



## **Virtual Terminal**

### **Introduction and User Instructions**

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#### **Legal Notice**

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Version 06/04/2009

# TrineCS Virtual Terminal

## Introduction

The **Trine Commerce System Gateway** provides robust online access to client accounts for payment processing, based on the client's merchant network and account. There are several levels of administrative and transaction processing access, determined by user permissions.

<b>Access</b>	<b>Available to</b>
Administrative	TCS Management staff only
ISO	ISO Staff and Management
Parent Company	Staff and management of ISO-related companies
Merchant/Terminal	Staff and management of Merchants

Your merchant account representative has made the **Trine Commerce System Virtual Terminal** available to you for online access to your account for payment processing, based on your merchant network and account.

Access and privileges for the Virtual Terminal are set by user logins and passwords. There are two levels of access privilege: Terminal and Administration. Once you log in with your assigned User Name (login ID) and password, depending upon your level of authority, you will see different options.

The online Virtual Terminal is accessed via a standard Web browser. Both PC and Macintosh platforms are supported.

## Accessing the Virtual Terminal

<https://www.trinecs.net/virtual/pos>

With your browser connected to the Internet, go to the Web address URL provided to you in your Welcome message or by your supervisor. If you do not have a User Name (login ID) and password, you will not be able to access the Virtual Terminal.

At the log in screen, enter the **User Name** and **Password** provided you. User names and passwords are both **case sensitive**, meaning that upper and lower case letters must be entered exactly as they were given to you.

The **User Name** is in two parts: a number prefix and your user name, separated by a hyphen. Enter both parts in the spaces provided.

Enter your **Password**. If you have administrative access you can change your password by selecting Option > Modify Terminal after a successful login. Click the **Login** button to continue.

If you enter an invalid or incorrect User Name or Password, you will be prompted to enter the information again. If you try unsuccessfully to enter your codes 3 times, you will be locked out

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and the password will need to be reset. If you have lost or forgotten your User Name or Password, contact the individual who provided it to you.

## Terminal Operations

Depending upon your level of authority, you can:

- Process credit card transactions (sale and return)
- Process check transactions (sale and return)
- Void Transactions
- View Transaction History

### Card Transaction / Check Transaction

With these options, you will access a form into which you can enter all the information required to charge a customer's credit card or check, as well as their billing and shipping information. You can include a note of the item purchased in the Description field. Check with your supervisor regarding specific information to be captured in these fields. If an email address is provided, the individual will get a confirmation of the transaction by email. If not, they will not receive a confirmation.

The fields you see in this area are determined by the Administration's "Configure Terminal" setting. (See "Administration Operations" below.)

#### "Authorization Only" Procedure (First Data Network Only)

To perform an "Authorization Only" First Data process the transaction using the appropriate transaction type. If the transaction is approved, make a note of the resulting approval code. This will be the code you need to complete the transaction. You can then process the transaction normally, using the "Offline Purchase / Force" transaction type.

If you are not on the First Data Network, the "Auth Only" transaction type will not be available. To perform an "Authorization Only" or "Pre-Authorization" on your network, first process the transaction normally. Then do a Void Transaction to remove the transaction prior to settlement. Note: If you do not void the transaction, the charge will be part of the settlement automatically at the end of the day.

### Card Refund / Check Refund (Apply Credits)

If your terminal has this authority, by selecting this option you will access a form that will allow you to enter the information appropriate to crediting a card or checking account. Be very careful with this capability. Be certain that all information you enter is correct prior to submitting the transaction. If an email address is present, they will receive a confirmation of the transaction by email. If not, they will not receive a confirmation.

Enter the amount to be credited and optionally a description. Check with your supervisor for information to be included in the Description field, if any.

### Void Transactions

When you select this option, you will get a list of all transactions in the current batch. You can Void a transaction by selecting that option beside the transaction you wish to void. Only transactions in the batch awaiting settlement can be voided. Batches are settled daily at 1:00 am Pacific time. Once the batch is settled, the transaction cannot be Voided. Use the "Card Refund" option instead.

### View Transaction History

Selecting this option will show you all of the historical transactions for your terminal. On the History submenu, select whether to list Card or Check transaction histories, based on your merchant account setup. Select the transaction type you want to review. (You can only view transaction types that your merchant account is set up to process.)

The list is in reverse chronological order, with the latest transaction on top. You can view the Details of the transaction by clicking the "Transaction Key" in the far left column. If the list is longer than 20 transactions, select "Next " at the top of the list. Use "Next", "Previous" and "First" to review the entire transaction history for your terminal. You can see the following information for each transaction on this page:

#### Searching the Transaction History

In the Transaction History screen, you have the capability of search through transaction records, using a number of variables. Enter the search phrase and select the appropriate search type:

- Name of person/organization charged
- Company
- Transaction #
- Card Number
- Transaction Identifier (TID)
- Amount charged
- Email Address
- Batch

You can also select the type of transaction, as well as a date range. The report can be displayed on your screen (HTML) or downloaded as a comma-delimited (.csv) file by choosing the appropriate report format.

