

Venu Gateway

Merchant Guide

2.26.2025

Version 1.2

Overview	3
Requirements	3
Supported Devices	3
Open a Store	4
Activate Store Terminal	5
Clerk Login	6
Process Payment	7
Process Return	8
Gateway Lock	9
Gateway Close/Logout	9
Administration Functions:	10
Manage Clerks	11
Add Clerk	12
Update Clerk	13
Deactivate Clerk	13
View Managers	14
Tip Configuration	15
Daily Reports	16
Product Support	16

Overview

Venu Gateway is a browser based payment acceptance application intended to be an entry point for taking a payment leveraging the Venu Network.

- Authentication for Managers to login to/open a terminal
- Clerk management (Add/Delete)
- Tip Configuration
- Daily Reporting
- Process a payment
- Process a return

Requirements

Merchant must be onboarded through Venu's Merchant Central and have an active account in good standing.

- Manager account and password acquired from Venu
- Stores setup/configured in Merchant Central

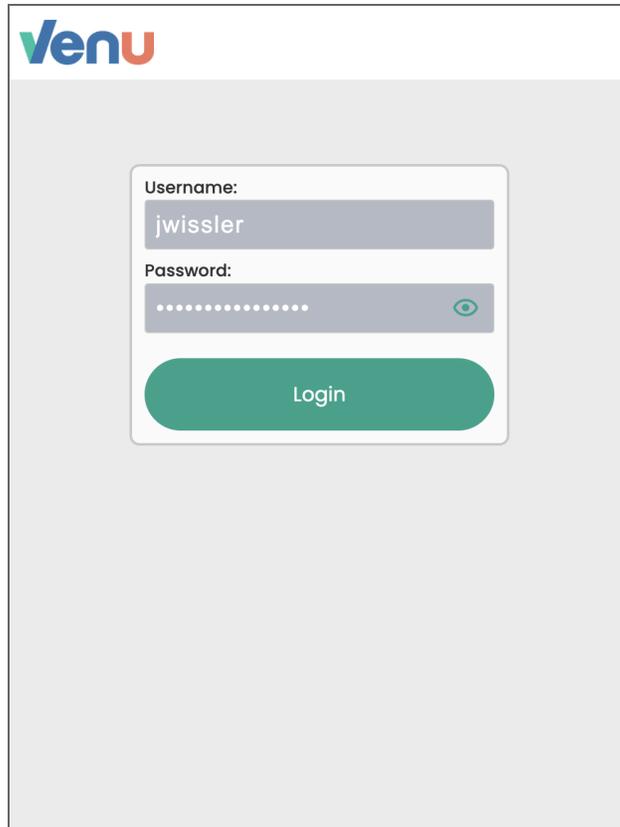
Supported Devices

- Computers, tablets, phones running current operating system with either a built in camera or external scanner device connected/installed
 - Scanner must be 2D capable (able to read a QR code)
- Current/updated browser

Open a Store

To open the Venu Gateway, a Manager must open or unlock the application by logging in.

- Navigate to <https://gateway.venu.bank/>
- Enter your username and password
- Click **Login**



The image shows a screenshot of the Venu Gateway login interface. At the top left, the "venu" logo is displayed in blue and red. Below the logo is a white login form with a grey border. The form contains two input fields: "Username:" with the text "jwissler" entered, and "Password:" with a masked password represented by ten dots and a toggle icon. Below the password field is a green rounded button labeled "Login".

