

ProCharge® Gateway User Guide

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Introduction

The ProCharge® Gateway online transaction processing system 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.

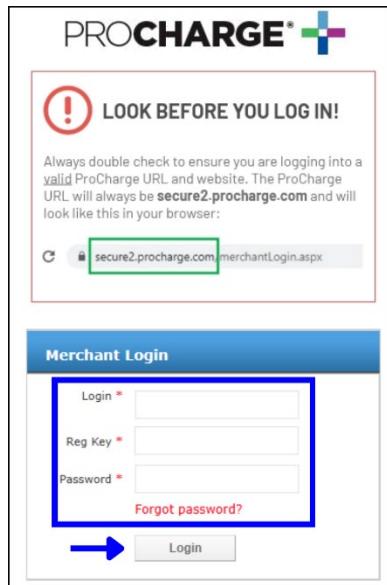
This document contains information about setting up and using ProCharge® Gateway. The exact layout of your ProCharge® environment may differ slightly from these instructions due to your account setup. Contact the [Exatouch Tech Support Team](#) for assistance in configuring your dashboard.

Getting Started

Accessing the Dashboard

The ProCharge® Gateway dashboard is where the primary tabs are located.

1. Navigate to <https://secure2.ProCharge.com>.
 - Always double check to ensure you are logging into a valid ProCharge URL and website. The ProCharge URL will always be **secure2.procharge.com**.
2. In the **Merchant Login** section, enter the following:
 - **Login** – The user's login name
 - **Reg Key** – The registration key provided by Customer Support
 - **Password** – The user's password



3. Click **Login**.

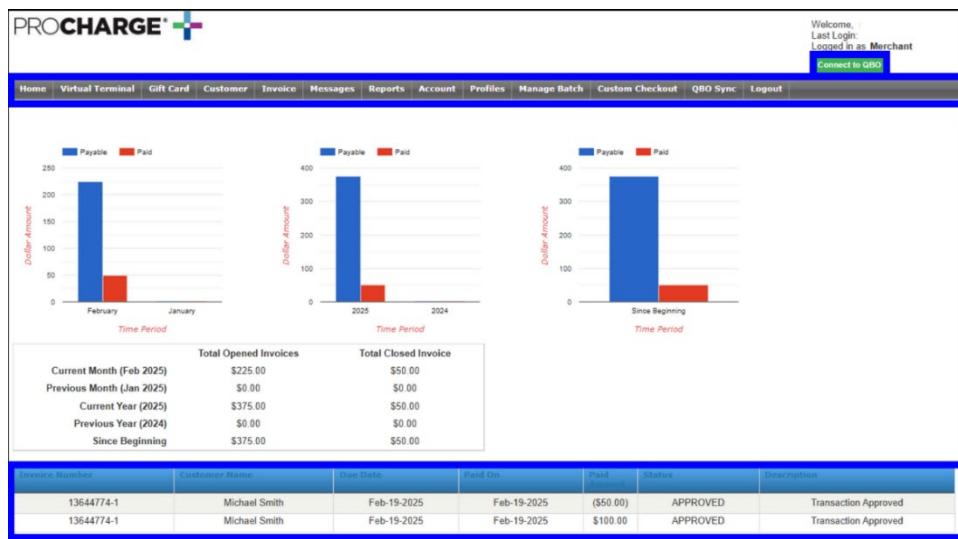
NOTE: Depending on your security settings, ProCharge® Gateway may require you to answer security questions before logging in.

Dashboard Functions

The ProCharge® Gateway dashboard displays the **Home** screen by default. From the dashboard, merchants can view general sales and transaction data, and access the following tabs:

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

Recent invoice information is available in a table at the bottom, and a **Connect to QBO** (Quick Books Online) button is located in the upper right.



The screenshot shows the ProCharge Gateway Home dashboard. At the top, there are three bar charts showing 'Payable' (blue) and 'Paid' (red) amounts for different time periods: February, January, 2024, and Since Beginning. Below the charts is a table comparing 'Total Opened Invoices' and 'Total Closed Invoice' for various time periods. At the bottom is a table of recent transactions with columns for Invoice Number, Customer Name, Due Date, Paid On, Paid Amount, Status, and Description.

Time Period	Total Opened Invoices	Total Closed Invoice
Current Month (Feb 2025)	\$225.00	\$50.00
Previous Month (Jan 2025)	\$0.00	\$0.00
Current Year (2025)	\$375.00	\$50.00
Previous Year (2024)	\$0.00	\$0.00
Since Beginning	\$375.00	\$50.00

Invoice Number	Customer Name	Due Date	Paid On	Paid Amount	Status	Description
13644774-1	Michael Smith	Feb-19-2025	Feb-19-2025	(\$50.00)	APPROVED	Transaction Approved
13644774-1	Michael Smith	Feb-19-2025	Feb-19-2025	\$100.00	APPROVED	Transaction Approved

Virtual Terminal

Most day-to-day transactions are conducted through the **Virtual Terminal**. The terminal is organized into various sections and subsections.

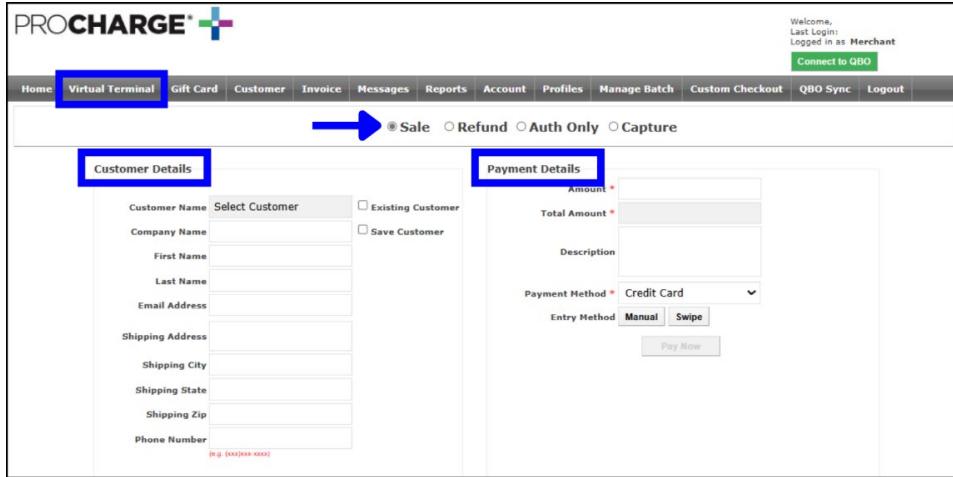


The screenshot shows the ProCharge Gateway Virtual Terminal. At the top, there is a header with the ProCharge logo and a 'Connect to QBO' button. Below the header is a navigation bar with tabs for Home, Virtual Terminal, Gift Card, Customer, Invoice, Messages, Reports, Account, Profiles, Manage Batch, Custom Checkout, QBO Sync, and Logout. The 'Virtual Terminal' tab is selected. At the bottom, there is a form with radio buttons for Sale, Refund, Auth Only, and Capture.

Sale

Transactions are processed in the **Sale** section, where you can also display, enter, or adjust customer and payment details.

- **Customer Details** – Enter customer information into the optional fields
- **Payment Details** – Enter payment information into the required ***** fields



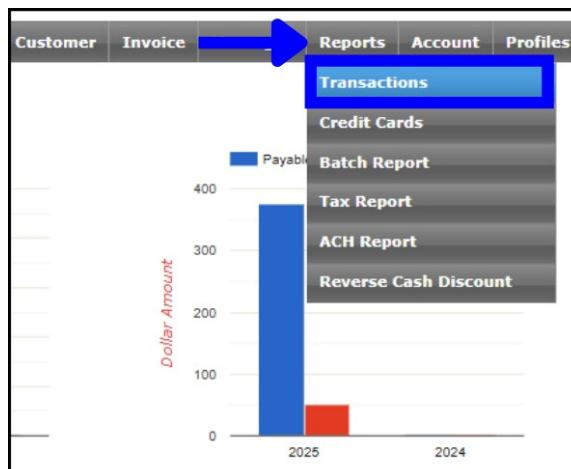
The screenshot shows the PROCHARGE Virtual Terminal interface. At the top, there is a navigation bar with links: Home, Virtual Terminal (which is highlighted in blue), Gift Card, Customer, Invoice, Messages, Reports, Account, Profiles, Manage Batch, Custom Checkout, QBO Sync, and Logout. The 'Virtual Terminal' tab is active. In the center, there are two main sections: 'Customer Details' on the left and 'Payment Details' on the right. The 'Customer Details' section contains fields for Customer Name (with a dropdown for 'Select Customer'), 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 *' (with a dropdown for 'Total Amount *'), 'Description', 'Payment Method *' (set to 'Credit Card'), 'Entry Method' (set to 'Manual'), and a 'Pay Now' button. Above these sections, there are radio buttons for '@ Sale', '@ Refund', '@ Auth Only', and '@ Capture', with '@ Sale' being selected. The top right corner shows a welcome message: 'Welcome, Last Login: Logged in as Merchant' and a 'Connect to QBO' button.

