



IntelliPay Payment Suite Users Guide

Payment Information

- Customer Account: 101-123-12345
 - Customer Name: John Smith
 - Payment Amount to be Voided: \$569.99
 - Authorization Date: 10/05/2021 14:14 MST
-

Voids and Refunds

I. Voids


A. The IntelliPay Payment Suite provides the merchant with a user-friendly method for issuing voids on payments that have NOT been closed or settled in the daily batch. Voids should be processed if the batch settlement file has NOT been processed. However, if the batch settlement file has been closed, you may issue a refund.

To issue a Void, a user that has this permission can research the customer's payment in one of two ways:

1. Payment Reports

The user can find the payment in one of our payment reports and select the item number that is associated with customer's payment.

The following is a screen shot of finding a customer's item number in the report:



Reports										
All Credit Card Payments		Date FROM: 10/05/2021	TO: 10/05/2021	Report by: <input checked="" type="radio"/> Effective Date <input type="radio"/> Payment Date		Run Report				
9 Items - Merchant: Dale's Demo Company										
Item	Payment Date	Account	Name	Amount	Authorized	Card Type	Card Number	Auth Code	Comment	Reference Num
1	10/05/21 14:14 MST	101-123-12345	John Smith	\$569.99	\$569.99	Visa	41..1111	915217		C29908502P42977018
	10/05/21 14:07 MST	101-123-12347	Davis Brown	\$45.99	\$45.99	Visa	41..1111	830053		C29908593P42977149
	10/05/21 14:03 MST	101-123-12350	Richard Miller	\$458.50	\$458.50	Mast	54..0021	127250		C29908720P42977378

2. Research

a.) Super Search Bar: Our IntelliPay Payment Suite has a very robust search capability. For a simplified search process, we have created an intelligent search data field located in the blue navigation bar:

IntelliPay™

Edit User Profile | Logout
You have 0 unread messages




This intelligent search data field is located on all web pages throughout the platform. At any time, a user (who has this privilege) can enter search criteria into this data field and the software will do it's best to find what the user is looking for.

- Customer Account Number
- Customer Name

Voids and Refunds

Once the information is entered into the data field, the software will return the results found in the database. If multiple items are returned in the response, the user can select the appropriate item that they would like to view for their research.

Customer Research

Customer Lookup

Invoice Number: 101-123-12345

Amount:

Last Name/Company Name:

Card Number (last 4 only):

First Name:

Bank Account Number (last 4 or fewer):

Payment Date From: To:

Routing Number:

Search

Customer Lookup Results

1 record found

Show 10 entries

Search:

Customer Name	Invoice Number	Merchant
John Smith	101-123-12345	Dale's Demo Company

Showing 1 to 1 of 1 entries

Previous 1 Next

Payment Lookup

List Customers with Balance or Recurring Payment Schedules

b.) Research Tile: The IntelliPay Payment Suite has an additional section that will allow the user to research transactions. The user can select the “Research” Tile, which will take them to the following web page:

IntelliPay™

Edit User Profile | Logout

You have 0 unread messages

Search

Credit Card

ACH

Invoices

Help

Dale's Demo Company

*Home / Research

Dashboard

0/0 Alerts

Research

Reports

Terminals

Users

Customer Research

Customer Lookup

Payment Lookup

List Customers with Balance or Recurring Payment Schedules

Privacy Policy

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10/06/2021 06:42:14 AM Mountain Time Zone

