Manual Card Payments (MOTO / Cardholder Not Present)

Last Modified on 23/09/2026 3:13 pm BST

Sometimes you may need to take a card payment manually by entering the customer's card details. This is typically used when taking a payment **over the phone**.

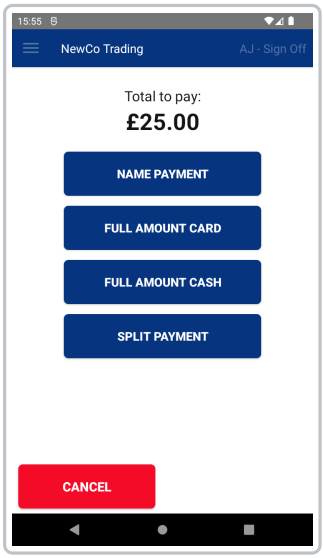
This type of payment may be referred to as:

- **Cardholder Not Present (CNP)**
- **MOTO**
- **Mail Order**
- **Telephone Order**

> **Please note:** Manual card payments are dependent on your **payment application and Acquirer** supporting this feature. The options available may vary depending on your payment terminal.

Processing a Manual Card Payment

To process a MOTO or Cardholder Not Present transaction, enter your payment amount as usual and tap**CARD**.

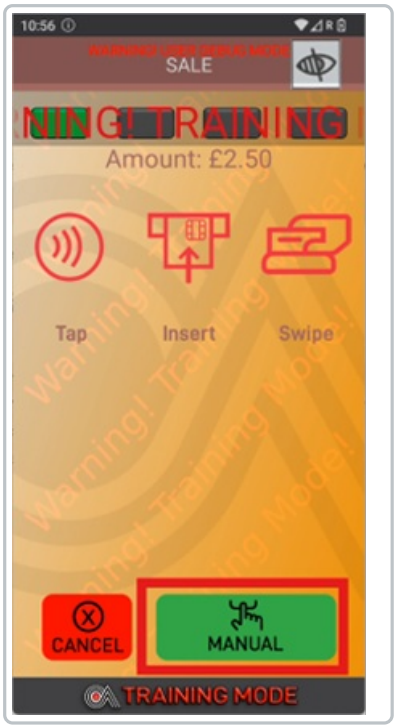


You will then need to follow the appropriate steps for your payment terminal.

Castles Terminals (CastlesPay) i.e. S1F2, S1F4

On the **Present Card** screen:

1. Tap **MANUAL**. This is located at the bottom-right of the screen.



2. Enter the **Card Number** using the keypad and tap **OK**.



3. Enter the **Card Expiry Date** and tap **OK**.



4. When asked if the card is present, tap **YES** or **NO** as appropriate.



5. Enter the **CVV Code** (the security code on the back of the card) and tap **OK**.



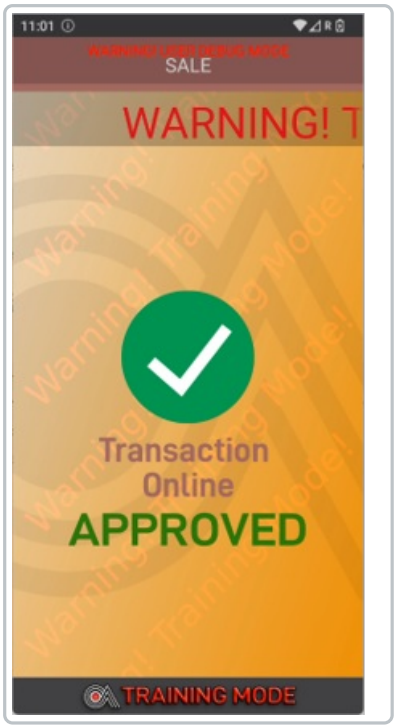
6. Enter the **Postcode**. If the keyboard does not appear, simply tap **OK**.



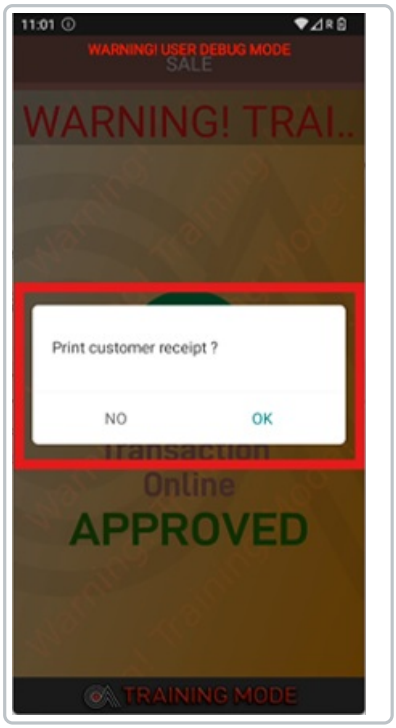
7. Enter the **Address**. If the keyboard does not appear, simply tap **OK**.



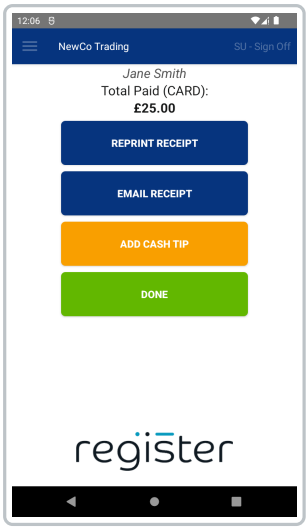
8. The transaction will now be processed.



