

The Vault User Guide

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Acronyms and their abbreviations

This section contains the acronyms used in this document, along with their corresponding full forms, to enhance user comprehension.

Abbreviation	Full Form
ISO	Independent Sales Organization
PCI DSS	Payment Card Industry Data Security Standard
Sub-ISO	Subsidiary Independent Sales Organization
PAN	Primary Account Number

Introduction

The Vault powered by Valor is an exclusive feature from Valor PayTech. It allows merchants to securely store and retrieve customer card details, enabling quick and efficient transactions. The Vault is a premium feature that ISOs will need to subscribe to additionally to enable and extend to their merchants. The Vault stores card details following the Payment Card Industry Data Security Standard (PCI DSS) policies and procedures. Once the card details are stored, they will be accessible by the merchant without the need to verify them with the customer.

Objective & Scope

This comprehensive document has been created to serve as a knowledge base for the ISOs, Sub-ISOs, merchants, and operators on the new exclusive feature, The Vault powered by Valor.

The document's scope includes:

1. Providing an in-depth overview of The Vault feature offered by Valor PayTech, introducing the feature, and outlining the benefits it offers to merchants.

2. Offering a step-by-step guide for ISOs and Sub-ISOs on how to enable or disable The Vault feature for their respective merchants.

3. Offering a step-by-step guide for merchants on how to add, view, edit, and delete customer card details using The Vault feature.

4. Offering a step-by-step guide for merchants on how to process customer transactions utilizing The Vault feature.



Prerequisites

- Access to The Vault feature is exclusive to merchants and is facilitated through the Valor Portal. As a prerequisite, merchants must have login access to the Valor Portal. (https://vponline.valorpaytech.com/login)
- 2. The Vault feature is available to subscribed merchants once access is granted by an ISO or Sub-ISO. ISO or Sub-ISO users can enable or disable this module for their merchants as needed, and merchants can do the same for their operators. It's essential for merchants to confirm that their access to The Vault module has been authorized by their ISO or Sub-ISO before attempting to use it. To verify access, simply check if The Vault module is visible and accessible on the Valor portal's left navigation bar when logging in with your credentials.

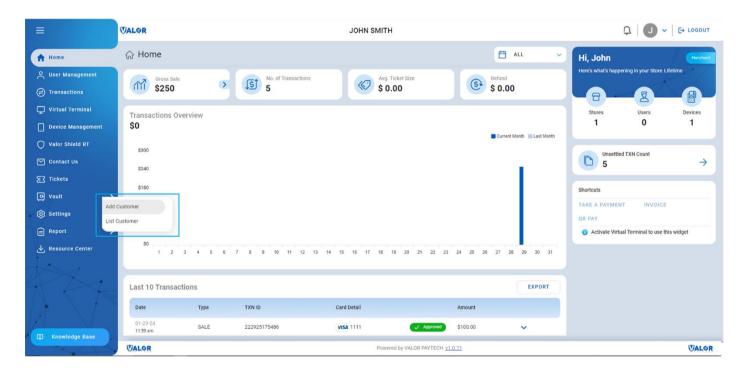


Figure 1: Home screen highlighting the left navigation bar

Benefits of The Vault powered by Valor

The Vault powered by Valor, securely saves your card information by encrypting all data the first time it's entered and processed. Valor PayTech replaces your card details with a unique token, keeping your data secure from start to finish. Tokenization offers several benefits, including improved security, reduced risk of fraud, and simplified PCI DSS compliance. It also allows merchants to offer a better customer experience by eliminating the need for customers to repeatedly enter their card information.



The merchant can add the following customer details such as Cardholder name, Customer name, phone number, and email address to The Vault from processed transactions. In The Vault, the merchant can also track customer data based on transactions and recurring billing payments. It is possible to edit customer details after the initial entry.

Getting started

ISO or Sub-ISO grants The Vault feature access for merchants

During the onboarding procedures, the ISO or Sub-ISO should include Vault as one of the modules for the merchants in order to provide their merchant access to The Vault feature powered by Valor. In this same way, merchants should provide their operators access to The Vault feature powered by Valor.

