Sage Business Cloud Accounting: Online Payments

Online Payments

Learning Objectives

After completing this module, you should be able to:

- Navigate settings to enable online payments
- Have an overview of mobile payments
- Create a new Paya account
- Understand the importance of having a separate bank account for online payments
- Send invoices via email with a link for online payments
- Take credit card payments via phone

NOTE Throughout the duration of the course, you will encounter important icons and visual conventions as part of your learning experience to guide learners through the chapters. Some of the cues are indicated here.

	Important Information / Important Note / Additional Information	Item where caution and attention is required or additional insight and information is provided.
	Exercise	Your opportunity to practice a concept.
	End of Exercise	Indicates the end of an exercise.
	Check Your Knowledge	Review questions at the end of a lesson to check your understanding and ability to implement concepts.
	Summary	Overview of the most important items covered in a section or lesson.
	End of Lesson	The end of the lesson.

Credit Card/Online Payments

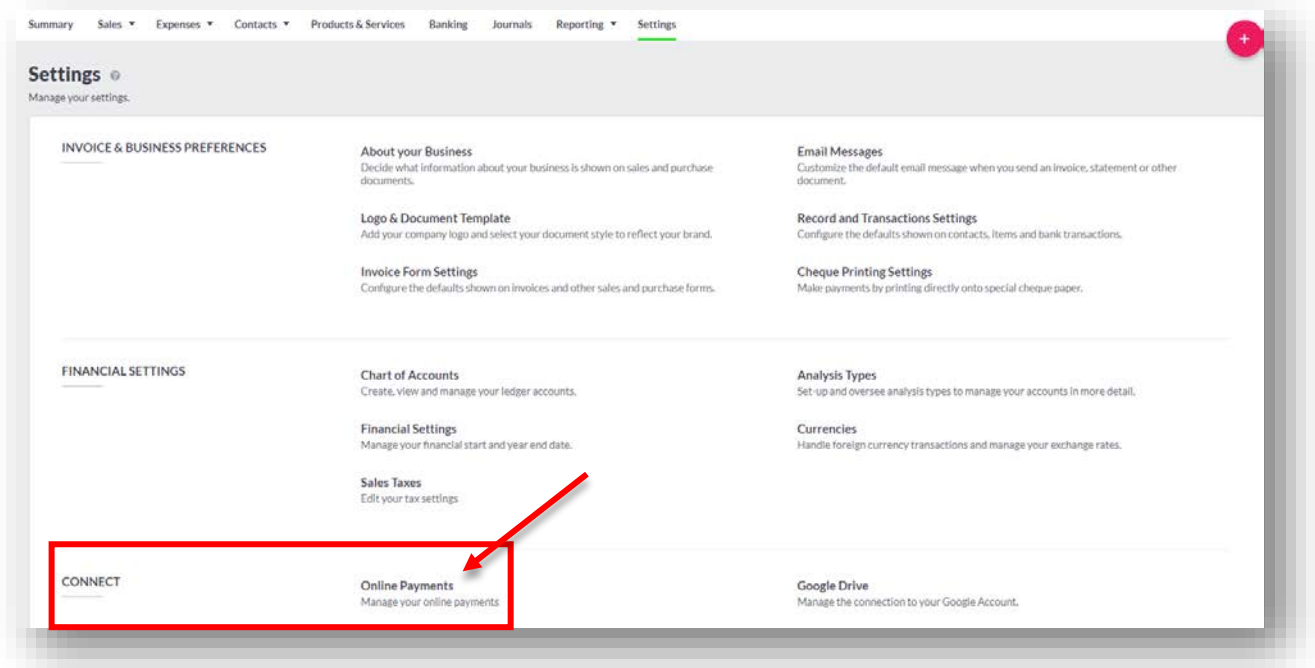
After creating and sending customer invoices, Divine Chocolates can easily receive customer payments and apply them against an invoice via the traditional methods of payment like cash, credit cards, and checks. To accept online credit card payments from customers, Christina will need to set up an account with Paya, Sage's online payment provider.

Because the financial landscape is rapidly changing, to ensure a distinct advantage over her competitors Christina also wants to have the ability to accept mobile payments. More customers are making purchases via smartphone apps or through digital wallet providers like Apple Pay or Google Wallet. This seamless purchase convenience has increased customer expectations to have the ability to do the same while making their payments: on the go from mobile devices.

To this end, mobile payment processing from Sage allows you to accept credit and debit card payments via your mobile device. Divine Chocolates can also use terminals to accept mobile wallet and contactless payments. With the Sage Payments dongle, she can accept unlimited credit and debit card transactions on her smartphone or tablet.

