



BlackstonePAY Gateway

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Revision History

| Version | Date | Author | Description of Change |
|---------|-----------|-----------------|---|
| 1.0 | 7/17/2013 | Nitza McDermott | Document Created |
| 1.1 | 8/20/2013 | Nitza McDermott | Added new Invoicing functionality and revised all modified web pages |
| 2.0 | 7/05/2018 | Catalina Tellez | Added new dashboard view, new payment and customers report, new virtual terminal transactions, changes to the recurring billing, and new business settings. |
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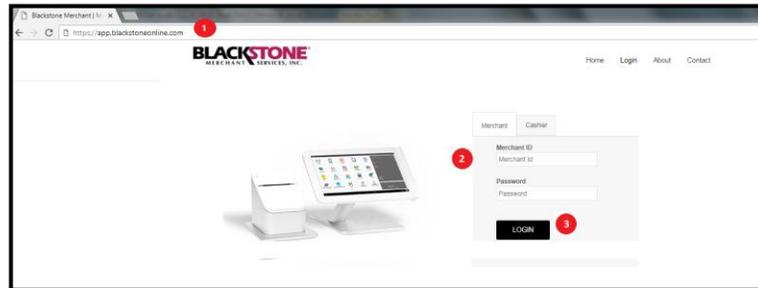
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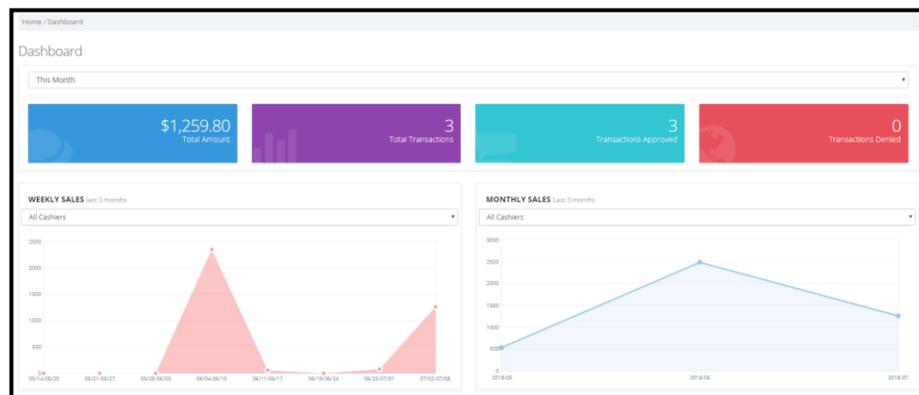
LOGIN

For best results, it is recommended that you login to the **Blackstone Mobile Merchant** website using a modern web browser, such as Internet Explorer 9 or higher, Google Chrome, Mozilla Firefox or Safari.

1. Go to www.blackstonemerchant.com and click Login on the top right corner.



2. Enter your **Username** and **Password**, as provided in our welcome message.
3. Click **Submit**.
4. The **Dashboard** page is displayed. In the dashboard you can select what information you want to see, for example: This month, This week, Last week, Last Month, Last 3 Months. You can also select a specific cashier you want to see information on.

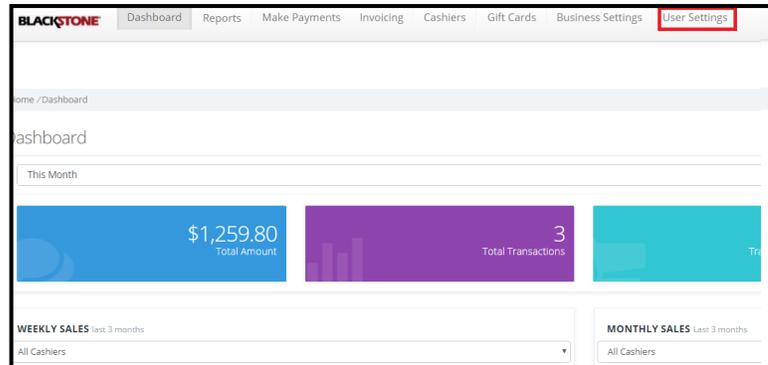


CHANGE YOUR PASSWORD

It is recommended that you change your password the first time you login to the Blackstone Mobile Merchant website. After that, you can change your password at your own discretion.

To change your password:

1. Click the **User Settings** tab.



2. The **User Settings** page is displayed.

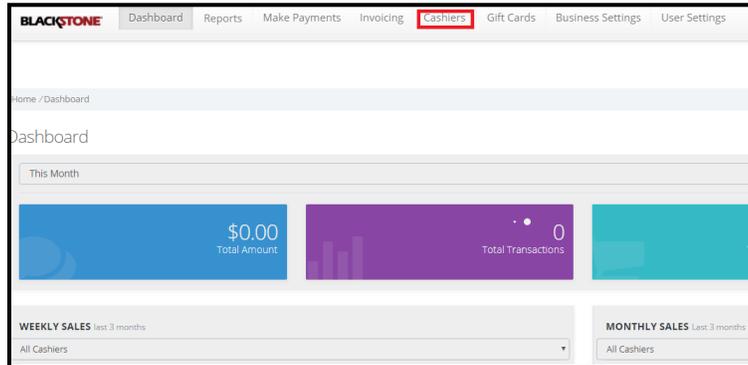
A screenshot of the 'User Settings' page. On the left is a sidebar with three options: 'User Settings' (selected), 'Change Password', and 'Other options'. The main content area is titled 'User Settings' and contains a 'Primary Information' section with a user icon. The form fields are: Name (Test Owner), Email (Testowner@email.com), Current Password (Type your password here...), New Password (Retype your password here...), and Confirm New Password (empty). A blue 'Save' button is at the bottom.

3. Enter the requested information, where:
 - a. **Name** is the name of your business.
 - b. **Email** is your business email address.
 - c. **Current Password** is your current password.
4. In the **New Password** field, enter the new password you wish to use.
5. Re-enter your new password in the **Confirm New Password** field.
6. Click **Save** to submit.

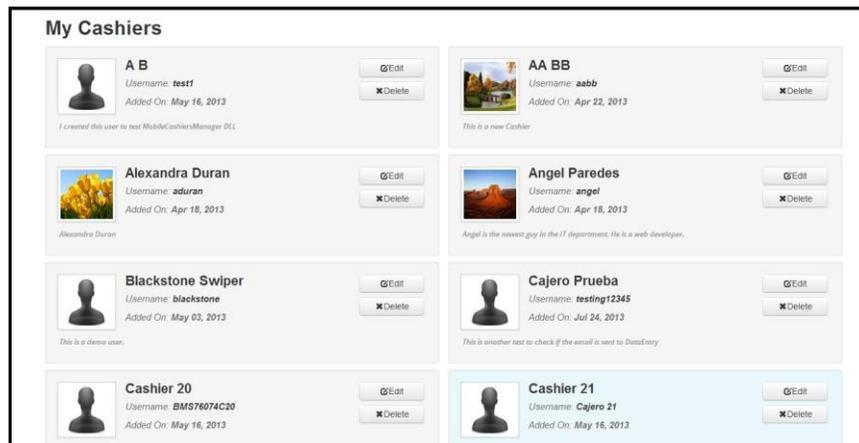
MANAGE CASHIERS

The **Cashiers** option allows you to view, add, edit and delete cashiers.

