



## PayTrace Credit Card Processing Instructions

<a href="#"><u>Logging on to the System</u></a>	<a href="#"><u>Page 2</u></a>
<a href="#"><u>Taking Customer Payments</u></a>	<a href="#"><u>Page 3</u></a>
<a href="#"><u>Taking Card on File Payments</u></a>	<a href="#"><u>Page 5</u></a>
<a href="#"><u>Voiding a Transaction</u></a>	<a href="#"><u>Page 8</u></a>
<a href="#"><u>Refunding a Transaction</u></a>	<a href="#"><u>Page 9</u></a>
<a href="#"><u>Frequently Asked Questions</u></a>	<a href="#"><u>Page 11</u></a>

## Logging on to the System

Website: <https://www.paytrace.com/login.pay>

Login using the username and password that was provided in a separate email.




### Sign in

User Name

Password

[Forgot User Name or Password?](#)

Image Validation – Select your special image when setting up your password.

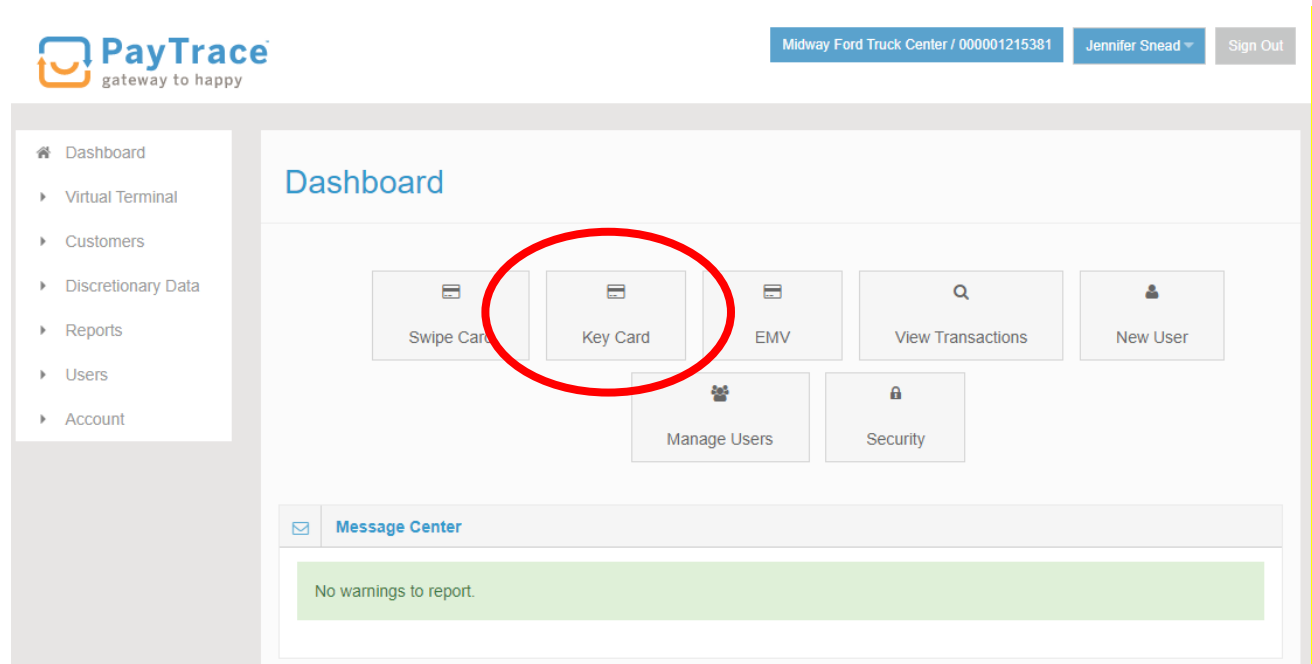
Sign Out

### What is Your Validation Image?

Forget validation image?


# Taking Customer Payments

Dashboard Landing Page – Click on Key Card



Enter the full invoice number (all invoice numbers being paid) and all customer information. After the customer name (billing name) please enter the customer (bill to) number.

