ePROCESSING JPOS INSTRUCTIONS
Click the icon labeled ePNJPOS and login. At the end of the day, close application before leaving.

Swiped Transactions (no email)
- Enter transaction amount using on-screen number pad or keyboard.
- Press or click Enter
- A prompt to “Swipe Card” should appear. Swipe card to process transaction or hit Cancel to cancel transaction before swiping.
- Note: If card is swiped too fast, transaction may be misread and you may have to cancel to start over.

Swiped Transactions (email receipt requested)
- Press ‘CREDIT CARD’ & select the ‘Customer Info’ tab.
- Select the ‘Credit Card Info’ tab & enter amount, then press the ‘Swipe Card’ button. If the last four digits appear correctly on the screen (other fields should be ‘greyed out’), click ‘Submit’ to complete transaction.

Card-Not-Present/Keyed Transaction
- Press the ‘CREDIT CARD’ key & select the ‘Customer Info’ tab.
- Enter cardholder name, billing address number, zip code. You may also wish to enter email address if the customer would like an emailed receipt.
- Select ‘Credit Card Info’ tab & enter amount, card number, expiration, CVV (if no CVV, select ‘0 – I do not wish to utilize CVV’).
- Click ‘Submit’ to complete transaction.

Voiding a Transaction
- Press ‘VOID’ button. A list of the day’s transactions should auto-populate in a new window.
- Highlight transaction to be voided & click ‘Void Transaction’. A void receipt should print automatically.
- Note: Transactions can only be voided within the same day & same batch as original transaction. All other transactions must be ‘Returned’.

Swiped Return
- Select ‘Return’ button. You may notice ‘Trans Type’ changes to ‘Return’ in upper left corner of app.
- Enter return amount using on-screen number pad or keyboard. Press or click Enter
- A prompt to “Swipe Card” should appear. Swipe card to process or hit ‘Cancel’ to cancel before swiping.
- Note: If card is swiped too fast, transaction may be misread & you may have to cancel to start over.
- Note: If returning a sale from a previously closed batch, you may also process a refund through ‘Activity Reports’ on the eProcessing website. This is useful when cardholder is not present so that you do not have to enter the entire card number. Please see website instructions below.

Card Not Present/Keyed Return
- Select the ‘Return’ button. You may notice ‘Trans Type’ changes to ‘Return’ in the upper left corner of the application.
- Press the ‘CREDIT CARD’ key & select the ‘Customer Info’ tab
- Enter cardholder name, billing address number, zip code. You may also wish to enter an email address if the customer would like an emailed receipt.
- Select the ‘Credit Card Info’ tab and enter amount, card number, expiration, CVV (if no CVV, select ‘0 – I do not wish to utilize CVV’).
- Click ‘Submit’ to complete transaction.
- Note: If returning a sale from a previously closed batch, you may also process a refund through the ‘Activity Reports’ section of the eProcessing website. This is useful when cardholder is not present so that you do not have to enter the entire card number. Please see website instructions below.
If you want to adjust print settings, turn off a printer or switch printers in ePNJPOS:

- In the upper right-hand corner of ePNJPOS, click the settings (cog-wheel) icon.
- A pop-up should appear ‘This option will terminate ePNJPOS...’ Choose ‘Yes’ to continue.
- Log-in with your normal username for ePNJPOS.
- From the left tabs select ‘Printing’. To the right a drop-down menu will appear. Select preferred printer from the list. **Note: ‘Printer is Attached to Cash Drawer’ should be un-checked.**
- In the center of the Terminal Assistant, below ‘Printers’, select the ‘Layout’ tab. Check both boxes and adjust print margins to fit applied printer-type.
- For a test print, press the button ‘Print Margins Test’. If a wide ‘H’ shape prints from the desired printer, you may ‘Save and Close’.

**ePROCESSING NETWORK WEBSITE INSTRUCTIONS**

**To Log-On Visit:** [www.eprocessingnetwork.com](http://www.eprocessingnetwork.com)
- Note: Passwords require an update every 90 days & may have been updated since receipt of this document. The system will lock out after 3 unsuccessful login attempts. Call Best Card for assistance.

**To Log-Out:**
- (A) Choose ‘Log Out’ from the blue menu column on the left side of portal.
- (B) Scroll your cursor over the “User” icon (upper-right corner) & select ‘Log Out’. →
- When redirected to the following page, click the Logout button.

**Processing a Sale (Swiped)**
- Select ‘Online Terminal’ from the blue menu column on the left side of portal.
- Enter transaction amount & click ‘Swipe’. Swipe card through card reader. Last 4 digits, expiration date & cardholder name will populate.
- Under ‘Customer Information’ enter cardholder’s email address if emailed receipt is desired.
- Click ‘Submit’ & transaction confirmation will appear. Click on ‘Print Receipt’ if desired.
- Click ‘Process another transaction’ for next transaction if applicable.