- a. Click the **Cashiers** tab.

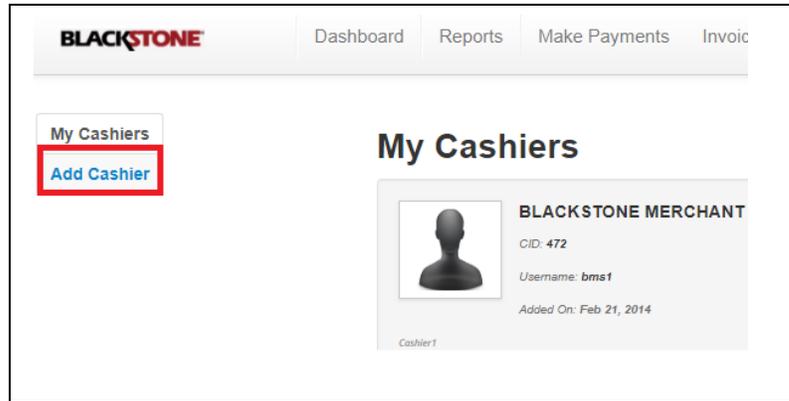


- b. All cashiers associated with your account are displayed.



Add a Cashier

1. Click **Add Cashier** on the left panel of the **My Cashiers** page.



2. Enter the required information.
3. Assign a **Username** and **Password**. Checkmark the box if you want to allow this cashier to make refunds
4. *Optional:* Click **Browse** to upload an image of the cashier. The image must exist in your file system.

Browse your file system for the desired image and double click it.

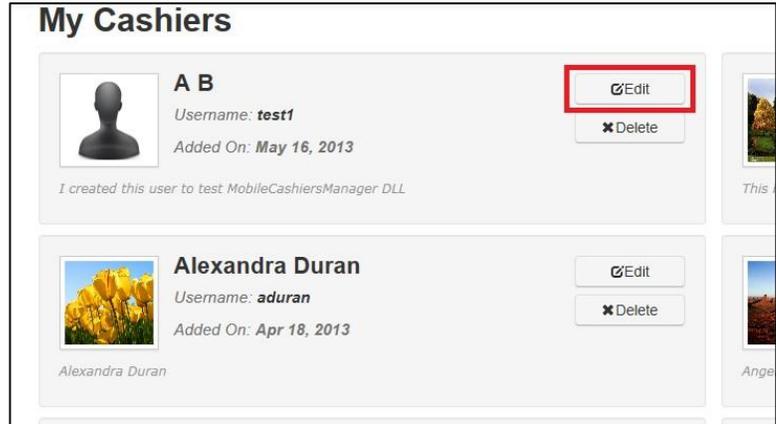
5. When done, click **Create Cashier**.

Note: You will receive notification from Blackstone Merchant Services once your request is executed.

6. Click **Back to List** to return to the **My Cashiers** page.

Edit a Cashier

1. Click the **Edit** button associated with the cashier you wish to edit.



2. Enter the information you wish to edit.
3. *Optional:* Click **Browse** to upload an image of the cashier. The image must exist in your file system.
4. When done, click **Save Changes**.

The 'Edit Cashier' form includes the following fields and options:

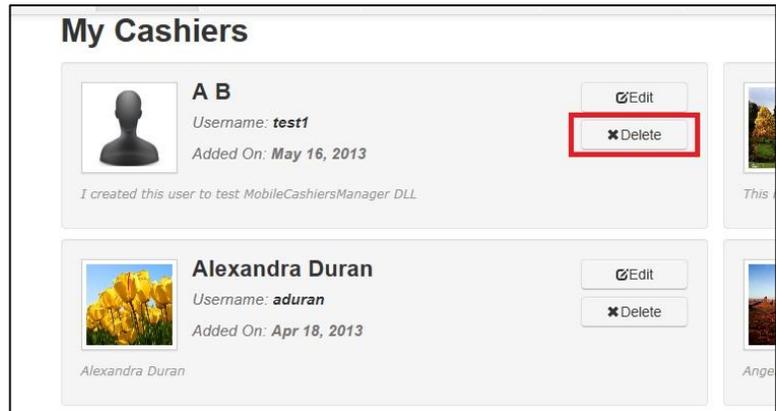
- First Name: BLACKSTONE
- Last Name: MERCHANT SERVICE
- Username: bms2
- New Password: Type your password here
- Retype Password: Retype your password here
- AllowsRefund
- Description: Cashier1
- Change Picture: No file chosen
-

5. The message **Recently Updated** displays on the **My Cashiers** page indicating the cashier's profile was recently updated.



Delete a Cashier

1. Click the **Delete** button associated with the cashier you wish to delete.



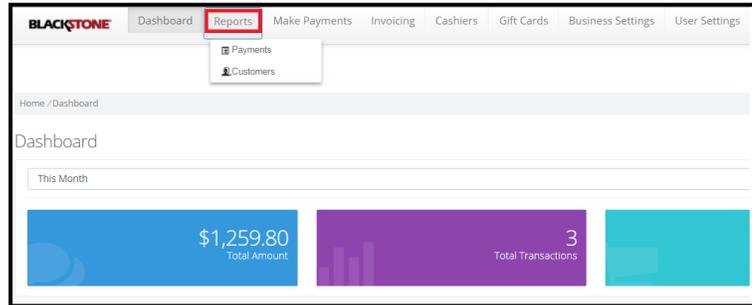
2. A confirmation message is displayed.

REPORTS

The **Reports** option allows you to view summary and detailed transaction activity as well as a customer report for all those customers who have made payments.

