



# Dashboard User Guide

Revision 21.2  
September 8<sup>th</sup>, 2021

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## Account Creation Email

An email will be sent to you with your username and temporary password once your user profile has been created.

### Your password to Payroc Dashboard has been successfully reset



o noreply@caledoncard.com <noreply@caledoncard.com>

To: ✓ Jashan Kang

Dear [JASHAN.KANG@PAYROC.COM](mailto:JASHAN.KANG@PAYROC.COM),

Your password to Payroc Dashboard has been successfully reset.

Account : [JASHAN.KANG@PAYROC.COM](mailto:JASHAN.KANG@PAYROC.COM)

Password: d\_E6EdG3

Please log in and change your password as soon as possible.

<https://dashboard.caledoncard.com>

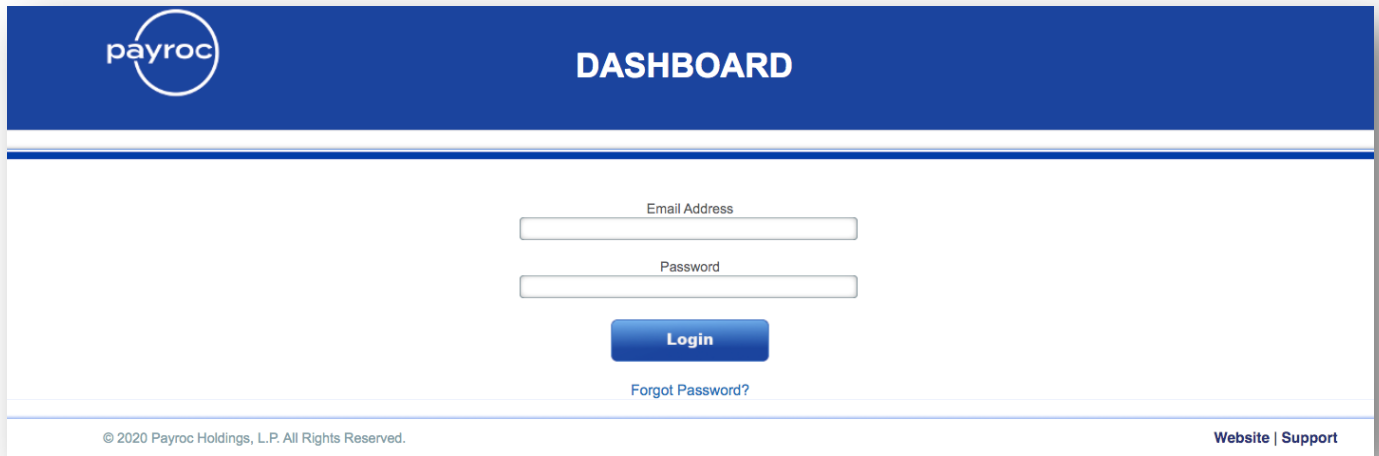
Regards,  
Payroc Support



## Dashboard Login

To login to the Dashboard type the following URL in your web browser:

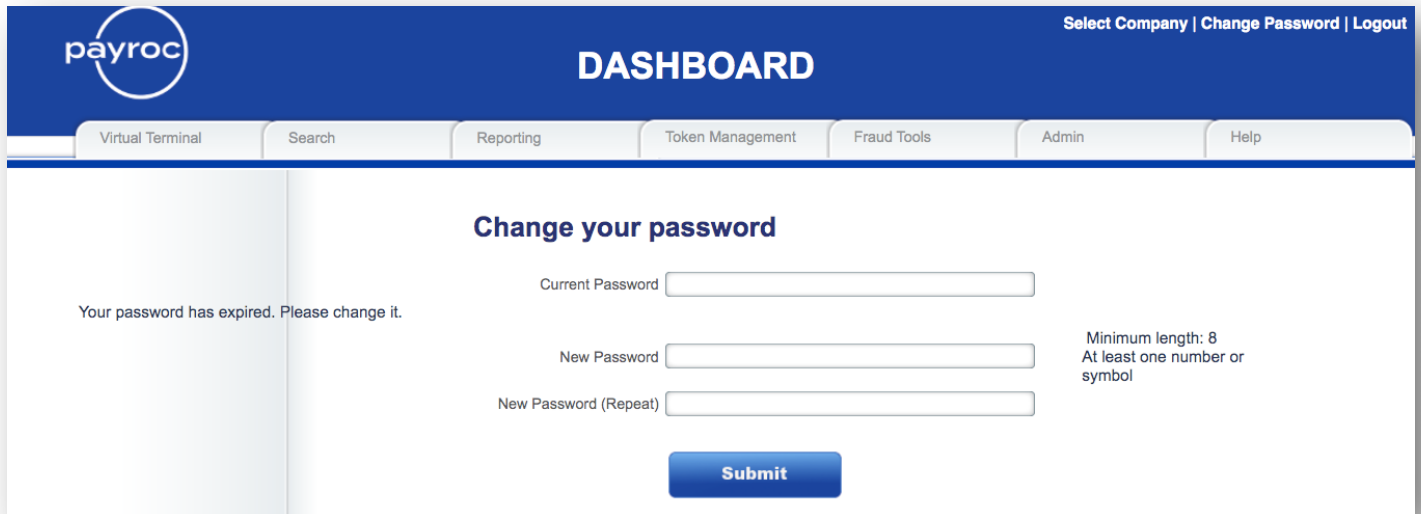
<https://dashboard.caledoncard.com>



The screenshot shows the Payroc Dashboard Login page. At the top, there is a dark blue header with the Payroc logo on the left and the word "DASHBOARD" in white capital letters on the right. Below the header, the main content area is white. In the center, there are two input fields: the top one is labeled "Email Address" and the bottom one is labeled "Password". Below these fields is a blue button with the word "Login" in white. Under the "Login" button is a link that says "Forgot Password?". At the bottom of the page, there is a thin white footer. On the left side of the footer, it says "© 2020 Payroc Holdings, L.P. All Rights Reserved." and on the right side, it says "Website | Support".

## Change your password

Enter your temporary password in the current password field and then create a new password. Passwords must be at least 8 characters in length, include one number and symbol.



The screenshot shows the Payroc dashboard with a blue header. The header contains the Payroc logo on the left, the word "DASHBOARD" in the center, and links for "Select Company", "Change Password", and "Logout" on the right. Below the header is a navigation bar with tabs for "Virtual Terminal", "Search", "Reporting", "Token Management", "Fraud Tools", "Admin", and "Help". The main content area is titled "Change your password". On the left, a message states "Your password has expired. Please change it." The form consists of three input fields: "Current Password", "New Password", and "New Password (Repeat)". To the right of the "New Password" field, there is a note: "Minimum length: 8. At least one number or symbol". A blue "Submit" button is located at the bottom of the form.

payroc

Select Company | Change Password | Logout

DASHBOARD

Virtual Terminal Search Reporting Token Management Fraud Tools Admin Help

### Change your password

Your password has expired. Please change it.

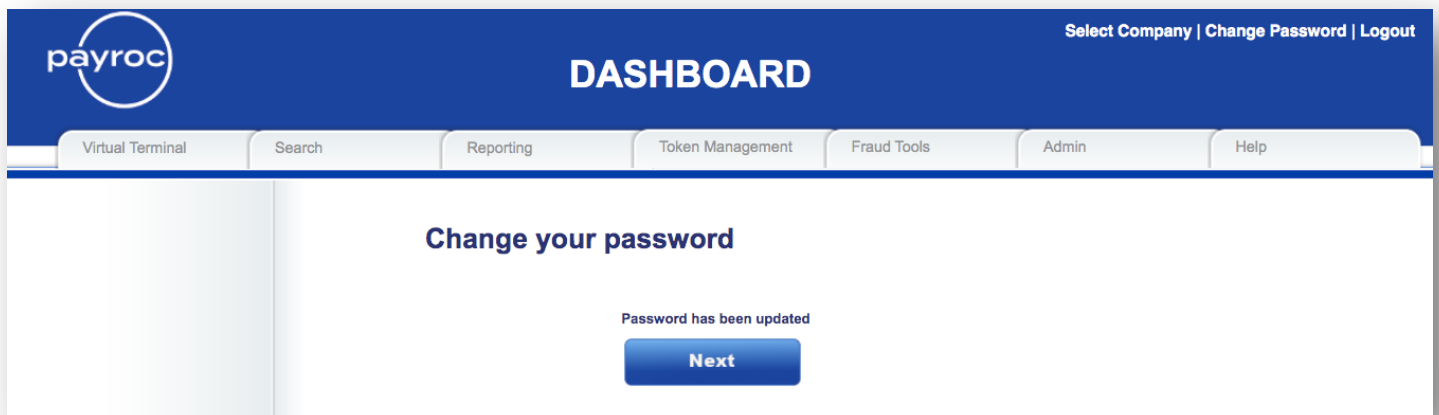
Current Password

New Password

New Password (Repeat)

Minimum length: 8  
At least one number or symbol

Submit



The screenshot shows the Payroc dashboard after a successful password change. The header and navigation bar are identical to the previous screenshot. The main content area is titled "Change your password". A message in the center states "Password has been updated". Below the message is a blue "Next" button.

payroc

Select Company | Change Password | Logout

DASHBOARD

Virtual Terminal Search Reporting Token Management Fraud Tools Admin Help

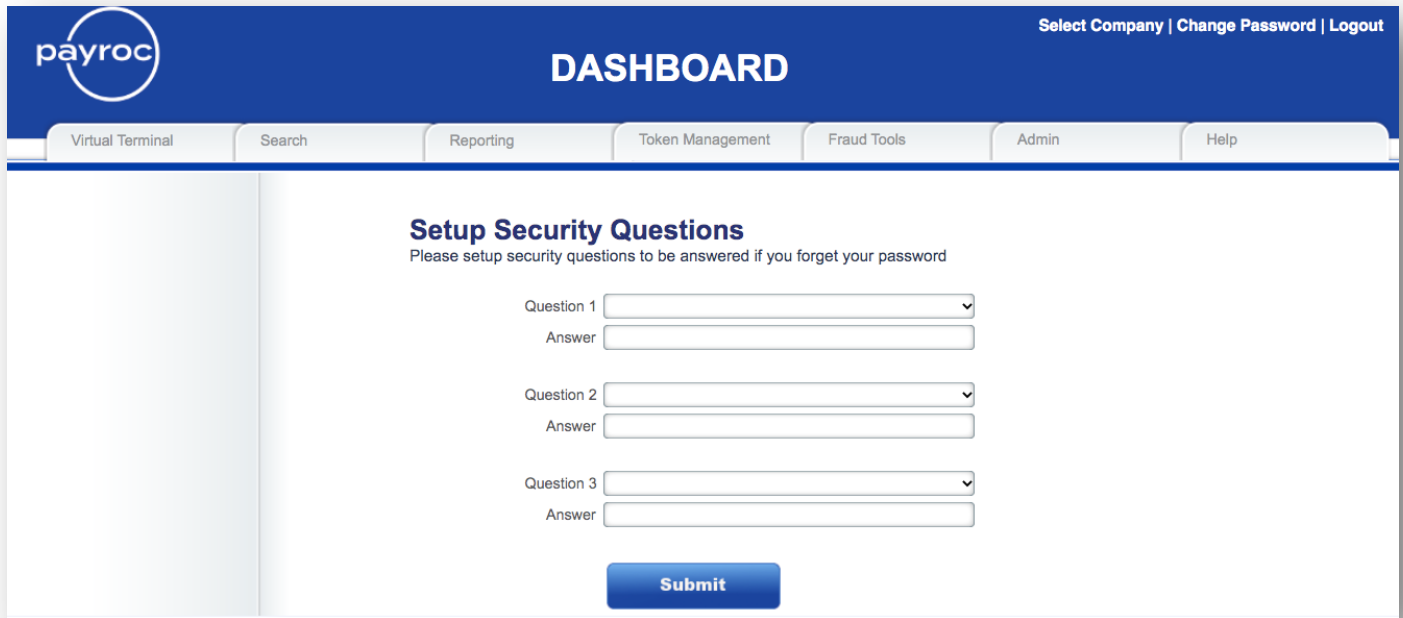
### Change your password

Password has been updated

Next

## Setup Security Questions

You will be prompted with a drop-down menu of security questions. Select 3 security questions and provide the answers in the answer field. These security questions will be used if you are locked out of the system or forget your password.



The screenshot shows the Payroc Dashboard with a blue header. The header contains the Payroc logo on the left, the word "DASHBOARD" in the center, and links for "Select Company", "Change Password", and "Logout" on the right. Below the header is a navigation bar with tabs for "Virtual Terminal", "Search", "Reporting", "Token Management", "Fraud Tools", "Admin", and "Help". The main content area is titled "Setup Security Questions" and includes the instruction "Please setup security questions to be answered if you forget your password". There are three sets of input fields, each consisting of a "Question" dropdown menu and an "Answer" text field. A blue "Submit" button is located at the bottom of the form.

**payroc** **DASHBOARD** [Select Company](#) | [Change Password](#) | [Logout](#)

[Virtual Terminal](#) [Search](#) [Reporting](#) [Token Management](#) [Fraud Tools](#) [Admin](#) [Help](#)

### Setup Security Questions

Please setup security questions to be answered if you forget your password

Question 1

Answer

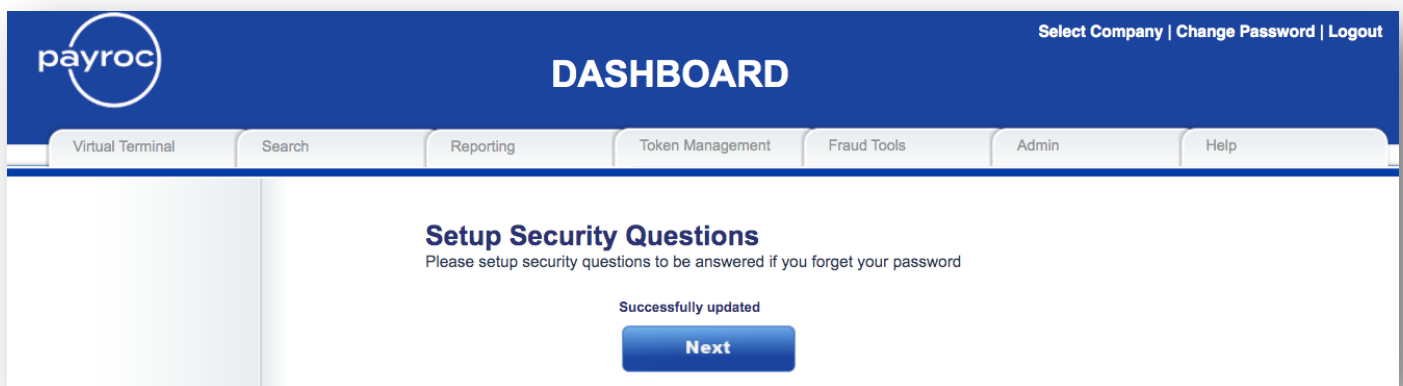
Question 2

Answer

Question 3

Answer

**Submit**



The screenshot shows the Payroc Dashboard after the security questions have been successfully updated. The header and navigation bar are identical to the previous screenshot. The main content area is titled "Setup Security Questions" and includes the instruction "Please setup security questions to be answered if you forget your password". A green message "Successfully updated" is displayed above a blue "Next" button.

**payroc** **DASHBOARD** [Select Company](#) | [Change Password](#) | [Logout](#)

[Virtual Terminal](#) [Search](#) [Reporting](#) [Token Management](#) [Fraud Tools](#) [Admin](#) [Help](#)

### Setup Security Questions

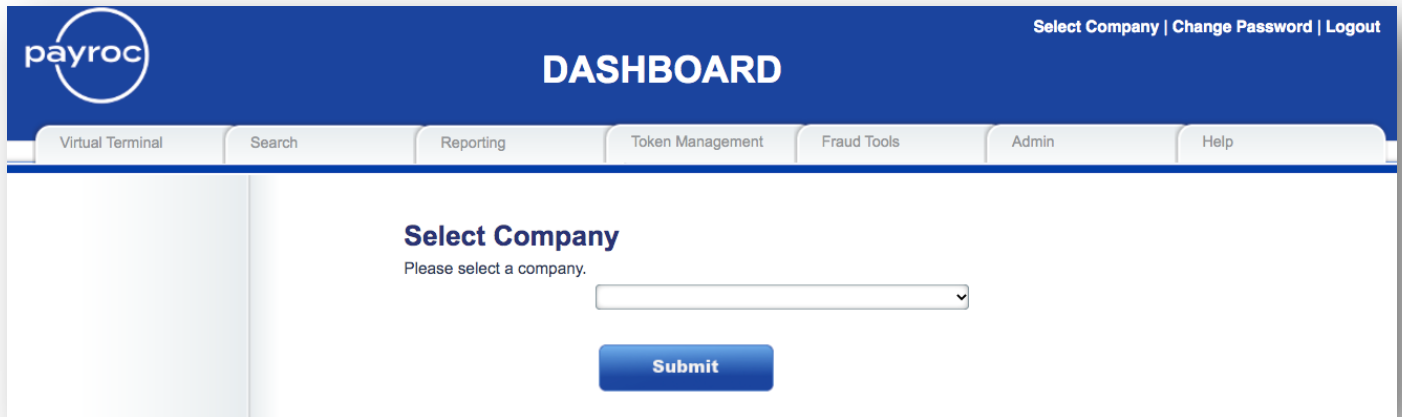
Please setup security questions to be answered if you forget your password

Successfully updated

**Next**

## Dashboard Main Menu

Once you have successfully logged into the Dashboard the following main menu will be displayed. Depending on your user privileges some menu options may not be accessible.



