

Credit Card & eCheck Transactions

Last Modified on 03/04/2024 2:50 pm EST

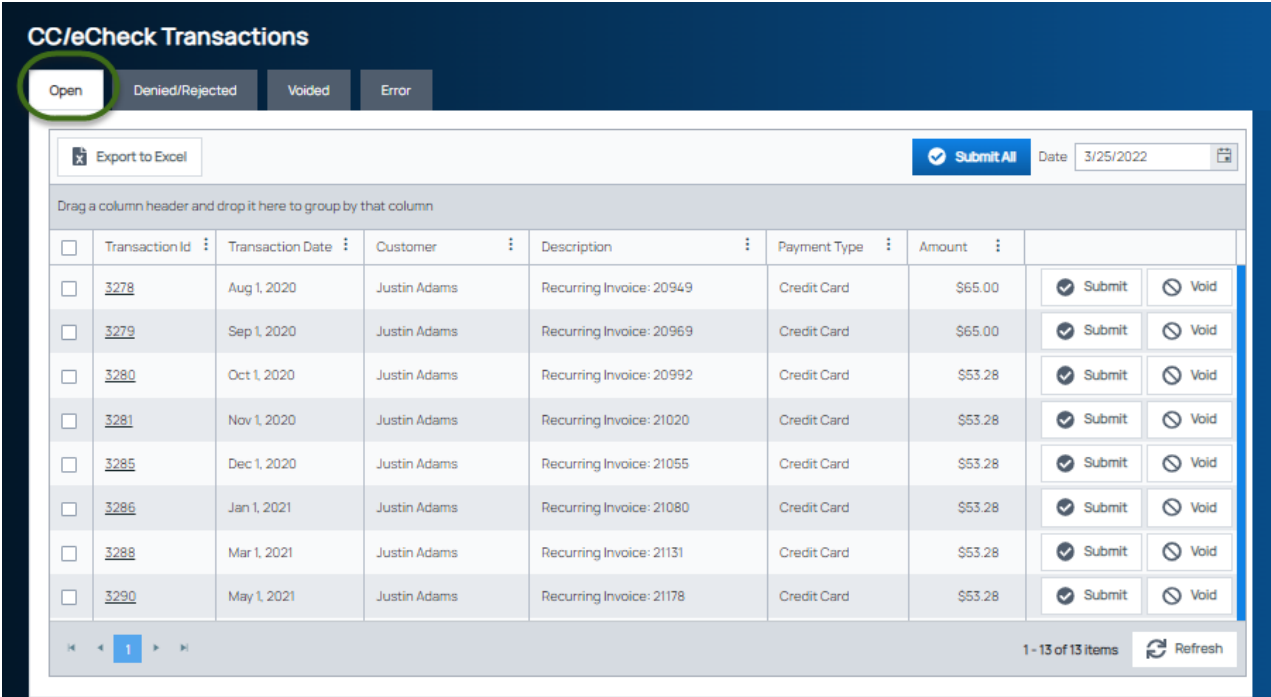
To access the CC/eCheck Transactions, from the main menu, select Accounts Receivable > Payments > CC/eCheck Transactions.

The CC/eCheck Transactions page will land on the Open tab.

Open Tab

The Open tab will display all transactions that are ready to be submitted for funding. Below is a list of functions available from the Open tab.

- Submit transactions for funding
- View/Edit the details of a transaction
- Void a non-submitted transaction
- Export the list to Excel



The screenshot shows the 'CC/eCheck Transactions' interface. The 'Open' tab is highlighted with a green circle. Below the tabs, there is an 'Export to Excel' button and a 'Submit All' button with a date field set to '3/25/2022'. A table of transactions is displayed with columns for Transaction Id, Transaction Date, Customer, Description, Payment Type, and Amount. Each row has 'Submit' and 'Void' buttons. The table shows 9 transactions for Justin Adams, all with a payment type of 'Credit Card' and amounts ranging from \$53.28 to \$65.00. The bottom of the interface shows a pagination bar with '1' selected and '1 - 13 of 13 items'.

Transaction Id	Transaction Date	Customer	Description	Payment Type	Amount	Submit	Void
3278	Aug 1, 2020	Justin Adams	Recurring Invoice: 20949	Credit Card	\$65.00	Submit	Void
3279	Sep 1, 2020	Justin Adams	Recurring Invoice: 20969	Credit Card	\$65.00	Submit	Void
3280	Oct 1, 2020	Justin Adams	Recurring Invoice: 20992	Credit Card	\$53.28	Submit	Void
3281	Nov 1, 2020	Justin Adams	Recurring Invoice: 21020	Credit Card	\$53.28	Submit	Void
3285	Dec 1, 2020	Justin Adams	Recurring Invoice: 21055	Credit Card	\$53.28	Submit	Void
3286	Jan 1, 2021	Justin Adams	Recurring Invoice: 21080	Credit Card	\$53.28	Submit	Void
3288	Mar 1, 2021	Justin Adams	Recurring Invoice: 21131	Credit Card	\$53.28	Submit	Void
3290	May 1, 2021	Justin Adams	Recurring Invoice: 21178	Credit Card	\$53.28	Submit	Void

Submit for Funding

Users have two options for submitting transactions for funding.

