



REALCONTROL TERMINAL

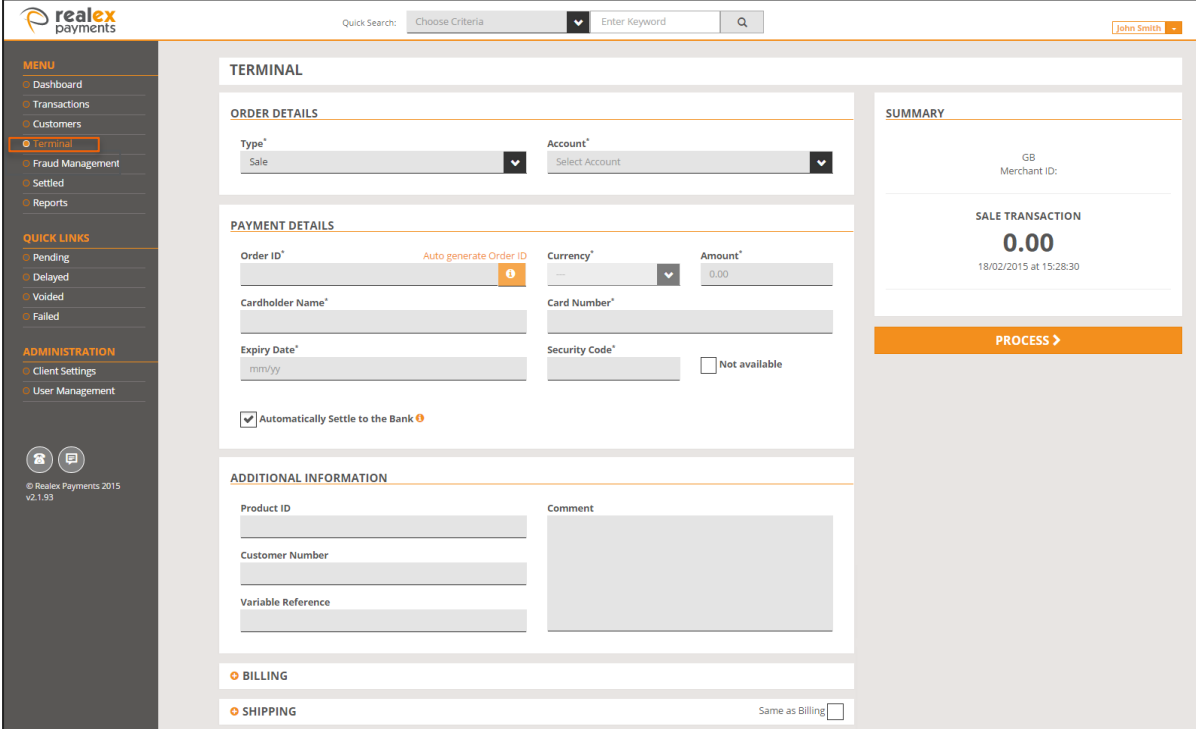
2015

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1 TERMINAL – PROCESSING A TRANSACTION

In order to process a transaction in RealControl you will need to go to the **‘Terminal’** section. This can be found within the navigation menu to the left of the RealControl dashboard.



The screenshot shows the 'Terminal' section of the RealControl dashboard. The interface is divided into several sections:

- Terminal Header:** Includes the 'realex payments' logo, a search bar with 'Quick Search: Choose Criteria' and 'Enter Keyword', and a user profile for 'John Smith'.
- Left Navigation Menu:** Contains sections for 'MENU' (Dashboard, Transactions, Customers, Terminal, Fraud Management, Settled, Reports), 'QUICK LINKS' (Pending, Delayed, Voided, Failed), and 'ADMINISTRATION' (Client Settings, User Management).
- ORDER DETAILS:** Features a 'Type*' dropdown menu set to 'Sale' and an 'Account*' dropdown menu set to 'Select Account'.
- PAYMENT DETAILS:** Includes an 'Order ID*' field with an 'Auto generate Order ID' button, a 'Currency*' dropdown menu, and an 'Amount*' field set to '0.00'. It also has fields for 'Cardholder Name*', 'Card Number*', 'Expiry Date*' (format: mm/yy), and 'Security Code*' with a 'Not available' checkbox. A checkbox for 'Automatically Settle to the Bank' is checked.
- ADDITIONAL INFORMATION:** Contains fields for 'Product ID', 'Customer Number', 'Variable Reference', and a large 'Comment' text area.
- BILLING and SHIPPING:** Includes checkboxes for 'BILLING' and 'SHIPPING', with a 'Same as Billing' checkbox.
- SUMMARY:** Displays 'GB Merchant ID:', 'SALE TRANSACTION', a large '0.00' amount, and the timestamp '18/02/2015 at 15:28:30'. A prominent orange 'PROCESS >' button is located below the summary.

