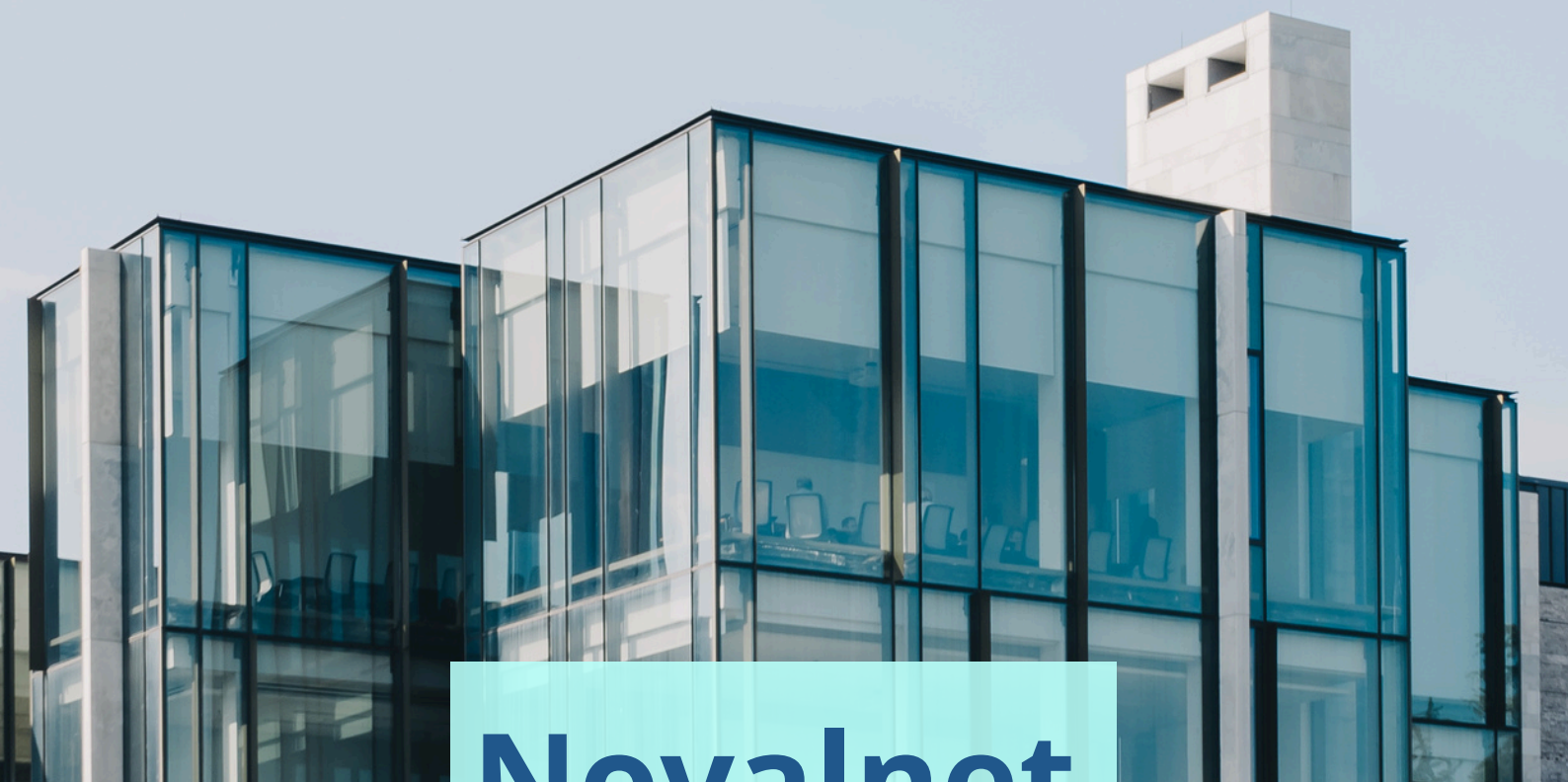


Virtual Terminal



Novalnet

WhitePaper on Novalnet's Virtual Terminal

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Introduction

Do you know you can have a stand alone checkout page without the need to connect to any devices?

Novalnet helps you accept payments through a special checkout page known as virtual terminal. Additionally, you will have no hassle of setting up physical POS devices.

End-customers who are interested in your products can call or email their payment information. This payment information collected is entered in the Virtual POS provided by Novalnet.

Novalnet provides a fully secured hosted payment page where you can submit the payment details collected. Novalnet processes the payment and the order gets completed.

Virtual terminal interface connects the payment provider with the merchant.

This whitepaper describes on using virtual Terminal to collect payments.



Glossary

POS - Point of Sale

ERM - Enterprise resource planning

CRM - Customer relationship management

Level 1 - Applies to businesses that process more than 6 million card transactions annually

Why You Should Use Call and Pay



01 Secured

Call and Pay is 100% secured, where payment information is tokenized and processed via PCI DSS-compliant systems.

02 No Website/Internet Required

Just have your call and pay phone number in your brochure or advertisement. It may help someone reach you when they have no internet access or technical knowledge to shop online.

03 Replaces an Agent

The interactive digital voice instructs the customers, automating the payment without human involvement.

04 Reliable

Call and Pay is as reliable as an online payment. The IVR system is available 24x7 so that customers can pay even outside business hours.

Using Call and Pay Step by Step

Call and pay payment is powered by an Interactive voice response payment solution which helps you accept payments in the same way as online payments.

1 Customers Choose Payment Method

After adding a product or service in the cart, on the checkout page, customer decides to make a call to proceed with the transaction.

2 Customers Call the Number

Customers call the number displayed on the checkout page.

3 An Interactive Voice Responds

An interactive digital voice starts prompting the customer to enter the unique number that appears on the screen.

4 System Captures Cart Information

The payment system captures the cart information from the registered customers.

5 Customers Provide Information

Customers provide their card information and authenticates the transaction.

6 Payment Complete

Once authentication succeeds, money is debited from the customers' account and the payment is completed.

Key Features



Call and Pay - an Instant Payment Option

Receive payments instantly to be on par with the online payment mode.



Supports Multiple Languages

- Interactive voice responds in the customer's native language from where the call is initiated



Zero Payment Declines

- No more payment declines in card payments where aborted calls can be resumed until payment is complete.



Notification Messages

- Every transaction activity is notified through SMS.

About Novalnet AG

Founded in 2007, Novalnet is a pioneer in all-in-one payment services. Our strength remains in the unrelenting pursuit for perfection, innovation and acceleration, supported by the best people in the industry. This constant drive to innovate and scale keeps our global payment solutions ahead of the game and gives you the business edge. Our belief in exceeding the best of expectations have made us one of the most popular payment service providers in Europe.

Thank You

Accept 200+ payment methods in 150+ currencies globally in a highly secure, state-of-the-art environment supported by AI-powered risk management for SMEs & large enterprises. Novalnet hosts multiple value-added features & services including recurring payments, debt collection, automated marketplace.



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