

dnapayments



Virtual Terminal

Amount

99.00

Currency

GBP

Description

Order description

Order number ⓘ

VT-1648407394247

Card Number

Cardholder Name

ADAM SMITH

Expiry date

04 / 24

CVV/CVC

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Virtual terminal 1 / 2 General info

* Card details capture method

☒ By phone ☐ By email

Test Shop

* Transaction Type ⓘ

Sale

Amount

30.00

Currency

GBP

☒ Initial Payment (Recurring) ⓘ

Description

Product

* Order Number ⓘ

VT-1609159542984

C

Address

10 Lower Grosvenor Place, London

Post code

SW1W 0EN

Next

Virtual Terminal

User Guide

dnapayments.com/faq

support@dnapaymentsgroup.com

0208 102 8100

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Welcome to the DNA Payments Virtual Terminal

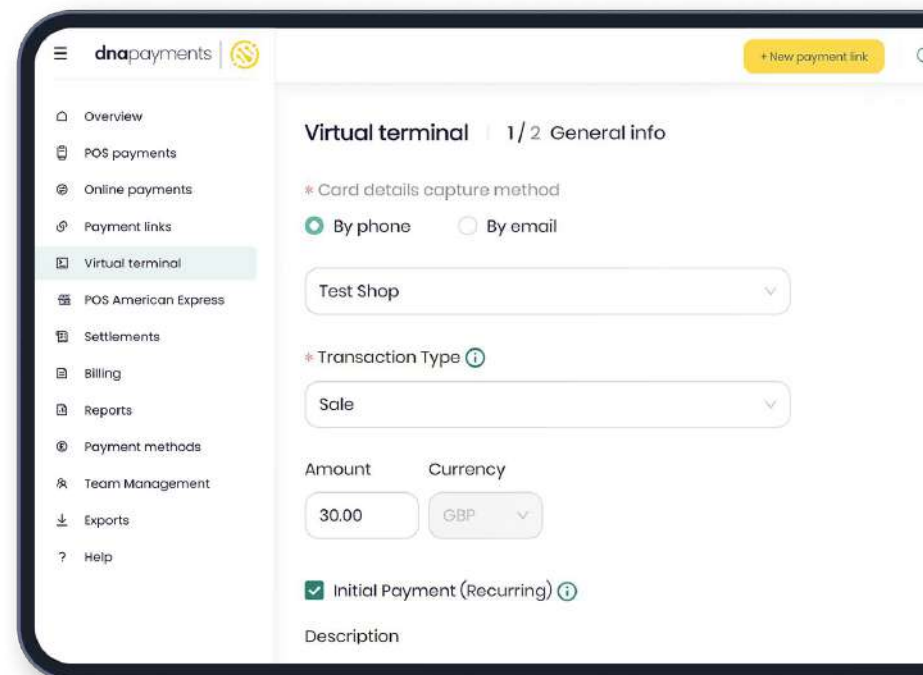
Our Virtual Terminal lets you accept payments over the phone or by email so that you can accept payments remotely without using a website, with no coding or integration required and no need to have face-to-face customer transactions.

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.

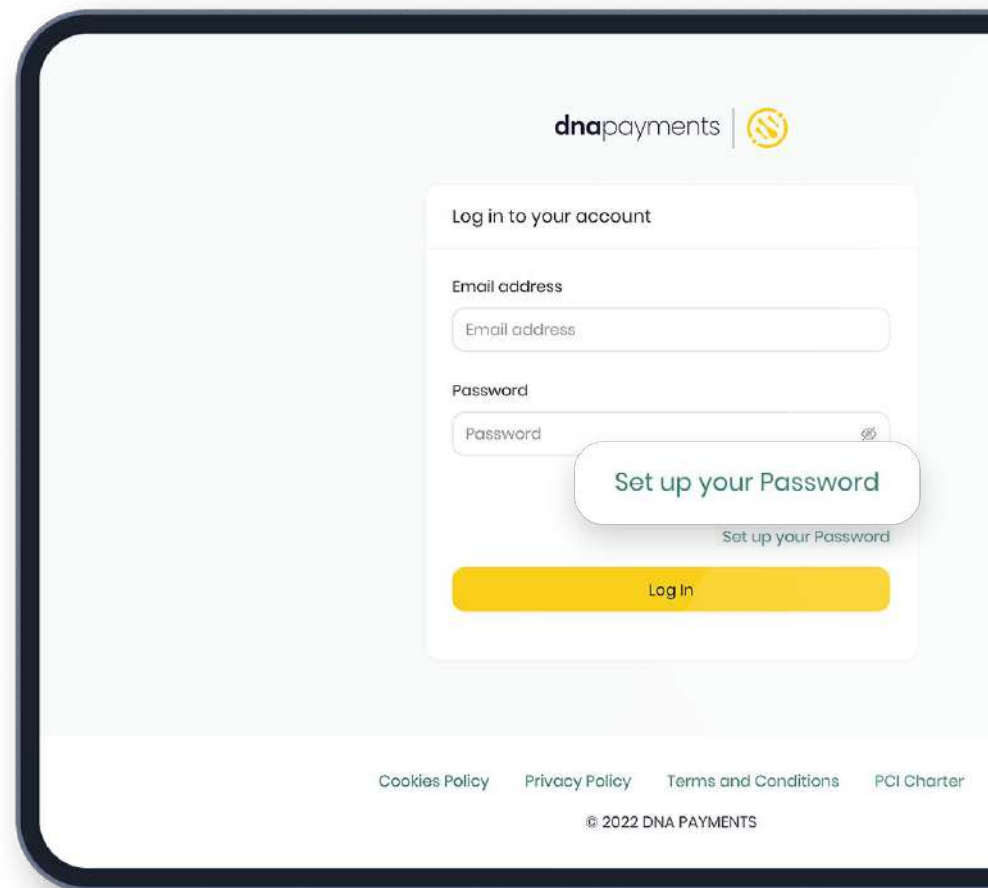
Just log in to our Merchant Portal, and you'll see the Virtual Terminal menu option on the left-hand side of your dashboard.