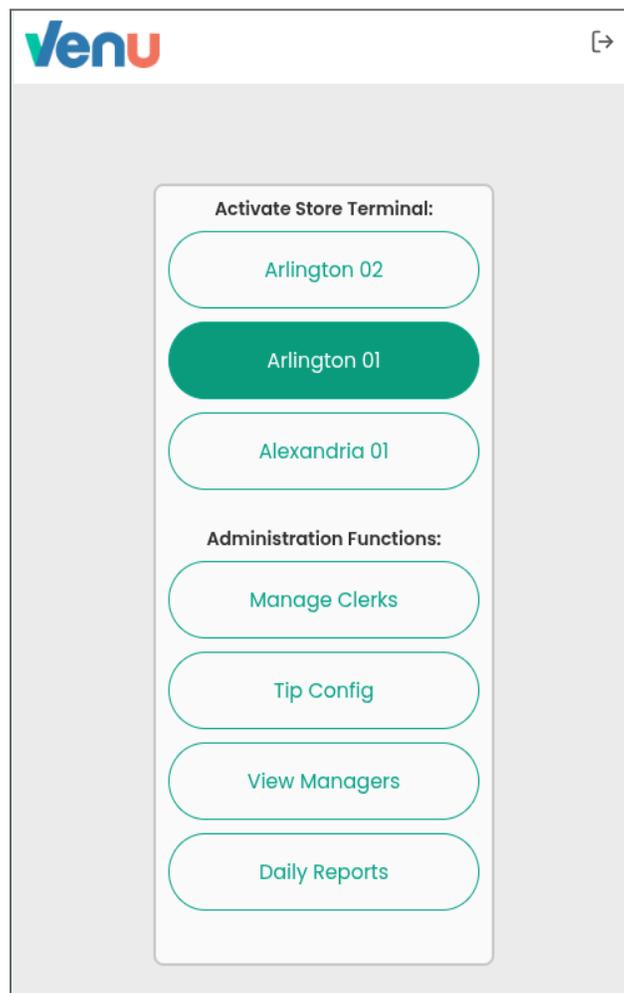
Activate Store Terminal

A manager will need to activate a store through the Venu Gateway in order to process payments or process returns during the business day.

Please note: An activated store session times out after 8 hours and may require a manager to reinitiate activation during the business day.

All locations available to the store manager will be displayed and available to activate.

- Select the store to activate by clicking on the store name

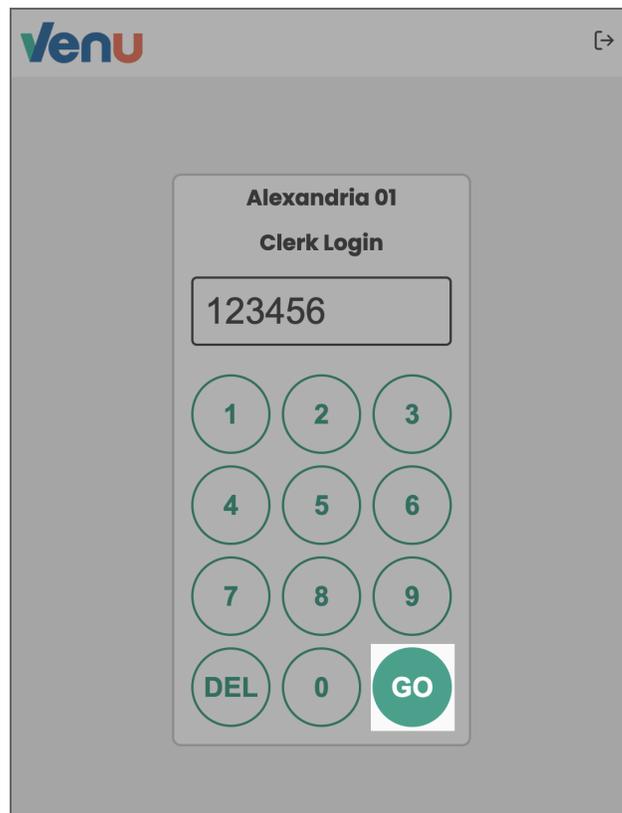


Clerk Login

Once the Venu Gateway is open and the store is active, the default screen will display the clerk login.

Please note: The Venu Gateway will automatically return to the clerk login screen after 10-minutes of inactivity.

- Type your assigned clerk ID/PIN
- Click **Go**



The screenshot shows the Venu Gateway Clerk Login interface. At the top left is the 'venu' logo, and at the top right is a right-pointing arrow icon. The central area is a grey box containing the text 'Alexandria 01' and 'Clerk Login'. Below this is a text input field with the number '123456'. Underneath the input field is a numeric keypad with buttons for digits 1 through 9, 0, a 'DEL' button, and a green 'GO' button.

Process Payment

Once the clerk has logged in, they will be on the Process Payment screen.

