To capture a card payment with Manual Card Entry, complete the following steps:

1. From the **Card Processing** tab, click **Process Card Payment**. The **Card Capture – Perform Card Transaction** page appears.

**Application Tip**

OTCnet verifies the OLB connection. Next, OTCnet validates card terminal registration, the “Registration found!” message appears.

2. Under **Transaction Data**, enter the **Amount** of the card payment.

3. Under Terminal Controls, click **Manual Card Entry** as shown in Figure 1. Press **Clear** to clear the **Amount** field.

**Figure 1. Card Capture – Perform Card Transaction, enter Amount and click Manual Card Entry**
Application Tips

- Use Manual Card Entry only when the customer's card is not properly read when the card is inserted, swiped, or tapped on the card terminal.
- When you select the Manual Card Entry button, a message appears, “Manual card entry should only be used as a contingency when other card payment methods do not work. Debit cards cannot be used for manual card entry. Are you sure you want to manually enter the customer's card to complete this payment?”
- Once you click Manual Card Entry, Cancel Transaction also becomes enabled, and you can cancel the transaction.
- The latest version of the OLB must be installed to use Manual Card Entry.


Application Tip

If you do not wish to proceed, click No to the Manual Card Entry verification. The screen returns to normal and the Process Payment, Manual Card Entry, and Clear buttons are clickable.

5. On the card terminal, the customer is presented with the Please Enter Card Number screen. The customer uses the card terminal buttons to enter the card number and presses the green (O) button.

6. The Please Enter Expiry Date (MM/YY) screen appears. The customer uses the card terminal buttons to enter the card’s expiration date and presses the green (O) button.

7. The Please Enter CCV Number screen appears. The customer uses the card terminal buttons to enter the card’s CCV number and presses the green (O) button.

8. The Pay Now screen appears. The customer presses either the green (O) button or the Pay Now button.

Application Tips

- On the card terminal, a number of messages may appear for the customer. After the customer completes the payment, you see the message, “Transaction was processed successfully. Card invoice ID XXXXXXXXXX, Amount $XX.00.”
- The Amount field is cleared out. Process Payment and Print Receipt are enabled. To print a receipt, you have 4-6 seconds to click Print Receipt. If Print Receipt is not clicked within the allotted time, it grays out.