

Your Virtual Terminal

Greater Giving Virtual Terminal is a fast and easy solution for processing credit card payments online. In addition, the Virtual Terminal provides you with report data for transactions made online with Greater Giving, either through your Greater Giving Online Payments website or your Online Auction (if applicable).

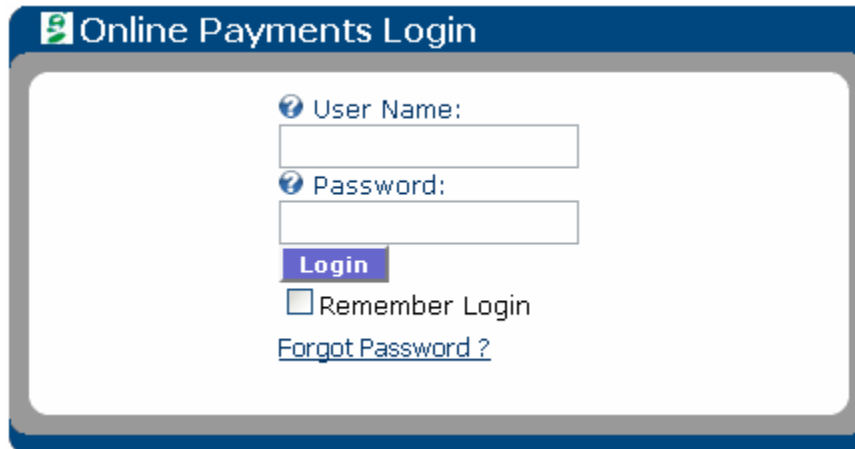
Processing credit cards with Virtual Terminal.

To process credit card payments using Virtual Terminal, log directly into Greater Giving Online Payments using the login information provided in your Welcome email. You will need the following information to process a transaction:

- *Cardholder name*
- *Cardholder address (including state and zip code)*
- *Cardholder contact information*
- *Full credit card number*
- *Credit card expiration date*

The Card Security Code (CVV) is not required for this form.

1. In a web browser, type in your unique Online Payments URL and go. The format is: [https://\[shortname\].ejoinme.org](https://[shortname].ejoinme.org).

The image shows a screenshot of the 'Online Payments Login' form. The form has a blue header with the Greater Giving logo and the text 'Online Payments Login'. Below the header, there are two input fields: 'User Name:' and 'Password:'. Each field has a small question mark icon to its left. Below the 'Password:' field is a 'Login' button with a blue background and white text. Underneath the 'Login' button is a checkbox labeled 'Remember Login'. At the bottom of the form is a link that says 'Forgot Password?'. The entire form is enclosed in a blue border.

2. Enter the username and password provided in your Welcome Email.
3. Under **Virtual Terminal**, enter the dollar amount you wish to charge to the card, and a description or reference number if you have one (as shown below).

ContentPane

[Click Here to Edit Content](#)



Use your Online Auction Virtual Terminal to securely process online credit card transactions on behalf of your guests and donors. This is an internal form and should only be used by authorized persons of your organization. Please do not share this link with your donors.



Online Auction Virtual Terminal

Amount:

Reference number or description (optional):

Fields marked * require an entry.


 Powered By **greatergiving**



4. Fill out the credit card form using the cardholder's information.
5. When you are finished, click .
6. For more in-depth instructions, click the  in the top right corner of any page and navigate to **Administration > Virtual Terminal**.

Reconciling Online Payments statements.

If you would like more detail about the transactions included in an Online Payments statement (emailed to you Fridays), Online Payments provides a robust reporting tool.

Your Online Payments statement should look something like this:

Greater Giving
 13221 SW 68th Parkway
 Suite 460
 Portland OR 97223


greatergiving
 A division of **globalpayments**

Greater Giving Customer # 001234
STATEMENT OF ACCOUNT
Online Payments (OPINV)

Non-Profit Organization
 1234 Somewhere Lane
 Anytown, OR 91234
Statement Date 1/15/10

DEPOSITS

Card Type	Approved Transactions
Visa/MC/Discover	\$1,405.00
American Express	\$2,062.00
Total Approved Deposits	\$3,467.00

FEES & CREDITS

Fees & Credit Type	Deposit or Quantity	Processing Rate or Amount	Total
OP - Amex Processing Fee	2,062.00	3.45%	\$71.14
OP - Transaction Fee	29.00	\$0.35	\$10.15
OP - Visa MasterCard Processing Fee	1,405.00	3.45%	\$48.47
Total Deduction			\$129.76
For 1/2/10 through 1/8/10		Payment Total	\$3,337.24

1. To obtain detailed information about your approved transactions, log into Online Payments as described above.
2. After logging in, hover over **Reports** in the toolbar and choose **Settled Transactions**.
3. Locate the date range for your statement in the lower left corner (as shown below).

FEES & CREDITS	
Fees & Credit Type	Deposit or Quantity P
OP - Amex Processing Fee	2,062.00
OP - Transaction Fee	29.00
OP - Visa MasterCard Processing Fee	1,405.00


For 1/2/10 through 1/8/10

4. Next to **Specify Start Date** and **End Date**, enter the starting and ending date that appears on your statement.

Specify Start Date: and End Date:

5. Choose a report to run by clicking the appropriate button. The **Basic Report** provides basic information about your transactions, such as donor name and dollar amount. Run a **Sectioned Report** for more detail or an **Export Report** to export your report to Excel.



6. To view a donor's receipt or email a copy of the receipt, check the box next to the transaction (as shown) and click this receipt icon: 

2/15/2011 11:39 AM Dexter Douglas

7. Use this **Send Email** box to email a duplicate of the receipt to an email address of your choosing.

Email Address: