R.O.WRITER®
shop management software

User Document: OpenEdge XCharge®
Electronic Payment Processing

openedge
A division of **global**payments

XCHARGE®

R.O. Writer Versions: 1.31, 2.0, 2.1, 2.2, 2.3, 2.4, 2.5, and 2.6

April 2021

Contents

Overview

R.O. Writer has integrated an electronic payment system from OpenEdge named XCharge™.

To use this integration, you need the following:

- 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 that is compatible with OpenEdge XCharge.
- The OpenEdge XCharge software installed and configured.

This document describes the settings recommended for integration with R.O. Writer.

Chip Cards

The OpenEdge XCharge 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 strip 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 can you can try to swipe the magnetic strip.

For more information about the EMV standard, please visit http://www.emvco.com.

Existing PayPros ePay Users

If you are currently using PayPros ePay and switch to OpenEdge XCharge, the following items are unavailable in R.O. Writer:

- Batch Settlement Report (Reporting and Accounting modules)
- ePayment Report (Reporting module)
- In the Accounting Interface, there is no ePayment section on the Credit Cards tab.

You obtain this information from XCharge instead of R.O. Writer.

Configuring R.O. Writer to Use OpenEdge XCharge

OpenEdge uses the XCharge software to process payments. For more information, please click the following link to visit the X-Charge product page: http://www.x-charge.com.

OpenEdge XCharge has been integrated with R.O. Writer. When you configure both properly, the XCharge software opens every time you click the ePayment button on an R.O. Writer payment window.

After you click this button, you are using the XCharge software.

Pre-Requisites

- Your equipment must meet the minimum system requirements for R.O. Writer.
- R.O. Writer Pro or Pro-Lite. (OpenEdge XCharge is not supported in R.O. Writer Express.)
- R.O. Writer is running on your network directly. The integration is not supported on Virtual Private Networks (VPN) or Remote Desktop (RDP)/Terminal Services.

Step 1 - Install and Configure XCharge

You obtain the XCharge software from OpenEdge, then install XCharge on each workstation that needs to process payments.

Step 1a – Install XCharge

Complete these steps:

1. Store the installation files from OpenEdge on your hard drive.

2. Navigate to those files.

3. Double-click on the application EXE. The installation program runs.

4. The installation wizard appears.

5. Keep clicking **Next** through the installation windows.

6. When the installation is complete, the system configuration is updated.

7. You are prompted to **enter an email address**.
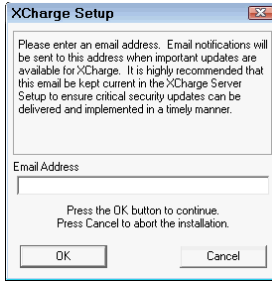
8. **Enter the email address you want to use to interact with XCharge**. This is the email that will receive notification emails from the XCharge software.

9. Click **OK**. The XCharge Installation window pops up displaying **the User ID and password (PW)**.

Write down the User ID and Password because you need to log in with these credentials the first time you access OpenEdge XCharge. Then, you need to change the assigned password (page 3) in OpenEdge XCharge configuration.

10. Click **OK**. The final installation window appears.

11. Click **Finish**. A popup appears asking you to restart your computer.

- Click **OK** to restart immediately.
- Click **Cancel** to close the installation program and continue working. You do need to restart your computer before configuring XCharge.

12. The XCharge icon appears on the desktop .

Step 1b – Configure the XCharge Server Connection

You need to enter the connection criteria. There are two kinds of connections: EMV and non-EMV. If you want to be able to use EMV cards, you need to establish an EMV connection in XCharge.

An EMV connection is not exclusive to EMV transactions. An EMV connection can also process regular credit and debit card swipes and manual number entry.
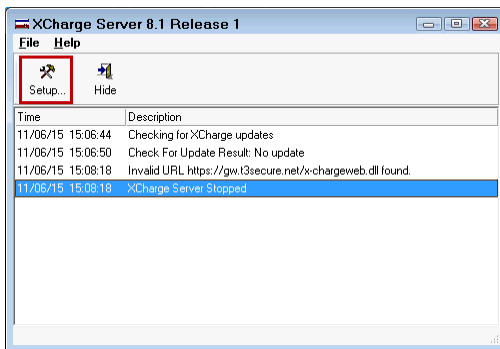
Complete these steps:

1. Double-click on the XCharge icon . You are prompted to enter the assigned **User Name** and **Password** created during installation.
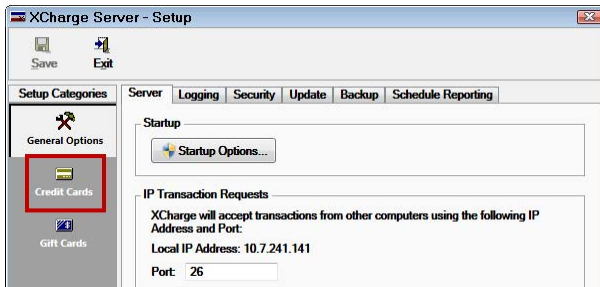
2. Enter the login credentials and click **OK**. The main window opens.

3. Click **File** > **XCharge Server**.

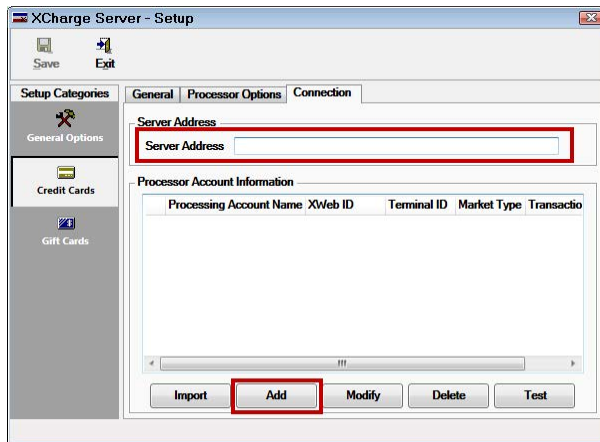4. The main window for the server opens.

5. Click **Setup**. You are prompted to log in.

6. Enter the default login credentials from the installation process and click **OK**.

7. The Setup window opens displaying the Server tab in General Options.

8. Click **Credit Cards** and then the **Connections** tab.

9. Enter the **Server Address** provided to you by OpenEdge.

10. Click the **Add** button to add the default connection on the Processor Information Setup window.
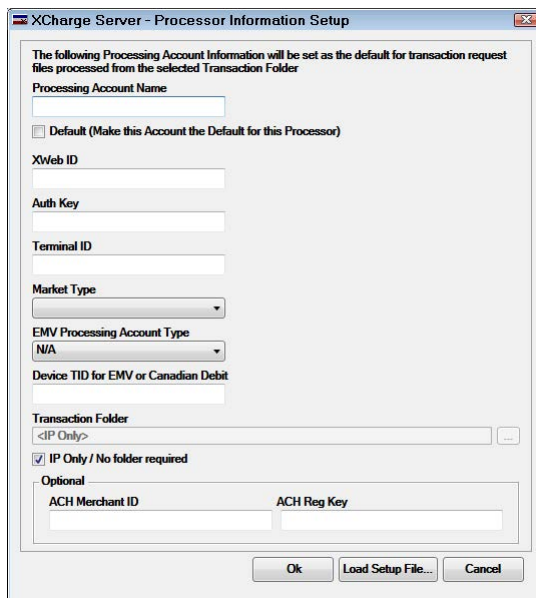

11. Complete the required fields.

    - The information for these fields is provided to you by OpenEdge.
    - Another consideration is whether or not you need to process EMV cards.

    The following table describes the settings on the X-Charge Server window.

Field	Description
Processing Account Name	Enter "<default>" to set up the default connection. You must set up one default connection.
XWeb ID	Enter the ID for the XCharge web server.
Auth Key	Enter authentication key that will be used to contact the XCharge web server. This field is encrypted.
Terminal ID	Enter the ID of the terminal in your shop.
Market Type	This is the type of business you're in. Select Retail.

Field	Description
EMV Processing/ Account Type	This is the kind of EMV card you want to be able to process. Select **Credit EMV**.
Device TID for EMV or Canadian Debit	This is the terminal ID used for EMV transactions. You must enter a value here to process EMV cards.

