Suburban
Software
Systems

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Bank and Credit Cards

Bank and Credit Card Contents

Bank and Credit Cards:

Purpose: Allows the operator to process AutoCheck, Credit Cards and Lock Box Files.

AutoCheck Master File:

Purpose: Allows the operator to search for a customer paying by check or enter in a new record.

Note 1. The first time this option is used some information will be required to be entered by hand. This will be saved in the Customer's File (which can be located through Customer Inquiry). The next time a payment is received the fields will be automatically filled in.

2. Check AutoPay if you want to auto bill the customer when the account has a balance.

3. Enter the date for which you want to auto bill the customer

Credit Cards:

List Credit Card Accounts:
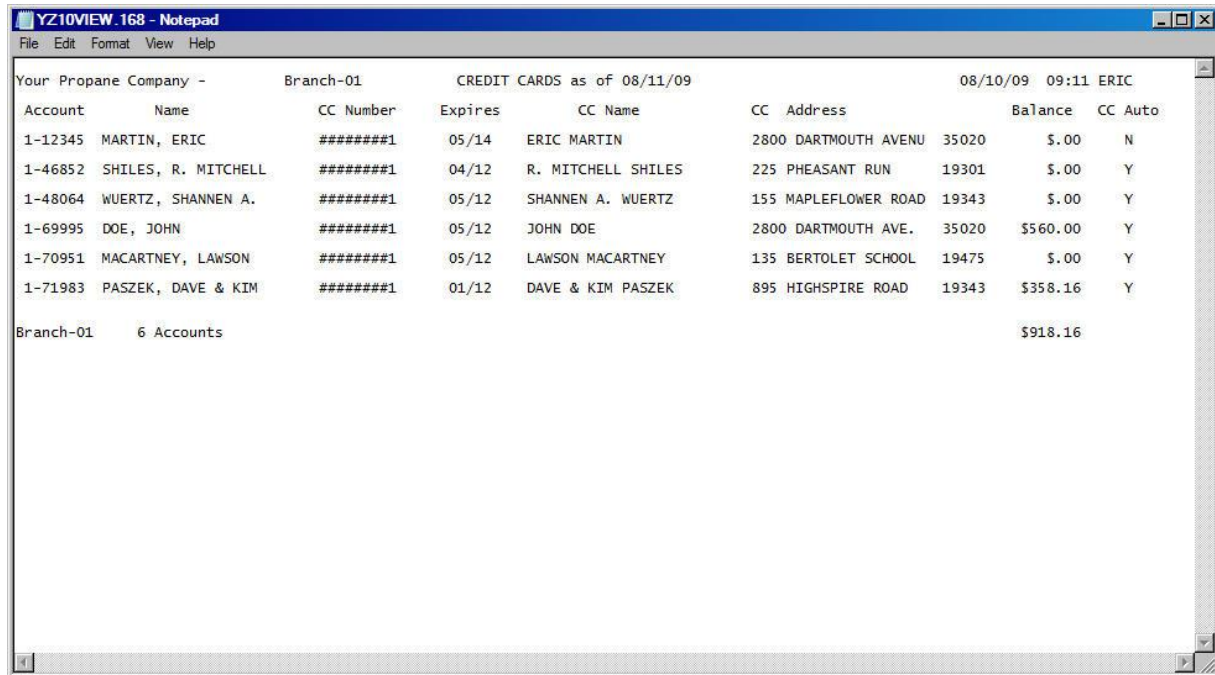
Purpose: This screen allows you to print or view accounts with credit cards by ALL, AutoBill, Expired, Expired AutoBill.

Example of Printed Report:

The following report will print.

```
YZ10VIEW.168 - Notepad
File  Edit  Format  View  Help

Your Propane Company -      Branch-01        CREDIT CARDS as of 08/11/09                08/10/09  09:11 ERIC

Account       Name          CC Number    Expires       CC Name          CC  Address                     Balance  CC Auto
1-12345  MARTIN, ERIC        ########1    05/14     ERIC MARTIN          2800 DARTMOUTH AVENU  35020       $.00      N
1-46852  SHILES, R. MITCHELL ########1    04/12     R. MITCHELL SHILES   225 PHEASANT RUN      19301       $.00      Y
1-48064  WUERTZ, SHANNEN A.  ########1    05/12     SHANNEN A. WUERTZ    155 MAPLEFLOWER ROAD  19343       $.00      Y
1-69995  DOE, JOHN           ########1    05/12     JOHN DOE             2800 DARTMOUTH AVE.   35020     $560.00     Y
1-70951  MACARTNEY, LAWSON   ########1    05/12     LAWSON MACARTNEY     135 BERTOLET SCHOOL   19475       $.00      Y
1-71983  PASZEK, DAVE & KIM  ########1    01/12     DAVE & KIM PASZEK    895 HIGHSPIRE ROAD    19343     $358.16     Y

Branch-01      6 Accounts                                                                          $918.16
```

Enter Individual CC Charge:

Customer's Credit Card Information

Company Identification Code . . . .   [DEM ⌄]

Account Number . . . .   [01 ⌄] [   ]

Or Enter Part of the Last Name . . . . [   ] [Search]

Customer's Name   Last Payment   Balance:
Customer's Street Address   Date: Bgt Bal:
Other Address   Amt: Bgt Rate:

Status . . . .   [A ⌄]   [Swipe]   Bill Day [⌄]

Name as it Appears on Card . . . .   [   ]

Credit Card Number . . . .   [   ] [ ]

Expiration Date (Mmyy) . . . .   [   ]

CC Validation Number . . . .   [   ]

CC Billing Address . . . .   [   ]

CC Billing Zip Code . . . .   [   ] – [   ]   Autobill [N ⌄]

Keep Credit Card Information on File . . . . [N ⌄]

Enter Amount to be Charged . . . . (x.xx) [   ]   Print Receipt [Y ⌄] [R]

Email Customer . . . . [ ] [⌄]

[Exit]   [Search Again]   [New Card]   [Unlock Fields]   [Continue]

Purpose: Allows the operator to charge a card manually.

