

# Virtual Terminal User Guide

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# Virtual Terminal User Guide

### Overview

With the Clearent Virtual Terminal, merchants can accept credit card payments using the web browser on a computer, tablet, or mobile device. In this guide, you will find step-by-step instructions for using the Virtual Terminal. If you have questions or need more information, please contact the Clearent Virtual Terminal Support team at <u>virtualterminal@clearent.com</u>.

In this guide you will learn how to:

- Sign In
- Modify Default Settings
- Take a Payment
- Select Receipt Options
- Void a Transaction
- Refund a Transaction
- Identify Pending Authorizations
- Process Recurring Payments
- Process Ad-Hoc Card On File Payments

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ENTER PAYMENT	
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1 Add Billing (address)	
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## How to Sign In

To begin, the Virtual Terminal (VT) is accessible through the Home screen of Compass.

Click on the Virtual Terminal option as shown below and a new tab opens taking the user to the Virtual Terminal Home Page.

	Merdiant V Brendan Oneal V							
😤 Home	Today's Stats Check out sales stats, disputes, troubleshoot via the su	upport shortcuts and more below.						
③ Closed Batches								
Transactions	<b></b>	۵	۵	<b>O</b>	<b>O</b>			
	\$1,835	\$2,034	\$1,671,255	PCI: Up to Date	SAQ: Pass			
🚔 Funding	Last Deposit Amount	Yesterday's Total Sales	Year-to-Date Volume	SAQ taken and passed, scan not required	Due Date: 06/28/21			
TVirtual Terminal	7	7	κ	7	7			
O Chargebacks	Chargebacks     Do you still have questions? Visit the support site here for additional help.							
Statements and Tax Forms								
Account Settings	Sales Volume							

### **Default Settings**

- 1. Select the drop-down arrow next to your Username to reveal the "Settings" section.
- 2. Select "Settings."

C	LE	AF	ευτ	TAKE	A PAYMENT	TRANSACTIONS	BATCHES	CUSTOMERS	PLANS		PBURCH	H
BEC	D BU	3 PLA	NET 💙 >	BED BU	G PLANET 2	•		-	_	Open Compass	SETTINGS LOGOUT	
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			Number									
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#### **General Settings**

Within the "General" tab, the following options are available:

- Terminal Name This is the terminal name used on receipts
- Time Zone This is the time zone displayed within the Virtual Terminal
- Enable Auto Close Batch When auto close is turned on, the Gateway will automatically submit open batches of transactions for settlement at a designated time each day
- Auto Close Batch Time Select the time you want to auto close batches
- Enable Batch Close Report Select to enable automatic sending of daily batch reports via email
- Batch Report Recipients Enter and add the email address for each person who should receive the daily batch report

	NS BATCHES
80	BED BUG PLANET V > BED BUG PLANET 1 V
SE	SETTINGS
G	General Address Verification (AVS) Card Security Code (CSC)
	Merchant DBA Name     Bed Bug Planet       Image: Terminal Name     Bed Bug Planet 1
	Merchant ID         000000502914           Terminal ID         22122220
	Time Zone Default (UTC)
	Payment Services
	Enable Batch Close 11:00 PM Report (UTC) When auto-batch in enabled, batch close report is generated approximately 1 hour after batch close.
	Batch Report Recipient's email address O Add youremail@yourcompany.com O Remove
	Save All

#### Address Verification (AVS)

Address Verification (AVS) is a security feature designed to reduce fraud. AVS helps ensure that the customer using the credit card is the actual owner of the card by matching the billing address entered with the address on file at the cardholder's issuing bank. AVS information is also required to reduce processing costs for key entered, card not present, and e-commerce transactions.

Within the "Address Verification (AVS)" tab the following options are available:

- 1. Enable AVS The default setting for CSC is **Disabled**.
  - a) When AVS is disabled, Clearent will not stop transactions that receive an approval from the cardholder's issuing bank. Clearent will send the address information if it is provided, which may be used by the bank in making its approval decision.
  - b) When AVS is enabled, Clearent will void the transaction unless certain AVS responses are received, even when the transaction receives an approval from the cardholder's issuing bank.
- 2. If AVS is **enabled** the following AVS options will be selected by default. For advanced users, these are the standard AVS response codes used by the payment networks and issuing banks.