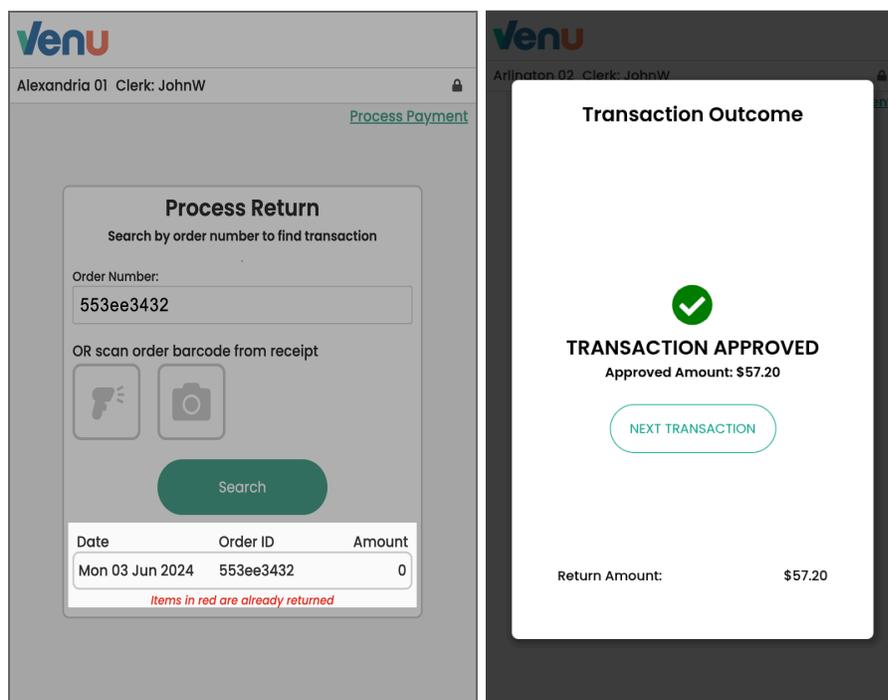
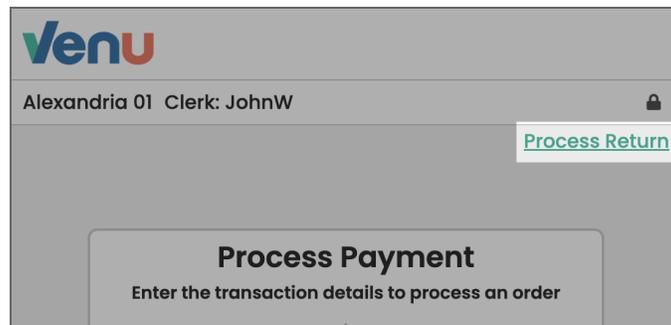
- Enter the order number
- Enter the amount of the transaction
- Click **Continue**
- Turn the screen to the customer and allow them to select a tip amount
- Use the tablet to scan the customer's unique QR code from their device
- Click **Next Transaction** to return to the process payment screen

The screenshot shows two side-by-side panels from the Venu app. The left panel, titled 'Process Payment', has a header 'Arlington 02 Clerk: JohnW' and a 'Process Return' link. It contains a form with 'Order Number: 010725-01' and 'Amount (\$): 57.20', with a 'CONTINUE' button below. The right panel, titled 'Select a Tip', prompts the user to 'Enter a tip amount if desired, then select Continue to complete the transaction'. It features a tip amount of '\$8.58 (15%)' with a 'CLEAR' button, and buttons for '15%', '20%', and '42%'. Below these is a numeric keypad with 'DEL', '0', and '.' buttons. At the bottom, it shows a summary: 'Purchase Amount: \$57.20', 'Tip: \$8.58', and 'Total: \$65.78', with a 'CONTINUE' button.

