# VAULT GATEWAY

POWERED BY

**Electronic**Payments

**MERCHANT CONSOLE
USER GUIDE**

# CONTENTS

# DASHBOARD

The home page of your merchant console is the Dashboard. The Dashboard is your main source of information for system or maintenance updates, new software releases, and other merchant-related announcements.
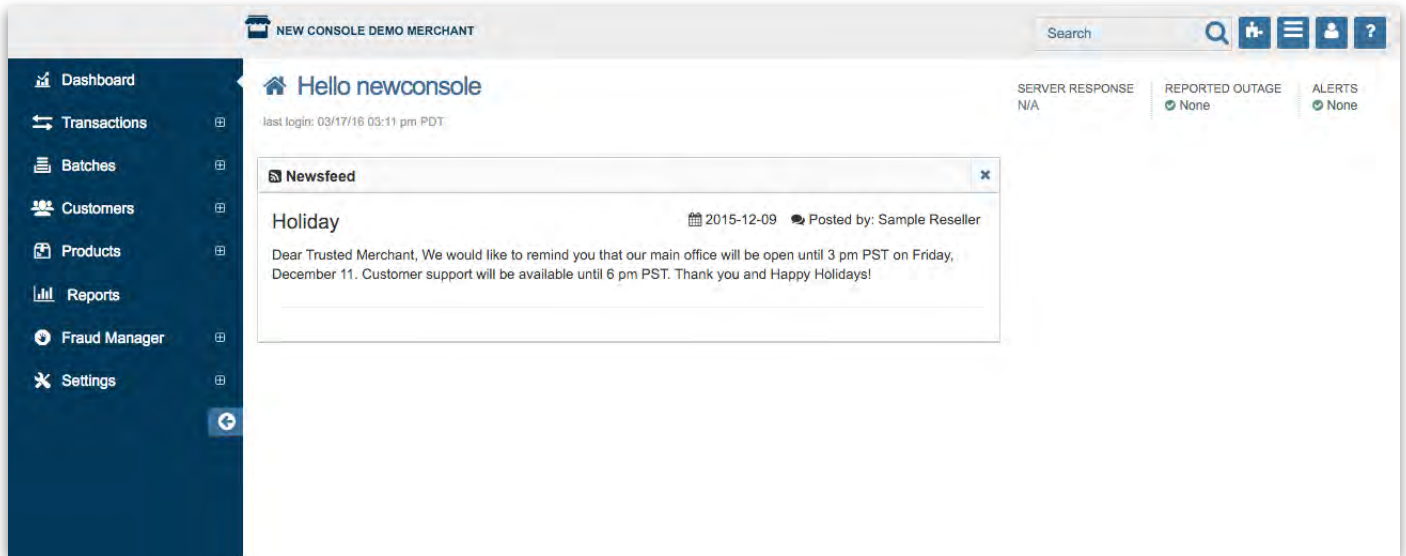


## Widgets

To add widgets, click the [icon] icon to access the drop down menu as shown in the image below.

- **Enable** a widget: [ON]
- **Disable** a widget: [OFF]
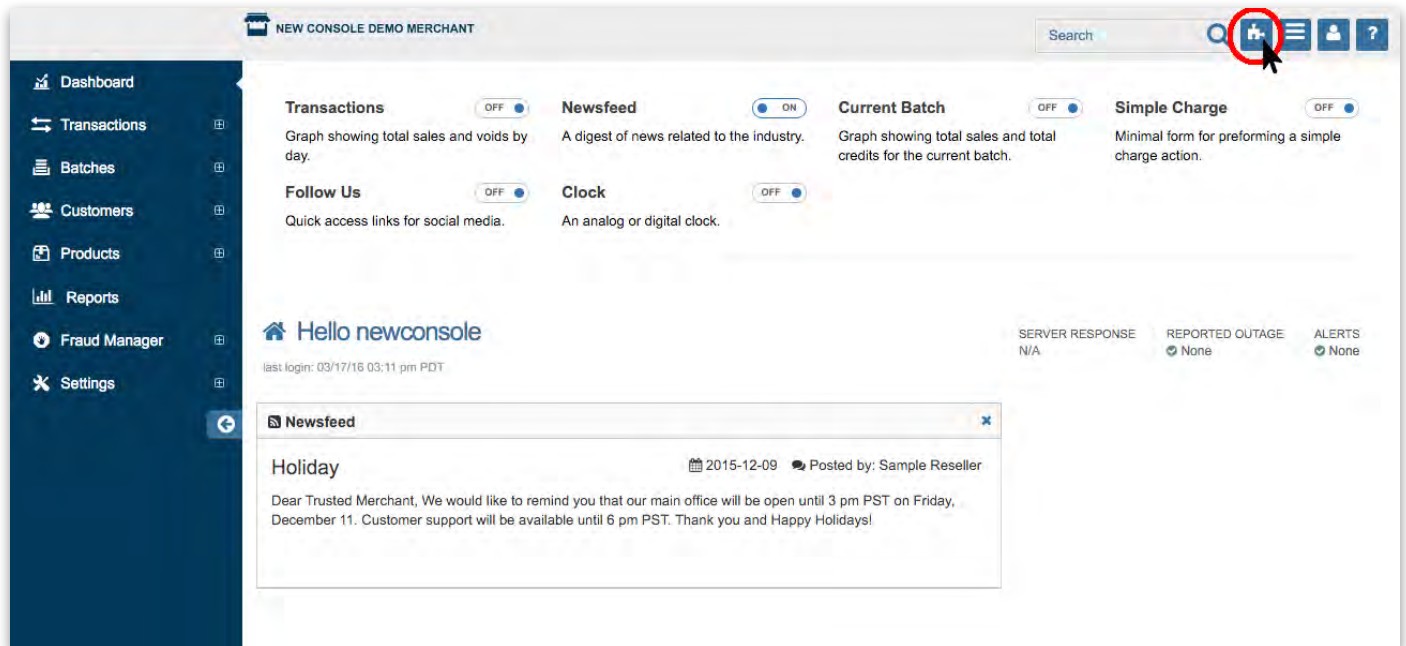


To adjust the order of your widgets, click the top bar of the widget then drag and drop it to the desired location. See widget descriptions below:

- **Transactions** - Shows a graphical summary of your total sales and voided transactions by day.
- **Newsfeed** - Shows a digest of news related to the industry, our latest announcements, system or maintenance updates, and more.
- **Current Batch** - Shows a graphical summary showing your total sales and total credits for the current batch.
- **Simple Charge** - A minimal form for performing a simple charge transaction.
- **Follow Us** - Access links for social media.
- **Clock** - An analog or digital clock.

# TRANSACTIONS

You can process 7 different types of transactions (New Order, Simple Charge, Auth Only, Refund, Voice Auth, Simple ACH, Reverse ACH) and activate gift cards. To access these types of transactions, click on the (+) next to 'Transactions' on the side menu bar.

## New Order

The New Order form lets you process transactions that include the order's details (Invoice Number, Products, and Order ID), the customer's information, and the payment information. Through this form, you can add products from your database to the order as 'Line Items'.

To access the New Order form, click 'Transactions' on the side menu bar from your Dashboard then select 'New Order' on the drop down menu. See image below.



**Step 1: ORDER:** Fill in the Invoice Number, PO Number, Order ID, and the Line Items fields, if desired. These fields are optional.

You can customize these fields by clicking **⚙ Order Form Settings** located at the top right hand side of your page. Fill in the 'Line Items' with products from the database or by creating custom items.

## Invoice Customization

Once you click [⚙ Order Form Settings] , a pop up window will appear.



Selecting the 'Auto-Populate Invoice Numbers' box automatically generates an invoice number to populate the 'Invoice Number' field for all New Order transactions.
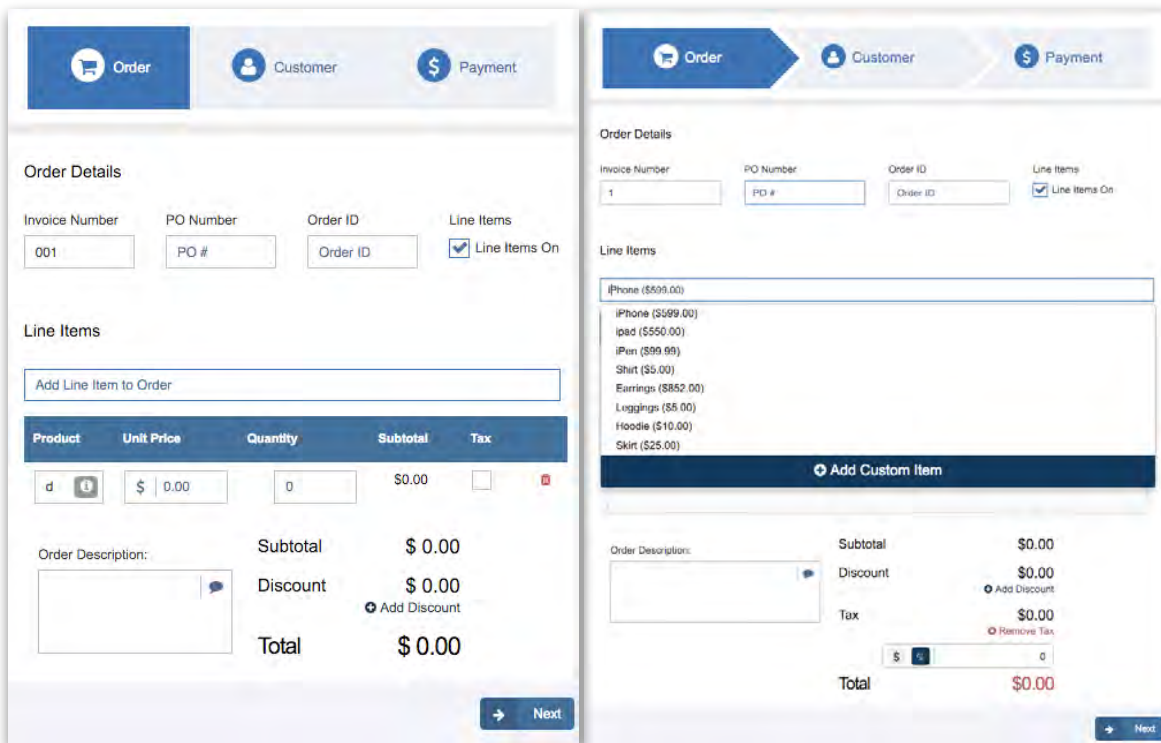
Enter the desired first invoice number in the 'Next Invoice Number' field. Enter the desired interval between invoices the 'Invoice Number Offset' field.

For example: If you enter '100' in the 'Next Invoice Number' field and '5' in the 'Invoice Number Offset' field, the first invoice number would be 100, the second 105, the third 110, and so on.

Click [💾 Save] to apply the setting to the order form

## Adding Line Items

Line items allows you to add products to the new order from your Product Database.



To add an item, type the name of the product or the SKU in the 'Line Items' field. A drop down menu will appear with the items that match that criteria.
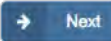
Click the desired item and adjust the 'Quantity' field as needed. You may also add a custom item when a product is not on your database yet. To add a custom item, click into the 'Line Items' field and click 'Add Custom Item'.
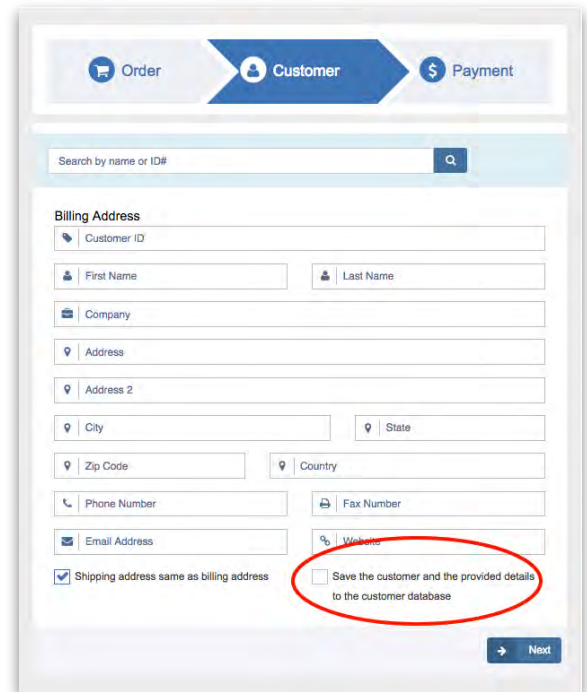
Enter in the product name, Unit Price, Quantity, and Order Description. Check the Tax box if the item is taxable. Repeat until all desired items are added, then click [→ Next] to continue to Step 2.
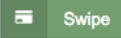
**Step 2: CUSTOMER:** If your customer is a returning customer or already in the database, you can search their name or Customer ID number on the 'Search' field. A drop down menu with customers matching the criteria entered will appear. Select the correct customer.

For new customers, enter their information in the desired fields. To save the customer's details for future transactions, click the 'Save Customer and the Provided Details to the Customer Database' box.
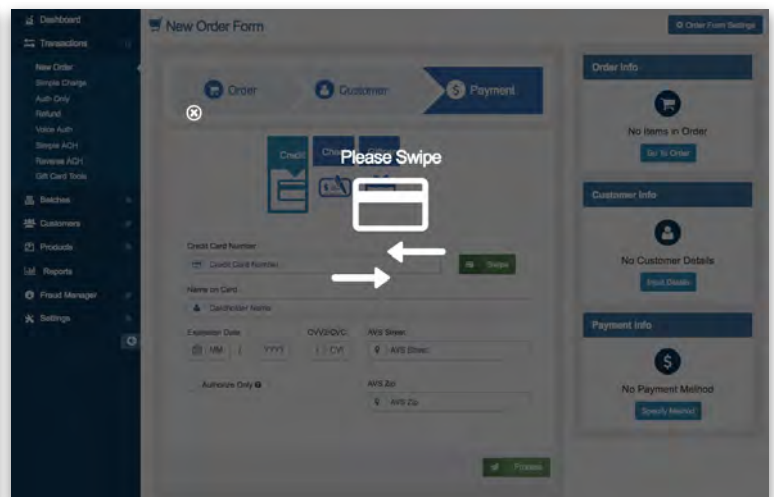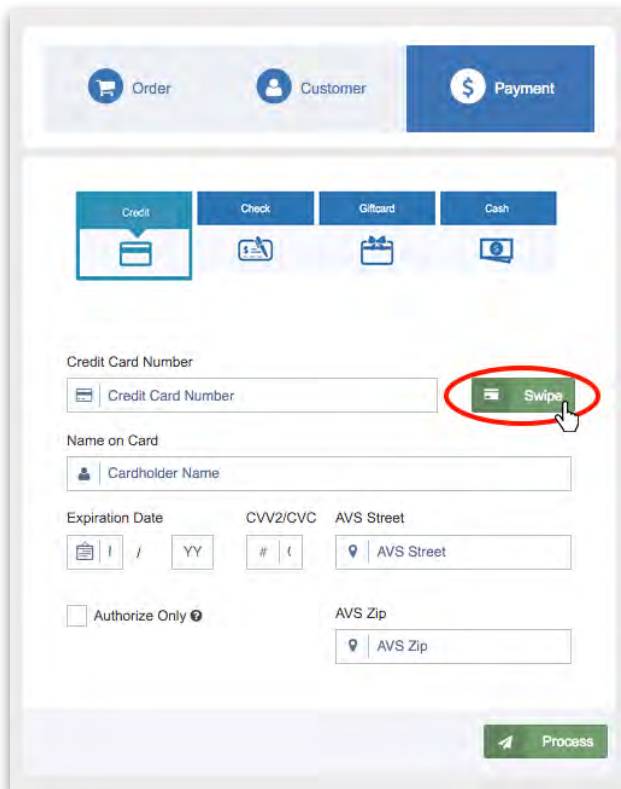
Click [→ Next] when done to continue on to the 'Payment Section.



**Step 3: PAYMENT:** Depending on the payment methods you accept, you may have the option to accept **Credit**, **Check**, **Cash** or **Gift Cards**.

*Credit:* To process a credit card transaction, you may swipe the customer's credit card or manually enter the customer's information. To swipe the customer's credit card, click [🖬 Swipe].

Once you have swiped the card, the 'Credit Card Number', 'Card holder Name', and 'Expiration Date' will auto-populate.





When manually entering the customer's credit card information, the 'Credit Card Number' and 'Expiration Date' fields are required. All other fields are optional.

If you would like to process the charge as 'Auth Only', remember to check the "Authorize Only" box. This charge will go to your Queued Transactions. (See page 7 for Auth Only Transactions).

# TRANSACTIONS

**Note:** *If a customer is a returning customer and you have their payment method saved, a Customer Payment icon will be available to process the transaction.*

*Cash:* To process a cash transaction, enter the 'Amount Tendered'. The amount tendered must be higher than or equal to the total amount of the order. The customer's 'Change Due' will automatically be calculated for you.
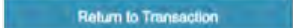
*Check:* To process a check transaction, enter the 'Name on Check', 'Routing Number', 'Check Number', 'Account Number'. All the other fields are optional.

*Gift Card:* To process a gift card transaction, enter the gift card number.

**Step 4:** Once all the payment information is entered, click [◀ Process]. A pop-up window will appear with one of three responses: Transaction Approved', 'Transaction Declined, or 'Error'.

As shown in the image below, the Transaction Approved window gives you the following options: view the customer's payment details, a link to your Batch Manager, a link to print the receipt, a link to email the receipt, and a link to process a new transaction.
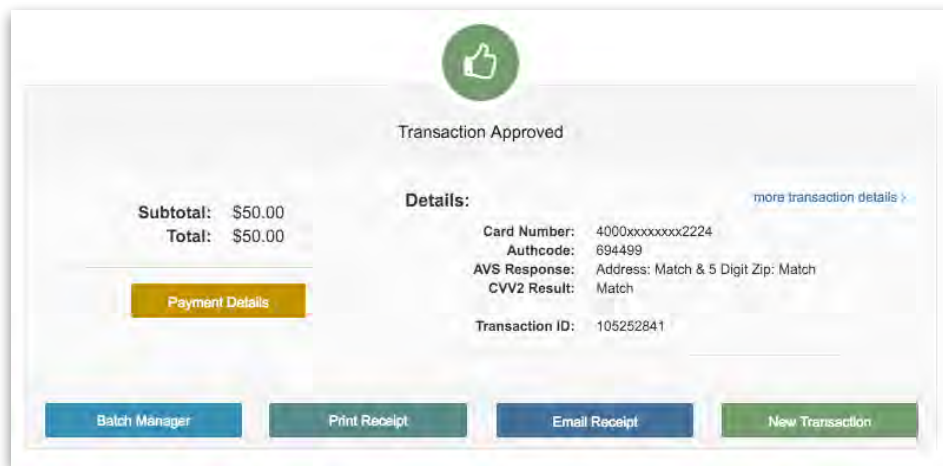


If your transaction is declined, a pop up window will appear giving you the 'Reason' for the decline and the 'Error Code' of the transaction. See image below. To double check if you have entered the right credit card information, or to re-swipe the customer's credit card, click [Return to Transaction].
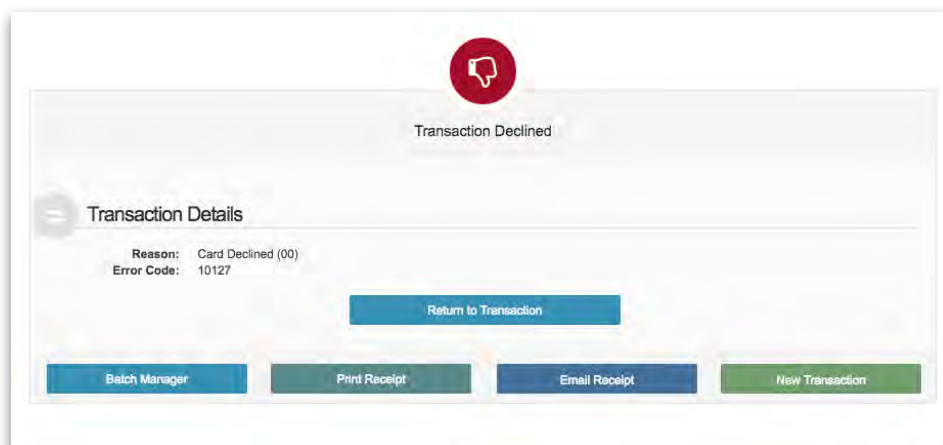
## Simple Charge

Simple Charge transactions are meant for one time credit card sales. From your Dashboard, click on 'Transactions' then click 'Simple Charge' on the drop down menu.



**Step 1:** To process a one-time credit card sale, you may swipe the customer's credit card or manually enter the Charge Amount, Credit Card Number, and Expiration Date. These fields are required and must be entered to process the charge. The Cardholder Name, Tax Amount, AVS Street, AVS Zip Code, and the CVV are all optional entries.
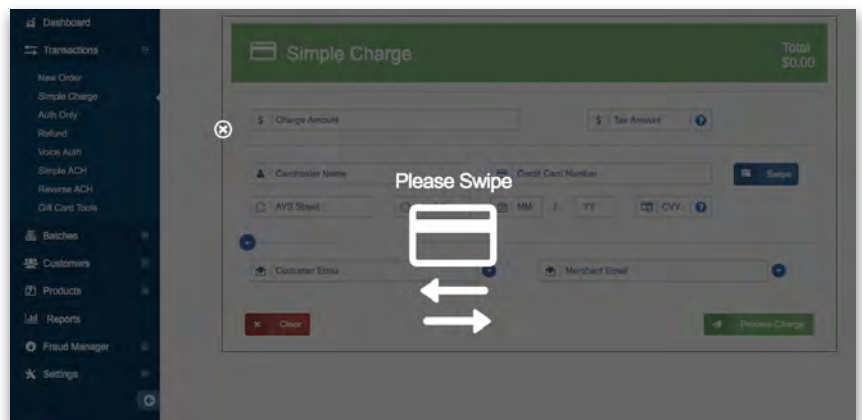
To swipe the customer's credit card, click [ Swipe ].

Once you have swiped the card, the customer's encrypted credit card information will automatically be entered in the following fields: Cardholder name, Card Number, and Expiration date.



To email the receipt to your customer, enter their email in the 'Customer Email' field. To send a report of the transaction to your own email, enter your email in the 'Merchant Email' field. To reveal additional fields, (such as Company Name, Customer ID #, Invoice #, PO#, Order ID, and Description) click on the drop down arrow on the top left side of the 'Customer Email' Field.



**Step 2:** Once all desired fields have been entered, click [ Process Charge ]. A pop-up window will appear and with one of three responses: 'Transaction Approved', 'Transaction Declined', or 'Error.
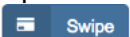
## Auth Only

An Auth-Only transaction is a pre-authorization of funds. This means that the funds are not actually deducted from the card holder's account but are reserved for a specific transaction. Some examples of Auth-Only transactions are appointment reservations or products that are not given or shipped directly after the sale has taken place (such as back orders).

**_Note_**_: Use caution when using Auth Only transactions. Every time an Auth Only transaction is used, the amount pre-authorized will be reserved from the customer's account, therefore limiting their available balance on their credit card account. When an Auth-Only transaction is captured, the transaction is moved to the current batch in the 'Batch Manager'._



**Step 1:** Auth Only is similar to entering a Simple Charge transaction. You may swipe the customer's credit card or manually enter the customer's credit card information.

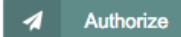To swipe the customer's credit card, click [Swipe].

Swipe the customer's credit card when you see the 'Please Swipe' window.

When manually entering a customer's credit card, the required fields to process an Auth Only Charge are: _Charge Amount_, _Credit Card Number_, and _Expiration date_. The _Cardholder Name_, _Tax Amount_, _AVS Street_, _AVS Zip Code_, and the _CVV_ are all optional entries.
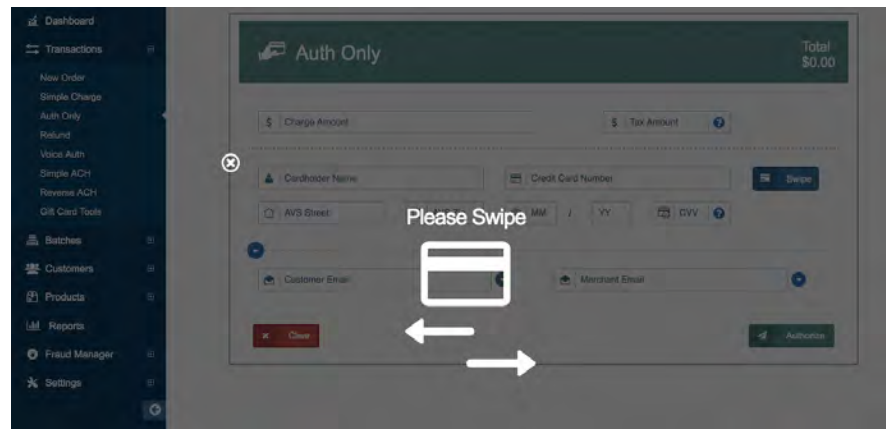


To email the receipt to the customer, enter their email in the 'Customer Email' field. To send a report of the transaction to your email, enter your email in the 'Merchant Email' field.

To reveal the additional fields, (Company Name, Customer ID #, Invoice #, PO #, Order ID, and Description), click the drop down arrow on the top left side of the 'Customer Email' field.

**Step 2:** Once you've completed entering the fields, click [Authorize]. A pop up window will appear with one of the three responses: 'Transaction Approved', Transaction Declined', or 'Error'.

# TRANSACTIONS

## Refund

The Refund page of your merchant console allows you to credit a customer's credit card. A transaction can only be refunded if it has settled. If the transaction has not settled, the transaction must be voided. This page gives you three options: refund a transaction, void a transaction, or view transaction details.

### Issue A Refund
To issue a refund, go to 'Transactions' and select 'Refund' from the drop down menu. Once you have clicked 'Refund', you will be taken to a new page showing your most recent transactions.

**Step 1**: Search or scroll down to the transaction you would like to refund. Search for the specific transaction by entering the Card holder's name, Transaction ID number, Auth Code or by swiping the credit card you would like to refund.



**Step 2**: Click [↺ Refund] to refund the transaction. On the pop up window, click [↺ Refund] to confirm the refund transaction.
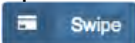
### Open Refund

If you are unable to find the transaction from entering the transaction number, cardholder's name, authorization code, you may issue an open refund.
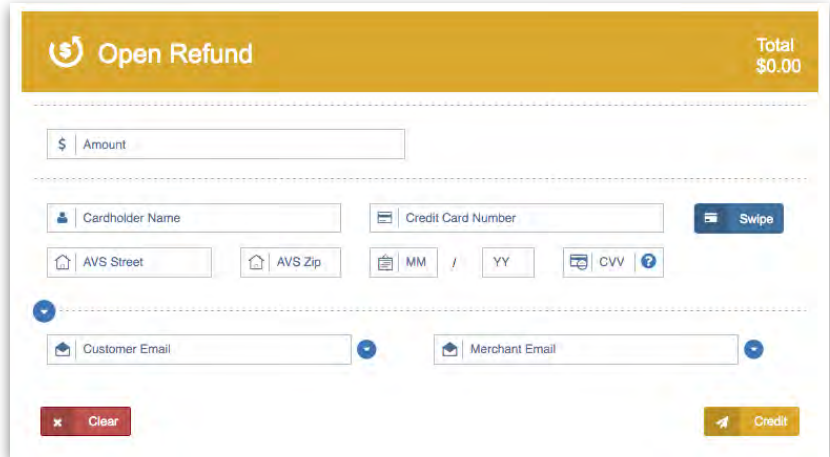


**Step 1:** Click on the 'Open Refund' link below the 'Search Transactions' field. You will be taken to the Open Refund page.

**Step 2:** Enter the amount of the refund, the customer's credit card number and the card's expiration date.

The Cardholder Name, Tax Amount, AVS Street, AVS Zip Code, and the CVV are all optional entries.

To swipe the customer's credit card, click [Swipe].



To email the receipt to your customer, enter the customer's email in the 'Customer Email' field. To send a report of the transaction to your own email, enter your email in the 'Merchant Email' field.

To reveal additional fields (such as Company Name, Customer ID#, Invoice #, PO#, Order ID, and Description), click the drop down arrow on the top left side of the 'Customer Email' field.

**Step 3:** Once you've completed the desired fields, click [Credit]. A pop up window will appear with one of the three responses: 'Transaction Approved', 'Transaction Declined', and 'Error'.
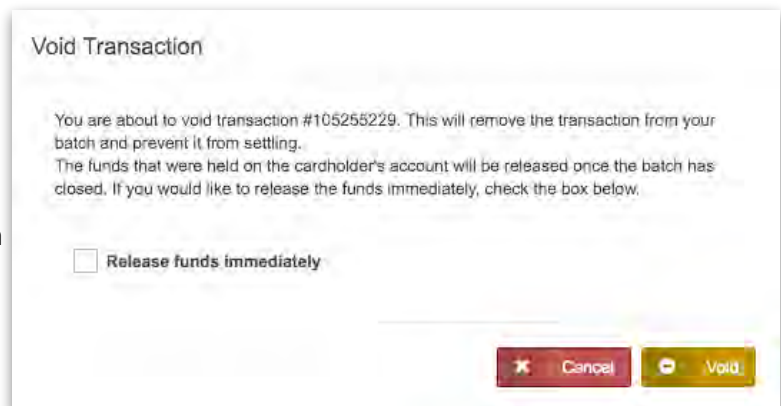
### Void A Transaction

A void nullifies or cancels a transaction. If a batch has not been closed or settled, a transaction can be voided.

**Step 1:** To void a transaction, click 'Transactions' on the side menu bar. A drop down menu will appear, click on 'Refund'. Once you've clicked 'Refund' you will be taken to a page where you can see your Recent Transactions.

**Step 2:** Click [Void] of the transaction you want to void. A pop up window will appear to confirm the void with the transaction number.

**Step 3:** Check the 'Release funds immediately' box to return the funds to the customer as soon as possible then click [Void].

**Note:** *The 'Release Funds Immediately' box will be available depending on your processor.*



A pop up window will appear with one of the three responses: 'Transaction Approved', 'Transaction Declined', and 'Error'
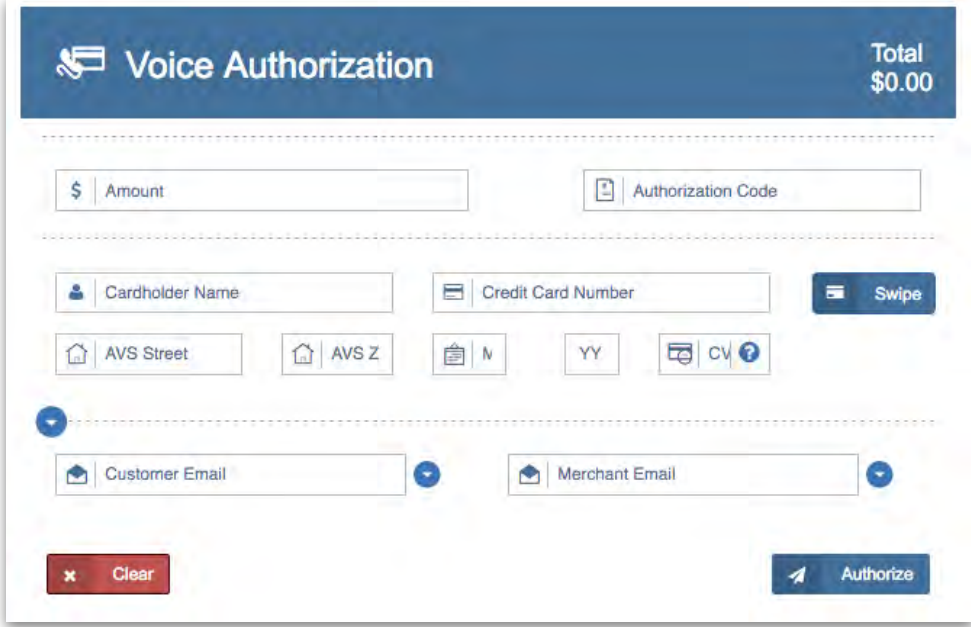
## Voice Auth

A Voice Auth transaction is most often used when a merchant attempts to process a transaction and receives an error code indicating that the transaction requires voice authorization. When processing a Voice Auth, the merchant must contact the customer's issuing bank for an authorization code.

To process a VoiceAuth, go to 'Transactions' on the side menu bar then select 'VoiceAuth' from the drop down menu.

**Step 1:** Manually enter the customer's credit card information or swipe the customer's credit card. To swipe a customer's credit card, click [Swipe]. Swipe the customer's credit card when prompted.



When manually entering the customer's credit card information, enter the Card Number, the card's Expiration Date, Authorization amount, and Authorization code provided by the customer's issuing bank. The Cardholder Name, AVS Street, AVS Zip Code, and the CVV are all optional entries.

To reveal additional fields (such as Company Name, Customer ID#, Invoice#, PO#, Order ID, and Description), click the drop down arrow on the top left side of the 'Customer Email' field. To email the Voice Auth receipt to your customer, enter the customer's email in the 'Customer Email' field.

To send a report of the transaction to your own email, enter your email in the 'Merchant Email' field.

**Step 2:** Once all the proper information is entered, click [Authorize] to process the VoiceAuth transaction. A pop up window will appear with one of the three responses: 'Transaction Approved', 'Transaction Declined', and 'Error'
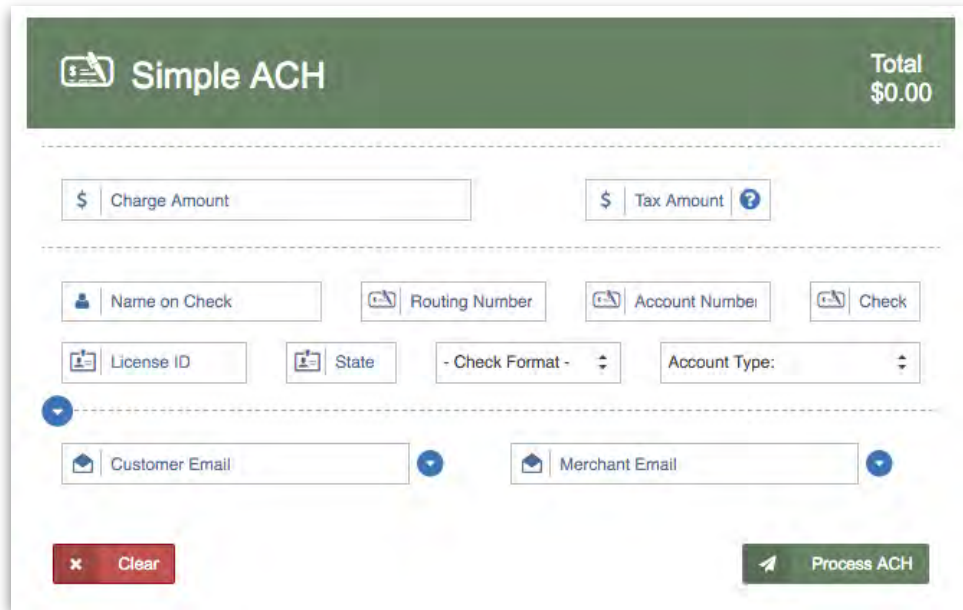
## Simple ACH

Simple ACH can only be used if a merchant is set up to process an Automated Clearing House (ACH) transaction. Contact your reseller to enable Simple ACH transactions in your account

To process a Simple ACH, go to 'Transactions' on the side menu bar and select 'Simple ACH' form the drop down menu.

**Step 1:** Enter the customer's Name on Check, Routing Number, and Account Number.



The Tax Amount, Check Number, License ID, State, the Check Format, and the Account Type are all additional fields.

You may choose to email the receipt to your customer by entering their email on the 'Customer Email' field, and send a report of the transaction by entering your email on the 'Merchant Email' field.

For additional fields to process the order, click on the drop down arrow on the top left side of the 'Customer Email' field. These additional fields include the customer's Company Name, Customer ID #, Invoice #, PO #, Order ID, and Description.
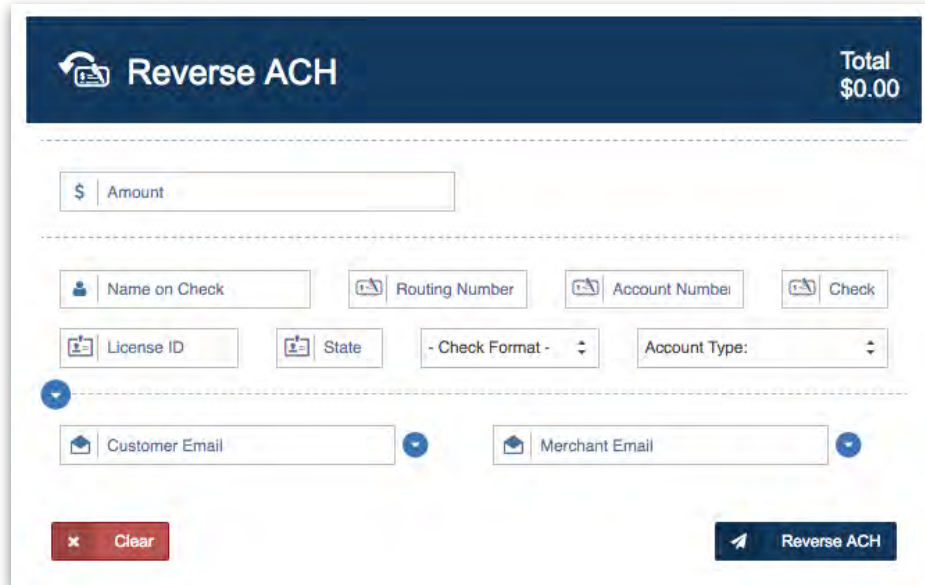
**Step 2:** Once you've completed entering the desired fields, click [Process ACH]. A pop up window will appear with one of the three responses: 'Transaction Approved', 'Transaction Declined' or 'Error'.

## Reverse ACH

A Reverse ACH transaction serves as a refund for a Simple ACH transaction.  An ACH transaction can only be processed if a merchant is set up with an ACH processor. To process a Reverse ACH, click 'Transactions' on the side menu bar then select 'Reverse ACH' from the drop down menu.

**Step 1:** Enter the Amount to be refunded, the Customer's Name on Check, their Routing Number, and their Account Number.The Check Number, License ID, State, the Check Format, and the Account Type are all additional fields.



To reveal additional fields (such as Company Name, Customer ID#, Invoice#, PO#, Order ID, and Description), click the drop down arrow on the top left side of the 'Customer Email' field.

To email the receipt to your customer, enter the customer's email in the 'Customer Email'. field.

To send a report of the transaction to your own email, enter your email in the 'Merchant Email' field.

**Step 2:** Once you've completed entering the fields, click [Reverse ACH]. A pop up window will appear with one of the three responses: 'Transaction Approved', 'Transaction Declined', or 'Error'.

## Gift Card Tools

Gift Cards Tools can be used if your account is set up to accept GETI gift cards. Contact your merchant service provider to start accepting gift cards. To activate a GETI gift card, click 'Transactions' on your side menu bar, then click 'Gift Card Tools'.
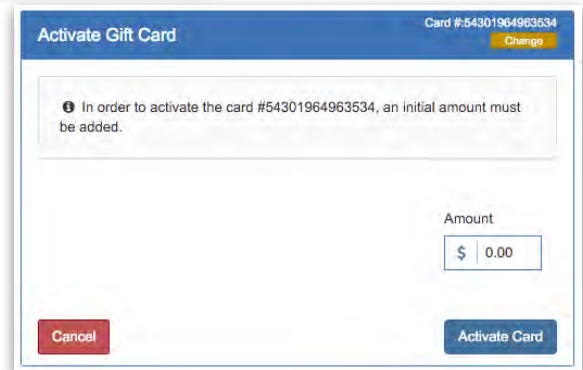
**Step 1:** Enter the number of the card, then click [ Set Card ].

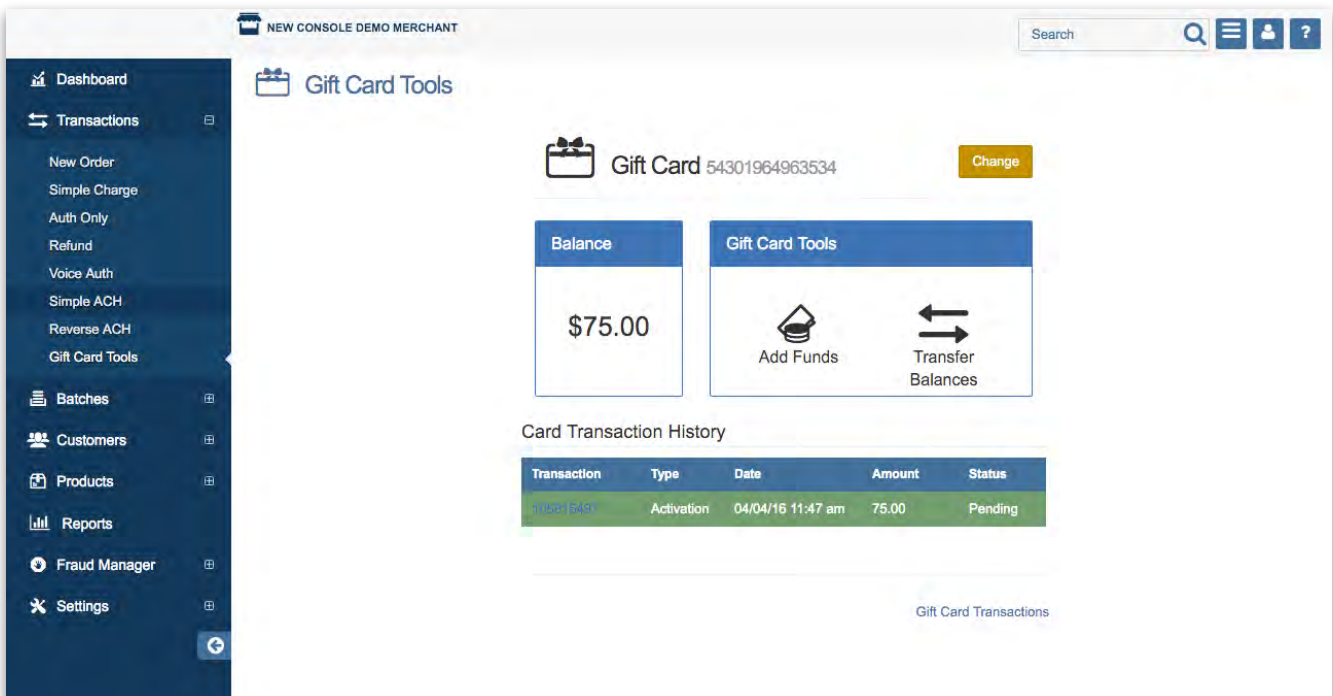**Step 2:** If the card is new, an initial amount must be added to activate the GETI gift card.

Enter the amount and click [ Activate Card ].

The card number can be changed if desired, by clicking on the 'Change' button on the top right hand side of the window.

**Step 3:** A pop-up window will appear to confirm the amount and the card number. If the information is correct, click [ ✔ Activate ].

**Step 4:** Once the card is activated, you will be taken to a new page. See image below.

From this page, you can view the gift card's current balance, add funds, transfer the balance to another gift card, view the transaction history, and change the card number.

***Add More Funds***
To add more funds, click the 'Add Funds' icon on the Gift Card Tools window, and repeat steps 1 to 4. Refer to the image on page 13.

**Transferring A Balance**
To transfer a balance, click the 'Transfer Balances' icon on the Gift Card Tools window.

**Step 1:** Enter the Card Number you are transferring funds from then click  Transfer Balance .
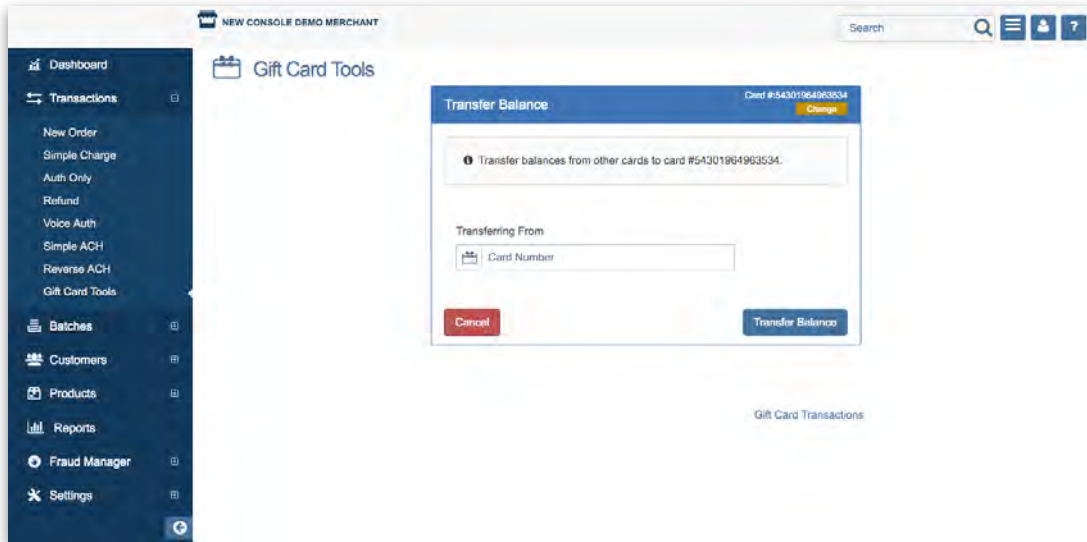


**Step 2:** A pop up window will appear. Confirm the card number you are transferring the funds from then click  Transfer .

**Note:** *Keep in mind when transferring a balance from Gift Card 1 to Gift Card 2, Gift Card 1 will be terminated. The card can no longer be used.*



**Step 3:** You will be taken back to the gift card's page. A pop up message will appear, confirming the balance was transferred successfully.
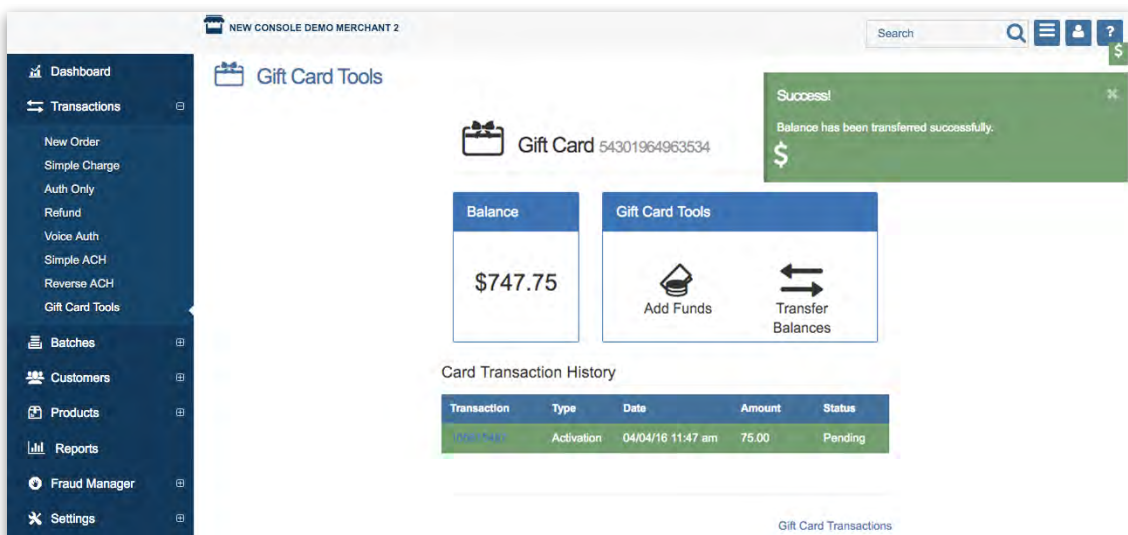


To view all your gift card transactions, click on the 'Gift Card Transactions' at the bottom of the page.

Think of a batch as a virtual register. Once a transaction is authorized or approved, it is placed into a batch. Just like a register, a batch needs to be closed on a daily basis (every 24 hours) to receive the funds. Transactions that have been processed through the gateway are grouped together in batches or bundles. This batch must then be closed for the transactions to settle and be deposited into your merchant service bank account.

We have created sections in the Batches menu to help you manage and view your transactions easily and efficiently:
- **Batch Manager**
- **Queued Transactions**
- **Check Manager**
- **Upload Manager**

## Batch Manager

The Batch Manager is considered the most important section of the merchant console. This is where all your successful debit card and credit card transactions are stored. If a transaction has been declined or received an error, it will NOT be placed into a batch or into the Batch Manager.

To access the Batch Manager, click on 'Batches' on the side menu bar then select 'Batch Manager' from the drop down menu.
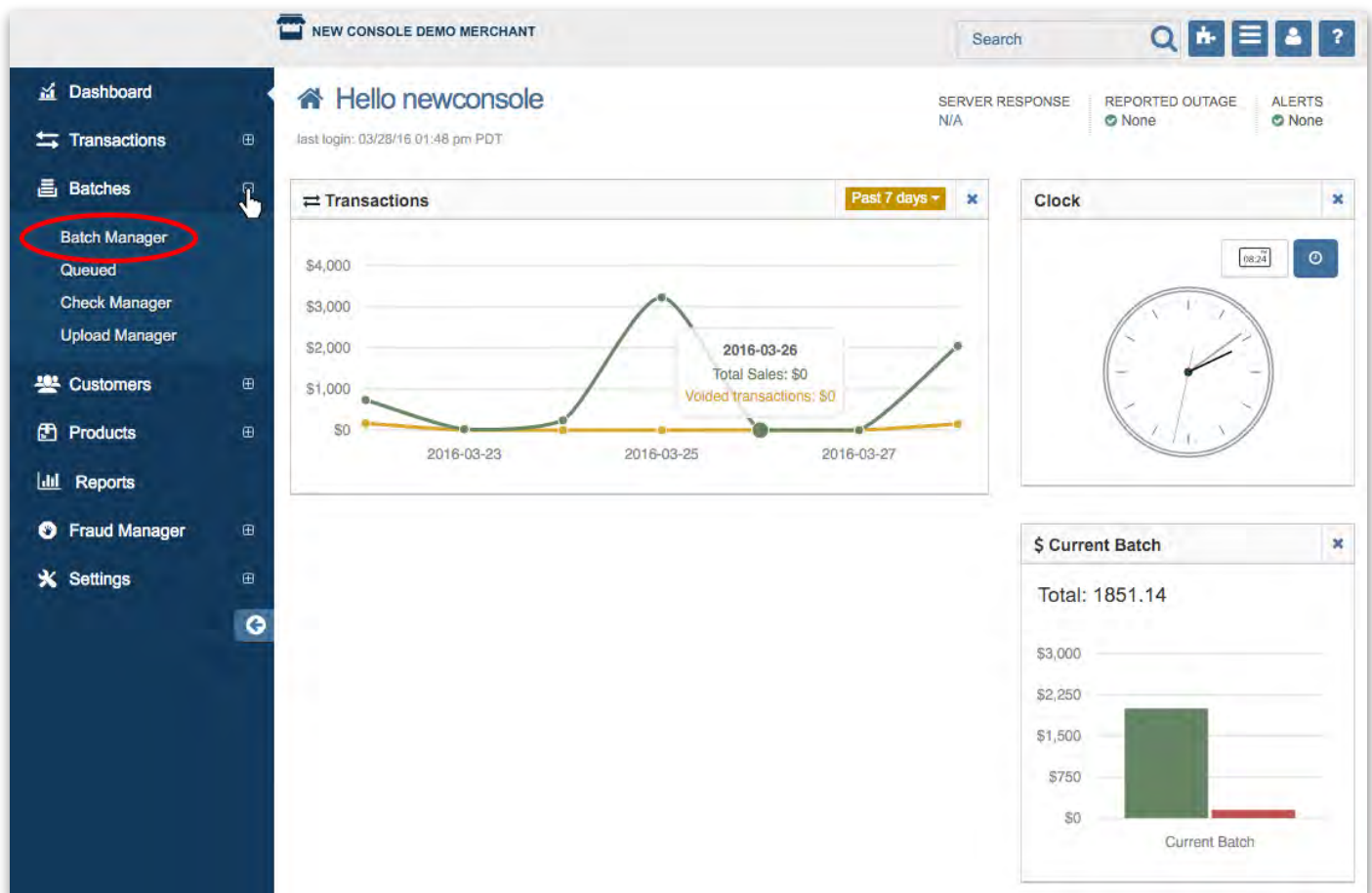
# BATCHES

Your current open batch is displayed when you first enter the Batch Manager page. The open batch contains all transactions that have not yet closed or settled.



## Batch Summary
The top section of the Batch Manager shows a detailed and graphical breakdown of your current batch. The specific breakdowns are:
- A detailed list of your Batch Total based on your Total Sales, Total Voided, and Total Credits (or refunds).
- A vertical bar graph based on the total amount of your Total Sales, Total Voided, and Total Credits (or refunds).
- A pie chart showing a breakdown of your total Sales By Source.
- A pie chart showing a breakdown of your total Sales by Card.

# BATCHES

The bottom section of the Batch Manager shows your current batch's transaction details such as the Date, Cardholder's Name, Card Type, Card Number, Address Verification System or AVS, Card Verification Value or CVV2, the Amount of the transaction, and the Authorization Code.

| | Date | Card Holder | Card Type | Card Number | AVS | CVV2 | Amount | Auth |
|---|---|---|---|---|---|---|---|---|
| ☐ | 03/28/16 | test 01 | VISA | xxxxxxxxxx1111 🔒 | YYY | P | $9.50 | 745679 |
| ☐ | 03/28/16 | Test Four | ⬡ | xxxxxxxxxx2226 🔒 | YYY | M | $87.99 | 742585 |
| ☐ | 03/28/16 | Test Three | VISA | xxxxxxxxxx2226 🔒 | YYY | P | $207.25 | 742573 |
| ☐ | 03/28/16 | Kim | ⬡ | xxxxxxxxxx2226 🔒 | NA | NA | ($150.00) | 105432 |
| ☐ | 03/28/16 | Test 2 | ⬡ | xxxxxxxxxx2226 🔒 | YYY | M | $110.34 | 742558 |
| ☐ | 03/28/16 | Kim Test | DISCOVER | xxxxxxxxxx2224 🔒 | YYY | M | $54.50 | 742545 |
| ☐ | 03/28/16 | | ⬡ | xxxxxxxxxx0000 🔒 | YYY | P | $1531.56 | 739549 |

*Showing 1 to 7 of 7 entries.*

## *Remove Batch Summary*
If you prefer not to have this section on your Batch Manager Page, click on the drop down arrow on the right hand side of the graph section.



## *View Detailed Batch Summary*
**Step 1:** Click [Batch Summary] located on the top right hand side of the page.

**Step 2:** A pop up window will appear showing the following information:
- **By Source** or **Source Key:** It shows you the total funds, transaction count, and total credit.
  **Note**: *A **Source Key** is a 16 alphanumeric digit that allows merchants to integrate with shopping carts, 3rd party softwares, and the ability to build a payment form. It identifies the source of where and how the transaction was processed.*

- **By Users:** It shows all the transaction count, total credit and total funds by users in your account.



- **By Card Type:** It shows the source by credit card type, the total amount of transaction from each credit card, the count, and total credit.



**Step 3:** Click [× Close] to exit the Batch Summary.

### *Rearrange Your Table*

By default, your batch is arranged with the most recent transaction at the top and the oldest or first transaction of the batch at the bottom. The table can be rearranged based on the card holder's first name, card type, card number, amount of the transaction, or the authorization code. For example, click on 'Card Holder' on the top bar of the table to rearrange the table by the card holder's name.

| | Date | Card Holder | Card Type | Card Number | AVS | CVV2 | Amount | Auth |
|---|---|---|---|---|---|---|---|---|
| | 03/28/16 | | | xxxxxxxxxx0000 🔒 | YYY | P | $1531.56 | 739549 |
| | 03/28/16 | Kim | | xxxxxxxxxx2226 🔒 | NA | NA | ($150.00) | 105432 |
| | 03/28/16 | Kim Test | DISCOVER | xxxxxxxxxx2224 🔒 | YYY | M | $54.50 | 742545 |
| | 03/28/16 | test 01 | VISA | xxxxxxxxxx1111 🔒 | YYY | P | $9.50 | 745679 |
| | 03/28/16 | Test 2 | | xxxxxxxxxx2226 🔒 | YYY | M | $110.34 | 742558 |
| | 03/28/16 | Test Four | | xxxxxxxxxx2226 🔒 | YYY | M | $87.99 | 742585 |
| | 03/28/16 | Test Three | VISA | xxxxxxxxxx2226 🔒 | YYY | P | $207.25 | 742573 |

### *Customize Your Table*

**Step 1:** You can customize your table by adding or deleting specific fields. Click [⚙ Options] on the top right hand side of your Batch Manager page then click 'Customize Table'.
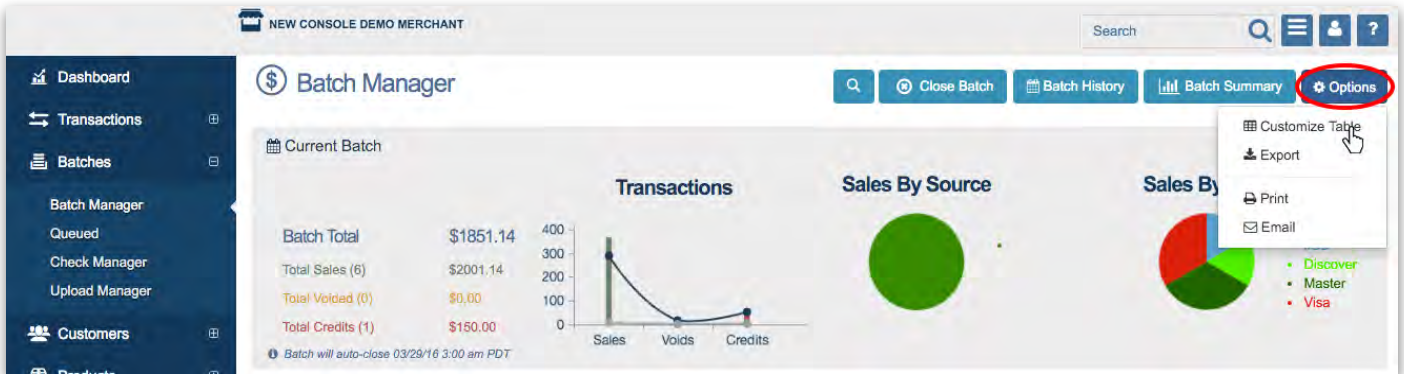


The 'Table Options' pop up window will appear showing your current fields and available fields.
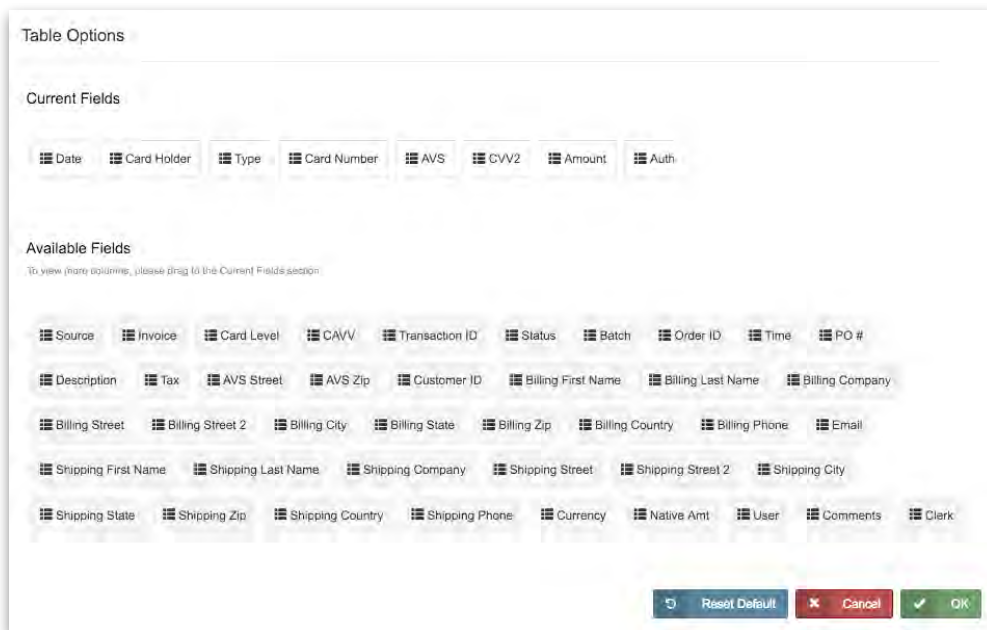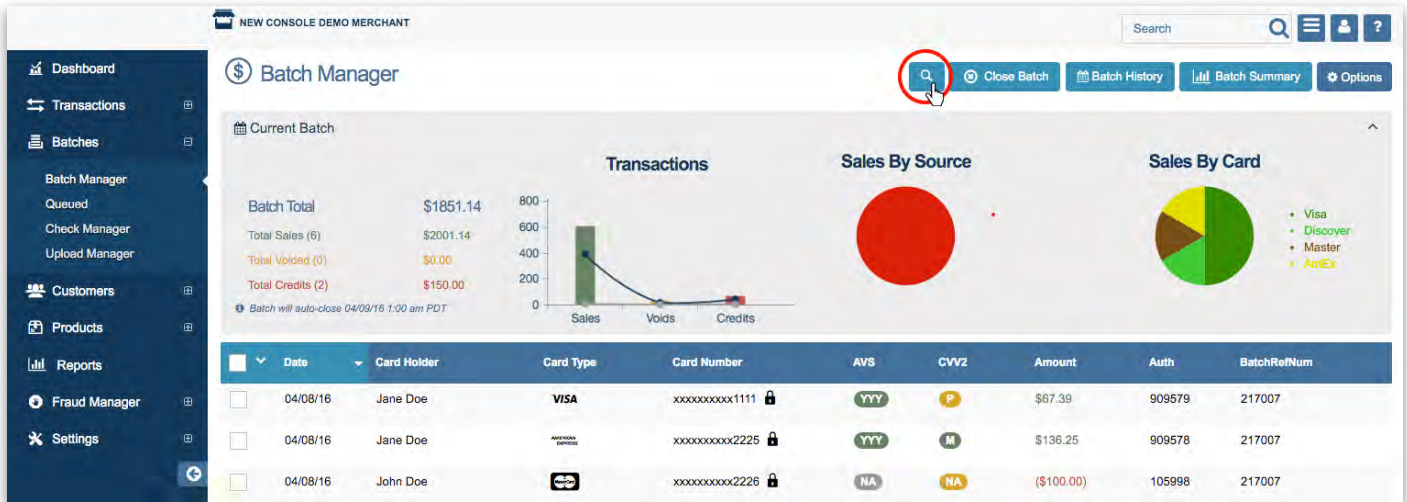


**Step 2:** To add more columns into your current batch table, drag and drop a field button into the 'Current Fields' section. To remove a specific column, drag and drop the desired field button from the 'Current Fields' section to the 'Available Fields' section.

**Step 3:** Once you have finished adding or deleting specific fields, click [✔ OK]. If you want to reset your table to default, click [↺ Reset Default].

