



# Anywhere User Guide

Anywhere is a mobile application and Bluetooth-enabled card reader that empowers your group to accept in-person member payments, collect donations, and submit mobile deposits, Anywhere.

Call: 1.866.245.5499

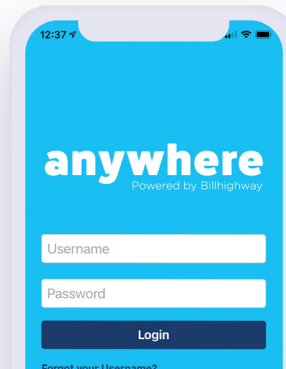
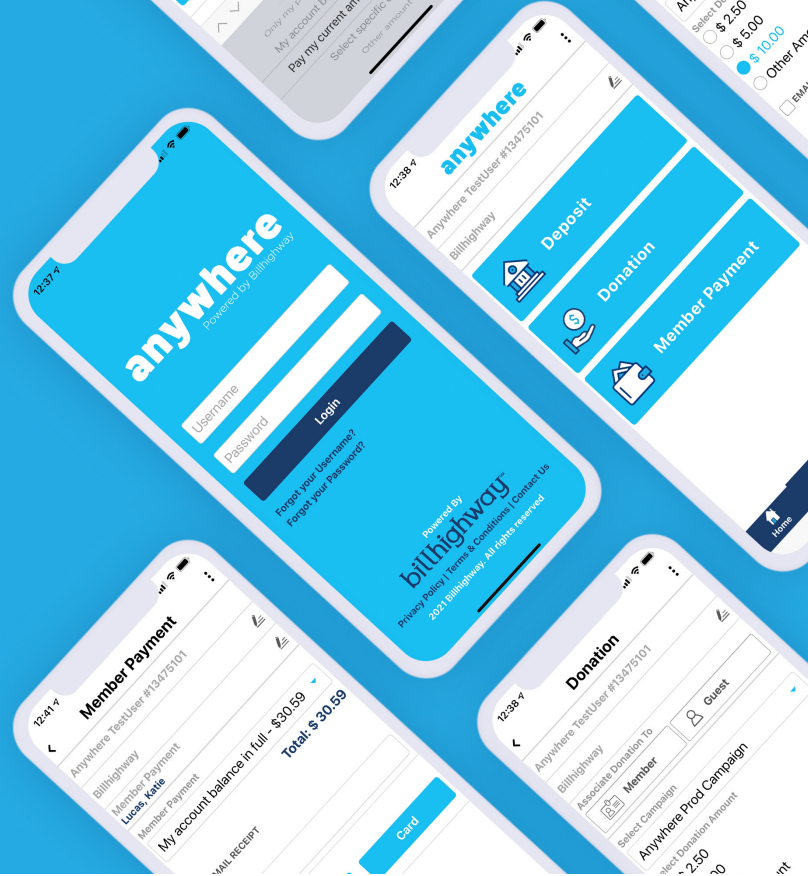
Email: [support@billhighway.com](mailto:support@billhighway.com)

Visit: [www.billhighway.co](http://www.billhighway.co)

**billhighway**<sup>SM</sup>

# Billhighway Anywhere Setup

In just a few steps, the Anywhere system is up and running. Once you have your card reader, follow these steps:



## STEP 1



### Download the Anywhere by Billhighway App

Available for both Apple and Android, in the App Store and Google Play store.

## STEP 2



### Login to Billhighway Anywhere

Your login credentials are the same as your Billhighway account username & password.

