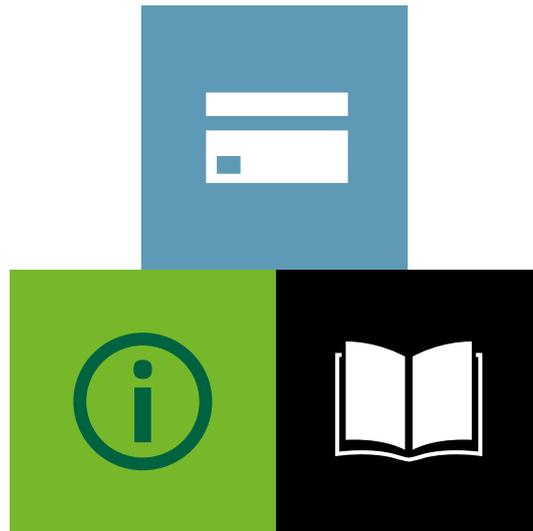


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CARDNET



# LLOYDS BANK ONLINE PAYMENTS

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Virtual Terminal Demonstration



LLOYDS BANK

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# Contents

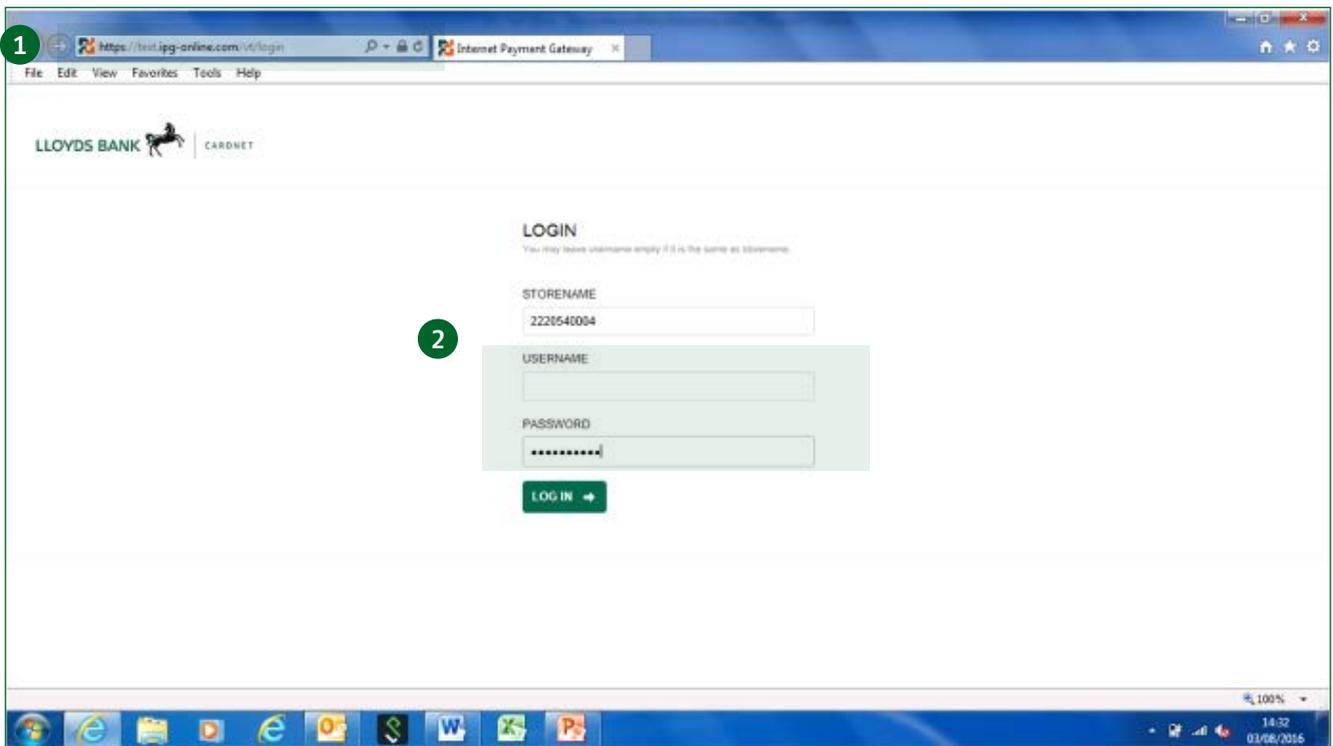
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# Logging in

1. **URL** – A URL will be required to access the Payment Gateway. So this enables you to take payments as long as you have an internet connection.
2. Username and Password and select 'LOG IN'.



