

User Manual

Aptean Food and Beverage ERP

Aptean Pay

Product Documentation



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Release notes

Article • 6/24/2026 • 1 min read

To view what's new or changed in each release of the Aptean Pay extension, select the specific release version.

Date	Release version	Description
July 2026	2602.0.0.0	Major release
June 2026	2601.1.0.0	Minor release
April 2026	2601.0.0.0	Major release
July 2025	2501.1.0.0	Platform release
March 2025	2501.0.0.0	Feature release
March 2025	2401.5.0.0	Platform release
November 2024	2401.4.0.0	Stability release
August 2024	2401.3.0.0	Stability release
August 2024	2401.2.0.0	Stability release
June 2024	2401.1.0.0	Stability release
April 2024	2401.0.0.0	Feature release
February 2024	3.4.145319.0	Stability release
February 2024	3.3.144164.0	Stability release
January 2024	3.2.139208.0	Stability release
July 2023	3.1.108864.0	Stability release
June 2023	3.0.103839.0	Stability release
June 2022	2.3.50192.0	Stability release
January 2022	2.3.41327.0	Feature release
September 2021	2.2.35181.0	Stability release
August 2021	2.2.35181.0	Feature release
April 2021	2.1.30204.0	Feature release

January 2021	2.0.28678.0	Feature release
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2602.0.0.0

Release Note • 7/22/2026 • 2 min read

Features

With the features added in this release of the Aptean Pay extension, you can now trace payment requests and payment authorizations back to their originating sales order and the customer's purchase order reference.

- The **Aptean Pay Requests Queue** page now includes **Order No.** and **Customer PO No.** fields, populated from the **Order No.** and **External Document No.** fields on the posted sales invoice.
- The **Aptean Pay Pre-Auth Queue** page now includes a **Customer PO No.** field, populated from the **External Document No.** field on the sales header.
- The **orderNumber** and **customerPONumber** values are now included in the API payload sent to Aptean Pay for both payment requests and pre-authorized payments, ensuring Aptean Pay's records stay consistent with Business Central even when these values are blank.

Enhancements/Modifications

With this release of the Aptean Pay extension,

- On the **Sales Order/Invoice** page, changing the **External Document No.** field is now blocked while an active payment authorization exists on the **Aptean Pay Pre-Auth Queue** (Payment Status **New** or **Created**). To make this change, you must first cancel the payment authorization using the **Cancel Payment Method** action.
- If the related **Aptean Pay Pre-Auth Queue** record has a Payment Status of **Expired**, changing the **External Document No.** field is allowed, and the **Customer PO No.** field on the **Aptean Pay Pre-Auth Queue** record is automatically updated to match, so that a subsequent re-authorization uses the correct value.

UI/UX changes

The **Order No.** and **Customer PO No.** fields have been added to the **Aptean Pay Requests Queue** page. The **Customer PO No.** field has been added to the **Aptean Pay Pre-Auth Queue** page.



2601.1.0.0

Release Note • 6/24/2026 • 1 min read

Resolved issues

The following issue has been resolved in this release.

ID	Description
375343	An error occurs stating that the payment exceeds the remaining amount when processing an ad-hoc payment that includes a convenience fee on the Aptean Pay Receipts Queue page. This issue occurs because the safeguard that compares the payment against the remaining amount of the customer ledger entry incorrectly includes the convenience fee amount in the comparison, even though the convenience fee is never part of the customer ledger entry.



2601.0.0.0

Release Note • 4/22/2026 • 2 min read

Features

With the features added in this release of the Aptean Pay extension,

- You can import ad-hoc payments from Aptean Pay into the **Aptean Pay Receipts Queue** page. Ad-hoc payments are payments not linked to payment requests or pre-authorizations, such as guest checkout payments, account payments, and short-pays. To import ad-hoc payments, turn on the **Import Ad-hoc Payments** toggle on the **Payment Receipts** FastTab of the **Aptean Pay Setup** page. This toggle is turned off by default to maintain the existing behavior for all current workflows. Ad-hoc payments are processed through the same acceptance workflow as payment request and pre-authorization payments. Additionally, the **Accept to Receipt Journal** field value on the **Aptean Pay Receipts Queue** page is editable, so you can review and toggle the acceptance of any payment before processing.
- You can enter payment details in a redesigned payment method form with an improved layout. The form displays a loading indicator while it initializes and presents the credit card entry fields in a structured card format with clearly labeled sections for card details and billing address. Additionally, the form validates the format of the email address and phone number before the payment method is saved.

UI/UX changes

The **Import Ad-hoc Payments** toggle has been added to the **Aptean Pay Setup** page.



2501.1.0.0

Release Note • 7/30/2025 • 1 min read

Enhancements/Modifications

With this release of the Aptean Pay extension, the *NoSeriesManagement* codeunit has been replaced with the standard *No. Series* codeunit in the *ApteanPayManagementFDW* and *ApteanPayTestsServiceFDW* tables to ensure compatibility with Business Central, version 27.



2501.0.0.0

Release Note • 3/26/2025 • 2 min read

Features

With the features added in this release of the Aptean Pay extension, when executing the **Re-Authorize Expired Entries** action on the **Aptean Pay Pre-Auth Queue** page, the system sends a new authorization request for the selected record and updates the values in the **Payment Status**, **Processed Date**, and **Processed Time** fields accordingly.

Enhancements/Modifications

With this release of the Aptean Pay extension,

- When a sales order is released after executing the **Aptean Pay** action, the system updates its details on the **Aptean Pay Pre-Auth Queue** page. If the same sales order is reopened and released again, the system will only re-authorize the payment if the updated **Total Incl. VAT (USD)** field value exceeds the previously authorized amount. If the amount remains the same or less, the system retains the existing authorization instead of re-authorizing the payment.
- On the **Service Lines** or **Warehouse Shipment** page, when the **Aptean Payment Method** action is executed for an order, followed by the execution of the **Ship and Invoice** action to post it, the system automatically sends a payment request and updates the **Payment Status** field value to *Captured* on the **Aptean Pay Pre-Auth Queue** page.
- The system no longer displays the *Authorization Successful* message when posting a sales order for invoice with the **Skip Authorization** toggle turned on.

UI/UX changes

The **Re-Authorize Expired Entries** action has been added to the **Aptean Pay Pre-Auth Queue** page.

Resolved issues

The following issue has been resolved in this release.

ID	Description
239313	The system incorrectly displays the <i>Authorization Successful</i> message when posting a sales order for invoice with the Skip Authorization toggle turned on.



2401.5.0.0

Release Note • 3/19/2025 • 1 min read

Enhancements/Modifications

With this release of the Aptean Pay extension, common warnings in various objects have been removed or marked as obsolete, as part of a code cleanup activity.



2401.4.0.0

Release Note • 11/6/2024 • 1 min read

Resolved issues

The following issue has been resolved in this release.

ID	Description
242124	The system fails to send payment requests to the Aptean Pay portal upon executing the Send to Aptean Pay action on the Aptean Pay Requests Queue page. This issue occurs when a staging URL is not selected in the URL field on the Aptean Pay Setup page.



2401.3.0.0

Release Note • 8/28/2024 • 1 min read

Resolved issues

The following issue has been resolved in this release.

ID	Description
226645	The Due Date field value on the Posted Sales Invoice and Aptean Pay Requests Queue pages is incorrectly reflected in the email notification sent via the Aptean Pay portal. This issue arises due to a mismatch between the user's Business Central time zone and the Aptean Pay portal server's UTC zone.



2401.2.0.0

Release Note • 8/14/2024 • 1 min read

Enhancements/Modifications

With this release of the Aptean Pay extension, the process has been enhanced to manage the *User Group* and *User Group Permission Set* tables. This ensures compatibility with both current and future versions of Business Central, even when these tables are deprecated.

Note

The *User Group* and *User Group Permission Set* tables are removed in Business Central, version 25.



2401.1.0.0

Release Note • 6/25/2024 • 1 min read

Resolved issues

The following issue has been resolved in this release.

ID	Description
211957	On the Aptean Pay Setup page, the Conv. Fees Bal. Account No. field incorrectly provides a lookup to the cash receipt journal batches instead of the G/L account list or bank account records.



2401.0.0.0

Release Note • 4/3/2024 • 3 min read

Features

With the features added in this release of the Aptean Pay extension, you can:

- Define the G/L account or Bank account to be used as the balancing account in the Cash Receipt Journal for any processed convenience fees.
This feature works for both sales orders/invoices and service orders/invoices.
- View the associated convenience fee amount and total payment, including the convenience fee, on the **Aptean Pay Receipts Queue** page.
- Use the Aptean Pay Credit Memo document for seamless communication with the Aptean Pay portal. For more information, see [Credit Memo Processing](#).
- Update the **Aptean Pay Payment Method** page to include an option for customers to input new billing addresses when adding a card. Enable support for multiple billing addresses per customer, with the ability to set a default address for each payment method.
- Revise the function to delete registered payment method details and cancel any authorized payments, enabling re-authorization if needed for better control over payment methods. For more information, see [Deletion of the authorized payment detail](#).
- View the source document of a pre-authorized transaction. For more information, see [View the source document of a pre-authorized transaction](#).
- The retention policy function is introduced on the Aptean Pay Log to define rules for data retention, ensuring compliance, efficient storage, and optimized system performance.

Modification/enhancement

The following enhancements/modifications have been made in this release:

- When the **Skip Authorization** toggle is turned on in the sales document, payment authorization will still occur when the invoice is posted. Additionally, the system will consider the invoice amount rather than the total order amount for authorization.
- When the payment method of authorization is successful, the **Skip Authorization** toggle becomes non-editable.
- Editing or deleting lines on the **Aptean Pay Pre-Auth Queue** page is now restricted.
- When changing the posting number on the **Sales Order** or **Service Order** page, a notification will appear to cancel the currently applied payment method.
- The *Email* and *Mobile Number* details are inherited from the associated Aptean Pay Payment Method record to the **Aptean Pay Pre-Auth Queue** page, rather than being sourced from Sales or Service documents.



UI/UX changes

The following UI/UX changes have been made in this release:

- The **Aptean Pay Credit Memo Queue** page is added.
- The **Conv. Fees Bal. Account No.**, and **Convenience Fee Suffix** fields are added to the **Aptean Pay Setup** page.
- The **Convenience Fee Amount**, **Total Amount**, **Credit Amount**, **Credit Applied**, **Credit Memo Reference No.**, and **Credit Memo Aptean Pay ID** fields are added on the **Aptean Pay Receipts Queue** page.

Note

These fields can be added through customization.