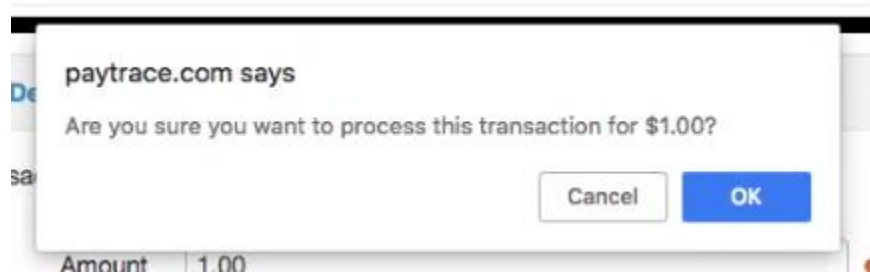
The screenshot shows the 'Transaction Details' form. At the top right of the form is a 'Clear Form' button. The form contains the following fields:

- Transaction Type: Sale (dropdown)
- Amount: [text input]
- Credit Card Number: [text input]
- Expiration Date: [text input] / [text input]
- CSC: Optional (text input)
- Invoice Number: [text input]
- Billing Name: Optional (text input) - A blue arrow points to this field from a callout box.
- Billing Address: [text input]
- Billing ZIP: [text input]
- Billing Country: United States (dropdown)
- Email Address: Optional (text input)
- Tax Amount: Optional (text input)
- Description: Optional (text area)

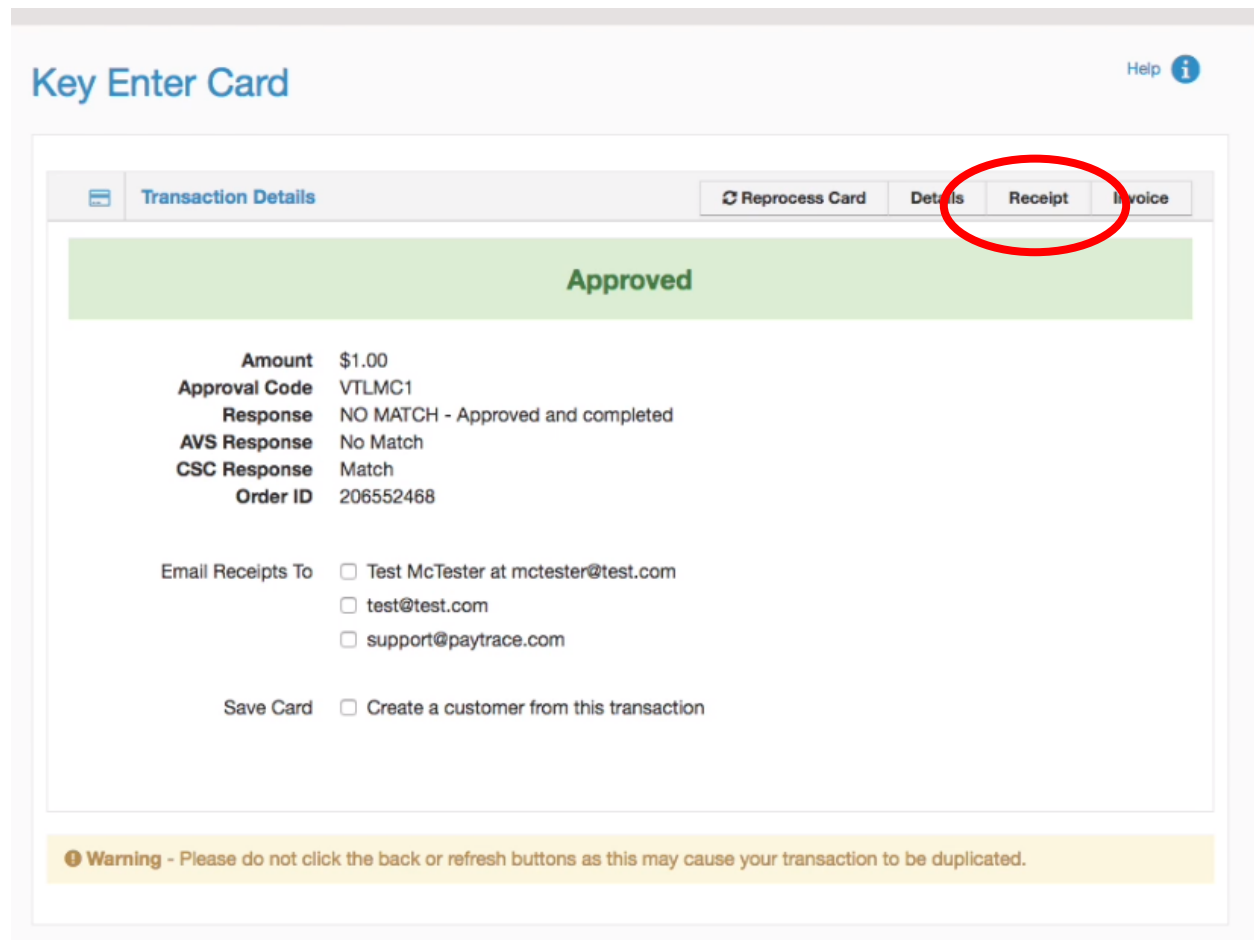
At the bottom of the form is a 'Process' button.

