



INTERNATIONAL
BANCARD®

Merchant Passport

Administrator Guide

ver 3.1

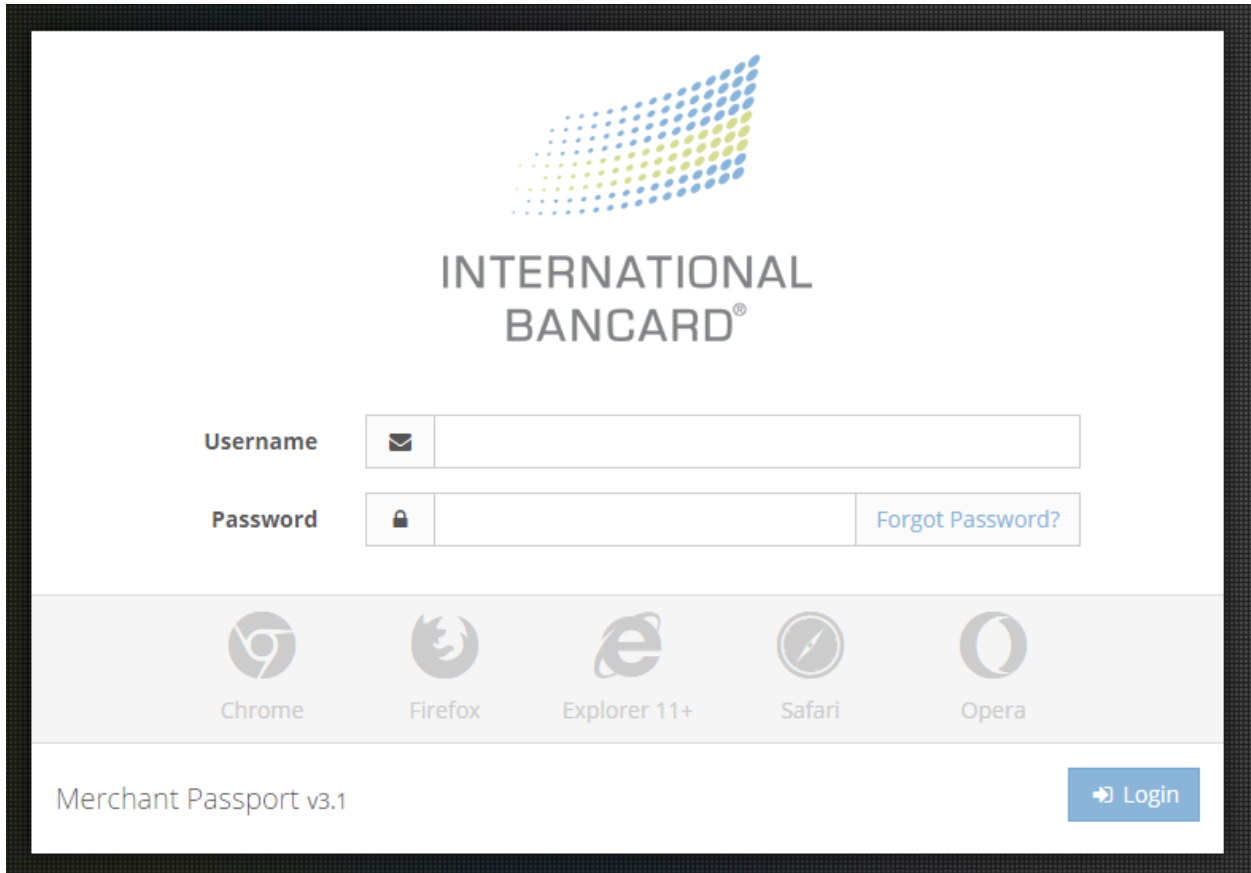
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Introduction

Merchant Passport - <https://merchant.intlbancard.com> – is a merchant portal providing you access to statements and charts detailing transaction activity. Based on the Merchant Passport level you select, the portal can also act as a virtual terminal and provide detailed transaction reporting.



The screenshot shows the Merchant Passport login interface. At the top is the International Bancard logo, consisting of a stylized grid of blue and yellow dots above the text "INTERNATIONAL BANCARD®". Below the logo are two input fields: "Username" with an envelope icon and "Password" with a lock icon. To the right of the password field is a link that says "Forgot Password?". Below these fields is a row of five browser icons: Chrome, Firefox, Explorer 11+, Safari, and Opera. At the bottom left, it says "Merchant Passport v3.1". At the bottom right is a blue button with a right-pointing arrow and the text "Login".

Merchant Passport Levels

Merchant Passport has four (4) primary levels of access:

- **Basic**
- **Plus**
- **Premium**
- **Premium with Hosted Pay**

***Note:** Depending on your sub-users' permission levels, which you as the administrator manage, they may not have access to all of Merchant Passport's features. They have been instructed to contact you in the event they require an adjustment to their permissions.*

Basic provides access to a Business Information overview, up to 24 months of Statements, Charts detailing transaction data, and rolling monthly transaction count.









Plus provides all **Basic** access as well as sections to view over 24 months of **Historical Transactions** (authorizations, batches, and settled transactions) and **Disputes** (chargebacks and retrievals).

Premium provides all **Plus** access as well as a **Virtual Terminal** and real time **Transaction Reports**.

Premium with Hosted Pay is a suite of products for online payment acceptance that includes one-time payment options, subscription payments, customer profile management, installment payment plans, and card vaulting (stored card methods). All **Hosted Pay** products are hosted on International Bancard servers, which reduces PCI DSS compliance requirements for the merchant. The **Merchant Passport Hosted Pay** dashboard provides users an easy way to create HTML and JavaScript code to quickly embed payment acceptance into a web site or shopping cart software.

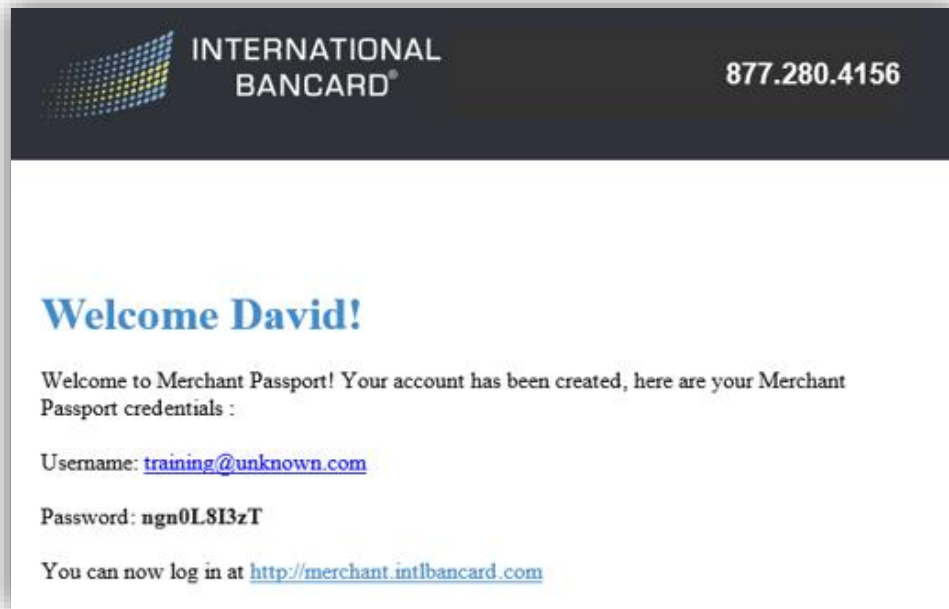
If you are interested in learning more about the Hosted Pay product, please contact us at tss@intlbandcard.com for assistance.

***Note:** This user guide will provide details for all products excluding **Hosted Pay**. If you determine that an upgraded level of Merchant Passport is needed, you can contact our Customer Service department at 800.827.4880 or email customercare@intlbandcard.com for assistance.*

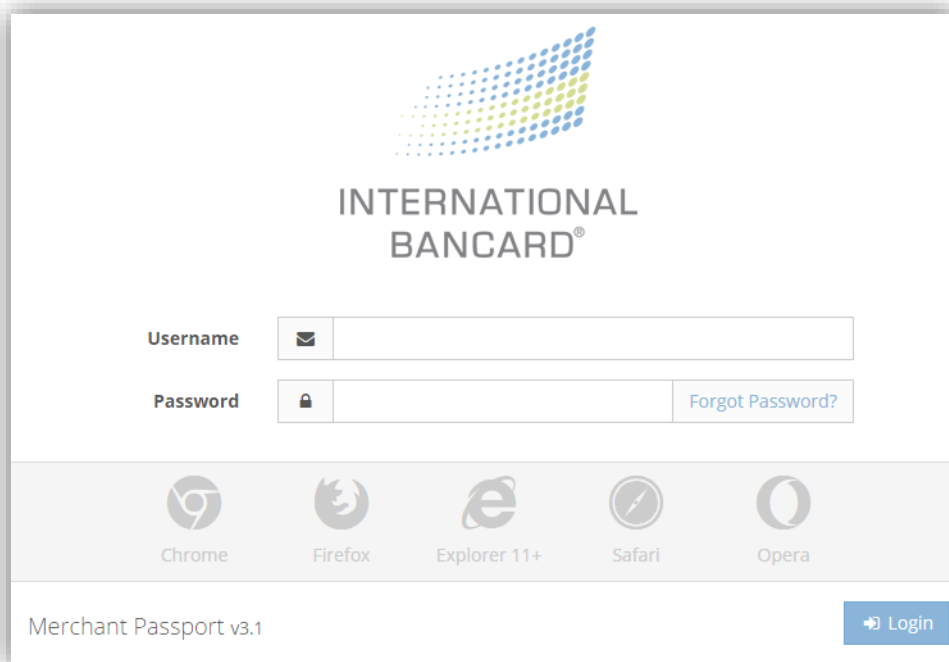
| | |
|--|--------------------------------------|
|  Dashboard | |
|  Business Info | |
|  Statements | |
|  Charts | Basic Access |
| <hr/> | |
|  History | |
|  Disputes | |
| Retrievals | |
| Chargebacks | Plus Access (including all above) |
| <hr/> | |
|  Virtual Terminal | |
| Credit Card Terminal | |
| Transaction Reports | |
| Settings | Premium Access (including all above) |
| <hr/> | |
|  Hosted Pay | |
| My Customers | |
| Profile Managers | |
| Tokenizers | |
| Payments | |
| Checkouts | |
| Subscriptions | |
| Installment Plans | |
| Branding Profiles | Hosted Pay (including all above) |


Accessing Merchant Passport

- Once your **Merchant Passport** account has been setup through International Bancard, you will automatically receive a Welcome Email with your user credentials, and a link to the website



- Click the link in the email to access Merchant Passport



- Input your username and password as listed in the Welcome Email
- Click **Login**  to proceed to the portal

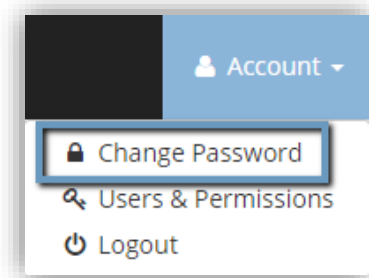
Note: We recommend you save the link <https://merchant.intlbancard.com> as a bookmark for easy access, and update your password for security purposes.

Changing Your Password

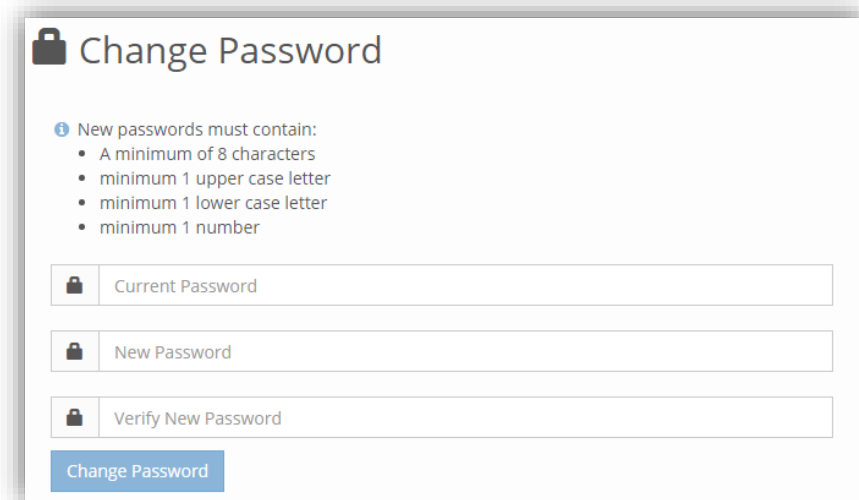
From Inside of Merchant Passport

Your password may be changed from any screen, but is first made visible on the home page (Dashboard). For security purposes, we recommend that you update your password after your first initial log in.

