

THE PAYMENT SOLUTIONS EXPERTS



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Skipjack Payment
Plug-in for QuickBooks
FAQ's



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1. What Operating Systems are Supported?

The Skipjack Payment Plug-in for QuickBooks has been tested to operate with the following operating systems:

- Microsoft Windows 2000
- Microsoft Windows 2003 Server
- Microsoft Windows XP
- Microsoft Windows Vista

2. What Versions of QuickBooks are Supported?

The Skipjack Payment Plug-in for QuickBooks has been tested with the following QuickBooks versions.

	2008	2007	2006	2005
QuickBooks Professional (USA Version)	✓	✓	✓	✗
QuickBooks Professional (Canadian Version)		✓	✓	✓
QuickBooks Premier (USA Version)	✓	✓	✓	✓
QuickBooks Premier (Canadian Version)		✓	✓	✗

For information about these QuickBooks application, visit the Intuit Web site at: <http://quickbooks.intuit.com/>.

3. What Peripheral Devices are Supported?

The following (optional) hardware devices are supported by the Skipjack Payment Plug-in for QuickBooks.

NOTE: If you do not have any of the supported hardware devices attached and configured for use on your computer, you can still use the Skipjack Payment Plug-in for QuickBooks by entering card data using your computer keyboard and the date stored within QuickBooks.

Supported PINpad Devices for Canadian Interac PIN-based Debit Card Processing

For Canadian customers processing Canadian Interac PIN-based debit cards the following PINpad devices **must** be obtained through Global Payment Systems.

- VeriFone SC 5000 v1.0g and v1.0h
- VeriFone SC550 1.0b

You can obtain more information about how to obtain these PINpads by contacting the Skipjack Financial Services Canadian office (TransActive Ecommerce Solutions) on our toll-free phone at 866-438-8767.

Supported PINpad Connectivity

- Serial (COM)
- USB via Belkin F5U109 USB-to-COM adapter (SC 5000 supported in 8-bits/No Parity mode only)

Supported Swipe Devices

- VeriFone SC 5000 v1.0g and SC 5000 v1.0h
- VeriFone SC550 1.0b
- MagTek Mini MICR USB check/card swipe combination

- Most PS/2 swipe keyboards and devices (Tested with the MagTek Mini Swipe, Preh PCPOS and MC128 keyboards)

Supported Printers

- All Windows-enabled printers
- EPSON TM-T88IIIP (or similar) for high-speed direct printing

4. What Else Do I Need to Use the Skipjack Payment Plug-in for QuickBooks?

- A Skipjack Merchant Account properly configured in the Production (Live) environment.
- Skipjack Production account credentials (Production HTML Serial Number and Production Developer Serial Number to process Live Payments.)
- A Merchant Account from a financial institution for each credit and card type you wish to process as well as a PIN-based Merchant Account for processing Interac PIN-based debit cards.
- Familiarity with the use of your QuickBooks application.
- A working version of WINZIP or similar “unzip” software
- A properly functioning Internet connection
- Administrator access rights or the rights to install software applications on your computer
- For PIN-based debit transaction processing only, you must obtain a supported PINpads from Global Payment Systems.

5. What Steps are Required Before Using the Plug-in?

- 1) Install the Plug-in according to the instructions in the User Guide
- 2) Grant the Plug-in access to the QuickBooks company profile.
- 3) Enter your Merchant name and information into the General tab of the Settings window
- 4) Enter your Skipjack credentials (if you are changing your credentials you must delete the Reversals File before you attempt to process transactions again. Only delete them if there are no pending reversals in the file).
- 5) Configure the attached hardware by reviewing the hardware settings in each tab and select appropriate options or each hardware device attached to your computer.
 - i) When you have completed making all your configuration changes for each attached devices, select the Save Settings button to save the settings made to the local configuration file. Saved changes will be applied each time you use QuickBooks. If you are not using your printer to print a receipt after each payment, we recommend that you disable it in the Plug-in configuration panel.