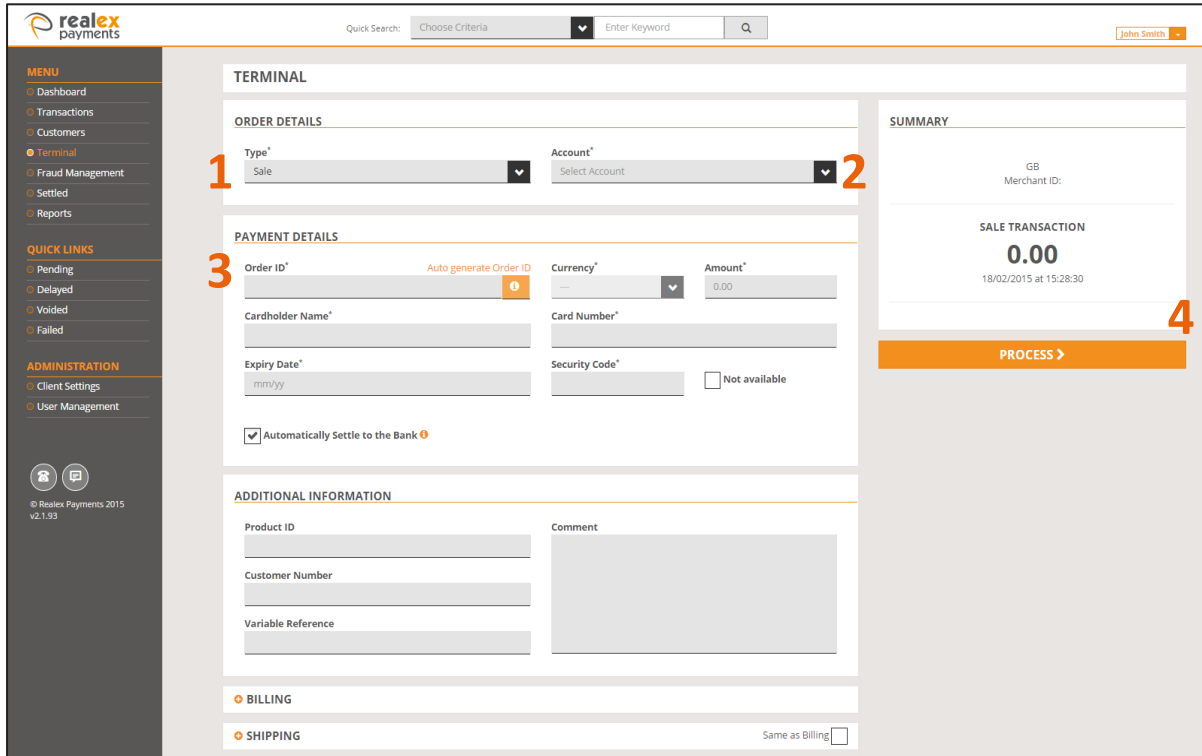
The Terminal can be used to process card transactions including:

- Sales
- Refunds
- Manual Transactions
- Card Verification

1.1 TERMINAL – 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'**.



realex payments Quick Search: Choose Criteria Enter Keyword John Smith

MENU

- Dashboard
- Transactions
- Customers
- Terminal**
- Fraud Management
- Settled
- Reports

QUICK LINKS

- Pending
- Delayed
- Voided
- Failed

ADMINISTRATION

- Client Settings
- User Management

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TERMINAL

ORDER DETAILS

1 **Type*** Sale **Account*** Select Account 2

PAYMENT DETAILS

3 **Order ID*** Auto generate Order ID **Currency*** **Amount*** 0.00

Cardholder Name* **Card Number***

Expiry Date* mm/yy **Security Code*** Not available

Automatically Settle to the Bank

ADDITIONAL INFORMATION

Product ID **Comment**

Customer Number

Variable Reference

BILLING Same as Billing

SHIPPING

SUMMARY

GB Merchant ID:

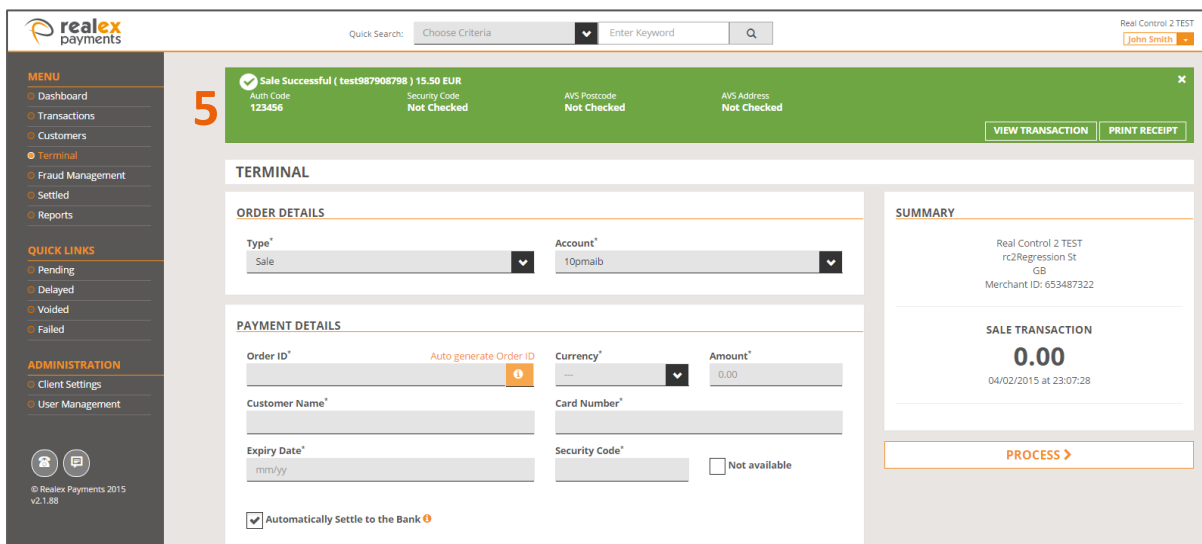
SALE TRANSACTION

0.00

18/02/2015 at 15:28:30

PROCESS > 4

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



realex payments Quick Search: Choose Criteria Enter Keyword John Smith Real Control 2 TEST

5 **Sale Successful (test987908798) 15.50 EUR**

Auth Code: 123456 Security Code: Not Checked AVS Postcode: Not Checked AVS Address: Not Checked

