Custom Application Training Deck

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About Your Application

If you have any questions concerning your application, please provide the information listed to below to our support team to further assist you.

Access Control Group name: ACCESS_CONTROL_GROUP
Do you have more than one account? YES
Application Website: https://login.aspx
Processing Level: Level III

Contact Information:

Support Phone Number: 111-111-1111 option 1
Support Email: http://www.companywebsite.net

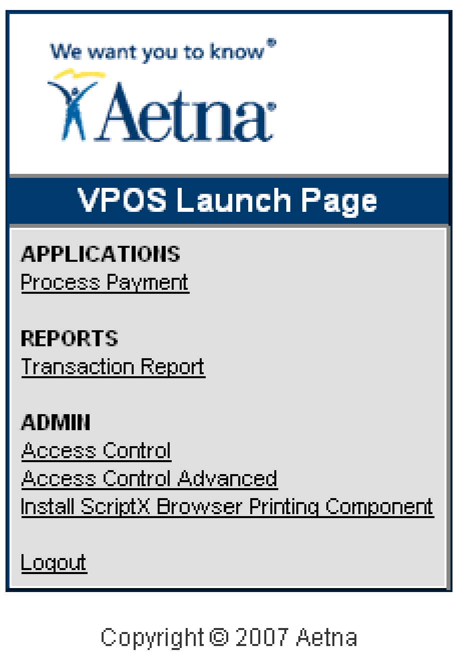
Login

To log in, enter your username and password information. Then, press the **Login** button.

Your application **Login** page is displayed in the image below.

You will now be at the **Virtual Point of Sale (VPOS) Launch Page**. From here, you may perform one of many tasks. You may choose to access the **Process Payment** order form or T**ransaction Reports**. If you are an Administrator, you may create and edit new users through **Access Control Advanced**.

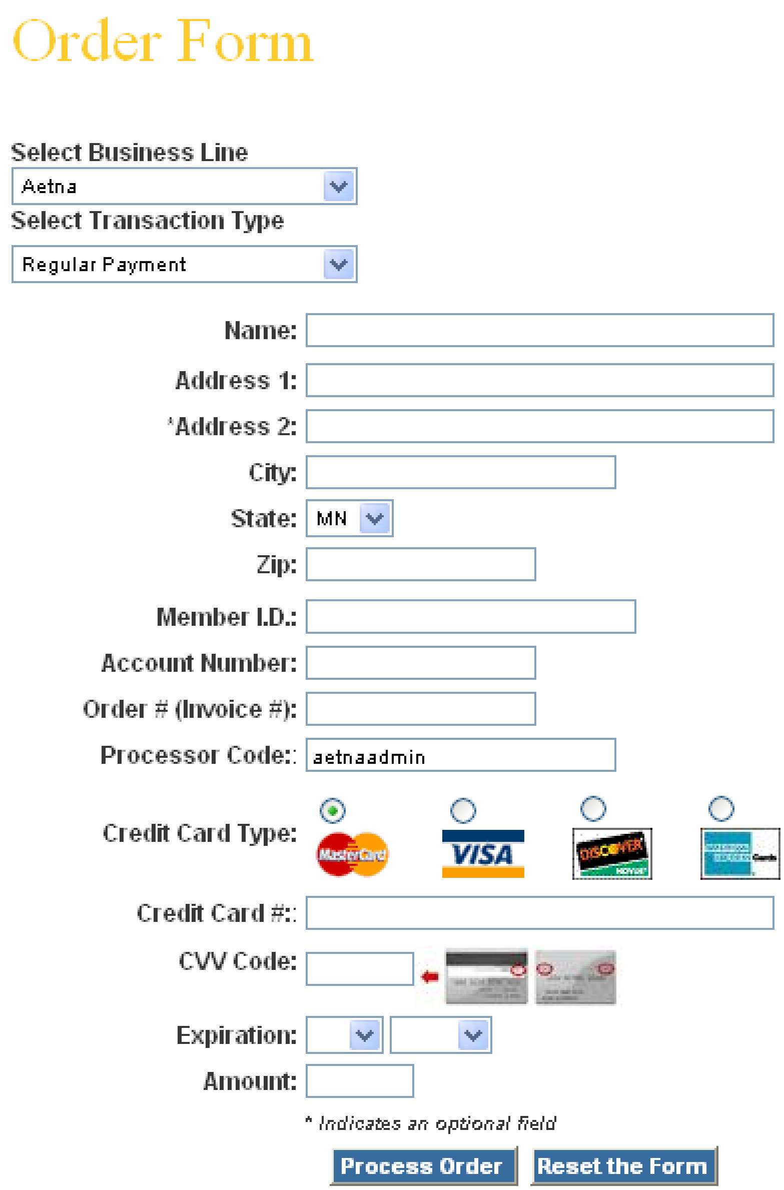
The **Launch** page is displayed in the image below.