The screenshot displays the DNA Payments Merchant Portal interface. On the left is a sidebar menu with options: Overview, POS payments, Online payments, Payment links, Virtual terminal (highlighted), POS American Express, Settlements, Billing, Reports, Payment methods, Team Management, Exports, and Help. The main content area is titled 'Virtual terminal' and shows '1 / 2 General info'. It includes a 'Card details capture method' section with radio buttons for 'By phone' (selected) and 'By email'. Below this is a dropdown menu for 'Test Shop'. The 'Transaction Type' section has a dropdown menu set to 'Sale'. The 'Amount' field is '30.00' and the 'Currency' is 'GBP'. There is a checked checkbox for 'Initial Payment (Recurring)' and a 'Description' field at the bottom.

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.



The screenshot shows the DNA Payments Merchant Portal login interface. At the top right, the 'dnapayments' logo is displayed next to a yellow circular icon containing a stylized 'S'. Below the logo, the heading 'Log in to your account' is centered. Underneath, there are two input fields: 'Email address' and 'Password'. The 'Email address' field has a placeholder text 'Email address'. The 'Password' field has a placeholder text 'Password' and a small eye icon to its right. A yellow button labeled 'Log In' is positioned below the password field. A semi-transparent overlay box is positioned over the password field, containing the text 'Set up your Password' in a green font, with a smaller, lighter version of the same text below it. At the bottom of the page, there are four links: 'Cookies Policy', 'Privacy Policy', 'Terms and Conditions', and 'PCI Charter'. Below these links, the copyright notice '© 2022 DNA PAYMENTS' is displayed.

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.

The screenshot shows the 'Virtual terminal' section of the dn payments Merchant Portal. The left sidebar contains a menu with options: Overview, POS payments, Online payments, Payment links, Virtual terminal (highlighted), POS American Express, Settlements, Billing, Reports, Payment methods, Team Management, Exports, and Help. The main content area is titled 'Virtual terminal 1/2 General info'. It includes a '+ New payment link' button and a 'Log Out' link. The form fields are: 'Card details capture method' with radio buttons for 'By phone' (selected) and 'By email'; 'Store' with a dropdown menu; 'Amount' with a text input field showing '0.00'; 'Description' with a text input field containing 'Name of the service or item you provide'; 'Order Number' with a text input field showing 'VT-1666268061151' and a refresh icon; 'Address' with a text input field showing 'Address'; and 'Postal code' with a text input field showing '0000'. A yellow 'Next' button is at the bottom.

This screenshot shows the same 'Virtual terminal 1/2 General info' form, but with more information entered. The 'Transaction Type' dropdown is set to 'Sale'. The 'Amount' field now shows '30.00' with a currency dropdown set to 'GBP'. The 'Initial Payment (Recurring)' checkbox is checked. The 'Description' field now contains 'Order description'. The 'Order Number' field remains 'VT-1666268061151'. The 'Address' field now shows '10 Lower Grosvenor Place, London', and the 'Postal code' field shows 'SW1W 0EN'. The yellow 'Next' button is still at the bottom.



TIP

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

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.