## Search For A Transaction
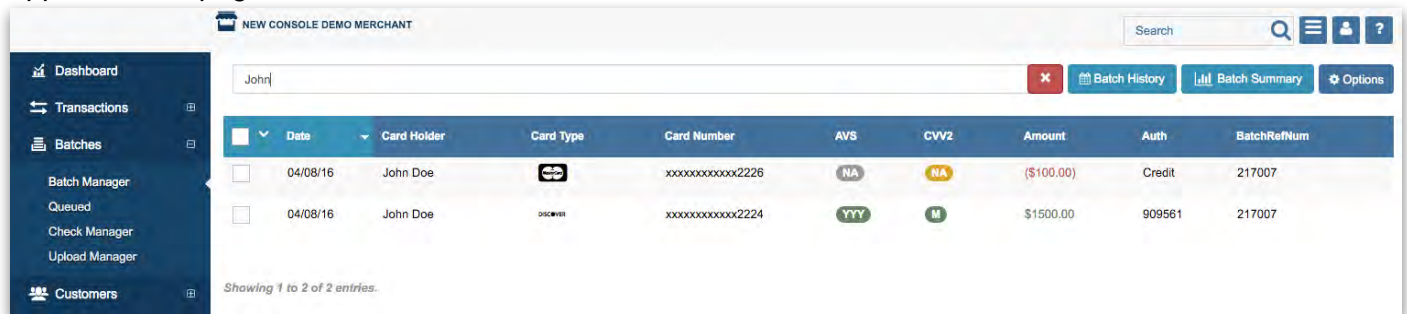
**Step 1:** To search for a specific transaction, click the 🔍 icon located at the top right hand side of your Batch Manager page. A transaction can be searched by typing in the last four digits of the Card Number, the Cardholder's Name, the Transaction Amount, Authorization Code, and the Transaction ID.



**Step 2:** The image below shows an example of searching for a transaction by the card holder's name. Enter the name of the card holder in the search field. All transactions that match the criteria entered will appear on the page.
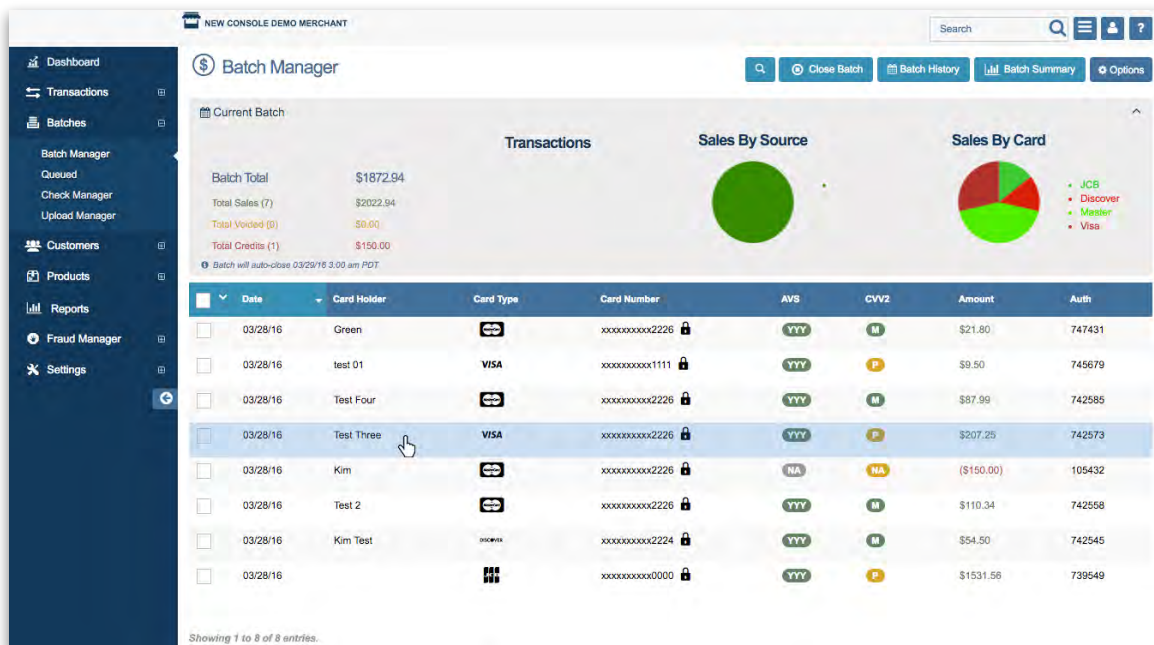


## View Transaction Details

**Step 1:** To view a transaction's details in your current batch, click on the desired transaction.

**Step 2:** Once you click the transaction, you will be taken to a new page with that transaction's complete details. **Note:** *You will only be able to view approved debit or credit card transactions in the Batch Manager.*
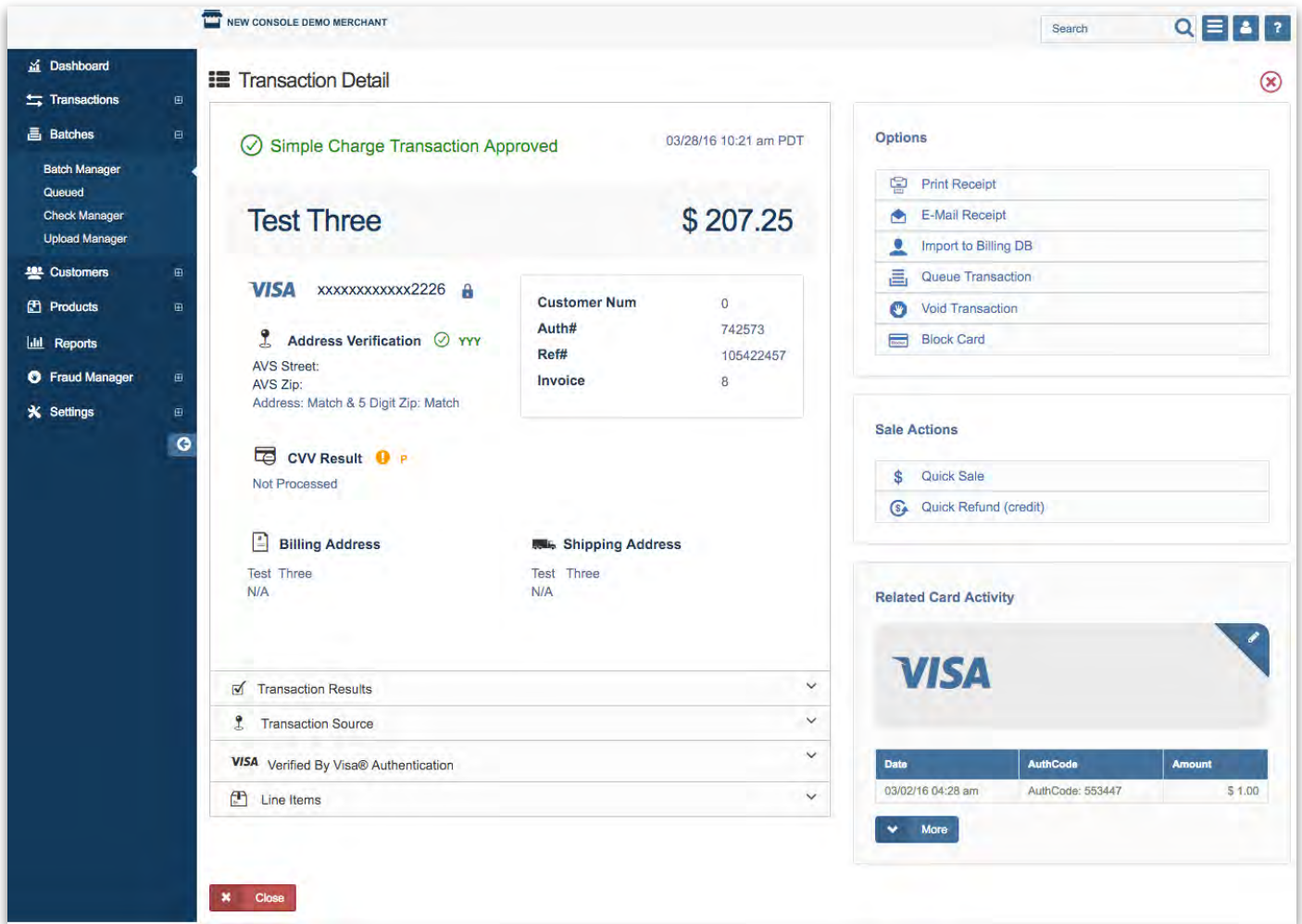


From this page, you can view the following information:
- The customer's name and total amount of the transaction.
- The customer's debit or credit card information: their Address Verification (AVS Results), CVV Result, Billing Address and Shipping address.
- Transaction Results (click the drop down to view the following details):
  ➡ Transaction ID
  ➡ Type of Transaction
  ➡ Status of the Transaction
  ➡ Batch Number
  ➡ Authorization or Auth Code
  ➡ AVS Result
  ➡ CVV2 Result
  ➡ Card Level Result
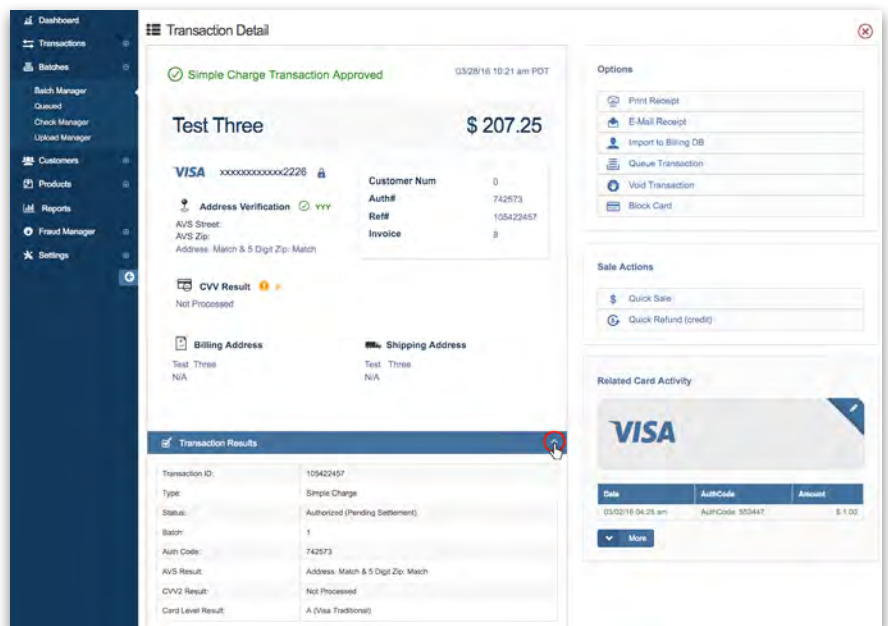
- Transaction Source (click the drop down to view the following details):
  - ➡ User
  - ➡ Source
  - ➡ Server IP
  - ➡ Client IP
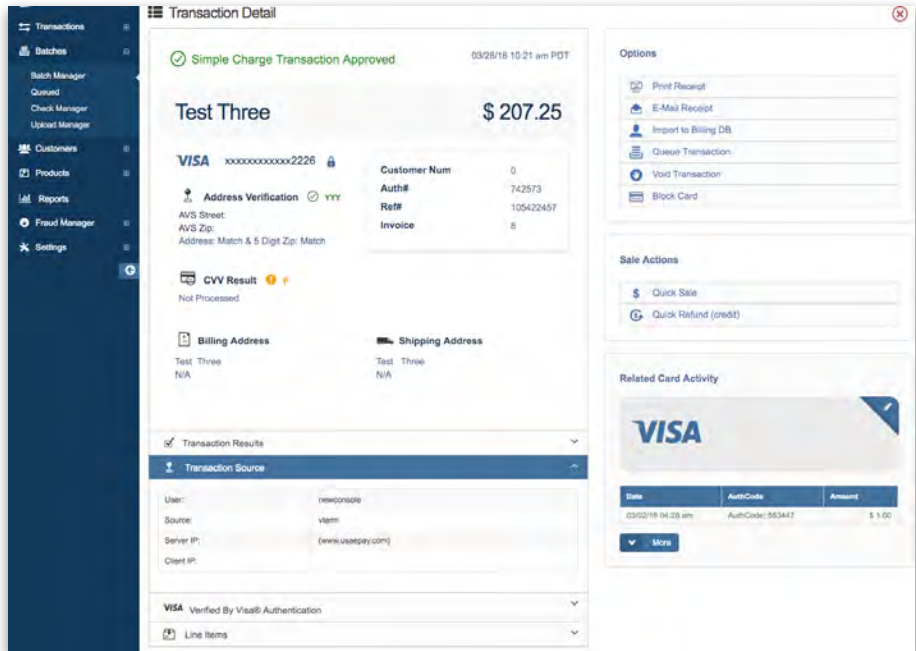


- The line items or products included in the transaction (click the drop down to view the following details):
  - ➡ SKU
  - ➡ Item Name
  - ➡ Count
  - ➡ Quantity
  - ➡ Subtotal
  - ➡ Taxable
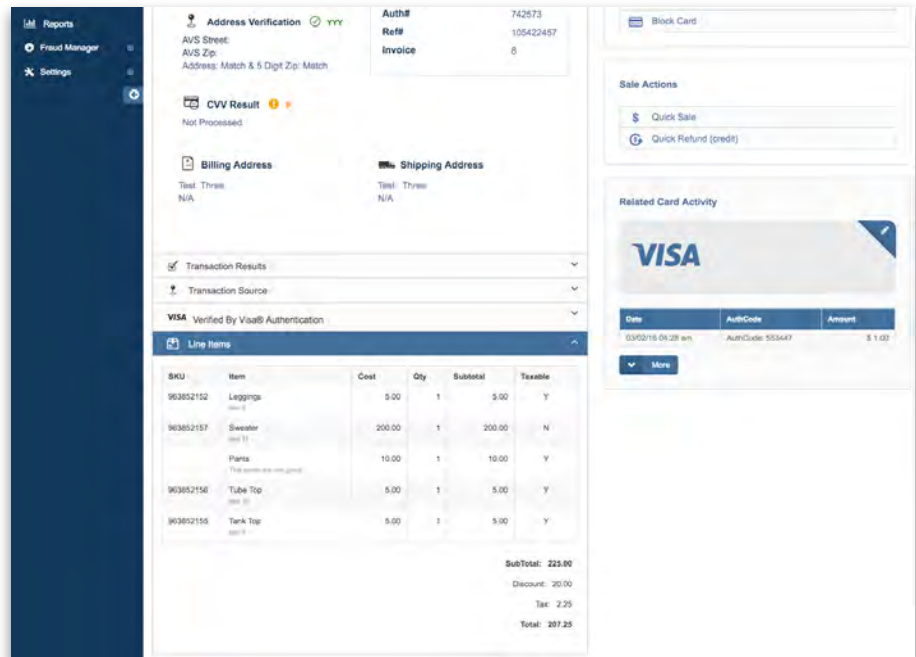


From this page, you also have a few options for action:
- Print Receipt
- Email Receipt
- Import to Billing DB (Database) - This adds the customer's billing information to your recurring billing database.
- Queue Transaction - This moves the transaction to your Queued Transactions allowing you to change the amount of the transaction. A transaction can only be moved to your Queued Transactions BEFORE the transaction has settled.
- Void Transaction - A transaction can only be voided BEFORE it has settled.
- Block Card  - This blocks the customer's debit or credit card.
- Quick Sale or Quick Refund
- View Related Card Activity - This shows all the processed transaction associated with card, including errors, voids, and declines.

### *Void A Transaction*
Voids can be processed from the transaction's detail page or from the Batch Manager home page.

**Note:** *A transaction can only be voided, if the transaction is still in your current open batch. If a transaction is closed or settled, you can only issue a refund.*

To void a transaction from a transaction's detail page follow these steps:
**Step 1:** Click on 'Void Transaction' in the Options section, on the right hand side of the Transaction Detail page.



**Step 2:** A pop up window will appear to confirm the void. To release the funds back to the customer's bank account immediately, check the 'Release Funds Immediately' box then click [ ✔ Confirm ].

<u>To void a transaction from the Batch Manager homepage follow these steps</u>:

**Step 1:** Right click on the transaction you wish to void, then click 'Void'.



**Step 2:** A pop up window will appear to confirm the void.

To release the funds back to the customer's bank account immediately, check the 'Release Funds Immediately' box then click ✔ Confirm.



### *Issue a Quick Refund*

Much like issuing a void, you can issue a Quick Refund from the transaction's detail page or from the Batch Manager home page. **<u>Note</u>:** *A refund can only be issued when a transaction from a batch is settled.*

<u>Quick Refund From Batch Manager Homepage</u>:

**Step 1:** Click on 'Quick Refund (credit)' in the Sale Actions section, on the right hand side of the Transaction Detail page.
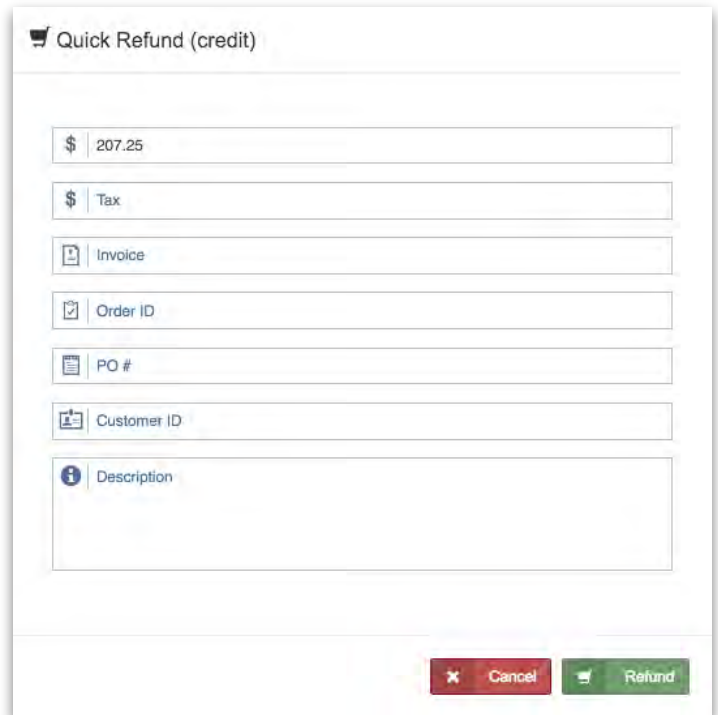
**Step 2:** A pop up window will appear. Fill out the desired fields (Amount, Tax, Invoice, Order ID, PO#, Customer ID, and Description) to process the refund.

The 'Amount' field is the only field required, all the other fields are optional.

Once you have filled out the necessary information, click [🛒 Refund].

**Note:** *There is no prompt to confirm the refund transaction. Be sure to double check information is correct before processing.*

A confirmation message will appear and with one of three responses: 'Transaction Approved', 'Transaction Declined', or 'Error.



Quick Refund From Batch Manager Homepage:
**Step 1:** Right click on the transaction, then click 'Quick Refund'.
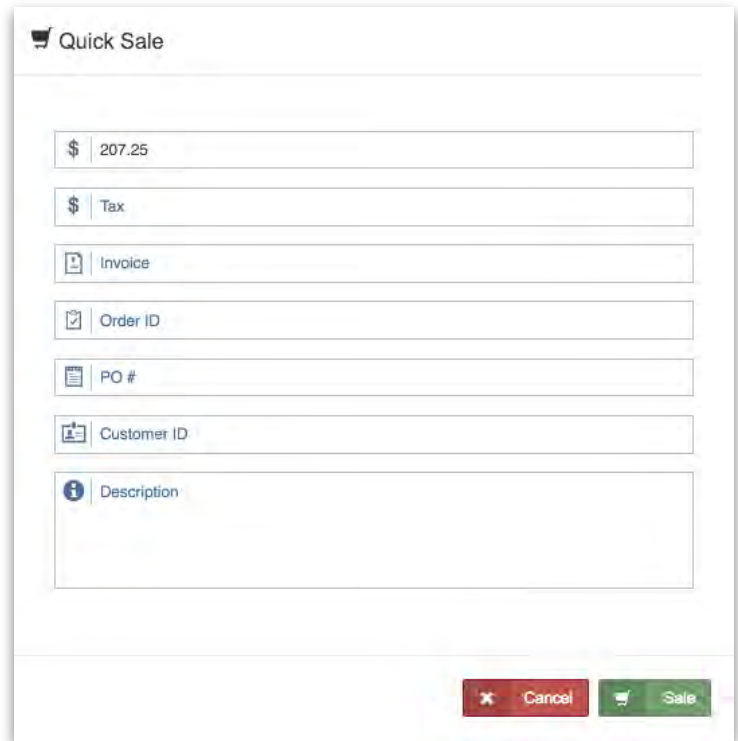
**Step 2:** A pop up window will appear. Fill out the desired fields (Amount, Tax, Invoice, Order ID, PO#, Customer ID, or Description) to process the refund.

The 'Amount' field is the only field required, all the other fields are optional.

Once you have filled out the necessary information, click [🛒 Refund].

**Note:** *There is no prompt to confirm the refund transaction. Be sure to double check information is correct before processing.*

A confirmation message will appear and with one of three responses: 'Transaction Approved', 'Transaction Declined', or 'Error.
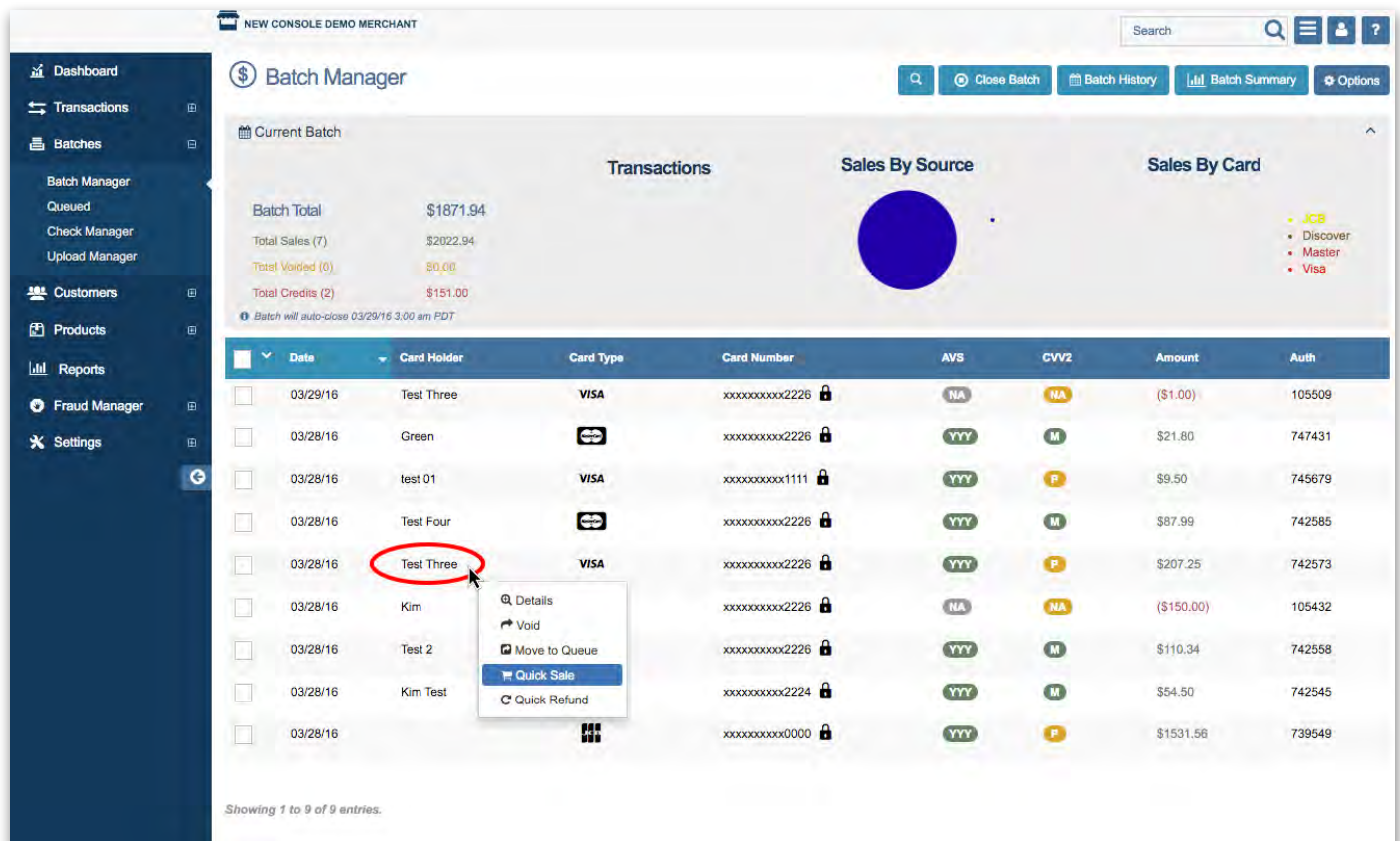
🛒 Quick Refund (credit)

| | |
|---|---|
| $ | 207.25 |
| $ | Tax |
| | Invoice |
| | Order ID |
| | PO # |
| | Customer ID |
| ❶ | Description |

[✗ Cancel] [🛒 Refund]

*Quick Sale*
The Batch Manager allows you to process a quick sale through a transaction's detail page or the Batch Manager homepage.

Quick Sale From Transaction Detail Page:
**Step 1:** Click on 'Quick Sale' on the 'Sale Actions' section on the right hand side of the Transaction Detail page.
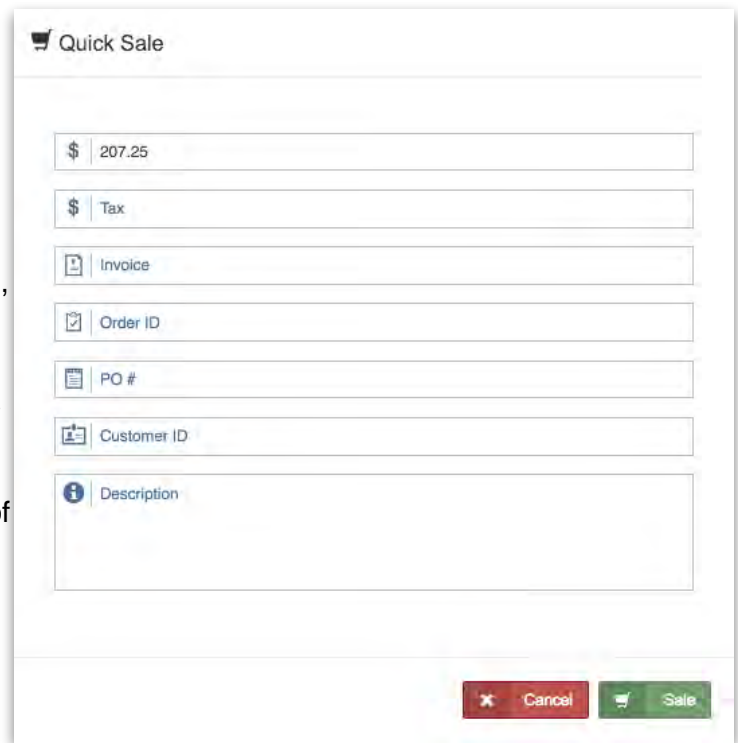
**Step 2:** A pop up window will appear. Fill out the desired fields (Amount, Tax, Invoice, Order ID, PO#, Customer ID, or Description) to process the Quick Sale.

The 'Amount' field is the only field required, all the other fields are optional.

When complete, click [🛒 Sale].

**Note:** *There is no prompt to confirm the sale transaction. Be sure to double check information is correct before processing.*

A confirmation message will appear and with one of three responses: 'Transaction Approved', 'Transaction Declined', or 'Error.
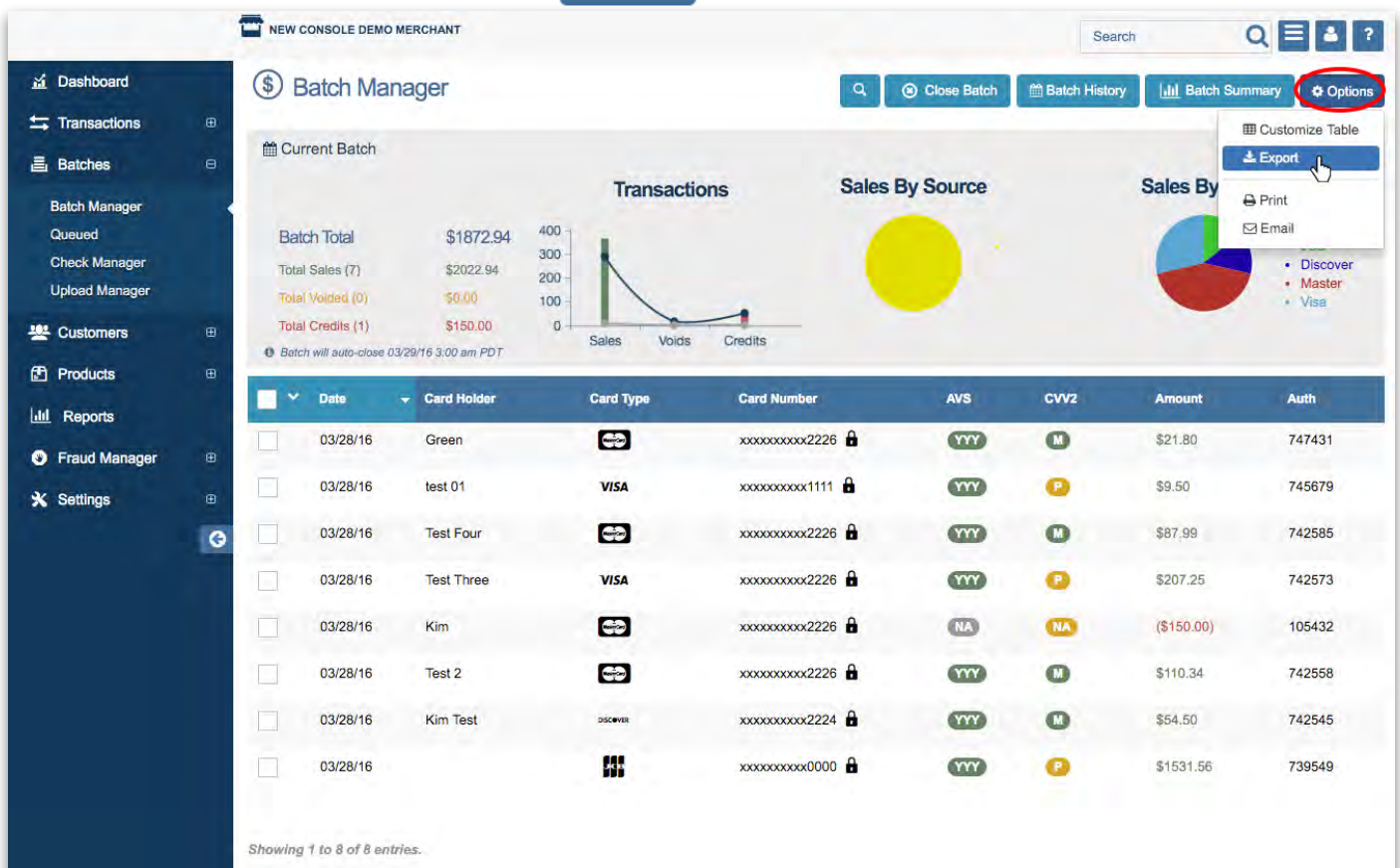
🛒 Quick Sale

| $ | 207.25 |
| $ | Tax |
| | Invoice |
| | Order ID |
| | PO # |
| | Customer ID |
| | Description |

[✕ Cancel] [🛒 Sale]

Quick Sale From Batch Manager Homepage:
**Step 1:** Right click on the transaction you want the Quick Sale to associate with, then click 'Quick Sale'.

NEW CONSOLE DEMO MERCHANT

$ **Batch Manager**    [🔍] [⊙ Close Batch] [📅 Batch History] [📊 Batch Summary] [⚙ Options]

📅 **Current Batch**

**Transactions**    **Sales By Source**    **Sales By Card**

| Batch Total | $1871.94 |
| Total Sales (7) | $2022.94 |
| Total Voided (0) | $0.00 |
| Total Credits (2) | $151.00 |

ℹ Batch will auto-close 03/29/16 3:00 am PDT

- JCB
- Discover
- Master
- Visa

| | Date | Card Holder | Card Type | Card Number | AVS | CVV2 | Amount | Auth |
|---|---|---|---|---|---|---|---|---|
| ☐ | 03/29/16 | Test Three | VISA | xxxxxxxxxx2226 🔒 | NA | NA | ($1.00) | 105509 |
| ☐ | 03/28/16 | Green | 🔗 | xxxxxxxxxx2226 🔒 | YYY | M | $21.80 | 747431 |
| ☐ | 03/28/16 | test 01 | VISA | xxxxxxxxxx1111 🔒 | YYY | P | $9.50 | 745679 |
| ☐ | 03/28/16 | Test Four | 🔗 | xxxxxxxxxx2226 🔒 | YYY | M | $87.99 | 742585 |
| ☐ | 03/28/16 | Test Three | VISA | xxxxxxxxxx2226 🔒 | YYY | P | $207.25 | 742573 |
| ☐ | 03/28/16 | Kim | | xxxxxxxxxx2226 🔒 | NA | NA | ($150.00) | 105432 |
| ☐ | 03/28/16 | Test 2 | | xxxxxxxxxx2226 🔒 | YYY | M | $110.34 | 742558 |
| ☐ | 03/28/16 | Kim Test | | xxxxxxxxxx2224 🔒 | YYY | M | $54.50 | 742545 |
| ☐ | 03/28/16 | | 🎴 | xxxxxxxxxx0000 🔒 | YYY | P | $1531.56 | 739549 |

Context menu:
- 🔍 Details
- ↪ Void
- 📄 Move to Queue
- 🛒 Quick Sale
- ↻ Quick Refund

Showing 1 to 9 of 9 entries.

Sidebar:
- 📊 Dashboard
- ⇄ Transactions
- 📑 Batches
  - Batch Manager
  - Queued
  - Check Manager
  - Upload Manager
- 👥 Customers
- 📦 Products
- 📊 Reports
- ⊙ Fraud Manager
- ✖ Settings

**Step 2:** A pop up window will appear. Fill out desired fields (Amount, Tax, Invoice, Order ID, PO#, Customer ID, or Description) to process the Quick Sale.

The 'Amount' field is the only field required, all the other fields are optional.

Once you have filled out the necessary information, click [🛒 Sale] .

**Note:** *There is no prompt to confirm the sale transaction. Be sure to double check information is correct before processing.*

A confirmation message will appear and with one of three responses: 'Transaction Approved', 'Transaction Declined', or 'Error.'



*Export Your Current Batch*
**Step 1:** To export your current batch, click [⚙ Options] then select 'Export' from the drop down menu.

**Step 2:** Select the desired file type (CSV, Tab Delimited or a JSON file) in the pop-up window, then click Export .

Your file should automatically download in your browser.

**Note:** *The exported file will only contain information displayed on Batch Manager page. To add more fields into your exported file, see page 19.*
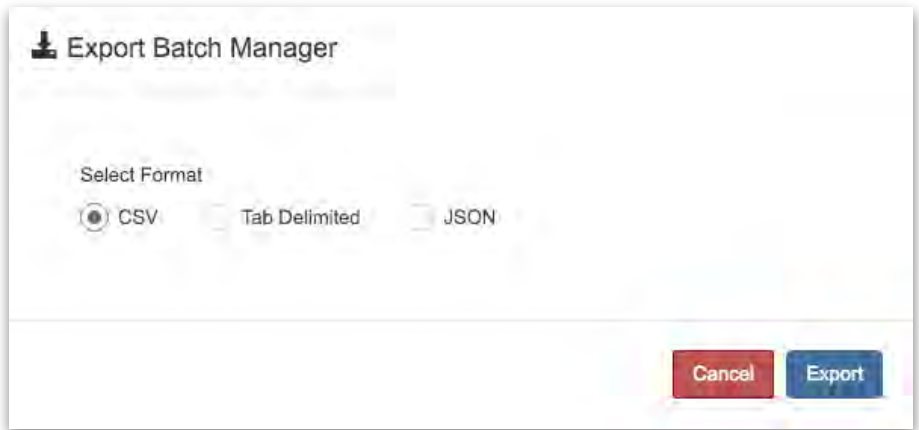


*Print Your Current Batch*
The Batch Manager allows you to print your current batch or previous batches.

**Step 1:** To print your current batch, click Options then select 'Print' from the drop down menu.
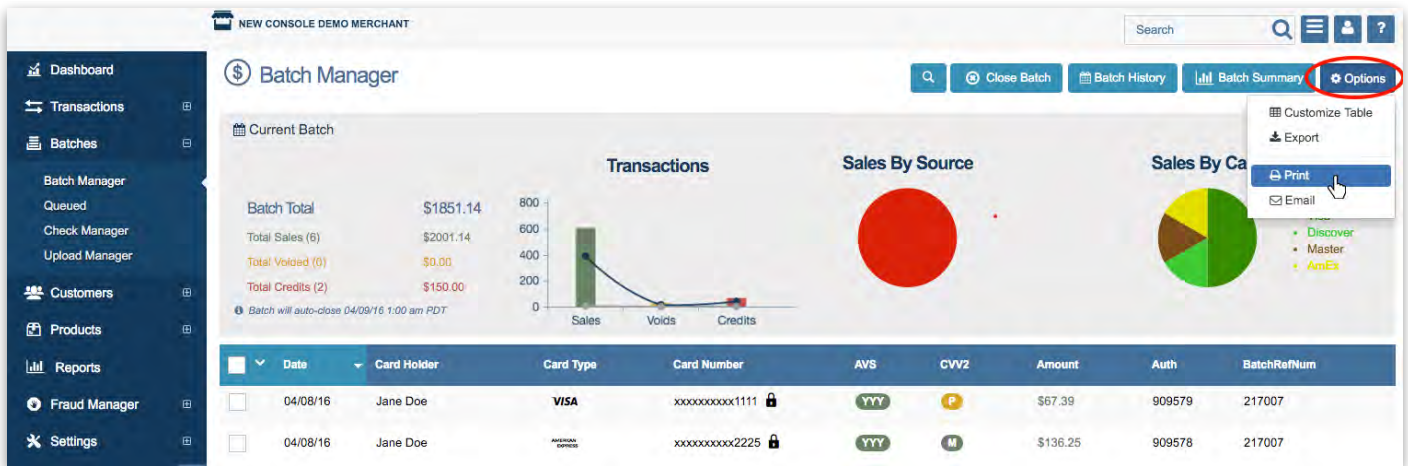


**Step 2:** A PDF print window will pop up on web browser, click Print to print your PDF copy.
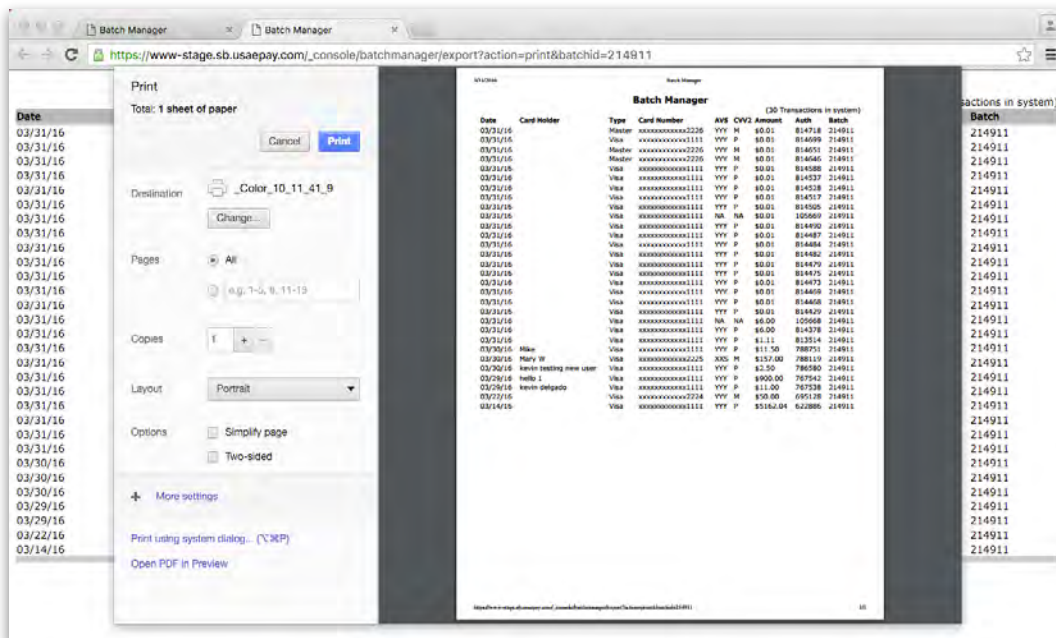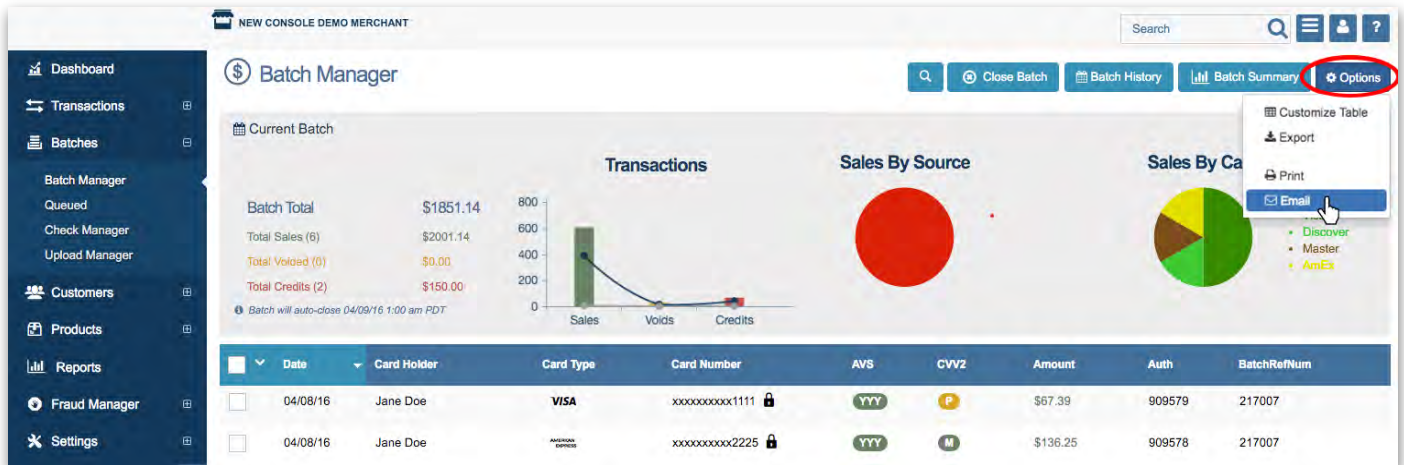
### Email Your Current Batch

**Step 1**: To email a copy of your current batch, click ⚙ Options then select 'Email' from the drop down menu.



**Step 2**: 'The Email Reports' pop up will appear.

Fill in the fields: 'Your Email', 'Email To', 'Subject', and 'Message'.

Check the Attach box, to attach the PDF report file in the email then click ✉ Send Email.
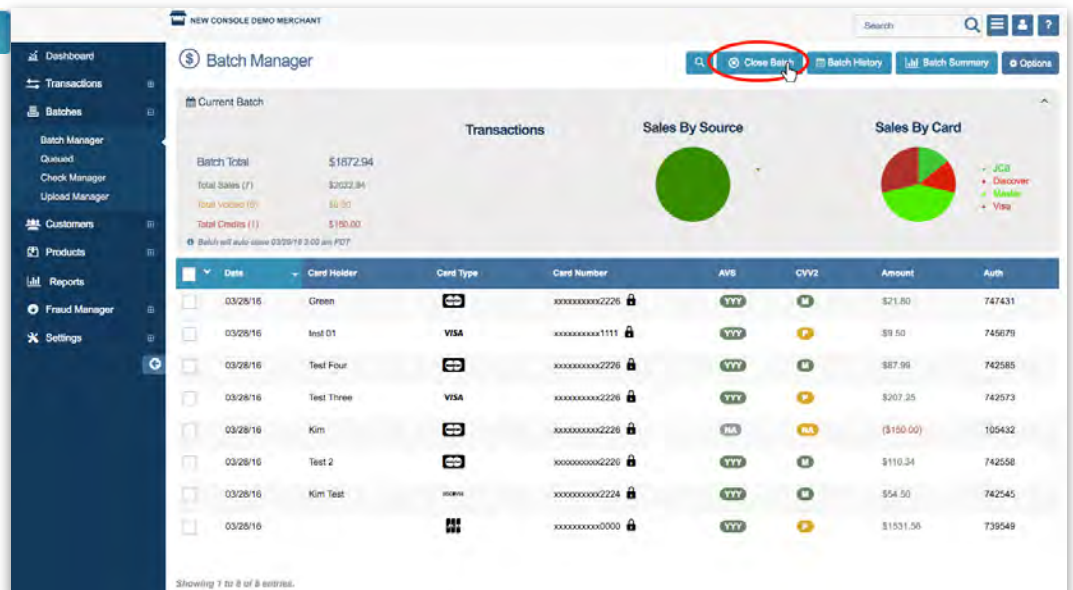


### Closing Your Current Batch

The current (open) batch MUST be closed to receive processed funds. Follow these steps to close your current (open) batch:

**Step 1**: Click ⊗ Close Batch located in the top right hand side of your Batch Manager page.

**Step 2**: Once you close the batch, a pop up message will appear to confirm if your batch was successfully closed or was not closed due to an error.
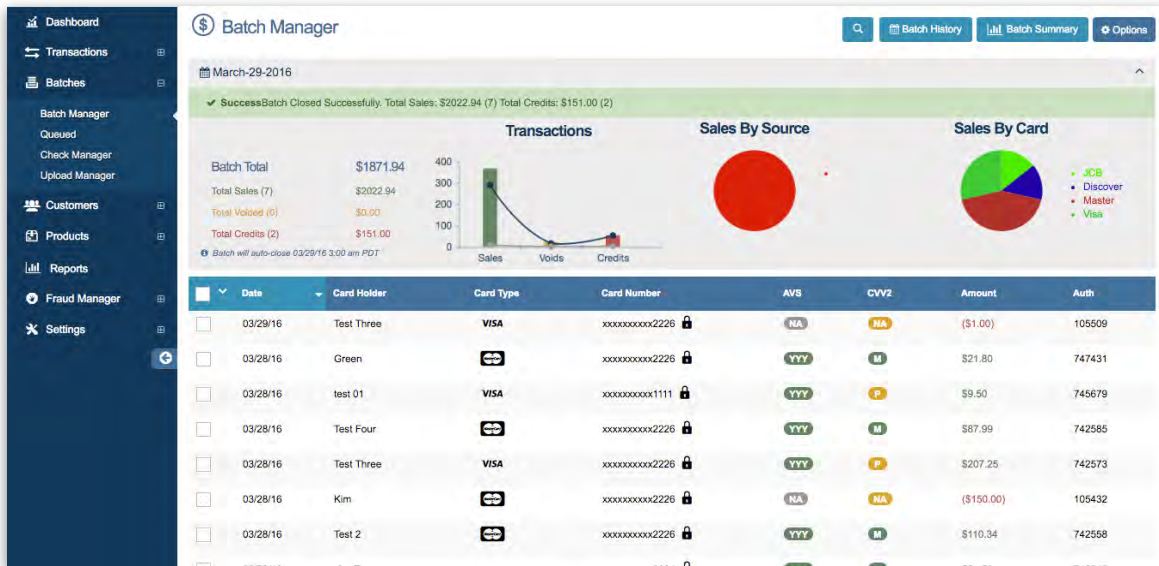


**Note**: *You may choose to automatically close your current open batches in your Settings (See page 107).*

**Batch History**
All closed batches can be viewed in your Batch History.

**Step 1:** To view your previous closed batches, click [Batch History] located at the top right hand side of your Batch Manager homepage. The image below shows your Batch Manager page after closing an open batch.
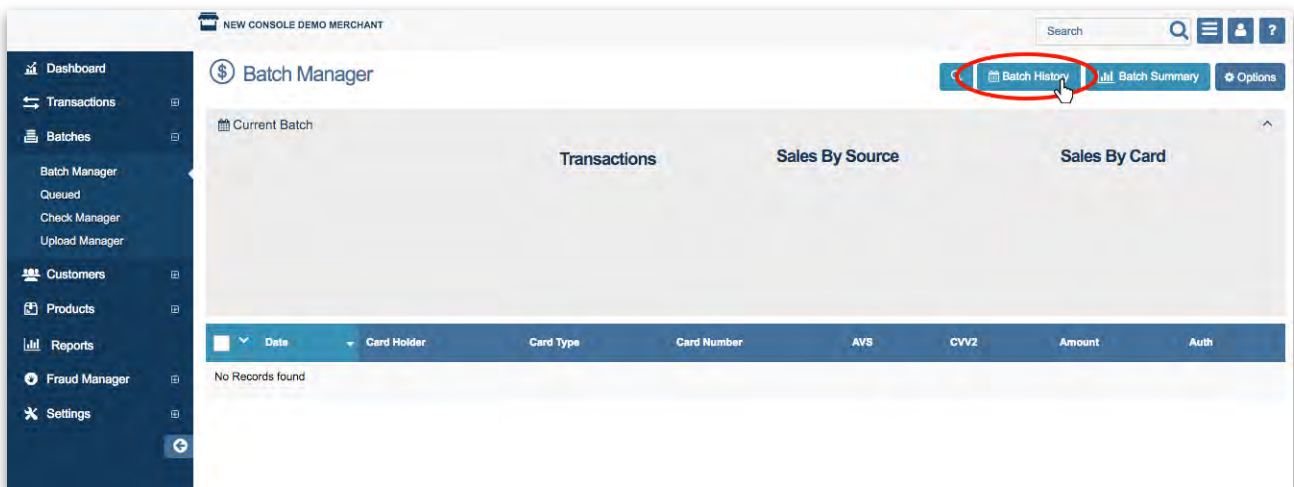


**Step 2:** To view a closed batch for specific dates, click 'Closed Batches' from the drop down then select the date(s) on the calendar. Once you've selected the dates, click [Done].
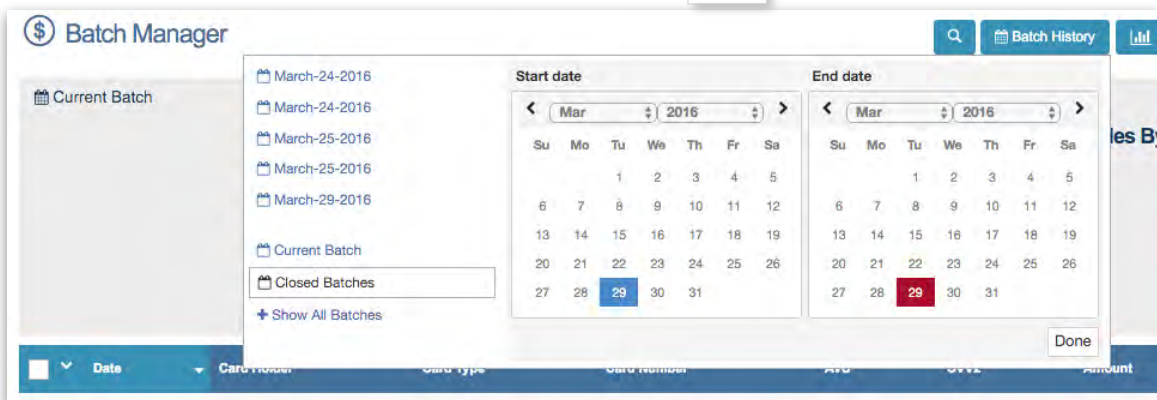
**Step 4:** A pop up window will appear with all the closed batches for that date. The pop up window provides detailed information about the batch's BatchRefNum, Seq, Date Opened, Date Closed, Errors, Transaction Count, and the Total Amount of each batch.



**Step 5:** To view more details about each batch, click on (Q) the icon of each batch.



You will then be taken to the batch's summary page. This summary page will contain the Date, Card holder's Name, Card Type, Card Number, AVS, CVV2, Amount, and Auth code by default. To view more fields, you can customizable this table. To customize this table, see page 19.

## Queued Transactions

To access the Queued Transactions page, click on 'Batches' on the side menu bar of the Dashboard. Then click 'Queued' from the drop down menu to be taken to the 'Queued Transactions' page.

The Queued Transactions page is where AuthOnly transactions are stored, while waiting to be captured. Much like in the Batch Manager, AuthOnly transactions must be captured and settled before they are funded. AuthOnly transactions will remain in Queued Transactions for 30 days or until they have been captured.
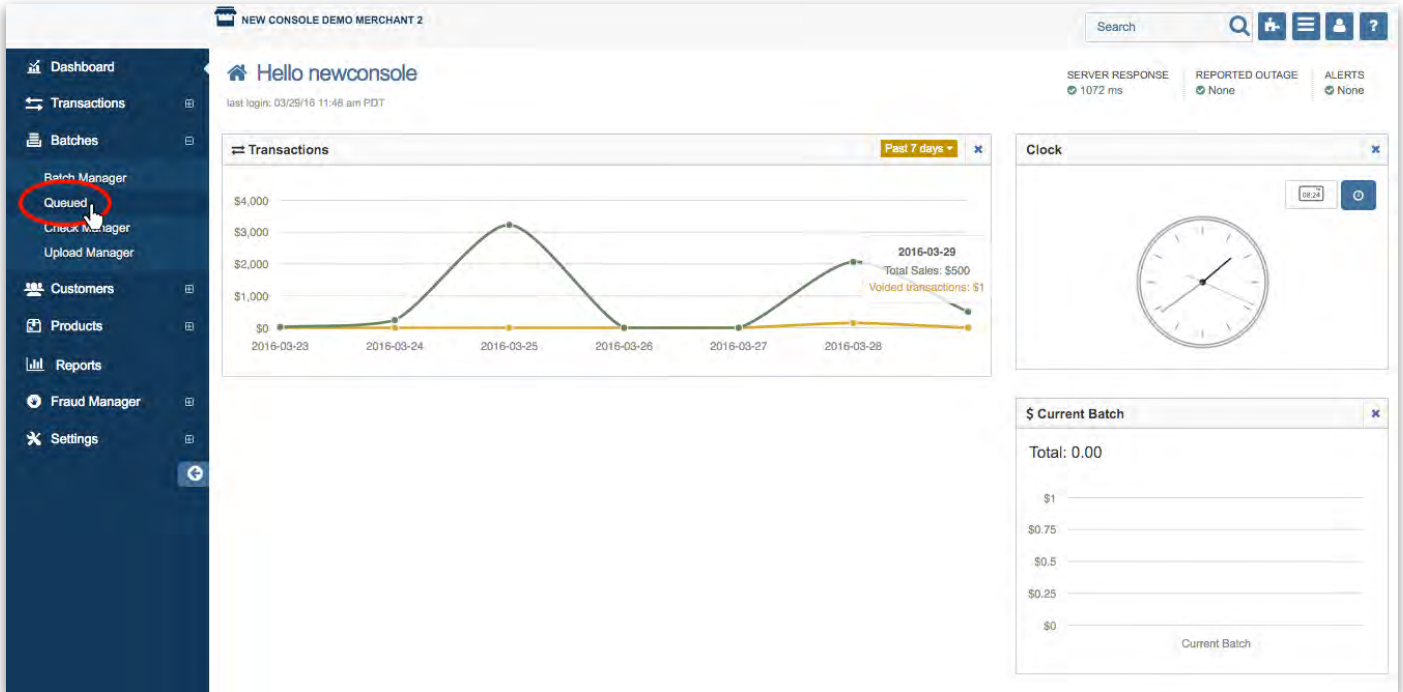


**Note:** *Most merchant banks will not allow an AuthOnly transaction to be captured after 10 days. This time period, however, varies from bank to bank. If a transaction remains in the queue for longer than the merchant bank allows, you will need to re-run the transaction to obtain a new authorization code to complete the transaction.*

## *Rearrange Your Table*

Your queued transactions are shown in a table including details such as the Date, Card Holder's Name, Card Type, Card Number, the AVS, the CVV2, the Amount of the AuthOnly transaction, and the Authorization (Auth) Code.

By default, your Queued Transactions are arranged by date, with your most recent Auth Only transaction at the top and the oldest AuthOnly transaction at the bottom. This table can be rearranged based on the Card holder's First Name, Card Type, Card Number, Amount, or the Auth Code. To rearrange the table by the card holder's name, for example, click on 'Card Holder' on the top bar of the table.



## *Customize Your Table*

**Step 1:** Customize your Queued Transactions table by adding or removing specific fields. To add or remove fields, click 🔧 Options ▾ then click on 'Customize Table' from the drop down menu.
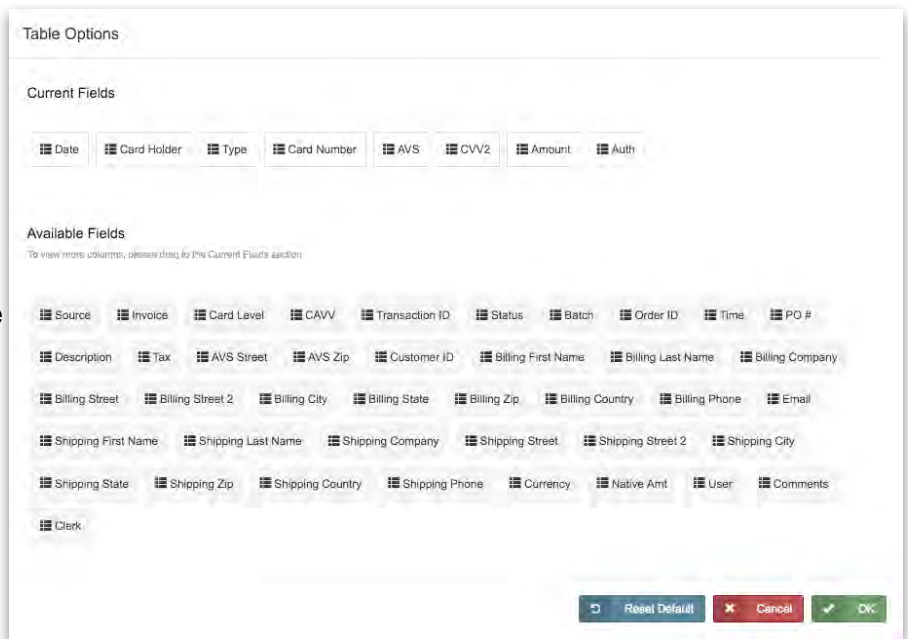
**Step 2:** The 'Table Options' pop up window will appear showing your current fields and available fields.

To add more columns into your current batch table, drag and drop a field button into the 'Current Fields' section.

To remove a specific column, click the field button you want to remove and drag onto the 'Available Fields' section.



**Step 3:** Once you've finished adding or deleting specific fields, click [✔ OK]. If you want to reset your table to default, click [↺ Reset Default].

### Search for a Queued Transaction

**Step 1:** To search for a specific transaction, click [🔍] located at the top right hand side of your Queued Transactions page. Search for AuthOnly transactions by entering the last four digits of the Card Number, the Cardholder's Name, the Transaction Amount, Authorization Code, or the Transaction ID in the search field.
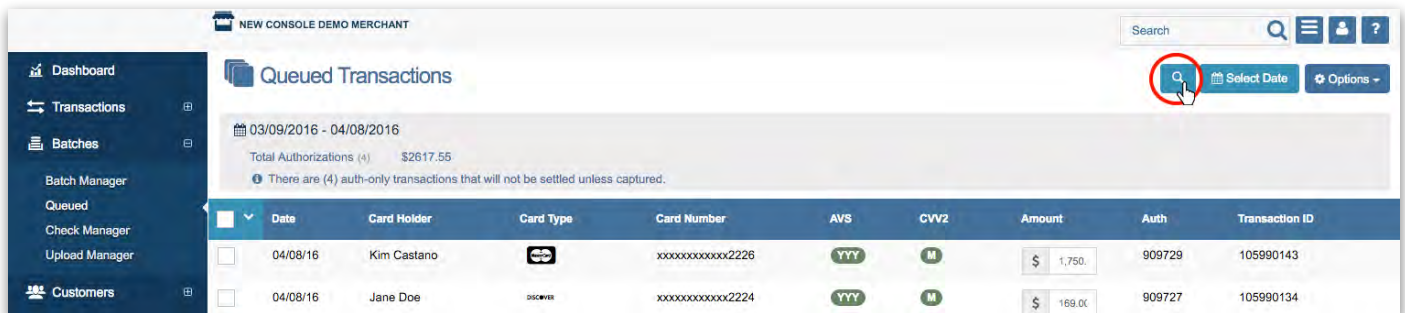


**Step 2:** As shown in the image below, the merchant is searching for a transaction by a customer's name. Type in the name of the customer. Your Queued Transactions page will automatically show all transactions associated with that specific name.
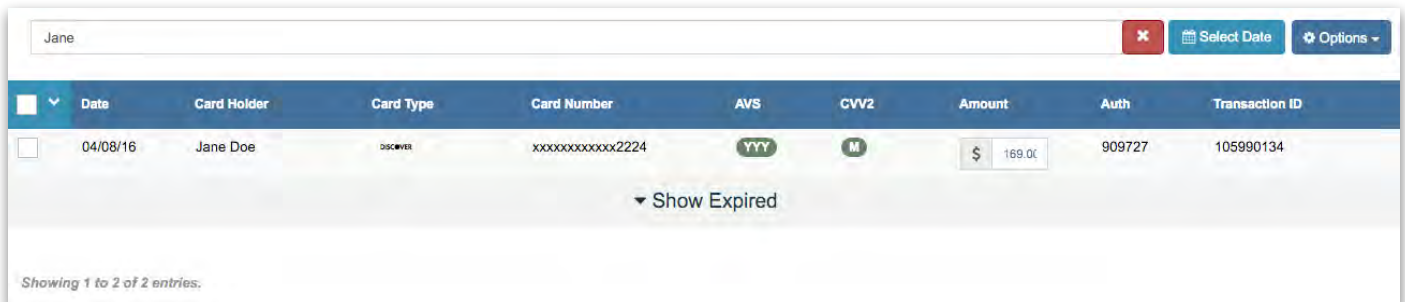


**Note**: *You may also view all the expired transactions associated with your search, by clicking the 'Show Expired' drop down arrow at the bottom of the page.*

*Search for A Transaction Based on Date*:
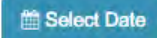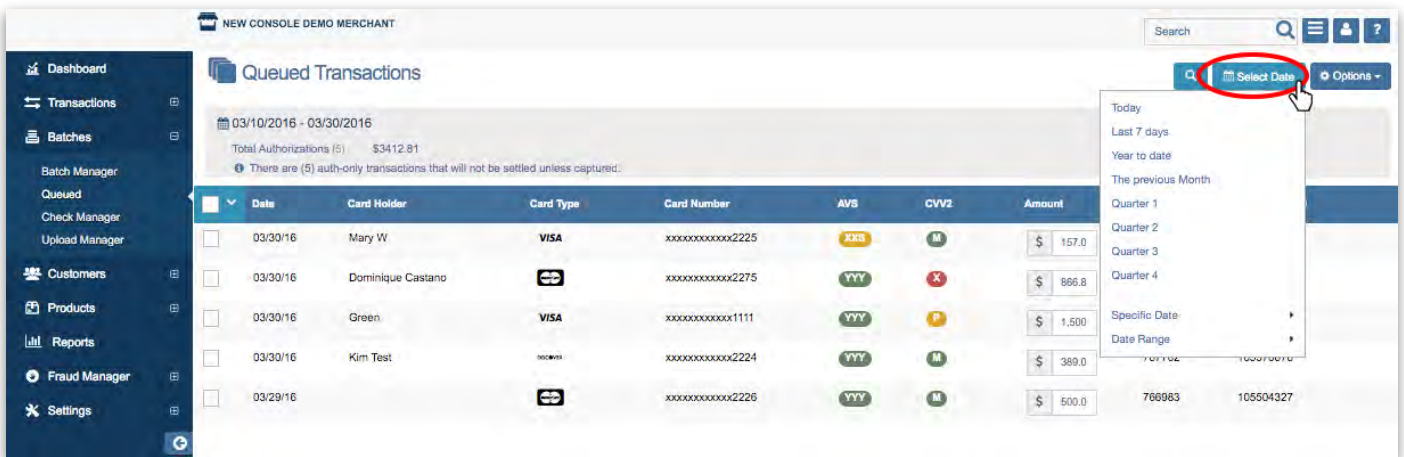**Step 1:** From Your Queued Transactions page, click on 📅 Select Date .