VIEW TRANSACTION **PRINT RECEIPT**

TERMINAL

ORDER DETAILS

Type* Sale **Account*** 10pmaib

PAYMENT DETAILS

Order ID* Auto generate Order ID **Currency*** **Amount*** 0.00

Customer Name* **Card Number***

Expiry Date* mm/yy **Security Code*** Not available

Automatically Settle to the Bank

SUMMARY

Real Control 2 TEST
rc2Regression St
GB
Merchant ID: 653487322

SALE TRANSACTION

0.00

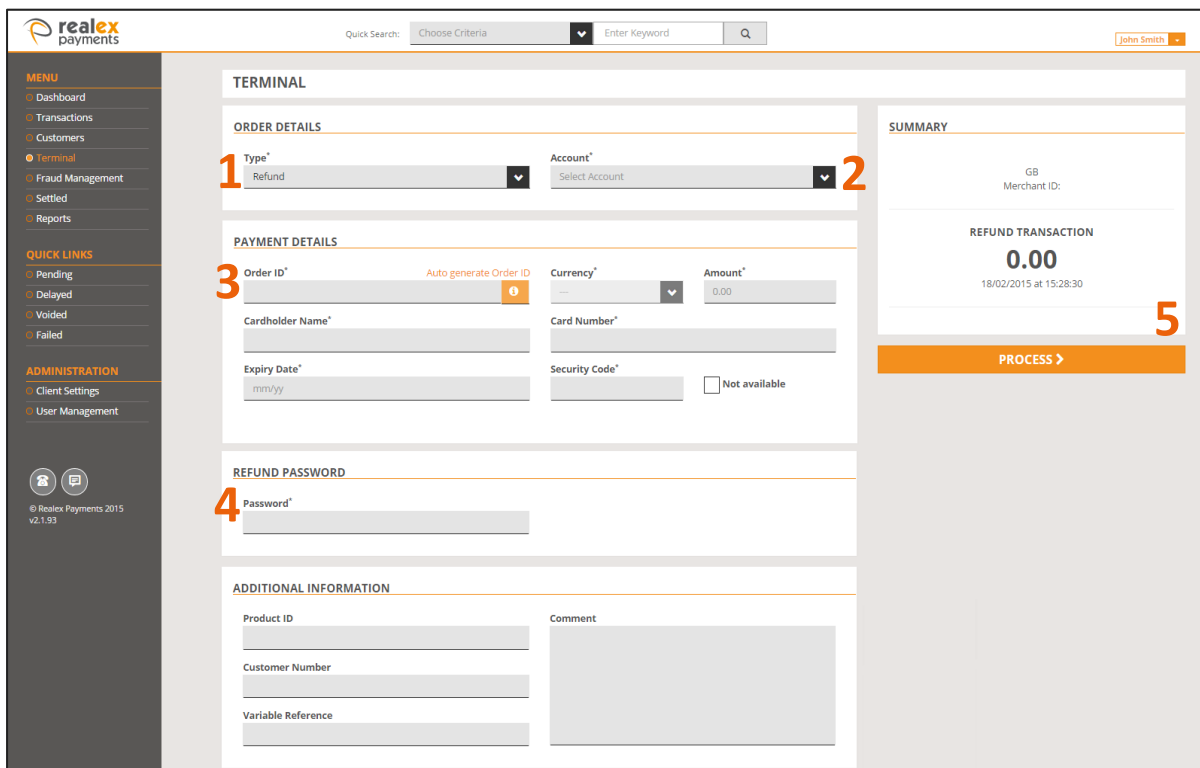
04/02/2015 at 23:07:28

PROCESS >

1.2 TERMINAL – 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 1.2 above.



The screenshot shows the Realex Payments Terminal interface. On the left is a sidebar with a menu (Dashboard, Transactions, Customers, Terminal, Fraud Management, Settled, Reports) and quick links (Pending, Delayed, Voided, Failed). The main area is titled 'TERMINAL' and contains several sections:

- ORDER DETAILS:** 'Type*' dropdown is set to 'Refund' (1). 'Account*' dropdown is set to 'Select Account' (2).
- PAYMENT DETAILS:** 'Order ID*' field has an 'Auto generate Order ID' button (3). 'Currency*' is set to '—' and 'Amount*' is '0.00'. 'Cardholder Name*', 'Card Number*', 'Expiry Date*' (mm/yy), and 'Security Code*' (with a 'Not available' checkbox) are also present.
- REFUND PASSWORD:** 'Password*' field (4).
- ADDITIONAL INFORMATION:** Fields for 'Product ID', 'Customer Number', 'Variable Reference', and a 'Comment' text area.
- SUMMARY:** Shows 'GB Merchant ID:', 'REFUND TRANSACTION', '0.00', and '18/02/2015 at 15:28:30'. A 'PROCESS >' button (5) is at the bottom.

Note:

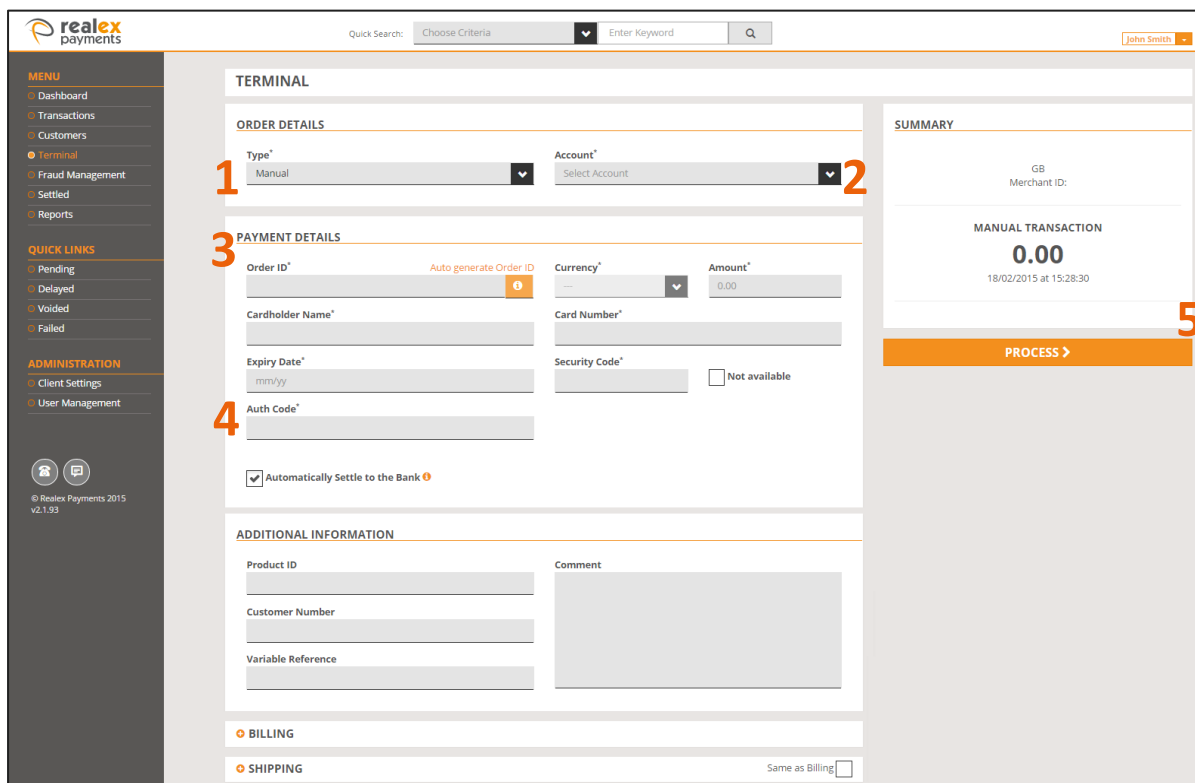
1. Please note that the refund option is not enabled by default on your account. For more information on this please contact Realex Payments Support Team.
2. You need to have the full card number and expiry date to process a refund. If you do not have these details and the transaction is less than 180 days old, you should process a rebate. For more information on rebates, please see the [RealControl – Managing Transactions User Guide](#).

1.3 TERMINAL – 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. Realex 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 for processing a manual transaction. The form includes the following sections and fields:

- ORDER DETAILS:**
 - Type***: Dropdown menu set to 'Manual' (callout 1).
 - Account***: Dropdown menu set to 'Select Account' (callout 2).
- PAYMENT DETAILS:**
 - Order ID***: Text input field with 'Auto generate Order ID' button (callout 3).
 - Currency***: Dropdown menu.
 - Amount***: Text input field set to '0.00'.
 - Cardholder Name***: Text input field.
 - Card Number***: Text input field.
 - Expiry Date***: Text input field with 'mm/yy' format.
 - Security Code***: Text input field with a 'Not available' checkbox.
 - Auth Code***: Text input field (callout 4).
 - Automatically Settle to the Bank
- ADDITIONAL INFORMATION:**
 - Product ID**: Text input field.
 - Customer Number**: Text input field.
 - Variable Reference**: Text input field.
 - Comment**: Text area.
- SUMMARY (Right Panel):**
 - GB Merchant ID:
 - MANUAL TRANSACTION
 - 0.00**
 - 18/02/2015 at 15:28:30
 - PROCESS** button (callout 5)
- Footer:**
 - BILLING**
 - SHIPPING**
 - Same as Billing

