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Introduction
Virtual Terminal allows you to process credit card transactions from any computer with an Internet connection. Virtual Terminal has comprehensive web-based reports of all transactions and orders within the Virtual Terminal.

Virtual Terminal not only gives you the convenience of managing and tracking transactions from any location, but provides business continuity too. The virtual terminal acts as a back-up to the payment application inside of your business management software. Virtual Terminal supports credit, debit, check conversion and guarantee, and ACH processing solutions.

Features of Virtual Terminal
- Convenience – process transactions around the clock, from any computer with an Internet connection.
- Easy-to-use Interface – Virtual Terminal’s Web-based interface is intuitive and easy to use.
- Flexible – Virtual Terminal gives you multiple ways to pre-authorize and process transactions.
- Secure – Protecting customer’s data through using the strongest SSL-encryption available.
- PCI Compliant Credit and Debit Solution.

Getting Started
3.1 Logging in and Changing Your Password
Once your merchant account has been set up, you will receive a welcome email for Core Management System. In this email, you will be provided with your user name needed for Core Management System, as well as a temporary password. You will be prompted to change your temporary password upon initial login. To access Core Management System, you can click on the link provided in the welcome email or go to www.coremanagementsystem.com
3.1.1 Login Screen

Customer Login

Keep your password safe and secure. If you forget your password, submit your user name and email address in the white box on the login screen. A new password will be emailed to you.

3.2 Logging Out
To log out of the system click on the “Logout” link at the top-right portion of the screen. Users will be automatically logged out of the system after 15 minutes of inactivity.

3.2.1 Logout Screen

3.3 Navigation Basics
To navigate through Virtual Terminal use either the menu tabs along the top of the screen or the navigation menu on the left side of the screen.

You can easily find where you are within the series of menus by looking at the crumb trail beneath the menu tabs. To access previous screens, just click on its name. Please use these links rather than the back arrow of the browser.

Links appear in bold, blue type and are underlined to make them easy to find. If a field has a dotted line beneath it, more information will appear when you place your cursor over it.
3.3.1 Navigation Basics

Sub-Users
Users have the ability to create additional users (sub-users) under their main account. Sub-users will login using their own username and password.

To add a sub-user, click on the My Account tab (Figure 4.1.1), then click on the Sub-Users link. If you do not see the Sub-Users link, please contact customer care to request access.
4.1.1 My account

4.2 Adding a Sub User
Click Add Sub-User on the left hand side navigation menu. The Add Sub-User screen will then populate. (Figure 4.2.1) The red asterisks on the screen indicate a required field. The required fields are: First Name, Last Name, and Email. The email address provided is where the sub-user's login information is sent.

After the sub-user information is entered, select the user privileges. A sub-user can have multiple permissions assigned to them.

- **Virtual Terminal**- Grants Access to Virtual Terminal credit card processing
- **Virtual Terminal- Check**- Grants access to Virtual Terminal check processing only
- **Virtual Terminal- Scheduled Transactions**- Grants access to Virtual Terminal Scheduled Transactions only
- **Core Reporting**- Grants access to Core Reporting only

Once the sub-user information and permissions have been completed, click Save. A confirmation line will appear saying that login information has been emailed to the sub-user.
4.2.1 Add Sub-User

4.3 Searching for a Sub-User
To search for sub-users, enter the necessary search criteria and click Search. You can search for sub-users by their username, name, email address, and account status. To search for all users, do not enter any search criteria.

Sub-users will appear below the search criteria fields.
4.3.1 Sub-User Search Screen

![Sub-User Search Screen](image1)

4.4 Editing a Sub-User

To edit a sub-user, click View next to the username on the search screen. (Figure 4.3.1) The sub-users information will then populate (Figure 4.4.1). Click Edit on the upper right hand side to edit the sub-users information.

4.4.1 Sub-User Information Screen

![Sub-User Information Screen](image2)

You can edit the sub-users name, contact information, privileges, and status. (Figure 4.4.2)

If the Active box is unchecked the sub-user will be marked as inactive and will be unable to log into Core Management System.

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Click Save to update the changes, or Cancel to return to the previous screen.