**Step 2:** A drop down menu showing the following options: 'Today', the 'Last 7 days', the 'Year-To-Date', the 'Previous Month', 'Quarter 1', 'Quarter 2', 'Quarter 3', 'Quarter 4', a 'Specific Date', and a specific 'Date Range'.

Click one of the options to view your transactions.

**Note:** *You can only view the complete transaction details or edit the amount if the AuthOnly transaction remains open or unsettled.*

### View A Queued Transaction's Details
**Step 1:** To view the complete details of a queued transaction, click on the transaction from the table.
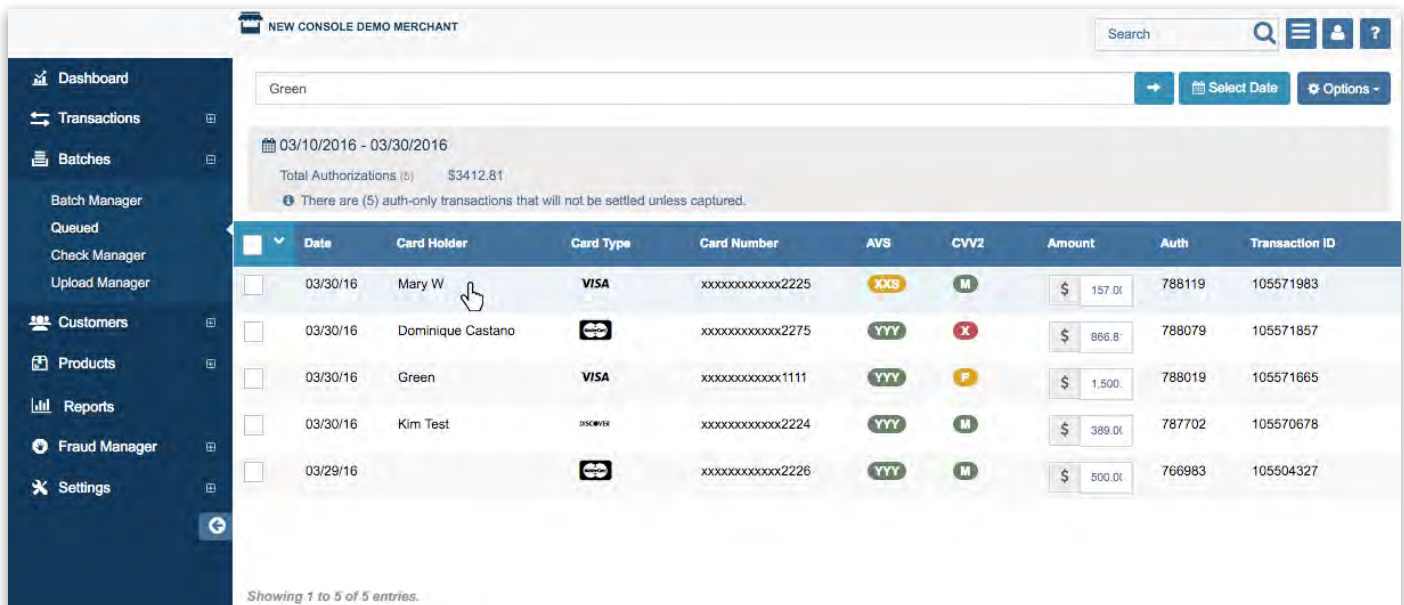
**Step 2:** The Transaction Detail page will display the following information:



- Customer's name
- Amount of the transaction
- Customer Number
- Transaction's Authorization Code
- Transaction's Reference Number
- Customer's debit or credit card information: last 4 digits of the card number, address verification, the CVV result, the billing and shipping address.
- Transaction Results: Transaction ID, Type of Transaction, Status, Authorization Code, AVS result, CVV result, and Card Level Result
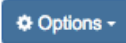- Transaction Source: User, Source Key, Server IP, and Client IP

**Note:** *The Transaction Results and Transaction Source information can be viewed by clicking on the drop down button as shown in the image above.*
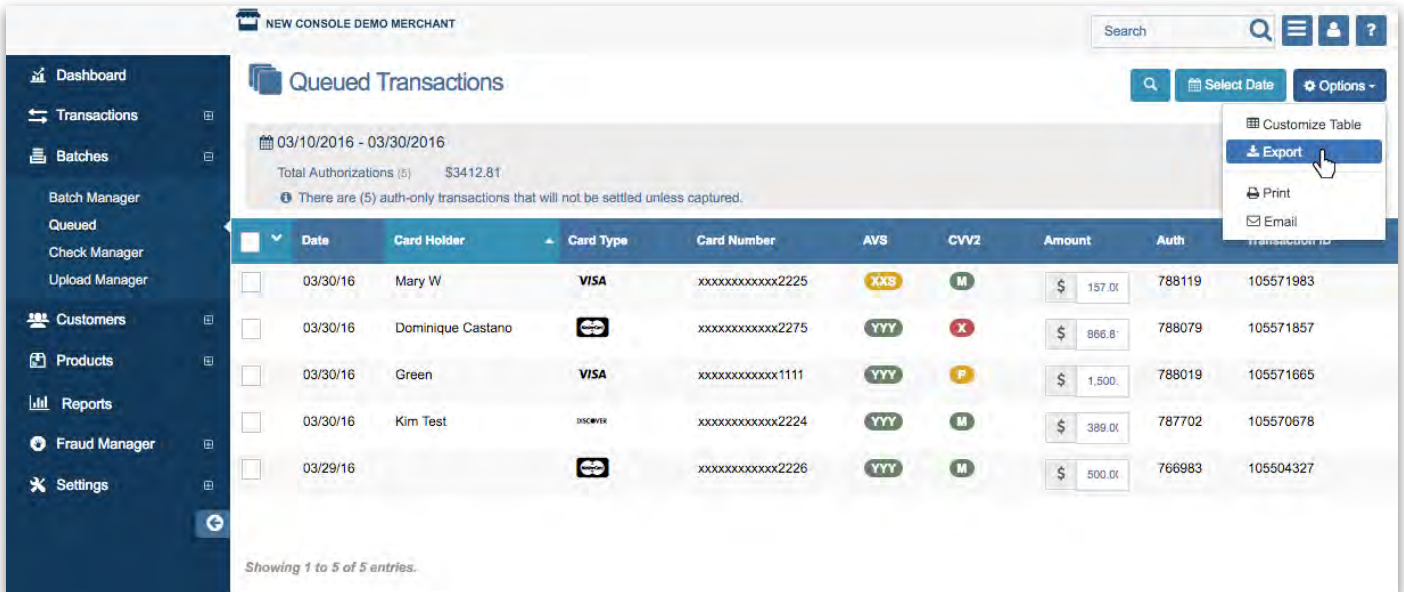
The following options will also be displayed:
- Print Receipt
- Email Receipt
- Import to Billing DB (Database) - This adds the customer's billing information to your database for recurring billing or payments
- Capture Authorization - This closes or settles the Auth Only charge (see pages 40 - 41 for instructions)
- Void Transaction
- Block Card  - This blocks the customer's debit or credit card, causing future transactions against the card to be declined.
- Do a Quick Sale or a Quick Refund
- View Related Card Activity - the section shows all the transactions made associate with the same card.

***Export Your Queued Transactions Data***
**Step 1:** To Export your Queued Transactions data, click [⚙ Options ▾] located at the top right hand side of your page. Select 'Export' from the drop down menu.



**Step 2:** Select the desired file type: CSV, Tab Delimited, or JSON on the pop up window then click [Export] .

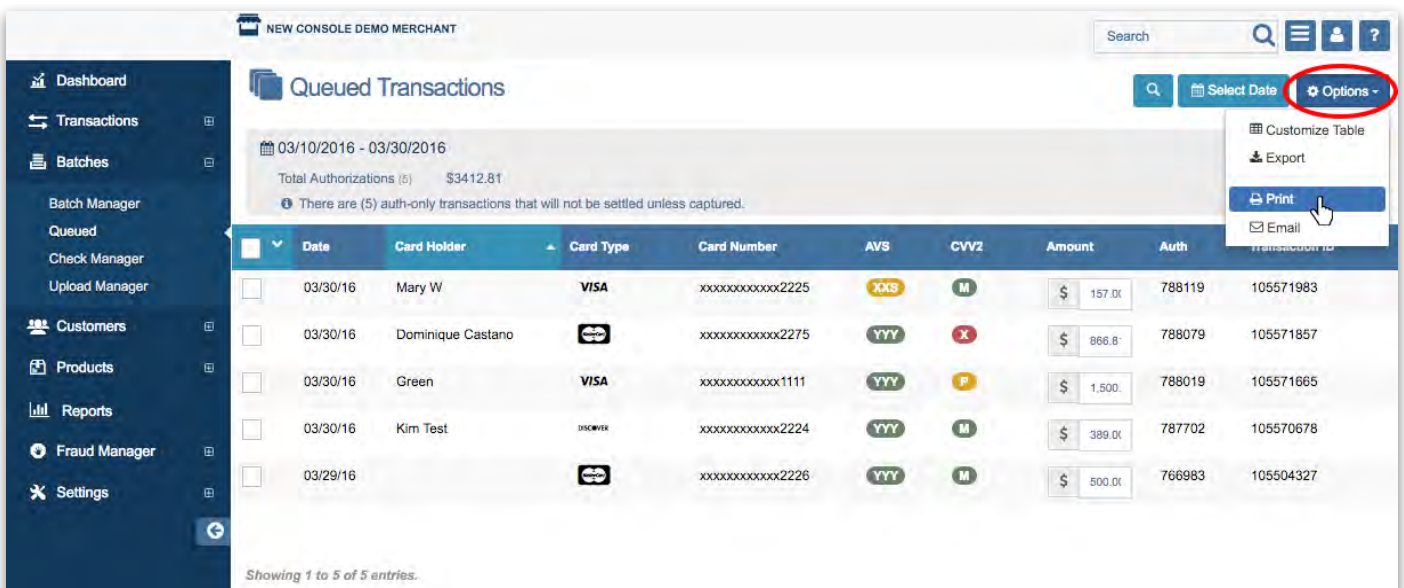Your file will automatically download on your web browser.

**Note:** *The exported file will only contain fields displayed on your Queued Transactions page. To add more fields, see pages 34 - 35.*



***Print A Copy of Your Queued Transactions***
**Step 1:** To print a copy of your Queued Transactions, click [⚙ Options ▾] located at the top right hand side of your page, then select 'Print' from the drop down menu.

**Step 2:** A PDF print window will pop up on your web browser, click [Print] to print your PDF copy.
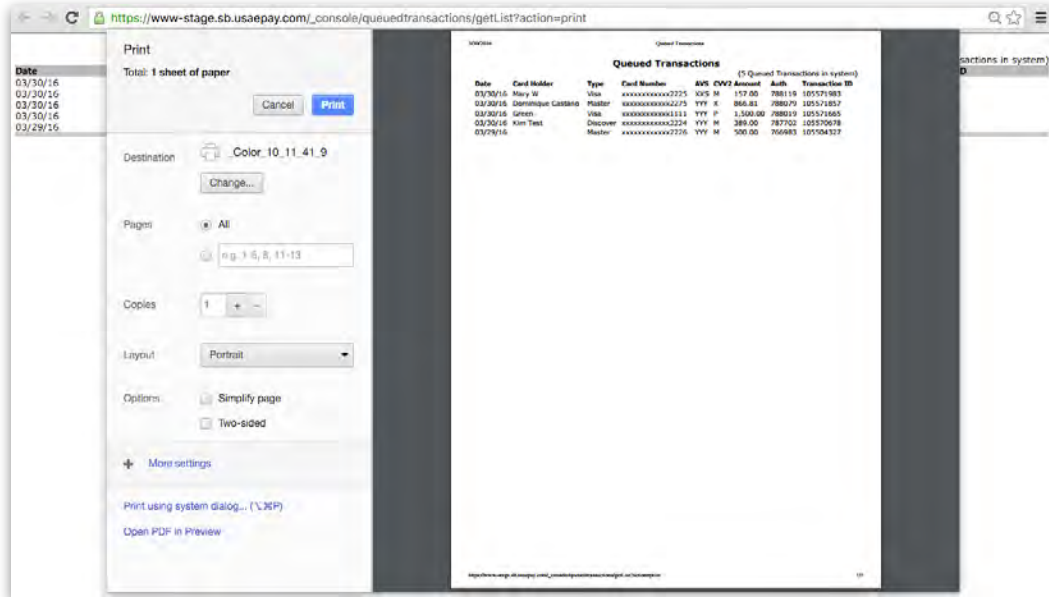


## *Email A Copy of your Queued Transactions*
**Step 1:** To email a copy of your queued transactions, click [⚙ Options ▾] then click 'Email' from the drop down.
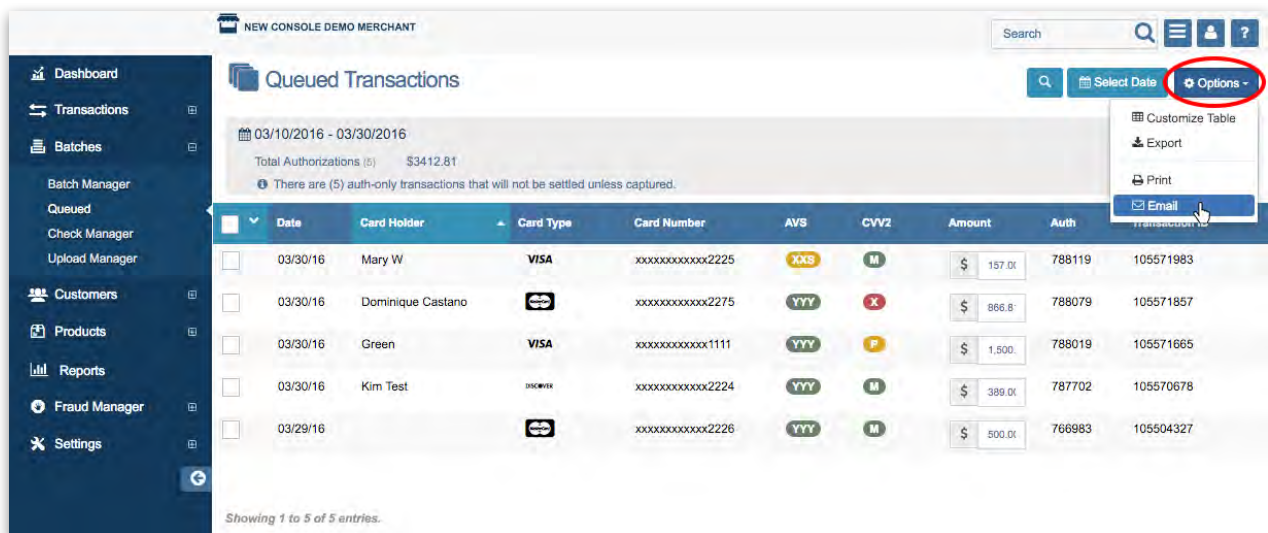


**Step 2:** The 'Email Reports' pop up window will appear.

Fill in the following fields: 'Your Email', 'Email To', 'Subject', and 'Message'.

Check the Attach box, to attach a copy of the Queued Transactions then click .

**Step 3:** Click [✉ Send Email].

### Change an AuthOnly Transaction Amount

Your Queued Transactions page lets you change the amount of the AuthOnly transaction charge. Remember, AuthOnly charge amounts are not final and can be changed until the transaction is captured and settled.

As shown in the image below the column 'Amount' is editable. Click on the [ $  0.00 ] box and enter the new amount.



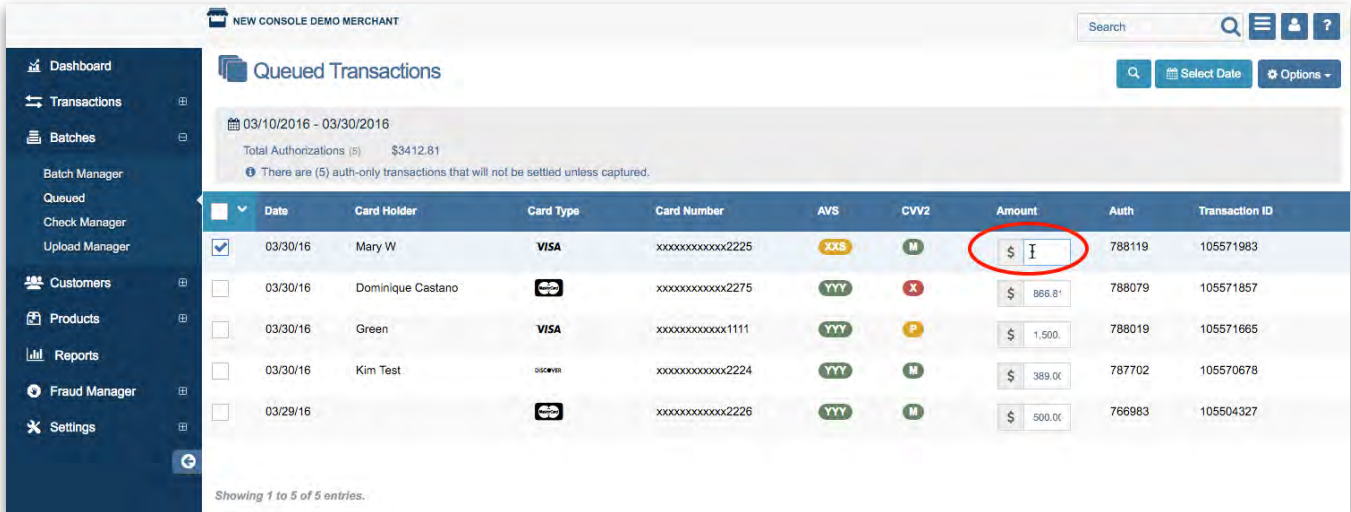### Capture An AuthOnly Transaction

You can capture an AuthOnly transaction by two methods:
- From the Queued Transactions page.
- From a transaction's detail page.

*From Queued Transactions Page*:

**Step 1:** Right-click on the transaction you want to close, then click 'Capture'.
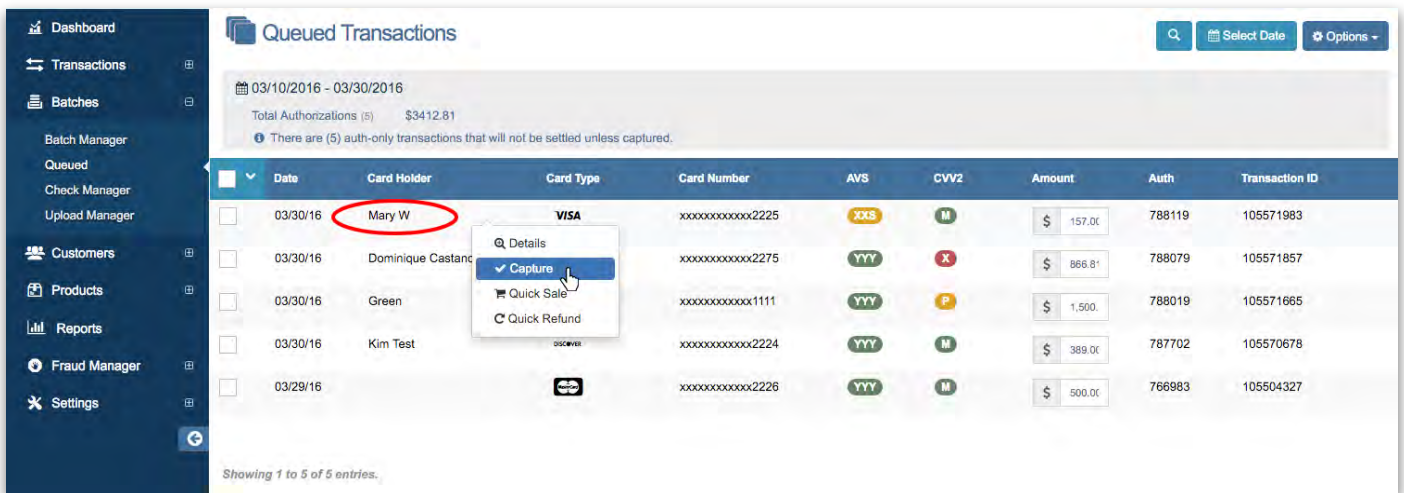


**Step 2:** A pop up window will appear to confirm if you want to continue.

Check if the information are all correct, then click [✔ Confirm] .



**Confirm Transactions**

You are about to capture 1 transaction for a total of $157.00:

| Cardholder | Cardnumber | Authcode | Orig Amount | Capture Amount |
|---|---|---|---|---|
| Mary W | xxxxxxxxxxxx2225 | | $157.00 | $157.00 |

This transaction will be moved into the batch manager. Are you sure you would like to continue?

[✖ Cancel]  [✔ Confirm]
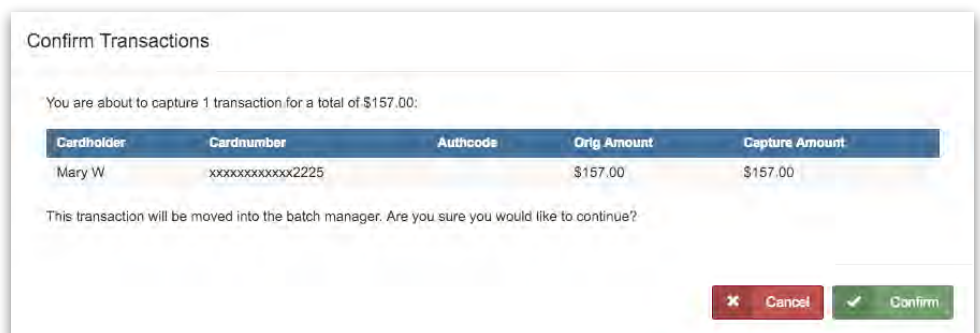
*From the Transaction's Detail Page***:**

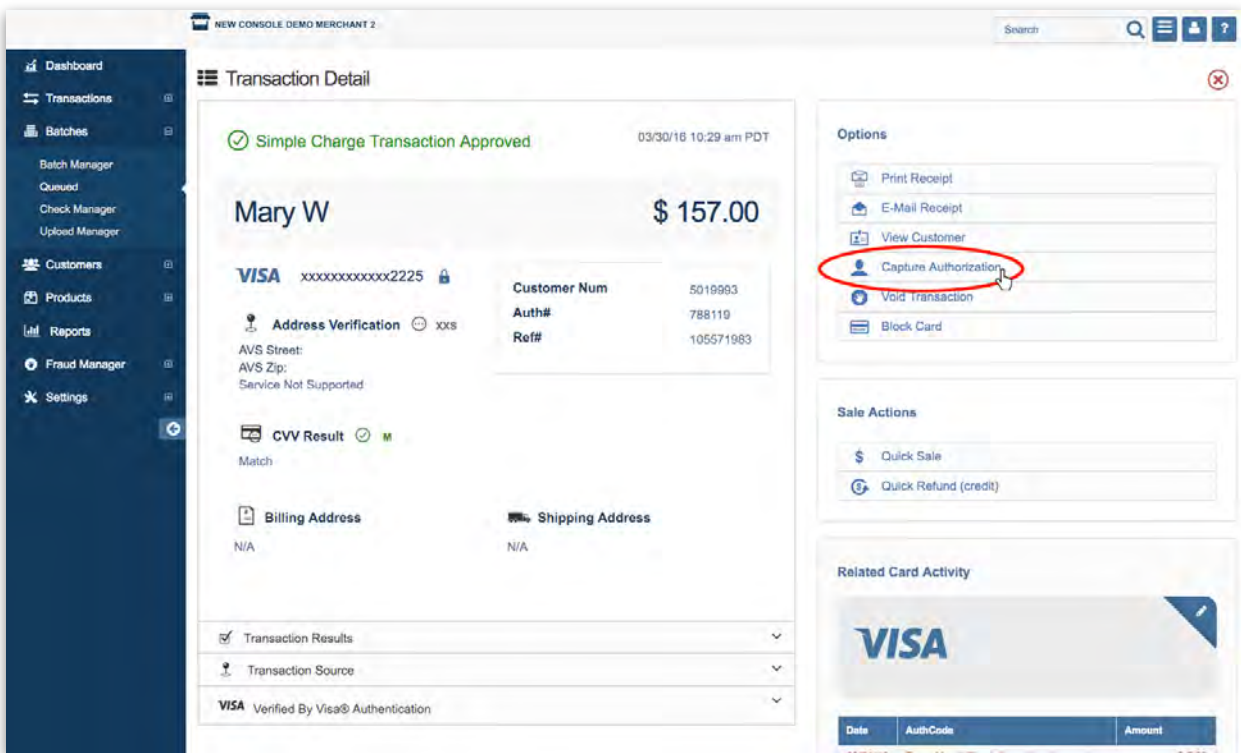**Step 1:** From your Queued Transactions page, click on the transaction you wish to capture.
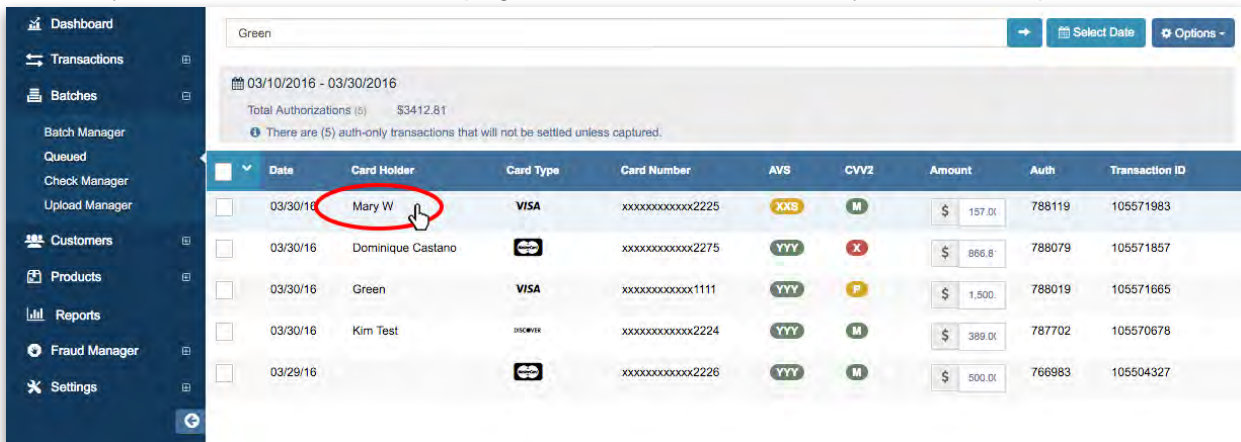


**Step 2:** Once you click the transaction, you will be taken to that transaction's detail page. On the 'Options' section of the page, click on 'Capture Authorization'.
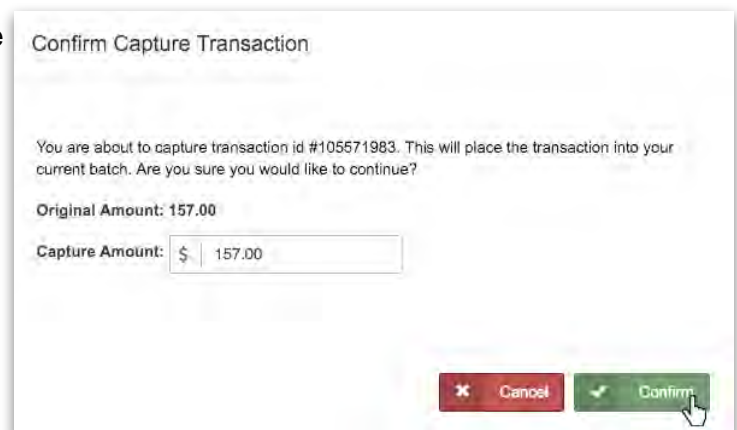


**Step 3:** A pop up window will appear to confirm the capture.

From this window, you can edit the 'Capture Amount' if necessary.

When complete, click [ ✔ Confirm ].

A confirmation will appear on the same window to confirm if the transaction was captured successfully.



Confirm Capture Transaction

You are about to capture transaction id #105571983. This will place the transaction into your current batch. Are you sure you would like to continue?

Original Amount: 157.00

Capture Amount: $ 157.00

## Check Manager

The Check Manager allows you to view and manage all of your Simple ACH transactions. It shows Simple ACH transactions made from month to month. Unlike your Batch Manager and your Queued Transactions, you do not have to close a Simple ACH transaction to process it.

**Note:** *The Check Manager can only be used if you are enabled to process ACH transactions. If you are not currently enabled to process this type of transaction, please contact your reseller.*



### *Rearrange Your Table*

Your ACH transaction are shown in a table where you can see each of the transaction's details, such as the Customer's name, type of transaction (sale or credit), the customer's account number, the amount of the transaction, the authorization (Auth) code, and the transaction's status.



Transactions from 3/01/2016 to 03/31/2016 are shown in the table. By default, your ACH transactions are arranged by newest to oldest in the table.

If desired, you can rearrange this table based on the customer's name, the type or transaction, the account number, the amount, the authorization code, or the status. For example, to rearrange the table by the amount in ascending order, click on the 'Amount' top bar of the table.
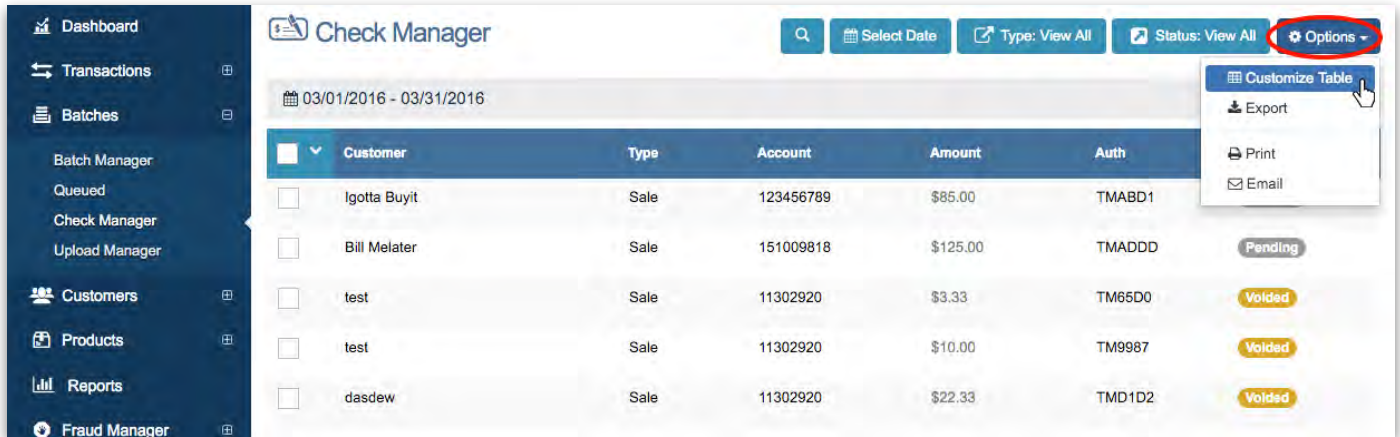
***Customize Your Table***
**Step 1:** You can customize your table by adding or removing specific fields.

To add or remove field specific fields, click [⚙ Options ▾] located at the top right hand side of your screen then click on 'Customize Table' from the drop down menu.



The 'Table Options' pop up window will appear showing your current fields and available fields.

**Step 2:** To add more columns into your current batch table, drag and drop a field button into the 'Current Fields' section. To remove a specific column, click the field button you want to remove and drag it onto the 'Available Fields' section.
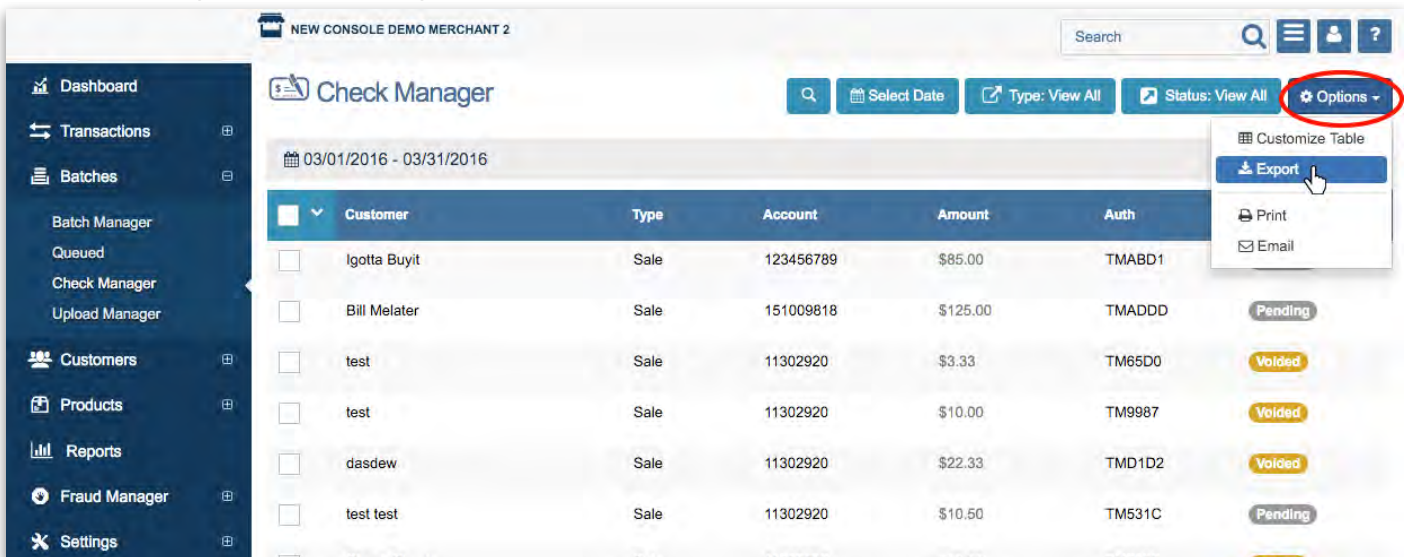
**Step 3:** Once you've finished adding or deleting specific fields, click [✔ OK].

If you want to reset your table to default, click [↺ Reset Default].
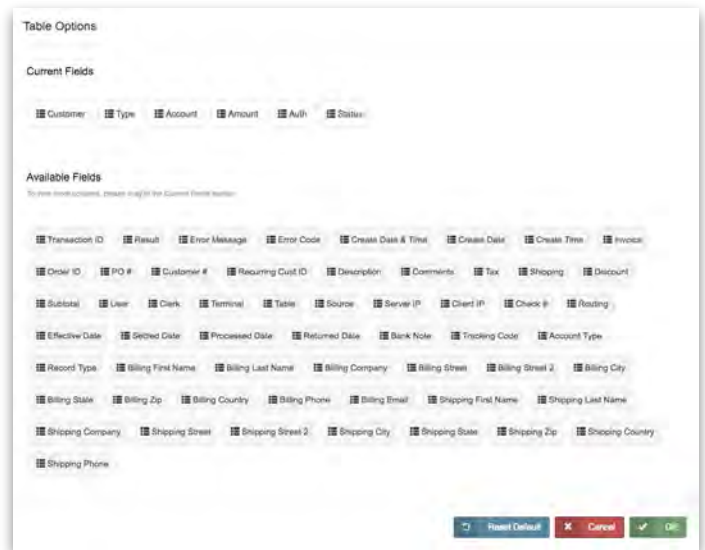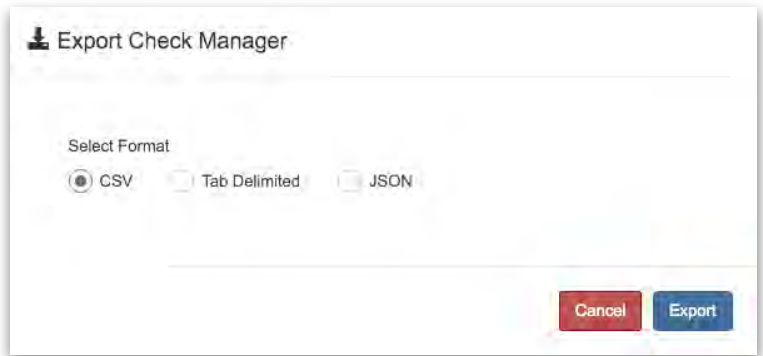


***Export Your Check Manager Data***
**Step 1:** To export your Check Manager data, click [⚙ Options ▾] located at the top right hand side of your page then select 'Export' from the drop down menu.

**Step 2:** Select the desired file type: 'CSV', 'Tab Delimited', or 'JSON' file in the pop up window then click Export .

Your file should automatically download in your browser.

**Note:** *The exported file will only contain data based on  the displayed fields on your Check Manager page. To add more fields into your exported file, see page 43.*
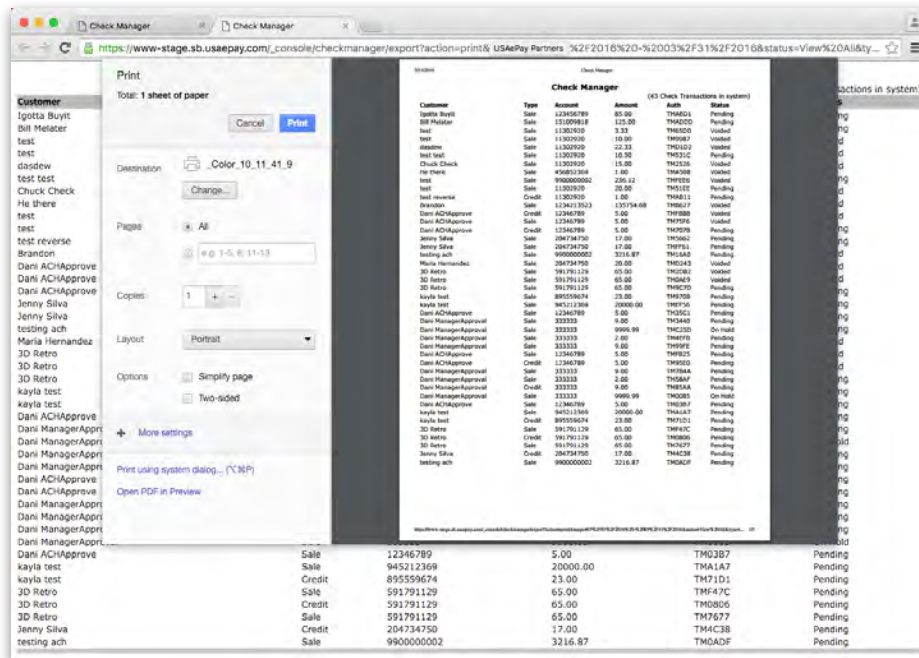
*Print Your Check Manager Data*
To print your Check Manager Data, follow these steps:

**Step 1:** Click Options ▾ located at the top right hand side of your page then select 'Print' from the drop down menu.
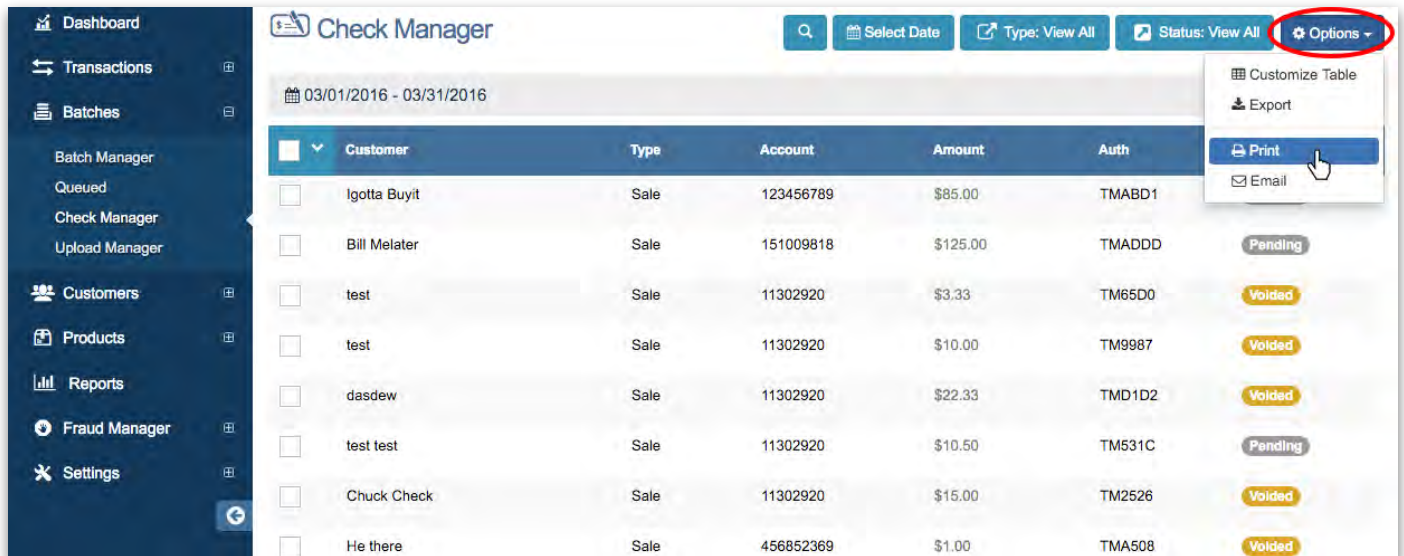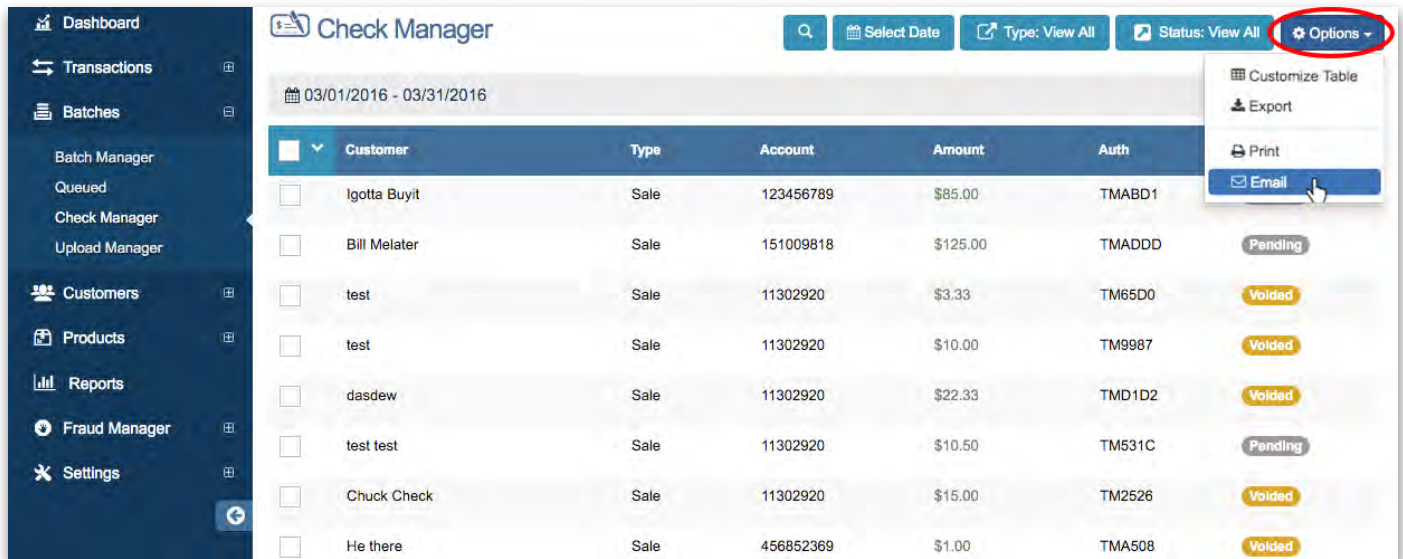
**Step 2:** A PDF print window will pop up on your web browser, click Print to print your PDF copy.

### Email Check Manager Data

**Step 1:** To email a copy of your Check Manager data, click [⚙ Options ▾] then select 'Email' from the drop down menu.
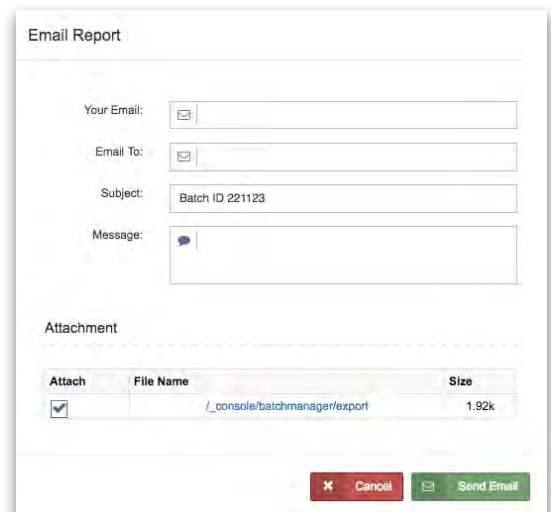


**Step 2:** Fill in the following fields in the pop up window: 'Your Email', 'Email To', 'Subject', and 'Message'.

Check the Attach box, to attach a copy of the Check Manager data in the email.

Click [✉ Send Email] to email your Check Manager data.
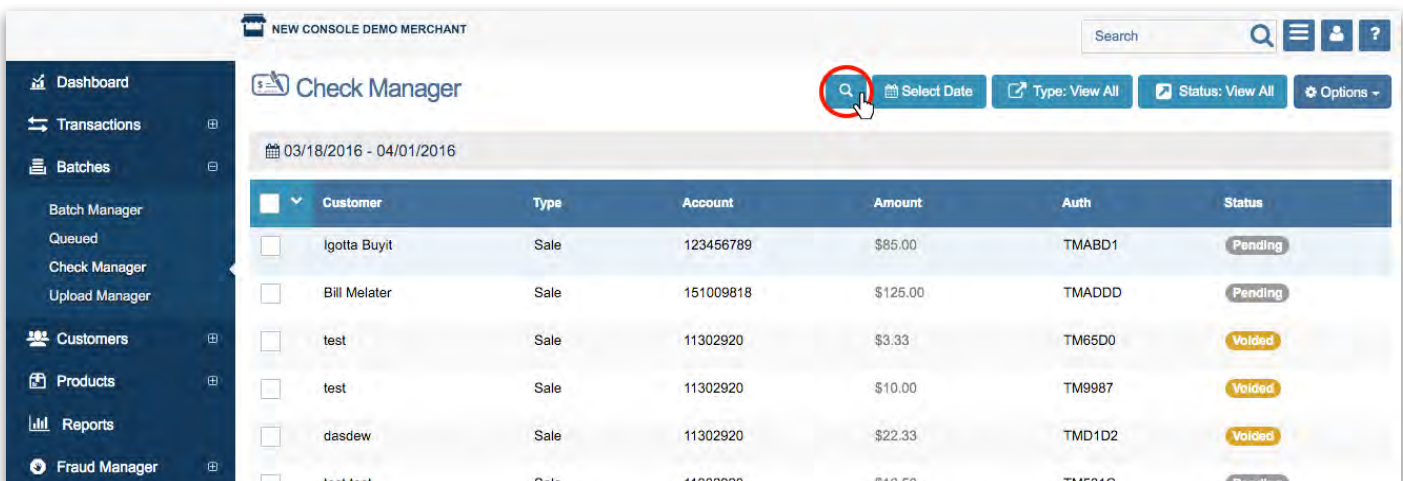


### Search For A Transaction

**Step 1:** To search for a specific transaction, click on the [🔍] icon located at the top right hand side of your Check Manager page. A transaction can be search by typing in the customer's name, account number, amount, or authorization code.
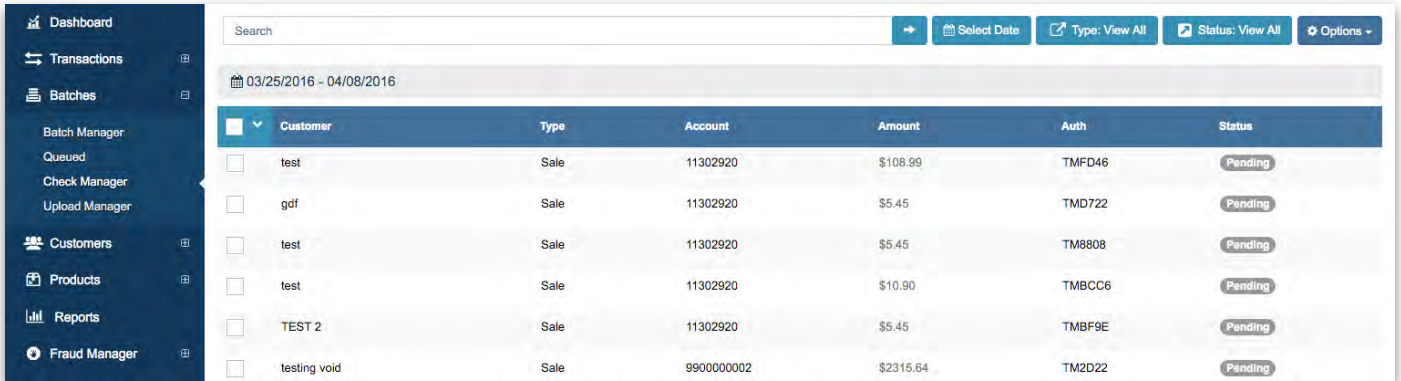
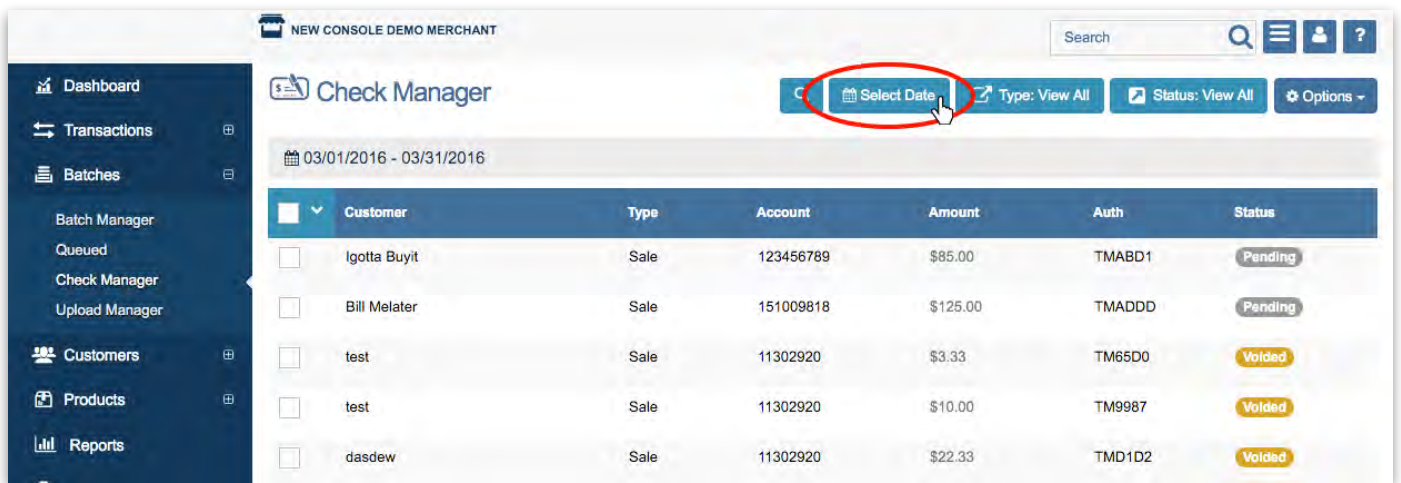**Step 2:** Your page will automatically display all the transactions associated with the criteria you entered.



You can also search for a transaction by Date, its Type, and Status:
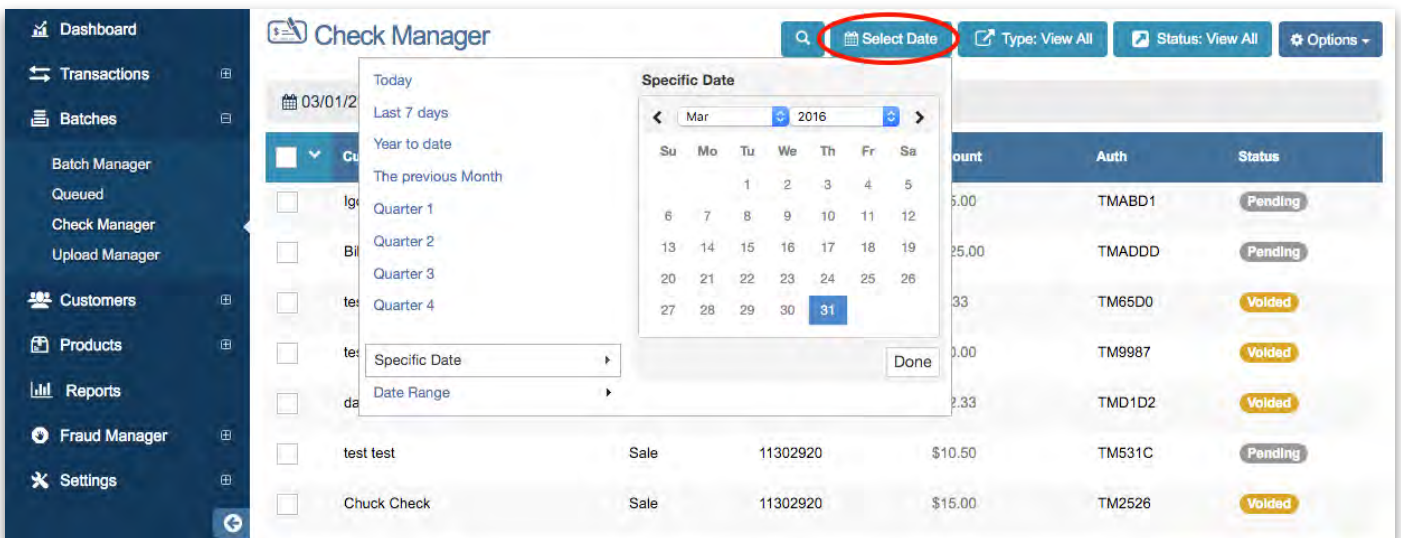
*Search By Date*:
**Step 1:** Click ![Select Date] on upper right hand side of the Check Manager page.



**Step 2:** This feature lets you view transactions based on 'Today', the 'Last 7 days', 'The Previous Month', 'Quarter 1', 'Quarter 2, 'Quarter 3', 'Quarter 4', a 'Specific Date', and a specific 'Date Range'. Select the date(s) you want to view. Your page will automatically transactions for the selected time period.

*Search by Type (Sale, Credit, or Refund):*
The Check Manager lets you view the following options: View All, Refund, Sale, or Credit transactions.
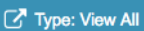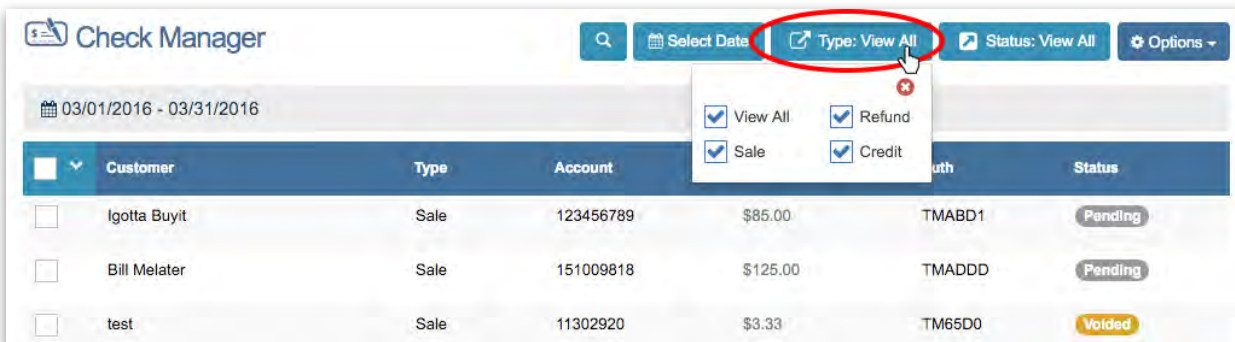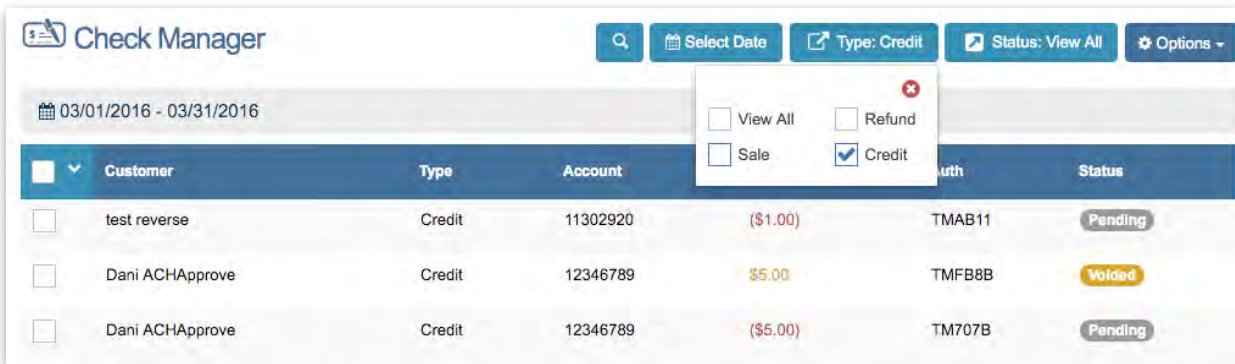**Step 1:** Click [ ☑ Type: View All ] on upper right hand side of the Check Manager page.



**Step 2:** Check the box of the type of transaction you want to see. For example, the image shown below that a merchant has selected 'Credit'. Once the 'Credit' box is selected, the page automatically lists all your credit transactions.



*Search by Status:*
The Check Manager allows you to view the status of the transaction: Submitted, Time-Out, Mgr Approval, Settled, Voided, Pending, and Returned.

**Step 1:** Click [ ☑ Status: View All ] on the upper right hand side of the Check Manager page.
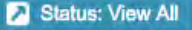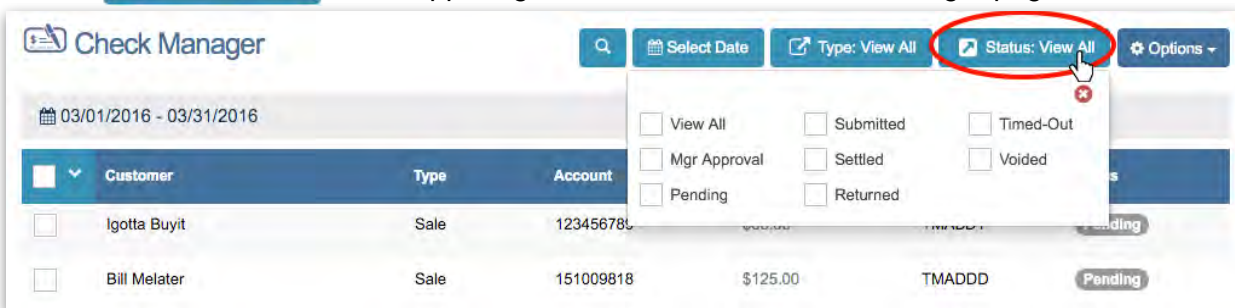


**Step 2:** Check the box of the type of transaction you want to see. For example, the image below shows that a merchant has selected 'Voided'. Once the 'Voided' box is selected, the page automatically lists all your voided transactions.
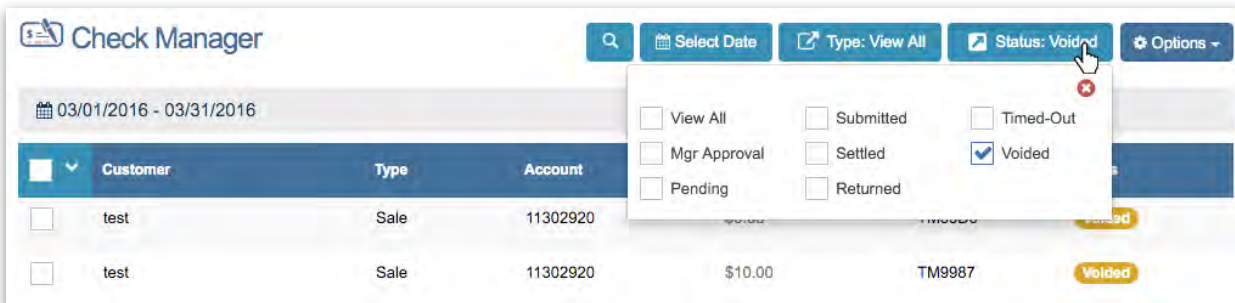
### *View a Transaction's Details*

In your Check Manager page, you can view a transaction's complete details by two methods: by right-clicking on the transaction then selecting 'Details' or by clicking on the transaction to be directed to the transaction detail page.

**Step 1:** To be directed to the transaction's detail page, click on the transaction from the table.



**Step 2:** Once you click the transaction from the table, you will be taken to a new page: the 'Transaction Detail' page as shown in the image below.



This page displays the following information:
- Customer's name
- Amount of the transaction
- Customer ID number, the transaction's authorization code, and the reference number.
- Customer's account and routing number
- Customer's billing and shipping address
- Transaction Results: the transaction ID, type of transaction, status, and authorization code.
- Transaction Source: the user, source, Server IP, and Client IP.
- Check Details: the effective date, check format, customer's name, check number, account number, routing number, account type, tracking code, and transaction data.

**Note**: *The Transaction Results, Transaction Source, and Check Details can be viewed by clicking on the drop down button.*
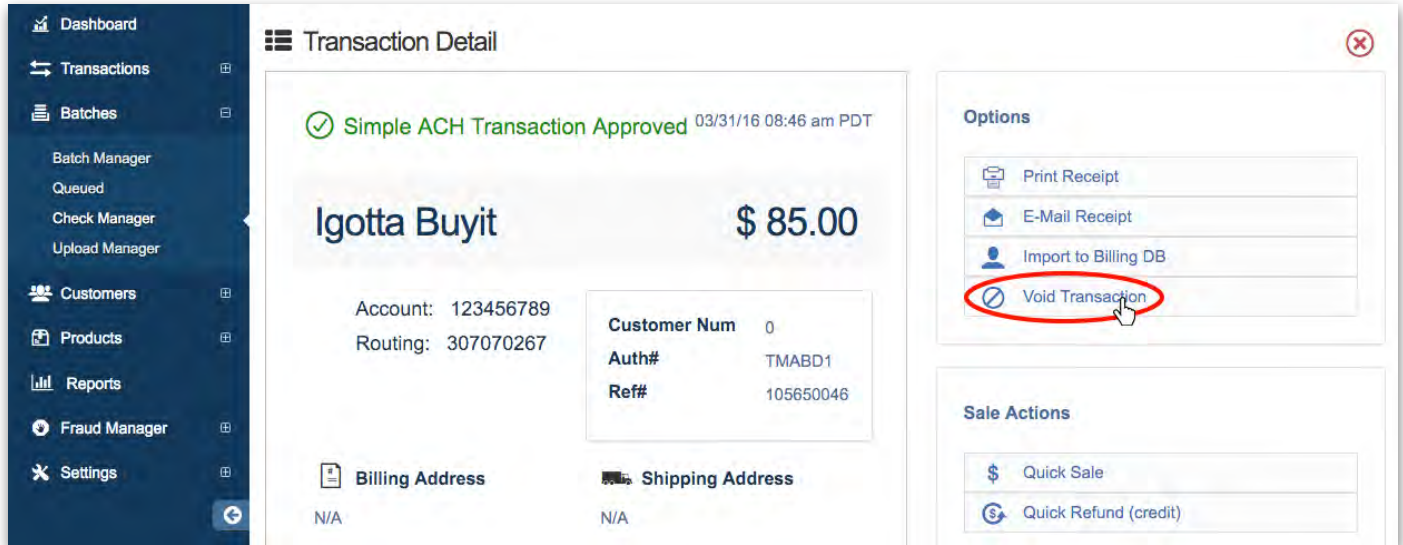
### Void A Transaction
You can void a transaction and give the customer a refund from a transaction's detail page or from right-clicking the transaction from the Check Manager page.