Note: When a customer's credit card is entered into the system, an authorization for $1.00 will be presented to the card. This authorization will drop off the credit card after a few days. This authorization is to verify that the credit card is valid and can be charged against. If the authorization fails, the credit card information is not saved to the file.

Looking up Customer:

Customer's Credit Card Information

Company Identification Code	DEM ⌄
Account Number	01 ⌄
Or Enter Part of the Last Name	[Search]

Customer's Name	Last Payment	Balance:
Customer's Street Address	Date:	Bgt Bal:
Other Address	Amt:	Bgt Rate:

To look up a customer, enter the account number or part of the last name. Press the ENTER key or click the SEARCH button to continue.

Enter part of the last name in the "Or Enter Part of the Last Name: field and click "Search" or press the ENTER button.
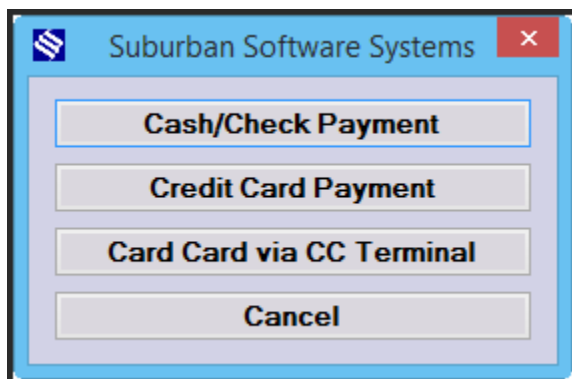
If you enter part of the Last Name a pop up box will appear with a list of names to choose from.

SSS - Customer Search

Account	Type2	Name
0107979	1	AGARD, RYAN & CHRISTA
0109132		ASH, RYAN & MELISSA
0144006		ALKASSMI, DANNY
0156018		AMBROSINI, ANTHONY
0100758		ANDERSON, STEPHEN S.
0103242		AKERMAN, MARK & IRINA
0138719	1	ANANYAKHET, GEORGE
0156331		ABENDSPADDEN, PAULA
0192336	1	AMMARELL, TRAVIS
0131904	1	ANNECHINI, WILLIAM
0126086		AGATONE, KEVIN
0190249		ALMAR BUILDERS
0100546		ATTANASIO, MARK & LEA
0110601		ARSENICH, STEVE

Entering A Credit Card through the Payment Option in Customer Inquiry:

Procedure
1. Click on Customer Inquiry at the bottom of the screen.
2. Enter the customer information by one of the following:
   Account Number
   Account Name
   Phone Number
   Address
   Driver Route Sequence
   Tank Serial Number
   Meter Serial Number
3. Click on Payment button at the bottom of the Customer screen.
4. Choose one of the three options.

Payment Options

Cash/ Check Payment: This screen will allow you to enter in cash and check payments.

Credit Card Payments: This screen will allow you manually key cc payments by the method listed previously.

Credit Card Via CC Terminal: This allows you take a credit card by swiping through a cc machine.

Customer Information:

Customer's Credit Card Information

Company Identification Code . . . . DEM ⌄

Account Number . . . . 01 ⌄ 12345

Or Enter Part of the Last Name . . . . . . DOE, JOHN   Search

DOE, JOHN	Last Payment	Balance:	$0.00
1234 MAIN ST	Date:	Bgt Bal:	$0.00
AMYWHERE, AL 35007	Amt: $0.00	Bgt Rate:	$0.00

Purpose: This area show details about a customer's account. Including last payment, balance and budget balance.

Saving A Credit Card to File:

If the customer does not have a credit card on file, the screen will fill in as much information from the account as it can.

Customer's Credit Card Information

Company Identification Code . . . . DEM ⌄
Account Number . . . . 01 ⌄ 12345
Or Enter Part of the Last Name . . . . . . DOE, JOHN   [Search]

DOE, JOHN	Last Payment	Balance:	$0.00
1234 MAIN ST	Date:	Bgt Bal:	$0.00
AMYWHERE, AL 35007	Amt: $0.00	Bgt Rate:	$0.00

Status . . . . A ⌄   [Swipe]   Bill Day ⌄
Name as it Appears on Card . . . . JOHN DOE
Credit Card Number . . . . [   ] ☐
Expiration Date (Mmyy) . . . . [   ]
CC Validation Number . . . . [   ]
CC Billing Address . . . . 1234 MAIN ST
CC Billing Zip Code . . . . 35007 – [   ]   Autobill N ⌄

Keep Credit Card Information on File . . . . N ⌄
Enter Amount to be Charged . . . . (x.xx) [   ]   Print Receipt Y ⌄ R

Email Customer . . . . ☐ [⌄]

| Exit | Search Again | New Card | Unlock Fields | Continue |

Note: Only customer's that are in the format of "LASTNAME, FIRST" will have the name field automatically filled in.
All Field Are Required.

<u>Field Descriptions:</u>

Status: A= Active Credit Card Customer
D= Deleted Credit Card Customer
If the customer is changed to a "D" status, the credit card information will be removed from the system completely.

