

# BillPay Virtual Terminal QRG

## Logging into Virtual terminal

1. Navigate to the MerchantView website below using Internet Explorer, Edge, or Chrome.

<https://heartlandpaymentservices.net/MerchantView>

2. Login using your Billing Solutions Username & Password.
3. Once logged in, click on the Virtual Terminal Tab at the top of the page.



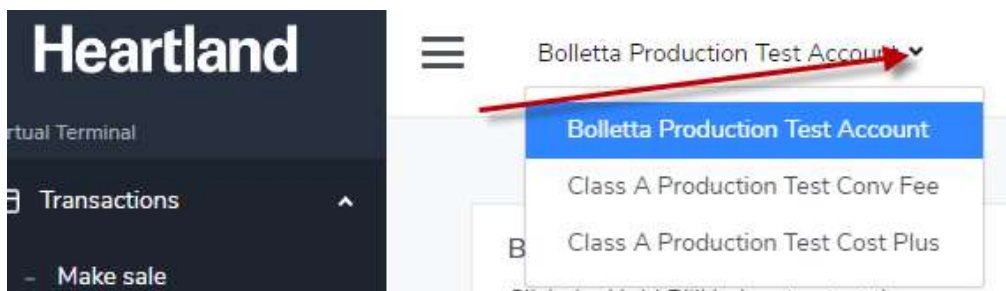
4. Once loaded, you will see the Virtual Terminal as shown in the example below.

The image shows the 'Virtual Terminal' interface. On the left is a dark sidebar with a 'Virtual Terminal' header and a list of options: 'Transactions' (with a sub-option 'Make sale'), 'Customers', 'Support', and 'Merchant View'. The main area is light blue and contains a 'Bills to Pay' form. The form has three input fields: 'Bill Type' (a dropdown menu with 'Test Payment' selected), 'Test ID 1' (a text box), and 'Amount' (a text box with a '\$' symbol). At the bottom of the form are two buttons: 'Cancel' and 'Pay (\$0.00)'.

## Choose your Merchant

In the case that you have more than Merchant setup assigned to you, you will need to select the correct merchant before you do anything else.

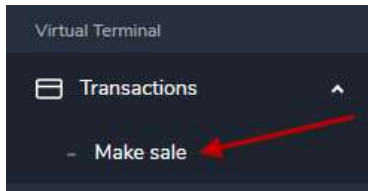
1. Click the  symbol to open the produce a dropdown Menu. Then select the desired Merchant.



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## Performing a Credit Card Transaction

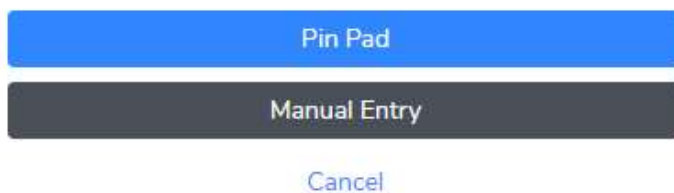
1. Click **Transactions** on the left hand side of the screen.
2. Click **Make Sale**.



3. On the screen that appears;
  - I. Select the desired **Bill Type** from the drop down. (If only one Bill Type is configured, it will default to that Bill Type.
  - II. Enter in the applicable details for the **Bill ID(s)**. (Required fields will have a red asterisk).
  - III. Type in the **Amount** you wish to charge.

A screenshot of the 'Bills to Pay' form in the Virtual Terminal. The form is white with a light blue border. It has a 'Bills to Pay' header at the top. Below the header, there is a 'Bill Type' dropdown menu with 'Bill Payment' selected. Below the dropdown menu is an 'Account #' text input field. Below the 'Account #' field is an 'Amount' text input field with a dollar sign icon. At the bottom of the form, there are two buttons: 'Cancel' and 'Pay (\$0.00)'. The sidebar menu is visible on the left, showing 'Transactions' and 'Make Sale' options.

4. Click the **PAY** button at the bottom right of the screen.
5. Next, you will choose the payment method (**Pin Pad** or Manual Entry). **Please select Pin Pad.**
  - I. Selecting **Pin Pad** will send the transaction to the installed Pin Pad where the user can insert, swipe or key the card.

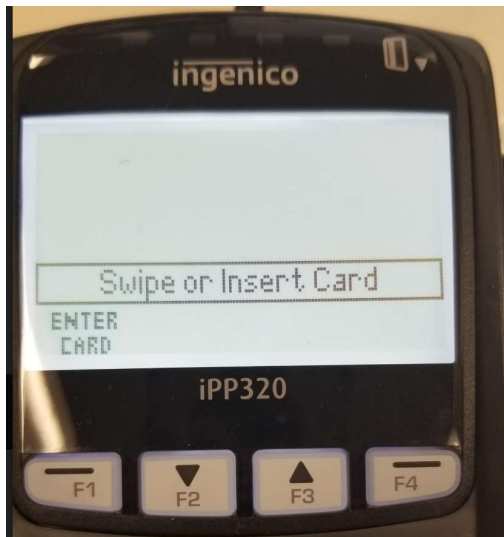


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6. After selecting Pin Pad, a Popup will occur pointing your attention to the PIN PAD

Select F1

7. enter the card number on the pin pad

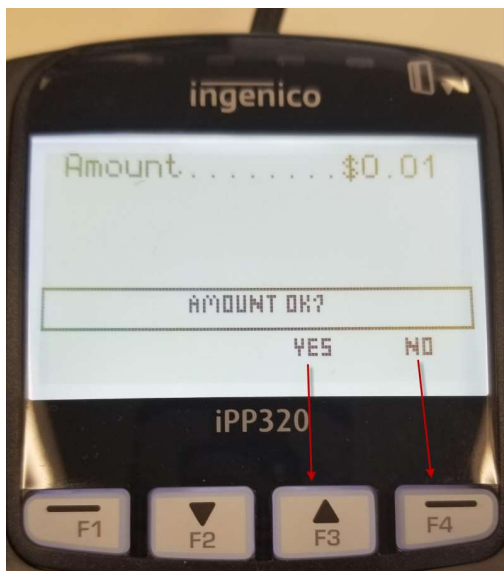


Select the Green button on the machine

Another screen will appear to enter the cvv code

Select the green button again

8. Next, confirm amount by clicking **F3** for **YES** and **F4** for **NO**



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9. On the final page, you will receive a receipt for the customer, you can click print if you have a printer setup or download to save as a PDF.

**NOTES:**

- If an email was entered in the Payor details during the transaction process, a receipt will be sent to that email automatically.
- Receipts can also be pulled later through the View History Tab in MerchantView.

**Transaction Receipt** 1 / 1

**Heartland**  
PAYMENT SYSTEMS

11/26/2019 10:18:10 AM  
Date / Time Class A Production Test Cost Plus Cashier

Transaction ID 104189557 \$0.01 Amount

Test ID 1 AnythingYouWishToAdd-NoSpacesallowed

Payment Summary : Visa payment for \$0.01.  
Payment Acct Last4 : \*\*\*\*\*  
Billing Name :  
Billing Address :  
Phone Number :  
Email Address :

**If Signature is required**

Signature \_\_\_\_\_

Thank you for your Payment.

**Download copy of**

**Print**