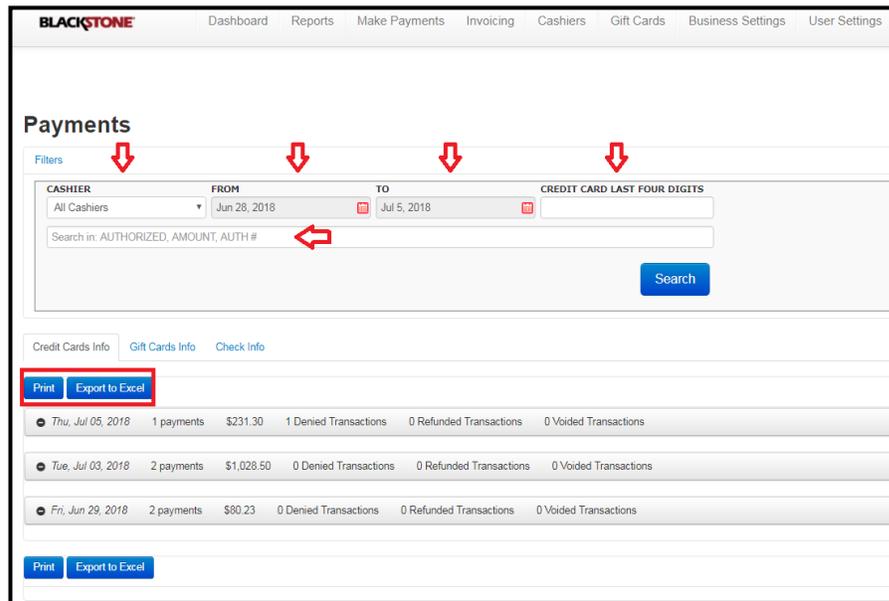
Payments Report

1. Click the **Reports** tab. Click **Payments** to view detailed transaction information.



2. Select the time frame you wish to view.
3. You have the option to:
 - a. Click **ALL CASHIERS** to view transactions processed by all cashiers, or choose a specific cashier.
 - b. Search by amount, authorization #, last 4 digits of card, customer name, client ID, etc.

Note: You can print or export the report to Excel.



4. The **Detailed Info** panel displays totals by date.

| Date | Payments | Total | Denied Transactions | Refunded Transactions | Voided Transactions |
|-------------------|------------|----------|---------------------|-----------------------|---------------------|
| Mon, Jul 09, 2018 | 1 payments | \$137.78 | 0 | 0 | 0 |
| Fri, Jul 06, 2018 | 4 payments | \$117.26 | 0 | 0 | 0 |
| Thu, Jul 05, 2018 | 2 payments | \$0.10 | 0 | 0 | 0 |
| Tue, Jul 03, 2018 | 6 payments | \$0.37 | 1 | 0 | 0 |

6. Click the **+** button to expand the transaction details for a selected date.

| CARD TYPE | HOUR | CARD NUMBER | AUTHORIZED | SWIPED | AMOUNT | AUT # | AVS | CV | MESSAGE | REFUNDED AMOUNT | VOIDED AMOUNT |
|-----------|----------|-------------|------------|--------|--------|--------|--------|------|-----------------|-----------------|---------------|
| VISA | 06:00 PM | 6240 | REFUNDED | | \$0.01 | 077995 | | | SUCCESS | \$0.01 | \$0.00 |
| VISA | 06:00 PM | 6240 | AUTH | | \$0.01 | 060574 | | | SUCCESS | \$0.00 | \$0.00 |
| VISA | 06:00 PM | 6240 | AUTH | | \$0.01 | 064395 | | | SUCCESS | \$0.00 | \$0.00 |
| VISA | 10:16 AM | 6240 | REFUNDED | | \$0.03 | 072607 | | | SUCCESS | \$0.03 | \$0.00 |
| VISA | 10:10 AM | 6240 | VOIDED | | \$0.05 | 083228 | | | SUCCESS | \$0.05 | \$0.00 |
| VISA | 10:05 AM | 6240 | REFUNDED | | \$0.03 | 005952 | | | SUCCESS | \$0.01 | \$0.00 |
| VISA | 09:42 AM | 6240 | AUTH | | \$0.02 | 071950 | STREET | GOOD | APPROVED 071950 | \$0.00 | \$0.00 |
| VISA | 09:40 AM | 6240 | REFUNDED | | \$0.06 | 007627 | STREET | GOOD | APPROVED 007627 | \$0.03 | \$0.00 |

7. Click a transaction on the **Detailed Info** panel. A pop-up window displays the details for the selected transaction.

Note: If you do not see the “Process Refund” option, please check if the user that is logged in has permission to do refunds (see Cashier configuration, page 3)

Detailed Payment Info Print Receipt

VISA 9983

\$231.30 (Manually)

Merchant Information →

Merchant & Terminal ID →

Cashier ID →

Amount of Transaction →

Type of Card & Last 4 Digits →

Authorization Code →

Receipt # →

Merchant Name
Merchant Address

MID# 92857 Terminal# 10074863
07/05/2018 15:15:48

Cashier: 3973
Amount : \$231.30
VISA : 9983
Auth Code: 109068
Receipt# : 1646574
Date/Time: 7/5/2018 2:07:39 PM

[No Signature Found]

Client's Signature

Process a refund →

Enter the amount you want to refund:

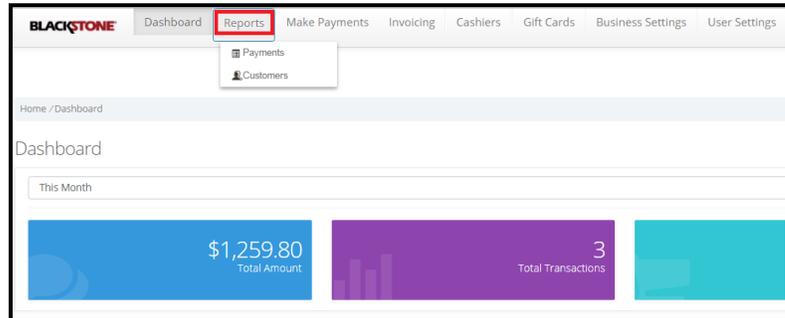
0.01 - 231.30 Process Refund

Reports

The **Reports** option allows you to view summary and detailed transaction activity as well as a customer report for all those customers who have made payments.

