User Guide

Global Payments Virtual Terminal — Portico



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1–Overview

The Virtual Terminal – Portico is a "virtual terminal" that processes credit cards over a secure internet connection. Virtual Terminal – Portico records the card information and dollar amount, then transmits this information to the host for further processing. The host then contacts the credit card issuer, receives an authorization, and displays the issuer's authorization response. Additionally, the Virtual Terminal – Portico provides easy-to-use reporting.

Virtual Terminal – Portico offers some great benefits:

- Secure online transactions
- Auto close (batch settlement)
- Level 2 B2B (use of business and corporate credit cards)
- Simple navigation
- Easy setup
- Versatile reporting
- Credit
- Batch upload
- Recurring / subscription billing (via PayPlan)

Virtual Terminal – Portico can be used to process the following transactions:

Table 1-1 Transactions Types

Transaction Types	Transactions	Notes
Credit Card	 MOTO (manual only) Authorization Return Account verify Tip adjustment Void 	These transactions can be manually entered

The following reports are available in the Virtual Terminal – Portico:

Reporting Batch Type	Description
Current Batch Summary	 Displays a summary of the current batch – a total of all card types. Sort the current batch by Card Type, Credit Amount, Credit Count, Debit Amount, Sale Amount, Sale Count, Return Amount, Return Count, Total Amount, Total Count, and Gratuity Amount.
Current Batch Details	 Provides a list of transactions in the current batch. Provides the ability to export the current batch transactions to XML, PDF, CSV, Tab Delimited, or Excel. Provides the ability to print the report. Displays specific transactions within the current batch to reprint the transaction receipt, email the transaction receipt, or void the transaction. Provides the ability to adjust a transaction, attach a document to the transaction, and close the batch.
Transactions Summary	 Allows you to search for specific transactions by transaction number or other search criteria including Start Date, End Date, Batch ID, Batch Sequence Number, and Clerk ID. Provides a list of transactions that match the search criteria.
Find Transactions Details	 Allows you to search for specific transactions by transaction number or other search criteria including transaction date, status, card type and other criteria. Displays specific transactions to reprint the transaction receipt, email the transaction receipt, void the transaction or return the transaction. Provides the ability to void or return the transaction based on the batch status of the transaction. Provides the ability to adjust a transaction or attach a document to the transaction.
Historical Batch	 Displays a summary of the closed batch—a total of all card types. Allows you to search for batches by Start Date and End Date. Provides the ability to export the closed batch transactions to XML, PDF, CSV, Tab Delimited, or Excel. Allows you to sort the historical batch by Device ID, Batch ID, Batch Sequence Number, Batch Status, Open Date, Close Date, Open Transaction Number, Batch Transaction Amount, and Batch Transaction Count. Displays specific transactions within the selected batch to reprint the transaction receipt, email the transaction receipt, or return the transaction.

Table 1-2 Reporting Batch Type

System Requirements (Online)

The following is a list of required hardware and software components to run the Virtual Terminal – Portico:

Туре	Compatible	
Hardware	 Laptop Internet connection PC Internet connection Keyboard Mouse Monitor 	
Operating Systems	Windows 7, 8.1, 10 or 11Mac OS X El Capitan or higher	
Browsers	 Internet Explorer 10 or 11 Google Chrome Microsoft Edge Safari 	

Table 1-3 System Requirements (Online)

Menu structure

Upon logging into the Virtual Terminal – Portico, the Card Payment screen is the default landing screen. Credit transactions can be run from this screen. The default selection is **Credit > MOTO**.

To expand the main menu, click the **three bars** (we call it the hamburger) immediately to the right of the Global Payments logo.

global payments	TV9 📕 📗 PVT	TRAINING CANADA - 3381 STEELES AV	e e. 👻 🔲 3337 - Kent	GIFT SHOP 👻			ENGLISH -	KENT 👻
TRANSACTIONS	SALE RETURN	VERIFY UPLOAD BATCH						
Checkout	Clear	Credit Payment						
CHARGE AMOUNT *	\$0.00	AMOUNT DUE	\$0.00					
TAX AMOUNT	\$0.00	ΜΟΤΟ						
	TAX EXEMPT	Moro						
TOTAL:	\$0.00	CARD NUMBER *		AUTH ONLY		EXP DATE *	~	~
		SECURITY CODE *	0	SECURITY CODE STATUS *	~ ()	ZIP / POSTAL CODE *		0
		INVOICE NUMBER(S)	Add Invoice Number	PO NUMBER				
		CUSTOMER INFORMATION	I					
		CUSTOMER ID		FIRST NAME		LAST NAME		
		STREET *	0	CITY		STATE / PROVINCE		
		PHONE		EMAIL				
		DESCRIPTION						
		Clear All			ALLOW	DUPLICATE	Proces	S

Click the **x** to close the menu.

global payments	×	ad	PV1	TRAINING CANADA - 3381	STEELES AV	ee. 🗸 🔲 3337
③ Transactions	•					
- Sale		SALE				
- Return			Clear	Credit Pavr	nent	
- Verify			\$0.00	cicaliti aji		40.00
- Upload Batch			00.00	AMO	DUNT DUE	\$0.00
🛱 PayPlan	•	MPT	\$0.00	МОТО		
al Reports	•			CARDI	NUMBER *	
C Admin	•		\$0.00	SECURI	TY CODE *	
🔒 User Management	•					
① Support	•			INVOICE N	UMBER(S)	Add Invoice Numb
C oupport				CUSTOMER	NFORMATION	4

2–Procedures

General tasks

Once you have access to the Virtual Terminal – Portico per the welcome email you received, you should be able to log in and begin using the service.

Login

- 1. Navigate to https://terminal.globalpay.com/vt/auth/login
- 2. Type your user name and password in the corresponding fields.
- 3. Click Sign In.

Password requirements

To comply with industry standards, the Virtual Terminal – Portico requires a strong password that complies with all of the following guidelines:

- Is between eight (8) and 16 characters
- Contains at least one number
- Contains at least one letter
- Contains at least one special character (@ # \$ % ^ & * _ + = [] { } | \:',? / `~ "();)
- Has not been recently used (not one of the last 10 passwords used)

Language toggle

Virtual Terminal – Portico supports both English and French. To toggle between languages, use the dropdown menu at the upper right-hand corner of the screen.



Registration

During initial login, if you do not already have a username and password, you will need to register.

1. Click Register Now

2. Input your username (email address) and click **Send** verification code

global	payments
Email Address/Username	
Email Address/Username	
Password	Forgot your password?
Password	
L	.0G IN
Don't have an ac	count? Register Now
globa	payments
Email Address/Username	
	Send verification code
NEW PASSWORD What is this?	
New Password	
CONFIRM NEW PASSWORD	
Confirm New Password	
FIRST NAME This information is required.	
First Name	
LAST NAME This information is required.	
Lood Manage	
Last Name	

3. Check your inbox for the verification code. Enter it in the Verification Code field and click **Verify code**

global payments	
EMAIL ADDRESS/USERNAME Testemail@test.com	
VERIFICATION CODE	
Verification code	
Send new code Verify code	

- 4. With your email now verified, key in the following:
 - a. New Password
 - b. Confirm New Password
 - c. First Name
 - d. Last Name
 - e. Click Create Account

EMAIL ADDRESS/USERNAME			
Testemail@test.com			
E-mail address verified.	. You can no	w continue.	
Change e-mail]	
NEW PASSWORD What is this?			
New Password			
CONFIRM NEW PASSWORD			
Confirm New Password			
FIRST NAME This information is require	ed.		
First Name			
LAST NAME This information is require	ed.		
Last Name			

Reset password

NOTE: If you input an incorrect password 5 times, your account will be locked. If this occurs, you will follow these steps to reset your password:

1. Click Forgot your password?

global pa	ayments
Email Address	
Email Address	
Password	Forgot your password?
Password	

2. Type the Email Address and click Send Verification Code

global payments				
	EMAIL ADDRESS			
	Email Address			
			SEND VERIFICATION CODE	
		CANCEL	CONTINUE	

- 3. Key in the Verification Code, then click Continue
- 4. Key in your New Password and Confirm New Password, click Continue

global pay	rments			
NEW PASSWORD				
New Password				
CONFIRM NEW PASSWORD What is this?				
Confirm New Password				
CANCEL	CONTINUE			

5. Login with your username and new password

Multi-factor authentication

Virtual Terminal – Portico ie enabled for multi-factor authentication. This is a <u>mandatory step in order</u> to allow user access.

Multi-factor authentication (or MFA) protects your account from unauthorized access, ensuring the user logging onto your Virtual Terminal – Portico account is in fact who they are.

Register for multi-factor authentication

Upon logging in to Virtual Terminal for the first time, registration is required. You must sign up for one or more authentication options. We recommend you sign up for more than one authentication option. The following three methods are supported:

- Okta Verify mobile app
- Google / MS Authenticator mobile app
- Voice Call Authentication
- Email Authentication

	globalpayments
Se	t up multifactor authentication
Yo authei secu	our company requires multifactor ntication to add an additional layer of rity when signing in to your account
٢	Okta Verify Use a push notification sent to the mobile app. Setup
•	Coogle Authenticator Enter single-use code from the mobile app. Setup
۲	Voice Call Authentication Use a phone to authenticate by following voice instructions. Setup
	Email Authentication Enter a verification code sent to your email. Setup

Register via Okta Verify / Google / Microsoft Authenticator mobile app

- 1. Select iPhone or Android
- Download the Okta Verify (multi-factor authentication) mobile application from Google Play Store or the iOS App Store onto your mobile device. **Alternatively, you can also use other MFA applications such as the Microsoft or Google Authenticator app.
- 3. Scan the QR Code with your Mobile Device
- 4. Mobile app enrollment is successful.





Register via Voice Call

1. Key in Phone number and Extension (if applicable) and click **Call.**

(§	
Follow phone call authent United States	instructions to ticate
Phone number	Extension
Cal	

2. Enter Code and click Verify

Vorifi	

3. You have been successfully enrolled in Voice Call authentication



Register via Email Authentication

1. Click Setup, then click Send me the code.



2. Obtain the code from your mailbox, then enter the code.

global payments
Set up Email Authentication
A verification code was sent to Kg@globalpay.com. Check your email and enter the code below.
Haven't received an email? Send again
Verification code
Verify
Back to factor list

Multi-factor authentication challenge

If you are enrolled in multiple factors, the screen defaults to the most recent factor used. click the down arrow to select the preferred authentication factor.

globalpayments
Select an authentication factor
Okta Verify (SM-C998W)
Google Authenticator
Voice Call Authentication
Email Authentication
Sign Out

Reset Factors

This should be used to reset your MFA, if necessary. Please note, this resets all enrolled multi-factors.