- The **Name on the Card**, **Email** and **Mobile Number** fields are added on the **Aptean Pay Payment Method** list page.
- The **Use same Address from Customer details** checkbox is added on the **Aptean Pay Payment Method** page.
- The **Address**, **Country name**, **Country Code** and **Phone Number** fields are added on the **Aptean Pay Payment Method** page.
- The **Invoice Reference**, **Payment Id**, and **Failure Reason** fields are added on the **Aptean Pay Log** page.
- The *Create Payment* option is added in the **Entry Type** field, and the *Failure* option is added in the **Result** field on the **Aptean Pay Log** page.
- The *Failed* option is added in the **Payment Status** field on the **Aptean Pay Pre-Auth Queue** page.
- The **Delete Payment Method** action is moved from the **Aptean Pay Payment Method** page to the **Aptean Pay Payment Methods** list page.
- The **Secret Key** field and the **Update Secret Key** action are removed from the **Aptean Pay Setup** page.



3.4.145319.0

Release Note • 2/27/2024 • 1 min read

Enhancements/Modifications

With this release of the Aptean Pay extension, the **Use for Invoicing** toggle on the **Payment Methods** page has been deprecated to align with the BC 24 upgrade.

UI/UX changes

The following UI/UX changes have been made in this release:

- The **Use for Invoicing** toggle on the **Payment Methods** page has been deprecated.
- The **Use Aptean Pay** toggle has been positioned after the **Pmt. Export Line Definition** field on the **Payment Methods** page.



3.3.144164.0

Release Note • 2/20/2024 • 1 min read

Enhancements/Modifications

With this release of the Aptean Pay extension, the **Payment Status** field on the **Aptean Pay Pre-Auth Queue** page is updated with *Captured* while executing the **Send to Aptean Pay** action when the **Skip Authorization** and **Immediate Capture** toggles on the **Sales Order** and **Aptean Pay Setup** pages, respectively are turned on.



3.2.139208.0

Release Note • 1/24/2024 • 1 min read

Resolved issues

The following issue has been resolved in this release:

ID	Description
161522	The Aptean Pay Portal erroneously captures payment even when the related sales order is deleted in Business Central after successful authorization.



3.1.108864.0

Release Note • 7/14/2023 • 1 min read

Resolved issues

The following issue has been resolved in this release:

ID	Description
135874	Upon executing the Apply Payment Method function on the Sales Order page, the system displays an incorrect value for Pre-Auth Status .



3.0.103839.0

Release Note • 6/16/2023 • 1 min read

Enhancements

The Aptean Pay extension is updated to seamlessly work with the Microsoft Dynamics 365 Business Central 2022 Release Wave 1 platform, ensuring compatibility and smooth functionality.

To know more about the features in this release, see:

- [Features for Dynamics 365 Business Central, 2022 Release Wave 1](#)
- [Features for Dynamics 365 Business Central, 2021 Release Wave 2](#)



2.3.50192.0

Release Note • 4/6/2023 • 1 min read

Enhancements / Modifications

Minor technical changes are made to keep our apps in line with the *updated* coding guidelines for Business Central.



2.3.41327.0

Release Note • 4/6/2023 • 3 min read

Features

Fixed authorization and capture flow to use payments API and avoid Payment Requests

- This release introduces a new **Aptean Pay Pre-Auth Queue** page that you can use to view the created payment records. For more information, see [To Pre-Authorize a Payment Method](#).
- On the **Posted Sales/Service Invoice** page, a new **Aptean Pay Pre-Auth Queue** action is added under the **Related** tab that helps you to navigate to the related record.

Note

This **Aptean Pay Pre-Auth Queue** action button is enabled only if you perform pre-authorization of payment method for sales/service invoice.

- On the **Aptean Pay Requests Queue** page, the **Capture Payments** action is removed. Instead, you can find this action button on the **Aptean Pay Pre-Auth Queue** page. For more information, see [To Pre-Authorize a Payment Method](#).

Partial payments and refunds accepted into Receipt Queue

- On the **Aptean Pay Receipts Queue** page, the **Load Receipt Records** action allows you to load both partial and full payment receipt records.
- On the **Aptean Pay Receipts Queue** page, a new **Load Refund Records** action button is added under the **Actions** menu that allows you to load both partial and full refund records.
- On the **Aptean Pay Setup** page, a new **Last Refund Request** field is added under the **Payment Receipts** FastTab. This field specifies the date and time of the last Aptean Pay refund request batch that was processed.

Editable secret key field provided and update secret key action removed

On the **Aptean Pay Setup** page, the **Update Secret Key** action is no longer available. Instead, a new **Secret Key** field is added under the **General** FastTab to enter the secret key.



Eliminated subscription initiation causing unused tenants

On the **Assisted Setup** page, the **Set up Aptean Pay** function is no longer available and will be removed in the future release.

Email added to Sales Invoice page

In the **Sales Invoice** page, under the **General** FastTab, a new **Email** field is added where you can enter the email id.

Improved flow of add new payment method

In the **Sales Order/Invoice** page, the **Apply Payment Method** action button is updated under the **Process** menu where you can select the payment method id. It also navigates you to the **Aptean Pay Payment Method** page where you can create a new payment method id. Previously, it was possible to create a new payment method id only from the **Customer Card** page. For more information, see [To Pre-Authorize a Payment Method](#).

Notified upon failed authorization

In the **Sales Order/Invoice** page, if the pre-authorization fails due to some reasons, the message box stating “**Authorization failed**” will be shown. For more information, see [To Pre-Authorize a Payment Method](#).

Extensions

This Business Central 18 extension is to manage setups for integration with Aptean Pay. It is made compatible with the following:

- Aptean Pay - Equipment ERP Accommodations – Equipment AL Extension
- Aptean Pay - Equipment ERP Accommodations – Equipment C/AL Accommodations
- Aptean Pay - Classic Edition Validations – JustFood
- Aptean Pay - Classic Edition Validations – bcFood
- Aptean Pay - C/AL Accommodation – NAV2017 Vanilla



2.2.35181.0 (BC18)

Release Note • 4/6/2023 • 1 min read

Enhancements / Modifications

Aptean Pay BC Connector was updated to work with the Microsoft Dynamics 365 Business Central 2021 Release Wave 1 platform.

This release of Aptean Pay BC Connector - BC 18 Upgrade has the following features:

- Aptean Pay Connector is upgraded and now works with Business Central 18.
- Aptean Pay BC Connector V2.2 functions well with both JustFood and bcFood.



2.2.35181.0

Release Note • 4/6/2023 • 3 min read

Features

Service order and invoice accommodation

Now, all the functionalities developed for the **Sales Order/Invoice** are available for the Service Order. Posting a service document will result in an entry at **Aptean Pay Requests Queue** Page.

Prepayment invoice accommodation

Now, it is ensured that posting the **Prepayment Invoices** will end up in **Aptean Pay Request Queue**. The user can perform all the actions available such as **Send to Aptean Pay**, **Capture Payments**, **Close Payment Requests**, and **Delete** in the Aptean Pay Requests Queue page.

Edit reason for close Payment Request

A new field **Close Reason** is added in the **Aptean Pay Requests Queue** page, where you can specify the reason for closing the **Payment Requests** before closing the Payment Request. The **Close Payment** Request field can be made editable by selecting the **Edit List** option. It is an optional field and if it is left unfilled, the default message "**Closed from Business Central**" will be shown.

Email flexibility

- An improvement is made such that the **Email id** of the customers in the **Aptean Pay Request Queue** Page will also be taken from the **Sell to Email** field of the **Posted Sales Invoice** page if it is not available in the **Document Layout** page. Further, if the email id is not available in the **Posted Sales Invoice** page, it will be taken from the **Email ID** field in the Address and Contact tab of the **Customer Card** page. Previously, the email id was taken from the **Document Layout** page and if it was not available, it would be taken from the **Customer Card** page.
- Now, the user has the flexibility to edit the **Email ID** in the **Aptean Pay Request** page by selecting the **Edit List** option even after posting the Invoices.

Pre-Authorization of Payment Method at time of order

Pre-Authorization of Payment Method defines as authorizing or holding a specific amount on a payment method from the customers' credit card such that the amount cannot be used by the customer and can be retained later.



Using this feature, the user has the flexibility to reverse the amount even before posting a **Sales Order** and the amount can be captured later.

- A new feature **Pre-Authorization of Payment Method at Time of Order** is added such that the user can do the Pre-Authorization of Payment Method before posting the **Sales Order**. Previously the **Pre-Authorization of Payment Method** could be done only after posting the Sales Order.
- A new field **Skip Authorization** is added in the **Sales Order** page to specify whether the payment method **pre-authorization** needs to be skipped or not for the current Sales Order.
- A new field **Pre-Auth Status** is added in the **Sales Order page** to specify the status of Pre-authorization.
- The **Aptean Pay Payment method Id** field is made **non editable**.
- A new field **Apply Payment Method** is added in the **Aptean Pay** tab of the Action menu to allow selection of **Aptean Pay Payment Method Id**.
- The **Pre-Authorization of Payment Method** functionality is made available for both **Sales Order** and **Service Order Invoices**. For more information, see [Pre-Authorization of Payment Method at Time of Order](#).
- The **Pre-Payment** feature is developed for **Sales Order Invoices**. For more information, see [Pre-Payment in Sales Order Invoices](#).



2.1.30204.0

Release Note • 4/6/2023 • 2 min read

Features

Close an unpaid Payment Request

You can now close an unpaid payment request when a customer asks to. It also allows you to close a record for which payment could not be processed and resulted in an error.

Resend a Payment Request with updated amount

You can now update the amount for a closed Payment Request and send to Merchant Portal with the same reference number.

Removed cash receipt journal restriction

In **Aptean Pay Receipts Queue**, you can now choose to **Create Records in Journal** for individual payment receipts even if there is no corresponding invoice present in the system. Earlier, if a record did not have a corresponding Invoice in Business Central, you were restricted from doing so. For more information, see [Cash Receipt Journal Record without Invoice](#).

Table to control email and aptean pay mobile no. in staging environment

A new feature has been added in the staging environment where you can add a specific list of email IDs and mobile numbers. A record from Aptean Pay Request Queue can only be sent to the Merchant Portal if the email or mobile number field value is either blank or present in staging data table. This ensures that your customers won't be affected by any test scenario.

Miscellaneous Fixes

- In **Aptean Payment Receipts Queue**, the action **Create Record in Journal** has been modified to **Create Records in Journal**.
- The value in **Message** field has a consistent formatting now - lowercase letters without full stop.
- In **Aptean Payment Requests Queue**, when a Payment Method fails, the Payment Method Status now reflects the status **Error**.



- If you change the Mobile Number on Sales Header, the **Aptean Pay Requests Queue** page will now reflect that changed number instead of the number entered initially on the **Customer Card** page.
- The **Message** field on **Aptean Pay Requests Queue** now displays the error message in every scenario. In the previous release, **Message** was not getting updated in some of the cases where **Status** was **Error**.



