

Logging On

- Enter URL into web browser: <https://www.paymentech.net/manager>
- Enter User Name & Password (password is case-sensitive)
- Click on Login to enter the Orbital Virtual Terminal

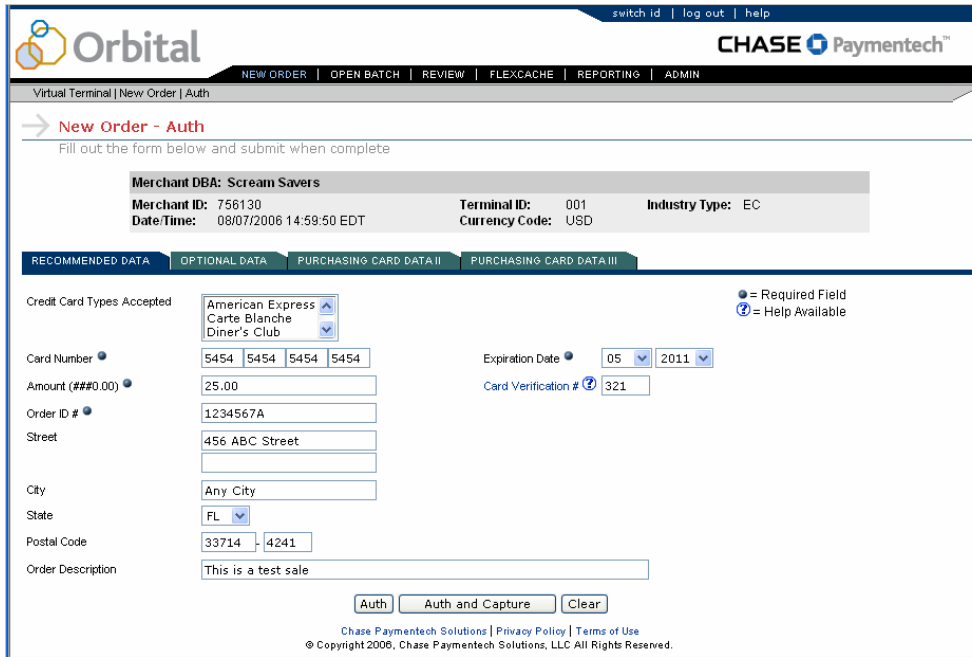
UserID

Password

(password is case-sensitive)

New Order – this application allows for the manual entry of new transactions.

- The standard transaction set includes Sale, Auth Only, Return, Force.
- Users can also attach a unique Order ID, perform Address Verification, and submit extended Purchasing Card data here.



Virtual Terminal | New Order | Auth

New Order - Auth
Fill out the form below and submit when complete

Merchant DBA: Scream Savers
Merchant ID: 756130 Terminal ID: 001 Industry Type: EC
Date/Time: 08/07/2006 14:59:50 EDT Currency Code: USD

RECOMMENDED DATA | OPTIONAL DATA | PURCHASING CARD DATA II | PURCHASING CARD DATA III

Credit Card Types Accepted: American Express, Carte Blanche, Diner's Club

Card Number: 5454 5454 5454 5454 Expiration Date: 05 2011

Amount (##0.00): 25.00 Card Verification #: 321

Order ID #: 1234567A

Street: 456 ABC Street

City: Any City

State: FL

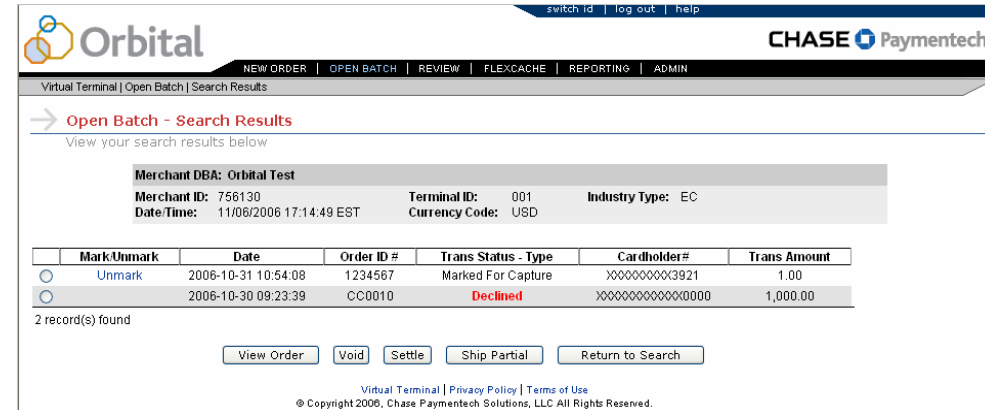
Postal Code: 33714 -4241

Order Description: This is a test sale

Chase Paymentech Solutions | Privacy Policy | Terms of Use
© Copyright 2006, Chase Paymentech Solutions, LLC All Rights Reserved.

Open Batch – this application views transactions prior to settlement.

- Select Open Batch from the Applications in the Top Navigation bar.
- Enter Date Range or other transaction criteria and click 'Search.'