1. Click your Username in the upper-right-hand corner of the screen, then select Reset Factors



2. Check I Agree and click Confirm.

Confirm Factors Reset		
Caution: This will reset all multifact You will be logged out immediately, an This option cannot be undone. Do you	tor authentication method d will need to set up new r wish to proceed?	s associated with this user. nultifactor methods.
		I AGREE
	Cancel	Confirm

3. If successful, you will receive confirmation of factor reset.



Enter card data

Throughout the Virtual Terminal – Portico user documentation, the step "Enter card data" refers to the following:

• Enter **card data** manually. For Credit Payment and PayPlan, manual entry of the credit card info can be done via a keyboard

AVS and CVV Actions

Virtual Terminal – Portico offers a fraud management feature to protect you from potential fraudulent activities.

If this feature is enabled, when the Issuer Response is received for a transaction, the AVS and CVV result values are screened by Portico. If the AVS and/or CVV information submitted do not match with the information at the issuing bank for the card, certain actions are automatically taken, including:

ACCEPT / DECLINE / PROMPT

- If any AVS or CVV response code is set at boarding to **DECLINE**, then the transaction will be declined.
- If any AVS response code is set at boarding to **PROMPT**, then a pop-up prompt displays asking whether the user wants to accept or decline the transaction. For PayPlan Add Credit Card, the user will be prompted whether they want to save the card. If saved, future one time transactions will continue to prompt due to AVS mismatch.
- If the user clicks Accept, the transaction result popup will display indicating the approval. If the user clicks Decline, a reversal message will be sent. If the reversal is successful, the transaction result popup will display indicating declined or reversed.
- If the reversal fails for any reason (this is unlikely), the user will see an error message. Click **OK**. The transaction approval will display; the void icon will be enabled at the top of the screen. The transaction will need to be voided.

*These features are disabled by default. If you wish to enable or change the above configuration, please contact our <u>support team</u>.

Print a receipt

When you process any type of transaction, you are shown a transaction result page. This allows the option to print the transaction receipt.

- 1. To print the receipt, click the **Print Receipt** button in the lower-left corner of the transaction result page.
- 2. To print customer and merchant copies (default setting), click **Print**. Step Result: Your computer's print dialogue is displayed.
- 3. Follow your computer's prompts to print a copy of the receipt. You can print the merchant copy, customer copy, or both.

Print Receipt

Email a receipt

When you process any type of transaction, you are shown a transaction result page. Here you can choose to email a receipt instead of printing.

1. To email the receipt, click the **Email Receipt** button in the lower left portion of the transaction result page. Step Result: An Email Receipt dialog is displayed with the email address associated with the transaction in the To: line (if one was added).



- 2. To add an email address, type it in the text box. To add additional email addresses, click the **Add+** link and type it in the additional text box.
- 3. When the appropriate email addresses is entered, click Send.

Attaching a document

Virtual Terminal – Portico provides the ability to attach a document to a transaction.

1. To attach a document to a transaction, click the transaction result page. This will display the **Add Attachments** dialog.

Attach Files

•	Up to 5 attachme Attaching a docu previous attachm attachment	ents are allowed per transaction. Iment with the same name as a nent will replace the previous
	uttaciment.	1

- 2. You can either click the **Upload File** button which will display the File Explorer window where you can navigate to the file that you want to attach -OR- you can drag and drop the selected file onto the "**Drag & Drop Files Here**" section of the **Add Attachments** dialog.
- 3. After you have selected the appropriate files (up to a maximum of 5 files), click Attach.

Switch merchant sites

Businesses with more than one location can establish multiple sites.

1. To switch between merchant sites, click the arrow for the Site drop-down list located in the header band at the top of the screen.

	PVT TRAINING CANADA - 3381 STEELES AVE	E. 🕶	3337 - KENT GIFT SHOP 👻
	Global Payments VT		
\$EF	✓ PVT Training Canada - 3381 Steeles Ave E.		

2. Select the desired site.

Switch terminal devices

Merchants with more than one terminal can register multiple devices for each site. This provides more control and better reporting.

1. To switch devices, click the arrow for the device drop-down list located in the header band at the top of the screen.



2. Select the desired device.

3–Credit card transactions

Use the Virtual Terminal – Portico to process credit card transactions.

Process a MOTO sale

Use the MOTO (Mail Order Telephone Order) sale to process a mail / phone order.

SALE RET	turn verify	UPLOAD BATCH					
	Clea	Credit Payment	44.44				
	\$0.00	AMOUNT DUE	\$0.00				
TAX EXEMPT	\$0.00	CARD NUMBER *	J	AUTH ONLY		OFFLINE	
	\$0.00	EXP DATE *	• •	SECURITY CODE	0	SECURITY CODE STATUS	• 8
	\$0.00	ZIP / POSTAL CODE *	0	INVOICE NUMBER(S)	Add Invoice Number	PO NUMBER	
	\$0.00	CUSTOMER INFORMATION					
		CUSTOMER ID		FIRST NAME		LAST NAME	
	\$0.00	STREET*	0	CITY		STATE / PROVINCE	
		PHONE		EMAIL			
		DESCRIPTION					li li
		Clear All				DW DUPLICATE	Process

- 1. To process a sale, click **Transactions > Sale** on the main menu, then click **MOTO** (selected by default).
- 2. Enter an amount in the **Charge Amount** field, located in the checkout section on the left window of the screen.
- 3. Optionally, you can also enter additional charges in the remaining Checkout fields (if applicable).
- 4. To process an authorization for a sale that should not include tax, check **Tax Exempt** (if applicable).
- 5. Enter the transaction information in the remaining fields on the Card Payment section of the screen. The fields displayed may vary depending on the merchant setup. Required fields are marked with an asterisk (*).
- 6. Optional: To process an authorization for the same card and amount, check **Allow Duplicate**. Without this indication, the current transaction will be rejected.
- 7. Optional: To process an authorization for a sale that should not include tax, check **Tax Exempt** (if available).

8. Click Process. A Transaction Results screen is displayed, which looks similar to the one on the next page. It includes the issuer authorization response (for example, Approved), a Transaction ID, the current total amount displayed, and other information.

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TRANSACTIONS SA	ALE RETURN VERIFY UPLOAD BA	ATCH			
SALE / TRANSACTION	_				
Results					
licounto				Approved	
CHARGE AMOUNT	\$100.00	🔙 Credit Payment			
TAX AMOUNT	\$13.00	TRANSACTION	00000074704	40001877.8184050	June 1999
TOTAL AMOUNT	\$113.00	DATE TIME	Aug 24, 2021 1:36:38 AM	AUTHORIZATION CODE	VI1300
		TRANSACTION TYPE	Credit Sale	RESULT	✓ Approved - 00
AUTHORIZED AMOUNT	\$113.00	CUSTOMER ID	JohnDoe	MESSAGE	APPROVAL
AMOUNT DUE	\$0.00	NAME	John Doe	ENTRY	Manual
		STREET	3381 Steeles Ave	PO NUMBER	12345
		CITY	Toronto	INVOICE NUMBER(S)	889937450A-01
		STATE / PROVINCE	ON	CVV RESULT	M - Match.
		ZIP / POSTAL CODE	M2H 3S7	AVS RESULT	Y - Zip and address match.
		CLERK ID	Kent:Kent	COMMERCIAL CARD	Yes
				TAX TYPE	Sales Tax
OPTIONS C					✓ Done
Ŭ,					

- 9. Click **Done** to dismiss the transaction results screen.
- 10. At the bottom left of the transaction results screen are icons that allow other actions to be taken from the transaction results screen including:
 - Adding an attachment (see <u>Attaching a Document</u>)
 - Adding a tip (see <u>Add a Tip</u>)
 - Voiding a transaction (see <u>Process a Credit Card Void</u>)
 - Emailing a receipt for this transaction (see *Email a Receipt*)
 - Printing a receipt for this transaction (see *Print a Receipt*)

MOTO sale transaction fields

Table 3-1 Credit MOTO sale transaction fields

Field	Description	
Charge Amount	Entered amount of the sale.	
Tax Amount	Entered amount of the tax.	
Tax Exempt	This option allows you to submit a transaction without having sales tax applied to th total.	
Tip Amount	Entered amount of the tip (if enabled)	
Shipping Fee	Entered amount of the shipping fee (if enabled)	
Total Amount	Calculated total payment debited amount, which includes taxes, fees, etc.	
Card Number	Card number obtained when the user inputs card data.	
Expiration Date	Expiration Date of the card.	
Security Code	The three or four digit number on the back or front (American Express) of the credit card used to verify the possession of the card.	
Security Code Status	If you are unable to enter the security code, select a reason (Illegible, Not Present).	
Postal / Zip Code	The customer's postal/zip code.	
Invoice Number(s)	If applicable, enter the customer's invoice number.	
PO Number	If applicable, enter the customer's purchase order number.	
Customer ID	If applicable, enter the customer's ID.	
First Name	Displays the cardholder's first name.	
Last Name	Displays the cardholder's last name.	
Street	The customer's street address (if provided).	
City	Displays the cardholder's city of residence.	
Province / State	Displays the cardholder's state of residence.	
Phone	Enter the customer's home phone number.	
Email	Enter the customer's email address.	
Description	Enter a brief description of the product or services that were provided.	
Allow Duplicate	This option allows you to submit a transaction with the same card number and amount as a previously entered transaction within the same batch on the same day. If this option is not selected, transactions with the same card number and amount will be declined. If the same card number, but different amount is processed, the transaction is approved.	