CLEARENT"	TAKE & PAYMENT TRANSACTIONS BATCHES CUSTOMERS	PLANS	PBURCH
	BED BUG PLANET 🗸 🔸 BED BUG PLANET 2 🛩	Open Compass Help?	
	SETTINGS		
	General Address Verification (AVS) Card Security	Code (CSC) Hosted Payment Page (HPP)	
	When AVS is enabled, Clearent will void the transaction unless certain AVS responsion bank.	ses are received, even when the transaction receives an approval from the cardholder's issuing	
	Enable AVS 😧	AVS CODE	
	Match of address and 9-digit zip code	x	
	Match of address and 5-digit zip code	¥	
	Match of 9-digit zip code; address does not match	w	
	Match of 5-digit zip code; address does not match	2	
	Address: Address Matches ZIP Does Not Match	A	
	No: Address and ZIP Do Not Match	N	
	Address information not verified	G	
	Service Not Supported: Issuer does not support address verification	S	
	Address information is unavailable	U	
	Error: Transaction ineligible for address verification	E	
	Retry: System Unavailable or Timeout	R	

#### Cad Security Code (CSC)

Card Security Code (CSC) is a security feature designed to reduce fraud. The CSC is a 3 or 4-digit number on the card, which is used to verify that the customer has the card in his or her possession. The CSC is printed on the back of the card in the signature panel for Visa, MasterCard, and Discover. The CSC is printed on the front of American Express cards in the upper right. The CSC has different names used by different networks. For example, Visa calls it the Card Verification Value (CVV2) and MasterCard calls it the Card Validation Code (CVC2).

Within the "Card Security Code (CSC)" tab the following options are available:

- 1. Enable CSC The default setting for CSC is **Disabled**.
  - a) When CSC is **enabled**, Clearent will void the transaction for any CSC responses that are not allowed, even if the transaction receives an approval from the cardholder's issuing bank.
  - b) When CSC is **disabled**, Clearent will not stop transactions that receive an approval from the cardholder's issuing bank. Clearent will send the CSC if it is provided, which may be used by the bank in making its approval decision.
- 2. If CSC is **enabled** the following CSC options will be selected by default. For advanced users, these are the standard CSC response codes used by the payment networks and issuing banks.

TAKE A PAYMENT TRANSACTIONS BATCHES CUSTOMERS	PLANS		BURCH S
BED BUG PLANET V > BED BUG PLANET 2 V	Open Compass Help?		
SETTINGS			
General Address Verification (AVS) Card Security Co	de (CSC) Hosted Payment Page (F	ныы)	
When CSC is enabled, Clearent will void the transaction for any CSC responses that bank.	are not allowed, even if the transaction receives an ap;	proval from the cardholder's issuing	
Enable CSC 😨 ALLOW APPROVAL OF TRANSACTIONS WHEN	CSC CODE 3		
The CSC matches the issuing bank's records	м		
The CSC does not match the issuing bank's records  The CSC was not processed	P		
The card should have a CSC, but merchant indicated it was not present			
Card issuing bank does not participate     Unknown / No response	x		
Save All			

#### Hosted Payment Page (HPP)

If you have signed up for Clearent's Hosted Payment Page (HPP) you will find this tab under Settings.

Within the "Hosted Payment Page (HPP)" tab the following options are available:

- 1. Enable HPP The default setting for CSC is **Enabled** and is initially set by our provisioning team.
  - a) To disable HPP, uncheck the Enabled box and select "Save All."
- 2. Hosted Payment Page Domain This is the website URL where you will use the Hosted Payment Page. This is initially set by our provisioning team.

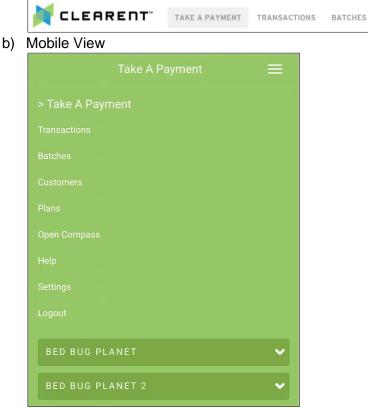
a) To change the website URL, replace the URL in the dialog box and select "Save All."

