

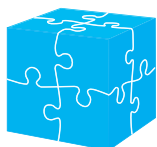
ADDONPAYMENTS

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 screenshot shows the 'TERMINAL' section of the Administrador TPV VIRTUAL interface. On the left is a navigation menu with sections: MENU (Dashboard, Transactions, Customers, Terminal, Fraud Management, Settled, Reports), QUICK LINKS (Pending, Delayed, Held, Voided, Failed), and ADMINISTRATION (Client Settings, User Management). The main area is titled 'TERMINAL' and contains three main sections: ORDER DETAILS, PAYMENT DETAILS, and ADDITIONAL INFORMATION. ORDER DETAILS includes fields for Type* (set to 'Sale') and Account* (set to 'Select Account'). PAYMENT DETAILS includes fields for Order ID* (with an 'Auto generate Order ID' link), Currency* (set to '€'), Amount* (set to '0.00'), Cardholder Name*, Card Number*, Expiry Date* (mm/yy), and Security Code* (with a 'Not available' checkbox). There is a checkbox for 'Automatically Settle to the Bank'. ADDITIONAL INFORMATION includes fields for Product ID, Customer Number, Variable Reference, and a large text area for Comment. At the bottom, there are sections for BILLING and SHIPPING (with a 'Same as Billing' checkbox). On the right side, there is a SUMMARY section showing 'new terran inc', 'The Observatory', 'GB', and 'Merchant ID:'. Below this is a 'SALE TRANSACTION' section showing '0.00' and the date '23/09/2016 at 11:10:21'. A blue 'PROCESS >' button is located at the bottom right of the main form area.

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'**.

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The screenshot shows the ADDONPAYMENTS terminal interface. On the left is a sidebar with a 'MENU' section containing links to Dashboard, Transactions, Customers, Terminal (selected), Fraud Management, Settled, and Reports. Below this are 'QUICK LINKS' for Pending, Delayed, Held, Voided, and Failed, and an 'ADMINISTRATION' section for Client Settings and User Management. The main area is titled 'TERMINAL' and contains three sections: 'ORDER DETAILS' with 'Type' (Sale) and 'Account' (Select Account); 'PAYMENT DETAILS' with fields for Order ID (with an 'Auto generate Order ID' button), Currency (---), Amount (0.00), Cardholder Name, Card Number, Expiry Date (mm/yy), and Security Code (with a 'Not available' checkbox); and 'ADDITIONAL INFORMATION' with fields for Product ID, Customer Number, Variable Reference, and a large Comment box. At the bottom of the main area are 'BILLING' and 'SHIPPING' sections, with a 'Same as Billing' checkbox. On the right is a 'SUMMARY' box showing 'new terran inc', 'The Observatory', 'GB', 'Merchant ID:', 'SALE TRANSACTION', '0.00', and '23/09/2016 at 11:10:21'. A 'PROCESS >' button is at the bottom right. The top of the interface includes a 'Quick Search' bar with 'Choose Criteria' and 'Enter Keyword' options, and a user profile 'new terran inc' with a 'desafd das' dropdown.

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

This screenshot shows the same terminal interface as the previous one, but with a green success message banner at the top. The banner text reads: 'Sale Successful (834816421e264e3d8ea68cac3) 10.00 EUR'. Below this, it shows 'Auth Code PP8888', 'Security Code Matched', 'AVS Postcode Not Checked', and 'AVS Address Not Checked'. There are 'VIEW TRANSACTION' and 'PRINT RECEIPT' buttons on the right. The 'TERMINAL' section below now shows 'Account' as 'terranAIBCC'. The 'SUMMARY' box on the right shows the same transaction details, but the time is now '23/09/2016 at 11:12:40'. The 'PROCESS >' button remains at the bottom right.

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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.

