



SUBURBAN SOFTWARE SYSTEMS

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Bank & Credit Cards

Bank and Credit Card Contents

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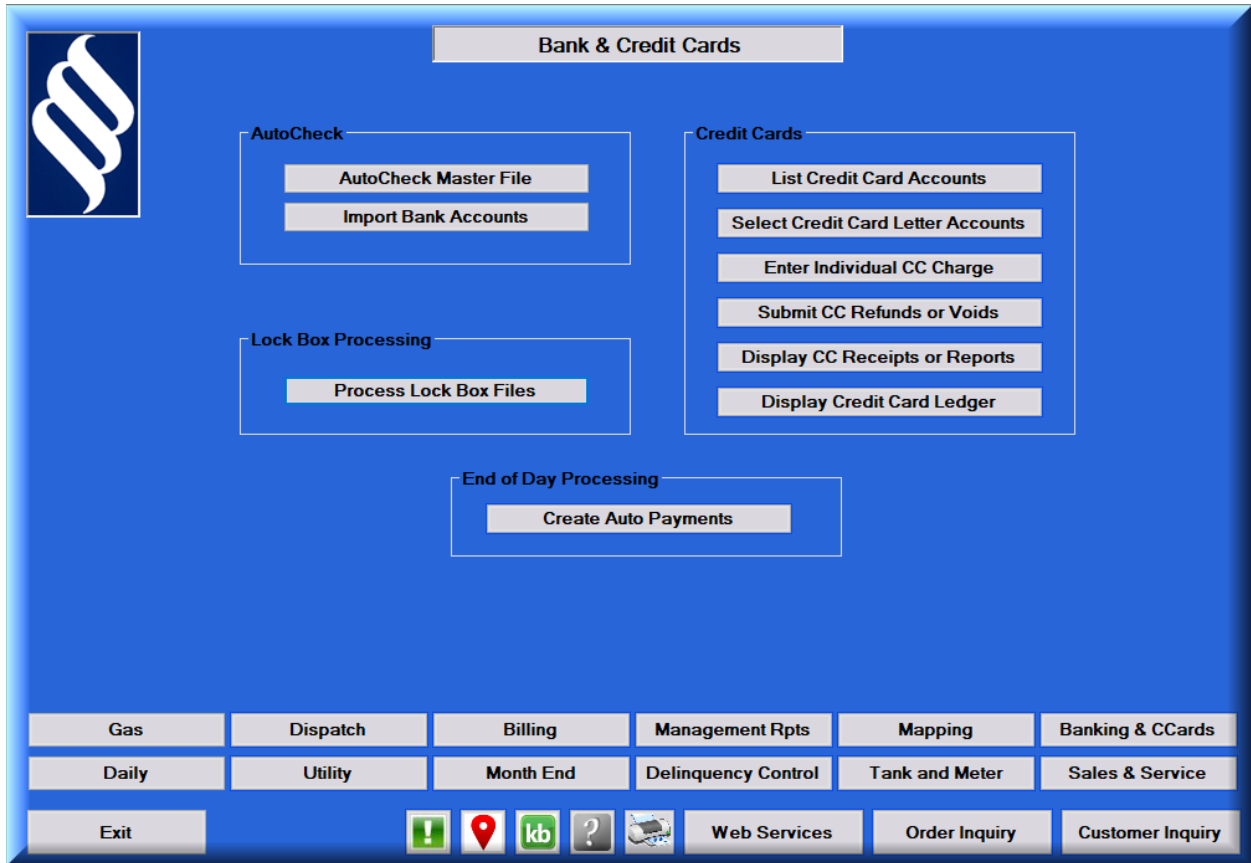
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Bank and Credit Cards:



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

AutoCheck Master File:

Company Identification Code ▾

Account Number ▾

Or Enter Part of the Last Name

Status ▾

Name on Check

Institution Id (Canadian accounts only)

Bank Routing Number

Bank Account Number

AutoPay Customer (auto bill the customer when account has a balance)

AutoPay Day ▾

Last Bill Month ▾

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. This will be saved in the Customer's file (which can be located through Customer Inquiry).
 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.
 4. Enter in the last month the customer was billed.

Import Bank Accounts:

Import Bank Accounts

Company Identification Code WEB ▾

Import Details

Expected import format:

Comma delimited text file.
CustomerName,Branch,AccountNumber,BankAccountNumber,RoutingNumber

Example contents:

```
"Doh, John",04,34567,12123463,22226331  
Wally world,01,76867,434266222,22022019  
"Wizer, Bud",01,12345,343434343,11002289
```

Browse for comma delimited txt/csv file

Purpose: Allows you to import customer's bank information from a CSV file.

Credit Cards:

List Credit Card Accounts:

Credit Card Accounts - LIST

Company Identification Code SPI ▾

Branch Name -or- ALL Branches 01 - Your Compar ▾

Select Credit Cards To Be Listed ALL ▾

Form Name 0001 ▾

Printer Type VW - View ▾

Exit Continue

Purpose: This screen allows you to print or view accounts with credit cards by ALL, AutoBill, Expired, Expired AutoBill, or Expiring Soon.

Example of Printed Report:

The following report will print.

Your Company Name, Inc.		Br# 01	CREDIT CARDS as of 01/18			04/23/19 16:06 KELLY	
Account	Name	CC Number	Expires	CC Name	CC Address	BaTance	CC Auto
1-00032	ABCROSS, KATHLEEN	#####6071	03/20	KATHLEEN A CROSS	510 POLO RUN	19380 \$.00	N
1-00066	RIKISS, RICHARD & DEBBIE	#####6367	02/16	RICHARD RIKISS	1000 TRAVIS COURT	19335 \$.00	N
1-00082	PILACIK, MARC & SARAH	#####9847	02/21	SARAH T. PILACIK	316 SHAKER LANE, WES	19380 \$583.84-	N
1-00107	RYAN, MATTHEW	#####3459	08/19	MATTHEW RYAN	4 ENGLERTH LANE	19335 \$.00	N
1-00108	NIEMEYER, MARK	#####3587	10/19	MARK NIEMEYER	105 GOTTIER WAY	19335 \$.00	Y
1-00109	WILSON, ELOISA	#####1739	06/20	ELOISA WILSON	467 MARSH RD.	19520 \$484.80	N
1-00122	CAHILL, ALLISON	#####2374	11/15	ALLISON M CAHILL	24 BUCK LANE	19061 \$556.80	N
1-00127	MINNITI, MICHAEL	#####6608	11/18	MICHAEL V MINNITI	961 CORNWALLIS DRIVE	19380 \$31.30-	N
1-00133	JIN, HELEN & CHARLES	#####2298	08/17	HELEN JIN	167 HARVEY ROAD	19382 \$.00	N
1-00135	FARMERS DAUGHTER FARM	#####7478	07/19	ROBERT J. FRY	3190 SCHUYLKILL RD.	19475 \$1,225.39	N
1-00137	GUERNSEY JR., DR. LOUIS	#####7597	07/18	LOUIS H GUERNSEY .	P O BOX 115	19425 \$.00	N
1-00140	KENNEY, LINDSAY	#####5239	06/14	JOSEPH KENNEY	242 BYERS RD.	19425 \$.00	N
1-00143	MORRISON, ERIC & CARMELLA	#####0690	09/18	CARMELLA MORRISON	450 WRIGLEY BLVD	19330 \$863.10	N
1-00152	JEFFERIS, TIM	#####9858	08/15	TIM JEFFERIS	525 BAINTREE RUN	19335 \$.00	N
1-00158	MC LEAVY, DAVID	#####7235	07/21	DAVID MCLEAVY	670 COLLINGWOOD TERR	19343 \$651.00	N
1-00159	ALAN, DANA	#####7848	05/16	DANA J ALAN	21 IVY LANE	19425 \$.00	N
1-00160	GALLIMORE-JONES, SHIRLEY	#####1606	10/20	SHIRLEY GALLIMORE-JONES	321 SUMMER GROVE LAN	19464 \$10.00-	N
1-00162	HUDAK, AMY	#####4470	10/16	AMY HUDAK	511 N PLEASANT VIEW	19464 \$.00	N
1-00167	KENNEDY, KARIN	#####5677	05/14	KARIN KENNEDY	105 YARMOUTH LANE	19063 \$.00	N
1-00174	MURPHY, MICHAEL	#####0433	01/23	MICHAEL MURPHY	325 HIGHLAND FARM RD	19380 \$414.50	N
1-00175	BIERLEIN, JEFFREY	#####2301	05/20	JEFFREY R. BIERLEIN	146 HEMLOCK DRIVE	19330 \$799.47	N
1-00186	PAXON HOLLOW COUNTRY CLUB	#####7784	06/19	ANTHONY J. FOSTER	4990 STATE RD.	19026 \$4,634.21	N
1-00187	TOMLINSON, CATHY	#####7949	01/20	CATHERINE A TOMLINSON	788 N REEDS ROAD	19335 \$.00	Y
1-00191	BRYANT, DALIA	#####0516	05/20	DALIA BRYANT	307 JEFFREY LANE	19073 \$.00	N
1-00196	MC BRIDE, DAVID	#####1750	03/18	DAVID MC BRIDE	1132 PRESIDENTIAL DR	18951 \$.00	N
1-00212	MURPHY, MICHAEL	#####3119	09/15	MICHAEL MURPHY	1095 BARNVIEW ROAD	19382 \$.00	N
1-00216	SHANNON, TOM & MEGAN	#####1431	05/19	TOM SHANNON	116 OLD POOL ROAD	19565 \$.00	N
1-00220	LEONARD, PATTI	#####8268	01/18	PATRICIA E. LEONARD	914 HILLSDALE ROAD	19382 \$.00	N

Your Company Name, Inc. Br# 01 CREDIT CARDS as of 01/18 04/23/19 16:06 KELLY

Select Credit Card Letter Accounts:

Credit Card Accounts - LIST

Company Identification Code	SPI
Branch Name -or- ALL Branches	01 - Your Compar
Letter Code	BB - Budget Billing Le
Select Credit Cards To Be Listed	ALL
Form Name	0001
Printer Type	VW - View

Exit Continue

Enter Individual CC Charge:

Customer's Credit Card Information

Company Identification Code

Account Number

Or Enter Part of the Last Name

ACCOUNT. TEST	Last Payment	Balance:	\$0.00
123	Date:	Bgt Bal:	\$0.00
123. AL	Amt: \$0.00	Bgt Rate:	\$0.00

Credit Card Status

Name as it Appears on Card

Credit Card Number

Expiration Date (Mmyy)

CC Validation Number

CC Billing Address

CC Billing Zip Code -

Keep Credit Card Information on File Autobill

Convenience Fee (x.xx) Bill Day

Enter Amount to be Charged (x.xx) Print Receipt

Discounting Amount (x.xx)

Email Customer

Allows the operator to charge a card manually.

