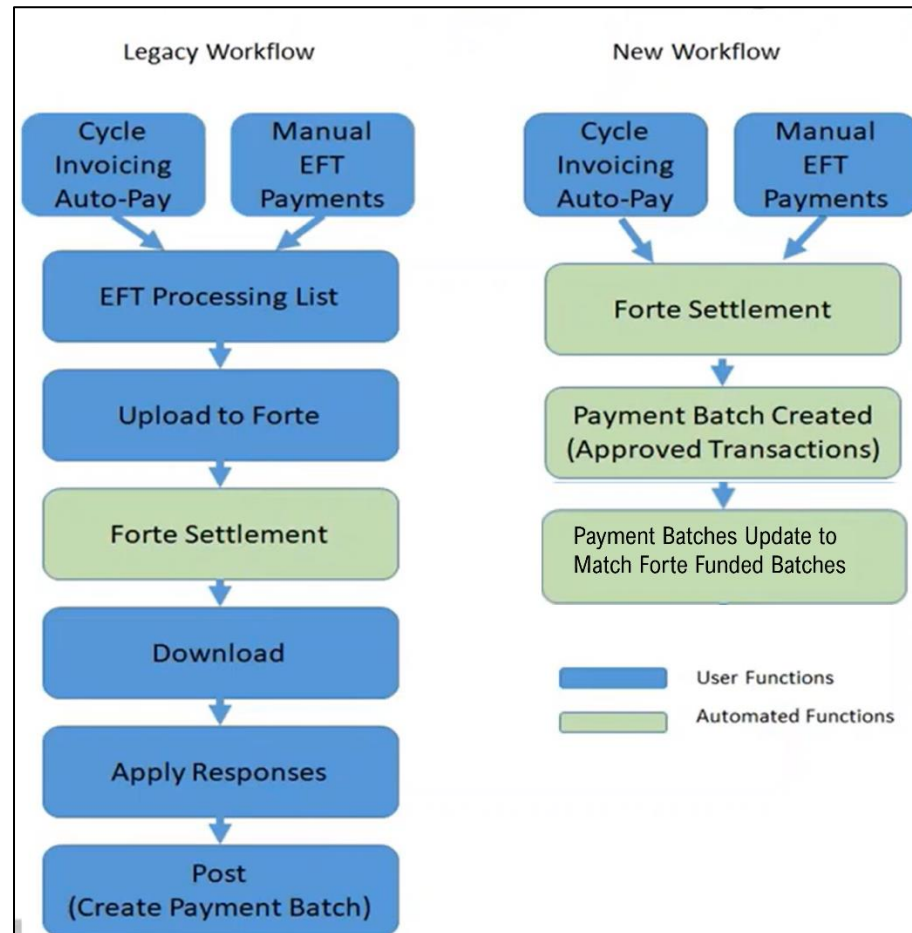


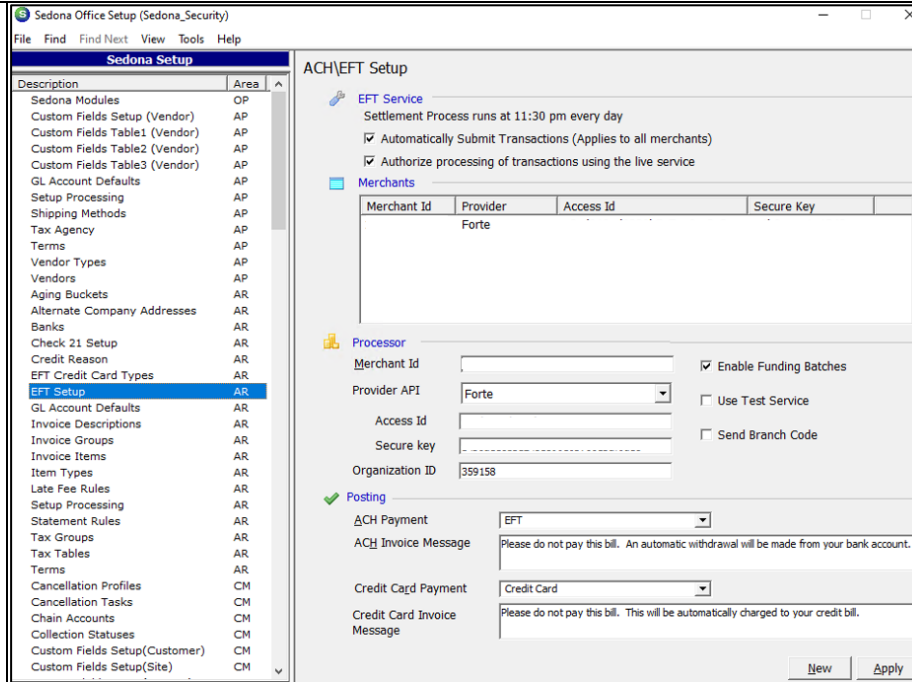
EFT differences between SedonaOffice 5.7 and 6.X

Here's the workflow for the changes with user interaction. We've condensed the number of manual functions down, which is a benefit to the user.