12. Click **OK**. You are returned to the Connections tab. The Account Name you entered appears as a row in the Processor Account Information section.
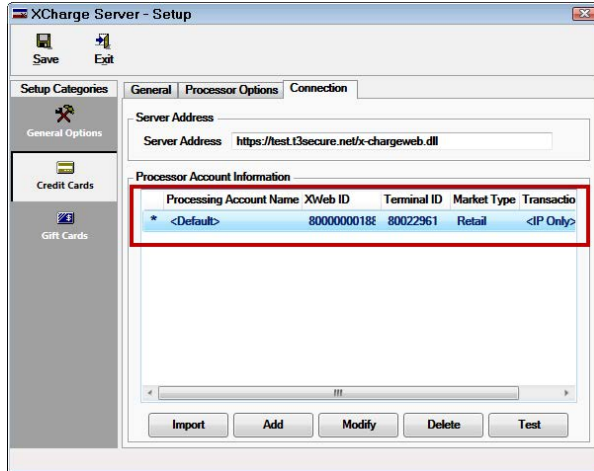
13. Select the connection and click the **Test** button. XCharge tests your connection. If successful, a pop up window appears saying, "Success!".

Step 1c – Install the Payment Pin Pad

There are two kinds of pin pads you can install: EMV and non-EMV. If you want to be able to use EMV cards, you need to use an EMV connection and create a connection to an EMV device.

An EMV connection is not exclusive to EMV transactions. An EMV connection can also process regular credit card swipes and manual number entry.

Complete these steps:

1. Connect the pin pad device to your computer.

2. Open Device Manager and verify that your computer recognizes the device.

    -   Click **Start** > **Devices and Printers**.

    -   The device should appear on the Devices and Printers window of the Control Panel of the Windows operating system.
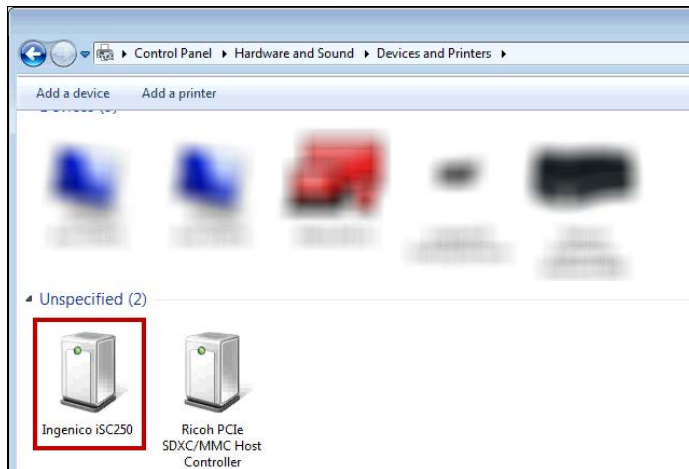
3. Double-click on the XCharge icon to open it . You are prompted to enter the **User Name** and **Password** created during installation.

4. Enter the login credentials and click **OK**. The main window opens.

5. Click **File** > **Setup**.

6. The Setup window opens. Click **Devices** and the PIN Pad tab.

7. In the **PIN Pad Type** dropdown list, select **EMV Device**.

8. Click the **PIN Pad Device Setup** button. The Device Setup window opens.
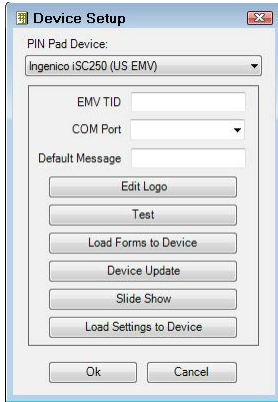
9. In the **Pin Pad Device** dropdown list, select the device currently connected to the computer.

10. Complete the fields on the Device Setup window in the order listed in the following table.

Field	Description
EMV TID	Enter the EMV TID code.
COM Port	Enter the COM port of the pin pad device. If the computer recognizes the device, its COM port may appear in a dropdown list.
Default Message	Type in the message that appears when the device first starts up.
Load Forms to Device	Click this button to load the necessary forms for XCharge. You are prompted that loading all forms to the device may take several minutes. Click **Yes** and the forms start loading. When the forms complete, a prompt appears notifying you that all forms have loaded. Click **OK**.
Device Update	Click this button to download any updates from the Internet.
Load Settings to Device	Click this button to load device settings. You are prompted that loading settings may take several minutes. Click **Yes** and the settings load.

11. Click the **Test** button to test the connection between your computer and the pin pad.

12. Check the pin pad for the test.

13. When the test completes successfully, the test successful prompt for pin pad setup appears.

14. Click **OK**. The pin pad is now connected successfully.

Make the COM Port Permanent (Optional)

You can force the computer to use a specific COM port every time it connects to the pin pad device. This way, the device will always connect and reconnect reliably. If you leave the COM port dynamic, the device may lose contact with the computer after a reboot or physical disconnect/reconnect.

Complete these steps:

1. Click **Start** and type "**Device Manager**" into the field.

2. Click **Device Manager** in the Control Panel.
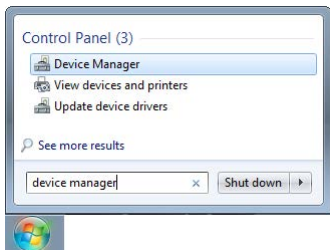
3. The Device Manager opens.

4. Click the right arrow sign next to **Ports** and all ports appear in the dropdown list.

5. Right-click on the pin pad device and select **Properties**.
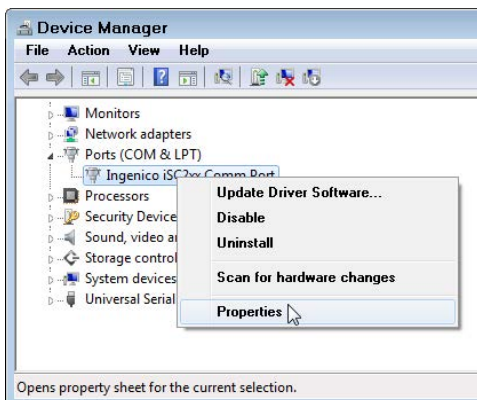
6. The Comm Port Properties window for the device opens.

7. Click the **Force COM Port** tab.
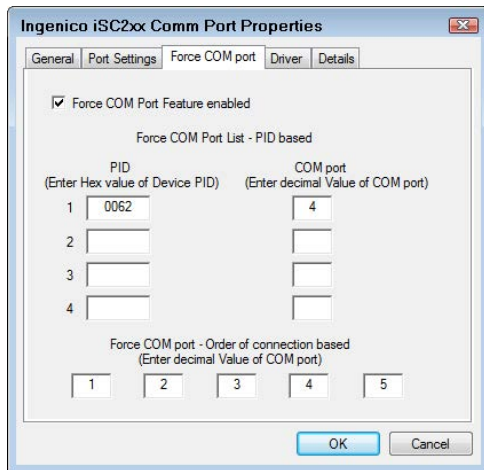
Step 1d – Change the Assigned Password

Before you can use XCharge in R.O. Writer, you need to change the default password assigned to you during installation. The User ID is always the same as the one assigned during installation and cannot be changed.

Complete these steps:

1. Double-click on the XCharge icon . You are prompted to enter the **User Name** and **Password** created during installation.

2. Enter the login credentials and click **OK**. The main window opens.

3. Click **File** > **XCharge Server**.

4. The main window of the server opens.

5. Click **Setup**. You are prompted to log in.

6. Enter the default login credentials from the installation process and click **OK**. The Setup window opens displaying the Server tab in General Options.

7. Click the **Security** tab, select the system entry in the list, and click **Modify**.
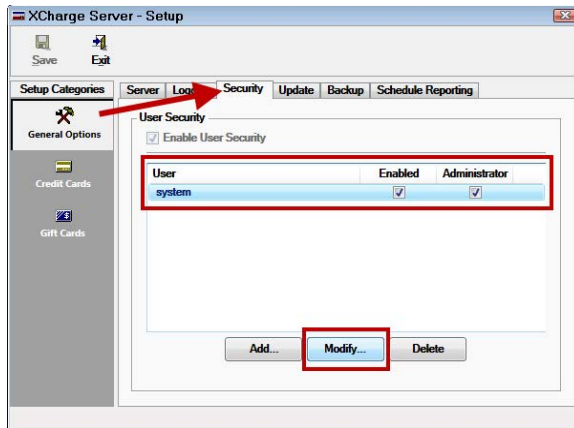
8. The User Security Settings window opens displaying the system-assigned password (encrypted) and default selections.

9. Type the new password in the **Password** and **Confirm Password** fields.

10. Leave the defaults selected in the lists.

11. Click **OK**. The new password is saved.

   The next time you are prompted to enter a password, enter the new one.

NOTE: Whenever you change a password here, you need to change it in R.O. Writer Configuration (page 17).

Otherwise, R.O. Writer won't be able to log in automatically during transactions and electronic signature capture.