- Note:**
1. 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
 2. Suburban is not the Gateway. We do not control the funds to your bank account. Questions about not receiving funds should be submitted to Paragon (1-800-884-5208).

Looking up Customer:

Company Identification Code WEB ▾
Account Number 01 ▾ 00109
Or Enter Part of the Last Name ACCOUNT, TEST Search

ACCOUNT, TEST	Last Payment	Balance:	\$0.00
123	Date:	Bgt Bal:	\$0.00
123, AL	Amt: \$0.00	Bgt Rate:	\$0.00

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.

Account	Type2	Name
0150300		A. C. COMPTON III
0142810		A.C.MILLER CONCRETE PR..
0193391	1	AAA BAR-B-Q
0100619		AAE CONSTRUCTION INC
0189555		ABALM, MEAGAN
0172601		ABBONIZIO, DOUGLAS
0100737		ABBONIZIO, STEVEN
0101469		ABBRUZZESI, JOHN
0186288		ABDALA, ALBERT
0156331		ABENDSCHEIN, JOHN
0189753	1	ABERNATHY, HUGH
0102594		ABIAAD, NAJIB
0173658		ABRACZINSKAS, WILLIAM
0126151		ABRAHAM, JAMES

Customer Information:

Company Identification Code	WEB	▼
Account Number	01	▼ 00109
Or Enter Part of the Last Name	ACCOUNT, TEST	
	<input type="button" value="Search"/>	

ACCOUNT, TEST	Last Payment	Balance:	\$0.00
123	Date:	Bgt Bal:	\$0.00
123, AL	Amt: \$0.00	Bgt Rate:	\$0.00

This area will 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 WEB ▾
Account Number 01 ▾ 00109
Or Enter Part of the Last Name ACCOUNT, TEST Search

ACCOUNT, TEST	Last Payment	Balance:	\$0.00
123	Date:	Bgt Bal:	\$0.00
123, AL	Amt: \$0.00	Bgt Rate:	\$0.00

Credit Card Status A ▾
Name as it Appears on Card
Credit Card Number
Expiration Date (Mmy)
CC Validation Number
CC Billing Address
CC Billing Zip Code -
Keep Credit Card Information on File N ▾ Autobill N ▾
Convenience Fee (x.xx) 0.00 Bill Day ▾
Enter Amount to be Charged (x.xx) Print Receipt Y ▾ R
Discounting Amount (x.xx) Calculate

Email Customer ▾

Exit Search Again New Card Unlock Fields Continue

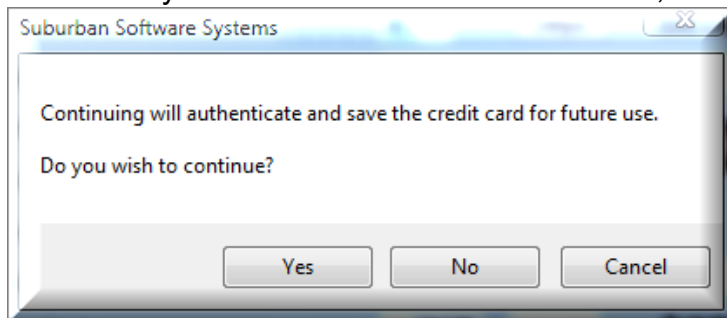
Note: Only customer's that are in the format of "LASTNAME, FIRST" will have the name field automatically filled in.
All Field Are Required.

Field Descriptions:

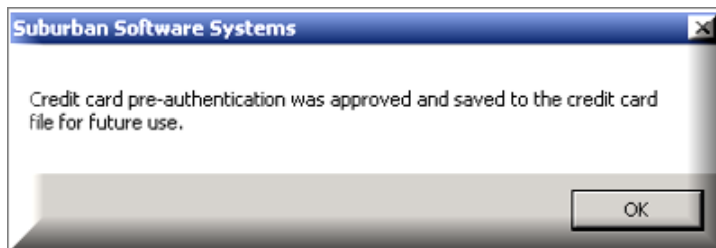
Status:	A= Active Credit Card Customer D= Deleted Credit Card Customer If the customer is changed to a “D” status, the credit card information will be removed from the system completely.
Bill Day:	01-31 or Blank This is for information purposes only. When the customers are listed for auto billing. This 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.
Convenience Fee:	This is an optional fee that you can setup to charge the customer a fee to use credit cards.
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 display

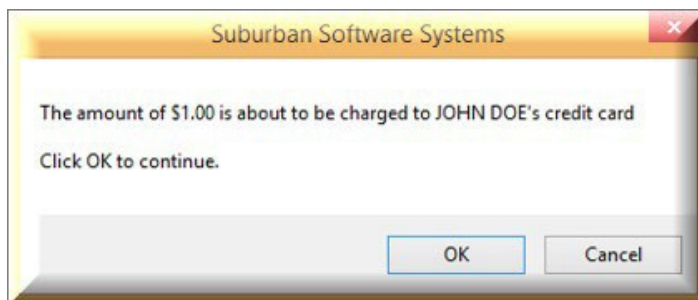


If the card is approved this message will appear:



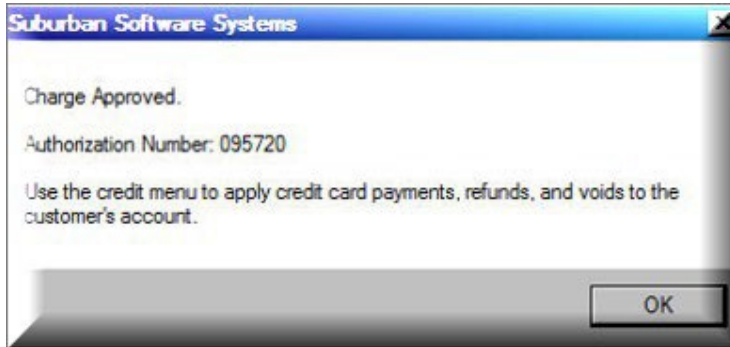
Verification Screen:

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 be prompted to print at this time




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.

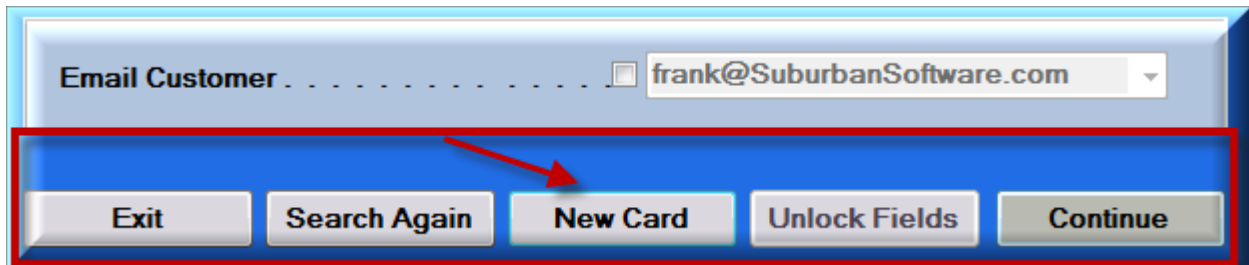
Note: The credit card # is not kept on file. Rather a reference number for the initial transaction is kept to refer to this card for future transactions.

ACCOUNT, TEST	Last Payment	Balance:	\$0.00
123	Date:	Bgt Bal:	\$0.00
123, AL	Amt: \$0.00	Bgt Rate:	\$0.00

Credit Card Status	A	
Name as it Appears on Card	TEST ACCOUNT	
Credit Card Number	*****8881	<input type="checkbox"/> 
Expiration Date (Myyy)	05/26	
CC Validation Number	525	
CC Billing Address	123 AL	
CC Billing Zip Code	12345 -	
Keep Credit Card Information on File	N	Autobill N
Convenience Fee (x.xx)	0.00	Bill Day
Enter Amount to be Charged (x.xx)		Print Receipt Y R
Discounting Amount (x.xx)		Calculate