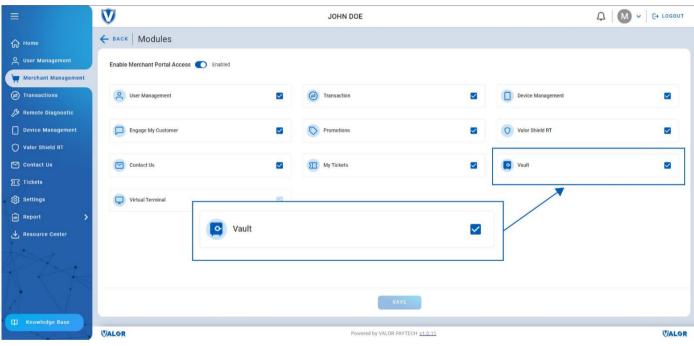


Figure 2: Onboarding screen showing The Vault feature



How to add a new customer to The Vault

This section provides step-by-step information for the merchants on how to add a new customer to The Vault powered by Valor to extend access to its benefits.

Merchants have two distinct methods to add a new customer to The Vault. The first method involves entering the customer's details manually and saving them for future transactions. The second method allows them to add the customer's card details from any recently completed customer transactions. Both methods are explained below.

Add a new customer

1. Visit the 'Add Customer' page

Click on 'Add Customer' option under The Vault on the side navigation bar. You will be directed to the 'Add Customer' page.

2. Add customer details

Merchants will be able to add their new customer details. They are required to fill in all customer information here, such as their PAN number, expiry date, card details, and address details. This option is used to store customer details in The Vault.

Primary Account Number (PAN) is a unique identifying card number that's present on credit cards, debit cards, and other types of payment cards.

Ξ	VALØR	JOHN SMITH		BETA CLASSIC PORTAL	
ப் Home	← BACK Ø Edit Customer				
Ouser Management	Customer Name * Steave Rogers	Company Name Payroc LLC	Phone Number 516-368-6641	Email Address steave001@gmail.c	om
Virtual Terminal	CARD DETAILS				
Device Management Valor Shield RT	PAN Number	Cardholder Name	Delete		
✓ Contact Us ☆ Tickets	V/SA XXXX XXXX XXXX XXXX XXXX 1111	STEAVE ROGERS	۵		
Vault >	ADDRESS DETAILS				ADD ADDRESS
 Settings Report 	Address Label Details		Edit Delete		
Resource Center	Home Address 4821 Gnatty Creek	Road, New York, NY - New York 10001	0 🛍		
		ВАСК	UPDATE		
C Knowledge Base	VALOR	Powered	I by VALOR PAYTECH <u>v1.0.1</u>		VALOR

Figure 3: The Vault page showcasing the option to add card details



	WALOR		JOHN SMITH		
		Add Address			8
G Home		Address Label			
	Custor	Office Address			
	Steav	Set Shipping address as billing Address			1@gmail.com
🖵 Virtual Terminal	CAI	Billing Address			
	CAI	Customer Name	Street No	Street Name	ADD CARD
		Smith	4857	Jerry Toth Drive	
	VIS	Unit 124	Zip Code 10001	City New York	
Tickets		State			
Vault >		NY - New York			
(3) Settings	ADI	Shipping Address			⊕ ADD ADDRESS
	Ad	Customer Name	Street No.	Street Name	
		Smith	4857	Jerry Toth Drive	
	Hom	Unit	Zip Code	City	
		124	10001	New York	
		State NY - New York			
			CLOSE		
	VALOR		Powered by VALOR PAYTE	CH <u>V1.0.11</u>	WALOR



3. Save the details

The merchant can store a maximum of five cards and address details per customer. After confirming the details, all the customer details entered manually should be saved by clicking on the 'Save' option available at the bottom of the page. These saved details can be easily accessed by merchants and operators for future transactions.

	VALOR	JOHN SMITH	
 Home User Management Transactions Virtual Terminal Device Management Valor Shield RT Contact US Tickets Yault Settlings Report Resource Center 	CALOR	JOHN SMITH	Street Name Gnatty Creek Road Otr New York
C Knowledge Base	Three	SAVE	
	VALOR	Powered by VALOR PAYTECH <u>v1.0.11</u>	WALOR

Figure 5: Vault page showcasing the 'Address' and 'Save' options



Add a customer from processed transactions

1. Visit the 'Transactions' module

Click on the 'Transactions' option on the side navigation bar. The 'Transactions' module lists all the recent transactions performed by the merchant. Merchants can add new customers through their previously completed transactions using the 'Add to Vault' option. These older transactions could have been conducted via various platforms, such as POS devices, mobile applications, RCKT devices, or integrated e-commerce platforms. It's important to note that saved card details for Vault customers can only be processed through the Virtual Terminal.

