

## Process a Card Payment – Manual Card Entry

To capture a card payment with **Manual Card Entry**, complete the following steps:

1. Under Terminal Controls, click **Manual Card Entry**. Press **Clear** to clear the Amount field.



### Application Tip

- You only need to use **Manual Card Entry** if the customer's card is not properly read when the card is inserted, swiped, or tapped on the card terminal.
- Once you click **Manual Card Entry**, **Cancel Transaction** also becomes enabled, and you can cancel the transaction.
- The latest version of the OLB must be installed to use Manual Card Entry.

2. Click **Yes** in response to the Manual Card Entry verification to proceed.



### Application Tip

**Note:** If you do not wish to proceed, click **No** to the Manual Card Entry verification. The screen returns to normal and the "**Process Payment**," "**Manual Card Entry**," and "**Clear**" buttons are clickable.

3. On the card terminal, the customer is presented with the *Please Enter Card Number* screen. The customer uses the card terminal buttons to enter the card number and presses the green (O) button.
4. The *Please Enter Expiry Date (MM/YY)* screen appears. The customer uses the card terminal buttons to enter the card's expiration date and presses the green (O) button.
5. The *Please Enter CCV Number* screen appears. The customer uses the card terminal buttons to enter the card's CCV number and presses the green (O) button.
6. The *Pay Now* screen appears. The customer presses the green Enter (O) button.
7. On the card terminal, a number of messages may appear for the customer. After the customer completes the payment, you see the message, "*Transaction was processed successfully. Card invoice ID XXXXXXXXXXXXX, Amount \$XX.00.*"



Application Tip

The **Amount** field is cleared out. **Process Payment** and **Print Receipt** are enabled. To print a receipt, you have 4-6 seconds to click **Print Receipt**. If **Print Receipt** is not clicked within the allotted time, it grays out.