

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 Currency
30.00 GBP

Initial Payment (Recurring)

Description
Product

Order Number
VT-1609199842984

Address Post code
10 Lower Grosvenor Place, London SW1W 0EN

Next

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

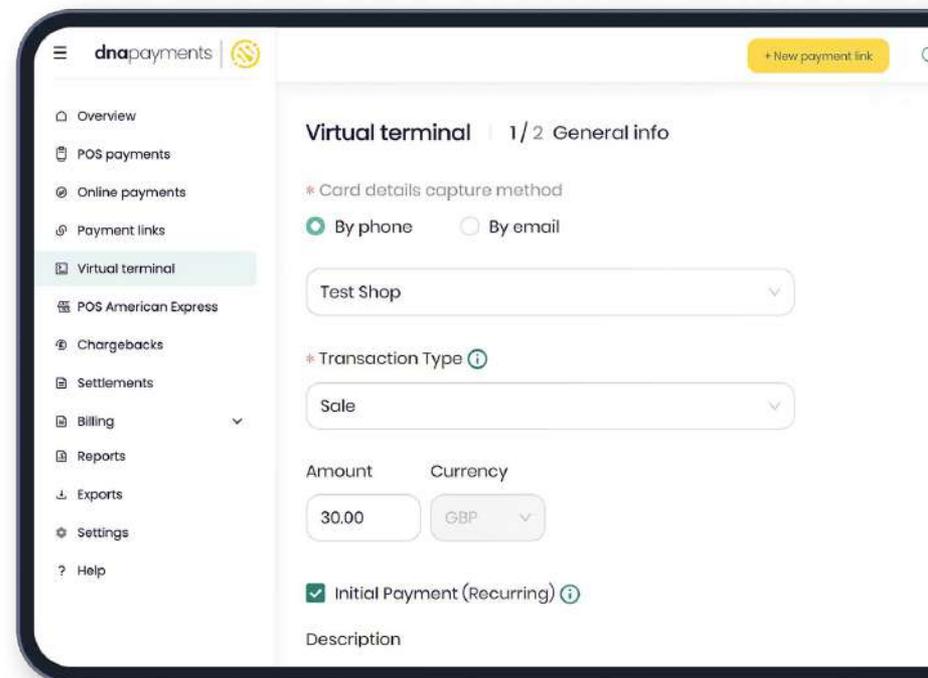
Our Virtual Terminal lets you accept payments over the phone or by email so that you can accept payments remotely without using a website, with no coding or integration required and no need to have face-to-face customer transactions.

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.

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Log in to your account

Email address

Password

Set up your Password

Set up your Password

Log In

[Cookies Policy](#) [Privacy Policy](#) [Terms and Conditions](#) [PCI Charter](#)

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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.

dn payments

+ New payment link Log Out

Virtual terminal 1/2 General info

Card details capture method

By phone By email

Store

Amount

0.00

Description

Name of the service or item you provide

Order Number

VT-1666268061151

Address Postal code

Address 0000

Next

dn payments

Virtual terminal 1/2 General info

Card details capture method

By phone By email

Store

Test Shop

Transaction Type

Sale

Amount

30.00 GBP

Initial Payment (Recurring)

Description

Order description

Order Number

VT-1666268061151

Address Postal code

10 Lower Grosvenor Place, London SW1W 0EN

Next

i 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.

The screenshot shows the 'Virtual terminal' screen in the dn payments app. The left sidebar contains a menu with options: Overview, POS payments, Online payments, Payment links, Virtual terminal (highlighted), POS American Express, Chargebacks, Settlements, Billing, Reports, Exports, Settings, and Help. The main content area is titled 'Virtual terminal 2 / 2 Card info' and includes a '< Edit general info' link. Below this, there is a table of order details: Store (Test Shop), Amount (£30.00), Description (Order description), Address (10 Lower Grosvenor Place, London), and Order number (VT-1666268061151). At the bottom, there are input fields for Card number, Expiry date, Cardholder name (John), and CVV / CVC, followed by a yellow 'Next' button.

The screenshot shows the 'Virtual terminal' screen in the dn payments app after a successful payment. The left sidebar is identical to the previous screenshot. The main content area is titled 'Virtual terminal' and features a green checkmark and the text 'Payment successful'. Below this, there is a table of order details: Amount (£30.00) with a 'Pending' status, 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), and Order number (PL-161345117352). At the bottom, there is a link that says 'See in Online payments'.