2. Select the 'Add to The Vault' option

The merchants can add a specific customer's details to The Vault by selecting the vertical ellipsis next to the customer's transaction. A dropdown will appear, followed by selecting the 'Add to Vault' option. You will be directed to the 'Add Customer' module.

	VALOR	JOHN SM	ІІТН			
д Home	Transactions			MTD Volume \$150.00	Aprv.TxnCount(M	TD) 4 View Open Batch
C User Management	All 🗸 Search	Q D Show Only Approved Transactions		mt	D 🗸	
Transactions	Date And Time TXN Type	Card Details Initiated By Transaction Mode	Store Invoice No	Processor Name EPI	Device Type	Base Amount Tip
Virtual Terminal Device Management	01/29/2024 06:55 AM (EST) CREDIT SALE	VISA 1111 John Smith Virtual Terminal	John Smith -	TSYS SIERRA 2319917891	Virtual Terminal	\$20.00 \$0.00
Valor Shield RT	01/29/2024 06:51 AM (EST) CREDIT SALE	VISA 1111 John Smith Recurring Payment	John Smith -	TSYS SIERRA 2319917891	virtual reminal	View Receipt
Contact Us	01/29/2024 06:50 AM (EST) CREDIT SALE	VISA 1111 John Smith Virtual Terminal	John Smith -	TSYS SIERRA 2319917891	Virtual Terminal	View Open Batch
Tickets	01/29/2024 06:50 AM (EST) CREDIT SALE	VISA 1111 John Smith Virtual Terminal	John Smith -	TSYS SIERRA 2319917891	Virtual Terminal	Noid Transaction
Vault >						Issue Refund
Settings						Open Ticket
Report						Convert to Recurring Payment
Resource Center		0.	 Add to Vault 			Transaction Log
			- Add to Yault			
	Rows on page 10 \sim		Showing 1 to 4 of 4 entries			IC < 1 >
Knowledge Base	WALGR	Pi	owered by VALOR PAYTECH <u>v1.0.11</u>			V AI

Figure 6: 'Transactions' module showcasing the 'Add to Vault' option

3. Add customer details

Within the 'Add Customer' module, merchants will be able to add their new customer details. You will be required to fill in all customer information here, such as their personal details, shipping address, and billing address. As these are transactions that have already been processed, the cardholder's name will





automatically appear as the customer's name, and the card details will also be displayed automatically. Merchants can delete any stored card details or add new card details based on their requirements.

4. Save the details

The merchant can store a maximum of five cards and address details per customer. After confirming the details, all the customer details entered manually should be saved by clicking on the 'Save'. These saved details can be easily accessed by merchants and operators for future transactions.

=	VALOR	JOHN SMITH	
슈 Home 은 User Management	은+ Add Customer Unimity Address		
 Transactions Virtual Terminal Destine Measurement 	Customer Name Steave Rogers Unit 153	Street No 4821 Zip Code 10001	Street Name Gnatty Creek Road Dity New York
. Device Management Valor Shield RT Contact Us	State NY - New York	10001	New TODA
रा Tickets	Shipping Address		
vault >	Customer Name Steave Rogers	Street No 4821	Street Name Gnatty Creek Road
🗎 Report 💙	Unit 153	Zip Code 10001	City New York
Resource Center	State NY - New York	SAVE	
C Knowledge Base	WALOR	Powered by VALOR PAYTECH <u>v1.0.11</u>	

Figure 7: Add customer page showcasing the 'Save' option



How to view customer details

Click on the 'List Customer' option under The Vault on the side navigation bar. The list customer page will show a list of all their saved information, including the number of saved cards, total number of transactions, contact information, number of recurring payments, and other details.

