USER GUIDE

Version 1.1

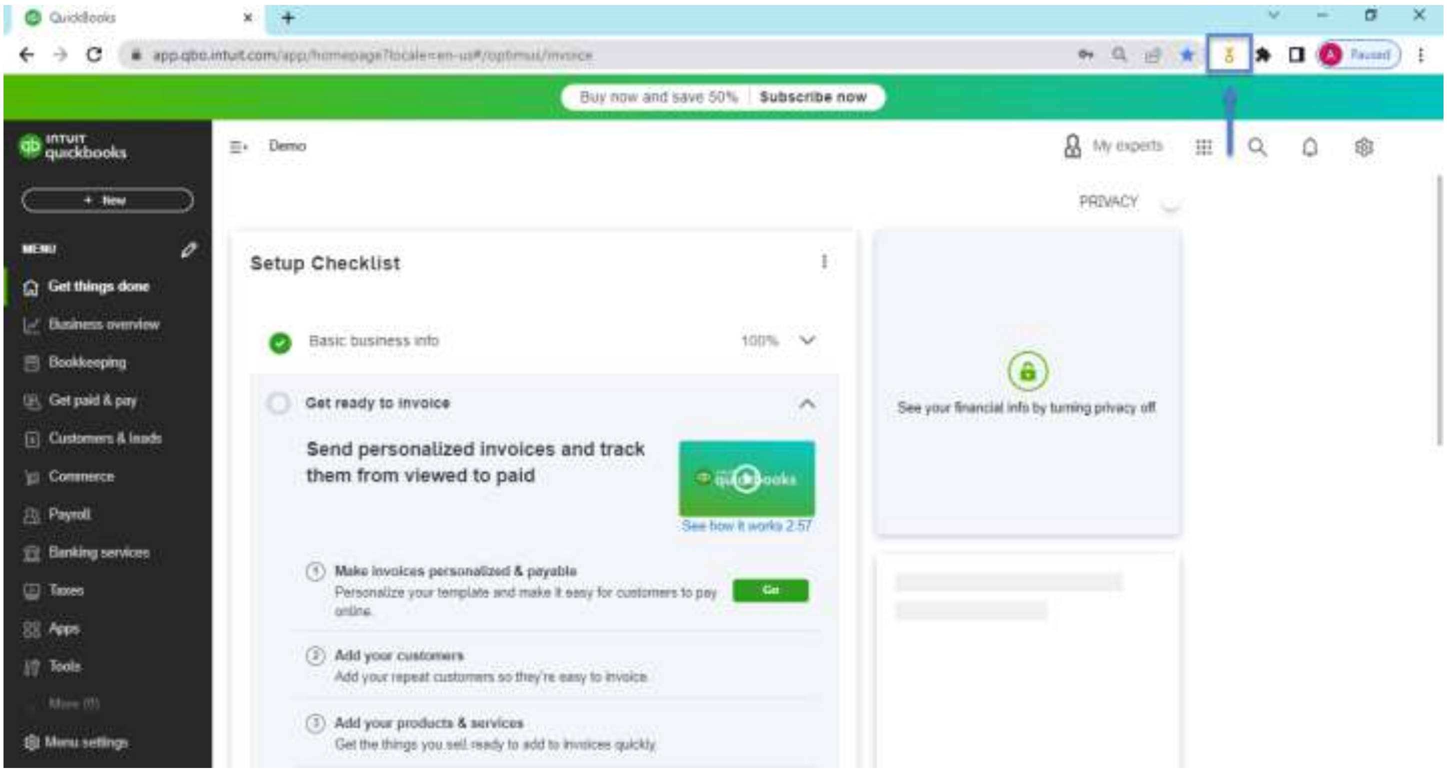
Contents

1 Getting Started

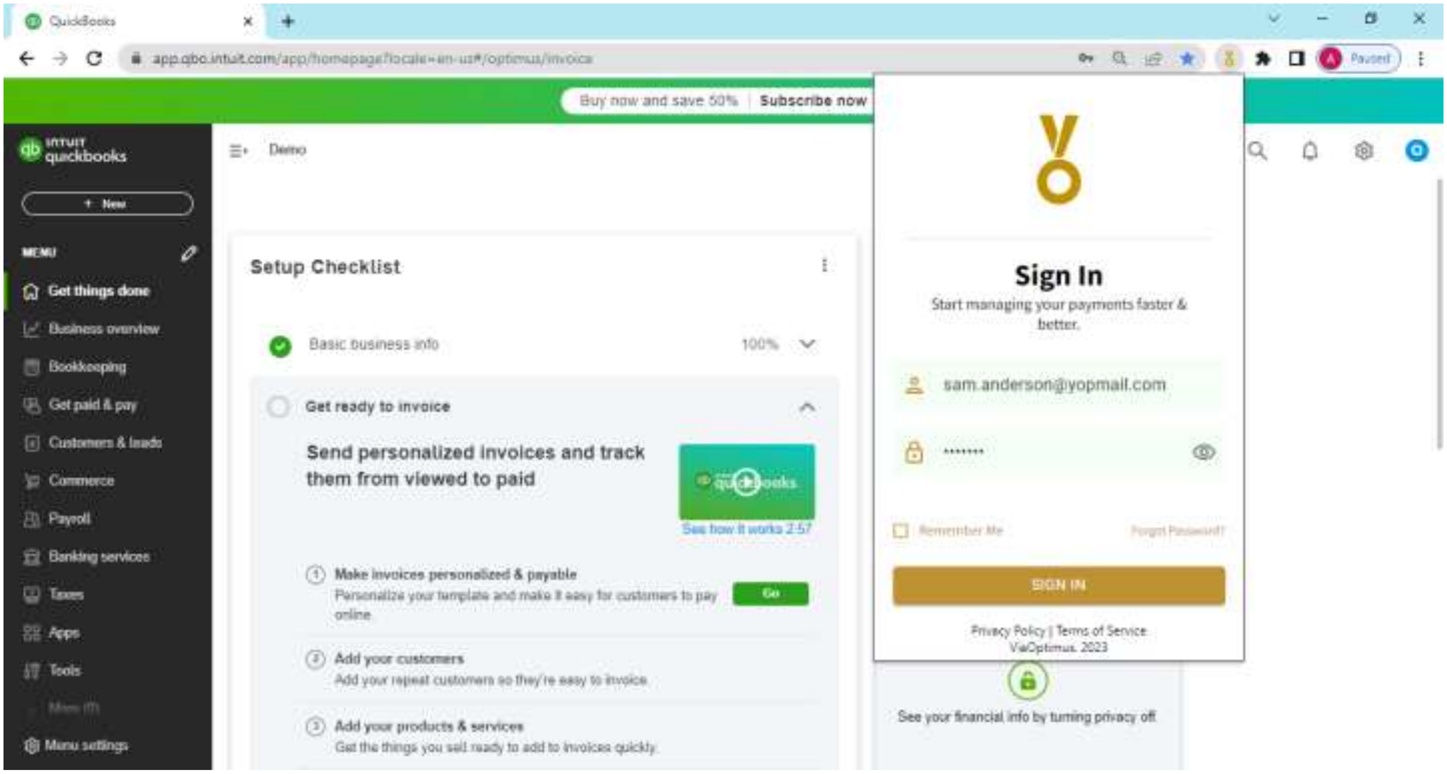
1.1 Connect Optimus to QuickBooks Online

The following steps outlines how to connect Optimus with QuickBooks Online.

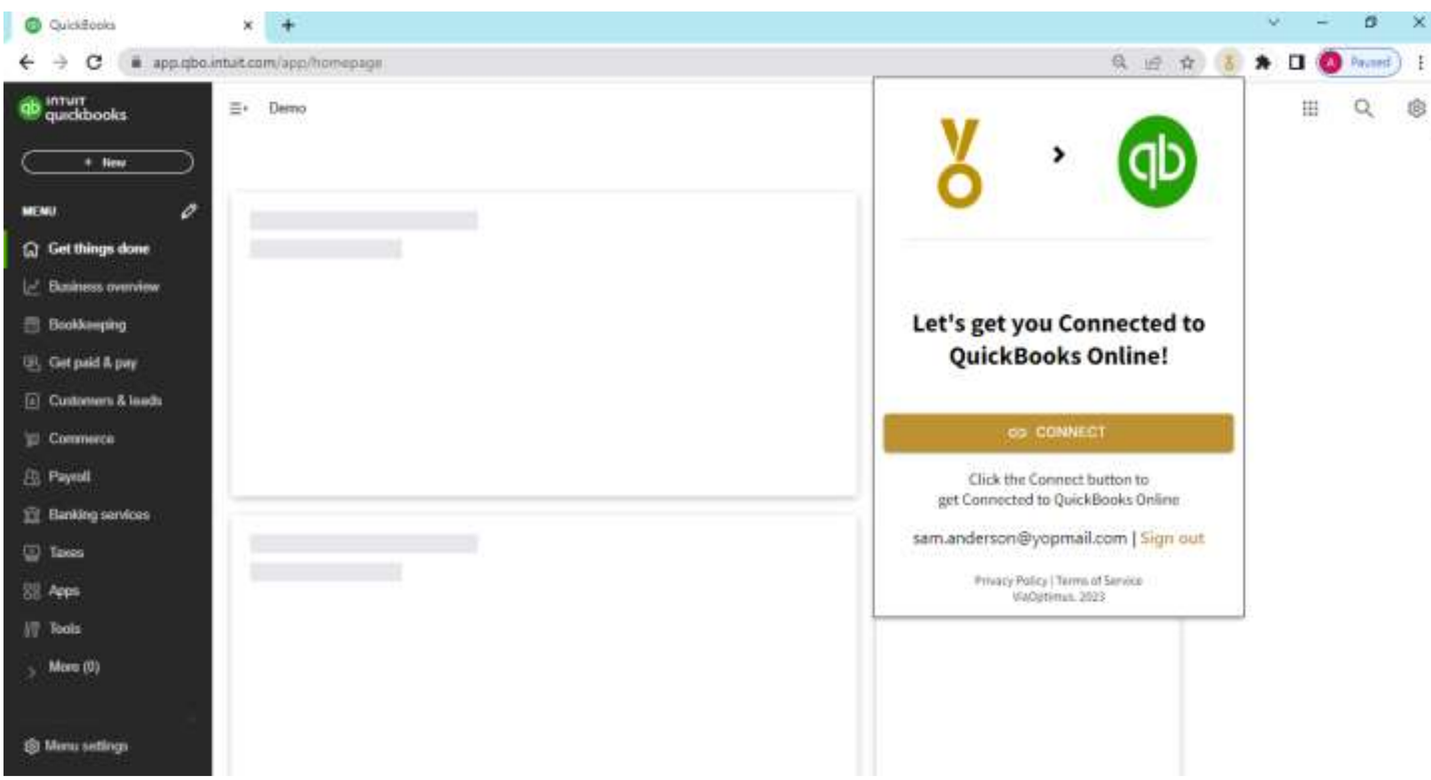
1. Log into your QuickBooks Online account.
2. Click on the extension as shown in the figure below.



Enter your username and password and click on **SIGN IN** button as shown in the figure below.

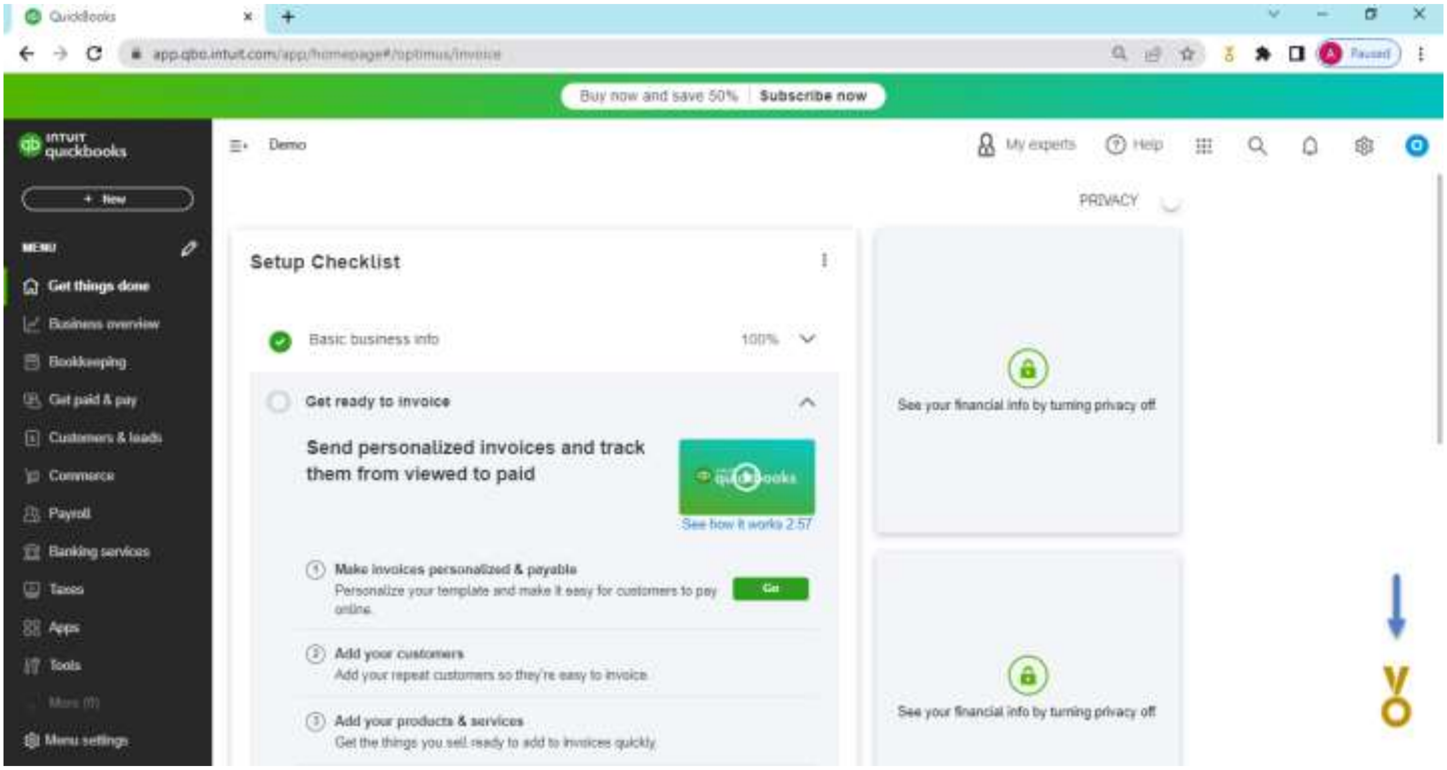


3. Once you are logged-in successfully, the **CONNECT** button appears as shown in the figure below.



4. Click on **CONNECT** button. This will connect the Optimus with your QuickBooks Online.

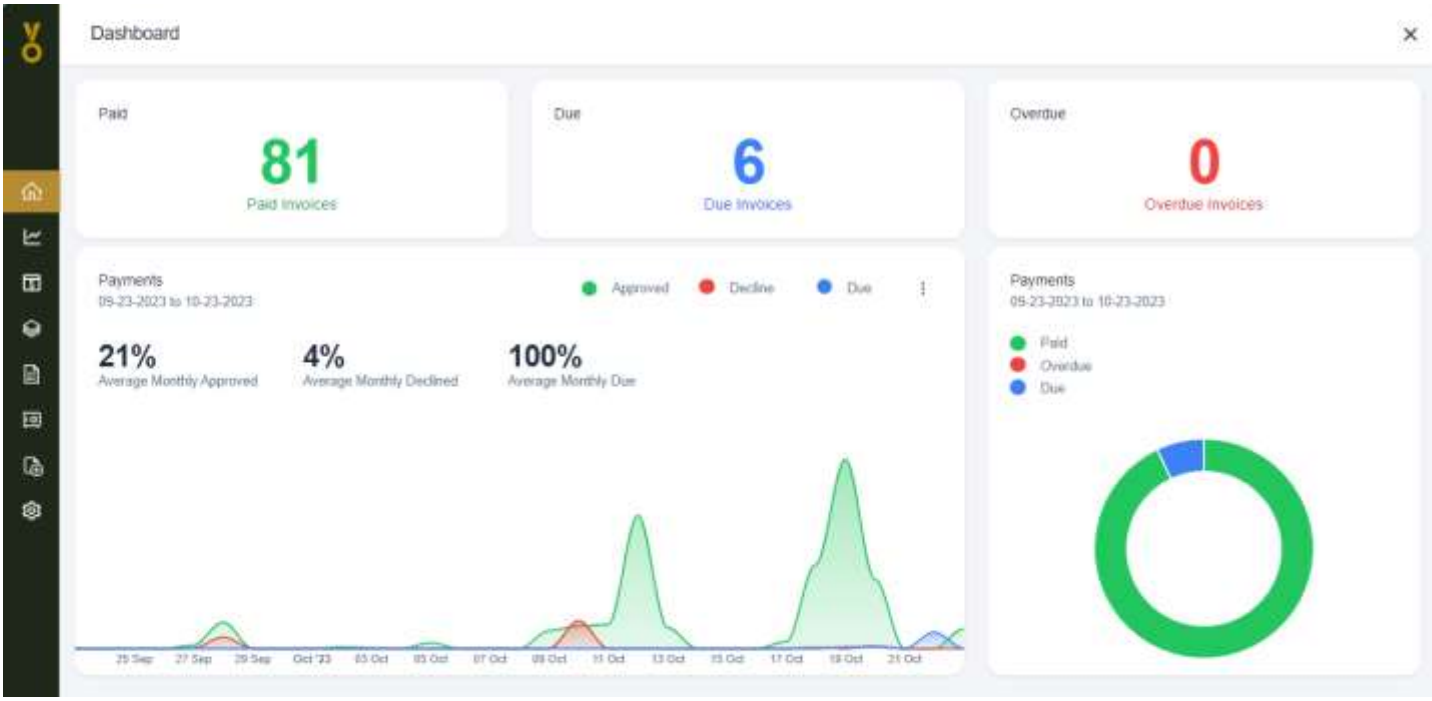
5. Once the connection is successful, the Optimus starts displaying at the right bottom as shown in the figure below.



2 Dashboard

Dashboard depicts the invoices counts and payments graphs. The following steps outlines how to view dashboard.

1. Open Optimus by clicking on the Optimus icon at the right bottom as shown in the figure above.
2. Click on the **Home** in the left navigation menu as shown in the figure below.

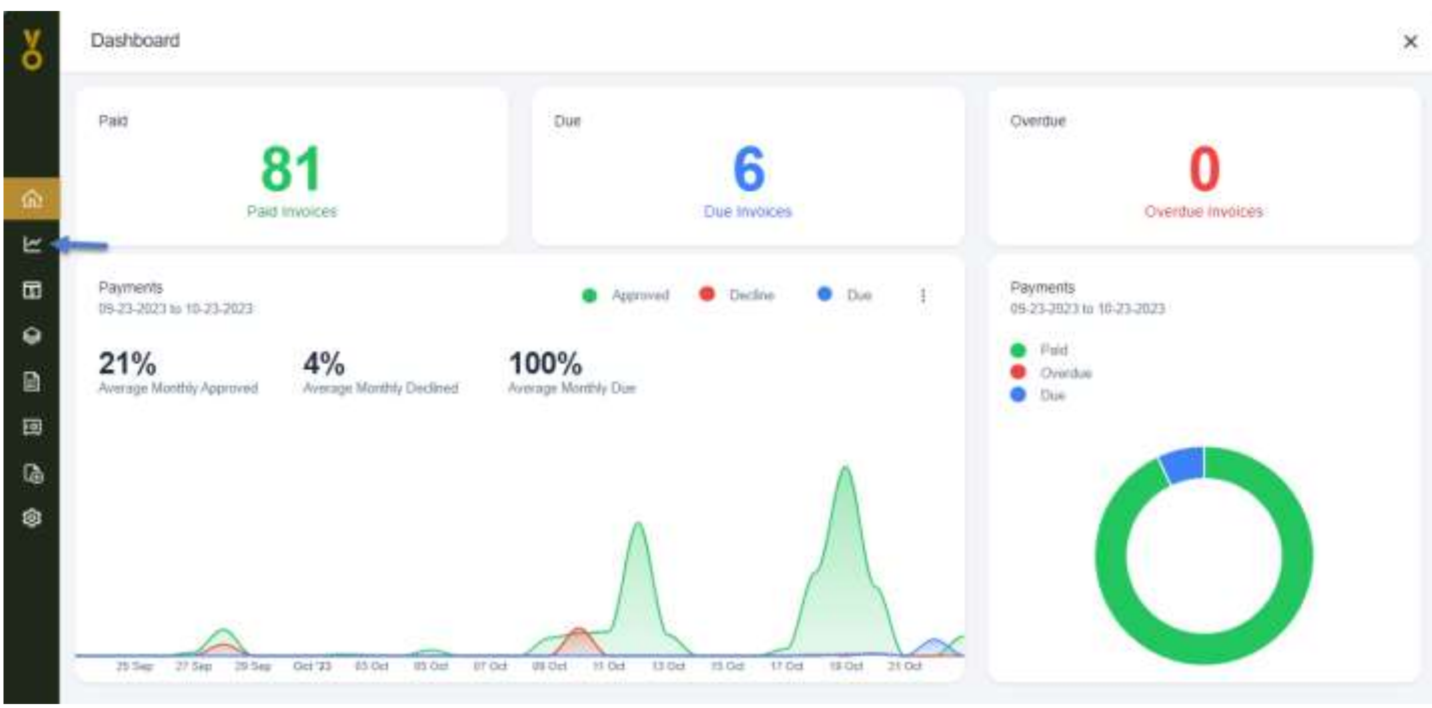


3 Invoices

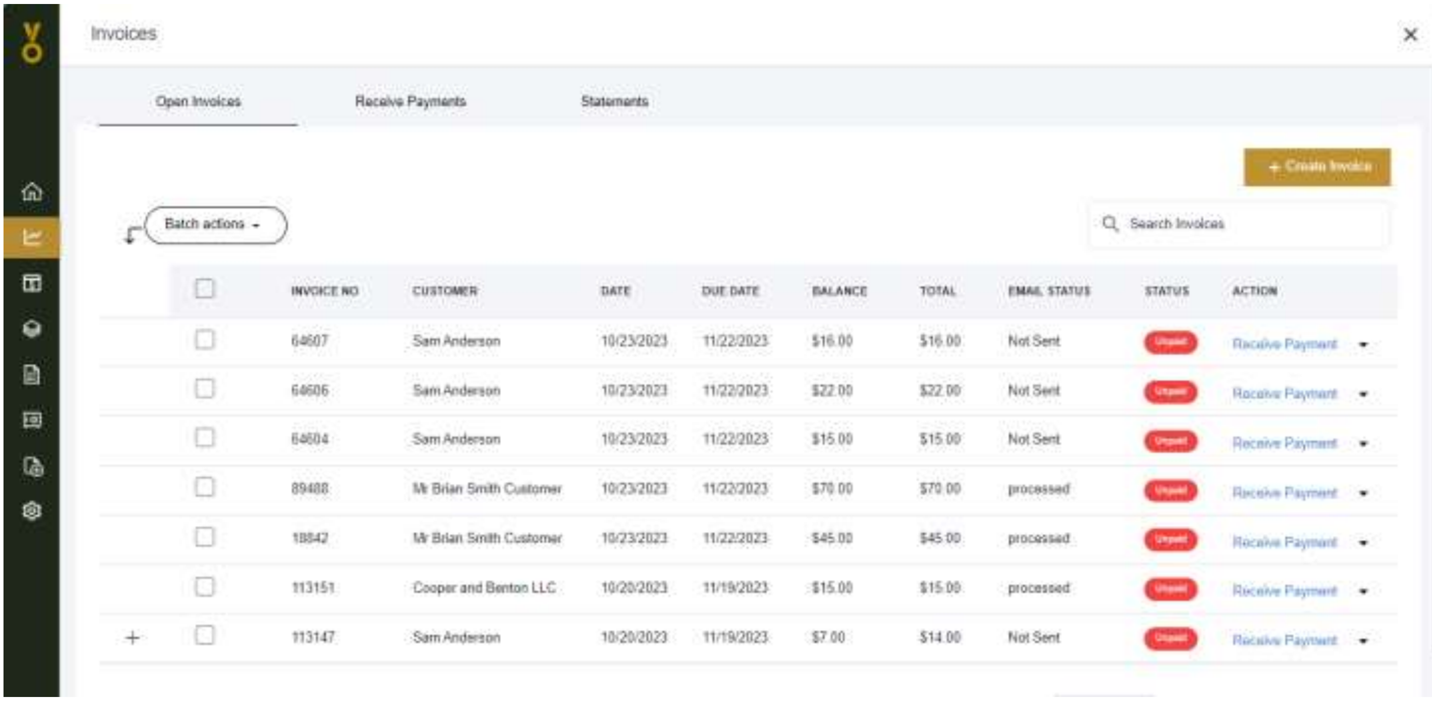
3.1 Open Invoices

The following steps outlines how to view open invoices listing.

1. Click on the **Invoices** menu in the left navigation as shown in the figure below.



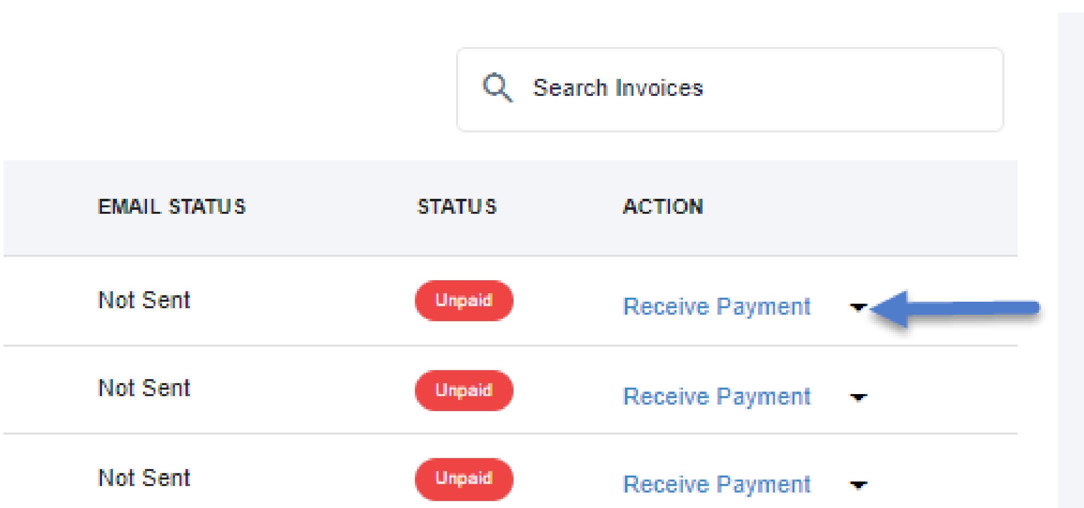
2. It opens the **Invoices** screen.
3. The first tab **Open Invoices** pulls the Due and Over Due invoices from QuickBooks Online and displays in the grid as shown in the figure below.



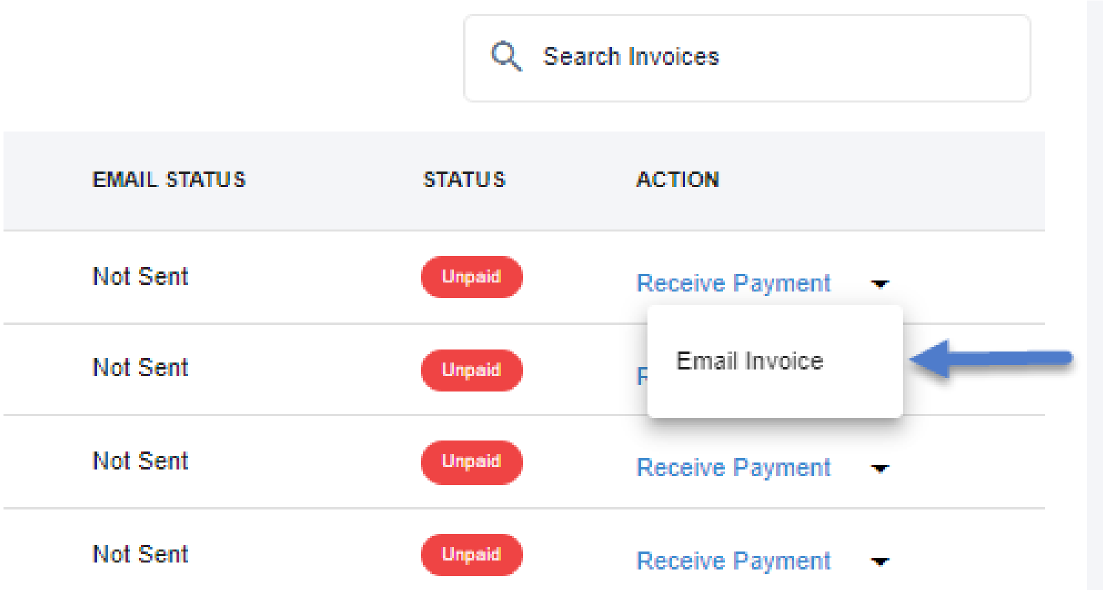
3.1.1 Email Invoice to Customer

The following steps outlines how to email an invoice to customer.

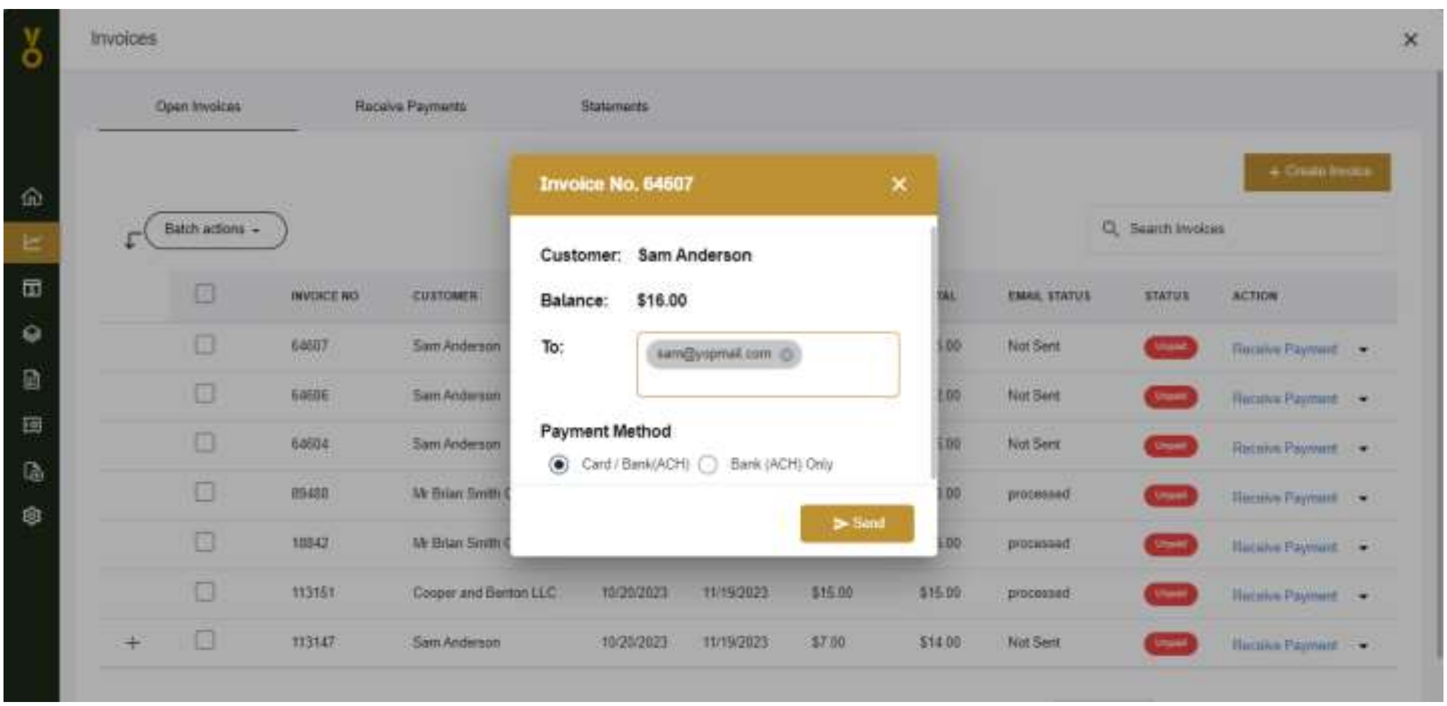
1. You are on the **Open Invoices** screen.
2. Under the **Action** column, click on small down arrow of an invoice you wish to email as shown in the figure below.



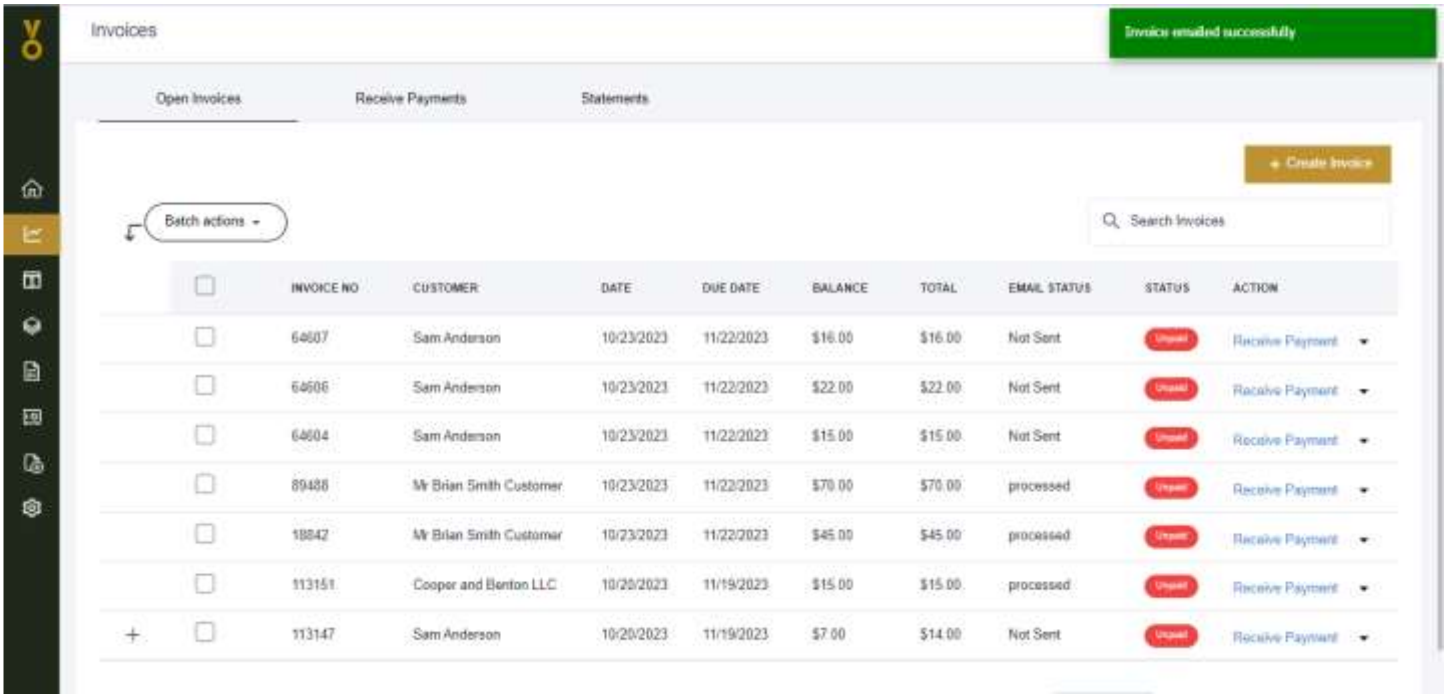
3. This action expands the **Email Invoice** option as shown in the figure below.



4. Click on **Email Invoice.**
5. It pops up the dialog that shows the invoice no., customer name, balance and the customer's email as shown in the figure below.



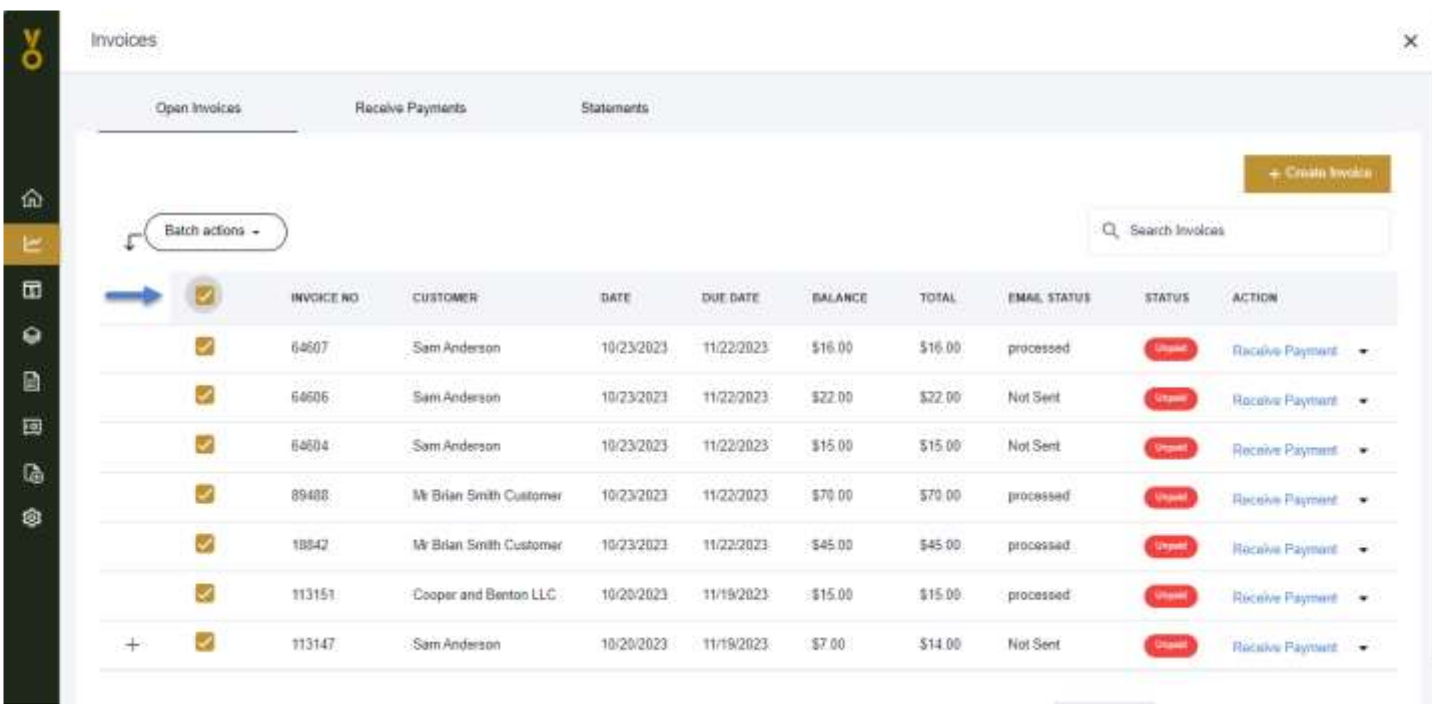
6. Click on **Send** button.
7. The confirmation message appears at the top right as shown in the figure below and invoice is emailed to customer successfully. Email includes the PDF invoice as an attachment and a Payment button.



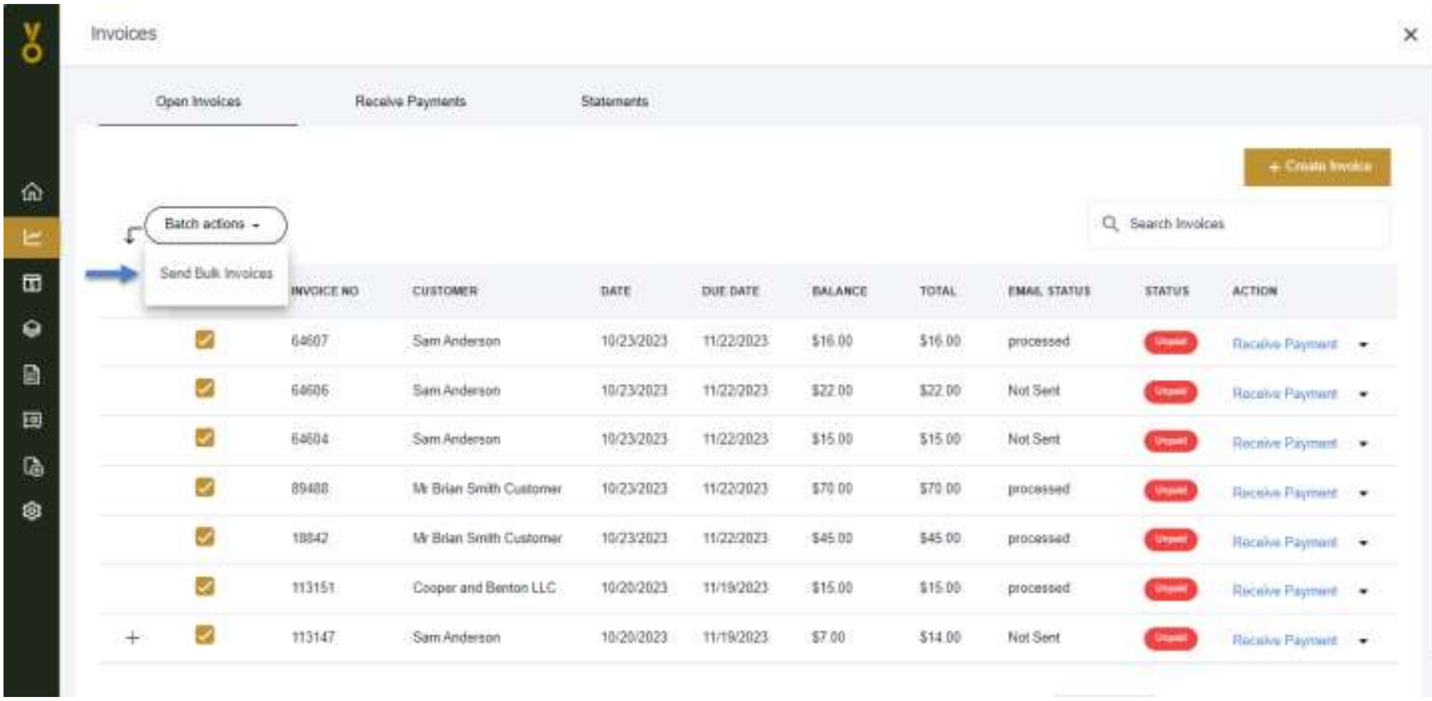
3.1.1.1 Send Bulk Invoices

The following steps outlines how to send invoices in bulk.

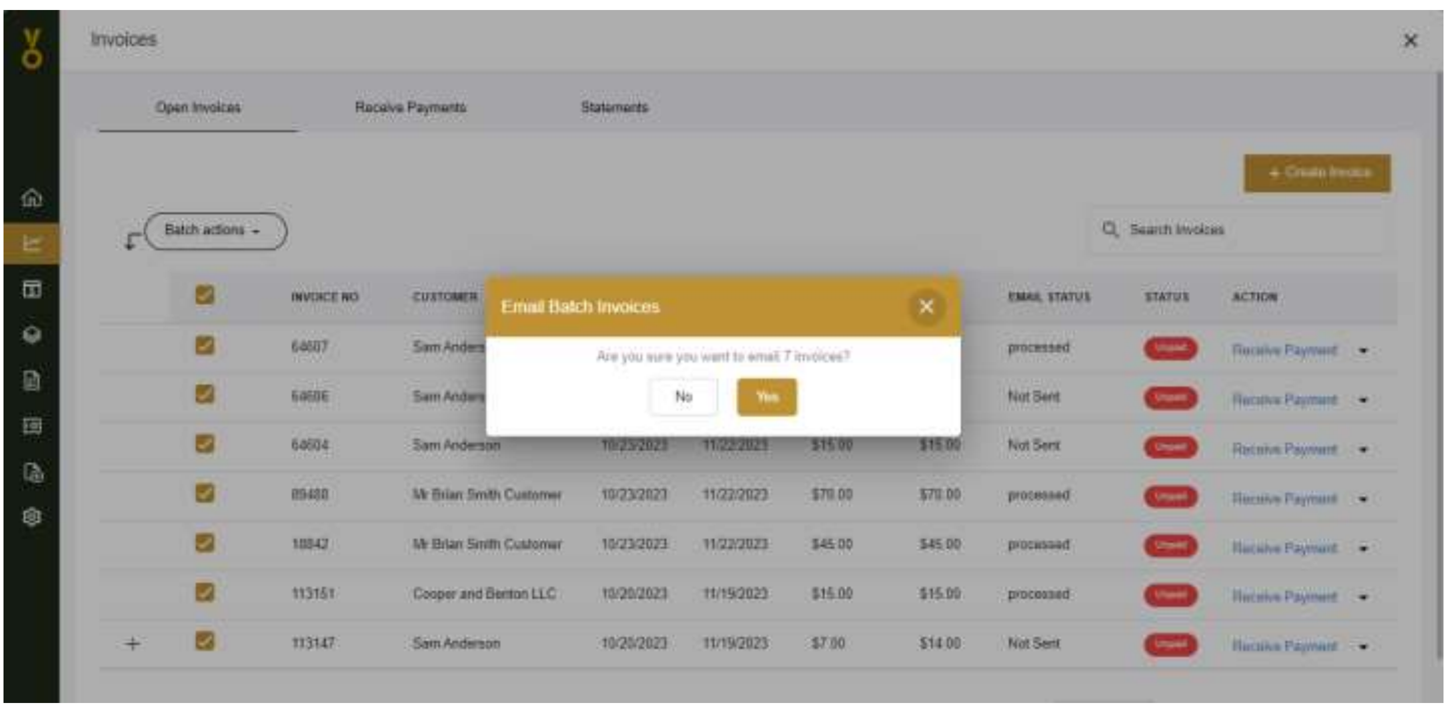
1. You are on the **Open Invoices** screen.
2. Select the multiple invoices you wish to email or you can select all invoices as shown in the figure below.