Credit Card Transaction Results and Receipt Fields

Field	Description	
Merchant Information	Merchant's Name, Street Address, City, Province/State, and Postal/Zip code.	
Date and Time The date and time of the transaction.		
Transaction Type	Type of transaction: Credit Sale, Account Verify, etc.	
Customer ID	Customer number (if provided)	
Transaction Number	Unique transaction identifier.	
Name	The customer's name (if provided).	
Street	The customer's street address (if provided).	
Postal / Zip Code	The customer's Postal / ZIP code (if provided).	
Account Number	Last four digits of the card account number.	
Card Type	Type of card (Visa, Mastercard, Amex, etc.)	
Entry Method	Manual-Keyed	
Authorization Code	Authorization number.	
Result	APPROVED, DECLINED, PARTIALLY APPROVED, VERIFIED, CANCELED	
Clerk ID	The user ID of the clerk who processed the transaction.	
Subtotal	The amount of the sale.	
Tax Amount	Sales tax (if provided).	
Tip Amount	The amount of any tip added by the customer.	
Shipping Amount	Any shipping cost added to the sale.	
Convenience Amount	A fee applied to sale amount (not supported in Canada)	
Total Amount	The entire amount of the sale.	
Invoice Number	Customer invoice number (if provided).	
PO Number	Customer purchase order number (if provided).	
Commercial Card	Indicates if this is a commercial purchasing card.	
Тах Туре	Indicates the type of tax applied (if applicable).	
CV Result	Indicates the result of the card verification.	
AVS Result	Indicates the result of the address verification.	

Table 3-2 Credit card transaction results and receipt fields

Card security code information

Visa, Mastercard, American Express and Discover use the card verification code to try to reduce fraud in Card-Not-Present transactions. This is used to verify that the person using the card has physical possession of the credit card.

Security Code Type	Description
VISA CVV2	The CVV2 (Card Verification Value) consists of the last three (3) digits after the credit card number on the back of the card in the signature area.
Mastercard CVC2	The CVC2 (Card Validation Code) consists of the last three (3) digits after the credit card number on the back of the card in the signature area.
Discover CID	The CID (Card Identification) consists of the last three (3) digits after the credit card number on the back of the card in the signature area.
American Express CID	The American Express CID (Card Identification) consists for the four (4) digits printed on the front of the card, located above and to the right of the embossed credit card number.

Table 3-3 Card security code information

Process a credit card using a Corporate Purchasing Card (CPC)

A CPC credit transaction is similar to a non-CPC transaction. The main difference is that certain fields are required on a CPC transaction that are optional on a non-CPC transaction.

*To process CPC / Level 2 Enhanced Data transactions, qualified merchants in eligible Merchant Category Codes may require additional registration with the card brands. Please contact your Global Payments sales representative for more information.

- 1. To process a sale, click **Transactions > Sale** on the main menu, then click **MOTO** (it should be selected by default).
- 2. Enter an amount in the Charge Amount field, located in the Checkout section on the left window of the screen.
- 3. Optionally, enter additional charges in the remaining Checkout fields (if applicable).
- 4. To process an authorization for a sale that should not include tax, check **Tax Exempt** (if applicable).
- 5. Enter the transaction information in the remaining fields on the Card Payment section of the

screen. The fields displayed may vary depending on the merchant setup. Required fields are marked with an asterisk (*).

- 6. Optional: To process an authorization for a sale that should not include tax, check **Tax Exempt** (if available).
- 7. Click **Process**. A CPC transaction requires a PO Number and a Tax Amount (or an indication that the transaction is Tax Exempt). A prompt will appear if either of these fields were not entered prior to selecting the **Process** button.

intening of uput	aning the Tax Amount he	re will not change the Authorized Arnot
PO Number		
ax Amount	\$0.00	Tax Exempt

8. Click **Process**. Step Result: The transaction result page displays the issuer authorization response (for example, Approved).

Process a credit card authorization

Authorization reserves funds by placing a hold on a credit card. This ensures sufficient funds will be available when the authorization is completed. Use authorization for transactions that will be modified later (for example, adding a tip). This transaction type does not settle automatically.

- **NOTE:** The authorization transaction must be added to a batch prior to making a tip adjustment or a settlement. See <u>Add to Batch from the Open Authorizations Report</u>.
 - 1. To process a credit card authorization, click the **Auth Only** checkbox on the credit sale screen.
 - 2. Enter Card Data and the transaction information in the remaining fields. The fields displayed may vary depending on the merchant setup.
 - 3. To process an authorization for the same card and amount, check the **Allow Duplicate** checkbox at the bottom of the screen without this indication, the current transaction would be rejected.

globalpayments 😑 "III 📮 PVT TRANSING CAMALA-3281 STELLES AVE E - 🔲 3237 - HENT GET SHOP - BRUISH -							
TRANSACTIONS SALE RETURN VERIFY UPLOAD BATCH							
Checkout	Clear	Credit Payment					
CHARGE AMOUNT *	\$0.00	AMOUNT DUE	\$0.00				
TAX AMOUNT	\$0.00	MOTO					
	TAX EXEMPT	moro					
TOTAL:	\$0.00	CARD NUMBER *		AUTH ONLY		EXP DATE *	v v
		SECURITY CODE *	0	SECURITY CODE STATUS *	× 0	ZIP / POSTAL CODE *	0
		INVOICE NUMBER(S)	Add Invoice Number	PO NUMBER			
		CUSTOMER INFORMATION					
		CUSTOMER ID		FIRST NAME		LAST NAME	
		STREET *	0	CITY		STATE / PROVINCE	
		PHONE		EMAIL			
		DESCRIPTION					ß
		Clear All			. /	ALLOW DUPLICATE	Process

- 4. To process an authorization for a sale that should not include tax, check **Tax Exempt** (if available).
- 5. Click Process.
- 6. For all transactions, the transaction result page displays the issuer authorization response (For example: Approved) with the current total amount displayed.
- 7. To prepare to add a tip to the authorized amount, click the **Print Preview** icon on the top right-hand corner of the transaction result page. Step Result: The receipt print preview is displayed.
- 8. Click **Print**. Take the printed receipt to the customer to add a tip, total, and sign.

Process a credit card return

Use a return to refund money to the customer's credit card for returned items from a previously closed batch.

NOTE: The original transaction must be located before it can be returned. See <u>Find Transactions</u> (<u>Transaction Detail Listing</u>) for more information on locating transactions.

- 1. To process a return, click **Return** on the main menu, then select the **Credit** tab on the Return Transaction screen.
- 2. Enter card data and type the transaction information in the remaining fields. The fields displayed may vary depending on the merchant setup.
- 3. To process a return for the same card and amount, check **Allow Duplicate**. Without this indication, the current transaction would be rejected.
- 4. Click **Process**. Step Result: The transaction result page displays the issuer authorization response (for example, Approved).

Alternatively, you can also process a return from the transaction details page accessed by the *<u>Find</u>* <u>*Transaction Detail Listing*</u> report. To use this method, following these steps:

- 1. Click **Reports > Find** Transactions from the main menu.
- 2. Enter the Transaction ID (if known) or the date range of the transaction, then click the **Search** button.
- 3. Locate the transaction for which you want to do a return and click the **Transaction Number** link.

Return

4. Click the **Return** transaction icon return prompt is displayed.

on the transaction results screen.	Step Result: The

Return		
Card Number	************1111	
Return Amount *	1.00	
	Cancel	Process

- 5. The total amount of the transaction will appear in the return prompt by default. You can do a return for either the full amount or for less than the full amount (for example, a partial return). If the return is a partial return, enter the amount in the Return Amount field.
- 6. Click Process. Step Result: A confirmation page is displayed.
- 7. Click Yes. Step Result: The transaction result page displays the issuer authorization response (for example, Approved).

Process a credit card void

Use void to cancel a credit card transaction stored in an open batch. Voiding a transaction removes it from the batch and updates the settlement amount to \$0.00. The void icon will not appear if the transaction is in a closed batch. In Virtual Terminal - Portico, this can be done either on the transaction results screen that appears immediately upon processing a credit card transaction or via the Find Transactions report.

Void from the Transaction Results Screen

- 1. To perform a void from the transaction results screen, click the **Void** $\stackrel{\frown}{\simeq}$ icon.
- 2. Click Void on the Void Confirmation prompt. Step Result: The transaction results screen appears, displaying the issuer authorization response. A successful void displays Canceled.

Void from the find transactions report

1. When the transaction to be voided is located on the Find Transactions report, click on the Transaction Number link. This will display the transaction results screen for the selected transaction.



2. Click the **Void** $\stackrel{\text{Void}}{\frown}$ icon from the transaction results screen.

3. Click **Process** on the confirmation prompt. The transaction result page displays the issuer authorization response. A successful void displays Canceled.

Void

Void C	confirmation	
0	Do you want to void this transaction?	
	Cancel Vo	bid

Verify a credit card account

The credit accounterify feature allows you to determine if a customer's card is in good standing prior to processing a sale without affecting the cardholder's account. The Account Verify feature:

- Does not protect you from chargebacks.
- Is not an authorization and is not meant to provide information to you or the issuer about the amount or type of the transaction.

An authorization is still required and supersedes the verification response for the same transaction. The account verify feature can be used for AMEX as well for validating the customer's Postal / Zip Code.

- 1. To process an account verify transaction, click **Transactions > Verify** on the main menu.
- 2. *Enter Card Data*. If you enter the number manually, please ensure you also enter the expiration date, cardholder name, and Postal/Zip Code (required for American Express).
- 3. Type the credit card and transaction information into the fields.
- 4. Click **Process**. Step Result: The transaction result page displays the issuer authorization response (for example, Verified).

Add a transaction to a batch

When you process an authorization / pre-authorization, you need to add it to a batch for it to settle and be funded. You can add an authorization to a batch from either the transaction results screen or from the Find Transactions report.

Add to batch from the transaction results Screen

- 1. After processing an auth-only transaction, click on the **Add to Batch** bottom of the transaction results screen.
- 2. Click **Process** on the Add to Batch Confirmation prompt. Step Result: The transaction results screen appears and you will get a confirmation that the transaction was added to the batch.



3. If you need to <u>Add a Tip</u>, you can do that from the transaction details page once the transaction is added to a batch.

Add to batch from the find transactions report

You can add a transaction to a batch from the transaction details page. The original transaction must be located before it can be added to a batch. See Find transactions for more information on locating transactions.

- 1. When the transaction that is to be added to a batch is located on the Find Transactions report, click on the **Transaction Number** link. This will display the transaction results screen for the selected transaction.
- 2. To add an authorization to a batch, click the **Add to Batch** icon on the transaction details page. Step Result: The Add to Batch dialog is displayed.
- 3. Click **OK**. If you need to <u>Add a Tip</u>, you can do that from the transaction details page once the transaction is added to a batch.

Add to Batch

Add to Batch

-0

icon at the

Add a tip

Use Tip Adjustment to add a tip to a previously processed credit card payment.