2.0.28678.0

Release Note • 4/6/2023 • 9 min read

Features

Aptean Pay Role Center

You can now see the count of records and find shortcuts to **Aptean Pay Activity**, **Aptean Pay Requests**, and **Aptean Pay Receipts** with the newly launched **Aptean Pay Role Center**. Find this under **Activities** tab on the home page. For more information, see [Interface](#).

Aptean Pay Admin Permissions

As an admin, you now have the permission to delete a Request and Receipt record.

Aptean Pay Basic

This new permission set depends on other permission sets. This means that the permissions for a Basic user will vary and they cannot perform any of the tasks without another permission.

Mandatory details to setup Aptean Pay Payment method ID

You have to mandatorily enter your credit card details, email, valid mobile number, zip code, and country/region code to successfully setup a payment method ID.

Capture Payment

You can now capture payments with both immediate and delayed process. This means that you can setup a job queue to capture the payment after a specific interval of days. You also have the option to manually capture a payment. For more details, see [Payment Request with Immediate Capture](#) and [Payment Request with Delay in Capture](#).

Navigation

- Posted Sales Invoices List: The navigation to send a Payment Request to the Aptean Pay Requests Queue has changed. For more details, see [New Navigation](#).



- Posted Sales Invoice: The navigation to send a Payment Request to the Aptean Pay Requests Queue has changed. For more details, see [New Navigation](#).
- Load Aptean Payment Receipt Records from Cash Receipt Journal: We have added an extra way to navigate to this step. For more details, see [New Navigation](#).

Refund

You can now refund payment to the customer after a successful transaction, if the need arises. Only full refunds are supported currently. For more information, see [Refund](#).

Customer Subscription management

You can now initiate Customer Subscription from Business Central and the Tenant ID is generated automatically.

Additional details for Payment Requests

You can now enter additional information while sending a payment request to your customer.

Aptean Pay Payment Methods from Business Central

You can now perform these functions for your preferred Aptean Pay Payment Method:

- Create an Aptean Pay Payment Method
- Retrieve the details
- Delete the created payment method permanently from both Business Central and Aptean Pay

Also, there is the option for automatic payment deduction. So, you don't have to manually make the payment each time.

SMS Notifications

Your customer will now get SMS notifications when they provide their contact number in the Customer Card page.

Aptean Pay Receipts

The following enhancements have been made:



- You can directly open Cash Receipts Journal from the Aptean Pay Receipts Queue page, based on the appropriate template and batch given on the Aptean Pay Setup page.
- As an admin, you can delete a receipt record.
- If you close a receipt record, your user ID will be reflected in the User ID field.

Status of Aptean Pay Requests

You can now check the status of an Aptean Pay Request record from the Posted Sales Invoice List and Card page.

Assisted Setup for Customer Subscription

You can now use Assisted Setup for Customer Subscription initiation.

Notifications

You will receive a notification:

- On the **Customer Card** page when **Payment Method Code** is missing and Aptean Pay Setup is complete
- On the **Sales Order** page when **Payment Method Code** is missing and Aptean Pay Setup is complete
- On the **Sales Order** page when Aptean Pay Setup is incomplete and **Payment Method Code** has **Use Aptean Pay** enabled
- On the **Sales Order** page when an Aptean Pay Payment Method exists for the customer and it has not been selected

To close the notification, choose the highlighted icon.

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If you don't want the notification to appear again, choose **Don't show this again**.

.

A record is created in **My Notifications** page for that same notification with **Enabled** check-box unchecked.

.

To enable the notifications:

1. Choose  **Tell me what you want to do** and enter *my notifications*.



2. Check the **Enabled** check-box against the notification.

To complete Aptean Pay Setup, choose **Run Wizard**.

DLL-Free Extension

You don't have to install DLLs to connect with Aptean Pay on any version of Business Central.

Note

DLLs are still required for NAV.

Fixed known issue

Loading greater than 50 payment receipts into the Aptean Pay Receipts Queue

On the **Aptean Pay Receipts Queue** page, when there are more than 50 records to load from Aptean Pay, an issue used to occur at times which caused subsequent records to not be loaded. This has been fixed now.



Introduction

Article • 4/6/2023 • 2 min read

To optimize customer payment processing within your Microsoft Dynamics 365 Business Central solution, Aptean has introduced Aptean Pay. Aptean Pay provides your customers with a secure way to process their accounts payables and reduces the time it takes for customer payments to appear in your bank account.

After Aptean Pay is set up, a payment request for a posted sales invoice can be sent from your Business Central solution to Aptean Pay. Aptean Pay then sends an email with the payment request details to your customer. The email includes a PDF copy of a posted sales invoice as well as a link that your customer can select to process a credit card payment. Payment requests that are sent to Aptean Pay can be created automatically or manually.

What's New

To learn about what's new in Aptean Pay and view the release notes, see [Release Notes](#).

Setup

Before you can process Aptean Pay payment requests, you must perform several setup and configuration tasks. For more information about how to setup Aptean Pay payment requests, go to [Setup](#).

Processing

After you have set up and configured Aptean Pay, you can process Aptean Pay payment requests. For more information about how to process Aptean Pay payment requests, go to [Processing](#).



Setup

Article • 4/6/2023 • 1 min read

To process Aptean Pay payment requests and payment receipt, an Aptean employee must provide you with the following information:

- Aptean Pay URL
- Aptean Pay Tenant ID

After you receive the Aptean Pay URL and Aptean Pay Tenant ID, there are several setup and configuration tasks that you must perform.

To learn more about the Aptean Pay setup and configuration tasks, in the following table, select the links.

Link
Install the Aptean Pay Extension
Assign an Aptean Pay Permission Set to a User
Onboard a Merchant
Configure Aptean Pay Setup
Set Up SMTP Mail
Set Up an Aptean Pay Payment Method
Customer Setup for Aptean Pay
Set up an Aptean Pay Payment Method ID
(Optional) Set Up a Payment Method as a Default Payment Method
(Optional) Set Up an Aptean Pay Requests Job Queue Entry
(Optional) Set Up an Aptean Pay Payment Job Queue Entry
(Optional) Set Up an Aptean Pay Receipts Job Queue Entry

See Also [Aptean Pay](#).



Install the Aptean Pay Extension

Article • 4/6/2023 • 3 min read

To use the Aptean Pay functionality, you must install the Aptean Pay extension.

To install the Aptean Pay extension

1. Select the Search icon , enter **Extension Management**, and then choose the related link.

The **Extension Management** page opens.

2. On the **Aptean Pay** extension, choose , and then choose **Install**.

The **Extension Installation** page opens.

3. Choose **Next**.

The **Review Extension Information Before Installation** details are displayed.

4. Turn on **I accept the terms and conditions**.

5. Choose **Install**.

A dialog box appears and displays the following message:

The Aptean Pay extension was successfully installed. All active users must log out and log in again to see the navigational changes.

6. To close the dialog box, choose **OK**.

See Also [Setup](#)



Assign an Aptean Pay Permission Set to a User

Article • 4/6/2023 • 4 min read

The Aptean Pay extension includes the following permission sets:

- **APTEANPAYADMIN:** This permission set is intended for individuals who are responsible for Aptean Pay administration.

A user with this permission set can perform the following tasks:

- On the **Aptean Pay Setup** page:
 - Define fields.
 - Edit fields.
 - Delete fields.
- On the **Aptean Pay Requests Queue** page:
 - Create payment requests.
 - Edit payment requests.
 - Send payment requests to Aptean Pay.
- On the **Aptean Pay Pre-Auth Queue** page:
 - Create payments.
 - Edit payments.
 - Send payments to Aptean Pay.
- On the **Posted Sales Invoice** and **Posted Sales Invoices** pages, use the **Send to Aptean Pay Request Queue** action to create payment requests that appear on the **Aptean Pay Requests Queue** page.
- On the **Aptean Pay Receipts Queue** page:
 - Load payment receipt records.
 - Create payment receipt records in a cash receipt journal.
 - Close records.
- On the **Cash Receipt Journals** page, load payment receipt records that appear on the **Aptean Pay Receipts Queue** page.
- View the **Aptean Pay Log** page.

- **APTEANPAYPROCESSOR:** This permission set is intended for individuals who are responsible for Aptean Pay processing.

A user with this permission set can perform the following tasks:

- View the **Aptean Pay Setup** page.
- On the **Aptean Pay Requests Queue** page:



- Create payment requests.
- Edit payment requests.
- Send payment requests to Aptean Pay.
- On the **Aptean Pay Pre-Auth Queue** page:
 - Create payments.
 - Edit payments.
 - Send payments to Aptean Pay.
- On the **Posted Sales Invoice** and **Posted Sales Invoices** pages, use the **Send to Aptean Pay Request Queue** action to create payment requests that appear on the **Aptean Pay Requests Queue** page.
- On the **Aptean Pay Receipts Queue** page:
 - Load payment receipt records.
 - Create payment receipt records in a cash receipt journal.
 - Close records.
- On the **Cash Receipt Journals** page, load payment receipt records that appear on the **Aptean Pay Receipts Queue** page.
- View the **Aptean Pay Log** page.
- **APTEANPAYBASIC**: For a user to perform any task with this permission set, they need to have another permission set for a specific task. Based on the other permission set provided, they can perform any or all of the tasks of an **APTEANPAYADMIN** or **APTEANPAYPROCESSOR**.

To assign an Aptean Pay Permission set to a user

1. Select the Search icon , enter **Users**, and then choose the related link.
The **Users** page opens.
2. Select the user to which you want to assign an Aptean Pay permission set, and then on the action bar, choose **Edit**.
The **User Card** page opens.
3. In the **Permission Set** field, specify the permission set that you want to assign to the user.

See Also [Setup](#)



Onboard a Merchant

Article • 4/6/2023 • 3 min read

1. Open the **Aptean Pay Merchant Portal** link.
2. Choose **Sign Up Now**.
3. Enter your email address and choose **Send Verification Code**.
4. Check your email for the Verification Code and copy it.
5. In the **Verification Code** field, paste the code.
6. Choose **Verify Code**.
7. In the **New Password** field, enter a new password to secure your account.
8. In the **Given Name** field, enter your first name.
9. In the **Surname** field, enter your last name.
10. Choose **Create**.
A new page opens.
11. Under **Where is your entity located?** tag, choose your location.
12. Under **What kind of business do you run?** tag, choose whether you are a Sole Proprietor or a Business i.e. your business is registered with the Government or formed under a partnership agreement.
13. Choose the legal structure of your business: **Corporate**, **LLC**, or **Partnership**.
14. Choose your **Industry Category** from the drop-down menu.
15. Under **Tell us about your business** tag, in the **Business Legal** field, enter your business name.
16. In the **EIN** field, enter a valid EIN number.
17. In the **Business Website** field, either enter your business website address or if you don't have one, check the **My business does not have a website** box.
18. In the **Social Media or Review Website** field, either enter your business's social media profile or check the **My business has no social media presence** box. If you haven't provided a Business Website address, this field would appear automatically.
19. In the **Business Description** field, enter a short description of your business.
20. In the **Business Address**, **City**, **State**, and **Zip Code** fields, enter your US address.
21. In the **Phone Number** field, enter a valid US contact number.
22. Under **Enter Controller Details** tab, enter the following information:
 - First Name
 - Last Name
 - Job Title
 - Address, City, State, Zip Code
 - Valid phone number



- Date of birth
- Last 4 digits of your Social Security Number

23. Under **Add All Business Owners** tab, you can add business owners who own 25% or more of your business.

24. Under **Do you own 25% or more of the business?**, check either the **Yes** or **No** box depending on your ownership percentage.