Refund

Full and partial refunds can be run from either the **Reports Screen** or the **Refund Screen**.

Full or Partial Refunds – From the Reports Screen

1. To process a full or partial refund, go to **Reports > Transactions**.

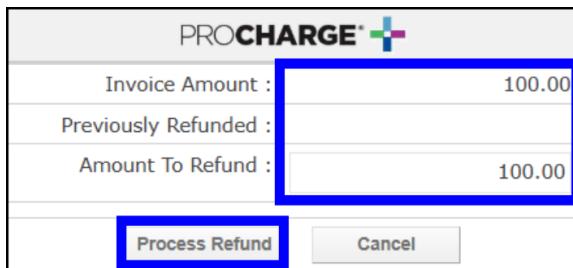


2. In the **Payment Report** section at the bottom of the page, click on the transaction to be refunded.

NOTE: Only transactions eligible for a refund will have an active link in the **Refund** column.

Payment Report											
Due Date	Customer Name	Invoice Description	Application	Card Type	Card #	Type	Status	Transaction ID	Paid Amount	Refund	
02/19/2025	Michael Smith	Sundries	Procharge Gateway	Cash		Refund	APPROVED	C20250219103628670	(\$50.00)		
02/19/2025	Michael Smith	Sundries	Procharge Gateway	Cash		Sale	APPROVED	C20250219103628670	\$100.00	Refund	

3. Enter the full or partial dollar amount in the **Amount To Refund** field, and click **Process Refund**.



The screenshot shows a PROCHARGE software interface for processing a refund. The 'Invoice Amount' is listed as 100.00. The 'Previously Refunded' field is empty. The 'Amount To Refund' field is also set to 100.00. Below these fields are two buttons: 'Process Refund' (highlighted with a blue box) and 'Cancel'.

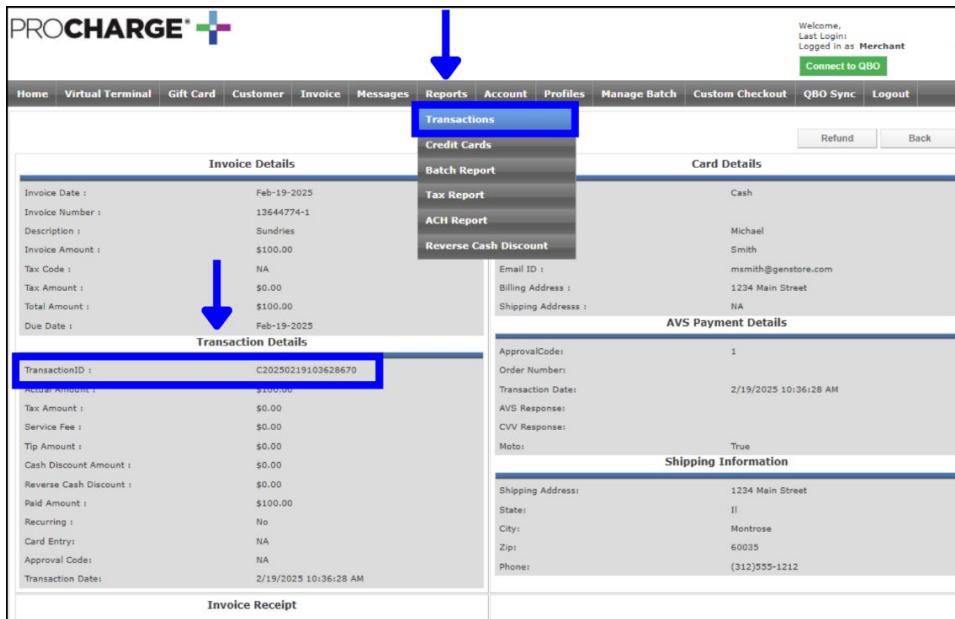
4. To see updated information about full or partial refunds, go back to **Reports > Transactions > Payment Report**.

Full or Partial Refunds – From the Refund Screen

1. To initiate a full or partial refund from the Refund screen, you must first get the **Transaction ID** from **Reports > Transactions > Payment Report**.
2. In the **Payment Report** section, click anywhere in the selected invoice line for the item to be refunded. This will take you to the **Details** page.

Payment Report											
Due Date	Customer Name	Invoice Description	Application	Card Type	Card #	Type	Status	Transaction ID	Paid Amount	Refund	
02/19/2025	Michael Smith	Sundries	Procharge Gateway	Cash		Refund	APPROVED	C20250219103628670	(\$50.00)		
02/19/2025	Michael Smith	Sundries	Procharge Gateway	Cash		Sale	APPROVED	C20250219103628670	\$100.00	Refund	

3. In the **Transaction Details** section, copy the **Transaction ID** number.



PROCHARGE®

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

Transactions

Invoice Details

Invoice Date: Feb-19-2025
 Invoice Number: 13644774-1
 Description: Sundries
 Invoice Amount: \$100.00
 Tax Code: NA
 Tax Amount: \$0.00
 Total Amount: \$100.00
 Due Date: Feb-19-2025

Transaction Details

TransactionID: C20250219103628670

Amount: \$100.00
 Tax Amount: \$0.00
 Service Fee: \$0.00
 Tip Amount: \$0.00
 Cash Discount Amount: \$0.00
 Reverse Cash Discount: \$0.00
 Paid Amount: \$100.00
 Recurring: No
 Card Entry: NA
 Approval Code: NA
 Transaction Date: 2/19/2025 10:36:28 AM

Card Details

Cash
 Michael Smith
 Email ID: msmith@gene-store.com
 Billing Address: 1234 Main Street
 Shipping Address: NA

AVS Payment Details

ApprovalCode: 1
 Order Number: 2/19/2025 10:36:28 AM
 Transaction Date: 2/19/2025 10:36:28 AM
 AVS Response:
 CVV Response:
 Moto: True

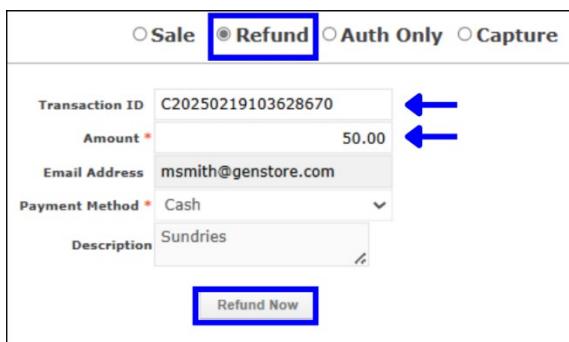
Shipping Information

Shipping Address: 1234 Main Street
 State: IL
 City: Montrose
 Zip: 60035
 Phone: (312)555-1212

Invoice Receipt

NOTE: You can also write down the Transaction ID from the line item in the **Payment Report** section and enter it manually.

4. Go back to the **Virtual Terminal** tab and click on the **Refund** button.
 - If you don't see the **Refund** button, contact the [Exatouch Tech Support Team](#).
5. Paste or manually enter the **Transaction ID** number. The original transaction details will populate the required ***** fields.
6. Enter the full or partial **Amount** to be refunded.
7. Enter the **Payment Method**.
8. Click **Refund Now**.



Sale Refund Auth Only Capture

Transaction ID: C20250219103628670

Amount *: 50.00

Email Address: msmith@gene-store.com

Payment Method *: Cash

Description: Sundries

Refund Now

9. To see updated information about full or partial refunds, go back to **Reports > Transactions > Payment Report**.

NOTE: Merchants will also receive an email with a copy of the refund receipt.

Refund
Cash
2/19/2025 12:07:39 PM
Entry Method : Keyed
Invoice : 13644774-1
Approval Code : 1
Actual Amount : \$ 50.00
Tax Amount : \$ 0.00
=====
Amount Refunded: \$ 50.00
X

Merchant Copy
Thank You!

Auth Only

Auth Only allows credit card pre-authorization.

1. To pre-authorize a card, select **Auth Only**.
2. Choose **Manual** or **Swipe** from **Entry Method**, and fill in the required ***** fields.
3. Click **Auth Now**.
4. An **email receipt** with the authorization status will be sent to the merchant.

