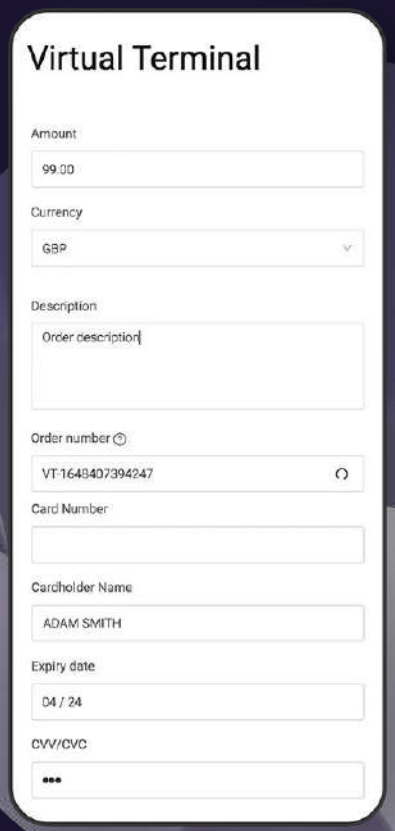
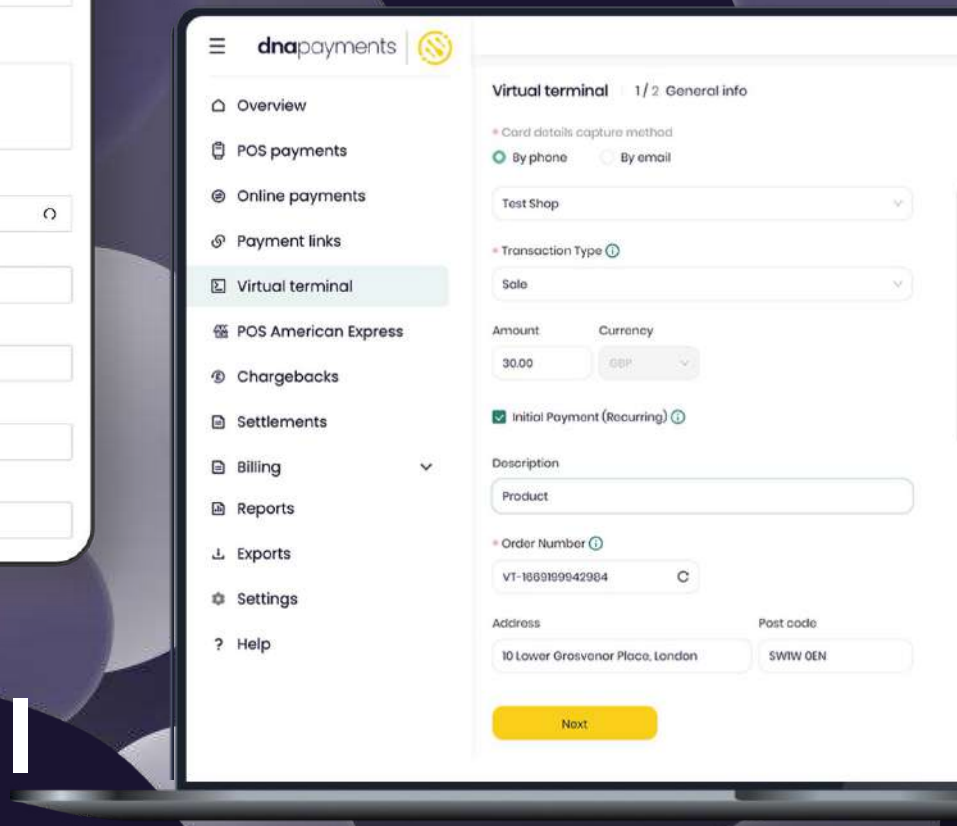
dnapayments





Virtual Terminal

User Guide

dnapayments.com/faq
support@dnapaymentsgroup.com
0208 102 8100
or contact your Account Manager

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Welcome to the DNA Payments Virtual Terminal

