



## **User Document: OpenEdge XCharge® Electronic Payment Processing**



**R.O. Writer Versions: 1.31, 2.0, 2.1, 2.2, 2.3, 2.4, 3.0, and 3.1**

**January 2024**

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XCharge is a registered trademark of OpenEdge, a division of Global Payments.

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## 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

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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 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

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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>.

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.

The screenshot shows the 'Advance Payment' window. On the left, under 'Balance', it lists: 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. On the right, under 'Advance Payment', there is a 'Reference #' field and a 'Date' dropdown set to 11/09/2015. Below this, the 'Payment' section shows a 'Payment Amount' of \$5.00 and a numeric keypad. The 'Payment Type' section has buttons for 'Cash', 'Check', 'ePayment' (highlighted with a red box), and 'Other Credit Cards'.

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

### Prerequisites

- 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 XCharge. Then, you need to [change the assigned password](#) (page 3) in 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 card swipes and manual number entry.

Complete these steps:

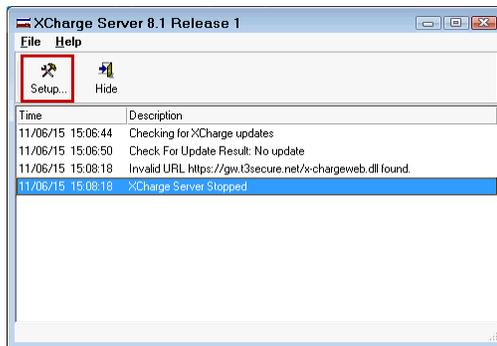


1. Double-click on the XCharge icon. You are prompted to enter the assigned **User Name** and **Password** created during installation.



**NOTE:** You need to [change the assigned password](#) (page 3) before using XCharge in R.O. Writer.

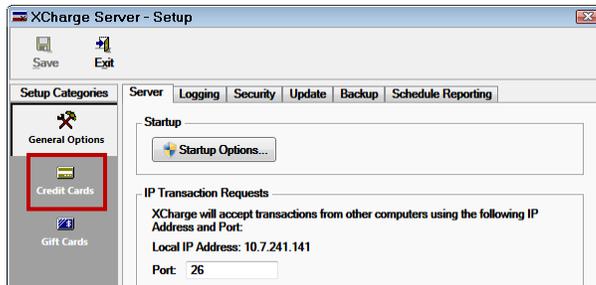
2. Enter the login credentials and click **OK**. The main window opens.
3. Click **File > XCharge Server**.
4. The main window for the server opens.



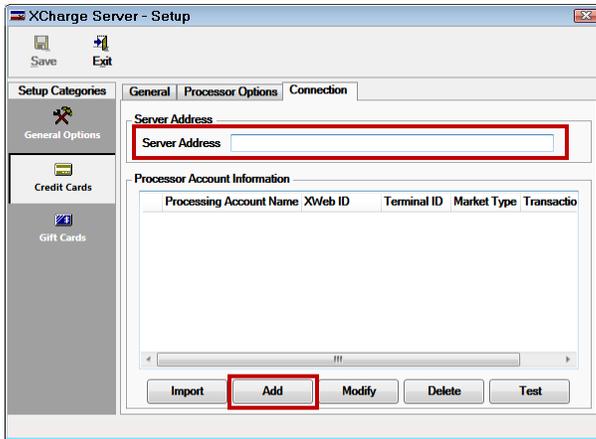
5. Click **Setup**. You are prompted to log in.



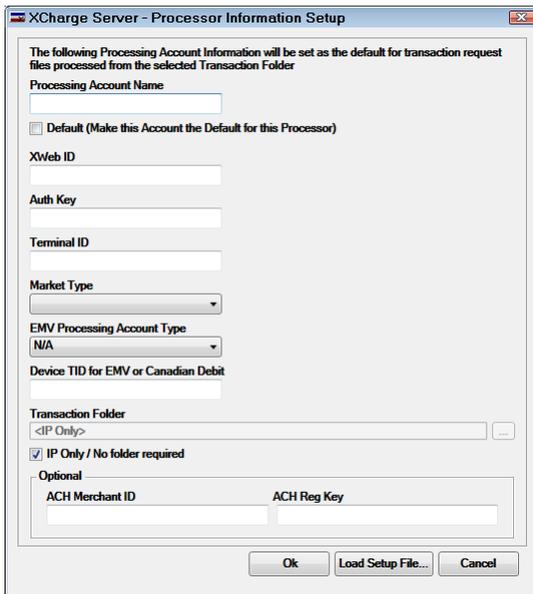
6. Enter the default login credentials from the installation process and click **OK**.
7. The Setup window opens displaying the Server tab in General Options.



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.



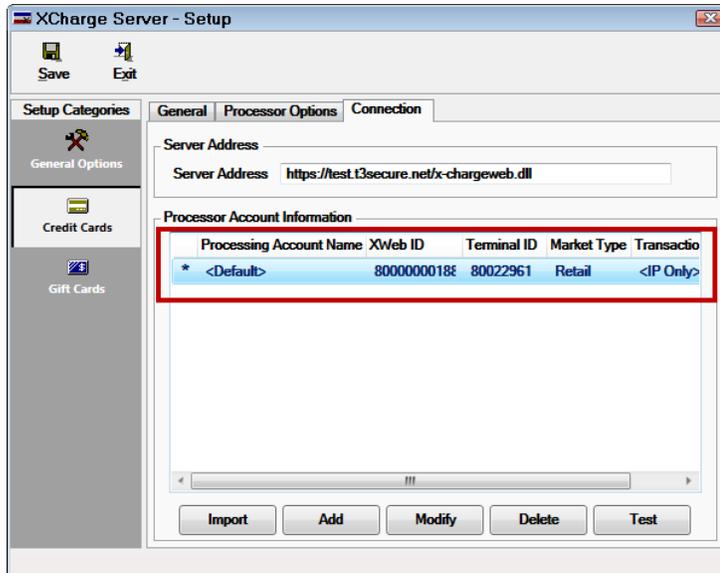
11. Complete the required fields.
  - The information for these fields is provided to you by OpenEdge.
  - Another consideration is whether or not you need to process EMV cards.

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

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

| Field                                       | Description  |
|---|--|
| <b>EMV Processing/ Account Type</b>         | This is the kind of EMV card you want to be able to process. Select <b>Credit EMV</b> .              |
| <b>Device TID for EMV or Canadian Debit</b> | 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 popup window appears saying, "Success!".

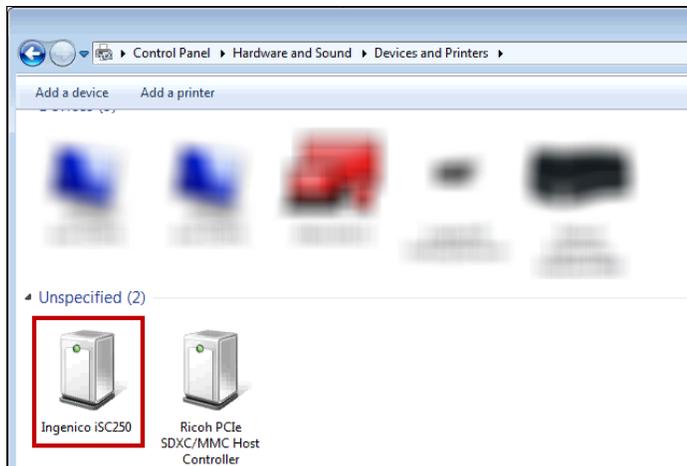
## Step 1c – Install the Payment PIN Pad

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 card swipes and manual number entry.

Complete these steps:

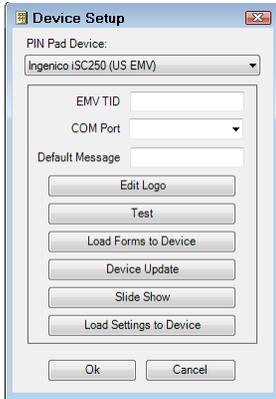
1. Connect the pin pad device to your computer.
2. Open the Device Manager and verify that your computer recognizes the device.
  - Click **Start > Devices and Printers**.
  - The device should appear on the Devices and Printers window of the Control Panel of the Windows operating system.



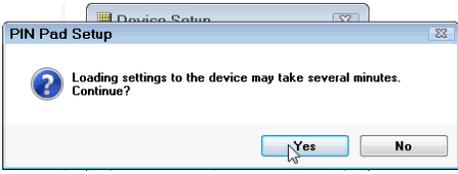
3. Double-click on the XCharge icon to open it. You are prompted to enter the **User Name** and **Password** created during installation.



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

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)

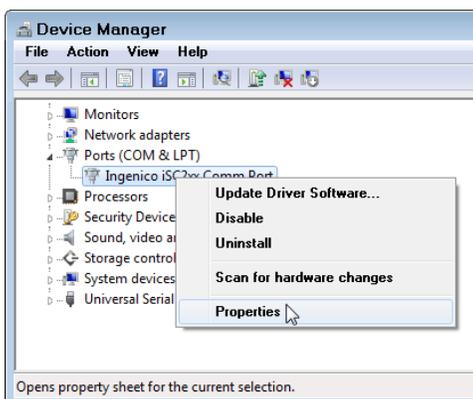
You can force the computer to use a specific COM port every time it connects to the pin pad device. This way, the device will always connect and reconnect reliably. If you leave the COM port dynamic, the device may lose contact with the computer after a reboot or physical disconnect/reconnect.

Complete these steps:

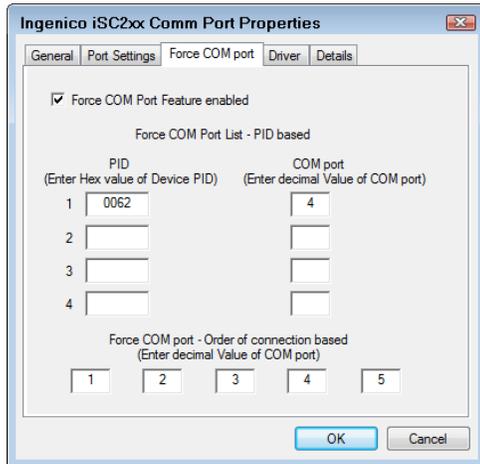
1. Click **Start** and type "Device Manager" into the field.
2. Click **Device Manager** in the Control Panel.



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

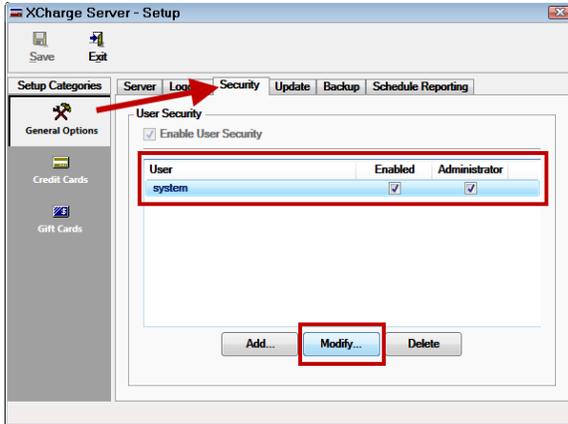
Before you can use XCharge in R.O. Writer, you need to change the default password assigned to you during installation. The User ID is always the same as the one assigned during installation and cannot be changed.

