Virtual Terminal Plus, A Vantiv Payment Application

Application User Guide – for Merchants

Edition: 2.2

Updated: Friday, February 17, 2017

Information contained within this guide is subject to change without notice based on available application features and capabilities.

VTP Application Support

Helpdesk: 1 (800) 808-6394

Hours of Operation: Mon – Fri, 8AM – 8PM ET

Email Support: VTPproduct@vantiv.com


Product info, FAQs, password reset, and to schedule a support call, please visit www.virtualterminal.com

Vantiv Merchant Services

Email Support: CustomerService@vantiv.com

Helpdesk: 1 (877) 744-5300

Hours of Operation: 24/7/365

Company Website: www.vantiv.com

www.vantiv.com
Document History

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<td>1.3</td>
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<td>• Added Multi-Merchant Support</td>
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Virtual Terminal Plus

Device Support
Virtual Terminal Plus is certified to support the most common web browsers in the market, which include Internet Explorer, Firefox and Chrome using a Windows operating system.

For the best web browser experience, Virtual Terminal Plus recommends Firefox and Chrome. Safari is not supported.

Login
Please navigate your selected web browser to www.virtualterminal.com

To login into the Virtual Terminal Plus application a merchant will need account credentials which include a Username (email address) and Password. The Account Owner will receive login credentials during the initial boarding process at Vantiv. All sub-level users will obtain login credentials from the primary Account Owner of the business.

The Vantiv Merchant Bankcard Agreement will indicate the primary Account Owner name and email address..

Password Guidelines
- Is at least 8 characters
- Has not been used in previous 4 passwords
- Does not contain your username, first or last name
- Contains at least 1 Uppercase character (A through Z)
- Contains at least 1 lowercase character (a through z)
- Contains at least 1 numeral (0 through 9)

If password attempt is unsuccessful more than 3x times the account will be frozen for 30 minutes. You can thaw your account by following the “Forgot Password” link on login page.

www.vantiv.com
Reset Password

Forget your password? It’s simple to reset it. Please select the “Forgot Password” link from the www.virtualterminal.com login page.

Enter the primary email address of the user that requires the password reset. When complete, select the “SEND EMAIL” button.

The user will receive an email invitation from noreply@virtualterminal.com to establish a new account password. The email invitation will require the user to select the secure link contained within the body of the email message labeled “here” to establish a new password.

Virtual Terminal Plus, powered by Vantiv

Thank you for trusting Vantiv with your payment processing needs, and welcome to the simplicity of Virtual Terminal Plus. Click here to reset your password. We appreciate your business.

Account Owners and Administrators can manage all sub-level users from the Settings>User section of the application.
**Force Password Reset**
The Virtual Terminal Plus application can also detect when your password needs to be reset. The application will prompt users to change your password every 30 days. The application will display a “Your Password Has Expired” message. The application will send you an invitation to reset your password.

The email invitation will require the user to select the secure link within the body of the email message labeled “here” to establish a new password. Once the user has selected a new password that meets the **Password Guidelines** the “UPDATE” button can be selected to enable the password change. When complete, you may login to the application using your newly established password.
Home Page
Virtual Terminal Plus contains a **HOME** page that is designed to welcome customers to the application, and provides a dashboard for important announcements.

Navigation
The Virtual Terminal Plus application toolbar consists of five primary sections to navigate.

1. **Home**: returns to the main landing page.
2. **Process Transaction**: to process a credit card transaction.
3. **Update Transaction**: to manage a previous transaction.
4. **Reporting**: to generate a report.
5. **Settings**: allows the **Account Owner** or **Administrator** to manage users and settings:
   a. **Account Profile**: displays merchant address and contact information.
   b. **Terminal Setup**: enables changes to the **PROCESS TRANSACTION** page
      1. Custom Fields
      2. Transaction Types
   c. **Users**: create additional sub-level users.