### Logout

Be sure to Log Out of the terminal before leaving the Terminal Program. Remaining logged in will allow others to use your terminal ID to access the system.

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## Administrative Operations

Administrators have the capability of performing all functions assigned to Terminals. In addition, Administrators can:

- Set up and manage Terminals
- View Terminal Activity Reports
- Upload files for batch processing
- Settle batches manually (if set up to do so)
- Review settlement history and settled transaction details
- Set up merchant payment process

### Options

As an Administrator, you can make changes to your own and other terminals, as well as perform some other functions. The Options tab is a pull-down menu that accesses the following administrative options, depending upon how your merchant gateway is set up.

#### Terminals

You can set up and manage as many terminals as you need. By selecting this Option, you will see a second submenu you can use to:

Add Terminal: Set up a new terminal. Each terminal has its own Login ID and Password. Each can also be set to appropriate authority to perform credit card transactions and/or credit accounts. The terminal login will be your company's 4-digit prefix a hyphen and the Login ID you specify in this process. (1234-Term1). Note that the Login ID can be related to an accessing "terminal" or to an individual staff member or employee.

Edit Terminal: Change Login IDs and Passwords and permissions.

Device: Used only for swipe-enabled terminals.

Delete Terminal: Deletes the terminal and frees the Login ID for use.

#### Recurring/Bill Payment

With proper permissions, you can create recurring and monthly billing transactions. In this section you can attach multiple transaction payment instruments (credit cards and/or checks) to your recurring customers, and have the system automatically processed on a schedule that you define, such as daily, weekly, monthly, and more.

This is done in three steps:

- Set up customer account
- Assign customer accounts
- Create recurring payments or individual monthly billing

#### Reports

Select this option to see a quick summary of the number of transactions and total sales for the day and month for each terminal.

### **Manual Settlement**

If your merchant account is set up to settle batches manually, clicking this option will begin the settlement function. You will see a list of all pending transaction ready to be settled. A settlement report will be emailed to the address provided when the account was set up. Options are available to settle accounts automatically (currently 1:00 am Pacific Time) or manually. If your account is set to "automatic settlement" only, you will not see this option.

*Important Note: If your account is set up for Manual Settlement only, then you are responsible to run transaction settlements for your account at least daily. Not to do so will likely incur additional "downgrade" fees charged by the network.*

### **Settlement History**

This option provides a list of all settled batches — including the date and time. When selected, the View option for each batch presents a list of transactions in the batch, including the credit card number (last four digits only), name, company, whether the transaction was "voided," the transaction type and the amount. Each transaction can then be viewed for complete details.

### **Configure Payment Form / Online Payment Docs**

This function allows you to create a secure payment form that can be called from an external program, such as a company website connected to a customer database. This capability is only available if assigned by the merchant owner. (See *the separate Gateway Merchant Payment Interface API.*)

### **Batch Upload (*not yet implemented in version 3.1*)**

Upload .csv files directly to the gateway that will process individual transactions sequentially. You will receive a separate confirmation of each transaction, and a final report can be sent to an email address you specify. See the separate Batch Requirements document for more information.

### **Profile**

The Profile option allows you to make changes to the information that appears on the email confirmation. You can also change the email addresses to which transaction and settlement confirmations are sent.

In addition, you can set parameters for transaction acceptance based on CVV2 and AVS options. These are especially useful for customer-based input, such as an online form. Only transactions that match your assigned acceptance parameters are sent for processing.

Under Miscellaneous Options, you can set labels for two optional user-configurable fields that are retained with the transaction history: Merchant 1 and Merchant 2. If set, these fields appear in the Card Transactions and Check Transactions forms.

*Example:*

*Merchant 1: Invoice #*

*Merchant 2: Property ID*

### **Virtual Form Setup (Configure Terminals)**

Each terminal can be set independently to display specific fields in transaction and return input forms. In addition, each field can be set to “required” or not. *Note that setting a field to not be required will not override the transaction network’s requirements.*

### **Change Password**

Change your password.

### **Logout**

Be sure to Log Out of the terminal before leaving the Terminal Program. Remaining logged in will allow others to use your terminal ID to access the system, including all administrative functions authorized for your ID.

## **Contacting Technical Support**

If you have questions or problems with the Virtual Terminal not covered in this Introduction, first contact your merchant account representative for assistance.