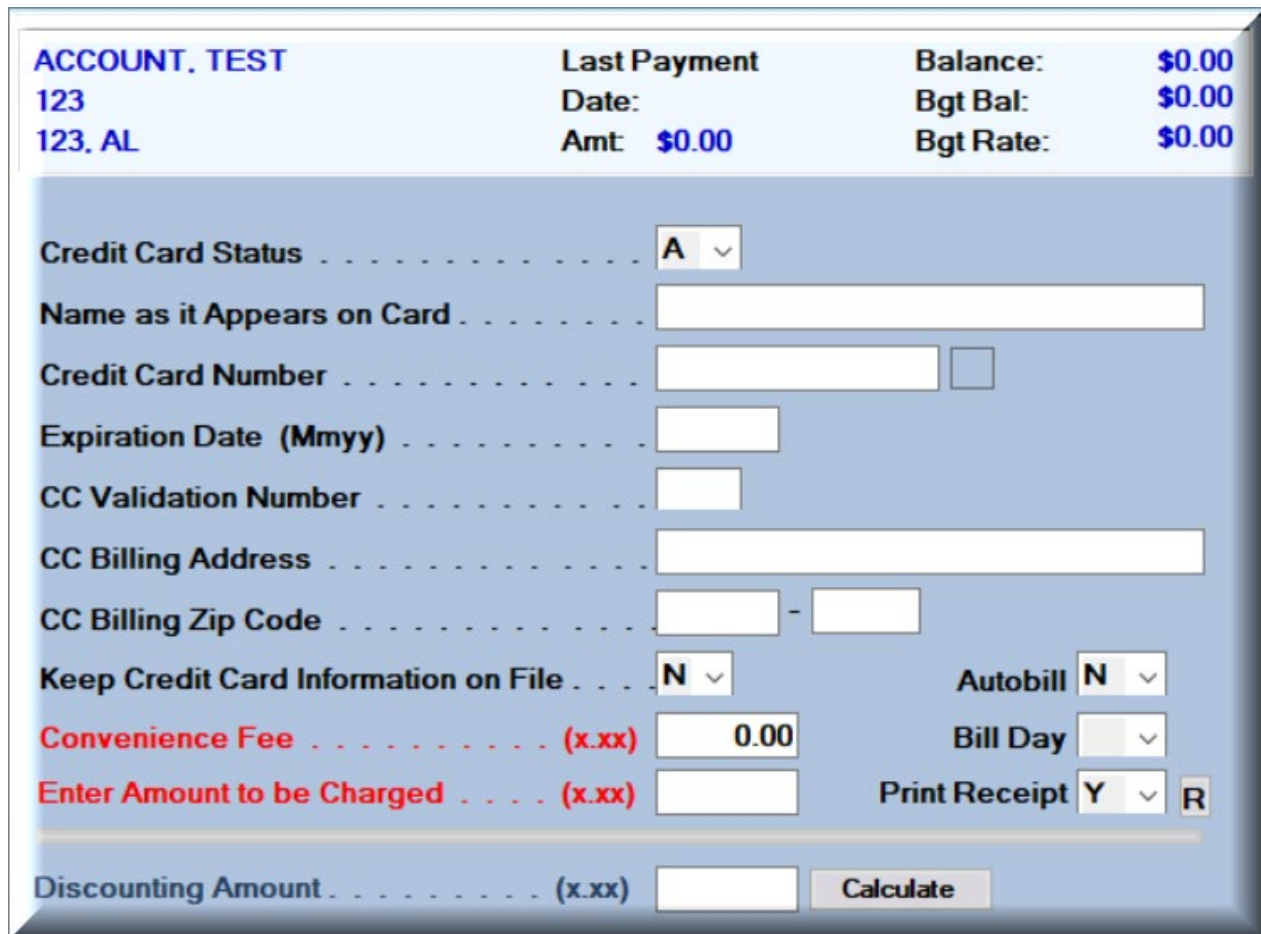
Changing A Saved Card:

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 frank@SuburbanSoftware.com

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



ACCOUNT, TEST	Last Payment	Balance:	\$0.00
123	Date:	Bgt Bal:	\$0.00
123, AL	Amt: \$0.00	Bgt Rate:	\$0.00

Credit Card Status ▾

Name as it Appears on Card

Credit Card Number

Expiration Date (Mmyy)

CC Validation Number

CC Billing Address

CC Billing Zip Code -

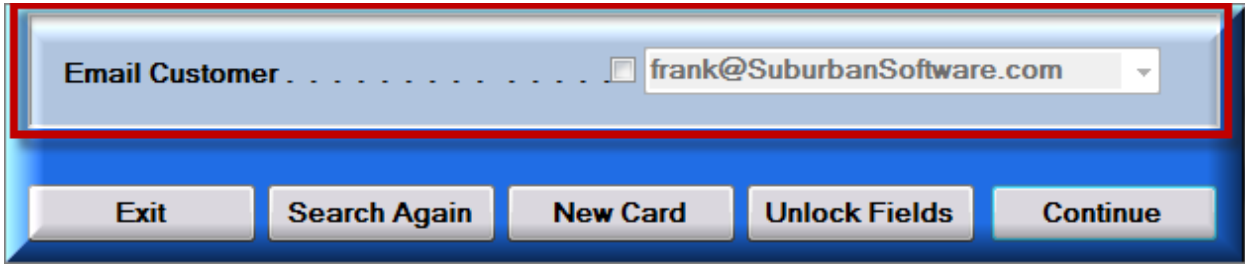
Keep Credit Card Information on File ▾ **Autobill** ▾

Convenience Fee (x.xx) **Bill Day**

Enter Amount to be Charged (x.xx) **Print Receipt** ▾ R

Discounting Amount (x.xx)

Email Receipt Option.

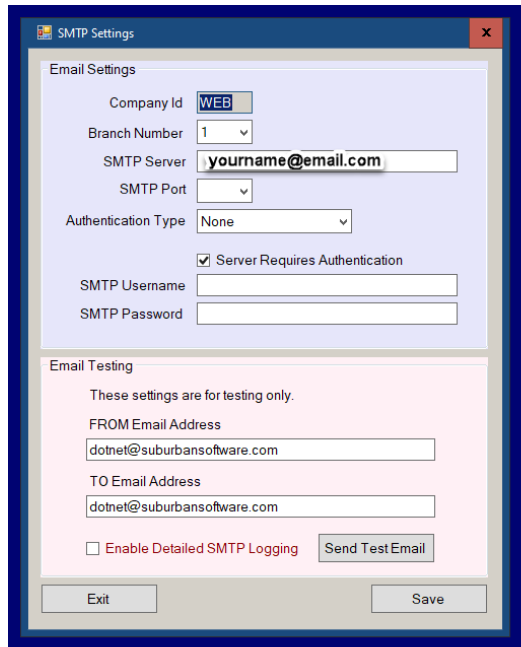


Email Customer frank@SuburbanSoftware.com

Exit Search Again New Card Unlock Fields Continue

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:



SMTP Settings

Email Settings

Company Id WEB

Branch Number 1

SMTP Server yourname@email.com

SMTP Port

Authentication Type None

Server Requires Authentication

SMTP Username

SMTP Password

Email Testing

These settings are for testing only.

FROM Email Address dotnet@suburbansoftware.com

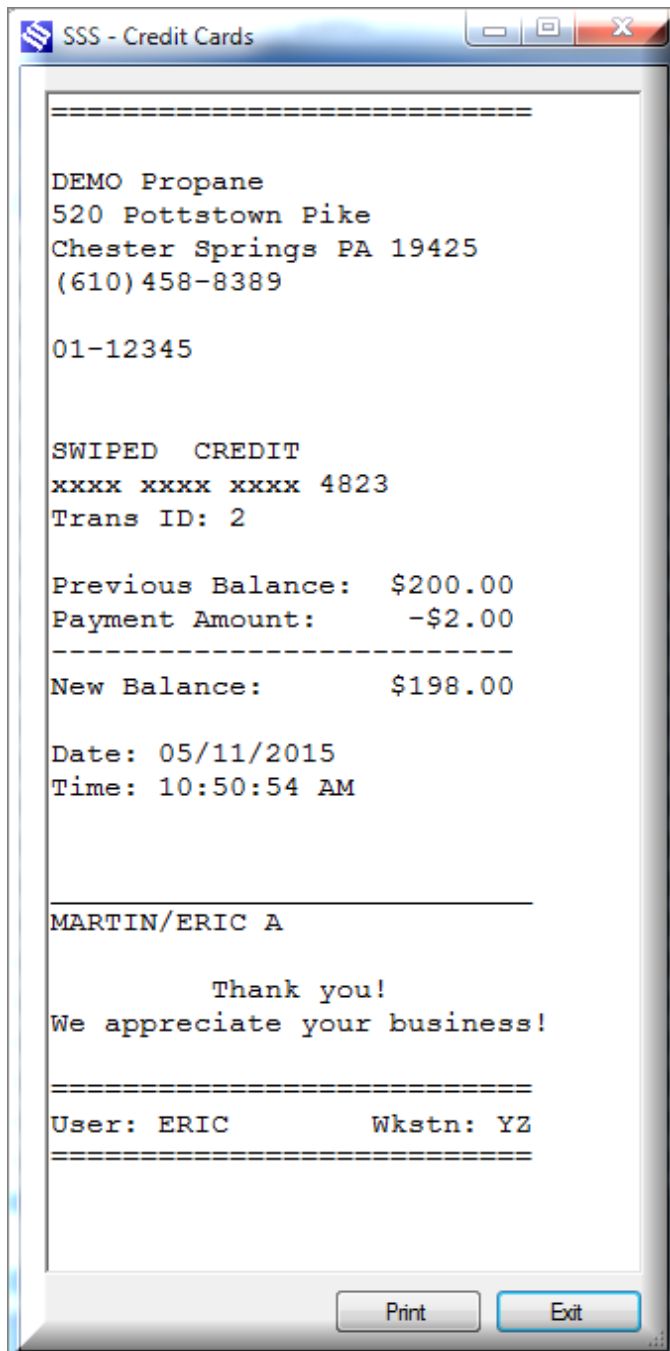
TO Email Address dotnet@suburbansoftware.com

Enable Detailed SMTP Logging Send Test Email

Exit Save

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:



SSS - Credit Cards

=====

DEMO Propane
520 Pottstown Pike
Chester Springs PA 19425
(610)458-8389

01-12345

SWIPED CREDIT
xxxx xxxx xxxx 4823
Trans ID: 2

Previous Balance: \$200.00
Payment Amount: -\$2.00

New Balance: \$198.00

Date: 05/11/2015
Time: 10:50:54 AM

MARTIN/ERIC A

Thank you!
We appreciate your business!

=====

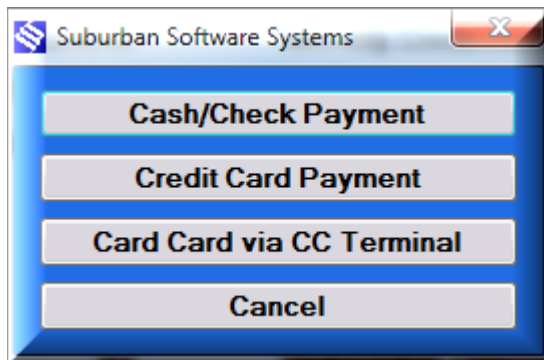
User: ERIC Wkstn: YZ
=====

Print Exit

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:

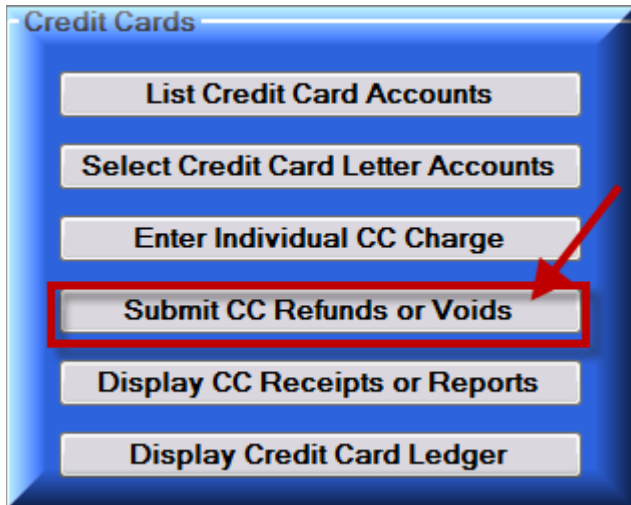
This screen will allow you manually key cc payments by the method listed previously.