# Processing payments

- 3. Order information
  - Order information entered and captured here.
  - **Order Number** can be entered, or generated.
  - Entering Order number helps reconcile.
- 4. Customers' credit card information entered here.

This Page can be customised to show/hide fields, and can make them mandatory to be completed if required.

# Reports

5. Select Transactions, and then Search Criteria to filter what you would like to see
  - Run reports on the Payment Gateway to show Real time Transactional Data – see the totals for today.
  - Amend the search Criteria to filter the Data you require, e.g. approved/declined/refunds for the week.
  - Reports can also be exported into Excel.

Version: 5.3.2-2 Build time: 03.08.2016 @ 13:43:30 CEST Last commit: b130610  
 User: 2220540004 Store: 2220540004 Language: English Logout

LLOYDS BANK CARDNET

Virtual Terminal **Reports** Administration Customisation

## Reports

### Select Report

- [Dashboard](#)
- [Charts](#)
- [Orders](#)
- [Transactions](#)
- [Transaction Summary](#)
- [Credit Card Batches](#)
- [Active Periodic Bills](#)

## View Transactions

5

5

Display Transactions:

- By Time
- By Currency All
- By Card Number, Amount And Time Last 4 Digits:  Amount:
- By User ID And Time
- By Customer ID And Time
- By Order Number
- By Terminal ID And Time
- By Trace Number And Time
- By Transaction Type And Time
  - Sale  Auth  Completion  Periodic
  - Return  Void Sale  Void Auth  Mobile Topup
- By Payment Type And Time
  - Credit Card  German Direct Debit  GiroPay  PayPal
  - ClickandBuy  iDEAL  RuPay  Netbanking  MasterPass
  - Sofort  Klarna

Specify Time Period:

- This Month  Last Calendar Month  The Last 30 Days
- This Week  The Last 7 Days  The Last  Days
- Today  Yesterday
- From    To

Display Preference:

Display data in groups of:  Sort By:

# Reporting results

- Report results listed as above.
  - Click on the Order # to go into a transaction (to perform other actions).
  - Identify which user processed the transaction.
6. Export report into Excel.

