [Dropdown]

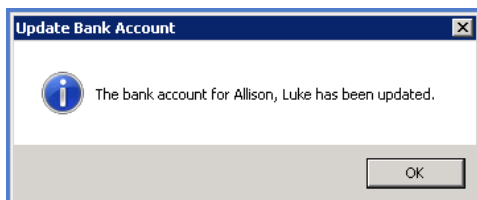
New Save Delete Close

1. **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 20<sup>th</sup>.

2. **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.





# 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.

The screenshot shows a software interface for a customer record. On the left is a tree view with 'Payment Options' highlighted. The main area is split into two panes. The top pane shows customer details and financial summary. The bottom pane shows a table of payment methods.

**Customer Information:**  
Allison, Luke  
64 Pierce Boulevard  
Chagrin Falls, OH 44022  
(440) 683-2334

**Financial Summary:**  
Balance Due: \$51.50  
Last Statement Date: 7/29/2019  
Total Active RMR :  
Total Active RAR :  
Customer Type: Residential  
Customer Since: 10/12/2011  
Salesperson: Oliver Blais  
Last Payment Rec'd: (\$25.00) (1/28/2021)  
# of Disp Last 60 Days: 0

Credit Cards				
Type	Account	Expires On	Name on Card	Auto
VISA	****1111	12/21	Allison, Luke	N
VISA	****0004	3/23	Luke Allison	Y

Banks				
Bank	Account	Check/Sav	Name on Acct	Auto
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.

The screenshot shows a web application window titled "Customer Payment Methods - SedonaSecurity - Forte". At the top, customer information is displayed: "Customer Number: 47534", "Allison, Luke", "64 Pierce Boulevard", "Chagrin Falls, OH 44022", and "(440) 683-2334". Below this, there are two tabs: "Bank Accounts" and "Credit Cards", with "Credit Cards" selected and highlighted with a red circle. The form contains several fields: "Cards On File" (VISA), "Card Number \*" (masked as \*\*\*\*0004), "Expiration \*" (3 / 23), "Card Type \*" (VISA), "Payment Method \*" (Credit Card), "Auto Processing" (checked for Recurring, unchecked for Non-Recurring), "Hold Day" (15), "Max Amount" (\$0.00), "Days Past Inv Date" (empty), and "Auto Bill To Recurring" (All Billing Addresses). At the bottom, there is a table with two columns: "Bill Name" and "Bill Address". The table contains one row with "All Billing Addresses" in the "Bill Name" column and "64 Pierce Boulevard, Chagrin Falls, OH, 44022" in the "Bill Address" column. At the bottom right of the window, there are four buttons: "New", "Save", "Delete", and "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.

The screenshot shows a software window titled "105 Ashley, Victoria \*\* Legal \*\*". The interface is divided into several panes. On the left is a navigation tree with categories like "Customer Information", "Payment Options", "Bill To", "Sites", "Invoices", etc. The main area is split into two sections. The top section displays customer details for "Ashley, Victoria", including address (2265 Towner, Luna Pier, MI 48157), phone (734) 351-9822, and email carolynj@boldgroup.moc. The bottom section is a table of "Open Invoices" with columns for Invoice #, Site Name, Description, Date, Amount, Net Due, and Late Fee. A right-click context menu is open over the invoice # 628661, with the "Make EFT Payment" option highlighted in red. Other options in the menu include "New Invoice", "Edit Invoice", "Export Invoice Detail", "Create Credit Request", "Create Cycle Invoice Now...", and "Refresh".

Invoice #	Site Name	Description	Date	Amount	Net Due	Late Fee
*234775	Ashley, Victoria	Site Survey	12/16/2014		Pending	
559310	Ashley, Victoria	Service Call	7/18/2019	\$404.10	\$404.10	\$0.00
591203	Ashley, Victoria	Credit on Account	1/1/2020	\$780.63	\$780.63	\$0.00
591204	Victoria Rose Flower Shoppe	Credit on Account	1/1/2020	\$436.14	\$436.14	\$0.00
602736	Ashley, Victoria	FC	1/14/2020	\$13.12	\$13.12	\$0.00
610506	Ashley, Victoria	Recurring	3/1/2020	\$540.29	\$540.29	\$0.00
610507	Victoria Rose Flower Shoppe	Recurring	3/1/2020			\$0.00
623097	Victoria Rose Flower Shoppe	Service Call	2/14/2020			\$0.00
628661	Ashley, Victoria	Recurring	8/1/2020			\$0.00
(P) 627192	Ashley, Victoria	Inspection	2/1/2020			\$0.00
(P) 627193	Victoria Rose Flower Shoppe	Inspection	2/1/2020			\$0.00

## 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.

The screenshot shows a software window titled "Accounting Period Closed - Accounting Data Locked". The window contains the following information:

- Customer ID:** 105
- Category:** Monitoring
- A/R Account:** 110110
- Tax Group:** New Jersey
- Invoice #:** 626661
- Invoice Date:** 8/1/2020
- Aging Date:** 8/1/2020
- Branch:** MI
- Warehouse:** (empty)
- Invoice Type:** Cycle Bill
- Salesperson:** N/A
- Site Address:** Ashley, Victoria, 1022 Wayne Road, Salem, MI 48175
- Item List:** A table with columns: Item, Site, Exempt, Months, Rate, Amount, Memo. One row is visible: Item 086, Site MONTRÉAL, QC, Exempt (unchecked), Months 1, Rate 40.00, Amount 40.00.
- Summary:** Sub Total 40.00, Tax 0.00, Total 40.00, Balance Due 40.00.
- Buttons:** Invoice List, EFT (highlighted with a red circle and arrow), Save, Close.
- Checkboxes:** Complete (checked), Add to Print Queue (unchecked), Add to Email Queue (checked).

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.

**Submitted**

Submitted	Description	Type	Amount	Method	Status
	Cycle Invoice	Invoice 627193	\$2,005.64	MAST 4444	READY
	Cycle Invoice	Invoice 627192	\$2,735.34	MAST 4444	READY
9/14/2020	Invoice 538076	Invoice 602735	\$2,561.08	MAST 4444	APPROVED

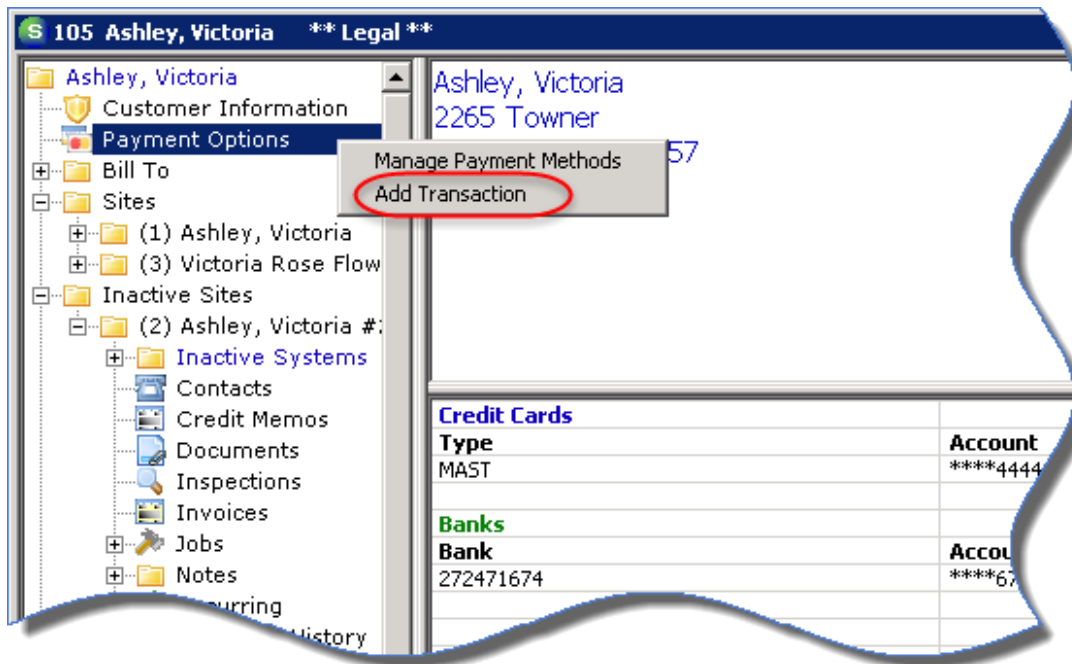
  

<input type="checkbox"/>	Invoice Number	Date	Description	Amount	Net Due
<input checked="" type="checkbox"/>	626661	08/01/2020	Recurring	\$40.00	\$40.00
<input type="checkbox"/>	591203	01/01/2020	Credit on Account	\$780.63	\$780.63
<input type="checkbox"/>	591204	01/01/2020	Credit on Account	\$436.14	\$436.14
<input type="checkbox"/>	602736	01/14/2020	FC	\$13.12	\$13.12
<input type="checkbox"/>	610506	03/01/2020	Recurring	\$549.29	\$549.29
<input type="checkbox"/>	610507	03/01/2020	Recurring	\$290.77	\$290.77
<input type="checkbox"/>	623097	02/14/2020	Service Call	\$626.07	\$626.07

## 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.



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.

**New Transaction - SedonaSecurity - Forte**

**Ashley, Victoria**  
 2265 Towner  
 Luna Pier, 48157

Ashley, Victoria  
 \*\*\*\*4444  
 06/26

Invoice  
 Advance Deposit  
 Unapplied Cash **B**  
 Miscellaneous Income

Bank: [Dropdown] **A**

Credit Card: MAST [Dropdown] **A**

Description: Partial Payment for Invoice 559310 **C**

Amount: 200.00 **D**

Process Date: 03/04/2021 **E**

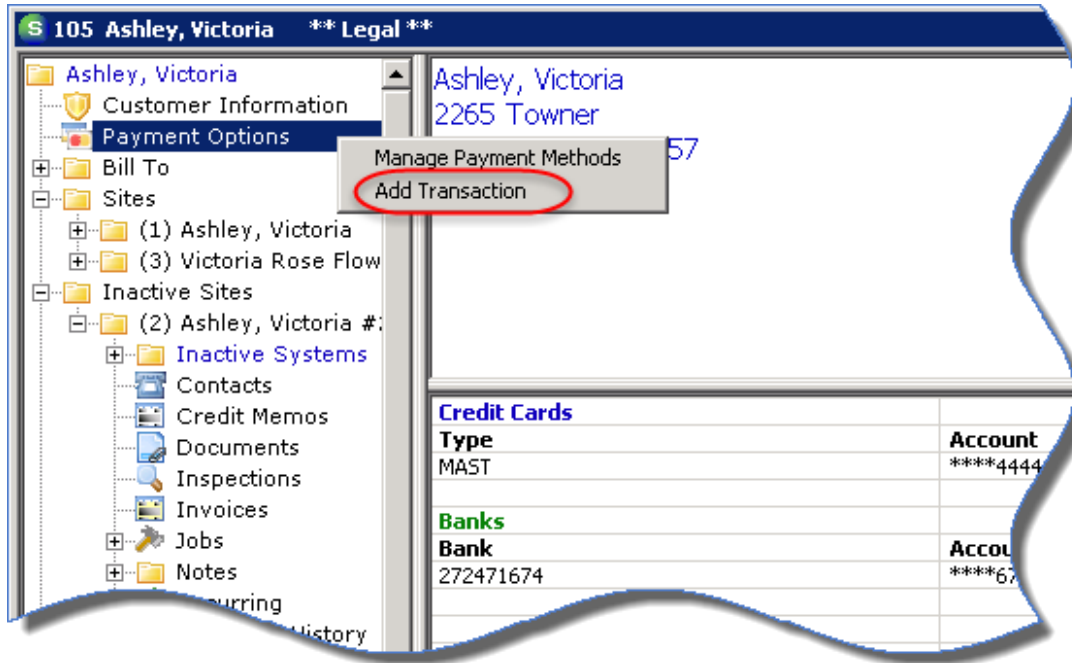
Submitted	Description	Type	Amount	Method	Status
	Invoice 626661	Invoice 626661	\$40.00	MAST 4444	VOIDED
	Cycle Invoice	Invoice 627193	\$2,005.64	MAST 4444	READY
	Cycle Invoice	Invoice 627192	\$2,735.34	MAST 4444	READY