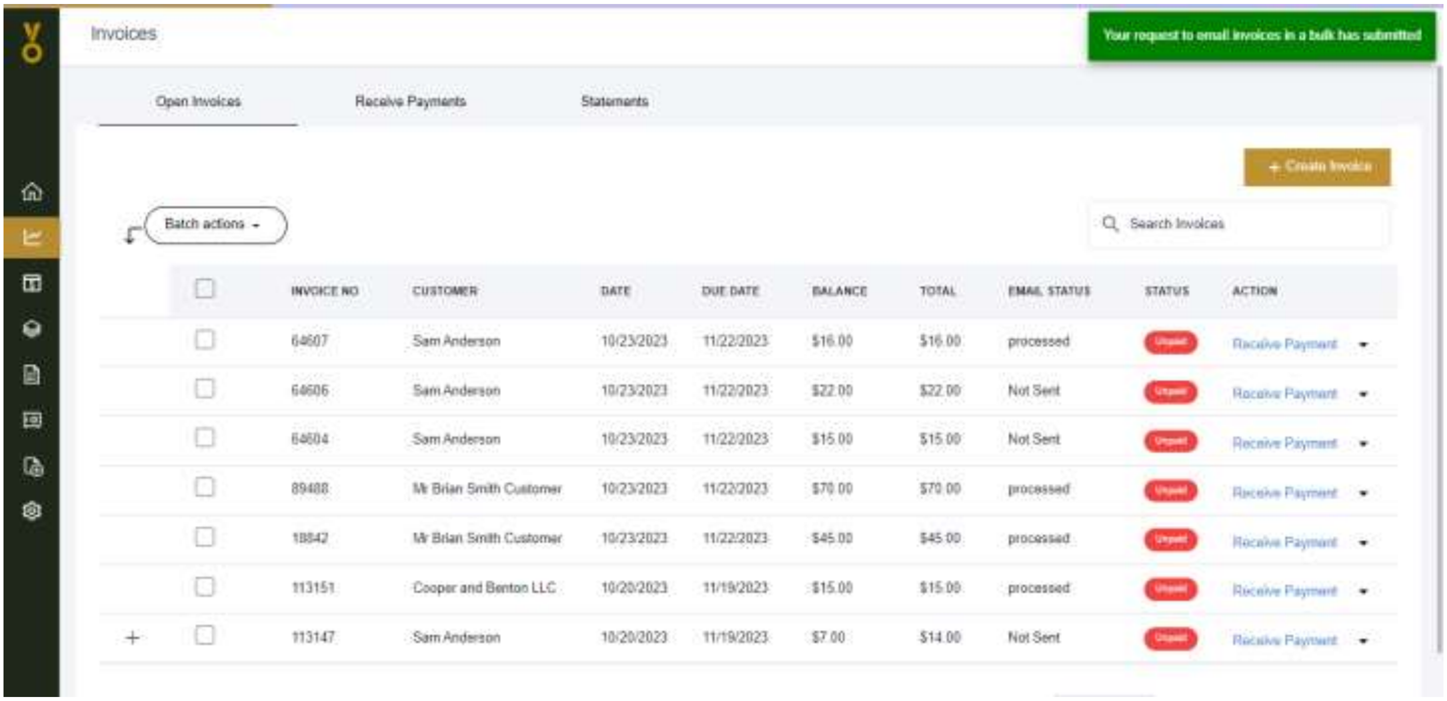
3. Click on **Batch Actions > Send Bulk Invoices** as shown in the figure below.



4. An alert dialog pops up as shown in the figure below; click on **Yes.**



5. The confirmation message appears at the top right as shown in the figure below and all the selected invoices have emailed to respective customers successfully.

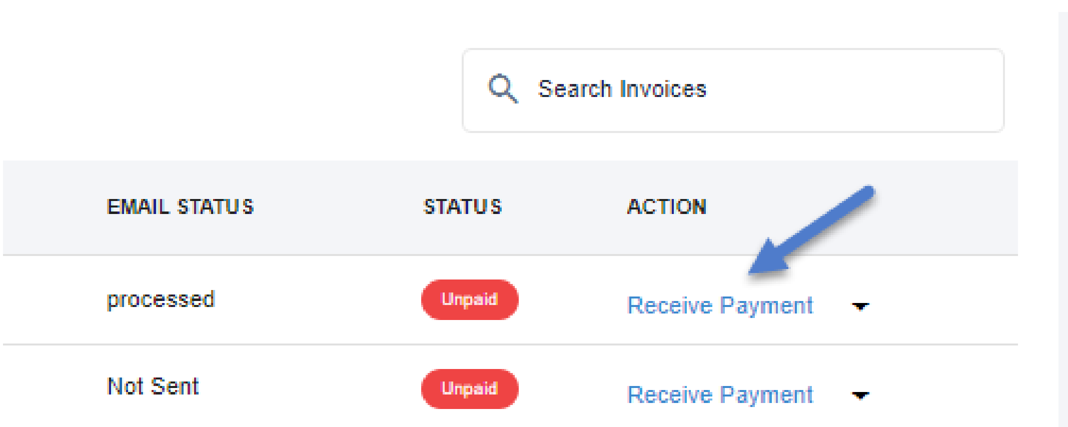


3.1.2 Receive Payment

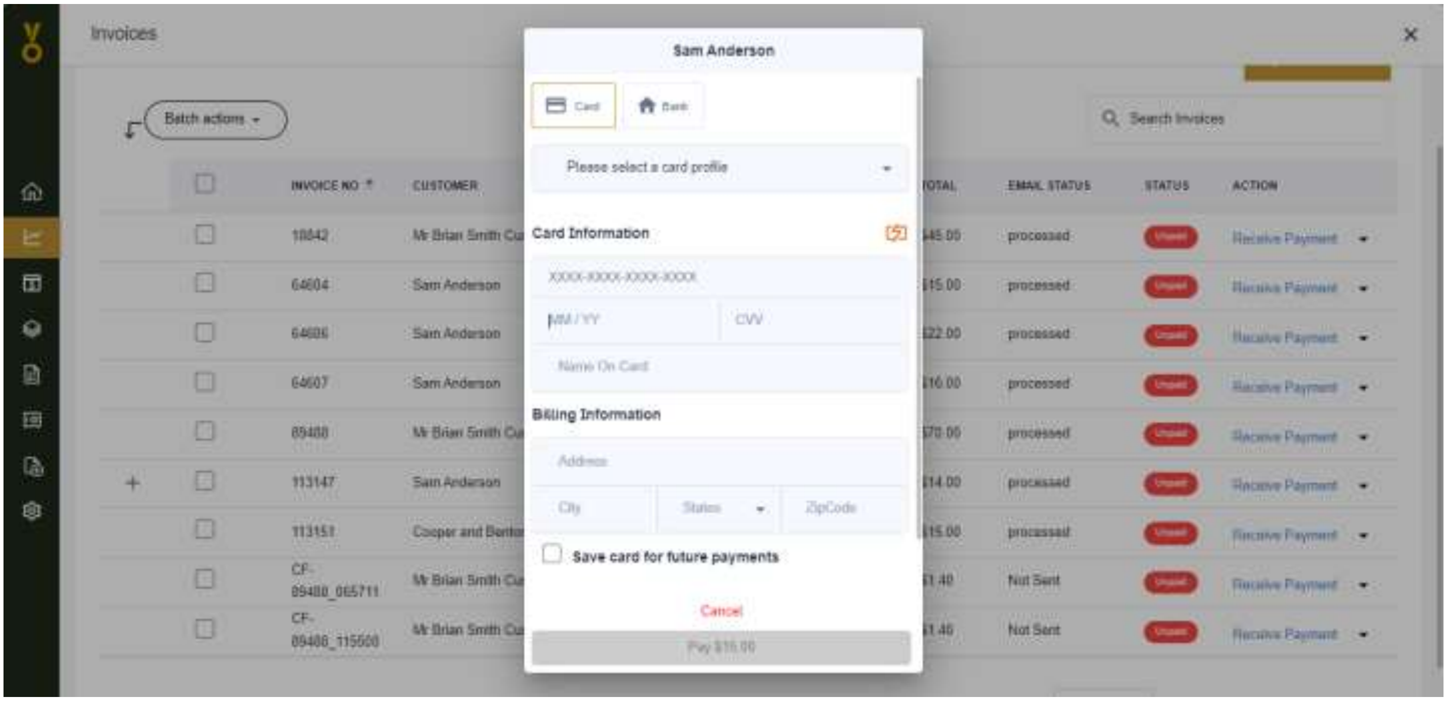
The following steps outlines how to receive payment.

3.1.2.1 Credit Card

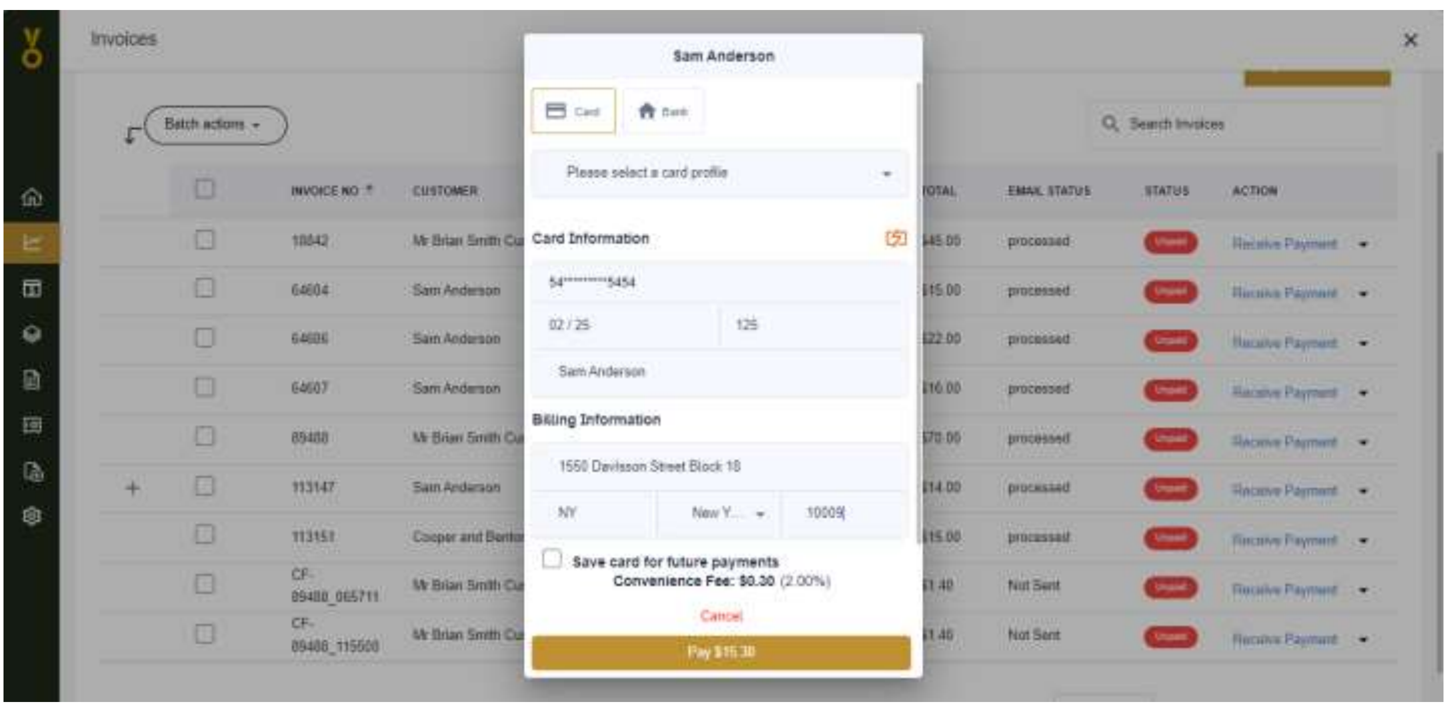
1. You are on the **Open Invoices** screen.
2. Under the **Action** column, click on **Receive Payment** for an invoice you wish to receive payment as shown in the figure below.



3. It opens the **Payment** dialog as shown in the figure below.
   The **Card** tab is selected by-default.

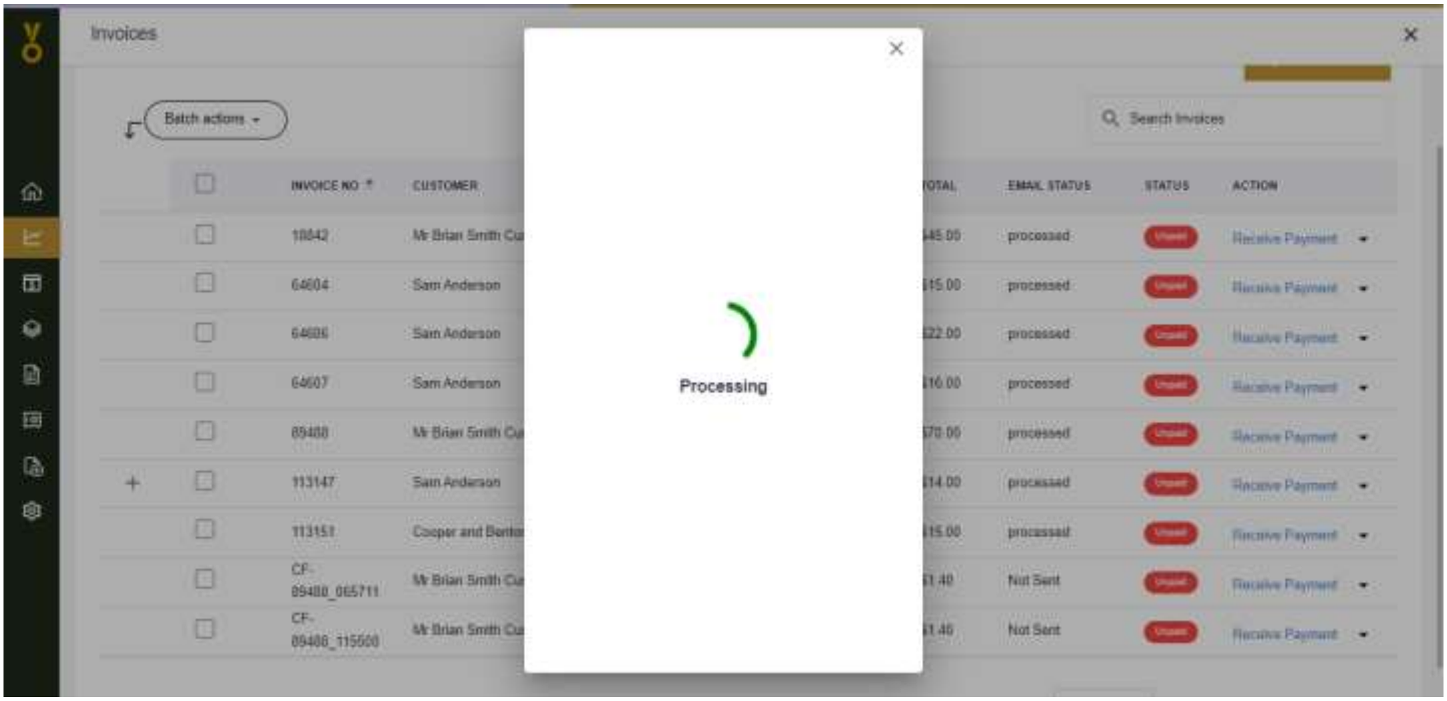


4. Enter the card information and billing information as shown in the figure below.



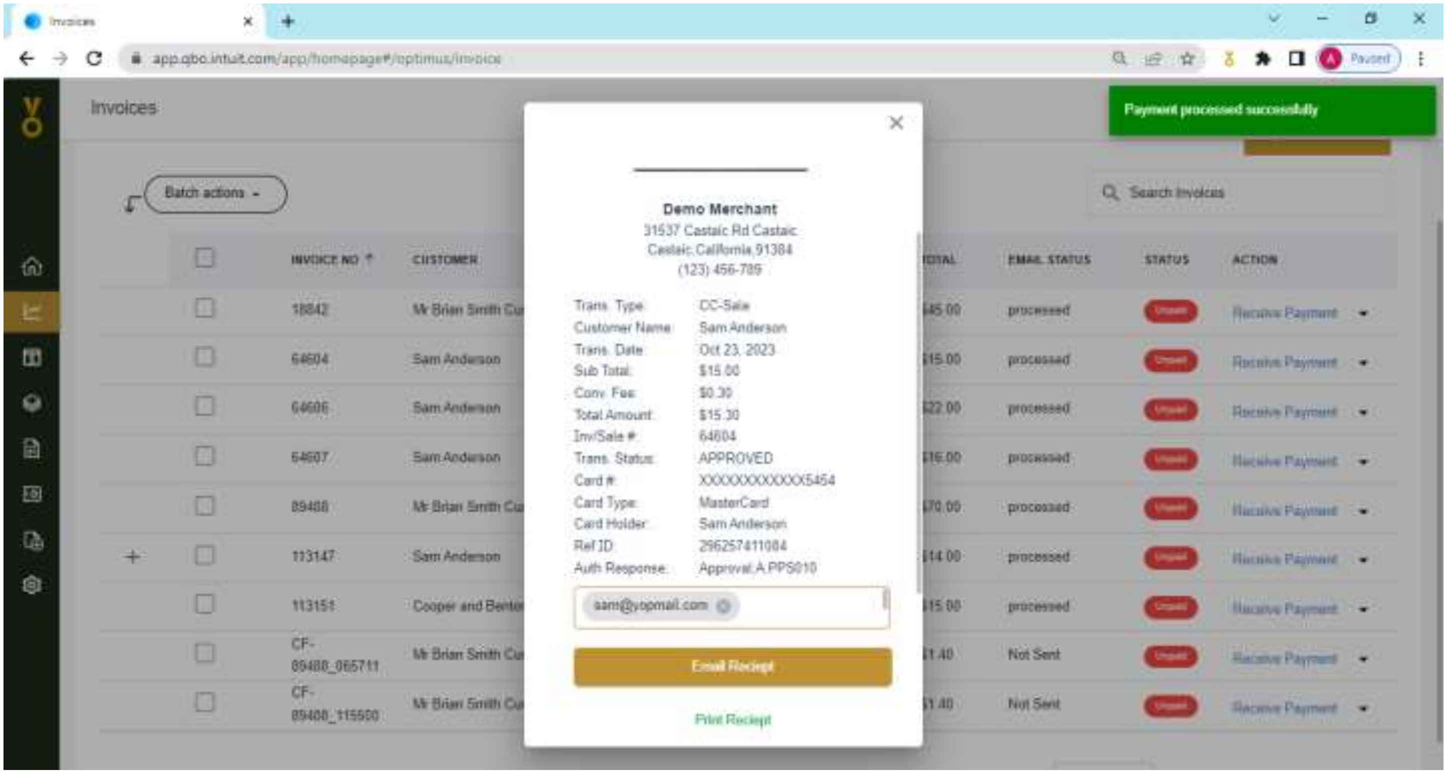
5. Click on **Pay** button.

6. The transaction starts processing as shown in the figure below.

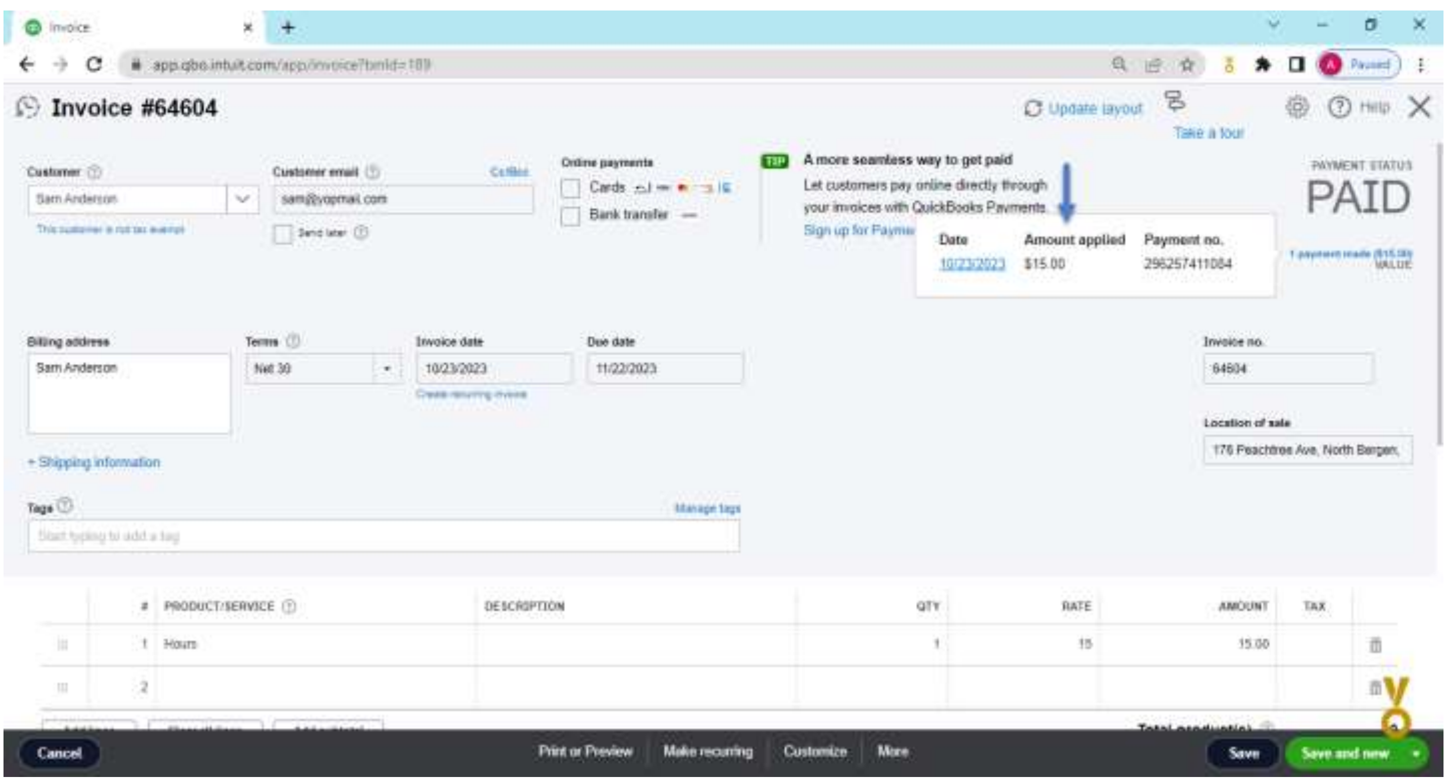


7. Once the transaction is successfully processed, the transaction receipt appears as shown in the figure below.

   You can also email and print the transaction receipt using the options available in transaction receipt dialog as shown in the figure below.

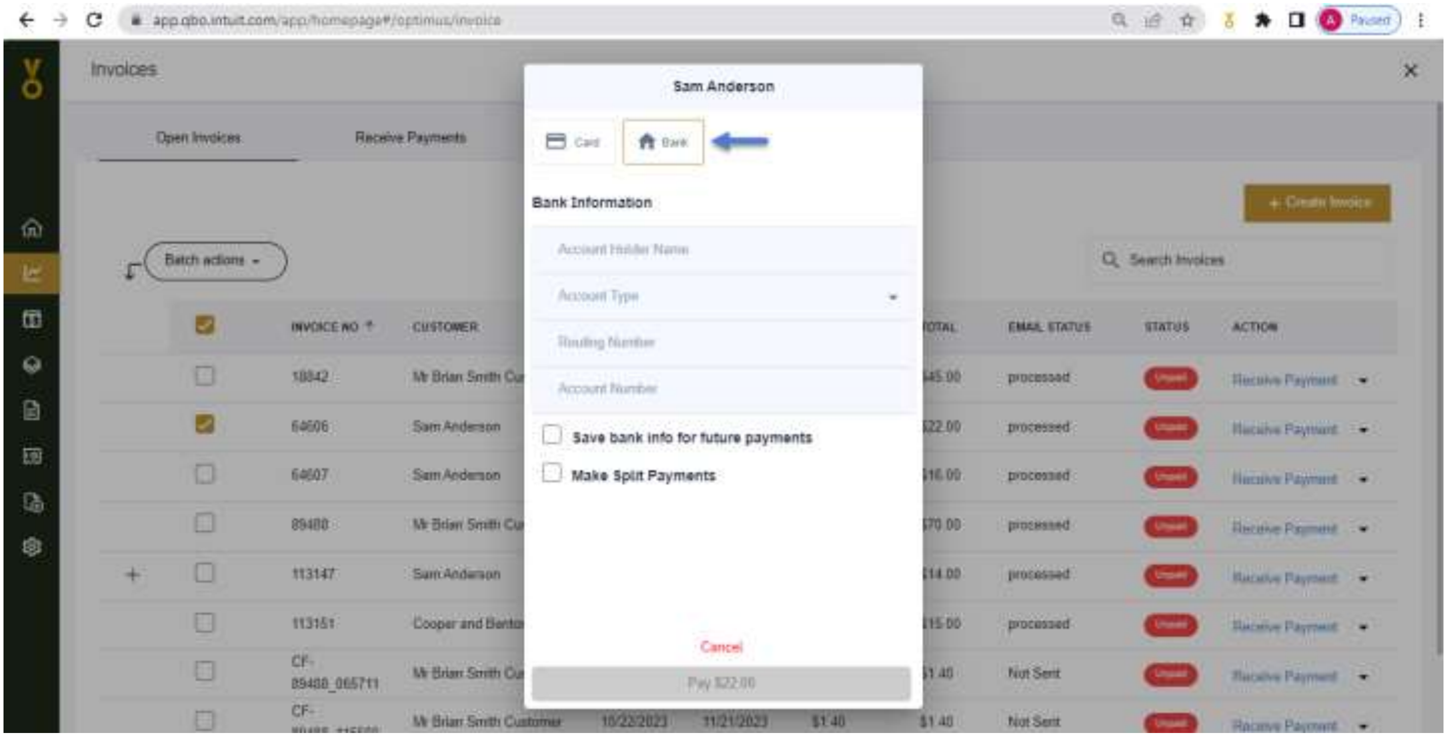


8. The payment applies to an invoice and an invoice is marked as PAID in QuickBooks Online.

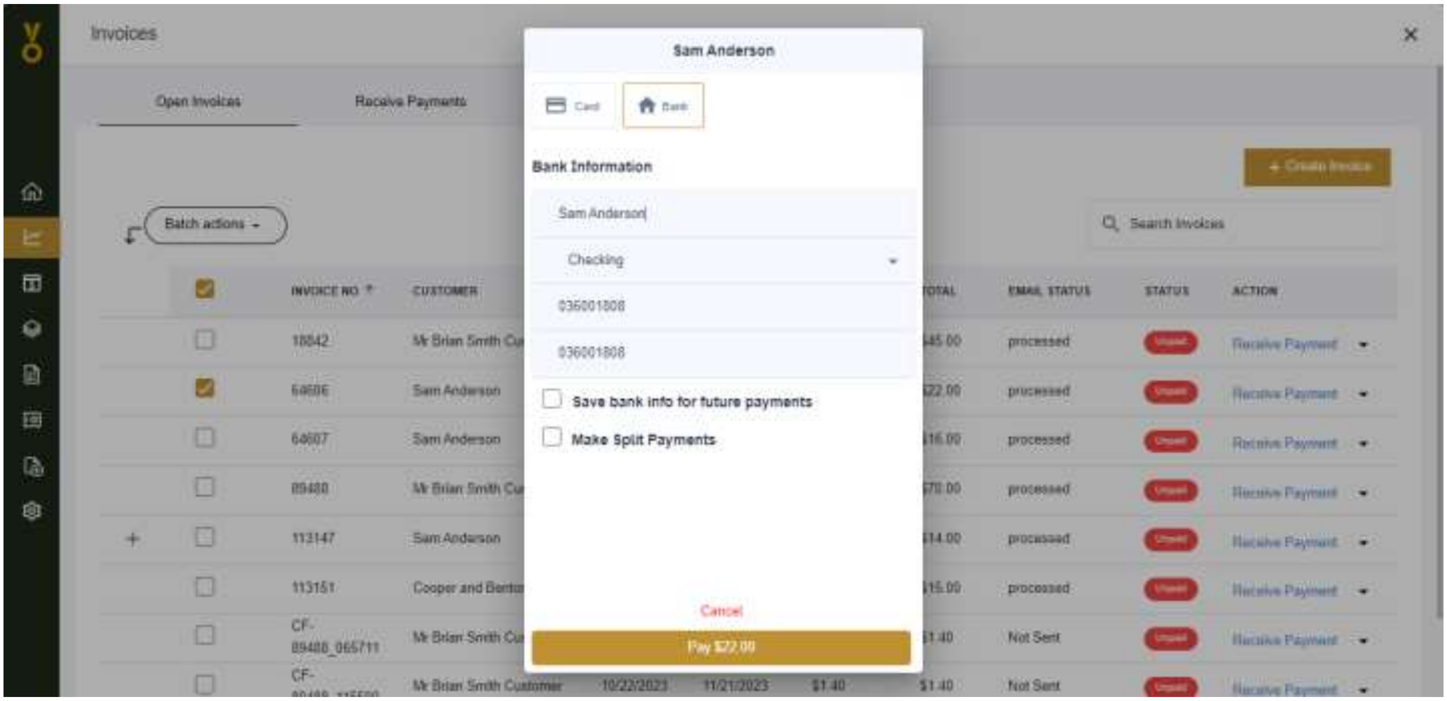


3.1.2.2 Bank (ACH)

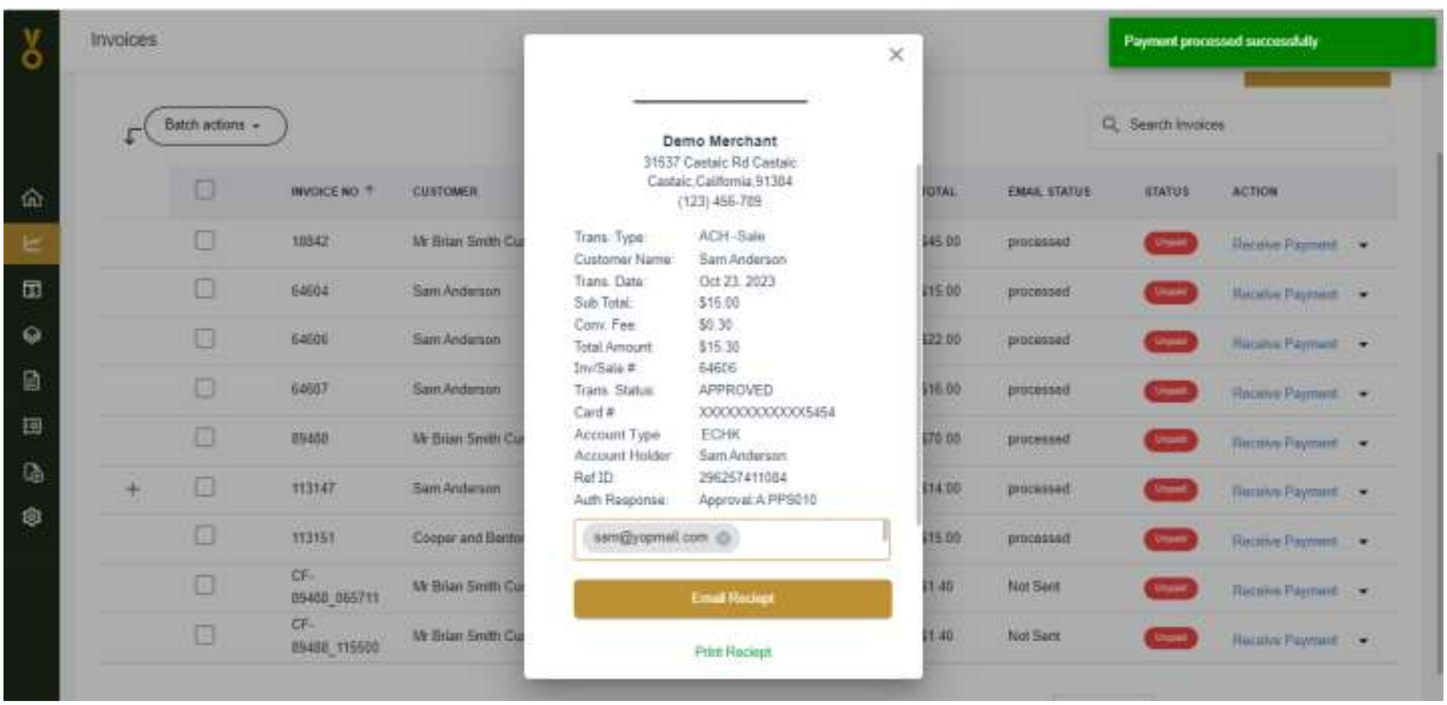
1. You are on the **Open Invoices** listing.
2. Under the **Action** column, click on **Receive Payment**.
3. It opens the **Payment** dialog.
4. Switch to **Bank** tab as shown in the figure below.



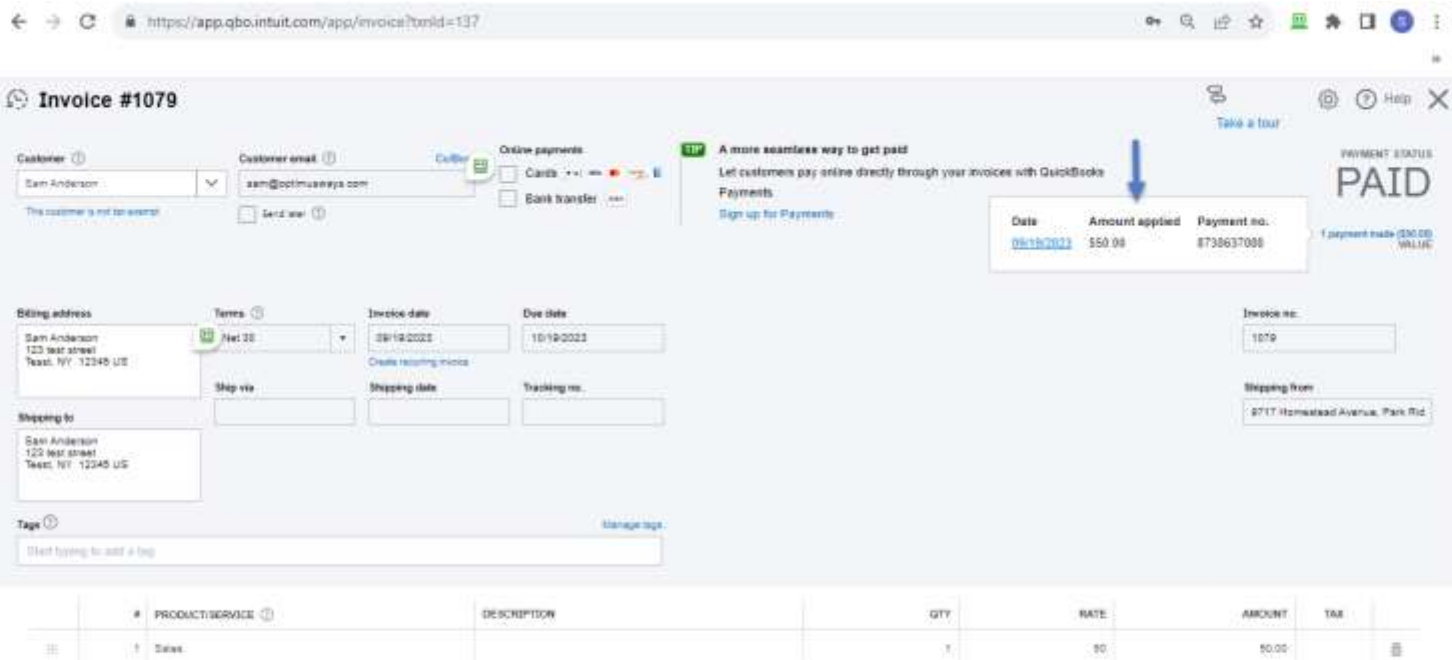
5. Enter the bank (ACH) information as shown in the figure below.



6. Click on **Pay** button.
7. The transaction starts processing.
8. Once the transaction is successfully processed, the transaction receipt appears as shown in the figure below.



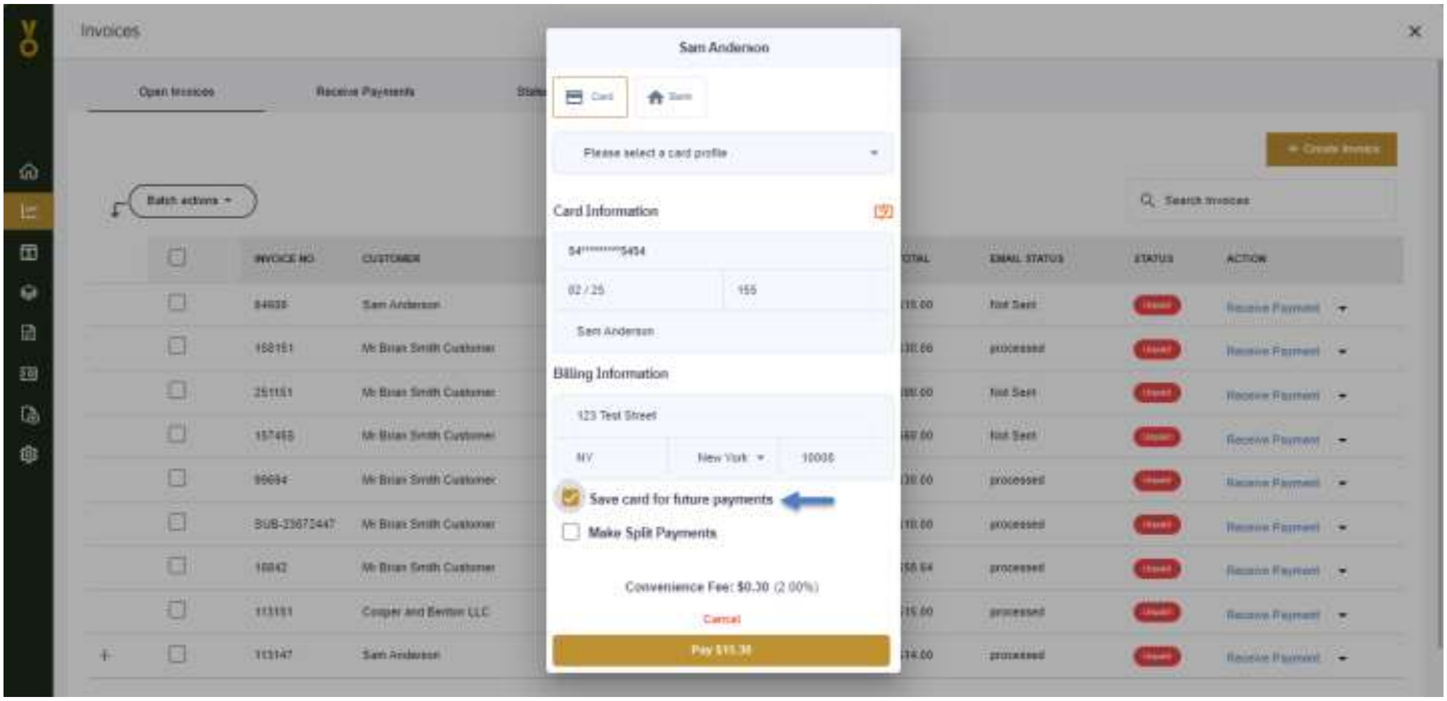
9. The payment applies to an invoice and an invoice is marked as PAID in QuickBooks Online.



3.1.2.3 Save Card

The following steps outlines how to save the card for future payments.

1. You are on the **Open Invoices** screen.
2. Under the **Action** column, click on **Receive Payment**.
3. It opens the Payment dialog.
4. Enter the card information and billing information.
5. Select the **"Save card for future payments"** checkbox as shown in the figure below.

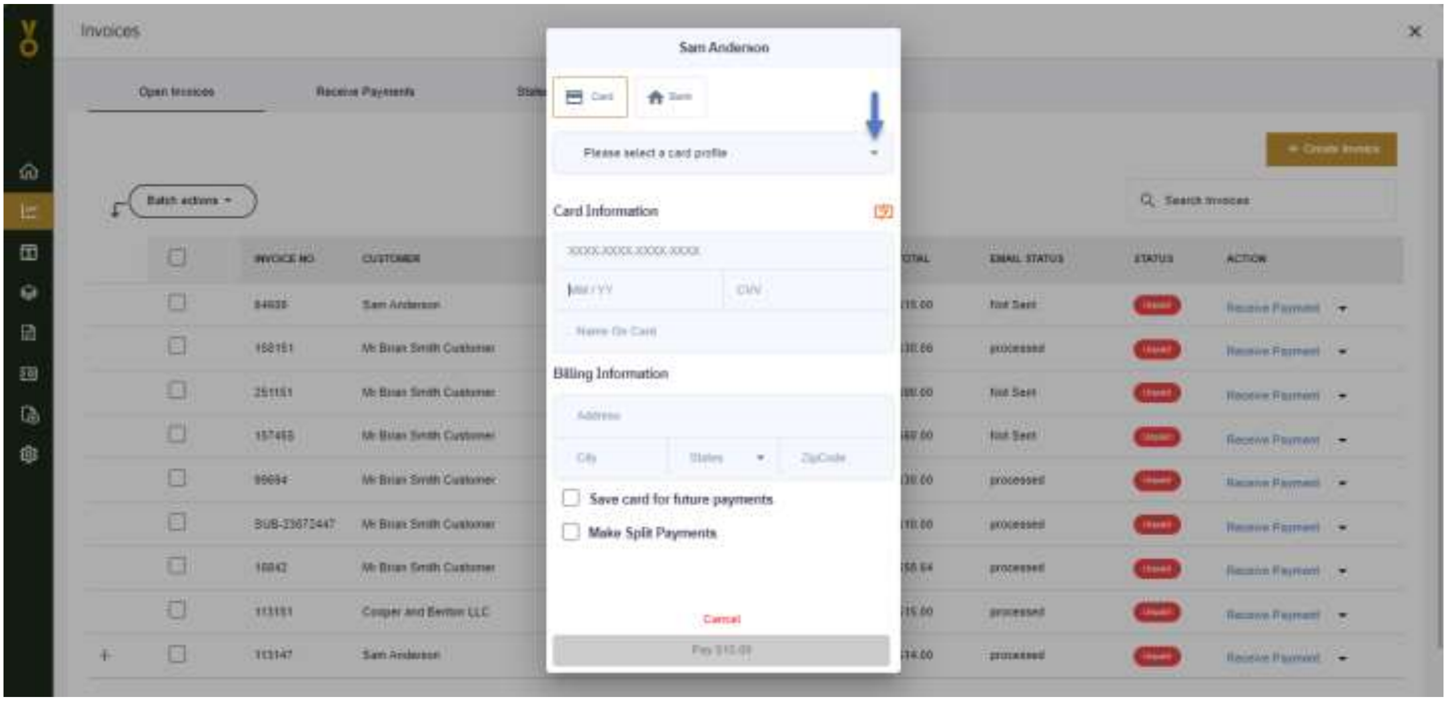


6. Click on **Pay** button.
7. After the successful transaction, the card information stores in customer vault against a customer you have received the payment for and it can be used in future transactions.

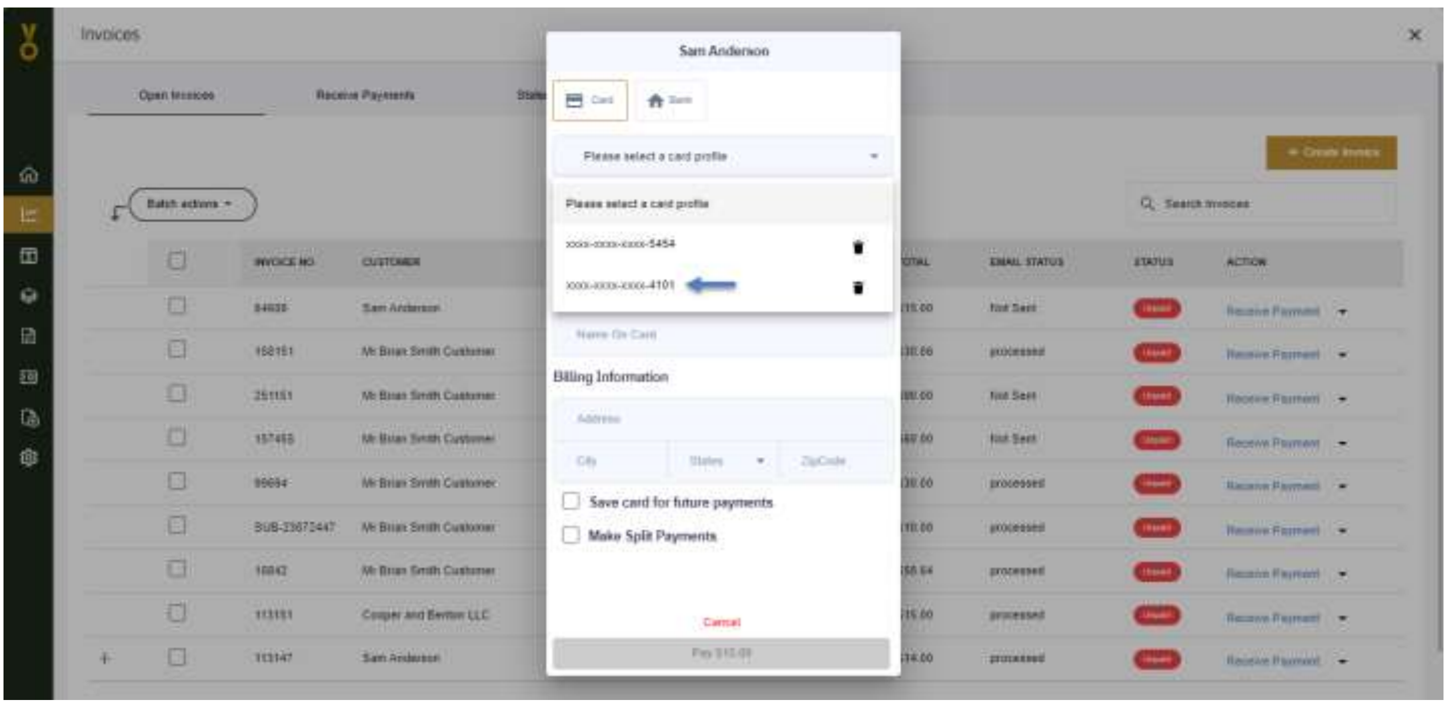
3.1.2.4 Credit Card on file

The following steps outlines how to use the stored card (profile) to process a payment.

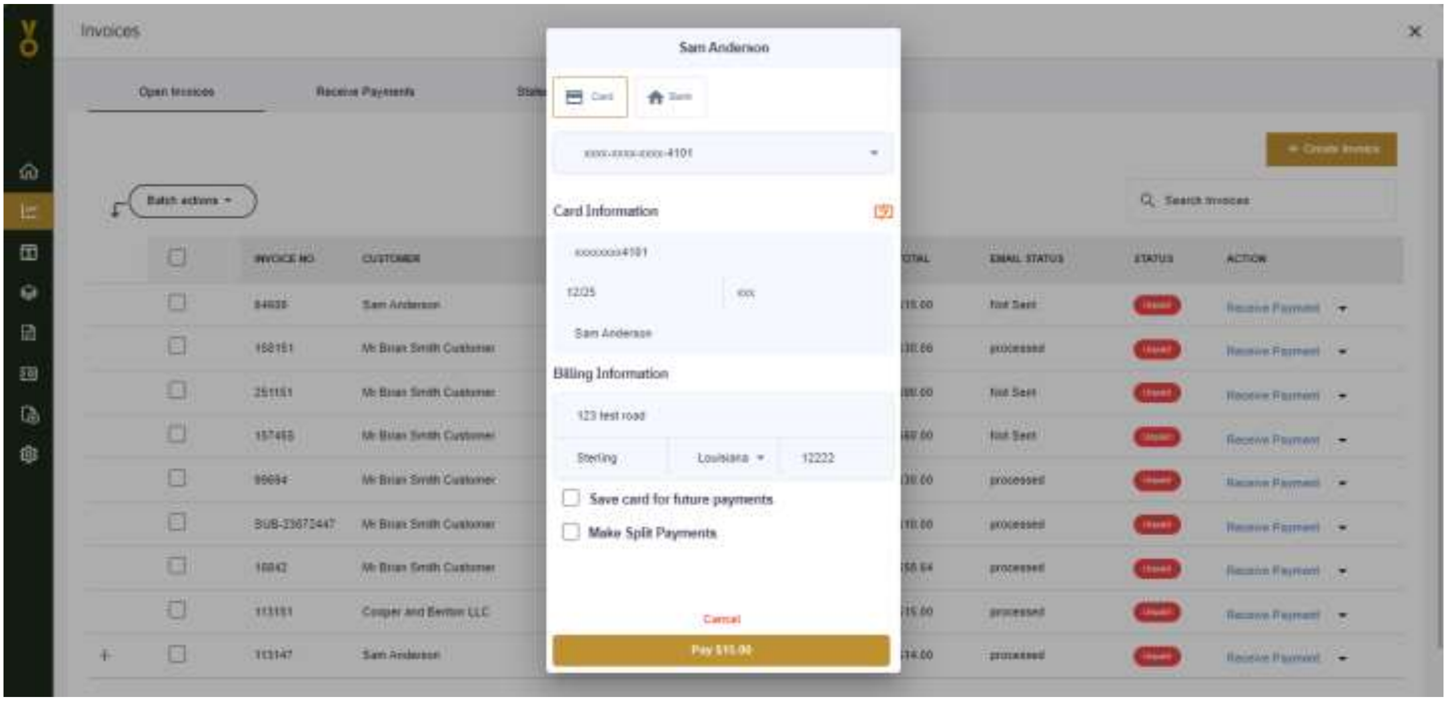
1. You are on the **Open Invoices** screen.
2. Under the **Action** column, click on **Receive Payment** of an invoice you wish to receive payment for.
3. It opens the Payment dialog.
4. Click on arrow icon as shown in the figure below.