NOTE: If a transaction is partially approved, a tip cannot be added or changed.

Authorizations must be added to the batch to enable Tip Adjustment. You need to have the transaction number to add a tip to a payment. Get the transaction number from the receipt printout or use the Current Batch Details report to find the transaction number.

Add a tip from the transaction results screen

Use the transaction result screen to add a tip.

 To add a tip from the transaction result screen of a just-processing transaction, click the Tip ^{Tip Adjustment} Adjustment icon.



NOTE: If the transaction has not been added to a batch, a message displays asking if you would like to add it. Click **Yes** to add the transaction to a batch.

Tip Adjustment - Transaction not in Batch		
0	This transaction has not been added to the batch. Would you like to add it now?	
	No Yes	

2. Enter the amount of the tip in the Tip Amount field.

Tip Adjustment			
Card Number	**************		
Card Type	Visa		
Subtotal	\$10.00		
Tip Amount *	2.00		
Total Amount	\$12.00		
	Cancel Process		

3. Click Process.
4. On the confirmation prompt asking if you want to proceed with the tip adjustment, click **Yes**. Step Result: The transaction result screen displays the issuer response (for example, Approved) with the subtotal, tip, and total amount.

Add a tip from the find transactions screen

Alternatively, you can add a tip to a transaction from the transaction details page accessed by the *Find Transactions (Transaction Detail Listing)* report. The original transaction must be located before it can be added to a batch. Locate the transaction that you want to do a tip adjustment on.

- 1. Click the **Transaction Number** link of the target transaction to display the transaction results screen.
- 2. Click the tip adjustment



Tip Adjustment

NOTE: If the transaction has not been added to a batch, a message displays asking if you would like to add it. Click **Yes** to add the transaction to a batch.

Tip A	djustment - Transaction not in Batch	Tip Adjustment		
		Card Number	**************	
0	This transaction has not been added to the batch. Would you like	Card Type	Visa	
	to add it now?	Subtotal	\$10.00	
	No	Tip Amount *	2.00	
	NO Yes	Total Amount	\$12.00	
			Cancel Process	

3. Enter the amount of the tip in the Tip Amount field.

4. Click Process.

5. On the confirmation prompt asking if you want to proceed with the tip adjustment, click **Yes**. Step Result: The transaction result screen displays the issuer response (for example, Approved) with the subtotal, tip, and total amount.

4– PayPlan transactions

PayPlan is the recurring/subscription billing component of the Virtual Terminal – Portico. It allows users to setup customers, save their credit cards for future use, and to setup recurring billing schedules.

PayPlan is enabled by default. Please note that PayPlan does not allow quotation marks in any text field.

STOMER STATUS
Active

5–Customers

Add a customer

Use add customer to register a new PayPlan recurring payment customer.

Merchants within the Healthcare MCCs may only enter a max of eight digits in the Customer ID field.

- 1. To add a PayPlan customer, click PayPlan > Customer on the main menu.
- 2. Click on the icon
- 3. Key in the desired Customer ID, name, address, and contact information into the fields. Required fields are marked with an asterisk (*)."
- 4. Click Save. You will be redirected to the View Customer screen for your new Customer.

The View Customer page displays the information for the new customer and provides options to **Edit Customer, Add Payment Method, and Add Schedule.**

Field sizes for PayPlan add/edit customer

Field Name	Maximum Length		
Customer ID	50		
First Name	24		
Last Name	24		
Company	50		
Title	24		
Department	26		
Primary Email	100		
Secondary Email	100		
Address Line 1	100		
Address Line 2	50		
City	20		

Table 7-1 Field sizes for PayPlan add/edit customer

Find a customer

Use Find Customer to locate an existing PayPlan recurring payment customer. You can export the search results in a number of file formats.

- To find a PayPlan customer, click PayPlan > Customer on the main menu. 1.
- Type the Customer ID or click Show More Options 2.
- 3. Fill in the fields you would like to search by.
- 4. Click Search. A search results list is displayed with customer records matching the search criteria and provides a link to View Transaction History.
- ${}^{\frown}$ icon in the top right-hand corner and select the file format for 5. To export the list, click the export (CSV, PDF).
- 6. To see details about the customer, click the Customer ID.

The View Customer page displays the information for the new customer and provides options to View Payment History, Edit a Customer, Add Payment Method, and Add Schedule.

Edit a Customer

Use Edit Customer to modify the information of an existing PayPlan recurring payment customer. The option to edit a customer is found on the View Customer page. To access that page, follow the followingsteps to <u>Find a Customer</u>:

- 1. To edit a PayPlan customer, clickthe **Edit** *i*con from the View Customer page.
- 2. Type any updates to the name, address, and contact information into the fields.
- 3. Click Save. Step Result: A result message is displayed.



4. The View Customer page displays the updated information for the customer.

Delete a customer

Use the delete option to delete a customer in PayPlan.

The option to delete a customer is reached from the View Customer page. To get to that page, follow the steps to *Find a Customer*.

- 1. To delete a PayPlan customer, click the trash can icon from the View Customer Page.
- 2. Click **Delete**. A Delete Confirmation message asks if you are sure you want to delete the customer. This cannot be undone.
- 3. Click **Yes**. A status message is displayed. If the customer has active schedules, you will be informed that deleting the customer will also delete all their payment methods and schedules.

6-Payment methods

Add a payment method

Use Payment Method or View Customer to associate a new payment method to an existing PayPlan customer.

To add a payment method, you need to have the Customer ID number. If you don't know the Customer ID, use *Find a Customer*.

You are able to add a new payment method from the View Customer page as a part of the find process.

- 1. To add a payment method to a PayPlan customer, click **PayPlan > Payment Method** on the main menu.
- 2. Type the **Customer ID**.
- 3. Click the **Customer ID** that you want to add a Payment Method to.
- 4. Click Add Payment Method.
- 5. To select a payment type, click Credit Card

For credit cards

- 1. Enter the card data. To make this card the default payment, check the **Preferred Payment Method** box.
- 2. To autofill the customer's address, click Copy Customer Address or type in the information. **NOTE:** Billing ZIP/Postal code is required for AMEX cards.
- 3. To save the payment without processing an immediate payment, click Later User Only.
- 4. To process an immediate payment, click **Charge Now** and add the payment amount.
- 5. Click Save.
 - If you processed a payment, a transaction result page displays the issuer authorization response (for example: Approved).

- If the AVS or CVV setting is set to decline, you will not be able to save the payment method. If there is an AVS mismatch set to PROMPT, the user will be prompted whether they want to save the card.
- If saved, future one-time transactions will continue to prompt due to AVS mismatch.

NOTE: If the payment method is saved, then attached to a schedule, the AVS action of PROMPT will be ignored during schedule processing.

Field Sizes for PayPlan Add/Edit Credit Card

Field Name	Maximum Length	
Card Number	22	
Name on Card	50	
Address Line 1	100	
Address Line 2	50	
City	20	

Table 8-1 Field Sizes for PayPlan Add/Edit Credit Card

Find a payment method

Use Payment Method to locate an existing PayPlan customer's payment method. You can print the search results, export them, or save them in a number of file formats.

- 1. To find a PayPlan customer's payment method, click **PayPlan > Payment Method** on the main menu.
- 2. Type the Customer ID or other search criteria, such as the card type, the first six digits of a card number, expiration information, or schedule attachment.

PAYPLAN	CUSTOMER F	PAYMENT METHOD	SCHEDULE	FAILED SCHEDULE DETAIL	PAYPLAN UPLOAD				
SEARCH BY									
	CUSTOMER II	D							Clear Search
Hide More Options									*
	PAYMENT TYP	E		٠	PAYMENT STATUS	ACH TYPE	,	ACCOUNT TYPE	
BANK ROUTING NUME	BER (EXACT MATCH	4)			CARD TYPE	CARD NUMBER (FIRST 6)		ACCOUNT NUMBER (LAST 4)	
	EXPIRATION DA	ITE 🖲 NONE				ONLY PAYMENT METHODS ATTACHED TO SCH	EDULES		
		CURRENT MO	NTH			ONLY PAYMENT METHODS ATTACHED TO ACTI	VE SCHEDULES		
		O NEXT MONTH							
		© CUSTOM DAT	E RANGE						

- 3. Click **Search**. Result: A search results list is displayed with payment method records matching the search criteria.
- 4. To view payment schedules that use a payment method, click the **View Schedule** icon to view linked schedules.
- 5. To export the list, click the **Export** icon in the top right-hand corner and select the file format for the export (CSV, PDF). As window displays with file type selected.
- 6. Type a name for the file.
- 7. Select a location.
- 8. Click Save.

Edit a Payment Method

Use Edit Payment Method to edit an existing payment method of an existing PayPlan customer.

The option to edit a payment method is reached from the View Customer page. To get to that page, follow the steps to find a customer.

- 1. To edit a customer's payment method, open the View Customer page.
- 2. Click the 🧖 icon beside the desired payment method.
- 3. Edit the payment status, expiration date, name on card, or billing address information on the Edit Payment Method page as desired. The editable information fields change depending on the selected payment type.

NOTE: You cannot edit the Card Number, instead you would want to add a new Payment Method then delete the other.

4. Click Update. A result message is displayed.

Delete a Payment Method

Use the Delete option to remove a payment method from a PayPlan customer.

The option to delete a payment method is reached from the View Customer page. To get to that page, follow the steps to find a customer.

- 1. To delete a customer's payment method, open the **View Customer** page.
- 2. Click the trash can icon in the row of the desired payment method. A Delete Confirmation message asks if you are sure you want to delete the payment method. This action cannot be undone.
- 3. Click Yes. The payment method is deleted.

NOTE: If the payment method is attached to active schedules, it will not be deleted. Instead, an error message will be displayed.

7–Schedules

Add a scheduled payment

Use schedules to create a new payment schedule for an existing PayPlan customer.