- 3. Public Key You will use this public key in your code so we can link your Hosted Payment Page to your account. Please do not publish this key outside of your code.
  - a) To copy the public key to your clipboard, select the clipboard icon.

BED BUG PLANET V	BED BUG PLANET 2 🛩	Oper	Compass Help?	ł.	
SETTINGS					
General Address V		Hosted Payment Page (HPP)			
Enabled					
Hosted Payment Page Domain					
Public Key	307a301406072a8648ce3d020106092b240303020801010c0362 20da94eb1f8978c769ace34231b51e41394b873b07a673dfb08e1		cfb5d8e92c30880536 i63c76bc8421457906		
Save All					

#### Take a Payment

- 1. After you sign in, select a MID and a TID, if there is more than one option.
- 2. By default, "Take a Payment" is selected when you sign in
  - a) PC View



- 3. Select the payment type
- 4. Enter the amount
- 5. Enter the card information, or if you have an encrypted card reader attached to your device, click the "Swipe" button
  - a) At a minimum, you must complete the following fields:
    - i) Amount
    - ii) Card Number
    - iii) Expiration MM/YY
    - iv) CSC Security code on the back of the card
  - b) You can also add information such as a billing address, shipping address, or additional order information.

CLEA	RE	пт	TAKE A PAYME	ENT	TRANSACTIONS	BATCHES	CUSTOMERS	PLA
BED BL	JG PLA	NET 💙 🔸	BED BUG P	LANE	T 2 🗸			
ENTE	R PA	YMENT	Γ					
Sale			Forced Sa	le		ind		
Card I	nformati Card	ion Swipe ( Number	Card Find Cu	stome	t.			
	MM/	Ŷ	1		CSC			
<b>^</b>	Zip							
Amou	nt				י 🗍	ax Exempt		
Ап	nount	0.00						
Sale	es Tax	0.00						
	Тір	0.00						
		Т	otal Amount To Cl	narge T	o Card			
			\$ 0.0	00				
		Address						
		ng Address						
+ Ad	d Order	Information						
	Run T	ransactio	n					

#### **Select Receipt Options**

After a successful transaction, you can print or email the receipt from the Transaction Detail page.

- 1. If you need a receipt for a transaction later, you can search for the transaction and navigate to the Transaction Detail page to email or print the receipt. To begin your search, select "Transaction" in the main navigation at the top of the screen, or from the hamburger menu on a mobile device.
- 2. Use the filters to help find the appropriate transaction

DATE Last 180 Days TRANSACTION ID	TRANSACTION TYPE	
AMOUNT	All Sale Auth Refund	Capture Pending Auth
e.g. 2.00	e.g. 1111	
More Filters Choose Columns	Search	

3. When you see the transaction you want, simply click on the corresponding row.

TRANSACTION ID	AMOUNT	LAST 4 DIGITS OF CARD	TRANSACTION TYPE	AUTH CODE	DATE	STATUS	
333256	\$5.00	1111	Sale	TAS618	09/12/2016 at 2:11 PM	Transaction approved	Void 👻
332055	\$3.33	1111	Void	TAS094	09/08/2016 at 8:17 PM	Advice accepted	
332051	\$3.33	1111	Sale	TAS094	09/08/2016 at 8:16 PM	Transaction approved	VOIDED
332047	\$3.33	1111	Sale	TAS086	09/08/2016 at 8:16 PM	Transaction approved	Void 👻
332046	\$3.33	1111	Sale		09/08/2016 at 8:16 PM	Could not decrypt card data	
332045	\$3.33	1111	Unmatched Refund	392954	09/08/2016 at 8:16 PM	Transaction approved	

4. The transaction page for your chosen transaction appears. In the right corner of the screen, you will see the option to print or email the receipt.

BED BUG PLANET	> BED BUG PLANET 1 V	Open Compass
Void Refund		Print/Email Receipt
TRANSACTI	ON: 333256	
Amount:	5.00	
Type:	SALE	
Card:	**** **** 1111 VISA	
Result:	Transaction approved	
Batch:	000125	
Entry Method:	0	
Auth Code:	TAS618	
ORDER INFORMATION		
Order ID:	333256	

5. Click on the button and you will have the option to print a customer receipt that has a signature line for the customer to sign or a business receipt for the business' records. You may also choose to print both types of receipts. If you would like to email the receipt, enter the email address for the recipient and click "Email." If you are enrolled in Clearent's Cash Discount Program, the receipt will also include the service fee and cash discount on emailed and printed receipts.