5. Select the card profile from the top dropdown as shown in the figure below.



6. It fetches the card information in the fields as shown in the figure below.

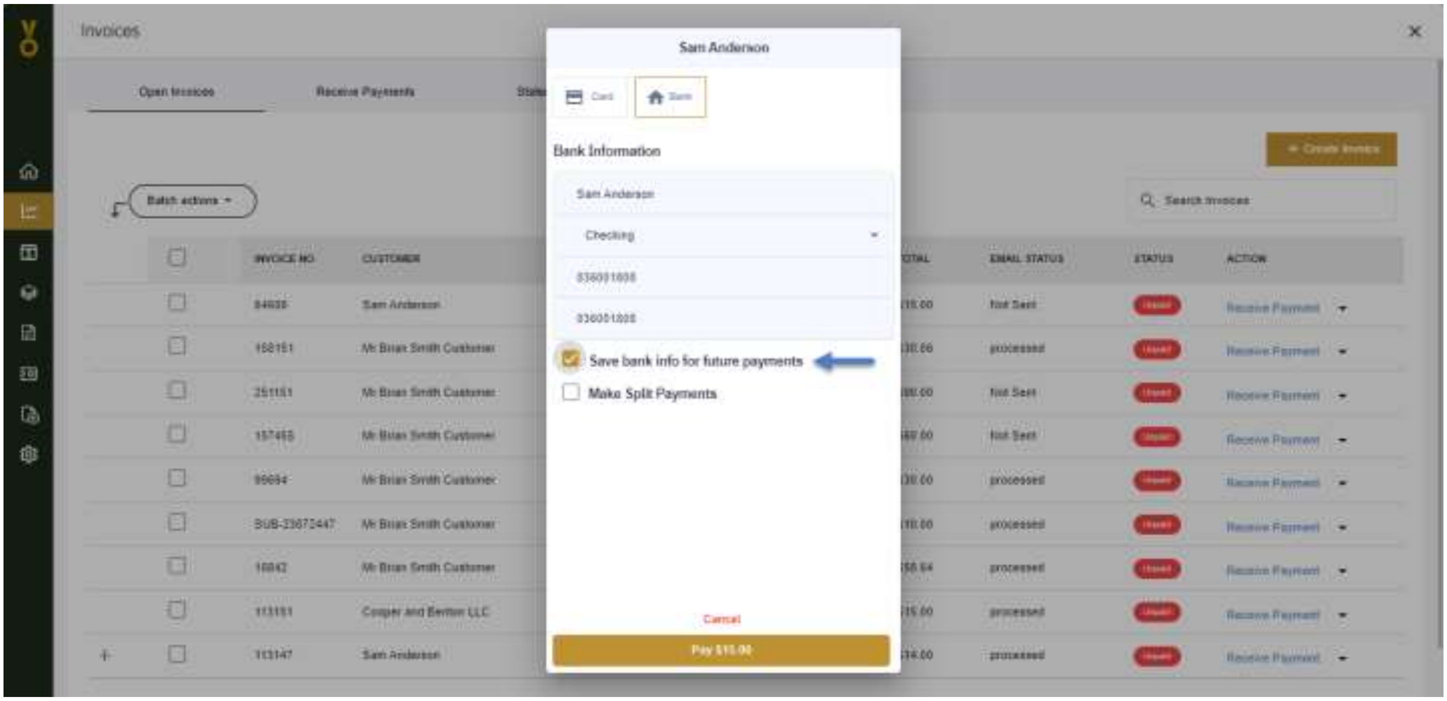


7. Click on **Pay** button.
8. The transaction processes successfully with the card on file.

3.1.2.5 Save Bank (ACH)

The following steps outlines how to save the bank (ACH) for future payments.

1. You are on the **Open Invoices** screen.
2. Under the **Action** column, click on **Receive Payment**.
3. It opens the Payment dialog.
4. Switch to the **Bank** tab.
5. Enter the bank information.
6. Select the **"Save Bank for future payments"** checkbox as shown in the figure below.

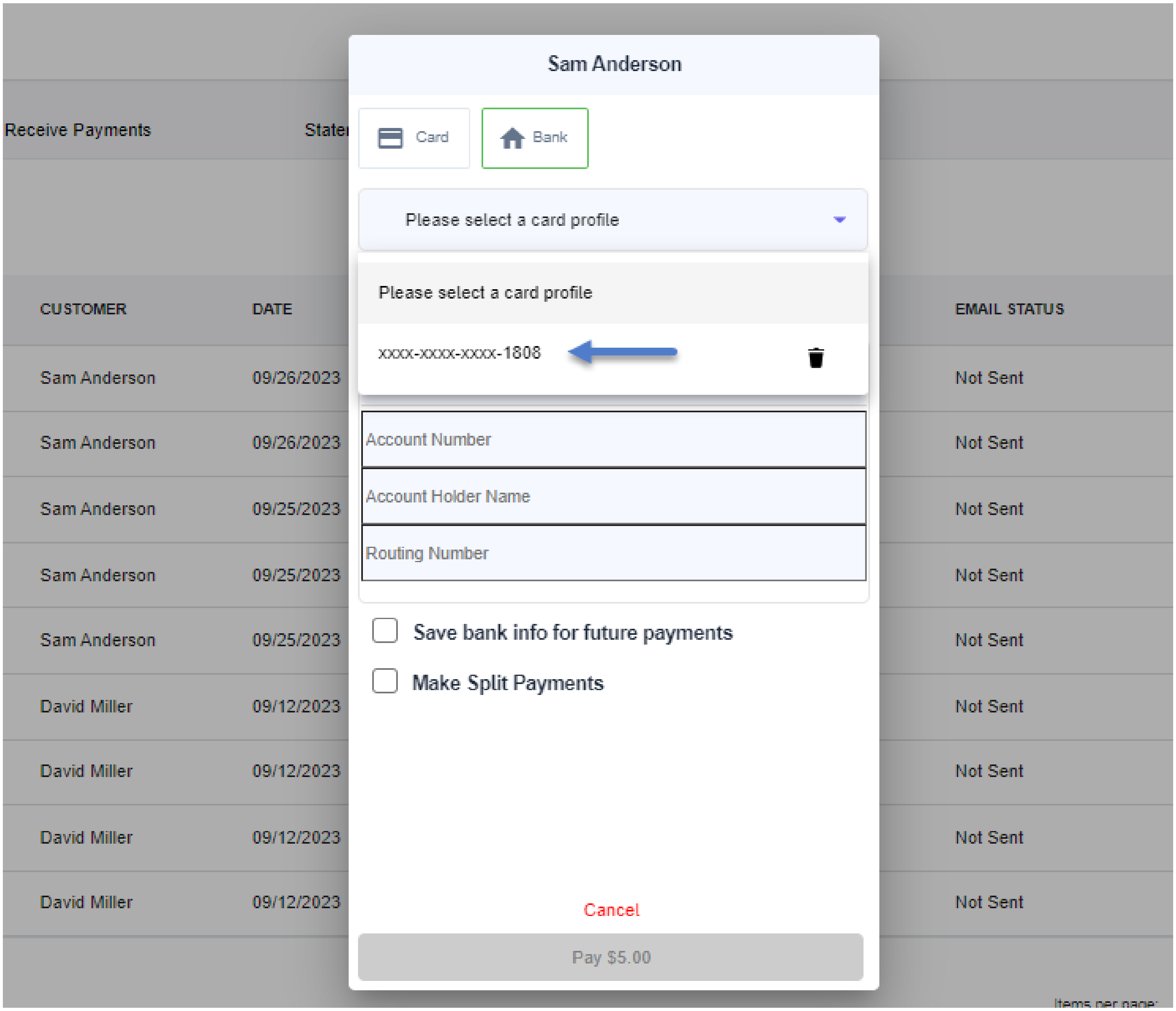


7. Click on **Pay** button.
8. After the successful transaction, the bank information stores in customer vault against a customer you have received the payment for and it can be used in future transactions.

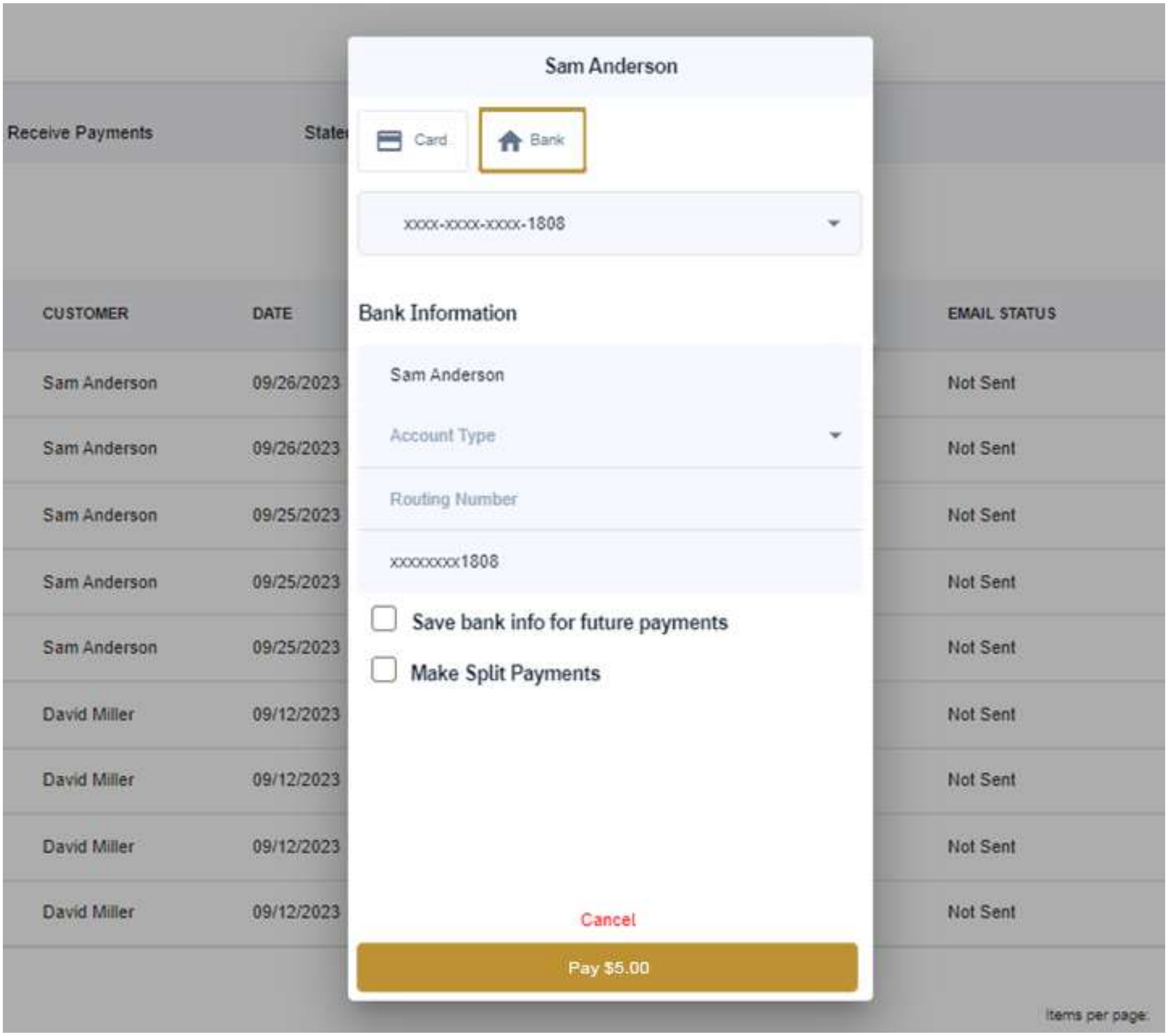
3.1.2.6 Bank on file

The following steps outlines how to use the stored bank information (profile) to process a payment.

1. You are on the **Open Invoices** screen.
2. Under the **Action** column, click on **Receive Payment** of an invoice you wish to receive payment for.
3. It opens the Payment dialog.
4. Switch to the **Bank** tab.
5. Select the bank profile from the top dropdown as shown in the figure below.



6. It fetches the bank information in the fields as shown in the figure below.



7. Click on **Pay** button.
8. The transaction processes successfully with the bank information on file.

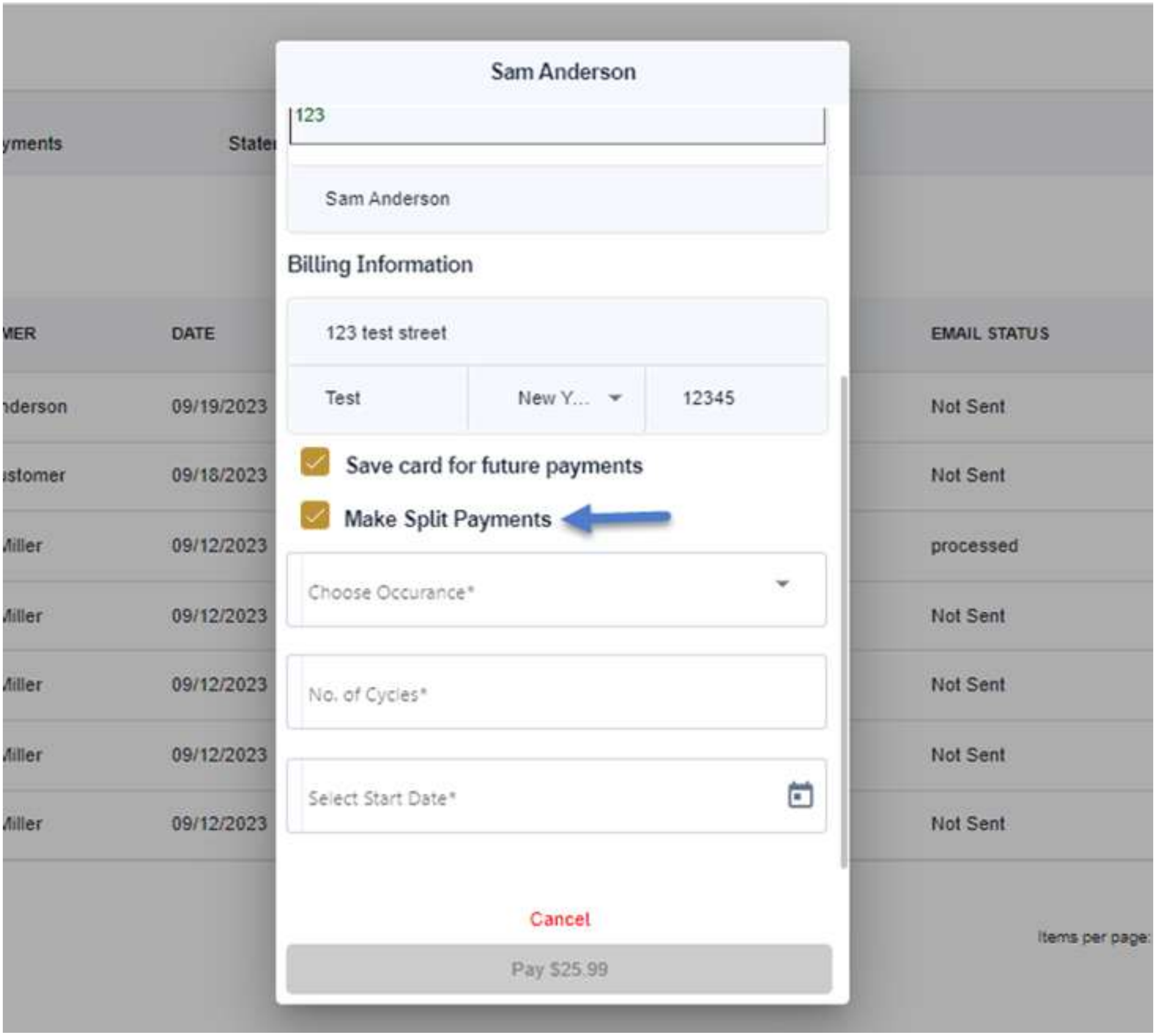
3.1.2.7 Make Split Payments

You can choose to split the whole payment into multiple number of small payments, which are automatically charged on a monthly or weekly basis.

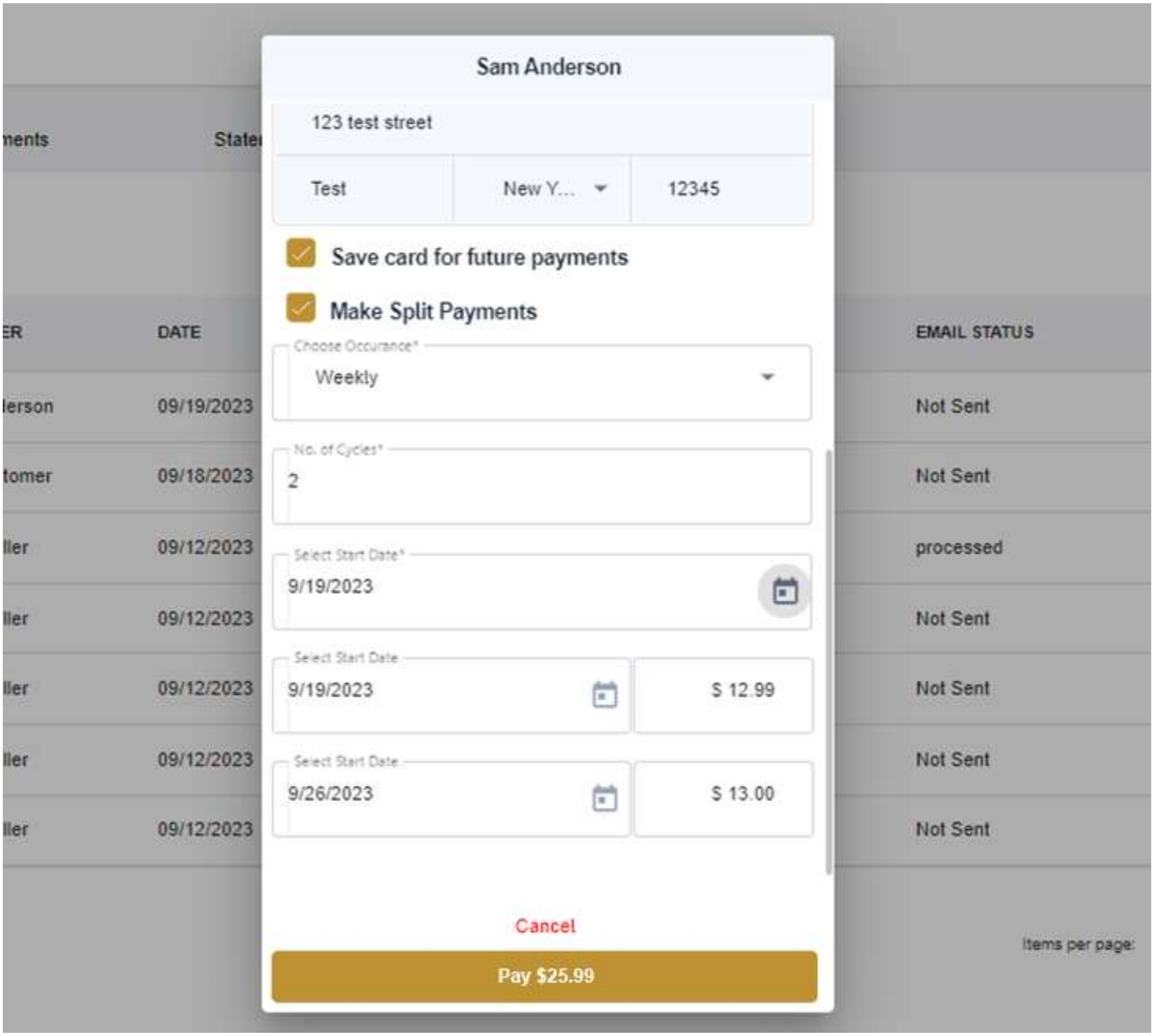
The following steps outlines how to make invoice payments in split.

1. You are on the **Open Invoices** screen.
2. Under the **Action** column, click on **Receive Payment**.

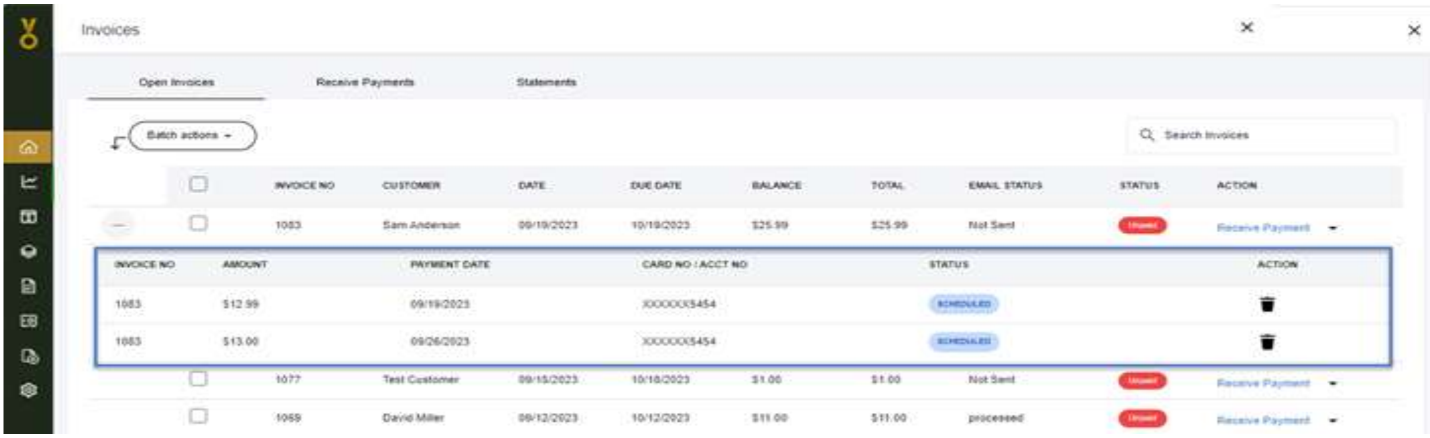
3. It opens the Payment dialog.
4. Enter the card and billing information.
5. Select the "Make Split Payment" checkbox as shown in the figure below.



6. Select the **Frequency**: **Weekly** or **Monthly**
7. Enter **No. of Cycles.** (break invoice amount into how many splits)
8. Select the **Start Date.** (it is the date when first split payment will process)
9. The split amounts and their processing date auto fill in the fields as shown in the figure below.



10. Click on **Pay** button.
11. The invoice sets to process payments in a split successfully as shown in the figure below.

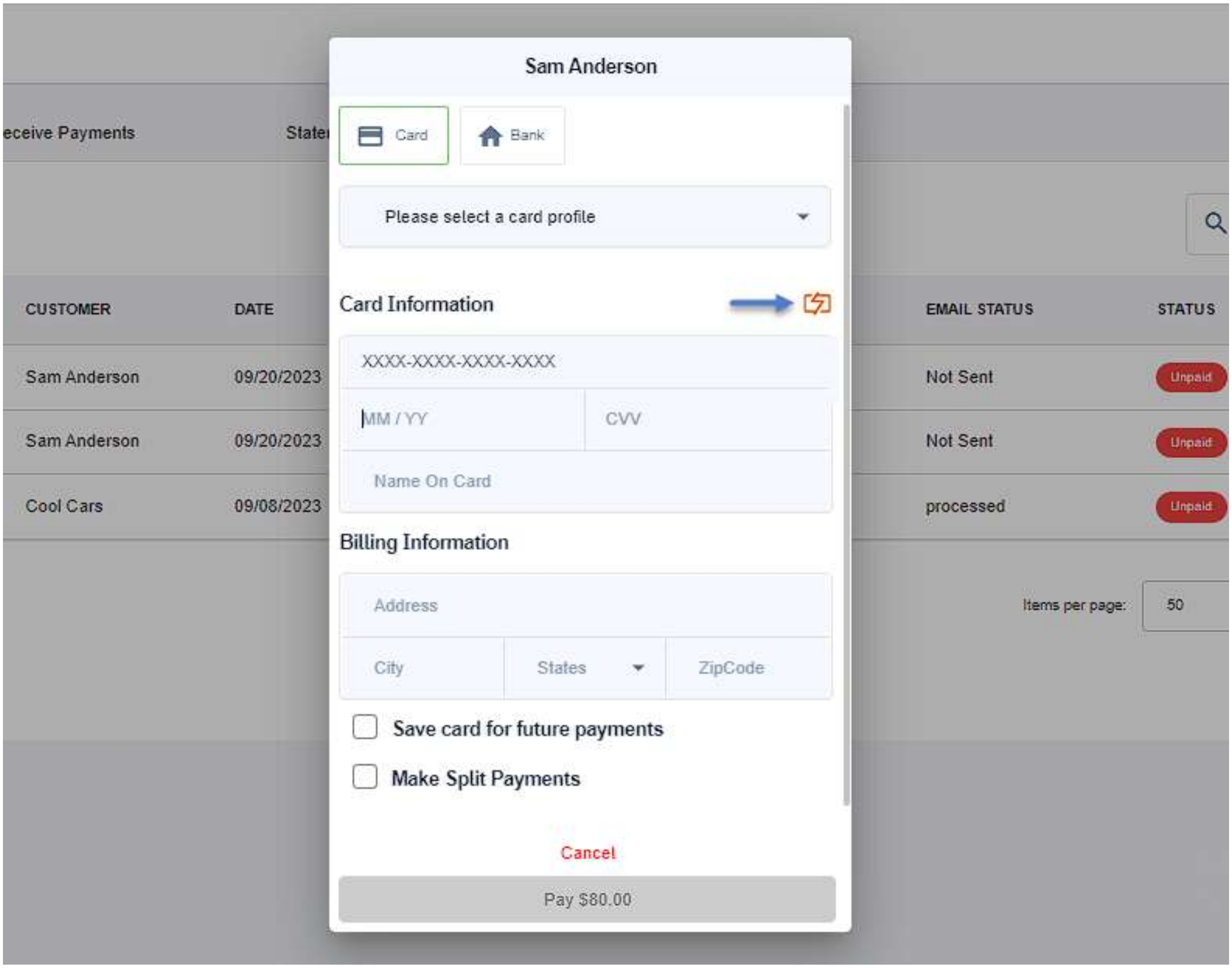


3.1.2.8 Bolt P2PE

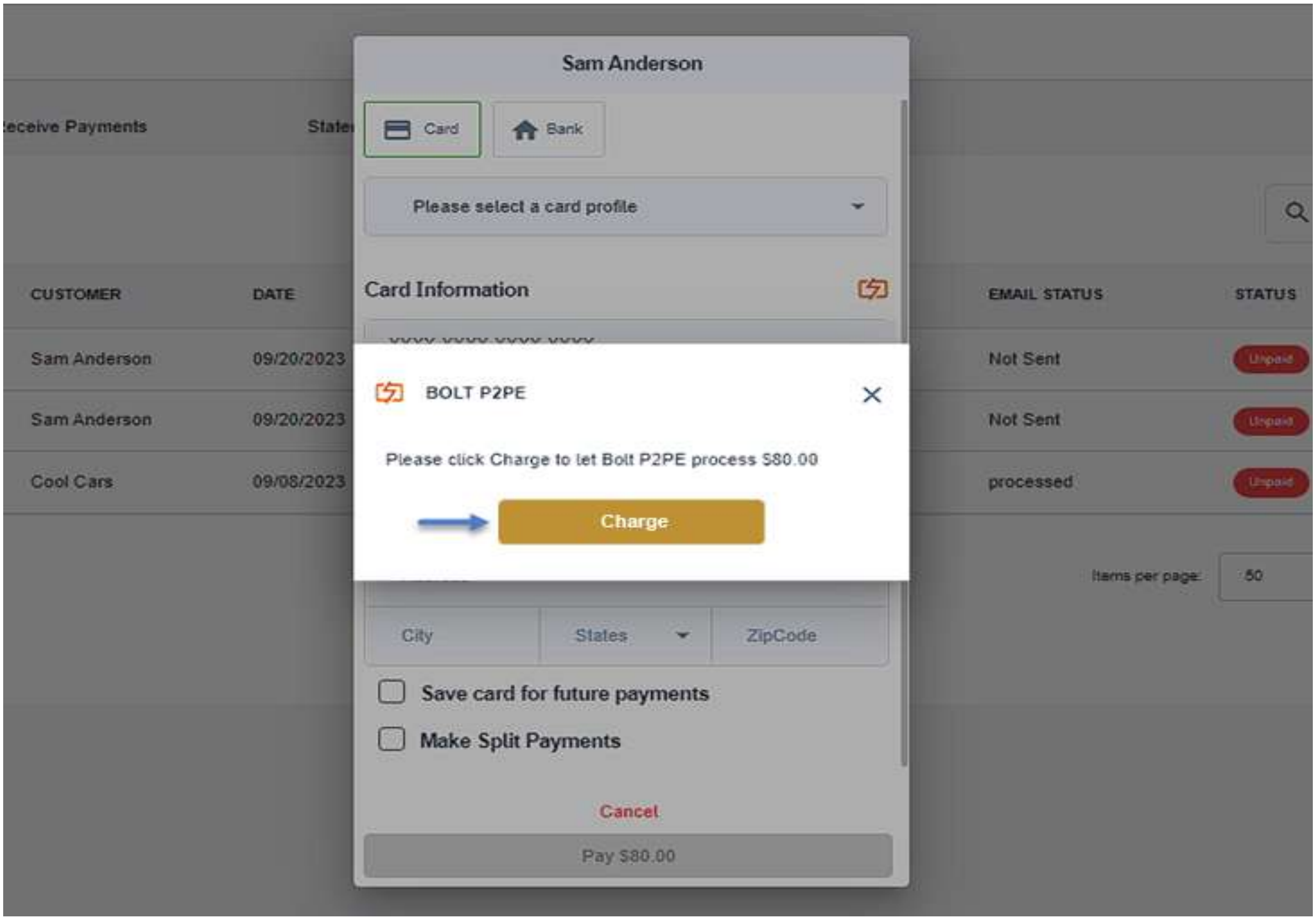
The Bolt P2PE system facilitates seamless communication with a wide range of software applications, allowing you to effortlessly initiate and finalize payments through methods like swiping, dipping, or manually entering card information.

The following steps outlines how to receive an invoice payment using Bolt terminal.

1. You are on the **Open Invoices** screen.
2. Under the **Action** column, click on **Receive Payment** for an invoice you wish to receive.
3. It opens the **Payment** dialog.
4. Click on **Bolt** icon as shown in the figure below.



5. A dialog pops up as shown in the figure below. Click on **Charge** button.



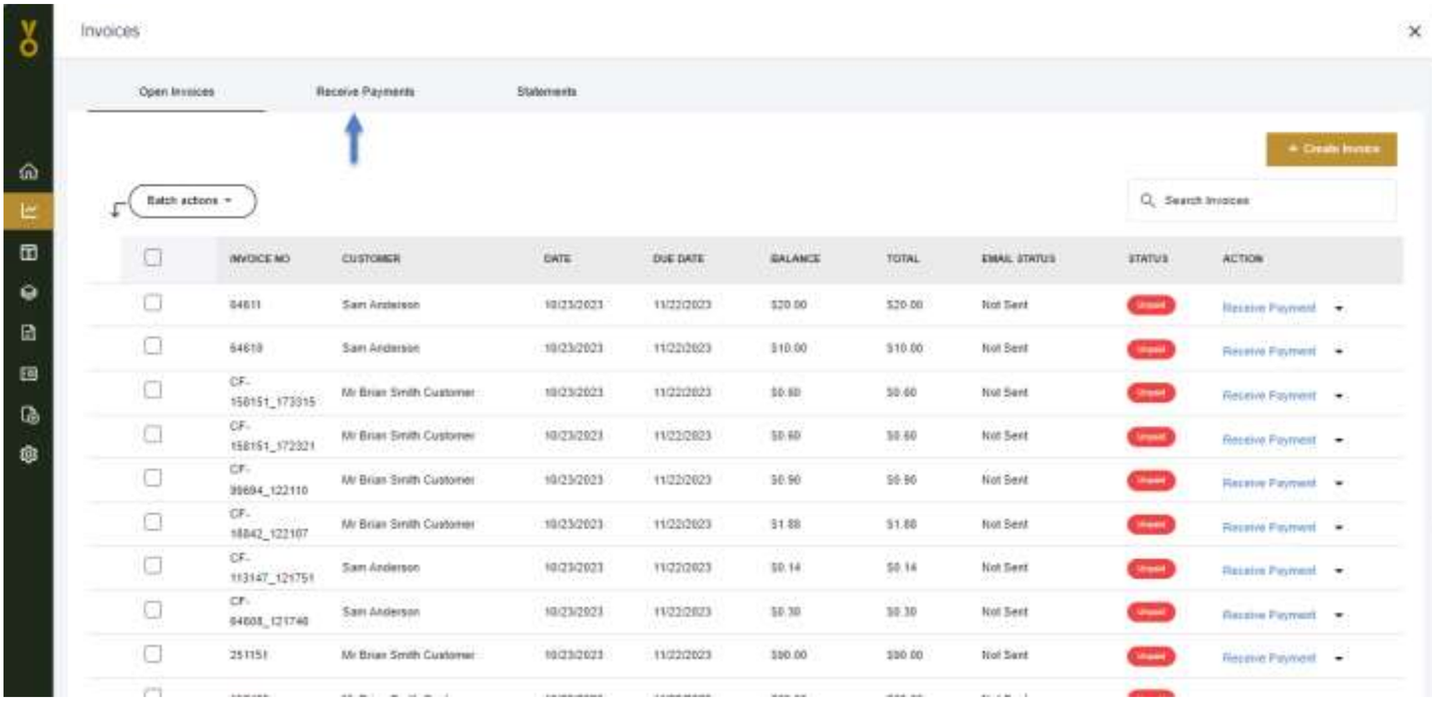
6. Complete the transaction on the terminal.

3.2 Receive Payments

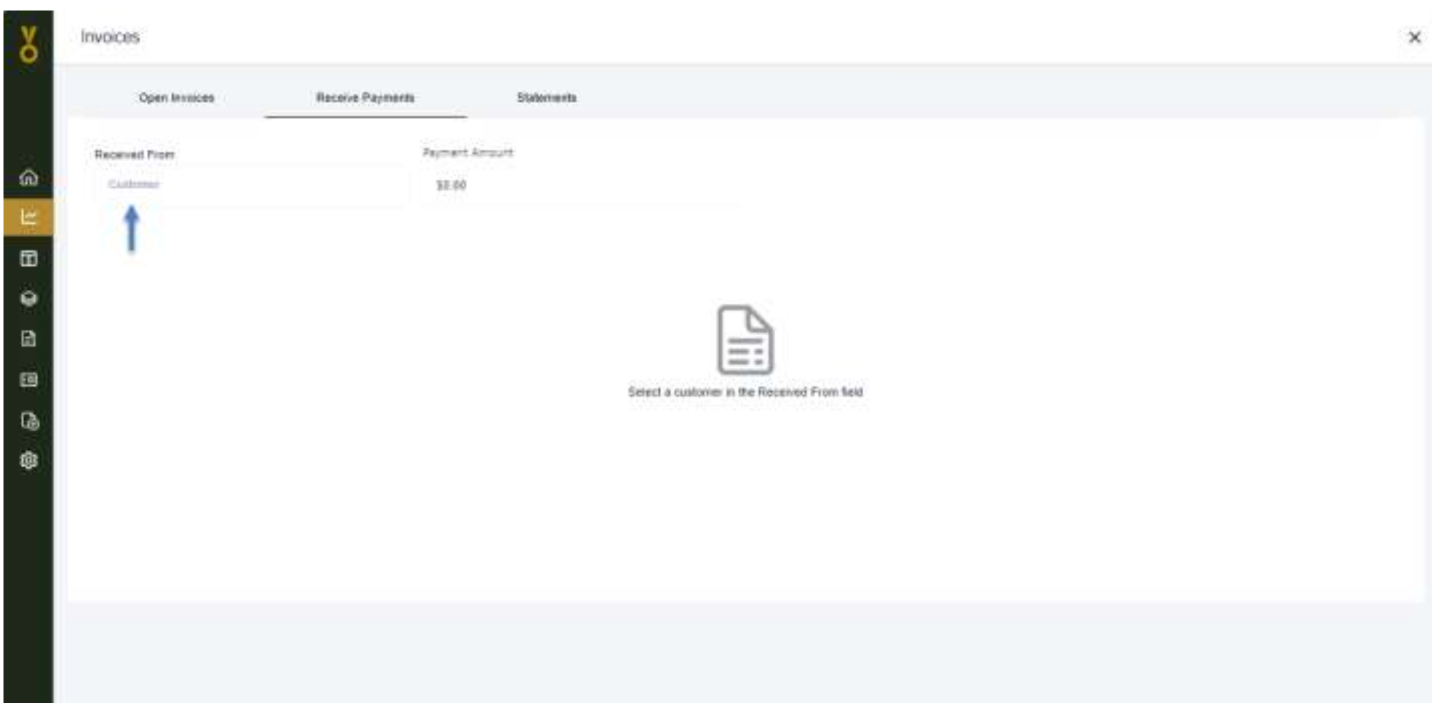
When customers have outstanding invoices that will soon be overdue, this feature allows users to access and view outstanding invoices associated with a selected customer, along with the cumulative balance of these invoices. This functionality facilitates the collection of payments, which can be received in partial or full amounts.

The following steps outlines how to receive payment from customers, all invoice(s) dues at once or partially.

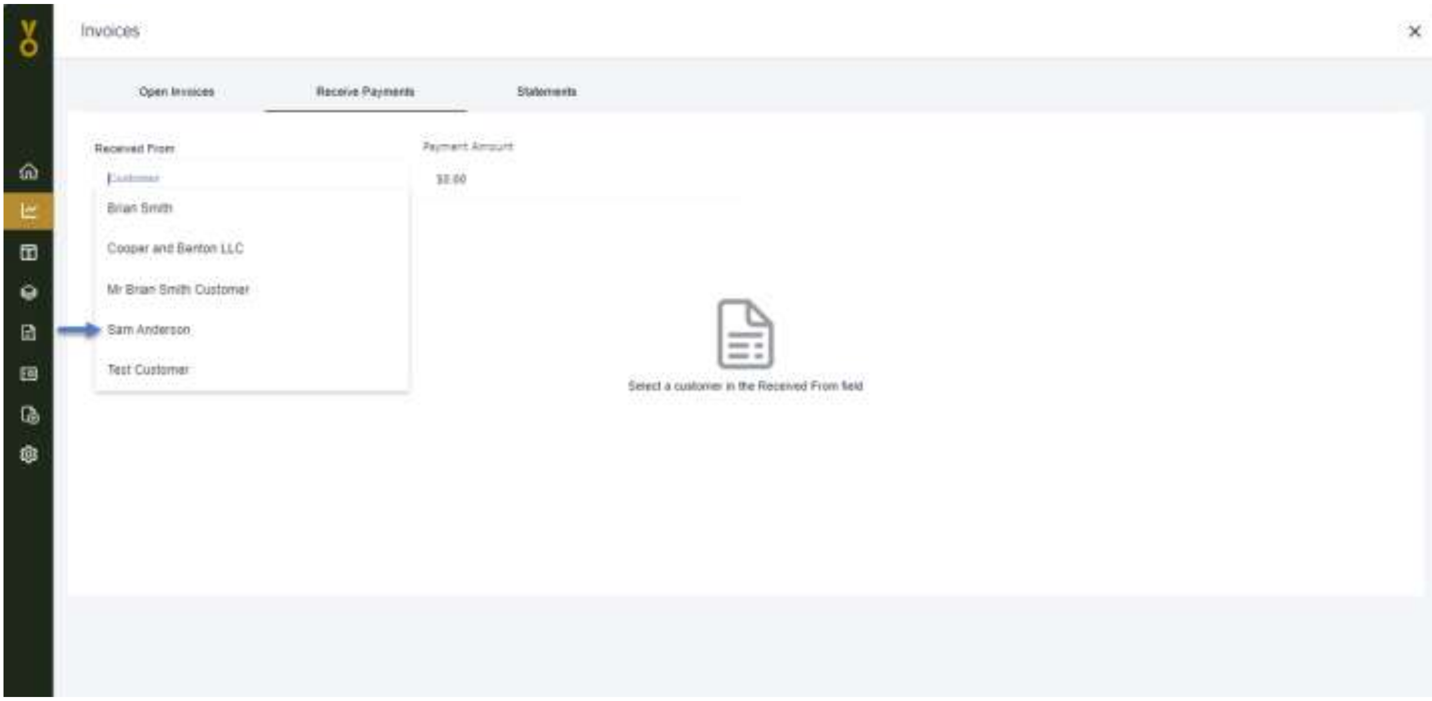
1. You are on the **Invoices** menu.
2. Click on **Receive Payments** tab as shown in the figure below.



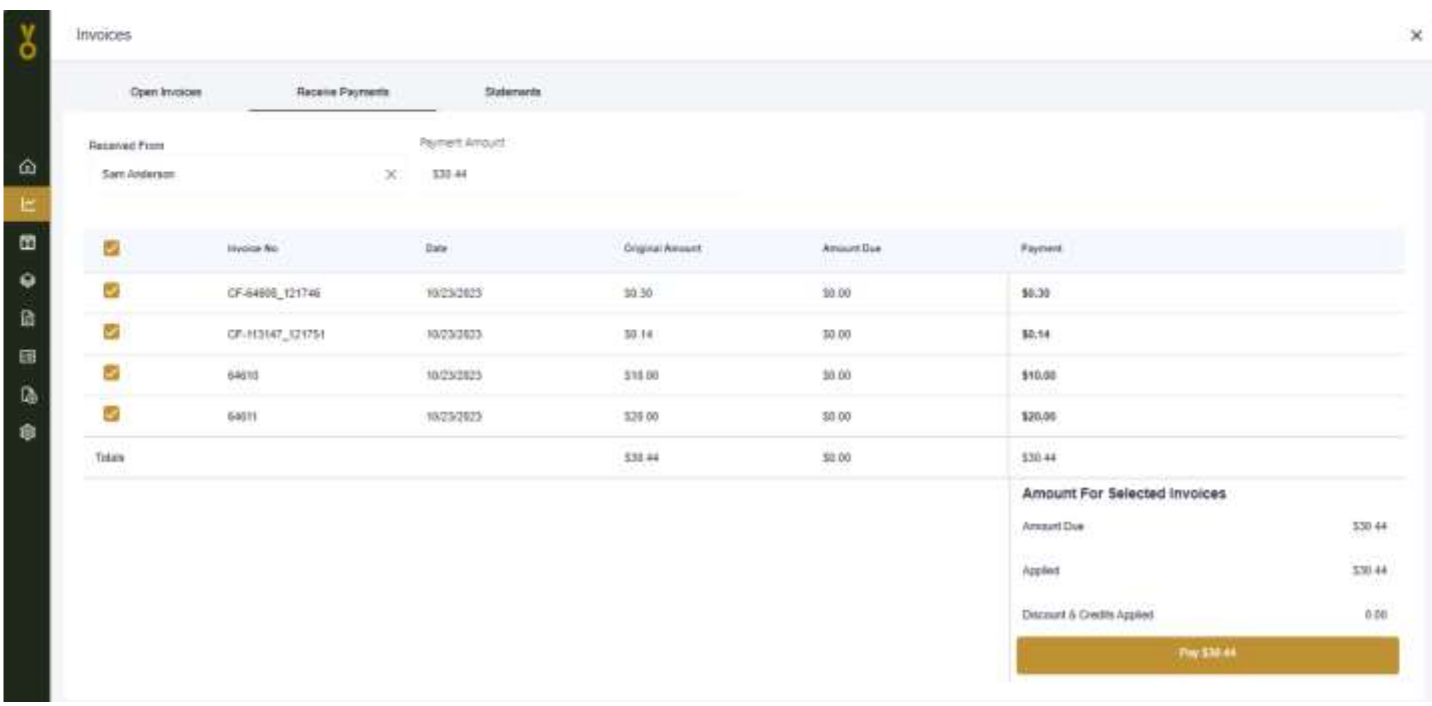
3. It opens the **Receive payments** screen as shown in the figure below.
4. Click on **Received From** field to choose a customer as shown in figure below.



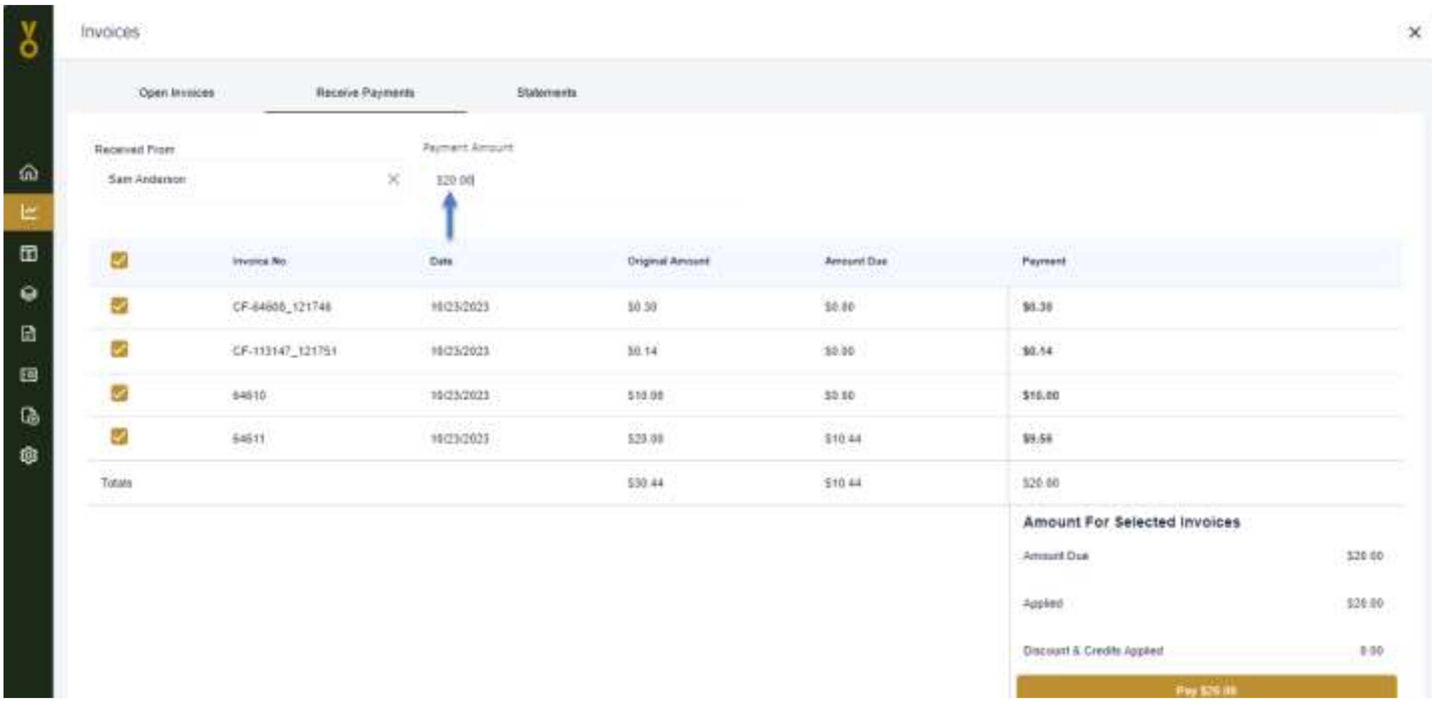
5. Select a Customer from the drop-down you wish to receive payment for as shown in figure in below.