- Click the Submit All button. This will send all transactions in the list for funding.

CC/eCheck Transactions

Open Denied/Rejected Voiced Error

Export to Excel **Submit All** Date 3/25/2022

Drag a column header and drop it here to group by that column

<input type="checkbox"/>	Transaction Id	Transaction Date	Customer	Description	Payment Type	Amount	
<input type="checkbox"/>	3278	Aug 1, 2020	Justin Adams	Recurring Invoice: 20949	Credit Card	\$65.00	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3279	Sep 1, 2020	Justin Adams	Recurring Invoice: 20969	Credit Card	\$65.00	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3280	Oct 1, 2020	Justin Adams	Recurring Invoice: 20992	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3281	Nov 1, 2020	Justin Adams	Recurring Invoice: 21020	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3285	Dec 1, 2020	Justin Adams	Recurring Invoice: 21055	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3286	Jan 1, 2021	Justin Adams	Recurring Invoice: 21080	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3288	Mar 1, 2021	Justin Adams	Recurring Invoice: 21131	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3290	May 1, 2021	Justin Adams	Recurring Invoice: 21178	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void

1 - 13 of 13 items Refresh

- Select specific transactions to submit by checking the box to the left of each item to submit for funding, and then click the Submit Selected button when finished.

CC/eCheck Transactions

Open Denied/Rejected Voiced Error

Export to Excel **Submit Selected** **Submit All** Date 3/25/2022

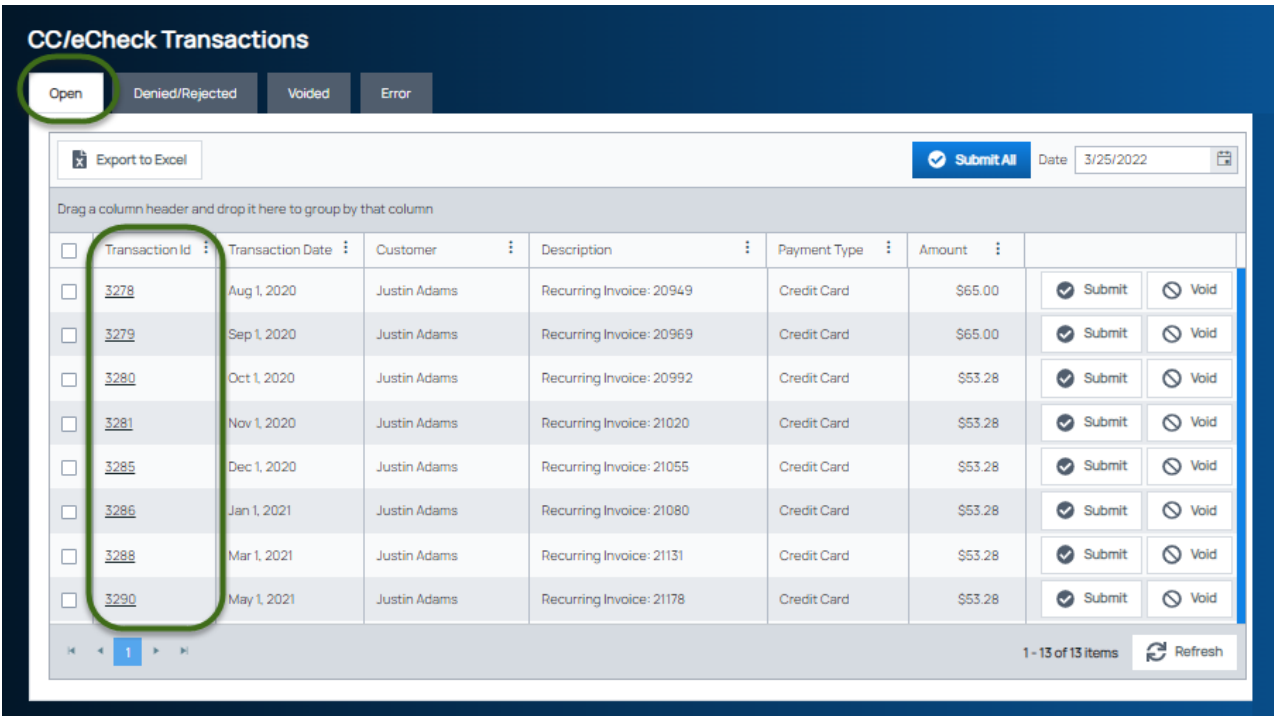
Drag a column header and drop it here to group by that column

