



# Automated Clearing House

## User Guide

[tillpayments.com](https://tillpayments.com)



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**Till.**

Payment Request  
from Till Payments

**\$250.00**

Split into

100% 10% 50% 50%

Split into

Owner Details

Name

Address

Phone

Email

Website

Payment Options

Card

QR

Barcode

Receipt

Invoice

Receipt

Invoice

Receipt

Invoice

Receipt

Invoice

Receipt

Invoice

Receipt

Invoice

Receipt

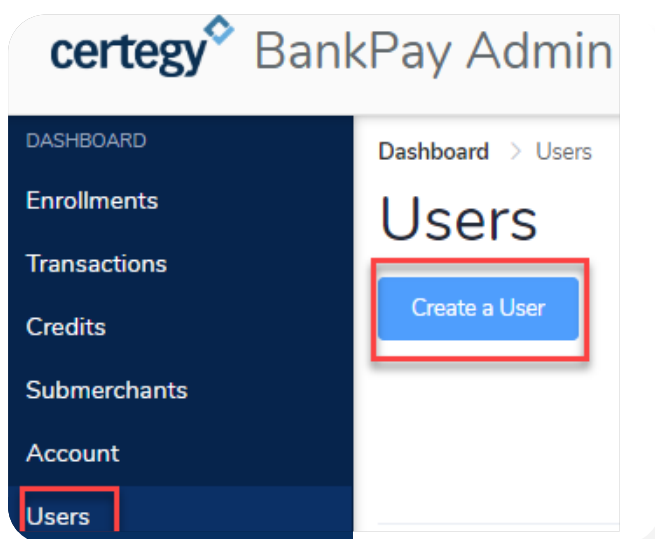
Invoice

## 01 Merchants ACH Dashboard

### How to set up additional Integrator employees with BankPay Admin Dashboard access:

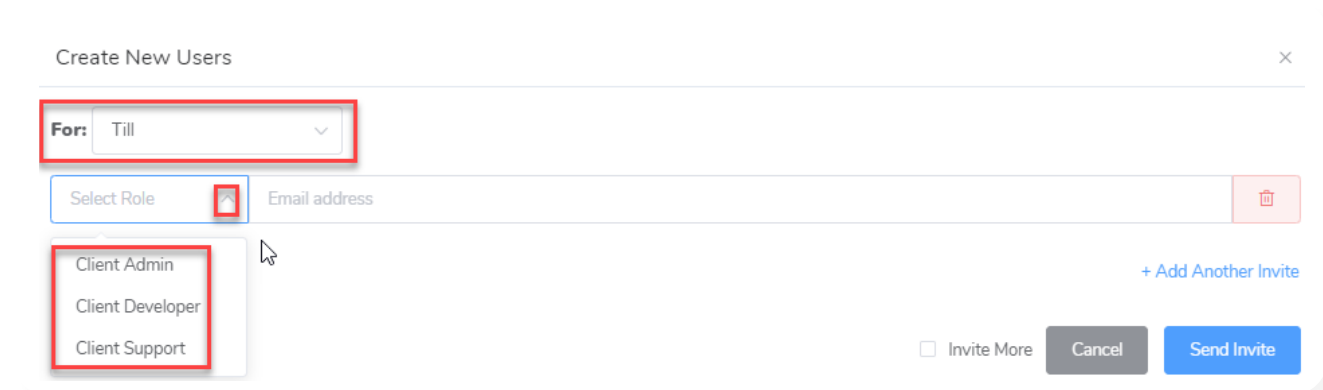
#### Step 1.

Go to the **'Users'** in the BankPay Admin Dashboard menu and click **'Create a User'**.