#### **Regular Receipt**

Print ~ Email Address Email	BUSINESS COPY
RECEIPT PRINTING	CLEAR FITNESS
RECEIPTPRINTING	4023 MacArthur Ave
BUSINESS COPY	Richmond, MO 23227 (804) 303-2751
BED BUG PLANET 1	Terminal: Clear Fitness O'Fallon
4023 MacArthur Ave	Transaction ID: 2053766
Richmond, MO 23227	Transaction Date: 09/11/2018 10:05 AM Transaction Type: SALE - APPROVED Card Number: **** 5439 v/sa
Transaction ID: 333256	Card Number: **** **** 5439 visa AUTH: TAS383
09/12/2016 02:11 PM	
Order Id: 333256	Amount: \$50.00
	Service Fee: \$1.95
SALE APPROVED	Total: \$51.95
1111	I agree to pay the above total amount according to the card issuer agreement
AUTH: TAS618	
Amount: \$5.00	
	x
x	
Important-retain this copy for your record	CUSTOMER COPY
	CLEAR FITNESS
CUSTOMER COPY	4023 MacArthur Ave
BED BUG PLANET 1	Richmond, MO 23227
4023 MacArthur Ave	(804) 303-2751
Richmond, MO 23227	Terminal: Clear Fitness O'Fallon
	Transaction ID: 2053766
Transaction ID: 333256	Transaction Date: 09/11/2018 10:05 AM Transaction Type: SALE - APPROVED
09/12/2016 02:11 PM	Card Number: **** **** 5439 VISA
Order Id: 333256	AUTH: TAS383
SALE APPROVED	Amount: \$ 5 0 . 0 0
1111	Service Fee: \$1.95
AUTH: TAS618	Total: \$51.95
Amount: \$5.00	Important: Retain this copy for your records
Important-retain this copy for your record	

#### Void a Transaction

1. Find the transaction using the transaction search functionality.

#### 2. Use the filters to find the transaction to void.

RANSACTION ID	TRANSACTION TYPE	
	All Sale Auth Refund	Capture Pending Auth
AMOUNT	LAST 4 DIGITS OF CARD	AUTH CODE
e.g. 2.00	e.g. 1111	

3. Locate the correct transaction from the list. On the right-hand side of the list there is a drop-down menu with follow-on transaction options. "Void" will be an option if the transaction hasn't been settled in a batch.

#### Cash Discount Receipt (service fee applied)

333256	\$5.00	Sale	TAS61 8	09/12/2016 at 2:11 PM	Transaction approved				+	Void 💙
332051	\$3.33	Sale	TAS09 4	09/08/2016 at 8:16 PM	Transaction approved	771	703	William Biller 123 Bill St. Richmond, MO 85284	VISA	VOIDED

#### Refund a Transaction

There are two types of refunds - matched refunds and unmatched refunds. The refund described below is for a matched refund, which means that the refund is for a specific transaction and the card does not need to be represented in order to complete the refund. The amount of the refund can be for a partial amount or the entire transaction. It cannot be for more than the original transaction.

An unmatched refund is a credit on an account and is not related to any previous transaction. This type of transaction is also highly associated with employee fraud, so by default the ability to perform unmatched refunds is turned off for most accounts. If you need it turned on, please contact the Clearent Virtual Terminal Support team at <a href="https://www.virtualterminal@clearent.com">virtualterminal@clearent.com</a>.

- 1. Find the transaction you wish to refund by using the Transaction search feature as described above.
- 2. Once you find the transaction, click on the drop-down menu and select "Refund".

TRANSACTION ID	AMOUNT	LAST 4 DIGITS OF CARD	TRANSACTION TYPE	AUTH CODE	DATE	STATUS	
333256	\$5.00	1111	Sale	TAS618	09/12/2016 at 2:11 PM	Transaction approved	Void 👻
332055	\$3.33	1111	Void	TAS094	09/08/2016 at 8:17 PM	Advice accepted	Refund
332051	\$3.33	1111	Sale	TAS094	09/08/2016 at 8:16 PM	Transaction approved	VOIDED
332047	\$3.33	1111	Sale	TAS086	09/08/2016 at 8:16 PM	Transaction approved	Void 👻
332046	\$3.33	1111	Sale		09/08/2016 at 8:16 PM	Could not decrypt card data	

3. Click on "Refund" and a new window will appear. The amount will be for the full amount by default. If you want to change the amount, simply click in the "Amount" field, and change the amount. You can add notes to the transaction as well. Then click "Process Refund" to complete the transaction.