- Click **Account** located in the upper right corner and select **Change Password**




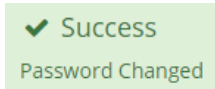
- Enter the current password in the **Current Password** field



- Enter and confirm the new password in the **New Password** and **Verify New Password** fields respectively

Note: New passwords must meet the following requirements:

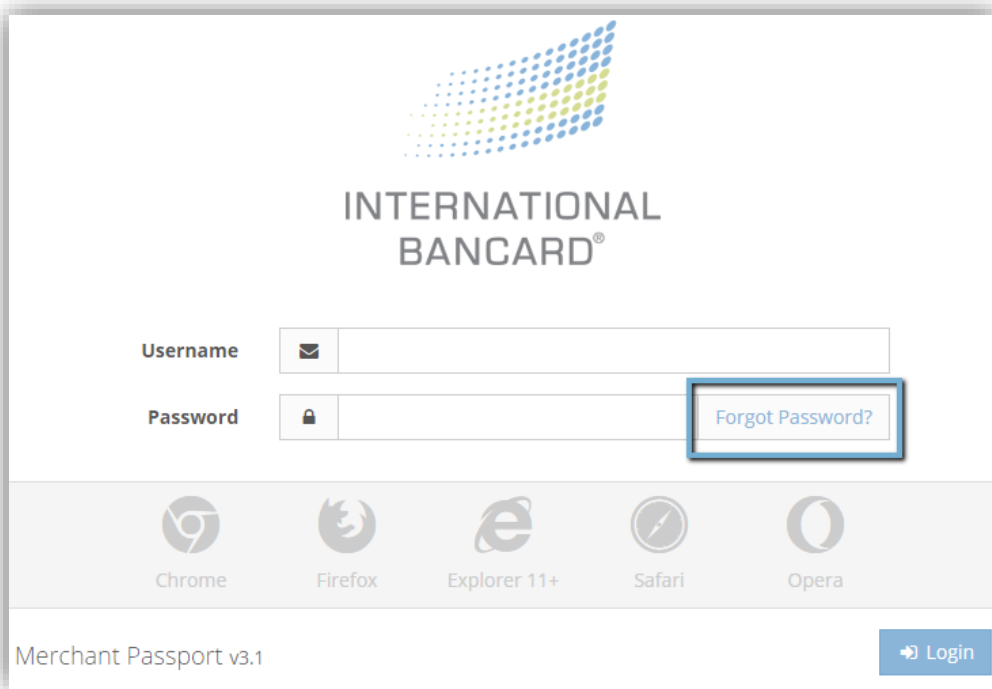
- Minimum of 8 characters
 - Minimum of 1 upper case letter
 - Minimum of 1 lower case letter
 - Minimum of 1 number
- Click **Change Password** 
 - A success message will display upon completion of your password change




From Outside of Merchant Passport


If you have forgotten your password, it can be reset from the Merchant Passport login page.

- Click **Forgot Password** from the Merchant Passport login page

A screenshot of the Merchant Passport login page. At the top is the International Bancard logo. Below it are two input fields: "Username" with an envelope icon and "Password" with a lock icon. To the right of the Password field is a blue button labeled "Forgot Password?". Below the input fields is a row of browser icons: Chrome, Firefox, Explorer 11+, Safari, and Opera. At the bottom left is the text "Merchant Passport v3.1" and at the bottom right is a blue button labeled "Login".

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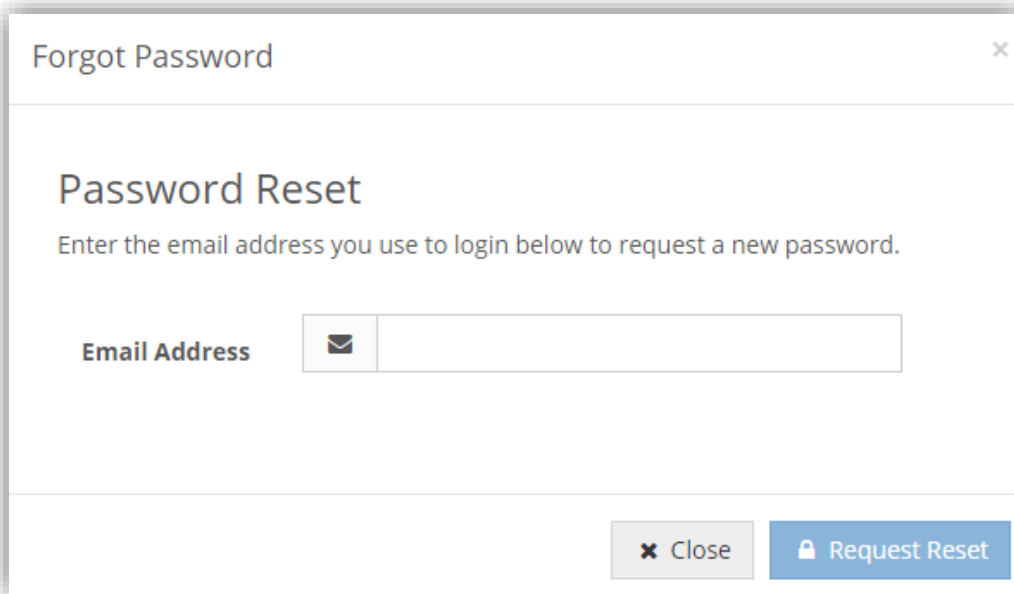
Username 

Password  [Forgot Password?](#)

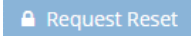
Chrome Firefox Explorer 11+ Safari Opera

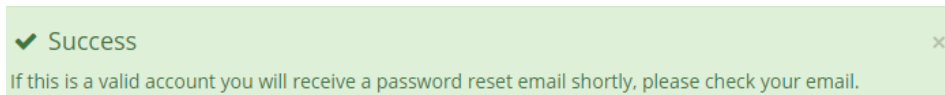
Merchant Passport v3.1 [Login](#)

- Input your email address into the **Email Address** field



The dialog box is titled "Forgot Password" and has a close button (X) in the top right corner. Below the title is the heading "Password Reset" followed by the instruction "Enter the email address you use to login below to request a new password." There is a label "Email Address" next to a text input field that contains an email icon. At the bottom right of the dialog are two buttons: "Close" (with an X icon) and "Request Reset" (with a lock icon).

- Click **Request Reset** 
- A success message will display upon submitting your password reset request

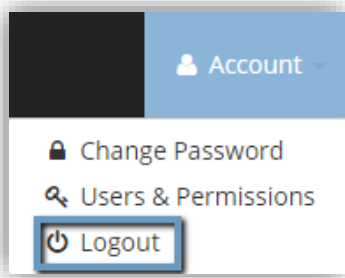


The success message box has a green background and a close button (X) in the top right corner. It contains a green checkmark icon followed by the word "Success" and the text "If this is a valid account you will receive a password reset email shortly, please check your email."

Logout

To logout of Merchant Passport:

- Click **Account** located in the upper right corner
- Select **Logout**

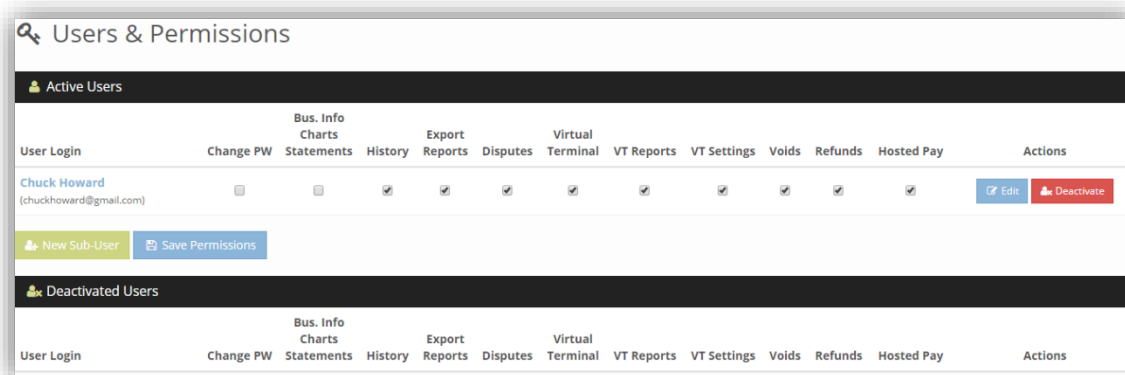


Users & Permissions

As the administrator of the account, you can setup **Sub-Users** to have full or limited access to the system. Depending on your system level, you can determine what attributes and features sub-users may or may not be able to access throughout the system.

This includes access to:

- Change Password
- Business Info, Charts & Statements
- History
- Exporting Reports
- Disputes
- Virtual Terminal
- Virtual Terminal Reports
- Virtual Terminal Settings
- Processing Voids
- Processing Refunds
- Hosted Pay

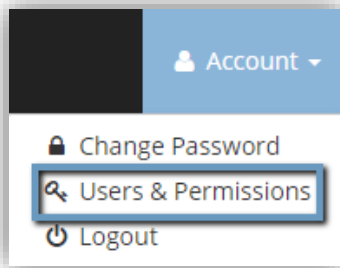


| Users & Permissions | | | | | | | | | | | | |
|---|--------------------------|-----------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|---|
| Active Users | | | | | | | | | | | | |
| User Login | Change PW | Bus. Info Charts Statements | History | Export Reports | Disputes | Virtual Terminal | VT Reports | VT Settings | Voids | Refunds | Hosted Pay | Actions |
| Chuck Howard (chuckhoward@gmail.com) | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Edit Deactivate |
| New Sub-User Save Permissions | | | | | | | | | | | | |
| Deactivated Users | | | | | | | | | | | | |
| User Login | Change PW | Bus. Info Charts Statements | History | Export Reports | Disputes | Virtual Terminal | VT Reports | VT Settings | Voids | Refunds | Hosted Pay | Actions |

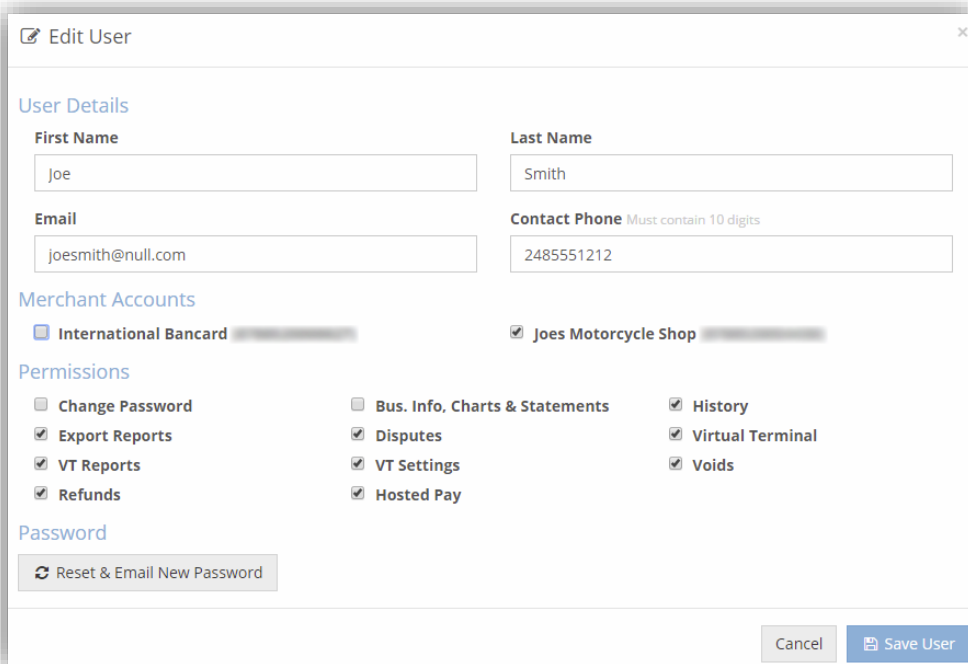
Once you have added sub-users, you can modify their permissions, reset passwords, deactivate active users (blocking them from accessing the system), reactivate deactivated users (returning access to the system), and delete deactivated users (permanently removing them from the system).

Adding Sub-Users

- Click **Account** in the upper-right corner and select **Users & Permissions**



- Click **New Sub-User** 


 A screenshot of the 'Edit User' form. The form is titled 'Edit User' and has a close button (X) in the top right. It is divided into several sections:

- User Details:** Contains fields for 'First Name' (Joe), 'Last Name' (Smith), 'Email' (joesmith@null.com), and 'Contact Phone' (2485551212). A note next to the phone field says 'Must contain 10 digits'.
- Merchant Accounts:** Contains two checkboxes: 'International Bancard' (unchecked) and 'Joes Motorcycle Shop' (checked).
- Permissions:** Contains three columns of checkboxes:
 - Change Password (unchecked), Export Reports (checked), VT Reports (checked), Refunds (checked)
 - Bus. Info, Charts & Statements (unchecked), Disputes (checked), VT Settings (checked), Hosted Pay (checked)
 - History (checked), Virtual Terminal (checked), Voids (checked)
- Password:** Contains a button 'Reset & Email New Password'.

 At the bottom right, there are 'Cancel' and 'Save User' buttons.