25. Choose **Next**.

A new page opens.

26. Under **Create a Merchant Account** tab, enter the following details:

- Account Name i.e. your name
- Description
- Statement Description
- Support email i.e. the address to which payment request receipts will be sent

27. Under **Add your refund policy**, you can choose to add the refund policies later.

28. Choose **Next**.

A new page opens.

29. Enter your name.

30. Choose **Finish**.



Configure Aptean Pay Setup

Article • 4/22/2026 • 5 min read

You can configure the connection between Business Central and the Aptean Pay API on the **Aptean Pay Setup** page for secure payment processing. Additionally, you can configure payment requests, receipt handling, and error notifications to ensure smooth transactions.

To configure Aptean Pay Setup

1. Select the Search icon , enter **Aptean pay setup**, and then choose the related link.

The **Aptean Pay Setup** page opens.

2. On the **General** FastTab, turn off the **Enabled** toggle to edit the setup data.

3. In the **URL**, **Shared Service URL**, **IFrame URL**, **APIM Key**, and **Product Id** fields, enter the required values. These field values vary depending on whether the current company interacts with the production environment of Aptean Pay or a staging environment for testing and training.

Note

The variables for these fields are provided by the Aptean support team during the setup of Aptean Pay.

4. In the **Tenant ID** and **Secret Key** fields, enter the provided ID and key values.

Note

The variables for these fields are provided by the Aptean support team during the setup of Aptean Pay.

5. In the **Admin Email** field, enter the email address that will receive notifications about failed API connection attempts.

Note

Business Central must be set up to allow outgoing emails. For more information, see [Set up email](#).

6. On the **Payment Receipts** FastTab, in the **Payment Receipt Template** and **Payment Receipt Batch** fields, select the template and batch of the cash receipt journal that will be used to accept payment receipts from Aptean Pay and post the payments to close outstanding invoices in Business Central.

The **Bal. Account Type** and **Bal. Account No.** field values are automatically updated based on the selected cash receipt journal batch. To modify these values, update the related general journal batch.



7. In the **Refund Suffix** field, enter the characters to append to the invoice number for refunds processed through Aptean Pay. For example, if you enter *RF* as the suffix and invoice 100056 was charged to a customer credit card, the refund would be processed with the document number 100056RF.
8. In the **Conv. Fees Bal. Account No.** field (optional), specify the G/L account number or bank account number where the extra convenience fee amount will be posted based on the selection in the **Bal. Account Type** field.
9. In the **Convenience Fee Suffix** field (optional), enter the characters to append to the invoice number to create a new document number for the convenience fee charge.
The inclusion of convenience fees to payments depends on the Aptean Pay system configuration.
10. Turn on the **Import Ad-hoc Payments** toggle to import payments from Aptean Pay that are not linked to payment requests or pre-authorizations. This toggle is turned off by default and this is an optional.
11. On the **Payment Requests and Authorizations** FastTab, in the **Unit of Measure** field, enter a generic unit type such as *Each* or *Box*, to represent the unit sold for all payment requests.
12. In the **Product Description** field, enter a generic description of the sold item.

 Note

These fields are required to provide additional transaction details for achieving lower interchange rates in credit card processing.

13. Turn on the **Immediate Capture** toggle to automatically capture the payment when an Aptean Pay payment method is assigned to the sales document and the invoice is posted. Turning on the **Immediate Capture** toggle automatically sets the **Delay in Capture** field to *0D*. If the **Immediate Capture** toggle is turned off, you can enter a value in the **Delay in Capture** field to control the time delay between when Aptean Pay receives the invoice and when the payment method is charged. For more details, see [Pre-Authorized Payment Processing](#).
The **Delay in Capture** field value must be between *0D* and *4D*.
14. In the **Currency Code** field, enter *USD* or *CAD*, depending on whether you are operating in US or Canadian currency.
Only these two options are available, and the characters must be entered exactly as stated.
If you are setting up the environment for testing or training and are interacting with the Aptean Pay staging environment, you must configure records in the **Aptean Pay Staging Data** FastTab. You can enter different values in the **Email** and **Aptean Pay Mobile No.** fields to test email and SMS messages related to Aptean Pay payment requests and receipts. This helps to prevent accidental requests from being sent to real customer emails.
The **Email** and **Aptean Pay Mobile No.** field values are checked independently and do not need to match.
15. After configuring all the setup fields, on the **General** FastTab, turn on the **Enabled** toggle to activate Aptean Pay functionality in Business Central.
16. (Optional) To test the Aptean Pay Setup:
 - To test the API connection between your Business Central solution and Aptean Pay, on the action bar, select **Test API Connection**.
A dialog displays and indicates the result of the test.



See Also

[Setup](#)



Set Up an Aptean Pay Payment Method

Article • 4/6/2023 • 2 min read

To have an Aptean Pay Requests Queue record created automatically when a sales invoice is posted, set up a payment method with **Use Aptean Pay** checkbox.

To set up an Aptean Pay payment method

1. Select the Search icon  , enter **Payment Methods**, and then choose the related link.
The **Payment Methods** page opens.
2. For each payment method for which you want to enable Aptean Pay processing, select the **Use Aptean Pay** check box.

See Also

[Setup](#)



Customer Setup for Aptean Pay

Article • 4/6/2023 • 4 min read

You must define the recipient email address that determines where an Aptean Pay payment request email is to be sent. When determining which recipient email address to use, two locations are considered. The first location that is considered, is on the **Document Layouts** page. The second location that is considered, is on the **Customer Card** page of the bill-to customer.

Note

- If you don't enter an email address, you won't be able to complete the customer setup process.
- The email address on the **Document Layouts** page takes precedence over the email address on the **Customer Card** page.

To set up a recipient email address for an Aptean Pay customer on the Customer Card page

1. Select the Search icon , enter **Customers**, and then choose the related link.
The **Customers** page opens.
2. Select the bill-to customer for which you want to specify a recipient email address, and then on the action bar, click **Manage** > **Edit**.
The **Customer Card** page opens.
3. On the **Address & Contact** FastTab, in the **Email** field, specify the recipient email address for payment requests.

To set up a recipient email address for an Aptean Pay customer on the Document Layouts page

1. Select the Search icon , enter **Customers**, and then choose the related link.
The **Customers** page opens.
2. Select the bill-to customer for which you want to specify a recipient email address, and then on the action bar, click **Manage** > **View**.
The **Customer Card** page opens.
3. On the action bar, choose **Navigate** > **Customer** > **Document Layouts**.
The **Document Layouts** page opens.
4. In the **Usage** field, specify *Invoice*.
5. In the **Report ID** field, specify the ID of a report.



6. In the **Send To Email** field, specify the recipient email address to use when Aptean Pay payment requests are created.

 Note

If multiple email addresses are specified, only the first email address is used.

See Also [Setup](#)



Set Up an Aptean Pay Payment Method ID

Article • 4/6/2023 • 2 min read

You have to provide the following details compulsorily on the **Customer Card** page:

- Credit Card Details
- Email Address
- Valid US/Canada Aptean Pay mobile number without the country code and hyphen
- Zip Code
- Country/Region Code

Note

Here, the **Country Code** should match with the Country Code you have entered in Aptean Pay Merchant account.

To Setup an Aptean Pay Payment Method ID

1. Select the Search icon , enter **Customers**, and then choose the related link.
The **Customers** page opens.
2. Under **Payments** tab, choose **Show More**.
3. In the **Payment Method Code** field, choose the drop-down menu.
4. Choose **See from full list**.
A new page opens.
5. Choose the desired method of payment.
6. Choose **Edit List**.
7. Tick the check-box against **Use Aptean Pay** for the selected payment method.
8. Choose **OK**.
9. In the **Process** tab, choose **Aptean Pay Payment Methods**.
10. Enter the credit card number, expiry date, and CVV number. Choose **Submit**.
A dialog box appears with the following message:
Aptean Pay Payment Method with ID ____ is created.
11. Choose **OK** to close the dialog box.



(Optional) Set Up a Payment Method as a Default Payment Method

Article • 4/6/2023 • 2 min read

When a sales invoice is created, the **Payment Method Code** field on the invoice is automatically populated with the value that is defined on the associated **Customer Card** page, on the **Payments** FastTab, in the **Payment Method Code** field. To have a payment method that is enabled for Aptean Pay automatically inserted on a sales invoice, specify the Payment Method Code on the **Customer Card** page.

To set up a payment method as a default payment method

1. Select the Search icon , enter **Customers**, and then choose the related link.
The **Customers** page opens.
2. Select the bill-to customer for which you want to set up a default Payment Method Code that is enabled for Aptean Pay, and then on the action bar, choose **Manage** > **Edit**.
The **Customer Card** page opens.
3. On the **Payments** FastTab, in the **Payment Method Code** field, specify a code that is set up to use Aptean Pay.

See Also [Setup](#)



(Optional) Set Up an Aptean Pay Requests Job Queue Entry

Article • 4/6/2023 • 3 min read

To automatically send payment requests to Aptean Pay, set up an Aptean Pay Requests Scheduler job queue entry.

To set up an Aptean Pay requests job queue entry

1. Select the Search icon , enter **Job Queue Entries**, and then choose the related link.
The **Job Queue Entries** page opens.
2. On the action bar, choose **New**.
The **Job Queue Entry Card** page opens.
3. On the **General** FastTab, perform the following steps:
 - a. In the **Object Type to Run** field, specify *Codeunit*.
 - b. In the **Description** field, specify a description for the job.
 - c. In the **Object ID to Run** field, specify the ID of the ApteanPayRequestsSchedulerFDW codeunit.
 - d. In the **Earliest Start Date/Time** field, specify the earliest date and time that the job can run.
4. On the **Recurrence** FastTab, perform the following steps:
 - a. To specify the frequency for the job, perform one of the following steps:
 - Turn on the days on which the job is to run.
 - In the **Next Run Date Formula** field, specify the date formula that is to be used to calculate the next time the recurring job is to run.
For example, to have the job run once a day, specify *1D*.
 - b. In the **Starting Time** field, specify the earliest time of the day that the recurring job is to run.
 - c. In the **Ending Time** field, specify the latest time of the day that the recurring job is to run.
 - d. In the **No. of Minutes between Runs** field, specify the minimum number of minutes that are to elapse between runs of the job.
This field is only applicable when the job is set to be a recurring job.
 - e. In the **Inactivity Timeout Period** field, specify how many minutes can pass before a recurring job that has the status of *On Hold* is automatically restarted.
5. On the action bar, choose **Process > Set Status to Ready**.

