

Go to **New Transaction**.

Qualpay <u>Virtual Terminal</u> supports a Force transaction. A cardholder's card may be declined due to security concerns (an example is if the credit card is over the limit or is restricted from using the card at specific types of businesses). You may contact the issuing bank and request a one-time, six-digit credit card authorization number by dialing the <u>voice authorization</u> number. You assume all risks, including disputes, when processing this type of transaction.

To process a force transaction:

- 1. Select *Force*.
- 2. Enter the *Transaction Amount, Approval Code, Card Details*, and *Postal Code* at the minimum. View the <u>Virtual Terminal table</u> for all the available fields and their definition.
- 3. Click on *Submit* to process the force transaction.
- 4. View the transaction receipt and transaction result.