

Processing Credit Cards

- After the event, use these instructions to process your credit cards.
- Video available on your computer at maestrohelp.com/qcheckhelp



Checklist before getting started

- I have the flash drive used at the event.
- MaestroAuction is using the database that was used at the event.
- I'm using a wired internet connection, or my Wi-Fi signal is very strong.
- I understand I must stay on the same computer during these steps.
- I've verified my IATS client code and password are valid: Open a web browser and login to <http://iatspayments.com/>. If the login was successful, close the browser and move to MaestroAuction to begin Part One below. If you *can't* login, call IATS at 1.888.955.5455.



Part One: Prepare your charges

Your cards will not be processed until Part Two.

1. Insert the qCheck Flash Drive and go to the qCheck Manager [7,6].
2. Click **Import Bidders** in the **qCheck Desktop** tab.
3. Click **Get qCheck IDs**, enter your IATS credentials and click **Get qCheck IDs**.
4. Click **Prepare for Upload** in the **Post Event** tab.

Note: At this point, you've successfully created the list of charges that MaestroAuction will send to the bank for processing below in Part Two. To make changes to amounts, click **View/Edit Invoice** for any bidder in the **Charges to Process** list to view and/or edit their statement.



Part Two: Process your charges

These steps will send the Charges to Process list to IATS for processing.

1. Go to the qCheck Manager [7,6].
2. Click **Process Charges** on the **Post Event** tab.
3. Enter your IATS credentials and click **Process Charges**.

Congratulations!

- Your funds will be direct deposited into the bank account associated with your IATS account.
- You may use the **View Processed Charges** report button for reference.
- For questions, view the FAQ on the reverse.

Processing FAQ

What is my client code and password?

Your client code was emailed and/or faxed to you when your organization opened its qCheck IATS account. If you're unable to locate the info, call them at 1.888.955.5455.

When I click "Get qCheck IDs", why do I get error codes?

An error code that starts with "12" such as 12002 or 12007 indicates a connection issue or a rejection of your client code and password. Make sure you're typing in your client code and password correctly (test them at <http://www.iatspayments.com>). Firewalls and network permissions can also create those error codes. Check with your network administrator, and check your internet connection.

How do I handle rejected cards?

In the qCheck Manager [7,6], use the **View Reject Code Report** to find out why it was rejected. If the cardholder wants to use the same card, you may process it again by clicking **Process Charges**. The **Process Charges** button will process the cards listed in the **Charges to Process** tab, unless they're marked as "Do Not Process". If they provide a new card, you may replace the card using the instructions below.

How do I replace a card post-event?

First, make sure that you've created qCheck IDs for your cards (Part 1 on the reverse). Second, in the qCheck Manager [7,6] – go to the **Imported Bidders** tab and click the **Add Card** button to add the new card. Once you have the new card added, use the delete button to remove the old card.

How do I add cards post-event?

In the qCheck Manager [7,6], go to the Imported Bidders tab. Click **Add Card** for the bidder.

How do I charge people after I've done my batch?

qCheck will only charge guests who have both a qCheck ID *and* a balance due on their night of event statement. If you want to add charges, add the additional winning bids, store items, or fund-an-items to their statement [7,5]. In the qCheck Manager [7,6], click **Prepare For Upload** to update the **Charges to Process** list. Click **Process Charges** to process this list.

How do I refund a credit card?

Refunds are processed by contacting IATS at 1.888.955.5455. After the refund is complete, update MaestroAuction with the change manually [7,5]. For full refunds, delete the entire payment from their statement. For partial refunds, delete the old payment and enter a new payment minus the refunded difference.