

Taking a Payment from Virtual Terminal (VT)

- 1) Open the virtual payment window and log in as follows:

Username: **office@damoryveteri**

Password: **Payment5**

- 2) Click 'Create' from the left hand side menu

- 3) Complete the payment fields as follows:

- Order description: **Enter your initials**
- Amount: **Enter the amount of the payment**
- CART ID: **Enter the Patient ID or Contact ID**
- Name on Card: **Enter the clients surname here**
- Card Number: **Enter the long card number on the front of the card**
- Expiry Date: **Select the expiry month and year**
- Customer Phone Number: **This is a mandatory field so just enter the number '1' to bypass.**
- Customer Email: **Leave blank (unless they want a streamline receipt rather than one of our till receipts then you can enter an email address and it will send them one).**
- Billing Address 1: **This is a mandatory field so just enter the number '1' to bypass.**

ORDER DESCRIPTION kgw	BILLING ADDRESS 1* 1
AMOUNT* 100.00	CURRENCY* GBP
CART ID* VT-02-407124	ADDRESS 2
NAME ON CARD* walters	ADDRESS 3
CARD NUMBER* 4893960160326762	CITY
EXPIRY DATE* 3 2022	COUNTRYSTATE
CV2* 329	POSTCODE/ZIP
CUSTOMER PHONE NUMBER* 1	COUNTRY United Kingdom
CUSTOMER EMAIL* 	

- 4) The 'Submit Transaction' button will now be shown in green and can be pressed to submit the payment.

Refunds

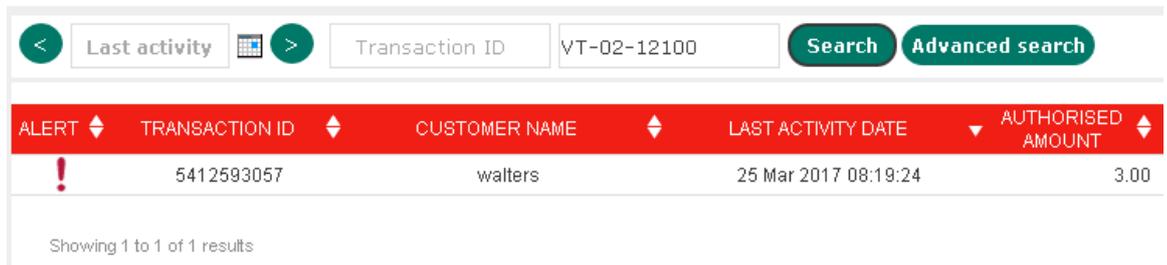
To refund a transaction from the VT, you must find the original transaction made.

- 1) Click 'Transactions' from the left hand side menu
- 2) Remove any date from date field so it states 'last activity'
- 3) Search for the payment using the Cart ID field and entering 'VT-02-' followed by the Patient ID or Contact ID e.g. VT-02-47031



A screenshot of a search interface. It features a navigation bar with a left arrow, a 'Last activity' filter, a calendar icon, a right arrow, a 'Transaction ID' field containing 'VT-02-12100', and a green 'Search' button.

- 4) Press 'Search' and the matches will be shown:

