

# Sage Exchange

## Sage Payment Solutions

User Guide

4/14

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# Chapter 1

## Understanding Sage Payment Solutions Products

Sage Payment Solutions provides three applications that work together to suit your payment processing needs:

- **Sage Exchange Desktop** - Is a Payment Application – Data Security Standard (PA–DSS) certified payment platform that integrates with any type of installed software application such as accounting/ERP, medical management, and property management. When a user initiates a credit card transaction, the application makes a seamless call to Sage Exchange Desktop, where all aspects of processing the credit card occurs; including the transmission and storage of credit card data for applications that include these capabilities.

Sage Exchange Desktop serves as the connection point between your accounting application and Sage Exchange; therefore, you must install and configure it if you want to use Sage Exchange.

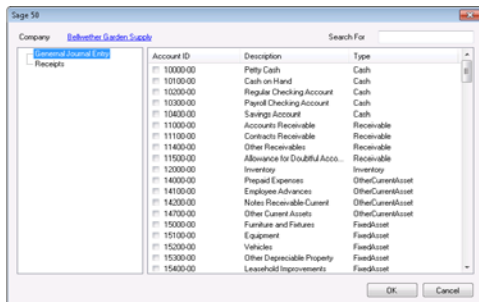
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**Note:** See the *Sage Exchange Desktop - User Guide* in the [Self Service Portal](#) for additional information about installing Sage Exchange Desktop.

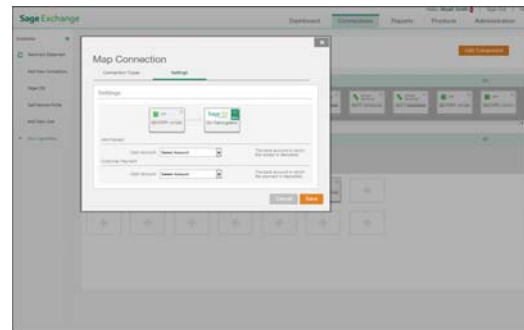
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After installing Sage Exchange Desktop, you must configure it for use with Sage Exchange. The configuration process consists of:

- Registering (or pairing) your Sage Exchange Desktop installation in Sage Exchange, which will allow you to access your accounting data.
- Installing and enabling plugins. A plugin is a file that contains a set of components that add functionality to a software application. Currently, Sage Payment Solutions provides the Sage 50 (Invoice Payment and Cash Sales) and QuickBooks plugins; however, additional plugins will be available soon. You must install a plugin for each application you want to add to Sage Exchange.
- Selecting general ledger (GL) accounts for each installed plugin. The plugin configuration process allows you to select which GL accounts you want to make available for selection when you create a connection in Sage Exchange (see below).



**Image 1:** Shows the plugin configuration dialog box in Sage Exchange Desktop, where you mark the GL accounts you want to make available in Sage Exchange.



**Image 2:** Shows the *Settings* page when adding a connection in Sage Exchange. The GLs listed in each field depend on what you selected for the plugin (Image 1).

- **Sage Exchange** - Is a simple, all-in-one payment management system, where you can connect all forms of payment devices to your accounting software. For example, you can connect your credit card payment devices (such as the Ingenico ICT 220), Sage Virtual Terminals, and mobile devices using Sage Mobile Payments to Sage Exchange. This allows Sage Exchange to provide you with up-to-date views of your connected payments network.
- **Connected Devices** – The *Connections* page allows you to connect many different devices such as credit card swipers, check readers, shopping cart web pages, and mobile devices running *Sage Mobile Payments* and *Invoice Payment & Presentment (IPP)* to Sage Exchange.

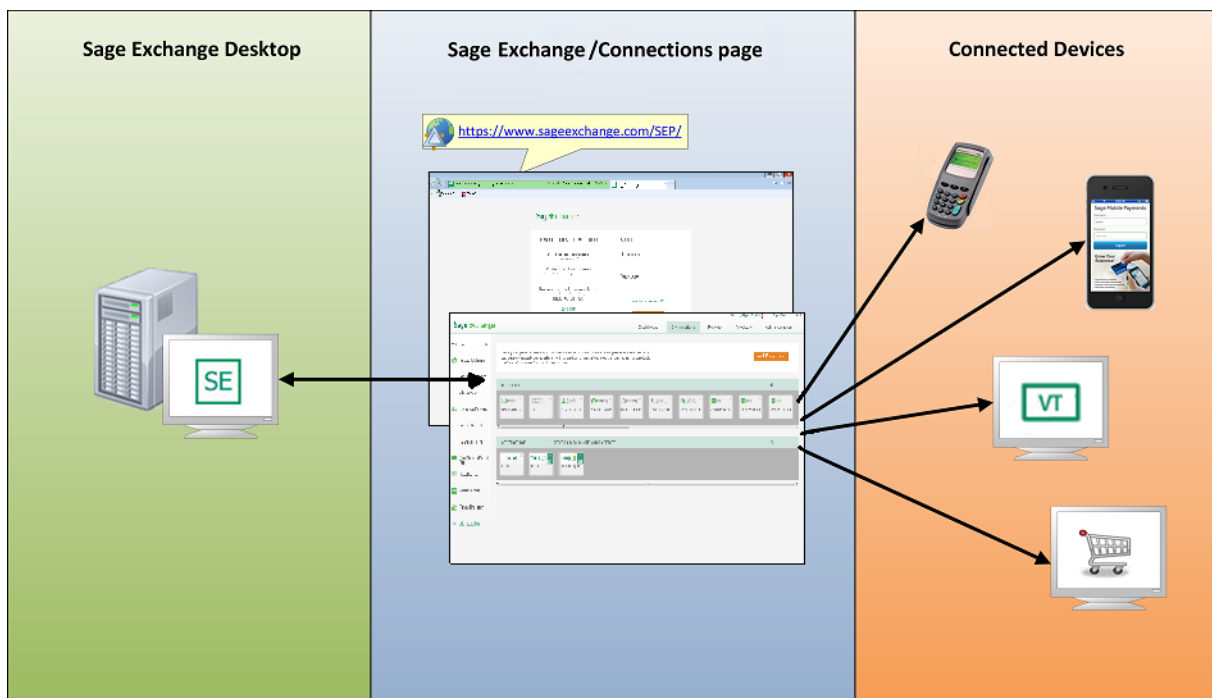
*Sage Mobile Payments* is an application that turns your mobile device into a payment terminal where you can accept credit and debit card transactions (PIN debit transactions are not allowed). The mobile application includes two sub-applications; *Invoice Payment & Presentment* and *Mobile Payments*.

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**Note:** *Invoice Payment & Presentment* is included only if the support representative enabled it for your account when you signed-up for the service. Additionally, you must pair your mobile device with Sage Exchange before you can access invoices.

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The image below shows how Sage Exchange Desktop and payment devices are connected to the *Connections* page in Sage Exchange.



## Using this Guide

This Guide describes the procedures you must complete to get started with Sage Exchange. These procedures include:

- Logging on to Sage Exchange.
- Understanding the *Dashboard* page.
- Using the *Quicklinks* pane.
- Using *Quicklinks* merchant account-based applications.
- Adding components and creating connections.
- Generating reports.
- Adding new users and creating roles.
- Managing alerts.

This Guide also describes the pages and functions available in Sage Exchange.

## Prerequisites

Before you can access Sage Exchange, verify that you have:

- Installed and configured your accounting or ERP software on the workstation.
- Installed and configured the components you want to use with Sage Exchange; Sage Exchange Desktop or payment devices for use with your accounting or ERP software on the workstation.
- Received your login credentials from Sage Payment Solutions. If you did not receive your login credentials, contact a Support Representative at **877.470.4001**.

## Requirements

Sage Exchange workstations must meet the following web browser requirements:

- Microsoft Internet Explorer v8 (or higher)
- Apple Safari (latest version)
- Google Chrome (latest version)
- Mozilla Firefox (latest version)

## Conventions

Where applicable, procedures in this Guide start from the main menu in Sage Exchange instead of from the *Quicklinks* pane.

The screenshot displays the Sage Exchange dashboard. At the top, a navigation bar contains the following tabs: **Dashboard**, **Connections**, **Reports**, **Products**, and **Administration**. The **Dashboard** tab is highlighted with a red oval. Below the navigation bar, the dashboard is divided into several sections:

- Guidelines**: A vertical sidebar on the left with various options like **Merchant Statement**, **Add New Connection**, **Add New User**, **International Payments**, **Merchant Account**, **My Virtual Reports**, **Sage Business Prepaid Visa**, **Sage Check 21**, **Settle Balances**, **Transaction Search**, and **Add Capabilities**.
- Receivables Total**: A summary card showing a total of \$134,513.35. Below the total is a table of payment methods:

Payment Method	Amount
Credit Card	\$99,618.46
Virtual Terminal	\$310.94
Mobile Payments	\$161.24
Recurring Payments	\$14,402.25
Shopping Cart	\$0.00
Gateway	\$26,167.58
Business Software	\$08,686.45
EFT/ACH	\$34,894.89
- Payables Total**: A summary card showing a total of \$0.00. Below the total is a table of payment methods:

Payment Method	Amount
Sage Prepaid Visa	\$0.00
International Payments	\$0.00
- Accept Payments on Your Smartphone or Tablet**: A promotional section with an icon of a smartphone and a tablet, and a **Learn More** link.
- Simplify Your Transaction Accounting**: A promotional section with an icon of a laptop and a bar chart, and a **Learn More** link.



# Chapter 2

## Getting Started with Sage Exchange

The *Dashboard* page opens after you successfully log on to Sage Exchange and agree to the terms and conditions. To get started with Sage Exchange, learn about the Dashboard page, customize the *Quicklinks* pane, review product information, and use the *My Profile* page to manage your account and to select a security question and answer.

### Logging on to Sage Exchange

Follow the steps below to log on to Sage Exchange.

#### How to log on to Sage Exchange

1. Go to <https://www.sageexchange.com/> to access the Sage Exchange *Login* page.
2. Enter your login credentials in the *User name* and *Password* fields.
3. Click **Sign in** to open the *Sage Exchange Terms and Conditions* window.
4. Review the terms and conditions and then click **Agree** to continue to the *Dashboard* page or **Decline** to close Sage Exchange and to return to the *Login* page.

Year To Date	Export
Total	\$254,767.31
Credit Card	\$210,635.66
EFT/ACH	\$44,131.65

Year To Date	Export
Total	

5. Optionally, click an icon on the *Welcome to the new Sage Exchange!* panel to view a *How To* guide about some of the most commonly used features in Sage Exchange.

**Note:** The *Welcome to the new Sage Exchange!* panel displays only after you log on for the first time. Additionally, you will be prompted to change your password and select a security question and answer the next time that you log on to Sage Exchange.

## Understanding the Dashboard Page

After creating a connection between a component (such as a smart phone running Sage Mobile Payments) and your accounting or ERP application, Sage Exchange displays live data in the *Receivables Totals* and *Payables Totals* panels on the *Dashboard* page.

**Note:** The *Totals* panels may not display data if you are new to Sage Exchange. See Chapter 4, “Adding Components and Connections,” for information about adding components and creating connections. Additionally, you must set up payables products separately. Click the green question mark icon next to a product in the *Payables Totals* panel for activation information.

## Using the Totals panels

The *Receivables Totals* and *Payables Totals* panels include grand receivables and payables totals for your company. These panels allow you to drill down the grand totals to view totals by products and accounts.

Click the arrow beside a total to drill it down, displaying totals for each product.

The screenshot shows the Sage Exchange dashboard with two main panels: **Receivables Total** and **Payables Total**. The **Receivables Total** panel shows a grand total of \$294,767.31. Below it, a list of products is shown with their respective totals. The 'Credit Card' product has a total of \$219,639.66, which is circled in red. A red arrow points to this circled value. Other products listed include Business Software, Donor Now, Delivery, Invoice Payments, Mobile Payments, Recurring Payments, Shipping Cart, Terminals, and Virtual Terminal.

Product	Total
Total	\$294,767.31
Credit Card	\$219,639.66
Business Software	\$117,362.83
Donor Now	\$1.00
Delivery	\$6,488.89
Invoice Payments	\$7,888.44
Mobile Payments	\$1,122.14
Recurring Payments	\$32,227.28
Shipping Cart	\$0.00
Terminals	\$43,700.00
Virtual Terminal	\$2,848.04
BT SUNCH	\$84,121.86

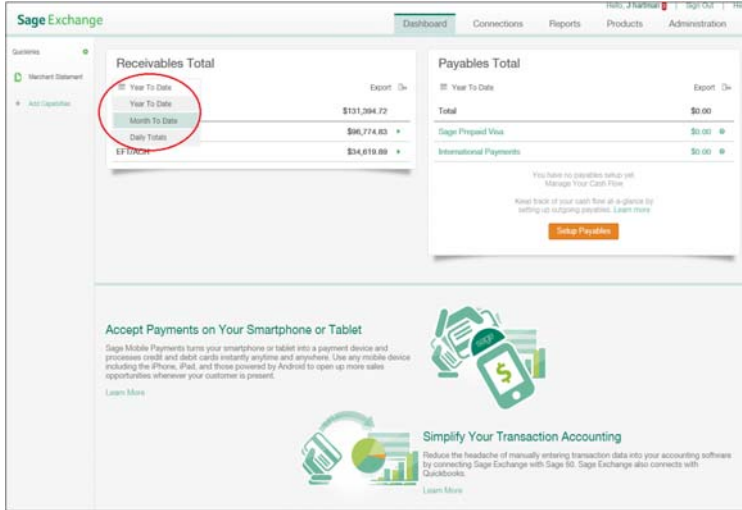
Click the arrow beside a product total to display account totals for the product.

The screenshot shows the Sage Exchange dashboard with the **Receivables Total** panel expanded to show account details for the 'Business Software' product. The product total is \$117,362.83, which is circled in red. A red arrow points to this circled value. The account details for 'Business Software' are shown below, including 'Nation and John Tech App' with a total of \$117,362.83 and 'ERP Data 2014-10-11' with a total of \$0.00. Other products listed include Donor Now, Delivery, Invoice Payments, Mobile Payments, Recurring Payments, Shipping Cart, Terminals, and Virtual Terminal.

Product	Total
Total	\$294,767.31
Credit Card	\$219,639.66
Business Software	\$117,362.83
Nation and John Tech App	\$117,362.83
ERP Data 2014-10-11	\$0.00
Donor Now	\$1.00
Delivery	\$6,488.89
Invoice Payments	\$7,888.44
Mobile Payments	\$1,122.14
Recurring Payments	\$32,227.28
Shipping Cart	\$0.00
Terminals	\$43,700.00
Virtual Terminal	\$2,848.04
BT SUNCH	\$84,121.86

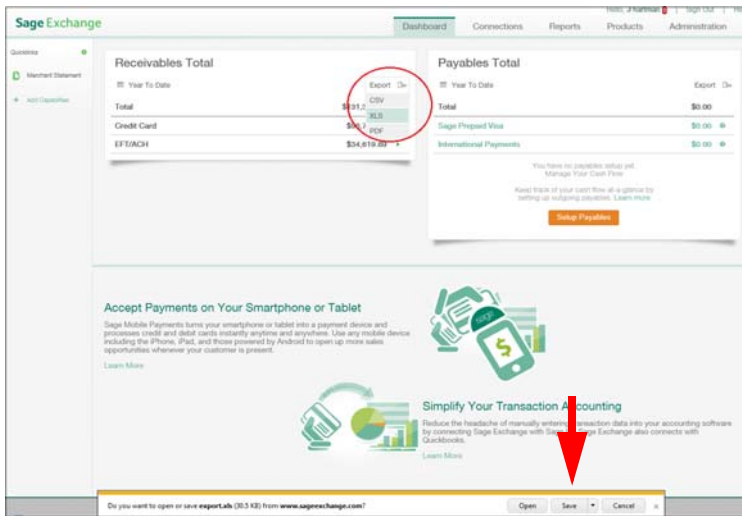
By default, the *Totals* panels display year-to-date totals; however, you can also view month-to-date or daily totals for your business.

Select **Month To Date** or **Daily Totals** in the *Calendar* field to change the totals.



Additionally, you can export totals data from the *Totals* panels to a comma-separated value, spreadsheet, or portable document file.

Select *CSV* (comma-separated value), *XLS* (spreadsheet), or *PDF* (portable document format) in the *Export* field to open the *Save* window at the bottom of the page, where you can select to *Open* or *Save* the exported file.



## Using the Quicklinks Pane

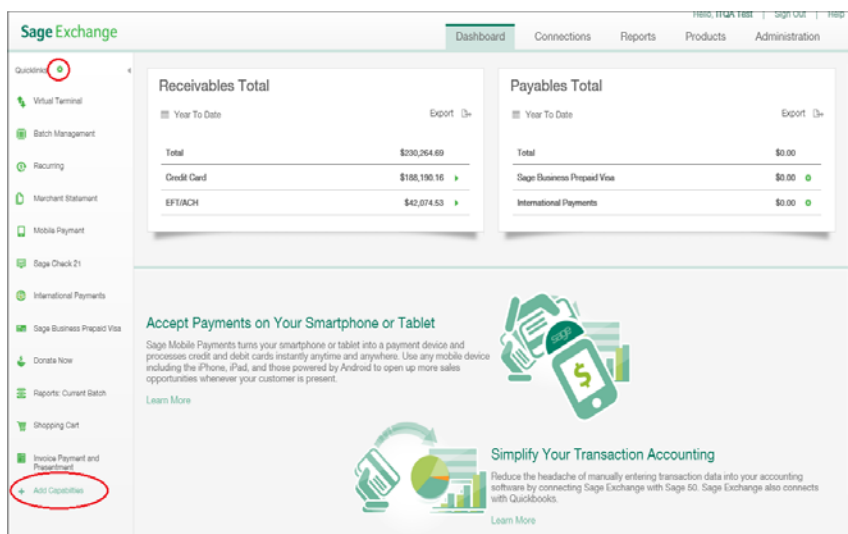
The *Quicklinks* pane displays on every page in Sage Exchange. You can customize the *Quicklinks* pane to include shortcuts to different products, functions, or pages and to show only the items that are most frequently used or important to your business. Quicklinks settings also allow you to control the behavior of some functions.

### How to customize the Quicklinks pane

---

Follow the steps below to customize the *Quicklinks* pane.

1. Click **Configure** or **Add Capabilities** to display the *Quicklinks* configuration settings.



2. Scroll the list of functions and then mark:
  - **Show or Hide** - To show or hide a function on the *Quicklinks* pane.
  - **Auto Launch** - If you want to automatically open the application in a new tab within your web browser (or in a new window) when you log on to Sage Exchange. Click the gray arrow  (next to the *Auto Launch* check box) to open the *Select Account to Auto Launch* window, where you must select the account you want to show data for when the application opens.

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**Note:** Sage Exchange applies your account number selection to all applications for which you mark *Auto Launch*. Unmark *Auto Launch* for applications where you need to select a different account number.