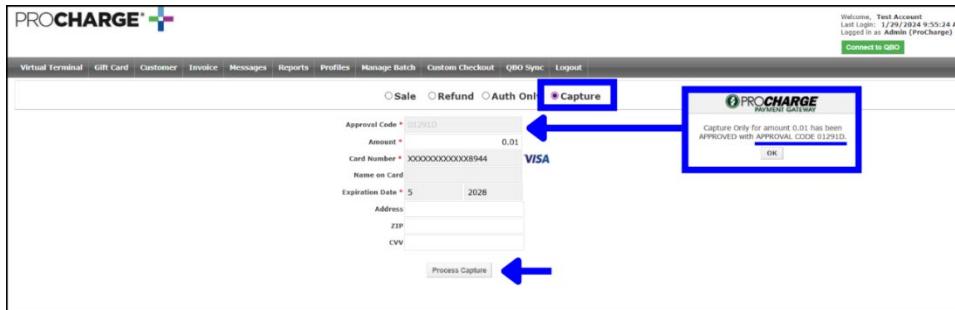


NOTE: Be sure to write down the approval code from the Auth Only confirmation message, as it will be needed during the following Capture procedure.

Capture

Close out a card authorization in the **Capture** section.

1. To finalize the transaction, select **Capture**.
2. Enter the approval code from the **Auth Only** transaction, along with the other required ***** information.
3. Click **Process Capture**.
4. An **email receipt** with the confirmation status will be sent to the merchant.



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

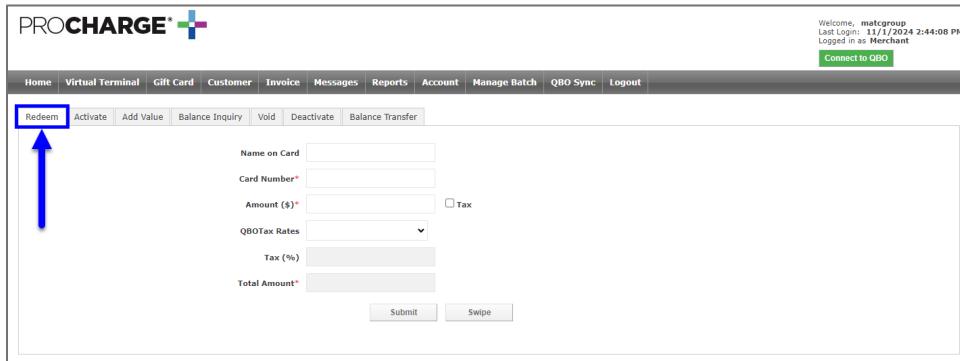
Gift Cards

Merchants can manage eGiftSolutions gift card functions under the **Gift Card** tab. Merchants can activate, deactivate, and add value to cards, as well as void transactions and conduct balance inquiries and transfers.

Redeem

To redeem an eGiftSolutions gift card, go to the **Redeem** tab and enter the following information; fields with ***** are required.

- **Name on Card** – The name printed on the card
- **Card Number ******* – The account number on the card
- **Amount (\$ *****)** – The dollar amount to debit from the card
- **Tax** – The checkbox to apply tax
- **QBO Tax Rates** – Drop-down menu for QuickBooks Online tax rate options
- **Tax (%)** – The tax rate as a percentage
- **Total Amount ******* – The total amount of the sale including tax
- **Submit** – Complete and submit the transaction when manually entering the card number and amount
- **Swipe** – Swipe the eGiftSolutions gift card instead of manually entering the card number; when swiping cards, merchants must still enter an amount to apply from the card to a purchase amount

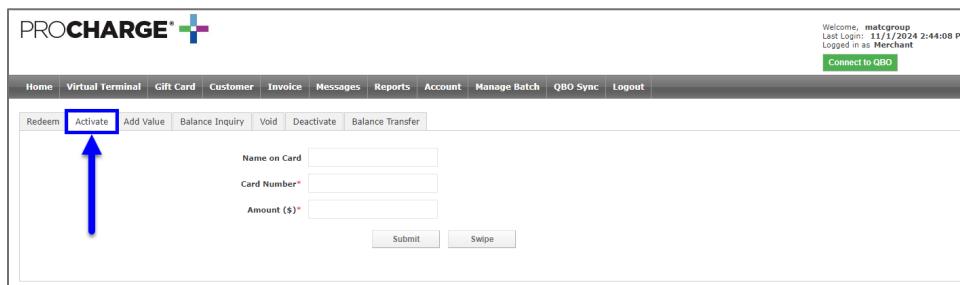


The screenshot shows the PROCHARGE® Gateway interface. At the top, there is a navigation bar with links: Home, Virtual Terminal, Gift Card, Customer, Invoice, Messages, Reports, Account, Manage Batch, QBO Sync, and Logout. The 'Gift Card' link is highlighted. Below the navigation bar, there is a sub-navigation bar with links: Redeem, Activate, Add Value, Balance Inquiry, Void, Deactivate, and Balance Transfer. The 'Activate' link is highlighted and has a blue arrow pointing to it. The main content area contains fields for Name on Card, Card Number*, Amount (\$)*, QBOTax Rates, Tax (%), and Total Amount*. At the bottom of the content area are 'Submit' and 'Swipe' buttons.

Activate

To activate an eGiftSolutions gift card, go to the **Activate** tab and enter the following information; fields with ***** are required.

- **Name on Card** – The name printed on the card
- **Card Number *** – The account number on the card
- **Amount (\$)** * – The dollar amount to apply to the card
- **Submit** – Complete and submit the transaction
- **Swipe** – Swipe the eGiftSolutions gift card instead of manually entering the card number

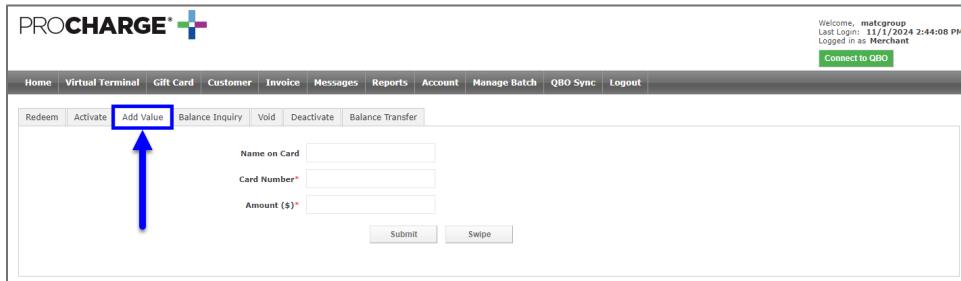


The screenshot shows the PROCHARGE® Gateway interface. At the top, there is a navigation bar with links: Home, Virtual Terminal, Gift Card, Customer, Invoice, Messages, Reports, Account, Manage Batch, QBO Sync, and Logout. The 'Gift Card' link is highlighted. Below the navigation bar, there is a sub-navigation bar with links: Redeem, Activate, Add Value, Balance Inquiry, Void, Deactivate, and Balance Transfer. The 'Activate' link is highlighted and has a blue arrow pointing to it. The main content area contains fields for Name on Card, Card Number*, and Amount (\$)*. At the bottom of the content area are 'Submit' and 'Swipe' buttons.

Add Value

To add value to an already activated eGiftSolutions gift card, go to the **Add Value** tab and enter the following information; fields with ***** are required.

- **Name on Card** – The name printed on the card
- **Card Number *** – The account number on the card
- **Amount (\$)** * – The dollar amount to add to the card
- **Submit** – Complete and submit the transaction
- **Swipe** – Swipe the eGiftSolutions gift card instead of manually entering the card number



PROCHARGE* 

Welcome, matgroup
Last Login: 11/1/2024 2:44:08 PM
Logged in as Merchant
Connect to QBO

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

Redeem Activate **Add Value** Balance Inquiry Void Deactivate Balance Transfer

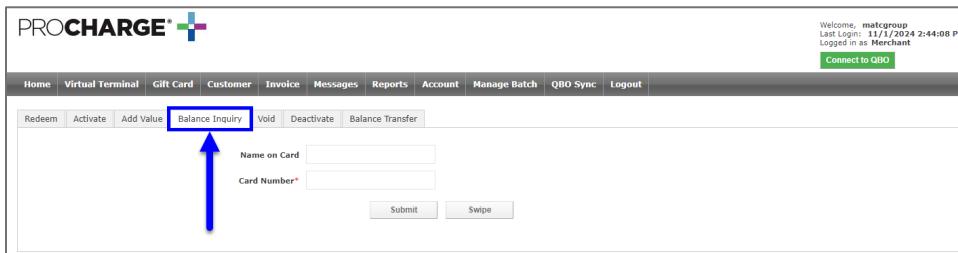
Name on Card
Card Number*
Amount (\$)*

Submit Swipe

Balance Inquiry

To check the balance of an already activated eGiftSolutions gift card, go to the **Balance** tab and enter the following information; fields with ***** are required.