Step 2 - Configure R.O. Writer to Use the XCharge

After installing and configuring both OpenEdge XCharge and the pin pad device, you must enter the electronic payment settings in R.O. Writer Configuration to work with both.

Step 2a – Electronic Payment Setup

In the Configuration module, click **Configuration** menu > **Electronic Payment Setup** and select the **OpenEdge XCharge** option. The electronic payment setup options appear.

This window has two sections:

- – Applies to all payment processing

- OpenEdge User ID (page 17) – Saves the OpenEdge XCharge username and password on the local machine

- Default for Unknown Payment Types (page 19) – Assigns a default payment type for unmapped payment types
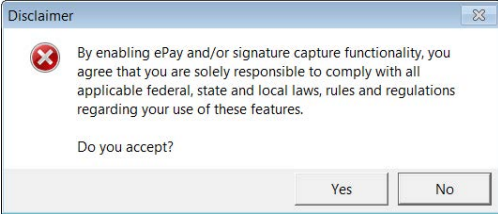
Select the Shop Setup Options
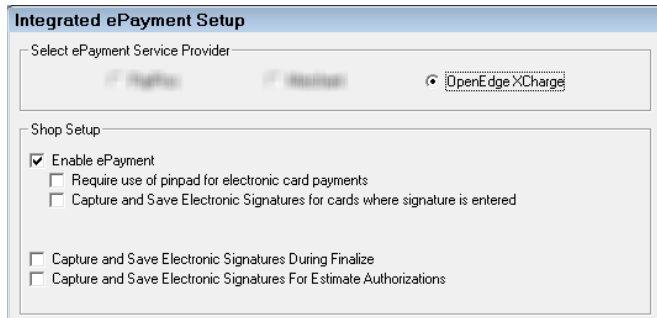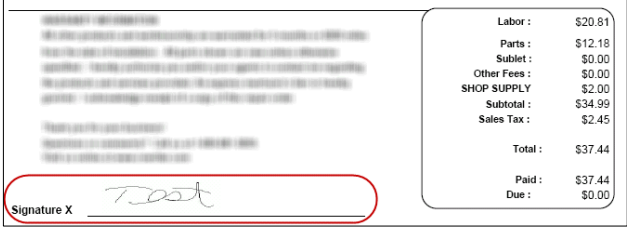
Shop Setup options

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

The following table describes the Shop Setup options.

Item	Select this item to...
Enable ePayment	Activate electronic payments in R.O. Writer. The following disclaimer prompt appears whenever this option is selected: Only the shop owner should click **Yes** to accept these terms. Yes must be clicked before you can use OpenEdge XCharge.
Require Use of Pin Pad for Electronic Card Payments	Require that credit or debit card payments be processed electronically. This means that you • Must use the ePayment button to process R.O. Writer payment types that are mapped to universal card brands. • Cannot use the Other Credit Cards button to key card information into R.O. Writer windows.
Capture and Save Electronic Signatures or Cards Where Signature is Entered	Activate the signature capture feature for credit card payments. When you process a payment with a credit card and capture an electronic signature, it is saved. Electronic signatures appear on printed repair orders in the credit card payment area.

Item	Select this item to...
Capture and Save Electronic Signatures During Finalize	Require the customer's signature on the pin pad device during finalize. During finalize, you are prompted to obtain an electronic signature after the final payment has processed successfully. This signature indicates that the customer accepts the final repair order and appears on the printed repair order. For more information, see Electronic Signature (page 33) and Paper Signature (page 35). The disclaimer prompt appears again; only the shop owner should click Yes.
Capture and Save Electronic Signatures for Estimate Authorizations	Capture customer signatures on the pin pad device for in person estimate authorizations. The captured signature appears on the printed repair order. The disclaimer prompt appears again; only the shop owner should select Yes. For more information, see Electronic Signatures for Estimate Authorization (page 45).

Enter the OpenEdge User ID

In the OpenEdge User ID section, enter the current username and password for OpenEdge XCharge.

When the correct username and password is entered here, they are stored on the local machine and passed to OpenEdge when accessing the pin pad device for signatures and transactions. This means that the user does not need to log in manually every time they access the pin pad device for signatures and transactions.

The username and password entered here needs to match the username and password that is currently active in OpenEdge XCharge configuration. **Whenever you change (page 12) the username and password in OpenEdge XCharge, you need to change it here as well.** Otherwise, R.O. Writer won't be able to log in automatically during transactions and electronic signature capture.

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

Electronic transactions do not process on your local machine; they process at the OpenEdge server.

R.O. Writer has local payment types in the database. You must map the universal card brands like Visa and MasterCard to the local R.O. Writer payment types so that R.O. Writer can receive and record payments from the OpenEdge server.

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
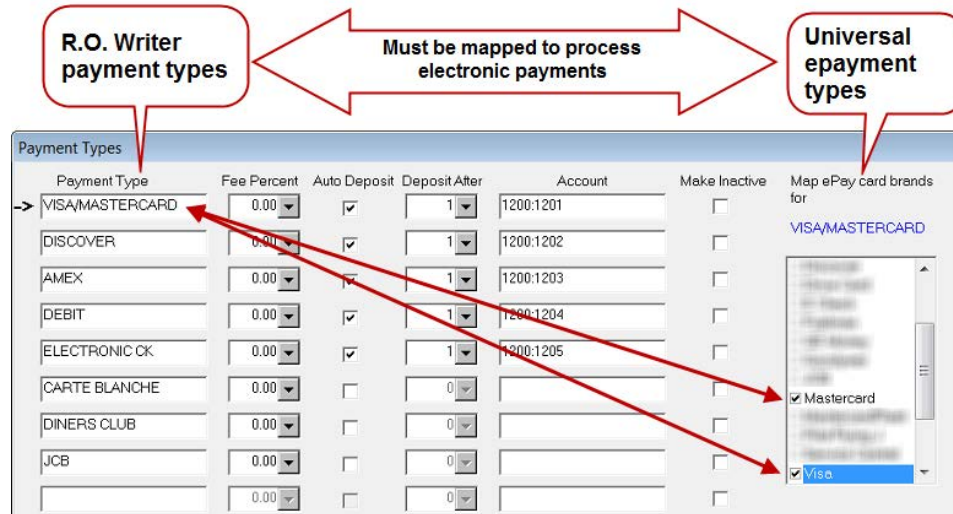
The universal electronic payment types the XCharge software supports depends on the account you establish with OpenEdge. Only map to universal payment types accepted by your account.

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

- You can map up to nine R.O. Writer payments types.

- You can map one R.O. Writer payment type to multiple universal epayment types.

    NOTE: We recommended you create one R.O. Writer payment for Visa and MasterCard and map it to both the Visa and MasterCard universal payment type.

- You cannot map the same universal epayment type to more than one R.O. Writer payment type.

- Payment types are calculated and tracked on sales reports (page 20).

- Any universal payment types unmapped on this window are assigned to the default R.O. Writer payment type (page 19) selected in Electronic Payment Setup.

Mapping Individual 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 for** list, select the universal epayment type you want to associate with the R.O. Writer payment type.

4. Repeat Steps 1—4 for each payment type you want to accept in your shop.

5. Click **OK** to save the payment types.
   R.O. Writer saves the payment types as they are configured whenever you click **OK**.

When you process a Visa card with the XCharge software – for example - that payment is automatically associated with the R.O. Writer payment type that the Visa ePay card brand is mapped to.

Set the Default Payment Type

The default payment type is selected at the bottom of the Electronic Payment Setup window.

This selection tells R.O. Writer how to classify the payments from unmapped universal epayment types processed by OpenEdge.

If you don't select a default payment type and you processed a transaction with an unmapped universal epayment type, R.O. Writer will classify that payment as cash. This could drastically skew your payment reporting for cash transactions. Therefore, you must select a default payment type on the ePayment Setup (page 14) window to tell the system how to classify transactions for unmapped payment types.

The dropdown list on the ePayment Setup window contains all R.O. Writer payment types.
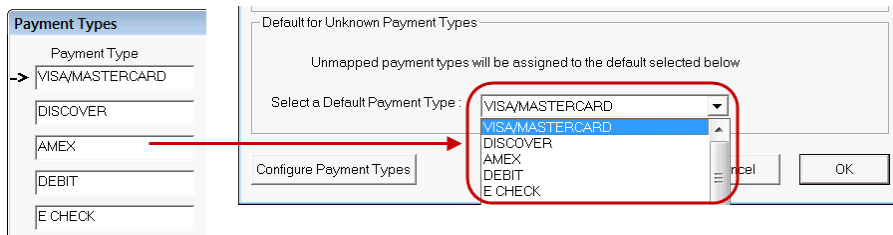
Whenever R.O. Writer receives a payment from an unmapped universal epayment type, the system classifies the payment to the default payment type selected in the dropdown list.

