## Heartland Virtual Card Not Present Payments CARE / CORIS

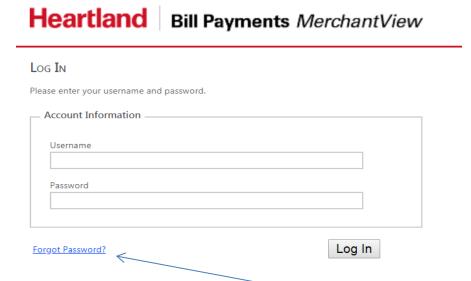
## Log into the Heartland website:

https://heartlandpaymentservices.net/MerchantView/Account/Login.aspx

Bookmark or create a shortcut to this page for future use.

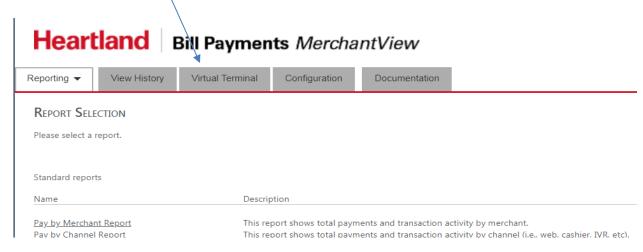
These payments are considered a 'manual' payment and require either CORIS or CARE to be updated using the current process.

Enter your Username and Password



\* The Clerks of Court create user accounts, usernames, and temporary passwords. If a password needs to be reset after the initial login, click on "Forgot Password" and a temporary password will be emailed to you.

Click on the "Virtual Terminal" menu

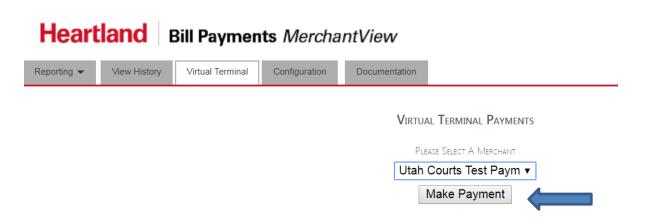


The court accounts assigned to your username will appear in the **Merchant** drop down box. Each login will likely have two accounts in the list. An account for Trust and another for Revenue. Choose the appropriate account for the payment.

Please note that the steps to make a payment will have to be completed twice for payments that include both a Trust and Revenue account.



Click on "Make Payment"

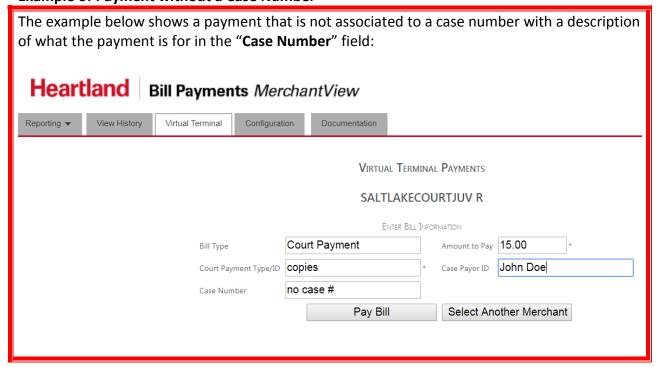


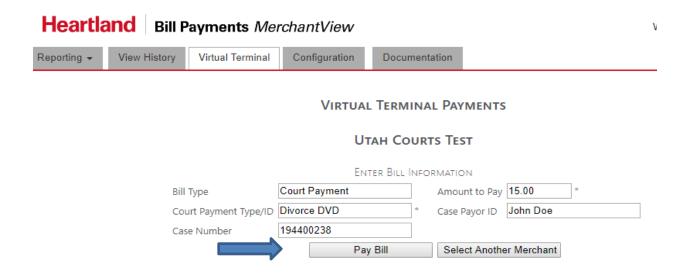
Complete all fields. The "Bill Type" field will pre-populate. Enter the amount to be paid in the "Amount to Pay" field. Put a description of what the payment is for in the "Court Payment Type/ID" field. Enter the full name of the person paying in the "Case Payor ID" field. Enter the case number in "Case Number" field. This information will display in reports and will be helpful in researching disputes or balancing problems.

If you don't have a case number, enter "No case #" in the "Case Number" field. (See the Example of Payment without a Case Number.)

Heartland Bill Payments MerchantView									٧
Reporting +	View History	Virtual Terminal	Configuration Documentation						
VIRTUAL TERMINAL PAYMENTS  UTAH COURTS TEST									
Enter Bill Information								_	
	Bill	Type	Court Payment		Amoi	unt to Pay	15.00	*	
	Cou	ırt Payment Type/ID	Divorce DVD		* Case	Payor ID	John Doe		
	Cas	e Number	194400238						
				Pay Bill	Sel	ect Anothe	er Merchant		

## **Example of Payment without a Case Number**

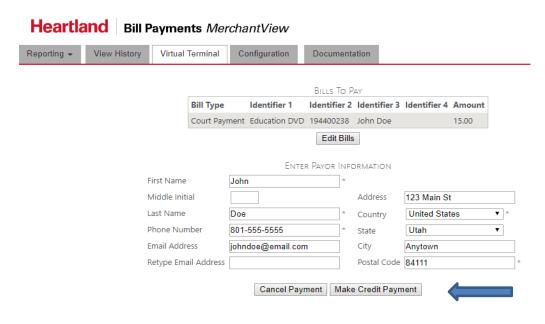




Complete all fields under "Enter Payor Information". The "Postal Code" (zip code) must match the billing zip code of the credit card for the payment to process successfully. Enter the email address to have the receipt automatically emailed when the payment is processed. (It is not necessary to type the email address in the "Retype Email Address" field again.)

