



User Document: Merchant Partners First Mile Middleware™ Electronic Payment Processing



R.O. Writer Version: 1.31 and Gen 2

February 2022

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Overview

R.O. Writer has integrated an electronic payment system from Merchant Partners, an industry leader in internet-based (IP) credit card processing and electronic check processing (ACH) for internet and retail businesses.

The Merchant Partners electronic payment processing system:

- Complies with the Payment Card Industry Data Security Standard (PCI DSS), which is a set of requirements designed to ensure that all credit transactions are processed securely.
 - Transactions are processed at the payment provider and not locally on your machine. (Transactions processed on the local machine do not comply with the PCI DSS standards.)
 - Shop owners are responsible for maintaining their own compliance with PCI DSS.
- Accepts electronic checks as well as credit and debit cards.
- Includes signature capture for credit cards, estimate authorization, and the final invoice.

What do you need to start processing electronics payments with Merchant Partners in R.O. Writer?

- A computer with an Internet connection and browser (Internet Explorer, Mozilla Firefox, Chrome, etc.)
- A merchant account from a payment provider that is configured for retail transactions
- A credit card reader and signature capture device.
 - You set up and configure all hardware with Merchant Partners, not R.O. Writer.
- The Merchant First Mile Middleware™ software installed and configured.
 - You install and configure this software with Merchant Partners, not R.O. Writer.

Chip Cards

The Merchant First Mile Middleware software and the pin pad device support embedded chip cards, which are also known as "EMV" cards. EMV is an abbreviation for Europay, MasterCard, and Visa; it is an open but standard set of specifications for smart card payments and acceptance devices.

These cards have the traditional magnetic stripe on the back of the card and an embedded chip on the front of the card. Instead of swiping the card, you insert it into a slot on the pin pad device and leave it there until the transaction is done.

If the card has a chip, you must attempt to insert it first. If the card does not process successfully with the chip, then you can try to swipe the magnetic strip.

For more information about the EMV standard, click the following link to read about the EMV standards: <http://www.emvco.com>.

Existing PayPros ePay Users

If you are currently using PayPros ePay, integrating Merchant Partners software does not affect your current system. The Merchant Partners system is an alternative to PayPros ePay, which means that you can only use one at a time.

If you switch to Merchant Partners in the Configuration module, the following items are unavailable in R.O. Writer:

- Batch Settlement Report (Reporting and Accounting modules)
- EPay Report (Reporting module)

These reports are associated with PayPros ePay and therefore not relevant if you are using Merchant ePay.

- In the Accounting Interface, there is no ePayment section on the Credit Cards tab.

Similar reporting capabilities are available through the Merchant Partners website. For more information, see [reporting and accounting](#) on page 9.

Configuration

Merchant Partners uses their First Mile Middleware™ software to process payments. For more information, click the following link to visit the product page:

https://www.onlinemerchantcenter.com/docs/first_mile_middleware.taf.

Merchant First Mile has been integrated with R.O. Writer; however, you must install and configure First Mile Middleware software separately with Merchant Partners. Please contact R.O. Writer Support to coordinate this process. They will refer you to Merchant Partners.

The basic process is as follows:

1. Contact R.O. Writer Support to download and install R.O. Writer.
After installation, there is an active PayPros option and an inactive Merchant option on the integrated ePayment Setup window.
2. Close R.O. Writer.
3. Contact Merchant Partners Support to
 - Install and [configure First Mile Middleware](#) (page 7).
 - Set up [reporting and accounting](#) at the Merchant web portal (page 9).
4. Re-open R.O. Writer Configuration to [integrate R.O. Writer](#) (page 9) with First Mile Middleware. The Merchant option is active.



5. After both Merchant First Mile Middleware and R.O. Writer are configured properly, you can begin processing payments in R.O. Writer.

Step 1 – Configure First Mile Middleware

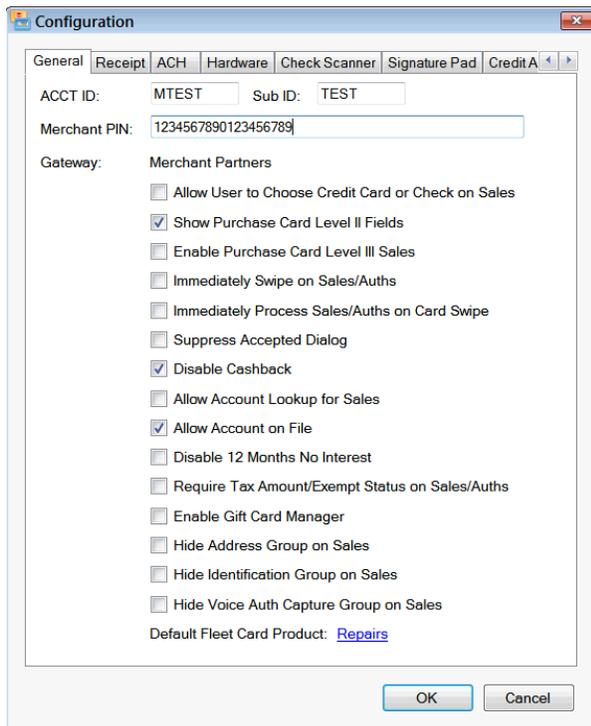
R.O. Writer Support will direct you to Merchant Partners to

- Install and [configure the Merchant First Mile Middleware software](#) (page 7).
- Set up [reporting and accounting](#) at the Merchant web portal (page 9).

Merchant Partners First Mile Customer Support can be reached at:

- **Email:** fmsupport@merchantpartners.com
- **Phone:** 855-554-6179

Merchant First Mile Middleware Configuration contains a series of tab windows that determine how First Mile functions when working from within R.O. Writer.



The screenshot shows a 'Configuration' dialog box with the 'General' tab selected. The dialog has several tabs: General, Receipt, ACH, Hardware, Check Scanner, Signature Pad, and Credit A. The 'General' tab contains the following fields and options:

- ACCT ID: MTEST Sub ID: TEST
- Merchant PIN: 1234567890123456789
- Gateway: Merchant Partners
- Allow User to Choose Credit Card or Check on Sales
- Show Purchase Card Level II Fields
- Enable Purchase Card Level III Sales
- Immediately Swipe on Sales/Auths
- Immediately Process Sales/Auths on Card Swipe
- Suppress Accepted Dialog
- Disable Cashback
- Allow Account Lookup for Sales
- Allow Account on File
- Disable 12 Months No Interest
- Require Tax Amount/Exempt Status on Sales/Auths
- Enable Gift Card Manager
- Hide Address Group on Sales
- Hide Identification Group on Sales
- Hide Voice Auth Capture Group on Sales
- Default Fleet Card Product: [Repairs](#)

At the bottom of the dialog are 'OK' and 'Cancel' buttons.

NOTE: The settings you choose on these windows depend on the setup in your shop. This section is a brief guide to how these options work with the capabilities of R.O. Writer.

General Tab

On the General tab, you set up the connection to the Merchant Gateway and customize the credit card sale options for each transaction.

The **ACCT ID**, **Sub ID**, and **Merchant PIN** determine how you connect to the Merchant gateway. You obtain these credentials from Merchant Partners.

The other options on the General tab determine what appears on the [credit card sale windows](#) (page 30) that open during a transaction started in R.O. Writer.

- **Allow Account on File** – Select this option if you want to be able to store credit card information for a customer in your system for future use; see [Customer Payment Tokens](#) (page 32).
- **Enable Gift Card Manager** – Do not select this option because R.O. Writer does not support gift card management. You can process gift card payments but not create gift cards and manage their balances on the R.O. Writer side.
- **Disable 12 Months No Interest** – Leave this option unselected if you want to offer these credit terms to your customers.

Receipt Tab

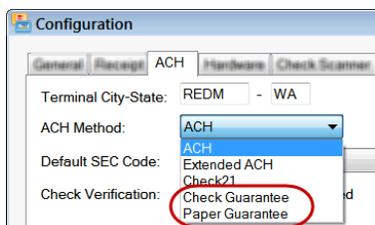
On the Receipt tab, you determine how the Merchant receipt (that prints from the dedicated receipt printer) works.

Select the **Automatically Print Receipt** option to print a receipt for every transaction.

Please note that R.O. Writer has formatted specific [form types](#) to print electronic payment information from the receipt on the customer invoice as well (page 18).

ACH Tab

On the ACH tab, you determine which version of the electronic check window opens when you click the [E Check button in R.O. Writer](#) (page 33).



Paper Guarantee and Check Guarantee are the most common:

- **Check Guarantee** *requires* you to use a check scanner.
- **Paper Guarantee** allows you to use a check scanner OR key in check information.

For more information, see [Guarantee Sale Windows](#) on page 35.

Hardware Tab

On the Hardware tab, you configure the connection between the current computer and external hardware devices. If the external device captures signatures, you should select the same device on the Signature Pad tab as well.

Check Scanner Tab

On the Check Scanner tab, you configure the connection between the current computer and an external check scanner device that [processes electronic checks](#) (page 26).

Signature Pad Tab

On the Signature Pad tab, you configure the connection between the current computer and a signature capture device.



[require signatures](#) for estimate authorization and during finalize in [R.O. Writer Electronic Payment Setup](#) (page 10), you must select the signature capture device here.

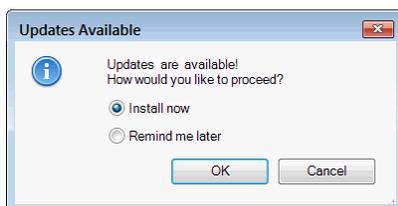
If you are using the same device selected on the Hardware tab to capture signatures, you must select it on the Signature Pad tab as well. Otherwise, R.O. Writer won't recognize the device when capturing signatures.

Credit Application Tab

On the Credit Application tab, you configure the settings for credit card applications and the [popup prompt for special financing](#) (page 50). Keep in mind that most of these settings are overridden by the Credit Card App section in [R.O. Writer Electronic Payment Setup](#) (page 10).

Auto-Update Tab

On the Auto-Update tab, you decide how to handle software updates from Merchant. Select **Remind Me Later**.



NOTE: Do NOT install updates without contacting R.O. Writer!

End-of-Day (EOD) Processing

Reporting and accounting - including EOD processing - occurs through the Merchant website. Contact Merchant Support to set up your reporting options:

- **Email:** support@merchantpartners.com
- **Phone:** (866) 242-9933

For more information about how to work with Merchant First Mile Middleware in R.O. Writer Accounts Receivable, see [Working with Accounts Receivable](#) on page 45).

Step 2 – Configure R.O. Writer

After installing and configuring Merchant First Mile Middleware, you must configure the following in the R.O. Writer Configuration module:

- [Electronic Payment Setup](#) (page 10) - Activate the ability to process electronic payments through Merchant.
- [Payment Types](#) (page 14) - Map R.O. Writer payment types and universal payment types (supported by Merchant Partners).
 - Select a [default payment type](#) (page 16) for any unmapped payment types.
- [Form Types](#) (page 18) - Choose the form types that have been designed to include transaction information on printed estimates and repair orders.

Step 2a – ePayment Setup

In the Configuration module, click **Configuration** menu > **Electronic Payment Setup** and select the **Merchant** option. The electronic payment setup options for Merchant First Mile Middleware appear.

Integrated ePayment Setup

Select ePayment Service Provider

PayPros Merchant

Shop Setup

Enable ePayment

Require use of pinpad for electronic card payments

Capture and Save Electronic Signatures for cards where signature is entered

Capture and Save Electronic Signatures During Finalize

Capture and Save Electronic Signatures For Estimate Authorizations

Credit Card App

Select a Credit Provider:

Default for Unknown Payment Types

Unmapped payment types will be assigned to the default selected below

Select a Default Payment Type:

This window has three sections:

- [Shop Setup Options](#) (page 11) – applies to all payment processing
- [Credit Card App](#) (page 48) – applies only to credit card application processing
- [Default for Unknown Payment Types](#) (page 16) – assigns a default payment type for unmapped payment types

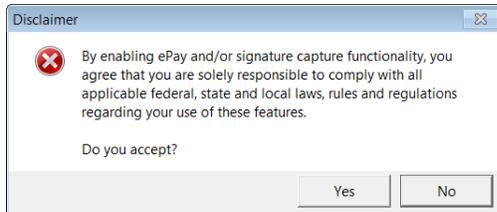
Shop Setup Options

Shop Setup options

- Activates the ability to process electronic payments.
- Determines when R.O. Writer requires electronic signatures on the pin pad device.