**F** Submit Now **G** Save **X** 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.





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, Victoria**  
 2265 Towner  
 Luna Pier, 48157

Ashley, Victoria  
 \*\*\*\*4444  
 06/26

Invoice  
 Advance Deposit **B**  
 Unapplied Cash  
 Miscellaneous Income

Bank: [Dropdown] **A**  
 Credit Card: MAST  
 Description: Deposit for Job# 2029 **C**  
 Amount: 300.00 **D**  
 Process Date: 03/04/2021 **E**  
 Job Number: 2029 **F**

Submitted	Description	Type	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

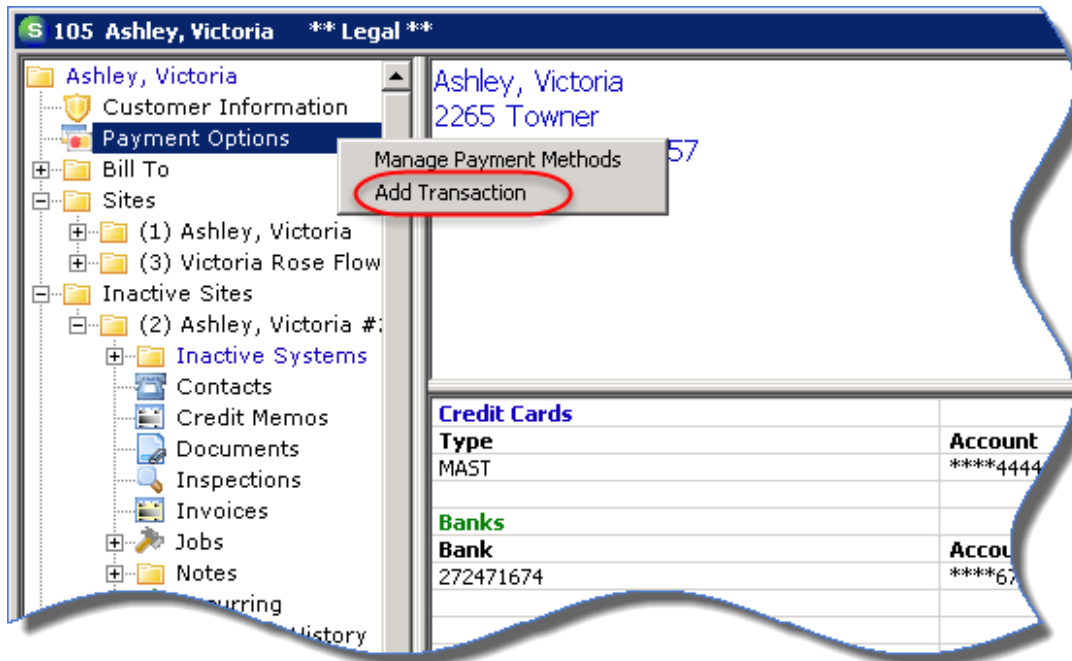
**G** Submit Now **H** Save **X** Close

## 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.

**New Transaction - SedonaSecurity - Forte**

**Ashley, Victoria**  
 2265 Towner  
 Luna Pier, 48157

Ashley, Victoria  
 MasterCard \*\*\*\*4444  
 06/26

Invoice  
 Advance Deposit  
 Unapplied Cash  
 Miscellaneous Income **B**

Bank: [Dropdown] **A**  
 Credit Card: MAST  
 Description: Payment for invoices. **C**  
 Amount: 635.02 **D**  
 Process Date: 03/04/2021 **E**  
 GL Account: 610320 **F**  
 Category: Admin G & A **G**

Submitted	Description	Type	Amount	Method	Status
-----------	-------------	------	--------	--------	--------

**H** Submit Now **I** 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.

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:  Recurring  Non-Recurring

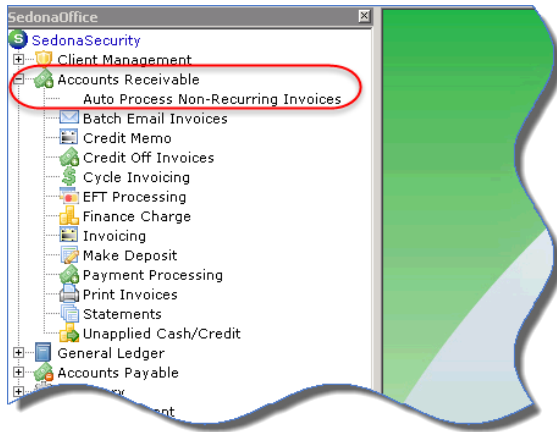
Hold Day: 1 Max Amount: \$2,000.00

Days Past Inv Date: 0

Auto Bill To Recurring: All Billing Addresses

Buttons: 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.

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

Customer #	Name	Actual Due	Max for Charge	Amount to be Charged	Card Type	Last Four
<input checked="" type="checkbox"/> 11076	Detroit Dept of Education	2278.79	0.00	2278.79	DISC	1117
<input checked="" type="checkbox"/> 27751	Chicken Coop (Storage) Upper	1.88	1.00	1.00	MAST	0010
<input checked="" type="checkbox"/> 47534	Allison, Luke	70.36	0.00	70.36	VISA	1111
<input checked="" type="checkbox"/> 105	Ashley, Victoria	1043.29	2000.00	1043.29	MAST	4444

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.

Payment Processing - SedonaSecurity - Forte

Tools

Filters

Merchant: 190283

Process Date: 03/04/2021

Branch: [ ]

Bank  Credit Card

Information

Total Count: 54

Selected Count: 0

Total Amount: \$104,662.97

Selected Amount: \$0.00

Customer Actions

Payment Methods

New Transaction

Disputes

Clear Grid Filters

Showing transactions for 190283 - TEST/PERENNIALS

Ready | Approved | Settled | Rejected | Voided | Refunded | Previously Funded | Orphaned

Branch	Customer Number	Name	Description	Payment Type	Amount	Process Date	Payment Method
Release Testi...	11076	Detroit Dept of Education	AUTO NON-RECURRING	Invoice 639381	\$2278.79	03/04/2021	1117
Release Testi...	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	1111
Michigan	105	Ashley, Victoria	AUTO NON-RECURRING	Invoice 623097	\$1043.29	03/04/2021	4444
Michigan	2039	Wyllis 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	1111

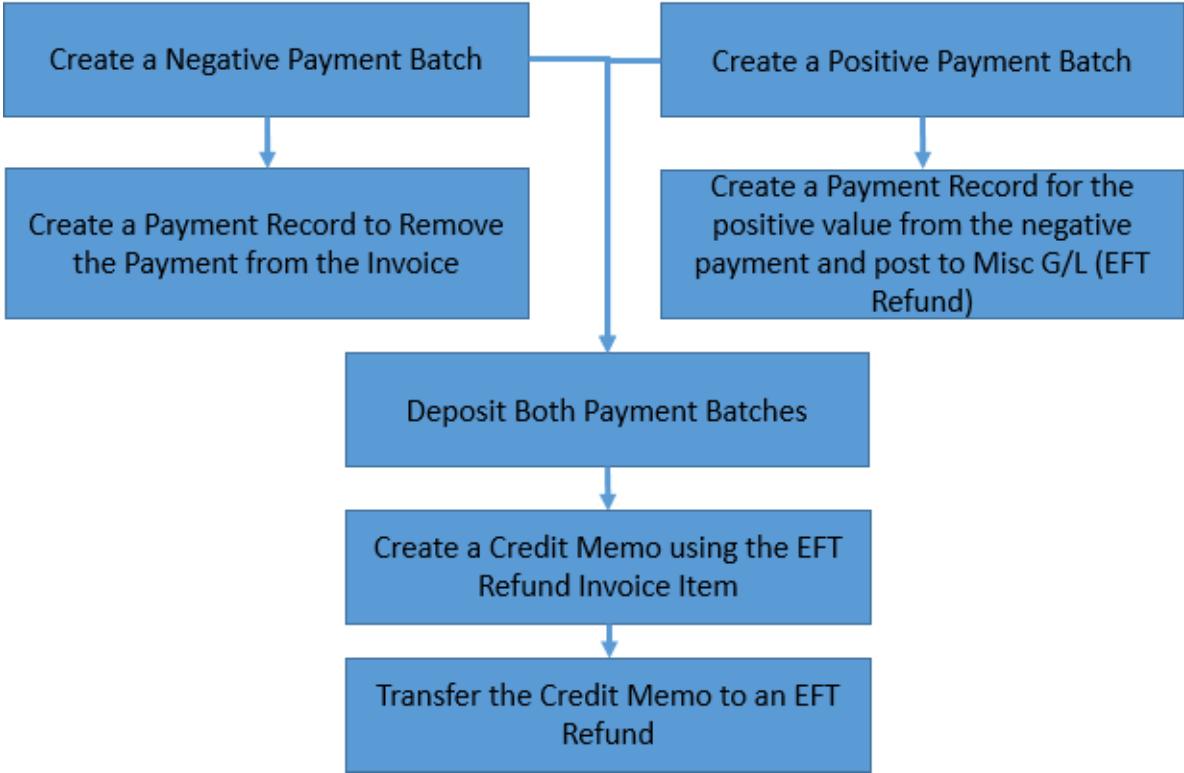
# Refunds

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.