- Enter the **User Details**

Note: The contact phone is used for password retrieval, if necessary

- Select the **Merchant Accounts** the user is to have access to (this could be all Merchant Accounts you have access to or just a sub-set of them)
- Select the **Permissions** you would like the user to have access to

Note: If your Merchant Passport level does not include a feature, that feature will be grayed out so that it is not selected in error

- Click **Create User** 

- The user will receive a **Welcome to Merchant Passport!** email with credentials to access the portal

Editing Sub-Users

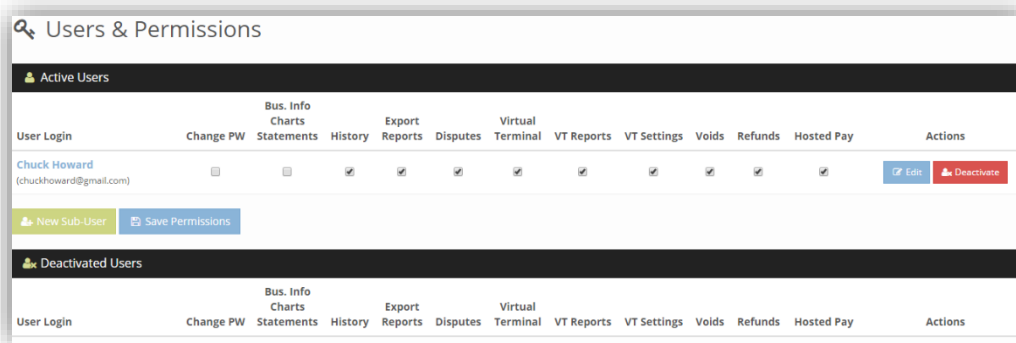
Once a sub-user has been set up in the system, future edits can be made by the administrator to the user's account such as resetting their password and adjusting permissions or merchant account listings. A user must be active for their permissions to be edited. Edits can be made in two different ways

1. Permissions View
2. User Edit

Permissions View

Within **Users & Permissions** you can see a listing of each **Active** and **Deactivated User** as well as their associated permission attributes. To quickly change an active user's permissions:

- Click **Account** in the upper-right corner and select **Users & Permissions**
- Locate the user under the **Active User** section
- Check or uncheck the box under the desired permission attribute

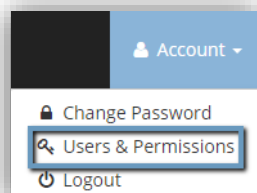



- Click **Save Permissions**

Sub-User Edit

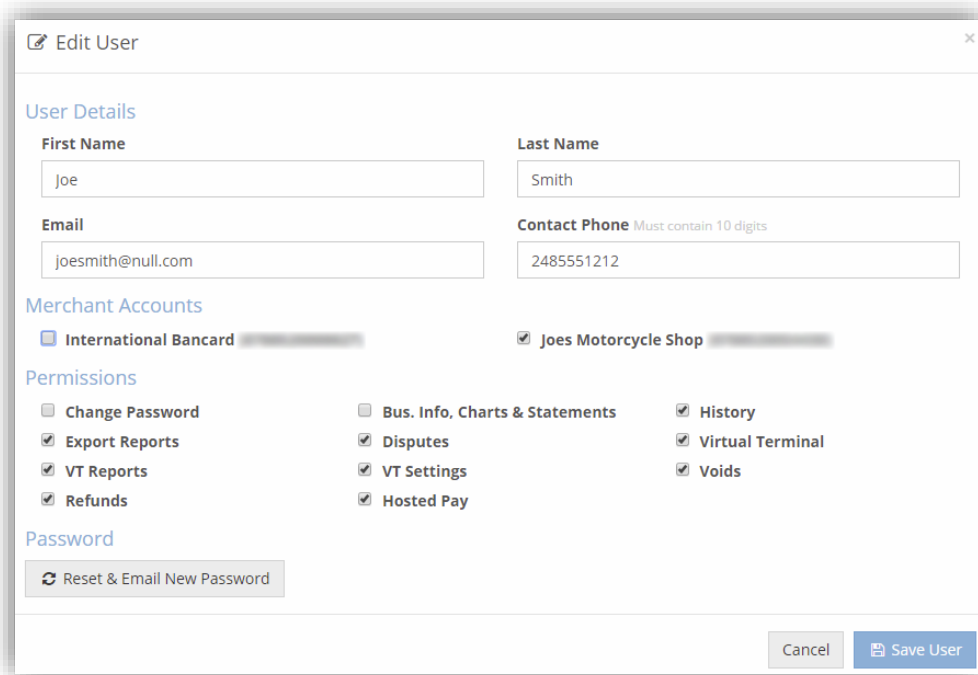
Within Users & Permissions each user's name is a link to the Edit User screen. If you need to change more than the user's permissions, this edit option must be used.

- Click **Account** in the upper-right corner and select **Users & Permissions**



- Locate the user under the **Active User** section
- Click on the user's name OR **Edit** 

- Edit the necessary user properties



Edit User

User Details

First Name
Joe

Last Name
Smith

Email
joesmith@null.com

Contact Phone Must contain 10 digits
2485551212

Merchant Accounts

☐ International Bancard

☒ Joes Motorcycle Shop

Permissions

| | | |
|--|---|--|
| <input type="checkbox"/> Change Password | <input type="checkbox"/> Bus. Info, Charts & Statements | <input checked="" type="checkbox"/> History |
| <input checked="" type="checkbox"/> Export Reports | <input checked="" type="checkbox"/> Disputes | <input checked="" type="checkbox"/> Virtual Terminal |
| <input checked="" type="checkbox"/> VT Reports | <input checked="" type="checkbox"/> VT Settings | <input checked="" type="checkbox"/> Voids |
| <input checked="" type="checkbox"/> Refunds | <input checked="" type="checkbox"/> Hosted Pay | |

Password

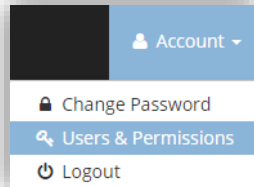
- Correct/update the user's name, email address, or phone number
 - Add or remove Merchant Account access
 - Add or remove permission attributes
 - Reset the user's password
- Click **Save User**



Note: Some access level changes (such as adding access to additional merchant accounts) may require the user to sign out and back in for the change to take effect.

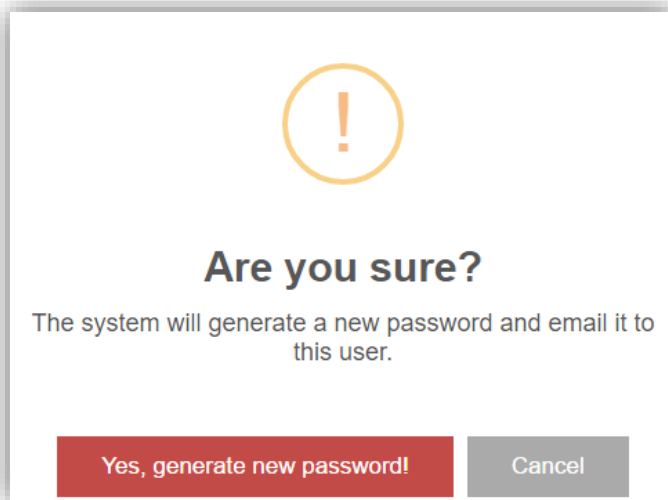
Sub-User Password Reset

Administrators can reset a sub-user's password from the **Users & Permissions** section.

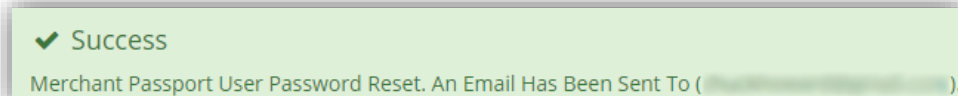
- Click **Account** in the upper-right corner and select **Users & Permissions**



- Locate the user under the **Active User** section
- Click on the user's name OR **Edit** 
- Click **Reset & Email New Password** 
- Click **Yes, generate new password!**



- The following success message will appear



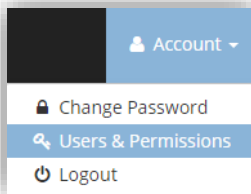
- The user will receive a **Merchant Passport Password Rest** email with a new password
***Note:** It is recommended to have the sub-users reset their new password upon logging in with it for the first time*


Deactivating Sub-Users

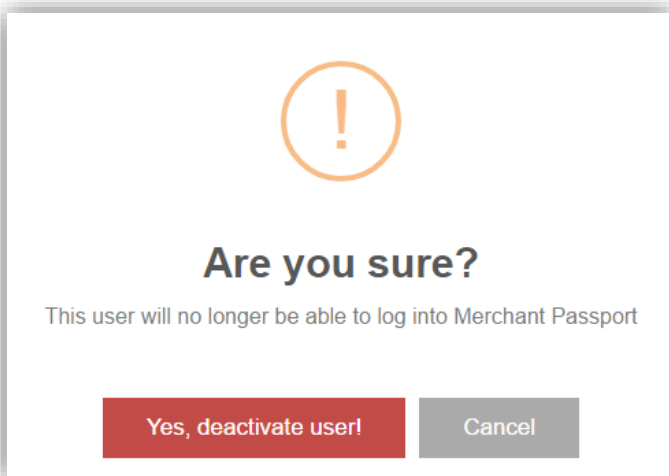
Sub-Users can be deactivated within the **User & Permissions** section of the system. Deactivating a user is generally done when you want to suspend their system access or as a first step to permanently deleting a user.

To deactivate a sub-user:

- Click **Account** in the upper-right corner and select **Users & Permissions**



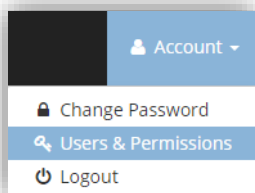
- Locate the user under the **Active User** section
- Click **Deactivate** 
- Click **Yes, deactivate user!**




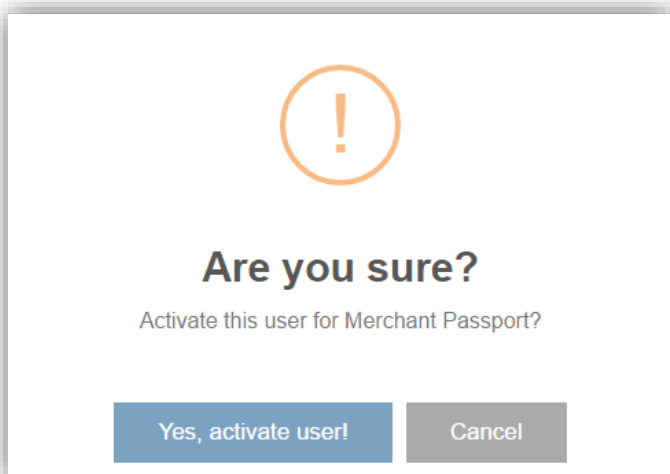
Reactivating Sub-Users

Once a sub-user has been deactivated, they can be reactivated if desired. Reactivating a user is generally done when a temporary suspension of access has been lifted.

- Click **Account** in the upper-right corner and select **Users & Permissions**



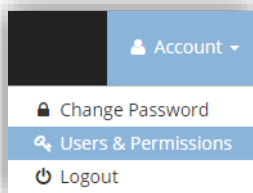
- Locate the user under the **Deactivated User** section
- Click **Activate** 
- Click **Yes, Activate User**




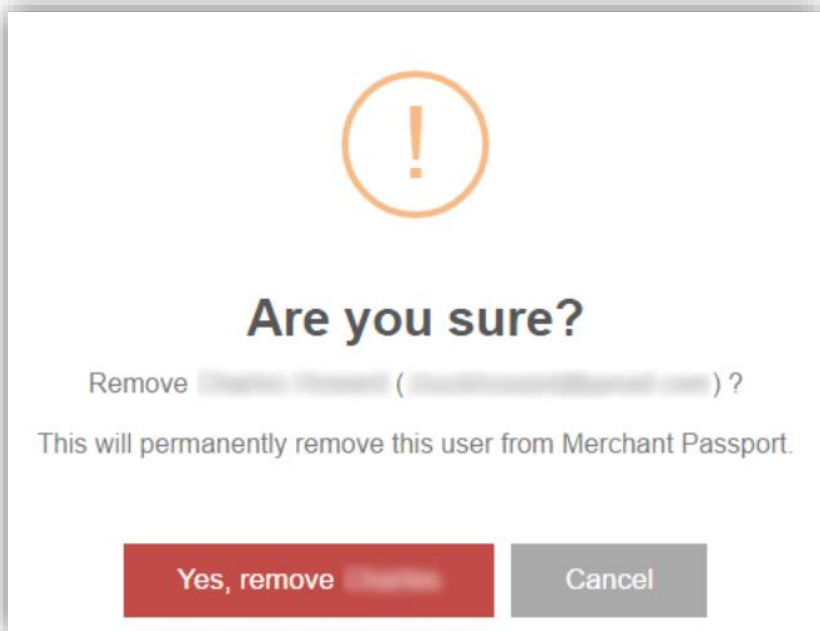
Deleting Sub-Users

If you would like to completely delete a deactivated sub-user (perhaps they were created in error), you can do so within the **Users & Permissions** section. The user must first be deactivated before being deleted.

