https://merchants.myunitedconnect.com

# My Merchant Console

## Connect VT®

## Quick Reference Guide

## Frequently Asked Questions

### What is My Merchant Console?

My Merchant Console is a secure online merchant website (www.MyMerchantConsole.com) where you are is able to view and manage all of your United Connect® services with a single login.

### What is Connect VT®?

Connect VT® is a module in the United Payment services proprietary United Connect® Business Suite of Payment Solutions. This suite of solutions offers you a selection of secure merchant tools that you can "connect" to their account as to best meet the Payment Processing needs of your business. The Connect VT® module provides you with an online virtual terminal to manually process credit card transactions from anywhere at any time, plus access to all aspects of your merchant account so you can easily reconcile your bank account, update accounts receivables or research a transaction.

### Where do I process transactions?

You can process transactions through the Connect VT® by clicking on the PAYMENT TOOLS tab then clicking Virtual Terminal. For more information, see Virtual Terminal.

### How do I void transactions?

You can void transactions that have been processed as long as they were before the batch cutoff time (4 PM CST). To void, select Void Transaction from the Manage Transactions drop-down menu. For more information, see Void Transactions.

### How do I issue refunds?

You can run a refund or return on a sale processed through Connect VT® by clicking on Issue Returns or Refunds from the Manage Transactions drop-down menu.

### Can I create additional logins for other employees?

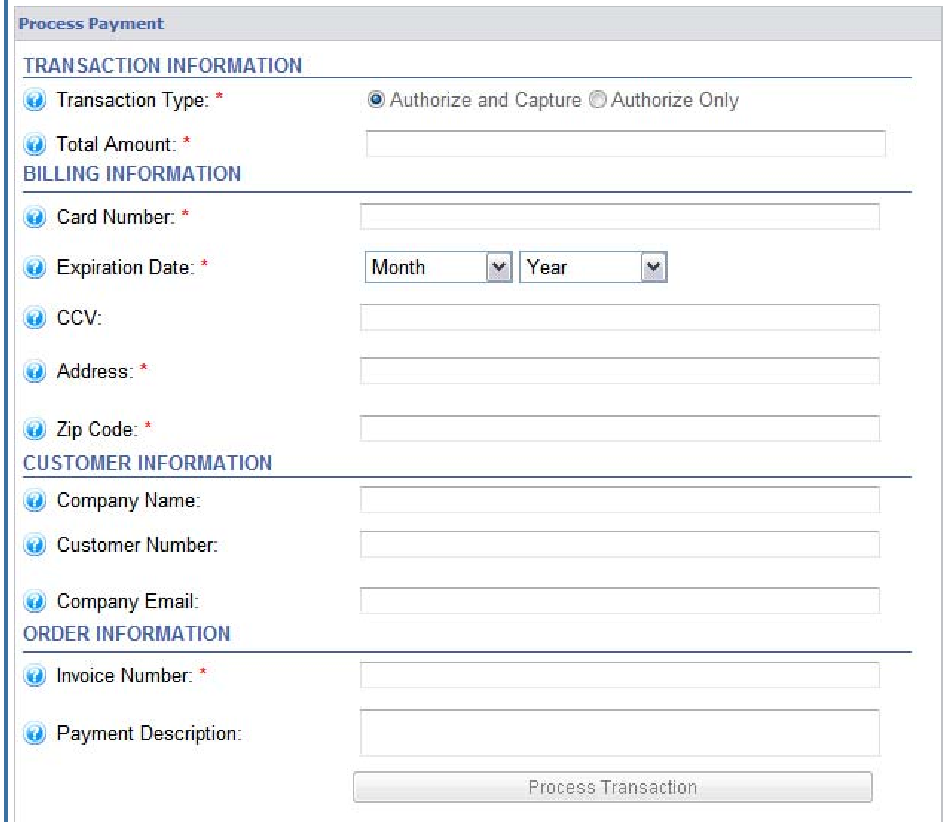
Yes. You have complete control over User Management. That is, you can add, modify, and delete (unauthorized) as many users as you wish. For each user, you can control special user permissions and preferences depending upon the active United Connect® services.