| Transactions Processed                                  |                         |            |          |           |           |      |          |                     |           |   |                  |
|---|-------------------------|------------|----------|-----------|-----------|------|----------|---------------------|-----------|---|------------------|
| May 7, 2016 - Aug 31, 2016                              |                         |            |          |           |           |      |          |                     |           |   |                  |
| Order #   | Date                    | User ID    | Type     | PayerAuth | Invoice # | PO # | Trans ID | Card/Account Number | Exp. Date | Approval                                    | Amount           |
| <a href="#">recurring test</a>                          | Jul 2, 2016 2:00:09 AM  | 2220540004 | Periodic |           | recurring |      | 000019   | 545301...0780       | 08/2016   | Y:867607:0017840601:PPX :000010             | 10.00 GBP        |
| <a href="#">west Safari</a>                             | Jun 8, 2016 12:28:33 PM | 2220540004 | Sale     |           |           |      | 000018   | 401200...1112       | 01/2022   | Y:076237:0017750678:PPXP:000018             | 13.99 GBP        |
| <a href="#">recurring test</a>                          | Jun 2, 2016 2:05:33 AM  | 2220540004 | Periodic |           | recurring |      | 000017   | 545301...0780       | 08/2016   | Y:126513:0017715558:PPX :000017             | 10.00 GBP        |
| <a href="#">Test 1</a>                                  | May 24, 2016 1:38:04 PM | 2220540004 | Return   |           |           |      | 0000     | 401200...1112       | 04/2019   | Y:000000:0017681018:PPX :0000               | 10.00 GBP        |
| <a href="#">Test 1</a>                                  | May 24, 2016 1:14:58 PM | 2220540004 | Sale     |           |           |      | 000016   | 401200...1112       | 04/2019   | Y:990679:0017681017:PPXP:000016             | 14.99 GBP        |
| <a href="#">VT-41c3fbb8-ecb8-49e5-9fac-537df272abec</a> | May 11, 2016 2:05:05 AM | 2220540004 | Periodic |           |           |      |          | 401200...1112       | 04/2016   | N:-2304:Invalid or expired card expiry date | 13.00 GBP        |
| <a href="#">VT-41c3fbb8-ecb8-49e5-9fac-537df272abec</a> | May 10, 2016 2:05:43 AM | 2220540004 | Periodic |           |           |      |          | 401200...1112       | 04/2016   | N:-2304:Invalid or expired card expiry date | 13.00 GBP        |
| <a href="#">VT-41c3fbb8-ecb8-49e5-9fac-537df272abec</a> | May 9, 2016 2:15:43 AM  | 2220540004 | Periodic |           |           |      |          | 401200...1112       | 04/2016   | N:-2304:Invalid or expired card expiry date | 13.00 GBP        |
| <a href="#">VT-41c3fbb8-ecb8-49e5-9fac-537df272abec</a> | May 8, 2016 2:07:05 AM  | 2220540004 | Periodic |           |           |      |          | 401200...1112       | 04/2016   | N:-2304:Invalid or expired card expiry date | 13.00 GBP        |
| <a href="#">VT-41c3fbb8-ecb8-49e5-9fac-537df272abec</a> | May 7, 2016 2:07:19 AM  | 2220540004 | Periodic |           |           |      |          | 401200...1112       | 04/2016   | N:-2304:Invalid or expired card expiry date | 13.00 GBP        |
| <b>Page total:</b>                                      |                         |            |          |           |           |      |          |                     |           |   | <b>38.98 GBP</b> |
| <b>MasterCard Total:</b>                                |                         |            |          |           |           |      |          |                     |           |   | <b>20.00 GBP</b> |
| <b>Visa Total:</b>                                      |                         |            |          |           |           |      |          |                     |           |   | <b>18.98 GBP</b> |
| <b>Total:</b>   |                         |            |          |           |           |      |          |                     |           |   | <b>38.98 GBP</b> |

10 Transaction(s) out of 10 listed

6

# Dashboard

- Show a summary of your activity.
- Select this to be your Start page when you log in.
- Analyse the transaction.
- 7. Would show volumes of sales here.
- 8. Can click on an order to view higher details.

## Welcome Back Vikesh Barber Test Store

Here's where you'll find useful information on the card sales you've made. The transaction table shows the last 6 months transactions - click on the Order reference to see the details or sort them by clicking on the column headers.

Processed sales volumes

Transactions by status

Transaction overview

Show 10 entries Search:

| Order  | Date                 | Payment Type | Transaction Type | Status   | Amount    |
|--|----------------------|--------------|------------------|----------|-----------|
| <a href="#">recurring test</a>                         | 02-Jul-2016 02:00:09 | creditcard   | Periodic         | approved | 10.00 GBP |
| <a href="#">west.Safari</a>                            | 08-Jun-2016 12:28:33 | creditcard   | Sale             | approved | 13.99 GBP |
| <a href="#">recurring test</a>                         | 02-Jun-2016 02:05:33 | creditcard   | Periodic         | approved | 10.00 GBP |
| <a href="#">Test1</a>                                  | 24-May-2016 13:38:04 | creditcard   | Return           | approved | 10.00 GBP |
| <a href="#">Test1</a>                                  | 24-May-2016 13:14:58 | creditcard   | Sale             | approved | 14.99 GBP |
| <a href="#">VT-41c3fb8-ecb8-49e5-9fac-637d0272abec</a> | 11-May-2016 02:05:05 | creditcard   | Periodic         | declined | 13.00 GBP |
| <a href="#">VT-41c3fb8-ecb8-49e5-9fac-637d0272abec</a> | 10-May-2016 02:05:43 | creditcard   | Periodic         | declined | 13.00 GBP |
| <a href="#">VT-41c3fb8-ecb8-49e5-9fac-637d0272abec</a> | 09-May-2016 02:15:43 | creditcard   | Periodic         | declined | 13.00 GBP |
| <a href="#">VT-41c3fb8-ecb8-49e5-9fac-637d0272abec</a> | 08-May-2016 02:07:05 | creditcard   | Periodic         | declined | 13.00 GBP |
| <a href="#">VT-41c3fb8-ecb8-49e5-9fac-637d0272abec</a> | 07-May-2016 02:07:19 | creditcard   | Periodic         | declined | 13.00 GBP |

