

**AVANT-GARDE**  
**MARKETING SOLUTIONS**

# **QuickBooks Plugin Documentation**

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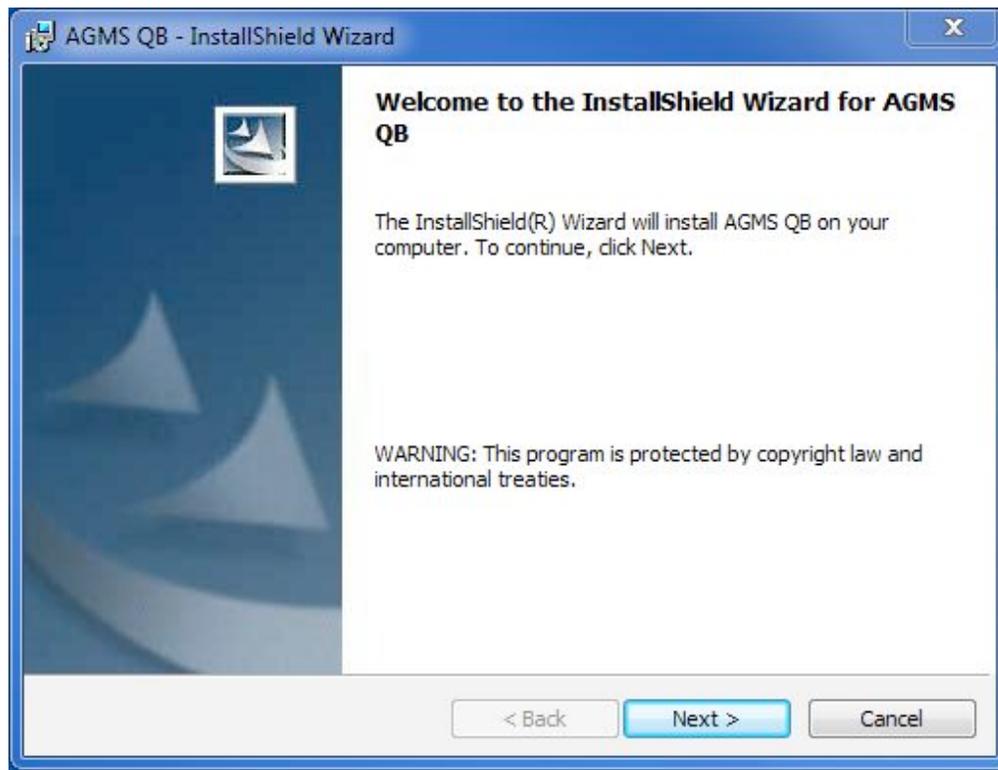
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# MODULE INSTALLATION

**NOTE:** This must be installed on all computers using QuickBooks.

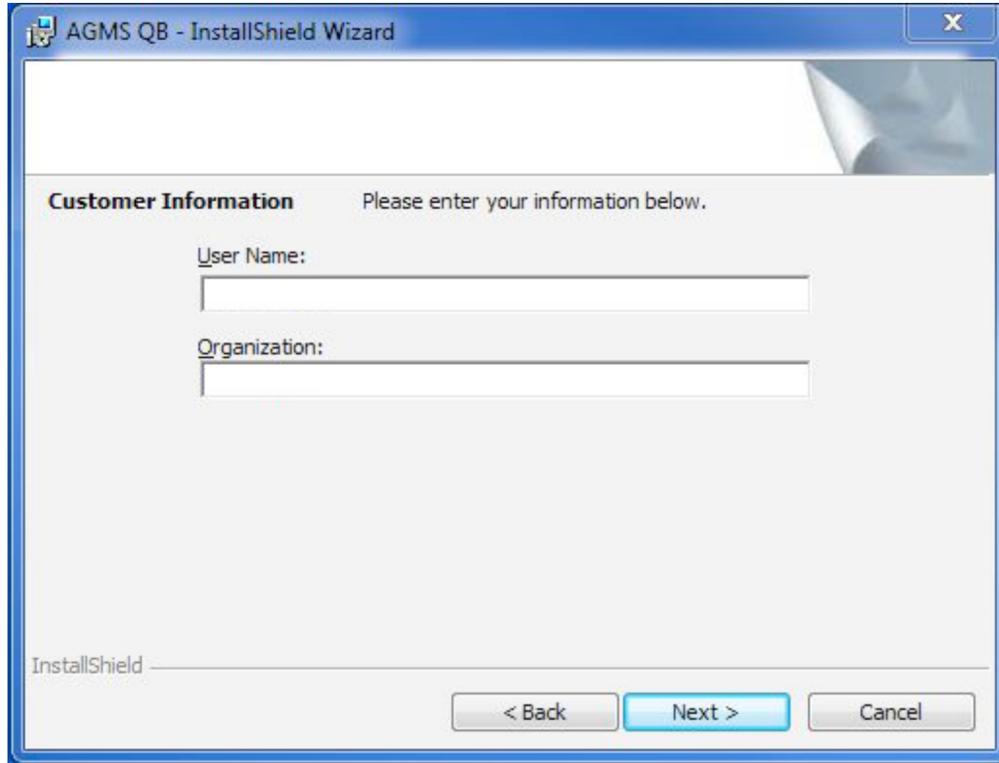
## STEP 1

To get started, use AGMSQBInstaller.exe to install.



- Click **Next**

## STEP 2

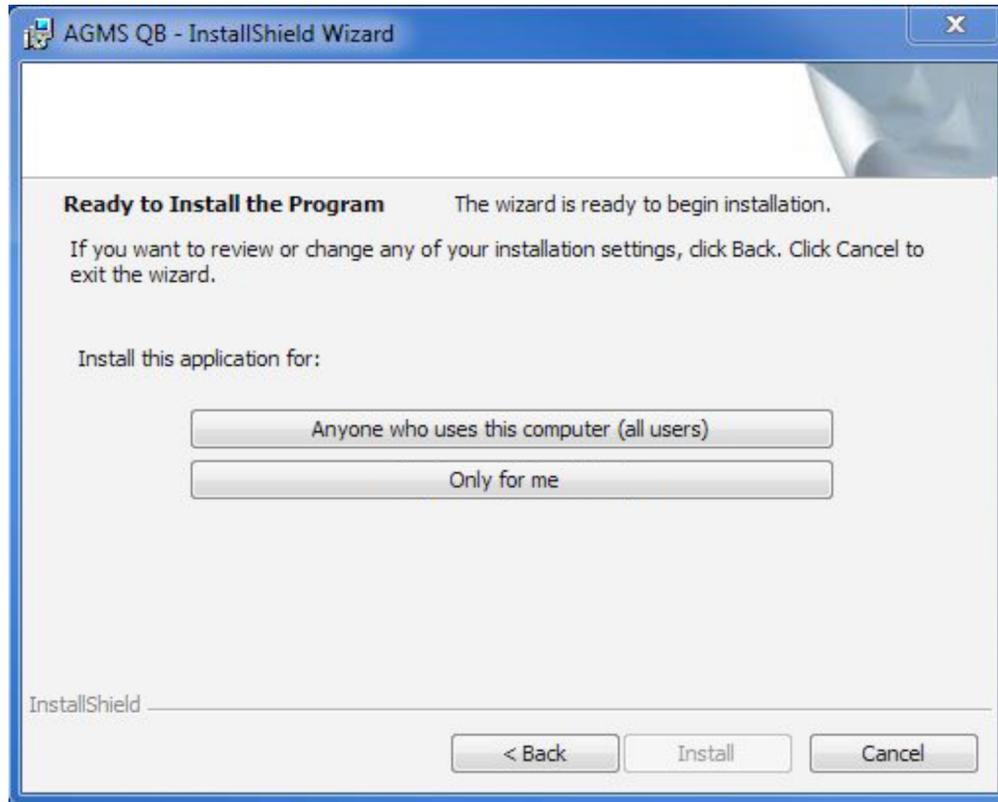


The image shows a Windows-style dialog box titled "AGMS QB - InstallShield Wizard". The dialog has a blue title bar with a close button (X) in the top right corner. The main content area is light gray and contains the following text and controls:

- Customer Information** Please enter your information below.
- User Name: [text input field]
- Organization: [text input field]
- InstallShield
- Navigation buttons: "< Back", "Next >" (highlighted in blue), and "Cancel".

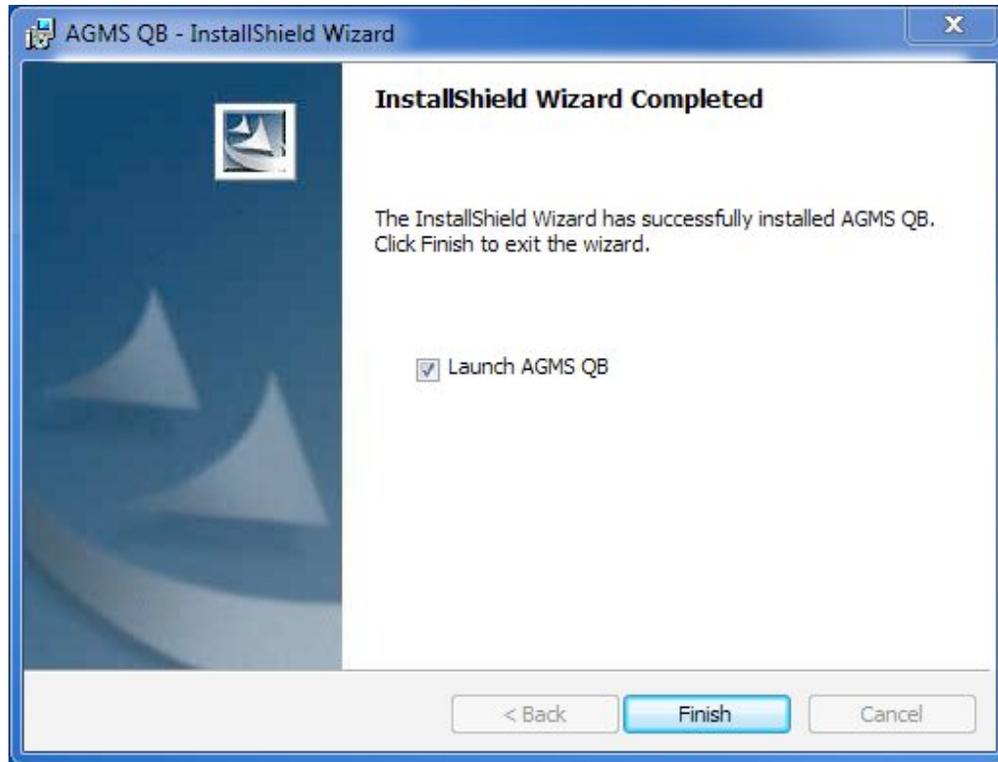
- Enter your User Name and Organization, then click **Next**

## STEP 3



- Click **Install**

## STEP 4



- When setup completes, make sure **Launch the Program** is selected, then click **Finish**.

Note: You will not see any effects from launching the program until you launch QuickBooks. The program installs the QB module into QuickBooks and continues running in the background as you work with QuickBooks. When you choose to run a transaction, the module invokes handles the processing. If you do not select **Launch the Program** the module will not be fully installed until the next reboot.

A startup shortcut will be created that will run each time you reboot your computer. This remains in the background until you execute a transaction in QuickBooks.

# INITIAL SETUP

## GRANTING PERMISSION

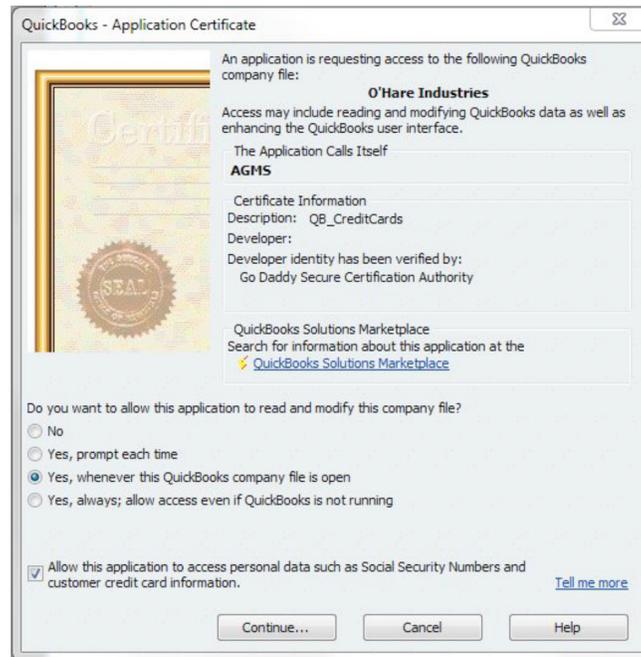
**IMPORTANT FOR WINDOWS 7 and WINDOWS 8 USERS:**

If you are using Windows Vista, 7, 8 or 2008, you must follow this step. After installing the module, you **MUST** launch QuickBooks as an Administrator. To launch QuickBooks as an Administrator, right click on the QuickBooks icon, then select Run as Administrator:

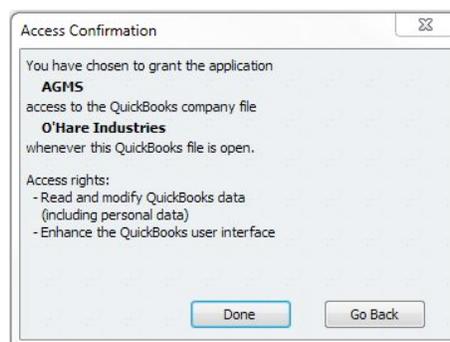
**NOTE:** This process must be completed as a QuickBooks administrator.

## APPLICATION CERTIFICATE

After installation completes, the first time you access QuickBooks, you will see the following dialog box:



- Select Yes, whenever this QuickBooks company file is open
- Check the box that says Allow this application to access personal data such as Social Security Numbers and customer credit card information. This is necessary to allow AGMS QB to access the credit card information stored in the QuickBooks database.
- Click Continue...

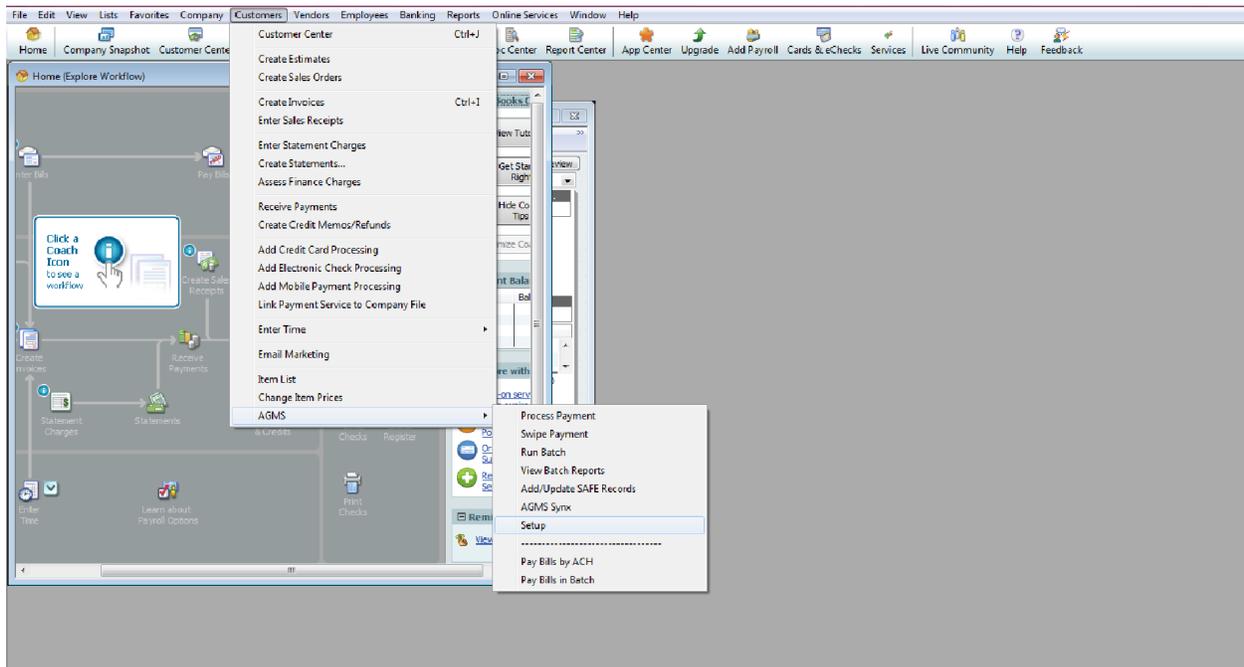


- Click **Done**

**IMPORTANT FOR VISTA USERS:** After performing this step, you should now exit out of QuickBooks, and re-launch normally.

