



Web Portal

The Scratch Pay Web Portal is your dashboard for processing payments



To **log into your Web Portal**, visit dashboard.getscratch.com

How to Process a Payment

Click on **Collect Payment** on the left-hand menu, then select the **payment type** at the top of the screen.



Terminal Payment

Take payment using your card reader terminal

1. Enter the **amount** to be charged and an optional description, then click **Charge Card** to send that amount to the card reader terminal.
2. **Insert, tap, or swipe the credit or debit card** on the card reader terminal to complete the payment.



Phone Payment

Enter in card details manually

1. Fill out the **Amount** and **ZIP, card number, expiration month and year**, and **CVC**, then click **Submit Payment**.
2. **Client ID, Name on Card**, and **Description** fields are optional.



Text-to-Pay & Email-to-Pay Payment

Send invoice via text message or email

1. Enter **Amount Due, Name, Phone Number** or **Email Address**, then click **Send Payment Request**.
2. **Client ID** and **Invoice #** are optional.




Check Payment

Deposit a paper check

1. Enter **Amount, Name, Routing #**, and **Account #**, then click **Submit Payment**.
2. **Client ID**, and **Description** are optional.

Issue a Refund

1. Click on **Payment History** on the left-hand menu, then find the payment you'd like to refund by using the filters at the top of the page.
2. Click on the  icon under the **Issue Refund** column for that payment.
3. On the pop-up screen, enter in the **Refund Amount** and **Reason** then click **Refund**.

Open Invoices

All Text-to-Pay and Email-to-Pay invoices are found here.

End of Day Reporting

Click on **Daily Totals** on the left-hand menu to see total payments made each day by payment type.

For full instructions, visit <https://get.scratchpay.com/faqs/collect-payment>