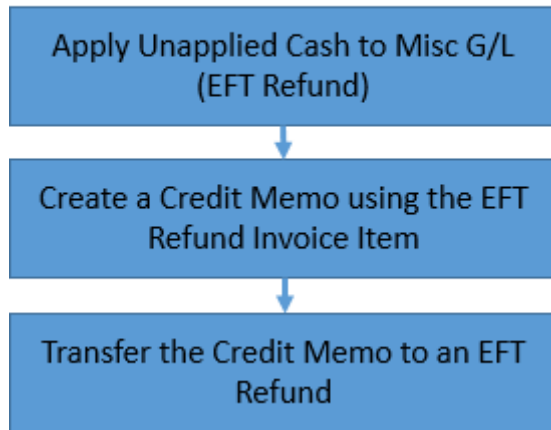
The process for dealing with a payment applied to one or more invoices and unapplied cash or advance deposits is different. Each method is described in this topic section.

## Refund Process Flow Charts

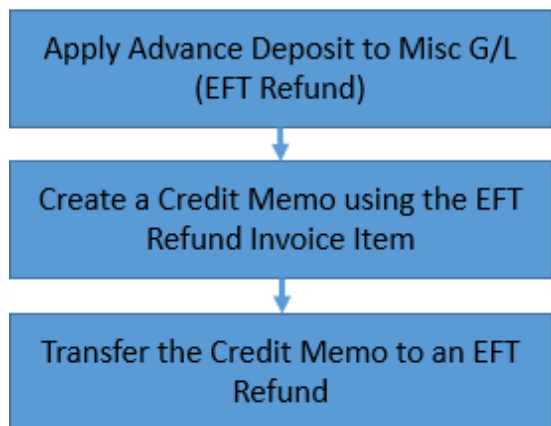
### Refund for Payment Applied to an Invoice



## Refund for Unapplied Cash



## Refund for Advance Deposit





## 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.

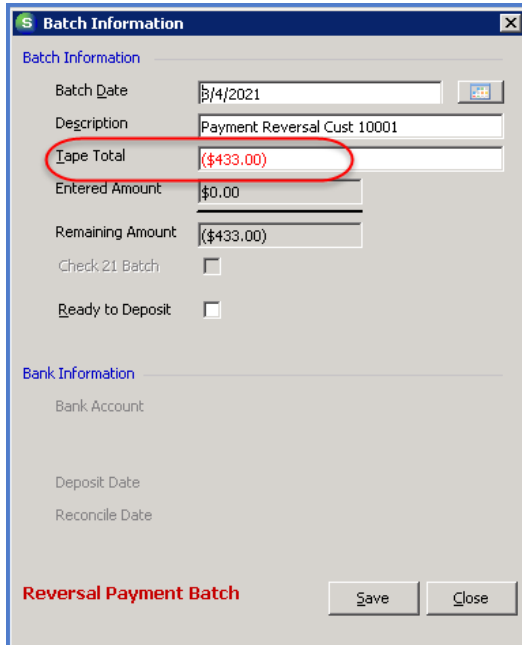
- The payment must first be removed from the invoice by using a negative payment batch.
- A positive payment batch is created to move the reversed payment into your EFT Refund G/L account.
- A credit memo is created using your EFT Refund invoice item, which is linked to the G/L account of where the positive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

Ready	Date	Description	Qty	Tape Total	Entered Total	Balance	Deposit Date	Check 21	Created By
<input type="checkbox"/>	3/3/2021	190283_CC20210303	1	123.45	123.45	0.00	**Undeposited**	N	Administrator
<input type="checkbox"/>	3/2/2021	190283_CC20210302	2	268.95	268.95	0.00	**Undeposited**	N	Administrator
<input type="checkbox"/>	2/22/2021	190283_ACH20210222	1	1916.33	1916.33	0.00	**Undeposited**	N	Administrator

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.



The screenshot shows the 'Batch Information' dialog box with the following fields and values:

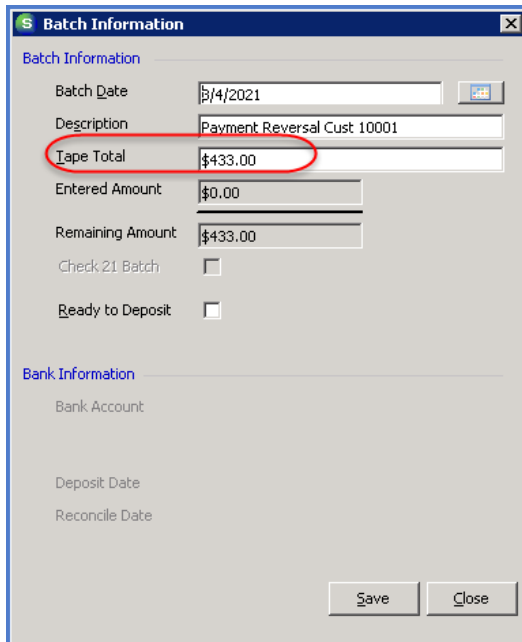
Field	Value
Batch Date	3/4/2021
Description	Payment Reversal Cust 10001
Tape Total	(\$433.00)
Entered Amount	\$0.00
Remaining Amount	(\$433.00)
Check 21 Batch	<input type="checkbox"/>
Ready to Deposit	<input type="checkbox"/>

Bank Information section includes: Bank Account, Deposit Date, and Reconcile Date.

Buttons: Save, Close

Summary: **Reversal Payment Batch**

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.



The screenshot shows the 'Batch Information' dialog box with the following fields and values:

Field	Value
Batch Date	3/4/2021
Description	Payment Reversal Cust 10001
Tape Total	\$433.00
Entered Amount	\$0.00
Remaining Amount	\$433.00
Check 21 Batch	<input type="checkbox"/>
Ready to Deposit	<input type="checkbox"/>

Bank Information section includes: Bank Account, Deposit Date, and Reconcile Date.

Buttons: Save, Close

- 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.

Ready	Date	Description	Qty	Tape Total	Entered Total	Balance	Deposit Date	Check 21	Created By
<input type="checkbox"/>	3/4/2021	Payment Reversal Cust 10001	1	-433.00	0.00	0.00	**Undeposited**	N	Administrator
<input type="checkbox"/>	3/4/2021	Payment Reversal Cust 10001	1	433.00	0.00	0.00	**Undeposited**	N	Administrator
<input type="checkbox"/>	3/3/2021	190283_CC20210303	1	123.45	123.45	0.00	**Undeposited**	N	Administrator
<input type="checkbox"/>	3/2/2021	190283_CC20210302	2	268.95	268.95	0.00	**Undeposited**	N	Administrator
<input type="checkbox"/>	2/22/2021	190283_ACH20210222	1	1916.33	1916.33	0.00	**Undeposited**	N	Administrator

- 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.

Site Name	Invoice #	Date	Amount	Net Due	Payment	Purchase Order
Small House	583327	10/22/2019	108.25	0.00		
Small House	583328	10/22/2019	216.50	0.00		
Small House	591170	11/8/2019	433.00	0.00		
Small, Henry	591172	11/11/2019	10.66	0.00		
Small House	591179	11/15/2019	433.00	0.00	-433.00	

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

The screenshot shows a window titled "Payment Processing Batches" with a "View Options" section and a table of payment batches. The "View Options" section includes checkboxes for "Show only batches that are tagged as ready to deposit" and "Show Deposited Batches", and a "Date Range" section with "From Date" and "Thru Date" fields set to 3/5/2021. The table has the following data:

Ready	Date	Description	Qty	Tape Total	Entered Total	Balance	Deposit Date	Check 21	Created By
<input checked="" type="checkbox"/>	3/4/2021	Payment Reversal Cust 10001	1	-433.00	-433.00	0.00	**Undeposited**	N	Administrator
<input type="checkbox"/>	3/4/2021	Payment Reversal Cust 10001	1	433.00	0.00	0.00	**Undeposited**	N	Administrator
<input type="checkbox"/>	3/3/2021	190283_CC20210303	1	123.45	123.45	0.00	**Undeposited**	N	Administrator
<input type="checkbox"/>	3/2/2021	190283_CC20210302	2	268.95	268.95	0.00	**Undeposited**	N	Administrator
<input type="checkbox"/>	2/22/2021	190283_ACH20210222	1	1916.33	1916.33	0.00	**Undeposited**	N	Administrator

Buttons at the bottom include "View Deposits", "Enter Payments", "Deposit", "Edit", "New", and "Close".

- 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
Customer	48960	Amount	15310.13
Invoice #		Payment Method	Check
Address	Ashlee Simmons 1122 Detroit, MI 48272	Check Number	
Memo		Posting Date	1/26/2024
		Check Date	
		Other Credits	

Invoices **Other**

Miscellaneous

GL Account

Category Code

Amount

Advance Deposit

Job

Amount

Late Fee

Amount

Unapplied Cash

Amount

Future Auto Apply

View Checks    Import Lockbox    Scan Batch    Save    Close

- 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.

View Options

Show only batches that are tagged as ready to deposit

Show Deposited Batches

Date Range From Date: 3/4/2021 Thru Date: 3/4/2021

Ready	Date	Description	Qty	Tape Total	Entered Total	Balance	Deposit Date	Check 21	Created By
<input checked="" type="checkbox"/>	3/4/2021	Payment Reversal Cust 10001	1	-433.00	-433.00	0.00	**Undeposited**	N	Administrator
<input checked="" type="checkbox"/>	3/4/2021	Payment Reversal Cust 10001	1	433.00	433.00	0.00	**Undeposited**	N	Administrator
<input type="checkbox"/>	3/3/2021	190283_CC20210303	1	123.45	123.45	0.00	**Undeposited**	N	Administrator
<input type="checkbox"/>	3/2/2021	190283_CC20210302	2	268.95	268.95	0.00	**Undeposited**	N	Administrator
<input checked="" type="checkbox"/>	2/26/2021	werid test	1	1.17	1.17	0.00	**Undeposited**	N	Bauser
<input type="checkbox"/>	2/25/2021	2342 Job Batch	1	0.00	2000.00	-2000.00	**Undeposited**	N	Administrator
<input type="checkbox"/>	2/24/2021	For refund to cust 2010	1	-150.27	-150.27	0.00	**Undeposited**	N	Administrator

Total Entered: 603,259.49

Buttons: View Deposits, Deposit, Edit, New, Close

- 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.

Deposit Date: 3/4/2021 Deposit Total: \$ 0.00

Single Deposit in GL

Branch Code: MI

Bank Account: 100200 (Cash - Operating\*)

Description: Payment Reversal for EFT Refund

Check 21 Only  Print Deposit Ticket

Sel	Date	Description	Quan...	Tape Total	Entered Total	Balanc
<input checked="" type="checkbox"/>	3/4/2021	Payment Reversal C...	1	-433.00	-433.00	0.0
<input checked="" type="checkbox"/>	3/4/2021	Payment Reversal C...	1	433.00	433.00	0.0

Buttons: Save, Close

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.