Complete these steps:

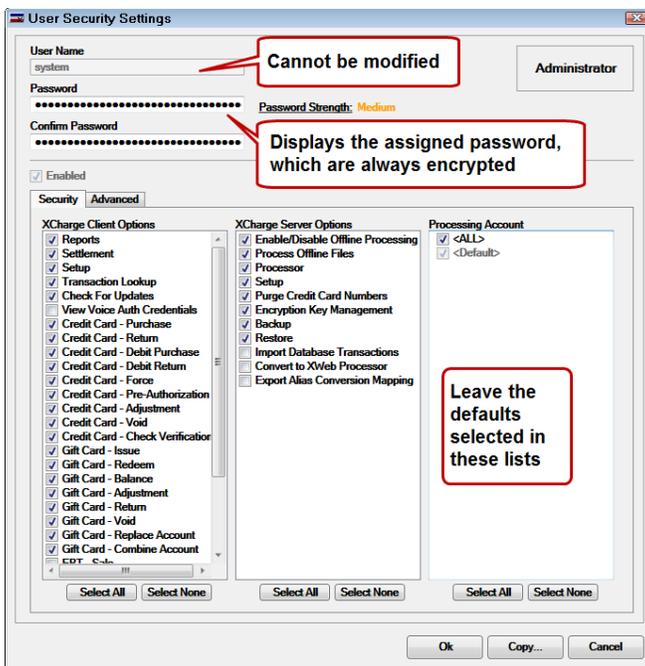
1. Double-click on the XCharge icon . You are prompted to enter the **User Name** and **Password** created during installation.



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).

**Integrated ePayment Setup**

Select ePayment Service Provider

PinPad
  NetScout
  OpenEdge XCharge

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

Open Edge User ID

XCharge User Name : 
  
 XCharge Password :

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.

**Integrated ePayment Setup**

Select ePayment Service Provider

PinPad
  NetScout
  OpenEdge XCharge

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

Open Edge User ID

XCharge User Name : 
  
 XCharge Password :

Default for Unknown Payment Types

Unmapped payment types will be assigned to the default selected below

Select a Default Payment Type :

This window has two sections:

- [Shop Setup Options](#) (page 15) – 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

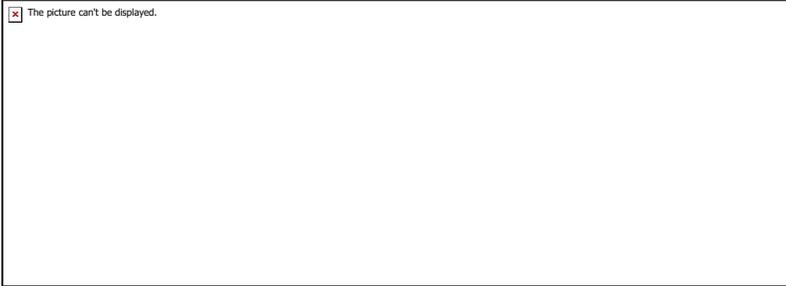


#### Shop Setup options

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

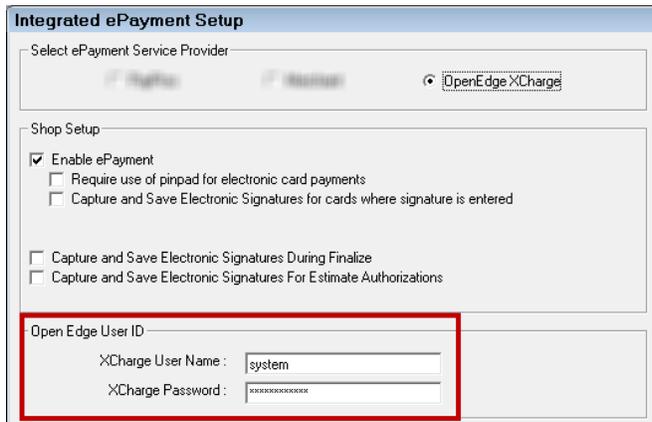
The following table describes the Shop Setup options.

| Item   | Select this item to...  |
|--|---|
| <p><b>Enable ePayment</b></p>  | <p>Activate electronic payments in R.O. Writer. The following disclaimer prompt appears whenever this option is selected:</p> <div data-bbox="509 1098 1005 1310" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <input checked="" type="checkbox"/> The picture can't be displayed.                 </div> <p>Only the shop owner should click <b>Yes</b> to accept these terms. <b>Yes</b> must be clicked before you can use XCharge.</p> |
| <p><b>Require Use of PIN Pad for Electronic Card Payments</b></p>                        | <p>Require that credit or debit card payments be processed electronically. This means that you</p> <ul style="list-style-type: none"> <li>• Must use the ePayment button to process R.O. Writer payment types that are mapped to universal card brands.</li> <li>• Cannot use the Other Credit Cards button to key card information into R.O. Writer windows.</li> </ul>  |
| <p><b>Capture and Save Electronic Signatures or Cards Where Signature is Entered</b></p> | <p>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.</p> <p>Electronic signatures appear on printed repair orders in the credit card payment area.</p>   |

| Item   | Select this item to...  |
|--|---|
| <p><b>Capture and Save Electronic Signatures During Finalize</b></p>             | <p>Require the customer's signature on the pin pad device when finalizing. You are prompted to obtain an electronic signature after the final payment is processed successfully.</p> <div data-bbox="511 390 1297 676" style="border: 1px solid black; padding: 5px;">  </div> <p>This signature indicates that the customer accepts the final repair order and appears on the printed repair order.</p> <p><b>NOTE:</b> The disclaimer prompt appears again; only the shop owner should click <b>Yes</b>.</p> <p>For more information, see <a href="#">Electronic Signature</a> (page 33) and <a href="#">Paper Signature</a> (page 35).</p> |
| <p><b>Capture and Save Electronic Signatures for Estimate Authorizations</b></p> | <p>Capture customer signatures on the pin pad device for in-person estimate authorizations. The captured signature appears on the printed repair order.</p> <p><b>NOTE:</b> The disclaimer prompt appears again; only the shop owner should click <b>Yes</b>.</p> <p>For more information, see <a href="#">Electronic Signatures for Estimate Authorization</a> (page 45).</p>  |

## Enter the OpenEdge User ID

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



The screenshot shows the 'Integrated ePayment Setup' window. It has three main sections: 'Select ePayment Service Provider' with 'OpenEdge XCharge' selected; 'Shop Setup' with 'Enable ePayment' checked and several other options unchecked; and 'Open Edge User ID' which is highlighted with a red box. This section contains two input fields: 'XCharge User Name' with the value 'system' and 'XCharge Password' which is masked with asterisks.

When the correct username and password are 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 need to match the username and password that is currently active in 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.

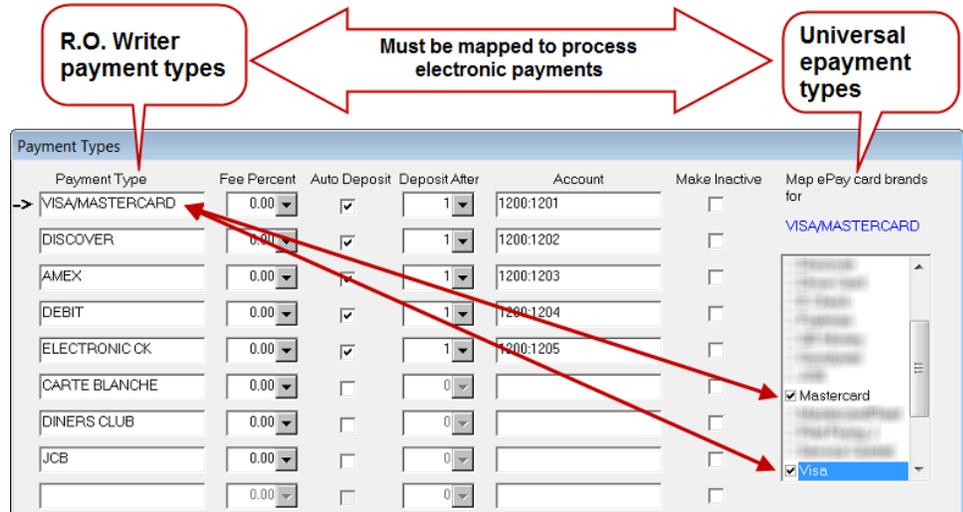
## Step 2b – Map R.O. Writer Payment Types

Electronic transactions are not processed on your local machine; they are processed on 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 account you establish with OpenEdge determines which universal electronic payment types that XCharge supports. Only map to universal payment types accepted by your OpenEdge account.

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



- You can map up to nine R.O. Writer payment 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](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.

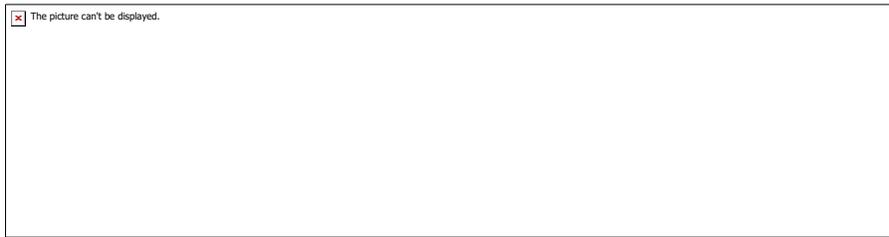
The screenshot shows the 'Integrated ePayment Setup' window. The 'Default for Unknown Payment Types' section is highlighted with a red box. It contains the text 'Unmapped payment types will be assigned to the default selected below' and a dropdown menu labeled 'Select a Default Payment Type:' with 'VISA/MASTERCARD' selected. Other sections include 'Select ePayment Service Provider' (OpenEdge XCharge), 'Shop Setup' (Enable ePayment checked), and 'Open Edge User ID' (XCharge User Name: system, XCharge Password: masked).

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

The screenshot shows the 'Payment Types' window. A red callout box points to the 'Map ePay card brands for' section, which lists various card brands like AmericanExpress, Carte Blanche, CFNA, Debit, Diners Club, and Discover. A text box explains that unmapped payment types are those not associated with an R.O. Writer payment type.

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.

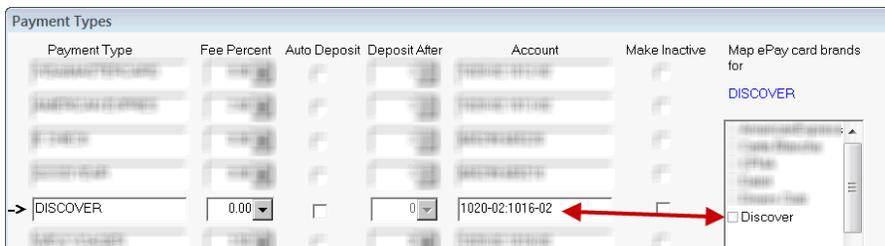
The dropdown list on the ePayment Setup window contains all R.O. Writer payment types.