- **Name on Card** – The name printed on the card
- **Card Number *** – The account number on the card
- **Amount (\$)** * – The dollar amount to apply to the card
- **Submit** – Complete and submit the transaction
- **Swipe** – Swipe the eGiftSolutions gift card instead of manually entering the card number



PROCHARGE* 

Welcome, matgroup
Last Login: 11/1/2024 2:44:08 PM
Logged in as Merchant
Connect to QBO

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

Redeem Activate Add Value **Balance Inquiry** Void Deactivate Balance Transfer

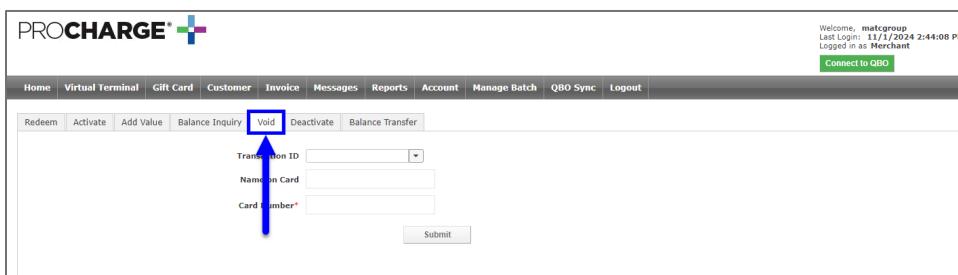
Name on Card
Card Number*

Submit Swipe

Void

To void transactions made with an eGiftSolutions gift card, go to the **Void** tab and enter the following information; fields with ***** are required.

- **Transaction ID** – The ID number of the transaction.
- **Name on Card** – The name printed on the card
- **Card Number *** – The account number on the card
- **Submit** – Complete and submit the transaction after manually entering the gift card number



PROCHARGE* 

Welcome, matgroup
Last Login: 11/1/2024 2:44:08 PM
Logged in as Merchant
Connect to QBO

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

Redeem Activate Add Value Balance Inquiry **Void** Deactivate Balance Transfer

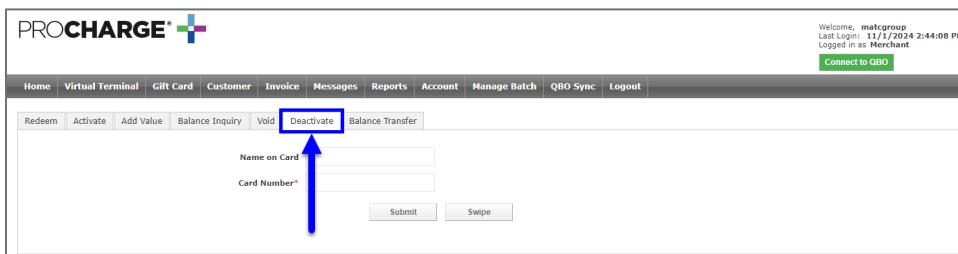
Transaction ID
Name on Card
Card Number*

Submit

Deactivate

To deactivate an eGiftSolutions gift card, go to the **Deactivate** tab and enter the following information; fields with ***** are required.

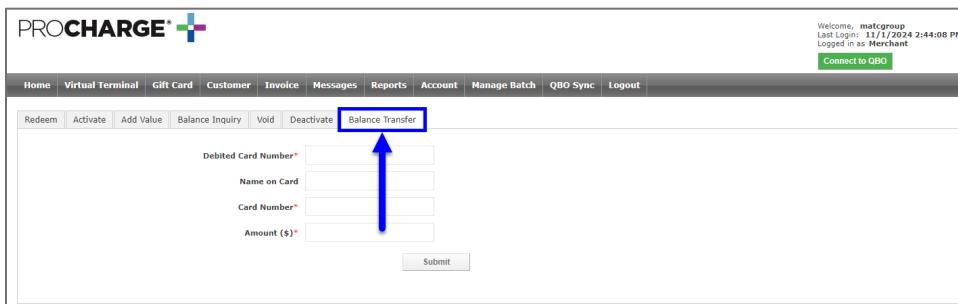
- **Name on Card** – The name printed on the card
- **Card Number *** – The account number on the card
- **Submit** – Complete and submit the transaction
- **Swipe** – Swipe the eGiftSolutions gift card instead of manually entering the card number



Balance Transfer

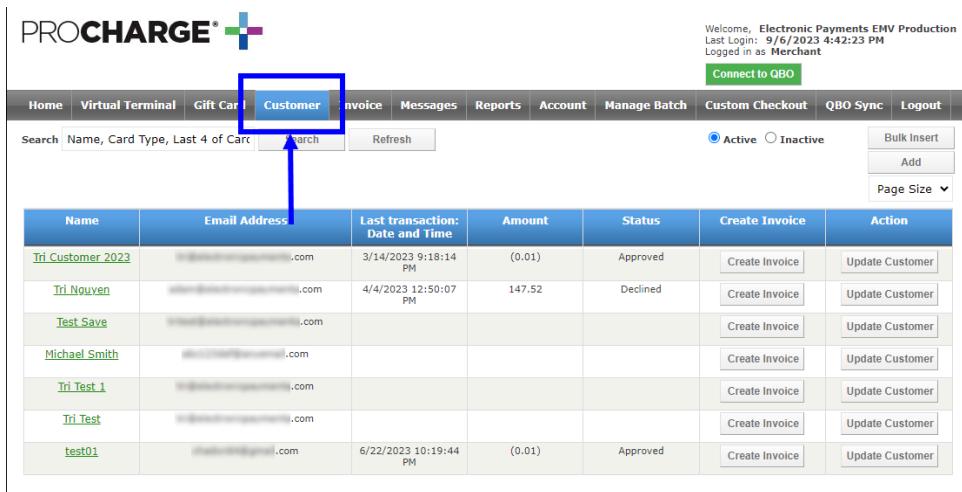
To transfer part or all of the balance from one eGiftSolutions gift card to another, go to the **Balance Transfer** tab and enter the following information; fields with ***** are required.

- **Debited Card Number *** – The account number of the card **from** which the balance is being transferred
- **Name on Card** – The name printed on the card
- **Card Number *** – The account number for the card **to** which the balance is being transferred
- **Amount (\$)** * – The dollar amount to transfer **from** the debited card **to** the receiving card
- **Submit** – Complete and submit the transaction



Customer

Under the **Customer** tab, merchants can create and manage a customer database. New customers can be added individually or imported via the **Bulk Insert** function. The **Customer** tab also allows merchants to update profile information and create invoices for saved customers.

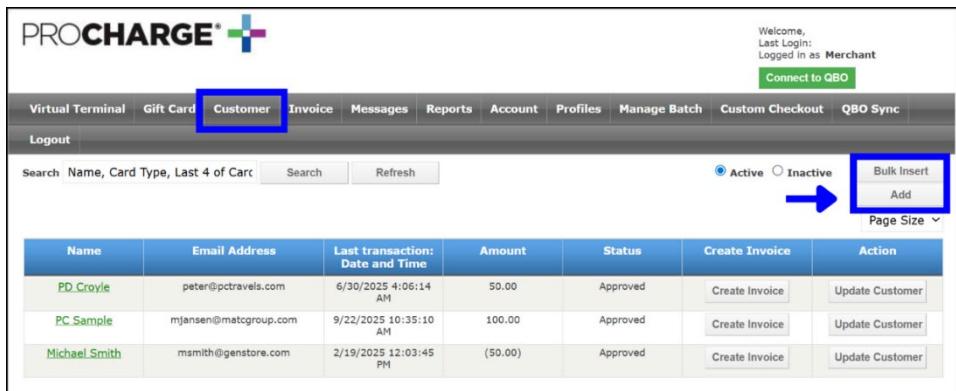


The screenshot shows the PROCHARGE® Gateway interface with the 'Customer' tab selected. The top navigation bar includes links for Home, Virtual Terminal, Gift Card, Customer, Invoice, Messages, Reports, Account, Manage Batch, Custom Checkout, QBO Sync, and Logout. A 'Connect to QBO' button is also present. The main content area displays a table of customer records with columns for Name, Email Address, Last transaction: Date and Time, Amount, Status, Create Invoice, and Action. A search bar and filter options for Active/Inactive status and Bulk Insert/Add are at the top of the table area.