Enable ePayment

Check Enable ePayments to activate electronic payments in R.O. Writer. The disclaimer prompt appears whenever this option is checked:



Only the shop owner should click Yes to accept these terms. Yes must be clicked before you can use Merchant ePay.

Require Use of Pin Pad for Electronic Card Payments

Check Require Use of Pin Pad for Electronic Card Payments to require R.O. Writer to process credit or debit card payments electronically.

This means you cannot use the Other Credit Cards button to key card information into R.O. Writer windows. Instead, you must use the ePayment button (which processes R.O. Writer payment types that are mapped to universal card brands).

NOTE: Your selection here has no impact on payment processing in Merchant because you have to click the ePayment button and the Check > E Check buttons to access Merchant payment windows.

Capture and Save Electronic Signatures or Cards Where Signature is Entered

Check Capture and Save Electronic Signatures or Cards Where Signature is Entered to activate the signature capture feature for credit and debit card payments.

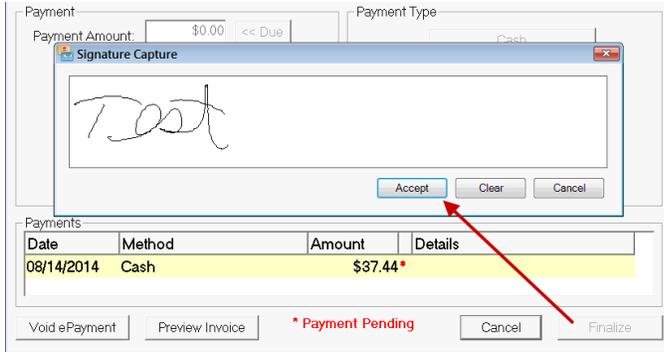
Capture and Save Electronic Signatures During Finalize

Check Capture and Save Electronic Signatures During Finalize to require the customer's signature during the finalize process for cash, check, and electronic payments. You are prompted to obtain a signature after the payment has been processed when finalizing.

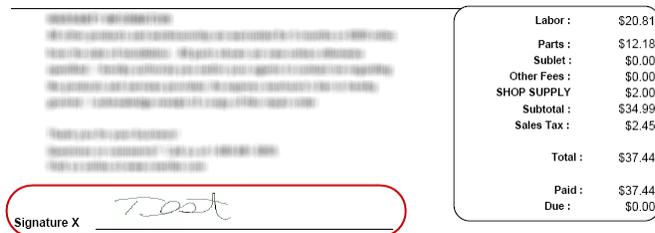
The disclaimer prompt appears again; only the shop owner should click Yes.

When using Merchant, you must select the device on the [Signature Pad tab](#) and the [Hardware tab](#) of Merchant First Mile Middleware Configuration. Otherwise, R.O. Writer won't be able to find the device during finalize.

The signature capture device prompts the customer to sign when the Finalize button is clicked and after the payment has been processed. The captured signature appears on a popup window over the Finalize window in R.O. Writer.



The signature captured when the Finalize button is clicked indicates that the customer accepts the final repair order; it does *not* authorize a payment. The signature appears on the printed repair order.



The signature prompt appears again when you process the electronic payment to authorize the payment.

If a signature capture device is *not* connected to your computer when this option is selected, a prompt appears asking you to obtain the customer’s signature on the repair order manually.

Capture and Save Electronic Signatures for Estimate Authorizations

Check Capture and Save Electronic Signatures for Estimate Authorizations to capture customer signatures for in-person authorizations. The disclaimer prompt appears again; only the shop owner should select Yes.

On the Estimate Authorization window, when In Person is selected as the Contact Method, a signature capture area appears at the bottom of the window:

Click the **Get Signature** button and the signature device prompts the customer to sign. The captured signature appears on the Signature Capture popup window.

Click the **Accept** button. The captured signature appears on the Estimate Authorization window. Click **OK** to complete the authorization. The captured signature also appears in the authorization area of the customer invoice.

Step 2b – Map R.O. Writer Payment Types

Deciding which cards you are going to accept in your shop is part of your agreement and configuration with Merchant Partners. You can immediately process any card or electronic payment type you set up with Merchant – excluding gift cards.

Electronic transactions process on the Merchant Partner’s gateway and not on your local machine. Therefore, when R.O. Writer receives a payment from the Merchant Partner’s gateway, it process as cash unless you map the universal electronic payment types you agreed to accept through Merchant to local R.O. Writer payments types.

When you map a payment type, you are telling R.O. Writer to record and track payments from a universal payment type to a payment type that R.O Writer recognizes. For example, when you map an R.O. Writer payment type to the universal “Visa” payment type, all transactions received from Visa cards are recorded as the R.O. Writer payment type that is mapped to the Visa ePay card brand.

You need to map payment types two ways:

- [Individually](#) (page 14) in the Payment Types setting
- Select one payment type to which all [unmapped payment types default](#) (page 16) in Electronic Payment Setup

To Map Individual Payment Types

There are two ways to access the Payment Types setting in Configuration:

- **Configuration** menu > **Repair Order** > **Payment Types**
- **Configuration** menu > **Electronic Payment Setup** > **Configure Payment Types** button

Either way, the Payment Types window opens.

The screenshot shows the 'Payment Types' configuration window. It features a table with columns: Payment Type, Fee Percent, Auto Deposit, Deposit After, Account, Make Inactive, and Map ePay card brands for. The 'Map ePay card brands for' column contains a list of card brands with checkboxes. A red double-headed arrow labeled 'Must be mapped to process electronic payments' connects two callout boxes: 'R.O. Writer payment types' (pointing to the 'Payment Type' column) and 'Universal epayment types' (pointing to the 'Map ePay card brands for' column). Red arrows also point from the 'VISA/MASTERCARD' row to the 'Map ePay card brands for' list.

Payment Type	Fee Percent	Auto Deposit	Deposit After	Account	Make Inactive	Map ePay card brands for
VISA/MASTERCARD	0.00	<input checked="" type="checkbox"/>	1	1200:1201	<input type="checkbox"/>	VISA/MASTERCARD
DISCOVER	0.00	<input checked="" type="checkbox"/>	1	1200:1202	<input type="checkbox"/>	<input type="checkbox"/> Discover
AMEX	0.00	<input checked="" type="checkbox"/>	1	1200:1203	<input type="checkbox"/>	<input type="checkbox"/> Drive Card
DEBIT	0.00	<input checked="" type="checkbox"/>	1	1200:1204	<input type="checkbox"/>	<input type="checkbox"/> E Check
ELECTRONIC CK	0.00	<input checked="" type="checkbox"/>	1	1200:1205	<input type="checkbox"/>	<input type="checkbox"/> Fuelman
CARTE BLANCHE	0.00	<input type="checkbox"/>	0		<input type="checkbox"/>	<input type="checkbox"/> GE Money
DINERS CLUB	0.00	<input type="checkbox"/>	0		<input type="checkbox"/>	<input type="checkbox"/> Goodyear
JCB	0.00	<input type="checkbox"/>	0		<input type="checkbox"/>	<input type="checkbox"/> JCB
	0.00	<input type="checkbox"/>	0		<input type="checkbox"/>	<input checked="" type="checkbox"/> Mastercard
	0.00	<input type="checkbox"/>	0		<input type="checkbox"/>	<input type="checkbox"/> MastercardFleet
	0.00	<input type="checkbox"/>	0		<input type="checkbox"/>	<input type="checkbox"/> Pilot Flying J
	0.00	<input type="checkbox"/>	0		<input type="checkbox"/>	<input type="checkbox"/> Service Central
	0.00	<input type="checkbox"/>	0		<input type="checkbox"/>	<input checked="" type="checkbox"/> Visa

*** To archive/replace a payment type, check the "Make Inactive" box, select the "Archive Payment Types" button.**

Buttons: ePayment Setup, Cancel, Archive Payment Types, View Archived Payment types, OK

Merchant Partners supports the following universal electronic payment types:

- American Express

- Carte Blanche
- CFNA
- Debit
- Diners Club
- Discover
- Drive Card
- E Check
- FuelMan
- GE Money
- Goodyear
- JCB
- MasterCard
- MasterCard Fleet
- Pilot Flying J
- Service Central
- Visa
- Visa Fleet
- Voyager
- WEX
- WEX Fleet One
- WP Gift Card

Each row represents a single R.O. Writer payment type:

Payment Types					
Payment Type	Fee Percent	Auto Deposit	Deposit After	Account	Make Inactive
-> VISA/MASTERCARD	0.00	<input checked="" type="checkbox"/>	1	1200:1201	<input type="checkbox"/>

- You can map to nine R.O. Writer payments types at a time.
- You can map multiple universal epayment types to one R.O. Writer payment type.
- You cannot map the same universal epayment type to multiple R.O. Writer payment types.
- Payment types are [calculated and tracked on sales reports](#) (page 17).
- Any R.O. Writer payment types you leave unmapped on this window are assigned to the [default payment type](#) (page 16) selected in Electronic Payment Setup.

To map payment types, complete these steps:

1. In the **Payment Type** field, type the name of the R.O. Writer payment type.
2. Enter the Fee Percent, Auto Deposit, Deposit After, and Account fields as appropriate for your business.

- For more information about these fields, please refer to the online help at http://docs.rowriter.com/#Payment_Types.htm.
3. In the **Map ePay card brands** list, select the universal epayment type you want to associate with the R.O. Writer payment type.
 4. Repeat Steps 1—3 for each payment type you want to accept in your shop.
 5. Click **OK** to save the payment types. The system saves the payment types as they are configured whenever you click OK.

To Select the Default Payment Type

The default payment type is selected at the bottom of the Integrated ePayment Setup window.

Integrated ePayment Setup

Select ePayment Service Provider:

PayPros Merchant

Shop Setup

Enable ePayment

Require use of pinpad for electronic card payments

Capture and Save Electronic Signatures for cards where signature is entered

Capture and Save Electronic Signatures During Finalize

Capture and Save Electronic Signatures For Estimate Authorizations

Credit Card App

Select a Credit Provider:

Default for Unknown Payment Types

Unmapped payment types will be assigned to the default selected below

Select a Default Payment Type:

Payment Types

Payment Type	Payment Method	Auto-Deposit	Deposit Rate
VISA/MASTERCARD			
AMERICAN EXPRESS			
CARTE BLANCHE			
CFNA			
DEBIT			
DINERS CLUB			
DISCOVER			

Map ePay card brands for

VISA/MASTERCARD

AmericanExpress

Carte Blanche

CFNA

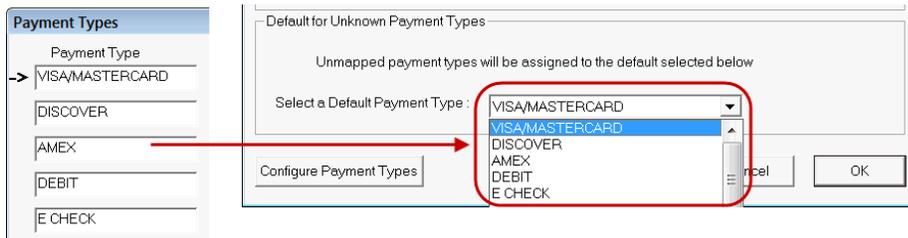
Debit

Diners Club

Discover

Unmapped payment types are those not associated with an R.O. Writer payment type.