Changes to Automated Process

SO 5.7	SO 6.X
Uploading, downloading, capturing, and posting batches	Every transaction is a single event – similar to the concept of the current live transactions in 5.X
EFT batches	No EFT batches
	<p>Payment batches are automatically created</p> <ul style="list-style-type: none"> • Approved Credit card and ACH transactions are instantly moved into the payment batch and applied to the customer’s account. • As transactions are approved, payment batches are automatically created for each unique day for each unique Merchant ID • Separate payment batches are created for: <ul style="list-style-type: none"> ○ AMER (American Express) ○ Visa, MasterCard, Discover, Diners Club (All 4 combined) in one payment bath ○ ACH • Once all transactions in the batch have been settled via Forte, you will be able to deposit the batch.



Transactions added to the EFT processing list are submitted automatically (times local to you) at three preset times below. You can submit them manually at any time. If you want the transactions to automatically be sent, Go to **Sedona Setup > EFT Setup** and check the box **Automatically Submit Transactions (Applies to all merchants)**. Otherwise, those transactions have to be manually submitted.

- 8 am
- Noon
- 5 pm

- Forte settlement processes begin each day at 11:30 pm CT
- Credit card transactions received before midnight will be settled the following day after 12:00 pm CT
- Funds are deposited to the merchant's bank accounts the next day.

Automatic Payment Batches

SO 5.7

SO 6.X

Batches are automatically created by the EFT processing.

The description of the payment batch is automatically formatted with a particular name in conventional on the payment type and what type of payment it is.

- First six digits = Merchant ID (autoformatted depending on payment type)
- After Merchant ID = `_CC` (indicate the type of batch)
- R = refund (would supersede the Merchant ID)
 - Ex: R123456_CC = Credit card (combined credit cards)
- Separate batch
 - AMER
 - ACH customer bank payments

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	2	29.22	31.70	-2.48	**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
<input type="checkbox"/>	1/28/2019	R190283_ACH20190128	1	-100.00	-100.00	0.00	**Undeposited**	N	Administrator	1/28/2019 2:57:18 PM
<input type="checkbox"/>	1/26/2019	190283_CC20190126	1	74.95	74.95	0.00	**Undeposited**	N	SedonaPayme...	1/26/2019 7:59:59 AM
<input type="checkbox"/>	1/25/2019	190283_CC20190125	17	30716.98	30716.98	0.00	**Undeposited**	N	Administrator	1/25/2019 8:52:38 AM
<input type="checkbox"/>	1/25/2019	R190283_CC20190125	3	-250.00	-250.00	0.00	**Undeposited**	N	Administrator	1/25/2019 8:53:45 AM
<input type="checkbox"/>	1/25/2019	228455_CC20190125	4	609.72	609.72	0.00	**Undeposited**	N	Administrator	1/25/2019 10:58:18 AM
<input type="checkbox"/>	1/25/2019	228455_ACH20190125	4	103.00	103.00	0.00	**Undeposited**	N	Administrator	1/25/2019 11:03:48 AM
<input type="checkbox"/>	1/25/2019	R228455_ACH20190125	1	-5.00	-5.00	0.00	**Undeposited**	N	Administrator	1/25/2019 11:26:44 AM
<input type="checkbox"/>	1/25/2019	190283_ACH20190125	10	1941.28	1941.28	0.00	**Undeposited**	N	Administrator	1/25/2019 9:15:25 AM

Total Entered: 800,820.57

EFT History Changes

SO 5.7	SO 6.X
Date, Description, Amount, Submit Date, Batch Code, Funded, Posted, Type	Removed Batch Code, Funded, Posted, Type
	Added: Status, Payment Method, Trace #, Authorization
	Only new EFT transactions in 6.X will have trace number and authorization, history for SO 5.7 will be blank for those columns.