### 4.4.2 Edit User Screen

![Edit User Screen](image)

### 4.5 Unlocking a Sub-User

As a security feature of Core Management System, users are automatically locked out of their account if they try to login with an incorrect password more than three times.

If a user is locked out, on the search screen (Figure 4.3.1) the locked checkbox will be checked. To unlock the sub-user, you will need to go into their account and click Unlock. (Figure 4.5.1)
4.5.1 Unlocking a Sub-User Screen

![Sub-User Management Screen](image)

4.6 Resetting a Sub-Users Password
Click Reset Password (Figure 4.5.1), the user will receive an email with a system generated temporary password. The sub-user will be required to enter a new password when they login again.

4.7 Removing a Sub-User
To remove a sub-user’s entire access from Core Management System uncheck the Active box on the Edit User Screen (Figure 4.4.2).

Starting Virtual Terminal
To access the Virtual Terminal, click Virtual Terminal in the Core Management System home page.
5.1.1 Core Management System Home Page

The Virtual Terminal main menu has links to the four functions that are available.

5.1.2 Virtual Terminal Main Menu

The Virtual Terminal main menu has links to the four functions that are available.

5.2 Run Transactions

To run a credit or debit transaction, click Run Transaction from the Virtual Terminal Main Menu. The Run Transaction screen displays two transaction options: Credit and Debit, and Check.
5.2.1 Run Transaction Screen

To run a transaction, click Credit and Debit. The Credit and Debit Options screen (Figure 5.3.1) will populate, and the user will be able to choose from the six functions listed in Figure 5.3.1.

5.3 Credit & Debit Transactions

To run a transaction, click Credit and Debit. The Credit and Debit Options screen (Figure 5.3.1) will populate, and the user will be able to choose from the six functions listed in Figure 5.3.1.

5.3.1 Credit and Debit Options Screen

5.4 Credit Authorization Only

The Authorization Only function is used to manually enter credit card information to verify that the credit card has sufficient funds available to cover the amount of the sale. The authorization will hold the funds for up to 30 days. Funds are not released until the transaction is captured. Authorizations can only be done for credit cards.

To create a credit authorization only, enter the transaction information and the card information in the Credit Authorization Only Screen. (Figure 5.4.1)
5.4.1 Credit Authorization Only Screen

If you have the customer's billing and/or shipping address, click Show Address to enter the card holder's address information.
5.4.2 Show Address Screen

To complete the sale, you must click on View Transaction Details for the final steps.
5.4.4 Authorization Transaction Details Screen

Click Capture on the Transaction Details screen *(Figure 5.4.4)*

The Capture Screen *(Figure 5.4.5)* will then populate with the sales information. The subtotal and sales tax fields can be modified if needed.

To complete the Capture, click Submit.
5.4.5 Capture Screen

If the capture is successful, “Success” displays in green in the Transaction Result field (Figure 5.4.6).

5.4.6 Capture Successful Screen

If the capture is successful, “Success” displays in green in the Transaction Result field (Figure 5.4.6).

5.5 Voiding & Crediting a Credit Authorization

To void or credit an authorization, the sale must be captured first. Click View Transaction Details on the approval screen. (Figure 5.4.6)
5.5.1 Transaction Details Screen- Void & Credit

The void option is only available up to 24 hours after the authorization is completed. To void the authorization, click “Void”.

To credit an authorization, click “Credit”. A Credit Screen will populate and the user will need to enter the amount to credit. The system will not allow you to credit more than the original amount that was authorized. If the credit is approved, a confirmation screen will appear with “Approved” in the Transaction Results field.
5.5.2 Submit Credit Screen

The Authorization Only Device function allows the user to use an approved external device to authorize credit transactions.

To use this feature, click Authorization Only (Device) on the Run Transaction Screen. (Figure 5.2.1) Verify that your approved external device is plugged into your computer, and place the cursor in the box on the Authorization Only (Device) home screen. (Figure 5.6.1) Swipe the card using a secured card reader, or enter the card number manually on the device’s pin pad.

After the card is swiped or keyed, a Transaction Information screen (Figure 5.6.2) will populate for the user to enter the transaction information. The card information is automatically filled in by the card reader and cannot be changed. If billing and shipping information has been provided, click Show Address to enter the information. Once all of the information has been entered, click Submit to process the authorization.