BED BUG PLANET ♥ → BED BUG PLANET 1 ♥		Open Compass
REFUND: 333256	TRANSACTI	ON: 333256
5.00	Amount:	5.00
3.00	Type:	SALE
Comments:	Card:	**** **** **** 1111 <b>VISA</b>
	Result:	Transaction approved
	Batch:	000125
	Entry Method:	0
	Auth Code:	TAS618
Process Refund Go Back	ORDER INFORMATION Order ID:	333256

#### **Identify Pending Authorizations**

Businesses that run authorizations and capture the amount later can occasionally miss an authorization. Clearent has created a filter in the Transaction search to make sure that doesn't happen to your business.

- 1. Click on the "Transactions" link in the top menu.
- 2. Click on the "Pending Auth" button in the transaction search area and then click "Search."

BED BUG PLANET 🛩	> BED BUG PLANET	1 👻					Open C	ompass
DATE Last 180 Days TRANSACTION ID	~	TRANS	CTION TYPE	E			Į	
		All	Sale	Auth	Refund	Capture	Pending Auth	
AMOUNT		LAST 4	DIGITS OF C	RD		AUTH CODE		
e.g. 2.00		e.g.	1111					
More Filters	Choose Columns		Search					

3. The results include transactions that have not been captured. You can capture an authorization for less than the full amount or the full amount. To capture more than the full amount, you can add a tip. Simply click the "Capture" button on the right, enter a tip (if necessary) and click "Process Capture".

RANSACTION	AMOUNT	TRANSACTION TYPE	CODE	DATE	STATUS	INVOICE	ORDER	ADDRES		ARD		
32039	\$3.33	Auth	TAS050	09/08/2016 at 8:15 PM	Transaction approved					VISA	Capto	ire Y
32031	\$3.33	Auth	TAS015	09/08/2016 at 8:13 PM	Transaction approved					VISA	Captu	ire Y
32023	\$3.33	Auth	TAS992	09/08/2016 at 8:12 PM	Transaction approved					VISA	Captu	ire v
31969	\$3.33	Auth	TA\$935	09/08/2016 at 8:03 PM	Transaction approved					VISA	Captu	ire 🔻
31962	\$3.33	Auth	TA\$922	09/08/2016 at 8:02 PM	Transaction approved					VISA	Captu	ire ~
				A PAYMENT	RANSACTIONS	BATCHE	s cust	OMERS	PLAN	5	Open C	Compa
BE CA	d bug pi		BED B		RANSACTIONS		es cust			-		ompa
BE CA Amou	D BUG PI <b>PTUI</b> int:	LANET 👻	BED B		RANSACTIONS		ANSA	стіо		-		ompa
BE CA Amou 0.5	D BUG PI APTUI Int:	LANET 👻	BED B		RANSACTIONS		ANSA	CTIO	N: 37	713:	27	Compa
BE CA Amou 0.5	D BUG PI <b>PTUI</b> int:	LANET 👻	BED B		RANSACTIONS		ANSA	CTIO ount: 1 Date: 1 Type: A	N: 37	713	27 M	ompa
BE CA Amou 0.5	D BUG PI APTUI Int:	LANET 👻	BED B				ANSA	CTIO ount: 1 Date: 1 Fype: A Card: 40	N: 37	713	27 AM V75A	Compa
BE CA Amou 0.5 Tip A	D BUG PI APTUI Int:	LANET 👻	BED B				ANSA	CTIO ount: 1 Date: 1 Type: A Card: 4 ssuit: T	N: 37 .00 1/15/2016 JJTH Yansaction	713	27 AM V75A	Compa
BE CA Amou 0.5 Tip A Comu	D BUG PI APTUI int: 0 mount: ments:	LANET 👻	» вер в 327		RANSACTIONS		ANSA Ami I Re	CTIO ount: 1 Date: 1 Type: A Card: 20 isult: T thod: 0	N: 37 .00 1/15/2016 JJTH Yansaction	713	27 AM V75A	Compa
BE CA Amou 0.5 Tip A Comu	D BUG PI APTUI int: 0 mount: ments:	RE: 371	» вер в 327			TR	ANSA Ami 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	CTIO ount: 1 Date: 1 Fype: A card: 20 esult: T thod: 0 Code: T	N: 37 .00 1/15/2016 JJTH Yansaction	713	27 AM V75A	≎ompa
BE CA Amoi 0.5 Tip A Comi	D BUG PI APTUI int: 0 mount: ments:	RE: 371	» вер в 327			TR	Ams Amu I Re Entry Met Auth C	CTIO ount: 1 Date: 1 Type: A Card: 40 soult: T thod: 0 code: T. ATION	N: 37 .00 1/15/2016 JJTH Yansaction	713	27 AM V75A	Compa