Swipe: This allows the user to swipe a card on the type of terminal pictured.
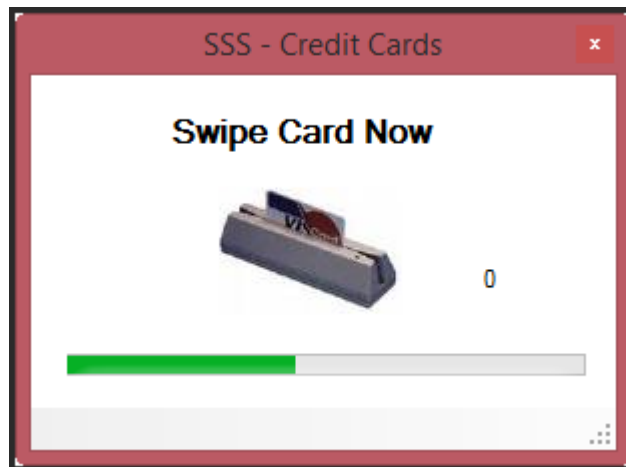
Bill Day: 01-31 or Blank
This is for information purposes only. When the customers are listed for auto billing. This column will be displayed so you can decide whether it is time to bill the customer.

Credit Card Number: Enter the credit card number that will be charged.

Expiration Date: Enter the Expiration Date as seen on the card in MM/YY format.

CC Validation #.   Enter the three digit validation number located on the back of the card.

CC Billing Address: Enter the address that the Credit Card is billed to.

CC Billing Zip: Enter the zip code that is associated with the Credit Card

Autobill: Enter {Y} if this card will be charged in the future through AutoBill.

Keep Credit Card Information on File:	Enter {Y} if you would like the information to be kept to autofill for future credit card transactions. **NOTE:** The credit card # is not kept on file. Rather a reference number for the initial transaction is kept to refer to this card for future transactions.
Amount to be Charged:	The dollar information to charge on the card.
Print Receipt:	Enter {Y} if you would like to print a receipt for this transaction.
R	This will reset the printer to the default printer.
Note:	Once you have entered the required information click continue.

Authentication Screen:

Once the system authenticates the credit card, the following message will be displayed.

Suburban Software Systems | Credit Card Screen

Customer's Credit Card Information

Company Identification Code . . . . [WEB ▼]

Account Number . . . . [01 ▼] [35137]

Or Enter Part of the Last Name . . . . . [SACCO, TERESA]   [Search]

Processing. Please Wait...

SACCO, TERESA	Last Payment	Balance:	$0.00
319 N.CHESTER RD.	Date: 12/31/2012	Bgt Bal:	$0.00
WEST CHESTER, PA 19380	Amt: $143.02	Bgt Rate:	$0.00

Status . . . . [A ▼] [A] [Swipe]   Bill Day [▼]

Name as it A

Credit Card

Expiration D

CC Validatic

Suburban Software Systems [×]

Credit card pre-authentication was approved and saved to the credit card file for future use.

[OK]

CC Billing Address . . . . 319 N.CHESTER RD.

CC Billing Zip Code . . . . [19380] – [ ]   Autobill [N ▼]

Keep Credit Card Information on File . . . [Y ▼]

Enter Amount to be Charged . . . . (x.xx) [ ]   Print Receipt [Y ▼] [R]

Email Customer . . . . ☐ [▼]

[Exit] [Search Again] [New Card] [Unlock Fields] [Continue]

Verification Screen:

Before the charge is submitted a verification message will be displayed. Click {OK} to continue or cancel.

Approval Message:

Once approved, a message will be displayed with the Authorization Number. If an authorization number is not given, then the credit card was most likely not charged. If you chose to print a receipt, you will the be prompted to print at his time

Customer's Credit Card Information

Company Identification Code . . . . DEM v
Account Number . . . . 01 v   12345
Or Enter Part of the Last Name . . . . DOE, JOHN   Search

Processing. Please Wait...

DOE, JOHN   Last Payment   Balance: $0.00
1234 MAIN ST $0.00
AMYWHERE, A $0.00

Suburban Software Systems   [X]

Charge Approved.

Authorization Number: 095720

Use the credit menu to apply credit card payments, refunds, and voids to the customer's account.

OK

Status . . . .   y   v

Name as it App

Credit Card Nu   VISA

Expiration Dat

CC Validation Number   789

CC Billing Address . . . . 1234 MAIN ST

CC Billing Zip Code . . . .   35007 –   Autobill N v

Keep Credit Card Information on File . . . . Y v

Enter Amount to be Charged . . . . (x.xx)   1.00   Print Receipt N v R

Email Customer . . . . ☐   v

Exit   Search Again   New Card   Unlock Fields   Continue
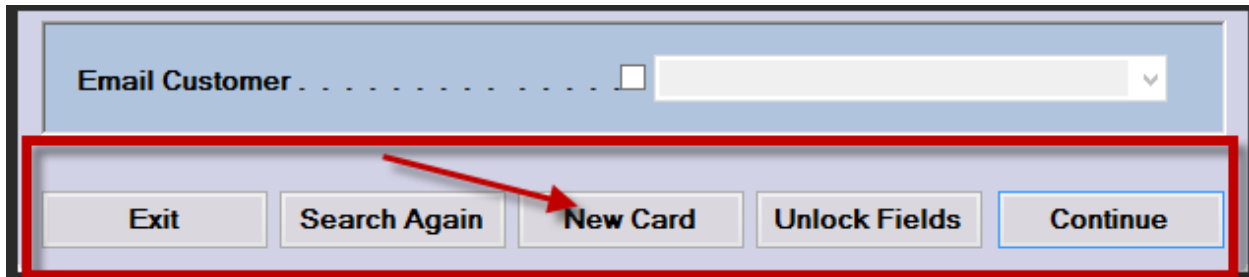
Customers with Saved Cards:

Once a card has been saved the information will be filled in automatically when you enter the account number or name.

Note: The credit card # is not kept on file. Rather a reference number for the initial transaction is kept to refer to this card for future transactions.