## STEP 3

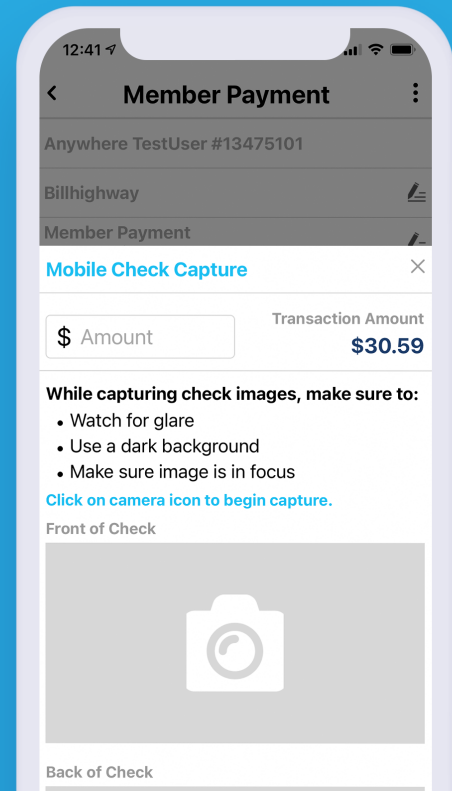


### Pair Your Magtek tDynamo Card Reader

The Magtek tDynamo card reader pairs easily with any bluetooth-enabled Apple or Android mobile device.

# How to Process Anywhere Payments

Billhighway Anywhere allows you to process payments remotely by check and credit card. Here's how to submit those payments:



## Card Payments

You can use the Magtek tDynamo card reader to process payments by swiping a credit card.

1. After you select your transaction type, enter in the corresponding transaction details.
2. Select “Card” as the payment type.
3. It will take you to a new screen to select which Magtek tDynamo device to pair it with.

If it is your first time using the card reader, you will need to pair it with your device. Press and hold the button on the right side of the Magtek tDynamo device for 2 seconds until you see the blue light flashing.

Go to **Settings > Bluetooth** on your device and select the Magtek tDynamo device. When asked for a code from the device, enter in **000000**. After the initial pairing, you will only need to select your device moving forward.

4. Select your device to pair and then swipe the card.

## Additional Information



### Accepted Credit Cards

Anywhere accepts MasterCard®, Visa®, Discover®, and AMEX® credit card transactions.



### Encrypted Information

Payee credit card information is encrypted and transferred securely from the Anywhere app to Billhighway.



### No Payment Storage

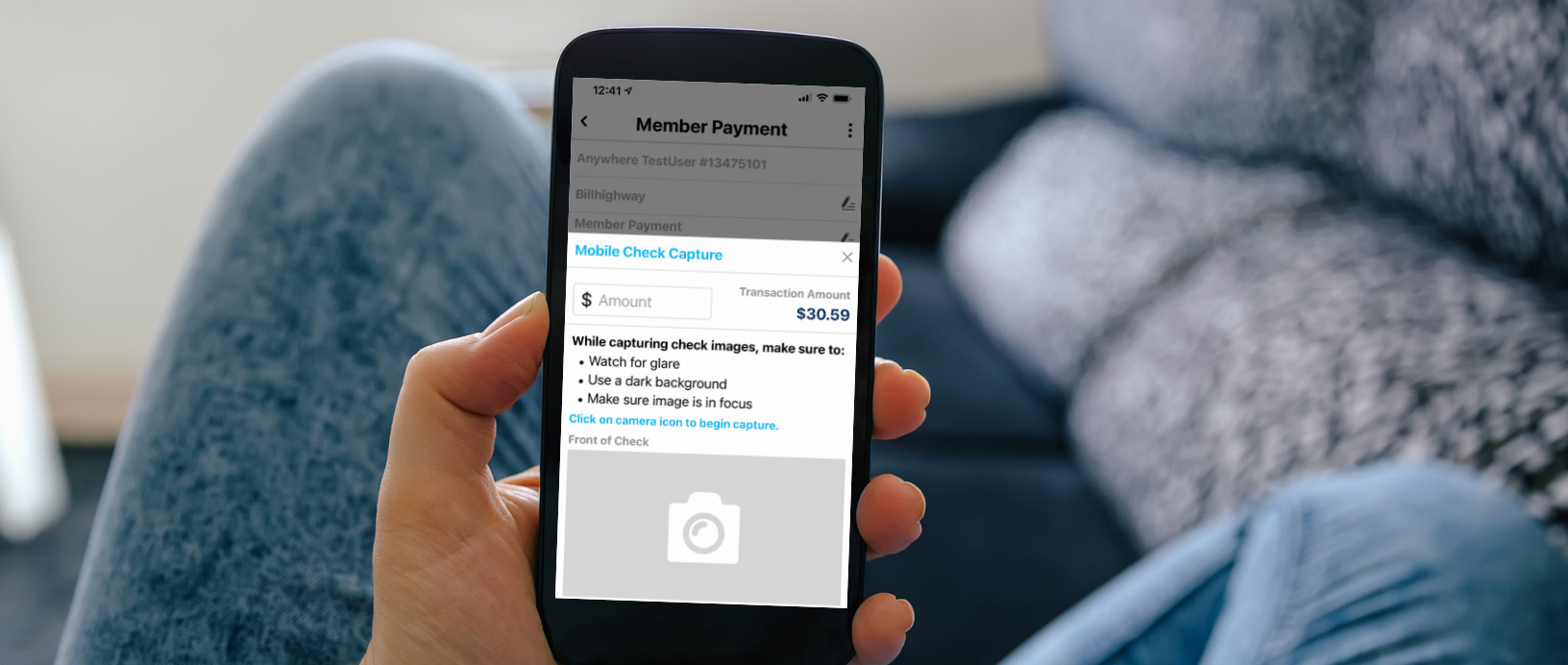
No credit card information is stored on the device used to access the Anywhere app.