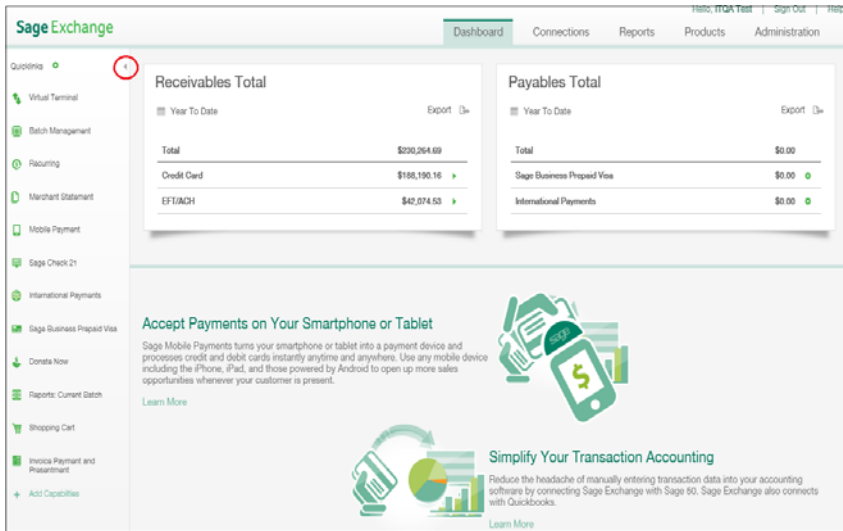
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- **New Tab or New Window** - To open the application in a new tab within your browser window or to open the application in a secondary browser window.
3. Click and drag a function up or down to reorder the list.
4. Click **Close** (in the upper right-hand corner of the *Quicklinks* pane) to save your settings and to close the *Quicklinks* configuration settings pane.

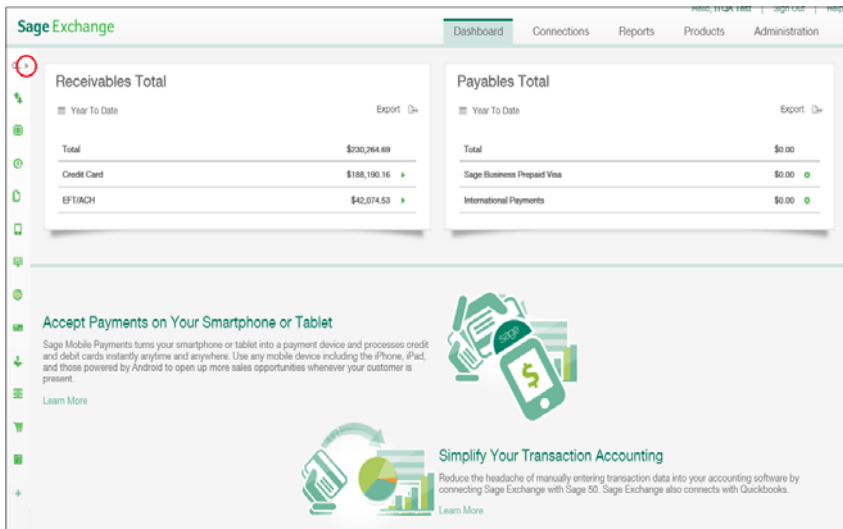
## How to reduce the size of the Quicklinks pane

Each function has a corresponding icon on the *Quicklinks* pane. Follow the steps below to reduce the size of the *Quicklinks* pane by hiding the function labels and showing only the icons.

1. Click the gray arrow on the *Quicklinks* pane to hide the function labels.



2. Click the gray arrow to show the function labels.



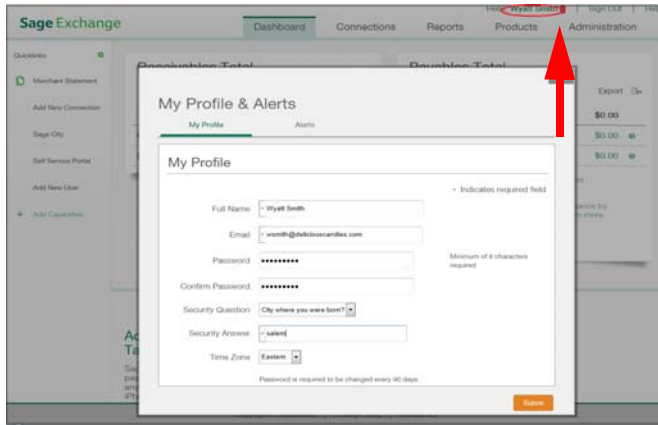
## Editing the My Profile Page

You can edit your profile by clicking your login name (in the upper right-hand corner of Sage Exchange) to open the *My Profile & Alerts* window. The *My Profile* page allows you to update your e-mail address, change your password, select a security question and answer, and to select your time zone. Setting a security question and answer is advised to recover login credentials. This will eliminate the need for the system administrator to unlock your account should you be locked out from entering multiple incorrect passwords.

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**Note:** See “Understanding Alerts” on page 75 for additional information about alerts.

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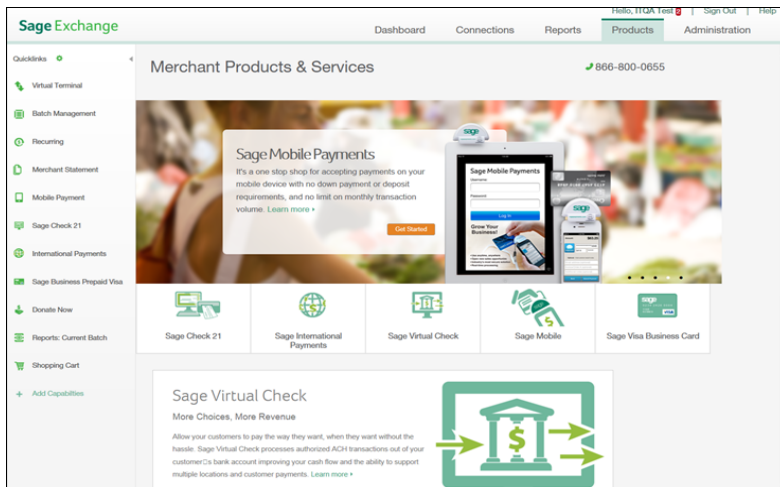
## Using the Products Page

The *Products* page provides overviews about Sage Exchange products and services. Click the product you want to know more about to display detailed information. Click *Get Started* if you want to enable a product or service in Sage Exchange.

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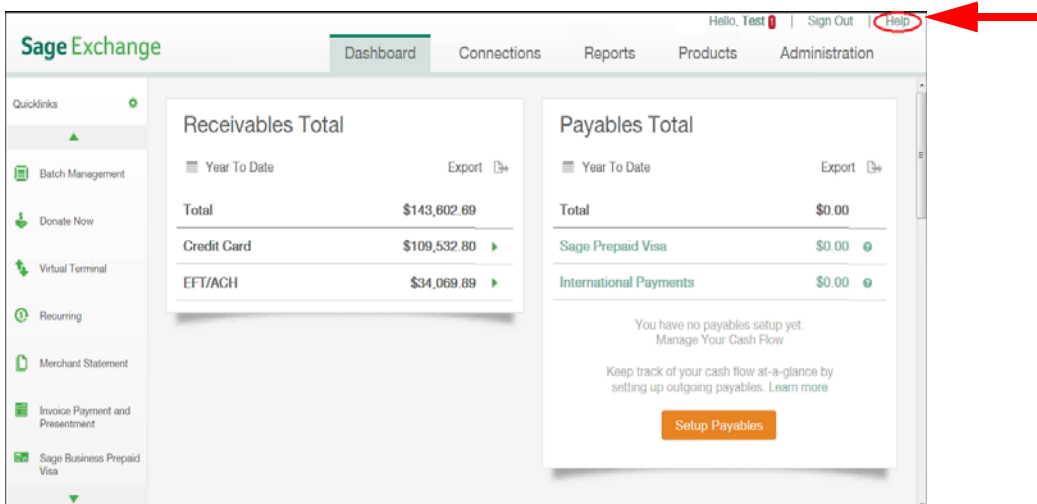
**Note:** To hide the *Products* page or only the *Get Started* button, add a role (from the *Administration* page) that disables the page (or button) then assign it to the appropriate users. See “Using the Administration Page” on page 71 for additional information.

---



## Getting Help

Click **Help** in the upper right-hand corner of Sage Exchange to open the *Help* window, where you can select the type of Help you need.



The *Help* window includes the Support hours and telephone number and a *Search* field, where you can enter a keyword to search the Self Service Portal. The Self Service Portal contains a wealth of resources including merchant forms and resources, knowledge base articles, PCI compliance information, FAQs, and additional Support resources.

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**Note:** You must [request access](#) to the Self Service Portal.

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### Entering a Help request

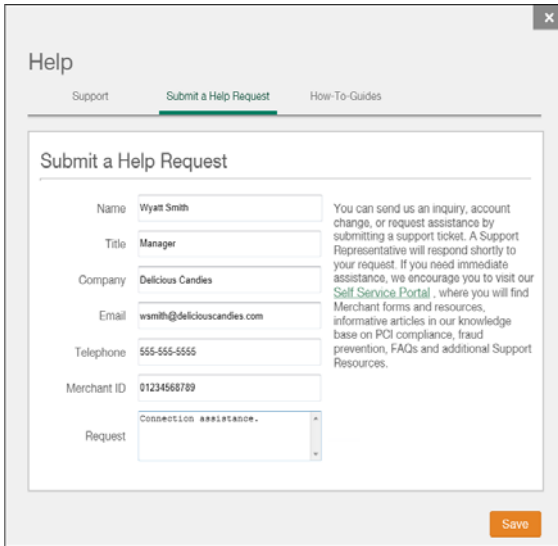
The Help window also allows you to access a form you can use to enter a Help request ticket.

#### How to submit a Help request

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1. Click the **Submit a Help Request** to open the *Submit a Help Request* page.
2. Enter your first and last name in the *Name* field.
3. Enter your title in the *Title* field.
4. Enter your company name in the *Company* field.
5. Enter your e-mail address in the *Email* field.
6. Enter your telephone number in the *Telephone* field.
7. Enter your merchant identification number in the *Merchant ID* field.

8. Enter a brief description of your support issue in the *Request* field.



The screenshot shows a 'Help' window with a 'Submit a Help Request' form. The form fields are: Name (Wyatt Smith), Title (Manager), Company (Delicious Candies), Email (wsmith@deliciouscandies.com), Telephone (555-555-5555), Merchant ID (0123456789), and Request (Connection assistance). A 'Save' button is at the bottom right. To the right of the form, there is explanatory text: 'You can send us an inquiry, account change, or request assistance by submitting a support ticket. A Support Representative will respond shortly to your request. If you need immediate assistance, we encourage you to visit our Self Service Portal, where you will find Merchant forms and resources, informative articles in our knowledge base on PCI compliance, fraud prevention, FAQs and additional Support Resources.'

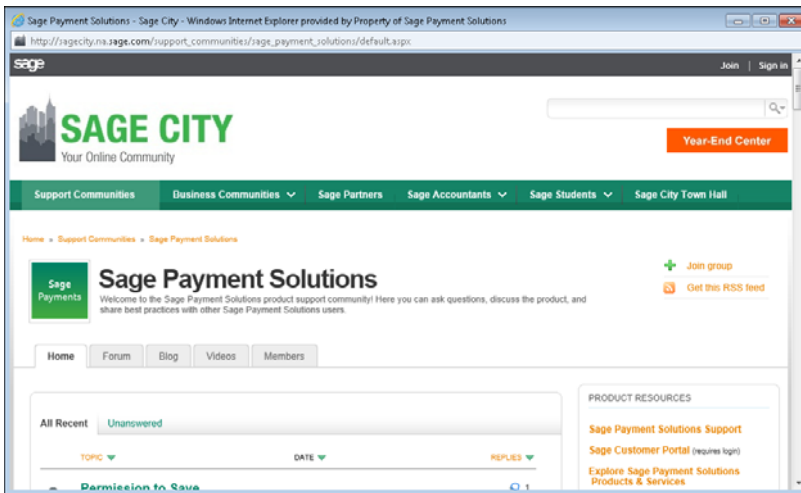
9. Click **Save** to submit the ticket to the Support department. A Support representative will respond to you shortly after you submit the request.

## Using Sage City

Sage City is an online meeting place where Sage Payment Solutions customers and partners can connect to discuss their products with each other. Sage City also includes groups for members working in similar roles and industries to discuss challenges and solutions to common business concerns.

### How to access Sage City

1. Click **Connect** on the *Support* page of the *Help* window to open the Sage Payment Solutions forum on Sage City.



2. Browse the pages or click **Join** or **Sign in** in the upper right-hand corner to post comments.



# Chapter 3

## Using Quicklinks Applications

The *Quicklinks* pane includes shortcuts to several merchant account-based applications that allow you to quickly perform important business tasks such as managing batches, managing invoices, and setting up recurring payments. These applications also allow you to perform payment-based tasks such as configuring a shopping cart to accept online purchases, setting up a non-profit donation page to accept donations, and using a virtual terminal to accept payments in-person or over the telephone.

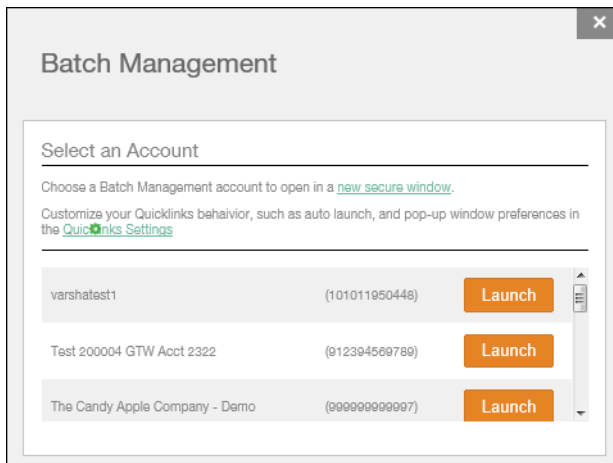
### About this Chapter

Please consider the following items before reading this chapter:

- Not all of the applications described in this chapter are shown by default on the *Quicklinks* pane. If an application is not shown, see “Using the Quicklinks Pane” on page 12 for additional information about adding items to the *Quicklinks* pane.
- You can mark *Auto Launch* on the configuration settings for the *Quicklinks* pane for merchant account-based applications. When you mark this option, Sage Exchange automatically opens the application displaying data for the selected merchant account in your web browser when you log on to Sage Exchange. See “Using the Quicklinks Pane” on page 12 for additional information about *Quicklinks* configuration settings.

Step one of each procedure in this chapter assumes that *Auto Launch* is marked for each application. If it is unmarked, use this procedure instead of step one:

1. Click [**Application Name**] on the *Quicklinks* pane to open the *Select an Account* window.
2. Locate the merchant account you want to work with them click **Launch** to open the application, displaying data for the selected account.



## Using Virtual Terminal

Use the *Virtual Terminal* application to process a credit or debit card (or virtual check) transaction from Sage Exchange. *Virtual Terminal* allows you to process a quick sale transaction, where only the sale and order information is required or a regular credit card sale transaction where shipping information is also required.

### How to process a Quick Sale

---

Follow the steps below to process a Quick Sale (credit or debit card sales only) in *Virtual Terminal*.

1. Click **Virtual Terminal** on the *Quicklinks* pane to open the *Quick Sale* page in *Virtual Terminal*.
2. Select **Sale**, **Credit**, or **Force** to indicate the type of transaction in the *Type* field.
3. Optionally, enter an order identification number in the *Order ID* field.
4. Enter the amount of the transaction in the *Subtotal* field.
5. Enter any applicable tax amount in the *Tax* field.
6. Enter the card information in the *Card Number*, *Expiration Month*, *Year*, and *CVV Code* fields.
7. Enter the customer details in the *Customer Number*, *Address*, *City*, *State*, *Zip Code*, and *Country* and optionally notes in the *Notes* field within the *Order Information* section.

The screenshot displays the Sage Exchange Virtual Terminal interface for processing a Quick Sale. The page is titled "The Candy Apple Company - Demo" and includes navigation links for "Quick Sale", "Credit Card", "Virtual Check", and "Import". The interface is divided into two main sections: "Transaction Information" and "Order Information".

**Transaction Information:** This section contains fields for "Type" (set to "Sale"), "Order ID" (5-886), "Subtotal" (\$56.86), "Tax" (3.40), and "Total" (3.40). A "Credit Card" section includes a "Card #", "Change Card Number" link, "Exp Month" (03), "Year" (2016), and "CVV Code" (123). A "Swipe Card" button is located below these fields.

**Order Information:** This section includes fields for "Customer #", "Address" (1750 Old Meadow Rd), "City" (McLean), "State" (VA), "Zip Code" (22102), and "Country" (United States). A "Notes" field is also present. A "Process Transaction" button is located at the bottom right of this section.

8. Click **Swipe Card** to activate your card swiper and then swipe the card.
9. Click **Process Transaction** to process the transaction.

## How to process a credit (or debit) card transaction

---

Follow the steps below to process a card transaction.

1. Select **Sale**, **Auth Only**, **Credit**, or **Force** to indicate the type of transaction in the *Type* field.
2. Optionally, enter an order identification number in the *Order ID* field.
3. Enter the amount of the transaction in the *Subtotal* field.
4. Optionally, enter an amount to charge for shipping costs in the *Shipping* field.
5. Enter any applicable tax amount in the *Tax* field.
6. Enter the card information in the *Card Number*, *Expiration Month*, *Year*, and *CVV Code* fields.
7. Click **Swipe Card** to activate your card swiper and then swipe the card.
8. In the *Order Information* section:
  - Enter the customer details in the *Name*, *Customer Number*, *Address*, *City*, *State*, *Zip Code*, and *Country* and optionally the *Telephone*, *Email*, and *Fax* fields on the *Bill To* page.
  - Optionally, mark **Send Confirmation Email** to send a confirmation email to the customer on the *Bill To* page.
  - Click **Next** to display shipping information fields. Enter the shipping information if it is different than the billing information or mark *Same as Billing Information* if they are the same. Optionally, select *None*, *UPS*, or *Federal Express* in the *Shipping* field and enter the package tracking number in the *Tracking* field.
  - Click **Next** to display the *Notes* field, where you can enter notes about the transaction.
9. Click **Reset** to clear the data you entered or **Process Transaction** to process the transaction.

## How to process a virtual check transaction

---

Follow the steps below to process a virtual check transaction.

1. Select **Sale**, **Credit**, or **Force** to indicate the type of transaction in the *Type* field.
2. Optionally, enter an order identification number in the *Order ID* field.
3. Enter the amount of the transaction in the *Subtotal* field.
4. Optionally, enter an amount to charge for shipping costs in the *Shipping* field.
5. Enter any applicable tax amount in the *Tax* field.
6. Enter the check details in the *Routing Number*, *Account Number*, *Origin ID*, and *Account Type* fields.
7. In the *Order Information* section:
  - Enter the customer details in the *Name*, *Customer Number*, *Address*, *City*, *State*, *Zip Code*, and *Country* and optionally the *Telephone*, *Email*, and *Fax* fields on the *Bill To* page.
  - Optionally, mark **Send Confirmation Email** to send a confirmation email to the customer on the *Bill To* page.