Credit Card Via CC Terminal:

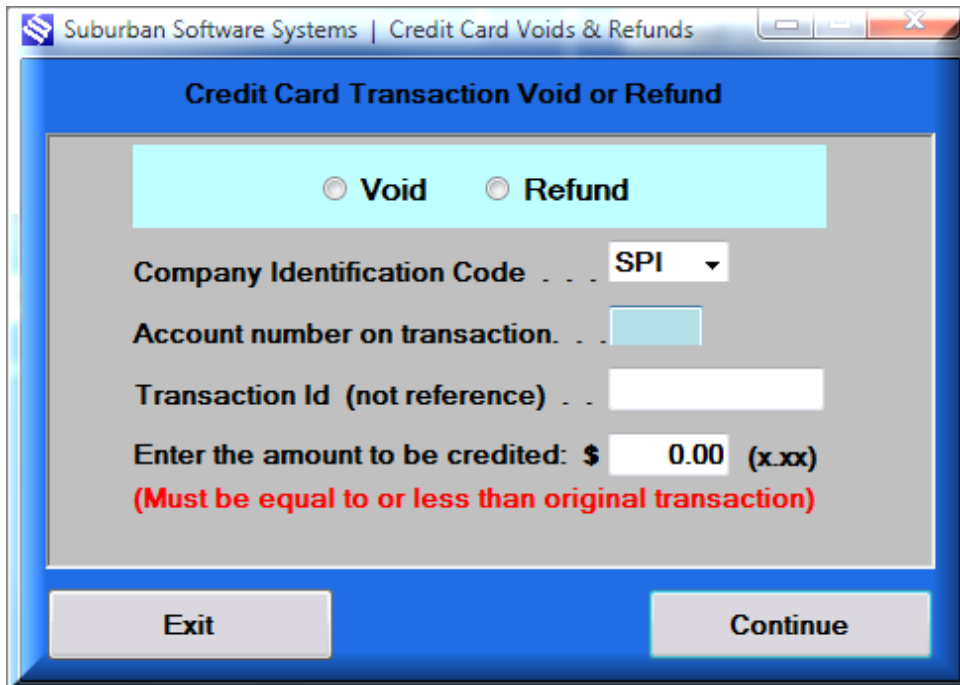
This allows you take a credit card by swiping through a cc machine. **See Credit Card Via CC Terminal below.**

Submit Credit Card Voids and Refunds:

On the Bank and Credit Card Menu click on Submit CC Refunds or Voids:



The Following window will appear. Fill in the blanks with the appropriate information:

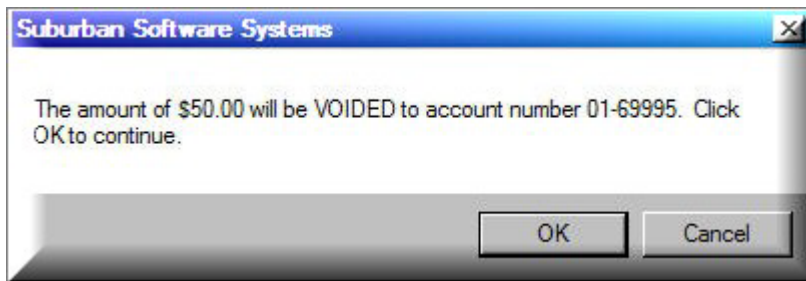
A screenshot of a software window titled "Credit Card Transaction Void or Refund". The window has a blue header and a grey main area. At the top, there are two radio buttons: "Void" (selected) and "Refund". Below this, there are four input fields: "Company Identification Code" with a dropdown menu showing "SPI", "Account number on transaction" with a text box, "Transaction Id (not reference)" with a text box, and "Enter the amount to be credited: \$" with a text box containing "0.00" and "(x.xx)". Below the amount field, there is a red instruction: "(Must be equal to or less than original transaction)". At the bottom of the window, there are two buttons: "Exit" and "Continue".

Note:

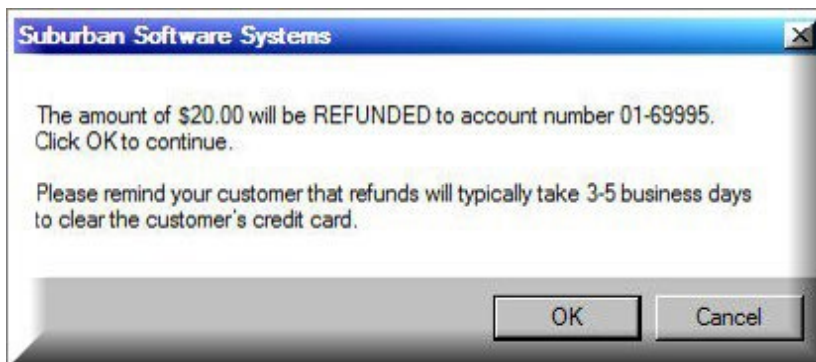
1. Only credit card charges that were entered through the Credit Card Module in the Suburban Software System can be voided or refunded.
2. Voids typically can only be made within a 15 minute time period
3. Refunds can only be issued after your account has been settled for the day. Usual settlement time is 2 a.m.

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:

SSS - Credit Cards

=====

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!

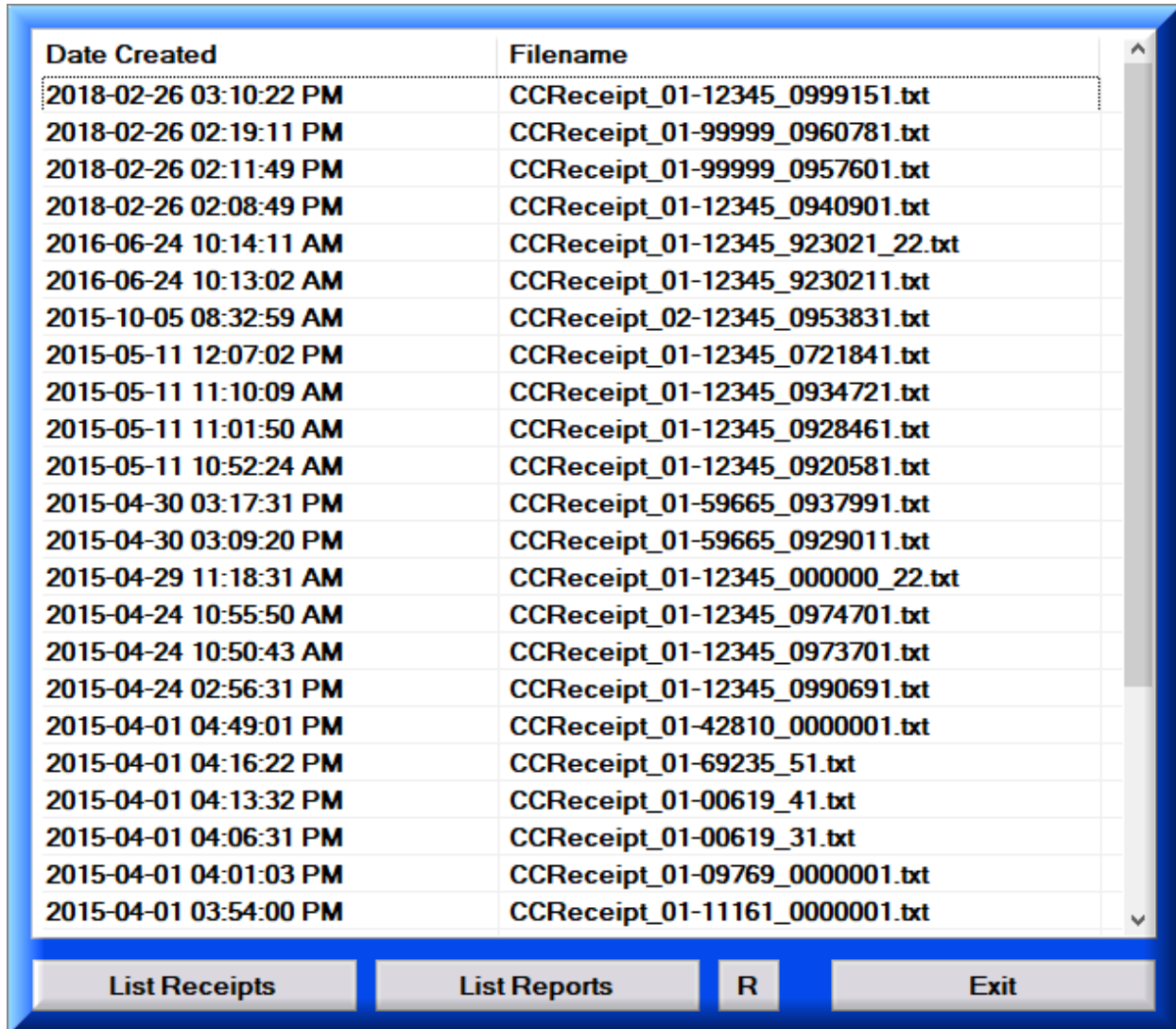
=====

User: ERIC Wkstn: YZ

=====

Print Exit

Display CC Receipts or Reports:



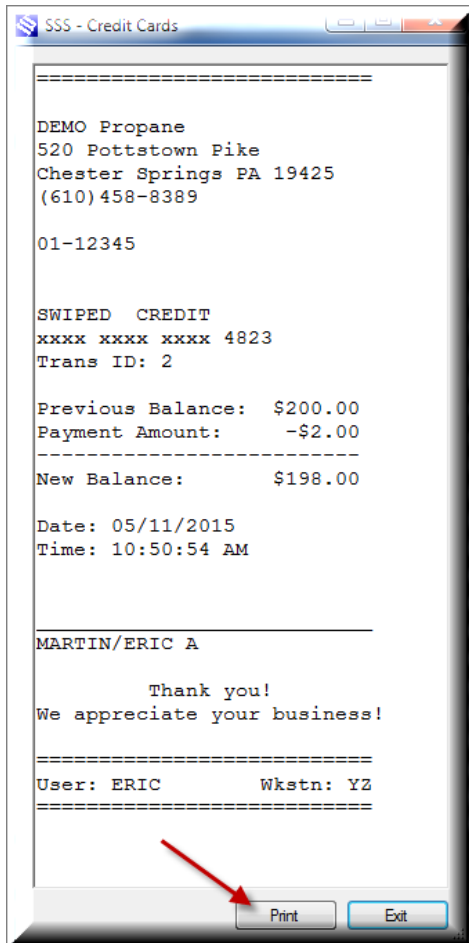
Date Created	Filename
2018-02-26 03:10:22 PM	CCReceipt_01-12345_0999151.txt
2018-02-26 02:19:11 PM	CCReceipt_01-99999_0960781.txt
2018-02-26 02:11:49 PM	CCReceipt_01-99999_0957601.txt
2018-02-26 02:08:49 PM	CCReceipt_01-12345_0940901.txt
2016-06-24 10:14:11 AM	CCReceipt_01-12345_923021_22.txt
2016-06-24 10:13:02 AM	CCReceipt_01-12345_9230211.txt
2015-10-05 08:32:59 AM	CCReceipt_02-12345_0953831.txt
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

List Receipts List Reports R 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.