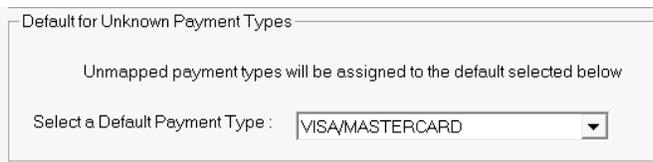
Whenever R.O. Writer receives a payment from an unmapped universal epayment type, the system classifies the payment to the default payment type selected in the dropdown list.

**Consider the following example:**

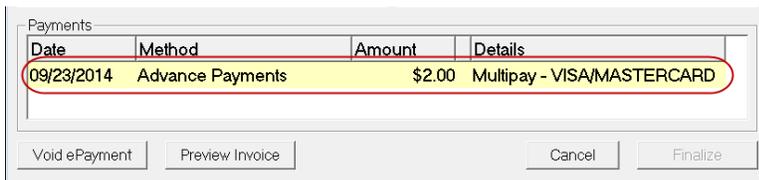
A customer pays with a Discover card. Your shop accepts Discover cards; however, the Discover payment type is not mapped to an R.O. Writer payment type.



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.

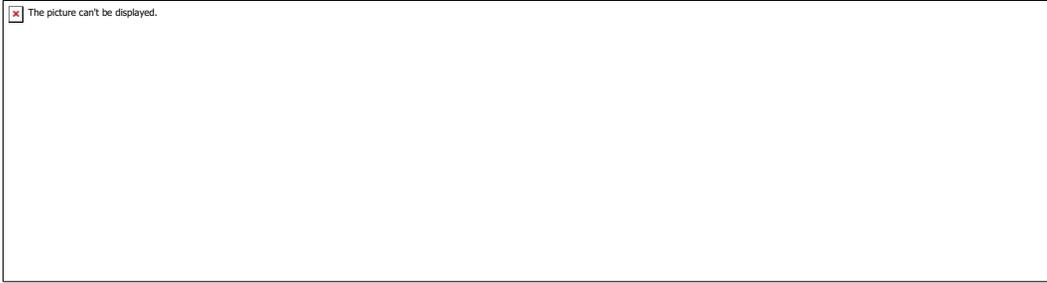


**Payment Types on Sales Reports**

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."



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

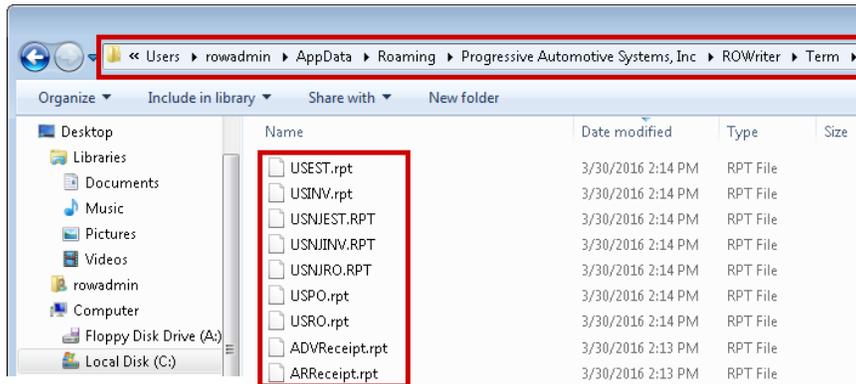


## Step 2c – Choose the Form Types

R.O. Writer has created form 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 appear 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 forms for payment receipts.

| Form                  | Used For                     | Orientation | Prints When You Print...                               |
|-----------------------|------------------------------|-------------|--|
| <b>ADVReceipt.rpt</b> | Advanced payments            | Portrait    | A receipt for an advanced payment.                     |
| <b>ARReceipt.rpt</b>  | 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...                     |
|------------------|-----------|-----------|-------------|--|
| <b>USEst.rpt</b> | Estimates | Job-Based | Portrait    | Click Print Est in the ticket toolbar. |

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

|   |             |
|---|-------------|
| Customer Signature: _____   | Date: _____ |
|  <b>This Is Not An Invoice. Do Not Pay From This Document.</b> |             |

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

|   |             |
|---|-------------|
| Customer Signature: _____   | Date: _____ |
|  <b>Thank you for your business!</b> |             |

### 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: 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 |                     |                    |          |

**Inserted Chip Cards:**

|   |                           |                      |                   |                   |
|---|---------------------------|----------------------|-------------------|-------------------|
| 12/4/2015 4:01:12 PM  | PURCHASE                  | SUCCESS              | CHIP READ         | CONTACT           |
| \$ 3.00   | VISA                      | *****0010            | Appr Code: 069747 | TransID: 16012824 |
| 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 |
| Terminal ID: 946925074594996 | AID:           | AIDName:  | TransID: 15231243 |
| AC:                          | TRN REF#:      | VAL Code: | TSI:              |
|                              |                |           | Resp CD:          |

Sample USRO.rpt

| <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p><b>R.O. Writer (Demo)</b></p> </div> <p style="text-align: center;">823 Donald Ross Rd.<br/>Juno Beach, FL 33408<br/>888-928-9769<br/>TESTING</p>   | <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:30%;"> <p><b>Repair Order #0157807</b></p> <p><b>BADGER, SCOTT</b><br/>874 SILK street<br/>Plain Creek, WY 82222-<br/>HOME:(505) 555-0862<br/>OFFICE:(505) 555-0440</p> </td> <td style="width:10%; text-align: center;"> <p>12/7/2015<br/>12:48 pm</p> </td> <td style="width:60%;"> <p><b>1989 PONTIAC MIDSIZE BONNEVILLE</b><br/>V6-3800 3.8L<br/>VIN : 1G2HX54C6KW218383<br/>Mileage : In 105692 Out<br/>Trans :<br/>License : GNY319<br/>COLR : A                      PROD : 9/88</p> </td> </tr> </table> <p>Your Service Writer Today Is: 1SCOTT TITUS      Center: TIRES</p> | <p><b>Repair Order #0157807</b></p> <p><b>BADGER, SCOTT</b><br/>874 SILK street<br/>Plain Creek, WY 82222-<br/>HOME:(505) 555-0862<br/>OFFICE:(505) 555-0440</p>                                      | <p>12/7/2015<br/>12:48 pm</p> | <p><b>1989 PONTIAC MIDSIZE BONNEVILLE</b><br/>V6-3800 3.8L<br/>VIN : 1G2HX54C6KW218383<br/>Mileage : In 105692 Out<br/>Trans :<br/>License : GNY319<br/>COLR : A                      PROD : 9/88</p> |   |   |             |                  |                                 |         |              |              |            |          |                           |                |            |         |           |   |                           |                         |                        |                 |                 |         |                  |       |   |       |  |  |       |
|--|---|---|-------------------------------|---|---|---|-------------|------------------|---------------------------------|---------|--------------|--------------|------------|----------|---------------------------|----------------|------------|---------|-----------|---|---------------------------|-------------------------|------------------------|-----------------|-----------------|---------|------------------|-------|---|-------|--|--|-------|
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| Category Summary   | Parts   | Labor   | Job Total                     |   |   |   |             |                  |                                 |         |              |              |            |          |                           |                |            |         |           |   |                           |                         |                        |                 |                 |         |                  |       |   |       |  |  |       |
| AIR CONDITIONING/HEATING   | \$33.69   | \$18.00   | \$51.69                       |   |   |   |             |                  |                                 |         |              |              |            |          |                           |                |            |         |           |   |                           |                         |                        |                 |                 |         |                  |       |   |       |  |  |       |
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| JSM  | A/C DYE TEST  |   | 33.69                         | 18.00   |   |   |             |                  |                                 |         |              |              |            |          |                           |                |            |         |           |   |                           |                         |                        |                 |                 |         |                  |       |   |       |  |  |       |
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| BG702  | A/C OIL WITH DYE  | 33.69   | 1                             | 33.69   |   |   |             |                  |                                 |         |              |              |            |          |                           |                |            |         |           |   |                           |                         |                        |                 |                 |         |                  |       |   |       |  |  |       |
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| 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  |   |                               |   |   |   |             |                  |                                 |         |              |              |            |          |                           |                |            |         |           |   |                           |                         |                        |                 |                 |         |                  |       |   |       |  |  |       |
| <b>REPAIR ORDER TOTAL</b>  | <b>\$60.07</b>  |   |                               |   |   |   |             |                  |                                 |         |              |              |            |          |                           |                |            |         |           |   |                           |                         |                        |                 |                 |         |                  |       |   |       |  |  |       |
| PAID   | \$0.00  |   |                               |   |   |   |             |                  |                                 |         |              |              |            |          |                           |                |            |         |           |   |                           |                         |                        |                 |                 |         |                  |       |   |       |  |  |       |
| DUE  | \$60.07   |   |                               |   |   |   |             |                  |                                 |         |              |              |            |          |                           |                |            |         |           |   |                           |                         |                        |                 |                 |         |                  |       |   |       |  |  |       |
| <p style="text-align: center;">This Is Not An Invoice. Do Not Pay From This Document.</p>  |   |   |                               |   |   |   |             |                  |                                 |         |              |              |            |          |                           |                |            |         |           |   |                           |                         |                        |                 |                 |         |                  |       |   |       |  |  |       |