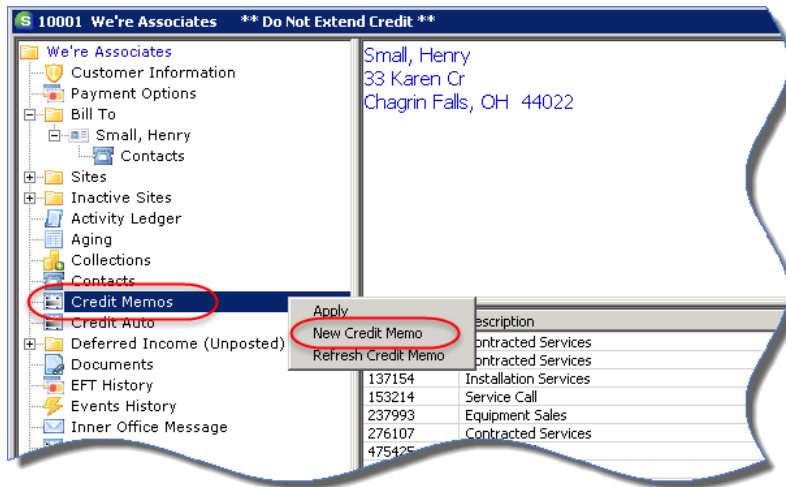
March 04, 2021		<b>Payment Reversal for EFT Refund</b>			Page # 1	
1:39 PM		<b>Deposit Check Summary</b>				
Cash - Operating* deposit on 3/4/2021						
<u>Batch Name</u>	<u>Customer #</u>	<u>Customer Name</u>	<u>Amount</u>	<u>Method</u>	<u>Check #</u>	
Payment	10001	We're Associates Payment Reversal for EFT Refund	-433.00	Credit Card		
		<b>Payment Reversal Cust 10001 Sub Total</b>	<u>-433.00</u>			
Payment	10001	We're Associates Payment for EFT Refund	433.00	Check		
		<b>Payment Reversal Cust 10001 Sub Total</b>	<u>433.00</u>			
		<b>Deposit Total</b>	<u><u>0.00</u></u>			

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.

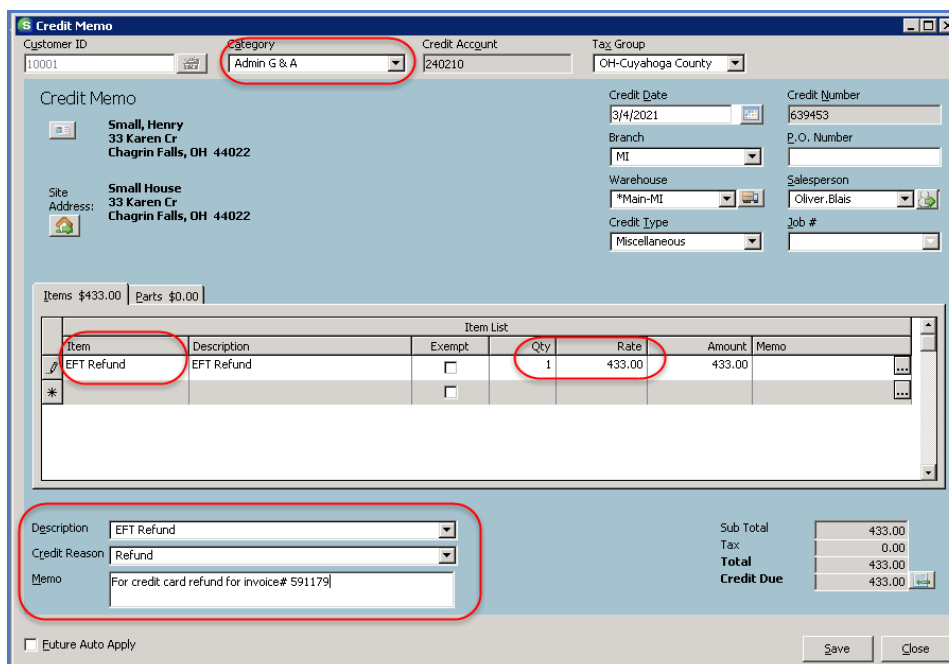
You now have funds “parked” in the EFT Refund G/L account. This was accomplished with the posting of the positive payment batch.

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.

- 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.



- 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.





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.

The screenshot shows a software window titled "10001 We're Associates \*\* Do Not Extend Credit \*\*". The interface is divided into a left-hand navigation tree, a central customer information pane, and a right-hand summary pane. The central pane displays customer details for "We're Associates" (Small, Henry) and a list of "Open Credits". A right-click context menu is open over the credit memo entry with ID "639453", and the option "Refund to CC/ACH" is highlighted.

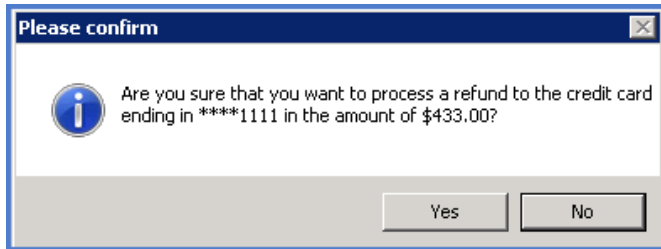
Invoice #	Site Name	Description	Date	Amount	Net Due	Late Fee
(P) 537894	Small House	Credit on Account	10/1/2018	\$2,387.72	\$1,177.10	\$0.00
(P) 538222	We're Associates	Recurring	11/1/2018	\$2,469.53	\$2,469.53	\$0.00
591179	Small House	Equipment Sales	11/15/2019	\$433.00	\$433.00	\$0.00
591244	Small House	FC	1/8/2020	\$108.25	\$108.25	\$0.00
602542	Small House	FC	1/14/2020	\$19.94	\$19.94	\$0.00
602543	We're Associates	FC	1/14/2020	\$37.04	\$37.04	\$0.00

Credit #	Site Name	Credit Type	Date	Amount	Balance
	We're Associates	ADVDEP	10/10/2018	\$400.00	\$200.00
639453	We're Associates	CREDIT	01/20/2021	\$433.00	\$433.00
1638	We're Associates	ADVDEP		\$5,500.00	\$3,500.00

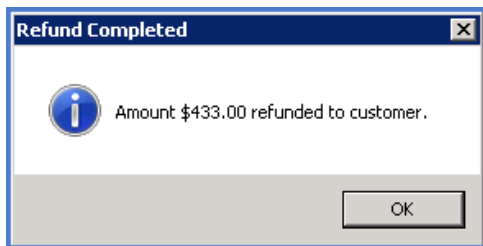
15. The Select Payment Type form will be displayed. Type in the Refund Amount. From the drop-down list, select either the bank account or credit card that will be refunded. When finished, click the Refund button at bottom of the form.

The screenshot shows a "Select Payment Type" dialog box. It contains fields for "Customer Number" (10001), "Available Balance" (\$433.00), and "Refund Amount" (\$433.00). Below these are two drop-down menus: "Bank Accounts on File (1)" and "Credit Cards on File (2)" (with "VISA" selected). At the bottom, there are "Refund" and "Cancel" buttons. The "Refund" button is circled in red.

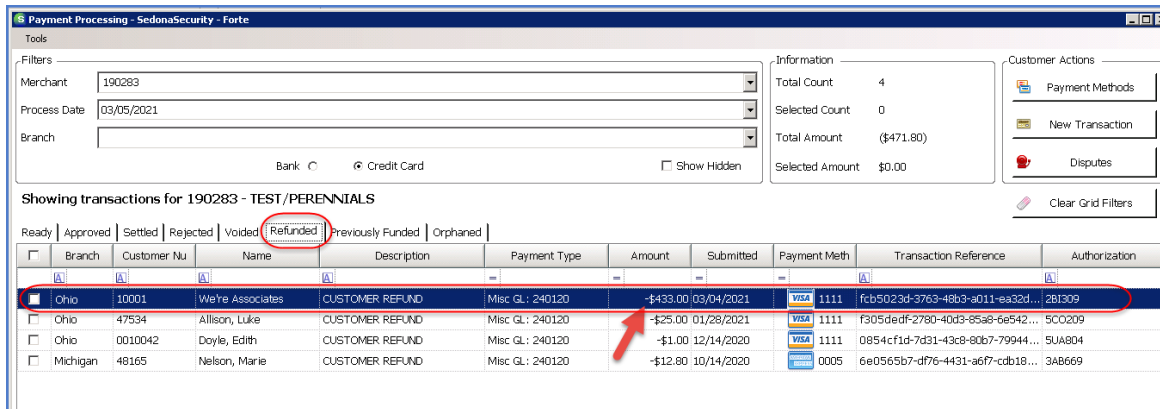
16. A confirmation message will be displayed. Click the Yes button to proceed.



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.



## 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.

The screenshot shows a software window titled "48168 Wade Boggs". The interface is divided into several sections:

- Customer Information:** Wade Boggs, 123 Pine Dr., Canton, MI 48187.
- Summary:** Balance Due: (\$81.22), Total Active RMR: , Total Active RAR: , Customer Type: Residential, Customer Since: 1/21/2019, Salesperson: Don Faybrick, Last Payment Rec'd: \$133.28 (6/7/2019), # of Disp Last 60 Days: 0.
- Table of Open Credits:**

Invoice #	Site Name	Description	Date	Amount	Net Due	La
				\$0.00		
				\$81.22		
Credit #	Site Name	Credit Type	Date	Amount	Balance	
	Wade Boggs	CASH	5/2/2019	\$15.55	\$15.55	
	Wade Boggs	CASH	5/2/2019	\$20.00	\$20.00	
1907	Wade Boggs	ADVDEP			\$45.67	
- Context Menu:** A right-click menu is open over the credit item with date 5/2/2019 and amount \$20.00. The menu options are: Apply (highlighted), Auto Apply, Transfer To Another Customer, and Refresh.

- 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.

