

How To Add Tips After the Transaction/Batch is Closed via BridgePay

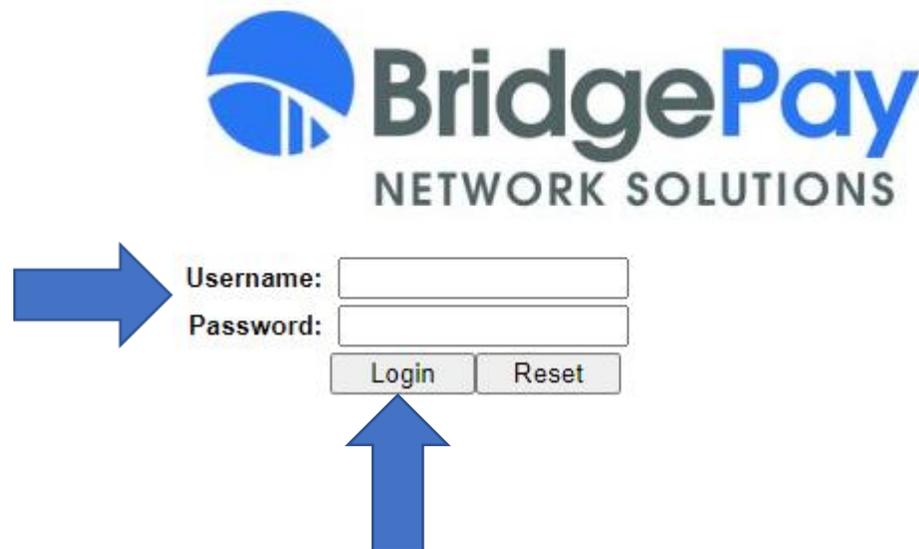
Before we begin, please be aware that there are two gateways used with Heartland Restaurant POS; Monetary/Datacap and BridgePay. These instructions are only for transactions processed through those. If you're not sure what credit card processing gateway you are using, see the document titled "How to Identify Your Point of Sale Payment Gateway"

Also, these instructions are not for any transactions that may have been processed through your EMV (chip) reader. You must contact your credit card processor to get credit card information for any and all transactions processed through your EMV terminals

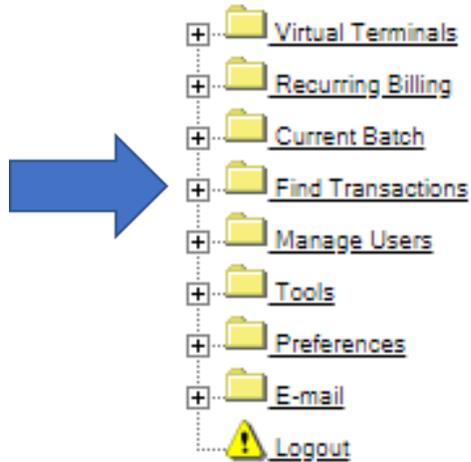
It is also very important to note that in order to proceed, you must have credentials to be able to log into your BridgePay portal. If you do not, you must contact the Spark Solutions Group Help Desk (support@sparksg.co or 800-338-9319, option 1)

How To Add a Tip to a Transaction in the BridgePay Payment Gateway

1. Open web browser and type in, or copy and paste, the following URL **<https://gateway.itstgate.com/admin/login.aspx>**
2. Type in your **Username** and **Password** and click **Login** *Again, if you don't have a username and password please contact Spark Solutions Group at 800-338-9319.