<input type="checkbox"/>	Transaction Id	Transaction Date	Customer	Description	Payment Type	Amount	
<input checked="" type="checkbox"/>	3278	Aug 1, 2020	Justin Adams	Recurring Invoice: 20949	Credit Card	\$65.00	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input checked="" type="checkbox"/>	3279	Sep 1, 2020	Justin Adams	Recurring Invoice: 20969	Credit Card	\$65.00	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input checked="" type="checkbox"/>	3280	Oct 1, 2020	Justin Adams	Recurring Invoice: 20992	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3281	Nov 1, 2020	Justin Adams	Recurring Invoice: 21020	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3285	Dec 1, 2020	Justin Adams	Recurring Invoice: 21055	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3286	Jan 1, 2021	Justin Adams	Recurring Invoice: 21080	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3288	Mar 1, 2021	Justin Adams	Recurring Invoice: 21131	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3290	May 1, 2021	Justin Adams	Recurring Invoice: 21178	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void

1 - 13 of 13 items Refresh

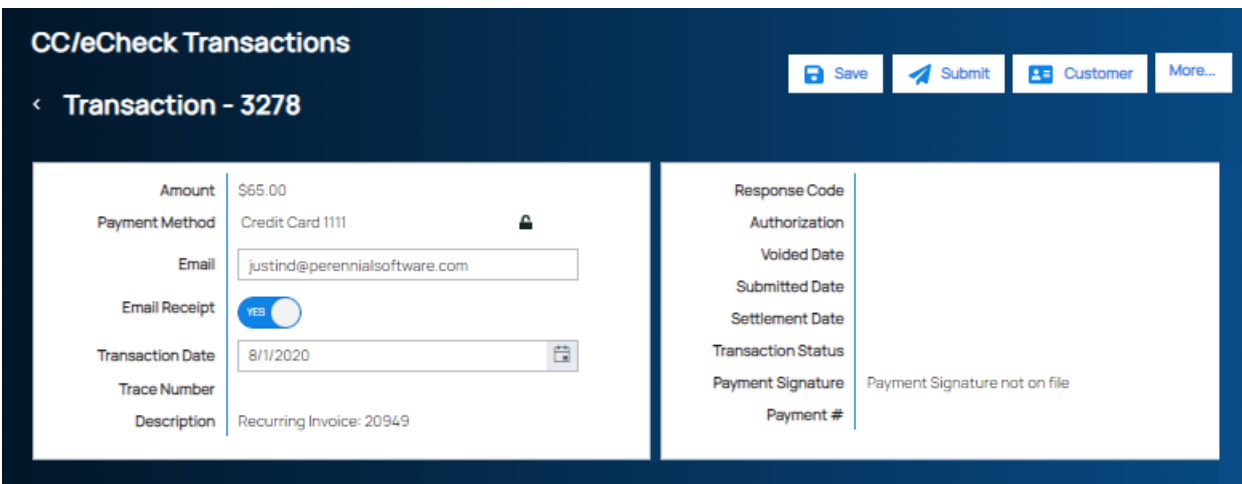
View Transaction Detail

To view the details of a transaction, in the Transaction ID column, click on the hyperlink of the desired transaction.



The transaction will be displayed. On the left side of the page, you are able to change the email address if needed – this is the address used to email a receipt to the customer. You may also change the Transaction Date if necessary. If any changes are made, click the Save button at the upper right of the page.

There are three other buttons at the upper right of this page. Each will be explained below.



Submit Button  Submit

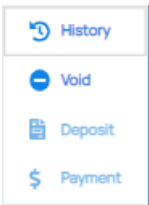
Clicking this button will immediately submit the transaction for funding.

Customer Button  Customer

Clicking this button will open the customer record associated with the transaction.

More Button More...

Clicking this button will open a sub menu of choices. The only two available are History and Void.



- Selecting the History option will display any actions that have occurred for the transaction.

Tracking History for Transaction Details: 3278

	Action	Message	User	Date
+	Update	Forte Transaction was Updated		6/8/2021 2:42:24 PM
+	Update	Forte Transaction was Updated	Papay, Travis	4/21/2021 7:13:21 PM
+	Update	Forte Transaction was Updated	Papay, Travis	4/21/2021 7:13:04 PM
+	Update	Forte Transaction was Updated	Papay, Travis	4/21/2021 7:09:28 PM

1 - 5 of 5 items Refresh

- Selecting the Void option, will void the transaction and move it from the Open tab to the Voided tab.

Export to Excel

Clicking on the Export to Excel button will create an Excel file with a listing of the records currently shown in the grid. In a few seconds, the export file will appear on the task bar. Double-click on the file to open.