*Void a transaction from a transaction's detail page:*
**Step 1:** Click on 'Void Transaction'. Refer to image below.



**Step 2:** A pop up window will appear to confirm the void, prompting you to enter a reason for the void. This field is required.

Click [✔ Confirm] once you have entered the reason.
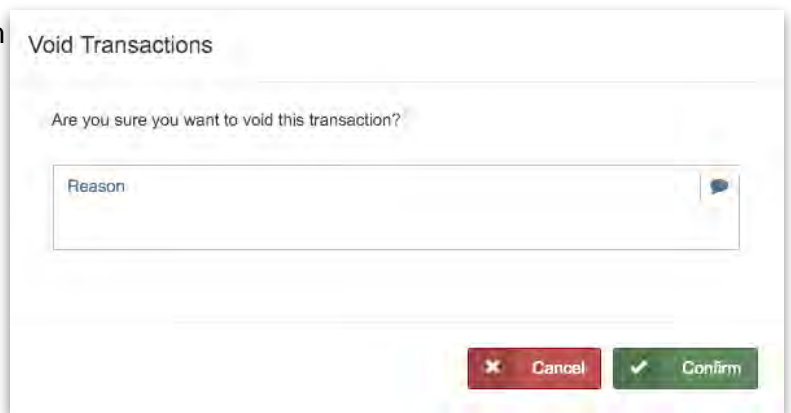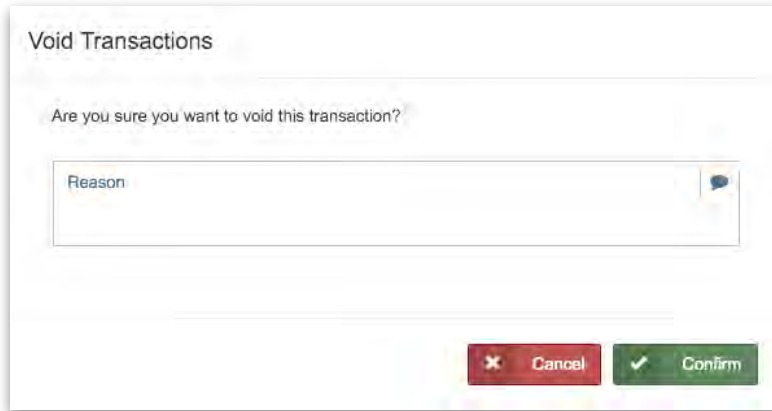


*Void a transaction from the Check Manager homepage*:
**Step 1:** From the Check Manager homepage, right click on the transaction you want to void.

**Step 2**: A pop up window will appear to confirm the void, asking you to enter a reason for the void. This field is required.

Click [✔ **Confirm**] once you have entered the reason.



**ACH Quick Sale**
The Check Manager allows you to do a Quick Sale transaction through a transaction's detail page or the Check Manager homepage.

_ACH Quick Sale From A Transaction's Detail Page_:
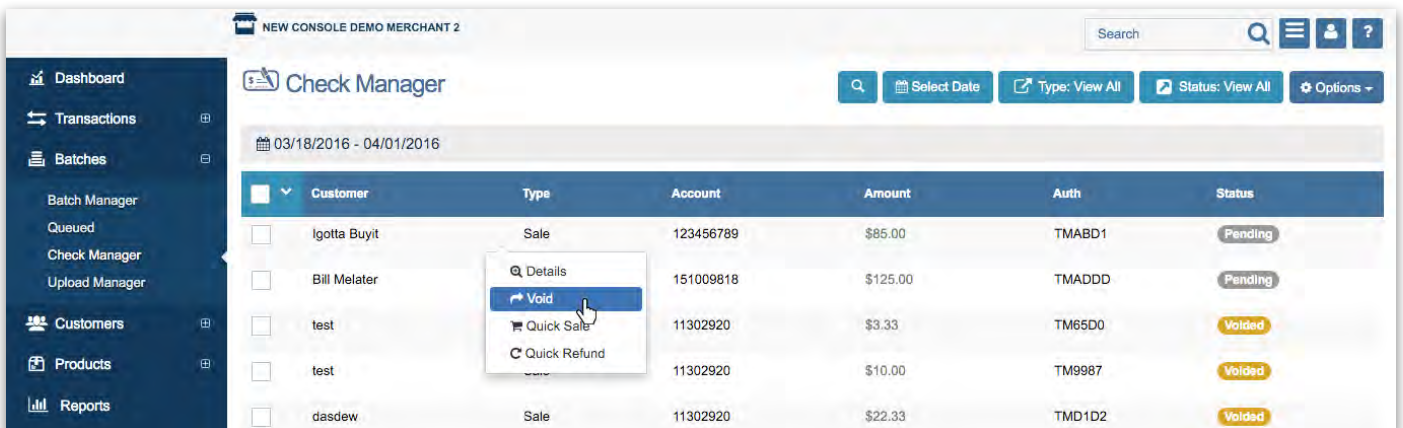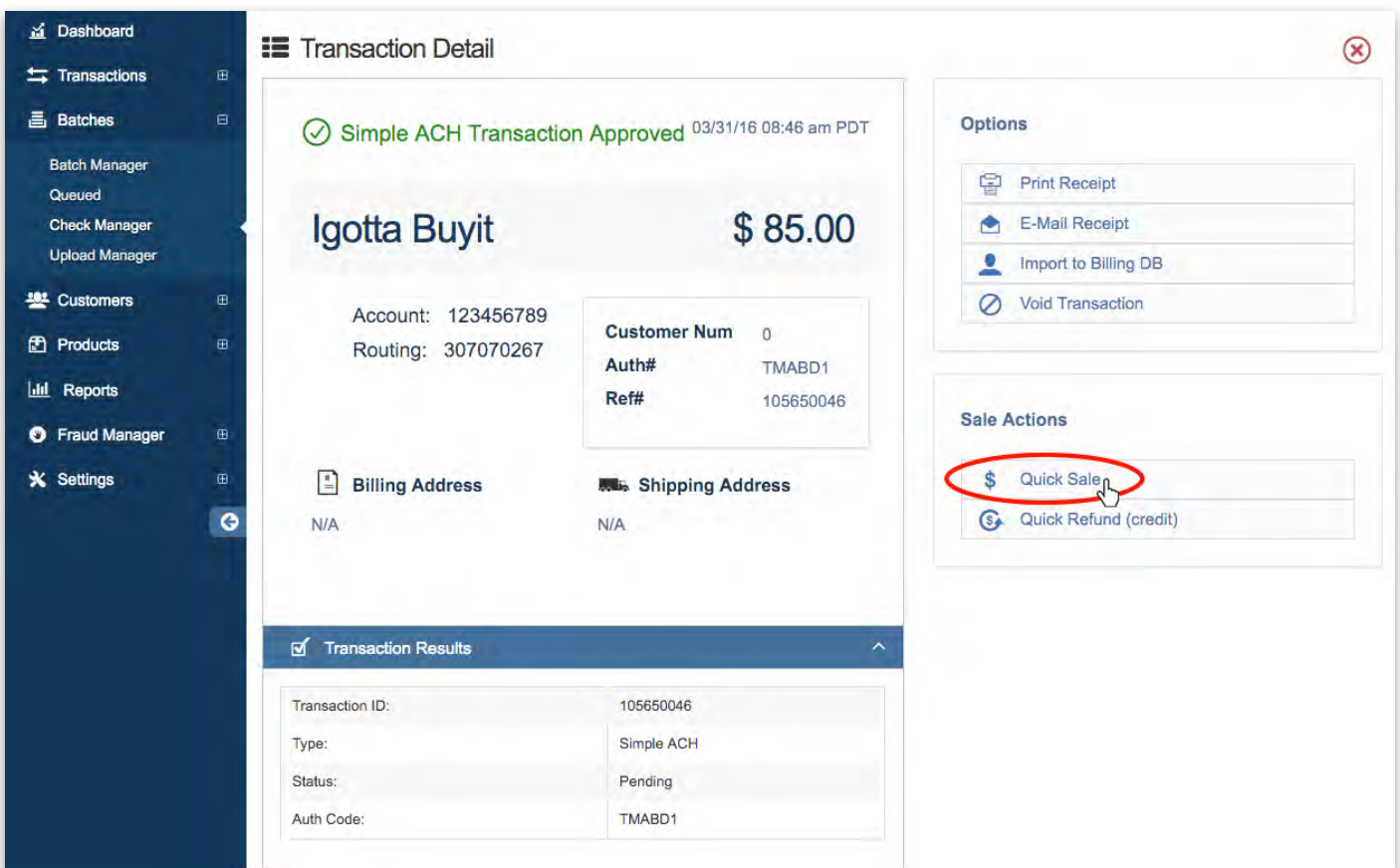**Step 1:** From a transaction's detail page, click on 'Quick Sale'. Refer to image below.

**Step 2:** The Quick Sale pop up window will appear. Fill out the following fields to process the sale: Charge Amount, Tax, Invoice, Order ID, PO#, Customer ID, and Description.

**Note:** *The 'Charge Amount' field is the only required field to process the sale. The sale will use the same information (such as the customer's account number and routing number) to process the transaction.*

Once you have completed the fields and if all the information is correct, click [🛒 Sale].

*ACH Quick Sale from Check Manager Homepage:*
**Step 1:** Right click on the transaction you want the transaction to associate with, then click 'Quick Sale'.

**Step 2:** The Quick Sale pop up window will appear.

Fill out the following fields to process the sale: Charge Amount, Tax, Invoice, Order ID, PO#, Customer ID, and Description.

**Note:** *The 'Charge Amount' field is the only required field to process the sale. The system will use the same information (such as the customer's account number and routing number) to process the transaction.*

Once you have completed the fields and if all the information is correct, click [🛒 Sale].

***Issue an ACH Quick Refund***
Much like issuing a void, you can issue a Quick Refund from a transaction's detail page or from the Check Manager homepage.

*ACH Quick Refund from a Transaction's Detail Page:*
**Step 1:** Click on 'Quick Refund (credit)' in the Sale Actions section, on the right hand side of the Transaction Detail page.



**Step 2:** A pop up window will appear. Fill out the refund or credit information fields (Amount, Tax, Invoice, Order ID, PO#, Customer ID, and Description) to process the refund.

Once you have filled out the necessary information, click **Refund**.

**Note**: *The Amount field is the only field required, all the other fields are optional. The system will use the same information (such as the customer's account number and routing number) to process the transaction.*

_ACH Refund from the Check Manager homepage_:

**Step 1:** Right click on the transaction you wish to issue a refund to, then click 'Quick Refund'.
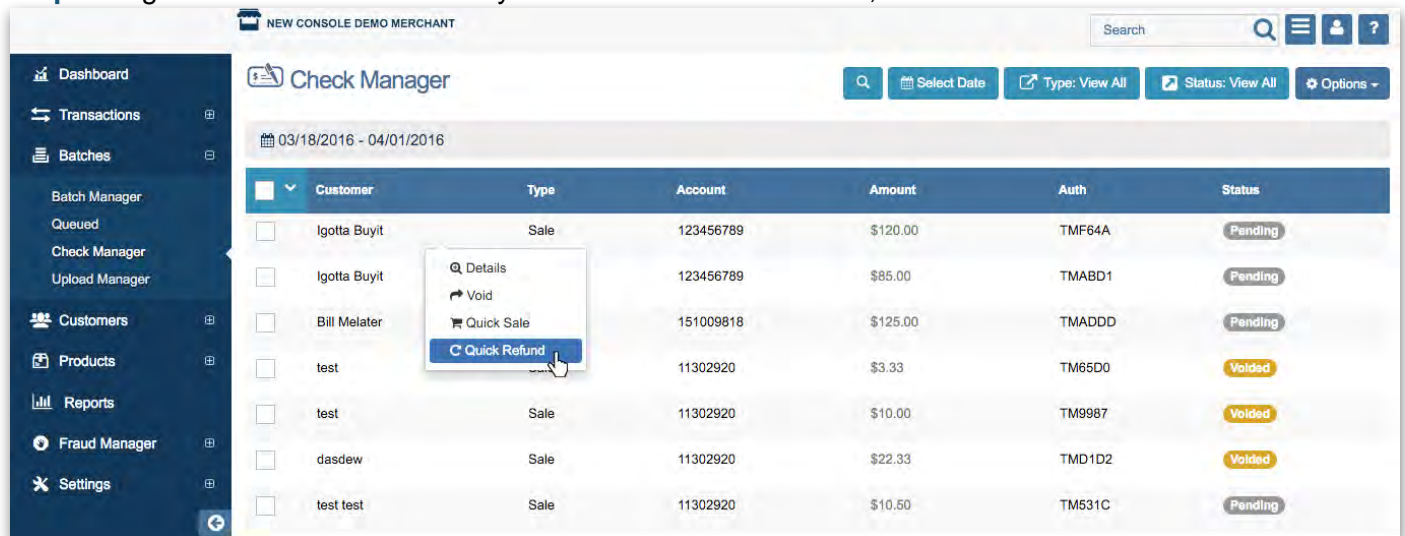


**Step 2:** A pop up window will appear. Fill out the refund or credit information fields (Amount, Tax, Invoice, Order ID, PO#, Customer ID, and Description) to process the refund.

Once you have filled out the necessary information, click ![Refund]. 

**Note:** _The Amount field is the only field required, all the other fields are optional. The system will use the same information (such as the customer's account number and routing number) to process the transaction._

## Upload Manager

The Upload Manager displays all of your uploaded credit card and check transactions.

Follow these steps to upload a new batch:

**Step 1:** From the Upload Manager homepage, click [Upload New Batch] located on the upper right hand side of the page.
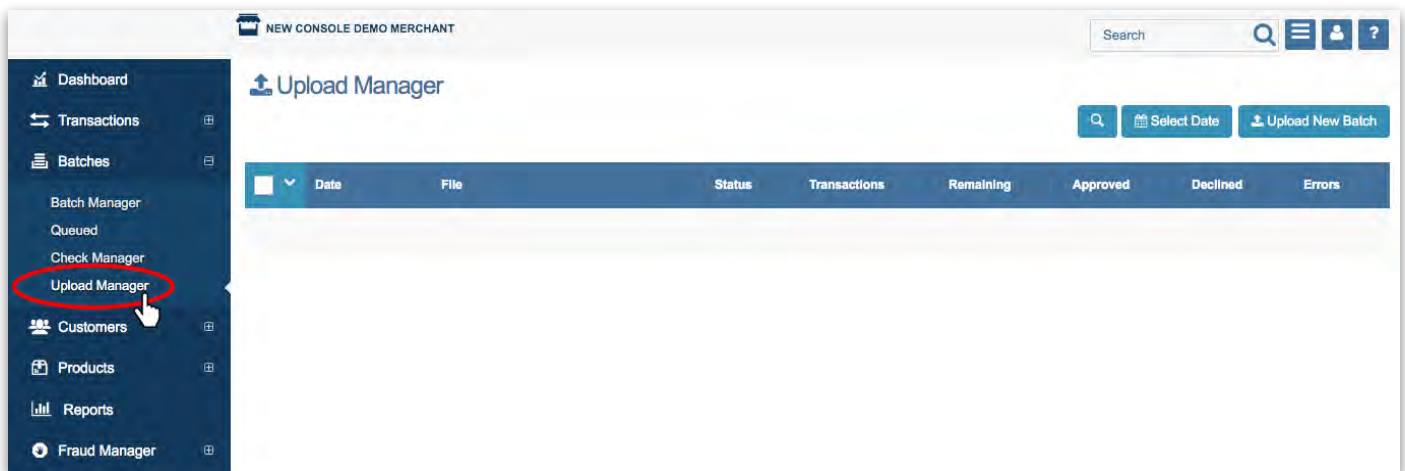


**Step 2: Choose The File:** Select the file to import or drag and drop the file(s) into the drag & drop window. It is recommended that you use a comma separated text format for importing.

**Note**: *If you are using Excel to create your batch field, make sure to set the cell format of the "CCNum" column to text before entering numbers. Switching the format after entering card numbers could corrupt the numbers.*
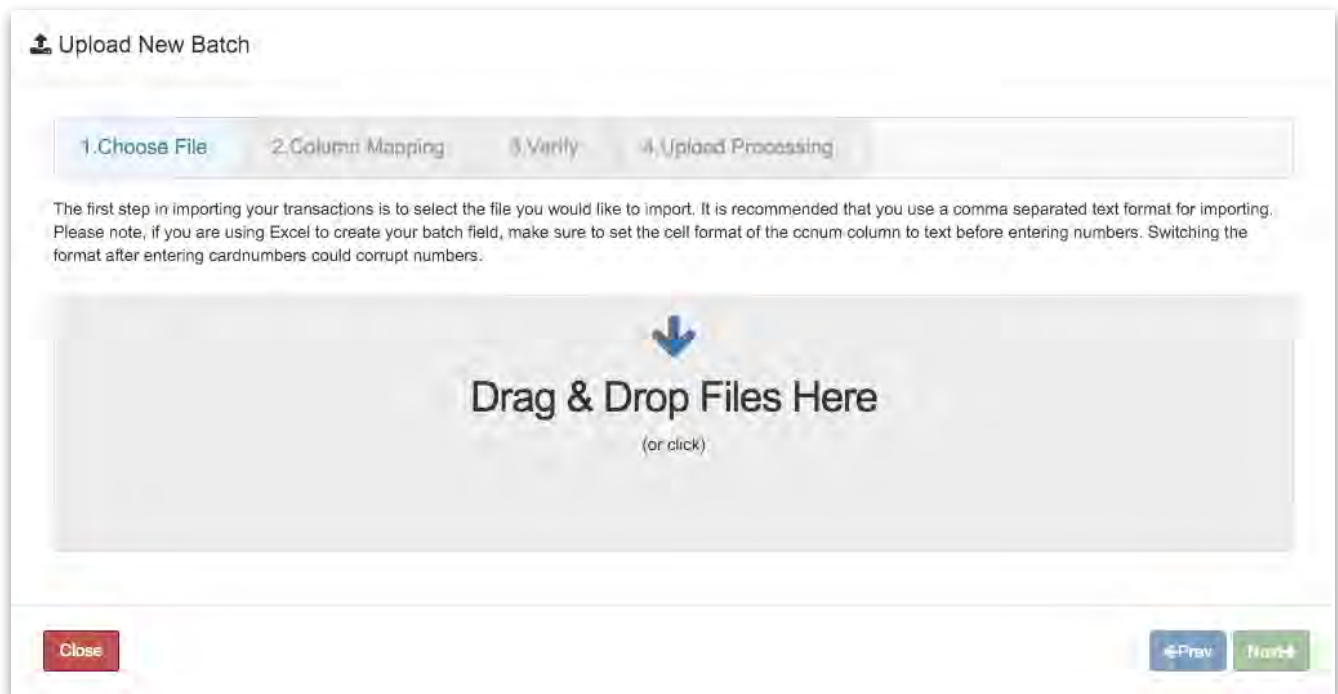
**Step 3: Column Mapping:** Click on the [- Select Field -] drop down to match fields for each column. Select the field descriptor that best describes the data in that column.



Once you have matched all the fields, click [Next]. To make changes, click [Prev].

**Step 4: Verify:** Verify the columns are tapped to the correct field.

Click [Next] to continue to the next step.



**Step 5: Upload Processing:** Your batch upload will process once you click [Next]. The pop up page will display if your batch is uploaded successfully, showing the number of imported transactions, skipped transactions, and remaining transactions.



Click [Close] to be directed to the Upload Manager homepage.

# BATCHES

From the Upload Manager page, you can do the following:
- View the upload status of the batch
- View the uploaded transaction and the remaining transactions to be uploaded from the batch.
- Check the amount of Approved, Declined, and Errors from the uploaded batch.
- Select any of the batches to view, view the upload status, review, email, import to your billing database, block a card, do a quick sale, and issue a quick refund for each transaction.
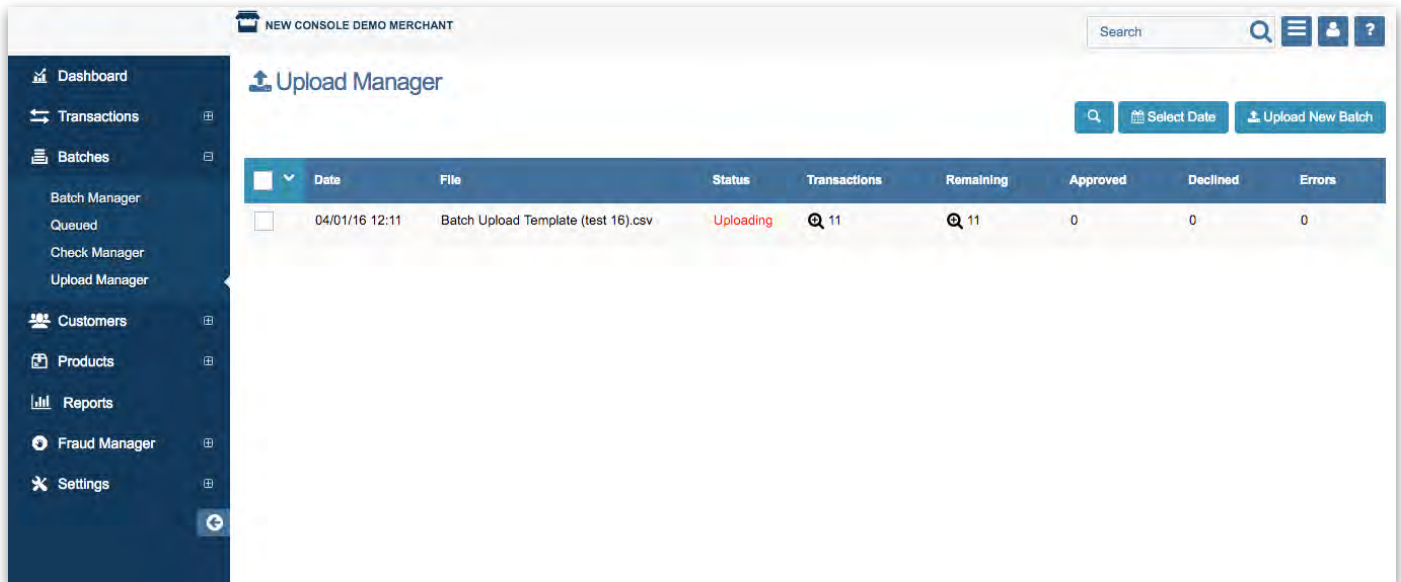


To view your uploaded or uploading batches, click  .

You can view all your Pending Batches, Running Batches, Paused Batches, Completed Batches, a batch from a specific date, and batches from a specific date range.
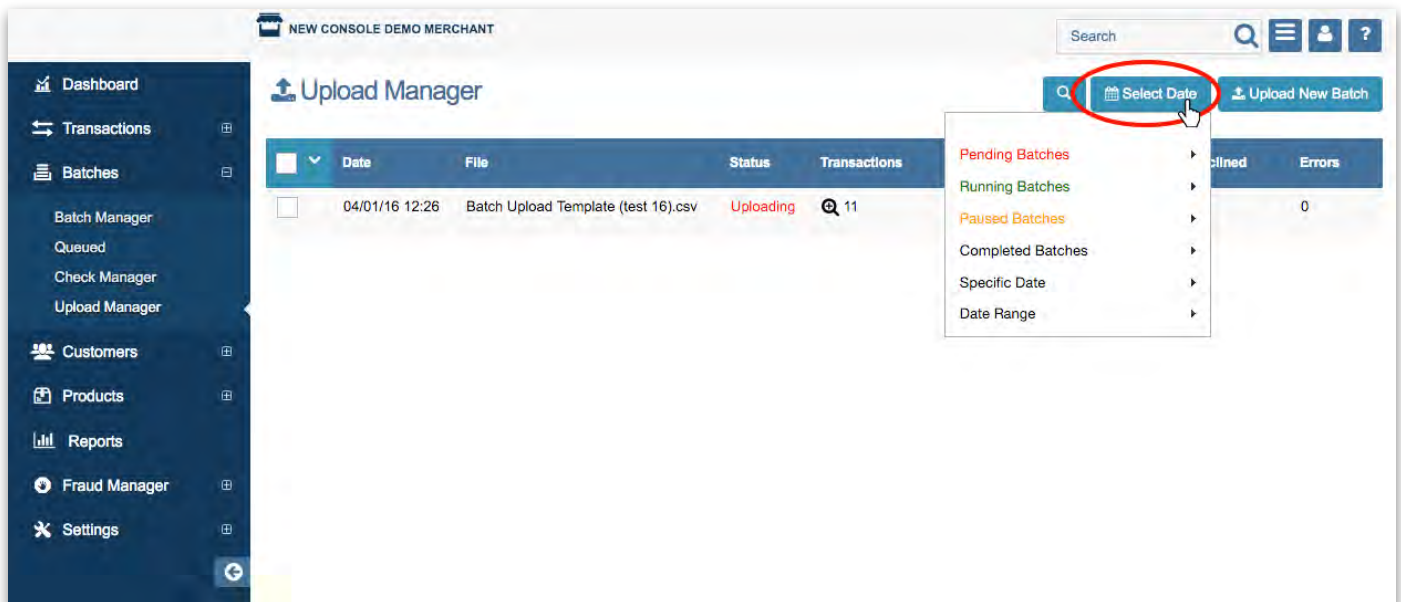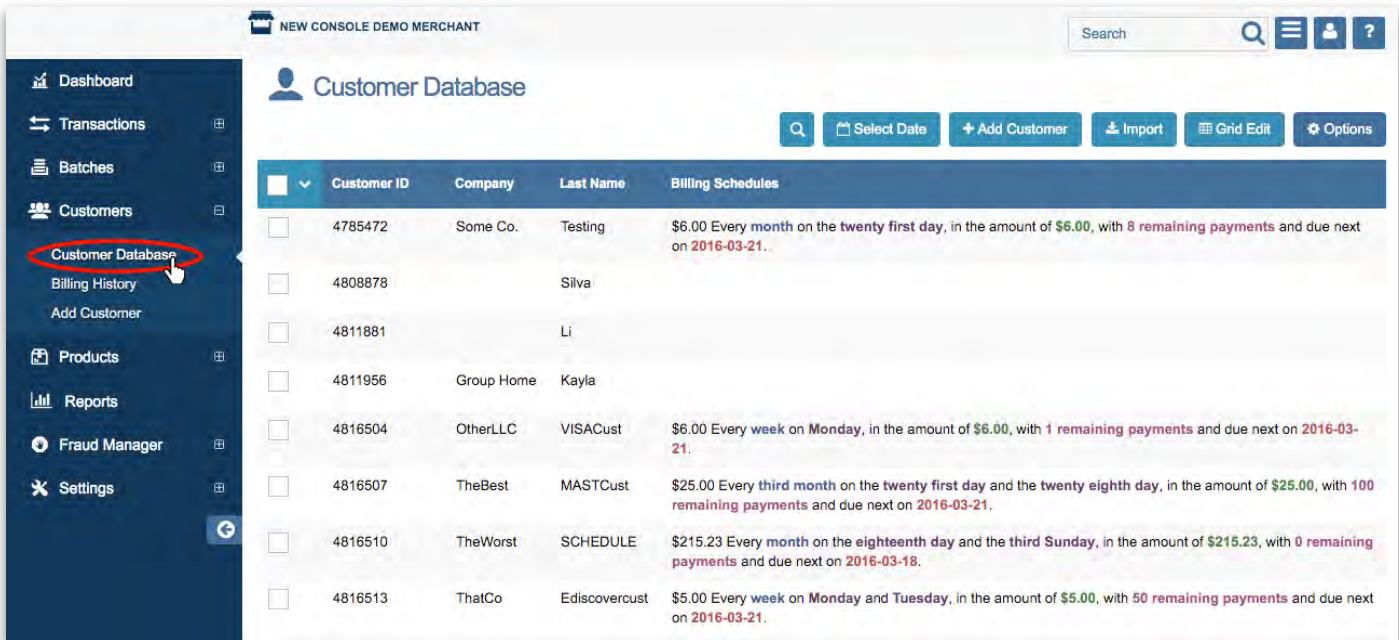
## Customer Database

Set up and monitor recurring billing for multiple customers in the Customer Database. Recurring billing customers (active and inactive) and all customers imported to database (from 'New Order' tab and from Transaction Detail pages) are stored in the Customer Database. Recurring billing is the ability to bill a customer in specified intervals, including daily, weekly, monthly, or annually.

**Note**: *Recurring billing can be processed through credit cards, ACH, and gift cards. To have recurring billing enabled, please contact your reseller.*

To access the Customer Database, click on 'Customers' on the side menu bar. Click 'Customer Database' on the drop down menu.
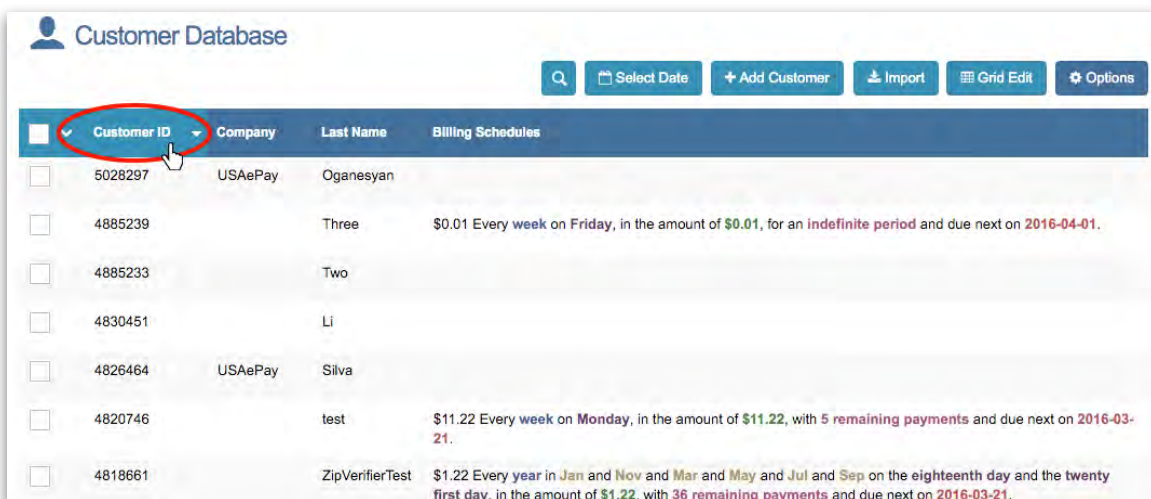


### *Rearrange Your Table*

By default, the 'Customer Database' table is arranged from newest customer(most recent customer on record) to oldest (first customer on record). The table can also be rearranged based on the Customer ID, Company name, or Last Name. For example, to rearrange the table by the Customer ID click on 'Customer ID' on the top bar of the table.



As shown in the image above, the table is now arranged in descending order. Click on 'Customer ID' in the top bar again to arrange customers in ascending order.
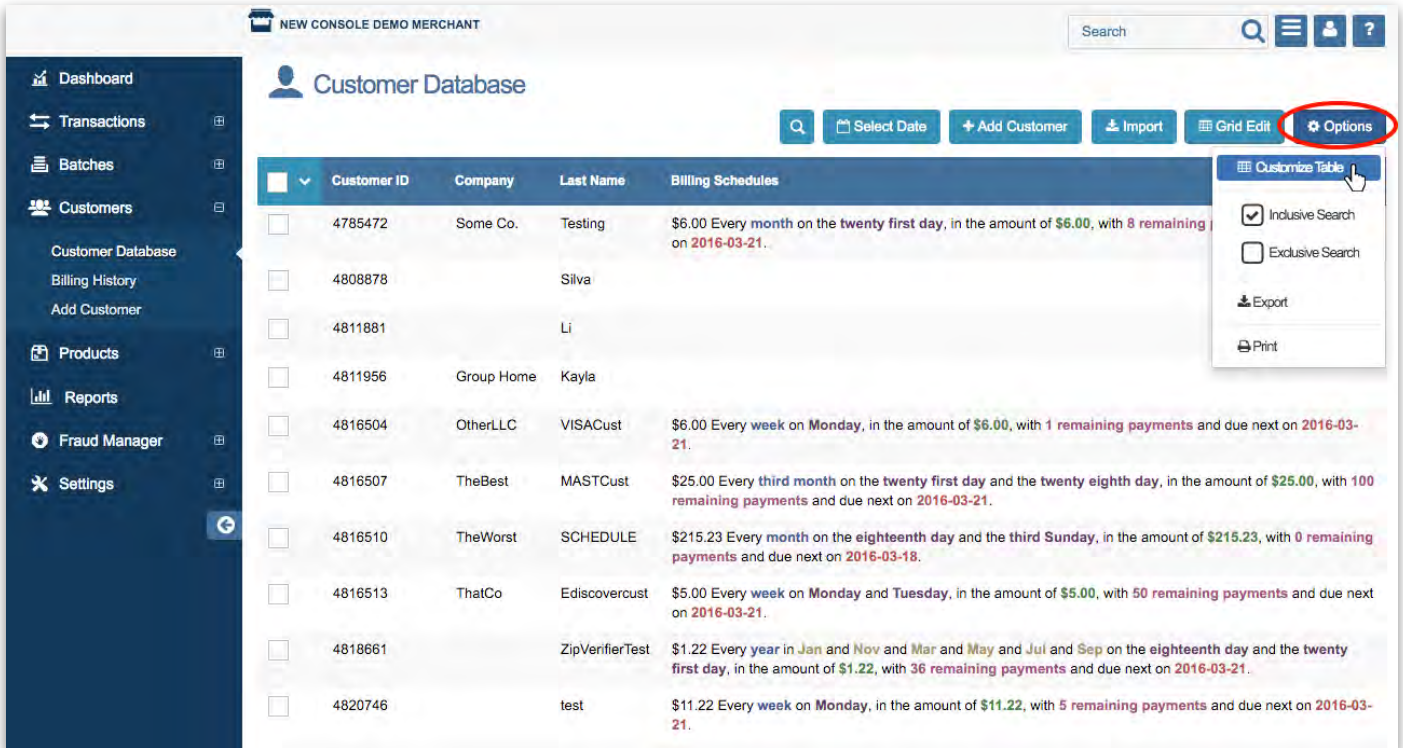
***Customize Your Table***
By default, the table displays the Customer ID, Company, Last Name, and Billing Schedule fields. To add or remove customer fields from the table follow these steps:

**Step 1:** Click [⚙ Options] located at the top right hand side of the page, then click 'Customize Table' on the drop down menu.



**Step 2:** The 'Table Options' pop up window will appear showing current and available fields.

'Current Fields' are the fields currently showing in the table.

'Available Fields' are the fields available to add to the table.

To add more columns into the Customer Database table, drag and drop a field button into the 'Current Field's' section.

To remove a specific field, click the unwanted field button and drag it to the 'Available Fields' section.



**Step 3:** Once you have finished adding or deleting specific fields, click [✔ OK]. If you want to reset your Customer Database table to default, click [↺ Reset Default].

### *Edit Your Customers Using Grid Edit*
Grid Edit allows the merchant to edit all customers at once.

**Note:** *You can only edit the fields currently displayed in the table. To add or remove columns to the table, see page 58.*

**Step 1:** To edit your customers' information, click [⊞ Grid Edit] .
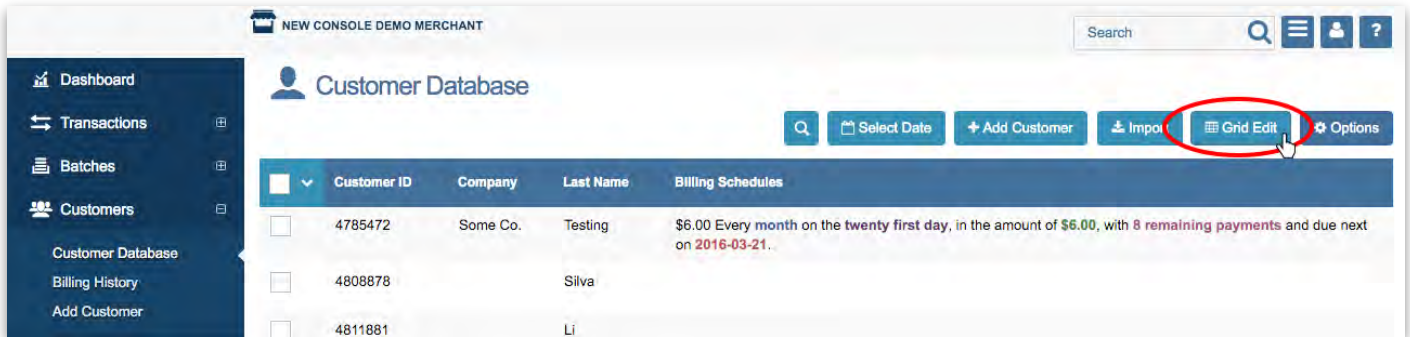


**Step 2:** All information can now be edited. As shown in the image below, the merchant is able to edit the Customer ID, Company name, and Last name for each customer.

**Note:** *Billing Schedules cannot be edited using Grid Edit. To edit Billing Schedules, see page 63 - 65.*

**Step 3:** Once you are done editing all the information, click [✔ Save] . You will be taken back to your Customer Database homepage.
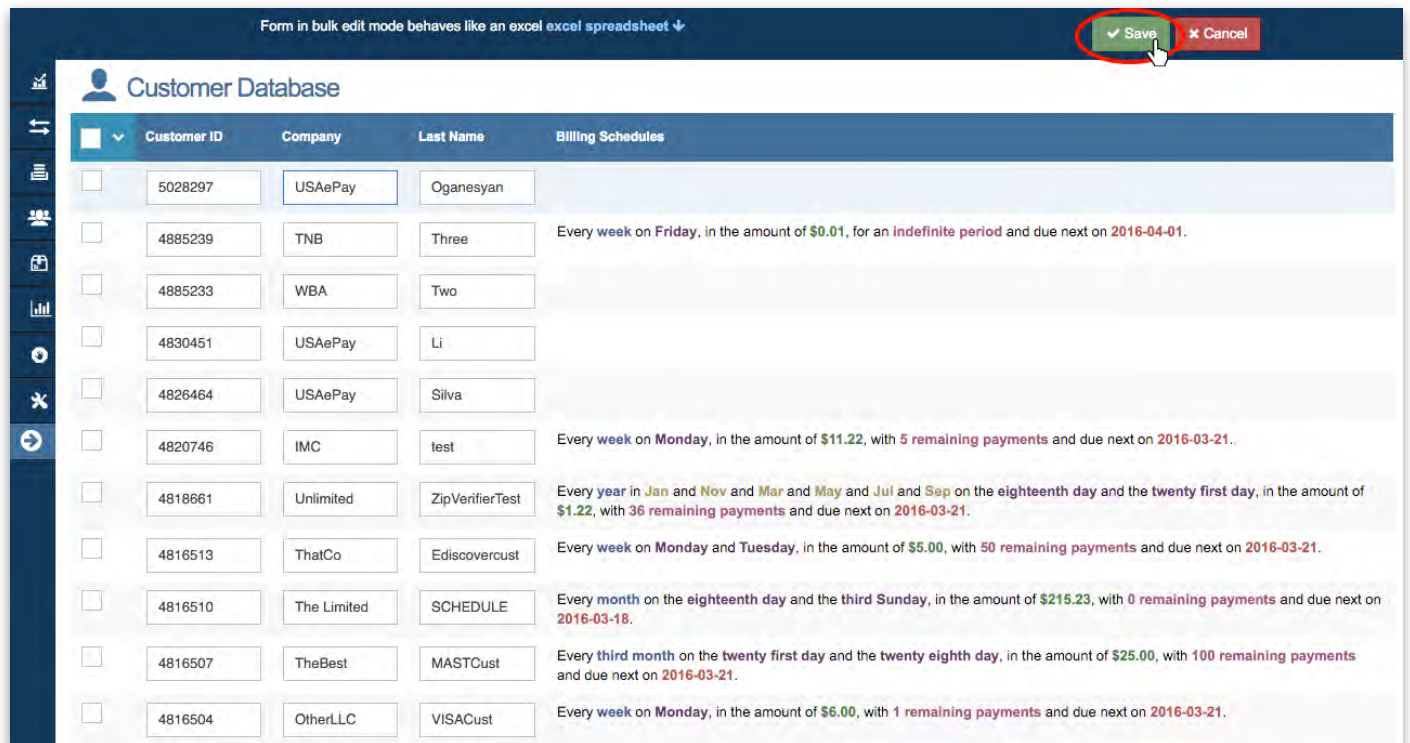
### Add Customers

There are two methods to set up recurring billing (see image below):

1. Click [+ Add Customer] located at the top right hand side of the Customer Database page.

2. Click 'Customers' on the side menu bar, then click 'Add Customer' from the drop down menu.
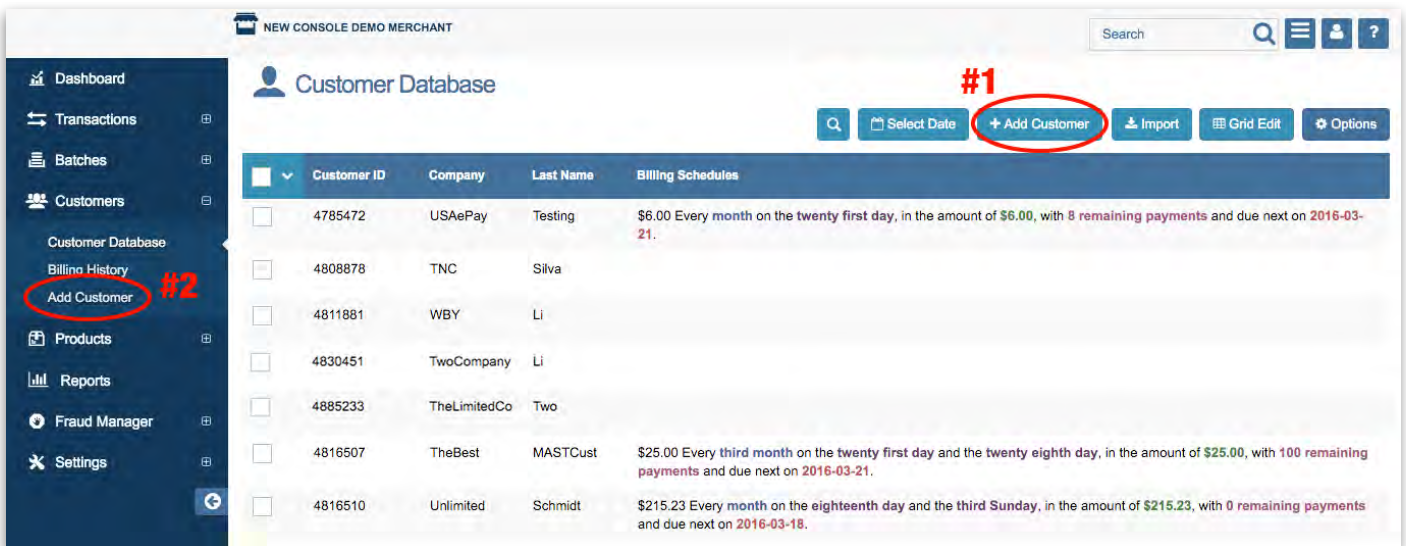


**Note:** Both methods will take you to the same screen, ask for the same information, and give you the same result.

Use these steps to add a recurring billing customer using method #1:

**Step 1: Enter General Information:** Click [+ Add Customer] located at the top right hand side of your Customer Database page. A pop up window will appear.



Enter the customer's general information on the blank fields. The Customer ID and the customer's First Name and Last Name are the required fields. All the other fields are optional.

Once you have entered the customer's information, click [✔ Apply] then continue to Step 2.

**Step 2: Add A Payment Method:** To add a payment method, click the 'Payment Methods' tab, then click  **+ Add New** .
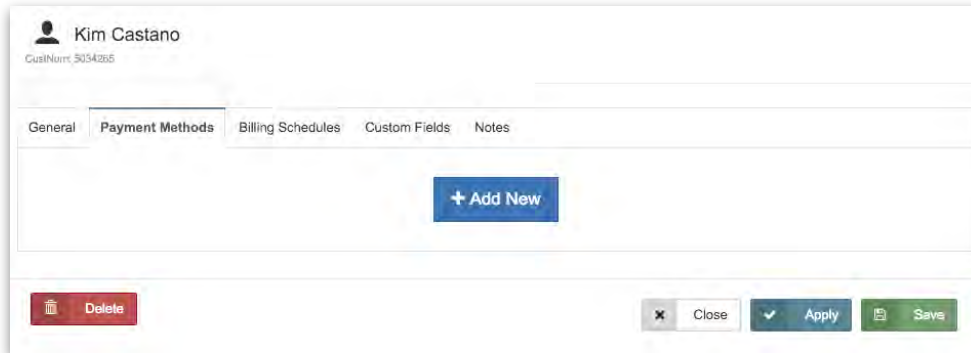


Select the payment method to set up for recurring billing. The 'Payment Method' pop up window will display three options depending on what you are set up to accept: ***Credit, Check***, or ***Gift Cards***. **Note:** *The credit payment method option is available for all merchants. To accept checks and gift cards for recurring billing, please call your merchant service provider.*
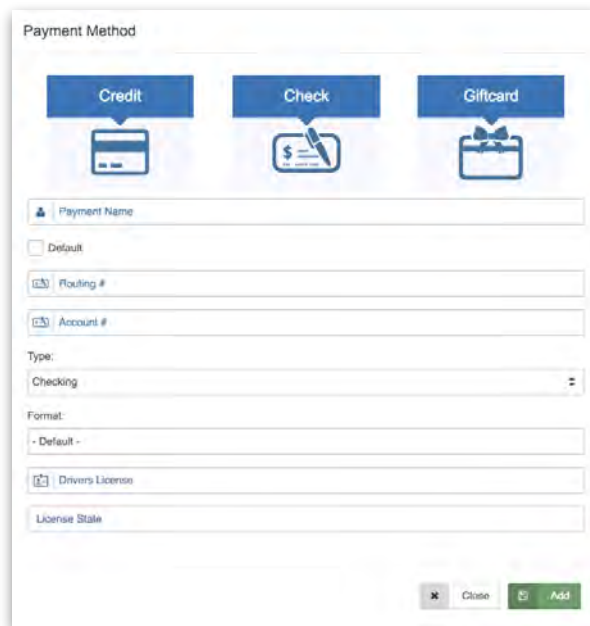


To select a payment method, click the payment's method corresponding tab icon:

***Credit***: Click the  tab to set up a customer's credit card for recurring billing.

Enter the customer's card number and the credit card's expiration date. All the other fields are optional.

**Note:** *Check the 'Default' box, to save the customer's credit card information as their default recurring billing payment method.*

**_Check_:** Click the [Check] tab to set to set up a customer's checking account for recurring billing.

Enter the customer's Routing number and Account number. All the other fields are optional.

**Note:** Check the 'Default' box, to save the customer's account information as their default recurring billing payment method.

**_Gift Cards_:** Click the [Giftcard] tab to set up a customer's gift card for recurring billing.

Enter the customer's gift card number. The 'Payment Name' field is optional.
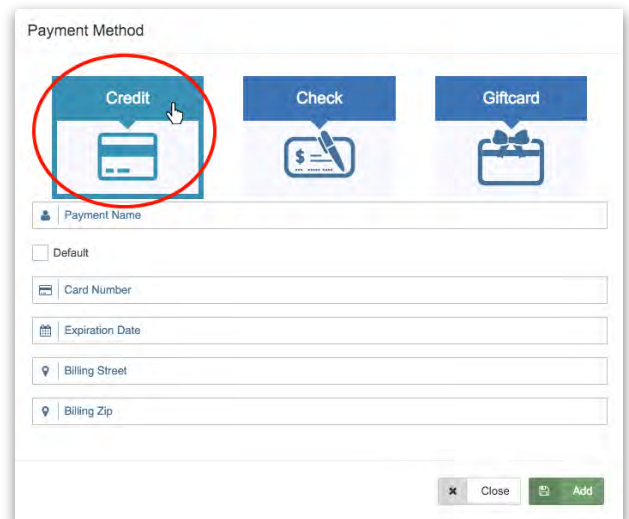
**Note:** Check the 'Default' box, to save the customer's gift card number as their default recurring billing payment method.

Once you have selected the payment method and entered the necessary information, click [Add] .

You will be taken back to the 'Payment Methods' tab. Click [Apply] to apply the payment method to your customer's recurring billing setting then continue to Step 3.

**Note:** The 'Customer Database' can store more than one payment method for each customer, but only one can be classified as the 'Default Payment'.

**Step 3: Add A Billing Schedule:** To add a billing schedule, click on the 'Billing Schedules' tab then click [ + Add New ] .
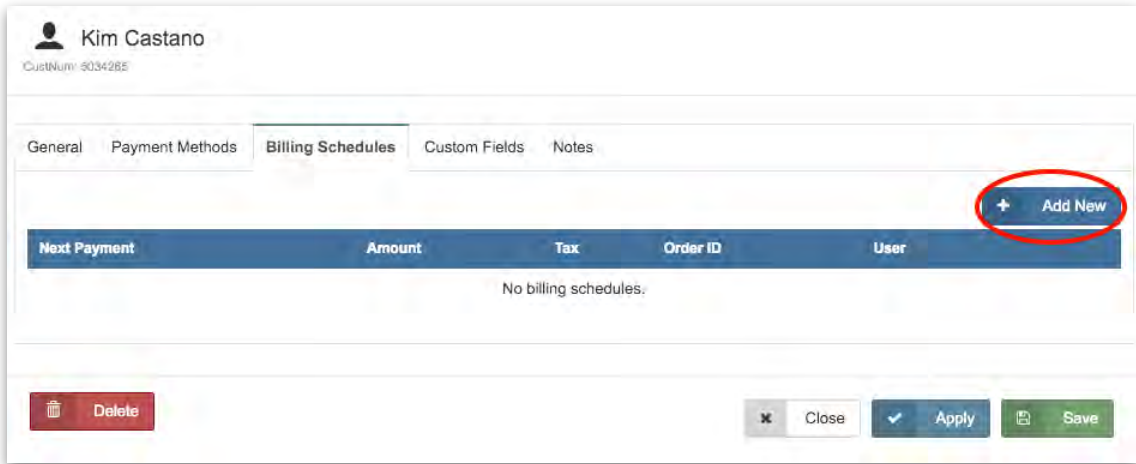


The Billing Schedule pop up window will appear. Enter the payment amount on the 'Each Pmt Amt" field on the 'General' tab. The order ID and Tax are optional fields:
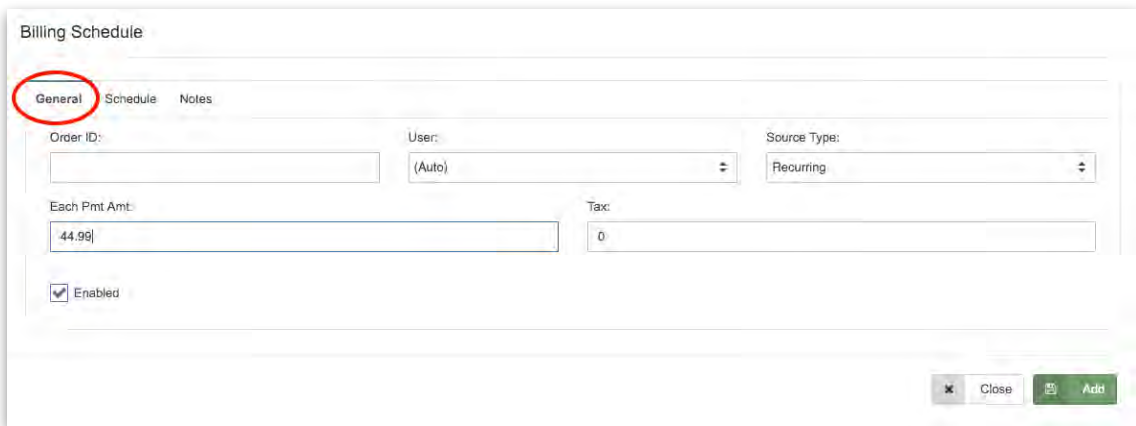


After entering the payment amount, click on the 'Schedule' tab:
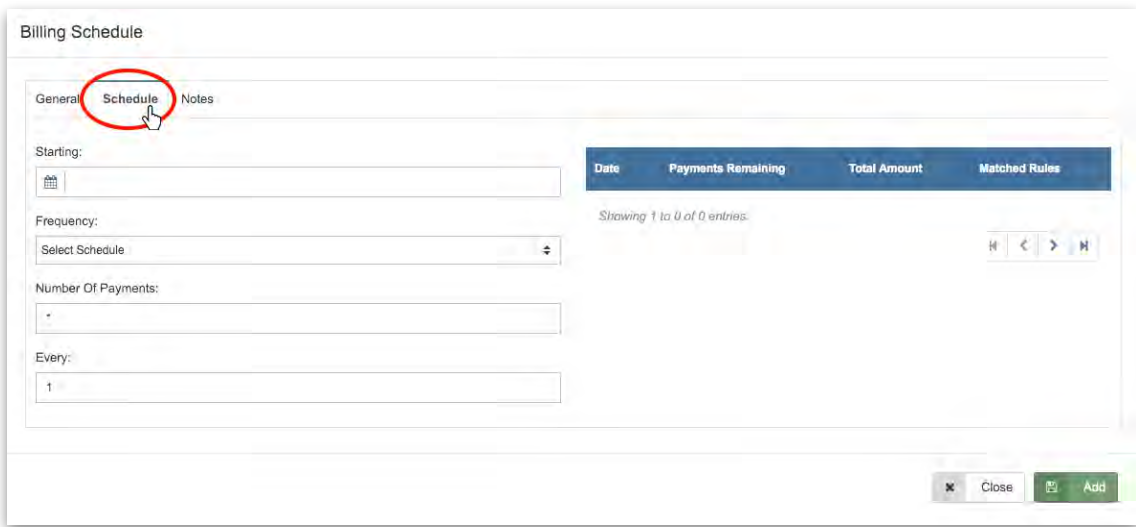


Enter the following information to set the billing schedule (refer to the image shown above):
- *__Starting Date__*: Click [ 📅 ] the icon, and choose the starting date for the recurring payments.

    **Note:** This is not necessarily the first dat the customer will be billed. The first day of billing is the first date that obeys the billing schedule 'Rules' on or after the 'Starting Date'.

- **_Frequency_:** The merchant console gives you 3 frequency options for recurring billing payments: _Weekly, Monthly_ and _Yearly_. Click the drop down arrows to select the recurring billing frequency.

- **_Number of Payments_:** Enter the total number of payments the customer should be charged.
  **Note:** _The number entered corresponds with the selected 'Frequency'. For example, to bill a customer once a month for one year, select 'Monthly' in the 'Frequency' field and enter '12' into the 'Number of Payments' field._

- **_Every_:** Based on the previous example, enter the number of times you are billing your customer per month. If you want to charge the customer once per month enter "1" or twice per month, enter "2", and so on.

- **_Rules_:** Refer to the image shown below. Once you have entered the _Frequency, Number of Payments,_ and _Every_ for the billing schedule, you will be given the option to enter the rules. Based on the example, the merchant selected 'Second' and 'Monday' or the customer's recurring billing schedule. This means that the customer will be charged every second Monday of the month. Click [Add Rule] to apply the recurring billing schedule.

**Note**: _The table, on the right hand side of the Billing Schedule pop up window, shows your future recurring billing charges. This table will automatically update when you click_ [Add Rule] _._
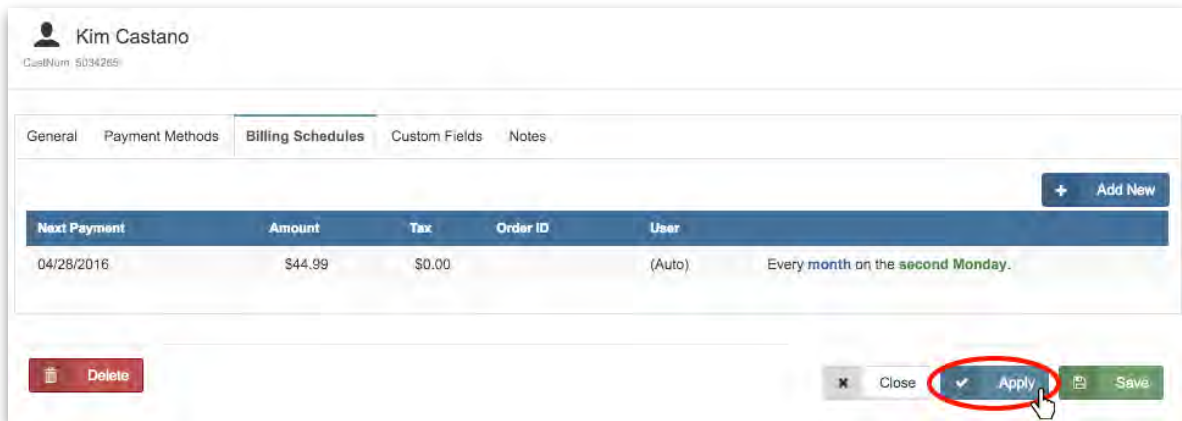


Click [Add] once you have set the customer's recurring billing payments.

You will be taken back to the 'Billing Schedules' tab. Click [✓ Apply] to apply the billing schedule to your customer's recurring billing setting then proceed to Step 4.
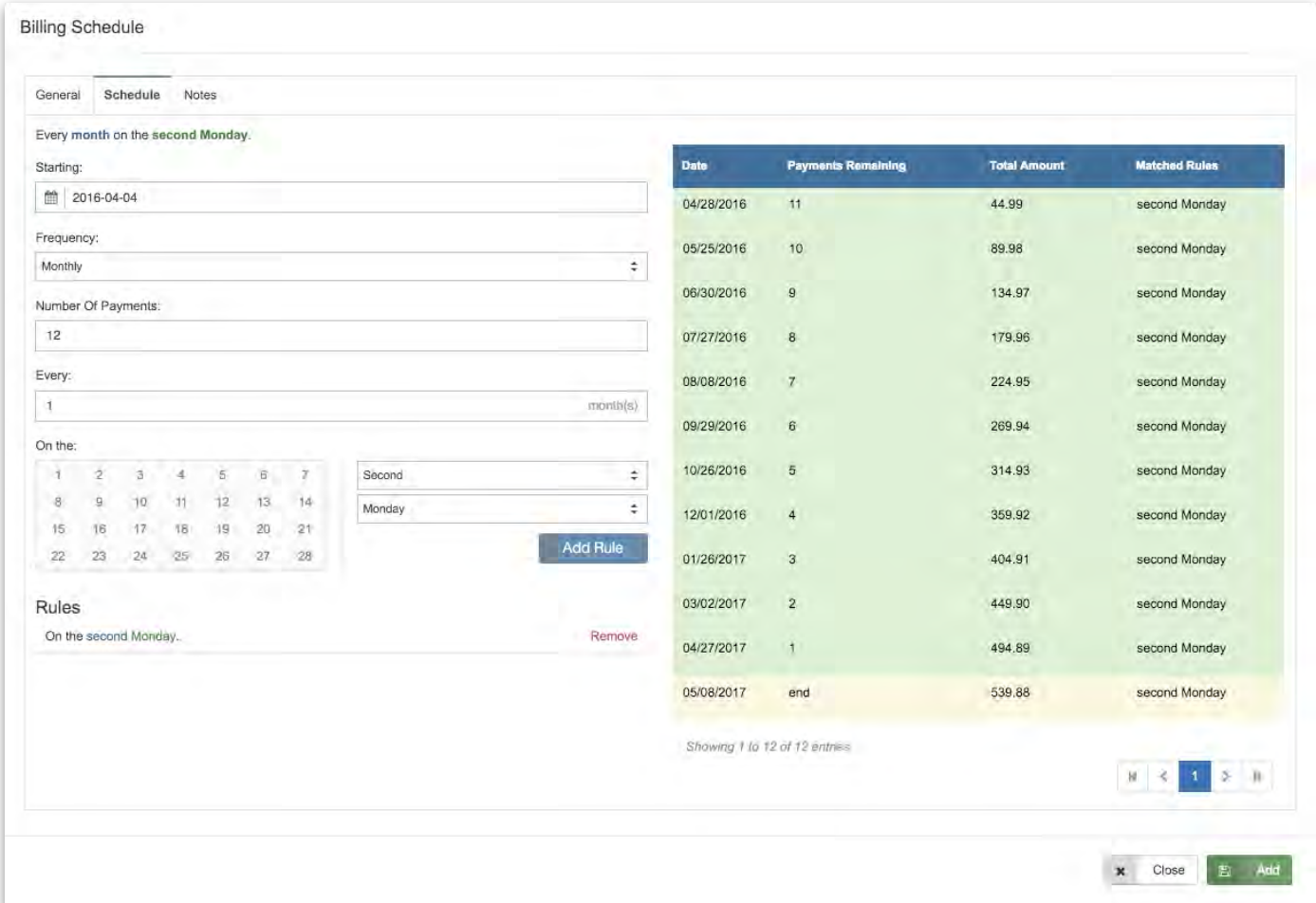


**Step 4: Custom Fields:** These fields can be customized to include additional information you would like to have in the customer's profile. As shown in the image below, the merchant can add the customer's birthdate, anniversary, age, maiden name, or other information in their billing profile. In order to add custom fields in a customer's billing profile, it must enabled in your Settings (See page 134 - Custom Fields).



Click [✓ Apply] when you are done entering information in your custom fields then proceed to Step 5.

**Step 5: Notes:** Click on the 'Notes' tab and enter any information you would like to take note of. When complete, click [✓ Apply] then click [🖫 Save]. You will then be taken back to your Customer Database page.

***View A Customer's Recurring Billing Profile***
**Step 1:** From Customer Database page, click on the customer's name to view their recurring billing profile.