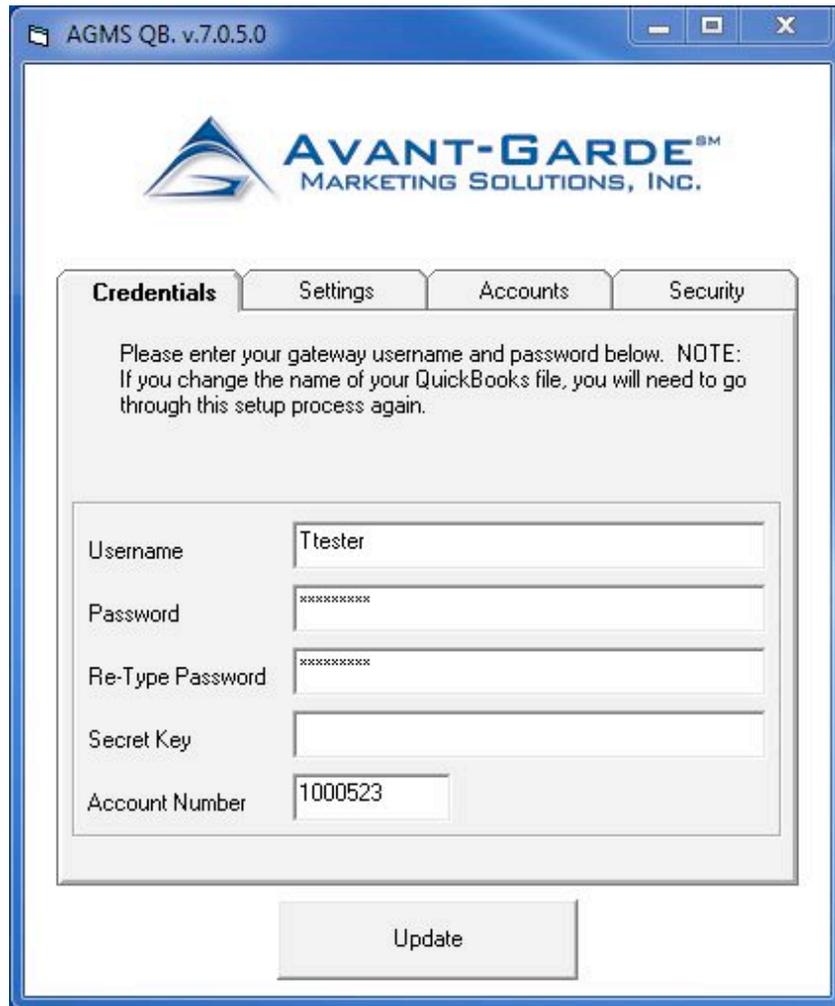
## GATEWAY CREDENTIALS

- Go into the **Customers** menu
- Select **AGMS QB**
- Select **Setup**



## CREDENTIALS TAB

You will see the following dialog box. These fields will be pre-populated if you have previously performed the setup process.



AGMS QB. v.7.0.5.0

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**Credentials** Settings Accounts Security

Please enter your gateway username and password below. NOTE:  
If you change the name of your QuickBooks file, you will need to go  
through this setup process again.

Username

Password

Re-Type Password

Secret Key

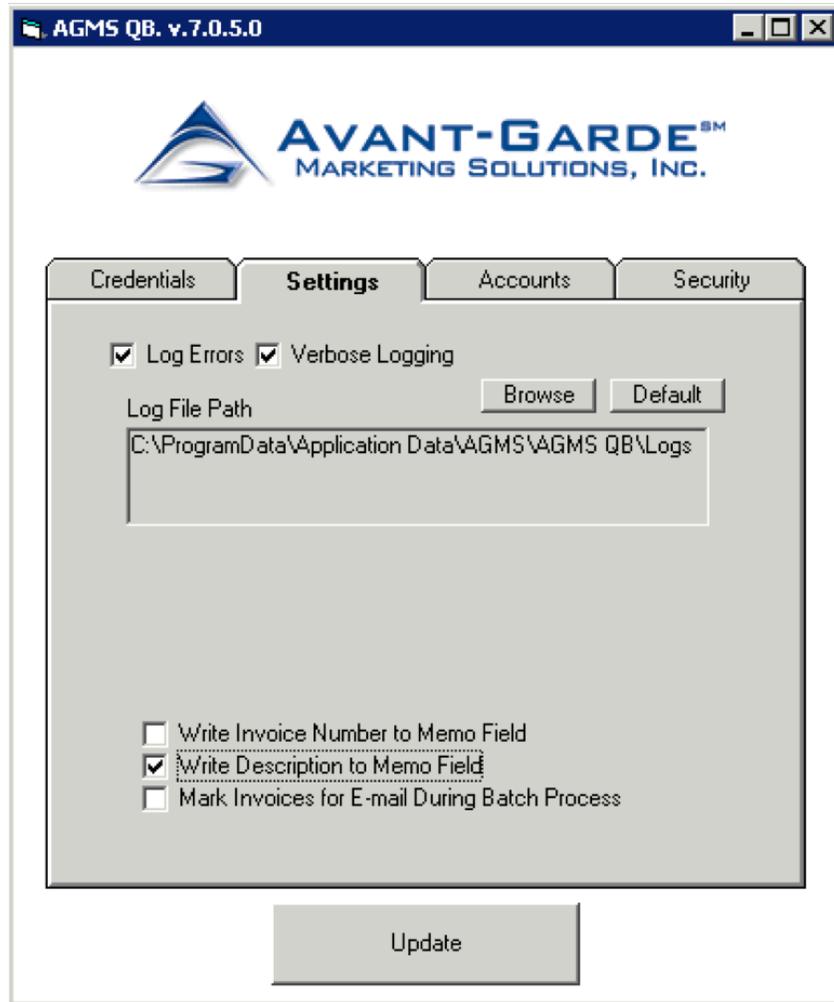
Account Number

Update

Credit Card/ACH Setup:

- **Username** – this is your AGMS Gateway Username
- **Password** – this is your AGMS Gateway password
- **Re-Type Password** – please re-enter your AGMS Gateway password for verification.
- **Secret Key** – this is required for the AGMS Synx option, and is the Secret API Key generated from within the AGMS Gateway.
- **Account Number** – this is the Account Number you were assigned when signing up for the AGMS Gateway. This is also needed for the AGMS Synx process.

## SETTINGS TAB



AGMS QB. v.7.0.5.0

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Credentials **Settings** Accounts Security

Log Errors  Verbose Logging

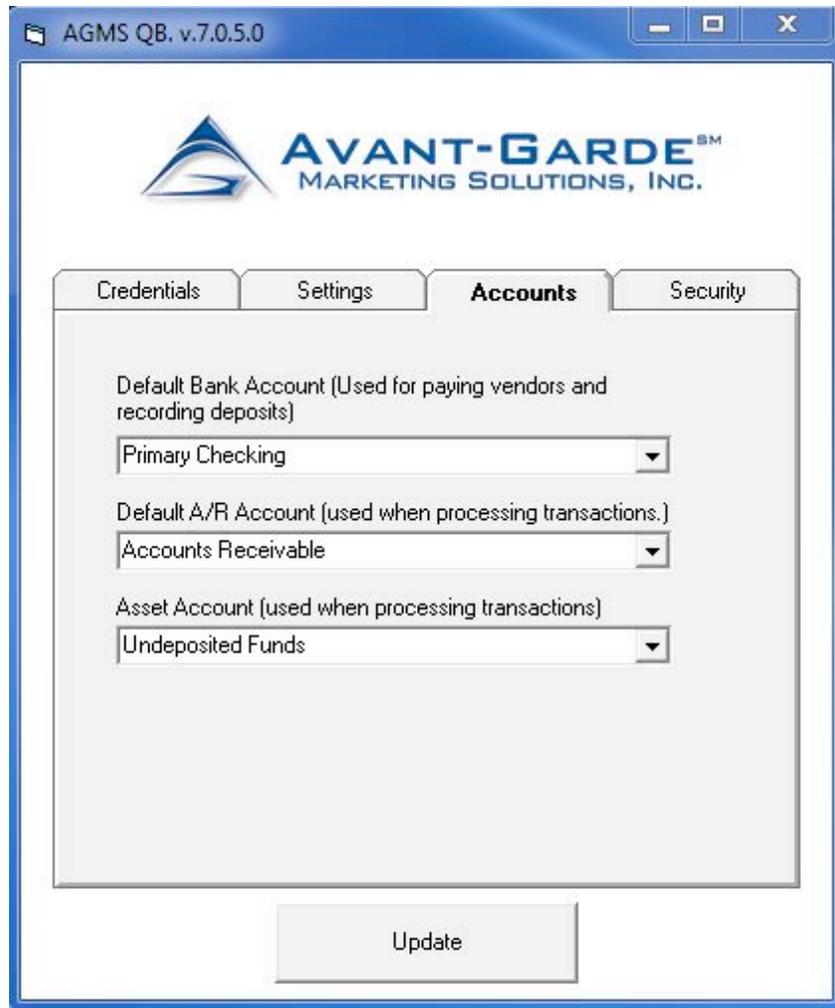
Log File Path

C:\ProgramData\Application Data\AGMS\AGMS QB\Logs

Write Invoice Number to Memo Field  
 Write Description to Memo Field  
 Mark Invoices for E-mail During Batch Process

- **Log Errors** – if checked, error logs will be maintained in the Logs directory.
- **Verbose Logging** – this will create verbose logs of the communication between the module and QuickBooks. This is used during troubleshooting
- **Log File Path** – use the **Browse** to select the Log directory to store error logs and batch logs. The default is %ALLUSERSPROFILE%\Application Data\AGMS\AGMS QB\Logs. Use the **Default** button to set this value back to the default directory.
- **Write Invoice Number to Memo Field** – if checked, when payments are processed, the invoice number that those payments were applied to will be written to the payment records memo field. If turned off, the transaction ID will be written to the payment records memo field.
- **Write Description to Memo Field** – if checked, when payments are processed, the description used on the transaction will be written to the memo field of the payment (or bill payment record in the case of a payable). If turned off, the transaction ID will be written to the payment records memo field.
- **Mark Invoices for E-mail During Batch Process** – if checked, when payments are processed, the invoices included in that payment will be auto marked “to be e-mailed”. You can then use the Send Invoices option of QuickBooks to e-mail out your invoices.

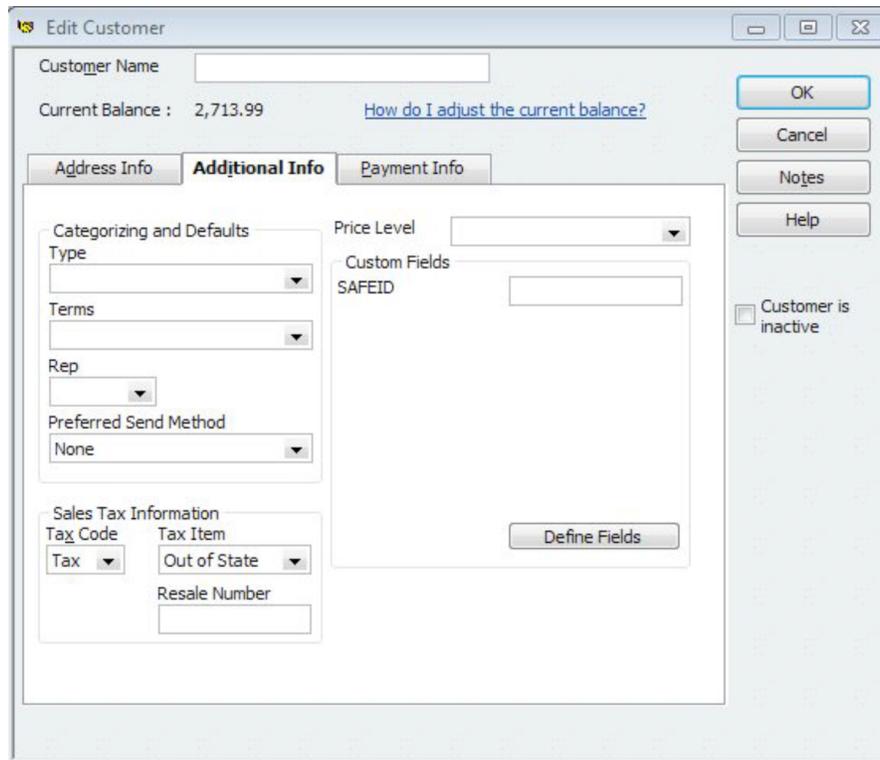
## ACCOUNTS TAB



- **Default Bank Account** – The default bank account is used specifically in the account payables / bill pay module. This is the account that payments will be recorded to when made to a vendor. Additionally, this is used in the AGMS SynX module.
- **Default A/R Account** – This is the default A/R account used throughout the system. If you only have one A/R account, this menu will not appear. This is used when processing a payment, running a batch, or using AGMS SynX.
- **Default Asset Account** – This is the default asset account used throughout the system. If you only have one asset account, this menu will not appear. This is used when processing a payment, running a batch, or using AGMS SynX.
- **Note:** Your settings are tied to the QuickBooks file. This allows you to have separate AGMS Gateway accounts for different QuickBooks company files. This process must be performed for each QuickBooks file you use. If you rename one of your QuickBooks file, you will have to go through the setup process for that QuickBooks file again.
- Click **Update** when done. If your passwords do not match, you will be prompted with an error message.

## SAFE ID

This process will also create a custom field attached to your customer records called "SAFEID". You can see this by editing your customer and clicking on the Additional Info tab as shown below. This field is used to store the AGMS SAFE ID the first time you put through a transaction. This can be used to subsequently bill this customer easily in the future. See the section on the AGMS SAFE later in this document.



**Edit Customer**

Customer Name:

Current Balance: 2,713.99 [How do I adjust the current balance?](#)

Address Info | **Additional Info** | Payment Info

**Categorizing and Defaults**

Type:

Terms:

Rep:

Preferred Send Method:

**Sales Tax Information**

Tax Code:  Tax Item:

Resale Number:

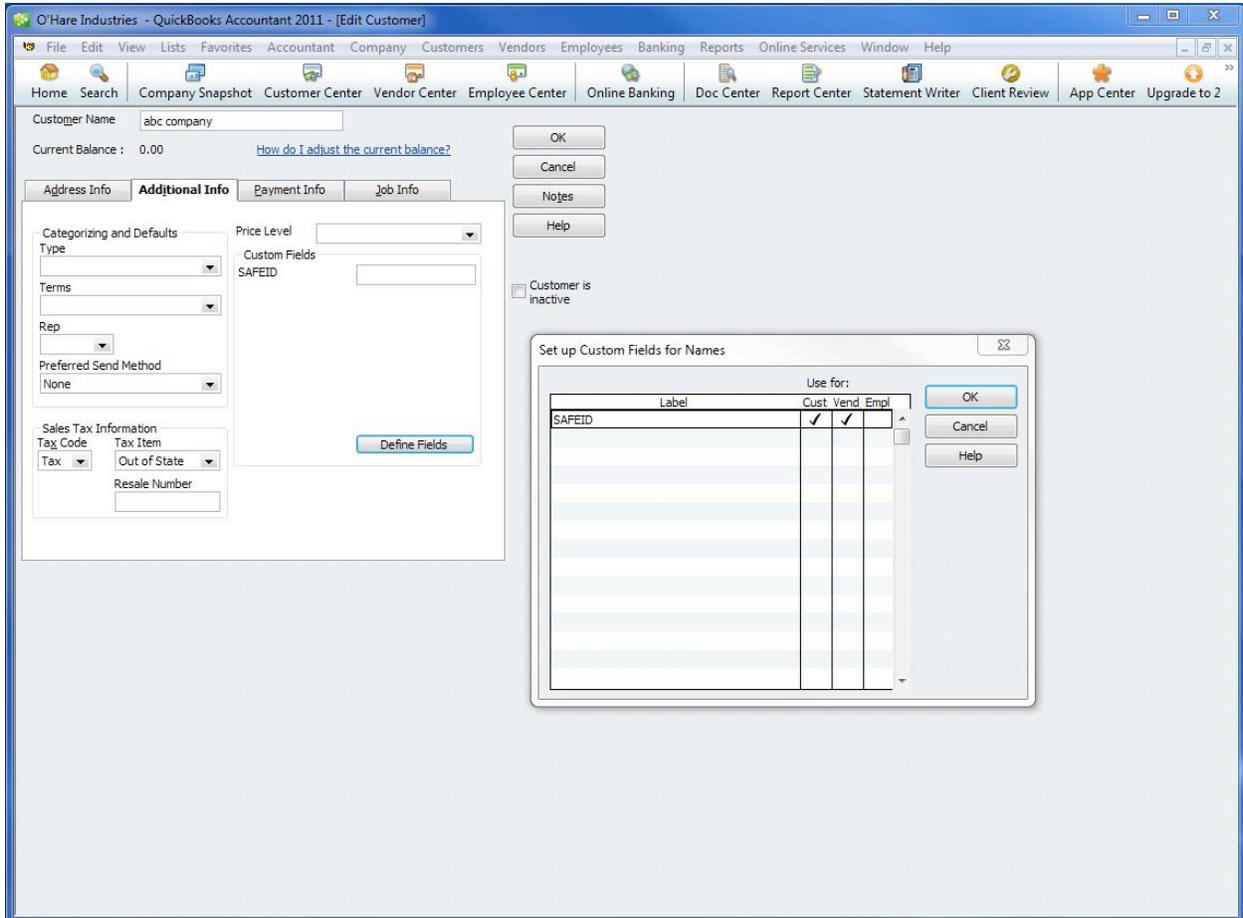
Price Level:

**Custom Fields**

SAFEID:

Customer is inactive

If you will be using the Bill Pay / Accounts Payable module as well, you will want to make sure that the SAFEID is also setup for the vendor. To do this – click **Define Fields**



➤ Make sure there is a check mark in the column for both **Cust** and **Vend** next to **SAFEID**.