Consider the following example:

A customer pays with a Discover card. Your shop accepts Discover cards; however, the Discover payment type is not mapped to an R.O. Writer payment type.
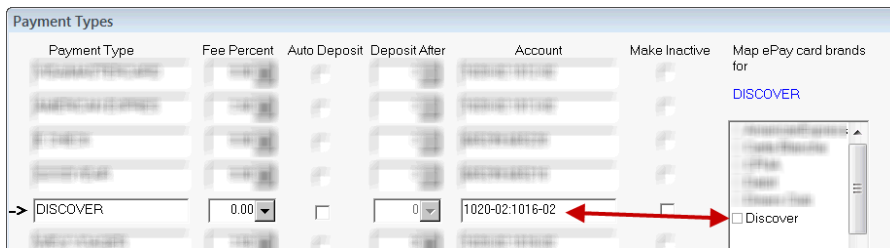
In addition, VISA/MASTERCARD is selected as the Default Payment Type.
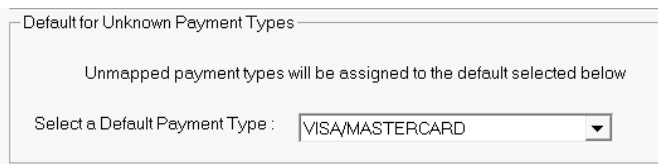
When R.O. Writer processes Discover card payments, it automatically assigns those payments to the VISA/MASTERCARD payment type.
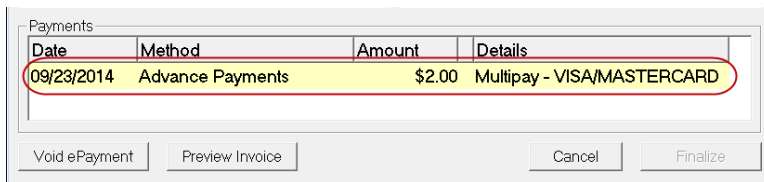
Payment Types on Sales Reports

R.O. Writer payment types appear and are calculated on reports.

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."

Repair Order Payment Ledger - Summary

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	CUNNINGHAN, 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.

Payments

VISA/MASTERCARD	$277.65	Cash	$446.24
DISCOVER	$0.00	Check	$0.00
AMEX	$45.90	Deposit	$446.24
DEBIT	$0.00	Total Pay	$769.79
		Charged	$0.00
		Previous Advance Pay	$0.00
Total Cards	$323.55	Total	$769.79
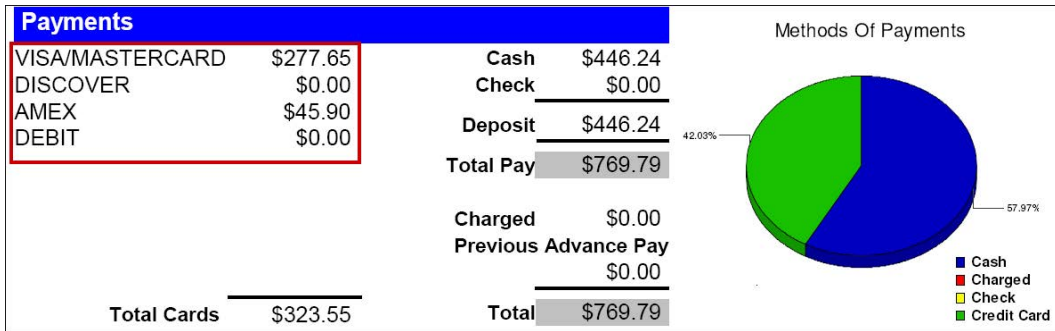
Step 2c – Choose the Form Types

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 for R.O. Writer versions 1.31-2.5, which is often referred to as the "Term database"
C:\Users\[username]\AppData\Roaming\Progressive Automotive Systems, Inc\ROWriter\Term
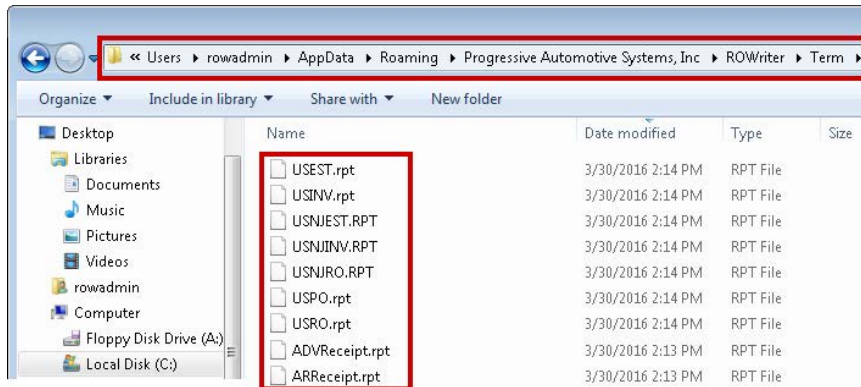
- Stored in the database for R.O. Writer 2.6 and above
- Have an .rpt extension
- Include all electronic signatures
- Ensure that the appropriate fields and information from any credit card transaction appears in the payment area on the printed form

Forms for Payment Receipts

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

The following table describes the forms for payment receipts.

Form	Used For	Orientation	Prints When You Print…
ADVReceipt.rpt	Advanced payments	Portrait	A receipt for an advanced payment.
ARReceipt.rpt	Accounts Receivable payments	Portrait	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 forms for ticket receipts.

Form	Use For	Layout	Orientation	Prints When You…
USEst.rpt	Estimates	Job-Based	Portrait	Click Print Est in the ticket toolbar.

Form	Use For	Layout	Orientation	Prints When You…
USPO.rpt	Parts-only tickets	Job-Based	Portrait	Click Print RO on a parts-only ticket. Print a [finalized](#) (page 33) parts-only repair order.
USRO.rpt*	Unfinalized repair orders	Job-Based	Portrait	Click Print RO in the ticket toolbar.
USInv.rpt*	Finalized repair orders	Job-Based	Portrait	Print a [finalized](#) (page 33) repair order.
USNJEST.rpt	Estimates	Non-Job-Based	Landscape	Click Print Est in the ticket toolbar.
USNJRO.rpt*	Unfinalized repair orders	Non-Job-Based	Landscape	Click Print RO in the ticket toolbar.
USNJINV.rpt*	Finalized repair orders	Non-Job-Based	Landscape	Print a [finalized](#) (page 33) repair order.

*RO and INV Forms

These forms are the same except for the line at the bottom.

The bottom of the RO.rpt forms indicate that this is not an invoice and should not be paid.

The bottom of the INV.rpt forms thank the customer for their business. This is the form that is paid.

Estimate Forms

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

Choosing Form Types for Repair Orders

You choose which form types to use for each type of document in the Form Types Configuration setting.

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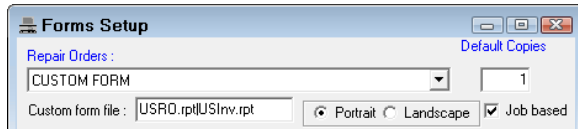
To ensure that the pre-finalized form prints when you click the **Print RO** toolbar button and the finalized form prints after finalization, enter the form names as follows:

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.