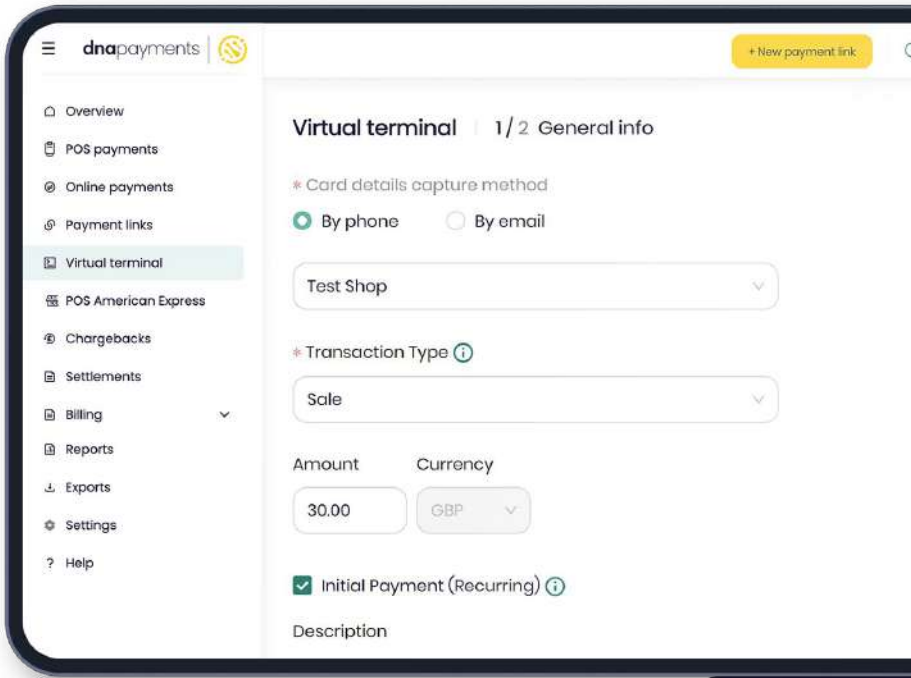
Our Virtual Terminal lets you accept payments over the phone or by email so that you can accept payments remotely without using a website, with no coding or integration required and no need to have face-to-face customer transactions.

All major credit and debit cards are accepted. Sign in to our Merchant Portal, select the Virtual Terminal option, take the customer details and get paid.

Getting access to the Virtual Terminal

The Virtual Terminal will automatically be available on our Merchant Portal if you've requested this solution and your application for the Virtual Terminal was approved.

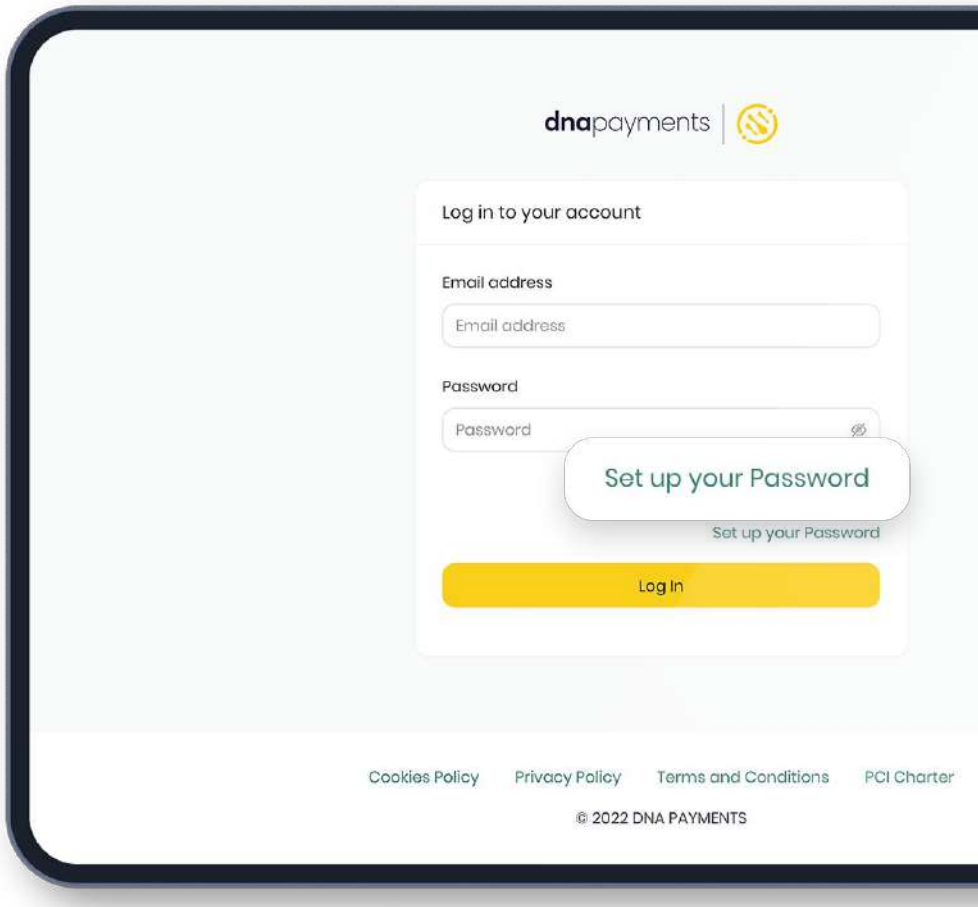
Just log in to our Merchant Portal, and you'll see the Virtual Terminal menu option on the left-hand side of your dashboard.



