

How to Process a Payment Using the Virtual Terminal in the MerchantTrack Processor Portal

The following article demonstrates how to use the Virtual Terminal in MerchantTrack. **This process will cause a Non-Matching Transaction to appear on the Payment Reconciliation Report and therefore you should always try to use the Post Payment function in RoomKeyPMS first.** If there is an issue with the RoomKeyPMS Payments Powered By Fullsteam interface, you can use the process below to process a credit card payment manually.

Please note, this function is permission-based; therefore you will need RoomKeyPMS Payments permission **4050, Virtual Terminal** to proceed.

! All computers at the property, regardless if they will be using the interface to process credit cards or not, **MUST be updated to Version 11.0.0.0** or above. Please note, this credit card interface is currently available for USA-based clients only.

How to Process a Payment Using the Virtual Terminal in the MerchantTrack Processor Portal

1. In the MerchantTrack processor portal, select **Virtual Terminal**
2. On the Virtual Terminal page, the following fields are required:
 - **Merchant**
 - Amount Details: **Subtotal**
 - Payment Method: **Name on Account, Zip, Card Number, Expiration Month, Expiration Year, and CVV**
3. Select the **Submit** button