We strongly recommend reading both the User Guide and Readme file prior to installing and using the Plug-in. This will minimize the risk of errors during use.

6. How do I Make a Payment Using the Skipjack Payment Plug-in?

This processing allows the processing of credit card or PIN-based debit card transactions in three basic steps:

- a) Open your QuickBooks application and select the desired processing option in your QuickBooks application (either **Create Sales Receipt** or **Receive Payments** option).
- b) Enter a new customer or select an existing customer, select a payment type (credit card) and use the QuickBooks forms to record the transaction details. When you select the **Save and Close** button the **Skipjack Payment Panel - Virtual Point of Sale** window is displayed.

- c) Review the data pre-populating the **Virtual Point of Sale** window and submit the transaction for processing using the **Process Payment** or **Swipe and Process** buttons. After the transaction is submitted for processing the results will be returned (Approved, Denied, or Not Processed) within a few seconds and recorded on the **Receipt** tab of the **Virtual Point of Sale** window.

7. How Do I Process a Refund? (Blind Credits)

- a) Access the Virtual Point of Sale window from the Skipjack Payment Panel (Note: this option must be enabled on your Skipjack Merchant Account settings before using this feature otherwise the transaction will be Declined).
- b) Enter the desired transaction details into the Virtual Point of Sale window. **Important: you must specify a negative (-) dollar Amount in the Virtual Point of Sale window.**
- c) Submit the transaction
- d) View the transaction status on the **Receipt** tab
- e) For Approved transactions, close the **Virtual Point of Sale** window to return to the QuickBooks **Home** screen. For Declined transactions, please review the reason for the Decline stated on the receipt and inspect the information within each field in the **Virtual Point of Sale** window. Correct any errors and resubmit the transaction by selecting the **Process** or **Swipe and Process** button.

TIP: Data entry errors in the Card Number field and Exp Month/Year fields are common causes of Declined transactions for manually entered transactions. Double-check that you have typed in the correct credit card number and expiry date and correct any errors before you resubmit the transaction.

8. How do I process a swiped transaction using my PINpad?

To process a transaction using a swipe device such as a PINpad you must complete all the steps described for processing a transaction from within QuickBooks (See the section “ ” for details) and select the **Swipe and Process** button on the **Virtual Point of Sale** window instead of the **Process Payment** button to start transaction processing. Please follow any messages on the swipe device during the transaction.

NOTE: This method requires that you have a supported swipe device attached and configured for use with your computer. For a list of supported swipe devices, see the section “What Peripheral Devices” for details.

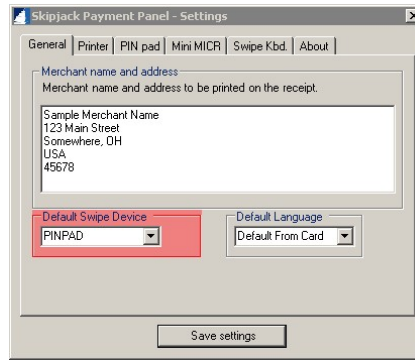
9. Why doesn't the credit card number I enter in the Card No. field on the QuickBooks Customer Payment (Receive Payments window) form appear in the Virtual Point of Sale Card Number field automatically?

This is because the **Card Number** field in the **Virtual Point of Sale** window is only linked to the **Credit Card No.** field on the **Payment Info** tab for a given customer. In order to pre-populate the credit card number field in the **Virtual Point of Sale** window you must have previously entered a card number in the **Credit Card No.** on the **Payment Info** tab in QuickBooks.

10. Can I change the appearance of the printed receipts for my business?

You can change only the contents of the business name and details displayed on the receipt (displayed on both printed and on the **Receipt** tab) in the **Merchant name and address** field on the **General** tab. Normally, you would enter your business name, address, and other contact information that you want displayed on each receipt. You cannot change the font and overall appearance of the receipt itself.

To add/change the information about your business to the receipts, right-click on the **Skipjack Payment Panel** in the taskbar, select **Settings**, and enter your business information in the field provided on the **General** tab. Select the **Save settings** button and close the Virtual Point of Sale window to continue working on your computer.