Logging in to the DNA Payments Merchant Portal

1. Log in to portal.dnapayments.com using the email address you've provided with your application.

2. Click **"Set up password"** to generate your password if it's your first time using our Merchant Portal.
Make sure you're using the email you provided with your application.



Virtual Terminal - Security best practice

Our Virtual Terminal is a great tool for accepting card-not-present payments remotely over the phone. However, we encourage customers to operate with best practices top of mind to prevent fraud and security risks.

A clear desk policy for the PC or laptop that operates the Virtual Terminal is advised. This policy should also ensure that mobile phones are not in use and that sensitive card details or customer information are not repeated over the phone, written down, or saved anywhere on the PC desktop.

Our security protocols

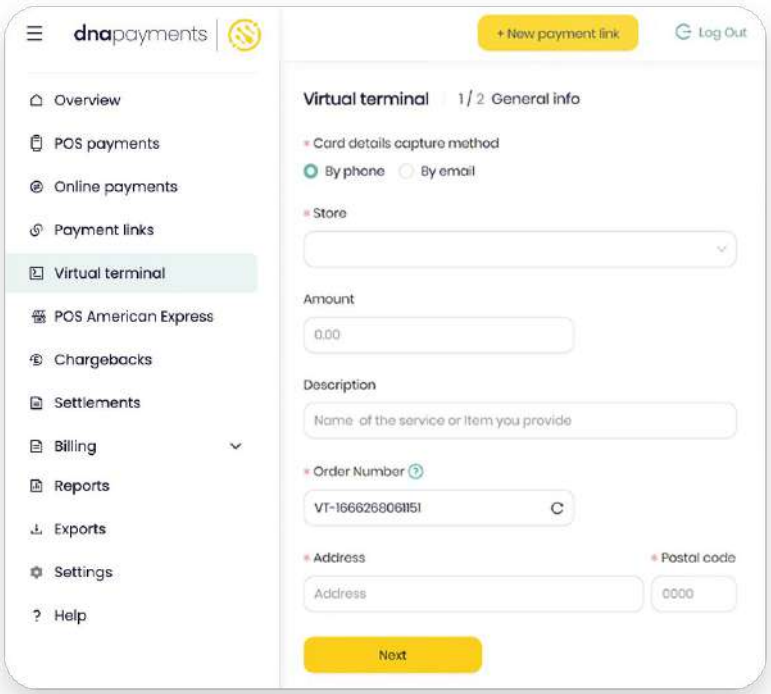
Our security protocols, such as PCI-DSS, are in place to ensure our customers and yours are protected from fraud. With card-not-present payments, this becomes even more vital, and some responsibilities lie with you to provide the safest possible payment environment possible. Learn more here