- Click **Account** in the upper-right corner and select **Users & Permissions**

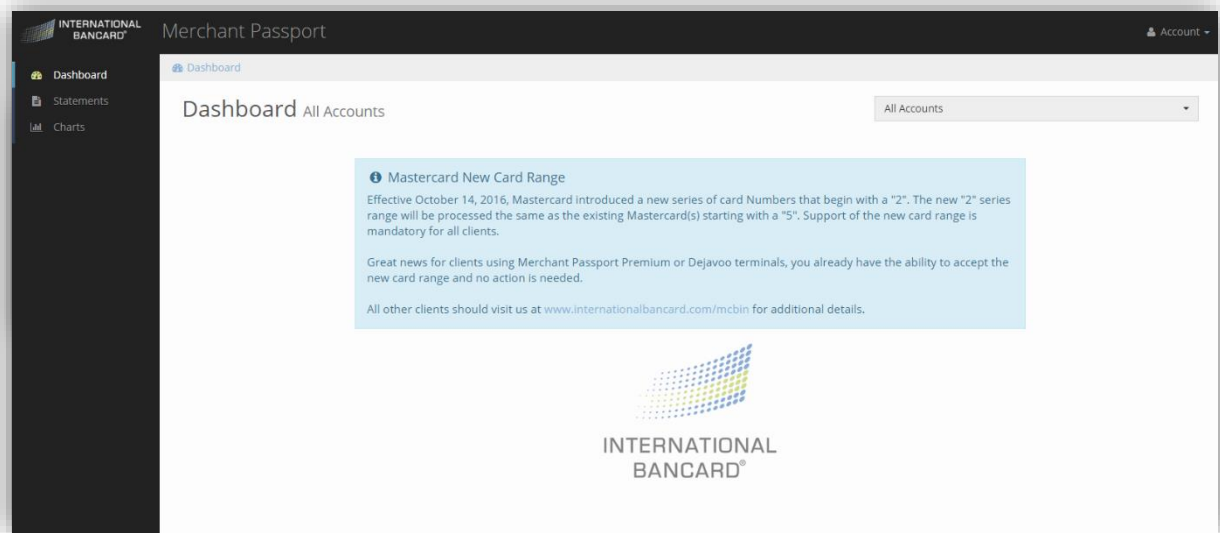


- Locate the user under the **Deactivated User** section
- Click **Remove**  **Remove**
- Click **Yes, remove user**



Dashboard

Upon logging into Merchant Passport, your **Dashboard** screen will display.



If multiple merchant accounts are attached to your login, a dropdown menu will appear in the upper right corner where you must select an account before data appears.

You will also have access to the side-bar menu, which will display the features associated with your level of access.

Business Info

The **Business Info** screen provides you with a quick snapshot of your account information. This screen reflects the current DBA and Legal contact information, as well as the last four digits of your bank routing and account numbers.

Business Info

- Joes Motorcycle Shop ▼

Joes Motorcycle Shop (#87885200)

PCI

Not Compliant: SAQ/Scan Incomplete

Doing Business As

Name:

Joes Motorcycle Shop

Physical Street Address:

123 Main Street

City:

Saline

State:

mi

Zip:

48777

Phone:

(734) 555-1212

Fax:

First:

Joe

Last:

Blow

Email:

joe@yahoo.com

Customer Service Phone:

Legal

Name:

Test Joes Motorcycle Shop 2

Address:

123 Main Street

City:

Saline

State:

mi

Zip:

48777

Phone:

(734) 555-1212

Fax:

First:

Joe

Last:

Blow

Email:

joe@yahoo.com

Website URL:

www.na.com

Banking Information

Routing:

*****0211

Account:

*****6123




The **Business Info** screen also provides important, up-to-date information regarding your PCI status.

Note: To update data found on the **Business Info** screen, please contact International Bancard's Customer Service department by phone at 800-827-4880, or email customercare@intlancard.com

Statements


The **Statements** screen provides access to 24 months of past processing statements.

To access your statements:

- Select the month and year you would like to view from the left side menu.
- Use the arrow keys   in the upper right corner to advance to additional pages.
- To print, or view as a PDF, click 

Statements International Bancard (#87885200)

- International Bancard

June 2016
 

May 2016

April 2016

March 2016

February 2016

January 2016

December 2015

November 2015

October 2015

September 2015

August 2015

July 2015

June 2015




May 2015


April 2015

March 2015

February 2015

Statement View:

Page: 1 / 3
 




**INTERNATIONAL
BANCARD**

International Bancard
 1505 Woodward Ave.
 Detroit, MI 48226

Credit Card Merchant Statement

Statement Date: **6/30/2016**
 Merchant No: **87885200**
 Merchant DBA: International Bancard Corp
 Hierarchy:

International Bancard Corp

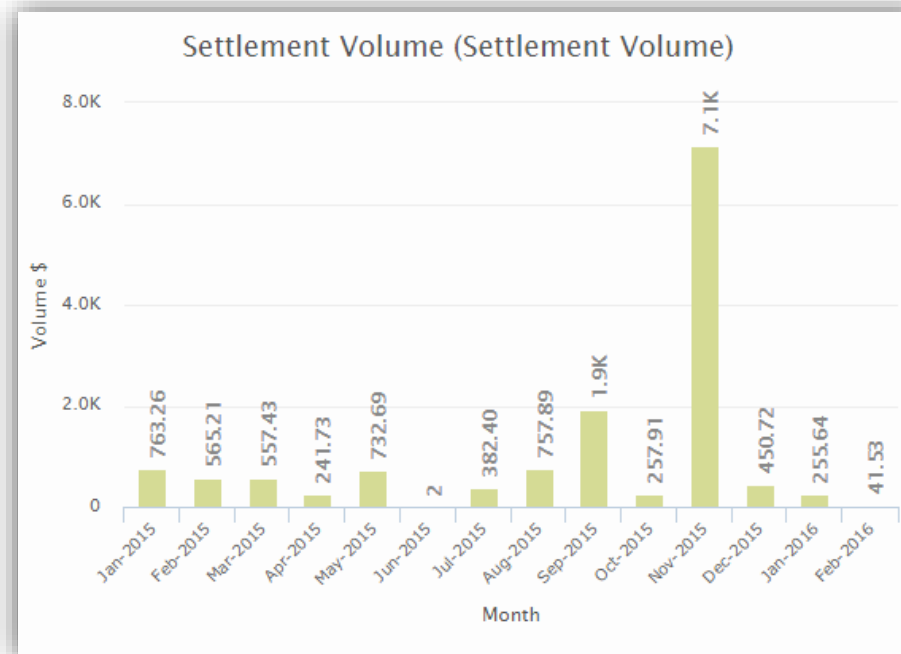
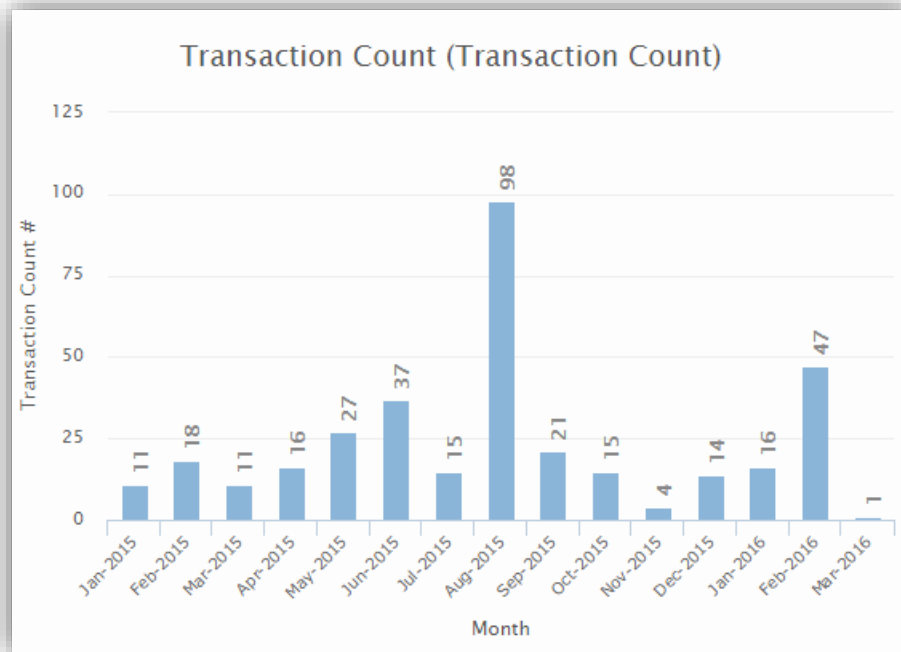
Deposits

| Day | Ref No | Items | \$ Sales | \$ Credits | \$ Disc | \$ Net Deposit |
|--------------|----------|----------|-----------------|------------|------------|-----------------|
| 03 | 00000023 | 1 | 1.04 | .00 | .00 | 1.04 |
| 09 | 16175682 | 1 | 315.00 | .00 | .00 | 315.00 |
| 13 | 16339250 | 1 | 200.34 | .00 | .00 | 200.34 |
| 14 | 16642311 | 1 | 164.99 | .00 | .00 | 164.99 |
| 16 | 16892417 | 1 | 221.80 | .00 | .00 | 221.80 |
| 21 | 17345172 | 1 | 163.39 | .00 | .00 | 163.39 |
| 27 | 17775736 | 1 | 114.60 | .00 | .00 | 114.60 |
| Total | | 7 | 1,181.16 | .00 | .00 | 1,181.16 |

Deposit Summary

Charts

The **Charts** screen displays a month-to-month snapshot of your **Transaction Count** and **Settlement Volume** for up to the last 15 months of your processing.



History

If you have enrolled in either our Merchant Plus or Premium programs, you will have access to the **History** screen. This screen provides access to all **Authorizations**, **Settled Transactions**, and **Closed Batches** that were processed within the last 24 months.

- **Authorizations** – All Transactions that have been authorized, but have not settled.
- **Settled** – All transactions that have been settled, and batched out of the POS device, or credit card terminal. You can filter data to search for individual transactions.
- **Closed Batches** – Displays activity for one specific batch of transactions.

Note: If you have access to more than one merchant account, changing the selection in the accounts drop down menu to **All Accounts** will generate and include details for each of the merchant accounts you are assigned to. Exported reports will include the **Merchant Number** and **Name** for reference and sorting purposes.

Transactions

All Accounts

Authorizations

Settled

Closed Batches

Filter

Start Date

End Date

All Processing Codes

First 6 Card Digits

Last 4 Card Digits

All Card Types

Amount Minimum

Amount Maximum

Authorization Code

Export PDF

Export CSV

Clear Filter

Search

Transactions

| Date | Time | Amount 1 | Amount 2 | Card Number | Card Type | Auth Code | Proc. Code | Resp. Code | Merchant # |
|------|------|----------|----------|-------------|-----------|-----------|------------|------------|------------|
|------|------|----------|----------|-------------|-----------|-----------|------------|------------|------------|

Authorizations

Authorizations can be searched by:

- Start Date
- End Date
- Processing Codes
- First 6 Card Digits
- Last 4 Card Digits
- Card Types
- Amount Minimum
- Amount Maximum
- Authorization Code

Authorizations
Settled
Closed Batches

Filter

Start Date

End Date

All Processing Codes

First 6 Card Digits

Last 4 Card Digits

All Card Types

Amount Minimum

Amount Maximum

Authorization Code

Export PDF

Export CSV

Clear Filter

Search

Transactions

| Date | Time | Amount 1 | Amount 2 | Card Number | Card Type | Auth Code | Proc. Code | Resp. Code | Merchant # |
|------------|----------|----------|----------|-----------------|-----------|-----------|------------|------------|-------------------------|
| 2016-03-02 | 14:15:07 | \$0.01 | \$0.00 | 471724*****4514 | VISA | 131058 | A | 00 | - International Bancard |

Settled

Settled authorizations can be searched by:

- Start Date
- End Date
- Processing codes
- First 6 Card Digits
- Last 4 Card Digits
- Card Types
- Amount Minimum
- Amount Maximum
- Authorization Code

[Authorizations](#)
[Settled](#)
[Closed Batches](#)

Filter

Start Date

End Date

All Processing Codes

First 6 Card Digits

Last 4 Card Digits

All Card Types

Amount Minimum

Amount Maximum

Authorization Code

Export PDF

Export CSV

Clear Filter

Search

Transactions

| Date | Time | Amount | Card Number | Card Type | Auth Code | Merchant # |
|------|------|--------|-------------|-----------|-----------|------------|
|------|------|--------|-------------|-----------|-----------|------------|

Closed Batches

Closed batches can be searched by:

- Start Date
- End Date

| <div> Authorizations Settled Closed Batches </div> | | | | | | | | | |
|---|-------------|-------------|--------------|-------------|-----------------|--------------|---------------|------------|---------------------|
| <div>Filter</div> <div> <div> <div></div> <div>Start Date</div> </div> <div> <div></div> <div>End Date</div> </div> </div> <div> <div>Export PDF</div> <div>Export CSV</div> <div>Clear Filter</div> <div>Search</div> </div> | | | | | | | | | |
| Closed Batches | | | | | | | | | |
| Batch Date | Terminal ID | Keyed Count | Swiped Count | Other Count | Purchases Count | Purchases \$ | Returns Count | Returns \$ | Batch Net Amount \$ |
| 2016-02-27 00:04:32 | 0878852000C | 1 | 0 | 0 | 1 | \$ 226.99 | 0 | \$ 0.00 | \$ 226.99 |
| 2016-03-01 00:04:33 | 08788520000 | 1 | 0 | 0 | 0 | \$ 0.00 | 1 | \$ 1.00 | (\$ 1.00) |
| Totals | | 2 | 0 | 0 | 1 | \$ 226.99 | 1 | \$ 1.00 | \$ 225.99 |

Export Reports

History search results can be exported as either a **CSV** file or **PDF**. The ability to export reports is permissions based.