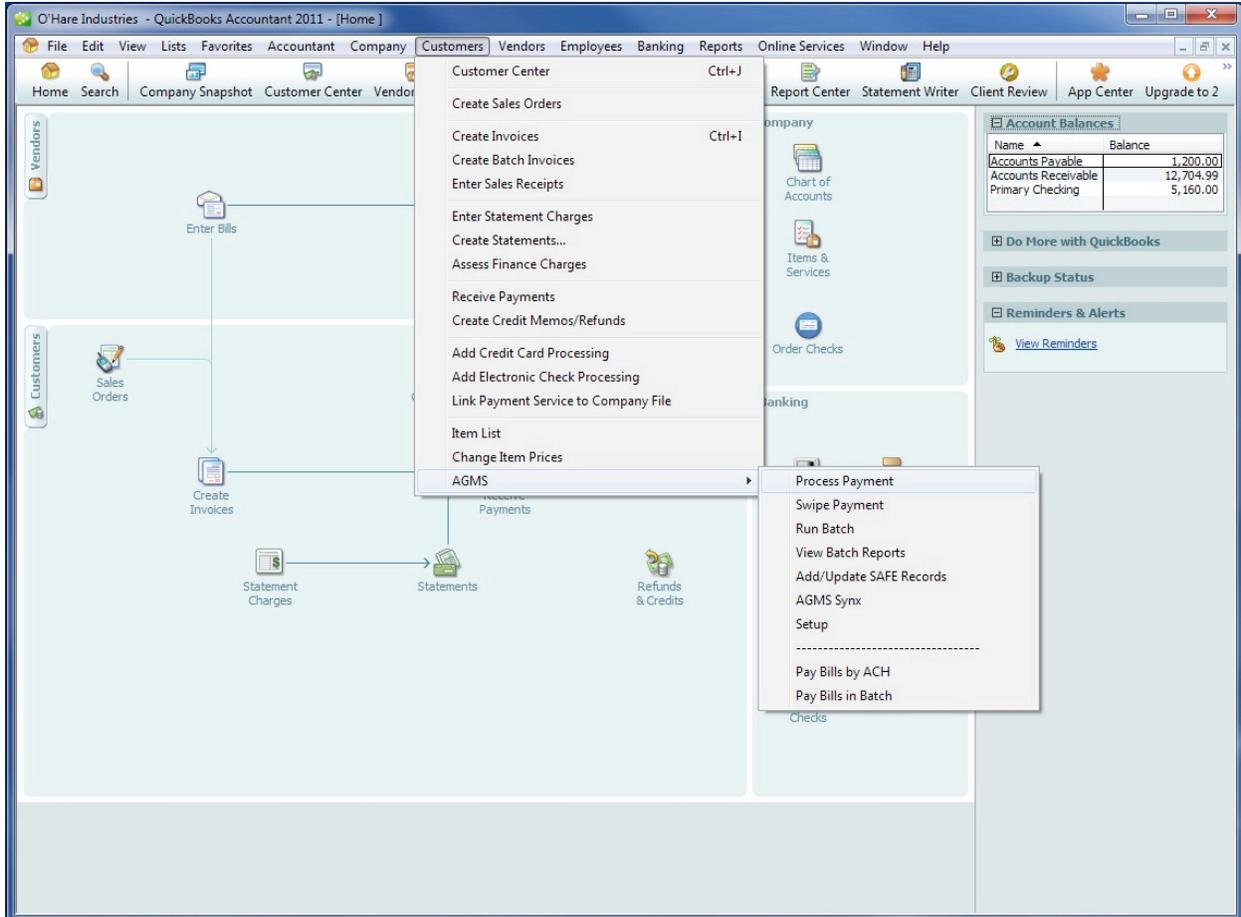
Once the setup process is complete, you will be ready to begin processing transactions.

# **PROCESSING TRANSACTIONS**

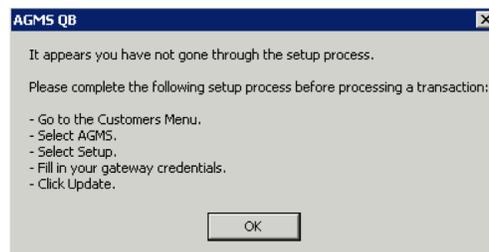
## GETTING STARTED

To begin processing payments:

- Go into the **Customers** menu
- Select **AGMS**
- Select **Process Payment**

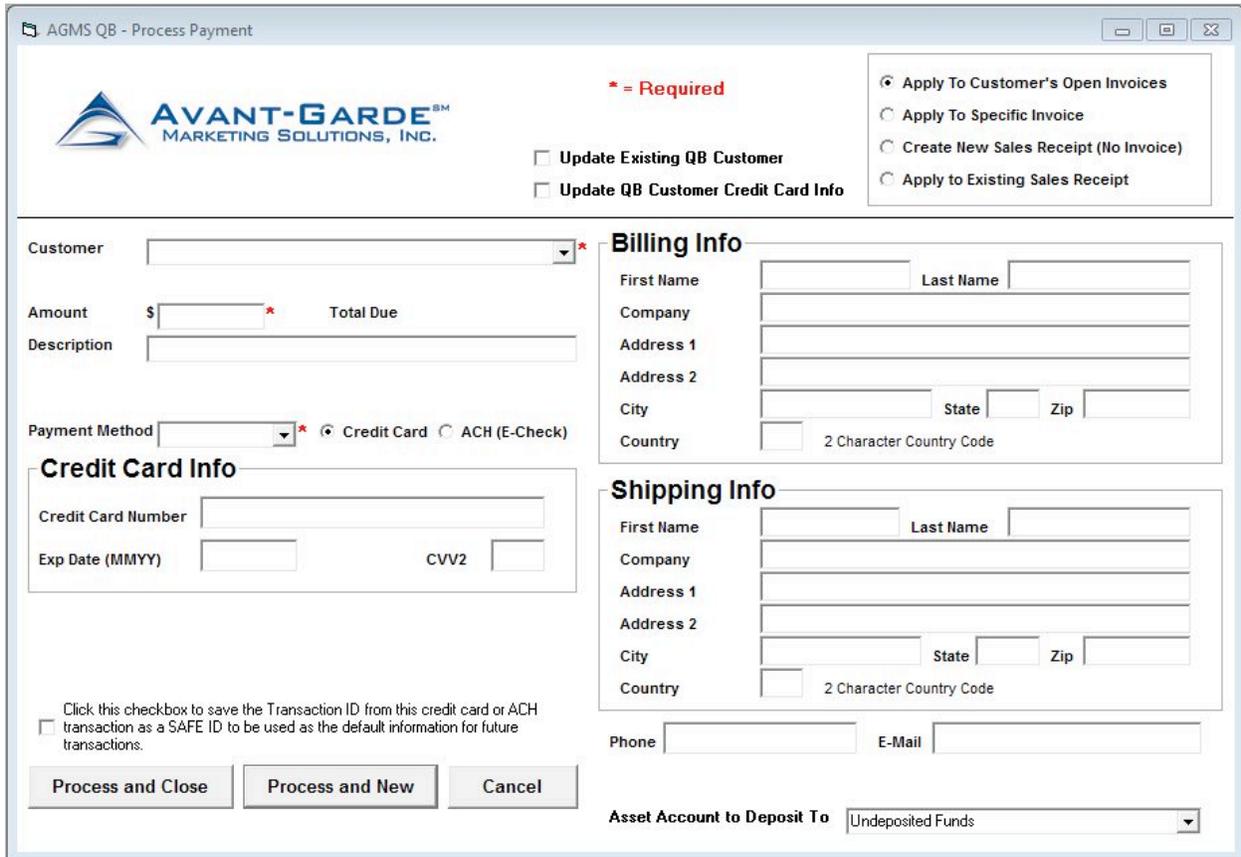


If you have not completed the setup process, you will see the following message:



## DIALOG BOX

If the setup process has been completed, you will see the following form:



AGMS QB - Process Payment

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**\* = Required**

Update Existing QB Customer  
 Update QB Customer Credit Card Info

Apply To Customer's Open Invoices  
 Apply To Specific Invoice  
 Create New Sales Receipt (No Invoice)  
 Apply to Existing Sales Receipt

Customer: [Dropdown] \*

Amount: \$ [Text] \* Total Due

Description: [Text]

Payment Method: [Dropdown] \*  Credit Card  ACH (E-Check)

**Credit Card Info**

Credit Card Number: [Text]  
Exp Date (MMYY): [Text] CVV2: [Text]

Click this checkbox to save the Transaction ID from this credit card or ACH transaction as a SAFE ID to be used as the default information for future transactions.

**Billing Info**

First Name: [Text] Last Name: [Text]  
Company: [Text]  
Address 1: [Text]  
Address 2: [Text]  
City: [Text] State: [Text] Zip: [Text]  
Country: [Text] 2 Character Country Code

**Shipping Info**

First Name: [Text] Last Name: [Text]  
Company: [Text]  
Address 1: [Text]  
Address 2: [Text]  
City: [Text] State: [Text] Zip: [Text]  
Country: [Text] 2 Character Country Code

Phone: [Text] E-Mail: [Text]

Asset Account to Deposit To: [Dropdown] Undeposited Funds

Process and Close Process and New Cancel

This form will be used to process your transaction.

If you wish to cancel your transaction at any time, simply click the **Cancel** button, or click close box in the upper right hand corner of the form.

## TYPE OF TRANSACTION

- **Apply To Customer's Open Invoices** – If this option is selected, a Receive Payments record will be created, and payments processed through the module will be applied using the default QuickBooks rules for applying payment.
  - If this option is selected:
    - **Amount** - the amount field will default to the total balance owed by the customer. You can adjust this to an amount greater to, or less than the total balance due.
    - **Total Due** – this will show the total balance due for the customer, and will not change even if you change the **Amount** field to a different value.
    - If you select this option, the Receive Payments form will be opened upon successful completion of the transaction. This Receive Payment record will show how QuickBooks applied the payment, and you will have the opportunity to adjust as needed.
    - **Apply To Specific Invoice** – If this option is selected the user will select a specific invoice to apply the payment to and a Receive Payments record will be created upon successful completion of the transaction.
      - If this option is selected:
        - **Open Invoices** - this drop down will display all open invoices for the selected customer. This field is required if **Apply To Specific Invoice** is selected.
        - **Amount** - the amount field will default to the total balance of the selected invoice. This can be changed to an amount less than, but not greater than, the total balance due on the selected invoice.
        - **Total Due** – this will show the total balance due on the selected invoice, and will not change even if you change the **Amount** field to a different value.
        - If you select this option, the Receive Payments form will be opened upon successful completion of the transaction. This Receive Payment record will show the payment applied to the invoice you selected. Adjustments can be made if desired.
- **Create New Sales Receipt (No Invoice)** – If this option is selected, a new Sales Receipt record will be created upon successful completion of the process.
  - If this option is selected:
    - **Item** - this drop down will display all service and inventory items setup in your QuickBooks file. You must select an item to associate the charge with. You will have the opportunity to change this, or split amongst multiple items, upon successful completion of the transaction.
    - **Amount** – This can be any value.
    - If you select this option, the Sales Receipt form will be opened upon successful completion of the transaction. This Sales Receipt record will show the details of your order based on your transaction. Adjustments can be made if desired.
- **Apply to Existing Sales Receipt** – If this option is selected, a user will select a specific sales receipt to issue the transaction against. This process creates no new records, but records the Transaction ID on the existing Sales Receipt record.
  - If this option is selected:
    - **Sales Receipts** – you must select a Sales Receipt for this transaction.
    - **Amount** – This will default to the full value of the Sales Receipt, but can be changed if desired.
    - If you select this option, the Sales Receipt form will be opened upon successful completion of the transaction showing the Sales Receipt you applied payment against. The Transaction ID and Payment Method will be recorded.

## FIELDS REQUIRED

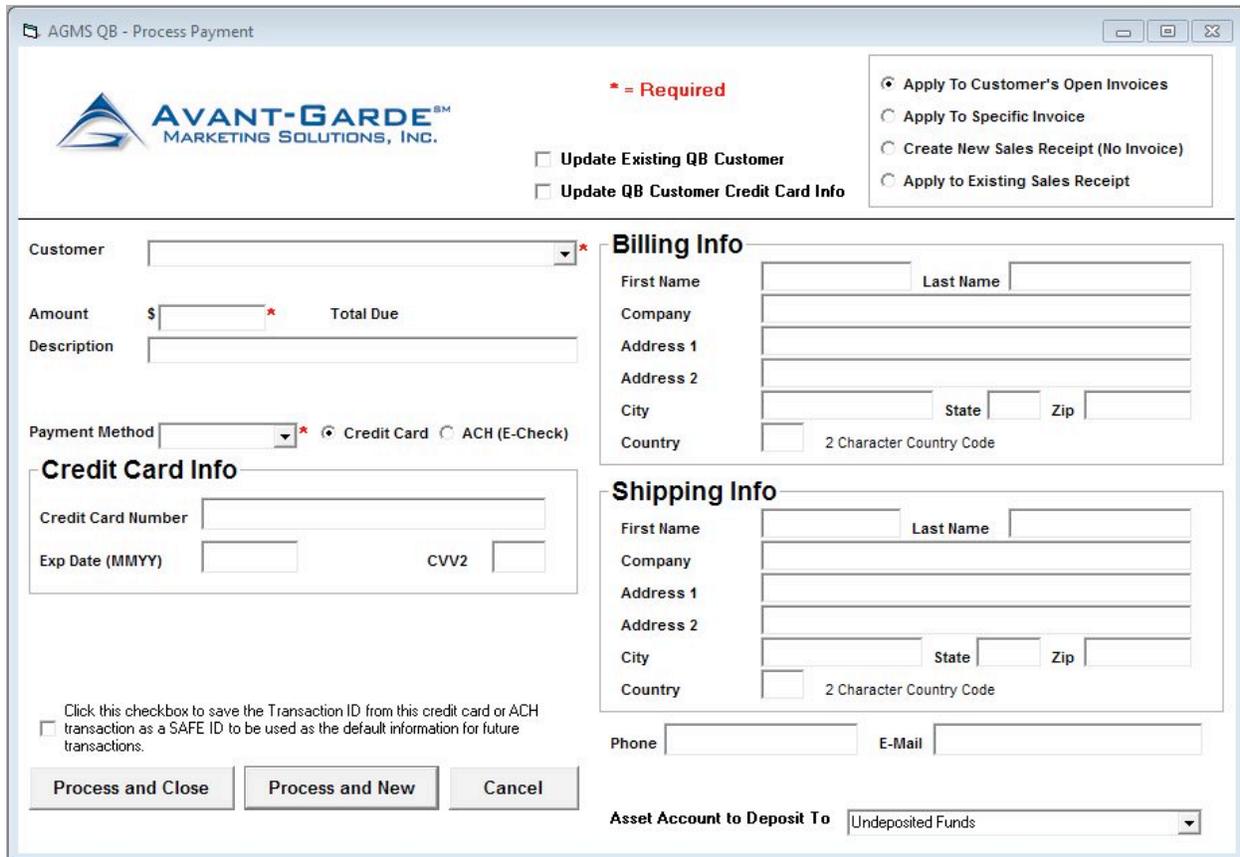
The following fields must be filled out for each transaction:

- **Customer** – this drop down will populate with all of the ACTIVE Customers in your QuickBooks file. If you do not see a customer listed here, you must make sure that they have been added to your QuickBooks file, and are marked as an ACTIVE customer.

Once selected, all information that is available will be pre-populated on the form. This includes credit card information, phone number, e-mail address, billing information and shipping information. This information can be adjusted if necessary.

- **Amount** – the amount must be filled out for every transaction. This value will be defaulted to the Total Balance Due (in the case of **Apply To Customer's Open Invoices**), Invoice Balance Due (in the case of **Apply To Specific Invoice**) or the Sales Receipt Amount (in the case of **Apply to Existing Sales Receipt**). This value must be greater than zero. In the case of Apply To Specific Invoice, the amount must not be greater than the Invoice Balance Due.
- **Payment Method** – the Payment Method dialog box is populated by Payment Methods that you have setup in your QuickBooks file. The Payment Method must be selected for all transactions. This value will default to the Preferred Method of Billing selected for a specific customer.