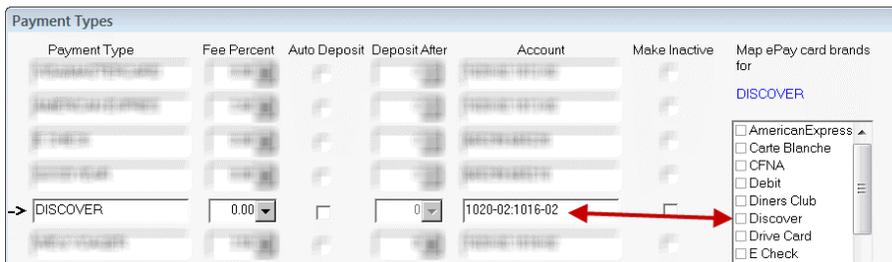
The Select a Default Payment Type dropdown list on the Integrated ePayment Setup window contains all R.O. Writer payment types.



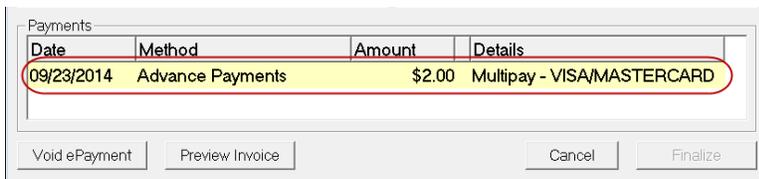
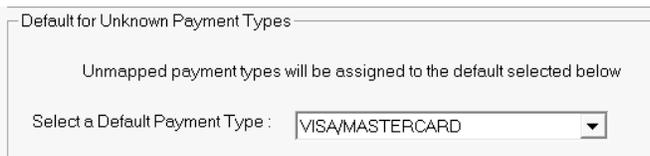
Whenever R.O. Writer receives a payment from an unmapped universal epayment type, the system classifies the payment to the default payment type selected in the dropdown list.

Consider the following example:

A customer pays with a Discover card. Your shop accepts Discover cards at the Merchant Gateway; however, the Discover payment type is not mapped to an R.O. Writer payment type.



In addition, VISA/MASTERCARD is selected as the Default Payment Type.



R.O. Writer payment types appear and are calculated as follows:

- **R.O. Payment Ledger** (in the Reporting module):
 - The first four R.O. Writer payment types are listed individually.

- The remaining payment types are aggregated into one entry named "Other Cards."

R.O. #	Date	Customer	Cash	Check/MASTERCARD	DISCOVER	AMEX	DEBIT	Other Cards	Advance	Charge	Total
0100001	6/21/2013	GRIDER, CORTNEY									
0100002	6/22/2013	DAVIS, DONALD			353.24						353.24
0100003	6/22/2013	ADCOCK, SARAH			124.24						124.24
0100004	6/22/2013	ACER, BRUCE				94.40					94.40
0100005	6/22/2013	DICK, RICHARD	22.46								22.46
0100006	6/22/2013	SPEAKMAN, KATHY			135.40						135.40
0100007	6/22/2013	IVERY, DJUAN	212.58								212.58
0100008	6/22/2013	STEFANSKI, MARK			204.06						204.06
0100009	6/22/2013	CUNNINGHAM, BILL			92.09						92.09
0100010	6/22/2013	VERRILLI, CHRIS			273.42						273.42

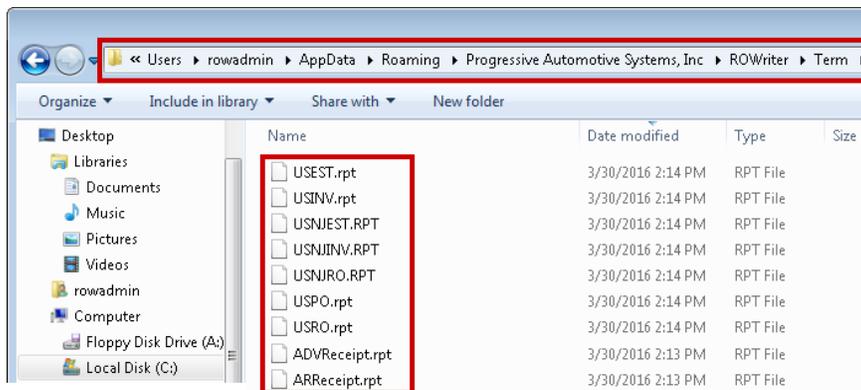
- Summary Report:** All R.O. payment types are listed individually in the Payments section at the bottom of the report.



Step 2c – Choose the Form Types

R.O. Writer has created forms types for estimates, repair orders, and receipts that include transaction information for each electronic payment. These forms

- Are installed in the Term folder, which is often referred to as the "Term database" C:\Users\[username]\AppData\Roaming\Progressive Automotive Systems, Inc\ROWriter\Term



- Include all electronic signatures
- Ensure that the appropriate fields and information from any credit card transaction appears in the payment area on the printed form

Forms for Payment Receipts

You do not need to set up these forms. R.O. Writer selects these forms automatically when you print these receipts.

The following table describes the advanced payment and accounts receivable payment receipts.

The **ADVReceipt.rpt** form

- Is formatted for Portrait orientation.
- Prints when you print a receipt for advanced payments.

The **ARReceipt.rpt** for

- Is formatted for Portrait orientation.
- Prints when you print a receipt for a payment posted in Accounts Receivable.

Forms for Ticket Receipts

These forms have been designed for printed estimates and repair orders. Select which one you want to use in the Form Types Configuration setting.

The following table describes the ticket receipt forms.

Form	Use For	Layout	Orientation	Prints When You...
USEst.rpt	Estimates	Job-Based	Portrait	Click the Print Est button in the ticket toolbar.
USPO.rpt	Parts-only tickets	Job-Based	Portrait	Click the Print RO button in the ticket toolbar on a parts-only ticket. Print a finalized parts-only repair order.
USRO.rpt*	Unfinalized repair orders	Job-Based	Portrait	Click the Print RO button in the ticket toolbar.
USInv.rpt*	Finalized repair orders	Job-Based	Portrait	Print a finalized repair order.
USNJEST.rpt	Estimates	Non-Job-Based	Landscape	Click the Print Est button in the ticket toolbar.
USNJRO.rpt*	Unfinalized repair orders	Non-Job-Based	Landscape	Click the Print RO button in the ticket toolbar.
USNJINV.rpt*	Finalized repair orders	Non-Job-Based	Landscape	Print a finalized repair order.

*RO and INV Forms

These forms are the same except for the line at the bottom. RO.rpt forms include a line below the signature line that indicates that this is not an invoice and should not be paid.

Customer Signature: _____	Date: _____
 This Is Not An Invoice. Do Not Pay From This Document.	

INV.rpt forms include a line below the signature line thanking the customer for their business. This is the form that is paid.

Customer Signature: _____	Date: _____
 Thank you for your business!	

Estimate Forms

Estimate forms do not contain payment information because you cannot accept payments on estimates.

Form Types for Repair Orders

R.O. Writer has formatted three forms to include the required transaction information of electronic payments processed by the XCharge software.

Complete these steps:

1. In the Configuration module, click **File > Form Types**. The Forms Setup window opens.
2. In the Repair Orders dropdown list,
 - Select **CUSTOM FORM** at the bottom of the list.
 - In the **Custom Form File** field, type in the name of the form you want to use.



To ensure that the pre-finalized form prints when you click the **Print RO** button in the ticket toolbar and the finalized form prints after finalization, enter the form names as follows:

USRO.rpt|USInv.rpt

- Check the **Portrait** option if the form is in portrait orientation. Job-based forms are portrait.
 - Check the **Landscape** option if the form is in landscape orientation. Non-job-based forms are landscape.
 - Check the **Job based** box if the form is job-based.
 - » Unless the form name contains "non-job-based", it is usually job-based.
 - » If the form is job-based and this box is *not* checked, the printed form is blank.
3. If you want to use the same form type for all repair orders, select **Same as repair order** in all the other repair order dropdown lists:



4. Click **OK** and your selections are saved.

Printed Transaction Information

If a credit or debit card payment is processed, the electronic payment information appears in its own section on the printed repair orders.

For Swiped Credit Cards:

```

-----
Merchant ID: XXXXXXXXXXXX6788      Terminal ID: 160551      SALE      APPROVED
4/8/2016 3:37:35 PM                Appr Code: 000395      TransID: 478992382
$ 100.50      DISCOVER NETWOI      *****9248      S

TEST WORLDPAY Agrees to Pay Total Amount According to Card Issuer Agreement
    
```

For Inserted Chip Cards:

```

-----
12/4/2015 4:01:12 PM      PURCHASE      SUCCESS      CHIP READ      CONTACT
$ 3.00      VISA      *****0010      Appr Code: 069747      TransID: 16012824      ATC: 0063
Terminal ID: 946925074594996      AID: A0000000031010      AIDName: VISA CREDIT      TVR: 0200008000
AC: 13AB098D60B9E8EE      TRN REF#: 305338756720085      VAL Code: QVMM      TSI: E800      Resp CD: 00

Buyer agrees to pay total amount above according to cardholder's agreement with issuer.
    
```

For Debit Cards (swipe only):

```

-----
12/14/2015 3:23:05 PM      DEBIT PURCHASE      SUCCESS      SWIPED
$ 5.00      DEBIT      *****0010      Appr Code: 000000      TransID: 15231243      ATC:
Terminal ID: 946925074594996      AID:      AIDName:      TVR:
AC:      TRN REF#:      VAL Code:      TSI:      Resp CD:
    
```

Sample USRO.rpt

<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>R.O. Writer (Demo)</p> </div> <p>823 Donald Ross Rd. Juno Beach, FL 33408 888-928-9769 TESTING</p>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Repair Order #0157807 12/7/2015 12:48 pm</p> </div> <p>1989 PONTIAC MIDSIZE BONNEVILLE V6-3800 3.8L VIN : 1G2HX54C6KW218383 Mileage : In 105692 Out Trans : License : GNY319 PROD : 9/88 COLR : A</p>																															
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Authorizations							
Approved By:	Approval Given To:	Date	Time	Difference	Total Authorized	Method	
SCOTT BADGER		12/7/15	12:47 pm	\$60.07	\$60.07	By Phone	
Reason:							

Repair Order Notes

<p style="text-align: center;">Standard disclaimer and warranty for your shop. For example:</p> <p>I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection.</p> <p>I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control.</p> <p>WARRANTY IS 18 MONTHS OR 18,000 MILES WHICH EVER OCCURS FIRST!</p> <p>Customer Signature: _____ Date: _____</p>	<table style="width:100%; font-size: small;"> <tr><td>TOTAL PARTS</td><td style="text-align: right;">\$33.69</td></tr> <tr><td>TOTAL LABOR</td><td style="text-align: right;">\$18.00</td></tr> <tr><td>SUBLET</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>Supply Chg</td><td style="text-align: right;">\$5.17</td></tr> <tr><td>SUBTOTAL</td><td style="text-align: right;">\$56.86</td></tr> <tr><td>OTHER FEES</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>SALES TAX</td><td style="text-align: right;">\$3.21</td></tr> <tr><td>REPAIR ORDER TOTAL</td><td style="text-align: right;">\$60.07</td></tr> <tr><td>PAID</td><td style="text-align: right;">\$0.00</td></tr> <tr><td>DUE</td><td style="text-align: right;">\$60.07</td></tr> </table>	TOTAL PARTS	\$33.69	TOTAL LABOR	\$18.00	SUBLET	\$0.00	Supply Chg	\$5.17	SUBTOTAL	\$56.86	OTHER FEES	\$0.00	SALES TAX	\$3.21	REPAIR ORDER TOTAL	\$60.07	PAID	\$0.00	DUE	\$60.07
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This Is Not An Invoice. Do Not Pay From This Document.

Sample USInv.rpt

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R.O. Writer Payment Windows

After configuration is complete, you are ready to process payments by accessing R.O. Writer payment windows. You then click the following buttons to access Merchant Partners First Mile payment windows.

- **Check** – Click this button and then the **E Check** button to [process paper checks electronically](#) (page 26).
- **ePayment** – Click this button to [process electronic payments](#) (page 27).

The following table shows the type of payment and the payment windows associated with that payment type.