Customers Report

1. Click the **Reports** tab. Click **Customers** to view your customers report.



2. View your customers report

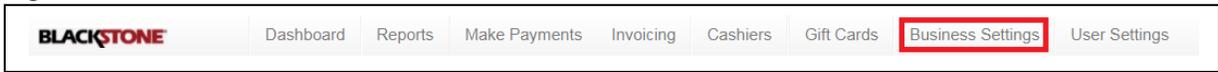
| Customers Report | | | | | | | | | |
|------------------|------------|-----------|-----------------------|----------------------|-------|-------|---------|------------|--|
| Client ID | First Name | Last Name | Email | Street | City | Zip | Country | Phone | |
| 07051 | Mike | Thompson | mikethompson@test.com | 11600 NW 34th Street | miami | 33178 | USA | 7862226678 | |
| 07033 | Kaitlin | Telles | catalinatst@gmail.com | 11600 NW 34th Street | miami | 33178 | USA | 3054265595 | |

11 - 14 of 14 items

BUSINESS SETTINGS

8

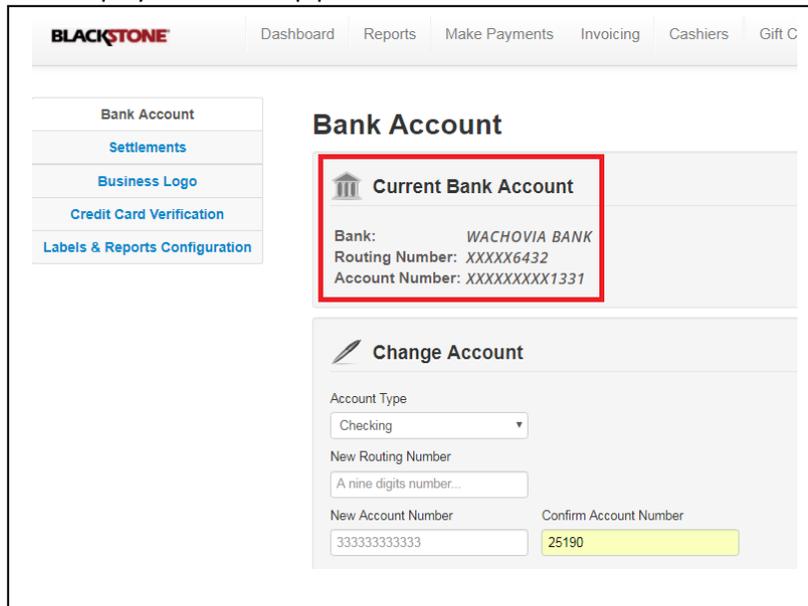
This option allows you to view and request changes to your bank account and transactions settlement settings.



Bank Account

To view your bank account information:

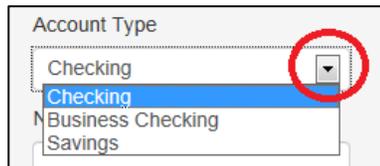
1. Click **Business Settings**.
2. The **Bank Account** page is automatically displayed. Your current bank account information is displayed on the top panel.



Change Bank Account

To change your bank account:

1. On the **Bank Account** page, click the **Account Type** drop-down button and select your new account type.



2. In the **New Routing Number** field, enter your Bank routing number. This is the 9-digit number located at the bottom left corner of your checks, as illustrated on the screen.



3. Enter your new bank account number in the **New Account Number** and the **Confirm Account Number** fields.

Change Account

Account Type
Checking

New Routing Number

New Account Number Confirm Account Number

4. Enter your **Password** and click **Save Changes** to submit your request.

Password

You must provide your current password for the changes to take effect.

Current Password

Save Changes

5. A message displays notifying you that your request has been sent.

✔ Your request has been sent!

Your request may take a few days to take effect since it involves bank information processing.
Until these changes are executed, you will continue using your current bank information.

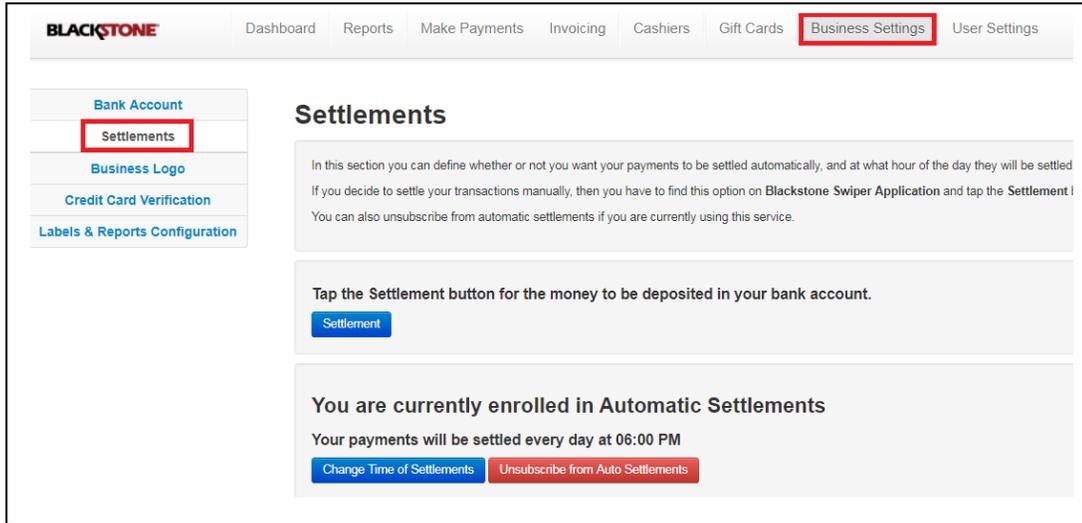
Note: Your request may take a few days to take effect since it involves bank information processing. Until these changes are executed, you will continue using your current bank information.

You will receive notification from Blackstone Merchant Services once your request is executed.

Settlements

This section displays your transactions settlement options and allows you to change your subscription from or to Automatic Settlements. Automatic Settlement means that your processed transactions will settle automatically (without manual intervention) every day at the specified time of settlement.

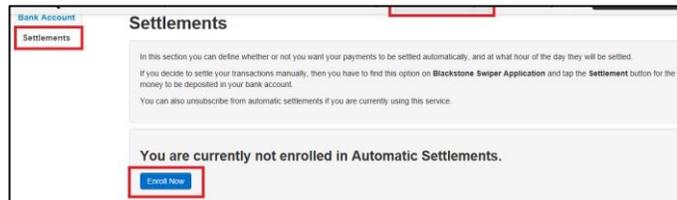
If you subscribe to Automatic Settlements, you have the option to choose the time of settlements. If you do not subscribe to Automatic Settlements, you have to find the **Settlements** option on the **BlackstonePAY Gateway** and tap the **Settlement** button every day to settle your transactions.



Subscribe to Automatic Settlements & for an email with the Daily Settlement Report

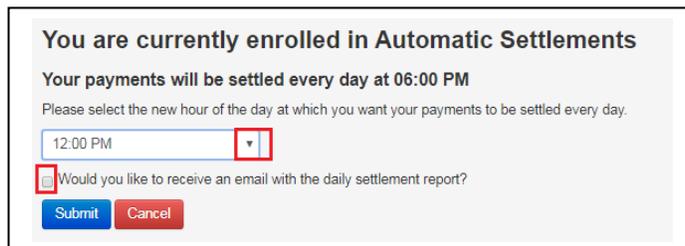
To enroll in Automatic Settlements:

1. On the **Settlements** page, click the **Enroll Now** button.



2. Click the hour drop-down button and select the hour of day you wish to settle.
3. Check off to receive an email with the Daily Settlement Report

Note: The report will be sent to the email registered with your account.