Customer's Credit Card Information

Company Identification Code . . . . DEM ∨

Account Number . . . . 01 ∨ 12345

Or Enter Part of the Last Name . . . . DOE, JOHN   Search

---

DOE, JOHN   Last Payment   Balance: $0.00
1234 MAIN ST   Date: Bgt Bal: $0.00
AMYWHERE, AL 35007 Amt: $0.00   Bgt Rate: $0.00

Status . . . . A ∨   Swipe   Bill Day ∨

Name as it Appears on Card . . . . JOHN DOE

Credit Card Number . . . . ************8881 ☐   VISA

Expiration Date (Mmyy) 12/16

CC Validation Number 789

CC Billing Address . . . . 1234 MAIN ST

CC Billing Zip Code . . . . 35007 – __   Autobill N ∨

Keep Credit Card Information on File . . . . Y ∨

Enter Amount to be Charged . . . . (x.xx) 1.00   Print Receipt N ∨ R

Email Customer . . . . ☐ _____ ∨

Exit   Search Again   New Card   Unlock Fields   Continue

Changing A Saved Card:

You may change a saved credit card at any time. To do so click on **New Card** located at the bottom of the screen. This will clear all saved information regarding that card.

| Email Customer . . . . ☐ | | | | ⌄ |

| Exit | Search Again | New Card | Unlock Fields | Continue |

DOE, JOHN   Last Payment   Balance: $0.00
1234 MAIN ST   Date: Bgt Bal: $0.00
AMYWHERE, AL 35007 Amt: $0.00   Bgt Rate: $0.00

Status . . . . A ⌄   Swipe   Bill Day ⌄

Name as it Appears on Card . . . . JOHN DOE

Credit Card Number . . . . ☐

Expiration Date (Mmyy) . . . .

CC Validation Number . . . .
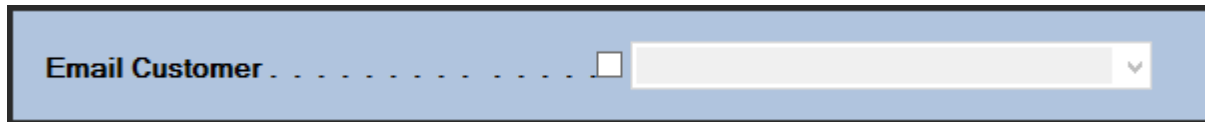
CC Billing Address . . . . 1234 MAIN ST

CC Billing Zip Code . . . . 35007 –   Autobill N ⌄

Keep Credit Card Information on File . . . . Y ⌄
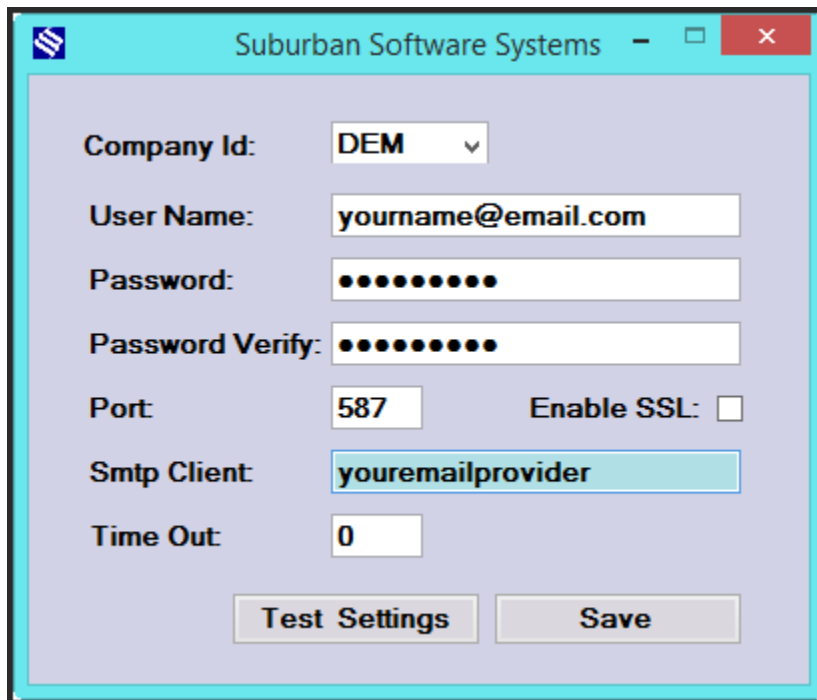
Enter Amount to be Charged . . . . (x.xx)   Print Receipt N ⌄ R
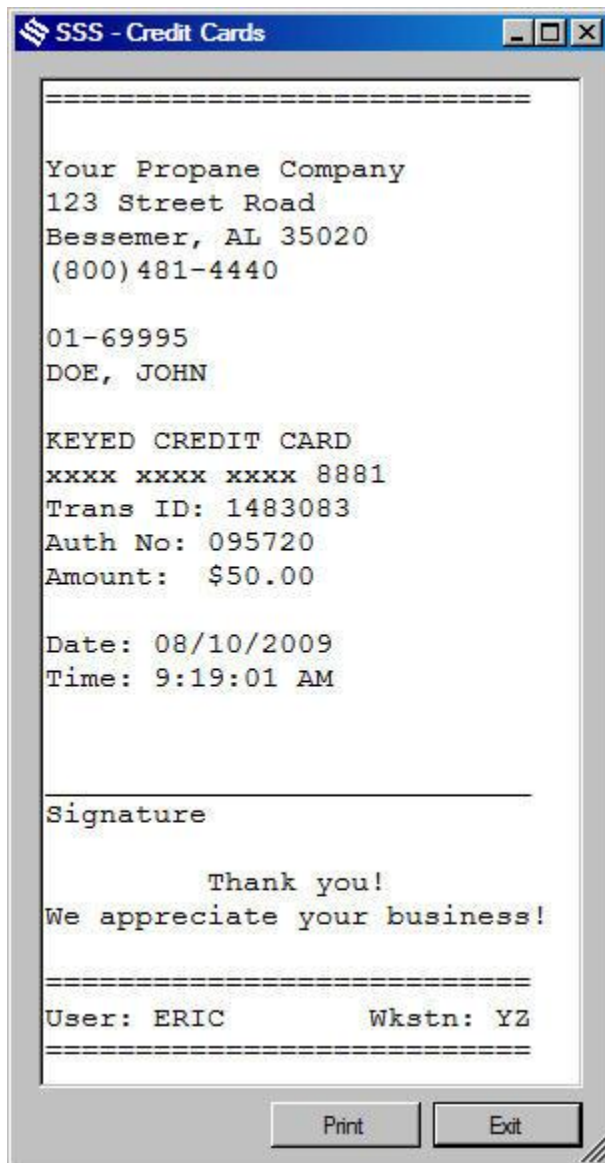
Email Receipt Option.

