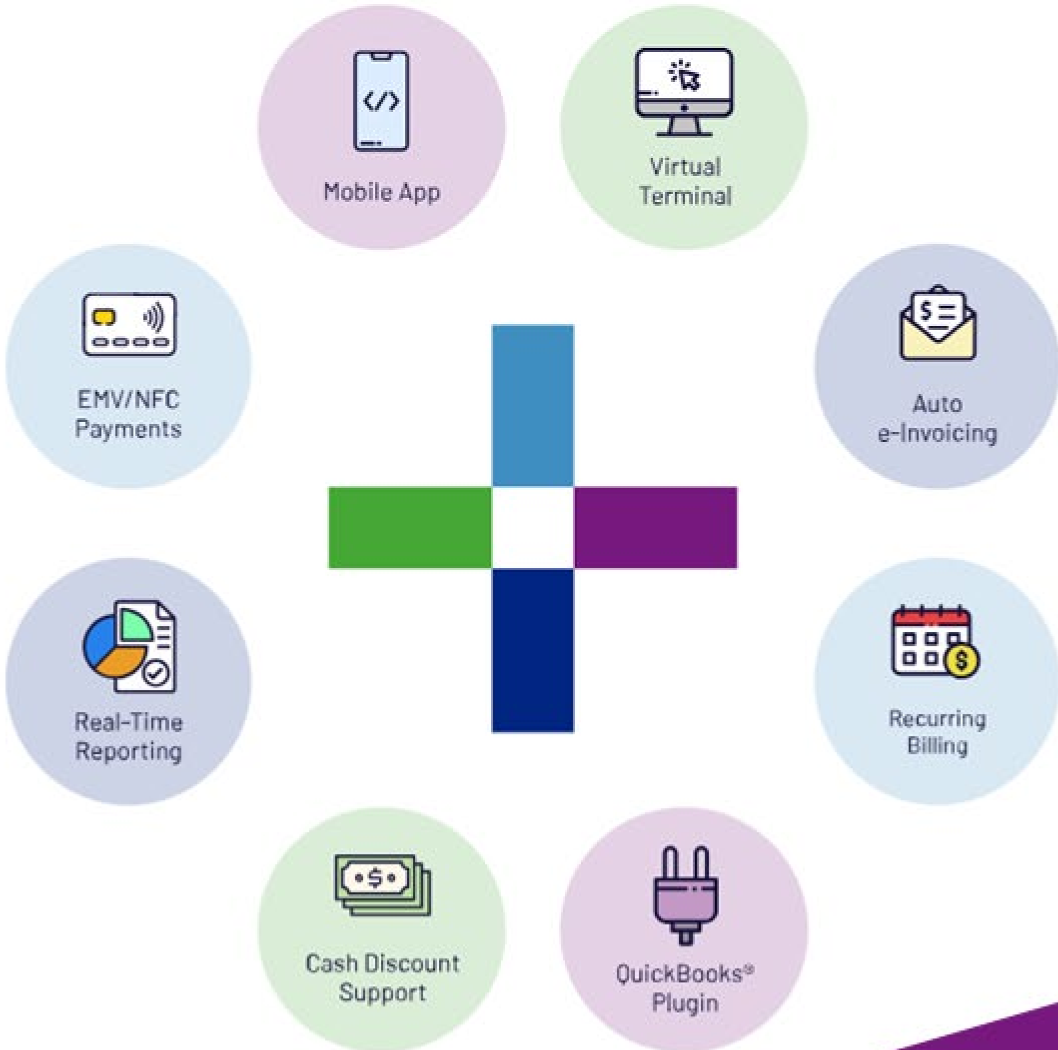
PROCHARGE®



ProCharge® Gateway User Guide

Powered By ElectronicPayments®

Technical Support: 800-966-5520 – Option 3

Contents

Introduction

ProCharge® 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® Gateway integrates with QuickBooks Online, offering further flexibility in conducting business transactions.

Overview

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

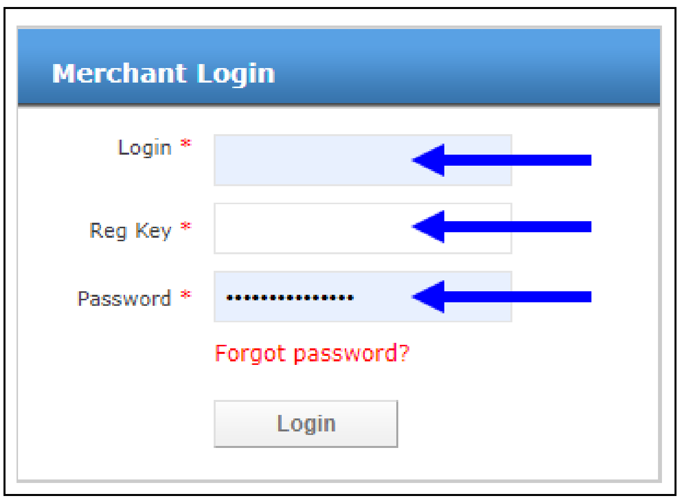
- Virtual Terminal
- Gift Card
- Customer
- Invoice
- Reports
- Account
- Profiles
- Manage Batch
- Custom Checkout
- QBO Sync

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



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

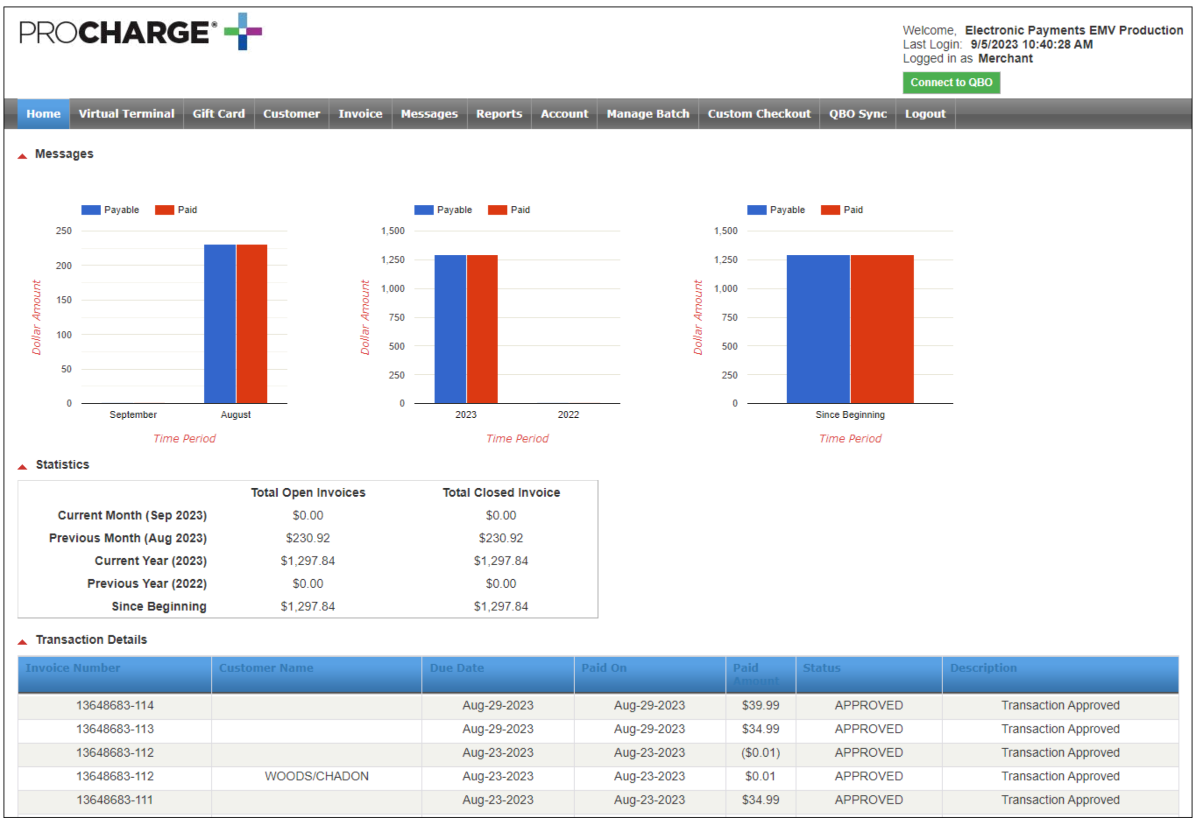
The ProCharge® Gateway dashboard displays the Home screen by default. From the dashboard, users can access the **Virtual Terminal**, **Customer** information, **Invoices**, and other business details.

Dashboard Functions

Home

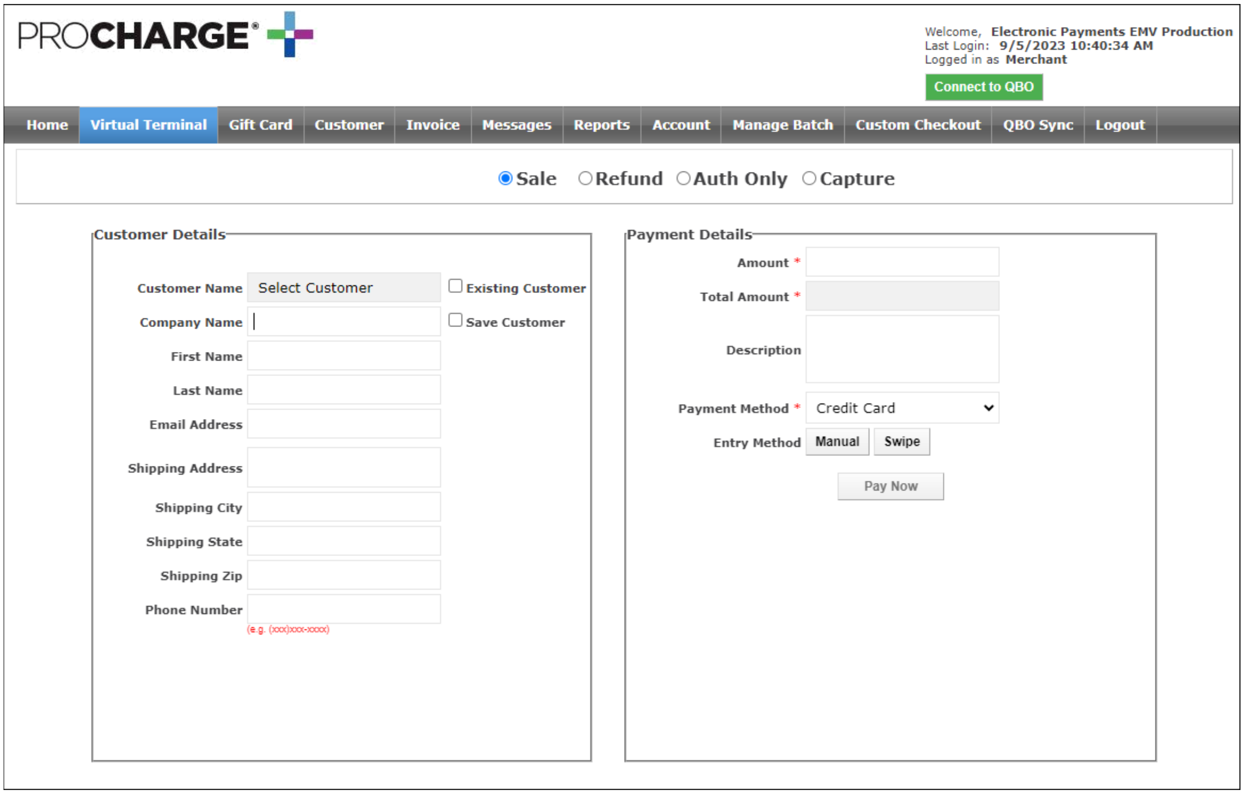
The Home screen consists of three sections where users can view general sales and transaction data.

