ADDONPAYMENTS

USER GUIDE - ADMINISTRADOR TPV VIRTUAL

TERMINAL

2016

VERSION 1.0

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1. PROCESSING A TRANSACTION

In order to process a transaction in Administrador TPV VIRTUAL you will need to go to the '**Terminal**' section. This can be found within the navigation menu to the left of the Administrador TPV VIRTUAL dashboard.
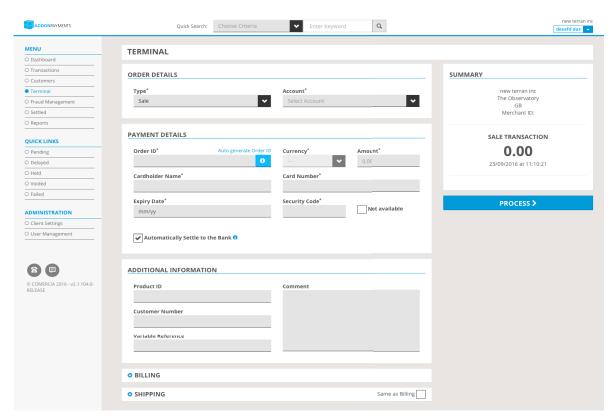

The Terminal can be used to process card transactions including:
- Sales
- Refunds
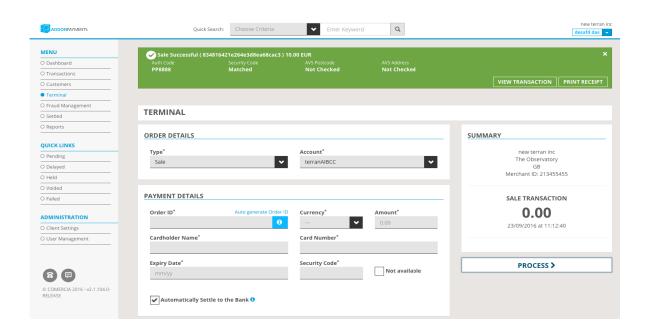- Manual Transactions
- Card Verification

1.1 SALE

In order to process a '**Sale**', follow the steps below:
1. In the '**Type**' field choose '**Sale**' from the dropdown menu.
2. To select a particular sub-account to process the transaction against, choose the '**Account**' from the dropdown menu. If you have a single sub-account this will be populated by default.
3. All fields marked with an * are mandatory and must be completed to process the transaction.
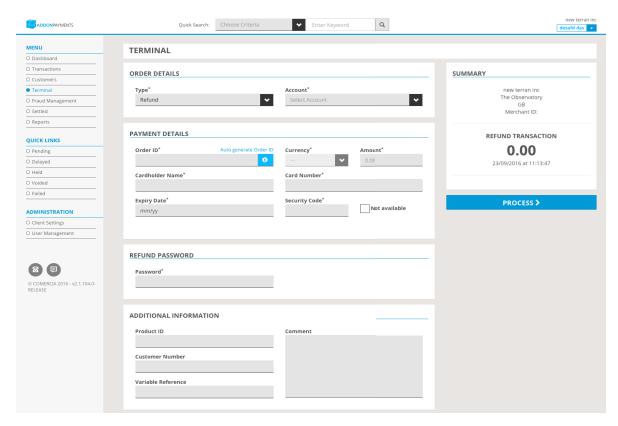4. Once all mandatory fields are complete, click on '**Process**'.

5. The transaction result will display and the appropriate message will appear at the top of the 'Terminal' screen.

1.2 REFUND

To process a '**Refund**' you will need to have been assigned the role of '**Administrator**' or '**Power User**' to gain access to this section of the '**Terminal**'.

1. To process a refund, select '**Refund**' from the '**Type**' dropdown.
2. To select a particular sub-account, choose the sub-account from the '**Account**' dropdown. If you have a single sub-account this will be populated by default.
3. All fields marked with an * are mandatory and must be completed to process the transaction.
4. You will be required to enter your personal login password as this is a mandatory field.
5. Once all mandatory fields are complete, click on '**Process**'.
6. The transaction result will display and the appropriate message will appear at the top of the '**Terminal**' screen as seen in Section 1.1 above.
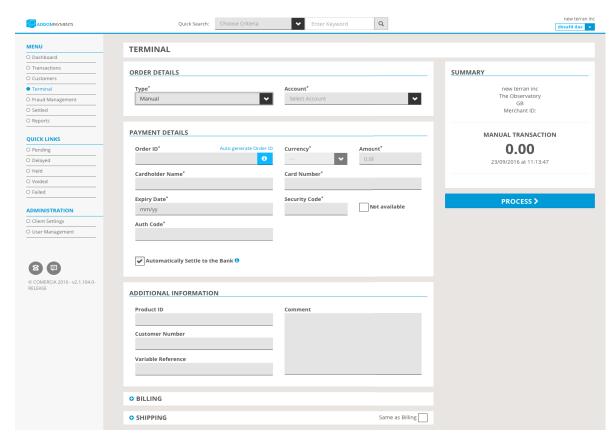

Note:
1. Please note that the refund option is not enabled by default on your account. For more information on this please contact Addon Payments Support Team.