- NOTE: Merchants with Healthcare MCCs (see Appendix B for Healthcare MCCs) may only enter a max of eight digits in the Schedule ID and Invoice Number fields.
 - 1. To add a scheduled payment to a PayPlan customer, click **PayPlan > Customer** on the main menu.
 - 2. Type the Customer ID. Click Search.
 - 3. Click on the **Customer ID**, then click **Add Schedule**.
 - 4. Type a new Schedule ID (it must be a unique, maximum 30 character limit number) and Schedule Name.
 - 5. Select a Schedule Status (default is Active).
 - 6. Select a payment method account to use for the schedule.
 - 7. To add a new payment method, click the + icon.
 - 8. Type the payment information, frequency, reprocess attempt number, and notification options. Required fields are marked with an asterisk (*).
 - 9. When the frequency is selected, payment timing and duration options are displayed.
 - 10. The start date must be the current date or later. If the end date option is used, the end date must be greater than the last processing date.
 - 11. Schedules now include optional fields for Invoice Number and Description. The values in these fields are sent in the transaction request on the Next Date Billed.
 - 12. Click Save. A result message is displayed (for example, Schedule successfully added).

Field Sizes for PayPlan Add/Edit Schedules

Table 9-1 Field Sizes for PayPlan Add/Edit Schedules

Field Name	Maximum Length
Card Number	22
Schedule ID	40
Schedule Name	40

Schedule Frequency definitions

The frequency is how often to bill the customer. After a schedule processes successfully with an approved transaction, the value in this field is used in logic to determine the date of the next transaction.

Table 9-2 Definitions

Frequency	Billing period
Weekly	Will bill once per week Next transaction date is +7 days Bills 52 times per year
Bi-Weekly	Will bill every two weeks Next transaction date is +14 days Bills 26 times per year
Semi-Monthly	Will bill twice a month, on the First and 15th, or the 15th and Last Day Bills 24 times per year
Monthly	Bills once per month on the date specified in Next Bill Date Bills 12 times per year
Bi-Monthly	Bills once every two months on the date specified in Next Bill Date Bills six times per year
Quarterly	Bills once per quarter (once every three months) on the date specified in Next Bill Date Bills four times per year
Semi-Annually	Bills twice per year, on the anniversary of the start date and +6 months Bills two times per year
Annually	Bills once per year, on the anniversary of the start date

Find a schedule

- 1. To find a PayPlan customer's payment method, click PayPlan > Schedule on the main menu.
- 2. Type the Schedule ID or other search criteria.
- 3. Click Search. A search results list is displayed with payment schedule records matching the search criteria, which includes a link to view the Transaction History.
- icon in the top right-hand corner and select the file format 4. To export the list, click the for the export (CSV or PDF).

NOTE: If you select the CSV file type, any commas in the exported data will be removed and amount fields will be exported with the \$ and decimal (for example, \$1576.32).

5. To view payment schedules details, click the Schedule ID. The Edit Payment Schedule page is displayed.

Edit a schedule

Use Edit Payment Schedule to modify the information of an existing PayPlan recurring payment schedule.

- NOTE: The option to edit a schedule is reached from the Schedules page. To get to that page, follow the steps to *Find a Schedule*. You can also reach it from the View Customer page, Scheduled Payments section. To get to that page, follow the steps to *Find a Schedule*.
- To edit a payment schedule, from the Schedules page, click the desired Schedule ID. 1.
- 2. From the View Customer page, click the *icon beside the desired payment schedule*.

NOTE: The Edit Payment Schedule page also has a link to view payment history. Note that a void of a scheduled payment does not adjust the number of payments remaining on the schedule.

- 3. Edit any of the available fields (grayed-out fields are not editable).
 - a. If the schedule has not yet started processing, start date is editable. If the schedule has started processing, next bill date is editable.
 - b. If modifying any date field, the new date must be greater than the current date. The end date and cancellation date must also be greater than the next bill date.

- c. The status change date displays the timestamp of the most recent update to the Schedule Status. It is displayed in the local timezone set up for the Device. If it is not correct, please contact Global Payments Support.
- d. To cancel a schedule immediately, set the Schedule Status to Inactive.
- e. If the duration is assigned to be End Date, the End Date may be updated. It must be greater than the next bill date.
- f. If the duration is assigned to be a limited number, the number of payments remaining may be updated to any number greater than 0.
- g. If the duration is assigned to be Ongoing, a Cancellation Date may be set that is greater than the next bill date.
- 4. Select options for payment notifications to the customer.
- 5. Click **Update**. A result message is displayed. If the Next Bill Date was modified, a prompt message asks if it is a one-time or ongoing change.
- 6. To verify a processing date change, select the desired option and click **Continue**.
- 7. Click **OK**. The Schedule page displays the updated information for the schedule.

PAYPLAN C	USTOMER PAYMENT METHOD SCHEDULE FA	NIED SCHEDULE DETAIL PAYPLAN UPLO	AD					
SCHEDULE LIST / EDIT SCHEDULE								
Edit Schedule								
Schedule Info	ී 💼	SCHEDULE ID	fredbrown	SCHEDULE NAME		SCHEDULE STATUS	Active	~
STATUS CHANGED ON PAYMENTS TO DATE	4/6/2021 9:11:52.AM 3	PAYMENT METHOD *	MC *5454		~ +	DEVICE	3337 - Kent Gift Shop	~
PREVIOUS BILL DATE	08/07/2021	Payment Amount SUBTOTAL *	\$5.33	TAX AMOUNT	\$0.00	AMOUNT DUE	\$5.33	
CUSTOMER ID STATUS NAME	fredbrown Active Fred Brown	Schedule Frequency PAYMENT FREQUENCY	Bi-Monthly	START DATE	04/07/2021			
TITLE ADDRESS LANGUAGE	Supervisor Montreal CAN Français	Schedule Duration	Ongoing	CANCELLATION DATE		NEXT PROCESSING DATE *	10/07/2021	=
		Schedule Options EMAIL TRANSACTION RECEIPTS	Never ~	EMAIL ADVANCE NOTICE OF CHARGES	No 🗸	REPROCESS DECLINED TRANSACTIONS	0	~
		Additional Transaction Data 1 INVOICE NUMBER(S)	Add Invoice Number	PO NUMBER				
		DESCRIPTION						
		Cancel		Dele	ete		Save	

Delete a Schedule

Use the Delete schedule option to delete an existing PayPlan recurring payment schedule.

- 1. Look up the schedule you would like to delete.
- 2. Click the trash icon beside the desired payment schedule.
- 3. A confirmation message is displayed asking if you want to delete this schedule.
- 4. Click OK to confirm.

Delete Schedule								
() Are you	Customer ID Schedule ID Schedule Status J sure you want to delete ti	joesmith joesmith Active nis schedule?						
		No	Yes					

View agreement

In Virtual Terminal – Portico, there is a pre-built recurring billing agreement that you can **<u>optionally</u>** use to obtain consent from the customer to save

their card information and to bill them on a recurring basis.

- 1. To access the View agreement link, click **PayPlan > Schedule** on the main menu.
- 2. Type the Schedule ID or other search criteria.
- 3. Click **Search**. Step Result: A search results list is displayed with payment schedule records matching the search criteria.
- To view the customer agreement, click the
 icon. A disclaimer page is displayed.
- 5. Click **OK**. The customer agreement is displayed.

3381 Steeles Ave E. Suite 200 Toronto, ON M2H3S7 (416) 123-4567	
Paym	ent Authorization Agreement
Schedule ID / Name:	joesmith
Customer ID:	joesmith
Customer Name:	Joe Smith
First Charge will occur on:	April 7, 2021
The agreement is in effect until:	Cancelled
Method of Payment:	MC *5454
This authorization shall remain in effect To cancel this agreement, I will contact t kent.cheung@globalpay.com.	until <u>L cancel this agreement</u> . he Merchant at the address or phone number listed above, or by email at 's agent to email me receipts or other information related to my recurring
I further authorize Merchant or Merchant	
I further authorize Merchant or Merchant transactions with Merchant.	
I further authorize Merchant or Merchant transactions with Merchant. <u>X:</u> (Signature) Joe Smith	Date:

View the failed schedules detail list

Use Failed Schedules Detail to view a list of failed schedules.

- To view the Failed Schedules Detail list, click PayPlan > Failed Schedules Detail on the main menu.
- Type any combination of search criteria.
 NOTE: Leave the fields blank to retrieve a general list of all transactions.
- 3. Click Search. A list of failed schedules meeting the search criteria is displayed.

Process a stored payment, one-time charge

You can use a card on file of an existing PayPlan customer to process a one-time charge. This is done from the **View Customer** page (use <u>Find a Customer</u> to get to View Customer page). Partial approvals for one-time charges are not supported.

You have the option to make an immediate (Charge Now) or a Detailed Charge.

Charge Now

1. To make an immediate charge, click

Charged Now Amount ^{\$} icon.

 Type the amount to be charged in the Charge Now Amount field and click Process. The transaction result page displays the issuer authorization response (for example, Approved).

Charge Now	
PAYMENT TYPE	Credit Card
ACCOUNT NUMBER	MC *5454
EXP DATE	12/21
CHARGE NOW AMOUNT *	18.99
	Cancel Process

Detailed Charge

- 1. To make a detailed charge, click **Detailed Charge** [1] icon.
- 2. The One Time Payment page displays.
- 3. Type the amount in the subtotal field.
- 4. Optionally, type the invoice number and a description. Credit card stored payments also have the option to enter tax amount and PO Number.
- 5. Click **Process**. The transaction result page displays the issuer authorization response (for example, Approved).

Card on File One	e Time Payment						
Customer Info		Payment Method Info					
CUSTOMER ID STATUS NAME	fredbrown Active Fred Brown	CARD NUMBER Billing Address	MC *5454	EXP DATE	12 / 2021	NAME ON CARD	Fred Brown
ADDRESS	Montreal CAN Français	ADDRESS 1 STATE / PROVINCE		ADDRESS 2 ZIP / POSTAL CODE		CITY	Montreal
		SUBTOTAL *	\$0.00	TAX AMOUNT	\$0.00	TOTAL AMOUNT	\$0.00
		INVOICE NUMBER(S) DESCRIPTION	Add Invoice Number	PO NUMBER			AUTH ONLY
		Cancel			□ ALLOW	DUPLICATE	Process

8-Reports

Use the reports to see summary and detailed information about current and past batches. You can print the reports, export them, or save them in a number of file formats. <u>Reports can take up to two</u> minutes to generate and print. Do not click Print again or try to close the print dialog, as this can cause errors.

global payments		ADA - 3381 STEELES AVE E. 👻	3337 - KENT GIFT SH	0P -
③ Transactions	•			
🛱 PayPlan	RICAL BATCH CURRENT BATCH		ANSACTIONS SUMMARY	OPEN AU
all Reports	▲			
- Historical Batch	08/24/2021	Ē		END I
- Current Batch				
- Find Transactions				
- Transactions Summary	5			
- Open Authorizations	BATCH ID	BATCH S	EQUENCE NUMBER	
- Find Batch Uploads				
C Admin	•			
යි User Management	•			
① Support	•			

Common reporting functionality

Print

- 1. To print a report, click the **Print** button.
- 2. A print-preview screen will appear where you can select the destination printer, print all or specific pages, the page layout, and other print options.