Type of Payment	Payment Window
<p>Finalizing a repair order</p>	
<p>Making an advanced payment (page 27)</p>	
<p>Posting payments in Accounts Receivable (page 45)</p>	

Merchant Partners Payment Windows

When you click the ePayment button > Check button > E Check button, the Merchant Partners First Mile payment window opens.

For e-checks, it is the Check [Guarantee Sale Window](#) (page 35).

For credit and debit card payments, it's the [Credit Card Sale Window](#) (page 30).

You can tell that this is a Merchant Partners payment window by the icon in the upper left

corner of the window:

Paying Repair Orders

There are two ways to process payments for repair orders:

Advance Payments

Advance payments allow you to pay any amount toward the Balance Due *without* finalizing (which closes) the repair order. Open the repair order, click the **Calculations** tab, and click the **Advanced Payment** button.

The screenshot shows the 'Advance Payment' window. At the top, a red arrow points to the 'Advance Payment' title. The 'Balance' section displays: Repair Order Total: \$48.38, Sales Tax: \$0.00, Total: \$48.38, Advance Payments: \$0.00, Additional Payments: \$0.00, and Balance Due: \$48.38. The 'Advance Payment' section includes a Reference # field and a Date dropdown set to 12/09/2015. The 'Payment' section shows a Payment Amount of \$15.00 and a numeric keypad. The 'Payment Type' section has buttons for Cash, Check, ePayment (highlighted with a red box), and Other Credit Cards.

To Process Advance Payments

Advanced payments begin on the Calculations tab of a repair order.

Complete these steps:

1. On the Calculations tab of an open ticket, click the **Advance Payment** button.
2. The Advance Payment window opens displaying the Balance Due from the Calculations tab but the Payment Amount is zero.

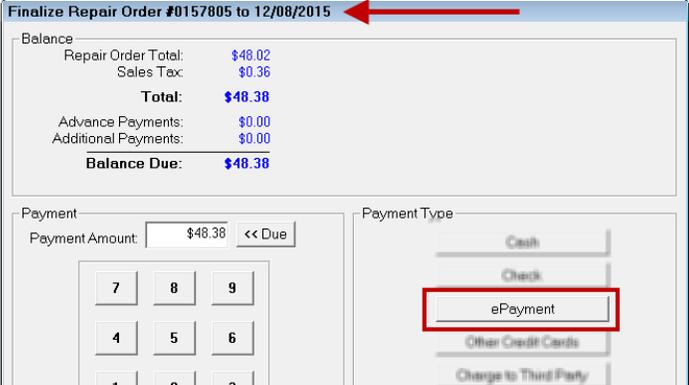
The screenshot shows the 'Advance Payment' window. The 'Balance' section displays: Repair Order Total: \$37.44, Sales Tax: \$0.00, Total: \$37.44, Advance Payments: \$0.00, Additional Payments: \$0.00, and Balance Due: \$37.44. The 'Advance Payment' section includes a Reference # field and a Date dropdown set to 08/07/2014. The 'Payment' section shows a Payment Amount of \$0.00 (circled in red) and a numeric keypad. The 'Payment Type' section has buttons for Cash, Check, ePayment (circled in red), and Other Credit Cards.

3. In the Advanced Payment section in the upper right corner, enter the **Reference #** and **Date** (if not today's date).
4. In the **Payment Amount** field, enter the amount customer is paying.
5. To process the payment:

- For an electronic check, click the **Check** button and then the **E Check** button and follow the normal procedure for [Processing Electronic Checks](#) (page 26).
- For credit or debit cards, click the **ePayment** button and follow the normal procedure for [Processing Credit and Debit Card ePayments](#) (page 27).

Finalize Payments

Finalize payments occur when you start the finalize process; it requires you to pay the Balance Due in full and start the finalize process (which closes the repair order). Open the ticket and click the **Finalize** button in the ticket toolbar.



The screenshot displays the 'Finalize Repair Order #0157805 to 12/08/2015' window. A red arrow points to the title bar. The 'Balance' section shows: Repair Order Total: \$48.02, Sales Tax: \$0.36, Total: \$48.38, Advance Payments: \$0.00, Additional Payments: \$0.00, and Balance Due: \$48.38. The 'Payment' section has a 'Payment Amount' of \$48.38 and a '<< Due' button. A numeric keypad is visible below. The 'Payment Type' section lists options: Cash, Check, ePayment (highlighted with a red box), Other Credit Cards, and Charge to Third Party.

When you click the ePayment button, Merchant Partners First Mile software launches. From this point forward, you are using the First Mile software.

Processing Credit and Debit Cards

The basic process is the same for both credit and debit cards.

Complete these steps:

1. Start a repair order payment
 - For an advanced payment, click the Calculations tab > Advanced Payment button.
 - For finalize, click the **Finalize** button in the ticket toolbar.
2. Click the **ePayment** button. The Credit Card Sale window opens partially completed with information from the repair order.

3. Click the **Swipe** button and a progress bar appears while waiting for the card information.
4. What you do next depends on the type of card the customer has:
 - If the card has only a magnetic stripe with no chip, the customer swipes the card in the machine.
 - If the card has a magnetic stripe AND a chip, the customer inserts the card into the chip card slot.
5. The machine walks the customer through the transaction including the signature. The signature appears on the window in the white box.
6. Based on the customer's account, the transaction is either declined or accepted.
7. When the transaction processes successfully, the Credit Card Sale window closes and the payment appears in the Payments section of the R.O. Writer window.

Payments			
Date	Method	Amount	Details
09/23/2014	Advance Payments	\$2.00	Multipay - VISA/MASTERCARD

Credit Card Sale Window

The Credit Card Sale window is a Merchant First Mile Middleware window. It contains several sections full of options and action buttons.

Order Section

The Order section provides information about the repair order associated with the current transaction.

Order Number

The Order Number is the repair order number. This field cannot be edited.

If more than one payment of any kind is made on a repair order, this number is appended with the sequential number of the payment.

For example, if 10000 is the repair order number:

- The Order Number for the First payment = 10000
- The Order Number for the Second payment = 10000-2
- The Order Number for the Third payment = 10000-3

Order Amount

By default, the Order Amount is the amount in the Balance Due field on the [payment window](#) (page 25) at the time the ePayment button is clicked.

You cannot change this amount. If you need to change it, click the Cancel button to close the window and enter a new amount in the Balance Due field. Then, click the **ePayment** button again and the new amount will appear in this field.

- The Tax Amount is the amount of tax included in the totals.
- The Tax Exempt option allows you to make the transaction tax-exempt.

Credit Card Section

The Credit Card section displays the information associated with the credit card being used for the current transaction.

Name

Name is the first and last name of the cardholder. These fields are automatically populated with the customer's name from the repair order. However, you can type in a new name if someone other than the customer is paying.

Number

Number is the card number. If you are swiping the card through a machine, leave this field blank.

If you do not have a machine or something goes wrong during the swipe, you can type the card number in this field, complete the other necessary fields, and click the **Process** button.

Expiration

Expiration is the expiration date on the card. If you are swiping the card through a machine, leave these fields blank.

If you do not have a machine or something goes wrong during the swipe, you can enter the expiration date from the card in these dropdown lists, complete the other necessary fields, and click the **Process** button.

Swipe Button

Click the Swipe button to swipe the card through the machine.

NOTE: You do not need to click the Process button if you click the Swipe button.

This is a Card Present Transaction

The card present option is selected by default. It indicates that the physical card has been presented or is present at the time the transaction is processed.

White Box

The white box is where the captured signature appears.

The screenshot shows a software window titled "Credit Card Sale" with two main sections: "Order" and "Credit Card".

- Order Section:** Includes fields for Order Number (0102593-3), Order Amount (2.00), Tax Amount, and a checkbox for "Tax Exempt".
- Address Section:** Includes fields for City (JUNO BEACH), State (Florida), and Zip (33408).
- Credit Card Section:** Includes fields for Name (TEST), Number (5454545454545454), Expiration (dropdowns), and CVV. There is a "Swipe..." button and a checked checkbox for "This is a Card Present transaction".
- Signature Section:** A large white box contains a handwritten signature "Test". A red arrow points to this box. Below it are "Request Signature" and "Clear" buttons.

Request Signature Button

The Request Signature button manually prompts the customer for an electronic signature on the signature capture device. The signature appears in the white box above this button.

Clear Button

Click the Clear button to clear the signature captured in the white box. You can click the Request Signature button to capture the signature again.

Address Section

The Address section displays the address of the customer. The information is pulled in from the repair order. You can adjust the address here if you need to.

Account on File Section

The Account on File section allows you to save and store the card being used as a [payment token](#) (page 32) for future use.

Purchase Card Level II

Merchant supports Level II cards. If you swipe a card that is Level II, the data for these fields comes back from Merchant after the card is successfully processed.

Voice Auth Capture

The Voice Auth Capture section allows you to obtain voice authorization from the credit card company. If a customer's card won't process electronically,

1. Key the card information into the fields.
2. Select this option.
3. Call the credit card company at the number on the back of the card.
4. When you receive authorization over the phone, enter the code they give you in the field and click **Process**.

Processing Electronic Checks

Electronic checks allow you to process paper checks the same way you would a credit or debit card. After you enter the appropriate information from the check, the Merchant First Mile Middleware software contacts the bank and transfers the money.

E Check Payment Type

Make sure that the E Check universal payment type is mapped to an R.O. Writer payment type in the Configuration module (Configuration menu > Repair Order > Payment Types). You should give the R.O. Writer payment type a name that indicates that this is for an E Check.

Payment Type	Fee Percent	Auto Deposit	Deposit After	Account	Make Inactive	Map ePay card brands for
VISA/MASTERCARD	0.00	<input checked="" type="checkbox"/>	1	1200:1201	<input type="checkbox"/>	E-CHECK
DISCOVER	0.00	<input checked="" type="checkbox"/>	1	1200:1202	<input type="checkbox"/>	<input type="checkbox"/> Diners Club
AMEX	0.00	<input checked="" type="checkbox"/>	1	1200:1203	<input type="checkbox"/>	<input type="checkbox"/> Discover
DEBIT	0.00	<input checked="" type="checkbox"/>	1	1200:1204	<input type="checkbox"/>	<input type="checkbox"/> Drive Card
E-CHECK	0.00	<input checked="" type="checkbox"/>	0	1200:1205	<input type="checkbox"/>	<input checked="" type="checkbox"/> E Check
						<input type="checkbox"/> Fuelman
						<input type="checkbox"/> GE Money

Processing E Check Payments

Processing checks in a shop requires that the customer present a paper check. The check can be partially completed or blank. The check number is recorded during the transaction, so you should mark the paper check as "VOID" after the transaction and before handing it back to the customer.

Complete these steps:

1. Start a repair order payment
 - For an advanced payment, click the Calculations tab > Advanced Payment button.
 - For finalize, click the **Finalize** button in the ticket toolbar.
2. On the Payment window, click the **Check** button and the Check Payment Details window opens.

Check Payment Details

Check Amount: \$2.00

Check Number:

Authorization:

E Check

3. Click the **E Check** button.
The Check Guarantee Sale window selected in [First Mile Configuration](#) (page 10) opens with customer information already entered.

Check Guarantee Sale

Order
 Terminal City-State: REDM - WA
 Order Number: 0102345-3
 Order Amount: 3.00

Customer Information
 Address: 100 MAIN STREET
 City: ANY TOWN
 State: Florida
 Zip: 12345
 Phone: (555) 555-5555
 Email:
 Driver License #: 678912345
 DL State: Florida

Account Information
 Account Type: Checking Savings
 Personal Business
 Name on Account: TEST TEST
 Check Number:
 Routing Number:
 Account Number:
 Scan...
 John Doe
 789 Central Street
 Anywhere, AK 72716
 DATE _____ \$ _____
 PAY TO THE ORDER OF _____ DOLLARS
 MICR: @123456789@ 101 987654321@
 Routing Number Account Number

Required fields are highlighted. [Process] [Cancel]

4. Complete the required and desired fields; required fields are highlighted in yellow.
 - **Paper Guarantee Sale** allows you to key in check information (click the **Process** button) or use a check scanner (click the **Scan** button).
 - **Check Guarantee Sale** requires you to use a check scanner (click the **Scan** button).