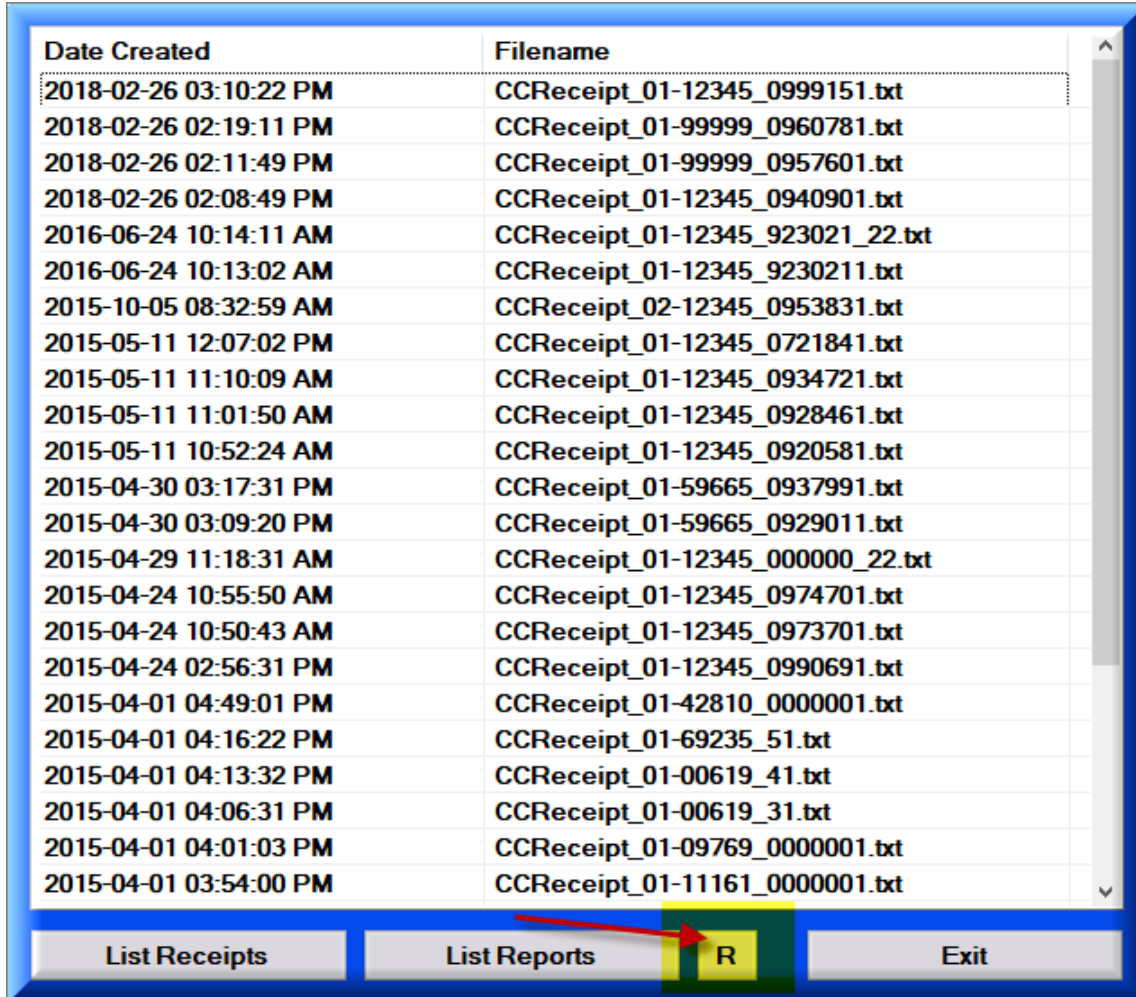
Printing Receipt From A Previous Transaction:

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.

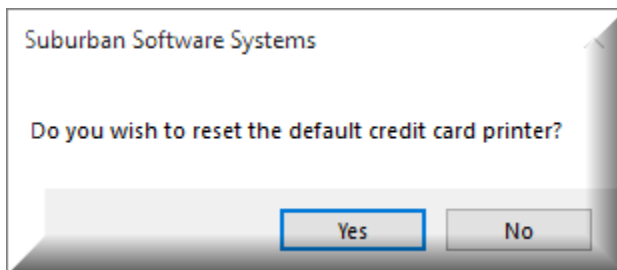


Resetting your CC Receipt Printer:

You can change or reset your CC Printer by clicking on the “R” located at the bottom of the screen.

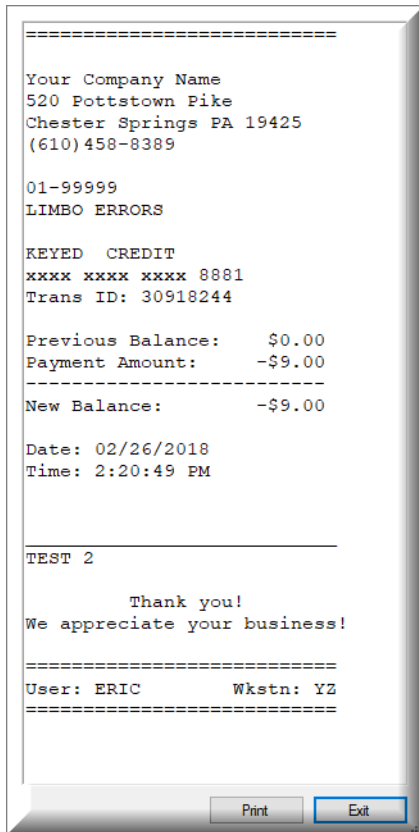


You will get a pop-up window that asks if you are sure you want to reset your default printer:

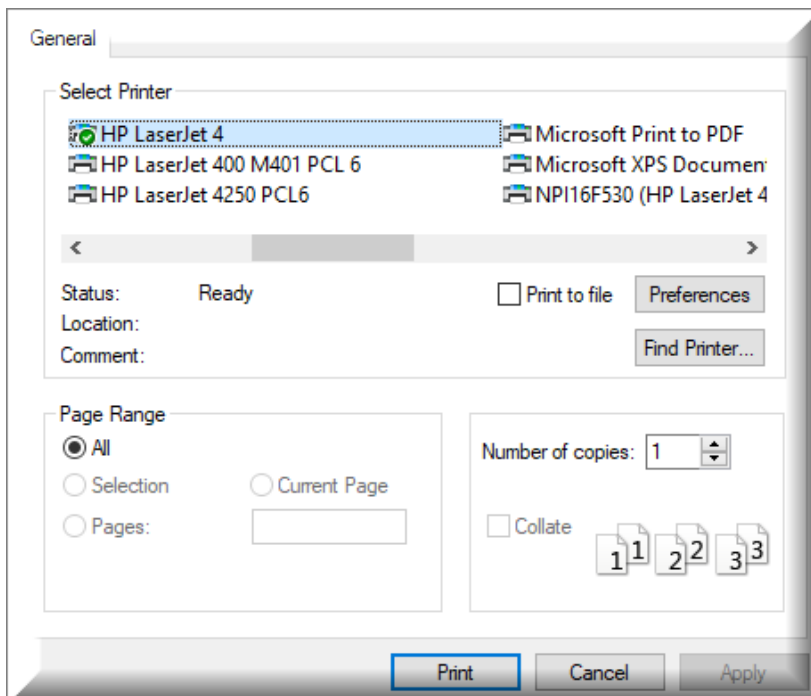


Click Yes.

Double Click on any transaction and reprint the receipt:



A print box will pop up. Choose which printer you want to be set as default from the list of printers and then click print.



Display Credit Card Ledger:

Suburban Software Systems

Company Id SPI Display Transactions From 7/23/2017 Search

Type of Transaction Credit Cards Status To Display A - CC Charged Only Not posted t

Status	Prov	gStat	Br	Acct	Name	Pnref	Amount	DateTime	WS	User

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:

Create Auto Payments

Company Identification Code WEB ▾

Branch Name -or- ALL Branches 01 - Styer Propan ▾

Are Budget Billing Accounts to be included? (Y/N) Y ▾

Minimum Account Balance (Budget customers will use the budget balance) 10

Include Discounting (Y/N) N ▾

Which accounts to be included CreditCard ▾

Auto deselection type None
 Bill date equal to: 01 ▾

Cycle to be included (blank for all) ▾

Exit Continue

Allows the operator to process payments by selecting bill day/s to process balance.