### Troubleshooting Support

Any further Magtek tDynamo card reader troubleshooting can be found in the app under settings.





## Check Payments

You can use the Anywhere app to remotely process checks.

1. After you select your transaction type, enter in the corresponding details for the transaction.
2. Select “Check” as the payment type.
3. The mobile check capture screen will load and require you to take a picture of the front and back side of the check.
4. Click on the camera icon for both the front and back part of the check to take the picture. It will tell you if you need to move closer to the check or if the background is too dark/light. If you need to, you can retake the photo by clicking on the image again.
5. You can use mobile check capture with personal checks, business checks, or money orders. Check images are not stored in the app or on the device being used.

### Tips & Best Practices



#### Must Be Endorsed or Signed

The check needs to be endorsed or signed in order for it to be accepted. If it is not, you won't be able to submit the check for processing.



#### Hold for 7-10 Business Days

After submitting the check, hold on to it for 7-10 business days to ensure it clears successfully before returning it to the payee or disposing of it. It's helpful to monitor your reports to ensure it fully clears.



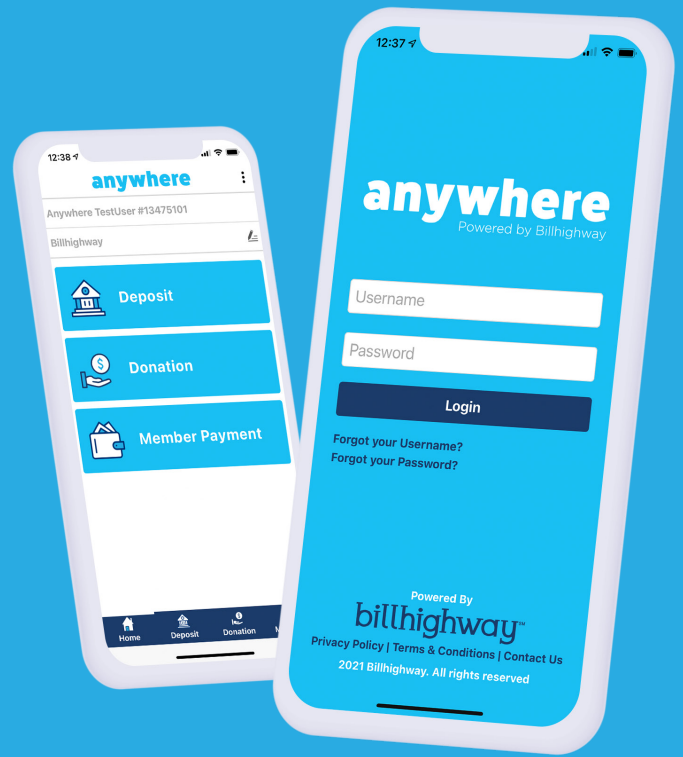
#### Cannot Process Twice

You cannot process the same check twice. If you attempt to do so, you will receive an error message that says that the check was already submitted. Even if the attempt is made by another user and/or months later, the app will not accept or process it.