Sample USInv.rpt

| <p><b>R.O. Writer (Demo)</b></p> <p>823 Donald Ross Rd.<br/>Juno Beach, FL 33408<br/>888-928-9769<br/>TESTING</p>  | <p><b>Invoice #0157807</b>      12/7/2015<br/>4:10 pm</p> <p>1989 PONTIAC MIDSIZE BONNEVILLE<br/>V6-3800 3.8L<br/>VIN : 1G2HX54C6KW218383<br/>Mileage : In 105692 Out 105692<br/>Trans :<br/>License : GNY319<br/>COLR : A                  PROD : 9/88</p> <p>BADGER, SCOTT<br/>874 SILK STREET<br/>Plain Creek, WY 82222-<br/>HOME:(505) 555-0862<br/>OFFICE:(505) 555-0440</p>   |                        |                         |                        |                 |                 |                          |                  |  |         |       |  |       |              |  |       |       |   |   |                    |                         |                        |                 |                 |       |                  |       |   |       |  |       |       |
|--|---|------------------------|-------------------------|------------------------|-----------------|-----------------|--------------------------|------------------|--|---------|-------|--|-------|--------------|--|-------|-------|---|---|--------------------|-------------------------|------------------------|-----------------|-----------------|-------|------------------|-------|---|-------|--|-------|-------|
| <p>Your Service Writer Today Is: 1SCOTT TITUS      Center: TIRES</p>   |   |                        |                         |                        |                 |                 |                          |                  |  |         |       |  |       |              |  |       |       |   |   |                    |                         |                        |                 |                 |       |                  |       |   |       |  |       |       |
| <p><b>Service Requests:</b></p> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:40%;">Category Summary</th> <th style="width:10%;">Parts</th> <th style="width:10%;">Labor</th> <th style="width:10%;">Job Total</th> </tr> </thead> <tbody> <tr> <td>AIR CONDITIONING/HEATING</td> <td style="text-align: right;">\$33.69</td> <td style="text-align: right;">\$18.00</td> <td style="text-align: right;">\$51.69</td> </tr> </tbody> </table>  |   |                        | Category Summary        | Parts                  | Labor           | Job Total       | AIR CONDITIONING/HEATING | \$33.69          | \$18.00                                | \$51.69 |       |  |       |              |  |       |       |   |   |                    |                         |                        |                 |                 |       |                  |       |   |       |  |       |       |
| Category Summary   | Parts   | Labor                  | Job Total               |                        |                 |                 |                          |                  |  |         |       |  |       |              |  |       |       |   |   |                    |                         |                        |                 |                 |       |                  |       |   |       |  |       |       |
| AIR CONDITIONING/HEATING   | \$33.69   | \$18.00                | \$51.69                 |                        |                 |                 |                          |                  |  |         |       |  |       |              |  |       |       |   |   |                    |                         |                        |                 |                 |       |                  |       |   |       |  |       |       |
| <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:15%;">Technician</th> <th style="width:45%;">Service Description</th> <th style="width:10%;">Parts</th> <th style="width:10%;">Labor</th> <th style="width:10%;">Job Total</th> </tr> </thead> <tbody> <tr> <td></td> <td>Mileage In: 105692 Mileage Out: 105692</td> <td></td> <td></td> <td></td> </tr> <tr> <td>JSM</td> <td>A/C DYE TEST</td> <td></td> <td style="text-align: right;">33.69</td> <td style="text-align: right;">18.00</td> </tr> <tr> <td>S</td> <td> <table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:15%;"><u>Part Number</u></td> <td style="width:15%;"><u>Part Description</u></td> <td style="width:15%;"><u>Part Price Each</u></td> <td style="width:10%;"><u>Quantity</u></td> <td style="width:10%;"><u>Extended</u></td> </tr> <tr> <td>BG702</td> <td>A/C OIL WITH DYE</td> <td style="text-align: right;">33.69</td> <td style="text-align: center;">1</td> <td style="text-align: right;">33.69</td> </tr> </table> </td> <td></td> <td style="text-align: right;">18.00</td> <td style="text-align: right;">51.69</td> </tr> </tbody> </table> |   |                        | Technician              | Service Description    | Parts           | Labor           | Job Total                |                  | Mileage In: 105692 Mileage Out: 105692 |         |       |  | JSM   | A/C DYE TEST |  | 33.69 | 18.00 | S | <table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:15%;"><u>Part Number</u></td> <td style="width:15%;"><u>Part Description</u></td> <td style="width:15%;"><u>Part Price Each</u></td> <td style="width:10%;"><u>Quantity</u></td> <td style="width:10%;"><u>Extended</u></td> </tr> <tr> <td>BG702</td> <td>A/C OIL WITH DYE</td> <td style="text-align: right;">33.69</td> <td style="text-align: center;">1</td> <td style="text-align: right;">33.69</td> </tr> </table> | <u>Part Number</u> | <u>Part Description</u> | <u>Part Price Each</u> | <u>Quantity</u> | <u>Extended</u> | BG702 | A/C OIL WITH DYE | 33.69 | 1 | 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                  |                 |                 |                          |                  |  |         |       |  |       |              |  |       |       |   |   |                    |                         |                        |                 |                 |       |                  |       |   |       |  |       |       |
| S  | <table style="width:100%; border-collapse: collapse;"> <tr> <td style="width:15%;"><u>Part Number</u></td> <td style="width:15%;"><u>Part Description</u></td> <td style="width:15%;"><u>Part Price Each</u></td> <td style="width:10%;"><u>Quantity</u></td> <td style="width:10%;"><u>Extended</u></td> </tr> <tr> <td>BG702</td> <td>A/C OIL WITH DYE</td> <td style="text-align: right;">33.69</td> <td style="text-align: center;">1</td> <td style="text-align: right;">33.69</td> </tr> </table> | <u>Part Number</u>     | <u>Part Description</u> | <u>Part Price Each</u> | <u>Quantity</u> | <u>Extended</u> | BG702                    | A/C OIL WITH DYE | 33.69                                  | 1       | 33.69 |  | 18.00 | 51.69        |  |       |       |   |   |                    |                         |                        |                 |                 |       |                  |       |   |       |  |       |       |
| <u>Part Number</u>   | <u>Part Description</u>   | <u>Part Price Each</u> | <u>Quantity</u>         | <u>Extended</u>        |                 |                 |                          |                  |  |         |       |  |       |              |  |       |       |   |   |                    |                         |                        |                 |                 |       |                  |       |   |       |  |       |       |
| 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 |

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: 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         |
| <b>INVOICE TOTAL</b> | <b>\$60.07</b> |
| PAID                 | \$60.07        |
| DUE                  | \$0.00         |



Thank you for your business!

**Sample USNJINV.rpt (Non-Job-Based)**

|   |  |   |
|---|--|---|
| R.O. Writer (Demo)<br>823 Donald Ross Rd.<br>Juno Beach, FL 33408<br>888-928-9769<br><b>TESTING</b>   |  | Repair Order #: <b>0157807</b><br><br>Date : 12/7/2015    Page 2 of 2<br>Orig Est #:                      Center : 4 |
| Customer : BADGER, SCOTT<br>Address : 874 SILK STREET<br>City : Plain Creek, WY 82222-<br>HOME : ( 505 ) 555-0862                      Ext :<br>OFFICE : ( 505 ) 555-0440                      Ext :  | Vehicle : 1989 PONT MIDSIZE BONNEVILLE<br>License : GNY319                                      COLR : A<br>VIN : 1G2HX54C6KW218383<br>Fleet #:<br>Engine : V6-3800 3.8L                                      Trans :<br>Mileage : In 105692 Out 105692                      PROD : 9/88 |   |
| Parts   |  | Labor   |
| 12/7/2015 12:49:31 PM                      PURCHASE                      SUCCESS                      CHIP READ                      CONTACT<br>\$ 60.07                      VISA                      *****0010                      Appr Code: 021454                      TransID: 12494626                      ATC: 0065<br>Terminal ID: 946925074594996                      AID: A000000031010                      AIDName: VISA CREDIT                      TR: 020008000<br>AC: 46A24DAB7AD019C                      TRN REF#: 305341641710106                      VAL Code: FFP2                      TSI: B800                      Resp CD: 00<br><br>Cardholder Agrees to Pay Total Amount According to Card Issuer Agreement |  |   |
| Signature X <u>                    Test</u>   |  |   |

## 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 log in. 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.
  - To make an advanced payment, click the **Calculations** tab > **Advanced Payment** button.
  - To finalize, click the **Finalize** button in the ticket toolbar.
2. Click the **ePayment** button.
  - If the correct username and password have not been entered in [R.O. Writer Configuration](#) (page 17), XCharge prompts you to log in. 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. <b>Do NOT remove the card until the pin pad device says you can.</b> |
| Magnetic strip cards with no chip | Swipe the card.  |
| Just the card number              | Tap the <b>Manual Entry</b> 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 you can try to swipe the magnetic strip.

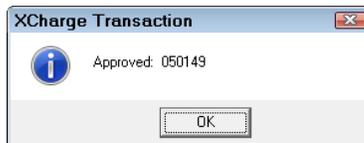
- XCharge notifies you that a transaction is processing.
  - XCharge notifies you when the transaction is complete.
6. The device prompts you and the customer to enter a signature.



7. Have the customer follow the instructions on the pin pad screen.
8. After the customer signs the pin pad device, it appears on your computer screen.



9. Click **OK**.
10. When the card is approved, XCharge displays the approval message with a code. You can use this code for tracking in the XCharge software.

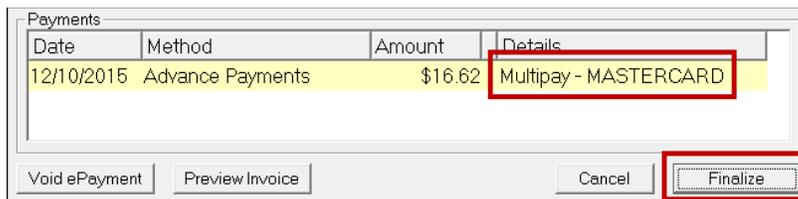


11. Click **OK**. The XCharge software closes. The processed payment appears in the Payments area of the R.O. Writer window.

**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 a PIN.

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

Complete these steps:

1. Start a repair order payment.
  - To make an advanced payment, click the **Calculations** tab > **Advanced Payment** button.
  - To finalize, click the **Finalize** button in the ticket toolbar.
2. Click the **ePayment** button.
  - If the correct username and password are not saved in [R.O. Writer Configuration](#) (page 17), XCharge prompts you to log in. Enter your credentials and click **OK**.
  - If the correct username and password are not saved in [R.O. Writer Configuration](#) (page 17), XCharge launches.
3. XCharge asks you if the card is credit or debit.
4. Click **Debit**. XCharge asks the customer to confirm the amount.

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

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 a PIN 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.



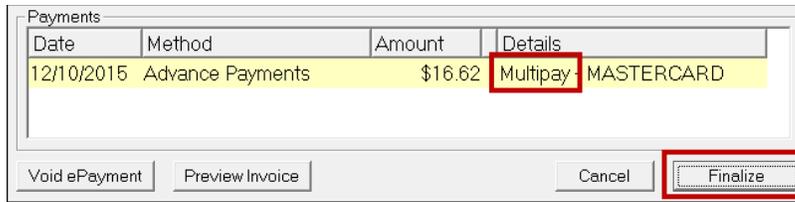
9. Click **OK**. The payment appears in the Payment area of the R.O. Writer window.

**Advanced payments** appear as follows:

| Payments   |                  |        |         |
|------------|------------------|--------|---------|
| Date       | Method           | Amount | Details |
| 12/14/2015 | Advance Payments | \$5.00 | DEBIT   |

Void ePayment      Cancel      Save Payment

**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 ticket 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 close 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 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.

The screenshot shows the 'Integrated ePayment Setup' window. On the left, under 'Shop Setup', there are several checkboxes: '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'. A red arrow points to the 'Capture and Save Electronic Signatures During Finalize' checkbox. To the right is a standard disclaimer and warranty form. The form includes a 'Customer Signature' field with a handwritten signature and a 'Date:' field.

Complete these steps:

1. When the **Balance Due** is zero on the Finalize payment window, click the **Finalize** button.
  - If the correct username and password are saved in [R.O. Writer Configuration](#) (page 17), XCharge prompts you to log in. Enter your login credentials and click **OK**.

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

- If the correct username and password are saved in [R.O. Writer Configuration](#) (page 17), XCharge launches.
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:

|                              |                           |                      |                   |                |
|------------------------------|---------------------------|----------------------|-------------------|----------------|
| 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: 020008000 |
| 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.

Signature X 

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

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: \_\_\_\_\_

## Paper Signatures

If the **Capture and Save Electronic Signature During Finalize** box is unchecked in [ePayment Setup](#) (page 14), you do not need to log into XCharge to access the pin pad. You are prompted only 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.