## CREDIT CARD TRANSACTIONS



AGMS QB - Process Payment

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**\* = Required**

Update Existing QB Customer  
 Update QB Customer Credit Card Info

Apply To Customer's Open Invoices  
 Apply To Specific Invoice  
 Create New Sales Receipt (No Invoice)  
 Apply to Existing Sales Receipt

Customer:  \*  
 Amount: \$  \* Total Due  
 Description:   
 Payment Method:  \*  Credit Card  ACH (E-Check)

**Credit Card Info**

Credit Card Number:   
 Exp Date (MMYY):  CVV2:

Click this checkbox to save the Transaction ID from this credit card or ACH transaction as a SAFE ID to be used as the default information for future transactions.

**Billing Info**

First Name:  Last Name:   
 Company:   
 Address 1:   
 Address 2:   
 City:  State:  Zip:   
 Country:  2 Character Country Code

**Shipping Info**

First Name:  Last Name:   
 Company:   
 Address 1:   
 Address 2:   
 City:  State:  Zip:   
 Country:  2 Character Country Code

Phone:  E-Mail:

Asset Account to Deposit To:  Undeposited Funds

For all credit card transactions, the following fields are of note:

- **Credit Card** – The Credit Card radio button must be selected for all Credit Card transactions. This will default to being selected.
- **Credit Card Number** – this is required for all Credit Card transactions.
- **Exp Date (MMYY)** – this is required for all Credit Card transactions, and must be in the format MMYY (i.e. 0510)
- **CVV2** – this is the 3 digit code on the back of the card (or 4 digits on the front of the card for American Express).

## ACH (E-CHECK) TRANSACTIONS

AGMS QB - Process Payment
☐ ☑ ✕



**\* = Required**

 Update Existing QB Customer  
 Update QB Customer Credit Card Info

Apply To Customer's Open Invoices  
 Apply To Specific Invoice  
 Create New Sales Receipt (No Invoice)  
 Apply to Existing Sales Receipt

---

Customer  \*

Amount \$  \* Total Due

Description

Payment Method  \*  Credit Card  ACH (E-Check)

**Billing Info**

First Name  Last Name

Company

Address 1

Address 2

City  State  Zip

Country  2 Character Country Code

**ACH Info**

Routing Number

Account Number

Name On Account

Acct Holder Type  business Account Type  checking

SEC Code

Click this checkbox to save the Transaction ID from this credit card or ACH transaction as a SAFE ID to be used as the default information for future transactions.

**Shipping Info**

First Name  Last Name

Company

Address 1

Address 2

City  State  Zip

Country  2 Character Country Code

Phone

E-Mail

A/R Account  Accounts Receivable

Asset Account to Deposit To  Undeposited Funds

Process and Close

Process and New

Cancel

For all ACH (Electronic Check) transactions, the following fields are of note. All fields are required.

- **ACH (E-Check)** – The ACH (E-Check) radio button must be selected for all ACH transactions. This will be auto selected if a Payment Method of Check is selected. When this is selected, the credit card fields will be hidden and the ACH fields will appear.
- **Routing Number** – This is the routing number of the bank account funds will be withdrawn from.
- **Account Number** – this is the account number of the bank account that funds will be withdrawn from.
- **Name On Account** – this is the name on file at the bank that holds the bank account.
- **Acct Holder Type** – this must be selected, either business or personal depending on the type of bank account being withdrawn from. Default is **business**.
- **Account Type** – this must be selected, either checking or savings, depending on the type of bank account being withdrawn from. Default is **checking**.
- **SEC Code** – this must be selected. This is the standard entry code, required for all check transactions.

NOTE: You must have an ACH Account with AGMS for ACH transactions to process successfully.

## OPTIONAL FIELDS

The following fields are optional. These fields will be pre-populated from the data entered on the customer record in QuickBooks.

- Phone
- E-Mail
- Billing Info
  - First Name
  - Last Name
  - Company
  - Address 1
  - Address 2
  - City
  - State
  - Zip
  - Country
- Shipping Info
  - First Name
  - Last Name
  - Company
  - Address 1
  - Address 2
  - City
  - State
  - Zip
  - Country

Note: The AGMS QB will attempt to populate the Address 1 and Address 2 fields based on what is entered in QuickBooks, but due to the way that QuickBooks stores the address fields, this may not always be accurate. Please make sure to check the address fields before processing.

There are two optional fields that may or may not appear depending on your situation. These are:

- A/R Account
- Asset Account to Deposit To

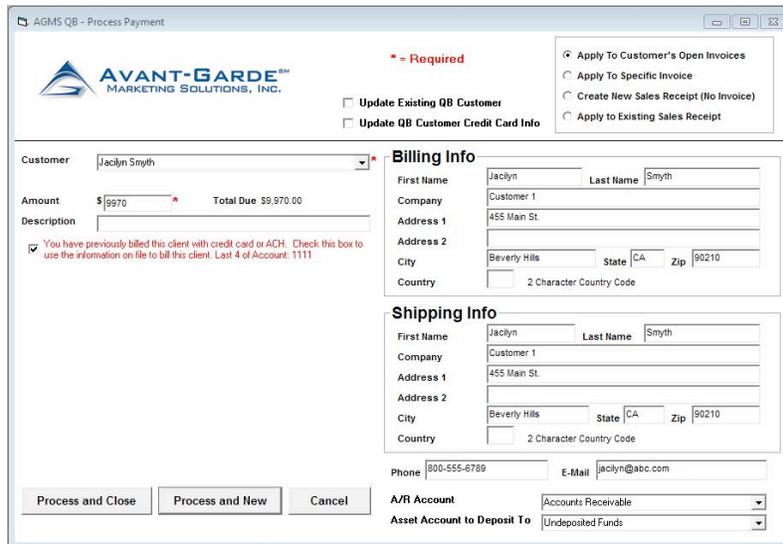
These dropdown menus will only appear if you have multiple A/R accounts or Asset accounts in your QuickBooks file. They have some specific behaviours:

- If only one exists, these menus will not appear, and the single A/R or Asset account will be used.
- If more than one exists, these menus will appear and you can select an A/R or Asset account. If not selected, the default A/R account and default Asset account as defined by QuickBooks will be used.
- You can set module specific default A/R and Asset accounts in the setup. If these are setup, they will be automatically selected in these menus.

## USING THE AGMS SAFE

In QuickBooks 2007, custom built applications had the ability to access the full credit card information stored in QuickBooks. This allows users to easily process a payment based on the credit card information on file. With QuickBooks 2008, Intuit eliminated this ability in order to maintain PCI compliance (contact AGMS for more information on PCI compliance). In order to give customers the ability to reissue both credit card and ACH transactions against billing information on file, we used a powerful feature of the AGMS Gateway – the AGMS SAFE. This is how the process works:

- 1) Upon completing the initial setup of the AGMS QB, a new custom field called “SAFEID” will be created on the QuickBooks customer record. (See the Setup section earlier in this document for more information on the custom field).
- 2) When running the first transaction for a customer, a checkbox that says **“Click this checkbox to update the AGMS SAFE with the information from this transaction, to be used as the default information for future transactions.”** Is available. Clicking this box, will create a record in the PCI compliant AGMS Gateway.
- 3) A “SAFEID” will be returned, which will be written to the QuickBooks customer record in the new custom field.
- 4) When running subsequent transactions for this customer, a new checkbox will appear that reads **“You have previously billed this client with credit card or ACH. Check this box to use the information on file to bill this client.”** The default for this checkbox is checked. See the screen shot below.



- 5) If this checkbox is left as checked, the transaction will be run using the billing info recorded during the initial transaction, whether it was a credit card or ACH transaction.
- 6) If desired, this checkbox can be turned off, and new billing information entered. If this is turned off, the **“Click this checkbox to update the AGMS SAFE with the information from this transaction, to be used as the default information for future transactions.”** Will appear again, allowing you to update the AGMS SAFE record with the newly entered billing information.
- 7) See the section on Adding/Updating SAFE Records for additional information on the AGMS SAFE.

## UPDATE EXISTING QB CUSTOMER

If you make changes to the customer data that was pre-populated from QuickBooks data, you can choose to update your QuickBooks records when the payment is processed. If you wish to do this, simply check the **Update Existing QB Customer** checkbox. Upon processing the transaction, the following fields will be updated in your QuickBooks file:

- Phone
- E-Mail
- Billing Info
  - First Name
  - Last Name
  - Company
  - Address 1
  - Address 2
  - City
  - State
  - Zip
  - Country
- Shipping Info
  - First Name
  - Last Name
  - Company
  - Address 1
  - Address 2
  - City
  - State
  - Zip
  - Country
- Preferred Method of Billing
- Credit Card Number
- Credit Card Expiration Date

## UPDATE QB CUSTOMER BILLING INFO

By selecting this option, the process will update ONLY the following fields:

- Preferred Method of Billing
- Credit Card Number
- Credit Card Expiration Date
- Billing Info
  - First Name
  - Last Name
  - Company
  - Address 1
  - Address 2
  - City
  - State
  - Zip
  - Country

## CREATE NEW QB CUSTOMER

When creating a new sales receipt, you will also have the option to **Create New QB Customer**. If selected, a new QuickBooks customer record will be created with the information populated on this form.

AGMS QB - Process Payment



**\* = Required**

 **Create New QB Customer**  
 Update Existing QB Customer  
 Update QB Customer Credit Card Info

Apply To Customer's Open Invoices  
 Apply To Specific Invoice  
 Create New Sales Receipt (No Invoice)  
 Apply to Existing Sales Receipt

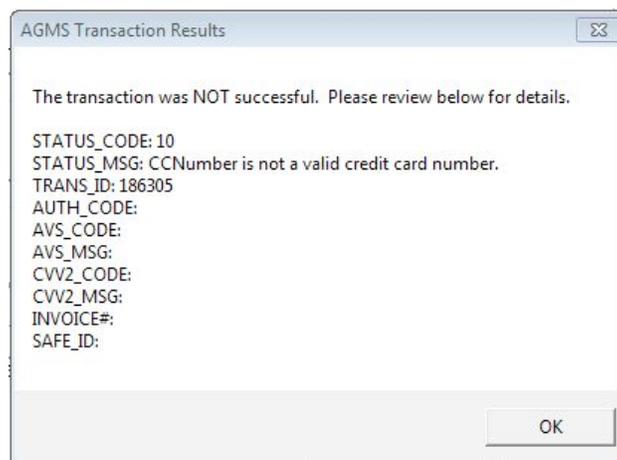
<p>Customer <input type="text"/>*</p> <p>Item <input type="text"/>*</p> <p>Amount \$ <input type="text"/>*</p> <p>Description <input type="text"/></p> <p>Payment Method <input type="text"/>* <input checked="" type="radio"/> Credit Card <input type="radio"/> ACH (E-Check)</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p><b>Credit Card Info</b></p> <p>Credit Card Number <input type="text"/></p> <p>Exp Date (MMYY) <input type="text"/> CVV2 <input type="text"/></p> <p><input type="checkbox"/> Click this checkbox to save the Transaction ID from this credit card or ACH transaction as a SAFE ID to be used as the default information for future transactions.</p> </div> <p style="margin-top: 10px;"> <input type="button" value="Process and Close"/> <input type="button" value="Process and New"/> <input type="button" value="Cancel"/> </p>	<p><b>Billing Info</b></p> <p>First Name <input type="text"/> Last Name <input type="text"/></p> <p>Company <input type="text"/></p> <p>Address 1 <input type="text"/></p> <p>Address 2 <input type="text"/></p> <p>City <input type="text"/> State <input type="text"/> Zip <input type="text"/></p> <p>Country <input type="text"/> 2 Character Country Code</p> <hr/> <p><b>Shipping Info</b></p> <p>First Name <input type="text"/> Last Name <input type="text"/></p> <p>Company <input type="text"/></p> <p>Address 1 <input type="text"/></p> <p>Address 2 <input type="text"/></p> <p>City <input type="text"/> State <input type="text"/> Zip <input type="text"/></p> <p>Country <input type="text"/> 2 Character Country Code</p> <p>Phone <input type="text"/> E-Mail <input type="text"/></p> <p>Asset Account to Deposit To <input type="text" value="Undeposited Funds"/></p>
--	--

## RUN TRANSACTION

When you are ready to run your transaction you can either click:

- **Process and Close** – this will process the transaction, and close the process transaction dialog box.
- **Process and New** – this will process the transaction, and return you to the process transaction dialog box upon completion, so you can process another transaction.

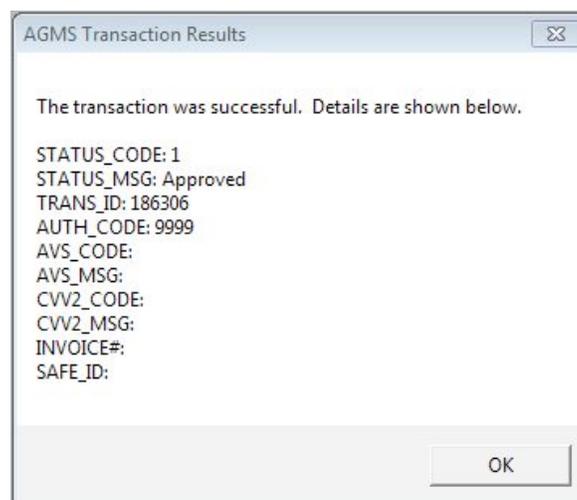
The Transaction will run, and you will receive a response. In the case of a failure, you will see a response similar to the following:



- Click **OK**

You will then have the option to make changes and re-run the transaction.

Upon a success, you will see a dialog box as follows:



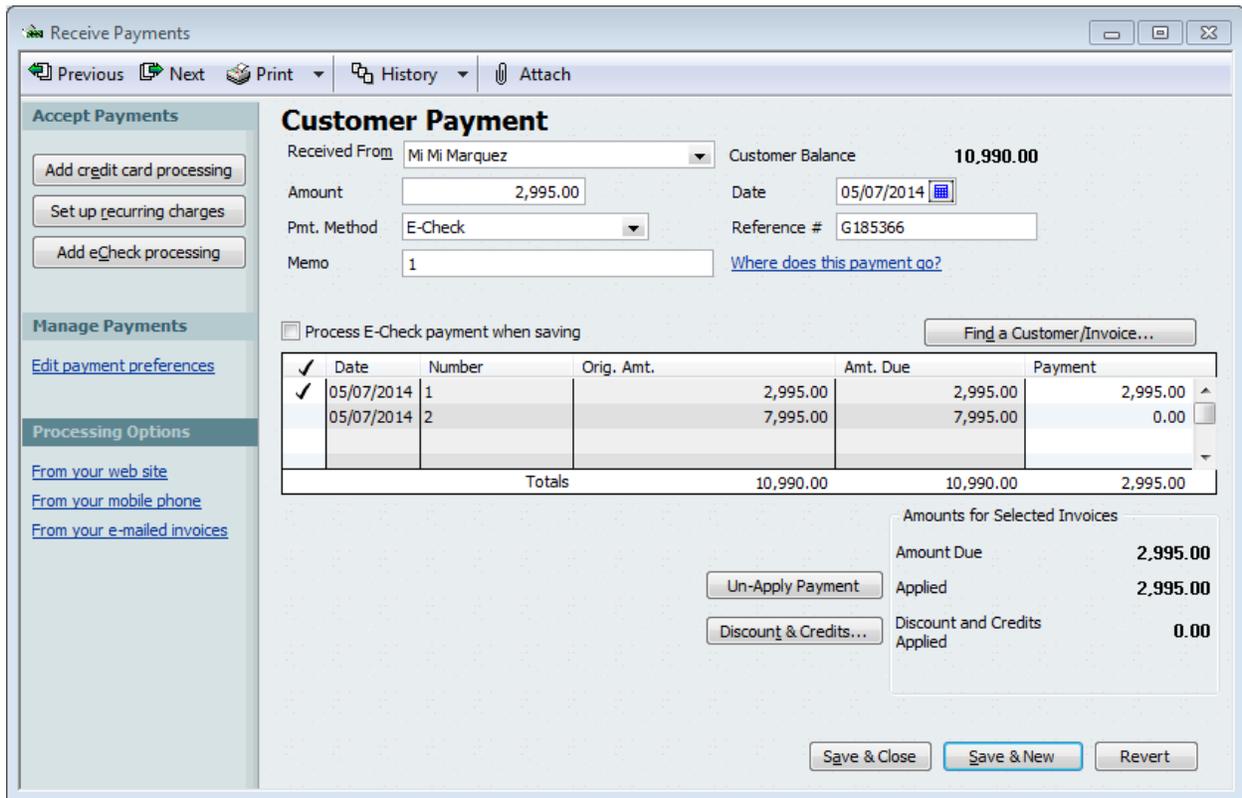
- Review the status message and click **OK** when ready.

## TYPE OF TRANSACTION BEHAVIOR

Depending on the type of transaction, the behavior that occurs at this point will differ as follows:

- **Apply To Customer's Open Invoices** or **Apply To Specific Invoice** - this will create a new payment record, and take you to the payment that is created. The Transaction ID will be placed in the Reference # and Memo fields. This can be used to reference the transaction in the AGMS Gateway.