The screenshot shows the Payroc Dashboard interface. At the top, there is a dark blue header bar. On the left side of the header is the Payroc logo, which consists of the word "payroc" in white lowercase letters inside a white circle. In the center of the header, the word "DASHBOARD" is written in large, white, uppercase letters. On the right side of the header, there are three links in white text: "Select Company", "Change Password", and "Logout". Below the header bar is a horizontal menu with several tabs: "Virtual Terminal", "Search", "Reporting", "Token Management", "Fraud Tools", "Admin", and "Help". The "Reporting" tab is currently selected. The main content area below the menu is white. On the left side of this area is a light blue vertical sidebar. The main content area contains the heading "Select Company" in bold black text. Below this heading is the instruction "Please select a company." followed by a dropdown menu with a downward arrow. Below the dropdown menu is a blue button with the word "Submit" in white text.

# Virtual Terminal

## Transaction Entry

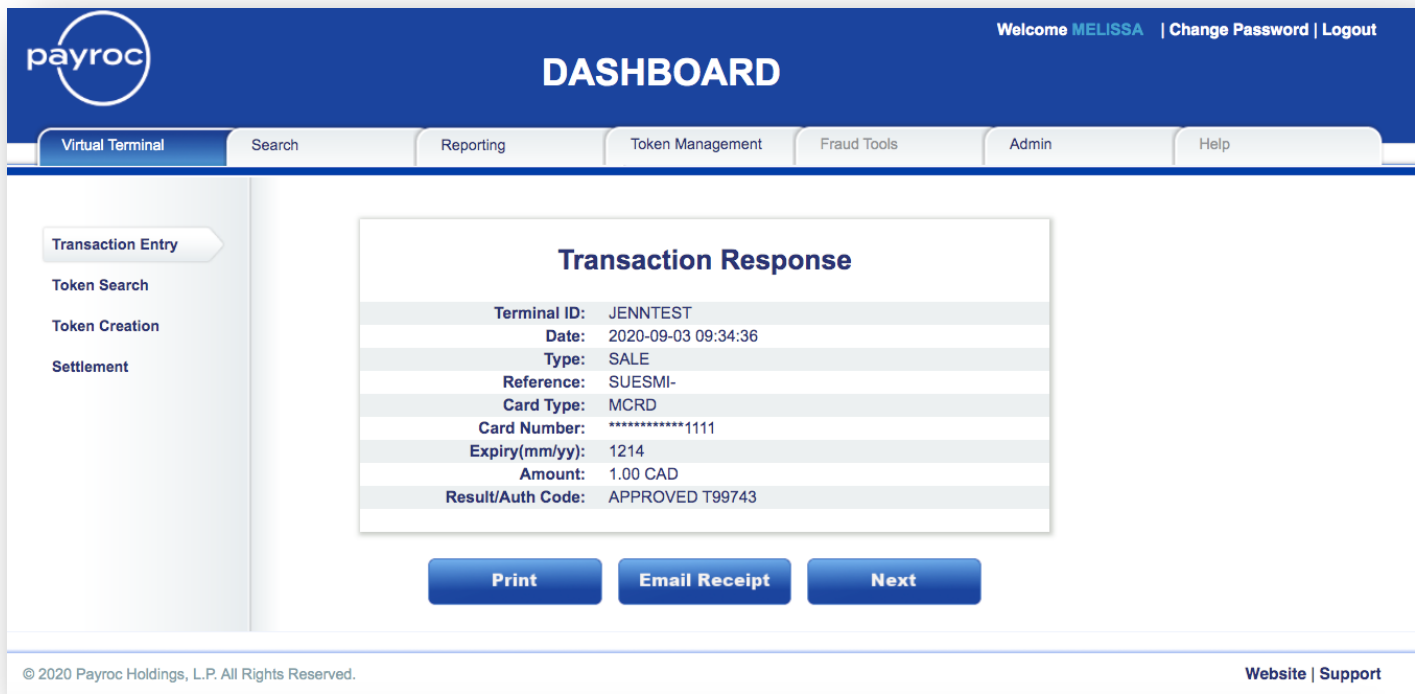
From the Virtual Terminal Menu, select the Transaction Entry tab to process a transaction using a card number or token. A Visa test card was used to key in the transaction in the screen shot below.

The screenshot shows the Payroc Virtual Terminal interface. At the top is a blue header with the Payroc logo on the left, the word "DASHBOARD" in the center, and user information "Welcome JASHAN | Change Password | Logout" on the right. Below the header is a navigation bar with tabs: "Virtual Terminal" (selected), "Search", "Reporting", "Token Management", "Fraud Tools", "Admin", and "Help". On the left side of the main content area is a sidebar menu with options: "Transaction Entry" (highlighted), "Token Search", "Token Creation", and "Settlement". The main content area is titled "Transaction Entry" and contains a form with the following fields: "Terminal ID" (dropdown menu showing "JENNTTEST - JENNTTEST TEST TERMINAL ID"), "Transaction Type" (dropdown menu showing "Sale"), "Token" (text input field with a "Search" button to its right), "Card Number" (text input field containing "4501111111111111"), "Expiry Date(mmyy)" (two text input fields containing "12" and "14"), "Security Code" (text input field with "Optional" text to its right), "Postal/Zip Code" (text input field with "Optional" text to its right), "Customer Number" (text input field), "Reference" (text input field containing "SUESM1-" with "Optional" text to its right), and "Amount" (text input field containing "1.00" followed by "CAD"). At the bottom of the form are two blue buttons: "Process" and "Cancel". The footer of the page contains the copyright notice "© 2021 Payroc Holdings, L.P. All Rights Reserved." on the left and "Website | Support" on the right.

- Notes:
1. Spaces are not allowed in any of the above fields.
  2. The "Reference" field can be customized to allow for different wording and/or multiple lines. In the above example, the Reference has been divided into two lines and is labelled as "Customer Number" and "Reference". An Admin user can adjust these fields to suit your needs (see page 68).

Transaction Response

Once you click on the “Process” button on the transaction entry screen, the results from your keyed transaction will be displayed.



Note: If two lines are entered for the Reference number, it will show here as one field, separated by dashes (-).

This receipt can be printed and/or emailed to your client. The “Next” button will take you back to the Transaction Entry screen for another transaction.

## Transaction Entry – Using Travel / Air Data

From the Virtual Terminal Menu, select the Transaction Entry tab to process a transaction using a card number or token and the associated Travel / Air Data. A Mastercard Commercial test card was used to key in the transaction in the screen shot below.

The screenshot shows the Payroc Dashboard with the 'Transaction Entry' tab selected. The form contains the following fields:

- Terminal ID: JENNTEST - JENNTEST TEST TERMINAL ID (dropdown)
- Transaction Type: Sale (dropdown)
- Token: (text input) Search
- Card Number: 5550000000000003 (text input)
- Expiry Date(mmyy): 12 (text input) 14 (text input)
- Security Code: (text input) Optional
- Postal/Zip Code: (text input) Optional
- Customer Number: SUESMI (text input)
- Comments: (text input) Optional
- Amount: 100.00 (text input) CAD

At the bottom of the form are two buttons: 'Process' and 'Cancel'.

Once you click on the “Process” button on the transaction entry screen, you will be prompted to enter more information about the transaction – the Airline Data.

Note: The required fields are marked with an asterisk (\*).

## Transaction Entry - Airline Data

### Tax Information

Merchant PST #	<input type="text"/>	PST/QST Rate (%) *	<input type="text" value="0.00"/>	PST/QST Amount *	<input type="text" value="0.00"/>
Merchant GST #	<input type="text"/>	GST/HST Rate (%) *	<input type="text" value="13.00"/>	GST/HST Amount *	<input type="text" value="5.21"/>
Customer GST #	<input type="text"/>	Customer PO	<input type="text"/>		

\* required fields

### Airline Information

Passenger Name *	<input type="text" value="SMITH/JANE"/>	PNR Locator	<input type="text" value="YYZ123"/>	Ticket Identifier	<input type="text" value="12345678901230"/>
Carrier Code	<input type="text" value="XYZZOLGA"/>	Carrier Name	<input type="text" value="12"/>	Departure Date	<input type="text" value="20160520"/>
Routing	<input checked="" type="checkbox"/> <input type="text" value="456"/>				
	<input type="checkbox"/> <input type="text"/>				

[Add another segment](#)

\* required fields



Once you click on the “Process” button the second time, the main (Level 1) results from your keyed transaction will be displayed.

## Transaction Response

<b>Terminal ID:</b>	DEMO0100
<b>Date:</b>	2016-05-10 15:32:30
<b>Type:</b>	SALE
<b>Reference:</b>	JANESMITH-451278
<b>Card Type:</b>	VISA
<b>Card Number:</b>	*****0008
<b>Expiry(mm/yy):</b>	0716
<b>Amount:</b>	52.31 CAD
<b>Result/Auth Code:</b>	APPROVED T77929

## Transaction Entry – Using Level 2/3 Enhanced Data

From the Virtual Terminal Menu, select the Transaction Entry tab to process a transaction using a card number or token and the associated Level 2/3 Enhanced Data. A Mastercard Commercial test card was used to key in the transaction in the screen shot below.

The screenshot shows the Payroc Dashboard with the 'Transaction Entry' tab selected. The form contains the following fields and values:

Field	Value	Notes
Terminal ID	JENNTTEST - JENNTTEST TEST TERMINAL ID	Dropdown menu
Transaction Type	Sale	Dropdown menu
Token		Searchable field
Card Number	5550000000000003	Card number input
Expiry Date(mm/yy)	12 / 14	Month and year input
Security Code		Optional field
Postal/Zip Code		Optional field
Customer Number	SUESMI	Customer identifier
Comments		Optional field
Amount	100.00 CAD	Transaction amount and currency

Buttons: **Process** and **Cancel**

Once you click on the “Process” button on the transaction entry screen, you will be prompted to enter more information about the transaction – the Level 2 Data fields.

Note: The fields marked with an asterisk (\*) are required input fields in order to qualify for the best possible interchange rates.

The screenshot shows the Payroc Dashboard with the 'Transaction Entry - MasterCard Level 2' form. The dashboard header includes the Payroc logo, the word 'DASHBOARD', and a user welcome message 'Welcome MELISSA' with links for 'Change Password' and 'Logout'. A navigation bar contains links for 'Virtual Terminal', 'Search', 'Reporting', 'Token Management', 'Fraud Tools', 'Admin', and 'Help'. The left sidebar has a 'Transaction Entry' menu with sub-items: 'Token Search', 'Token Creation', and 'Settlement'. The main form area is titled 'Transaction Entry - MasterCard Level 2' and contains the following fields:

Invoice #	12345		
Customer Name	<input type="text"/>	Customer PO *	12345
Customer GST #	<input type="text"/>	PST/QST Rate (%) *	10.00
Merchant PST #	<input type="text"/>	PST/QST Amount *	10.00
Merchant GST #	<input type="text"/>	GST/HST Rate (%) *	5.00
GST/HST Amount *	5.00	Shipping & Handling	<input type="text"/>
Order Discount	<input type="text"/>	Duty Amount	<input type="text"/>
Ship To Postal Code	<input type="text"/>	Ship To Province	<input type="text"/>
Line Item Count	<input type="text"/>	Supplementary Data	<input type="text"/>

At the bottom of the form are two buttons: 'Process' and 'Cancel'. A footnote states: '\* required inputs to qualify for best possible interchange rates'.

The footer of the page contains the copyright notice '© 2020 Payroc Holdings, L.P. All Rights Reserved.' and links for 'Website' and 'Support'.

Once you click on the “Process” button after the Level 2 screen, you will be prompted to enter the Level 3 Data fields.

Note: The fields marked with an asterisk (\*) here are also required input fields in order to qualify for the best possible interchange rates.

The screenshot displays the Payroc Dashboard interface. At the top, the Payroc logo is on the left, and the word "DASHBOARD" is centered. To the right of the logo, there is a user greeting "Welcome MELISSA" and links for "Change Password" and "Logout". Below the dashboard header is a navigation bar with tabs for "Virtual Terminal", "Search", "Reporting", "Token Management", "Fraud Tools", "Admin", and "Help". The "Virtual Terminal" tab is currently selected. On the left side of the main content area, there is a sidebar with a "Transaction Entry" button (highlighted with a right-pointing arrow) and three other links: "Token Search", "Token Creation", and "Settlement". The main content area is titled "Transaction Entry - MasterCard Level 3". Under this title, it says "Line Item #1". There are two columns of input fields. The left column contains: "Invoice #" (empty), "Commodity Code" (empty), "Description \*" (filled with "GOODS"), "Unit Cost \*" (filled with "85.00"), "PST/QST Rate" (empty), "GST/HST Rate" (empty), and "Line Item Amount \*" (filled with "85.00"). The right column contains: "SKU \*" (filled with "12345"), "Quantity \*" (filled with "1.00"), "Unit of Measure \*" (filled with "1"), "Discount" (empty), "PST/QST Amount" (empty), and "GST/HST Amount" (empty). Below these fields is a link that says "Add another line item". At the bottom of the form are two blue buttons: "Process" and "Cancel". A small footnote at the bottom left of the form area states: "\* required inputs to qualify for best possible interchange rates".

payroc

Welcome MELISSA | Change Password | Logout

DASHBOARD

Virtual Terminal Search Reporting Token Management Fraud Tools Admin Help

Transaction Entry

Token Search

Token Creation

Settlement

Transaction Entry - MasterCard Level 3

Line Item #1

Invoice #

SKU \*

Commodity Code

Quantity \*

Description \*

Unit of Measure \*

Unit Cost \*

Discount

PST/QST Rate

PST/QST Amount

GST/HST Rate

GST/HST Amount

Line Item Amount \*

Add another line item

Process Cancel

\* required inputs to qualify for best possible interchange rates

Once you click on the “Process” button the third time, the Level 1 results from your keyed transaction will be displayed.

payroc

WELCOME MELISSA | Change Password | Logout

DASHBOARD

Virtual Terminal | Search | Reporting | Token Management | Fraud Tools | Admin | Help

Transaction Entry

Token Search

Token Creation

Settlement

Transaction Response

Terminal ID:	JENNTTEST
Date:	2020-09-03 09:44:53
Type:	SALE
Reference:	SUESMI-
Card Type:	MCRD
Card Number:	*****0003
Expiry(mm/yy):	1214
Amount:	100.00 CAD
Result/Auth Code:	APPROVED T00074

Print

Email Receipt

Next

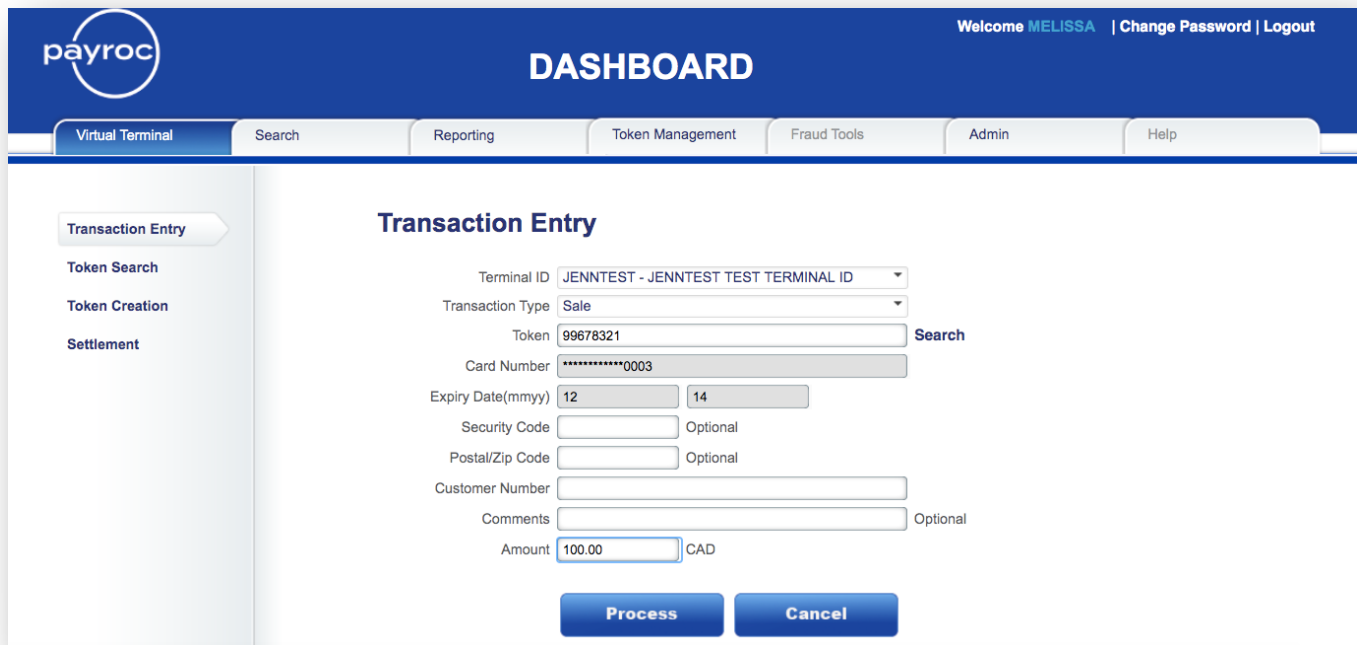
© 2020 Payroc Holdings, L.P. All Rights Reserved.

Website | Support

## Transaction Entry - Using Token

In the screen below, the user is keying the transaction using a token instead of the card number. Tokenization is the process of exchanging credit card account data for a token which “stands in” for the credit card data, for subsequent transactions sent to Payroc.