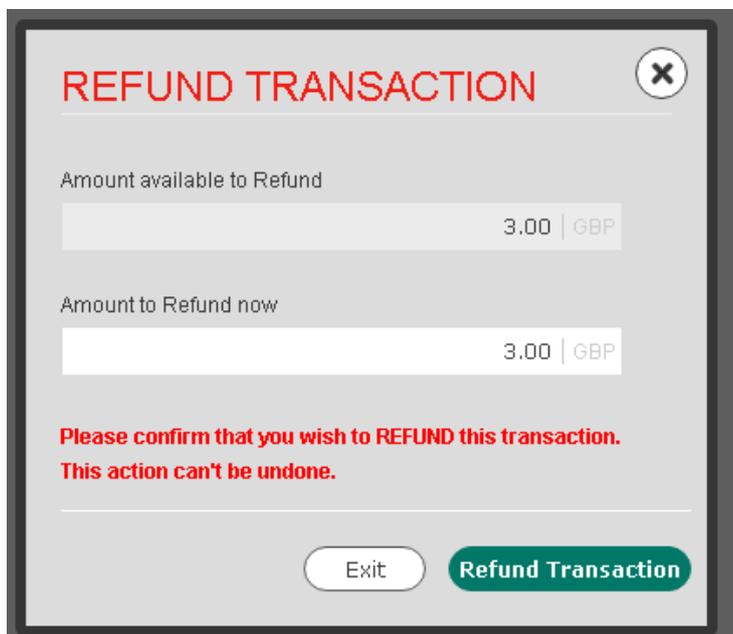


A screenshot of search results. The top bar includes a left arrow, 'Last activity' filter, calendar icon, right arrow, 'Transaction ID' field with 'VT-02-12100', and 'Search' and 'Advanced search' buttons. Below is a table with a red header and one data row. Below the table, it says 'Showing 1 to 1 of 1 results'.

ALERT	TRANSACTION ID	CUSTOMER NAME	LAST ACTIVITY DATE	AUTHORISED AMOUNT
!	5412593057	walters	25 Mar 2017 08:19:24	3.00

- 5) Select the transaction to refund from the search results and then click the 'Refund Transaction' button which will ask you to confirm the amount.

Refund Transaction



A screenshot of a 'REFUND TRANSACTION' dialog box. It has a title bar with a close button. The dialog contains two input fields: 'Amount available to Refund' and 'Amount to Refund now', both showing '3.00 | GBP'. Below the fields is a red warning message: 'Please confirm that you wish to REFUND this transaction. This action can't be undone.' At the bottom are two buttons: 'Exit' and 'Refund Transaction'.

- 6) Press the green 'Refund Transaction' button to refund the amount.

Reconciling Transactions

To check what transactions have been taken from the VT you must:

- 1) Select 'Reports' from the left hand side menu
- 2) Choose 'Report 581: Purchases/refunds/chargebacks'
- 3) Enter the 'From Date' to be after the same as the 'from' and 'to' date and time of the Voyager cash run date.

Report Parameters	
Administration code	DAMORYVETERI
From Date	2017-03-25 13:34:50 <input type="text"/> YYYY-MM-DD [hh:mm[:ss]] yesterday today Default time 00:00:00
Until Date	2017-03-27 15:11:16 <input type="text"/> YYYY-MM-DD [hh:mm[:ss]] yesterday today Default time 00:00:00

Daily Cash	Cashing Up
From	To
25/03/2017 13:34:50	27/03/2017 15:11:16

- 4) Click the 'Generate' button to produce the report.
- 5) Right click on the report and choose 'Print'
- 6) Add the amounts together in the 'Authorised Purchases' section (in this example they total £8.50) then minus off any refunds to give the total for the day (in this example it would be £7.00). Write this amount on the report and add to your totals slip from the Streamline terminals which should match your Voyager Credit Cards totals.

Authorised purchases

Payment Type	Currency Code	Number of transactions	Transaction amount
VISA_CREDIT	GBP	1	3.00
VISA_DEBIT	GBP	4	5.50

Refunds

Payment Type	Currency Code	Number of transactions	Transaction amount
VISA_DEBIT	GBP	1	1.50

What if you don't balance? You can print a transaction report detailing all the transactions:

- 1) Select 'Reports' from the left hand side menu
- 2) Choose 'Statement'
- 3) Enter the 'From Date' to be after the same as the 'from' and 'to' date and time of the Voyager cash run date.
- 4) Choose 'Saved Format Report' as 'Reception'

Report Parameters	
Merchant code	DAMORYVETERIM1
From date	2017-03-23 08:10 <input type="text"/> YYYY-MM-DD [hh:mm[:ss]] yesterday today <input type="checkbox"/> Schedule this date Default time 00:00:00
Until date	2017-03-23 19:45 <input type="text"/> YYYY-MM-DD [hh:mm[:ss]] yesterday today <input type="checkbox"/> Schedule this date Default time 00:00:00
Event Type	-- All statuses --
Last Event	<input type="checkbox"/>
Report Delivery	
Format	Web page (Get Statement)
Saved Report Format	Reception

- 5) Click the 'Generate' button to produce the report.
- 6) Right click on the report and choose 'Print'