

## ProCharge<sup>®</sup> Gateway User Guide



Powered By  
**Electronic Payments<sup>®</sup>**

Technical Support: 800-966-5520 – Option 3

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# Introduction

ProCharge<sup>®</sup> Gateway provides merchants with flexibility and user-friendly technology to conduct transactions, simplifying payment processing and saving money. Merchants can easily and securely process sales, create and send invoices, and view detailed business reports. ProCharge<sup>®</sup> Gateway integrates with QuickBooks Online, offering further flexibility in conducting business transactions.

## Overview

This document contains information about configuring and using the ProCharge<sup>®</sup> Gateway online transaction processing system. ProCharge<sup>®</sup> Gateway features a robust series of configuring options within the site itself, including the following:

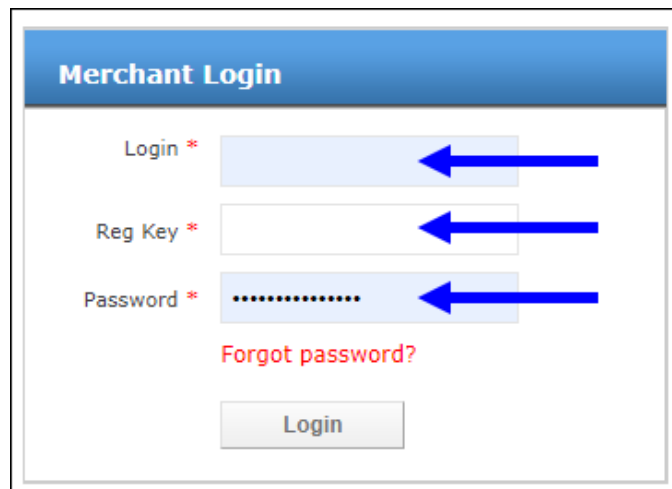
- Virtual Terminal
- Gift Card
- Customer
- Invoice
- Reports
- Account
- Profiles
- Manage Batch
- Custom Checkout
- QBO Sync

# Getting Started

## Accessing the Dashboard

The ProCharge® Gateway dashboard is where the primary tabs are located. Perform the following to access the dashboard:

1. Navigate to <https://secure2.ProCharge.com>.
2. In the **Merchant Login** section, enter the following:
  - a. **Login:** The user's login name
  - b. **Reg Key:** The seven-digit key provided by Customer Support
  - c. **Password:** The user's password



The image shows a screenshot of the 'Merchant Login' form. The form has a blue header with the text 'Merchant Login'. Below the header are three input fields: 'Login \*', 'Reg Key \*', and 'Password \*'. Each field has a blue arrow pointing to it from the right. Below the password field is a red link that says 'Forgot password?'. At the bottom of the form is a 'Login' button.

3. Click **Login**.

**NOTE:** Depending on your security settings, ProCharge® Gateway may require you to answer security questions before logging in.

**NOTE:** The exact layout of your ProCharge® environment may differ slightly from these instructions due to account setup. Contact Customer Support for assistance in configuring your dashboard.

# Viewing the Dashboard

The ProCharge® Gateway dashboard displays the Home screen by default. From the dashboard, users can access the **Virtual Terminal**, **Customer** information, **Invoices**, and other business details.



# Dashboard Functions

## Home

The Home screen consists of three sections where users can view general sales and transaction data.

- **Messages:** Displays sales data in graphs
- **Statistics:** Displays sales data in a table
- **Transaction Details:** Displays recent transactions.

PROCHARGE

Welcome, **Electronic Payments EMV Production**  
 Last Login: 9/5/2023 10:40:28 AM  
 Logged in as: **Merchant**  
Connect to QBO

Home
Virtual Terminal
Gift Card
Customer
Invoice
Messages
Reports
Account
Manage Batch
Custom Checkout
QBO Sync
Logout

**Messages**

*Dollar Amount*

*Time Period*

*Dollar Amount*

*Time Period*

*Dollar Amount*

*Time Period*

**Statistics**

	Total Open Invoices	Total Closed Invoice
Current Month (Sep 2023)	\$0.00	\$0.00
Previous Month (Aug 2023)	\$230.92	\$230.92
Current Year (2023)	\$1,297.84	\$1,297.84
Previous Year (2022)	\$0.00	\$0.00
Since Beginning	\$1,297.84	\$1,297.84

**Transaction Details**

Invoice Number	Customer Name	Due Date	Paid On	Paid Amount	Status	Description
13648683-114		Aug-29-2023	Aug-29-2023	\$39.99	APPROVED	Transaction Approved
13648683-113		Aug-29-2023	Aug-29-2023	\$34.99	APPROVED	Transaction Approved
13648683-112		Aug-23-2023	Aug-23-2023	(\$0.01)	APPROVED	Transaction Approved
13648683-112	WOODS/CHADON	Aug-23-2023	Aug-23-2023	\$0.01	APPROVED	Transaction Approved
13648683-111		Aug-23-2023	Aug-23-2023	\$34.99	APPROVED	Transaction Approved

# Virtual Terminal

Merchants conduct most day-to-day transactions through the **Virtual Terminal**. The terminal is organized into various sections and subsections.

The screenshot displays the ProCharge Virtual Terminal interface. At the top left is the ProCharge logo. The top right shows a welcome message: "Welcome, Electronic Payments EMV Production", "Last Login: 9/5/2023 10:40:34 AM", and "Logged in as Merchant". Below this is a green "Connect to QBO" button. A navigation bar contains the following items: Home, Virtual Terminal (highlighted), Gift Card, Customer, Invoice, Messages, Reports, Account, Manage Batch, Custom Checkout, QBO Sync, and Logout. Below the navigation bar are radio buttons for transaction types: Sale (selected), Refund, Auth Only, and Capture. The main area is divided into two columns: "Customer Details" and "Payment Details".

**Customer Details:**

- Customer Name: Select Customer (dropdown),  Existing Customer
- Company Name: ,  Save Customer
- First Name:
- Last Name:
- Email Address:
- Shipping Address:
- Shipping City:
- Shipping State:
- Shipping Zip:
- Phone Number:  (e.g. (xxx)xxx-xxxx)

**Payment Details:**

- Amount:
- Total Amount:
- Description:
- Payment Method: Credit Card (dropdown)
- Entry Method:
-

## Sale

Merchants process transactions in the **Sale** section. Select **Sale** to display, enter, or adjust customer and payment details. The Sale section consists of the following sections:

- **Customer Details** – Enter customer information into the desired fields.
- **Payment Details** – Enter payment information into the desired fields.

The screenshot shows the ProCharge Gateway interface. At the top left is the PROCHARGE logo. At the top right, it says "Welcome, Electronic Payments EMV Production", "Last Login: 9/5/2023 10:40:34 AM", and "Logged in as Merchant". Below this is a "Connect to QBO" button. A navigation bar contains links: Home, Virtual Terminal, Gift Card, Customer, Invoice, Messages, Reports, Account, Manage Batch, Custom Checkout, QBO Sync, and Logout. Below the navigation bar, there are four radio buttons: Sale (selected and highlighted with a blue box and arrow), Refund, Auth Only, and Capture. The main form is divided into two sections: "Customer Details" and "Payment Details".

**Customer Details:**

- Customer Name: Select Customer (dropdown), Existing Customer (checkbox)
- Company Name: (text input), Save Customer (checkbox)
- First Name: (text input)
- Last Name: (text input)
- Email Address: (text input)
- Shipping Address: (text input)
- Shipping City: (text input)
- Shipping State: (text input)
- Shipping Zip: (text input)
- Phone Number: (text input) (e.g. (xxx)xxx-xxxx)

**Payment Details:**

- Amount: (text input)
- Total Amount: (text input)
- Description: (text input)
- Payment Method: Credit Card (dropdown)
- Entry Method: Manual (checkbox), Swipe (checkbox)
- Pay Now (button)



## Auth Only

The **Auth Only** section is where merchants perform pre-authorizations of a customer’s card.

- **Customer Details** – Enter customer information.
- **Payment Details** – Enter transaction amount to pre-authorize.