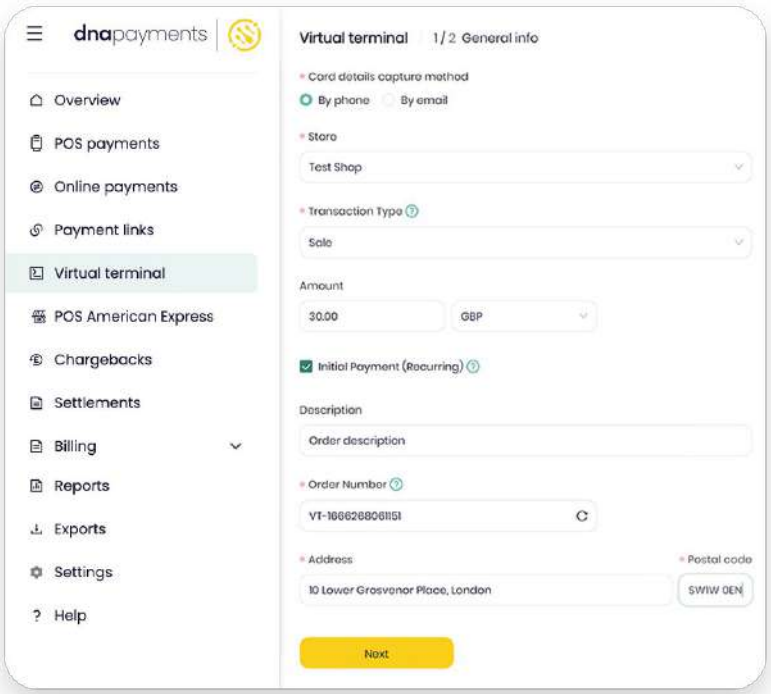
Payment Links

We have highly secure alternatives, such as our Payment Links, which use a secure link created in the Merchant Portal that you can send via email or other online communications to your customers. Find out more here

Accepting a payment

1. Enter the Virtual Terminal section on our Merchant Portal.
2. Select if you've received the card payment details via phone or email.
3. Select transaction type, and sale amount, use the check to select if it's a recurring payment and enter the amount, description and customer's address.