- Select **History**
- Select **Authorizations, Settled, or Closed Batches**
- Set the desired filter parameters
- Click **Search** Search
- Click **Export PDF** Export PDF or **Export CSV** Export CSV

When **Export PDF** is selected, a PDF report like the following will be displayed:

| International Bancard - Authorizations | | | | | | | | | | | | | | 87885200 | |
|--|----------------------|------------------|------------------|----------------|---------|-----------|----------------|----------------------|-----------------|-----------|---------------|-----------------|---------------------|-----------------------|-------------------------|
| Start Date | | | | End Date | | | | Processing Code | | | | | | | |
| 2015-07-01 | | | | 2015-08-01 | | | | All Processing Codes | | | | | | | |
| Card First 6 | | | | Card Last 4 | | | | Card Type | | | | | | | |
| All Card Types | | | | | | | | | | | | | | | |
| Amount Minimum | | | | Amount Maximum | | | | Authorization Code | | | | | | | |
| | | | | | | | | | | | | | | | |
| Merchant Number | Transaction Datetime | Transaction Date | Transaction Time | Amount1 | Amount2 | Card Type | Card First Six | Card Last Four | Card | Auth Code | Response Code | Processing Code | Response Code Label | Processing Code Label | Merchant Account |
| 87885200 | 2015-07-31 16:42:31 | 2015-07-31 | 16:42:31 | \$0.70 | \$0.00 | VI | 407714 | 4573 | 407714*****4573 | | 00 | P | OK | Purchase | - International Bancard |
| 878852000 | 2015-07-31 16:41:52 | 2015-07-31 | 16:41:52 | \$0.70 | \$0.00 | VI | 407714 | 4573 | 407714*****4573 | 054154 | 00 | P | OK | Purchase | - International Bancard |
| 8788520000027 | 2015-07-29 10:56:06 | 2015-07-29 | 10:56:06 | \$47.04 | \$0.00 | VI | 431307 | 3530 | 431307*****3530 | 01588C | 00 | A | OK | Pre-Authorization | - International Bancard |

When **Export CSV** is selected, a CSV like the following will be displayed:

| | | | | | | | | | | | | | | | | |
|---|-----------------|----------------------|------------------|------------------|----------|---------|-----------|----------------|----------------|-----------------|-----------|---------------|-----------------|---------------------|-------------------------|------------------|
| authorizations_history_report_2015-08-01-15-26-04-bc - excel | | | | | | | | | | | | | | | | |
| <div><div><div>FILE</div><div>HOME</div><div>INSERT</div><div>PAGE LAYOUT</div><div>FORMULAS</div><div>DATA</div><div>VIEW</div><div>VIEW</div><div>VIEW</div></div><div><div>Cut</div><div>Copy</div><div>Paste</div><div>Format Painter</div><div>Clipboard</div></div><div><div>Calibri</div><div>11</div><div>A</div><div>A'</div><div>Wrap Text</div><div>General</div><div>Conditional Formatting</div><div>Normal</div><div>Red</div><div>Good</div><div>Neutral</div><div>Calculation</div><div>Check Cell</div><div>Explanatory</div><div>Input</div><div>Linked Cell</div><div>Note</div><div>Insert</div><div>Delete</div><div>Format</div><div>Autosum</div><div>Sort & Find</div><div>Filter</div><div>Select</div><div>Editing</div></div><div><div>Font</div><div>Alignment</div><div>Number</div><div>Options</div><div>Cells</div></div></div> | | | | | | | | | | | | | | | | |
| A1 merchant_number | | | | | | | | | | | | | | | | |
| 1 | merchant_number | transaction_datetime | transaction_date | transaction_time | amount1 | amount2 | card_type | card_first_six | card_last_four | card | auth_code | response_code | processing_code | response_code_label | processing_code_label | merchant_account |
| 2 | 8.78852E+12 | 7/31/2015 16:42 | 7/31/2015 | 16:42:31 | \$0.70 | \$0.00 | VI | 407714 | 4573 | 407714*****4573 | | 0 P | OK | Purchase | - International Bancard | |
| 3 | 8.78852E+12 | 7/31/2015 16:41 | 7/31/2015 | 16:41:52 | \$0.70 | \$0.00 | VI | 407714 | 4573 | 407714*****4573 | 54154 | 0 P | OK | Purchase | - International Bancard | |
| 4 | 8.78852E+12 | 7/29/2015 10:56 | 7/29/2015 | 10:56:06 | \$47.04 | \$0.00 | VI | 431307 | 3530 | 431307*****3530 | 01588C | 0 A | OK | Pre-Authorization | - International Bancard | |
| 5 | 8.78852E+12 | 7/28/2015 13:46 | 7/28/2015 | 13:46:40 | \$137.36 | \$0.00 | MC | 521853 | 2195 | 521853*****2195 | 028002 | 0 A | OK | Pre-Authorization | - International Bancard | |
| 6 | 8.78852E+12 | 7/20/2015 17:09 | 7/20/2015 | 17:09:02 | \$0.01 | \$0.00 | MC | 549999 | 6781 | 549999*****6781 | 37 | 0 P | OK | Purchase | - International Bancard | |
| 7 | 8.78852E+12 | 7/15/2015 10:45 | 7/15/2015 | 10:45:07 | \$1.00 | \$0.00 | AX | 371585 | 1010 | 371585*****1010 | | 0 P | OK | Purchase | - International Bancard | |
| 8 | 8.78852E+12 | 7/15/2015 10:43 | 7/15/2015 | 10:43:02 | \$1.00 | \$0.00 | AX | 371585 | 1010 | 371585*****1010 | 867592 | 0 P | OK | Purchase | - International Bancard | |
| 9 | 8.78852E+12 | 7/14/2015 15:37 | 7/14/2015 | 15:37:19 | \$0.01 | \$0.00 | AX | 371585 | 1010 | 371585*****1010 | | 0 P | OK | Purchase | - International Bancard | |
| 10 | 8.78852E+12 | 7/14/2015 15:37 | 7/14/2015 | 15:37:01 | \$0.01 | \$0.00 | AX | 371585 | 1010 | 371585*****1010 | 880356 | 0 P | OK | Purchase | - International Bancard | |
| 11 | 8.78852E+12 | 7/14/2015 11:34 | 7/14/2015 | 11:34:44 | \$1.30 | \$0.00 | MC | 549999 | 6781 | 549999*****6781 | 67 | 0 P | OK | Purchase | - International Bancard | |
| 12 | 8.78852E+12 | 7/13/2015 10:28 | 7/13/2015 | 10:28:08 | \$10.00 | \$0.00 | VI | 411111 | 1111 | 411111*****1111 | | 3 A | Do Not Honor | Pre-Authorization | - International Bancard | |
| 13 | 8.78852E+12 | 7/13/2015 9:54 | 7/13/2015 | 9:54:11 | \$1.23 | \$0.00 | VI | 400300 | 6781 | 400300*****6781 | 62 | 0 P | OK | Purchase | - International Bancard | |
| 14 | 8.78852E+12 | 7/7/2015 15:43 | 7/7/2015 | 15:43:31 | \$99.00 | \$0.00 | VI | 425907 | 8617 | 425907*****8617 | 278589 | 0 A | OK | Pre-Authorization | - International Bancard | |
| 15 | 8.78852E+12 | 7/3/2015 12:31 | 7/3/2015 | 12:31:21 | \$14.99 | \$0.00 | AX | 376740 | 2004 | 376740*****2004 | 254329 | 0 A | OK | Pre-Authorization | - International Bancard | |
| 16 | 8.78852E+12 | 7/2/2015 10:57 | 7/2/2015 | 10:57:31 | \$99.00 | \$0.00 | VI | 424631 | 1012 | 424631*****1012 | 019546 | 0 A | OK | Pre-Authorization | - International Bancard | |
| 17 | 8.78852E+12 | 7/1/2015 22:00 | 7/1/2015 | 22:00:11 | \$12.99 | \$0.00 | VI | 411111 | 1111 | 411111*****1111 | | 3 A | Do Not Honor | Pre-Authorization | - International Bancard | |

Disputes

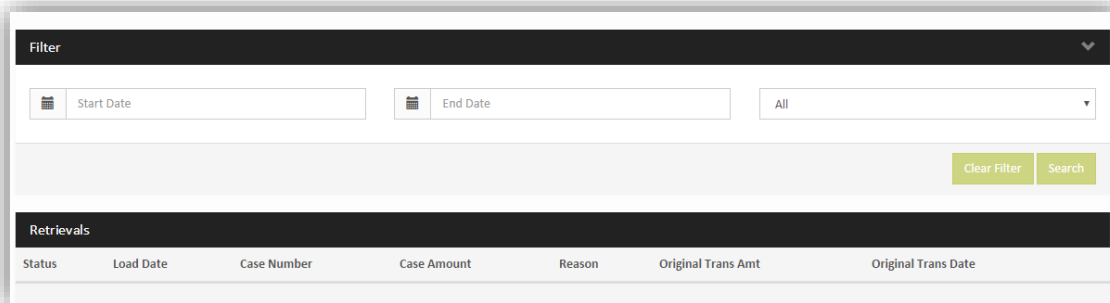
If you have enrolled in either our Merchant Plus or Premium programs, you will have access to the **Disputes** screen. This screen provides access to detailed **Retrieval** and **Chargeback** information from the last 24 months.

Retrievals

A **retrieval** request occurs when a cardholder makes a request for information regarding a transaction that was processed through your account. This most often occurs when a cardholder loses their copy of the transaction receipt, does not remember the transaction, or questions the transaction for any reason.

Retrievals can be searched by:

- Start date
- End date



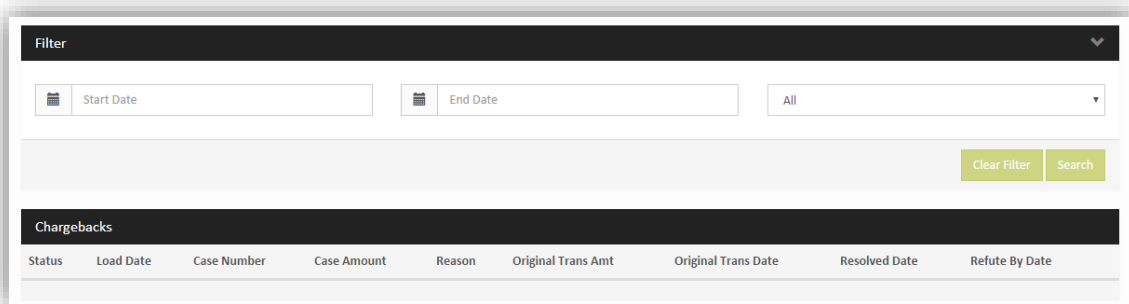
The screenshot shows a web interface for searching retrievals. At the top is a 'Filter' section with a dropdown arrow. Below it are three input fields: 'Start Date' with a calendar icon, 'End Date' with a calendar icon, and a dropdown menu currently set to 'All'. To the right of these fields are two buttons: 'Clear Filter' and 'Search'. Below the filter section is a table titled 'Retrievals'. The table has a header row with the following columns: Status, Load Date, Case Number, Case Amount, Reason, Original Trans Amt, and Original Trans Date. The table body is currently empty.

Chargebacks

A **chargeback** is a reversal of a previous transaction in response to a cardholder dispute regarding goods or services. Chargebacks most often occur when the cardholder is claiming unauthorized use of their card, or the cardholder is claiming they did not receive the item or the item received was different than the original description.

Chargebacks can be searched by:

- Start date
- End date



The screenshot shows a web interface for managing chargebacks. At the top is a 'Filter' section with a dropdown arrow. Below it are two date input fields labeled 'Start Date' and 'End Date', each preceded by a calendar icon. To the right of these is a dropdown menu currently set to 'All'. Below the input fields are two buttons: 'Clear Filter' and 'Search'. Below the filter section is a table titled 'Chargebacks'. The table has the following columns: Status, Load Date, Case Number, Case Amount, Reason, Original Trans Amt, Original Trans Date, Resolved Date, and Refute By Date.

| Chargebacks | | | | | | | | |
|-------------|-----------|-------------|-------------|--------|--------------------|---------------------|---------------|----------------|
| Status | Load Date | Case Number | Case Amount | Reason | Original Trans Amt | Original Trans Date | Resolved Date | Refute By Date |

Virtual Terminal

If you enrolled in our Merchant Passport Premium program, on top of all the other great features previously outlined, you also have access to our **Virtual Terminal**. This provides the ability to process both card present, and card not present transactions.

The Virtual Terminal has two subcategories:

- **Credit Card Terminal** – provides the ability to process a new sale
- **Transaction Reports** – displays transactions that were previously processed

Virtual Terminal – Credit Card Terminal

When using the **Credit Card Terminal**, a transaction panel is provided when clicking on each transaction type:

- **Sale** – Regular sale transaction
- **Pre-Auth** – Authorizes a transaction count
- **Pre-Auth Complete** – Completes the pre-authorized transaction
- **Refund** – Returns a previously charged amount back to the customer's card that was used for the original purchase
- **Void** – Allows the cancellation of a transaction, pre-settlement

Note: EMV technology is available to interface with the Virtual Terminal and is the preferred method for accepting card present transactions. For more information, please contact the International Bancard Customer Care team at 248.581.8420 option 2.