Wade Boggs  
123 Pine Dr.  
Canton, MI 48187

Credit Amount and Balance  
Credit Amount 20.00  
Balance 0.00  
Credit Date 5/3/2019  
Apply Date 3/5/2021

**Unapplied Cash**

Invoices **Other**

Miscellaneous  
 Advance Deposit

GL Account 290100 *EFT Refund*  
Category Code Admin G & A  
Amount 20.00

Refund Check  
Amount 0.00  
Pay To

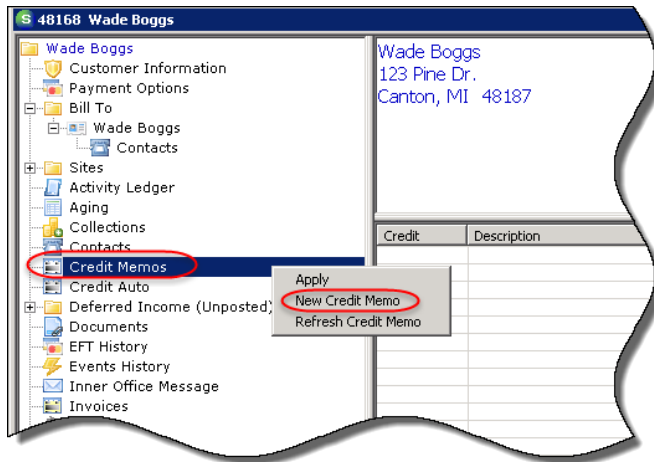
Unapplied Cash  
Amount 0.00

Memo

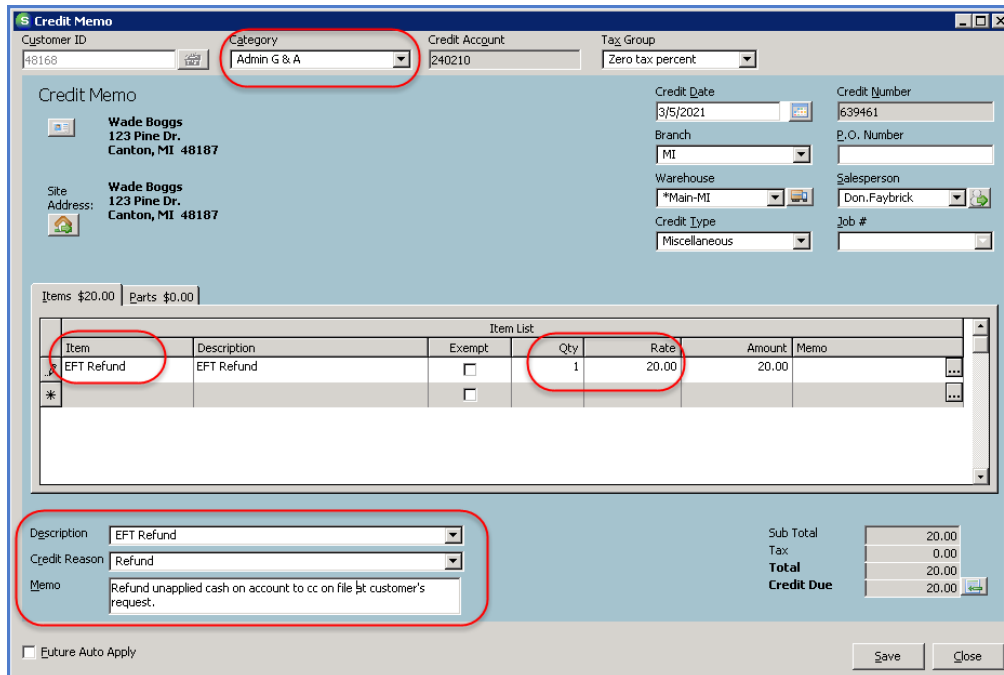
Save Close

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.

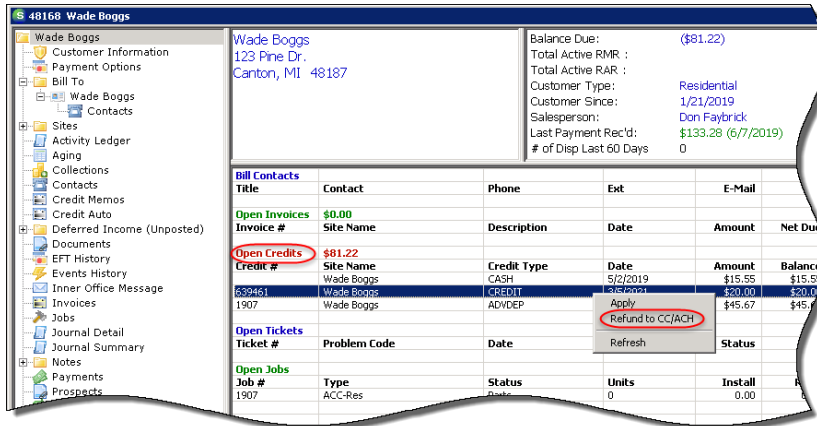
- Open the customer record where you will enter the credit memo. On the customer tree, highlight Credit Memos, right-click and select the New Credit Memo option.



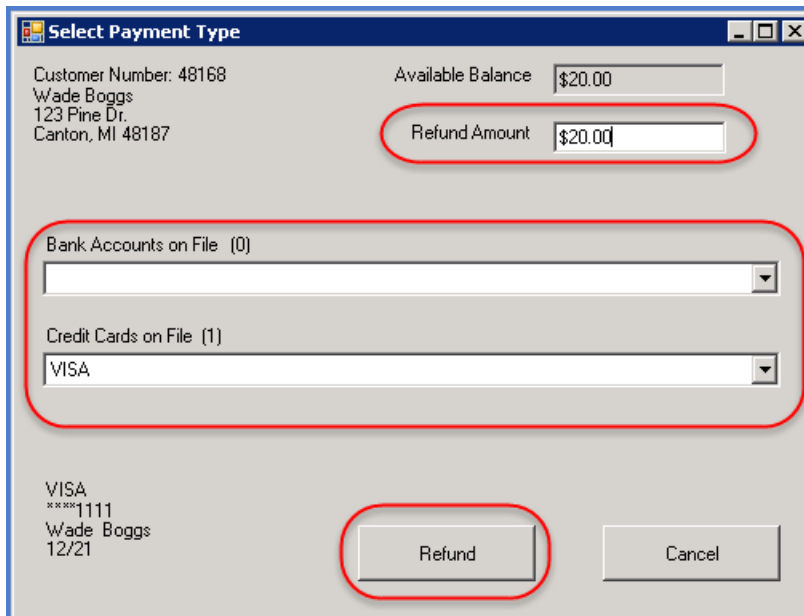
- The Credit Memo form will be displayed. Select the appropriate Category, typically G & A. On the Items tab, select your EFT Refund item code. Enter a Qty of 1 and type in the amount that is being refunded. If the item code was setup correctly, no tax should be calculated on the credit memo. At the 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.



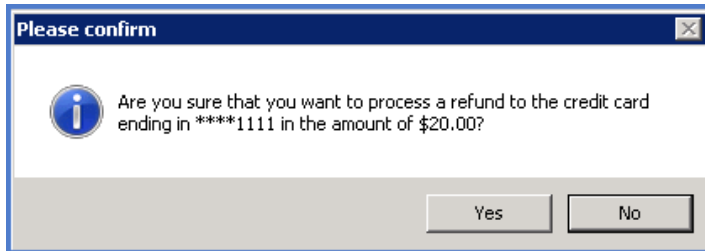
- We now have a credit memo that we can convert into an EFT Refund. Open the customer record, and in the Active pane under Open Credits, highlight the Credit Memo that you saved in the prior step, right-click and select the Refund to CC/ACH option.



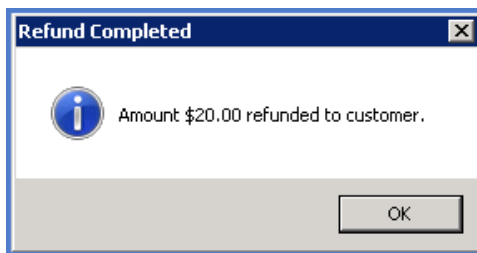
- The Select Payment Type form will be displayed. Type in the Refund Amount. From the drop-down list, select either the bank account or credit card that will be refunded. When finished, click the Refund button at bottom of the form.



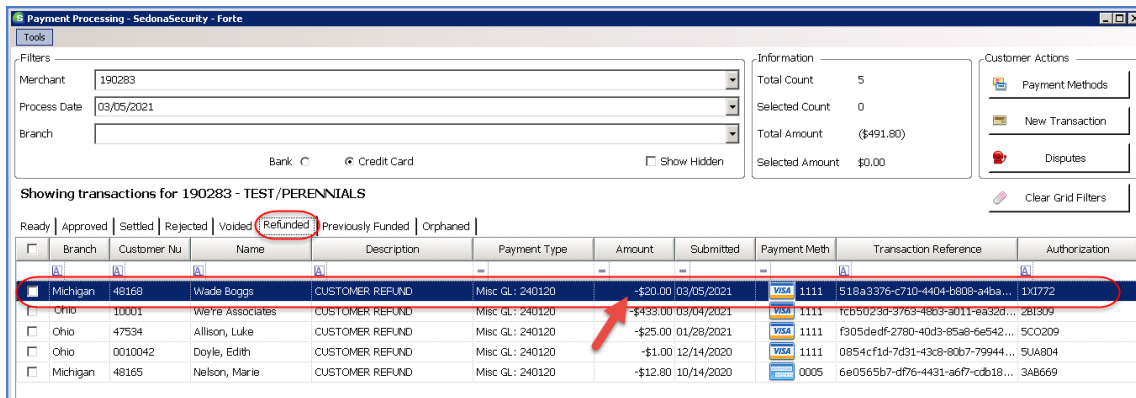
7. A confirmation message will be displayed. Click the Yes button to proceed.



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.



## 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.

The screenshot displays a software interface for customer management. The top section shows customer details for Wade Boggs, including address and contact information. Below this, there are several summary statistics. The main area contains a table of 'Open Credits' with columns for Invoice #, Site Name, Description, Date, Amount, and Net Due. A context menu is open over the table, showing 'Apply' and 'Refresh' options. The 'Apply' option is circled in red.

Invoice #	Site Name	Description	Date	Amount	Net Due
1907	Wade Boggs	ADVDEP	5/2/2019	\$45.67	\$45.67



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.

Wade Boggs  
123 Pine Dr.  
Canton, MI 48187

Credit Amount and Balance  
Credit Amount 45.67  
Balance 0.00  
Credit Date 5/10/2019  
Apply Date 3/5/2021

**Advance Deposit**

Invoices **Other**

Miscellaneous  
GL Account 290100 *EFT Refund*  
Category Code Admin G & A  
Amount 45.67

Advance Deposit  
Job  
Amount 0.00

Refund Check  
Amount 0.00  
Pay To

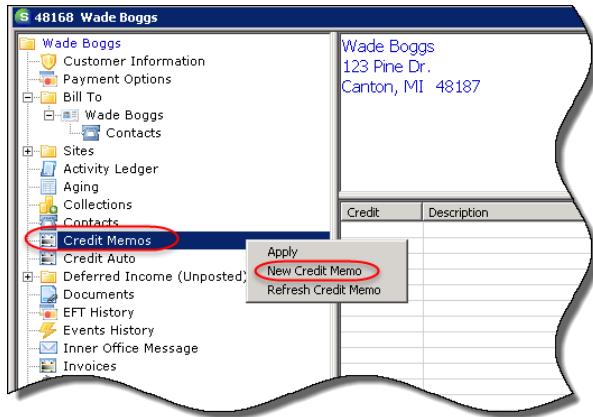
Unapplied Cash  
Amount 0.00

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.

- 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.



- 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.