#### **Recurring Payments**

Clearent's Virtual Terminal supports setting up recurring payments for your customers. Please note that this functionality is not enabled by default and requires additional setup. This guide will show you how to create a customer, add card details, and set up a recurring payment plan for the customer.

1. Select "Customers" from the main navigation

CLEARENT"	TAKE A PAYMENT TRANSAG	CTIONS BATCHES	CUSTOMERS	PLANS		
	BED BUG PLANET 🛩	> BED BUG PLANE	T 2 🛩			Open Compass Help?
	FIRST NAME		LAST NAME		CUSTOMER ID	
	First Name		Last Name			
	EMAIL ADDRESS					
	Email Address					
	Search					
	NAME	EMAIL ADDRESS		PHONE	BILLING ADDRESS	() + ADD CUSTON
	John Cochtosten2	john@local.none		(314) 555-1212		\$ 1 1
	John Cochtosten	john@local.none		(314) 555-1212		\$ 1 前

3. Enter the customer details and select "Save Customer."

First Name	Last Name	E-Mail A			Phone Number	
John	Cochtosten2	john@	local.none		3145551212	
Comments						
Extra commenta i	in regards to the customer					
	Billing Address					
First Name			Lest Name			
John			Cochtosten2			]
Street						
123 Anywhere						
City		State		Zip		
Atlanta		Georgia	*	30350		
		Delete Customer?	Save Customer	~		

CL	JSTOMER DETAILS	\$ / CARDS	+ ADD CAS
	Phone (314) 555-1212	1111 VISA recurring	\$ // 🛅
	Billing		
	Shipping		
	Comments		
RE	CENT TRANSACTIONS		ALL TRANSACTIONS

5. Add customer card details and select "Add Card." In the "Description" field we recommend entering a description that indicates the card is "For Recurring Payments" or something similar.

JOHN COCHTOSTEN2 JOHN@LOCAL.NONE ID: cust_28ab415c-bb07-4cfc-a432-ae5f60be18f	б						
CUSTOMER DETAILS	\$ 🧷	CARDS				/	Cancel
Phone (314) 555-1212			Card De	etails			
Billing 123 Anywhere Atlanta, GA 30350			VISA	4111 1111 1111	1111		
Shipping				12/19	<b>a</b>	123	
Comments			For R	ecurring Payments		Add Card	

6. Select "Add Plan."

CUSTOMER DETAILS	\$ //	CARDS	+ ADD C
Phone (314) 555-1212		1111 vrsa recurring	\$ // 亩
Billing			
Shipping			
Comments			
	No traosar	tions found	
			+ ADD P

- Enter the plan details, amount to be charged, start and stop dates, and frequency of payment.
   Select "Save Plan." The Virtual Terminal will automatically process the payment based on the plan settings. You can view recurring transactions within the Virtual Terminal under "Transactions."

JOHN COCHTOSTE JOHN@LOCAL_NONE ID: cust_b9da0b6d-f4d3-42b5-bc9	
ADD PLAN   Pian Name   Recurring Plan for John   Amount   10   Card   **** 1111 · Visa · recurring   ***   Start date must be Wednesday, September 28th 2016 or   Start date must be Wednesday, September 28th 2016 or   Gard Date   09-28-2016   Frequency   Weekly   Monthly   Yearly   Day   28   of every   1   month(s)	Neter. End Date 12-28-2018 ■ Forecast Dates 1.09-28-2016 2.10-28-2016 3.11-28-2016 3.11-28-2016 3.11-28-2016 5.01-28-2017

9. If you are enrolled in Clearent's Account Updater Service, Clearent will automatically scan and update outof-date card data from Visa and MasterCard. You can view when a card was last updated by hovering over the card on a customer page.