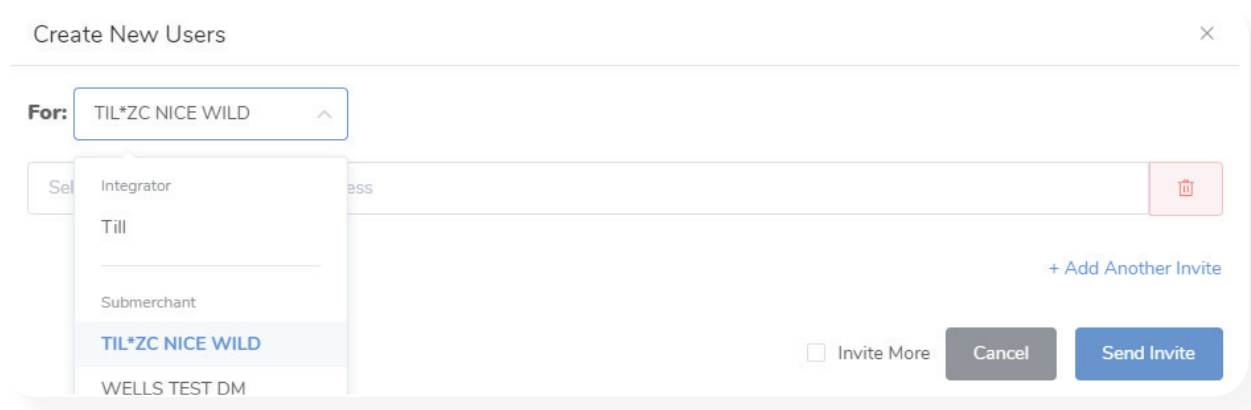
#### Step 2.

In the **'For:'** field, click **'Integrator Name'**. In the **'Select Role'** field, you can set up **Client Admin**, **Client Developer** or **Client Support** users, as shown below.

A screenshot of the 'Create New Users' form. At the top, it says 'Create New Users' with a close button. Below is a 'For:' dropdown menu with 'Till' selected, highlighted with a red rectangle. Underneath is a 'Select Role' dropdown menu, also highlighted with a red rectangle, which is open to show three options: 'Client Admin', 'Client Developer', and 'Client Support'. To the right of the role dropdown is an 'Email address' input field, highlighted with a red rectangle. At the bottom right, there is a '+ Add Another Invite' link, an 'Invite More' checkbox, a 'Cancel' button, and a 'Send Invite' button.

## 02 Setting up BankPay Admin Dashboard access for Submerchants:

To set up your Submerchant users, follow the same process as above, clicking the Submerchant's name in the 'For:' field. You can set up **Submerchant Admin** and **Submerchant Support** users in the 'Select Role' field.



Create New Users

For: TIL\*ZC NICE WILD

Select Role: Integrator, Till, Submerchant, **TIL\*ZC NICE WILD**, WELLS TEST DM

+ Add Another Invite

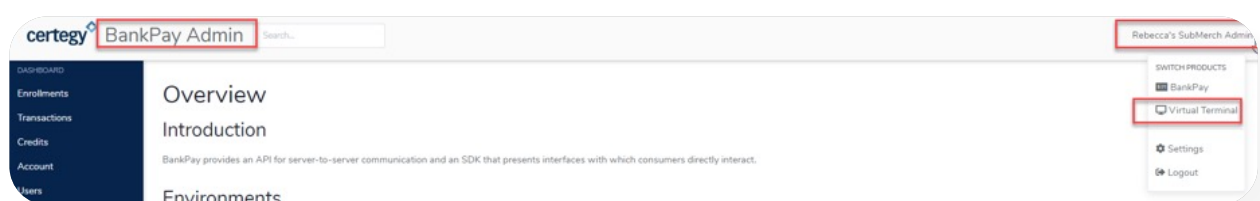
☐ Invite More

## 03 Processing MobilePay transactions:

- Once a **Submerchant Admin** has been set up in the **BankPay Admin Dashboard**, they can process MobilePay transactions via the credentials they set up when registering.
- Suppose the **Submerchant Admin** would like to set up additional users with the ability to process MobilePay transactions. In that case, they MUST set up the users in the **Virtual Terminal Admin Dashboard**. See the instructions below.