≡	VALOR			JOHN SMITH			ρI	J v E+ LOGOUT
ப் Home	📰 List Custome	r						
은 User Management	Search	Q 0						EXPORT C
Transactions	Customer Name	Save Cards	Email	Phone Number	No. of Transaction	No. of Recurring	Last Visit	
🖵 Virtual Terminal								
Device Management	Steave Rogers	1	steave001@gmail.com	516-368-6641	3	1	2024-01-29 06:51:11	1
Valor Shield RT								
🖂 Contact Us								
र्हि Tickets								
🖸 Vault >								
ැබූ Settings								
🖹 Report 💙								
Resource Center								
	Rows on page 25 🗸			Showin	ig 1 to 1 of 1 entries			IC C 1 > >1
C Knowledge Base								
	WALOR			Powered by VALC	DR PAYTECH V1.0.11			VALOR

Figure 8: The 'List Customer' page showcasing the customer details

How to edit customer details

This section provides step-by-step information for the merchant on how to view or edit customer details stored on The Vault.

Merchants can view or edit customer details in two different ways. The first method involves selecting the customer's details from the 'View/Edit Customer' details module and updating them. The other method allows them to add the customer's card details from any recent completed customer transactions. Both methods are explained below.

Edit customer details

1. Visit the 'List Customer' page

Click on the 'List Customer' option under The Vault on the side navigation bar and you will be directed to the 'List Customer' page module.



2. Select the 'View/Edit Customer' option

Merchants can view or edit a specific customer's details stored on The Vault by selecting the vertical ellipsis next to the customer's details. A dropdown will appear and select the 'View/Edit Customer' option. You will be directed to the 'Edit Customer' page.

=	V	ALØR				JOHN SMITH				
슈 Home	(🗏 List Custome	er							
O User Management		Search	٩	0						EXPORT
Transactions		Customer Name		Save Cards	Email	Phone Number	No. of Transaction	No. of Recurring	Last Visit	
 Virtual Terminal Device Management 		Steave Rogers		1	steave001@gmail.com	516-368-6641	3	1	2024-01-29	
Valor Shield RT										View/Edit Customer
🕑 Contact Us										Uiew Recurring
Tickets	J							/		Process Transaction
Vault >							🔗 View/Edit	Customer		Q Audit Log
© Settings										Delete Customer
Report >										
	L	Rows on page $25 \lor$				Showing	1 to 1 of 1 entries			K < 1 > >1
C Knowledge Base		VALOR				Powered by VALOR	PAYTECH v1 0 11			VALOR
		CALOR				Powered by VALOR	THE TRACE			OALOR

Figure 9: The 'List Customer' page showcasing the 'View/Edit customer' option

3. Update the customer details

Merchants can view the selected customer's stored information on this page. They can update the customer's card and personal details. Please note that a merchant can store a maximum of five cards and address details for a customer.

=	VALOR JOHN SMITH 🗘 🗍 🕑 🗸 🕞 LOGG
G Home	← BACK Ø Edit Customer
은 User Management	
Transactions	Costoner Hame * Company Name Phone Namber Email Address Steave Rogers Valor Paytech 516-368-6641 steave001@gmail.com
Virtual Terminal	
Device Management	CARD DETAILS
Valor Shield RT	PAN Number Delete
🗹 Contact Us	VISA X00XX000XX0001111 🔟
Tickets	
Vault >	
ැබු Settings	ADDRESS DETAILS ADD ADDRESS
🔒 Report 💦 💙	Address Label Details
🕁 Resource Center	Home Address 4821 Gnatty Creek Road, New York, NY - New York 10001 🖉 🗈
the second	Home Address 4821 Gratty Creek Road, New York, NY - New York 10001
4724	
V V V	BACK
$A \times I$	

Figure 10: The 'Edit Customer' page showcasing the option to edit card details



Merchants can view the details of the customer's home and office addresses by selecting the 'View' option. If you are updating the address details, you can make changes wherever required. Ensure that you save all your changes by clicking the 'Update' option.

	VALOR		JOHN SMITH		
යි Home		Edit Address			8
		Address Label Home Address			
	Custon	Set Shipping address as billing Address			is I¶@gmail.com
Virtual Terminal		Billing Address			
	CAI	Customer Name	Street No	Street Name	ADD CARD
		Steave Rogers	4821	Gnatty Creek Road	
	VIS	Unit 153	Zip Code 10001	City New York	
		State			
Vault >		NY - New York			
Settings	ADI	Shipping Address			ADD ADDRESS
	Ad	Customer Name	Street No.	Street Name	
		Steave Rogers	4821	Gnatty Creek Road	
	Hom	Unit 153	Zip Code 10001	City New York	
		State NY - New York			
			CLOSE		
	WALOR		Powered by VALOR PAYT	TOL	VALOR
	VALOR			cod <u>YLV.II</u>	UALOR

Figure 11: 'Edit Address' option

Edit customer details from processed transactions

1. Visit the 'Transactions' module

Click on the 'Transactions' option on the side navigation bar. You will be directed to the 'Transactions' module. The module lists all the recent transactions performed by the merchants.