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If a required field has been left blank, an error will occur. The user will have the opportunity to fix the error and submit again.

Once all of the information has been entered into the Credit Authorization Only (Device) screen (Figure 5.6.2), click Submit to process the authorization.

If the authorization is approved, “Approved” displays in the Transaction Result box (Figure 5.6.3) in green. To print a receipt, click “View Receipt” and a new window will populate with the receipt information.

5.6.3 Credit Authorization Only (Device) Transactions Results Screen
To complete the sale, you must click on View Transaction Details for the final steps. Click Capture on the Transaction Details screen (Figure 5.6.4)

5.6.4 Credit Authorization (Device) Transaction Details Screen

The Capture Screen (Figure 5.6.5) will then populate with the sales information. The subtotal and sales tax fields can be modified if needed.

To complete the Capture, click Submit.

5.6.5 Credit Authorization Only (Device) Capture screen

If the capture is successful, “Success” displays in green in the Transaction Result field. (Figure 5.6.6)
5.6.6 Capture Successful Screen

To void or credit an authorization the sale must be captured first. Click View Transaction Details on the capture screen. (Figure 5.6.6)

5.7 Voiding & Crediting a Credit Authorization with Device

To void or credit an authorization the sale must be captured first. Click View Transaction Details on the capture screen. (Figure 5.6.6)

The void option is only available up to 24 hours after the authorization is completed. To void the authorization, click “Void”.

To credit an authorization, click “Credit”. A Credit Screen will populate and the user will need to enter the amount to credit. The system will not allow you to credit more than the original amount that was...
authorized. If the credit is approved, a confirmation screen will appear with “Approved” in the Transaction Results field.

5.7.2 Credit Authorization Only: Submit Credit Screen

Address Verification Service (AVS) is the process of validating a cardholder’s given address against the issuer’s records, to determine accuracy and deter fraud. This service is for mail order/telephone order transactions. A code is returned with an authorization result that indicates the level of accuracy of the address match. The code returned helps secure the most favorable interchange rates.

**The AVS Only function does not complete the transaction. To complete the sale, you must use one of the Sale functions.**

To use the AVS feature, click AVS Only on the Run Transaction screen (Figure 5.2.1)

Enter the transaction information, card information, billing address and click “Submit”.

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5.8.1 AVS Only Screen

The AVS results (Figure 5.8.2) will populate with the transaction result confirmation, AVS response code, and Transaction ID.

5.8.2 AVS Transaction Results Screen

To view additional transaction details, click "View Transaction Details". (Figure 5.8.2)
5.9 Credit Force Sale

Force Sale is used to complete a credit card transaction after a merchant has obtained a voice authorization approval code from the merchant’s authorization center. The Voice Authorization number can be found in the Virtual Terminal Profile page. (Figure 8.7.3)

To run a force sale, click “Force Sale” on the Run Transaction Screen. (Figure 5.2.1)

Enter the transaction and credit card information, and click “Submit”.

5.9.1 Force Sale Transaction Information Screen

If the transaction is accepted, “Success” displays in the Transaction Result field in green.

5.9.2 Credit Card Force Sale Transaction Results Screen

To view additional transaction details, click “View Transaction Details”. (Figure 5.9.2)

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5.9.3 Force Sale Transaction Details Screen

Click **View Receipt** to view or print the receipt for this sale transaction. A receipt will populate in a new window.

5.10 Voiding & Crediting a Credit Force Sale
To void or credit a force sale, go to the Force Sale Transaction details screen. (Figure 5.9.3)

The void option is only available up to 24 hours after the authorization is completed. To void the authorization, click “Void”. (Figure 5.9.3)

To credit an authorization, click “Credit”. A Credit Screen will populate (Figure 5.10.1) and the user will need to enter the amount to credit. The system will not allow you to credit more than the original amount that was authorized. If the credit is approved, a confirmation screen will appear with “Approved” in the Transaction Results field.

Click **View Receipt** to view or print the receipt for this sale transaction. A receipt will populate in a new window.
5.10.1 Submit Credit Screen

Credit and Debit Sale is used to manually enter card information into Virtual Terminal. To receive the most favorable interchange rates, use the AVS feature before running a keyed entry credit card sale.