The **HOME** page is used to display important announcements such as product updates, available features, and application change notifications. Application changes are subject to occur without advance notice.
Multi-Merchant Selection

Virtual Terminal Plus supports Multi-Merchant with each store location having individual access to the Virtual Terminal Plus application at each store location under one corporate headquarters (Vendor) location.

The corporate headquarters (Vendor) location will be provided Account Owner access to the Virtual Terminal Plus application. The corporate headquarters Account Owner may choose to create store location Account Administrators to manage sub-level users at each location, or decide to manage all sub-level users from the corporate headquarters location. Learn how to create multi-location sub-level users access here.

How to select a store location?

Select the arrow located on the top right of the HOME page.

The primary account will be displayed.

To change, select Change Merchant

Select Active Merchant (Store Location)

Select the Set as Active button.

The application will change to the desired Store Location (Merchant) selected. The user may continue to process, and manage payments, run reports and setup new users under the Activated Merchant location selected from the Change Merchant.
Process Transaction

The **PROCESS TRANSACTION** tab provides access to the virtual terminal payment page to process a credit card transaction, add customer information and capture non-payment related information for reporting after the sale is complete.

Acceptance

Virtual Terminal Plus accepts **Visa, MasterCard, Discover, and American Express** for credit, debit and HSA/FSA card types with a Health Industry MCC code. PIN Debit is not supported. Virtual Terminal Plus welcomes business-to-business and commercial purchase card acceptance.

- **Level 2** acceptance for **Visa, MasterCard, and American Express**
- **Level 3** acceptance for **Visa and MasterCard**. (American Express is not supported)

Virtual Terminal Plus makes available Level 2 and Level 3 fields for capture with the payment information, however, does not guarantee Interchange qualification with the cardholder bank.

How to capture a sale?

Begin on the **PROCESS TRANSACTION** tab, and select a desired **Transaction Type**.

The available Transaction Types are displayed, and defined, in the drop-down selection box.

![Process Transaction](image)

**Transaction Types**

Transaction types are available for supported credit card transactions only.

- **Sale**: is used to capture and settle a credit card sale
- **Authorization**: is used to perform a credit card authorization without settlement
  - An authorization will place an amount hold on cardholder funds until the sale is completed
  - Cardholder funds are not released until the authorization is captured, forced, settled or reversed.
- **Force Sale**: is used to complete sale capture from a voice authorization
  - Requires voice authorization approval code

Contact Vantiv at **1 (866) 622-2390** to add additional card types to your merchant services account.
Entry Types
Virtual Terminal Plus accepts card not-present and card present transactions when using supported encrypted card readers to securely accept transactions.

Manual Entry
choose this option for Manual entry

Swipe
choose this option for Swipe entry

Select SWIPE to collect a Swipe transaction.

Card Swipe transactions may qualify for lower Interchange rates and require a supported card reader. A complete list of supported card readers can be located here.

Card Swipe requires your account to be enabled for card present transactions. Contact Virtual Terminal Support to enable card present at 1-844-811-2492.

Transaction Information

1. Enter the Total Amount of the Sale
2. Swipe/Key the card (13-16 digits)
3. Enter the Expiration Date Month / Year
4. Enter the Security Code (3-4 digits CVV)

The Expiration Date and Security Code fields will populate during a card Swipe transaction.

SUBMIT

choose the “Submit” button at the bottom of the virtual terminal page to capture a Quick Sale. This method does not require the Additional Information to be completed.
**Billing Information**
Virtual Terminal Plus enables capture of the cardholder information for reporting, administration and reconciliation.

Please enter the **Billing Information** registered with the cardholder bank. **Swipe** transactions will pre-populate the Customer Full Name field as it appears on the card.

Select “**VERIFY ADDRESS**” to perform an AVS (address verification) check from the cardholder issuing bank to validate the billing address matches the cardholder statement for extra security.

An additional transaction fee will be charged for all AVS verifications.