Screen Two:

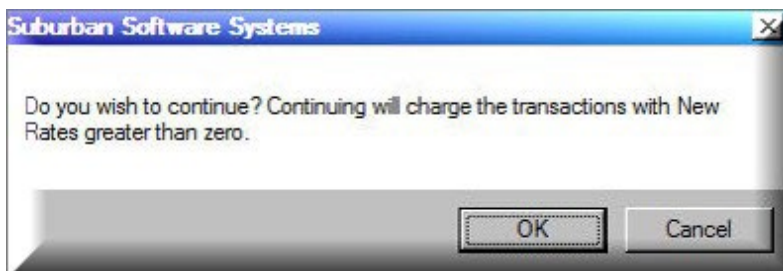
Company		AutoPay for Credit Cards (only)										19	
View	Type	Br	AcctNo	Name	Bill Day	Last Mo Billed	Last Payment	LastPay Amount	Cycle	Bgt Rate	Bgt Bal	Balance	Chg Amt
View	CC	01	00108	NIEMEYER, MARK	0	0	11/21/2016	175.00	5	175.00	175.00	-691.23	175.00
View	CC	01	00281	PILOTTI, KENNETH & DI...	0	0	11/21/2016	170.00	5	170.00	170.00	-734.74	170.00
View	CC	01	00291	VITALI, LOU & STEPHA...	0	0	11/18/2016	195.00	5	195.00	195.00	-1,163.07	195.00
View	CC	01	01492	HANSEN, PATRICK & JA...	0	0	11/15/2016	220.00	5	220.00	220.00	-949.87	220.00
View	CC	01	01665	BOWKER, MICHAEL	0	0	11/15/2016	225.00	5	225.00	225.00	-1,294.65	225.00
View	CC	01	02405	DOKAS, PAUL	0	0	8/9/2016	675.47	2	0.00	0.00	787.09	787.09
View	CC	01	05536	CARR, DAVID J.	0	0	11/15/2016	95.00	5	95.00	95.00	-896.67	95.00
View	CC	01	08571	BROWN, SCOTT	0	0	11/15/2016	140.00	5	140.00	140.00	-1,187.23	140.00
View	CC	01	09017	PISANESCHI, MARIO	15	0	3/16/2016	130.00	5	120.00	120.00	-1,034.34	120.00
View	CC	01	17374	BRANDYWINE YOGA	0	0	7/19/2016	220.37	2	0.00	0.00	288.80	288.80
View	CC	01	17477	RILEY JR., THOMAS A.	0	0	8/24/2016	524.20	2	0.00	0.00	1,038.09	1,038.09
View	CC	01	18364	FENOFF, BRYAN	0	0	4/14/2016	66.04	2	0.00	0.00	268.09	268.09
View	CC	01	19073	WOOD, DAVID & JEAN	0	0	11/15/2016	150.00	5	150.00	150.00	-242.73	150.00
View	CC	01	21384	SKIPPACK GOLF CLUB (...)	0	0	10/27/2016	58.69	3	0.00	0.00	18.37	18.37
View	CC	01	39568	FISCHER, MARK & MEG	0	0	11/15/2016	30.00	5	30.00	30.00	-31.85	30.00
View	CC	01	40111	CULLEN, DENNIS & LOIS	0	0	11/21/2016	100.00	5	100.00	100.00	-867.12	100.00
View	CC	01	45334	GARDNER, JANE H.	0	0	4/25/2016	80.60	3	0.00	0.00	168.42	168.42
View	CC	01	63832	DUNLAP, KEITH & CHR...	0	0	10/21/2016	480.00	5	160.00	160.00	-713.73	160.00
View	CC	01	74078	MC LAUGHLIN, BRIAN/ S...	0	0	5/16/2016	125.00	5	100.00	100.00	-434.91	100.00

Selected Customers: 19 Current Total: \$4,448.86

This screen allows the operator to view the accounts with cc ready to be processed through autopay.

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

The following message will appear when you click submit.



Accounts on the auto-pay screen can be de-selected if necessary if they are not to be charged by double clicking on the name line

Company		AutoPay for Credit Cards (only)											17	
View	Type	Br	AcctNo	Name	Bill Day	Last Mo Billed	Last Payment	LastPay Amount	Cycle	Bgt Rate	Bgt Bal	Balance	Chg Amt	
View	CC	01	00108	NIEMEYER, MARK	0	0	11/21/2016	175.00	5	175.00	175.00	-691.23	175.00	
View	CC	01	00281	PILOTTI, KENNETH & DI...	0	0	11/21/2016	170.00	5	170.00	170.00	-734.74	170.00	
View	CC	01	00291	VITALI, LOU & STEPHA...	0	0	11/18/2016	195.00	5	195.00	195.00	-1,163.07	195.00	
View	CC	01	01492	HANSEN, PATRICK & JA...	0	0	11/15/2016	220.00	5	220.00	220.00	-949.87	220.00	
View	CC	01	01665	BOWKER, MICHAEL	0	0	11/15/2016	225.00	5	225.00	225.00	-1,294.65	225.00	
View	CC	01	02405	DOKAS, PAUL	0	0	8/9/2016	675.47	2	0.00	0.00	787.09	0.00	
View	CC	01	05536	CARR, DAVID J.	0	0	11/15/2016	95.00	5	95.00	95.00	-896.67	95.00	
View	CC	01	08571	BROWN, SCOTT	0	0	11/15/2016	140.00	5	140.00	140.00	-1,187.23	140.00	
View	CC	01	09017	PISANESCHI, MARIO	15	0	3/16/2016	130.00	5	120.00	120.00	-1,034.34	120.00	
View	CC	01	17374	BRANDYWINE YOGA	0	0	7/19/2016	220.37	2	0.00	0.00	288.80	0.00	
View	CC	01	17477	RILEY JR., THOMAS A.	0	0	8/24/2016	524.20	2	0.00	0.00	1,038.09	1,038.09	
View	CC	01	18364	FENOFF, BRYAN	0	0	4/14/2016	66.04	2	0.00	0.00	268.09	268.09	
View	CC	01	19073	WOOD, DAVID & JEAN	0	0	11/15/2016	150.00	5	150.00	150.00	-242.73	150.00	
View	CC	01	21384	SKIPPACK GOLF CLUB (...)	0	0	10/27/2016	58.69	3	0.00	0.00	18.37	18.37	
View	CC	01	39568	FISCHER, MARK & MEG	0	0	11/15/2016	30.00	5	30.00	30.00	-31.85	30.00	
View	CC	01	40111	CULLEN, DENNIS & LOIS	0	0	11/21/2016	100.00	5	100.00	100.00	-867.12	100.00	
View	CC	01	45334	GARDNER, JANE H.	0	0	4/25/2016	80.60	3	0.00	0.00	168.42	168.42	
View	CC	01	63832	DUNLAP, KEITH & CHR...	0	0	10/21/2016	480.00	5	160.00	160.00	-713.73	160.00	
View	CC	01	74078	MC LAUGHLIN, BRIAN/ S...	0	0	5/16/2016	125.00	5	100.00	100.00	-434.91	100.00	

Selected Customers: 19 Current Total: \$4,448.86

Exit
 Budget Account
 Over Applied Transaction
 Transaction Not Being Charged
 Submit

Apply AutoPayments:

Apply Auto Payments

Company Identification Code SPI ▾

Branch Name -or- ALL Branches 01 - Your Compar ▾

Apply which payments
 Apply Credit Card Payments
 Apply AutoCheck Payments
 Apply Web Payments
 Apply LockBox Payments

Batch Number for these payments (Auto numbered) 884

Workfile where transactions are to be located CX

Credit Card Payment Product Code 8C

Form Name 0001 ▾

Printer Type VW - View ▾

Exit Continue

This screen is accessed through the daily menu as part of end of day. It allows the user to move all selected payments from AutoPay and daily cc payments into the posting file.

Taking Cards Via CC Terminal:

1. Choose the account through **Customer Inquiry**
2. Click on Payment located at the bottom of the screen

Your Company Name, Inc. As of: 12/12/2016 1100/2017

Customer Info		Codes		Balance	
Account	01-89753 Type 1 Rented Tank	Credit	1 - Good credit	Current	0.00
Status	A	Delivery	T - Timed	Over 30	0.00
Name	ABERNATHY, HUGH	Tax	PA - PA	Over 60	0.00
Address	32 N IROQUOIS LANE	Use	3 - Heat and daily	Over 90	0.00
City, State	CHESTER SPRINGS PA 19425-	Finance Chgs	N - No finance	Over 120	0.00
Phone	(484) 985-8010 C-Cell (610) 420-0083	Statement	J - Invoice but No	Total	\$0.00

Driver/Route/Sequence	1 C1	EmailAddress	frank@SuburbanSoftware.com
Last Delivery Date	12/06/2016	Billing Cycle	4 V - Variable JFMAMJJASOND
Forecast 30% Delivery Percent	01/01/2017	Monthly Credit Record	0000000000*
Forecast Runout Delivery	01/23/2017	Delinquent Letter Number	
Percent Tank Filled to	85%	Customer Since	03/2010
Current Inventory Percent	52%	Gas Check Date	03/2010
Current Inventory Gallons	260	Last Payment Date	10/05/2016
Tank Water Capacity	500	Last Payment Amount	-277.59
Year-to-Date Deliveries	2	Refundable Deposit	0.00
Year-to-Date Gallons	444.8	Budget Rate	0.00
Last Year's Gallons	1,317.9	Budget Balance	0.00
		Credit Limit	0
		Product: 33 - 33# Cylinder(s) -	Price: 19.5000 33

Main Memos Ledger Tank Info Budget Contract Delivery Info Delivery History Timed Deliveries Orders Open Item Open Item History Meter

Counter Sale Gas Order Service Order **Payment** Update Gas Check View Map DocStore Write Ledger

Exit Previous Account New Search Next Account Forward

3. Click on Card via CC Terminal. This will allow you to take a CC payment by Swiping/Inserting card via the PAX S80 Credit Card Terminal. This option must be setup by Suburban.