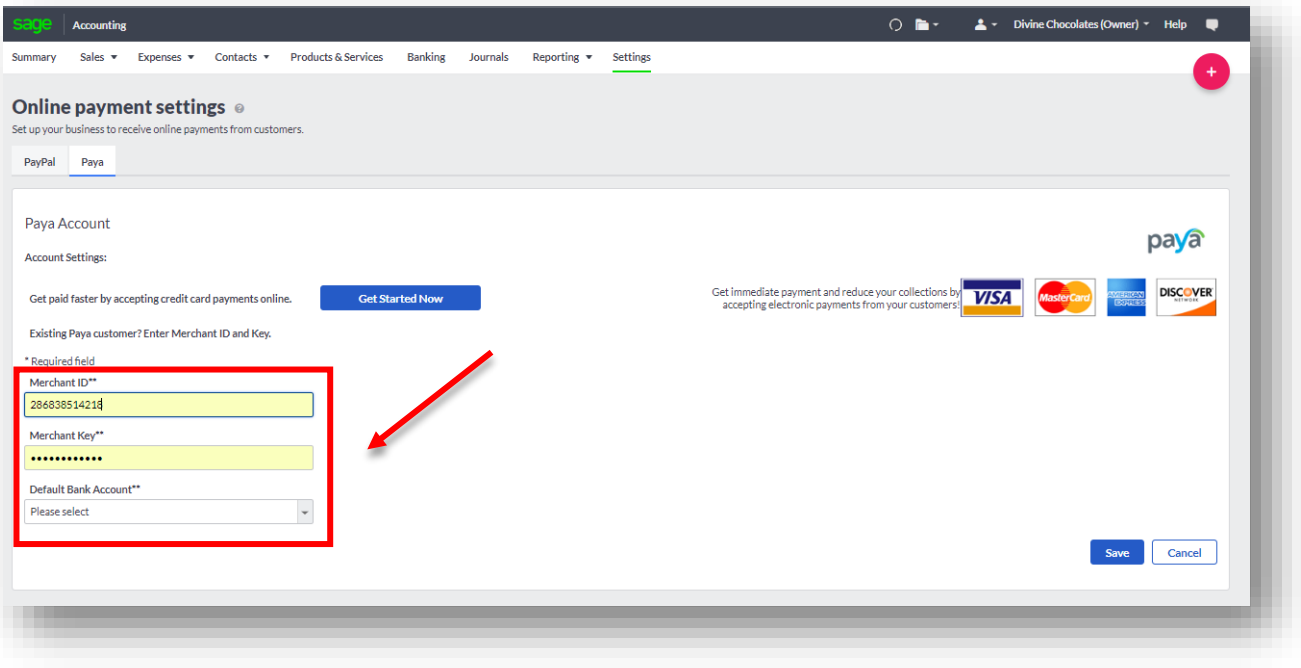
Let's look at how Divine Chocolates will need to enable **Online Payments** within **Accounting** first. Since they're a new customer, they'll need to create a new account with **Paya**.

- Navigate to the **Settings** menu and down to **Online Payments**



- For businesses that already have a **Paya** account, customers can pay their invoices online immediately and the payment is recorded in **Accounting.** Since Divine Chocolates is new, navigate to the **Paya** tab and click on **Get Started Now**. Fill in the pertinent info where you'll then receive a **Merchant ID** and **Merchant Key.**