**Step 2:** The customer's profile pop up window will appear, where you can view or edit their *General* information, *Payment Methods*, *Billing Schedules*, *Custom Fields*, and *Notes*. See image below.
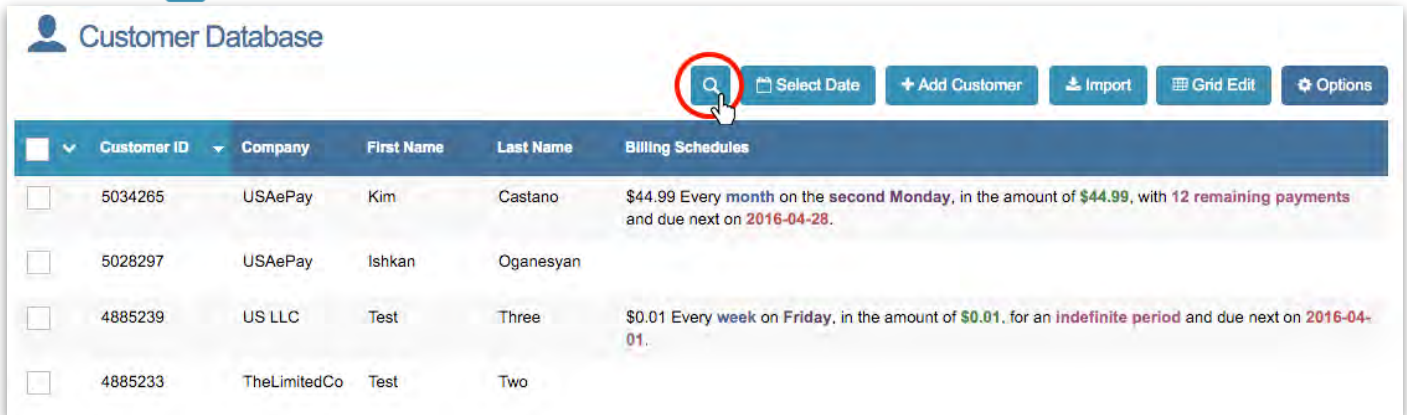
***Search by Name***
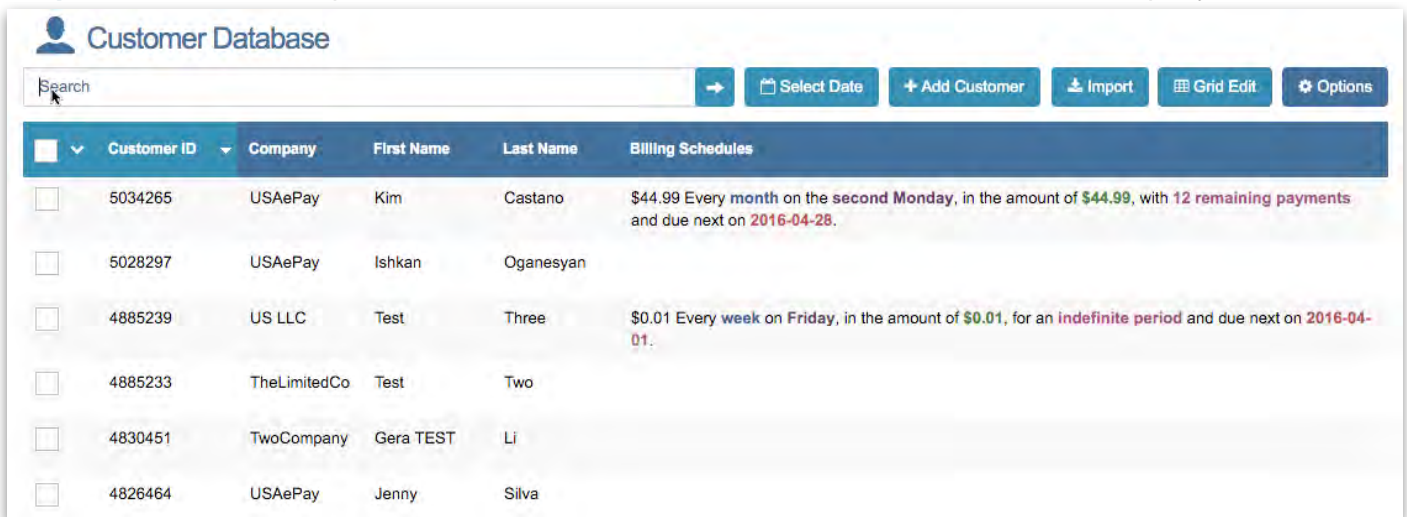
**Step 1:** Refer to the image below. You can search for a customer or a customer's billing schedule by clicking the 🔍 icon.



**Step 2:** To search for a specific customer, enter the customer's name, last name or company name.



***Search by Billing Schedule***

**Step 1:** To search a customer by the date of their billing schedule, click 📅 Select Date .



**Step 2:** Select the date of the billing schedule you wish to view. The table will automatically show every customer with the selected recurring billing date.

## Inclusive Search vs Exclusive Search

*Inclusive Search:* This type of search is an "and" search, meaning that the system will be searching in all fields associated with the word or value you have entered.
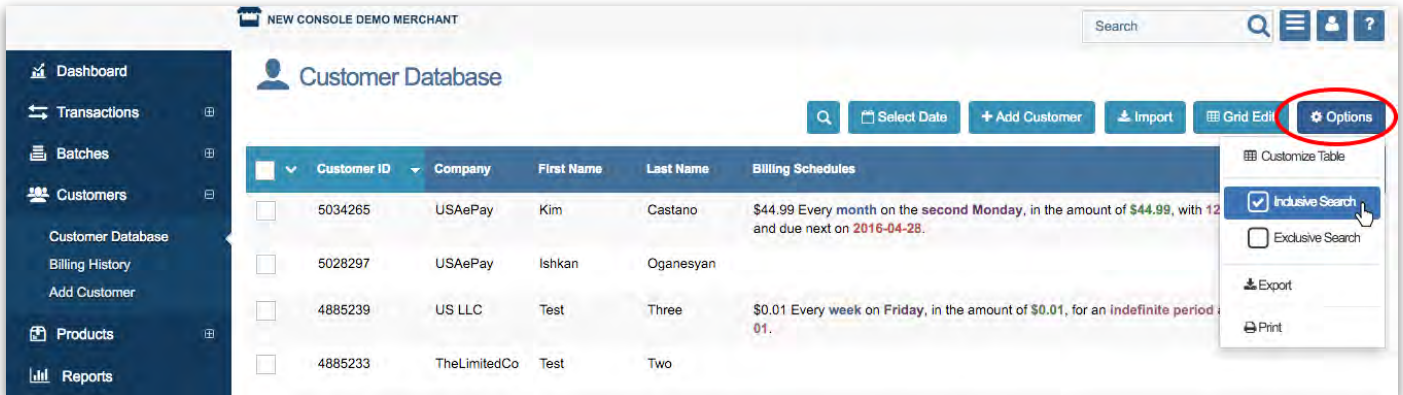


*Exclusive Search:* This type of search is an "or" search. This type of search is more specific and case sensitive. The system will search for the exact word or value, you have entered.
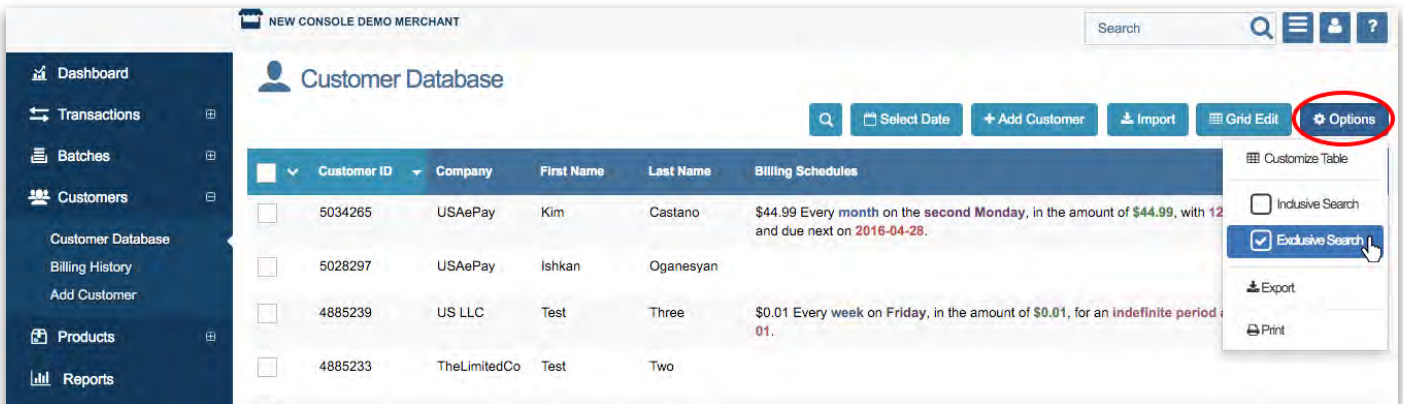


## Export Your Customer Database Data

**Step 1:** To export your customer data, click ⚙ Options on the top right hand side of your page then select 'Export' from the drop down menu.
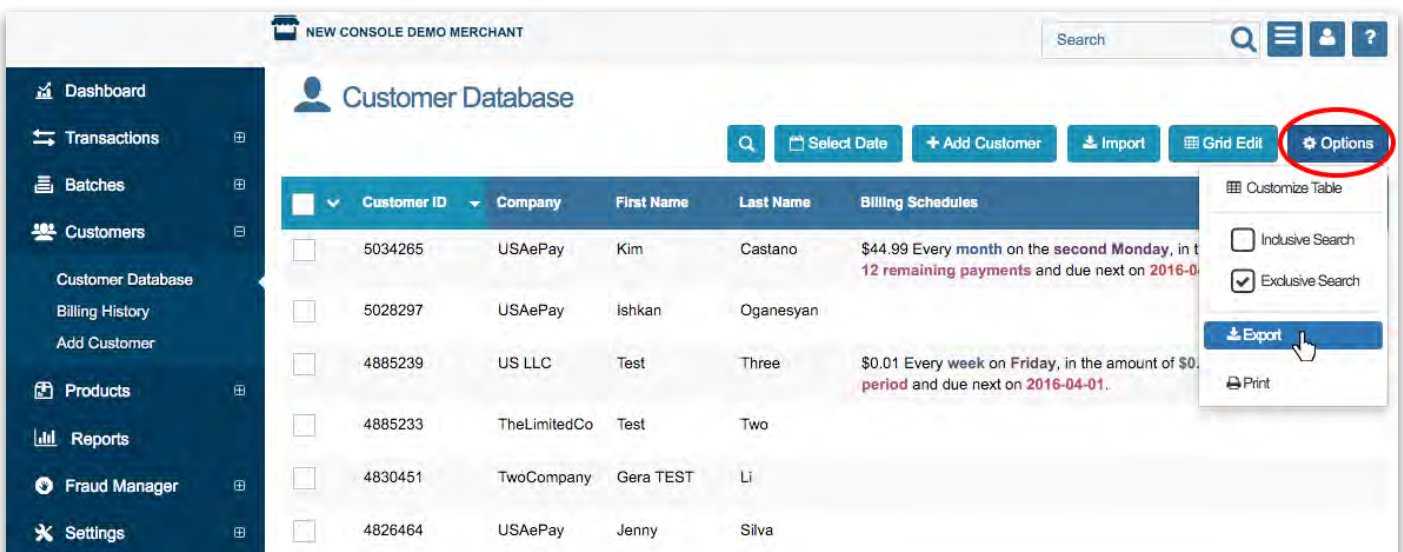
**Step 2:** The Customer Database lets you export your data into CSV, TSV and JSON files. It is recommended, however, to export your data into a CSV file. Select the file format you want to export on the pop up window.

Under 'Select Files', check the box for the information you wish to include in the exported document: *Customers, Payment Methods,* or *Billing Schedules.* Check the *Combined* box to include all information.

**Step 3:** Click [Export]. The file will automatically download on your web browser.
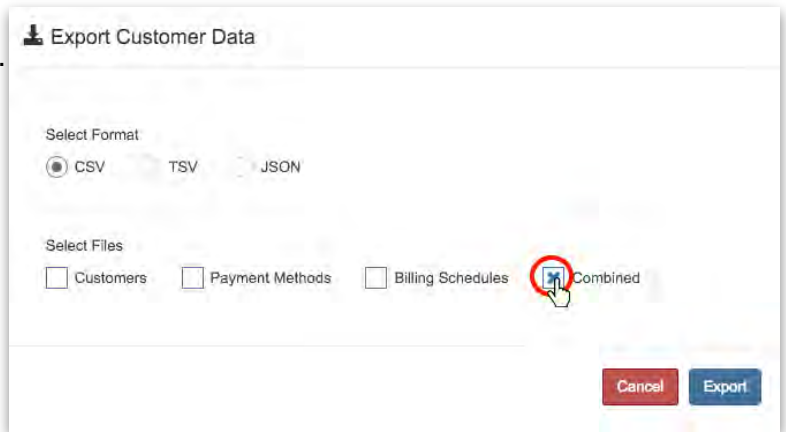
*Import New Customers*
**Step 1: Choose File:** Click [Import] located at the top right hand side of your Customer Database page.
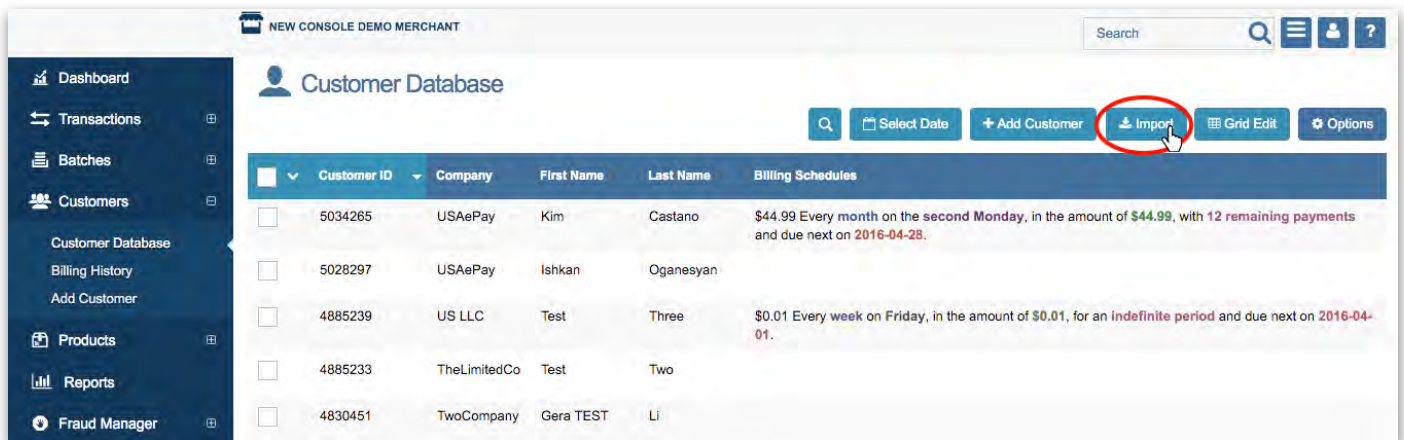
Drag and drop the file to import into the 'Drag & Drop Files Here' field.

As shown in the image below, you can also import a file containing specific information such as your customers' *General Information*, *Payment methods*, or *Billing Schedules.*

**Note**: *It is recommended that you use comma separated text format for importing. You can save time by saving previously used import filters.*

Click [Next] to upload the file.
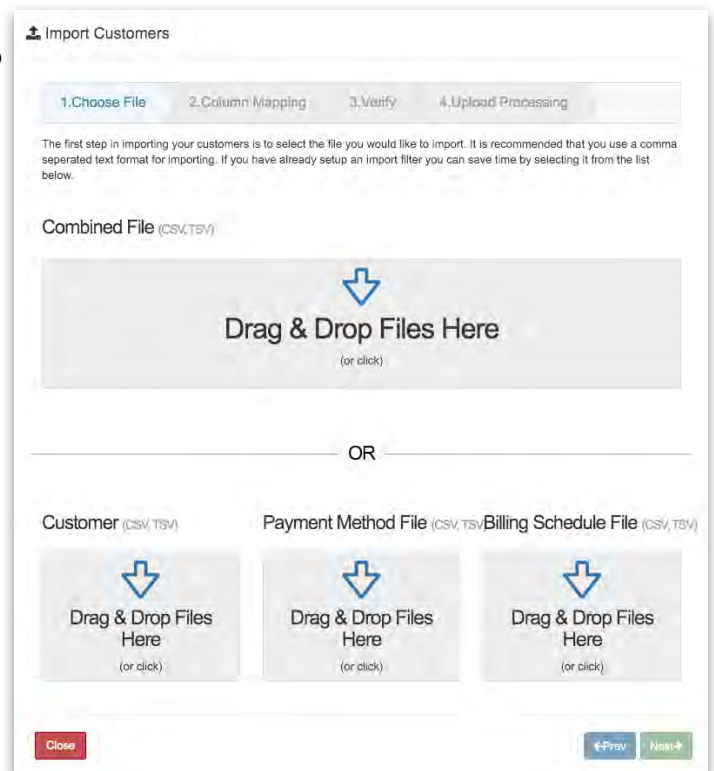
**Step 2: Column Mapping:** Match the fields to their corresponding field type or field name then click [ Next→ ] .



**Step 3: Verify:** Verify the information and select the correct upload setting from the following options (See image below):
- Important All Records As New (Check this box to import ALL information as new including any duplicate information).
- Import New Records (Check this box to import all NEW customers).
- Update Existing Records (Check this box to update existing customers and import new customers).
- Delete ALL Records Before Import (Check this box to delete ALL records and replace it with new information. **Note:** *This cannot be reversed).*

Click [ Next→ ] when the upload information is verified then proceed to the next step.



**Step 4: Upload Processing:** This window shows the status of your upload, confirming the number of remaining uploads, successfully imported data, and skipped data.

Click [ Close ] when you are done. You will then be taken back to your Customer Database.

# CUSTOMERS

***Print Customer Database Data***

**Step 1:** To print your Customer Database data, click [Options] then select 'Print' from the drop down menu.
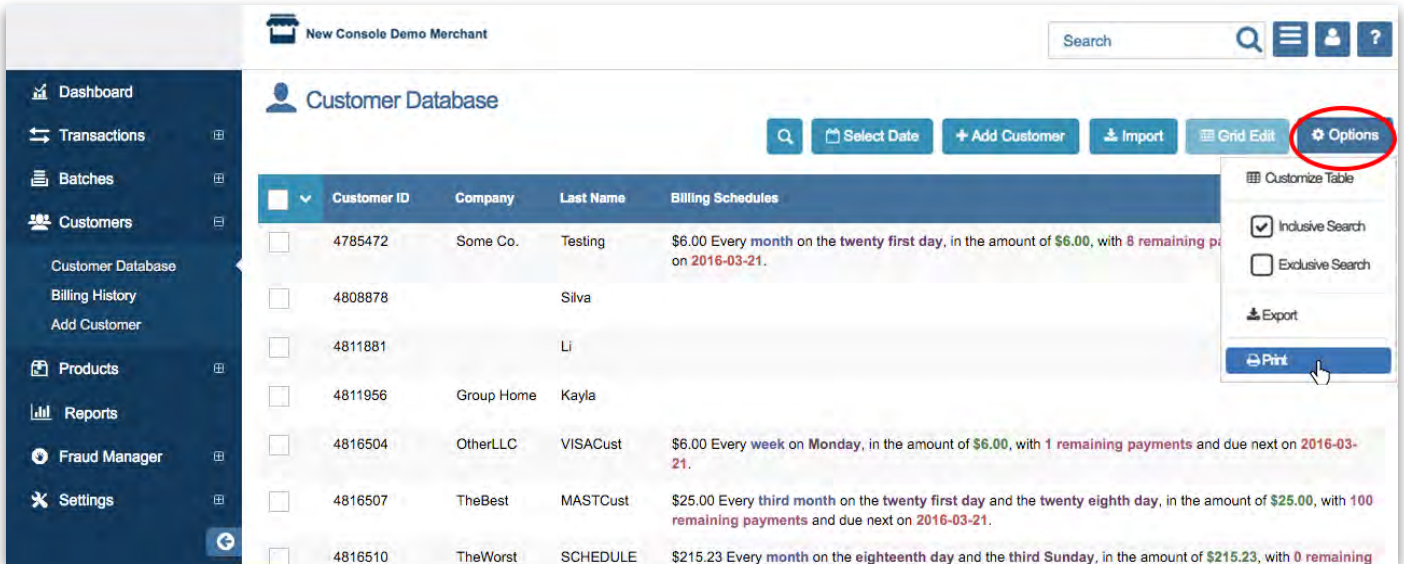


**Step 2:** A PDF print window will pop up on your web browser. Click [Print] to print your PDF copy.
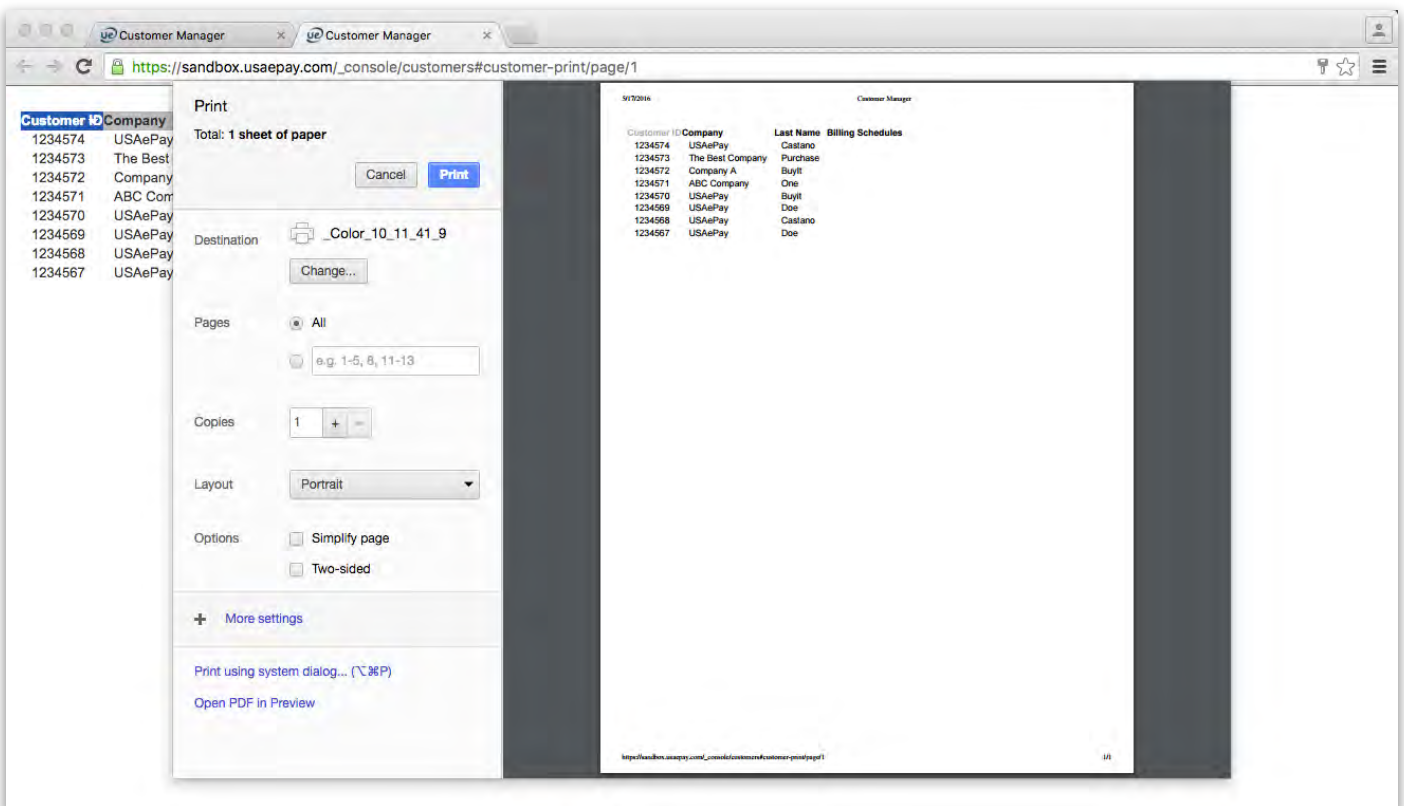
## Billing History

All processed recurring billing payments are recorded in your Billing History page. To access your Billing History, click 'Customers' on the side menu bar then select 'Billing History' on the drop down menu.



This page will show the following information:
* Date the transaction was processed
* Customer Number
* Transaction ID
* Company Name
* Amount of the transaction
* Result of the transaction: Approved (A), Declined (D), or Errored (E)
* Reason of the decline or error status

Filter transaction results by clicking the [All] , [✔ Approved] , [⊘ Declined] , or [✗ Errored] buttons located at the top right hand side of the page.

For example, clicking on [✔ Approved] displays all your approved recurring billing transactions. See image below.

### *Search For A Transaction In Billing History*

**Step 1:** To search for a specific transaction, click the 🔍 icon located at the top right hand side of the page.



**Step 2:** When searching for a specific transaction, enter the customer's information such as the Customer's Number, Transaction ID, Company Name, or the Amount of the transaction.
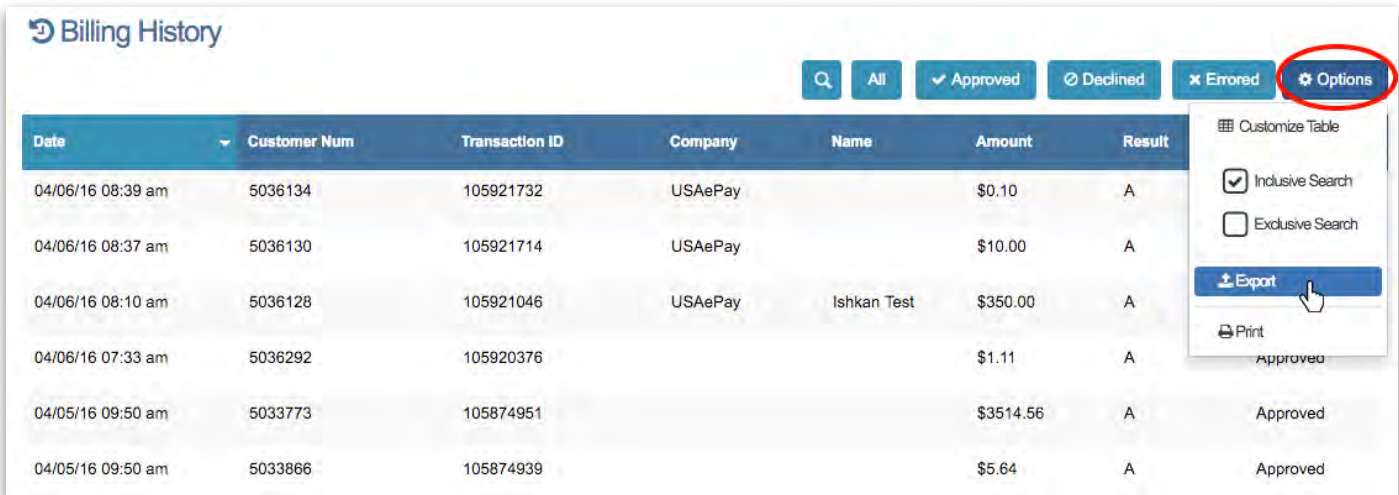


Your Billing History page will automatically update. For example, if you entered the customer's name 'John' on the search field. All the transactions with 'John' will be shown on your Billing History table.

### *Export Billing History Data*

**Step 1:** To export your Billing History data, click **Options** (located on the top right hand side of your page) then select 'Export' from the drop down menu.



**Step 2:** Select the format of the file you want your data to export as (CSV or TSV), then click **Export**.

Your file will automatically download on your browser.

***Print Billing History Data***
**Step 1:** To print your Billing History Data, click ⚙ Options then select 'Print' from the drop down menu.



**Step 2:** A PDF print window will pop up on your web browser. Click **Print** to print your PDF copy.

## Product Database

The merchant console allows you to add, edit, track, and manage all of your products through a single, easily customizable database.
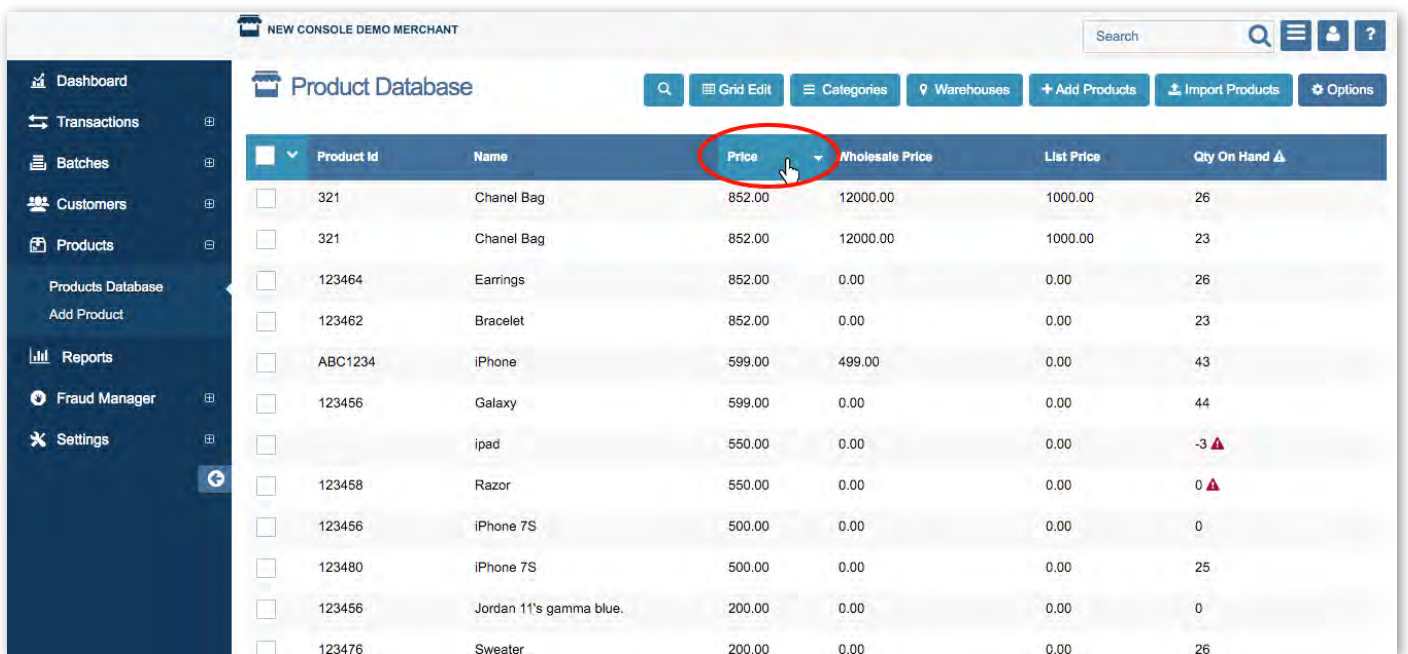


### *Rearrange Your Table*

By default, your Product Database table is arranged in alphabetical order. The table can be sorted or rearranged by any of the listed fields, by clicking the title of the field in the header line. Click field in the header line again to rearrange the list from ascending to descending order and vice versa. The image below shows an example of a merchant sorting the table by highest price to lowest price.
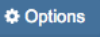
***Customize Your Table***
By default, the Products Database table displays the following columns: *Product ID*, *Name*, *Price*, *Wholesale Price*, *List Price*, and the *Qty on Hand*. This table can be customized by adding and deleting specific fields.

**Step 1:** Click [⚙ Options] located at the top right hand side of the page, then select 'Customize Table' from the drop down menu.
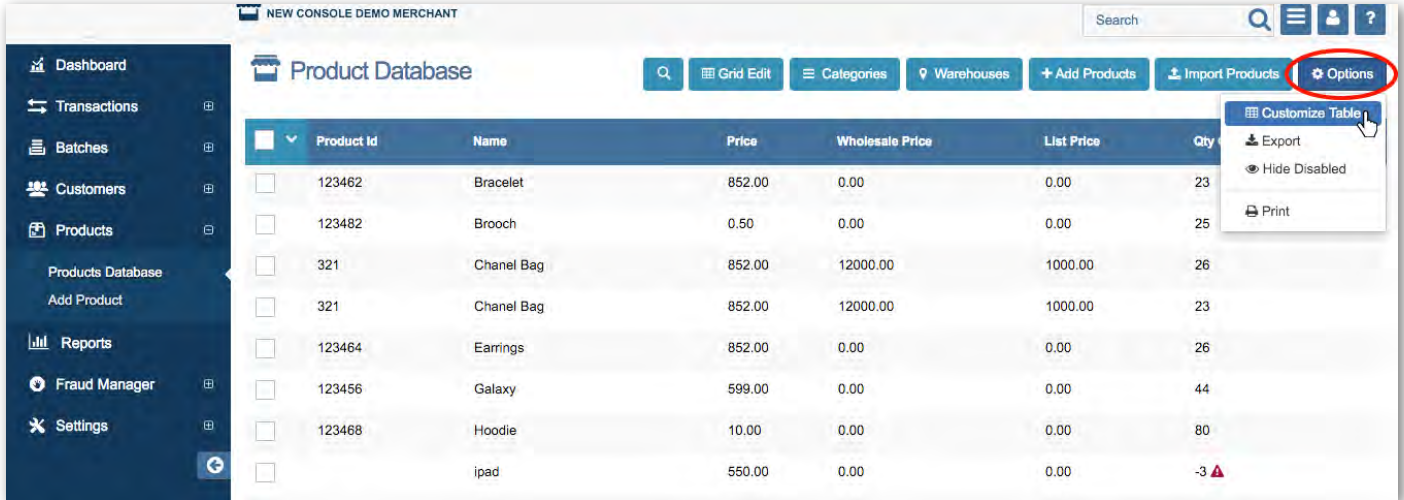


**Step 2:** The Table Options pop up window will appear showing your 'Current Fields' and 'Available Fields'. To add more columns into your Product Database table, drag and drop a field button into the 'Current Fields' section. To remove a specific a field, click the field button you want to remove and drag it onto the 'Available Fields' section.
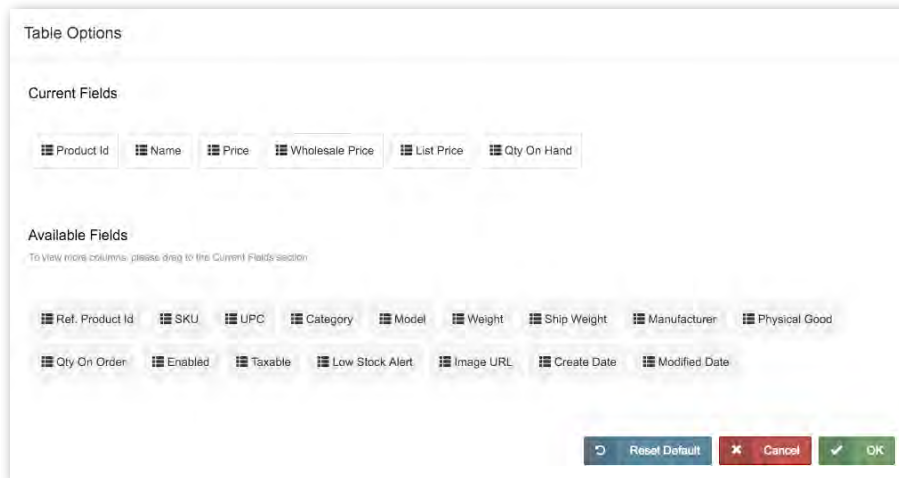


**Step 3:** Once you have finished adding or deleting specific fields, click [✔ OK] .

To reset your Product Database Table to default, click [↺ Reset Default] .

***Edit Your Products Using Grid Edit***

Much like the Customer Database, **Grid Edit** allows you edit all product information at once.

<u>Note</u>: *You can only change information based on the displayed column fields. To add more field columns to your Product Database table, see page 76.*

**Step 1:** To edit your products using Grid Edit, click [Grid Edit] .
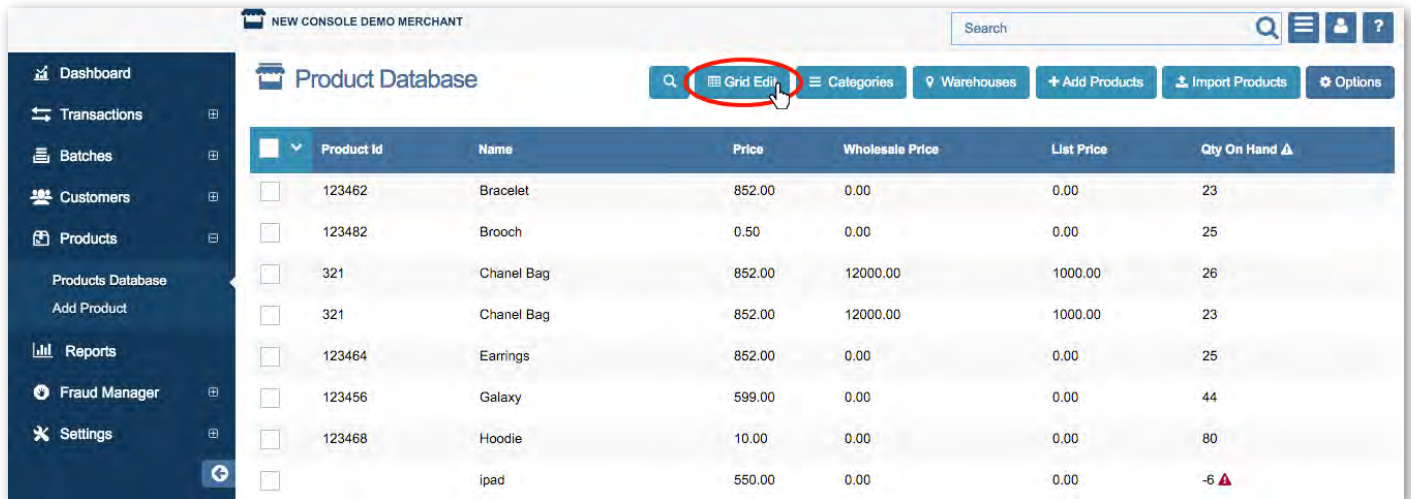


**Step 2:** Each column field then becomes editable. As shown in the image below, the merchant is able to edit the Product ID, Name, Price, Wholesale Price, and List Price. To edit Qty on Hand, see pages 83 - 86.
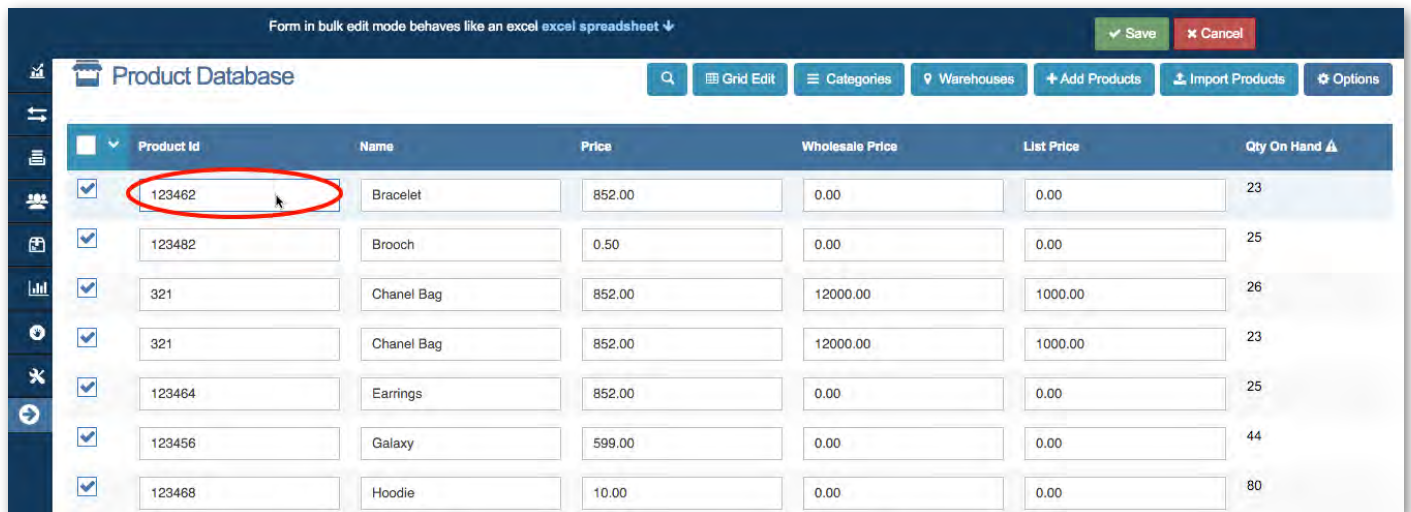


**Step 3:** Once you are done editing the fields, click [✔ Save] .
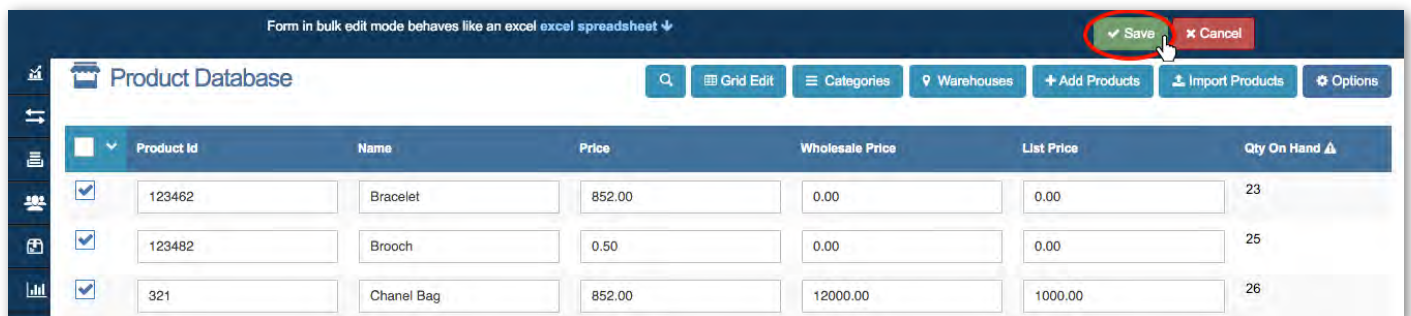
### Add A New Product

You can add a new products using one of the following two methods:

1. Click [+ Add Products] located at the top right hand side of the Product Database page.

2. Click 'Products' from the side menu bar, then click 'Add Product' from the drop down.

**Note**: *Both methods will take you to the same screen, ask for the same information, and give you the same result. You can also add a new product from the New Order Form, see page 3.*
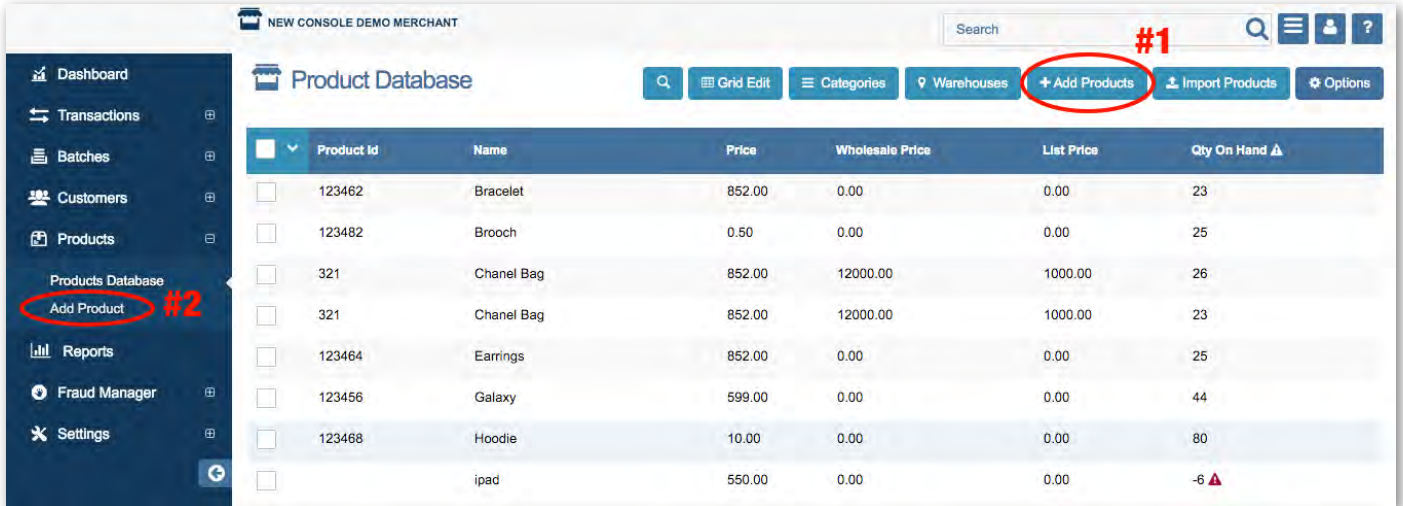


As an example, add a new product using method #1.

**Step 1: Details:** Click [+ Add Products] located at the top right hand side of the page.

A pop up window will appear, as show in the image below. Enter the following information:



- **Product Name**
- Product's **Manufacturer**
- **Product Model** Number
- **Product ID:** This is a user assigned product identification number.
- **SKU:** This is the product's Stock Keeping Unit number.

- **UPC:** This is the product's Universal Product Code. You can assign the product's UPC and generate a barcode. Enter up to 15 digits for the UPC number. Click [Generate] to generate the barcode. Refer to image below.



- **Category:** Select a category from the drop down or add a new product category. To add a new product category, select 'Add New Category' at the bottom of the drop down menu. For further instructions to add a new product category, see page 86.
- **Weight:** This is the product's total weight.
- **Ship Weight:** This is the product's weight adjusted for packing and shipping purposes.
- Product **Price:** *Click the 'Taxable' box to add tax to the product.*
- Product's **Wholesale Price**
- **List Price:** The manufacturer's suggested retail price or MSRP.
- **Date Available:** The date the item will be available. Select the date when the product is available to sell. Leave this blank if you want the product to be available immediately.
- **Product Type:** Choose if the product is Physical (eg. a Hard cover book) or Virtual (eg. an eBook).

<u>Note</u>: *Check the 'Enabled box', to make the product available to sell immediately.*

Click [✔ Apply] to save the entered information. New tabs (Inventories, Price Tiers, Description, and Images) will appear once you click [✔ Apply].

**Step 2: Inventories:** Click on the 'Inventories' tab. The inventories tab allows you to enter the quantity of each product as necessary. You may also assign each item a minimum quantity and break down the total inventory by warehouse to better track your stock.

To assign quantities to individual warehouses, choose a warehouse from the drop down menu, then enter the quantity of the product on hand and the quantity of the product on order. You may add as many warehouses as necessary.



Click [ ✔ Apply ] to save the entered information and go to the next step.
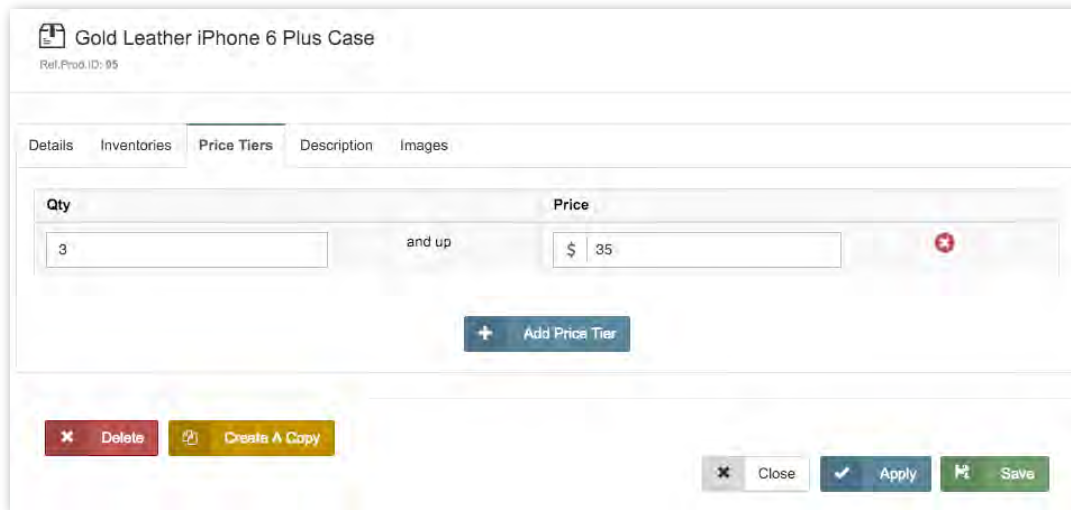
**Step 3: Price Tiers:** Click on the 'Price Tiers' tab. The 'Price Tiers' tab allows you to put a specific product on discount or promotion.

To add a price tier, click [ + Add Price Tier ] .

The Qty and Price field will appear. As an example, a merchant placed the Gold Leather iPhone 6 Plus Case on promotion: Enter the value "3" for the Qty and enter "35.00" for the price. This means that if a customer buys 3 cases, the customer gets each case for $35.00.
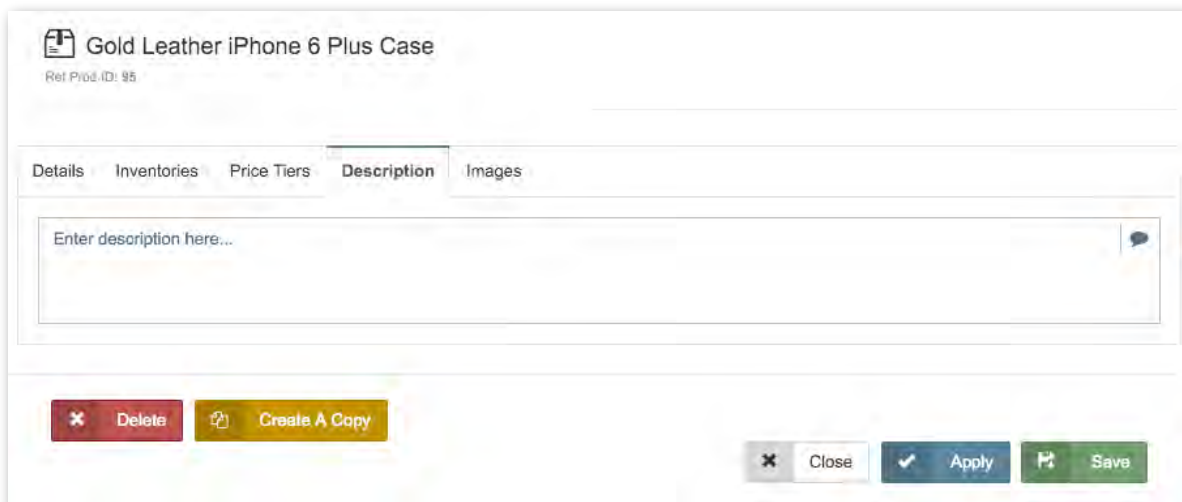


Multiple price tiers can be added and deleted for each product.

Click ⊗ on the side of each price tier to delete a price tier.

Click **+ Add Price Tier** to add another price tier.

Click **✔ Apply** to save the information you entered then proceed to the next step.

**Step 4: Description:** Click on the 'Description' tab. This tab allows you to enter a description or additional information about the product. Once you have entered the description, click **✔ Apply** and go to the next step.

**Step 5: Images:** Click the 'Images' tab. The Images tab allows you do upload an image for the product. To upload an image, drag and drop the image on the 'Drag Image Here' box or click on 'Upload Files' as shown in the image below.
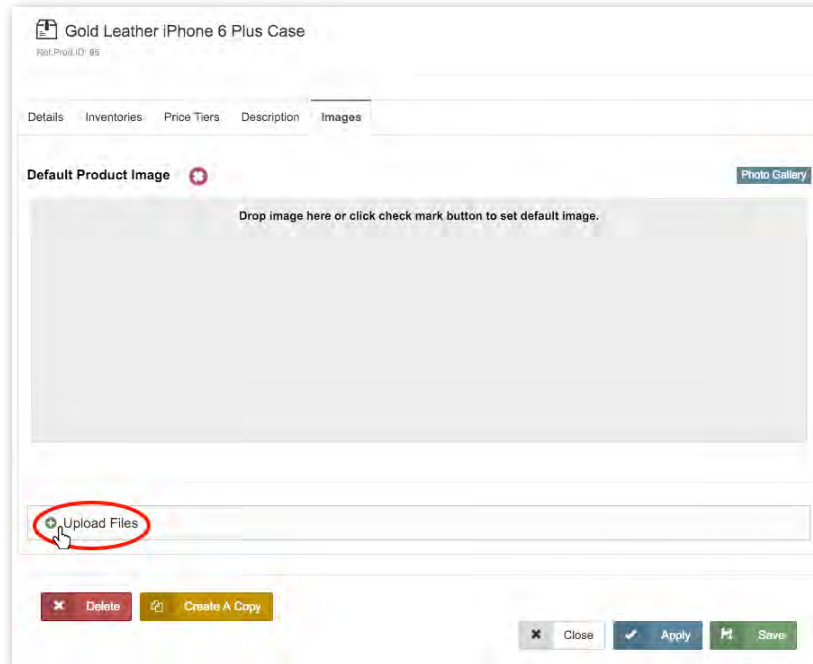


**Note**: *The valid file formats are .jpg, .jpeg, .gif, .png; Maximum file size: 5 MB*

Click [✔ Apply] to save all the information you entered and click [💾 Save] to return to the Products Database page.

*Import New Products*
The Product Database allows you to import multiple products by uploading a CSV file.

**Step 1:** Click [⬆ Import Products] located at the top right hand side of your screen.
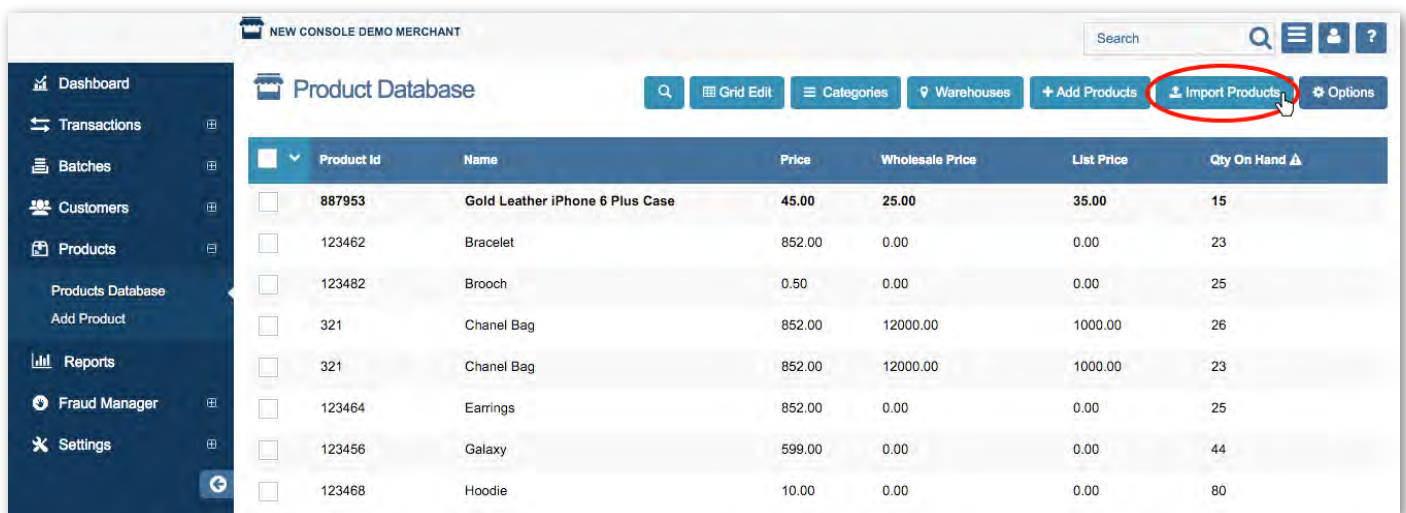
**Step 2: Choose File:** Select the file you would like to import by using the 'Drag & Drop Files Here' option. You can also import your file by clicking on the 'Drag & Drop Files Here' box and selecting the file from your computer.

**Note:** *It is recommended that you use a comma separated text format for importing.*
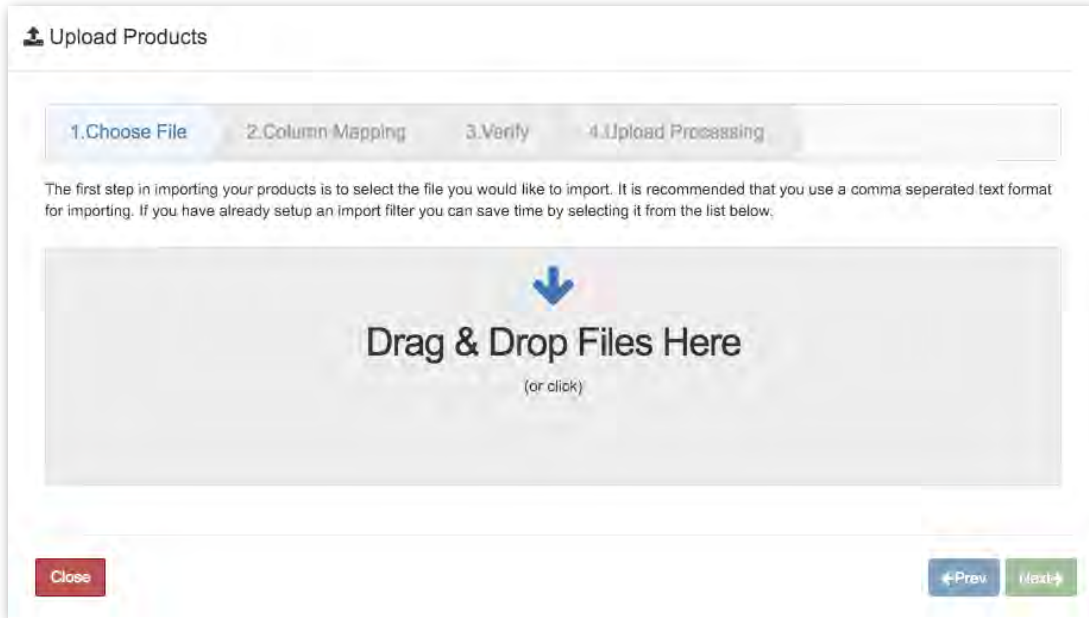


After selecting the file, click  .

**Step 3: Column Mapping:** After uploading the file, make sure all the fields match their corresponding field type or name.
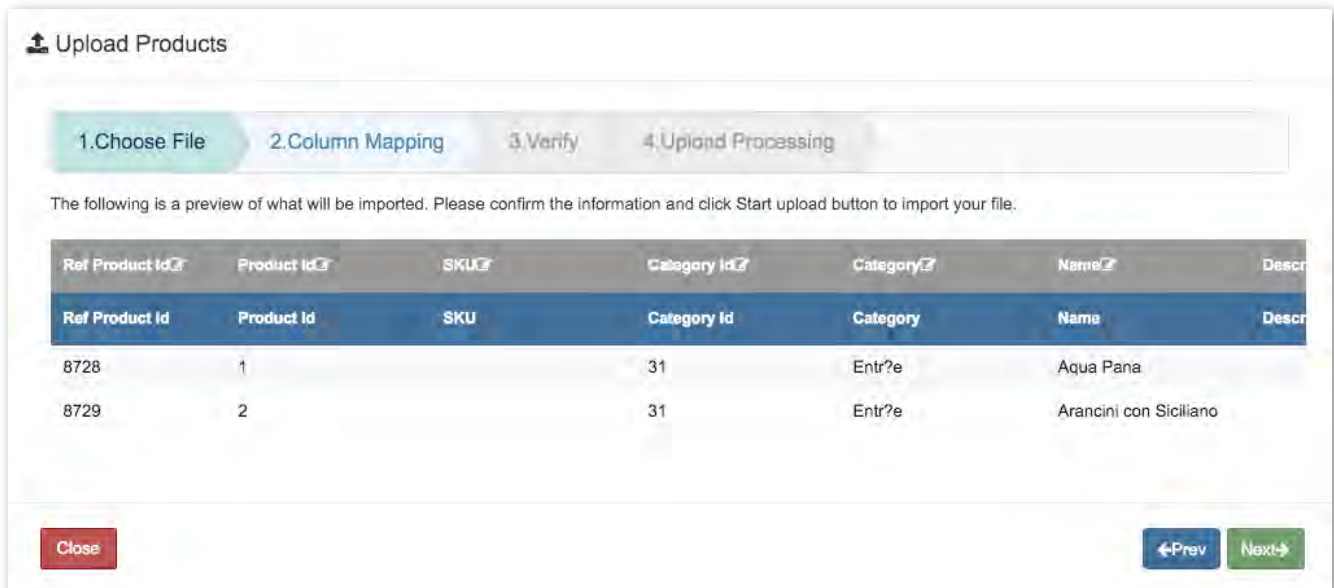
**Step 4: Verify:** Verify the information. This step lets you update your current product database with your imported file. This step will allow you to do the following:

- Important all records as new (Checking this box will have all the information into imported file as new).
- Import new records (Checking this box will upload new products information).
- Update existing records (Checking this box will automatically update your existing and new records).
- Delete ALL records before import.



**Step 5: Upload Processing:** This window shows you the status of your upload, confirming the number of remaining uploads, successfully imported data, and skipped data.



Click [Close] when you are done. You will be taken back to your Product Database page.