Processing a Payment

To start processing transactions, press the **Process Payment** link on the VPOS Launch Page. You will now be at your **Order Form** page. On this page, you may enter the required information to process your transaction. First, select the **Business Line** from the drop down menu located at the top of your order form. Next, select the one of the following transaction types: **Regular Payment**, **Reinstate Payment**, or **Other** to process a payment. To enter a credit, select **Credit Adjustment**. If **Credit Adjustment** is selected, enter a **negative sign before your transaction amount** in the **Amount** textbox. After typing the customer and payment information, press the **Process Order** button to process the transaction.

The image below displays the **Customer** and **Payment** information from your **Order Form**.


Order Form

Select Business Line
Aetna
Select Transaction Type
Regular Payment

Name:
Address 1:
*Address 2:
City:
State: MN
Zip:
Member I.D.:
Account Number:
Order # (Invoice #):
Processor Code:: aetnaadmin
Credit Card Type:
Credit Card #::
CVV Code:
Expiration:
Amount:
* Indicates an optional field
Process Order
Reset the Form

Transaction Result Page

After submitting your transaction, the **Transaction Result** page will display. Here, you may see if the transaction was **approved** or **declined**. Once the Transaction Result page is open, you may **print the receipt** for your customer. The receipt information is for both your records and the customer's financial records. At this point, you may now press the **Process Another** button, which will return you to your **Order Form** page, or you may return to the **Launch** page.

When you process a transaction, your **Transaction Result** page will look similar to the image below.