The screenshot shows the ProCharge Gateway interface. At the top right, it says "Welcome, Electronic Payments EMV Production" with a last login of "9/5/2023 10:50:28 AM" and "Logged in as Merchant". A "Connect to QBO" button is visible. The navigation menu includes: Home, Virtual Terminal, Gift Card, Customer, Invoice, Messages, Reports, Account, Auth Only (highlighted with a blue box and arrow), Manage Batch, Custom Checkout, QBO Sync, and Logout. Below the menu, there are radio buttons for "Sale", "Refund", "Auth Only" (selected), and "Capture". The "Customer Details" section includes fields for Customer Name (with a "Select Customer" dropdown), Company Name, First Name, Last Name, Email Address, Phone Number (with a red note "e.g. (xxx)xxx-xxxx"), and Description. There are checkboxes for "Existing Customer", "Save Customer", and "Save Card". The "Payment Details" section includes an "Amount" field with a red asterisk and an "Entry Method" dropdown with "Manual" and "Swipe" options.

## Capture

The **Capture** section is where merchants enter the customer’s card authorization details.

**NOTE:** Captures can only be run for authorizations originating from within ProCharge® Gateway.

The screenshot shows the PROCHARGE virtual terminal interface. At the top left is the PROCHARGE logo. At the top right, it says "Welcome, Electronic Payments EMV Production", "Last Login: 9/13/2023 5:30:02 PM", and "Logged in as Merchant". Below this is a "Connect to QBO" button. A navigation bar contains tabs for Home, Virtual Terminal, Gift Card, Customer, Invoice, Messages, Reports, Account, Manage Batch, Custom Checkout, QBO Sync, and Logout. The "Virtual Terminal" tab is active. Below the navigation bar, there are radio buttons for "Sale", "Refund", "Auth Only", and "Capture". The "Capture" radio button is selected and highlighted with a blue box and a blue arrow pointing to it. Below the radio buttons is a form with the following fields: "Approval Code \*", "Amount \*", "Card Number \*", "Name on Card", "Expiration Date \*" (with sub-fields for "Month" and "Year"), "Address", "ZIP", and "CVV". There is a "Process Capture" button at the bottom of the form.

## Gift Card

Merchants can manage eGiftSolutions gift card functions under the **Gift Card** tab. Users can activate, add value to, conduct balance transfers, and much more.

### Redeem

Perform the following to redeem an eGiftSolutions gift card. **Card Number**, **Amount (\$)**, and **Total Amount (\$)** are required fields:

- **Name on Card** (Optional) – Enter the name printed on the card.
- **Card Number** – Enter the card number.
- **Amount (\$)** – Enter the amount to debit from the card.
  - **Tax** – Select the checkbox to apply tax.
- **QBOTax Rates** – Select the desired tax rate from the drop-down menu.
- **Tax (%)** – Displays the tax rate as a percentage.
- **Total Amount** – The total amount of the sale including tax.
- **Submit** – Click to complete the transaction when manually entering the card number and amount.
- **Swipe** – Swipe the eGiftSolutions card instead of manually entering the card number.

**NOTE:** When swiping cards, users must still enter an amount to apply from the card to a purchase amount.

The screenshot shows the PROCHARGE Gift Card management interface. The 'Gift Card' tab is active in the top navigation bar. Below it, a sub-menu contains 'Redeem', 'Activate', 'Add Value', 'Balance Inquiry', 'Void', 'Deactivate', and 'Balance Transfer'. The 'Redeem' button is highlighted with a blue box and a blue arrow pointing to it. The main form area contains the following fields: 'Name on Card' (text input), 'Card Number\*' (text input), 'Amount (\$)\*' (text input), 'QBO Tax Rates' (dropdown menu set to 'Procharge'), 'Tax (%)' (text input set to '0.000'), and 'Total Amount\*' (text input). There are 'Submit' and 'Swipe' buttons at the bottom right. The top right corner displays user information: 'Welcome, Electronic Payments EMV Production', 'Last Login: 9/12/2023 11:22:26 AM', and 'Logged in as Merchant'. A 'Connect to QBO' button is also visible.

## Activate

Perform the following to activate an eGiftSolutions gift card. **Card Number** and **Amount (\$)** are required fields:

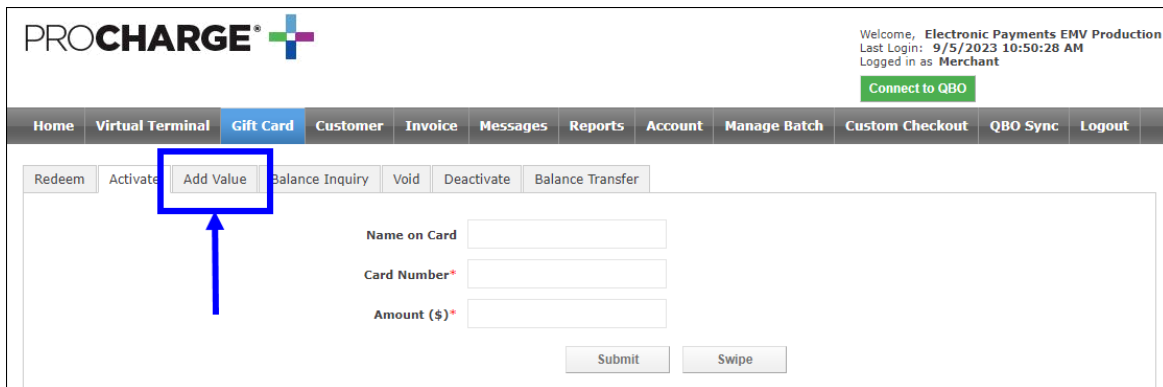
- **Name on Card** (Optional) – Enter the name printed on the card.
- **Card Number** – Enter the card number.
- **Amount (\$)** – Enter the amount to apply to the card.
- **Submit** – Click to complete the transaction when manually entering the card number and amount.
- **Swipe** – Swipe the eGiftSolutions card instead of manually entering the card number.

The screenshot shows the PROCHARGE Gift Card management interface with the 'Activate' tab selected in the sub-menu. The 'Redeem' button is now greyed out, and the 'Activate' button is highlighted with a blue box and a blue arrow pointing to it. The main form area contains the following fields: 'Name on Card' (text input), 'Card Number\*' (text input), and 'Amount (\$)\*' (text input). There are 'Submit' and 'Swipe' buttons at the bottom right. The top right corner displays user information: 'Welcome, Electronic Payments EMV Production', 'Last Login: 9/5/2023 10:50:28 AM', and 'Logged in as Merchant'. A 'Connect to QBO' button is also visible.

## Add Value

Perform the following to add value to an already activated eGiftSolutions gift card. **Card Number** and **Amount (\$)** are required fields:

- **Name on Card** (Optional) – Enter the name printed on the card.
- **Card Number** – Enter the card number.
- **Amount (\$)** – Enter the amount to add onto the card.
- **Submit** – Click to complete the transaction when manually entering the card number and amount.
- **Swipe** – Swipe the eGiftSolutions card instead of manually entering the card number.

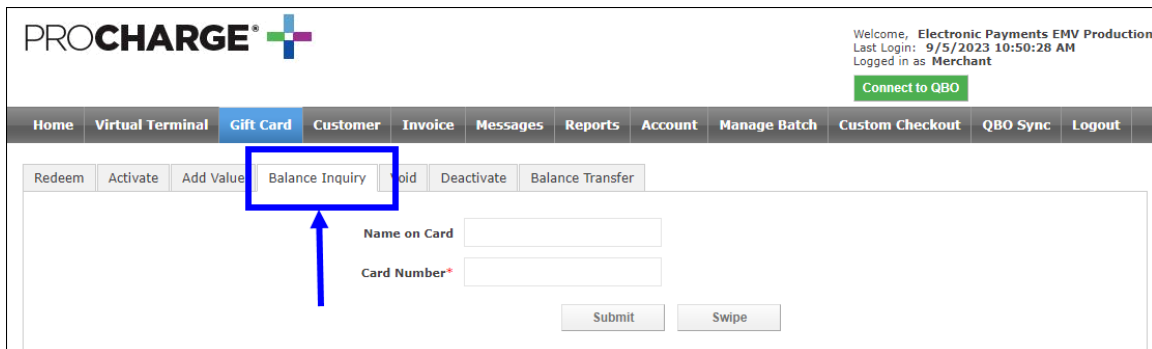


The screenshot shows the PROCHARGE web interface. At the top, there is a navigation menu with options: Home, Virtual Terminal, Gift Card, Customer, Invoice, Messages, Reports, Account, Manage Batch, Custom Checkout, QBO Sync, and Logout. Below this is a sub-menu with options: Redeem, Activate, Add Value, Balance Inquiry, Void, Deactivate, and Balance Transfer. The 'Add Value' button is highlighted with a blue box and a blue arrow pointing to it. The form contains three input fields: 'Name on Card', 'Card Number\*', and 'Amount (\$)\*'. At the bottom of the form are two buttons: 'Submit' and 'Swipe'. In the top right corner, there is a welcome message: 'Welcome, Electronic Payments EMV Production', 'Last Login: 9/5/2023 10:50:28 AM', and 'Logged in as Merchant'. Below this is a green button labeled 'Connect to QBO'.