The screenshot shows the 'Integrated ePayment Setup' window. On the left, under 'Shop Setup', there are several checkboxes: 'Enable ePayment' (checked), 'Require use of pinpad for electronic card payments' (checked), 'Capture and Save Electronic Signatures for cards where signature is entered' (checked), 'Capture and Save Electronic Signatures During Finalize' (unchecked), and 'Capture and Save Electronic Signatures For Estimate Authorizations' (checked). A red arrow points from the unchecked checkbox to the 'Customer Signature' line in the disclaimer form on the right. The disclaimer form contains the following text: '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: \_\_\_\_\_'.

## 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
  - 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**.

**Finalize Repair Order #0157808 to 12/10/2015**

Balance

|                      |                |
|----------------------|----------------|
| Repair Order Total:  | \$16.50        |
| Sales Tax:           | \$0.12         |
| <b>Total:</b>        | <b>\$16.62</b> |
| Advance Payments:    | \$16.62        |
| Additional Payments: | \$0.00         |
| <b>Balance Due:</b>  | <b>\$0.00</b>  |

Payment

Payment Amount: \$0.00 << Due

Payment Type

Cash

Check

ePayment

Other Credit Cards

Charge to Third Party

One Time Charge

Payments

| Date       | Method           | Amount  | Details               |
|------------|------------------|---------|-----------------------|
| 12/10/2015 | Advance Payments | \$16.62 | Multipay - MASTERCARD |

Void ePayment    Preview Invoice    Cancel    Finalize

- 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.

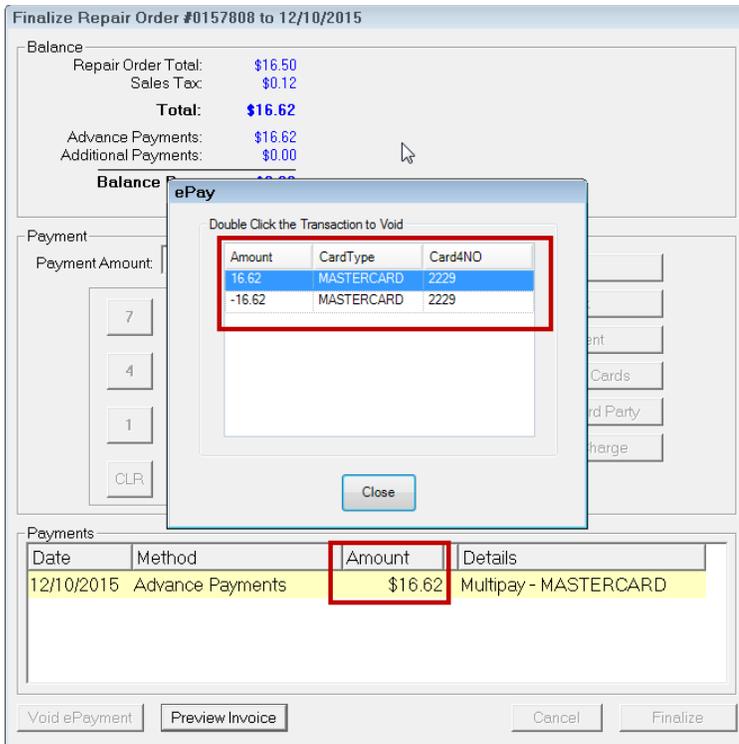
**ePay**

Double Click the Transaction to Void

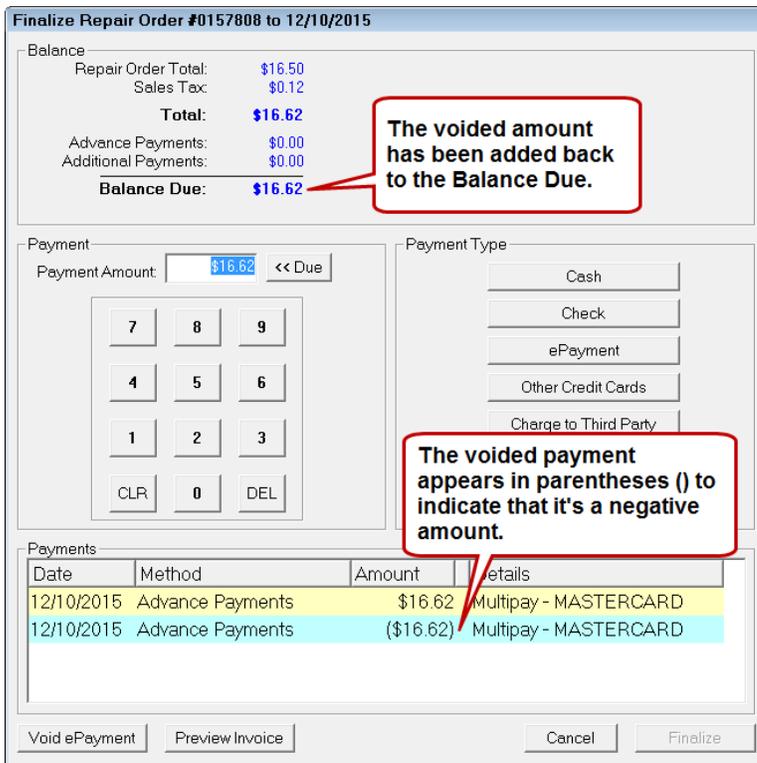
| Amount | CardType   | Card4NO |
|--------|------------|---------|
| 16.62  | MASTERCARD | 2229    |

Close

- Double-click on a payment to void it.**
  - If the correct username and password are saved in [R.O. Writer Configuration](#) (page 17), XCharge prompts you to log in. Enter your login credentials and click **OK**.
  - If the correct username and password are saved in [R.O. Writer Configuration](#) (page 17), XCharge launches.
- XCharge notifies you that a transaction is in progress.
- Have the customer follow the instructions on the pin pad device.
- XCharge displays an approval message with a code. (You can use this code for tracking in the XCharge software.)
- 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.

| <p><b>R.O. Writer (Demo)</b></p> <p>823 Donald Ross Rd.<br/>Juno Beach, FL 33408<br/>888-928-9769<br/>TESTING</p>  | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;"> <b>Repair Order #0157808</b><br/>                 TABINOWSKI, ELAINE<br/>                 COLUMBIA, MD 21045<br/>                 HOME:(505) 730-0463<br/>                 OFFICE:(505) 484-0440             </td> <td style="width: 15%; text-align: center;"> <b>12/10/2015</b><br/>                 2:00 pm             </td> <td style="width: 45%;">                 2001 VOLKSWAGEN BEETLE<br/>                 VIN :<br/>                 Mileage : In 6468 Out 6468<br/>                 Trans :<br/>                 License :             </td> </tr> <tr> <td colspan="3" style="text-align: center;">                 Your Service Writer Today Is: STAN MATTIS      Center: REPAIR             </td> </tr> </table> | <b>Repair Order #0157808</b><br>TABINOWSKI, ELAINE<br>COLUMBIA, MD 21045<br>HOME:(505) 730-0463<br>OFFICE:(505) 484-0440 | <b>12/10/2015</b><br>2:00 pm | 2001 VOLKSWAGEN BEETLE<br>VIN :<br>Mileage : In 6468 Out 6468<br>Trans :<br>License : | Your Service Writer Today Is: STAN MATTIS      Center: REPAIR |            |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
|--|---|--|------------------------------|---|---|------------|------------------|------------------------------------|-------------------|-------------------|----------|------------------------------|-----------------------------|----------|----------|---------|-----|-----------|-----------|------|----------|---|--|--|--|--|-------------|--|--|--|--|
| <b>Repair Order #0157808</b><br>TABINOWSKI, ELAINE<br>COLUMBIA, MD 21045<br>HOME:(505) 730-0463<br>OFFICE:(505) 484-0440   | <b>12/10/2015</b><br>2:00 pm  | 2001 VOLKSWAGEN BEETLE<br>VIN :<br>Mileage : In 6468 Out 6468<br>Trans :<br>License :                                    |                              |   |   |            |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
| Your Service Writer Today Is: STAN MATTIS      Center: REPAIR  |   |  |                              |   |   |            |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
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| Service Requests:  | Category Summary  | Parts  | Labor                        | Job Total   |   |            |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
|  | AIR CONDITIONING/HEATING  | \$0.00   | \$15.00                      | \$15.00   |   |            |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
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| Technician   | Service Description   | Parts  | Labor                        | Job Total   |   |            |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
|  | Mileage In: 6468 Mileage Out: 6468  |  |                              |   |   |            |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
| JSM  | CHECK A/C SYSTEM AND ADVISE   |  | 15.00                        | 15.00   |   |            |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Authorizations</th> <th style="text-align: left;">Approval Given To:</th> <th style="text-align: left;">Date</th> <th style="text-align: left;">Time</th> <th style="text-align: left;">Difference</th> <th style="text-align: left;">Total Authorized</th> <th style="text-align: left;">Method</th> </tr> </thead> <tbody> <tr> <td>Approved By:</td> <td>ELAINE TABINOWSKI</td> <td>12/10/15</td> <td>1:30 pm</td> <td>\$16.62</td> <td>\$16.62</td> <td>By Phone</td> </tr> <tr> <td>Reason:</td> <td colspan="5"></td> <td></td> </tr> </tbody> </table>  |   | Authorizations   | Approval Given To:           | Date  | Time  | Difference | Total Authorized | Method                             | Approved By:      | ELAINE TABINOWSKI | 12/10/15 | 1:30 pm                      | \$16.62                     | \$16.62  | By Phone | Reason: |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
| Authorizations   | Approval Given To:  | Date   | Time                         | Difference  | Total Authorized  | Method     |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
| Approved By:   | ELAINE TABINOWSKI   | 12/10/15   | 1:30 pm                      | \$16.62   | \$16.62   | By Phone   |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
| Reason:  |   |  |                              |   |   |            |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
| <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">12/10/2015 1:30:59 PM</td> <td style="width: 15%; text-align: center;"><b>PURCHASE</b></td> <td style="width: 20%;">SUCCESS</td> <td style="width: 20%;">SWIPED</td> <td style="width: 25%;"></td> </tr> <tr> <td>\$ 16.62</td> <td>MASTERCARD *****2229</td> <td>Appr Code: 005614</td> <td>TransID: 13310830</td> <td>ATC:</td> </tr> <tr> <td>Terminal ID: 946925074594996</td> <td>AID:</td> <td>AIDName:</td> <td>TVR:</td> <td></td> </tr> <tr> <td>AC:</td> <td>TRN REF#:</td> <td>VAL Code:</td> <td>TSI:</td> <td>Resp CD:</td> </tr> <tr> <td colspan="5" style="font-size: small;">Buyer agrees to pay total amount above according to cardholder's agreement with issuer.</td> </tr> <tr> <td colspan="5" style="text-align: center; padding-top: 10px;">                 Signature X  </td> </tr> </table> |   | 12/10/2015 1:30:59 PM  | <b>PURCHASE</b>              | SUCCESS   | SWIPED  |            | \$ 16.62         | MASTERCARD *****2229               | Appr Code: 005614 | TransID: 13310830 | 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 |  |  |  |  |
| 12/10/2015 1:30:59 PM  | <b>PURCHASE</b>   | SUCCESS  | SWIPED                       |   |   |            |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
| \$ 16.62   | MASTERCARD *****2229  | Appr Code: 005614  | TransID: 13310830            | ATC:  |   |            |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
| Terminal ID: 946925074594996   | AID:  | AIDName:   | TVR:                         |   |   |            |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
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| Signature X  |   |  |                              |   |   |            |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |
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| Signature X  |   |  |                              |   |   |            |                  |                                    |                   |                   |          |                              |                             |          |          |         |     |           |           |      |          |   |  |  |  |  |             |  |  |  |  |