CUSTOMER		\$ //	CARDS	+ ADD CARD
Details	matt curran mcurran@clearent.com (270) 210-7621 ID: cust_a95867f5-4ecc-4b15-8a8a-db17f887b0b8		Last updated: Mon Aug 27 2018	★ \$ ∥ 亩
Billing	222 s central ave clayton, MO 63135			
Shipping				
Comments	Sales Trainer test			

#### Ad-Hoc Card On File Payments

Clearent's Virtual Terminal supports processing ad-hoc payments for your customers who have a card on file stored. This section will show you how to process an ad-hoc payment for the customer.

1. Select "Take A Payment" from the main navigation.

ENTE		-	
Sale	Authorization	Forced Sale	Unmatched Refund
Card	Information Swipe	Card Find Custo	mer
	Card Number		
<b></b>	MM/YY	<b>a</b>	CSC
A	Zip		
Amo	unt		
\$	0.00		
	tional Information		
	dd Billing Address		
	dd Shipping Address dd Order Information		

2. Select "Find Customer" under "Enter Payment."

ale	Authoriz	ation	Forced Sale	Unmatched Re	efund
Card I	nformation	Swipe (	Card   Find Cust	omer.	-
-	Card Num	per			
<b></b>	MM/YY		<b>A</b>	CSC	
A	Zip				
Amou	nt				
\$	0.00				
+ Ad + Ad	onal Informa d Billing Addı d Shipping Al	ess Idress			
🕂 Ad	d Order Infor	nation			

- 3. Search for the customer for whom you would like to process a payment.
- 4. Select the "\$" on the right side and the card on file will populate into the "Card Information" boxes.

IRST NAME	LAST NAME		CUSTOMER ID	
First Name	Last Nam	ie		
MAIL ADDRESS				
Email Address				
Search			N	
NAME	EMAIL ADDRESS	PHONE	BILLING ADDRESS	ADD CUSTOMER
John Cochtosten2	john@local.none	(314) 555-1212	123 Anywhere Atlanta, GA 30350	\$ 🖉 🛅
John Cochtosten	john@local.none	(314) 555-1212		\$ 🖉 🛅
Buffy ThePaymentSlayer	testcustomer@clearent.com	(012) 345-6789	123 Bill St. Richmond, MO 63103	\$ 🖉 🛅
Buffy ThePaymentSlayer	testcustomer@clearent.com	(012) 345-6789	123 Bill St. Richmond, MO 63103	\$ 🖉 🛅
Buffy ThePaymentSlayer	testcustomer@clearent.com	(012) 345-6789	123 Bill St. Richmond, MO 63103	\$ 🖉 🛅
				\$ // 亩

5. Add the amount to charge, optionally enter any additional information, and select "Run Transaction".

le	Authorization Forced S	Sale Uni	natched Refund
Card In	formation Swipe Card Find (	Customer	
VISA	Visa ending in 1111		
=	12/19	CSC	
A	30350		
Amour	t		
\$	0.00		
John	8	Cochtosten2	
- Add	Billing Address		
Johr	E.	Cochtosten2	
	Anywhere	Cochtosten2	
123 Atlar	Anywhere ta		
123 Atlar Georg	Anywhere Ita	Cochtosten2	30350
123 Atlar Georg + Add - Add	Anywhere Ita jia I Shipping Address I Order Information ce		30350
123 Atlar Georg + Add - Add	Anywhere ta Jla I Shipping Address I Order Information ce hase Order		30350
123 Atlar Georg + Add - Add Invoi Purc Orde	Anywhere ta Jla I Shipping Address I Order Information ce hase Order	\$	30350
123 Atlar Georg Add Add Add Invol Purc Orde cust	Anywhere tta pla I Shipping Address I Order Information Cce hase Order r ID	\$	30350
123 Atlar Georg Adda Adda Adda Nurc Orde Cust, Tran	Anywhere tta ta lla ll Shipping Address ll Order Information ce tase Order r ID 28ab415c-bb07-4cfc-a432-ae5f60bet	\$	30350