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Aetna®

Return to launch page :: logout

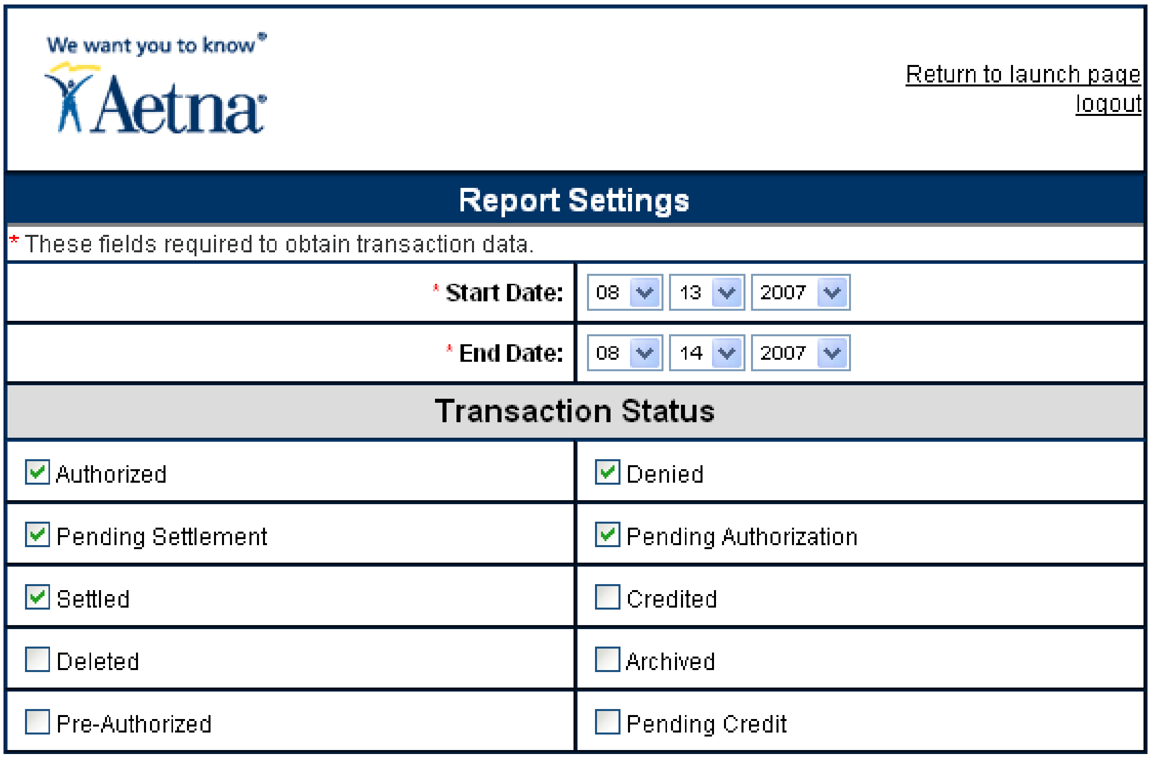
Transaction Result	
Approved	
Request Valid	
Date:	8/14/2007 11:25:12 AM
Approval Code:	000067
Cardholder Name:	Skipjack Test
Member ID:	hjkl
Account Number:	1278
Payment Type:	Regular Payment
Business Line:	000003080781
Invoice Number:	98013
Address:	555 test 1234 test
Zipcode:	55555
Country:	US
Card Number:	6781
Amount:	$10.00
Print Receipt	

Process Another

Transaction Reports

From the **Launch** page, you may choose to view reports according to **transaction date**. Under the reports heading, press the **Transaction Reports** button. To create a report, enter the **date range** and **location** you desire to view. You may choose to filter your transactions according to their **status**. This is simply done by enabling the check box next to your chosen transaction status.

The image below is your **Transaction Status** section of your **Reports** page.



Transaction Reports Continued

You may also search for transactions according to **member id**, **account number**, **order invoice**, **processed by**, **last four digits on the credit card**, and **amount**. Select sort by **card type** or **transaction date** from the drop down menu.

The image below is your **Transaction Criteria** section of your **Reports** page.

Search Criteria	
Business Line:	All
Member ID:	
Account Number:	
Order #/Invoice #:	
Processed By:	
Card Last 4:	
Amount::	
Sort By:	Transaction Date
Find Transactions	

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Once you have selected the transaction date range, transaction status, and search criteria, press the **Find Transactions** button.

Your **Report Transaction Results** will look similar to the image below.

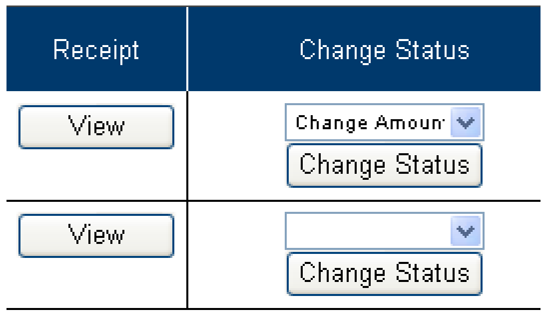
Status	Number	Amount
Auth/Pend-Settle	8	$64.85
Denied	1	$5.95
Totals	9	$70.80

Record	Business Line	Date	Member ID	Account Number	Order #/ Invoice #	Card Last 4
1	Aetna	8/14/2007 7:51:54 AM	---	AccountNum	I1234568	6781