The screenshot shows the ADDONPAYMENTS Terminal interface. On the left is a sidebar with a 'MENU' section containing links to Dashboard, Transactions, Customers, Terminal (selected), Fraud Management, Settled, and Reports. Below this is a 'QUICK LINKS' section with links for Pending, Delayed, Held, Voided, and Failed transactions. At the bottom of the sidebar is an 'ADMINISTRATION' section with links for Client Settings and User Management. The main content area is titled 'TERMINAL' and contains several sections: 'ORDER DETAILS' with 'Type*' (Refund) and 'Account*' (Select Account) dropdowns; 'PAYMENT DETAILS' with fields for 'Order ID*' (with an 'Auto generate Order ID' link), 'Cardholder Name*', 'Expiry Date*' (mm/yy), 'Currency*' (dropdown), 'Card Number*', 'Security Code*', and 'Amount*' (0.00); 'REFUND PASSWORD' with a 'Password*' field; and 'ADDITIONAL INFORMATION' with fields for 'Product ID', 'Customer Number', 'Variable Reference', and a 'Comment' text area. On the right side, a 'SUMMARY' section displays 'new terran inc', 'The Observatory', 'GB', and 'Merchant ID:'. Below this, a 'REFUND TRANSACTION' section shows '0.00' and the date/time '23/09/2016 at 11:13:47'. At the bottom right is a blue 'PROCESS >' button. The top of the interface includes a 'Quick Search' bar with 'Choose Criteria' and 'Enter Keyword' options, and a user profile for 'new terran inc' with a 'desafid das' button.

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.

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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:

The screenshot shows the 'TERMINAL' interface in the Addon Payments system. The left sidebar contains a 'MENU' with options like Dashboard, Transactions, Customers, and Terminal (selected), and 'QUICK LINKS' for transaction statuses. The main area is divided into sections: 'ORDER DETAILS' with 'Type' (Manual) and 'Account' (Select Account); 'PAYMENT DETAILS' with fields for Order ID (with an 'Auto generate Order ID' button), Currency (GBP), Amount (0.00), Cardholder Name, Card Number, Expiry Date, Security Code, and Auth Code; a checkbox for 'Automatically Settle to the Bank'; and 'ADDITIONAL INFORMATION' with fields for Product ID, Customer Number, Variable Reference, and a large Comment box. A 'SUMMARY' panel on the right shows 'MANUAL TRANSACTION' for 0.00 on 23/09/2016. At the bottom, there are 'BILLING' and 'SHIPPING' sections, with a 'Same as Billing' checkbox.

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.

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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.

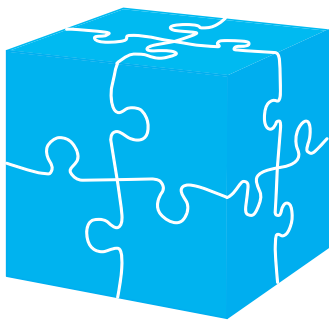
1. To process a card verification transaction, select '**Card Verification**' from the '**Type**' dropdown.
2. To select a particular sub-account, choose the sub-account from the '**Account**' dropdown. If you have a single sub-account this will be populated by default.
3. All fields marked with an * 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.

The screenshot displays the 'ADMINISTRADOR TPV VIRTUAL' interface. At the top, there's a header with 'ADDONPAYMENTS' and a search bar. The left sidebar contains a 'MENU' with options like Dashboard, Transactions, Customers, Terminal (selected), Fraud Management, Settled, and Reports. Below the menu are 'QUICK LINKS' and 'ADMINISTRATION' sections. The main area is titled 'TERMINAL' and contains several sections: 'ORDER DETAILS' with 'Type*' (Card Verification) and 'Account*' (Select Account); 'PAYMENT DETAILS' with 'Order ID*' (Auto generate Order ID), 'Cardholder Name*', 'Card Number*', 'Expiry Date*' (mm/yy), and 'Security Code*' (with a 'Not available' checkbox); 'ADDITIONAL INFORMATION' with 'Product ID', 'Customer Number', 'Variable Reference', and a 'Comment' text area; and 'BILLING' and 'SHIPPING' sections. A 'SUMMARY' box on the right shows 'new terran inc', 'The Observatory', 'GB', and 'CARD VERIFICATION TRANSACTION' with a timestamp. A large blue 'PROCESS >' button is at the bottom right.

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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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