## 04 Setting up Submerchant Users with Virtual Terminal Admin Dashboard access:

- Sign in to the **BankPay Admin Dashboard** with your **Submerchant Admin** credentials.
  - Note: Integrator Client Owner and Client Admin roles cannot set up Virtual Terminal users for Submerchants (These roles have 'view only' access).
- Your name will appear in the top right corner. Click the drop-down arrow and select 'Virtual Terminal' to be taken to the Virtual Terminal Admin Dashboard.



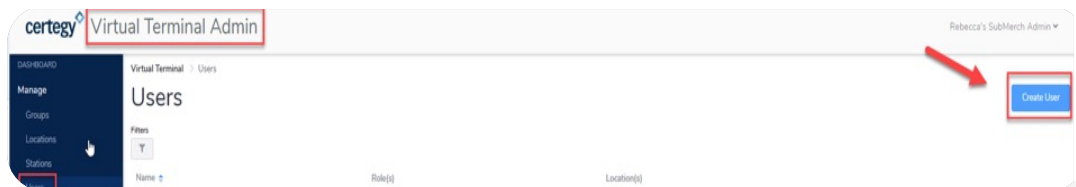
certegy BankPay Admin

Overview, Introduction, Environments

Rebecca's SubMerch Admin

SWITCH PRODUCTS: BankPay, **Virtual Terminal**, Settings, Logout

Go to the **'Users'** menu selection and click on the **'Create User'** button, as shown below.



Enter the Email, First Name and Last Name of the user, then select **'Station User'** in the **'Role'** field and Select station number in the **'Stations'** field, as shown below. Click **'Invite'**.

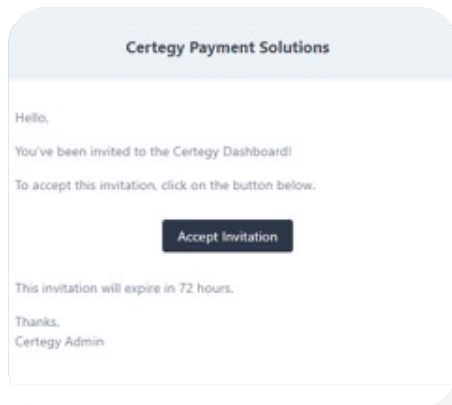
An invitation to complete the registration will be sent to the user immediately.

A screenshot of the 'Create User' form. The form has a title bar 'Create User' with a close button. It contains several input fields: a text field for '\* Email', a text field for '\* First Name', a text field for '\* Last Name', and a text field for 'Employee ID'. Below these are two dropdown menus: '\* Role' with 'Station User' selected, and '\* Stations' with 'Station 1072598506' selected. Both dropdowns are highlighted with red boxes. At the bottom right, there are two buttons: 'Cancel' and 'Invite', with the 'Invite' button highlighted with a red box. A note above the First Name and Last Name fields says 'Login information will be sent here'.

## When a Submerchant 'Station User' receives the email invitation, they need to do the following to complete their registration.

### Step 1

Click '**Accept Invitation**' on the email



### Step 2

Input their password information and click '**Register**'.

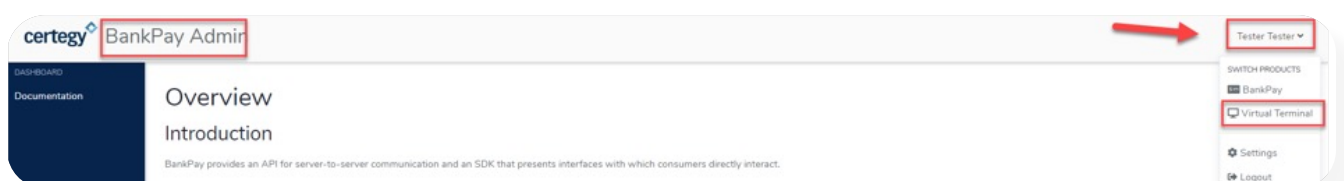
A "Finish Registering" form. It has fields for First Name (Tester), Last Name (Tester), E-Mail Address (Test123456@gmail.com), Password (masked with yellow dots), and Confirm Password (masked with yellow dots). Below the password fields, there are password requirements: "The password: • have at least 8 characters; • include 1 lowercase letter; • include 1 uppercase letter; • include 1 digit; • include 1 special character." A blue "Register" button is at the bottom right, highlighted with a red box.