4. Click **Submit**.

You are currently not enrolled in Automatic Settlements.

Please select the hour of the day at which you want your payments to be settled every day.

05:00 PM

Submit Cancel

5. A pop-up window is displayed to confirm your request. Click **Yes** to confirm.

6. Your **Automatic Settlements** enrollment options are displayed.

Enroll in Automatic Settlements

Are you sure you want your payments to be settled every day at 5:00 PM?

Yes No

You are currently enrolled in Automatic Settlements

Your payments will be settled every day at 05:00 PM

Change Time of Settlements Unsubscribe from Auto Settlements

Change Time of Settlements

This function is available only if you are enrolled in **Automatic Settlements**.

1. On the **Settlements** page, click the **Change Time of Settlements** button.

You are currently enrolled in Automatic Settlements

Your payments will be settled every day at 05:00 PM

Change Time of Settlements Unsubscribe from Auto Settlements

2. Click the hour drop-down button.

You are currently enrolled in Automatic Settlements

Your payments will be settled every day at 05:00 PM

Please select the new hour of the day at which you want your payments to be settled every day.

05:00 PM

Cancel

3. Select the hour of day you wish to settle every day.

4. Click **Submit**.

5. A pop-up window is displayed to confirm your change request. Click **Yes** to confirm.

6. Your **Automatic Settlements** enrollment options are displayed.

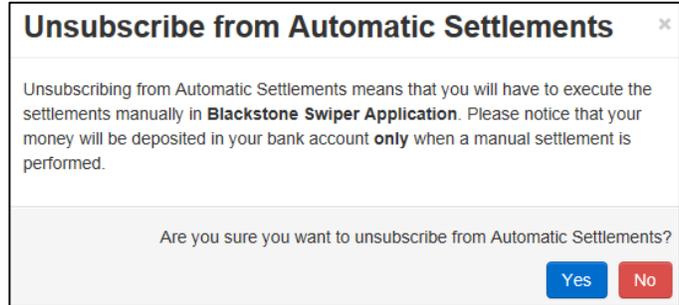
Unsubscribe from Automatic Settlements

This function is available only if you are enrolled in **Automatic Settlements**.

1. On the Settlements page, click the **Unsubscribe from Auto Settlements** button.

2. Read the displayed notice before you continue.

Note: If you unsubscribe from Automatic Settlements, you will have to execute the settlements manually in the **Blackstone Swiper Application** to have your payments deposited in your bank



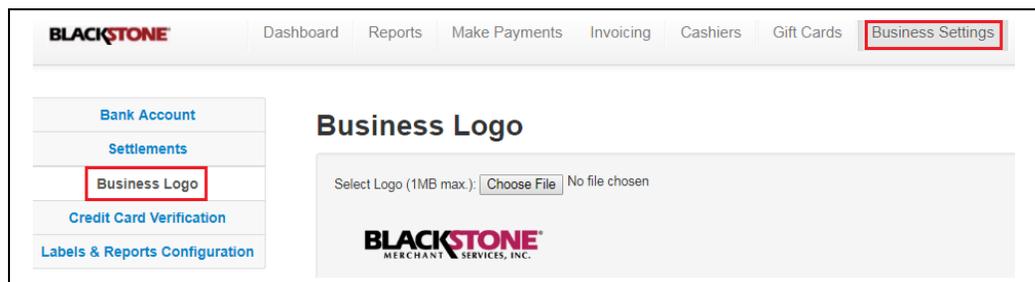
3. Click the **Yes** button to confirm your request or **No** to cancel.

4. The **Settlements** page displays your selected options.



Business Logo

This function allows you to update your business logo with will be displayed in your invoices.

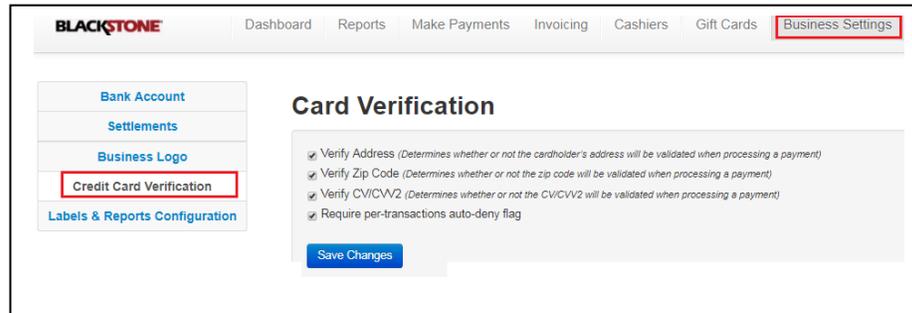


1. Click **Business Settings** tab then click **Business Logo**
2. Click **Choose File**
2. Choose the logo you wish to upload from your computer.
3. Click **Submit Logo**



Credit Card Verification

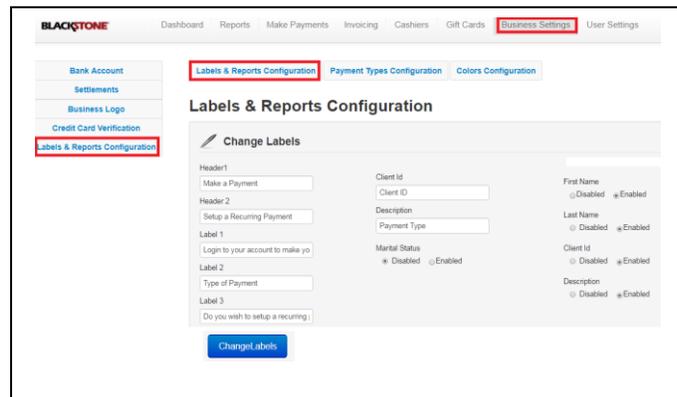
This function allows you to choose what type of credit card verifications (anti-fraud features) you want to process your transactions with for maximum security.