See Also [Setup](#)



(Optional) Set Up an Aptean Pay Payment Job Queue Entry

Article • 4/6/2023 • 3 min read

To automatically send payment by schedules to Aptean Pay, set up an Aptean Pay Payments Scheduler job queue entry.

To set up an Aptean Pay payment job queue entry

1. Select the Search icon , enter **Job Queue Entries**, and then choose the related link.

The **Job Queue Entries** page opens. 2. On the action bar, choose **New**.

The **Job Queue Entry Card** page opens. 3. On the **General** FastTab, perform the following steps:

1. In the **Object Type to Run** field, specify *Codeunit*.

2. In the **Description** field, specify a description for the job.

3. In the **Object ID to Run** field, specify the ID of the ApteanPayPaymentSchedulerFDW codeunit.

4. In the **Earliest Start Date/Time** field, specify the earliest date and time that the job can run. 4. On the **Recurrence** FastTab, perform the following steps:

1. To specify the frequency for the job, perform one of the following steps:

* Turn on the days on which the job is to run.

* In the **Next Run Date Formula** field, specify the date formula that is to be used to calculate the next time the recurring job is to run.

For example, to have the job run once a day, specify *1D*.

2. In the **Starting Time** field, specify the earliest time of the day that the recurring job is to run.

3. In the **Ending Time** field, specify the latest time of the day that the recurring job is to run.

4. In the **No. of Minutes between Runs** field, specify the minimum number of minutes that are to elapse between runs of the job.

This field is only applicable when the job is set to be a recurring job.

5. In the **Inactivity Timeout Period** field, specify how many minutes can pass before a recurring job that has the status of *On Hold* is automatically restarted. 5. On the action bar, choose **Process** > **Set Status to Ready**.

See Also [Setup](#)

(Optional) Set Up an Aptean Pay Receipts Job Queue Entry

Article • 4/6/2023 • 3 min read

To automatically load payment receipts from Aptean Pay into the Aptean Pay Receipts Queue, set up an Aptean Pay Receipts job queue entry.

To set up an Aptean Pay receipts job queue entry

1. Select the Search icon , enter **Job Queue Entries**, and then choose the related link.
The **Job Queue Entries** page opens.
2. On the action bar, choose **New**.
The **Job Queue Entry Card** page opens.
3. On the **General** FastTab, perform the following steps:
 - a. In the **Object Type to Run** field, specify *Codeunit*.
 - b. In the **Description** field, specify a description for the job.
 - c. In the **Object ID to Run** field, specify the ID of the ApteanPayReceiptsSchedulerFDW codeunit.
 - d. In the **Earliest Start Date/Time** field, specify the earliest date and time that the job can run.
4. On the **Recurrence** FastTab, perform the following steps:
 - a. To specify the frequency for the job, perform one of the following steps:
 - Turn on the days on which the job is to run.
 - In the **Next Run Date Formula** field, specify the date formula that is to be used to calculate the next time the recurring job is to run.
For example, to have the job run once a day, specify *1D*.
 - b. In the **Starting Time** field, specify the earliest time of the day that the recurring job is to run.
 - c. In the **Ending Time** field, specify the latest time of the day that the recurring job is to run.
 - d. In the **No. of Minutes between Runs** field, specify the minimum number of minutes that are to elapse between runs of the job.
This field is only applicable when the job is set to be a recurring job.
 - e. In the **Inactivity Timeout Period** field, specify how many minutes can pass before a recurring job that has the status of *On Hold* is automatically restarted.
5. On the action bar, choose **Process > Set Status to Ready**.

See Also [Setup](#)

Interface

Article • 4/6/2023 • 9 min read

Aptean Pay Role Center

To navigate to this new feature:

1. Open **Business Central** page.
2. Choose  > **My Settings**.
A new page opens.
3. Choose  against **Role**.
A new page opens.
4. Choose **Aptean Pay** > **OK**.

Now, you can see the Role Center.

This feature allows you to track the following:

Aptean Pay Activity

- Aptean Pay Payment Methods: This shows count of created Aptean Pay Payment Methods.
- Payments about to Expire: This will show payments that needs to be captured as soon as possible.
- Expired Payments: This will show payments that have expired and now cannot be captured.

Aptean Pay Requests

- New Payment Requests: This will show payment requests having status new.
- Processed Payment Requests in last 7 days: This will show processed payment requests within the last 7 days.
- Failed Payment Requests: This will show failed outgoing payment requests.

Aptean Pay Receipts

- New Payment Receipts: This will show new payment receipts.
- Processed Payment Receipts in last 7 days: This will show processed payment receipts within last 7 days.



 Note

- The default color for all the options is green. But the color changes to red when:
- There is 1 or more Expired Payments.
- There is 1 or more Failed Payment Requests.

Configure the Cues

To configure the cues:

1. Choose **Aptean Pay Activities** > **Set Up Cues**.

A new page opens.

Here you can change the styles and thresholds, as preferred.

Shortcuts on Home page

You can navigate to the Aptean Pay Setup page directly from the Home page by following this process:

Choose **Setup** > **Aptean Pay Setup**.

You can navigate to the **Aptean Pay Requests Queue**, **Aptean Pay Receipts Queue**, **Aptean Pay Pre-Auth Queue** and **Aptean Pay Log** page by following this process:

Choose **Aptean Pay Entries**, and then choose the related link.



Processing

Article • 4/6/2023 • 1 min read

After you have set up and configured Aptean Pay, you can process Aptean Pay payment requests, payment receipts, pre-authorized payments, refunds and pre-payments.

To learn more about how to process the Aptean Pay payment requests, see [Payment Requests Processing](#).

To learn more about how to process the pre-authorized payments, see [Pre-Authorized Payment Processing](#).

To learn more about how to process the Aptean Pay payment receipts, see [Payment Receipts Processing](#).

To learn more about how to process the refunds, see [Refund Processing](#).

To learn more about how to process the pre-payments, see [Pre-Payment in Sales Order](#).

See Also [Aptean Pay](#).



Payment Requests Processing

Article • 4/6/2023 • 2 min read

 Note

You need the Aptean Pay Processor permission set to create records on the **Aptean Pay Requests Queue** page.

After you have set up and configured Aptean Pay, you can process Aptean Pay payment requests.

The high level process includes the following steps:

- 1. Create Aptean Pay payment requests for posted sales invoices in the Aptean Pay Requests Queue.
Aptean Pay payment requests can be created automatically or manually.
- 2. Send the payment requests to Aptean Pay.
Payment requests can be sent automatically or manually.

 Note

You can manually Capture Payments even after using Delayed Capture Payment Method, in case the need arises.

To learn more about how to process Aptean Pay payment requests, in the following table, select the links.

Link
View Payment Requests in the Aptean Pay Requests Queue
Payment Request Status
Send a Payment Request from the Posted Sales Invoices List
Send a Payment Request from a Posted Sales Invoice
Send a Payment Request to Aptean Pay from the Aptean Pay Requests Queue
(Optional) Set Up an Aptean Pay Requests Job Queue Entry
Overwrite an Aptean Pay Requests Queue Record
Close an Unpaid Payment Request
Resend a Payment Request with Updated Amount



Delete Record from Aptean Pay Request Queue
View the Aptean Pay Log

See Also [Processing](#).



View Payment Requests in the Aptean Pay Requests Queue

Article • 4/6/2023 • 2 min read

On the **Aptean Pay Requests Queue** page, you can view a list of Aptean Pay payment requests.

To view payment requests in the Aptean Pay Requests Queue

Select the Search icon  , enter **Aptean Pay Requests Queue**, and then choose the related link.

The **Aptean Pay Requests Queue** page opens.

See Also [Payment Requests Processing](#)



Payment Request Status

Article • 4/6/2023 • 1 min read

The following list includes information about payment request status that appear on the **Aptean Pay Requests Queue** page:

- *New*: The payment request has yet to be sent to Aptean Pay for processing.
- *Created*: The payment request has been sent to Aptean Pay for processing but yet to be captured.
- *Error*: The payment request failed during processing.
- *Processed*: The payment request has been successfully sent to Aptean Pay.

See Also [Payment Requests Processing](#)



Send a Payment Request from the Posted Sales Invoices List

Article • 4/6/2023 • 2 min read

As required, on the **Posted Sales Invoices** page, you can manually send a payment request to the Aptean Pay Requests Queue. For example, if you have a posted sales invoice that was created before Aptean Pay was setup, you can send a payment request for that invoice to the Aptean Pay Requests Queue.

To send a payment request to Aptean Pay from the posted sales invoices list

1. Select the Search icon  , enter **Posted Sales Invoices**, and then choose the related link.
The **Posted Sales Invoices** page opens.
2. Select the posted sales invoice for which you want to manually send a payment request to Aptean Pay, and then on the action bar, choose **Process** > **Send to Aptean Pay Requests Queue**.

See Also [Payment Requests Processing](#)



Send a Payment Request from a Posted Sales Invoice

Article • 4/6/2023 • 2 min read

As required, you can manually send a payment request to the Aptean Pay Requests Queue from a posted sales invoice.

To send a payment request to Aptean Pay from a posted sales invoice

1. Select the Search icon , enter **Posted Sales Invoices**, and then choose the related link.
The **Posted Sales Invoices** page opens.
2. Select the posted sales invoice for which you want to manually send a payment request to the Aptean Pay Requests Queue, and then on the action bar, choose **Manage > View**.
The **Posted Sales Invoice** page opens.
3. On the action bar, choose **Process > Send to Aptean Pay Requests Queue**.

See Also [Payment Requests Processing](#)



Send a Payment Request to Aptean Pay from the Aptean Pay Requests Queue

Article • 4/6/2023 • 2 min read

As required, you can manually send one or more payment requests to Aptean Pay from the Aptean Pay Requests Queue.

Note

It is possible to have a situation where the **Amount** of a payment request in the **Aptean Pay Requests Queue** and the **Remaining Amount** of the associated posted sales invoice are different. If this scenario occurs, when the payment request is sent to Aptean Pay, the **Amount** on the request is updated to reflect the **Remaining Amount**.