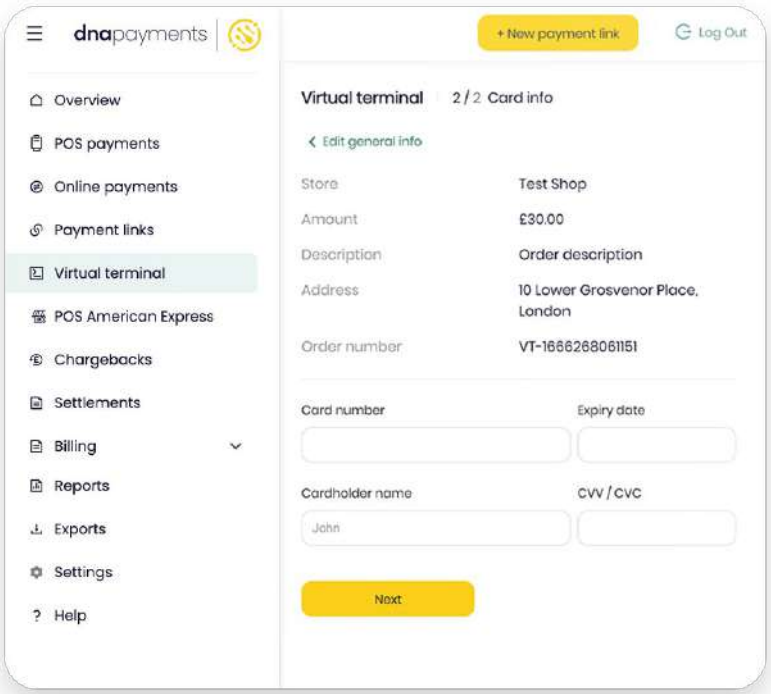
NOTE

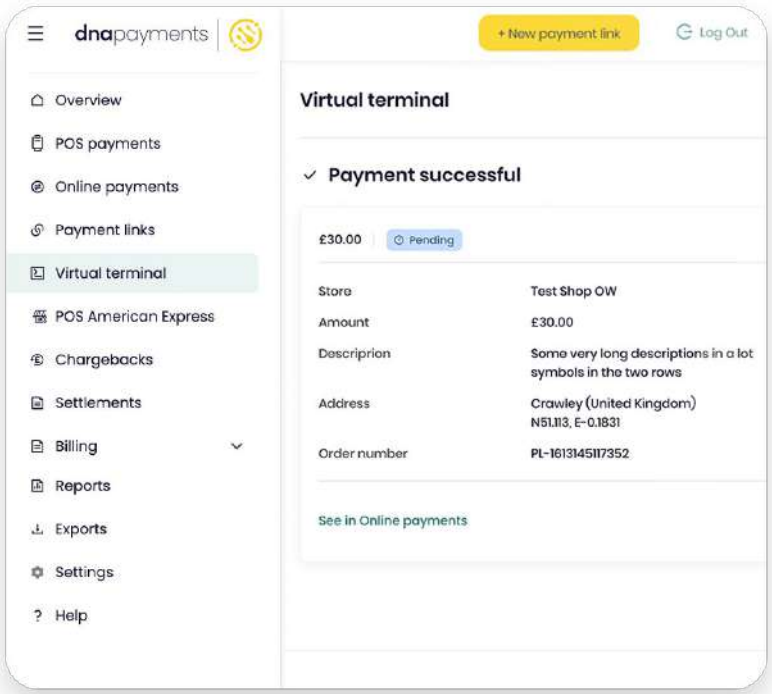
A clear desk policy for the PC or laptop operating the Virtual Terminal is advised, meaning mobile phones are not in use, and sensitive card details or customer information are not repeated over the phone, written down, or saved anywhere on the PC desktop.

Accepting a payment

4 Enter your customer's card details: Card number, Card Expiry Date, Name as printed on the card and the 3-digit CVC code from the back of the card and press Next.

The payment will be processed immediately, and you'll see the result in the next step.





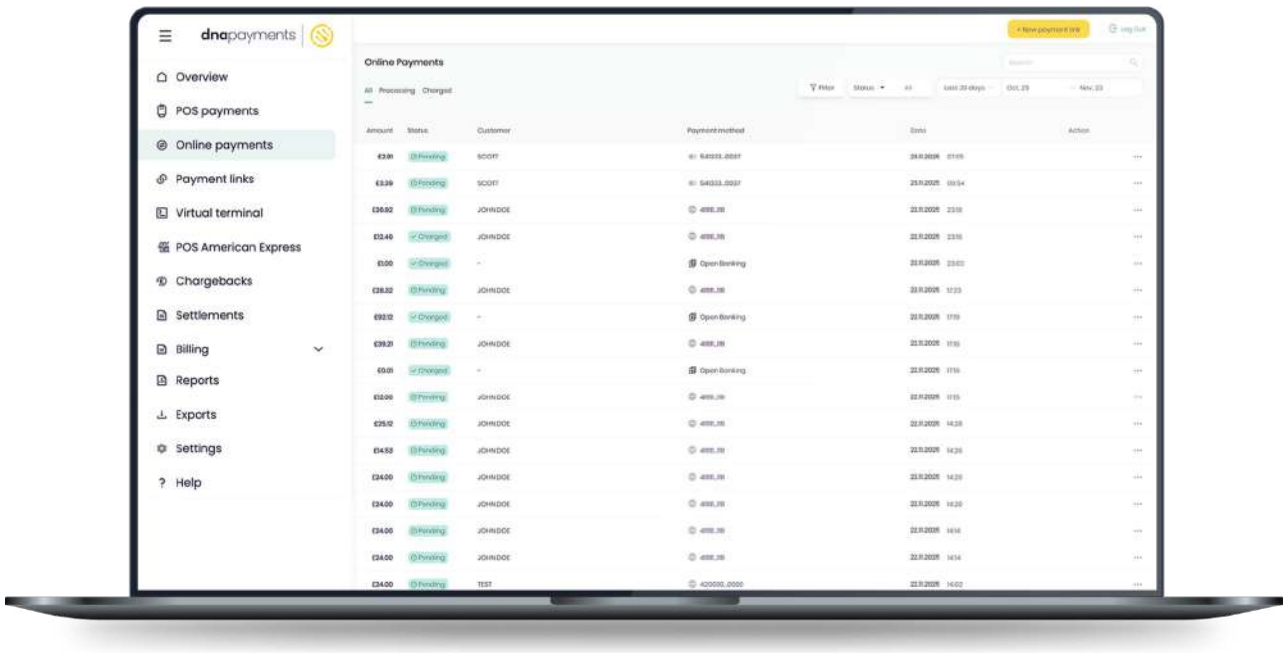
TIP

You can assign this payment as the initial payment for easier future transactions if your customer will be purchasing from you again.