Name	Email Address	Last transaction: Date and Time	Amount	Status	Create Invoice	Action
Tri Customer 2023	customer2023@example.com	3/14/2023 9:18:14 PM	(0.01)	Approved	Create Invoice	Update Customer
Tri Nouyen	customer2023@example.com	4/4/2023 12:50:07 PM	147.52	Declined	Create Invoice	Update Customer
Test Save	customer2023@example.com				Create Invoice	Update Customer
Michael Smith	customer2023@example.com				Create Invoice	Update Customer
Tri Test 1	customer2023@example.com				Create Invoice	Update Customer
Tri Test	customer2023@example.com				Create Invoice	Update Customer
test01	customer2023@example.com	6/22/2023 10:19:44 PM	(0.01)	Approved	Create Invoice	Update Customer

Create Customer

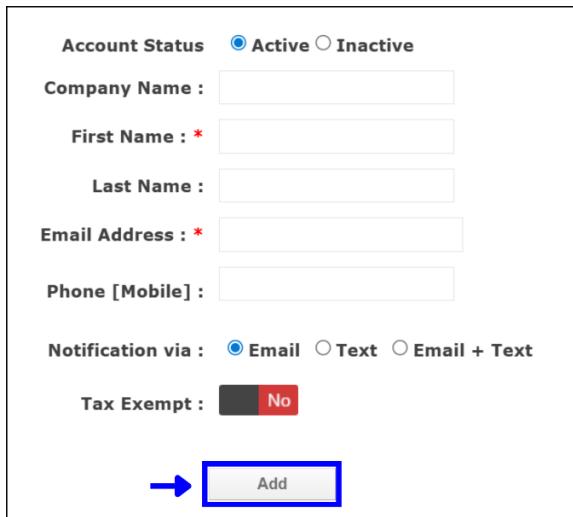
1. To add a single new customer, go to the **Customer** tab and click on **Add**.



The screenshot shows the PROCHARGE® Gateway interface with the 'Customer' tab selected. The top navigation bar includes links for Virtual Terminal, Gift Card, Customer, Invoice, Messages, Reports, Account, Profiles, Manage Batch, Custom Checkout, QBO Sync, and Logout. A 'Connect to QBO' button is also present. The main content area displays a table of customer records with columns for Name, Email Address, Last transaction: Date and Time, Amount, Status, Create Invoice, and Action. A search bar and filter options for Active/Inactive status and Bulk Insert/Add are at the top of the table area. A blue arrow points to the 'Add' button in the top right corner of the table area.

Name	Email Address	Last transaction: Date and Time	Amount	Status	Create Invoice	Action
PD.Croyle	peter@pctravels.com	6/30/2025 4:06:14 AM	50.00	Approved	Create Invoice	Update Customer
PC Sample	mjansen@matcgroup.com	9/22/2025 10:35:10 AM	100.00	Approved	Create Invoice	Update Customer
Michael Smith	msmith@genstore.com	2/19/2025 12:03:45 PM	(50.00)	Approved	Create Invoice	Update Customer

2. Fill in the required ***** information, then click **Add**.



The screenshot shows the 'Add Customer' form. It includes fields for Account Status (radio buttons for Active or Inactive), Company Name, First Name (marked with a red asterisk), Last Name, Email Address (marked with a red asterisk), Phone [Mobile], and Tax Exempt status (radio buttons for Yes or No). At the bottom, there is a 'Notification via' section with radio buttons for Email, Text, or Email + Text, and a large blue 'Add' button.

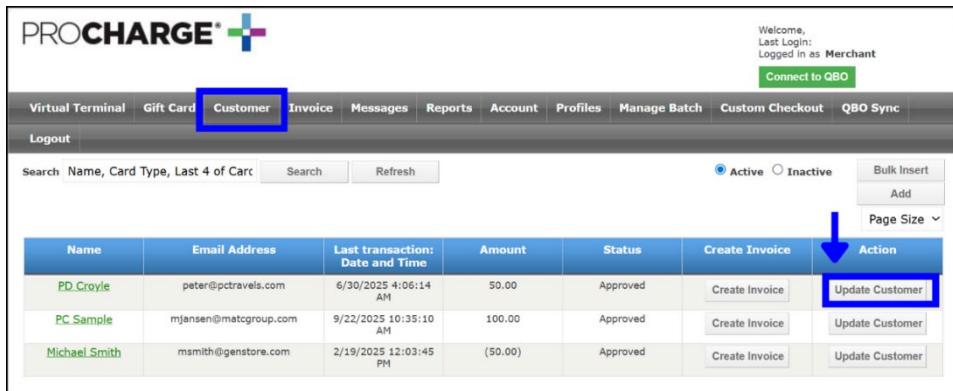
3. To add more than one customer, click on **Bulk Insert** and then **Download Template**.
4. Add customer names to the Excel template, and save the document.
5. Select the completed Excel file from your computer, then click **Upload**.



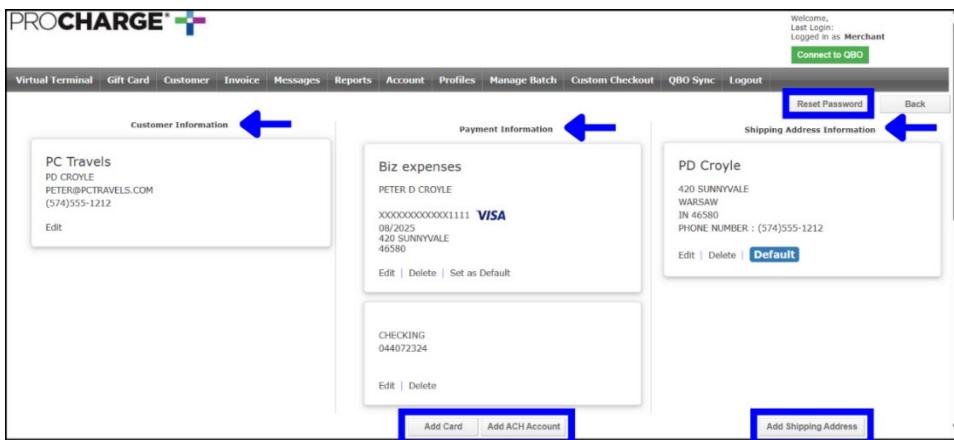
Update Customer Profile – Basic, Payment, and Shipping Address

From the **Update Customer** screen, you can add/update basic profile information, payment information, and shipping address information, as well as reset passwords.

1. In the **Customer** tab, locate the customer **Name**.
2. Click **Update Customer** in the **Action** column.



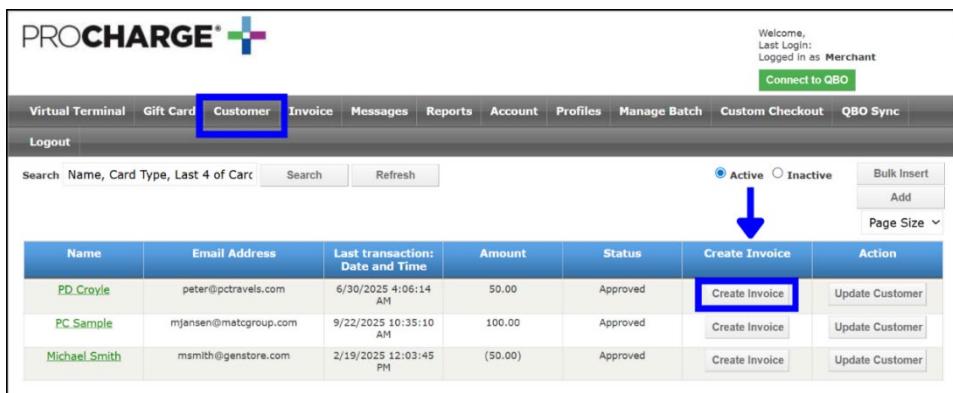
3. Edit the information by clicking in the specific section(s) on the screen, and then clicking **Update** in the pop-up screen to save the changes. Editable sections include the following:
 - Customer Information
 - Payment Information
 - Shipping Address Information
 - Reset Password



Create Customer Invoices – New and Recurring

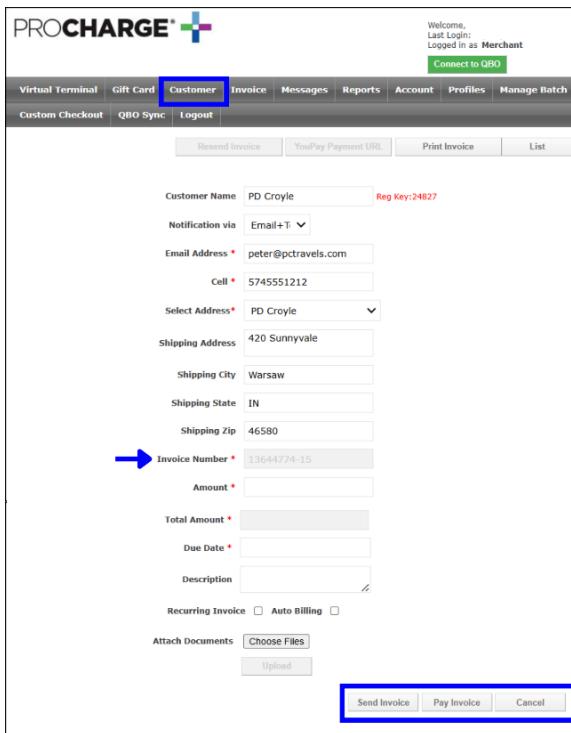
Customer invoices can be created under the **Customer** tab or the **Invoice** tab.