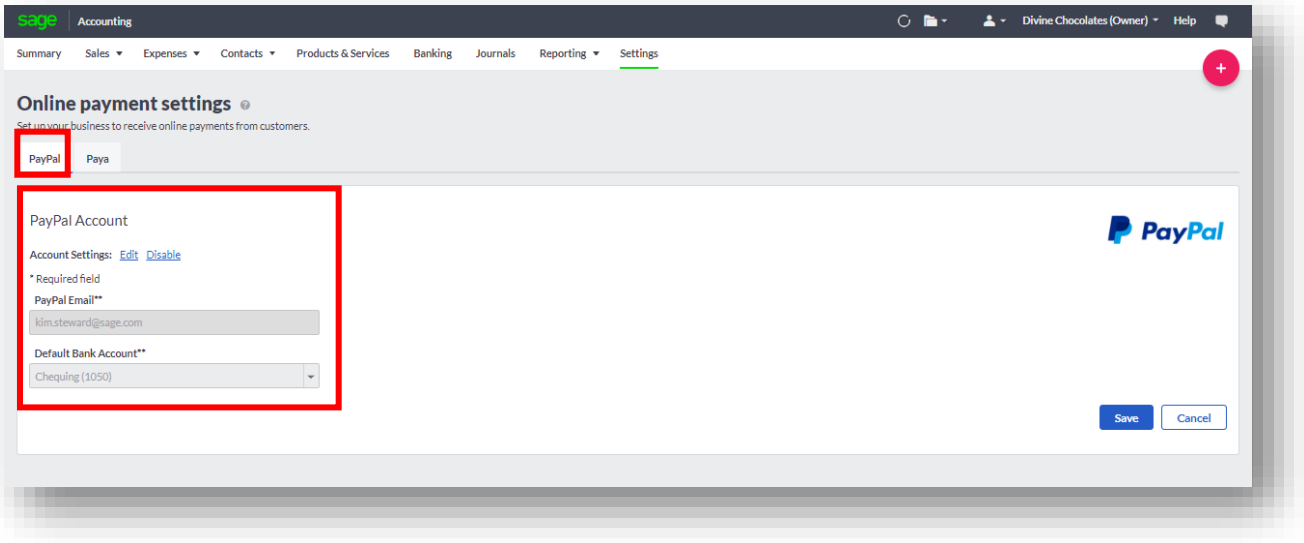
- Students, for purposes on this lesson, input the following:
  Merchant ID 217372868831
  Merchant Key: R3D0Q7B4Y8A8 (12 characters)



- Select a **Default Bank Account** online transactions will be paid into. For ease of purpose and reporting, we suggest creating a merchant bank account specific to online transactions to record any card payments or refunds against. By creating a separate bank account, it helps keep track of credit card transactions and easier to reconcile them against your **Paya** or **PayPal** account. We'll explore setting up bank accounts in another module. For now, select the **Default Bank Account Chequing.** Click **Save.**

PayPal Payments

- To accept payments via **PayPal**, click on the **PayPal** tab.

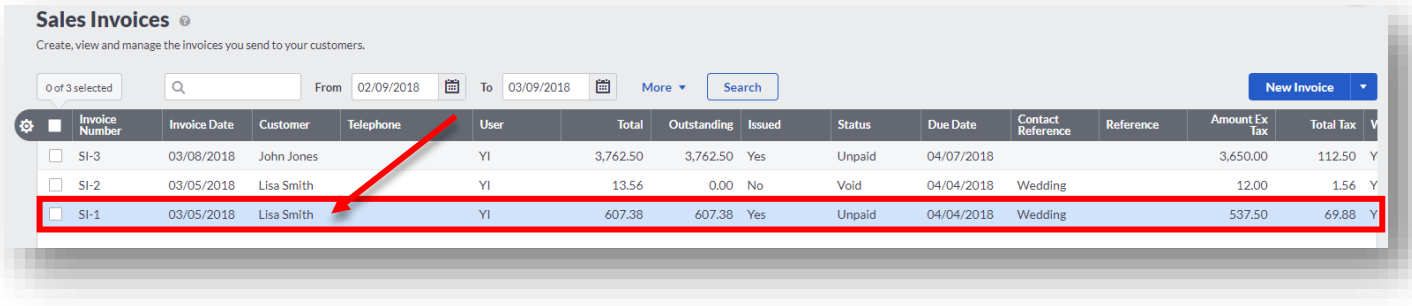


- Enter the email used for your **PayPal** account as well as the **Default Bank Account PayPal** transactions will be paid into.
- Click **Save.**

