

Elavon Converge Virtual Terminal Sale Guide

This is a quick-start guide to using the Elavon Converge virtual terminal. This new interface will replace the ePay workstation interface and the eCommerce Control Center (ECC).

As your unit migrates to the Converge Virtual Terminal transactions will end on ePay terminals as settlement and refunds will phase out via the ECC.

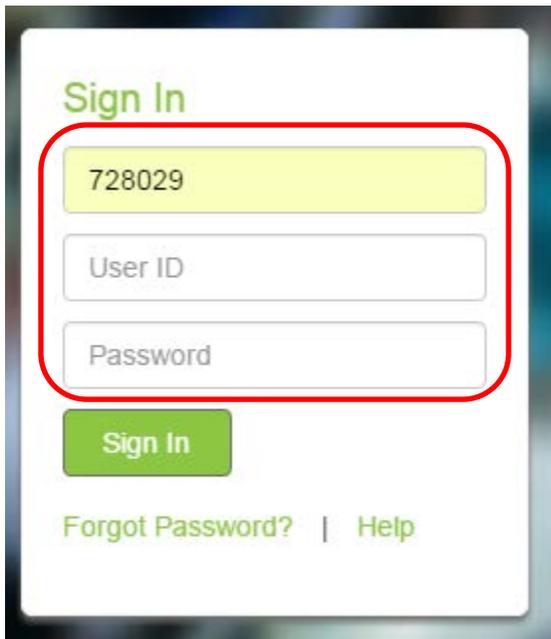
Just like PSU eCommerce, sales may only be conducted on properly secured, segmented workstations. **Only log into Converge to process payments from the secured, segmented workstation.** Later this fall we will be adding encrypting hardware to allow greater flexibility in payment data entry.

This document briefly reviews the screens you will see when processing a Sale. If your role includes Refund capability you may also process refunds on your secured, segmented workstation or on a regular administrative workstation (much like ECC access). Although you may print this if you desire the screens are simple and intuitive. Once you step through a sale or two you will not need the guide. We recommend you review it online and maybe keep an electronic copy handy on your workstation for a quick referral if needed.

If you don't have them yet, your Converge account credentials will be issued through your FO. When you first log in you will need to change your password and set three security questions. As you will see all transactions are logged by UserID. It is important that you keep your account credentials secure and not share them with others. Depending upon your role you may have more or less capability on the system than others. Converge gives us more granularity and role-based controls. In practicing least privilege we will work with your FO to refine your role and tune it to your unit's business needs.

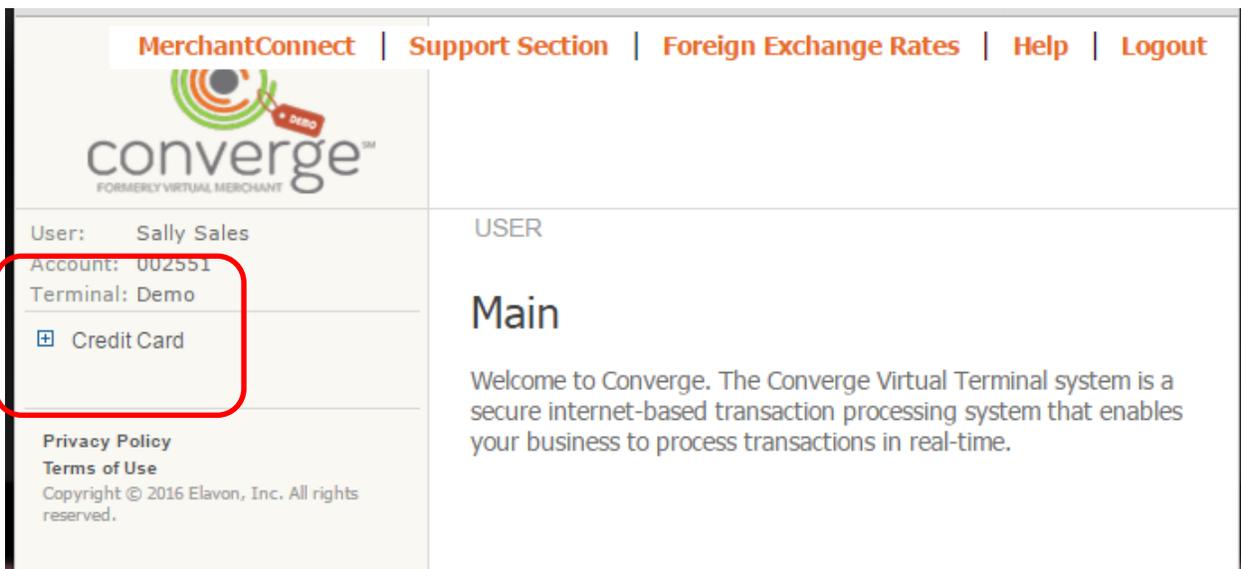
From within the Converge interface you can find additional Elavon guides under the Support Section. While there are areas there for submitting feedback please direct your feedback on the Converge to your supervisor and/or FO so it can be addressed by the Merchant Management Team.

