

How To

Quick Reference Guide



PayTrace



Log in to Paytrace.com

- ❖ Your login and temporary password will be within an email from support@paytrace.com
- ❖ Click on the link to your account
- ❖ Use the information provided in the email to log in
- ❖ You will be prompted to change your password

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

- ❖ Look for the menu on the left that says Virtual Terminal or the Key Card in the middle of the screen
- ❖ Click the Virtual Terminal on the left
- ❖ Click the Key Enter Card or the Key Card in the Middle of the screen to open the payment screen
- ❖ The fields that have a red dot to the right of the field are required
- ❖ Enter the credit card number
- ❖ Enter the credit card expiration date
- ❖ Enter the transaction amount
- ❖ Click the Process tab

Print Receipt

- ❖ Tap on the View Receipt option to review the printable receipt
- ❖ Or choose the Email option to email the receipt

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

- ❖ Click on the void transaction on the left side of the screen under the Virtual terminal menu
- ❖ Select the start and end dates of transactions you want to void
- ❖ Click the **Search** button
- ❖ Select the transaction you want to void by checking the corresponding check box
- ❖ Click the **Process** button
- ❖ Click to verify that you want to process the void

- ❖ **Note*** Void on the same day of the transaction before it has been settled

Refund (After Settlement/for Debit)

- ❖ Click on the refund transaction on the left side of the screen under the Virtual terminal menu
- ❖ Select the start and end dates of transaction you want to refund
- ❖ Click the **Search** button
- ❖ Select the transaction you want to refund by checking the corresponding check box
- ❖ Click the **Process** button
- ❖ Click to verify that you want to process the refund
- ❖ **Note*** Refund any day after the transaction has been settled

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 select the transaction by **Auth code** or **Card number** (last 4) under the Authorization tab

Thank You
for being a valued customer!



800-787-4105

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