

Merchant Warehouse Credit Card Integration

Gym Assistant 2.0

www.gymassistant.com

August 2009

System Requirements

- This implementation requires **Gym Assistant v2.0.1 build 230** or higher. To download the newest versions of Gym Assistant and ProShop, please go to: <http://www.gymassistant.com/support/installers/release>
- **Windows Firewall** (or whatever firewall software you are using) must allow Gym Assistant to establish a secure connection to the internet.

Activate your Merchant Warehouse account

- You must have a merchant (credit card) account with Merchant Warehouse. To setup a new account please call Merchant Warehouse at 800-941-6557, ext 2080.
- You should receive from Merchant Warehouse an email with your new account information including a **UserName** and **Password**. Please print out this information and keep it for your records.
- Log into the MerchantWare web site at: <https://ps1.merchantware.net/admin>
- Enter your UserName and Password. The site will then require you to set a new password. Be sure to write down this new password. (However, if you forget your password the MerchantWare site has a tool to reset it.)

Integrated - Merchant Warehouse Setup

Select this method if you will be interfacing directly with the Merchant Warehouse Internet gateway. Click Settings to setup your Merchant Warehouse account.

MerchantWarehouse Settings

Swiped (Card-Present) Transactions

UserName: bio-8896

Password: ***** Test

Batch (Keyed) Transactions

Use same account as Swiped Transactions

UserName: bio-8896

Password: ***** Test

Cancel OK

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Enter Credit Card Processing Settings in Gym Assistant

- In Gym Assistant select **Credit Card Processing** from the **Settings** menu.
- Set the **Processing Method** to **Integrated – Merchant Warehouse**.

The screenshot shows a dialog box titled "Credit Card Processing". At the top, there is a "Processing Method:" label followed by a dropdown menu currently showing "Integrated - MerchantWarehouse" and a "Settings" button. Below this is a section titled "Credit Cards Accepted" containing two columns of input fields. The first column has "VISA" and an empty field. The second column has "MC" and an empty field. Underneath, there is a "Number of credit card receipts to print:" label followed by a dropdown menu set to "1". At the bottom of the dialog are "Cancel" and "OK" buttons.

- Click the **Settings** button.

The screenshot shows a dialog box titled "MerchantWarehouse Settings". It has two text input fields: "UserName:" with the text "dio-1097" and "Password:" with "*****". At the bottom of the dialog are three buttons: "Test", "Cancel", and "OK".

- Enter your new MerchantWare **UserName** and **Password**.
- Click **Test** to confirm that Gym Assistant can talk to the MerchantWare server and that your UserName and Password are correct. If the server returns an error, then re-check your login information.
- Click OK when you are finished.

Accessing the MerchantWare Payment Gateway

Merchant Warehouse provides an online gateway with extensive reporting tools and a virtual terminal. You can use the MerchantWare Payment Gateway to:

- View real-time reports showing all credit card transactions from today or in the past
- Void transactions that have been submitted today
- Credit customers for past transactions

You can download the full documentation for the MerchantWare Payment Gateway at:

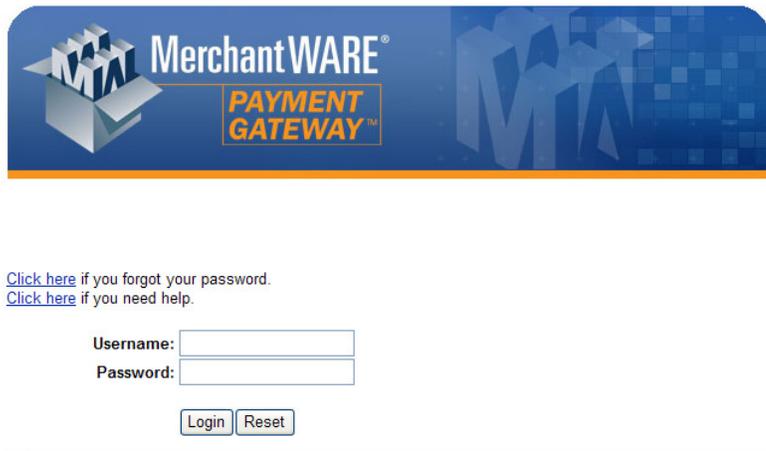
<https://ps1.merchantware.net/admin/docs/MerchantManual.pdf>

Logging In

To access the Payment Gateway point your web browser to:

<https://ps1.merchantware.net/admin/>

Note that the address must be preceeded by **https** (with an 's'), rather than just http.



MerchantWARE[®]
PAYMENT GATEWAY[™]

[Click here](#) if you forgot your password.
[Click here](#) if you need help.

Username:

Password:

Enter the UserName and Password that you received from Merchant Warehouse.

On the left you will find a menu with available options.