1. Click **Business Settings** tab then click on **Credit Card Verification**
2. On the Credit Card Verification page select the options you wish to verify when processing a transaction.
3. Click **Save Changes**

Labels & Reports Configuration

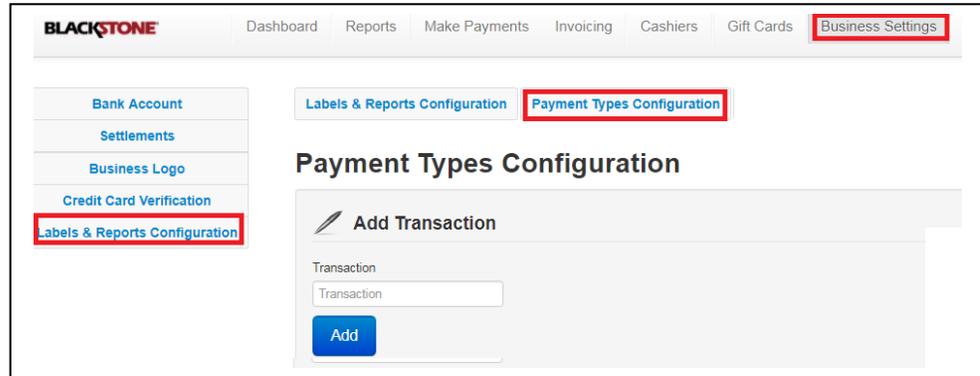
This function allows you to customize your payment frame (if applicable) and allows you to custom name specific fields in your transactions and customer report as well as your recurring billings report. Also, you will be able to enable/disable specific columns from your transactions, customer, & recurring billings report.



1. Click **Business Settings** then click on both **Labels & Reports Configuration** tabs
2. To change the payment frame labels (if applicable) simply click on the header you wish to edit and a help box will appear indicating where this label is in the payment frame. Then fill in the text box.
3. To change the report headers simply click on the Client ID or Description text box to change what the header will display.
4. To change what information you want to view in your reports, enable or disable the following: First Name, Last Name, Client ID, Description.
5. Click **Change Labels** when finished

Payment Types Configuration

This function allows you to add different payment types you wish to process in the virtual terminal. By default in the virtual terminal there is a description box. If you add different payment types these will be shown as a drop down box in the virtual terminal and when adding a new recurring billing.



1. Click **Business Settings** then click **Labels & Reports Configuration** on the left side and then click **Payment Types Configuration**
2. If you wish to add different payment types to choose from when processing a transaction simply type in the payment type and click **add**

Note: The payment type information can be enabled/disabled in the transactions and recurring billings reports.

VIRTUAL TERMINAL & BILLINGS

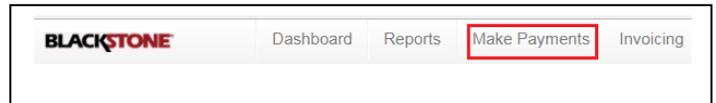
This option provides the following functions:

- Process payments using the Virtual Terminal
- Add Recurring Billing
- View Active Billings
- View Bill Payments History
- Exceptions List – Lists any recurring billings that failed at the time of payment.

Process Payment

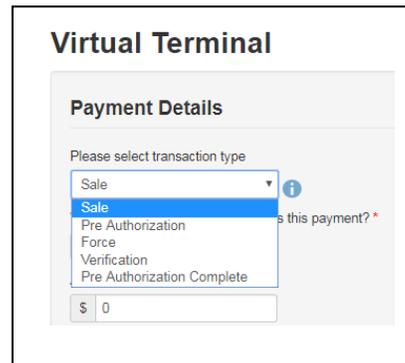
To process a payment using the **Virtual Terminal** function:

1. Click the **Make Payments** tab located at the top of the window.

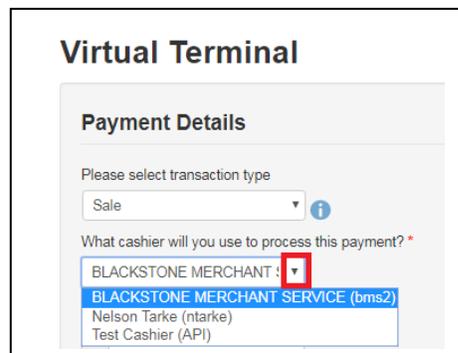


2. Select the transaction you wish to process.

- Sale
- Preauthorization
- Force
- Preauthorization Close



3. Click the cashier drop-down button and select the cashier you will use to process the payment.



4. Fill out the card information

5. Enter the customer's information.

Note: This section is not required to process a payment transaction but is recommended. The only fields mandatory are Zip Code & E-mail. A receipt is sent to your customer when the Email address is entered. The receipt will include the payment description entered in the **Payment Details**.

Client Details

Customer
New Customer ▼

Client ID
Id you use to identify your client

First Name
First name

Last Name
Last name

Street
Type the address street here

City
Type the address city here

State
Type the address state here

Zip *
Type the address zip code here

Country
Type the address country here

Phone
Type the phone here

Fax
Type the fax here

Email to send receipt *
Type your client's email here

6. Click the **Process Payment** button located at the bottom of the page to submit the payment.

Add Recurring Billing

1. Click the **Make Payments** tab located at the top of the window.
2. Click **Add Recurring Billing** on the left panel.
3. The **Add Recurring Billing** page is displayed.

BLACKSTONE Dashboard Reports **Make Payments**

Virtual Terminal

Add Recurring Billing

View Active Billings

Recurring Payments History

Exception List

Add a Recurring Bil

Billing Details

Select Type of Billing

Recurring Installment

Select Frequency

Note: There are two types of billings available:

- Recurring** – A predetermined payment amount is charged on each billing cycle.
- Installment** – The payment amount is calculated by dividing the total amount due by the installment count.

BLACKSTONE Dashboard Reports Make Payments Invoicing

Virtual Terminal

Add Recurring Billing

View Active Billings

Recurring Payments History

Exception List

Add a Recurring Billing

Billing Details

Select Type of Billing

Recurring Installment

Select Frequency

Daily ▼

Starts On *

Billing Start Date

Ends On

Billing End Date

4. For **Recurring** payments:
 - a. Select **Recurring**.
 - b. Click the **Select Frequency** drop-down button and select the payment frequency.
 - c. Click the calendar button associated with the **Starts On** field and select the payments starting date.
 - d. Click the calendar button associated with the **Ends On** field and select the payments ending date.
 - e. In the **Description** field, enter a payment description. The description entered is included in the receipt that is sent to your customer when an email address is available.

5. For **Installment** payments:
 - a. Select **Installment**.
 - b. In the **Installment Count** field, enter the number of installment payments.
 - c. Click the **Select Frequency** drop-down button and select the payment frequency.
 - d. Click the calendar button associated with the **Starts On** field and select the payments starting date.
 - f. In the **Description** field, enter a payment description. The description entered is included in the receipt that is sent to your customer when an email address is available.

6. Enter the **Payment Details**.

Note: When you click a payment card field, a payment card image displays highlighting the location of the required information.

7. Enter the **Client Details**.

Client Details

First Name *

Last Name *

Street *

City *

State *

Armed Forces - AA

Zip Code *

Phone *

Email *

Save Billing

8. Click **Save Billing** to submit.

Edit/Remove a Recurring Billing

1. Click the **Make Payments** tab located at the top of the window.

BLACKSTONE Dashboard Reports **Make Payments** Invoicing C...