The screenshot shows two side-by-side panels. The left panel, titled 'Scan Barcode', has the instruction 'Capture Venu QR Code' and a large black square representing the QR code. Below it, it says 'Scan the payment QR code with the device camera (if available) or the connected barcode scanner'. At the bottom, it shows a summary: 'Purchase Amount: \$57.20', 'Tip: [Change](#) \$8.58', and 'Total: \$65.78'. The right panel, titled 'Transaction Outcome', features a green checkmark icon and the text 'TRANSACTION APPROVED' and 'Approved Amount: \$65.78'. It has a 'NEXT TRANSACTION' button and a summary at the bottom: 'Purchase Amount: \$57.20', 'Tip: \$8.58', and 'Total: \$65.78'.

Process Return

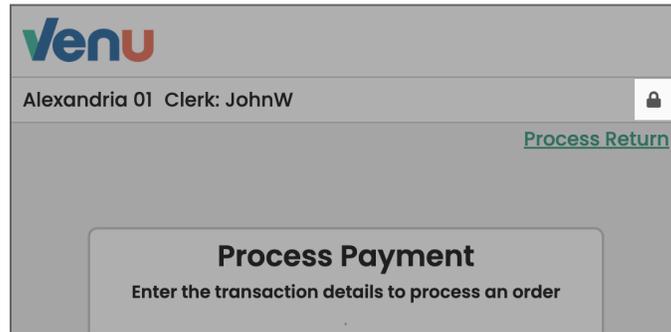
- In the upper right corner of the process payment screen, click **Process Return**
- Enter the order number and click **Search**
- Select the order to process return
- Use the tablet to scan the customer's unique QR code from their device
- Click **Submit** to process the return or click **Back to Search** to cancel
- Click **Next Transaction** to return to the process return screen



Gateway Lock

When a Clerk is done processing payments or returns, they should lock the Venu Gateway so that it is secured while not in use and ready for the next clerk.

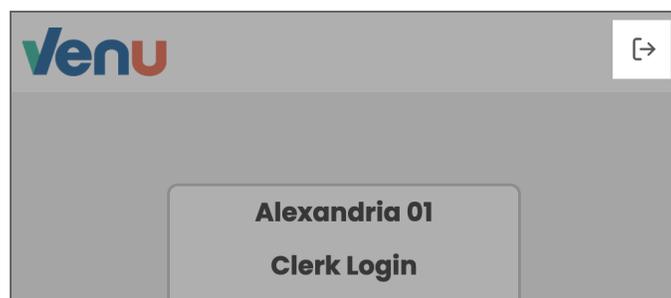
- In the upper right corner of the process payment or process return screen, click the lock icon



Gateway Close/Logout

To close the Venu Gateway for the day, any employee may logout

- In the upper right corner of the clerk login screen, click the logout icon



Administration Functions

Administration functions allow managers expanded capabilities to manage clerks, managers, and reports.

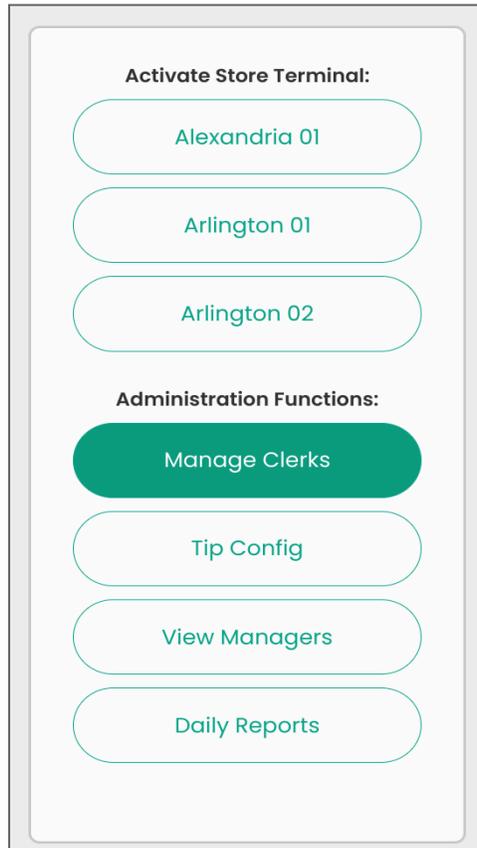
- Add, update, and deactivate clerks
- View active and disabled managers and their accessible stores
- Configure tips
- Access reports

Please note: It's recommended to use a larger screen when performing administrative functions for a better gateway experience

Manage Clerks

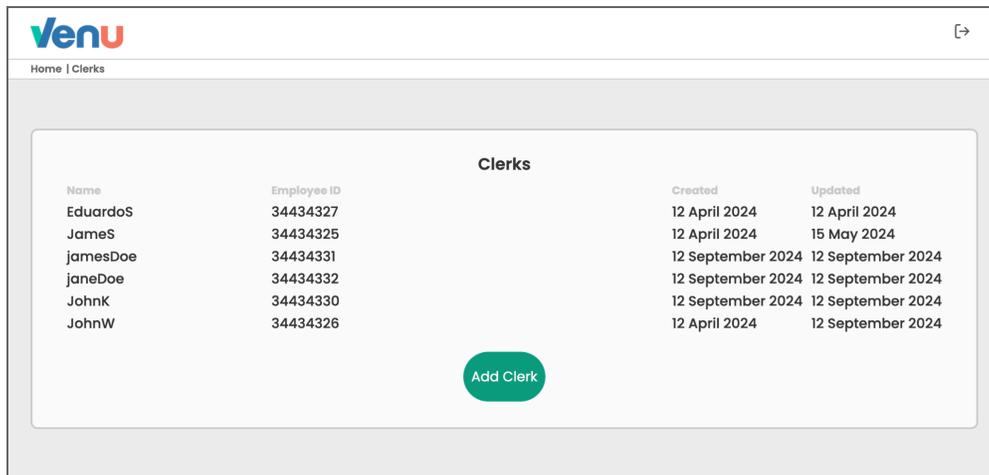
Managers can add, update, and deactivate clerks by accessing manage clerks under administrative functions

- From the home screen, click **Manage Clerks**



Add Clerk

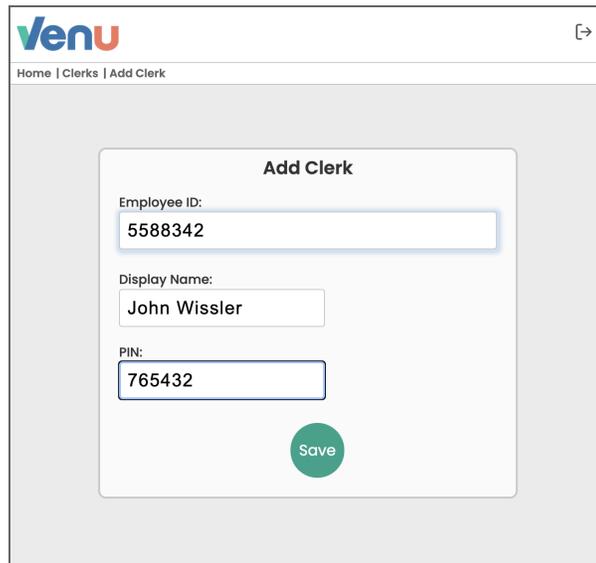
- From the bottom of the clerks screen, click **Add Clerk**
- Enter the following required clerk fields
 - **Employee ID** - a unique ID used to identify the employee
 - **Display Name** - the employee's first and last name
 - **PIN** - a unique number that the employee will use to login
- Click **Save**



The screenshot shows the Venu web interface for the 'Clerks' page. At the top left is the Venu logo, and at the top right is a home icon. Below the logo is a breadcrumb trail: 'Home | Clerks'. The main content area is titled 'Clerks' and contains a table with the following data:

Name	Employee ID	Created	Updated
EduardoS	34434327	12 April 2024	12 April 2024
James	34434325	12 April 2024	15 May 2024
jamesDoe	34434331	12 September 2024	12 September 2024
janeDoe	34434332	12 September 2024	12 September 2024
JohnK	34434330	12 September 2024	12 September 2024
JohnW	34434326	12 April 2024	12 September 2024

Below the table is a green circular button labeled 'Add Clerk'.



The screenshot shows the Venu web interface for the 'Add Clerk' page. At the top left is the Venu logo, and at the top right is a home icon. Below the logo is a breadcrumb trail: 'Home | Clerks | Add Clerk'. The main content area is titled 'Add Clerk' and contains a form with the following fields:

Employee ID:

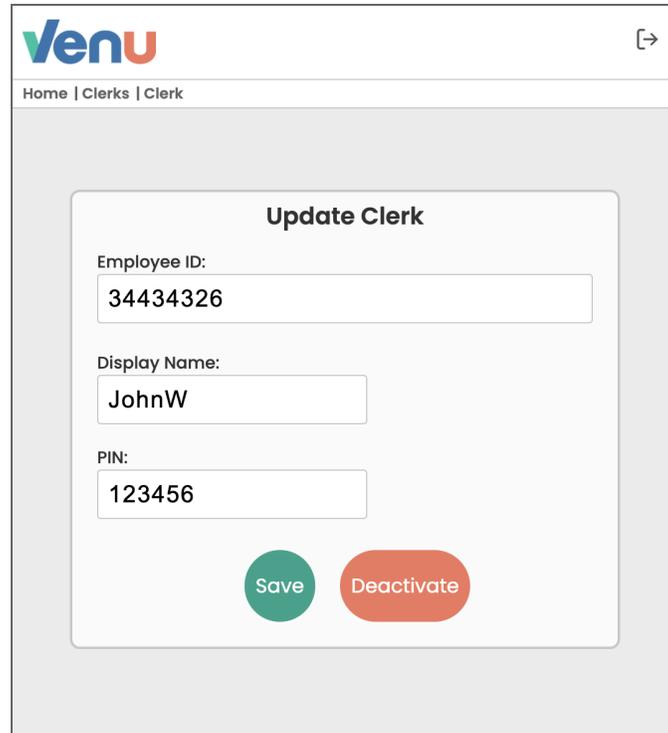
Display Name:

PIN:

Below the form is a green circular button labeled 'Save'.

Update Clerk

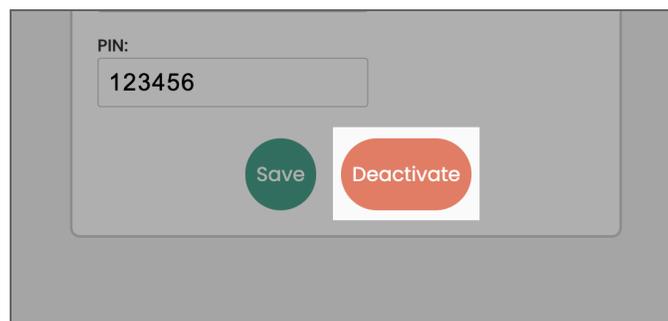
- From the clerks screen, select the employee you want to update
- Update the necessary employee information
- Click **Save**



The screenshot shows the Venu Gateway interface. At the top left is the Venu logo, and at the top right is a home icon. Below the logo is a breadcrumb trail: Home | Clerks | Clerk. The main content area is titled "Update Clerk" and contains three input fields: "Employee ID:" with the value "34434326", "Display Name:" with the value "JohnW", and "PIN:" with the value "123456". At the bottom of the form are two buttons: a green circular "Save" button and a red pill-shaped "Deactivate" button.

Deactivate Clerk

- From the clerks screen, select the employee you want to deactivate
- Click **Deactivate**