**Enter the Customer Name and Customer ID from Excede here**

Once all data is entered, click Process. A pop-up window will appear for confirmation.



Once you click OK, you will be redirected to the Transaction Details Page.



Click the Receipt button. A pop-up will appear of the receipt.

## Manually Entering Credit Cards

from PayTrace

Email

Email Address

mctester@test.com

[Send To Receipt Printer](#) | [Print](#) | [Print 2](#) | [Print plain text](#) | [Print plain text 2](#)

PayTrace Client Support

123 N Test  
Spokane, WA 99216  
888-806-8545

4/30/2018 2:50:41 PM

Reference Number: 208552488  
Total: \$1.00  
Transaction Type: Sale  
Transaction Status: Pending Settlement  
Card Type: MasterCard  
Card Number: xxxxxxxxxxxx5454  
Entry Method: Keyed  
Approval Code: VTLMC1  
Approval Message: NO MATCH  
AVS Result: No Match  
CSC Result: Match  
Customer Name: Test McTester  
Invoice: 1234

X  
Please sign here to agree to payment.

To email a copy of the credit card transaction to the customer, click on the Email icon. A copy of the credit card transaction detail will be emailed to the address input earlier.

Click Print 2. Two copies of the credit card transaction details will print to your default printer. One copy needs to be attached to the customer copy of the invoice, while the other copy attached to the accounting copy of the invoice.

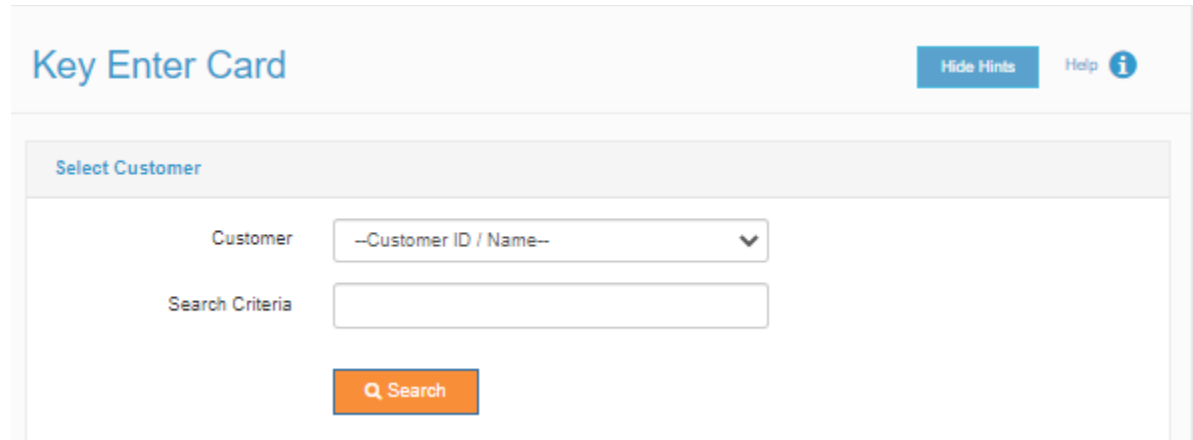
[Send To Receipt Printer](#) | [Print](#) | [Print 2](#) | [Print plain text](#) | [Print plain text 2](#)

