

How To

Quick Reference Guide



NMI



Log in to nmi.com

- ❖ Your login and temporary password will be in an email from help@nmi.com
- ❖ Click on the link and use the information provided in the email to login
- ❖ Create your new password

How to Process a Credit/Debit card transaction on a Virtual Terminal

- ❖ Click the Credit cards menu on the left of the Virtual Terminal
- ❖ Select "Sale"
- ❖ Enter Credit card information
- ❖ Enter Credit card expiration date
- ❖ Enter the transaction amount
- ❖ Click the green charge button

Print Receipt: Note* A printer must be set up with the virtual terminal to print paper receipt

- ❖ Tap on the print receipt option at the top right of the page
- ❖ You can email the receipt by clicking on the E-mail Receipt option

Void (Only Pre-Batch CREDIT Transactions Can be Voided)

- ❖ Note* Void on the same day as the transaction
- ❖ Click on the "Transaction reports" tab on the menu
- ❖ Select transaction list
- ❖ Click on "show today's transactions"
- ❖ Locate your transaction
- ❖ Click on the transaction number in the middle of the transaction list
- ❖ On the top of the screen, select the void option directly under the Transaction Detail

Refund (After Settlement/for Debit)

- ❖ Note* Refund any day after the transaction has been settled
- ❖ Click on the "Transaction reports" tab on the menu
- ❖ Select transaction list
- ❖ Locate your transaction
- ❖ Click on the transaction number in the middle of the transaction list
- ❖ On the top of the screen, select the refund option directly under the Transaction Detail

To View Batches or Authorizations

- ❖ Go to Dashboard in the Merchant Portal
- ❖ Click on the tabs for **Batches** or **Authorizations**

To Search for a Transaction

- ❖ Click on the "Find a Transaction" tab
- ❖ Under the **Authorization** tab choose by **Auth code** or **Card number**

Thank You
for being a valued customer!



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