To send a payment request to Aptean Pay from the Aptean Pay Requests Queue

1. Select the Search icon , enter **Aptean Pay Requests Queue**, and then choose the related link.
The **Aptean Pay Requests Queue** page opens.
2. Select the one or more records that you want to send to Aptean Pay, and then on the action bar, choose **Send to Aptean Pay**.

See Also [Payment Requests Processing](#)



Overwrite an Aptean Pay Requests Queue Record

Article • 4/6/2023 • 2 min read

After a payment request is created in the **Aptean Pay Requests Queue** page, you may want to make changes to the request. For example, if you want to change the value in the **Amount** or **Email** fields. To make these types of changes, you must overwrite the request.

Note

- Requests that have a **Status** of *New* can be overwritten.
- Requests that have a **Status** of *Processed* can not be overwritten.
- Requests that have a **Status** of *Error* can only be overwritten in certain situations.

To overwrite an Aptean Pay Requests Queue Record

1. Select the Search icon , enter **Posted Sales Invoices**, and then choose the related link.

The **Posted Sales Invoices** page opens. 2. Select the posted sales invoice for which you want to overwrite an Aptean Pay Requests Queue record, and then on the action bar, choose **Send to Aptean Pay**.

A dialog box is displayed and you are asked whether you want to overwrite the existing Aptean Pay payment request. 3. To overwrite the record, choose **Yes**.

See Also

[Payment Requests Processing](#)



Close an Unpaid Payment Request

Article • 4/6/2023 • 2 min read

1. Select the Search icon , enter **Aptean Pay Requests Queue**, and then choose the related link.
The **Aptean Pay Requests Queue** page opens.
2. Choose the appropriate record to close.

Note

Only processed records whose payment status is unpaid can be closed.

3. Choose **Actions > Close Payment Request**.

The Request Status will change to Closed.



Resend a Payment Request with Updated Amount

Article • 7/22/2026 • 2 min read

Note

For updating a payment request, the payment request status should be closed. For any other status other than 'Closed', this process is invalid. Also the Remaining Amount of the Customer Ledger Entry will have changed through standard procedures. For example, via application of a credit memo.

1. Select the Search icon , enter **Posted Sales Invoices**, and then choose the related link.
The **Posted Sales Invoices** page opens.
2. Choose the **Posted Sales Invoice** record with the updated remaining amount.
The **Posted Sales Invoice** page for the selected record opens.
3. Choose **Process > Send to Aptean Pay Request Queue**.
A dialog box opens displaying the following message:
An Aptean Pay payment request for the selected posted sales invoice already exists in the Aptean Pay Queue.
Are you sure you want to overwrite the existing Aptean Pay payment request?
4. Choose **Yes**.
5. Choose **Navigate/Related > Aptean Pay Requests Queue**.
Here, you can see the updated amount in the **Amount** field.
6. Choose **Actions > Send to Aptean Pay**.

The Request Status field changes to Processed from **New**, on successful processing.



Delete Record from Aptean Pay Request Queue

Article • 4/6/2023 • 2 min read

1. Select the Search icon , enter **Aptean Pay Requests Queue**, and then choose the related link.
The **Aptean Pay Requests Queue** page opens.
2. Choose a record to delete.
3. Choose **More Options > Actions**.
4. Choose **Delete**.

The record is deleted.



View the Aptean Pay Log

Article • 4/6/2023 • 2 min read

On the **Aptean Pay Log** page, you can view log information about Aptean Pay payment records.

To view the Aptean Pay Log

Select the Search icon , enter **Aptean Pay Log**, and then choose the related link.

The **Aptean Pay Log** page opens.

See Also [Processing](#).



Credit Memo Processing

Article • 4/3/2024 • 1 min read

Use the Aptean Pay Credit Memo document for seamless communication with the Aptean Pay portal. You can generate the Aptean Pay Credit Memo document directly by performing the **Send to Aptean Pay Credit Memos Queue** action on the **Posted Sales Credit Memo** or **Posted Sales Credit Memos** page. This page facilitates efficient tracking, ensuring accurate Aptean Pay Portal communication.

The high level process includes the following steps:

1. Create the Aptean Pay Credit Memo for posted sales credit memo.

 Note

When performing the **Send to Aptean Pay Credit Memos Queue** action on the **Posted Sales Credit Memo** page, any existing record for the same credit memo will be overwritten by the new one.

2. Send the credit memo payment to Aptean Pay.

To learn more about how to process Aptean Pay credit memo, in the following table, select the links.

Link
View in the Aptean Pay Credit Memo Queue
Payment Credit Status
Send a credit amount request from the Posted Sales Credit Memo list



Send a credit amount request from the Posted Sales Credit Memo list

Article • 4/3/2024 • 2 min read

As required, you can send a credit amount request to the Aptean Pay Credit Memos Queue from the **Posted Sales Credit Memo** page. The following procedure describes how to send a posted sales credit memo record to the Aptean Pay Credit Memos Queue.

1. Select the Search icon  , enter **Posted Sales Credit Memos**, and then choose the related link.

The **Posted Sales Credit Memos** list page opens.

2. Select the posted sales credit memo for which you want to manually send a credit or refund amount update to Aptean Pay Credit Memos Queue, and then on the action bar, choose **Actions > Aptean Pay > Send to Aptean Pay Credit Memos Queue**.

See Also [Credit Memo processing](#).



View in the Aptean Pay Credit Memo Queue

Article • 4/3/2024 • 2 min read

Use the **Aptean Pay Credit Memos Queue** page to view a list of credit memo records. On this page, you can transfer credit memo records to the Aptean Pay portal, ensuring seamless processing and optimal utilization of credit or refund amounts as payments for outstanding invoices or orders.

Select the Search icon , enter **Aptean Pay Credit Memos Queue**, and then choose the related link.

The **Aptean Pay Credit Memos Queue** page opens.

Payment Credit Status

The following list includes information about payment credit status that appears on the **Aptean Pay Credit Memos Queue** page:

- **New:** The credit memo record has yet to be sent to Aptean Pay for processing.
- **Created:** The credit memo record has been sent to Aptean Pay for processing but is yet to be captured.
- **Error:** The credit memo record failed during processing.
- **Processed:** The credit memo record has been successfully sent to Aptean Pay, and the payment has been processed.



Payment Credit Status

Article • 4/3/2024 • 2 min read

Use the **Aptean Pay Credit Memos Queue** page to view a list of credit memo records. On this page, you can transfer credit memo records to the Aptean Pay portal, ensuring seamless processing and optimal utilization of credit or refund amounts as payments for outstanding invoices or orders.

Select the Search icon , enter **Aptean Pay Credit Memos Queue**, and then choose the related link.

The **Aptean Pay Credit Memos Queue** page opens.

Payment Credit Status

The following list includes information about payment credit status that appears on the **Aptean Pay Credit Memos Queue** page:

- **New:** The credit memo record has yet to be sent to Aptean Pay for processing.
- **Created:** The credit memo record has been sent to Aptean Pay for processing but is yet to be captured.
- **Error:** The credit memo record failed during processing.
- **Processed:** The credit memo record has been successfully sent to Aptean Pay, and the payment has been processed.



Pre-Authorized Payment Processing

Article • 4/6/2023 • 1 min read

You have the option to process your customer's payment, if the need arises.

ⓘ Note

You need the Aptean Pay Processor permission set to create records on the **Aptean Pay Pre-Auth Queue** page.

To learn more about how to process the pre-authorized payments,select the links in the following table.

Link
Pre-Authorization of Payment Method
Payment with Immediate Capture & Manual Capture
Payment with Delay in Capture



Pre-Authorization of Payment Method

Article • 3/26/2025 • 5 min read

Pre-Authorization of Payment Method for Sales Order

To Pre-Authorize a Payment Method

1. Create a new **Sales Order** for an item.
2. On the Sales Order page, click **Release** > **Release**.
3. On the Sales Order page, click **Actions** > **Aptean Pay** > **Apply Payment Method**.
The **Edit- Authorize Payment Method** page appears.
4. In the **Aptean Pay Payment Method Id** list, select the payment method ID.

Note

If you want to create a new payment method, follow these steps: i. Open the relevant **Sales Order/Invoice**. ii. Under the **Process** menu, choose **Apply Payment Method**. The **Edit - Authorize Payment Method** page opens. iii. In the **Aptean Pay Payment Method Id** field, choose the drop-down menu. iv. Choose **Select from full list**. The **Select - Aptean Pay Payment Methods** page opens. v. Click the lookup button  (assets/Lookup%20button.png) and choose **New**. The **Aptean Pay Payment Method** page opens. vi. Enter the credit card number, expiry date, and CVV number. Choose **Submit**. A dialog box appears with the following message: **_Aptean Pay Payment Method with ID ___ is created_**. vii. Choose **OK** to close the dialog box and go back to the **Select - Aptean Pay Payment Methods** page. viii. Select the payment method id which is newly created. ix. Click the lookup button  (assets/Lookup%20button.png) and choose **Retrieve Info**. The new payment method id is now updated in the list.

5. In the **Amount to be authorized** field, the **maximum remaining amount** on the sales order that can be authorized will be shown by default.
6. Click **OK**.

Note

* In the **Aptean Pay Pre-Auth Queue** page, a new record will be created with the **Payment Status** field as **Created**. * In the **Pre-Auth Status** field, the status will be shown as **Success**. * In the **Aptean Pay Payment Method Id**, the payment ID will be shown.

7. On the **Sales Order** page, click **Posting Post**.
The **Ship and Invoice** page appears.



8. Click **OK**.

9. Click **Posting > Post** to post the Sales Order.

While Pre-authorizing the payment process, the below scenarios are considered:

Scenario 1: After **authorization** if you want to change the amount in the **Sales Order** and release it, the following events will occur:

- a. The status of the **Pre-Auth** field will be shown as **Authorizing**.
- b. The previous payment will be cancelled and the older reserved amount will be released.
- c. A new payment will be created with the new amount and it will be authorized.
- d. The logs can be viewed in the **Aptean pay Entries** page.
- e. Then the field **Pre-Auth Status** field, the status will be shown as **Success**.
- f. When Posting the request, the new amount will be captured.

Scenario 2: If the authorization done using the invalid payment method:

- a. The status of the **Pre-Auth** field will be shown as **Failed**.
- b. A new record is created in the **Aptean Pay Request Queue** page, with Request Status is **Closed**.
- c. A new payment request will be created with the new amount.
- d. When it is failed to authorize the amount, the **Payment Status** field will be shown **Error**.

Scenario 3: When doing pre-auth on sales order if we are doing partial posting then:

- a. The previous payment will be **cancelled**.
- b. A new payment will be created for the amount being processed.
- c. The new amount will be captured.
- d. The status of the **Pre-Auth** field will be **empty**.