Swiped Credit Cards:

```
Merchant ID:    XXXXXXXXXXX6788      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
```

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.
```

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

R.O. Writer (Demo)	Repair Order #0157807	12/7/2015 12:48 pm	1989 PONTIAC MIDSIZE BONNEVILLE

R.O. Writer (Demo)

823 Donald Ross Rd.
Juno Beach, FL 33408
888-928-9769
TESTING

Repair Order #0157807   12/7/2015
                                    12:48 pm

BADGER, SCOTT
874 SILK street
Plain Creek, WY 82222-
HOME:(505) 555-0862
OFFICE:(505) 555-0440

1989 PONTIAC MIDSIZE BONNEVILLE
V6-3800 3.8L
VIN : 1G2HX54C6KW218383
Mileage : In 105692 Out
Trans :
License : GNY319
COLR : A   PROD : 9/88

Your Service Writer Today Is: 1SCOTT TITUS   Center: TIRES

Category Summary	Parts	Labor	Job Total
AIR CONDITIONING/HEATING	$33.69	$18.00	$51.69

Service Requests:

Technician	Service Description		Parts	Labor	Job Total

Mileage In: 105692 Mileage Out:

Technician	Service Description			Parts	Labor	Job Total
JSM	A/C DYE TEST			33.69	18.00	51.69

Part Number	Part Description		Part Price Each	Quantity	Extended
BG702	A/C OIL WITH DYE		33.69	1	33.69

S

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

Standard disclaimer and warranty for your shop. For example:

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.
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.
WARRANTY IS 18 MONTHS OR 18,000 MILES WHICH EVER OCCURS FIRST!

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

Customer Signature: _____   Date: _____

This Is Not An Invoice. Do Not Pay From This Document.   Page 1 of 1

Sample USInv.rpt

R.O. Writer (Demo)	Invoice #0157807	12/7/2015 4:10 pm	1989 PONTIAC MIDSIZE BONNEVILLE

823 Donald Ross Rd.
Juno Beach, FL 33408
888-928-9769
TESTING

BADGER, SCOTT
874 SILK STREET
Plain Creek, WY 82222-
HOME:(505) 555-0862
OFFICE:(505) 555-0440

1989 PONTIAC MIDSIZE BONNEVILLE
V6-3800 3.8L
VIN : 1G2HX54C6KW218383
Mileage : In 105692 Out 105692
Trans :
License : GNY319
COLR : A   PROD : 9/88

Your Service Writer Today Is: 1SCOTT TITUS   Center: TIRES

Service Requests:

Category Summary	Parts	Labor	Job Total
AIR CONDITIONING/HEATING	$33.69	$18.00	$51.69

Technician	Service Description	Parts	Labor	Job Total
	Mileage In: 105692 Mileage Out: 105692			
JSM	A/C DYE TEST	33.69	18.00	51.69

Part Number	Part Description	Part Price Each	Quantity	Extended
S	BG702 A/C OIL WITH DYE	33.69	1	33.69

Payments:
VISA, $60.07, on 12/07/15
   CardNo: [***********0010], AuthorizationNo: [021454]

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:						

```
12/7/2015 12:49:31 PM           PURCHASE                SUCCESS              CHIP READ              CONTACT

$ 60.07     VISA                ************0010        Appr Code:  021454   TransID:  12494626     ATC:  0065

Terminal ID:  946925074594996   AID:  A0000000031010    AIDName:  VISA CREDIT                      TVR:  0200008000

AC:  46A24DACE7AD019C           TRN REF#:  305341641710106   VAL Code:  FPF2   TSI: E800           Resp CD:  00
```

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

Signature X

Repair Order Notes

Standard disclaimer and warranty for your shop. For example:

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.
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.
WARRANTY IS 18 MONTHS OR 18,000 MILES WHICH EVER OCCURS FIRST!

Customer Signature: _____   Date: _____

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
INVOICE TOTAL	**$60.07**
PAID	$60.07
DUE	$0.00

Thank you for your business!   Page 1 of 1

Sample USNJINV.rpt (Non-Job-Based)

R.O. Writer (Demo)
823 Donald Ross Rd.
Juno Beach, FL 33408
888-928-9769
TESTING

Repair Order #:	0157807

Date : 12/7/2015   Page 2 of 2
Orig Est #:   Center : 4

Customer : BADGER, SCOTT	Vehicle : 1989 PONT MIDSIZE BONNEVILLE
Address : 874 SILK STREET	License : GNY319 COLR : A
City : Plain Creek, WY 82222-	VIN : 1G2HX54C6KW218383
HOME : (505) 555-0862 Ext :	Fleet #:
OFFICE : (505) 555-0440 Ext :	Engine : V6-3800 3.8L Trans :
	Mileage : In 105692 Out 105692 PROD : 9/88

Parts				Labor				
Quan	Part Number	Description	Price	Op	Tech	Description	Time	Charge

```
12/7/2015 12:49:31 PM        PURCHASE              SUCCESS              CHIP READ        CONTACT

$ 60.07     VISA             *************0010      Appr Code: 021454    TransID: 12494626    ATC: 0065

Terminal ID: 946925074594996    AID: A000000031010    AIDName: VISA CREDIT              TVR: 0200008000