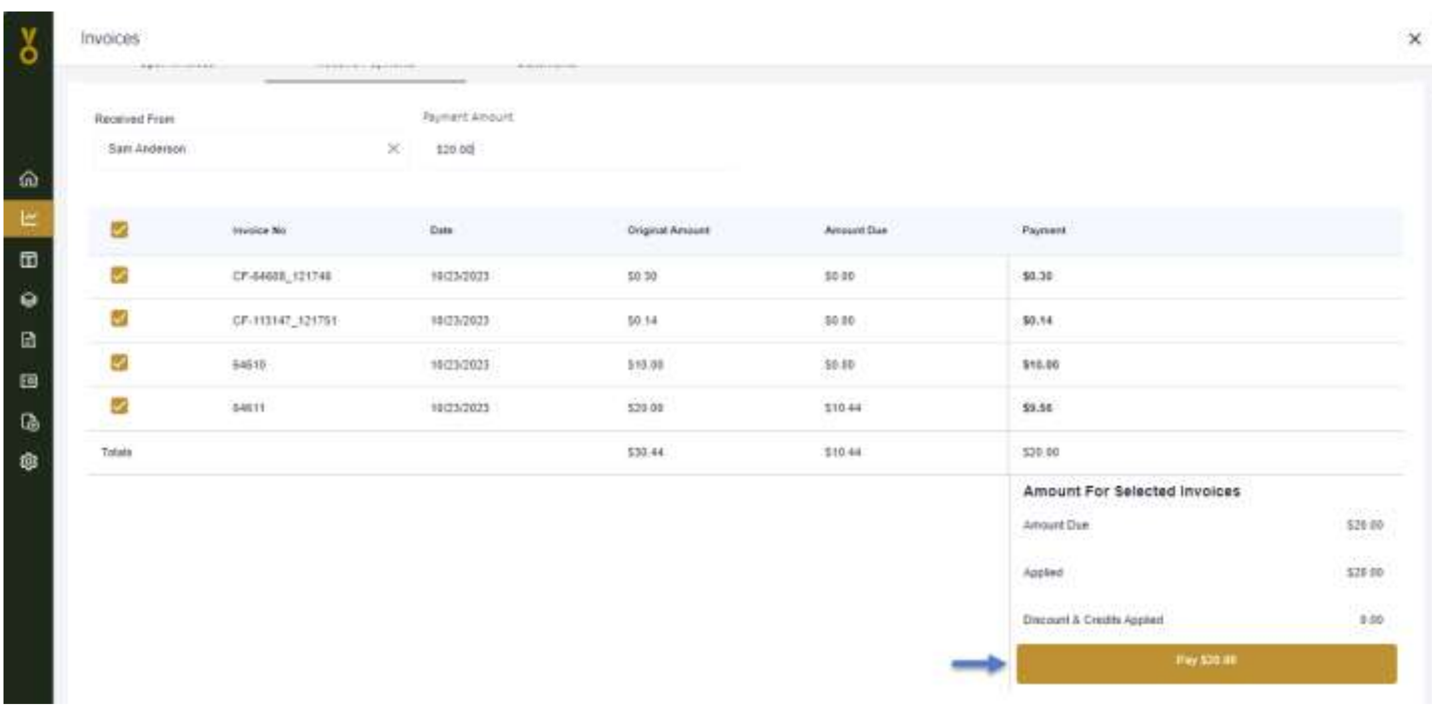
6. The invoices related to the selected customer, along with their respective balances are listed as shown in the figure below.



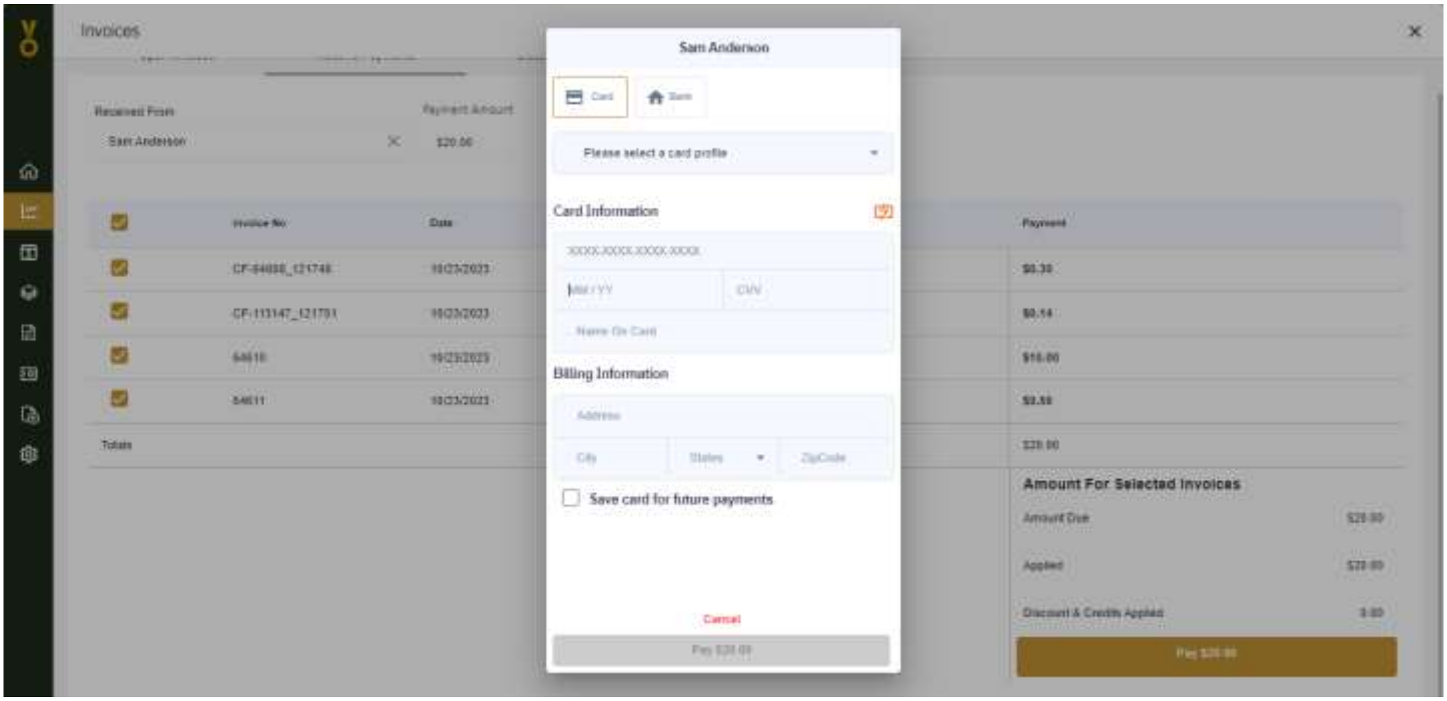
7. Enter the amount you wish to receive from the customer (fully or partially) in **Payment Amount** field as shown in the figure below.



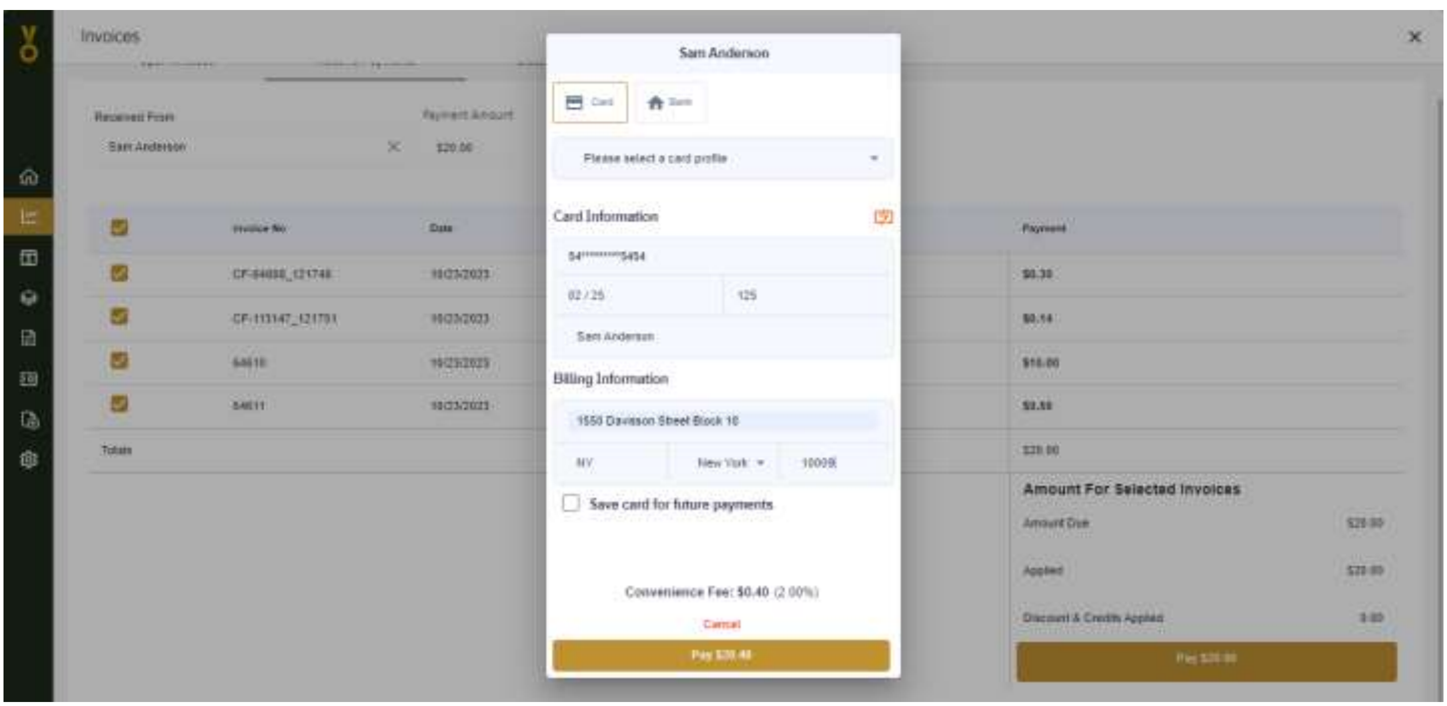
8. Click on **Pay** Button to receive the amount you entered.
9. In this guide, we have entered partial amount: $20.00



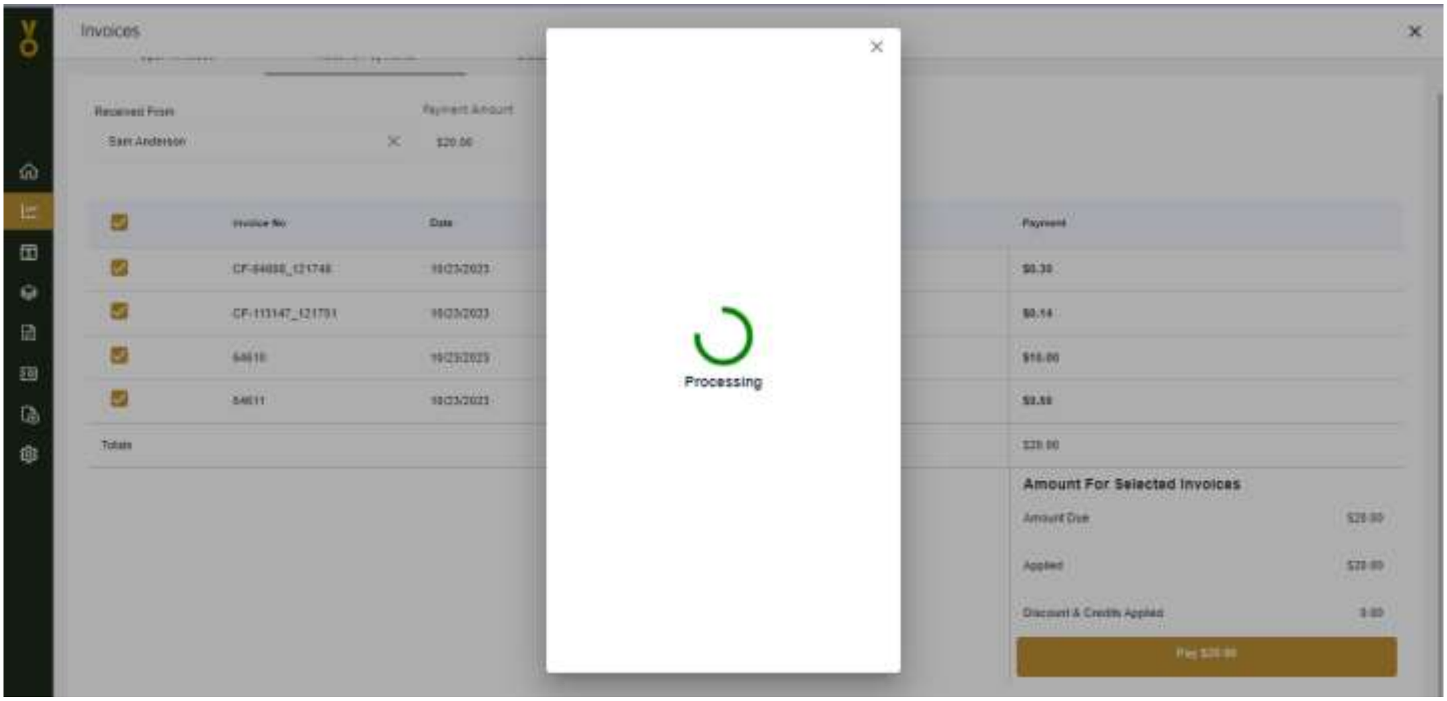
10. It opens **payment** dialog as shown in the figure below
    The **Card** tab is selected by-default.



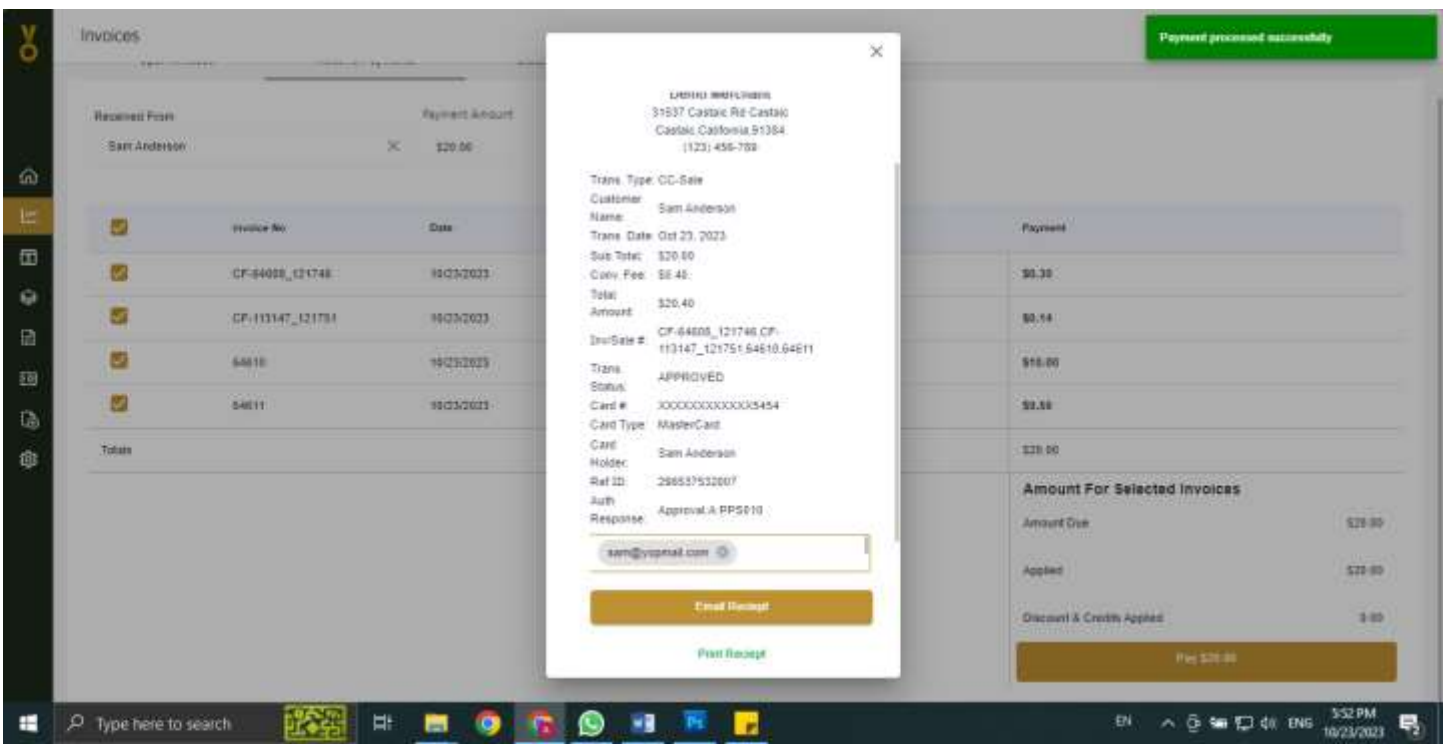
11. Enter the card information and billing information as shown in the figure below.



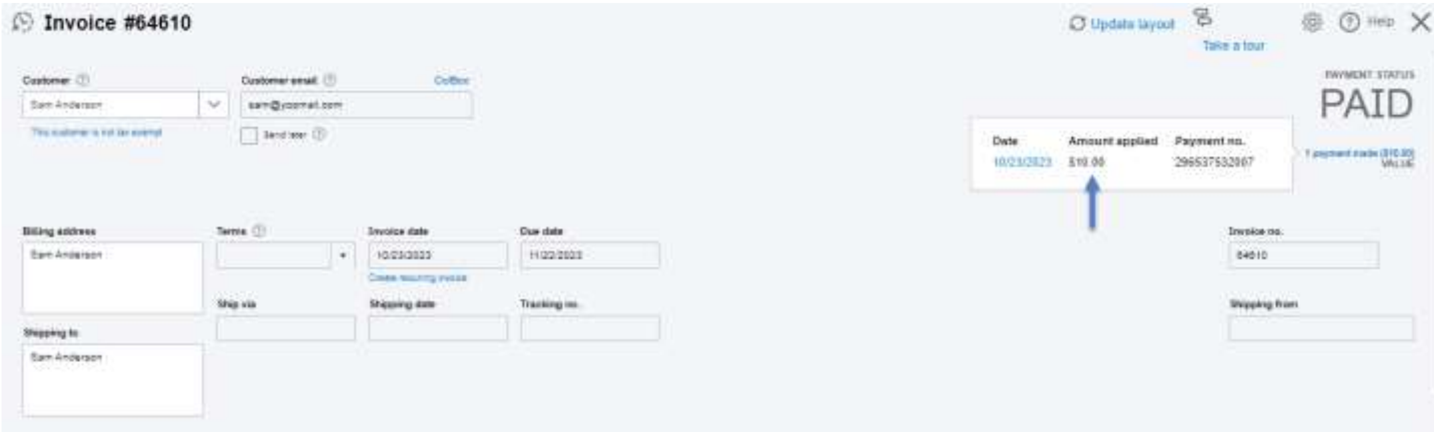
12. Click on **Pay** button.
13. The transaction starts processing as shown in the figure below.

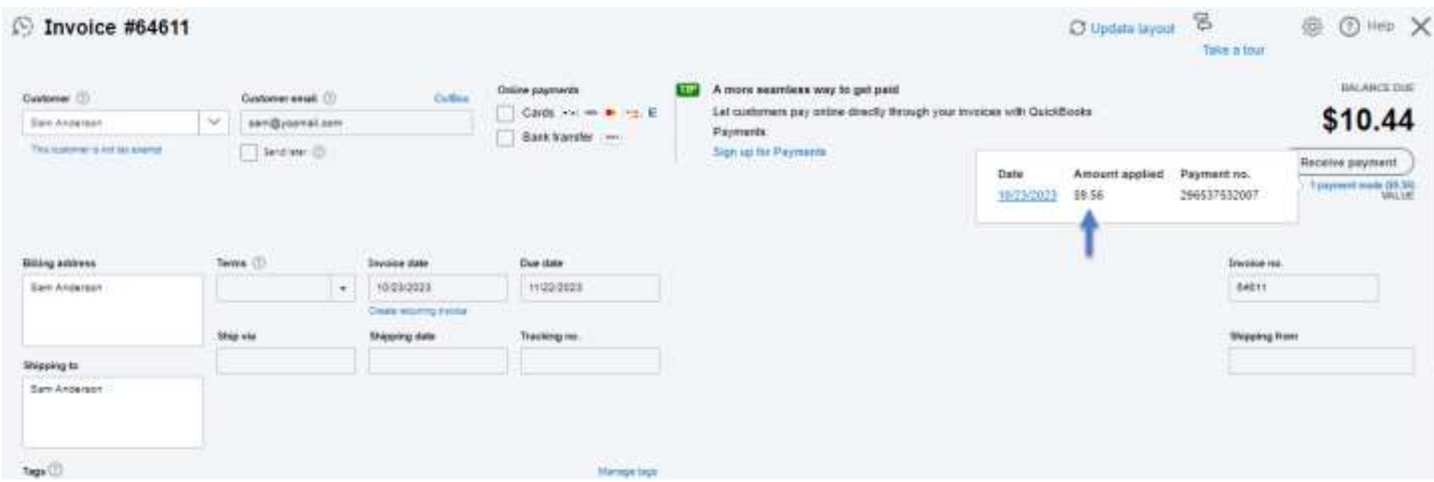


14. Once the transaction is successfully processed, the transaction receipt appears as shown in the figure below.



15. The payment is marked in QuickBooks online and the Balance is updated as shown in figure below.





3.3 Statements

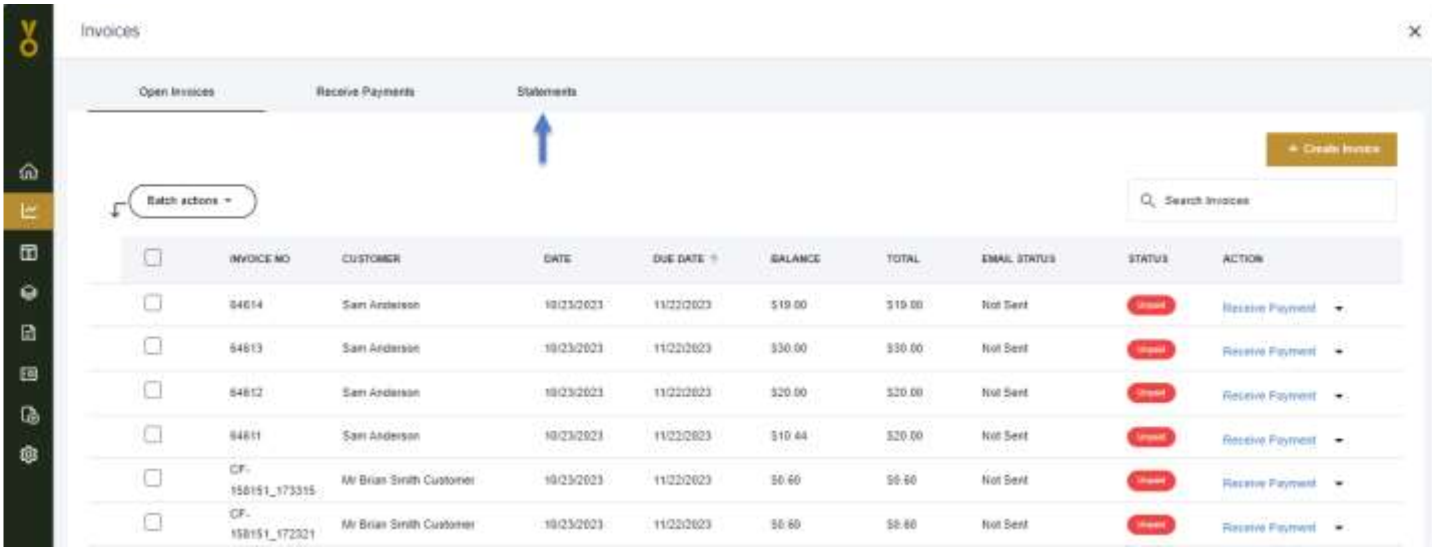
When customers have outstanding invoices that will soon be overdue, you can email them a customer statement and customers can pay all the outstanding invoices altogether on a single click.

- Optimus allows to create customer statement of type = **Open Item**.
- **Open Item** type lists all open, unpaid invoices from the last 365 days.

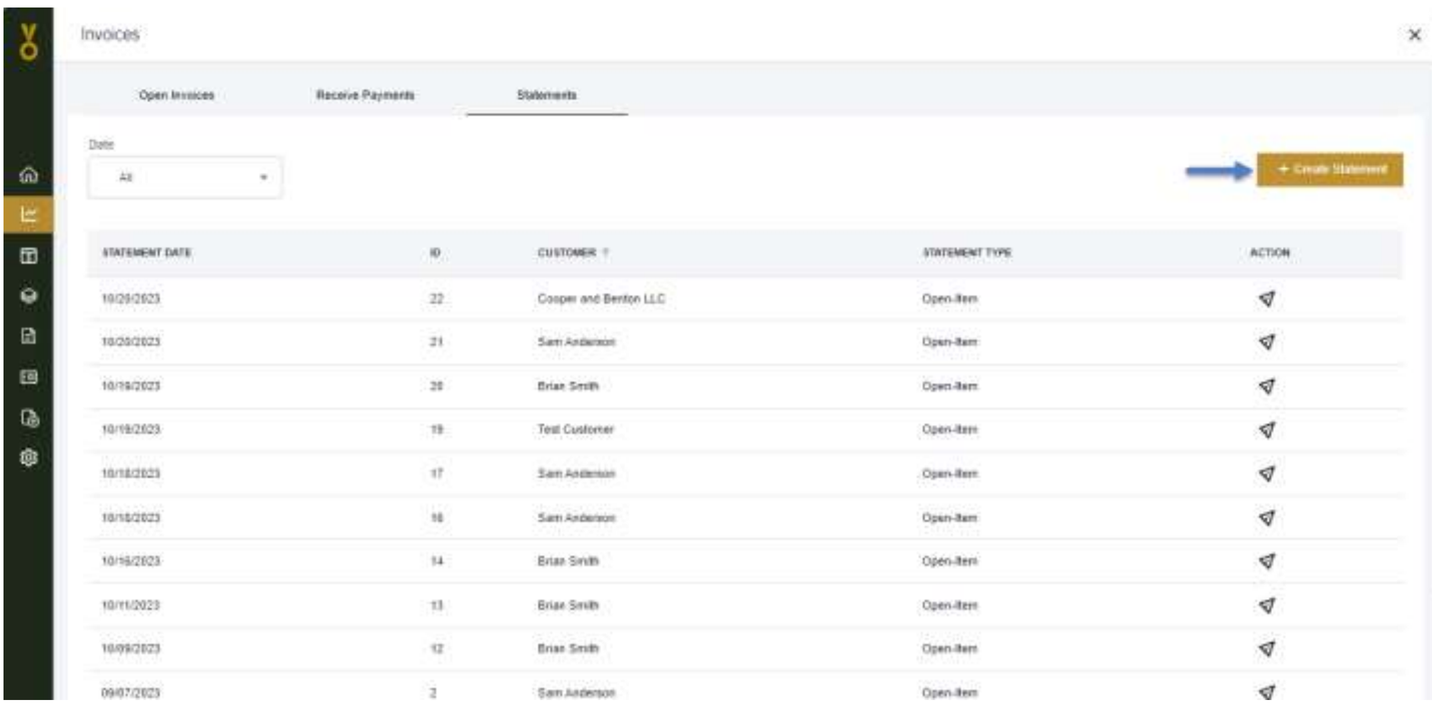
3.3.1 Create Statement

The following steps outlines how to create and email a statement to customers.

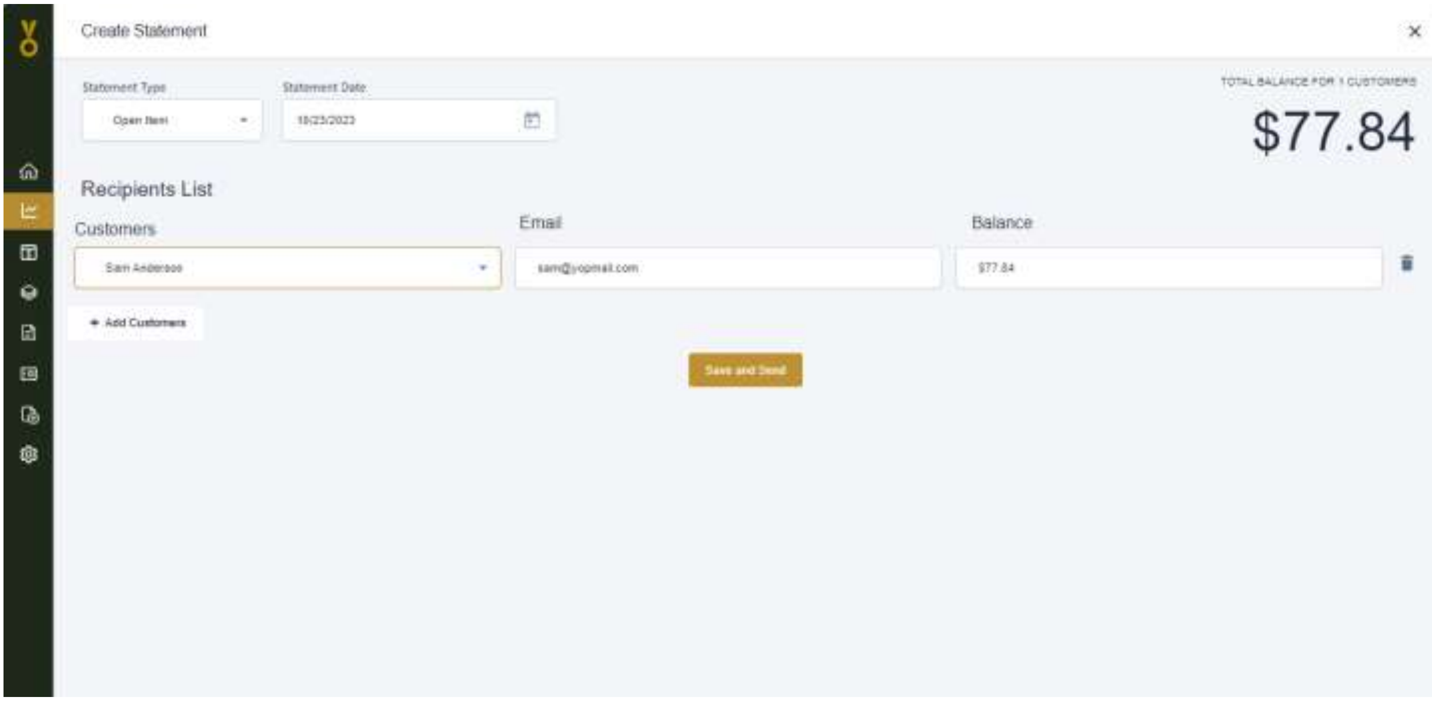
1. You are on the **Open Invoices** screen.
2. Switch to the **Statements** (3rd tab) as shown in the figure below

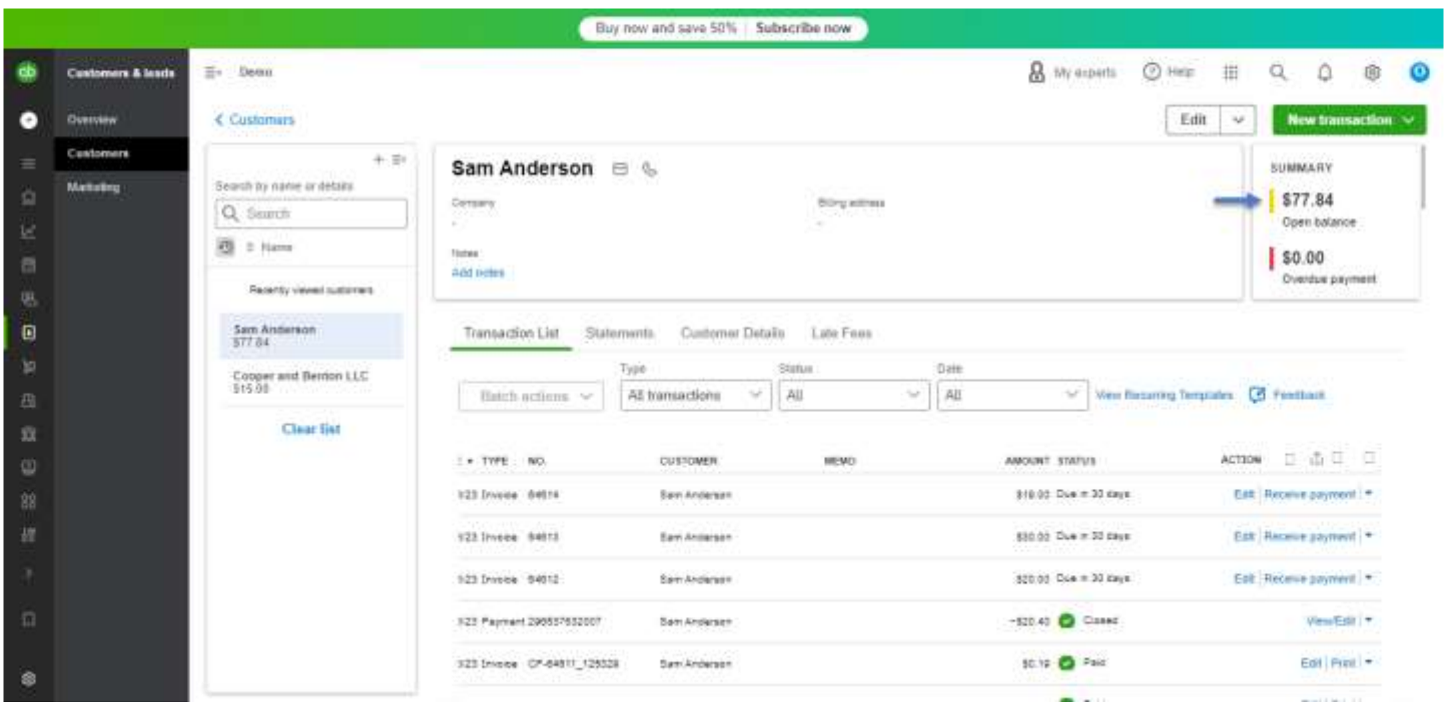


3. Click on **Create Statement** button as shown in the figure below.

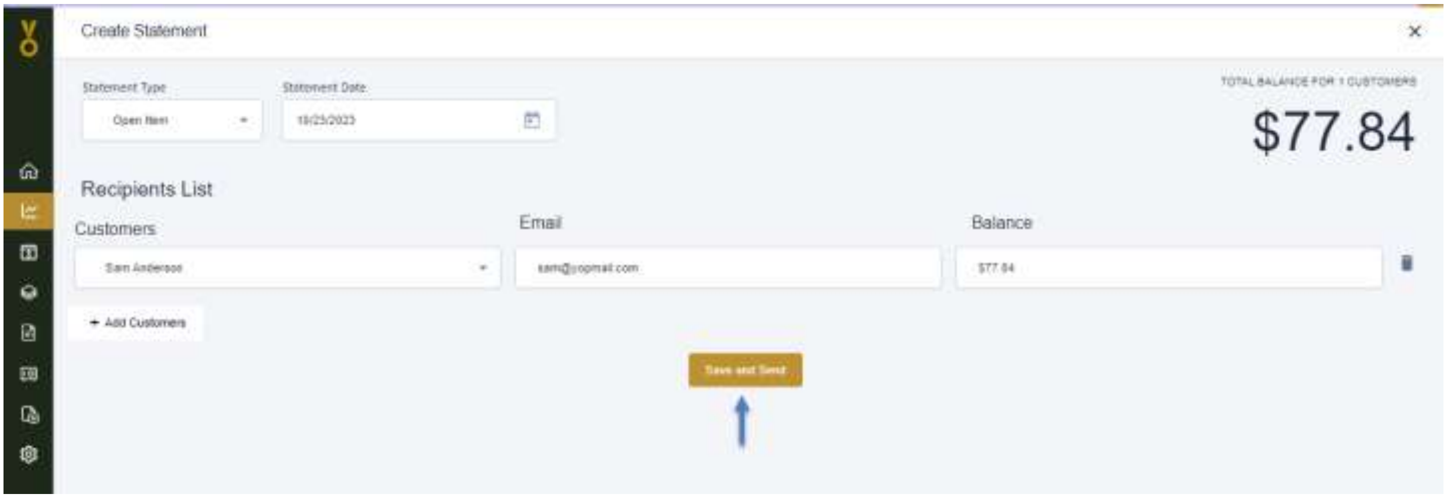


4. It opens the **Create Statement** screen.
5. Choose the customer from the **Customers** dropdown to which you wish to send statement.
6. The customer's outstanding balance reflects as shown in the figures below.

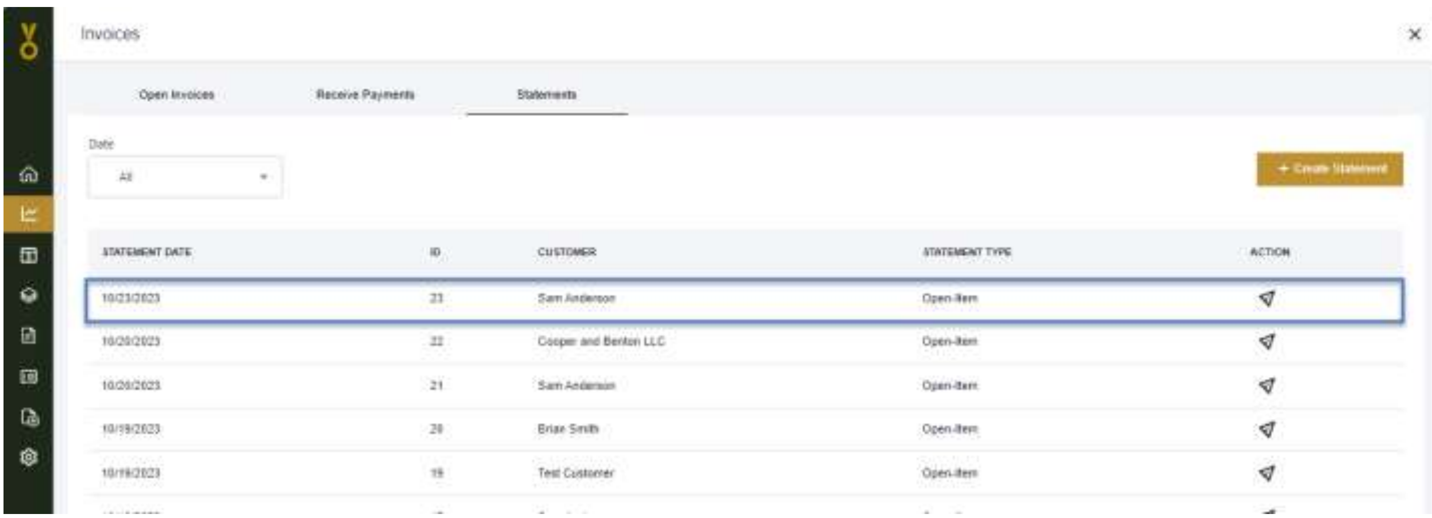




7. Click on **Save and Send** button as shown in the figure below



8. The confirmation message appears and the statement is successfully created and sent to the customer via email.



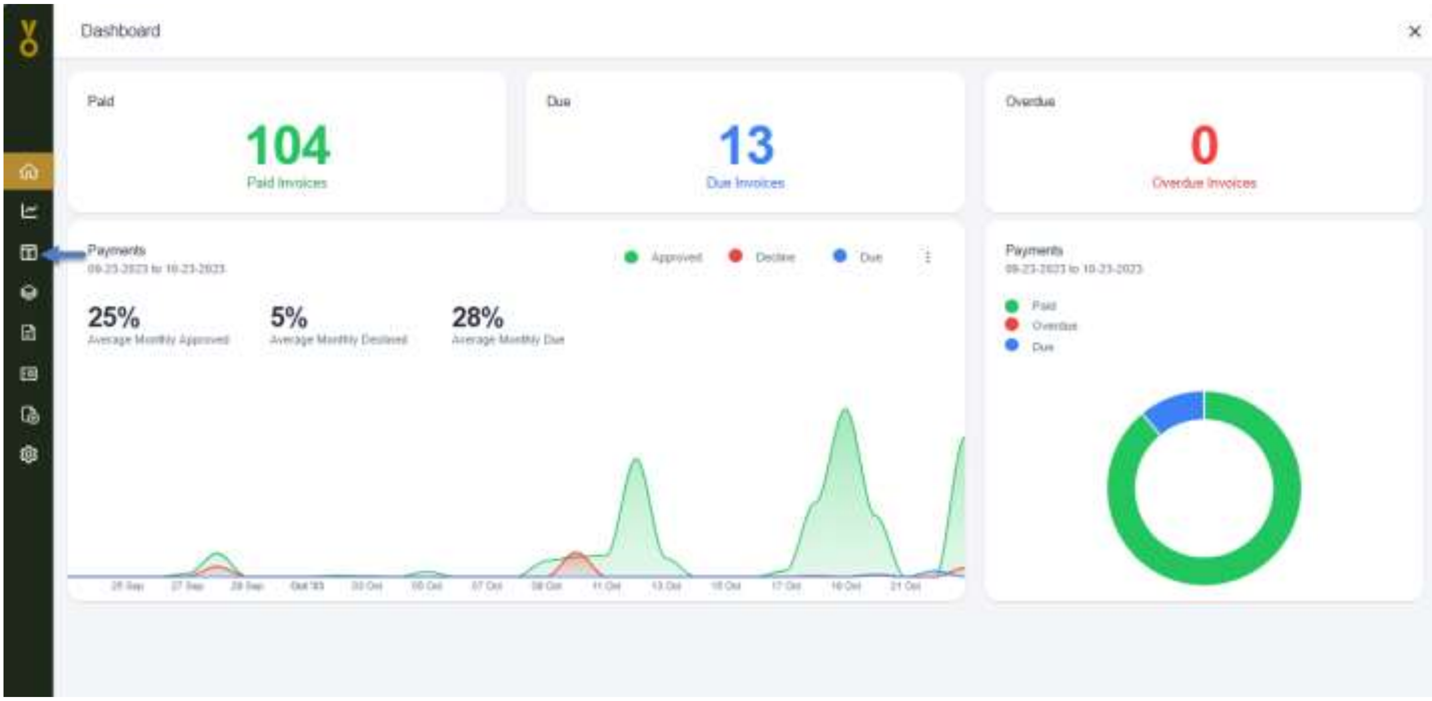
4 Payments

The payments screen lists all the transactions processed through Optimus.

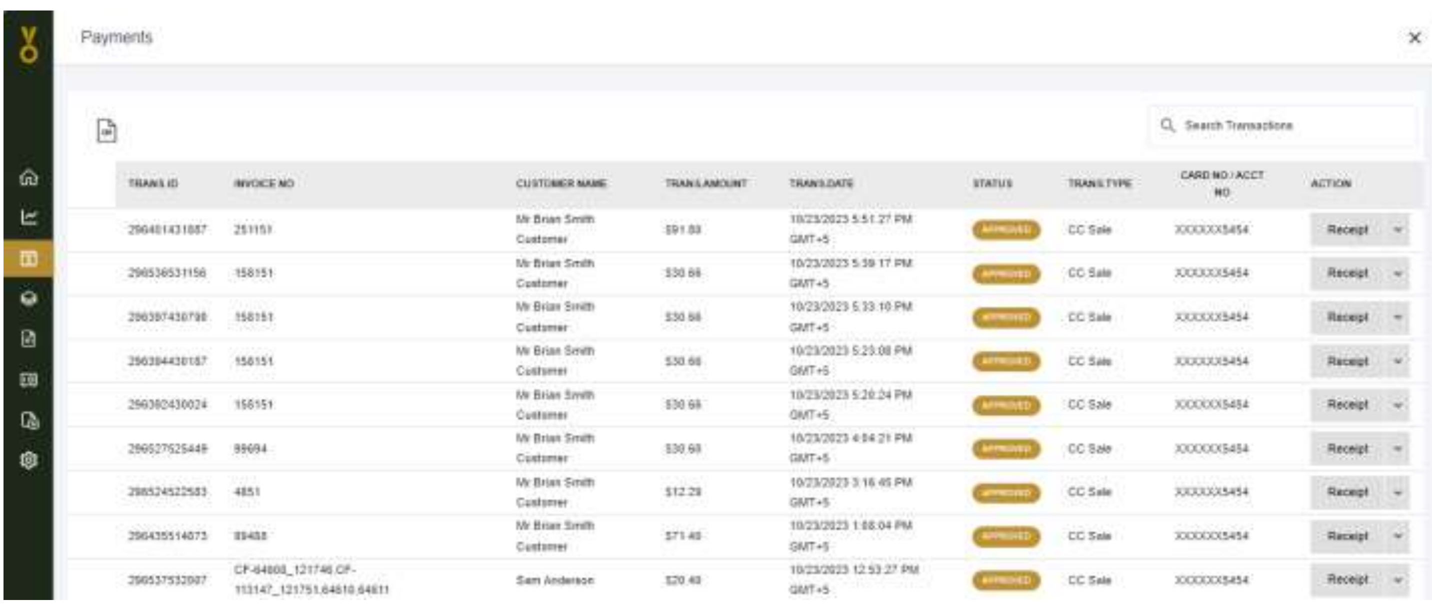
4.1.1 View Transactions

The following steps outlines how to view transactions.

1. Click on the **Payments** menu in the left navigation as shown in the figure below.



2. It opens the payments screen pulling up the transactions processed through Optimus as shown in the figure below. The payments screen displays transaction ID, invoice no, customer name, amount, transaction date & time, status transaction type and card number.