Once a token is keyed the card number and expiry date fields are pre-populated with the last 4 digits of the card number and expiry date associated with the token.



The screenshot shows the Payroc Dashboard with the 'Transaction Entry' form. The dashboard header includes the Payroc logo, the word 'DASHBOARD', and a user greeting 'Welcome MELISSA' with links for 'Change Password' and 'Logout'. A navigation bar contains tabs for 'Virtual Terminal', 'Search', 'Reporting', 'Token Management', 'Fraud Tools', 'Admin', and 'Help'. The left sidebar lists 'Transaction Entry' (selected), 'Token Search', 'Token Creation', and 'Settlement'. The main form area is titled 'Transaction Entry' and contains the following fields:

- Terminal ID: JENNTTEST - JENNTTEST TEST TERMINAL ID (dropdown)
- Transaction Type: Sale (dropdown)
- Token: 99678321 (text input) with a 'Search' button
- Card Number: \*\*\*\*\*0003 (text input, pre-populated)
- Expiry Date(mmyy): 12 (text input) and 14 (text input)
- Security Code: (text input) with 'Optional' label
- Postal/Zip Code: (text input) with 'Optional' label
- Customer Number: (text input)
- Comments: (text input) with 'Optional' label
- Amount: 100.00 (text input) with 'CAD' label

At the bottom of the form are two buttons: 'Process' and 'Cancel'.

The main benefit of tokenization is no longer storing your own credit card data; you store a token instead. The data is stored in Payroc’s secure credit card vault, which is an encrypted, protected database designed to be PCI compliant.

## Transaction Response Email Option

The following screen will be displayed by clicking on the “Email Receipt” button from the Transaction Response screen. Enter the recipient’s email address in the TO & CC fields below.

Transaction Entry

Token Search

Token Creation

Settlement



Merchant Information	
Merchant Name:	PAYROC
Address:	610 CHARTWELL RD SUITE 101 OAKVILLE, ON L6J 4A5
Telephone:	1-855-812-5191
Payment Information	
Date:	2021-09-01 10:30:41
Terminal ID:	JENNTTEST
Type:	SALE
Reference Number:	TEST-SUESMI-
Card Type:	VISA
Card Number:	*****1119
Amount:	1.00 CAD
Result:	APPROVED T88376

I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT

x  
Signature

Email Addresses:

TO: CANADA-SUPPORT@PAYROC.COM

CC:

Multiple email addresses need to be separated by commas.

Send

Back

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Website | Support

Note: Multiple email addresses need to be separated by commas

## Sample Receipt



**caledon**  
P A Y M E N T S   R E F I N E D

### Merchant Information

**Merchant Name:** PAYROC  
**Address:** 610 CHARTWELL RD SUITE 101  
OAKVILLE, ON L6J 4A5  
**Telephone:** 1-855-812-5191

### Payment Information

**Date:** 2021-09-01 10:30:41  
**Terminal ID:** JENNTST  
**Type:** SALE  
**Reference Number:** TEST-SUESMI-  
**Card Type:** VISA  
**Card Number:** \*\*\*\*\*1119  
**Amount:** 1.00 CAD  
**Result:** APPROVED T88376

I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT

X

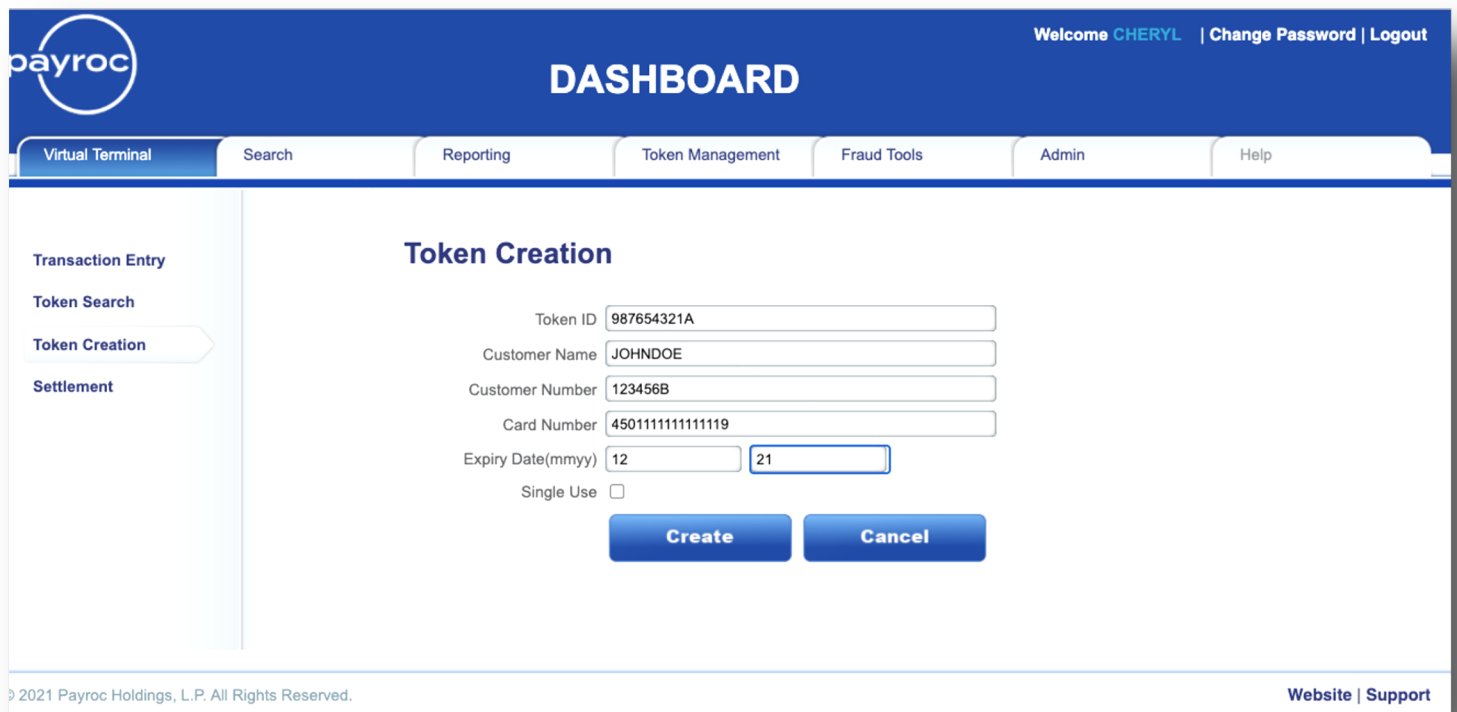
Signature



## Token Creation

A Token must be created before it can be used in subsequent transactions. Using Dashboard is one of the ways they can be created at Payroc. All fields shown below are required in order to successfully create a token.

Tokens can be created in the same manner either through the Virtual Terminal tab (shown here) or through the Token Management tab (shown on page 56).



The screenshot displays the Payroc Dashboard interface. At the top, a blue header bar contains the Payroc logo on the left, the word "DASHBOARD" in the center, and user information "Welcome CHERYL" with links for "Change Password" and "Logout" on the right. Below the header is a navigation bar with tabs: "Virtual Terminal" (selected), "Search", "Reporting", "Token Management", "Fraud Tools", "Admin", and "Help". On the left side of the dashboard, there is a sidebar menu with options: "Transaction Entry", "Token Search", "Token Creation" (highlighted with a right-pointing arrow), and "Settlement". The main content area is titled "Token Creation" and contains a form with the following fields: "Token ID" (pre-filled with "987654321A"), "Customer Name" (pre-filled with "JOHNDOE"), "Customer Number" (pre-filled with "123456B"), "Card Number" (pre-filled with "450111111111119"), and "Expiry Date(mmyy)" (split into two boxes, the first containing "12" and the second containing "21"). Below these fields is a "Single Use" checkbox, which is currently unchecked. At the bottom of the form are two blue buttons: "Create" and "Cancel". The footer of the page includes the text "© 2021 Payroc Holdings, L.P. All Rights Reserved." on the left and "Website | Support" on the right.

Note: The Token ID can not be changed after being added. As it is an alpha-numeric field, we recommend making it represent your client's name and /or an account number.

Please do not use any spaces in the fields above.

## Token Creation Confirmation

The following screen will be displayed if your token was created successfully.

The screenshot displays the Payroc Dashboard interface. At the top, the Payroc logo is on the left, and the word "DASHBOARD" is centered. To the right of the dashboard title, there is a user greeting "Welcome CHERYL" followed by links for "Change Password" and "Logout". Below the header is a navigation bar with tabs: "Virtual Terminal" (selected), "Search", "Reporting", "Token Management", "Fraud Tools", "Admin", and "Help". On the left side of the dashboard, there is a sidebar menu with options: "Transaction Entry", "Token Search", "Token Creation" (highlighted with a right-pointing arrow), and "Settlement". The main content area features a "Token Creation Confirmation" box. This box contains a table with the following details:

Terminal ID:	DEMO0101
Token ID:	987654321A
Customer Name:	JOHNDOE
Customer Number:	123456B
Card Type:	VISA
Card Number:	*****1119
Expiry Date (MMYY):	1221
Successfully created the token	

Below the confirmation box are three blue buttons: "Print", "Transaction", and "Schedule". At the bottom of the page, the footer contains the text "© 2021 Payroc Holdings, L.P. All Rights Reserved." on the left and "Website | Support" on the right.

## Payment Schedule

Once a Token has been added, a Payment Schedule can be setup also; to automatically charge the Token when required. To setup a payment schedule, click on the Schedule button from the Token Creation Confirmation screen.

The screenshot shows the Payroc Dashboard with the 'Token Management' tab selected. On the left sidebar, 'Token Creation' and 'Token Search' are listed. The main content area is titled 'Schedule Creation' and contains the following fields:

- Token ID: 987654321
- Terminal ID: JENNTEST
- Schedule Reference: Y-JANEDOE
- Schedule Type: [Dropdown menu]
- Schedule Frequency: 1 [Dropdown menu]
- Start Date: [Text input field]
- Number of Payments: [Text input field]
- Amount: [Text input field]

At the bottom of the form are two buttons: 'Submit' and 'Cancel'. The footer of the dashboard includes the copyright notice '© 2020 Payroc Holdings, L.P. All Rights Reserved.' and links for 'Website | Support'.

### Scheduling options

Schedule Type: Weekly, Monthly

Schedule Frequency: Default is set to 1, which means the frequency will occur once a week or once a month depending on the Schedule Type you selected.

Examples:

- To set a schedule for every other month, select Schedule Type Monthly and Schedule Frequency to 2
- To set a schedule for annually, select Schedule Type Monthly and Schedule Frequency to 12

Start Date: Select the date when the first payment should be processed (starting the next calendar day after the day of entering the schedule).

Number of Payments: Enter the number of payments you wish to process for this schedule. For example, to process Monthly payments for 2 years enter Type = Monthly, Frequency = 1 and Payments = 24.

Amount: Enter the amount that is to be automatically charged to the card each time.

## Token Search

Clicking on the word “Search” next to the token field on the transaction entry screen will take you to the Token Search Screen. Any one of the fields below can be used to search for the token.

Tokens can be searched through the Virtual Terminal tab (shown here) or through the Token Management tab (shown on page 58).

The screenshot shows the Payroc Dashboard with the 'Virtual Terminal' tab selected. The 'Token Search' section is active, displaying three input fields: 'Token ID' (containing '98765\*'), 'Customer Name', and 'Customer Number'. Below these fields are 'Search' and 'Cancel' buttons. The dashboard header includes the Payroc logo, the word 'DASHBOARD', and user information 'Welcome CHERYL | Change Password | Logout'. The left sidebar lists 'Transaction Entry' with sub-items 'Token Search', 'Token Creation', and 'Settlement'. The footer contains copyright information and links to 'Website' and 'Support'.

payroc

Welcome CHERYL | Change Password | Logout

DASHBOARD

Virtual Terminal Search Reporting Token Management Fraud Tools Admin Help

Transaction Entry

Token Search

Token Creation

Settlement

Token Search

Token ID 98765\*

Customer Name

Customer Number

Search Cancel

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Note: Token ID represents the customer’s account number. If only the partial Token ID is known, you can enter the first few characters followed by an asterisk (\*) for a wild-card search.

Please do not use any spaces in the fields above.

## Token Search Results

The screen below will be displayed if the token was found using your search criteria. If multiple lines are found in your search, put your cursor on the line with the Token ID that you are looking for.

To modify the Token ID, click on the “Update” button.

To process a transaction using the Token ID, click on the “Transaction” button.

To update or add the data on future payments for this token, click on the “Schedule” button (also see page 23).

If you did not receive any results, click on the “New Search” button and modify your search criteria.

The screenshot displays the Payroc Dashboard with the 'Token Management' tab selected. The 'Token Search Results' section shows a table of tokens with columns: TOKEN ID, CUSTOMER NAME, CUSTOMER NUMBER, CARD TYPE, CARD NUMBER, EXPIRY, STATUS, Schedule, and Single. The table contains 8 rows of data. Below the table are four buttons: 'New Search', 'Update', 'Transaction', and 'Schedule'. The dashboard header includes the Payroc logo, the word 'DASHBOARD', and user information 'Welcome CHERYL | Change Password | Logout'. The left sidebar has 'Token Creation' and 'Token Search' (highlighted). The footer contains '© 2021 Payroc Holdings, L.P. All Rights Reserved.' and 'Website | Support'.

TOKEN ID	CUSTOMER NAME	CUSTOMER NUMBER	CARD TYPE	CARD NUMBER	EXPIRY	STATUS	Schedule	Single
98765	SMITH	123456	MCRD	*****0003	1217	Active	No	No
9876543			VISA	*****0008	1215	Active	No	No
987654321	JOHNSMITH	147852369	VISA	*****0009	1215	Active	No	No
987654321A	JOHNDOE	123456B	VISA	*****1119	1221	Active	No	No
987654322	JANESMITH	2	VISA	*****0008	0716	Active	No	No
987654323	WILLWALTHER	3	MCRD	*****1116	0716	Active	No	No

## Token Update

The following screen will be displayed if you clicked on the “Update” button.

From this screen you have the option to change any of the information below except for the Token ID. Once you have completed your changes click on the “Update” button.

The screenshot shows the Payroc Dashboard with the 'Token Management' tab selected. The 'Token Update' form is displayed, allowing users to modify token details. The form includes fields for Token ID (read-only), Auth On File, Customer Id, Card Number, Expiry Date, Status, and Usage. A blue 'Update' button is at the bottom of the form.

**payroc** **DASHBOARD** Welcome **MELISSA** | [Change Password](#) | [Logout](#)

[Virtual Terminal](#) [Search](#) [Reporting](#) **[Token Management](#)** [Fraud Tools](#) [Admin](#) [Help](#)

**Token Update**

Token ID **987654321**

Auth On File

Customer Id

Card Number

Expiry Date(mmyy)

Status

Usage ☒ Single Use ☐ Multiple Use

**Update**

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## Token Update with Payment Schedule

The following screen will be displayed if you clicked on the “Schedule” button.

From this screen you have the option to change any of the information below except for the Token ID. Once you have completed your changes click on the “Submit” button.

The screenshot shows the Payroc Dashboard with the 'Token Management' tab selected. The main content area is titled 'Schedule Creation'. It displays the following information and input fields:

- Token ID: 987654321
- Terminal ID: JENNTTEST
- Schedule Reference: Y-JANEDOE
- Schedule Type: [Dropdown menu]
- Schedule Frequency: 1 [Dropdown menu]
- Start Date: [Text input field]
- Number of Payments: [Text input field]
- Amount: [Text input field]

At the bottom of the form are two buttons: 'Submit' and 'Cancel'.

The footer of the dashboard includes the copyright notice: © 2020 Payroc Holdings, L.P. All Rights Reserved. and links for Website and Support.

## Token Update Confirmation

The following screen will be displayed if your payment schedule was added/updated successfully.

The screenshot displays the Payroc Dashboard interface. At the top, the Payroc logo is on the left, and the word "DASHBOARD" is centered. To the right of the dashboard title, there is a user greeting "Welcome MELISSA" followed by links for "Change Password" and "Logout". Below this is a horizontal navigation bar with tabs for "Virtual Terminal", "Search", "Reporting", "Token Management" (which is highlighted), "Fraud Tools", "Admin", and "Help". On the left side of the dashboard, there is a sidebar with two options: "Token Creation" and "Token Search". The main content area is titled "Payment Schedule Response" and contains a table with the following details:

Terminal ID:	JENNTTEST
Token ID:	987654321
Token Reference:	Y-JANEDOE
Schedule Type	Monthly
Schedule Frequency	1
Start Date	2020-09-30
Number of Payments	1
Amount	30.00
Successfully added	

Below the table, there is a blue button labeled "Done". At the bottom of the dashboard, there is a footer with the copyright notice "© 2020 Payroc Holdings, L.P. All Rights Reserved." on the left and links for "Website" and "Support" on the right.



## Search

### Transaction Search

To search for a specific transaction or multiple transactions go to the Transaction Search tab from the Search Menu. Key in any information that you have about the transaction and click on the “Search” button. You can enter data in many of the fields, or simply enter a date range.

This Search functionality will allow you to search for all attempted transactions, for all of Payroc processing methods, over the past two years.