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



Virtual Terminal

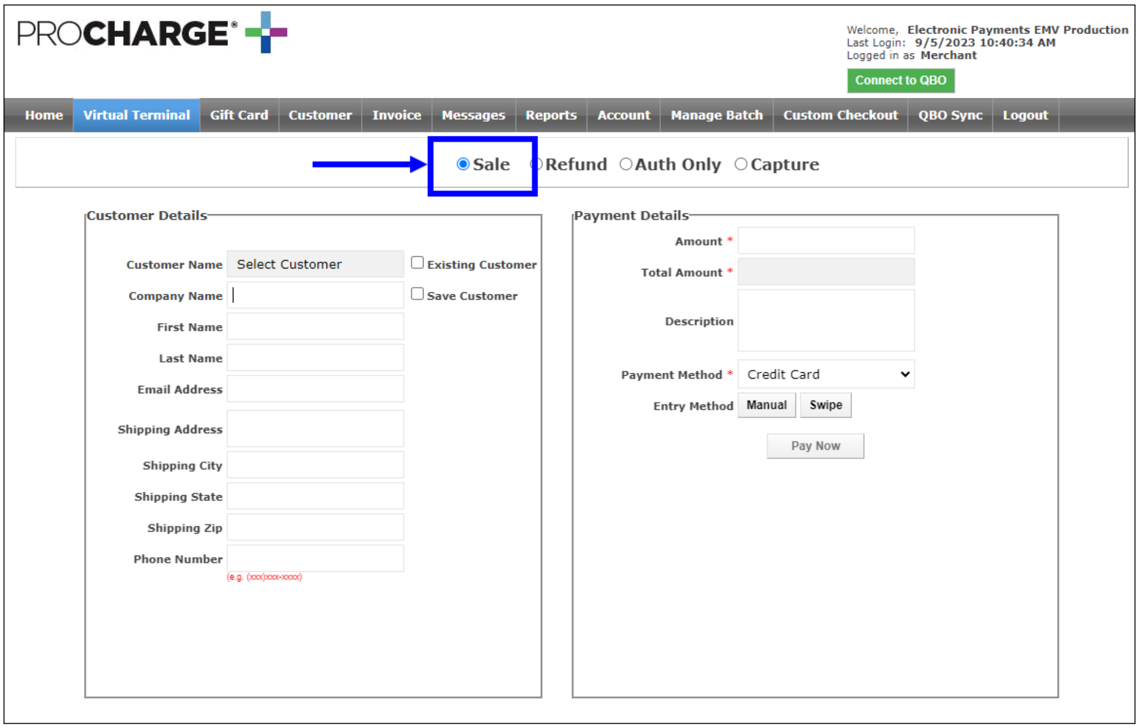
Merchants conduct most day-to-day transactions through the **Virtual Terminal**. The terminal is organized into various sections and subsections.



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:

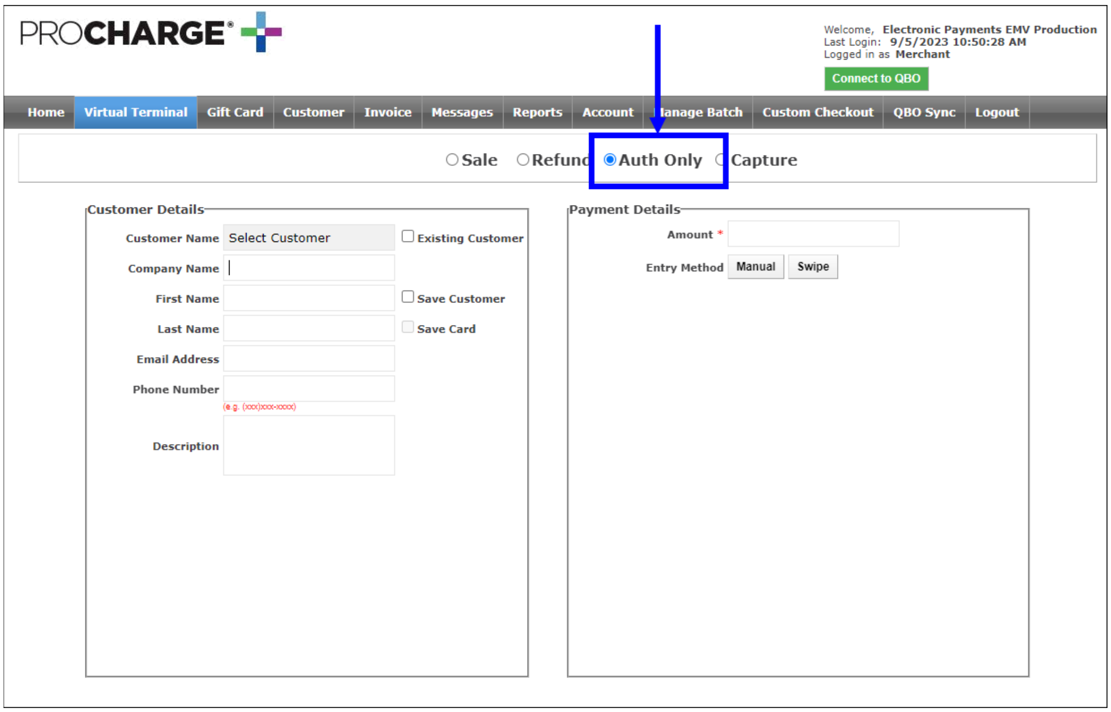
- **Customer Details** – Enter customer information into the desired fields.
- **Payment Details** – Enter payment information into the desired fields.



Auth Only

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

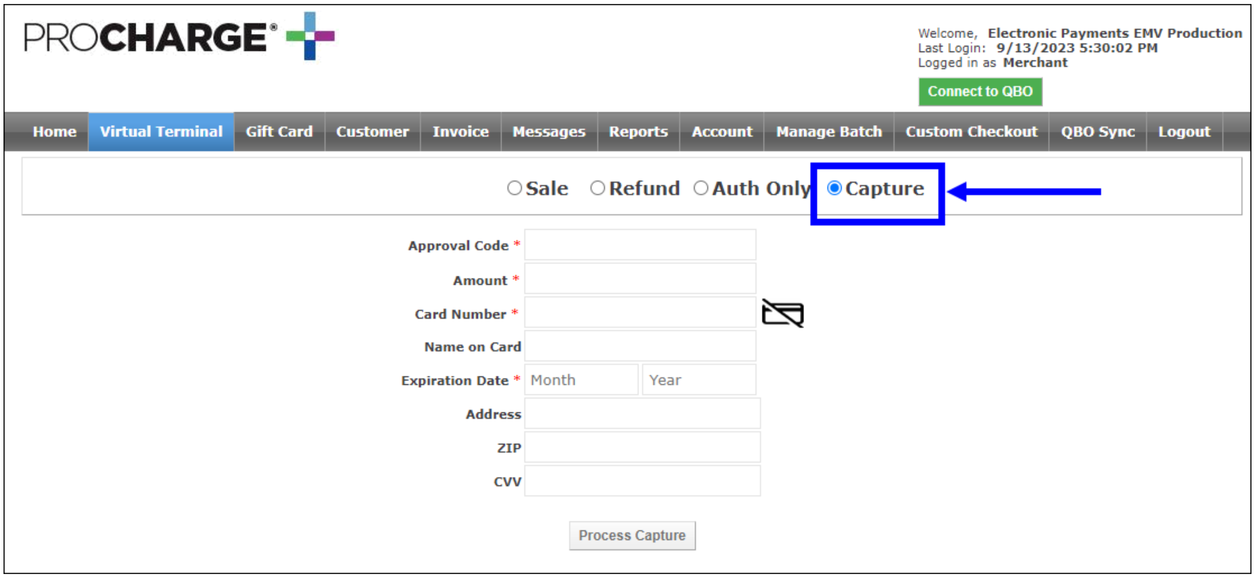
- **Customer Details –** Enter customer information.
- **Payment Details –** Enter transaction amount to pre-authorize.



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.