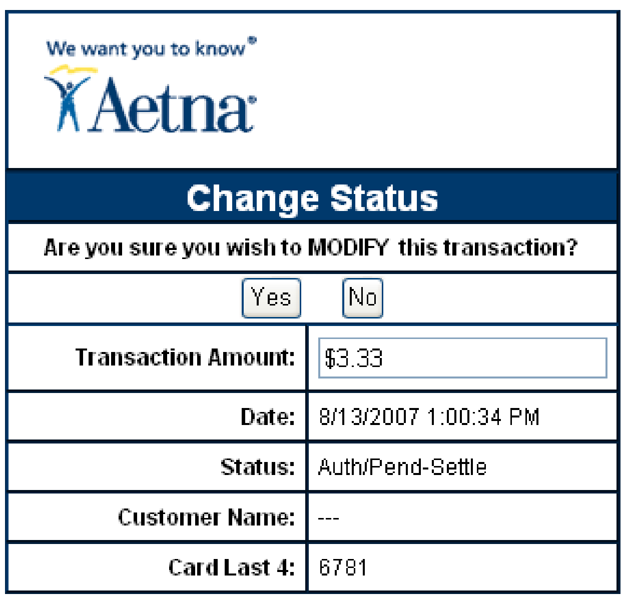
Change Status and Receipts

From the Transaction Results page, you can view the receipts from your previous transactions. To perform this task, press the **View** button. Also, from this page, you can **change the status** of your transactions. The change status options are the following: **change amount**, **settle**, **void**, **authorize,** or **credit the transaction.** Once you have selected your chosen change status method, press the **Change Status** button to perform the task. This will open a new window so you may verify your selection.

The **receipt** and **change status** detail of your Report Results page is displayed below.



In the **Change Status** window, enter the transaction amount that you would like change, authorize, or credit. If you are voiding or settling a transaction, just simply confirm by pressing the **Yes** or **No** button.

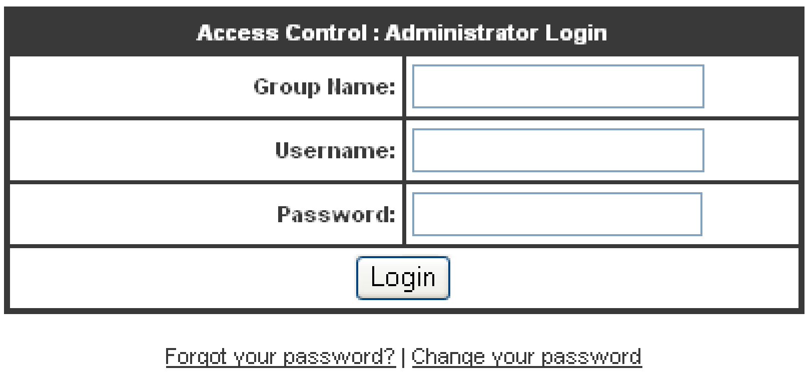


Once you are done compiling your reports, you can return to the **Launch** page and continue processing, or run another report. To **download your transaction report in Microsoft Excel**, click the **Download Transaction Data** link located at the bottom of the page.

Administrator Rights

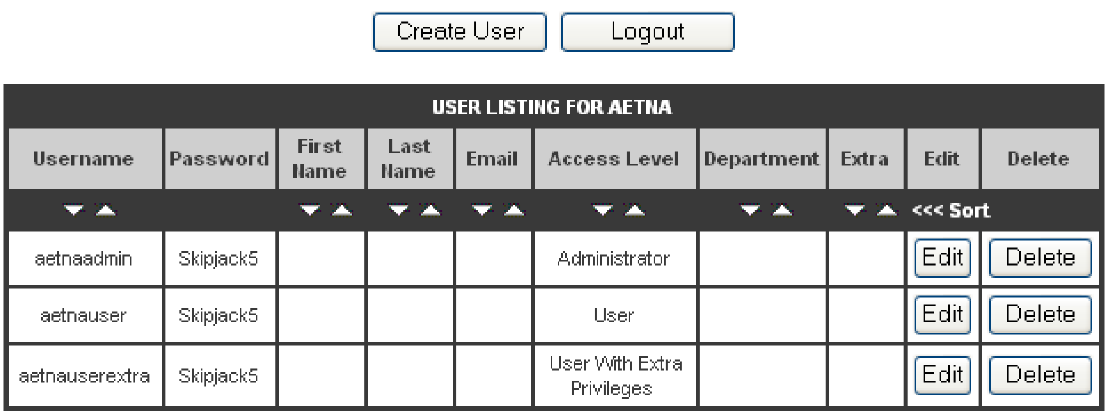
If you are the Administrator, you have the ability to create or edit new users with separate login credentials. These users may access your custom application to process credit cards. To begin this procedure, click the **Access Control Advanced** link on the **Launch** page. This will display another **Login** page where you must enter your Administrator group name, username, and password.