<table>
<thead>
<tr>
<th>Billing Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Full Name</td>
</tr>
<tr>
<td>Address</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>State</td>
</tr>
<tr>
<td>Zip</td>
</tr>
<tr>
<td>Phone</td>
</tr>
</tbody>
</table>

The billing **Zip Code** must match the information registered with the cardholder bank to obtain a successful AVS (address verification service) response from the issuer.

**Custom Fields**
Virtual Terminal Plus supports **Custom Fields** that enables capture of non-payment related information at the time of purchase for reporting purposes. Custom Fields stores non-payment related information with the transaction details inside the application, and is not passed with the authorization request accessible outside the Virtual Terminal Plus application.

**Custom Fields** can be created in the **Terminal Setup** located under the **Settings** tab.

<table>
<thead>
<tr>
<th>Custom Fields</th>
<th>Character Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Labels</td>
<td>41</td>
</tr>
<tr>
<td>Entry Fields</td>
<td>21</td>
</tr>
</tbody>
</table>

It is **not recommended to capture private/sensitive information** such as social security number, date of birth or driver’s license number in the Custom Fields section.
Shipping Information
Virtual Terminal Plus captures the Shipping Address for reporting, administration and reconciliation. The Shipping Address can be the same as the Billing Address or changed to a desired location.

Please enter the Shipping Address information.

Enter the Address (where the goods should be shipped, or services performed)
Enter the State
Enter the Zip
Enter the Phone number

The Shipping Address will auto-populate with the Billing Address information unless otherwise selected to create a new address.

Level 2 Acceptance
Virtual Terminal Plus welcomes business-to-business customers, and supports Visa, MasterCard and American Express commercial card acceptance. Virtual Terminal Plus makes available Level 2 fields available to capture with the payment information at the time of sale.

Adding Purchase Order and Customer Code may qualify for lower Interchange rates with the card network.

Purchase Order is provided by cardholder.

Custom Code is provided by merchant.

Tax is not summed in the total sale amount for authorization.
Level 3 Acceptance
Virtual Terminal Plus supports Level 3 commercial card acceptance for Visa and MasterCard making it easier by reducing the burden of entry for each required field at the time of sale.

How do I enable Level 3 acceptance on my Merchant account?
Please contact Vantiv to make sure your merchant services account is enabled for Level 3 acceptance, and request the required 4 digit Commodity Code to process Level 3 payments successfully using this application.

For summary item and commodity codes, we recommend visiting the below online resources for additional information.

- http://www.unspsc.org

How do I enable Level 3 acceptance inside the VTP application?
The Account Owner or Administrator may self-enable Level 3 through the Settings page.

- Enable Level 3 Processing when navigating to Settings>Terminal Setup page.
- Select the “Level 3 Processing” radio button to enable Level 3 fields on the Process Transaction page.

When the merchant services account has been enabled for Level 3 payments, and the Virtual Terminal Plus application enabled through the Settings>Terminal Setup page - the application is ready to accept commercial card customers.
How do I accept a Level 3 commercial card?

The cardholder Billing Information section and Level 2 information (i.e. Customer Code, Purchase Order) is *required* to proceed and process a Level 3 transaction.

**Total Order**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Discount Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Shipping Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Duty Amount</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Select **ADD NEW ITEM** to enter **Item Details**

**Item Details** enables you to capture Level 3 purchase details that are passed with the authorization at the time of sale. Each field is *required* to be populated. The commercial cardholder issuing bank will make the decision if the transaction qualifies for Level 3 Interchange discounts.

**Per Item**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Commodity Code</td>
<td></td>
</tr>
<tr>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>Product Code</td>
<td></td>
</tr>
<tr>
<td>Quantity</td>
<td></td>
</tr>
<tr>
<td>Unit of Measure</td>
<td></td>
</tr>
<tr>
<td>Unit Cost</td>
<td>$0.00</td>
</tr>
<tr>
<td>Discount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Total</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

To prevent transaction downgrades, Level 3 Line Items Details and Amounts should balance \((\text{item Unit Cost} \times \text{item Quantity}) + \text{total Sales Tax Amount} = \text{total Transaction Amount}\). This must be the case for the totals of all line items. **Vantiv does not guarantee Interchange discounts and qualification from the commercial cardholder issuing bank.**
**Item Details**
For **non**-Level 3 purchases **Item Details** allows a user to associates purchase details at the time of sale for reporting and receipt printing.