### Transaction Search

Terminal ID(s)	<input type="text"/>		
Start Date	<input type="text"/>	End Date	<input type="text"/>
Status	<input type="checkbox"/> Approved <input type="checkbox"/> Declined <input type="checkbox"/> Rejected		
Payment Type	<input type="checkbox"/> Recurring <input type="checkbox"/> One-Time		
Card Type	<input type="checkbox"/> VISA <input type="checkbox"/> MCRD <input type="checkbox"/> AMEX <input type="checkbox"/> JCB <input type="checkbox"/> DISC		
	<input type="checkbox"/> OTHER <input type="checkbox"/> UNKNOWN		
Card Number	<input type="text"/>		
Token ID	<input type="text"/>		
Transaction Type	<input type="text"/>		
Reference Number	<input type="text"/>		
Amount	<input type="text"/>		
Return Code	<input type="text"/>		
Authorization Code	<input type="text"/>		
Batch ID	<input type="text"/>		

Search

Cancel

## Transaction Search Results

The following screen will be displayed with your transaction search results. From this screen you have the option to download your search results into a csv file by clicking on the “Download CSV” button.

Search

Transaction Search

Token Search

Transaction Search Results

Page 1

Terminal ID	Date	Type	Reference	Card Number	Expiry	Amount	Result/Auth Code
JENNTTEST	2020-09-03 09:50:06-04	Sale	SUESMI-	MCRD ***** 0003 1412		100.00	Approved T00249
JENNTTEST	2020-09-03 09:44:53-04	Sale	SUESMI-	MCRD ***** 0003 1412		100.00	Approved T00074
JENNTTEST	2020-09-03 09:34:36-04	Sale	SUESMI-	MCRD ***** 1111 1412		1.00	Approved T99743
JENNTTEST	2020-09-03 09:30:42-04	Sale	SUESMI-	VISA ***** 1119 2107		1.00	Rejected 1207
JENNTTEST	2020-08-24 16:25:48-04	Preauth	1234	MCRD ***** 2913 2008		999999999.99	Rejected 1000
JENNTTEST	2020-08-24 16:25:42-04	Preauth	1234	MCRD ***** 2913 2008		999999999.99	Approved T24861
JENNTTEST	2020-08-24 16:25:16-04	Preauth	1234	MCRD ***** 2913 2008		999999999.99	Approved T24846
JENNTTEST	2020-08-24 16:25:03-04	Preauth	1234	MCRD ***** 2913 2312		999999999.99	Rejected 0052
JENNTTEST	2020-08-14 16:02:16-04	Sale	BOND07-	VISA ***** 1119 1909		0.00	Rejected 1000
JENNTTEST	2020-08-14 14:42:14-04	Sale	BOND07-	VISA ***** 1119 2109		3.00	Rejected 1243
JENNTTEST	2020-08-14 14:40:34-04	Auth Reversal	BOND07-	UNKN ***** 1909		0.00	Rejected 1031
JENNTTEST	2020-08-14 14:40:25-04	Auth Reversal	BOND07-	VISA ***** 1119 1909		0.00	Approved T36658
JENNTTEST	2020-08-14 14:27:26-04	Void	BOND07-	VISA ***** 1119 1909		7.00	Approved
JENNTTEST	2020-08-14 14:25:36-04	Completion	BOND07-	VISA ***** 1119 1909		7.00	Approved T36098
JENNTTEST	2020-08-14 14:25:02-04	Preauth	BOND07-	VISA ***** 1119 1909		0.07	Approved T36658
JENNTTEST	2020-08-14 14:24:43-04	Sale	BOND07-	VISA ***** 1119 1909		7.00	Approved T36647
JENNTTEST	2020-08-14 14:12:53-04	Void	BOND07-	VISA ***** 1119 1909		12.00	Approved
JENNTTEST	2020-08-14 14:10:53-04	Completion	BOND07-	VISA ***** 1119 1909		58.00	Approved T36098
JENNTTEST	2020-08-14 14:10:23-04	Preauth	BOND07-	VISA ***** 1119 1909		77.00	Approved T36098
JENNTTEST	2020-08-14 14:09:46-04	Sale	BOND07-	VISA ***** 1119 1909		12.00	Approved T36060

Back


Download CSV

## Search Results CSV file Example

TerminalID	Date	Type	Ref	CardType	CardMask	Expiry	Amount	Result	
DEMO0101	01/05/2016 8:00	Sale	98574741	VISA	8	1512	102.35	Approved T21305	
DEMO0101	01/05/2016 8:00	Sale	DEMOTEST8	DISC	1111	1610	987.63	Rejected 1020	
DEMO0101	01/05/2016 8:00	Completion	DEMOTEST6	AMEX	6	1611	9.03	Rejected 1007	
DEMO0101	01/05/2016 8:00	Completion	DEMOTEST6	AMEX	6	1611	9.03	Approved T21291	
DEMO0101	01/05/2016 8:00	Sale	DEMOTEST5	VISA	8	1511	987.33	Approved T21282	
DEMO0101	01/05/2016 8:00	Sale	DEMOTEST4	MCRD	3	1511	123.11	Approved T21276	
DEMO0101	01/05/2016 8:00	Completion	DEMOTEST3	MCRD	1111	1412	987.34	Approved T21270	
DEMO0101	01/05/2016 8:00	Sale	DEMOTEST1	VISA	8	1512	576.88	Approved T21264	

## Transaction Detail

If you want more information on a particular transaction, click on the link in the Reference Number column from the Transaction Search Results screen. The screenshot below shows an example of the transaction details.



**DASHBOARD**

Welcome **MELISSA** | [Change Password](#) | [Logout](#)

Virtual Terminal

**Search**

Reporting

Token Management

Fraud Tools

Admin

Help

**Search**

Transaction Search

Token Search

### Transaction Detail

#### Financial/Level 2 Data

Terminal ID:	JENNTST	Custom DBA:		PST/QST Rate:	0.00%
Reference #:	SUESMI-	POS Input:		PST/QST Amount:	10.00
Date & Time:	2020-09-03 09:50:06-04	Source:	LTV1	GST/HST Rate:	5.00%
Card Number:	MCRD *****0003	Batch ID:	0	GST/HST Amount:	5.00
Expiry Date (MMYY):	1214	Customer Name:		Shipping & Handling:	
Token ID:	99678321	Ship To Postal:		Order Discount:	
Amount:	100.00	Merchant GST/HST #:		Customer PO:	
Auth #:	T00249	Merchant PST/QST #:		Supplementary Data:	
Return Text:	T00249 \$100.00 201SP9J	Customer GST/HST #:			
Processed By:	MELISSA BERRY				

#### Level 3 Data

#	Invoice Ref #	SKU	Description	Commodity Code	Unit of Measure	Unit Cost	Quantity	Discount	PST/QST Status	PST/QST Amount	GST/HST Status	GST/HST Amount	Line Item Total
1		12345	GOODS		1	85.00	1.00						85.00

#	City Tax Rate	City Tax Amount	County Tax Rate	County Tax Amount	State Tax Rate	State Tax Amount	Manufacturer SKU	Customer SKU	Customer PO	Supplementary Data	GL Account #	Division #	PO Line #
1													

Back

## Transaction Search Results – Void/Return

If multiple lines are found in your Transaction Search Results screen, put your cursor on the line with the transaction that you are looking for. Options to Email Receipt and Void/Return the transaction are now available.

It is recommended that Voids and Returns are processed from this search screen; this will help to ensure the proper card will be adjusted.

From the Transaction Search Results screen select the transaction that you wish to Void/Return.

**Search**  
[Transaction Search](#)  
[Token Search](#)

### Transaction Search Results

Page 1

Terminal ID	Date	Type	Reference	Card Number	Expiry	Amount	Result/Auth Code
JENNTEST	2020-09-03 09:50:06-04	Sale	SUESMI-	MCRD ***** 0003 1412		100.00	Approved T00249
JENNTEST	2020-09-03 09:44:53-04	Sale	SUESMI-	MCRD ***** 0003 1412		100.00	Approved T00074
JENNTEST	2020-09-03 09:34:36-04	Sale	SUESMI-	MCRD ***** 1111 1412		1.00	Approved T99743
JENNTEST	2020-09-03 09:30:42-04	Sale	SUESMI-	VISA ***** 1119 2107		1.00	Rejected 1207
JENNTEST	2020-08-24 16:25:48-04	Preauth	1234	MCRD ***** 2913 2008		999999999.99	Rejected 1000
JENNTEST	2020-08-24 16:25:42-04	Preauth	1234	MCRD ***** 2913 2008		999999999.99	Approved T24861
JENNTEST	2020-08-24 16:25:16-04	Preauth	1234	MCRD ***** 2913 2008		9999999.99	Approved T24846
JENNTEST	2020-08-24 16:25:03-04	Preauth	1234	MCRD ***** 2913 2312		999999999.99	Rejected 0052
JENNTEST	2020-08-14 16:02:16-04	Sale	BOND07-	VISA ***** 1119 1909		0.00	Rejected 1000
JENNTEST	2020-08-14 14:42:14-04	Sale	BOND07-	VISA ***** 1119 2109		3.00	Rejected 1243
JENNTEST	2020-08-14 14:40:34-04	Auth Reversal	BOND07-	UNKN ***** 1909		0.00	Rejected 1031
JENNTEST	2020-08-14 14:40:25-04	Auth Reversal	BOND07-	VISA ***** 1119 1909		0.00	Approved T36658
JENNTEST	2020-08-14 14:27:26-04	Void	BOND07-	VISA ***** 1119 1909		7.00	Approved
JENNTEST	2020-08-14 14:25:36-04	Completion	BOND07-	VISA ***** 1119 1909		7.00	Approved T36098
JENNTEST	2020-08-14 14:25:02-04	Preauth	BOND07-	VISA ***** 1119 1909		0.07	Approved T36658
JENNTEST	2020-08-14 14:24:43-04	Sale	BOND07-	VISA ***** 1119 1909		7.00	Approved T36647
JENNTEST	2020-08-14 14:12:53-04	Void	BOND07-	VISA ***** 1119 1909		12.00	Approved
JENNTEST	2020-08-14 14:10:53-04	Completion	BOND07-	VISA ***** 1119 1909		58.00	Approved T36098
JENNTEST	2020-08-14 14:10:23-04	Preauth	BOND07-	VISA ***** 1119 1909		77.00	Approved T36098
JENNTEST	2020-08-14 14:09:46-04	Sale	BOND07-	VISA ***** 1119 1909		12.00	Approved T36060

[Back](#)[Download CSV](#)[Email Receipt](#)[Void](#)

## Void/Return

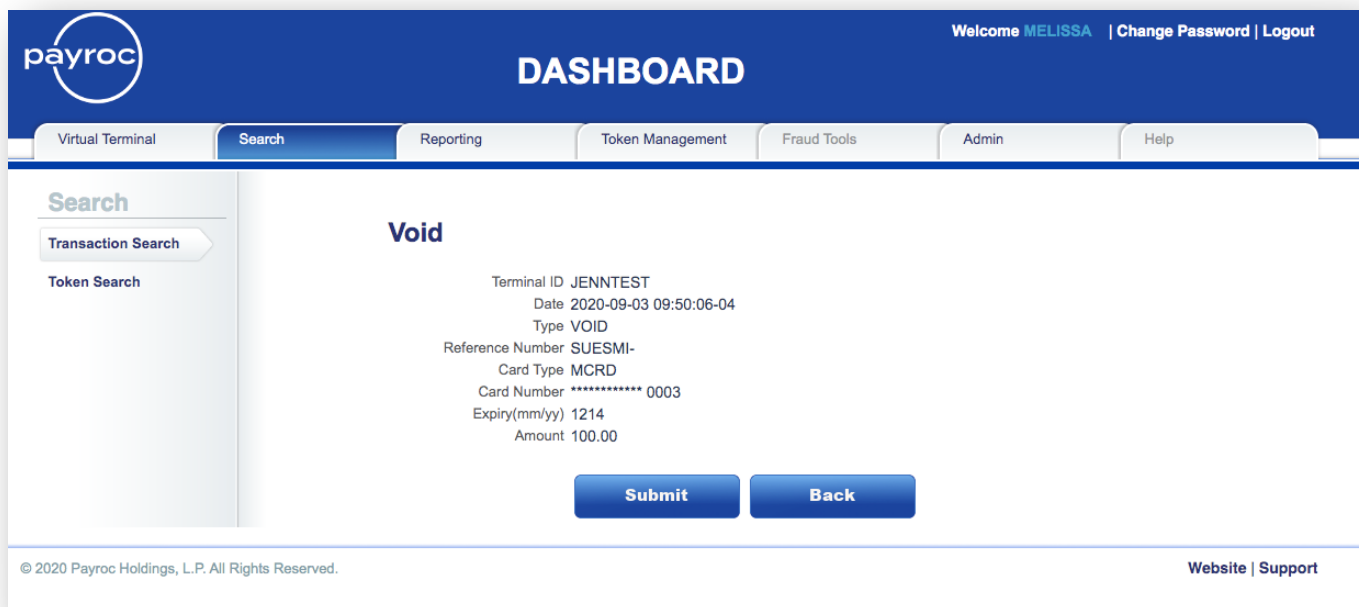
Once you have selected the transaction that you wish to Void or Return click on the “Void / Return” button and the following screen will appear.

If the transaction has *not* been settled, then the “Void” button will display.

If the transaction has been settled, then the “Return” button will display.

If the original Sale or Completion was not approved, Payroc will not allow a Return to be processed. A Return can also not be processed for an amount higher than the original Sale.

Click on the “Submit” button to process the Void or Return.



The screenshot shows the Payroc Dashboard with a blue header. The header includes the Payroc logo, the word "DASHBOARD", and user information: "Welcome MELISSA | Change Password | Logout". Below the header is a navigation bar with tabs: "Virtual Terminal", "Search", "Reporting", "Token Management", "Fraud Tools", "Admin", and "Help". The "Search" tab is active. On the left side, there is a "Search" sidebar with "Transaction Search" and "Token Search" options. The main content area is titled "Void" and displays transaction details: Terminal ID JENNTTEST, Date 2020-09-03 09:50:06-04, Type VOID, Reference Number SUESMI-, Card Type MCRD, Card Number \*\*\*\*\* 0003, Expiry(mm/yy) 1214, and Amount 100.00. At the bottom of the main content area are two buttons: "Submit" and "Back". The footer contains the copyright notice "© 2020 Payroc Holdings, L.P. All Rights Reserved." and links for "Website | Support".

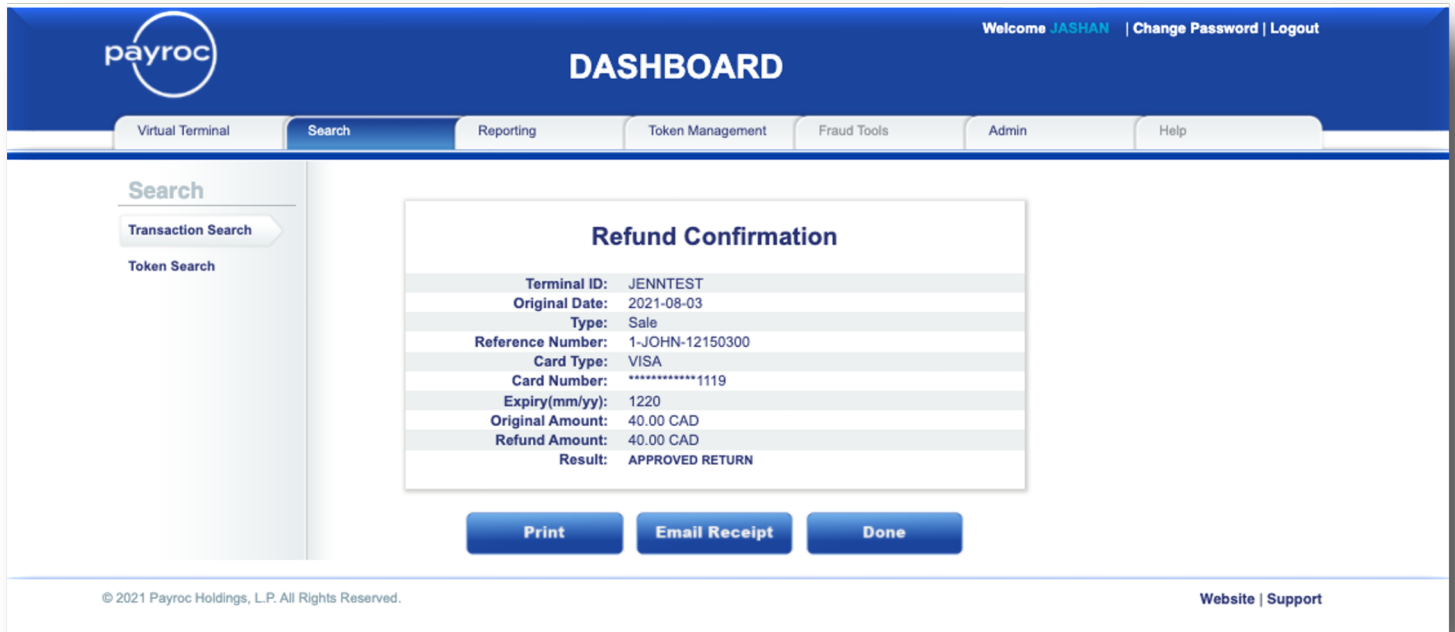
Transaction Details	
Terminal ID	JENNTTEST
Date	2020-09-03 09:50:06-04
Type	VOID
Reference Number	SUESMI-
Card Type	MCRD
Card Number	***** 0003
Expiry(mm/yy)	1214
Amount	100.00

## Void/Return Confirmation

The following screen will be displayed providing you with the results of the Void or Return.

If the original Sale or Completion was processed using a Token, the Return's response will display an "Approved" or "Declined" message.