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+ New payment link

Log Out

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2 / 2 Card info

Edit general info

Store

Test Shop

Amount

£30.00

Description

Order description

Address

10 Lower Grosvenor Place,
London

Order number

VT-1666268061151

Card number

Expiry date

Cardholder name

CVV / CVC

John

Next

dnapayments

+ New payment link

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✓ Payment successful

£30.00

Pending

Store

Test Shop OW

Amount

£30.00

Description

Some very long descriptions in a lot
symbols in the two rows

Address

Crawley (United Kingdom)
N51.113, E-0.1831

Order number

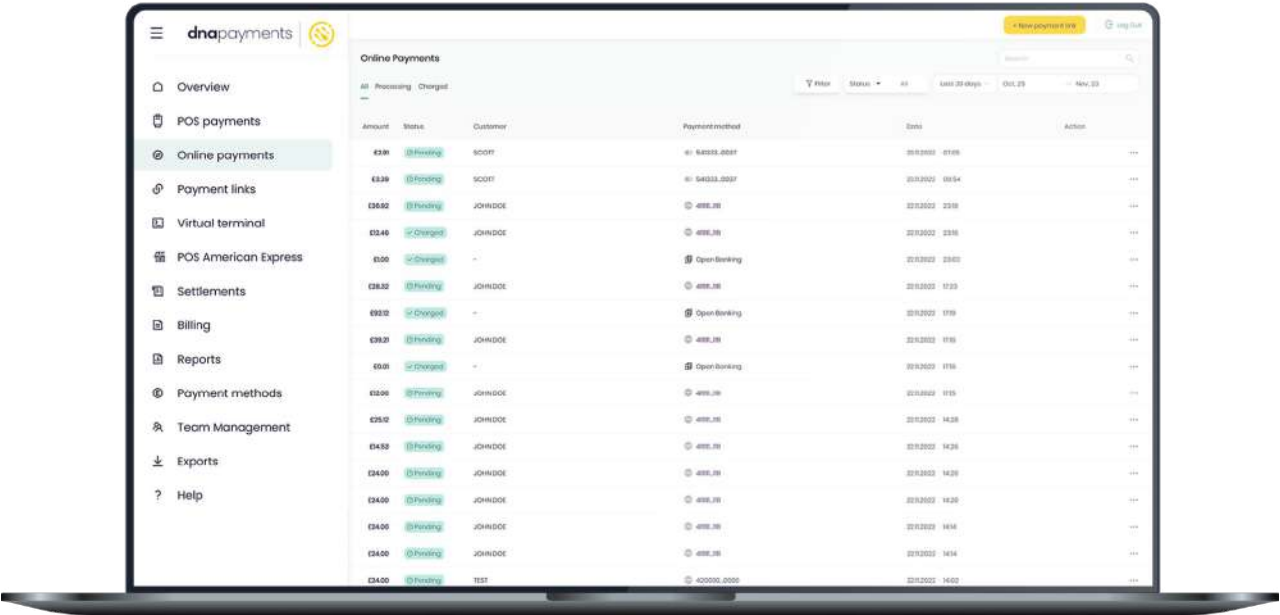
PL-1613145117352

See in Online payments

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.

Payment refund

£30.00

✓ Charged

Description

Refund Amount

Amount

£ 30.00

Payment Amount

£30.00

Balance

£30.00

Cancel

Refund

×

Refund

Settlements and statements

Your Settlements can be monitored and managed on our Merchant Portal, showing all your transactions processed through your POS and Online Payment Solutions.

These are automatically settled to your Bank Account within the Settlement Period shown on your Acquiring Agreement.

Our Merchant Portal shows you your Settlements' transaction details such as the date, settlement date, amount, the acquirer free, the amount payable, the payee's sort code and account number, the operation, transaction type and much more.

You can download your Statement via the Settlements page to keep abreast of your business's transactions and finances effortlessly.

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Download

PDF

EXCEL

CSV

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This Week

Sep, 14

Transaction Date	Settlement Date	Amount
14 September		
14.09.2022 15:46	2022-09-15	£5.00
14.09.2022 15:33	2022-09-15	£5.00
14.09.2022 14:40	2022-09-15	£5.00
14.09.2022 14:19	2022-09-15	£5.00
14.09.2022 14:18	2022-09-15	£5.00
13 September		
03.10.2022 14:41	2022-10-05	£-75.00

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{Merchant name}

Settlements Statement Summary

{ID}, {Period}

{Merchant name}

{Address line 1}

{Address line 2}

{Post-code}

Merchant number {UBR1 ID}

Billing period {Period}

Statement date {Date}

Statement Summary

Start balance, GBP

Processed volume, GBP

Refunds and chargebacks volume, GBP

NET Processed volume, GBP

Fees summary

Transaction fees

Recurring fees

Non-recurring / One-off fees

50.00

29 000.00

-2 000.00

27 000.00

2 385.00

0.00

0.00

Monitor online

Discover answers to your questions by exploring our informative FAQ section on the website.

FAQ on a website

Get in touch

dnapayments



Pioneering payment solutions, powering businesses to thrive

123send |      

DNA Payments Limited (Company No.11154668 / FCA No.806630). Registered office: 10 Lower Grosvenor Place, London, SW1W 0EN. DNA Payments Limited is authorised by the Financial Conduct Authority under the Payment Service Regulations 2017 for the provision of payment services.

dnapayments.com
support@dnapaymentsgroup.com
0208 102 8100