10. Choose the  icon, enter **Aptean Pay Log**, and then choose the related link to view the log entries.

Note

On the **Aptean Pay Pre-Auth Queue** page, the **Payment Status** field value will be updated to *Captured*.
On the **Service Lines** or **Warehouse Shipment** page, when the **Aptean Payment Method** action is executed for an order, followed by the execution of the **Ship and Invoice** action to post it, the system automatically sends a payment request and updates the **Payment Status** field value to *Captured* on the **Aptean Pay Pre-Auth Queue** page.

When a sales order is released after executing the **Aptean Pay** action, the system updates its details on the **Aptean Pay Pre-Auth Queue** page. If the same sales order is reopened and released again, the system will only re-authorize the payment if the updated **Total Incl. VAT (USD)** field value exceeds the previously authorized amount. If the amount remains the same or less, the system retains the existing authorization instead of re-authorizing the payment.

You can execute the **Re-Authorize Expired Entries** action on the **Aptean Pay Pre-Auth Queue** page, the system sends a new authorization request for the selected record and updates the values in the **Payment Status**, **Processed Date**, and **Processed Time** fields accordingly.



Pre-Authorization of Payment Method for Service Order

The **Pre-Authorization of Payment Method** functionality developed for Sales Order is also applicable for Service Order/Invoices.



Payment with Immediate Capture

Article • 4/6/2023 • 5 min read

1. Select the Search icon , enter **Aptean Pay Setup**, and then choose the related link.
The **Aptean Pay Setup** page opens.
2. Under the **Payment Requests and Authorizations** tab, enable **Immediate Capture**.

Note

You can also capture the payment manually. To capture payment manually, skip the above steps.

3. Select the Search icon , enter **Sales Order**, and then choose the related link.
The **Sales Order** page opens.
4. Choose **New**.
5. Under the **General** tab, in the **Customer Name** field, choose .
6. Choose the appropriate customer name and choose **OK**.
The customer details will display on the page.
7. Enter the following details:
 - **Type** of entity that will be posted for this sales line
 - **Description** of the entry of the product to be sold
 - **Quantity** i.e. number of units being sold
 - **Unit Price Excl. Tax** i.e. the price for one unit on the sales line
8. Follow the below procedures to select the Payment method.
 - a. In the Sales Order page, enable the **Skip Authorization** field.
 - b. In the Sales Order page, click **Release** to release the Sales Order.
 - c. Click **Apply Payment Method**
 - d. Select the **Aptean Payment Method Id** which you want.
 - e. Click **OK**.
9. Choose **Release** tab and then choose **Release**.
10. Choose **Posting** tab and then choose **Post**.
A dialog box opens.
11. Choose **Ship and Invoice** and then choose **OK**.
Another dialog box opens asking if you want to open the Posted Invoice.
12. Choose **Yes**.



13. Choose **More Options** Tab and then choose **Navigate** or **Related**.

14. Choose **Aptean Pay Pre-Auth Queue**.

A new page opens.

15. Choose **Actions** and then choose **Send to Aptean Pay**.

Here you can check the Payment Status.



Payment with Delay in Capture

Article • 4/6/2023 • 5 min read

1. Select the Search icon , enter **Aptean Pay Setup**, and then choose the related link.
The **Aptean Pay Setup** page opens.
2. Under **Payment Requests and Authorizations** tab, disable **Immediate Capture**.
3. In **Delay in Capture** field, enter the number of days after which you want the payment to be captured. E.g. If you wish to have a delay of one day in payment capture, enter 1D.
4. Configure a Payment Scheduler job queue. See [Payments Scheduler job queue](#) section for more details.
5. Select the Search icon , enter **Sales Order**, and then choose the related link.
The **Sales Order** page opens.
6. Choose **New**.
7. Under **General** tab, in the **Customer Name** field, choose .
8. Choose the appropriate customer name and choose **OK**.
The customer details will display on the page.
9. Enter the following details:
 - **Type** of entity that will be posted for this sales line
 - **Description** of the entry of the product to be sold
 - **Quantity** i.e. number of units being sold
 - **Unit Price Excl. Tax** i.e. the price for one unit on the sales line
10. Follow the below procedures to select the Payment method.
 - a. In the **Sales Order** page, enable the **Skip Authorization** field.
 - b. In the **Sales Order** page, click **Release** to release the Sales Order.
 - c. Click **Apply Payment Method**
 - d. Select the **Aptean Payment Method Id** which you want.
 - e. Click **OK**.
11. Choose **Release** tab and then choose **Release**.
12. Choose **Posting** tab and then choose **Post**.
A dialog box opens.
13. Choose **Ship and Invoice** and then choose **OK**.
Another dialog box opens asking if you want to open the Posted Invoice.
14. Choose **Yes**. The job queue will run in the background now.
15. Choose **More Options** Tab and then choose **Navigate** or **Related**.



16. Choose **Aptean Pay Pre-Auth Queue**.

A new page opens.

17. Choose **Actions** and then choose **Send to Aptean Pay**.

Here you can check the Payment Status. The Payment Status will be captured after the number of days you entered under **Delay in Capture** field.



Deletion of the Authorized Payment details

Article • 4/3/2024 • 2 min read

You can cancel the applied payment methods from sales documents and service documents. This allows you to make necessary changes for various reasons, such as errors in payment information or customer preferences, or to provide alternative payment details. You can subsequently apply a new detail by canceling the payment method you applied.

1. Select the Search icon , enter **Sales Order**, and then choose the related link.

The **Sales Order list** page opens.

2. Select the relevant sales order.

The **Sales Order** page opens.

3. On the action bar, select **Actions > Aptean Pay > Cancel Applied Payment Method**.

4. A prompt message appears. Select **Yes**.

The corresponding log entry of the canceled payment will be updated with the Cancel Payment in the **Entry Type** field on the **Aptean Pay Log** page.

After canceling the pre-authorization, you can still use the usual payment method. Canceling pre-authorization ensures flexibility in changing payment methods without losing the pre-authorization facility.



View the source document of a pre-authorized transaction

Article • 4/3/2024 • 2 min read

Use the **Aptean Pay Credit Memos Queue** page to view a list of credit memo records. On this page, you can transfer credit memo records to the Aptean Pay portal, ensuring seamless processing and optimal utilization of credit or refund amounts as payments for outstanding invoices or orders.

Select the Search icon  , enter **Aptean Pay Credit Memos Queue**, and then choose the related link.

The **Aptean Pay Credit Memos Queue** page opens.

Payment Credit Status

The following list includes information about payment credit status that appears on the **Aptean Pay Credit Memos Queue** page:

- **New:** The credit memo record has yet to be sent to Aptean Pay for processing.
- **Created:** The credit memo record has been sent to Aptean Pay for processing but is yet to be captured.
- **Error:** The credit memo record failed during processing.
- **Processed:** The credit memo record has been successfully sent to Aptean Pay, and the payment has been processed.



Payment Receipts Processing

Article • 4/6/2023 • 1 min read

After you have set up and configured Aptean Pay, you can process Aptean Pay payment receipts.

The high level process involves the following steps:

1. Load payment receipts for payment requests that have been paid within the Aptean Pay Payer Portal into the Aptean Pay Receipts Queue. Payment receipts can be loaded manually or automatically via a job queue entry.
2. Create corresponding cash receipt journal records. Records can be created in a cash receipt journal directly from the cash receipt journal or from the Aptean Pay Receipts Queue.

To learn more about how to process Aptean Pay payment receipts, in the following table, select the links.

Link
View Payment Receipts in the Aptean Pay Receipts Queue
Payment Receipt Status
Load Payment Receipt Records Manually into the Aptean Pay Receipts Queue
Load Payment Receipt Records using Job Queue
Create Aptean Pay Payment Receipt Records in a Cash Receipt Journal
Load Aptean Pay Payment Receipt Records into a Cash Receipt Journal
Open Cash Receipt Journal from Aptean Pay Receipt Queue
Close an Aptean Pay Receipts Queue Record
Delete Record from Aptean Pay Receipt Queue
View the Aptean Pay Log

See Also [Processing](#).



View Payment Receipts in the Aptean Pay Receipts Queue

Article • 4/6/2023 • 2 min read

On the **Aptean Pay Receipts Queue** page, you can view a list of Aptean Pay payment receipts that have been paid on the Aptean Pay Payer Portal and have been loaded into your Business Central solution.

To view payment receipts in the Aptean Pay Receipts Queue

Select the Search icon  , enter **Aptean Pay Receipts Queue**, and then choose the related link.

The **Aptean Pay Receipts Queue** page opens.

See Also [Payment Receipts Processing](#)



Payment Receipt Status

Article • 4/6/2023 • 1 min read

The following list includes information about the status of payment receipts that appear on the **Aptean Pay Receipts Queue** page:

- *New*: The payment receipt has been loaded from Aptean Pay and a corresponding record has yet to be created in a cash receipt journal.
- *Error*: An error occurred while creating a corresponding cash receipt journal record.
- *Processed*: A corresponding cash receipt journal record has been created for the Aptean Pay payment receipt.
- *Closed*: The Aptean Pay payment receipt record has been manually closed to facilitate cash receipt journal processing.

See Also [Payment Receipts Processing](#)



Load Payment Receipt Records Manually into the Aptean Pay Receipts Queue

Article • 4/6/2023 • 2 min read

To create cash receipt journal records for payment requests that are paid within the Aptean Pay Payer Portal, you must first load the payment receipt information into the **Aptean Pay Receipts Queue** page.

To load payment receipt records manually into the Aptean Pay Receipts Queue

1. Select the Search icon , enter **Aptean Pay Receipts Queue**, and then choose the related link.
The **Aptean Pay Receipts Queue** page opens.
2. On the action bar, choose **Load Receipt Records**.

See Also [Payment Receipts Processing](#)



Load Payment Receipt Records using Job Queue

Article • 4/6/2023 • 1 min read

You can use Job Queues to load the payment receipt records into the Aptean Pay Receipts Queue. However, it's an optional setup.

To perform this step, see [Setup Aptean Pay Receipts Job Queue](#).



Create Aptean Pay Payment Receipt Records in a Cash Receipt Journal

Article • 4/6/2023 • 2 min read

After Aptean Pay payment receipt information has been loaded into the **Aptean Pay Receipts Queue** page, you can create corresponding records in a cash receipt journal.

To create Aptean Pay payment receipt records in a cash receipt journal

1. Select the Search icon , enter **Aptean Pay Receipts Queue**, and then choose the related link.
The **Aptean Pay Receipts Queue** page opens.
2. Select one or more records for which you want to create corresponding records in a cash receipt journal.
3. On the action bar, choose **Create Record in Journal**.
 - If a *Convenience Fee Amount* is available in the selected records, the system will automatically generate a specific entry in the Cash Receipt Journal to reflect this fee.
 - The original payment entry in the Cash Receipt Journal will be updated to account for the convenience fee accurately.
 - Corresponding entries, including an invoice and payment record, will be created to maintain precise financial tracking.