CC/eCheck Transactions

Open Denied/Rejected Voided Error

Export to Excel Submit All Date 3/25/2022

Transaction Id	Transaction Date	Customer	Description	Payment Type	Amount	Submit	Void
3278	Aug 1, 2020	Justin Adams	Recurring Invoice: 20949	Credit Card	\$65.00	Submit	Void
3279	Sep 1, 2020	Justin Adams	Recurring Invoice: 20969	Credit Card	\$65.00	Submit	Void
3280	Oct 1, 2020	Justin Adams	Recurring Invoice: 20992	Credit Card	\$63.28	Submit	Void
3281	Nov 1, 2020	Justin Adams	Recurring Invoice: 21020	Credit Card	\$63.28	Submit	Void
3285	Dec 1, 2020	Justin Adams	Recurring Invoice: 21055	Credit Card	\$63.28	Submit	Void
3286	Jan 1, 2021	Justin Adams	Recurring Invoice: 21080	Credit Card	\$63.28	Submit	Void
3288	Mar 1, 2021	Justin Adams	Recurring Invoice: 21131	Credit Card	\$63.28	Submit	Void
3290	May 1, 2021	Justin Adams	Recurring Invoice: 21178	Credit Card	\$63.28	Submit	Void

1 - 13 of 13 items Refresh

open_transactions.xlsx

View Transactions by Date

At the upper right of the page is a date field. If you want to view transactions with a date in the future, click on the

calendar button to the right of the field to select a different date.

CC/eCheck Transactions

Open Denied/Rejected Voiced Error

Export to Excel Submit All Date 3/25/2022

Drag a column header and drop it here to group by that column

<input type="checkbox"/>	Transaction Id	Transaction Date	Customer	Description	Payment Type	Amount	
<input type="checkbox"/>	3278	Aug 1, 2020	Justin Adams	Recurring Invoice: 20949	Credit Card	\$65.00	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3279	Sep 1, 2020	Justin Adams	Recurring Invoice: 20969	Credit Card	\$65.00	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3280	Oct 1, 2020	Justin Adams	Recurring Invoice: 20992	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3281	Nov 1, 2020	Justin Adams	Recurring Invoice: 21020	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3285	Dec 1, 2020	Justin Adams	Recurring Invoice: 21055	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3286	Jan 1, 2021	Justin Adams	Recurring Invoice: 21080	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3288	Mar 1, 2021	Justin Adams	Recurring Invoice: 21131	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void
<input type="checkbox"/>	3290	May 1, 2021	Justin Adams	Recurring Invoice: 21178	Credit Card	\$53.28	<input checked="" type="checkbox"/> Submit <input type="checkbox"/> Void

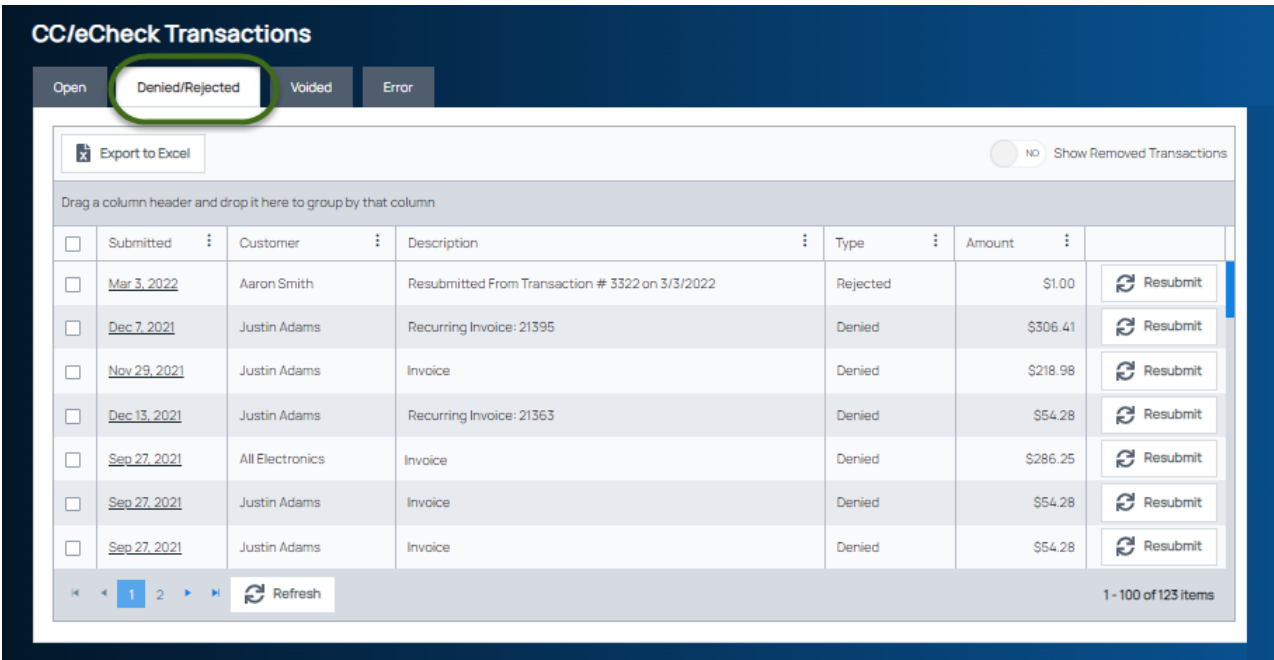
1 - 13 of 13 items Refresh

Denied/Rejected Tab

The Denied/Rejected tab will display all transactions that could not be funded. This listing provides you with information so that you may contact your customer for payment arrangements. When viewing the details of a transaction, the reason for the denial/rejection is displayed.