***Search For A Product***

Search the Product Database by the following methods:

1. Using the Open Search option
2. Search for a product by Category
3. Search for a product by Warehouse

<u>Open Search</u>:

**Step 1:** Click [🔍] the located at the top right hand side of your page.
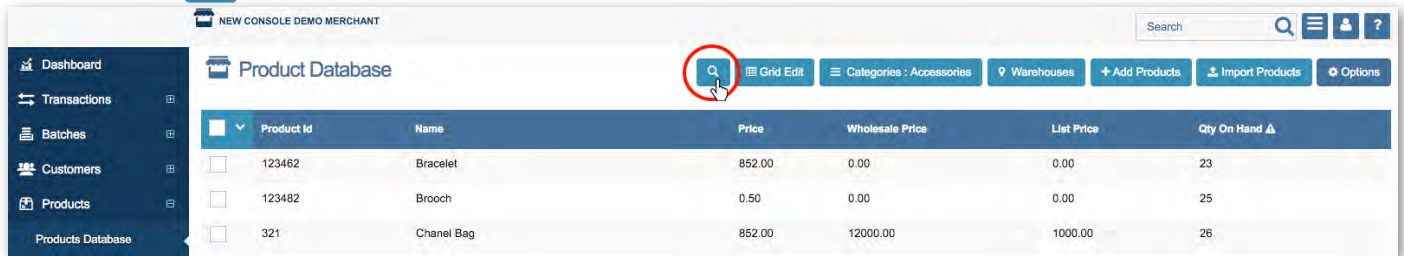


**Step 2:** The Open Search bar will appear. Enter a specific word or information that is affiliated with the product you are searching for. As shown in the image below, the merchant is looking for a specific product name with the word "Gold". All product with the word "Gold" will then appear on your page.
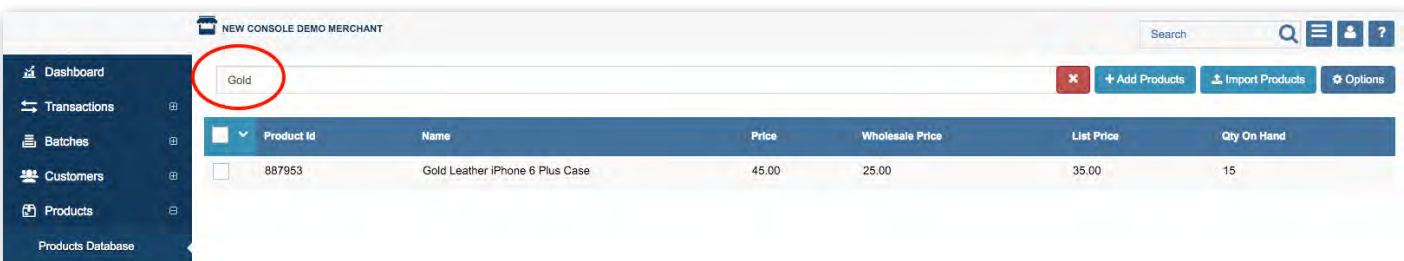


<u>Search Product By Category</u>:

**Step 1:** Click on [≡ Categories] , located at the top right hand side of your page.

A drop down menu will appear where you can view all your products by category. The drop down menu shows all your categories and the corresponding number products in that category. The image shown below shows that the merchant wants to search for a product from the 'Accessories' category.
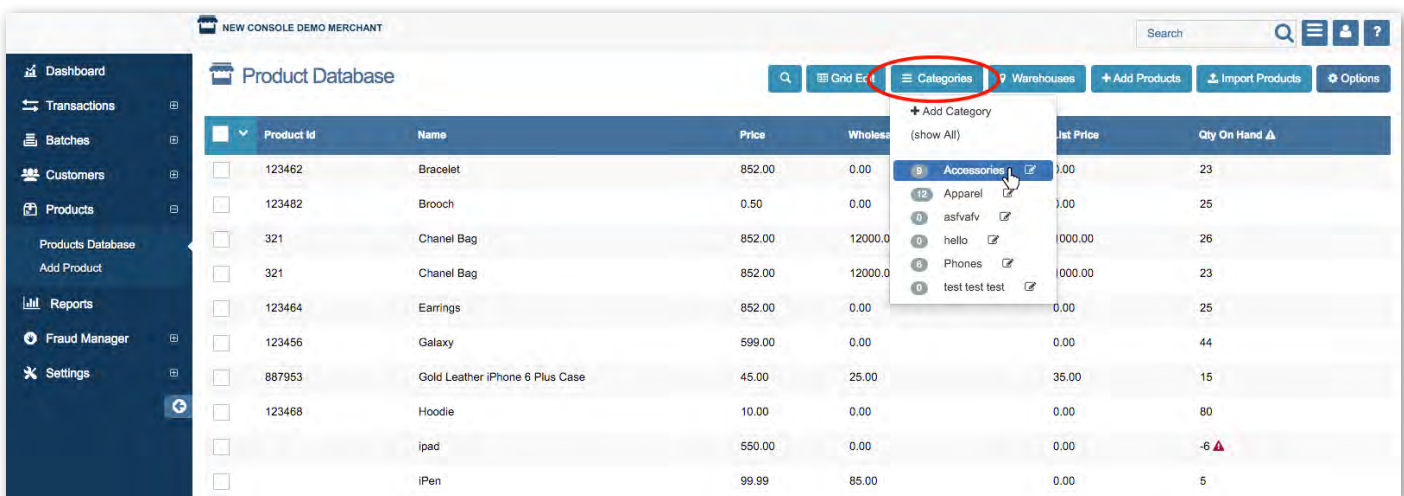


**Step 2:** Click the Category you want to view. Your page will automatically show all the products in the 'Accessories' category.

*Search Product By Warehouse:*

**Step 1:** Searching for a product by Warehouse is similar to searching for a product by Category.

Click [ 📍 Warehouses ] , located at the top right hand side of your page.

A drop down menu will appear where you can view all your products by warehouse. The drop down menu shows all your categories and the corresponding number products in from that Warehouse. The image shown below shows that the merchant wants to search for a product from 'Warehouse 1'.
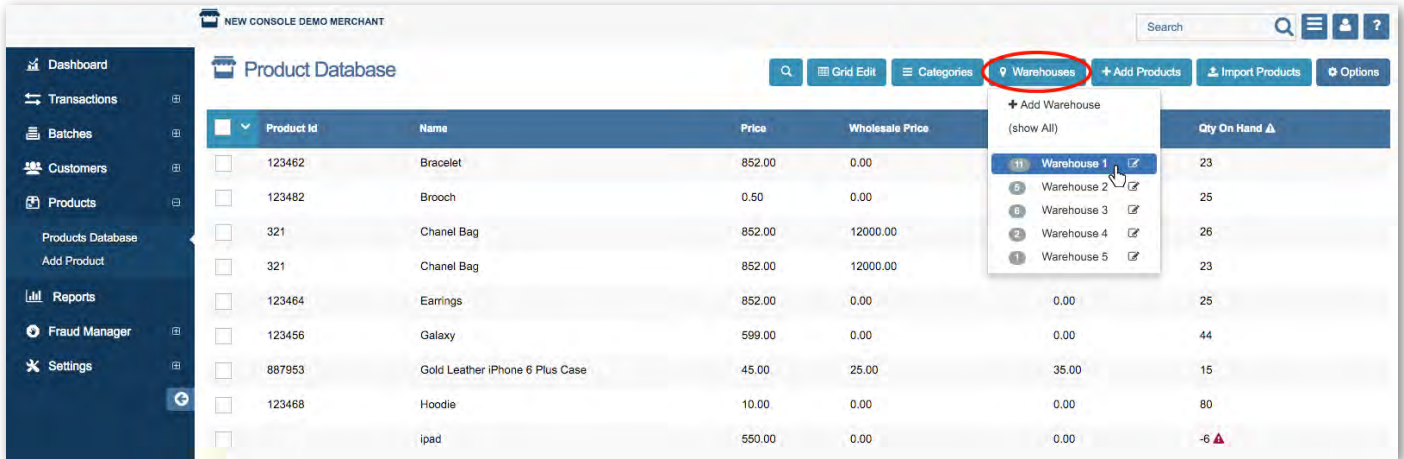


**Step 2:** Click the Warehouse you wish to view. Your page will automatically show all the products from the selected warehouse.

## Add A New Category

**Step 1:** Click on [ ☰ Categories ] located at the top right hand side of the page.

Select '+ Add Category' from the drop down menu.
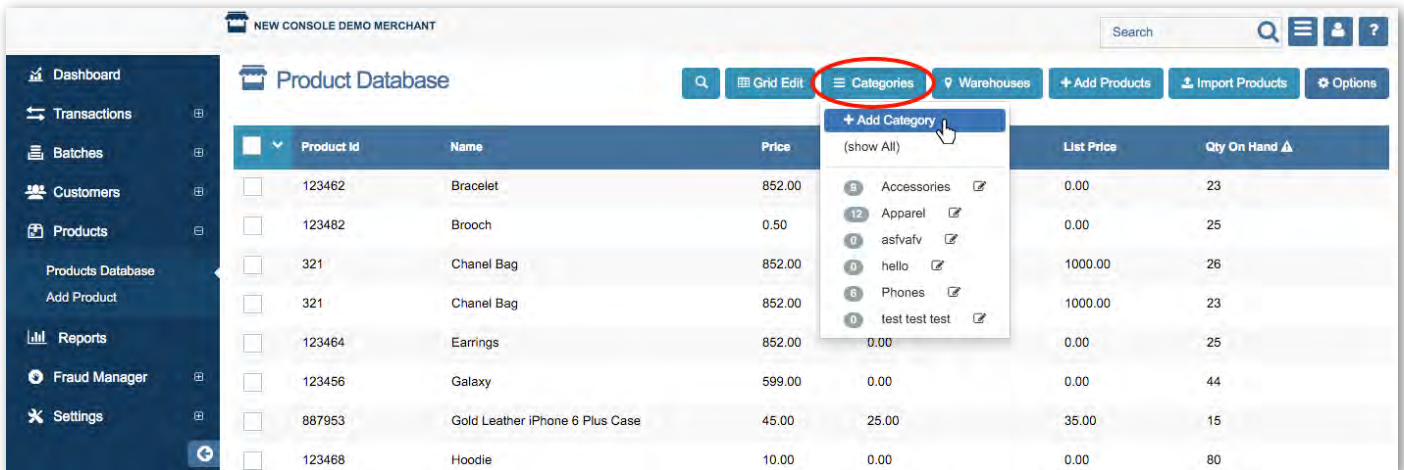


**Step 2:** Enter the name of the category on the 'Category Name' field then click [ ✔ Save ] .

Your new category will automatically be added to your Category list.
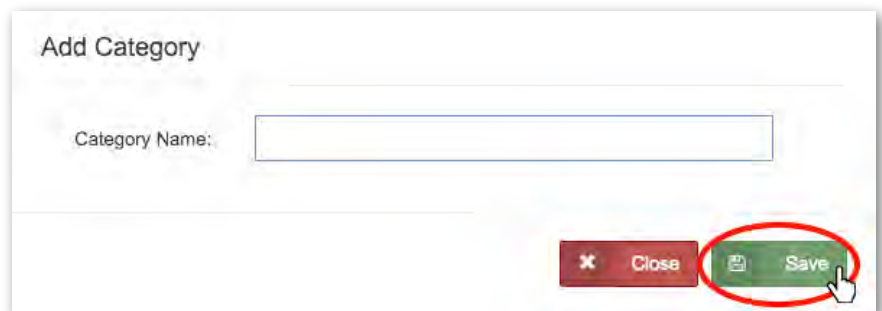
### Add A New Warehouse

**Step 1:** Click on [Warehouses], located at the top right hand side of your page.



**Step 2:** Enter the name of the warehouse, the Warehouse ID, and the Description on the corresponding fields then click [Save].

Your new warehouse will automatically be added to your Warehouse list.



### Export Your Product Database Data

**Step 1:** To export your Product Database data, click [Options] located at the top right hand side of your page then click 'Export' from the drop down menu.

**Step 2:** Select the file format you want your data to export as (a CSV, Tab Delimited, or JSON file).

You can select to export all fields by clicking the 'Export All Fields' off and on switch icon.

**Step 3:** Click [Export] .

Your file will automatically download on your web browser.
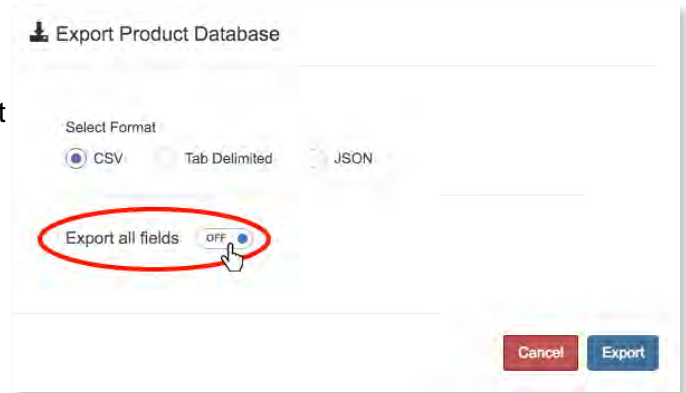
*Print Your Product Database Data*

**Step 1:** To print your Product database data, click [Options] then select 'Print' from the drop down menu.
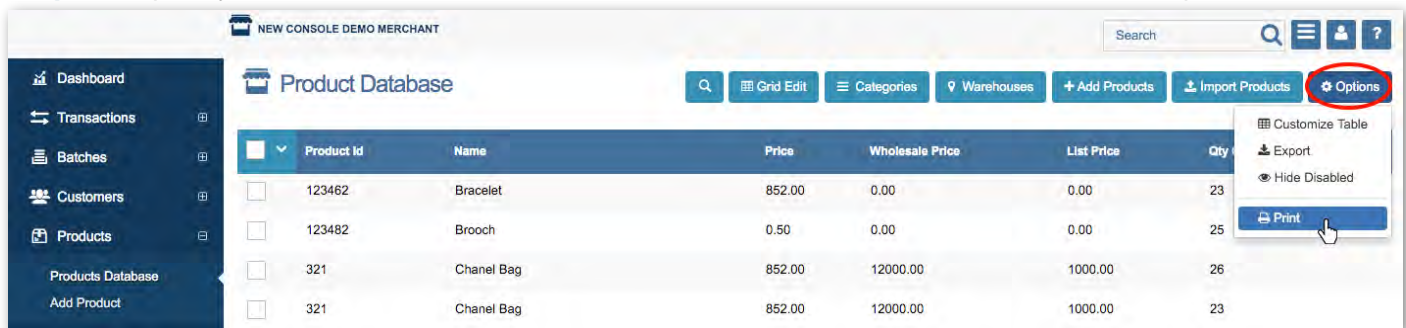
**Step 2:** Once you select 'Print', a PDF print window will pop up on your web browser. Click [Print] to print your PDF copy.
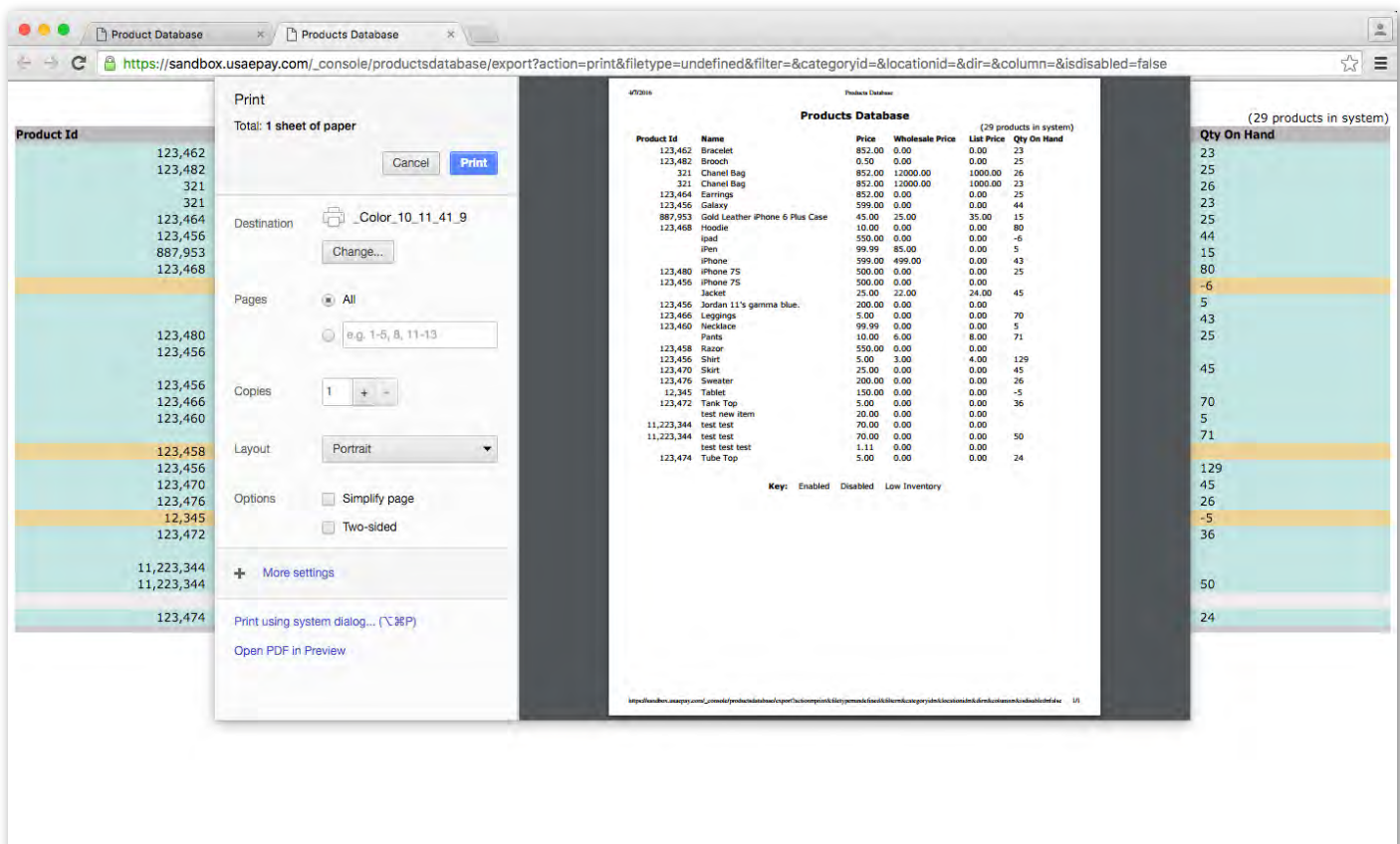
The merchant console allows you to view a wide range of reports related to the transactions processed in your account.

From your Dashboard, you can access these reports by clicking 'Reports' on the side menu bar. This page displays all your pre-made reports types: *Pre-Made Credit Card*, *Pre-Made Check*, *Pre-Made Customer Report*, *Pre-Made Gift Card Reports*, *Pre-Made Point of Sale*, and *Pre-Made Other*.
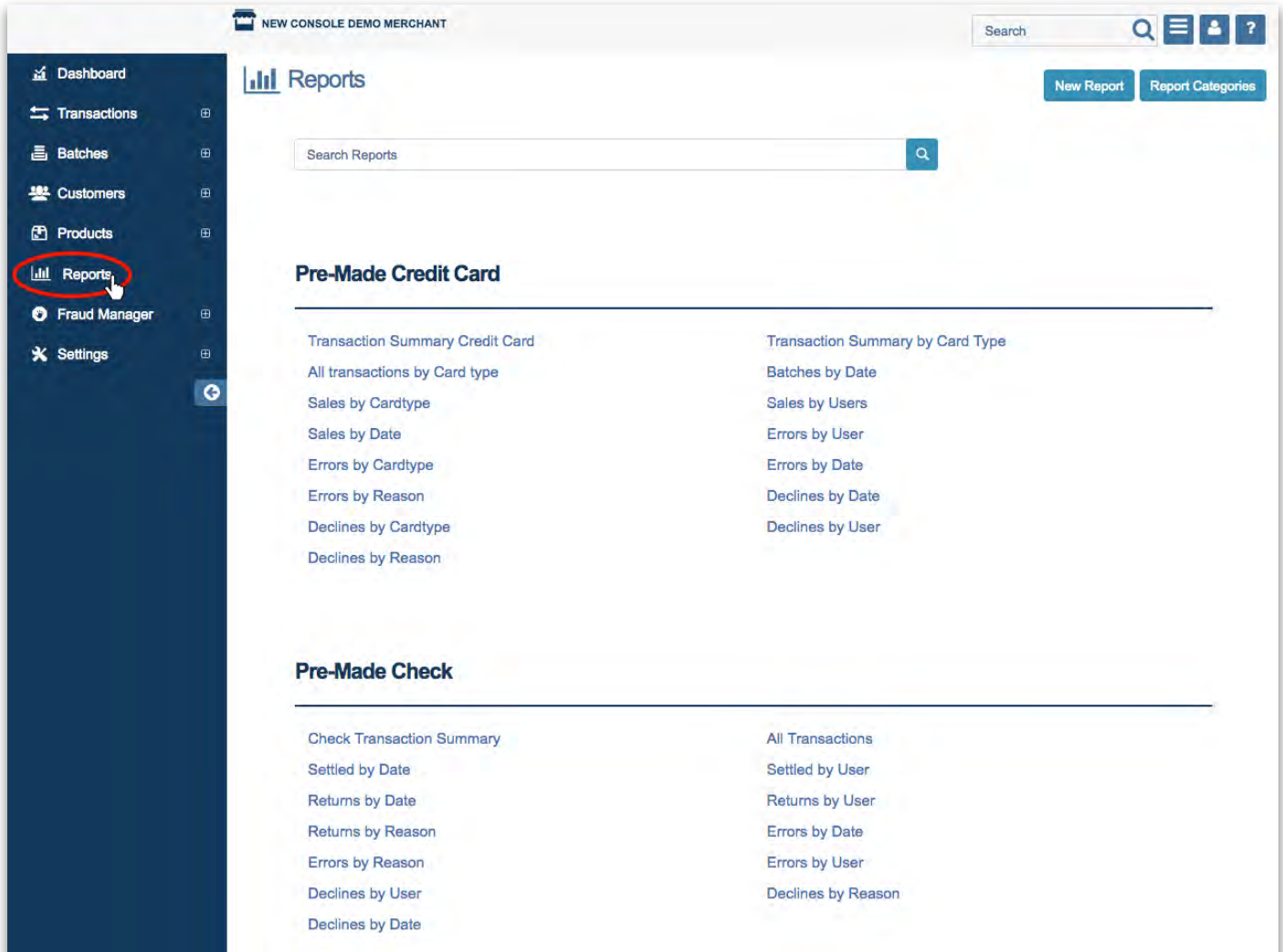


Choose from one of the pre-made reports to retrieve the data you need.

### Pre-Made Credit Card
Pre-made credit card reports are broken down into three (3) categories Errors, Declines, and Sales. Each Category is broken down into four (4) sections: User, Reason, Card Type and Date.

- Transaction by Summary Credit Card
- Transaction by Summary Card Type
- All Transactions by Card Type
- Batches by Date
- Errors by User
- Errors by Reason
- Errors by Card Type
- Errors by Date
- Declines by User
- Declines by Reason
- Declines by Card Type
- Declines by Date
- *Sales by User*
- *Sales by Card Type*
- *Sales by Date*

**Note:** *Errors v. Declines*
*An **error** received during a transaction usually indicates that there was something wrong with the transaction itself, but not necessarily with the credit card or e-check. The most common errors are an invalid card number (not 13-16 digits long), or invalid amount ($0.00).*

*A **decline** occurs when the credit card or e-check is declined by the processor. The most common reason for a Card Decline, is that the card is over its credit limit or is no longer in good standing. While transactions resulting in errors can be corrected and re-ran, most declines cannot be so easily remedied.*

### Pre-Made Check
The pre-made check reports provided are similar to the pre-made credit card reports. The following reports are provided:

- Check Transaction Summary
- All Transactions
- Errors by User
- Errors by Reason
- Errors by Date
- Declines by User
- Declines by Reason
- Declines by Date
- Settled by User
- Settled by Date
- Returns by User
- Returns by Reason
- Returns by Date

### Pre-Made Customer Reports
This pre-made report type includes a *Customers Transactions by Date* report to help you track your customer's recurring billing information and payments.

### Pre-Made Gift Card Reports
The pre-made gift card reports are00 similar to credit card and check reports. Pre-made gift card reports are broken down into three (3) categories Errors, Declines, and Sales. Each Category is broken down into three (3) sections: User, Reason, and Date.

- Gift Card History (by Date)
- Errors by User
- Errors by Reason
- Errors by Date
- Declines by User
- Declines by Reason
- Declines by Date
- Sales by Date
- Sales by User

### Pre-Made Point of Sale
- Sales by Product Category
- Line Item Details
- Cash Sales by User
- Cash Sales by Date

### Pre-Made Other
- Products Approved Transactions
- Today's Transactions
- Customers Transactions
- Transactions by Date, Type, Status & Results

The Fraud Manager of the merchant console lets you view, edit, manage all your Fraud Modules and Credit Card Block list.

## Fraud Modules

To access your Fraud Modules, click on 'Fraud Manager' on the side menu bar from your Dashboard then select 'Fraud Modules' from the drop down menu.
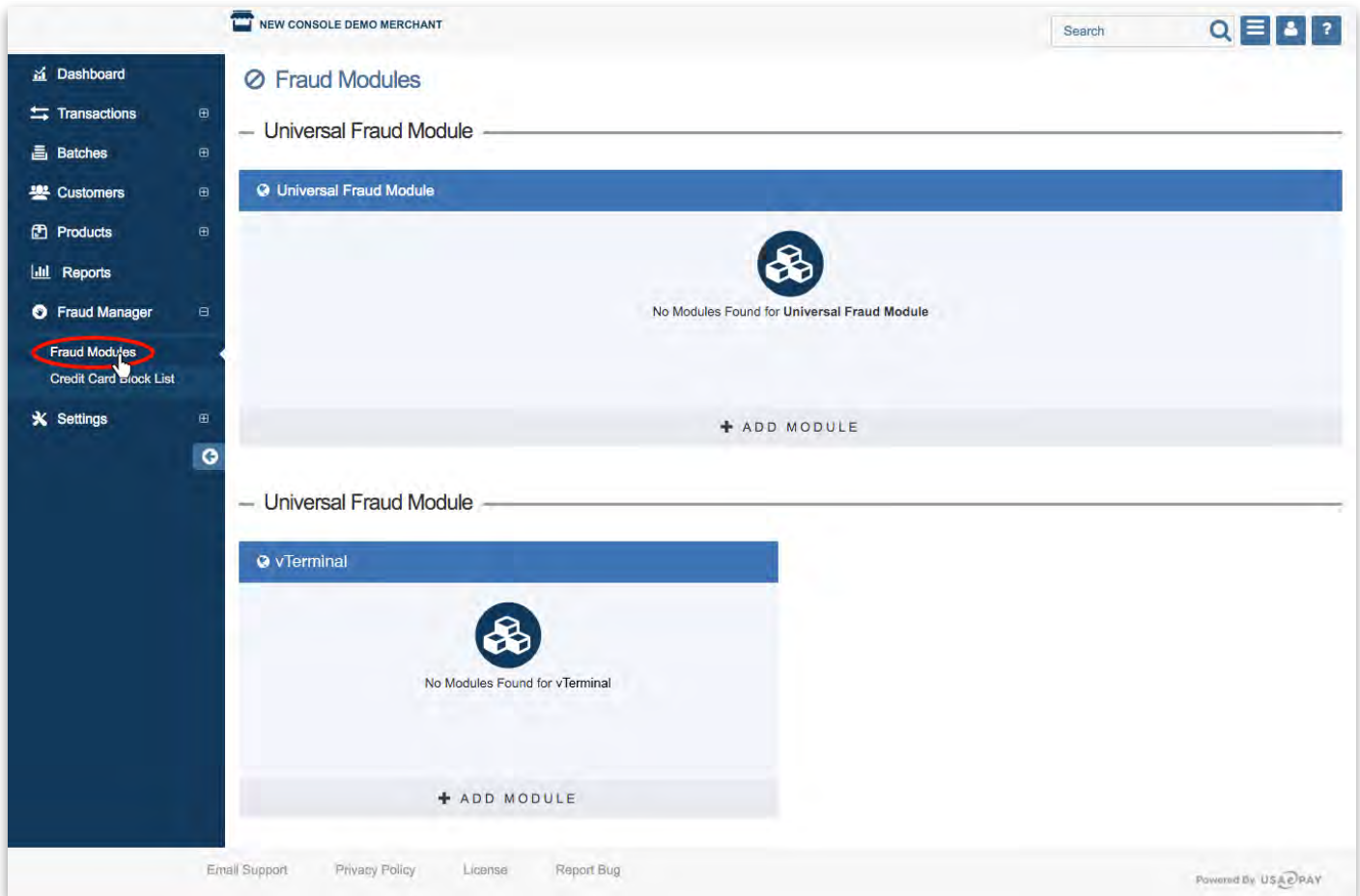


The Fraud Module Center, as shown in the image above, allows you view an change the settings of each transaction source key in order to control various security aspects and prevent credit card fraud from occurring in your account.

**Note**: A **transaction source key** is a 16 alphanumeric digit that allows merchants to integrate with shopping carts and 3rd party softwares. Such source keys are generated from your payments forms, API keys, or application keys.

For example: When you create a payment form, the source key of that payment form will automatically be in your Fraud Module Center. This allows you to add specific fraud modules into that payment form's source key to be able to process payments securely.

### *Adding A Fraud Module*

In the Fraud Module Center, you can set Universal Fraud Modules or set each source key's fraud modules separately.

**Step 1:** To add a Fraud Module, click [ **+ ADD MODULE** ] on the Universal Fraud Module table or in each source key table. See image below. **<u>Note:</u>** *Setting a Universal Fraud Module affects all of your sources keys used to conduct transactions.*
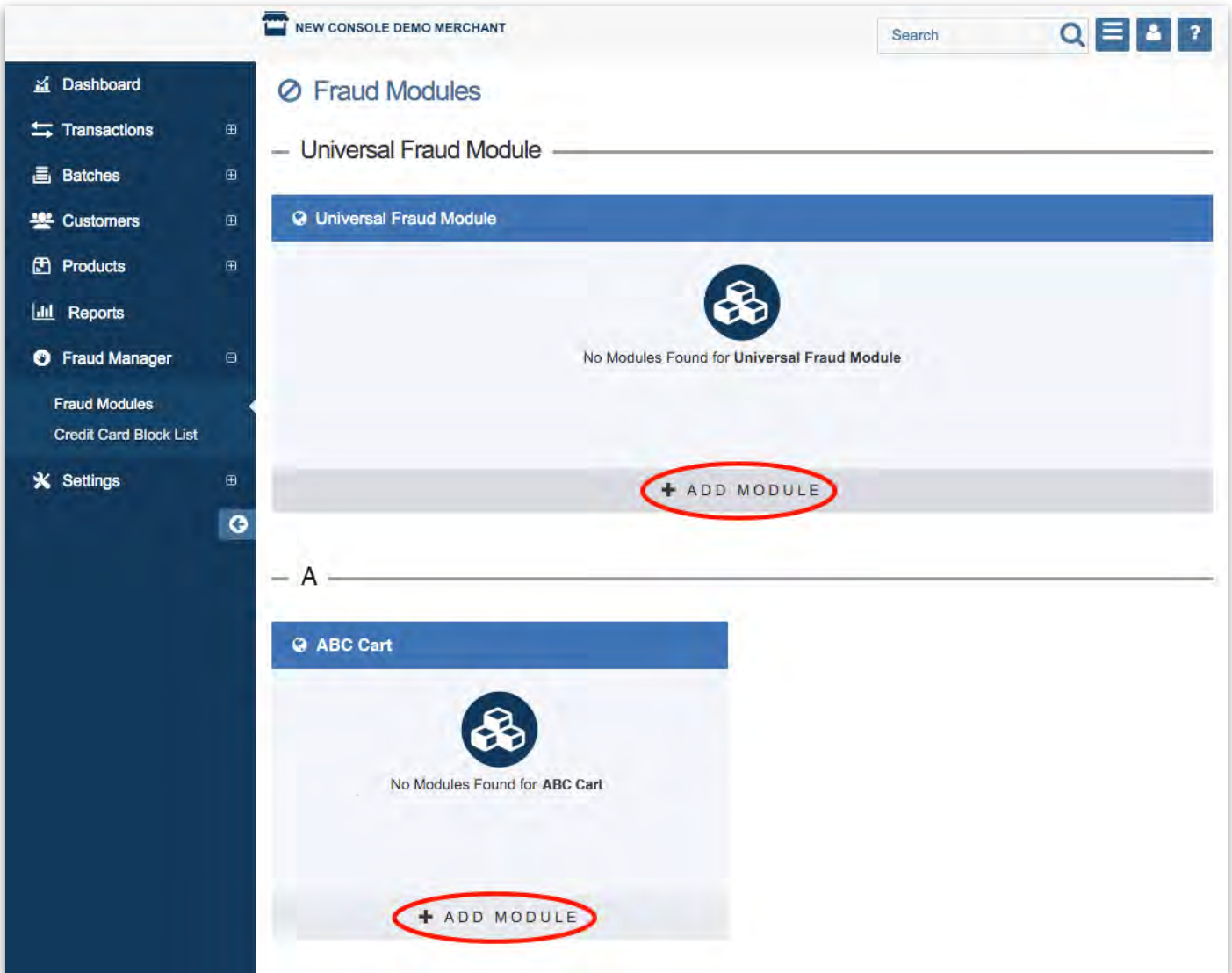


**Step 2:** A pop up window will appear where you can select modules to add and apply to your Fraud Modules. This pop up window will display a slider where you can view and navigate through all the fraud modules available.

<u>**Available Fraud Modules**</u>*:*

- AVS Response
- Bin Ranges
- Bin Type Blocker
- Card Level Results
- Card Type
- Card ID Checker
- Duplicate Detection
- Email Blocker
- Fraud Profiler

- Block By Host or IP
- Country Blocker
- Multiple Credit Cards
- Transaction Amount
- Zip Code Verifier

Click on [<] or [>] to navigate and select through the Fraud Module slider menu.
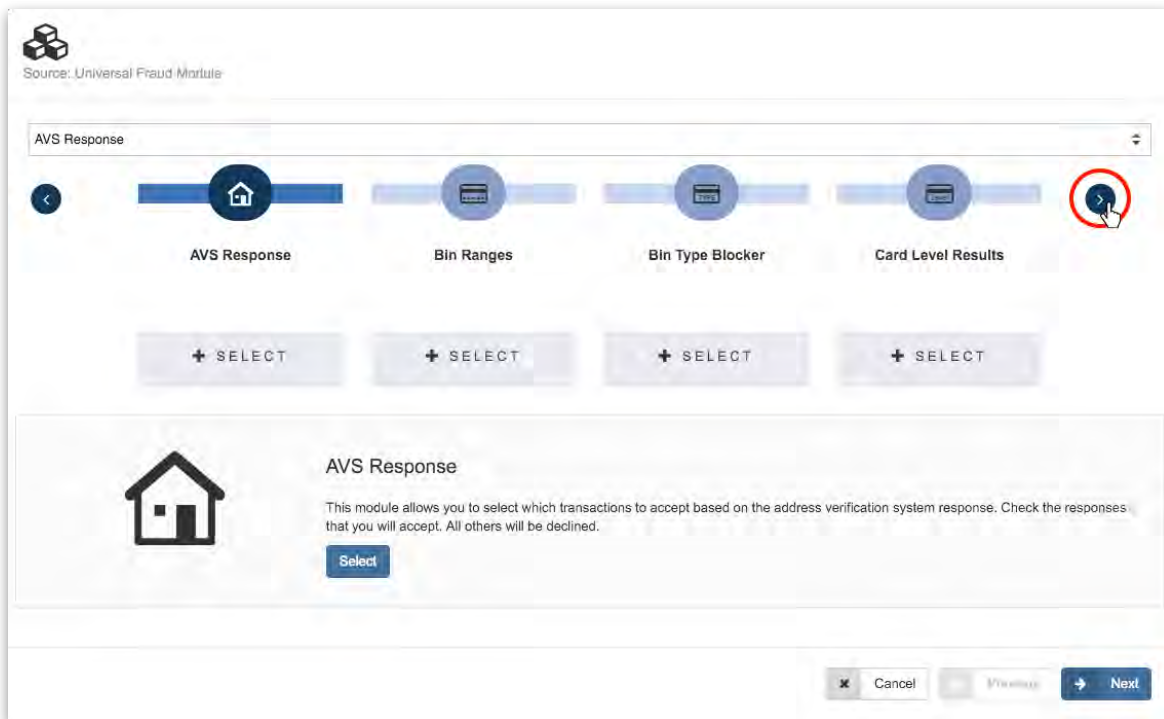


**Step 3:** To select the fraud module you wish to add to a specific source key, you can do one of the following:

1. Click [+ SELECT] on the bottom of the fraud module type tab.

2. Click [Select] located under the description of the fraud module.

3. Click the tab then click [→ Next] located at the lower right hand side of the pop up window.
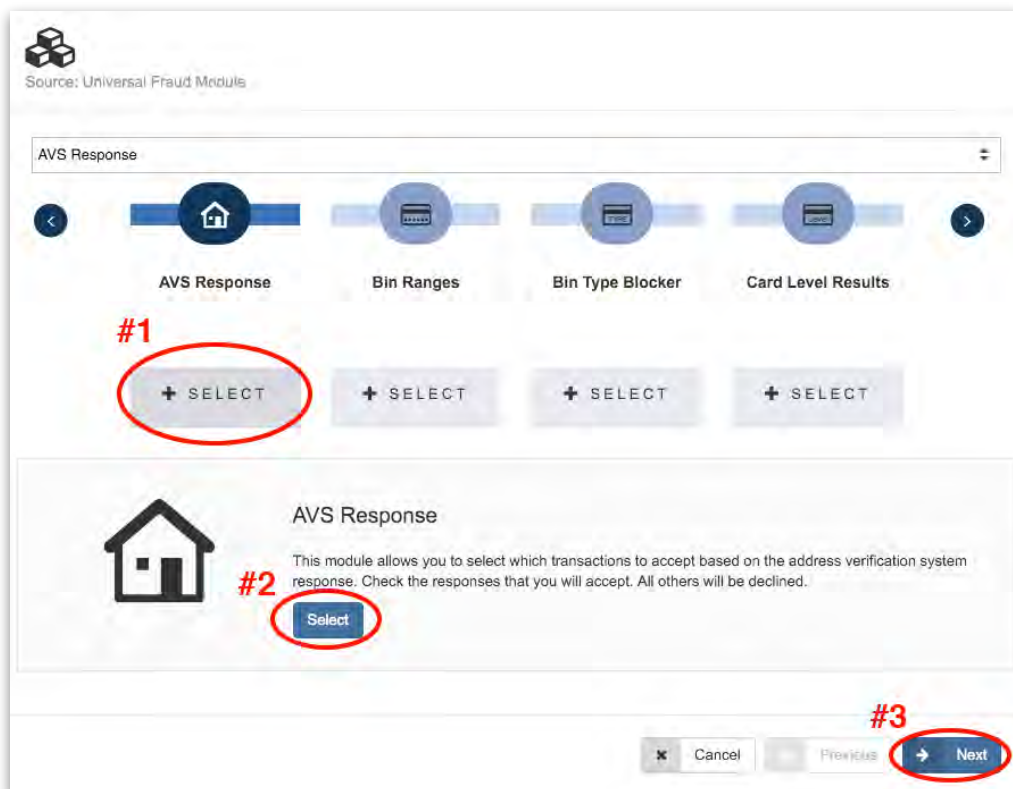
**AVS Response**

From the fraud module slider menu, select 'AVS Response'. The AVS Response module allows you to select which transactions to accept based on the address verification system response.

A pop up window will appear giving a list of all the possible AVS responses. The first four AVS codes or responses (YYY, YYX, NYW, and NYZ) are enabled by default.



To enable an AVS response, switch the button to ( ● ON ).

To disable an AVS response, switch it back to ( OFF ● ).

**Note:** *All disabled AVS response will be erred by the system.*

Click [ 💾 Save ] to apply the fraud module setting to the source key.

## Bin Ranges

From the fraud module slider menu, select 'Bin Ranges'. The Bin Ranges module allows you to block transactions based on the credit card number's Bin. The **BIN** or **Bank Identification Number** is used to identify the bank that issued the credit card. This can be determined by looking at the first 6 digits of the credit card number. By blocking specific BINs, you can block cards from certain countries or card types (such as gift or reward cards).

Enter the BIN Range Number on the field, as shown in the image below. Enter each bin range on its own line.



Click ![Save] when you have entered the Bin Range number(s) to apply the fraud module setting to the source key.

## Bin Type Blocker

From the fraud module slider menu, select 'Bin Type Blocker'. The BIN is the first few digits of a credit card which identifies that type of the card. The BIN Type Blocker module lets the system review the type of the card or block the card based on whether the card is a credit or debit card. This review is done before the card is authorized for the charge amount.

You may choose to the option of selecting which card types to accept OR which card types (credit or debit) to decline. Only one of these options may be selected. By default, the 'Accept All Cards Except For' option is enabled. To switch to the 'Decline All Cards Except For' by clicking ![OFF] to turn that option on.



As you can see from the image above, your different card types for VISA, MasterCard, Amex, and Discover to accept or decline. You may also enter a decline message on the 'Decline Message' field for when a disabled card type is used.

When complete, click ![Save]. This will apply the fraud module setting to the source key.

**Card Level Results**

From the fraud module slider menu, select 'Card Level Results'. The Card Level Results module allows you to select which card level result to accept.

To enable card level response, switch the button to ⦿ ON for that specific card level response. All responses that are OFF ⦿ will be declined. See image below.



After selecting the response(s) you want to accept or decline, click 💾 Save . This will apply the fraud module setting to the source key.

## Card Type

From the fraud module slider menu, select 'Card Type'. The Card Type module only accepts the credit card types listed. Transactions that are not listed or enabled will be blocked.

**Note:** *This does not affect whether your merchant account has support for a specific card type. If you allow a transaction in this fraud module but you do not have support for it, the transaction will still be declined by the processor. Please check with your reseller for more information on which card types you may accept.*

As shown in the image below, you have a list of all the possible card types you can accept. Anything you are enabling, the card type must be switched ● ON . Anything that you are disabling, the card type must be switched OFF ● .



Click 💾 Save to apply the fraud module setting to the source key.

## Card ID Checker

From the fraud module slider menu, select 'Card ID Checker'. The Card ID Checker module allows you to select which transactions to accept based on the result of the card ID verification (CVV2, CID, etc).

As shown in the image below, all enabled responses must be switched ● ON . All disabled responses will return an error.
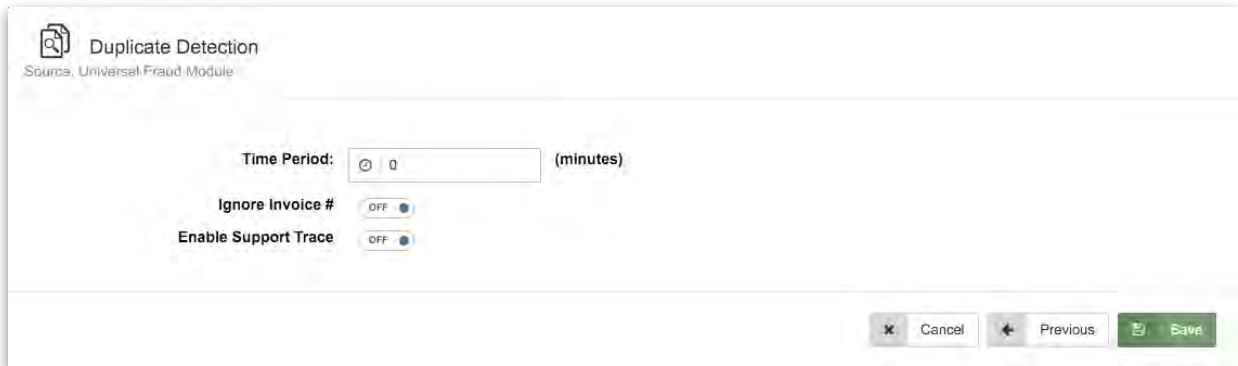


Click 💾 Save to apply the fraud module setting to the source key.

## Duplicate Detection

From the fraud module slider menu, select 'Duplicate ID Detection'. This module detects and blocks duplicate transactions. This is useful for shopping carts that do not catch when a user has (accidentally) double clicked on the "order" button. The system uses the last 4 digits of the card number, the transaction amount and the invoice number to determine if a duplicate transaction has been submitted.
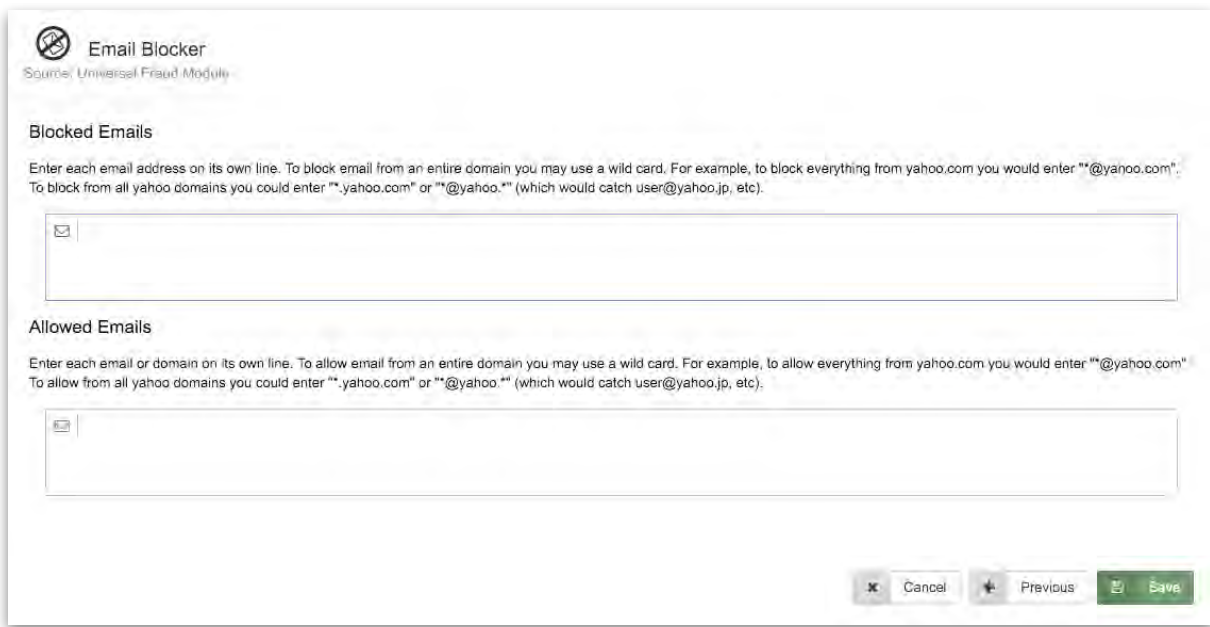


You must specify the length of time (in minutes) the system will check back for a duplicate transaction. You have the option to ignore the invoice number. If the invoice does not match, it will still catch it as a duplicate. By enabling 'Enable Support Trace', the system will be able to track the transaction from the back end.

Once you have entered the duplicate detection time period, click [ 🖫 Save ]. This will apply the fraud module setting to the source key.

## Email Blocker

From the fraud module slider menu, select 'Email Blocker'. The Email Blocker module blocks transactions coming from free webmail servers such as Hotmail and Yahoo! It can also be configured to allow or block specific email addresses or domains. You may add a single email address or multiple email addresses to be blocked or allowed. Enter the email address on the corresponding fields.



Once you have entered the emails, click [ 🖫 Save ]. This will apply the fraud module setting to the source key.

## Fraud Profiler

From the fraud module slider menu, select 'Fraud Profiler'. The Fraud Profiler module performs a real time fraud risk assessment of transactions. If the resulting score is over a set threshold, the transaction is blocked. The risk assessment is a combination of automated and human traffic pattern analysis. Any sudden charges in the number of transactions, the dollar amounts, the countries of the customers or decline rate received by a merchant are flagged and used to build a blacklist of customers by IP address.

You have the ability to pick the percentage of the threshold you wish to set.

You can choose the option to skip the module for sources secured by pin and to enter a decline message.

Click [💾 Save] to apply the fraud module setting to the source key.
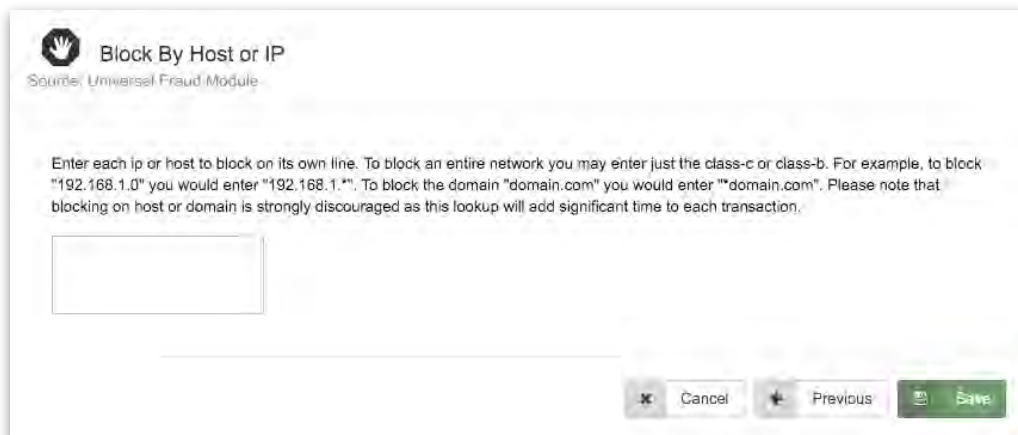
## Block by Host or IP

From the fraud module slider menu, select 'Block by Host or IP'. The Block by Host or IP module will block transactions based on a single IP address (192.0.0.1), a range of IPs (192.0.0.0-192.0.0.255), a host address (hacker.fraud.com) or an entire tld (*.jp), domain (*.fraud.jp) or subdomain (*.more.fraud.jp).

To use this module, your shopping cart software must pass the client IP correctly. To check if your cart is passing the client IP, view the details on a transaction. If an IP is listed next to "Client IP" then you will be able to use this module.

Enter each IP or host to block on its own line. To block an entire network, you may enter just the class-c or class-b. For example, to block "192.168.1.0" you would enter "192.168.1.*". To block the domain "domain.com", you would enter "domain.com".

**Note**: *Blocking on host or domain is strongly discouraged, as this lookup will add significant time to each transaction.*

Once you have entered the host or IP Address, click [💾 Save]. This will apply the fraud module setting to the source key.
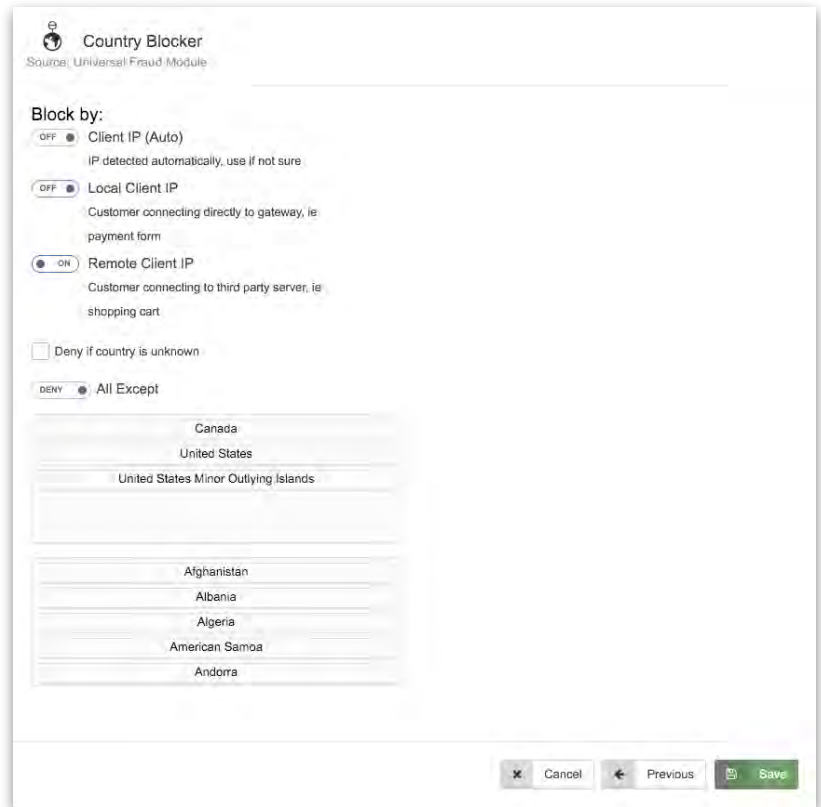
**Country Blocker**

From the fraud module slider menu, select 'Country Blocker'. The Country Blocker module blocks or allows transactions based on what country they originate in. The location of the customer is based on their IP address, which is checked against the system's GeoIP database. To use this module, your shopping cart must pass the IP address to the gateway. You have a few options in terms of checking the IP Address, you can detect your:

- **Client IP** automatically: IP detected automatically (select if not certain which setting to choose).
- **Local Client IP**: Customers connecting directly to the gateway such as a payment form.
- **Remote Client IP**: Customers connecting to a third party software such as a shopping cart.

If the country is unknown you have the option to deny it by check the "Deny if country is unknown" box.

You also have the option to select which countries to accept or deny.

Click [💾 Save] to apply the fraud module setting to the source key.

**Credit Card Blocker**

From the fraud module slider menu, select 'Credit Card Blocker'. The Credit Card Blocker module checks the credit card number against a list of bad cards or use the system provided list.

If you wish to add to your credit card block list, click [🔍 View/Edit Block List] and you will be taken to your Credit Card Block List page (See page # for further instructions).

To use the system provided list, the 'Use System List All Except' switch must be enabled or [● ON]. You may also add an error message on the 'Error Message' field. Click [💾 Save] to apply the fraud module setting to the source key.

**Multiple Credit Cards**

From the fraud module slider menu, select 'Multiple Credit Cards'. The 'Multiple Credit Cards' module blocks transactions where more than a specified number of different card numbers are attempted on the same order number or from the same IP address. This module is useful for blocking people from using your merchant account with stolen credit card numbers.



Enter the 'Time Period', 'Number of Cards', and the 'Number of Declines per card'. You may also choose the option of blocking the transaction by Invoice Number, Order ID, Client IP, Local Client IP, or Remote Client IP. Refer to the image above.

Click [Save] to apply the fraud module setting to the source key.

**Transaction Amount**
From the fraud module slider menu, select 'Transaction Amount'. The 'Transaction Amount' module allows the merchant to define allowable transaction amounts. Any transactions that are not within the defined amounts are blocked.

To specify a minimum but no maximum, enter a * in the maximum field. To specify a maximum but no minimum, enter a * in the minimum field.
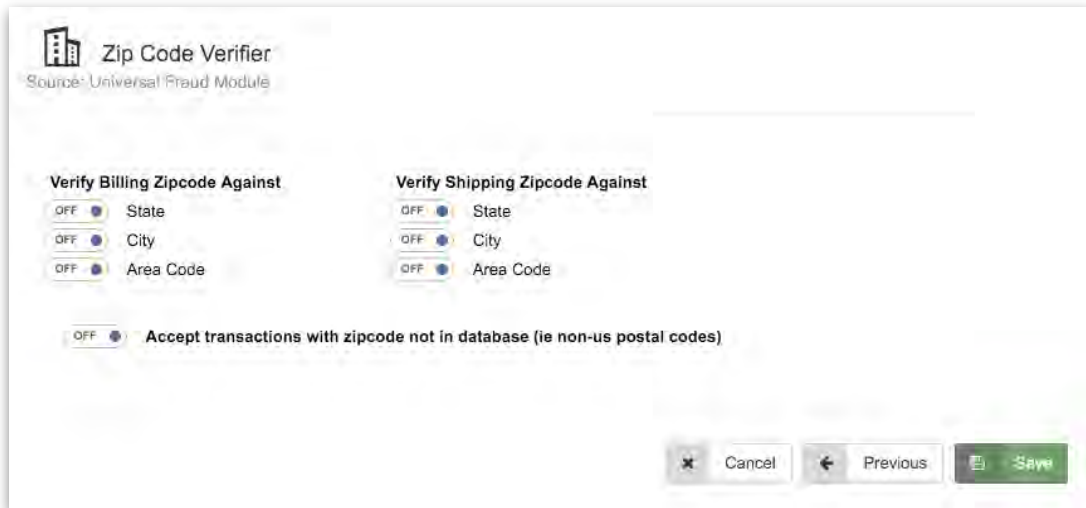


After the minimum and maximum amount have been entered, click [Save] to apply the fraud module setting to the source key.
**Zip Code Verifier**

# FRAUD MANAGER

From the fraud module slider menu, select 'Zip Code Verifier'. The 'Zip Code Verifier' module verifies that the billing and/ or shipping zip code matches the state, city, and/or area code entered. This will block any garbage data and force customers to enter accurate address information.

To verify against the billing and shipping zip code State, City or Area code switch the button to ⬤ ON . You may also choose the option of accepting and declining a transaction with zip code that is not in your database (ex. A non-US postal code).



Click [💾 Save] to apply the fraud module setting to the source key.

## Credit Card Block List

The Credit Card Block List section of the merchant console allows you to block credits cards that have been processed in your account. This allows the Fraud Manager to block or stop a credit card from any unusual activities.

To access your Credit Card Block List, click on 'Fraud Manager' on the side menu bar from your Dashboard then select 'Credit Card Block List' from the drop down menu.



### Add A Card

**Step 1:** Click on [+ Add Card] located at the top right hand side of the Credit Card Block List Table. A pop up window will appear.

**Step 2:** Manually enter the credit card number on the 'Card Number' field. If desired, enter a note in the 'Optional Note' field.



**Step 3:** Check the 'Copy to all merchants' box to apply this to all of your merchant console account users then click [Save].

The merchant console allows you to set up, customize, and monitor your settings in the following pages:
- **General Settings**
- **Users**
- **Receipts**
- **Payment Forms**
- **API Keys**
- **Application Keys**
- **Custom Fields**

## General Settings

You can establish and edit the basic settings for your account in your General Settings. The General Settings page is divided into five sections:
- *System Settings*
- *Receipt Settings*
- *Customer Database* and *Recurring Billing*
- *Product Database*
- *Batch Settings*

To access your General Settings, click 'Settings' from your side menu bar then click 'General' on the drop down menu.

# SETTINGS

*System Settings*
The System Settings has two basic features: a default **Merchant Email** and the **Rows Returned Per Page**.

The email entered in the 'Merchant Email' field will be the email where a receipt is sent automatically after every transaction. **Note:** *To add multiple emails in the 'Merchant Email' field, separate each email with a comma.*

The Rows Returned Per Page sets the number of rows that will appear by default in every table available in the merchant console. Choose the numbers of rows from the slider or enter a specific value on the number field.
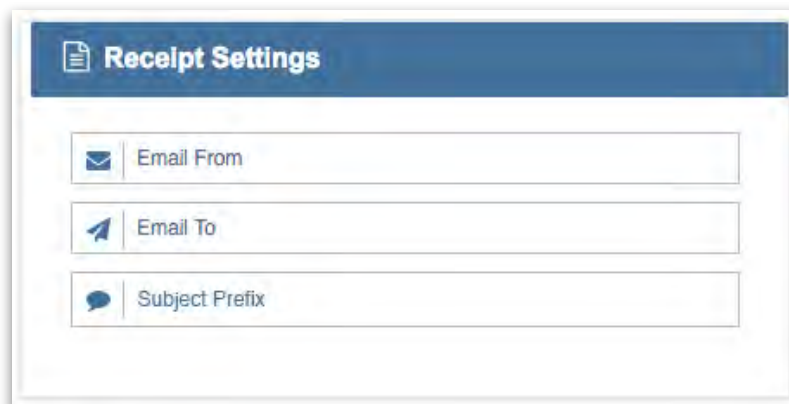


*Receipt Settings*
The Receipt Settings allows you to configure the header of a customer's email receipt.
- **Email From** field: Enter the email address you would like to appear in the 'Email From' section of the customer's emailed receipt. Entering an email address in this field will prevent the customer from receiving an emailed receipt from an unfamiliar email address. **Note:** *You may only enter ONE email address in this field.*

- **Email To** field: Enter the email address you would like your customers to reply to, if they have any questions or concerns regarding their order. **Note:** *You may only enter ONE email address in this field.*

- **Subject Prefix** field: This setting allows you to add a prefix to the automated subject of the email receipt. Use something simple, such as your company name (eg. ABC Company Customer Receipt 12345), so that your customers can easily identify the origin of the email receipt.

*Customer Database and Recurring Billing*

The Customer Database and Recurring Billing setting in the merchant console allows you to set up the following:

- **Retry Count:** This is the number of attempts the system can process a recurring billing payment from a credit card if the first attempt results in a decline or an error. Choose the number of retry attempts from the 'Retry Count' drop down. **Note:** *The max number of retry attempts is 5. The customer's recurring billing account will be disabled after the max number of attempts is reached. Contact your customer if this happens.*

- **API Verify Amount:** This setting allows the system to verify a customer's card by charging a specific amount. Once the card is verified, the funds go back to the customer's card. **Note:** *You must enter a value greater than or equal to 0.05 for the API Verify Amount.*

- **Run Billing Time For Credit Cards:** This setting determines the time at which the recurring transaction for credit cards will begin processing (based on the date it is scheduled to run). Enter the time you would like your recurring billing to start running on the 'Select time for Credit Cards' field.

- **Run Billing Time For Checks:** This setting determines the time at which the recurring transaction for checks will begin processing (based on the date it is scheduled to run). Enter the time you would like your recurring billing to start running on the 'Select time for Checks' field.



*Product Database*

The Product Database setting allows you to set your **Barcode Prefix** and **Barcode Sequence**.

- The Barcode Prefix will be first 3 numbers in a UPC (Universal Product Code) barcode. The first 3 numbers in a UPC barcode usually indicates the country the company is based in (eg. The prefix for the United States is 000-019).

- The Barcode Sequence is the following numbers after the barcode prefix. You may choose to enter any sequence for the barcode sequence of your products. **Note:** *Your prefix and sequence must add up to a total of 11 digits. Using this setting will automatically update and apply all your products in your Product Database.*

***Batch Settings***

The Batch Settings allows you to set the following:



- A specific amount of time or how often you want your batches to automatically close (auto-close). Choose from the '**Auto Close Batch Every**' drop down menu: Specific time, Every 6 hours, 12 hours, 24 hours, 48 hours, 72 hours, or Never.

**Note:** *Choosing 'Never' means that you would have to close your transaction batches manually. If you do not close your batch, you would not be able to receive the funds into your account because your merchant service provider did not receive it.*

*When you choose 'Specific Time' from the 'Auto Close Batch Every' down down menu, you will be given the option to set a specific time (in Pacific Standard Time) for when you want your batches to auto-close. You may also set multiple number of times for when you want your batches to auto-close by clicking* **+ Add another time** *.*

- **Send Batch Reports To:** Enter the email address(es) you would like to have your Batch Reports sent to. To enter multiple email addresses, separate each email with a comma.

- **Send Batch Errors To:** Enter the email address(es) you would like to have your Batch Errors sent to. To enter multiple email addresses, separate each email with a comma.

**Note:** *It is important to set these email notification preferences if you have set your batch to auto-close. If an error occurs, receiving these emails allows you to immediately take the necessary steps to correct it. Contact customer support or your reseller to further assist you with any issues.*

- **Expire Auth Only Transactions:** When an Auth Only transaction is processed, it is placed in your Queued Transactions page to await Post-Authorization. Enter the number of days you want your Auth Only transactions to remain in your Queued Transactions by choosing it from the slider or entering the value in the given field.

**Note:** *Most AuthOnly transactions will expire in 7 to 10 business days, depending on the customer's service bank. Once a card has passed its AuthOnly expiration, you will no longer be able to run the Post-Authorization and complete the transaction. While you are unable to control the expiration dates for these transactions, this setting determines how long these AuthOnly transactions remain in your Queue. The maximum length of time that AuthOnly transactions may remain in your Queue is 30 days, but we recommend keeping this setting at 10 days.*

Once you are done configuring your General Settings, click **Save** .

## Users (User Manager)

The User Manager allows you to control how many users are permitted to process transactions, close batches, and print reports in the merchant console.

To access the User Manager page, click on 'Settings' on the side menu bar, then select 'Users' from the drop down menu.



The master (primary) account of has access to all aspects of the Merchant Console including creating a new user, deleting users, assigning user rights and console permissions, and restricting IP Access.

**Note:** *While it is possible to have more than one Master Account, we recommend that you maintain only one and create separate accounts for other users that do not include all of the privileges of the Master Account.*

### Add New User
Click [ **+ Add New User** ] located at the top right hand side of your User Manager page.

**Step 1: User Info:** On the 'New User' pop up window, you will be asked to enter the following information on the 'User Info' tab:
- **Username**: The username must contain a minimum of 5 characters.
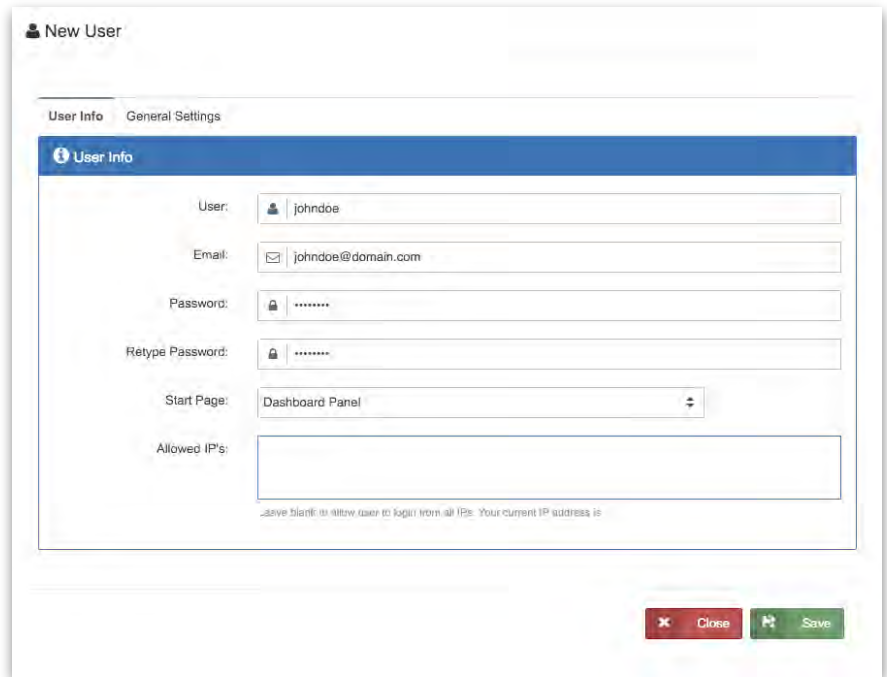
- **Email address:** The email address of the account user. This field is optional.