1. To create a customer invoice under the **Customer** tab, find the specific line item in the customer list.
2. Click **Create Invoice**.



3. Fill in the required ***** information.
4. Select **Recurring Invoice** and/or **Auto Billing** (as applicable), and attach documents if needed.
5. Select **Send Invoice**, **Pay Invoice**, or **Cancel**.

NOTE: To find the **Invoice Number**, go to **Reports > Transactions** and clicking on the **Transaction ID** number associated with the customer.



Customer Name: PD Croyle Reg Key: 24B27

Notification via: Email+T

Email Address: peter@pctravels.com

Cell: 5745551212

Select Address: PD Croyle

Shipping Address: 420 Sunnivale

Shipping City: Warsaw

Shipping State: IN

Shipping Zip: 46580

Invoice Number: 13644774-15

Amount:

Total Amount:

Due Date:

Description:

Recurring Invoice: Auto Billing:

Attach Documents: Choose Files

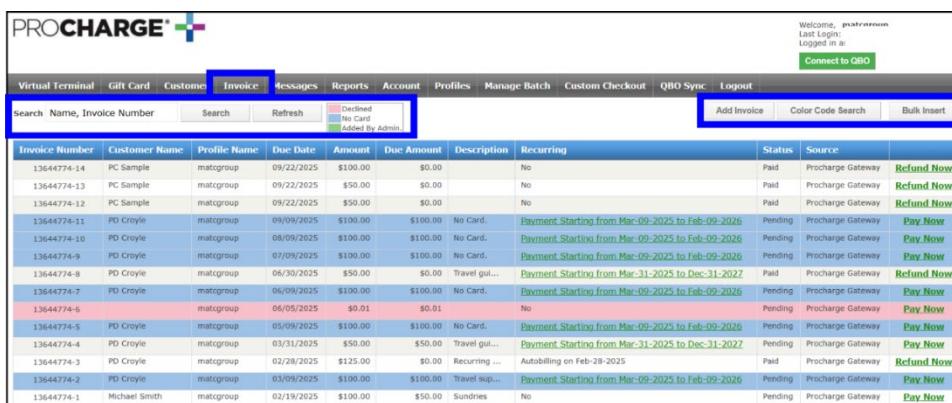
Invoice

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

Create an Invoice

To create an invoice under the **Invoice** tab:

1. Click on **Add Invoice** in the upper right corner.
2. Add the required * information (see *Create Customer Invoices – New and Recurring*, above).



Search Name, Invoice Number Declined Pending Added By Admin

Invoice Number	Customer Name	Profile Name	Due Date	Amount	Due Amount	Description	Recurring	Status	Source	Action
13644774-14	PC Sample	matcgroup	09/22/2025	\$100.00	\$0.00		No	Paid	Procharge Gateway	Refund Now
13644774-13	PC Sample	matcgroup	09/22/2025	\$50.00	\$0.00		No	Paid	Procharge Gateway	Refund Now
13644774-12	PC Sample	matcgroup	09/22/2025	\$50.00	\$0.00		No	Paid	Procharge Gateway	Refund Now
13644774-11	PD Croyle	matcgroup	09/09/2025	\$100.00	\$100.00	No Card.	Payment Starting from Mar-09-2025 to Feb-09-2026	Pending	Procharge Gateway	Pay Now
13644774-10	PD Croyle	matcgroup	09/09/2025	\$100.00	\$100.00	No Card.	Payment Starting from Mar-09-2025 to Feb-09-2026	Pending	Procharge Gateway	Pay Now
13644774-9	PD Croyle	matcgroup	07/09/2025	\$100.00	\$100.00	No Card.	Payment Starting from Mar-09-2025 to Feb-09-2026	Pending	Procharge Gateway	Pay Now
13644774-8	PD Croyle	matcgroup	06/30/2025	\$50.00	\$0.00	Travel gu...	Payment Starting from Mar-31-2025 to Dec-31-2022	Paid	Procharge Gateway	Refund Now
13644774-7	PD Croyle	matcgroup	06/09/2025	\$100.00	\$100.00	No Card.	Payment Starting from Mar-09-2025 to Feb-09-2026	Pending	Procharge Gateway	Pay Now
13644774-6	PD Croyle	matcgroup	06/05/2025	\$0.01	\$0.01		No	Pending	Procharge Gateway	Pay Now
13644774-5	PD Croyle	matcgroup	05/09/2025	\$100.00	\$100.00	No Card.	Payment Starting from Mar-09-2025 to Feb-09-2026	Pending	Procharge Gateway	Pay Now
13644774-4	PD Croyle	matcgroup	03/31/2025	\$50.00	\$50.00	Travel gu...	Payment Starting from Mar-31-2025 to Dec-31-2022	Pending	Procharge Gateway	Pay Now
13644774-3	PD Croyle	matcgroup	02/28/2025	\$125.00	\$0.00	Recurring ...	Autobilling on Feb-28-2025	Paid	Procharge Gateway	Refund Now
13644774-2	PD Croyle	matcgroup	03/09/2025	\$100.00	\$100.00	Travel sup...	Payment Starting from Mar-09-2025 to Feb-09-2026	Pending	Procharge Gateway	Pay Now
13644774-1	Michael Smith	matcgroup	02/19/2025	\$100.00	\$50.00	Sundries	No	Pending	Procharge Gateway	Pay Now

Invoice Tab Functions

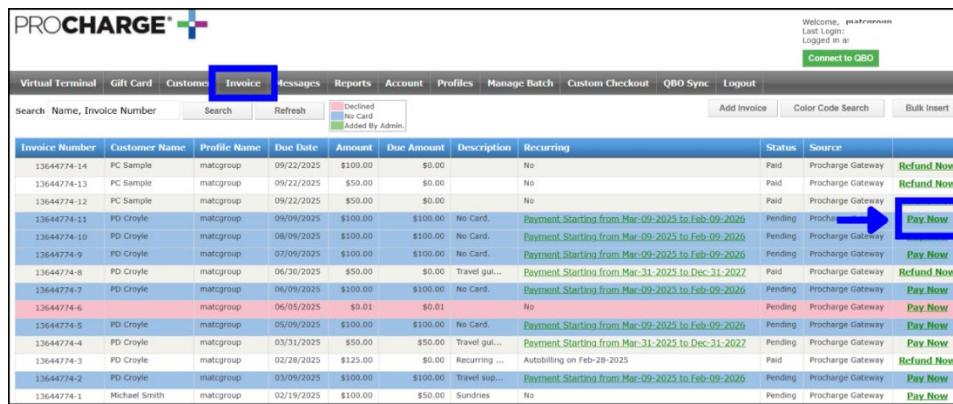
- **Search** – Search for an invoice by name, number, or other keyword
- **Refresh** – Refresh invoice data
- **Add Invoice** – Add an invoice
- **Color Code Search** – Search by a color-coded status (Declined, No card, and Added by Admin)
- **Bulk Insert** – Add multiple invoices by uploading an Excel file

Invoice Tab Data

- **Invoice Number** – The invoice/quote number
- **Customer Name** – The customer 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** – Provides status and information about recurring invoices
- **Status** – The invoice status (**Pending**, **Paid**, or **Refunded**)
- **Source** – The device from which the transaction was conducted
- **Pay Now/Refund Now** – Use **Pay Now** to process a payment or **Refund Now** to issue a refund

Processing Invoice Payments

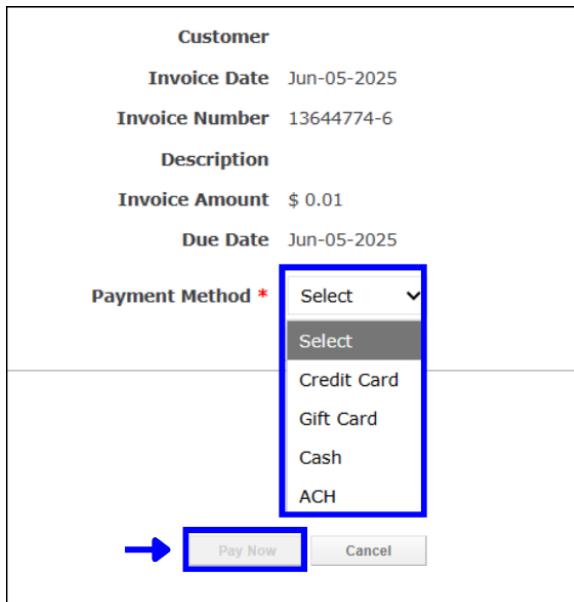
1. In ProCharge®, select the **Invoice** tab.
2. Click **Pay Now** for the desired invoice.