The system verifies that the required fields are completed. If those fields are incomplete, a prompt window appears and the missing information is highlighted.

5. When all required fields are complete, Merchant Partners processes the check.
6. When the transaction is processed successfully, the payment appears in the Payments section of the R.O. Writer Finalize window.

Payments

Date	Method	Amount	Details
07/31/2014	Advance Payments	\$3.00	Multipay - E-CHECK

Void ePayment [Preview Invoice] [Cancel] [Finalize]

Name of the R.O. Writer payment type mapped to the universal E Check payment type.

Guarantee Sale Windows

In [First Mile Configuration](#) (page 7), the two most common electronic check processing windows are Check Guarantee Sale and Paper Guarantee Sale with Check Guarantee being the most common.

Order Section

The Order section provides information about the repair order associated with the current transaction.

Terminal City-State

This information is populated with the Terminal City and State entered in [First Mile Configuration](#) (page 7). These fields can be edited so you can enter another terminal city and state if you need to.

This information is required for all point of purchase transactions.

Order Number

This is the repair order number. This field cannot be edited.

If more than one payment of any kind is made on a repair order, this number is appended with the sequential number of the payment.

For example, if 10000 is the repair order number:

- The Order Number for the First payment = 10000
- The Order Number for the Second payment = 10000-2
- The Order Number for the Third payment = 10000-3

Order Amount

By default, this is the amount in the Balance Due field on the [payment window](#) (page 25) at the time the Check button is clicked.

You cannot change this amount on this window. If you need to change it, click the Cancel button and enter a new amount in the Balance Due field. Then, click the **Check** and **E Check** buttons and the new amount will appear in this field.

Account Information Section

All fields in the Account Information section are required.

Account Type

Ask the customer if the check is a checking, savings, personal, or business account and select the appropriate option.

Name on Account

This is the first and last name of the account holder.

These fields are automatically populated with the customer's name from the repair order. However, you can type in a new name if someone other than the customer is paying.

Check Number

The check number is what makes this transaction unique. It appears in the upper right corner of the check.

Routing Number

The routing number is a nine-digit number in the lower-left corner of the check; it is indicated in the on-screen graphic in this section.

Routing numbers identify the financial institution that holds the account. When the system dials out, it searches for the routing number first. After it finds the appropriate institution, it searches for the account number.

For more information about routing numbers, click the following link:

<http://www.routingnumbers.org/>.

Account Number

This is the number immediately to the right of the routing number in the lower-left corner of the check. This is the number of the account the money is to be transferred from.

Scan button

Click the Scan button to notify the system that you are about to scan a paper check in the check reader machine. The system searches for the device and then initiates the financial transaction.

NOTE: This button appears on the Paper Guarantee Sale window only if a check reader machine is connected to the computer.

Customer Information Section

The Customer Information section displays the address of the customer. The information is pulled in from the repair order. You can adjust the address here if you need to.

Address, City, State, Zip, Phone, and Email

This information is automatically populated from the repair order. You can edit these fields if you need to.

Driver License

If you need the customer's driver's license information, ask the customer for it and enter it here.

SSN

If you want or need the customer's social security number, ask the customer for it and enter it here.

Refunding Repair Orders

There are two ways to issue refunds on repair orders:

- For open repair orders, void a previous payment
- For closed repair orders, create a new repair order with a negative amount and process a payment for the negative amount.

Refunds on Open Repair Orders

You can void any payment before the repair is closed (finalized). You can void only a previous payment and not enter an amount.

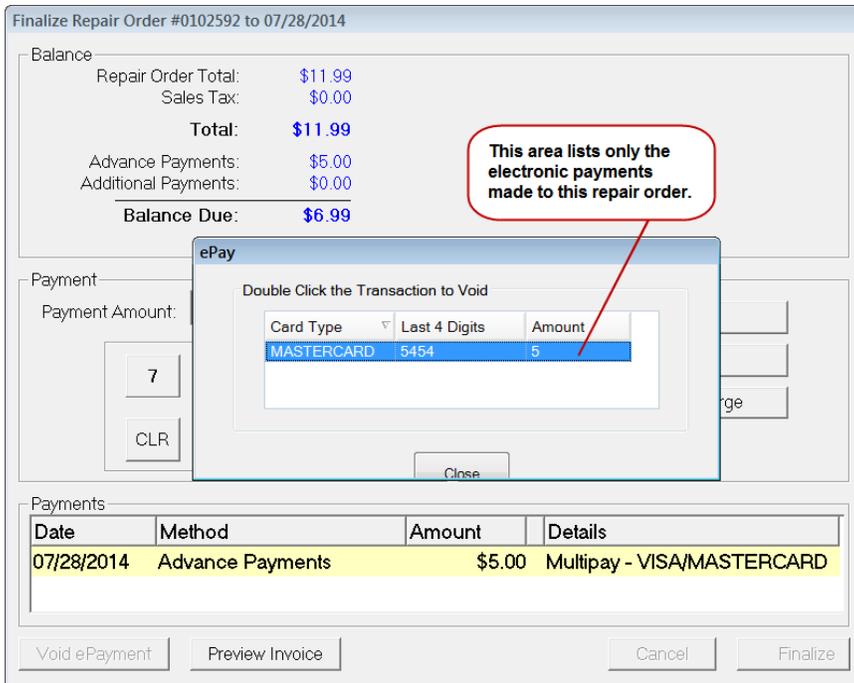
Voiding payments

- Voids the transaction on the credit or debit card
- Creates a reverse entry of a previous payment on the repair order
- Appear on the printed repair order as a return

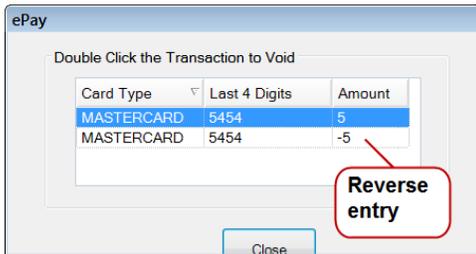
After the repair order is finalized, electronic payments cannot be voided.

Complete these steps:

1. Open a repair order that has had any amount paid toward its Balance Due using the ePayment button.
2. Either
 - Click the **Finalize** button in the ticket toolbar.
 - OR
 - Click the **Calculations** tab then the **Advanced Payment** button.
3. On the payment window, previous payments display at the bottom of the window in the Payments section.
4. Click the **Void ePayment** button.
5. The ePay window opens displaying all electronic payments made to the repair order; all other payment methods – cash, check, charge, etc. - made to the repair order are filtered out.



6. **Double-click on a payment to void it.** A reverse entry for the same amount of the selected payment appears on the ePay window.



7. Click the **Close** button. The payment window is updated to reflect the voided payment.

Finalize Repair Order #0102592 to 07/28/2014

Balance

Repair Order Total:	\$11.99
Sales Tax:	\$0.00
Total:	\$11.99
Advance Payments:	\$0.00
Additional Payments:	\$0.00
Balance Due:	\$11.99

The Balance Due updates to reflect the voided epayment.

Payment

Payment Amount: << Due

7	8	9
4	5	6
1	2	3
CLR	0	DEL

Payment Type

- Cash
- Check
- ePayment
- Other Credit Cards
- Charge to Third Party
- Charge

The voided epayment appears in parentheses to indicate that this is a negative amount.

Payments

Date	Method	Amount	Details
07/28/2014	Advance Payments	\$5.00	Multipay - VISA/MASTERCARD
07/28/2014	Advance Payments	(\$5.00)	Multipay - VISA/MASTERCARD

Void ePayment Preview Invoice Cancel Finalize

Refunds on Closed Repair Orders

After a repair order has been finalized, you cannot void a payment on it. Instead, you need to create a new repair order for the same customer and vehicle with a negative amount and process that payment. For more information, see [Special Considerations for Refund Repair Orders](#) (page 42).

The Balance Due amount of the repair order is the amount of the refund to the card. The payment process is the same as a regular repair order; it's just that the amount is negative instead of positive.

You need an Override PIN from Merchant Partners to complete a refund transaction. If you do not have one, please contact their Support.

Merchant Partners First Mile Customer Support can be reached at:

- **Email:** fmsupport@merchantpartners.com
- **Phone:** 855-554-6179

Complete these steps:

1. Create a new repair order.
2. Select a labor operation by clicking the **Labor** button in the ticket toolbar.
3. Double-click on the labor operation to open it.
4. Enter the refund amount in the **Charge** field and *then* press the minus (-) key on the keyboard. The amount displays in parenthesis to indicate that this is a negative amount.

The screenshot shows a dialog box titled "Editing Labor on R.O. #0102270". It contains several input fields and checkboxes. The "Charge" field is highlighted with a red box and contains the value "\$55.00" in parentheses. Other fields include Technician (SHOP), Category (AIR CONDITIONING), Operation (130 A/C Condenser: remove and replace.), Description (A/C Condenser: remove and replace.), Pay Date (08/04/2015), Cost (\$0.00), Item Number (01), and Invoice #. The "Charge" field is also labeled "Charge: (\$55.00)".

5. Click **OK** to save.
6. Click the **Finalize** button in the ticket toolbar.
 - You may have to authorize the repair order due to the negative amount.
 - The falling below profit margin prompt will most likely appear because of the negative amount. Click **OK**.
7. The R.O. Writer Payment window opens displaying a negative amount in the **Balance Due** field.

If the amount is different than the one you entered in the Charge field, [check the Calculations tab](#) (page 42).

- Click the **ePayment** button and the Merchant First Mile Credit Card Refund window opens.

The screenshot shows the 'Finalize Repair Order #0102283 to 08/05/2015' window. The 'Balance' section shows a total due of \$55.00. The 'Payment' section has the amount set to (\$55.00) and the 'ePayment' button highlighted in red. The 'Credit Card Refund' popup window is open, with the 'Issue a stand-alone refund' option selected and the amount set to 55.00. The 'Process \$55.00' button is highlighted with a red arrow.

- Enter the customer's name and credit card information and click the **Swipe** button and swipe the card.
- A popup window appears asking for the Override PIN.

The screenshot shows the 'Credit Card Refund' popup window with an 'Override PIN' dialog box overlaid. The dialog box asks for the Override PIN and has 'OK' and 'Cancel' buttons.

- Enter your **Override PIN** and click **OK**. Merchant Partners processes the refund and it appears in the Payments section of the R.O. Writer Finalize window.

Finalize Repair Order #0102283 to 08/05/2015

Balance

Repair Order Total:	(\$55.00)
Sales Tax:	\$0.00
Total:	(\$55.00)
Advance Payments:	(\$55.00)
Additional Payments:	\$0.00
Balance Due:	\$0.00

Payment

Payment Amount: << Due

7	8	9
4	5	6
1	2	3
CLR	0	DEL

Payment Type

Cash
Check
ePayment
Other Credit Cards

Payments

Date	Method	Amount	Details
08/05/2015	Advance Payments	(\$55.00)	Multipay - VISA/MASTERCAR

Void ePayment Preview Invoice Cancel Finalize

12. At this point, you can click **Cancel** to return to the repair order or click **Finalize** to close the repair order.

13. You are prompted to obtain signatures (if your configuration requires it) and asked if you want to print the repair order.

Special Considerations for Refund Repair Orders

When processing refunds, there are several things to keep in mind.

Choosing the Labor Operation

Which labor operation you select depends on your established business and accounting processes and reporting.

If you are tracking labor operations for reporting, for example, it makes sense to select the same labor operation as the closed repair order. You might even want to put the number of the previous repair order in the Repair Order Notes.

If you want to track refunds specifically, you might want to create a labor operation specifically for refunds.

Adjusting the Refund Amount

When you type the negative amount into the Charge field of the Edit Labor window, remember the same taxes and fees that apply to normal labor operations on repair orders.

- If the Taxable option is selected on the labor operation, sales tax is calculated and added to the negative Charge amount.
- If shop fees are added to repair orders, shop fees are added to the negative Charge amount.

Check the Calculations tab to see the breakdown.