NOTE: When printing this report, some data may be truncated. However, all data is displayed.

Export

The Global Payments Virtual Terminal – Portico supports report exports in the following formats:

- PDF
- CSV

If exported in CSV, but you would like to view the data in Excel, note that Excel will import the fields with the "General" format. Per Microsoft, the General format converts numeric values to numbers and date values to dates. If you have long numeric strings in invoice, PO number, or Customer ID, Excel will convert these to exponent numbers.

View / hide additional fields

Virtual Terminal – Portico includes an all-new user interface that provides the user with considerably more flexibility in customizing report views.

- 1. Clicking on the ellipsis (...) in the right-most column of the report listing will display a pop-up showing the fields that are currently hidden from the report grid.
- 2. To clear this popup, click anywhere outside of it.

Transaction Number	Date Time 👻	Customer ID	First Name	Last Name	Account Number	Card Type	Result	Authorization Code	Authorized Amount	Settlement Amount	=
9372608	Jul 22, 2017 9:58:41 AM			MC TEST CARD	************0014		Approved	033464	\$50.03	\$0.00	 1 *
9372586	Jul 22, 2017 9:58:36 AM				**********6527		Approved	007129	\$3.55	\$0.00	 1
9372370	Jul 22, 2017 9:57:39 AM				************0014		Approved	033445	\$1.50	\$0.00	
9372369	Jul 22, 2017 9:57:39 AM			MC TEST CARD	************0014		Approved	033444	\$28.01	\$0.00	
9372367	Jul 22, 2017 9:57:38 AM				*************6527		Approved	007124	\$28.01	\$0.00	

/1079	Manua	1					
/100	More Details						
	TRANSACTION	200002204779	ENTRY	Manual	INVOICE NUMBER(S)	12345A	
IC1	PO NUMBER	P0234958	FIRST NAME	John	LAST NAME	Doe	
/133	COMPANY		CLERK ID	Kent	ATTACHMENTS		
1C1	SCHEDULE ID		BATCH CLOSE DATE	Jul 20, 2021 11:02:00 PM	DESCRIPTION	Order for: 2 x SKU 123745 1 x SKU	J
IC1						432489	
Ŀ							-

3. To add currently hidden fields to the report grid, click the as shown below

.er	Card Type	Result	Authorization Code	Authorized Amount	Settlement Amount	=
14		Approved	033464	\$50.03	\$0.00	 ^
527	Decimes	Approved	007129	\$3.55	\$0.00	
14		Approved	033445	\$1.50	\$0.00	
J014		Approved	033444	\$28.01	\$0.00	
527	Decement	Ar ved	'124	11 'غ	\$0 ′	

4. A column control appears as shown below:

Card Type	Result	Authorization Code	Authorized Amount	Settlement Amount
	Approved	033464	\$50.03	Columns:
Decives	Approved	007129	\$3.55	× Tip Amount
	Approved	033445	\$1.50	¥ Entry
	Approved	033444	\$28.01	
Decever	Approved	007124	\$28.01	X Invoice Number(s)
	Approved	033442	\$1.54	× PO Number
	Approved	033441	\$50.03	× Transaction Type
	Approved	033440	\$1.57	× Description
	Approved	033437	\$1.54	
•	Approved	033436	\$1.57	X Clerk ID
				X Attachments
				× Schedule ID
				¥ Fully Captured
				× BuverFmailAddres

- 5. Click on the columns that you would like to add to the report grid. Selected columns will show a checkmark. This control acts as a toggle. You can remove a selected column by clicking on it again which will change the checkmark to an **x**.
- 6. The additional selected columns now appear in the report grid.

=	Transaction Type	Invoice Number(s)	Entry	Settlement Amount	Authorized Amount	Authorization Code	Result	Card Type
	Credit Auth		Swiped	\$0.00	\$50.03	033464	Approved	
	Credit Auth		Manual	\$0.00	\$3.55	007129	Approved	
	Credit Auth		Manual	\$0.00	\$1.50	033445	Approved	
	Credit Auth		Swiped	\$0.00	\$28.01	033444	Approved	
	Credit Auth		Manual	\$0.00	\$28.01	007124	Approved	-
	Credit Auth		Swiped	\$0.00	\$1.54	033442	Approved	
	Credit Auth		Swiped	\$0.00	\$50.03	033441	Approved	
	Credit Auth		Swiped	\$0.00	\$1.57	033440	Approved	
100	Credit Auth		Chip	\$0.00	\$1.54	033437	Approved	
	Credit Auth		Chip - Insert	\$0.00	\$1.57	033436	Approved	

Batch reporting

Current batch summary

Use the current batch summary report to get general information about your batch in progress. To run the current batch summary report, click **Reports > Current Batch** on the main menu.

Current batch details

Use the current batch details report to get detailed information about your batch in progress. This is accessible from the Current Batch Summary report.

REPORTS	HISTORICAL BATCH	CURRENT BATCH	FIND TRANSACTIONS	TRANSACTIONS SUP	MMARY OPEN AUTHO	DRIZATIONS FIND BA	TCH UPLOADS					
Current Batch S	Summary										Show Current Batch De	ails
BATCH ID BATCH SEQUENCE NUMBER 1275369 1			ACTIVE TRANSACTION	I COUNT	ACTIVE TRANSACTIO	N AMOUNT				ē 1 t	2	
CARD TYPE +	CREDIT AMOUNT	CREDIT COUNT	DEBIT AMOUNT	DEBIT COUNT	SALE AMOUNT	SALE COUNT	RETURN AMOUNT	RETURN COUNT	TOTAL AMOUNT	TOTAL COUNT	TIP AMOUNT	
	\$48.16 \$0.00		0	\$48.16	4	\$0.00	0	\$48.16	4	\$0.00	*	
VISA	\$149.00	5	\$0.00	0	\$153.00	4	(\$4.00)	1	\$149.00	5	\$0.00	

The Current Batch Details report is displayed.

REPORTS	HISTORICAL BATCH CU	RRENT BATCH	FIND TRANSACTIONS	TRANSACTIONS	SUMMARY	OPEN AUTHORIZATIONS	FIND BATCH UPLOADS					
Current Batch De	tails										Show Current Bat	ch Summary
BATCH ID	BATCH	SEQUENCE NUME	BER	ACTIVE TRANSACT	ION COUNT	ACTIVE T	RANSACTION AMOUNT					
1275369	1			9		\$197	.16					0
TRANSACTION NUMBER	DATE TIME 👻	CUSTOM	ER ID TRANSACT	ION TYPE CAP	RD TYPE	ACCOUNT NUMBER	SETTLEMENT AMOUNT	AUTHORIZED AMOUNT	TIP AMOUNT	RESULT	AUTHORIZATION CODE	=
1056006586	Jan 17, 2020 10:41:32 AM	(Cred	lit Sale	VISA	**********1111	\$5.00	\$5.00	\$0.00	Approved	356591	· ^
1055252064	Dec 4, 2019 6:54:42 PM		Cred	lit Sale	VISA	***********1111	\$140.00	\$140.00	\$0.00	Approved	494227	
1055237488	Dec 3, 2019 8:57:35 AM		Cred	lit Sale		********5454	\$1.00	\$1.00	\$0.00	Approved	637677	
1055230411	Dec 2, 2019 2:00:45 PM		Cred	lit Sale		*******5454	\$1.00	\$1.00	\$0.00	Approved	836875	
1055174758	Nov 25, 2019 6:08:55 PM		Credit	t Return	VISA	******************	(\$4.00)	(\$4.00)	\$0.00	Approved	206859	
1055174756	Nov 25, 2019 6:04:02 PM		Cred	lit Sale	VISA	******************11111	\$4.00	\$4.00	\$0.00	Approved	920743	

- 1. You can return to the Current Batch Summary by clicking the **Show Current Batch Summary** link in the upper-right corner of the screen.
- 2. The current batch can be closed from either the Current Batch Summary or Current Batch

Details report. To close the current batch, click the **Close Batch** button. See <u>Close a</u> <u>Batch</u> for more information.

Historical batch report

Use the historical batch report to find information on previously closed batches.

- 1. Click **Reports > Historical Batch** on the main menu.
- 2. Enter the Start and End Date search criteria. Click **Search**.
- 3. Click the **Batch ID** number to see the batch summary for that batch.
- 4. Click the **Show Batch Details** link in the upper-right portion of the screen to view all of the transactions in that batch.
- 5. To go back to the Historical Batch Summary for the currently selected batch, click the **Show Batch Summary** link in the upper-right portion of the Historical Batch Details report.

REPORTS												
HISTORICAL BATCH RESULTS / B	ATCH DETAILS											
Batch Details												
BATCH ID			BATCH SEQUENCE NUMBER			BATCH CLOSE DATE		ACTIVE	TRANSACTION COUNT		ACTIVE	TRANSACTION AMOUNT
654884	23				7/28/21 11:01 PM				\$11.	\$11.27		
TRANSACTION NUMBER	DATE TIME 👻	CUSTOMER ID	TRANSACTION TYPE	CARD TYPE	ACCOUNT NUMB	R SETTLEMENT AMOUNT	AUTHORIZED AMOUNT	TIP AMOUNT	RESULT	AUTHORIZATION CODE	INVOICE NUMBER(S)	FIRST NAME
200002285894	Jul 28, 2021 5:03:46 AM	joesmith	Recurring Payment		********5	\$11.27	\$11.27	\$0.00	Approved	MC1127		

Transactional reporting

Transactions summary

Use the Find Transactions Summary report to find transactions based on a set of search criteria.

- 1. Click **Reports > Transactions Summary** on the main menu.
- 2. Change the date criteria to refine the search to a broader timeframe or earlier date range. The End Date cannot be earlier than the Start Date.
- 3. Optionally, you may further refine the search criteria by clicking on the **Show More Options** link

REPORTS			TRANSACTIONS SUMMARY				
SEARCH BY DATE RANGE							
START DATE	01/23/2020	END DATE	01/23/2020	—	Clear	Search	
Show More Options							•

4. This will expand the search criteria to include the Batch ID, Batch Sequence Number, and Clerk ID. To hide these additional options, click the **Hide More Options** link.