AC: 46A24DACB7AD019C         TRN REF#: 305341641710106    VAL Code: FFF2   TSI: B800        Resp CD: 00


Cardholder Agrees to Pay Total Amount According to Card Issuer Agreement


Signature X _____
```

Paying Repair Orders

There are two ways to process payments for repair orders:

Advanced Payment   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.

Finalize   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.

When you click the ePayment button, the OpenEdge XCharge software launches. From this point on you are using the XCharge software.

- If you have **not** entered the correct OpenEdge XCharge username and password in R.O. Writer Configuration (page 17), XCharge prompts you to login.

  Enter your login credentials and click **OK**.

- If you have entered the correct OpenEdge XCharge username and password in R.O. Writer Configuration (page 17), XCharge launches without requiring a login.

Processing Credit Cards

When processing credit card payments with XCharge, most of the steps occur on the pin pad device with some popup windows appearing on the computer screen over the R.O. Writer windows.

Complete these steps:

1. Start a repair order payment.

   - For an advanced payment, click **Calculations** tab > **Advanced Payment** button.

   - For finalize, click the **Finalize** button in the ticket toolbar.

2. Click the **ePayment** button.

   - If you have **not** entered the correct OpenEdge XCharge username and password in R.O. Writer Configuration (page 17), XCharge prompts you to login.

     Enter your login credentials and click **OK**.

   - If you have entered the correct OpenEdge XCharge username and password in R.O. Writer Configuration (page 17), XCharge launches without requiring a login.

3. XCharge asks you if the card is credit or debit.

4. Click **Credit**. *X-Charge notifies you that a transaction is in progress.*

5. At this point, you work with the pin pad device and **follow the instructions on the pin pad screen**.

   The following table provides an overview of each card type.

To use:	Do this:
Chip cards	Insert the card and leave it there. **Do NOT remove the card until the pin pad device says you can.**
Magnetic stripe only cards	Swipe the card
Just the card number	Tap the Manual Entry button on the pin pad device and key in the card information

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

6. XCharge notifies you that a transaction is processing.

7. XCharge notifies you when the transaction is complete. For chip cards, you are notified that the transaction is processing.

8. The device prompts you and the customer to enter a signature.

9. Have the customer follow the instructions on the pin pad screen.

10. After the customer signs the pin pad device, it appears on your computer screen.
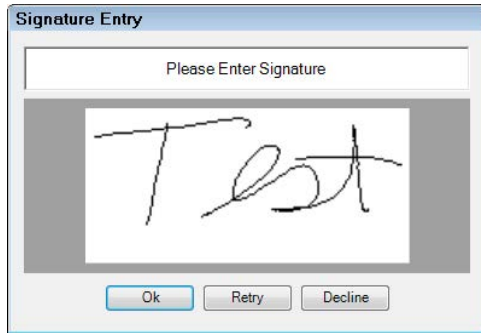
11. Click **OK**.

12. When the card is approved, XCharge displays the approval message with a code. You can use this code for tracking in the XCharge software.
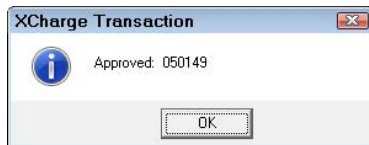
13. Click **OK**. *The XCharge software closes. The processed payment appears in the Payments area of the R.O. Writer window.*

    Advanced payments appear as follows:
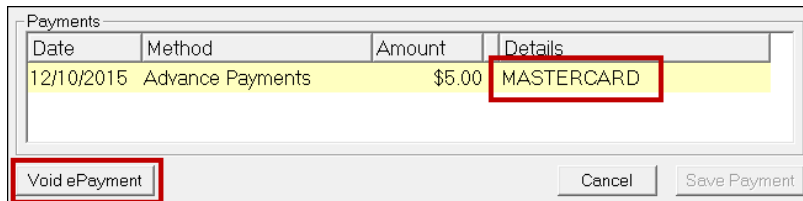
    Finalized payments appear as follows:
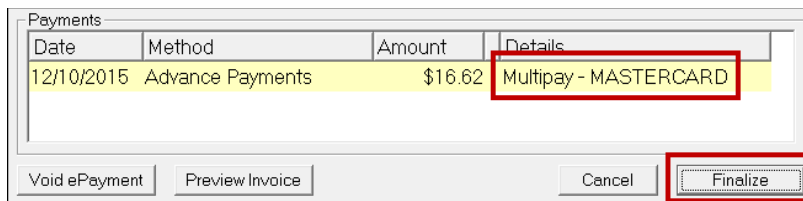
    At this point, you can click

    • **Cancel** to close the window

    • **Finalize** (page 33) to begin closing the repair order

Processing Debit Cards

Processing debit cards is the same as processing credit cards, except that you choose Debit and the customer enters their PIN number.

When processing debit card payments with XCharge, most of the steps occur on the pin pad device with some popup windows appearing on the computer screen over the R.O. Writer windows.

Complete these steps:

1. Start a repair order payment.

   - For an advanced payment, click **Calculations** tab > **Advanced Payment** button.

   - For finalize, click the **Finalize** button in the toolbar.

2. Click the **ePayment** button.

   - If you have **not** entered the correct OpenEdge XCharge username and password in R.O. Writer Configuration (page 17), XCharge prompts you to login.

     Enter your login credentials and click **OK**.

   - If you have entered the correct OpenEdge XCharge username and password in R.O. Writer Configuration (page 17), XCharge launches without requiring a login.

3. XCharge asks you if the card is credit or debit.

   NOTE: If the customer would like to process a debit card as a credit card, click Credit instead and follow those instructions.

4. *Click **Debit**. XCharge asks the customer to confirm the amount.*

5. XCharge notifies you and the customer to swipe the card.

6. XCharge notifies you and the customer to enter the PIN.

7. After the customer enters their PIN on the pin pad device and presses the ENTER key, the transaction begins processing.

8. When the card is approved, XCharge displays the approval message with a code. You can use this code for tracking in the XCharge software.

9. Click **OK**. The payment appears in the Payment area of the R.O. Writer window.
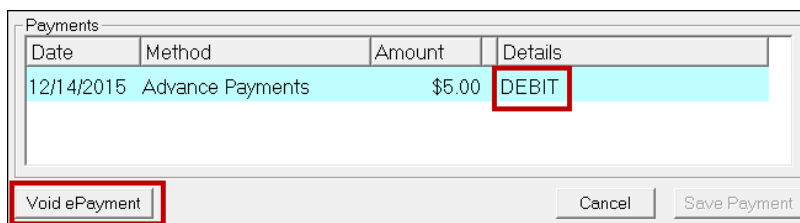
   Advanced payments appear as follows:

   Finalized payments appear as follows:
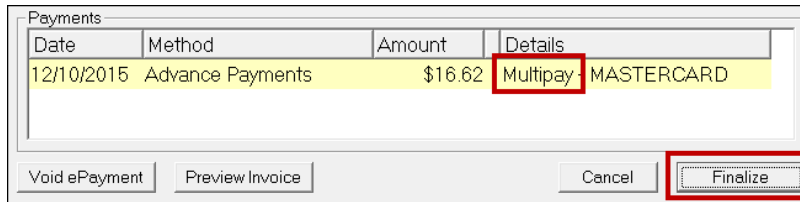
At this point, you can click

- **Cancel** to close the window
- **Finalize** (page 33) to begin closing the repair order

If the Card is Declined

If the card is declined, XCharge displays the declined message with a code. You can use this code for tracking in the XCharge software.

Click **OK** and troubleshoot the issue with

- Another card swipe of the same card
- Another card
- Asking for a cash or check payment

Finalizing Repair Orders

When you click the Finalize button in the toolbar, you begin closing the repair order by paying the Balance Due. However, paying off the repair order doesn't close it automatically. You need to click the Finalize button on the Finalize payment window to begin closing out the repair order.

Normally, you would click the Finalize button immediately after completing the final payment, but you don't have to. You can click Cancel to and finalize the repair order at a later time. Click the Finalize toolbar button again and click the Finalize button.

What happens when you click the Finalize button depends on your ePayment Setup (page 14).

Electronic Signature

If the Capture and Save Electronic Signature During Finalize option is selected in ePayment Setup (page 14), the customer needs to sign the pin pad to accept the repair order.

Complete these steps:

1. When the Balance Due is zero on the Finalize payment window, click the **Finalize** button.

   - If you have **not** entered the correct OpenEdge XCharge username and password in R.O. Writer Configuration (page 17), XCharge prompts you to login.

     Enter your login credentials and click **OK**.

     Obtaining an electronic signature to finalize a repair order is not part of the XCharge transaction process; however, you need to log into XCharge in order to access the pin pad device.

   - If you have entered the correct OpenEdge XCharge username and password in R.O. Writer Configuration (page 17), XCharge launches without requiring a login.

2. Have the customer follow the instructions on the pin pad device.