Legacy EFT History

Date	Description	Amount	Submit Date	Batch Code	Funded	Posted	Type
4/4/2018	Inv #414442	\$224.84	** E10 **		N	N	C
3/23/2018	Cycle Invoice	\$517.20	6/14/2018	0614181-0145	Y	Y	B
1/16/2017	Cycle Invoice	\$105.53	10/30/2017	10301716063	Y	Y	B
9/22/2016	Cycle Invoice	\$26.94	1/1/1900	111120162222	Y	Y	B
2/13/2016	Cycle Invoice	\$2.22	3/8/2016	030816110550	Y	Y	B
12/17/2015	Cycle Invoice	\$2.22	1/27/2016	012716103728	Y	Y	B
11/10/2015	Cycle Invoice	\$2.16	1/27/2016	012716103728	Y	Y	B
11/10/2015	Cycle Invoice	\$26.72	1/27/2016	012716103728	Y	Y	B
3/20/2015	Cycle Invoice	\$28.02	5/11/2015	051115112647	Y	Y	B
2/5/2015	Cycle Invoice	\$91.27	2/6/2015	020615091700	Y	Y	B
2/5/2015	Cycle Invoice	\$18.21	2/6/2015	020615091700	Y	Y	B

New EFT History

Date	Amount	Submit Date	Status	Payment Method	Description	Trace #	Authorization
10/17/2018	\$0.64	10/17/2018	removed	VISA - 1111	Auto Non-Recurring	2c40b728-4a19-4864-9003-493bb94060d4	123456
8/18/2018	\$10.50	8/21/2018	removed	DISC - 1117	Partial Payment of Invoice	d0bc17eb-d818-4944-9615-70d99c548922	123456
8/4/2018	\$50.00	8/4/2018	removed	VISA - 1111	Unapplied Cash	4acabf3f-33e1-4e07-b057-ba241b71080f	123456
6/30/2018	\$18.64	6/30/2018	VOIDED	VISA - 1111	Auto Non-Recurring	89621d51-1760-4d0b-a62b-c243eed2ac0	123456
6/24/2018	\$10.00	6/27/2018	SETTLED	VISA - 1111	Auto Non-Recurring	17f2a292-5d13-40de-96b2-b3e3a6ca0934	123456
6/24/2018	\$40.00	6/27/2018	SETTLED	VISA - 1111	Auto Non-Recurring	3d1f45d6-2963-463d-ba2d-14f213cc069c	123456
6/23/2018	\$100.00	6/23/2018	SETTLED	VISA - 1111	Testing Over Limit	a3b181c2-46c4-473a-8d55-c583ff8193e1	123456

Customer Explorer Payment Options

Relabeled some fields in SO 6.X. Functionality is still the same:

SO 5.7	SO 6.X
Payment Options > right click > Edit Electronic Funds Transfer	Payment Options > right click > Manage Payment Methods
Payment Options > right click > Enter New EFT Transaction	Payment Options > right click > Add Transaction

Legacy EFT Options

A screenshot of the 'Legacy EFT Options' menu. The 'Payment Options' folder is selected, and a right-click context menu is open. The menu items are 'Edit Electronic Funds Transfer' and 'Enter New EFT Transaction'. A red arrow points to 'Enter New EFT Transaction'.

New EFT Options

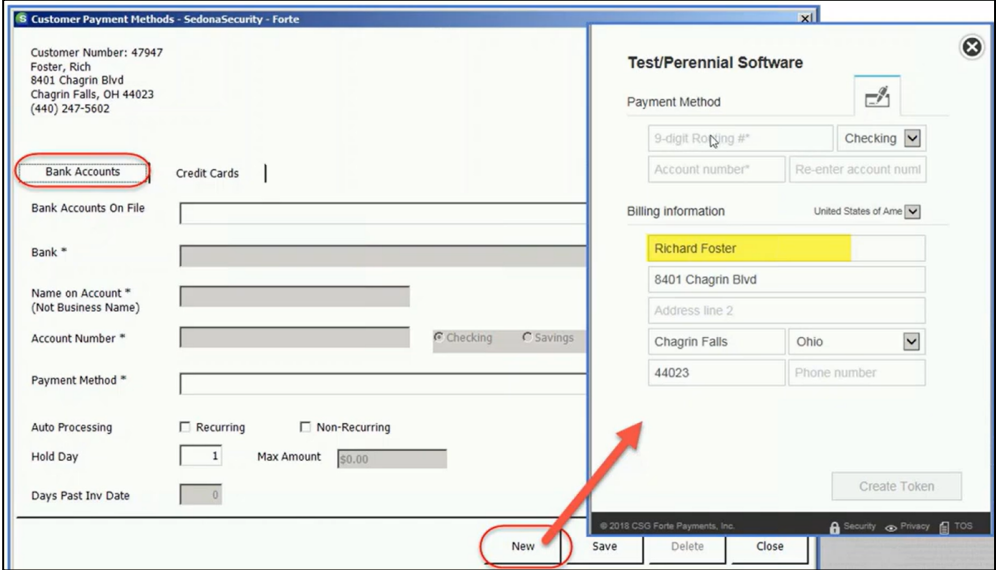
A screenshot of the 'New EFT Options' menu. The 'Payment Options' folder is selected, and a right-click context menu is open. The menu items are 'Manage Payment Methods' and 'Add Transaction'. A red arrow points to 'Add Transaction'.