NOTE: Including Item Details does not allow a transaction to qualify for better Interchange rates.

Choose ‘Add New Item’ to **Add, Delete, Edited** the **Item Details** within the Process Transaction page.

### Item Details

<table>
<thead>
<tr>
<th>Item #</th>
<th>Description</th>
<th>Price</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Description of Product</td>
<td>$0.00</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>Description of Service</td>
<td>$0.00</td>
<td>1</td>
</tr>
</tbody>
</table>

- **Item #:** Enter the product SKU number associated with the purchase
- **Description:** Enter a Description of the item(s) purchased
- **Price:** Enter the Unit Price of the item(s) purchased
- **Quantity:** Enter the Quantity of the item(s) purchased

When **Item Details** is complete, choose the “Submit” button at the bottom of the PROCESS TRANSACTION page to request an authorization and complete the sale. If you make a mistake, click the “Reset” button to clear all fields.

If the submission is **Successful** a Confirmation page will be displayed.
Duplicate Checking

*Duplicate Check* is an application feature that is automatically enabled for each transaction. It provides a means to identify duplicate transaction by the following parameters within the application. This application feature cannot be disabled and is on for every account.

- **Same Card** Number and **Same Amount**
- Specific Transaction Type (Sale, Return, etc.)
- Within a certain number of Transactions (25) in the same nightly batch

Please contact [VTPproduct@vantiv.com](mailto:VTPproduct@vantiv.com) to request Duplicate Detection be disabled on your Virtual Terminal Account.

Transaction Receipts

Virtual Terminal Plus will display the **Transaction Receipt** and allows **Receipt Printing** and **Electronic Email Receipts**, a copy for both **Merchant** and **Customer**.

- Select **PRINT MERCHANT RECEIPT** to PRINT a **MERCHANT** copy
- Select **PRINT CUSTOMER RECEIPT** to PRINT a **CUSTOMER** copy
- Select **EMAIL RECEIPT** to EMAIL a **CUSTOMER** copy (maximum of 3 recipients)

Select “OK” to bypass Receipt Printing.
Select “Print Receipt” to PRINT to a printer.

How do I print receipts to PDF, or save them to my desktop?

Select “Print Receipt” to PRINT

Select the name of the desired Format. (e.g. Adobe, Foxit Reader)

Select the number of Copies desired.

Choose a File Name; select the Desktop as the file location and SAVE.

The Receipt will begin to print in the desired format and place the copy on your desk. Receipts can be emailed using an external mail service of your choosing.

www.vantiv.com
How do I reprint or email a receipt?
Merchants can easily reprint a receipt from a previous transaction from the Update Transaction page.

Select Update Transaction:

- **Enter** Search Criteria (e.g. Date Range, Transaction ID, etc.)
- **Select** the desired transaction from the search
- **Select** the RECEIPT button

The application will display the Receipt Transaction page to PRINT or EMAIL receipts.

- **Select PRINT MERCHANT RECEIPT** to PRINT a MERCHANT copy
- **Select PRINT CUSTOMER RECEIPT** to PRINT a CUSTOMER copy
- **Select EMAIL RECEIPT** to EMAIL a CUSTOMER copy (maximum of 3 recipients)

Transaction Receipts will be displayed in Central Standard Time (CST)
Update Transaction

Virtual Terminal Plus provides a method to **Manage Transactions** and **Change Status** of any previous authorized transaction.

The **Update Transaction** requires [User Roles & Permissions](#) to be enabled to manage a previous transaction and change the status of a transaction.

**How do I manage a transaction?**

Enter the **Transaction ID** (from the receipt) to view a specific transaction.