## Balance Inquiry

Select the **Balance** tab to check the balance of an already activated eGiftSolutions gift card. The Card Number field is required.

- **Name on Card** (Optional) – Enter the name printed on the card.
- **Card Number** – Enter the card number.
- **Submit** – Click to complete the transaction after manually entering the card number.
- **Swipe** – Swipe the eGiftSolutions card instead of manually entering the card number



The screenshot shows the PROCHARGE web interface. At the top, there is a navigation menu with options: Home, Virtual Terminal, Gift Card, Customer, Invoice, Messages, Reports, Account, Manage Batch, Custom Checkout, QBO Sync, and Logout. Below this is a sub-menu with options: Redeem, Activate, Add Value, Balance Inquiry, Void, Deactivate, and Balance Transfer. The 'Balance Inquiry' button is highlighted with a blue box and a blue arrow pointing to it. The form contains two input fields: 'Name on Card' and 'Card Number\*'. At the bottom of the form are two buttons: 'Submit' and 'Swipe'. In the top right corner, there is a welcome message: 'Welcome, Electronic Payments EMV Production', 'Last Login: 9/5/2023 10:50:28 AM', and 'Logged in as Merchant'. Below this is a green button labeled 'Connect to QBO'.

## Void

Merchants can void transactions made with an eGiftSolutions gift card under the **Void** tab.

- **Transaction ID** – Enter the Transaction ID number.
- **Name on Card** – Enter the name printed on the card.
- **Card Number (Required)** – Enter the card number.
- **Submit** – Click to complete the transaction after manually entering the card number.
- **Swipe** – Swipe the eGiftSolutions card instead of manually entering the card number.

The screenshot shows the ProCharge Gateway interface. At the top left is the PROCHARGE logo. At the top right, it says "Welcome, Electronic Payments EMV Production", "Last Login: 9/5/2023 10:50:28 AM", and "Logged in as Merchant". Below this is a "Connect to QBO" button. A navigation bar contains tabs: Home, Virtual Terminal, Gift Card, Customer, Invoice, Messages, Reports, Account, Manage Batch, Custom Checkout, QBO Sync, and Logout. Under the "Gift Card" tab, there are sub-tabs: Redeem, Activate, Add Value, Balance Inquiry, Void, Deactivate, and Balance Transfer. The "Void" sub-tab is highlighted with a blue box and a blue arrow. Below the sub-tabs are three input fields: "Transaction ID", "Name on Card", and "Card Number\*". A "Submit" button is located at the bottom right of the form area.

## Deactivate

Merchants can deactivate an eGiftSolutions gift card under the **Deactivate** tab.

- **Name on Card** – Enter the name printed on the card.
- **Card Number (Required)** – Enter the card number.
- **Submit** – Click to complete the transaction after manually entering the card number.
- **Swipe** – Swipe the eGiftSolutions card instead of manually entering the card number.

The screenshot shows the ProCharge Gateway interface. At the top left is the PROCHARGE logo. At the top right, it says "Welcome, Electronic Payments EMV Production", "Last Login: 9/6/2023 3:35:53 PM", and "Logged in as Merchant". Below this is a "Connect to QBO" button. A navigation bar contains tabs: Home, Virtual Terminal, Gift Card, Customer, Invoice, Messages, Reports, Account, Manage Batch, Custom Checkout, QBO Sync, and Logout. Under the "Gift Card" tab, there are sub-tabs: Redeem, Activate, Add Value, Balance Inquiry, Deactivate, and Balance Transfer. The "Deactivate" sub-tab is highlighted with a blue box and a blue arrow. Below the sub-tabs are two input fields: "Name on Card" and "Card Number\*". At the bottom right of the form area are two buttons: "Submit" and "Swipe".

## Balance Transfer

Merchants can transfer part or all of the balance from one eGiftSolutions card to another under the **Balance Transfer** tab.

- **Debited Card Number** – Number for card from where balance is being transferred.
- **Name on Card (Optional)** – Name on the gift card.
- **Card Number** – Number for card where balance is transferred.
- **Amount (\$)** – The amount to transfer from one card to another.
- **Submit** – Click to complete the balance transfer.

The screenshot displays the ProCharge Gateway user interface. At the top left is the PROCHARGE logo. On the top right, there is a welcome message: "Welcome, Electronic Payments EMV Production", "Last Login: 9/6/2023 3:35:53 PM", and "Logged in as Merchant". Below this is a green "Connect to QBO" button. A navigation bar contains the following tabs: Home, Virtual Terminal, Gift Card, Customer, Invoice, Messages, Reports, Account, Manage Batch, Custom Checkout, QBO Sync, and Logout. Under the "Gift Card" tab, there is a sub-menu with options: Redeem, Activate, Add Value, Balance Inquiry, Void, Deactivate, and Balance Transfer. The "Balance Transfer" option is highlighted with a blue box and a blue arrow pointing to it from the right. Below the sub-menu, there is a form with four input fields: "Debited Card Number\*", "Name on Card", "Card Number\*", and "Amount (\$) \*". A "Submit" button is located at the bottom right of the form area.

## Customer

Under the **Customer** tab, merchants can create and manage a customer database. Merchants can add new customers individually or import multiple customers simultaneously with the **Bulk Insert** function. The **Customer** tab also allows merchants to create invoices for saved customers.

PROCHARGE®

Welcome, Electronic Payments EMV Production  
Last Login: 9/6/2023 4:42:23 PM  
Logged in as Merchant  
[Connect to QBO](#)

Home Virtual Terminal Gift Card **Customer** Invoice Messages Reports Account Manage Batch Custom Checkout QBO Sync Logout

Search Name, Card Type, Last 4 of Card Search Refresh  Active  Inactive Bulk Insert Add Page Size

Name	Email Address	Last transaction: Date and Time	Amount	Status	Create Invoice	Action
<a href="#">Tri Customer 2023</a>	...	3/14/2023 9:18:14 PM	(0.01)	Approved	Create Invoice	Update Customer
<a href="#">Tri Nguyen</a>	...	4/4/2023 12:50:07 PM	147.52	Declined	Create Invoice	Update Customer
<a href="#">Test Save</a>	...				Create Invoice	Update Customer
<a href="#">Michael Smith</a>	...				Create Invoice	Update Customer
<a href="#">Tri Test 1</a>	...				Create Invoice	Update Customer
<a href="#">Tri Test</a>	...				Create Invoice	Update Customer
<a href="#">test01</a>	...	6/22/2023 10:19:44 PM	(0.01)	Approved	Create Invoice	Update Customer

## Invoice

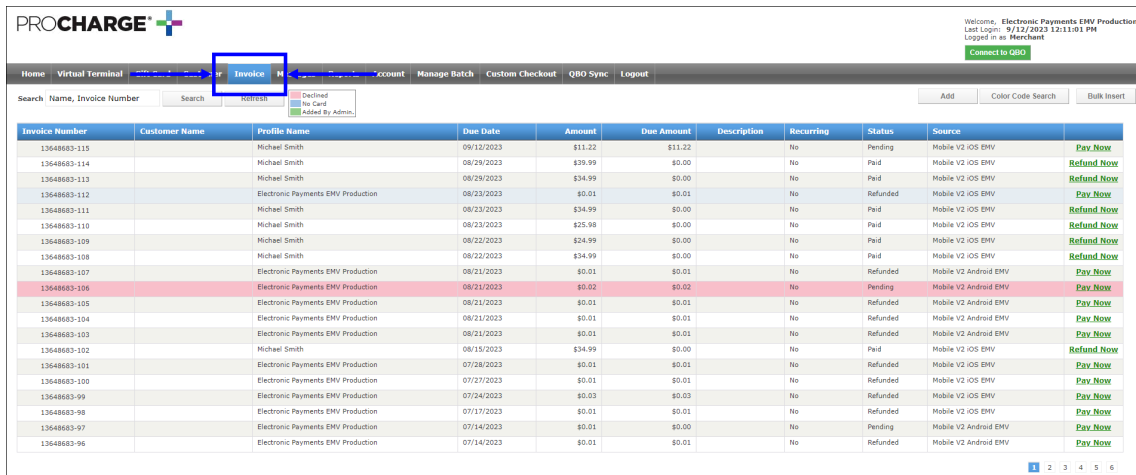
Merchants can search, view, and add invoices under the **Invoice** tab. The **Invoice** tab also allows merchants to process customer payments, issue single transaction refunds, and even perform a bulk import of multiple invoices. The invoice tab includes invoice numbers, customer names, due dates and amounts and other transaction data.