**Please note:** Once the user clicks 'Register', they can process MobilePay transactions.

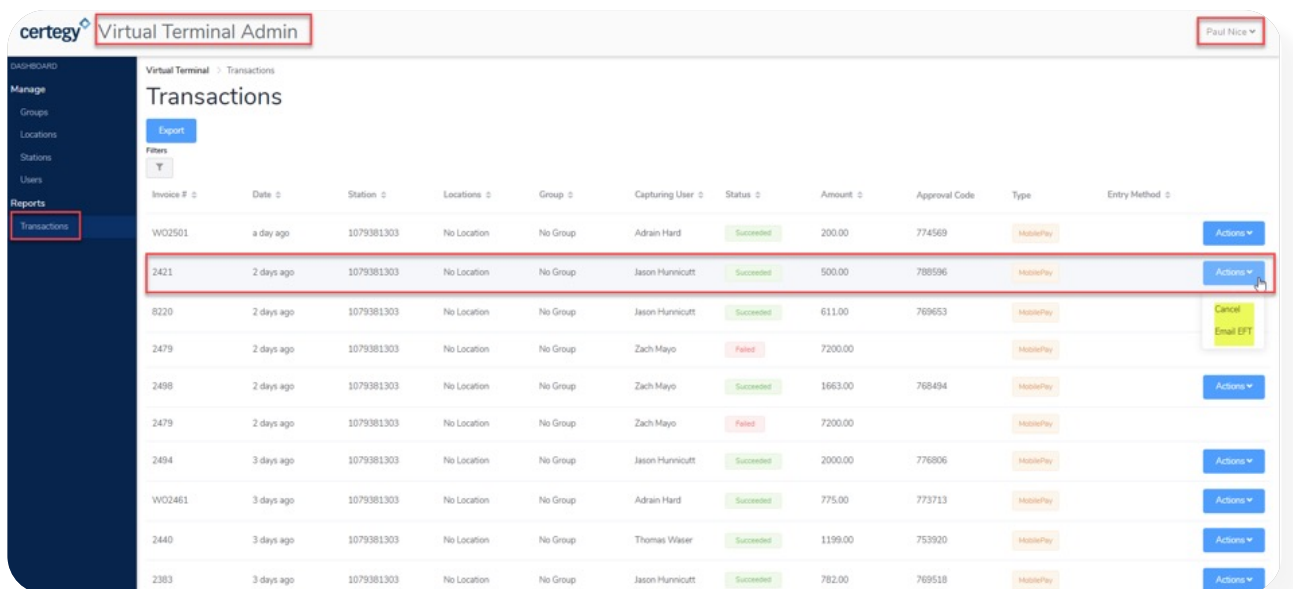
The following instructions show how to get to the *Virtual Terminal Admin Dashboard* to view/cancel transactions and email the Electronic Funds Transfer (EFT) message to the consumer.

A "Finish Registering" form, identical to the one in Step 2. It has fields for First Name (Tester), Last Name (Tester), E-Mail Address (Test123456@gmail.com), Password (masked with yellow dots), and Confirm Password (masked with yellow dots). Below the password fields, there are password requirements: "The password: • have at least 8 characters; • include 1 lowercase letter; • include 1 uppercase letter; • include 1 digit; • include 1 special character." A blue "Register" button is at the bottom right, highlighted with a red box.

