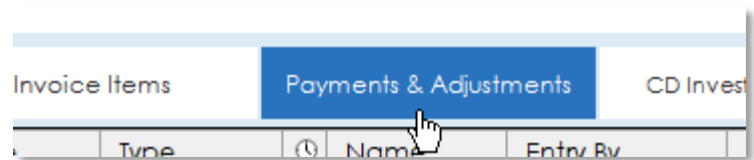
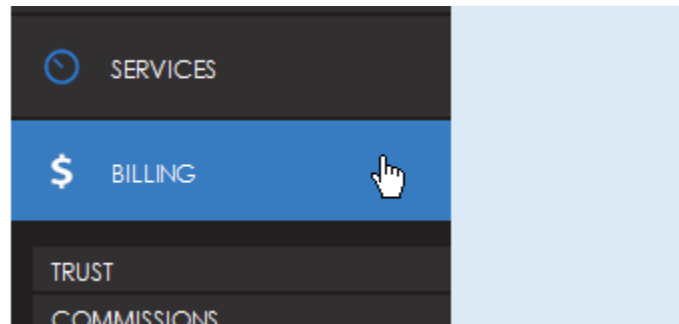
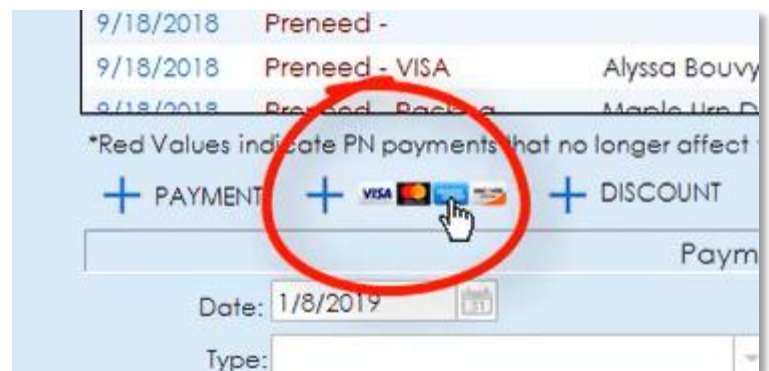


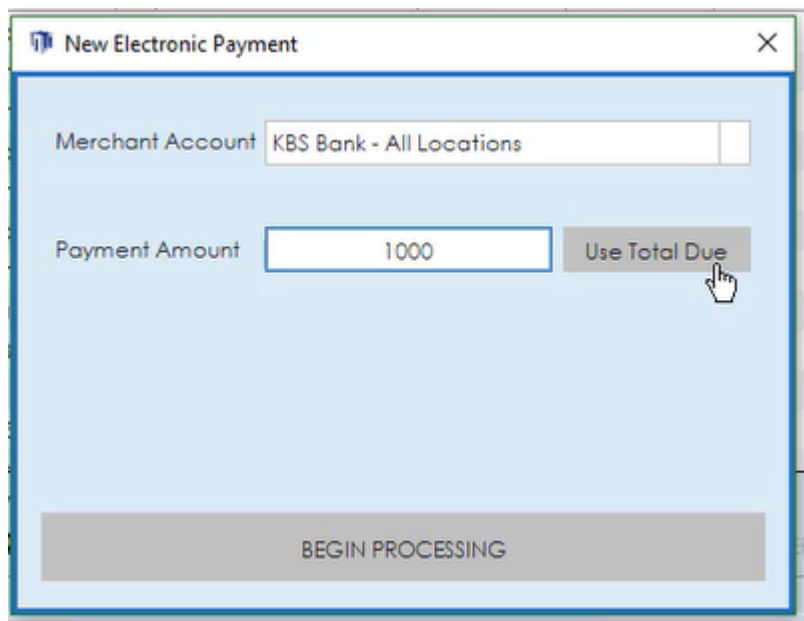
- To submit a credit card payment, select the appropriate case. Navigate to the case invoice by clicking **Billing**, then **Payments & Adjustments**.



- There is now an option to add a **credit card payment**. Click this button to start.



- First, you may see the option to select a specific **Merchant Account** and can do so at this time. Next, you'll see the **Payment Amount** box. Enter the payment total. You can also select **Use Total Due**. Click **Begin Processing**.



- Enter the credit **Card Information**, or use your card reader, then enter the **Billing Information**.

CARD INFORMATION

* Name (as it appears on card) : Joe William

* Card Number : 4111111111111111

* Expiration Date : Apr / 2020

* CVV2 / CID : 999

BILLING INFORMATION

Country : United States

Address 1 : 1013 Park Street

Address 2 :

City : Saxonburg

State : UT - Utah

Postal Code : 84321

- Click **Submit**. You will then see “Approved” or “Declined.” Only approved transactions are applied to the invoice and to accounting. Declined transactions will list a decline reason.



- Receipt Options** appear next. You can **print** a receipt, **email** a receipt, or do **both**. You also have the option to **enter** an email address that is not listed.

Receipt Options

Printed Receipt

E-Receipt

Printed & E-Receipt

Use Kelly Anderson's Email

Use Carrie Anderson's Email

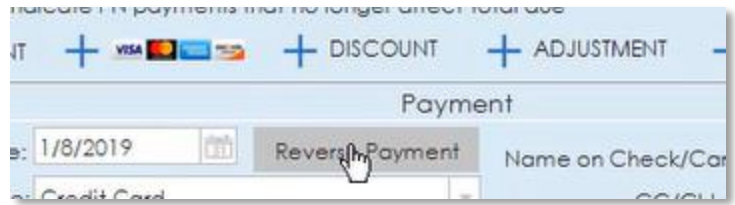
Email Address (needed for E-Receipt options)

jwilliam@gmail.com

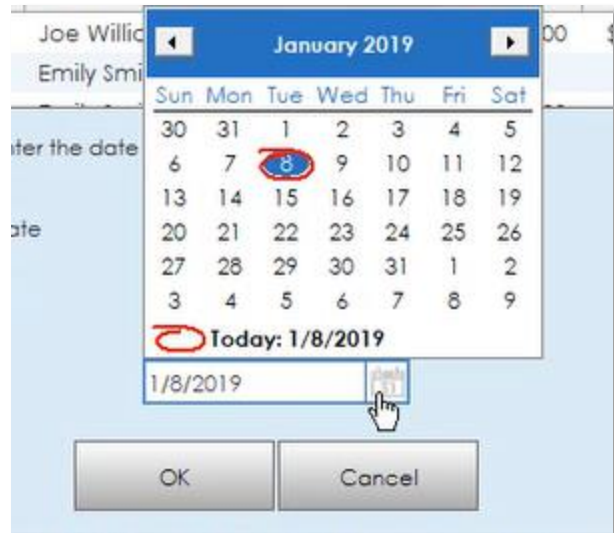
PROCESS RECEIPT **NO RECEIPT**

- Process the Receipt.** The invoice will then reflect the updated total.

- To refund a payment, select the desired transaction in an invoice, then select the **Reverse Payment** button.



- Select the **Refund Date** for the transaction. Select **OK**, then click **Yes**.



- Again, an “Approved” or “Declined” screen will appear and you can choose a **Receipt Option**. Once approved, the invoice will be update.



- ❖ Call SRS directly for all payment processing service and questions.