Credit Card Setup

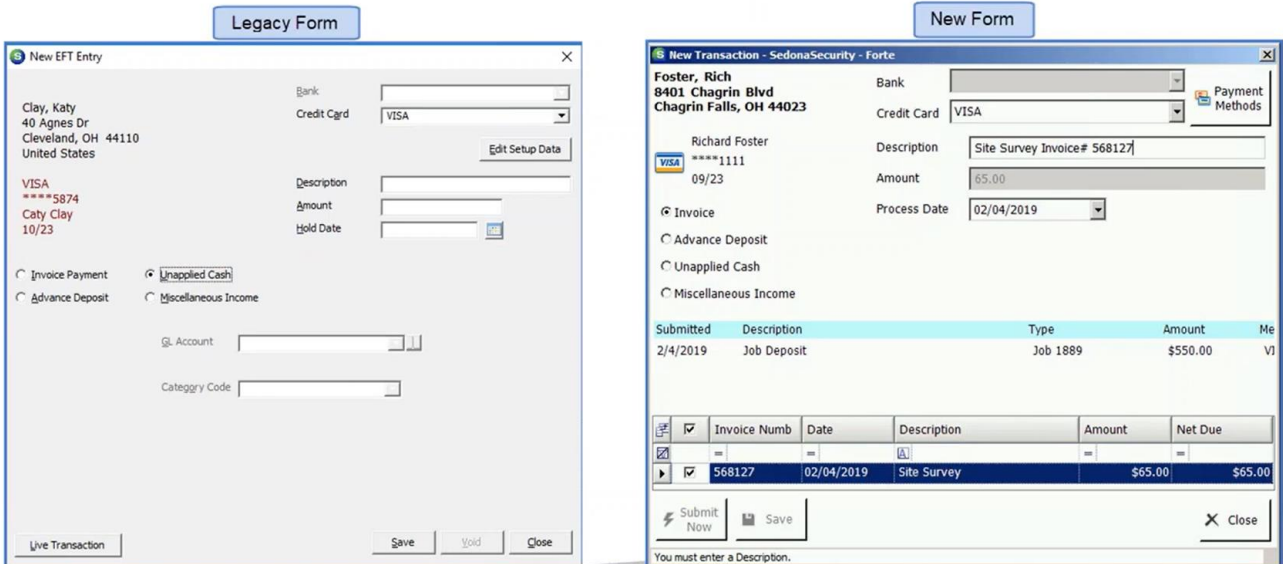
SO 5.7	SO 6.X
CVV not required	CVV required.
Expiration Date – was two-digit year	Expiration Date – four-digit year
Credit Cards could be stored in SO or in Forte's database.	Credit Cards are tokenized and stored in Forte's database (called DEX)
	New phone number field
Last Name, First Name	First Name Middle Initial (if they have it on their cc) Last Name (no comma or periods) Ex: Jane J Smith
	Expired credit cards: PCI compliance runs on our side and will supply you with expired cards. Transactions cannot be run with expired cards.

The screenshot displays the 'Customer Payment Methods - SedonaSecurity - Forte' interface. At the top, customer information is shown: Customer Number: 47947, Foster, Rich, 8401 Chagrin Blvd, Chagrin Falls, OH 44023, (440) 247-5602. The 'Bank Accounts' section has 'Credit Cards' selected. Under 'Cards On File', a VISA card is listed with a masked card number '****1111', an expiration date of '9 / 23', and 'VISA' as the card type. The 'Payment Method' is set to 'Credit Card'. In the 'Auto Processing' section, both 'Recurring' and 'Non-Recurring' are checked. The 'Hold Day' is set to 1 and 'Max Amount' is \$0.00. The 'Days Past Inv Date' is 0. The 'Billing information' section shows the name 'Richard Foster', address '8401 Chagrin Blvd', city 'Chagrin Falls', state 'Ohio', and zip '44023'. A 'Phone number' field is present but empty. A 'Create Token' button is at the bottom right. A red circle highlights the 'New' button at the bottom left, and a red arrow points to the 'Create Token' button.