Go to <https://www.myvirtualmerchant.com>, Sign In with PSU's Account ID, your User ID and Password.



The image shows a 'Sign In' form with a green title. It contains three input fields: the first contains '728029', the second is labeled 'User ID', and the third is labeled 'Password'. A green 'Sign In' button is below the fields. At the bottom, there are links for 'Forgot Password?' and 'Help'. A red rounded rectangle highlights the first three elements.

For credit card sales you will be logged into your terminal and have Credit Card Sales on the left menu. If you process sales for multiple terminals please be sure to select or change your terminal as needed.



The screenshot shows the 'converge' dashboard. At the top, there are navigation links: 'MerchantConnect', 'Support Section', 'Foreign Exchange Rates', 'Help', and 'Logout'. The 'converge' logo is prominently displayed, with 'FORMERLY VIRTUAL MERCHANT' underneath. On the left side, user information is shown: 'User: Sally Sales', 'Account: 002551', and 'Terminal: Demo'. Below this, a menu item 'Credit Card' is highlighted with a red rounded rectangle. At the bottom left, there are links for 'Privacy Policy' and 'Terms of Use', and a copyright notice: 'Copyright © 2016 Elavon, Inc. All rights reserved.' The main content area on the right shows 'USER' and 'Main', followed by a welcome message: 'Welcome to Converge. The Converge Virtual Terminal system is a secure internet-based transaction processing system that enables your business to process transactions in real-time.'

Click on Credit Card, then Sale and you will be prompted to enter the credit card number. **NOTE: Entry of credit card numbers may only be done on properly secured and segmented workstations (formerly known as ePay workstations).** Enter the card number in the field by keypad or swipe, press Submit.

The screenshot shows the Converge merchant interface. At the top, there is a navigation bar with links for MerchantConnect, Support Section, Foreign Exchange Rates, Help, and Logout. The Converge logo is on the left, with the text 'FORMERLY VIRTUAL MERCHANT' below it. The user information is displayed as: User: Sally Sales, Account: 002551, Terminal: Demo. The 'Credit Card' section is expanded, showing 'Sale' as the selected option. Below this, there are links for Privacy Policy and Terms of Use, and a copyright notice for Elavon, Inc. The main content area is titled 'USER' and 'Credit Card Sale'. A note states: 'Note that all fields with an asterisk (*) are required.' Below this is a form titled 'Sale' with a sub-section 'Enter Account Data'. The form contains a single input field labeled 'Card Account Data:' with a red asterisk to its right. A 'Submit' button is located below the input field.

MerchantConnect | Support Section | Foreign Exchange Rates | Help | Logout

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User: Sally Sales
Account: 002551
Terminal: Demo

Credit Card
 Sale

Privacy Policy
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USER

Credit Card Sale

Note that all fields with an asterisk (*) are required.