REPORTS	HISTORICAL BATCH	CURRENT BATCH	FIND TRANSACTIONS	TRANSACTIONS SUMMARY	OPEN AUTHORIZATIONS	FIND BATCH UPLOADS		
SEARCH BY DATE RANGE	01/23/2020	۲	END DATE	01/23/2020	Ħ		Clear	Search
Hide More Options	BATCH ID		BATCH SEQUENC	E NUMBER		CLERK ID		

- 5. After entering the desired search criteria, click the Search button.
- 6. A summary of transactions meeting the search criteria is displayed.
- 7. You can view the list of transactions meeting the search criteria by clicking the **Show Transactions** link in the upper-right corner of the Transaction Summary List.
- 8. To go back to the Transaction Summary List, click the Show Summary link.

Find transactions (transaction detail listing)

Use the find transactions details report to locate transaction records. Depending on the type of information that you have, you may either key the Transaction Number or narrow your search criteria based on the numerous fields available.

- 1. Click Reports > Find Transactions
- 2. Enter the Transaction Number OR a Start Date and End Date.
 - If a Transaction Number is entered, the Start and End Dates will become grayed out and will not be a criteria in the search.
 - The Start and End dates will default to the current date. Change the date criteria to refine the search to a broader timeframe or earlier date range.

ORTS	HISTORICAL BATCH	CURRENT BATCH	FIND TRANSACTIONS	TRANSACTI	ONS SUMMARY	OPEN AUTHORIZATION	GHECK DETAIL	S HMS DETA	LS FRAUD DECLINE I	DETAILS FIND BATCH UPLOADS		
ARCH BY TRANSACTION NU	IMBER		SEARCH BY DATE RANGE									
TRANSACTION N	UMBER		START DATE	05/13/2	019		END DATE	05/13/2019			Clear	Search
Hide More Options												
BA	ATCH ID		BATCH SEQUENCE	NUMBER			CI	ERK ID		AUTHORIZATION CODE		
CARD NUMBER (F	IRST 6)		CARD NUMBER	R (LAST 4)			INVOICE NUM	BER(S)		PO NUMBER		
CUSTO	MER ID		FIR	IST NAME			LAST	NAME		TOTAL AMOUNT		
SCHEE	DULE ID		TRANSACT	ION TYPE	All		CAR	D TYPE AI	Ť	PAYMENT TYPE	All	
TRANSACTION S	STATUS All Appr	oval 🔻		C	INCLUDE VOIDE	D TRANSACTIONS						

- 3. To hide these additional options, click the Hide More Options link.
- 4. After entering the desired search criteria, click the Search button.
- 5. A listing of transactions meeting the search criteria is displayed. To view the transaction results of a specific transaction, click on a **Transaction Number** link located in the left-most column of the transaction listing.

Open authorizations report

Use the open authorizations report to locate authorizations that have not been closed.

- 1. Click **Reports > Open Authorizations** on the main menu.
- 2. Enter the Transaction Number or a Start Date and End Date.

REPORTS HIS	ORICAL BATCH CUR	RENT BATCH	FIND TRANSACTIONS	TRANSACTIO	NS SUMMARY	OPEN AL	JTHORIZATIONS	CHECK DETAILS	HMS D	DETAILS FR	AUD DECLINE DETAILS	FIND BATCH UPLOADS		
SEARCH BY TRANSACTION NUMBER	۹	S	SEARCH BY DATE RANGE	01/23/20	120			END DATE	01/23/20	020	Ħ		Clear	Search
Hide More Options														
CLERK I			AUTHORIZATIO	ON CODE				CARD NUMBER (FI	RST 6)			CARD NUMBER (LAST 4)		
INVOICE NUMBER(S)		PO	NUMBER				FIRST	NAME			LAST NAME		
TOTAL AMOUN	r		TRANSACTI	ON TYPE	All		•	CARE	TYPE	All	•			

- 3. After entering the desired search criteria, click the **Search** button. A list of open authorizations meeting the search criteria is displayed.
- 4. To view the transaction results of a specific transaction, click on a **Transaction Number** link located in the left-most column of the transaction listing.

Add to batch from the open authorizations report

One or more open authorization transactions, up to a maximum of 50 transactions, can be added to the current open batch from the open authorizations report.

							~						
Tra	Transaction List Transactions Selected: 0 Add to Batch												
	TRANSACTION NUMBER	DATE TIME 👻	CUSTON	MER ID FIRST NA	ME	LAST NAME	ACCOUNT NUMBER	CARD TYPE	RESULT	AUTHORIZATION CODE	AUTHORIZED AMOUNT	SETTLEMENT AMOUNT	=
	2224446441	Jan 21, 2020 11:40:46 AM	4				*********1005	1002	Approved	007465	\$10.00	\$0.00	
	2224439576	Jan 21, 2020 11:14:49 AM	4				************1005	1	Approved	007458	\$10.00	\$0.00	
	2224383506	Jan 21, 2020 7:11:57 AM		Am	ex	Test	**************9128	New X	Approved	007434	\$12.03	\$0.00	

 To add Open authorization transactions to the current open batch, click on the checkmark immediately to the left of the Transaction Numbers that you want to add to the current open batch. You may select up to a maximum of 50 transactions simultaneously to add to the batch.

~	Transaction Number	Date Time 🔻	Customer ID	First Name	Last Name	Account Number	Card Type	Result	Authorization Code	Authorized Amount	Settlement Amount	
~	9372680	Jul 22, 2017 12:47:42 PM			VI TEST CREDIT	************0016	VISA	Approved	58963A	\$24.01	\$0.00	
-	9372610	Jul 22, 2017 9:58:41 AM			MC TEST CARD	*************0014		Approved	033465	\$50.03	\$0.00	
~	9372608	Jul 22, 2017 9:58:41 AM			MC TEST CARD	*************0014		Approved	033464	\$50,03	\$0.00	
~	9372586	Jul 22, 2017 9:58:36 AM				**************6527		Approved	007129	\$3.55	\$0.00	
~	9372370	Jul 22, 2017 9:57:39 AM				************0014		Approved	033445	\$1.50	\$0.00	
~	9372369	Jul 22, 2017 9:57:39 AM			MC TEST CARD	*************0014		Approved	033444	\$28.01	\$0.00	
~	9372367	Jul 22, 2017 9:57:38 AM				***********6527		Approved	007124	\$28.01	\$0.00	
~	9372364	Jul 22, 2017 9:57:37 AM				***********0467		Approved	033442	\$1.54	\$0.00	
~	9372361	Jul 22, 2017 9:57:36 AM				***********0467		Approved	033441	\$50.03	\$0.00	
~	9372360	Jul 22, 2017 9:57:35 AM			MC TEST CARD	*************0014		Approved	033440	\$1.57	\$0.00	
~	9372347	Jul 22, 2017 9:57:32 AM			MC TEST CARD	*************0014		Approved	033437	\$1.54	\$0.00	
~	9372345	Jul 22, 2017 9:57:31 AM			MC TEST CARD	*************0014		Approved	033436	\$1.57	\$0.00	

- 2. After selecting the transactions that you would like to be added to the batch, click the **Add to Batch** button. A confirmation prompt will appear stating the number of transactions that will be added to the batch.
- 3. Click **OK** to add the selected transactions to the batch. The selected transactions will be added to the batch and will be removed from the Open Authorizations report.

9-Uploads

Upload batch

This function is used to upload a file of transactions. Follow these steps to "upload batch":

- 1. Navigate to Transactions > Upload Batch.
- 2. Fill in the upload name.
- 3. Click Delimiter Type.
- 4. Click Upload File or Drag & Drop File to be processed.
- 5. Click Upload.

NOTE: Click the **View Batch File Layout** link in the upper right corner to open the details of how the file has to be formatted to properly upload.

global payments	×
③ Transactions	•
- Sale	
- Return	
- Verify	
- Upload Batch	
🗟 PayPlan	-
all Reports	•

TRANSACTIONS		UPLOAD BATCH	
Upload Batch			View Batch File Layout
UPLOAD NAME		DELIMITER TYPE Comma V	
SELECT A FILE *		Upload File OR Drag & Drop File Here	
Clear All			Upload

Reports find batch uploads

This function is used to view submitted batch upload details. Follow these steps:

- 1. Navigate to Menu > Reports > Find Batch Uploads.
- 2. Select the Date range you would like displayed, then click Search.

This will display Batch Upload List that contains details of batches that have been uploaded, click **Upload ID** for additional details.

PayPlan upload

This function is used to upload new data into PayPlan, this tool is intended for importing customers, credit cards, and schedules. This <u>cannot be used to edit existing records</u>.

- Customer records
- · Customer records + credit card records at same time
- Customer records + credit card records + schedule records at same time

NOTE: You cannot upload credit card records or schedule records without uploading the customer records together.

- 1. Navigate to Menu > PayPlan > PayPlan Upload.
- 2. Click on the icon.
- 3. Key in upload name.
- 4. Click Delimiter Type.
- 5. Click Upload File or Drag & Drop Files.
- 6. Click Upload.

globalpayments	ati 📃 🖪 gp us test merchant- 6600 dallas tollway 🖌 🔲 1002-station 1 / Front desk +	ENGLISH + KENT +
③ Transactions		
🛱 PayPlan 🖌		
- Customer	5	
- Payment Method	ords	View PayPlan File Layout
- Schedule	DELIMITER TYPE Comma v 0	
- Failed Schedule Detail		
- PayPlan Upload	Upload File OR Drag & Drop File Here	
Reports •		
C Admin	, Please select a customer file first.	
Cuser Management	Please select a credit card file first.	
① Support		
		Upload

NOTE: Click the **View PayPlan File** Layout link in the upper right corner to open the details of how the files have to be formatted to properly upload.

PayPlan upload list

Used to Report on PayPlan Upload details.

- 1. Navigate to Menu > PayPlan > PayPlan Upload.
- 2. Select the date range
- 3. Optional: Click Show More Options to search by upload name or upload status.
- 4. Click Search. This will display PayPlan uploads.