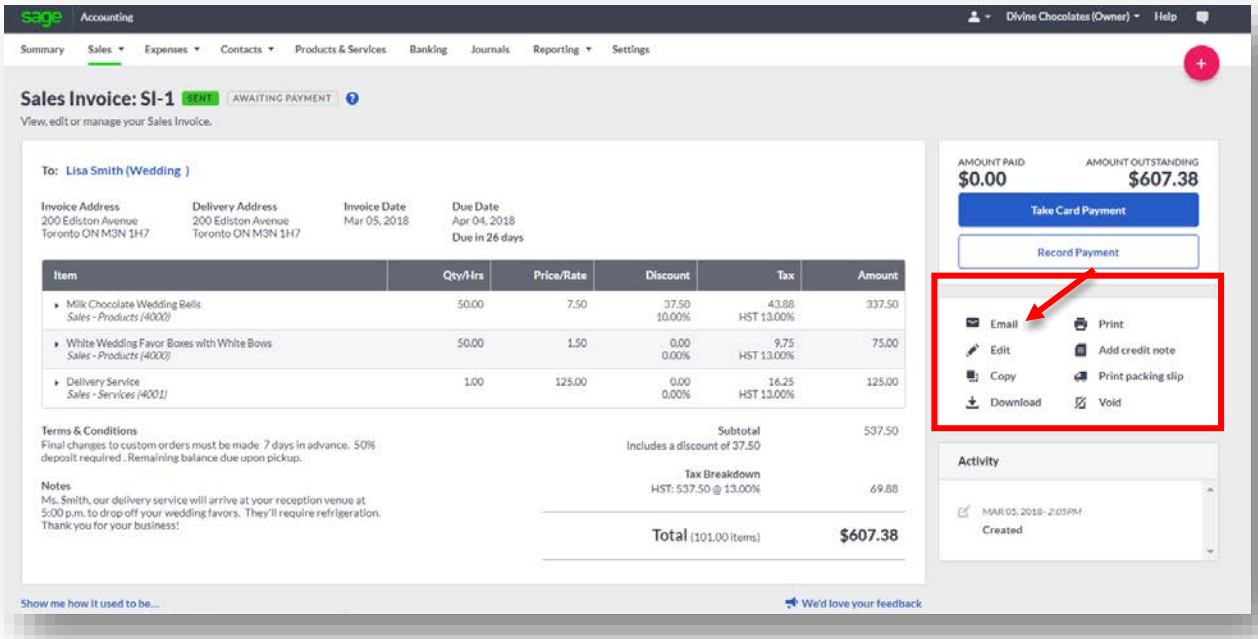
You have just successfully enabled **Online Payments** so Divine Chocolates can begin accepting **Credit Card** and **PayPal** payments. All invoices emailed will now have a link for customers to click and make prompt payments.

Online Payments via Email

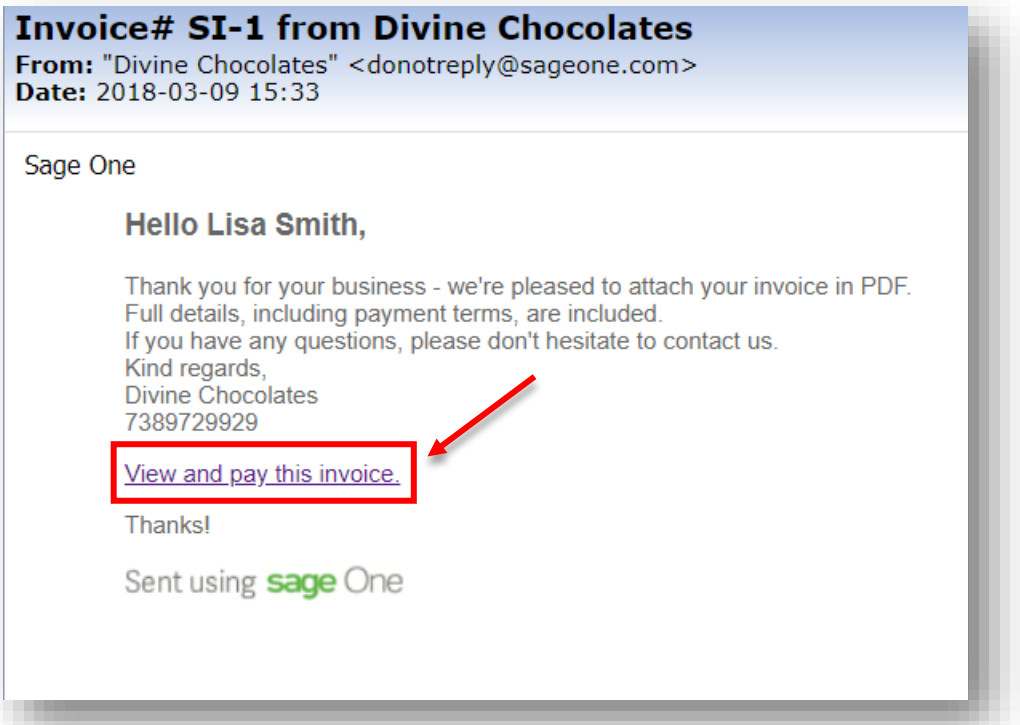
- Return to the **Sales Invoice** screen and select SI-1. Let's email Lisa Smith her invoice now that she can easily make payments online with the click of a button!