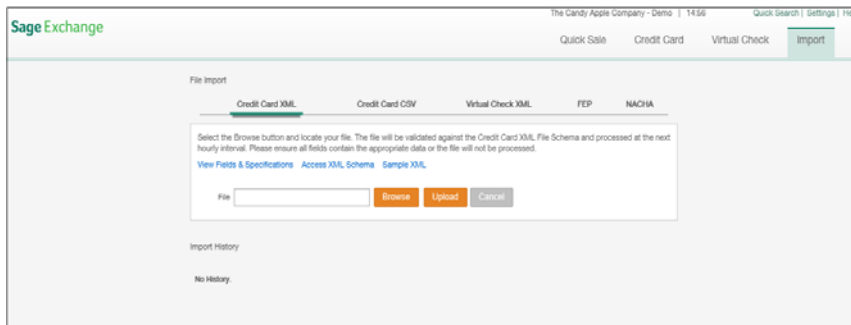
- Click **Next** to display shipping information fields. Enter the shipping information if it is different than the billing information or mark *Same as Billing Information* if they are the same. Optionally, select *None*, *UPS*, or *Federal Express* in the *Shipping* field and enter the package tracking number in the *Tracking* field.
  - Click **Next** to display the *Notes* field, where you can enter notes about the transaction.
8. Click **Reset** to clear the data you entered or **Process Transaction** to process the transaction.

## How to import a transaction file

---

Follow the steps below to import a transaction file.

1. Click the **Import** tab to open the *Credit Card XML* page. Continue to step 2 if this is the type of file you want to import. If it is not, click:
  - **Credit Card CSV** - To import a credit card CSV file.
  - **Virtual Check XML** - To import a virtual check XML file.
  - **FEP** - To import a FEP file.
  - **NACHA** - To import a NACHA file.




2. Click **Browse** to open the *Choose File to Upload* dialog box.
3. Locate the file you want to upload and then click **Open**.
4. Click **Upload** to upload the selected file.

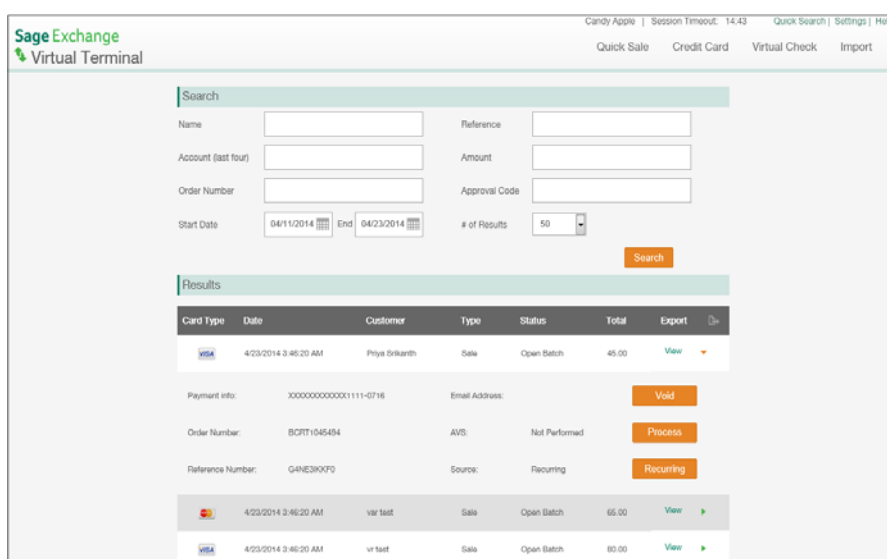
## How to use the Quick Search

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The Quick Search in *Virtual Terminal* allows you to quickly search all transactions. Follow the steps below to run a quick search.

1. Click **Quick Search** in the upper right-hand corner of *Virtual Terminal* to open the *Search* page.
2. Enter search criteria in the *Name*, *Reference*, *Account (last four)*, *Amount*, *Order Number*, *Approval Code* and *Start* and *End Date* fields.
3. Select the number of transactions to display in the search results in the *Number of Results* field.

4. Click **Search** to run the search.
5. Click the green arrow  to display the details of a transaction.
6. Optionally, click:
  - **A column heading** - to sort by that transaction detail.
  - **Export** - to export the search results to a comma-separated value (csv) file, spreadsheet (xls), or portable document file (PDF).
  - **Void** - to void the transaction.
  - **Process** - to process the transaction.
  - **Recurring** - to make the transaction into a recurring transaction.

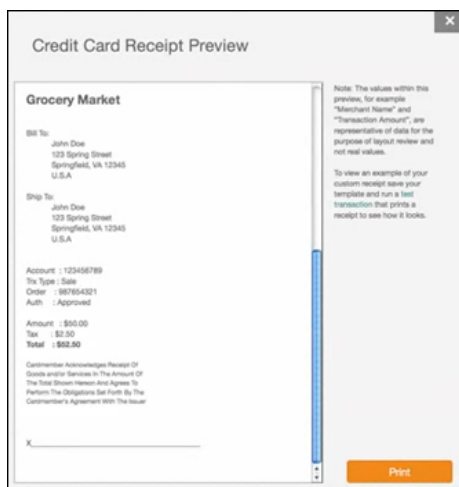


## How to configure Virtual Terminal settings

Follow the steps below to configure settings in *Virtual Terminal*.

1. Click **Settings** in the upper right-hand corner of *Virtual Terminal* to open the *Email Notifications* page of the *Settings* window:
  - Enter the email address where you want to receive notifications about one-time transactions in the *Email Address* field and then select *Credit Card Transactions* or *Virtual Check Transactions* in the *One-Time Transaction Settings* group box.
  - Enter the email address where you want to receive credit card expiration notifications in the *Email Address* field the select a setting in the *Notification* field of the *Credit Card Expiration Notification Settings* group box.

- Use the available fields to modify the format of the email confirmation sent to customers for credit card orders in the *Credit Card Order Confirmation* group box. Optionally, click *Restore Default Template* to restore the default fields.
  - Use the available fields to modify the format of the email confirmation sent to customers for virtual check orders in the *Virtual Check Order Confirmation* group box. Optionally, click *Restore Default Template* to restore the default fields.
2. Click **Risk Controls** to open the *Risk Controls* page of the *Settings* window:
    - Select CVV settings in the *Advanced CVV Options*, *Apply CVV Options To*, and *Shopping Cart Interface* fields of the *CVV Settings* group box.
    - Select AVS settings in the *AVS Options* field of the *AVS Settings* group box.
  3. Click **Account** to open the *Account* page of the *Settings* window:
    - Review service and mode information about your account.
    - Mark to enable (or unmark to disable) *XML Web Services*.
    - Optionally, enter an alternate customer service number in the *Customer Service Number* field.
  4. Click **IP Restrictions** to open the corresponding page of the *Settings* window:
    - Add or delete restricted IP addresses in the *Virtual Terminal IP Restriction Settings* group box.
    - Add or delete IP addresses in the *API/Shopping Cart IP Restriction Settings* group box.
  5. Click **Receipt** to open the corresponding page of the *Settings* window:
    - Enter text directly in the editor or click *Insert* to select fields (by type) to add to the receipt.
    - Click **Preview** to preview the receipt format. Optionally, click **Print** to print the receipt.




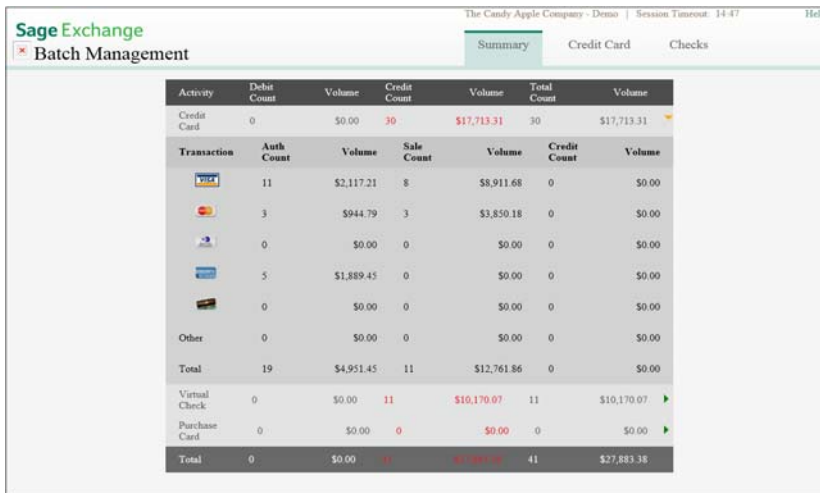
- Click **Restore Default Template** to reset the editor to the default receipt format or click **Save** to save your changes.
6. Click **Save** to save the settings and to close the *Settings* window.

## Managing Batches

The *Batch Management* application provides you with an overview of your current credit card, virtual check, and purchase card batch totals. This application also allows you to review and manage individual transactions in each batch.

### How to view batch summaries

1. Click **Batch Management** on the *Quicklinks* pane to open the *Summary* page of *Batch Management* for your merchant account in a new browser tab (or window).
2. Review your credit card, virtual check, and purchase card batch totals.
3. Click the green arrow  for a batch to display the transactions (listed by type) included in the batch.



The screenshot shows the Sage Exchange Batch Management Summary page. It features a navigation menu with 'Summary', 'Credit Card', and 'Checks'. The main content area displays two tables. The first table summarizes 'Credit Card' activity, and the second table lists individual transactions categorized by type (e.g., Visa, Mastercard, American Express, Discover, Other, Virtual Check, Purchase Card).

Activity	Debit Count	Volume	Credit Count	Volume	Total Count	Volume
Credit Card	0	\$0.00	30	\$17,713.31	30	\$17,713.31

Transaction	Auth Count	Volume	Sale Count	Volume	Credit Count	Volume
Visa	11	\$2,117.21	8	\$8,911.68	0	\$0.00
Mastercard	3	\$944.79	3	\$3,850.18	0	\$0.00
American Express	0	\$0.00	0	\$0.00	0	\$0.00
Discover	5	\$1,889.45	0	\$0.00	0	\$0.00
Other	0	\$0.00	0	\$0.00	0	\$0.00
Total	19	\$4,951.45	11	\$12,761.86	0	\$0.00


  

Activity	Debit Count	Volume	Credit Count	Volume	Total Count	Volume
Virtual Check	0	\$0.00	11	\$10,170.07	11	\$10,170.07
Purchase Card	0	\$0.00	0	\$0.00	0	\$0.00
Total	0	\$0.00	11	\$10,170.07	11	\$10,170.07

4. Optionally, click *Credit Card* to display unsettled credit card transactions or *Checks* to display unsettled check transactions.

### How to void a transaction from a batch


Follow the steps below to void a transaction from a batch.

1. Click the **Credit Card** or **Checks** from the menu to view the unsettled transactions.
2. Locate the transaction you want to void.
3. Click the green arrow  to display the transaction details.
4. Click **Void** to void the transaction.
5. Click **Yes** to confirm that you want to void the transaction.

## How to process a transaction from a batch

---


Follow the steps below to process an individual transaction from a batch.

1. Click the **Credit Card** or **Checks** from the menu to view the unsettled transactions.
2. Locate the transaction you want to process.
3. Click the green arrow  to display the transaction details.
4. Click **Process** to open the *Payment* page, where you can process the transaction.

## How to create a recurring transaction

---

Follow the steps below to create a recurring transaction from a batch.

1. Click the **Credit Card** or **Checks** from the menu to view the unsettled transactions.
2. Locate the transaction for which you want to create a recurring transaction.
3. Click the green arrow  to display the transaction details.
4. Click **Recurring** to open the *Recurring* page, where you can configure the transaction as recurring.

## How to settle or capture a batch

---

Follow the steps below to settle or capture a batch.

1. Click the **Credit Card** or **Checks** from the menu to view the unsettled transactions.
2. Mark:
  - **Capture/Settle** in the header to mark all of the transactions in the batch, which includes them in the capture or settlement process.or
  - Individual check boxes next to the specific transactions you want to include the capture or settlement process.
3. Click **Settle** to open the *Batch Close* window or **Capture** to open the *Capture Transactions* window (see step 4):
  - Review the terms and conditions and the batch details.
  - Click **Review complete, close the batch detail listed above** to close the batch or **Cancel** to cancel the batch close process.
  - Review the results and then click **Close Batch Results** to close the *Batch Close* window.

---

**Note:** Use the *Settled Batch* report to review your settled batches for up to 30 days post settlement date.

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4. Review the details for the capture batch and then click **Capture Checked Transactions** to capture the batch or **Cancel** to cancel the process.



## Creating a Donation Page

The *Donate Now* application (included with your donation processing solution) allows your nonprofit organization to create a donation page where you can accept credit card, check card, electronic check, and recurring donations. Use the *Donate Now* application to create and configure your donation web page then link it to a *Donate Now*, *Give*, or *Contribute* button on your web site to start accepting online donations.

### How to configure a Donate Now web page

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Follow the steps below to create and configure your organization's donation page using *Donate Now*.

1. Click **Donate Now** on the *Quicklinks* pane to open the *Configuration* page of *Donate Now*.
2. Click **Browse** in the *Appearance* section (on the left-hand side) to open the *Choose File to Upload* dialog box, where you can locate an image of your organization's logo to upload to the page.


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**Note:** The maximum image file size is 100 KB and the maximum dimensions are 640 px. (width) x 100 px. (height). The acceptable file types are **.jpg**, **.png**, and **.bmp**.

---

3. Click **Open** to close the *Choose File to Upload* dialog box.
4. Click **Upload Banner** to upload the image to your page.
5. Click the corresponding color swatch next to the *Text Color*, *Background Color*, *Table Text Color*, and *Table Background Color* fields to open a color pallet where you can select a new color for each item.
6. Click the drop-down list to select a font in the *Font* field.
7. Click **Update Appearance** to update the page preview with your changes.

---

**Tip:** Click the down arrow  in a section header to collapse the section, which provides more room for you to view the options in other sections.

---

8. Configure settings for your donation page:
  - Mark **Accept Credit Card Transactions** and **Accept Virtual Check Transactions** if you want to accept these payment types.
  - Enter the appropriate URLs in the *Approved URL* and *Declined URL* fields.
  - Enter the target frame in the *Target Frame* field.
  - Mark:
    - **Tribute Service** to enable the *Tribute Type* field on your donation page, which allows the donor to send a card or an email message notification to a recipient in honor of (or in memory of) someone else.
    - **Tribute Card** to allow donors to select to send a notification card to a designated recipient in the *Tribute Notification* field on your notification page. Enter the text you want to display for the drop-down option ("Send a tribute card," for example) in the *Tribute Card Text* field. Enter the text you want to display for the card recipient name field label in the *Tribute Card Name* field.

- **Tribute Email** to allow donors to select to send an email notification to a designated recipient in the *Tribute Notification* field on your donation page. Enter the text you want to display for the drop-down option (“Send an email notification,” for example) in the *Tribute Email Text* field. Enter the text you want to display for the email recipient name field label in the *Tribute Email Name* field.
- **Anonymous Donors** to enable a check box on your donation page that when marked allows the donor to remain anonymous. Enter the text you want to display for the check box (“I want to donate anonymously,” for example) in the *Anonymous Text* field.
- **Mailing List** to enable a check box on your donation page that when marked allows the donor to join your organization’s mailing list. Enter the text you want to display for the check box in the *Mailing List Text* field.
- **Donation Summary Email** to enable the donor to enter an email address where they can receive a donation summary.
- **Comments** to enable the free form text field where the donor can enter comments. Enter the text you want to display for the field in the *Comments Title* field.
- **Recurring Service** to display the *Recurring* field on your donation page then mark the selection options you want to make available for donors; *Weekly*, *Monthly*, *Quarterly*, and *Annually*.

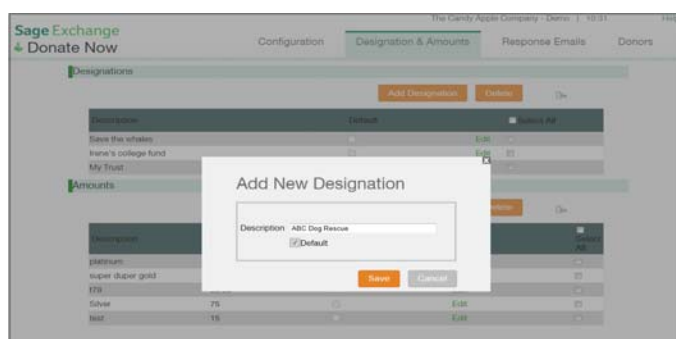
9. Click **Update Settings** to save your selections.

## How to manage designations

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Follow the steps below to manage the drop-down list selections in the *Designation* field on your donation page.

1. Click the **Designations & Amounts** tab to open the corresponding page. Optionally:
  - Mark (or unmark) the *Default* check box for a designation to enable (or disable) it as the default selection.
  - Click **Edit** to open the *Edit Designation* window, where you can change the name and *Default* setting for a designation.
  - Mark the check box (under the *Select All* column) for a designation and then click *Delete* to delete it.
  - Click **Add Designation** to open the *Add New Designation* window (see step 2).

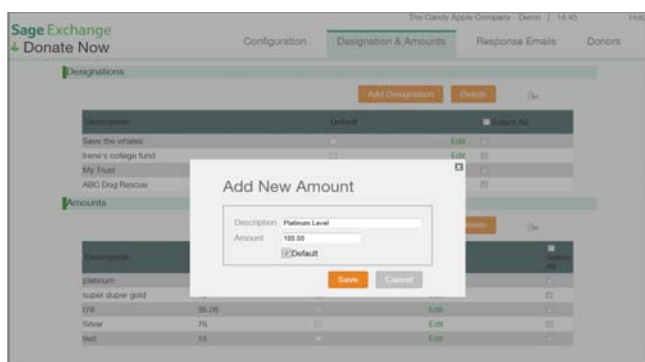


2. Enter the name of the new designation in the *Description* field.
3. Mark **Default** if you want this designation to display as the default selection in the *Designation* field.
4. Click **Save** to save the designation and to close the *Add New Designation* window.

## How to manage amounts

Follow the steps below to add an amount to the *Amount Contributed* field on your donation page.

1. Click the **Designations & Amounts** tab to open the corresponding page. Optionally:
  - Mark (or unmark) the *Default* check box for an amount to enable (or disable) it as the default selection.
  - Click **Edit** to open the *Edit Amount* window, where you can change the name, denomination, and *Default* setting for an amount.
  - Mark the check box (under the *Select All* column) for an amount and then click *Delete* to delete it.
  - Click **Add Amount** to open the *Add New Amount* window (see step 2).

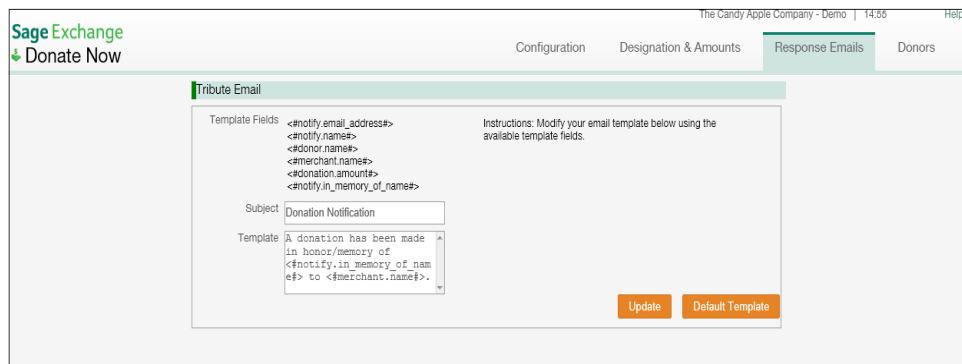


2. Enter the name of the new amount in the *Description* field.
3. Enter the amount in the *Amount* field.
4. Mark **Default** if you want this amount to display as the default selection in the *Amount Contributed* field.
5. Click **Save** to save the amount and to close the *Add New Amount* window.