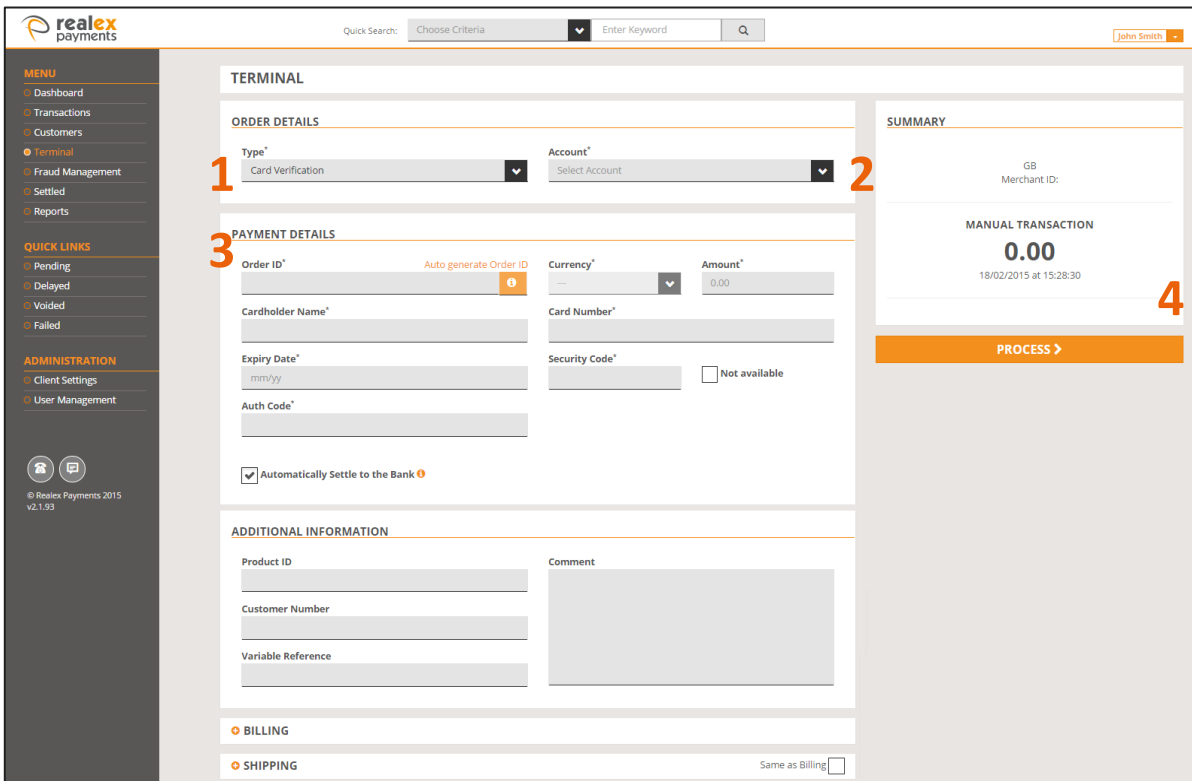
5. Once all mandatory fields are complete, click on **'Process'**.
6. The transaction result will display and the appropriate message will appear at the top of the **'Terminal'** screen as seen in Section 1.2 above.

1.4 TERMINAL – 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 Realex 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 1.2 above.



The screenshot shows the Realex Payments Terminal interface. On the left is a navigation menu with sections: MENU (Dashboard, Transactions, Customers, Terminal, Fraud Management, Settled, Reports), QUICK LINKS (Pending, Delayed, Voided, Failed), and ADMINISTRATION (Client Settings, User Management). The main content area is titled 'TERMINAL' and contains the following sections:

- ORDER DETAILS:** Includes 'Type*' (dropdown menu with 'Card Verification' selected, labeled 1) and 'Account*' (dropdown menu with 'Select Account', labeled 2).
- PAYMENT DETAILS:** Includes 'Order ID*' (text field with 'Auto generate Order ID' button, labeled 3), 'Currency*' (dropdown menu), 'Amount*' (text field with '0.00'), 'Cardholder Name*', 'Card Number*', 'Expiry Date*' (mm/yy), 'Security Code*' (with 'Not available' checkbox), and 'Auth Code*'. There is also a checkbox for 'Automatically Settle to the Bank'.
- ADDITIONAL INFORMATION:** Includes 'Product ID', 'Customer Number', 'Variable Reference', and a 'Comment' text area.
- BILLING:** Includes a radio button for 'BILLING'.
- SHIPPING:** Includes a checkbox for 'SHIPPING' and a 'Same as Billing' checkbox.
- SUMMARY:** Shows 'GB Merchant ID:', 'MANUAL TRANSACTION', '0.00', and '18/02/2015 at 15:28:30'. A large orange 'PROCESS >' button is at the bottom of this section, labeled 4.

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.

SUPPORT

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