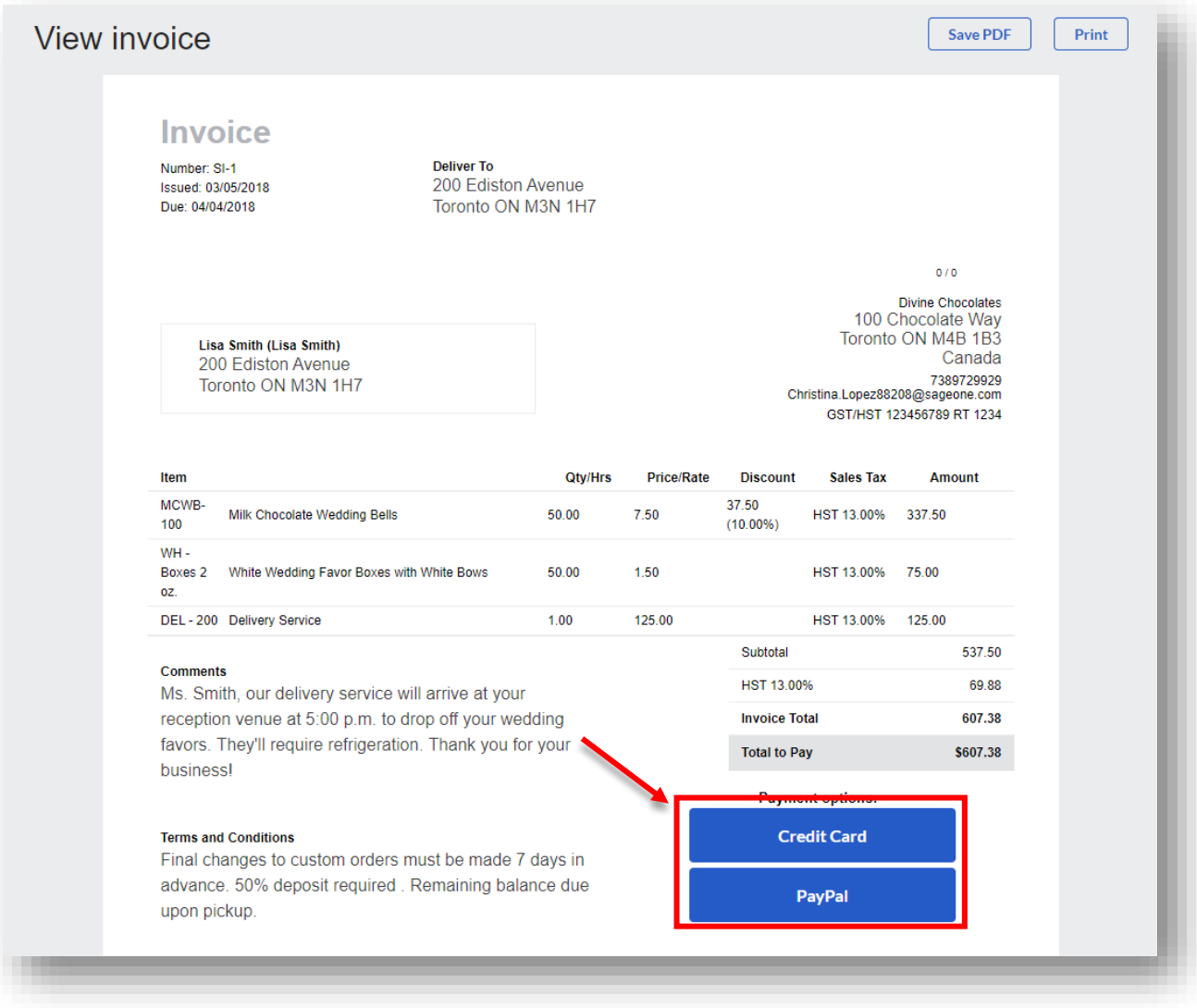
- Click on the **Email** link within the invoice



- The email will appear in Lisa Smith's inbox. To pay the invoice, click on **View and Pay this Invoice** within the email message:



- When the email launches Lisa Smith will now have the option to pay her bill via Credit Card or PayPal directly from the invoice simply by clicking on the blue link at the bottom that says **Credit Card** or **PayPal.**