3. XCharge prompts the customer for a signature.

   NOTE: If a signature capture device is *not* connected to your computer, a prompt appears asking you to obtain the customer's signature on the repair order manually.

4. After the customer signs the pin pad device, it appears on the computer screen.

5. Click **OK**. R.O. Writer asks if you want to print the repair order.

6. Click **Yes** and print the repair order.

Two customer signatures appear on the printed repair order:

In the XCharge payment area:

On the Customer Signature line in the Disclaimer section at the bottom of the page:

Paper Signatures

If the Capture and Save Electronic Signature During Finalize option is not selected in ePayment Setup (page 14), you do not need to sign into XCharge to access the pin pad device. As a result, you are not prompted to sign into XCharge. Instead, you are only prompted to print a repair order.

When the repair order prints, the Customer Signature line in the Disclaimer area is blank so you can obtain the customer's signature on paper.

Refunding Repair Orders

There are two ways to issue refunds on repair orders:

- Open repair orders - Void a previous payment

- Closed repair orders - Process a new repair order with a 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.

   - But has NOT been finalized (closed) yet.

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 in the Payments section.

4. Click the **Void ePayment** button. The ePay window opens displaying only the electronic payments for this repair order. All other payment methods – cash, check, charge, etc. - are filtered out.

5. **Double-click on a payment to void it**.

   - If you have **not** entered the correct OpenEdge XCharge username and password in R.O. Writer Configuration (page 17), XCharge prompts you to login.

      Enter your login credentials and click **OK**.

   - If you have entered the correct OpenEdge XCharge username and password in R.O. Writer Configuration (page 17), XCharge launches without requiring a login.

6. XCharge notifies you that a transaction is in progress.

7. Have the customer follow the instructions on the pin pad device.

8. When the transaction processes successfully, XCharge displays an approval message with a code. (You can use this code for tracking in the XCharge software.)

9. Click **OK**. A reverse entry appears on the ePay window.
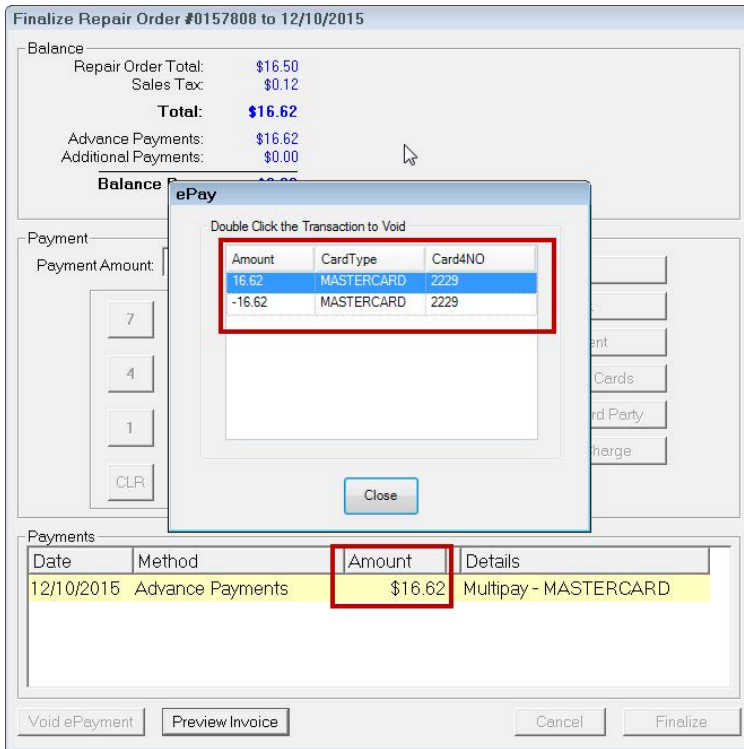
10. Click the **Close** button. The payment window is updated to reflect the voided payment.
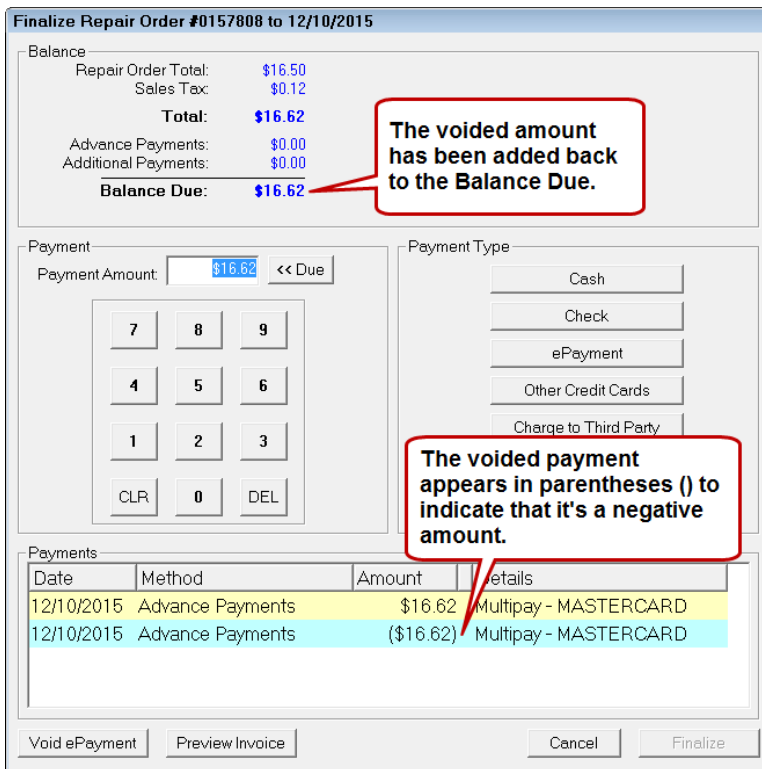
If there is still a Balance Due you would like to pay, you can process another payment. If not, click **Cancel** to close the window.

Voided Payments on Printed Repair Orders

When you void a payment, it appears on the printed repair order as a return.

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.

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 - Type in the amount (including the decimal point) and *then* press the minus (-) key on the keyboard.
   The amount displays in parenthesis to indicate that it is now a negative amount.

5. Click **OK** to save.

6. Click the Calculations tab and adjust the refund amount by removing the supply charges and sales tax (page 42). If you do, click **Save**.

7. You can

   - Do an advanced payment, save it, then finalize the repair order later OR

   - Click the **Finalize** button in the ticket toolbar to finalize the repair order now.

     » 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**.

8. The R.O. Writer Payment window opens displaying a negative amount in the **Balance Due** field.

9. Click the **ePayment** button.

   - If you have **not** entered the correct OpenEdge XCharge username and password in R.O. Writer Configuration (page 17), XCharge prompts you to login.

     Enter your login credentials and click **OK**.

   - If you have entered the correct OpenEdge XCharge username and password in R.O. Writer Configuration (page 17), XCharge launches without requiring a login.

10. Log in. XCharge asks you if the card is credit or debit.

11. Click **Credit** or **Debit** as appropriate. XCharge notifies you that a transaction is in progress.

12. Swipe or insert the card and follow the instructions on the pin pad device.

- When you **swipe** a card, the pin pad screen asks the customer to confirm a positive amount. When the transaction processes, **it refunds the card and appears as a negative amount in R.O. Writer.**

- When you insert a chip card and leave it there, the user is prompted to confirm a refund amount.

13. XCharge notifies you when the transaction is processing.

14. XCharge notifies you when the transaction is complete.

15. The device prompts you and the customer to enter a signature.

16. After the customer signs the pin pad device, it appears on the computer screen.

17. Click **OK**.

18. When the card is approved, XCharge displays the approval message with a code. (You can use this code for tracking in the XCharge software.)

19. Click **OK**. The payment appears in the Payments area of the R.O. Writer.
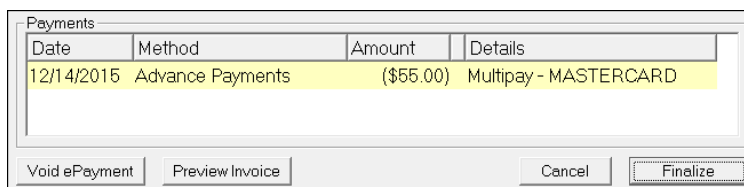
At this point, you can click

- **Cancel** to close the window

- **Finalize** (page 33) to begin closing the repair order

Special Considerations for Refund Repair Orders

When creating refund repair orders, there are a number of things to keep in mind.

Choosing the Labor Operation

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

- 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 that the same taxes and fees associated with that labor operation apply.

- If the Taxable option is selected on the labor operation, sales tax is calculated on and added to the Total.

- If shop fees are added to repair orders, shop fees are added to the Total.

Check the Calculations tab to see the breakdown.

Whether or not you remove the sales tax and shop fees depends on how you want to track labor operations, refunds, taxes, and fees. What is most important is that the Total amount of the repair order matches the amount you are refunding.

Removing Shop Fees

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

Removing the Sales Tax

On the Parts/Labor tab, open the labor operation, uncheck the **Taxable** box, and click **OK**.

Check the **Calculations** tab to verify the Total amount.

Printed Repair Orders with Refunds

When you print the repair order, it is formatted the same as a regular repair order. The only difference is that all the amounts are negative.

R.O. Writer (Demo)	**Invoice #0157813** 12/14/2015 1:43 pm 1988 OLDSMOBILE CUSTOM S/W 3.8 VIN : 2G3AJ8134J9338016 Mileage : In 124 Out 124 Trans : License : 804ABT COLR : A
823 Donald Ross Rd. Juno Beach, FL 33408 888-928-9769 **TESTING**	WALLACE, BILL 10505 WILLIAM TELL LANE COLUMBIA, MD 21044 HOME:(505) 596-3963 OFFICE:(505) 454-9949

Your Service Writer Today Is: 1SCOTT TITUS   Center: REPAIR

Category Summary	Parts	Labor	Job Total
AIR CONDITIONING/HEATING	$0.00	$-55.00	$-55.00

Service Requests:

Technician	Service Description	Parts	Labor	Job Total
	Mileage In: 124 Mileage Out: 124			
BO	CHECK A/C SYSTEM AND ADVISE		-55.00	-55.00

Payments:
MASTERCARD, -$55.00, on 12/14/15
  CardNo: [***********2229], AuthorizationNo: [C09769]

12/14/2015 12:13:11 PM	RETURN		SUCCESS	SWIPED
