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.

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- 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.)

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**.

- Click the **Settings** button.

- 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

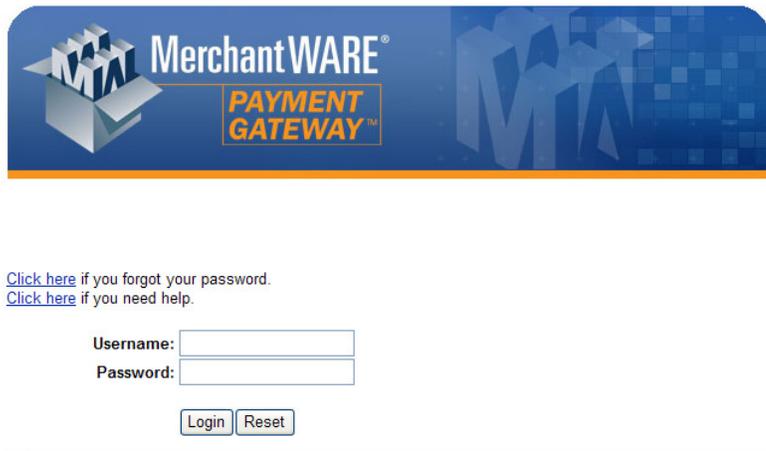You can download the full documentation for the MerchantWare Payment Gateway at:

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.

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

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

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.

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	>				<	October 2010	>		
S	M	T	W	T	F	S	S	M	T	W	T	F	S

Auth Code [ ] Trx Type [All ▼]

Card Holder [ ] Exclude Void [✓]

Card Number [ ] Payment Type [All ▼]

User [ ] Status [Approved ▼]

Register [ ] PNRef [ ]

Invoice Number [ ] Total Amount [ ]

PO Number [ ] Batch Num [ ]

Customer ID: [ ]

[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.

Refund

$80.00

back to account ************8197?

Yes, Refund Account