Invoice Number	Customer Name	Profile Name	Due Date	Amount	Due Amount	Description	Recurring	Status	Source	Pay Now
13644774-14	PC Sample	matcgroup	09/22/2025	\$100.00	\$0.00		No	Paid	Procharge Gateway	Refund Now
13644774-13	PC Sample	matcgroup	09/22/2025	\$50.00	\$0.00		No	Paid	Procharge Gateway	Refund Now
13644774-12	PC Sample	matcgroup	09/22/2025	\$50.00	\$0.00		No	Paid	Procharge Gateway	Refund Now
13644774-11	PD Coyote	matcgroup	09/09/2025	\$100.00	\$100.00	No Card.	Payment Starting from Mar-09-2025 to Feb-09-2026	Pending	Procharge Gateway	Pay Now
13644774-10	PD Coyote	matcgroup	08/09/2025	\$100.00	\$100.00	No Card.	Payment Starting from Mar-09-2025 to Feb-09-2026	Pending	Procharge Gateway	Pay Now
13644774-9	PD Coyote	matcgroup	07/09/2025	\$100.00	\$100.00	No Card.	Payment Starting from Mar-09-2025 to Feb-09-2026	Pending	Procharge Gateway	Pay Now
13644774-8	PD Coyote	matcgroup	06/30/2025	\$50.00	\$0.00	Travel gu...	Payment Starting from Mar-31-2025 to Dec-31-2027	Paid	Procharge Gateway	Refund Now
13644774-7	PD Coyote	matcgroup	06/09/2025	\$100.00	\$100.00	No Card.	Payment Starting from Mar-09-2025 to Feb-09-2026	Pending	Procharge Gateway	Pay Now
13644774-6		matcgroup	06/05/2025	\$0.01	\$0.01		No	Pending	Procharge Gateway	Pay Now
13644774-5	PD Coyote	matcgroup	05/09/2025	\$100.00	\$100.00	No Card.	Payment Starting from Mar-09-2025 to Feb-09-2026	Pending	Procharge Gateway	Pay Now
13644774-4	PD Coyote	matcgroup	03/31/2025	\$50.00	\$50.00	Travel gu...	Payment Starting from Mar-31-2025 to Dec-31-2027	Pending	Procharge Gateway	Pay Now
13644774-3	PD Coyote	matcgroup	02/28/2025	\$125.00	\$0.00	Recurring ...	Autobilling on Feb-28-2025	Paid	Procharge Gateway	Refund Now
13644774-2	PD Coyote	matcgroup	03/09/2025	\$100.00	\$100.00	Travel sup...	Payment Starting from Mar-09-2025 to Feb-09-2026	Pending	Procharge Gateway	Pay Now
13644774-1	Michael Smith	matcgroup	02/19/2025	\$100.00	\$50.00	Sundries	No	Pending	Procharge Gateway	Pay Now

3. Select a **Payment Method** from the drop-down menu on the payment screen.

4. Complete the required * fields for the selected payment method, and then click **Pay Now**.



Customer

Invoice Date Jun-05-2025

Invoice Number 13644774-6

Description

Invoice Amount \$ 0.01

Due Date Jun-05-2025

Payment Method *

Select

Select

Credit Card

Gift Card

Cash

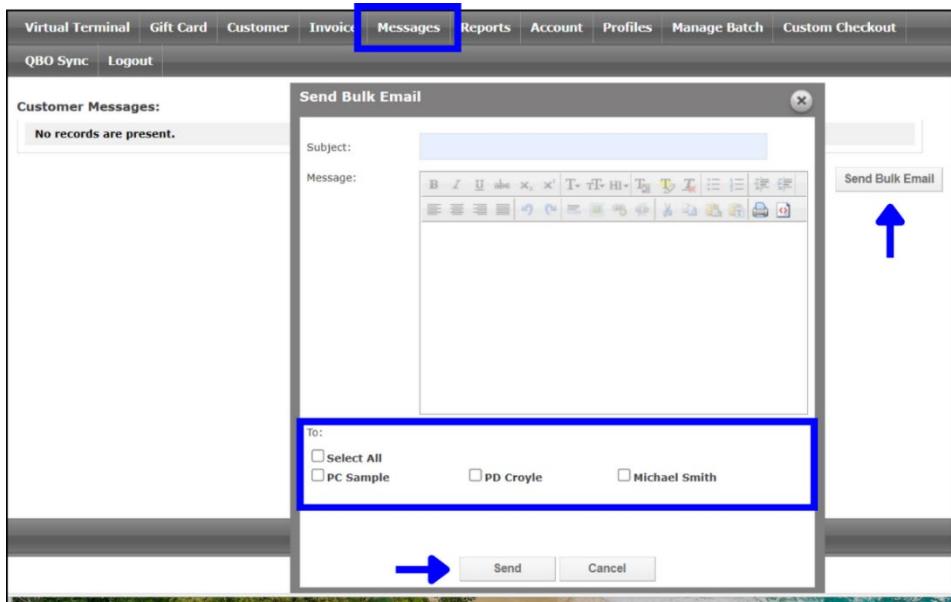
ACH

→ Pay Now Cancel

Messages

Merchants can send individual messages or bulk emails to customers in the **Messages** tab.

1. Click **Send Bulk Email**.
2. Fill in the **Subject** and **Message**.
3. Choose **Select All** or individual customer names, then select **Send**.



Customer Messages:
No records are present.

Send Bulk Email

Subject:

Message:
[Rich Text Editor]

To:

Select All
 PC Sample PD Croyle Michael Smith

→ Send Cancel

Send Bulk Email

Reports

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



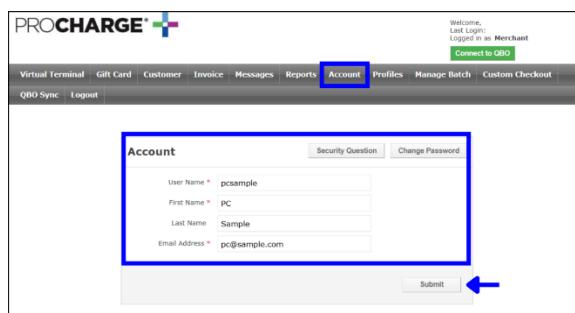
- **Transactions** – Select a report to view details about an individual transaction, including **Invoice Details**, **Transaction Details**, **Card Details**, **AVS Payment Details**, and **Shipping Information**
- **Credit Cards** – View reports about individual credit card transactions
- **Batch Report** – Search for batch reports by entering the Batch Close Date
- **Tax Report** – Generate various tax reports by date or tax rate
- **ACH Report** – View reports about ACH transactions
- **Reverse Cash Discount** – Generate reports of transactions where reverse cash discounts/admin fees were applied

Account

Under the **Account** tab, merchants can change usernames, account passwords, and security questions.

NOTE: **Account** tab access is admin-only.

1. Fill in or edit the required * fields.
2. Click **Submit**.



Profiles

Under the **Profiles** tab, merchants can enable or disable a wide variety of admin settings or add new profiles. **NOTE: Profile tab access is admin-only.**



The **Profiles** home page will display the following in the **ProCharge Profile Details** section:

- Merchant Name
- Profile Type
- User Name
- Registration Key
- Change Status
- Gateway Login
- Reset Password
- Reset Registration
- Settings

Click on the **Gear** icon (in either the **Merchant** or **Settings** columns) to display a page where the following admin functions and settings can be configured:

- Profile Images
- General Settings
- Admin Fees
- Cash/ACH Discount
- Display Name
- Batch Report Emails
- Gift Card
- Tax
- General AVS Response

Manage Batch

Under the **Manage Batch** tab, merchants can view open batches and close batches manually.