Purpose   This allows the user to email a copy of the receipt. This must be set up in the **Company Email Settings** located in the **Utility Menu**.

Company Email Settings:

Note: This is different from the Ebilling settings. You may use the same information but this **must** be setup to email receipts.
Contact your email provider to help setup these settings, if needed.

Receipt Example:

```
==============================

Your Propane Company
123 Street Road
Bessemer, AL 35020
(800)481-4440

01-69995
DOE, JOHN

KEYED CREDIT CARD
xxxx xxxx xxxx 8881
Trans ID: 1483083
Auth No: 095720
Amount:   $50.00

Date: 08/10/2009
Time: 9:19:01 AM


_____
Signature

          Thank you!
We appreciate your business!

==============================
User: ERIC          Wkstn: YZ
==============================
```

[Print]   [Exit]

Submit Credit Card Voids and Refunds:
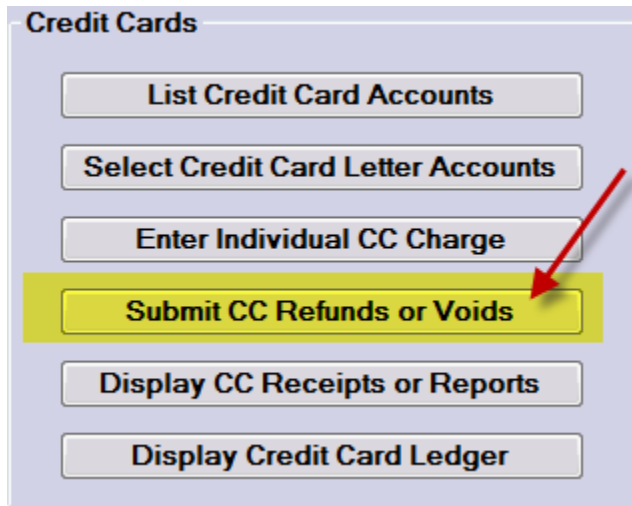
Note: 1. Only credit card charges that were entered thru the Credit Card Module in the Suburban Software Systems can be voided or refunded.

2. To following requirements have to be met to be voided:

     a. The void has to be the same day as the original transaction.

     b. The void has to be for the full amount of the original transaction.
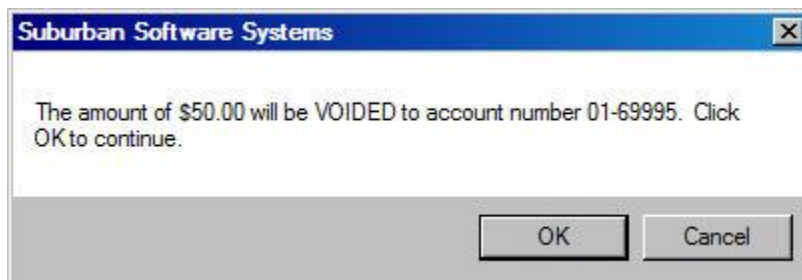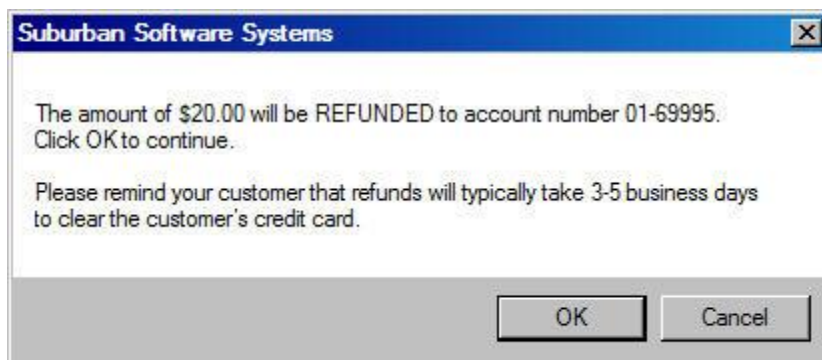
Void/ Refund Messages

1. If a transaction can be voided, the following message will be displayed.

2. All other credits to the credit card will be handled as a refund. The following message will be displayed on refunds.

Example of Refund Receipt:

```
===========================

Your Propane Company
123 Street Road
Bessemer, AL 35020
(800)481-4440

01-69995
DOE, JOHN

KEYED RETURN
xxxx xxxx xxxx
Trans ID: 1483099
Auth No: 095720
Amount:  $-20.00

Date: 08/10/2009
Time: 9:21:41 AM


_____
Signature

        Thank you!
We appreciate your business!

===========================
User: ERIC        Wkstn: YZ
===========================
```

Display CC Receipts or Reports:

