Setting Up Payment Innovators

Last Modified on 11/17/2026 5:20 pm EST

This guide explains how to set up your integration with Payment Innovators.

Before you can integrate Payment Innovators with your aACE system, you must contact Payment Innovators for a quote. Prepare a recent merchant statement to present to the representative. Once the quote is approved, you will need to set up your account. Additionally, you will schedule an installation appointment with Payment Innovators.

Table of Contents

- ACH Option
- aACE Integration File
- Credit Card Fee Recovery
- Tokens and Multiple Accounts
- Migrate Saved Cards
- Implementation Options

ACH Option

If you want to receive payments via ACH, let both the Payment Innovators representative and aACE Software know so your account will be configured appropriately.

Top

aACE Integration File

Once you have an installation appointment scheduled, your aACE payment processing integration file will need to be configured for the new installation. Email us at support@aACEsoft.com () to submit a support ticket for assistance in preparing for the new installation. The email address you use to contact us will be the email address used within our support system to send you updates and responses.

After the aACE integration file (http://aace5.knowledgeowl.com/help/installing-integration-files) is installed or reconfigured, you will need to set a few other aACE preferences. For more details, read Overview of Other Preferences for Payment Processing (https://aace5.knowledgeowl.com/help/overview-of-other-preferences-for-payment-processing#PayProcessorTestMode).

Lastly, we recommend that you run a test to ensure the integration is working correctly.

Test Mode

aACE provides a test feature so you can verify your credit card integration prior launching your Payment Innovators integration. We can set up aACE to run test transactions (https://aace6.knowledgeowl.com/help/working-with-test-mode-to-learn-about-credit-card-processing) so you can explore how the integration works. Contact us at support.aACEsoft.com () to configure Test Mode.

Any testing should be completed during your Discovery process, before going live with aACE. Live transactions will typically be ignored while Test Mode is active, meaning that transactions could be lost. Do not work with test mode after you have gone live unless you are specifically working in a test system with an aACE Support Representative.

Enabling Test Mode with production credentials will also generate an error. If you have already set up an account and entered production credentials, entering test credentials will overwrite them.

Top

Credit Card Fee Recovery

If you are planning to use the 'Pay Now' link and want to add a credit card fee recovery, let both the Payment Innovators representative and aACE Software know so your account can be configured appropriately. You will need to have a GL account assigned for recording these items on your invoices and receipts.

For additional resources on credit card fee recovery, refer to Managing Your Credit Card Processor Fees (https://aace6.knowledgeowl.com/help/managing-your-credit-card-processor-fees) and Charging Fees for Customer Payments Made with a Credit Card (https://aace6.knowledgeowl.com/help/charging-a-fee-for-customer-payments-made-with-a-credit-card).

Top

Tokens and Multiple Accounts

Payment Innovators creates account tokens for each terminal your organization requires. The number of account tokens you receive from Payment Innovators and the placement of those tokens will vary depending on how your business is set up.

aACE enables you to have multiple accounts associated with different offices so you can keep data separated. Payment Innovators can also provide separate merchant identification numbers (MIDs) for each office or entity. However, you should only configure your Payment Innovators accounts this way if you're doing purely multi-office segregation, and each office is a completely separate accounting entity.

If multiple accounts are a consideration for you, notify us so we can configure your settings.

Top

Migrate Saved Cards

If you have a lot of saved cards or your customers would prefer you transfer their card information, you may want to migrate your saved cards from your existing payment processor, such as Global Payments, to Payment Innovators.

While this cannot be done for all payment processors, some allow it. Global Payments is one that does. The process to transfer your saved cards can take up to three weeks and incurs a fee. During this time, new credit cards entered into Global Payments will not be included in the transfer and will need to be re-entered into Payment Innovators at a later date.

On the day you transfer services, we'll turn off Global Payments and turn on Payment Innovators in the aACE payment processing integration file for a smooth transition.

Top

Implementation Options

There are a few options you can choose from when switching from Global Payments to Payment Innovators, depending on which fits your business best:

1. An aACE team member enables your Payment Innovators integration and temporarily disables stored cards. When Payment Innovators confirms the tokens have been transferred, an aACE team member re-enables those stored cards. This means you must get card information from customers for new orders, even repeat ones that you've previously stored their card information.
2. You continue using Global Payments even after initiating the token transfer. When Payment Innovators confirms the tokens have been transferred, an aACE team member enables the Payment Innovators integration. This will require you to store card information outside of aACE for any new cards input after initiating the transfer, as these will need to be re-entered when Payment Innovators is enabled.
3. An aACE team member enables Payment Innovators and it runs simultaneously with

Global Payments. New cards go through Payment Innovators and old cards go through Global Payments. Then, when Payment Innovators confirms the tokens have been transferred, an aACE team member transfers the stored tokens from Global Payments to Payment Innovators within your system.