Customer ID: 48168 | Category: Admin G & A | Credit Account: 240210 | Tax Group: Zero tax percent

**Wade Boggs**  
123 Pine Dr.  
Canton, MI 48187

Credit Date: 3/5/2021 | Credit Number: 639462  
Branch: MI | P.O. Number:   
Warehouse: \*Main-MI | Salesperson: Don.Faybrick  
Credit Type: Miscellaneous | Job #:

Items \$45.67 | Parts \$0.00

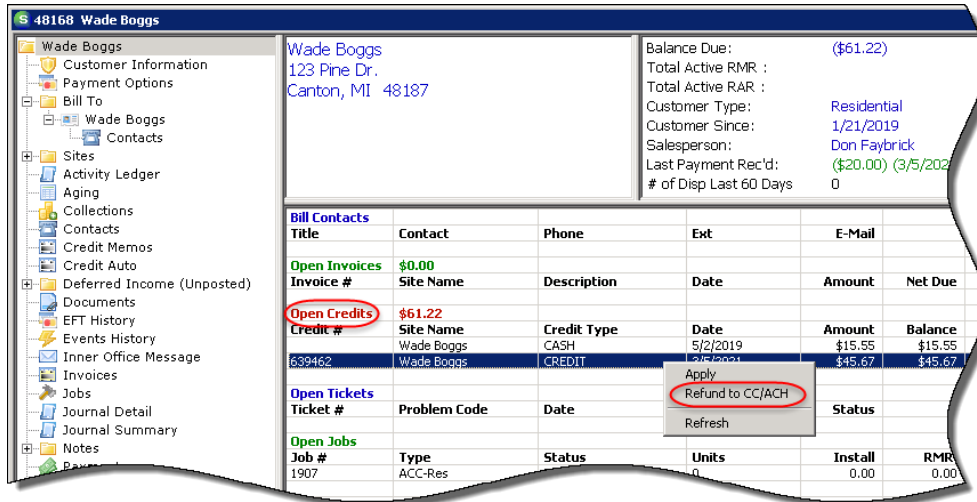
Item	Description	Exempt	Qty	Rate	Amount	Memo
EFT Refund	EFT Refund	<input type="checkbox"/>	1	45.67	45.67	

Description: EFT Refund | Credit Reason: Refund | Memo: Job cancelled. Refund advance deposit to customer's credit card.

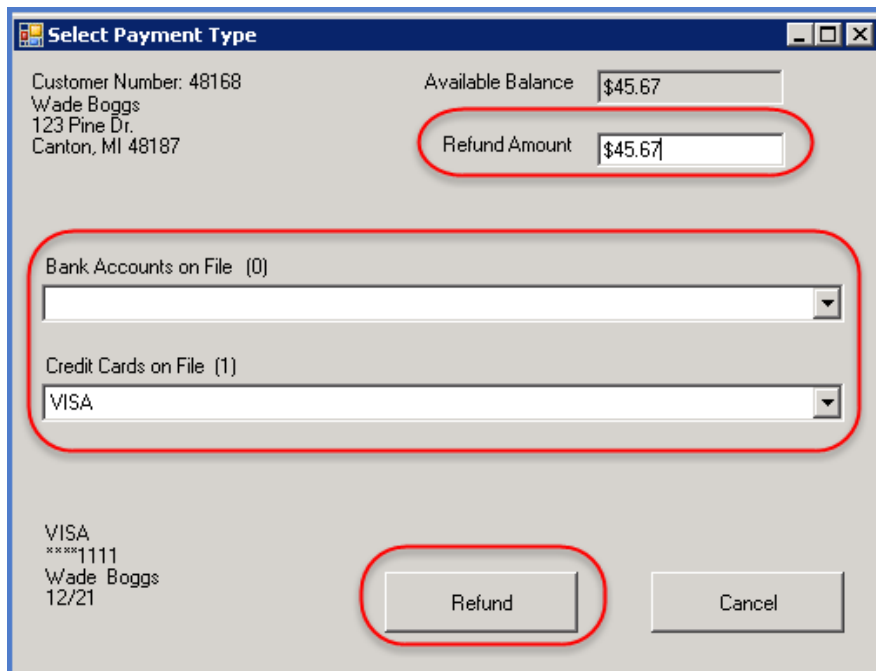
Sub Total: 45.67  
Tax: 0.00  
Total: 45.67  
Credit Due: 45.67

Future Auto Apply | Save | Close

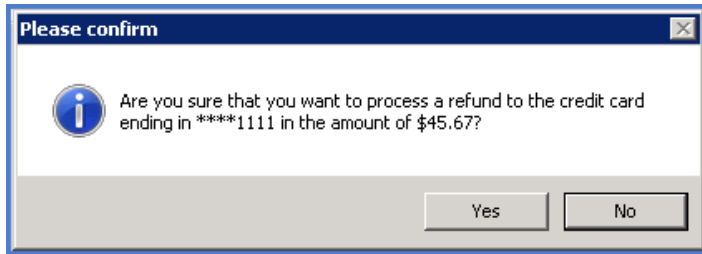
- We now have a credit memo that we can convert into an EFT Refund. Open the customer record, and in the Active pane under Open Credits, highlight the Credit Memo that you saved in the prior step, right-click and select the Refund to CC/ACH option.



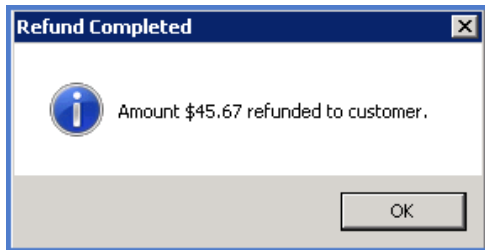
- The Select Payment Type form will be displayed. Type in the Refund Amount. From the drop-down list, select either the bank account or credit card that will be refunded. When finished, click the Refund button at bottom of the form.



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.

Payment Processing - SedonaSecurity - Forte

Tools

Filters: Merchant: 190283, Process Date: 03/05/2021, Branch: [ ]

Information: Total Count: 6, Selected Count: 0, Total Amount: (\$537.47), Selected Amount: \$0.00

Customer Actions: Payment Methods, New Transaction, Disputes, Clear Grid Filters

Showing transactions for 190283 - TEST/PERENNIALS

Ready | Approved | Settled | Rejected | voided | **Refunded** | Previously Funded | Orphaned

Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Meth	Transaction Reference	Authorization
Michigan	48168	Wade Boggs	CUSTOMER REFUND	Misc GL: 240120	-\$45.67	03/05/2021	VISA 1111	f835cea5-d6d9-4add-9794-9191d...	72F787
Michigan	48168	Wade Boggs	CUSTOMER REFUND	Misc GL: 240120	-\$20.00	03/05/2021	VISA 1111	518a3376-c710-4404-b608-34ba...	1X1772
Ohio	10001	We're Associates	CUSTOMER REFUND	Misc GL: 240120	-\$433.00	03/04/2021	VISA 1111	fc5023d-3763-48b3-a011-ea32d...	2B1309
Ohio	47534	Allison, Luke	CUSTOMER REFUND	Misc GL: 240120	-\$25.00	01/28/2021	VISA 1111	f305dedf-2780-40d3-85a8-6e542...	5C0209
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-d776-4431-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 Date: 1/21/2020

Description: R22845\_CC20200121

Tape Total: (\$12,934.75)

Entered Amount: (\$12,934.75)

Remaining Amount: \$0.00

Check 21 Batch:

Ready to Deposit:

Bank Information

Bank Account:

Deposit Date:

Reconcile Date:

**Reversal Payment Batch**

Save Close

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.

Enter Payments \*\*\* Reversal Payment Batch \*\*\*

Batch Tape Amount: -12,934.75    Amount Entered: -12,934.75    Batch Balance: 0.00    Entry # 1 of 2

Branch: MI    Customer: 100    Invoice #:    Address: Melissa Robinson, 45185 Joy Road, Canton, MI 48187

Balance to Apply: 0.00    Amount: -12934.75    Payment Method: Check    Check Number: RETURNED PAYMENT    Posting Date: 1/21/2020    Check Date:    Other Credits:    Invoices: Other

Site Name	Invoice #	Date	Amount	Net Due	Payment	Purchase Order
Melissa	102	1/1/2020	12934.75	0.00	-12934.75	

\*\*\* Cycle Invoice - Invoice Items Locked \*\*\*

Customer ID: 292    Category: Monitoring    A/R Account: 110110    Tax Group: MI

Invoice # 102    Invoice Date: 1/01/2020    Aging Date: 1/01/2020

Site: Melissa Robinson, 45185 Joy Rd, Canton, MI 48187

Warehouse: \*Main-MI    Invoice Type: Cycle Bill    Salesperson: Gerry Kastor

Items \$12,876.67

Item	SI	Date	Type	Reference	Amount	Reversed	User G	Site	Amount	Memo
Alarmnet	Al	1/19/2020	American Express	AC4 Processing	\$12,934.75			00	236.67	
Mon-10	M	1/21/2020	Check	RETURNED PAYMENT	(\$12,934.75)			00	640.00	
Guard Services	G							00	12,000.00	

Sub Total: 12,876.67    Tax: 58.08    Total: 12,934.75    Balance Due: 0.00

## 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  Auto Job Number   
Next Invoice 639468 Next Job Number  
Auto Customer  Require System Account  
Next Customer 48469 Require Unique System Account Company Wide

**Invoicing and Credits**

Cycle Beginning Day  
 First Day of Month  
 Day of Service Start

Print Customer Number on In Statements  
 Allow Printed Invoices to be Edited  
 Enter Separate Posting Date for Credits  
 Allow direct invoicing to Mass  
 Use Credit Request Process  
 Require Credit Reason on

**EFT Returned Payment Invoice Item**  
Returned Payment Z-Tr

**Other**

Invoice # 123

Mellissa Robinson  
45185 Joy Road  
Canton, MI 48187

Site Address: Mellissa  
45185 Joy Road  
Canton, MI 48187

Invoice Date: 1/21/2020  
Aging Date: 1/21/2020  
Branch: MI  
Warehouse: Main  
Invoice Type: Miscellaneous  
Salesperson: TestUser  
Posting Date: 1/21/2020

Items \$106.63 | Parts \$0.00

Item	Description	Exempt	Qty	Rate	Amount	Memo
Returned Payment Z-Trans	Returned Payment Z-Trans	<input type="checkbox"/>	1	106.63	106.63	

Description: RETURNED PAYMENT

Contact: [Empty]

Memo: [Empty]

Sub Total: 106.63  
Tax: 0.00  
Total: 106.63  
Balance Due: 106.63

Complete  
 Add to Print Queue  
 Add to Email Queue

Invoice List EFT Save Close

**Enter Payments \*\*\* Reversal Payment Batch \*\*\***

Batch Tape Amount: -12,934.75    Amount Entered: -12,934.75    Batch Balance: 0.00    Entry # 2 of 2

Branch	MI	Balance to Apply	0.00
Customer	100	Amount	-106.63
Invoice #		Payment Method	Check
Address	Melissa Robinson 45185 Joy Road Canton, MI 48187	Check Number	RETURNED PAYMENT
Memo		Posting Date	1/21/2020
		Check Date	