Gift Card

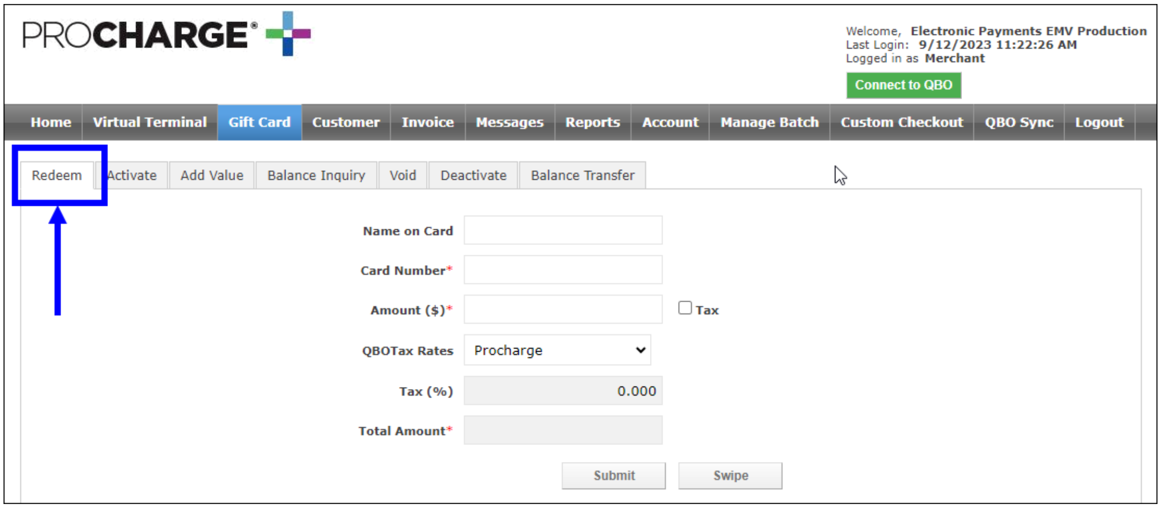
Merchants can manage eGiftSolutions gift card functions under the **Gift Card** tab. Users can activate, add value to, conduct balance transfers, and much more.

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.

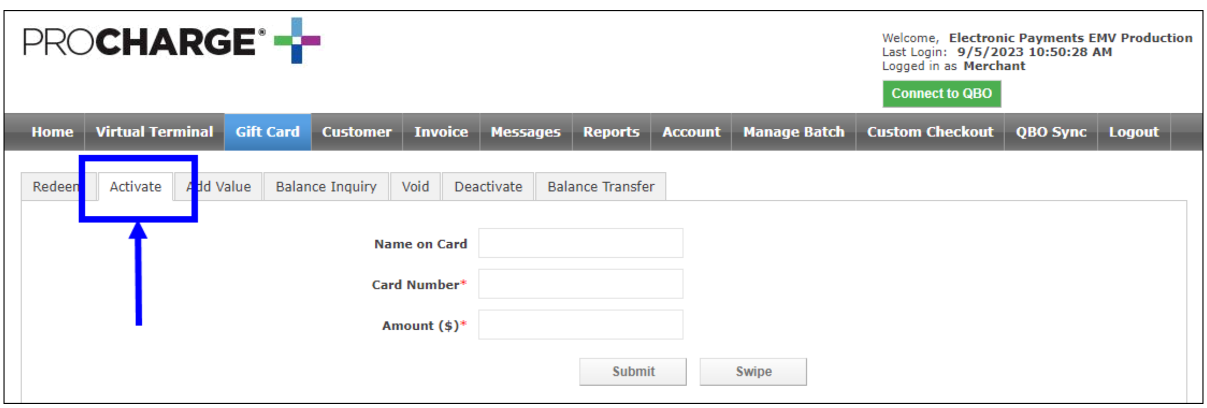
NOTE: When swiping cards, users must still enter an amount to apply from the card to a purchase amount.



Activate

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

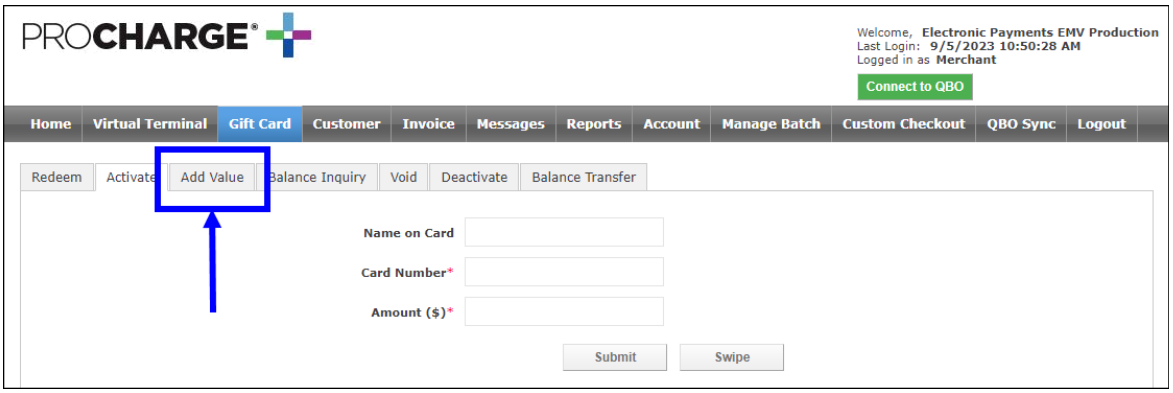
- **Name on Card** (Optional) – Enter the name printed on the card.
- **Card Number** – Enter the card number.
- **Amount ($)** – Enter the amount to apply to the card.
- **Submit** – Click to complete the transaction when manually entering the card number and amount.
- **Swipe** – Swipe the eGiftSolutions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



Add Value

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

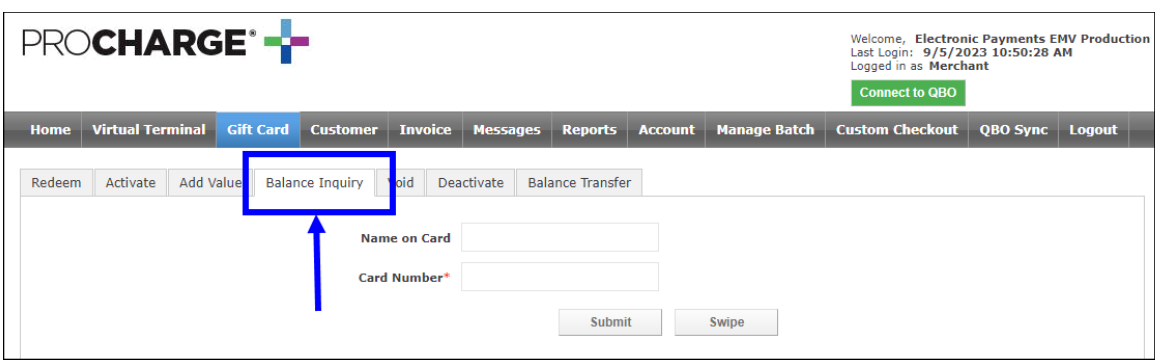
- **Name on Card** (Optional) – Enter the name printed on the card.
- **Card Number** – Enter the card number.
- **Amount ($)** – Enter the amount to add onto the card.
- **Submit** – Click to complete the transaction when manually entering the card number and amount.
- **Swipe** – Swipe the eGiftSolutions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



Balance Inquiry

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

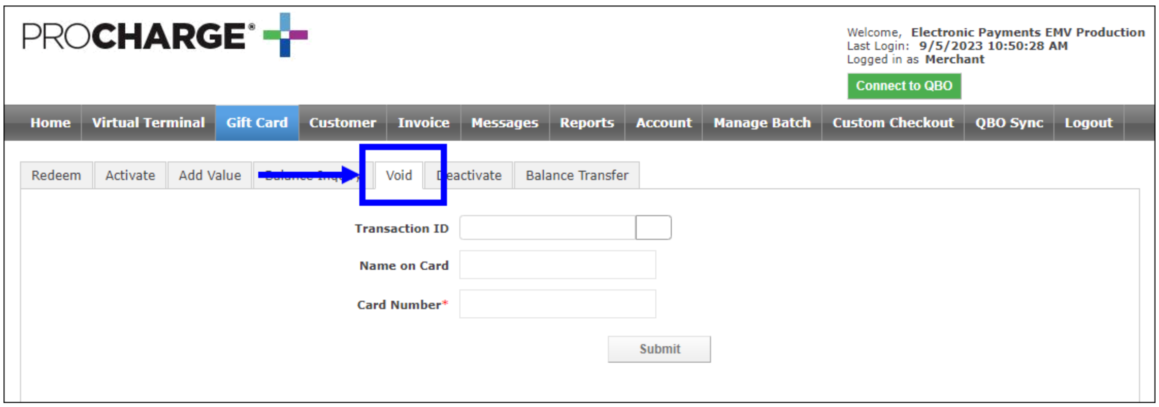
- **Name on Card** (Optional) – Enter the name printed on the card.
- **Card Number** – Enter the card number.
- **Submit** – Click to complete the transaction after manually entering the card number.
- **Swipe** – Swipe the eGiftSolutions card instead of manually entering the card number



Void

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

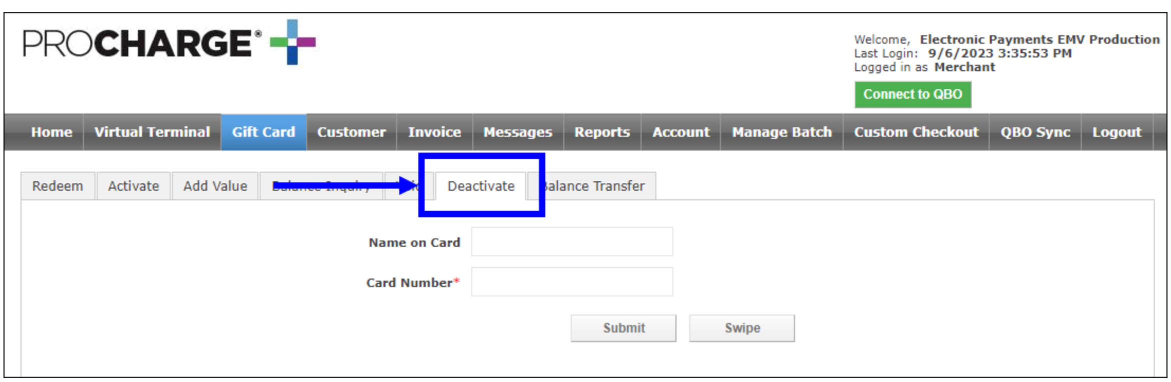
- **Transaction ID** – Enter the Transaction ID number.
- **Name on Card** – Enter the name printed on the card.
- **Card Number** (Required) – Enter the card number.
- **Submit** – Click to complete the transaction after manually entering the card number.
- **Swipe** – Swipe the eGiftSolutions card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