Select **Start Date** and **End Date** to review a range of transactions.

Select **Status** to review transactions in a specific status or leave blank to review all.

Choose “Reset” button to clear all fields.

Choose “Submit” to generate the report.

When complete, select a transaction to manage to change status of a previous transaction. Action can be taken on a transaction up to 120 days from the date of the original transaction date.

### Update Transaction

![Update Transaction Table](#)

The selected transaction will highlight in **BLUE** available **change status** buttons based on the status of each transaction. The **change status** buttons on the top right (**Rebill**, **Capture**, **Return**, **Reverse**, **Void**) will enable if the action is applicable to the selected transaction. If desired, the user can also edit or change the amount of the sale.

The **Change Status** can take up to 10 minutes to reflect the desired change.

A **Confirmation & Receipt** page will be displayed to confirm the change status request.
Reporting
Transaction reports made easy. **Transaction Reports** are used to view previously processed transaction stored in the application and can be displayed on-screen, or exported to a desired report format.

Transaction Reports are available for up to 12 Months from the original transaction date.

**How do I run a report?**

Select the **Start Date**

Select the **End Date**

Select the report **Format** (optional)

Build your report from the **Available Columns** to the **Selected Columns**

Select “Preview” to display the report

Select “Generate Report” in **.CSV** or **.XML** file formats (.PDF – coming soon!)

Select “Reset” to clear all fields and start a new report

If a large date range is selected, please be patient as the data will display.

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www.vantiv.com
Recurring transactions are a unique type of transaction where consumers authorize merchants to bill a specific card/cardholder on a regular basis (e.g. monthly membership fees). Each recurring payment is established at the time of sale for the same dollar amount. Recurring transactions can be scheduled for different payment frequencies including a one-time future payment.

The automated scheduled task process for recurring payments will occur at 6:30 AM CST each day.

The Virtual Terminal Plus application enables merchants to store customer information and include multiple card brands/types in a secure vault to protect cardholder information and simplify the recurring payments process for both merchant and repeat customers.

Prepaid (reloadable / gift cards) is not a recommend card type to setup for recurring payments.

**How to perform a recurring transaction?**

**Add New Customer**

Select button

**New cardholder**

<table>
<thead>
<tr>
<th>First name</th>
<th>Last name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Last Name</td>
<td><a href="mailto:Email@address.com">Email@address.com</a></td>
<td>555-555-555</td>
</tr>
</tbody>
</table>

Enter **Customer Name**

Enter **Email Address**

Enter **Phone**

Select **SAVE**

CONTINUE to **Add Payment Method**
Add Payment Method

Select the ADD NEW button

Payment methods

<table>
<thead>
<tr>
<th>Type</th>
<th>Last 4</th>
<th>Expiry</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa</td>
<td>4638</td>
<td>8 / 12</td>
<td>124 Fake St, Phoenix, AZ 85018</td>
</tr>
</tbody>
</table>

Enter Card Number
Enter Expiration Date
Enter Address, City, State and Zip Code (optional)
Select SAVE
CONTINUE to Add Recurring
Add Recurring

Select button

9 Payment Frequencies:
- One Time Future
- Daily
- Weekly
- Bi-Weekly
- Monthly
- Bi-Monthly
- Quarterly
- Simi-annually
- Annually

Enter Start Date
Enter Amount
Enter Payment Method
Select Frequency
Enter Number of Payments
Select Run until Deleted (optional)
Select SAVE

DONE, the Recurring is scheduled
How to change a future recurring payment?
Recurring payment schedules can be edited by selecting EDIT SELECTED within each section of the RECURRING page.

Edit Schedule

Filter Cardholders by Customer Name or Email Address in the search
Select the desired Customer Name
Select the desired section Customer Name, Payment Method or Recurring
Select the desired record to edit
Select EDIT SELECTED to make the desired change
Select SAVE to update the payment record

Delete Schedule

Recurring payments can be removed when using DELETED SELECTED option.
DONE, the Recurring payment schedule (and information) has been updated.
Settings

The SETTINGS tab contains Account Profile, Terminal Setup, and Users (User Management) sections.