Virtual Terminal | Open Batch | Search Results

Open Batch - Search Results
View your search results below

Merchant DBA: Orbital Test
Merchant ID: 756130 Terminal ID: 001 Industry Type: EC
Date/Time: 11/06/2006 17:14:49 EST Currency Code: USD

	Mark/Unmark	Date	Order ID #	Trans Status - Type	Cardholder#	Trans Amount
<input type="radio"/>	Unmark	2006-10-31 10:54:08	1234567	Marked For Capture	XXXXXXXXXX3921	1.00
<input type="radio"/>		2006-10-30 09:23:39	CC0010	Declined	XXXXXXXXXX0000	1,000.00

2 record(s) found

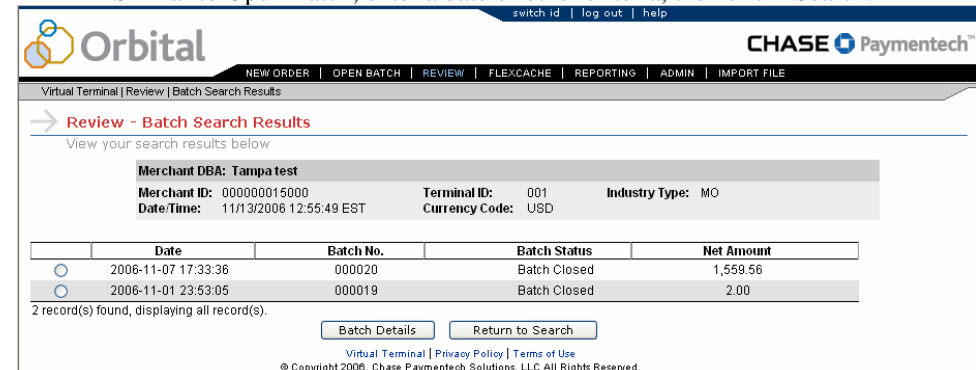
Virtual Terminal | Privacy Policy | Terms of Use
© Copyright 2006, Chase Paymentech Solutions, LLC All Rights Reserved.

From the Open Batch query results, several functions can be performed, including:

- Mark and Unmark transactions for settlement
- View the full transaction/order details
- Void the transaction/order
- Settle all transactions with the status of "Marked for Capture"
- Perform Ship Partial/Split Shipment functions

Review – this application views transactions and batches post-settlement.

- From Review in the Navigation bar, choose Batch or Transaction search.
- Similar to Open Batch, enter a date or other criteria, then click 'Search.'



Virtual Terminal | Review | Batch Search Results

Review - Batch Search Results
View your search results below

Merchant DBA: Tampa test
Merchant ID: 000000015000 Terminal ID: 001 Industry Type: MO
Date/Time: 11/13/2006 12:55:49 EST Currency Code: USD

	Date	Batch No.	Batch Status	Net Amount
<input type="radio"/>	2006-11-07 17:33:36	000020	Batch Closed	1,559.56
<input type="radio"/>	2006-11-01 23:53:05	000019	Batch Closed	2.00

2 record(s) found, displaying all record(s).

Virtual Terminal | Privacy Policy | Terms of Use
© Copyright 2006, Chase Paymentech Solutions, LLC All Rights Reserved.

Logging On

After 5 login attempts with an invalid Username and Password combination, the login will be suspended. Users can reset/unlock their passwords by using the “Forgot Your Password?” link on the logon page.

New Order

Upon entering the Virtual Terminal, the default screen is New Order Auth.

- In addition to Auths, users can process Credit>Returns, Forces/Post-Auths, Electronic Checks (if applicable), Switch/Solo (if applicable), and Bill Me Later (if applicable).
- To qualify for the best Interchange rates, entry of the cardholder’s zip/postal code is required.

Open Batch

- Declined and Voided transactions may be viewed in Open Batch by searching on the appropriate transaction status.
- Ship Partial – if needing to perform a Split Shipment, the “Ship Partial” function can be used. The user will be prompted for the new, partial amount that they would like to settle the transaction for. The remaining amount will go back into the Open Batch as an unmarked transaction, awaiting further action.

Review Batch

A settled batch will be in one of the following three statuses:

- 1) **Closed** – this means that the batch was successfully processed and settled.
- 2) **Pending** – this means that the batch is has been submitted for settlement but has not yet completed.
 - Accounts serviced by the Salem host will enter the pending state for time-frames of up to 6 hours; this is normal.
 - Accounts serviced by the Tampa host will enter the pending state only momentarily.
- 3) **Rejected** – This means that one or more of the transactions in the batch was rejected by the host. You may attempt settlement again once you have fixed the rejected transaction. If you need help with this step, please contact our Gateway Support help desk.

Virtual Terminal FAQs

Q: What type of security is used for the encryption of the Virtual Terminal?

A: Chase Paymentech uses industry standard SSL with 128-bit encryption.

Q: Can a Virtual Terminal logon have restricted access?

A: Yes, logons can be restricted to prevent users from performing Credits, Voids, and Settlements. Additionally, you may request that any user only see a truncated view of the cardholder account numbers, as well as specify the access a user has to Customer Profiles, Merchant Selectable Response (MSR) administration, and FlexCache administration (all where applicable). For more information about specific roles, please view the Virtual Terminal User’s Guide or contact the Gateway Support help desk. Also, contact the Orbital Gateway Support help desk to request changes to your account.

Q: Can I change my password periodically? What happens if I lose my password?

A: Virtual Terminal passwords will expire every 90 days. The application will walk you through the resetting process. If you ever lose your password, or simply want it reset at any time, just use the “Forgot Your Password” link on the logon page.

Q: How long does the transaction and batch history stay in the Virtual Terminal?

A: Orbital stores all data regarding settled batches and transactions for 6 months. Unsettled transactions will remain in the Open Batch view for 4 months.

Q: Where can I find additional help?

A: The Virtual Terminal stores the Virtual Terminal User’s Guide within the application; it can be accessed by clicking on the “Help” link in the upper right-hand portion of the VT screen. The Orbital Gateway Support help desk is also available 24x7, 365 days-per-year.

Orbital Gateway Support help desk:

1-866-645-1314

GatewaySupport@chasepaymentech.com