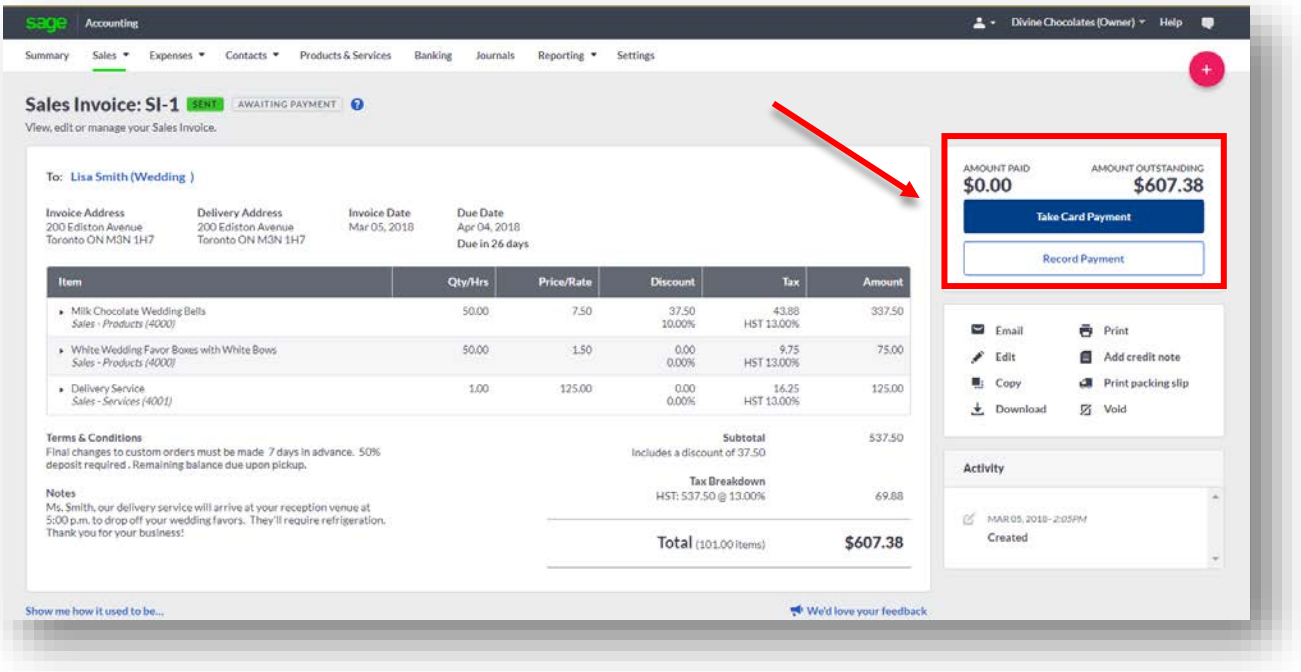


Credit Card Phone Payments

We just saw Divine Chocolates can easily invoice customers and customers can pay their invoices online from the link provided in their email. Mr. Smith just called to make a payment over the phone for 300$. Let's learn how to apply payments received to an invoice.

- Navigate to the **Sales Invoice** screen and select the invoice you'd like to apply a payment for. In this case SI-1

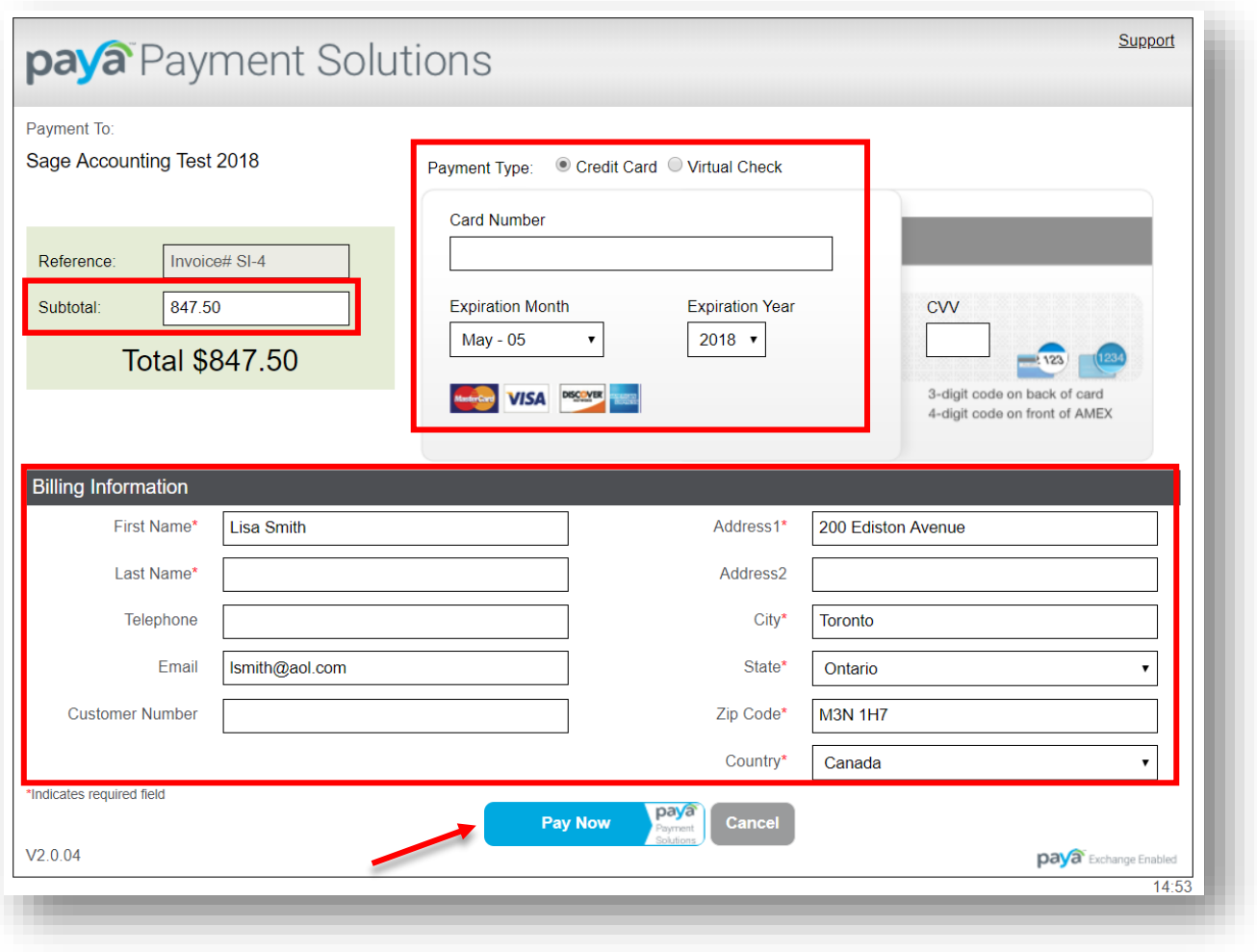
- When the invoice launches navigate to the Payment box in the top right. You can **Take Card Payment** for credit card payments made over the phone etc. or **Record Payment** for payments received directly via cash, check, etc.