$-55.00	MASTERCARD	************2229	Appr Code: C09769 TransID: 12131840	ATC:
Terminal ID: 946925074594996	AID:		AIDName:	TVR:
AC:	TRN REF#:		VAL Code: TSI:	Resp CD:

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

Signature X   _____

Repair Order Notes

Standard disclaimer and warranty for your shop. For example:

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. 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. WARRANTY IS 18 MONTHS OR 18,000 MILES WHICH EVER OCCURS FIRST!

Customer Signature: _____ Date: _____

TOTAL PARTS	$0.00
TOTAL LABOR	-$55.00
SUBLET	$0.00
Supply Chg	$0.00
SUBTOTAL	-$55.00
OTHER FEES	$0.00
SALES TAX	$0.00
INVOICE TOTAL	**($55.00)**
PAID	-$55.00
DUE	$0.00

Thank you for your business!   Page 1 of 1

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.

Electronic Signatures for Estimate Authorization

If Capture and Save Electronic Signatures for Estimate Authorization is selected in ePayment Setup (page 14), you can capture and save customer signatures from the pin pad device for estimate authorizations. This is useful if you want to record the customer approval of the work.

Capturing an Electronic Signature to Authorize

The Estimate Authorization window can capture electronic signatures when authorizing work on a ticket.

Complete these steps:

1. On an open estimate or repair order, click the **Est Auth** toolbar button.

2. Select **In Person** as the **Contact Method**. The Get Signature button and area appears at the bottom of the window.

3. Click **Get Signature** and you are prompted to log into XCharge.

   - If you have **not** entered the correct OpenEdge XCharge username and password in R.O. Writer Configuration (page 17), XCharge prompts you to login.

     Enter your login credentials and click **OK**.

   - If you have entered the correct OpenEdge XCharge username and password in R.O. Writer Configuration (page 17), XCharge launches without requiring a login.

   Obtaining the electronic signature is not part of the XCharge process; however, you need to log into XCharge in order to access the pin pad device.

4. Log in and the customer is prompted to sign the pin pad device. The Signature Entry popup window appears on your screen.
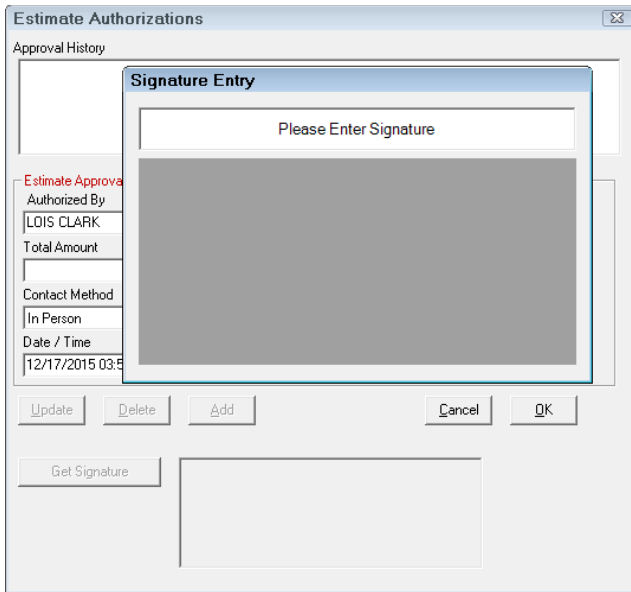
5. When the signature is captured and approved on the pin pad device, it appears on the Signature Entry popup window.

6. Click **OK** and the signature appears on the Estimate Authorization window.

7. Click **OK** to close the Estimate Authorization window.

Authorization Signature on Printed Repair Orders

The estimate approval signature appears on the printed repair order with the authorization.

R.O. Writer (Demo)	Repair Order #0157815	12/17/2015 3:53 pm	2000 SATURN SL SEDAN

R.O. Writer (Demo)

823 Donald Ross Rd.
Juno Beach, FL 33408
888-928-9769
TESTING

Repair Order #0157815   12/17/2015   2000 SATURN SL SEDAN
                                        3:53 pm   4-116 1.9L SOHC
                                                          VIN : 1G8ZH5283YZ188675
CLARK, LOIS   Mileage : In 142301 Out
29836 SUPERMAN   Trans : TLC
BOW MAR, CO 80123-   License : HGC654
HOME:(720) 555-0353   COLR : A   PROD : 12/99
OFFICE:(720) 555-9673
PO# 54987

Your Service Writer Today Is: 1SCOTT TITUS   Center: REPAIR

Fleet Name	Fleet Card	Fleet Coupon 1654

Service Requests:

Category Summary	Parts	Labor	Job Total
BRAKES	$617.54	$539.00	$1,156.54
ELECTRICAL	$153.79	$26.00	$179.79

Technician	Service Description				Parts	Labor	Job Total
	Mileage In: 142301 Mileage Out:						
DWF	REPLACE BATTERY				153.79	26.00	179.79

	Part Number	Part Description	Part Price Each	Quantity	Extended
S	2450	BATTERY	153.79	1	153.79

DWF   REPLACE MASTER CYLINDER: Remove brake fluid from old master   617.54   539.00   1156.54
       cylinder. Disconnect hydraulic lines from master cylinder. Remove mounting
       bolts. Remove master cylinder from power brake booster. Install new master
       cylinder. Bleed hydraulic system. Road test for proper operation.

	Part Number	Part Description	Part Price Each	Quantity	Extended
P	B1400	DOT 3 FLUID		3	
S	20-2503	REMAN MASTER CYLINDR	444.60	1	444.60
S	510024	FRONT WHEEL BEARING	86.47	2	172.94

Authorizations

Approved By:	Approval Given To:	Date	Time	Difference	Total Authorized	Method
LOIS CLARK		12/17/15	3:51 pm	$1,547.84	$1,547.84	In Person
Reason:						

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. When you post and rollback payments and click the ePayment button on the payment window, XCharge opens the same way it does

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. Double-click on a FINANCE CHARGE in the list and enter the amount of payment on the popup window.

5. Type in the same amount in the **Payment** area.

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

7. Click **No**. The Accounts Receivable Payments Details window opens.

8. The XCharge Login window opens.

9. Log in and follow the process for credit (page 29) or debit (page 31) card payments.

10. After the payment has processed, the system prompts you to print a receipt.

11. Click **Yes** and print the receipt. The XCharge transaction information (page 24) is included.

12. The posted payment is included as a credit memo in the table.

Refunding Payments to Customer Accounts

In Accounts Receivable, a refund is called a rollback. The refund process is essentially the same as the void process (page 36) and the same restrictions apply – you can only refund a previous payment, not enter an amount.

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 a payment in the list and click the **Rollback Payment** toolbar button.

5. If prompted, pick the **Rollback A/R Payment Date**.
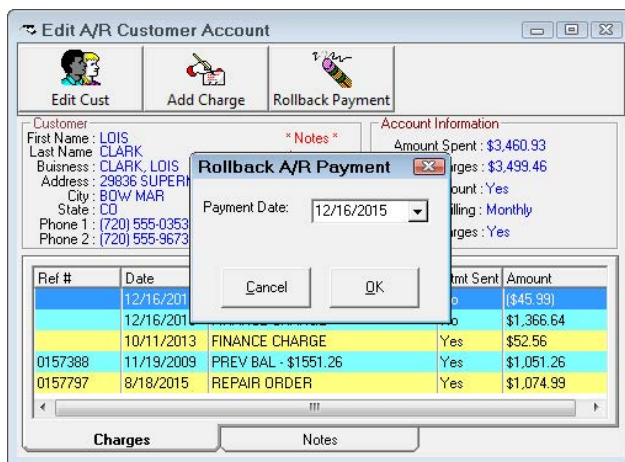
6. The void ePay window opens displaying all payments posted for the selected customer.
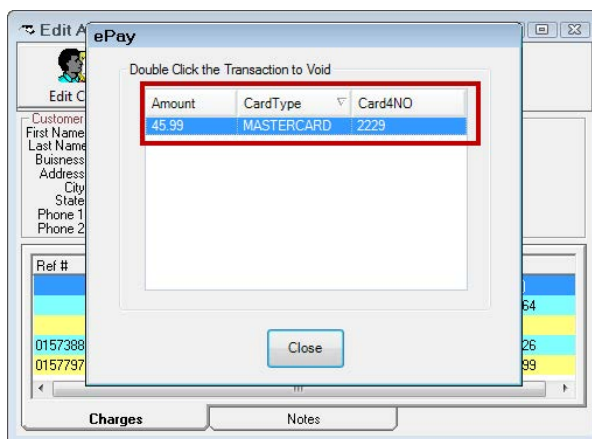
7. Double-click the posted payment. The XCharge Login window appears.

8. Log in and follow the process for credit (page 29) or debit (page 31) card payments.

9. When the transaction is approved, the approved message with approval code appears.
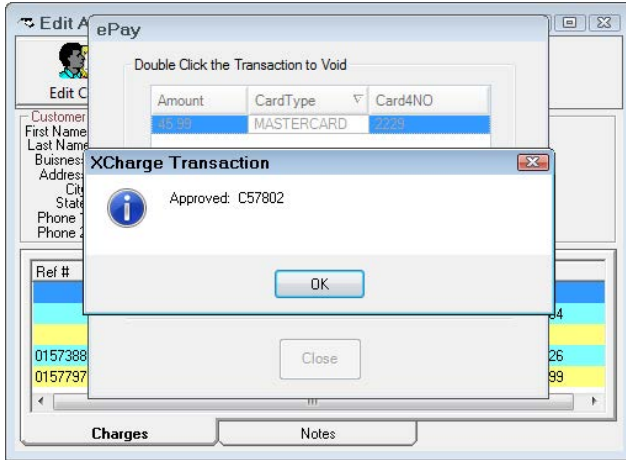
10. Click **OK** and then **Close**. A reverse charge appears in the list.

A/R Statements

The payments posted and rolled back appear on customer statements in the Payments and Open Charges sections.

Statement of Account

This statement reflects account activity between the dates **12/14/2015** and **12/17/2015**.

Page   1

LOIS CLARK
29836 SUPERMAN
BOW MAR, CO 80123-

This is a current statement of your account. The total amount due is **$3,545.45.**

Payments

R.O. #	Date	Description	Purchase Order #	Check #	Payment
	12/16/2015	Over Paym-Paymnt Rev			$45.99
	12/16/2015	Over Payment			$45.99
	12/17/2015	Over Paym-Paymnt Rev			$5.00
	12/17/2015	Over Payment			$5.00
				Total Payments :	$101.98

Open Charges

R.O. #	Date	Description	Purchase Order #	Charge
			Charges open before 12/14/2015	$2,178.81
	12/16/2015	Over Paym-Paymnt Rev		$45.99
	12/16/2015	Credit Memo		($45.99)
	12/16/2015	FINANCE CHARGE		$1,366.64
	12/17/2015	Over Paym-Paymnt Rev		$5.00
	12/17/2015	Credit Memo		($5.00)
			Total Open Charges :	$3,545.45

You have charges over 60 days past due. Please contact us immediately.

Current	30-60 Days	60-90 Days	Over 90 Days
$1,366.64	$0.00	$0.00	$2,178.81