Parts Taxable : \$0.00 NonTaxable : \$0.00 Total : \$0.00	Other Charges Supply Charges : -\$2.75 Subtotal : (\$57.75)
Labor Taxable : (\$55.00) NonTaxable : \$0.00 Total : (\$55.00)	Taxes Sales Tax : (\$4.04) Other Fees : \$0.00 Total : (\$61.79)
Sublet Taxable : \$0.00 NonTaxable : \$0.00 Total : \$0.00	Advance Payments : \$0.00 Due : (\$61.79)
Subtotal : (\$55.00)	

Service Requests Parts/Labor **Calculations**

Depending on how you want to track labor operations and refunds, you may want to keep the taxes and shop fees. If this is the case, leave the sales tax and shop fees in place.

To Remove Shop Fees

Open the Calculations tab, delete the amount in the **Supply Charges** field and click **Save**.

To Remove the Sales Tax

Open the labor operation on the Parts/Labor tab and uncheck the **Taxable** box and click **OK**.

Printed Refund Repair Orders

When you print a refund repair order, it displays the refund information as part of the transaction information and in the totals.

Customers CUNNINGHAM, RICHIE Address : 147 MAIN STREET City : JUNO BEACH, FL 33408- Home : (561) 444-4444 Cell : (561) -		Vehicle : 2009 Toyota Camry License : 5645 VIN : Fleet #: Engine : 4-2362 2.4L DOHC Mileage : 63546		Colr : Trans : Sub :
---	--	---	--	--------------------------------

Tech	Job Description	Part Number	Part Description	Reason for Replacement	Labor	Parts	Subtotal
SHP	A/C Condenser: remove and replace.				-55.00		-55.00

Payments:
 MASTERCARD, -\$55.00, on 08/05/15
 CardNo: [*****5454], AuthorizationNo: [TEST]

WARRANTY INFORMATION
 All other products and workmanship are warranted for 6 months or 6000 miles from the date of installation. All parts shown are new unless otherwise specified. I hereby authorize you and/or your agents to contact me regarding the products and services provided. An express mechanic's lien is hereby granted. I acknowledge receipt of a copy of this repair order.

Thank you for your business!
 Questions or comments? Call us at 1-800-881-5859.
 Visit us online at www.rowriter.com

Signature X _____

Labor :	-\$55.00
Parts :	\$0.00
Sublet :	\$0.00
Other Fees :	\$0.00
SHOP SUPPLY	\$0.00
Subtotal :	-\$55.00
Sales Tax :	\$0.00
Total :	-\$55.00
→ Paid :	-\$55.00
Due :	\$0.00

Merchant ID: _____ Terminal ID: _____ REFUND SUCCESS
 8/5/2015 11:22:37 AM Appr Code: TEST TransID: 413072701
 \$-55.00 MASTERCARD *****5454 KEYBD
 RICHIE CUNNINGHAM Agrees to Pay Total Amount According to Card Issuer Agreement

Signature X _____

Refunds Repair Orders in History

If you open a refund repair order from History and click the Calculations tab, the refund appears in the Total, not in Advanced Payments.

History for CUNNINGHAM, RICHIE R.O. # 0102283 2009 TOYO C

Services Checklist Print

Created on: 8/4/2015

Parts Taxable : \$0.00 NonTaxable : \$0.00 Total : \$0.00	Other Charges Supply Charges : \$0.00 Subtotal : (\$55.00)
Labor Taxable : \$0.00 NonTaxable : (\$55.00) Total : (\$55.00)	Taxes Sales Tax : \$0.00 Other Fees : \$0.00 Total : (\$55.00)
Sublet Taxable : \$0.00 NonTaxable : \$0.00 Total : \$0.00	Advance Payments : \$0.00 Due : \$0.00
Subtotal : (\$55.00)	Payments Cash : \$0.00 Check : \$0.00 Credit Card : (\$55.00)

Service Requests Parts/Labor **Calculations**

Processing Payments in Accounts Receivable

Accounts Receivable allows you to open and track customer accounts. You can charge services and then post payments to these accounts. If you are using Merchant Partners, you process the electronic payments through the Merchant First Mile Middleware software and payment windows.

Posting Payments to Customer Accounts

Complete these steps:

1. Open the Accounts Receivable module.
2. Click the **Post Payments** toolbar button.
3. Search for and select a customer from the Customer List. The Post A/R Payments window opens.
4. Enter the **Amount of Payment**.

5. Click the **Post & Continue** button. The Post A.R. Payment prompt appears displaying the payment balance.

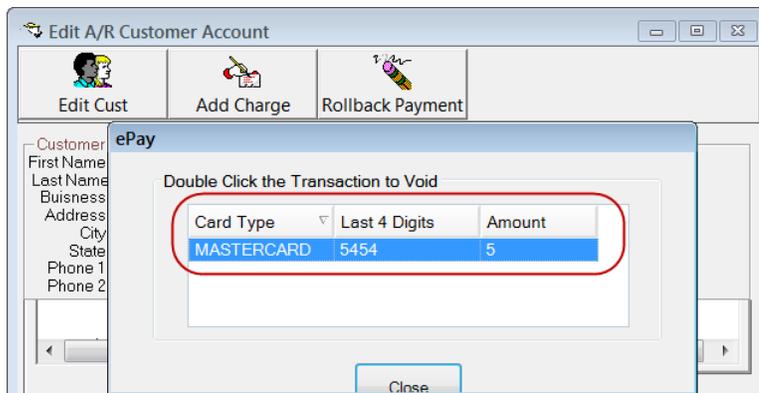
6. Click **Yes**. The Accounts Receivable Payments Details window opens.

- For an electronic check, click the **Check** button and then the **E Check** button and follow the normal procedure for [Processing Electronic Checks](#) (page 26).
 - For credit or debit cards, click the **ePayment** button and follow the normal procedure for [Processing Credit and Debit Card ePayments](#) (page 27).
7. After the payment has been processed, the system prompts you to print a receipt.
 8. Click **Yes** and the Advanced Payment receipt prints.

Rolling Back Payments to Customer Accounts

Complete these steps:

1. Open the Accounts Receivable module.
2. Click the **Edit Accounts** toolbar button.
3. Search for and select a customer. The Edit A/R Customer Account window opens.
4. Select the payment and click the **Rollback Payment** toolbar button.
5. The void ePay window opens displaying the payments posted for the selected customer.



6. Double-click the posted payment. A reverse charge is created for the payment amount and appears on the Edit AR Customer Account window.

Ref #	Date	Description	Stmt Sent	Amount
	9/11/2014	Over Paym-Paymnt Rev	No	\$5.00
	9/11/2014	Credit Memo	No	(\$5.00)

Special Financing

Merchant Partners enables you to offer special financing to your customers through the following credit providers:

- Goodyear
- Drive Card
- Service Central
- CarCareONE

Remember that you need to [map these cards to R.O. Writer payment types](#) (page 14) for proper tracking and reporting. If not mapped specifically, these transactions will be assigned to the [default payment type](#) (page 16).

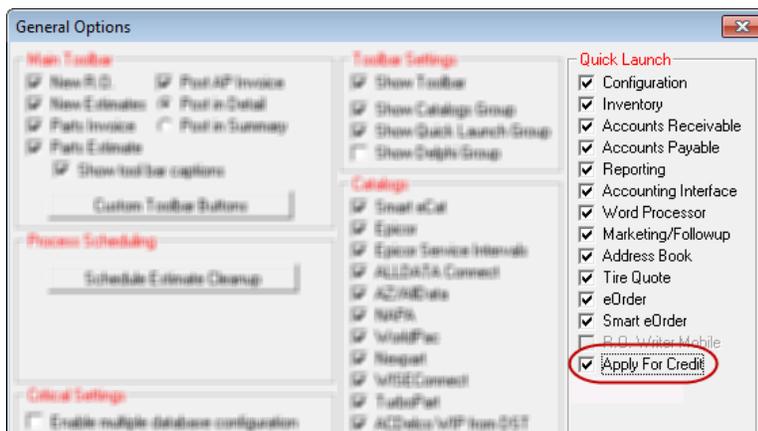
Each provider offers different Annual Percentage Rate (APR) terms based on the payment amount.

- \$0–250 = Revolve Sale
- \$250+ = 6 Months
- \$500+ = 12 Months

Whenever you use the credit card for payment amounts of \$250 or more, you are prompted to select the APR terms. The selected APR terms print on the repair order when you use the new [Merchant form types](#) (page 18).

Enabling Credit Applications in R.O. Writer

When Merchant ePay is selected in [Electronic Payment Setup](#) (page 10), the Apply for Credit option appears on the General Options window (File menu > General Options > Quick Launch section).



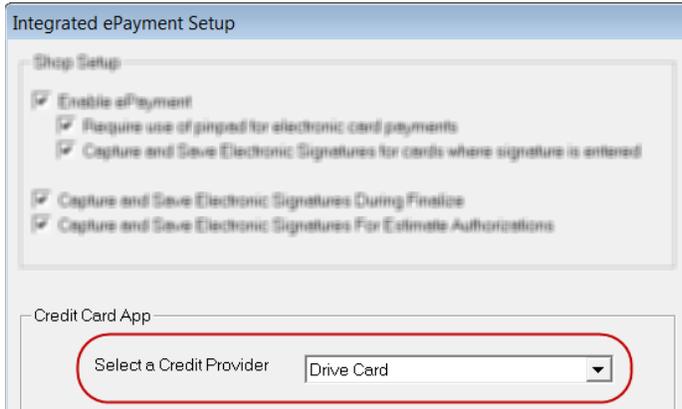
Select this option to activate:

- The [Apply for Credit icon in the Quick Launch toolbar](#) (page 49).
- The [prompt for special financing](#) (page 50).

Selecting the Credit Provider

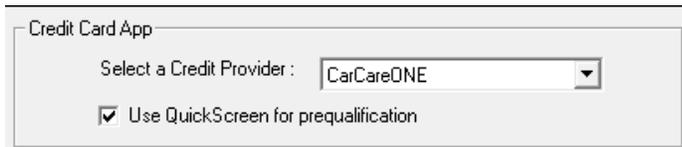
In the Configuration module, click **Configuration** menu > **Electronic Payment Setup**. In the Credit Card App section, select the credit provider you are using:

- Goodyear
- Drive Card
- Service Central



The screenshot shows the 'Integrated ePayment Setup' dialog box. It has two main sections: 'Shop Setup' and 'Credit Card App'. The 'Shop Setup' section contains several checked options: 'Enable ePayment', 'Require use of pinpad for electronic card payments', 'Capture and Save Electronic Signatures for cards where signature is entered', 'Capture and Save Electronic Signatures During Finalize', and 'Capture and Save Electronic Signatures For Estimate Authorizations'. The 'Credit Card App' section contains a dropdown menu labeled 'Select a Credit Provider' with 'Drive Card' selected. A red circle highlights this dropdown menu.

If you select CarCareONE, the Use QuickScreen for Prequalification option appears; it enables [QuickScreen](#) functionality in R.O. Writer. For more information, see [CarCareONE](#) (page 55).



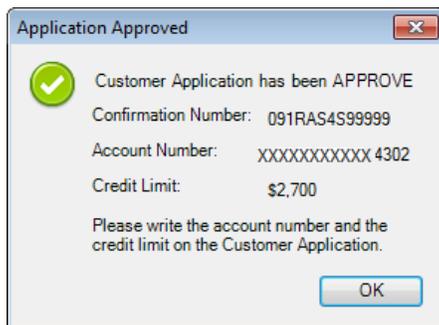
The screenshot shows a close-up of the 'Credit Card App' section. It features a dropdown menu labeled 'Select a Credit Provider' with 'CarCareONE' selected. Below the dropdown is a checked checkbox labeled 'Use QuickScreen for prequalification'.

Clicking the **Apply for Credit** icon in the Quick Launch always opens the credit application of the provider selected here.