## 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 and a labor operation.
2. Double-click the labor operation to open it.
3. In the **Charge** field, type in the refund amount (including the decimal point) and then press the minus (-) key on the keyboard. The amount appears in parentheses to indicate that it is now a negative amount.
4. Click **OK** to save.
5. Click the **Calculations tab** and [adjust the refund amount](#) by removing the supply charges and sales tax (page 42). If you do, click **Save**.
6. 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**.
7. The **R.O. Writer Payment window** opens displaying a negative amount in the **Balance Due** field.

| Finalize Repair Order #0157813 to 12/14/2015 |                  |
|--|------------------|
| Balance                                      |                  |
| Repair Order Total:                          | (\$55.00)        |
| Sales Tax:                                   | \$0.00           |
| <b>Total:</b>                                | <b>(\$55.00)</b> |
| Advance Payments:                            | \$0.00           |
| Additional Payments:                         | \$0.00           |
| <b>Balance Due:</b>                          | <b>(\$55.00)</b> |
| Payment                                      |                  |
| Payment Amount:                              | (\$55.00) << Due |

8. Click the **ePayment** button.
  - If the correct username and password are saved in [R.O. Writer Configuration](#) (page 17), XCharge prompts you to log in. Enter your login credentials and click **OK**.
  - If the correct username and password are saved in [R.O. Writer Configuration](#) (page 17), XCharge launches.

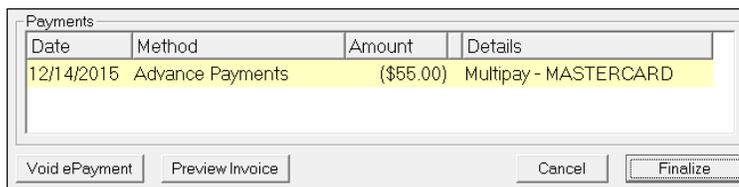
9. XCharge asks you if the card is credit or debit. Click **Credit** or **Debit** as appropriate. XCharge notifies you that a transaction is in progress.
10. Swipe or insert the card and follow the instructions on the pin pad device.
  - When you swipe a card, the pin pad screen asks the customer to confirm a positive amount. When the transaction is complete, the card is refunded and the refunded amount 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 the refund amount.
11. XCharge notifies you when the transaction is in progress.
12. XCharge notifies you when the transaction is complete.
13. The device prompts the customer to enter a signature. After the customer signs the pin pad device, the signature appears on the computer screen.



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



16. Click **OK**. The payment appears in the **Payments** area of the payment window in 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 several 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 **Taxable** is selected in the labor operation, sales tax is calculated 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.

The screenshot displays the 'Calculations' tab with the following data:

| Category      | Subtotal         |
|---------------|------------------|
| Parts         | \$0.00           |
| Labor         | (\$55.00)        |
| Sublet        | \$0.00           |
| Other Charges | (\$2.75)         |
| Taxes         | (\$4.04)         |
| <b>Total</b>  | <b>(\$61.79)</b> |

Additional fields shown include: Advance Payments: \$0.00, Due: (\$61.79), and a Subtotal of (\$55.00 for the labor section.

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.

| <div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <p><b>R.O. Writer (Demo)</b></p> </div> <p>823 Donald Ross Rd.<br/>                 Juno Beach, FL 33408<br/>                 888-928-9769<br/> <b>TESTING</b></p>  | <table style="width:100%; border: none;"> <tr> <td style="border: 1px solid gray; padding: 2px;"> <b>Invoice #0157813</b> </td> <td style="border: 1px solid gray; padding: 2px; text-align: right;"> <b>12/14/2015</b><br/> <b>1:43 pm</b> </td> <td style="border: none; padding-left: 10px;">                 1988 OLDSMOBILE CUSTOM SW<br/>                 3.8<br/>                 VIN : 2G3AJ8134J9338016<br/>                 Mileage : In 124 Out 124<br/>                 Trans :<br/>                 License : 804ABT<br/>                 COLR : A             </td> </tr> <tr> <td colspan="3" style="border: none; padding-top: 5px;">                 WALLACE, BILL<br/>                 10505 WILLIAM TELL LANE<br/>                 COLUMBIA, MD 21044<br/>                 HOME:(505) 596-3963<br/>                 OFFICE:(505) 454-9949             </td> </tr> </table> | <b>Invoice #0157813</b>   | <b>12/14/2015</b><br><b>1:43 pm</b> | 1988 OLDSMOBILE CUSTOM SW<br>3.8<br>VIN : 2G3AJ8134J9338016<br>Mileage : In 124 Out 124<br>Trans :<br>License : 804ABT<br>COLR : A | WALLACE, BILL<br>10505 WILLIAM TELL LANE<br>COLUMBIA, MD 21044<br>HOME:(505) 596-3963<br>OFFICE:(505) 454-9949 |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
|--|---|---|-------------------------------------|--|--|----------|------------------------|-----------|----------------------------------|---------------------------|------------------------------|----------|------------|-----------------------------|-----------|-----------|----------------------|--------------------|------|----------|-----|--------|
| <b>Invoice #0157813</b>  | <b>12/14/2015</b><br><b>1:43 pm</b>   | 1988 OLDSMOBILE CUSTOM SW<br>3.8<br>VIN : 2G3AJ8134J9338016<br>Mileage : In 124 Out 124<br>Trans :<br>License : 804ABT<br>COLR : A  |                                     |  |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
| WALLACE, BILL<br>10505 WILLIAM TELL LANE<br>COLUMBIA, MD 21044<br>HOME:(505) 596-3963<br>OFFICE:(505) 454-9949   |   |   |                                     |  |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
| Your Service Writer Today Is: 1SCOTT TITUS      Center: REPAIR   |   |   |                                     |  |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
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| Service Requests:  | Category Summary  | Parts   | Labor                               | Job Total  |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
|  | AIR CONDITIONING/HEATING  | \$0.00  | \$-55.00                            | \$-55.00   |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
| <table style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="border: none; text-align: left;">Technician</th> <th style="border: none; text-align: left;">Service Description</th> <th style="border: none; text-align: right;">Parts</th> <th style="border: none; text-align: right;">Labor</th> <th style="border: none; text-align: right;">Job Total</th> </tr> </thead> <tbody> <tr> <td style="border: none;"></td> <td style="border: none;">Mileage In: 124 Mileage Out: 124</td> <td style="border: none;"></td> <td style="border: none;"></td> <td style="border: none;"></td> </tr> <tr> <td style="border: none;">BO</td> <td style="border: none;">CHECK A/C SYSTEM AND ADVISE</td> <td style="border: none;"></td> <td style="border: none; text-align: right;">-55.00</td> <td style="border: none; text-align: right;">-55.00</td> </tr> </tbody> </table>   |   |   | Technician                          | Service Description  | Parts  | Labor    | Job Total              |           | Mileage In: 124 Mileage Out: 124 |                           |                              |          | BO         | CHECK A/C SYSTEM AND ADVISE |           | -55.00    | -55.00               |                    |      |          |     |        |
| Technician   | Service Description   | Parts   | Labor                               | Job Total  |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
|  | Mileage In: 124 Mileage Out: 124  |   |                                     |  |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
| BO   | CHECK A/C SYSTEM AND ADVISE   |   | -55.00                              | -55.00   |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
| <div style="border: 2px solid red; padding: 5px; margin-top: 10px;"> <p><b>Payments:</b><br/>                 MASTERCARD, -\$55.00, on 12/14/15<br/>                 CardNo: [*****2229], AuthorizationNo: [C09769]</p> </div>   |   |   |                                     |  |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
| <table style="width:100%; border-collapse: collapse; font-size: small;"> <tr> <td style="border: none;">12/14/2015 12:13:11 PM</td> <td style="border: none; text-align: center;"><b>RETURN</b></td> <td style="border: none; text-align: center;">SUCCESS</td> <td style="border: none; text-align: right;">SWIPED</td> </tr> <tr> <td style="border: none;">\$-55.00    MASTERCARD</td> <td style="border: none;">*****2229</td> <td style="border: none;">Appr Code: C09769</td> <td style="border: none;">TransID: 12131840    ATC:</td> </tr> <tr> <td style="border: none;">Terminal ID: 946925074594996</td> <td style="border: none;">AID:</td> <td style="border: none;">AIDName:</td> <td style="border: none;">TVR:</td> </tr> <tr> <td style="border: none;">AC:</td> <td style="border: none;">TRN REF#:</td> <td style="border: none;">VAL Code:</td> <td style="border: none;">TSI:      Resp CD:</td> </tr> </table> <p style="font-size: x-small; margin-top: 5px;">Buyer agrees to pay total amount above according to cardholder's agreement with issuer.</p> <p style="margin-top: 10px;">Signature X </p> |   |   | 12/14/2015 12:13:11 PM              | <b>RETURN</b>  | 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: |      |          |     |        |
| 12/14/2015 12:13:11 PM   | <b>RETURN</b>   | 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:                  |  |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
| <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p style="text-align: center; font-size: small;">Repair Order Notes</p> </div>   |   |   |                                     |  |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
| <p style="text-align: center; font-size: small;">Standard disclaimer and warranty for your shop. For example:</p> <p style="font-size: x-small; margin-top: 5px;">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 style="font-size: x-small; margin-top: 5px;">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 style="font-size: x-small; margin-top: 5px;"><b>WARRANTY IS 18 MONTHS OR 18,000 MILES WHICH EVER OCCURS FIRST!</b></p> <p style="margin-top: 10px;">Customer Signature:       Date: _____</p>  |   | <table style="width:100%; border-collapse: collapse; font-size: small;"> <tr><td style="border: none;">TOTAL PARTS</td><td style="border: none; text-align: right;">\$0.00</td></tr> <tr><td style="border: none;">TOTAL LABOR</td><td style="border: none; text-align: right;">-\$55.00</td></tr> <tr><td style="border: none;">SUBLET</td><td style="border: none; text-align: right;">\$0.00</td></tr> <tr><td style="border: none;">Supply Chg</td><td style="border: none; text-align: right;">\$0.00</td></tr> <tr><td style="border: none;">SUBTOTAL</td><td style="border: none; text-align: right;">-\$55.00</td></tr> <tr><td style="border: none;">OTHER FEES</td><td style="border: none; text-align: right;">\$0.00</td></tr> <tr><td style="border: none;">SALES TAX</td><td style="border: none; text-align: right;">\$0.00</td></tr> <tr><td colspan="2" style="border: none; padding: 5px 0 0 0;"><b>INVOICE TOTAL</b></td></tr> <tr><td style="border: none;">PAID</td><td style="border: none; text-align: right;">-\$55.00</td></tr> <tr><td style="border: none;">DUE</td><td style="border: none; text-align: right;">\$0.00</td></tr> </table> | 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    | <b>INVOICE TOTAL</b> |                    | PAID | -\$55.00 | DUE | \$0.00 |
| 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  |   |                                     |  |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
| <b>INVOICE TOTAL</b>   |   |   |                                     |  |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
| PAID   | -\$55.00  |   |                                     |  |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
| DUE  | \$0.00  |   |                                     |  |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |
| <div style="display: flex; justify-content: space-between; align-items: center;"> <p style="font-size: small;">Thank you for your business!</p> <p style="font-size: x-small;">Page 1 of 1</p> </div>  |   |   |                                     |  |  |          |                        |           |                                  |                           |                              |          |            |                             |           |           |                      |                    |      |          |     |        |