## Taking Card on File Payments

Dashboard Landing Page – Click on Key Card

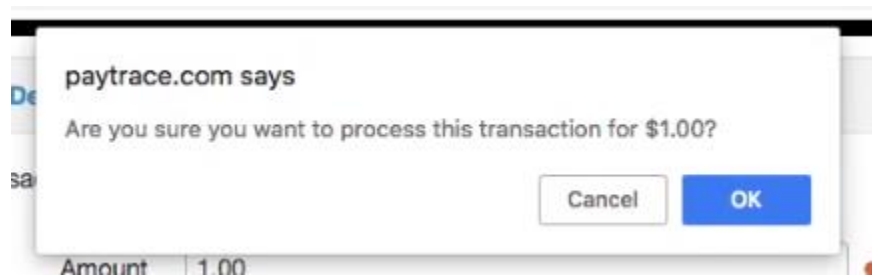
The screenshot shows the PayTrace dashboard landing page. At the top left is the PayTrace logo with the tagline 'gateway to happy'. To the right of the logo are three buttons: 'Midway Ford Truck Center / 000001215381', 'Jennifer Snead', and 'Sign Out'. On the left side, there is a vertical navigation menu with the following items: Dashboard, Virtual Terminal, Customers, Discretionary Data, Reports, Users, and Account. The main content area is titled 'Dashboard' and contains several buttons: 'Swipe Card', 'Key Card', 'EMV', 'View Transactions', 'New User', 'Manage Users', and 'Security'. The 'Key Card' button is circled in red. Below the buttons is a 'Message Center' section with a green box containing the text 'No warnings to report.'

For customers with stored credit card information, search for their payment information based on Midway's Excede account number or name (enter into Search Criteria field). Click Search. Search results will populate below. Or use the Customer drop-down menu and select the correct customer.



The screenshot shows a web interface titled "Key Enter Card". In the top right corner, there are two buttons: "Hide Hints" and "Help" with an information icon. Below the title is a section titled "Select Customer". This section contains a "Customer" dropdown menu with the placeholder text "--Customer ID / Name--", a "Search Criteria" text input field, and an orange "Search" button with a magnifying glass icon.


Click on the correct customer information in the Search Results field. Customer information will automatically populate. Input the full invoice number and amount. Click Process. A pop-up window will appear for confirmation.



Once you click OK, you will be redirected to the Transaction Details Page.

# Key Enter Card

Help 

 **Transaction Details** Reprocess Card Details **Receipt** Invoice

**Approved**


**Amount** \$1.00  
**Approval Code** VTLMC1  
**Response** NO MATCH - Approved and completed  
**AVS Response** No Match  
**CSC Response** Match  
**Order ID** 206552468

Email Receipts To  Test McTester at mctester@test.com  
 test@test.com  
 support@paytrace.com

Save Card  Create a customer from this transaction

**Warning** - Please do not click the back or refresh buttons as this may cause your transaction to be duplicated.

Click the Receipt button. A pop-up will appear of the receipt.

 **Manually Entering Credit Cards**  
from PayTrace Email

Email Address

PayTrace Client Support  
123 N Test  
Spokane, WA 99218  
888-808-6545  
4/30/2018 2:50:41 PM

Reference Number: 206552468  
Total: \$1.00  
Transaction Type: Sale  
Transaction Status: Pending Settlement  
Card Type: MasterCard  
Card Number: xxxxxxxxxxxx5454  
Entry Method: Keyed  
Approval Code: VTLMC1  
Approval Message: NO MATCH  
AVS Result: No Match  
CSC Result: Match  
Customer Name: Test McTester  
Invoice: 1234

X \_\_\_\_\_  
Please sign here to agree to payment.

To email a copy of the credit card transaction to the customer, click on the Email icon. A copy of the credit card transaction detail will be emailed to the address input earlier.

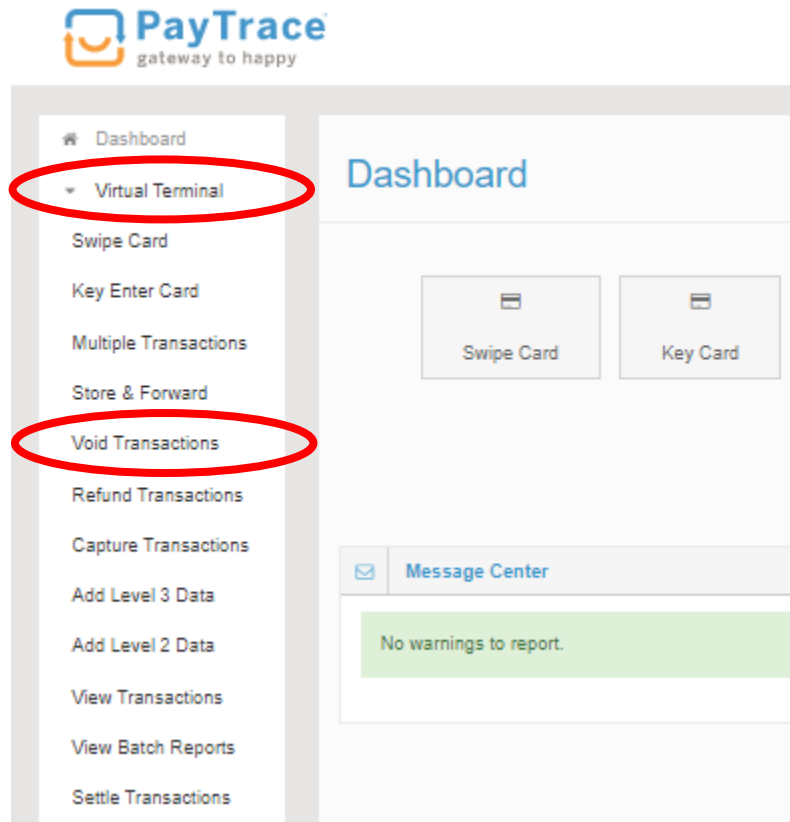
Click Print 2. Two copies of the credit card transaction details will print to your default printer. One copy needs to be attached to the customer copy of the invoice, while the other copy attached to the accounting copy of the invoice.