To run a credit and debit sale click Sale on the run transaction screen. (Figure 5.2.1)

Enter the transaction and card information, and click “Submit”.

5.11 Credit and Debit Sale

Credit and Debit Sale is used to manually enter card information into Virtual Terminal. To receive the most favorable interchange rates, use the AVS feature before running a keyed entry credit card sale.

To run a credit and debit sale click Sale on the run transaction screen. (Figure 5.2.1)
5.11.1 Credit and Debit Sale Transaction Information Screen

If the transaction is accepted, “Success” displays in the Transaction Result field in green.

5.11.2 Credit and Debit Sale Transaction Results Screen

To view additional transaction details, click “View Transaction Details”. (Figure 5.11.2)
5.11.3 Credit and Debit Sale Transaction Details Screen

Click View Receipt if you would like to view or print the receipt for this sale transaction. A receipt will populate in a new window.

5.12 Voiding & Crediting a Credit and Debit Sale

To void or credit a credit and debit sale, go to the Credit and Debit Sale Transaction details screen. (Figure 5.11.3)

The void option is only available up to 24 hours after the credit authorization is completed. To void the authorization, click “Void”.

To credit the sale, click “Credit”. A Credit Screen will populate and the user will need to enter the amount to credit. The system will not allow you to credit more than the original amount that was charged. If the credit is approved, a confirmation screen will appear with “Approved” in the Transaction Results field.
5.12.1 Submit Credit Screen

5.13 Credit and Debit Sale with Approved External Device

“Sale (Device)” is used to run a credit or debit card sale using an approved external device.

To run a credit and debit sale using an approved external device, click Sale (Device) on the run transaction screen. (Figure 5.2.1) Verify that your approved external device is plugged into your computer, and place the cursor in the box on the Sale (Device) home screen. (Figure 5.13.1) Swipe the card using a secured card reader, or enter the card number manually on the device’s pin pad.

5.13.1 Credit and Debit Sale (Device) Screen

After the card is swiped or keyed using the pin pad, a Transaction Information screen will populate for the user to enter the transaction information. The card information is automatically filled in by the card reader and cannot be changed. If billing and shipping information has been provided, click Show Address to enter the information. Once all of the information has been entered, click Submit to process the sale.
5.13.2 Credit and Debit Sale (Device) Transaction Information Screen

If a required field has been left blank, an error will occur. The user will have the opportunity to fix the error and click submit again.

Once all of the information has been entered into the Credit Card Sale (Swipe) screen (Figure 5.13.2), click Submit to process the sale.

If the sale is approved, “Approved” displays in the Transaction Result box (Figure 5.13.3) in green. To print a receipt, click “View Receipt” and a new window will populate with the receipt information.

5.13.3 Credit and Debit Sale (Device) Transaction Results screen

If a required field has been left blank, an error will occur. The user will have the opportunity to fix the error and click submit again.
To view additional transaction details, click “View Transaction Details”. (Figure 5.13.3)

5.13.4 Credit and Debit Sale (Device) Transaction Details

Click View Receipt to view or print the receipt for this sale transaction. A receipt will populate in a new window.

5.14 Voiding & Crediting a Credit and Debit Sale with Approved External Device

To void or credit a sale (device), go to the Credit Sale Transaction details screen. (Figure 5.13.4)

The void option is only available up to 24 hours after the authorization is completed. To void the Sale (Device), click “Void”.

To credit the sale, click “Credit”. A Credit Screen will populate and the user will need to enter the amount to credit. The system will not allow you to credit more than the original amount that was charged. If the credit is approved, a confirmation screen will appear with “Approved” in the Transaction Results field.
5.14.1 Submit Credit Screen

5.15 Check Sale

You must have ACH capabilities set up through your merchant account in order to process a Check sale. The Check Sale function is used to run Check transactions using Virtual Terminal.

To run Check sale, click Check on the run transaction screen. (Figure 5.2.1)

Enter the transaction and check information, and click “Submit”.

5.15.1 Check Sale Transaction Information Screen
Enter the required information for your check transaction and click Submit (Figure 5.15.1). All fields marked with red asterisks are required.