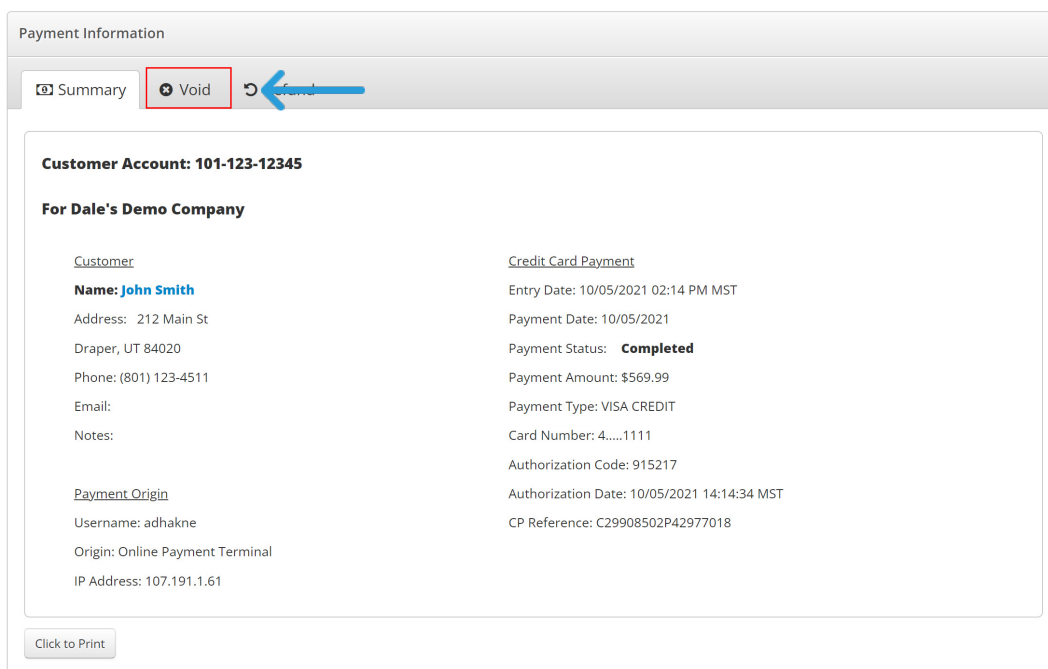
VERIFIED & SECURED

From this screen, users can search in three ways, customers look-up, payments look-up, and a List of customers with balance or recurring payment schedules. In each section, additional search criteria make it easy to find a transaction.

Additional items can be in our Reports as well. For example, a user can research items via the following:

- Date Range
- Payment Type
- User ID

Once the user has found the payment information, they will see the following screen:



The screenshot shows a web interface titled "Payment Information". At the top, there are three tabs: "Summary", "Void", and "Refund". A blue arrow points to the "Void" tab. Below the tabs, the screen displays customer and payment details for "Dale's Demo Company".

Customer Account: 101-123-12345
For Dale's Demo Company

<p><u>Customer</u></p> <p>Name: John Smith</p> <p>Address: 212 Main St</p> <p>Draper, UT 84020</p> <p>Phone: (801) 123-4511</p> <p>Email:</p> <p>Notes:</p>	<p><u>Credit Card Payment</u></p> <p>Entry Date: 10/05/2021 02:14 PM MST</p> <p>Payment Date: 10/05/2021</p> <p>Payment Status: Completed</p> <p>Payment Amount: \$569.99</p> <p>Payment Type: VISA CREDIT</p> <p>Card Number: 4.....1111</p> <p>Authorization Code: 915217</p> <p>Authorization Date: 10/05/2021 14:14:34 MST</p> <p>CP Reference: C29908502P42977018</p>
--	---

Payment Origin

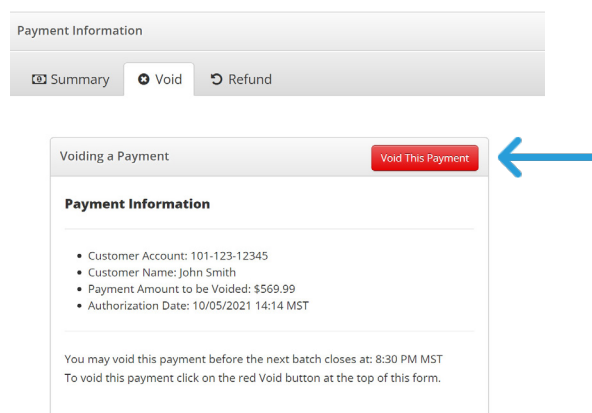
Username: adhakne

Origin: Online Payment Terminal

IP Address: 107.191.1.61

Click to Print

The user will select the "Void" tab. The user is taken to the following screen where they can issue the Void by selecting the red "Void This Payment" button. The user will select the "Void" tab. The user is taken to the following screen where they can issue the Void by selecting the red "Void This Payment" button.



The screenshot shows a web interface titled "Voiding a Payment". At the top, there are three tabs: "Summary", "Void", and "Refund". A blue arrow points to the "Void This Payment" button. Below the tabs, the screen displays payment information for the voiding process.