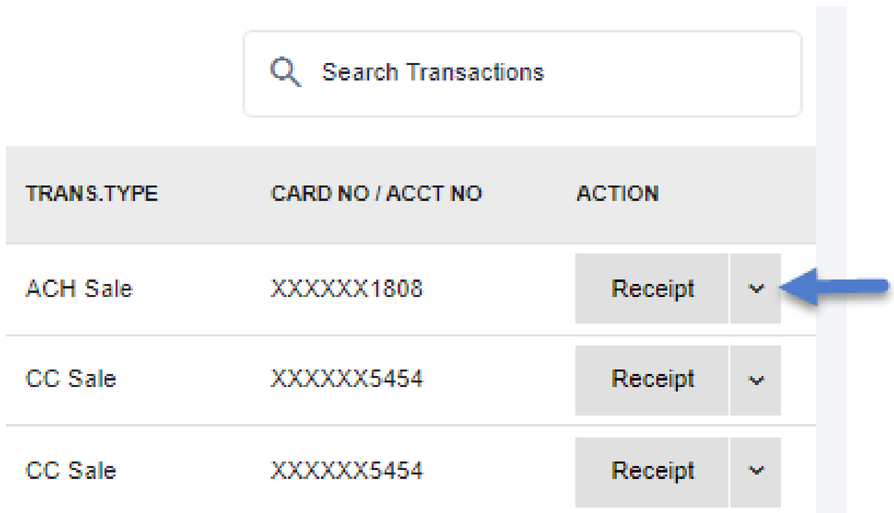


4.1.2 Void A Transaction

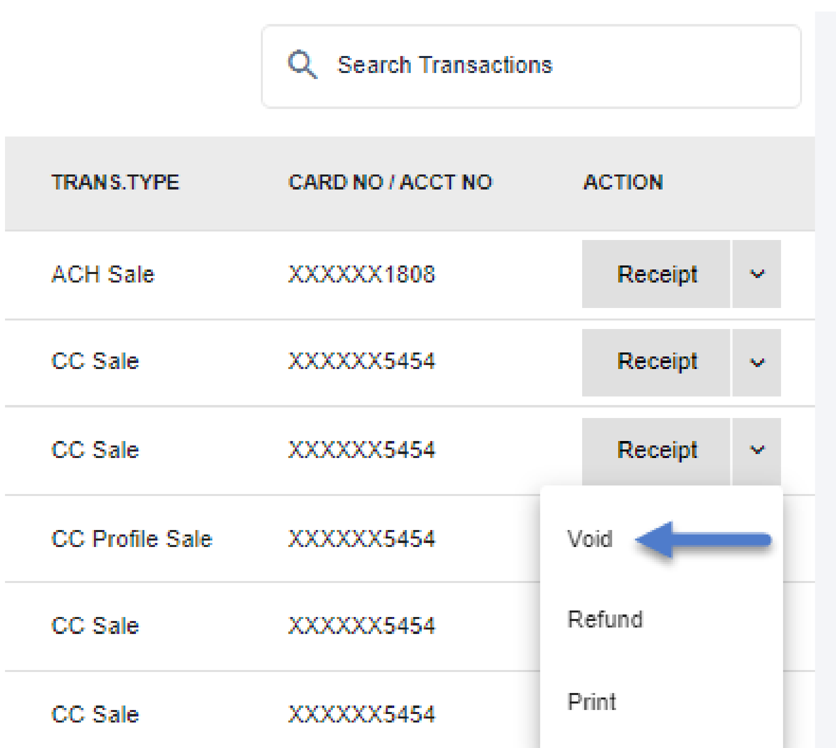
A void transaction is a transaction that is canceled by a merchant or vendor before it settles through a consumer's debit or credit card account. Voiding a transaction is typically done for accidental or incorrect transactions.

The following steps outlines how to void a transaction.

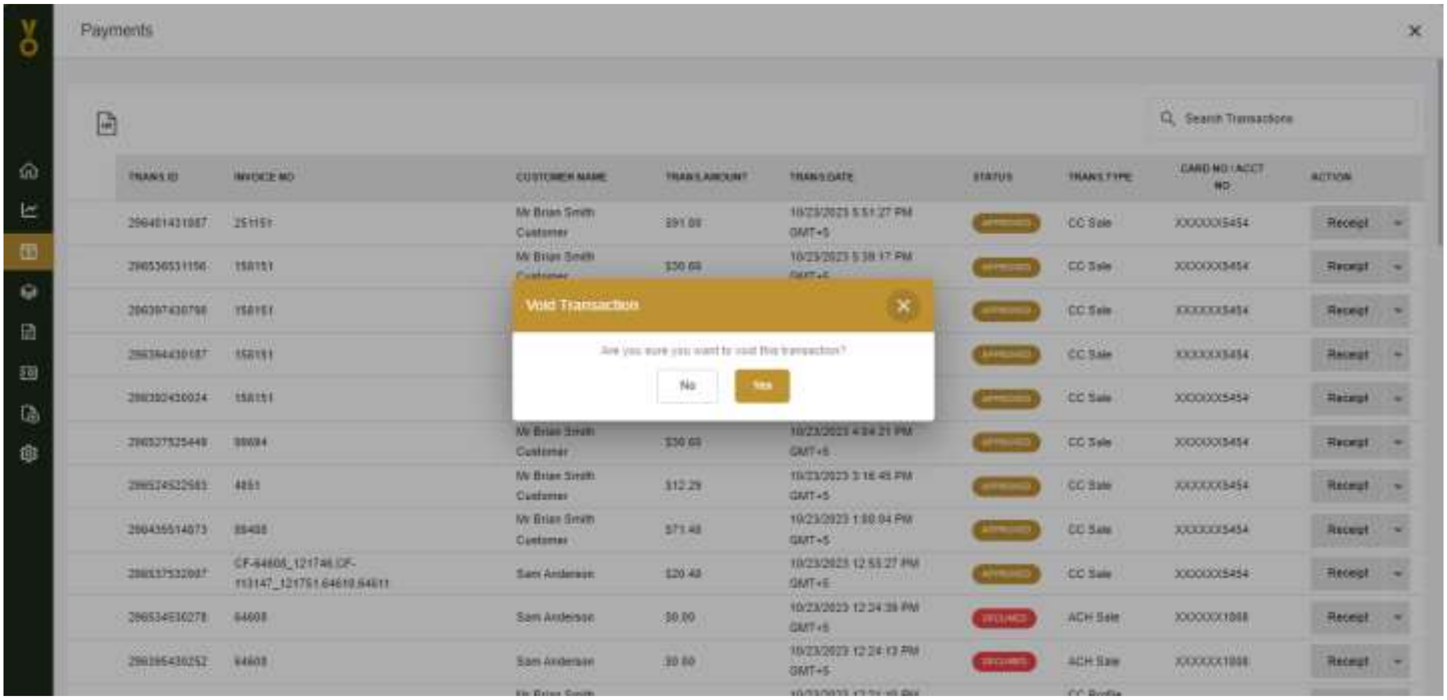
1. You are on the **Payments** screen.
2. Under the **Action** column, click on small down arrow of the transaction you wish to void as shown in the figure below.



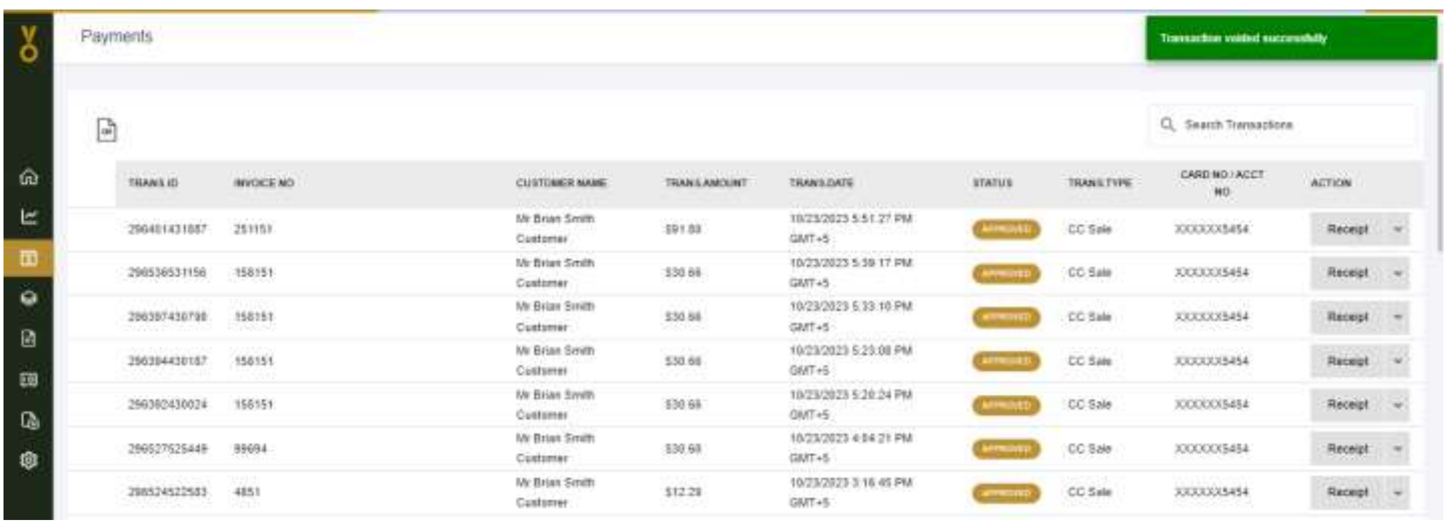
3. This action expands more options.
4. Click on **Void** as shown in the figure below.



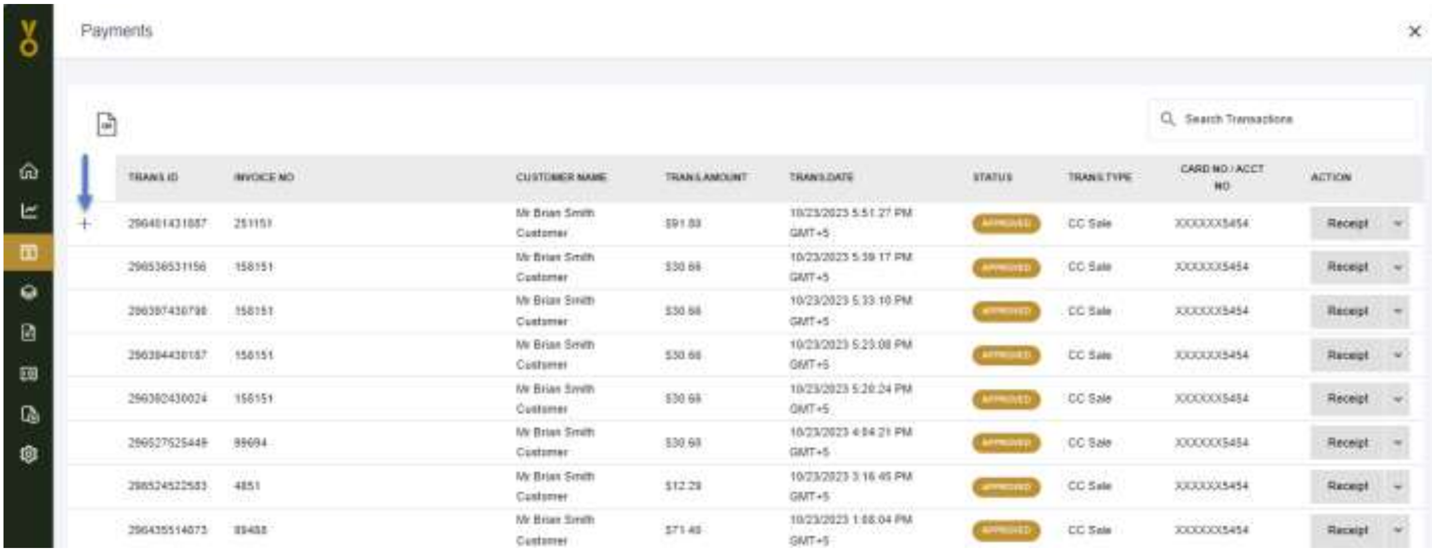
5. An alert dialog pops up as shown in the figure below; click on **Yes** button**.**



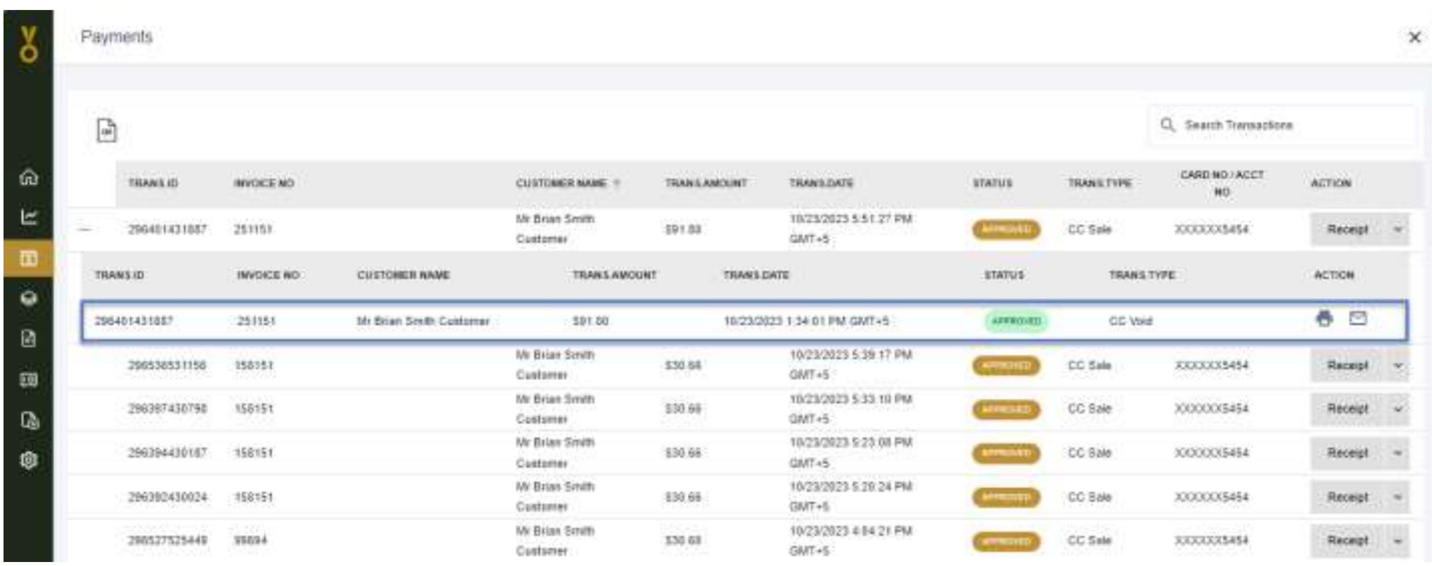
6. The confirmation message appears and transaction voids successfully as shown in the figure below.



7. The voided transaction is nested (+) with original sale transaction in the grid as shown in the figure below.



8. To view the voided transaction, click on + sign and it expands the record with in the grid as shown in the figure below.

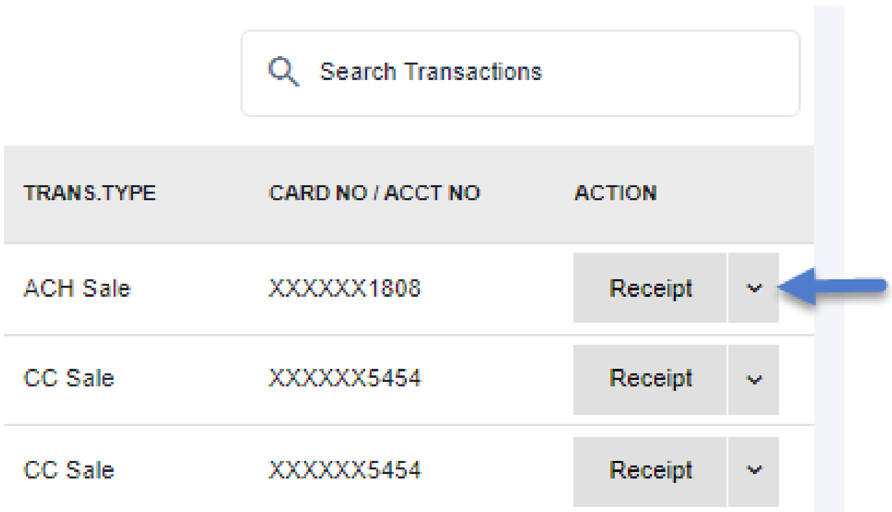


4.1.3 Refund A Transaction

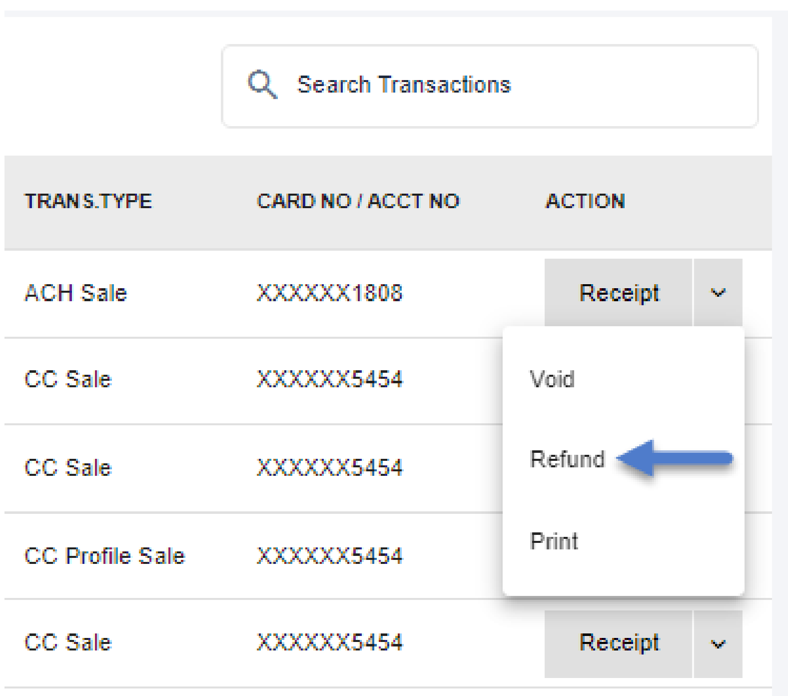
Refunding a transaction returns the money to the customer. You can perform either a partial or a full refund on transaction. Only transactions that have already been settled can be refunded.

The following steps outlines how to refund a transaction.

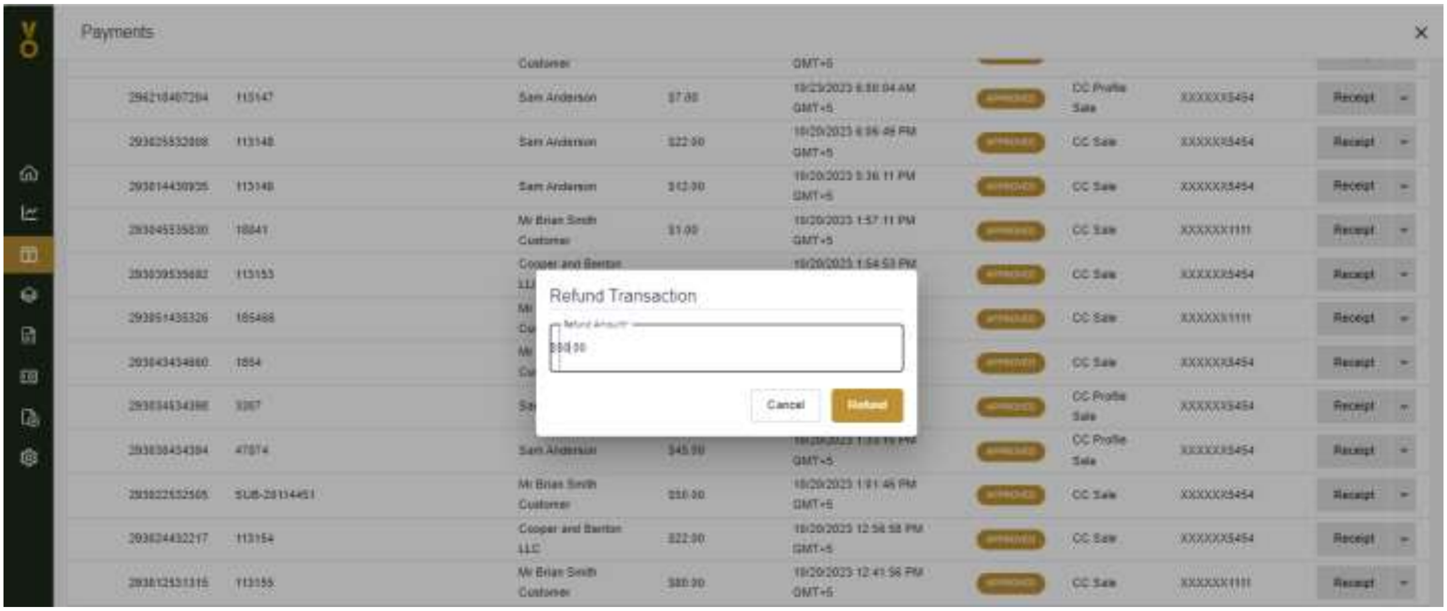
1. You are on the **Payments** screen.
2. Under the **Action** column, click on small down arrow of a transaction you wish to refund as shown in the figure below.



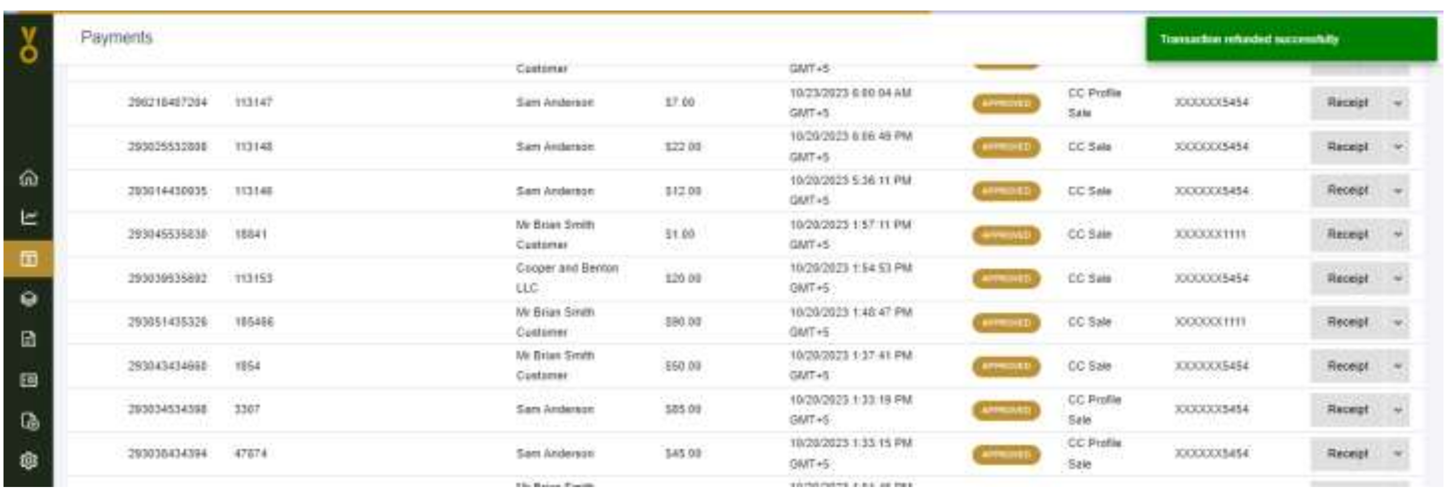
3. This action expands more options.
4. Click on **Refund** as shown in the figure below**.**



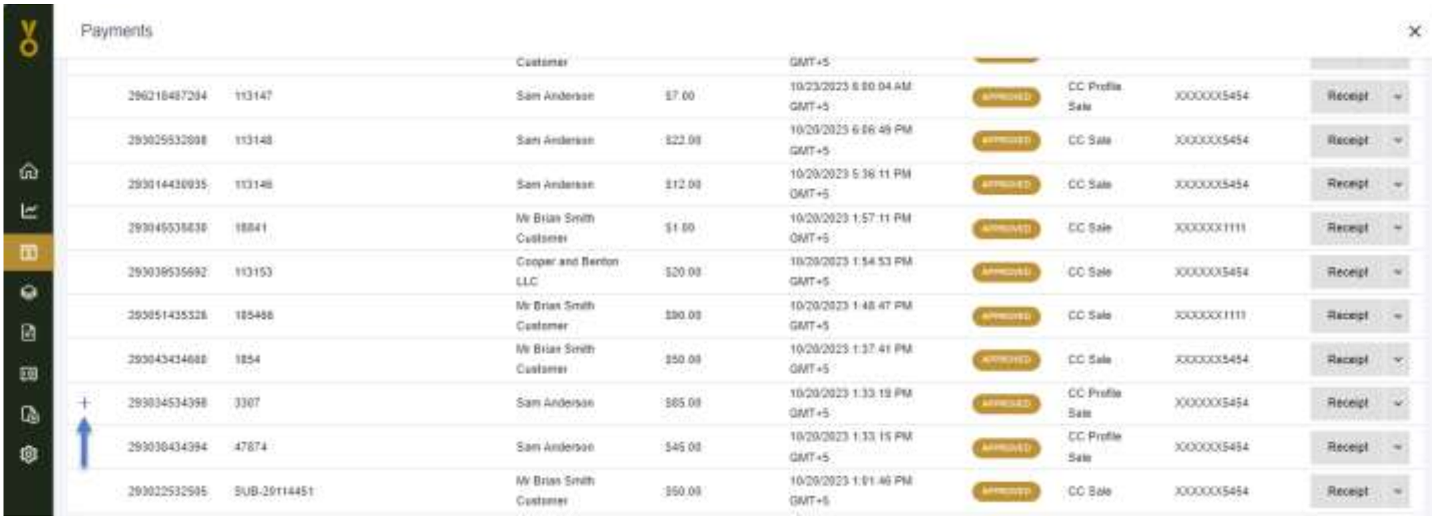
5. The dialog pops up as shown in the figure below.



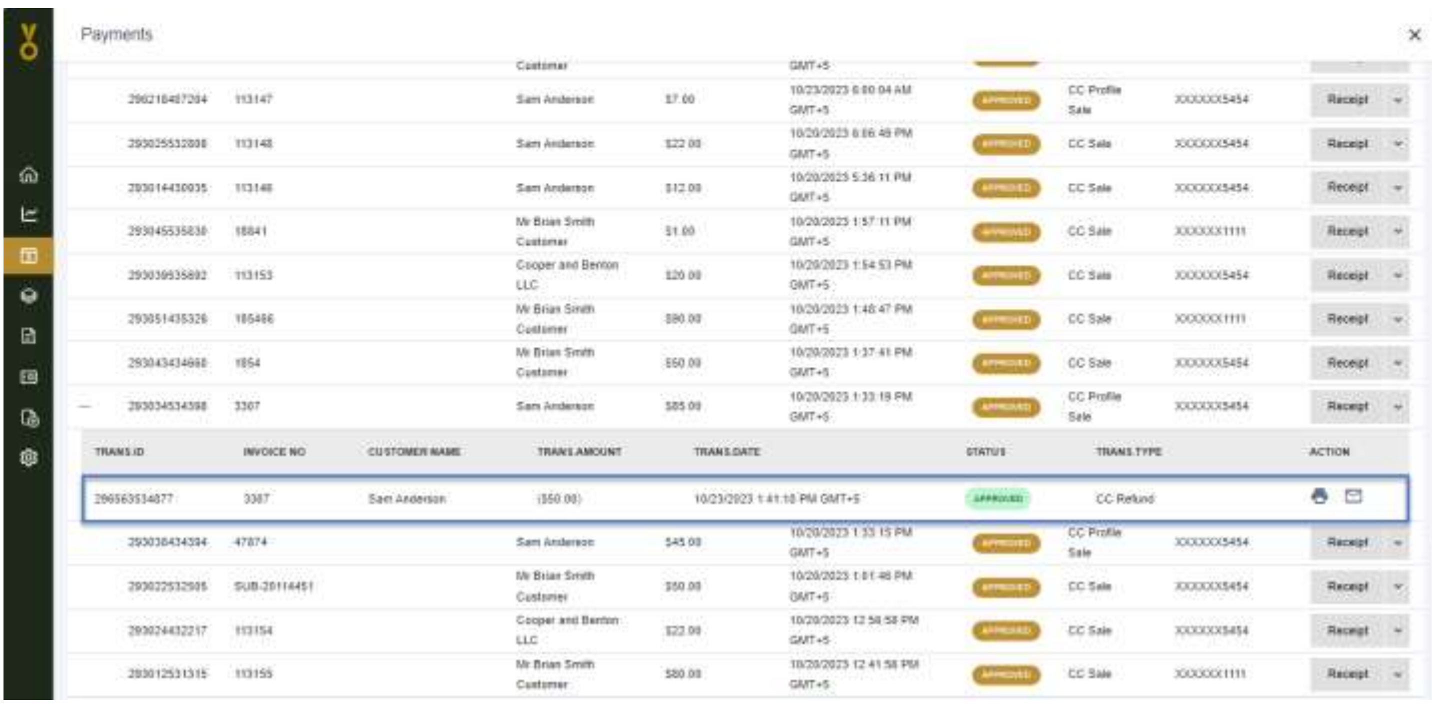
6. Enter the amount you wish to refund. You can perform either a partial or a full refund.
7. Click on **Refund** button.
8. The confirmation message appears and transaction refunds successfully as shown in the figure below.



9. The refunded transaction is nested (+) with original sale transaction in the grid as shown in the figure below.



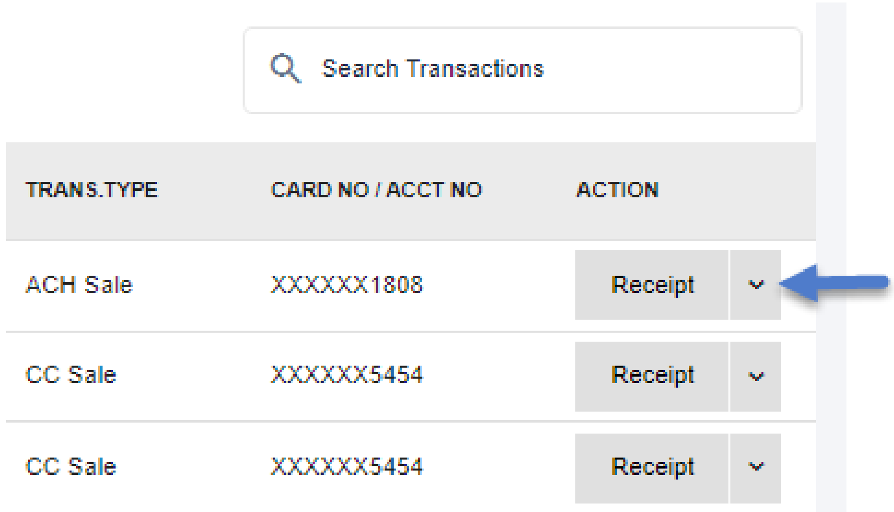
10. To view the refunded transaction, click on + sign and it expands the record with in the grid as shown in the figure below.



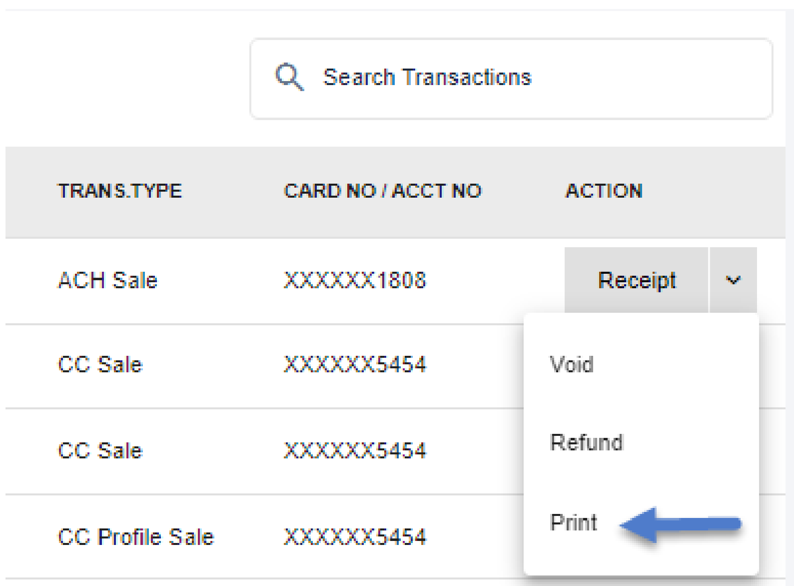
4.1.4 Print Receipt

The following steps outlines how to print a transaction receipt from payments screen.

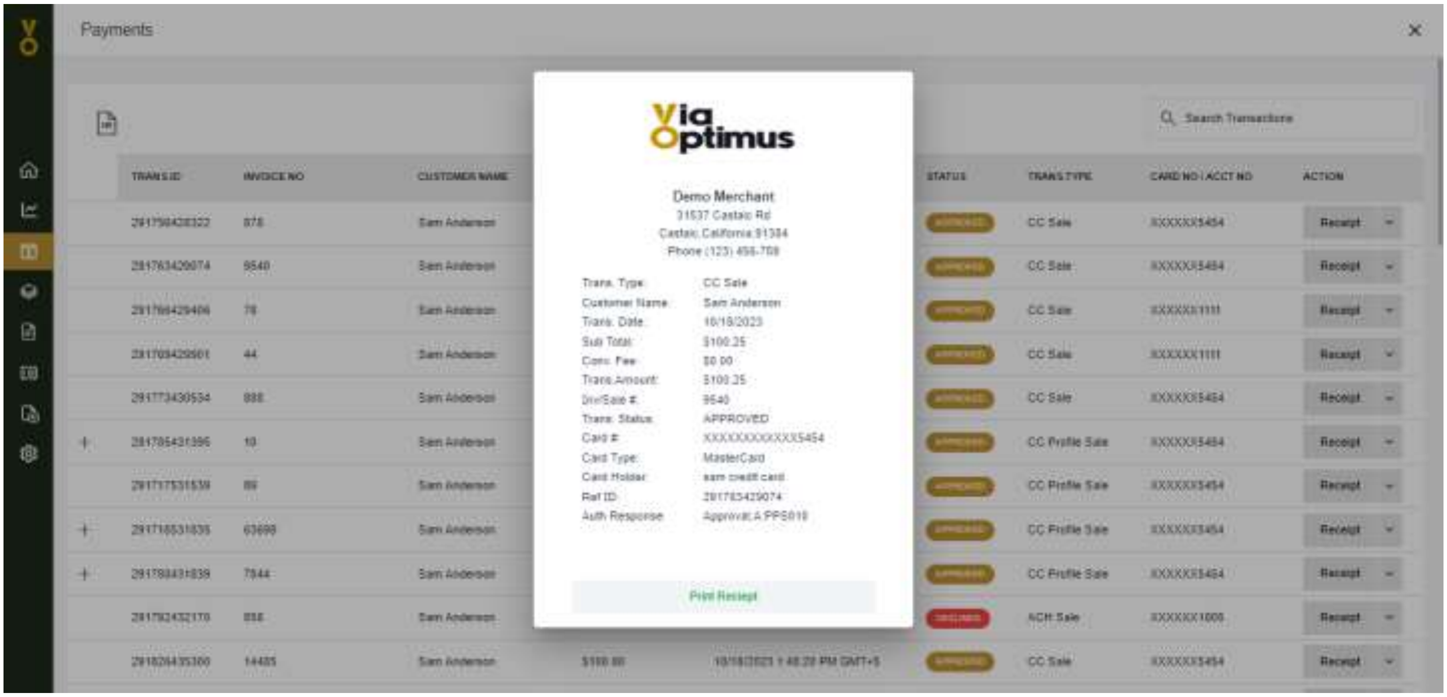
1. You are on the **Payments** screen.
2. Under the **Action** column, click on small down arrow of a transaction you wish to print the receipt for as shown in the figure below.



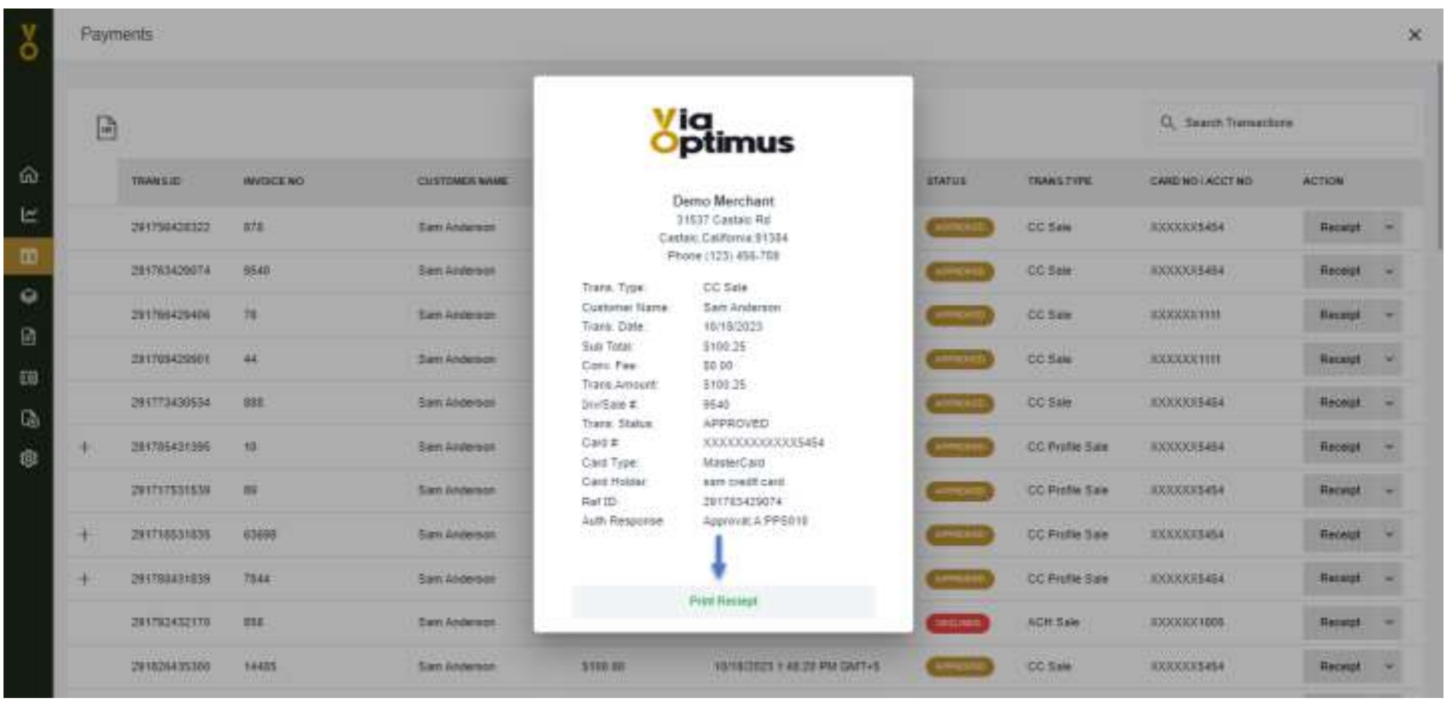
3. This action shows the **Print** option as shown in the figure below.



4. Click on **Print.**
5. The dialog pops up as shown in the figure below.



6. Click on **Print Receipt** button in the dialog.

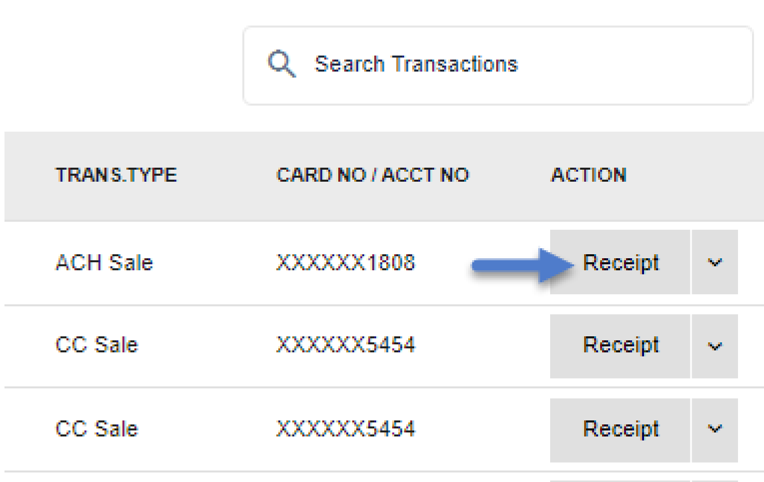


7. The transcription receipt prints successfully.

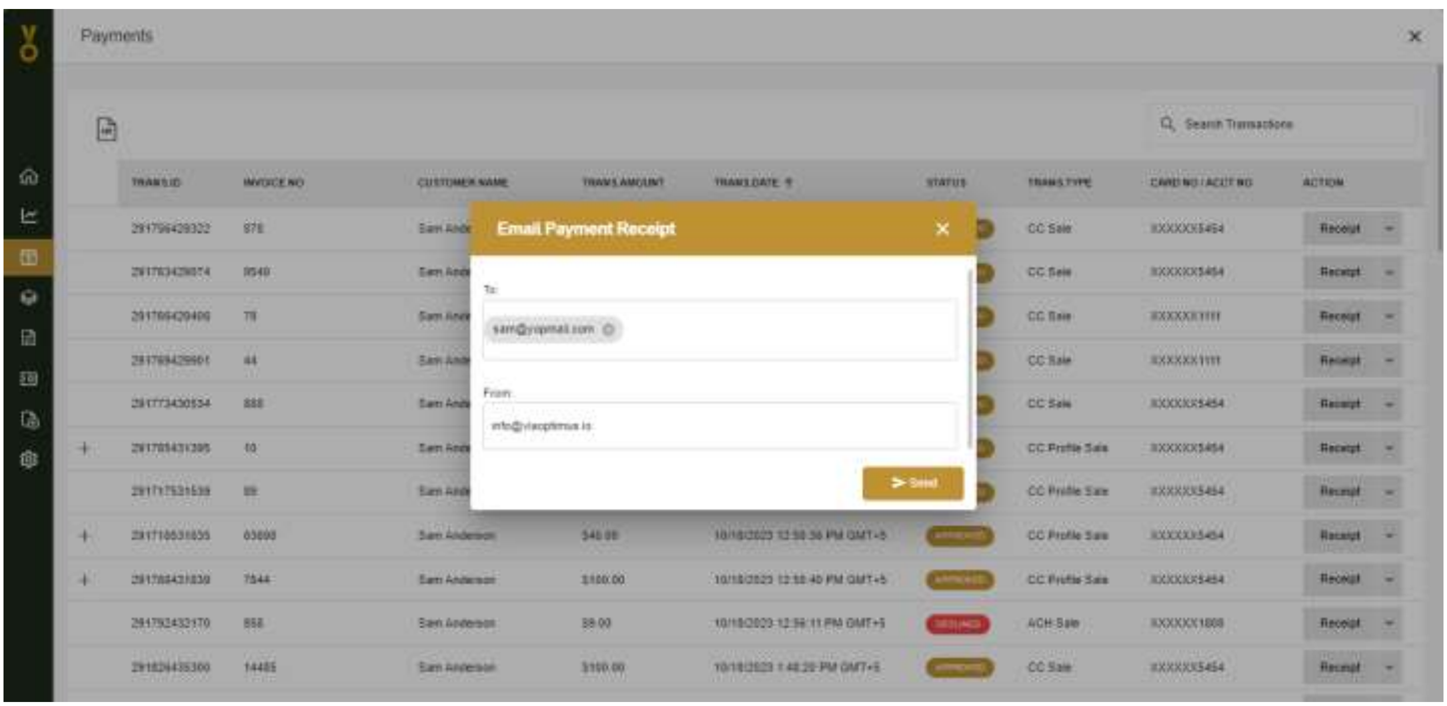
4.1.5 Email Receipt

The following steps outlines how to email a transaction receipt from payments screen.

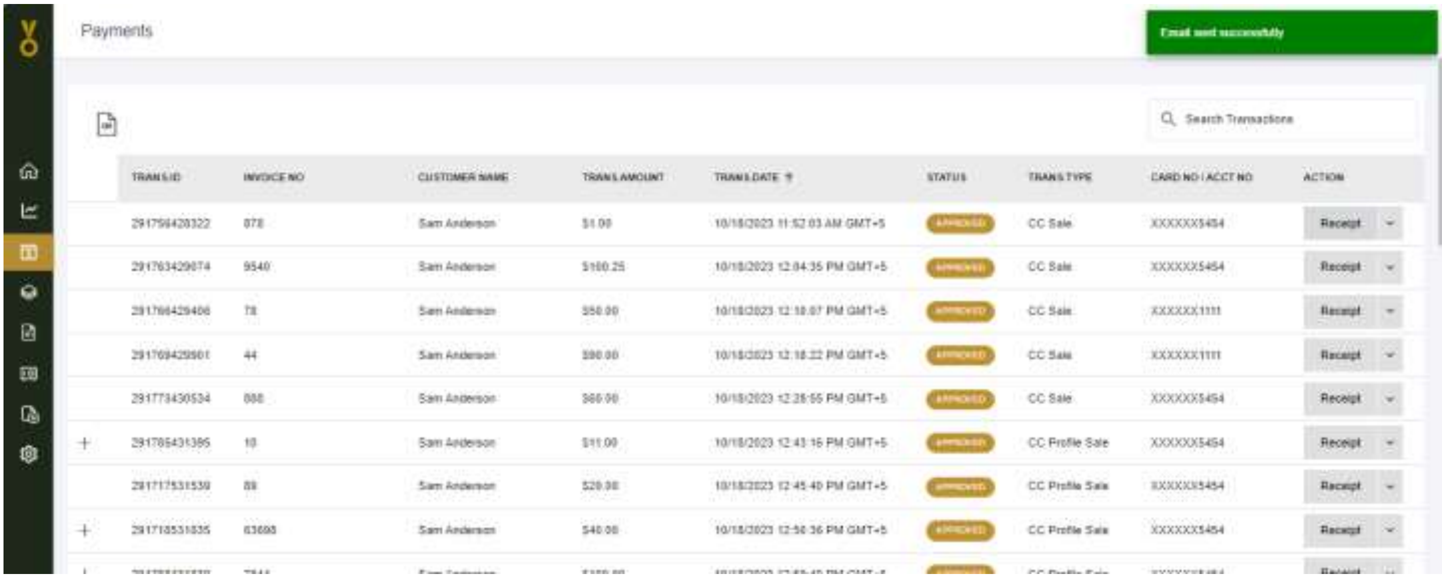
1. You are on the **Payments** screen.
2. Under the **Action** column, click on **Receipt** as shown in the figure below.



3. The dialog pops up as shown in the figure below.



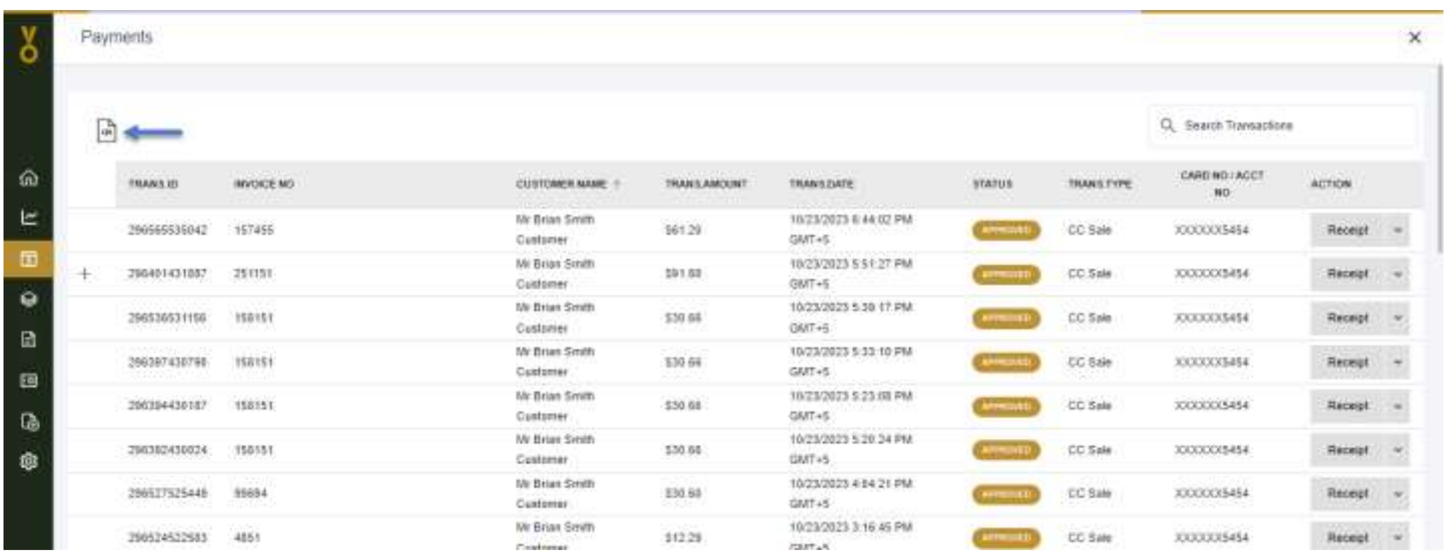
4. Click on **Send** button.
5. The confirmation message appears and receipt has emailed to customer successfully.