Using the Apply for Credit Icon

Complete these steps:

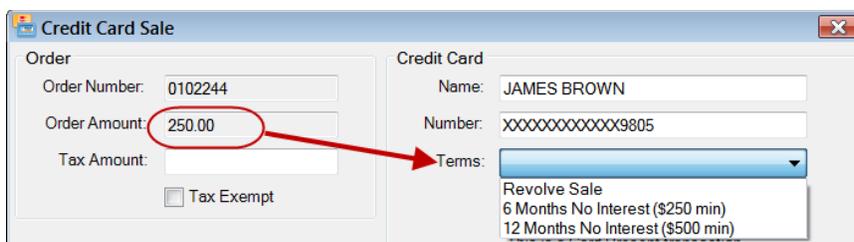
1. Click the **Apply for Credit** icon in the Quick Launch panel.
 - From an open estimate or repair order. The credit application pulls the customer information from the estimate or repair order.
 - From the Quick Launch panel with no estimate or repair order open. You search for and select a customer. The credit application pulls the customer's information from the customer record.
2. The credit application for the provider opens pre-populated with information from the open repair order or customer record.
3. Obtain and enter the remaining customer information on the Applicant tab and Address tab.
4. If the application is approved, the approval window displays the Confirmation Number of the credit application, the Account Number of the card, and the Credit Limit:



5. Click **OK**. This window closes and the system creates a [payment token](#) (page 54) automatically, which you can use to process payments.

The next time you click the ePayment button for this customer, a window opens where you can [select the payment token](#) (page 54) to process the payment.

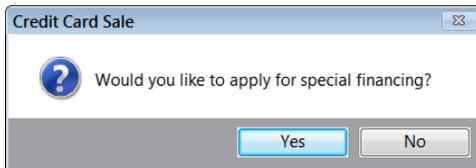
If the payment amount is \$250 or over, you are prompted to select the APR terms for the payment on the Credit Card Sale window.



Special Financing Prompt

In addition to the Apply for Credit icon, you can also configure R.O. Writer to prompt for special financing whenever making a payment over a certain amount (the “trigger amount”).

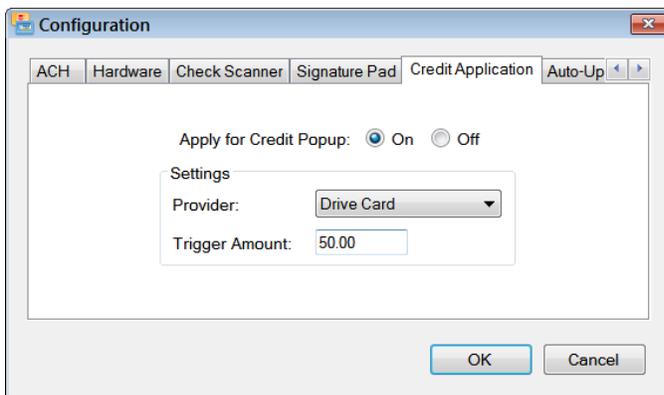
When you click the ePayment button on any of the [payment windows](#) (page 25) and the Balance Due is more than the trigger amount, you are asked if you want to apply for special financing on the following prompt:



- Click **Yes** to open the [credit application for the selected credit provider](#) (page 49).
- Click **No** to close the prompt and complete the transaction as the customer chooses.

Configuring the Special Financing Prompt

To determine how the popup prompt for special financing functions, open Merchant Partners First Mile Middleware Configuration and click the **Credit Application** tab.



The following table describes the options for Goodyear, Drive Card, and Service Central credit providers only.

Apply for Credit Popup

Select the On option for the Apply for Credit Popup setting. This ensures that users are prompted to ask the customer if he or she wants to finance the cost of the repair.

Provider

In the Provider dropdown list, select the credit provider that is selected in the Credit Card App section of Integrated ePayment Setup in R.O. Writer. The R.O. Writer setting overrides the provider selected here.

NOTE: For CarCareONE, you must select CarCareONE in the Provider dropdown list and the Credit Card App section in R.O. Writer.

Trigger Amount

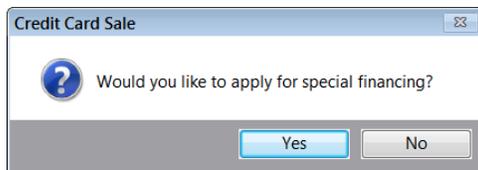
Select the dollar amount that triggers the prompt for special financing when the ePayment button is clicked on any of the R.O. Writer [payment windows](#) (page 25).

NOTE: If you choose CarCareONE and enable QuickScreen in [Electronic Payment Setup in R.O. Writer](#) (page 10), the trigger amount is ignored. A [QuickScreen](#) (page 55) application is run for the customer when the ePayment button is clicked regardless of the Balance Due.

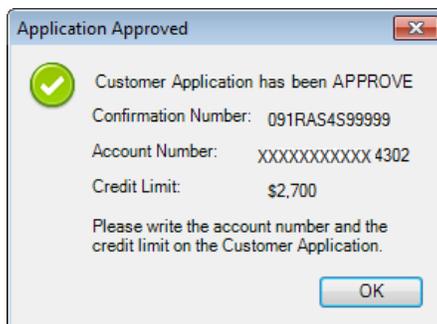
How the Special Financing Prompt Works

When the trigger amount is set in Merchant First Mile Middleware, the process in R.O. Writer is as follows:

1. Make a payment whose Balance Due is over the trigger amount.
2. Click the **ePayment** button. The special financing prompt pops up.

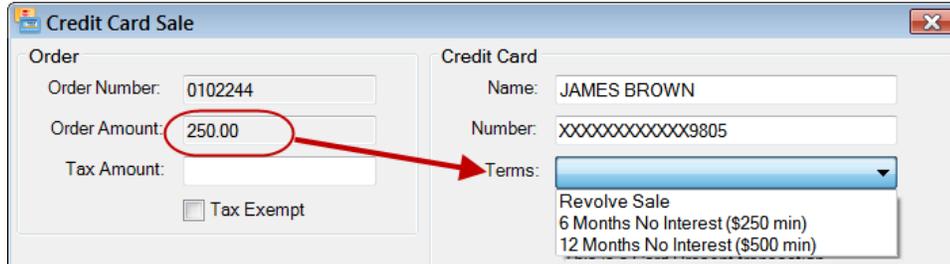


3. Ask the customer if they would like special financing to pay for this service.
4. If the customer agrees, click **Yes**. The credit application for the selected provider opens.
5. Obtain and enter the remaining customer information on the Applicant and Address tabs.
6. If the application is approved, the approval message displays the Confirmation Number of the credit application, the Account Number of the card, and the Credit Limit.



7. Click **OK**.
 - If the payment amount is over \$250, the **Terms** dropdown list appears. Select the APR financing terms from the **Terms** dropdown list and click **OK**.
8. The system creates a [customer payment token](#) (page 54) for this credit card information automatically.
9. At this point, you can
 - Pay for the open repair order with the approved card immediately by clicking the **Process** button.

- Close the window. The next time you click the **ePayment** button for this customer, the system opens a window that allows you to [use the payment token](#) (page 54).
- If the payment amount is \$250 or over, you are prompted to select the APR terms for the payment.



Customer Payment Tokens

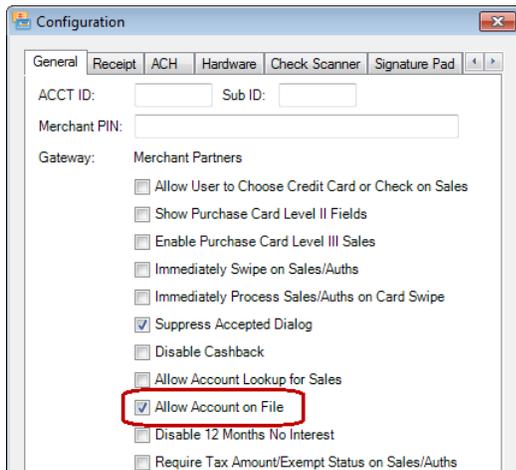
Merchant ePay allows you to save a payment token for your customers. A payment token is a placeholder in the R.O. Writer system for credit card information.

The placeholder information is stored locally – with a token ID - but the credit card information itself is stored in an encrypted format at the Merchant gateway. When you select the payment token in R.O. Writer, it accesses the encrypted account at the Merchant gateway and the transaction is processed at the Merchant site.

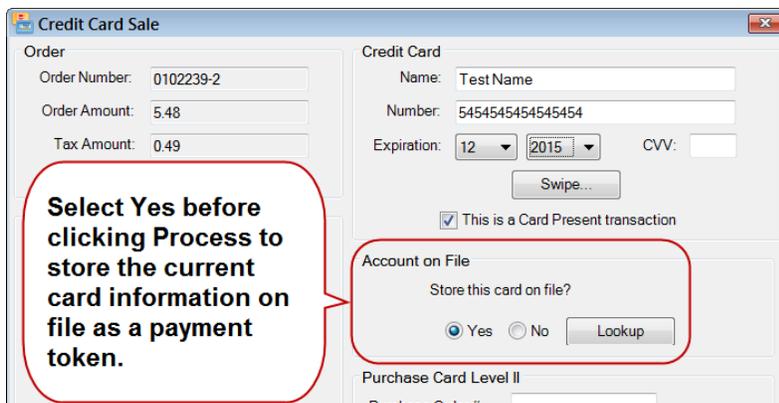
No credit card information is processed, stored, or retained on your local machines. The payment token – which does not contain credit information – calls the Merchant site, logs in with your Merchant access credentials. All transactions occur on the Merchant site.

To Create Payment Tokens

The Allow Account on File box needs to be checked on the General tab of [Merchant First Mile Middleware](#) (page 7) Configuration.

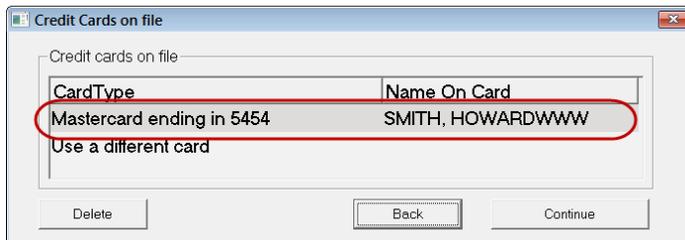


When selected, the Account on File section appears on the Credit Card Sale window. Leave the Yes option selected to store the card information for future transactions.



Paying with Customer Payment Tokens

After a payment token is stored for a customer, the next time you click the ePayment button on any of the [payment windows](#) (page 25) for that customer, the Credit Cards on File window appears. It contains all payment tokens for that customer.



Select the card in this list and click **Continue**. The Credit Card Sale window opens with

- The payment information is already entered in the Credit Card section.
- The token number is in the Account field.

Click **Process** and payment processes. You are *not* prompted to obtain a signature for the payment because that is considered part of the token. If the customer is present and you want a signature for the transaction, you can click Request Signature to obtain one.

If the [capture signature during finalize option](#) is selected in Electronic Payment Setup, you will be prompted for a signature to approve the repair order.

Payment Tokens for Approved Credit Card Applications

Whenever a customer's [application for special financing](#) is approved (page 46), R.O. Writer stores a payment token for that credit card automatically, which means you can process a payment immediately with the token on approval.

CarCareONE Credit

CarCareONE provides two unique features:

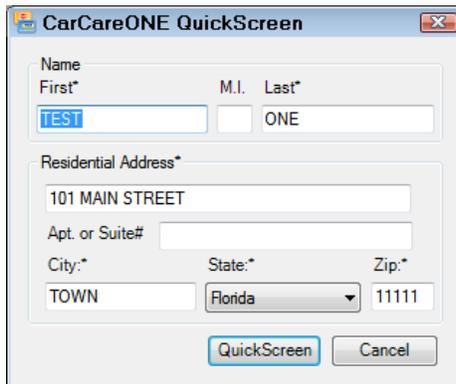
- You can brand the card as your own. *R.O. Writer cannot do this for you; you need to contact Merchant to set this up.*
- You can extend credit without running a full credit report (QuickScreen).

You configure CarCareONE just as you would [any credit provider](#) (page 47) unless you are using the QuickScreen feature, which requires some additional setup.

