*My*BridgePay Virtual Terminal Quick Reference Guide

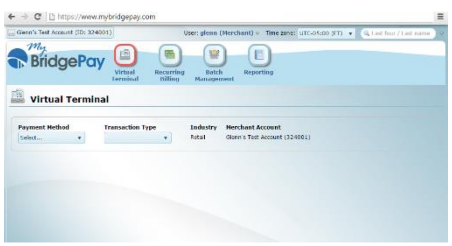
URL: https://www.mybridgepay.com
Email Support: Gateway.support@bridgepaynetwork.com
Phone Support: 866-322-9894 24/7 Support

Minimum Requirements:

- Windows 7 or higher 32 or 64 Bit
- MAC OS 9 or higher
- 2 GHz or higher
- 2 GBs or higher of RAM
- Browsers: Internet Explorer 9 or higher, Chrome, or Fire Fox.

Hardware Accessories: (NOTE: recommended for IE only)

- Magnetic Reader: Uniform MSR213 Credit card reader
- Pin Pad: Verifone 1000 SE USB
- Check Scanner: Panini mI:Deal
- EMV devices coming soon



*My*BridgePay User Portal

- Virtual Terminal – Credit & ACH processing
- Recurring Billing – Contract for automated payment/Wallet for secured card storing
- Batch Management – Unsettled/Settled Batches
- Reporting – Sale, Decline, Reconciliation, Batch summary, Batch Detail Reports

Credit Sale (Swipe)

- In the Virtual Terminal, click ***Payment Method***
- Select ***Credit Card*** from drop down
- Click ***Transaction Type***
- Select ***Sale*** from drop down
- Input $ amount (* required field)
- Make sure ***Swipe*** is enabled
- Swipe Card using card reader
- Field will auto populate from swipe
- Click ***Process***

Credit Sale (Manual)

- In the Virtual Terminal, click ***Payment Method***
- Select ***Credit Card*** from drop down
- Click ***Transaction Type***
- Select ***Sale*** from drop down
- Input $ amount (* required field)
- Input Credit Card number & expiration date
- Input AVS info: Billing Address and Zip Code
- Input Card Security Code (CVV) if card is not present
- Click ***Process***

Credit Refund (by way of Find Payment information)

- Use the ***Find Payment Information*** in top right hand corner
- Input last 4 digits of card or last name or Click arrow to the right for more search criteria
- Find the transaction to refund and click the ***Refund icon***
- If partial refund, input the $ amount and click ***Process***
- If full refund, click ***Process***
- A ***Receipt window*** opens to confirm refund is completed and have Option to email receipt or print receipt.

Credit Refund (Blind Refund Method – Swipe)

- In the Virtual Terminal, click ***Payment Method***
- Select ***Credit Card*** from drop down
- Click ***Transaction Type***
- Select ***Credit*** from drop down
- Input $ amount (* required field)
- Click Card Number field
- Select Swipe
- Swipe Card using card reader
- Click ***Process***

Credit Refund (Blind Refund Method – Manual)

- In the Virtual Terminal, click ***Payment Method***
- Select ***Credit Card*** from drop down
- Click ***Transaction Type***
- Select ***Credit*** from drop down
- Input $ amount (* required field)
- Input Credit Card number & expiration date
- Input AVS info: Billing Address and Zip Code
- Input Card Security Code (CVV) if card is not present
- Click ***Process***

Credit Void

- Click ***Batch Management***
- Click ***Unsettled***
- Find transaction from list
- Click the ***Trash Can icon*** to initiate ***VOID***
- Click ***Save*** Changes (bottom right of screen)
- Click ***Yes*** to confirm
- Click ***Ok*** to close window

Repeat Sale (by way of Search Method)

- Input last 4 digits of card or last name or Click arrow to the right for more search criteria
- Find the transaction to reprocess and click the ***Repeat Sale Icon***
- Input $ amount if amount is different.
- Click ***Process***

Credit Authorization

- In the Virtual Terminal, click ***Payment Method***
- Select ***Credit Card*** from drop down
- Click ***Transaction Type***
- Select ***AUTH*** from drop down
- Input $ amount (* required field)
- Make sure ***Swipe*** is enabled
- Swipe Card using card reader
- Field will auto populate from swipe
- Click ***Process***

Credit Capture (For Auths)

- Click ***Batch Management***
- Click ***Unsettled***
- Click ***Approve for Settlement***
- Click ***Yes*** to confirm
- Click ***OK*** to close the Result dialogue window

ACH Sale

- In the Virtual Terminal, click ***Payment Method***
- Select ***ACH*** from drop down
- Click ***Transaction Type***
- Select ***Sale*** from drop down
- Input $ amount (* required field)
- Input data in the required fields
- Click ***Process***

Check 21 Sale

- In the Virtual Terminal, click ***Payment Method***
- Select ***Check 21*** from drop down
- Click ***Transaction Type***
- Select ***Sale*** from drop down
- Input $ amount (* required field)
- Place check in check reader with MICR facing away
- Click ***LOAD CHECK***
- Check data populates
- Select ***Checking*** or ***Savings***
- Click ***Process***

*My*BridgePay Reports

How to run a Transaction Sales Report

- Go to ***Reporting***
- Click ***Transaction drop-down***
- Select ***Sales Report***
- Select your search criteria
- You can either view the report or Export the file
- To Export the file, click Export drop-down
- Select your file format ***XLS***, ***CSV***, or ***TSV***

How to run a Batch Summary Report

- Go to ***Reporting***
- Click ***Batch drop-down***
- Select ***Summary Report***
- Select your search criteria
- Click ***Run Report***
- You can either view the report or Export the file
- To Export the file, click Export drop-down
- Select your file format ***XLS***, ***CSV***, or ***TSV***

How to run a Batch Detail Report

- Go to ***Reporting***
- Click ***Batch drop-down***
- Select ***Detail Report***
- Select your search criteria
- Click ***Run Report***
- You can either view the report or Export the file
- To Export the file, click Export drop-down
- Select your file format ***XLS***, ***CSV***, or ***TSV***

How to Manually Settle a Batch

- Go to ***Batch Management***
- Click ***Unsettled*** button
- Click ***Submit for Settlement***
- Click ***Yes*** to proceed

Auto Settlement: By default, auto settlement is enabled unless it was instructed to disable.

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