4.1.6 Export to CSV

The following steps outlines how to export a transactions record in csv file.

1. You are on the **Payments** screen.
2. Click on the **Export** icon at top left of the screen as shown in the figure below.



3. It downloads the CSV file containing the transaction records.

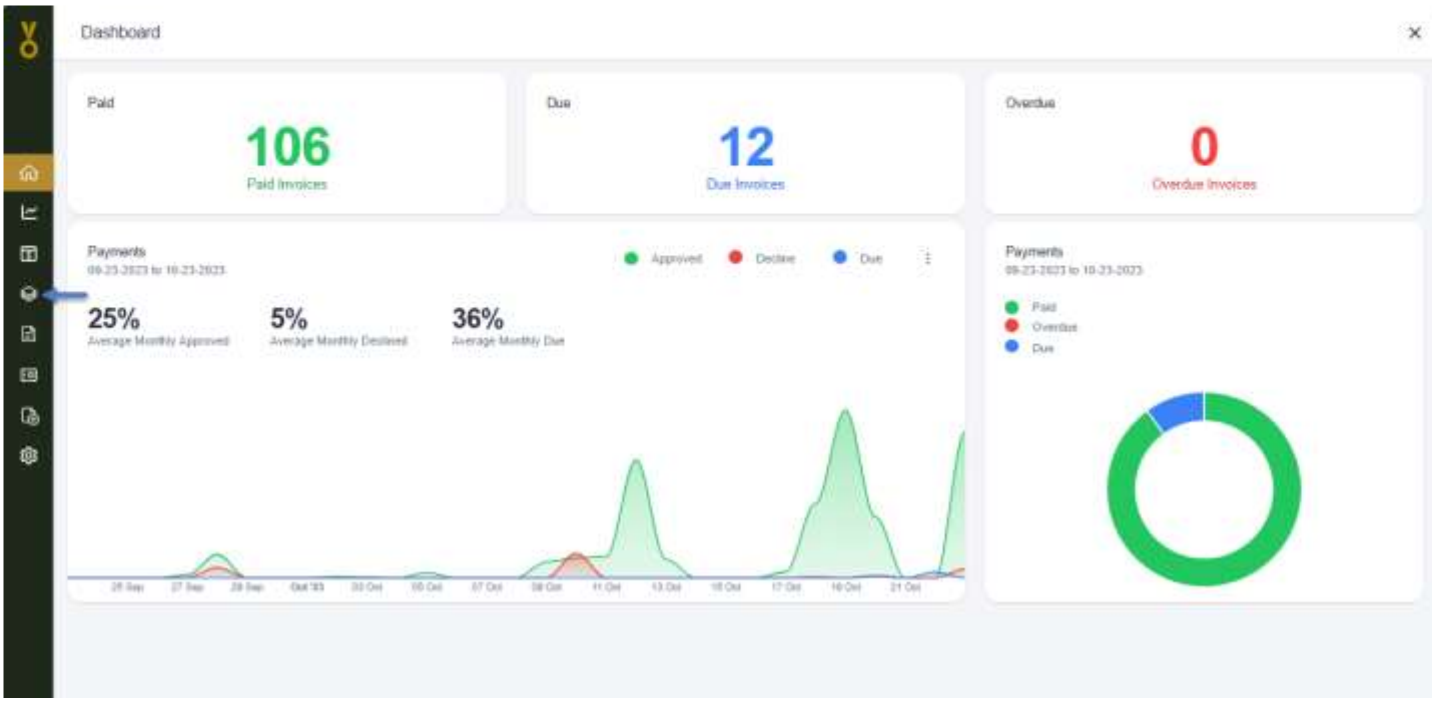
5 Batch Payments

A batch payment is a process of receiving multiple payments of a same or different customers at once. In order to process batch payment, the customer's card or bank information must be stored.

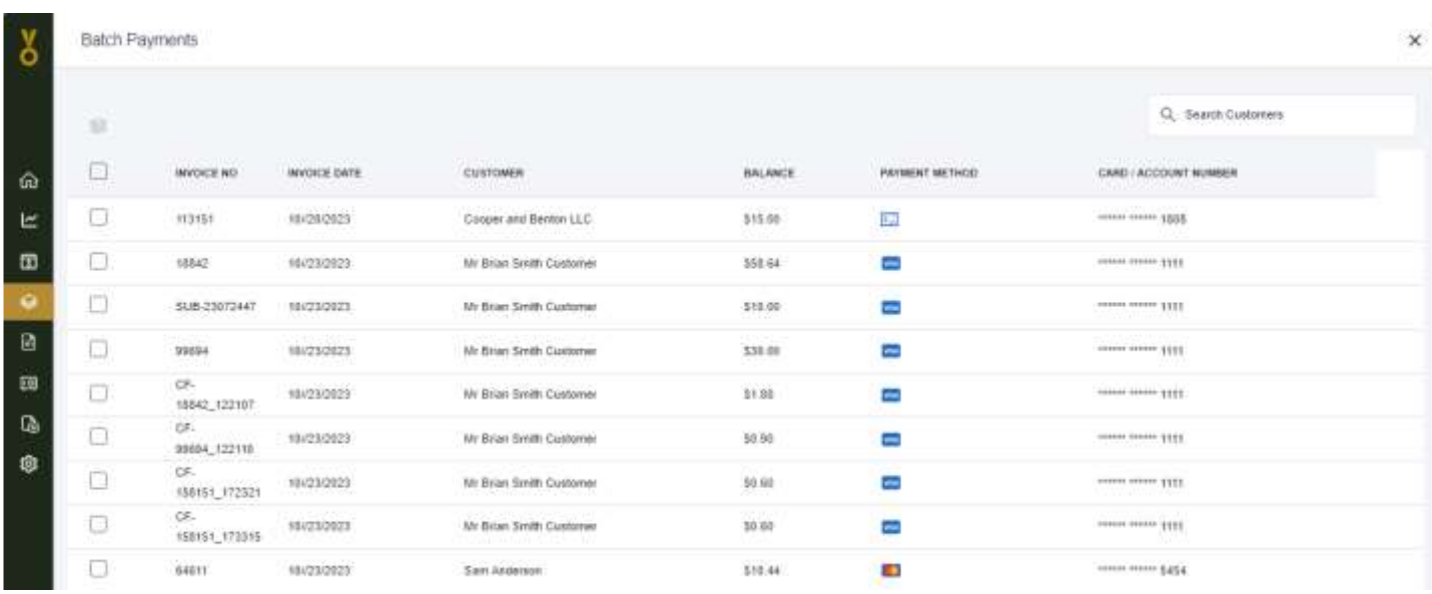
5.1.1 Process Batch

The following steps outlines how to process a batch payment.

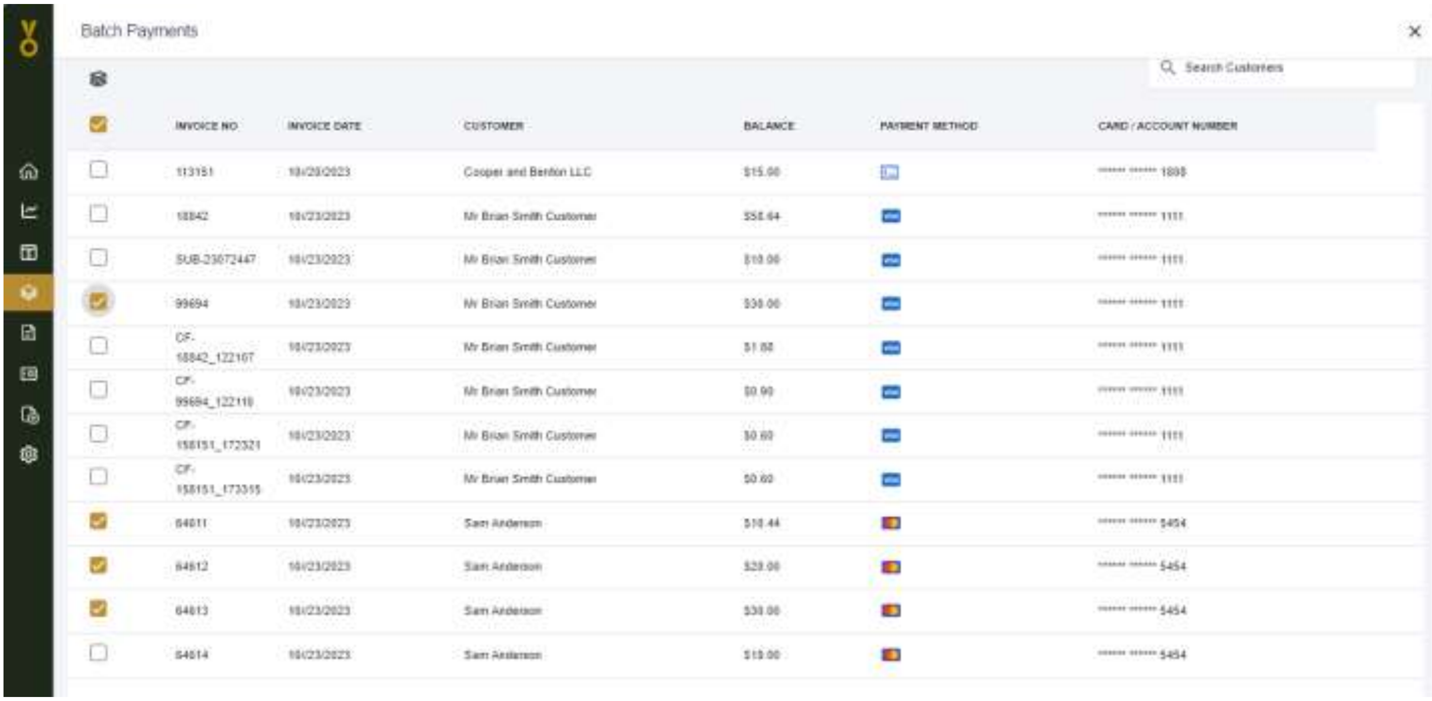
1. Click on the **Batch Payments** menu in the left navigation as shown in the figure below.



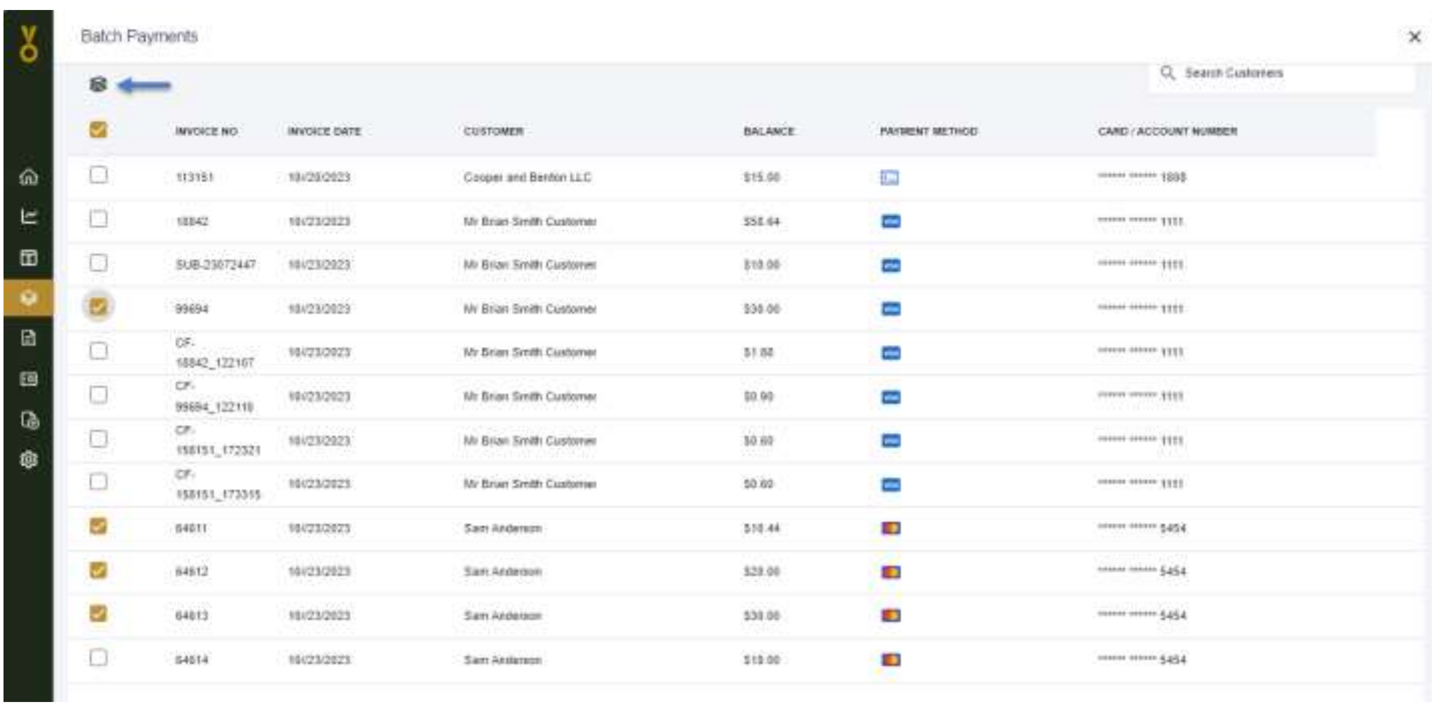
2. It opens the **Batch Payments** screen as shown in the figure below. The batch payments screen pulls up the open invoices of the customers.



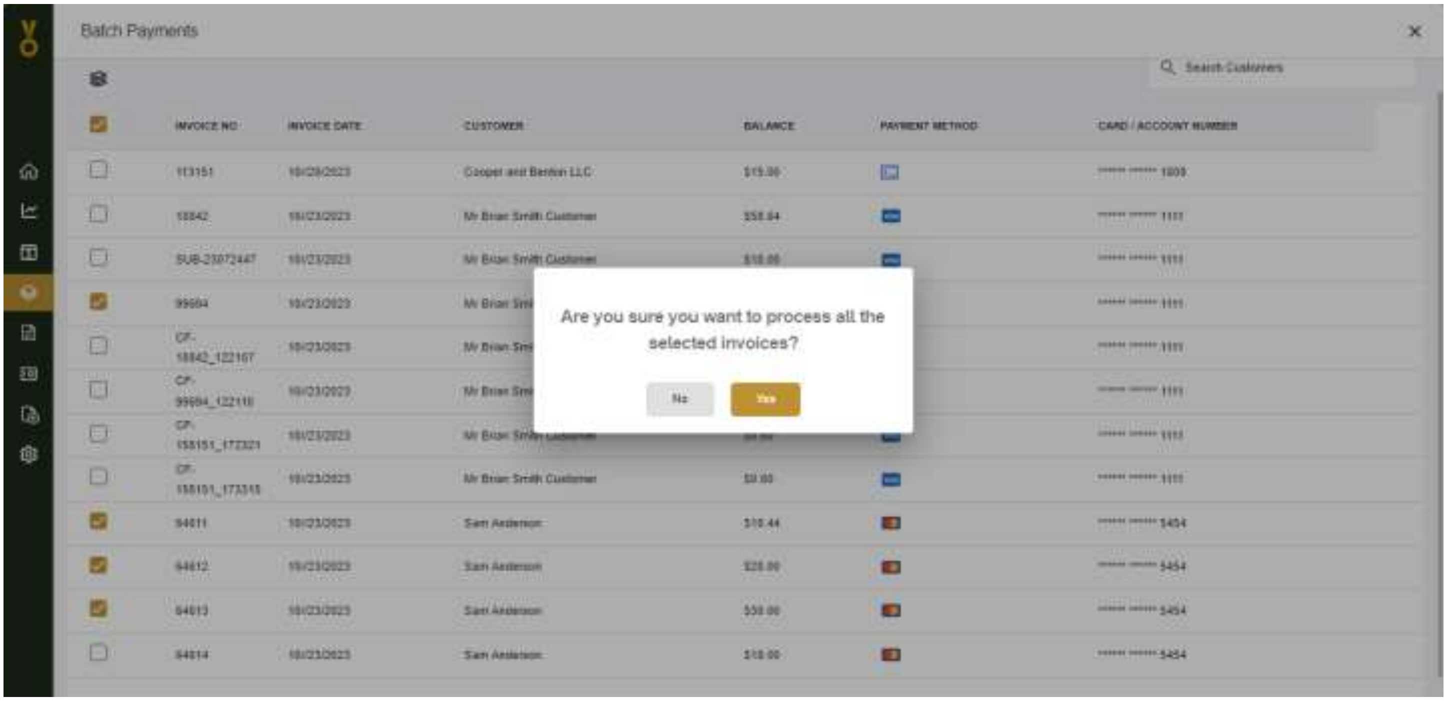
3. Select the specific invoices you wish to process in a batch or select all the invoices as shown in the figure below.



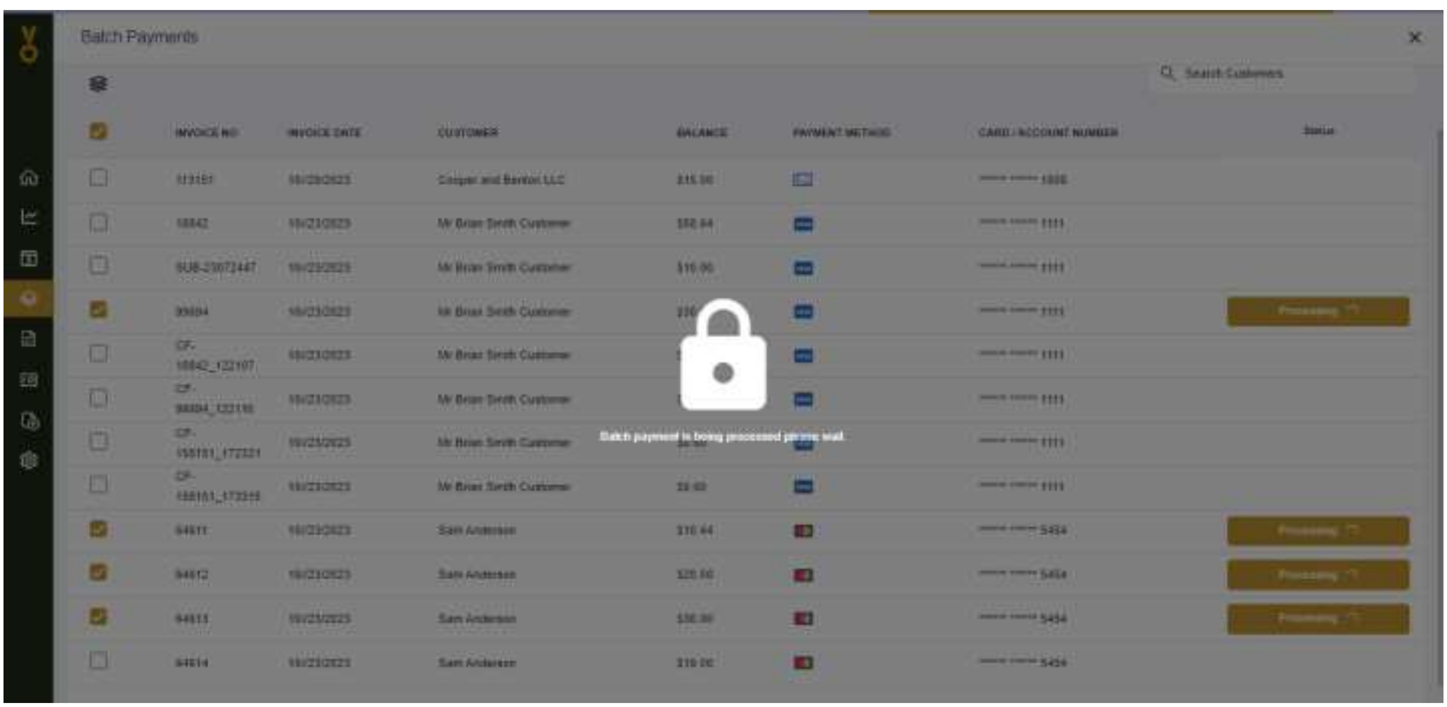
4. Click on the **Batch Process** icon on top of the grid.



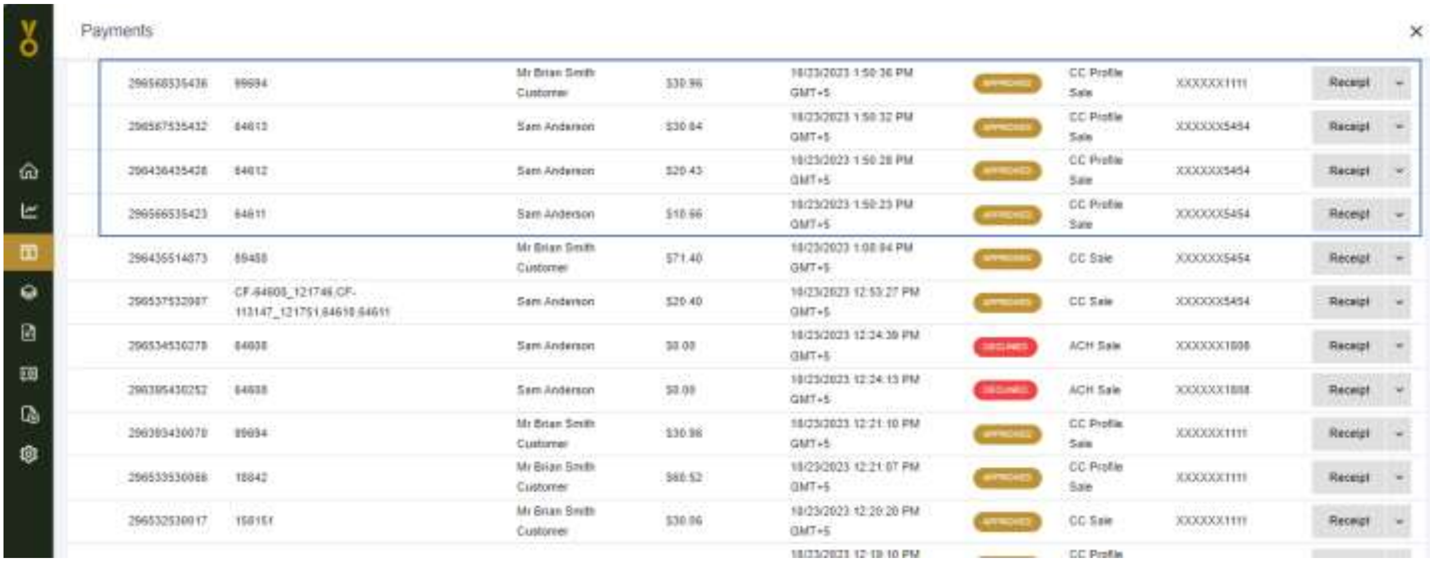
5. An alert dialog pops up; click on **Yes** button as shown in the figure below.



6. Batch processing starts as shown in the figure below.



7. Please wait until the batch processing completes.
8. Once the batch processing completes the invoices that are selected in a batch disappear from the grid and the payment applies to the invoices.



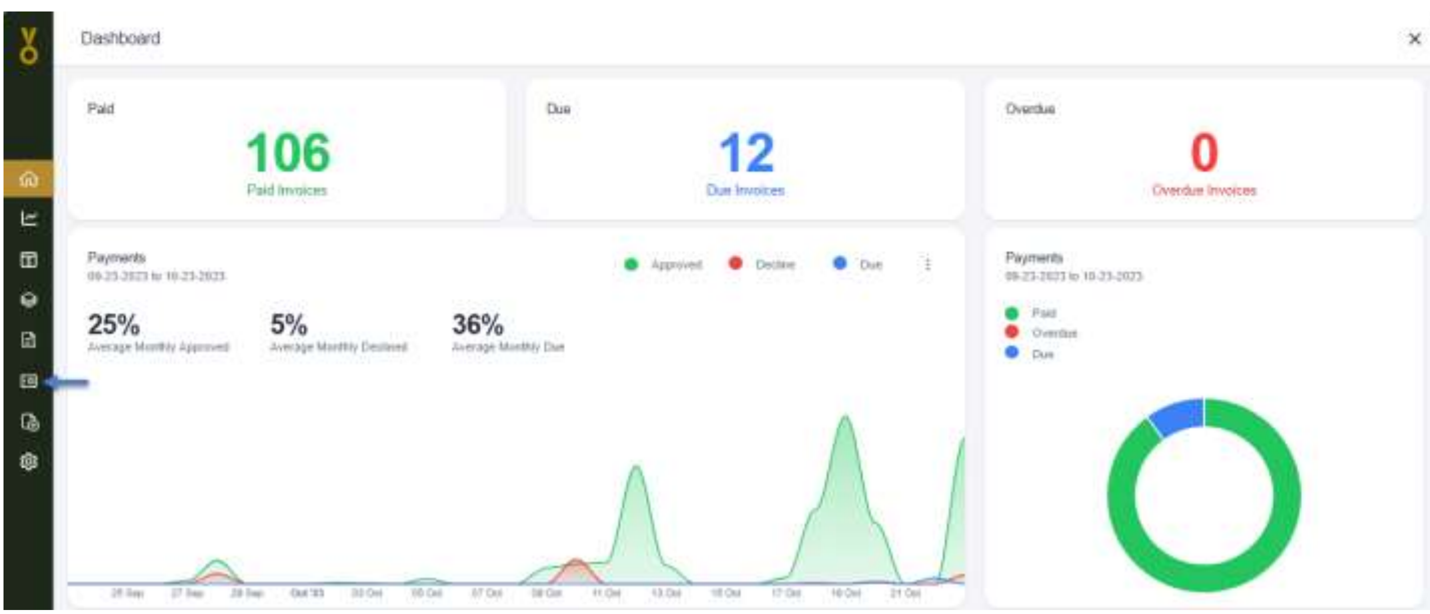
6 Customer Vault

Customer vault can be used to view the stored cards and bank, delete stored cards and bank and set the card or bank as default for batch payment processing.

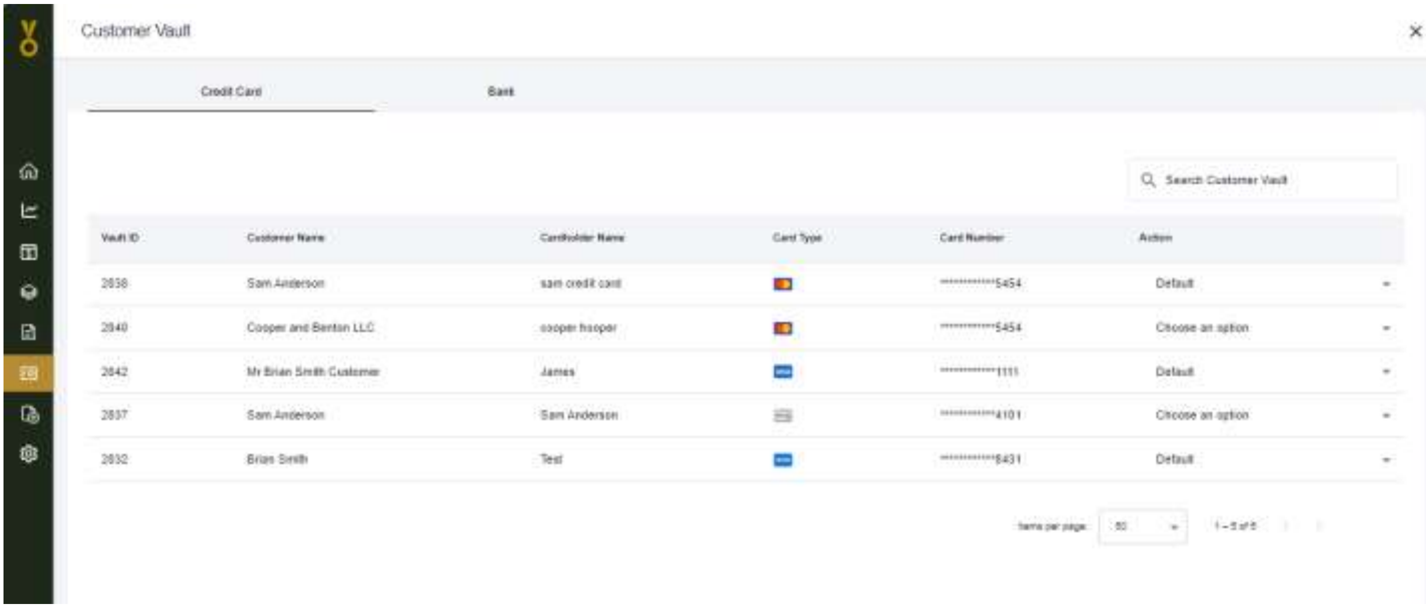
6.1.1 Credit Card

The following steps outlines how to view stored cards of the customers.

1. Click on the **Customer Vault** menu in the left navigation as shown in the figure below.



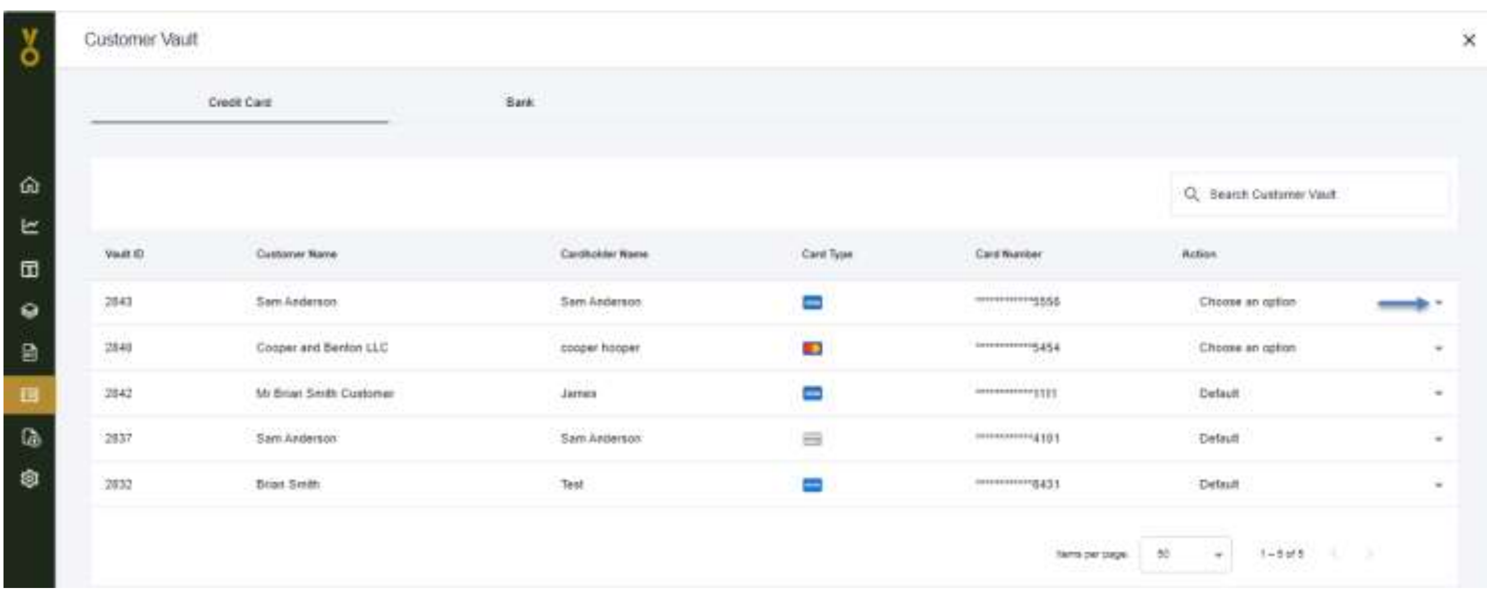
2. It opens the **Customer Vault** screen with Credit Card tab selected by-default as shown in the figure below.



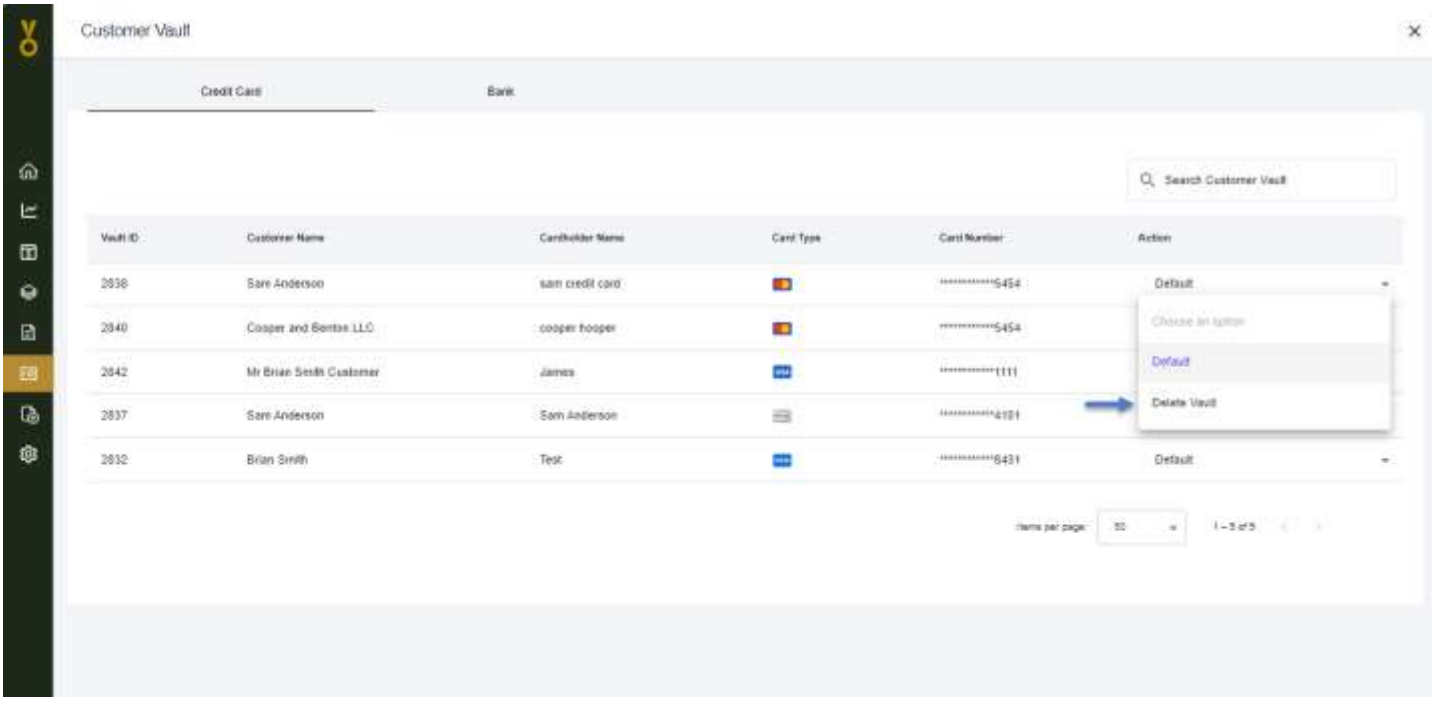
6.1.1.1 Delete Card

The following steps outlines how to delete a stored card of the customer.

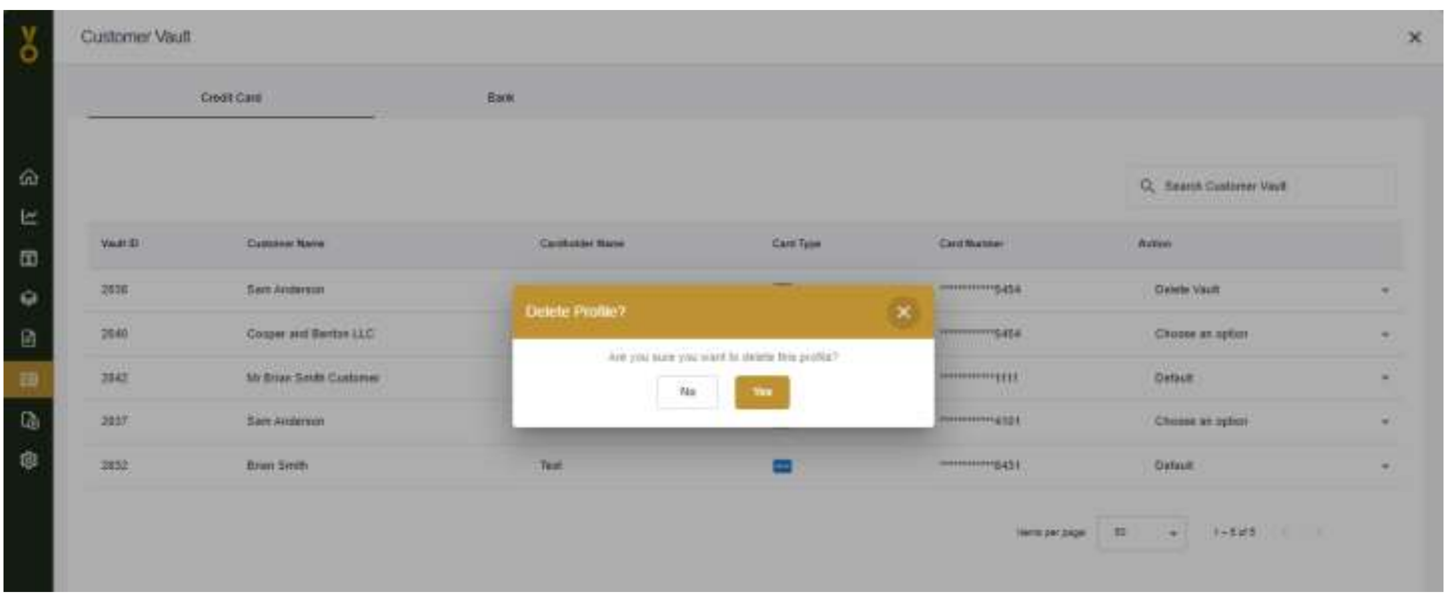
1. You are on the **Credit Card** tab.
2. Under the **Action** column, click on small down arrow of the card profile you wish to delete as shown in the figure below.



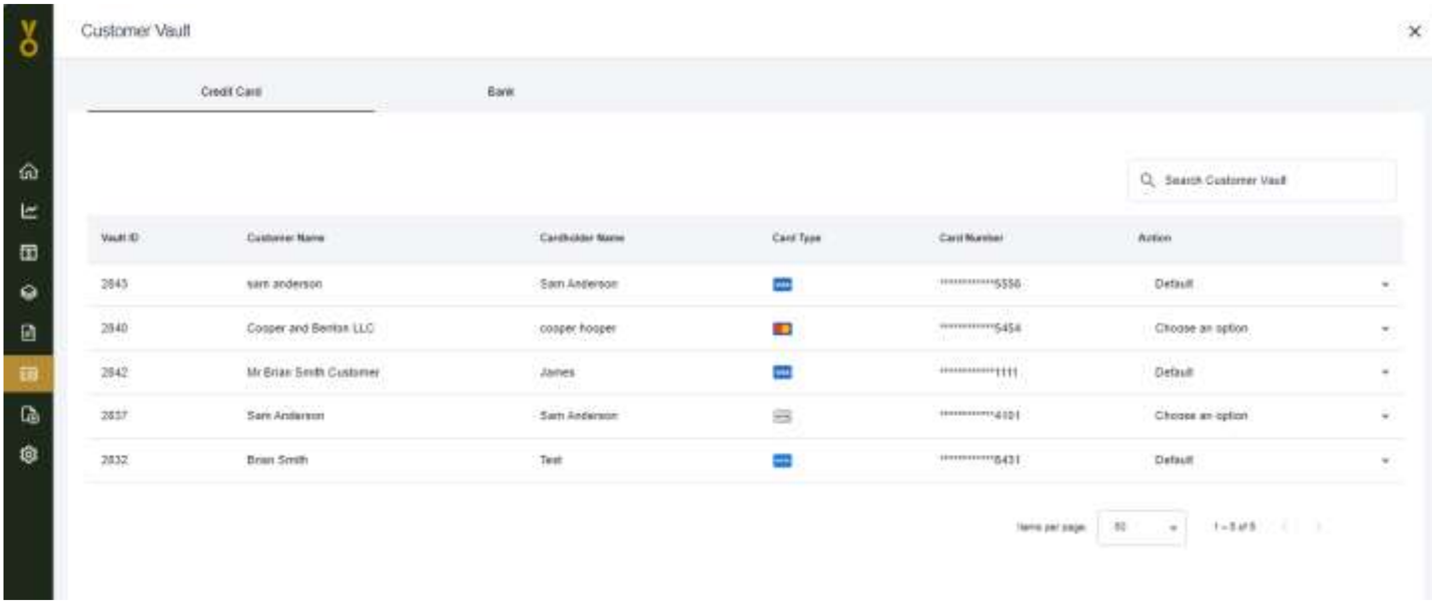
3. This action expands more options.
4. Click on **Delete Vault** as shown in the figure below.



5. An alert dialog pops up; click on the **Yes** button.



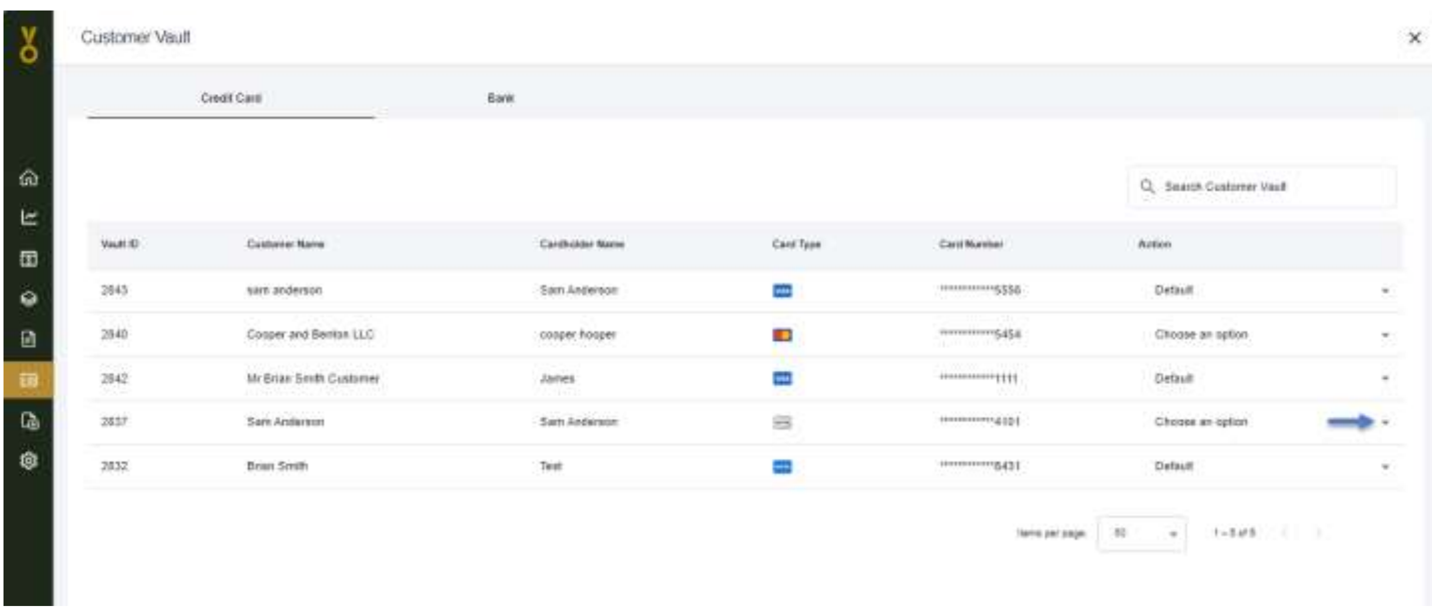
6. The confirmation message appears and the stored card deletes successfully.



6.1.1.2 Set Card as Default

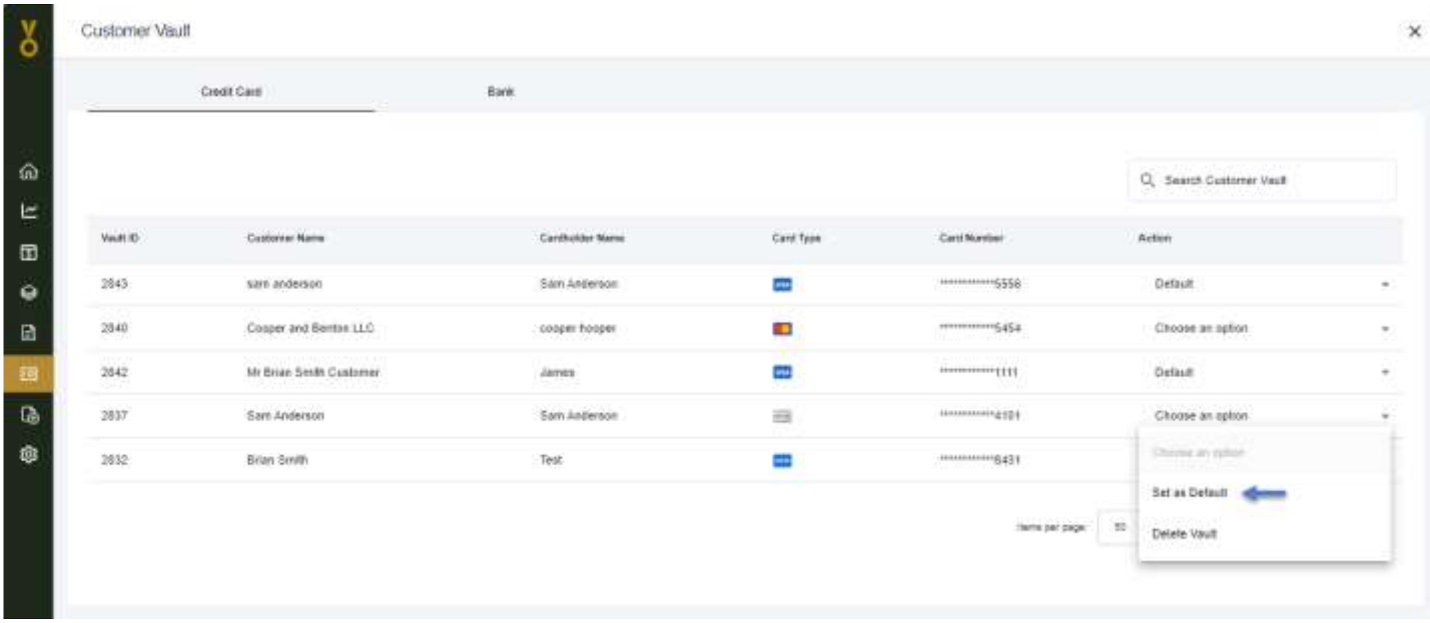
The following steps outlines how to set a stored card as default for a customer. It is used when customers has multiple cards stored and he wants to make one card profile as default for batch payment processing.

1. You are on the **Credit Card** tab.
2. Under the **Action** column, click on small down arrow of the card profile you wish to set as default as shown in the figure below.