Payment Information

- Customer Account: 101-123-12345
- Customer Name: John Smith
- Payment Amount to be Voided: \$569.99
- Authorization Date: 10/05/2021 14:14 MST

You may void this payment before the next batch closes at: 8:30 PM MST
 To void this payment click on the red Void button at the top of this form.

Voids and Refunds

Once the Void has been successfully processed, a confirmation screen will appear.

Payment Information

Summary

Void

Refund

Customer Account: 101-123-12345

For Dale's Demo Company

Customer
Name: John Smith
Address: 212 Main St
Draper, UT 84020
Phone: (801) 123-4511
Email:
Notes:

Credit Card Payment
Entry Date: 10/05/2021 02:14 PM MST
Payment Date: 10/05/2021
Payment Status: **Voided**
Payment Type: VISA CREDIT
Card Number: 4.....1111
Authorization Code: 915217
Authorization Date: 10/05/2021 14:14:34 MST
CP Reference: C29908502P42977018

Payment Origin
Username: adhakne
Origin: Online Payment Terminal
IP Address: 107.191.1.61

Click to Print

II. REFUNDS

A. The IntelliPay Payment Suite provides the merchant with a user-friendly method for issuing refunds on payments that have been closed or settled in the daily batch. Voids should be processed if the batch settlement file has NOT been processed. However, if the batch settlement file has been closed, you may issue a refund using the following process.

To issue a Refund, a user that has this permission can research the customer's payment in one of two ways:

3. Payment Reports

The user can find the payment in one of our payment reports and select the item number that is associated with customer's payment

Reports

All Credit Card Payments

Date FROM: 10/05/2021 TO: 10/05/2021

Report by: ☐ Effective Date ☒ Payment Date

Run Report

9 Items - Merchant: Dale's Demo Company

Print

PDF

CSV

Item	Payment Date	Account	Name	Amount	Authorized	Card Type	Card Number	Auth Code	Comment	Reference Num
1	10/05/21 14:14 MST	101-123-12345	John Smith	\$569.99	Voided	Visa	41..1111	Voided on 10-06-21 07:09 MST by: daleerling		C29908502P42977018
2	10/05/21 14:17	101-123-12347	Davis Brown	\$45.99	\$45.99	Visa	41..1111	830053		C29908593P42977149
	10/05/21 14:23	101-123-12350	Richard Miller	\$458.50	\$458.50	Mast	54..0021	127250		C29908720P42977378

View Payment

View Customer

a.) Super Search Bar: Our IntelliPay Payment Suite has a very robust search capability. For a simplified search process, we have created an intelligent search data field located in the blue navigation bar:



This intelligent search data field is located on all web pages throughout the platform. At any time, a user (who has this privilege) can enter search criteria into this data field and the software will do it's best to find what the user is looking for. For example, a user can enter the following:

- Customer Account Number
- Customer Name

Once the information is entered into the data field, the software will return the results found in the database. If multiple items are returned in the response, the user can select the appropriate

Customer Research

Customer Lookup

Invoice Number

101-123-12345

Amount:

Last Name/Company Name:

Card Number (last 4 only):

First Name:

Bank Account Number (last 4 or fewer):

Payment Date From:

To:

Routing Number:

Search

Customer Lookup Results

1 record found

Show 10 entries

Search:

Customer Name	Invoice Number	Merchant
John Smith	101-123-12345	Dale's Demo Company