Suburban Software Systems

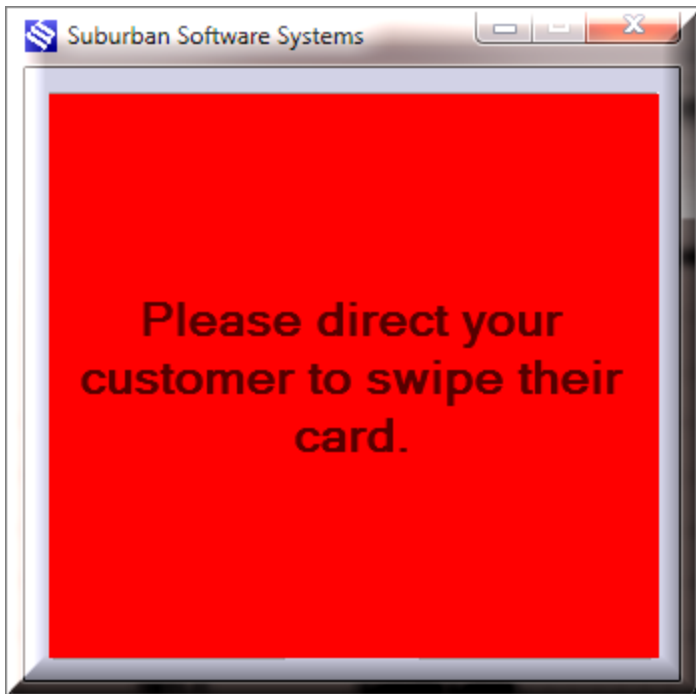
Cash/Check Payment
Credit Card Payment
Card Card via CC Terminal
Cancel

4. Enter the amount in the blue box.

The screenshot shows a window titled "Suburban Software Systems". Inside, there is a green box containing the text "Amount" in red and a blue input field with "50.00" entered. Below this are three checkboxes: "Print Receipt" (checked), "Save Card", and "Autobill". A "Setup" link is visible below the checkboxes. At the bottom, there is a section titled "Email Customer" with a dropdown menu showing "frank@SuburbanSoftware.com". At the very bottom are two buttons: "Debit" and "Credit".

- a. Print Receipt: A receipt can be setup to print to a local printer or through the PAX S80 terminal.
 - b. Save Card: You can choose to save a card for future uses
 - c. Autobill: Allows the user to setup the customer to charge the card automatically in the future
 - d. Email Customer: You can set up the customer to receive an emailed copy of the receipt. See above description on how to set this up.
5. 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.

6. A Red Window will pop up directing you to swipe the card on the PAX S80 terminal.



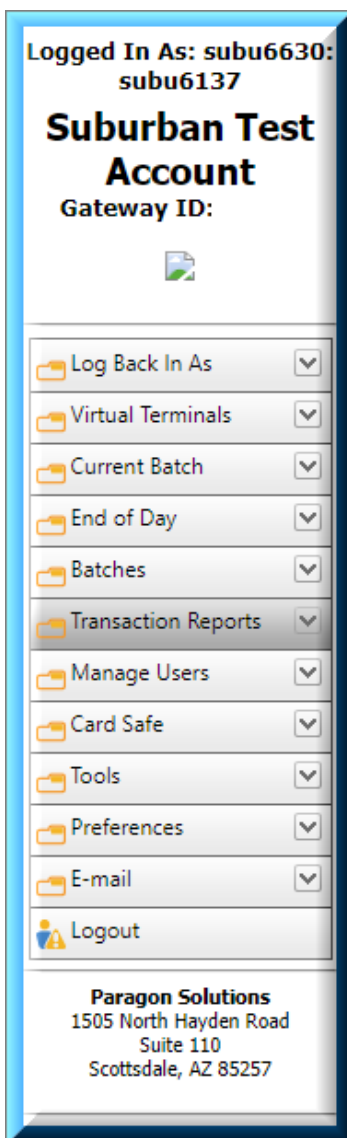
7. You will receive a message after you swipe letting you know if the card was accepted or declined.

Things to look for:

1. If you receive a communication error call or 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.

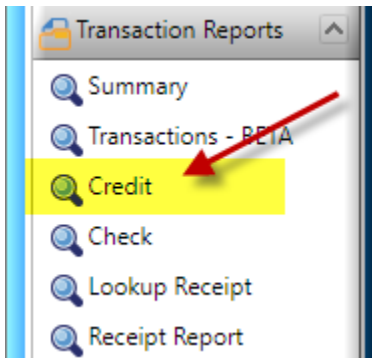
Paragon Gateway Instructions

1. Use this link to connect to the Paragon Gateway
<https://gateway.1directconnect.com>
2. User Name: (This will be provided for you on request)
3. Password: If you do not know this let Suburban know and we will reset it.
4. After you login, you will see a menu resembling the one below:



5. This menu will allow you look up transactions and receipts.

- To look up a transaction click on transactions and the following drop-down menu will appear.



- Click on Credit. *****NOTE***** All transaction will be run as credit, unless you have previously set it up with Direct Connect to take Debit transactions.
- Once you click on credit you will see a new box that will allow you to filter the transactions to make it easier to find what you need. You can filter date, amount reference number, account number and more.

A screenshot of a 'Transaction Filters' dialog box. It contains various input fields and controls for filtering transactions.

Date Range
 Select a Date Range or enter dates manually below . . . ▾

Start Date: 6/17/2020 End Date: 6/17/2020

Start Time: End Time:

Two calendar pickers for June 2020 are shown, both with the 17th selected.

Auth Code:
Card Holder:
Card Number:
User:
Register:
Invoice Number:
PO Number:
Customer ID:

Trx Type: All ▾
Exclude Void:
Payment Type: All ▾
Status: All ▾
PNRef:
Total Amount:
Batch Num:

Exclude Captured Auths:
Exclude Reversals:

AccountNumber:
ReceiptId:
Id:
BatchId:

Submit **Reset**

9. After you have entered, your filters click submit to continue or reset to start over.
10. If you clicked Submit a list of transactions will appear based on the criteria, you entered.

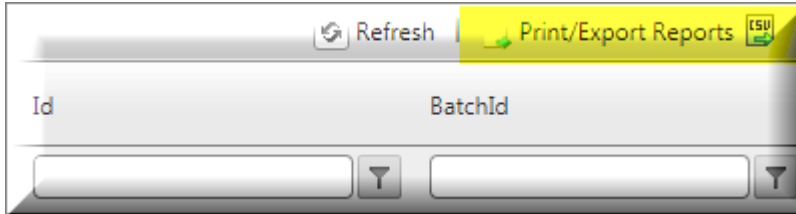
NUMBER	Account Number	Invoice	Date	Card Type	Card Number	Name on Card	Trans Type	Response Message	Approval Code	Amount Charged
22608501	0101340		9/26/2016 8:44:35 AM	VISA	*****8512		Sale	Approval	293924	\$603.92
22608443	0162156		9/26/2016 8:40:37 AM	MASTERCARD	*****8716		Sale	Approval	434812	\$53.00
22608036	0101229		9/26/2016 8:02:43 AM	VISA	*****7457		Sale	Approval	04543A	\$290.00
22607601	0101398		9/18/2016 7:22:29 AM	MASTERCARD	*****7744		Sale	Approval	092230	\$280.24
22602020	0129114		9/15/2016 3:07:27 PM	MASTERCARD	*****2147		RepeatSale	Restricted Card	104	\$575.02
22602069	0192823		9/15/2016 3:07:23 PM	DISCOVER	*****3322		RepeatSale	Approval	01560R	\$113.46
22593339	0100247		9/15/2016 12:44:33 PM	VISA	*****6928		Sale	Approval	030011	\$1,320.00
22583306	0182386		9/15/2016 9:09:11 AM	VISA	*****8080		Sale	Approval	005994	\$300.00

11. The list will show you the following:
 - a. PNREF number
 - b. Customer account number
 - c. Date of Transaction
 - d. Card type
 - e. Last four digits of the card used
 - f. Name on card used
 - g. Transaction Type (sale, refund, repeat sale)
 - h. Response message (approved or denied)
 - i. Approval code
 - j. Amount of transaction

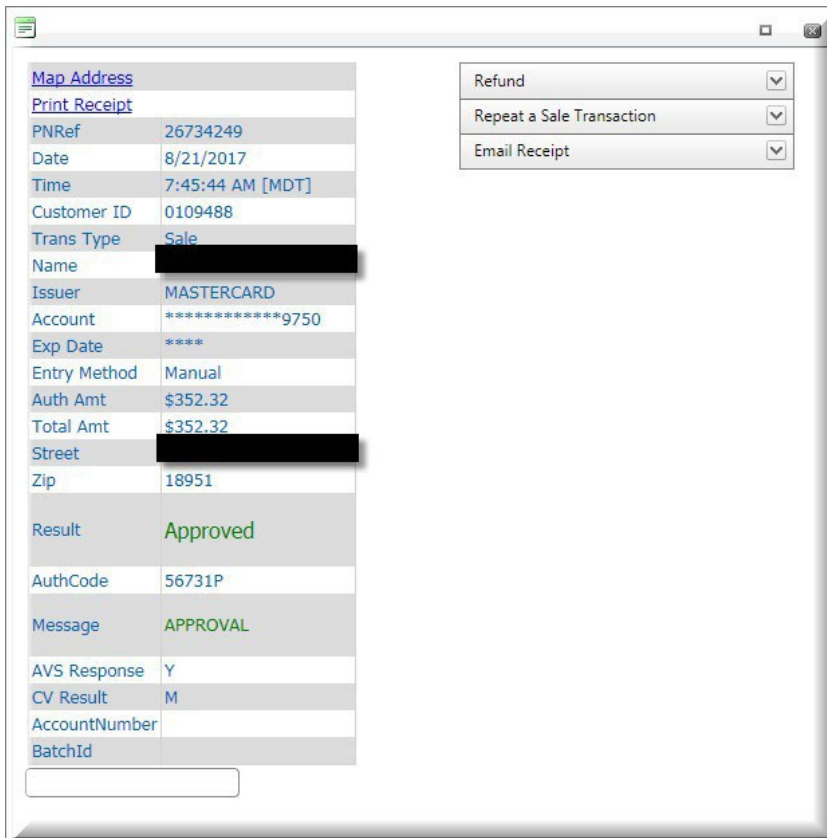
Printing reports through the Gateway:

You may print this list from this page or export it as a csv file to Excel

This button is located at the top right hand corner of the list. You may need to scroll to the right to be able to see it.



By clicking on the PNREF number located in the first column you will pull up a receipt of that transaction.