On clicking '**Register**', the user is taken to the **BankPay Admin Dashboard**, where their name will appear in the top right corner. The user must click the drop-down arrow next to their name and select '**Virtual Terminal**'. This takes them to the **Virtual Terminal Admin Dashboard**.



The user will see a **'Transactions'** menu listing all transactions from the MobilePay station. They will also be able to cancel a transaction and send the consumer an email with an Electronic Funds Transfer (EFT) message if requested.



Virtual Terminal Admin

Virtual Terminal > Transactions

Transactions

Export

Filters

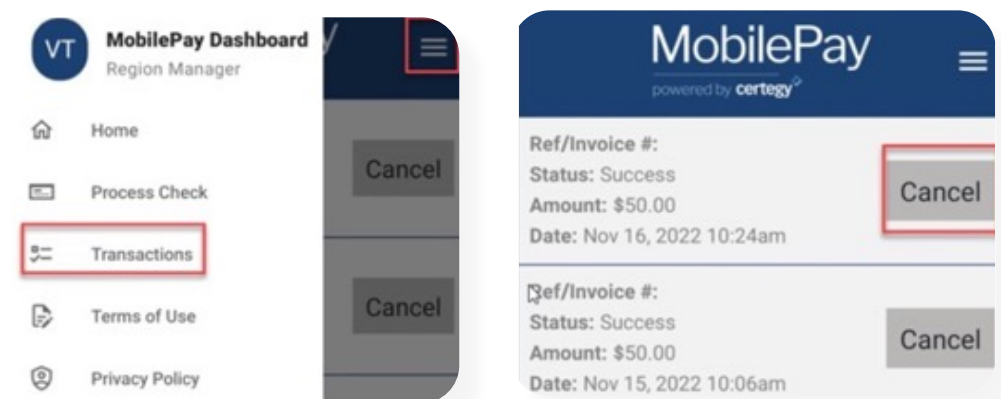
Invoice #	Date	Station	Locations	Group	Capturing User	Status	Amount	Approval Code	Type	Entry Method	Actions
W02501	a day ago	1079381303	No Location	No Group	Adrain Hard	Succeeded	200.00	774569	MobilePay		Actions
2421	2 days ago	1079381303	No Location	No Group	Jason Hunnicutt	Succeeded	500.00	788596	MobilePay		Actions Cancel Email EFT
8220	2 days ago	1079381303	No Location	No Group	Jason Hunnicutt	Succeeded	611.00	769653	MobilePay		Cancel Email EFT
2479	2 days ago	1079381303	No Location	No Group	Zach Mayo	Failed	7200.00		MobilePay		Actions
2498	2 days ago	1079381303	No Location	No Group	Zach Mayo	Succeeded	1663.00	768494	MobilePay		Actions
2479	2 days ago	1079381303	No Location	No Group	Zach Mayo	Failed	7200.00		MobilePay		Actions
2494	3 days ago	1079381303	No Location	No Group	Jason Hunnicutt	Succeeded	2000.00	776806	MobilePay		Actions
W02461	3 days ago	1079381303	No Location	No Group	Adrain Hard	Succeeded	775.00	773713	MobilePay		Actions
2440	3 days ago	1079381303	No Location	No Group	Thomas Waser	Succeeded	1199.00	753920	MobilePay		Actions
2383	3 days ago	1079381303	No Location	No Group	Jason Hunnicutt	Succeeded	782.00	769518	MobilePay		Actions

## Additional functionality available in the MobilePay App:

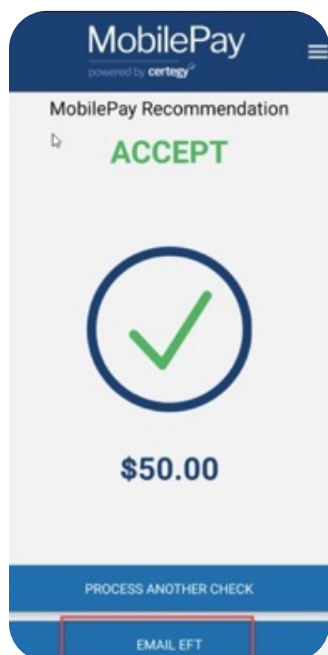
Submerchants can also do the following within the MobilePay App:

### A Cancel a transaction:

Click the 'hamburger' menu at the top right, then click **'Transactions'**. Locate the transaction you want to cancel and click the **'Cancel'** button. See the screenshot below.