Depending on your selections, your payment will be applied to one or more invoices. You can adjust the allocations, or any other details of the payment receipt here.



**Customer Payment**

Received From:  Customer Balance: **10,990.00**

Amount:  Date:

Pmt. Method:  Reference #:

Memo:  [Where does this payment go?](#)

Process E-Check payment when saving

✓	Date	Number	Orig. Amt.	Amt. Due	Payment	
✓	05/07/2014	1		2,995.00	2,995.00	
	05/07/2014	2		7,995.00	0.00	
Totals				10,990.00	10,990.00	2,995.00

Amounts for Selected Invoices

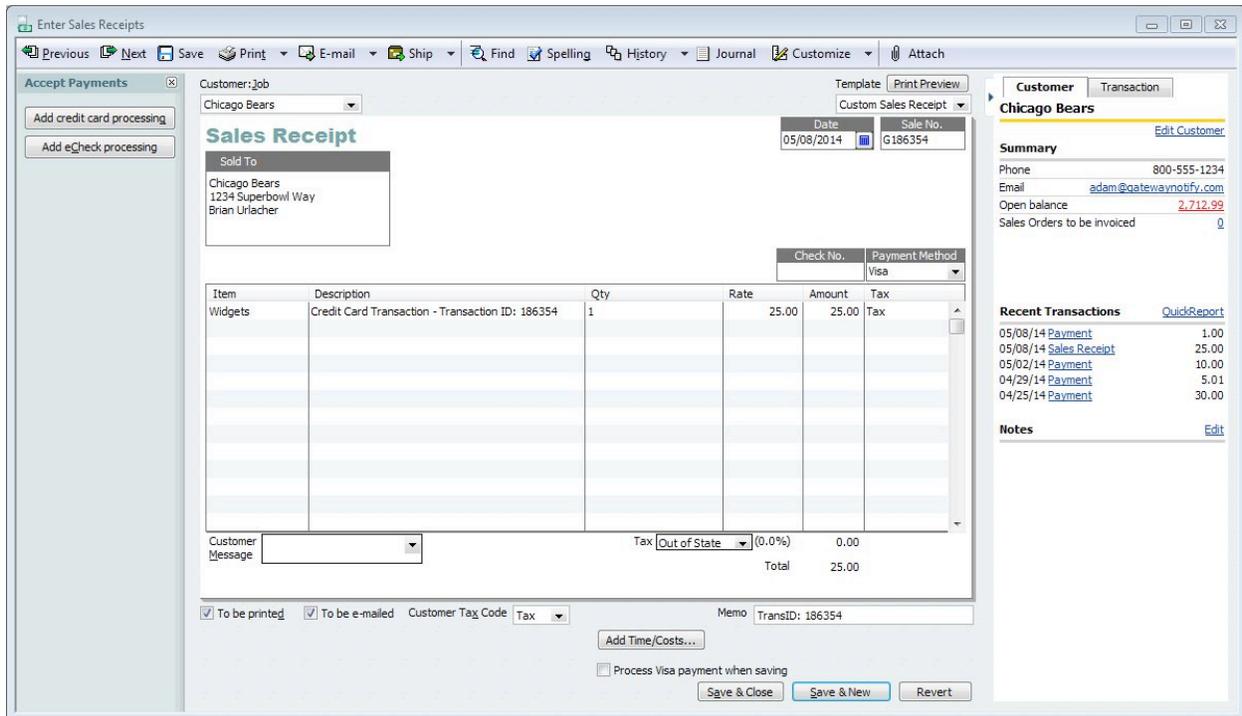
Amount Due: **2,995.00**

Applied: **2,995.00**

Discount and Credits Applied: **0.00**

- **Create New Sales Receipt (No Invoice) or Apply to Existing Sales Receipt** – This will either create a new sales receipt depending on your selections, or access an existing sales receipt. In both scenarios, you will be taken to the specific sales receipt in question.

The Sales Receipt form is shown below. The Payment Method will be selected based on your choices, and the Transaction ID will be populated in the Memo field.



The screenshot shows the 'Enter Sales Receipts' window with the following details:

- Customer:** Chicago Bears
- Date:** 05/08/2014
- Sale No.:** G186354
- Payment Method:** Visa
- Item Description:** Credit Card Transaction - Transaction ID: 186354
- Qty:** 1
- Rate:** 25.00
- Amount:** 25.00
- Tax:** 0.00
- Total:** 25.00
- Customer Tax Code:** Tax
- Memo:** TransID: 186354

Additional interface elements include: 'Accept Payments' sidebar with 'Add credit card processing' and 'Add eCheck processing' buttons; 'Recent Transactions' list on the right showing previous payments; and 'Save & Close', 'Save & New', and 'Revert' buttons at the bottom.

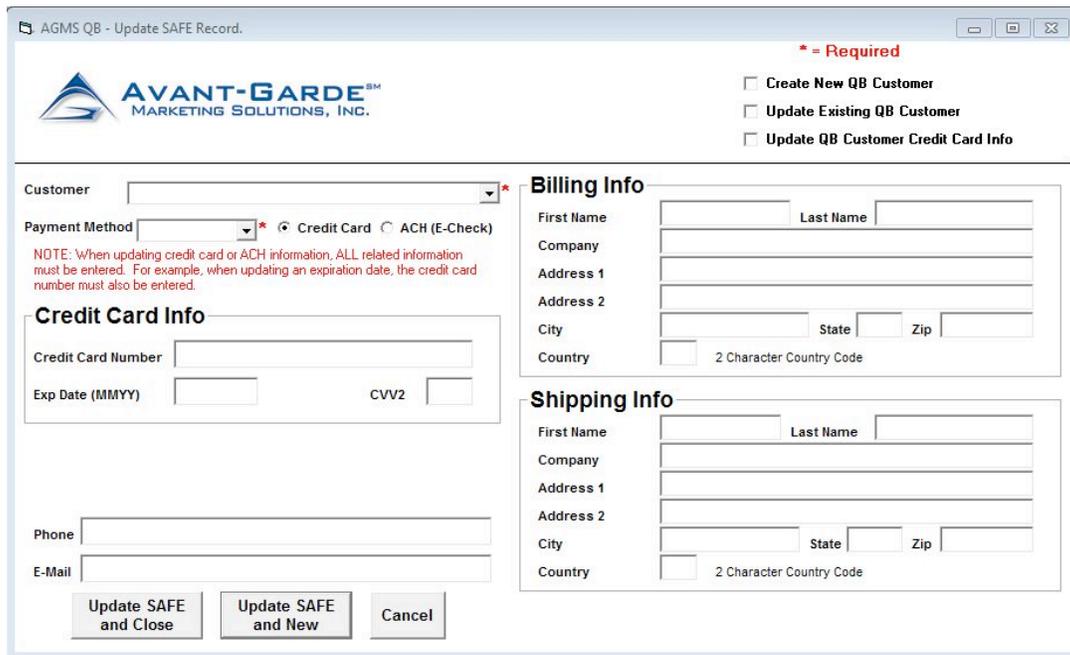
## ADDING/UPDATING SAFE RECORDS

There are three ways to add/update SAFE records using the AGMS QB.

- 1) Use the Customers -> AGMS -> Process Payment option, and select the checkbox that says “**Click this checkbox to update the AGMS SAFE with the information from this transaction, to be used as the default information for future transactions**”. This will create a SAFE entry while processing the transaction, and record the SAFE ID on the customer record.

This method can also be used to update SAFE information, when running a subsequent transaction, uncheck the box that says “**You have previously billed this client with credit card or ACH. Check this box to use the information on file to bill this client.**” and check the box that says “**Click this checkbox to update the AGMS SAFE with the information from this transaction, to be used as the default information for future transactions.**”

- 2) Log into the AGMS Gateway, and use the AGMS SAFE management options there to add or modify AGMS SAFE records. If added using this method, the AGMS SAFE ID must be entered manually on the QuickBooks Customer record.
- 3) Use the Customers -> AGMS -> Add/Update SAFE Records option. When selected, you will see the following dialog box.



Select your customer, and fill out the information to be added/updated in the AGMS SAFE. You can also select “Update Existing QB Customer” or Update QB Customer Billing Info to update the customer information within QuickBooks. These behave similarly to the same options in the Process Transaction function. *NOTE: This method will add/edit the AGMS SAFE records without running a transaction.*

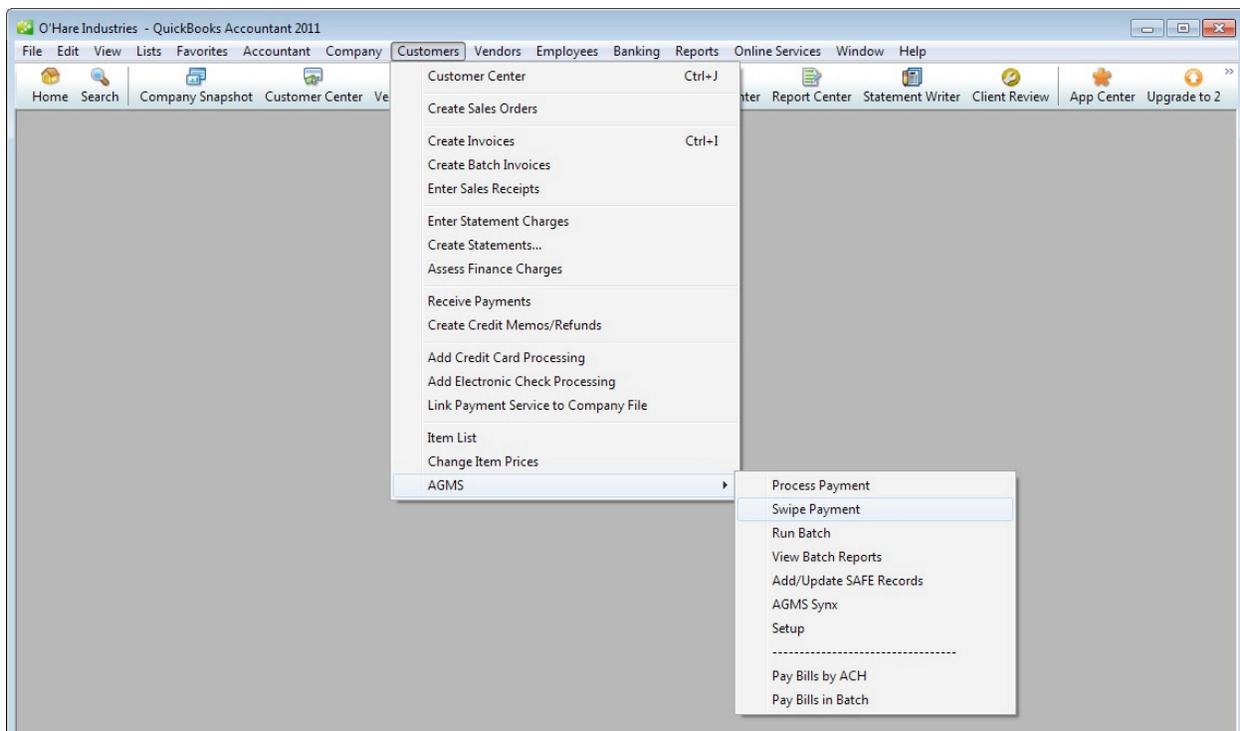
Additionally, you can select to **Create New QB Customer**. This will create a new QuickBooks customer record based on the information populated on this form, and then add that customer to the SAFE.

## SWIPE PAYMENT

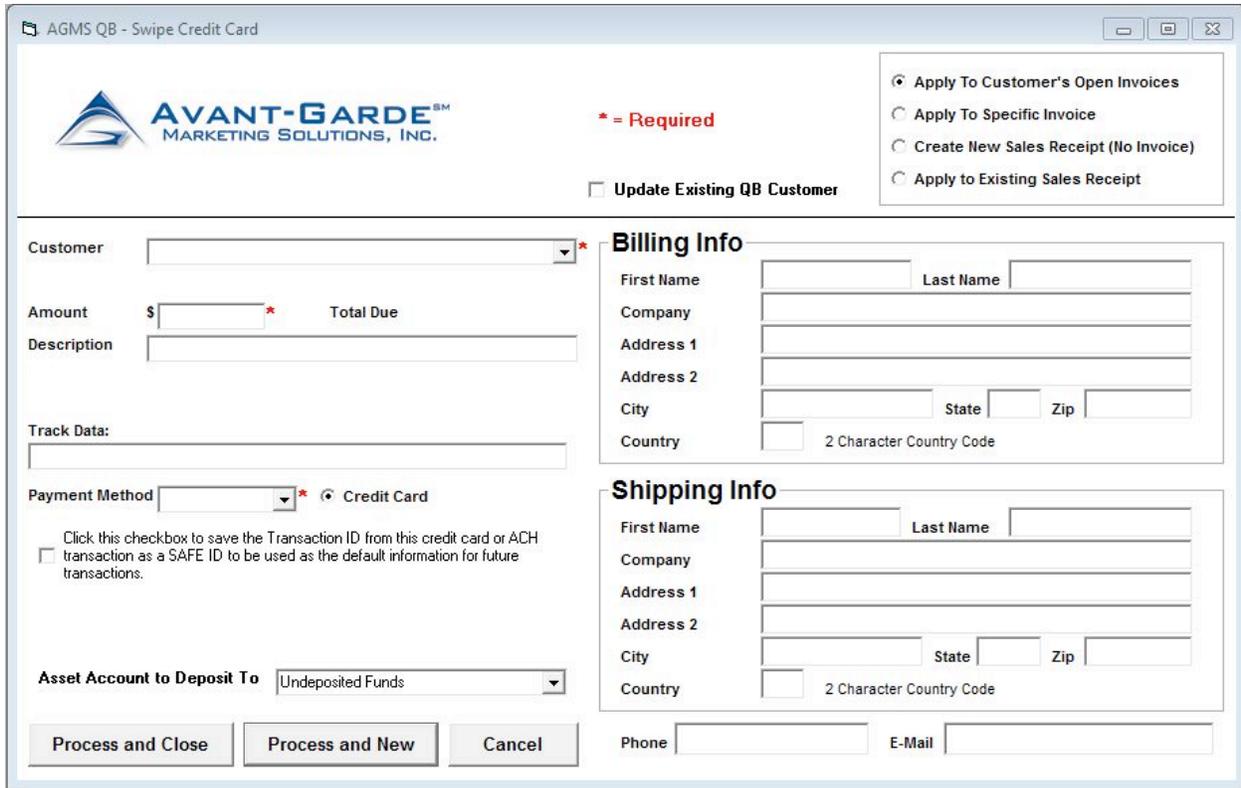
**NOTE: IF YOU ARE RUNNING QUICKBOOKS IN A HOSTED ENVIRONMENT, THE SWIPE FEATURE MAY NOT BE AVAILABLE.**

The AGMS QB allows you to accept swiped, card present transactions to get the best rates! To use this feature:

- Click on the **Customers** menu
- Select **AGMS**
- Select **Swipe Payment**



## SWIPE DIALOG BOX



This dialog box supports all of the same features as a keyed entry, as described in the Processing Transactions section above, with the following differences:

- To swipe a card, click in the **Click Here and Swipe** field, and swipe your card.

ACH transactions not supported through swipe

The Swipe functionality was designed to work with the Magtek Magstripe Swipe Card Reader Mini USB – 3 Track (Part # 21040102).