**Processing a sale (Keyed)**
- Select ‘Online Terminal’ from the blue menu column on the left side of portal.
- Fill in Card Information:
  - Amount, card number, expiration
  - CVV2 (if not available select ‘I do not wish to utilize CVV2)
- Fill in Customer Information:
  - First & Last Name of cardholder. This information is optional, but may be helpful when reviewing settled transactions or if trying to refund through ‘Activity Reports’.
  - Billing Address information -house or PO Box number from street address and zip code are used by AVS (Address Verification System) as an anti-fraud tool. Some keyed transactions may process at a lower rate with this information provided correctly.
- Click ‘Submit’ & transaction confirmation will appear. Click on ‘Print Receipt’ if desired.
- Click ‘Process another transaction’ for next transaction if applicable.

**Voiding a Transaction**
- Select ‘Activity Reports’ from the blue menu column on the left side of portal.
- The Current Batch report (in ‘Activity Reports’) lists open batch transactions & allows you to void a transaction that has been authorized and is still pending settlement. Voiding a transaction prevents the transaction from being submitted to the processor for settlement.
- Click ‘View’ to the right of ‘Current Batch Report.’
- Check appropriate ‘Select’ box (far right of transaction). Click ‘Void’ in lower right corner of report.
- Click ‘Void’ again to continue. A ‘Successful’ result will appear and you may ‘Display a Receipt.’

**Processing a Return**
- Use this feature when...
  - when you want to credit partial amount
  - when the return is not in the same day as the sale
- Select ‘Activity Reports’ from the blue menu column on the left side of portal.
- In the section labeled ‘Activity Reports: Settled Credit Card Transactions’ select criteria from ‘Step 1’ drop-down options.
- For ‘Step 2’ select desired date or date range.
- In report, click on ‘Return’ button to the right of original transaction.
- You will be redirected to the ‘Online Terminal’ with original transaction information pre-populated.
  - Transaction type will be set to ‘Return’
- Change or enter any additional information as applicable.
- Click ‘Submit’ to complete return.

**Processing Recurring Billings (New)**
- Select ‘Recur Billing’ from the blue menu column on the left side of portal.
- Press ‘Quick Add Recur’ on the top left side
- Enter transaction Start Date (must be a future date)
- Select recurring frequency and fill in how many times to recur transaction
- Enter amount for each recurring transaction
- Fill in Identifier, Description or ‘Company Name’ as desired. Many offices will use these fields for additional customer or patient information
- Enter cardholder first and last name
- Enter street address number and zip code for AVS
- Enter email if you want cardholder to receive email receipts
- Enter card number, expiration month and expiration year
- Click on ‘Add Recur’

**Processing Recurring Billings (sale processed & want to convert)**
- Use ‘Activity Reports’ locate original transaction. Verify last four digits of card number matches desired card for recurring transactions.
- Click on ‘Recur’ & when redirected, click ‘Covert Transaction to Recur’
- Fill in the blanks as applicable (see recurring criteria above)
- Click ‘Convert to Recurring’
- Recurring Report Options will appear

**Recurring Billing Reports**
- Select ‘Recur Billing’ from the blue menu column on the left side of portal. You may opt to ‘Quick Search’ by first/last name OR choose a Report by Month, Status, Date, CC Expiration
- Select the ‘Edit’ button (far right in recur information table) to modify Recur

**Reports**
There are several reports that provide details about the transactions processed by the payment gateway.
- Select ‘Activity Reports’ from the blue menu column on the left side of portal.
- You can view either Current Unsettled Transactions OR Settled Credit Card Transactions. Within Settled Batches, Step 2 will allow you to report by date, month, date ranges or batch. You may also use Step 1 to narrow the report within desired date range.
From settled batch reports you can run sales and returns using the previous transaction data. It is always a good idea to verify the last four of the card before creating a new transaction.

You can always view transaction details and reprint receipts from previous transactions by clicking ‘View’ button to the right of the transaction in report.

**Administrative Functions**
- Select ‘Settings’ from the blue menu column on the left side of portal.
  - Choose ‘Account Settings’ if you want to update your email address
  - Choose ‘Receipt Manager’ to edit receipt headers & logos
    - Any section can be expanded to make changes.
    - Press ‘Save Changes’ once all changes are complete or they will not be saved!
  - Choose ‘Change Password’ to update your password
    **NOTE: Passwords are case-sensitive & require 8 total characters including letters & numbers

Don’t hesitate to call if you have any questions or concerns!

**Jennifer Nieto & Your Best Card Team**
**Office:** 303-482-2773 / 877-739-3952
**Fax:** 1-866-717-7247

**eProcessing 24/7 service for additional assistance:** 1-800-971-0997

FAQs are available at

http://www.eProcessingNetwork.Com/FAQ.html

FAQ Quick Reference Link: https://www.eprocessingnetwork.com/contact.html