### Invoice Tab Functions

- **Search Field** – Search for an invoice by name, number, or other keyword.
- **Refresh** – Click to refresh invoice data.
- **Add** – Add an Invoice.
- **Color Code Search** – Search by a color coded status. Options include: **Declined**, **No card**, and **Added by Admin**.
- **Bulk Insert** – Add invoices in bulk by uploading an Excel file.

## Invoice Tab Data

- **Invoice Number** – The invoice number.
- **Customer Name** – The customer’s name.
- **Profile Name** – The profile name (can match the **Customer Name**).
- **Due Date** – The date the invoice is due.
- **Amount** – The amount of the invoice.
- **Due Amount** – The amount the customer still owes.
- **Description** – The description of the transaction.
- **Recurring** – Displays whether or not payments are recurring.
- **Status** – Displays the status as **Pending**, **Paid**, or **Refunded**.
- **Source** – The device from where the transaction was conducted.
- **Pay Now/Refund Now** – Click the link, then select **Pay Now** to process a payment or select **Refund Now** to issue a refund for a given transaction.



Invoice Number	Customer Name	Profile Name	Due Date	Amount	Due Amount	Description	Recurring	Status	Source	Pay Now/Refund Now
13648663-115		Michael Smith	09/12/2023	\$11.22	\$11.22		No	Pending	Mobile V2 IOS EMV	<a href="#">Pay Now</a>
13648663-114		Michael Smith	08/29/2023	\$39.99	\$0.00		No	Paid	Mobile V2 IOS EMV	<a href="#">Refund Now</a>
13648663-113		Michael Smith	08/29/2023	\$34.99	\$0.00		No	Paid	Mobile V2 IOS EMV	<a href="#">Refund Now</a>
13648663-112		Electronic Payments EMV Production	08/23/2023	\$0.01	\$0.01		No	Refunded	Mobile V2 IOS EMV	<a href="#">Pay Now</a>
13648663-111		Michael Smith	08/23/2023	\$34.99	\$0.00		No	Paid	Mobile V2 IOS EMV	<a href="#">Refund Now</a>
13648663-110		Michael Smith	08/23/2023	\$25.98	\$0.00		No	Paid	Mobile V2 IOS EMV	<a href="#">Refund Now</a>
13648663-109		Michael Smith	08/22/2023	\$24.99	\$0.00		No	Paid	Mobile V2 IOS EMV	<a href="#">Refund Now</a>
13648663-108		Michael Smith	08/22/2023	\$34.99	\$0.00		No	Paid	Mobile V2 IOS EMV	<a href="#">Refund Now</a>
13648663-107		Electronic Payments EMV Production	08/21/2023	\$0.01	\$0.01		No	Refunded	Mobile V2 Android EMV	<a href="#">Pay Now</a>
13648663-106		Electronic Payments EMV Production	08/21/2023	\$0.02	\$0.02		No	Pending	Mobile V2 Android EMV	<a href="#">Pay Now</a>
13648663-105		Electronic Payments EMV Production	08/21/2023	\$0.01	\$0.01		No	Refunded	Mobile V2 Android EMV	<a href="#">Pay Now</a>
13648663-104		Electronic Payments EMV Production	08/21/2023	\$0.01	\$0.01		No	Refunded	Mobile V2 Android EMV	<a href="#">Pay Now</a>
13648663-103		Electronic Payments EMV Production	08/21/2023	\$0.01	\$0.01		No	Refunded	Mobile V2 Android EMV	<a href="#">Pay Now</a>
13648663-102		Michael Smith	08/15/2023	\$34.99	\$0.00		No	Paid	Mobile V2 IOS EMV	<a href="#">Refund Now</a>
13648663-101		Electronic Payments EMV Production	07/28/2023	\$0.01	\$0.01		No	Refunded	Mobile V2 IOS EMV	<a href="#">Pay Now</a>
13648663-100		Electronic Payments EMV Production	07/27/2023	\$0.01	\$0.01		No	Refunded	Mobile V2 IOS EMV	<a href="#">Pay Now</a>
13648663-99		Electronic Payments EMV Production	07/24/2023	\$0.03	\$0.03		No	Refunded	Mobile V2 IOS EMV	<a href="#">Pay Now</a>
13648663-98		Electronic Payments EMV Production	07/17/2023	\$0.01	\$0.01		No	Refunded	Mobile V2 IOS EMV	<a href="#">Pay Now</a>
13648663-97		Electronic Payments EMV Production	07/14/2023	\$0.01	\$0.00		No	Pending	Mobile V2 Android EMV	<a href="#">Pay Now</a>
13648663-96		Electronic Payments EMV Production	07/14/2023	\$0.01	\$0.01		No	Refunded	Mobile V2 Android EMV	<a href="#">Pay Now</a>



# Reports

Merchants can generate reports and review various business reports under the **Reports** tab.

- **Transactions** – Select a report to view details about an individual transaction. Sections include Invoice Details, Transaction Details, Card Details, AVS Payment Details, and Shipping Information.
- **Credit Cards** – Select to view reports about individual credit card transactions.
- **Batch Report** – Select to search for batch reports by entering the Batch Close Date.
- **Tax Report** – Select a date range and type of tax rate to generate various tax reports.
- **Recurring Billing** – Search reports of transactions configured for automatic billing. Merchants can search by date range, customer name, or status. Status options include: **Future, Paid, Void, Pending, New, and Skipped.**
- **Reverse Cash Discount** – Select a date range to generate reports of transactions where reverse cash discounts were applied.

**PROCHARGE**

Home Virtual Terminal Gift Card Customer Invoice Message **Reports** Account Manage Batch Custom Checkout QBO Sync Logout

Search

From:  To:

Invoice Number:  Customer Name:

Status:  Report Duration:

Transaction Mode:  Transaction Type:

Transaction ID:  Last 4 of Card Number:

Approval Code:

Exclude Test Sales:

Submit Reset

Export To:

Date: Sep 07, 2023  
Time: 09:31:00 AM

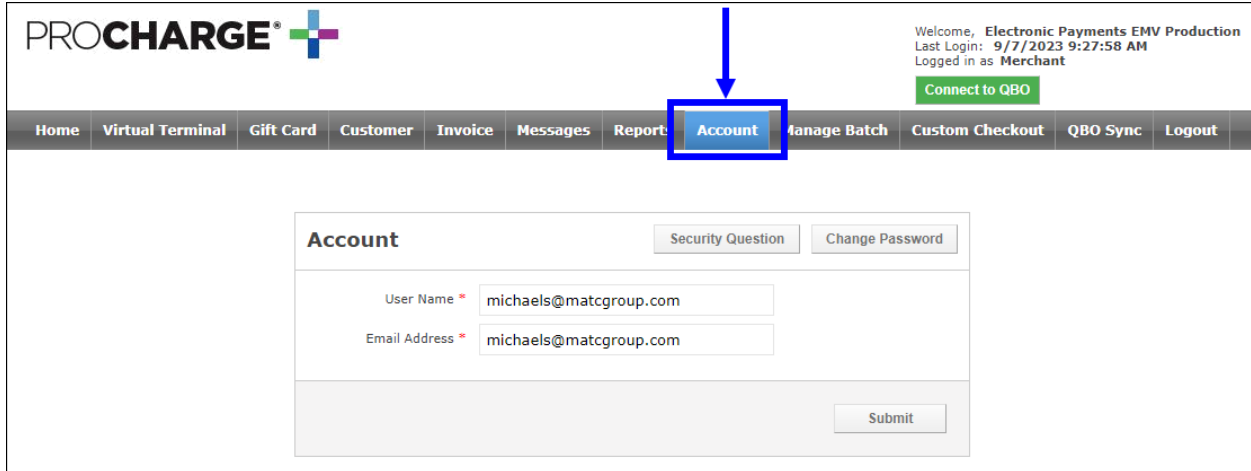
Declined  
Added by Admin

**Payment Report**

Invoice #	Profile Name	QB Invoice #	Paid Date	Due Date	Customer Name	Invoice Description	Application	Card Type	Card #	Type	Status	Transaction ID	Paid Amount	Refund
	Michael Smith		9/6/2023 3:58:29 PM	09/06/2023			Procharge Gateway	Gift Card	1111	Bal Inq	DECLINED	326856	\$0.00	
13648683-114	Michael Smith		8/29/2023 1:27:42 PM	08/29/2023			Mobile V2 IOS EMV	Cash		Sale	APPROVED	C20230829132742577	\$39.99	Refund
13648683-113	Michael Smith		8/29/2023 1:16:34 PM	08/29/2023			Mobile V2 IOS EMV	Cash		Sale	APPROVED	C20230829131634020	\$34.99	Refund
13648683-112	Electronic Payments EMV Production		8/23/2023 2:45:58 PM	08/23/2023			Mobile V2 IOS EMV	Visa	6622	Void	APPROVED	303235675413106	(\$0.01)	
13648683-112	Electronic Payments EMV Production		8/23/2023 2:45:41 PM	08/23/2023	WOODS/CHADON		Mobile V2 IOS EMV	Visa	6622	Sale	APPROVED	303235675413106	\$0.01	Refunded