Customer Bank Setup

SO 5.7	SO 6.X	
Could pick routing number from drop down	Payment Method must be typed in: Enter 9-digit Routing #	
	Canadian customers: Enter 0 before the 8-digit #	

Entering an EFT Transaction

SO 5.7	SO 6.X	
Live Transaction button	Removed, but have a Submit Now button Live transactions don't exist, but Submit Now does the same thing	
Partial Payment	Full Payment Partial Payments must go through unapplied cash process.	

New Functionality in SO 6.X

Payments for Advance Deposit

Select Advance Deposit when entering EFT payment. Once funded, it will automatically be linked to the job number.

In SO 5.7 - If you want to take a payment for a job deposit, flag that transaction as unapplied cash. Once funded, you would have to manually link to a job record.

New Transaction - SedonaSecurity - Forte

Foster, Rich
8401 Chagrin Blvd
Chagrin Falls, OH 44023

Bank: [Dropdown]
Credit Card: VISA
Description: Job Deposit
Amount: 550.00
Process Date: 02/04/2019

Richard Foster
VISA ****1111
09/23

Invoice
 Advance Deposit
 Unapplied Cash
 Miscellaneous Income

Job Number: 1889

Submit Now | Save | Close

New (EFT) Payment Processing Form

To watch in action, go to 24:18 in [this video](#).

Disputes are new – please note the dispute tab is for reference only. Disputes cannot be edited from this tab.

Orphaned tab is new – orphaned transactions are transactions where the Forte response could not be found. Wait 24 hours for these transactions to auto update. If they do not auto update after 24 hours, contact support.

And more!

Payment Processing - SedonaSecurity - Forte

Tools

Filters: Merchant: 190283, Process Date: 12/30/2018, Branch: [Dropdown]

Information: Total Count: 53, Selected Count: 0, Total Amount: \$5,283.34, Selected Amount: \$0.00

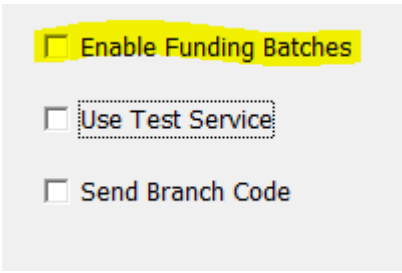
Customer Actions: Payment Methods, New Transaction, Disputes

Showing transactions for 190283 - TEST/PERENNIALS

Ready	Approved	Settled	Rejected	Voided	Refunded	Previously Funded	Orphaned				
Branch	Customer Num	Name	Description	Invoice	Amount	Process Date	Payment Method				
RTF	42769	Ferguson, Daisy	CYCLE INVOICE			12/02/2018	BANK	3333			
<input type="checkbox"/>	RTF	232323	Shops at Twelve Oaks	CYCLE INVOICE	Invoice 559965	\$69.51 12/03/2018	BANK	3456			
<input type="checkbox"/>	RTF	23612	Fowler, Gary	CYCLE INVOICE	Invoice 567556	\$45.32 12/04/2018	BANK	9999			
<input type="checkbox"/>	RTF	47985	Peter Owt	CYCLE INVOICE	Invoice 564943	\$38.56 12/10/2018	BANK	6666			
<input type="checkbox"/>	RTF	48064	Jamaica Coffee House	CYCLE INVOICE	Invoice 564885	\$51.18 12/15/2018	BANK	9999			
<input type="checkbox"/>	RTF	47783	B & H Salon	CYCLE INVOICE	Invoice 567533	\$37.32 12/15/2018	BANK	9999			

Action on Selected: Submit, Void

Footer (Action Buttons): Response Codes, Close

	<p>In the video, 31:18 has information on how to get a transaction into the payment Processing list.</p>	
<p>New Funding Batch Feature</p>	<p>If the Enable Funding Batches option is checked in the EFT Setup table, the system will gather funding batch information from Forte and use this information to remove approved checks from their original batch, and add them to a new funding batch that matches Forte's deposit funding batches. Once the funding batch is complete you will be allowed to deposit the batch. This ensures your SedonaOffice deposit amounts match the bank deposit amounts.</p>	 <p>The screenshot shows a configuration panel with three options: <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Enable Funding Batches <input type="checkbox"/> Use Test Service <input type="checkbox"/> Send Branch Code </p>