### Return Confirmation When a Token was Used:



The screenshot displays the Payroc Dashboard interface. At the top, the Payroc logo is on the left, and the word "DASHBOARD" is centered. To the right of the dashboard title, there is a user greeting "Welcome JASHAN" followed by links for "Change Password" and "Logout". Below the dashboard title is a horizontal menu with tabs: "Virtual Terminal", "Search" (which is active), "Reporting", "Token Management", "Fraud Tools", "Admin", and "Help".

On the left side of the dashboard, there is a "Search" sidebar with two options: "Transaction Search" (highlighted with a right-pointing arrow) and "Token Search".

The main content area displays a "Refund Confirmation" window. This window contains a table with the following details:

Terminal ID:	JENNTEST
Original Date:	2021-08-03
Type:	Sale
Reference Number:	1-JOHN-12150300
Card Type:	VISA
Card Number:	*****1119
Expiry(mm/yy):	1220
Original Amount:	40.00 CAD
Refund Amount:	40.00 CAD
Result:	APPROVED RETURN

Below the table, there are three blue buttons: "Print", "Email Receipt", and "Done".

At the bottom of the dashboard, there is a footer with the copyright notice "© 2021 Payroc Holdings, L.P. All Rights Reserved." on the left and links for "Website" and "Support" on the right.

If the original Sale or Completion was processed without the use of a Token, the Return's response will initially display as "Pending".

Return Confirmation Without a Token:

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WELCOME JASHAN | Change Password | Logout

DASHBOARD

Virtual Terminal

Search

Reporting

Token Management

Fraud Tools

Admin

Help

Search

Transaction Search

Token Search

Refund Confirmation

Terminal ID:	JENNTST
Original Date:	2021-08-12
Type:	Sale
Reference Number:	JOHNSM-
Card Type:	VISA
Card Number:	*****1119
Expiry(mm/yy):	1212
Original Amount:	20.00 CAD
Refund Amount:	20.00 CAD
Result:	PENDING

Print

Email Receipt

Done

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Website | Support

To view the status of the Return, search for the transaction under Transaction Search.

The status of the Return transaction will then update in the Dashboard Search function to indicate an "Approved" or "Declined" message (the status will change from "Pending" to "Approved or Declined").

The screenshot displays the Payroc Dashboard interface. At the top, a blue header bar contains the Payroc logo on the left, the word "DASHBOARD" in the center, and user information "Welcome JASHAN | Change Password | Logout" on the right. Below the header is a navigation bar with tabs for "Virtual Terminal", "Search", "Reporting", "Token Management", "Fraud Tools", "Admin", and "Help". The "Search" tab is currently selected. On the left side of the dashboard, there is a "Search" section with two options: "Transaction Search" (which is highlighted with a right-pointing arrow) and "Token Search". The main content area is titled "Transaction Search Results" and shows a table of transaction data. The table has columns for Terminal ID, Date, Type, Reference, Card Number, Expiry, Amount, and Result/Auth Code. Two transactions are listed, both with a "Result/Auth Code" of "Approved". The word "Approved" in the first row is circled in yellow. Below the table is a "Download CSV" button. At the bottom of the dashboard, there is a footer with the copyright notice "© 2021 Payroc Holdings, L.P. All Rights Reserved." on the left and "Website | Support" on the right.

Terminal ID	Date	Type	Reference	Card Number	Expiry	Amount	Result/Auth Code
JENNTTEST	2021-08-24 10:24:43-04	Return	JOHNSM-	VISA ***** 1119	1212	20.00	Approved
JENNTTEST	2021-08-24 10:23:23-04	Return	JOHNSM-	VISA ***** 1119	1212	20.00	Approved



## Token Search

Click on the Token Search tab from the Token Management Menu to search for a token (see also page 24 for the same search which can be processed under the Virtual Terminal tab). Any one of the fields below can be used to search for the token.

The screenshot displays the Payroc Dashboard with a blue header. The header includes the Payroc logo on the left, the word "DASHBOARD" in the center, and a user greeting "Welcome JASHAN" with links for "Change Password" and "Logout" on the right. Below the header is a navigation bar with tabs: "Virtual Terminal", "Search" (which is highlighted), "Reporting", "Token Management", "Fraud Tools", "Admin", and "Help". On the left side of the dashboard, there is a "Search" sidebar with two options: "Transaction Search" and "Token Search" (which is selected and highlighted with a right-pointing arrow). The main content area is titled "Token Search" and contains four input fields: "Token Group" (a dropdown menu), "Token ID", "Customer Name", and "Customer Id". Below these fields are two blue buttons: "Search" and "Cancel". At the bottom of the dashboard, there is a footer with the copyright notice "© 2021 Payroc Holdings, L.P. All Rights Reserved." on the left and links for "Website" and "Support" on the right.

payroc

Welcome JASHAN | Change Password | Logout

DASHBOARD

Virtual Terminal Search Reporting Token Management Fraud Tools Admin Help

Search

Transaction Search

Token Search

Token Search

Token Group

Token ID

Customer Name

Customer Id

Search Cancel

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## Token Search Results

The screen below will be displayed if the token was found using your search criteria. If multiple lines are found in your search, put your cursor on the line with the Token ID that you are looking for.

To modify the Token ID, click on the “Update” button.

To process a transaction using the Token ID, click on the “Transaction” button.

To update or add the data on future payments for this token, click on the “Schedule” button (also see page 23).

If you did not receive any results, click on the “New Search” button and modify your search criteria.

The screenshot displays the Payroc Dashboard interface. At the top, the Payroc logo is on the left, and the word "DASHBOARD" is centered. To the right of the logo, there is a user greeting "Welcome JASHAN" and links for "Change Password" and "Logout". Below the header, a navigation bar contains tabs for "Virtual Terminal", "Search", "Reporting", "Token Management" (which is active), "Fraud Tools", "Admin", and "Help". On the left side of the dashboard, there is a sidebar with "Token Creation" and "Token Search" (the latter is highlighted with a right-pointing arrow). The main content area is titled "Token Search Results" and features a table with the following data:

TOKEN ID	CUSTOMER NAME	CUSTOMER ID	CARD TYPE	CARD NUMBER	EXPIRY	STATUS	Schedule	Single
12345678910	JOHNDOE	JOHNDOE	VISA	*****1119	1221	Active	No	No

Below the table, there are four buttons: "New Search", "Update", "Transaction", and "Schedule". At the bottom of the dashboard, the footer contains the copyright notice "© 2021 Payroc Holdings, L.P. All Rights Reserved." on the left and links for "Website" and "Support" on the right.

# Reporting

## Daily Reconciliation

Click on the Daily Reconciliation tab in the Reporting Menu if you wish to download a reconciliation report for a particular day. The Merchant ID drop down menu will give you a list of Merchant IDs that have been assigned to you.

The .pdf version of the daily report shown here is the same as the one emailed each morning to merchants acquired by Payroc.

The screenshot displays the Payroc Dashboard interface. At the top, the Payroc logo is on the left, and the word "DASHBOARD" is centered. To the right of the logo, the text "Welcome MELISSA | Change Password | Logout" is visible. Below the header, a navigation bar contains tabs for "Virtual Terminal", "Search", "Reporting" (which is highlighted), "Token Management", "Fraud Tools", "Admin", and "Help". On the left side of the dashboard, there is a "Reporting" sidebar with four options: "Daily Reconciliation" (highlighted with a right-pointing arrow), "Monthly Reconciliation", "Monthly Statements", and "Custom Report". The main content area is titled "Daily Reconciliation Reports". It features a "Merchant ID" dropdown menu currently showing "799500000000011 - JEN TEST". Below this, the "Report Format" is set to "pdf" with radio buttons for "pdf" and "csv". The "Report Date" field shows "No dates available". A blue "Download" button is positioned below these fields. At the bottom of the dashboard, the footer contains the copyright notice "© 2020 Payroc Holdings, L.P. All Rights Reserved." on the left and "Website | Support" on the right.

## Sample Daily Reconciliation Report – PDF



### MERCHANT DAILY RECONCILIATION

**Phone:** 1-855-812-5191

**Email:** canada-support@payroc.com

**Web:** www.payroc.com

**Date:** Sep 02, 2020

**Merchant ID:** 7995999999999300

**Merchant Name:** DEMO MERCHANT 0300

GROSS SETTLEMENT							
DATE	CARD TYPE	SALES		RETURNS		NET	
		COUNT	AMOUNT	COUNT	AMOUNT	COUNT	AMOUNT
02/09/2020	MCRD	42	20,612.13	0	0.00	42	20,612.13
02/09/2020	VISA	81	29,432.46	0	0.00	81	29,432.46
<b>TOTAL</b>							<b>\$50,044.59</b>

PAYMENTS			
DATE	CARD TYPE	COUNT	AMOUNT
02/09/2020	MCRD	42	20,612.13
02/09/2020	VISA	81	29,432.46
<b>TOTAL (BANK CREDIT)</b>			<b>\$50,044.59</b>

FEES			
DATE	CARD TYPE	DESCRIPTION	AMOUNT
02/09/2020	MCRD	ASSESSMENTS	38.20
02/09/2020	VISA	ASSESSMENTS	49.70
02/09/2020	MCRD	INTERCHANGE	406.91
02/09/2020	VISA	INTERCHANGE	538.42
02/09/2020	MCRD	PROCESSING FEES	61.82
02/09/2020	VISA	PROCESSING FEES	88.32
TOTAL VISA FEES			676.44
TOTAL MASTERCARD FEES			506.93
<b>TOTAL (BANK DEBIT)</b>			<b>\$1,183.37</b>

CHARGEBACKS / CHARGEBACK REVERSALS					
DATE	TYPE	CARD TYPE	TRAN TYPE	REFERENCE #	AMOUNT
02/09/2020	Chargeback	VISA	Completion	0290585	\$1,464.15

Chargebacks will be posted as individual entries.

## Sample Daily Reconciliation Report – CSV

Date	Merchant ID	Type	Credit	Debit
05/30/2015	79959999999999500	Visa Deposit	24558	0
05/30/2015	79959999999999500	Mastercard Deposit	5991.62	0
05/30/2015	79959999999999500	Visa Fees	0	518.79
05/30/2015	79959999999999500	Mastercard Fees	0	130.69

## Monthly Reconciliation

Click on the Monthly Reconciliation tab in the Reporting Menu if you wish to download a .csv version of a reconciliation report for a particular month. The Merchant ID drop down menu will give you a list of Terminal IDs / Merchant IDs that have been assigned to you.

The Consolidated option will provide you with a daily breakdown of deposits and fees.

The Card Type Breakdown option will provide you with a more detailed breakdown by card type (eg Visa vs Mastercard).

The screenshot displays the Payroc Dashboard interface. At the top, the Payroc logo is on the left, and the word "DASHBOARD" is centered. To the right of the logo, the text "Welcome MELISSA" is followed by links for "Change Password" and "Logout". Below the dashboard header is a navigation bar with tabs for "Virtual Terminal", "Search", "Reporting" (which is highlighted), "Token Management", "Fraud Tools", "Admin", and "Help". On the left side of the "Reporting" section, there is a sub-menu with options: "Daily Reconciliation", "Monthly Reconciliation" (which is highlighted with a blue border), "Monthly Statements", and "Custom Report". The main content area of the "Monthly Reconciliation Reports" page features a form with the following elements: a "Merchant ID" dropdown menu showing "7995000000000011 - JEN TEST"; a "Report Type" section with two radio buttons, "Consolidated" (which is selected) and "Card Type Breakdown"; and a "Report Date" dropdown menu. Below these fields is a prominent blue "Download" button. At the bottom of the page, the footer contains the copyright notice "© 2020 Payroc Holdings, L.P. All Rights Reserved." on the left and links for "Website" and "Support" on the right.

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Welcome MELISSA | Change Password | Logout

DASHBOARD

Virtual Terminal Search Reporting Token Management Fraud Tools Admin Help

Reporting

Daily Reconciliation

Monthly Reconciliation

Monthly Statements

Custom Report

Monthly Reconciliation Reports

Merchant ID 7995000000000011 - JEN TEST

Report Type ☒ Consolidated ☐ Card Type Breakdown

Report Date

Download

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## Monthly Reconciliation Consolidated CSV Report Sample

Merchant ID	Type	Credit	Debit
7995999999999500	Deposit	15025.92	0
7995999999999500	Fees	0	307.8
7995999999999500	Deposit	4745.32	0
7995999999999500	Fees	0	91.6
7995999999999500	Deposit	2247.55	0
7995999999999500	Fees	0	47.66
7995999999999500	Deposit	10804.11	0
7995999999999500	Fees	0	208.91
7995999999999500	Deposit	20535.31	0
7995999999999500	Fees	0	419.28
7995999999999500	Deposit	8654.06	0
7995999999999500	Fees	0	186.79
7995999999999500	Deposit	12891.03	0
7995999999999500	Fees	0	247.94
7995999999999500	Deposit	9462.69	0
7995999999999500	Fees	0	184.05
7995999999999500	Deposit	16638.34	0
7995999999999500	Fees	0	337.19
7995999999999500	Deposit	28768.2	0
7995999999999500	Fees	0	580.75
7995999999999500	Deposit	11919.53	0
7995999999999500	Fees	0	244.47
7995999999999500	Deposit	20238.37	0
7995999999999500	Fees	0	422.25
7995999999999500	Deposit	45064.33	0
7995999999999500	Fees	0	918.03
7995999999999500	Deposit	34904.19	0
7995999999999500	Fees	0	727.17
7995999999999500	Deposit	28217.2	0
7995999999999500	Fees	0	560
7995999999999500	Deposit	33288.01	0
7995999999999500	Fees	0	688.36
7995999999999500	Deposit	18268.98	0
7995999999999500	Fees	0	389.45
7995999999999500	Deposit	29515.12	0
7995999999999500	Fees	0	614.05

## Monthly Reconciliation Card Type Breakdown CSV Report Sample

Date	Merchant ID	Type	Credit	Debit
05/01/2015	7995999999999500	Visa Deposit	9633.97	0
05/01/2015	7995999999999500	Mastercard Deposit	5391.95	0
05/01/2015	7995999999999500	Visa Fees	0	201.71
05/01/2015	7995999999999500	Mastercard Fees	0	106.09
05/01/2015	7995999999999500	Visa Deposit	4745.32	0
05/01/2015	7995999999999500	Visa Fees	0	91.6
05/03/2015	7995999999999500	Visa Deposit	2220.38	0
05/03/2015	7995999999999500	Mastercard Deposit	27.17	0
05/03/2015	7995999999999500	Visa Fees	0	47.16
05/03/2015	7995999999999500	Mastercard Fees	0	0.5
05/04/2015	7995999999999500	Visa Deposit	7858.77	0
05/04/2015	7995999999999500	Mastercard Deposit	2945.34	0
05/04/2015	7995999999999500	Visa Fees	0	152.55
05/04/2015	7995999999999500	Mastercard Fees	0	56.36
05/05/2015	7995999999999500	Visa Deposit	13564.25	0
05/05/2015	7995999999999500	Mastercard Deposit	6971.06	0
05/05/2015	7995999999999500	Visa Fees	0	278.15
05/05/2015	7995999999999500	Mastercard Fees	0	141.13
05/05/2015	7995999999999500	Mastercard Deposit	8654.06	0
05/05/2015	7995999999999500	Mastercard Fees	0	186.79
05/06/2015	7995999999999500	Visa Deposit	10412.75	0
05/06/2015	7995999999999500	Mastercard Deposit	2478.28	0
05/06/2015	7995999999999500	Visa Fees	0	202.32
05/06/2015	7995999999999500	Mastercard Fees	0	45.62
05/07/2015	7995999999999500	Visa Deposit	8133.63	0
05/07/2015	7995999999999500	Mastercard Deposit	1329.06	0
05/07/2015	7995999999999500	Visa Fees	0	158.22
05/07/2015	7995999999999500	Mastercard Fees	0	25.83
05/08/2015	7995999999999500	Visa Deposit	13152.22	0
05/08/2015	7995999999999500	Mastercard Deposit	3486.12	0
05/08/2015	7995999999999500	Visa Fees	0	263.15
05/08/2015	7995999999999500	Mastercard Fees	0	74.04
05/12/2015	7995999999999500	Visa Deposit	22096.75	0
05/12/2015	7995999999999500	Mastercard Deposit	6671.45	0
05/12/2015	7995999999999500	Visa Fees	0	445.19
05/12/2015	7995999999999500	Mastercard Fees	0	135.56



## Monthly Statements

To view your monthly statements, click on the Monthly Statements menu. Select one Merchant ID or All and the Report Date.

The .pdf version of the monthly report shown here is the same as the one emailed the first business day of each month to merchants acquired by Payroc.

The screenshot displays the Payroc Dashboard interface. At the top, a blue header bar contains the Payroc logo on the left, the word "DASHBOARD" in the center, and user information "Welcome MELISSA | Change Password | Logout" on the right. Below the header is a navigation bar with tabs for "Virtual Terminal", "Search", "Reporting" (which is active), "Token Management", "Fraud Tools", "Admin", and "Help". On the left side of the dashboard, there is a sidebar menu under the heading "Reporting" with options: "Daily Reconciliation", "Monthly Reconciliation", "Monthly Statements" (highlighted with a right-pointing arrow), and "Custom Report". The main content area is titled "Monthly Statements" and features two dropdown menus: "Merchant ID" with the value "7995000000000011 - JEN TEST" and "Report Date". Below these menus is a blue "Download" button. At the bottom of the page, a footer bar contains the copyright notice "© 2020 Payroc Holdings, L.P. All Rights Reserved." on the left and "Website | Support" on the right.