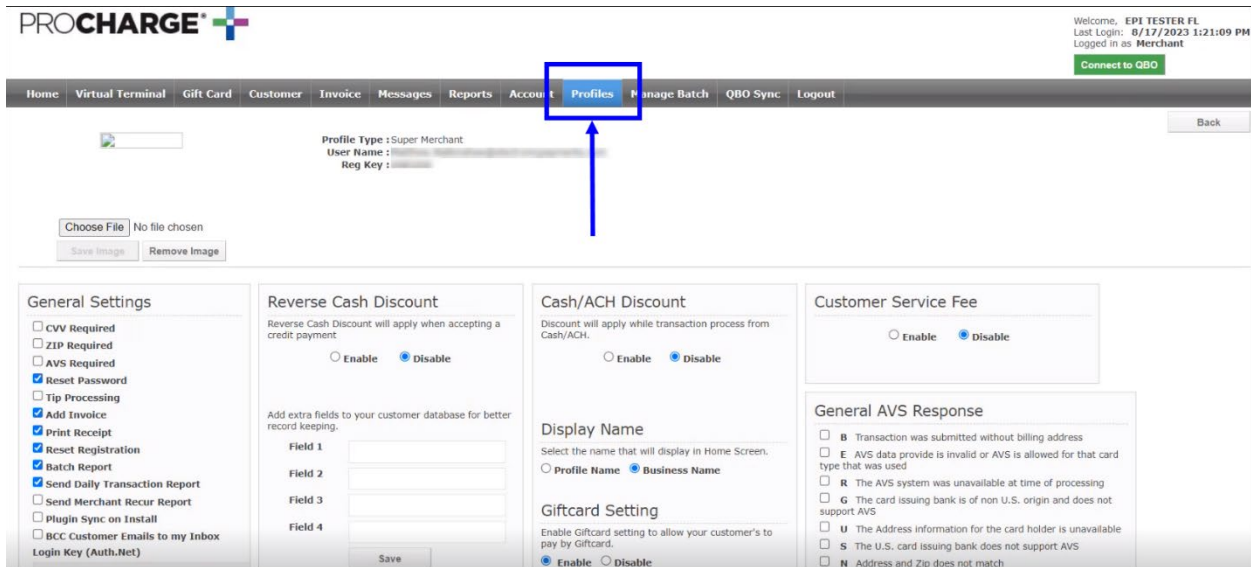
# Account

The **Account** tab allows merchants to change user names, account passwords, and security questions.



# Profiles

Under the **Profiles** tab, merchants can enable or disable a wide variety of admin settings.

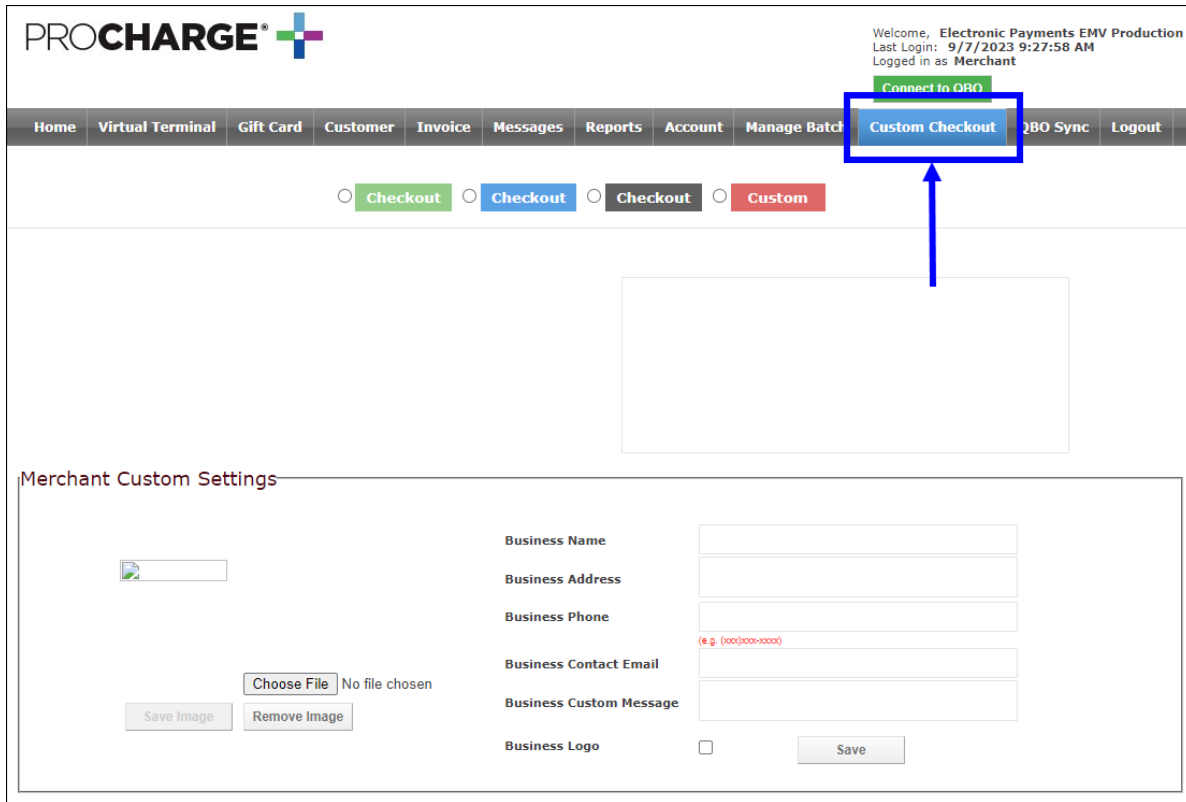


# Manage Batch

The **Manage Batch** tab allows merchants to view open batches and close batches manually.

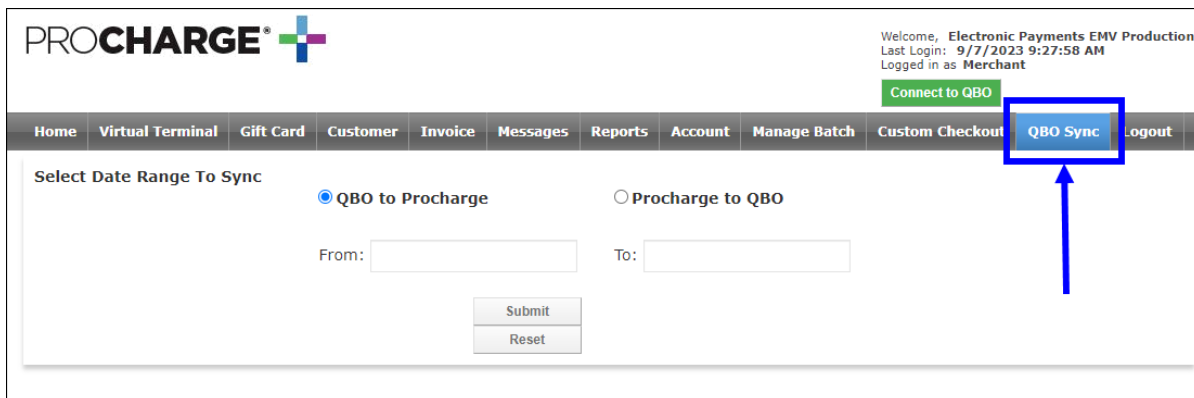
## Custom Checkout

Under the **Custom Checkout** tab, merchants can generate a custom checkout page where customers “check themselves out” instead of by the merchant. For example, a merchant participating in charity fundraiser adds a “Donate Here” function to the checkout page.