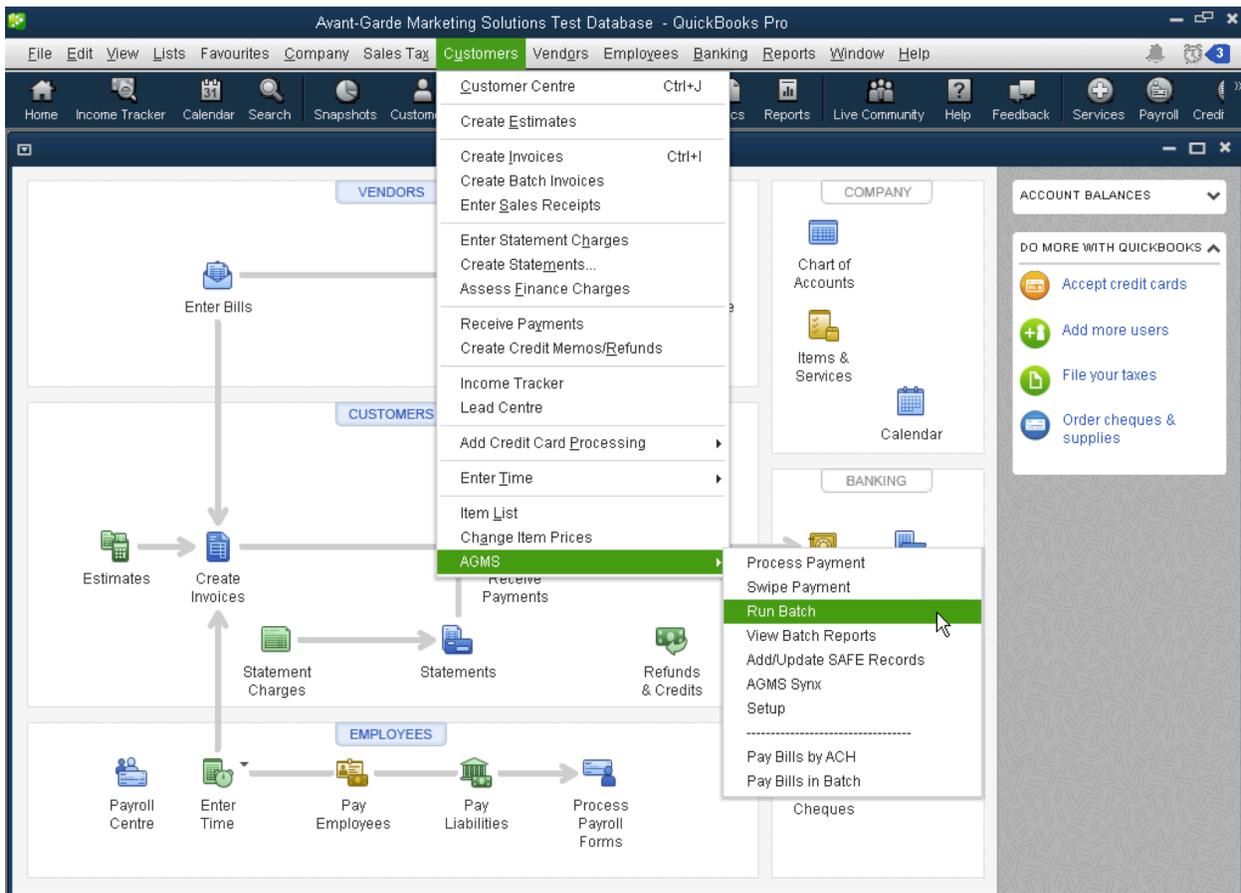


# **BATCH PROCESSING**

## GETTING STARTED

The AGMS QB has a Batch Processing feature which will allow you to process multiple transactions at once. To begin the Batch Process

- Go into the **Customers** menu
- Select **AGMS**
- Select **Run Batch**



AGMS QB - Run Batch



**NOTE:** This process selects all customers with balances and SAFE ID's established.

**Date Range:**

Customer Mod Between  And

No Date Range Filter  Invoice Date Between  And

Due Date Between  And

**Payment Method:**

Show Customers Regardless of Preferred Method of Payment

Show Only Customers with Preferred Method of Payment as Credit Card

Select Specific Preferred Payment Method

\*

Please enter a description to use on the receipt.

Customer	Preferred Method	Balance	Vault ID	Selected

Asset Account to Deposit To

**\* NOTE: All payments are applied using the QuickBooks auto apply rules. See the documentation for more detail.**

## BATCH DIALOG BOX

After you click the **Filter** button, this dialog box will show all customers who have an outstanding balance as well as a Transaction ID recorded in the SAFEID field. The SAFEID is a custom field added to the customer record after running the setup process. The SAFEID can be populated manually by editing the customer record, and copying in a Transaction ID retrieved from the AGMS gateway or can be generated using the Process Payment option for a specific record. See earlier in this documentation for more information the SAFEID.

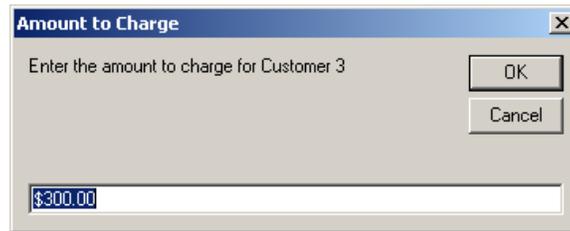
Items of note on this form are:

- **Date Range: No Date Range Filter** – If selected, all customers with open balances who have been added to the AGMS SAFE will be selected.
- **Date Range: Customer Mod Between** – this will filter the records based on the customer modification date. This is useful, for example, when trying to select new customers only.
- **Date Range: Invoice Date Between** – this will filter the records and the balances by only including invoices that have a transaction date that fall between the specified date range.
- **Date Range: Due Date Between** – this will filter the records and the balances by only including invoices that have a due date that fall between the specified date range.
- **Show Customers Regardless of Preferred Method of Payment** – this is the default selection. With this option, all customers who have a SAFEID set up, and an outstanding balance are shown.
- **Show Only Customers with Preferred Method of Payment as Credit Card** – If selected, only customers with a Preferred Method of Payment as Visa, MasterCard, American Express or Discover will be shown. We recommend that you use Visa, MasterCard, American Express or Discover for any customers who pay regularly by credit card, and Check or ACH for any customers who pay regularly by ACH.
- **Select Specific Preferred Payment Method** – If selected, you can select any Preferred Payment Method from the drop down, and only customers matching that Preferred Method of Payment will be shown.
- **Please enter a description to use on the receipt** – this is description of the purchase (i.e. Payment for Web Hosting Services). This will be included on the e-mail receipts that all customers receive from the gateway when their payment is processed. This value will also be attached to the transaction in the gateway. This is OPTIONAL.

## CUSTOMER GRID/ACTIONS

### ➤ Customer Grid

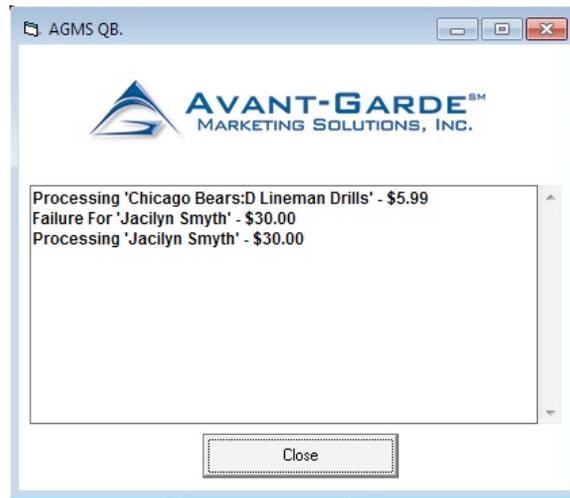
- **Customer Column** – the Customer column shows the name of the customer as it appears in QuickBooks.
- **Preferred Method** – the Preferred Method column shows the Preferred Method of Billing setup on the customer record. We recommend that you use Visa, MasterCard, American Express or Discover for any customers who pay regularly by credit card, and Check or ACH for any customers who pay regularly by ACH.
- **Balance** – this shows the total balance due from that customer. Clicking on a dollar amount under the **Balance** column will pop up a dialog box allowing you to alter the amount to charge that particular customer when the batch is run. Enter the new amount and click **OK**.



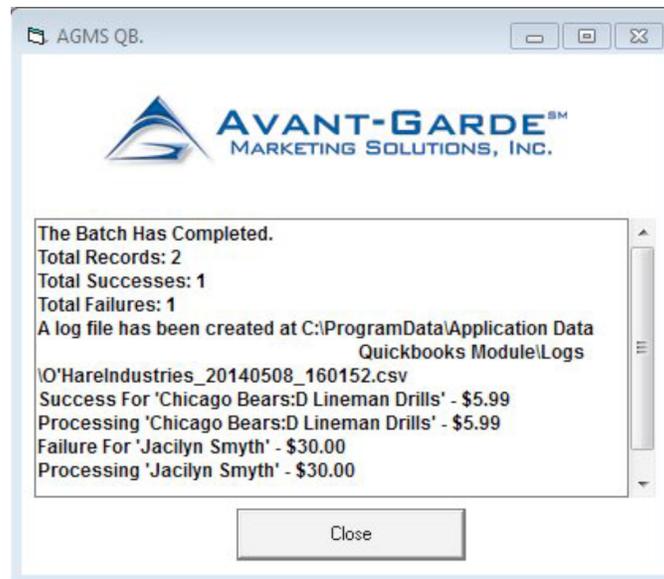
- **SAFE ID** – this is the SAFE ID of the customer that will be used to access billing information on file stored in the AGMS Gateway.
  - **Selected** – if an X appears in this column, this record will be processed when the batch is run. To unselect, simply click on the X and it will disappear. Click again to re-select and the X will appear again.
- **Asset Account to Deposit To** – this drop down allows you to specify an Asset account to record the payments to. If this is left blank, your default asset account will be used (Usually this will be “**Undeposited Funds**”). This menu will not appear if you have only one Asset Account.
- **A/R Account** – this drop down allows you to specify an A/R account to be used when creating payment records. If you have only one A/R account in your QuickBooks file, this menu will not appear.
- **Select All** – this button will X in the **Selected** column on all rows.
- **Select None** – this button will clear the X in the **Selected** column on all rows.
- **Cancel** – click Cancel to close the form without processing the batch.

## RUN TRANSACTIONS

- **Run Batch** – click this button to run the batch. When running the batch, you will see the following dialog box showing you the status as the batch process progresses:



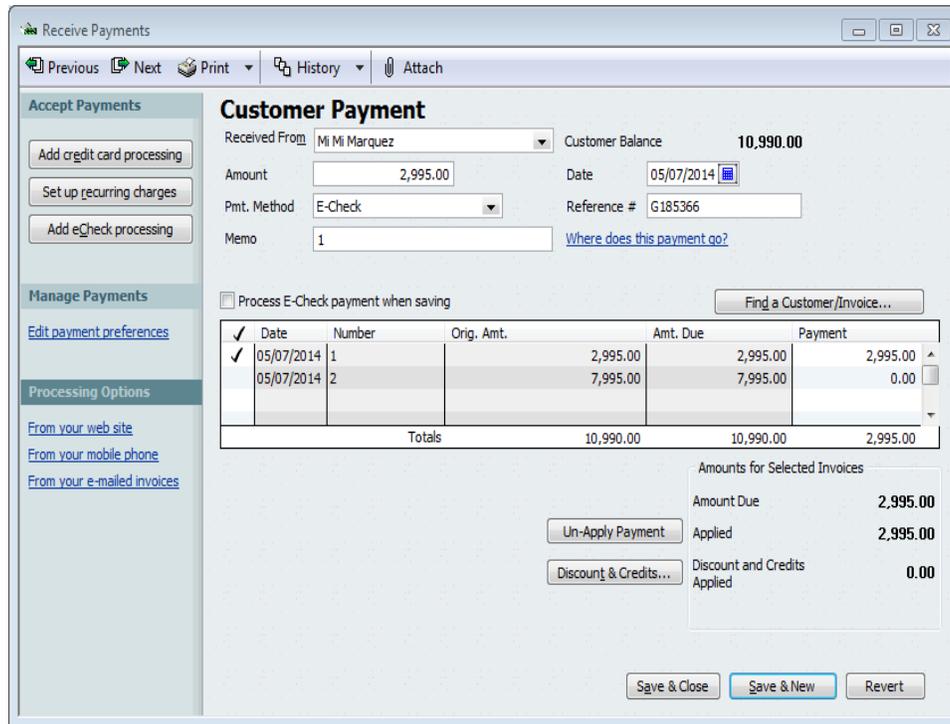
Upon completion, you will be shown the total number of records, total successes, and total failures.



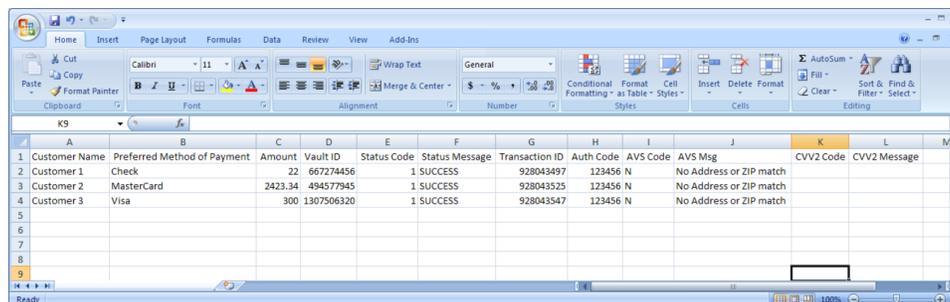
- Click **Close** when done reviewing

## PAYMENT RECORDS

The AGMS QB will create Receive Payments records for each successful transaction. These payments will be applied to open invoices using the default QuickBooks rules for applying payment. An example of a Receive Payment record created by the batch process is shown below.



Additionally, a file will be generated in the %ALLUSERSPROFILE%\Application Data\AGMS\AGMS QB\Logs folder by default (this folder can be changed in the **Setup**). This file will have the format of COMPANYFILENAME\_YYYYMMDD\_HHMMSS.csv. This is a comma delimited file.



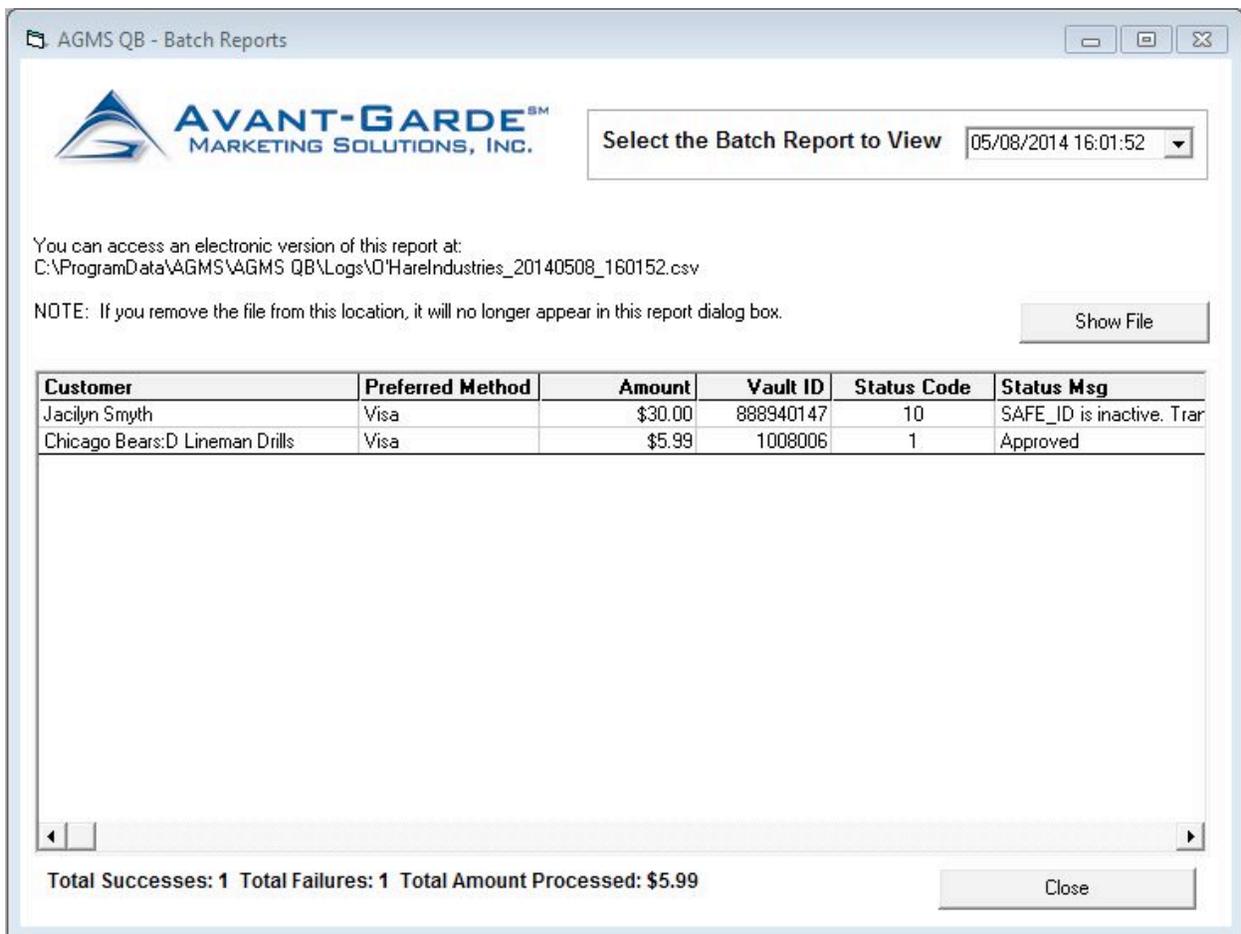
As QuickBooks has no way to record the declines, any declined transactions will remain on your books as open invoices. It's important to review the log file to find out the reasons behind the declines, and work with your customers to correct, and re-run the transactions.

## BATCH REPORTS

The Batch Report function allows you to pull up information about the batches you have run. A log file is generated with every batch that is run.

You can easily view the batch reports by doing the following:

- Go into the **Customers** menu
- Select **AGMS QB**
- Select **View Batch Reports**
- The following Dialog Box will appear:



AGMS QB - Batch Reports

**AVANT-GARDE<sup>SM</sup>**  
MARKETING SOLUTIONS, INC.

Select the Batch Report to View 05/08/2014 16:01:52

You can access an electronic version of this report at:  
C:\ProgramData\AGMS\AGMS QB\Log\HareIndustries\_20140508\_160152.csv

NOTE: If you remove the file from this location, it will no longer appear in this report dialog box.