## How to configure a tribute email template

Follow the steps below to modify the format of the default tribute email message template.

1. Click the **Response Emails** tab to open the corresponding page.



2. Enter the text you want to include on the subject line of the email message in the *Subject* field.
3. Modify the default text and remove or add fields to customize your tribute email message in the *Template* field. Each field acts as a variable in your message body. The available fields are listed above in the *Template Fields* list.
4. Click **Update** to save your changes or click **Default Template** to reset the *Template* field to the default message format.

## How to view a list of donors and donations


Follow the steps below to view a list of donors and donations.

1. Click the **Donors** tab to open the corresponding page.
2. Enter a date range in the *From* and *To* fields and then click **View** to display a list of donors in the selected date range.
3. Review the list of donors. Click:
  - **View** to view donor information.


or

  - **Orig. Trx** (Original Transaction) to view the original transaction details.

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**Note:** The *Recurring Transaction* icon  displays next to donations that the donor has set up as a recurring donation.

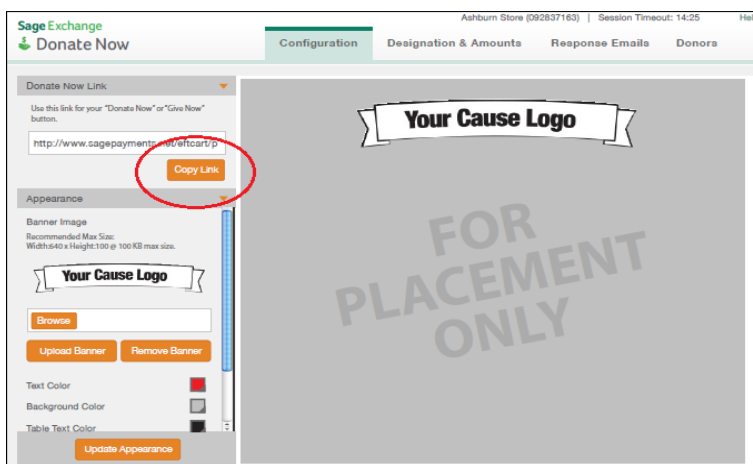
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4. Optionally, click **Export**  to export the list to a spreadsheet, PDF, or comma-separated value file.

## How to start accepting donations

Follow the steps below to integrate your donation page with your organization's web site.

1. Click **Copy Link** in the *Donate Now Link* section to copy the link to your donation page to the Microsoft Windows clipboard.



2. Log on to your organization's web site configuration page.
3. Choose how your donors will make donations (for example by clicking a *Donate Now* button).
4. Create a hyperlink from the object and then paste the donation page link as the target.
5. Test the link and submit a test transaction.
6. Save your changes and then republish your web site.

## Setting Up Recurring Transactions

The *Recurring* application allows you to set up recurring transactions that run automatically. You must complete three steps to create a recurring transactions; add groups, create schedules, and define transactions. Groups are used for organizational purposes and schedules control the processing intervals. The transactions you define contain the customer details.

### How to add (or edit) a group

---

Follow the steps below to add a group.

1. Click **Recurring** on the *Quicklinks* pane to open the *Groups* page of the *Recurring* application.
2. Enter a group name in the *Group Description* field and then click **Add Group** to add the group to the list.

The screenshot shows the Sage Exchange Recurring Transactions application interface. At the top, there is a navigation bar with 'Groups', 'Schedule', 'Add Recurring', and 'Import' tabs. Below the navigation bar, there is a form titled 'Add New Group'. The form has a 'Group Description' field with the text 'Weekly Transactions' entered. To the right of the form, there are two buttons: 'Reset' and 'Add Group'. The 'Add Group' button is circled in red. A small asterisk and the text '\* Indicates required field' are visible next to the 'Add New Group' header.

3. Optionally, click **Edit** for a group in the *Manage Groups* list to open the *Edit Group Description* window.
4. Edit the group description and then click **Update Group** to save your changes.

### How to create a schedule

---

1. Click the **Schedule** tab on the menu (upper right-hand corner of the page) to open the corresponding page.
2. Enter a description of the schedule you are creating in the *Description* field.
3. In the *Type* field, select:
  - **Daily** and then enter a number in the *Interval* field to indicate how many days the transaction should run. For example, select *Daily* and then enter *7* in the *Interval* field to run the transaction once a day, every day. Select *Daily* and then enter *2* in the *Interval* field to process the transaction once every other day.

or

  - **Monthly** and then enter a number in the *Interval* field to indicate how often the transaction should be processed. For example, select *Monthly* and then enter *1* in the *Interval* field to run the transaction once a month. Select *Monthly* and then enter *3* in the *Interval* field to run the transaction once every third month (or quarterly).

4. In the *Start Date/Day of Month* field, enter:
  - Or select the date on which the daily transaction should start processing if you selected *Daily* in the *Type* field.

or

  - Enter the day of the month of the month on which the transaction should process each month if you selected *Monthly* in the *Type* field.
5. Select *Before*, *After*, or *That Day* to indicate how Sage Exchange should process the transaction on non-business days.
6. Click **Add Schedule** to save the schedule and to add it to the *Schedules* list.

### How to add transaction details

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1. Click **Add Recurring** from the menu to open the corresponding page.
2. Click **Credit Card** or **Virtual Check** in the *Type* field to display the corresponding card or check fields.
3. Select **Sale, Auth Only** (not available for virtual check transactions), or **Credit** in the *Transaction Type* field.
4. Select **Active** or **Inactive** in the *Status* field. Transactions you mark *Inactive* will not be processed, regardless of the assigned schedule.
5. Select a group for this transaction in the *Group* field.
6. Select the appropriate schedule for this transaction in the *Schedule* field.
7. Enter (or select) the date on which the transaction will start processing in the *Start Date* field. For example, if you enter the date July 15th and the transaction schedule is set to process on the 20th of each month, the transaction will be processed on July 20th.
8. Enter the number of times you want to process this transaction in the *Times to Process* field if the *Process Indefinitely* field is set to **No**. If you select **Yes** in the *Process Indefinitely* field, the transaction will continue processing until it is deleted or made inactive.

---

**Note:** The *Times Processed* field keeps track of how many times the recurring transaction has been processed.

---

9. Enter the amount of the transaction in the *Subtotal* field.
10. Enter any applicable tax amount in the *Tax* field.
11. Enter:
  - The credit card information in the *Card Number*, *Expiration Month*, *Year*, and *CVV Code* (if required) fields if you selected **Credit Card** in the *Type* field.

or

  - The check details in the *Routing Number*, *Account Number*, *Origin ID*, and *Account Type* fields if you selected **Virtual Check** in the *Type* field.
12. Enter the customer details in the *First Name*, *Last Name*, *Address*, *City*, *State*, *Zip Code*, and *Country* within the *Order Information* section.

- Optionally, mark **Send email confirmation** to send an email confirmation about the transaction to the customer.
- Click **Add Recurring** to add the transaction to the list of recurring transactions.

### How to import recurring transactions

Follow the steps below to import a transaction file.

---

**Note:** XML Web Services must be enabled to use this feature.

---

- Click the **Import** tab to open the *Credit Card* page. Click **Virtual Check** if you want to import a file of virtual check transactions.
- Select the group you want to add the transactions to in the *Group* field.
- Select the schedule you want to assign to the transactions in the *Schedule* field.
- Click **Browse** to open a dialog box where you can locate the file you want to upload.

---

**Note:** The acceptable file formats for virtual checks are XML, FEP, or NACHA.

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- Click **Open** to close the dialog box.
- Click **Upload** to upload the file. Sage Exchange tracks your imports in the *Import History* section.

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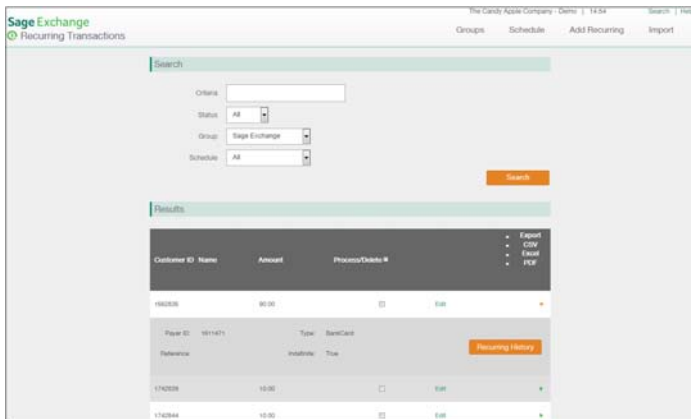
**Note:** The file will be validated against the *Recurring Credit Card XML File Schema* and processed at the next hourly interval. Please ensure all fields contain the appropriate data or the file will not be processed. Click **View Fields and Specifications** for additional information.


---

### How to search recurring transactions

Follow the steps below to search for a recurring transaction.

- Click **Search** in the upper right-hand corner of *Recurring Transactions* to open the *Search* page.
- Enter (or select) search criteria in the *Criteria*, *Status*, *Group*, or *Schedule* fields.
- Click **Search** to run the search. Sage Exchange displays the matching transactions in the *Results* section.



4. Optionally, click:
  - The green arrow  for a transaction to view the details.
  - **Edit** to open the transaction page to edit the details.
  - **Recurring History** to view the processing history for the transaction.
  - The check box next to a transaction and then click **Delete** at the bottom of the list to delete the transaction.

## Configuring a Shopping Cart

The *Shopping Cart* application allows your customers to shop on your web site and add the items they want to buy to a virtual shopping cart. When done shopping, customers initiate the check out process, where they can review the items in their cart, update quantities, remove items, or choose to continue shopping before completing their sale (or checking out).

### How to configure a shopping cart

---

Follow the steps below to configure a shopping cart page for your web site.

1. Click **Shopping Cart** on the *Quicklinks* pane to open the *Shopping Cart Configuration* page.
2. Click **Browse** in the *Appearance* section (on the left-hand side) to open the *Choose File to Upload* dialog box, where you can locate an image of your organization's logo to upload to the page.

---

**Note:** The maximum image file size is 100 KB and the maximum dimensions are 640 px. (width) x 100 px. (height). The acceptable file types are **.jpg**, **.png**, and **.bmp**.

---

3. Click **Open** to close the *Choose File to Upload* dialog box.
4. Click **Upload Banner** to upload the image to your page.
5. Select **By Product Description** or **By Product Part ID** in the *Catalog Sort Method* field to control how items are listed on your shopping cart page.
6. Select **1 column**, **2 columns**, or **3 columns** in the *Number of Catalog Columns* field to control how many columns of items display on your shopping cart page.
7. Click the corresponding color swatch next to the *Text Color*, *Background Color*, *Table Text Color*, and *Table Background Color* fields to open a color pallet where you can select a new color for each item.
8. Click the drop-down list to select a font in the *Font* field.
9. Select the type of button in the *Button Set* field.
10. Enter the text you want to display above your shopping cart in the *Above Cart text/Instructions (255 character limit)* field.
11. Enter the text you want to display below your shopping cart in the *Below Cart text/Instructions (255 character limit)* field.



12. Mark:


- **Item Number/Picture** to include the item number and picture on your shopping cart page.
- **Item Description** to include the item description on your shopping cart page.
- **Quantity** to include a *Quantity* field on your shopping cart page.
- **Price** to include a *Price* field on your shopping cart page.
- **Total** to include a *Total* field on your shopping cart page.
- **Options** to include an *Options* field on your shopping cart page.
- **Adjust Button** to include an *Adjust* button on your shopping cart page.

13. Enter the text you want to display:

- On the *Continue Shopping* button in the *Continue Shopping Text (255 character limit)* field.
- When the shopping cart is empty in the *Empty Cart Text (25 character limit)* field.
- On the *Checkout* button in the *Checkout Text (25 character limit)* field.

14. Click **Update Appearance** to update the page preview with your changes.

---

**Tip:** Click the down arrow  in a section header to collapse the section, which provides more room for you to view the options in other sections.

---

15. Configure settings for your shopping cart page:

- Mark **Accept Credit Card Transactions** and **Accept Virtual Check Transactions** if you want to accept these payment types.
- Enter the next order number in the *Next Order Number* field.
- Mark **Accept International Orders** if you want to accept international orders.
- Enter the international surcharge amount in the *International Surcharge* field.
- Mark **Notified on Failed/Declined Shopping Cart Orders** to be notified of failed or declined orders.
- Enter the appropriate URLs in the *Approved URL* and *Declined URL* fields.
- Enter the target frame in the *Target Frame* field.
- Mark **Postback Service** to enable postback service.
- Enter the URL for postback in the *Post Back URL* field.
- Mark **Invoice Tracking** to enable invoice tracking.
- Mark **Ship To Checkbox** to enable this feature.

16. Click **Update Appearance** to update the page preview with your changes.

## How to add products

---

You can add products to your shopping cart page by creating departments and then adding products to the departments. Follow the steps below to add products to your Shopping Cart page.

1. Click the **Products** tab to open the corresponding page.
2. Click **Add Department** to open the *Add New Department* window.
3. Enter the name of the department in the *Description* field.
4. Optionally, unmark *Active* to make the department inactive.
5. Click **Save** to save the department.
6. Click **Add Product** to open the *Add New Product* window.

The screenshot shows the 'Add New Product' window with the following details:

- Department:** AA
- Status:**  Active
- Part Number:** 00000001
- Description:** Ballpoint Pens
- Detailed Description:** Blue ink
- Price:** 0.13
- Default Quantity:** 150

Style Tags legend:

- [b]Bold[/b] = Bold
- [i]Italic[/i] = Italic
- [small]Small[/small] = Small
- [br] = new line

7. Select a department for the product in the *Department* field.
8. Optionally, unmark *Active* to make the product inactive.
9. Enter a part number for the product in the *Part Number* field.
10. Enter a description of the product in the *Description* field.
11. Optionally, enter more information about the product in the *Detailed Description* field.
12. Enter the price of the product in the *Price* field.
13. Enter the number of products you have in the *Default Quantity* field.
14. Click **Save** to save the product and to close the *Add New Product* window.

## How to configure shipping options

---

Follow the steps below to configure shipping options for your Shopping Cart page.

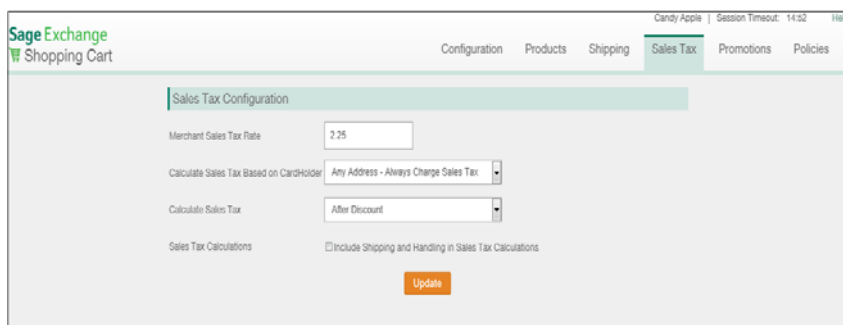
1. Click **Shipping** to open the corresponding page.
2. Select an option in the *Choose Your Shipping Option* field:
  - **Web Delivery** - Select this option if your product is delivered via the Internet. For example, e-books or PDF documents are sent to a device or an e-mail address. See step 7.
  - **None** - Select this option if you do not offer shipping. See step 7.
  - **Drop-Down Options Listing** - Select this option to open the *Drop Down Listing* section, where you can define shipping options for a drop-down list. See step 3.
  - **Tier Rate Table Based on Total Price** - Select this option to open the *Tier Rate Table Based on Total Price* section, where you can define a tier rate table based on the total sale price before sales tax. See step 4.
  - **Real Time UPS** - Select this option to offer shipping options via United Parcel Service (UPS). See step 5.
  - **Tier Rate Table Based on Total Weight** - Select this option to open the *Tier Rate Table Based on Total Weight* section, where you can define a tier rate table based on the total package weight. See step 6.
3. Optionally:
  - Mark (or unmark) the *Default* check box for an option to enable (or disable) it as the default selection.
  - Mark the check box (under the *Select All* column) for an option and then click *Delete* to delete it.
  - Click **Add Option** to open the *Add Option* window:
    - Enter a description of the option in the *Description* field.
    - Enter an amount in the *Shipping Rate* field.
    - Mark **Default** to make this option to display as the default selection on your Shopping Cart page.
    - Click **Add Option** to save the shipping option and to close the *Add Option* window.
  - See step 7.
4. Use the default sale amount ranges and shipping amounts for each tier or edit the values in the *Lower Value*, *Upper Value*, and *Shipping Amount* fields to define custom amounts. See step 7.
5. To configure *Real Time UPS* shipping:
  - Enter a fee amount in the *Fee for Using UPS Shipping* field.
  - Enter an amount in the *Minimum Charge for UPS Shipping* field.
  - Mark the shipping options you want to offer your customers in the *UPS Shipping Options* field.
  - See step 7.
6. Use the default weight ranges and shipping amounts for each tier or edit the values in the *Lower Weight Value*, *Upper Weight Value*, and *Shipping Amount* fields to define custom amounts.
7. Click **Update Settings** to update your Shopping Cart page with the selected shipping option.

## How to add sales tax

---

Follow the steps below to add sales tax to your Shopping Cart page.

1. Click the **Sales Tax** tab to open the corresponding page.



The screenshot shows the 'Sales Tax Configuration' page in the Sage Exchange Shopping Cart. The page has a navigation bar with 'Configuration', 'Products', 'Shipping', 'Sales Tax', 'Promotions', and 'Policies'. The 'Sales Tax' tab is active. The configuration fields are: 'Merchant Sales Tax Rate' (input field with '2.25'), 'Calculate Sales Tax Based on Cardholder' (dropdown menu with 'Any Address - Always Charge Sales Tax'), 'Calculate Sales Tax' (dropdown menu with 'After Discount'), and 'Sales Tax Calculations' (checkbox for 'Include Shipping and Handling in Sales Tax Calculations'). An 'Update' button is at the bottom.

2. Enter the sales tax rate in the *Merchant Sales Tax Rate* field.
3. Select the address on which to calculate sales tax in the *Calculate Sales Tax Based on Cardholder* field.
4. Select how to calculate sales tax in the *Calculate Sales Tax* field.
5. Mark *Include Shipping and Handling in Sales tax Calculations* if you want to include shipping and handling charges in the sales tax calculations.
6. Click **Update** to update your Shopping Cart page with the sales tax settings.

## How to configure promotions

---

Optionally, you can configure your Shopping Cart page to prompt visitors to enter a promotion code that is validated against the rules you define. Follow the steps below to configure promotions for your Shopping Cart page.

1. Click the **Promotions** tab to open the corresponding page.
2. Mark **Enable Promotions** to enable promotions:



The screenshot shows the 'Promotions' page in the Sage Exchange Shopping Cart. The page has a navigation bar with 'Configuration', 'Products', 'Shipping', 'Sales Tax', 'Promotions', and 'Policies'. The 'Promotions' tab is active. There is a checkbox labeled 'Enable Promotions' which is checked. Below it is a 'Promotion Management' table with columns: 'Code', 'Promotion Type', 'Description', 'Box%', and 'Delete Selected'. A red circle highlights the 'Enable Promotions' checkbox.

- Mark the check box (under the *Select All* column) for a promotion and then click **Delete** to delete it.
  - Click **Edit** for a promotion to open the *Edit Promotion* window, where you can edit the promotion details.
- or
- Click **Add Promotion** to open the *Add New Promotion* window:
    - Enter a promotion code in the *Code* field.