Showing 1 to 10 of 32 entries Next ▶

[Make the dashboard your VT start page](#)

# Refunds

9. Select the transaction(s) required.
  10. Click on 'work with Selected Orders'.
  11. Click on 'Credit Entire Amount of the Order', then Submit.
- Click on the Order# and then amend the amount to be refunded, for a partial refund.
  - Transactions are always refunded back to original card used, for added protection.

## Orders Received

Aug 1, 2015 - Aug 31, 2016

| Select                              | Shipped | Retail | Order #  | User ID                    | Date                    | Name                           | Authorised Amount | Amount            |
|-------------------------------------|---------|--------|--|----------------------------|-------------------------|--------------------------------|-------------------|-------------------|
| <input type="checkbox"/>            | Y       | N      | <a href="#">west Safari</a>  | <a href="#">2220540004</a> | Jun 8, 2016 12:28:33 PM |                                | 0.00 GBP          | 13.99 GBP         |
| <input type="checkbox"/>            | Y       | N      | <a href="#">Test 1</a>   | <a href="#">2220540004</a> | May 24, 2016 1:14:58 PM |                                | 0.00 GBP          | 4.99 GBP          |
| <input type="checkbox"/>            | Y       | N      | <a href="#">12245 / 662788</a>   | <a href="#">2220540004</a> | Apr 28, 2016 2:56:22 PM | barber                         | 0.00 GBP          | 16.98 GBP         |
| <input type="checkbox"/>            | Y       | N      | <a href="#">VT-41c3fbb8-<br/>e6b8-49e2-9fec: 2220540004<br/>637d9222ebec</a> | <a href="#">2220540004</a> | Mar 2, 2016 12:07:09 PM |                                | 0.00 GBP          | 26.00 GBP         |
| <input type="checkbox"/>            | Y       | N      | <a href="#">masterscard 2</a>  | <a href="#">2220540004</a> | Mar 2, 2016 11:49:04 AM |                                | 0.00 GBP          | 64.99 GBP         |
| <input type="checkbox"/>            | Y       | N      | <a href="#">recurring test</a>   | <a href="#">2220540004</a> | Mar 2, 2016 11:40:51 AM | <a href="#">recurring test</a> | 0.00 GBP          | 50.00 GBP         |
| <input type="checkbox"/>            | Y       | N      | <a href="#">test2</a>  | <a href="#">2220540004</a> | Mar 2, 2016 11:20:02 AM |                                | 0.00 GBP          | 50.00 GBP         |
| <input type="checkbox"/>            | Y       | N      | <a href="#">1</a>  | <a href="#">2220540004</a> | Feb 29, 2016 5:24:15 PM | Vikesh Text                    | 0.00 GBP          | 30.98 GBP         |
| <input checked="" type="checkbox"/> | Y       | N      | <a href="#">pre auth test</a>  | <a href="#">2220540004</a> | Oct 14, 2015 2:59:27 PM |                                | 0.00 GBP          | 102.99 GBP        |
| <input type="checkbox"/>            | Y       | N      | <a href="#">123</a>  | <a href="#">2220540004</a> | Oct 14, 2015 3:06:36 PM | <a href="#">vikesh</a>         | 0.00 GBP          | 5.49 GBP          |
| <input type="checkbox"/>            | Y       | N      | <a href="#">test</a>   | <a href="#">2220540004</a> | Oct 14, 2015 1:35:26 PM | <a href="#">Vikesh</a>         | 0.00 GBP          | 0.00 GBP          |
| <b>Page total (GBP)</b>             |         |        |  |                            |                         |                                | <b>0.00 GBP</b>   | <b>263.42 GBP</b> |
| <b>Total (GBP)</b>                  |         |        |  |                            |                         |                                | <b>102.99 GBP</b> | <b>366.41 GBP</b> |