Show File

Customer	Preferred Method	Amount	Vault ID	Status Code	Status Msg
Jacilyn Smyth	Visa	\$30.00	888940147	10	SAFE_ID is inactive. Tran
Chicago Bears:D Lineman Drills	Visa	\$5.99	1008006	1	Approved

Total Successes: 1 Total Failures: 1 Total Amount Processed: \$5.99

Close

Select the date/time of the batch you'd like to view from the **Select the Batch Report to View** drop down.

## BATCH REPORT GRID

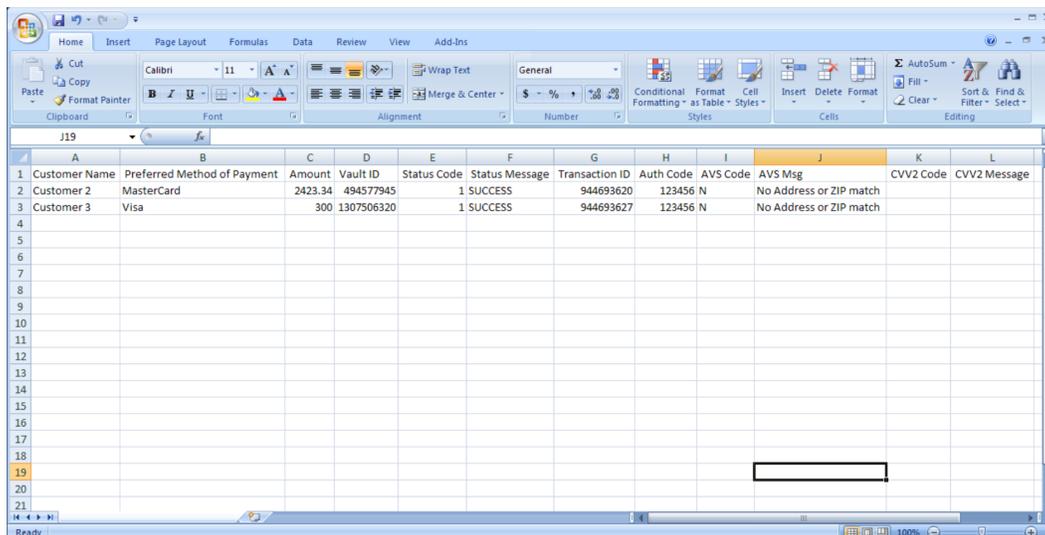
The batch report grid will be populated, showing you:

- Customer
- Preferred Method of Payment
- Amount
- SAFE ID
- Status Code
- Status Message
- Transaction ID
- Auth Code
- AVS Code
- AVS Message
- CVV2 Code
- CVV2 Message

Clicking on any of the headings will sort the grid. Total successes, failures and total amount processed will be displayed at the bottom of the grid. All log files are stored at: %ALLUSERSPROFILE%\Application Data\AGMS\AGMS QB\Logs by default, but this can be changed in the **Setup**.

NOTE: If you remove the log files from this directory, they will drop out of the **Select the Batch Report to View** drop down

- Click **Close** to close the Batch Reports dialog box.
- Clicking **Show File** will open the corresponding log file in the default application on your computer for “CSV” files. The following image shows the file open in Excel. This can be used to adjust format, add totals, print reports, etc.



	A	B	C	D	E	F	G	H	I	J	K	L
1	Customer Name	Preferred Method of Payment	Amount	Vault ID	Status Code	Status Message	Transaction ID	Auth Code	AVS Code	AVS Msg	CVV2 Code	CVV2 Message
2	Customer 2	MasterCard	2423.34	494577945	1	SUCCESS	944693620	123456	N	No Address or ZIP match		
3	Customer 3	Visa	300	1307506320	1	SUCCESS	944693627	123456	N	No Address or ZIP match		
4												
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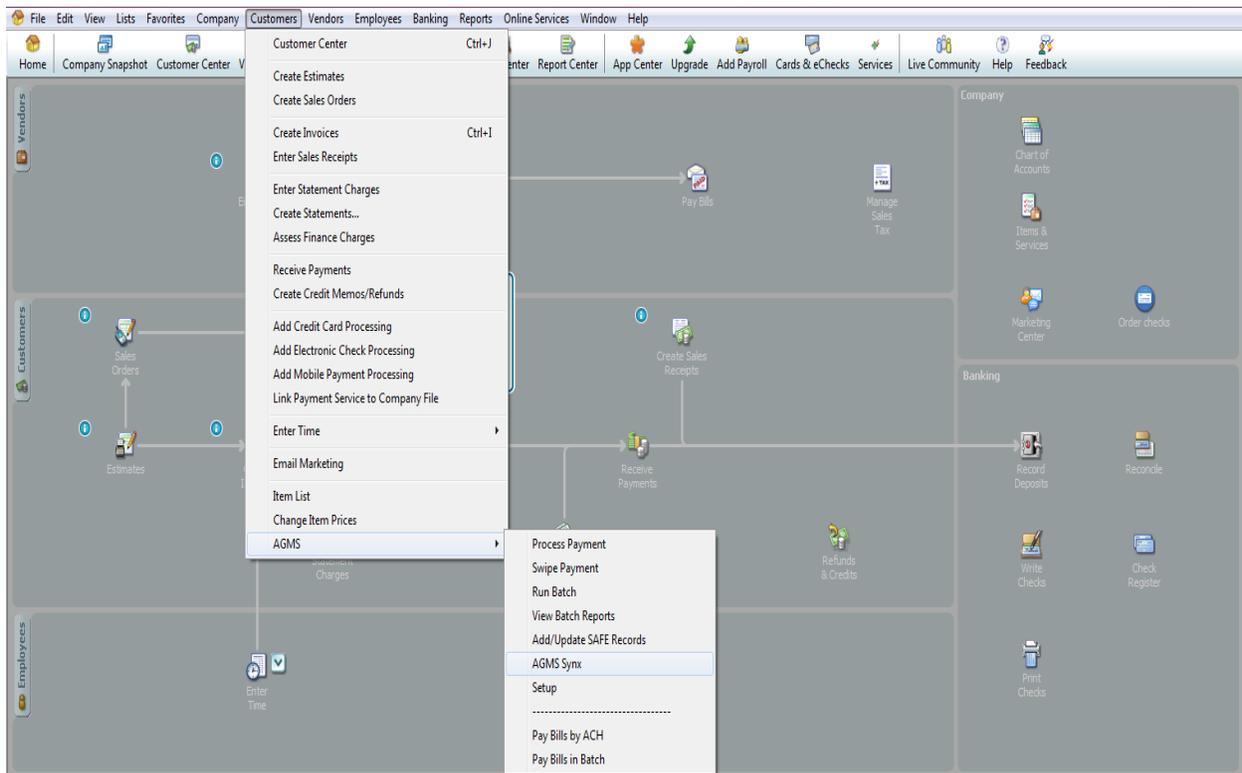
NOTE: Batch Reports include BOTH accounts receivable batches and accounts payable batches..

# **AGMS SYNX**

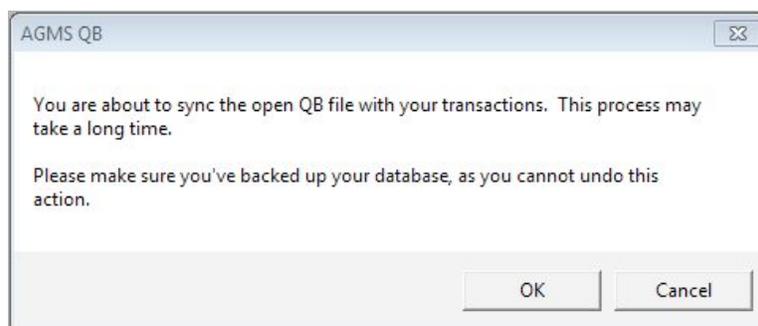
## GETTING STARTED

Using the powerful **AGMS SynX** feature, you can keep your QuickBooks file in sync with transactions that you process through the gateway. Transactions can be sent into the gateway with our iPhone applications, the QuickBooks module, your website, or your database! Then, use this process to pull all of those transactions into QuickBooks.

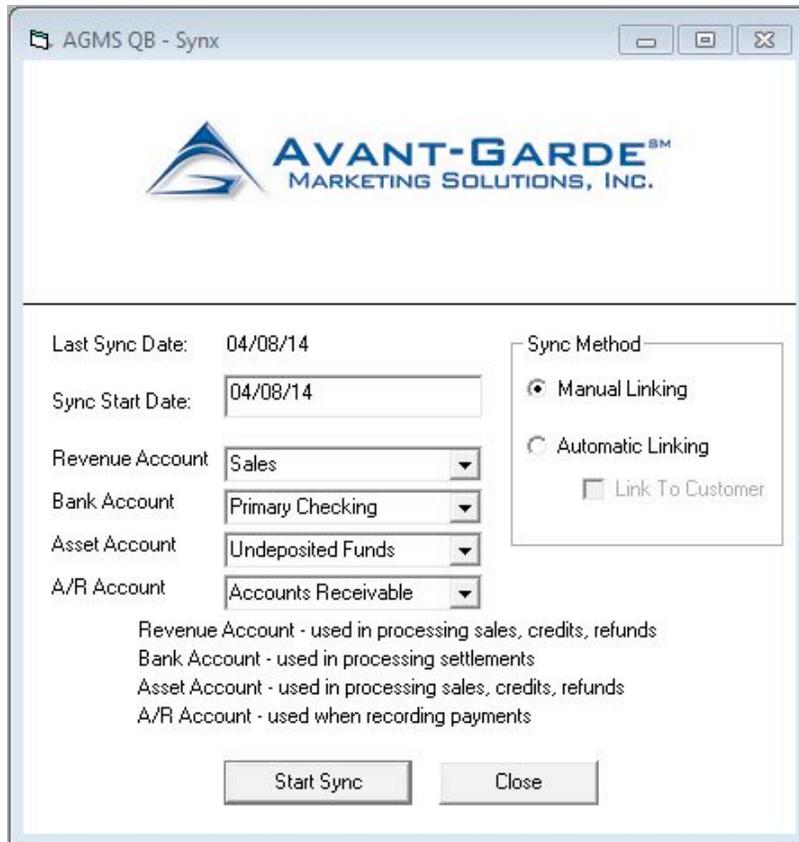
To get started, select **AGMS QB > AGMS SynX** from the Customers Menu



**NOTE: BACK UP YOUR FILE BEFORE SYNCING. YOU CANNOT UNDO THE SYNC PROCESS. AS A REMINDER, YOU'LL SEE THIS DIALOG BOX EVERY TIME YOU RUN THIS PROCESS.**



## DIALOG BOX



The dialog box, titled "AGMS QB - Synx", features the Avant-Garde Marketing Solutions, Inc. logo at the top. It contains the following fields and options:

- Last Sync Date: 04/08/14
- Sync Start Date:
- Revenue Account:
- Bank Account:
- Asset Account:
- A/R Account:
- Sync Method:
  - Manual Linking
  - Automatic Linking
  - Link To Customer

Below the fields, there is explanatory text:

- Revenue Account - used in processing sales, credits, refunds
- Bank Account - used in processing settlements
- Asset Account - used in processing sales, credits, refunds
- A/R Account - used when recording payments

At the bottom, there are two buttons: "Start Sync" and "Close".

## MODES

There are two modes:

- **Automatic Mode**
- **Manual Mode**

These modes are explained more in depth following. Some notes about this process:

- If you have a large set of transactions, or a large number of customers, this process may take a long time.
  - No duplicate transactions will be created. If a transaction is processed once through the sync process, or through another component of the QuickBooks Plug In, that transaction will not be processed again.
- 
- **Most importantly, make sure to backup your file before syncing!**
  - The **Last Sync Date** will be shown. Note: if this is your first sync, this will default to 30 days ago.
  - The **Sync Start Date** is the first date to sync from (through the most current transaction). On the first sync, this will default to 30 days ago. On every other sync, this will default to your last sync date / time. You can alter as needed.
  - You must select a **Revenue Account**. This Revenue Account is used during the Automatic Mode when creating General Ledger entries for sales, refunds and credits.
  - You must select an **Asset Account**. This Asset Account is used during the Automatic Mode when creating General Ledger entries for sales, refunds and credits. If only one Asset account exists, this menu will not appear.
  - You must select a **Bank Account**. This Bank Account is used during both the Manual and Automatic Mode creating deposit records while processing settlements.
  - You must select an **A/R Account**. This A/R account is used during the Manual mode when creating credit memos and payment records. If only one A/R account exists this menu will not appear.

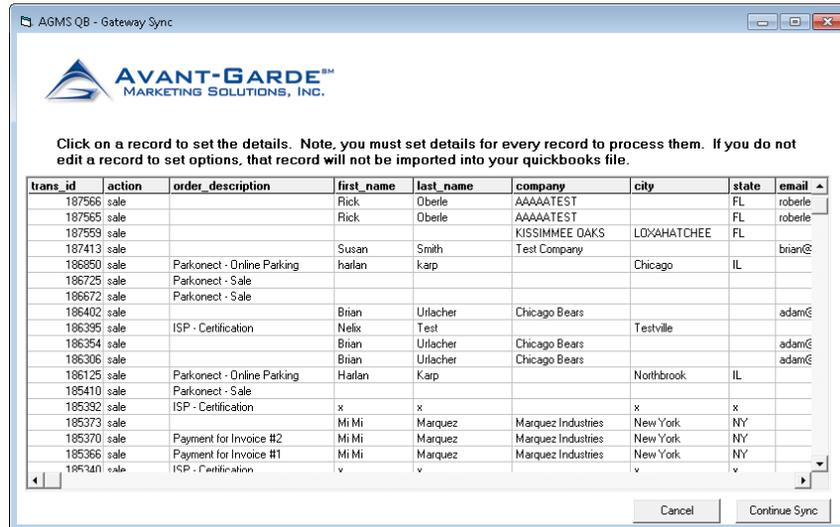
## AUTOMATIC MODE

With **Automatic Mode**, no human interaction is necessary. The process will perform the following steps:

- All transactions starting at the **Sync Start Date** will be read from the gateway.
- All customers will be read from the QuickBooks file – this is used for Customer Matching in a later step.
- For each Sale, Capture or Offline transaction, a General Ledger record will be created crediting the **Revenue Account** selected above, and debiting Undeposited Funds
- For each Refund or Credit, a General Ledger record will be created debiting the **Revenue Account** selected above, and crediting Undeposited Funds.
- If **Link To Customer** was selected above, the system will use fuzzy logic to try to match the transaction with your existing QuickBooks customers. If customer record is found, the customer record will be created automatically. NOTE: The customer record will only be created if either a company name, or a first name and last name are available. If those values are not available, no customer will be created, and no customer will be linked to that transaction (although it will still be imported.)
- For Voids, Check Returns, and Late Check Returns – If this is a Receive Payment record, the record will be deleted. If this is a Sales Receipt, the receipt will be voided. If this is a General Ledger entry, the entry will be voided.
- For all settlements, a deposit record will be created.