Deactivate

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

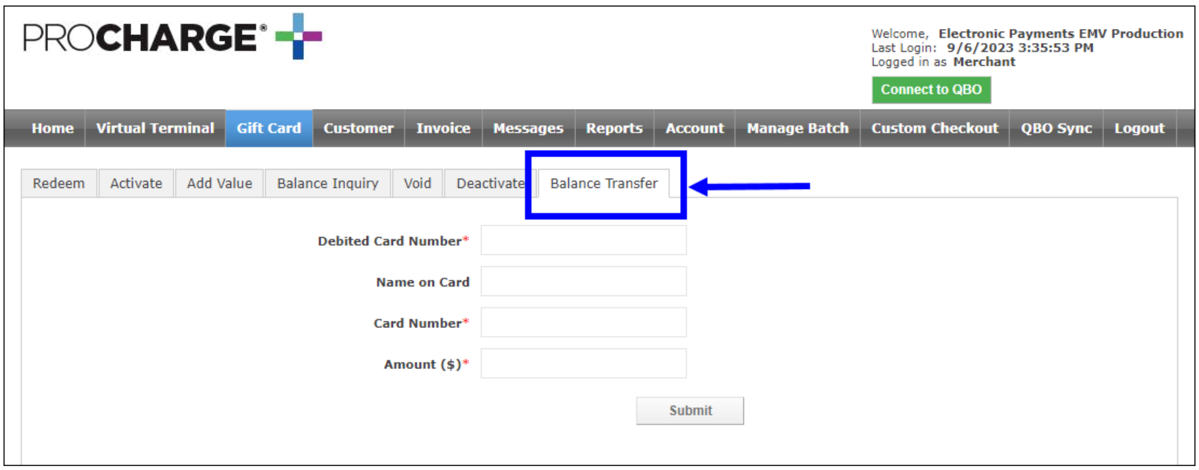
- **Name on Card** – Enter the name printed on the card.
- **Card Number** (Required) – Enter the card number.
- **Submit** – Click to complete the transaction after manually entering the card number.
- **Swipe** – Swipe the eGiftSolutions card instead of manually entering the card number.



Balance Transfer

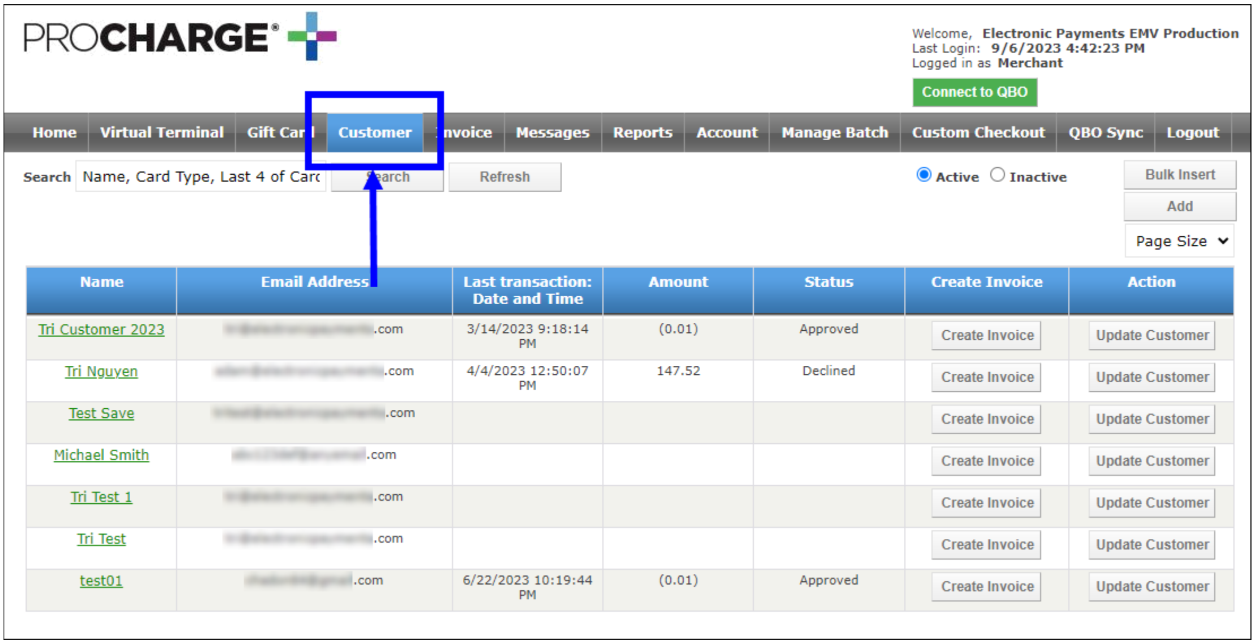
Merchants can transfer part or all of the balance from one eGiftSolutions card to another under the **Balance Transfer** tab.

- **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.



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.



Invoice

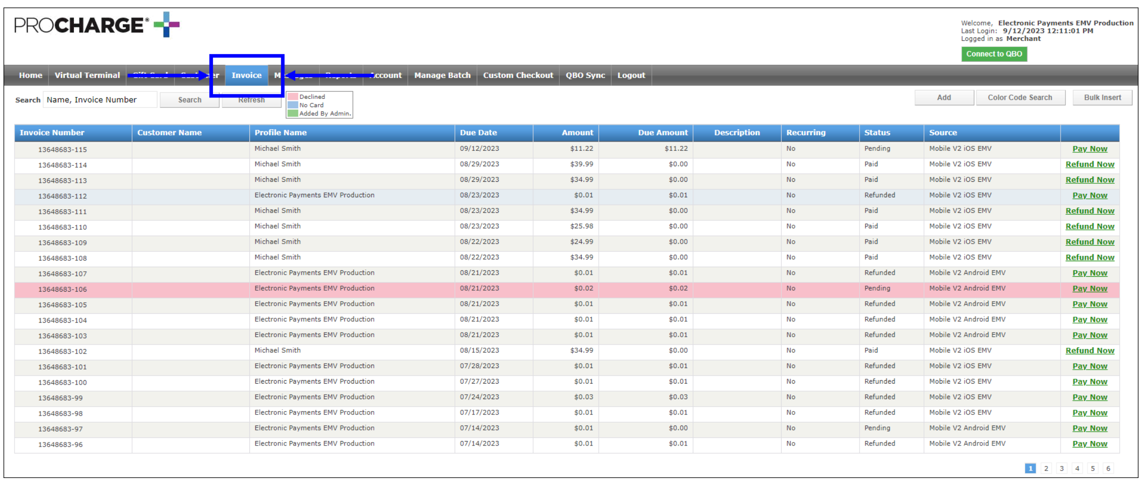
Merchants can search, view, and add invoices under the **Invoice** tab. The **Invoice** tab also allows merchants to process customer payments, issue single transaction refunds, and even perform a bulk import of multiple invoices. The invoice tab includes invoice numbers, customer names, due dates and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

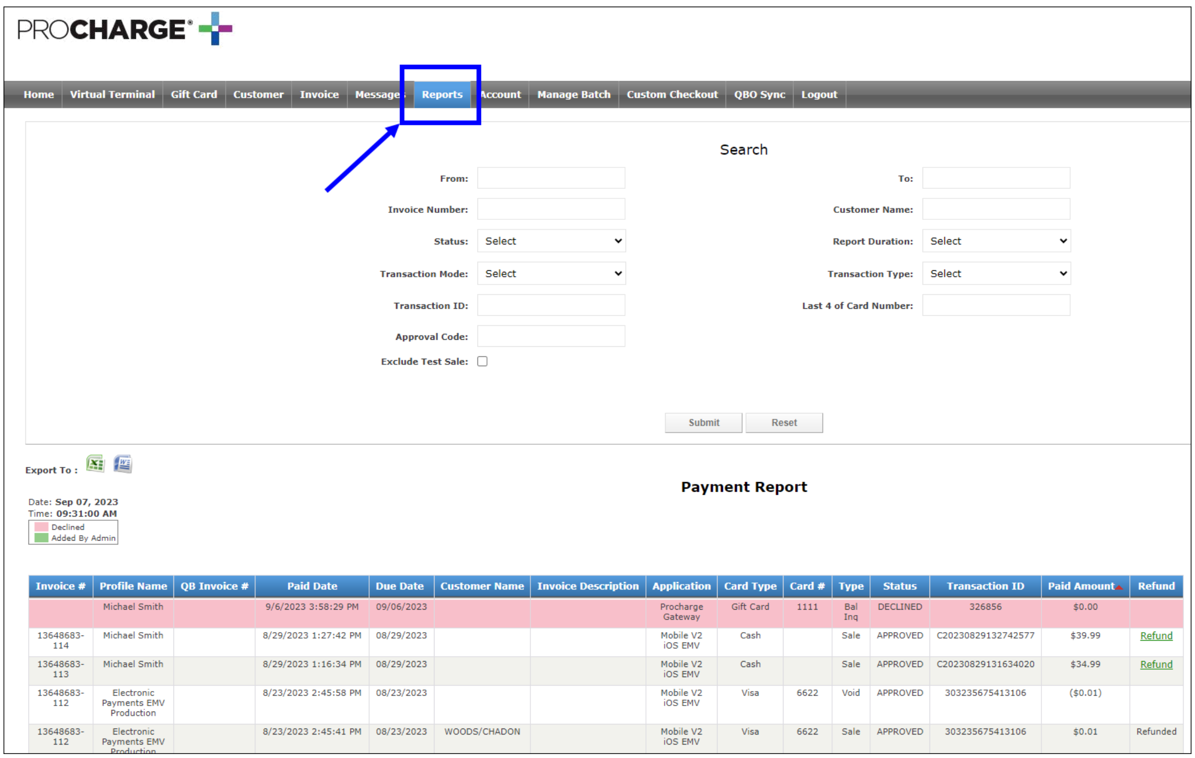
- **Invoice Number** – The invoice number.
- **Customer Name** – The customer's name.
- **Profile Name** – The profile name (can match the **Customer Name**).
- **Due Date** – The date the invoice is due.
- **Amount** – The amount of the invoice.
- **Due Amount** – The amount the customer still owes.
- **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.