- Select a type in the *Promotion Type* field.
- Enter a description in the *Description* field.
- Enter the value or percentage in the *Amount \$ or %* field.
- Enter a value in the *Minimum \$* field.
- Optionally, mark *Apply Expiration* and then enter a date range in the *Start Date* and *End Date* fields to set an expiration date.
- Click **Add Promotion** to save the promotion and to close the *Add New Promotion* window.

## How to manage policies

---

You can configure your Shopping Cart page to display customer service information, refund policy, and delivery policy information. Follow the steps below to manage policies for your Shopping Cart page.

1. Click the **Policies** tab to open the corresponding page.
2. In the *Customer Service Information* section:
  - Select how and when you want to display your company's customer service information or *Do Not Display* if you do not want to display it in the *Show Customer Service Information* field.
  - Mark *Include on Invoices* if you want to include your customer service information on invoices.
  - Enter your company's customer service email address in the *Customer Service Email Address* field.
  - Enter your company's customer service telephone number in the *Customer Service Telephone Number* field.
  - Click **Update** to update your Shopping Cart page with your selections.
3. In the *Return Policy* section:
  - Select how and when you want to display your company's return policy or *Do Not Display* if you do not want to display it in the *Display Refund Policy* field.
  - Mark *Include on Invoices* if you want to include your refund policy on invoices.
  - Enter your company's refund policy in the *Refund Policy* field.
  - Click **Update** to update your Shopping Cart page with your selections.
4. In the *Delivery Policy* section:
  - Select how and when you want to display your company's delivery policy or *Do Not Display* if you do not want to display it in the *Display Delivery Policy* field.
  - Mark *Include on Invoices* if you want to include your delivery policy on invoices.
  - Enter your company's delivery policy in the *Delivery Policy* field.
  - Click **Update** to update your Shopping Cart page with your selections.

## How to implement your shopping cart page

---

Follow the steps below to integrate your shopping cart page with your web site.

1. Click **Copy Link** in the *Shopping Cart Link* section to copy the link to your shopping cart page to the Microsoft Windows clipboard.
2. Log on to your organization's web site configuration page.
3. Choose how your customers will access the shopping cart (for example by clicking an *Check Out* button).
4. Create a hyperlink from the object and then paste the shopping cart page link as the target.
5. Test the link, submit a test transaction, save your changes, and then republish your web site.

## Using Sage Exchange Invoice Payment & Presentment

The *Invoice Payment & Presentment* application allows you to find invoices and make invoice or customer payments in your accounting application. To use the application, you must first create a connection between Sage Exchange and your accounting application.

---

**Note:** See "Installing and Configuring Plugins" on page 43 to create the necessary connection.

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### How to search for an invoice

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Follow the steps below to search for an invoice using *Invoice Payment & Presentment*.

1. Click **Invoice Presentment & Payment** on the *Quicklinks* pane to open the application.
2. Enter a name in the *Customer Name* field or a customer number in *Customer ID* field in the *Search* section.
3. Click **Search** to list the customer's open invoices in the *Results* section.

### How to make a customer payment

---

Follow the steps below to make a customer payment in *Invoice Presentment & Payment*.

4. Locate the customer for whom you want to make a payment.
5. Click the arrow to display the customer details.
6. Click:
  - **Accept Payment** - To open the *Payment* page. Enter the payment amount in the *Enter Amount* field then enter the credit card details in the *Card number*, *Expiration month*, *Expiration year*, and *CVV code* fields. Click **Pay** to process the payment.

or

  - **Open Invoices** - To display a list of open invoices for the selected customer on the *Open Items* page. Click the arrow to display the invoice details then click **Accept Payment** to open the *Payment* page, where you enter the payment amount in the *Enter Amount* field then enter the credit card details in the *Card number*, *Expiration month*, *Expiration year*, and *CVV code* fields. Click **Pay** to process the payment.

## How to make an invoice payment

---

Follow the steps below to make a customer payment in *Invoice Presentment & Payment*.

1. Click **Invoices** from the menu to open the *Open Items* page.
2. Enter an invoice number in the *Search Invoice Number* field.
3. Click **Search** to locate the invoice.
4. **Accept Payment** to open the *Payment* page.
5. Enter the payment amount in the *Enter Amount* field.
6. Enter the credit card details in the *Card number*, *Expiration month*, *Expiration year*, and *CVV code* fields.
7. Click **Pay** to process the payment.

## How to view transaction history in Sage Exchange Invoice Presentment & Payment

---

Follow the steps below to view transaction history.

1. Click **History** from the menu to open the *Transaction History* page.
2. Optionally, click:
  - a column heading to sort the transactions by that column.
  - The Microsoft Excel icon in the upper-right hand corner to export the transaction history to an Excel spreadsheet (\*.xls) file.
  - The Adobe Acrobat icon in the upper-right hand corner to save the transaction history to a portable document file (\*.pdf).

## How to void a transaction

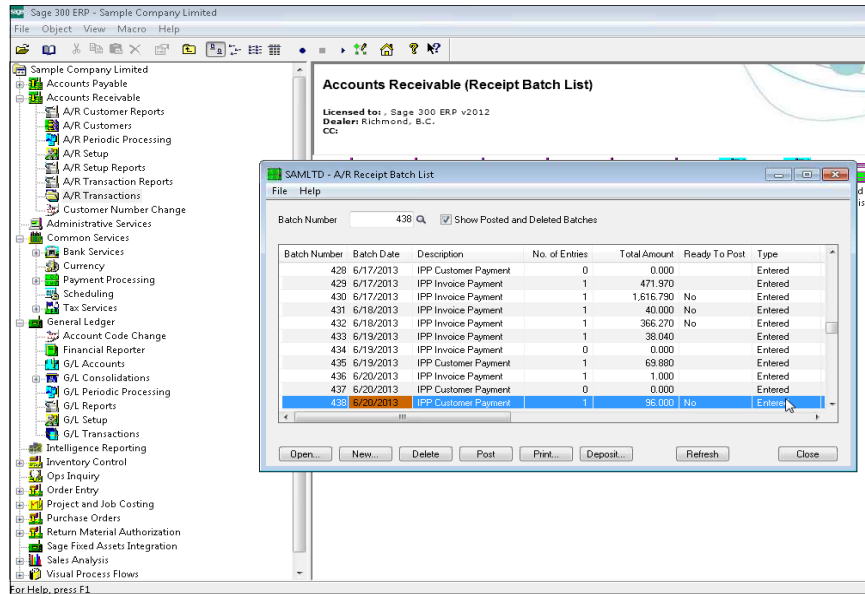
---

Follow the steps below to void a transaction.

1. Click **History** from the menu to open the *Today's Payment History* page.
2. Locate the transaction you want to void.
3. Mark the **Void Selected** column for the transaction.
4. Click **Void Selected** to open the confirmation dialog box.
5. Click **Yes** to void the transaction or **No** to cancel the void.

## Viewing payments in Sage Accounting

Open the *A/R Receipt Batch List* dialog box in Sage Accounting to view receipts for the payments you process through *Invoice Payment & Presentment* in Sage Exchange.



## Enabling Other Applications

In addition to the numerous included applications, you can purchase several paid applications such as *Sage Check 21*, *Sage International Payments*, *My Virtual Reports*, *Sage Mobile*, and *Sage Visa Business Card* directly from the *Products* page in Sage Exchange. To learn more about (or to enable) these applications, click the *Products* tab from the main menu.

### Using Sage Check 21

*Sage Check 21*, or Remote Deposit Capture (RDC), is an application that allows you to record a check image that can then be transmitted electronically instead of a paper document. This allows you to accept all types of paper checks; certified, personal, business, government, travelers, and cashiers as well as money orders drawn on United States banks with safer, faster processing without requiring a trip to the bank.

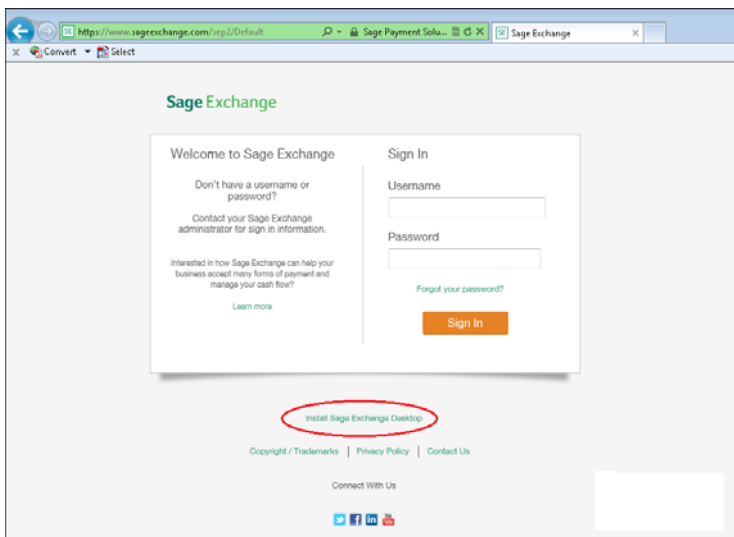


# Chapter 4

## Using Sage Exchange Desktop

Sage Exchange Desktop serves as the connection point between your accounting application and Sage Exchange; therefore, you must install and configure it if you want to use Sage Exchange. If you have not yet installed Sage Exchange Desktop, click *Install Sage Exchange Desktop* on the *Login* page.

**Note:** See the *Sage Exchange Desktop - User Guide* in the [Self Service Portal](#) for additional information about Sage Exchange Desktop.



## Configuring Sage Exchange Desktop

After installing Sage Exchange Desktop, you must configure it for use with Sage Exchange. The configuration process consists of:

- Registering (or pairing) your Sage Exchange Desktop installation in Sage Exchange, which will allow you to access your accounting data.
- Installing and enabling plugins. A plugin is a file that contains a set of components that add functionality to a software application. Sage Payment Solutions provides several plugins for Sage Exchange Desktop. You must install a plugin for each application you want to add as a component in Sage Exchange.
- Selecting general ledger (GL) accounts for each installed plugin. The plugin configuration process allows you to select which GL accounts you want to make available for selection when you create a connection in Sage Exchange.

After registering Sage Exchange Desktop in Sage Exchange and configuring plugins, you can begin adding devices such as credit card swipers, check readers, shopping cart web pages, and mobile devices running Sage Mobile Payments as components in Sage Exchange. You can then create connection maps in Sage Exchange.

## How to register Sage Exchange Desktop in Sage Exchange

---

1. Log on to Sage Exchange then click **Connections** to open the *Connections* page.

**Note:** You must enable access to the *Connections* page in your assigned role on the *Administration* page.

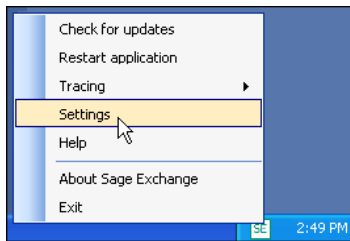
---

2. Click **Add Component** to open the *Add a Connections Component* page.
3. Review the *Pairing Methods* information in step 1 and then click **Next**.
4. Sage Exchange initiates the pairing process and creates an access code for the component in step 2:
  - Copy the access code to the Microsoft Windows Clipboard. See step 5.
  - Click **Email Access Code** to send the access code in an e-mail message. This allows you to send the access code to a different user or location if needed.
  - Save (or e-mail) the access code then click **Pair Later** to add the component now then complete the pairing process at a later time.

**Note:** If you cancel or choose to complete the pairing process later, Sage Exchange lists the component type as *Pending Component* in the *Components* section of the page. You complete the process by entering the access code in Sage Exchange Desktop settings. Sage Exchange will recognize when this process is complete then automatically update the component status.

---

5. Right-click the **SE** icon running in the Microsoft Windows system tray then select **Settings** to open the *Sage Exchange - Settings* dialog box.



6. Expand the **Data Exchange** node then click **Register** to open the *Register* panel.
7. Enter (or paste) the access codes you generated in Sage Exchange in the *Access Token* field.
8. Click **Sign In** to complete the registration process and to add the Sage Exchange Desktop installation as a component in Sage Exchange.
9. Do not close the *Sage Exchange Desktop - Settings* dialog box. See “Installing and Configuring Plugins” below to install and configure the plugin that corresponds to your accounting application.

## Installing and Configuring Plugins

This section includes a procedure for each available plugin in Sage Exchange Desktop. After installing your accounting application, Sage Exchange Desktop, and registering Sage Exchange Desktop in Sage Exchange, follow the procedure for the plugin that corresponds to your application.

---

**Note:** If you are installing a plugin on a multi-user workstation, we recommend installing it for only one user (typically the system administrator). This will prevent other users from accessing the general ledger accounts.

---

### Understanding postback

*Postback* is a term used to describe the process where Sage Payment Solutions sends successful transactions (processed through a Sage Exchange connected product such as Sage Mobile Payments) to your accounting application. Cash sales and invoice payment connections generate postback transactions from Sage Exchange.

If you are installing and configuring a Sage 50 (or Sage 100) Accounting plugin, the posting method you selected for your company determines how Sage Accounting handles postback transactions:

- **Real Time** - Transactions that users enter (then save) in Sage Exchange connected applications immediately post to the designated general ledger accounts in the accounting application.
- **Batch** - Transactions are saved as a batch that you must manually post in Sage Accounting. Using this method, you review the batch of transactions then choose the journals to which you want to post the transactions on the *Post* dialog box (**Tasks > System > Post**).
- **SmartPosting (recommended)** - Available only to Sage Quantum Accounting companies, SmartPosting is a service that automatically searches the accounting application's database at regular intervals for saved transactions to post to the general ledger accounts.

---

**Note:** After you install and configure plugins, the next step is to add a connection in Sage Exchange. The connection configuration process allows you to choose the Sage Accounting general ledger accounts to which you want to post transactions.

---

### Installing and configuring the Sage 50 plugin

Before you begin the procedure below, open Sage 50 and connect to the company you want to use with Sage Exchange Desktop. Minimize the Sage 50 window but keep the application running.

#### How to install and configure the Sage 50 plugin

---

1. Restore the *Sage Exchange Desktop - Settings* dialog box then expand the **Data Exchange** node.
2. Click **Get Plugins** to search for available plugins.
3. Click **Install** to install the Sage 50 plugin that corresponds to your version of Sage 50; *Sage 50 R13* if you are running Sage 50 2013 SR1 or *Sage 50 R14* if you are running Sage 50 2014. Additionally, you must install R14 if you want to make payments to customer accounts.
4. Click **Yes** to enable the plugin.
5. Click **My Plugins** to view the installed plugin.
6. Click **Options** to open the *Sage 50* dialog box.

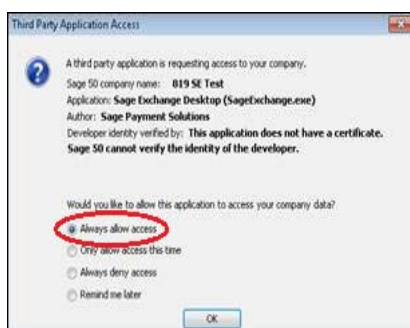
7. Click the **Please select your company** link to open the *Company* dialog box.
8. Select the company you want to connect to in the *Company* field then click **OK**. Sage Exchange Desktop may display an error message. If so, click **OK** to close the error then click **OK** to close the *Sage 50* dialog box.

---

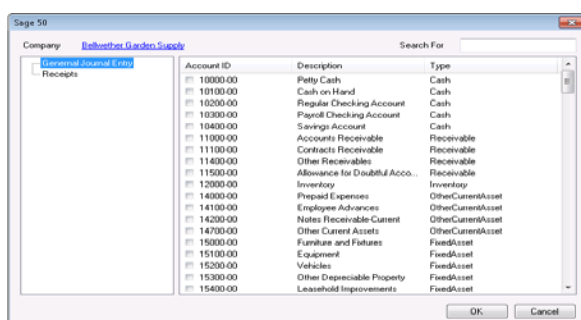
**Note:** Sage Exchange Desktop can connect to only one company. Additionally, you cannot change the company selection at a later time.

---

9. Restore Sage 50, where the *Third Party Application Access* dialog box displays.
10. Mark **Always allow access** then click **OK** to close the *Third Party Application Access* dialog box.



11. Optionally, select **Maintain > Company Information > Posting Method** to open the *Posting Method* dialog box, where you can verify (or change) the selected posting method.
12. Close Sage 50 then restore the *Sage Exchange Desktop - Settings* dialog box.
13. Click the **My Plugins** node.
14. Click **Options** to open the *Sage 50* dialog box.
15. Click the general ledger journal you want to work with in the left-hand pane. Sage Exchange Desktop populates the right-hand pane with the general ledger numbers in the selected journal.
16. Mark the **Account ID** column for each general ledger account you want to make available for selection when adding a connection in Sage Exchange. Optionally, enter a keyword in the *Search for* field to filter the general ledger accounts.



17. Click **OK** to accept your selections and to close the *Sage 50* dialog box.
18. Click **OK** to close the *Sage Exchange - Settings* dialog box.

## Installing and configuring the Sage 100 plugin

Before you begin the procedure below, open Sage 100 and connect to the company you want to use with Sage Exchange Desktop. Minimize the Sage 100 window but keep the application open.

### How to install and configure the Sage 100 plugin

---

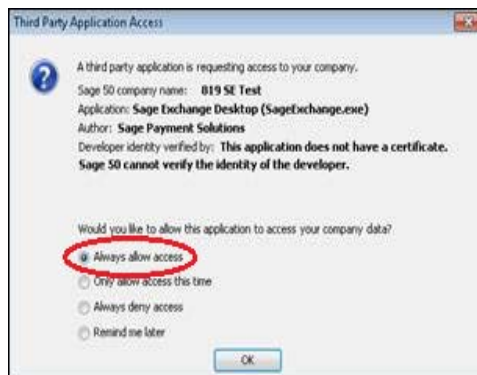
1. Restore the *Sage Exchange Desktop - Settings* dialog box then expand the **Data Exchange** node.
2. Click **Get Plugins** to search for available plugins.
3. Click **Install** to install the Sage 100 plugin.
4. Click **Yes** to enable the plugin.

---

**Note:** If Sage 100 is not running, Sage Exchange Desktop automatically opens the *Sage 100 - User Logon* dialog box, where you must log on to Sage 100.

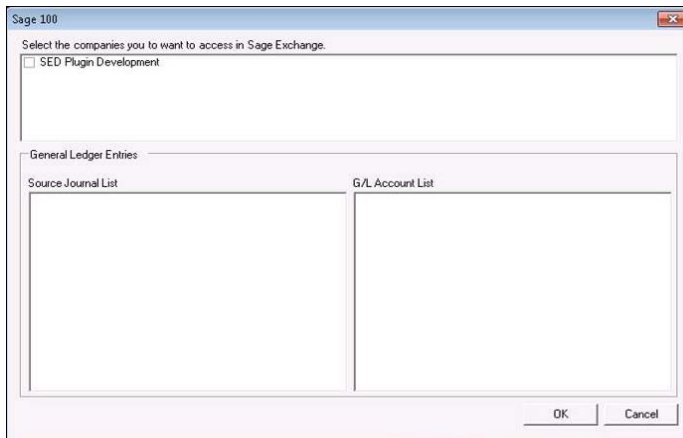
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5. Click **My Plugins** to view the installed plugin.
6. Click **Options** to open the *Sage 100* dialog box.
7. Mark the company that contains the journals you want to make available for selection when adding a connection in Sage Exchange in the *Select the companies you want to access in Sage Exchange* group box. Sage Exchange Desktop may display an error message. If so, click **OK** to close the error then click **OK** to close the *Sage 100* dialog box.
8. Restore the Sage 100 window, where the *Third Party Application Access* dialog box displays.
9. Mark **Always allow access** then click **OK** to close the *Third Party Application Access* dialog box.



