



Knowledge Base Article

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Agent Tools web site: www.viewmylisting9ae.com

Article ID: 4213
Subject: Processing Accounts Receivable (A/R) Credit Card Payments
Last Modified: April 14, 2009
Applies to: Pro Gold i2 2.xx, 3.xx

Purpose: A Credit Card can be used to apply a payment to an agent/customer's account. Pro Gold i2 is currently setup to use Authorize.net to accept credit card transactions. You must have a merchant account with Authorize.net to process credit card payments through this method. Only one bank account is supported in Pro Gold i2 for the credit card deposit entries. Ideally, you would not want to use your real operating account for the authorize.net billing. If you did and someone disputes a credit card billing, authorize.net can electronically adjust your account immediately which could have balance consequences inside an operating account. Highly recommend establishing a holding bank account that you disburse all your credit card billings through. It isolates the credit card transactions to a particular account with the flexibility to transfer money to/from the other bank accounts as needed. This way you only need one merchant account with authorize.net.

Procedure: The steps to setup credit card information and apply the credit card payment to an A/R invoice are listed below

- **Step 1** Set the default bank account to receive credit card deposits
 - In the **Setup Tab**, select **Change Company Info** icon
 - Select the correct bank account in the **Bank Account for Credit Card Deposit** drop-down
 - Click **Save** and **Done** buttons
- **Step 2** Set **Type of Payment** options
 - In the **Setup Tab**, select **Change Company Info** icon
 - Select the **Default 1 Tab**
 - View the current options in the **Type of Payment** area by scrolling through the list
 - Add new credit card types by scrolling to the bottom of the list and entering in the credit card type in the blank line provided
 - A new blank line will appear after you use the last line
 - Enter as many types as needed
 - Check the box next to any credit card items
 - Click **Save** and **Done** buttons
- **Step 3** Enter the Credit Card Information
 - In the **Receivables Tab**, select the **Work with Customer** icon
 - Use the **Quick Find** dropdown at the top to select a particular customer to enter credit card information on
 - Select the **Terms and Balances** button
 - Select an option from the **Payment Terms** drop-down
 - Enter the Credit Card information in the provided fields (Make sure to fill out all the "C.C." fields)
 - Select **Verify Credit Card** button to ensure the credit card information is valid
 - Note: When the Payment Terms is changed on a customer, Pro Gold i2 will ask, "Do you wish to change the **Payment Terms** for all customers?"
 - Answer "No"
 - If "Yes" is selected, Pro Gold i2 will change all of the customers to the same payment type
 - Select **Done** button

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- **Step 4** Create the Export File
 - Make sure all invoices to be paid by credit card have a credit card selected as the payment type and the customers' credit card information is saved in Pro Gold i2
 - In the **Receivables Tab**, select the **Invoices** icon
 - Select **Print** button
 - Under the print options
 - Select "**Export to <http://www.authorize.net>**"
 - **Note:** The location of the export file will be shown in the middle of the screen (Make note of the location)
 - Select **Print Date Range** for the Print Choices
 - Select the date range of the invoices to be included in the export file
 - Pay Terms should be set to **All**
 - Select **Credit Card** for the Pay Type
 - Click **Print** button
 - When the export file is created, a **Credit Card Billing Results-Uncharged** report will appear
 - This report shows which clients will not be submitted in the export file due to missing or incorrect information. Close the report to continue
 - Example: Credit Card is expired or missing credit card information
 - Click the **Review Export File** button to review the export,
 - This report shows which customers will be charged in the export
 - Invoice Number, Amount, Customer and Basic Credit Card information is included
- **Step 5** Upload the Export File to Authorize.net and download the results
 - Open an Internet browser and go to www.authorize.net
 - Select **Merchant Login** and log into Authorize.net
 - Under the Tools menu, click on **Upload Transactions**
 - Select **Upload New Transaction file**
 - Browse for the location of the export file and click **Upload**
 - On the Upload Transaction Files page, select **View Status of Uploaded Transaction Files**
 - Verify the correct file/date appears and click **Submit** button
 - The Uploaded Transactions page will appear with the results of the submission
 - Transactions that were not accepted show "Declined" in the status field
 - Transactions that were accepted show "Captured/Pending Statement" (This is a temporary authorization that payment was accepted)
 - Click the **Download to File** button located in the right middle of the screen
 - Select the "Standard" download type and click **Submit** button
 - Save the file and make note of the location and name of the saved file
 - When the file is saved, it is automatically named and includes the date of the download in the filename to ensure the correct file is selected to import into Pro Gold i2
 - Close Authorize.net
- **Step 6** Import the Credit file into Pro Gold i2
 - Login to Pro Gold i2
 - Go to **Receivables Tab** and select the **Receive Payments** icon
 - Click the **Import Credit** button
 - Browse to the location of the saved file from Authorize.net
 - **Note:** Look for the download date in the name of the file to ensure the correct file is selected
 - Click the **Open** button
 - A report appears to show the results of the imported credit

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- Print the report for record keeping
- **Note:** When the approved credit information is imported into Pro Gold i2, the information is recorded as a payment on the invoice and a deposit is created in the bank account

References: Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold i2 Documentation, and Training Webcasts:

<http://secured.progoldi2.com/webcast.aspx>

- The Enhancement HelpNet links are located on the right side of the web page

Related articles: N/A

Keywords: A/R, Accounts Receivable, Agent Invoicing, Credit Card, Receive Invoice Payment, 4213