Reports

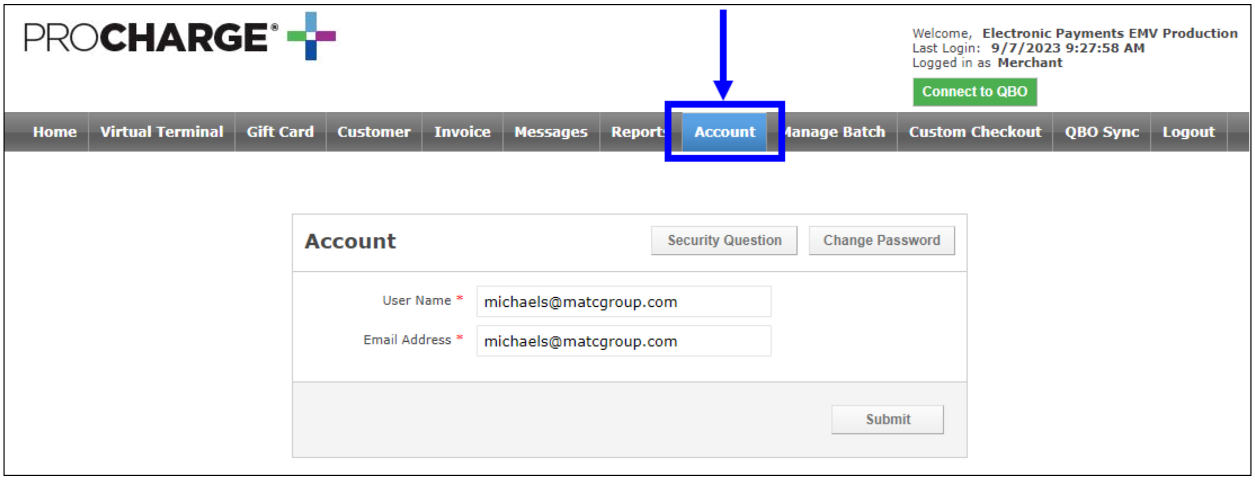
Merchants can generate reports and review various business reports under the **Reports** tab.

- **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.



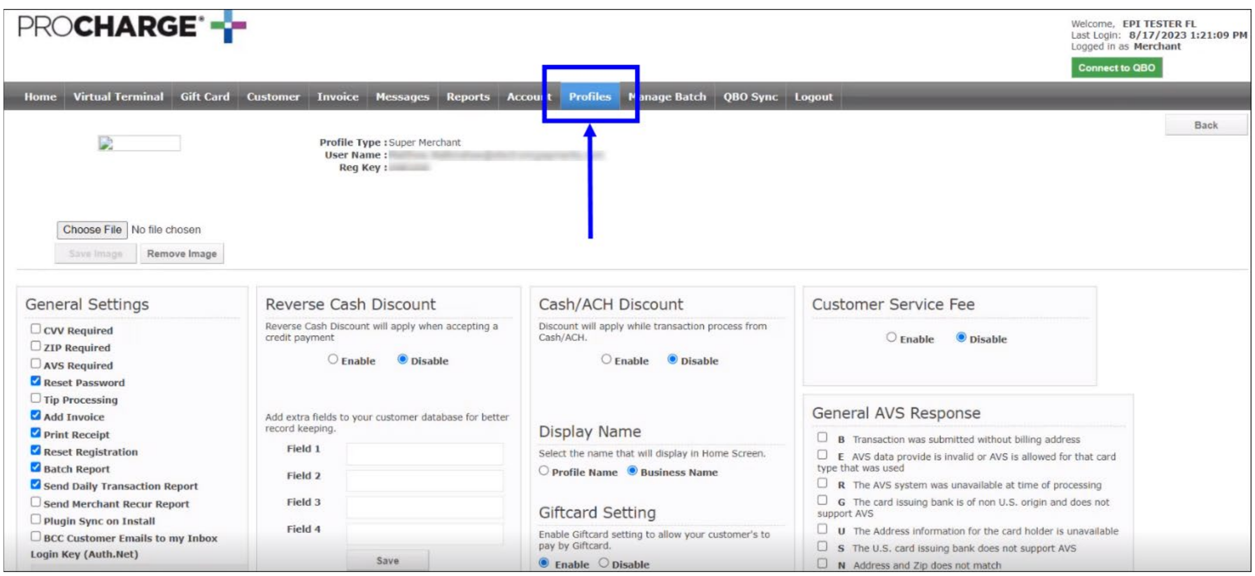
Account

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.

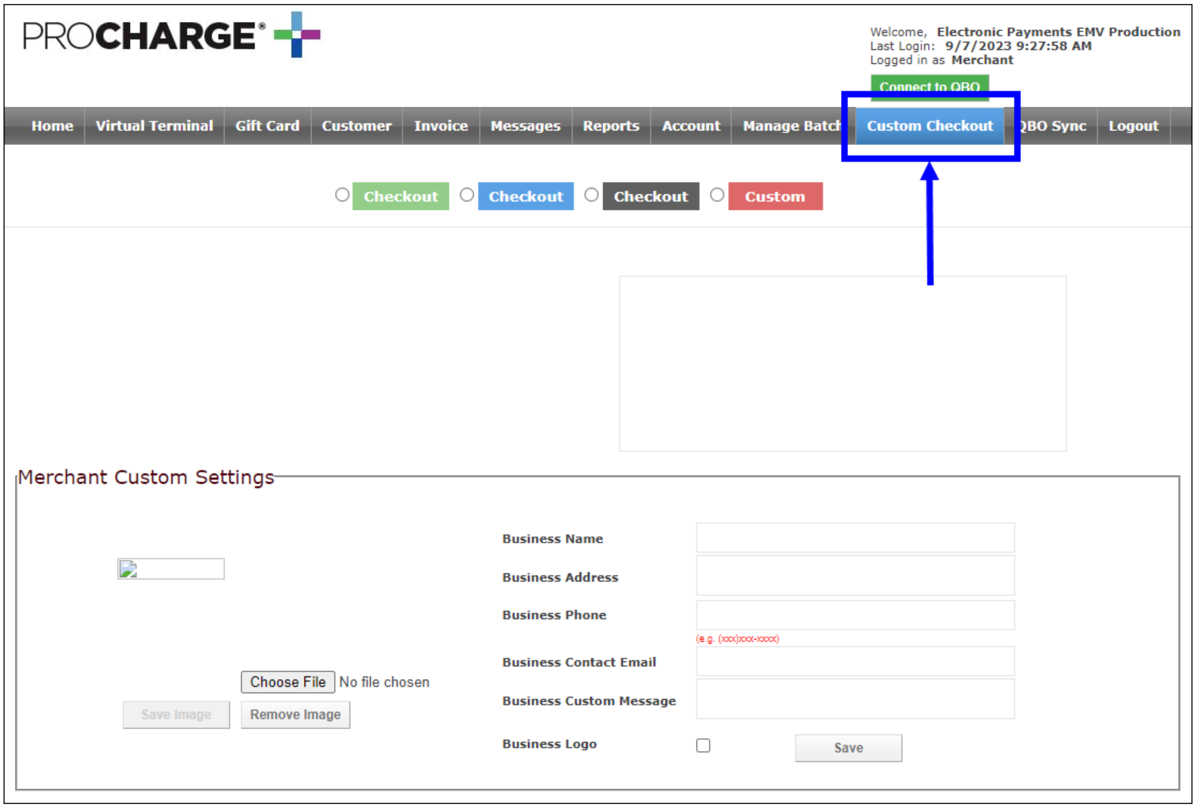


Manage Batch

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

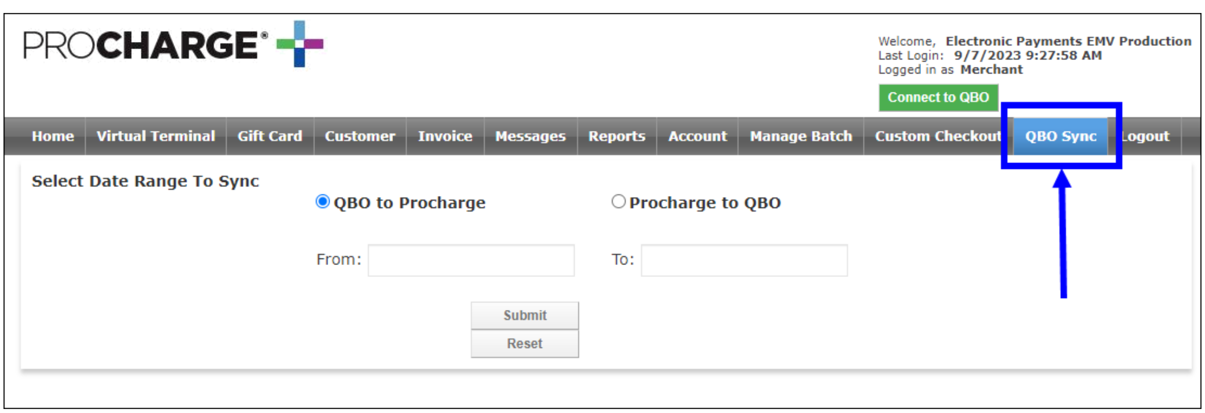
Custom Checkout

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).