- **Password:** The password must contain a minimum of 8 characters. **Note:** All users must reset their passwords every 90 days.

- **Start page:** This is the user's home page. Choose from the following pages on the drop down menu: *New Order, Simple Charge, Refund, Open Refund, Voice Auth, Customer Database, Product Database, Batch Manager, Queued Transactions, Check Manager* or *Upload Manager*.
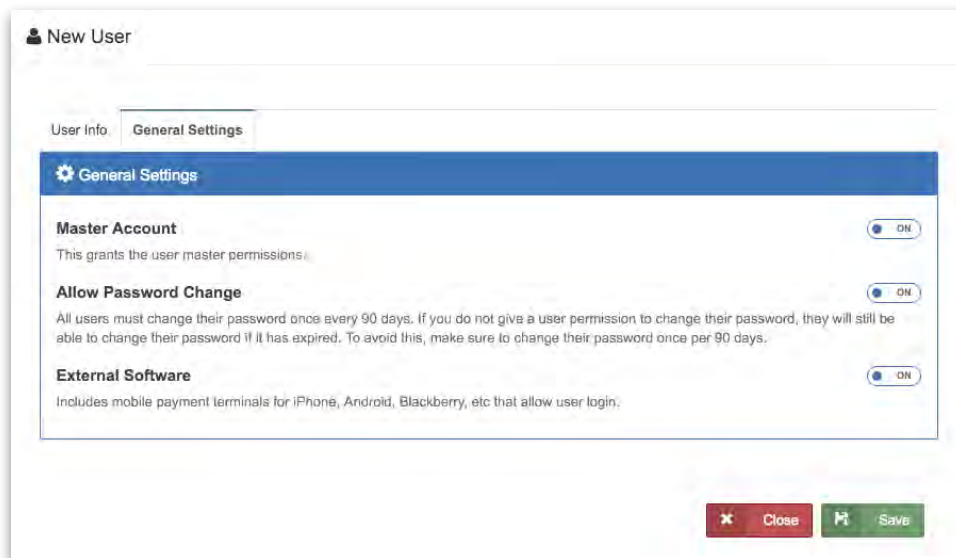
- **Allowed IP address(es):** When adding a new user, you can enter specific IP addresses from which the user can access the system and conduct transactions. To allow a user to access the system from any IP address, leave the space empty.

Once you have entered all the user's information, go to the next step.

**Note:** *Clicking* [Save] *will exit you out of the 'New User' window pop up.*

**Step 2: General Settings:** This tab allows you to enable or disable the following settings:

- **Master Account:** Turning this [ON] grants the user master permissions. When this is [OFF], the 'Console Permissions' tab will appear. (See Step 3: Console Permissions). This tab will allow you to give users permission to view, manage, or use specific sections of the merchant console.

- **Allow Password Change**: Turning this [ON] give users permission to change their password. All users must change their passwords once every 90 days. If you do not give a user permission to change their password, they will still be able to change their password if it has expired.

- **External Software**: Turning this [ON] will allow the user to login from iOS and Android devices.

To enable a setting, switch the button to [ON]. To disable a setting, switch the button to [OFF].

Click [Save] once you are done configuring the General Settings for the new user. If you have chosen to disable the 'Master Account' option, go to **Step 3: Console Permissions**.

**Step 3: Console Permissions:** You can choose to give permissions throughout different sections of merchant console such as the *Dashboard*, *Transactions*, *Batches*, *Customers*, *Products*, *Reports*, *Fraud Manager*, and *Settings.*

For example, as shown in the image below, you can choose different functions of the Transaction section.

Check the function you want to give the user permission to.

You may also select different categories within each function by turning the Advances Permission ON.
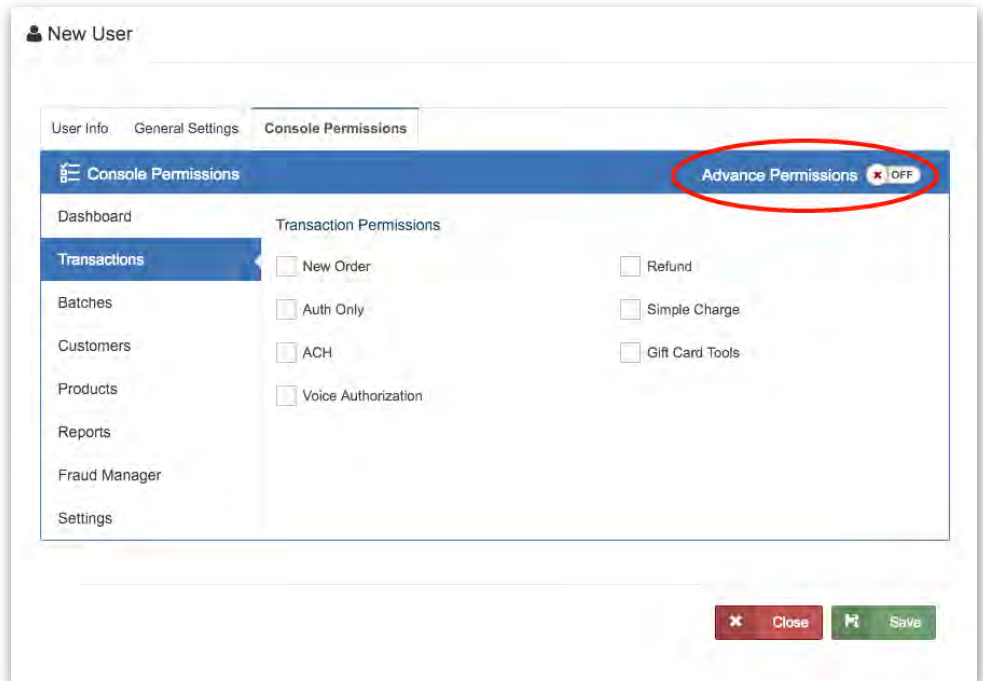
The 'Advance Permissions' button is located on the top right hand side of the Console Permissions table.

Check the subcategories you want to give the user permission to use.

**Step 4: Save:** Once you are done configuring the Console Permissions settings, click Save.

You will be taken back to your User Manager page, confirming that the new user has been saved.
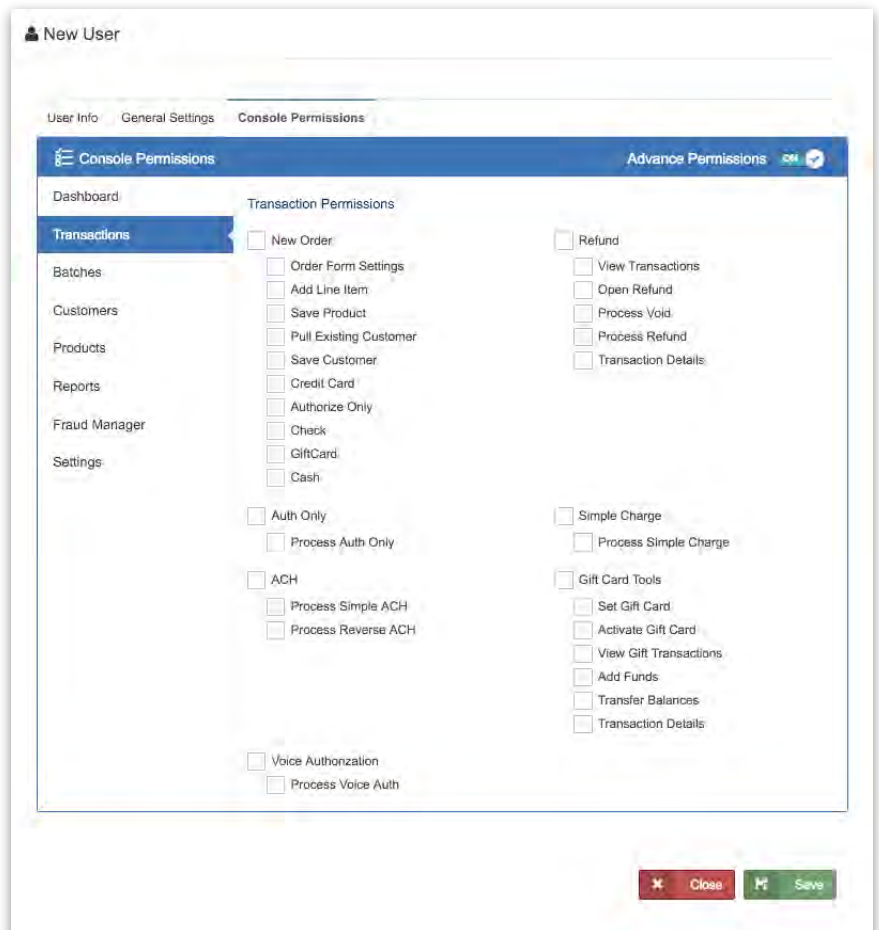
***Edit A User's Information or Settings***

**Step 1:** You can edit a user's information using one of the following methods:
1. By clicking on the user from the User Manager page
2. By right-clicking on the user from the User Manager page, and selecting 'Edit'.

Both methods result in the same steps.
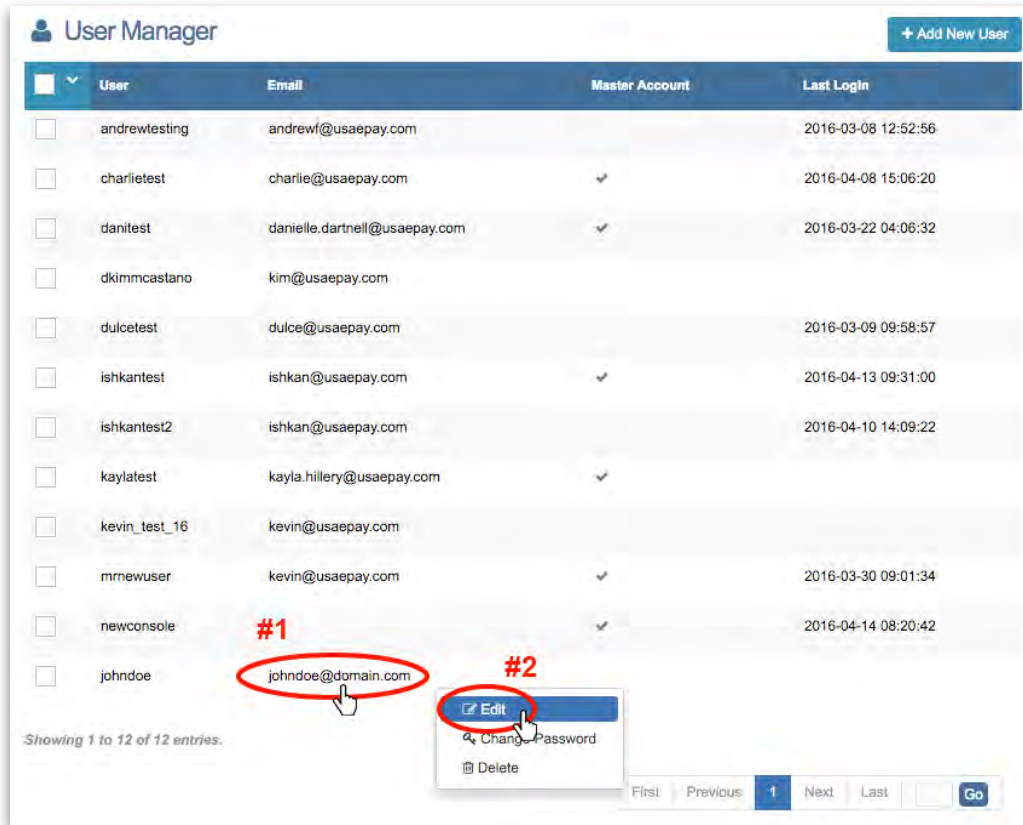


**Step 2:** The user's pop up window will appear where you can edit the User's Information, General Settings and Console Permissions.
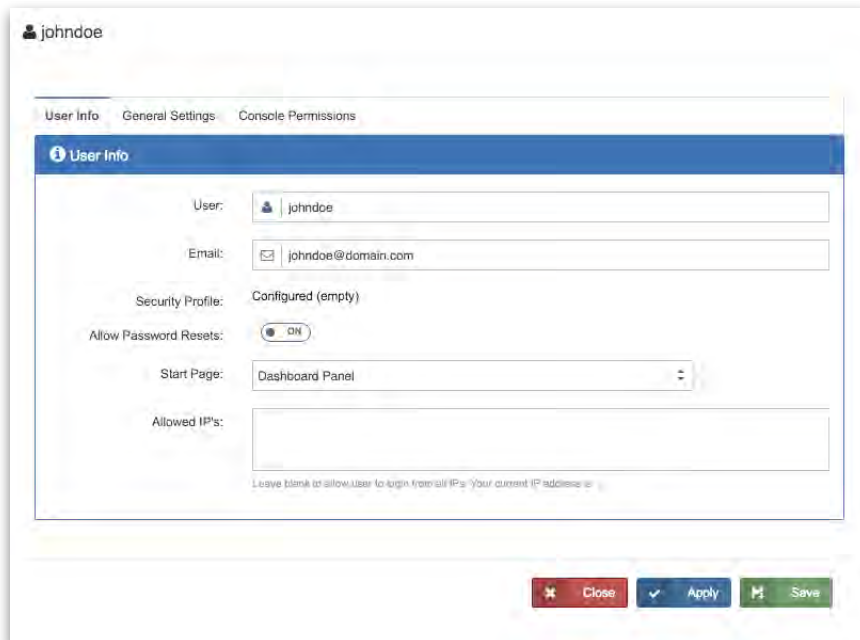


**Step 3:** Click [ Save ] once you are done editing the user's information or settings.

### Change User Password
A user with a master account can change any user's password at any time.

**Step 1:** To change a user's password, right click on the user from your User Manager page then select 'Change Password'.



**Step 2:** The 'Change Password' pop up window, as shown in the image below, will appear. Enter the user's new password on the 'Password' field. Enter the new password again on the 'Confirm Password field.



**Note:** Due to VISA and MasterCard's regulations, all account passwords must conform to the following guidelines:
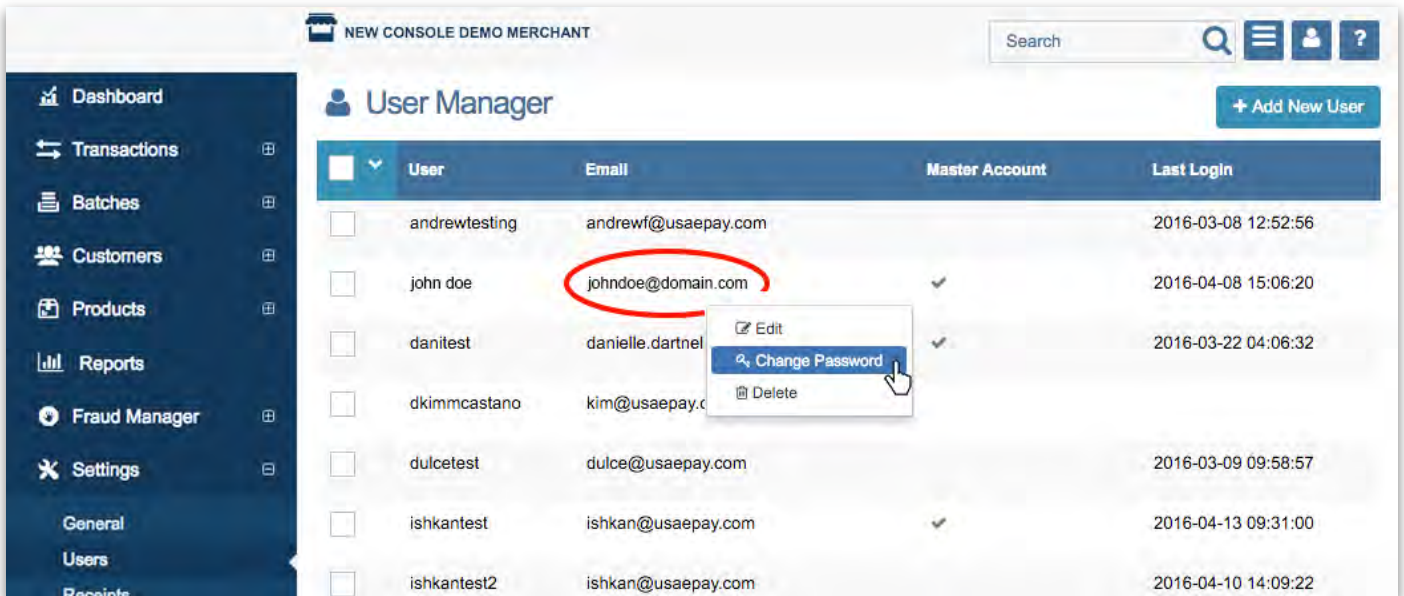- Must be at least 8 characters long.
- Must include at least one letter and one number.
- Cannot be the same as any of the previous 4 passwords used.
- Must be changed at least once every 90 days.
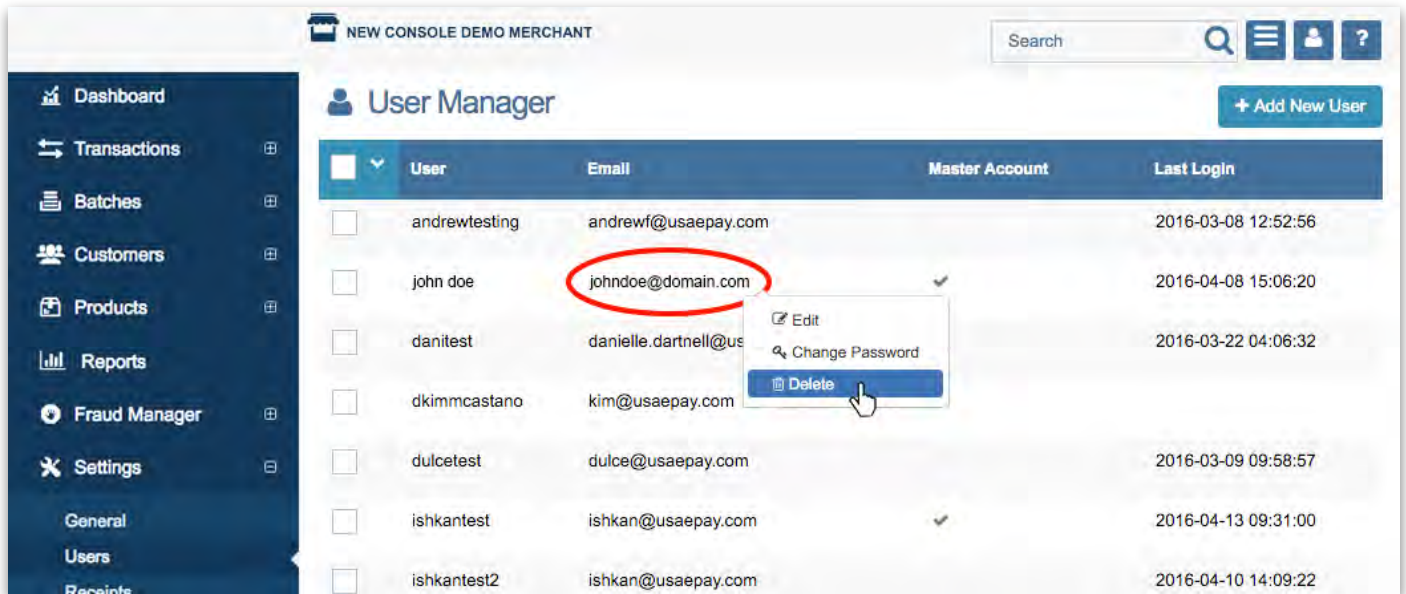
**Step 3:** Click [Change Password] when you're done entering the new password. You will be taken back to your User Manager page.

***Delete User***
**Step 1:** From your User Manager page, right click on the user you wish to delete then select 'Delete'.



**Step 2:** A pop up window will appear to confirm the delete. Click [✔ Confirm Delete] to continue.

Click [↺ Cancel] to cancel the deleting the user.

## Receipts (Receipt Templates)

The Merchant Console allows you to create and choose templates to send out to your customers every time a transaction is processed. Customized (Merchant Receipts) and default (System Receipts) receipt templates can be accessed in your Receipt Templates settings.

To access Receipt Templates, click on 'Settings' from the side menu bar then select 'Receipts' from the drop down menu.
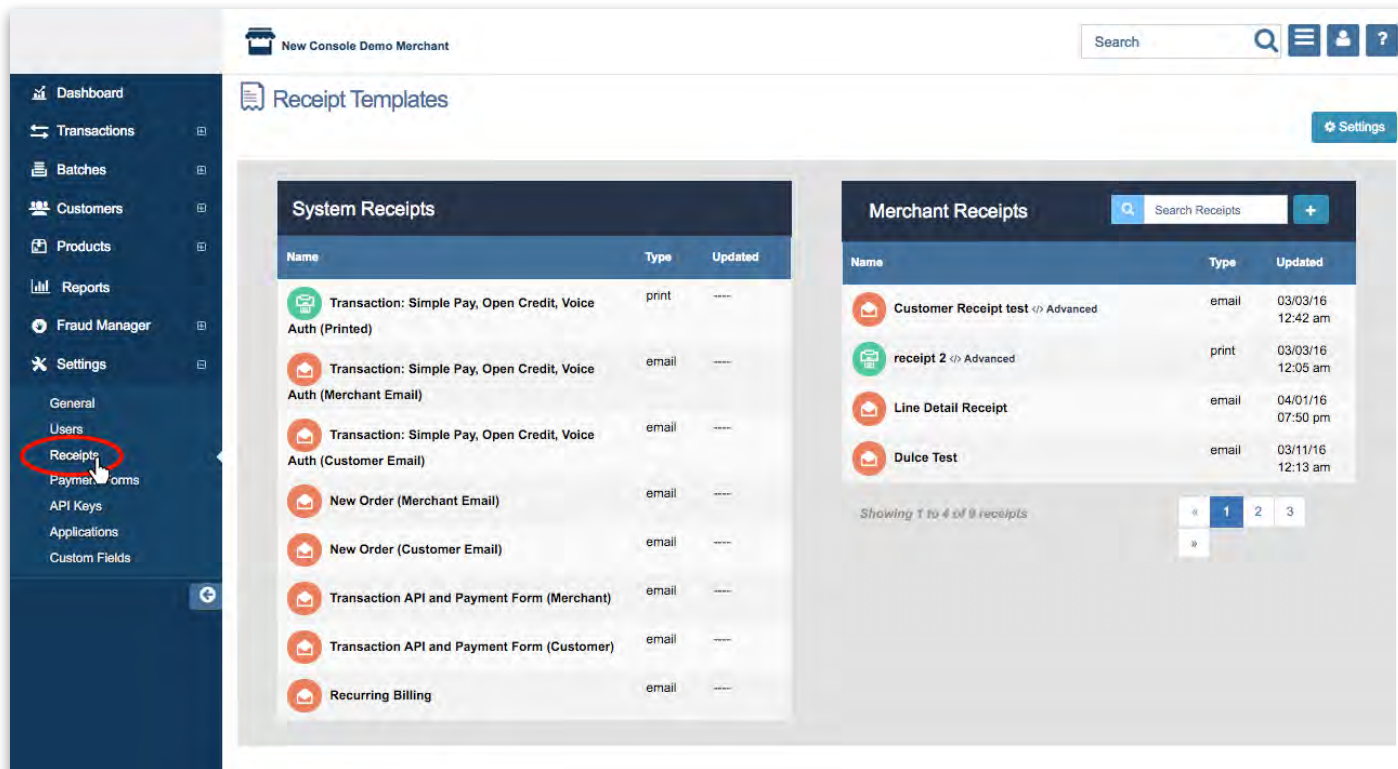


### System Receipts

System Receipts are default receipt templates included in your merchant account. You can edit and customize each system receipt's information and content.

**Note**: *You cannot delete system receipts. The System Receipts table show all your default receipt templates included your merchant account, the type of the receipt (an email receipt or a print receipt), and the date it was last updated.*

Edit and Customize a System Receipt
**Step 1: Select Receipt:** Click the receipt you wish to edit from the System Receipts table. For example, as shown in the image, a merchant chose to edit the 'New Order (Customer Email)'.

A window pop up will appear where you can edit the receipt's information, styling, and content.
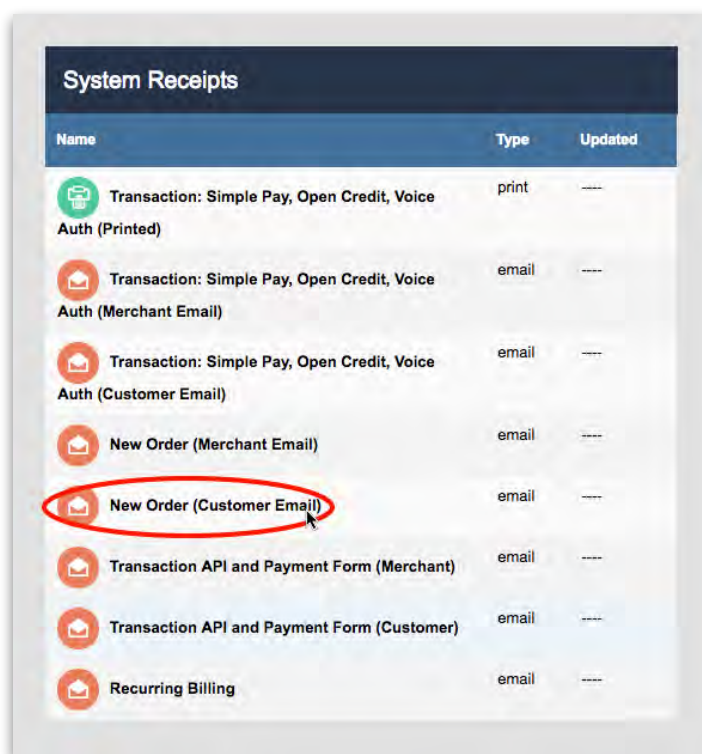
**Step 2: Information:** This tab lets you view and edit the receipt's information: Name and Email Subject. Enter your email address in the 'Sign Up With Your Email' field. The Receipt Name and Email Subject are named for you by default.

Change the type of the receipt by switching the [ ● email ] button to [ print ● ]. The 'Styling' tab will not appear when you choose to switch the receipt type to 'Print'.
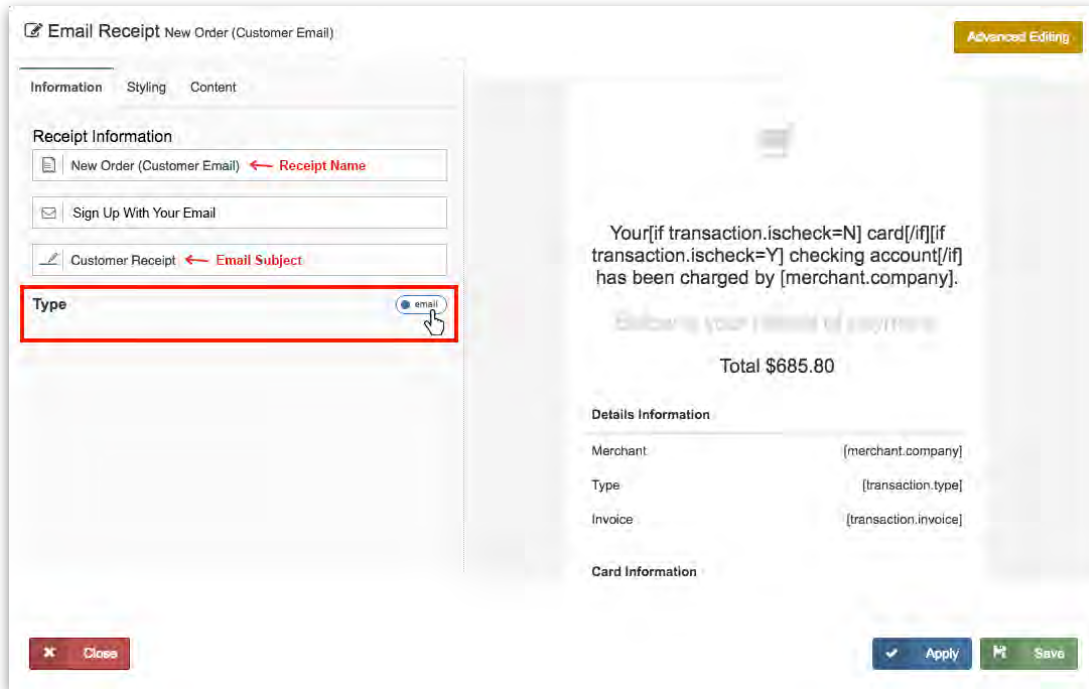


Click [ ✔ Apply ] and proceed to **Step 3**.

**Step 3: Styling:** Edit the style of your email receipt template by customizing its Background, Foreground, and Accent Color. To edit the color for each, click the color field. A color guide window will appear, as shown in the image below.
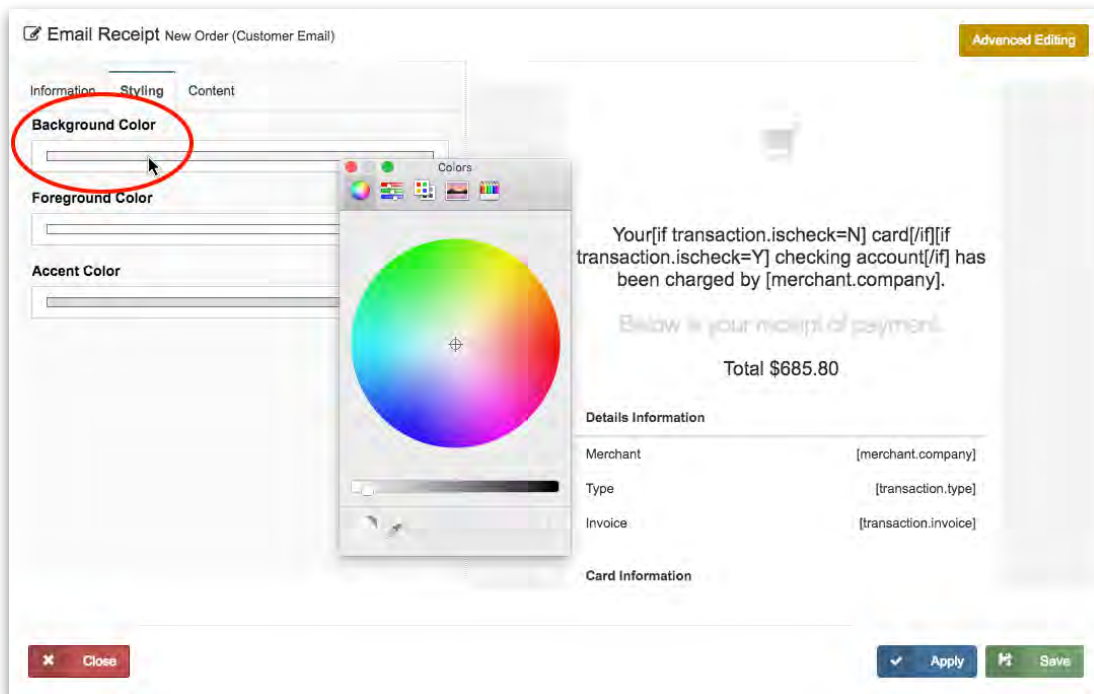


Click [ ✔ Apply ] and proceed to **Step 4**.

**Step 4: Content:** Enter your Company Name, Receipt Title, and the fields that will appear in your receipt. To add a field, click on the field button. This field will automatically be added to your receipt template. Refer to the image below.



**Step 5: Save** Once you are done configuring the receipt template's information and settings, click [ Save ]. You will be taken back to your Receipt Templates page.

*Merchant Receipts*
The merchant console allows all merchants to create their own merchant receipt templates.

*Add A New Merchant Receipt*
**Step 1:** The image shown below show a merchant's receipt templates. Click the [ + ] button on your 'Merchant Receipts' table. Select the type of receipt template you want to create: *Print Receipt* or *Email Receipt*.
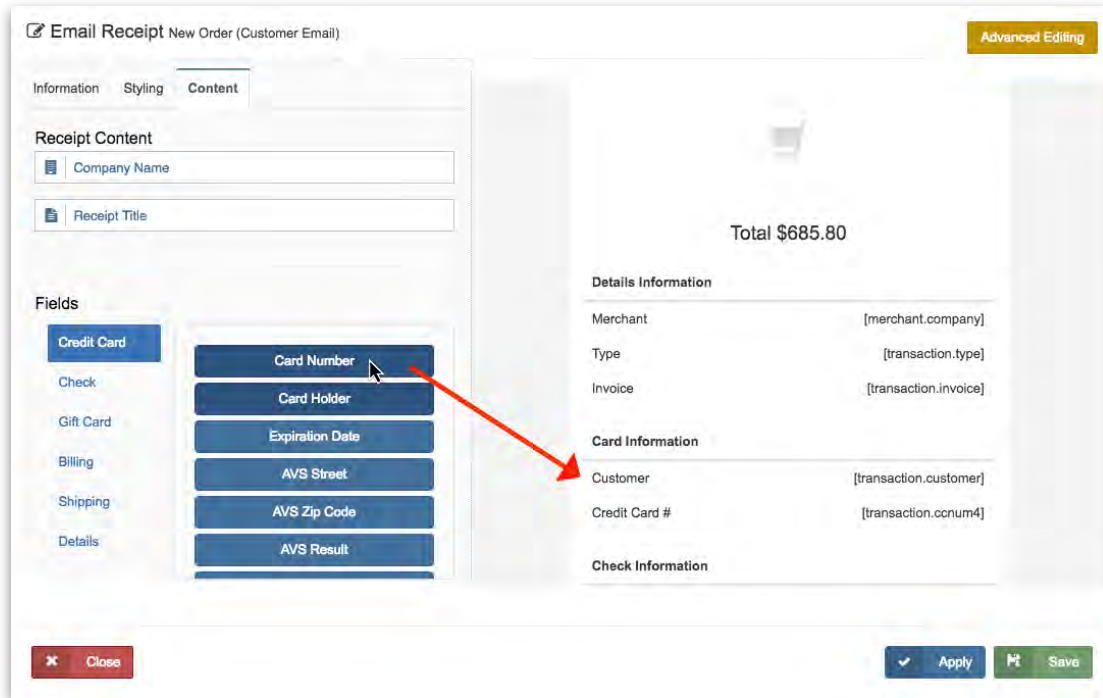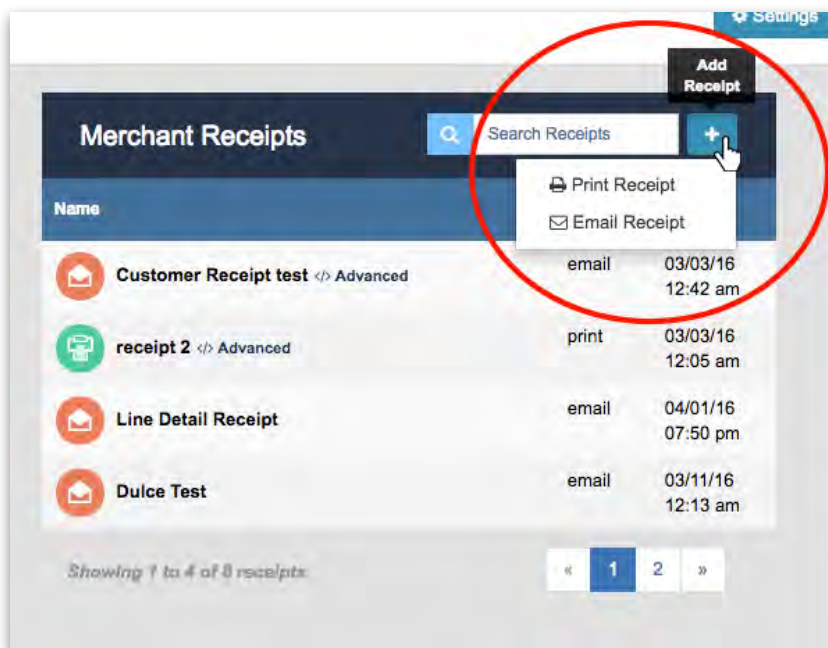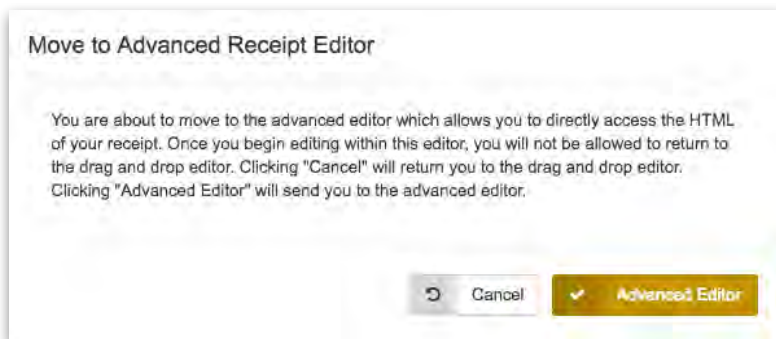
**Step 2: Information:** This tab lets you enter the receipt's information: *Name*, *Email Address*, and *Email Subject*. The right side of this tab shows a preview of your receipt.

Click [ ✔ **Apply** ] and proceed to **Step 3**.
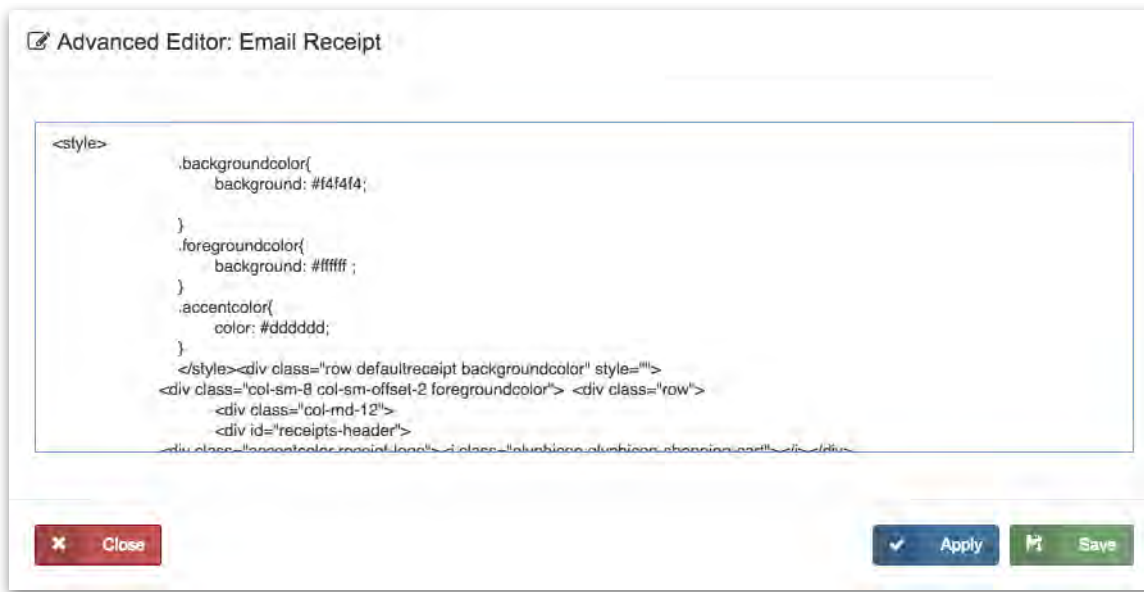


**ADVANCED EDITOR:** To use the 'Advance Editing' feature to customize your receipt template, click on [ **Advanced Editing** ].

A pop up window will appear to confirm that you want to continue. Click [ ✔ **Advanced Editor** ] to continue.



You will then be taken to the HTML editor window. **Note:** *Once you begin editing within the Advanced Editor, you will no longer be allowed to return to the drag and drop editor. Using this editor, is optional.*



Once you are done editing with the Advanced Editor, click [ ✔ **Save** ]. You will be taken back to your Receipt Templates page. If you choose to use this advance editing feature, you DO NOT need to continue to **Steps 3 to 5.**

**Step 3: Styling:** Edit the style of your email receipt template by customizing its Background, Foreground, and accent color. To edit the color for each, click the color field. A color guide window will appear, as shown in the image below.
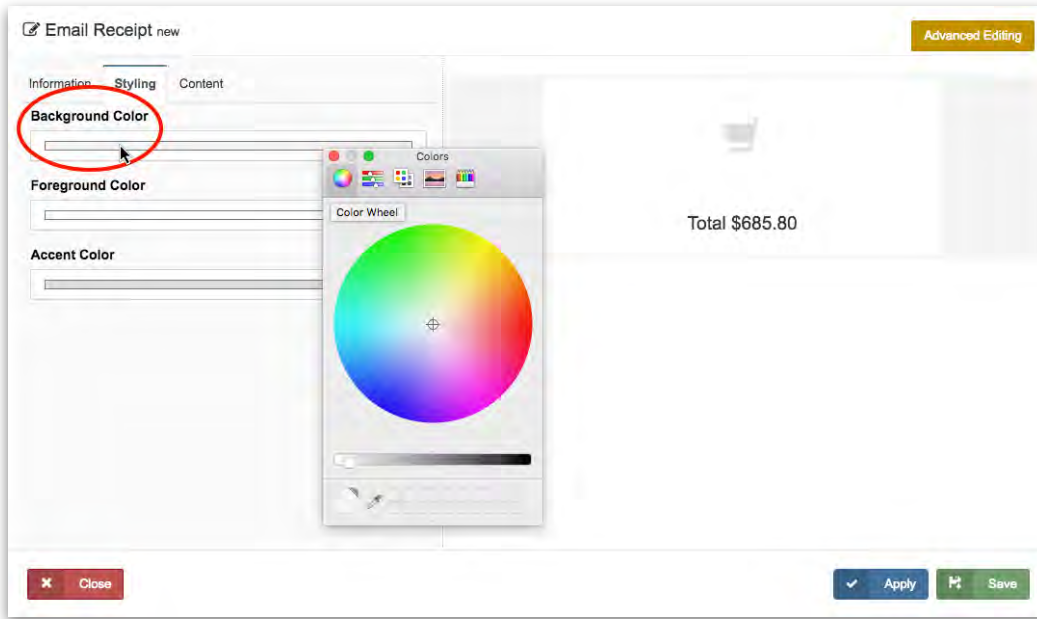


Click [✔ Apply] and proceed to **Step 4**.

**Step 4: Content:** Enter your Company Name, Receipt Title, and the fields that will appear in your receipt. To add a field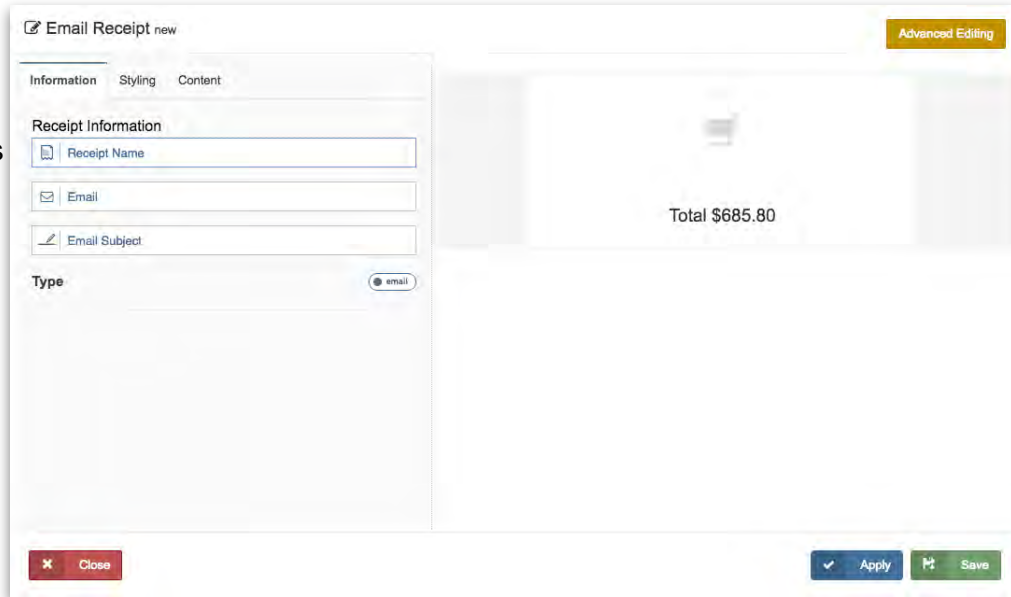, click on the field button. This field will automatically be added to your receipt template. Refer to the image shown below.



**Step 5: Save:** Once you are done configuring the receipt template's information and settings, click [H Save]. You will be taken back to your Receipt Templates page.

*Search For A Receipt*

To search for a specific receipt template, enter the receipt template name on the 'Search Receipts' field then hit 'Enter' on your keyboard. The Merchant Receipts table will automatically update with the receipt(s) that match the criteria entered.



*Receipt Settings*

The Receipt Settings allows you to configure the header of a customer's email receipt.
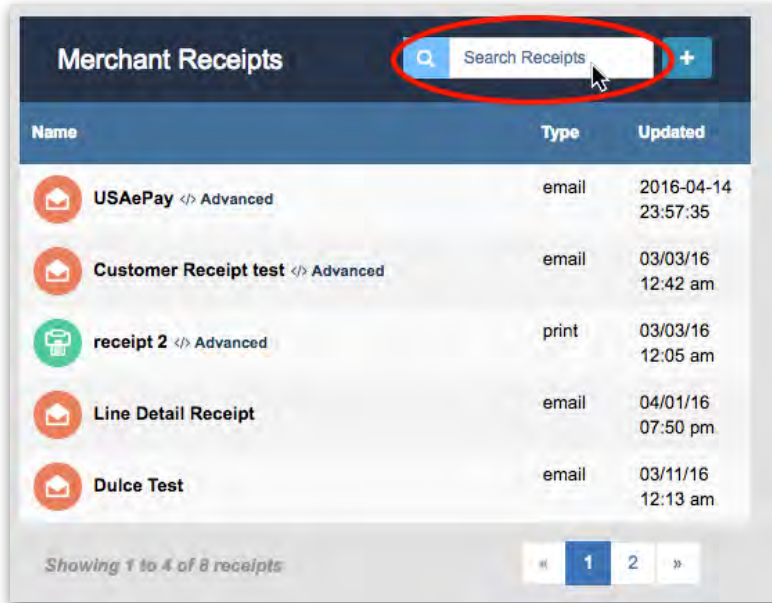
Click [⚙ Settings] on located on the top right hand side of your Receipt Templates page. The Receipt Settings pop up window will appear.

- ***Email From*** field: Enter the email address you would like to appear in the 'Email From' section of the customer's emailed receipt. Entering an email address in this field will prevent the customer from receiving an emailed receipt from an unfamiliar email address. **Note:** *You may only enter ONE email address in this field.*



- ***Email To*** field: Enter the email address you would like your customers to reply to, in the event that they have any questions or concerns regarding their order. **Note***: You may only enter ONE email address in this field.*

- ***Subject Prefix*** field: This setting allows you to add a prefix to your automated subject of the email, in order to clearly identify the receipt for your customers. It is recommended that you use something simple, such as your company name (eg. ABC Company Customer Receipt 12345), so that customers can easily identify the origin of the email receipt.

- The ***Rows Returned Per Page*** sets the number of rows that will appear by default in your *System Receipts* and *Merchant Receipts* tables. You can choose the numbers of rows from the slider or by entering a specific value on the number field.
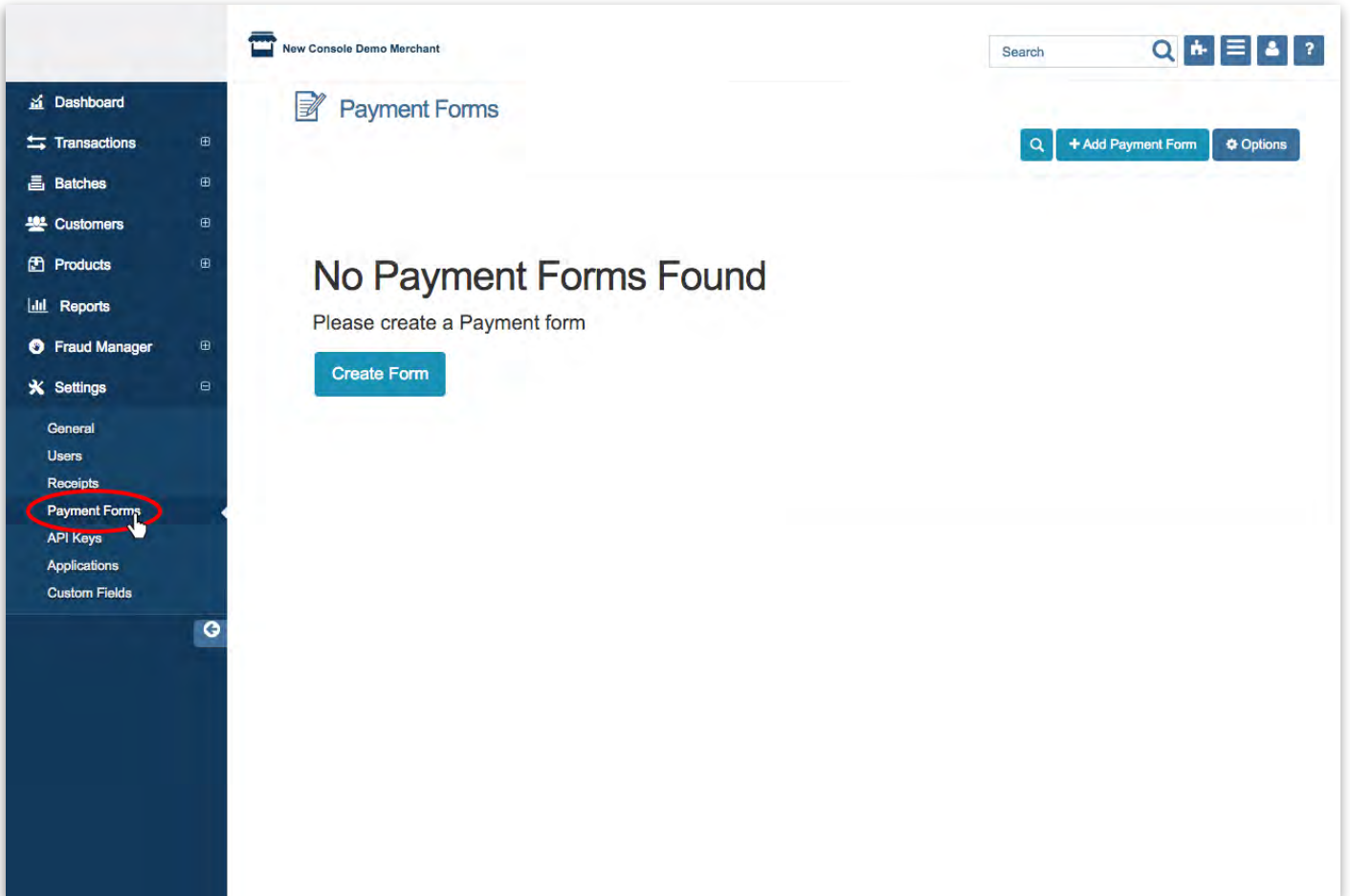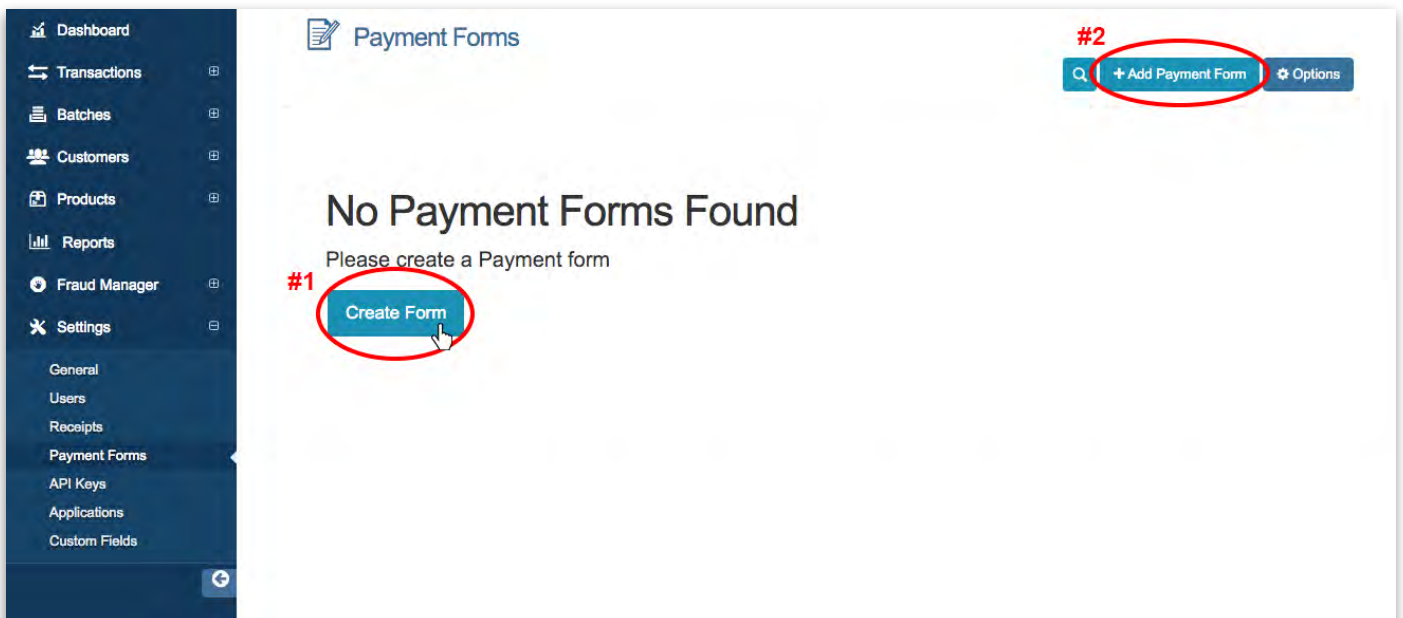
## Payment Forms

The Payment Form Settings allows your customers to process secure credit card payments on your website.
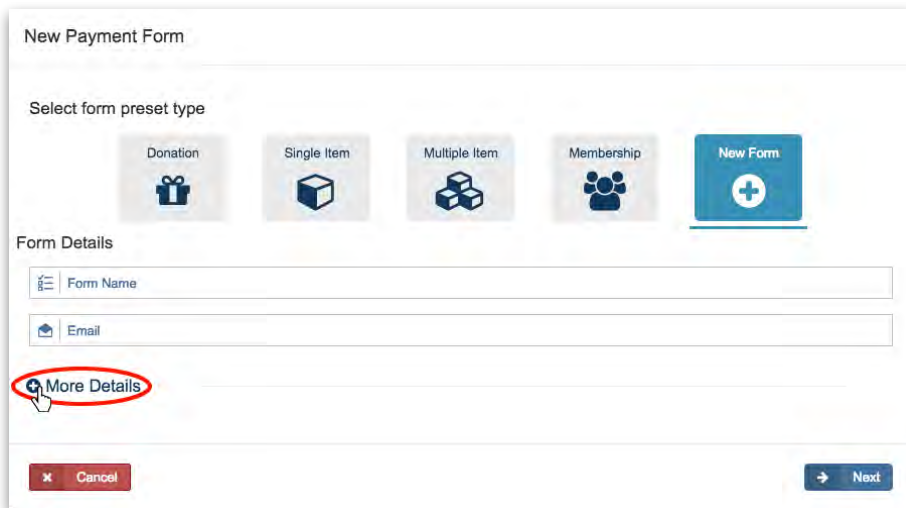


### *Add A New Payment Form*

**Step 1: Create:** To add a new payment form, click **Create Form** or **+ Add Payment Form** from your Payment Forms settings page.
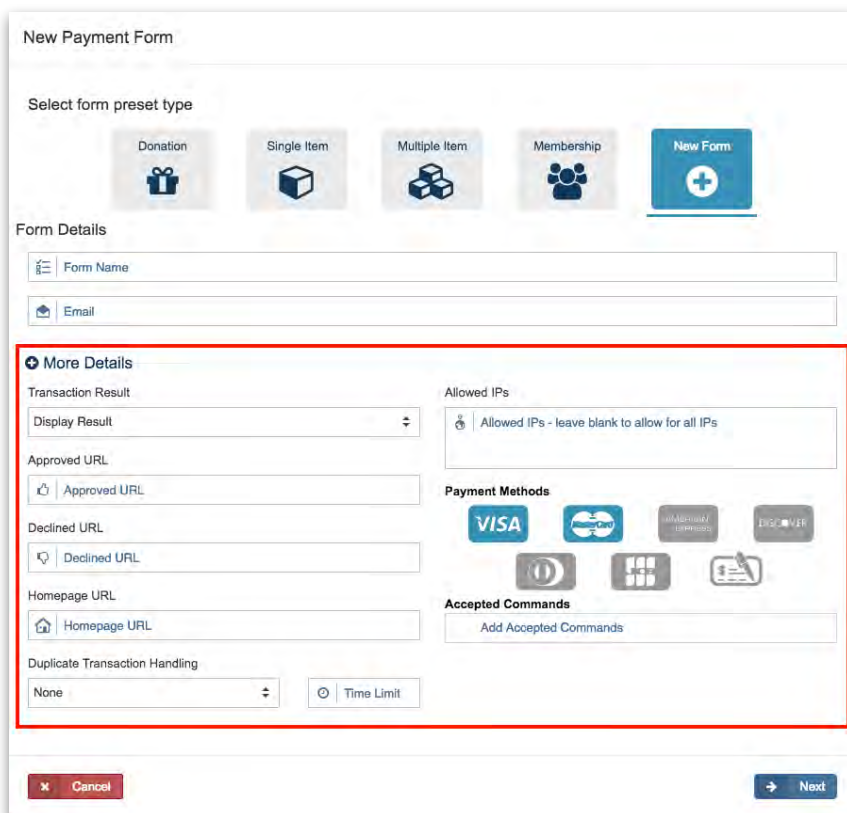
**Step 2: Form Details:** Choose your payment form preset type from the 'New Payment Form' pop up window: *Donation*, *Single Item*, *Multiple Items*, *Membership*, or *New Form*.

Enter the payment form's details: *Form Name*, and your *Email* address.

Click on , as shown in the image above, to add the following details and settings:

- **Transaction Result** - Click on the drop down menu then select the transaction result.

- **Approved URL -** Enter the complete URL of the page to which the customer should be redirected once their successful transaction has received approval from the gateway.

- **Declined URL -** Enter the complete URL of the page to which the customer should be redirected if their transaction result in a decline.

- **Homepage URL** - Enter the complete URL of the homepage of your existing website.

- **Duplicate Transaction Handling -** This setting allows you to prevent fraud by catching similar or identical transactions occurring within a set period of time. **Note**: *If you are using the Duplicate Detection fraud module, you must set the Source Duplicate Transaction Handling to 'None'.*

- **Allowed IPs -** This allows you to restrict the number of computers on which this source key can be used. Leave this field blank to allow all IP addresses to run transactions.

- **Payment Methods -** These methods are the payment options available through the Payment Form. The default payment options are Visa, MasterCard, American Express, Discover, Diner's Club, JCB, and electronic checks.

- **Accepted Commands -** Choose the specific commands you want to accept in the drop down menu. These commands include the following: *Credit Cards (Sale, Credit, Auth Only, Post Auth, Capture, and Void)*, *Checks (Sale and Credit)*, and *Point of Sale (Cash, Cash Credit, External Check, External Credit Card, and External Gift Card)*.

Click  once you have filled all the necessary details for your payment form, and proceed to the next step.

**Step 3: Customize:** This page is where you can customize the **style** and **content** of your payment form, Approved Screen, and Declined Screen's appearance.