The image below is the **Access Control Administrator Login** page.



After logging in you will see your Administration page.

The image below is your **Administration** page.



USER LISTING FOR AETNA

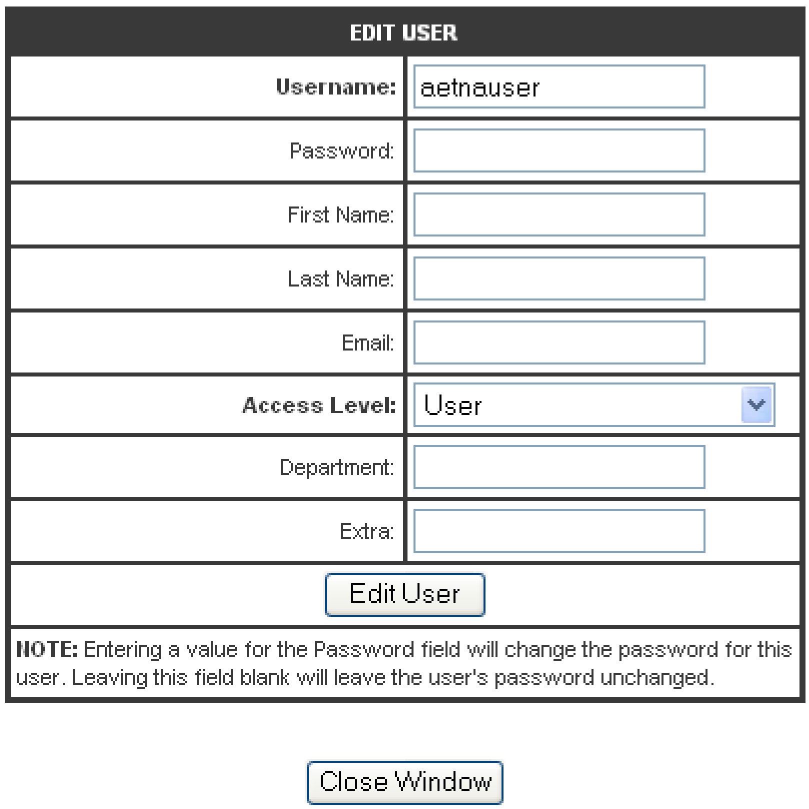
Username	Password	First Name	Last Name	Email	Access Level	Department	Extra	Edit	Delete
								<<< Sort	
aetnaadmin	Skipjack5				Administrator			Edit	Delete
aetnauser	Skipjack5				User			Edit	Delete
aetnauserextra	Skipjack5				User With Extra Privileges			Edit	Delete

Located to the right of each username, is an option to edit or delete that user.

Administrator Rights Continued

To edit a user's account information, press the Edit button. A new window will open presenting you with revisable fields for that account. To delete an account, press the **Delete** button. You will be asked to verify this request in a new window.

The image below is your **Edit User** page.



Administrator Rights Continued

To create a new user, press the **Create User** button located at the top of the Administration page. Again a new window will open presenting you with fields to create a new user and assign him or her login rights.

The image below is your **Create User** page.