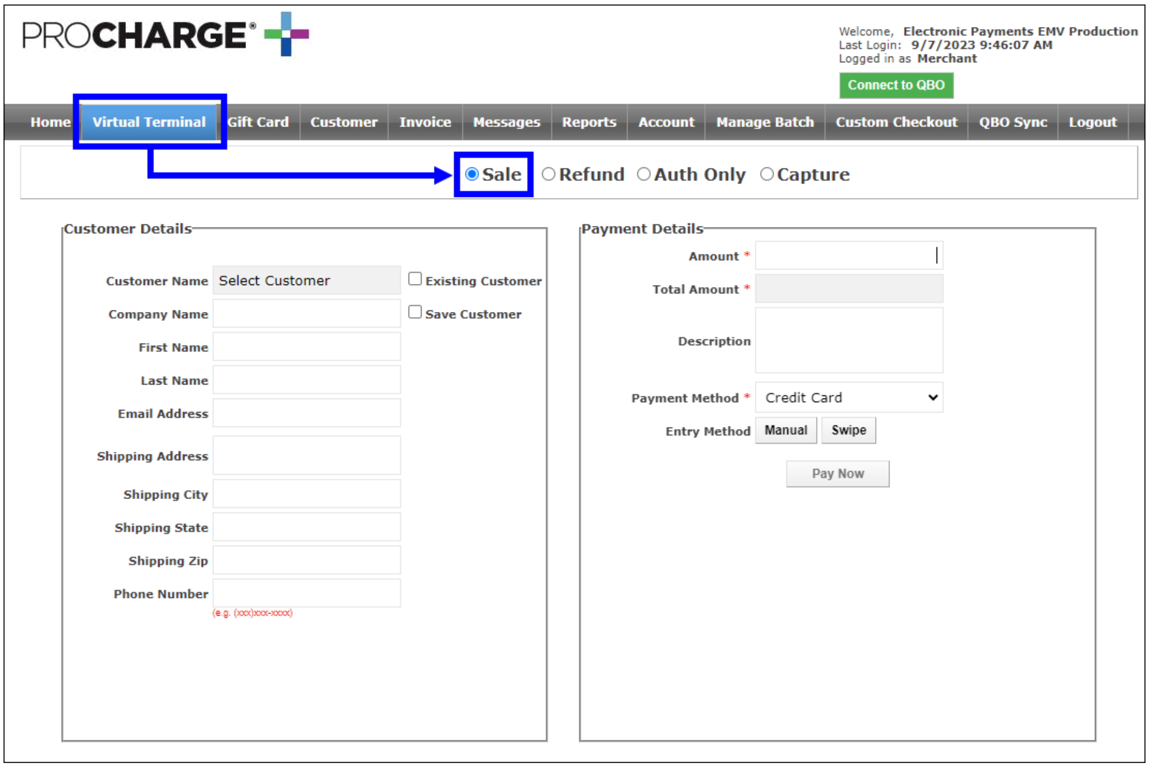


ProCharge® Transactions

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**.



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.

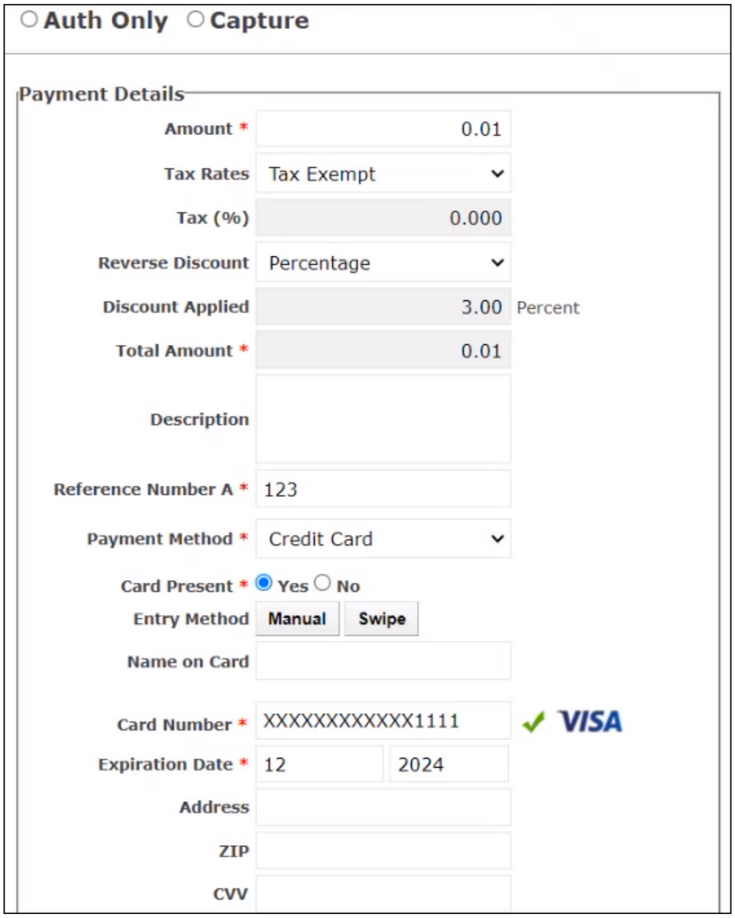
   iii. **Card Number** (Required) – Enter the card number.

   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.

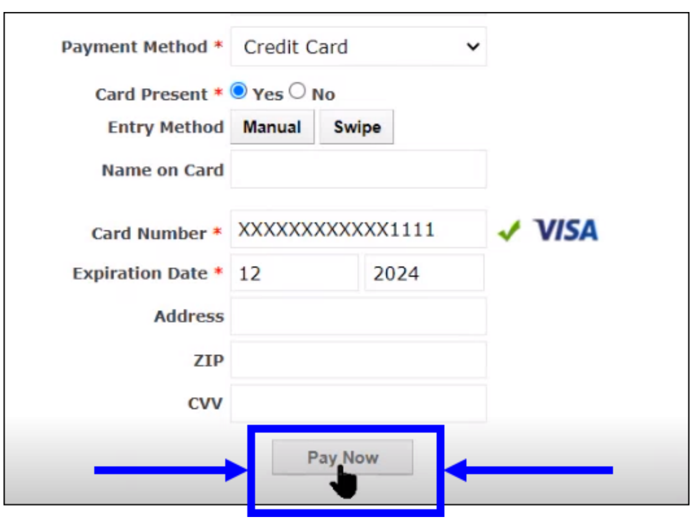
   v. **Address** (Optional) – Enter the customer's address.

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

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

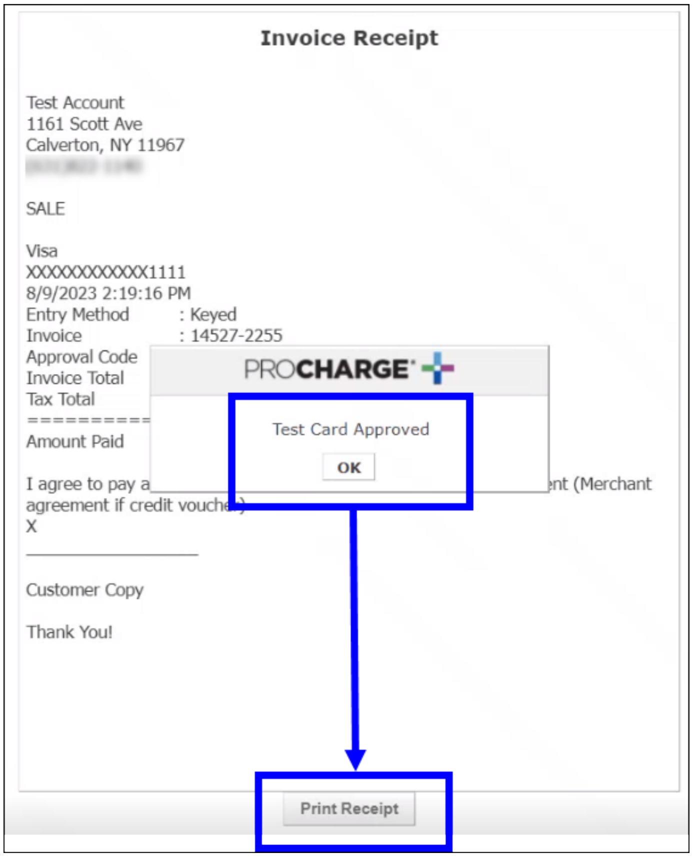


h. Click **Pay Now**. An Invoice Receipt displays.



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.

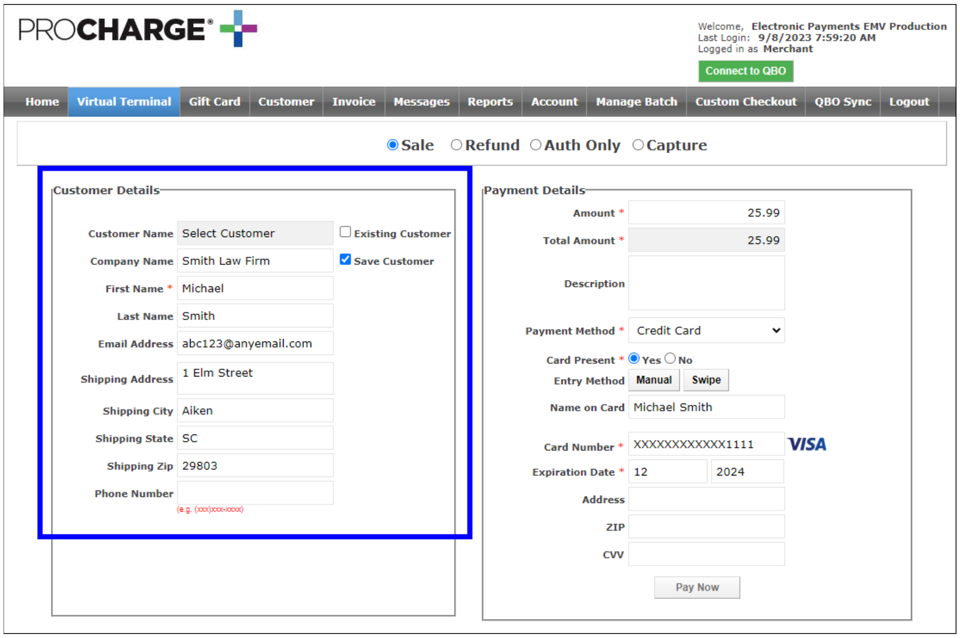
      iii. Select a saved customer from the drop-down.

   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.



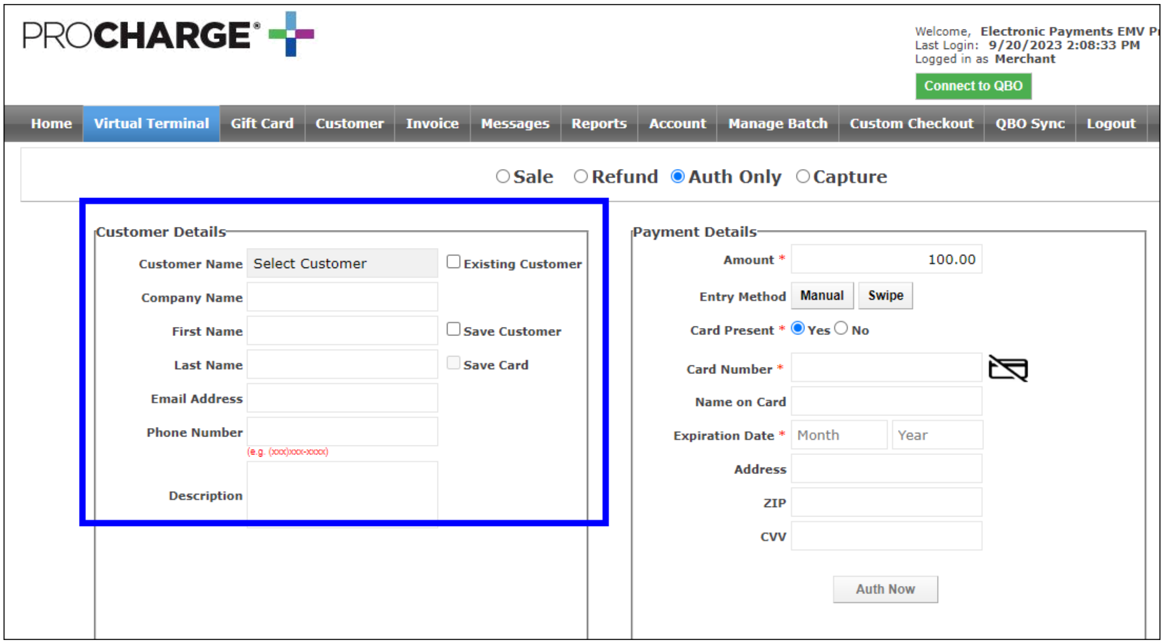
Auth Only and Capture

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.

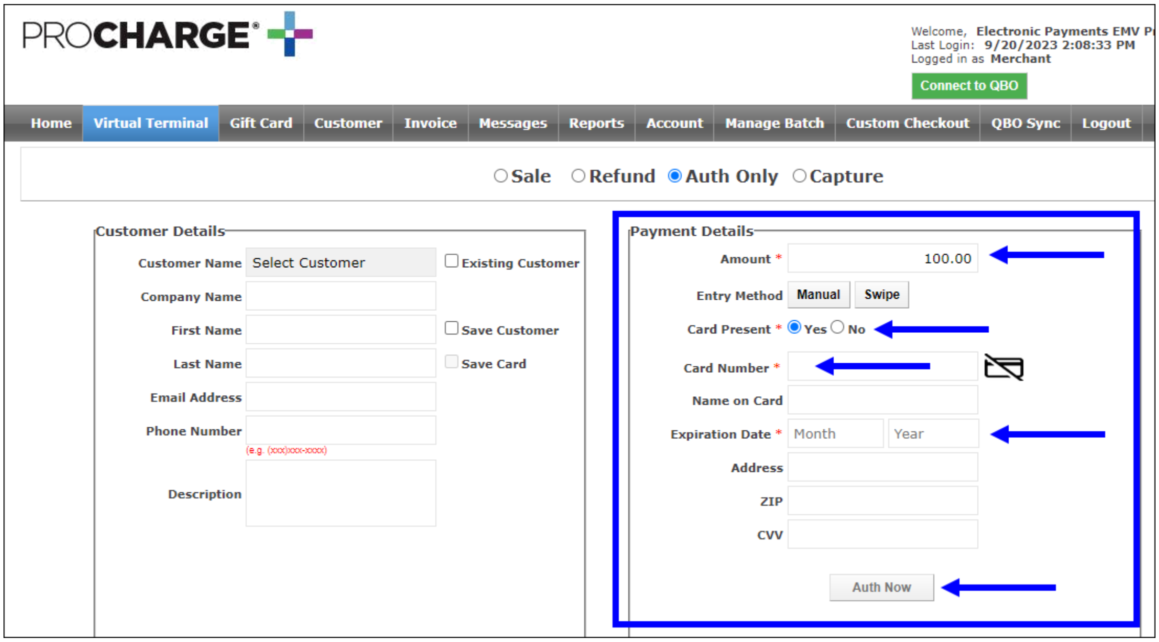
4. Select **Save Card** to save the customer's credit card.



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**.

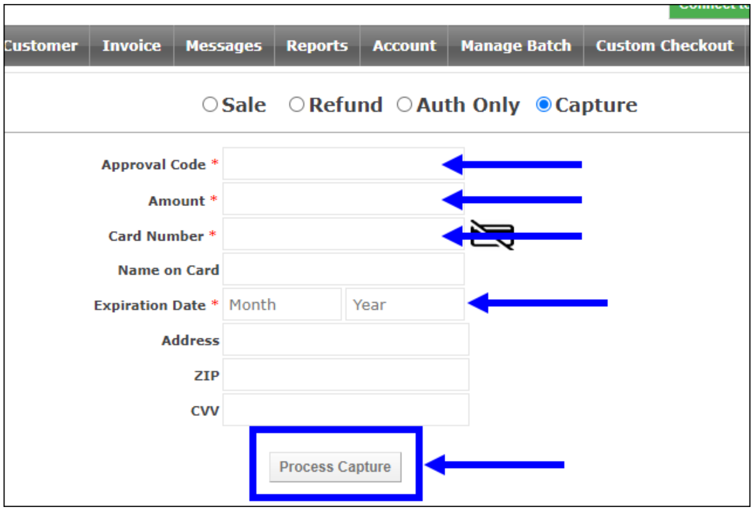


Capture

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).

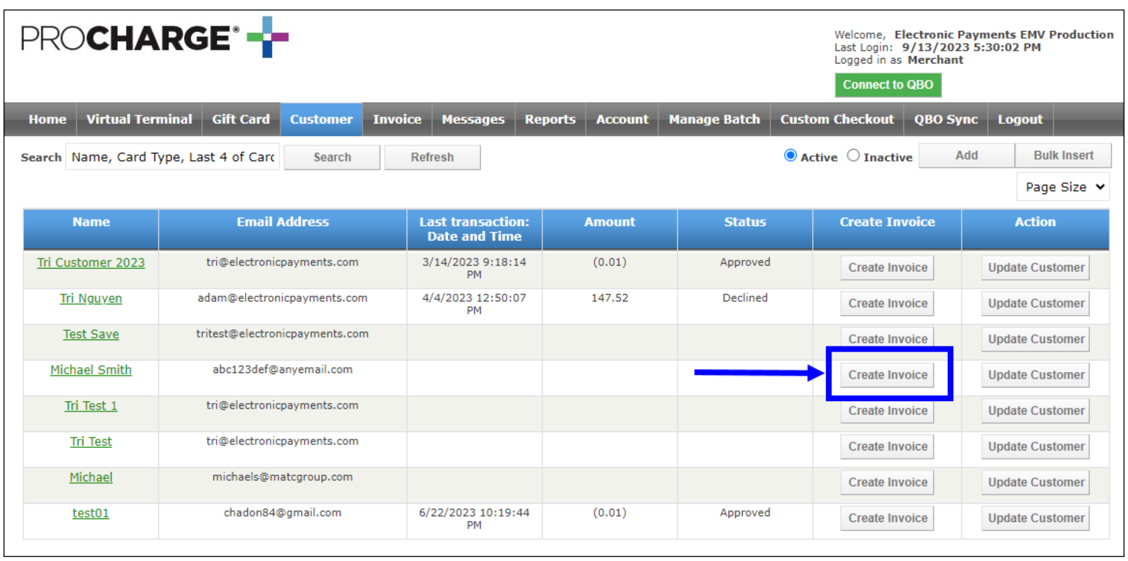
5. Click **Process Capture**.



Creating Invoices

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

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



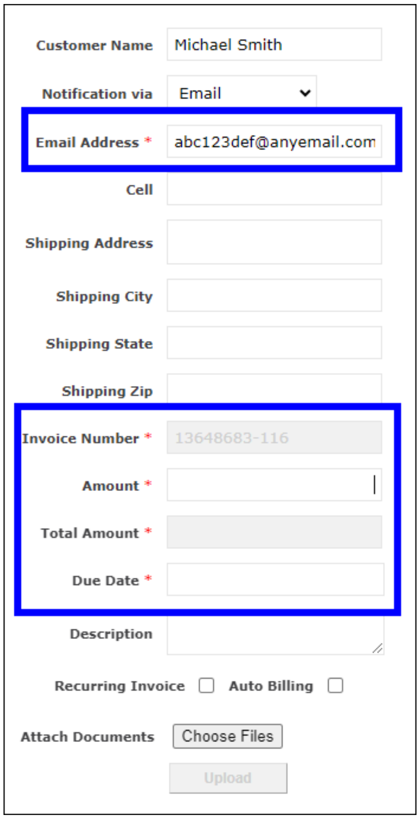
2. Complete the following required fields:

   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.



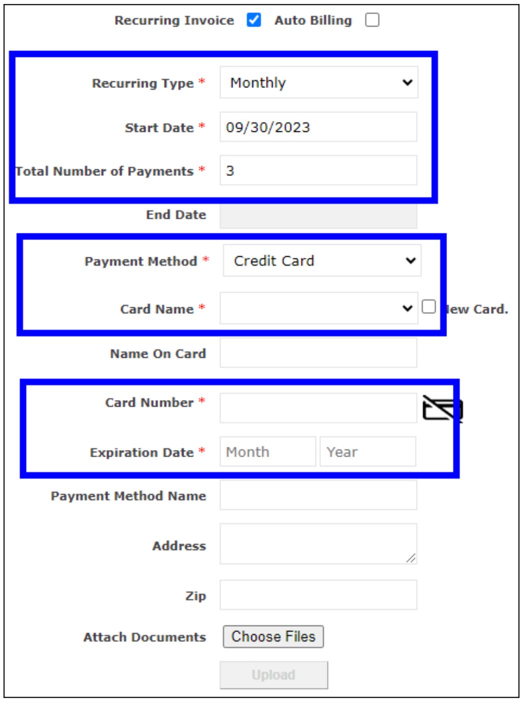
3. **Optional**: Select the **Recurring Invoice** checkbox to automatically generate invoices for when a customer has an outstanding balance. When selecting the **Recurring Invoice** checkbox, the following fields display and must be completed:

    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.