2. Select the 'Edit customer on Vault' option

The merchants can add a specific customer's details to The Vault by selecting the vertical ellipsis next to the customer's transaction. A dropdown will appear, followed by selecting the 'Edit Customer on Vault' option. You will be directed to the 'Update the Customer details' page.



=	VALOR	JOHN SMIT	гн		
Gr Home			MTD Volume	\$150.00 Aprv.TxnCount(MTD)	4 View Open Batch >
O User Management	All 🗸 Search	Q 0 Show Only Approved Transactions		mtd ~	EXPORT
Transactions Virtual Terminal	Date And Time TXN Type	Card Details Initiated By Transaction Mode	Store Invoice No Processor Name	EPI Device Type Base	Amount Tip
Device Management	01/29/2024 06:55 AM (EST) CREDIT SALE	VISA 1111 John Smith Virtual Terminal	John Smith - TSYS SIERRA	2319917891 Virtual Terminal \$20.0	00 \$0.00 :
Valor Shield RT	01/29/2024 06:51 AM (EST) CREDIT SALE	VISA 1111 John Smith Recurring Payment	John Smith - TSYS SIERRA	2319917891 Virtual Terminal \$100.	View Receipt
🗹 Contact Us	01/29/2024 06:50 AM (EST) CREDIT SALE	VISA 1111 John Smith Virtual Terminal	John Smith - TSYS SIERRA	2319917891 Virtual Terminal \$20.0	
Tickets	01/29/2024 06:50 AM (EST) CREDIT SALE	VISA 1111 John Smith Virtual Terminal	John Smith - TSYS SIERRA	2319917891 Virtual Terminal \$10.0	Settle Batch
ල Vault > 영 Settings					Void Transaction
Report >			🖉 Edit Customer on Vault	 	Transaction Log
C Knowledge Base	Rows on page 10 ∨		Showing 1 to 4 of 4 entries		IK < 1 > >I
the Kilowicuge base	WALOR	Pow	vered by VALOR PAYTECH <u>v1.0.11</u>		WALOR

Figure 12: The 'Transactions' module showcasing the 'Edit Customer on Vault' option

3. Update the customer details

Merchants can view all the stored information of the selected customer on this page. They can update the details on the customer's personal details and card details.



=	VALOR	JOHN SMITH	
企 Home	← васк ှ°+ Add Customer		
Ouser Management	Customer Name *	Pinone Number	Email Address
Uirtual Terminal	BRUCE	mpany Name 907-775-5644	bruce80@gmail.com
Device Management	CARD DETAILS		
Valor Shield RT	PAN Number Cardholder Name	Delete	
🕑 Contact Us	VISA 4111 XXXX XXXX 1111 BRUCE	0	
T Tickets			
Vault >	ADDRESS DETAILS		• ADD ADDRESS
E Report	Address Label Home Address		
🕁 Resource Center	Set Shipping address as billing Address	W	
	Billing Address		
	Customer Name BRUCE	Street No	Street Name
C Knowledge Base	WALGR	Powered by VALOR PAYTECH <u>v1.0.11</u>	WALGR
T Knowledge Base	VALOR	Powered by VALOR PAYTECH <u>v1.0.11</u>	VALOR

Figure 13: The 'Add Customer' page

=	VALOR	JOHN SMITH		
ல் ^{Home}	← BACK Ø Edit Customer			
		Company Name Valor Paytech	Phone Number 516-368-6641	Email Address steave001@gmail.com
🖵 Virtual Terminal				
	CARD DETAILS			ADD CARD
	PAN Number Delete	Add Card	8	
		PAN Number*		
Tickets		4111 1111 1111 1111	VISA	
Vault >		Expiry Date *		
(3) Settings	ADDRESS DETAILS	12/25		ADD ADDRESS
	Address Label Details	CANCEL		
	Home Address 4821 Gnatty Creek Road	New York, NY - New York 10001	0 1	
	TOTILE AND ESS 4021 ONARY OFER HOAD	New Tork, NT - New Tork ToopT		
4 7×1_				
$\Lambda \setminus \Gamma$		BACK	UPDATE	
	VALOR	Powered by VALOR	PAYTECH <u>v1.0.11</u>	WALGR