Phone: 1-855-812-5191  
Email: [canada-support@payroc.com](mailto:canada-support@payroc.com)  
Web: [www.payroc.com](http://www.payroc.com)

## MERCHANT PROCESSING STATEMENT

Statement Period: August 2020

DEMO COMPANY  
123 MAIN STREET  
TORONTO ON H0H 0H0 CA

### STATEMENT OVERVIEW

Gross Settlement: \$1,426,395.14
Interchange Fees: \$26,993.55
Assessment Fees: \$2,498.53
Processing Fees: \$4,279.23
Per Occurrence Fees: \$50.00
Total Fees: \$33,821.31
Adjustments: \$0.00
Chargebacks/Reversals: \$2,259.61
Total Net Settlement: \$1,390,314.22
Total Effective Rate: 2.368%
Other Processing: \$0.00
Other Fees: \$0.00

Visa & MasterCard have issued bulletins advising that the changes planned for April/May 2020 are being delayed until July/August 2020.

Details for the July/August 2020 changes were provided in a Payroc merchant notice on April 17, 2020.

Copy of merchant notice is available [here](#).

DEMO MERCHANT 0300  
123 MAIN STREET  
TORONTO ON H0H 0H0 CA

Merchant: 7995999999999300

EFFECTIVE MERCHANT DISCOUNT RATE (EMDR)				
TYPE	SETTLEMENT		FEES	EMDR
	Count	Amount		
MasterCard Credit	629	283,333.22	7,155.02	2.525%
MasterCard Business	304	162,793.93	4,055.47	2.491%
MasterCard Prepaid	24	8,832.75	202.94	2.298%
Visa Credit	983	427,691.67	8,904.66	2.082%
Visa Debit	1	440.24	10.90	2.476%
Visa Business	1061	537,730.18	13,338.47	2.481%
Visa Prepaid	17	5,573.15	103.85	1.863%
TOTAL	3019	\$1,426,395.14	\$33,771.31	2.368%

GROSS SETTLEMENT						
CARD TYPE	SALES		RETURNS		NET	
	COUNT	AMOUNT	COUNT	AMOUNT	COUNT	AMOUNT
MasterCard	957	454,959.90	0	0.00	957	454,959.90
Visa	2062	971,435.24	0	0.00	2062	971,435.24
TOTAL						\$1,426,395.14

INTERCHANGE FEES					
PROGRAM	COUNT	AMOUNT	RATE	UNIT FEE	FEES
MasterCard Canada Intracountry Consumer Prepaid Standard	24	8,832.75	1.550%		137.41
MasterCard Commercial Programs	30	34,309.20	2.000%		686.25
MasterCard Commercial Program-Small Medium Enterprise	274	128,484.73	2.000%		2,570.02
MasterCard Consumer Credit Merit 3 Digital Commerce-Core	312	107,941.92	1.760%		1,899.98
MasterCard Consumer Credit Merit 3 Digital Commerce-World	76	25,557.85	2.000%		511.18
MasterCard Consumer Credit Merit 3 Digital Commerce-World Elite	196	139,534.25	2.240%		3,125.66
MasterCard Consumer Credit Standard-Core	25	5,314.75	2.060%		109.49
MasterCard Consumer Credit Standard-World	4	966.97	2.300%		22.25
MasterCard Consumer Credit Standard-World Elite	16	4,017.48	2.540%		102.02
Visa Canada Card-Not-Present HNW	55	41,972.96	2.400%		1,007.38
Visa Canada Standard HNW Business	33	16,355.28	2.250%		368.01
Visa Canada Standard HNW Business	17	7,661.68	2.650%		203.02
Visa Consumer Credit Card-Not-Present	489	186,374.39	1.400%		2,609.22
Visa Infinite Credit Card-Not-Present	438	198,605.03	1.650%		3,276.98
Visa Interregional Business Card	1	367.92	2.000%		7.40
Visa Interregional Standard	1	440.24	1.600%		7.09
Visa Premium Card	1	739.29	1.800%		13.38
Visa Standard - Business Credit NNSS	979	498,789.57	2.000%		9,975.90
Visa Standard - Consumer and Commercial Debit NNSS	5	923.89	1.150%		10.62
Visa Standard - Corporate Credit NNSS	8	5,653.46	2.000%		113.07
Visa Standard Prepaid - International Settlement	8	2,687.76	1.250%		33.79
Visa Standard Prepaid - NNSS	9	2,885.39	1.520%		43.86
Visa Standard - Purchasing Credit NNSS	18	7,978.38	2.000%		159.57
<b>TOTAL</b>					<b>\$26,993.55</b>

ASSESSMENT FEES					
TYPE	COUNT	UNIT FEE	AMOUNT	RATE	FEES
MasterCard Assessment			454,959.90	0.1050%	477.61
MasterCard Cross Border Assessment			10,120.58	0.4000%	40.49
MasterCard License Fee	957	0.05	454,959.90	0.0500%	275.14
MasterCard Digital Commerce Fee			454,959.90	0.0200%	90.96
Visa Assessment			971,435.24	0.1050%	1,019.57
Visa International Service Assessment Charge			1,547.45	0.4000%	6.19
Visa Access Fee	2062	0.05	971,435.24	0.0500%	588.57
<b>TOTAL</b>					<b>\$2,498.53</b>

PROCESSING FEES					
TYPE	COUNT	UNIT FEE	AMOUNT	RATE	FEES
MasterCard Credit Processing			454,959.90	0.300%	1,364.97
Visa Credit Processing			971,435.24	0.300%	2,914.26
<b>TOTAL</b>					<b>\$4,279.23</b>

PER OCCURRENCE FEES			
DESCRIPTION	COUNT	UNIT FEE	AMOUNT
Chargeback Fee	2	25.00	50.00
<b>TOTAL</b>			<b>\$50.00</b>

CHARGEBACKS / CHARGEBACK REVERSALS					
DATE	TYPE	CARD TYPE	TRAN TYPE	REFERENCE #	AMOUNT
Aug 06	Arbitration Chargeback	MasterCard	Completion	0288446	\$1,313.30
Aug 13	Chargeback	Visa	Completion	0286023	\$946.31

DAILY SETTLEMENT						
DAY	SALES		RETURNS		NET	
	COUNT	AMOUNT	COUNT	AMOUNT	COUNT	AMOUNT
Aug 01	142	66,714.92	0	0.00	142	66,714.92
Aug 02	151	81,538.45	0	0.00	151	81,538.45
Aug 05	171	73,867.94	0	0.00	171	73,867.94
Aug 06	151	65,315.10	0	0.00	151	65,315.10
Aug 07	93	33,997.99	0	0.00	93	33,997.99
Aug 08	36	15,600.30	0	0.00	36	15,600.30
Aug 10	133	77,416.30	0	0.00	133	77,416.30
Aug 11	159	86,169.87	0	0.00	159	86,169.87
Aug 12	42	20,347.20	0	0.00	42	20,347.20
Aug 13	289	148,166.18	0	0.00	289	148,166.18
Aug 14	151	69,944.56	0	0.00	151	69,944.56
Aug 16	162	69,766.57	0	0.00	162	69,766.57
Aug 18	143	60,696.76	0	0.00	143	60,696.76
Aug 19	177	90,121.74	0	0.00	177	90,121.74
Aug 20	157	69,444.91	0	0.00	157	69,444.91
Aug 21	133	61,285.16	0	0.00	133	61,285.16
Aug 22	147	65,908.95	0	0.00	147	65,908.95
Aug 25	151	57,910.33	0	0.00	151	57,910.33
Aug 26	159	73,858.68	0	0.00	159	73,858.68
Aug 27	136	55,823.26	0	0.00	136	55,823.26
Aug 28	136	82,499.97	0	0.00	136	82,499.97
<b>TOTAL</b>	<b>3019</b>	<b>\$1,426,395.14</b>	<b>0</b>	<b>\$0.00</b>	<b>3019</b>	<b>\$1,426,395.14</b>

## Custom Report

The custom report option allows you to run reports by Terminal IDs or by Merchant IDs and by date range.

The screenshot shows the Payroc Dashboard with the 'Reporting' tab selected. On the left sidebar, under the 'Reporting' section, the 'Custom Report' option is highlighted. The main content area is titled 'Custom Report' and contains the following fields:

- Merchant ID:** A dropdown menu showing '799500000000011 - JEN TEST'.
- Terminal ID:** A dropdown menu.
- Search Based On:** Two radio buttons, 'Transaction Date' (selected) and 'Settlement Date'.
- Start Date:** A text input field.
- End Date:** A text input field.
- Create:** A blue button to generate the report.

The footer of the dashboard includes the copyright notice '© 2020 Payroc Holdings, L.P. All Rights Reserved.' and links for 'Website' and 'Support'.

Activity Summary

Once the details of the Custom Report are shown, click on a line to view an Activity Summary report. This breaks down the settlement and provides you with card type breakdown by each day.

Reporting

Daily Reconciliation

Monthly Reconciliation

Monthly Statements

Custom Report

Activity Summary

Date	Visa	MasterCard	Amex	Discover	Other	Total
20150601	774.48	2,220.90	0.00	0.00	0.00	2,995.38
20150602	774.48	2,220.90	0.00	0.00	0.00	2,995.38
20150603	774.48	2,220.90	0.00	0.00	0.00	2,995.38
20150604	774.48	2,220.90	0.00	0.00	0.00	2,995.38
20150605	774.48	2,220.90	0.00	0.00	0.00	2,995.38

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This report can be broken down further by clicking on each line; see the next pages for Activity by Terminal ID or by Merchant ID.

Activity by Merchant ID

Clicking on a line in the Activity Summary Report will show the Activity by Merchant ID report; providing you with details for a particular day for all Merchant IDs that have been assigned to you.

Reporting

Daily Reconciliation

Monthly Reconciliation

Monthly Statements

Custom Report

Activity by Merchant ID

Date	Merchant ID	Visa	MasterCard	Amex	Discover	Other	Total
20150602	7995999999999500	387.24	1,110.45	0.00	0.00	0.00	1,497.69
20150602	7995999999999501	387.24	1,110.45	0.00	0.00	0.00	1,497.69

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Activity by Terminal ID

Clicking on a line in the Activity by Merchant ID Report will show the Activity by Terminal ID report; providing you with details for a particular day for a Terminal ID that has been assigned to you.

Reporting

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Activity by Terminal ID

Date	Terminal ID	Visa	MasterCard	Amex	Discover	Other	Total
20150602	DEMO0500	387.24	1,110.45	0.00	0.00	0.00	1,497.69

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## Transaction Summary

Clicking on a line in the Activity by Terminal ID Report will show Transaction Summary; providing you with card details for a particular day for a particular Terminal ID that has been assigned to you.

**Reporting**  
Daily Reconciliation  
Monthly Reconciliation  
Monthly Statements  
**Custom Report**

### Transaction Summary

Date	Terminal ID	Type	Reference	Card Number	Expiry	Amount	Result/Auth Code
060215 08:02:45 EDT	DEMO0500	Sale	DEMOTEST1	VISA	*0008 1215	576.88	Approved T76043
060215 08:02:46 EDT	DEMO0500	Return	DEMOTEST2	VISA	*0008 1215	-291.99	Approved
060215 08:02:48 EDT	DEMO0500	Completion	DEMOTEST3	MCRD	*1111 1214	987.34	Approved T76045
060215 08:02:49 EDT	DEMO0500	Sale	DEMOTEST4	MCRD	*0003 1115	123.11	Approved T76047
060215 08:02:52 EDT	DEMO0500	Sale	DEMOTEST5	VISA	*0008 1115	987.33	Approved T76049
060215 08:02:53 EDT	DEMO0500	Return	DEMOTEST5	VISA	*0008 1115	-987.33	Approved
060215 08:03:01 EDT	DEMO0500	Sale	98574741	VISA	*0008 1215	102.35	Approved T76057

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Transaction Details

The Transaction Details report provides you with the transaction details for a specific transaction.

Reporting

Daily Reconciliation

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Monthly Statements

Custom Report

Transaction Details

Financial/Level 2 Data

Terminal ID:	DEMO0500	Custom DBA:		PST/QST Rate:	
Reference #:	DEMOTEST1	POS Input:		PST/QST Amount:	
Date & Time:	060215 08:02:45 EDT	Source:	LTV1	GST/HST Rate:	
Card Number:	VISA *****0008	Batch ID:	0	GST/HST Amount:	
Expiry Date (MMYY):	1215	Customer Name:		Shipping & Handling:	
Token ID:	9876543	Ship To Postal:		Order Discount:	
Amount:	576.88	Merchant GST/HST #:		Customer PO:	
Auth #:	T76043	Merchant PST/QST #:		Supplementary Data:	
Return Text:	T76043 \$576.88 15141NK	Customer GST/HST #:			

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# Token Management

## Token Creation

A Token must be created before it can be used in subsequent transactions. Using Dashboard is one of the ways they can be created at Payroc. All fields shown below are required in order to successfully create a token.

Tokens can be created in the same manner either through the Token Management tab (shown here) or through the Virtual Terminal tab (shown on page 21).

The screenshot shows the Payroc Dashboard with the 'Token Management' tab selected. The 'Token Creation' form is displayed with the following fields and values:

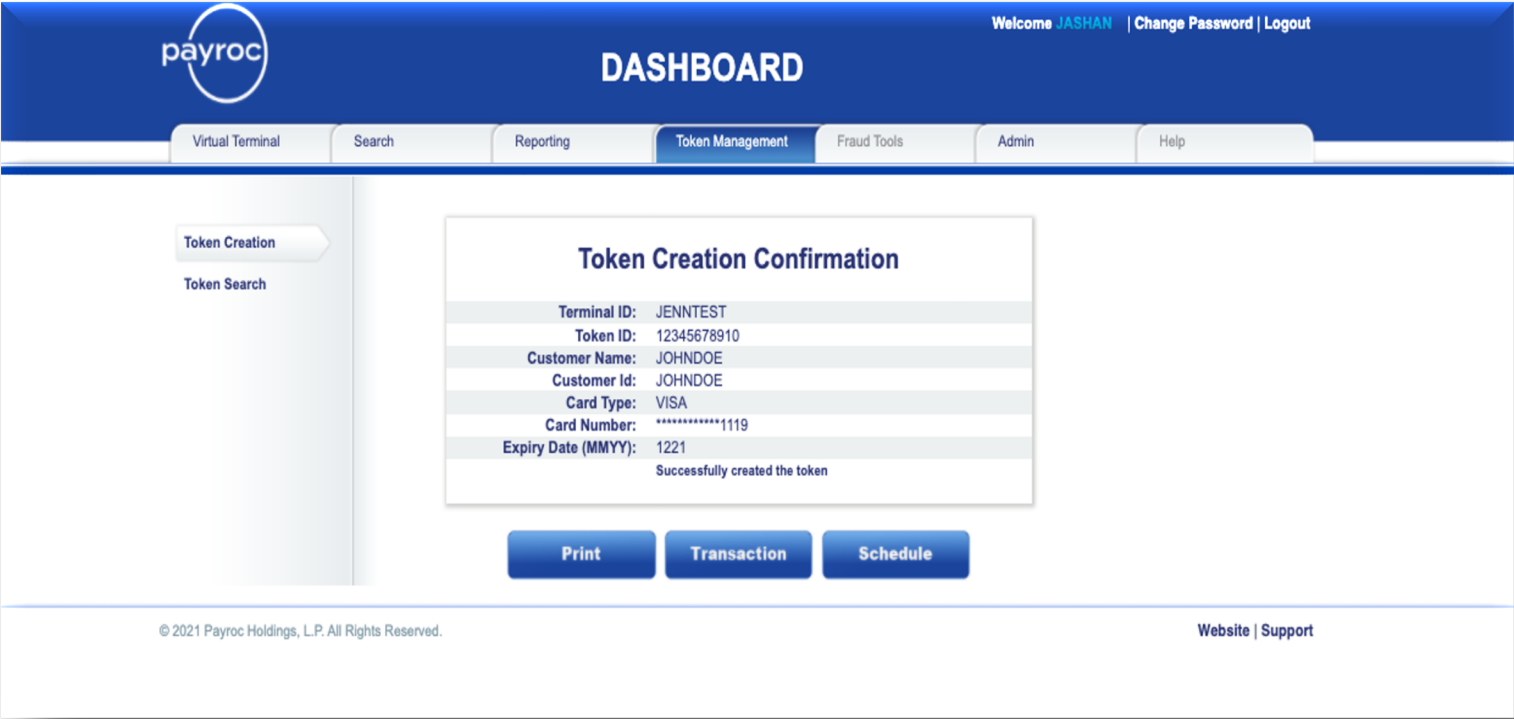
Field	Value
Token Group	CALEDON
Token ID	987654321
Customer Name	JOHNDOE
Customer Id	JOHNDOE
Card Number	4501111111111111
Expiry Date(mmyy)	12 / 21
Single Use	<input type="checkbox"/>

Buttons: **Create**, **Cancel**

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Token Creation Confirmation

The following screen will be displayed if your token was created successfully.



## Token Search

Clicking on the word “Search” next to the token field on the transaction entry screen will take you to the Token Search Screen. Any one of the fields below can be used to search for the token.

Tokens can be searched through the Token Management tab (shown here) or through the Virtual Terminal tab (shown on page 24).

The screenshot shows the Payroc Dashboard with the 'Token Management' tab selected. The 'Token Search' section is active, featuring a sidebar with 'Token Search' highlighted. The main area contains four input fields: 'Token Group' (a dropdown menu), 'Token ID', 'Customer Name', and 'Customer Id'. Below these fields are two buttons: 'Search' and 'Cancel'. The dashboard header includes the Payroc logo, the word 'DASHBOARD', and user information: 'Welcome JASHAN | Change Password | Logout'. The footer contains the copyright notice '© 2021 Payroc Holdings, L.P. All Rights Reserved.' and links for 'Website | Support'.