Click Show Address to enter the address information that is on the check.

Click Submit once all of the information has been entered.

If the check sale transaction is successful, “Approved” will display in the Transaction Result field in green.

5.15.2 Cheek Sale Transaction Results Screen

To view additional transaction details, click “View Transaction Details”. (Figure 5.15.2)

5.15.3 Check Sale Transaction Details
Click View Receipt to view or print the receipt for this sale transaction. A receipt will populate in a new window.

5.16 Voiding a Check Sale
To void a check sale, click View Transaction Details (Figure 5.15.3)

The void option is only available up to 24 hours after the check sale is completed. To void the check sale, click “Void”.

A confirmation screen will appear with “Approved” in the Transaction Results field. (Figure 5.15.2)

Recurring Billing
The Add Schedule feature allows you to setup a recurring series of transactions on a customer’s credit account. You must have recurring billing capabilities set up through your merchant account in order to use this feature. Recurring billing can be added to Credit Card Sales, Credit Card Swipe Sales, and Check Sales.

To run setup Recurring Billing, click the Add Schedule link on the transaction information screen. (Figure 5.11.1, Figure 5.13.2, Figure 5.15.1)
### 6.1.1 Add Schedule Screen

To run a credit card transaction, fill in the required information and click "Submit."

**Schedule ( - Remove Schedule )**

- **Customer Name:**
- **Frequency:**
- **Credit Card:**
- **Run Cycles:**
- **Start Date:**

**Transaction Information**

- **Subtotal:**
- **Ticket Number:**
- **Total:**

**Card Information**

- **Name on Card:**
- **Card Number:**
- **Expiration:**
- **CVC:**

**Address Information ( - Show Address )**

To enter an address click on "Show Address" above.

**Submit**

* Denotes a required field

---

Enter the schedule information, transaction, and card information. Click Submit to save.

If the setup was successful, a scheduled transactions results screen will display with "Schedule Transaction Created" in the Scheduled Transaction Result field in green.
6.1.2 Scheduled Transaction Results Screen

To view scheduled transaction details, click "View Schedule Details" (Figure 6.1.2).

6.1.3 Scheduled Transaction Details Screen

To make changes to click "Edit Scheduled Transaction". (Figure 6.1.3)
6.1.4 Scheduled Transactions Task Update Screen

The user will be able to make changes to the Scheduled Transaction in the Scheduled Transaction update screen. (Figure 6.1.4)

If the user un-checks the “Active” checkbox, the scheduled transaction will be marked as inactive, and the scheduled tasks will not run.

Click Submit to save.

If the edit was successful, a scheduled transactions results screen will display with “Schedule Transaction Created” in the Scheduled Transaction Result field in green. (Figure 6.1.2)
Recurring Billing- Check Sale
To set up recurring billing on a customer’s checking account, this feature must be turned on through your merchant account. To add recurring billing to a customer’s checking account, follow the same steps for adding Recurring Billing to a credit account.

Reports
Virtual Terminal has Transaction reporting information available in several pre-defined reports, as well as several search capabilities.

To access Virtual Terminal Reporting, click View Transactions in the Virtual Terminal Main Menu (Figure 5.1.2).

8.1 Transaction Summary
A Transaction summary screen will populate with all of the current day’s transactions in Virtual Terminal. The left hand side menu bar has the list of pre-defined reports that are available and the search options.

8.1.1 View Transactions Home Screen
The pre-defined reports available in Virtual Terminal are: yesterday’s transactions, the current day’s transactions, transactions from the last 7 days, transactions for the current month, and transactions for the last 30 days.

To access a pre-defined report, click on the link on the left hand side menu bar. The report that is selected will populate on the screen.
8.1.2 Pre-Defined Transactions Report Screen

Reports can be viewed in several different formats: Summary, Detailed, Printer Friendly, and Excel/CSV.

8.2 Summary View
To view a summary of valid transactions during the time period selected, click Summary on the Transactions View Screen. (Figure 8.1.1)

A new window will populate with the Date, Visa Charge, MasterCard Charge, and Total. (Figure 8.2.1)

To export the summary view to Excel, click “Download to Excel/CSV”.