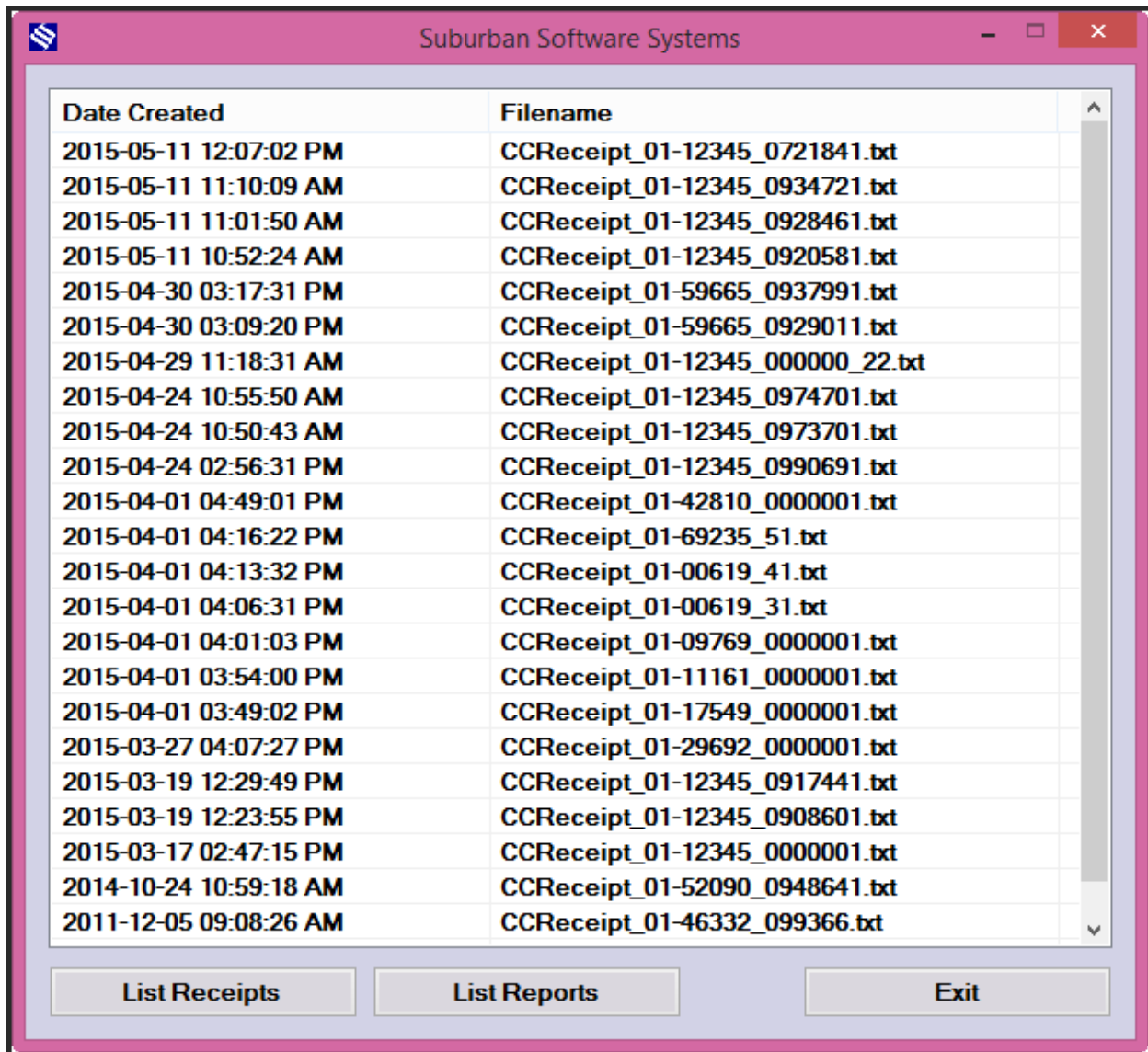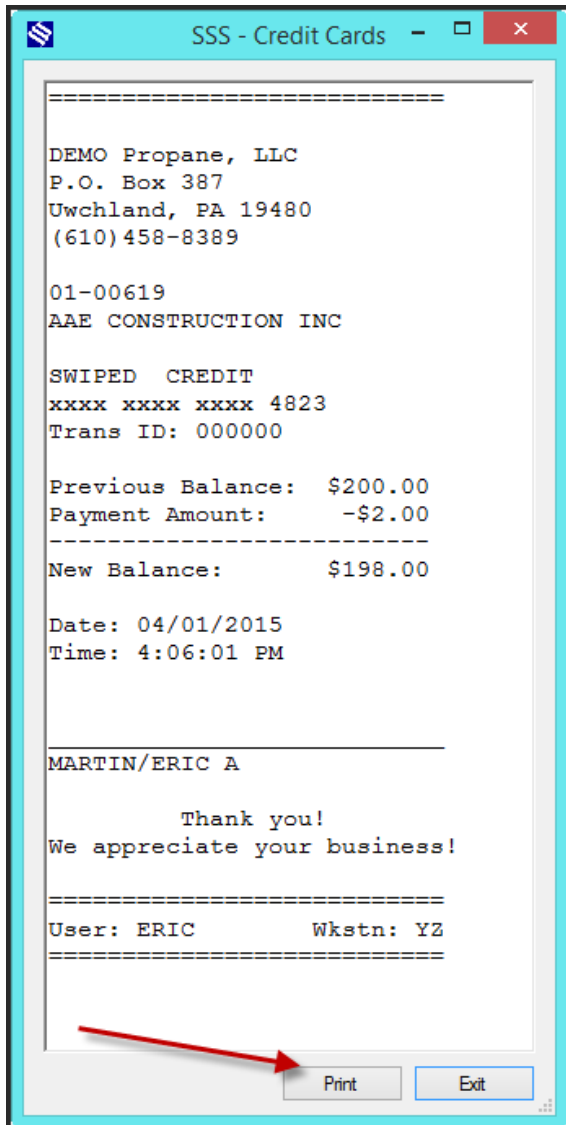| Date Created	Filename
2015-05-11 12:07:02 PM	CCReceipt_01-12345_0721841.txt
2015-05-11 11:10:09 AM	CCReceipt_01-12345_0934721.txt
2015-05-11 11:01:50 AM	CCReceipt_01-12345_0928461.txt
2015-05-11 10:52:24 AM	CCReceipt_01-12345_0920581.txt
2015-04-30 03:17:31 PM	CCReceipt_01-59665_0937991.txt
2015-04-30 03:09:20 PM	CCReceipt_01-59665_0929011.txt
2015-04-29 11:18:31 AM	CCReceipt_01-12345_000000_22.txt
2015-04-24 10:55:50 AM	CCReceipt_01-12345_0974701.txt
2015-04-24 10:50:43 AM	CCReceipt_01-12345_0973701.txt
2015-04-24 02:56:31 PM	CCReceipt_01-12345_0990691.txt
2015-04-01 04:49:01 PM	CCReceipt_01-42810_0000001.txt
2015-04-01 04:16:22 PM	CCReceipt_01-69235_51.txt
2015-04-01 04:13:32 PM	CCReceipt_01-00619_41.txt
2015-04-01 04:06:31 PM	CCReceipt_01-00619_31.txt
2015-04-01 04:01:03 PM	CCReceipt_01-09769_0000001.txt
2015-04-01 03:54:00 PM	CCReceipt_01-11161_0000001.txt
2015-04-01 03:49:02 PM	CCReceipt_01-17549_0000001.txt
2015-03-27 04:07:27 PM	CCReceipt_01-29692_0000001.txt
2015-03-19 12:29:49 PM	CCReceipt_01-12345_0917441.txt
2015-03-19 12:23:55 PM	CCReceipt_01-12345_0908601.txt
2015-03-17 02:47:15 PM	CCReceipt_01-12345_0000001.txt
2014-10-24 10:59:18 AM	CCReceipt_01-52090_0948641.txt
2011-12-05 09:08:26 AM	CCReceipt_01-46332_099366.txt