NOTE: The Merchant name and address is Required and you cannot process any transactions without first entering information into the Merchant name and address field.

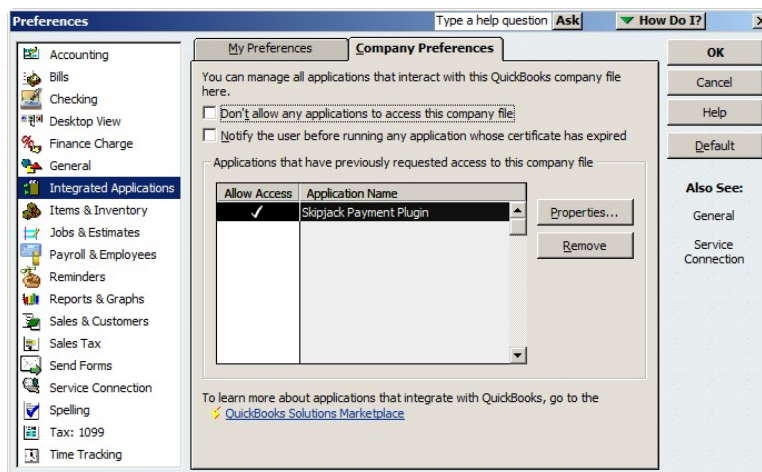
11. Why is my Virtual Point of Sale window or data not displaying properly?

This behavior results from an incorrect configuration option set during Skipjack Payment Plug-in for QuickBooks installation where, specifically, the following options were not selected when QuickBooks was loaded for the first time after the Skipjack Payment Plug-in for QuickBooks was installed.

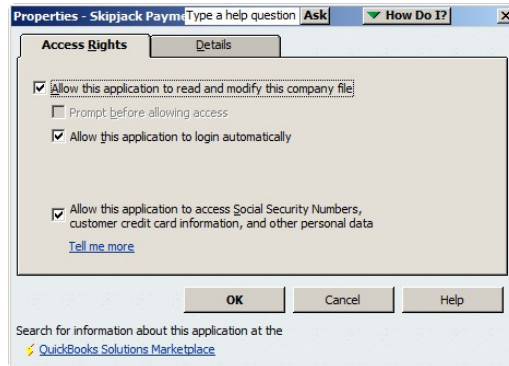


To fix this error, follow the procedure below.

1. From within your QuickBooks application select **Edit > Preferences > Integrated Applications** from the menu to display the window, shown below. Select the **Company Preferences** tab.



2. Select the **Properties** button to display the Properties dialog box, shown below. Click on the **Access Rights** tab. Ensure that the illustrated checkbox options are selected. Select the **OK** button.



3. Close your QuickBooks application and restart it. The form field information from your QuickBooks forms will now be entered into the appropriate Virtual Point of Sale fields when a transaction is initiated.

For more information see “**Error! Reference source not found.**” section.

12. What are Reversals Errors and how do I fix Reversal Errors if they occur?

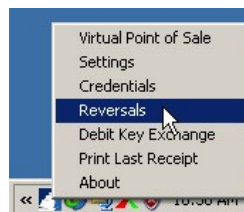
Reversal Errors occur as a result of communications (network) failures that happen during transaction processing. Normally the Skipjack Payment Plug-in for QuickBooks application will automatically resolve Reversal Errors without any input from you as soon as network problems are resolved.

However when persistent or recurring network connectivity issues occur Reversal Records may persist in the Reversal File at the close of business, and you may need to manually perform a Reversal. This manual Reversals process is described in the procedure below. You should run this procedure routinely, such as at the end of the business day.