*Style*
Choose a custom palette available in the 'Palettes' section of the page or build your own palette by choosing specific colors for the payment form's:

- Page Background
- Header Background
- Section Header Background
- Form Background
- Text Color
- Header Text Color
- Link Color

Choose a specific color by clicking the color preview box then select the desired color from the color guide.
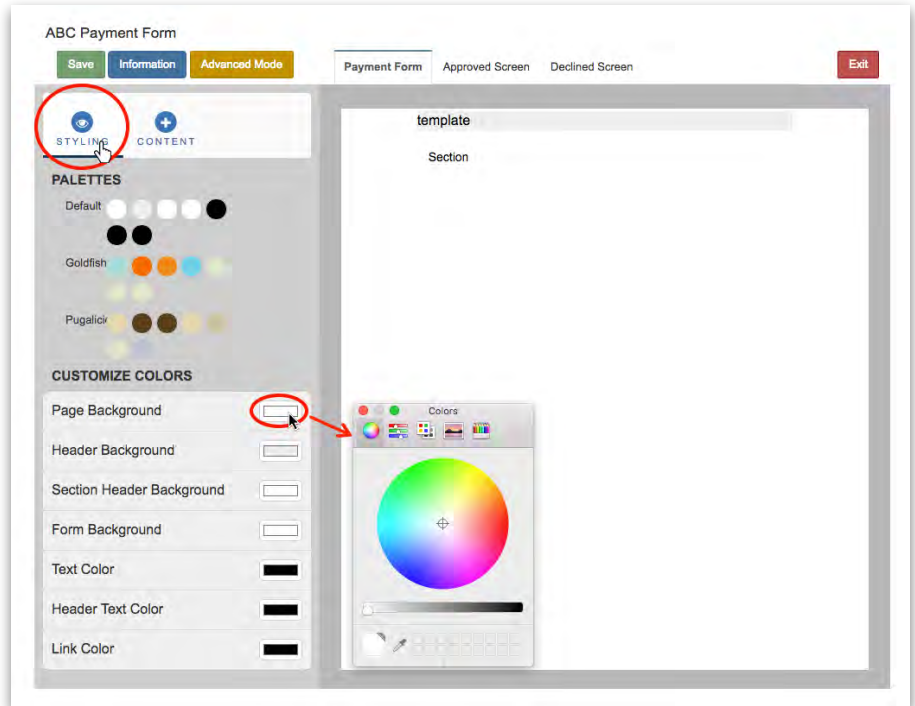


*Content*
Select the elements you want to include in your Payment Form, Approved Screen, and Declined Screen template. To add a content element, drag and drop the element button to the preview field:

- **Layout**: *Section.*

- **Order**: *Tip*, *Discount Code*, or *Amount.*

- **Check**: *Account Holder Name*, *Routing Number*, *Check Number*, *Account Type Selector*, *Check Format Selector*, *SSN*, *Driver's License*, *Driver's* License *State*, *Check Image (Front) Uploader,* or *Check Image (Back) Uploader.*

- **Credit**: C*ard Holder Name*, *Card Billing Address*, *Card Billing Zip Code*, *Card Number*, *Card Expiration*, or *CVV2/ CID Number.*

- **Billing**: *Company*, *First Name*, *Last Name*, *Billing Address*, *Billing Address 2*, *Billing Zip Code*, *Country*, *Email*, *Fax*, or *Website.*

- **Shipping**: *Company*, *First Name*, *Last Name*, *Shipping Address*, *Shipping Address 2*, *State*, *Zip Code*, *Country*, or *Phone.*

- **Custom**: *Input*, *Input with Button*, *Text Area*, *Select*, *Radio Buttons*, *Checkboxes*, *Static Detail*, *Static Text Block*, or *Image.*
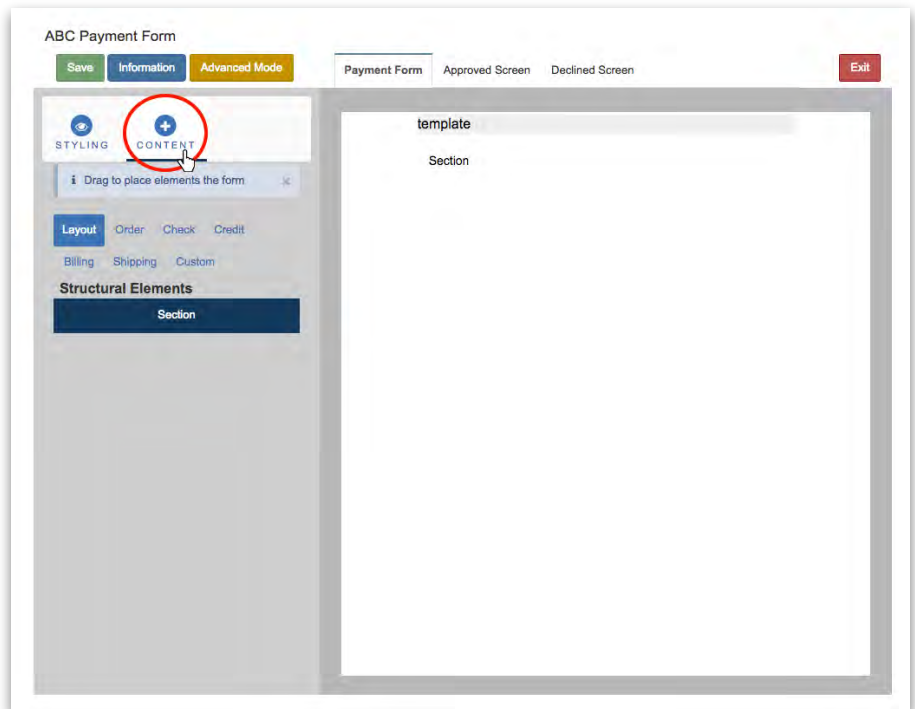
Edit the details of the element by clicking on the element input on the preview field. The 'Details' tab will appear, as shown in the image below. This tab allows you to do the following:

- Edit the **Label/Name**.
- Select to show or hide the label.
- Insert a **Help Text**: This serves as extra instructions that appear below the element.
- Select the **Input Type**: *Number, Text, Telephone, URL, Color, Week, Date, Month, Datetime, Datetime Local, Email, or Hidden.*
- Set a **Default Value**.
- Enter a **Placeholder**.

To delete an element input, click .
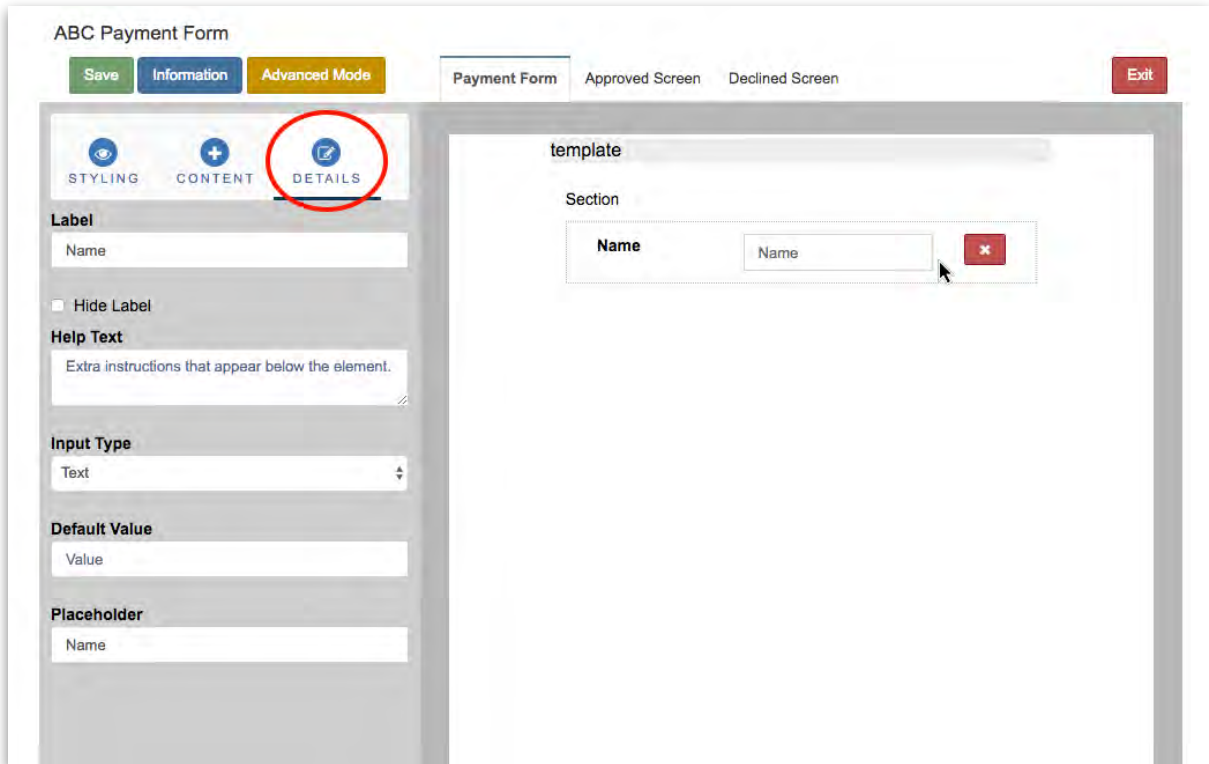


From the same page, you may also edit the payment form's details (shown in **Step 2**) by clicking Information located at the top left hand side of the page.

**ADVANCED MODE:** To edit your payment form template using Advanced Mode, click on Advanced Mode .

A pop up window will appear to confirm that you want to continue. To continue to the Advanced Editor, click ✔ Continue to Advanced Editor .
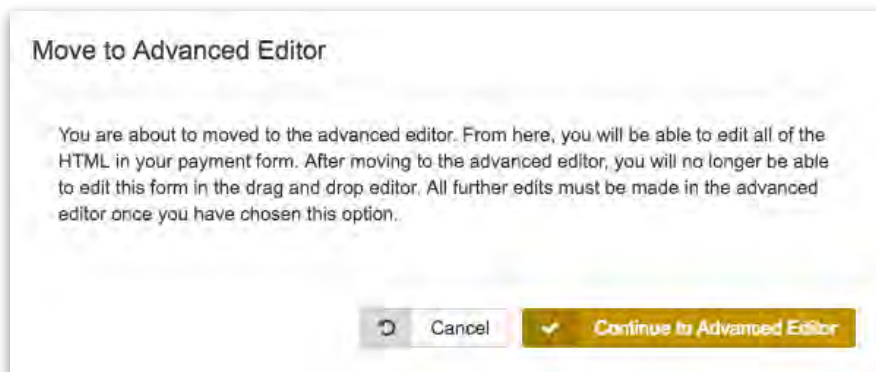
You will then be taken to an HTML editor window. **Note:** *Once you begin editing your payment form, Approved Screen or Declined Screen template with the Advanced Editor, you will no longer be allowed to return to the drag and drop editor.*
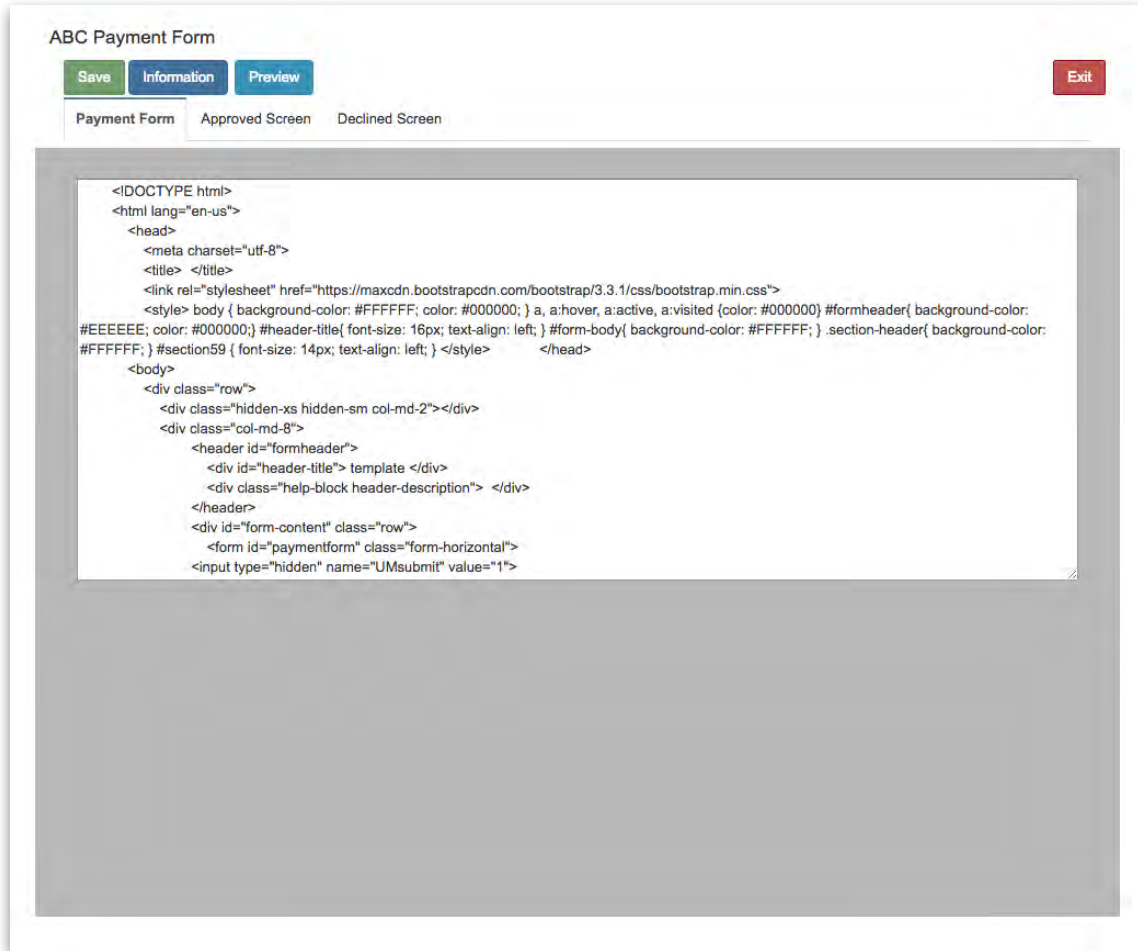


**Step 4: Save:** Click [Save] when customizing your payment form is complete. Click [Exit] to go to your Payment Forms home page.
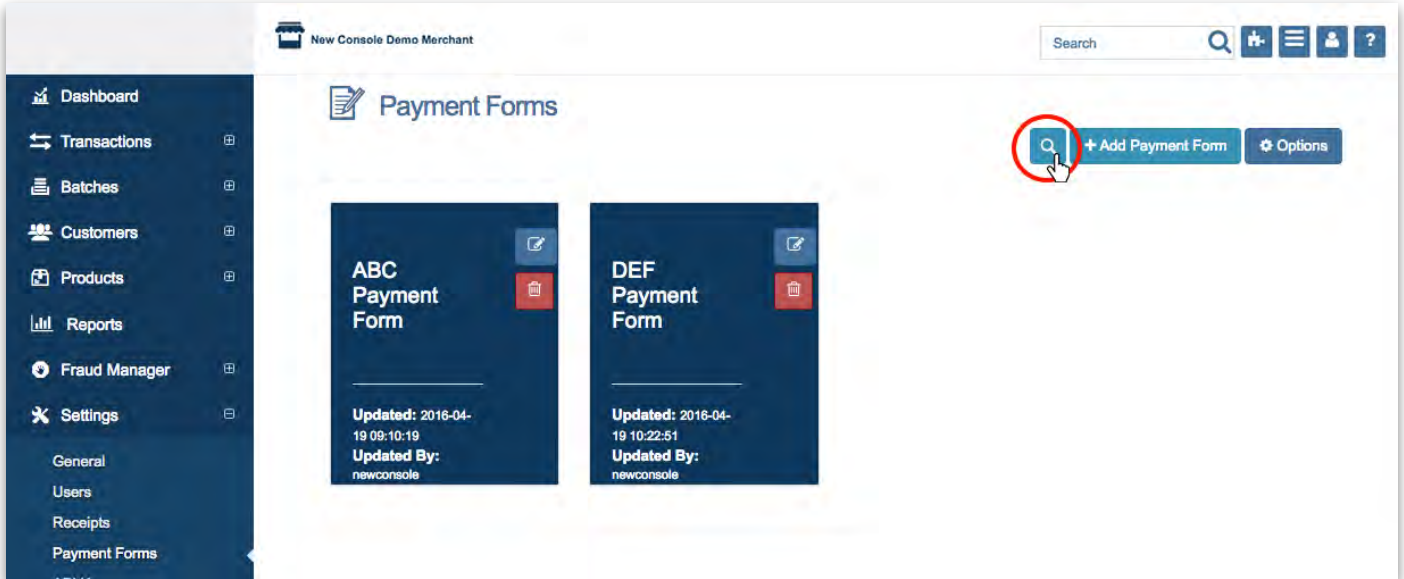
The Exit Editor pop up window will appear once you click [Exit]. From this window you can return to the Layout Editor, Save and Exit, or Exit the Layout Editor without saving.
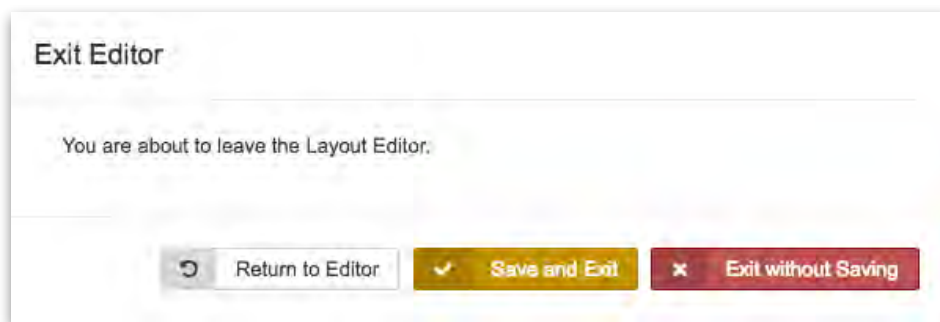
*Search For A Payment Form*

**Step 1:** Click the 🔍 icon located at the right hand side of your Payment Forms homepage.



**Step 2:** Enter the payment form name you want to view or edit on the open search field. Your page will automatically update once you start typing the payment form's name.



*View and Edit Your Payment Form Template*

You view or edit your payment form details and layout using two methods. Refer to the image shown below:

Method #1:

**Step 1:** Click ✏️ located on the payment form icon box.

**Step 2:** You will be taken to the payment form's layout page.

Edit the necessary information, details, or appearance then click [ Save ] .

Click [ Exit ] to go to your Payment Forms home page.
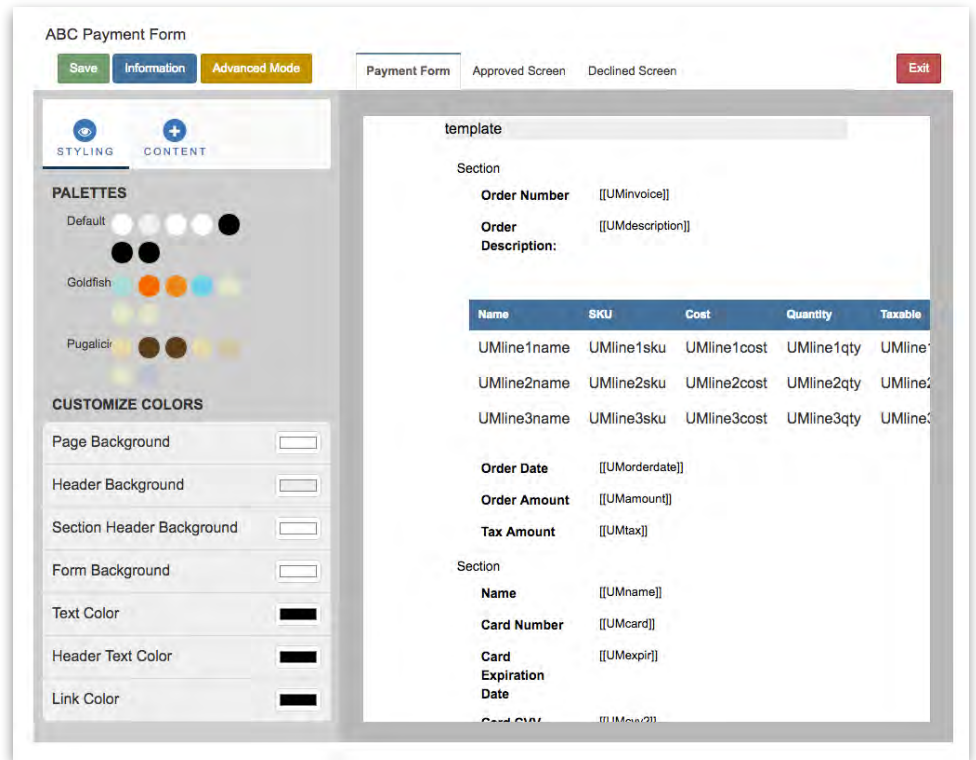


Method #2:
**Step 1:** Click on the payment form's icon box you want to edit. The payment form's pop up window will appear, as shown in the image below.
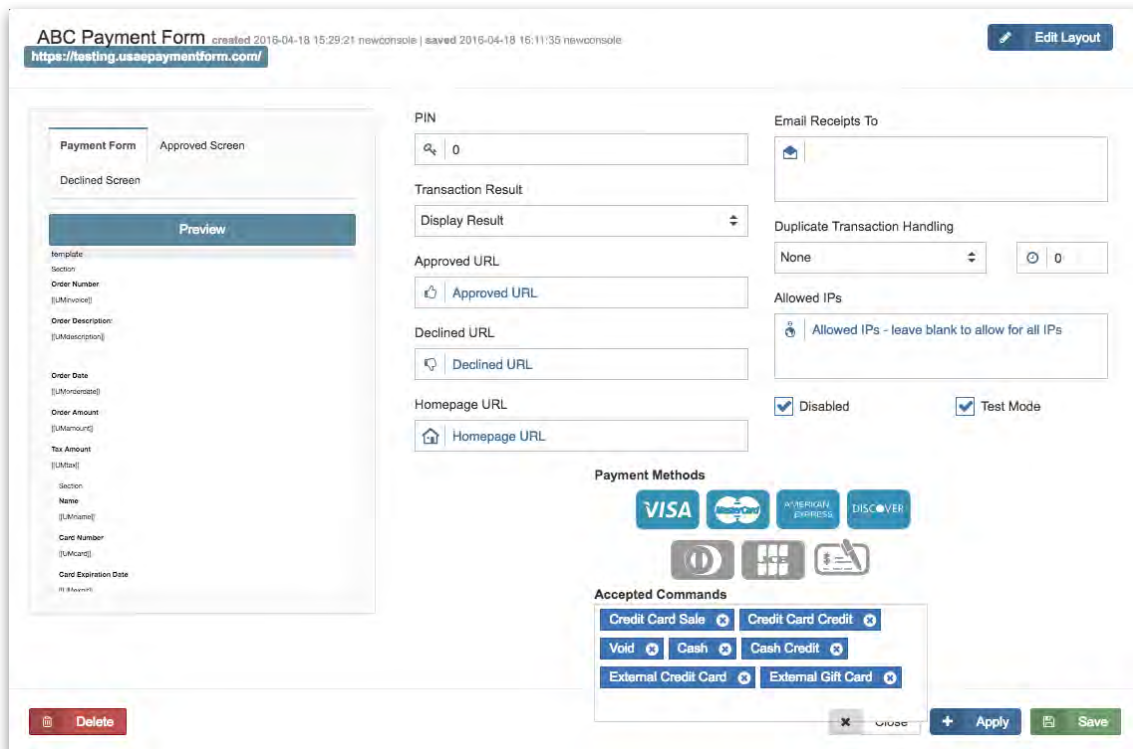


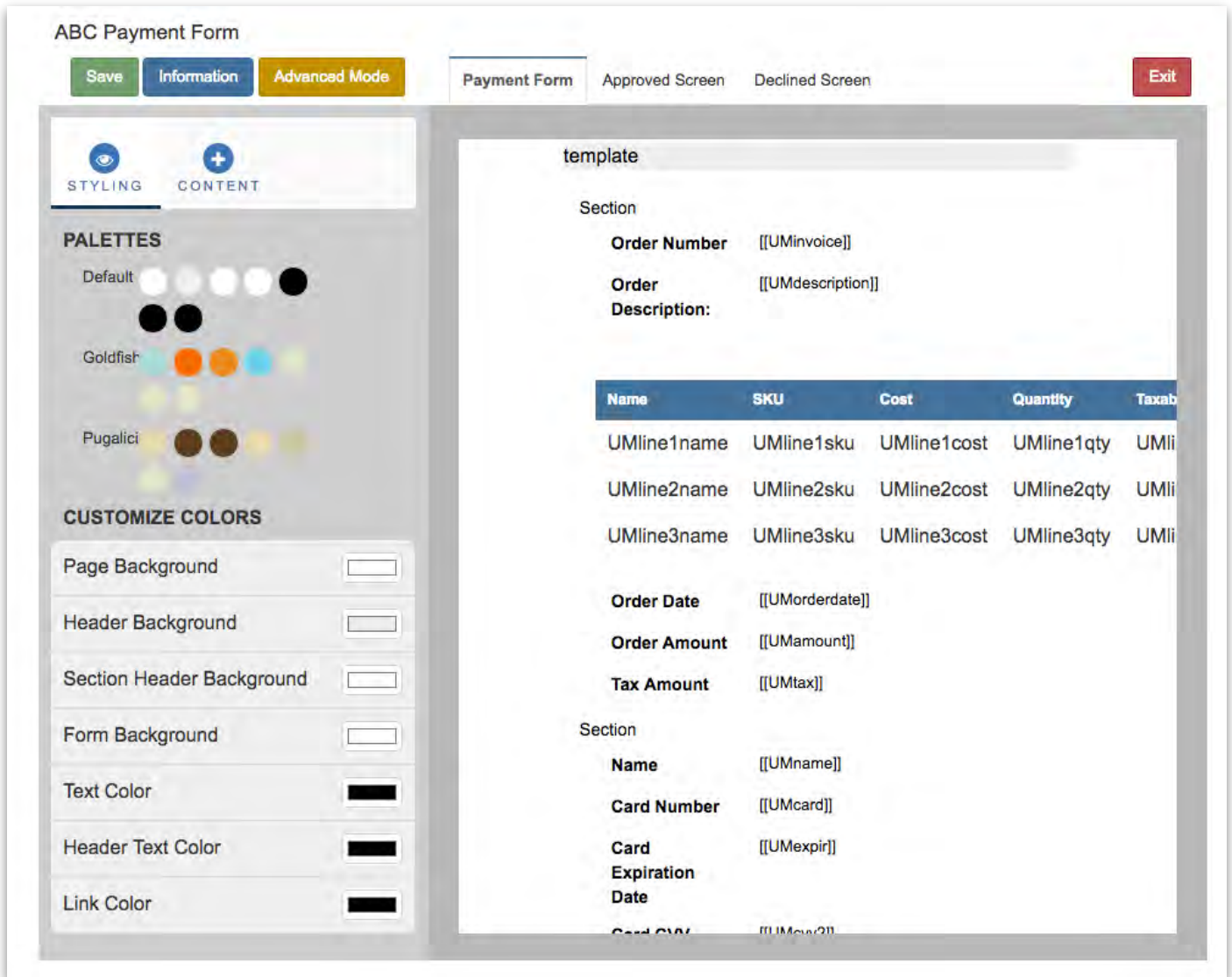**Step 2:** Edit the necessary information or details on this window then click [ Save ] .

To edit your payment form Layout, click [✏ Edit Layout] . You will then be directed to the payment form's Layout page.

Edit the necessary information, details, or appearance then click [⊞ Save] . Click [Exit] to go to your Payment Forms home page.



The Exit Editor pop up window will appear once you click [Exit] .

From this window you can return to the Layout Editor, Save and Exit, or Exit the Layout Editor without saving. Selecting 'Save and Exit' and 'Exit without Saving' will take you back to the payment form's pop up window.
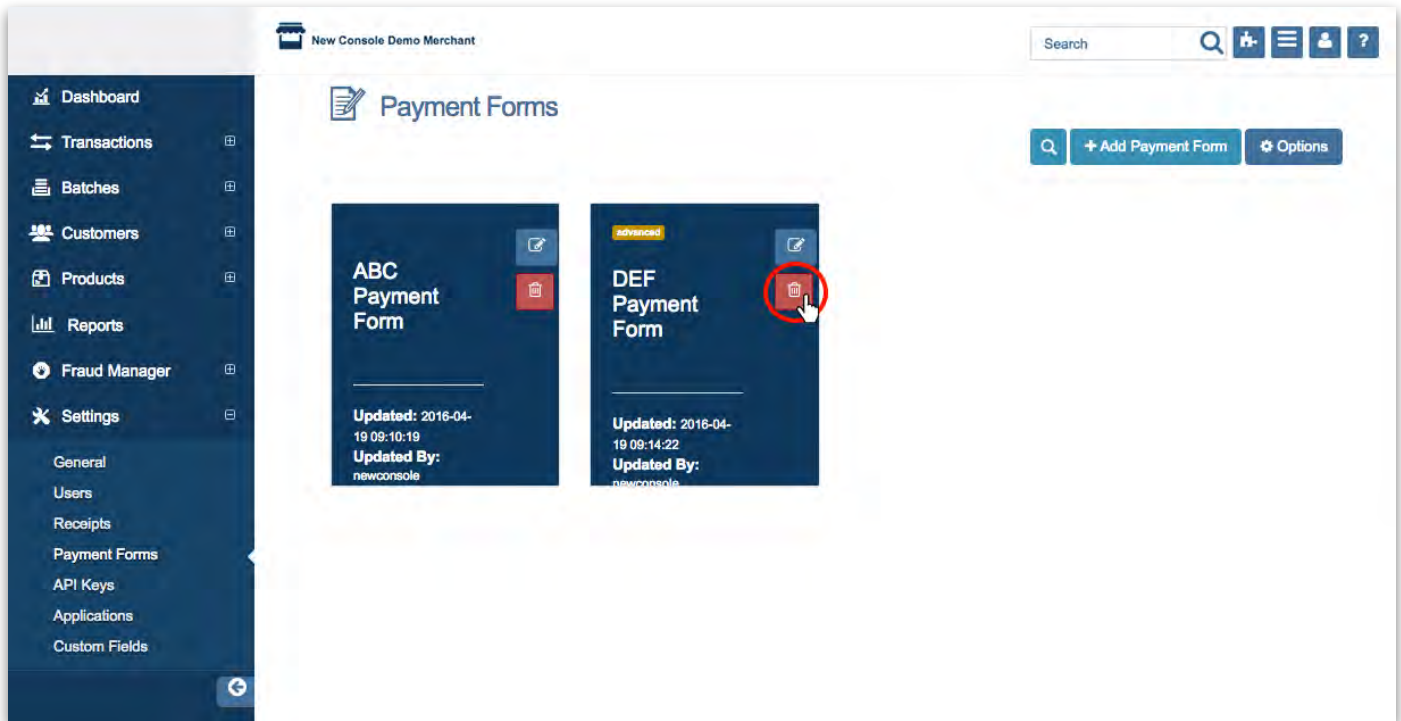
### *Delete A Payment Form*

**Step 1:** From you Payment Forms home page, click the  icon on the payment form you want to delete.



**Step 2:** Click  on the pop up window to confirm the deletion.
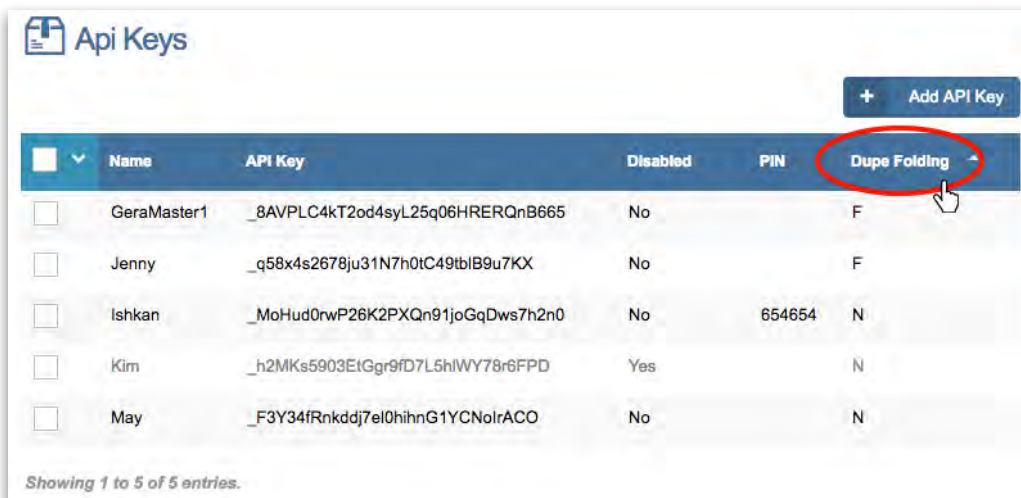
## API Keys

View and edit all of the different sources that connect to your console from your API Keys Settings page, along with each API key's status, PIN, and transaction result. These sources include all internal and external system sources such as POS systems, shopping carts, eStore or payment forms. To access your API Keys, click on 'Settings' from menu side bar, the select 'API Keys' on the drop down menu.
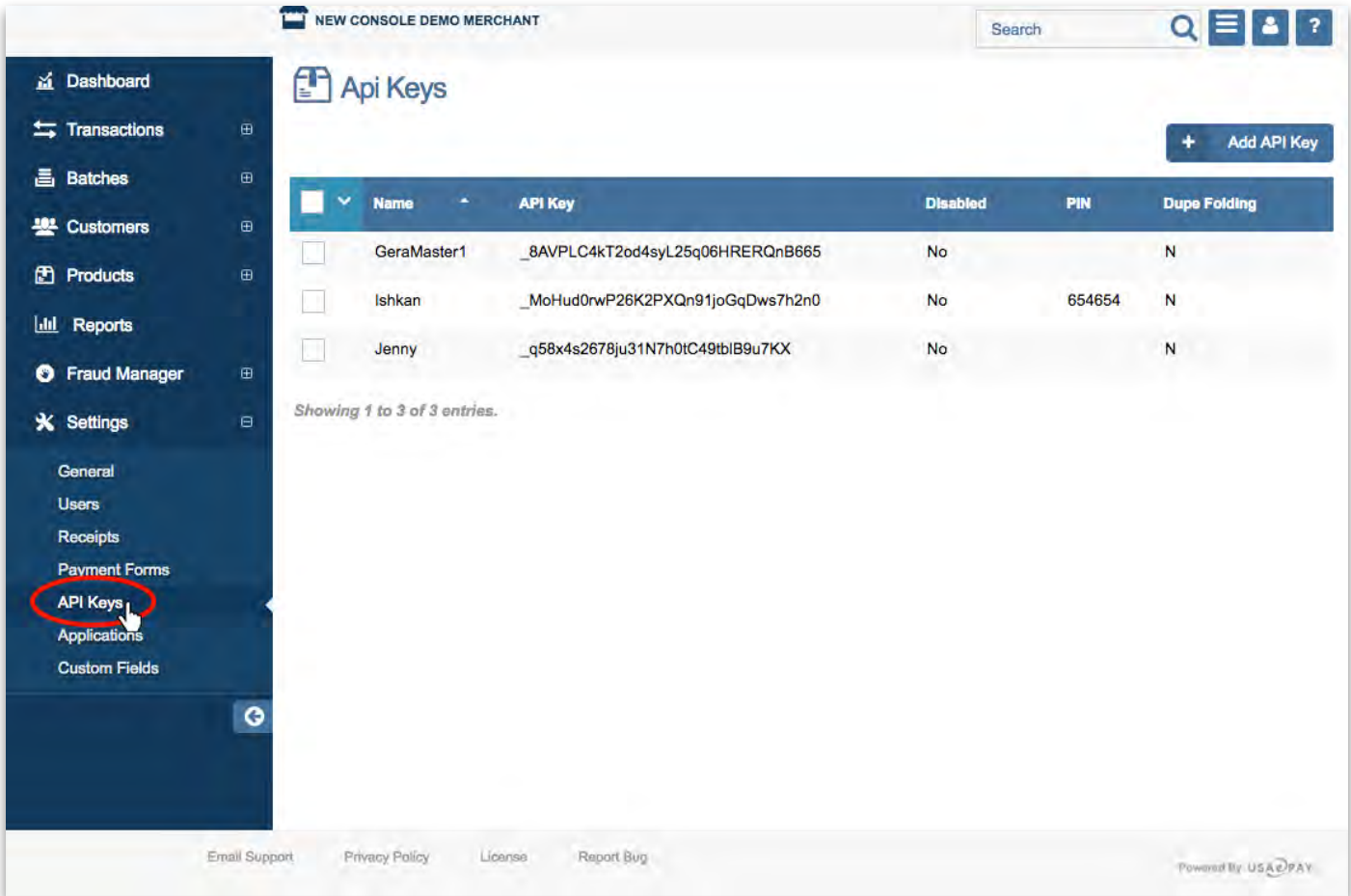


An **API Key** determines the source of the transaction. Each API key is assigned a unique key used to identify the source of each transaction when it is processed through the gateway.

***Rearrange Your Table***
Your API Keys home page displays a list of your API Keys with the following details:
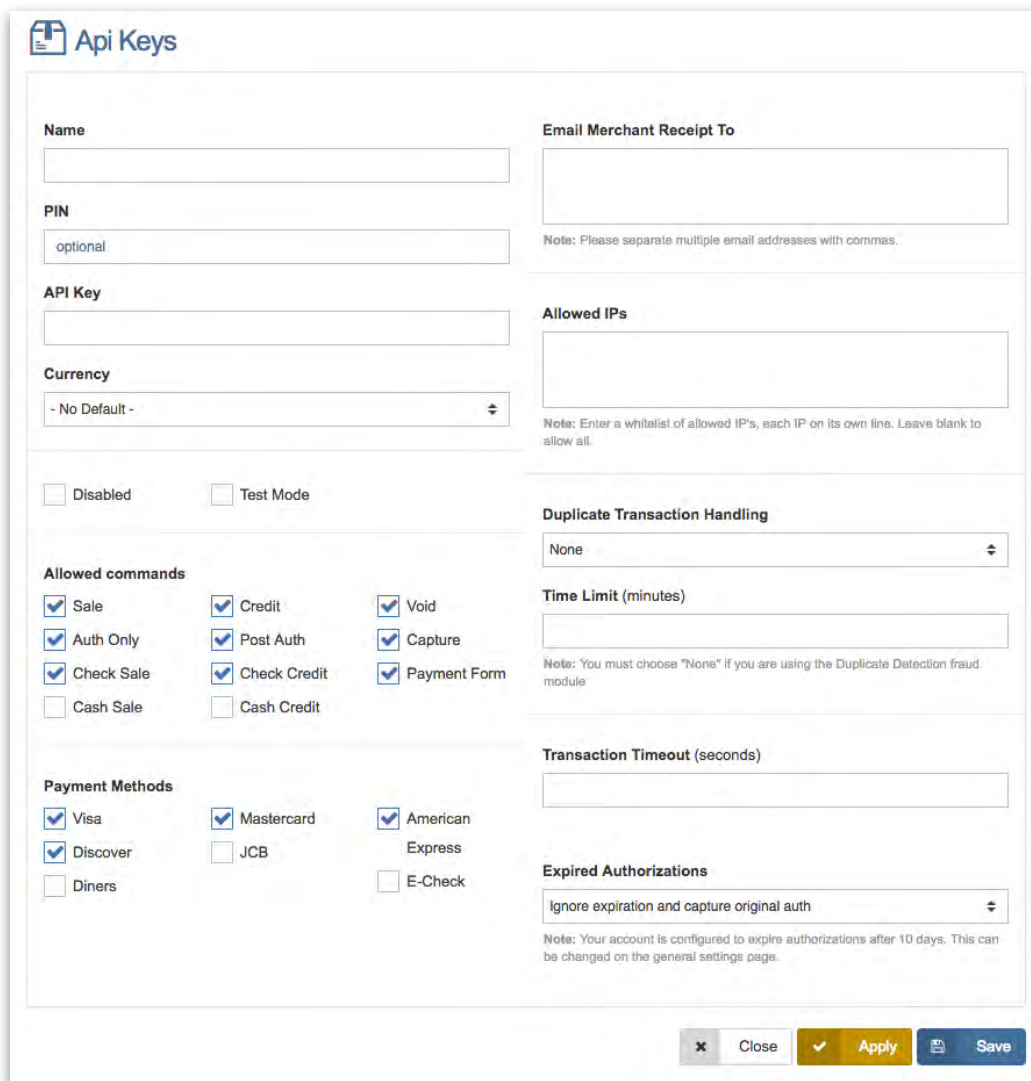
- Name
- Assigned API Key
- Status: Disabled or Test Mode
- PIN
- Duplicate Transaction Handling Status: Fold duplicate if ALL transaction data matches (F), None (N), Fold duplicate if card # and amount matches (M), Fold duplicate if card #, amount, order ID, and source matches (O)

By Default, you API Keys are arrange by name in alphabetical order. If desired, you can rearrange this table the name of the API Key, API unique key, status: Disabled or Test Mode, PIN, or the Duplicate Transaction Handling status. As an example, to rearrange the table by the Duplicate Transaction Handling, click on 'Dupe Folding' at the top bar of the table. See image below.

***Add A New API Key***
**Step 1:** To add an API key, click ＋ **Add API Key** .



**Step 2:** Enter the following information on the pop up window:
- ***Name*** - Enter the name of your source. We recommend that you use something descriptive and easy to remember.

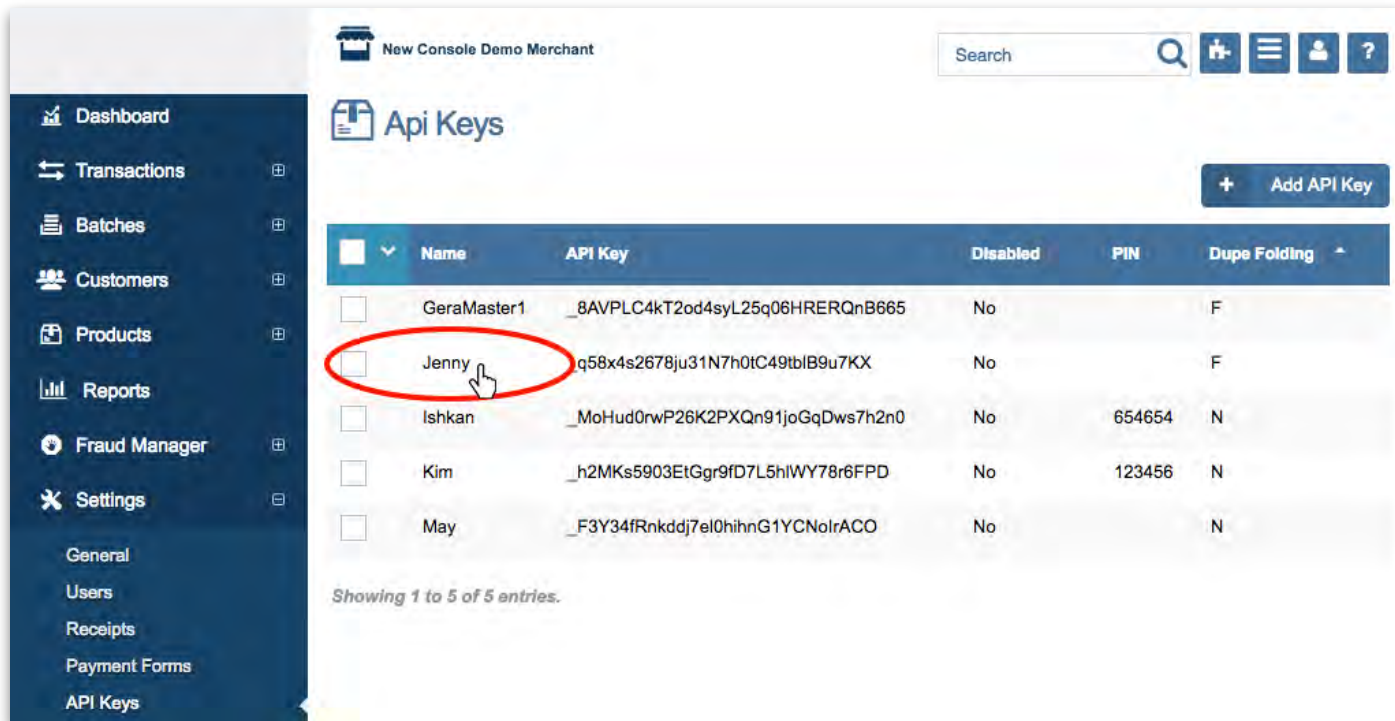- ***PIN*** - This is optional. Enter the PIN number, if any.

- *Currency* - If you prefer to use a default currency for the API key, select the currency type in the drop down menu. Otherwise, select 'No Default Currency'.

- *Disabled or Test Mode* - Check the box 'Disabled' if you want the API key to be disabled. Check the 'Test Mode' box if you want the API key to run on test mode.

- *Allowed Commands* - Select the commands the API key will be permitted to process. Your allowed commands should be based on who will be using the source, how public it is, and the specific fraud modules you plan to add. Available commands: *Sale, Auth Only, Check Sale, Cash Sale, Credit, Post Auth, Check Credit, Cash Credit, Void, Capture,* and *Payment Form*.

- *Payment Methods* - Select the payment methods the API key will be permitted to process. Available Payment Methods: *Visa, Discover, MasterCard, Diners, JCB, American Express,* and *e-Check*.

- *Allowed IP's* - Enter a whitelist of the allowed IP addresses, with each IP address on its own line. To allow all IP addresses, leave the field blank.

- *Duplicate Transaction Handling* - This setting allows you to prevent fraud by catching similar or identical transactions occurring within a set period of time. **Note:** *If you are using the Duplicate Detection fraud module, select 'None' on the drop down menu.*

- *Time Limit* - Enter the time limit in minutes.

- *Transaction Timeout* - Enter the number of seconds for when the transaction times out

- *Expired Authorizations* - Select from the drop down menu on what actions to take for expired authorizations.

**Step 3:** Click [✔ Apply] or [💾 Save]. **Note:** *The API Key will automatically be generated by the system once you have completed filling the information and click* [✔ Apply] *or* [💾 Save]*.*

### *View An API Key's Settings*
**Step 1:** To view and edit a API Key's information or settings, click on the API key on your table.

**Step 2:** You will be taken to that API Key's page where you can configure that API key's settings.



**Step 3:** Click  or  to save the changes you have made.

To delete the API key, click  .

Click  to return to your API Keys homepage.

## Application Keys

The Application Keys page on your merchant console displays the source key of every transaction processed from a mobile application device, vTerminal, QuickSale, and an ePay Charge software. Your list will automatically be updated, whenever you use process transactions from a different application.

To access your Application Keys, click on 'Settings' from your side menu bar then select 'Applications' on the drop down menu.
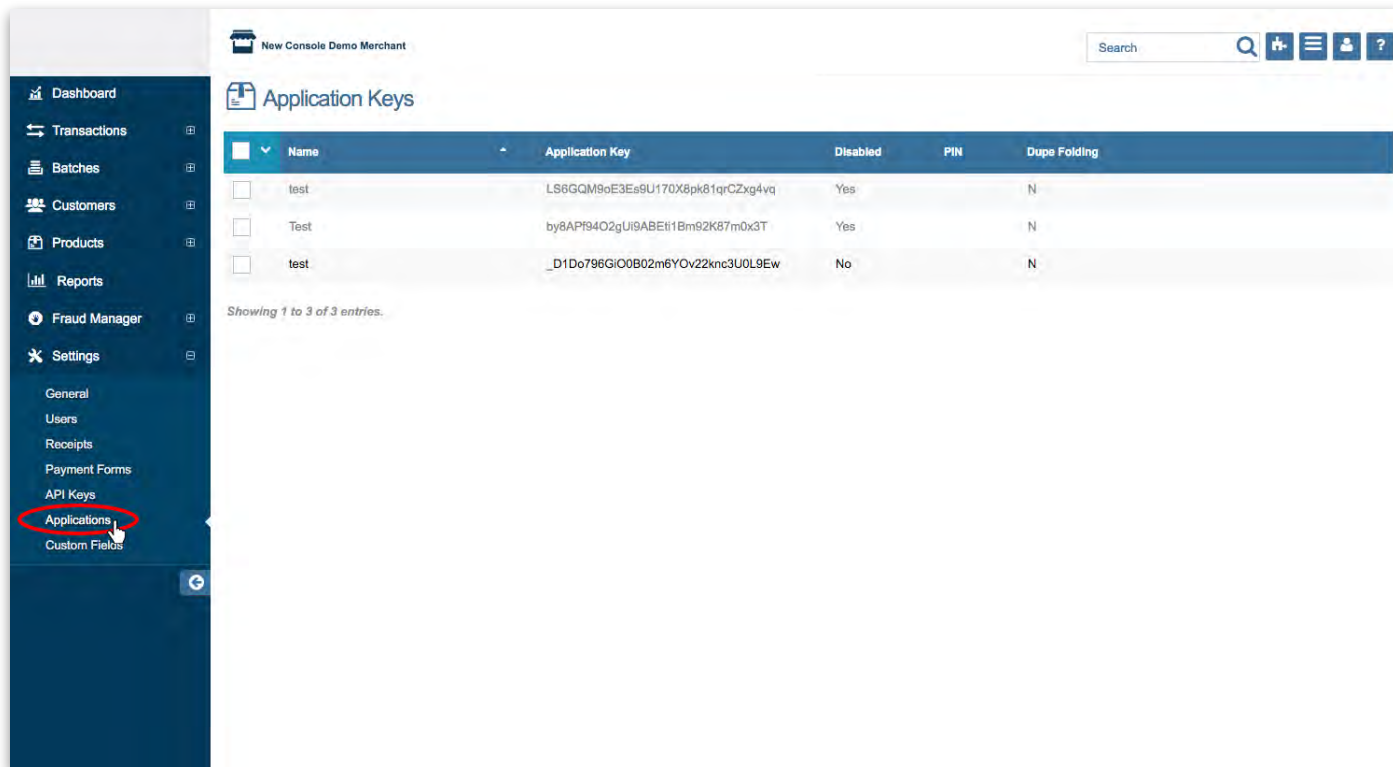


Your API Keys home page displays a list of your Application Keys with the following details:
- Name
- Assigned Application Key
- Status: Disabled or Test Mode
- PIN
- Duplicate Transaction Handling Status: Fold duplicate if ALL transaction data matches (F), None (N), Fold duplicate if card # and amount matches (M), Fold duplicate if card #, amount, order ID, and source matches (O)

***Rearrange Your Table***
By Default, your Application Keys are arrange by name in alphabetical order. If desired, you can rearrange this table the name of the Application Key, its unique key, status: Disabled or Test Mode, PIN, or the Duplicate Transaction Handling status. As an example, to rearrange the table by the Duplicate Transaction Handling, click on 'Dupe Folding' at the top bar of the table. See image below.
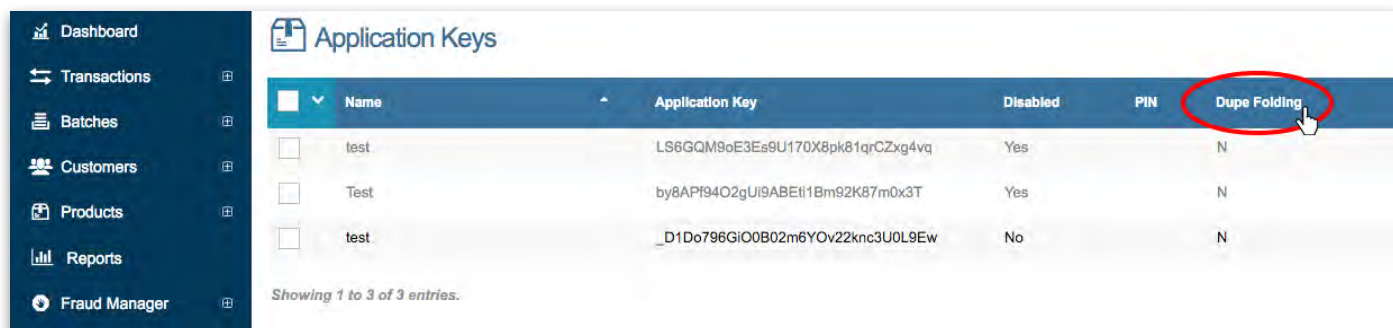
## Custom Fields

The merchant console allows you to create custom fields to add in your customers' recurring billing profiles. To access your custom fields settings, click on 'Settings' from your side menu bar then select 'Custom Fields' from the drop down menu.
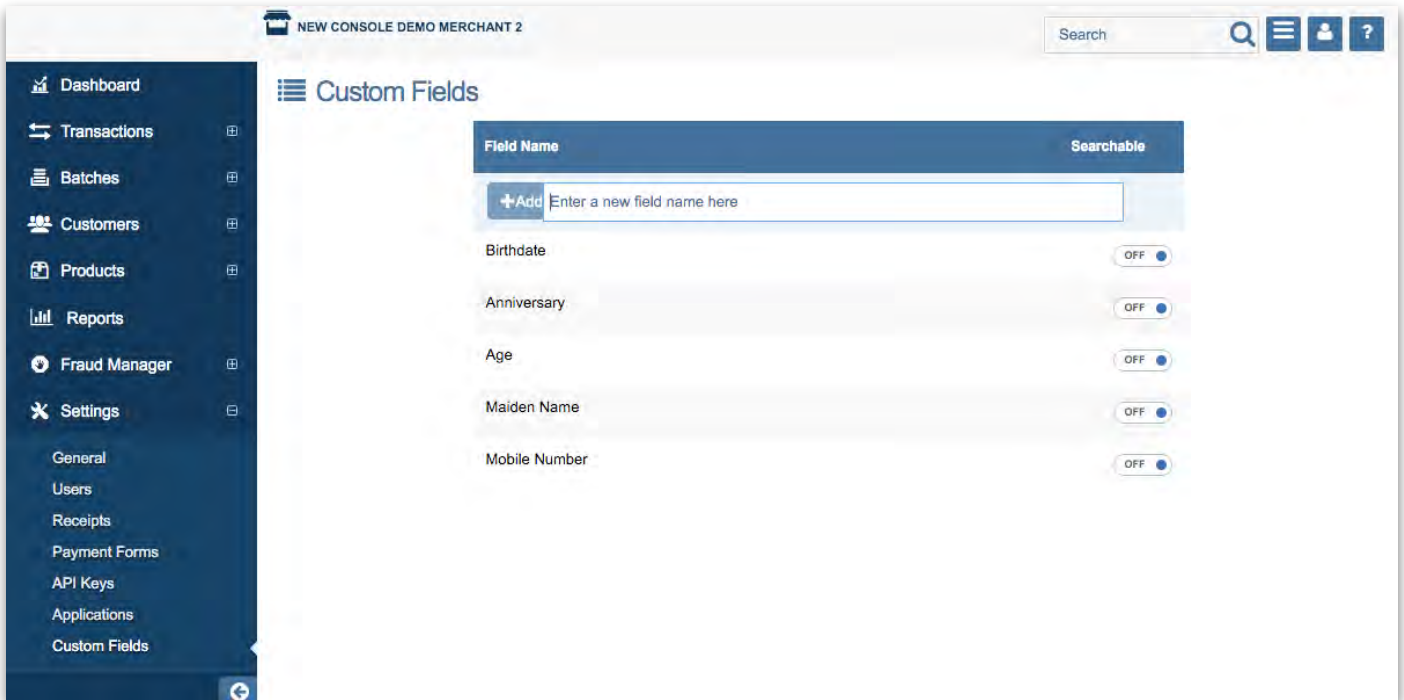


Your Custom FIelds, as shown in the image above, is arranged by the date it was added (oldest to newest).

### Add A Custom Field

To add a custom field, enter the name of the custom field on the open search field.

Once you enter the name of the custom field, click **+Add** . The new custom field will automatically be added on your list.

**Note:** *The custom field will automatically be available in your 'Custom Fields' tab when adding a new customer or editing a customer's information.*
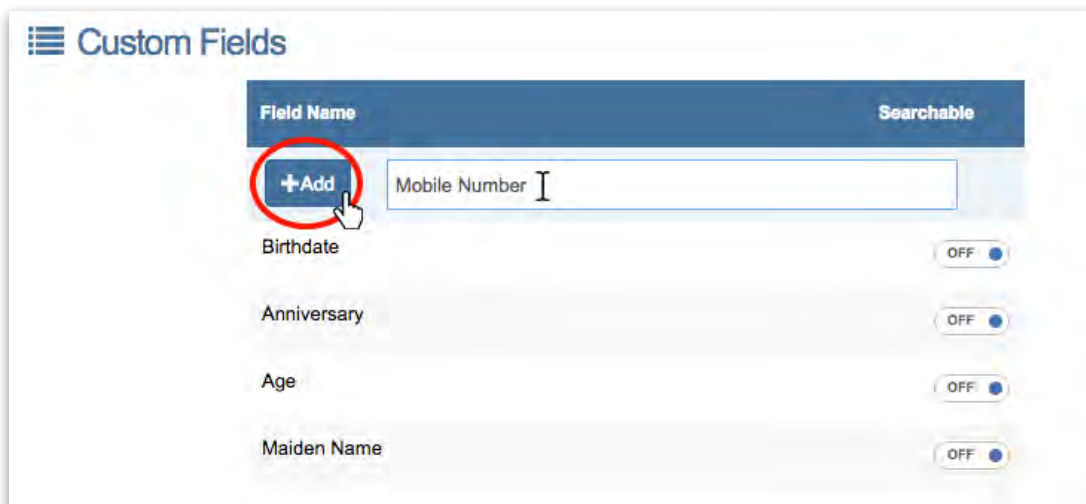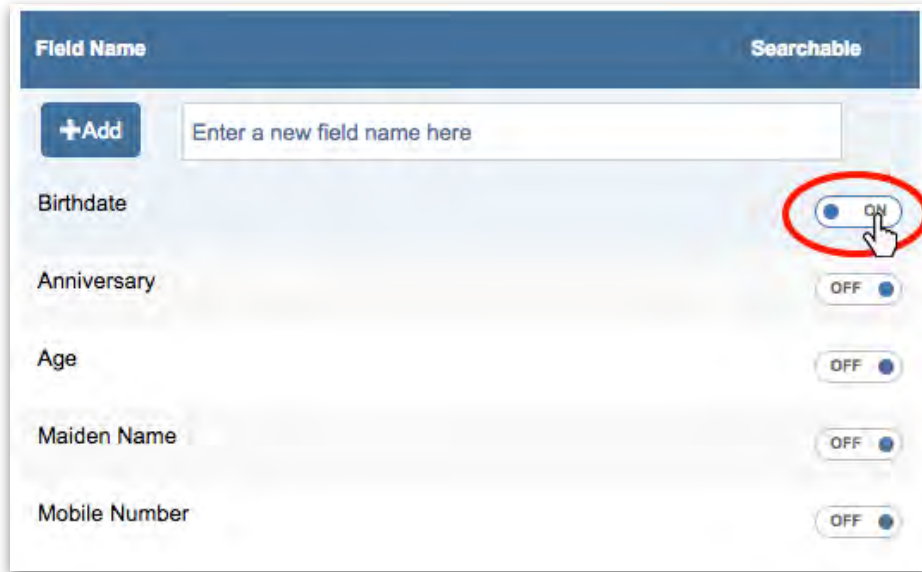
### Make A Custom Field Searchable

To make a custom field searchable, switch the `OFF ●` button to `● ON`. See image below.

**Note:** *If a custom field is searchable, you should be able to search it anywhere from an open search field in your merchant console.*
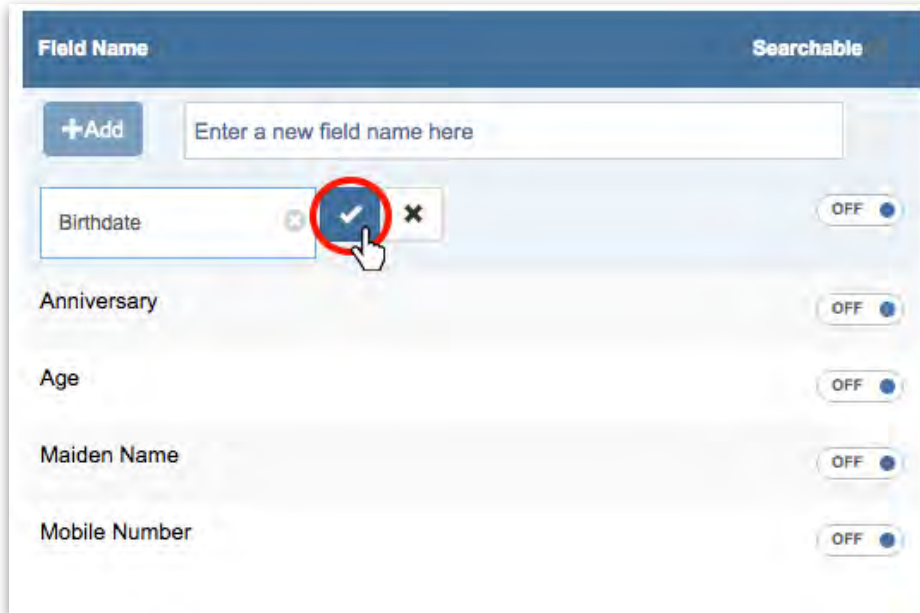


### Rename a Custom Field

**Step 1:** To rename a custom field, right click on the custom field you want to edit on your list then select 'Edit' as shown in the image below.
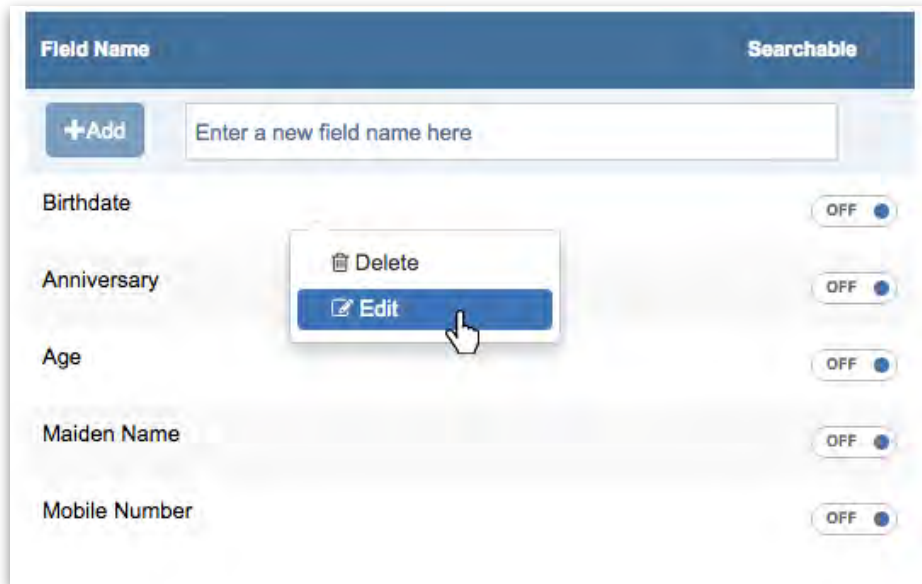


**Note:** *You can also rename a custom field by simply clicking on it. Both methods gives you the same result (see **Step 2**).*
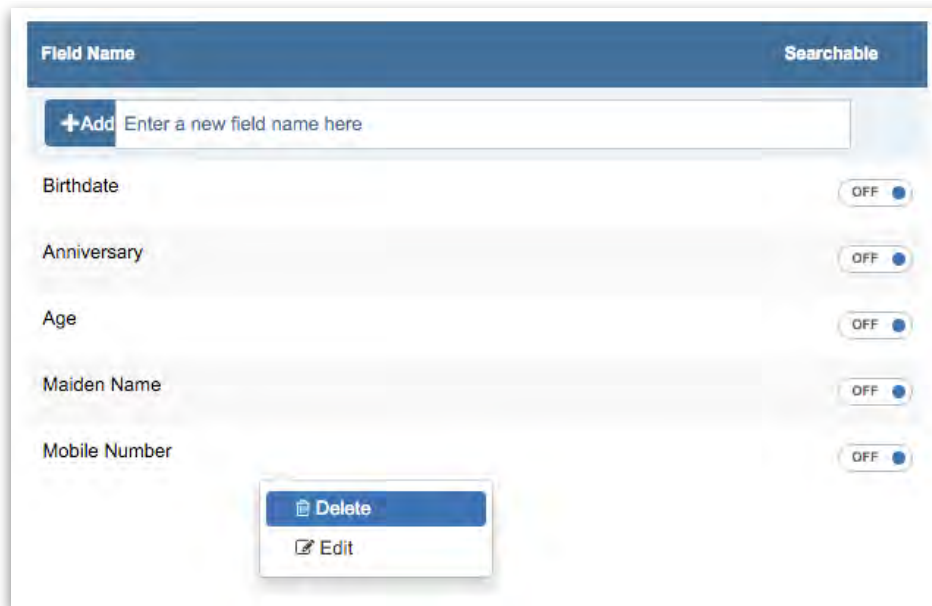
**Step 2:** Enter the new name of the custom field. then click the [✓] button to save it.
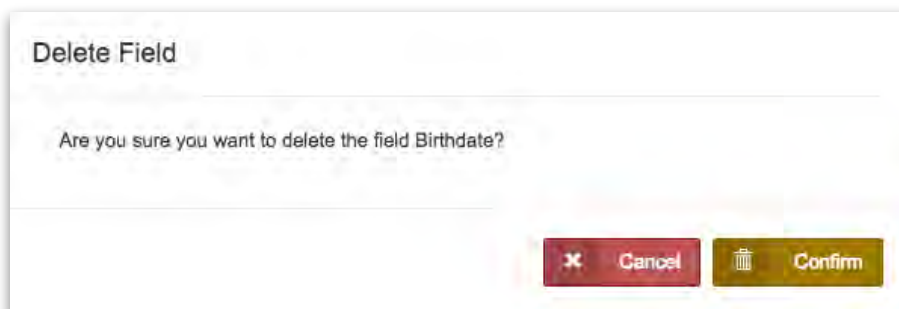


*Delete A Custom Field*
**Step 1:** To delete a custom field from your list, right click on that field then select 'Delete'. See image below.



**Step 2:** A confirmation pop up window will appear. To confirm the deletion, click [🗑 Confirm] .

**VAULT**
**GATEWAY**