## QBO Sync

Using features in the **QBO Sync** tab, merchants can sync ProCharge® Gateway transactions with QuickBooks Online (QBO).

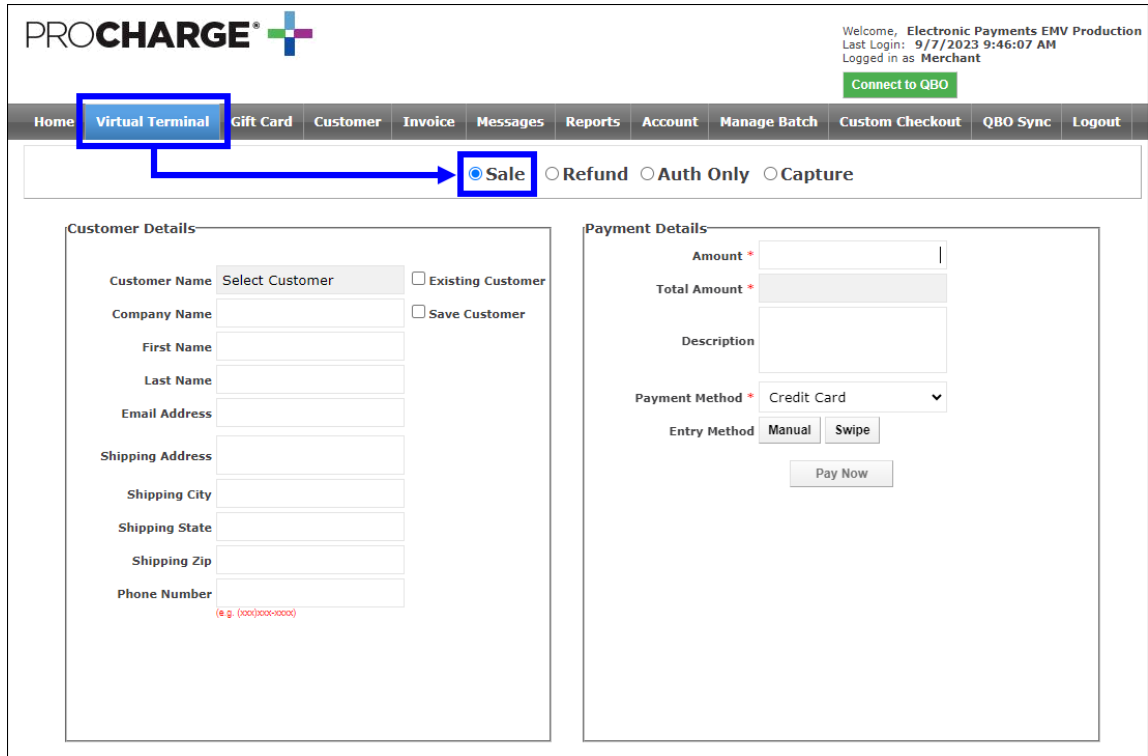


# ProCharge® Transactions

## Virtual Terminal Payments

Merchants can process ProCharge® payments at the point of sale via the **Virtual Terminal** tab.

1. Under the **Virtual Terminal** tab, select **Sale**.



The screenshot shows the ProCharge Virtual Terminal interface. At the top, there is a navigation bar with tabs: Home, **Virtual Terminal**, Gift Card, Customer, Invoice, Messages, Reports, Account, Manage Batch, Custom Checkout, QBO Sync, and Logout. The 'Virtual Terminal' tab is highlighted with a blue box, and a blue arrow points from it to the 'Sale' radio button in the transaction type selection area. The 'Sale' radio button is also highlighted with a blue box. Below the navigation bar, there are two main sections: 'Customer Details' and 'Payment Details'. The 'Customer Details' section includes fields for Customer Name (with a 'Select Customer' dropdown), Company Name, First Name, Last Name, Email Address, Shipping Address, Shipping City, Shipping State, Shipping Zip, and Phone Number. The 'Payment Details' section includes fields for Amount, Total Amount, Description, Payment Method (set to 'Credit Card'), and Entry Method (with 'Manual' and 'Swipe' buttons). A 'Pay Now' button is located at the bottom of the 'Payment Details' section. In the top right corner, there is a 'Connect to QBO' button and a welcome message: 'Welcome, Electronic Payments EMV Production. Last Login: 9/7/2023 9:46:07 AM. Logged in as Merchant.'

2. In the **Payment Details** section, perform the following required steps:
  - a. Enter the sale **Amount**.
  - b. Select the applicable tax from the **Tax Rates** drop-down menu. The appropriate tax rate displays in the **Tax (%)** field.
  - c. Select the type of **Reverse Discount**, if applicable, from the drop-down menu. The **Discount Applied** and **Total Amount** fields populate automatically.
  - d. Enter a **Description** of the item or service sold, if desired.

e. Select a **Payment Method** from the drop-down menu. Options include **Credit, Gift Card,** or **Cash.**

f. Click **Manual** or **Swipe** to determine how to process gift card and credit card transactions. Additional card fields display.

**NOTE:** A credit card swiper is required when selecting the **Swipe** option.

g. Complete the following:

i. **Card Present** (Required) – Select **Yes** or **No**.

ii. **Name on Card** (Optional) – Enter the name on the card.

iii. **Card Number** (Required) – Enter the card number.

iv. **Expiration Date** (Required) – Enter the two-digit **Month** (XX) and four-digit **Year** (XXXX). For example, for an expiration date of 12/2024, enter **12** for month and **2024** for the year.

v. **Address** (Optional) – Enter the customer's address.

vi. **ZIP** (Optional) – Enter the customer's ZIP code.

vii. **CVV (Optional)** – Enter the three-digit CVV number on the back of the card.

Auth Only  Capture

**Payment Details**

Amount *	<input type="text" value="0.01"/>
Tax Rates	<input type="text" value="Tax Exempt"/>
Tax (%)	<input type="text" value="0.000"/>
Reverse Discount	<input type="text" value="Percentage"/>
Discount Applied	<input type="text" value="3.00"/> Percent
Total Amount *	<input type="text" value="0.01"/>
Description	<input type="text"/>
Reference Number A *	<input type="text" value="123"/>
Payment Method *	<input type="text" value="Credit Card"/>
Card Present *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Entry Method	<input type="button" value="Manual"/> <input type="button" value="Swipe"/>
Name on Card	<input type="text"/>
Card Number *	<input type="text" value="XXXXXXXXXXXX1111"/>
Expiration Date *	<input type="text" value="12"/> <input type="text" value="2024"/>
Address	<input type="text"/>
ZIP	<input type="text"/>
CVV	<input type="text"/>

h. Click **Pay Now**. An Invoice Receipt displays.

Payment Method \*

Card Present \*  Yes  No

Entry Method

Name on Card

Card Number \*

Expiration Date \*

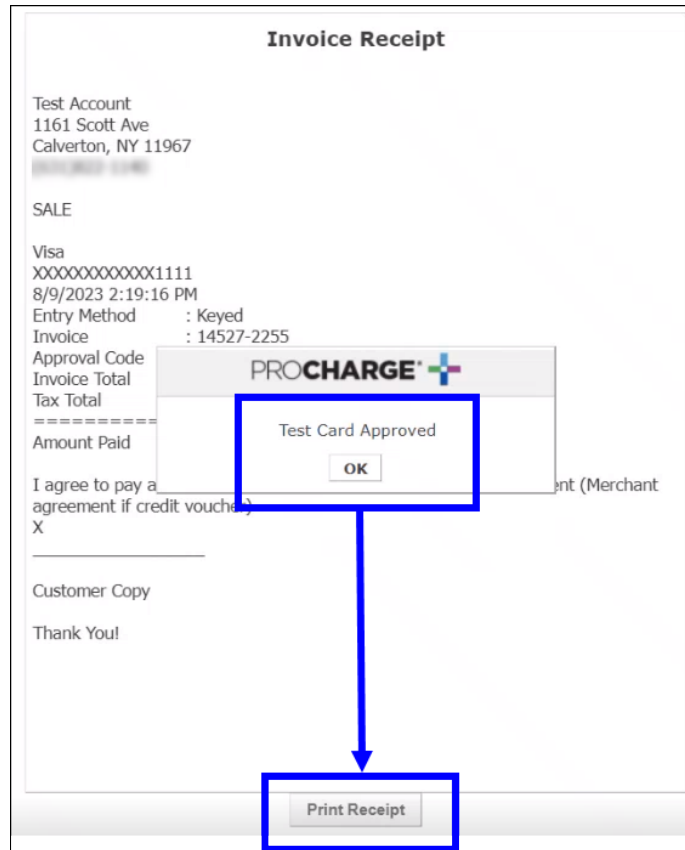
Address

ZIP

CVV

- i. Tap **OK**, then click **Print Receipt** to print the receipt.