Note

Upon loading the consolidated receipt on the **Aptean Pay Receipt Queue** page from the Aptean Pay Portal, the convenience fees are shown in only one record instead of evenly distributed across the invoices as expected.

See Also [Payment Receipts Processing](#)



Create Cash Receipt Journal Record when Invoice is Not Found

Article • 4/6/2023 • 2 min read

To enable this feature:

1. Select the Search icon  , enter **Aptean Pay Receipts Queue**, and then choose the related link.
The **Aptean Pay Receipts Queue** page opens.
2. Choose **Edit List**.
3. Choose the **Accept to Receipt Journal** check-box against the desired record.
4. Choose **Actions > Create Records in Journal**.

Now, the **Receipt Status** will change to **Processed**.



Load Aptean Pay Payment Receipt Records into a Cash Receipt Journal

Article • 4/6/2023 • 2 min read

After Aptean Pay payment receipt information has been loaded into the **Aptean Pay Receipts Queue** page, you can load the corresponding records into a cash receipt journal.

To load Aptean Pay payment receipt records into a cash receipt journal

1. Select the Search icon , enter **Cash Receipt Journals**, and then choose the related link.
The **Cash Receipt Journals** page opens or if you have more than one General Journal Template set up with the **Type** of *Cash Receipts*, the **General Journal Template List** page opens. If the **General Journal Template List** page opens, to open the **Cash Receipt Journals** page, select the template that you want to use, and then choose **OK**.
2. In the **Batch Name** field, ensure that the batch that you want to use is specified, and then on the action bar, choose **Process** > **Load Aptean Pay Receipts**. Or choose **Actions** > **Functions** > **Load Aptean Pay Receipts**.

See Also [Payment Receipts Processing](#)



Open Cash Receipt Journal from Aptean Pay Receipt Queue

Article • 4/6/2023 • 2 min read

1. Select the Search icon  , enter **Aptean Pay Receipts Queue**, and then choose the related link.
The **Aptean Pay Receipts Queue** page opens.
2. Choose **Actions** > **Open Cash Receipt Journal**.



Close an Aptean Pay Receipts Queue Record

Article • 4/6/2023 • 2 min read

If required, you can close an Aptean Pay Receipts Queue record. When a record is closed, the record is ignored during the loading of Aptean Pay payment receipt records into a cash receipt journal from the **Cash Receipt Journals** page.

To close an Aptean Pay Receipts Queue record

1. Select the Search icon , enter **Aptean Pay Receipts Queue**, and then choose the related link.

The **Aptean Pay Receipts Queue** page opens. 2. Select the one or more records for which you want to change the **Receipt Status** to *Closed*. 3. On the action bar, choose **Close Record**.

A dialog box appears and displays the following question:

Are you sure you want to change the Receipt Status to Closed? 4. Choose **Yes**.

The **Receipt Status** of the one or more records is changed to *Closed*.

See Also

[Payment Receipts Processing](#)



Delete Record from Aptean Pay Receipt Queue

Article • 4/6/2023 • 2 min read

1. Select the Search icon  , enter **Aptean Pay Receipts Queue**, and then choose the related link.

The **Aptean Pay Receipts Queue** page opens.

2. Select the one or more records which you want to delete.

3. Choose **Actions** > **Delete**.

A dialog box appears and displays the following question:

Are you sure you want to delete the selected record(s)?

4. Choose **Yes**.



Apply the Credit amount to the Aptean Pay Receipt Queue

Article • 4/3/2024 • 1 min read

Use the **Apply Credits** action on the **Aptean Pay Receipts Queue** page to apply the credits memo to relevant Customer Ledger Entries automatically. Upon selecting Apply Credits, the system identifies the credit memo associated with the transaction based on the **Credit Memo Reference No.** field, ensuring that a valid credit memo number is provided. Subsequently, the system creates an application entry that links the credit memo to the relevant invoice, updating their respective remaining amounts accordingly.

This process ensures that the remaining amount of both the invoice and credit memo customer ledger entries decreases by the credit amount, facilitating accurate accounting of balances.

View applied credits on the Customer Ledger Entries page

The system applies the credit to relevant customer ledger entries, updates the **Receipt Status**, and activates the **Credit Applied** toggle to reflect the deduction from the open invoice in the Aptean Pay Receipts Queue lines. See also [Credit Memo Processing](#).



Refund Processing

Article • 4/6/2023 • 1 min read

You have the option to refund your customer's payment, if the need arises.

To learn more about refunds, select the links in the following table.

Link
Payment Type
Load Refund Records Manually into the Aptean Pay Receipts Queue
Load Refund Records using Job Queue
Create Aptean Pay Refund Records in a Cash Receipt Journal
Load Aptean Pay Refund Records into a Cash Receipt Journal
Post Refund Records in Cash Receipt Journal
View the Aptean Pay Log



Payment Type

Article • 4/6/2023 • 1 min read

On the **Aptean Pay Receipts Queue** page, you can check the **Payment Type** of all the records.

- **Payment:** This status indicates that the payment has been successfully completed.
- **Refund:** This status indicates that you have refunded the payment to the customer.

! Note

- You can refund a customer only after their payment is completed and captured.
- Both partial and full refunds are supported.



Load Refund Records Manually into the Aptean Pay Receipts Queue

Article • 4/6/2023 • 2 min read

1. In Business Central, select the Search icon  , enter **Aptean Pay Receipts Queue**, and then choose the related link.
The **Aptean Pay Receipts Queue** page opens.
2. Choose **Actions > Load Refund Records**.

Now, the partial refund records and full refund records are loaded.



Load Refund Records using Job Queue

Article • 4/6/2023 • 1 min read

You can use Job Queues to load the payment receipt records into the Aptean Pay Receipts Queue. However, it's an optional setup.

To perform this step, see [Setup Aptean Pay Receipts Job Queue](#).



Create Aptean Pay Refund Records in a Cash Receipt Journal

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1. Select the Search icon , enter **Aptean Pay Receipts Queue**, and then choose the related link.
The **Aptean Pay Receipts Queue** page opens.
2. Choose the refund record for which you want to create a Payment Receipt record.
3. Choose **Actions > Create Record in Journal**.
The Receipt Status changes from New to Processed.
4. Choose **Actions > Open Cash Receipt Journal**.
Here, the Document Type displays as Refund.
Under Document No., the Refund suffix displays which has been taken from the Setup page.
5. Choose **Bal. Account No.** from the drop-down menu.
6. Choose **Post/Print > Post**.
A dialog box opens displaying the following message:
Do you want to post the journal lines?
7. Choose **Yes**.
A dialog box opens displaying the following message:
The journal lines were successfully posted.
8. Choose **OK** to close the dialog box.



Load Aptean Pay Refund Records into a Cash Receipt Journal

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1. Select the Search icon  , enter **Cash Receipt Journal**, and then choose the related link.
The **Cash Receipt Journal** page opens.
2. Choose **Actions** > **Functions** > **Load Aptean Pay Receipts**.
(OR)
3. Choose **Process** > **Load Aptean Pay Receipts**.



Post Refund Records in Cash Receipt Journal

Article • 4/6/2023 • 1 min read

See [Post Refund Records](#).



Pre-Payment in Sales Order

Article • 4/25/2023 • 3 min read

To make a pre-payment in sales order

1. Create a new **Sales Order**.

The **Sales Order** page opens.

2. On the **Prepayment** FastTab, in the **Prepayment %** field, enter the prepayment value.

3. On the action bar, select **Post Prepayment Invoices** action (**Posting** > **Prepayment**).

4. While processing the Pre-Payment in sales order, the following scenarios will be considered:

Scenario 1: If no prepayment method ID is selected in the **Prepay Aptean Pay Payment Method Id** field of the **Sales Order** page, a new record will be created on the **Aptean Pay Request Queue** page. When the record is sent to the Aptean Pay, the customer will be notified to pay through the email and mobile number. Enter the communication type in the **Communication type** field.

Scenario 2: If the prepayment method ID is selected, a new record will be created in the **Aptean Pay Pre-Auth Queue** page. If the **Immediate Capture** toggle on the **Aptean Pay Setup** page is turned off and if the record is sent to Aptean Pay, it will create a payment, it won't be charged. The **Payment status** field is set to *Created*. In this case, the customer won't be notified to pay through email or mobile number, as the amount will be charged against the payment method selected. When the **Communication type** field is blank on the **Aptean Pay Request Queue** page.

Note

If the **Immediate Capture** field in the **Aptean Pay Setup** page is enabled, then the payments can be captured directly.

Scenario 3: The pre-authorization cannot be done, if the prepayment is already done.

Scenario 4: To skip the pre-authorization:

- a. Create a **Sales Order**.
- b. On the **Sales Order** page, turn on the **Skip Authorization** toggle.
- c. On the action bar, select **Apply Payment Method** (**Actions** > **Aptean Pay**) to post.
The **Apply Payment method** page appears.
- d. Select the **Aptean Pay Payment Method Id**.
- e. Select **OK**.



 Note

The **Aptean Pay Payment Method Id** field on the **Sales Order** page is updated with the payment method ID. Using this ID, pre-payment is processed based on the above scenario 2.

Scenario 5: To do pre-authorization before the prepayment:

- a. Create a **Sales Order**.
- b. On the action bar, select **Apply Payment Method** (**Actions** > **Aptean Pay**) to post.
The **Apply Payment Method** page appears.
The following events occur:
 - The payments and Aptean log entries are created.
 - The **Pre-Auth Status** field is set to *Success*.
 - The **Aptean Pay Payment Method Id** field is updated with the payment method ID.
- c. Enter the **Prepayment %** value in the **Prepayment %** field.
- d. Select **Actions** > **Prepayment** > **Post Prepayment Invoices** to post.
- e. Select **Yes** to confirm.
A dialog appears.
- f. Select **Yes**.
The pre-auth will be cancelled and the **Pre-Auth Status** and **Aptean Pay Payment Method Id** field values is set to blank.
In the **Aptean Pay Pre-Auth Queue** page, a new record will be created and the older records will be deleted.

Scenario 6: To capture prepayment manually after posting prepayment invoice:

- a. On the **Aptean Pay Setup** page, turn on the **Immediate Capture** toggle.
- b. On the **Sales Order** page, configure the **Prepay Aptean Pay Payment Method Id** field.
- c. Post the prepayment invoice.
- d. Navigate to the **Aptean Pay Pre-Auth Queue** page.
The system updates the **Payment Status** field value to *New*.
- e. On the action bar, select **Send to Aptean Pay**.
The system updates the **Payment Status** field value to *Created*.
- f. On the action bar, select **Capture Payments**.
The system updates the **Payment Status** field value to *Captured*.