# Ways to Use Anywhere

There are 3 ways you can collect funds for your group: **Member Payments, Deposits, and Donations.**

*\*Please Note: You may not have all 3 ways to collect funds available to you due to your organization's functionality and permissions.*



## Member Payments

Anywhere integrates with your members' Billhighway accounts for easy access to pay outstanding invoices or fees. If you're accepting a member payment, follow the steps outlined below:

1. Select Member Payment
2. Search for the member who wishes to make a payment
3. Select the payment amount
  - a. Only past due amount
  - b. Account balance in full
  - c. Pay current amount due
  - d. Select specific charges
  - e. Other amount
4. Option to add a note and send an additional email receipt
5. Choose your payment option - Check or Card
6. Click Submit/Continue
7. Once the payment is submitted, the payee will receive an email confirmation of the payment for their records.

12:40

**Member Payment**

Anywhere TestUser #13475101

Billhighway

Member Payment  
Lucas, Katie

Member Payment

Pay my current amount due - \$30.59

**Total: \$ 30.59**

☐ EMAIL RECEIPT

Add Note

Payment Options

Check Card

Select Payment Type

Only my past due amount - \$30.59

My account balance in full - \$30.59

Pay my current amount due - \$30.59

Select specific charges

Other amount



## Deposits

Anywhere allows you to make a deposit directly into your group's Billhighway account. To make a deposit directly to your group's Billhighway account, follow the steps outlined below:

1. Select Deposit
2. You have the ability to associate the deposit with a member or guest (optional)
3. Select a Cash account and Chart of Account for the deposit
4. Enter in the amount for the deposit
5. Check the email receipt box if you want to send a email receipt
6. Enter in notes (optional)
7. Choose your payment option - Check or Card
8. Click Submit/Continue
9. Your deposit has been submitted

12:40

<

Deposit

Anywhere TestUser #13475101

Billhighway

Associate Deposit To

Member

Guest

1 Cash Account For Deposit

General Checking Account

COA for Deposit

4100 - Donations

2 Enter Amount

\$ 500.00

3 ☐ EMAIL RECEIPT

Total: \$500.00

4 Add Note

Payment Options

Check

Card



### Deposit By Relative or Friend

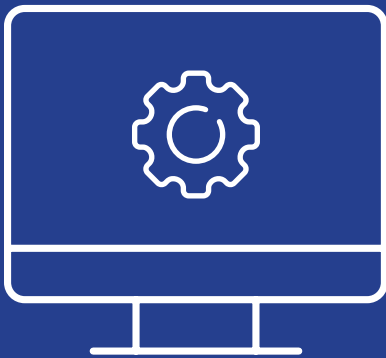
If a member's relative or friend wants to give funds to your group and it isn't for a member payment, they can do so by using this feature.

However, it is important to note that the amount is not reflected on a member's account, simply just associated in reports showing that your chapter received funds from a specific individual.

# Donations

With Anywhere, you can set up fundraising campaigns to accept donations for your cause at an event, during meetings, and everywhere in between.

In order to collect funds for donations, you will first need to set up a Campaign in Billhighway. Login to your Billhighway account, go to **Cash In > Programs/Campaigns > Manage Campaign.**



## Create a Campaign

1. Select "Create Campaign" to create a new campaign.
2. Enter in a Campaign Name and select the Chart of Account to code the donation towards.
3. Enter the default donation options, and decide if you will allow other amounts.
4. Select the campaign status.
5. Only active campaigns will appear on Anywhere.
6. Save your campaign.

## Collect Donations

With Anywhere, you have the option to associate a donation to a specific member or guest. Here's how:

1. Select the campaign
2. Select the donation amount
3. Check the email receipt box if you want to send a receipt to the donor
4. Add in notes (optional)
5. Choose your payment option - Check or Card
6. Click Submit/Continue
7. Once the donation is submitted, the payee will receive an email confirmation of the payment for their records.