Sale

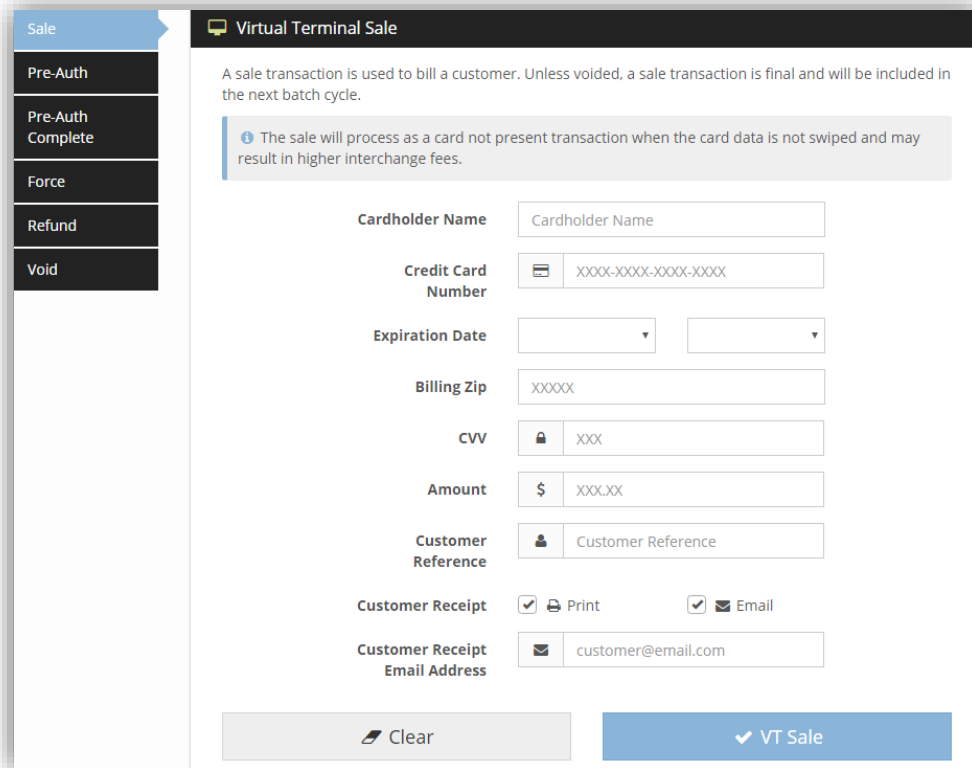
A sale transaction is used to bill your customers. Unless voided, a sale transaction is final, and will be included in your next batch cycle. If you have a retail, or card-present account, you can choose to utilize a card reader (EMV is supported) that attaches to your computer's USB port. This allows the card data to be submitted, which helps increase the accuracy of processing your transactions, and thus, often costs you less per transaction. Please contact us to obtain a certified and supported card reader.

Note: As the card readers connect using a USB port, cell phones are not supported devices. Card readers are available for PC and tablet use only (some exceptions may apply).


Processing a Sale Transaction

To complete a sale manually, without a card reader:

- Click on **Sale** from the transaction menu



The screenshot shows the 'Virtual Terminal Sale' form. On the left is a sidebar menu with options: Sale (highlighted), Pre-Auth, Pre-Auth Complete, Force, Refund, and Void. The main form area has a title 'Virtual Terminal Sale' and a description: 'A sale transaction is used to bill a customer. Unless voided, a sale transaction is final and will be included in the next batch cycle.' Below this is a warning box: 'The sale will process as a card not present transaction when the card data is not swiped and may result in higher interchange fees.' The form contains the following fields: Cardholder Name (text input), Credit Card Number (masked input with a card icon), Expiration Date (two dropdown menus), Billing Zip (text input), CVV (masked input with a lock icon), Amount (text input with a dollar sign), Customer Reference (text input with a person icon), Customer Receipt (checkboxes for Print and Email), and Customer Receipt Email Address (text input with an email icon). At the bottom are two buttons: 'Clear' and '✓ VT Sale'.

- Enter the credit card information in the fields shown above
- Click **VT Sale**  to finalize the sale

Note: The proper CVV code must be used when processing a sale. Entering an invalid or mismatched code will result in a declined transaction.

Pre-Auth

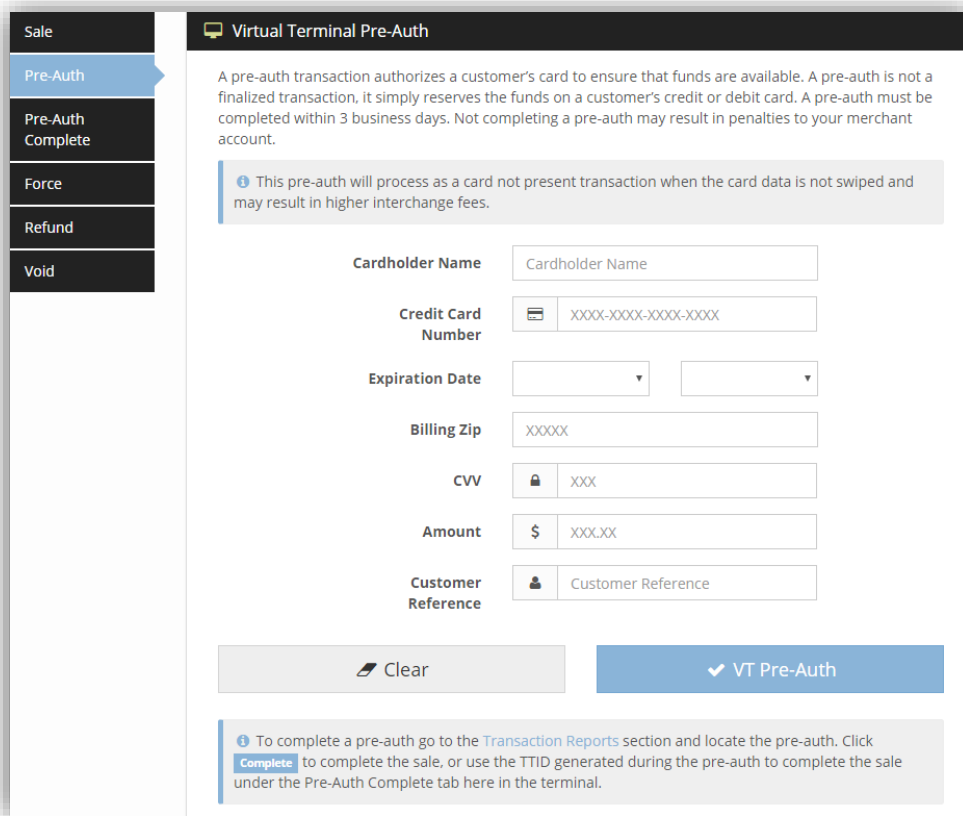
A **pre-auth** transaction authorizes a customer's card to ensure that funds are available. A pre-authorization is not a finalized transaction, it simply reserves the funds on the customer's credit or debit card. A pre-authorization must be completed within 3 business days, and will be removed if not completed or voided within that timeframe. Not completing or voiding a pre-auth may result in penalties to your merchant account.

Note: As the card readers connect using a USB port, cell phones are not supported devices. Card readers are available for PC and tablet use only (some exceptions may apply).

Processing a Pre-Auth Transaction

To complete a **pre-auth** manually, without a card reader:

- Select **Pre-Auth** from the transaction menu



The screenshot shows the 'Virtual Terminal Pre-Auth' screen. On the left is a sidebar menu with options: Sale, Pre-Auth (selected), Pre-Auth Complete, Force, Refund, and Void. The main area has a title bar 'Virtual Terminal Pre-Auth' and a descriptive paragraph: 'A pre-auth transaction authorizes a customer's card to ensure that funds are available. A pre-auth is not a finalized transaction, it simply reserves the funds on a customer's credit or debit card. A pre-auth must be completed within 3 business days. Not completing a pre-auth may result in penalties to your merchant account.' Below this is an information box: 'This pre-auth will process as a card not present transaction when the card data is not swiped and may result in higher interchange fees.' The form contains the following fields: Cardholder Name (text input), Credit Card Number (masked input with a card icon), Expiration Date (two dropdown menus), Billing Zip (text input), CVV (masked input with a lock icon), Amount (text input with a dollar sign), and Customer Reference (text input with a person icon). At the bottom are two buttons: 'Clear' and 'VT Pre-Auth'. A final information box at the bottom states: 'To complete a pre-auth go to the Transaction Reports section and locate the pre-auth. Click Complete to complete the sale, or use the TTID generated during the pre-auth to complete the sale under the Pre-Auth Complete tab here in the terminal.'

- Enter the credit card information in the fields shown above
- Click **VT Pre-Auth** to finalize the pre-auth

Note: The proper CVV code must be used when processing a pre-auth. Entering an invalid or mismatched code will result in a declined transaction.

Pre-Auth Complete

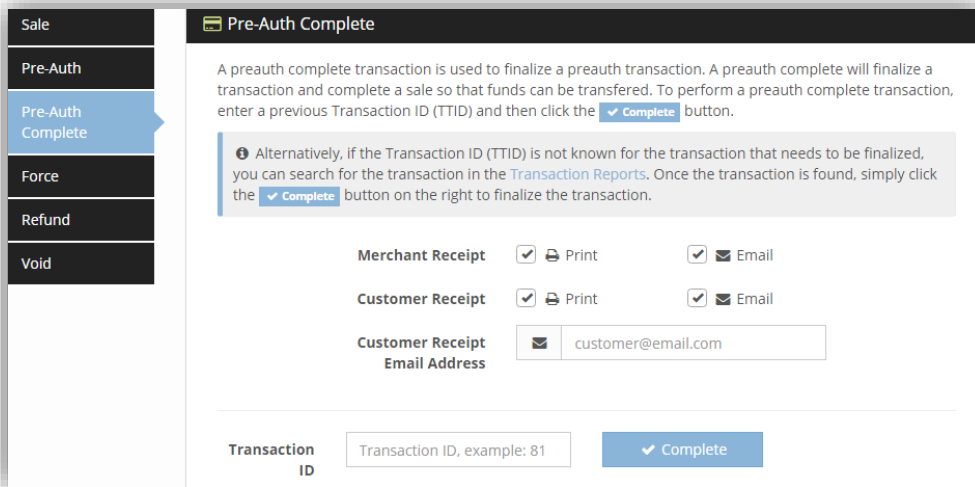
A **pre-auth complete** transaction is used to finalize a pre-authorized transaction. A pre-auth complete will finalize a transaction, and complete a sale which allows funds to be transferred from the cardholder's account, to you.

A pre-auth complete can be performed two different ways:

1. Through **Credit Card Terminal**
2. Through **Transaction Reports**

Processing a Pre-Auth Complete Transaction through Credit Card Terminal

- Click on **Credit Card Terminal** under **Virtual Terminal** in the menu on the left



Sale

Pre-Auth

Pre-Auth Complete

Force



Refund



Void

Pre-Auth Complete

A preauth complete transaction is used to finalize a preauth transaction. A preauth complete will finalize a transaction and complete a sale so that funds can be transferred. To perform a preauth complete transaction, enter a previous Transaction ID (TTID) and then click the **Complete** button.

Alternatively, if the Transaction ID (TTID) is not known for the transaction that needs to be finalized, you can search for the transaction in the [Transaction Reports](#). Once the transaction is found, simply click the **Complete** button on the right to finalize the transaction.

Merchant Receipt ☒  Print ☒  Email

Customer Receipt ☒  Print ☒  Email

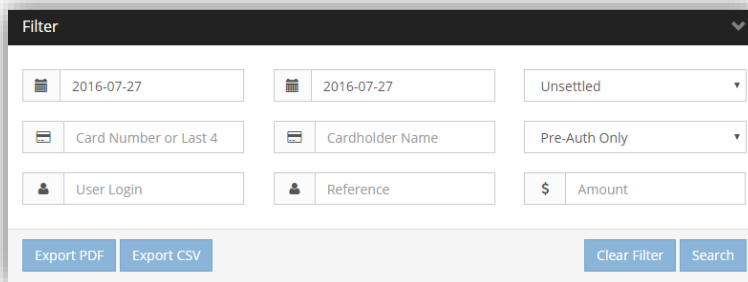
Customer Receipt Email Address

Transaction ID **Complete**

- Select **Pre-Auth Complete** from the transaction menu
- Enter a previous Transaction ID (TTID found in the **Transaction Report** screen) in the **Transaction ID** field
- Click **VT Complete** **VT Complete**

Processing a Pre-Auth Complete Transaction through Transaction Reports




- Click on **Transaction Reports** under **Virtual Terminal** in the menu on the left
- Use the filter feature to locate the pre-auth that you intend to complete



Filter

Export PDF **Export CSV** **Clear Filter** **Search**

- Once the pre-auth is located, click on **Complete** **Complete**

| Transactions | | | | | | | | | | | |
|--------------|-----------------|---------|---|------------|------------------------|---------|-----|-----|---------|-----------|---|
| | TTID | Type | Card Last 4 | Cardholder | Time Stamp | Amount | Tip | Tax | Total | Reference | Actions |
| + | 349284300770242 | PREAUTH | <div><div>VISA</div><div>1111</div></div> | john smith | 02/14/2017 23:28:02 | \$ 1.00 | | | \$ 1.00 | testing | <div><div> Receipt</div><div> Complete</div><div> Void</div></div> |

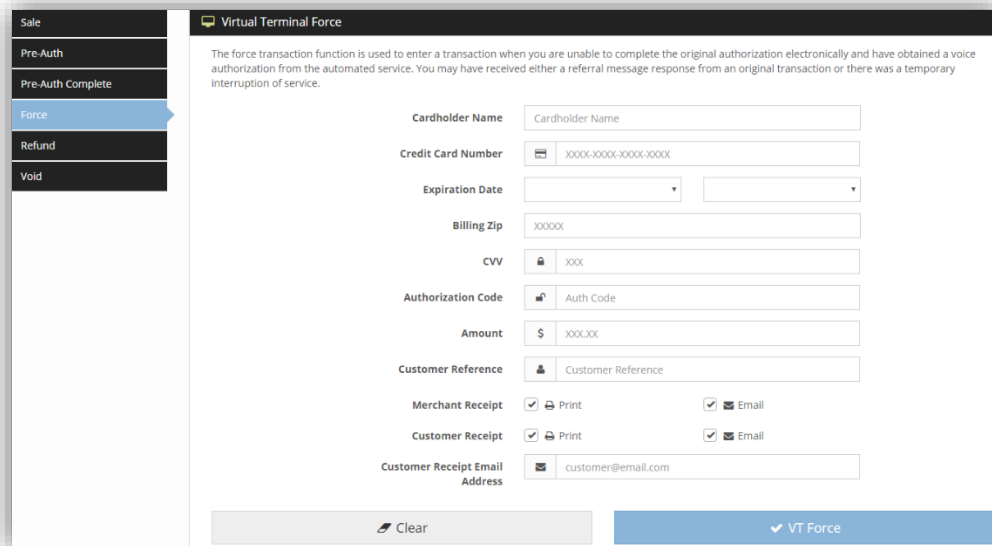
- Press OK on the popup window

Force

The **force** transaction function is used to enter a transaction when you are unable to complete the original authorization electronically, and have obtained a voice authorization from the automated service. Generally, this is used after receiving either a referral message response from an original transaction, or a temporary interruption of service.