Below is a list of functions available from the Denied/Rejected tab.

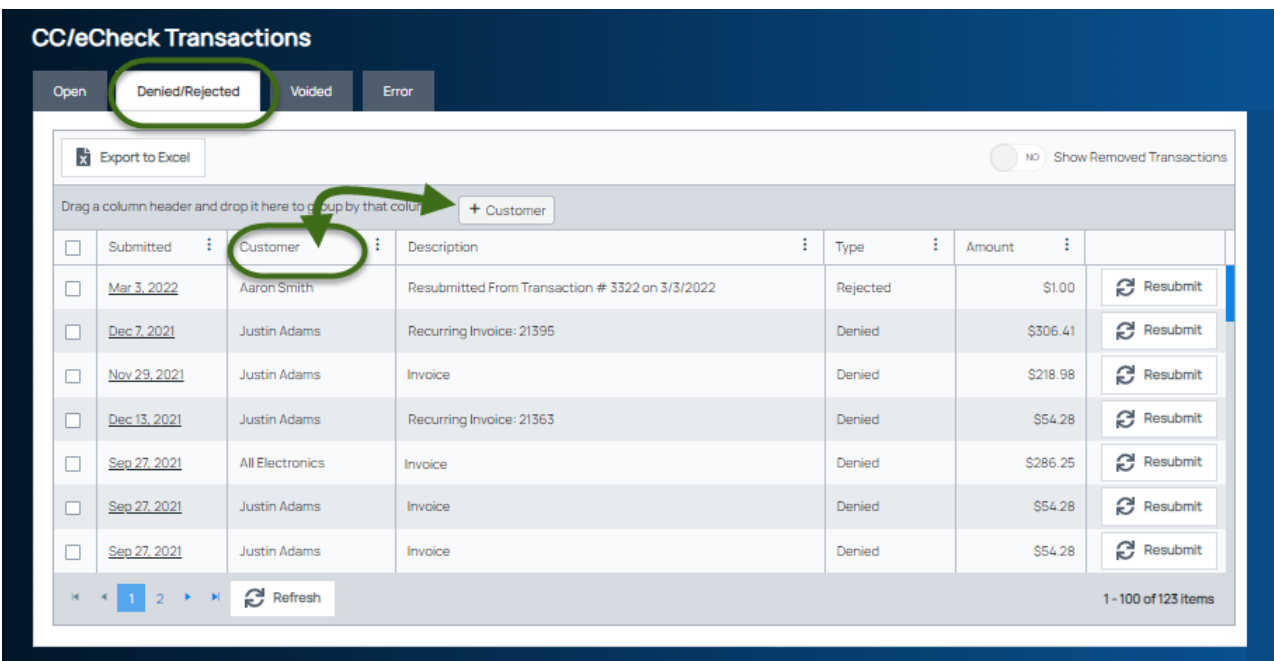
- View Denied or Rejected transactions
- Group the list by Customer
- View/Edit the details of a transaction
- Re-submit for funding
- Export the list to Excel
- Remove transactions from the list



Group by Customer

Users are able to group the data displayed in the grid by one or multiple columns within the grid.

To group the data, hold the left-mouse button down on the column you want to group by, and then drag up into the grouping bar and release the mouse button.



Export to Excel

Clicking on the Export to Excel button will create an Excel file with a listing of the records currently shown in the grid. In a few seconds, the export file will appear on the task bar. Double-click on the file to open.

The screenshot shows the 'CC/eCheck Transactions' interface. The 'Denied/Rejected' tab is selected. A table lists transactions with columns for Submitted, Customer, Description, Type, Amount, and Resubmit. The 'Export to Excel' button is highlighted with a green circle, and a green arrow points to the 'denied_rejected_transactions.xlsx' file icon in the bottom left corner. The 'Resubmit' button is also highlighted for the first row.

Submitted	Customer	Description	Type	Amount	Resubmit
Mar 3, 2022	Aaron Smith	Resubmitted From Transaction # 3322 on 3/3/2022	Rejected	\$1.00	Resubmit
Dec 7, 2021	Justin Adams	Recurring Invoice: 21395	Denied	\$306.41	Resubmit
Nov 29, 2021	Justin Adams	Invoice	Denied	\$218.98	Resubmit
Dec 15, 2021	Justin Adams	Recurring Invoice: 21363	Denied	\$54.28	Resubmit
Sep 27, 2021	All Electronics	Invoice	Denied	\$286.25	Resubmit
Sep 27, 2021	Justin Adams	Invoice	Denied	\$54.28	Resubmit
Sep 27, 2021	Justin Adams	Invoice	Denied	\$54.28	Resubmit

View Transaction Detail

To view the details of a transaction, in the Submitted column, click on the hyperlink of the desired transaction. At the upper right of the details area, the Response Code field will provide information as to why the transaction did not fund.

At the upper right of the page, is the Customer button. Clicking on this button will open the Customer record associated with the transaction.