Logged In As: bio-1097
Bio-Logic / Gym Assistant

MerchantWARE
PAYMENT GATEWAY™

- Virtual Terminals
- Recurring Billing
- Current Batch
- End of Day
- Find Transactions
- Manage Users
- Tools
- Preferences
- E-mail
- Logout

Merchant Warehouse
Two International Place
4th Floor
Boston, MA 02110
800.941.6557

Powered by Merchant Warehouse

New Credit Card Charge

Refund Credit Card Charge

Merchant Warehouse
Two International Place
4th Floor
Boston, MA 02110
800.941.6557

Merchant Manual

sales@merchantware.net
support@merchantware.net

The main options that you will use with Gym Assistant are:

Virtual Terminals

Select this option to charge a card independent of Gym Assistant.

Click **Virtual Terminals**, then click **Credit** to display a window to enter charge info. If you have a USB magstripe reader you can swipe the card to automatically populate all of the card-specific fields.

Credit Card Sale

Sale PreAuth Return ForceAuth Adjust

The SALE tab is used to process a standard Credit Card Sale.
Required fields are indicated by a Bold Red label.

Card Number:
Expiration:
Amount:
Tax Amount: [What's this?](#)
Tip Amount: [What's this?](#)
Total Amount:

Other Information

Customer ID: [What's this?](#)
Card Holder: [What's this?](#)
Street: [What's this?](#)
City: [What's this?](#)
Postal/Zip Code: [What's this?](#)
CV2: [What's this?](#)
CV Presence: Not Submitted [What's this?](#)
PO #: [What's this?](#)
Invoice #: [What's this?](#)

Card Present

Repeat Sale (Installment)

Find Transactions

Select this option to lookup transactions that have been processed.
Click Find Transactions / Credit

Find Credit Transactions

Transaction Filters

Date Range: Select a Date Range or enter dates manually below ...

Start Date: 10/5/2010 End Date: 10/5/2010

Start Time: End Time:

October 2010

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

October 2010

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

Auth Code:

Card Holder:

Card Number:

User:

Register:

Invoice Number:

PO Number:

Customer ID:

Trx Type: All

Exclude Void:

Payment Type: All

Status: Approved

PNRef:

Total Amount:

Batch Num:

Submit Reset

Enter the **Start Date and End Date** for the report.

*Note: If you are looking for charges that were denied set **Status** to All.*

Click **Submit** to view the report.

*Note: By default only 10 rows display per page. To display more rows enter a higher number in **Items per page** or zero to display all rows in the report.*

Items per page: 10 Refresh (0 will fill everything on one page)

Report Format: XML Download

Ref #	Customer ID	Inv #	Date	Result	Payment Type	Account Type	Account #	Name	Type	Status	Approval Code	Auth Amt	Capture Amt
18259416	3843	39	10/5/2010 7:02:47 PM	APPROVED	VISA	VISA	*****5353	Josh VAN LEUVEN	Sale	AP	VA3750	\$37.50	\$37.50
18259412	3832	38	10/5/2010 7:02:46 PM	APPROVED	AMEX	AMEX	*****1111	Erin Read	Sale	AP	AA1500	\$15.00	\$15.00
18259409	3742	37	10/5/2010 7:02:44 PM	APPROVED	AMEX	AMEX	*****1111	SALLY Alexander	Sale	AP	AA3400	\$134.00	\$134.00
18259406	3695	36	10/5/2010 7:02:42 PM	APPROVED	AMEX	AMEX	*****1111	Matt Owens	Sale	AP	AA3400	\$134.00	\$134.00
18259401	3373	34	10/5/2010 7:02:37 PM	APPROVED	VISA	VISA	*****1111	Lulu BAXTER	Sale	AP	VA8000	\$80.00	\$80.00
18259396	3229	32	10/5/2010 7:02:33 PM	APPROVED	AMEX	AMEX	*****1111	TARA Kaufman	Sale	AP	AA9900	\$99.00	\$99.00

Click on the **Ref #** for the charge you want to view.

Receipt for this transaction

[Map Address](#)

[Print Receipt](#)

PNRef: 18259412

Host Ref: 9999

Date: 10/5/2010

Time: 7:02:46 PM [PST]

Customer ID: 3832

Trans Type: Sale

Invoice#: 38

Name: Erin Read

Issuer: AMEX

Account: *****1111

Exp Date: ****

Entry Method: Manual

Auth Amt: \$15.00

Total Amt: \$15.00

Street: 123

Zip: 12345

Result: Approved

AuthCode: AA1500

Message: AP

AVS Response: N

Batch Number: 9999

Void transaction #18259412?

Yes, Void this Transaction

Adjustment

Tip Amount: \$0.00 ?

Yes, Adjust Transaction

Repeat a SALE transaction

Charge Amount: \$15.00 to account *****1111?

Yes, Charge Account

Click **Print Receipt** to print a receipt for this charge.

*Note: In Gym Assistant you can always print a receipt for the last manual charge by selecting **Reprint Last CC Receipt** from the Utilities menu.*

Click **Yes, Void this Transaction** to void the transaction.

Note: You can only void a charge on the same day that the charge was submitted. If the charge was submitted earlier then Void box will instead be a Refund box.



A small dialog box with a blue title bar labeled "Refund". Inside the box, there is a text input field containing "\$80.00". Below the input field, the text "back to account *****8197?" is displayed. At the bottom of the dialog box, there is a button labeled "Yes, Refund Account".