[Send To Receipt Printer](#) | [Print](#) | [Print 2](#) | [Print plain text](#) | [Print plain text 2](#)

## Voiding a Transaction

For a transaction that was processed today and needs to be undone, you can Void the transaction. Only the full amount of the transaction can be voided.

Dashboard Landing Page – On the left menu, select Virtual Terminal and then Void Transactions



Today's date will automatically populate. In the Search Text field, enter the customer ticket number, customer name, customer account number, etc. in order to find the transaction. Do not enter any information in the Order ID field.



**Void Transactions** Hide Hints Help

**Search Transactions**

From: 07/31/2022 12:00 AM

To: 07/31/2022 11:59 PM

Order ID:

Search Text:  Enter invoice number or customer name here to search

Click the Search button. Check the box to the left of the transaction to be voided.

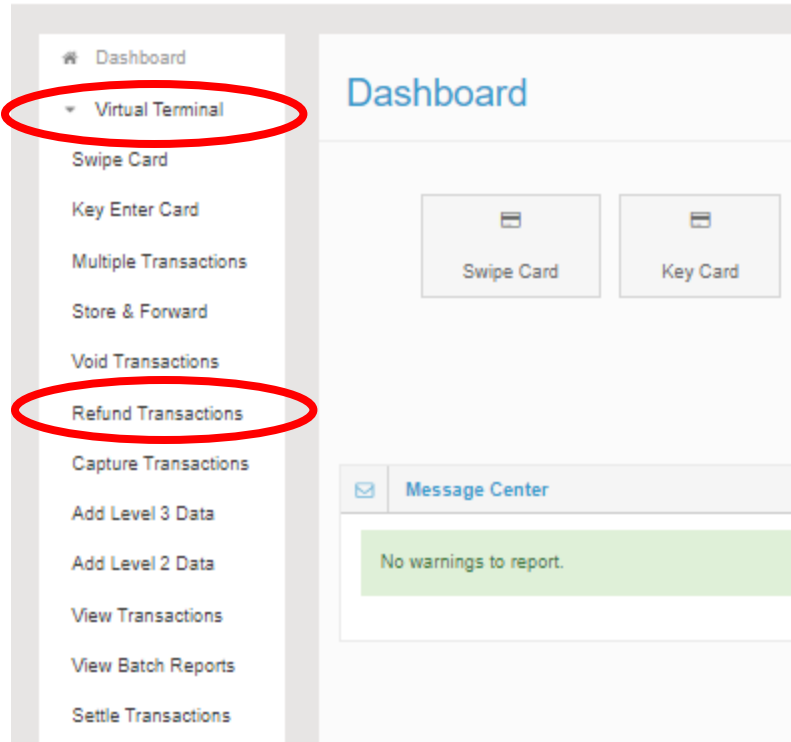
Search Results										<input checked="" type="checkbox"/> Select All	<input type="checkbox"/> Select None
Order ID	Card Number	Amount	Date/Time	Invoice	Name	AVS	CSC				
<input checked="" type="checkbox"/>	474255761	553900xx1354	\$83.81	7/31/2022 9:15:51 AM	X100754305:01	SHAWN SWINDLER	Full Exact Match	Match			
<input type="checkbox"/>	474255948	414348xx1574	\$24.60	7/31/2022 9:25:43 AM	X100754174:01	MARION DANIELS - 29648	Zip Match Only	Match			

Click the Process button. A pop-up window will appear for confirmation. Once you click OK, click the View Receipt hyperlink on the confirmation page to print a copy of the void receipt.