9. Once approved, tap **OK** to print the customer copy of the receipt, or tap**NO** to skip printing.



10. You will then be returned to the standard **Transaction Summary** screen.



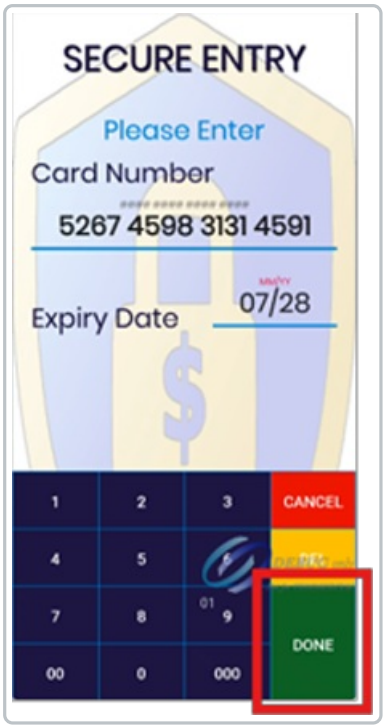
PAX Terminals (Positive) i.e. A920 Pro, A77

On the **Present Card** screen:

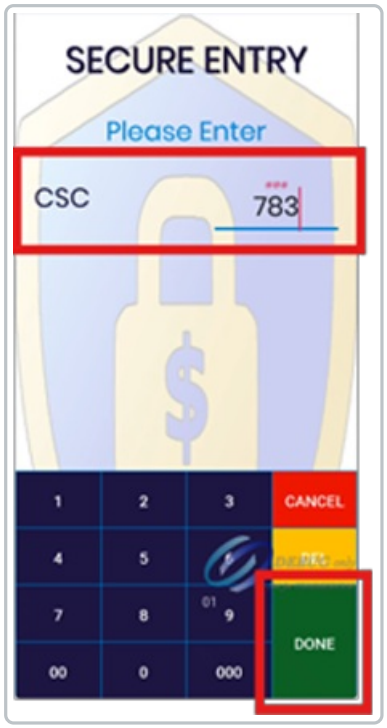
1. Tap **CARD NOT PRESENT**. This is located at the bottom-right of the screen.



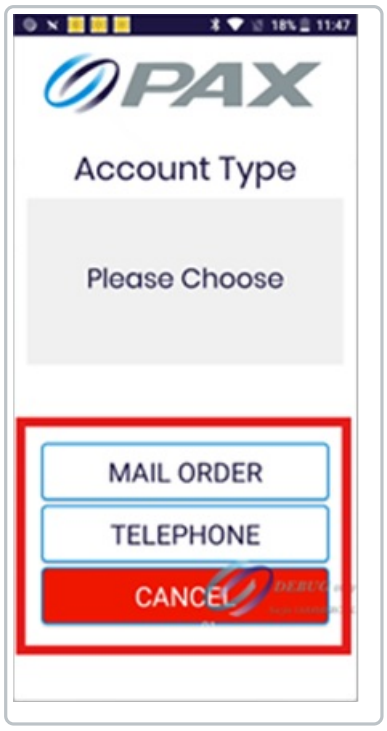
2. Enter the **Card Number** and **Card Expiry Date** using the keypad and tap **DONE**.



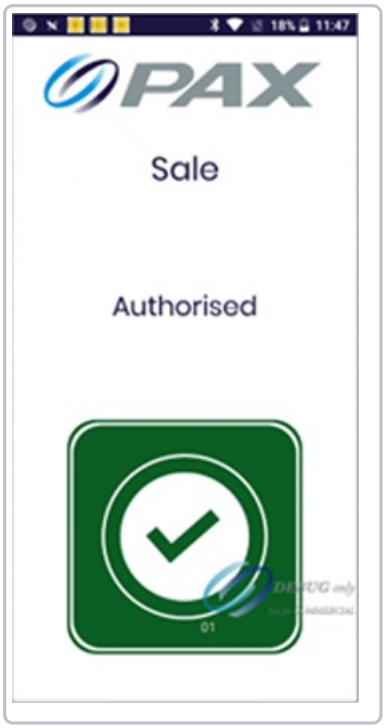
3. Enter the **CSC Code** (the security code on the back of the card) and tap **DONE**.



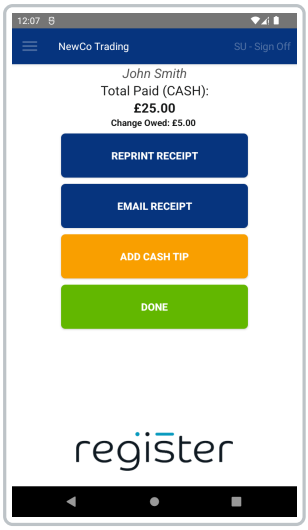
4. Select whether the transaction is a **Mail Order** or **Telephone Order**.



5. The transaction will now be processed.



6. Once complete, you will be returned to the standard **Transaction Summary** screen.



⍰ Can't See the Manual Payment Option?

If you do not see a **MANUAL** or **CARD NOT PRESENT** option on your terminal, this feature may not be supported.

We recommend contacting your Solution Provider to confirm whether manual card payments are available on your payment solution.