

BlueVend/Bluepay Quick Help Online Reporting Guide

As a BlueVend/Bluepay merchant you have access via Username and Password to our online reporting website where you can monitor credit card reader sales activity 24 hours a day, 7 days a week. You will find a complete online reporting guide at the Bluepay login site.

- Login Procedure:** Bluepay will email your initial username/password. You should change your password at initial log in. Our system requires you to change your password every 90 days.
- 1) Go to <https://secure.bluepay.com>
 - 2) Enter the account name, username, password (case sensitive)
 - 3) Click on "login"
- Daily Settlement Report:** This is a summary report that lists the daily sales amount from each credit card reader. The amount shown is the gross dollar amount that is transmitted to the bank prior to the payment of processing fees.
- 1) In the blue menu bar, click on "processing", then "batching", then "settlement"
 - 2) A list of the number of sales and total dollar amount for 120 days in descending date/time order with the most recent first.
The most recent would be for sales generated the previous day.
- Transaction List:** This report shows details for each credit card sale: card type, last four digits of card number, sale amount and the actual date and time of the credit card sale
- 1) In the blue menu bar, click on "preview features", then "transactions list"
 - 2) A brief description of key columns of data:
 - a) Sale Amount: Represents final sales for which payment will be received
 - b) Auth Amount: Amount Authorized
 - c) Declined Amount: Amount declined
 - d) Sale Amount: When a sale for an authorized card is finalized
 - e) Card and Account: Shows the card type and the last four digits of card number
 - f) Vend Date and Vend Time: Actual date/time card was used at the vending site
 - g) Recv Date and Recv Time: Date/time BlueVend/Bluepay payment gateway receives transaction from the card reader equipment
 - h) Terminal ID: The ID of the card reader that accepts the transaction.
This is helpful information for systems that have multiple card readers
- Refund a Sale:**
- 1) In the blue menu bar, click on "preview features", then "transactions"
 - 2) In the search form that appears, enter the last four digits of the customer's credit card number and select the card type from the list "credit card type" box. Click on "search".
 - 3) Scroll through the results to find the transaction to be refunded. Look for the sale transaction item with correct dollar amount shown in the sale amount column.
 - 4) Click on the "ref" label in the last column for that transaction.
 - 5) In the form that appears, be sure the transaction type is refund. Verify that the amount is correct, that the credit card type and last four digits of card number are correct. DO NOT make any other changes.
 - 6) Click on the "process" button at the bottom.

Print Receipt:

When a customer asks for proof of a sale you can go to our online reporting service and print a sales receipt for a specific transaction.

- 1) In the blue menu bar, click on "preview features", then "transaction"
- 2) In the search form that appears, enter the last four digits of the credit card number in the field named "last 4 digits on card". Click on "search"
- 3) When the particular transaction is located, click on the Trans ID (number that begins with "T"). You will see the particular details for this transaction
- 4) Click on "generate receipt"
- 5) Click on "print receipt"
- 6) The date/time of the equipment use are shown on the "comments" line of the receipt

Uploading to Microsoft Excel:

Our online reporting system provides a file export feature that can be used to bring the transaction data into a Microsoft Excel spreadsheet for further filtering, sorting and subtotal generation

- 1) Create a transaction list following the procedures above
- 2) Click on the "export" word at the top or bottom center of the list
- 3) Select a place on your hard drive to store the file. The file will have a name that ends in "csv"
- 4) Open excel and click on "file", then "open". Select the file type as "text files". Then find the "csv" file you previously saved

Accounting Software Integration:

Bluepay (BlueVend) payment gateway integrates with Quickbooks and Microsoft Dynamics GP.

Procedure for Processing Sale Online with "Virtual Terminal"

Go to "Processes"

Click on "Virtual Terminal"

Sale/Credit

Fill In: Account Number

Name as it appears on the card

Expiration Date

CVV No. (last 3 digits on back of card)

Amount of Sale

Street Address, City/State/Zip Code

Process Sale

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PLEASE CALL BLUEPAY CUSTOMER SUPPORT IF YOU HAVE QUESTIONS 866.739.8324

We appreciate your business! We provide credit card processing for all types of business models. Please call BlueVend for a rate quote where our goal is to SAVE you \$\$\$\$!

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