PA	YPLAN	CUSTOMER PAYMENT METHO	D SCHEDULE FAILED SC	HEDULE DETAIL PAYPLAN UPLOAD			
				~			
ι	Jpload List						1 🖶 🕑
	UPLOAD ID	DATE TIME 👻	STATUS	STATUS NOTE	UPLOAD NAME	FILE COUNT	TRANSACTION COUNT
	2012	Aug 23, 2021 5:15:00 PM	COMPLETE	All records processed.	test5	2	2
	2010	Aug 23, 2021 5:10:51 PM	COMPLETE	All records processed.	test4	2	2
	2008	Aug 23, 2021 5:09:02 PM	COMPLETE	All records processed.	test3	2	2
	1996	Aug 23, 2021 3:10:40 PM	REJECTED	Errors found during customer file parsing, see error details.	TESTT	2	0
	1995	Aug 23, 2021 3:09:00 PM	REJECTED	Errors found during customer file parsing, see error details.	test2	2	0
	1994	Aug 23, 2021 3:07:30 PM	REJECTED	Errors found during customer file parsing, see error details.	sample customer	2	0
	1992	Aug 23, 2021 2:58:19 PM	COMPLETE	All records processed.	customer n cards	2	2

10-Administrative tasks

Close a batch

If your account does not have Auto-Close function turned on, you can use **Close Batch** to close the current open batch. We recommend you to close your batch at least once per day.

Open Batch Details		
Batch ID Batch Sequence Number Active Transaction Count Active Transaction Amount Are you sure you want to close th	661397 29 2 \$898.87 his batch?	
	No	Yes

Add or edit the receipt footer

The receipt footer is a message that is printed at the bottom of receipts.

- 1. To add or edit the receipt footer, click Admin > Settings from the main menu
- 2. Click the Receipt Footer tab.
- 3. Type the new message or modify the existing message in the text field. The receipt footer message may contain up to 525 characters.

ADMIN SETTINGS				
Hardware	Recei	pt Footer	Device	Hardware Drivers
Receipt Footer Setup				
RECEIPT FOOTER TEXT	Thank you for your order at the Amazing Company! We do offer exchanges and returns within 14 days with the original receipt. Fackage must be unopened in original condition. Any questions, just give me a shot We'd be happy to help- 1888-57-1234 M-F 09:00 - 18:00ET	and		
	275/525 characters entered.	le le		
Cancel				

4. Click Save.

Name a terminal device

Use the Device tab in Settings to (optionally) name your devices (if you have more than one).

- 1. To name a terminal device, click Admin > Settings from the main menu.
- 2. Click the **Device** tab, then click a **Terminal Device Number**.
- 3. In the Device Name field, enter a name for the device. Device Names can contain up to 100 characters.
- 4. Click Save.

Create New User

The merchant administrator has the ability to create new users and assign specific roles to them.

- 1. To create a new user, click **User Management > Users** from the main menu.
- 2. Click this icon to load the add user page
- 3. Enter the user's information in the appropriate fields. The following are required:
 - a. Username (must be email address)
 - b. First name
 - c. Last name
 - d. Display name
- 4. On the right side of the screen under **Merchants and Roles** search or scroll to select the merchant and Role Name to assign to the user you are creating.

Merchan	ts and Roles * 🕦							
Showing 12 of	howing 12 of 12 available roles							
~	MERCHANT NAME A1	MERCHANT NUMBER	ROLE NAME +2	ACTIONS				
	Global Payments VT	666611122019	MerchantClerkUser	• •				
	Global Payments VT	666611122019	MerchantMgrUser	•				
~	Global Payments VT	666611122019	MerchantReportingTrxnUser	• •				
•	1 / 1 > > 25 > items per pag	e		 1 - 12 of 12 items 				

- 5. Click this Icon 😐 to add the merchant and Role to the user
- 6. Assigned Merchant and Role will display in the box below

Showing 1 of 1 roles assigned									
~	MERCHANT NAME +1	MERCHANT NUMBER	ROLE NAME A2	ACTIONS					
~	Global Payments VT	666611122019	MerchantAdmin	1					
				-					
4			1	1					
4	1 / 1 ▶ ▶ 25 ▼ items per page	9		1 - 1 of 1 items					

7. Select Default Merchant and Default Device from the dropdown, this device is what will load by default when the user logs in.

Defaults 🕦		
DEFAULT MERCHANT *	Global Payments VT - 666611122019	~
DEFAULT DEVICE *	696	~

- 8. <u>Optional</u>: Select **Allow Manage Users** to allow for the user to have access to User Management
- 9. Click Save.



Permissions by role

Table 14-1 Permission by Role Chart

Permitted Action	Clerk	Manager	Reporting User	Reporting/ Trxn User	Admin
Sale	Х	Х			Х
Return		Х		Х	Х
Offline Sale	Х	Х			Х
Account Verify	Х	Х			Х
Void		Х		Х	Х
Current Batch	Х	Х	Х	Х	Х
Add to Batch	Х	Х			Х
Adjustment	Х	Х			Х
Authorization	Х	Х			Х
Offline Authorization	Х	Х			Х
Close Batch		Х	Х	Х	Х
Historical Batch		Х	Х	Х	Х
Find Transactions		Х	Х	Х	Х
Receipt Template		Х			Х
Device Name		Х			Х
PayPlan View	Х	Х	Х	Х	Х
PlayPlan Modify	Х	Х		Х	Х
PayPlan Delete		Х			Х
PayPlan One-Time Charge	Х	Х		Х	Х

Add custom roles

Virtual Terminal allows for administrative users to create custom roles, with permissions of their choosing.

- 1. Under User Management, click Roles from the Virtual Terminal menu
- 2. Click the ⁽⁺⁾ icon to create a new custom role
- 3. Key in the new Role Name

Select merchant name or merchant number(s) for this role and click igodot

- 4. Select the desired permission(s)
- 5. Click Save
- 6. The Custom Role is now available to be selected on user management screens.

Add New Role				
Role Details				
ROLE NAME *				
Merchants *			Permissions *	
Showing 2 of 2 available merchants		Assign 0 selected merchant(s)	Showing 25 of 41 available permissions	Assign 0 selected permission(s)
✓ MERCHANT NAME →1	MERCHANT NUMBER +2	ACTIONS	PERMISSION NAME *	ACTIONS
Global Payments VT	666611122019	Θ	GatewayAccountVerify	•
V PVT Training Canada	84743655704	Θ	GatewayAddtoBatch	⊚
4		Ψ	GatewayAdjustment	• •
◀		1 - 2 of 2 items	Id 1 / 2 > Items per page	1 - 25 of 41 items
0 merchants assigned			0 permissions assigned	
MERCHANT NAME +1	MERCHANT NUMBER +2	ACTIONS	PERMISSION NAME	ACTIONS
		•		· · · · · · · · · · · · · · · · · · ·
		>		÷
I I / 1 ► ► 25 ▼ items per page			I I / 1 ► ► 25 ▼ items per page	
Clear				Save

Edit custom roles

- 1. Under User Management, click **Roles** from the Virtual Terminal menu.
- 2. Click Search to locate Roles
- 3. Select 🖍 icon from Actions next to Role Name
- 4. Edit Role Name, Merchants assigned, or permissions assigned
- 5. Click Save

11-Support

Self-help resources

Before reaching out to our support team, you can:

 Access various documentation directly from the Virtual Terminal – Portico menu > Support section.

① Support 🔺
- View Merchant Manual
- View QRG
- View Peripheral Guide
- View Batch File Layout
- View PayPlan File Layout
- About

Contact support team

If you require further assistance, please contact our support team. We are happy to help!

- **Phone**: +1 (888)-682-3309
- Hours: 24/7

Appendices

This Appendix contains the following:

Appendix A: Issuer decline codes

Table A-1 Issue decline codes

Brand	Code	Response
Any	02	CALL
Any	03	TERM ID ERROR
Any	04	DO NOT HONOR DUE TO AVS/CVV SETTINGS
Any	05	DECLINE
Amex	06	ERROR
Any	12	INVALID TRANS
Any	13	AMOUNT ERROR
Any	14	CARD NO. ERROR
Any	15	NO SUCH ISSUER
Visa, Disc	19	RE ENTER
Visa, MC, Disc	41	HOLD-CALL
Visa, MC	43	HOLD-CALL
Visa, Amex, Disc	44	HOLD-CALL
Any	51	DECLINE
Visa	52	NO CHECK ACCOUNT
Visa, Disc	53	NO SAVE ACCOUNT
Visa, MC, Amex	54	EXPIRED CARD
Disc	56	INVALID CARD
Visa, Disc	57	SERV NOT ALLOWED
Visa, Amex, Disc	58	SERV NOT ALLOWED
Visa, MC, Disc	61	DECLINE
Visa, MC, Disc	62	DECLINE
MC, Disc	63	SEC VIOLATION

Table A-1 Issue Decline Codes (Continued)

Brand	Code	Response
Visa, MC, Disc	65	DECLINE
МС	76	CARD NO ERROR
Amex, Disc	76	NO ACTION TAKEN
Amex, Disc	78	NO ACCOUNT
Visa, MC, Disc	91	NO REPLY
Visa, MC, Disc	96	SYSTEM ERROR
Visa	EB	CHECK DIGIT ERR
MC, Amex, Disc	EC	CID FORMAT ERROR
Visa, Amex	N7	CVV2 MISMATCH

Appendix B: Healthcare MCCs

Merchants with healthcare MCCs have some restrictions on the data that can be entered into the Global Payments Virtual Terminal. These restrictions are in place to help prevent the input of protected health information. Data entry for the purchase order, invoice, and customer ID fields is limited to a maximum of eight (8) digits; alpha characters are not allowed.

The applicable MCCs are:

Table B-1 Healthcare MCCs

MCC	Description
4119	Ambulance Services
5047	Dental/Lab/Medical/Ophthalmic Hospital Equip & Supplies
5122	Drugs, Drug Proprietaries, and Druggists Sundries
5912	Drug Stores, Pharmacies
5975	Hearing Aids-Sales, Service, Supply Stores
5976	Orthopedic Goods-Artificial Limb Stores
7277	Debt, Marriage, Personal-Counseling Service
7298	Health and Beauty Spas
8011	Doctors-not elsewhere classified
8021	Dentists, Orthodontists
8030	Osteopathic Physicians
8041	Chiropractors
8042	Optometrists, Ophthalmologists
8043	Opticians, Optical Goods, and Eyeglasses
8049	Chiropodists, Podiatrists
8050	Nursing and Personal Care Facilities
8062	Hospitals
8071	Dental and Medical Laboratories
8099	Health Practitioners, Medical Services-not elsewhere classified