PROCHARGE®											
Welcome, Last Login: Logged in as Merchant Connect to QBO											
Virtual Terminal	Gift Card	Customer	Invoice	Messages	Reports	Account	Profiles	Manage Batch	Custom Checkout	QBO Sync	Logout
EPI NY SCAVENGER HUNT	Procharge Gateway	2	003	\$0.01		Closed	8/15/2025 1:44:21 AM	8/15/2025 12:59:02 AM	View Details		
EPI NY SCAVENGER HUNT	Procharge Gateway	1	003	\$0.00		Closed	8/13/2025 5:24:25 PM	8/14/2025 12:59:02 AM	View Details		
EPI NY SCAVENGER HUNT	Procharge Gateway	0	001	\$0.00		Closed	8/8/2025 12:59:47 PM	8/8/2025 12:59:02 AM	View Details		
Jacob	Procharge Gateway	8	002	\$0.00		Closed	3/12/2025 1:35:25 PM	8/8/2025 1:17:11 PM	View Details		
EPI NY SCAVENGER HUNT	Procharge Gateway	7	003	\$0.01		Closed	1/10/2025 9:12:31 AM	1/10/2025 12:59:01 AM	View Details		
EPI NY SCAVENGER HUNT	Procharge Gateway	6	003	\$0.00		Closed	13/10/2024 2:55:44 PM	13/11/2024 12:59:01 AM	View Details		
EPI NY SCAVENGER HUNT	Procharge Gateway	5	001	\$0.01		Closed	11/12/2024 1:02:17 PM	11/13/2024 12:59:02 AM	View Details		
EPI NY SCAVENGER HUNT	Procharge Gateway	4	003	\$0.00		Closed	9/27/2024 2:58:45 PM	9/28/2024 12:59:01 AM	View Details		
Jacob emr	Mobile V2 EMR	1	002	\$1.04		Closed	9/26/2024 1:02:01 PM	9/27/2024 12:59:01 AM	View Details		
Jacob emr	Procharge Gateway	0	003	\$0.00		Closed	9/9/2024 3:34:23 PM	9/10/2024 12:59:01 AM	View Details		

Columns can be sorted by:

- Business Name
- Source
- Batch Number
- Total Transactions
- Total Amount
- Status
- Start and End Dates
- Actions

Batch-specific details can be accessed from the **View Details** column. Click on an individual transaction to see the following details:

- Receipts and Invoice
- Transaction
- Card
- AVS Payment
- Address/Zip
- Card Code Verification
- Shipping

Payment Report

Invoice #	Profile Name	QBO Invoice #	Paid Date	Due Date	Customer Name	Invoice Description	Device Name	Device Address	Application	Card Type	Card #	Type	Status	Transaction ID	Paid Amount	Refund
Impaq1			11/16/2025 1:58:45 PM	11/16/2025	CARDHOLDERS/DISCOVER	Testing meter			Mobile V2 AOS EMV	Discover	6442	Sale	APPROVED	355219051839885	\$1.01	Refunded
Impaq1			11/16/2025 7:28:25 PM	11/16/2025					Mobile V2 AOS EMV	Visa	9757	Void	APPROVED	355314017099128_1	(\$1.03)	
Impaq1			11/16/2025 7:28:25 PM	11/16/2025					Mobile V2 AOS EMV	Visa	9757	Sale	APPROVED	355314017099125	\$1.03	Refunded

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Invoice Details

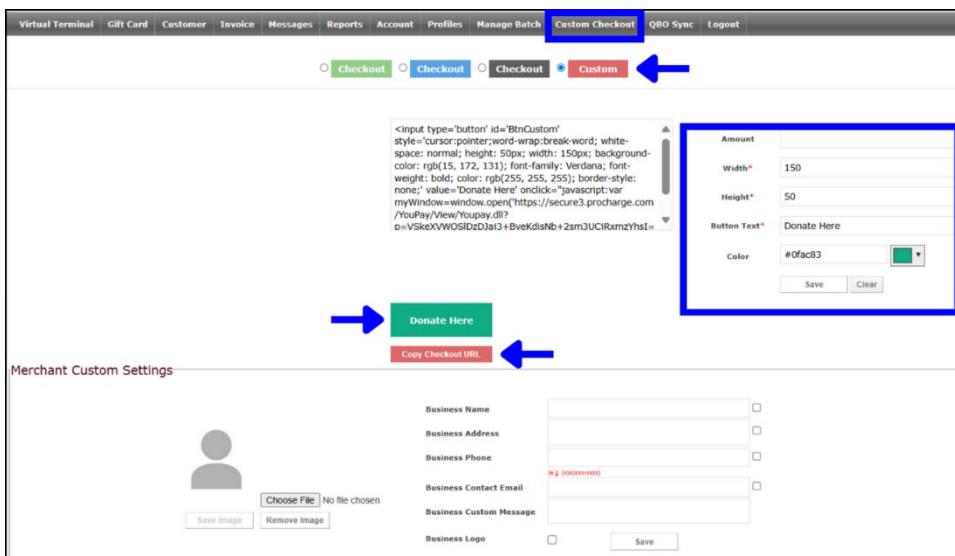
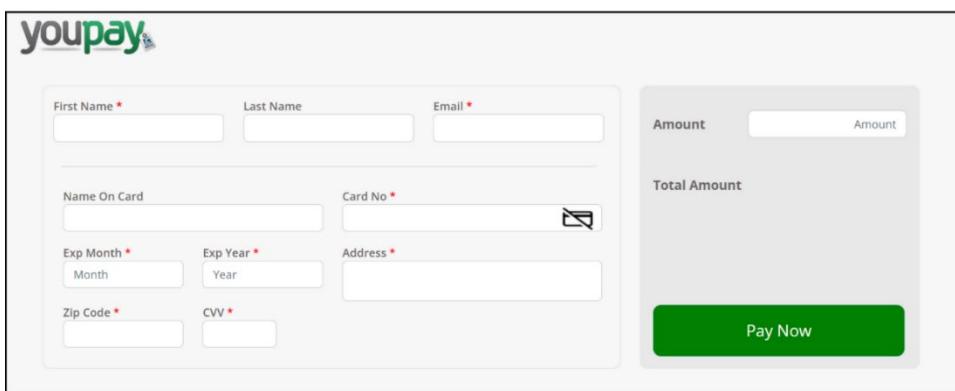
Card Details

Address and Zip Code

Card Code Verification

Custom Checkout

Under the **Custom Checkout** tab, merchants can generate a checkout page where customers rather than merchants can perform checkout functions via YouPay. Merchants may choose standard green, blue, or black checkout pages, or customize one according to brand standards or special functions. For example, a merchant participating in charity fundraiser can add a “Donate Here” call-to-action button to the checkout page. Checkout URLs can be generated via the **Copy Checkout URL** button.

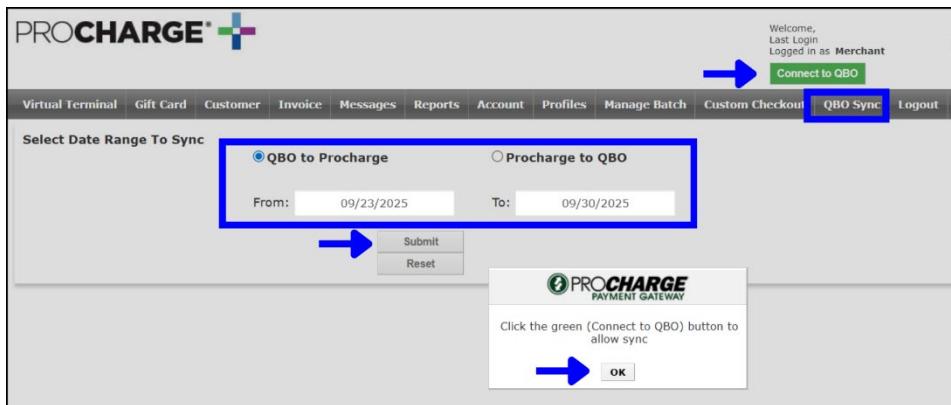
QBO Sync

Using features in the **QBO Sync** tab, merchants can sync ProCharge® Gateway transactions with QuickBooks Online (QBO). Once ProCharge® and QBO sync, ProCharge® can automatically send invoice emails to customers, who can make payments online.

Set Up QBO Integration

1. From **Home**, tap the **QBO Sync** tab.
2. Choose to sync **QBO to Procharge** or **Procharge to QBO**, add a date range, and click **Submit**.

3. If you have not already connected to QBO, you will be prompted to click the green **Connect to QBO** button in the upper right corner of the screen.



4. Select each checkbox to verify the checklist items have been completed, then tap **OK**. The **QuickBooks Online** sign in page will appear.