## MANUAL MODE

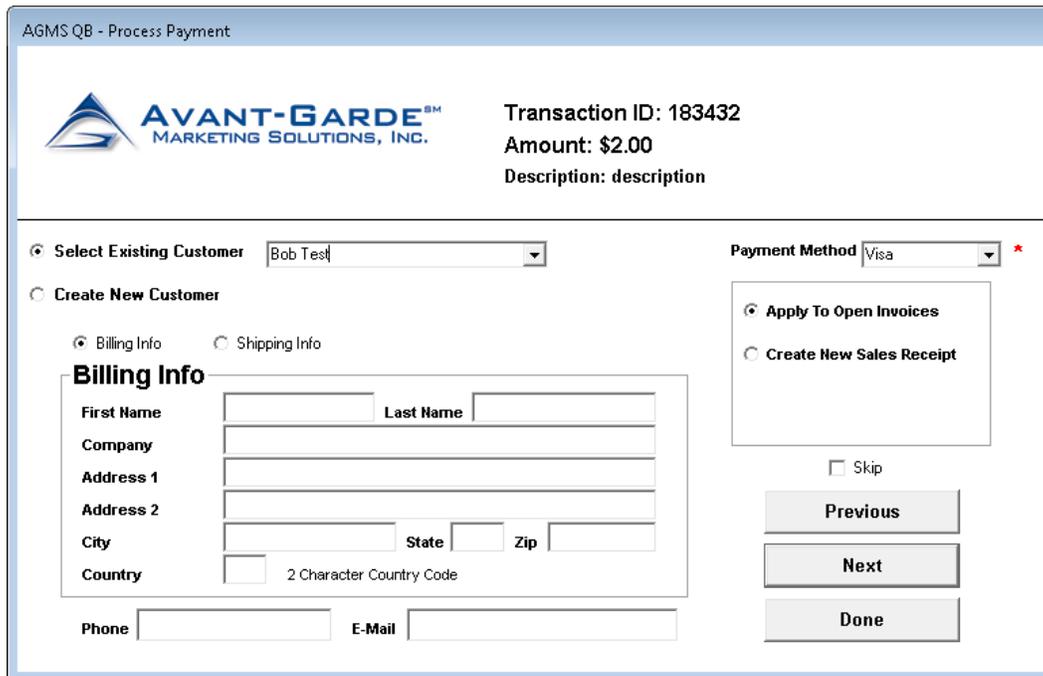
With **Manual Mode**, there is human intervention necessary, but there is a greater level of control. Upon running a Manual Mode sync, the following will occur:



- All transactions starting at the **Sync Start Date** will be read from the gateway.
- All customers will be read from the QuickBooks file – this is used for Customer Matching in a later step.
- All Sale, Capture, Offline, Refunds and Credits will be loaded into a form for editing as follows:
- You can sort by any column by clicking on the column heading.
- This form will show all Sale, Capture, Offline, Refund and Credit records read from the gateway. Click on any row to edit it. **NOTE: ONLY ROWS YOU EDIT WILL BE PROCESSED. WITH THE MANUAL MODE, YOU MUST TOUCH EACH RECORD.**

## MANUAL MODE/ EDIT RECORD

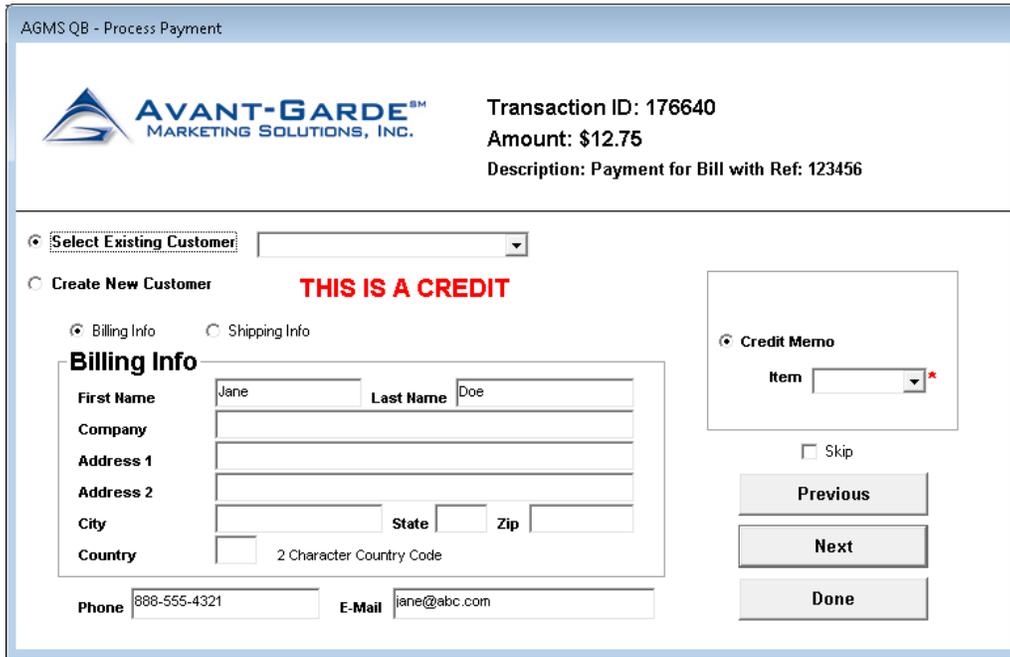
If you click on a record, you'll be taken to the following dialog box:



- The Transaction ID, Amount and Description will be shown.
- You can choose to attach this to an existing customer by selecting the customer from the Select Existing Customer drop down. The system will try to automatically match this for you, using fuzzy logic.
- You can choose to Create New Customer. If you create a new customer, you must at least supply the First Name and Last Name OR the Company. This information will be pre-populated if available from the gateway.
- The Payment Method will pre-populate but can be changed if needed.
- You can select to Apply to Open Invoices, in which case the payment will be Auto Applied to open invoices by QuickBooks. If no invoices are open, a credit will be generated.
- You can select to Create a New Sales Receipt. If you select this, you must select an Item from the item list.
- Once done, you can click Previous, to go to the previous record, Next, to go to the next record, or Done to return to the transaction list.
- If you want to move to another record, or go back to the transaction list without editing this record, click the Skip checkbox. This will bypass any validation on the record.

## MANUAL MODE/ REFUND OR CREDIT

If this is a refund or credit, you'll see a slight variation on this dialog box:



AGMS QB - Process Payment

 **AVANT-GARDE<sup>SM</sup>**  
MARKETING SOLUTIONS, INC.

Transaction ID: 176640  
 Amount: \$12.75  
 Description: Payment for Bill with Ref: 123456

**Select Existing Customer:**

**Create New Customer** **THIS IS A CREDIT**

Billing Info     Shipping Info

**Billing Info**

First Name  Last Name

Company

Address 1

Address 2

City  State  Zip

Country  2 Character Country Code

Phone  E-Mail

**Credit Memo**

Item

Skip

In the case of a refund, you must select an Item from the item list

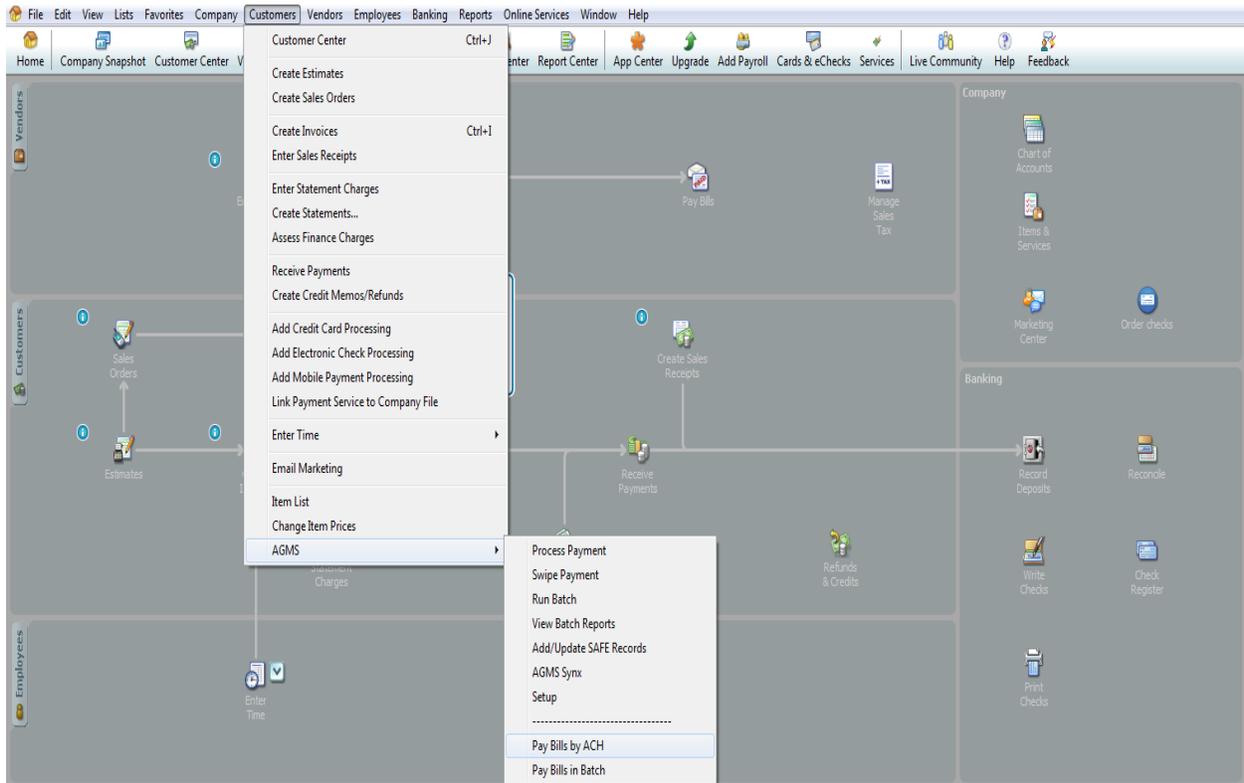
After you are done editing your records, and you return to the Transaction List, you can click **Continue Sync** to continue with the process. Once done, the following will occur:

- Any customers that need to be created will be created.
- All Receive Payment records will be created and applied to invoices.
- All Sales Receipt records will be created.
- All Credit memos will be created.
- For Voids, Check Returns, and Late Check Returns – If this is a Receive Payment record, the record will be deleted. If this is a Sales Receipt, the receipt will be voided. If this is a General Ledger entry, the entry will be voided.
- For all settlements, a deposit record will be created.

# **PAYING BILLS**

## GETTING STARTED

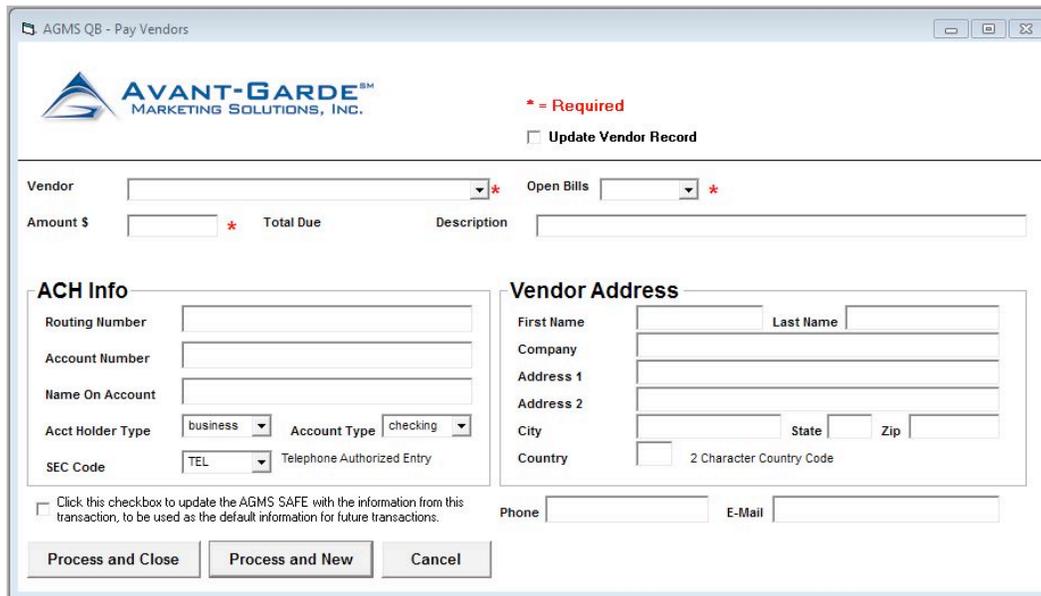
With the AGMS QB, you can pay your vendors easily with ACH!



**NOTE:** In order to use this function, the ability to perform ACH credits must be turned on in your gateway account. Contact AGMS to enable this on your account.

## PAY BILLS WITH ACH

To pay a specific bill, select **AGMS -> Pay Bills by ACH** from the Customers Menu



- Select the **Vendor** you'd like to pay from the drop down.
- That Vendor's **Open Bills** will populate the subsequent drop down. Select a bill to pay. Using this mechanism, you can only pay one bill at a time. To pay more than one bill use the **Pay Bills in Batch** option.
- The **Amount** will auto populate based on the bill selected. You can adjust this number if desired.
- The **Description** will auto populate, but you can adjust if desired. If selected in the Settings (See earlier in this manual), this field will be written into the Bill Payment memo field.
- Enter ACH information as you would on an account receivable transaction (see earlier in this manual for a full explanation of ACH fields)
- The Vendor Address, Phone and E-mail will be populated from the information in QuickBooks. If you edit these, you can click **Update Vendor Record** to update the vendor record within QuickBooks.
- You can use the AGMS SAFE with the AGMS Bill Pay / Accounts Payable module just as you can with the accounts receivable functions. See earlier in this documentation for a full explanation of the AGMS SAFE. To remember this vendor's billing information for future use, click **Click this checkbox to update the AGMS SAFE with the information from this transaction, to be used as the default information for future transactions.** Next time you process a payment for this vendor, you will be allowed to use stored information.

## PAY BILLS WITH BATCH

Using the batch process to pay bills allows you to pay hundreds or thousands of bills with one click of the button!

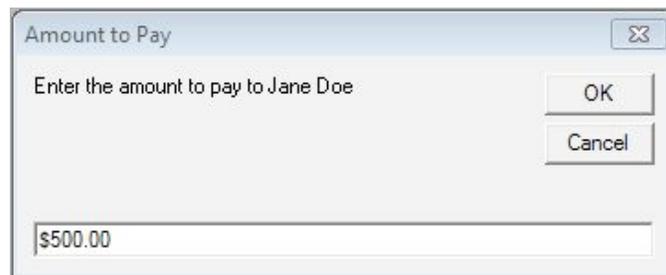
- To run a bill pay batch, select **AGMS -> Pay Bills by ACH** from the Customers Menu.

This process will select all bills that are currently open and attached to a Vendor that has a SAFE ID recorded. You can filter the bills by using the date range options:

- **Use Date Range: Bill Date Between** – this will show only bills that have a transaction date falling between the dates entered. You must click **Update** to update the found set of bills.
- **Use Date Range: Due Date Between** – this will show only bills that have a due date falling between the dates entered. You must click **Update** to update the found set of bills.

Just like in the accounts receivable batch process (described earlier in this documentation), you can sort by any columns by clicking on the column heading. Additionally, you can use **Select All**, **Select None** or simply click in the **Selected** column to select or unselect bills to pay. Only checked bills will be processed.

You can adjust the amount to be paid on a specific bill by clicking on that amount.



Amount to Pay

Enter the amount to pay to Jane Doe

OK

Cancel

\$500.00

You can enter a description to be used on any e-mail receipts, and recorded on the bill payment record (if selected in the **Settings**)

- When ready to pay your bills, click Pay Bills!

Each bill will be processed, and appropriate bill payment records created. You can view a batch report for your bill payments using the **Customers -> AGMS -> View Batch Reports** function, just as you would an accounts receivable batch.

# **ADDITIONAL OPTIONS**

## UNATTENDED BATCH PROCESS

Users have the ability to setup an automated process to run the batch process unattended. NOTE: This only applies the accounts receivable batch process, not the accounts payable.

This is done by executing the AGMS QB using a command line call as follows:

```
C:\Program Files\AGMS\AGMS QB> QB_CreditCards.exe /qbfn=QBFN /acct="ACCTNAME" /pref=cc
```

Notes about this process:

- **/qbfn** is required. **Pass in** the name of your QuickBooks file minus any spaces and without the extension. For example, if your QuickBooks file is **AGMS Test DB.QBW**, your QBFN would be **AGMSTestDB**
- **/acct** is optional. This allows you to specify the asset account in QuickBooks to record the payments to. If used, the exact name of the asset account, as it appears in QuickBooks, must be used and enclosed in quotes. If no match can be found, the default asset account (typically Undeposited Funds) will be used.
- **/pref** is optional and should be set to **/pref=cc** if you which to process only customers who have their preferred method of payment set to credit card. If the **/pref** switch is omitted or left blank, all customers who have a balance, and a SAFE ID, will be processed regardless of preferred method of payment.
- Your QuickBooks file must be open for the batch process to run.
- All customers with a SAFEID and an outstanding balance will be processed.
- For Successes, Receive Payment records will be created and applied to invoices using QuickBooks default algorithm.
- For Declines, the invoices will remain on your books as open invoices. Review the log file for information on declines.

## SILENT INSTALLATION

The AGMS QB supports a silent installation mode. To use the silent installation, you must pass certain parameters when launching the initial setup (AGMSQBInstaller.exe).

To run a silent installation, use the following command and switches:

```
AGMSQBInstaller.exe /s /v"/qn"
```

You can also specify the Install Directory during the silent installation by passing in the /v"INSTALLDIR=\"c:\mydirectory\" parameter. For example

```
AGMSQBInstaller.exe /s /v"/qn" /v"INSTALLDIR=\"c:\mydirectory\""
```

NOTE: You must place a \ in front of any quote used in the INSTALLDIR.

When using Silent Mode, you must manually execute the reinit.bat at the end of the process after installation. This forces the QuickBooks module to register with QuickBooks.

```
c:\mydirectory\reinit.bat
```

## CUSTOMIZATION

The best part about the AGMS QB is that it can be fully customized. This allows for the ultimate flexibility when it comes to automating your processes. Imagine:

- Automatically pulling in data from 3<sup>rd</sup> party systems, processing transactions, and then writing records into QuickBooks
- Writing transaction data into additional systems at the same time they are entered into QuickBooks
- Creating complex customized payment recording structures and having the module automatically apply your payments exactly as you desire
- Fully automating the sales receipt process – business rules can be put in place to create sales receipts according to your rules
- Your imagination is the limit!

AGMS can provide the customization services to further automate our module to meet your needs. To learn more about integration options, contact visit:

[www.agms.com](http://www.agms.com)