### 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

|  |   |
|--|---|
| <b>Parts</b><br>Taxable : \$0.00<br>NonTaxable : \$0.00<br><b>Total : \$0.00</b>       | <b>Other Charges</b><br>Supply Charges : \$0.00<br><b>Subtotal : (\$55.00)</b>          |
| <b>Labor</b><br>Taxable : \$0.00<br>NonTaxable : (\$55.00)<br><b>Total : (\$55.00)</b> | <b>Taxes</b><br>Sales Tax : \$0.00<br>Other Fees : \$0.00<br><b>Total : (\$55.00)</b> ← |
| <b>Sublet</b><br>Taxable : \$0.00<br>NonTaxable : \$0.00<br><b>Total : \$0.00</b>      | <b>Advance Payments : \$0.00</b> ←<br>Due : \$0.00                                      |
| <b>Payments</b><br>Cash : \$0.00<br>Check : \$0.00<br>Credit Card : (\$55.00)          |   |

Service Requests   Parts/Labor   **Calculations**

## Electronic Signatures for Estimate Authorization

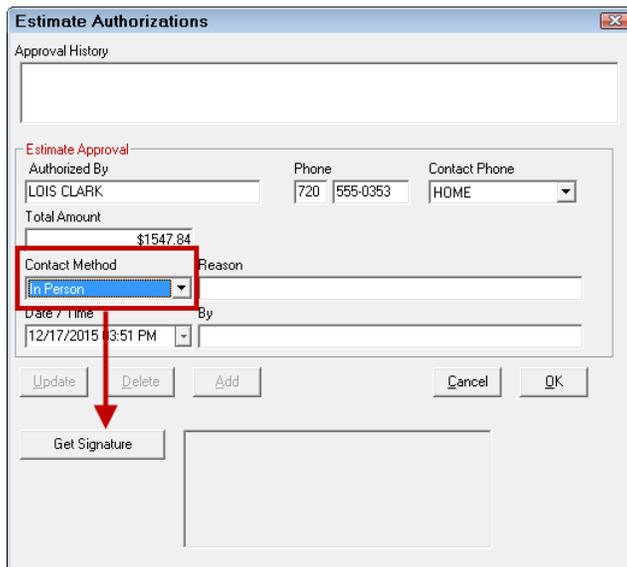
If **Capture and Save Electronic Signatures for Estimate Authorization** is selected in [ePayment Setup](#) (page 14), you can capture and save customer signatures from the pin pad device for estimate authorizations. This is useful if you want to record the customer's approval of the work.

### Capturing an Electronic Signature to Authorize

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

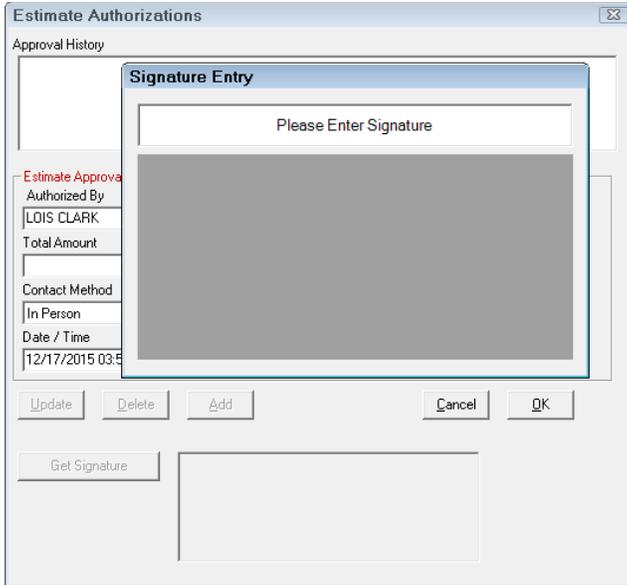
Complete these steps:

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 section** appears at the bottom of the window.

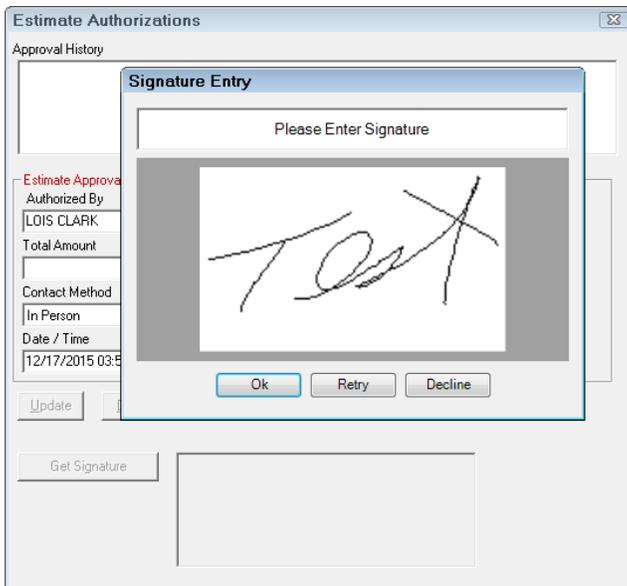


The screenshot shows the 'Estimate Authorizations' window. The 'Estimate Approval' section contains the following fields: 'Authorized By' (LOIS CLARK), 'Phone' (720 555-0353), 'Contact Phone' (HOME), 'Total Amount' (\$1547.84), 'Contact Method' (In Person), 'Reason' (empty), 'Date & Time' (12/17/2015 3:51 PM), and 'By' (empty). Below these fields are buttons for 'Update', 'Delete', 'Add', 'Cancel', and 'OK'. At the bottom of the window is a 'Get Signature' button, which is highlighted with a red box and an arrow pointing to it.

3. Click **Get Signature** and you are prompted to log into XCharge.
  - If the correct username and password are saved in [R.O. Writer Configuration](#) (page 17), XCharge prompts you to log in. Enter your login credentials and click **OK**.  
Obtaining the electronic signature is not part of the XCharge process; however, you need to log into XCharge to access the pin pad device.
  - If the correct username and password are saved in [R.O. Writer Configuration](#) (page 17), XCharge launches.
4. The customer is prompted to sign the pin pad device. The **Signature Entry window** appears on your screen.



5. When the signature is captured and approved on the pin pad device, it appears on the **Signature Entry** window.



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

**Estimate Authorizations**

Approval History

**Estimate Approval**

Authorized By: LOIS CLARK      Phone: 720 555-0353      Contact Phone: HOME

Total Amount: \$1547.84

Contact Method: In Person      Reason: \_\_\_\_\_

Date / Time: 12/17/2015 03:51 PM      By: \_\_\_\_\_

Buttons: Update, Delete, Add, Cancel, OK

Get Signature: [Signature: Test]

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.