- B** Email the consumer an **Electronic Funds Transfer (EFT)** message at the end of an approved transaction. You can send it to up to 3 email addresses. See the screenshot below.



- C** Email an **Adverse Action** message to the consumer at the end of a transaction. You can send it to up to 3 email addresses. See the screenshot below.



## OS Status Definitions

Enrollment Intent Statuses	
Accepted	BankPay sent the consumer details and bank account information to Certegy and received a successful response.
Bank account added	The consumer has successfully added their bank account through the webview. The bank account is yet to be sent to CoreWeb.
Bank account limit reached	The consumer has tried to add an additional bank account, but they have hit the max bank account threshold.
Consumer details updated	The consumer has updated the missing fields on the consumer contact info form.
Created	The client has created an enrollment via the API.
Denied	BankPay sent the consumer details and bank account information for processing. A non-successful response was received.
Enrollment error retrievable	The bank account information could not be validated, resulting in an 'Invalid Check Identification' response. The consumer will need to reattempt the enrollment or exit the webview.

#### Transaction Statuses

Cancelled	The transaction has been cancelled successfully.
Failed	The transaction has failed.
Pending Authorization	The transaction is awaiting authorization.
Pending Capture	The transaction has been authorized and is waiting to be captured.
Pending Service Fee	The service fee still needs to be created for the transaction.
Pending Service Fee Acceptance	The service fee has been created but has yet to be accepted.
Pending ID Information	Customer ID information is required to process the transaction. ID types can include SSN, Driver's license, or alternate IDs such as US Passport, Military ID, or Tribal ID.
Processing Capture	The transaction is currently authorized and is attempting to be captured.
Processing Cancel	The transaction is attempting to be cancelled.
Processing ID Information	ID information submitted is being processed.
Succeeded	The transaction has been successfully approved or captured.
Processing Refund	The transaction is attempting to be refunded.
Refunded	A refund has been successfully issued for the current transaction.

#### Credit Statuses

Cancelled	Credit has been cancelled.
Cancelling	Credit cancellation is being processed.
Failed	The credit attempt has failed.
Pending	Credit is in the process of being issued but has yet to be processed.
Succeeded	Credit has succeeded.

# Bankpay Admin Dashboard User Roles

The following Roles can be assigned by Integrator Client Owners and Client Admins:

## **Client Owner:**

- Ability to view the Publishable/Secret Keys
- Ability to view all enrollments, transactions, and credits for all Submerchants
- Ability to view a list of all Submerchants
- Ability to view all stations, station usage, Submerchant ID, Submerchant name, and store #'s for all Submerchants
- Ability to create and delete Client Admin, Client Developer, Client Support, Submerchant Admin and Submerchant Support users
- Ability to view webhook logs and documentation

## **Client Admin:**

- Same abilities as the Client Owner (except the ability to create or delete other Client Admin users)

## **Client Developer:**

- Ability to view the Publishable/Secret Keys
- Ability to view all enrollments, transactions, and credits for all Submerchants.
- Ability to view all stations, station usage, Submerchant ID, Submerchant name, and store #'s for all Submerchants
- Ability to view users (but cannot create or delete users)
- Ability to view webhook logs and documentation

## **Client Support:**

- Ability to view all stations, station usage, Submerchant ID, Submerchant name, and store #'s for all Submerchants.
- Ability to view all enrollments and transactions for all Submerchants
- Ability to view webhook logs and documentation