Managing your Virtual Terminal payments

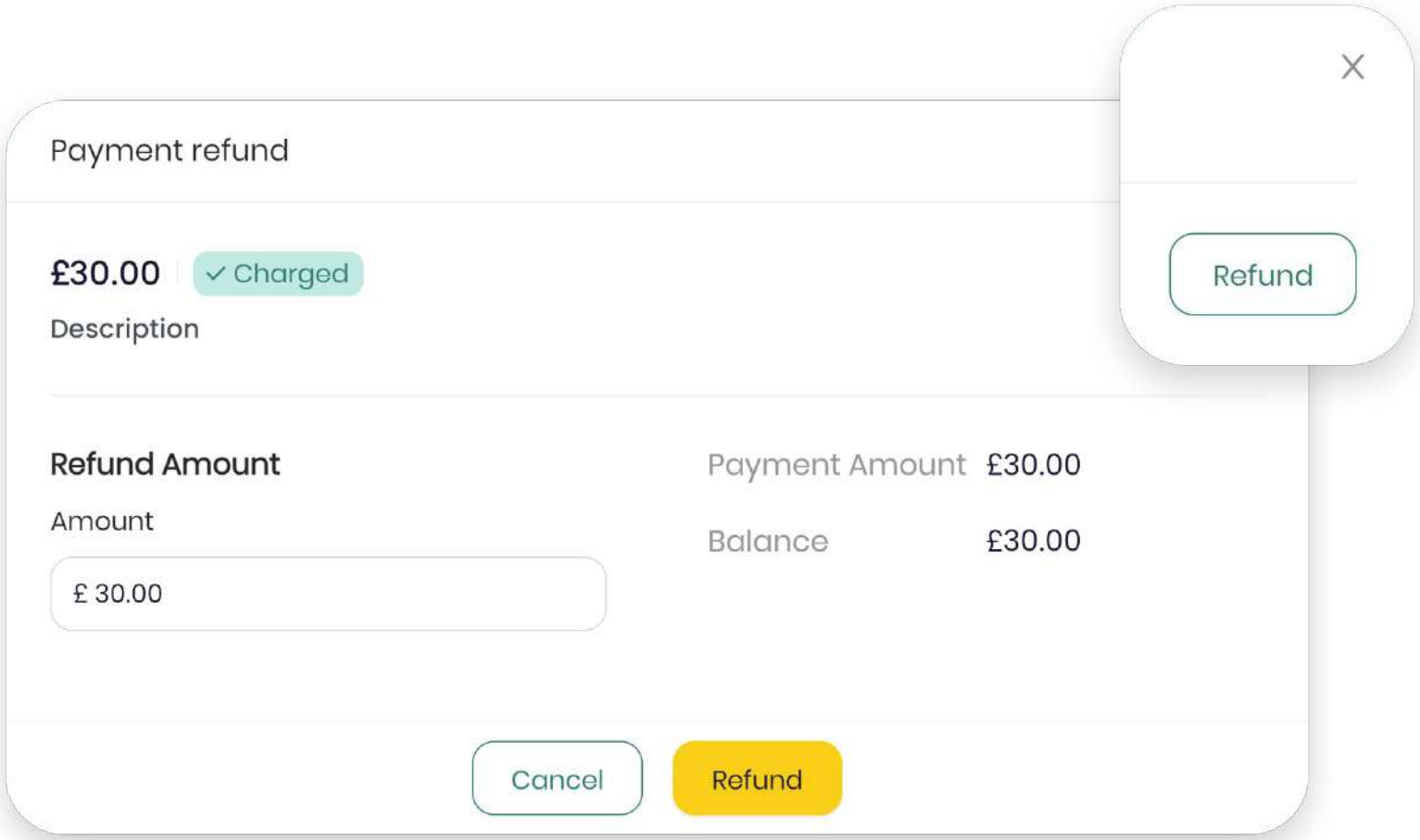
You can manage your Virtual Terminal payments and check their status in the Online Payment section of our Merchant Portal.

You'll be able to see if a payment is paid, cancelled or declined and issue full or partial refunds, giving you complete control of your payments.



Refunding a payment

You can easily manage accepted payments to perform full or partial refunds in the Online Payments section.



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Pioneering payment solutions, powering businesses to thrive

dnapayments.com
support@dnapaymentsgroup.com
0208 102 8100
or contact your Account Manager

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