

Orbital Frequently Asked Questions

What is the Orbital Gateway?

Chase Paymentech's Orbital Gateway is a proprietary XML Internet processing system. It works with both of Chase Paymentech's processing platforms – Salem and Tampa (PNS).

What are the integration options available with the Orbital Gateway?

Orbital Gateway integration methods include:

- Virtual Terminal – our proprietary browser-based Gateway interface. Can be used to run one-off transactions and manage your Gateway batch.
- Web Services (SOAP) Interface
- Orbital Software Development Kits (Java, COM, C++, .NET, Perl)
- Coding direct-to-our-XML Gateway specification
 - HTTPS XML message
 - SFTP batch based XML process

Full documentation of all of the integration options is always available at our Orbital Gateway public download site: www.paymentech.net/download.

Is certification required to connect to Chase Paymentech via the Orbital Gateway?

Yes, our Orbital Gateway Certification team will certify your application to ensure seamless processing. A detailed description of the certification procedures for both of our processing platforms is available on our download site (www.paymentech.net/download).

I've already chosen a shopping cart/internet processing product. How can I tell if it is compatible with Chase Paymentech?

Your Chase Paymentech account manager has access to a listing of certified vendors (internally called the "VAR database"). Also, your vendor will likely have a good idea of the processors they have completed official certification testing with. Hopefully, their list includes Chase Paymentech. If not, they are always welcome to certify with us!

I'm using a product/shopping cart that is already certified with Chase Paymentech. Do I need to do anything special prior to going live?

We do require that even merchants using a certified product perform a live test with us. This is done to ensure that your go-live date is a success and as smooth as possible. Make sure that your Chase Paymentech account manager has submitted paperwork to not only prepare your live account, but also to coordinate your live test with the Orbital Gateway certification group.

Please explain the Orbital set-up process and time frames.

Your account manager can facilitate getting you into our Orbital Gateway certification process. Since your processing interface has to be created and/or certified, set-up time frames can vary greatly. However, the certification process is designed in such a way that the merchant is largely in control of how fast things progress.

I'm in a hurry and need to process immediately prior to completing certification. Does Orbital offer any immediate solutions?

Yes, many merchants go live using the Virtual Terminal prior to completing the certification process. In addition to submitting your certification paperwork, make certain that your account rep has submitted a request to have your Production account configured for Virtual Terminal access. Once set-up for the Production Virtual Terminal, you can begin processing transactions immediately.

If I'm only going to use the Virtual Terminal, do I need to complete a certification with Chase Paymentech?

No, VT-only merchants do not have to complete a certification.

Is a static IP required to process transactions from my website?

Yes, merchants are required to obtain a static IP from their Internet Service Provider so that the address can be registered within the Orbital system. Chase Paymentech uses IP authentication as one means of validating Orbital users, which is why a dynamically-assigned IP address will not suffice.

Do I need to provide an SSL certificate when processing transactions from my website?

No, Chase Paymentech is not currently configured to ask for an SSL certificate when communicating with merchants. The Chase Paymentech Server Hello message will contain an SSL certificate (so that you can validate that you're communicating with us if you want to), but we do not request the same info from the merchant side.

How reliable is the Chase Paymentech Orbital Gateway?

The Orbital Gateway system is managed on multiple servers and connections; both the application and database are fully backed-up. All elements of the Orbital Gateway are fully replicated in both of our Salem and Tampa facilities.