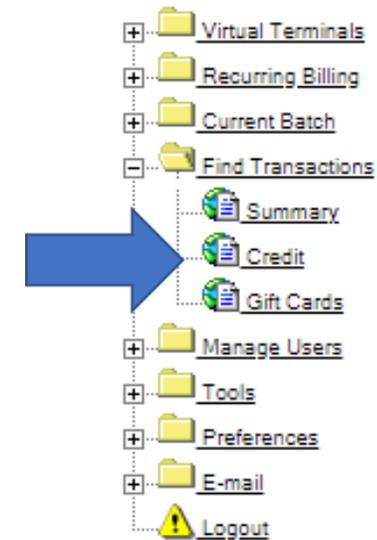
3. From the BridgePay tree select **Find Transactions**



BridgePay Network Solutions

4300 West Lake Mary Blvd
Suite 1010-409
Lake Mary, FL 32746
866.322.9894

4. Then select **Credit**



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5. Select the **Date Range** of the transaction from the **Calendar**. Enter in **Last four digits** of the **Card Number** from the transaction. Click **Submit**.

Find Credit Transactions

Transaction Filters

Date Range

Start Date End Date

Start Time End Time

< July 2020 >							< July 2020 >						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
28	29	30	1	2	3	4	28	29	30	1	2	3	4
5	6	7	8	9	10	11	5	6	7	8	9	10	11
12	13	14	15	16	17	18	12	13	14	15	16	17	18
19	20	21	22	23	24	25	19	20	21	22	23	24	25
26	27	28	29	30	31	1	26	27	28	29	30	31	1
2	3	4	5	6	7	8	2	3	4	5	6	7	8

Auth Code

Card Holder

Card Number 

User

Register

Invoice Number

PO Number

Customer ID:

Trx Type

Exclude Void

Payment Type

Status

PNRef

Total Amount

Batch Num

6. Once the transaction is found, click on the **Ref #** with the type **Sale**.

Items per page: 10 Refresh

Report Format: XML Download Page

Ref #	Customer ID	Inv #	Date	Result	Payment Type	Account Type	Account #	Name	Type	Status	Approval Code	Auth Amt	Capture Amt	Tip Amt	User	Register	PO Num
1593095420			7/30/2020 4:10:33 PM	APPROVED					Adjustment	APPROVAL			\$0.02	\$0.01			
1593093664		1596146877	7/30/2020 4:07:01 PM	APPROVED	AMEX	AMEX	*****1046		Sale	APPROVAL 529002	529002	\$0.01	\$0.02	\$0.01			

7. In the **Adjustment Tip Amount** box, enter the desired **Tip Amount**.

8. Then click **Yes, Adjust Transaction**.

Void transaction #
Yes, Void this Transaction

Adjustment
Tip Amount: \$0.00 ?
Yes, Adjust Transaction

Repeat a SALE transaction
Charge Amount: \$0.01 to account *****1046?
Yes, Charge Account

9. You will be prompted to this “Credit Card Sale” screen – Click on “Process”

Credit Card Sale

Sale PreAuth Return ForceAuth Adjust

Register: 1: Register1
Card Number: *****9412 VISA
Expiration: 0422
Subtotal:
Tip Amount: 10.00
Total Amount: 10.00

Customer ID:
Card Holder:
Street:
City:
Postal/Zip Code:
CV2:
CV Presence: Not Submitted
Invoice #: 1646540679
PO #:
 Force Duplicate
 Card Present

Repeat Sale (Installation)

Process Clear



10. You will see your Transaction Results and have the option to print a copy of the receipt (Merchant or Customer copy) or you can enter a valid email address and have one sent electronically



Credit Card Sale

Your transaction results are below. [Click here](#) to process another transaction.

Print Receipt (Merchant)	
Print Receipt (Customer)	
E-Mail Receipt	YourEmail@email.com
Date	3/11/2022
Time	3:03 PM MST
Trans Type	RepeatSale
Customer ID	
Register	1
Subtotal	\$10.00
Account	*****9412
Exp Date	****
Issuer	VISA
Name	
Invoice#	1646540679
PO#	
Tip Amt	\$0.00
Total Amt	\$10.00
Street	
City	
Zip	
Entry Method	Manual
Result	APPROVED
AuthCode	011782
Message	APPROVAL 011782
PNRef	1844034472
CommercialCard	False
CVResult	
AVSResponse	