Figure 14: The 'Add Card' box to add new card details to The Vault

Merchants can view the details on the customer's home and office addresses by selecting the 'View' option. If you are updating the address details, you can make changes wherever required and please make sure that you save all your changes by clicking on 'Submit' option. Please note that the merchant can store a maximum of five cards and address details per customer.



=	Valor	JOHN SMITH	A BETA CLASSIC PORTAL
ப் Home	← BACK Ø Edit Customer		
R User Management	Customer Name * Steave Rogers Customer Aready Brist	Company Name 907-775-5644	Email Actives bruce90@gmail.com
	CARD DETAILS		ADD CARD
Valor Shield RT	PAN Number Cardholder Na	Card limit exceeded	
Tickets	VISA 4111 XXXX XXXX 1111 BRUCE		
(6) Settings	ADDRESS DETAILS	You've reached the maximum card limit. Please remove one before adding another.	ADD ADDRESS
🗎 Report 🔷 🔪	Address Label Home Address		
	Set Shipping address as billing Address Billing Address		
$0 \le 0$	Customer Name BRUCE	Street No	Street Name
C Knowledge Base	VALOR	Powered by VALOR PAYTECH <u>v1.0.11</u>	VALOR

Figure 15: The 'Card limit exceeded' notification

After updating all details, click on 'Update' to save all the changes made to your customer details. These saved details can be easily accessed by the merchants and operators for any future transactions.

How to view Vault transaction history

1. Visit the 'List Customer' module

Click on the 'List Customer' option under The Vault on the side navigation bar and you will be directed to the 'List Customer' page module.

2. Select the 'View transaction' option

Merchants can view the transaction history of a specific customer's details stored on The Vault by selecting the vertical ellipsis next to the customer's details. A dropdown will appear and select the 'View Transactions' option. You will be directed to the entire transaction history of the customer, which was performed with the help of The Vault and can be viewed. You can click on individual transaction for detailed information.



=	VALOR			JOHN SMITH			
යි Home	E List Customer	r					
Ouser Management	Search	Q 0					EXPORT
Transactions	Customer Name	Save Cards	Email	Phone Number	No. of Transaction	No. of Recurring	Last Visit
 Virtual Terminal Device Management 	Steave Rogers	1	steave001@gmail.com	516-368-6641	3	1	2024-01-29 06:51:11
Valor Shield RT							View/Edit Customer
🕑 Contact Us							View Recurring
Tickets							C Process Transaction
Vault >						/	Q Audit Log
Report >					📄 View Tran	saction	Delete Customer
Resource Center							
	Rows on page 25 ∽			Showi	ng 1 to 1 of 1 entries		IC < 1 > >1
C Knowledge Base	VALOR				OR PAYTECH <u>v1.0.11</u>		VALOR
	Fig	gure 16: The	'List Customer' pag	ge showcasing t	he 'View Transad	ction' option	

Ξ	VALOR	JOHN SMITH						Д 🕘 ~ Ен Logout			
命 Home	← васк ⊜ Transactions					Today Volume	\$130.00	Aprv.TxnCount(1	Foday) 3	View Open I	Batch >
O User Management	All 🗸 Search	Q 0 Show Only A	Approved Transactions				AL	L 🗸	EXPORT	0	73
Transactions	Date And Time TXN Type	Card Details Initiated By	Transaction Mode	Store	Invoice No	Processor Name	EPI	Device Type	Base Amount	Тір	
Uirtual Terminal	01/29/2024 06:51 AM (EST) CREDIT SALE	VISA 1111 John Smith	Recurring Payment	John Smith		TSYS SIERRA	2319917891	Virtual Terminal	\$100.00	\$0.00	
Device Management Valor Shield RT	01/29/2024 06:50 AM (EST) CREDIT SALE	VISA 1111 John Smith	Virtual Terminal	John Smith		TSYS SIERRA	2319917891	Virtual Terminal	\$20.00	\$0.00	
Contact Us	01/29/2024 06:50 AM (EST) CREDIT SALE	VISA 1111 John Smith	Virtual Terminal	John Smith		TSYS SIERRA	2319917891	Virtual Terminal	\$10.00	\$0.00	:
Tickets	-										
Vault >											
ැලි Settings											
🛱 Report 💙											
Resource Center											
	Rows on page 10 V			Showing	1 to 3 of 3 entries	3				IK K 1) ≯)¥
Knowledge Base	TALOR		Р	owered by VALOF	PAYTECH <u>v1.0.1</u>	1					VALOR