Processing a Force Transaction

- Click on **Force** in the transaction menu



Virtual Terminal Force

The force transaction function is used to enter a transaction when you are unable to complete the original authorization electronically and have obtained a voice authorization from the automated service. You may have received either a referral message response from an original transaction or there was a temporary interruption of service.

Cardholder Name

Credit Card Number

Expiration Date

Billing Zip

CVV

Authorization Code

Amount

Customer Reference

Merchant Receipt ☒ Print ☒ Email

Customer Receipt ☒ Print ☒ Email

Customer Receipt Email Address

- Complete the input fields to capture the cardholder data
- Click **VT Force**

Refund

A Refund transaction is used to return funds that were acquired from a previous transaction. Unless voided, a sale transaction is final, and will be included in your next batch cycle. For security reasons, the refund amount is limited to the original purchase amount, or an amount less than the original purchase amount, and must be refunded to the original card used for the purchase.

There are three methods of processing a refund transaction:

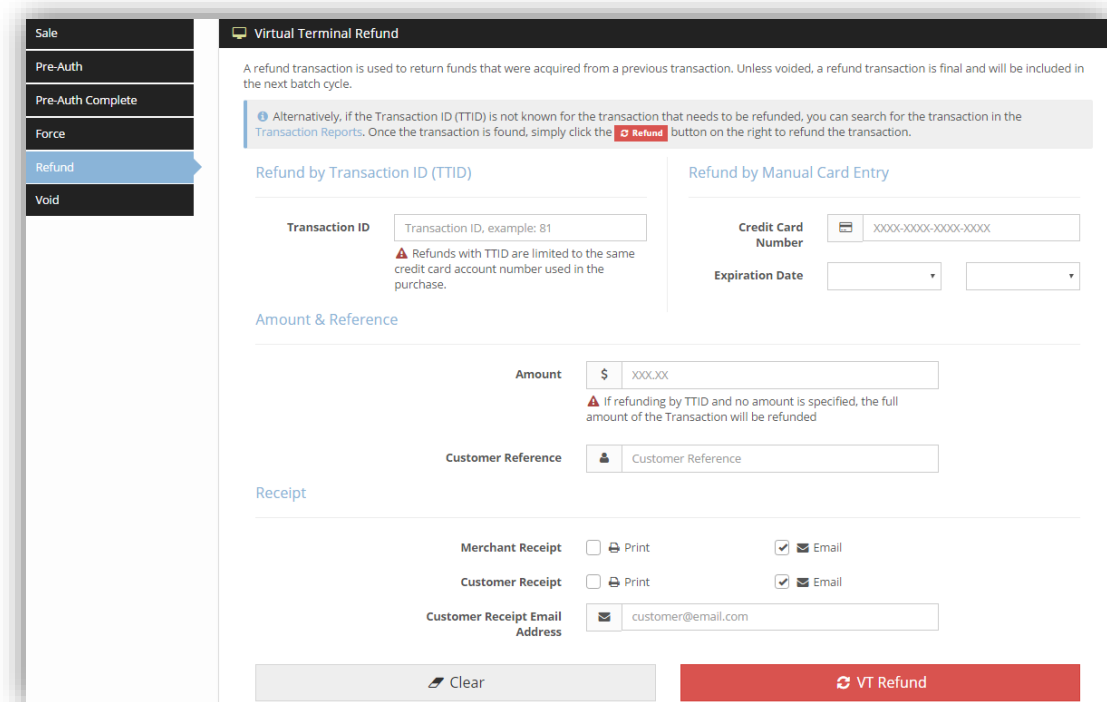
- Through the Credit Card Terminal without card data
- Through the Credit Card Terminal with card data
- Through Transaction Reports

Note: If the refund is processed by manually entering the card data the system does not require a previous offsetting sale. Please use with caution, as processing with these methods will allow a refund to any card for any amount.

Processing a Refund through Credit Card Terminal

Refund by Transaction ID (TTID)

- Click on **Refund** from the transaction menu



Virtual Terminal Refund

A refund transaction is used to return funds that were acquired from a previous transaction. Unless voided, a refund transaction is final and will be included in the next batch cycle.

Alternatively, if the Transaction ID (TTID) is not known for the transaction that needs to be refunded, you can search for the transaction in the [Transaction Reports](#). Once the transaction is found, simply click the **Refund** button on the right to refund the transaction.

Refund by Transaction ID (TTID)

Transaction ID
 ⚠ Refunds with TTID are limited to the same credit card account number used in the purchase.

Refund by Manual Card Entry

Credit Card Number
Expiration Date

Amount & Reference

Amount \$
 ⚠ If refunding by TTID and no amount is specified, the full amount of the Transaction will be refunded

Customer Reference

Receipt

Merchant Receipt ☐ Print ☒ Email
Customer Receipt ☐ Print ☒ Email
Customer Receipt Email Address

- Enter a previous Transaction ID (TTID) under the **Refund by Transaction ID (TTID)** section
- Enter the amount to be refunded in the **Amount** field to initiate a partial refund

Note: Leave the **Amount** field blank if the full amount is to be refunded

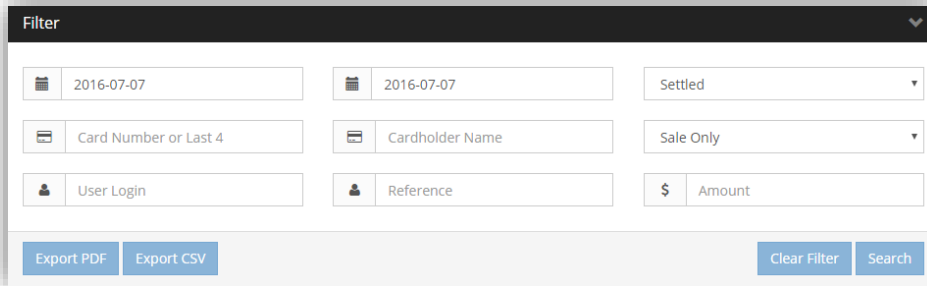
- Click **VT Refund**

Refund by Manual Card Entry

- Click on **Refund** in the transaction menu
- Input the card information and amount into the appropriate fields
- Click **VT Refund**

Processing a Refund through Transaction Reports

- Select **Transaction Reports** from the **Virtual Terminal**
- Use the **Filter** feature to locate the sale you intend to refund




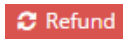
Filter

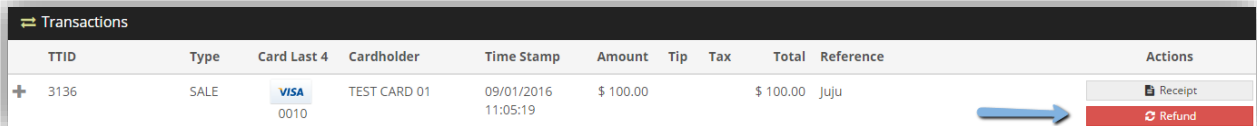
2016-07-07 2016-07-07 Settled




Card Number or Last 4 Cardholder Name Sale Only

User Login Reference \$ Amount

Export PDF Export CSV Clear Filter Search

- Click **Search** 
- Click **Refund**  next to the transaction that needs to be refunded



| TTID | Type | Card Last 4 | Cardholder | Time Stamp | Amount | Tip | Tax | Total | Reference | Actions |
|--------|------|--|--------------|------------------------|-----------|-----|-----|-----------|-----------|--|
| + 3136 | SALE |  0010 | TEST CARD 01 | 09/01/2016 11:05:19 | \$ 100.00 | | | \$ 100.00 | Juju |   |

Void

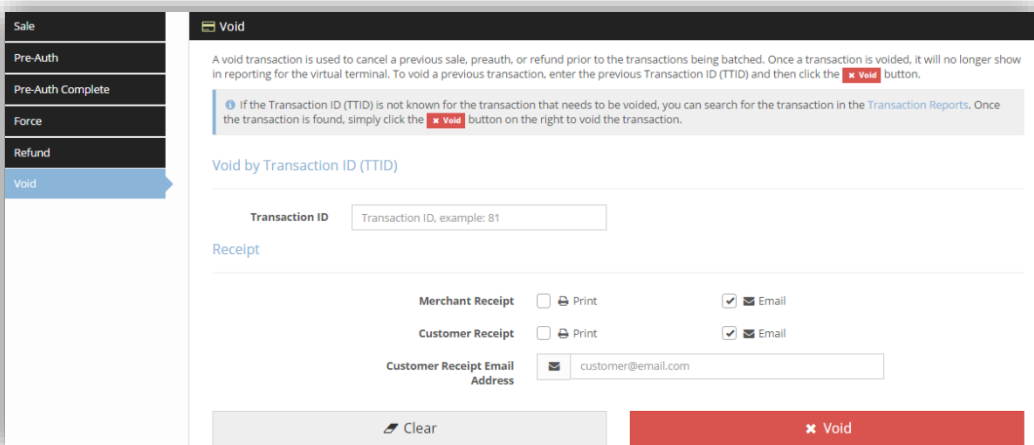
A **Void** transaction is used to cancel a previous sale, pre-auth, or refund.

There are two methods of processing a **void** transaction:

1. Through Credit Card Terminal
2. Through Transaction Reports

Processing a Void Transaction through Credit Card Terminal

- Click on **Void** in the transaction menu



Sale
Pre-Auth
Pre-Auth Complete
Force
Refund
Void

Void

A void transaction is used to cancel a previous sale, preauth, or refund prior to the transactions being batched. Once a transaction is voided, it will no longer show in reporting for the virtual terminal. To void a previous transaction, enter the previous Transaction ID (TTID) and then click the **Void** button.

Void by Transaction ID (TTID)

Transaction ID


Receipt

Merchant Receipt ☐ Print ☒ Email

Customer Receipt ☐ Print ☒ Email

Customer Receipt Email Address

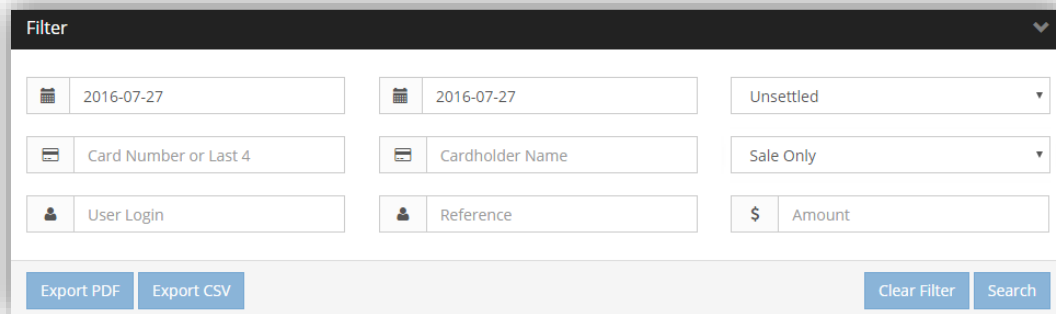
Clear Void

- Enter the previous Transaction ID (TTID) in the **Transaction ID** field
- Click **Void** 

Processing a Void Transaction through Transaction Reports


If the Transaction ID (TTID) is not known for the transaction that needs to be voided, you can search for it in the Virtual Terminal Transaction Reports.

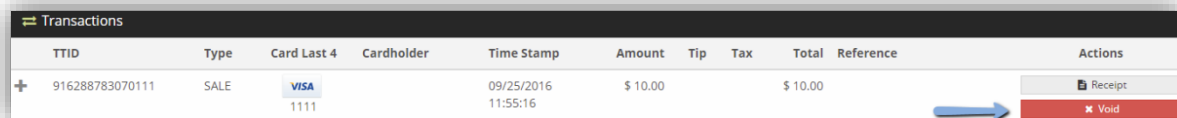
- Select **Transaction Reports** from the **Virtual Terminal**
- Use the **Filter** feature to locate the sale you intend to refund


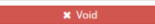


The Filter form contains the following fields and controls:

- Calendar icons** for date selection.
- 2016-07-27** (selected date)
- 2016-07-27** (selected date)
- Unsettled** (dropdown menu)
- Card Number or Last 4** (input field)
- Cardholder Name** (input field)
- Sale Only** (dropdown menu)
- User Login** (input field)
- Reference** (input field)
- \$ Amount** (input field)
- Export PDF** (button)
- Export CSV** (button)
- Clear Filter** (button)
- Search** (button)

- Click **Search** 
- Once the transaction is found, click the Void button on the right.



| Transactions | | | | | | | | | | |
|-------------------|------|--------------|------------|------------------------|----------|-----|-----|----------|-----------|---|
| TTID | Type | Card Last 4 | Cardholder | Time Stamp | Amount | Tip | Tax | Total | Reference | Actions |
| + 916288783070111 | SALE | VISA 1111 | | 09/25/2016 11:55:16 | \$ 10.00 | | | \$ 10.00 | |  Receipt  Void |

Virtual Terminal – Transaction Reports

The **Transaction Report** screen shows pre-authorized, authorized, and settled transactions.