### Refunding a Transaction


For a transaction that was processed any day other than today and needs to be credited or refunded, you can Refund the transaction.

Dashboard Landing Page – On the left menu, select Virtual Terminal and then Refund Transactions







Today's date will automatically populate, so change that as needed (make sure to go back at least 6 months or more to capture the transaction). In the Search Text, enter the customer ticket number, customer name, customer account number, etc. in order to find the transaction. Do not enter any information in the Order ID field.

## Refund Transactions

[Hide Hints](#) [Help](#) 

**Search Transactions**

From	<input type="text" value="07/31/2022"/>		<input type="text" value="12:00 AM"/>	
To	<input type="text" value="07/31/2022"/>		<input type="text" value="11:59 PM"/>	
Order ID	<input type="text" value="Optional"/>			
Search Text	<input type="text" value="Optional"/>			

Enter invoice number or customer name here to search

Click the Search button. Check the box to the left of the transaction to be credited/refunded and enter the amount of the credit/refund to be issued as a positive number in the Amount field

Search Results		<input checked="" type="checkbox"/> Select All	<input type="checkbox"/> Select None				
Order ID	Card Number	Amount	Date/Time	Invoice	Name	AVS	CSC
<input type="checkbox"/>	470410042	378750xx1020	\$12	7/11/2022 6:13:02 AM	376776	Complete Home Concepts INC 18783	Full Exact Match
<input type="checkbox"/>	470416618	447825xx7808	\$44	7/11/2022 7:19:51 AM	x100751150:01	Absolute Automotive Repair LLC 82298	Zip Match Only

Click the Process button. A pop-up window will appear for confirmation. Once you click OK, click the View Receipt hyperlink on the confirmation page to print a copy of the refund receipt.

NOTE: Transactions do not officially process until the end of the day, so you can issue multiple refunds to one invoice on the same day and not immediately see the other refunds.

## Frequently Asked Questions

**Question 1:** How do I run multiple transactions for a customer?

**Answer 1:** After any sale transaction is run, you can select the Process Card Again button to run another transaction. This will leave all customer information except for the invoice number and dollar amount. Simply input those two fields and select Process and the new transaction is completed.

**Question 2:** If a customer has a credit invoice and a charge invoice, how do I process these?

**Answer 2:** The credit invoice must be run as a refund. The charge invoice should be run as a normal sale transaction. Please do not combine these as that creates problems in the future. Any credit/refund issued in the system should be linked to the original transaction by using the Refund Transaction feature in PayTrace.

**Question 3:** If a customer wants to pay their account statement balance with a credit card, what do I do?

**Answer 3:** Run the transaction as a normal sale transaction. In the Invoice Number field, input "See attached customer statement" and make sure you include the statement/remittance with the receipt for the accounting copy. Make sure the customer number is entered after the customer name in the Billing Name field.

**Question 4:** How do I process a card if I can't read the numbers on the actual credit card?

**Answer 4:** If the customer does not know their credit card number and you cannot read the numbers on the card, you will have to use the manual terminal to process this transaction. Once card readers are installed, this will no longer be an issue to run on PayTrace (stay tuned for this update later).

**Question 5:** How do I process a card if the customer doesn't speak English and I don't have their address on the invoice?

**Answer 5:** Use the address information on the invoice to input to PayTrace. If no information is available and the customer cannot communicate with you, please use the following to process the card: Street Address: 7601 Zip: 64161

**Question 6:** Is the PayTrace system ever down/not working?

**Answer 6:** The PayTrace system is very stable and you can go to the following website to see if there are any current issues: <https://status.paytrace.com/> If the power is out in the building, you will not be able to use either the online system or the credit card terminals.

**Question 7:** What do I do if I get a message that the CSC 3 digit code is not correct?

**Answer 7:** If the card is declined due to a CSC error, please try entering the 3 digit code again. If it declines a second time, please delete the code and then process without it. The card should be approved without the code.

**Question 8:** How do I process a credit if I can't find the original transaction in PayTrace?

**Answer 8:** Change the date in the search to a longer period. Try searching by customer name instead of invoice number. If the customer paid by cash or check, you will not find the original transaction in PayTrace and those refunds need to be processed through Accounting.

**Question 9:** I forgot to print the receipt; how do I get a copy?

**Answer 9:** If you are back at the Home Screen, you can go to View Transactions and search for the transaction you just ran. Clicking on the Transaction ID brings up the receipt that you can print.