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**DASHBOARD**

Welcome JASHAN | Change Password | Logout

Virtual Terminal Search Reporting **Token Management** Fraud Tools Admin Help

Token Creation

**Token Search**

Token Search

Token Group

Token ID

Customer Name

Customer Id

**Search** **Cancel**

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Token Search Results

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DASHBOARD

Welcome JASHAN | [Change Password](#) | [Logout](#)

Virtual Terminal

Search

Reporting

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Admin

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Token Creation

Token Search

Token Search Results

TOKEN ID	CUSTOMER NAME	CUSTOMER ID	CARD TYPE	CARD NUMBER	EXPIRY	STATUS	Schedule	Single
12345678910	JOHNDOE	JOHNDOE	VISA	*****1119	1221	Active	No	No

New Search

Update

Transaction

Schedule

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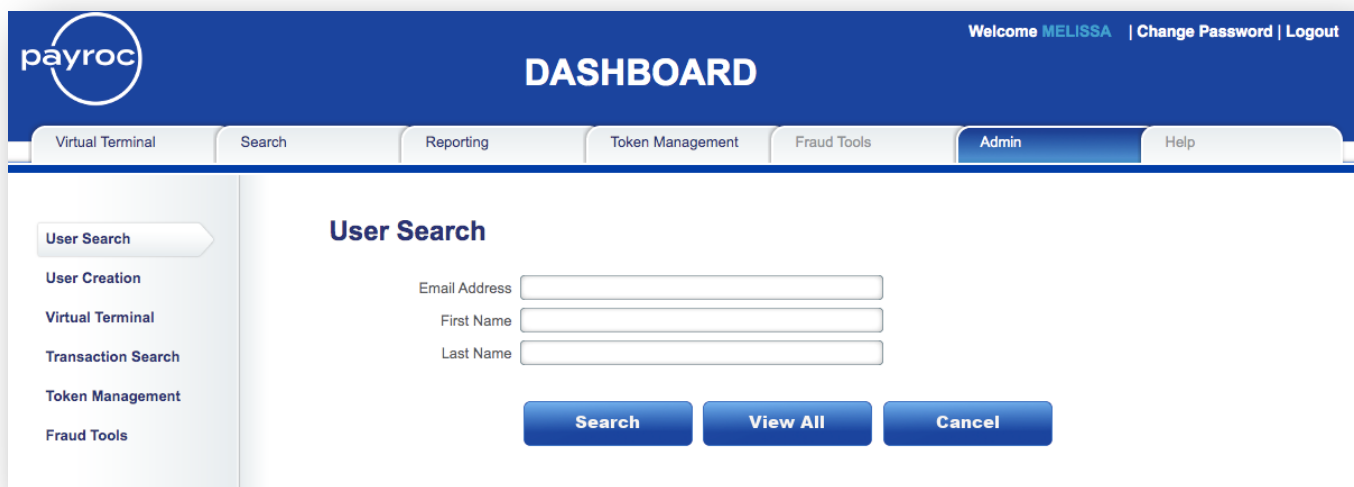
[Website](#) | [Support](#)

## Admin

The Admin menu option will only be available to Company Administrators. Features here include adding and editing other users and setting up the fields for Virtual Terminal transactions and Token Management.

### User Search

To search for an existing user click on the User Search tab under the Admin Menu and enter the user's information and click on the "Search" button.



The screenshot displays the Payroc Dashboard with the 'Admin' menu item selected. The 'User Search' sub-tab is active in the left sidebar. The main content area is titled 'User Search' and contains three input fields for 'Email Address', 'First Name', and 'Last Name'. Below these fields are three buttons: 'Search', 'View All', and 'Cancel'.

**payroc** **DASHBOARD** Welcome **MELISSA** | [Change Password](#) | [Logout](#)

Virtual Terminal Search Reporting Token Management Fraud Tools **Admin** Help

**User Search**

User Search  
User Creation  
Virtual Terminal  
Transaction Search  
Token Management  
Fraud Tools

Email Address   
First Name   
Last Name

**Search** **View All** **Cancel**



## User Search Results

The following screen will be displayed if the search criteria entered matches the user's information on Dashboard. To update or de-activate a user click on the "Update" button.

The screenshot displays the Payroc Dashboard interface. At the top, the Payroc logo is on the left, and the word "DASHBOARD" is centered. To the right of the dashboard title, there is a welcome message "Welcome MELISSA" and links for "Change Password" and "Logout". Below the dashboard title is a horizontal navigation bar with tabs for "Virtual Terminal", "Search", "Reporting", "Token Management", "Fraud Tools", "Admin", and "Help". The "Admin" tab is currently selected. On the left side of the dashboard, there is a vertical sidebar with a list of navigation items: "User Search" (highlighted with a right-pointing arrow), "User Creation", "Virtual Terminal", "Transaction Search", "Token Management", and "Fraud Tools". The main content area of the dashboard is titled "Search Results". It contains a table with the following data:

USER ID	First Name	Last Name	Status
MBERRY@CALEDONCARD.COM	MELISSA	BERRY	Active

Below the table, there are four blue buttons: "Search", "Password Reset", "Update", and "Done". At the bottom of the dashboard, there is a footer with the copyright notice "© 2020 Payroc Holdings, L.P. All Rights Reserved." on the left and links for "Website" and "Support" on the right.

## User Update

All of the user's information can be modified except for the User's Email Address. The administrator will need to assign privileges based on the user's role.

For example, a user can have access to the Transaction Search tab but the ability to process Returns under that menu can be disabled.

**User Update**

Email Address: JASHAN.KANG@PAYROC.COM

User First Name: JASHAN

User Last Name: KANG

Status: ☒ Active ☐ Disabled

**Privileges**

**Virtual Terminal** ☒ Yes ☐ No

Settle Transaction ☒ Yes ☐ No

Pre-Auth ☒ Yes ☐ No

Void ☒ Yes ☐ No

Completion ☒ Yes ☐ No

**Transaction Search** ☒ Yes ☐ No

Refund Processing ☒ Yes ☐ No

Void ☒ Yes ☐ No

Completion ☒ Yes ☐ No

**Reporting** ☒ Yes ☐ No

**Token Management** ☒ Yes ☐ No

Add Tokens ☒ Yes ☐ No

Update Tokens ☒ Yes ☐ No

Payment Scheduling ☒ Yes ☐ No

**Fraud Tools** ☐ Yes ☒ No

**Company Admin User** ☒ Yes ☐ No

**Terminal Assignment**

☒ BENNTEST ☒ BEVATEST ☒ BILLWEB1

☒ CCSPYMNT ☒ CCSPYMUS ☒ JENNTEST ☒ JIMTEST1

☒ MIPECOMM ☒ MIPECRCH ☒ MIPMOTO1 ☒ MIPRCHBP

Auto selection ☐ Yes ☒ No

**Password Reset** **Submit** **Cancel**

Note: Refund Processing under the Virtual Terminal Section allows a refund to be processed manually without having to find the original transaction.

Refund Processing under the Transaction Search section enables a refund to be processed **only** if the original transaction is found.

## User Creation

To create new users, click on the User Creation Tab under the Admin menu. Enter the user's name and email address and assign their appropriate privileges. Once the "Submit" button is selected the user will receive an email with their login credentials. The user will be prompted to change their password the first time they access the system (the same process as pages 4-7 of this guide).

**User Creation**

Email Address

First Name

Last Name

**Privileges**

Virtual Terminal ☐ Yes ☒ No

Transaction Search ☐ Yes ☒ No

Reporting ☐ Yes ☒ No

Token Management ☐ Yes ☒ No

Company Admin User ☐ Yes ☒ No

**Terminal Assignment**

Terminals

<input type="checkbox"/> BENNTEST	<input type="checkbox"/> BEVATEST	<input type="checkbox"/> BILLWEB1
<input type="checkbox"/> CCSPYMNT	<input type="checkbox"/> CCSPYMUS	<input type="checkbox"/> JENNTTEST
<input type="checkbox"/> JIMTEST1	<input type="checkbox"/> MIPECOMM	<input type="checkbox"/> MIPECRCH
<input type="checkbox"/> MIPMOTO1	<input type="checkbox"/> MIPRCHBP	

Auto selection ☐ Yes ☐ No

**Submit** **Cancel**

## User Creation – at the Headquarter Level

If your setup at Payroc involves multiple companies, you may find it useful to have Headquarter access on Dashboard. This is a way for a user to have one login to Dashboard with access to multiple related companies. The Headquarter access must first be granted by the Payroc support team; contact us if you need this configured.

A new or existing user can be added at the Headquarter level. To add a new user, click on the User Creation Tab under the Admin menu. Enter the user's name and email address and assign their appropriate privileges. Once the "Submit" button is selected the user will receive an email with their login credentials. The user will be prompted to change their password the first time they access the system (the same process as pages 4-7 of this guide).

Note there are two extra fields at the bottom of the page to grant privileges for – access as a Headquarter User and access as a Headquarter Admin user.

**PAYROC WORLDACCESS INC**  
**User Creation**

Email Address

First Name

Last Name

**Privileges**

Virtual Terminal ☒ Yes ☐ No

Settle Transaction ☐ Yes ☒ No

Pre-Auth ☒ Yes ☐ No

Void ☒ Yes ☐ No

Completion ☒ Yes ☐ No

Transaction Search ☐ Yes ☒ No

Reporting ☒ Yes ☐ No

Token Management ☐ Yes ☒ No

Fraud Tools ☐ Yes ☒ No

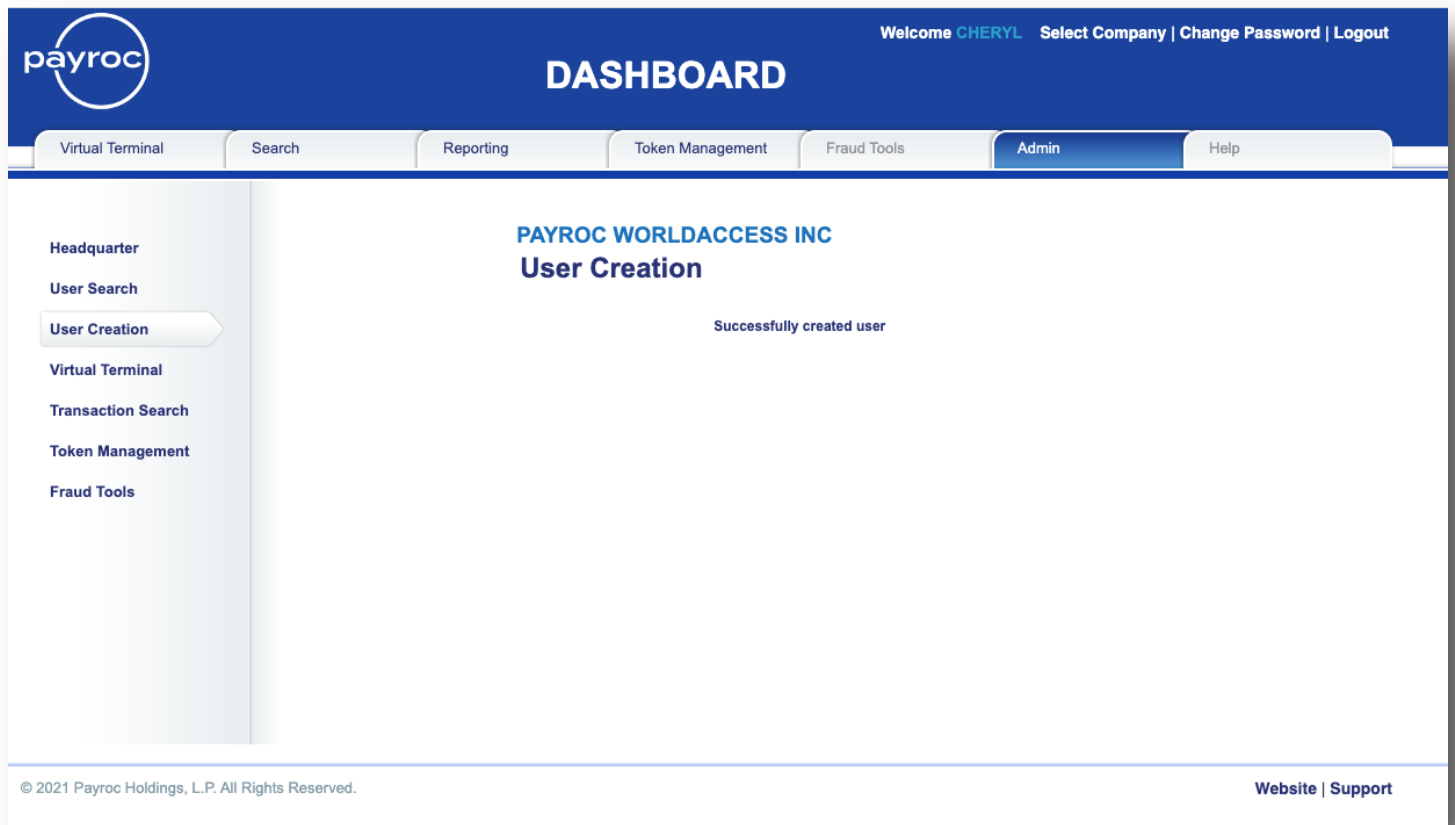
Company Admin User ☒ Yes ☐ No

Headquarter User ☒ Yes ☐ No

Headquarter Admin ☒ Yes ☐ No

**Terminal Assignment**

The below screen will be displayed to confirm the user was added successfully.



An existing user can also be granted Headquarter access; from the User Search button, enter a user's email address or first or last name to locate them; click to "update".

Make any necessary changes and click "submit"; a message will appear that "You have successfully updated user".

Headquarter

User Search

User Creation

Virtual Terminal

Transaction Search

Token Management

Fraud Tools

PAYROC WORLDACCESS INC

User Update

Email AddressCHERYL@CALEDONCARD.COM

User First NameCHERYL

User Last NameMILLS

Status☒ Active ☐ Disabled

Privileges

Virtual Terminal☒ Yes ☐ No

Settle Transaction☒ Yes ☐ No

Pre-Auth☒ Yes ☐ No

Void☒ Yes ☐ No

Completion☒ Yes ☐ No

Transaction Search☒ Yes ☐ No

Refund Processing☒ Yes ☐ No

Void☒ Yes ☐ No

Completion☒ Yes ☐ No

Reporting☒ Yes ☐ No

Token Management☒ Yes ☐ No

Add Tokens☒ Yes ☐ No

Update Tokens☒ Yes ☐ No

Payment Scheduling☒ Yes ☐ No

Fraud Tools☐ Yes ☒ No

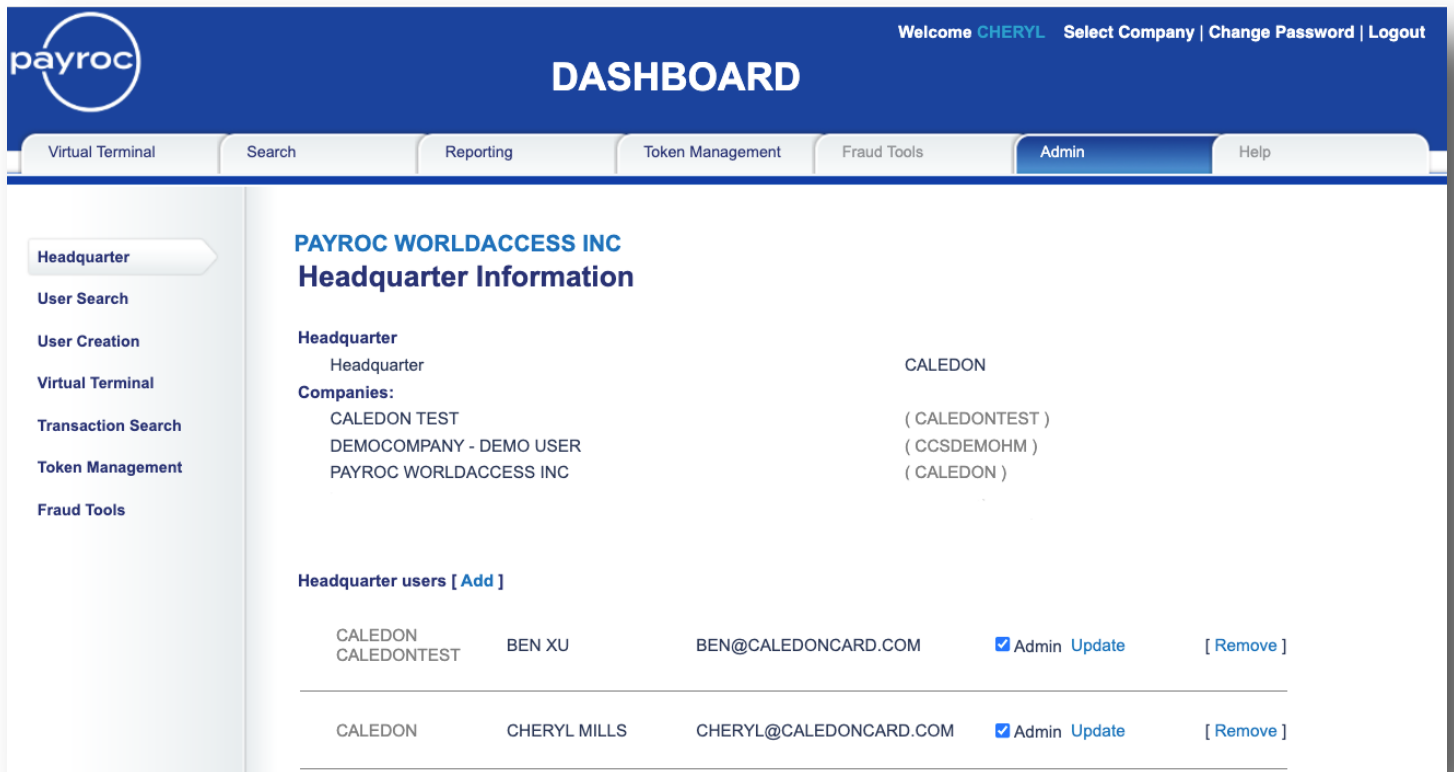
Company Admin User☒ Yes ☐ No

Headquarter User☒ Yes ☐ No

Headquarter Admin☐ Yes ☒ No

## Headquarter Information

Under the Headquarter section, other users can be given this access, and Headquarter Admin access can be granted or removed.