Suburban Software Systems

[List Receipts]   [List Reports]   [Exit]

Purpose: Allows the operator the choice of list a report off CC Receipts or Reports. Double Click on which one you want to view.

Printing Receipt From A Previous Transaction:

Note: To print a receipt from a previous transaction, Double click on the receipt that you want and then click print at the bottom of that receipt.

```
=============================

DEMO Propane, LLC
P.O. Box 387
Uwchland, PA 19480
(610)458-8389

01-00619
AAE CONSTRUCTION INC

SWIPED   CREDIT
xxxx xxxx xxxx 4823
Trans ID: 000000

Previous Balance:   $200.00
Payment Amount:      -$2.00
---------------------------
New Balance:        $198.00

Date: 04/01/2015
Time: 4:06:01 PM

_____
MARTIN/ERIC A

           Thank you!
We appreciate your business!

=============================
User: ERIC         Wkstn: YZ
=============================
```

Print   Exit

Display Credit Card Ledger:

Purpose	Allows the operator to view a list of transactions by credit card and AutoCheck.
Company ID	Enter your Company Id (CoID)
Display Transactions From:	Enter the date for which you would like to view the transactions.
Type of Transaction:	Choose Credit Cards or AutoCheck transactions to view.
Status to Display:	Choose from the following:

A	CC charged only not posted to SSS
C	Charged CC & posted to SSS
D	Declined CC Transactions

End of Day Processing:

AutoPay:

Screen One:

Purpose:	This screen allows the operator to process payments by selecting bill day/s to process balance.

Screen Two:

View	Type	Br	AcctNo	Name	Bill Day	Last Payment	LastPay Amount	Cycle	Bgt Rate	Bgt Bal	Balance	Unposted Paid CCs	Chg Amt
View	CC	01	00108	NIEMEYER, MARK	0	2/16/2015	230.00	5	230.00	230.00	-502.49	0.00	230.00
View	CC	01	00281	PILOTTI, KENNETH & DI...	0	2/16/2015	275.00	5	275.00	275.00	-303.70	0.00	275.00
View	CC	01	00291	VITALI, LOU & STEPHA...	0	1/16/2015	300.00	5	300.00	600.00	-107.28	0.00	600.00
View	CC	01	05536	CARR, DAVID J.	0	2/16/2015	150.00	5	150.00	150.00	-648.12	0.00	150.00
View	CC	01	08571	BROWN, SCOTT	0	2/16/2015	190.00	5	190.00	190.00	-572.65	0.00	190.00
View	CC	01	10767	PHILLIPS, THEODORE/...	0	2/16/2015	325.00	5	325.00	325.00	-264.67	0.00	325.00
View	CC	01	17374	BRANDYWINE YOGA	0	2/24/2015	356.97	5	0.00	0.00	348.91	0.00	348.91
View	CC	01	19073	WOOD, DAVID & JEAN	0	2/16/2015	180.00	5	180.00	180.00	323.22	0.00	180.00
View	CC	01	19446	HEIST, RYAN	0	2/16/2015	140.00	5	140.00	140.00	-152.99	0.00	140.00
View	CC	01	32019	STORTI, SCOTT & KELLY	0	2/16/2015	265.00	5	265.00	265.00	-565.67	0.00	265.00
View	CC	01	39568	FISCHER, MARK & MEG	0	2/16/2015	30.00	5	30.00	30.00	-173.92	0.00	30.00
View	CC	01	40111	CULLEN, DENNIS & LOIS	0	2/16/2015	225.00	5	225.00	225.00	-1,266.88	0.00	225.00
View	CC	01	74078	MC LAUGHLIN, BRIAN/ S...	0	2/16/2015	125.00	5	125.00	125.00	-309.78	0.00	125.00
View	CC	01	74870	TWOMBLY, FRED & DA...	15	2/16/2015	90.00	5	90.00	90.00	-168.79	0.00	90.00
View	CC	01	75935	GRECO, TOM AND ARIEL	0	2/16/2015	155.00	5	155.00	155.00	-398.62	0.00	155.00

Suburban Software Systems — Workstation Id: KM — I:\RPG\

Company — **AutoPay for Credit Cards (only)** — Selected Customers: 15

Exit | Budget Account | Over Applied Transaction | Transaction Not Being Charged | Submit

Purpose: Allows the operator to view the accounts with cc ready to be processed through autopay.