The screenshot shows the 'Transaction - 3325' detail view. The 'Customer' button is visible in the top right. The transaction details are displayed in two columns.

Amount	\$1,952.21	Response Code	U20 - Credit card number is invalid
Payment Method	Credit Card 1111	Authorization	
Email	<input type="text" value="theresa.scalia@boldgroup.com"/>	Voided Date	
Email Receipt	<input checked="" type="checkbox"/>	Submitted Date	Mar 25, 2022, 1:35:22 PM
Transaction Date	<input type="text" value="3/25/2022"/>	Settlement Date	Mar 25, 2022, 1:35:22 PM
Trace Number	trn_bd4a89af-293e-4df8-acbb-cd7786f6749a	Transaction Status	Denied
Description	Invoices 21455, 111abc	Payment Signature	Payment Signature not on file
		Payment #	

Resubmit a Transaction

If you want to send a previously denied or rejected transaction for funding, click the Resubmit button on the row of the desired transaction.

CC/eCheck Transactions

Open **Denied/Rejected** Voiced Error

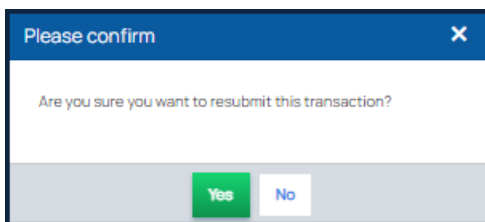
Export to Excel NO Show Removed Transactions

Drag a column header and drop it here to group by that column

<input type="checkbox"/>	Submitted	Customer	Description	Type	Amount	
<input type="checkbox"/>	Mar 3, 2022	Aaron Smith	Resubmitted From Transaction # 3322 on 3/3/2022	Rejected	\$1.00	<input type="button" value="Resubmit"/>
<input type="checkbox"/>	Dec 7, 2021	Justin Adams	Recurring Invoice: 21395	Denied	\$306.41	<input type="button" value="Resubmit"/>
<input type="checkbox"/>	Nov 29, 2021	Justin Adams	Invoice	Denied	\$218.98	<input type="button" value="Resubmit"/>
<input type="checkbox"/>	Dec 13, 2021	Justin Adams	Recurring Invoice: 21363	Denied	\$54.28	<input type="button" value="Resubmit"/>
<input type="checkbox"/>	Sep 27, 2021	All Electronics	Invoice	Denied	\$286.25	<input type="button" value="Resubmit"/>
<input type="checkbox"/>	Sep 27, 2021	Justin Adams	Invoice	Denied	\$54.28	<input type="button" value="Resubmit"/>
<input type="checkbox"/>	Sep 27, 2021	Justin Adams	Invoice	Denied	\$54.28	<input type="button" value="Resubmit"/>

Refresh 1 - 100 of 123 items

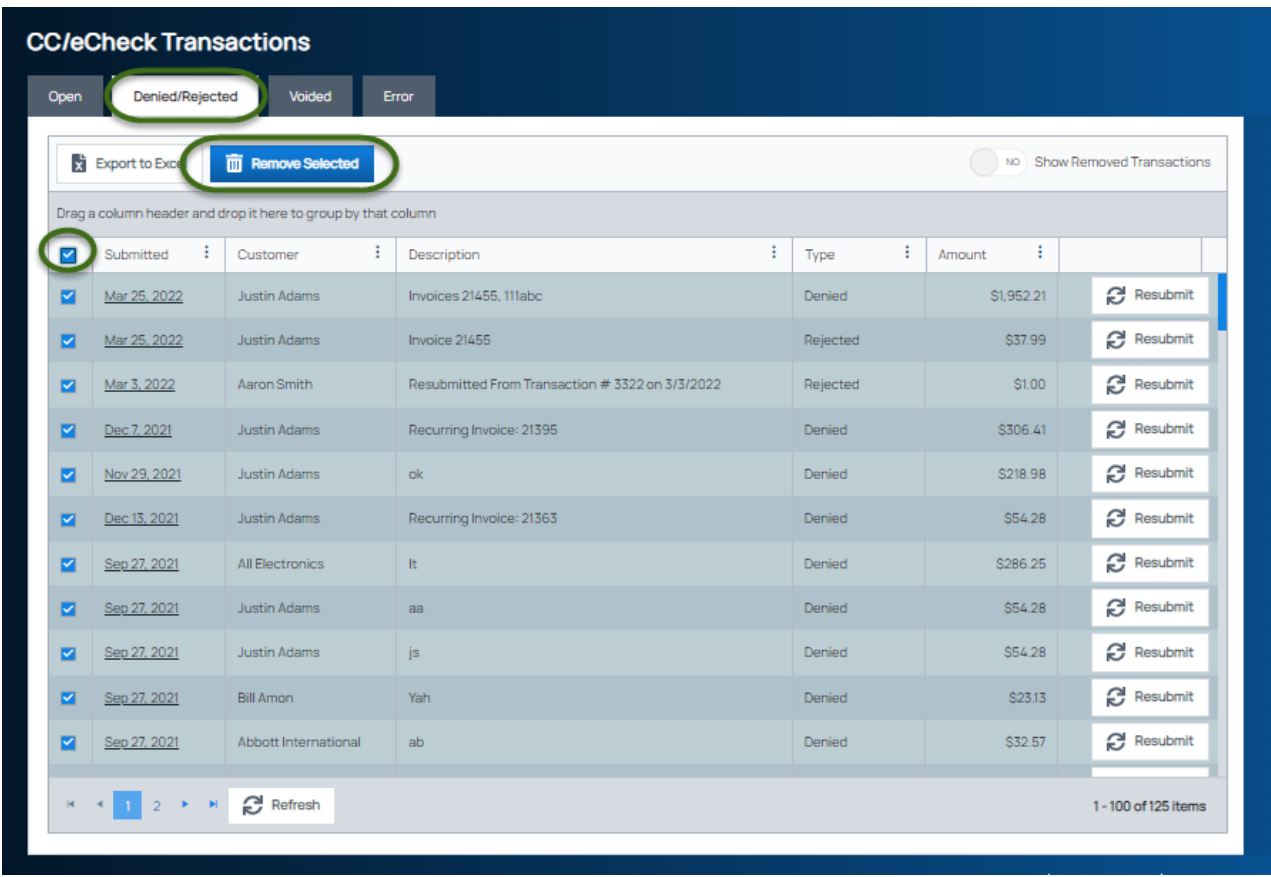
A confirmation message will be displayed. Click the Yes button to proceed with resubmitting the transaction for funding.