| Currency | Tax      | Shipping  |
|----------|----------|-----------|
| GBP      | 0.00 GBP | 29.95 GBP |

11 Order(s) out of 11 listed

Email All Customers Listed
Select All
Invert Selection
Work with Selected Orders
Reset

CSV
Export All Data

Virtual Terminal
Reports
Administration
Customisation

## Selected Orders Menu

1 Order(s) Selected

With Selected Orders:

Credit The Entire Amount Of The Order

Credit The Entire Amount Of The Order

Submit Query
Reset

# Administration

- 12. Add/remove users, change/reset individuals passwords.  
(Super user)
- 13. Amend selected Fraud settings.
- 14. Amend Digital receipts.

The screenshot displays the Lloyds Bank Administration interface. At the top right, it shows 'User: 2220540004', 'Store: 2220540004', 'Language: English', and a 'Logout' link. A dark green navigation bar contains 'Virtual Terminal', 'Reports', 'Administration' (highlighted), and 'Customisation'. The main heading is 'Administration'. Below it are three sections: 'Manage users' with links 'Change password' and 'Add/remove/modify user' (marked with a circled '12'); 'Fraud Settings' with links 'Add/change card numbers to block', 'Add/change names to block', 'Add/change domain names to block', 'Add/change IP/Class C addresses to block', 'Set Maximum Purchase Amount', 'Set lock out times', 'Set country profile', and 'View your fraud settings' (marked with a circled '13'); and 'Transaction notification settings' with links 'Set options for transaction notifications via email' and 'Set notification options for expiring customer data' (marked with a circled '14').

# Users

- 15. Amend individuals users Permissions.
- 16. Reset Passwords.
- 17. Add/Remove Users.

**Manage users**

Add / Remove users

| # | Name         | Permissions | Options        |        |
|---|--------------|-------------|----------------|--------|
| 1 | 2220540004   | N/A         | reset password | N/A    |
| 2 | Accounts     | permissions | reset password | delete |
| 3 | Sales Team   | permissions | reset password | delete |
| 4 | Team Leader1 | permissions | reset password | delete |

add

- Reports (accounts team).
- Transaction – (sales teams).
- Credit – (sales team leader).

**Manage users**

Edit user permissions

|              |                                     |
|--------------|-------------------------------------|
| Reports      | <input checked="" type="checkbox"/> |
| Transactions | <input checked="" type="checkbox"/> |
| Credit       | <input checked="" type="checkbox"/> |

Back Continue

# Email receipt settings

- 18. Enable/Disable Digital email receipts.
- 19. Amend/Edit email addresses:
  - Receive transaction notifications.
  - Ensure digital receipts are not sent with your personal email address.
- 20. Amend the Header and Footer on the Receipts, so you could include seasonal offers – e.g. use code spring15 to get 15% off your next order.
- 21. Choose when you receive notifications, approved only, declines only, etc.

## Notifications

### Transaction notification settings

Configure email notifications that can be sent to you and/or your customer

Disable Notifications **18**

Enable Notifications

#### Address settings

Your email address(es) for receiving transaction notifications: \* **19**

Language for received notifications: \*

Your email address for sending transaction notifications to your customer: \*

Merchant name to be displayed in the email to your customer: \*

#### Individual text for email to customer

[View/modify individual text to be displayed in the email to your customer](#) **20**

#### Notification Events

[View/configure the events where you want to send/receive a notification](#) **21**