A screenshot of a mobile application interface for making a donation. At the top, the status bar shows the time 12:38 and signal/battery icons. The app header is titled 'Donation' with a back arrow and a menu icon. Below the header, the user is identified as 'Anywhere TestUser #13475101'. The 'Billhighway' logo is displayed with an edit icon. The 'Associate Donation To' section has two buttons: 'Member' (selected) and 'Guest'. The 'Select Campaign' dropdown menu shows 'Anywhere Prod Campaign'. The 'Select Donation Amount' section has four radio button options: '\$ 2.50', '\$ 5.00', '\$ 10.00' (which is selected and highlighted in blue), and 'Other Amount'. There is a checkbox for 'EMAIL RECEIPT' which is currently unchecked. The 'Total: \$10.00' is displayed in bold. Below this is a text input field labeled 'Add Note'. The 'Payment Options' section at the bottom has two buttons: 'Check' and 'Card'.



# Transactions & Reporting

From Billhighway, you can review each transaction that has occurred within Anywhere.



## Transaction Reports

Simply go to **Reports > Transaction Reports > Anywhere Transactions**. Search transactions by timeframe and review your results.



## Campaign Reports

Any member payments that were made through Anywhere, will show up on the Member Payments report.

If you only want to view donations that have been processed, you can review that in full detail by navigating to **Reports > Transaction Reports > Campaign Summary**.

The Anywhere Campaign report will provide a summary total of the individual campaigns with a grand total for all campaigns that were selected. You can search by timeline and campaign(s).

*Note: Anywhere transactions will also appear in their corresponding transaction reports.*

A screenshot of a computer monitor displaying the 'Campaign Transactions' report. The interface includes a top navigation bar with 'My Organization', 'Cash In', 'Cash Out', 'Other Tools', 'Reports', and 'My Account'. Below this, the 'Campaign Transactions' section has filters for 'Time Period' (From: 1/1/2021 To: 4/9/2021), 'Include Cancellations' (No), 'Status' (All), 'Campaigns' (All items checked), and 'Transaction Type' (All items checked). A 'Submit' button is located below the filters. The main area displays a table with columns: Campaign Name, Transaction Type, Amount, Transaction Date, Available, Transaction ID, and Guest Name. The table contains four rows of data for 'Fall Fundraising Competition' transactions.

Campaign Name	Transaction Type	Amount	Transaction Date	Available	Transaction ID	Guest Name
Fall Fundraising Competition	Anywhere Check - Donation	31.90	03/03/2021	N	1778325	Katie G
Fall Fundraising Competition	Anywhere Check - Donation	24.62	03/03/2021	N	1778324	Katie G
Fall Fundraising Competition	Anywhere Check - Deposit	5.65	03/03/2021	N	1778321	Juggie G
Fall Fundraising Competition	Anywhere Check - Donation	3.00	02/18/2021	N	1777895	Treasure Sample



# Troubleshooting, Connection Problems & Frequently Asked Questions



## Troubleshooting

In case you run into issues using Anywhere or the Magtek tDynamo device, we've provided you a few places to start your troubleshooting process.

### Login Trouble

#### Have you activated your Billhighway account yet?

You will need to activate your account before you can log into Anywhere. You can do so [here](#).

#### Don't remember your password?

You can reset your password from Anywhere. Please note that this will change your password for your Billhighway account as well.

## Connection Problems

### Enable Bluetooth on your Apple or Android device.

To enable your Bluetooth, navigate to **Settings > Bluetooth** and ensure Bluetooth is turned on.

### Is the device on and paired?

You can turn on the Magtek tDynamo card reader by clicking the push button on the side for 2 seconds until the LED lights flash three times. Then release the push button to enter Pairing Mode. The LED lights will flash blue for up to 2 minutes or until it pairs.

# Connection Problems (cont.)

## Don't have access to Anywhere?

Anywhere is available to specific users and roles within a specific organization. If you are unable to access Anywhere but believe you should be able to, please contact [Billhighway Client Care](#) at 1.866.245.5499 or [support@billhighway.com](mailto:support@billhighway.com) for assistance.

## Anywhere payments not enabled?

If Anywhere payments are not enabled for your organization, contact [Billhighway Client Care](#) at 1.866.245.5499 or [support@billhighway.com](mailto:support@billhighway.com) for assistance.