Remove Transactions

The list of denied/rejected transactions will continue to grow as new transactions are denied funding. You may hide some or all of the transactions from view. To select all transactions, check the box to the left of the Submitted column header. If you only want to remove some of the transactions, check the box to the left of each row. When finished, click the Remove Selected button.

If you want to view previously removed transactions, click on the toggle button Show Removed Transactions at the upper right of the page.



Voided Tab

The Voided tab will display all transactions that were manually voided by a user.

Below is a list of functions available from the Voided tab.

- View Voided transactions
- View/Edit the details of a transaction
- Export to Excel
- Remove transactions from the list

CC/eCheck Transactions

Open Denied/Rejected **Voided** Error

Export to Excel Show Removed Transactions

Drag a column header and drop it here to group by that column

<input type="checkbox"/>	Transaction Date	Voided Date	Voided User	Customer	Description	Amount
<input type="checkbox"/>	Feb 1, 2021	Dec 13, 2021	AlarmBillr	Adams, Justin	Recurring Invoice: 21101	\$53.28
<input type="checkbox"/>	Mar 1, 2020	Mar 4, 2021	AlarmBillr	Papay, Travis	Recurring Invoice: 20837	\$175.61
<input type="checkbox"/>	Feb 1, 2020	Mar 26, 2020	bestsecurity	Papay, Travis	Recurring Invoice: 20820	\$418.56
<input type="checkbox"/>	Jan 1, 2020	Mar 26, 2020	bestsecurity	Papay, Travis	Recurring Invoice: 20804	\$175.61
<input type="checkbox"/>	Dec 1, 2019	Mar 4, 2021	AlarmBillr	Papay, Travis	Recurring Invoice: 20787	\$175.61
<input type="checkbox"/>	Nov 12, 2019	Mar 4, 2021	AlarmBillr	Fournier, Peter	Nov	\$25.00
<input type="checkbox"/>	Nov 1, 2019	Mar 4, 2021	AlarmBillr	Papay, Travis	Recurring Invoice: 20771	\$295.61
<input type="checkbox"/>	Oct 22, 2019	Mar 4, 2021	AlarmBillr	Adams, Justin	test	\$1,914.22
<input type="checkbox"/>	Oct 11, 2019	Mar 4, 2021	AlarmBillr	Fournier, Peter	Gfhhf	\$10.00

1 - 52 of 52 items Refresh

View Transaction Detail

To view the details of a transaction, in the Transaction Date column, click on the hyperlink of the desired transaction. At the upper right of the page is the Customer button. Clicking on this button will open the Customer record associated with the transaction.

CC/eCheck Transactions

< **Transaction - 3278** Customer

Amount	\$65.00	Response Code	V - Voided transaction
Payment Method	Credit Card 1111	Authorization	
Email	<input type="text" value="justind@perennialsoftware.com"/>	Voided Date	Mar 27, 2022, 12:00:00 AM
Email Receipt	<input checked="" type="checkbox"/> YES	Submitted Date	
Transaction Date	<input type="text" value="8/1/2020"/>	Settlement Date	
Trace Number		Transaction Status	Voided
Description	Recurring Invoice: 20949	Payment Signature	Payment Signature not on file
		Payment #	

Export to Excel

Clicking on the Export to Excel button will create an Excel file with a listing of the records currently shown in the grid. In a few seconds, the export file will appear on the task bar. Double-click on the file to open.