Extending Credit with QuickScreen

Consumers often don't like to have credit reports run in general. In fact, they might be more likely to avoid applying for credit if they think it's going to hit their credit. CarCareONE allows you to pre-approve credit applications without running a credit report through its QuickScreen function.

Instead of a full credit application, the QuickScreen window appears:

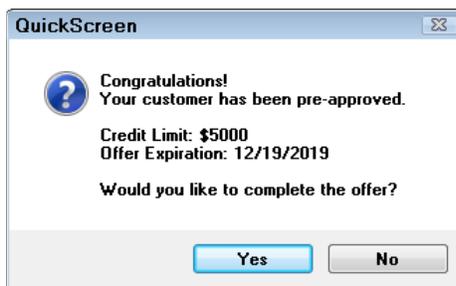


The screenshot shows a window titled "CarCareONE QuickScreen". It contains a form with the following fields:

- Name:** First* (input: TEST), M.I. (input:), Last* (input: ONE)
- Residential Address*:** 101 MAIN STREET
- Apt. or Suite#:** (input:)
- City:*:** TOWN
- State:*:** Florida (dropdown menu)
- Zip:*:** 11111

At the bottom of the form are two buttons: "QuickScreen" and "Cancel".

When you click the **QuickScreen** button, the customer is either approved or denied without running a credit check.



The screenshot shows a window titled "QuickScreen" with a question mark icon. The text inside reads:

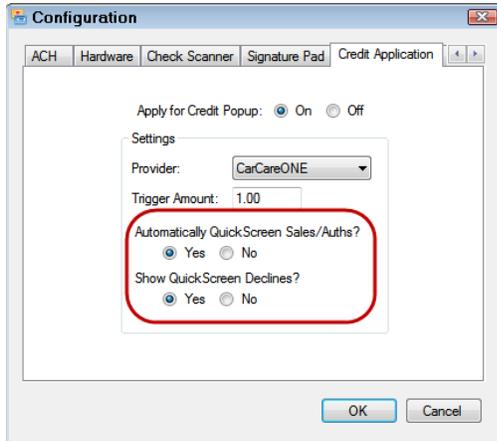
Congratulations!
Your customer has been pre-approved.
Credit Limit: \$5000
Offer Expiration: 12/19/2019
Would you like to complete the offer?

At the bottom are two buttons: "Yes" and "No".

QuickScreen:

- Requires some additional setup
- Has a different workflow when the Apply for Credit icon is clicked
- Bypasses the prompt for special financing

Merchant Partners First Mile Credit Application Configuration: When you select CarCareONE on the Credit Application tab, additional options appear for QuickScreen functionality.



The following table describes the settings for CarCareONE on the Credit Application tab.

Setting	Description
Apply for Credit Popup	Select the On option.
Provider	You must select CarCareONE.
Trigger Amount	Select the amount that triggers the prompt for special financing when the ePayment button is clicked on any payment window (page 25). If the Balance Due in R.O. Writer is over this amount, the prompt appears when you click the ePayment button. If QuickScreen is enabled in Electronic Payment Setup in R.O. Writer (page 10), the trigger amount is ignored. A QuickScreen (page 55) application is run for the customer when the ePayment button is clicked regardless of the Balance Due.
Automatically QuickScreen Sales/Auths	R.O. Writer ignores this selection. QuickScreen is enabled or disabled in Electronic Payment Setup in R.O. Writer (page 10).
Show QuickScreen Declines	This setting determines whether or not a message displays when the QuickScreen application is declined. We strongly recommend selecting Yes. When enabled, QuickScreen runs automatically anytime you press the ePayment button, regardless of the Trigger Amount. If the application is declined and there is no decline message to indicate the outcome, you may not know what's happening and think an error occurred.

Electronic Payment Setup: When you select CarCareONE as the Credit Provider, the Use QuickScreen for Prequalification box appears. Check this box to enable [QuickScreen](#) functionality in R.O. Writer.

Using the QuickScreen Credit Application

Complete these steps:

1. Click the Apply for Credit icon in the Quick Launch .
 - If you click this icon from an open estimate or repair order, the QuickScreen window opens with the customer's information already completed.

- If you click this icon outside an estimate or repair order, you are prompted to search for and select a customer.

The QuickScreen application opens with the customer's information.

2. To process the application, click the **QuickScreen** button.
3. The customer's application is either approved or declined. Both options give you the chance to open and process a full credit application for CarCareONE.

If the Application is Approved:

If the application is approved, the following pre-approved message appears with the credit limit and expiration date:

- Click **Yes** to complete the offer, which opens the full credit application.
- Click **No** to decline the offer, which closes the prompt and the QuickScreen windows.
 - If you started from an open estimate or repair order, you are returned to that estimate or repair order.
 - If not, you are returned to wherever you started.

If the Customer Declines the Pre-Approved Credit:

If the customer declines the pre-approved credit by clicking No on the pre-approval message, R.O. Writer stores the pre-approval in the system. The next time you

- Click **Apply for Credit** icon for this customer
- Click **Yes** on the special financing prompt for this customer

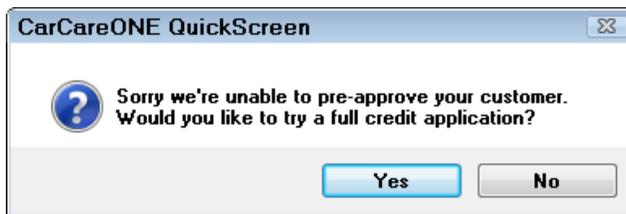
The stored pre-approval appears displaying the date of the approval, credit limit, and offer expiration date:



If the Application is Declined:

If the application is declined, depends on the Show QuickScreen Declines setting in Merchant Partners First Mile Configuration.

If set to Yes (which is strongly recommended), the declined message appears.



- Click **Yes** to open the full credit application for CarCareONE.
- Click **No** to close QuickScreen.
 - If you started from an open estimate or repair order, you are returned to that estimate or repair order.
 - If not, you are returned to wherever you started.

If set to No, nothing happens on the screen when a QuickScreen application is declined.

Processing CarCareONE Credit Applications

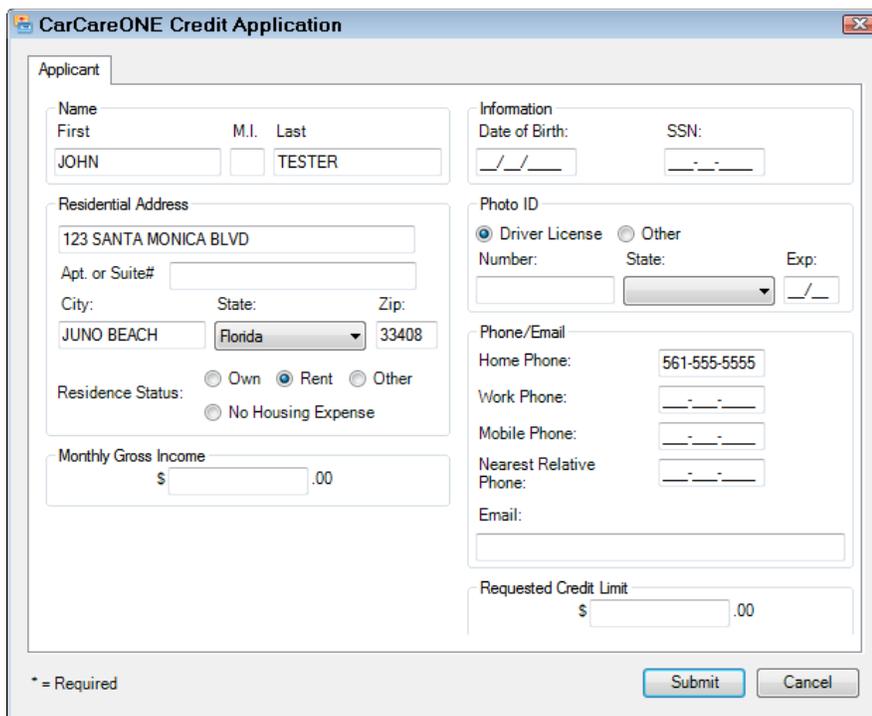
The CarCareONE credit application runs a full credit report for the selected customer.

Complete these steps:

1. Click the **Apply for Credit** icon in the Quick Launch .

If QuickScreen is enabled, the QuickScreen application opens first.

- If clicked in an open estimate or repair order, the customer information is already entered.
- If clicked outside an estimate or repair order, you have to search for and select a customer.
- To process that application, click the **QuickScreen** button.
- If approved, click **Yes** on the decline prompt to open the full application. Only the Applicant tab appears because there is no need for a co-applicant on a pre-approved card.



CarCareONE Credit Application

Applicant

Name
First: JOHN M.I. Last: TESTER

Information
Date of Birth: / / SSN: - - -

Residential Address
123 SANTA MONICA BLVD
Apt. or Suite#
City: JUNO BEACH State: Florida Zip: 33408

Photo ID
 Driver License Other
Number: State: Exp: / /

Phone/Email
Home Phone: 561-555-5555
Work Phone: - - -
Mobile Phone: - - -
Nearest Relative Phone: - - -
Email:

Requested Credit Limit
\$.00

* = Required

Submit Cancel

- If QuickScreen is not enabled, the full credit application opens first with an optional Co-Applicant tab.

2. Complete the fields.
 - If the customer was pre-approved for a certain amount via the QuickScreen application, that amount appears in the Requested Credit Limit field.
3. Click **Submit**.
4. The credit application is either approved, declined, or pending.

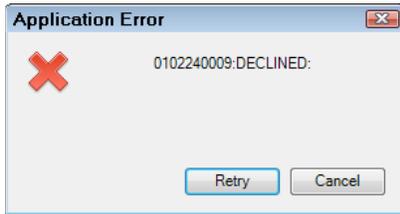
If the Application is Approved:

If the application is approved, the approval message returns with the confirmation number, credit card number, and credit limit:

Click **OK**. This window closes and the R.O. Writer creates a [payment token](#) (page 54) automatically, which you can use to process payments.

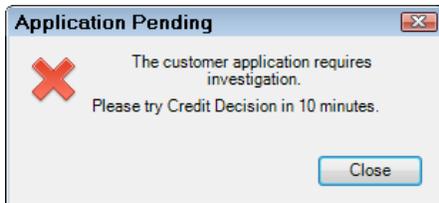
If the Application is Declined:

If the application is declined, the application declined message appears:

**If the Application is Pending:**

If the application is pending, that means that it has not been approved or declined. You can try again later.

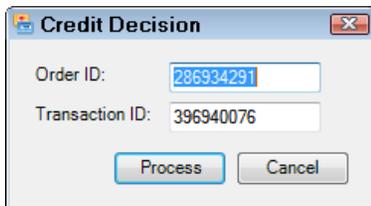
The application pending message appears to tell you that a credit decision has not been made and the application is pending.



Often there is a time window when you can try again. At this time, close the credit application. R.O. Writer records that an application was sent and that it came back pending in the background.

NOTE: No application information is stored locally in R.O. Writer or on the computer.

The next time you click the Apply for Credit icon  for this customer, a Credit Decision window opens instead of the application window. It displays the record of the previous application.

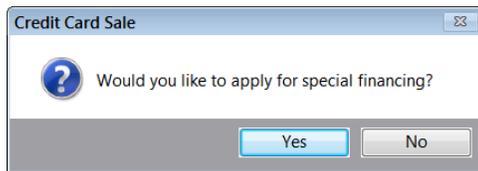


Click **Process** to send the application again. The application is accepted, declined, or remains pending.

Special Financing Prompt for CarCareONE

The special financing prompt for CarCareONE [functions the same way](#) (page 50) as the special financing prompt for other credit providers with the following exceptions:

- The special financing prompt is always on regardless of the amount of the payment.
- If QuickScreen functionality is turned on in Electronic Payment Setup, the QuickScreen application opens instead of the full credit application when you click Yes.



When QuickScreen is enabled, the special financing prompt is bypassed. When the ePayment button is clicked on any of the [payment windows](#) (page 25), a QuickScreen application is run for the customer without a prompt asking and regardless of the amount of the payment.