### Where do I edit my virtual terminal settings?

You have the ability to set additional fields in the virtual terminal, as well as change email settings, through the ADMINISTRATION tab. Click on Virtual Terminal Settings or General Settings to edit them.

## Virtual Terminal

Access the Virtual Terminal through the PAYMENT TOOLS tab, and by clicking on Virtual Terminal.




**Transaction Type:** Select Authorize and Capture (sale) or Authorize Only (will only authorize funds, but will not be processed unless captured).
**Total Amount:** The total amount to be charged inclusive of tax.
**Card Number:** The 15 or 16-digit credit card number.
**Expiration Date:** Use the drop-down menus to select the month and year the card expires.
**CCV:** Enter the 3-digit card verification code located on the back of the card.
**Address:** Enter the cardholders billing address. If you do not have this information, enter 123.
**Zip Code:** Enter the cardholders billing zip code. If you do not have this information, enter 12345.
**Customer Information:** These fields are all optional.
**Invoice Number:** Order or invoice number. If you do not have this information, enter 123.
***(Note: Address, Zip Code, and Invoice Number are required by MasterCard/Visa)***

***For more information on any of the United Connect® Services, please contact your sales representative or customer service at 1 (888) 464-0113.***

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## Void Transactions

To Void transactions, click on Void Transactions in the Manage Transactions drop-down menu.

| | ID | Date | Card Number | Customer | Invoice | Description | Trans Type | Card Type | Amount | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| + | 498641 | 4/9/2008 9:22:56 AM | 41111...1111 | TROPT3 | 5201 | DOG FOOD | AUTH_CAPTURE | Visa | $29.36 | | STOP |

All transactions able to be voided will be displayed. Click on the icon next to the corresponding transaction to void it. You will then be required to confirm the void request before it will take effect.

## Refund Transactions

To Refund transactions, click on Issue Returns or Refunds in the Manage Transactions drop-down menu.

| | ID | Date | Card Number | Customer | Invoice | Description | Trans Type | Card Type | Status | Amount | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| + | 498643 | 4/9/2008 10:15:01 AM | 4281...6494 | PAPERP | 5203 | DOG FOOD | CAPTURED | Visa | COMPLETED | $42.50 | | |

All transactions able to be refunded will be displayed. Click on the icon next to the corresponding transaction to refund it.

Process Payment

TRANSACTION INFORMATION

Transaction Type: *
Issue Refund on previous transaction:
Card Number: ####XXXXXXXX####
Original Amount: $XX.XX
Amount Refunded: $XX.XX
Available to Refund: $XX.XX

Total Amount: * $XX.XX

Process Transaction

A confirmation screen will appear. Enter the amount to be refunded, and click Process Transaction. The amount must not exceed the displayed Available to Refund amount.



## General Settings

From the Settings drop-down menu, select General Settings to edit email, report, and processing settings. Mouse over the tooltip for a description of each field.

General Settings

Email Settings

Merchant Email Address(es): admin@snappysgoods.com, support@snappysgoods.com
From Email: support@snappysgoods.com
From Email Display Name: Snappy's Goods and Treats
Email Merchant: ☑
Email Customer: ☑
Email on AUTH_ONLY: ☐
Email Header: Thank You for Shopping Snappy's!
Email Footer: We Thank You for Your Business and Hope You Will Shop Snappy Again Soon!

Processing Settings

Test Mode: ☐

Update
Cancel
Modified Date:
Modified By:

## Virtual Terminal Settings

From the Settings drop-down menu, select Virtual Terminal Settings to edit the fields displayed in the Connect VT® during the transaction. *(NOTE: The default fields selected as Mandatory are required by Mastercard and Visa. It is highly recommended that you do not edit them.)* Mouse over the tooltip for a description of each field. Select if you want the field to be shown, hidden, or mandatory.

## Additional Information

Download the full Connect VT® User Guide by clicking on the HELP tab.

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