Statement Late Fee: \$458.13    Other Credits: 5,000.00

Invoices   Other

Miscellaneous

Account: 149000

Z-Transaction: Admin G & A

Amount: -106.63


Advance Deposit

Job:

Amount: 0.00

Late Fee

Unapplied Cash





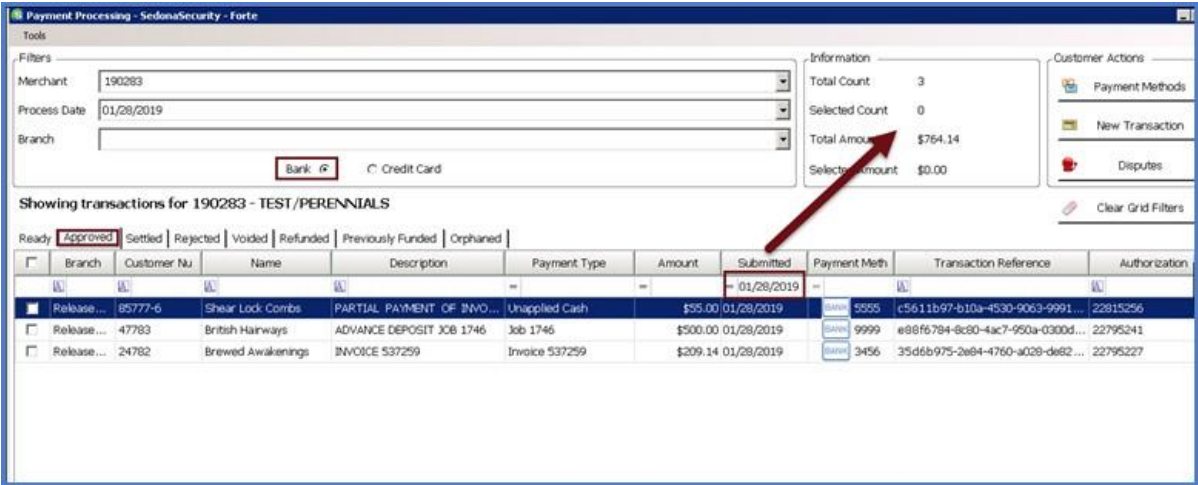
# Reconciling Payment Batches for the Day

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.

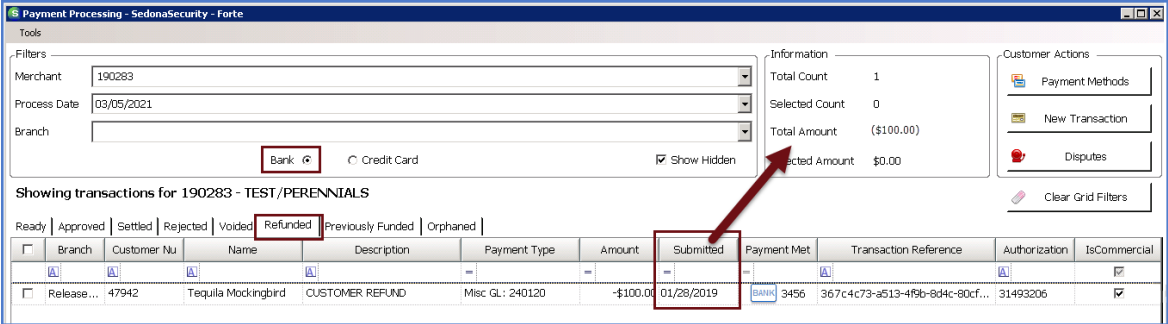
## Customer Bank Transactions

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 approved transactions for a total of \$764.14.



Do the same for the items under the Refunded tab:



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.

View Options

Show only batches that are tagged as ready to deposit

Date Range From Date: 1/29/2019 Thru Date: 1/29/2019

Show Deposited Batches

Ready	Date	Description	Qty	Tape Total	Entered Total	Balance	Deposit Date	Check 21	Created By	Created On
<input type="checkbox"/>	1/29/2019	190283_CC20190129	2	92.32	92.32	0.00	**Undeposited**	N	SedonaPayme...	1/29/2019 7:59:59 AM
<input type="checkbox"/>	1/29/2019	190283_ACH20190129	1	29.22	29.22	0.00	**Undeposited**	N	SedonaPayme...	1/29/2019 7:59:58 AM
<input type="checkbox"/>	1/28/2019	R190283_CC20190128	1	-100.00	-100.00	0.00	**Undeposited**	N	Administrator	1/28/2019 2:52:29 PM
<input type="checkbox"/>	1/28/2019	190283_CC20190128	3	379.24	379.24	0.00	**Undeposited**	N	Administrator	1/28/2019 11:36:58 AM
<input type="checkbox"/>	1/28/2019	190283_AMER20190128	1	341.20	341.20	0.00	**Undeposited**	N	Administrator	1/28/2019 2:36:48 PM
<input type="checkbox"/>	1/28/2019	190283_ACH20190128	4	764.14	764.14	0.00	**Undeposited**	N	Administrator	1/28/2019 2:46:41 PM

## 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:

Payment Processing - SedonaSecurity - Forte

Tools

Filters

Merchant: 190283  
Process Date: 01/28/2019  
Branch: [Empty]  
Bank:  Credit Card

Information

Total Count: 3  
Selected Count: 0  
Total Amount: \$379.24  
Selected Amount: \$0.00

Customer Actions

Payment Methods  
New Transaction  
Disputes  
Clear Grid Filters

Showing transactions for 190283 - TEST/PERENNIALS

Ready | **Approved** | Settled | Rejected | Voided | Refunded | Previously Funded | Orphaned

Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Method	Transaction Reference	Authorization
Release...	6316	Mr. Sparkle Car Wash	INVOICE 546943	Invoice 546943	\$307.80	01/28/2019	VISA 1111	48248d77-ec75-4769-9560-d61...	123456
Release...	48087	Grape Expectations	INVOICE 547023	Invoice 547023	\$44.78	01/28/2019	VISA 1111	9139169b-6f09-4723-8ffb-5c0be...	123456
Release...	48082	Cloak and Dapper	INVOICE 547022	Invoice 547022	\$26.66	01/28/2019	0010	18d471f1-27aa-4ffa-bc6a-65d6d...	123456

Do the same for the items under the Refunded tab:

Payment Processing - SedonaSecurity - Forte

Tools

Filters

Merchant: 190283  
Process Date: 01/29/2019  
Branch: [Empty]  
Bank:  Credit Card

Information

Total Count: 1  
Selected Count: 0  
Total Amount: (\$100.00)  
Selected Amount: \$0.00

Customer Actions

Payment Methods  
New Transaction  
Disputes  
Clear Grid Filters

Showing transactions for 190283 - TEST/PERENNIALS

Ready | Approved | Settled | Rejected | Voided | **Refunded** | Previously Funded | Orphaned

Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Meth	Transaction Reference	Authorization
Release...	47942	Tequila Mockingbird	CUSTOMER REFUND	Misc GL: 240120	-\$100.00	01/28/2019	5904	5aea9d8d-60e1-483f-6909-778ec...	123456

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.

View Options

Show only batches that are tagged as ready to deposit       Date Range    From Date: 1/29/2019  
 Show Deposited Batches      Thru Date: 1/29/2019

Ready	Date	Description	Qty	Tape Total	Entered Total	Balance	Deposit Date	Check 21	Created By	Created On
<input type="checkbox"/>	1/29/2019	190283_CC20190129	2	92.32	92.32	0.00	**Undeposited**	N	SedonaPayme...	1/29/2019 7:59:59 AM
<input type="checkbox"/>	1/29/2019	190283_ACH20190129	1	29.22	29.22	0.00	**Undeposited**	N	SedonaPayme...	1/29/2019 7:59:58 AM
<input type="checkbox"/>	1/28/2019	R190283_CC20190128	1	-100.00	-100.00	0.00	**Undeposited**	N	Administrator	1/28/2019 2:52:29 PM
<input type="checkbox"/>	1/28/2019	190283_CC20190128	3	379.24	379.24	0.00	**Undeposited**	N	Administrator	1/28/2019 11:36:58 AM
<input type="checkbox"/>	1/28/2019	190283_AMER20190128	1	341.20	341.20	0.00	**Undeposited**	N	Administrator	1/28/2019 2:36:48 PM
<input type="checkbox"/>	1/28/2019	190283_ACH20190128	4	864.14	864.14	0.00	**Undeposited**	N	Administrator	1/28/2019 2:46:41 PM

## 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.

Showing transactions for 190283 - TEST/PERENNIALS

Ready **Approved** Settled Rejected Voided Refunded Previously Funded Orphaned

Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Meth	Transaction Reference	Authorization
Release ...	48006	Pasta La Vista	SERVICE TICKET: 5467	Invoice 547024	\$341.20	01/28/2019	AMEX	1d9a213b-d16c-4abc-84b2-676d...	123456

Do the same for the items under the Refunded tab:

Showing transactions for 190283 - TEST/PERENNIALS

Ready Approved Settled Rejected Voided **Refunded** Previously Funded Orphaned

Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Meth	Transaction Reference	Authorization
						01/28/2019	AMEX		

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.