Virtual Terminal
Add Recurring Billing
View Active Billings
Recurring Payments History
Exception List

Active Billings

| Billing Type | Amount | Collected | Card |
|--------------|---------------------|-----------|-----------|
| * Recurring | \$0.04 (Each cycle) | \$0.00 | VISA 6240 |
| * Recurring | \$0.05 (Each cycle) | \$0.05 | VISA 6240 |

2. Click **View Active Billings** on the left panel.

3. All your active recurring billings are displayed.

Active Billings

| Billing Type | Amount | Collected | Card | Frequency | Added On | Last Payment Date | Next Payment Date | Client |
|--------------|---------------------|-----------|-----------|-----------|-------------------------|-------------------|-------------------|----------------|
| Recurring | \$0.04 (Each cycle) | \$0.00 | VISA 6240 | Weekly | Jul 03, 2018 @ 09:47 AM | [NO PAYMENT YET] | Wed, Jul 04, 2018 | Kaitlin Telles |
| Recurring | \$0.04 (Each cycle) | \$0.00 | VISA 6240 | Weekly | Jun 28, 2018 @ 09:27 AM | [NO PAYMENT YET] | Fri, Jun 29, 2018 | John Smith |

4. To edit a recurring billing click **Edit**.

Edit Billing

Amount: 0.04

Frequency: Weekly

Recurrence Start: 2018-07-04

Recurrence End: 2018-07-08

Submit

5. To delete a recurring billing click **Remove**

INVOICING

Send Invoice

1. Click the **Invoicing** tab located at the top of the window.



2. The **Send Invoice** page is displayed.

The **FROM** field contains your merchant account name and address. If necessary, you can enter any changes by simply typing over the information.

3. In the **TO** field, enter the **Customer Name** and **Email** address. These are required fields. The **Customer Address** is optional.

4. In the **Invoice #** field, enter an invoice number.

5. Click the **Invoice Date** field and select the invoice date from the dropdown calendar.



6. Click the **Due Date** field and select the invoice due date from the dropdown calendar.



7. If the invoice is for a service, click the **Product** dropdown button and select **Service**.

| Item | Description |
|---------|-------------|
| Product | |
| Product | |
| Service | |

8. In the **Description** field, enter a brief description for the invoice item.

| Item | Description |
|---------|--------------------|
| Product | Samsung Galaxy SIV |

9. Enter the **Unit Price** and **Quantity** for the line item.

| Item | Description | Unit Price | Quantity | Discount | Amount |
|---------|--------------------|------------|----------|----------|--------|
| Product | Samsung Galaxy SIV | 599.00 | 1.00 | 0.00 | 599.00 |

Subtotal 599.00

Tax Rate % 0.00

Tax 0.00

Other \$ 0.00

TOTAL 599.00

10. If applicable, enter the discounted amount in the **Discount** field.

11. The total amount for the line item is automatically calculated and displayed in the **Amount** field.

12. If you need to add more items, click the **New Item** button. A new line item is displayed. Repeat steps 7 to 11 to add the item.

| Item | Description | Unit Price | Quantity | Discount | Amount |
|---------|--------------------|------------|----------|----------|--------|
| Product | Samsung Galaxy SIV | 599.00 | 1.00 | 0.00 | 599.00 |
| Product | | 0.00 | 0.00 | 0.00 | 0.00 |

13. To add a sales tax, enter your **Tax Rate** as a whole number.

Subtotal 614.00

Tax Rate % 7.00

Tax 42.98

Other \$ 0.00

TOTAL 656.98

14. In the **Other** field, you can enter any other charge amount.

Invoice Notes
Overnight shipping fee: \$10.00

Subtotal 614.00

Tax Rate % 7.00

Tax 42.98

Other \$ 10.00

TOTAL 666.98

15. In the **Invoice Notes** field you have the option to add comments.

16. Verify your contact information at the bottom of the invoice.

If you have any question about this invoice, please contact: TEST BMS (305) 191-8191 testbms@bms.com

Preview **Submit**

If you need to make any changes, you can edit the information by simply typing over it.

17. Click **Preview** to preview the invoice.

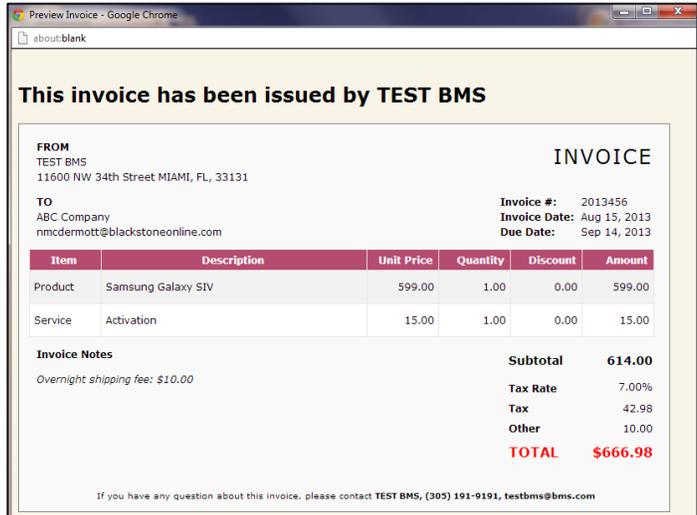


Note: If the message “Your browser *prevented this site from opening a pop-up window.*” appears at the top of your window, click the displayed **Options** button and allow access.



18. A **Preview** of the invoice is displayed in a pop-up window.

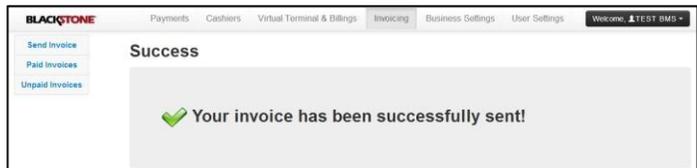
Close the pop-up window to proceed.