# Email receipt example

From: ipgteststore@vikesh.com  
To: Barber, Vikesh (Contractor - Cardnet New Sales, Cards)  
Cc:  
Subject: APPROVED: Payment transaction for your order mastercard 2 at Vikesh Barber Test Store

thanks for your order! value your business

**Vikesh Barber Test Store**  
London ss164ae  
United Kingdom

**Payment Transaction Notification**

Order : mastercard 2  
Payment Transaction Result: APPROVED

Date and Time: 02-Mar-2016 11:49:04

Amount: GBP **64.99**  
Total amount to Cardholder: **64.99** GBP

Payment method: Payment Card  
Card number: ...0789  
MasterCard

Payment transaction details:  
Transaction type: Sale  
Transaction reference: 000009  
Authorisation code: 712491  
Terminal ID: ...1023

Please retain this copy for statement verification.

# Customising payment page

Configure the Point of Sale screen.

- 22. Make field visible or hidden.
- 23. Make fields mandatory (required).
- 24. Select the default settings for specific fields – e.g. delivery will always be £5.95.

- Changes on this page, will reflect on the main POS screen (page2).

Virtual Terminal
Reports
Administration
Customisation

## POS Custom Form Content

Customise the content of your Point of Sale (POS) forms by checking or un-checking the appropriate boxes below.

**▼ Order Information**

| Visible   | Field name             | Required  | Default                                      |
|---|------------------------|---|--|
| <input checked="" type="checkbox"/> <span style="color: green; font-weight: bold; border: 1px solid green; border-radius: 50%; padding: 2px;">22</span> | Order Number:          | <input checked="" type="checkbox"/> <span style="color: green; font-weight: bold; border: 1px solid green; border-radius: 50%; padding: 2px;">23</span> | N/A  |
| <input type="checkbox"/>  | Purchase Order Number: | <input type="checkbox"/>  | N/A  |
| <input checked="" type="checkbox"/>   | Invoice Number:        | <input type="checkbox"/>  | N/A  |
| <input checked="" type="checkbox"/>   | Delivery Amount:       | <input type="checkbox"/>  | <input style="width: 80px;" type="text"/>    |
| <input type="checkbox"/>  | VAT/GST:               | <input type="checkbox"/>  | <input style="width: 80px;" type="text"/>    |
| <input checked="" type="checkbox"/>   | Total Amount:          | <input checked="" type="checkbox"/>   | <input style="width: 80px;" type="text"/>    |
| <input checked="" type="checkbox"/>   | Currency:              | <input checked="" type="checkbox"/>   | GBP <span style="font-size: small;">▼</span> |

**▼ Card**

| Visible                             | Field name                 | Required                            | Default   |
|-------------------------------------|----------------------------|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Transaction Origin:        | <input checked="" type="checkbox"/> | MOTO <span style="font-size: small;">▼</span> <span style="color: green; font-weight: bold; border: 1px solid green; border-radius: 50%; padding: 2px;">24</span> |
| <input checked="" type="checkbox"/> | Transaction Type:          | <input checked="" type="checkbox"/> | Sale <span style="font-size: small;">▼</span>   |
| <input checked="" type="checkbox"/> | Are You Swiping The Card?: | N/A                                 | <input type="checkbox"/>  |
| <input checked="" type="checkbox"/> | Card Security Code:        | <input checked="" type="checkbox"/> | N/A   |
| <input checked="" type="checkbox"/> | Debit / Credit:            | <input checked="" type="checkbox"/> | N/A   |

**▼ Customer Details**

## Find out more

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 [Go to lloydsbankcardnet.com](https://lloydsbankcardnet.com)

 **Call us on 01268 567100**  
Lines open from 8am-9pm Monday to Saturday

Please contact us if you'd like this information in an alternative format such as Braille, large print or audio.

If you have a hearing or speech impairment you can use the Next Generation Text (NGT) Service (previously Text Relay/Typetalk).

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### Important information

Please remember we cannot guarantee the security of messages sent by email.

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Lloyds Bank plc is covered by the Financial Ombudsman Service. (Please note that due to the eligibility criteria of this scheme not all Lloyds Bank customers will be covered.)

This information is correct as of October 2019.



**LLOYDS BANK**

CRD00066 (10/19)