| <p>R.O. Writer (Demo)</p> <p>823 Donald Ross Rd.<br/>Juno Beach, FL 33408<br/>888-928-9769<br/>TESTING</p>   | <p>Repair Order #0157815      12/17/2015<br/>3:53 pm</p> <p>2000 SATURN SL SEDAN<br/>4-116 1.9L SOHC<br/>VIN : 1G8ZH5283YZ188675<br/>Mileage : In 142301 Out<br/>Trans : TLC<br/>License : HGC654<br/>COLR : A      PROD : 12/99</p> <p>CLARK, LOIS<br/>29836 SUPERMAN<br/>BOW MAR, CO 80123-<br/>HOME:(720) 555-0353<br/>OFFICE:(720) 555-9673<br/>PO# 54987</p>  | <p>Your Service Writer Today Is: 1SCOTT TITUS      Center: REPAIR</p> |                                  |                                 |                          |                          |           |                   |                                 |                    |            |          |                              |                  |        |            |       |                            |  |                             |                                  |                                 |                          |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
|--|--|---|----------------------------------|---------------------------------|--------------------------|--------------------------|-----------|-------------------|---------------------------------|--------------------|------------|----------|------------------------------|------------------|--------|------------|-------|----------------------------|--|-----------------------------|----------------------------------|---------------------------------|--------------------------|--------------------------|---|--------------|--------|---|--------|--|--|--------|-----|---|--|--------|--------|--|--|-----------------------------|----------------------------------|---------------------------------|--------------------------|--------------------------|---|-------------------|--|---|--|---|------------------------------|--------|---|--------|---|----------------------------|-------|---|--------|--|---------|
| <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 33%;">Fleet Name</th> <th style="width: 33%;">Fleet Card</th> <th style="width: 33%;">Fleet Coupon</th> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">1654</td> </tr> </table>  |  |   | Fleet Name                       | Fleet Card                      | Fleet Coupon             |                          |           | 1654              |                                 |                    |            |          |                              |                  |        |            |       |                            |  |                             |                                  |                                 |                          |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
| Fleet Name   | Fleet Card   | Fleet Coupon  |                                  |                                 |                          |                          |           |                   |                                 |                    |            |          |                              |                  |        |            |       |                            |  |                             |                                  |                                 |                          |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
|  |  | 1654  |                                  |                                 |                          |                          |           |                   |                                 |                    |            |          |                              |                  |        |            |       |                            |  |                             |                                  |                                 |                          |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
| <p>Service Requests:</p>   | <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Category Summary</th> <th style="width: 15%;">Parts</th> <th style="width: 15%;">Labor</th> <th style="width: 15%;">Job Total</th> </tr> </thead> <tbody> <tr> <td>BRAKES</td> <td style="text-align: right;">\$617.54</td> <td style="text-align: right;">\$539.00</td> <td style="text-align: right;">\$1,156.54</td> </tr> <tr> <td>ELECTRICAL</td> <td style="text-align: right;">\$153.79</td> <td style="text-align: right;">\$26.00</td> <td style="text-align: right;">\$179.79</td> </tr> </tbody> </table>   |   | Category Summary                 | Parts                           | Labor                    | Job Total                | BRAKES    | \$617.54          | \$539.00                        | \$1,156.54         | ELECTRICAL | \$153.79 | \$26.00                      | \$179.79         |        |            |       |                            |  |                             |                                  |                                 |                          |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
| Category Summary   | Parts  | Labor   | Job Total                        |                                 |                          |                          |           |                   |                                 |                    |            |          |                              |                  |        |            |       |                            |  |                             |                                  |                                 |                          |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
| BRAKES   | \$617.54   | \$539.00  | \$1,156.54                       |                                 |                          |                          |           |                   |                                 |                    |            |          |                              |                  |        |            |       |                            |  |                             |                                  |                                 |                          |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
| ELECTRICAL   | \$153.79   | \$26.00   | \$179.79                         |                                 |                          |                          |           |                   |                                 |                    |            |          |                              |                  |        |            |       |                            |  |                             |                                  |                                 |                          |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Technician</th> <th style="width: 55%;">Service Description</th> <th style="width: 10%;">Parts</th> <th style="width: 10%;">Labor</th> <th style="width: 10%;">Job Total</th> </tr> </thead> <tbody> <tr> <td></td> <td>Mileage In: 142301 Mileage Out:</td> <td></td> <td></td> <td></td> </tr> <tr> <td>DWF</td> <td>REPLACE BATTERY</td> <td></td> <td style="text-align: right;">153.79</td> <td style="text-align: right;">26.00</td> </tr> <tr> <td></td> <td style="font-size: small;"> <table border="0" style="width: 100%;"> <tr> <td style="width: 15%;"><a href="#">Part Number</a></td> <td style="width: 35%;"><a href="#">Part Description</a></td> <td style="width: 15%;"><a href="#">Part Price Each</a></td> <td style="width: 10%;"><a href="#">Quantity</a></td> <td style="width: 25%;"><a href="#">Extended</a></td> </tr> <tr> <td>S</td> <td>2450 BATTERY</td> <td style="text-align: right;">153.79</td> <td style="text-align: center;">1</td> <td style="text-align: right;">153.79</td> </tr> </table> </td> <td></td> <td></td> <td style="text-align: right;">179.79</td> </tr> <tr> <td>DWF</td> <td>REPLACE MASTER CYLINDER: Remove brake fluid from old master cylinder. Disconnect hydraulic lines from master cylinder. Remove mounting bolts. Remove master cylinder from power brake booster. Install new master cylinder. Bleed hydraulic system. 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| Technician   | Service Description  | Parts   | Labor                            | Job Total                       |                          |                          |           |                   |                                 |                    |            |          |                              |                  |        |            |       |                            |  |                             |                                  |                                 |                          |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
|  | Mileage In: 142301 Mileage Out:  |   |                                  |                                 |                          |                          |           |                   |                                 |                    |            |          |                              |                  |        |            |       |                            |  |                             |                                  |                                 |                          |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
| DWF  | REPLACE BATTERY  |   | 153.79                           | 26.00                           |                          |                          |           |                   |                                 |                    |            |          |                              |                  |        |            |       |                            |  |                             |                                  |                                 |                          |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
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| <a href="#">Part Number</a>  | <a href="#">Part Description</a>   | <a href="#">Part Price Each</a>                                       | <a href="#">Quantity</a>         | <a href="#">Extended</a>        |                          |                          |           |                   |                                 |                    |            |          |                              |                  |        |            |       |                            |  |                             |                                  |                                 |                          |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
| S  | 2450 BATTERY   | 153.79  | 1                                | 153.79                          |                          |                          |           |                   |                                 |                    |            |          |                              |                  |        |            |       |                            |  |                             |                                  |                                 |                          |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
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| <a href="#">Part Number</a>  | <a href="#">Part Description</a>   | <a href="#">Part Price Each</a>                                       | <a href="#">Quantity</a>         | <a href="#">Extended</a>        |                          |                          |           |                   |                                 |                    |            |          |                              |                  |        |            |       |                            |  |                             |                                  |                                 |                          |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
| 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                          |                          |                          |           |                   |                                 |                    |            |          |                              |                  |        |            |       |                            |  |                             |                                  |                                 |                          |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="6">Authorizations</th> </tr> <tr> <th style="width: 20%;">Approved By:</th> <th style="width: 20%;">Approval Given To:</th> <th style="width: 10%;">Date</th> <th style="width: 10%;">Time</th> <th style="width: 10%;">Difference</th> <th style="width: 10%;">Total Authorized</th> <th style="width: 10%;">Method</th> </tr> </thead> <tbody> <tr> <td>LOIS CLARK</td> <td></td> <td>12/17/15</td> <td>3:51 pm</td> <td style="text-align: right;">\$1,547.84</td> <td style="text-align: right;">\$1,547.84</td> <td style="text-align: center;">In Person</td> </tr> <tr> <td>Reason:</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td style="text-align: center;"></td> </tr> </tbody> </table>   |  |   | 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:                  |                          |   |              |        |   |        |  |  |        |     |   |  |        |        |  |  |                             |                                  |                                 |                          |                          |   |                   |  |   |  |   |                              |        |   |        |   |                            |       |   |        |  |         |
| 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.

| Ref # | Date       | Description    | Charge     | Payment |
|-------|------------|----------------|------------|---------|
|       | 12/17/2015 |                | (\$15.00)  | \$0.00  |
|       | 12/17/2015 |                | \$5.00     | \$0.00  |
|       | 12/17/2015 |                | (\$5.00)   | \$0.00  |
|       | 12/17/2015 |                | \$5.00     | \$0.00  |
|       | 12/17/2015 |                | (\$5.00)   | \$0.00  |
|       | 12/16/2015 |                | \$45.99    | \$0.00  |
|       | 12/16/2015 |                | (\$45.99)  | \$0.00  |
|       | 12/16/2015 | FINANCE CHARGE | \$1,366.64 | \$0.00  |

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

Payment

Open Charges: \$3,480.45    01/28/2016

Enter Amount of Payment:

Allocated Payments: \$0.00

Payment Balance: \$50.00

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

Post A.R. Payment

There is a payment balance of \$50.00.

Click 'YES' to allocate this payment balance to an open charge.  
Click 'NO' to post a credit memo of \$50.00 to the account.

Yes    No

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. You are prompted to print a receipt. Click **Yes** and print the receipt. The [XCharge transaction information](#) (page 24) is included.
11. The posted payment is included as a credit memo in the table.

| Ref # | Date       | Description    | Charge     | Payment |
|-------|------------|----------------|------------|---------|
|       | 12/17/2015 | Credit Memo    | (\$15.00)  | \$0.00  |
|       | 12/17/2015 | Over Pay       |            | \$0.00  |
|       | 12/17/2015 | Credit M       |            | \$0.00  |
|       | 12/17/2015 | Over Pa        |            | \$0.00  |
|       | 12/17/2015 | Credit M       |            | \$0.00  |
|       | 12/16/2015 | Over Paym-Paym |            | \$0.00  |
|       | 12/16/2015 | Credit Memo    | (\$15.99)  | \$0.00  |
|       | 12/16/2015 | PREV BAL -     | \$1,316.64 | \$0.00  |

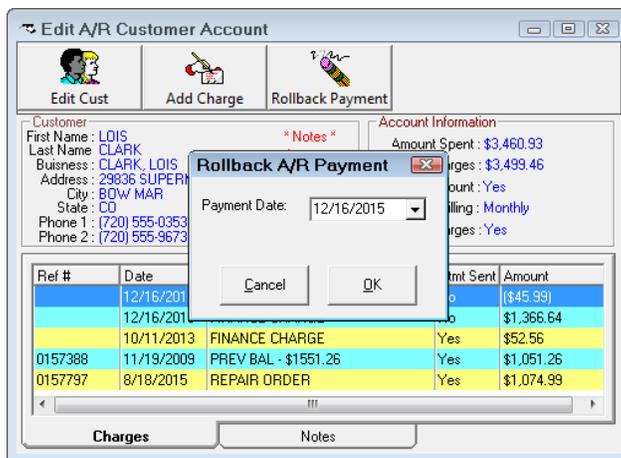
The Charge amount has been reduced by the amount of the payment (\$50).

## Refunding Payments to Customer Accounts

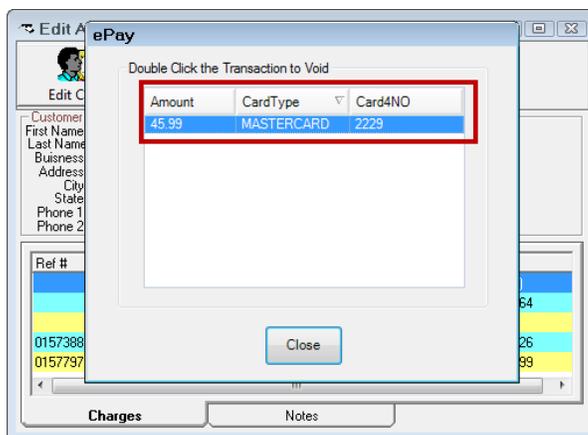
In Accounts Receivable, a refund is called a rollback. The refund process is essentially the same as the [void process](#) (page 36) and the same restrictions apply – you can only refund a previous payment, not enter an amount.

Complete these steps:

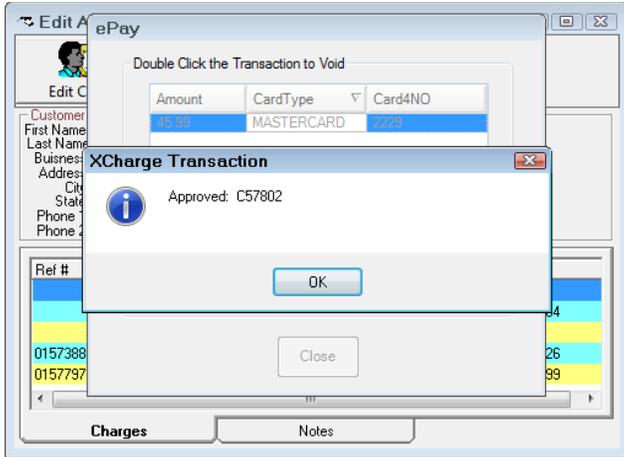
1. Open the Accounts Receivable module.
2. Click the **Edit Accounts** toolbar button.
3. Search for and select a customer. The Edit A/R Customer Account window opens.
4. Select a payment in the list and click the **Rollback Payment** toolbar button.
5. If prompted, pick the **Rollback A/R Payment Date**.



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 the approval code appears.



10. Click **OK** and then **Close**. A reverse charge appears in the list.

| Ref # | Date       | Description          | Stmnt Sent | Amount    |
|-------|------------|----------------------|------------|-----------|
|       | 12/16/2015 | Credit Memo          | No         | (\$45.99) |
|       | 12/15/2015 | FINANCE CHARGE       | Yes        | \$45.99   |
|       | 12/16/2015 | Over Paym-Paymnt Rev | No         | \$45.99   |

## 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. |            |                   |              |
|--|------------|----------------------|---|------------|-------------------|--------------|
| LOIS CLARK<br>29836 SUPERMAN<br>BOW MAR, CO 80123-                               |            |                      | Page  | 1          |                   |              |
| This is a current statement of your account. The total amount due is \$3,545.45. |            |                      |   |            |                   |              |
| <b>Payments</b>  |            |                      |   |            |                   |              |
| 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            |              |
| <b>Total Payments :</b>  |            |                      |   |            | <b>\$101.98</b>   |              |
| <b>Open Charges</b>  |            |                      |   |            |                   |              |
| 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)   |                   |              |
| <b>Total Open Charges :</b>  |            |                      |   |            | <b>\$3,545.45</b> |              |
| 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   |