## **Submerchant Admin:**

- Ability to view all enrollments, transactions, and credits for their Submerchant only
- Ability to view all stations, station usage and store #'s for their Submerchant only
- Ability to create and delete 'Submerchant Support' users for their Submerchant only
- Ability to process MobilePay transactions for their Submerchant only

## **Submerchant Support:**

- Ability to view all stations, station usage and store #'s for their Submerchant only (\*\*coming soon: the ability to view all enrollments and transactions for their Submerchant only)
  - Ability to view the documentation
-

## 07 Virtual Terminal Admin Dashboard User Roles

Roles that can be assigned by the Submerchant Admins:

### Group Manager:

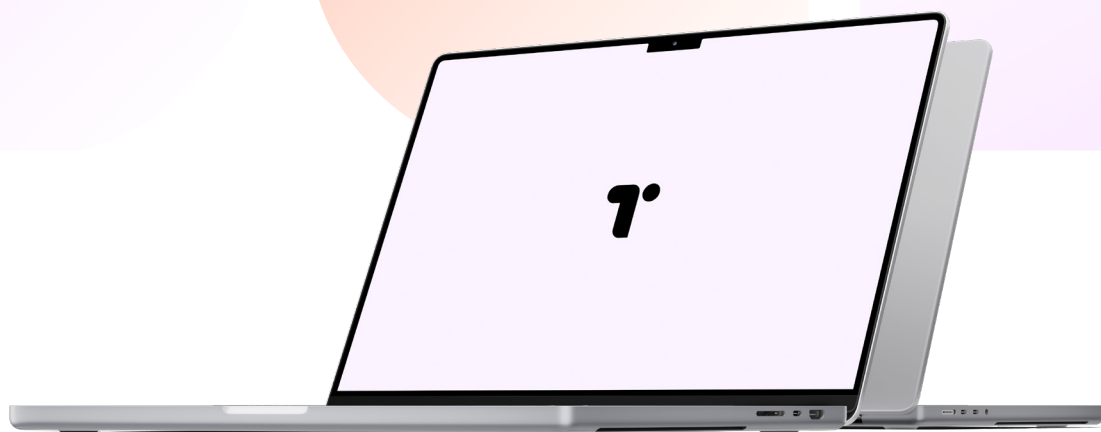
- Ability to process MobilePay transactions
- Groups, Locations, and Stations view: Ability to view Groups, Locations, and stations (but cannot create/edit these)
- Users view: Ability to create/edit users and assign Location Manager and Station User roles
- Transactions view: Ability to view all transactions for the stations they are assigned, cancel transactions and email the Electronic Funds Transfer messages to consumers.

### Location Manager:

- Ability to process MobilePay transactions
- Groups, Locations, and Stations view: Ability to view Groups, Locations, and stations (but cannot create/edit these)
- Users view: Ability to create/edit users and assign Station User roles
- Transactions view: Ability to view all transactions for the stations they are assigned, cancel transactions and email the Electronic Funds Transfer messages to consumers.

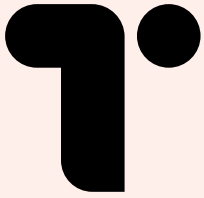
### Station User:

- Ability to process MobilePay transactions
- Groups, Locations, and Stations are not visible
- Users view: No visibility to other users
- Transactions view: Ability to view all transactions for the stations they are assigned, cancel transactions and email the Electronic Funds Transfer messages to consumers.









## Need a bit of help?

### Contact us



Call **+1 (347) 991 599**



Email us at **[us-support@tillpayments.com](mailto:us-support@tillpayments.com)**

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Our dedicated team of experts can assist you over the phone 24/7 with questions, problem resolution and extra training. Keep your merchant ID number handy when you call, this will help speed up your inquiry.

For online reports and statements please visit  
**[merchant.tillpayments.com](https://merchant.tillpayments.com)**