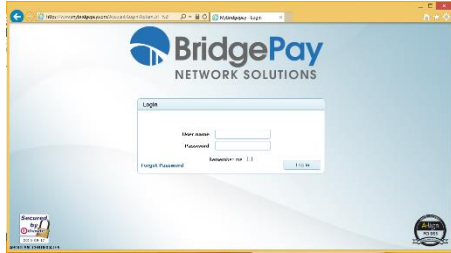


# MyBridgePay Virtual Terminal

## Quick Reference Guide



URL: <https://www.mybridgepay.com>

Email Support: [Gateway.support@bridgepaynetwork.com](mailto:Gateway.support@bridgepaynetwork.com)

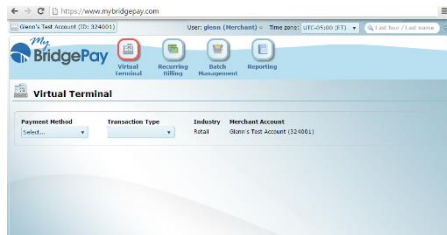
Phone Support: 866-322-9894 24/7 Support

### 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
- Check Scanner: Panini ml:Deal
- EMV devices coming soon



### MyBridgePay 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 cursor is in Card Number field
- 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 **Refund** from drop down
- Input \$ amount (\* required field)
- Click Card Number field
- Make sure cursor is in Card Number field
- 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 **Refund** 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 Only** from drop down
- Input \$ amount (\* required field)
- Make sure cursor is in Card Number field
- Swipe Card using card reader
- Field will auto populate from swipe
- Click **Process**

### Credit Capture (For Auth Only)

- 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**

## MyBridgePay 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 **PDF, 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 **PDF, 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 **PDF, 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 disabled unless instructed to enable at time of boarding.



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[www.bridgepaynetwork.com](http://www.bridgepaynetwork.com)