## Card Not Reading Strip

If swiping does not appear to be working, verify the credit card being swiped is facing the correct way. The card should be swiped in the swipe path indicated by the bidirectional swipe symbol shown on the device's face. The magnetic stripe must face into the device.

## Magtek tDynamo - Battery & Charging

To check the battery charge level, make sure the device is powered on and awake. Then briefly tap the push button. The LED lights will show the battery charge as follows:

- One LED = Battery level is under 50%
- Two LEDs = Battery level is between 50% and 70%
- Three LEDs = Battery level is between 70% and 90%
- Four LEDs = Battery level is above 90%



Color	Flashing Pattern		Meaning
Off	Off		The device is powered off, or the battery is completely drained and needs to be recharged.
Green	Flashing Periodically		The device flashes the General Status LED every 5 seconds when it is powered on and is in Connected mode, ready for the host to send it a command or for a cardholder to swipe a magnetic stripe card. The color indicates the battery charge level: <ul style="list-style-type: none"><li>• Green = Recharge if desired</li><li>• Amber = Recharge soon</li><li>• Red = Recharge immediately (device can not process transactions)</li></ul>
Amber			
Red			
Green	LEDs 4, 3, 2, 1 Light In Sequence		The device has read a contactless tap, and the cardholder can safely remove the card or device from the contactless landing zone.
Green	LEDs 4, 3, 2, 1 Light Simultaneously		The device has just been powered on and is testing the four Status LEDs.
Green	LEDs 4, 3, 2, 1 Light In Combination		An operator has pressed the pushbutton briefly and the device is reporting battery charge level. See section 3.4.1 About Power.
Green	Steady On		The General Status LED (LED 4) is lit green when the host has initiated an EMV transaction that allows the cardholder to present a contactless card or contactless device.

# Frequently Asked Questions

## 1. How secure or safe is Anywhere?

At Billhighway, we believe in security and want to ensure you that no credit card or check information is stored on the device used to access the Anywhere app. Billhighway is PCI-DSS compliant.

## 2. How do I change the chart of account (COA) for a campaign?

You need to create a new campaign if you want to change the COA. Log into Billhighway and create a new campaign with the new COA.

## 3. How can I get additional support?

Contact [Billhighway Client Care](#) at 866-245-5499 or [support@billhighway.com](mailto:support@billhighway.com) for assistance.

## 4. I just submitted a check and don't see the check number in Billhighway reports. Why?

The check number will be populated onto the report as Billhighway continues to process the check.

## 5. Why is the payer name for a scanned check not showing on my Deposits, Anywhere Transactions, or Campaign Transactions reports?

The Payer Name field will show the name of the member to whom the check was associated in the app. If the check is not associated to a member, no name will appear under Payer Name.

## 6. Do you need to process a Refund?

If you need to refund an Anywhere transaction, you will do that by logging into Billhighway, not the Anywhere app. Depending on your organization, you will use either refunds or member reimbursements to process an Anywhere refund.

## 7. Can Anywhere process Canadian checks?

No, only USD are supported at this time.

## 8. Why do I not see checks I submitted via the Anywhere app on my Checks report in Billhighway?

The Checks report is designed to keep a record of the checks your chapter has written, not the checks *received*. The check will appear on the Anywhere Transactions report, as well as the Deposits, Campaign Transactions, or Member Payments report depending on the transaction type selected in the app.

## 9. Why can't I submit a check?

It might not let you submit a check for a variety of reasons.

- **Does the check amount and amount entered match?** All amounts have to match or the submit button will not appear.
- **Have you already processed this check before?** If so, you will receive an error message letting you know that you can not process this check again.
- **Is the check endorsed?** If not, you will not be able to submit this check to be processed.

## 10. If I use biometric login (FaceID, TouchID, etc.), does my fingerprint or facial scan get sent to Billhighway?

The Anywhere by Billhighway app supports biometric login using your phone's built-in biometric login processes – i.e. FaceID, TouchID, etc. Biometric data is linked to your Anywhere username and password on your device only. This means that the app does not send your fingerprint, facial scan data, etc. to Billhighway, Apple, Google, or anywhere else.