Transactions can be searched by the following criteria:

- Start Date
- End Date
- Settled, Unsettled, or Failed Transactions
- Transaction Type (Sale, Refunds, Settlements etc.)
- Last 4 Card Digits
- Cardholder Name
- Amount
- Reference

Filter

2017-02-01

2017-02-14

Unsettled

Card Number or Last 4

Cardholder Name

All Transactions

User Login

Reference

\$ Amount

Export PDF

Export CSV

Clear Filter

Search

Transactions

| TTID | Type | Card Last 4 | Cardholder | Time Stamp | Amount | Tip | Tax | Total | Reference | Actions |
|--|---------|--------------|--------------|------------------------|----------|---------|-----|----------|---------------|--|
| - 358825073017296 | PREAUTH | VISA 0010 | Pre Auth VT | 02/08/2017 12:04:42 | \$ 1.00 | | | \$ 1.03 | | <div>Receipt</div> <div>Complete</div> <div>Void</div> |
| <div>Status: Success</div> <div>Mode: Keyed Entry</div> <div>Auth #: 106142</div> <div>User: kti</div> | | | | | | | | | | |
| + 969465815420223 | PREAUTH | VISA 0010 | Test Card 06 | 02/08/2017 13:13:07 | \$ 1.00 | \$ 0.15 | | \$ 1.18 | | <div>Receipt</div> <div>Complete</div> <div>Void</div> |
| + 354508759531019 | PREAUTH | VISA 0267 | Test | 02/10/2017 10:13:21 | \$ 2.00 | | | \$ 2.07 | Test | <div>Receipt</div> <div>Complete</div> <div>Void</div> |
| + 547312784655072 | PREAUTH | VISA 1111 | | 02/10/2017 10:48:49 | \$ 10.00 | | | \$ 10.33 | test pre auth | <div>Receipt</div> <div>Complete</div> <div>Void</div> |

The **Type** column displays the type of transaction with possible types include: Sale, Void_Sale, PreAuth, Void_PreAuth, Return, Void_Return, Force, Void_Return, and Settle.

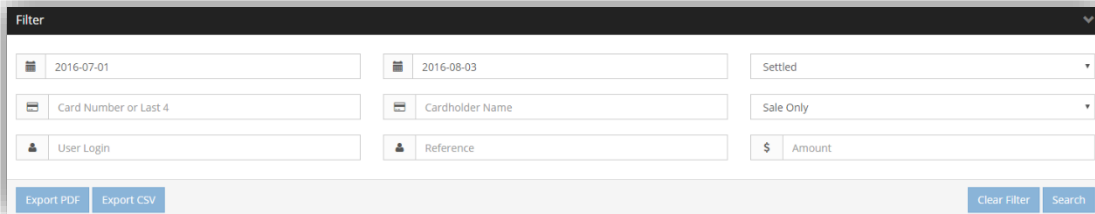
The **Action** column, at the far right, displays options to [void unsettled transactions](#) or [refund a settled transaction](#). The Action column also allows you to issue a receipt.

To view transaction status, transaction mode, authorization number, and user data, click on the plus (+) sign to the far left of the transaction, which will expand this additional data. Click the minus sign (-) to collapse this data.

Receipt

To reprint or email a previous transaction receipt:

- Select **Transaction Reports** from the **Virtual Terminal**
- Use the **Filter** feature to locate the transaction



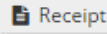
Filter

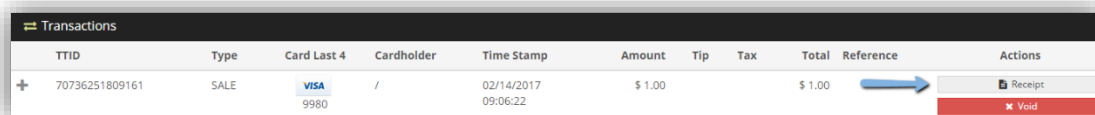
2016-07-01 2016-08-03 Settled


Card Number or Last 4 Cardholder Name Sale Only

User Login Reference \$ Amount

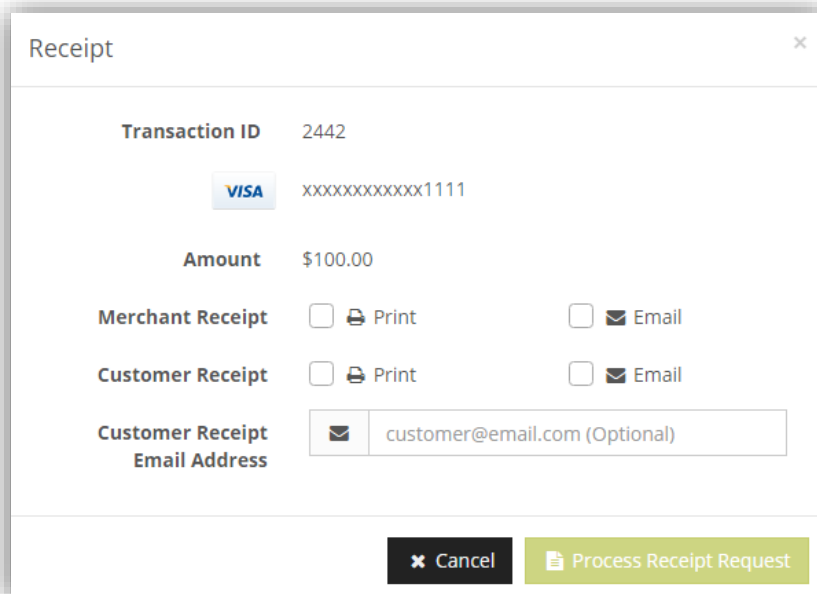
Export PDF Export CSV Clear Filter Search

- Click **Receipt**  next to the transaction



| TTID | Type | Card Last 4 | Cardholder | Time Stamp | Amount | Tip | Tax | Total | Reference | Actions |
|------------------|------|-------------|------------|---------------------|---------|-----|-----|---------|-----------|---|
| + 70736251809161 | SALE | VISA 9980 | / | 02/14/2017 09:06:22 | \$ 1.00 | | | \$ 1.00 | |  Receipt Void |

- If emailing the receipt, indicate which receipt to be emailed and enter the desired email address



Receipt

Transaction ID 2442

VISA XXXXXXXXXXXX1111


Amount \$100.00

Merchant Receipt ☐ Print ☐ Email

Customer Receipt ☐ Print ☐ Email

Customer Receipt Email Address

Cancel Process Receipt Request

- If printing a receipt, indicate which receipt to be printed
- Click on **Process Receipt Request** 

Export Reports

Transaction Reports can be exported as a CSV file or PDF.

To export a report:

- Select **Transaction Reports** from the **Virtual Terminal**
- Use the **Filter** feature to display the data you intended to export

Filter

2016-07-07

2016-07-07

Settled

Card Number or Last 4

Cardholder Name

Sale Only

User Login

Reference

\$ Amount

Export PDF

Export CSV

Clear Filter

Search

- Click on either **Export PDF** or **Export CSV**

When **Export PDF** is selected, a PDF report like the following will be displayed:

International Bancard

87885200

| Start Date | | End Date | | Transaction Status | |
|-------------|--|-----------------|--|--------------------|--|
| 2016-07-29 | | 2016-08-03 | | Settled | |
| Card Number | | Cardholder Name | | Transaction Type | |
| | | | | Sale Only | |
| User | | Reference | | Amount | |
| | | | | | |

| TTID | Type | Mode | Card | Last 4 | Cardholder | Time Stamp | Amount | Tax | Total | Auth # | Reference | User |
|------|------|------|------|--------|------------|-----------------------|-----------|-----|-----------|--------|----------------|------------------|
| 2839 | SALE | M | VISA | 1111 | | 07/31/2016 - 18:00:01 | \$ 100.00 | | \$ 100.00 | 527281 | | |
| 2846 | SALE | M | VISA | 6357 | | 08/01/2016 - 16:13:26 | \$ 15.00 | | \$ 15.38 | 857471 | | @intlbancard.com |
| 2847 | SALE | M | VISA | 1111 | | 08/01/2016 - 18:00:27 | \$ 0.50 | | \$ 0.50 | 071342 | | |
| 2848 | SALE | M | VISA | 6357 | | 08/01/2016 - 19:05:59 | \$ 123.00 | | \$ 126.08 | 554397 | test | @intlbancard.com |
| 2849 | SALE | M | VISA | 6357 | | 08/01/2016 - 19:06:31 | \$ 123.00 | | \$ 126.08 | 716426 | test | @intlbancard.com |
| 2850 | SALE | M | VISA | 6357 | | 08/01/2016 - 19:09:13 | \$ 123.00 | | \$ 126.08 | 203134 | test | @intlbancard.com |
| 2851 | SALE | M | VISA | 6357 | | 08/01/2016 - 19:11:19 | \$ 123.00 | | \$ 126.08 | 549482 | test | @intlbancard.com |
| 2857 | SALE | M | VISA | 6357 | | 08/02/2016 - 13:20:01 | \$ 10.00 | | \$ 10.25 | 899324 | Receipt Test 2 | @intlbancard.com |

When **Export CSV** is selected, a CSV report like the following will be displayed:

| Merchant Account | Merchant Number | TTID | Type | Mode | Card | Account | Cardholder | Time Stamp | Amount | Tax | Total | Auth # | Reference | User |
|-----------------------|-----------------|------|------|------|------|------------------|------------|---------------------------|----------|-----|----------|--------|----------------|------------------|
| International Bancard | 8.78852E+12 | 2839 | SALE | M | VISA | xxxxxxxxxxxx1111 | | 2016-07-31 22:00:01 +0000 | \$100.00 | | \$100.00 | 527281 | | |
| International Bancard | 8.78852E+12 | 2846 | SALE | M | VISA | xxxxxxxxxxxx6357 | | 2016-08-01 20:13:26 +0000 | \$15.00 | | \$15.38 | 857471 | | @intlbancard.com |
| International Bancard | 8.78852E+12 | 2847 | SALE | M | VISA | xxxxxxxxxxxx1111 | | 2016-08-01 22:00:27 +0000 | \$0.50 | | \$0.50 | 071342 | | |
| International Bancard | 8.78852E+12 | 2848 | SALE | M | VISA | xxxxxxxxxxxx6357 | | 2016-08-01 23:05:59 +0000 | \$123.00 | | \$126.08 | 554397 | test | @intlbancard.com |
| International Bancard | 8.78852E+12 | 2849 | SALE | M | VISA | xxxxxxxxxxxx6357 | | 2016-08-01 23:06:31 +0000 | \$123.00 | | \$126.08 | 716426 | test | @intlbancard.com |
| International Bancard | 8.78852E+12 | 2850 | SALE | M | VISA | xxxxxxxxxxxx6357 | | 2016-08-01 23:09:13 +0000 | \$123.00 | | \$126.08 | 203134 | test | @intlbancard.com |
| International Bancard | 8.78852E+12 | 2851 | SALE | M | VISA | xxxxxxxxxxxx6357 | | 2016-08-01 23:11:19 +0000 | \$123.00 | | \$126.08 | 549482 | test | @intlbancard.com |
| International Bancard | 8.78852E+12 | 2857 | SALE | M | VISA | xxxxxxxxxxxx6357 | | 2016-08-02 13:20:01 +0000 | \$10.00 | | \$10.25 | 899324 | Receipt Test 2 | @intlbancard.com |

Virtual Terminal – Settings

The **Settings** section in Virtual Terminal will allow you to set receipt printing defaults for the selected merchant account (MID).

Receipt printing will bring up a print settings box. If you would like to print standard sized credit card receipts, we would recommend purchasing an Epson Thermal receipt printer. These can be found at various retailers including Amazon.com.

Receipt printing options are split into two sections

1. Customer Receipts
2. Merchant Receipts

In both sections, the receipt printing methods include **Print** and **Email**. Each method then allows for a unique selection.

- **Always** – The system will not prompt you to print/email a receipt. It will simply perform the associated function.
- **Never** – The system will not ask if you want to print/email a receipt and a receipt will NOT be sent. The system does allow you to return to a transaction (via real time **Transaction Reports**) and print/email a receipt on demand.
- **Prompt** – The system will display on the screen, during the sales process, the desired default setting to print/email a receipt with the user having the ability to change the setting.

Note: *If you have access to multiple MIDs you will want to set your desired settings under each account or MID. This is to allow for different print settings for Retail and non-Retail accounts which are likely to be different.*

If you would like to schedule a Merchant Passport Demo or to request additional Merchant Passport training, please contact us at 800.827.4880 or email customercare@intlancard.com