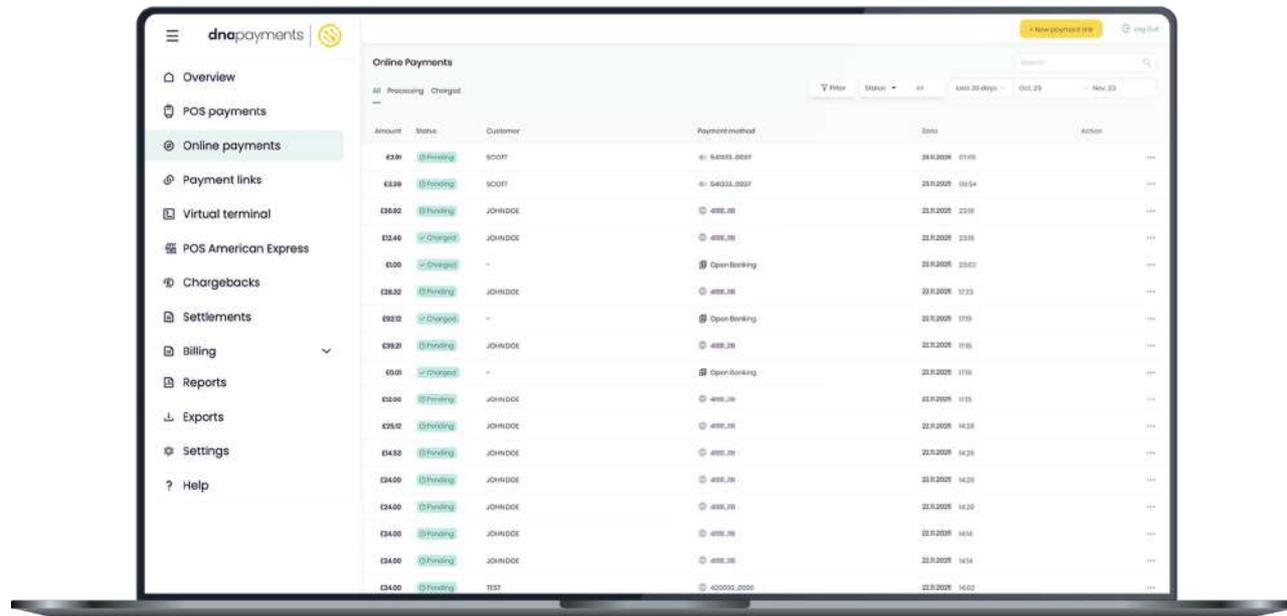
TIP

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.



Amount	Status	Customer	Payment method	Date	Action
€391	Processing	SCOTT	41 54033.0001	28.9.2025 07:05	...
€339	Processing	SCOTT	41 54033.0007	28.9.2025 10:54	...
€360	Failed	JOHN DOE	41 499.36	22.9.2025 23:01	...
€348	Charged	JOHN DOE	41 499.36	22.9.2025 23:01	...
€300	Charged	-	Open banking	22.9.2025 23:02	...
€2830	Failed	JOHN DOE	41 499.36	22.9.2025 17:23	...
€923	Charged	-	Open banking	22.9.2025 17:01	...
€9821	Processing	JOHN DOE	41 499.36	22.9.2025 11:01	...
€941	Charged	-	Open banking	22.9.2025 11:01	...
€309	Processing	JOHN DOE	41 499.36	22.9.2025 11:01	...
€2510	Processing	JOHN DOE	41 499.36	22.9.2025 14:28	...
€430	Processing	JOHN DOE	41 499.36	22.9.2025 14:28	...
€2400	Processing	JOHN DOE	41 499.36	22.9.2025 14:28	...
€2450	Processing	JOHN DOE	41 499.36	22.9.2025 14:28	...
€2400	Processing	JOHN DOE	41 499.36	22.9.2025 14:14	...
€2400	Processing	JOHN DOE	41 499.36	22.9.2025 14:14	...
€2400	Processing	TEST	41 00000.0000	22.9.2025 16:02	...

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	Payment Amount	£30.00
Amount	Balance	£30.00

Cancel Refund

×

Refund

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Pioneering payment solutions, powering businesses to thrive

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.

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