Sale

Enter Account Data

Card Account Data: *

Submit

If the card number is valid this screen will allow you to capture additional data. Depending upon your business operations enter the needed data and press Process to authorize sale. The starred fields are required.

 <p>FORMERLY VIRTUAL MERCHANT</p>	<p>MerchantConnect Support Section Foreign Exchange Rates Help Logout</p>
<p>User: Sally Sales Account: 002551 Terminal: Demo</p>	<p>USER</p>
<p><input type="checkbox"/> Credit Card <input checked="" type="checkbox"/> Sale</p>	<h3>Credit Card Sale</h3> <p>Enter the information for this transaction. Note that all fields with an asterisk (*) are required.</p>
<p>Privacy Policy Terms of Use Copyright © 2016 Elavon, Inc. All rights reserved.</p>	<div data-bbox="548 688 1409 1795"><h4>Sale</h4><div data-bbox="560 730 1398 940"><h5>Order Section</h5><p>Card Number: 50*****3003</p><p>Expiration Date(MMY): <input type="text"/>*</p><p>Amount: <input type="text"/>*</p><p>CVC2: <input type="text"/>*</p><p>Invoice Number: <input type="text"/></p></div><div data-bbox="560 951 1398 1339"><h5>Billing Address</h5><p>Company: <input type="text"/></p><p>First Name: <input type="text"/></p><p>Last name: <input type="text"/></p><p>Address1: <input type="text"/></p><p>Address2: <input type="text"/></p><p>City: <input type="text"/></p><p>State/Province: <input type="text"/></p><p>Postal Code: <input type="text"/></p><p>Country: <input type="text" value="Please select a Country"/></p><p>Phone: <input type="text"/></p><p>Email Address: <input type="text"/></p></div><div data-bbox="560 1350 1398 1749"><h5>Shipping Address</h5><p>Same as billing <input type="checkbox"/> Yes</p><p>Ship to Company: <input type="text"/></p><p>Ship to First Name: <input type="text"/></p><p>Ship to Last name: <input type="text"/></p><p>Ship to Address1: <input type="text"/></p><p>Ship to Address2: <input type="text"/></p><p>Ship to City: <input type="text"/></p><p>Ship to State/Province: <input type="text"/></p><p>Ship to Postal Code: <input type="text"/></p><p>Ship to Country: <input type="text" value="Please select a Country"/></p><p>Ship to Phone: <input type="text"/></p></div><p><input type="button" value="Process"/> <input type="button" value="Cancel"/></p></div>

You will receive a response page. Depending upon your business practices you may need to copy some data out of this page and save it to another form. All of this data will be available in Converge so there is no need to copy it just to have it. Only copy out data for a valid business need.



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[MerchantConnect](#) | [Support Section](#) | [Foreign Exchange Rates](#) | [Help](#) | [Logout](#)

User: Sally Sales
Account: 002551
Terminal: Demo

Credit Card
 Sale

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USER

Credit Card Sale Response

This is the authorization response information. Note that all fields with an asterisk (*) are required.

Transaction Detail

Authorization Results

User: SSales
Payment Type: CREDITCARD
Transaction Type: SALE
Transaction ID: 280716A15-694F584F-2C88-425C-B423-F9DEFF47FB7B
Date / Time: 07/28/2016 10:53:00 AM
Response: AA
Message: APPROVAL
Approval Code: N53032
AVS Response:
ECI:
Account Balance: 0.00
CardHolder IP:

Order Section

Card Number: 50*****3003
Expiration Date(MMY): 1022
Amount: 21.00 *
Invoice Number:
Issue Points:
Promo Code:
Enrollment:

Billing Address

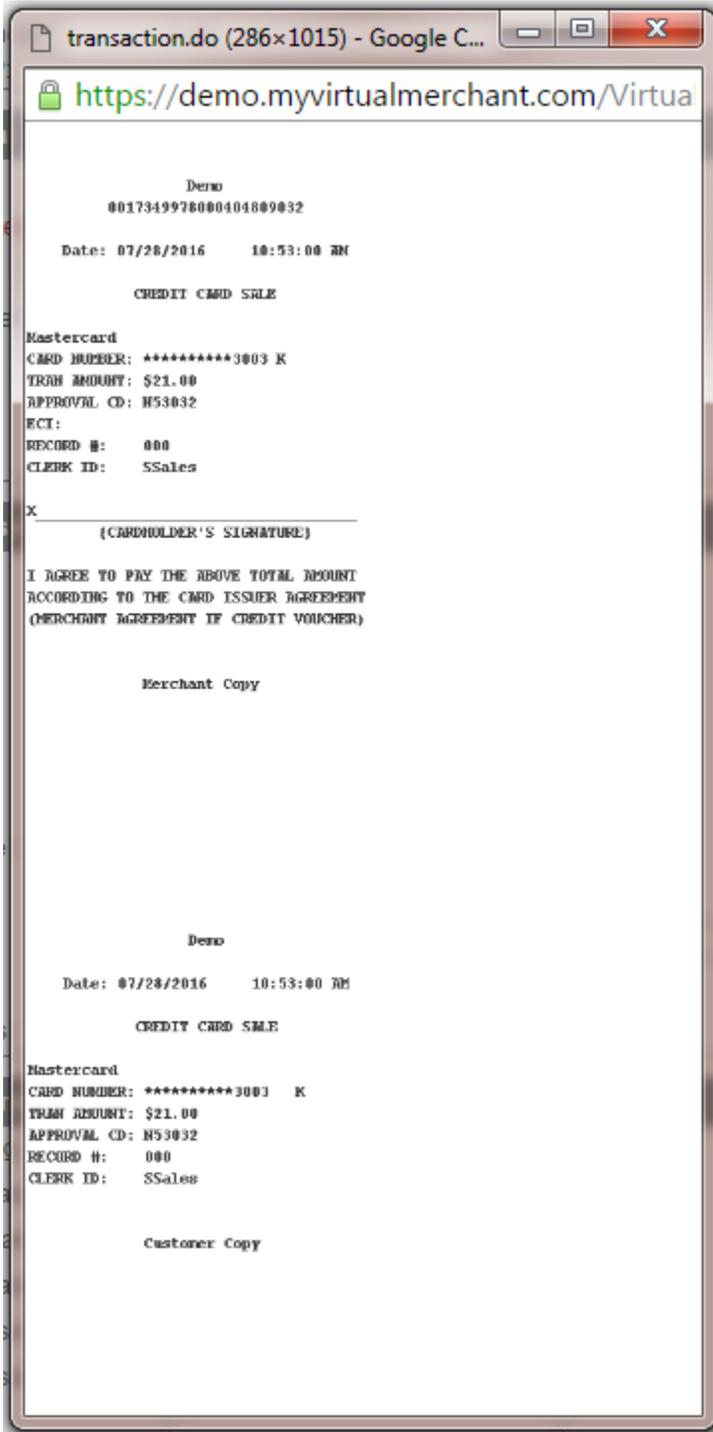
Company:
First Name:
Last name:
Address1:
Address2:
City:
State/Province:
Postal Code:
Country: Please select a Country
Phone:
Email Address:

Shipping Address

Same as billing Yes
Ship to Company:
Ship to First Name:
Ship to Last name:
Ship to Address1:
Ship to Address2:
Ship to City:
Ship to State/Province:
Ship to Postal Code:
Ship to Country: Please select a Country
Ship to Phone:

[View Receipt](#)

If you want to print a receipt for the customer press View Receipt at the bottom of the Response page. This can be printed if needed by right clicking on the border and selecting Print.



Close out the receipt by clicking the X.

To start a new sale click on Sale in the left menu.