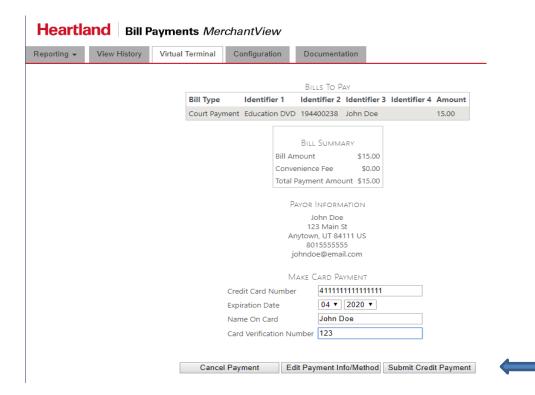
There is an "Email Receipt" option in the "Payment Successful!" message box that allows the receipt to be sent to <u>additional email addresses</u> if needed. Instructions to enter additional email addresses are included later in this document.

## Select "Make Credit Payment"

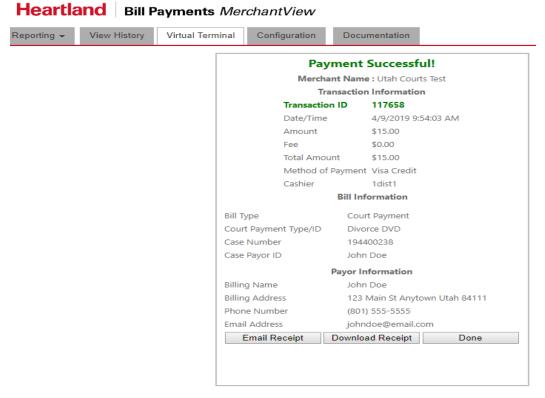


Complete all fields under "Make Card Payment". The "Card Verification Number" is the three-digit number typically located on the back of a credit card (the CVV number).

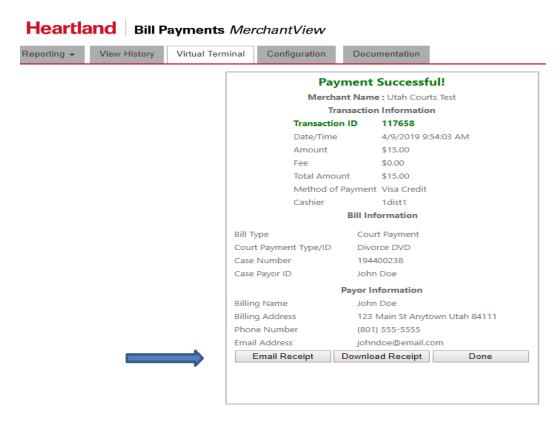
Verify the total payment amount and select, "Submit Credit Payment"



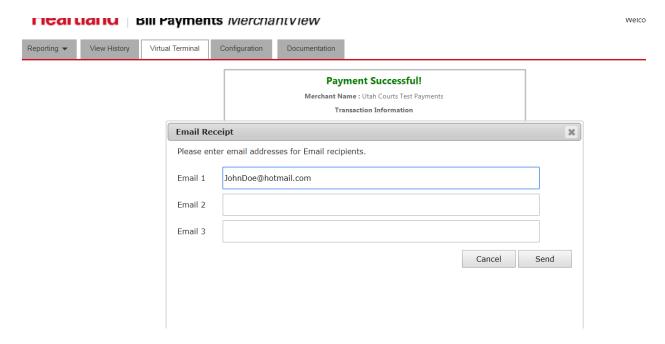
After the payment has processed the "Payment Successful!" message box displays.



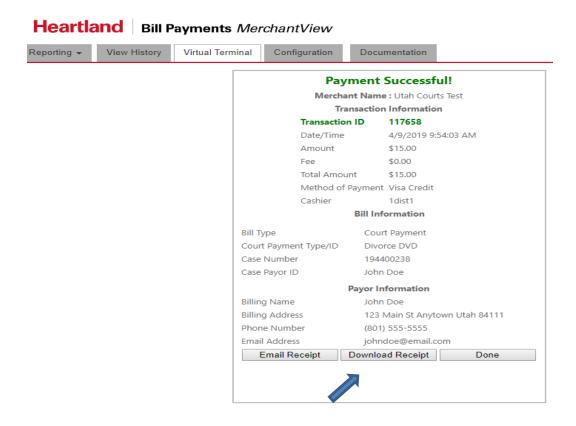
In the unlikely event a receipt needs to be sent to additional email addresses, select the "Email Receipt" button.



Enter the additional email addresses in the "Email Receipt" screen. Do not re-enter the payor's email address in this screen.



These payments are considered a 'manual' payment and require either CORIS or CARE to be updated using the current process.



The "**Download Receipt**" button allows the receipt to be downloaded and/or printed for use in entering the payment information into the case management system.

Please note that the steps to make a payment will have to be repeated for payments that include both a Trust and Revenue account. Choose the appropriate merchant account for either Revenue or Trust.

**Receipts no longer need to be printed and retained for accounting records.** The Audit department has approved supervisors to inform cashiers of the grand total of credit card transactions to enter during the cash count process. The need to list every card transaction during cash count is no longer necessary.