**NOTE:** A printer is required when selecting the **Print Receipt** option.



- 3. **Optional:** Perform the following to link a customer to a transaction.
  - a. Add an existing customer.
    - i. In the **Customer Details** section, select the **Existing Customer** checkbox.
    - ii. Click the **Customer Name** field.
    - iii. Select a saved customer from the drop-down.
  - b. Add a new customer.
    - i. In the **Customer Details** section, select the **Save Customer** checkbox.
    - ii. Enter a name in the **First Name** field (Required).

iii. Complete other fields as desired.

## Auth Only and Capture

Under the Virtual Terminal, ProCharge® Gateway users can use **Auth Only** pre-authorize a customer’s credit card and **Capture** to finalize the credit transaction.

### Auth Only-Customer Details

1. For saved customers, select the **Existing Customer** checkbox and enter the **Customer Name**.
2. For new customers, enter the customer’s name, address, and other basic details in the appropriate fields.
3. Select the **Save Customer** checkbox to store the customer’s information.



4. Select **Save Card** to save the customer's credit card.

The screenshot shows the PROCHARGE Virtual Terminal interface. At the top, there is a navigation bar with options: Home, Virtual Terminal (selected), Gift Card, Customer, Invoice, Messages, Reports, Account, Manage Batch, Custom Checkout, QBO Sync, and Logout. The main content area is titled 'Auth Only' and is divided into two sections: 'Customer Details' and 'Payment Details'. The 'Customer Details' section is highlighted with a blue box and contains fields for Customer Name (with a dropdown 'Select Customer' and an 'Existing Customer' checkbox), Company Name, First Name (with a 'Save Customer' checkbox), Last Name (with a 'Save Card' checkbox), Email Address, Phone Number (with a format hint '(e.g. (xxx)xxx-xxxx)'), and Description. The 'Payment Details' section includes an Amount field (set to 100.00), Entry Method buttons for 'Manual' and 'Swipe', a 'Card Present' radio button (set to 'Yes'), Card Number (with a masked input icon), Name on Card, Expiration Date (with 'Month' and 'Year' dropdowns), Address, ZIP, and CVV. An 'Auth Now' button is located at the bottom of the 'Payment Details' section. The top right corner of the interface displays a welcome message: 'Welcome, Electronic Payments EMV P', 'Last Login: 9/20/2023 2:08:33 PM', and 'Logged in as Merchant', along with a 'Connect to QBO' button.

### Auth Only-Payment Details

1. Enter the payment amount in the **Amount** field (required).
2. Click either **Manual** or **Swipe**. Additional fields display when clicking **Manual**.
3. For **Manual** transactions, complete the following required steps:
  - a. In the **Card Present** setting, select Yes or No.
  - b. Enter the **Card Number**.
  - c. Enter the **Expiration Date**.
4. Complete other fields, as desired.

5. Tap **Auth Now**.

The screenshot shows the PROCHARGE Virtual Terminal interface. At the top, there is a navigation menu with options: Home, Virtual Terminal, Gift Card, Customer, Invoice, Messages, Reports, Account, Manage Batch, Custom Checkout, QBO Sync, and Logout. The 'Virtual Terminal' tab is active. Below the navigation menu, there are radio buttons for transaction types: Sale, Refund, Auth Only (selected), and Capture. The interface is divided into two main sections: 'Customer Details' and 'Payment Details'. The 'Payment Details' section is highlighted with a blue border and contains the following fields: Amount \* (100.00), Entry Method (Manual/Swipe), Card Present \* (Yes/No), Card Number \* (with a masked input field), Name on Card, Expiration Date \* (Month/Year), Address, ZIP, and CVV. An 'Auth Now' button is located at the bottom of the Payment Details section. Blue arrows point to the Amount, Card Present, Card Number, Expiration Date, and Auth Now fields.

### Capture

Complete the following required fields to close out a pre-authorization. All other fields are optional.

1. Enter the **Approval Code**.
2. Enter the sale **Amount**.
3. Enter the **Card Number**.
4. In the Expiration Date fields, enter a two-digit month (XX) and four-digit year (XXXX).

5. Click **Process Capture**.

## Creating Invoices

Merchants can manage customer billing by creating invoices under the **Customer** tab.

1. Click the **Create Invoice** button for a saved customer.

Name	Email Address	Last transaction: Date and Time	Amount	Status	Create Invoice	Action
<a href="#">Tri Customer 2023</a>	tri@electronicpayments.com	3/14/2023 9:18:14 PM	(0.01)	Approved	Create Invoice	Update Customer
<a href="#">Tri Nguyen</a>	adam@electronicpayments.com	4/4/2023 12:50:07 PM	147.52	Declined	Create Invoice	Update Customer
<a href="#">Test Save</a>	tritest@electronicpayments.com				Create Invoice	Update Customer
<a href="#">Michael Smith</a>	abc123def@anyemail.com				Create Invoice	Update Customer
<a href="#">Tri Test 1</a>	tri@electronicpayments.com				Create Invoice	Update Customer
<a href="#">Tri Test</a>	tri@electronicpayments.com				Create Invoice	Update Customer
<a href="#">Michael</a>	michaels@matcgroup.com				Create Invoice	Update Customer
<a href="#">test01</a>	chadon84@gmail.com	6/22/2023 10:19:44 PM	(0.01)	Approved	Create Invoice	Update Customer

2. Complete the following required fields:

- a. **Email Address:** Enter the customer’s email address.
- b. **Invoice Number:** This field auto-populates with the invoice number.

- c. **Amount:** Enter the amount due for the invoice. The Total Amount field auto-populates with the same figure.
- d. **Due Date:** Enter the due date for the invoice amount.

The screenshot shows a form for creating an invoice. The following fields are highlighted with a blue border:

- Email Address \***: abc123def@anyemail.com
- Invoice Number \***: 13648683-116
- Amount \***: (empty field)
- Total Amount \***: (greyed out field)
- Due Date \***: (empty field)

Other visible fields include: Customer Name (Michael Smith), Notification via (Email), Cell, Shipping Address, Shipping City, Shipping State, Shipping Zip, Description, and Recurring Invoice / Auto Billing checkboxes. There are also 'Attach Documents' buttons: 'Choose Files' and 'Upload'.

- 3. **Optional:** Select the **Recurring Invoice** checkbox to automatically generate invoices for when a customer has an outstanding balance. When selecting the **Recurring Invoice** checkbox, the following fields display and must be completed:
  - a. **Recurring Type:** Select the frequency for recurring invoices (e.g., Daily, Weekly, Monthly, etc.).
  - b. **Start Date:** Select a date for when apply the initial payment.
  - c. **Total Number of Payments:** Enter the number of payments.

- d. **Payment:** Select a payment method from the drop-down menu. If paying by card, complete all payment fields as required.

Recurring Invoice  Auto Billing

Recurring Type \* Monthly

Start Date \* 09/30/2023

Total Number of Payments \* 3

End Date

Payment Method \* Credit Card

Card Name \*   New Card.

Name On Card

Card Number \*

Expiration Date \* Month Year

Payment Method Name

Address

Zip

Attach Documents

- 4. **Optional:** Select the **Auto Billing** checkbox to enable a one-time automatic payment.
- 5. Click **Send Invoice**. The invoice is emailed to the customer’s email address.