The screenshot displays the Payroc Dashboard interface. At the top, a blue header bar contains the Payroc logo on the left, the word "DASHBOARD" in the center, and user information on the right: "Welcome CHERYL", "Select Company", "Change Password", and "Logout". Below the header is a navigation bar with tabs for "Virtual Terminal", "Search", "Reporting", "Token Management", "Fraud Tools", "Admin" (which is highlighted), and "Help".

On the left side of the dashboard is a sidebar menu with the following items: "Headquarter" (highlighted with a right-pointing arrow), "User Search", "User Creation", "Virtual Terminal", "Transaction Search", "Token Management", and "Fraud Tools".

The main content area is titled "PAYROC WORLDACCESS INC Headquarter Information". It is divided into two sections:

- Headquarter:** Shows "Headquarter" as "CALEDON".
- Companies:** Lists three companies: "CALEDON TEST" (with subtext "( CALEDONTEST )"), "DEMOCOMPANY - DEMO USER" (with subtext "( CCSDEMOHM )"), and "PAYROC WORLDACCESS INC" (with subtext "( CALEDON )").

Below these sections is a table titled "Headquarter users [ Add ]". The table lists two users:

Company	Username	Email	Actions
CALEDON CALEDONTEST	BEN XU	BEN@CALEDONCARD.COM	<input checked="" type="checkbox"/> Admin <a href="#">Update</a> <a href="#">[ Remove ]</a>
CALEDON	CHERYL MILLS	CHERYL@CALEDONCARD.COM	<input checked="" type="checkbox"/> Admin <a href="#">Update</a> <a href="#">[ Remove ]</a>

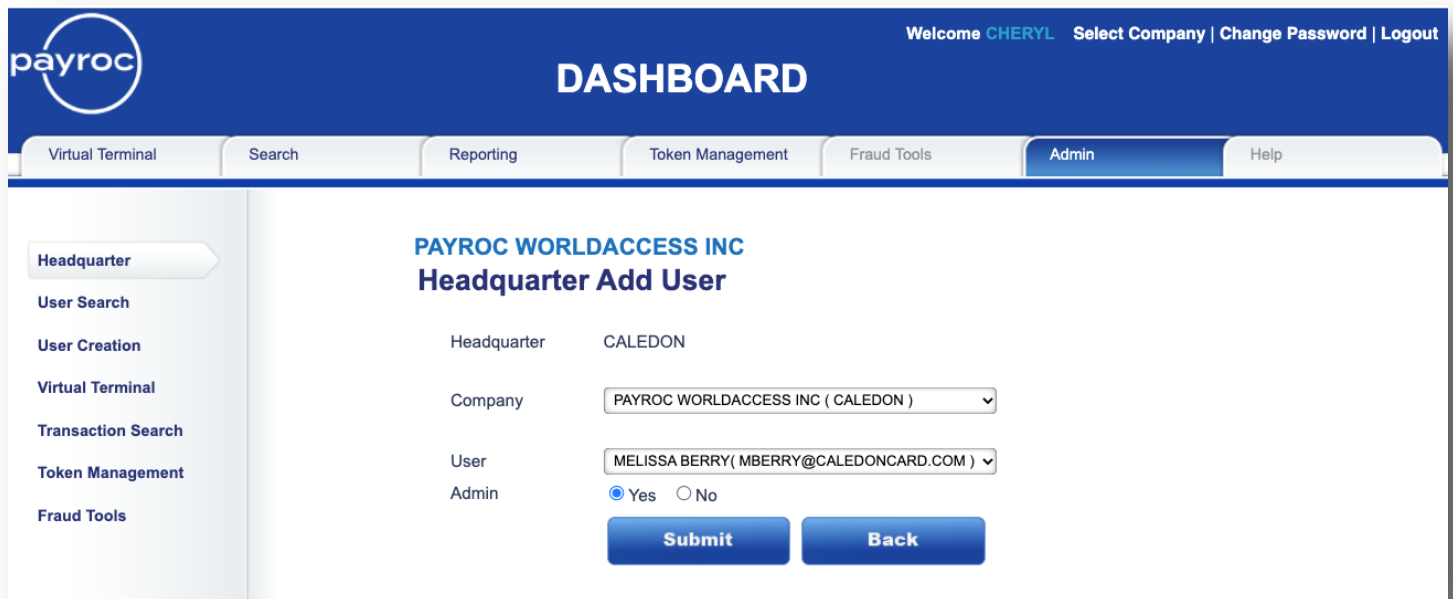
A user can be removed from the Headquarter Admin access by unticking the Admin button and clicking “update”. The screen will then verify the user was updated successfully.

CALEDON	WILL WALTHER	WILL.WALTHER@CALEDONCARD.COM	<input checked="" type="checkbox"/> Admin	<a href="#">Update</a>	<a href="#">[ Remove ]</a>
---------	--------------	------------------------------	---	------------------------	----------------------------

CALEDON	WILL WALTHER	WILL.WALTHER@CALEDONCARD.COM	<input type="checkbox"/> Admin	<a href="#">Update</a> <b>Updated</b>	<a href="#">[ Remove ]</a>
---------	--------------	------------------------------	--------------------------------	---------------------------------------	----------------------------

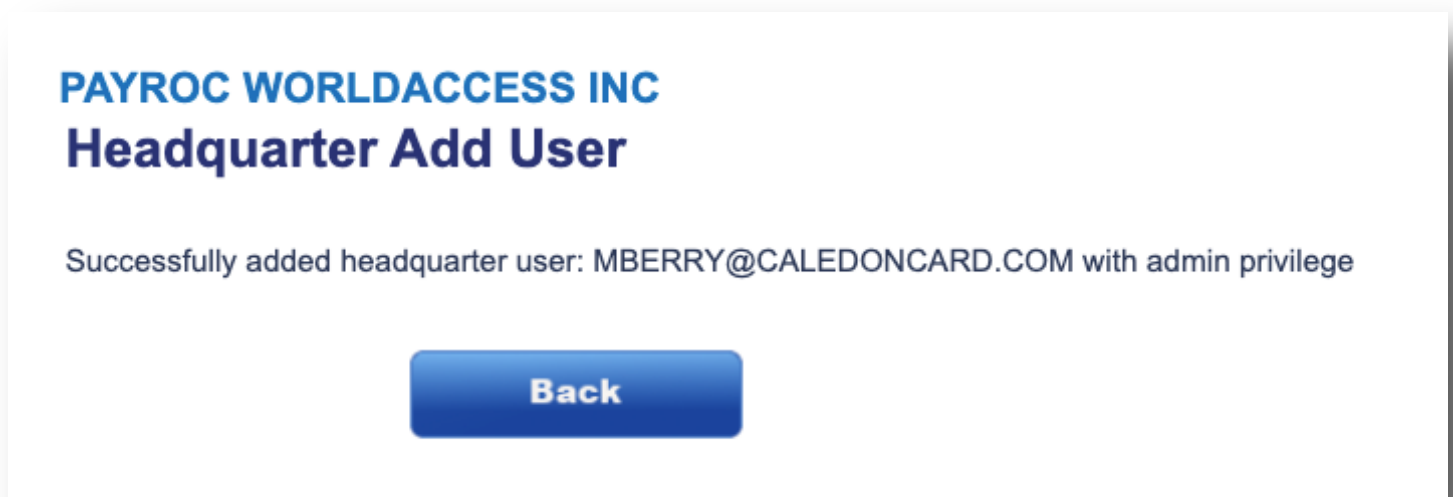


Once a user has Headquarter Admin access, they can add other users from the Admin / Headquarter tab.



The screenshot shows the Payroc WorldAccess Inc. Dashboard. The top navigation bar includes the Payroc logo, the word "DASHBOARD", and user information: "Welcome CHERYL", "Select Company", "Change Password", and "Logout". Below this is a secondary navigation bar with tabs: "Virtual Terminal", "Search", "Reporting", "Token Management", "Fraud Tools", "Admin" (which is highlighted), and "Help". On the left side, there is a sidebar menu with options: "Headquarter" (highlighted), "User Search", "User Creation", "Virtual Terminal", "Transaction Search", "Token Management", and "Fraud Tools". The main content area is titled "PAYROC WORLDACCESS INC Headquarter Add User". It contains a form with the following fields: "Headquarter" (set to CALEDON), "Company" (a dropdown menu showing "PAYROC WORLDACCESS INC ( CALEDON )"), "User" (a dropdown menu showing "MELISSA BERRY ( MBERRY@CALEDONCARD.COM )"), and "Admin" (radio buttons for "Yes" (selected) and "No"). At the bottom of the form are two buttons: "Submit" and "Back".

The system will verify the user was updated successfully.

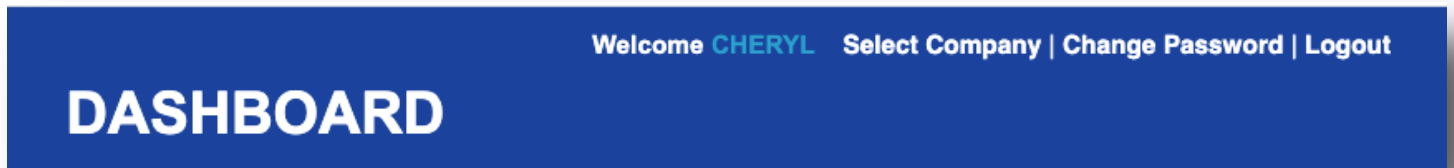


The screenshot shows a success message page. The title is "PAYROC WORLDACCESS INC Headquarter Add User". Below the title, the message reads: "Successfully added headquarter user: MBERRY@CALEDONCARD.COM with admin privilege". At the bottom of the page is a large blue button labeled "Back".

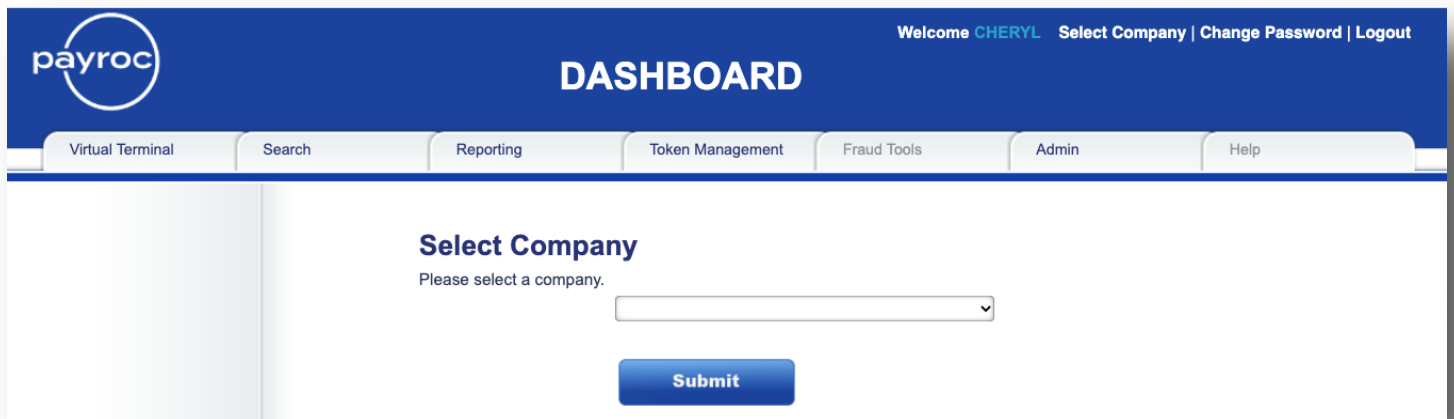
A user with Headquarter access can now process and view transactions on multiple companies assigned to them.

This will eliminate signing in and out of the Dashboard portal.

To switch between the companies, click on the “Select Company” link at the top right of the website.



There will now be a drop-down to choose from your available companies. The same menu options within the Dashboard portal will remain the same across the different companies.



## Virtual Terminal Setup

To create a Virtual Terminal per location to have individual addresses appear on the transaction receipts click on the Virtual Terminal Tab under the Admin Menu. Select the Terminal ID that you wish to configure.

The screenshot shows the Payroc Dashboard with the 'Admin' tab selected. The 'Virtual Terminal Setup' page is displayed, showing a list of terminal IDs and their configuration status.

**Dashboard Header:** Welcome MELISSA | Change Password | Logout

**Navigation Tabs:** Virtual Terminal, Search, Reporting, Token Management, Fraud Tools, Admin (selected), Help

**Left Sidebar:** User Search, User Creation, Virtual Terminal (selected), Transaction Search, Token Management, Fraud Tools

**Virtual Terminal Setup Page:**

- Company: CALEDON
- [Edit Company Settings](#)

Terminal ID	Use Company Settings	Use Customized Settings
BENNTST	<input type="radio"/>	<input checked="" type="radio"/>
BEVATEST	<input type="radio"/>	<input checked="" type="radio"/>
BILLWEB1	<input checked="" type="radio"/>	<input type="radio"/>
	<input checked="" type="radio"/>	<input type="radio"/>
CCSPYMNT	<input checked="" type="radio"/>	<input type="radio"/>
CCSPYMUS	<input checked="" type="radio"/>	<input type="radio"/>
JENNTST	<input type="radio"/>	<input checked="" type="radio"/>
JIMTEST1	<input type="radio"/>	<input checked="" type="radio"/>
MIPECOMM	<input checked="" type="radio"/>	<input type="radio"/>
MIPECRCH	<input checked="" type="radio"/>	<input type="radio"/>
MIPMOTO1	<input checked="" type="radio"/>	<input type="radio"/>
MIPRCHBP	<input checked="" type="radio"/>	<input type="radio"/>
	<input checked="" type="radio"/>	<input type="radio"/>

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Select Use Customized Settings and click on the “Next” button.

The screenshot shows the Payroc Dashboard. The top header is blue with the Payroc logo on the left, the word "DASHBOARD" in the center, and user information "Welcome MELISSA | Change Password | Logout" on the right. Below the header is a navigation bar with tabs: Virtual Terminal, Search, Reporting, Token Management, Fraud Tools, Admin (selected), and Help. On the left is a sidebar with links: User Search, User Creation, Virtual Terminal (highlighted), Transaction Search, Token Management, and Fraud Tools. The main content area is titled "Virtual Terminal Setup". It shows "Terminal ID BENNTEST" and "Configuration Type" with two radio buttons: "Use Company Settings" (unselected) and "Use Customized Settings" (selected). Below the radio buttons are two blue buttons: "Next" and "Back". At the bottom of the page, there is a footer with "© 2020 Payroc Holdings, L.P. All Rights Reserved." on the left and "Website | Support" on the right.

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DASHBOARD

Welcome MELISSA | Change Password | Logout

Virtual Terminal Search Reporting Token Management Fraud Tools Admin Help

User Search

User Creation

Virtual Terminal

Transaction Search

Token Management

Fraud Tools

**Virtual Terminal Setup**


Terminal ID BENNTEST

Configuration Type ☐ Use Company Settings ☒ Use Customized Settings

Next Back

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From this screen you can update the logo, address etc.



DASHBOARD

Welcome JASHAN | [Change Password](#) | [Logout](#)

Virtual Terminal

Search

Reporting

Token Management

Fraud Tools

Admin

Help

User Search

User Creation

Virtual Terminal

Transaction Search

Token Management

Fraud Tools

Virtual Terminal Setup

Configuration Type

Terminal ID

CVV Required

AVS Required

Multi Reference Number

Display Name

Length

Required

ADD REMOVE

ADD REMOVE

Custom DBA

Receipts

LOGO

Choose File

No file chosen

Merchant Name

Address Line 1

Address Line 2

Phone Number

Receipt Signature

Update

Cancel

Back

## Token Management

To change the labels and field lengths that are displayed when creating a token, click on the Token Management Tab from the Admin Menu and update the fields.

The screenshot shows the Payroc Dashboard with the 'Token Management' tab selected in the Admin menu. The page title is 'Token Management'. The form contains the following fields and options:

- Token ID Length:
- Reference Field Name:  Length:  ☐ Optional ☒ Mandatory
- Client ID Field Name:  Length:  ☐ Optional ☒ Mandatory
- CVV Required: ☐ No ☒ Optional ☐ Mandatory
- AVS Required: ☐ No ☒ Optional ☐ Mandatory

At the bottom of the form are two buttons: 'Update' and 'Cancel'.

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## Technical Support

Payroc Merchant Support, Canada

Tel: 647-258-3708

Toll Free: 1-855-812-5191

Hours Of Operation – Monday – Friday 8:30am-5:00pm ET

Email: [canada-support@payroc.com](mailto:canada-support@payroc.com)

Dashboard: <https://dashboard@caledoncard.com>