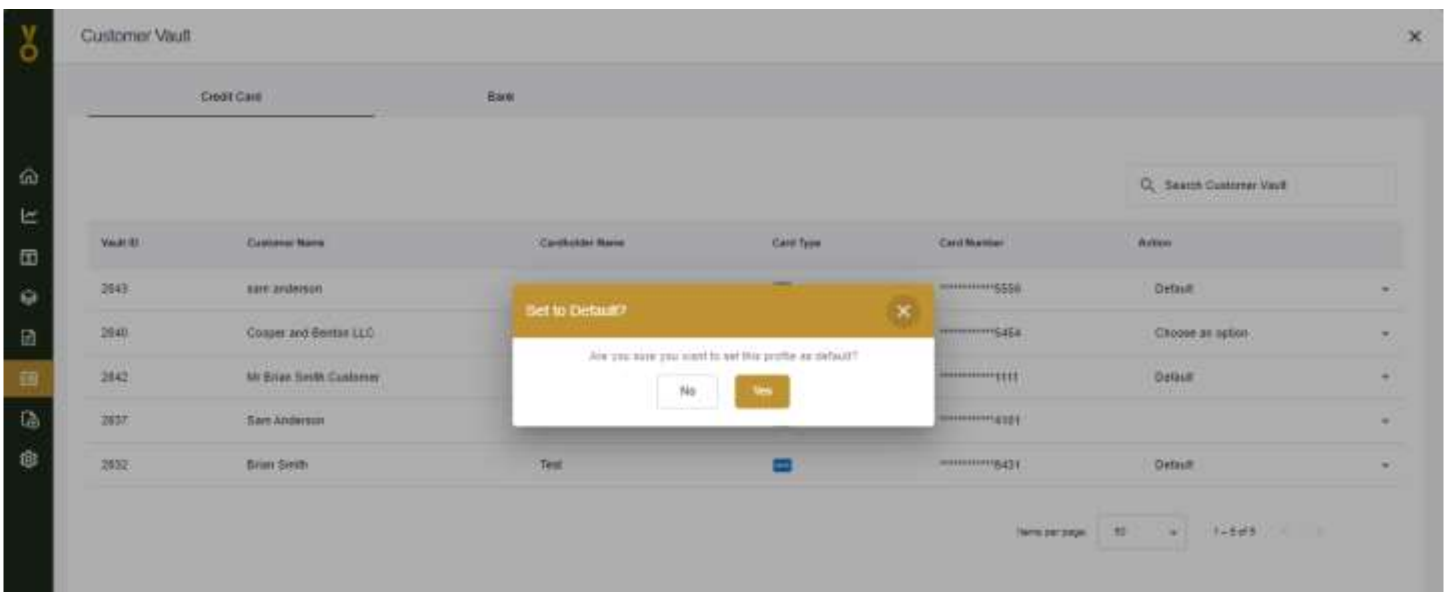


3. This action expands more options.

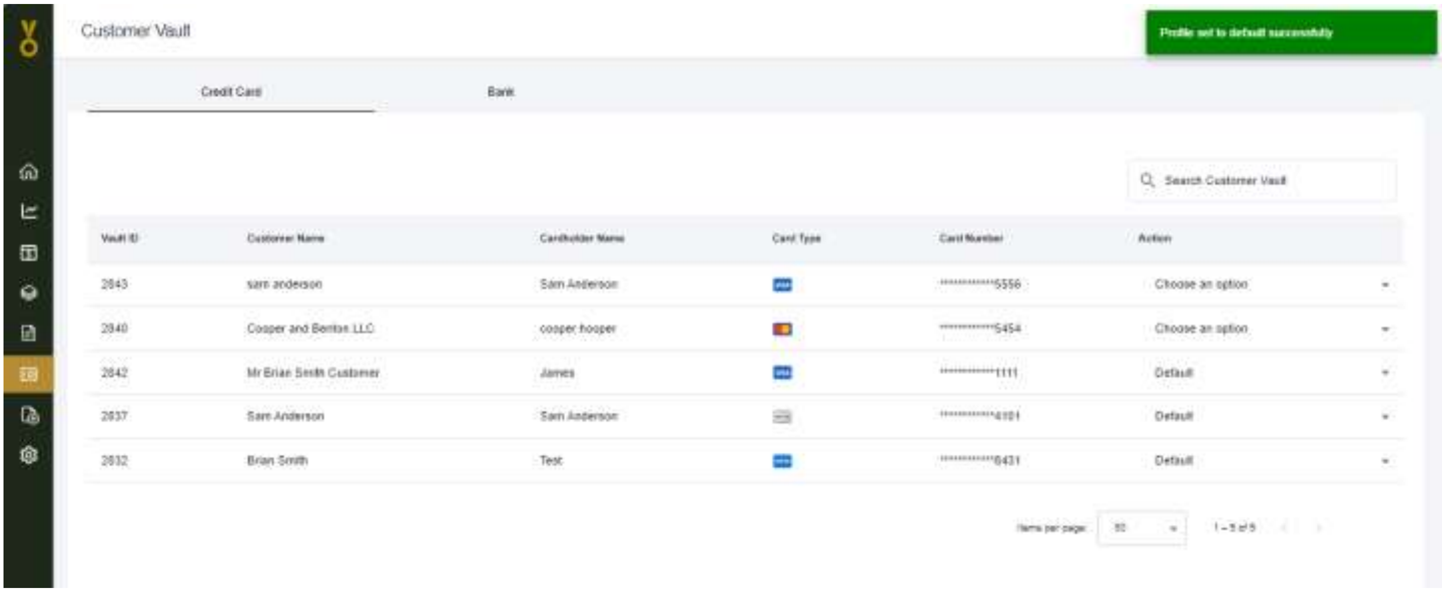
4. Click on **Set as Default** as shown in the figure below.



5. An alert dialog pops up; click on the **Yes** button.



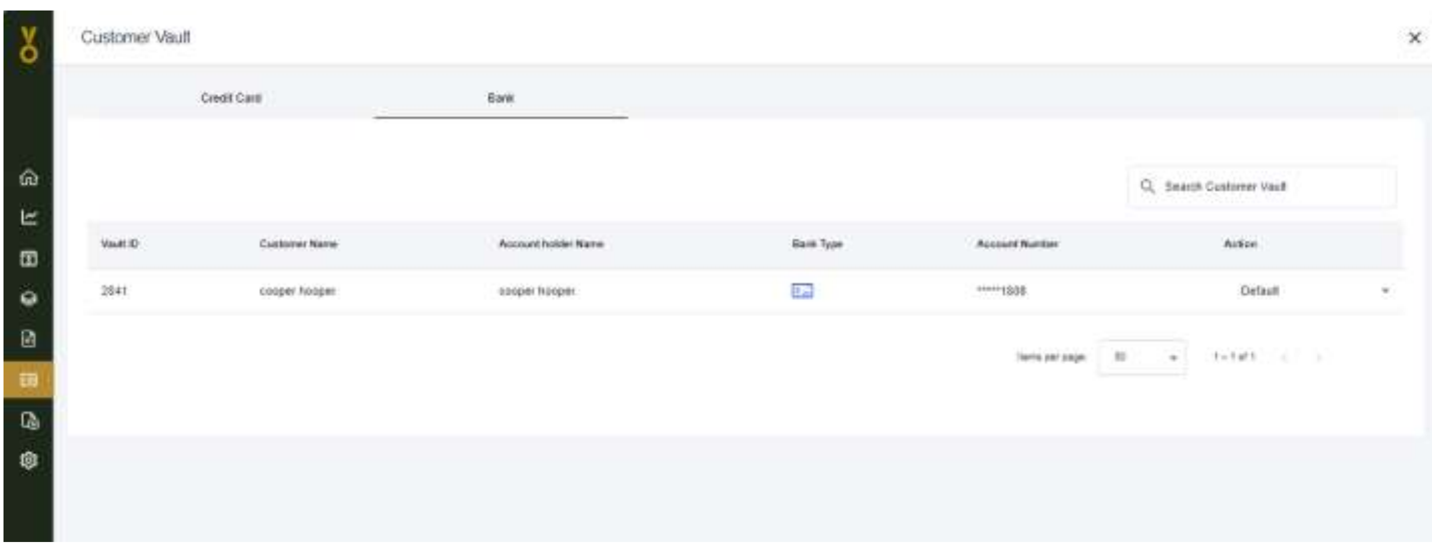
6. The confirmation message appears and the card profile sets to default successfully as shown in the figure below.



6.1.2 Bank (ACH)

The following steps outlines how to view stored banks of the customers.

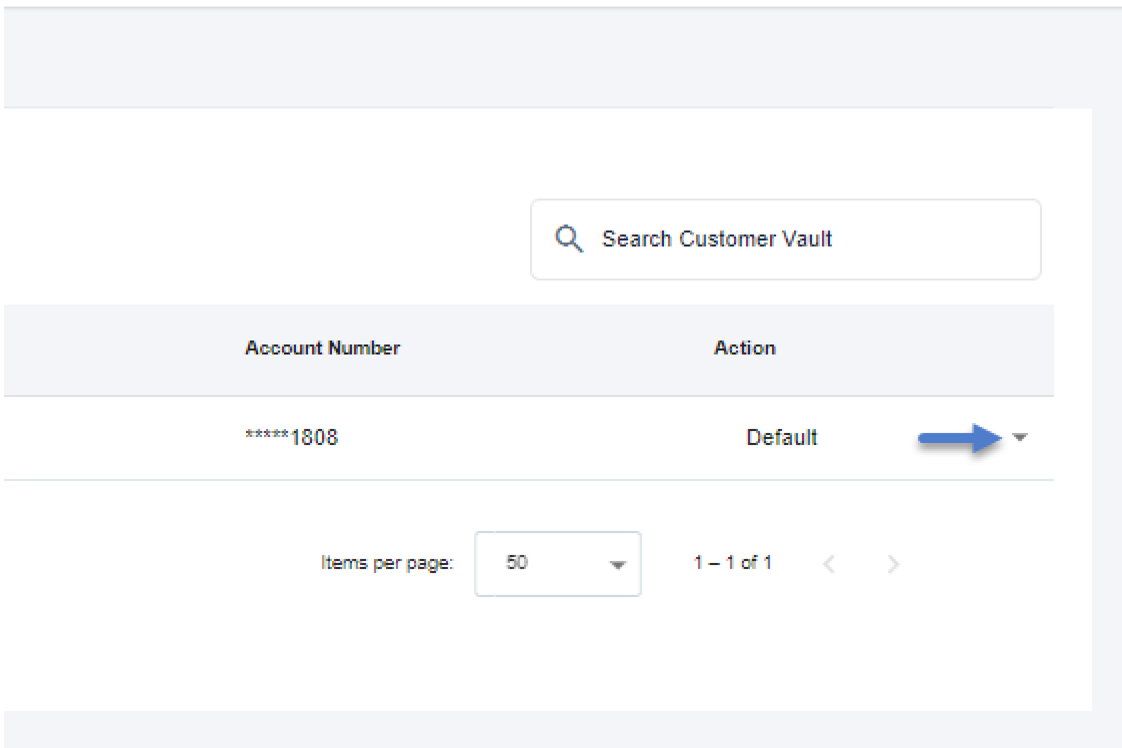
1. You are on the **Customer Vault** screen.
2. Switch to the **Bank** tab as shown in the figure below.



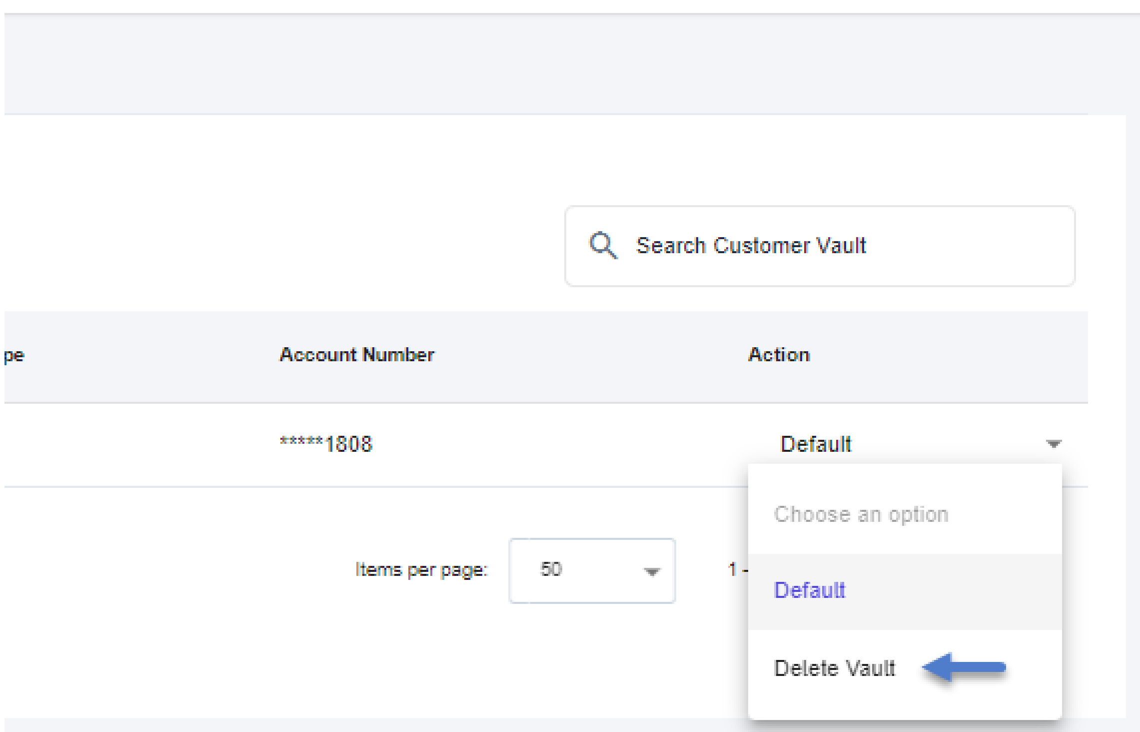
6.1.2.1 Delete Bank

The following steps outlines how to delete a stored bank of the customer.

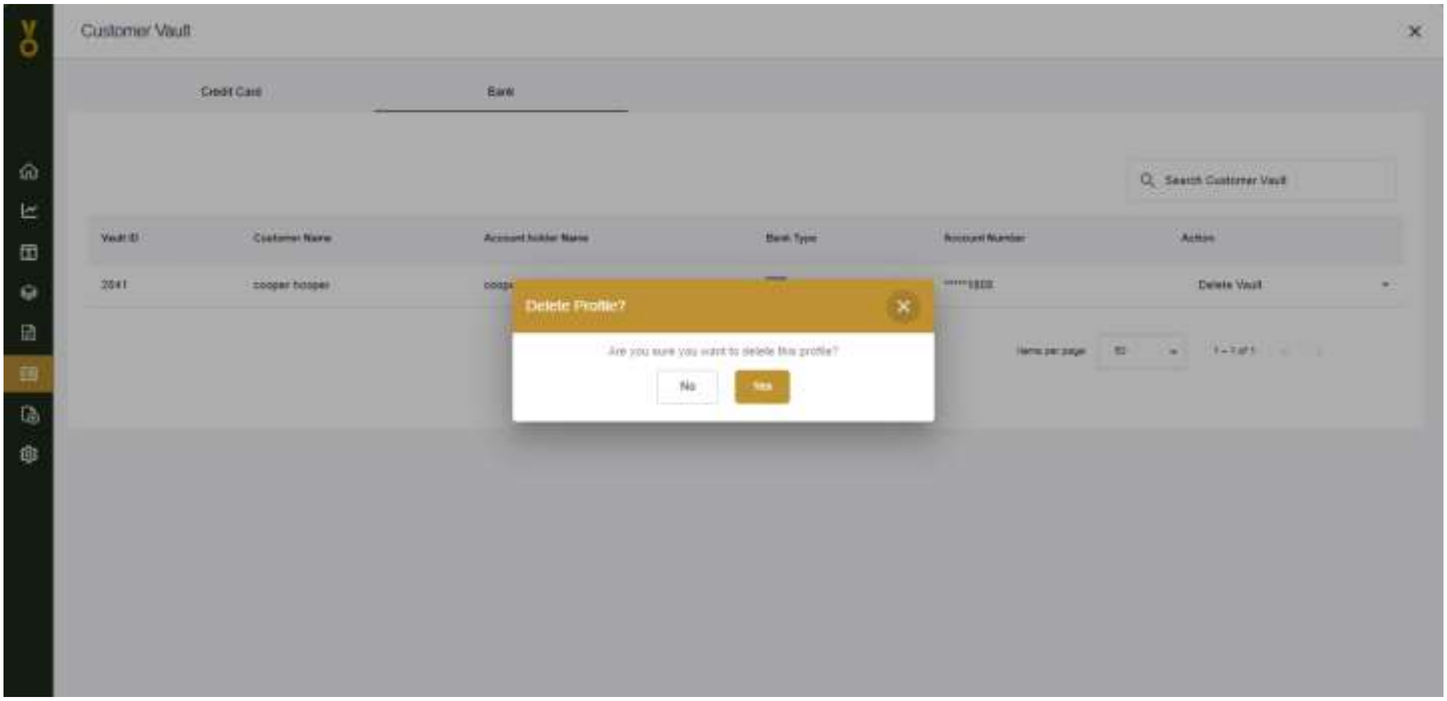
1. You are on the **Bank** tab.
2. Under the **Action** column, click on small down arrow of the bank profile you wish to delete.
3. This action expands more options as shown in the figure below.



4. Click on **Delete Vault** as shown in the figure below.



5. An alert dialog pops up; click on the **Yes** button.

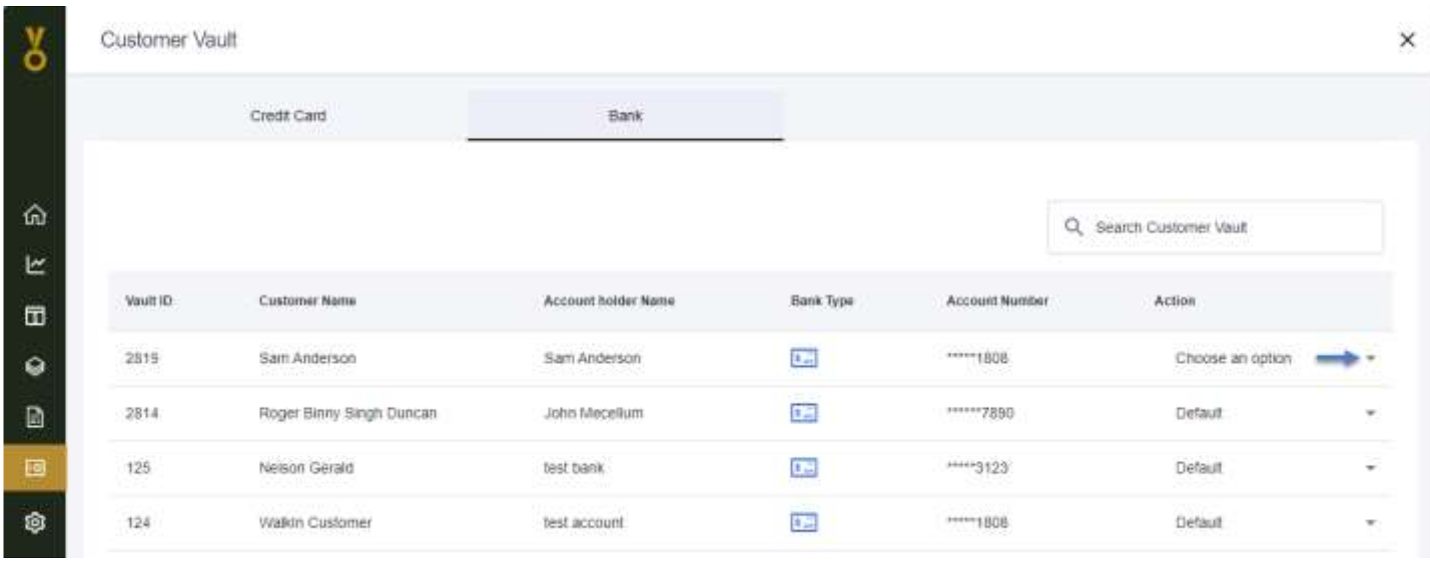


6. The confirmation message appears and the stored bank deletes successfully.

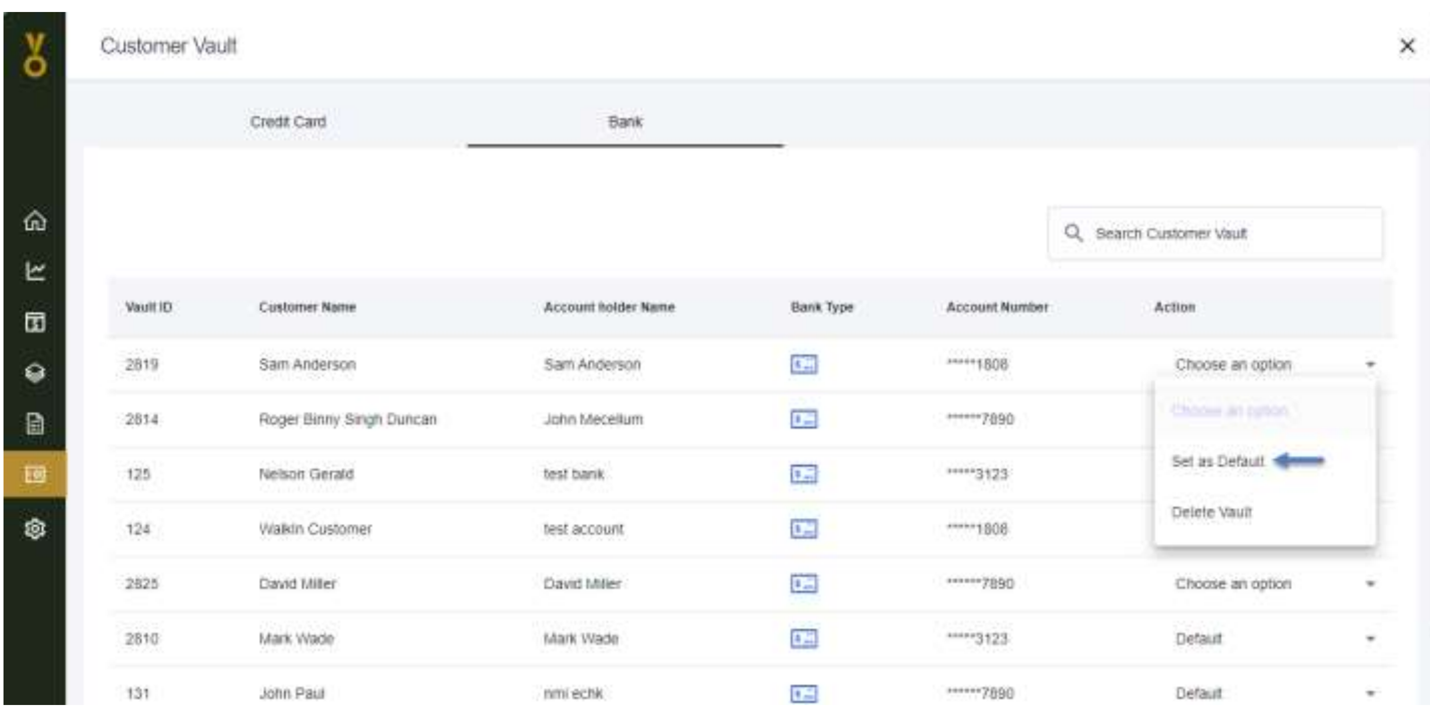
6.1.2.2 Set Bank as Default

The following steps outlines how to set a stored bank (ACH) as default for a customer. The purpose of setting bank profile as default is when customers has multiple banks (ACH) stored and he wants to have one bank profile as default for batch payment processing.

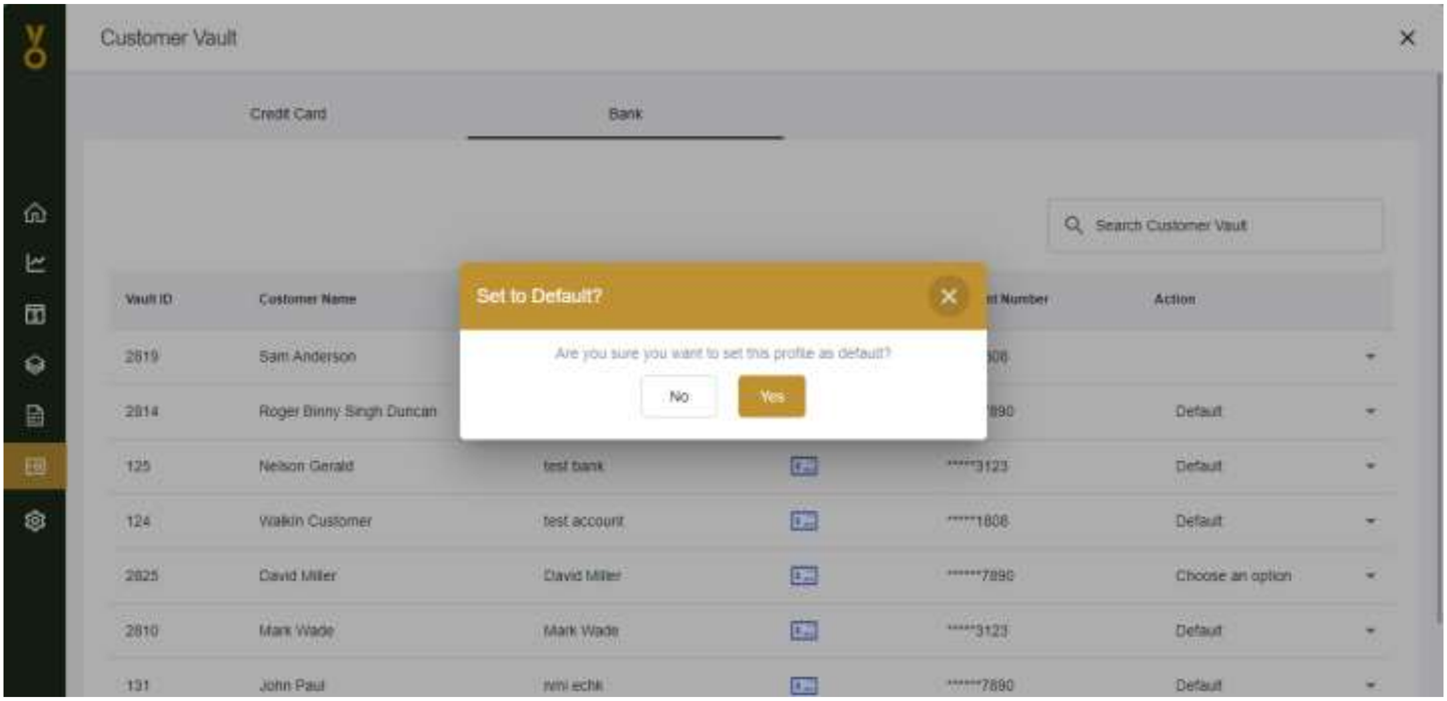
1. You are on the **Bank** tab.
2. Under the **Action** column, click on small down arrow of the bank profile you wish to set as default as shown in the figure below.



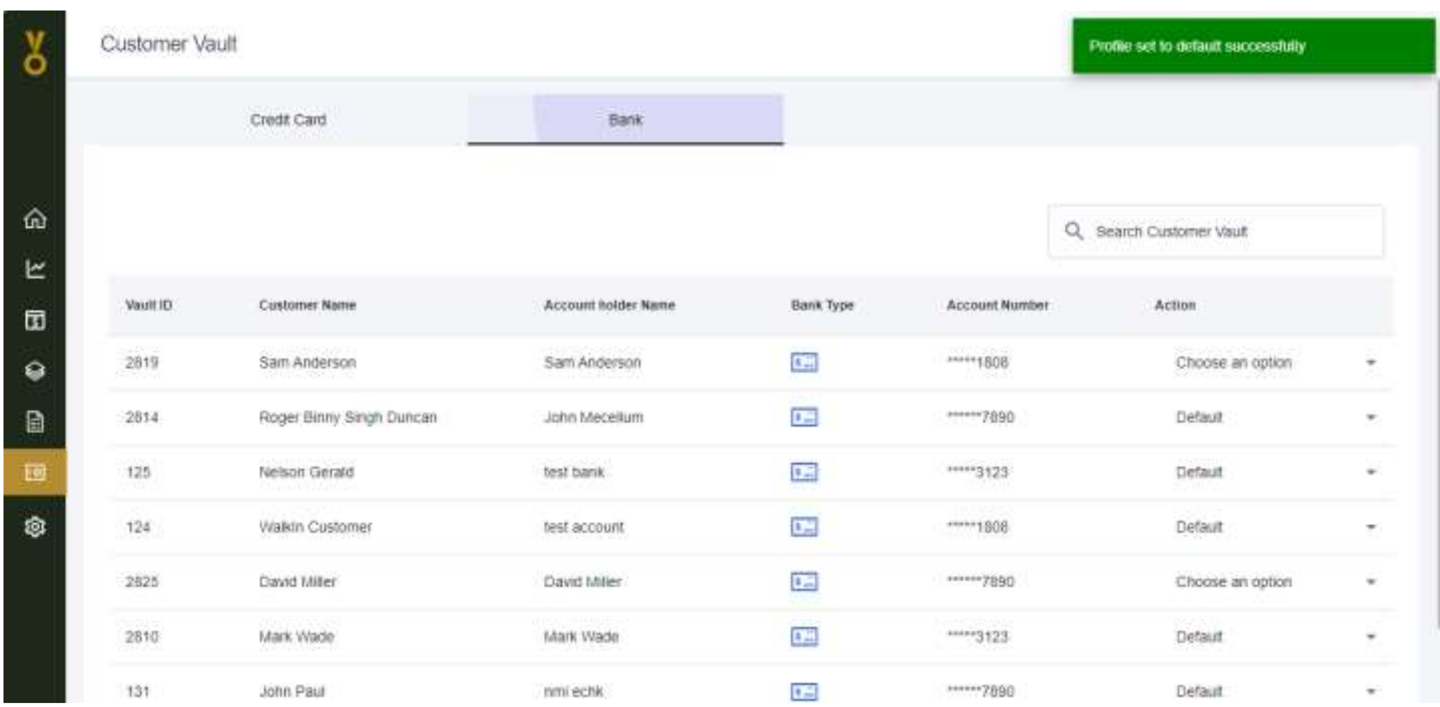
3. This action expands more options.
4. Click on **Set as Default** as shown in the figure below.



5. An alert dialog pops up; click on the **Yes** button.



6. The confirmation message appears and the bank profile sets to default successfully as shown in the figure below.

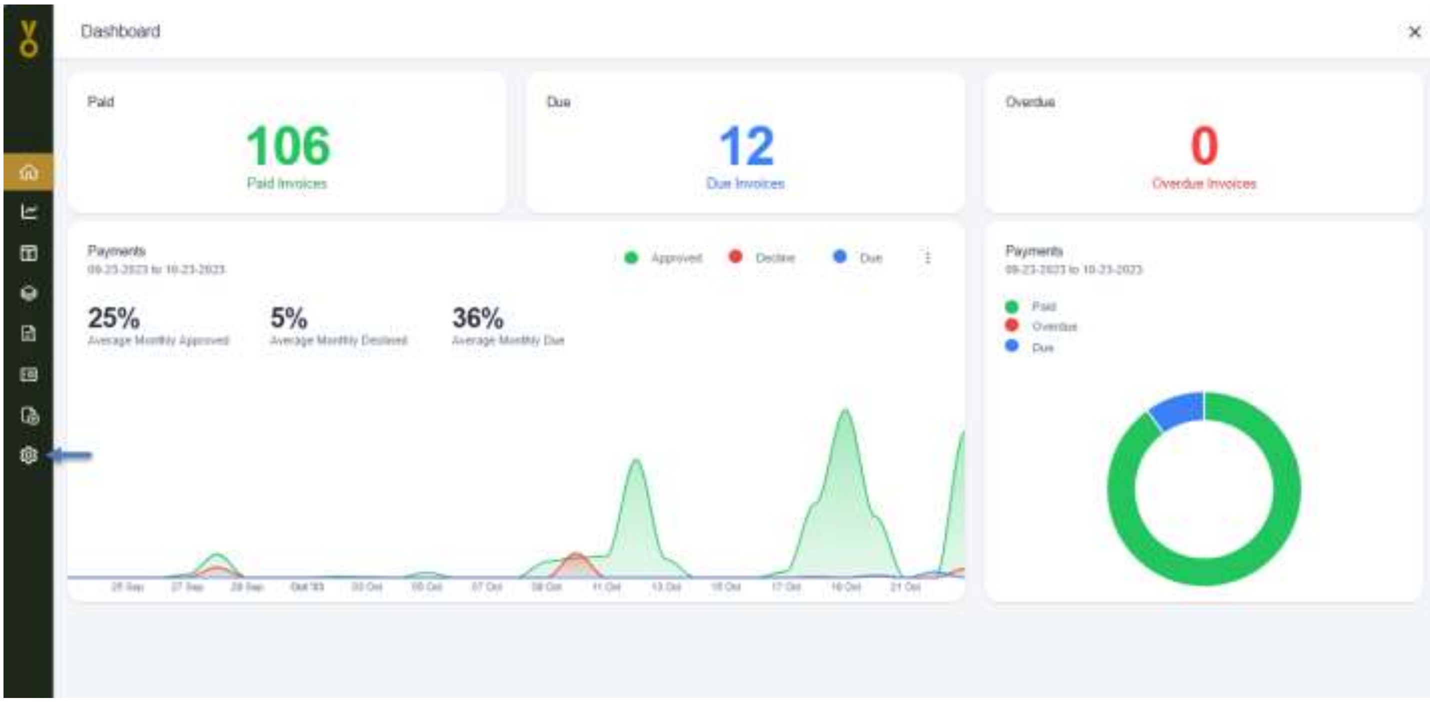


7 Settings

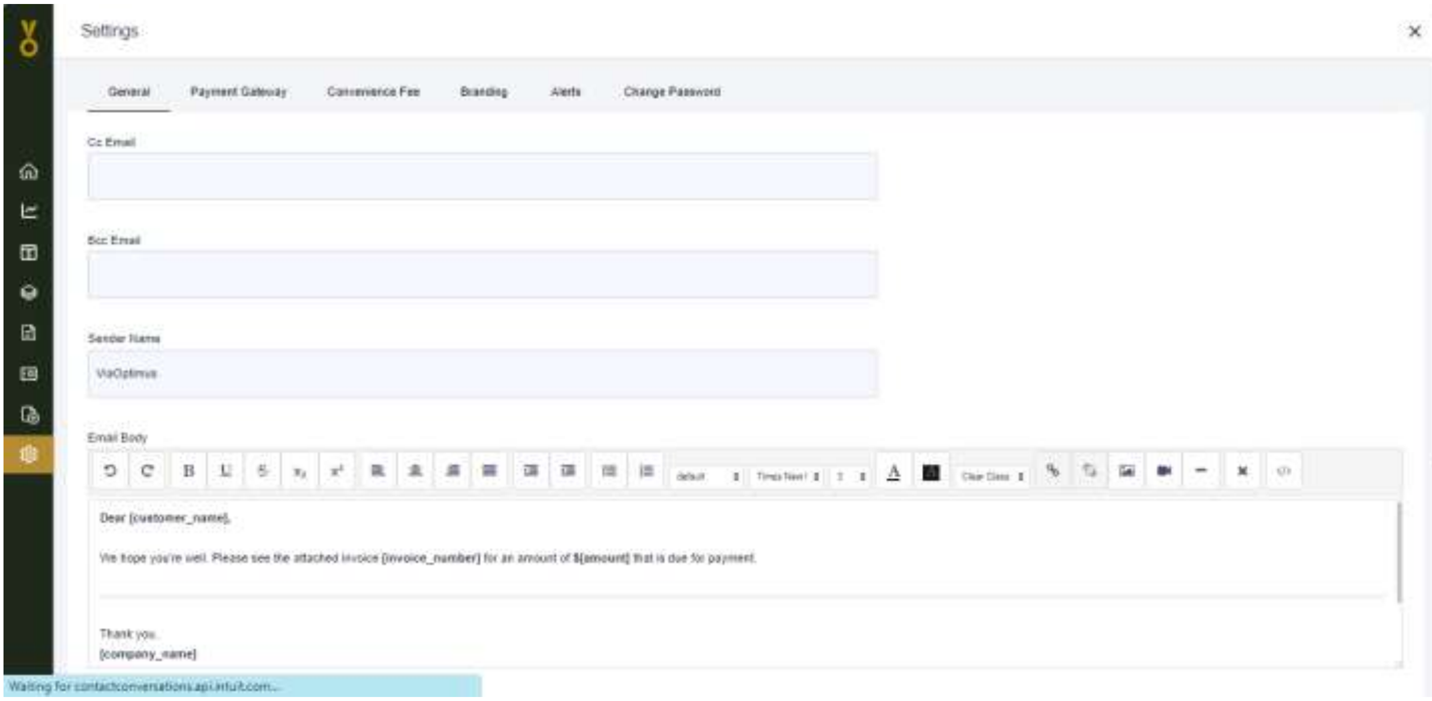
7.1.1 General

The following steps outlines what settings you can set in General settings.

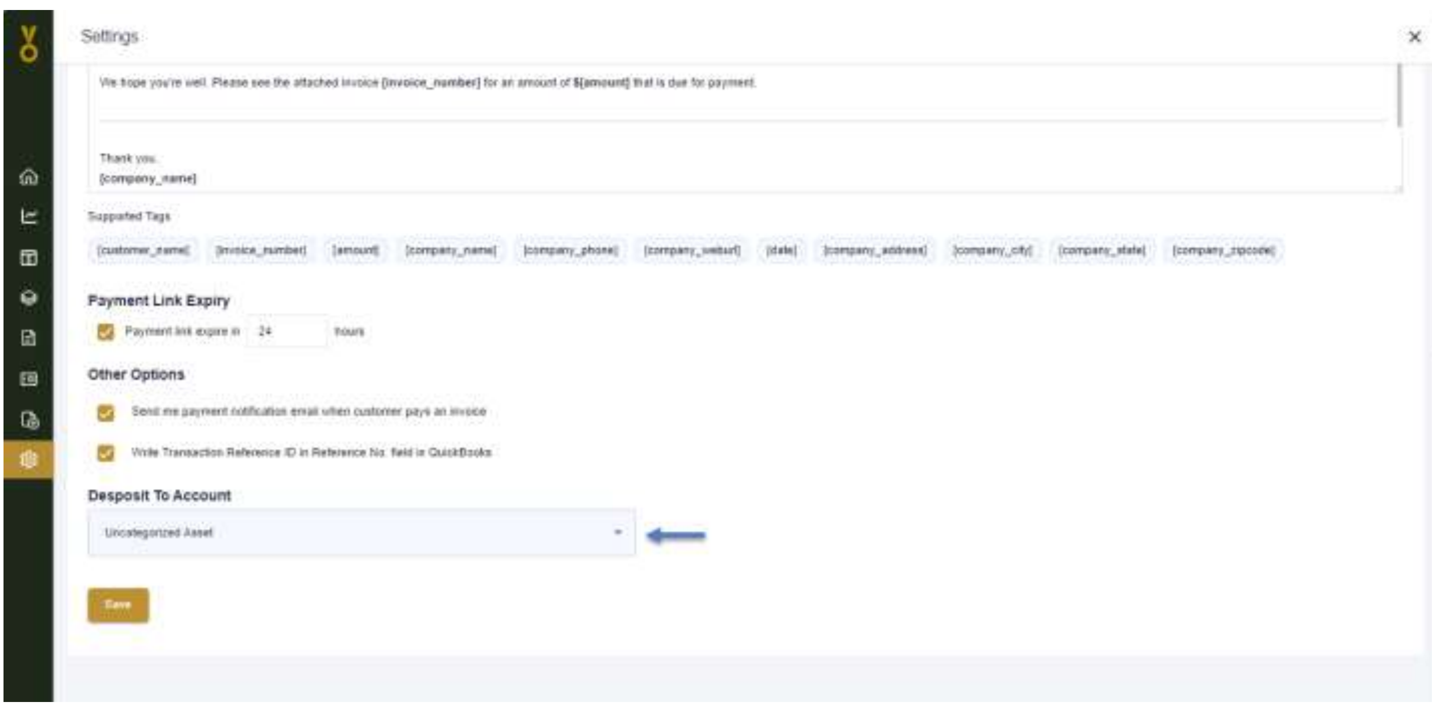
1. Click on the **Settings** menu in the left navigation as shown in the figure below.



2. It opens the **General** settings screen.
   Following settings can be set under General settings as shown in the figure below.
   - Modify an **Email Body** for invoice emails
   - Set **Cc** and **Bcc** emails for payment notifications
   - Set **Sender Name** for emails



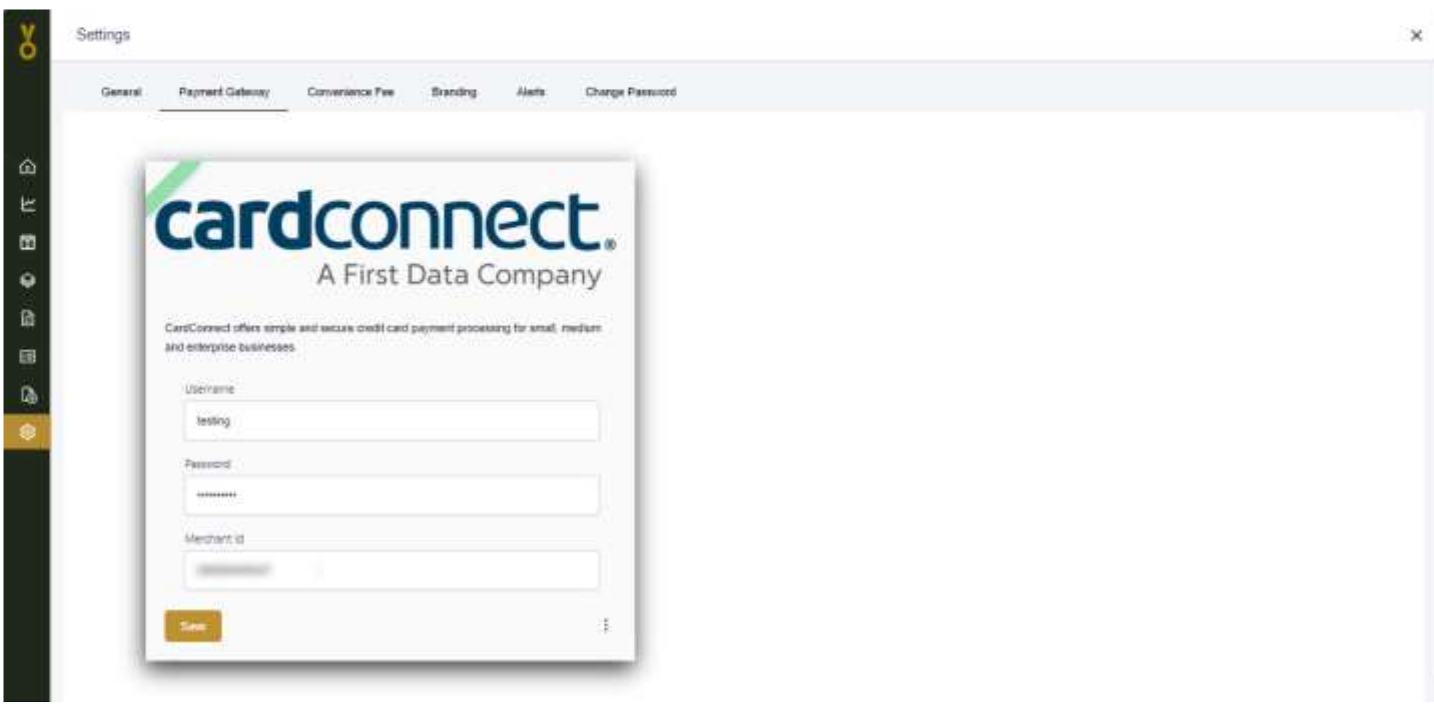
- Set **Deposit to Account** for invoice payments. It is the account in QuickBooks Online where invoice payments are deposited. The **Deposit to Account** dropdown pulls the accounts from QuickBooks Online as shown in the figure below.



7.1.2 Payment Gateway

The following steps outlines how to configure a payment gateway in Settings.

1. Click on the **Payment Gateway** tab.
2. It opens the Payment Gateway settings screen as shown in the figure below.

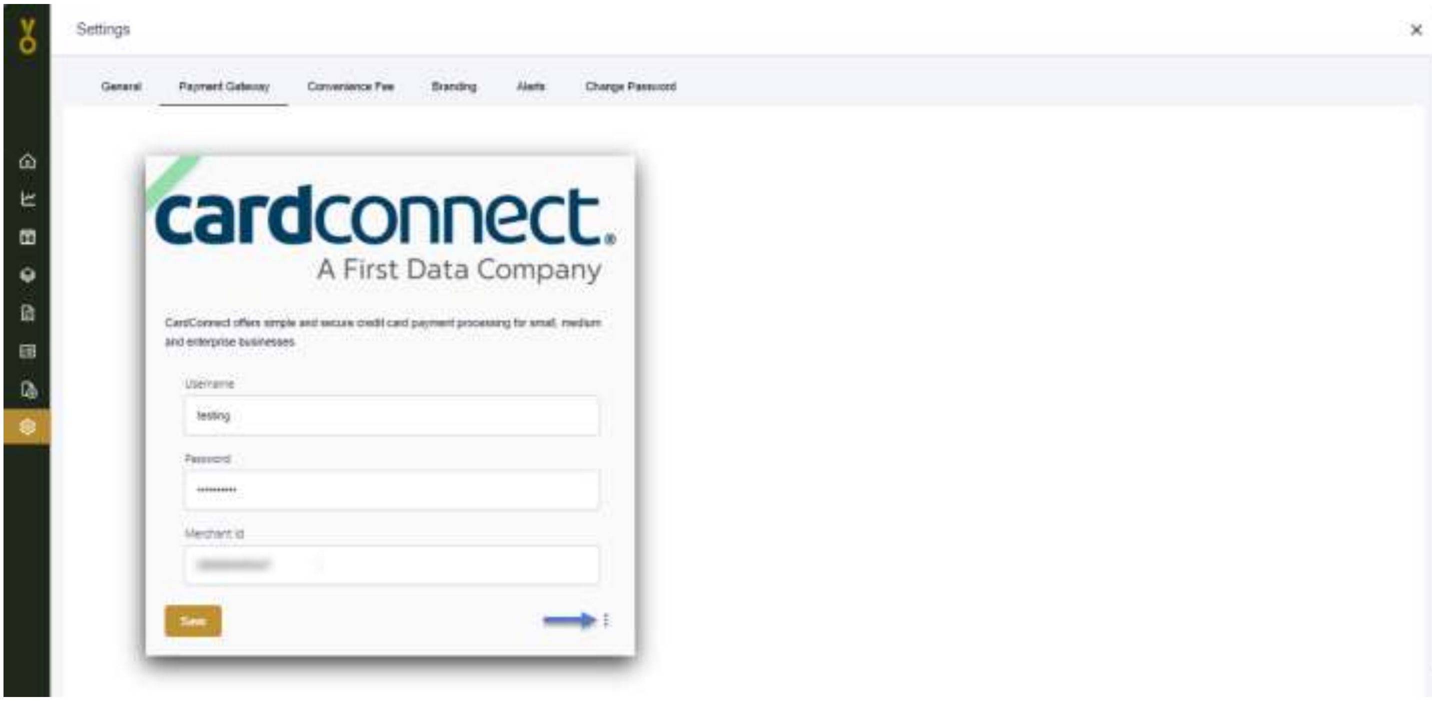


3. Enter the gateway configuration that you have been provided.
4. Click on **save** button.
5. The confirmation message appears and gateway configuration setting saves successfully.