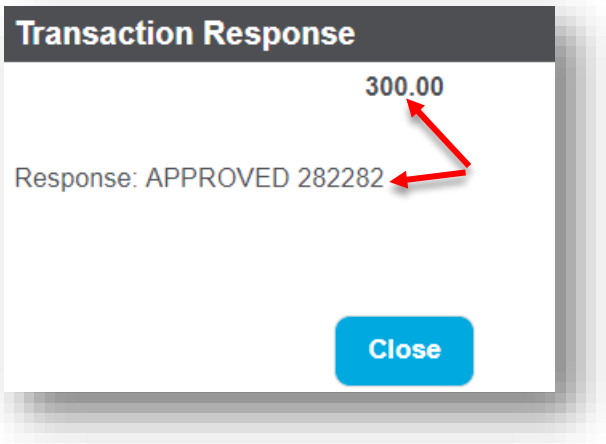
- Since Mr. Smith would like to make a payment of 300$ with his Visa card, click on **Take Card Payment.**

- The **Paya** Payment Solutions box will launch where all pertinent credit card information and billing information are entered. Type the following:

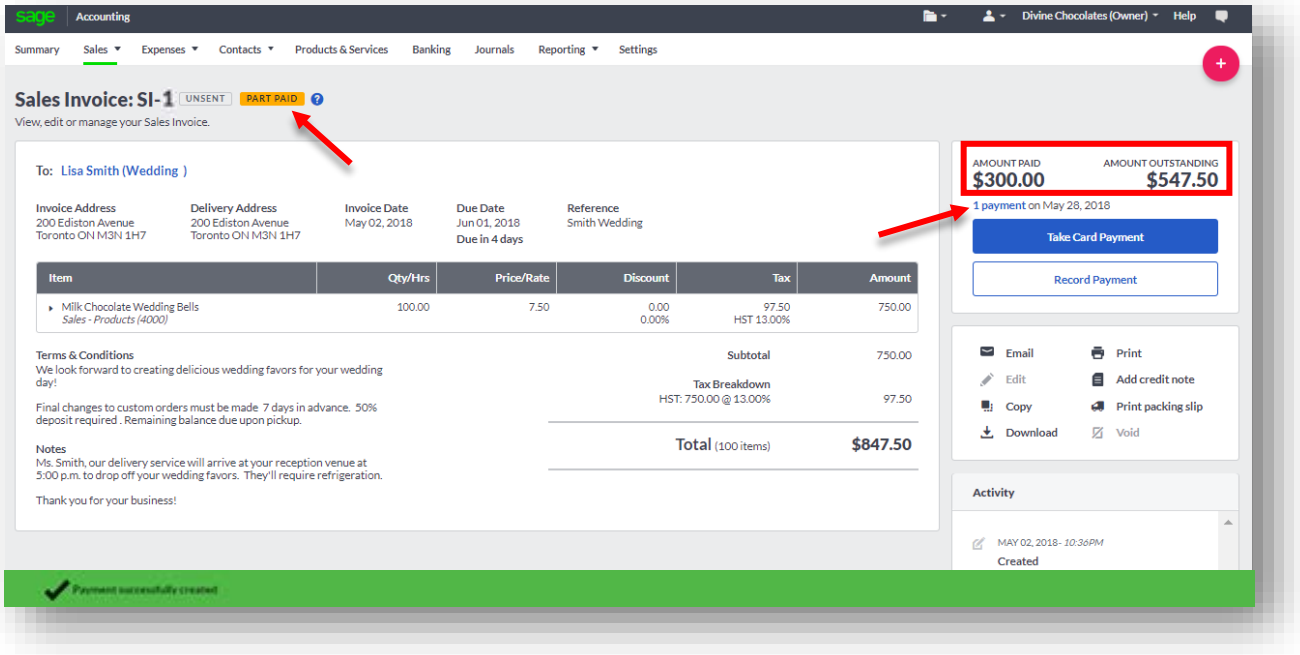
  - **Subtotal:** Since Mr. Smith is making a partial payment for 300$, we'll overwrite the full balance amount and type $300 here.
  - **Payment Type:** Credit Card
  - **Card Number:** 4111111111111111 (Test Account)
  - **Expiration Date:** May
  - **Expiration Year:** 2022
  - **CVV:** 234
  - **Billing Information:** Enter Mr. Smith's first and Last name. The address has automatically prefilled but will need to update with Mr. Smith's billing address.