To Print the Summary view, click “Print.”.
8.2.1 Summary View

Virtual Terminal Reporting

The report below is a summary of the valid summary transactions you selected by day. Click on any link to view transactions related to the date and amount.

**Download to Excel/CSV | Print**

<table>
<thead>
<tr>
<th>Date</th>
<th>Visa</th>
<th>MasterCard</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010-09-20</td>
<td>$35.40</td>
<td>$2.00</td>
<td>$37.40</td>
</tr>
<tr>
<td>2010-09-19</td>
<td>$5.90</td>
<td>$2.00</td>
<td>$3.90</td>
</tr>
<tr>
<td>2010-09-18</td>
<td>$1.00</td>
<td>$2.00</td>
<td>$3.00</td>
</tr>
<tr>
<td>2010-09-17</td>
<td>$0</td>
<td>$2.00</td>
<td>$2.00</td>
</tr>
<tr>
<td>2010-09-16</td>
<td>$2.00</td>
<td>$2.00</td>
<td>$4.00</td>
</tr>
<tr>
<td>2010-09-15</td>
<td>$0</td>
<td>$2.00</td>
<td>$2.00</td>
</tr>
<tr>
<td>2010-09-14</td>
<td>$0</td>
<td>$2.00</td>
<td>$2.00</td>
</tr>
<tr>
<td>Totals</td>
<td>$44.30</td>
<td>$10.00</td>
<td>$54.30</td>
</tr>
</tbody>
</table>

8.3 Detailed View

For a detailed view of valid transactions during the time period selected, click Detailed on the Transactions View Screen. (Figure 8.1.1)

A new window will populate with the transaction details. The details included are: Transaction ID, Approval #, Ticket #, Reference #, Amount, Type, Status, Name, Card Type, Card #, Expiration, Result, Date and Time.

To export the summary view to Excel, click “Download to Excel/CSV”.

To Print the Summary view, click “Print.”

8.3.1 Detailed View Screen
8.4 Printer Friendly View
For a printer friendly view of the reports in Virtual Terminal, click Printer Friendly on the Transactions View Screen. (Figure 8.1.1)

A new window will populate with a printer friendly version of the report. (Figure 8.4.1)

8.4.1 Printer Friendly View

```
Transaction Report
Monday, September 20, 2010 4:57:53 PM

Transactions from 2010-09-20 to 2010-09-20

<table>
<thead>
<tr>
<th>Date and Time</th>
<th>TransactionID</th>
<th>TerminalID</th>
<th>CardType</th>
<th>Card#</th>
<th>Type</th>
<th>Result</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>9/20/2010</td>
<td>571122584</td>
<td>0001</td>
<td></td>
<td></td>
<td>Check Void</td>
<td>15.00</td>
<td></td>
</tr>
<tr>
<td>9/20/2010</td>
<td>571122328</td>
<td>0001</td>
<td></td>
<td></td>
<td>Check Sale</td>
<td>15.00</td>
<td></td>
</tr>
<tr>
<td>9/20/2010</td>
<td>571118213</td>
<td>0001</td>
<td>Visa</td>
<td>XXXX-XXXX-XXXX-1111</td>
<td>Credit Card Sale</td>
<td>AP (Approved)</td>
<td>12.00</td>
</tr>
<tr>
<td>9/20/2010</td>
<td>571116795</td>
<td>0001</td>
<td>Visa</td>
<td>XXXX-XXXX-XXXX-1111</td>
<td>Credit Card Sale</td>
<td>AP (Success)</td>
<td>11.25</td>
</tr>
<tr>
<td>9/20/2010</td>
<td>571115798</td>
<td>0001</td>
<td>Visa</td>
<td>XXXX-XXXX-XXXX-1111</td>
<td>Credit Card Sale</td>
<td>AP (Success)</td>
<td>0.00</td>
</tr>
<tr>
<td>9/20/2010</td>
<td>571092991</td>
<td>0001</td>
<td>Visa</td>
<td>XXXX-XXXX-XXXX-1111</td>
<td>Credit Card Sale</td>
<td>AP (Success)</td>
<td>11.15</td>
</tr>
<tr>
<td>9/20/2010</td>
<td>571091250</td>
<td>0001</td>
<td>Visa</td>
<td>XXXX-XXXX-XXXX-1111</td>
<td>Credit Card Sale</td>
<td>AP (Approved)</td>
<td>11.15</td>
</tr>
<tr>
<td>9/20/2010</td>
<td>571056966</td>
<td>01</td>
<td>Visa</td>
<td>XXXX-XXXX-XXXX-6781</td>
<td>Credit Card Sale</td>
<td>AP (Approved)</td>
<td>1.00</td>
</tr>
<tr>
<td>9/20/2010</td>
<td>571051425</td>
<td>1</td>
<td>MasterCard</td>
<td>XXXX-XXXX-XXXX-6781</td>
<td>Credit Card Sale</td>
<td>AP (Approved)</td>
<td>2.00</td>
</tr>
</tbody>
</table>

Summary

<table>
<thead>
<tr>
<th>Date</th>
<th>Visa</th>
<th>MasterCard</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010-09-20</td>
<td>$33.40</td>
<td>$2.00</td>
<td>$35.40</td>
</tr>
<tr>
<td>Totals</td>
<td>$35.40</td>
<td>$2.00</td>
<td>$37.40</td>
</tr>
</tbody>
</table>
```