Note 1. To view the customer information click on view by the customer's name.

The following message will appear when you click submit.

Suburban Software Systems

Do you wish to continue? Continuing will charge the transactions with New Rates greater than zero.

OK | Cancel

Apply AutoPayments:

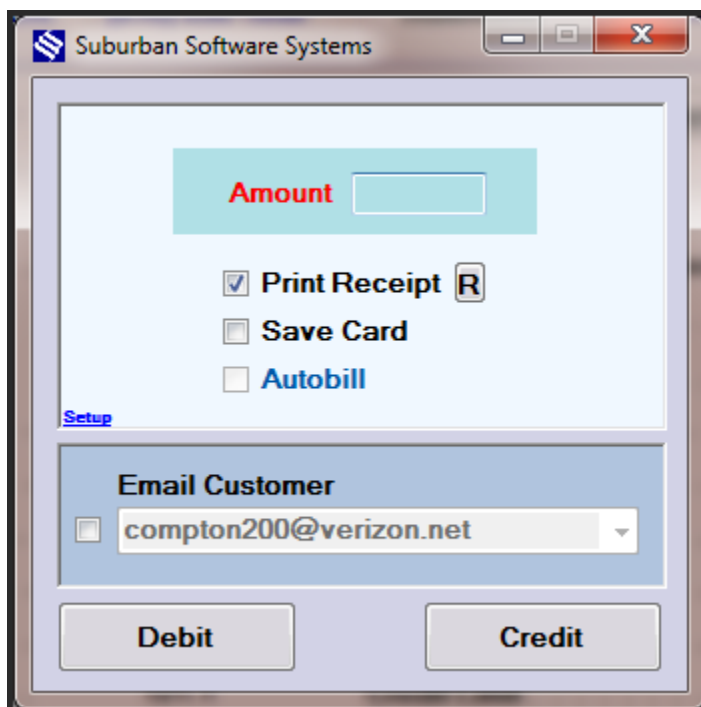|	
Purpose:	This moves all selected payments from AutoPay and daily cc payments into the posting file.

Taking Cards Via CC Terminal:

1. Click on the highlighted option below.
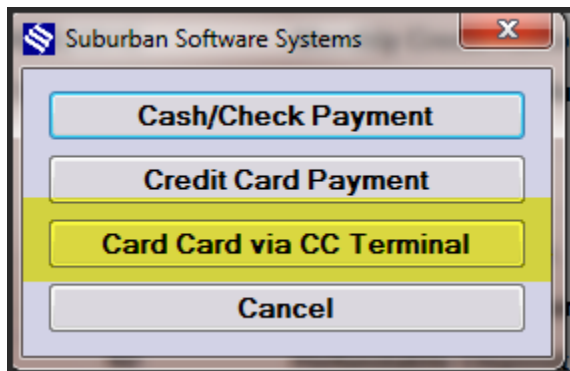
This Option allows you to take Swipe Credit Cards via the PAX S80 Credit Card Terminal. This must be setup by Suburban.

2. Enter the amount in the blue box.

You can choose to Print the receipt, save the card, add to autobill, and email the customer a copy of the receipt.

3. Click on **CREDIT**. Debit should only be clicked on if you have previously setup this option with Direct Connect. All cards can be run as credit, so it should not be a problem.

4. A Red Window will pop up directing you to swipe the card on the PAX S80 terminal.
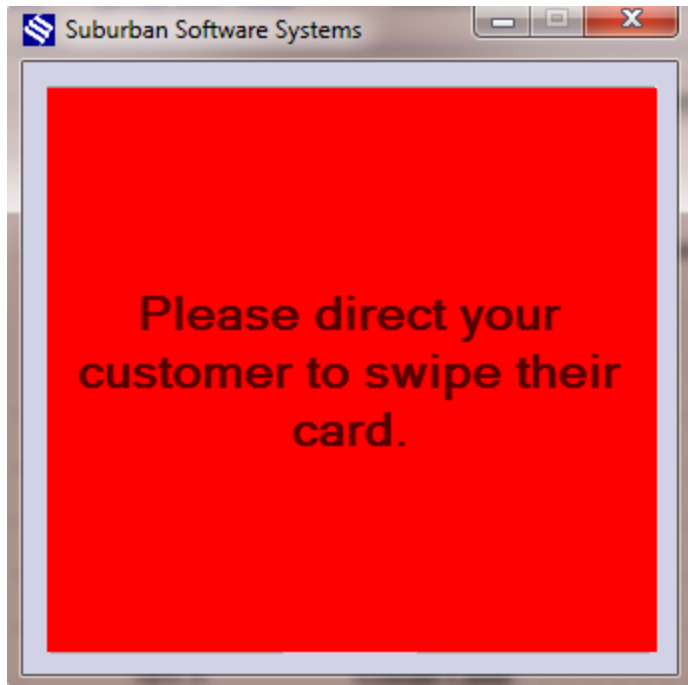
5. You will receive a message after you swipe letting you know if the card was accepted or declined.

Things to look for:
1. If you receive a communication error call / email Suburban and let them know.
2. If you swipe a card after receiving a communication error, it could result in a duplicate payment.
3. If you are having problems printing a receipt let Suburban know. You may need to change the printing option on the CC terminal.