10. Optionally, select **Maintain > Company Information > Posting Method** to open the *Posting Method* dialog box, where you can verify (or change) the selected posting method.
11. Close Sage 100 then restore the *Sage Exchange Desktop - Settings* dialog box.
12. Click the **My Plugins** node.
13. Click **Options** to open the *Sage 100* dialog box.

14. Mark the journals that contain the general ledger accounts you want to make available for selection when adding a connection in Sage Exchange in the *Source Journal List* group box.
15. Mark the **Account ID** column for each general ledger account you want to make available for selection when adding a connection in Sage Exchange in the *G/L Account List* group box.



16. Optionally, select another company in the *Select the companies you want to access in Sage Exchange* group box then repeat steps 14 and 15 to make general ledger accounts from another company available for selection in Sage Exchange.
17. Click **OK** to accept your selections and to close the *Options* dialog box.
18. Click **OK** to close the *Sage Exchange - Settings* dialog box.

## Installing and configuring the QuickBooks plugin

Follow the steps in the procedure below to install and configure the QuickBooks plugin.

---

**Note:** When using the QuickBooks plugin, you must always close Sage Exchange Desktop before closing QuickBooks.

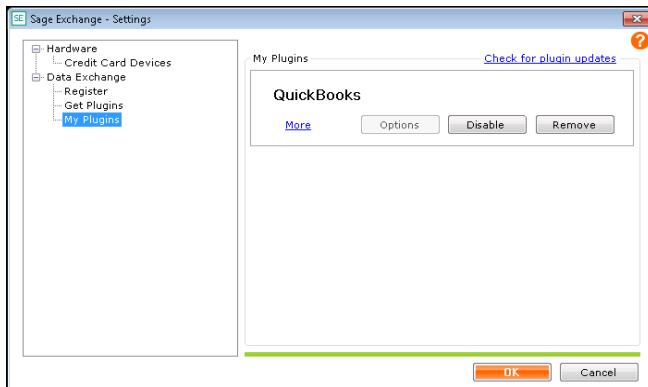
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### How to install and configure the QuickBooks plugin

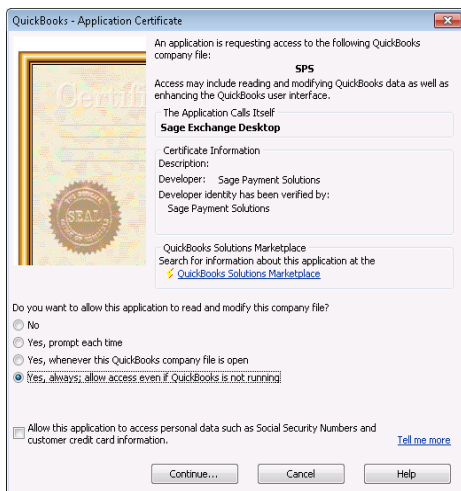
---

1. Go to <http://www.sageexchange.com/install/QB11.ZIP> and install the QuickBooks SDK.
2. Open the *Sage Exchange Desktop - Settings* dialog box then expand the **Data Exchange** node.
3. Click **Get Plugins** to search for available plugins.
4. Click **Install** to install the QuickBooks plugin.

5. Click **Yes** to enable the plugin.



6. Open QuickBooks and connect to the company you want to use with Sage Exchange Desktop. Minimize the QuickBooks window but keep the application open.
7. Restore the *Sage Exchange Desktop Settings* dialog box then click **Options** to open the *Options* dialog box for the QuickBooks plugin.
8. Click **Company** to open the *Company* dialog box.
9. Minimize the *Sage Exchange Desktop - Settings* dialog box and restore the QuickBooks window displaying the *QuickBooks - Application Certificate* dialog box.



10. Mark **Yes, always allow access even if QuickBooks is not running** then click **Continue**.

11. Restore the *Sage Exchange Desktop - Settings* dialog box then click **Browse** on the *Company* dialog box to open the *Browse for Company* dialog box, where you must locate the QuickBooks company you want to connect to Sage Exchange Desktop then click **OK**.

---

**Note:** Sage Exchange Desktop can connect to only one company. Additionally, you cannot change the company selection at a later time.

---

12. Mark the **Account ID** column for each general ledger account you want to make available when adding a connection in Sage Exchange. Optionally, enter a keyword in the *Search for* field to filter the general ledger accounts.
13. Click **OK** to accept your selections and to close the *Options* dialog box.
14. Click **OK** to close the *Sage Exchange - Settings* dialog box.
15. Close QuickBooks.

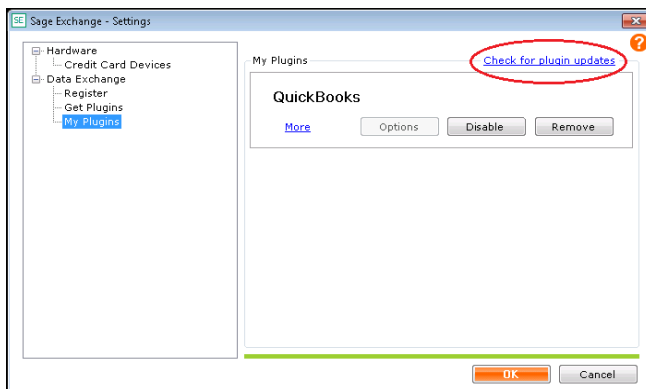
## Managing plugins

Follow the procedures below to check for plugin updates or to disable a plugin.

### How to search for and install plugin updates

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1. Right-click the **SE** icon running in the Microsoft Windows system tray then select **Settings** to open the *Sage Exchange - Settings* dialog box.
2. Expand the **Data Exchange** node.
3. Click **My Plugins** to view your installed plugins.
4. Click **Check for plugin updates** in the upper-right hand corner to search for plugin updates.



5. Click **Yes** to install each available plugin update.



## How to disable a plugin

---

1. Right-click the **SE** icon running in the Microsoft Windows system tray then select **Settings** to open the *Sage Exchange - Settings* dialog box.
2. Expand the **Data Exchange** node.
3. Click **My Plugins** to view your installed plugins.
4. Click **Disable** for the plugin you want to disable.
5. Click **OK** to accept your changes and to close the *Sage Exchange - Settings* dialog box.

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**Note:** After configuring the plugin for your accounting software, see Chapter 5 where you will add components and create a connection map.

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## Viewing transactions in your accounting application

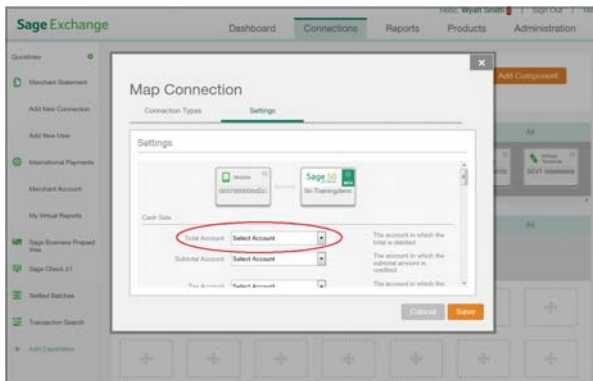
The type of connection you add to Sage Exchange determines which general ledger account you must open in your accounting application to view postback transactions:

- **Cash Sales connections** - Open your accounting application and view transactions for the general ledger account you selected in the *Total Account* field on the *Settings* page of the *Map Connection* window.

---

**Note:** If you selected the **Batch** posting method for your Sage Accounting company, cash sales postback transactions do not display in the general ledger account until after batch settlement.

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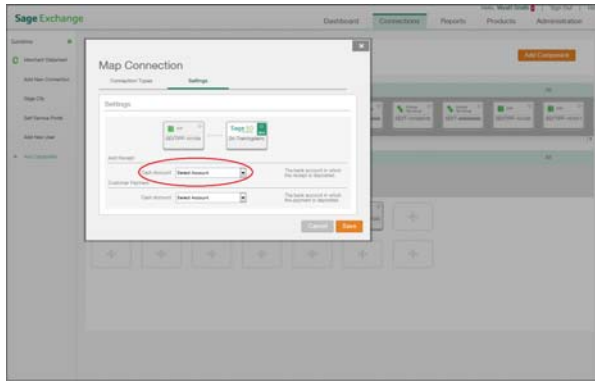
When you use Sage Mobile Payments to process a credit card sale (non-invoice), Sage Mobile Payments will create a corresponding transaction in Sage Accounting for the selected general ledger account. However, if you process a cash sale, Sage Mobile Payments will not create a corresponding transaction in Sage Accounting. You must manually record the transaction in Sage Accounting for the general ledger account.

---

**Tip:** Press the *History* button in Sage Mobile Payments to review a record of the cash sales you need to enter in Sage Accounting. Additionally, you can log on to [My Sage Mobile](#) to view your cash transactions.

---

- **Invoice Payment connections** - When you process a payment, Sage Payment Solutions immediately creates a receipt in the general ledger account you selected in the *Cash Account* field within the *Add Receipt* group box on the *Settings* page of the *Map Connection* window. To view the receipt, open your accounting application and view a list of receipts or open the invoice or customer account to which the payment was applied to view the updated balance.



# Chapter 5

## Adding Components and Connections Maps

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Before creating a connections map, you must add (or register) the components (for example, payment devices) you want to track data for to Sage Exchange.

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**Note:** You must complete Chapter 4, “Using Sage Exchange Desktop” before following the procedures in this chapter to add additional components and connections.

---

### Adding Components

Sage Exchange automatically registers some components while you must manually register other components.

#### Automatically registered components

Sage Exchange automatically registers components such as Sage Virtual Terminal, Sage Exchange Virtual Desktop, Sage Mobile Payments, and the Ingenico ICT220 payment device when the Sage Payment Solutions Gateway captures the terminal or device identification number. This occurs when you use one of these components to process then settle transactions. Sage Exchange displays automatically registered devices in the *Components* section of the *Connections* page. You can revoke access for these components; however, they will display on the list again the next time you log on to Sage Exchange.

#### Manually adding components

When you manually add a component, Sage Exchange generates a unique access code that you must enter in to the external device's software to “pair” it with Sage Exchange. Follow the steps below to manually add components.

#### How to manually add components

---

1. Click **Connections** to open the *Connections* page.

---

**Note:** You must enable access to the *Connections* page in your assigned role on the *Administration* page.

---

2. Click **Add Component** to open the *Add a Connections Component* page.
3. Review the *Pairing Methods* information in step 1 and then click **Next**.

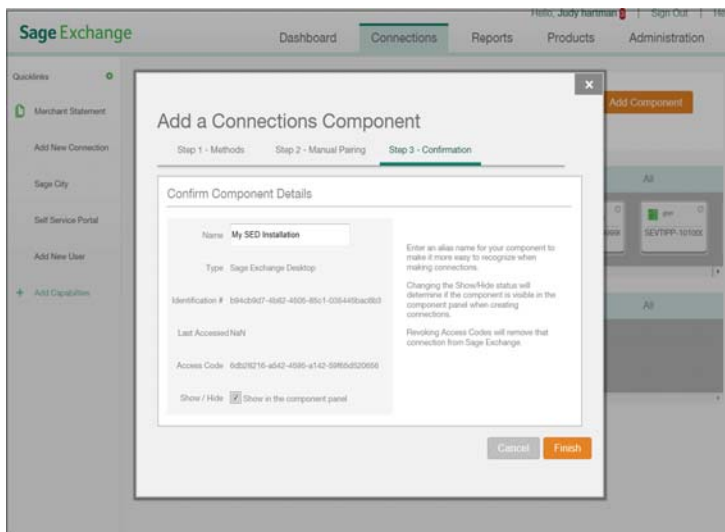
4. Sage Exchange initiates the pairing process and creates an access code for the component in step 2:
  - Copy the access code to the Microsoft Windows Clipboard. See step 5.
  - Click **Email Access Code** to send the access code in an e-mail message. This allows you to send the access code to a different user or location if needed.
  - Save (or e-mail) the access code then click **Pair Later** to add the component now then complete the pairing process at a later time.

---

**Note:** If you cancel or choose to complete the pairing process later, Sage Exchange lists the component type as *Pending Component* in the *Components* section of the page. You complete the process by entering the access code in Sage Exchange Desktop settings. Sage Exchange will recognize when this process is complete then automatically update the component status., where Sage Exchange initiates the pairing process and creates an access code for the component:

---

5. Copy and paste the access code in the configuration settings of the device you are adding then click **Next** to open step 3, the *Confirm Component Details* page.



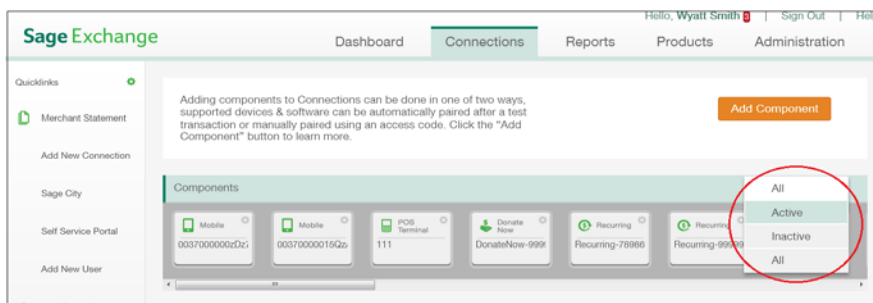
6. Optionally, enter an alias for the device in *Name* field and then click **Finish** to return to the *Connections* page, where the device displays in the *Components* section.

## Working with the Components section

Use the icons in the *Components* section to easily locate a component. Sage Exchange uses the following icons to identify each type of component:

Icon	Component Type
 Mobile	Mobile payment device (Sage Mobile Payments)
 IPP	Invoice payments (Invoice Presentment and Payment)
 Virtual Terminal	Sage Virtual Terminal
 POS Terminal	Point-of-sale terminal
 Gateway Integration	Gateway integration
 Donate Now	Donate Now
 Recurring	Recurring payments

Additionally, you can select *All*, *Active*, or *Inactive* in the *Components* section to display all components (active and inactive), only active components, or only inactive components.




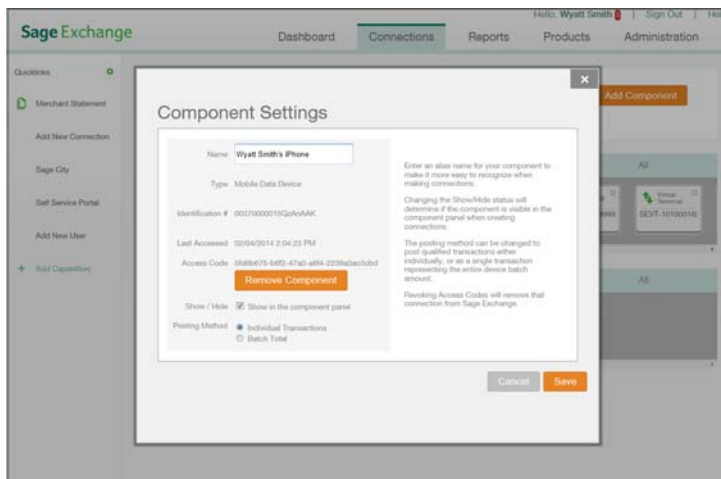
## Editing a component or revoking access

After adding components to Sage Exchange, you may want to edit component details such as the name, visibility, posting method, or revoke a component's access to Sage Exchange (delete).

### How to edit a component

---

1. Locate the component you want to work with in the *Components* section.
2. Click **Configure**  (in the upper right-hand corner) to open the *Component Settings* page for the component.



3. Optionally, edit the name of the component in the *Name* field.
4. Unmark **Show in the Component panel** to hide the component from the list of active components in the *Components* section. By default, this option is marked for newly added components to show them on the list of active components.
5. Select a posting method for the component in the *Posting Method* field:

---

**Note:** This option is available only for components that process cash sale transactions; virtual terminals, mobile devices, merchant terminals, and Gateway integrations.

---

- **Individual Transactions** - Post each transaction as individually processed by the device.


or

- **Batch Total** - Post transactions as a batch (with an aggregate total) processed by the device. The transaction description in your accounting system displays as *Sage Exchange Total: <batch ID>*.

6. Click **Save** to save your changes and to return to the *Connections* page.

## How to revoke access for a component

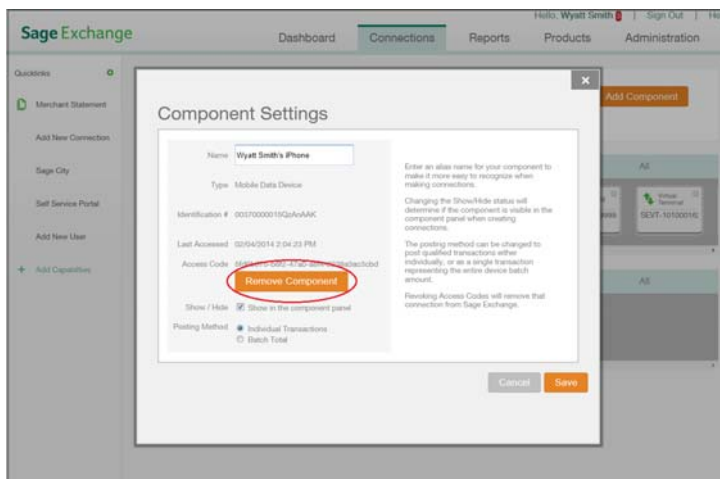
---

1. Locate the component for which you want to revoke access in the *Components* section.
2. Click **Configure**  (in the upper right-hand corner) to open the *Component Settings* page for the component.
3. Click **Remove Component** to delete the component in Sage Exchange.

---

**Note:** You can revoke access for automatically added components (such as Sage Virtual Terminal); however, Sage Exchange will relist the component in the *Components* section the next time you log on or if you refresh the list.

---



## Connecting a Component




The *Connections* page allows you to connect components with your accounting software via your Sage Exchange Desktop installation. Use the procedure below to connect a component.

### How to connect a component

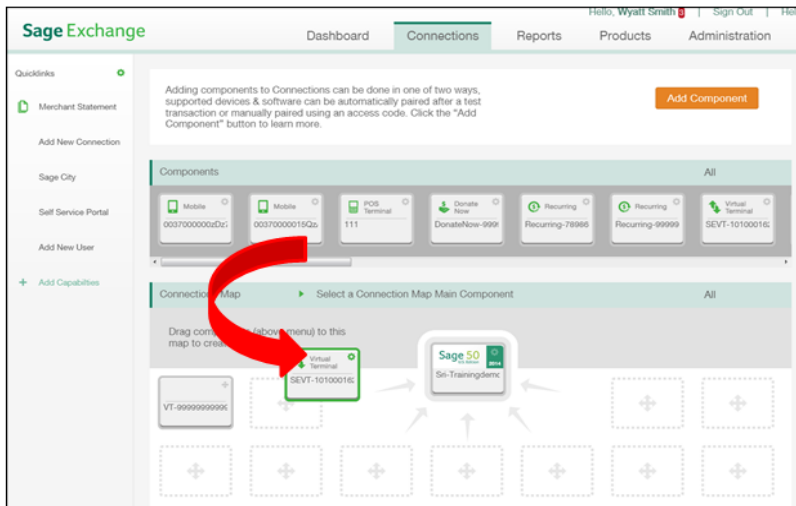
1. Click **Connections** to open the *Connections* page.