Figure 17: Transaction history



=	WALOR			CREDIT SALE	8		
슈 Home	Transactions			MTD	/olume \$150.00	Approved	VIEW RECEIPT
O User Management	All 🗸 Search	Q 🚺 🗌 Show Only App	proved Transactions		.	01/29/24 06:51 AM &(EST)	\$ 100.00
Transactions	Date And Time TXN Type	Card Details Initiated By	Transaction Mode Store	Invoice No Processor I	Name EPI	Transaction Details	
Virtual Terminal	01/29/2024 06.55 AM (EST) CREDIT SALE		Virtual Terminal John Smith	- TSYS SIERF		Card Brand	VISA
Device Management						Card Number	4111 XXXX XXXX 1111
Valor Shield RT	01/29/2024 06:51 AM (EST) CREDIT SALE		Recurring Payment John Smith	- TSYS SIERF	2319917891	CardHolder	a
🖂 Contact Us	01/29/2024 06:50 AM (EST) CREDIT SALE	VISA 1111 John Smith	Virtual Terminal John Smith	- TSYS SIERF	A 2319917891	Base Amount	\$ 100.00
Tickets	01/29/2024 06:50 AM (EST) CREDIT SALE	VISA 1111 John Smith	Virtual Terminal John Smith	- TSYS SIERF	RA 2319917891	Тір Тах	\$ 0.00
🖸 Vault 💙						Non Cash Charge	\$ 0.00
ැලි Settings						RRN	402911500649
🛱 Report 🔷 🗲						Description	÷
Resource Center						Transaction Completed Using	VAOLT
						Device Details	
and the second						EPI	2319917891
						Туре	Virtual Terminal
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						Merchant	John Smith

Figure 18: Transaction details

How to process transactions

1. Visit the 'List Customer' module

Click on the 'List Customer' option under The Vault on the side navigation bar and you will be directed to the 'List Customer' page module.

2. Select the 'Process transaction' option

Merchants can process a new transaction with the details stored on The Vault by selecting the vertical ellipsis next to the customer's details. A dropdown will appear and select the 'Process Transaction' option. You will be directed to the Virtual Terminal module, where you can process transactions.



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Figure 19:The 'List Customer' page showcasing the 'Process Transaction' option

You can process different types of transactions such as sale, recurring, and refund transactions. If you're processing a transaction for a customer using the stored data from The Vault, the cardholder's name will automatically populate as the customer's name and address by default. You can also edit this information as needed. Please note that CVV is not mandatory for processing the transaction. You can simply select the card and process the transaction by entering the amount.

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How to 'View Recurring' transactions

1. Visit the 'List Customer' module

Click on the 'List Customer' option under The Vault on the side navigation bar and you will be directed to the 'List Customer' page module.

2. 'View Recurring' transactions

Merchants can view the recurring billing history of customer transactions with the details stored on The Vault by selecting the vertical ellipsis next to the customer's details. A dropdown will appear and select the 'View Recurring' option. You will be directed to the recurring billing page, where the details of the entire recurring payments performed with the help of The Vault can be viewed.

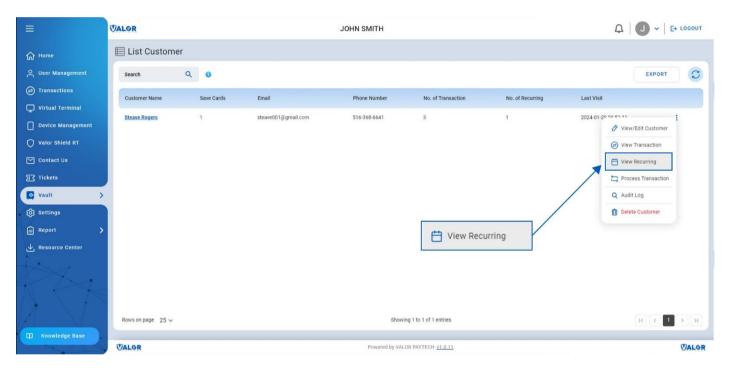


Figure 21: The 'View Recurring' option



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Figure 22: Summary of 'Recurring' payments

How to view 'Audit Log'

An audit log is a chronological record of changes made to customer data, including details of all modifications to the merchant's data, along with information about who made the changes, when they were made, and where they were performed.

