

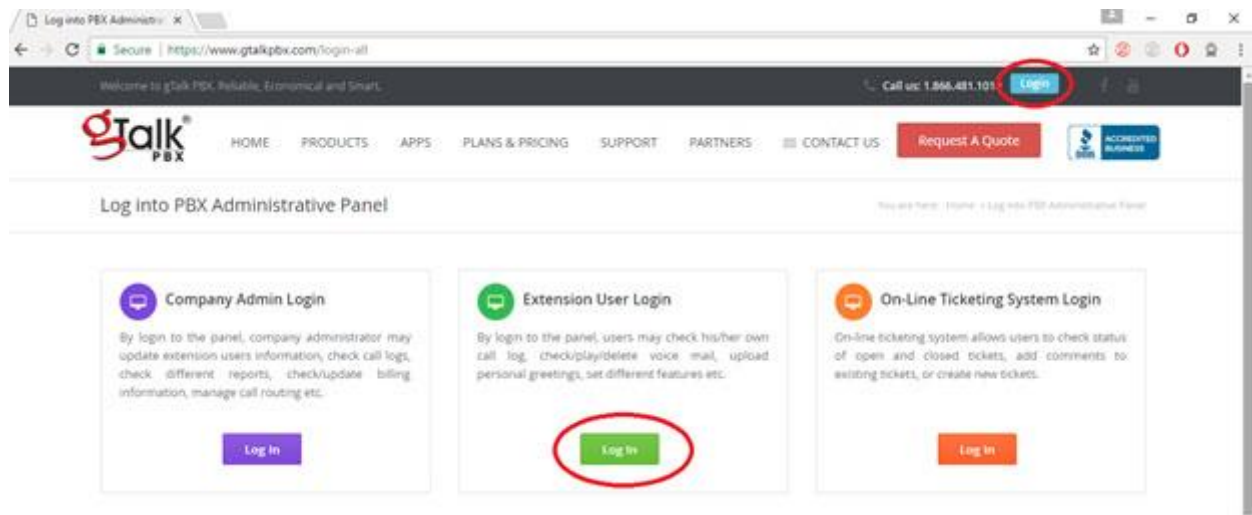
gTalk® PBX PCI-DSS USER GUIDE

The Payment Card Industry Data Security Standard (PCI-DSS) Compliant Over-the-Phone Credit Card Payment Processing System

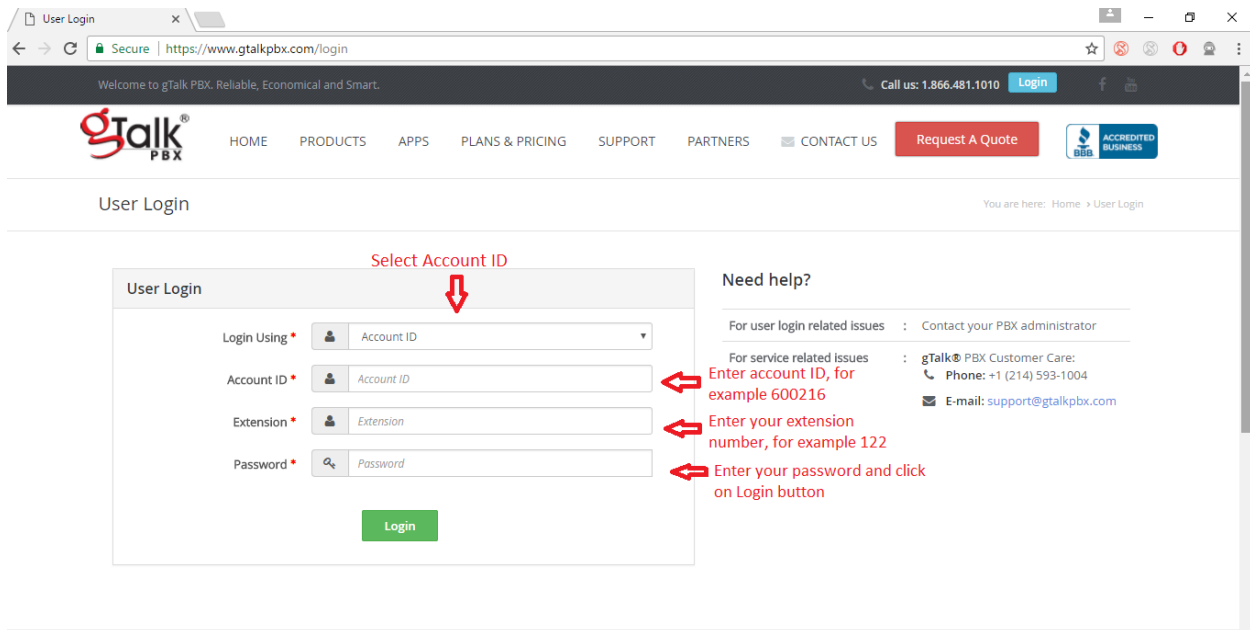
Introduction: gTalk® PBX service includes, as an optional add-on service, a PCI-DSS compliant over the phone credit card payment processing system. It allows a customer to enter sensitive credit card information for payments without having to disclose it verbally to the agent of the party accepting the payment. The instruction to use the system is provided below:

Login to PBX User Panel:

Go to www.gtalkpbx.com. Click on **Login** (top right corner) to open the below window:



In the **Extension User Login** box click on the Green button **Log In** which will open a new window as shown below:

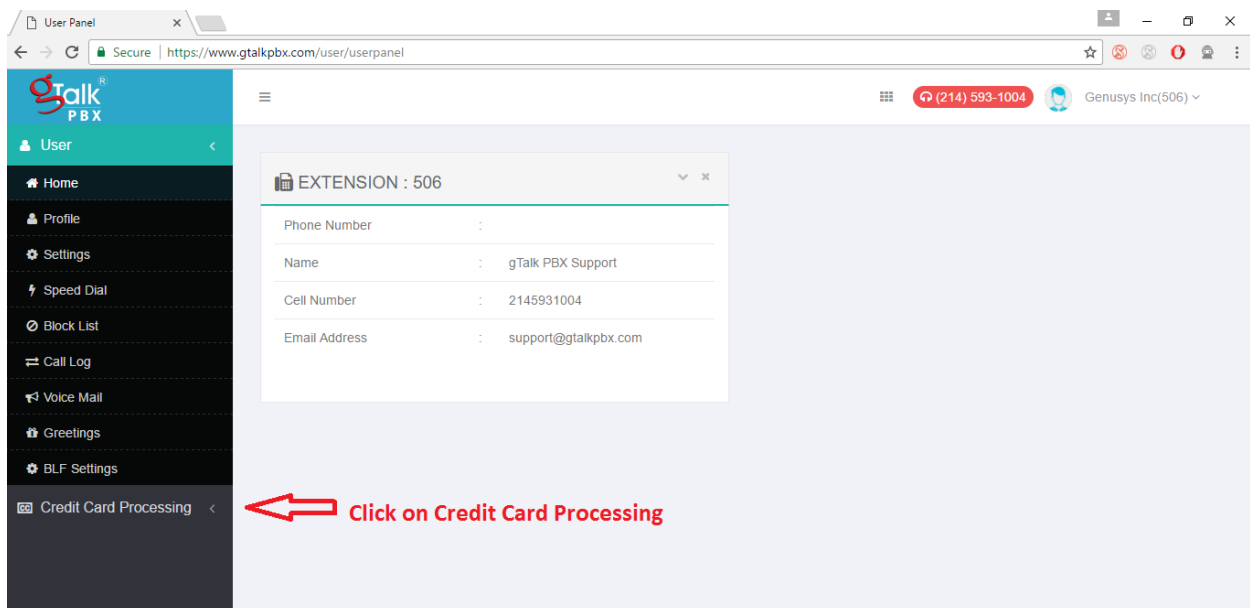


Enter your login credentials and then press the button **Login** (see above). This will open up the below window:

How to process a payment?

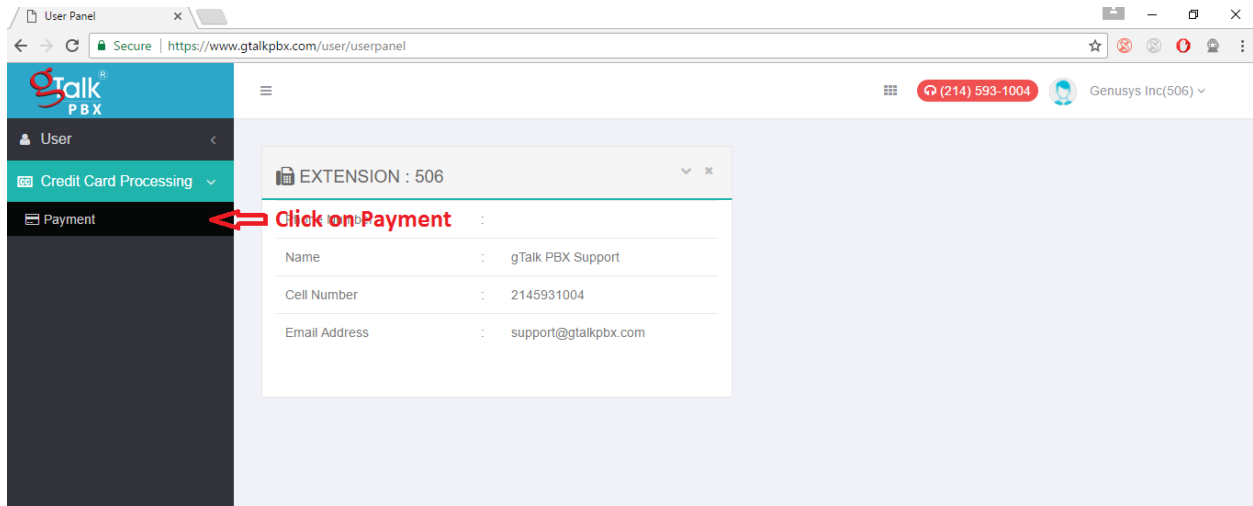
Step 1:

Click on **Credit Card Processing** in the menu bar on the left



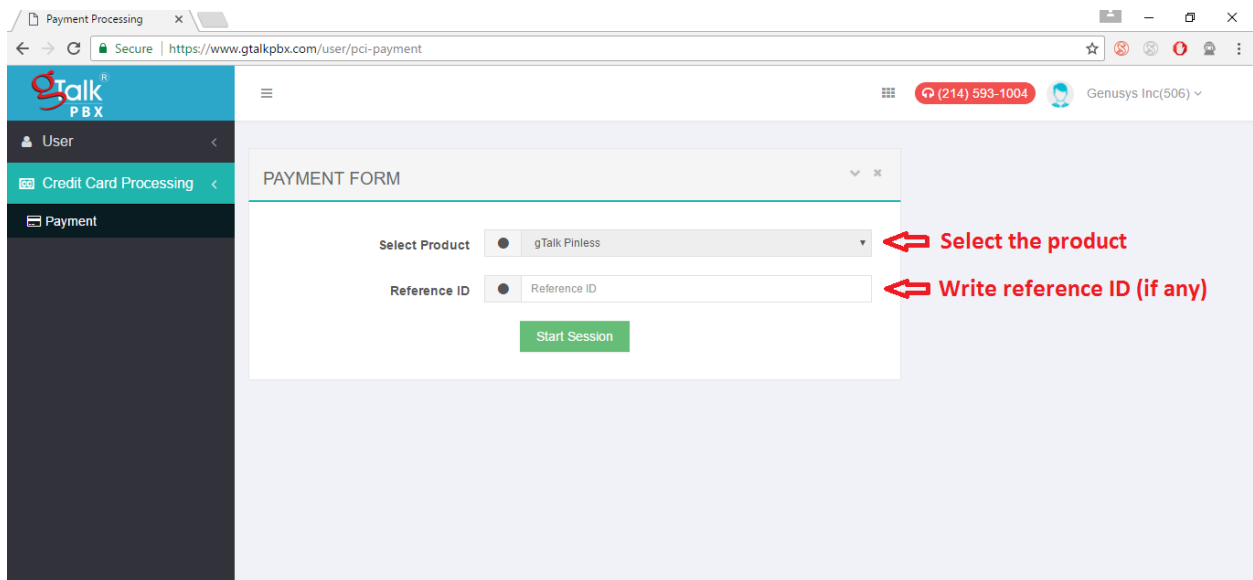
Step 2:

Click on the **Payment** link in the menu bar on the left.



Step 3:

Select product and reference ID (if any)



Step 4:

- (i) Enter card holder's name.
- (ii) Ask the customer to key-in the card number and CVC code.
- (iii) Ask customer card expiration date, zip code and amount. Enter the same in the designated slots.
- (iv) Click on the button **Process Payment**

gTalk PBX

Payment Processing

Secure | https://www.gtalkpbx.com/user/pci-payment

(214) 593-1004 Genusys Inc(506)

PAYMENT FORM

Select Product: gTalk Pinless

Reference ID: 456

Name: Robet Henry

Manual Input Mode

Card Number: 42*****2895 [Reset]

Security Code (CVC): *** [Reset]

Expiration: 05 2019

Zip: 75067

Amount: \$ 1

Cancel Payment Process Payment

Annotations:

- Name of the card holder
- This line appears on management approval
- Customer to key in card no. using phone keypad. Confirm last 4 digit
- Customer to key in CVC code using phone keypad.
- Ask customer for and you enter expiration date, zip code, and amount.
- Once data entries are complete press this button. Wait for the authroizaion window.

Note: Some customers may find it difficult or make repeated mistakes in keying in their card information using phone keypad. In such cases card information may be entered by the agent manually ONLY if the agent has been granted such privilege by his/her manager. Ask your manager to grant such privilege, if needed.

Step 5:

In the authorization window enter your notes on the payment (if any) and then press **Submit** button.

gTalk PBX

PCI Payment

Secure | https://www.gtalkpbx.com/user/pci-payment-success?code=92757610

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PAYMENT SUCCESSFUL : 92757610

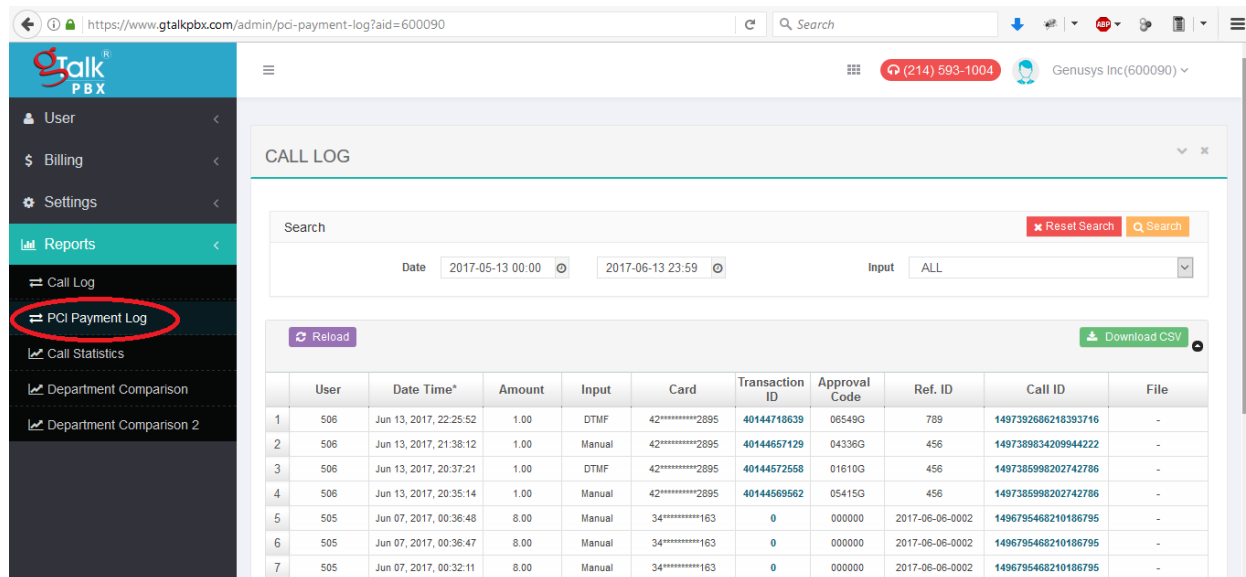
Transaction ID	: 40144718639
Approval Code	: 06549G
Amount	: 1.00
Card	: 42*****2895
Message	: This transaction has been approved.
Date Time	: 06/13/2017 10:25 PM
Note	: <input type="text" value="This is a test payment using PCI DSS secured payment system - gTalk Support"/>

Submit

Annotation: If required you may write your won notes here.

Payment log:

From time-to-time PBX admin may check payment/transaction login by login to the admin panel. To do so click the link **PCI Payment Log** under the **Report** section (see below).



The screenshot shows the gTalk PBX admin interface. The left sidebar contains a menu with 'Reports' selected, and 'PCI Payment Log' is highlighted with a red circle. The main content area displays a 'CALL LOG' report with search filters for Date (2017-05-13 00:00 to 2017-06-13 23:59) and Input (ALL). Below the filters is a table with 7 rows of transaction data.

	User	Date Time*	Amount	Input	Card	Transaction ID	Approval Code	Ref. ID	Call ID	File
1	506	Jun 13, 2017, 22:25:52	1.00	DTMF	42*****2895	40144718639	06549G	789	1497392686218393716	-
2	506	Jun 13, 2017, 21:38:12	1.00	Manual	42*****2895	40144657129	04336G	456	1497389834209944222	-
3	506	Jun 13, 2017, 20:37:21	1.00	DTMF	42*****2895	40144572550	01610G	456	1497385998202742786	-
4	506	Jun 13, 2017, 20:35:14	1.00	Manual	42*****2895	40144569562	05415G	456	1497385998202742786	-
5	505	Jun 07, 2017, 00:36:48	8.00	Manual	34*****163	0	000000	2017-06-06-0002	1496795468210186795	-
6	505	Jun 07, 2017, 00:36:47	8.00	Manual	34*****163	0	000000	2017-06-06-0002	1496795468210186795	-
7	505	Jun 07, 2017, 00:32:11	8.00	Manual	34*****163	0	000000	2017-06-06-0002	1496795468210186795	-

PCI payment /transaction log

Customer Support:

- (i) **For End Users/Retail Agents:** Please direct your questions to your respective system admin.
- (ii) **For System Admins:** Only System Admins may contact gTalk® PBX Customer Support Center at [214-593-1004](tel:214-593-1004) for clarification on any point related to the payment processing system, if any.