**Note:** By default, the *Connections* page is not available when you log on. Click the *Administration* tab then create a role in which the *Add Connection* permission is enabled then assign it to your login to access the *Connections* page. See “Using the Administration Page” on page 71 for additional information.

2. Click the accounting software plugin in the *Connection Map* section to display the connections map below.

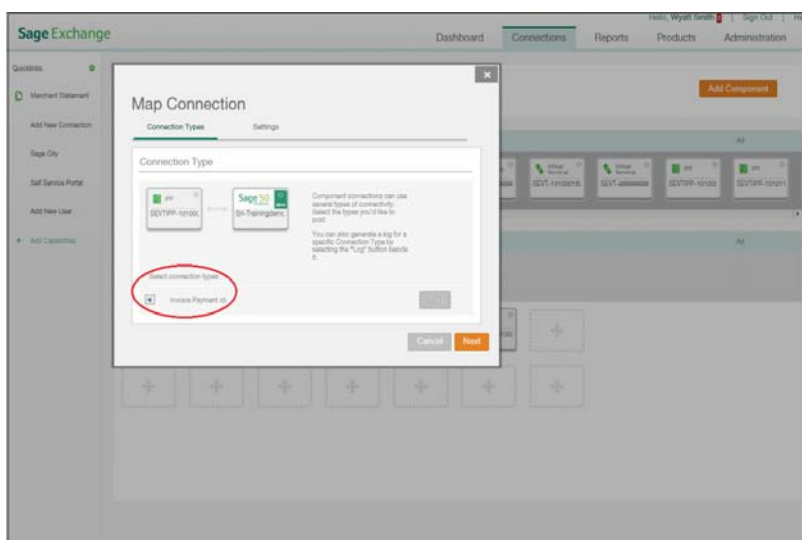
Icon	Description
	Connect to Sage 50 2014.
N/A	Connect to Sage 100.
	Connect to Intuit QuickBooks.
	Select this option to export a list of the selected device's postback transactions to a file.

3. Locate the component you want to add in the *Components* section.
4. Drag and drop the component from the *Components* section on to an empty place on the connections map to open the *Connection Type* page of the *Map Connection* window.





5. Select the connection type in the *Select connection type* field and then click **Next** to open the *Settings* page of the *Map Connection* window.



6. Select the appropriate general ledger account numbers and settings for each account:

---

**Note:** The configuration fields vary depending on the connection type. If a general ledger account number is not listed in a field, open Sage Exchange Desktop and review the selected general ledger account numbers for the plugin.

---

### Cash Sale connections

- If you are connecting to Sage 50 (or Sage 100) Cash Sales, select the general ledger account to which you want to:
  - Debit the total amount in the *Total Account* field.
  - Credit the subtotal amount in the *Subtotal Account* field.
  - Credit the tax amount in the *Tax Account* field, then select how taxes are calculated and posted:
    - **No Tax** - Do not calculate tax.
    - **Tax from Device** - Sage Exchange uses only tax amounts provided by the component. No additional calculation is performed.
    - **Calculate Tax After Deductions** - Calculate tax as a fixed percentage of the total transaction after any other deductions are applied. Enter a tax rate in the *Rate* field to apply the amount to all transactions.
    - **Calculate Tax On Total** - Calculate tax as a fixed percentage of the total transaction. Enter a tax rate in the *Rate* field to apply the rate to all transactions.

- Credit the tax amount in the *Shipping Account* field, then select how shipping is calculated and posted to the account:

- **No Shipping** - Do not calculate shipping.

- **Shipping From Device** - Sage Exchange uses only shipping amounts provided by the component. No additional calculation is performed.

- **Calculate Shipping** - Calculates shipping as a fixed percentage of the total transaction. Enter a shipping rate in the *Rate* field to apply the amount to all transactions.

- **Flat Rate** - Calculates shipping as a fixed dollar amount based on the rate entered in the *Rate* field. This amount will be applied to all transactions.

---

**Note:** The tax and shipping calculations are not added to the transaction amount; conversely, they reduce the transaction total by the rate you enter in the *Rate* field. If the device captures and reports tax and shipping data, the reported data will override the calculated data. Sage Payment Solutions makes no representations or warranties, expressed or implied, as to the results produced by the operation, except as expressly provided herein.

---

### Invoice Payment connections

- Select the general ledger account to which the receipt is deposited in the *Cash Account* field of the *Add Receipt* group box.
- Select the general ledger account to which the customer payment is deposited in the *Cash Account* field of the *Customer Payment* group box.

### Export connections

- Enter a name for the data file in the *Name* field.
- Select *Daily*, *Weekly*, *Monthly*, *Quarterly*, or *Annually*, in the *Period* field to select when the export occurs after the start date.
- Enter a date range for the export in the *Start Date* and *End Date* field.

---

**Note:** Click *Data Files* on the *Reports* page to access your data file.

---

7. Click **Next** to establish the connection and to return to the *Connections* page.

## Opening connection logs and reviewing data messages

Sage Exchange maintains a data message log for each component. Each log contains all data messages for the past 60 days between the device and application.


### How to open a connection log and review data messages

---

1. Open the *Connections* page and locate the component for which you want to view the data message log.
2. Double-click the component to open the *Component Settings* page.
3. Click **Log** to open the *Connection Log* page in a new browser window.
4. Review the list of data messages.
5. Click **View** to open the *Messaging Details* page for an individual message.
6. Click **Close** to close the log and to return to the *Connections* page.


### How to modify a connection

---

1. Locate the component you want to modify on the *Connections* page.
2. Click **Configure**  (in the upper right-hand corner) to open the *Component Settings* page.
3. Modify the connection configuration as needed.
4. Click **Save** to save your changes and to return to the *Connections* page.

### How to delete a connection

---

1. Locate the connection you want to delete on the *Connections* page.
2. Click **Configure**  (in the upper right-hand corner) to open the *Component Settings* page.
3. Click **Remove Component** to delete it in Sage Exchange.



# Chapter 6

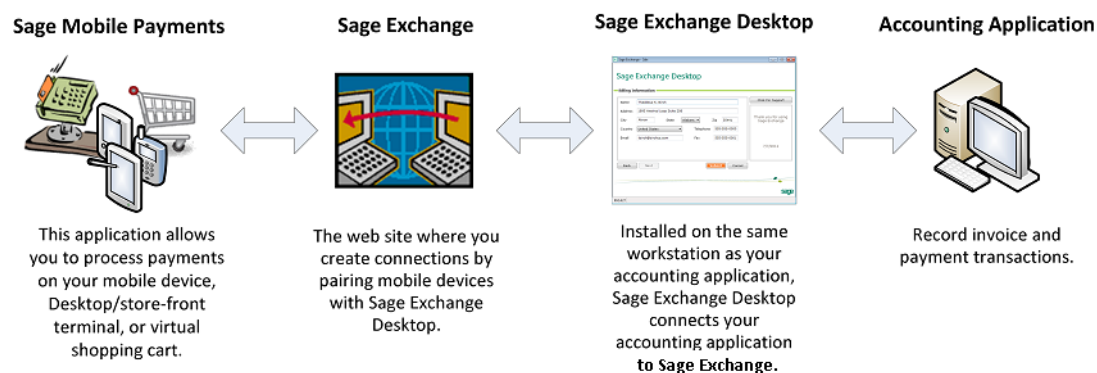
## Processing an Invoice on a Mobile Device

If you installed Sage Mobile Payments (with Invoice Presentment and Payment) on your mobile device, you can use it to process credit card sales and to pay invoices.

**Note:** You must pair your mobile device with Sage Exchange before you can use Invoice Presentment and Payment or Sage Mobile Payments on your mobile device. See the *Sage Mobile Payments - User Guide* in the [Self Service Portal](#) for additional information about installing and setting up Sage Mobile Payments and Invoice Presentment and Payment. Additionally, only one mobile login can be used per paired mobile device (**1:1** pairing between a mobile user's login and Sage Exchange). If you want to use a second mobile device with a mobile account, you must contact a Sage Payment Solutions support representative and request to “add a line.”

### Understanding the Mobile Payment Process

The image below shows how each product works in the mobile payment process.



### Searching for an invoice

Follow the steps below to search for an invoice.

#### How to search for an invoice

1. Open the Sage Mobile Payments application on your mobile device.
2. Enter your user name in the *Username* field.
3. Enter your password in the *Password* field.
4. Press **Log In** to log on to Sage Mobile Payments.
5. Press **Accept Invoice Payment** to open the *Login* screen for the Invoice Presentment and Payment application.
6. Log on to Invoice Presentment and Payment.

7. Select the search criteria in the *Search by* field on the *Lookup Invoice* screen:
  - **Customer Name** - To find an invoice by customer name.
  - **Customer ID** - To find an invoice by the customer identification number in your accounting system.
  - **Invoice** - To find an invoice by the number assigned to it in your accounting system.
  - **Enter text** - To open a text field where you can enter the customer name. Enter the customer name, ID, or invoice number in the *Search for* field.
8. Press **Search** to find invoices that meet your search criteria.
9. Press the invoice you want to view then press **Select** to open the *Invoice Summary* screen.



## Paying an invoice

After finding an invoice on your mobile device, follow the steps below to apply a payment to the invoice.

### How to pay an invoice

---

1. Press **Pay Now** on the *Invoice Summary* screen to open the *Invoice Payment* screen.
2. Enter the payment amount in the *Amount* field. By default, Invoice Presentment and Payment sets the payment type as credit card. Press *Cash Sale* to change the payment type if you are accepting a cash payment.
3. Press **Continue** to open the *Customer Data* screen.
4. Enter the customer's name and address or swipe the credit card to capture the customer's name and address then press *Continue*. Optionally, press *Skip* to proceed to the *Payment* screen.
5. Press **Swipe Card** to swipe the credit card and to automatically populate the *Card Number*, *Expiration Date*, and *CVV* fields or enter the credit card details in the fields.
6. Optionally, enter the customer's e-mail address in the *Email address* field, a number in the *Invoice/Order #* field, or text in the *Additional notes* field.

---

**Note:** If you do not enter the customer's e-mail address, the transaction may be downgraded according to AVS settings.

---

7. Press **Submit Payment** to submit and authorize the credit card payment.



8. Press **OK** on the receipt screen to open the *Signature Capture* screen. This screen opens only if you marked *Enable Signature Capture* on the *Settings* screen.
9. Ask the customer to verify the transaction amount and sign their name then press **Done**.





# Chapter 7

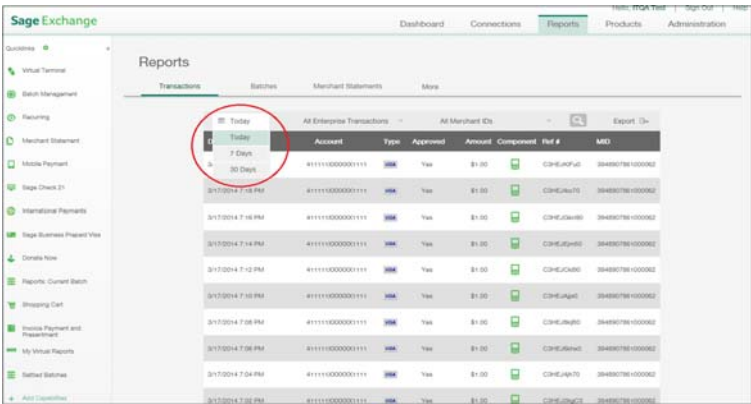
## Generating Reports

The *Reports* page in Sage Exchange allows you to generate various reports about your payment transactions.

**Note:** The report data Sage Exchange displays on the *Reports* page comes from the registered components on the *Connections* page. Click *My Virtual Reports* on the *Quicklinks* pane to display data from other components.

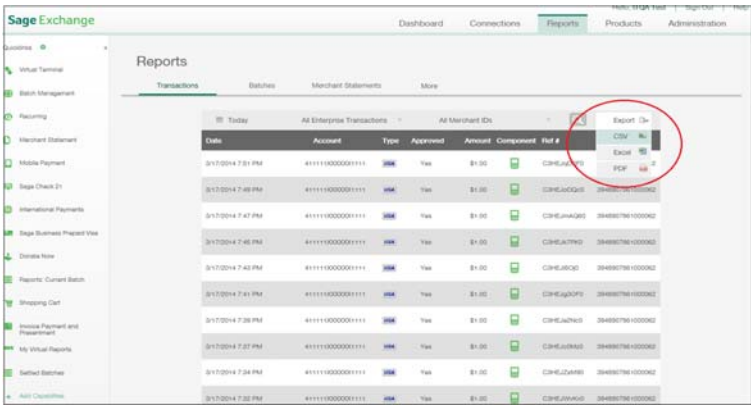
### Using the Reports Page

Click **Reports** on the main menu to open the *Reports* page, displaying the *Today's Transactions* report. Click *Batches* on the submenu to display the *Current Batch* report or *Merchant Statements* to display a list of merchant transactions. Click the report name to view a list of related reports or click *More* to choose another report.



### Printing or saving reports

Use your web browser's print functionality to print a report. Select *CSV* (comma-separated value), *XLS* (spreadsheet), or *PDF* (portable document format) in the *Export* field to open the *Save* window at the bottom of the page, where you can select to *Open* or *Save* the exported file.

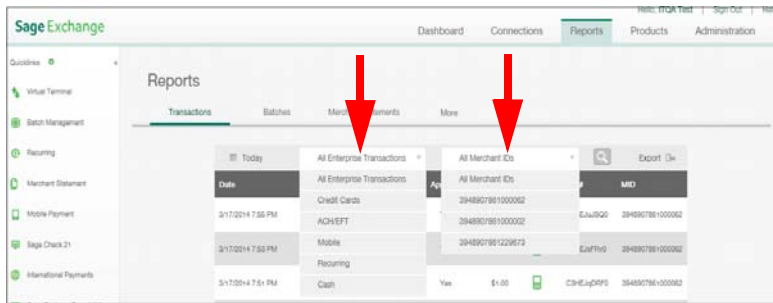



The *Reports* page includes the following reports:

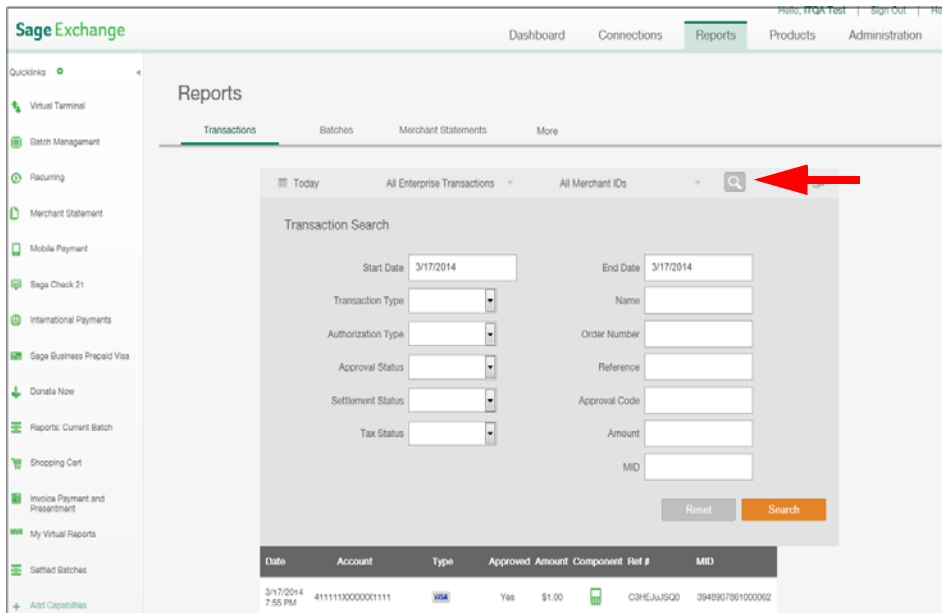
## Transactions

This group of reports includes *Today's Transactions*, *7 Days*, and *30 Days*. Each report shows transaction details including the date (today's date for today's transactions) and time of each transaction, the last four digits and CVV code of the credit card account number, credit card type, approval status, amount, component (which product was used to process the transaction), and reference number. *Today's Transactions* is the only report that includes real-time data with authorized (but unsettled) transactions in the totals.

Click the column headings to change the sort order of each column. By default, this report shows all transaction types and all merchant IDs; however, you can filter the report to show only transactions of a specific payment type or merchant ID. Click *All Transactions* or *All Merchants* (above the column headings) to open a drop-down menu where you can select specific data types.



You can also click *Transaction Search*  to search the report for specific transactions.



## Current Batch

Shows details for the unsettled transactions in your current batch including the date and time of each transaction, the last four digits and CVV code of the credit card account number, credit card type, approval status, amount, component (which product was used to process the transaction), and reference number. Click the column headings to change the sort order of each column. Click *View* to view batch details.

Date	Account	Type	Approved	Amount	Component	Reference	
3/17/2014 8:05:27 PM	411110000001111	VISA	Yes	\$1.00		C3HEK5RU00	<a href="#">View</a>
3/17/2014 8:03:26 PM	411110000001111	VISA	Yes	\$1.00		C3HEK3PU00	<a href="#">View</a>
3/17/2014 8:01:23 PM	411110000001111	VISA	Yes	\$1.00		C3HEK1TU00	<a href="#">View</a>
3/17/2014 7:59:21 PM	411110000001111	VISA	Yes	\$1.00		C3HEJ4TR00	<a href="#">View</a>
3/17/2014 7:57:19 PM	411110000001111	VISA	Yes	\$1.00		C3HEJw20	<a href="#">View</a>
3/17/2014 7:55:19 PM	411110000001111	VISA	Yes	\$1.00		C3HEJw500	<a href="#">View</a>
3/17/2014 7:53:15 PM	411110000001111	VISA	Yes	\$1.00		C3HEJwR00	<a href="#">View</a>
3/17/2014 7:51:13 PM	411110000001111	VISA	Yes	\$1.00		C3HEJwRFD	<a href="#">View</a>
3/17/2014 7:49:13 PM	411110000001111	VISA	Yes	\$1.00		C3HEJwG00	<a href="#">View</a>
3/17/2014 7:47:10 PM	411110000001111	VISA	Yes	\$1.00		C3HEJwAG00	<a href="#">View</a>

## Settled Batches

This report lists information about your settled batches including the settlement date and time, merchant ID, net amount, transaction count, payment type, and reference number. Click the column headings to change the sort order of each column.

Settlement Date	Merchant ID	Net Amount	Count	Payment Type	Reference
3/17/2014 8:00:37 PM	3948907861000002	360.30	6	CC	B3HECxC0
3/17/2014 12:02:06 PM	3948907861000002	102.00	2	CC	G3HEC2660
3/17/2014 3:06:11 AM	3948907861000002	720.00	720	CC	D3HEMBA0
3/15/2014 10:06:23 PM	3948907861000002	275.00	2	CC	C3OEMN4e0
3/16/2014 10:04:57 PM	3948907861000002	155.00	2	CC	F3GEM4e40
3/16/2014 3:06:11 AM	3948907861000002	720.00	720	CC	G3GEMAS00
3/15/2014 10:08:46 PM	3948907861000002	174.99	3	CC	G3FEM9C00
3/15/2014 10:07:06 PM	3948907861000002	275.00	2	CC	G3FEM7g10
3/15/2014 12:02:04 PM	3948907861000002	61.20	1	CC	D3FEC2460

## Settled Batch Detail

When you click *Settled Batch Detail*, Sage Exchange displays *Start Date* and *End Date* date fields, where you must enter a date range for the report. After entering (or selecting) a date range click **Generate** to run the report, which lists every transaction in all settled batches.