Showing 1 to 1 of 1 entries

Previous

1

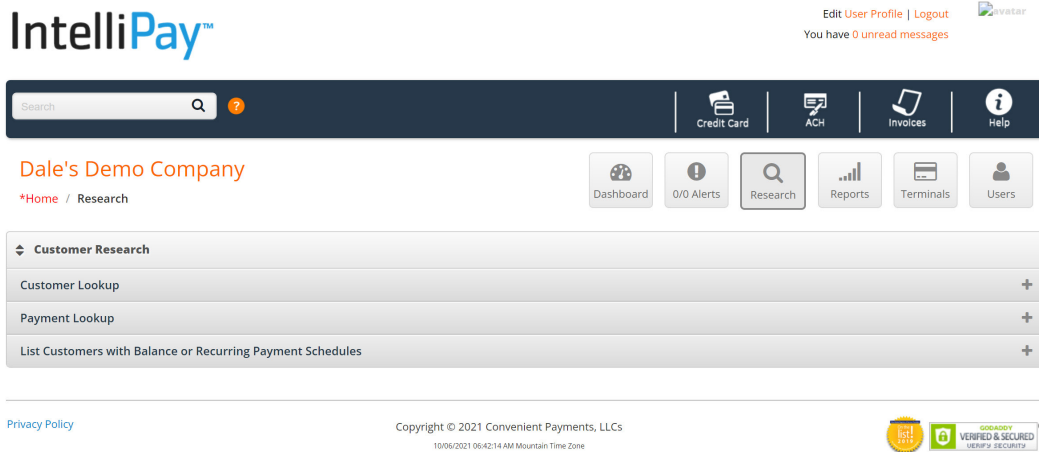
Next

Payment Lookup

List Customers with Balance or Recurring Payment Schedules

b.) Research Tile: The IntelliPay Payment Suite has an additional section that will allow the user to research transactions. The user can select the “Research” Tile, which will take them to the following web page on top of the next page.

Voids and Refunds



From this screen, users can search in three ways, customers look-up, payments look-up, and a List of customers with balance or recurring payment schedules. In each section, additional search criteria make it easy to find a transaction.

Additional items can be in our Reports as well. For example, a user can research items via the following:

- Date Range
- Payment Type
- User ID

Once the user has found the payment information, they will see the following screen:

The screenshot shows the "Payment Information" screen. At the top, there's a tab bar with "Summary", "Void", and "Refund". The "Summary" tab is active. Below it, the "Customer Account: 101-123-12347" is displayed. Under "For Dale's Demo Company", there are two columns of information. The left column contains "Customer" details: Name: Davis Brown, UT Zip Code: 84020, Phone, Email, Notes, "Payment Origin" (Username: Lightbox, Origin: Lightbox Terminal, IP Address: 107.191.1.61, Input Method: Keyed). The right column contains "Credit Card Payment" details: Entry Date: 10/05/2021 02:17 PM MST, Payment Date: 10/05/2021, Payment Status: Completed, Approved (in green), Payment Amount: \$45.99, Payment Type: VISA CREDIT, Card Number: 4.....1111, Authorization Code: 830053, Authorization Date: 10/05/2021 14:17:47 MST, and CP Reference: C29908593P42977149. At the bottom left, there is a "Click to Print" button.

The user will select the “Refund” tab and will be taken to the following screen:

The screenshot shows a web interface for issuing a refund. At the top, there's a 'Payment Information' header with three tabs: 'Summary' (selected), 'Void', and 'Refund'. Below this is a 'Refunding a Payment' section. Inside, there's a 'Refund Information' box containing a list of details: Customer Account (101-123-12347), Customer Name (Davis Brown), Amount of Original Payment (\$45.99), Authorization Code (830053), Amount already refunded (\$0.00), and Amount refundable (\$45.99). Below the list is a 'Refund Amount: \$' label followed by a text input field containing '45.99' and an orange 'Issue Refund' button. At the bottom, there are two paragraphs of instructional text: 'A refund may be issued only up to the original payment amount.' and 'When you issue a refund it may take up to 2 business days for your Customer to receive their funds.' followed by 'To refund this payment enter the amount to be refunded and click on the "Issue Refund" button.'

This screen will allow the user to issue a full or partial refund. A transaction receipt is generated and can be printed for the customer.

3. Batch Process:

Our Batch Processing System, which is different than the Credit Card Settlement/Batch Process, enables our merchants to upload a .CSV file to process multiple payments at one time. We can also provide merchants with batch processing to issue credits or refunds.

The Batch Processing System is a little more technical than using the User Interface. Please refer to the “Batch Processing” Guide for more details on how to issue refunds using the Batch Process.

4. Credit Card Machines:

For payments that are processed through a VX520 credit card machine, payments can be refunded directly through the credit card machines. In order to issue a refund, the user will follow the steps below:

- Select “Refund” from the main menu.
- Enter the Transaction ID
- Enter the Amount
- Select green “Enter” button

A receipt will be generated on the terminal that will include the amount of the refund and Transaction ID.