

## Virtual Terminal FAQs For Merchants



The Clearent Virtual Terminal helps you securely accept payments in the office or on the go using a phone or tablet. Many of your questions about the Clearent Virtual Terminal can be answered in these FAQs. If you have additional questions or need more information, please contact the Virtual Terminal Support team at 844.489.6776 or [virtualterminal@clearent.com](mailto:virtualterminal@clearent.com).

**Q. What is my user name?**

**A.** You received an email with your user name when you first became a Clearent customer. If you cannot find this email, please contact the Clearent Customer Support team at 866.435.0666 or [customersupport@clearent.com](mailto:customersupport@clearent.com). You will use the same user name and password to access Compass and the Clearent Virtual Terminal.

**Q. How do I reset my password?**

**A.** Users can reset their password using the Compass/Virtual Terminal reset password page, <https://compass.clearent.net/clearent/portal.aspx>, or by going to <https://vt.clearent.net>. Click on "Forgot Password" on either page to reset your password. If you use Compass and reset your password on the Virtual Terminal page, don't forget that you use the same password to access both systems.

**Q. Does the Clearent Virtual Terminal work on an iPhone, Android, or Windows phone?**

**A.** Since the Clearent Virtual Terminal is browser based, it should work on all phone and tablet devices the same as it works on a computer. There is no requirement to download an application from an app store. Simply open your browser and navigate to <https://vt.clearent.net>. Note: You cannot use the card reader in Safari on an iPhone or iPad. iOS users can process payments by using the mobile browser on their device and keying in the payment.

**Q. Which card reader works on which devices?**

**A.** The MagTek Dynamag (USB) can be connected to laptop and desktop computers, and the MagTek BulleT (Bluetooth) works with Android tablets and phones.

**Q. Are EMV chip readers available?**

**A.** The solution is currently magnetic stripe reader only. We will be rolling out and supporting EMV and EMV card readers when we release EMV support for the Virtual Terminal in 2017.

**Q. Which printers are compatible with the Virtual Terminal?**

**A.** Since the Virtual Terminal is web browser based, it is compatible with any printer that works with the browser.

**Q. What web browsers are supported?**

**A.** For security reasons, the Clearent Virtual Terminal supports the current browser version plus one back for Firefox, Chrome, and Internet Explorer. Note: Both Firefox and Chrome update automatically, but Internet Explorer has to be updated manually. If you are having problems with Internet Explorer, we suggest that you use either Firefox or Chrome so you won't have an update issue.

**Q. Does the Virtual Terminal accept PIN debit or EBT?**

**A.** No, the Virtual Terminal cannot accept PIN debit or EBT transactions.

**Q. Can I add a tip to a transaction?**

**A.** Yes, the Virtual Terminal allows you to add a tip to an authorization. You can search and view your authorizations in the open batch and add a tip when you capture the transaction.

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**Q. Is my account set up to auto batch?**

**A.** Yes, the Virtual Terminal is set to auto batch at 9:30 p.m. Central each day (this is the default). If you would like to change the time, you can do so by going into “Settings,” which can be accessed via the drop down menu in the top right corner of the screen. You can then either change the time or select manual batching.

**Q. Can I manually batch the Virtual Terminal?**

**A.** Yes, if you go into “Batches” and select “Close Batch,” this will close the batch at that time.

**Q. Is there a limit to the number of user IDs that we can have?**

**A.** There is no limit. We just need the first and last name and email address of the users you wish to add. Please supply this information to the Virtual Terminal Support team in an Excel spreadsheet.

**Q. Does the Clearent Virtual Terminal support Level II or Level III transaction data?**

**A.** Currently you cannot run Level II or Level III transactions on the Clearent Virtual Terminal. However, support for Level II transactions will be added soon.

**Q. How do I contact support?**

**A.** You can reach the Virtual Terminal Support team at 844.489.6776 or [virtualterminal@clearent.com](mailto:virtualterminal@clearent.com) weekdays between 7:00 a.m.-6:00 p.m. Central.

**Q. Can I run a refund on the Virtual Terminal?**

**A.** Yes, you can run a matched refund by simply searching and finding the original transaction. The “Refund” option is on the right. The card number is not needed for a matched refund. Please note that if you are not refunding the full transaction amount or need to refund a transaction that was not originally run through the Virtual Terminal, this is called an unmatched refund. If you do not have this functionality and wish to add it, please contact the Virtual Terminal Support team and it will be added in about one business day.

**Q. What is an unmatched refund?**

**A.** An unmatched refund is not linked to the original purchase and puts funds directly on the customer’s cards. This capability is often limited to managers since it’s linked to high employee fraud where clerks put funds on their own cards.

**Q. How long are authorization captures held in the Virtual Terminal?**

**A.** Authorizations must be captured within 7-10 days. We will store the authorization for 180 days.

**Q. Is there an additional fee for hosted payments or recurring payments?**

**A.** There is no additional fee for recurring payments or hosted payments.

**Q. Can I set up a recurring payment plan for my customer?**

**A.** Yes, recurring payments are supported by the Clearent Virtual Terminal so you can store customer information and set payment plans. However, recurring payments are not enabled by default and require additional setup. You can store customer information and set payment plans for your customers. The recurring billing feature can be set in many different ways, such as quarterly, monthly, weekly, daily, etc.

**Q. Can I store a customer’s credit card number without adding a plan for recurring payments?**

**A.** Yes, a card can be stored (tokenized) and charged at any time on the Virtual Terminal. Even though you may not want to utilize a recurring payment plan, the recurring feature needs to be added in order to use this functionality.

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**Q. Can a merchant have a virtual terminal and a regular terminal within same MID?**

**A.** Yes. The terminals (regular and virtual) are each assigned a TID that are then associated with a single MID.

**Q. Is there a way to transfer transactions from the Virtual Terminal to QuickBooks?**

**A.** Within Compass, a merchant can download transactions in Excel format. The transaction data can then be imported into QuickBooks.

**Q. What is the maximum amount of time without transactions before the Virtual Terminal times out?**

**A.** After 12 minutes of no activity a timeout warning will be displayed. The user will be logged out after 14 minutes of no activity.