19. When done, click **Submit**.

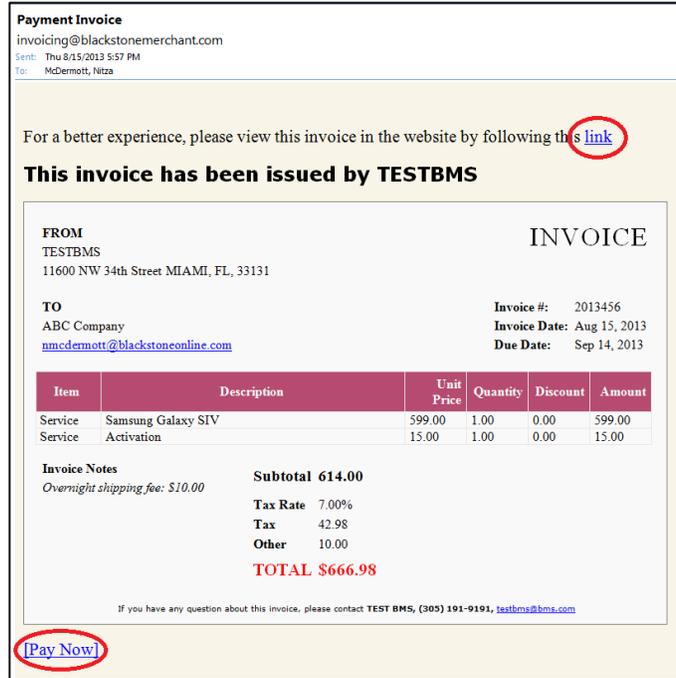


20. A message is displayed confirming the invoice was successfully sent.

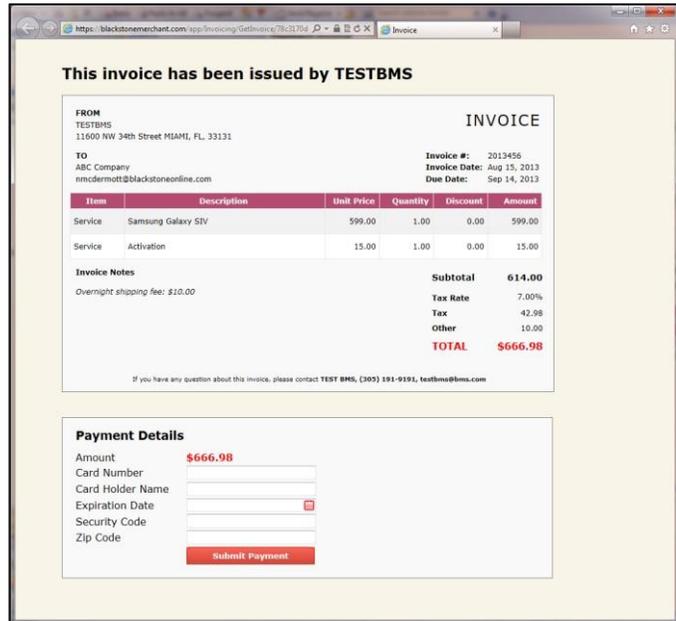


Customer Receives Invoice

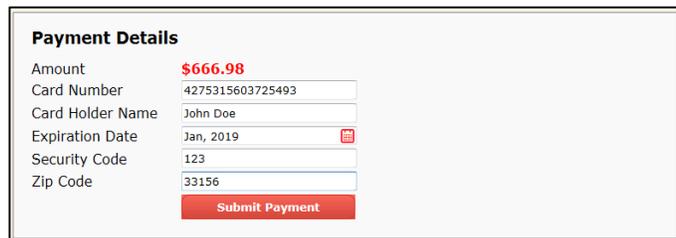
- Customer receives invoice via email. The customer is instructed to click the link to view and pay the invoice in the Blackstone Merchant website.



- The Blackstone Merchant window opens displaying the invoice with the **Payment Details** in the lower panel.



- The customer enters the payment information and submits the payment.



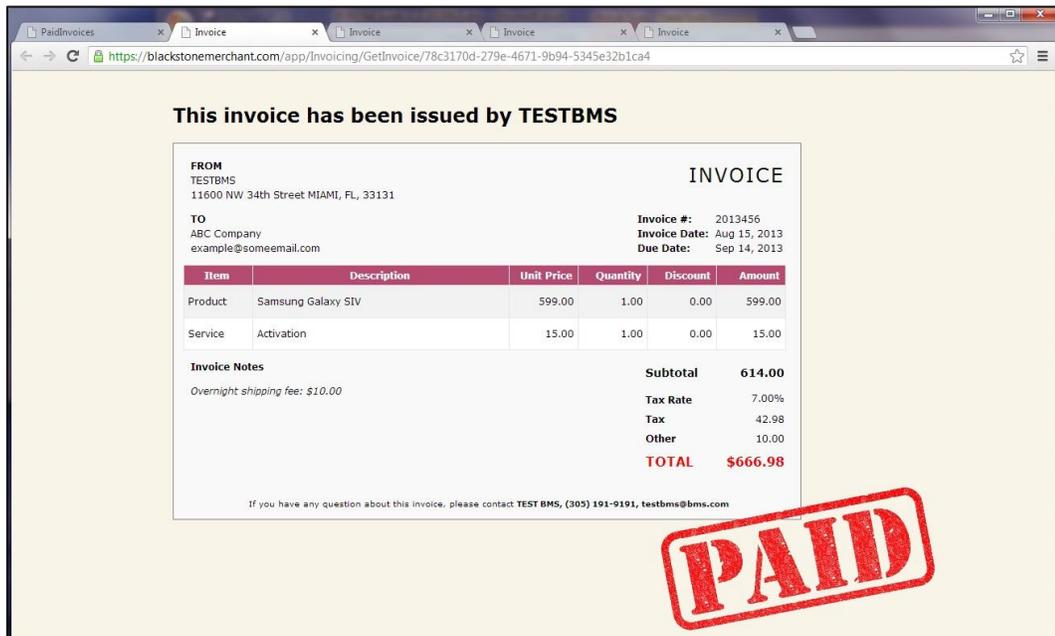
Paid Invoices

1. On the **Invoicing** page, select **Paid Invoices**.



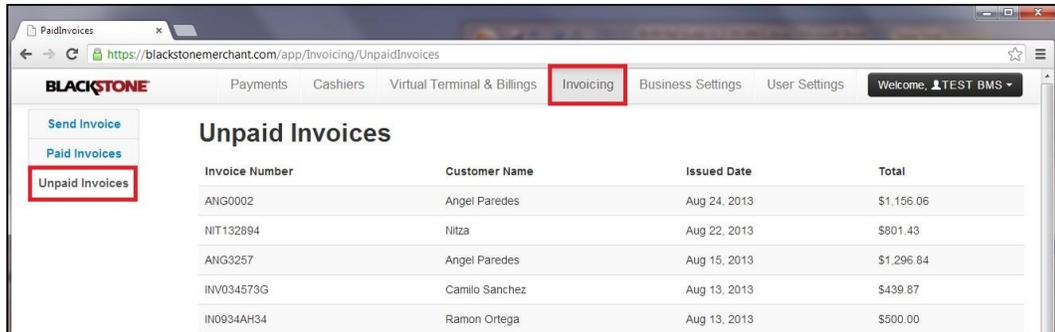
2. Select an invoice from the displayed list to view the invoice details.

A new window opens displaying the selected invoice.



Unpaid Invoices

1. On the **Invoicing** page, select **Unpaid Invoices**.



2. Select an invoice from the displayed list to view the invoice details.

A new window opens displaying the selected invoice.