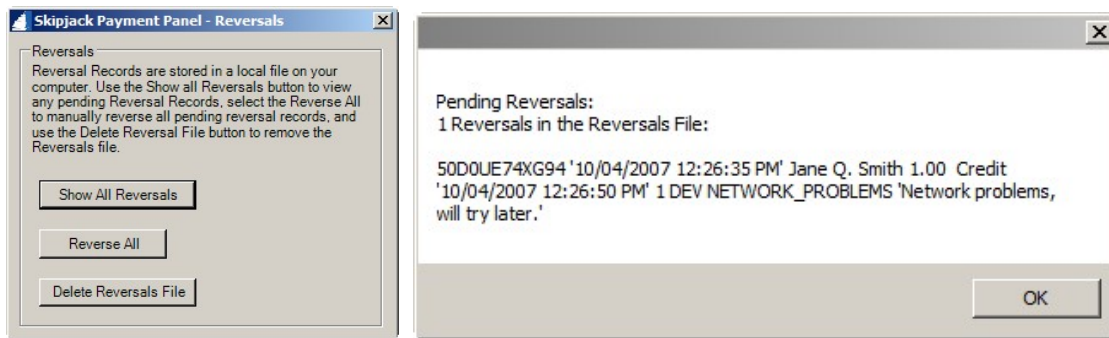
1. A network communication failure is identified by a **Network Problems** error splash screen which is displayed when the transaction is submitted for processing, as shown below. This is an indicator that a Reversal Record is being added to your local Reversal File. Normally automatic Reversals attempts will be submitted by the Skipjack Payment Plug-in for QuickBooks without your intervention.

Transaction failed due to NETWORK_PROBLEMS

2. To check the status of Reversals and to manually submit the Reversal Records, right click on the **Skipjack Payment Panel** in the taskbar and select the **Reversals** menu item.



3. In the **Reversals** dialog box, select the **Show All Reversals** button to display a list of all the pending Reversal Records that still require manual Reversal actions. These are the Reversals Errors that were attempted but which have not been completed. Select the **OK** button to close this list and return to the **Reversals** window.



NOTE: Do NOT Delete the Reversal File (Using the Delete Reversals File button) unless you are certain you do not need the Reversal Records contained in the Reversal file.

4. Select the **Reverse All** button to submit the Reversal Records to the Skipjack Transaction Network for Reversal.
5. Select the **Reverse All** button to reverse the current pending Reversal Records. Select the **Show All Reversals** to confirm that the list is empty after this action. When the Reversal is successful the dialog below is displayed. The Reversal Error(s) has been manually reversed



NOTE: In some (rare) instances it is not possible to resolve the Reversal Errors using the manual Reversal Error procedure described above. In these cases you must use the Skipjack Merchant Register to view the transaction records for the customers and confirm that there are no duplicate transactions present. If no duplicates exist, you can delete or credit the transaction and delete the Reversals File using the Delete Reversals File button.

If duplicates do exist in the Merchant Register you may need to call your Payment Processor directly to have these types of transactions Reversed, for example a duplicate Debit transaction. In these cases the information in the Reversals File is still valuable because you can provide the Order Number contained in the Reversal record (the first entry in the Reversal Error) to identify the transaction you wish to have reversed by your Payment Processor.

13. When do I use the Debit Key Exchange menu option on the Skipjack Payment Panel?

The **Debit Key Exchange** option is only used for businesses that are processing PIN-based debit card transactions and when a new PINpad is attached to your computer for use. In this case you should select the **Debit Key Exchange** from the Skipjack Payment Panel to perform a key exchange to synchronize the keys. This Key Exchange is a basic transaction sent to synchronize the new PINpad with your Payment Processor and confirm that all hardware attached to your computer is functioning properly. You only need to perform a Key Exchange once.

14. When do I use the Print Last Receipt option on the Skipjack Payment Panel?

You can select and use the **Print Last Receipt** option any time you wish to print a copy of the Merchant and Customer receipts for the last transaction processed. You must have a supported printer attached and configured for use with your computer.

For information about configuring your printer settings, see the “What Steps are Required Before Using the Plug-in?” section for details.

15. How do I see which version of the Skipjack Payment Plug-in for QuickBooks application I have currently installed?

The version can be displayed at any time by right-clicking on the Payment Panel icon in the taskbar and selecting the **About** menu option from the list. The Version number is displayed.