Card Number \* XXXXXXXXXXXX1111 **VISA**

Expiration Date \* 12 2027

Payment Method Name

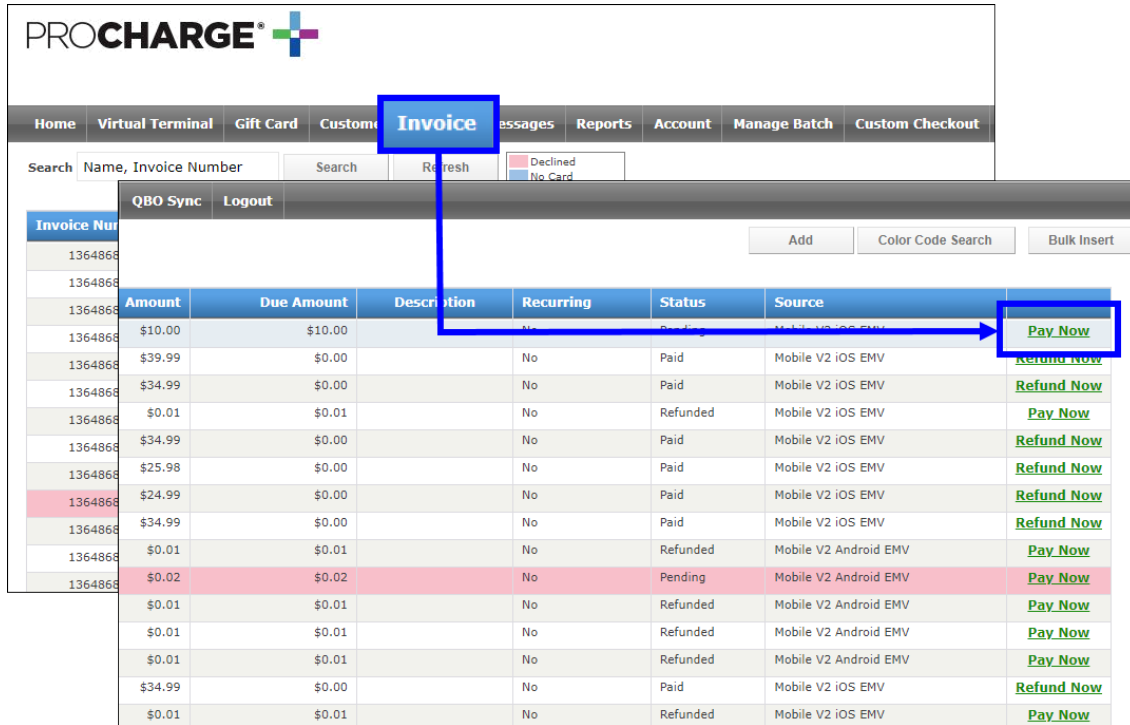
Address

Zip

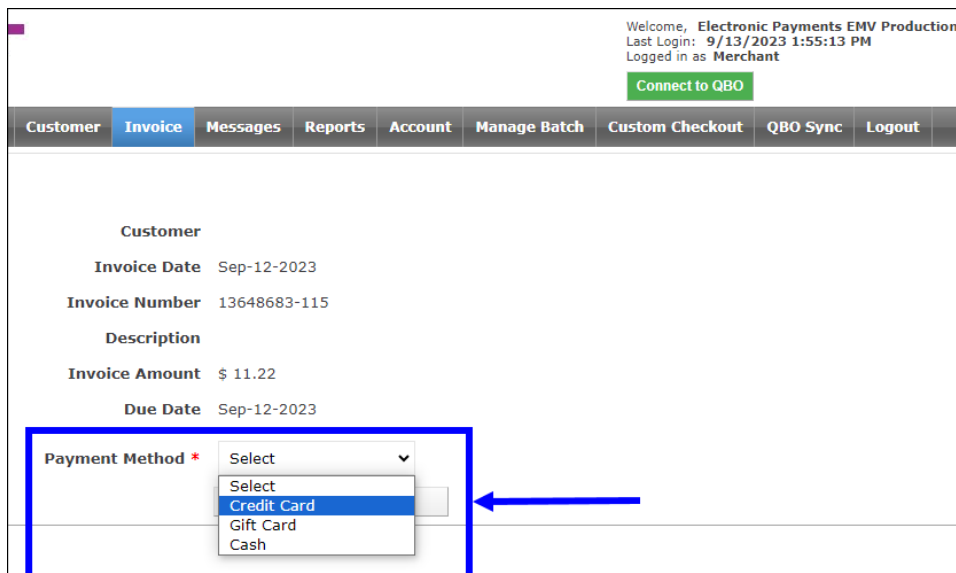
Attach Documents

# Processing Invoice Payments

1. In ProCharge®, select the **Invoice** tab and click **Pay Now** for the desired invoice. The payment screen displays.



2. Select a **Payment Method** from the drop-down menu.



3. For **Credit** and **Gift Card** payments, complete the following required fields:

- a. Enter the payment in the **Amount** field.
- b. In the **Payment Method Name** field, select the credit card issuer. Select the **New Card** checkbox if the card is not saved in ProCharge®.

**NOTE:** These settings do not display for gift card payments.

- c. Enter the **Card Number**.
- d. Enter the **Expiration Date** as a two-digit month and four-digit year (MM/YYYY).
- e. Click **Pay Now**.

The screenshot shows a payment form with the following fields and elements:

- Card Number \***: A text input field containing "XXXXXXXXXXXX1111" and a green checkmark next to the "VISA" logo.
- Name On Card**: An empty text input field.
- Expiration date (MM/YYYY) \***: Two adjacent input fields labeled "Month" and "Year".
- Address**: A large empty text input field.
- Zip**: An empty text input field.
- CVV**: An empty text input field.
- Payable Amount**: Displayed as "\$ 10.00".
- Buttons**: "Pay Now" and "Cancel". The "Pay Now" button is highlighted with a blue border and a blue arrow points to it from the left.

4. For **Cash** payments, perform the following:

- a. Enter the payment in the **Amount** field.

b. Click **Pay Now**.

The screenshot shows a payment form with the following fields and values:

- Customer: [Blank]
- Invoice Date: Sep-12-2023
- Invoice Number: 13648683-115
- Description: [Blank]
- Invoice Amount: \$ 11.22
- Due Date: Sep-12-2023
- Payment Method: Cash (dropdown)
- Amount: 10.00
- Tax Rate: Tax Exempt (dropdown)
- Tax (%): 0.00
- Total Amount: 10.00
- Payable Amount: \$ 10.00

At the bottom, there are two buttons: "Pay Now" and "Cancel". The "Pay Now" button is highlighted with a blue box, and a blue arrow points to it from the left.

**NOTE :** Merchants can also process invoices by selecting a specific invoice from the **Invoice** tab. Complete the required fields and tap **Pay Invoice** at the bottom right of the screen. Then follow the above steps to complete invoice processing.

The screenshot shows an invoice details form with the following fields and values:

- Amount: 11.22
- Total Amount: 11.22
- Due Date: 09/12/2023
- Description: [Blank]
- Recurring Invoice:  Auto Billing:
- Attach Documents: Choose Files, Upload
- Attached Documents: No documents attached

At the bottom, there are four buttons: "Update Invoice", "Pay Invoice", "Delete Invoice", and "Cancel". The "Pay Invoice" button is highlighted with a blue box, and a blue arrow points to it from above.

## Integrating ProCharge® and QuickBooks Online

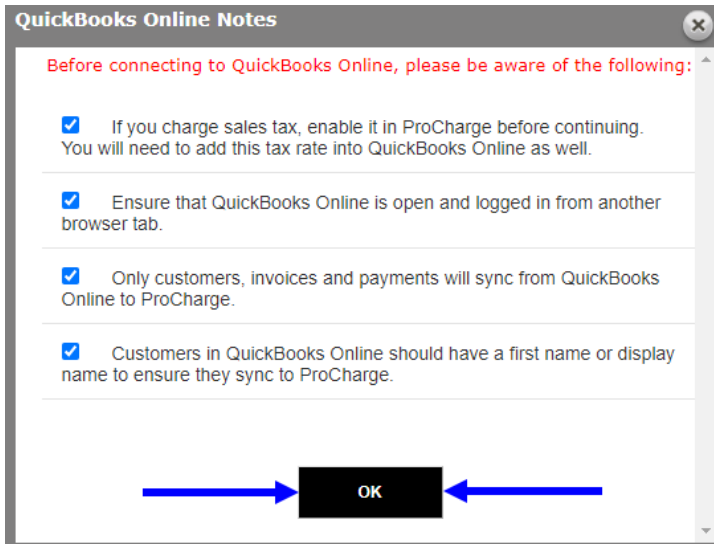
ProCharge® Gateway allows merchants to import invoices from QuickBooks Online (QBO) so that payments can be processed through ProCharge®. Once ProCharge® and QBO sync, ProCharge® automatically sends invoice emails to customers, who can make payments online.

### Set Up QBO Integration

1. From **Home**, tap the **QBO Sync** tab.
2. Tap **Connect to QBO** in the upper right corner of the screen. The **QuickBooks Online Notes** checklist displays in the pop-up.



3. Verify the checklist items have been completed by selecting each checkbox, then tap **OK**. The QuickBooks Online log-in page displays.



4. After logging in to QuickBooks Online, click **Authorize** to continue or **No Thanks** to cancel.