2. You need to have the full card number and expiry date to process a refund. If you do not have these details and the transaction is less than 180 days old, you should process a rebate. For more information on rebates, please see the Administrador TPV VIRTUAL – Managing Transactions User Guide.

1.3 MANUAL

To process a '**Manual**' transaction you will need to have been assigned the role of '**Administrator**' or '**Power User**' to gain access to this section of the Terminal.

Note: Manual transactions are not sent to the bank for authorisation, instead they are added directly to the days settlement file. To process a manual transaction you must contact your acquiring bank's authorisation centre by phone to obtain an authorisation code. Addon Payments requires written confirmation from your acquiring bank before this transaction type can be enabled on your account.

1. To process a manual transaction, select '**Manual**' from the '**Type**' dropdown.
2. To select a particular sub-account, choose the sub-account from the '**Account**' dropdown. If you have a single sub-account this will be populated by default.
3. All fields marked with an * are mandatory and must be completed to process the transaction.
4. A manual transaction requires you to input a two to six digit alphanumeric code as evidence of authorisation. This code is entered in the '**Auth Code**' field as below:
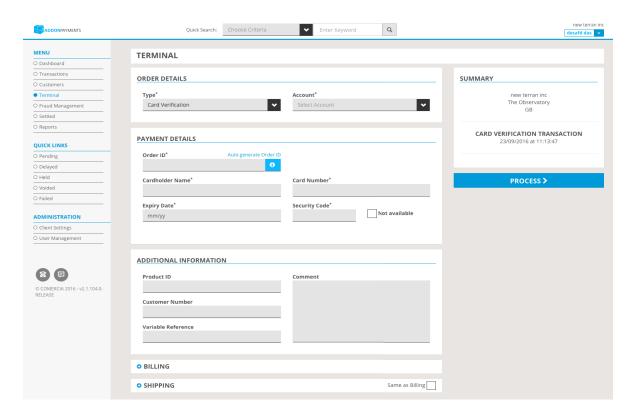

5. Once all mandatory fields are complete, click on '**Process**'.
6. The transaction result will display and the appropriate message will appear at the top of the '**Terminal**' screen as seen in Section 1.1 above.

1.4 CARD VERIFICATION

To process a '**Card Verification**' transaction you will need to have been assigned the role of '**Administrator**' or '**Power User**'. The '**Card Verification**' transaction type is used to check that a card is valid and active without authorising or holding funds.
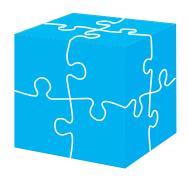
Note: Card Verification is not supported by all acquiring banks, to determine if your acquiring bank supports card verification, please contact Addon Payments Support Team for further information.

1. To process a card verification transaction, select '**Card Verification**' from the '**Type**' dropdown.
2. To select a particular sub-account, choose the sub-account from the '**Account**' dropdown. If you have a single sub-account this will be populated by default.
3. All fields marked with an * are mandatory and must be completed to process the transaction.
4. Once all mandatory fields are complete, click on '**Process**'.
5. The transaction result will display and the appropriate message will appear at the top of the '**Terminal**' screen as seen in Section 1.1 above.

2. EXPLANATION OF TERMINAL FIELDS

Field	Description	Format	Length
Order ID	The Order ID must always be unique. For example, an invoice number can be used or a unique reference for the transaction.	a-z A-Z 0-9 _-	1-40
Amount	The amount must never contain decimal places; it is in cent value i.e. to process 10.00, type 1000 for ALL currencies.	0-9	1-8
Card Number	The card number.	0-9	12-19
Customer Name	The card holder name.	a-z A-Z 0-9 "" '_	1-100
Security Code	Security code is the 3 digit number on the back of the card. If you don't have this you can select "No Code". Note: Amex Cards contain a 4 digit number on the back of the card.	0-9 ""	3-4
Comment 1	Free text field; can be used to store information that will be relevant for your own reconciliation/reporting purposes.	a-z A-Z 0-9 ' ";+ "".'_-&\ /@ ! ? % () * : £ $ & € # [ ] | =	0-255
Customer Number	Free text field; can be used to store information that will be relevant for your own reconciliation/reporting purposes.	a-z A-Z 0-9 – "" _ . , + @	0-50
Product ID	Free text field; can be used to store information that will be relevant for your own reconciliation/reporting purposes.	a-z A-Z 0-9 – "" _ . , + @	0-50
Variable Ref	Free text field; can be used to store information that will be relevant for your own reconciliation/reporting purposes.	a-z A-Z 0-9 – "" _ . , + @	0-50
Shipping Code	Enter the Address Verification Service (AVS) shipping code. Note: Please note that AVS can only be used for UK customers.	a-z A-Z 0-9 ""; . - / |	0-30
Shipping Country	Select the shipping country from the drop down.	Predefined	Predefined
Billing Code	Enter the Address Verification Service (AVS) shipping code. Note: Please note that AVS can only be used for UK customers.	a-z A-Z 0-9 ""; . - / |	
Billing Country	Select the billing country from the drop down.	Predefined	Predefined

GOT ANY QUESTIONS?
LET US KNOW.

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