The screenshot shows the 'CC/eCheck Transactions' window with the 'Voided' tab selected. The 'Export to Excel' button is circled in green. A green arrow points from this button to the taskbar at the bottom, where a file named 'voided_transactions.xlsx' is open.

Transaction Date	Voided Date	Voided User	Customer	Description	Amount
Feb 1, 2021	Dec 13, 2021	AlarmBillr	Adams, Justin	Recurring Invoice: 21101	\$53.28
Mar 1, 2020	Mar 4, 2021	AlarmBillr	Papay, Travis	Recurring Invoice: 20837	\$175.61
Feb 1, 2020	Mar 26, 2020	bestsecurity	Papay, Travis	Recurring Invoice: 20820	\$418.56
Jan 1, 2020	Mar 26, 2020	bestsecurity	Papay, Travis	Recurring Invoice: 20804	\$175.61
Dec 1, 2019	Mar 4, 2021	AlarmBillr	Papay, Travis	Recurring Invoice: 20787	\$175.61
Nov 12, 2019	Mar 4, 2021	AlarmBillr	Fournier, Peter	Nov	\$25.00
Nov 1, 2019	Mar 4, 2021	AlarmBillr	Papay, Travis	Recurring Invoice: 20771	\$295.61
Oct 22, 2019	Mar 4, 2021	AlarmBillr	Adams, Justin	test	\$1,914.22
Oct 11, 2019	Mar 4, 2021	AlarmBillr	Fournier, Peter	Gfhhf	\$10.00

Remove Transactions

The list of voided transactions will continue to grow as new transactions are voided by users. You may hide some or all of the transactions from view. To select all transactions, check the box to the left of the Transaction Date column header. If you only want to remove some of the transactions, check the box to the left of each row. When finished, click the Remove Selected button.

If you want to view previously removed transactions, click on the toggle button Show Removed Transactions at the upper right of the page.

The screenshot shows the 'CC/eCheck Transactions' window with the 'Voided' tab selected. The 'Remove Selected' button is circled in green. The checkbox next to the 'Transaction Date' column header is also circled in green. The 'Show Removed Transactions' toggle is currently turned off.

<input checked="" type="checkbox"/>	Transaction Date	Voided Date	Voided User	Customer	Description	Amount
<input checked="" type="checkbox"/>	Oct 1, 2021	Mar 25, 2022	bestsecurity	Adams, Justin	Recurring Invoice: 21327	\$54.28
<input checked="" type="checkbox"/>	Feb 1, 2021	Dec 13, 2021	AlarmBillr	Adams, Justin	Recurring Invoice: 21101	\$53.28
<input checked="" type="checkbox"/>	Aug 1, 2020	Mar 27, 2022	bestsecurity	Adams, Justin	Recurring Invoice: 20949	\$65.00
<input checked="" type="checkbox"/>	Mar 1, 2020	Mar 4, 2021	AlarmBillr	Papay, Travis	Recurring Invoice: 20837	\$175.61
<input checked="" type="checkbox"/>	Feb 1, 2020	Mar 26, 2020	bestsecurity	Papay, Travis	Recurring Invoice: 20820	\$418.56
<input checked="" type="checkbox"/>	Jan 1, 2020	Mar 26, 2020	bestsecurity	Papay, Travis	Recurring Invoice: 20804	\$175.61
<input checked="" type="checkbox"/>	Dec 1, 2019	Mar 4, 2021	AlarmBillr	Papay, Travis	Recurring Invoice: 20787	\$175.61
<input checked="" type="checkbox"/>	Nov 12, 2019	Mar 4, 2021	AlarmBillr	Fournier, Peter	Nov	\$25.00
<input checked="" type="checkbox"/>	Nov 1, 2019	Mar 4, 2021	AlarmBillr	Papay, Travis	Recurring Invoice: 20771	\$295.61
<input checked="" type="checkbox"/>	Oct 22, 2019	Mar 4, 2021	AlarmBillr	Adams, Justin	test	\$1,914.22
<input checked="" type="checkbox"/>	Oct 11, 2019	Mar 4, 2021	AlarmBillr	Fournier, Peter	Gfhhf	\$10.00
<input checked="" type="checkbox"/>	Oct 11, 2019	Mar 4, 2021	AlarmBillr	Fournier, Peter	Gfhhf	\$10.00
<input checked="" type="checkbox"/>	Oct 1, 2019	Mar 4, 2021	AlarmBillr	Papay, Travis	Recurring Invoice: 20755	\$175.61
<input checked="" type="checkbox"/>	Sep 1, 2019	Mar 4, 2021	AlarmBillr	Papay, Travis	Recurring Invoice: 20738	\$175.61
<input checked="" type="checkbox"/>	Aug 1, 2019	Mar 4, 2021	AlarmBillr	Papay, Travis	Recurring Invoice: 20722	\$418.56

Error Tab

The Error tab will display all transactions that could not be submitted for funding. Our support technicians use this information in troubleshooting transactions that land on this page.