Account Profile: to view the Merchant Information

Terminal Setup: to add Custom Fields

Users: to add, remove, edit Users.

Credit Card Credit (Blind Credit) can be enabled on the account. Permission is assigned to the Transaction Analyst II and Administration user.

Account Owners and Administrators can manage all Users in the application and view the Account Profile and Terminal Setup pages.

Account Profile

If the business has multiple store locations, Account Owners and Administrators can view each Merchant ID displayed on a separate line. Select the row to view merchant details for each location. Users are provided access to multiple store locations from the Settings>Users section of the application.

Please contact Vantiv at 1 (877) 744-5300 to make changes to the merchant services account, or 1 (866) 622-2390 to add a new store location.
Terminal Setup
Merchants have the ability to create a Custom Fields which will be displayed on the PROCESS TRANSACTION page to capture non-payment related information for storage and reporting within the application.

How do I add a Custom Field?

Choose “Add Field” to create a new custom field

Enter Field Name (up to 40 characters)

Enable the field name True to display the field on the Process Transaction (virtual terminal) page.

Select “Save” to save your entry.

Select “Cancel” to cancel your entry.

Edit, choose a field and make the desired edit. Select “Save” to update how the field is displayed.
Users
Creating a new User is easy. It requires the Account Owner or Administrator to add, create or modify a sub-level user.

How do I create a new User?

Select ADD USER
Enter First Name and Last Name
Enter Email Address
Select Role
Visit User Roles & Permissions
Save to save the user
Cancel to clear all of the fields

New Users will receive a Welcome Letter from Virtual Terminal Plus which will allow them to login and establish a new password.

Multi-location User Access
The Account Owner or Administrator can provide access to multi-store locations.

Select EDIT MERCHANT ACCESS

Select each Merchant Location accessible to your new user or “ADD ALL”

New users will also display which Merchant Locations are not accessible.

Select “REMOVE ALL” removes all Merchant Locations from the new user.
Support

Card Reader Support
Virtual Terminal Plus is certified to support select MagTek and IDTech SREDKey card reader(s) and secure key devices.

Virtual Terminal Plus supports both and non-encrypted and encrypted card readers. For additional card swipe security, Vantiv recommends using an encrypted device.

<table>
<thead>
<tr>
<th>Manufacture</th>
<th>Model</th>
<th>PN#</th>
<th>MSR</th>
<th>Encryption</th>
<th>Method</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAGTEK</td>
<td>Mini/wedge</td>
<td>21040108</td>
<td>Yes</td>
<td>No</td>
<td>USB</td>
<td>Brochure</td>
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<tr>
<td>MAGTEK</td>
<td>Dynamag</td>
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<td>Yes</td>
<td>USB</td>
<td>Brochure</td>
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<td>IDTech</td>
<td>SREDKey</td>
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<td>Yes</td>
<td>Yes</td>
<td>USB</td>
<td>Brochure</td>
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<tr>
<td>IDTech</td>
<td>SREDKey Encryption</td>
<td>IDT-KEYINJ-004</td>
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<td>Yes</td>
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<td></td>
</tr>
</tbody>
</table>

*MAGTEK Mini/wedge PN# 21040108 MAGTEK Dynamag PN# 21073062 IDTech SREDKey PN# 534833TXB

*requires key injection*

IDTech SREDKey device can be ordered directly through the manufacture.

Please contact Steven Mu at 1 (714) 761-6368 Ext. 145 or stevenm@idtechproducts.com
IDTech SREDKey Menu Options

Virtual Terminal Plus is certified to support IDTech SREDKey encrypted device for secure card-present “swipe” transactions, and secure key entry for card not-present “manual” transactions.