View Options

Show only batches that are tagged as ready to deposit

Show Deposited Batches

Date Range From Date 1/29/2019 Thru Date 1/29/2019

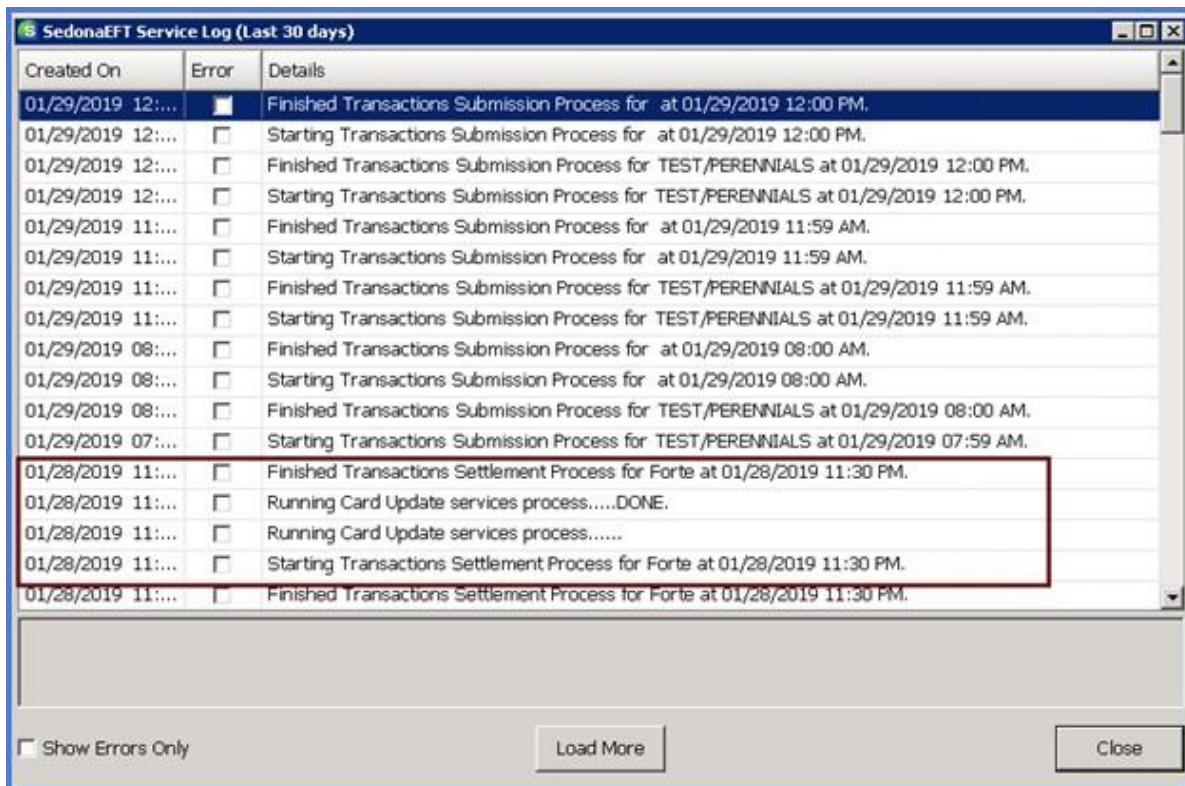
Ready	Date	Description	Qty	Tape Total	Entered Total	Balance	Deposit Date	Check 21	Created By	Created On
<input type="checkbox"/>	1/29/2019	190283_CC20190129	2	92.32	92.32	0.00	**Undeposited**	N	SedonaPayme...	1/29/2019 7:59:59 AM
<input type="checkbox"/>	1/29/2019	190283_ACH20190129	1	29.22	29.22	0.00	**Undeposited**	N	SedonaPayme...	1/29/2019 7:59:58 AM
<input type="checkbox"/>	1/28/2019	R190283_CC20190128	1	-100.00	-100.00	0.00	**Undeposited**	N	Administrator	1/28/2019 2:52:29 PM
<input type="checkbox"/>	1/28/2019	190283_CC20190128	3	379.24	379.24	0.00	**Undeposited**	N	Administrator	1/28/2019 11:36:58 AM
<input type="checkbox"/>	1/28/2019	190283_AMER20190128	1	341.20	341.20	0.00	**Undeposited**	N	Administrator	1/28/2019 2:36:48 PM

# 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.



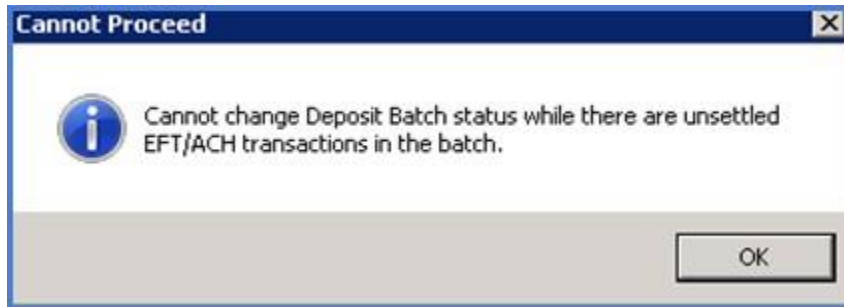
The screenshot shows a window titled "SedonaEFT Service Log (Last 30 days)". It contains a table with three columns: "Created On", "Error", and "Details". The table lists various transaction submission and settlement processes. A red box highlights a specific set of four rows related to the Forte settlement process on 01/28/2019.

Created On	Error	Details
01/29/2019 12:...	<input checked="" type="checkbox"/>	Finished Transactions Submission Process for at 01/29/2019 12:00 PM.
01/29/2019 12:...	<input type="checkbox"/>	Starting Transactions Submission Process for at 01/29/2019 12:00 PM.
01/29/2019 12:...	<input type="checkbox"/>	Finished Transactions Submission Process for TEST/PERENNIALS at 01/29/2019 12:00 PM.
01/29/2019 12:...	<input type="checkbox"/>	Starting Transactions Submission Process for TEST/PERENNIALS at 01/29/2019 12:00 PM.
01/29/2019 11:...	<input type="checkbox"/>	Finished Transactions Submission Process for at 01/29/2019 11:59 AM.
01/29/2019 11:...	<input type="checkbox"/>	Starting Transactions Submission Process for at 01/29/2019 11:59 AM.
01/29/2019 11:...	<input type="checkbox"/>	Finished Transactions Submission Process for TEST/PERENNIALS at 01/29/2019 11:59 AM.
01/29/2019 11:...	<input type="checkbox"/>	Starting Transactions Submission Process for TEST/PERENNIALS at 01/29/2019 11:59 AM.
01/29/2019 08:...	<input type="checkbox"/>	Finished Transactions Submission Process for at 01/29/2019 08:00 AM.
01/29/2019 08:...	<input type="checkbox"/>	Starting Transactions Submission Process for at 01/29/2019 08:00 AM.
01/29/2019 08:...	<input type="checkbox"/>	Finished Transactions Submission Process for TEST/PERENNIALS at 01/29/2019 08:00 AM.
01/29/2019 07:...	<input type="checkbox"/>	Starting Transactions Submission Process for TEST/PERENNIALS at 01/29/2019 07:59 AM.
01/28/2019 11:...	<input type="checkbox"/>	Finished Transactions Settlement Process for Forte at 01/28/2019 11:30 PM.
01/28/2019 11:...	<input type="checkbox"/>	Running Card Update services process.....DONE.
01/28/2019 11:...	<input type="checkbox"/>	Running Card Update services process.....
01/28/2019 11:...	<input type="checkbox"/>	Starting Transactions Settlement Process for Forte at 01/28/2019 11:30 PM.
01/28/2019 11:...	<input type="checkbox"/>	Finished Transactions Settlement Process for Forte at 01/28/2019 11:30 PM.

At the bottom of the window, there is a checkbox labeled "Show Errors Only", a "Load More" button, and a "Close" button.

## Depositing the Settled Funds

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



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.

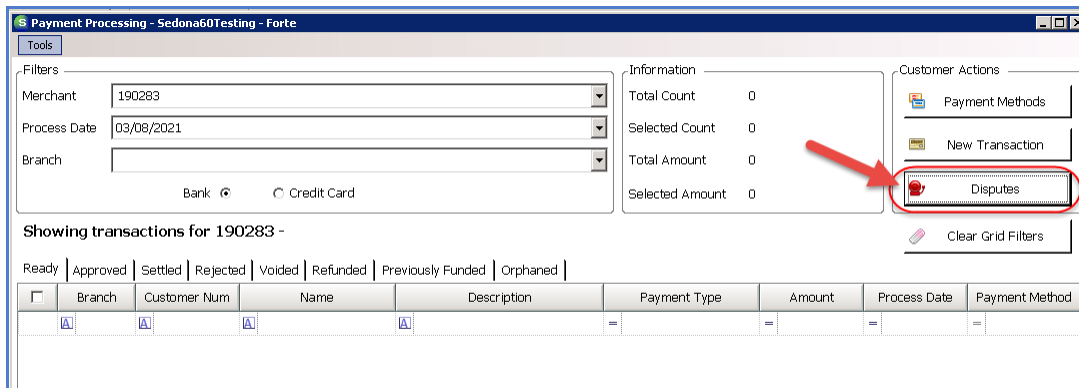
# Handling Disputes

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

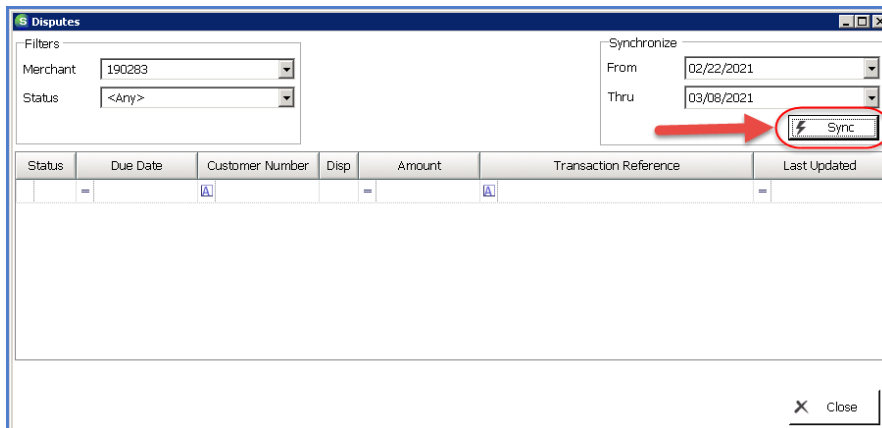
- Unauthorized purchases arising from fraud
- Billing errors
- Quality issues with a goods or service

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.



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.





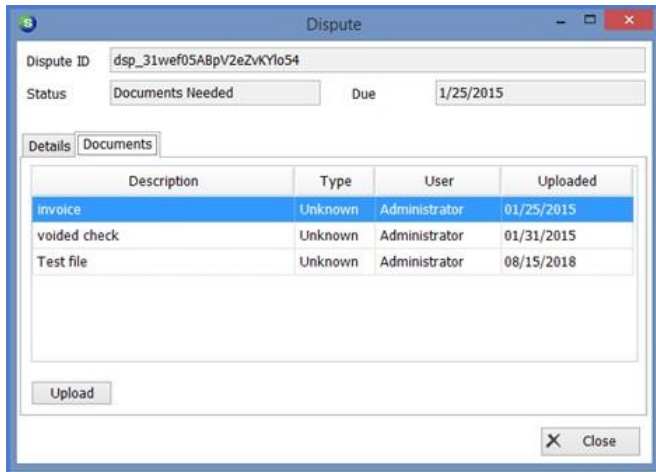
When a dispute is received by Forte, it immediately goes into a Documents Needed status. Double-clicking on the dispute will open the record to view the latest details on the dispute.

The screenshot shows a software window titled "Dispute". At the top, the "Dispute ID" is "dsp\_31wef05A8pV2eZvKYlo54". Below this, the "Status" is "Documents Needed" (highlighted with a red circle) and the "Due" date is "1/25/2015". There are two tabs: "Details" (selected) and "Documents". The "Details" tab contains the following information:

Amount	\$10.00
Trace #	b3eea4d0-a133-4119-9c99-123848434ed8
Dispute #	31wef05A8pV2eZvKYlo54
Reason	V83 - Card Not Present - V83
Information	The card was key entered for an online payment or phone order and the custo
Comment	
Action	
Adjustment	CHBK - Chargeback Action Item
Last Updated	1/17/2015

A "Close" button is located at the bottom right of the window.

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



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