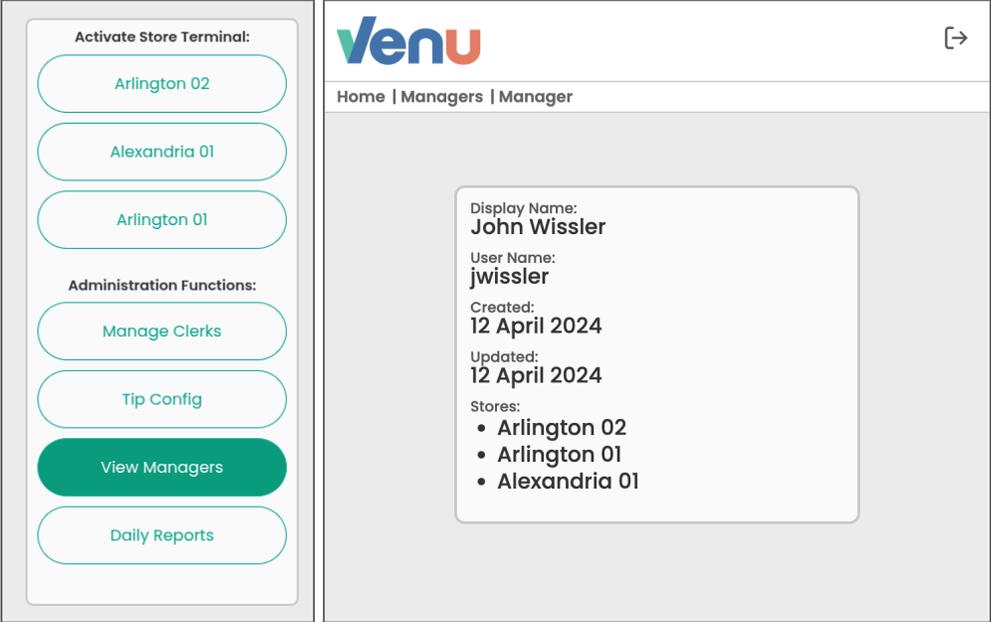


This is a close-up screenshot of the bottom portion of the "Update Clerk" form. It shows the "PIN:" input field with the value "123456". Below the input field are two buttons: a green circular "Save" button and a red pill-shaped "Deactivate" button.

View Managers

Managers can view other managers by accessing view managers under administrative functions

- From the home screen, click **View Managers**
- From the manager list screen, click the manager you want to view



Tip Configuration

Managers can set up tip configuration by accessing tip config under administrative functions

- From the home screen, click **Tip Config**
- Select the store you want to set up tip configuration for or choose **Global Tip Config** to configure all stores the same
- Enter suggested tip amounts in each of the three boxes - these will show to the customer when checking out
- Click **Update** to save

Update Store/Global Tip Config

Alexandria 01

Arlington 01

Arlington 02

Global Tip Config

Update Store/Global Tip Config

Alexandria 01

Arlington 01

Arlington 02

Global Tip Config

Tip Config:
Alexandria 01

Configure values for the 3 quick-tip (%) buttons on the Point Of Sale.

Tip 1 (%): 18 Tip 2 (%): 25 Tip 3 (%): 50

[Clear Values](#)

Update

Daily Reports

Managers can access and export reports by accessing daily reports under administrative functions

- From the home screen, click **Daily Reports**
- Enter the date you wish to access reports for
- If you are searching for a report containing a specific transaction, you can filter by:
 - Order Number
 - Clerk ID
 - Clerk Name
 - Store
- To download the report, click **Export to CSV**

Daily Reports

Date:

Order Number:

Clerk ID:

Clerk Name:

Stores:
 Select All
 Alexandria 01 Arlington 02 Arlington 01

5 results, Returns in red

Date	Time	Store	Clerk ID	Clerk Name	Transaction ID	Order Number	Type	Status	Total Approved: \$199.56	Requested	Approved
26 September 2024	09:16	Alexandria 01	34434326	JohnW	9ef4a452-d3a8-4513-9051-ec0706327241	56-72355	Return	FullApproval		-\$27.32	-\$27.32
26 September 2024	09:10	Alexandria 01	34434326	JohnW	alae2cf0-bcc7-4db3-844d-45292269e527	56-72401	Payment	FullApproval		\$107.88	\$107.88
26 September 2024	09:08	Alexandria 01	34434326	JohnW	7deecf4a-cf23-4a29-a231-ad2f1770a7b9	56-72356	Payment	FullApproval		\$35.43	\$35.43
26 September 2024	09:07	Alexandria 01	34434326	JohnW	5363a2b4-45bb-4a44-b4c4-a763749ce04c	56-72355	Payment	FullApproval		\$27.32	\$27.32
26 September 2024	09:06	Alexandria 01	34434326	JohnW	09070db8-138f-4c36-8c4c-fe3e44a8b5f8	56-72332	Payment	FullApproval		\$56.25	\$56.25

[Export To CSV](#)

Product Support

Contact Venu support team either through a ticket created through the Venu Merchant portal, or by phone (877) 313-3834 or email at access-support@venu.bank