The IDTech SREDKey device offers a variety of menu options to enable secure entry of sensitive customer information. Card and customer information is encrypted during device capture and output when using the Virtual Terminal Plus payment application. Virtual Terminal Plus is a secure hosted payment application in combination with the IDTech SREDKey device is designed to maximize PCI compliance while reducing the burden of keyed entry when using a traditional keyboard at the time of sale.

Please make sure that you keep all anti-virus software protection updated throughout your network and workstations.

<table>
<thead>
<tr>
<th>Menu Option</th>
<th>Card Number</th>
<th>Expiry Date</th>
<th>Secure Code (CVV)</th>
<th>Street Number</th>
<th>Zip</th>
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<tbody>
<tr>
<td>1</td>
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</tr>
<tr>
<td>3</td>
<td>Yes</td>
<td>Yes</td>
<td>-</td>
<td>Yes</td>
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<td>4</td>
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<td>6</td>
<td>Yes</td>
<td>Yes</td>
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</table>
Application Support

Have a Virtual Terminal Plus application question?

The application support helpdesk team can answer “how to” related questions. (E.g. How run a sale, run a report, setup a new user?) For all other questions, contact Vantiv Merchant Services.

Virtual Terminal Plus application support is available Monday – Friday, 8 AM to 8 PM EST

Please call 1 (800) 808-6394 or email VTPproduct@vantiv.com

Want to schedule a support call?

Product information, FAQ, user guides and to schedule a support call, please visit www.virtualterminal.com

Virtual Terminal Plus makes the Support Hub available when visiting the www.virtualterminal.com landing page, or when visiting the website http://info.vantiv.com/vtp.html to learn more.

Vantiv Merchant Services Support

Have a bankcard merchant services question?

Please have your Merchant ID number ready, and contact Vantiv at 1 (877) 744-5300.

You can also email Vantiv Merchant Services at CustomerService@vantiv.com
## Change Status

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Description</th>
<th>Actions</th>
<th>Transaction Status</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Capture</td>
<td>Reverse</td>
</tr>
<tr>
<td><strong>Credit</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Sale</strong></td>
<td>Capture a transaction for settlement.</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td><strong>Authorization</strong></td>
<td>Authorization to hold funds on the card (capture for settlement later)</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td><strong>Auth-complete</strong></td>
<td>Capture prior authorization for settlement</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td><strong>Credit</strong></td>
<td>Swiped or keyed, requires full cc#, not tied to an original transaction</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td><strong>Return</strong></td>
<td>Refund a transaction up to 120 days from original authorization</td>
<td>*</td>
<td>*</td>
</tr>
<tr>
<td><strong>Void</strong></td>
<td>Cancel a same day transaction before settlement</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AVS</strong></td>
<td>Perform address verification on Billing Zip Code</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Reversal</strong></td>
<td>Release funds held on prior authorization</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Force</strong></td>
<td>Requires prior voice authorization, approval code to force capture for settlement.</td>
<td>*</td>
<td>*</td>
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</tbody>
</table>
User Roles & Permissions

Additional **Roles and Permission** will be released in the future providing more flexibility within the application to control users at the merchant location.

<table>
<thead>
<tr>
<th>Application Function</th>
<th>Account Owner</th>
<th>Account Administrator</th>
<th>Report Analyst</th>
<th>Transaction Analysts 1</th>
<th>Transaction Analyst 2</th>
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<tbody>
<tr>
<td><strong>Process</strong></td>
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<td>Virtual Terminal</td>
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<td>Sale</td>
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<td>Yes</td>
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<td>AVS Only</td>
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<td>Level 3</td>
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<td>Blind Credit</td>
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<td><strong>Vault</strong></td>
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<td>Access Vault</td>
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<td><strong>Update Transactions</strong></td>
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<td>Change Status</td>
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<td>Completion</td>
<td>Yes</td>
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<td>Return</td>
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<td>Void</td>
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<td>Create Users</td>
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<td>Create Admin</td>
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<td><strong>Settings</strong></td>
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