1. Visit the 'List Customer' page

Click on the 'List Customer' option under The Vault on the side navigation bar and you will be directed to the 'List Customer' page module.

2. View the 'Audit Log' option

Merchants can view the audit log by selecting the vertical ellipsis next to the customer's details. A dropdown will appear and select the 'Audit Log' option.



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 ➡ ➡ Home ➡ User Management ➡ Transactions ➡ ↓ Virtual Terminal ➡ □ Device Management ➡ ♥ Valor Shield RT ➡ ➡ Contact Us ➡ ➡ Trakets ➡ ♥ Settings ➡ Resource Center 	List Customer	λ Save Cards 1	Email steave001@gmail.com	JOHN SMITH	No. of Transaction 3	No. of Recurring 1	Last Visit 2024-01-20 ALLER ST View /Edit Customer View Transaction View Recurring Process Transaction Q Audit Log Delete Customer
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Figure 23: The 'List Customer' page showcasing the 'Audit Log' option

3. 'View Changes'

Merchants can view all changes made to customer detail stored on The Vault by selecting the vertical ellipsis next to the corresponding audit ID and selecting the 'View Changes' option. A box will appear that shows all the detailed information on all modifications made to the customer's data.



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 Transactions Virtual Terminal 	Search Audit ID 4719 Performed by John Smith 29 Jan 24 Performed On 01/29/24 07/44 AV 07/44 AVI App PORTAL	Module VAULT MANAGEMENT	ent Data Client : 183.82.32.26 Browser : chrome	
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Figure 24: The 'View Changes' box

How to delete a customer

1. Visit the 'List Customer' page

Click on the 'List customer' option under The Vault on the side navigation bar and you will be directed to the 'List Customer' page module.

2. Delete a customer

Merchants can delete a customer's stored details by selecting the vertical ellipsis next to the customer's details. A dropdown will appear, and select the 'Delete Customer' option. Provide confirmation to delete the customer details by selecting 'Yes'.



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Figure 25: The 'List Customer' page showcasing the 'Delete Customer' option

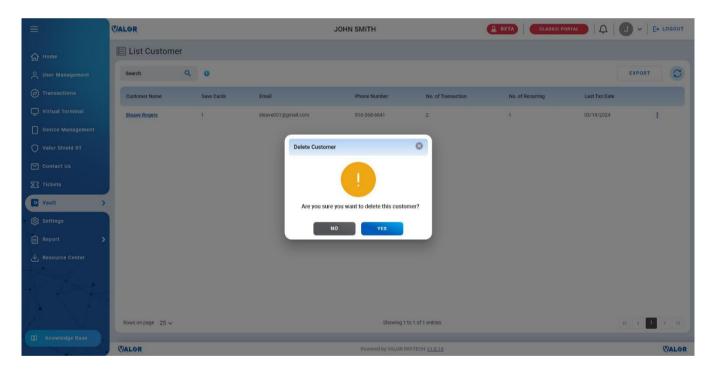


Figure 26: The 'Delete Customer' confirmation box



Conclusion

In conclusion, at Valor PayTech, we are committed to simplifying and enhancing your payment processing experience. Our focus on seamless service, transparency, and innovative solutions like Vault powered by Valor underscores our dedication to improving customer relationships and delivering exceptional value.

Contact details

If you have any questions or need assistance, please don't hesitate to reach out to our team at sales@valorpaytech.com or call us at 1.800.615.8755. For additional resources, be sure to visit www.valorpaytech.com or call us at 1.800.615.8755. For additional resources, be sure to visit www.valorpaytech.com or call us at 1.800.615.8755. For additional resources, be sure to visit www.valorpaytech.com. We appreciate your trust in us and look forward to serving your payment processing needs.



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Thank You



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