A screenshot of a transaction receipt page. The page is divided into two main sections. The left section contains a list of transaction details in a table-like format. The right section contains a list of actions that can be performed on the transaction. The details include:

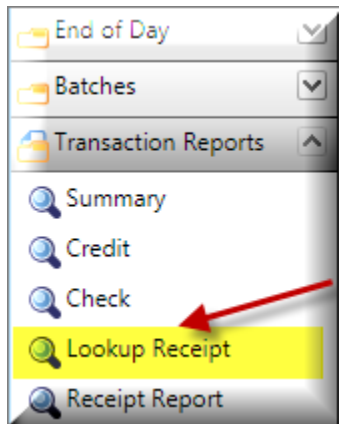
PNRRef	26734249
Date	8/21/2017
Time	7:45:44 AM [MDT]
Customer ID	0109488
Trans Type	Sale
Name	[REDACTED]
Issuer	MASTERCARD
Account	*****9750
Exp Date	****
Entry Method	Manual
Auth Amt	\$352.32
Total Amt	\$352.32
Street	[REDACTED]
Zip	18951
Result	Approved
AuthCode	56731P
Message	APPROVAL
AVS Response	Y
CV Result	M
AccountNumber	
BatchId	

The right section contains a list of actions:

- Refund
- Repeat a Sale Transaction
- Email Receipt

The receipt page will show you the same information about the transaction as the previous page, but from here you can Issue a refund, issue a void (if that option is available), and print or email copy of the receipt.

If you want to print a receipt without looking up transactions click on the lookup receipt button, located under transaction reports

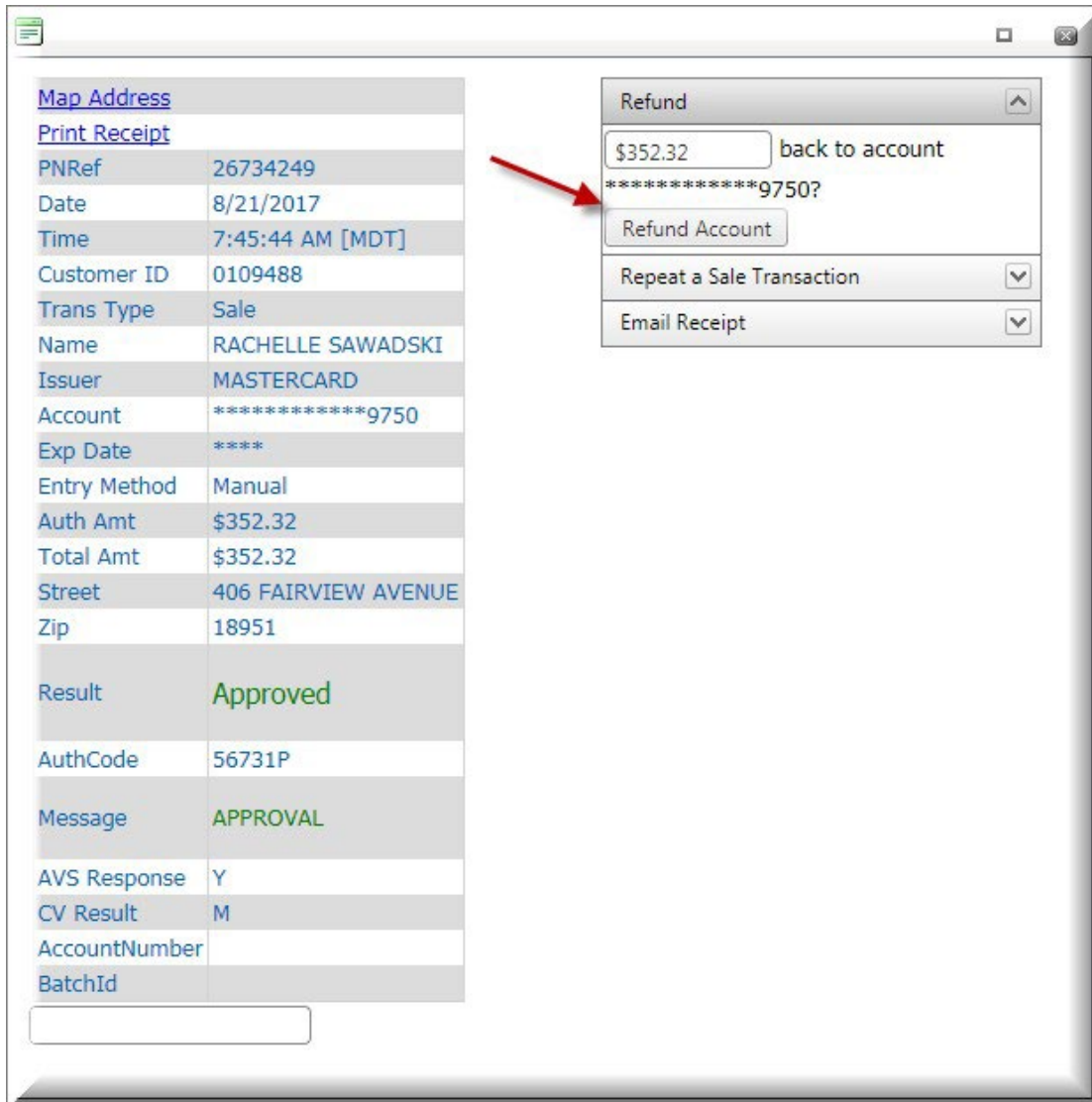


*** NOTE***You must already know the PNREF number for this option.

Refund a Payment Through the Gateway:

To refund a payment, through the gateway, click on the REF# of the payment you want to refund. This will bring up the receipt of that payment (as shown above)

Click on refund and enter the amount to be refunded. The full amount is default.



The screenshot displays a payment gateway interface. On the left, a receipt for a payment is shown with the following details:

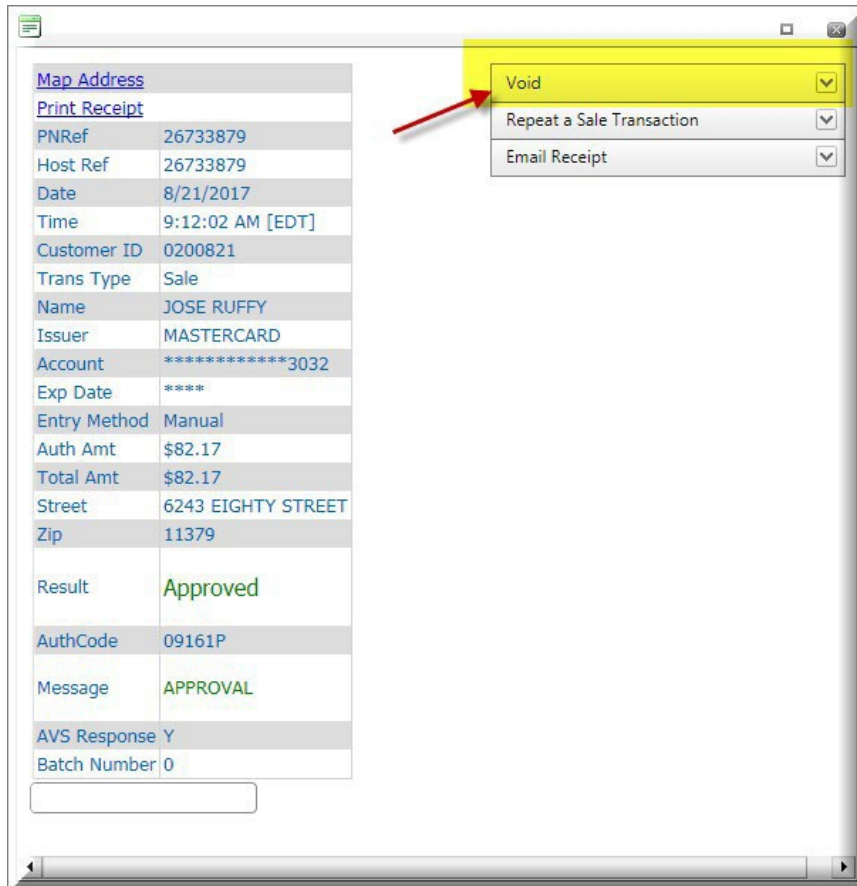
Map Address	
Print Receipt	
PNRef	26734249
Date	8/21/2017
Time	7:45:44 AM [MDT]
Customer ID	0109488
Trans Type	Sale
Name	RACHELLE SAWADSKI
Issuer	MASTERCARD
Account	*****9750
Exp Date	****
Entry Method	Manual
Auth Amt	\$352.32
Total Amt	\$352.32
Street	406 FAIRVIEW AVENUE
Zip	18951
Result	Approved
AuthCode	56731P
Message	APPROVAL
AVS Response	Y
CV Result	M
AccountNumber	
BatchId	

On the right, a "Refund" form is visible. A red arrow points to the "Refund Amount" field, which contains "\$352.32". The form also includes a "back to account" button, a "Refund Account" dropdown menu, and checkboxes for "Repeat a Sale Transaction" and "Email Receipt".

NOTE: Refunds cannot be issued through the gateway until the payment has been settled. This generally happens around 2 am. This time can be changed by calling Paragon. Their number is 1-800-884-5208.

Void a Payment Through the Gateway:

To void a payment through the gateway follow the instructions listed above for refunding a payment. Instead of refund choose void.



The screenshot shows a payment gateway interface. On the left, there is a table of transaction details. On the right, a dropdown menu is open, showing three options: 'Void', 'Repeat a Sale Transaction', and 'Email Receipt'. A red arrow points to the 'Void' option, which is highlighted in yellow.

Map Address	
Print Receipt	
PNRef	26733879
Host Ref	26733879
Date	8/21/2017
Time	9:12:02 AM [EDT]
Customer ID	0200821
Trans Type	Sale
Name	JOSE RUFFY
Issuer	MASTERCARD
Account	*****3032
Exp Date	****
Entry Method	Manual
Auth Amt	\$82.17
Total Amt	\$82.17
Street	6243 EIGHTY STREET
Zip	11379
Result	Approved
AuthCode	09161P
Message	APPROVAL
AVS Response Y	
Batch Number	0

Void
Repeat a Sale Transaction
Email Receipt

If you do not see void it means this option is not available to you. Certain credit card processors such as RAPID CONNECT will not allow a void after a 15 minute window. To find out if your company is on the Rapid Connect processor please call Paragon.

PCI Compliance:

In order to remain PCI compliant your company will need to go through an annual questionnaire and a quarterly test. PCI compliance questions should be submitted to Paragon. They have techs that will be able to walk you through any questions or concerns. Their number is 1-800-884-5208