---

**Note:** This report lists every transaction in all settled batches; therefore, it could take several minutes to display if you select a large date range.

---

The screenshot shows the Sage Exchange interface. The 'Reports' tab is active, and the 'Settled Batch Detail' report is selected. The report shows a date range from 3/10/2014 to 3/17/2014. Below the date filters, there is a summary row: Settlement: 3/10/2014 3:04:35 AM, Net: \$719.00, Count: 719, CS#3340540. The main table lists transactions with columns for Date, Account, Type, Amount, Merchant ID, and Reference.

Date	Account	Type	Amount	Merchant ID	Reference
03/09/2014	4111110000001111 0927	VISA	1.00	394907961000062	F39E36DWD
03/09/2014	4111110000001111 0927	VISA	1.00	394907961000062	F39E38CW0
03/09/2014	4111110000001111 0927	VISA	1.00	394907961000062	F39E3ACW4
03/09/2014	4111110000001111 0927	VISA	1.00	394907961000062	F39E3CDDG
03/09/2014	4111110000001111 0927	VISA	1.00	394907961000062	F39E3EDWD
03/09/2014	4111110000001111 0927	VISA	1.00	394907961000062	F39E3DWF0

## Merchant Statements

This page provides a list of merchant statements by date. Find the statement you want to view and then click *View* to open the *Do you want to open or save \*.pdf from sageexchange.com?* window at the bottom of the page. Click *Open* to view or *Save* to save the merchant statement in portable document format (PDF).

The screenshot shows an Adobe Acrobat window titled 'ACHStatement.pdf - Adobe Acrobat'. The document content includes the following information:

SAGE  
1758 OLD HEADOW ROAD, SUITE 300  
MCLEAN, VA 22102  
800-261-0240

APPID: 200904  
PERIOD END: 3/31/2014  
PAGE : 1

McLinton and John Test Apps  
1758 Old Headow Rd, McLean VA 22102  
9999999999

DATE	RTG	ACCOUNT	DEBITS	CREDITS	ENTRY DESCRIPTION
SUMMARY OF FEES					
		TRANSACTION FEES	\$0.00		
		FILE FEES	\$0.00		
		REJECT FEES	\$0.00		
		STATEMENT FEE	\$0.00		
		SOFTWARE MAINTENANCE	\$0.00		
		GATEWAY FEE	\$0.00		

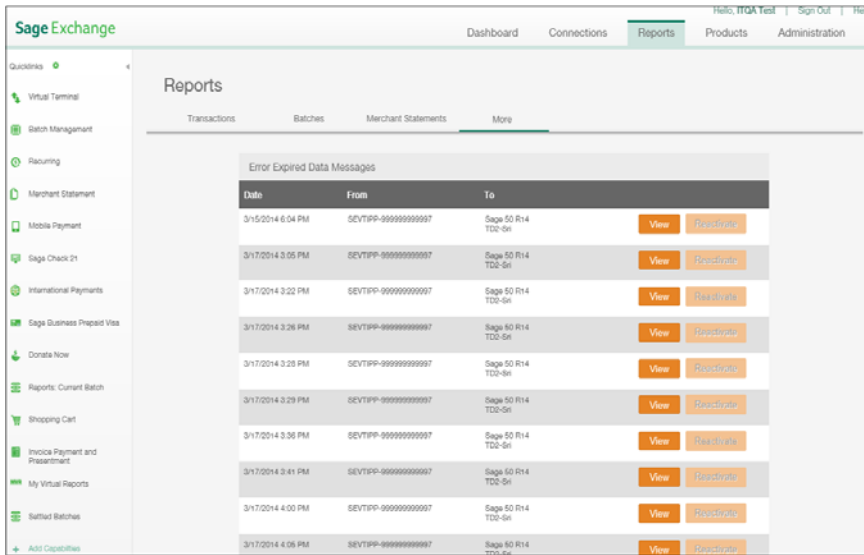
## Data Files

Click **More > Data Files** on the *Report* menu to access a list of saved data files created from an *Export* connection. The saved data files list all postback transactions for the selected device.

## Error Expired Data Messages

Click **More > Error Expired Data Messages** on the *Report* menu to access this report. It contains all component data messages for the past 60 days that expired because they could not be received by the connected application due to an error (for example, the connected application was offline or Sage Exchange Desktop was not running). These data messages often expire before the error is resolved (mostly cash sale messages as invoice payment requires a publisher response to complete the transaction).

The *Error Expired Data Messages* report lists the date and time, from component, connection, message type, and reference for each data message. Click *View* to open an alert window, where you can view the message details or *Reactivate* to reactivate the data message.

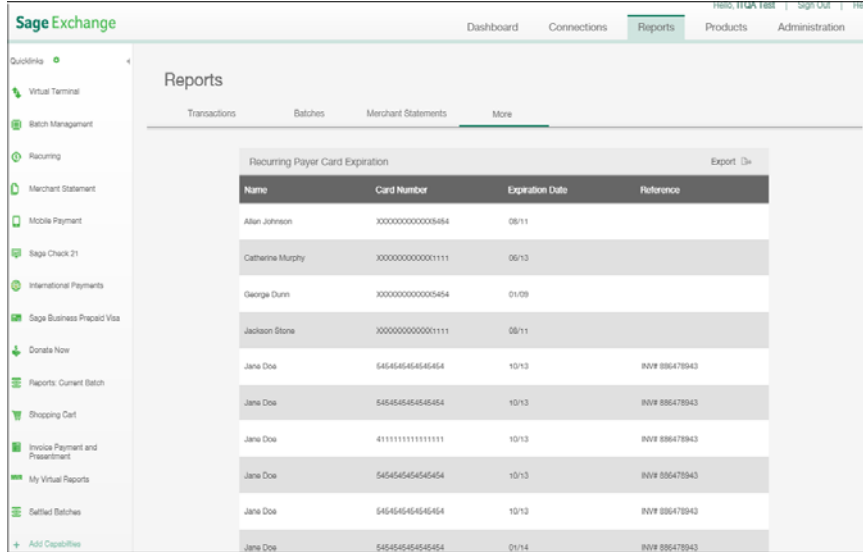


The screenshot shows the Sage Exchange interface with the 'Reports' menu selected. The 'More' sub-menu is active, displaying a table titled 'Error Expired Data Messages'. The table has columns for Date, From, To, and two action buttons: View and Reactivate. The data rows show messages from SEVTIP-9999999999 to Sage 50 R14 TDD-5r, with dates ranging from 3/15/2014 6:04 PM to 3/17/2014 4:06 PM.

Date	From	To	View	Reactivate
3/15/2014 6:04 PM	SEVTIP-9999999999	Sage 50 R14 TDD-5r	View	Reactivate
3/17/2014 3:05 PM	SEVTIP-9999999999	Sage 50 R14 TDD-5r	View	Reactivate
3/17/2014 3:22 PM	SEVTIP-9999999999	Sage 50 R14 TDD-5r	View	Reactivate
3/17/2014 3:26 PM	SEVTIP-9999999999	Sage 50 R14 TDD-5r	View	Reactivate
3/17/2014 3:25 PM	SEVTIP-9999999999	Sage 50 R14 TDD-5r	View	Reactivate
3/17/2014 3:29 PM	SEVTIP-9999999999	Sage 50 R14 TDD-5r	View	Reactivate
3/17/2014 3:35 PM	SEVTIP-9999999999	Sage 50 R14 TDD-5r	View	Reactivate
3/17/2014 3:41 PM	SEVTIP-9999999999	Sage 50 R14 TDD-5r	View	Reactivate
3/17/2014 4:00 PM	SEVTIP-9999999999	Sage 50 R14 TDD-5r	View	Reactivate
3/17/2014 4:06 PM	SEVTIP-9999999999	Sage 50 R14 TDD-5r	View	Reactivate

## Recurring Payer Card Expiration

Click **More > Recurring Payer Card Expiration** on the *Report* menu to access this report, which displays a list of customers, the last four numbers of their credit card account, and the expiration date of their credit card. This report also displays the e-mail address and reference for each customer if you entered the information. Click the column headings to change the sort order of each column.



The screenshot shows the Sage Exchange interface with the Reports menu open. The 'Recurring Payer Card Expiration' report is selected, displaying a table with the following data:

Name	Card Number	Expiration Date	Reference
Allen Johnson	XXXXXXXXXXXX5484	06/11	
Cathrina Murphy	XXXXXXXXXXXX1111	06/13	
George Dunn	XXXXXXXXXXXX5454	01/09	
Jackson Stone	XXXXXXXXXXXX1111	06/11	
Jane Doe	54545454545454	10/13	INV 886478943
Jane Doe	54545454545454	10/13	INV 886478943
Jane Doe	41111111111111	10/13	INV 886478943
Jane Doe	54545454545454	10/13	INV 886478943
Jane Doe	54545454545454	10/13	INV 886478943
Jane Doe	54545454545454	01/14	INV 886478943

## ACH Rejects

Click **More > ACH Rejects** on the *Report* menu to access this report, which displays a list of rejected Automated Clearing House (ACH) transactions. Enter a start date and end date in to the *Start Date* and *End Date* fields and then click *Generate* to run the report. Click the column headings to change the sort order of each column.

## ACH Repayments

Click **More > ACH Repayments** on the *Report* menu to access this report, which lists ACH repayment transactions. Click the column headings to change the sort order of each column.

# Chapter 8

## Managing Sage Exchange

Sage Exchange includes the *Administration* page, which you can use to add and manage users and roles. Additionally, the *Alerts* page helps you to manage devices connected to Sage Exchange.

### Using the Administration Page

Use the *Administration* page to create roles, add users, create Virtual Terminal profiles, assign roles, and to perform management tasks such as deactivating or unlocking users in Sage Exchange.

### Adding a user

After successfully logging on for the first time, each user should select a security question and answer to recover login credentials and avoid getting locked out of Sage Exchange. See “Editing the My Profile Page” on page 14 for additional information. This allows users to recover their login credentials and unlock their accounts should they become locked out of Sage Exchange.

**Note:** See “Editing, deactivating, and unlocking users” on page 72 for additional information about unlocking a user account.

### How to add a user

Follow the steps below to add a user to Sage Exchange.

1. Click **Administration** on the main menu to open the *Users* page within the *Administration* page.
2. Click **Add New User** to open the *Add a New User* page.

The screenshot shows the 'Add a New User' form in Sage Exchange. The form is divided into two main sections: 'User Profile' and 'Virtual Terminal Profile'. The 'User Profile' section includes fields for User Name, Full Name, Email, Password, Confirm Password, Role, and Time Zone. The 'Virtual Terminal Profile' section includes a list of transaction types with checkboxes and amounts, such as 'Credit Card Manual Transaction', 'Credit Card Recurring Transactions', 'Credit Card Batch Operations', 'Virtual Check Manual Transaction', 'Virtual Check Manual Credits', 'Virtual Check Recurring Transactions', 'Virtual Check Batch Operations', 'Reports and Transaction Review', 'Shipping Cart Process', 'Shipping Cart Sales Tax', 'Shipping Cart Shipping', and 'Shipping Cart Products'. A 'Save' button is located at the bottom right of the form.

3. Enter a user name (must be at least eight characters) for the employee in the *User Name* field.
4. Enter the employee's first and last name in the *Full Name* field.

5. Enter the employee's e-mail address in the *Email* field.
6. Enter a password (must be at least eight characters) for the employee in the *Password* field.
7. Re-enter the password in the *Confirm Password* field.
8. Select the role that you want to assign to this employee in the *Role* field.
9. Select the time zone in which the employee is located in the *Time Zone* field.

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**Note:** See “Locking and unlocking users” below for additional information about the *Lock* and *Inactive* settings.

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10. Configure Virtual Terminal settings for the user in the *Virtual Terminal Profile* section.
11. Click **Save** to save the user and to return to the *Administration* page.

## Editing, deactivating, and unlocking users

Sage Exchange allows you to deactivate user accounts, which is useful for employees that no longer use the system but may return at a later time. Additionally, Sage Exchange will lock an account if a user fails to enter the correct login credentials more than three times.

Use the *Active* and *Locked* columns on the *Administration* page to quickly view which user accounts are inactive or locked. Follow the procedure below to deactivate or unlock a user account.

The screenshot shows the Sage Exchange Administration page. The 'Users' tab is selected, displaying a table of users. The table has columns for User Name, Full Name, Email, Active, Locked, and Select All. The 'Active' and 'Locked' columns are highlighted with a red box. The 'Active' column contains radio buttons, and the 'Locked' column contains radio buttons. The 'Select All' column contains checkboxes. There are 'Add New User' and 'Delete Selected' buttons above and below the table.

User Name	Full Name	Email	Active	Locked	Select All
esilverman	Andrew Silverman	esilverman@candyappleco.com	<input checked="" type="radio"/>	<input type="radio"/>	Edit
caixander	Cameron Alexander	caixander@candyappleco.com	<input checked="" type="radio"/>	<input type="radio"/>	Edit
dstafford	Delliah Stafford	dstafford@candyappleco.com	<input checked="" type="radio"/>	<input type="radio"/>	Edit
wyattsmith	Wyatt Smith	wsmith@candyappleco.com	<input type="radio"/>	<input checked="" type="radio"/>	Edit

## How to edit, deactivate, or unlock a user

Follow the steps below to edit, deactivate, or unlock a Sage Exchange user.

1. Click **Administration** on the main menu to open the *Administration* page.
2. Click **Edit** next to the user you want to edit, deactivate, or unlock to open the *Edit User* page.
3. Edit the user settings as needed.
4. Click **Locked** to unlock the user account or **Inactive** to deactivate the user account.
5. Click **Save** to save your changes and to return to the *Administration* page.



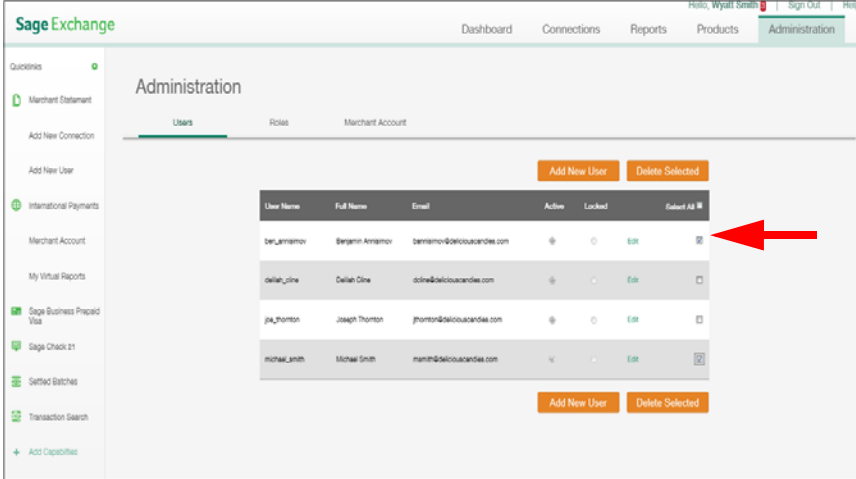
## Deleting a user

Follow the steps below to delete a user from Sage Exchange.

### How to delete a user

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1. Click **Administration** on the main menu to open the *Administration* page.
2. Mark the check box for the user you want to delete.



3. Click **Delete Selected** to open a confirmation dialog box.
4. Click **OK** to delete the user and to return to the *Administration* page.

## Adding a role

A role is a predefined combination of settings that you can save and assign to multiple users. For example, you can create an administrator role, where a user has can see all pages, merchant accounts, and payment devices in Sage Exchange or create a more restrictive role that disallows access to administrative functions.

### How to add a role

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Follow the steps below to add a role.

1. Click **Administration** on the main menu to open the *Administration* page.
2. Click **Roles** to open the *Roles* page.
3. Click **Add New Role** to open the *Add a new Role* page.
4. Enter a name for the role in the *Role Name* field.
5. Mark the items you want users assigned this role to have access to in the *Access* column for the *Sage Exchange Main Features*, *Merchant Accounts*, *Terminals*, *Products*, and *Virtual Terminal* sections.
6. Click **Save** to save the role and to return to the *Administration* page.

## Editing role

Follow the steps below to edit a role in Sage Exchange.

### How to edit a role

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1. Click **Administration** on the main menu to open the *Administration* page.
2. Click **Roles** to open the *Roles* page.
3. Click **Edit** next to the role you want to edit to open the *Edit Role* page.
4. Edit the role permissions as needed and then click **Save** to return to the *Administration* page.

## Deleting a role

Follow the steps below to delete a role.

### How to delete a role

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1. Click **Administration** on the main menu to open the *Administration* page.
2. Click **Roles** to open the *Roles* page.
3. Mark the check box for the role you want to delete and then click **Delete Selected** to open a confirmation dialog box.
4. Click **Yes** to delete the role and to return to the *Roles* page.

## Editing Merchant Accounts

Click **Merchant Account** on the *Administration* page menu to open a page that lists the merchant accounts used in Sage Exchange. Use this page to enter aliases for merchant accounts to make them easier to identify when creating connections.

The screenshot displays the Sage Exchange Administration interface. The top navigation bar includes 'Dashboard', 'Connections', 'Reports', 'Products', and 'Administration'. The left sidebar lists various administrative functions such as 'Virtual Terminal', 'Batch Management', 'Recuring', 'Merchant Statement', 'Mobile Payment', 'Sage Check 21', 'International Payments', 'Sage Business Payment Vite', 'Donate Now', 'Reports: Current Batch', 'Shopping Cart', 'Invoice Payment and Payouts', 'Hy Virtual Reports', 'Settle Balance', and 'Add Capabilities'. The main content area is titled 'Administration' and has sub-tabs for 'Users', 'Roles', and 'Merchant Account'. The 'Merchant Account' tab is active, showing a list of merchant accounts. The first entry is for Merchant Account ID: 3948907861000002, with DBA Name: 'Kallon and John Test App1's'. Below this, there are input fields for 'Merchant Alias' (containing 'Test 200004 GTW Acct 1'), 'M\_ID/YT\_ID/Gateway ID' (10101195048), and 'M\_KEY' (H520257V0U0). A 'Save' button is positioned to the right of the alias field. Below this entry, there are links for 'Terms & Conditions' and 'Security Statements'. A second merchant account entry is partially visible below, with ID 91284568789 and alias 'Test 200004 GTW Acct 2'.

## Understanding Alerts

If the system has generated any alerts for your user account, Sage Exchange displays the *Alerts* sub page of the *My Profile & Alerts* page immediately after you log on. The *Alerts* page displays important notifications (higher priority) and regular alerts. For example, if a connection becomes inactive, Sage Exchange will generate an alert describing the change in status. Reactivate the device or revoke the device's access to Sage Exchange to clear the alert.

Sage Exchange also displays an alert count next to your login name in the upper right-hand corner on the page. Click your login name to open the *My Profile & Alerts* page to review your alerts.