8.5 Download to Excel/CSV
To download a report to Excel, click “Download to Excel/CSV”. (Figure 8.1.1)

The Excel file contains additional transaction information about each transaction.

Transaction information included in the Excel file is: Transaction ID, Name, Terminal ID, Approval Number, Approved Amount, AVS Response Code, Expiration Month, Expiration Year, Host Response Message, Reference Number, Ticket Number, Transaction Amount, Transaction Status, Transaction
8.6 Transaction Search

Users have the ability to search for transactions using the Transaction Search feature.

Click Transaction Search on the View Transactions left hand side menu (Figure 8.1.1).

A search screen will populate with search fields.

8.6.1 Transaction Search Screen

Enter the search criteria. If searching for a specific transaction a begin date and end date must be selected.

Click Search after all the necessary search criteria has been entered.

The search results will populate below the search fields. (Figure 8.6.2)
8.6.2 Transaction Search Results Screen

To start another search, Click Reset to clear the fields and search results.

8.7 Scheduled Transactions Search
Users have the ability to search for scheduled transactions using the Scheduled Transactions Search feature.

Click Scheduled Trans Search on the View Transactions left hand side menu (Figure 8.1.1).

A search screen will populate with search fields.
8.7.1 Scheduled Transactions Search Screen

Enter the search criteria. When searching for a specific scheduled transaction, a Run Status must be selected.

Click Search after all the necessary search criteria has been entered.

The search results will populate below the search fields.

8.7.2 Scheduled Transactions Search Results Screen

To start another search, Click Reset to clear the fields and search results.
### Profile
To access your Virtual Terminal Profile, click Profile in the Virtual Terminal Main Menu (Figure 5.1.2)

The Virtual Terminal Profile includes your Merchant Account Information, Merchant Credentials, Terminal Information, Card Types Accepted, and Help Desk Phone Numbers.

#### 9.1.1 Profile Screen

![Virtual Terminal Profile Screen](image)

#### 9.1 General Information
The general information is what is on file for your merchant account. If this information is incorrect, or needs to be updated please contact Customer Care.
9.2 POS Information
When using a third-party or custom POS software application, refer to your POS application’s documentation for instructions on how to enter your merchant account credentials. The merchant account credentials are the necessary pieces of information required to begin processing transactions. There are three necessary pieces of information that are needed, your Account Token, Account ID, and Acceptor ID. Your account credentials are sensitive pieces of information and should not be shared with any 3rd parties or copied into any files other than your POS application.

Also, included in the POS Information is the Terminal ID. Some POS applications require a Terminal ID. If the software application your business is using requires a Terminal ID, use the # provided in the profile screen.

9.3 Card Types Accepted
The Card Types Accepted section has your account numbers for each of the card brands. If you do not have a merchant account number next to a specific card brand, please contact Customer Care to set up additional card types.

9.4 Phone Numbers
The Voice Authorization number is the number used to obtain credit card authorization. The help desk number is the number to customer care.