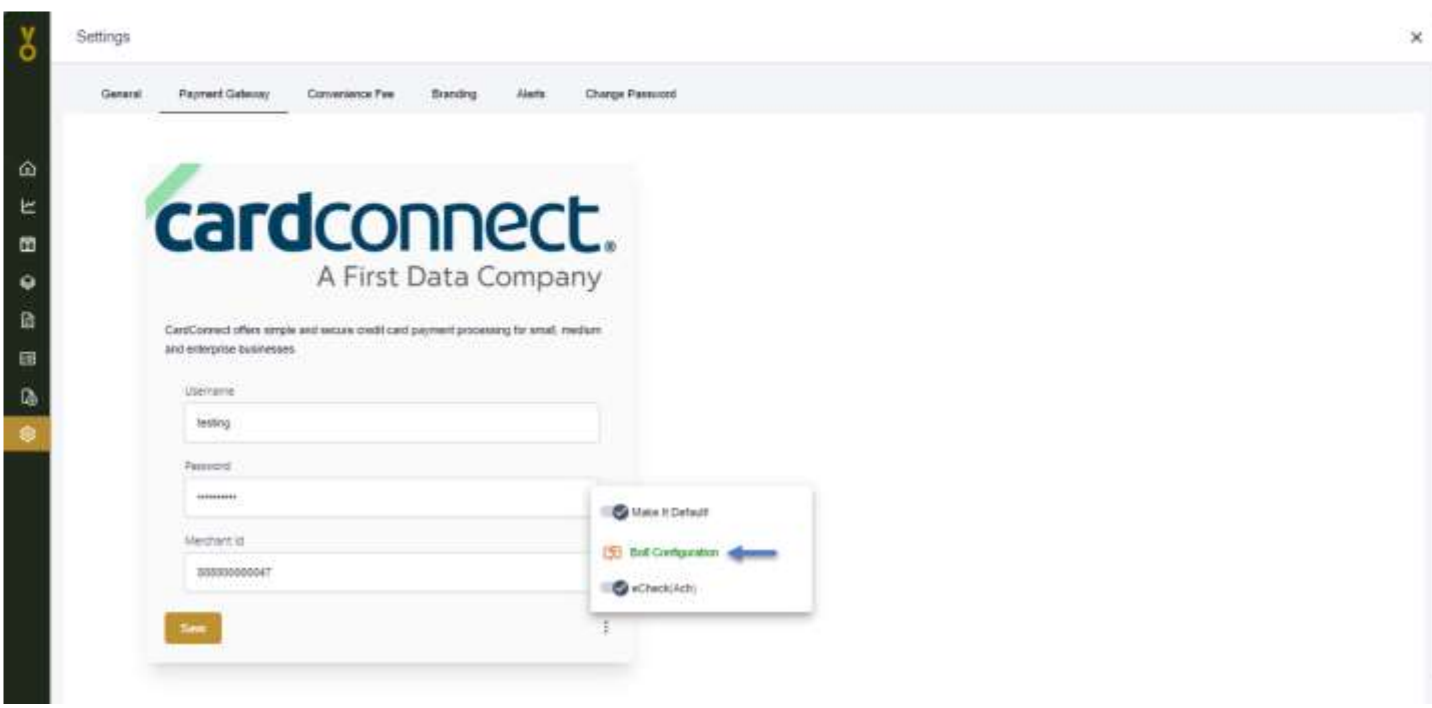
7.1.2.1 Bolt

The following steps outlines how to configure a bolt terminal in Settings.

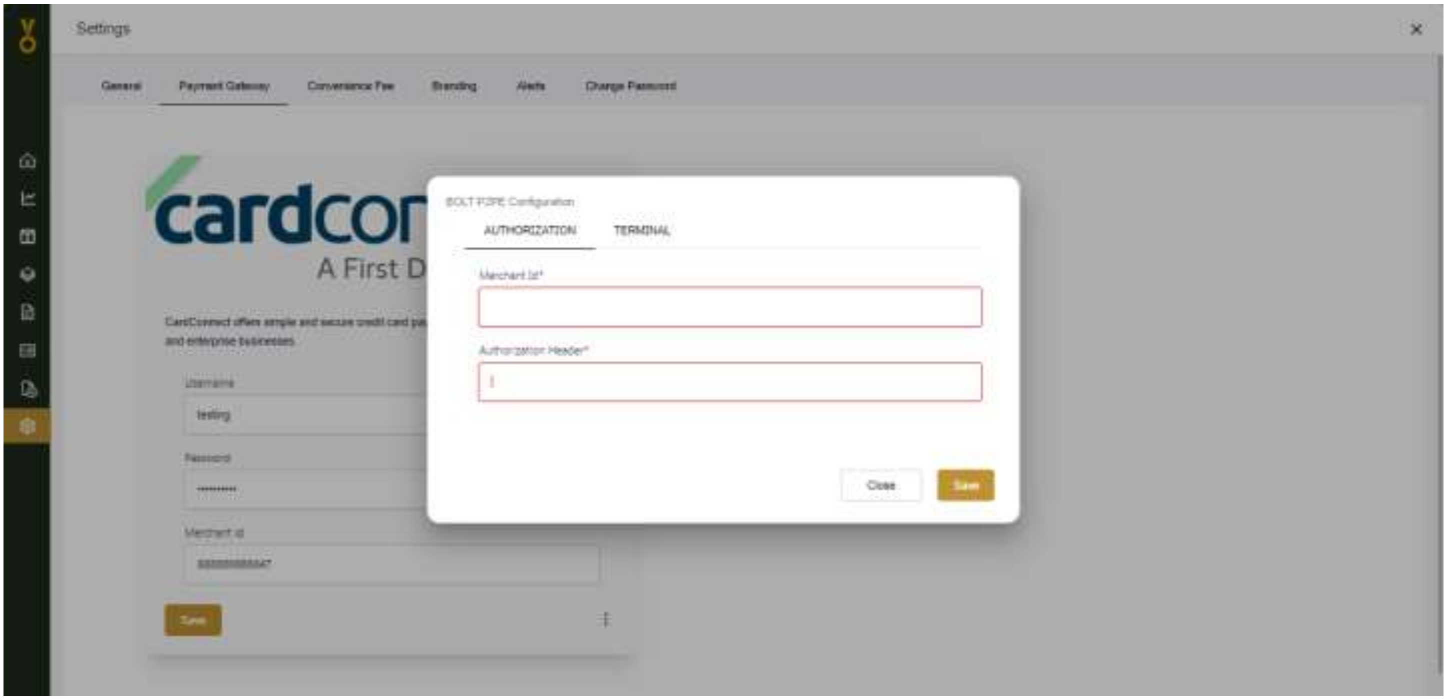
1. You are on **Payment Gateway** settings screen.
2. Click on three dots at the right bottom as shown in the figure below.



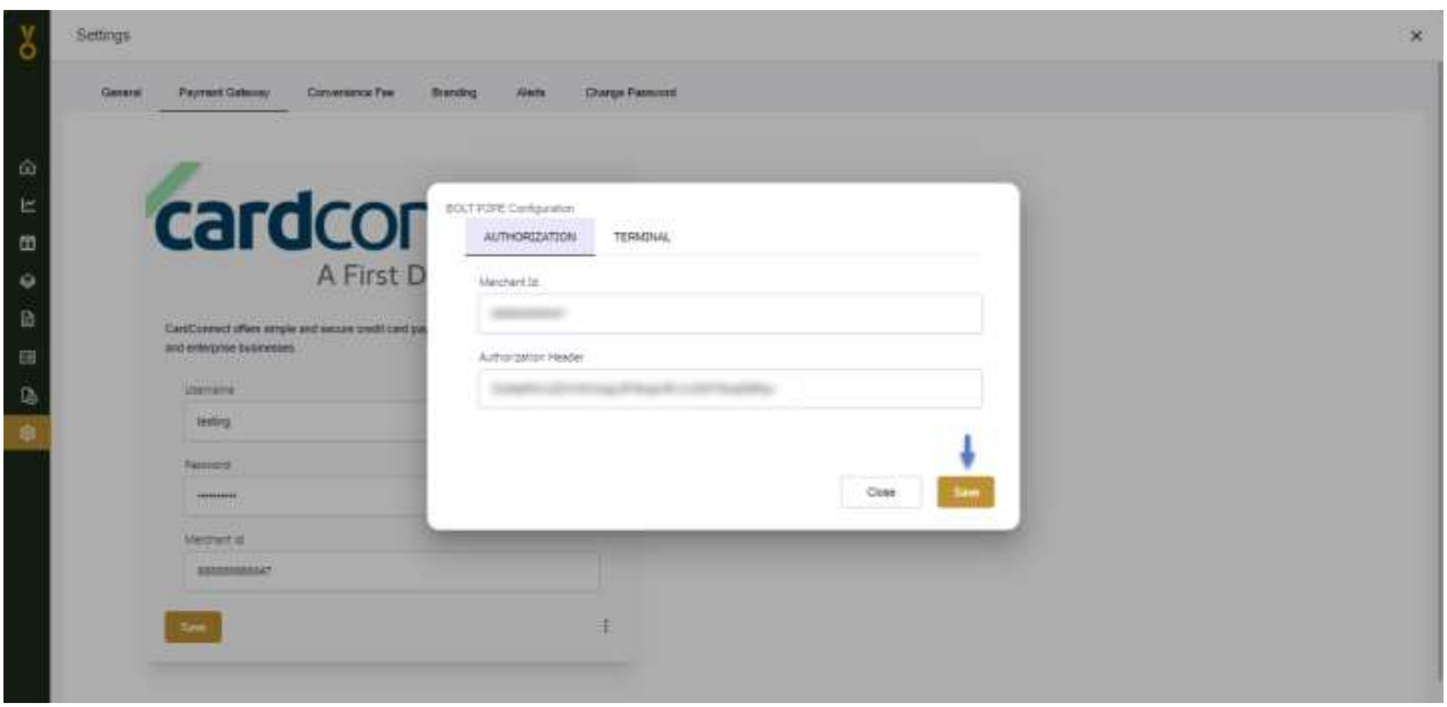
4. It expands more option
5. Click **Bolt Configuration** as shown in the figure below.



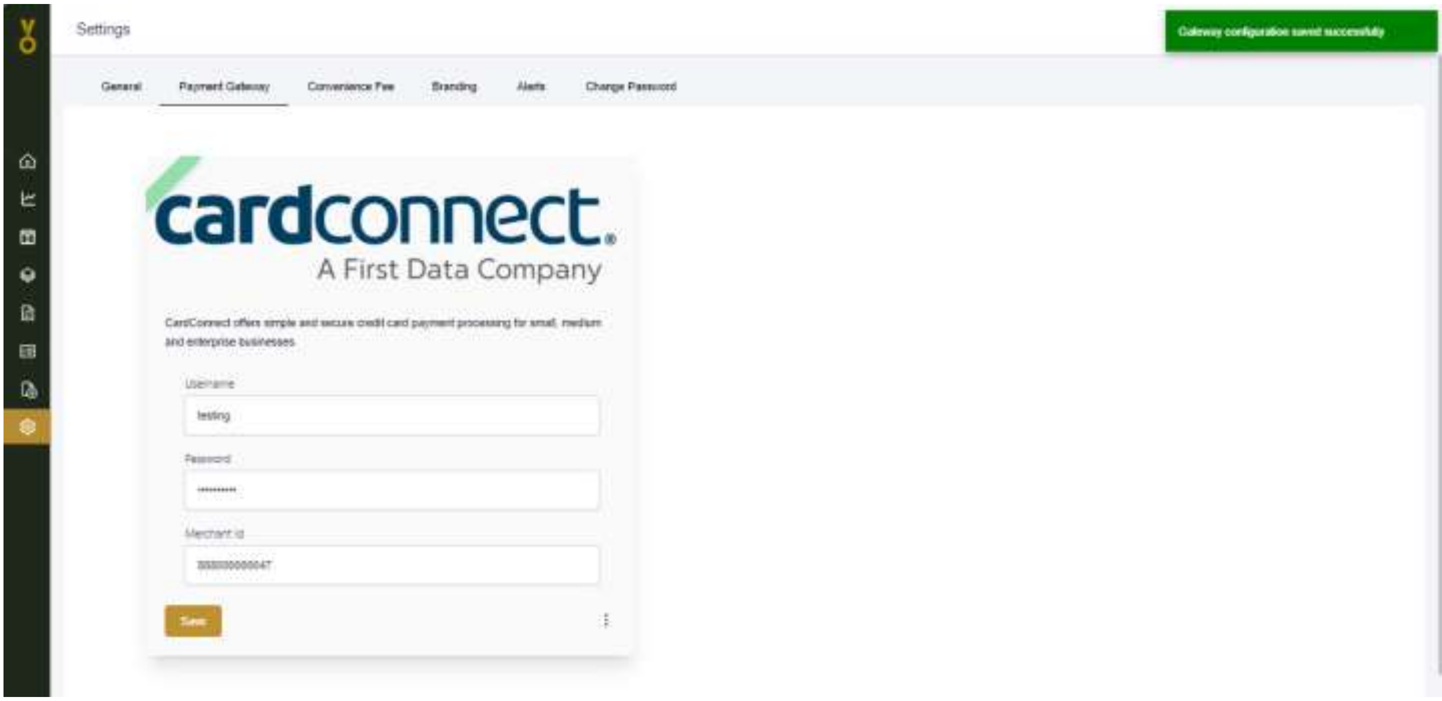
6. It opens the **Bolt P2PE Configuration** dialog as shown in the figure below.



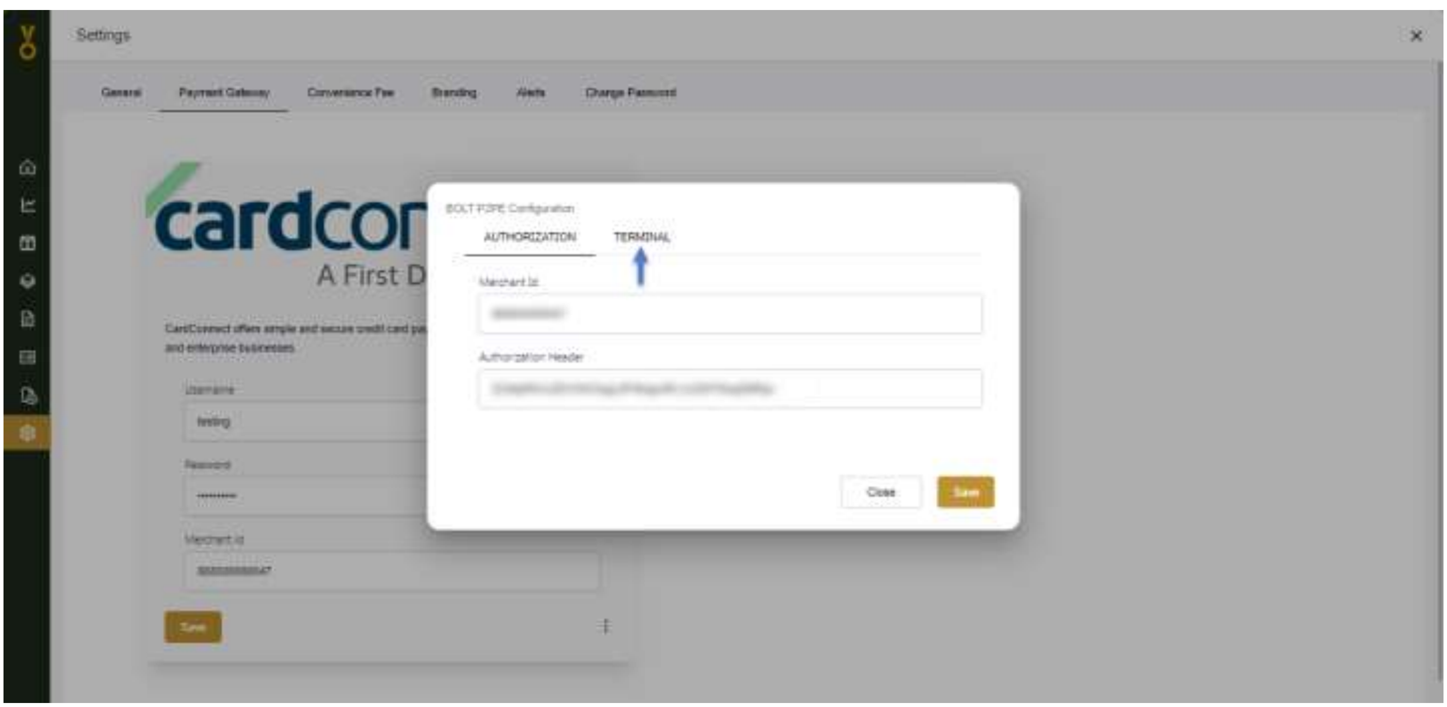
7. Enter **Merchant ID** and **Authorization Header**
8. Click on **Save** button.



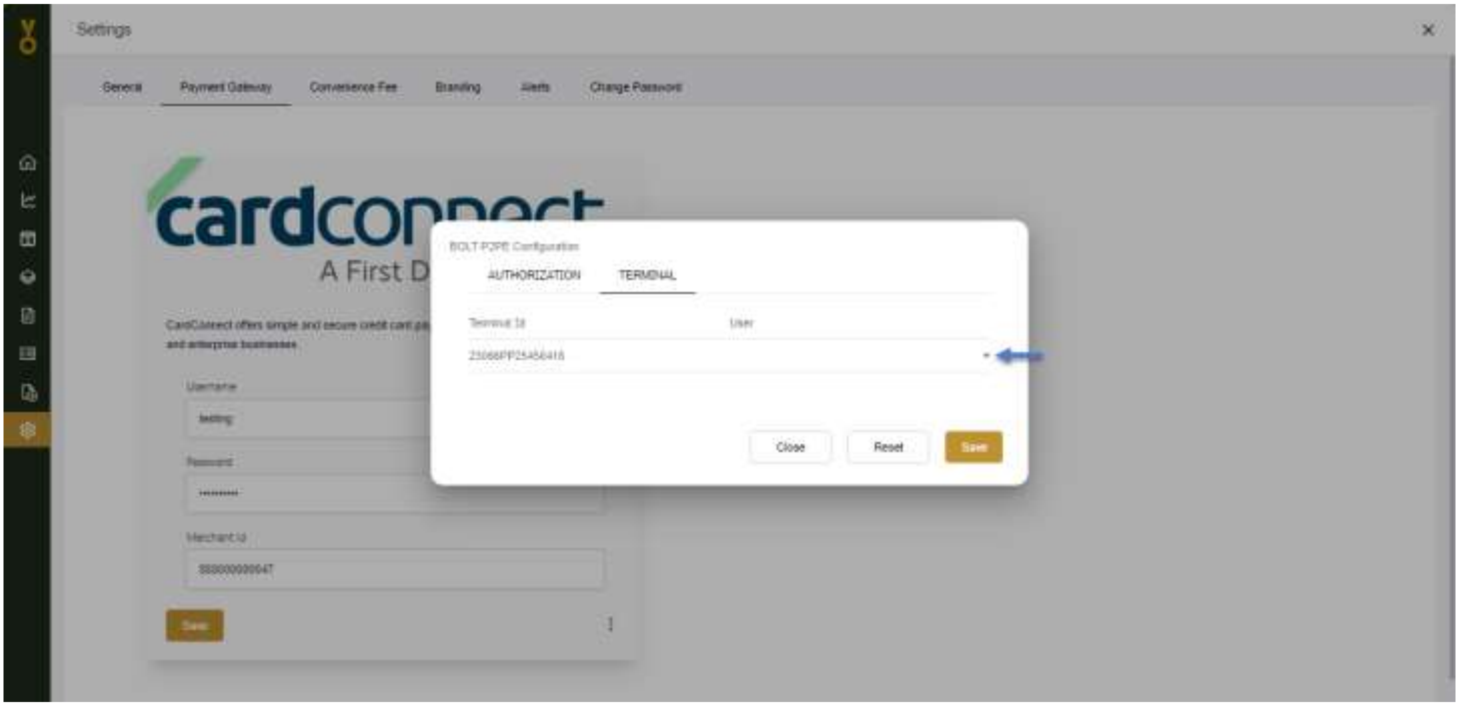
9. Gateway Configuration is saved and success message pops up at top right corner as shown in the figure below.



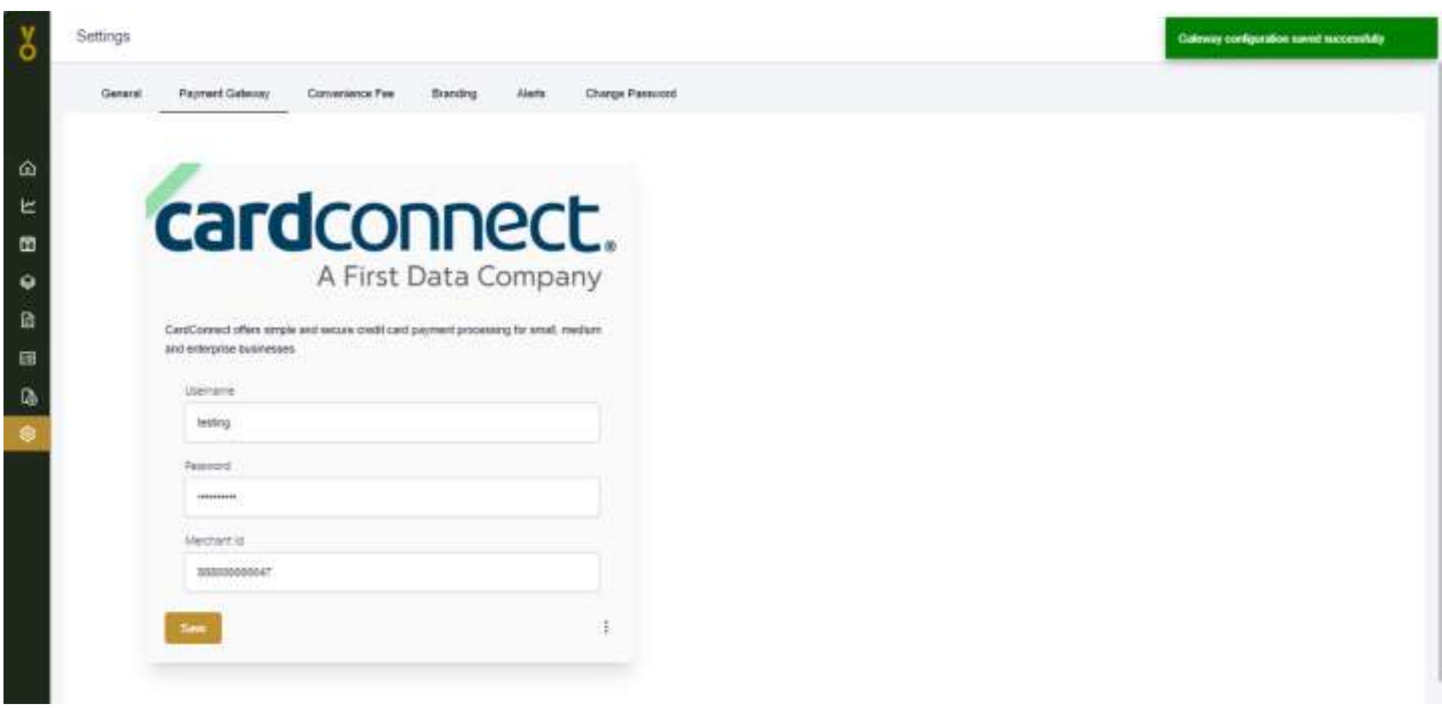
10. Click on **Termina**l tab as shown in the figure.



11. Select your **Terminal**
12. Click on **Save** button.



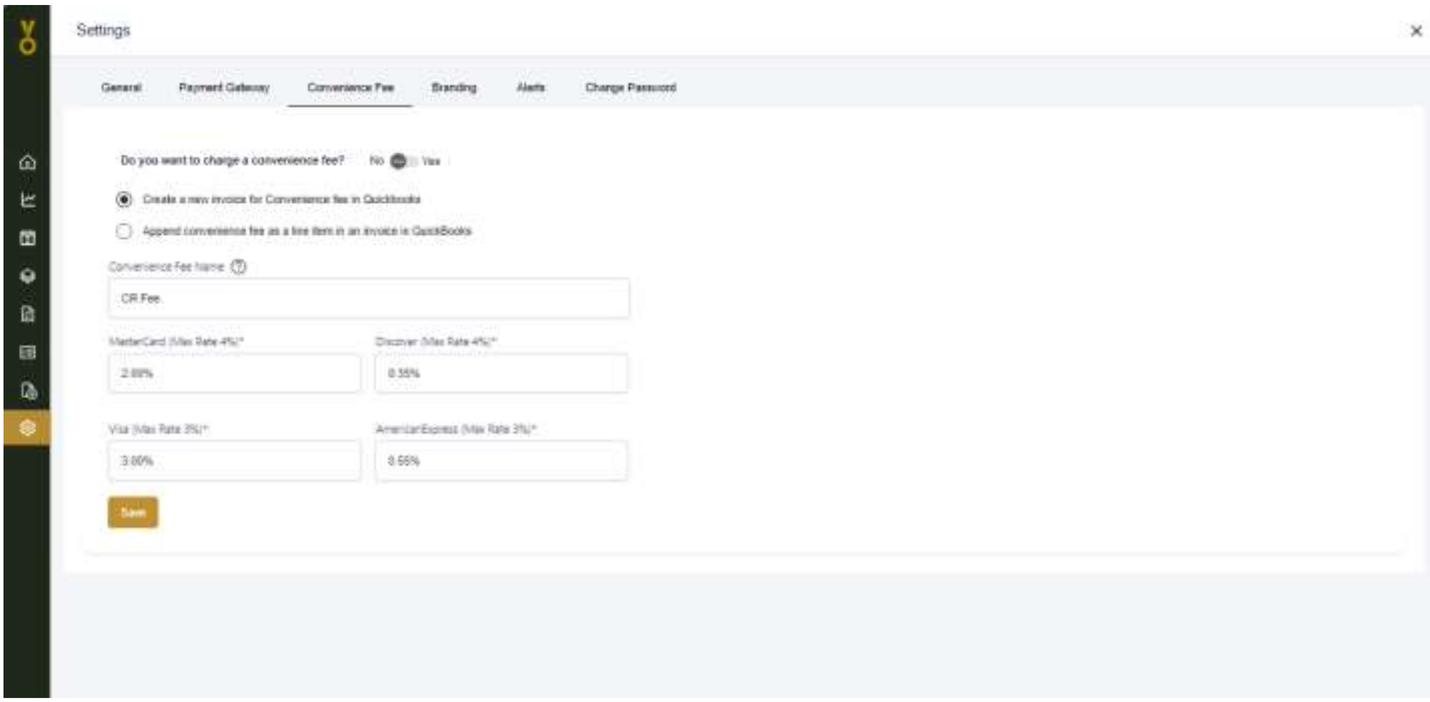
13. Gateway Configuration is saved and success message pops up at top right corner as shown in the figure below.



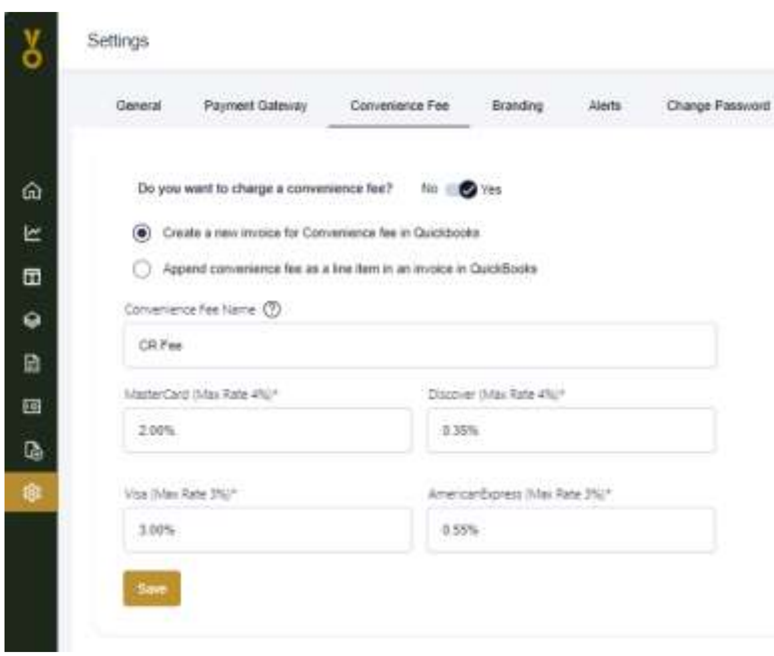
7.1.3 Convenience Fee

The following steps outlines how to set up convenience fee in Settings.

1. Click on the **Convenience Fee** tab.
2. It opens the Convenience Fee settings screen as shown in the figure below.

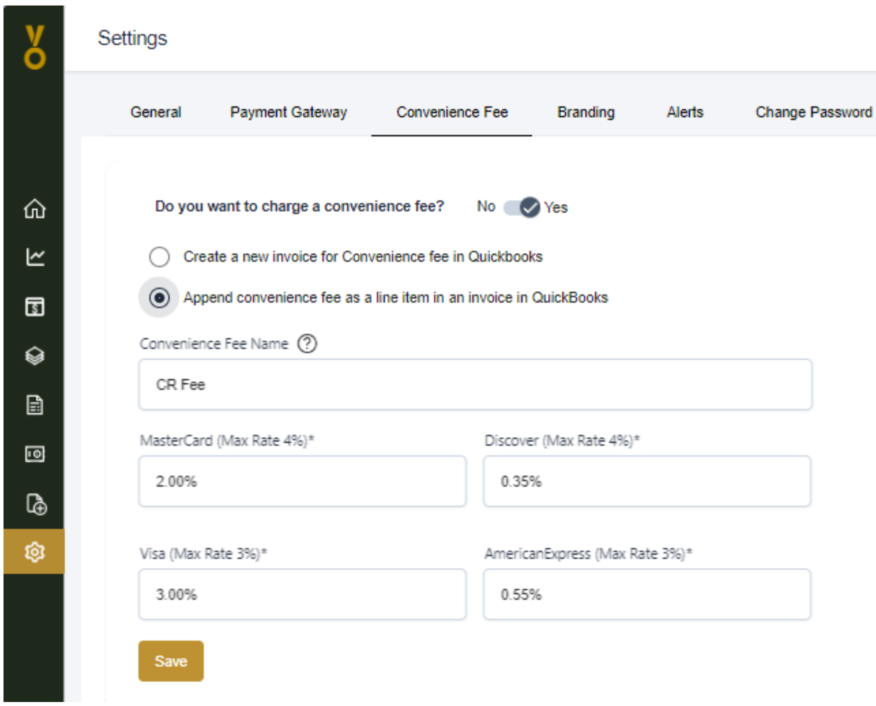


3. To enable convenience fee; click on toggle to set to **Yes** as shown in the figure below.



4. There are two options to apply convenience fee in an invoice.
   - If an option **"Create a new invoice for Convenience fee in QuickBooks"** is selected then new invoice will be created in QuickBooks Online for convenience fee amount.

   - If an option **"Append convenience fee as a line item in an invoice in QuickBooks"** is selected then a convenience fee amount will be added as a line item in the same invoice in QuickBooks Online.
5. Enter the convenience fee name and the percentage in each card brand field as shown in the figure below.

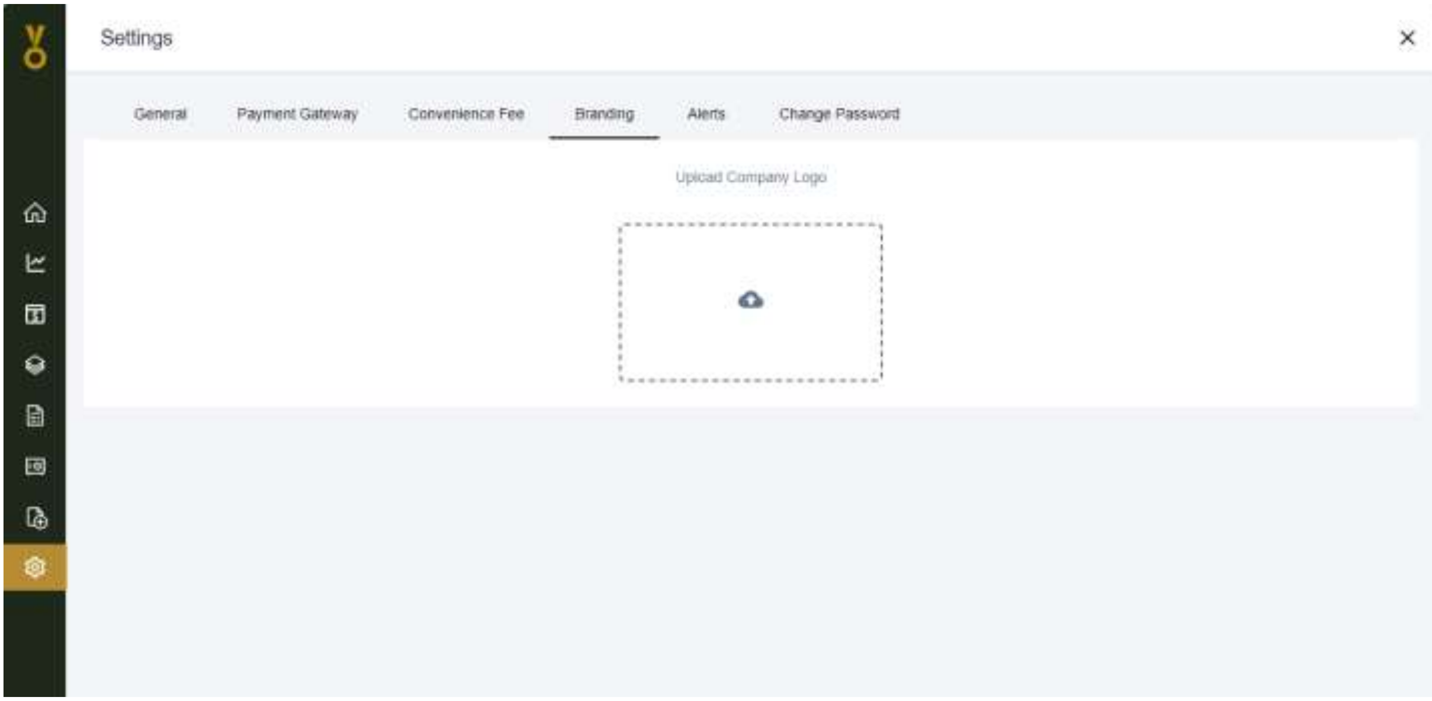


6. Click on **Save** button
7. The confirmation message appears and convenience fee setting successfully.

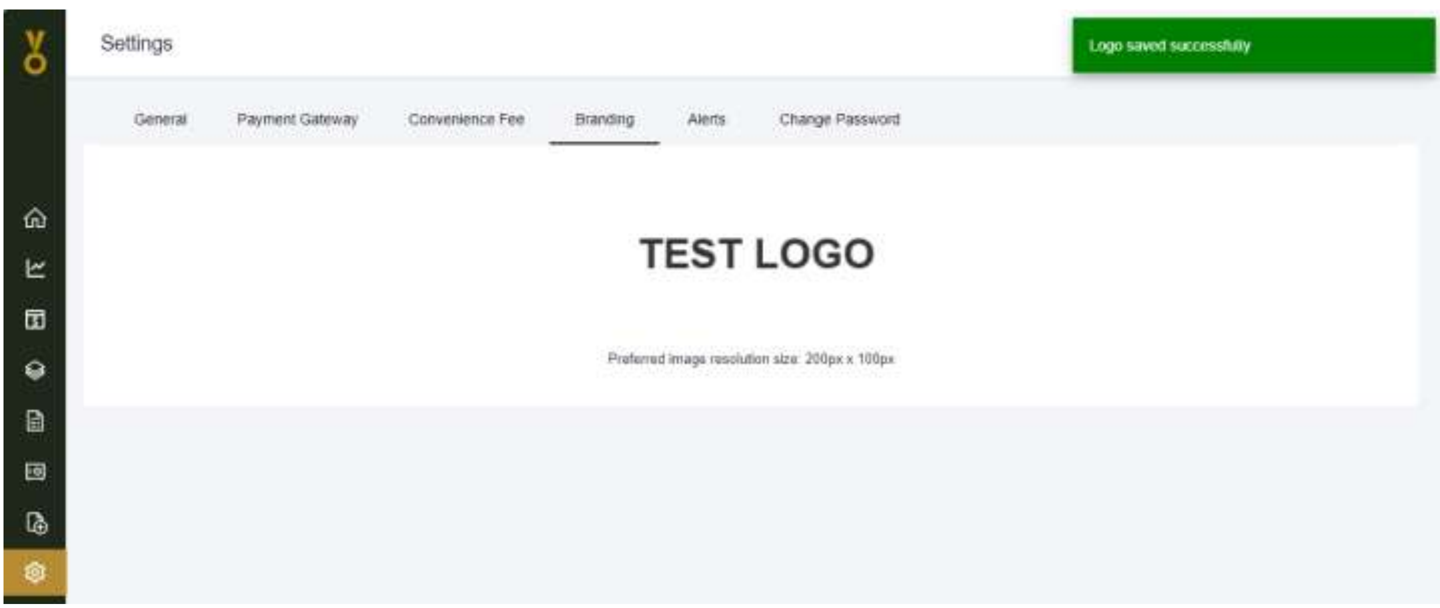
7.1.4 Branding

The following steps outlines how to upload company's logo. The logo reflects in invoice email, payment notification email and print receipt.

1. Click on the **Branding** tab.
2. It opens the Branding screen as shown in the figure below.



3. Upload the logo by clicking on the box

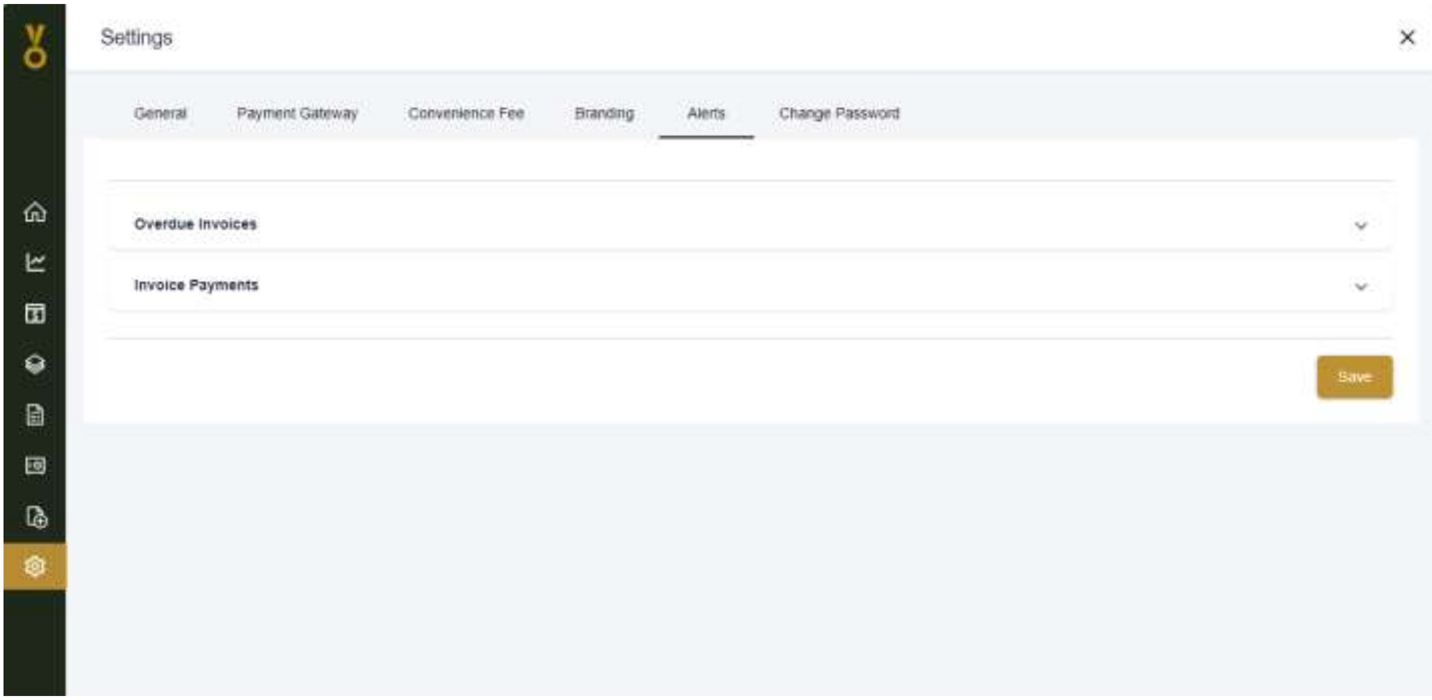


7.1.5 Alerts

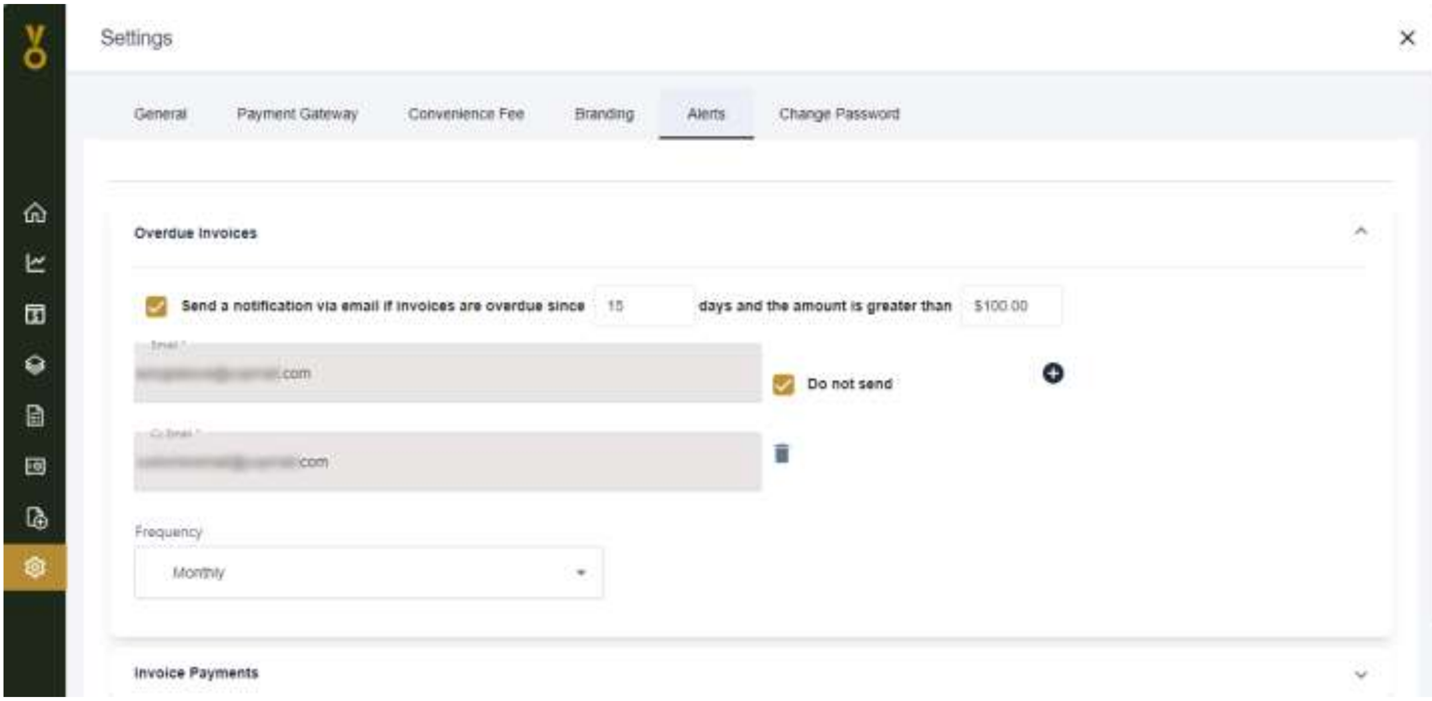
Alerts keep you informed about incoming payments and overdue invoices, ensuring efficient financial management.

The following steps outlines how to set email alerts.

1. Click on the **Alerts** tab.
2. It opens the Alerts settings screen as shown in the figure below.



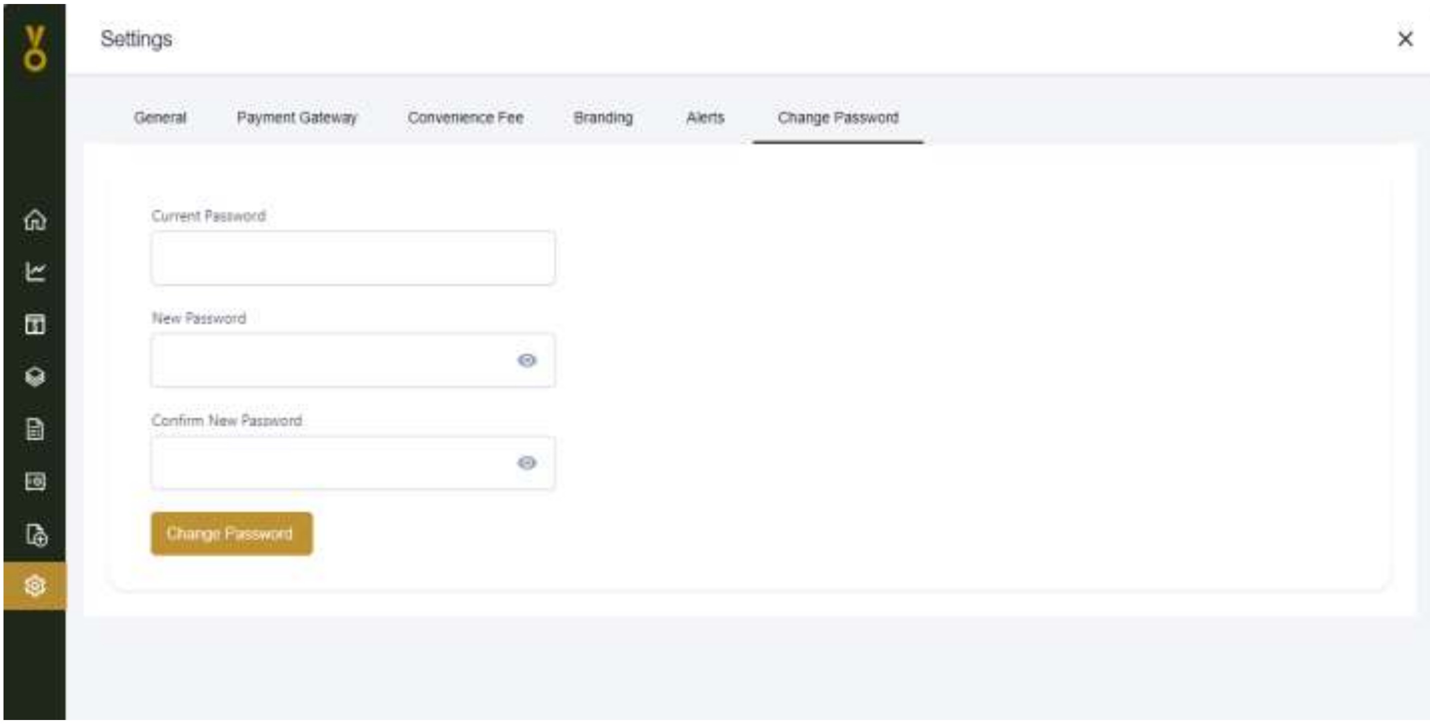
3. There are two types of email alerts
   - **Overdue Invoices** – You will be notified via email based on the frequency and the parameters set.
   - **Invoices Payment** – You will be notified via email based on the frequency and the parameters set.



7.1.6 Change Password

The following steps outlines how to change the password.

1. Click on the **Change Password** tab.
2. It opens the Change Password screen as shown in the figure below.
   Users must follow strong password guidelines when changing their password.



3. Enter current password.
4. Enter new password you wish to set.
5. Click on **Change Password** button.
6. The confirmation message appears and the new password sets successfully.