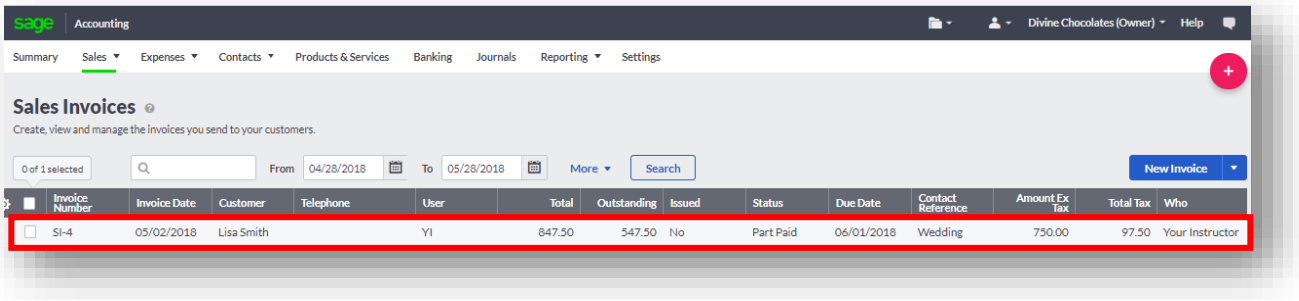
Once done, click **Pay Now** and a confirmation message will appear that Mr. Smith's payment has been successful:



- A notification will appear at the top that the invoice has been paid or part paid, the 300$ payment is shown in **Amount Paid,** and the **Amount Outstanding** has been decreased by 300$.



The payment is reflected accordingly on the **Sales Invoice** dashboard:



Check Your Knowledge

Answer the following questions about the material covered in this lesson.

Short Answer

Write a short answer to the question below.

1. Why is it best practice to have a separate account for online transactions?

_____

_____

Multiple Choice

2. You can enable credit cards in **Accounting** by going to:
   - A. _____ Banking > Financial Settings
   - B. _____ Financial Settings > Online Payments
   - C. _____ Contacts > Payment Details
   - D. _____ Settings > Connect > Online Payments

3. Once a Paya account is established, what is needed to create the account in **Accounting**: (select all that apply):
   - A. _____ Merchant Key
   - B. _____ Customer account numbers
   - C. _____ Default Bank Account
   - D. _____ Merchant ID

4. A customer called stating they were unable to pay their invoice via PayPal. Why might that be? (select all that apply)
   - A. _____ Divine Chocolates doesn't have a PayPal account/email address
   - B. _____ PayPal wasn't set up within Online Payments
   - C. _____ The customer doesn't have PayPal account
   - D. _____ It's a holiday. **Accounting** doesn't accept online payments on holidays.

5. If a customer calls to make a payment over the phone for an invoice, where are some of the places you can take the payment? (select all that apply)
   - A. _____ Contact Record > Select Invoice in the activity section > Take Card Payment
   - B. _____ Banking > Select Bank Account > New Entry > Sales/Receipt
   - C. _____ Customer Contact Record, Payment Details Tab
   - D. _____ Sales Invoice > Take Card Payment

Please note:

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