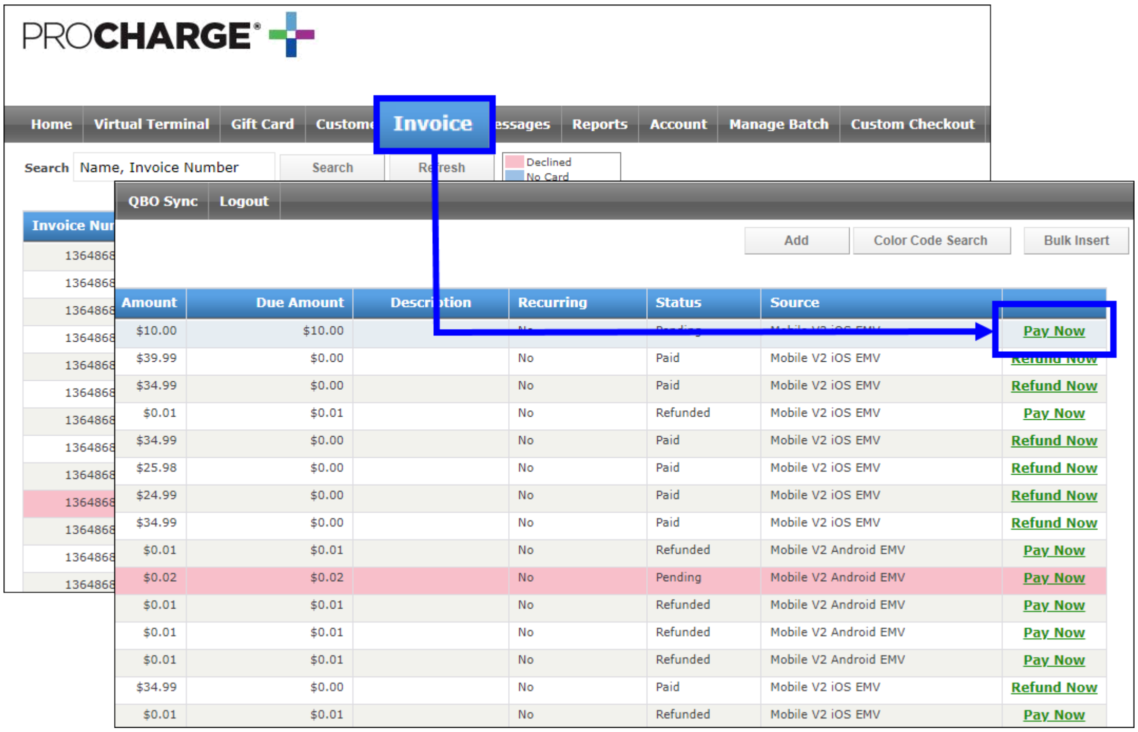
d. **Payment**: Select a payment method from the drop-down menu. If paying by card, complete all payment fields as required.



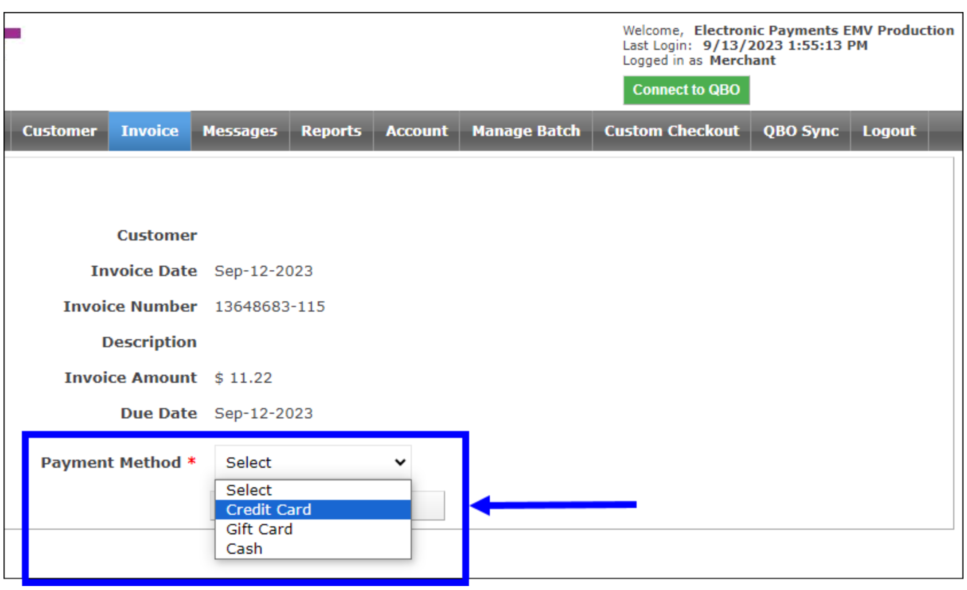
4. **Optional**: Select the **Auto Billing** checkbox to enable a one-time automatic payment.
5. Click **Send Invoice**. The invoice is emailed to the customer's email address.

Processing Invoice Payments

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

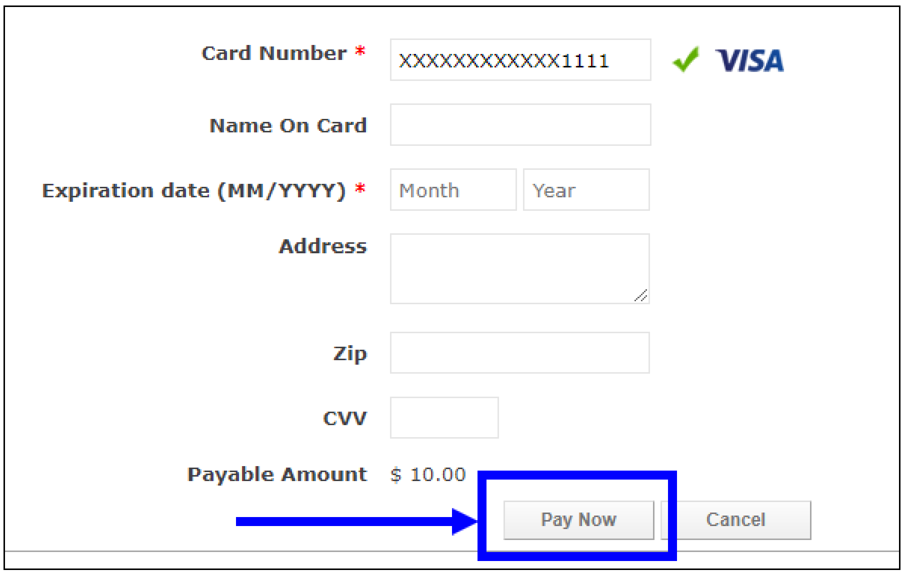


2. Select a **Payment Method** from the drop-down menu.



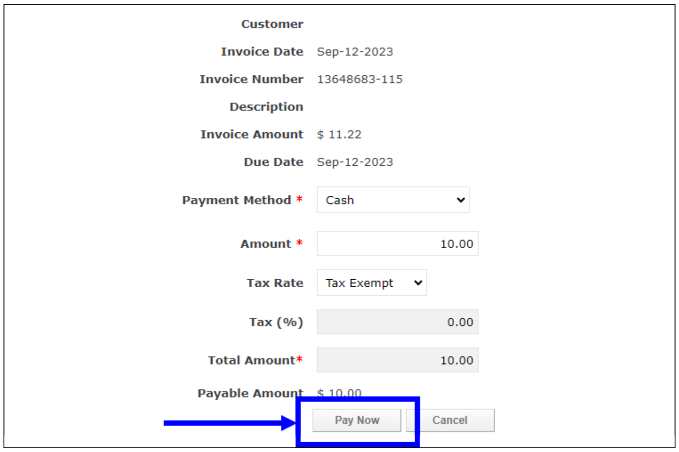
3. For **Credit** and **Gift Card** payments, complete the following required fields:
    a. Enter the payment in the **Amount** field.
    b. In the **Payment Method Name** field, select the credit card issuer. Select the **New Card** checkbox if the card is not saved in ProCharge®.

       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**.

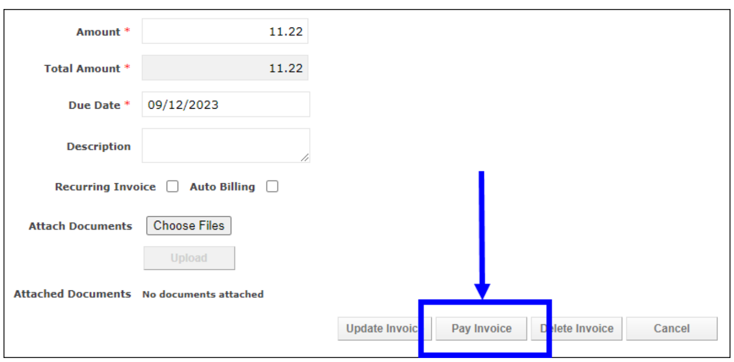


4. For **Cash** payments, perform the following:
    a. Enter the payment in the **Amount** field.

b. Click **Pay Now**.



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.



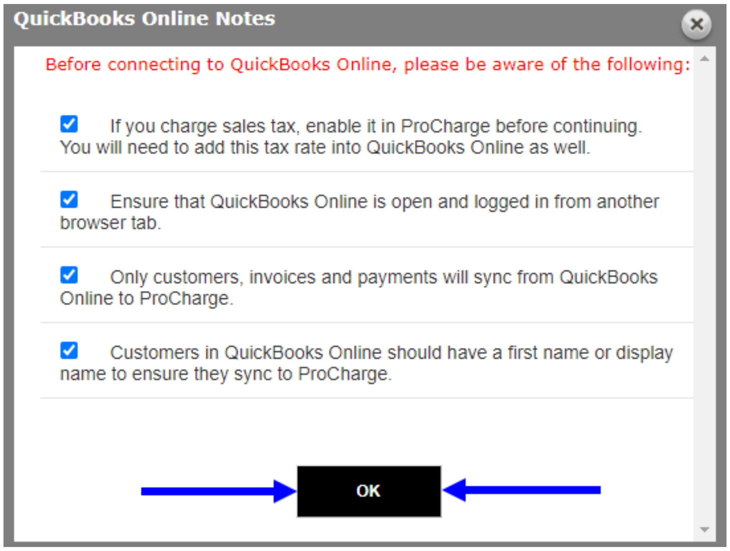
Integrating ProCharge® and QuickBooks Online

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.