

How To Add Tips After the Transaction is Closed (Next Business Day)

There are two common gateways used with the Heartland Restaurant point of sale system.

BridgePay: This payment gateway gives you the ability to make changes to transactions the same and/or next business day.

Monetary: This payment gateway does **NOT** give you the ability to make changes once the transaction is completed. If changes are needed you must contact your credit card processor (call the number on your credit card statement).

How to Identify Your Point of Sale Payment Gateway

Step 1. Sign into the Heartland Restaurant application.


Step 2. Navigate to the checkout screen.

Step 3. Tap card to for credit card manual entry key pad.

BridgePay key pad

\$0.00		
Card Number		
MM	YY	CVC
7	8	9
4	5	6
1	2	3
⌫	0	
Cancel	Charge	

Monetary key pad

Card Number			Cancel
	1234
1	2	3	
4	5	6	
7	8	9	
⌫	0	next	

Once you have determined your gateway, proceed to the next step

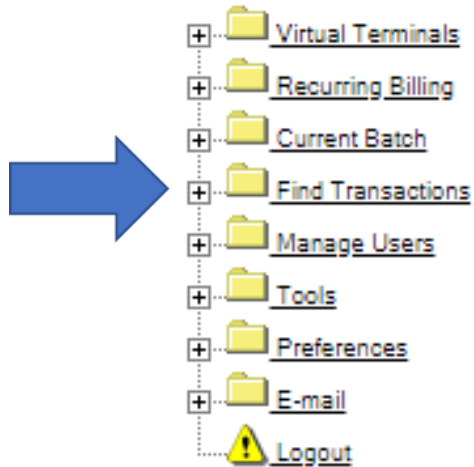
How To Add a Tip to a Transaction in the BridgePay Payment Gateway

Step 1. Open web browser and type in, or copy and paste, the following URL **<https://gateway.itstgate.com/admin/login.aspx>**

Step 2. Type in your **Username** and **Password** and click **Login** If you don't have a username and password please contact Spark Solutions Group at 800-338-9319.

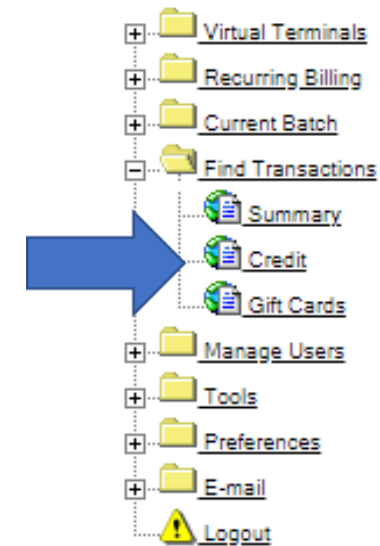


Step 3. From the BridgePay tree select **Find Transactions**



BridgePay Network Solutions
4300 West Lake Mary Blvd
Suite 1010-409
Lake Mary, FL 32746
866.322.9894

Step 4. Then select **Credit**



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Step 5. Select the **Date Range** of the transaction from the **Calendar**. Enter in **Last four digits** of the **Card Number** from the transaction. Click **Submit**.

Find Credit Transactions

Transaction Filters

Date Range


Start Date End Date

Start Time End Time

July 2020							July 2020						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
28	29	30	1	2	3	4	28	29	30	1	2	3	4
5	6	7	8	9	10	11	5	6	7	8	9	10	11
12	13	14	15	16	17	18	12	13	14	15	16	17	18
19	20	21	22	23	24	25	19	20	21	22	23	24	25
26	27	28	29	30	31	1	26	27	28	29	30	31	1
2	3	4	5	6	7	8	2	3	4	5	6	7	8

Auth Code

Card Holder

Card Number 

User

Register

Invoice Number

PO Number

Customer ID:

Trx Type

Exclude Void

Payment Type

Status

PNRef

Total Amount

Batch Num

Step 6. Once the transaction is found click on the **Ref #** with the type **Sale**.

Items per page: 10 Refresh

Report Format: XML Download Page

Ref #	Customer ID	Inv #	Date	Result	Payment Type	Account Type	Account #	Name	Type	Status	Approval Code	Auth Amt	Capture Amt	Tip Amt	User	Register	PO Num
1593095420			7/30/2020 4:10:33 PM	APPROVED					Adjustment	APPROVAL			\$0.02	\$0.01			
1593093664		1596146877	7/30/2020 4:07:01 PM	APPROVED	AMEX	AMEX	*****1046		Sale	APPROVAL 529002	529002	\$0.01	\$0.02	\$0.01			

Step 7. In the **Adjustment Tip Amount** box enter the desired **Tip Amount**.

Step 8. Then click **Yes, Adjust Transaction**.

Receipt for this transaction

[Print Receipt \(Merchant\)](#)
[Print Receipt \(Customer\)](#)

PNRef
 Host Ref
 Date 7/30/2020
 Time 4:07:01 PM [MDT]
 Register #
 Trans Type Sale
 Invoice#
 Name
 Issuer AMEX
 Account *****1046
 Exp Date ****
 Entry Method Swiped
 Auth Amt \$0.01
 Total Amt \$0.01
 Result Approved
 AuthCode 529002
 Message APPROVAL 529002
 AVS Response 0
 Batch Number 0

Void transaction #

Adjustment
 Tip Amount: \$0.00 ?

Repeat a SALE transaction
 Charge Amount: \$0.01 to account
 *****1046?